

# North Shore Fire/Rescue

## Key Performance Indicators

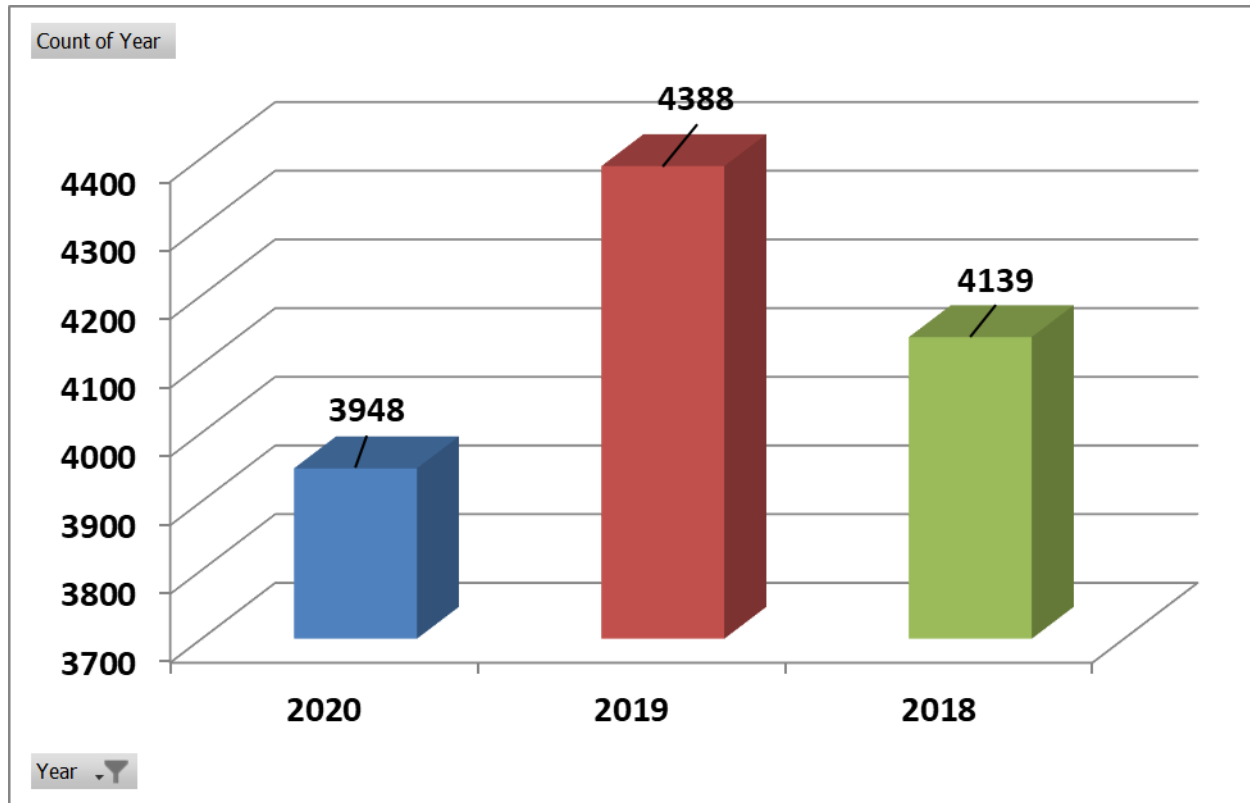
Quarter 2 - 2020



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# Incidents



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# Incident Type – Detail

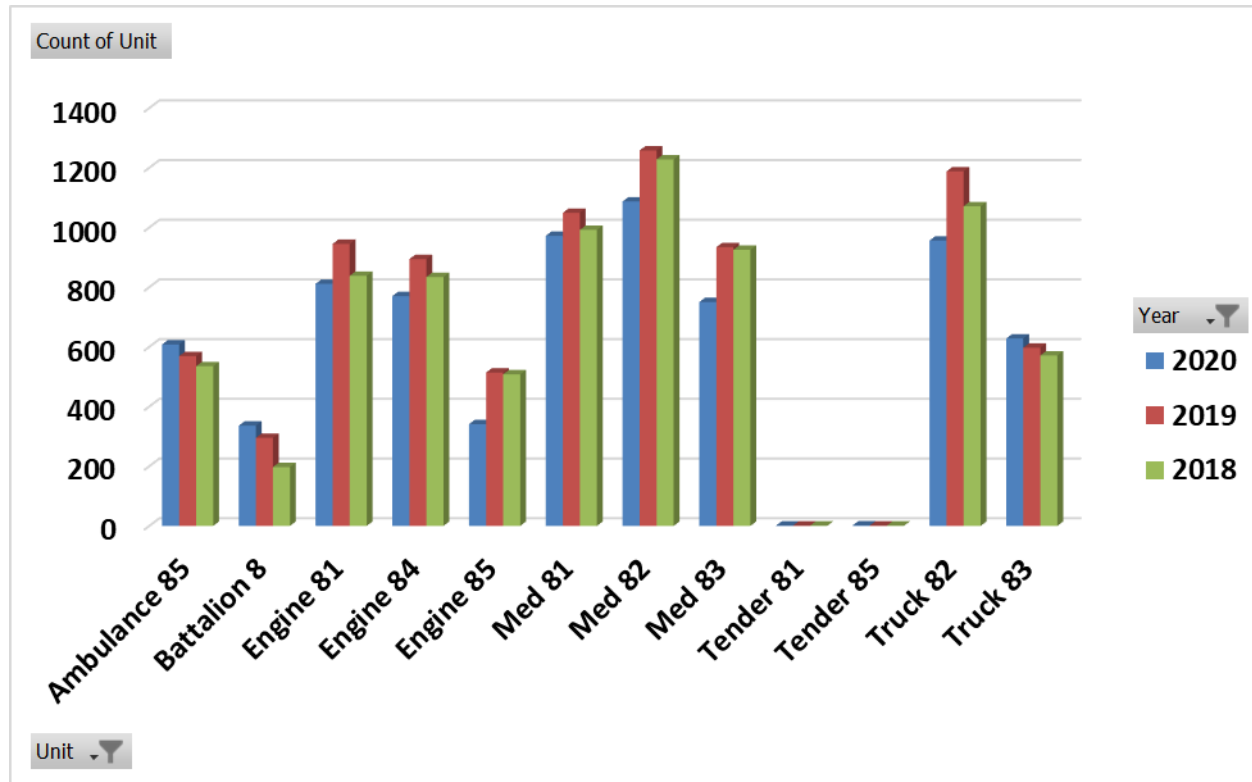
	2020	2019	2018
Fire	86	62	91
Overpressure Rupture, explosion, overheat - no fire	7	6	7
Rescue & Emergency Medical Service Incidents	3011	3251	3167
Hazardous Conditions (No fire)	110	138	97
Service Call	82	112	91
Good Intent Call	143	217	202
False Alarm & False Call	478	546	450
Severe Weather & Natural Disaster	0	1	
Special Incident Type	31	55	34
<b>TOTAL</b>	<b>3948</b>	<b>4388</b>	<b>4139</b>



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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	608	3.4		569	3.1
Battalion 8	336	1.9		295	1.6
Engine 81	811	4.5		945	5.2
Engine 84	770	4.3		894	4.9
Engine 85	341	1.9		514	2.8
Med 81	972	5.4		1,049	5.8
Med 82	1,087	6.0		1,259	7.0
Med 83	750	4.1		934	5.2
Tender 81	1	0.0		1	0.0
Tender 85	2	0.0		1	0.0
Truck 82	956	5.3		1,188	6.6
Truck 83	628	3.5		597	3.3



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# Unit Hour Utilization

	2020	2019	2018
<b>Ambulance 85</b>	0.09	0.10	0.09
<b>Engine 81</b>	0.08	0.11	0.09
<b>Engine 84</b>	0.07	0.08	0.08
<b>Engine 85</b>	0.03	0.05	0.05
<b>Med 81</b>	0.19	0.23	0.22
<b>Med 82</b>	0.20	0.24	0.25
<b>Med 83</b>	0.15	0.17	0.18
<b>Truck 82</b>	0.08	0.12	0.11
<b>Truck 83</b>	0.07	0.06	0.06

