

# Fire High Priority - Pickup to Dispatch - 60 Seconds Emergency Services



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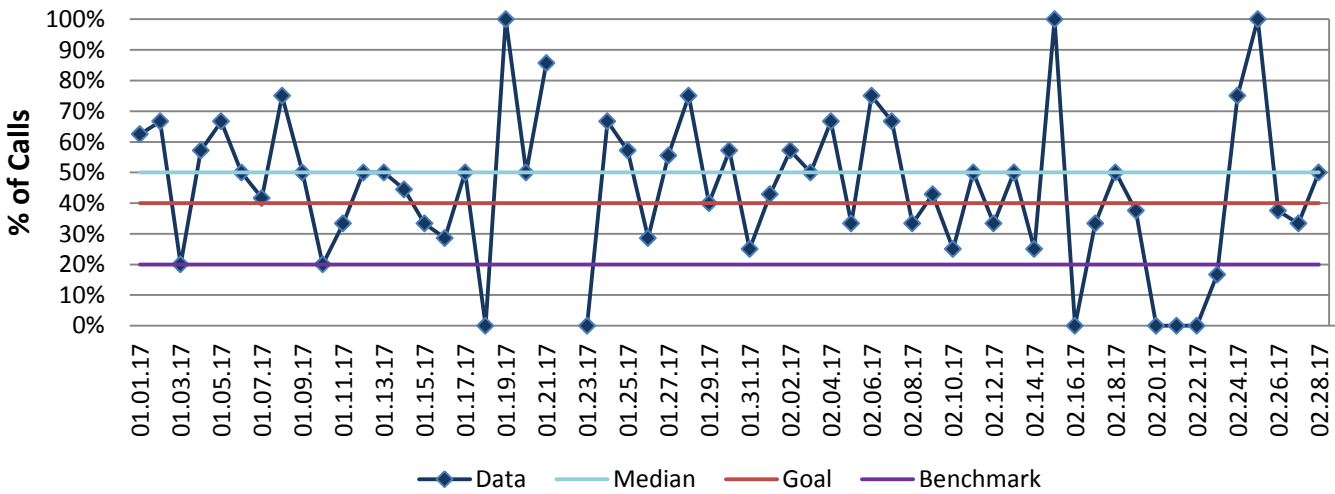
Process: 911 Communications - Medium Gap

| Baseline, Goal, & Benchmark  | Source Summary   | Continuous Improvement Summary  |
|--|--|---|
| Baseline: Sep '15 - 48% not within 60 sec<br>Goal: No more than 40% of High Priority calls exceed 60 seconds in processing time<br>Benchmark: 80% dispatched within 60 seconds | Data Source: CAD<br>Goal Source: Dept Management Team<br>Benchmark Source: NFPA 1710 | Plan-Do-Check-Act Step 8: Monitor and diagnose<br>Measurement Method: The percentage of High Priority calls not dispatched from 911 dispatch to a LFD, Shively or JCFD unit in 60 seconds<br>Why Measure: To help ensure the most efficient and correct response<br>Next Improvement Step: Continue to monitor and diagnose |

## 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>40%</b>                        | <b>42%</b>                           | 🚦 | <b>40%</b>    | <b>50%</b>      | 🚦 |
| % of Calls                        | % of Calls                           |   | % of Calls    | % of Calls      |   |
|                                   |                                      |   |               |                 |   |

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## 01.29.17-02.28.17 Pareto Analysis

