

Priority 1 Calls Not Responded to within 60 minutes Metro Animal Services



KPI Owner: Adam Hamilton

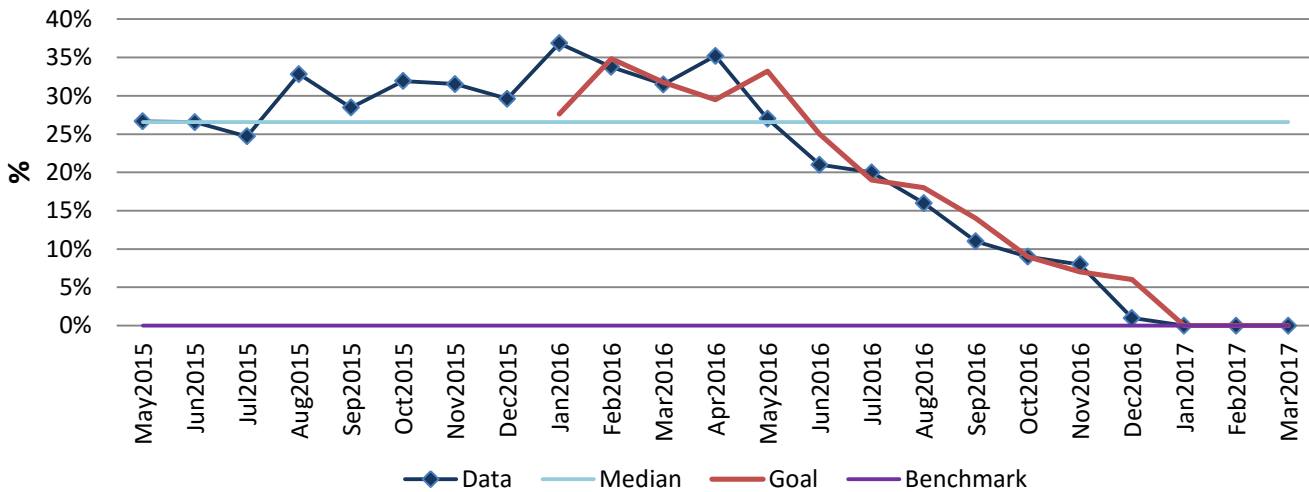
Process: Field Services

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: CY14: 61% avg. Goal: 0% Priority 1 calls not reponesd to within 60 minutes by May 2017. Benchmark: 0%	Data Source: Chameleon Goal Source: EM Benchmark Source: TBD	Plan-Do-Check-Act Step 3: Determine and quantify root causes Measurement Method: Number of priority 1 calls not responded to within 1 hour divided by the total number of priority 1 calls responded to in a month Why Measure: Improve the quality and timeliness of services Next Improvement Step: Officers are being encouraged to do more runs. Will train officers in particular areas to become experts.

How Are We Doing?

Apr2016-Mar2017 12 Month Goal	Apr2016-Mar2017 12 Month Actual		Mar2017 Goal	Mar2017 Actual	
13%	12%		0	0	
%	%		%	%	

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Root cause analysis is not necessary because there is no gap between the goal and current performance.