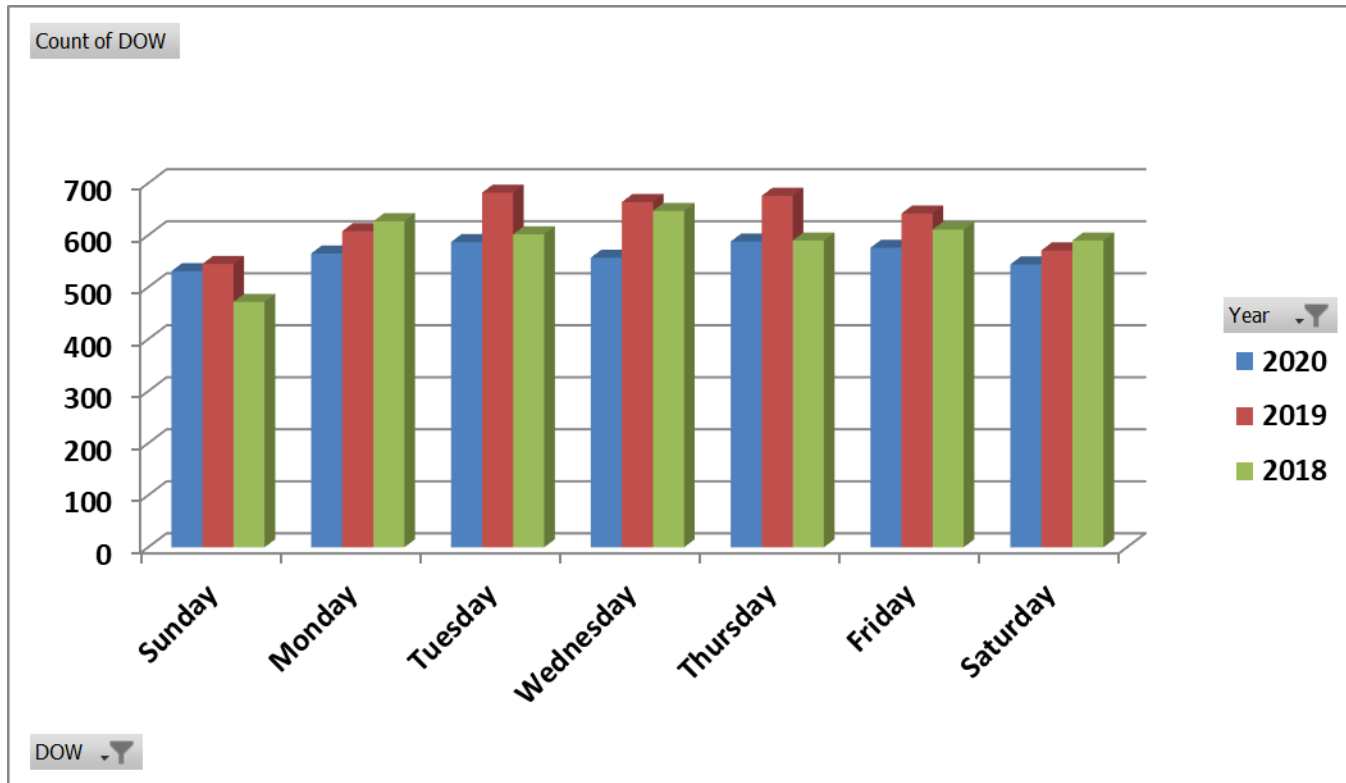
Industry experts view a UHU of .3 or higher for Med Units/Ambulances indicates a need for additional units or redeploy current units. A UHU of .1 or higher for Engines/Trucks indicates the need for additional units or to redeploy current units.



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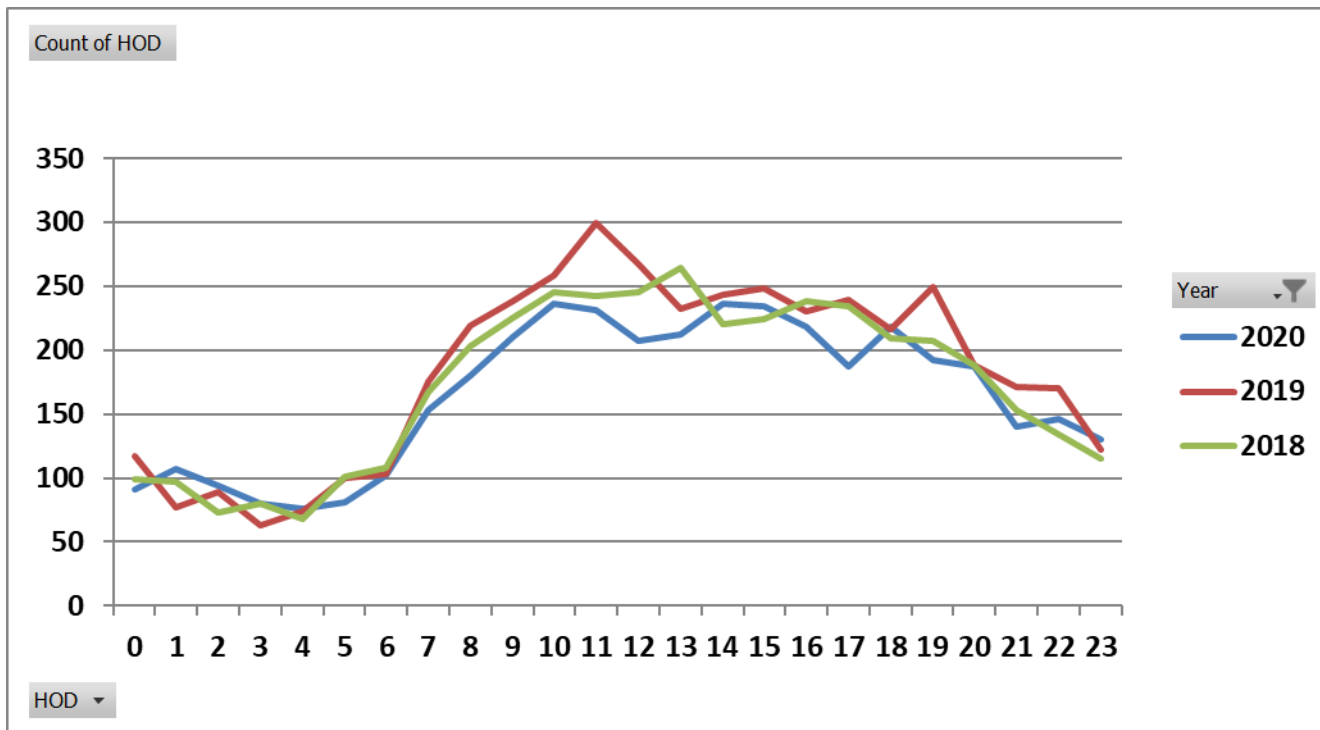
# Calls by Day of Week



