

# 911 Call Answer Time Not w/in 10 Seconds - Busiest Hour of Day Emergency Services



KPI Owner: Angela Downes

Process: 911 Communications - Medium Gap

| Baseline, Goal, & Benchmark  | Source Summary  | Continuous Improvement Summary  |
|--|---|---|
| Baseline: Sept '15 - 7% calls not within 10 sec<br>Goal: <10% of calls answered outside of target time of 10 seconds during busiest hr of the day<br>Benchmark: 90% of all 911 calls answered in 10 seconds during busiest hour of the day | Data Source: Cassidian<br>Goal Source: Dept Management Team<br>Benchmark Source: NENA | Plan-Do-Check-Act Step 8: Monitor and diagnose<br>Measurement Method: The percentage of 911 calls that were not answered by a 911 call taker within 10 seconds during busiest hour of day<br>Why Measure: Help enable the quickest possible response to emergency calls<br>Next Improvement Step: Continue to monitor and diagnose. Public education about calling 911. |

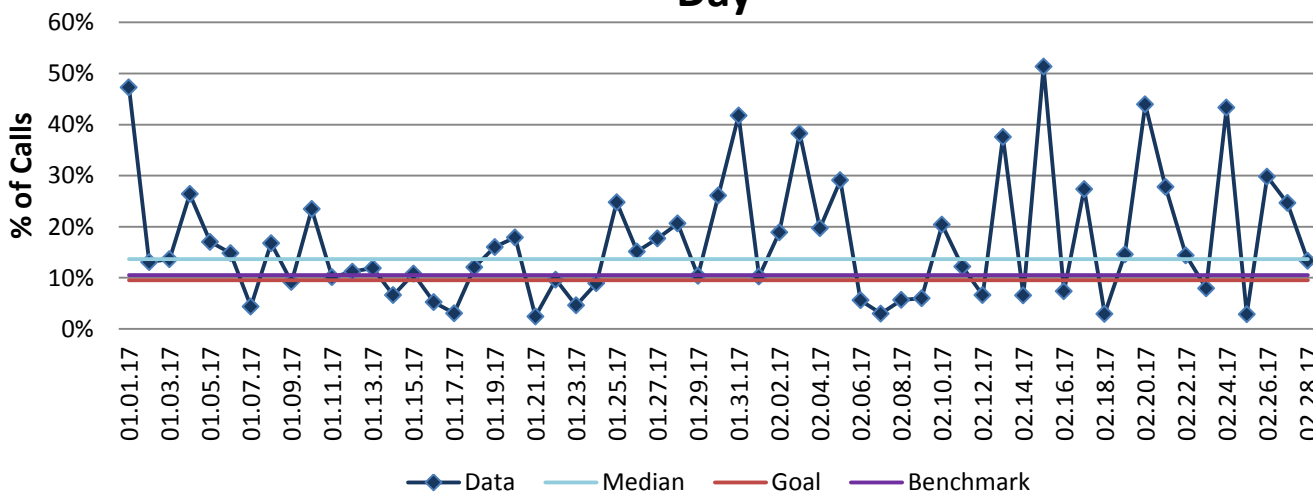
### How Are We Doing?

| 01.29.17-02.28.17<br>1 Month Goal | 01.29.17-02.28.17<br>1 Month Average |  | 02.28.17 Goal | 02.28.17 Actual |  |
|-----------------------------------|--------------------------------------|--|---------------|-----------------|--|
| <b>10%</b>                        | <b>20%</b>                           |  | <b>10%</b>    | <b>13%</b>      |  |
| % of Calls                        | % of Calls                           |  | % of Calls    | % of Calls      |  |

## 911 Call Answer Time Not w/in 10 Seconds - Busiest Hour of Day



Good



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