

Structure Fire First Unit Response Louisville Fire Department



KPI Owner: Operations Chiefs

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.

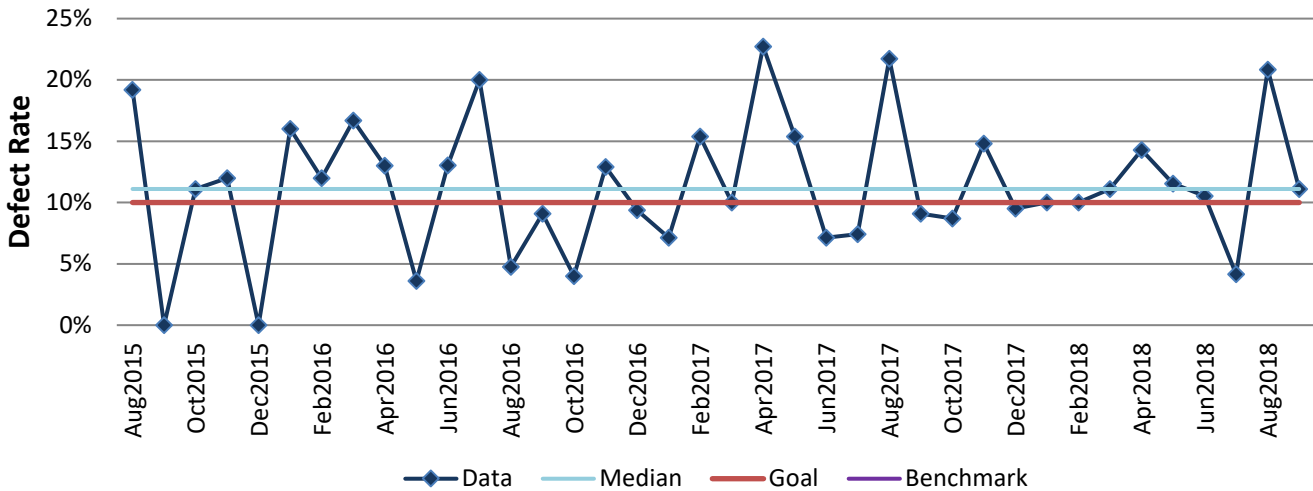
How Are We Doing?

Jan1900-Sep2018 12 Month Goal	Jun2017-Sep2018 12 Month Average		Sep2018 Goal	Sep2018 Actual	
10%	12%	🚦	10%	11.11%	🚦
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.