
















# PERFORMANCE SCORECARD



1st Quarter of Fiscal Year 2017

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.	94%	94%	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.	85%	83%	Stable		Attributed to increase call volume and simultaneous call frequency.	
 Maintain overall emergency response readiness above 70%.	79%	80%	Stable			
 Process emergency notifications in our dispatch center within 120 seconds of receiving the initial call for 99% of all calls.	97%	93%	Stable			
<b>STATUS LEGEND</b>	<b>OFF TARGET:</b>		<b>CLOSE TO TARGET</b>		<b>ON TARGET:</b>	

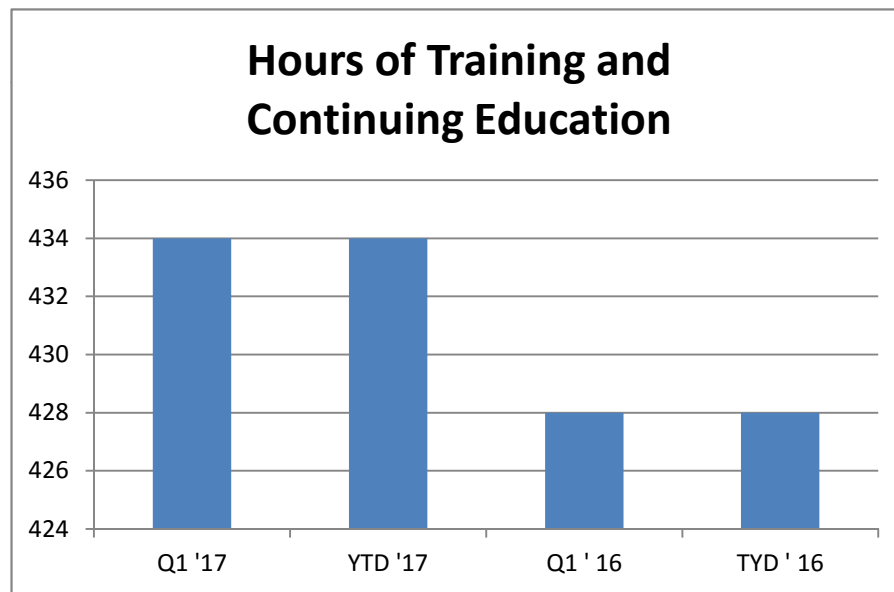
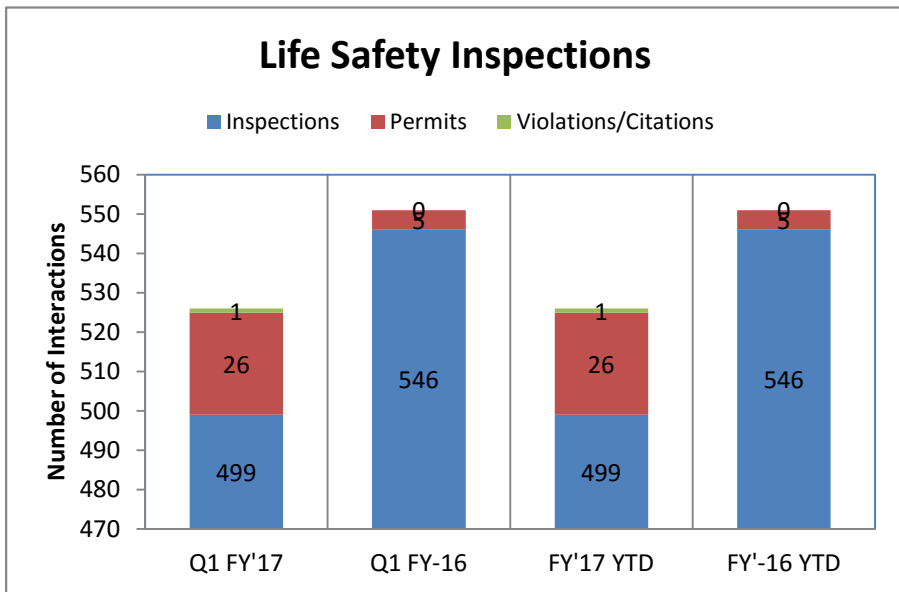
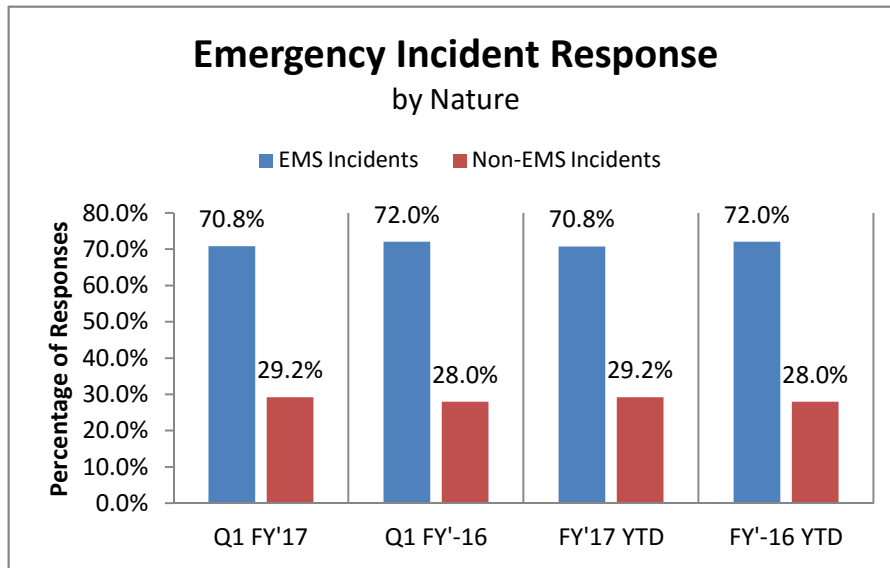
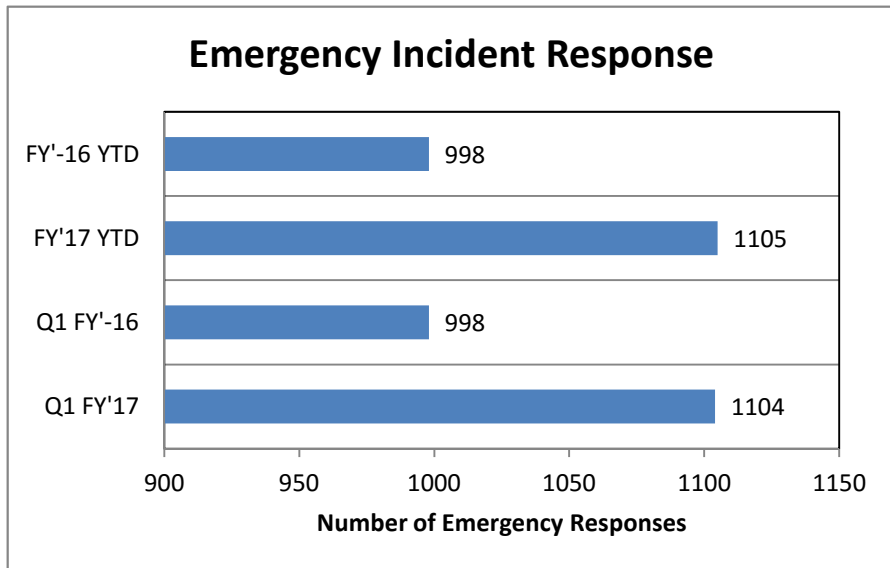
**Our mission is to:**

