

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



KPI Owner: Angela Downes

Process: 911 Communications

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 quickest possible response to emergency calls Next Improvement Step: Continue to monitor and diagnose. ASAP to PSAP solution. Public education. Training academy and remedial training.

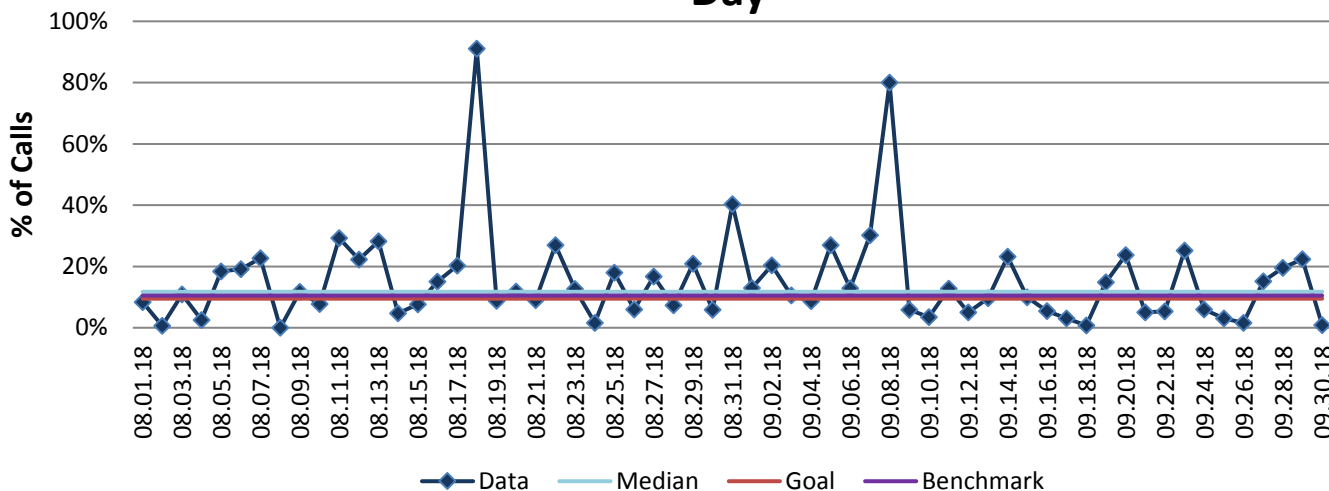
How Are We Doing?

08.31.18-09.30.18 1 Month Goal	08.31.18-09.30.18 1 Month Total		09.30.18 Goal	09.30.18 Actual	
10%	15%		10%	1%	
% of Calls	% of Calls		% of Calls	% of Calls	

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Good



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