

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



KPI Owner: Angela Downes

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 70% of the time  Total Opportunities: 585 for Jul and Aug '15 Benchmark: None	Data Source: CAD  Goal Source: Dept Management Team  Benchmark Source: N/A	Plan-Do-Check-Act Step 8: Monitor and diagnose  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: Implement unified protocol in conjunction with CAD upgrade; continue to monitor root causes

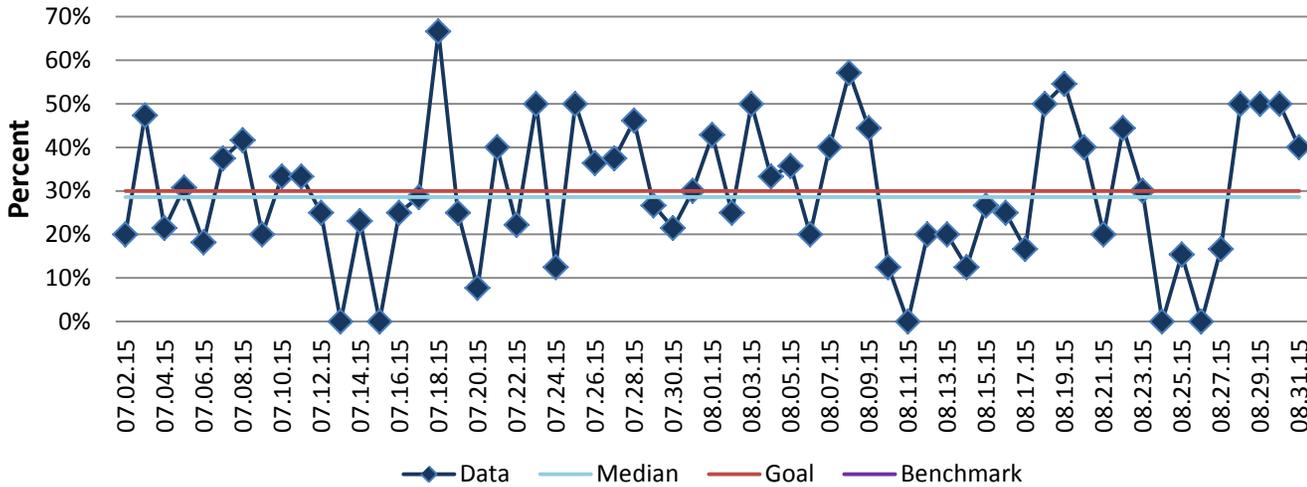
### How Are We Doing?

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	
<b>30%</b>	<b>30%</b>		<b>30%</b>	<b>40%</b>	
Percent	Percent		Percent	Percent	

## LMPD Priority 1 - Pickup to Dispatch - 90 Seconds



Good



## 08.01.15-08.31.15 Pareto Analysis

