

Structure Fire First Unit Response Louisville Fire Department



KPI Owner: Col. Doug Recktenwald

Process: Fire Response

| Baseline, Goal, & Benchmark | Source Summary | Continuous Improvement Summary |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Baseline: TBD Goal: For the first unit responding to meet the benchmark of 5 min 20 sec 90% of the time. (10% defect rate). Benchmark: 90% of incidents with a first unit response time of less than 5 minutes 20 sec. | Data Source: Firehouse Goal Source: NFPA 1710 Benchmark Source: NFPA 1710 | Plan-Do-Check-Act Step 4: Generate and prioritize potential solutions Measurement Method: Defect rate- the # of times the first unit response took more than 5 min 20 sec, divided by the total # of incidents in a given month. Why Measure: To ensure members are efficiently reacting to calls for service, to assess proper deployment of fire companies, and to ensure Next Improvement Step: Pilot short term and/or long term solutions |

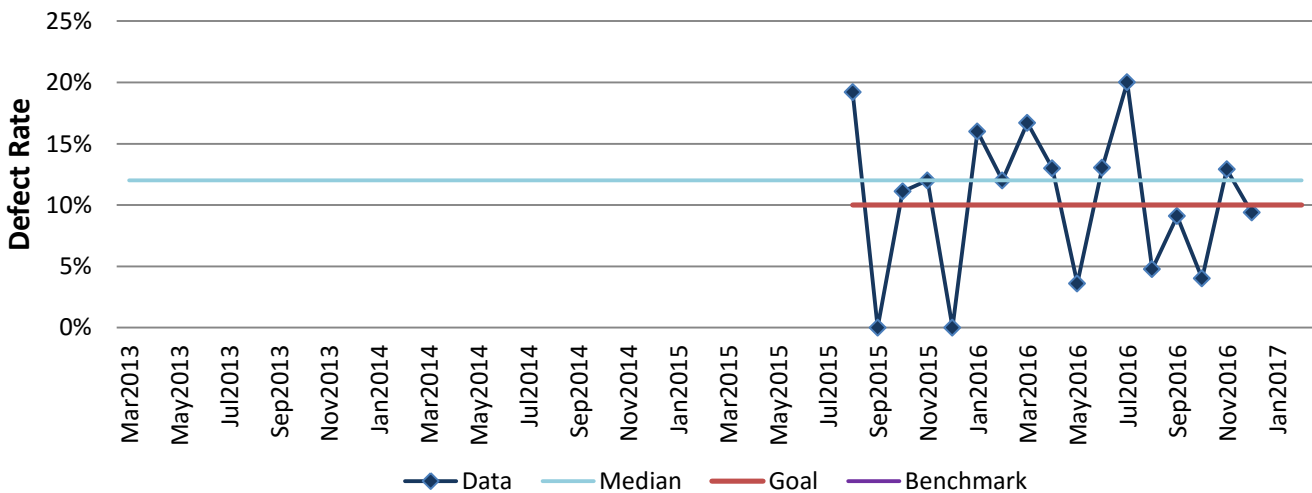
How Are We Doing?

| Jan2016-Dec2016 12 Month Goal | Jan2016-Dec2016 12 Month Average | | Dec2016 Goal | Dec2016 Actual | |
|----------------------------------|-------------------------------------|--|--------------------|--------------------|--|
| 10% | 11% | | 10% | 9.38% | |
| Defect Rate | Defect Rate | | Defect Rate | Defect Rate | |

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Good



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.