

North Shore Fire/Rescue

Key Performance Indicators

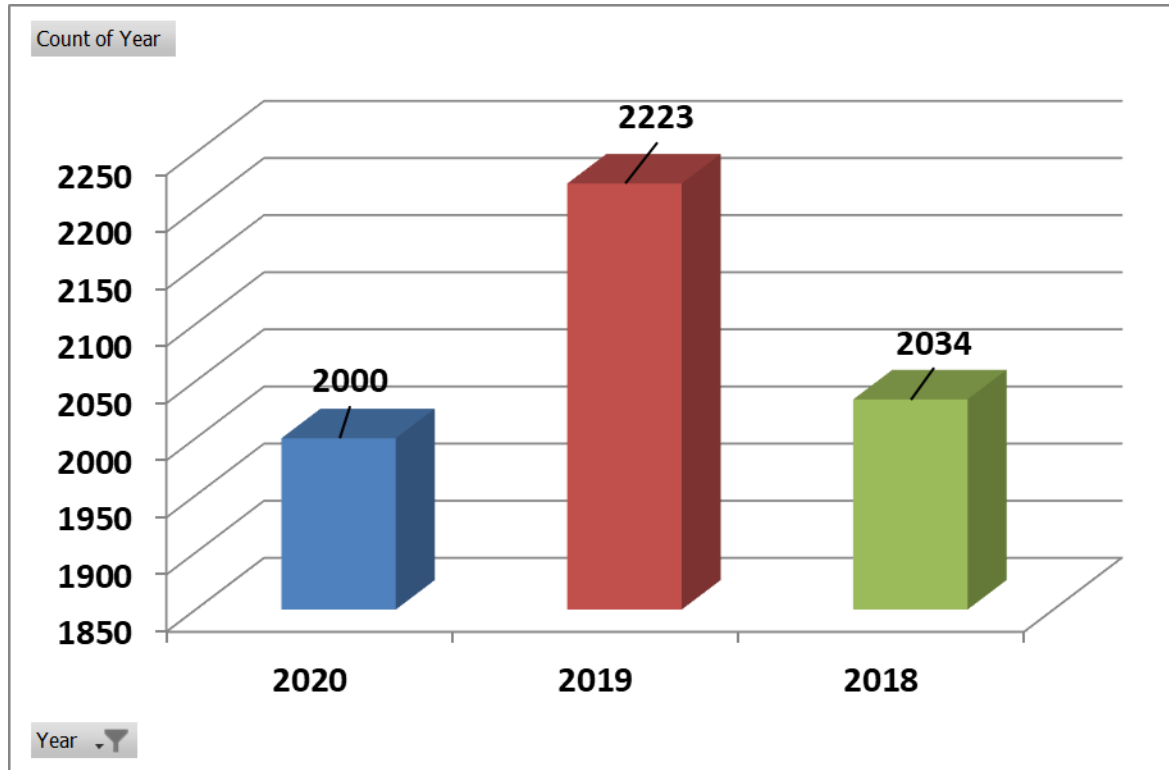
Quarter 1 - 2020



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Incidents



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Incident Type – Detail

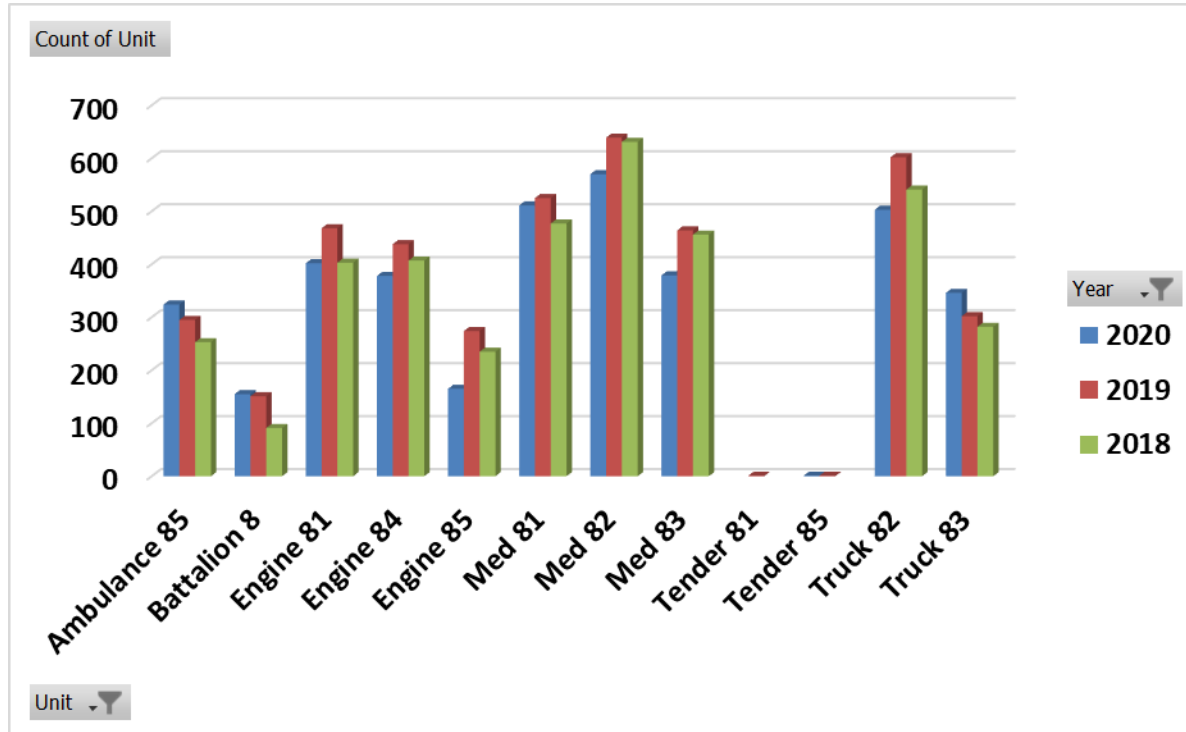
	2020	2019	2018
Fire	30	32	37
Overpressure Rupture, explosion, overheat - no fire	7	4	3
Rescue & Emergency Medical Service Incidents	1485	1657	1572
Hazardous Conditions (No fire)	40	63	43
Service Call	36	69	47
Good Intent Call	75	108	101
False Alarm & False Call	217	259	215
Severe Weather & Natural Disaster	0	1	0
Special Incident Type	9	18	9
TOTAL	1899	2211	2027