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# Calls by Hour of Day

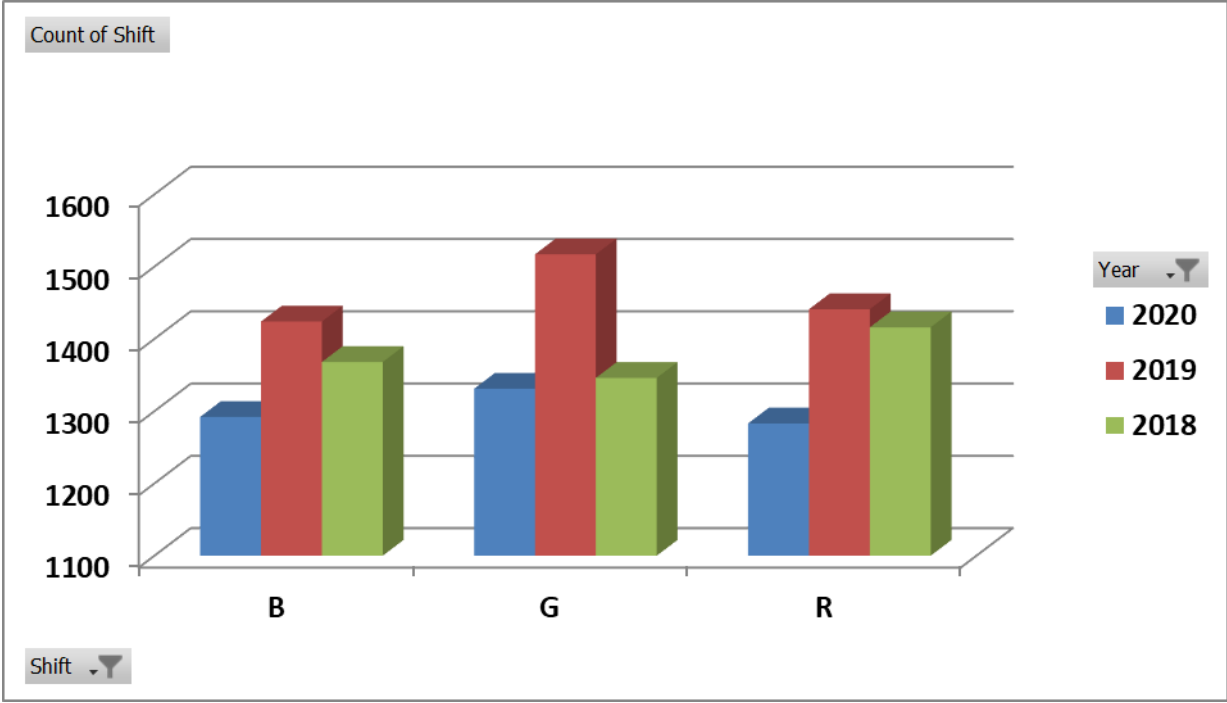


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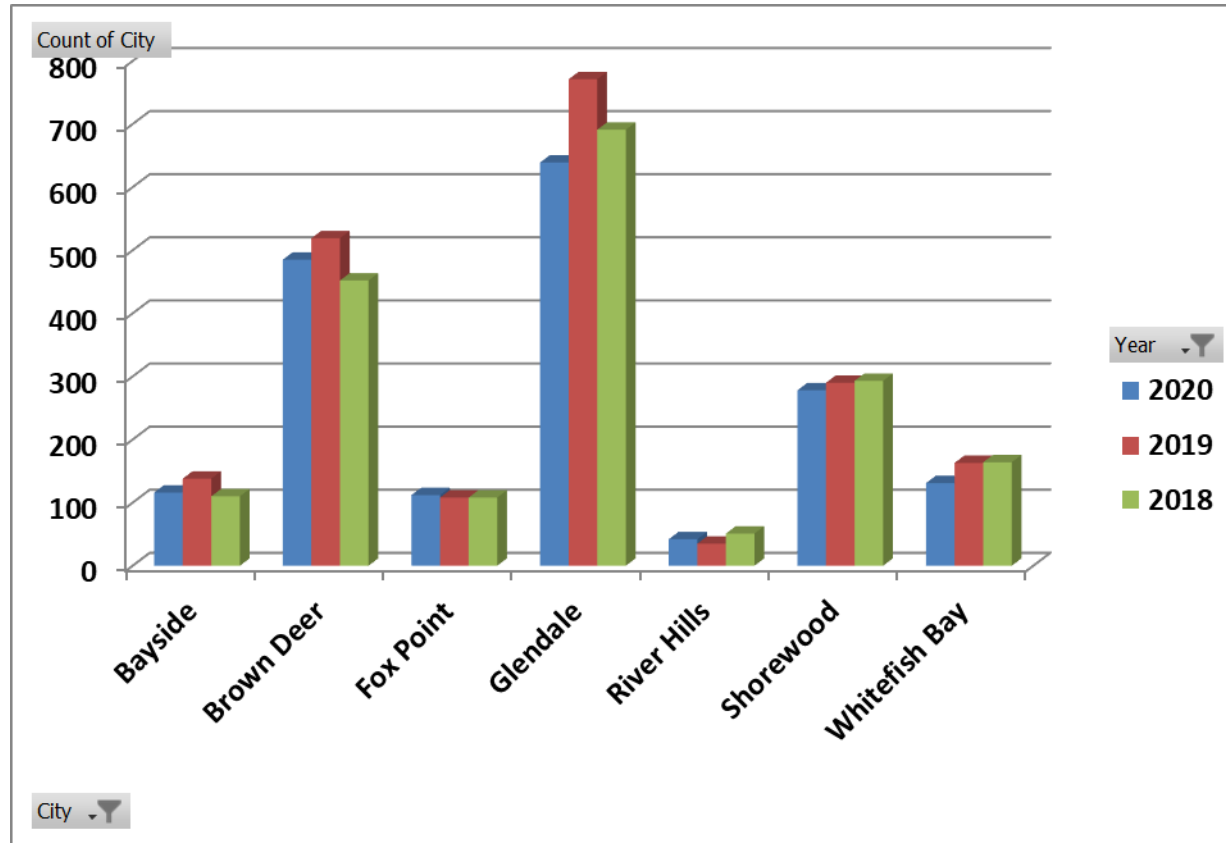
# Calls by Shift



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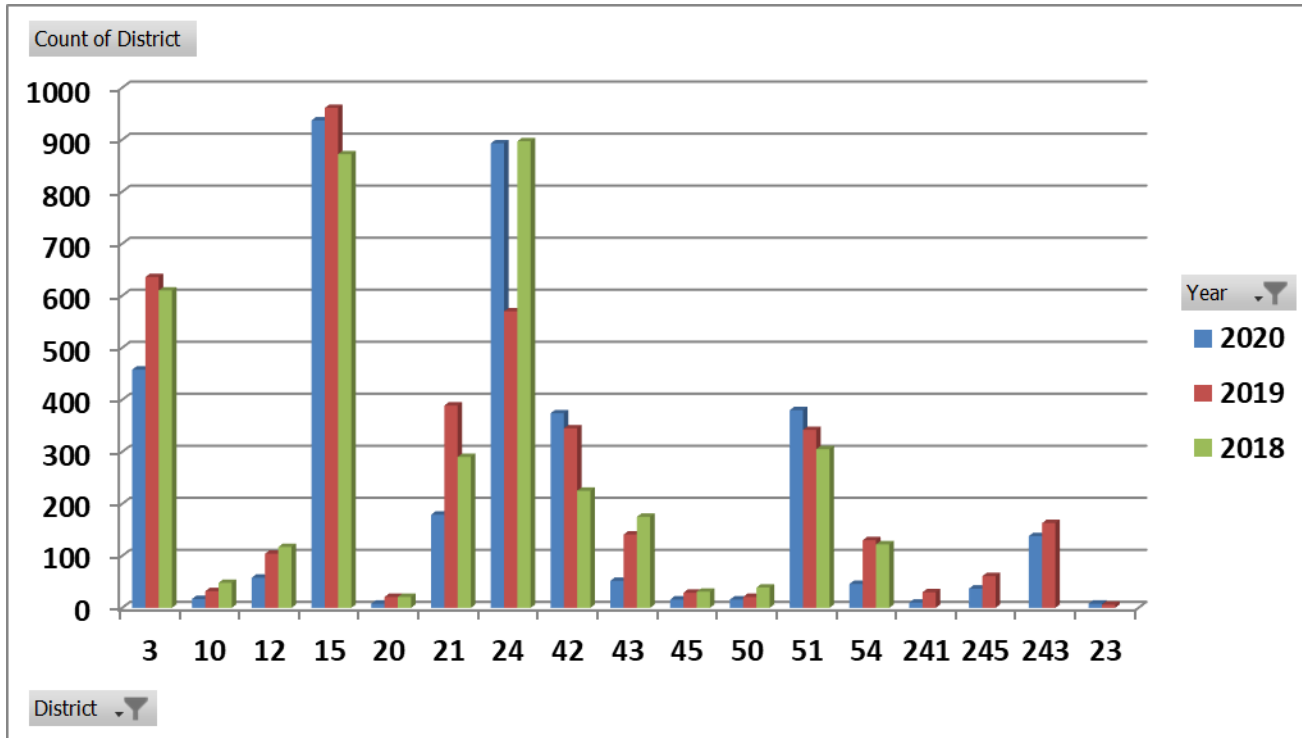
# Calls for Service by Community



