

Structure Fire Effective Response Force Louisville Fire Department



KPI Owner: Operations Chiefs

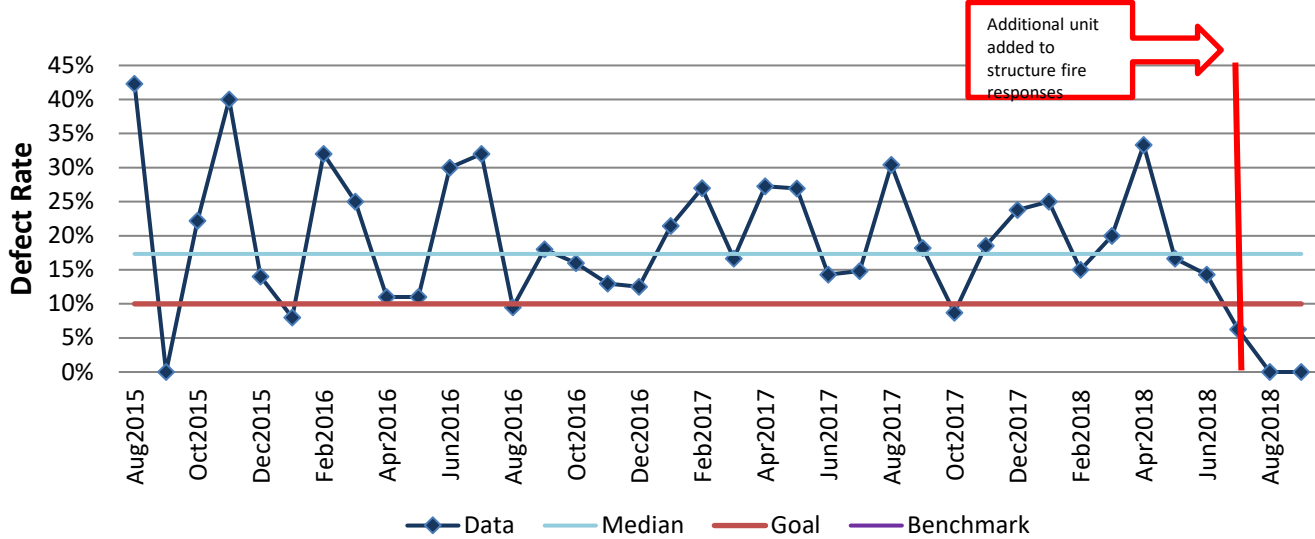
Process: Fire Response

| Baseline, Goal, & Benchmark | Source Summary | Continuous Improvement Summary |
|--|---|---|
| Baseline: TBD Goal: To have no more than 10% of structure fire incidents with an effective response time of more than 9 min 20 seconds. Benchmark: 90% of incidents with an effective response time of less than 9 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 number of times an effective response force was more than 9 min 20 sec, divided by the total number 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 citizens of a timely response to emergencies. Next Improvement Step: Pilot short term and/or long term solutions. |

How Are We Doing?

| Oct2017-Sep2018 12 Month Goal | Oct2017-Sep2018 12 Month Average | | Sep2018 Goal | Sep2018 Actual | |
|----------------------------------|-------------------------------------|--|--------------|----------------|--|
| 10% | 16% | | 10% | 0.00% | |
| Defect Rate | Defect Rate | | Defect Rate | Defect Rate | |

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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.