

# Structure Fire Effective Response Force Louisville Fire Department



KPI Owner: Col. Doug Recktenwald

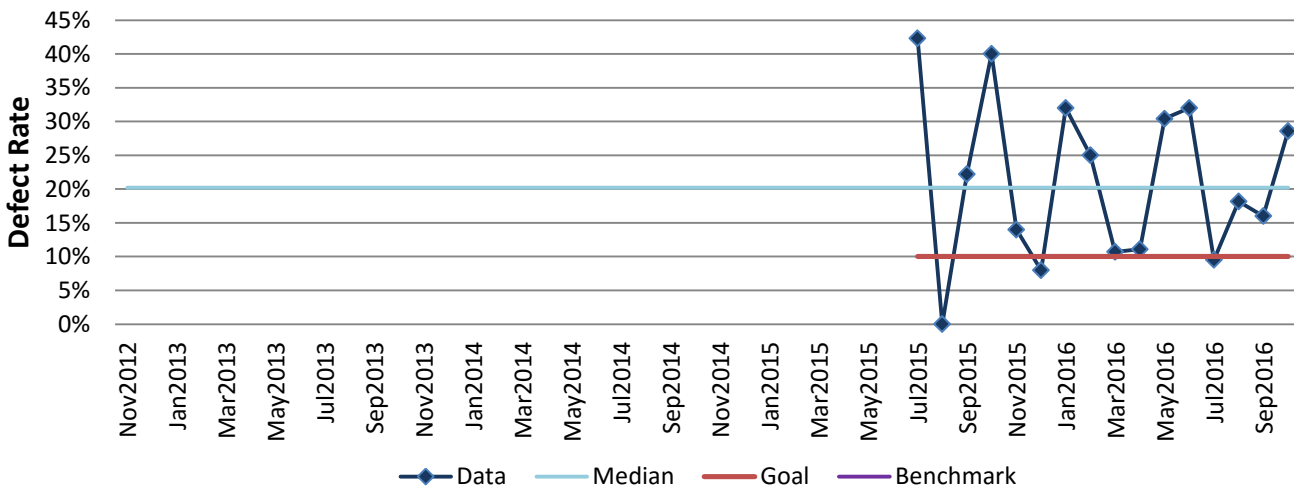
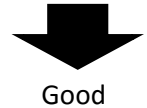
Process: Fire Response

| Baseline, Goal, & Benchmark  | Source Summary  | Continuous Improvement Summary  |
|--|---|---|
| Baseline: TBD<br>Goal: To have no more than 10% of structure fire incidents with an effective response time of more than 9 min 20 seconds.<br>Benchmark: 90% of incidents with an effective response time of less than 9 minutes 20 sec. | Data Source: Firehouse<br>Goal Source: NFPA 1710<br>Benchmark Source: NFPA 1710 | Plan-Do-Check-Act Step 3: Determine and quantify root causes<br>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.<br>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.<br>Next Improvement Step: TBD |

### How Are We Doing?

| Nov2015-Oct2016<br>12 Month Goal | Nov2015-Oct2016<br>12 Month Average |   | Oct2016 Goal       | Oct2016 Actual     |   |
|----------------------------------|-------------------------------------|---|--------------------|--------------------|---|
| <b>10%</b>                       | <b>19.63%</b>                       | 🚦 | <b>10%</b>         | <b>28.57%</b>      | 🚦 |
| <b>Defect Rate</b>               | <b>Defect Rate</b>                  |   | <b>Defect Rate</b> | <b>Defect Rate</b> |   |

## Structure Fire Effective Response Force



**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.**