

Response to On-Scene, Priority Echo Emergency Medical Services



KPI Owner: Lt. Col. Jesse Yarbrough

Process: Emergency Response

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: TBD Goal: 10 minutes or less 90% of the time Benchmark: TBD	Data Source: CAD Goal Source: LMEMS Benchmark Source: TBD	Plan-Do-Check-Act Step 3: Determine and quantify root causes Measurement Method: Weekly count of priority echo response to onscene times that exceed the goal of 10 minutes. Why Measure: To understand system capability & customer expectations Next Improvement Step: Continue tracking metric for internal LouieStat. Move to H2H reporting for future LouieStat forums.

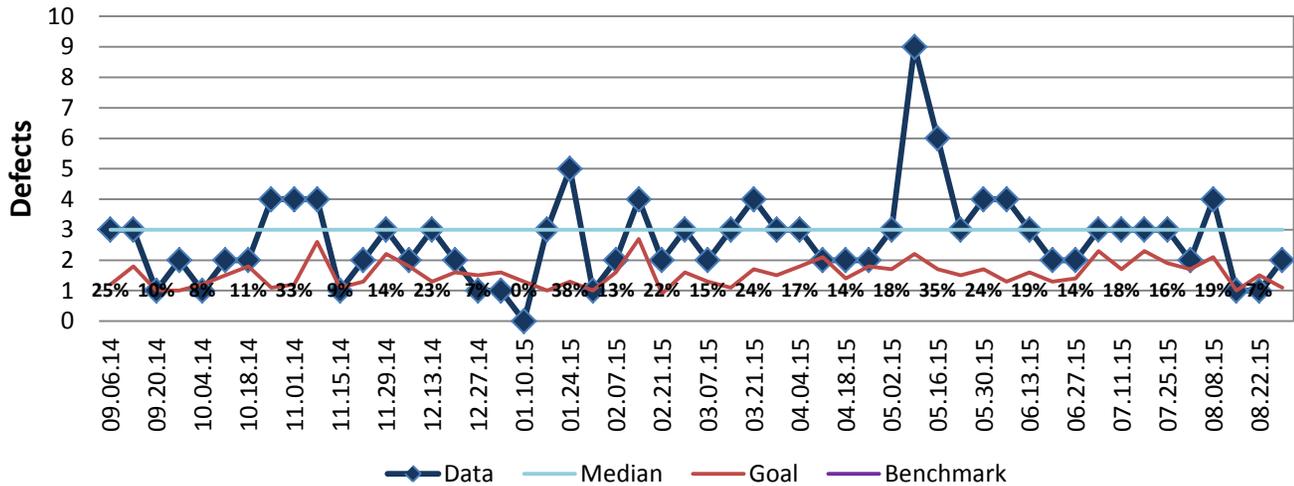
How Are We Doing?

08.31.14-08.29.15 12 Month Goal	08.31.14-08.29.15 12 Month Actual		08.23.15-08.29.15 Goal	08.23.15-08.29.15 Actual	
81	140	🚦	1	2	🚦
Defects	Defects		Defects	Defects	

Response to On-Scene, Priority Echo



Good



Identified Factors Impacting RTOS

Controllable (EMS)

- Deployment of resources
- Response matrix/protocol
- Operator Error
- Technology issues
- Re-coding/altered response priority

Uncontrollable Factors

- Technology issues
- Call volume
- Staging times
- Traffic/construction
- Weather
- Anchorage Fire & Rescue