

911 Call Answer Time Not w/in 10 Seconds - Busiest Hour of Day EMA/MetroSafe



KPI Owner: Angela Downes

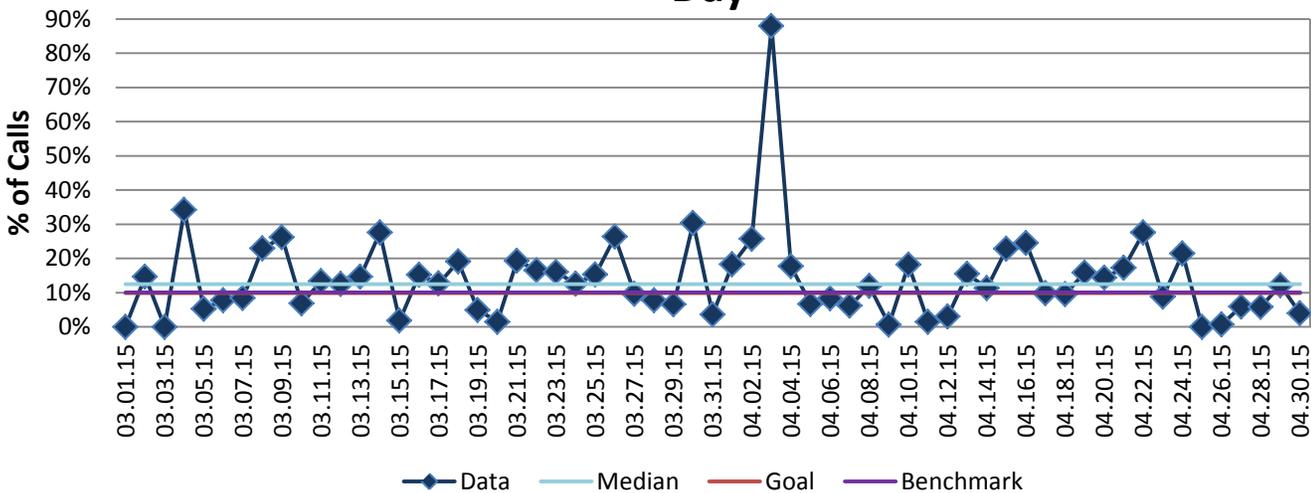
Process: Receive, Process and Answer 911 Calls

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: Sept '14 - 3% calls not within 10 sec during busiest hour of the day Goal: <10% of calls answered outside of target time of 10 seconds Benchmark: 90% of all 911 calls answered in 10 seconds during the busiest hour of the day	Data Source: Cassidian Goal Source: Management Team Benchmark Source: NENA	Plan-Do-Check-Act Step 8: Monitor and diagnose Measurement Method: The percentage of 911 calls that were not answered by a 911 call taker within 10 seconds during busiest HR of day Why Measure: Help enable the quickest possible response to emergency calls Next Improvement Step: Continue to monitor and diagnose

How Are We Doing?

03.31.15-04.30.15 1 Month Goal	03.31.15-04.30.15 1 Month Average		04.30.15 Goal	04.30.15 Actual	
10%	14%		10%	4%	
% of Calls	% of Calls		% of Calls	% of Calls	

911 Call Answer Time Not w/in 10 Seconds - Busiest Hour of Day



The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.