

EMS Turnout Time Defect Rate Louisville Fire Department



KPI Owner: Fire Department Chief of Staff

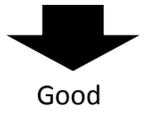
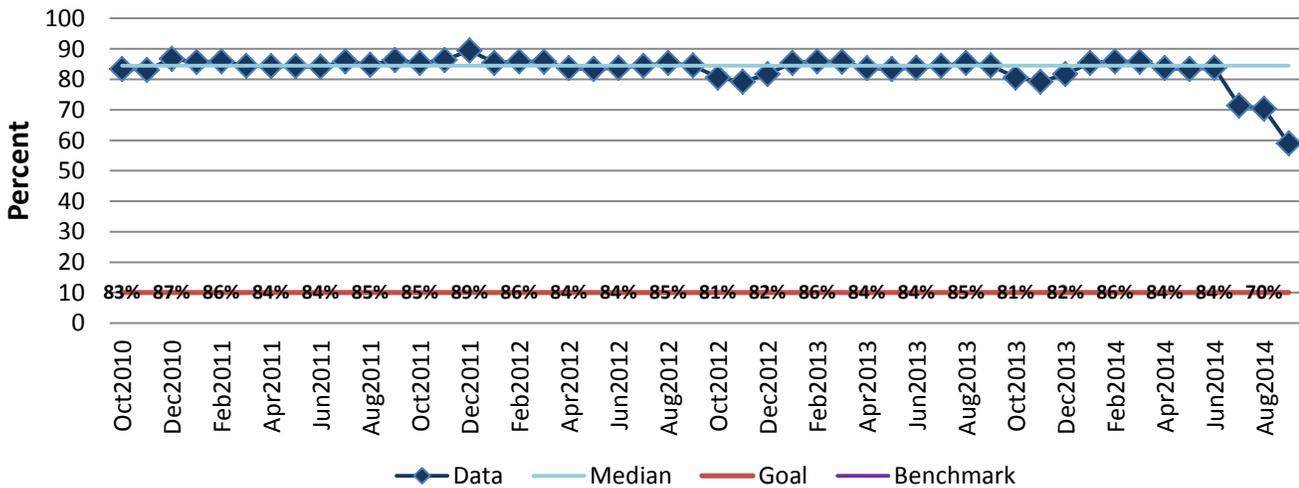
Process: Response Process

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY 14 avg. = 83.7% Goal: No more than 10% of incidents have a late turnout time (>60 sec) by first responding unit. Benchmark: 90% within 60 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 60 seconds to turnout to an incident. Why Measure: Assure members are efficiently reacting to calls for service Next Improvement Step: 1. Assure proper measuring 2. Educate Suppression members on proper response techniques

How Are We Doing?

Oct2013-Sep2014 12 Month Goal	Oct2013-Sep2014 12 Month Actual		Sep2014 Goal	Sep2014 Actual	
10%	79%	🚦	10%	59%	🚦
Percent	Percent		Percent	Percent	

EMS Turnout Time Defect Rate



September 2014 Turnout Time Histogram

