



Greg Landsman
Councilmember

January 31, 2022

MOTION

ECC Continuous Improvement Report

We hereby move that the Administration report back to Council within 30 days on the Continuous Improvement¹ [hereafter referred to as “CI”] efforts underway at the Emergency Communications Center of the City of Cincinnati.

The report should include:

- a) Details on the CI approach being used
- b) Specific investments in CI being made [plus any and all investments being made in ‘Quality Assurance’]
- c) A timeline of these investments **AND** any intended future investments in CI & QA; and
- d) Clearly articulated measures for i) staffing improvement, ii) overall operational improvements, and ii) improvements to each step of our emergency response [*including quality of initial intake, effective dispatch, time on scene, quality of services delivered, etc.*]

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¹ Continuous Improvement is a model used improve the operations, services, and processes of organizations, companies, and insirutions, through incremental and breakthrough improvements. It reflects the idea that organizations must, and should, undertake incremental improvements to processes.

<https://asq.org/quality-resources/continuous-improvement#:~:text=Continuous%20improvement%2C%20sometimes%20called%20continual.breakthrough%22%20improvement%20all%20at%20once>