

EMS All Calls - Pickup to Dispatch Not Within 130 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 - a goal will be developed after the unified protocol is implemented Total Opportunities: 18926 Benchmark: TBD	Data Source: CAD Goal Source: N/A Benchmark Source: N/A	Plan-Do-Check-Act Step 8: Monitor and diagnose Measurement Method: The percent of EMS calls for service that were not dispatched from 911 dispatch to an EMS unit in 130 seconds Why Measure: To ensure the most efficient and correct response possible to emergency calls Next Improvement Step: Implement unified protocol

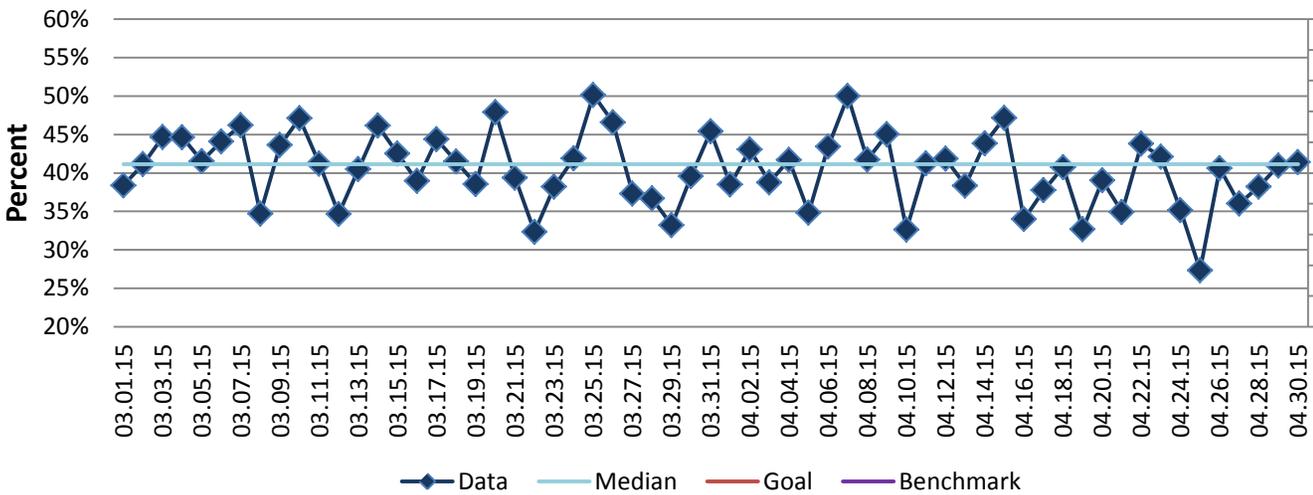
How Are We Doing?

03.31.15-04.30.15 1 Month Goal	03.31.15-04.30.15 1 Month Average		04.30.15 Goal	04.30.15 Actual	
TBD	40%		TBD	41%	
Percent	Percent		Percent	Percent	

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Good



3/1/15-4/30/15 Column Chart Top 5 Event Type Codes

