

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



KPI Owner: Fire Department Chief of Staff

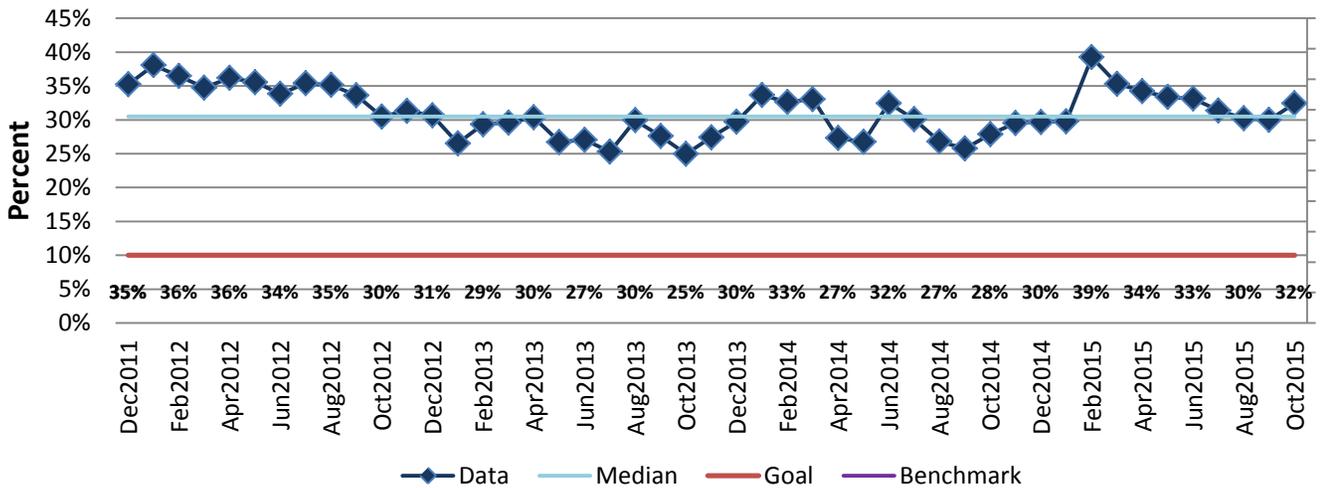
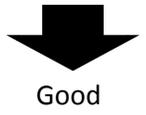
Process: Fire Response

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY 14 avg. = 33.7% Goal: First responding units are late (>300 sec) to no more than 10% of incidents. Benchmark: 90% within 300 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 300 seconds to arrive. Why Measure: To assure citizens of a timely response to emergencies Next Improvement Step: TBD

How Are We Doing?

Nov2014-Oct2015 12 Month Goal	Nov2014-Oct2015 12 Month Actual		Oct2015 Goal	Oct2015 Actual	
10%	32%	⬇	10%	32%	⬇
Percent	Percent		Percent	Percent	

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Aug2015-Oct2015 Defect Breakdown