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# Calls by District



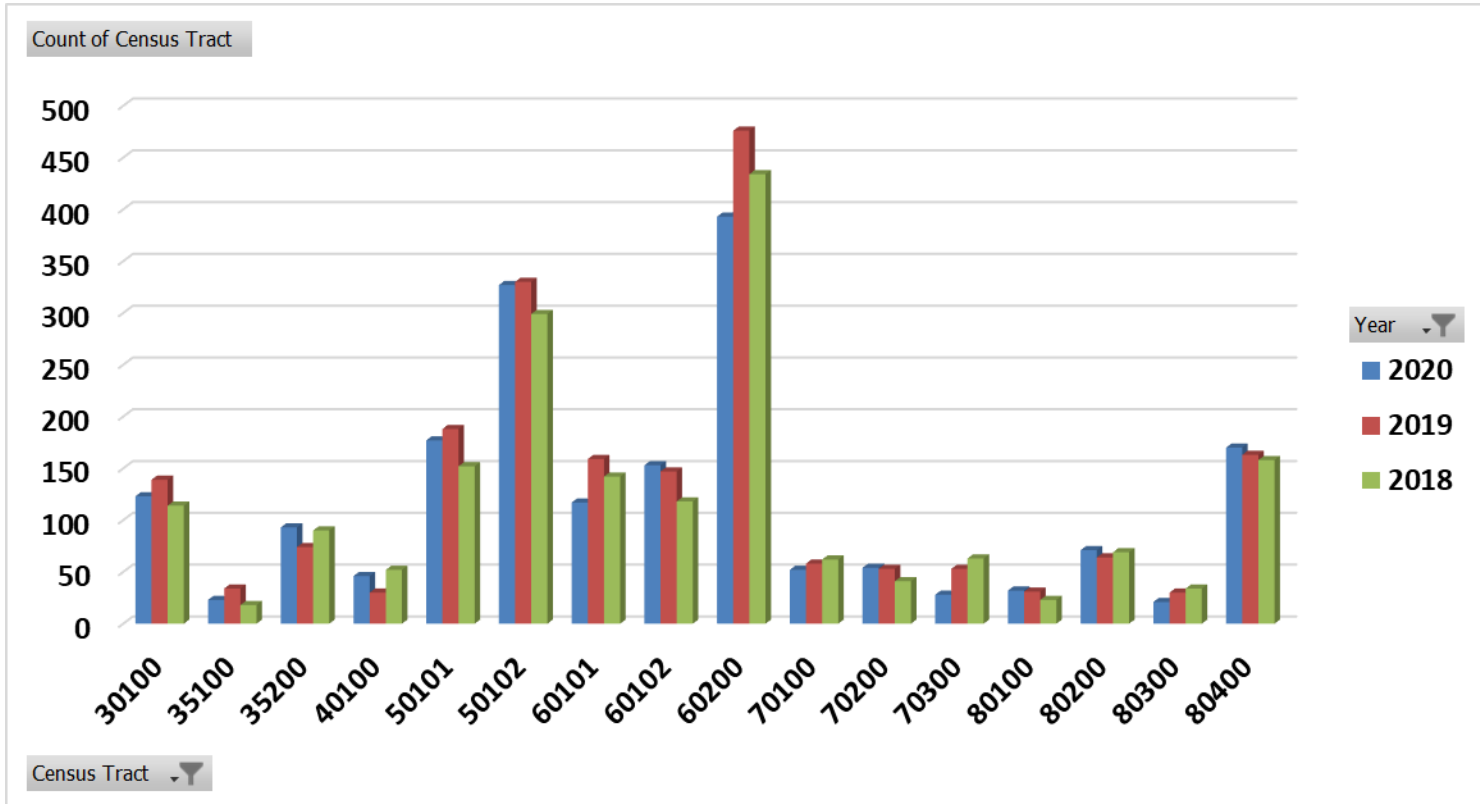
\*District 24 was divided into 23, 241, 243 and 245 in 2019



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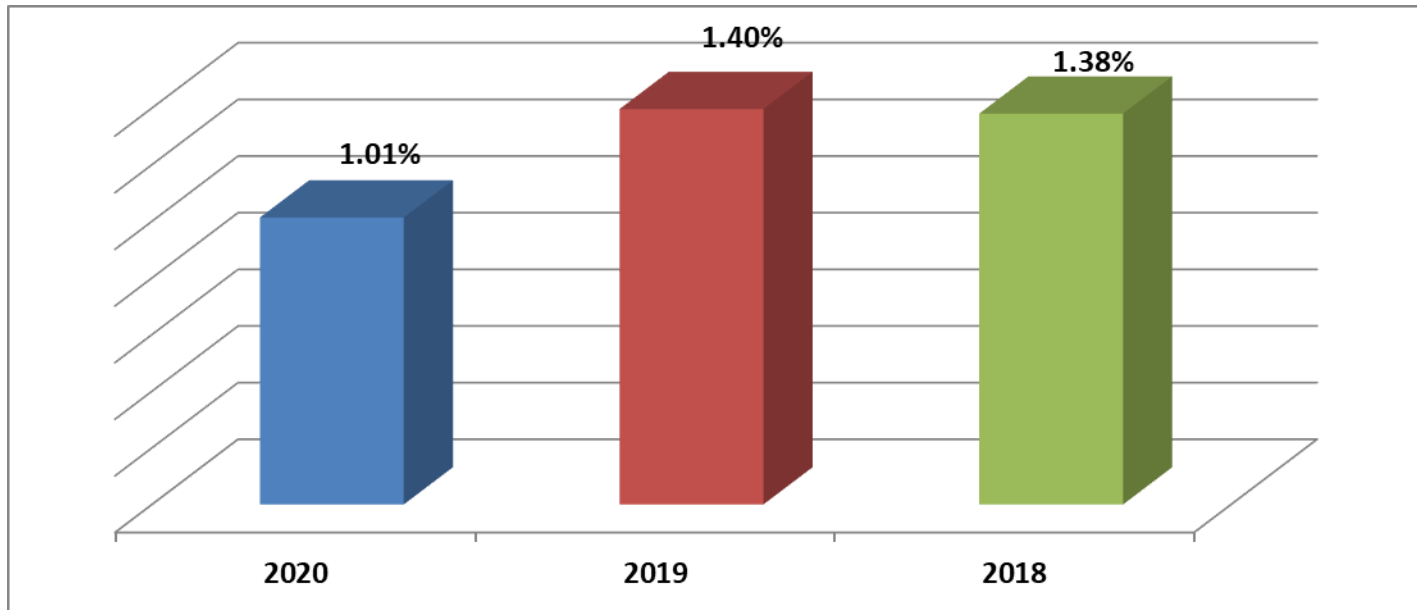
# Calls by Fire Management Zone (FMZ)



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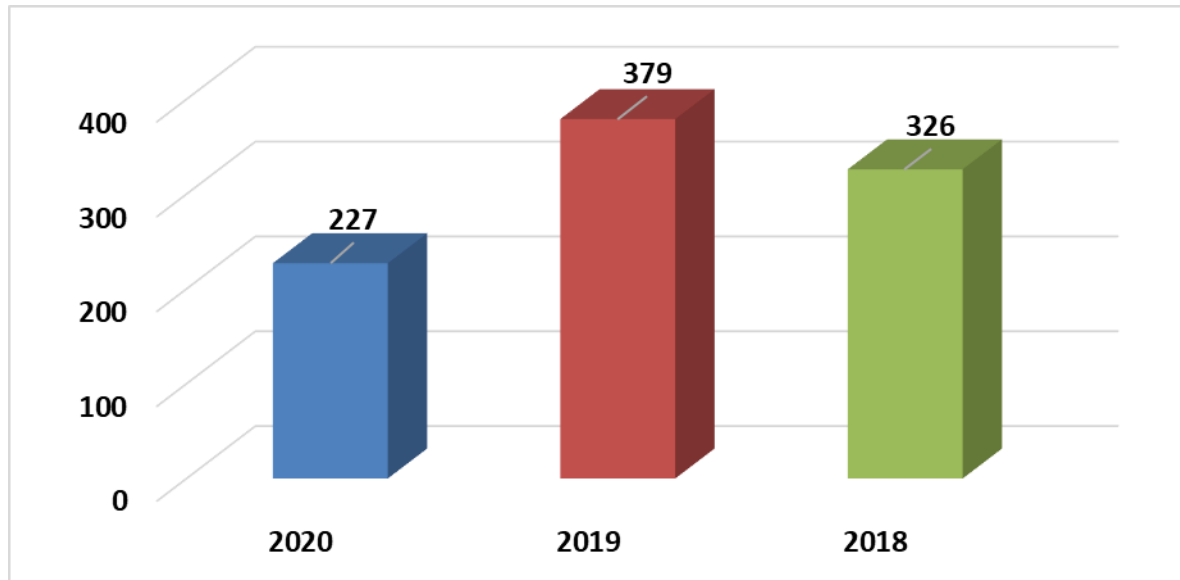
# Percentage False Alarms to All Calls



