PERFORMANCE SCORECARD

4th Quarter of Fiscal Year 2016

PERFORMANCE METRIC	CURRENT YEAR	PRIOR YEAR	TREND	STATUS	COMMENTS
Initiating advanced life support to patients within 10 minutes of dispatching the call from our communications center to 90% of all medical calls.	96%	97%	Stable		
To access, extricate, treat and transport and transport trauma patients to a level one trauma medical facility within one hour of dispatching the call from our communications center.	100%	100%	Stable		
Interrupt the progression of fires in structures within 10 minutes of dispatching the call from our communications center to 90% of all building fires.	92%	96%	Decline		Attributed to increase call volume and simultaneous call frequency.
Maintain overall emergency response readiness above 70%.	80%	80%	Stable		
Process emergency notifications in our dispatch center within 120 seconds of receiving the initial call for 99% of all calls.	95%	95%	Stable		
STATUS LEGEND	**OFF TARGET:**		**CLOSE TO TARGET**		**ON TARGET:**

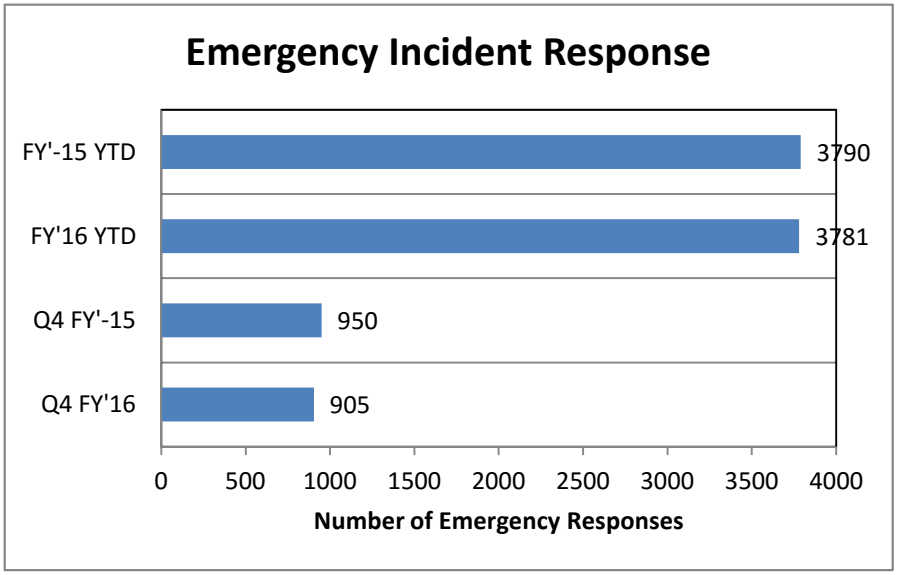
Our mission is to:

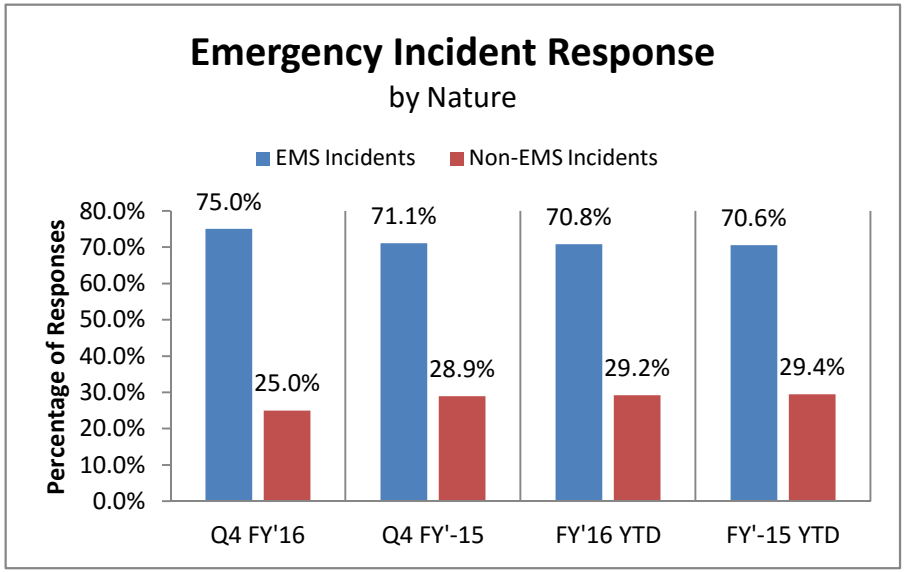
Have a positive impact in the lives of citizens and visitors of Franklin in their time of crisis by providing compassionate, contemporary, community driven services.