*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.*

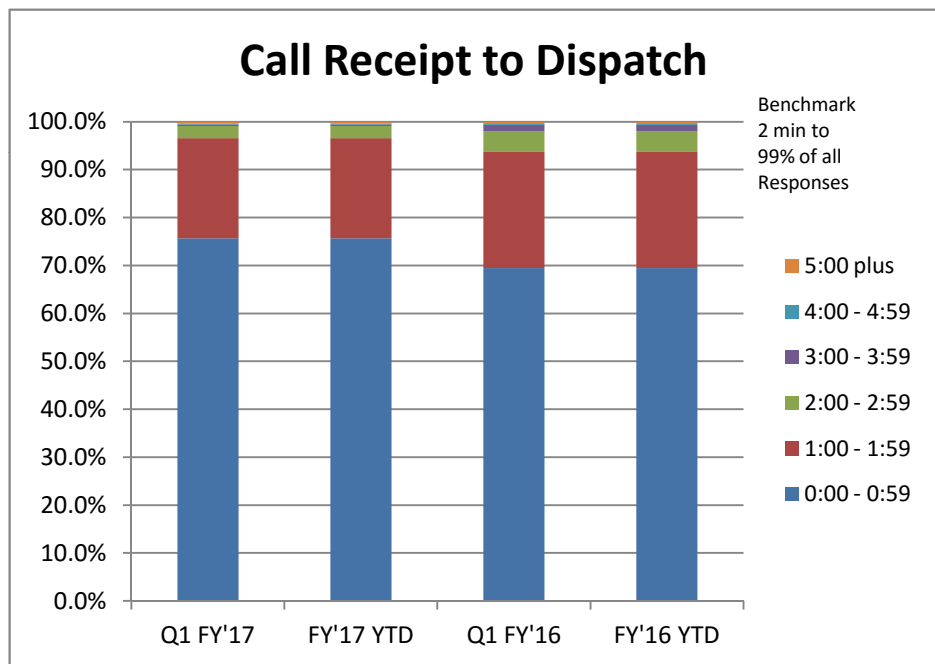
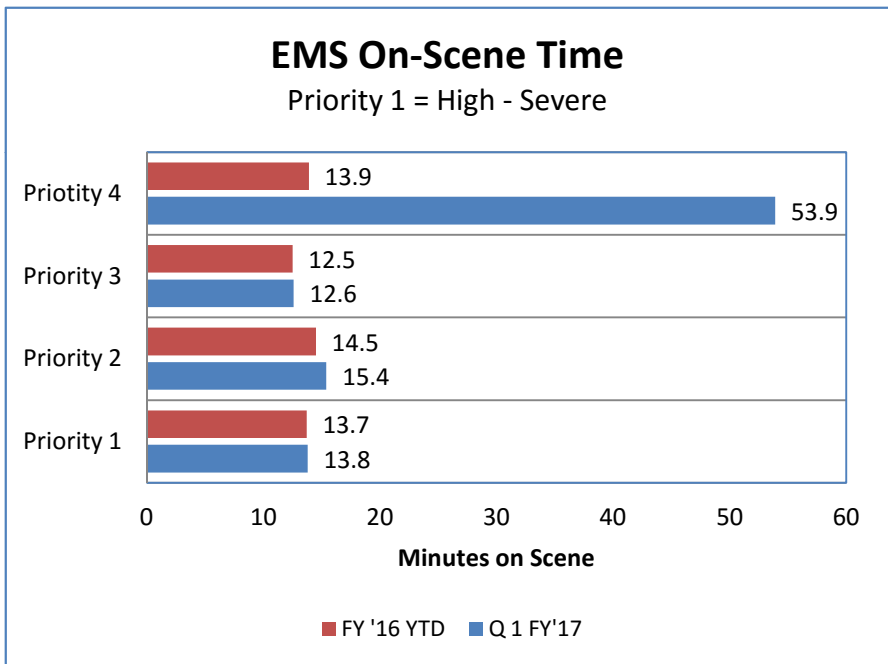
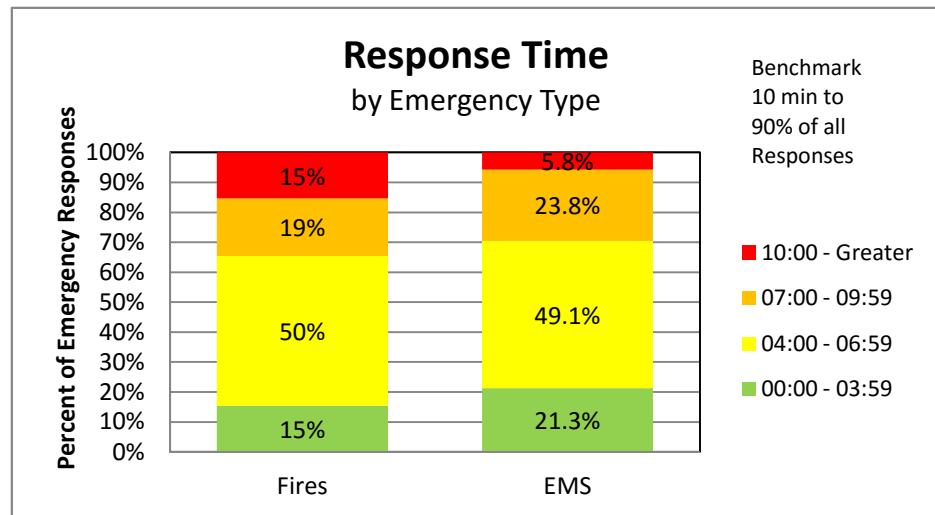
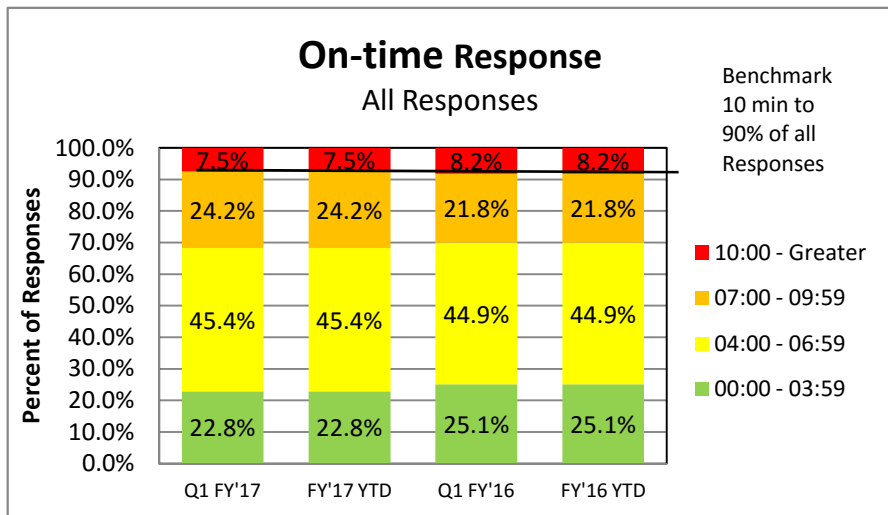
*Be responsible for a safe, productive and pleasant work environment for our employees, and provide them with opportunities to gain new skills and advance their personal career goals.*

Productivity Measures



Franklin Fire Department  
Performance Dashboard

Effectiveness Measures



Efficiency Measures

