

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



KPI Owner: Adam Hamilton

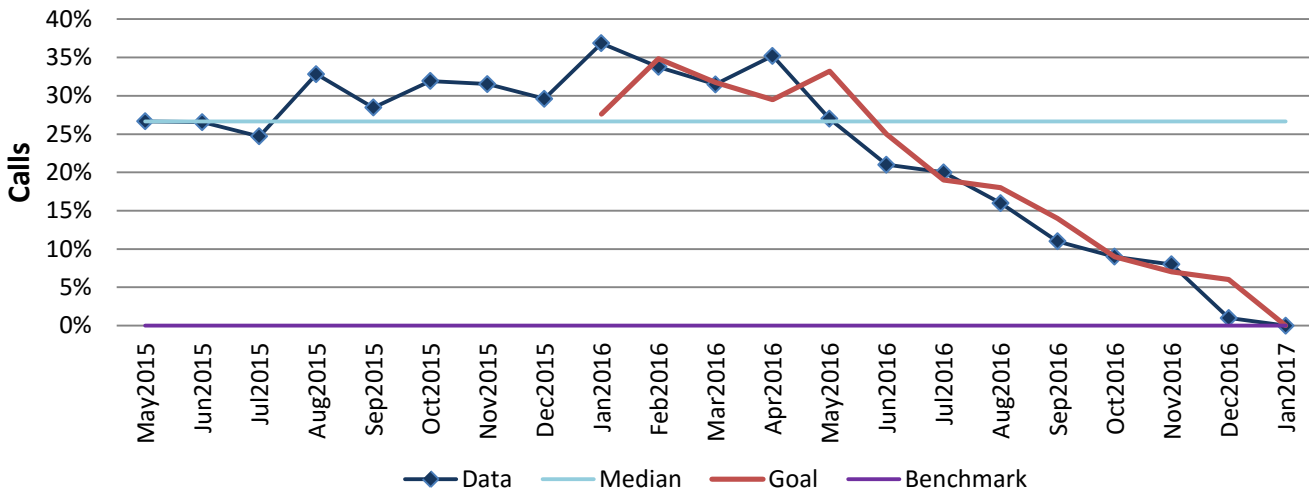
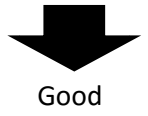
Process: Field Services

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?

Feb2016-Jan2017 12 Month Goal	Feb2016-Jan2017 12 Month Actual		Jan2017 Goal	Jan2017 Actual	
2	2		0	0	
Calls	Calls		Calls	Calls	

Priority 1 Calls Not Responded to within 60 minutes



Feb2016-Jan2017 Pareto Analysis

