

Dispatch to Response Time, Priority Code Echo Emergency Medical Services



KPI Owner: Major Mike Tully

Process: Emergency Response

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: TBD Goal: Less than 90 seconds at least 75% of the time Benchmark: TBD	Data Source: CAD Goal Source: LMEMS Benchmark Source:	Plan-Do-Check-Act Step 2: Validate problem: baseline, benchmark, & goal Measurement Method: Count of times from receiving dispatch to response for priority code Alpha/Omega incidents that exceed 90 seconds Why Measure: To understand system capability & customer expectations Next Improvement Step: Work with OPI and other public safety agencies to develop metric covering the entire call to response process.

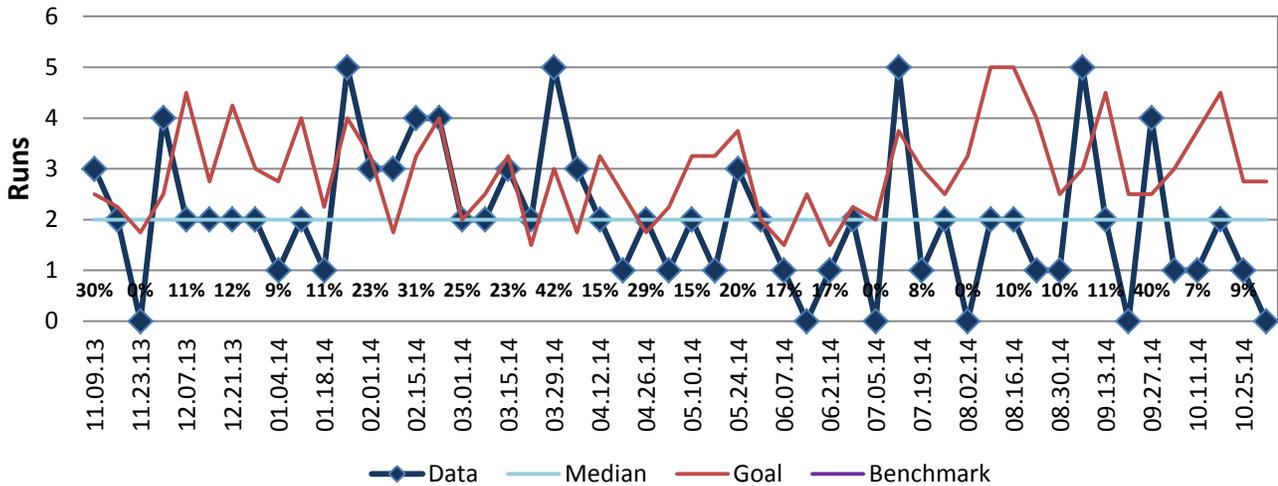
How Are We Doing?

11.03.13-11.01.14 12 Month Goal	11.03.13-11.01.14 12 Month Actual		10.26.14-11.01.14 Goal	10.26.14-11.01.14 Actual	
153	105		3	0	
Runs	Runs		Runs	Runs	

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Good



Root cause analysis is not necessary because there is no gap between the goal and current performance.