

# Dispatch to Response Time, Priority Code Bravo Emergency Medical Services



KPI Owner: Major Mike Tully

Process: Emergency Response

| Baseline, Goal, & Benchmark  | Source Summary  | Continuous Improvement Summary  |
|--|---|---|
| Baseline: TBD<br>Goal: Less than 90 seconds at least 75% of the time<br>Benchmark: TBD | Data Source: CAD<br>Goal Source: LMEMS<br>Benchmark Source: | Plan-Do-Check-Act Step 2: Validate problem: baseline, benchmark, & goal<br>Measurement Method: Count of times from receiving dispatch to response for priority code Alpha/Omega incidents that exceed 90 seconds<br>Why Measure: To understand system capability & customer expectations<br>Next Improvement Step: Work with OPI and other public safety agencies to develop metric covering the entire call to response process. |

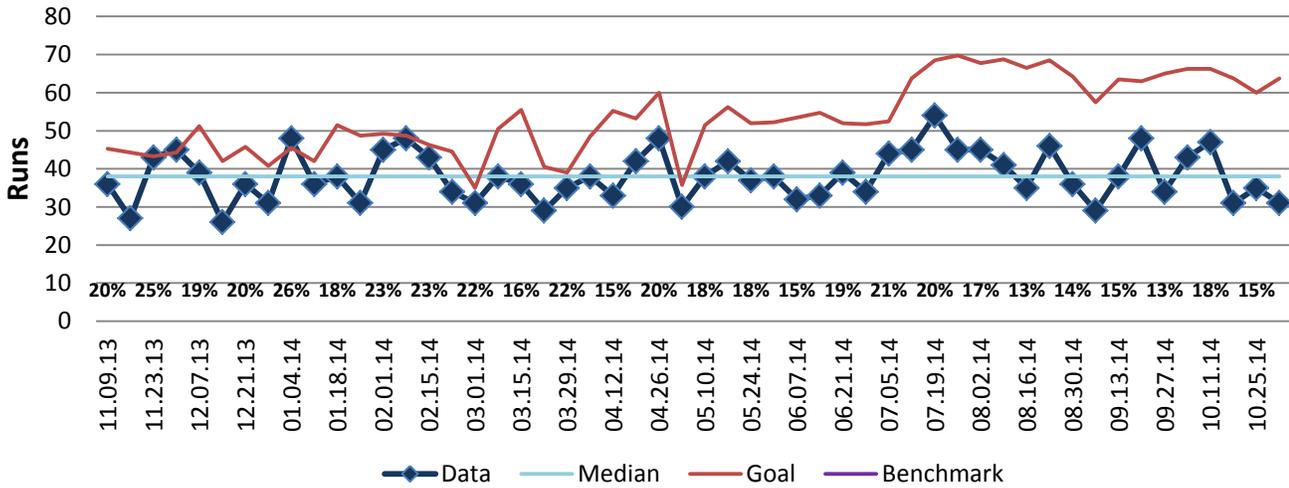
### How Are We Doing?

| 11.03.13-11.01.14 12 | 11.03.13-11.01.14 12 |      | 10.26.14-11.01.14 | 10.26.14-11.01.14 |  |
|----------------------|----------------------|------|-------------------|-------------------|--|
| Month Goal           | Month Actual         |      | Goal              | Actual            |  |
| <b>2,790</b>         | <b>1,986</b>         |      | <b>64</b>         | <b>31</b>         |  |
| Runs                 | Runs                 | Runs | Runs              |                   |  |

## Dispatch to Response Time, Priority Code Bravo



Good



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