GuilStat Performance Management

Guilford County Operational Metrics

true

2019-10-11

Contents

Welcome **5**

Introduction **7**

Term Definitions **9**

Process **11**

Document Overview **13**

Enterprise Operational Metrics 13

Service Areas 13

Department Operational Metrics 13

1 Enterprise Metrics **15**

1.1 Dollars Spent on Overtime 15

1.2 Overtime Hours Paid 15

1.3 Hours Not Worked 15

1.4 Hours Lost Due to Work Related Illness and Injury 15

1.5 Lost Time Injury Rate 15

Public Safety **17**

2 Animal Services **19**

2.1 Monthly Call Volume 19

2.2 Overall Average Response Time 20

2.3 Average Response Time by Jurisdiction 21
2.4 Average Response Time by Day 22
Priority Breakdown 23
2.5 First Priority Call Volume 24
2.6 First Priority Average Response Time 24
2.7 Second Priority Call Volume 25
2.8 Second Priority Average Response Time 26
2.9 Third Priority Call Volume 27
2.10 Third Priority Average Response Time 27
2.11 All Other Priority Call Volume 28
2.12 All Other Priority Average Response Time 29

3 Emergency Services **31**
3.1 Monthly Call Volume 31
3.2 Yearly Call Volume 32
3.3 Overall Average Response Time 33
Priority Breakdown 33
3.4 Imminent Life Threat 33
3.5 Imminent Life Threat Call Count 34
3.6 Imminenet Life Threat Average Response Time 35
3.7 Imminenet Life Threat Percent Under 35

Welcome

Introduction

This space would be reserved for a full introduction to the performance management framework and the connection to the strategy framework.

Term definitions should also be provided.

Term Definitions

Process

Document Overview

Enterprise Operational Metrics

Service Areas

Department Operational Metrics

Chapter 1

Enterprise Metrics

This section would be reserved for an overview of Enterprise Operational Metrics.

1.1 Dollars Spent on Overtime

1.2 Overtime Hours Paid

1.3 Hours Not Worked

1.4 Hours Lost Due to Work Related Illness and Injury

1.5 Lost Time Injury Rate

Public Safety

Guilford County's Public Safety departments work to safeguard and ensure the well-being of residents and visitors. The County addresses public safety in a variety of ways, whether is it through the provision of emergency medical transportation in times of crisis, animal control services or the enforcement of criminal and civil laws and ordinances. All of Guilford County's public safety activities are organized to safeguard our residents' and visitors' well-being.

Public Safety departments include:

- Animal Services
- Emergency Services
- Law Enforcement
- Family Justice Center
- Court Alternatives
- Inspections
- Other Protection
- Security

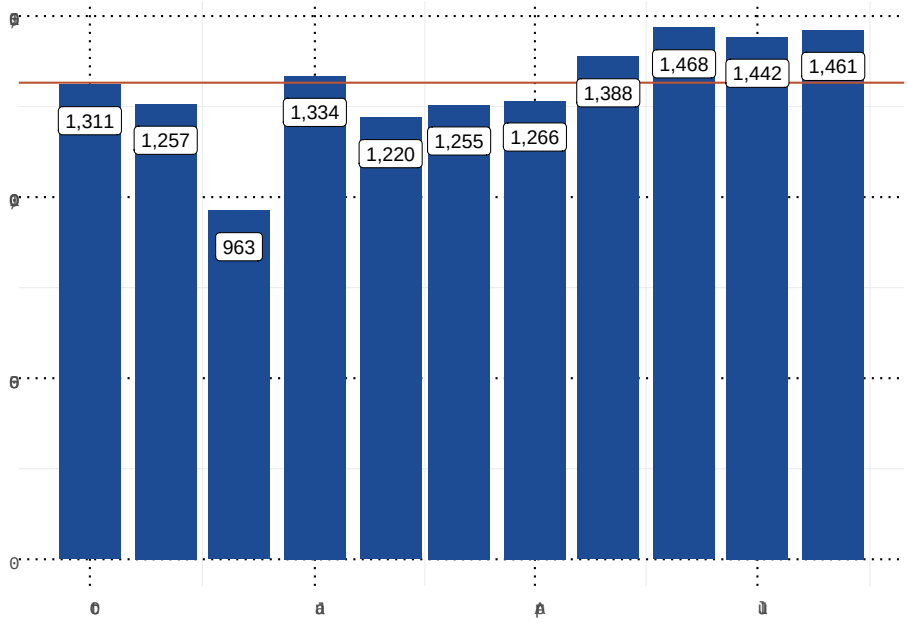
Chapter 2

Animal Services

Guilford County Animal Services is responsible for general animal control, regulation and enforcement of animal-related ordinances in the County as well as preventing the occurrence and spread of rabies. Animals that are lost and/or seized are secured and cared for at the Animal Shelter while Animal Control manages rabies prevention programs, responds to vicious animals and animal cruelty, issues warrants and citations to violators, and seizes animals from owners found in violation.