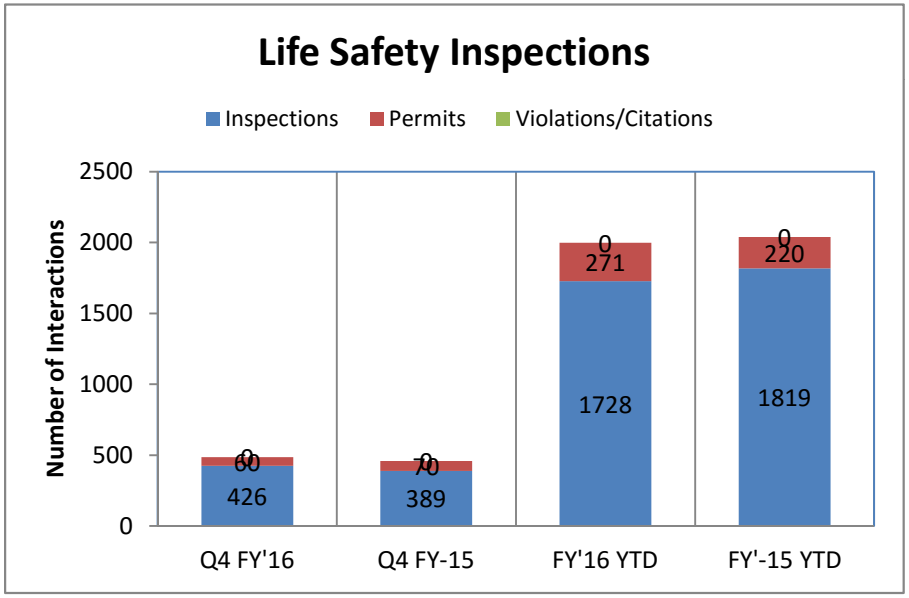
Safe guarding human life from the perils of fire, sudden illness, injury or other medical condition, natural and man-made disaster as well as preserve the environment and property from ensuing destruction.

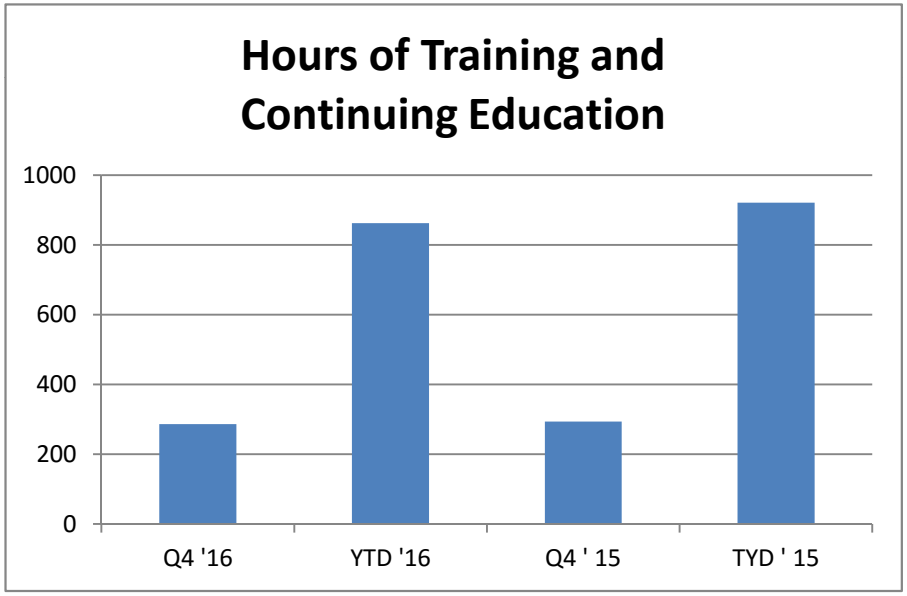
Be responsible for a safe, productive and pleasant work environment for our employees, and provide them with opportunities to gain new skills and advance their personal career goals.