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Responses by Unit



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Activity by Unit



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Unit Activity - 2020 vs 2019

	2020 Responses	2020 Responses Per Day		2019 Responses	2019 Responses Per Day
Ambulance 85	324	3.6		295	3.3
Battalion 8	155	1.7		151	1.7
Engine 81	402	4.5		468	5.2
Engine 84	378	4.2		438	4.9
Engine 85	165	1.8		274	3.0
Med 81	511	5.7		525	5.8
Med 82	570	6.3		639	7.1
Med 83	379	4.2		464	5.2
Tender 81	0	0.0		1	0.0
Tender 85	1	0.0		1	0.0
Truck 82	503	5.6		602	6.7
Truck 83	346	3.8		302	3.4



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Unit Hour Utilization

	2020	2019	2018
Ambulance 85	0.09	0.11	0.08
Engine 81	0.08	0.11	0.09
Engine 84	0.07	0.08	0.07
Engine 85	0.03	0.06	0.05
Med 81	0.20	0.24	0.22
Med 82	0.20	0.25	0.26
Med 83	0.16	0.17	0.17
Truck 82	0.09	0.13	0.11
Truck 83	0.07	0.07	0.06

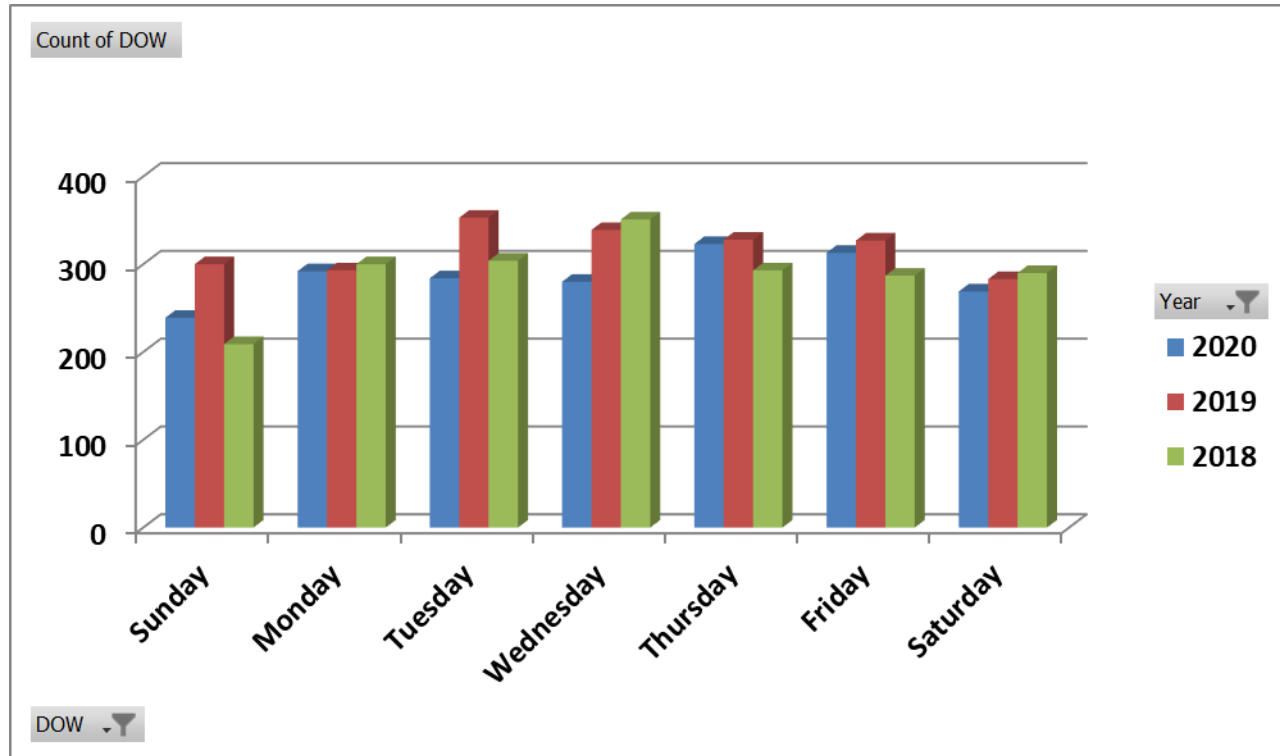
Industry experts view a UHU of .3 or higher for Med Units/Ambulances indicates a need for additional units or redeploy current units. A UHU of .1 or higher for Engines/Trucks indicates the need for additional units or to redeploy current units.



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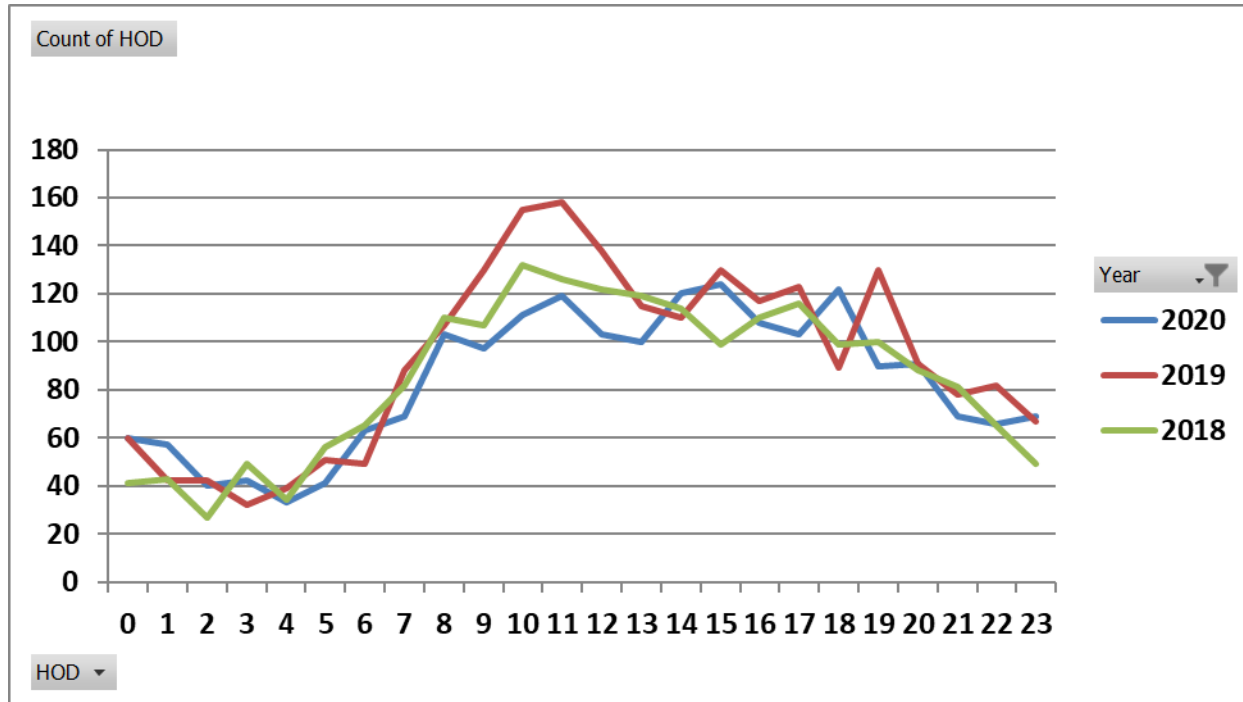
Calls by Day of Week