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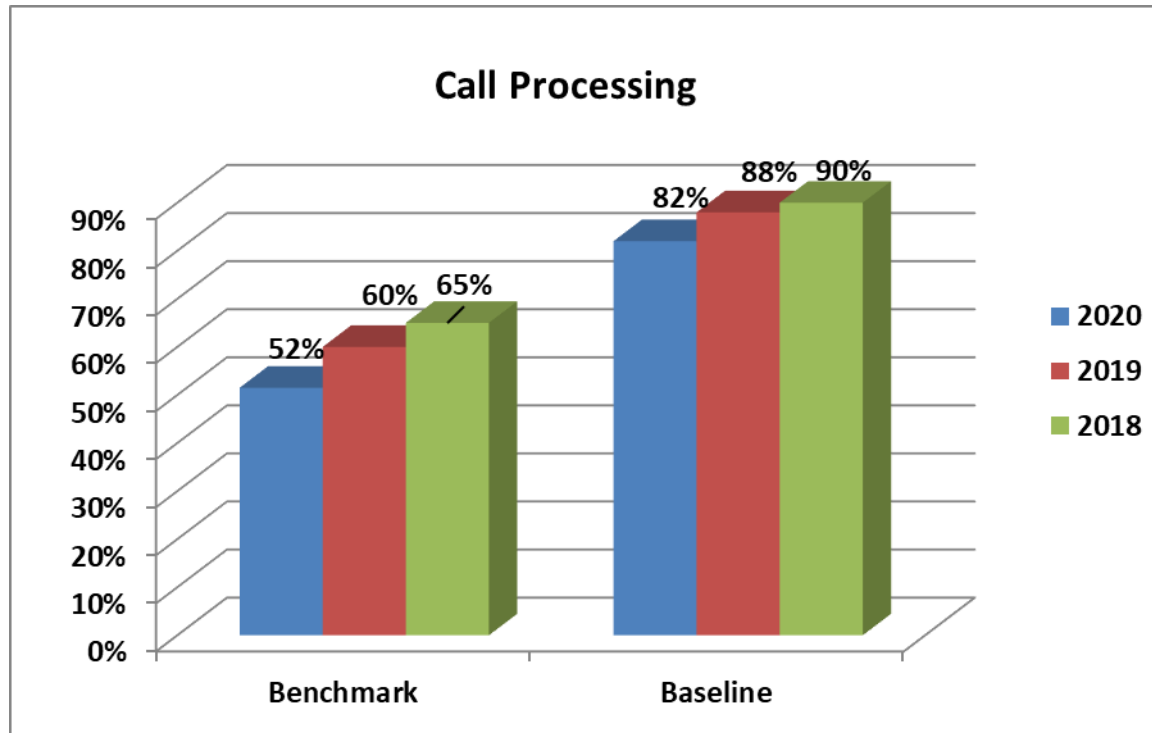
# Mutual Aid Responses



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## Call Processing



**Benchmark Target Time: 1:00**

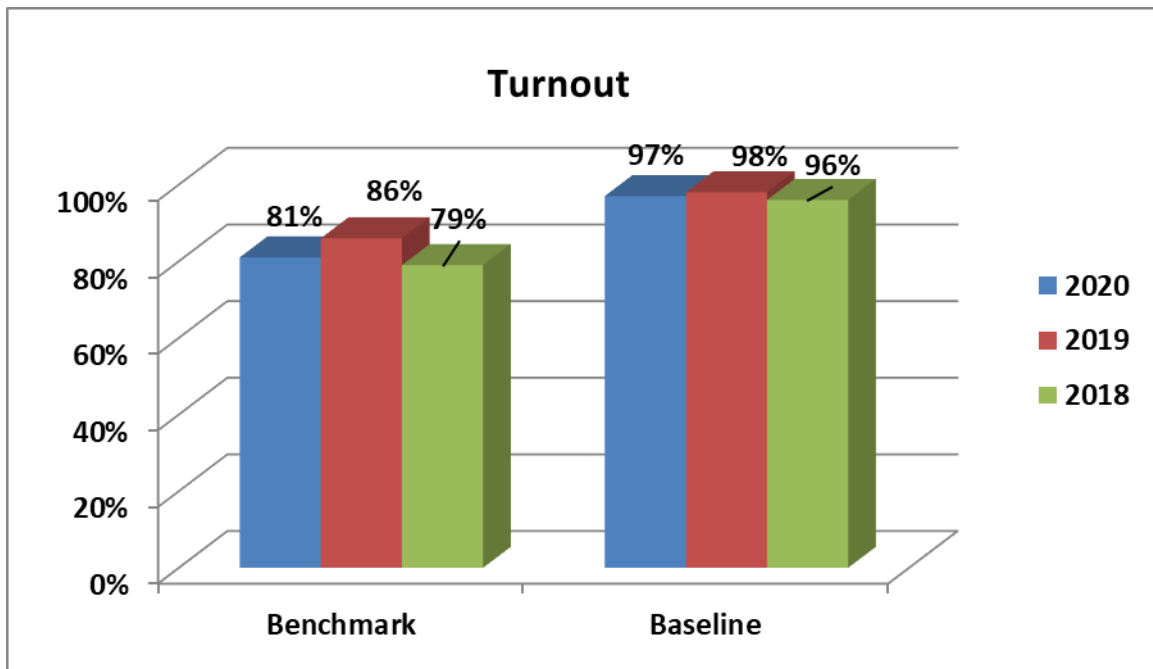
**Baseline Target Time: 1:31**

*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 meet 90% performance for Baseline Times and we continuously strive to improve our performance to achieve 90% performance for Benchmark Times.*

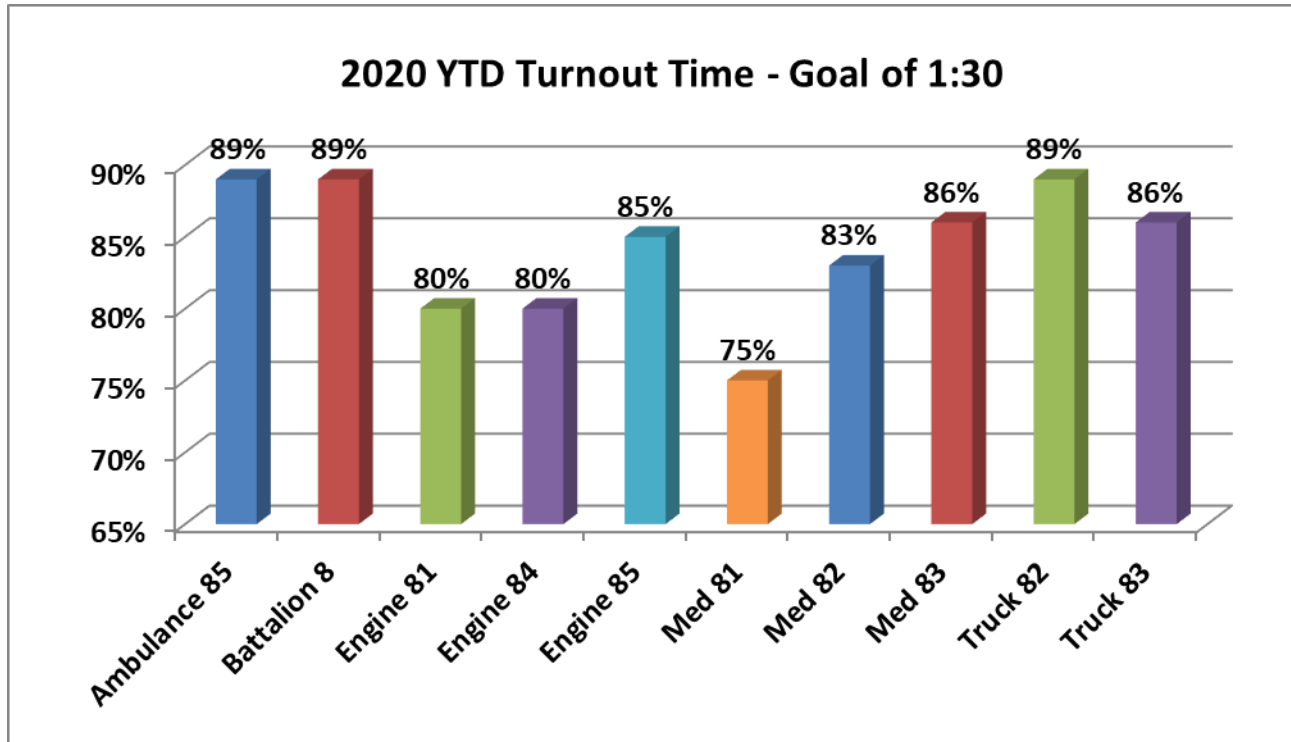


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## 2020 YTD Turnout Time - Goal of 1:30



