

Priority 1 Calls Not Responded to within 60 minutes Metro Animal Services



KPI Owner: Daisy Blakeman

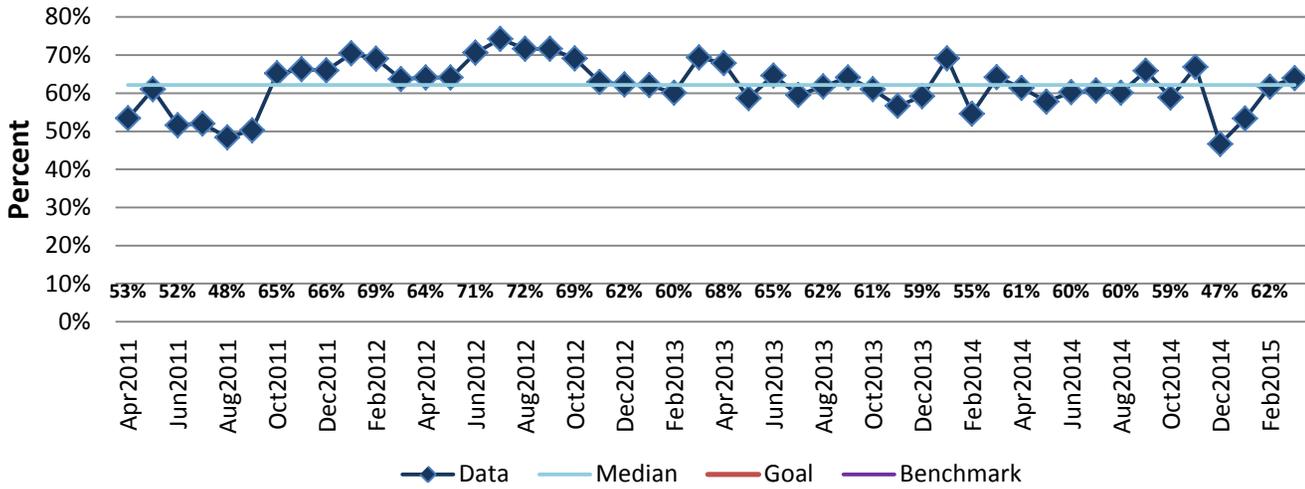
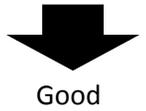
Process: Field Services

| Baseline, Goal, & Benchmark | Source Summary | Continuous Improvement Summary |
|---|---|---|
| Baseline: CY14: 61% avg. Goal: TBD Benchmark: TBD | Data Source: Chameleon Goal Source: TBD Benchmark Source: TBD | Plan-Do-Check-Act Step is Unclear Measurement Method: Number of priority 1 calls not responded to within 1 hour divided by the total number of priority 1 calls responded to in a month. Why Measure: Improve the quality and timeliness of services Next Improvement Step: Officers are being encouraged to do more runs. Will train officers in particular areas to become experts. |

How Are We Doing?

| Apr2014-Mar2015 12 Month Goal | Apr2014-Mar2015 12 Month Actual | | Mar2015 Goal | Mar2015 Actual | |
|----------------------------------|------------------------------------|--|--------------|----------------|--|
| TBD | 59.8% | | TBD | 63.9% | |
| Percent | Percent | | Percent | Percent | |

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Root cause analysis is not necessary because there is no gap between the goal and current performance.