

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



KPI Owner: Adam Hamilton

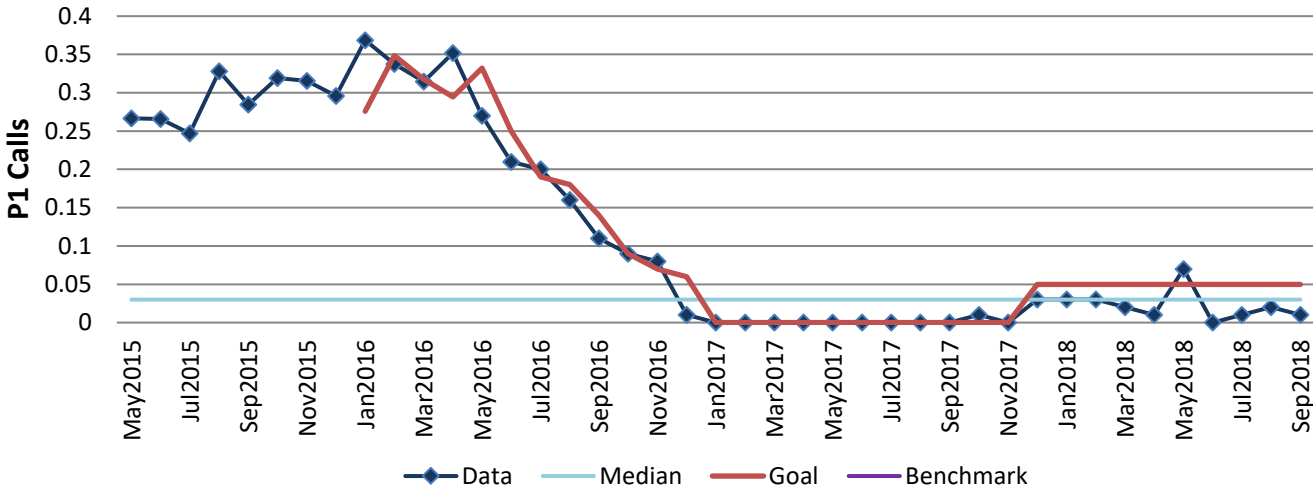
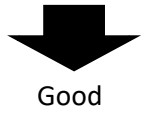
Process: Field Services

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: CY14: 61% avg. Goal: No more than 5% of Priority 1 calls not reposed to within 60 minutes  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?

Oct2017-Sep2018 12 Month Goal	Oct2017-Sep2018 12 Month Actual		Sep2018 Goal	Sep2018 Actual	
<b>5%</b>	<b>2%</b>		<b>5%</b>	<b>1%</b>	
P1 Calls	P1 Calls		P1 Calls	P1 Calls	

## Priority 1 Calls Not Responded to within 60 minutes



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