

North Shore Fire/Rescue

Key Performance Indicators

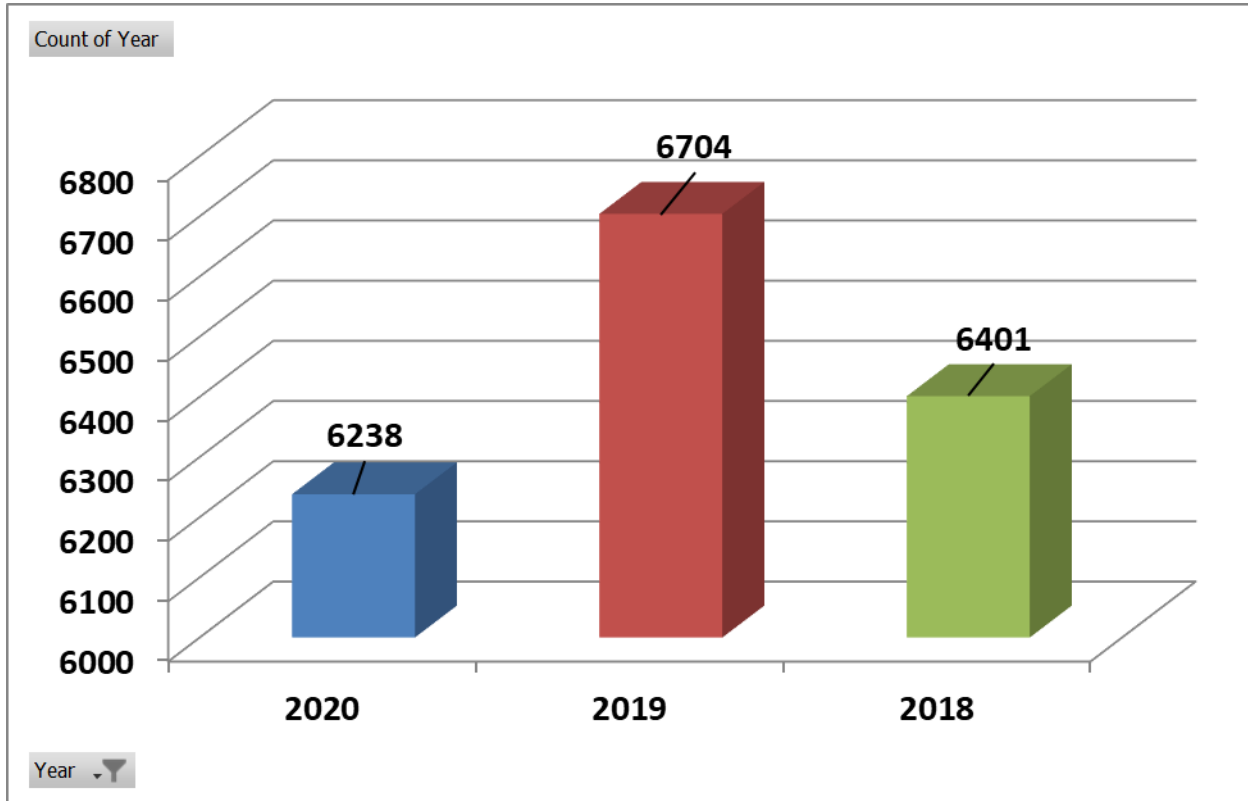
Quarter 3 - 2020



NORTH SHORE FIRE RESCUE
EDUCATE. PROTECT. SERVE.



Incidents



NORTH SHORE FIRE RESCUE
EDUCATE. PROTECT. SERVE.