Productivity Measures

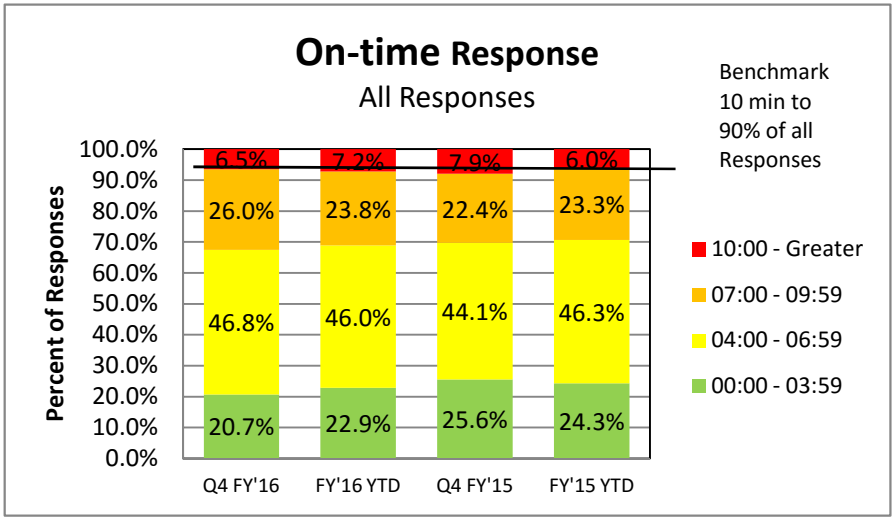


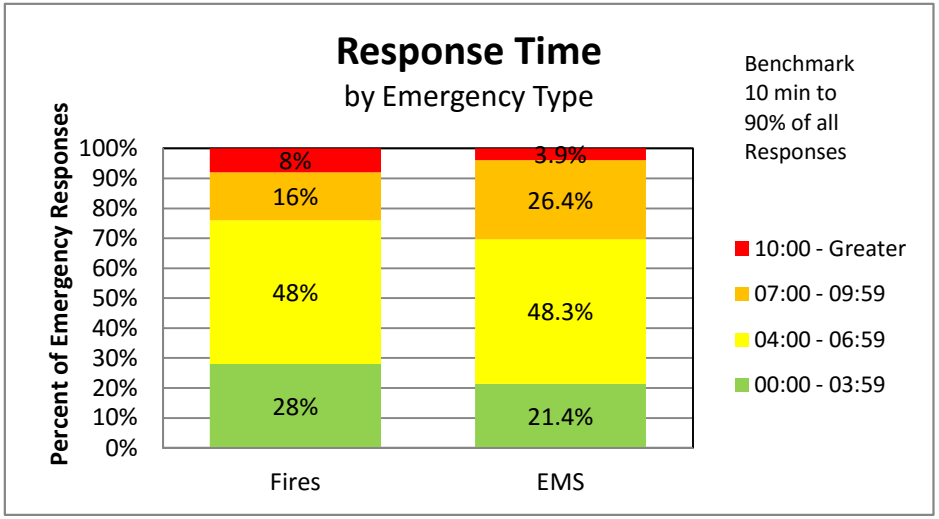


