

# EMS Total (Turnout + Travel) Time Defect Rate Louisville Fire Department



KPI Owner: Fire Department Chief of Staff

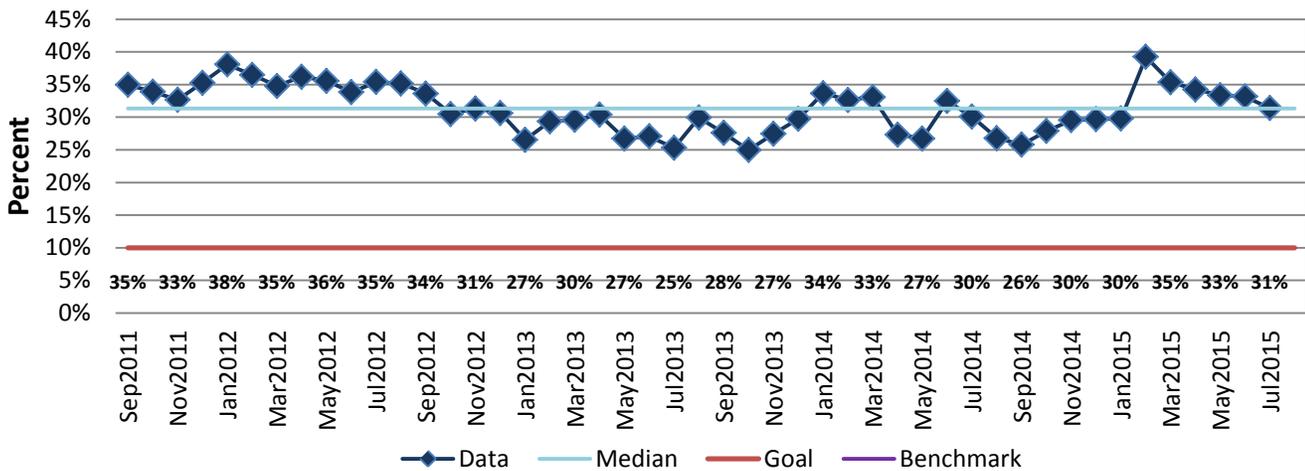
Process: Fire Response

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY 14 avg. = 33.7% Goal: First responding units are late (>300 sec) to no more than 10% of incidents.  Benchmark: 90% within 300 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 300 seconds to arrive.  Why Measure: To assure citizens of a timely response to emergencies Next Improvement Step: TBD

## How Are We Doing?

Aug2014-Jul2015 12 Month Goal	Aug2014-Jul2015 12 Month Actual		Jul2015 Goal	Jul2015 Actual	
<b>10%</b>	<b>31%</b>	🚦	<b>10%</b>	<b>31%</b>	🚦
Percent	Percent		Percent	Percent	

## EMS Total (Turnout + Travel) Time Defect Rate



## May2015-Jul2015 Defect Breakdown

