

Structure Fire Turnout Time Defect Rate Louisville Fire Department



KPI Owner: Fire Department Chief of Staff

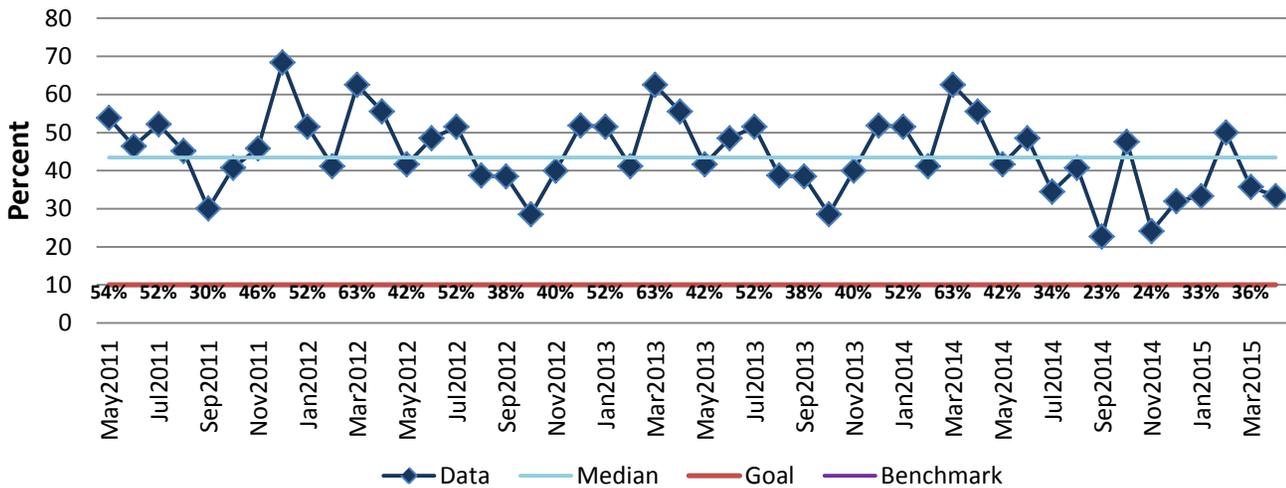
Process: Fire Response

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY 14 avg. = 45.8% Goal: No more than 10% of incidents have a late turnout time (>80 sec) by first responding unit. Benchmark: 90% within 80 seconds	Data Source: Firehouse Analytics Goal Source: NFPA 1710 Benchmark Source: NFPA 1710	Plan-Do-Check-Act Step 3: Determine and quantify root causes Measurement Method: Count of times that the first responding unit took more than 80 seconds to turnout to an incident. Why Measure: assure members are efficiently reacting to calls for service Next Improvement Step: 1. Assure proper measuring 2. Educate Suppression members on proper response techniques

How Are We Doing?

May2014-Apr2015 12 Month Goal	May2014-Apr2015 12 Month Actual		Apr2015 Goal	Apr2015 Actual	
10	37		10	33	
Percent	Percent		Percent	Percent	

Structure Fire Turnout Time Defect Rate



Mar-April 2015 Turnout Time Breakdown in Seconds

