

Civilian Injuries Louisville Fire Department



KPI Owner: Operations Chiefs

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. |

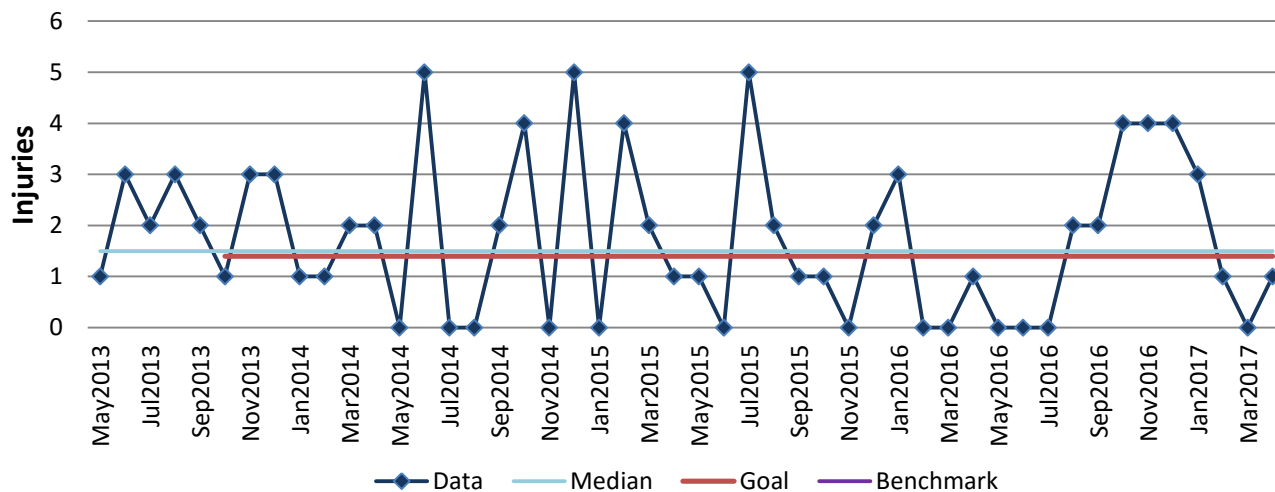
How Are We Doing?

| May2016-Apr2017 12 Month Goal | May2016-Apr2017 12 Month Actual | | Apr2017 Goal | Apr2017 Actual | |
|----------------------------------|------------------------------------|--|--------------|----------------|--|
| 16.8 | 21 | | 1.4 | 1.0 | |
| 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.