

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



KPI Owner: Angela Downes

Process: 911 Communications - Medium Gap

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: Sept '15 - 3% calls not within 10 sec Goal: <5% of calls 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 the quickest possible response to emergency calls Next Improvement Step: Continue to monitor and diagnose

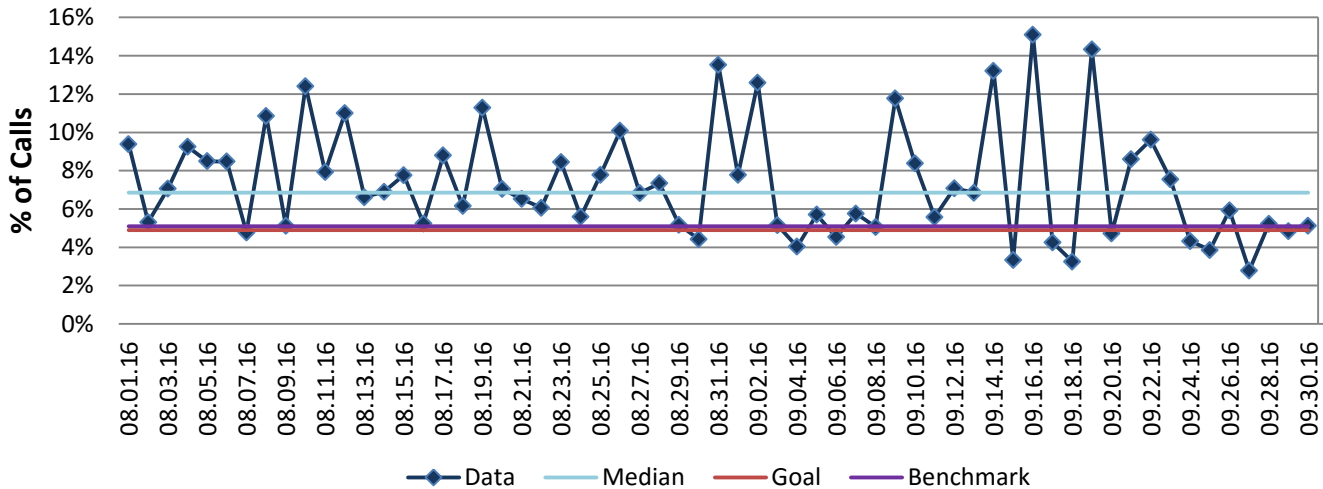
### How Are We Doing?

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	
<b>5%</b>	<b>7%</b>		<b>5%</b>	<b>5%</b>	
% of Calls	% of Calls		% of Calls	% of Calls	

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



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.**