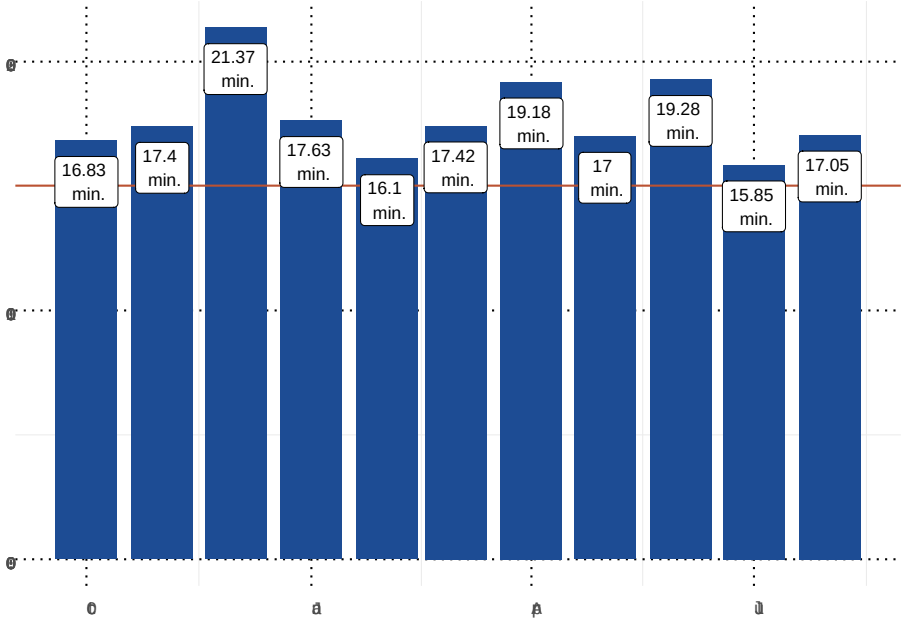
2.1 Monthly Call Volume

How many calls do we receive each month?



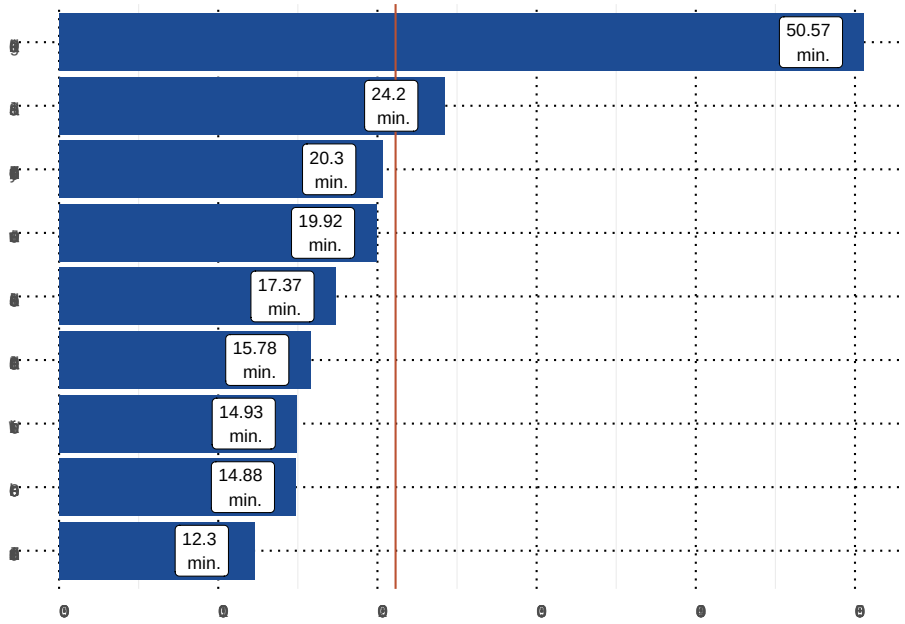
2.2 Overall Average Response Time

What's our average response time for all calls? Our CAD systems tracks this in seconds so this metric is displayed in seconds.



