

# EMS Travel Time Defect Rate Louisville Fire Department



KPI Owner: Fire Department Chief of Staff

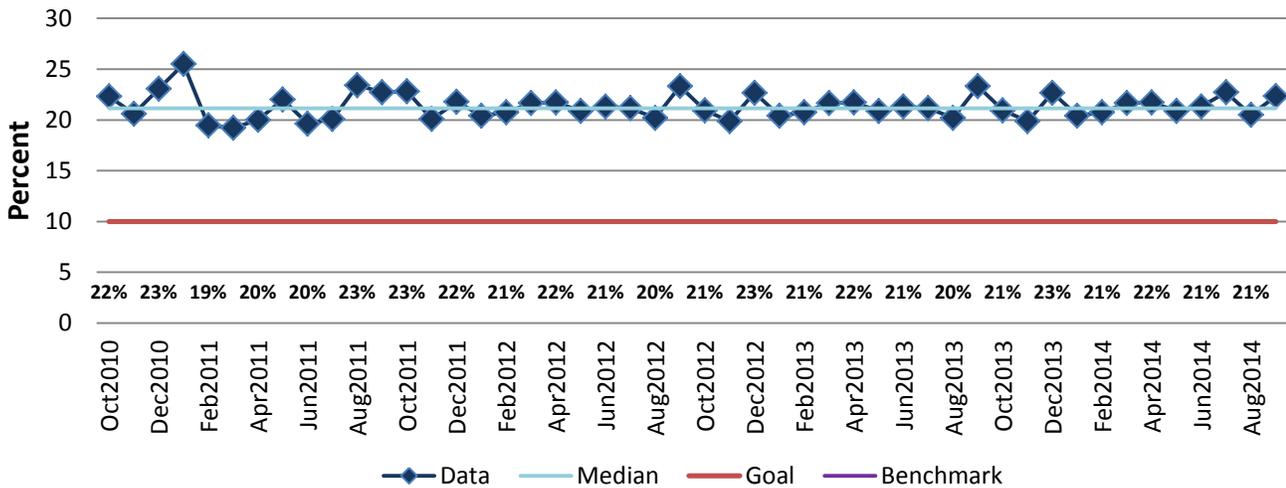
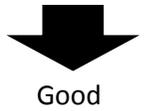
Process: Response Process

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY 14 avg. = 21.2% 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?

Oct2013-Sep2014 12 Month Goal	Oct2013-Sep2014 12 Month Actual		Sep2014 Goal	Sep2014 Actual	
<b>10%</b>	<b>21%</b>		<b>10%</b>	<b>22%</b>	
Percent	Percent		Percent	Percent	

## EMS Travel Time Defect Rate



## September 2014 Travel Time Histogram

