

Calls For Service Emergency Medical Services



KPI Owner: Lt. Col. Jesse Yarbrough

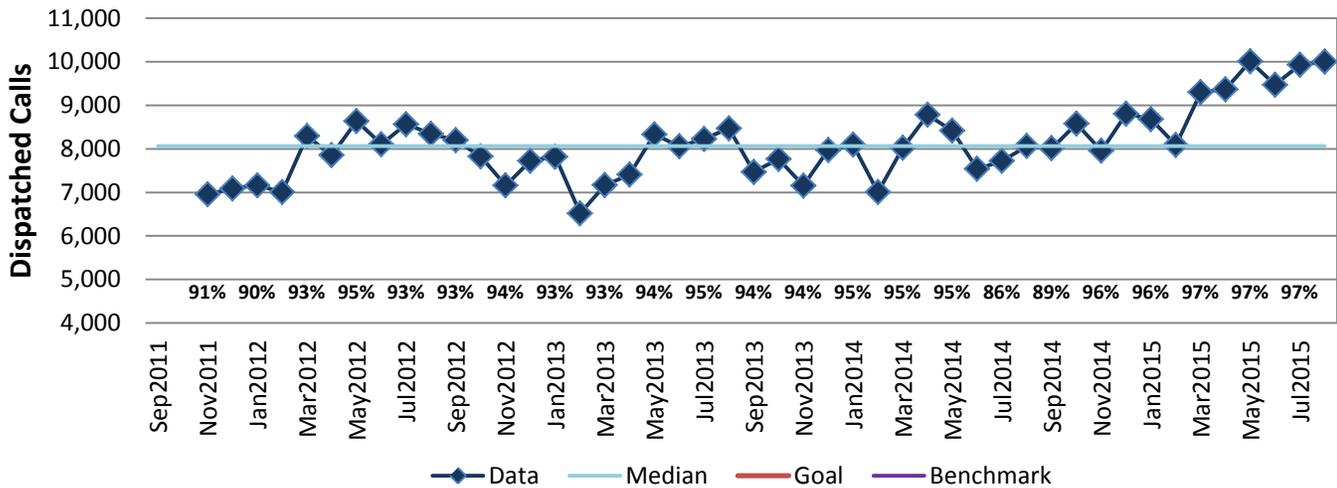
Process: System Volume

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY15 = 104,079 CFS Goal: N/A Benchmark: N/A	Data Source: Intergraph CAD Goal Source: N/A Benchmark Source: N/A	N/A - Input Measure Measurement Method: Pull data from CAD archive. Opportunities = # of calls received, Actual = # of calls dispatched Why Measure: Allow trends to be identified to adjust coverage as needed. Next Improvement Step: Monitor and adjust resources as needed

How Are We Doing?

Sep2014-Aug2015 12 Month Goal	Sep2014-Aug2015 12 Month Actual		Aug2015 Goal	Aug2015 Actual	
TBD	108,224		TBD	10,318	
Dispatched Calls	Dispatched Calls		Dispatched Calls	Dispatched Calls	

Calls For Service



Root cause analysis is not applicable for in input/demand for service measure.