

# Civilian Injuries Louisville Fire Department



KPI Owner: Lt. Col. William Bowman

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.

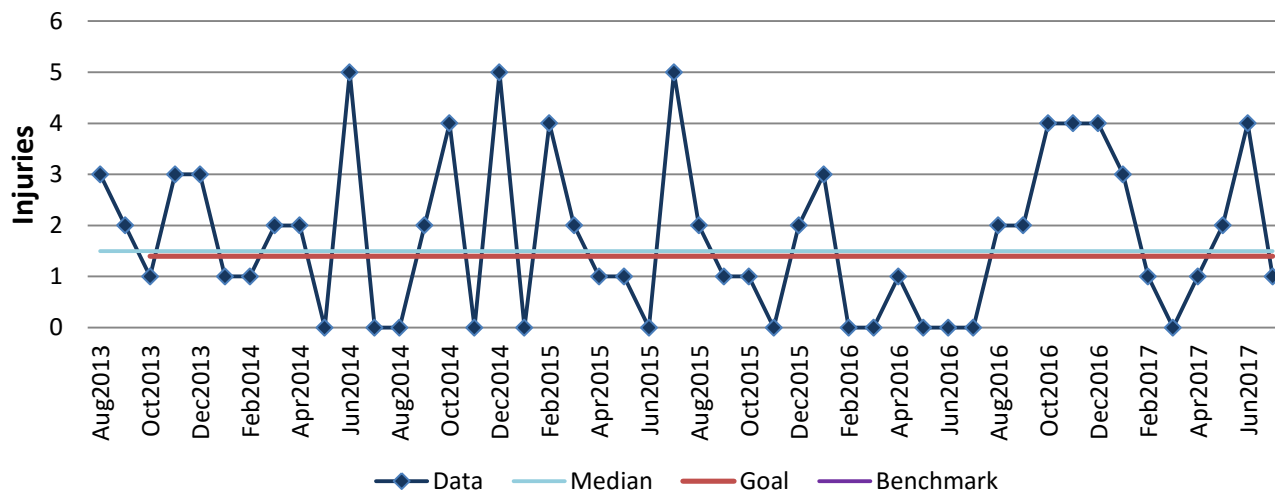
## How Are We Doing?

Aug2016-Jul2017 12 Month Goal	Aug2016-Jul2017 12 Month Actual		Jul2017 Goal	Jul2017 Actual	
<b>16.8</b>	<b>28</b>		<b>1.4</b>	<b>1.0</b>	
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.