

Structure Fire Travel Time Defect Rate Louisville Fire Department



KPI Owner: Fire Department Chief of Staff

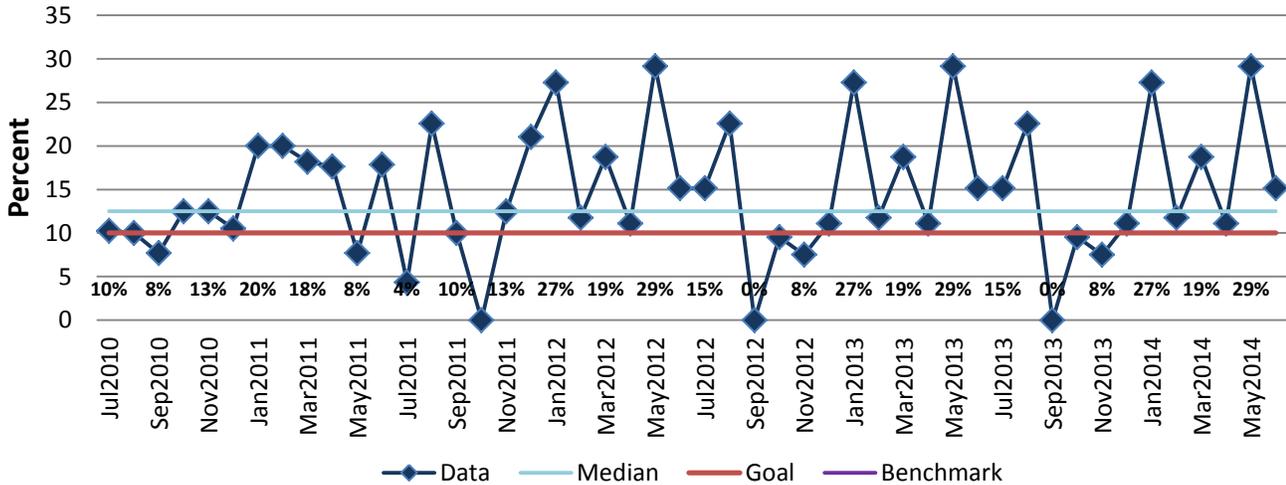
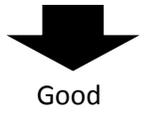
Process: Response Process

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY 14 avg. = 14.9% Goal: First responding units are late (>240 sec) to no more than 10% of incidents. Benchmark: 90% within 240 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 in which the first responding unit took more than 240 seconds to travel to an incident. Why Measure: To assess proper deployment of fire companies Next Improvement Step: TBD

How Are We Doing?

Jul2013-Jun2014 12 Month Goal	Jul2013-Jun2014 12 Month Actual		Jun2014 Goal	Jun2014 Actual	
10%	15%	🚦	10%	15%	🚦
Percent	Percent		Percent	Percent	

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The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.