

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



KPI Owner: Angela Downes

Process: 911 Communications (M)

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

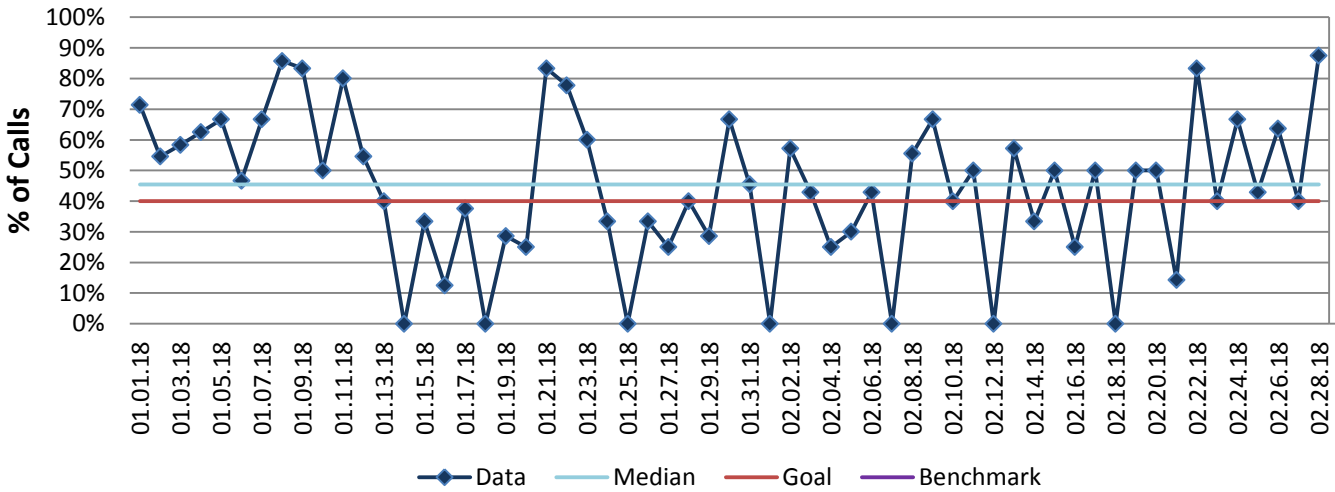
How Are We Doing?

02.01.18-02.28.18 1 Month Goal	02.01.18-02.28.18 1 Month Total		02.28.18 Goal	02.28.18 Actual	
40%	42%		40%	88%	
% of Calls	% of Calls		% of Calls	% of Calls	

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Good



01.29.18-02.28.18 Pareto Analysis

