

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



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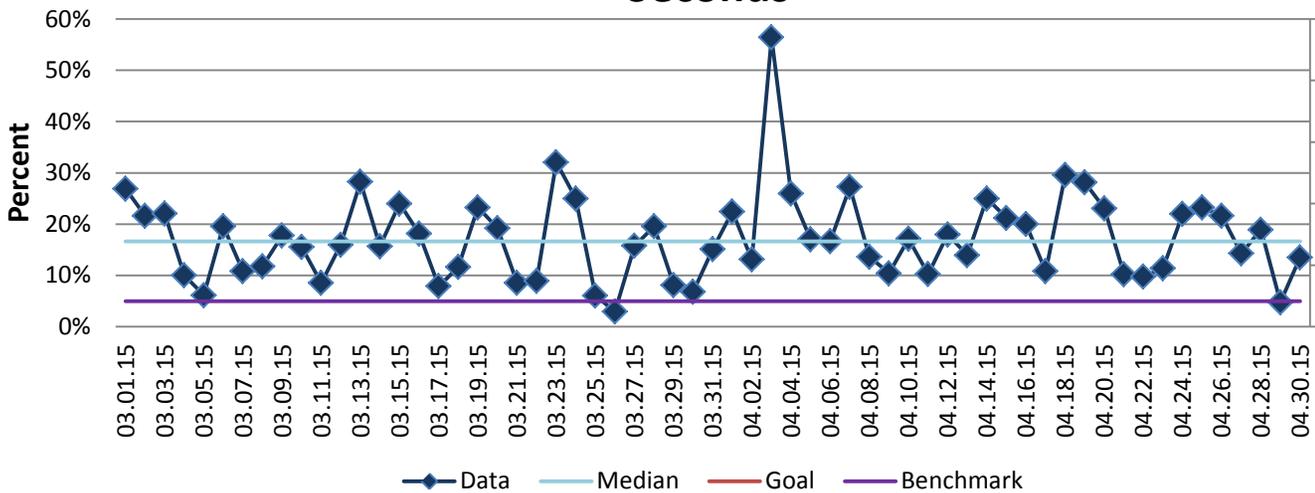
Process: Dispatch and Track Emergency Responders

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: TBD Goal: TBD - a goal will be developed after the unified protocol is implemented  Total Opportunities: 2849 Benchmark: 95% dispatched within 106 seconds	Data Source: CAD  Goal Source: N/A  Benchmark Source: NFPA 1722	Select Plan-Do-Check-Act Step Measurement Method: The percent of JCFD calls for service that were not dispatched from 911 dispatch to an JCFD unit in 106 seconds Why Measure: The ensure the most efficient and correct response possible to emergency calls Next Improvement Step: Implement unified protocol

### 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	
<b>TBD</b>	<b>17%</b>		<b>TBD</b>	<b>14%</b>	
<b>Percent</b>	<b>Percent</b>		<b>Percent</b>	<b>Percent</b>	

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### 3/1/15-4/30/15 Column Chart Top 5 Event Type Codes

