

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



KPI Owner: Angela Downes

Process: 911 Communications - Medium Gap

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: Sep '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 dispatch to an LFD, Shively or JCFD unit in 60 seconds Why Measure: To help ensure the most efficient and correct response Next Improvement Step: Continue to monitor and diagnose

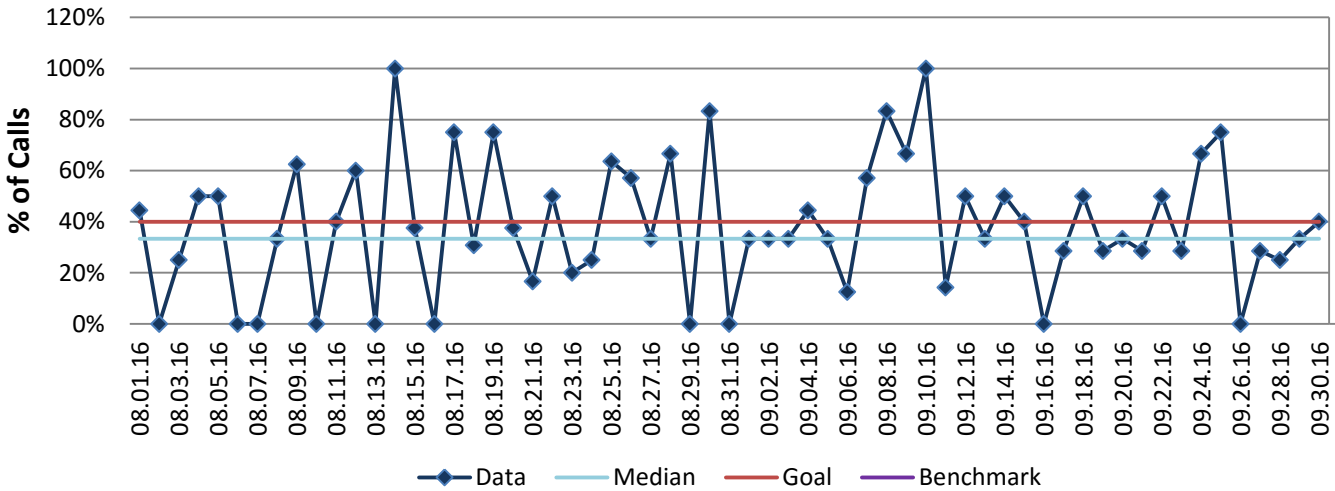
### How Are We Doing?

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>40%</b>	<b>39%</b>		<b>40%</b>	<b>40%</b>	
% of Calls	% of Calls		% of Calls	% of Calls	

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Good



### 08.31.16-09.30.16 Pareto Analysis

