

Shively Fire All Calls - Pickup to Dispatch Not Within 106 Seconds EMA/MetroSafe



KPI Owner: Angela Downes

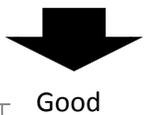
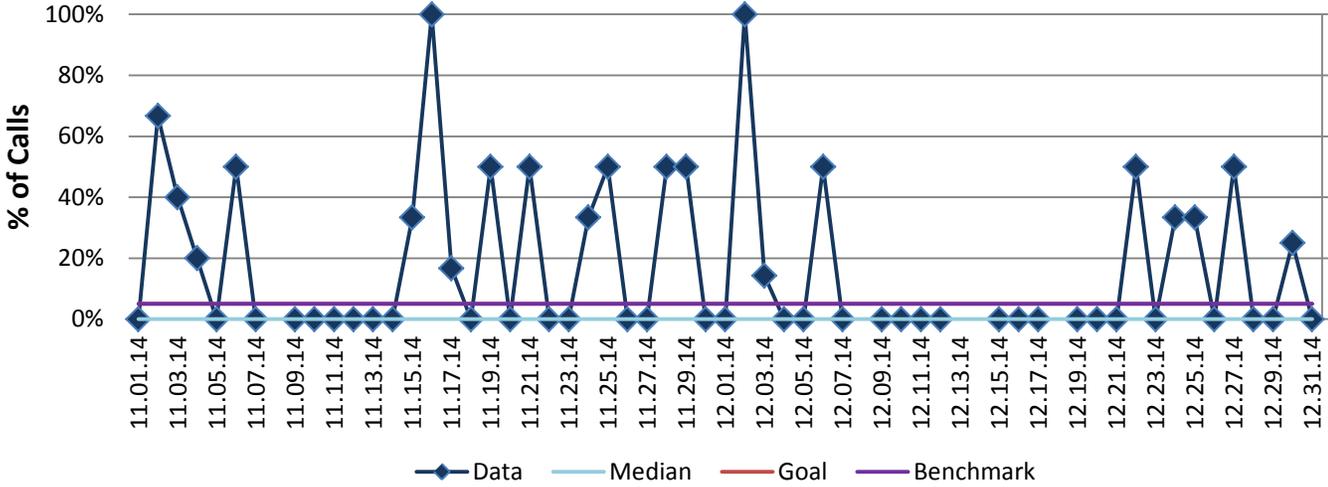
Process: Dispatch and Track Emergency Responders

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: TBD Goal: TBD - after unified protocol implemented Total Opportunities: 61 calls for service Benchmark: 95% dispatched within 106 seconds	Data Source: CAD Goal Source: TBD Benchmark Source: NFPA 1722	Select Plan-Do-Check-Act Step Measurement Method: % of Shively Fire calls for service that were not dispatched from 911 Dispatch to a Shively Fire unit in 106 seconds Why Measure: To ensure the most efficient and correct response possible to emergency calls Next Improvement Step:

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	
TBD	13%		TBD	0%	
% of Calls	% of Calls		% of Calls	% of Calls	

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12.01.14-12.31.14 Pareto Analysis

