

Structure Fire Total (Turnout + Travel) Time Defect Rate Louisville Fire Department



KPI Owner: Fire Department Chief of Staff

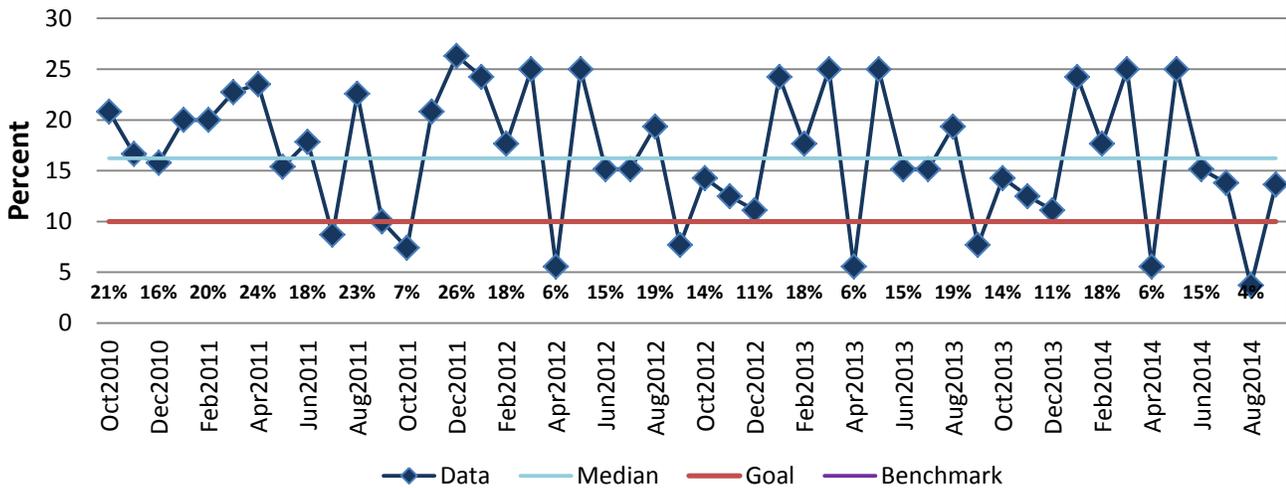
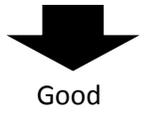
Process: Response Process

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY 14 avg. = 16.1% Goal: Possible goal: First responding units are late (>320 sec) to no more than 10% of incidents. Benchmark: 90% within 320 seconds	Data Source: Firehouse Analytics Goal Source: NFPA 1710 Benchmark Source: NFPA 1710	Plan-Do-Check-Act Step 3: Determine and quantify root causes Measurement Method: Percentage of incidents that the first responding unit took more than 320 seconds to arrive at an incident. Why Measure: To assure citizens of a timely response to emergencies Next Improvement Step: TBD

How Are We Doing?

Oct2013-Sep2014 12 Month Goal	Oct2013-Sep2014 12 Month Actual		Sep2014 Goal	Sep2014 Actual	
10%	15%	🚦	10%	14%	🚦
Percent	Percent		Percent	Percent	

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September 2014 Total Time Histogram

