

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



KPI Owner: Angela Downes

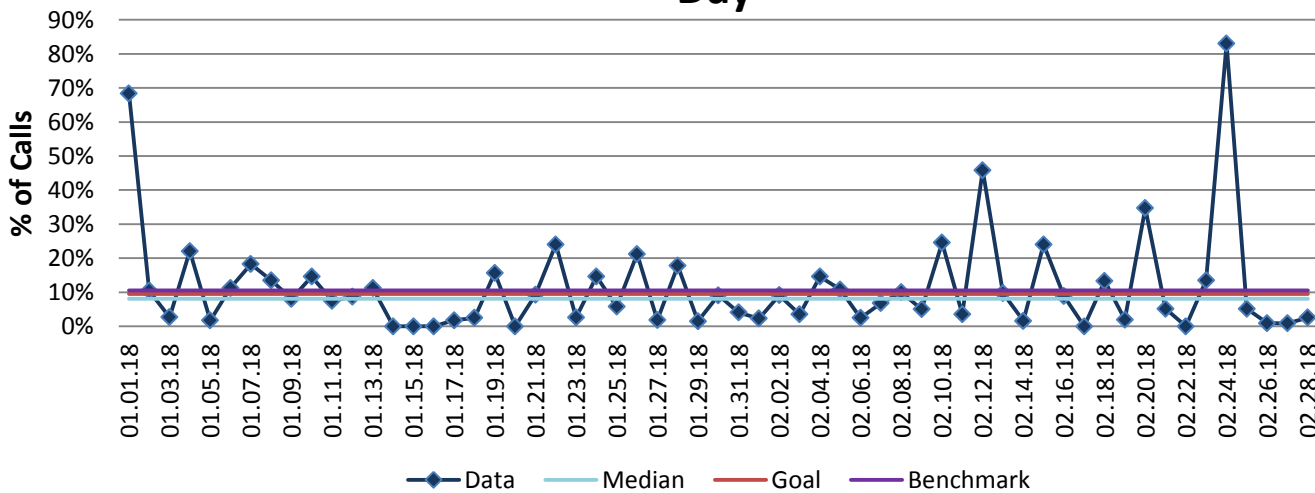
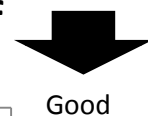
Process: 911 Communications

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: Sept '15 - 7% calls not within 10 sec Goal: <10% of calls answered outside of target time of 10 seconds during busiest hr of the day  Benchmark: 90% of all 911 calls answered in 10 seconds during busiest hour of the day	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 10 seconds during busiest hour of day  Why Measure: Help enable quickest possible response to emergency calls  Next Improvement Step: Continue to monitor and diagnose. ASAP to PSAP solution. Public education about calling 911. Training academy. Remedial training

### How Are We Doing?

02.01.18-02.28.18 1 Month Goal	02.01.18-02.28.18 1 Month Average		02.28.18 Goal	02.28.18 Actual	
<b>10%</b>	<b>12%</b>		<b>10%</b>	<b>3%</b>	
% of Calls	% of Calls		% of Calls	% of Calls	

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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.