

Structure Fire Turnout Time Defect Rate Louisville Fire Department



KPI Owner: Fire Department Chief of Staff

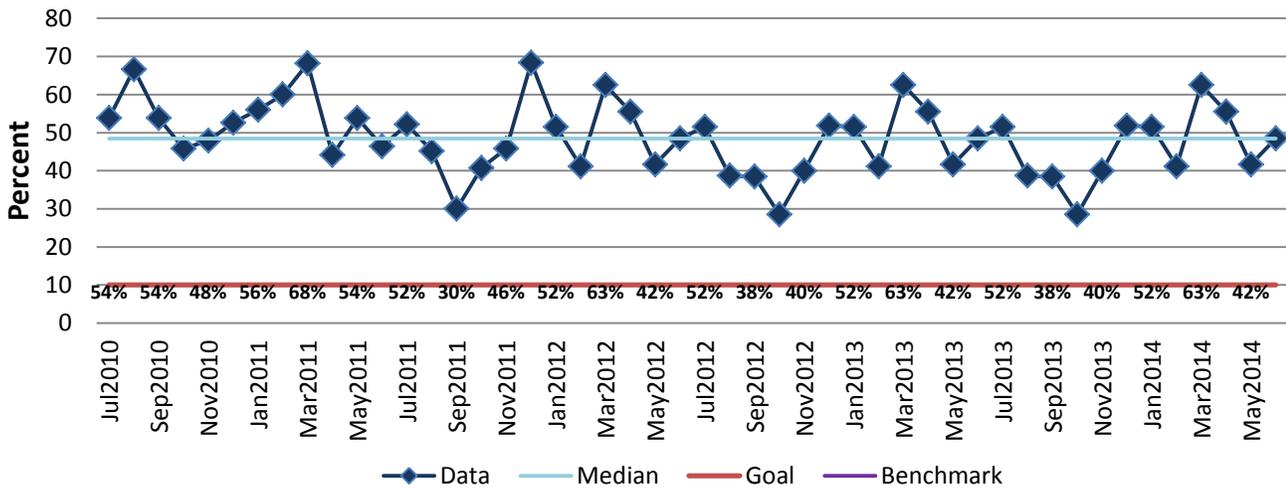
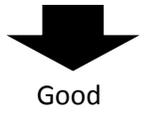
Process: Response Process

| Baseline, Goal, & Benchmark | Source Summary | Continuous Improvement Summary |
|--|---|---|
| Baseline: FY 14 avg. = 45.8% Goal: No more than 10% of incidents have a late turnout time (>80 sec) by first responding unit. Benchmark: 90% within 80 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: Count of times that the first responding unit took more than 80 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?

| Jul2013-Jun2014 12 Month Goal | Jul2013-Jun2014 12 Month Actual | | Jun2014 Goal | Jun2014 Actual | |
|----------------------------------|------------------------------------|---|--------------|----------------|---|
| 10% | 46% | 🚦 | 10% | 48% | 🚦 |
| Percent | Percent | | Percent | Percent | |

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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.