

Dispatch to Response Time, Priority Charlie Emergency Medical Services



KPI Owner: Major Mike Tully

Process: Emergency Response

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: TBD Goal: Less than 60 seconds at least 75% of the time Benchmark: TBD	Data Source: CAD Goal Source: LMEMS Benchmark Source:	Plan-Do-Check-Act Step 2: Validate problem: baseline, benchmark, & goal Measurement Method: Count of times from receiving dispatch to response for priority code Charlie incidents that exceed 60 seconds Why Measure: To understand system capability & customer expectations Next Improvement Step: Work with OPI and other public safety agencies to develop metric covering the entire call to response process.

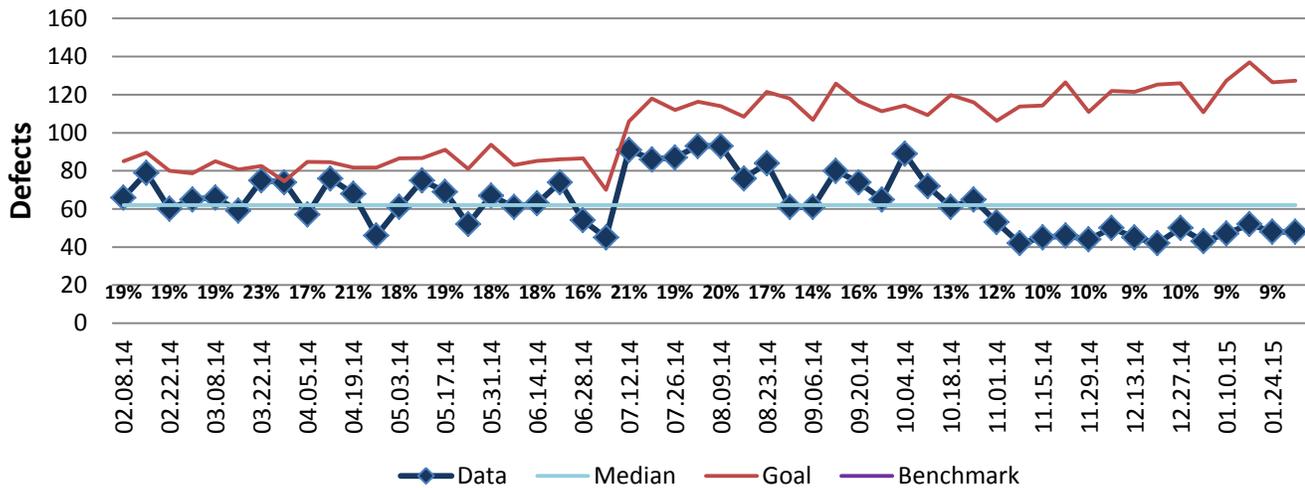
How Are We Doing?

02.02.14-01.31.15 12 Month Goal	02.02.14-01.31.15 12 Month Actual		01.25.15-01.31.15 Goal	01.25.15-01.31.15 Actual	
5,368	3,305		127	48	
Defects	Defects		Defects	Defects	

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Good



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