

Fire High Priority - Pickup to Dispatch - 60 Second Standard EMA/MetroSafe



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: Do not exceed 60 seconds in the processing of High priority calls 50% of the time Total Opportunities: 388 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 possible to emergency calls Next Improvement Step: Award contract for unified protocol RFP; may revise goal percentage based on current performance

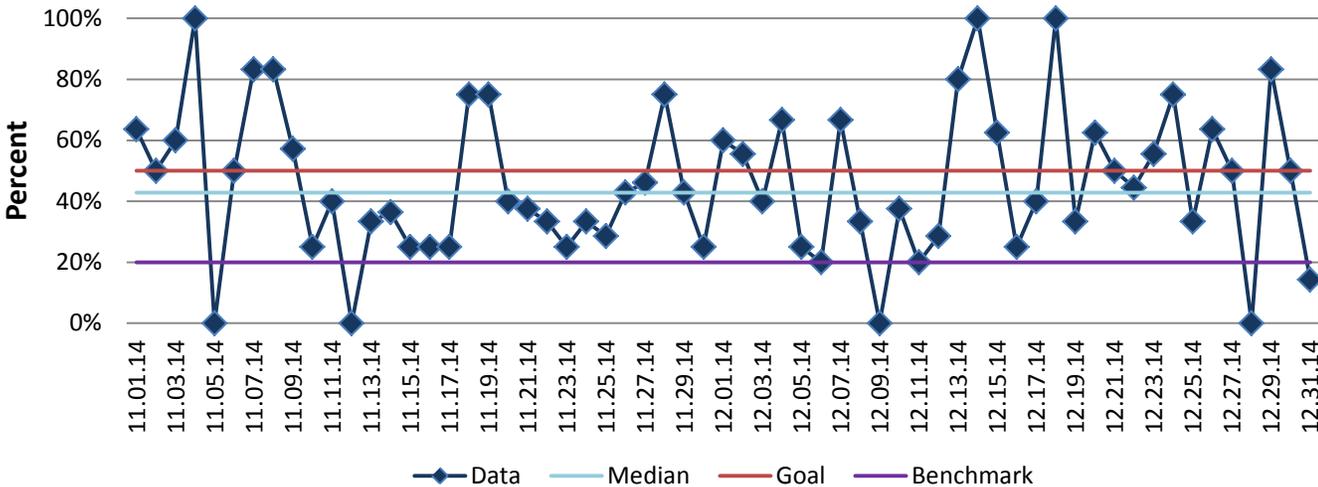
How Are We Doing?

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	
50%	48%		50%	14%	
Percent	Percent		Percent	Percent	

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Good



12.01.14-12.31.14 Pareto Analysis

