

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



KPI Owner: Angela Downes

Process: 911 Communications

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

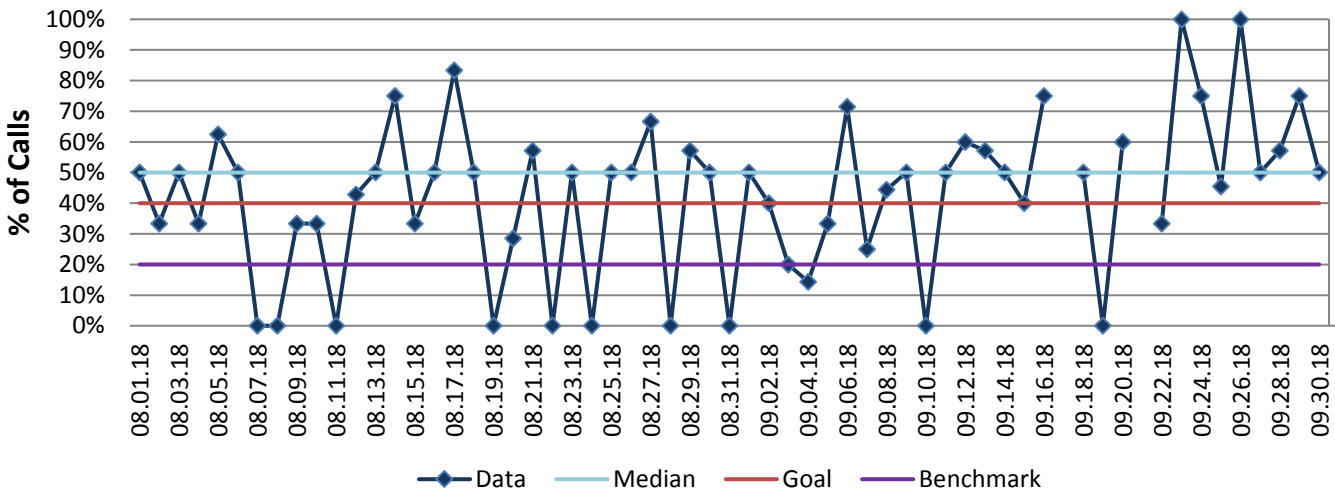
## How Are We Doing?

08.31.18-09.30.18 1 Month Goal	08.31.18-09.30.18 1 Month Total		09.30.18 Goal	09.30.18 Actual	
<b>40%</b>	<b>47%</b>	⚡	<b>40%</b>	<b>50%</b>	⚡
% of Calls	% of Calls		% of Calls	% of Calls	

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



Good



## 08.31.18-09.30.18 Pareto Analysis