Incident Type – Detail

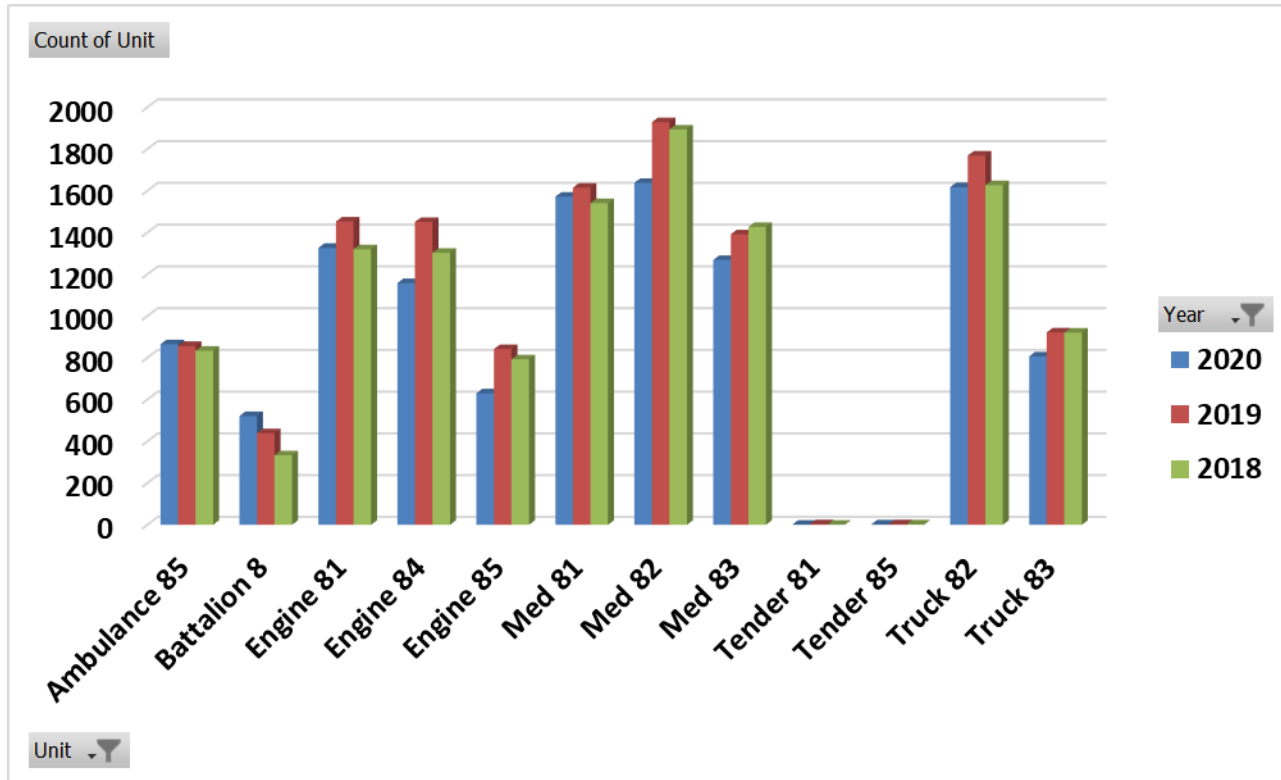
	2020	2019	2018
Fire	137	104	130
Overpressure Rupture, explosion, overheat - no fire	11	18	13
Rescue & Emergency Medical Service Incidents	4712	4907	4817
Hazardous Conditions (No fire)	197	209	183
Service Call	130	164	137
Good Intent Call	232	344	302
False Alarm & False Call	773	869	756
Severe Weather & Natural Disaster	0	3	1
Special Incident Type	46	48	62
TOTAL	6238	6666	6401



NORTH SHORE FIRE RESCUE
EDUCATE. PROTECT. SERVE.



Responses by Unit



NORTH SHORE FIRE RESCUE
EDUCATE. PROTECT. SERVE.



Activity by Unit



NORTH SHORE FIRE RESCUE
EDUCATE. PROTECT. SERVE.