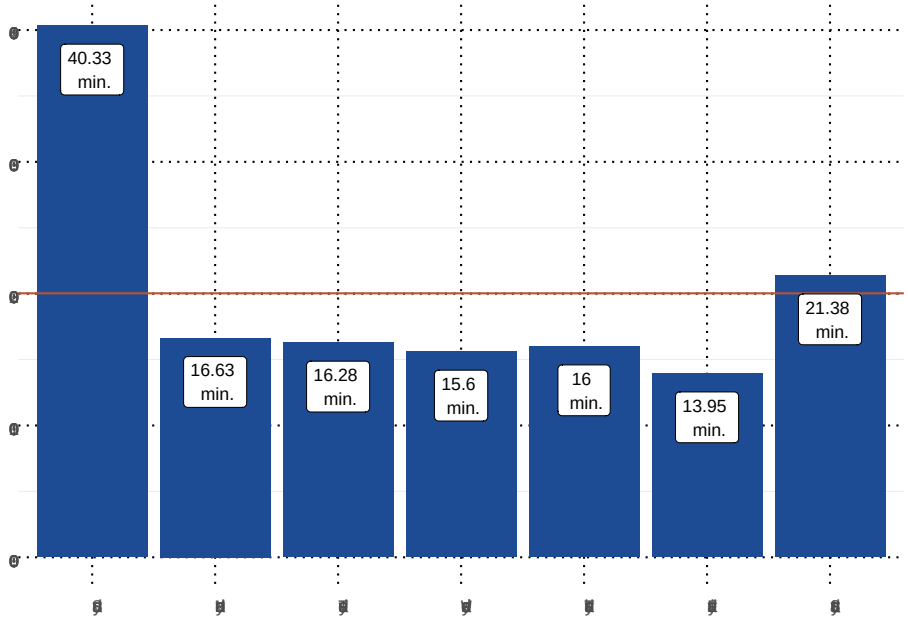
2.3 Average Response Time by Jurisdiction

What is our average response time broken down by jurisdiction for the most recent month of available data?



2.4 Average Response Time by Day

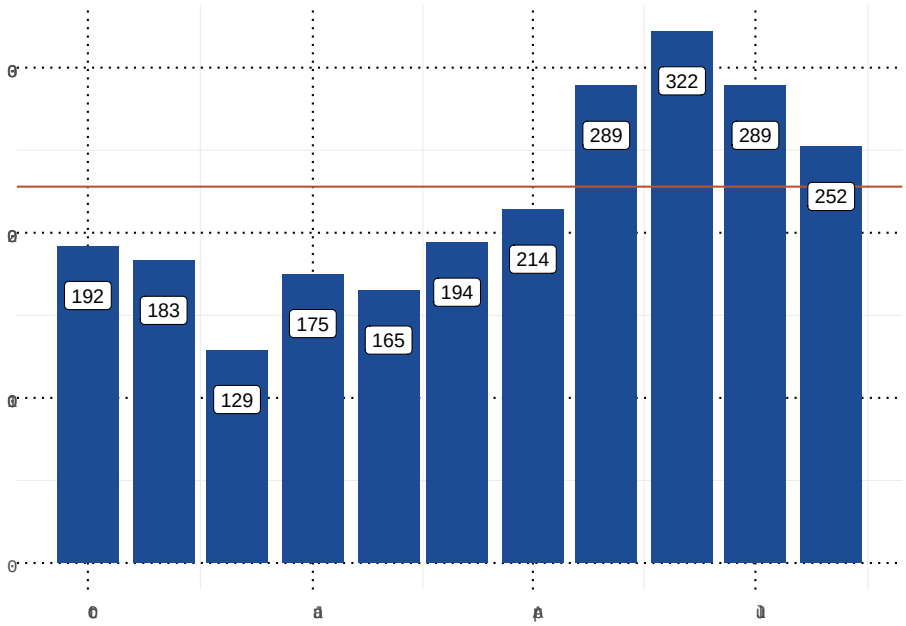
What is our average response time broken down by day of the week for the most recent month of available data?



Priority Breakdown

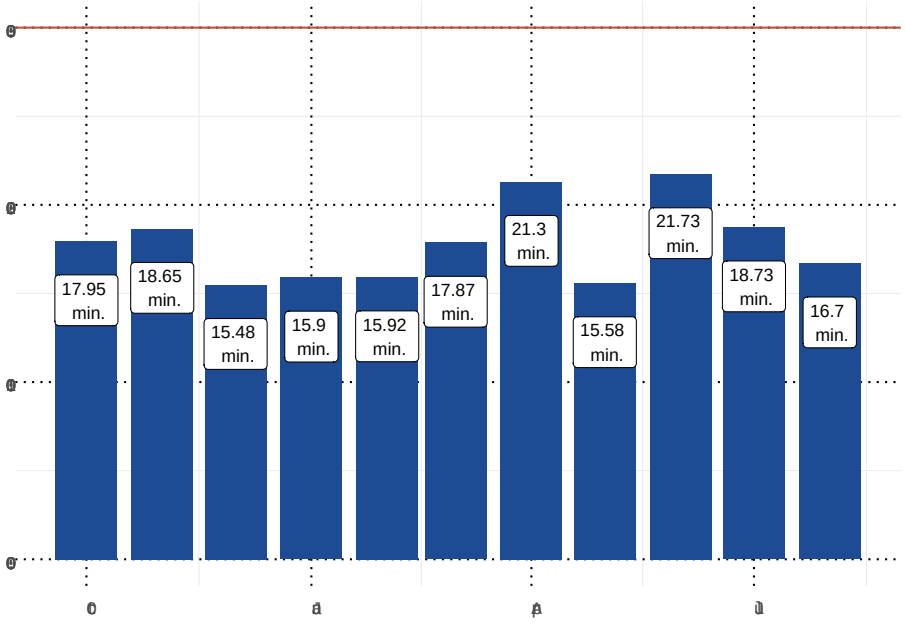
Now we will break the calls down into priority designations.

