

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



KPI Owner: Adam Hamilton

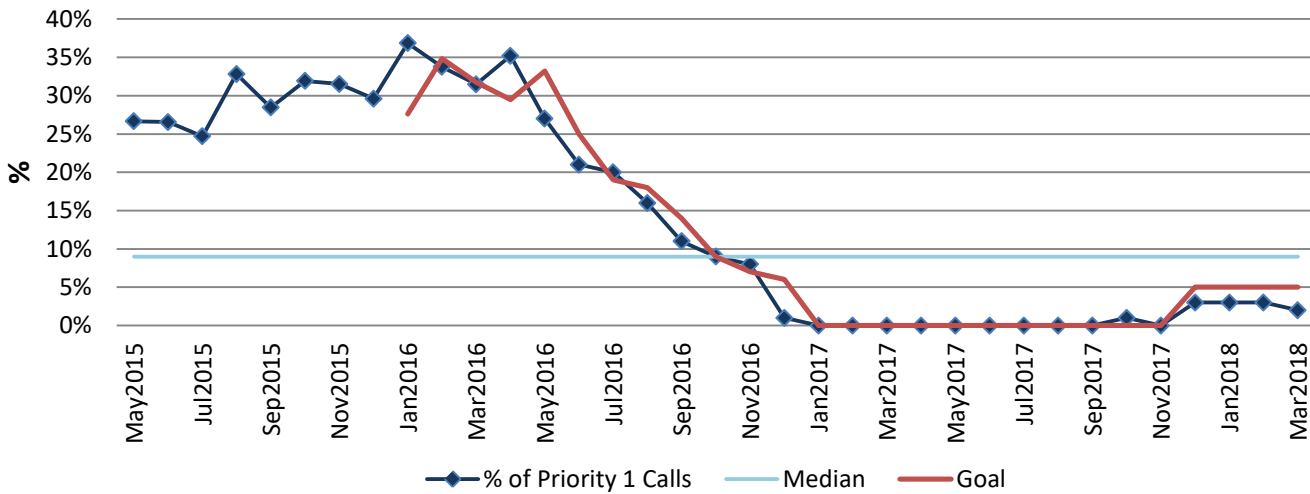
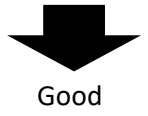
Process: Field Services

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?

Apr2017-Mar2018 12 Month Goal	Apr2017-Mar2018 12 Month Actual		Mar2018 Goal	Mar2018 Actual	
2%	1%	🚦	5%	2%	🚦
%	%		%	%	

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