

Suburban Fire All Calls - Pickup to Dispatch Not Within 106 Seconds EMA/MetroSafe



KPI Owner: Angela Downes

Process: Dispatch and Track Emergency Responders

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: TBD Goal: TBD - after unified protocol implemented Total Opportunities: 2,453 calls for service Benchmark: 95% dispatched within 106 seconds	Data Source: CAD Goal Source: TBD Benchmark Source: NFPA 1722	Select Plan-Do-Check-Act Step Measurement Method: % of Suburban Fire calls for service that were not dispatched from 911 Dispatch to a Suburban Fire unit in 106 seconds Why Measure: To ensure the most efficient and correct response possible to emergency calls Next Improvement Step:

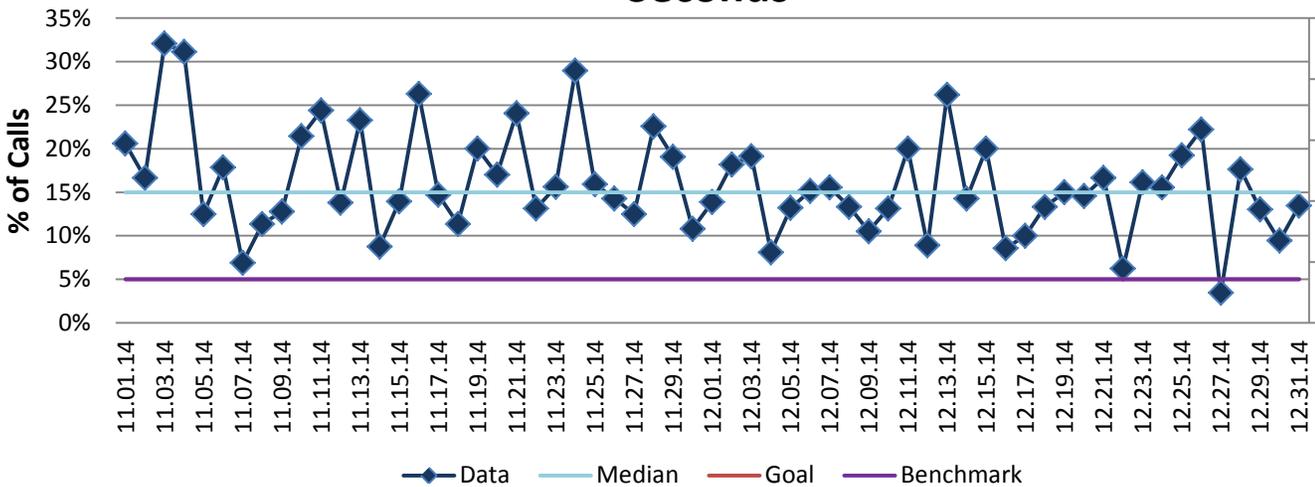
How Are We Doing?

12.01.14-12.31.14 1 Month Avg Goal	12.01.14-12.31.14 1 Month Average		12.31.14 Goal	12.31.14 Actual	
TBD	14%		TBD	13%	
% of Calls	% of Calls		% of Calls	% of Calls	

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Good



12.01.14-12.31.14 Pareto Analysis