**Benchmark Target Time: 1:30**

**Baseline Target Time: 2:02**

*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.*

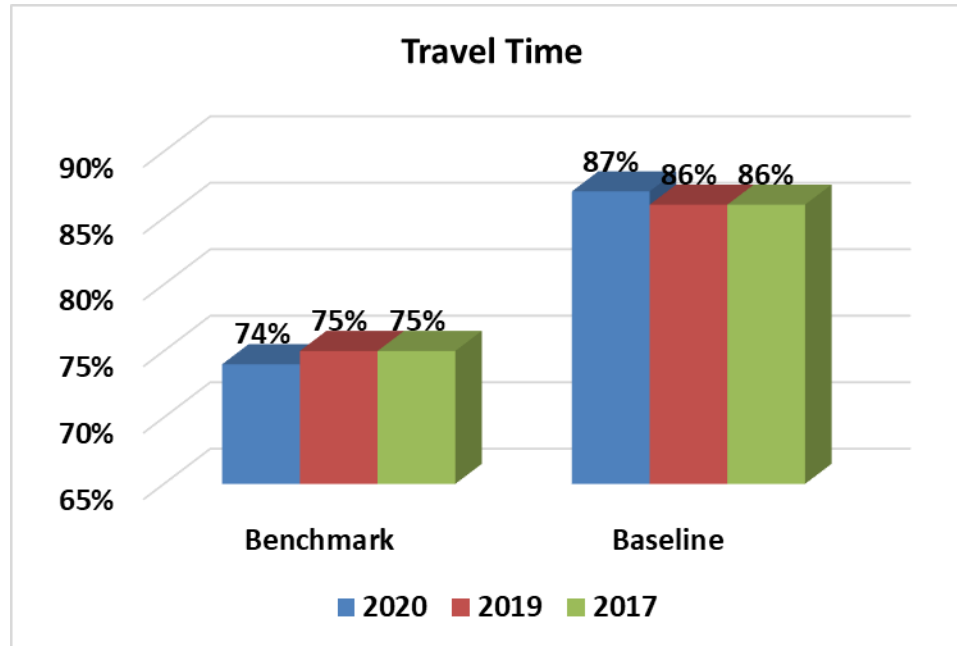
\*E84 and TR83 operating out of temporary station delaying responses during this time period.



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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

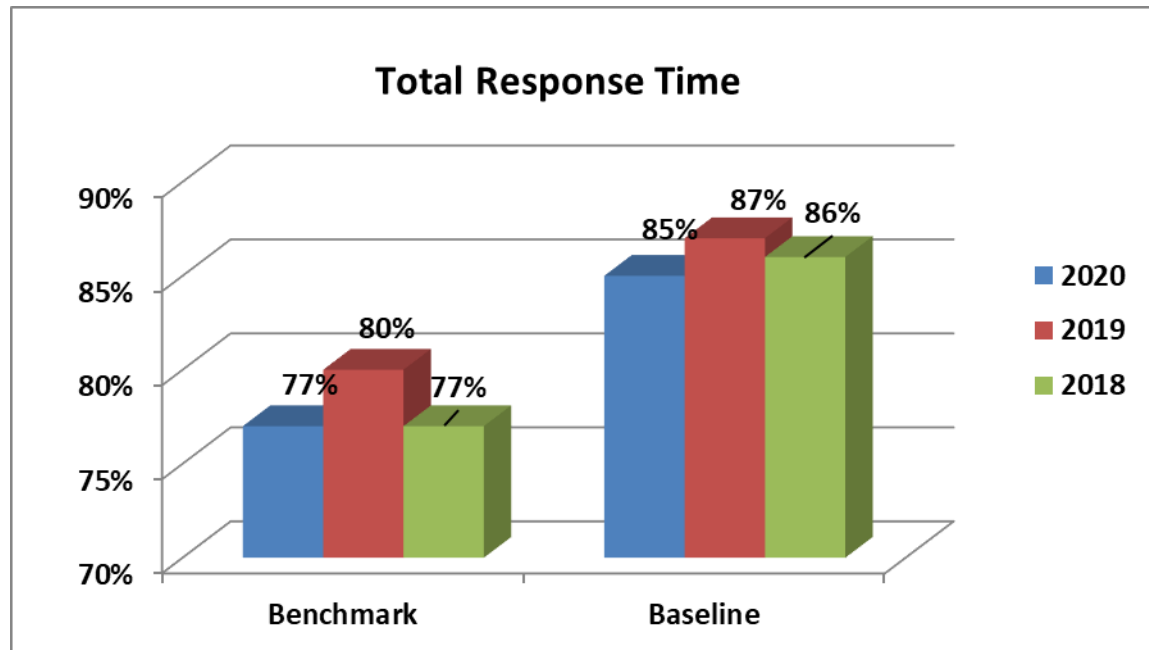
Baseline Target Time: 4:40



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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



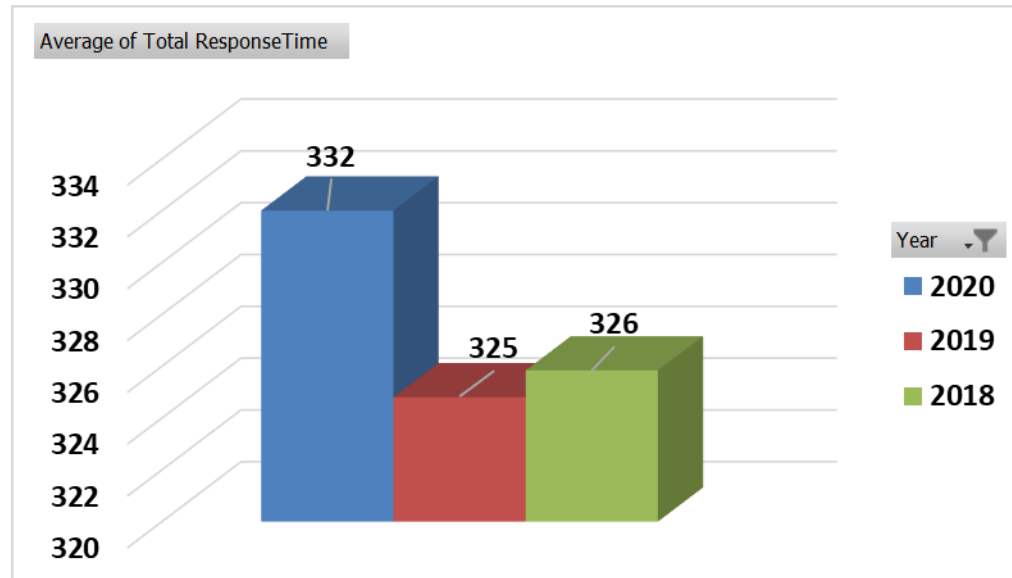
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# Average Response Time

(in seconds)

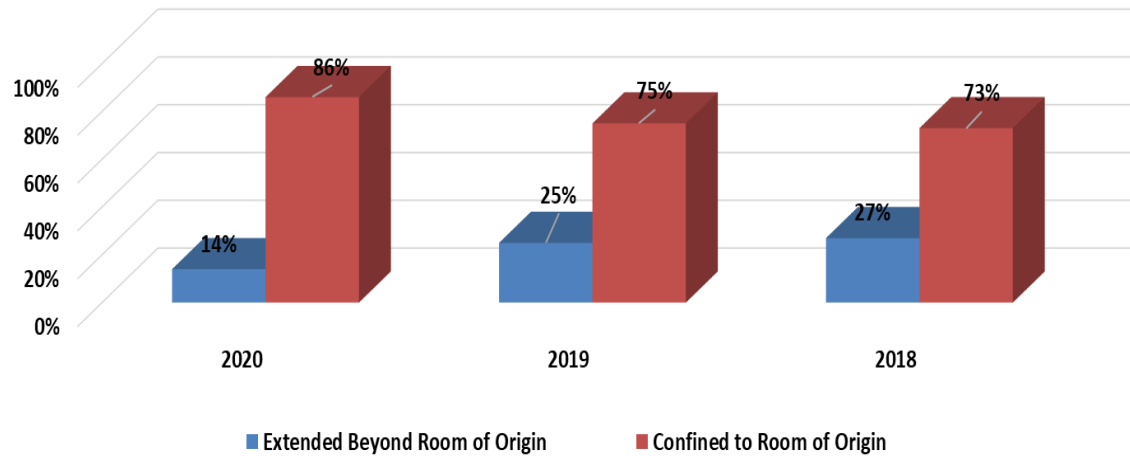
North Shore Fire/Rescue's goal is to maintain an average response time to emergent calls of 6:30 (390 seconds) or less.



