

911 Call Answer Time Not w/in 20 Seconds Emergency Services



KPI Owner: Angela Downes

Process: 911 Communications - Medium Gap

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: Sept '15 - 3% calls not within 20 sec Goal: <5% of calls not answered outside of target time of 20 seconds Benchmark: 95% of 911 calls answered in 20 sec	Data Source: Cassidian Goal Source: Dept Management Team Benchmark Source: NENA	Plan-Do-Check-Act Step 8: Monitor and diagnose Measurement Method: The percentage of 911 calls that were not answered by a 911 call taker within 20 seconds Why Measure: Help enable the quickest possible response to emergency calls Next Improvement Step: Continue to monitor and diagnose. Public education about calling 911.

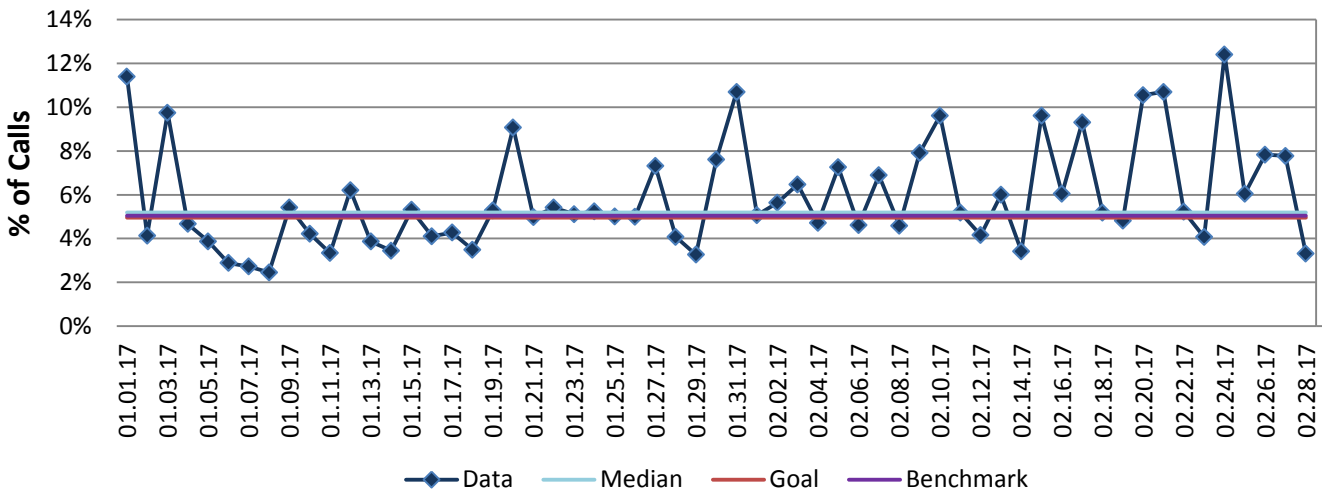
How Are We Doing?

01.29.17-02.28.17 1 Month Goal	01.29.17-02.28.17 1 Month Average		02.28.17 Goal	02.28.17 Actual	
5%	7%		5%	3%	
% of Calls	% of Calls		% of Calls	% of Calls	

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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.