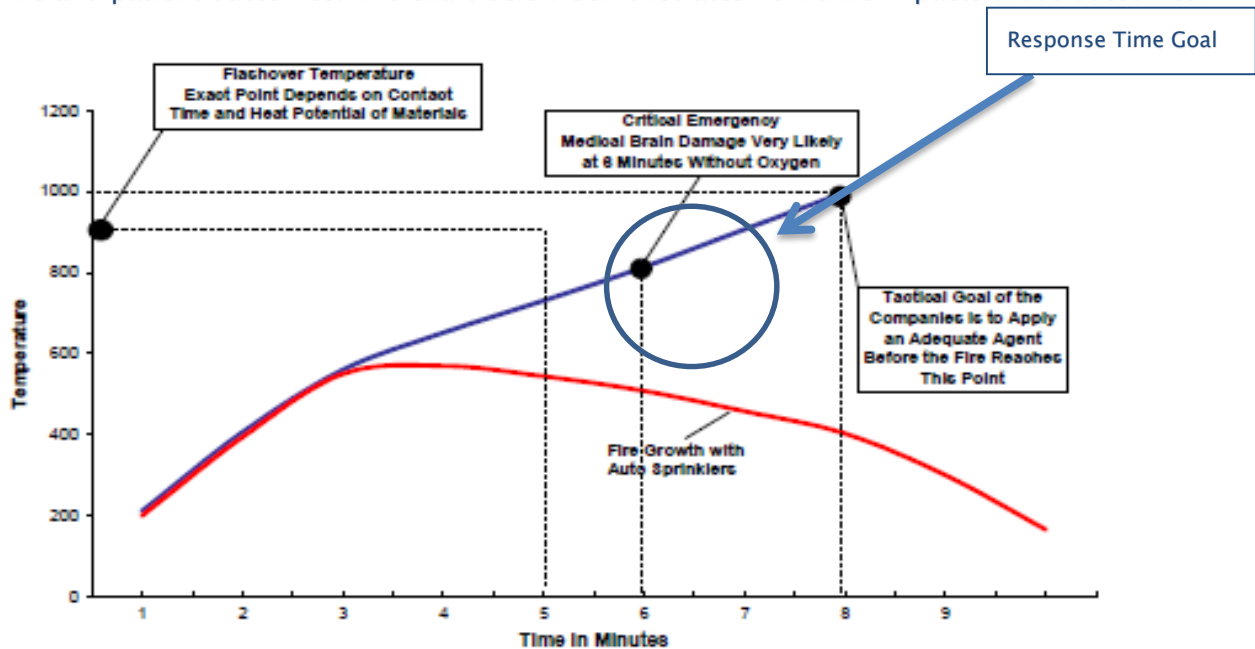


Why Are Quick Response Times So Important?

Calls for fire/rescue and emergency medical services are triaged by trained 911 tele-communicators based on protocols in order to determine the severity of the incident.

The number and type of resources dispatched to calls for service is based on the information received from the caller and the pre-determined protocol. Information gathered by the 911 Dispatch Center also assists in determining whether our resources respond with red lights and siren or in a non-emergent fashion. While our firefighter/paramedics receive extensive training in operating emergency vehicles, statistical data from throughout the United States shows that operating vehicles with red lights and sirens significantly increases the risk for property damage, injury or even death to responders and the public alike. So, our protocols are designed to limit the risk we expose the public, our responders and our equipment to.

Rapid responses to high priority calls is critical - it impacts outcomes - so, we have determined specific call types where the chance for better outcomes has been proven to have occurred with quicker responses and we respond to those high priority calls with red lights and siren. The Department has a goal to respond to 90% of high priority calls within 7 minutes and 2 seconds (generally equates to an average of 6 minutes). These goals are based on scientific data that looks at fire and patient outcomes. The chart below demonstrates how time impacts those outcomes.



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