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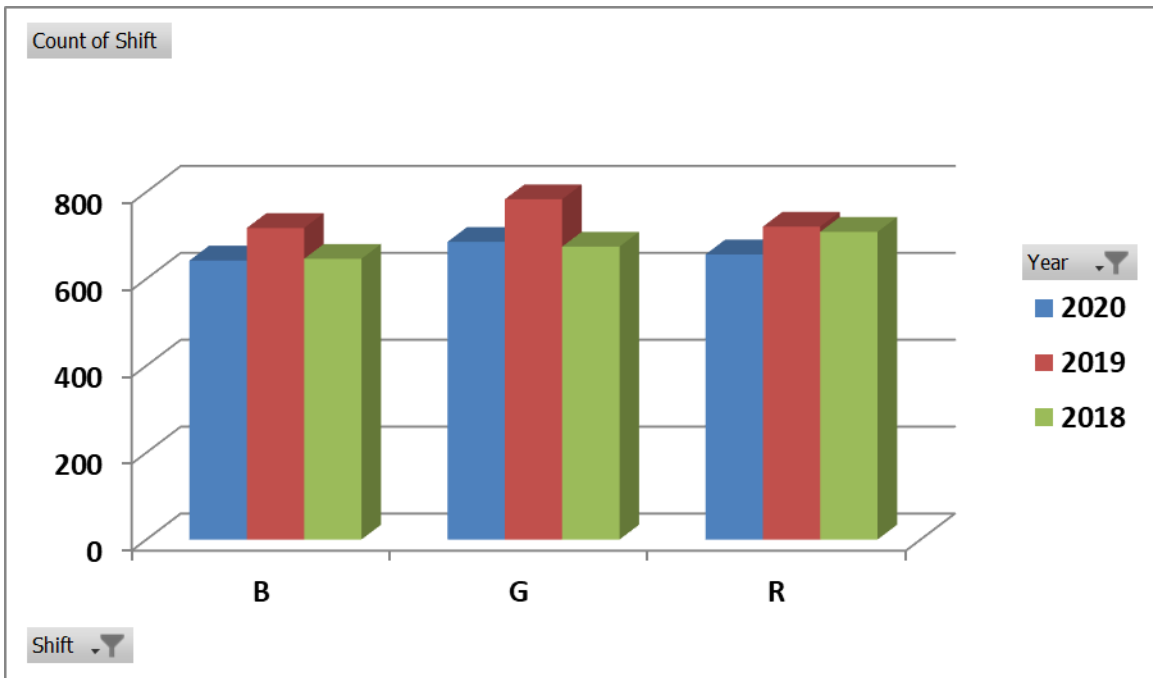
Calls by Hour of Day



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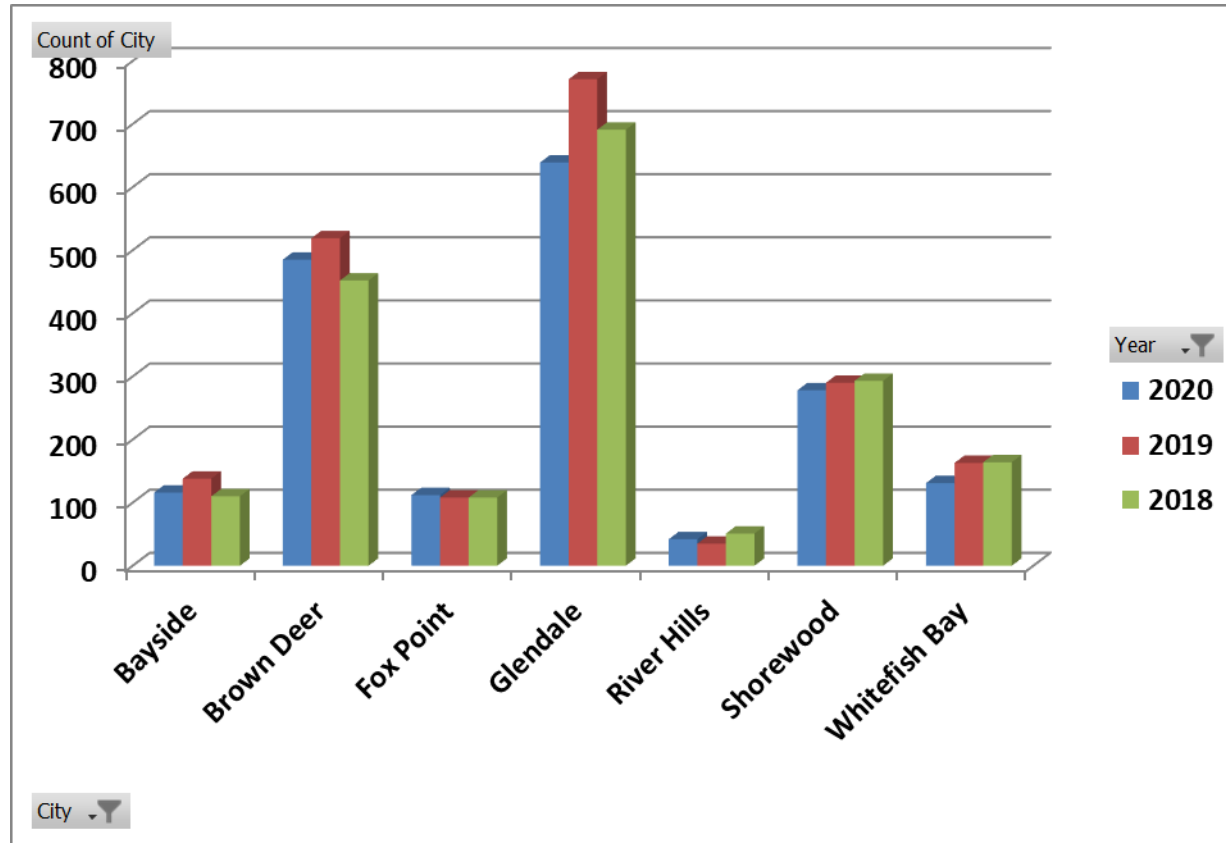
Calls by Shift