2.5 First Priority Call Volume

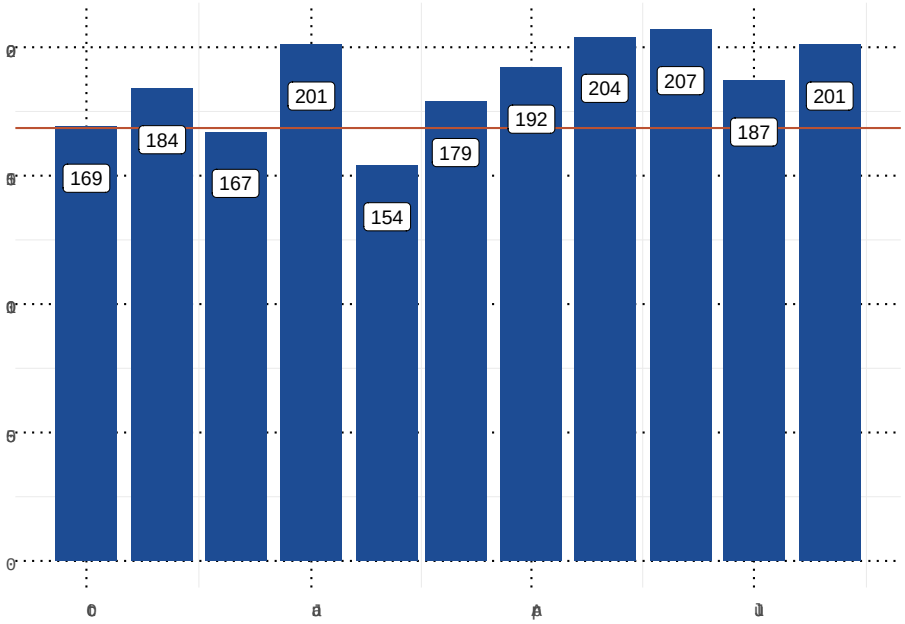


2.6 First Priority Average Response Time

Average response time against our established 30 minute target.

