

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



KPI Owner: Adam Hamilton

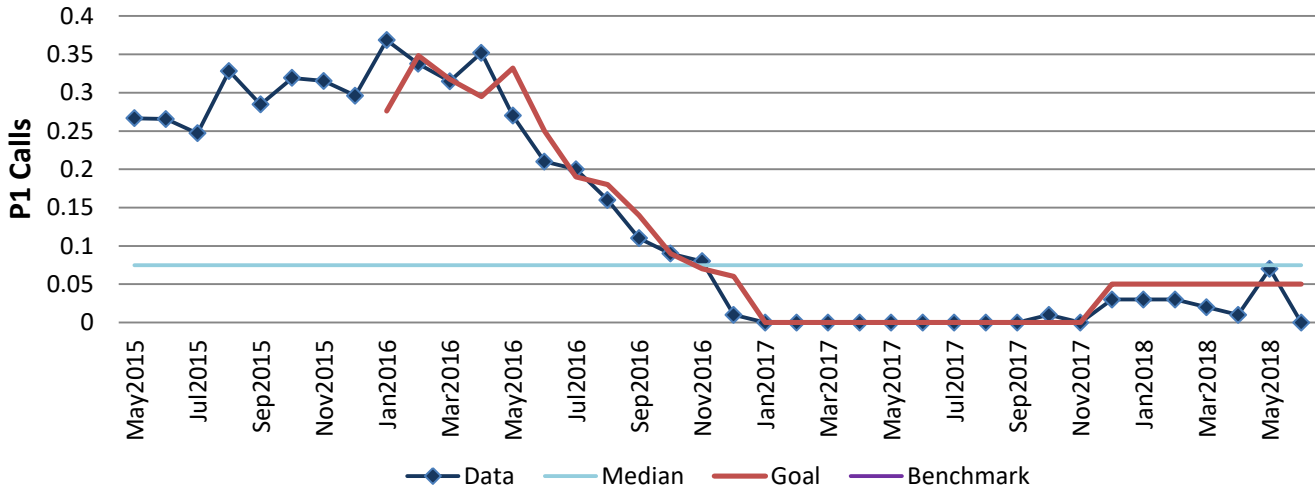
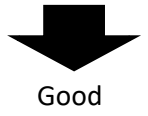
Process: Field Services

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?

Jul2017-Jun2018 12 Month Goal	Jul2017-Jun2018 12 Month Actual		Jun2018 Goal	Jun2018 Actual	
5%	2%		5%	0%	
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.