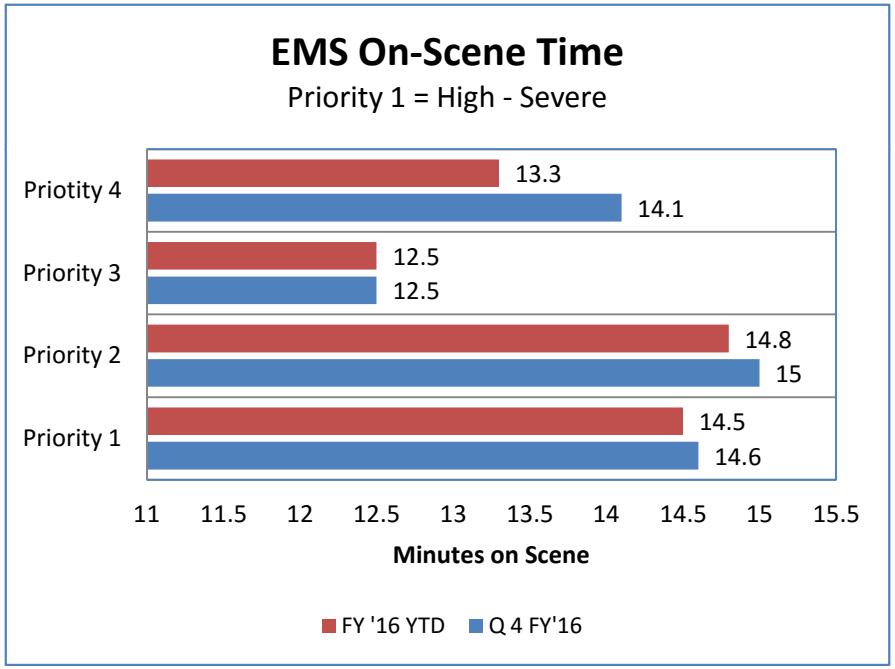


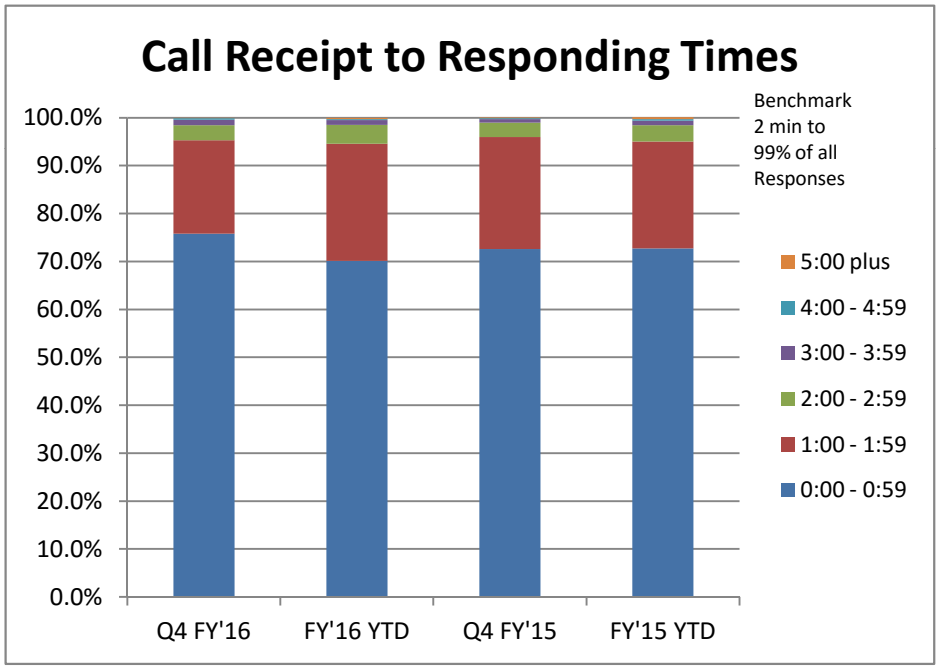
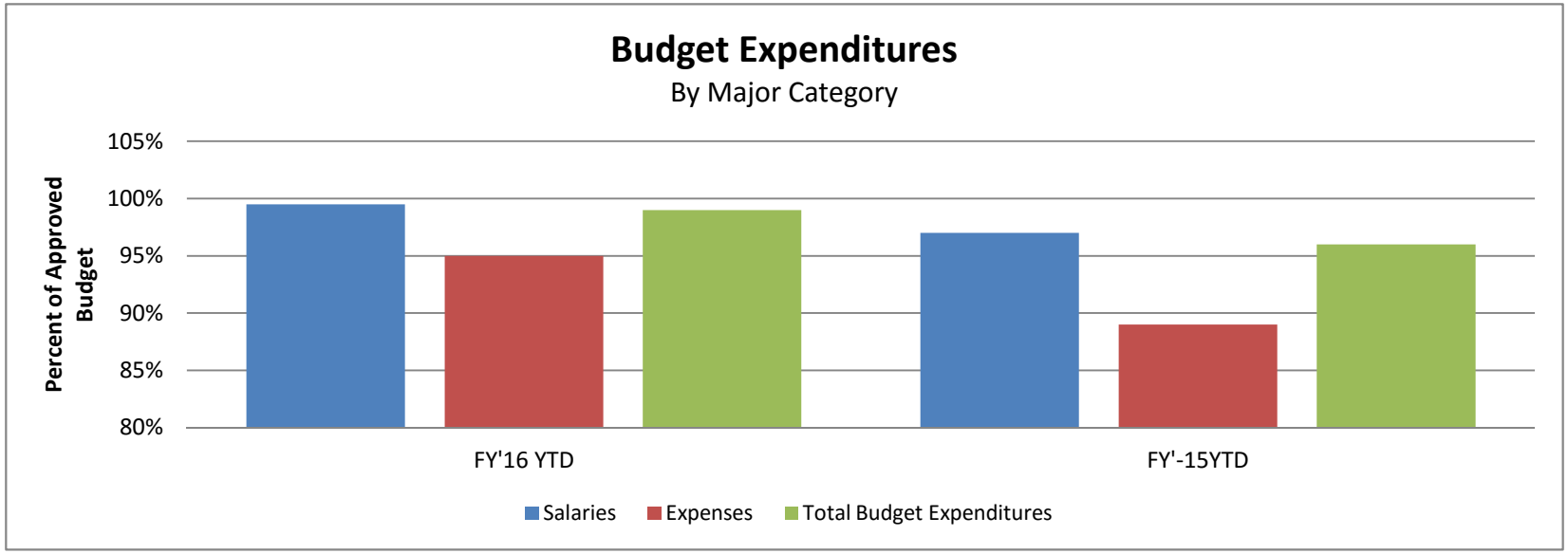