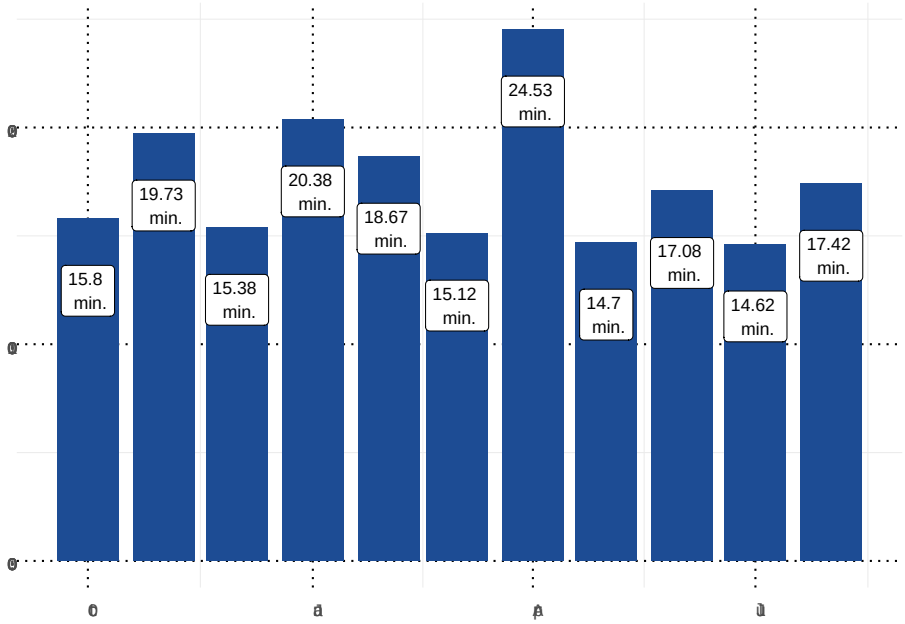


2.7 Second Priority Call Volume

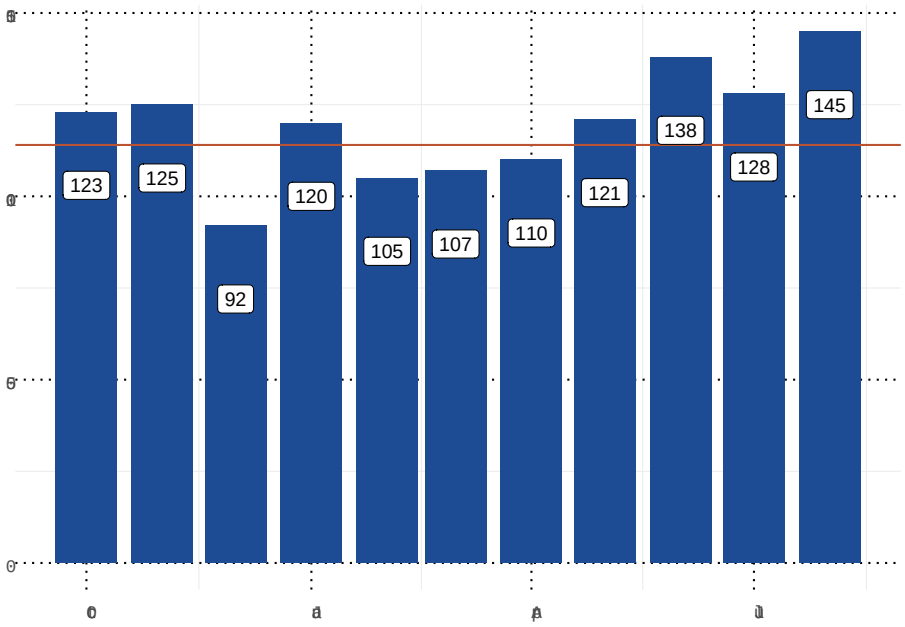


2.8 Second Priority Average Response Time

Average response time against our established 60 minute target (not shown).

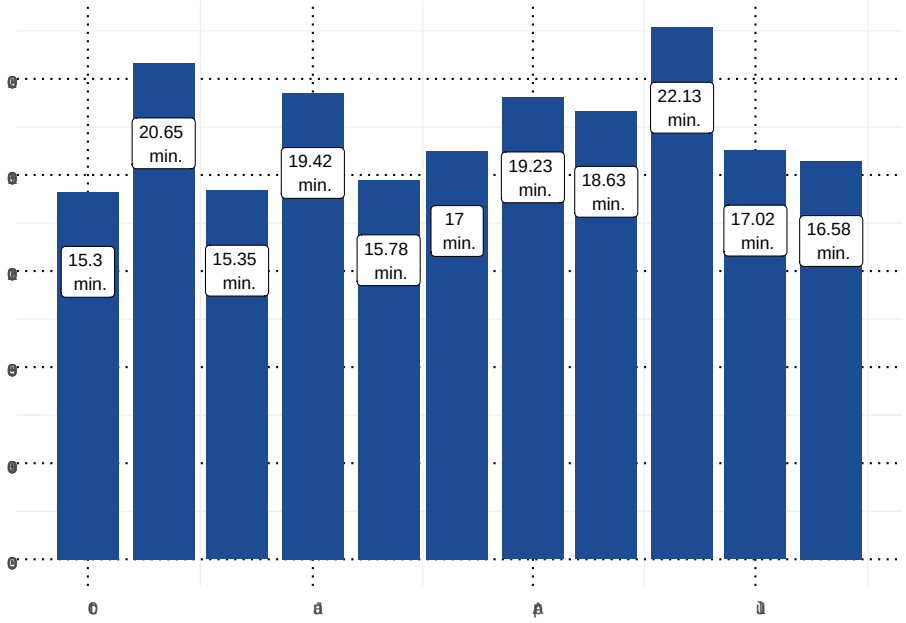


2.9 Third Priority Call Volume

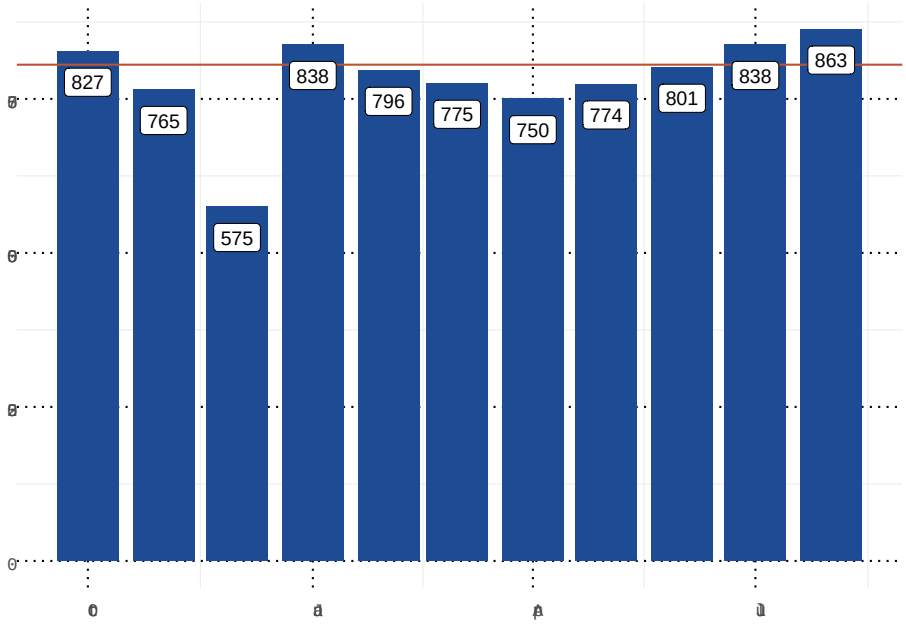


2.10 Third Priority Average Response Time

Average response time against our established 90 minute target (not shown).