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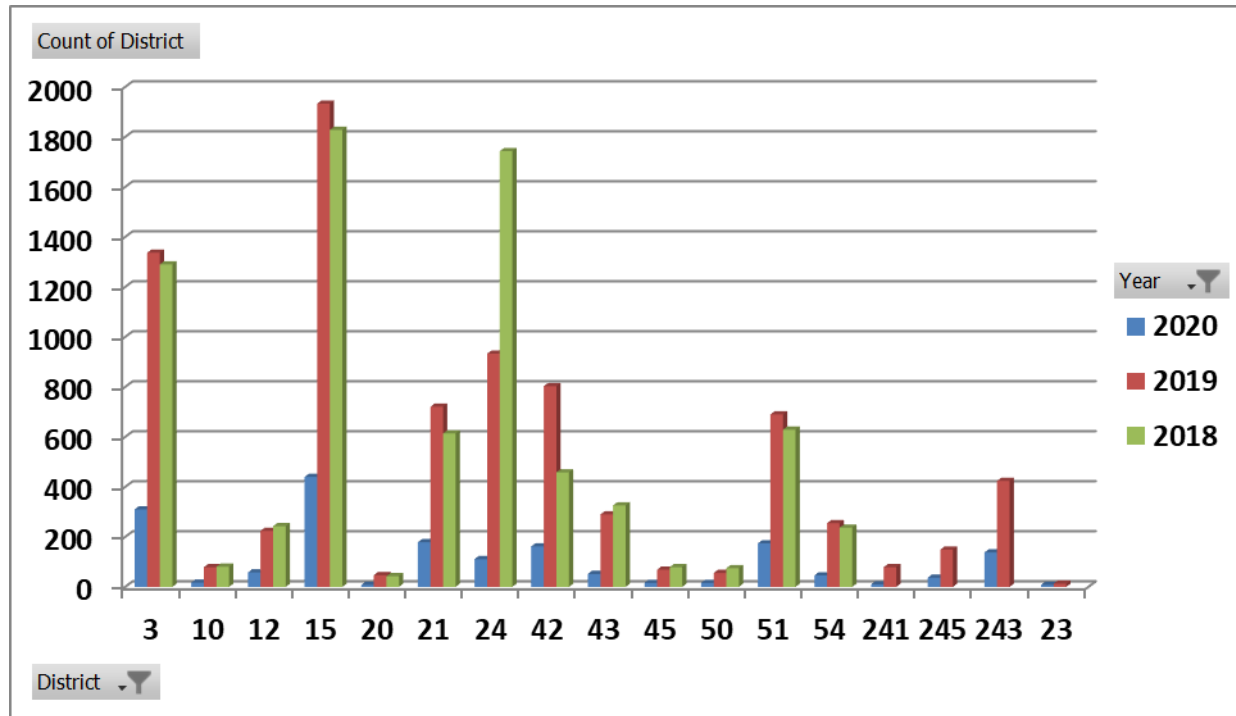
Calls for Service by Community



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Calls by District



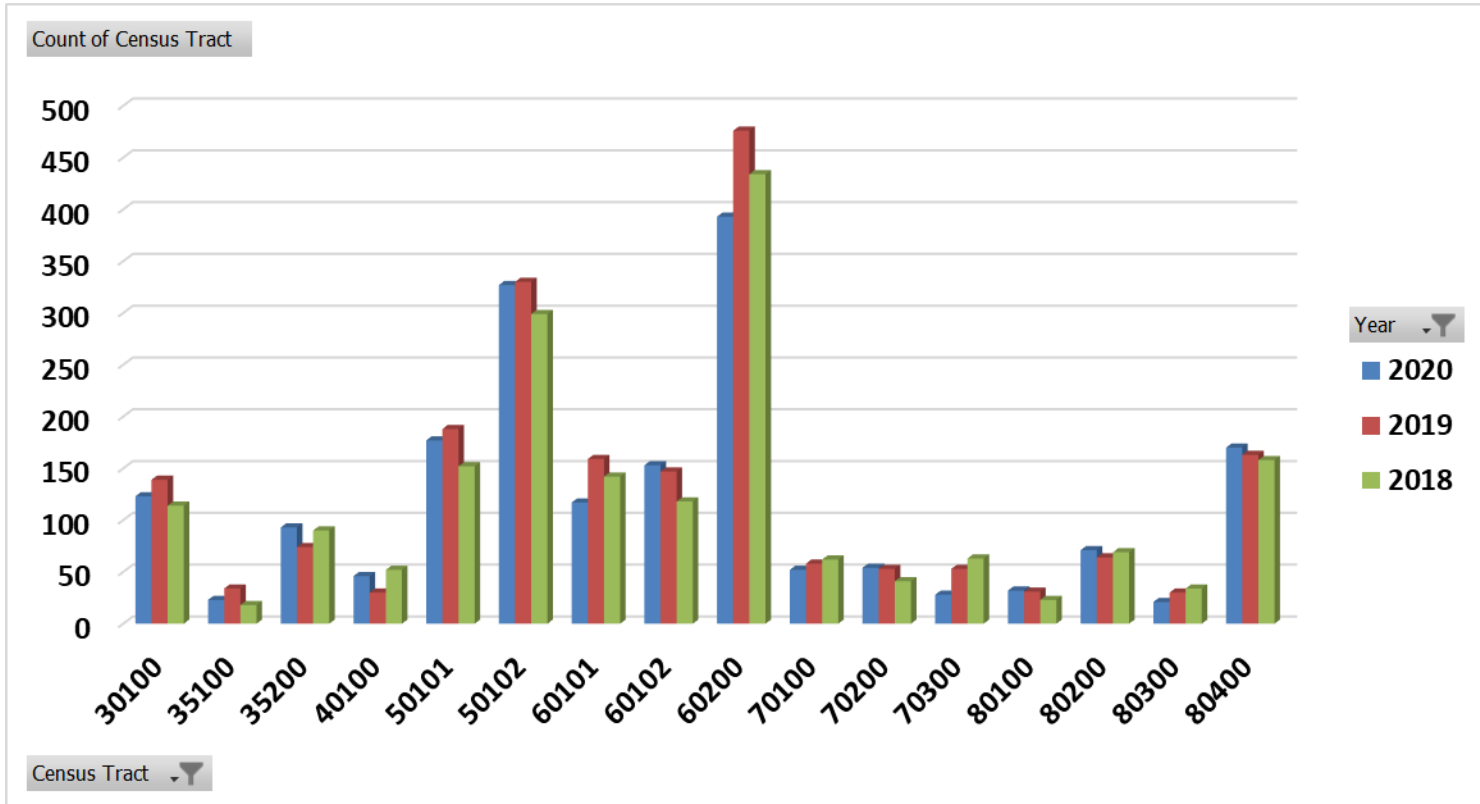
*District 24 was divided into 23, 241, 243 and 245 in 2019



