

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



KPI Owner: Angela Downes

Process: 911 Communications

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 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

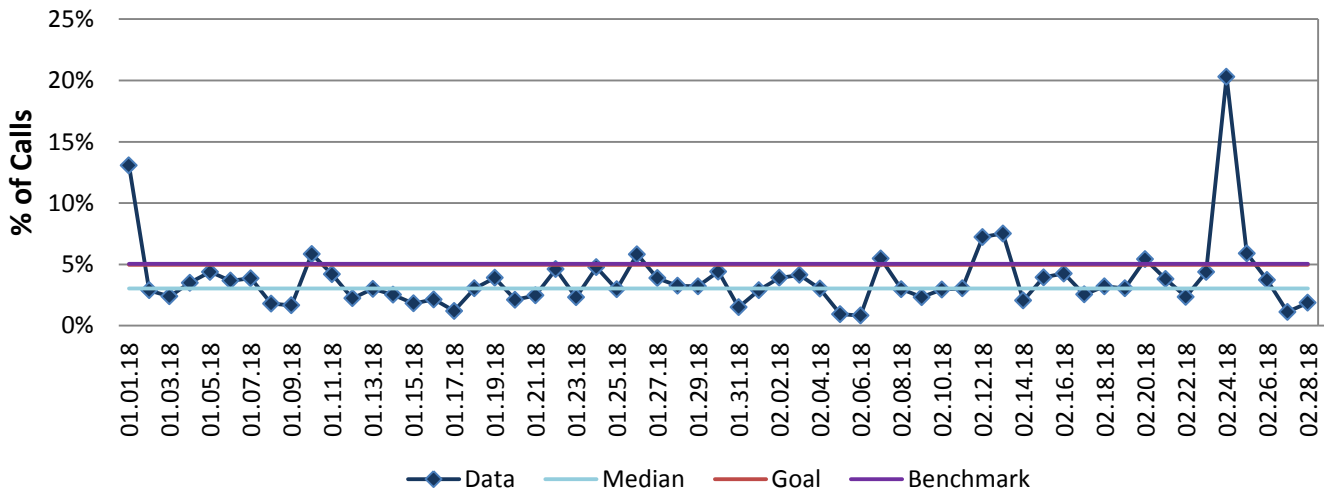
### How Are We Doing?

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>5%</b>	<b>4%</b>		<b>5%</b>	<b>2%</b>	
% of Calls	% of Calls		% of Calls	% of Calls	

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Good



**Root cause analysis is not necessary because there is no gap between the goal and current performance.**