

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



KPI Owner: Angela Downes

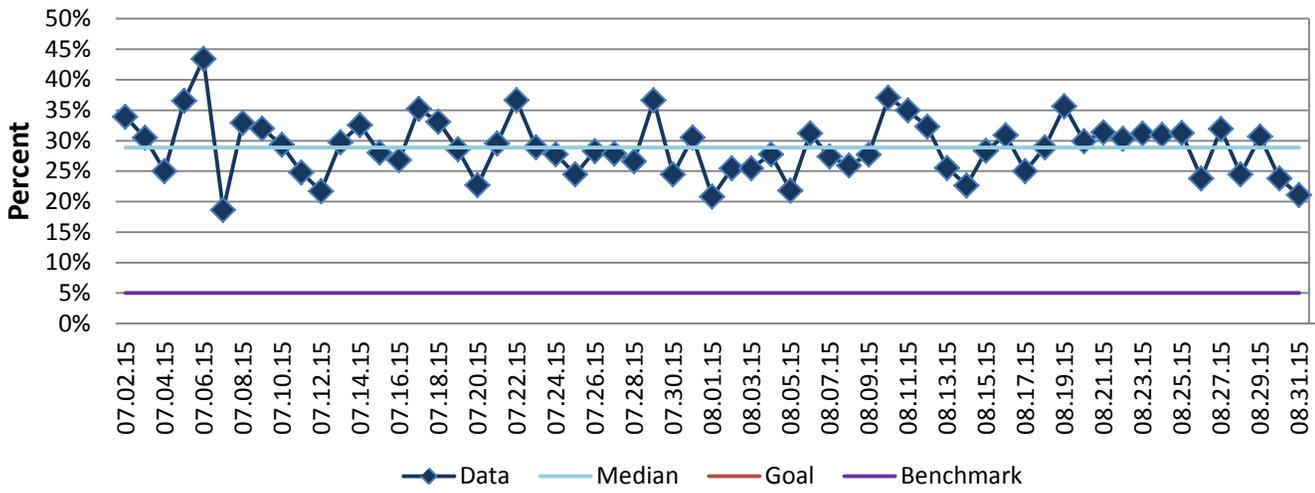
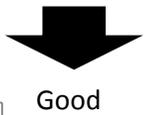
Process: Dispatch and Track Emergency Responders

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: 6,435 in Jul and Aug '15 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?

08.01.15-08.31.15 1 Month Goal	08.01.15-08.31.15 1 Month Average		08.31.15 Goal	08.31.15 Actual	
TBD	28%		TBD	21%	
Percent	Percent		Percent	Percent	

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08.01.15-08.31.15 Pareto Analysis

