

# 911 Call Answer Time Not w/in 10 Seconds - Busiest Hour of Day EMA/MetroSafe



KPI Owner: Angela Downes

Process: Receive, Answer and Process 911 Calls

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: Sept. '14 - 3% of calls not within 10 sec during busiest hour of the day  Goal: <10% of calls answered outside of target time of 10 seconds during busiest hr of the day  Benchmark: 90% of all 911 calls answered in 10 seconds during busiest hour of the day	Data Source: Cassidian  Goal Source: Dept Management Team  Benchmark Source: NENA	Plan-Do-Check-Act Step 8: Monitor and diagnose  Measurement Method: The percentage of 911 calls that were not answered by a 911 call taker within 10 seconds during busiest hour of day  Why Measure: Help enable the quickest possible response to emergency calls  Next Improvement Step: Continue to monitor and diagnose

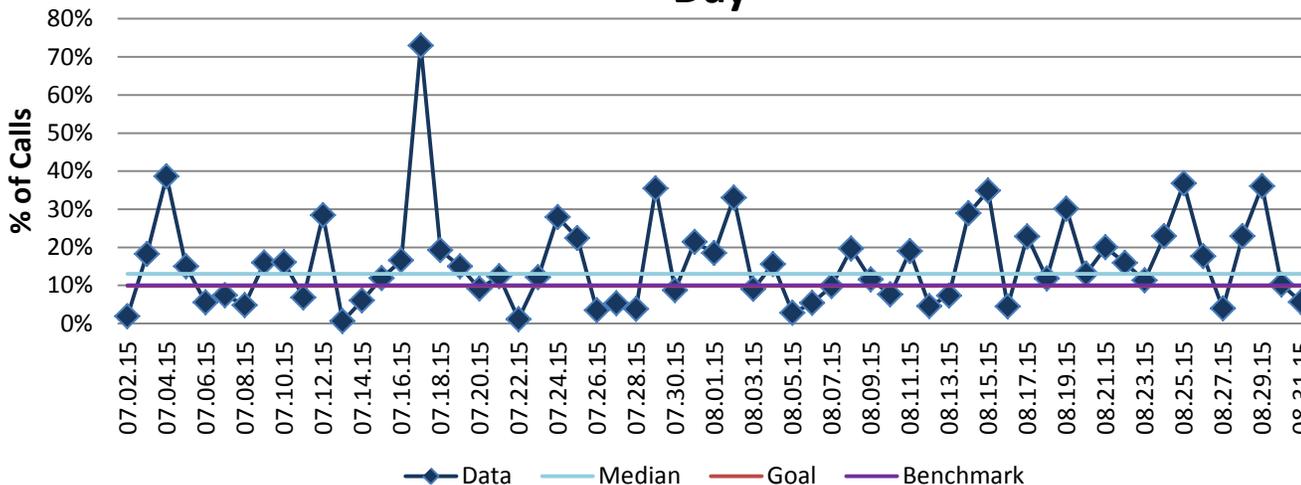
### How Are We Doing?

08.01.15-08.31.15 1 Month Goal	08.01.15-08.31.15 1 Month Average		08.31.15 Goal	08.31.15 Actual	
<b>10%</b>	<b>17%</b>		<b>10%</b>	<b>6%</b>	
% of Calls	% of Calls		% of Calls	% of Calls	

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Good



### Potential Root Causes Under Investigation:

- Shift change
- Differences in shifts

Average Call Volume During Busiest Hour of the Day: 183

Average Call Volume by Hour: 96

Total Opportunities During Busiest Hour: 11,190 calls (July and August '15)

Total Defects During Busiest Hour: 1,992 calls (July and August '15)