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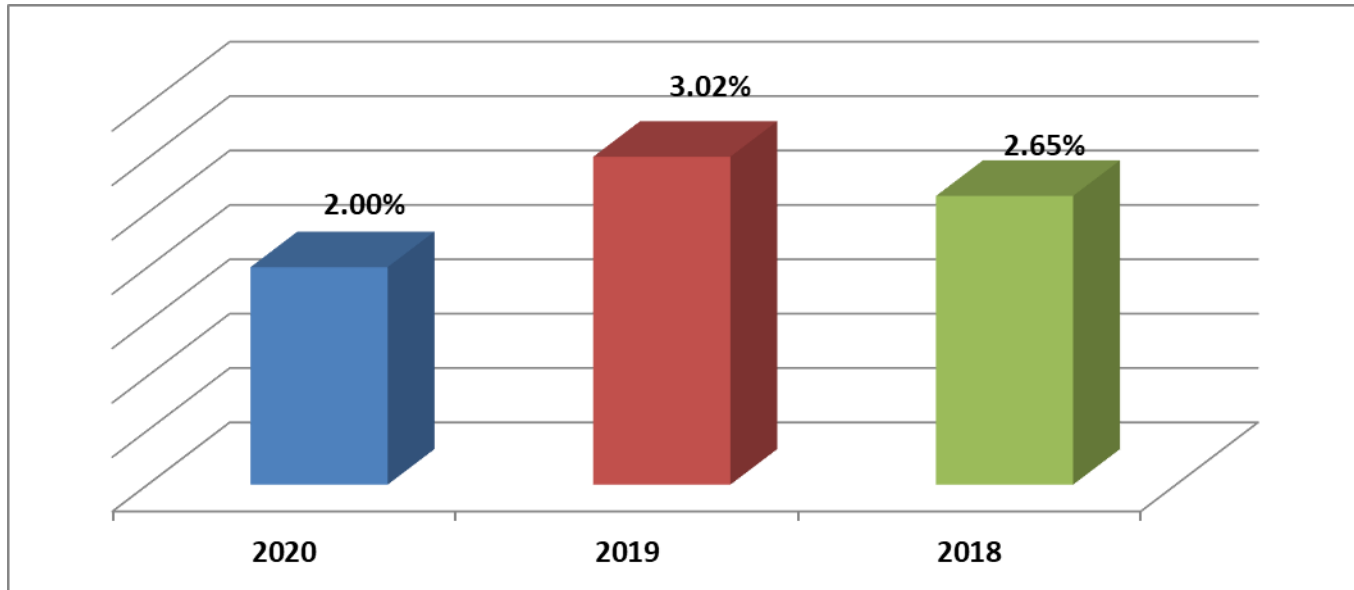
Calls by Fire Management Zone (FMZ)



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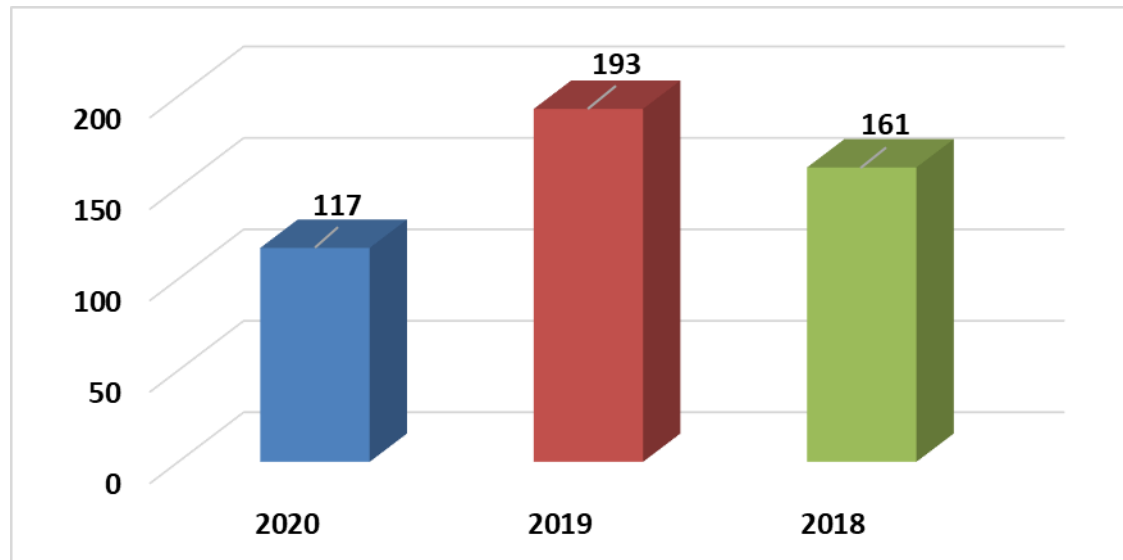
Percentage False Alarms to All Calls



