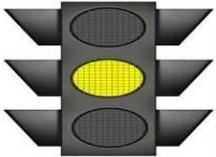


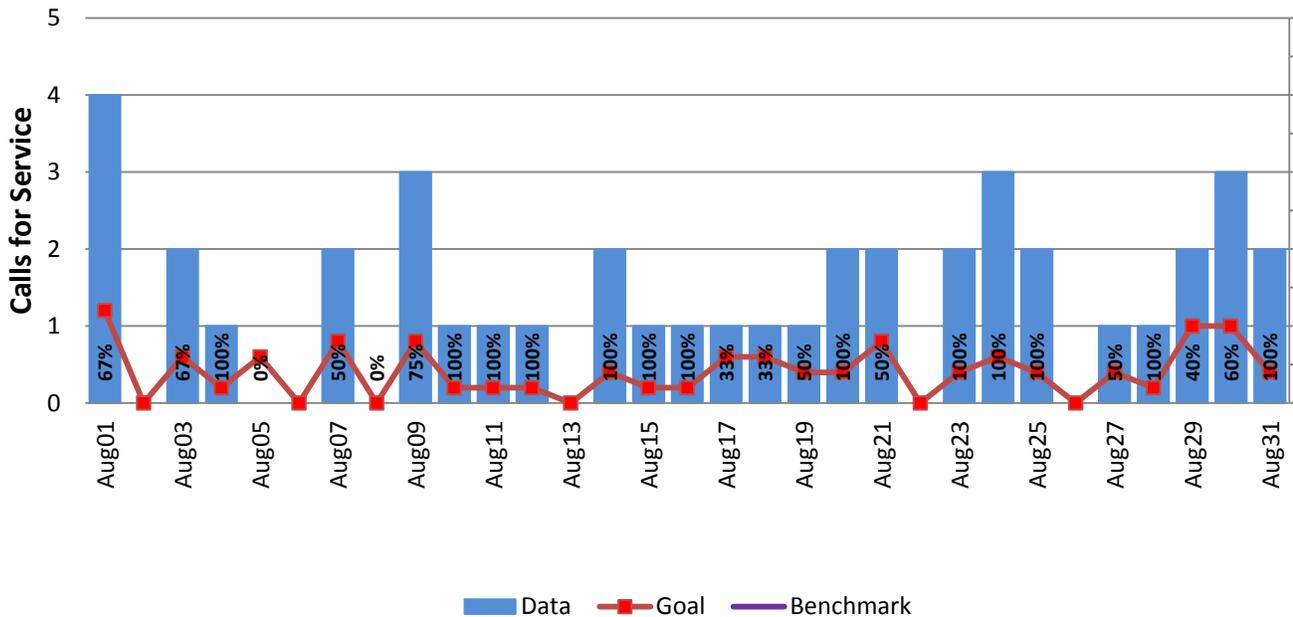
# EMS Echo Level Calls - Pickup to Dispatch

## Emergency Management Agency

10/7/2013

Measurement method		Why measure?		What is our goal?	
The number of Echo Level Calls that were not dispatched from 911 Dispatch to an EMS unit in 75 seconds		To enable the most efficient and correct response possible to emergency calls		Dispatch 20% or less EMS ECHO calls in more than 75 seconds	
How are we doing?					
Aug01-Aug31 Monthly Goal	Aug01-Aug31 Monthly Total		Aug31 Goal	Aug31 Actual	
13	42		0	2	
Calls for Service	Calls for Service		Calls for Service	Calls for Service	
Performance Stoplight Key					
Red Light = Off Goal Yellow Light = Approaching Goal Green Light = Meets Goal No Lights = No Goal/No Data					

### EMS Echo Level Calls - Pickup to Dispatch



LOUISVILLE METRO  
**OFFICE OF  
PERFORMANCE  
IMPROVEMENT**

