# Structure Fire First Unit Response

**Louisville Fire Department**

**KPI Owner:** Operations Chiefs  
**Process:** Fire Response

## Baseline, Goal, & Benchmark

<table>
<thead>
<tr>
<th>Month</th>
<th>Baseline</th>
<th>Goal</th>
<th>Benchmark</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan1900-Sep2018</td>
<td>TBD</td>
<td>For the first unit responding to meet the benchmark of 5 min 20 sec 90% of the time. (10% defect rate).</td>
<td>90% of incidents with a first unit response time of less than 5 minutes 20 sec.</td>
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<tr>
<td>Jun2017-Sep2018</td>
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</tbody>
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## Source Summary

- **Data Source:** Firehouse  
- **Goal Source:** NFPA 1710  
- **Benchmark Source:** NFPA 1710

## Continuous Improvement Summary

Plan-Do-Check-Act Step 4: Generate and prioritize potential solutions

Measurement Method: Defect rate - the # of times the first unit response took more than 5 min 20 sec, divided by the total # 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

Next Improvement Step: Pilot short term and/or long term solutions.

## How Are We Doing?

<table>
<thead>
<tr>
<th>Month</th>
<th>Defect Rate</th>
<th>Goal</th>
<th>Benchmark</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan1900-Sep2018</td>
<td>10%</td>
<td>12%</td>
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<tr>
<td>Jun2017-Sep2018</td>
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**Sep2018 Goal:** 10%  
**Sep2018 Actual:** 11.11%

## Continuous Improvement Summary

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.