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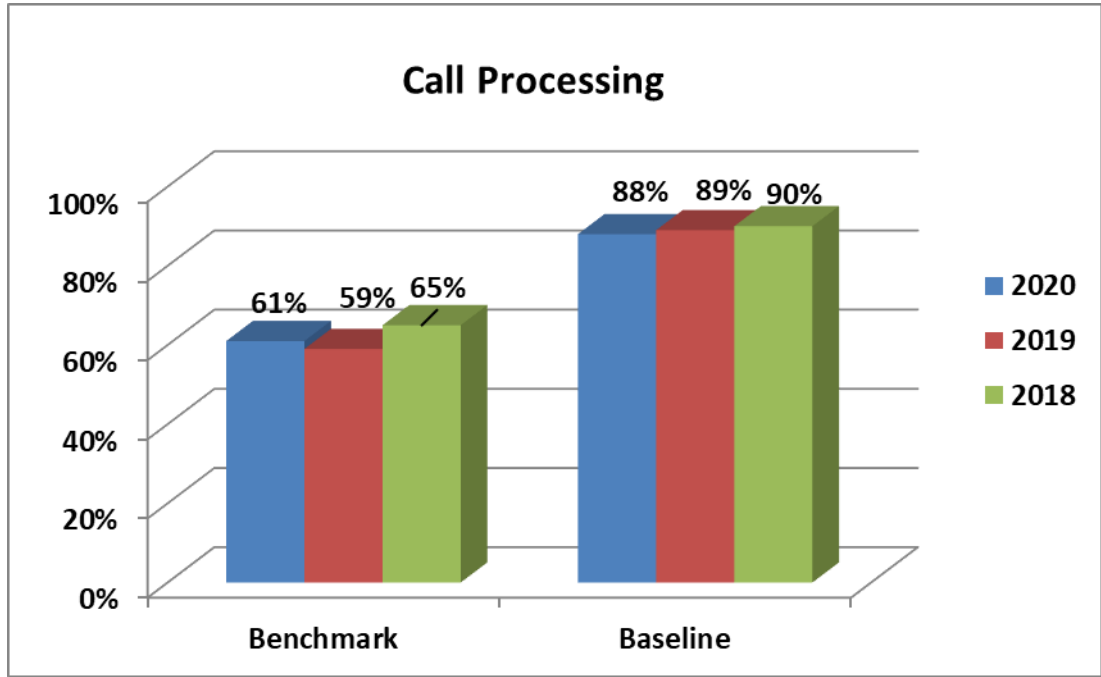


Mutual Aid Responses



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Benchmark Target Time: 1:00

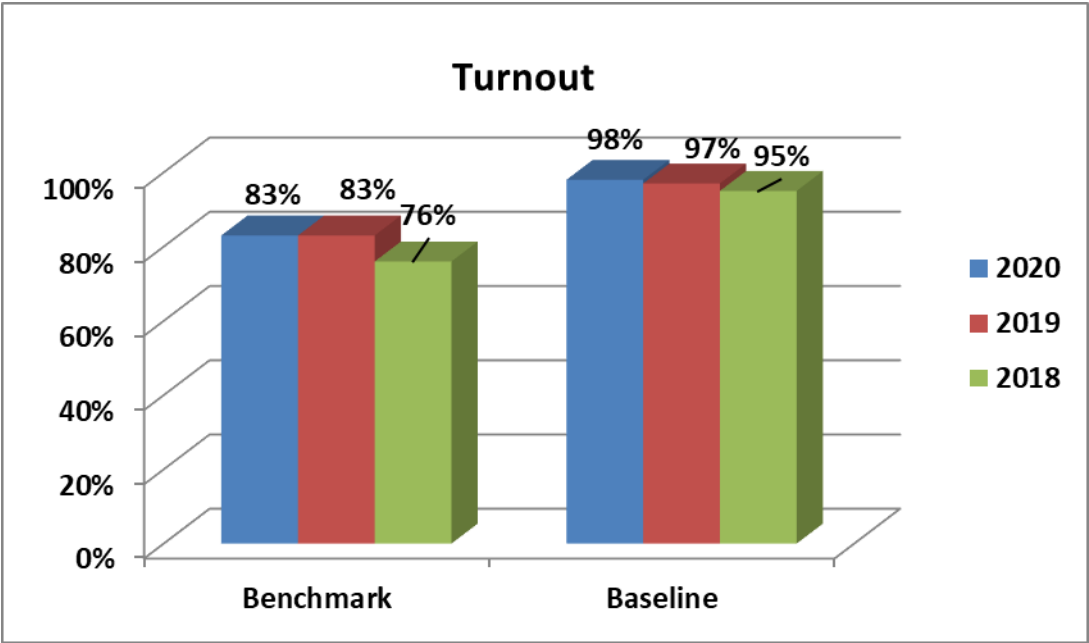
Baseline Target Time: 1:31

North Shore Fire/Rescue's goal is to met 90% performance for Baseline Times and we continuously strive to improve our performance to achieve 90% performance for Benchmark Times.



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Benchmark Target Time: 1:30

Baseline Target Time: 2:02

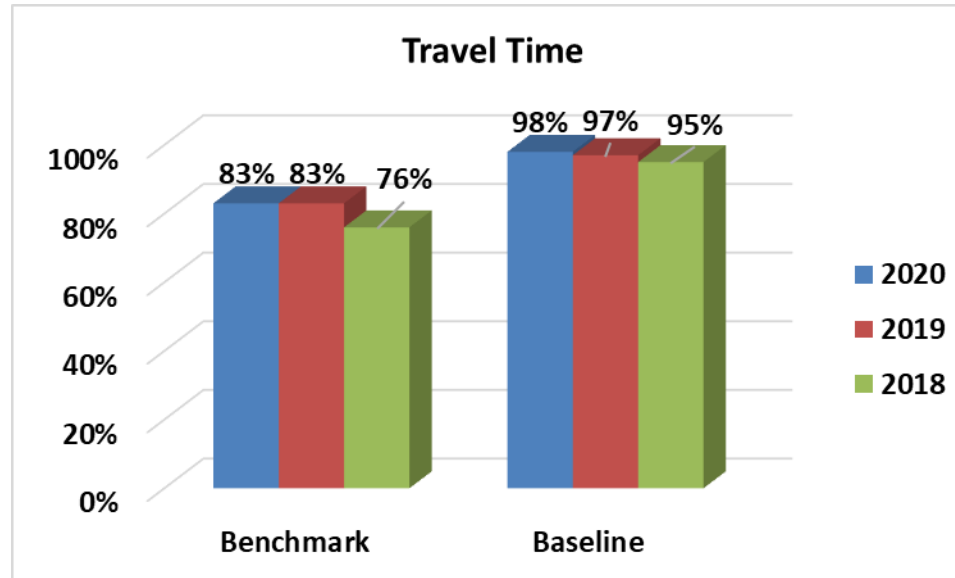
North Shore Fire/Rescue's goal is to met 90% performance for Baseline Times and we continuously strive to improve our performance to achieve 90% performance for Benchmark Times.



