

LMPD Priority 1 - Pickup to Dispatch - 90 Seconds Emergency Services



KPI Owner: Angela Downes

Process: 911 Communications

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: Mar-Apr '15 - 35% not within 90 sec Goal: No more than 30% of Priority 1 calls exceed 90 seconds in processing time Benchmark: None	Data Source: CAD Goal Source: Dept Management Team Benchmark Source: N/A	Plan-Do-Check-Act Step 8: Monitor and diagnose Measurement Method: The percentage of Priority 1 calls for service that were not dispatched from 911 to a LMPD unit within 90 seconds Why Measure: To help ensure the most efficient and correct response Next Improvement Step: Continue to monitor and diagnose

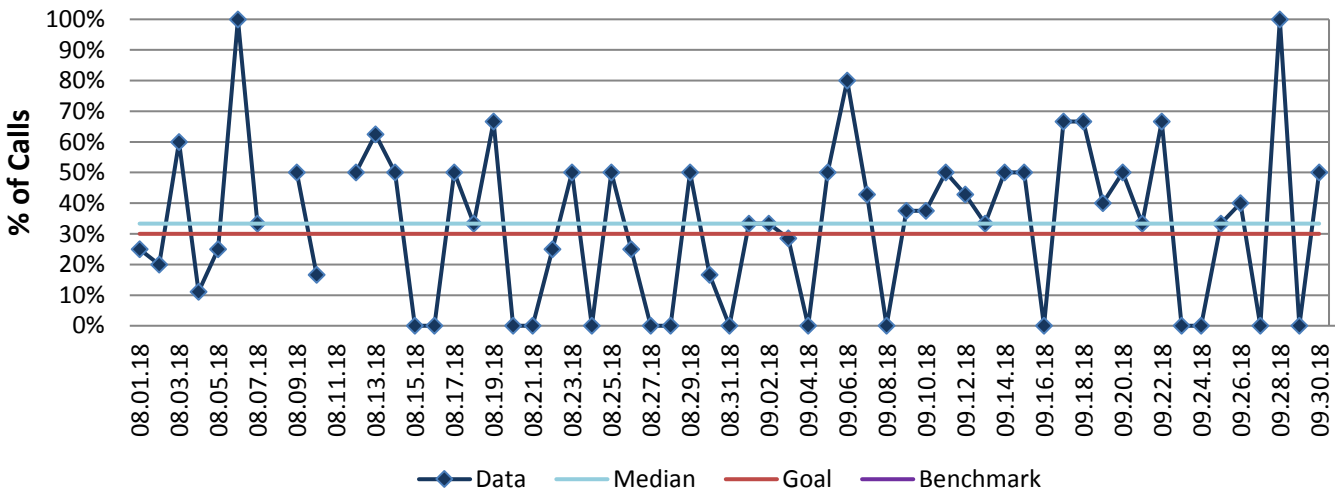
How Are We Doing?

08.31.18-09.30.18 1 Month Goal	08.31.18-09.30.18 1 Month Total		09.30.18 Goal	09.30.18 Actual	
30%	36%		30%	50%	
% of Calls	% of Calls		% of Calls	% of Calls	

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Good



08.31.18-09.30.18 Pareto Analysis

