

LMPD Priority 1 - Pickup to Dispatch - 90 Seconds EMA/MetroSafe



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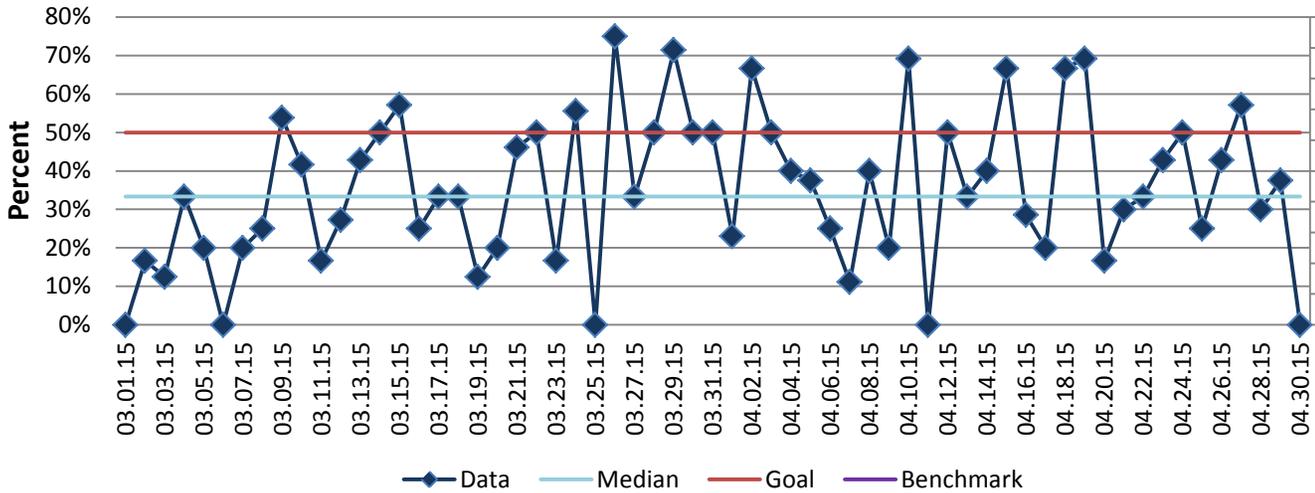
Process: Dispatch and Track Emergency Responders

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: Mar-Apr '15 - 35% not within 90 sec Goal: Do not exceed 90 seconds in the processing of Priority 1 calls 50% of the time Total Opportunities: 511 Benchmark: None	Data Source: CAD Goal Source: Dept Management Team Benchmark Source: N/A	Plan-Do-Check-Act Step 2: Validate problem: baseline, benchmark, & goal Measurement Method: The percent of Priority 1 calls for service that were not dispatched from 911 dispatch to an LMPD unit in 90 seconds Why Measure: To ensure the most efficient and correct response possible to emergency calls Next Improvement Step: Revise the goal to not exceed 90 seconds 70% of the time

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	
50%	35%		50%	0%	
Percent	Percent		Percent	Percent	

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04.01.15-04.30.15 Pareto Analysis

