

Structure Fire First Unit Response Louisville Fire Department



KPI Owner: Operations Chiefs

Process: Fire Response

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: TBD Goal: For the first unit responding to meet the benchmark of 5 min 20 sec 90% of the time. (10% defect rate). Benchmark: 90% of incidents with a first unit response time of less than 5 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 # of times the first unit response took more than 5 min 20 sec, divided by the total # 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 Next Improvement Step: Pilot short term and/or long term solutions.

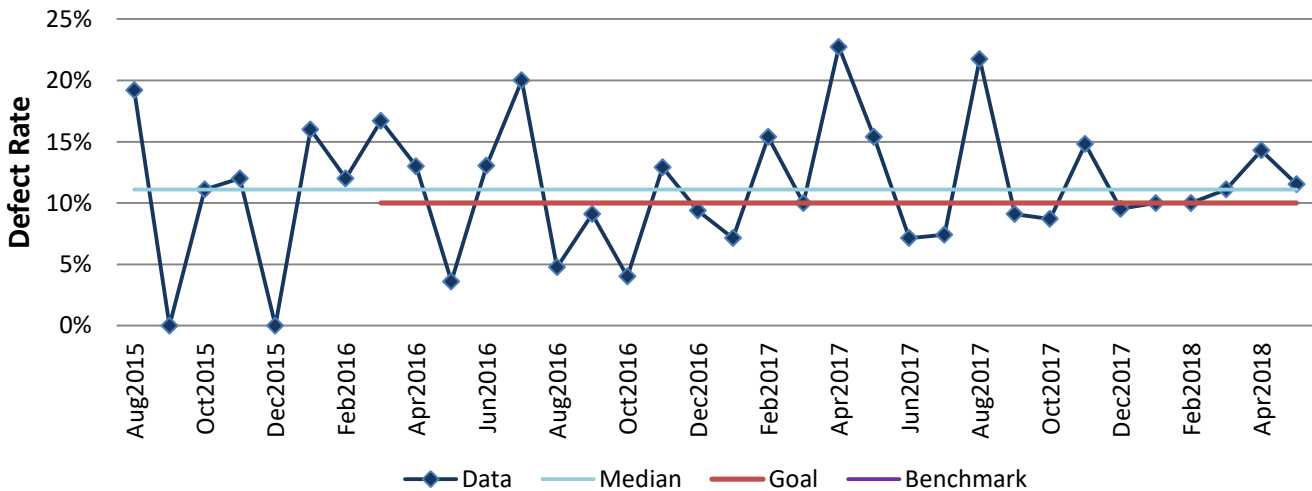
How Are We Doing?

Jan1900-May2018 12 Month Goal	Jun2017-May2018 12 Month Average		May2018 Goal	May2018 Actual	
10%	12%	🚦	10%	11.54%	🚦
Defect Rate	Defect Rate		Defect Rate	Defect Rate	

Structure Fire First Unit Response



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.