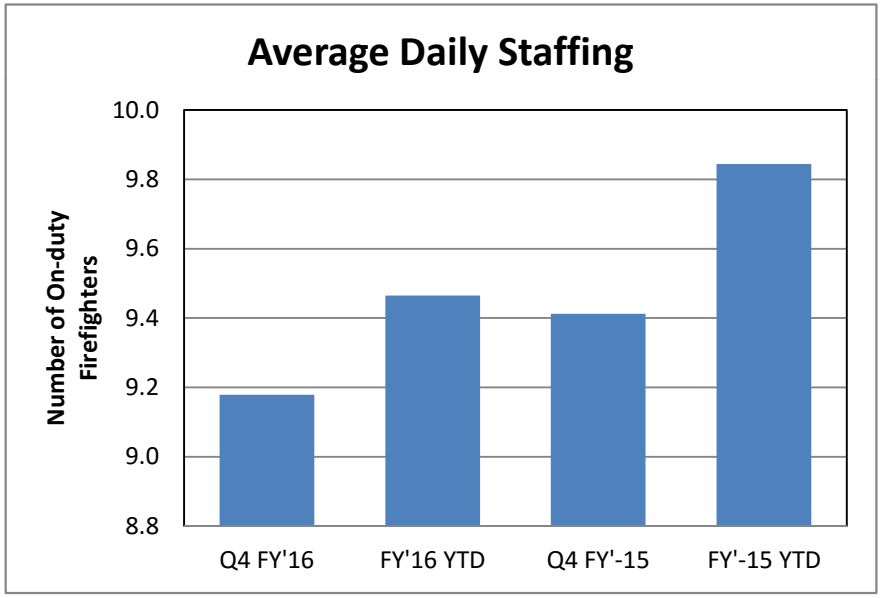
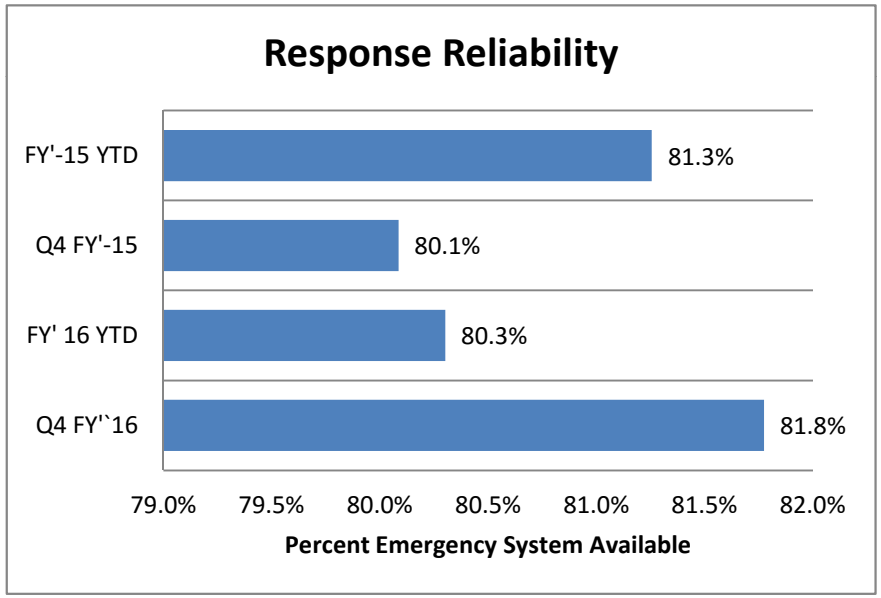


Effectiveness Measures









Efficiency Measures