

Fire High Priority - Pickup to Dispatch - 60 Seconds Emergency Services



KPI Owner: Angela Downes

Process: Dispatch and Track Emergency Responders

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: Sept '14 - 48% calls not w/in 60 sec Goal: No more than 40% of High priority calls exceed 60 seconds in processing time Total Opportunities: 334 Benchmark: 80% dispatched within 60 seconds	Data Source: CAD Goal Source: Dept Management Team Benchmark Source: NFPA 1722	Plan-Do-Check-Act Step 8: Monitor and diagnose Measurement Method: The percent of High priority calls not dispatched from 911 dispatch to an LFD, Shively or JCFD unit in 60 seconds Why Measure: To ensure the most efficient and correct response Next Improvement Step: Implement unified protocol; divisional meetings to discuss performance metrics with supervisors/managers

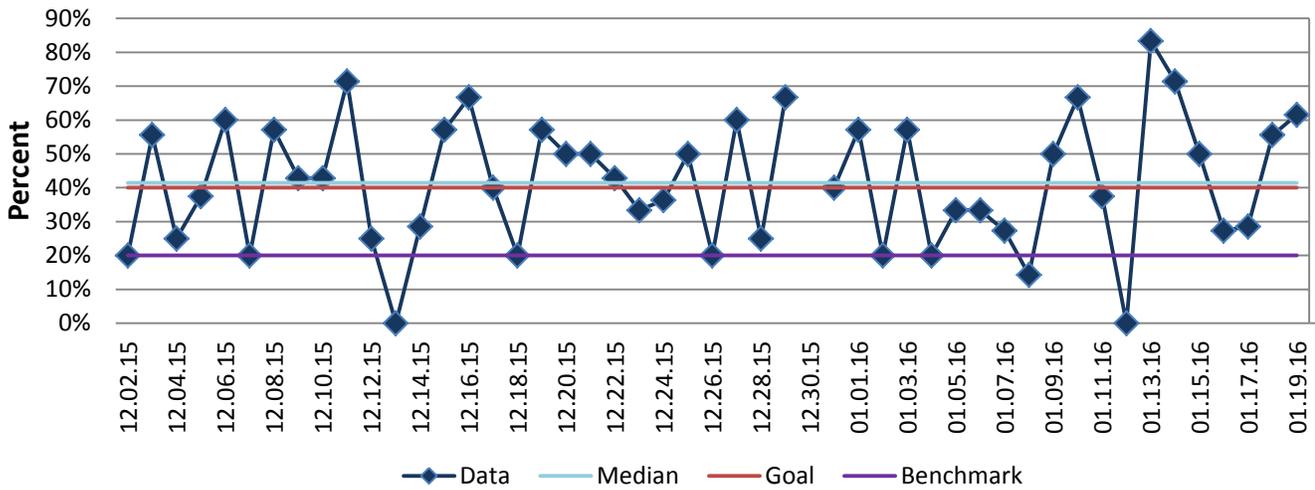
How Are We Doing?

12.20.15-01.19.16 1 Month Goal	12.20.15-01.19.16 1 Month Average		01.19.16 Goal	01.19.16 Actual	
40%	42%		40%	62%	
Percent	Percent		Percent	Percent	

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Good



01.01.16-01.19.16 Pareto Analysis

