

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



KPI Owner: Angela Downes

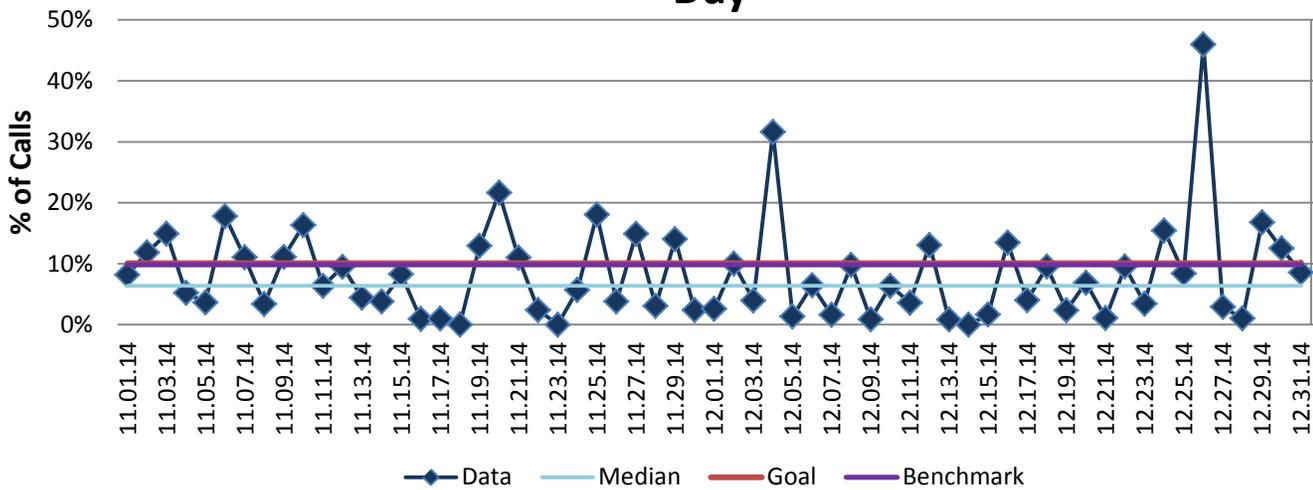
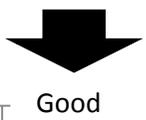
Process: Receive, Process and Answer 911 Calls

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: Sept '14 - 3% calls not w/in 10 sec during busiest hour of the day Goal: <10% of calls answered outside of target time of 10 seconds Total Opportunities: 8,494 calls Benchmark: 90% of all 911 calls answered in 10 seconds during the 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 HR 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?

12.01.14-12.31.14 1 Month Avg Goal	12.01.14-12.31.14 1 Month Average		12.31.14 Goal	12.31.14 Actual	
10%	8%		10%	9%	
% of Calls	% of Calls		% of Calls	% of Calls	

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