

# NCIC Validations - Clear, No Contact Rate Emergency Services



KPI Owner: Sherrie Masden

Process: Enter and Validate info to the NCIC

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: CY '14 - 23% Goal: Reduce the property validation defect rate to no more than 10% Benchmark: None	Data Source: Open Fox Goal Source: Dept Management Team Benchmark Source: N/A	Plan-Do-Check-Act Step 6: Validate that solutions work Measurement Method: The number of property validations (guns & vehicles) that have to be removed each month from the national database divided by the total number of property validations per month Why Measure: Officer and community safety Next Improvement Step: Investigate the potential for another performance improvement project on gun validations including LMPD

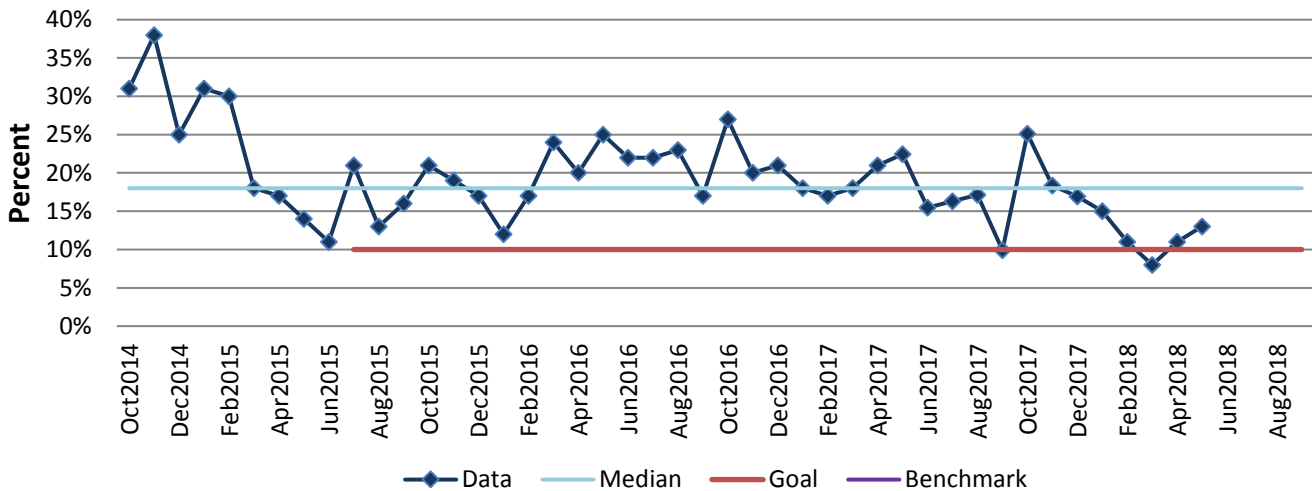
### How Are We Doing?

Oct2017-Sep2018 12 Month Goal	Oct2017-Sep2018 12 Month Actual		May2018 Goal	May2018 Actual	
<b>10%</b>	<b>15%</b>		<b>10%</b>	<b>13%</b>	
Percent	Percent		Percent	Percent	

## NCIC Validations - Clear, No Contact Rate



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.