

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



KPI Owner: Daisy Blakeman

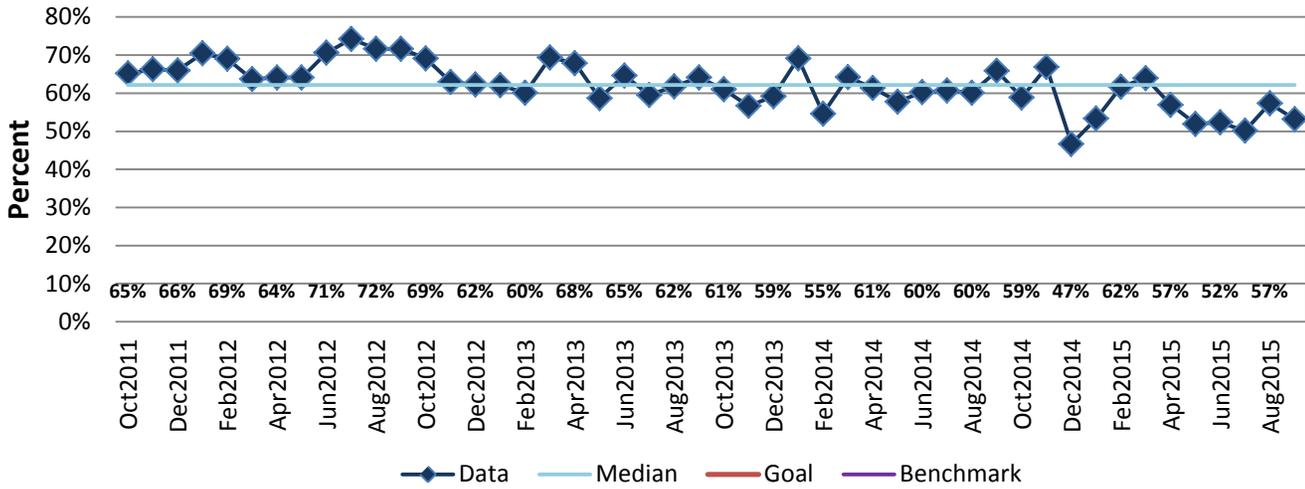
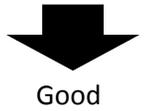
Process: Field Services

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?

Oct2014-Sep2015 12 Month Goal	Oct2014-Sep2015 12 Month Avg		Sep2015 Goal	Sep2015 Actual	
TBD	56.1%		TBD	53.2%	
Percent	Percent		Percent	Percent	

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The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.