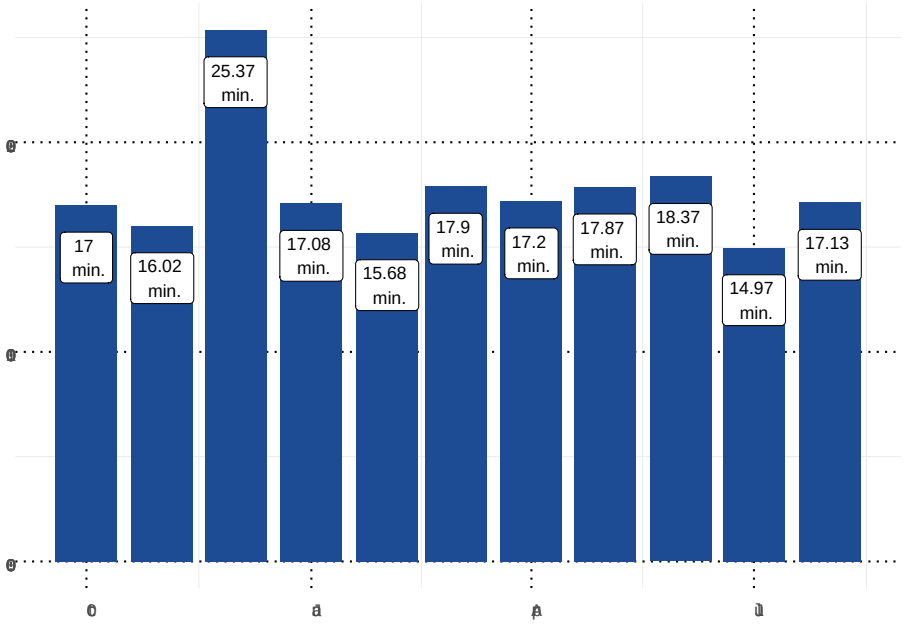


2.11 All Other Priority Call Volume



2.12 All Other Priority Average Response Time

Average response time against our established 120 minute target (not shown).



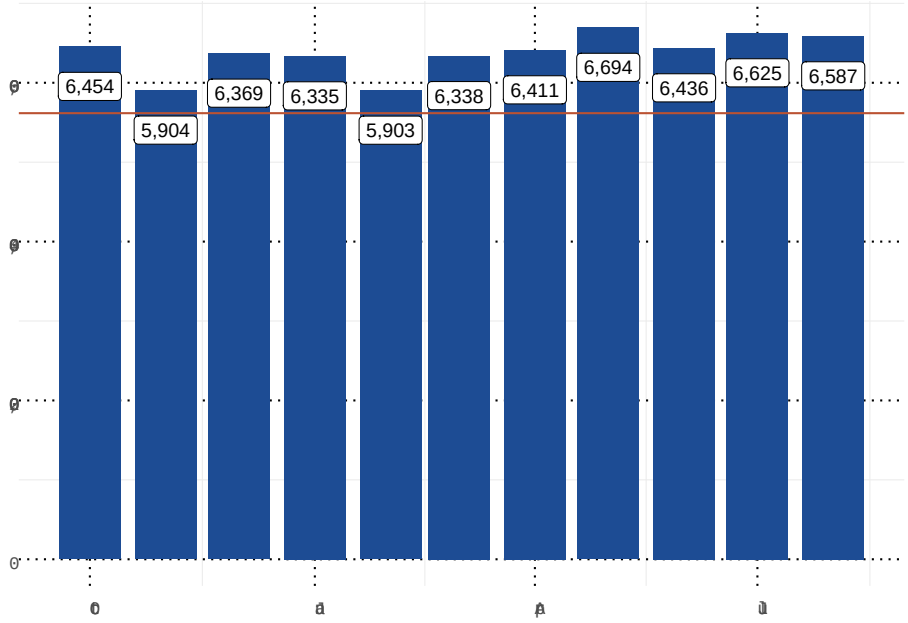
Chapter 3

Emergency Services

Guilford County Emergency Services strives to provide the highest standards of service to everyone who lives, works or visits the County in the areas of Fire and Life Safety Services, Emergency Medical Services (EMS), Emergency Management, Fire Inspections and Investigations, and Fire/Hazardous Materials response. Additionally, the Department operates a Public Safety Maintain safe and secure communities through strategically coordinated and professional public safety services. 133 self-contained Fleet Maintenance Facility to assure that all vehicles and equipment in the various divisions are available for immediate response to the maximum extent possible.

