

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



KPI Owner: Fire Department Chief of Staff

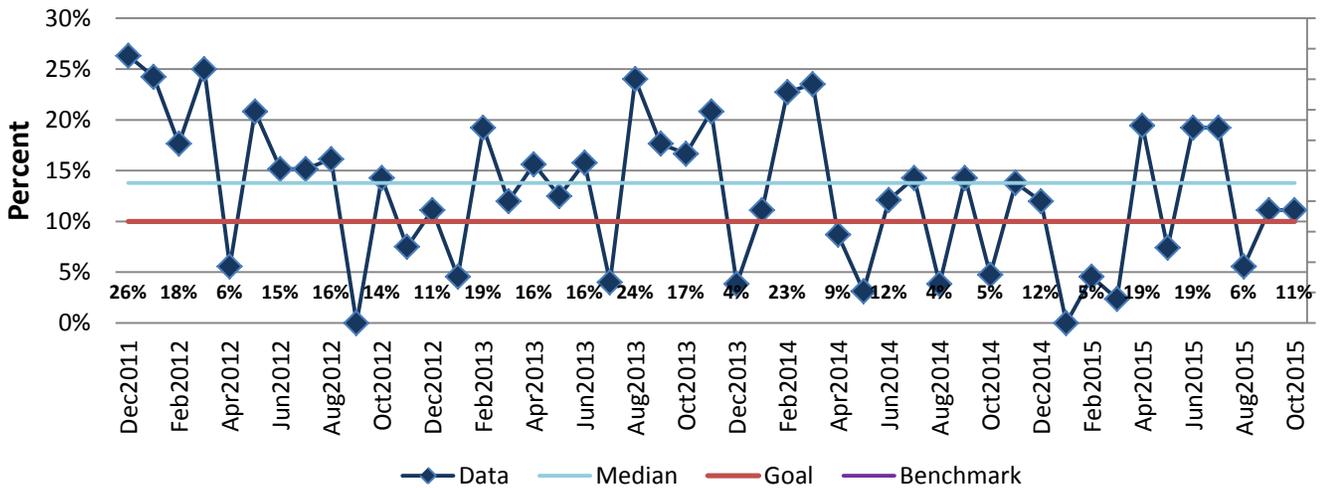
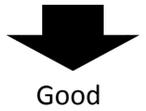
Process: Fire Response

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY 14 avg. = 16.1% Goal: Possible goal: First responding units are late (>320 sec) to no more than 10% of incidents.  Benchmark: 90% within 320 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 that the first responding unit took more than 320 seconds to arrive at an incident.  Why Measure: To assure citizens of a timely response to emergencies  Next Improvement Step: TBD

## How Are We Doing?

Nov2014-Oct2015 12 Month Goal	Nov2014-Oct2015 12 Month Actual		Oct2015 Goal	Oct2015 Actual	
<b>10%</b>	<b>10%</b>		<b>10%</b>	<b>11%</b>	
Percent	Percent		Percent	Percent	

## Structure Fire Total (Turnout + Travel) Time Defect Rate



## Aug2015-Oct2015 Defect Breakdown