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# Fire Confinement



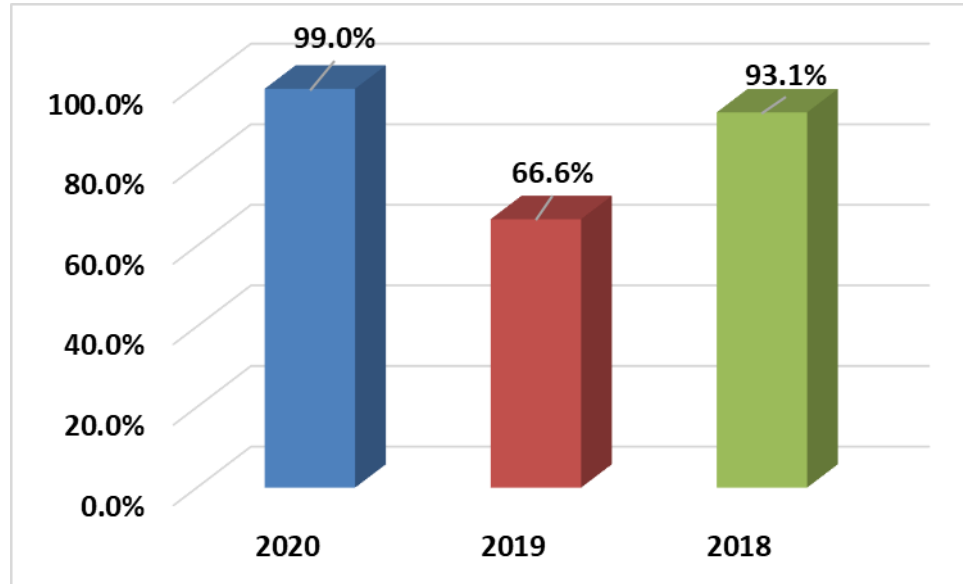
*North Shore Fire/Rescue's Goal is to contain the majority (50% or more) of structure fires to the room of origin.*



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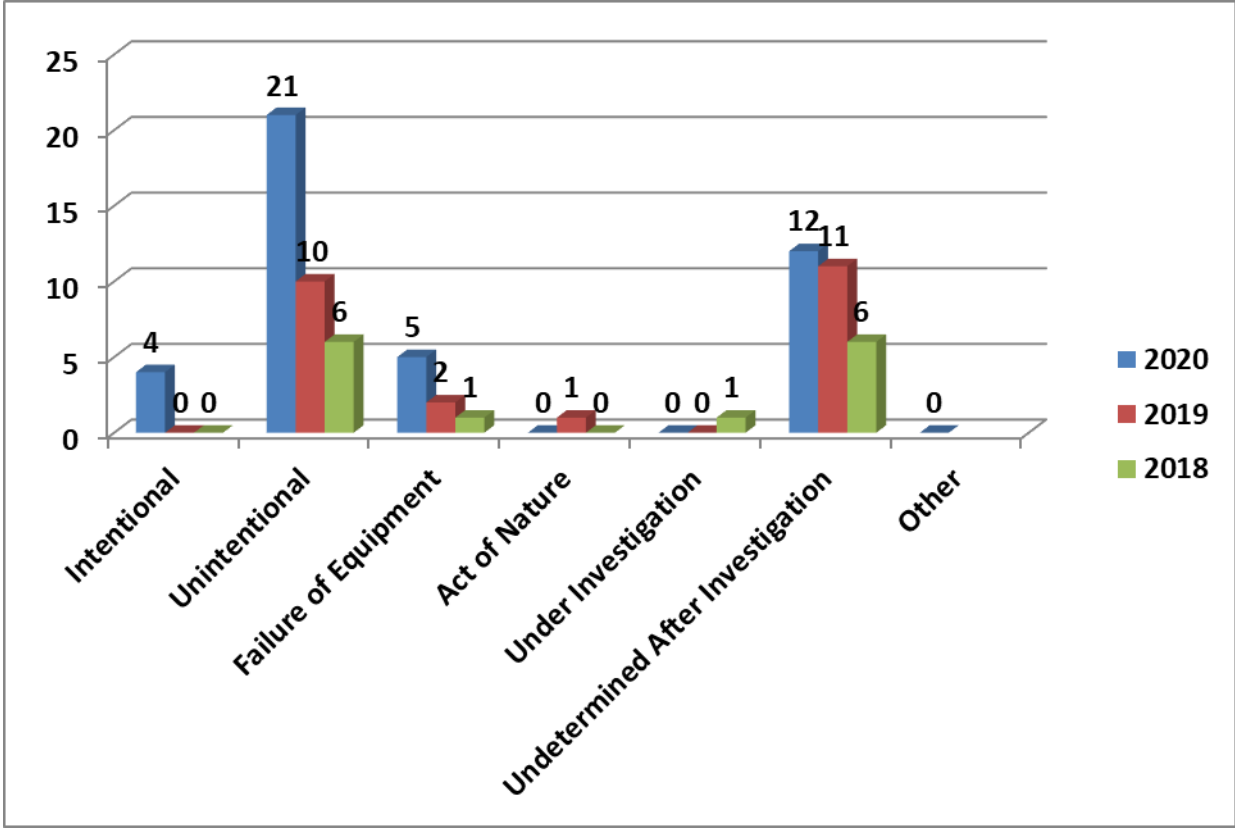
# % of Property at Risk that was Saved



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# Cause of Fire



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# EMS Summary

Year	Total Patients	Cardiac Arrests	Return of Circulation
2020	3182	87	28%
2019	3339	61	34%
2018	3289	49	33%