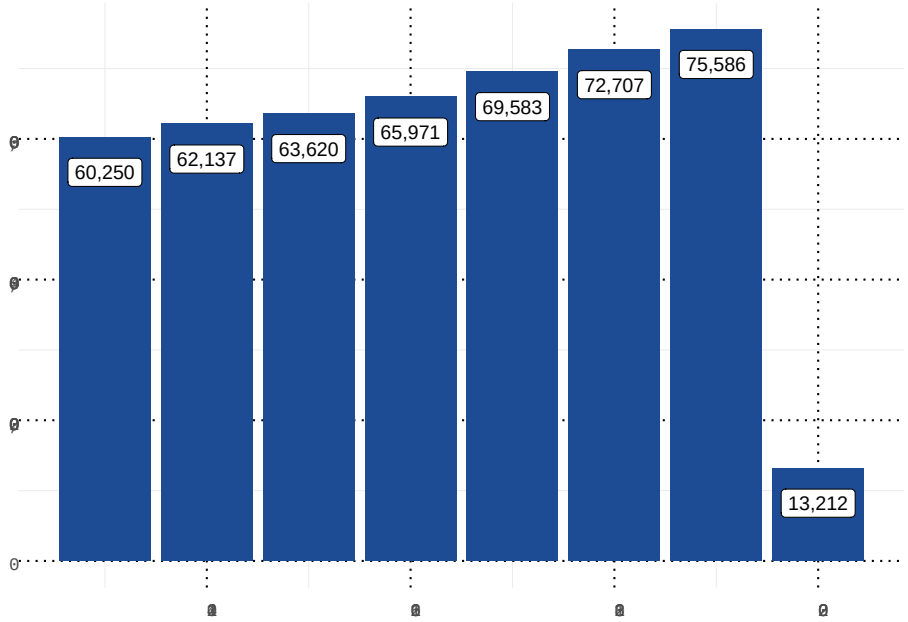
3.1 Monthly Call Volume

How many calls does EMS answer each month?



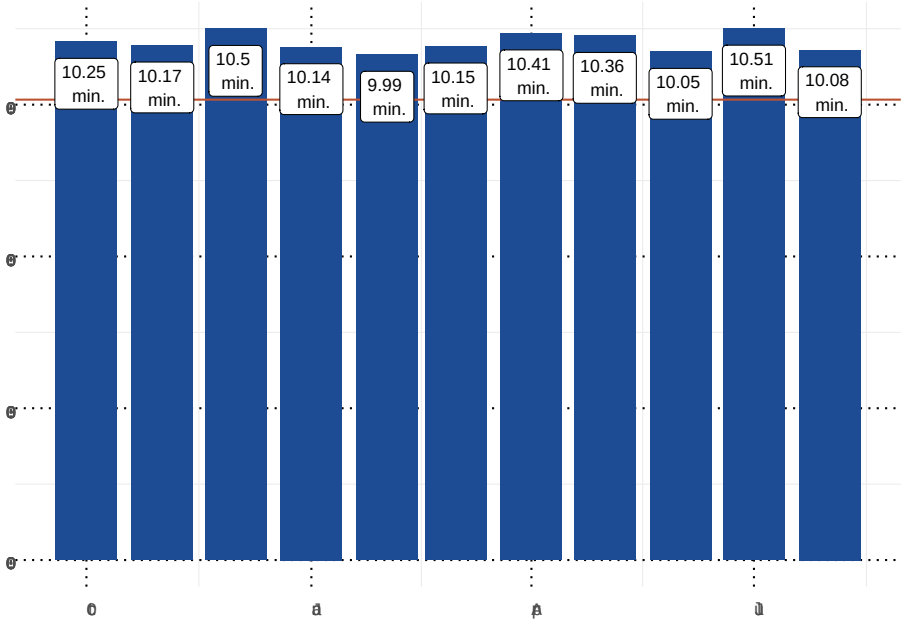
3.2 Yearly Call Volume

How many calls do we receive each fiscal year?



3.3 Overall Average Response Time

This is the overall average response time for all calls and priorities.

