

FIRE HIGH PRIORITY - PICKUP TO DISPATCH IN 75 SECONDS

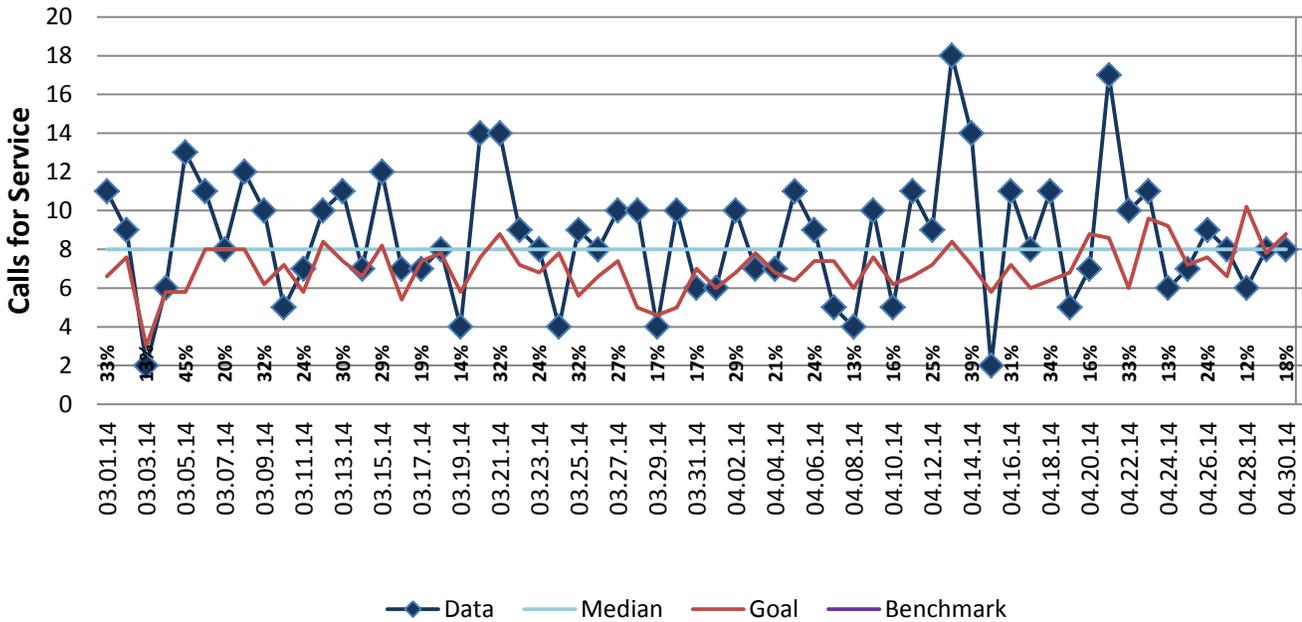
Emergency Management Agency

5/19/2014

Measurement method		Why measure?		What is our goal?	
The number of High Priority Calls that were not dispatched from 911 Dispatch to an LFD or JCFD unit in 75 seconds		To enable the most efficient and correct response possible to emergency calls		Dispatch 20% or less of FIRE HIGH PRIORITY calls in more than 75 seconds	
How are we doing?					
03.31.14-04.30.14 1 Month Goal	03.31.14-04.30.14 1 Month Total		04.30.14 Goal	04.30.14 Actual	
227	266		9	8	
Calls for Service	Calls for Service		Calls for Service	Calls for Service	
Performance Stoplight Key					
Red Light = Off Goal Yellow Light = Approaching Goal Green Light = Meets Goal No Lights = No Goal/No Data					

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Good



LOUISVILLE METRO
**OFFICE OF
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