

# Structure Fire Travel Time Defect Rate Louisville Fire Department



KPI Owner: Fire Department Chief of Staff

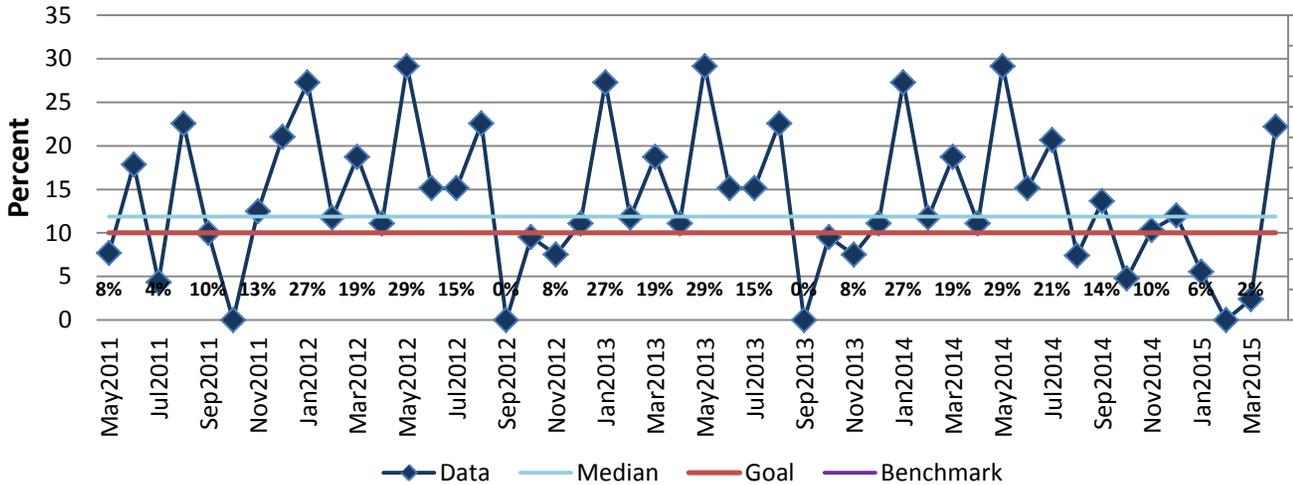
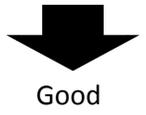
Process: Fire Response

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY 14 avg. = 14.9% Goal: First responding units are late (>240 sec) to no more than 10% of incidents.  Benchmark: 90% within 240 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: Percentage of incidents in which the first responding unit took more than 240 seconds to travel to an incident.  Why Measure: To assess proper deployment of fire companies Next Improvement Step: TBD

## How Are We Doing?

May2014-Apr2015 12 Month Goal	May2014-Apr2015 12 Month Actual		Apr2015 Goal	Apr2015 Actual	
<b>10</b>	<b>12</b>		<b>10</b>	<b>22</b>	
Percent	Percent		Percent	Percent	

## Structure Fire Travel Time Defect Rate



## Mar-Apr 2015 Travel Time Breakdown in Seconds