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North Shore Fire/Rescue's goal is to meet 90% performance for Baseline Times and we continuously strive to improve our performance to achieve 90% performance for Benchmark Times.



Benchmark Target Time: 4:00

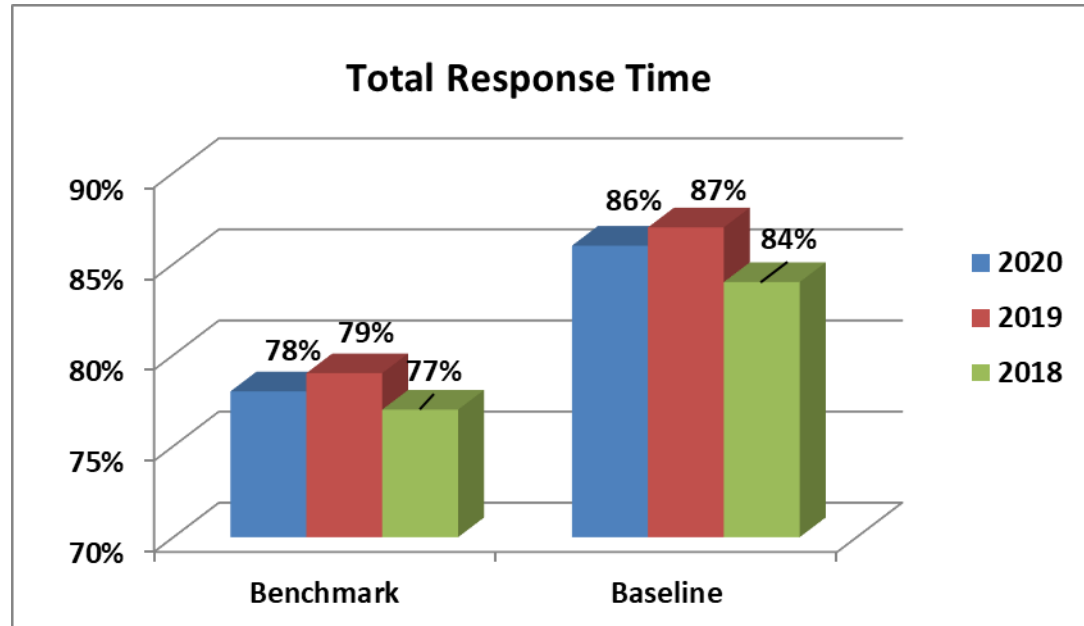
Baseline Target Time: 4:40



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North Shore Fire/Rescue's goal is to meet 90% performance for Baseline Times and we continuously strive to improve our performance to achieve 90% performance for Benchmark Times.



Benchmark Target Time: 6:30

Baseline Target Time: 7:02



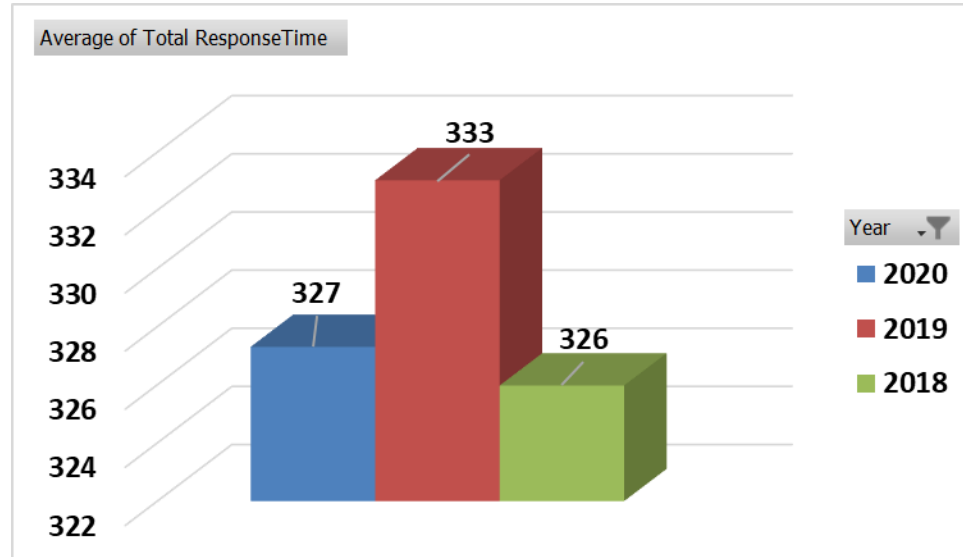
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Average Response Time

(in seconds)

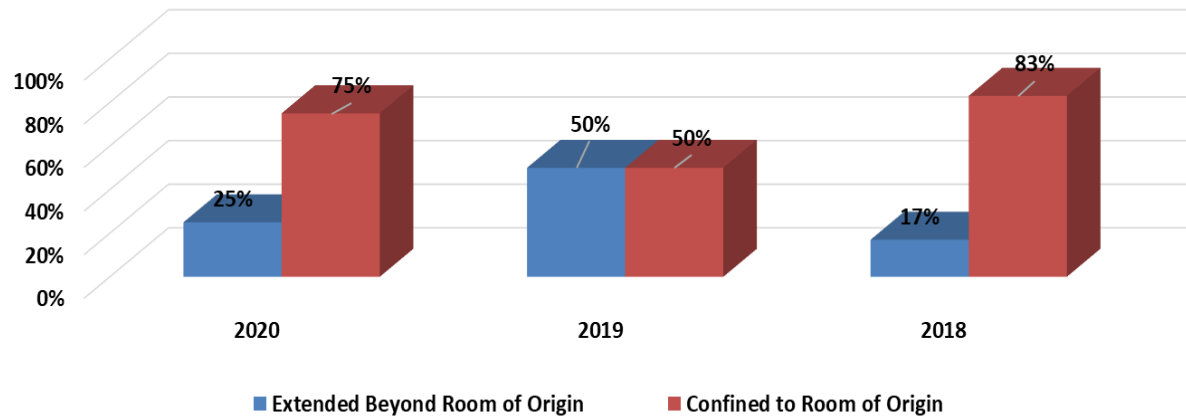
North Shore Fire/Rescue's goal is to maintain an average response time to emergent calls of 6:30 (390 seconds) or less.



