

Structure Fire Effective Response Force Louisville Fire Department



KPI Owner: Col. Doug Recktenwald

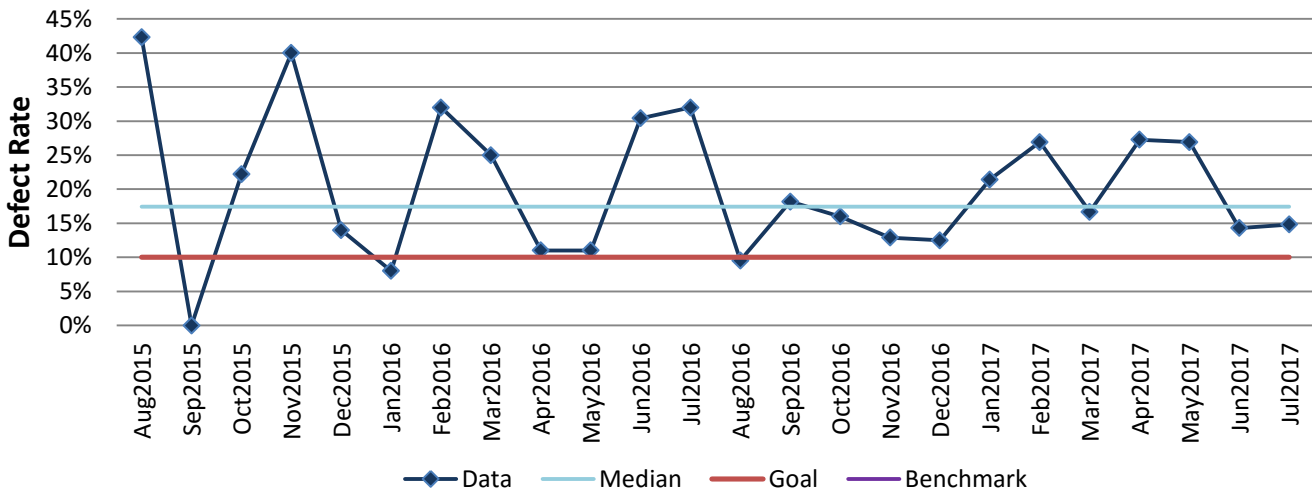
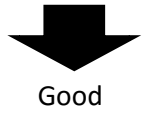
Process: Fire Response

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: TBD 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?

Aug2016-Jul2017 12 Month Goal	Aug2016-Jul2017 12 Month Average		Jul2017 Goal	Jul2017 Actual	
10%	18%		10%	14.81%	
Defect Rate	Defect Rate		Defect Rate	Defect Rate	

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.