

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



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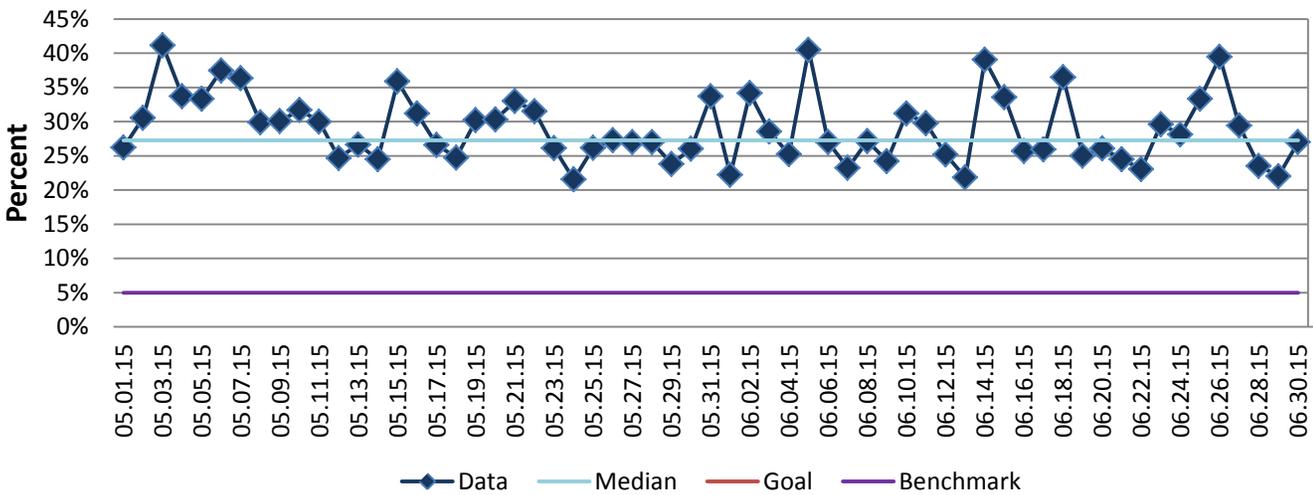
Process: Dispatch and Track Emergency Responders

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 6/2/15 LouieStat - 30% avg Goal: TBD - a goal will be developed after the unified protocol is implemented Total Opportunities: 6,417 Benchmark: 95% dispatched within 106	Data Source: CAD Goal Source: N/A Benchmark Source: NFPA 1722	Select Plan-Do-Check-Act Step Measurement Method: The percent of LFD calls for service that were not dispatched from 911 dispatch to an LFD unit in 106 seconds Why Measure: To ensure the most efficient and correct response possible to emergency calls Next Improvement Step: Implement unified protocol

### How Are We Doing?

05.31.15-06.30.15 1 Month Goal	05.31.15-06.30.15 1 Month Average		06.30.15 Goal	06.30.15 Actual	
<b>TBD</b>	<b>29%</b>		<b>TBD</b>	<b>27%</b>	
<b>Percent</b>	<b>Percent</b>		<b>Percent</b>	<b>Percent</b>	

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### 5/1/15-6/30/15 Column Chart Top 5 Event Type Codes