Unit Activity - 2020 vs 2019

	2020 Responses	2020 Responses Per Day		2019 Responses	2019 Responses Per Day
Ambulance 85	865	3.2		857	3.1
Battalion 8	521	1.9		439	1.6
Engine 81	1,327	4.9		1,453	5.3
Engine 84	1,158	4.2		1,451	5.3
Engine 85	630	2.3		842	3.1
Med 81	1,572	5.8		1,615	5.9
Med 82	1,638	6.0		1,929	7.1
Med 83	1,269	4.6		1,392	5.1
Tender 81	1	0.0		3	0.0
Tender 85	2	0.0		3	0.0
Truck 82	1,618	5.9		1,769	6.5
Truck 83	807	3.0		922	3.4



NORTH SHORE FIRE RESCUE
EDUCATE. PROTECT. SERVE.



Unit Hour Utilization

	2020	2019	2018
Ambulance 85	0.08	0.10	0.09
Engine 81	0.09	0.10	0.10
Engine 84	0.07	0.09	0.08
Engine 85	0.04	0.05	0.05
Med 81	0.20	0.23	0.22
Med 82	0.20	0.24	0.26
Med 83	0.17	0.16	0.17
Truck 82	0.09	0.11	0.12
Truck 83	0.06	0.07	0.06

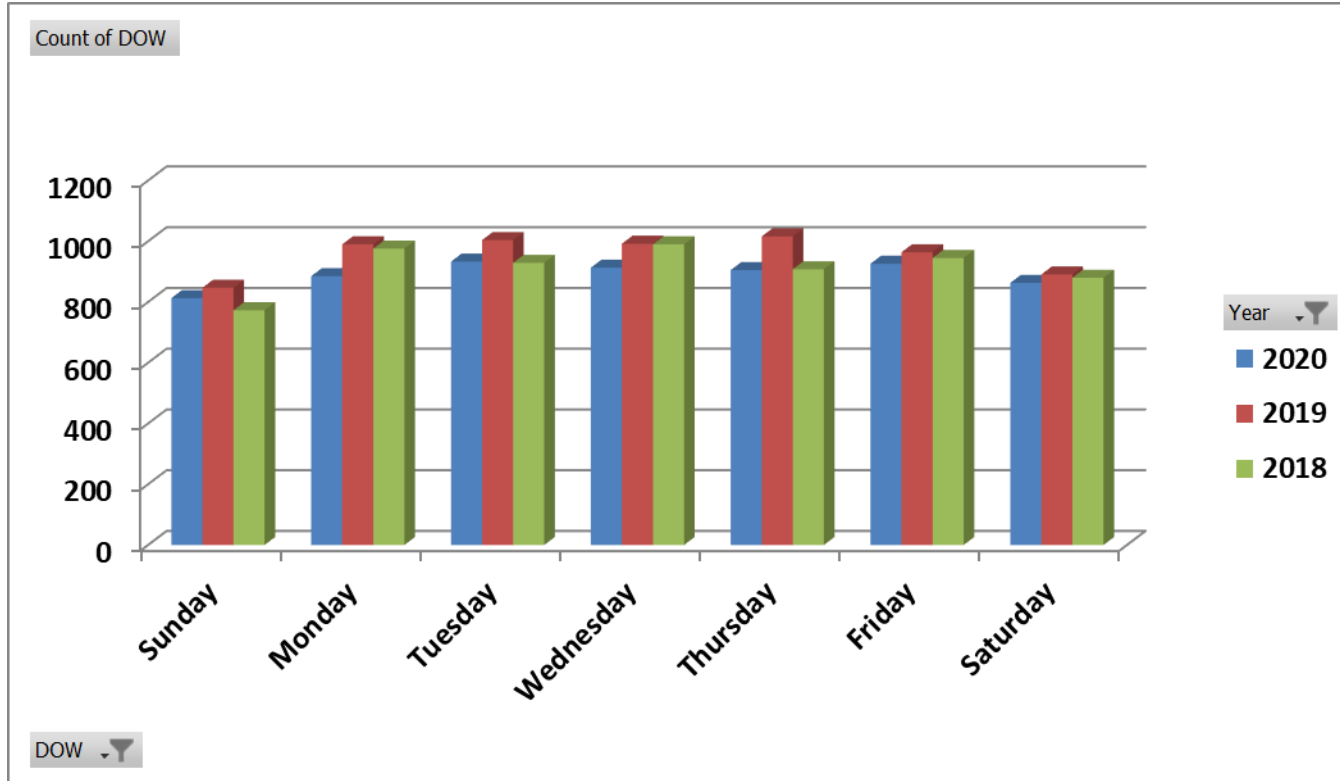
Industry experts view a UHU of .3 or higher for Med Units/Ambulances indicates a need for additional units or redeploy current units.
A UHU of .1 or higher for Engines/Trucks indicates the need for additional units or to redeploy current units.



