

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



KPI Owner: Daisy Blakeman

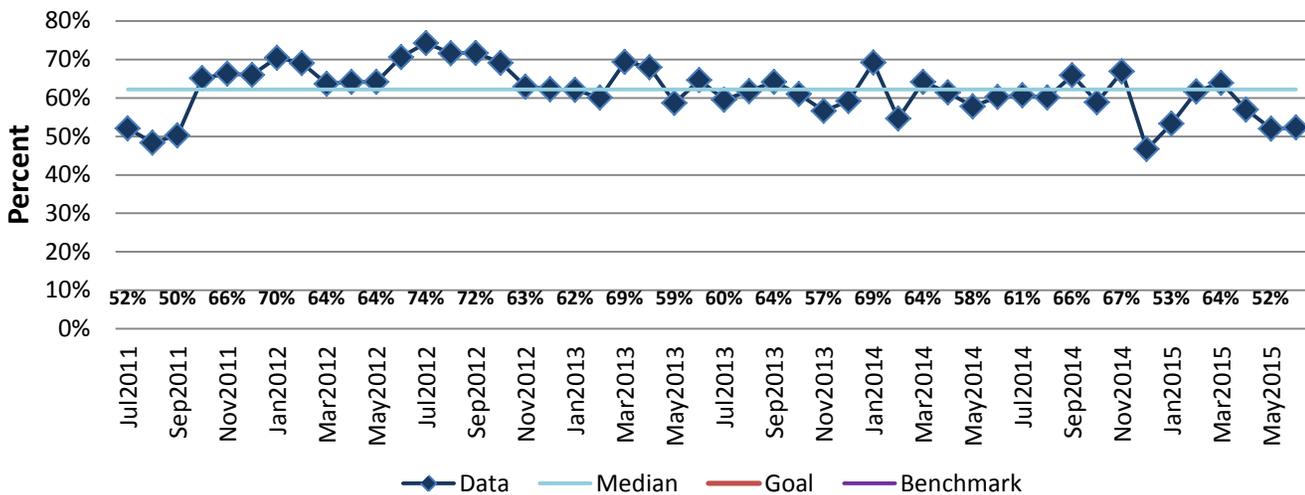
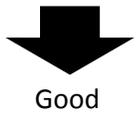
Process: Field Services

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?

Jul2014-Jun2015 12 Month Goal	Jul2014-Jun2015 12 Month Actual		Jun2015 Goal	Jun2015 Actual	
TBD	58.3%		TBD	52.3%	
Percent	Percent		Percent	Percent	

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Root cause analysis is not applicable for in input/demand for service measure.