

Structure Fire Effective Response Force Louisville Fire Department



KPI Owner: Operations Chiefs

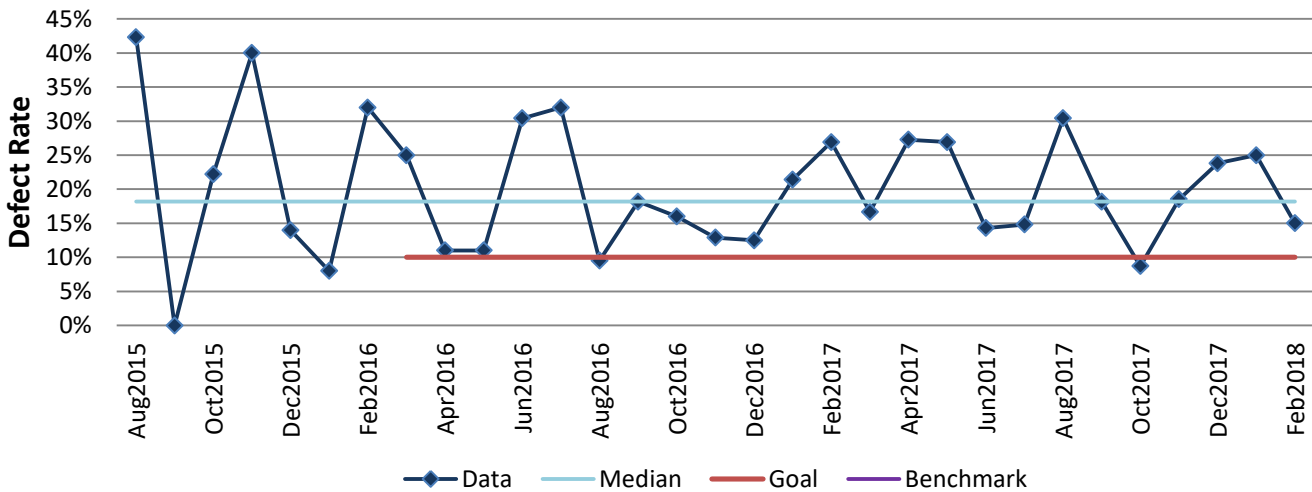
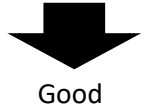
Process: Fire Response

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?

Mar2017-Feb2018 12 Month Goal	Mar2017-Feb2018 12 Month Average		Feb2018 Goal	Feb2018 Actual	
10%	20%		10%	15.00%	
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.