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Fire Confinement



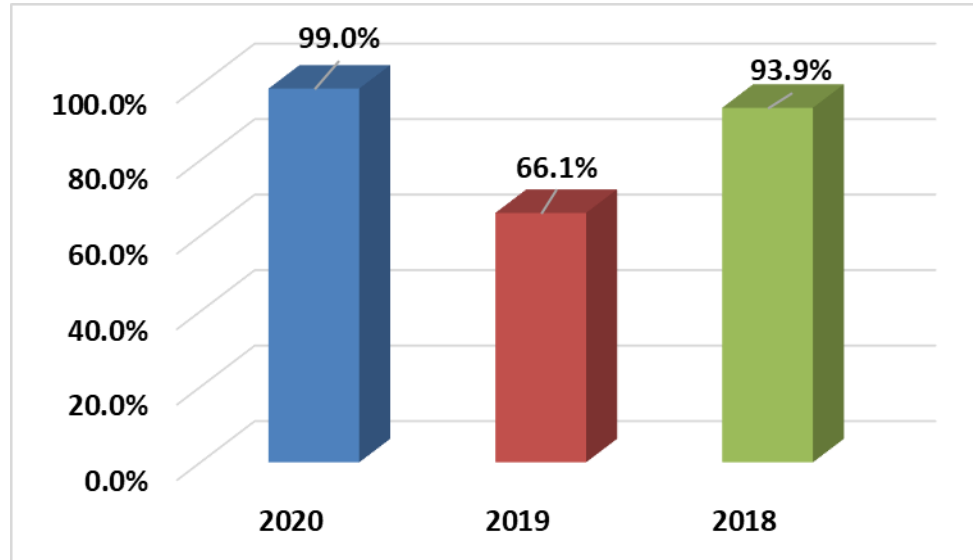
North Shore Fire/Rescue's Goal is to contain the majority (50% or more) of structure fires to the room of origin.



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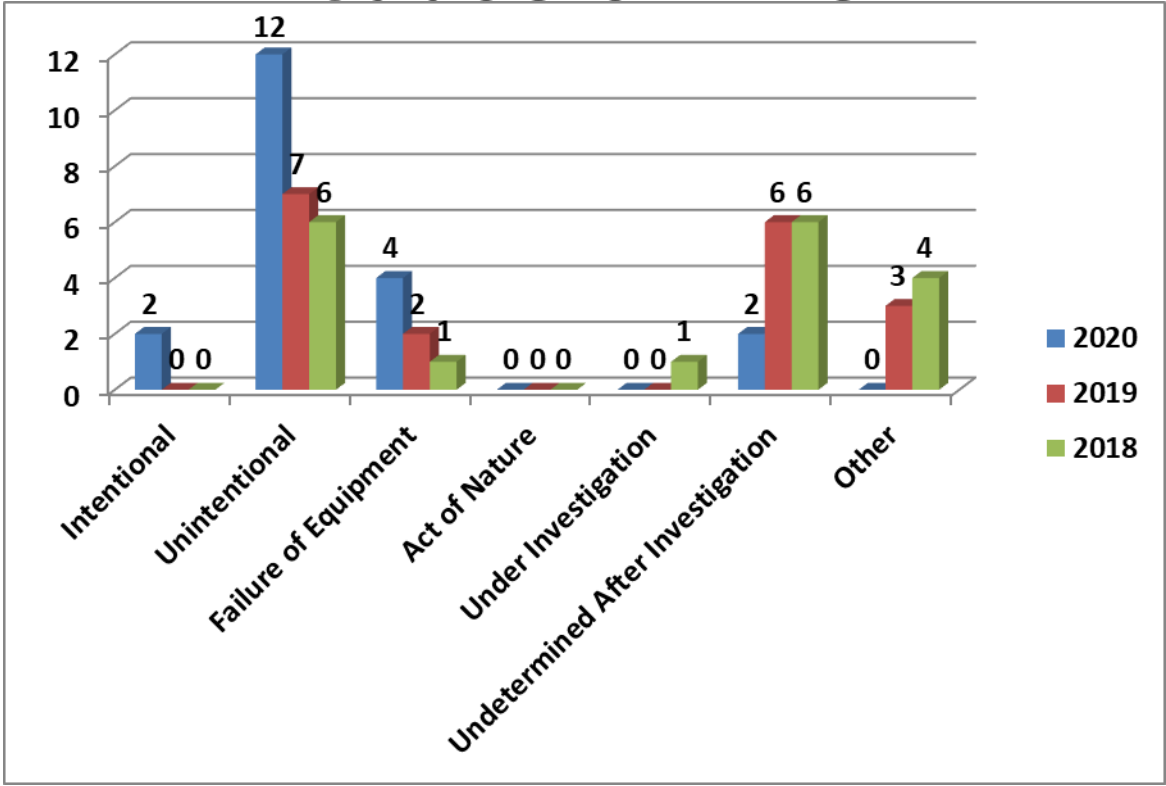
% of Property at Risk that was Saved



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Cause of Fire



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EMS Summary

Year	Total Patients	Cardiac Arrests	Return of Circulation
2020	1619	38	32%
2019	1704	32	31%
2018	1598	28	32%
2017	1581	27	33%



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EMS Hospital Destination

DESTINATION	2020		2019		2018	
	#	%	#	%	#	%
ASCENSION COLUMBIA ST MARYS HOSPITAL MILWAUKEE	246	29%	255	27%	302	34%
ASCENSION COLUMBIA ST MARYS HOSPITAL OZAUKEE	255	30%	260	27%	266	30%
ASCENSION-ST JOSEPH HOSP	25	3%	34	4%	32	4%
AURORA MEDICAL CENTER - GRAFTON	109	13%	90	9%	122	14%
AURORA SINAI MEDICAL CENTER	61	7%	88	9%	48	5%
AURORA ST LUKES MEDICAL CENTER	16	2%	45	5%	18	2%
CHILDRENS HOSPITAL OF WISCONSIN	28	3%	24	3%	18	2%
CLEMENT J ZABLOCKI VA MEDICAL CENTER	10	1%	10	1%	9	1%
FROEDTERT MEMORIAL LUTHERAN HOSPITAL	82	10%	86	9%	61	7%
FROEDTERT/COMMUNITY MEMORIAL HOSP - MENO FALLS	18	2%	36	4%	19	2%
	851		955		895	



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Community Risk Reduction

	2020	2019
Total Education Contacts	312	386
Car Seats Installed	20	12
Home Safety Inspections	27	6
Business/Commercial Inspections	411	392
Permits/Plan Reviews	107	167



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