

Civilian Injuries Louisville Fire Department



KPI Owner: Lt. Col. Brian Meurer

Process: Community Fires

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: CY 2014, 1.75 monthly avg.: 21 per yr. Goal: No more than 1.4 injuries/month Benchmark: 1.4 injuries/month	Data Source: LFD Firehouse Software Goal Source: LFD LouieStat Reports Benchmark Source: NFIRS	Plan-Do-Check-Act Step 4: Generate and prioritize potential solutions Measurement Method: The monthly number of civilian injuries related to the occurrence of a fire. Why Measure: Determine how safe our citizens are from fire. Next Improvement Step: Pilot short term and/or long term solutions.

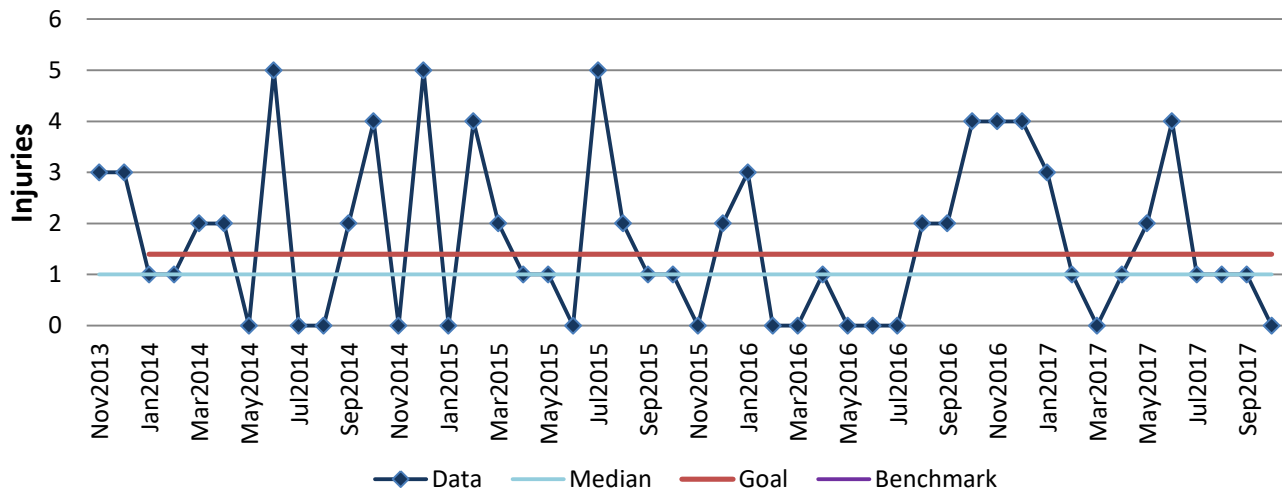
How Are We Doing?

Nov2016-Oct2017 12 Month Goal	Nov2016-Oct2017 12 Month Actual		Oct2017 Goal	Oct2017 Actual	
16.8	22		1.4	0	
Injuries	Injuries		Injuries	Injuries	

Civilian Injuries



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.