

Dispatch to Respond, Priority Bravo Emergency Medical Services



KPI Owner: Lt. Col. Jesse Yarbrough

Process: Emergency Response

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: TBD Goal: Less than 60 seconds at least 90% of the time. Benchmark: TBD	Data Source: CAD Goal Source: LMEMS Benchmark Source: TBD	Plan-Do-Check-Act Step 3: Determine and quantify root causes Measurement Method: Count of times from receiving dispatch to response for priority code bravo incidents that exceed 60 seconds. Why Measure: To understand system capability & customer expectations Next Improvement Step: Continue tracking metric for internal LouieStat. Move to H2H reporting for future LouieStat forums.

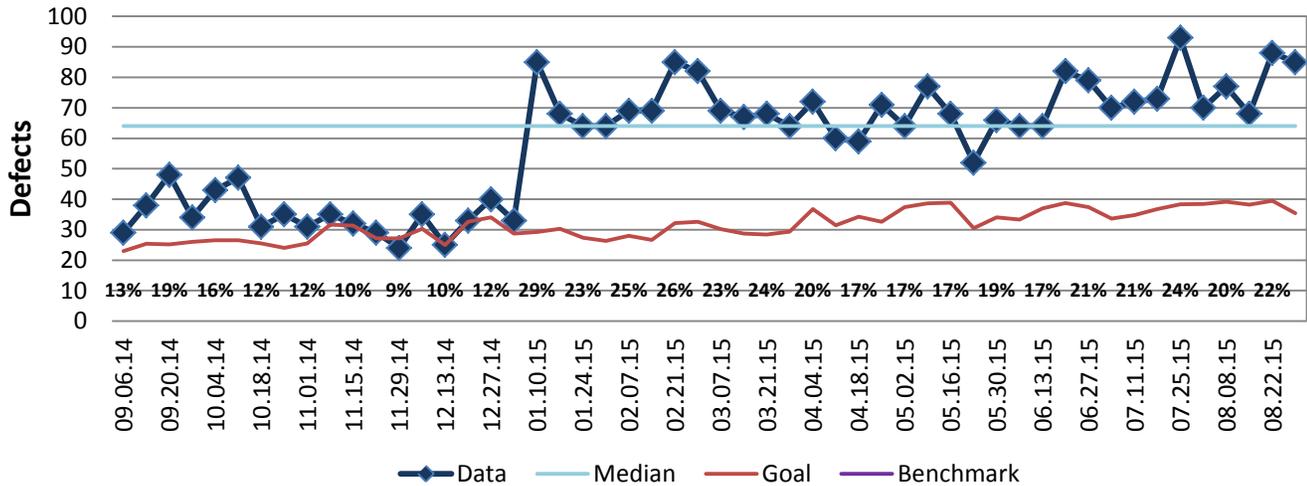
How Are We Doing?

08.31.14-08.29.15 12 Month Goal	08.31.14-08.29.15 12 Month Actual		08.23.15-08.29.15 Goal	08.23.15-08.29.15 Actual	
1,640	3,050		35	85	
Defects	Defects		Defects	Defects	

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Good



Identified Factors Impacting DTR

Controllable (EMS)

- EMS Operator Error
- Inconsistent practices
- Technology issues

Uncontrollable Factors

- Technology issues
- Mechanical/personnel issues
- CAD/reporting issues
- Anchorage Fire and Rescue