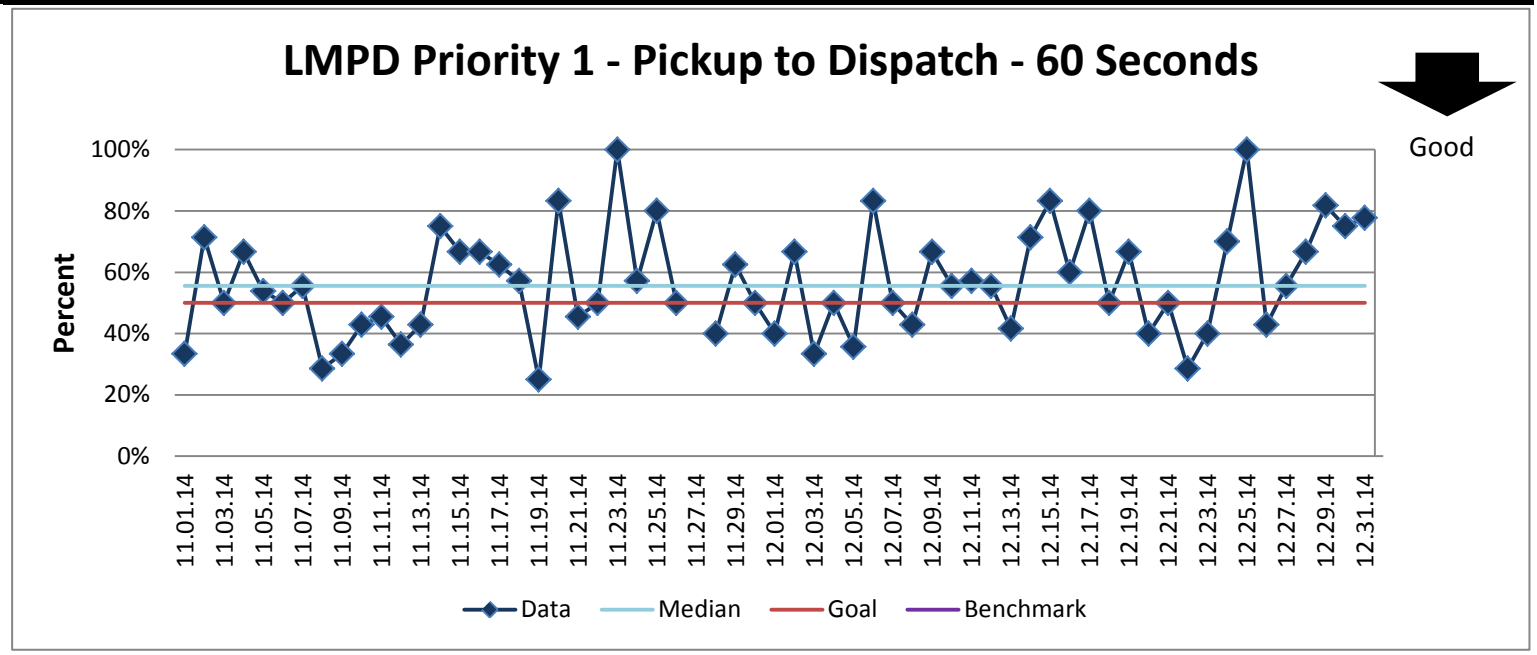
LMPD Priority 1 - Pickup to Dispatch - 60 Seconds
EMA/MetroSafe

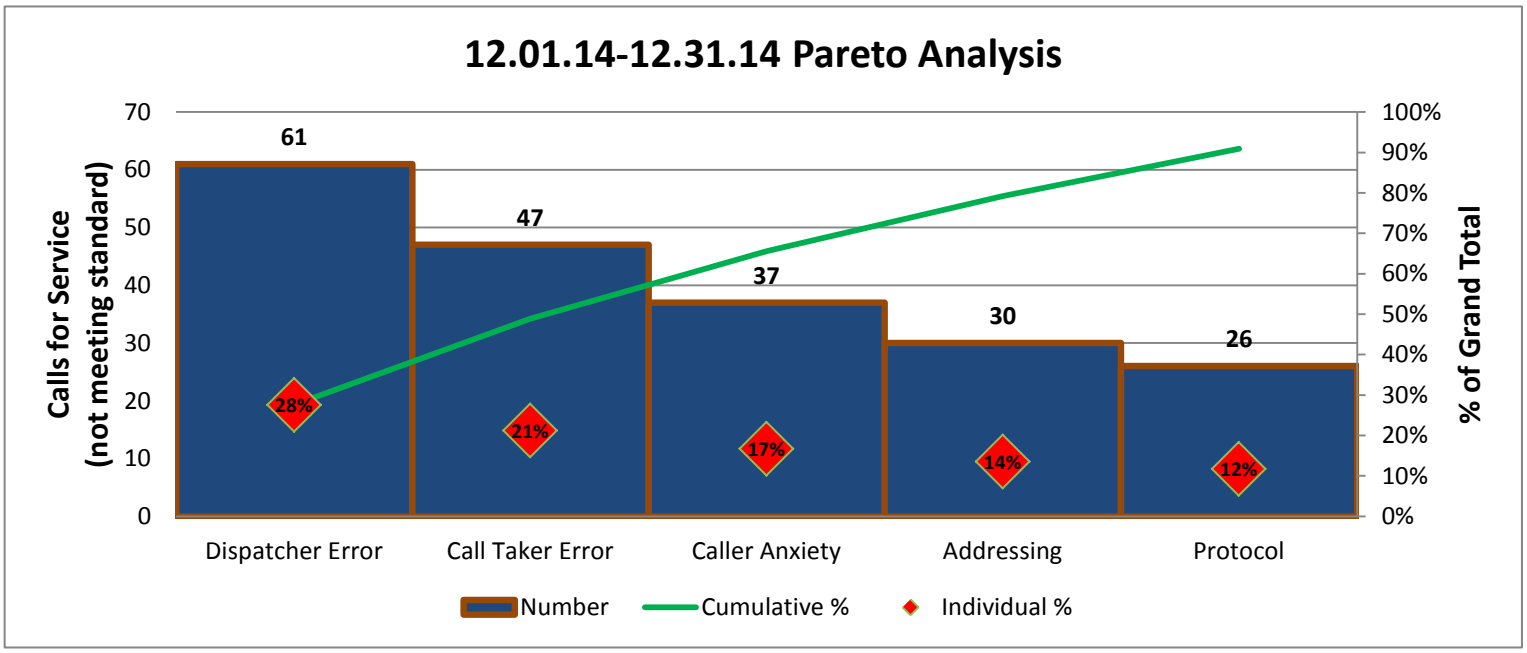
KPI Owner: Angela Downes | **Process: Dispatch and Track Emergency Responders**

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: Sept '14 - 61% calls not w/in 60 sec Goal: Do not exceed 60 seconds in the processing of Priority 1 calls 50% of the time Total Opportunities: 461 Benchmark: TBD	Data Source: CAD Goal Source: Dept Management Team Benchmark Source: N/A	Plan-Do-Check-Act Step 6: Validate that solutions work Measurement Method: The percent of Priority 1 calls for service that were not dispatched from 911 Dispatch to an LMPD unit in 60 seconds Why Measure: To ensure the most efficient and correct response possible to emergency calls Next Improvement Step: Award contract for unified protocol RFP; reassessing 60 second time cutoff based on current process review

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	
50%	59%		50%	78%	
Percent	Percent		Percent	Percent	





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