

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



KPI Owner: Angela Downes

Process: 911 Communications - Medium Gap

| 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 the quickest possible response to emergency calls Next Improvement Step: Continue to monitor and diagnose |

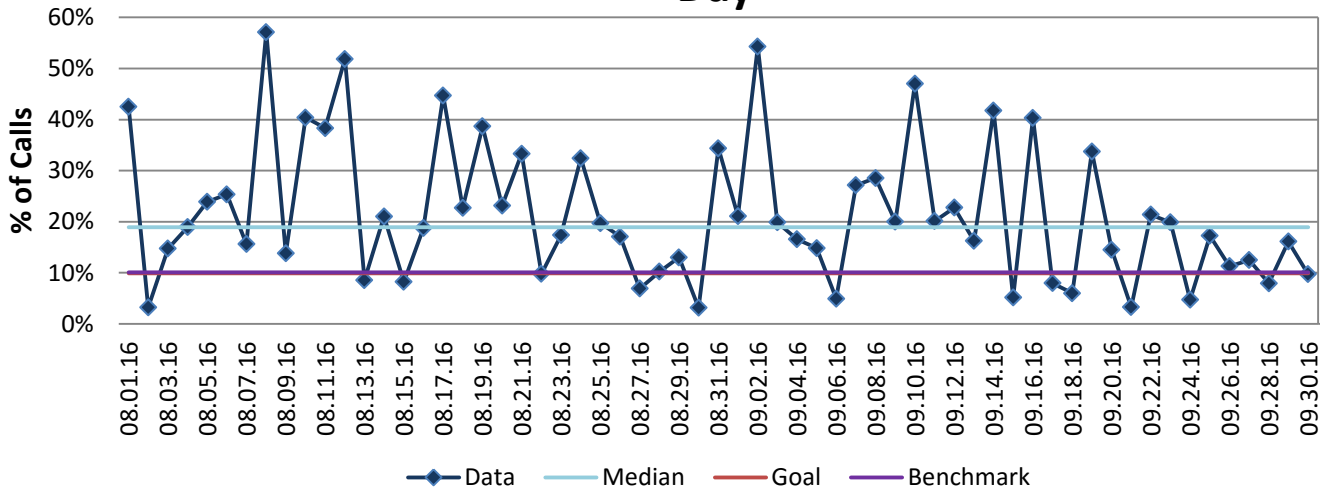
How Are We Doing?

| 08.31.16-09.30.16 1 Month Goal | 08.31.16-09.30.16 1 Month Average | | 09.30.16 Goal | 09.30.16 Actual | |
|-----------------------------------|--------------------------------------|--|---------------|-----------------|--|
| 10% | 20% | | 10% | 10% | |
| % of Calls | % of Calls | | % of Calls | % of Calls | |

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Good



The seven basic quality tools, "5 Whys" techniques, 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.