

911 Call Answer Time Not w/in 20 Seconds EMA/MetroSafe



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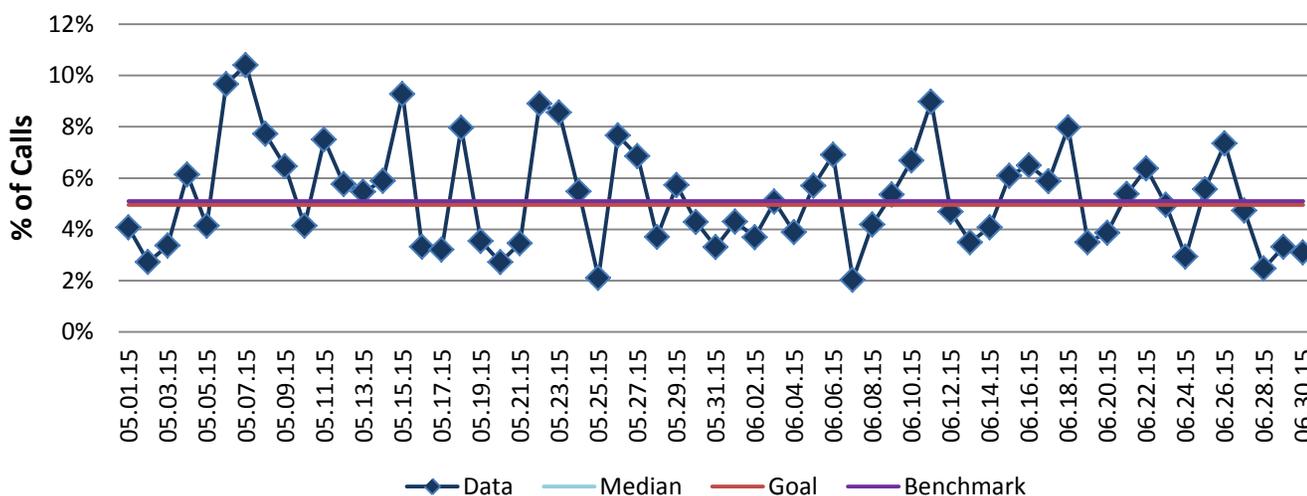
Process: Receive, Process and Answer 911 Calls

| Baseline, Goal, & Benchmark | Source Summary | Continuous Improvement Summary |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Baseline: Sept '14 - 3% of calls not w/in 20 sec Goal: <5% of calls answered outside of target time of 20 seconds Benchmark: 95% of 911 calls answered in 20 sec | 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 20 seconds Why Measure: Help enable the quickest possible response to emergency calls Next Improvement Step: Continue to monitor and diagnose |

How Are We Doing?

| 05.31.15-06.30.15 1 Month Goal | 05.31.15-06.30.15 1 Month Average | | 06.30.15 Goal | 06.30.15 Actual | |
|-----------------------------------|--------------------------------------|--|---------------|-----------------|--|
| 5% | 5% | | 5% | 3% | |
| % 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.