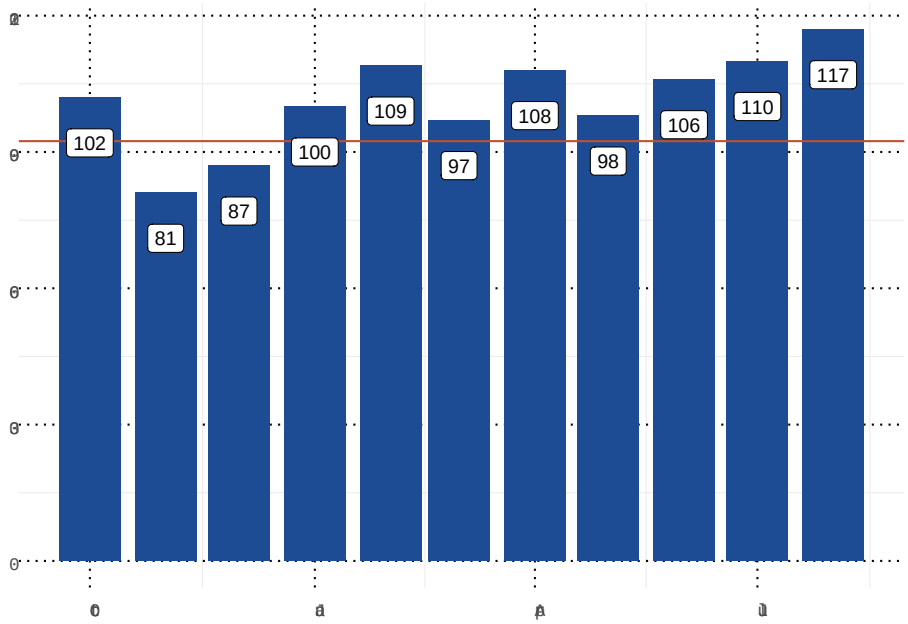


Priority Breakdown

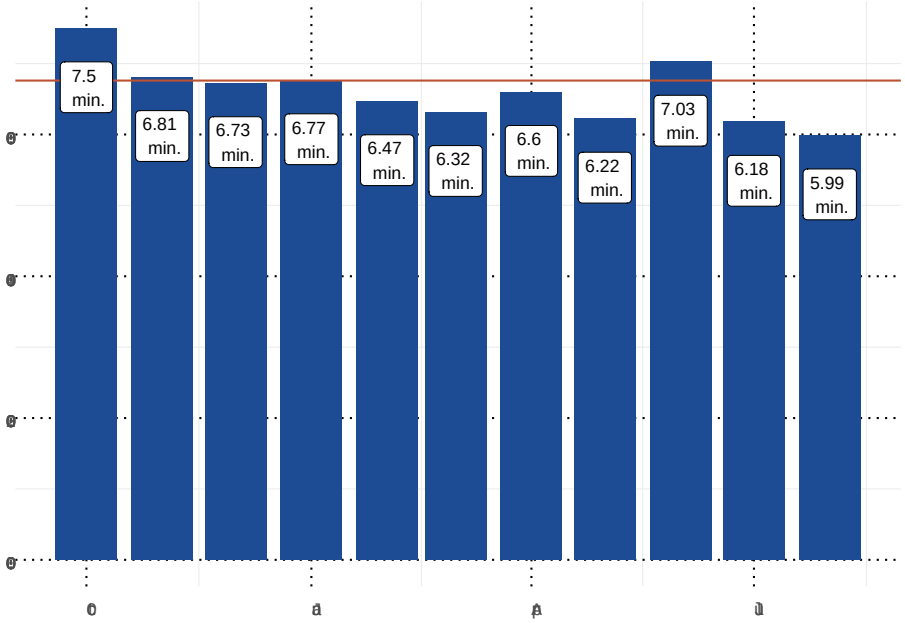
3.4 Imminent Life Threat

Goal is to arrive in under 9 minutes, 90% of the time.

3.5 Imminent Life Threat Call Count

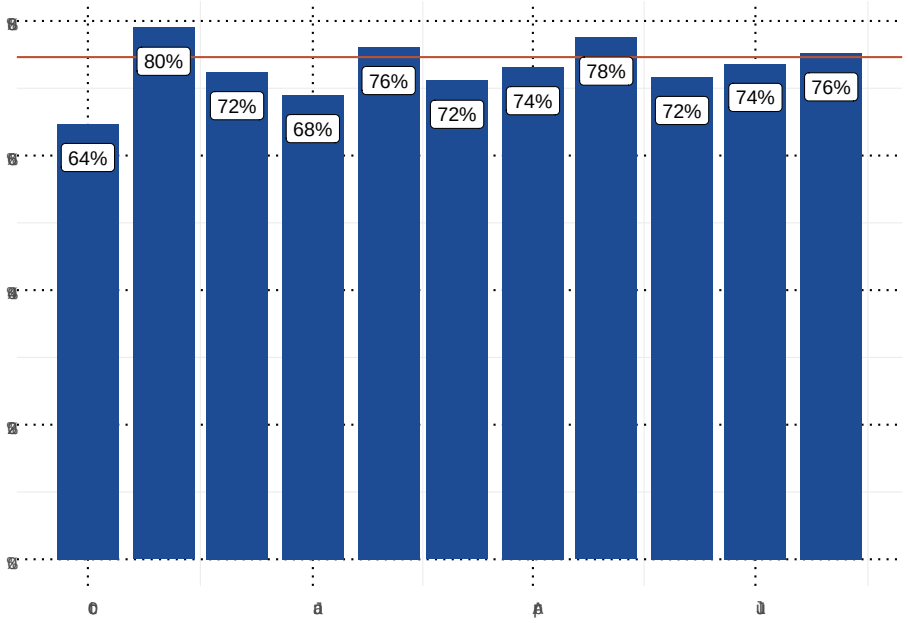


3.6 Imminenet Life Threat Average Response Time



3.7 Imminenet Life Threat Percent Under

What percent of the time did we arrive in under 9 minutes?


64%
80%
72%
68%
76%
72%
74%
78%
72%
74%
76%