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# EMS Hospital Destination

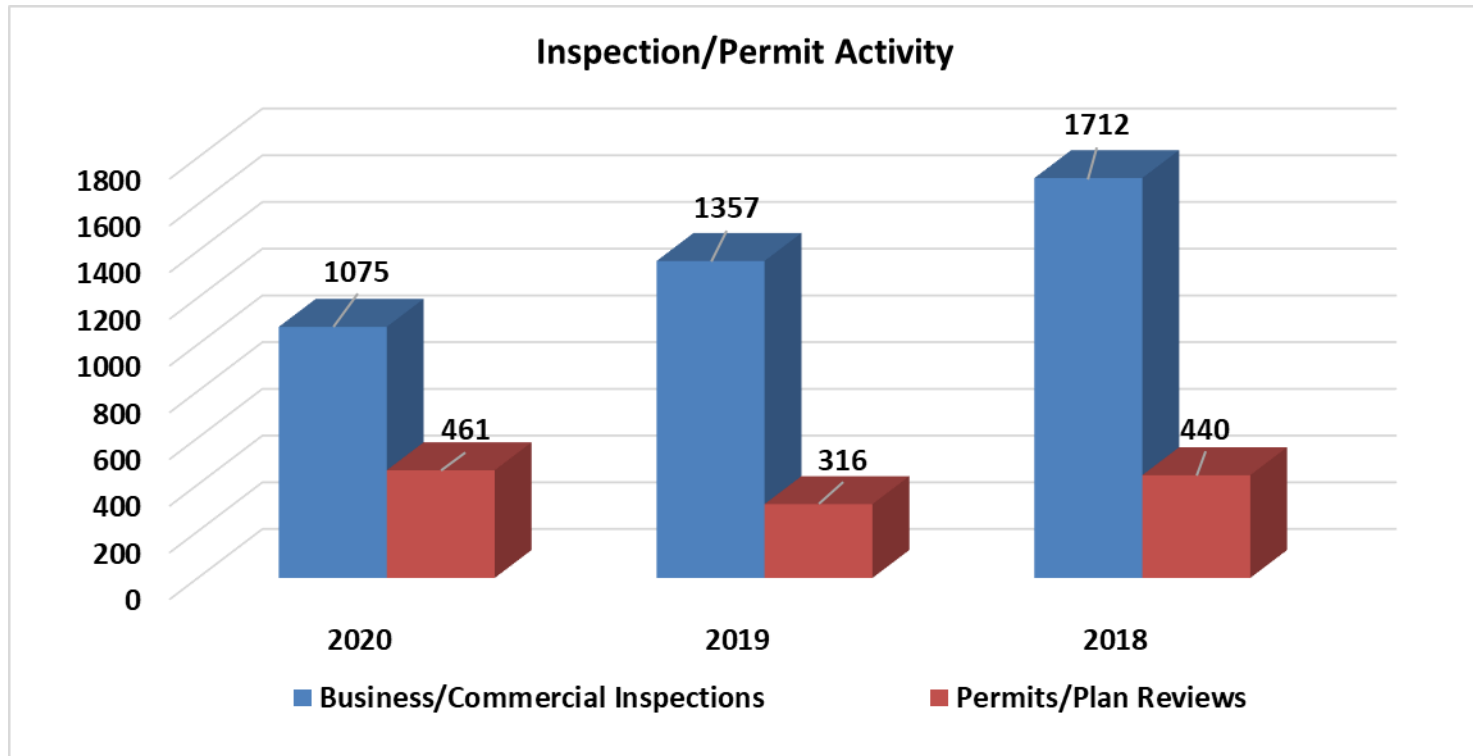
DESTINATION	2020		2019		2018	
	#	%	#	%	#	%
ASCENSION COLUMBIA ST MARYS HOSPITAL MILWAUKEE	453	29%	566	36%	626	33%
ASCENSION COLUMBIA ST MARYS HOSPITAL OZAUKEE	492	31%	531	34%	529	28%
ASCENSION-ST JOSEPH HOSP	40	3%	66	4%	60	3%
AURORA MEDICAL CENTER - GRAFTON	205	13%	197	13%	219	12%
AURORA SINAI MEDICAL CENTER	110	7%	144	9%	114	6%
AURORA ST LUKES MEDICAL CENTER	32	2%	70	4%	43	2%
CHILDRENS HOSPITAL OF WISCONSIN	40	3%	47	3%	39	2%
CLEMENT J ZABLOCKI VA MEDICAL CENTER	16	1%	20	1%	16	1%
FROEDTERT MEMORIAL LUTHERAN HOSPITAL	131	8%	184	12%	147	8%
FROEDTERT/COMMUNITY MEMORIAL HOSP - MENO FALLS	54	3%	61	4%	45	2%
	1,573		1,895		1,852	



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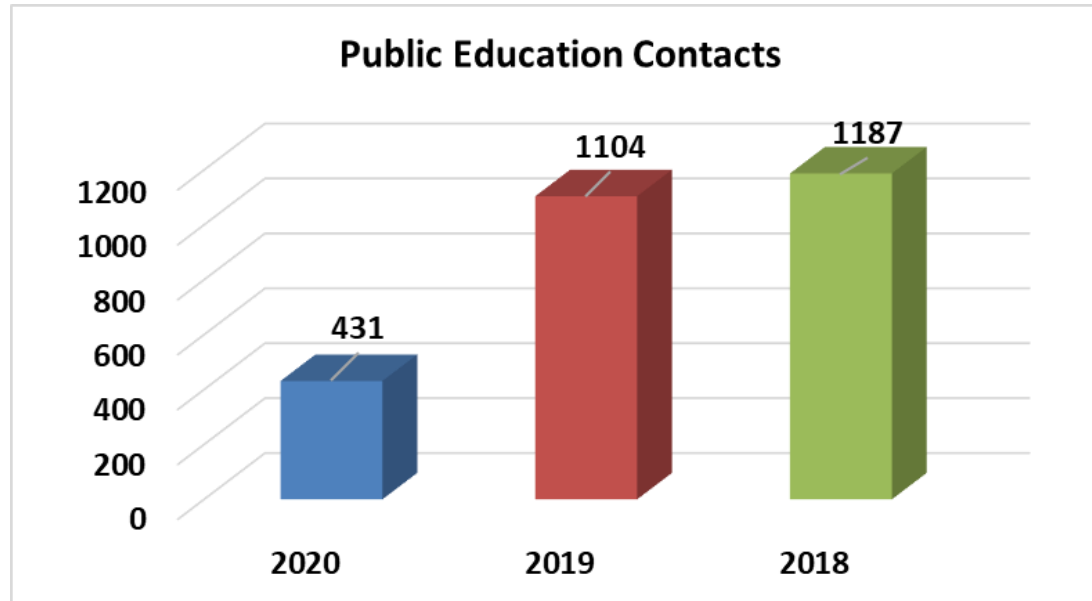
# Community Risk Reduction



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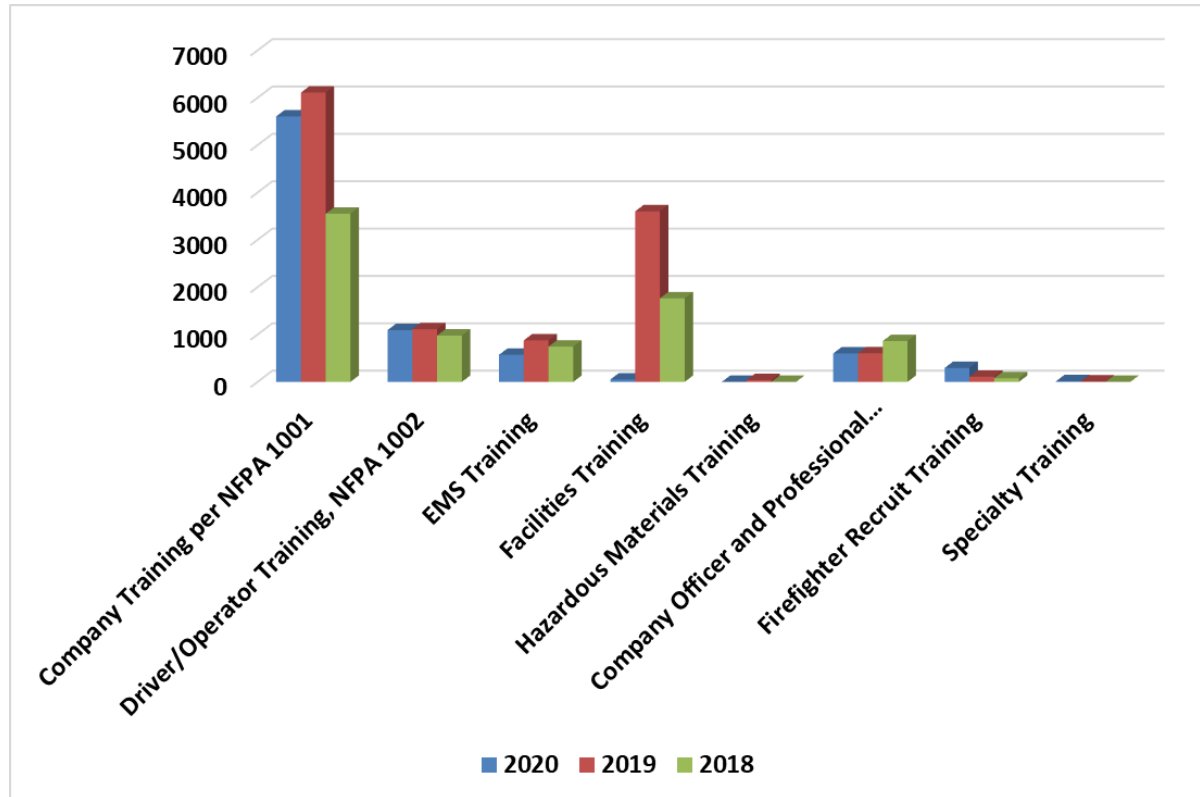
# Community Risk Reduction



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# Training & Continuing Education



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