NORTH SHORE FIRE RESCUE
EDUCATE. PROTECT. SERVE.



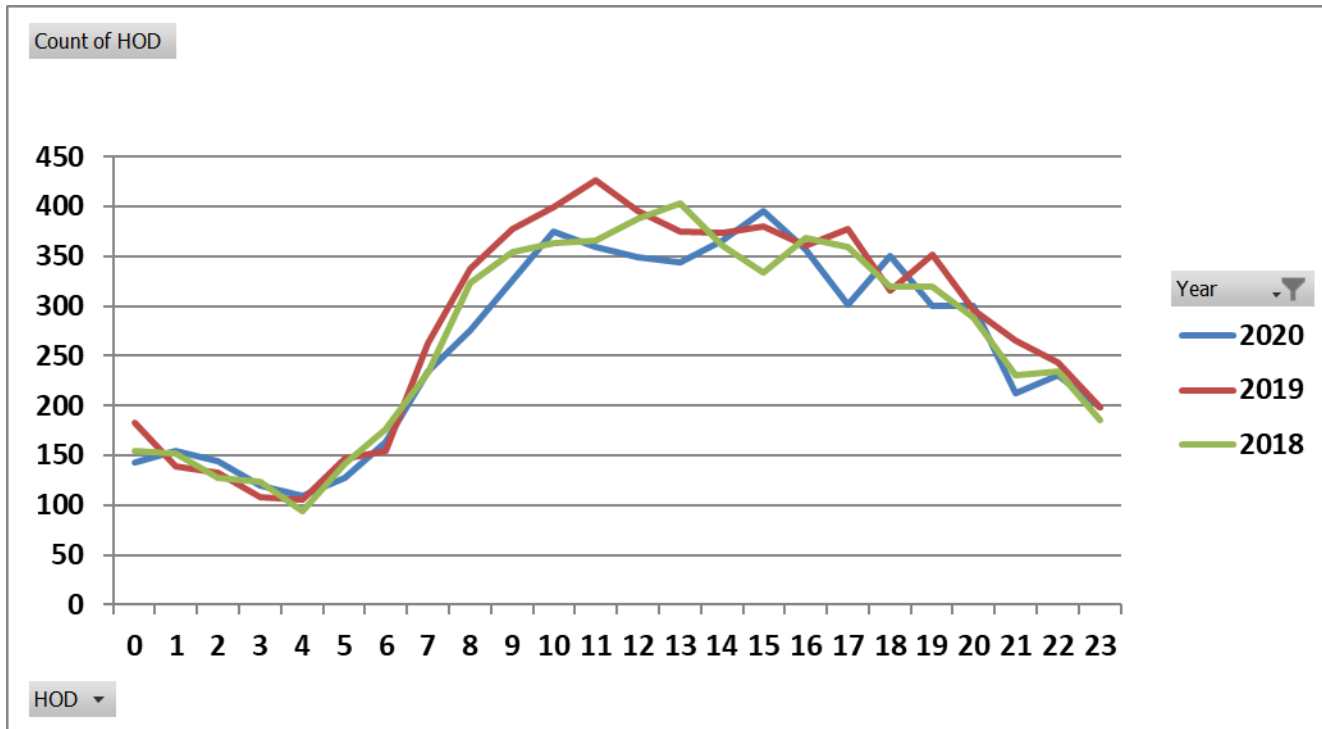
Calls by Day of Week



NORTH SHORE FIRE RESCUE
EDUCATE. PROTECT. SERVE.



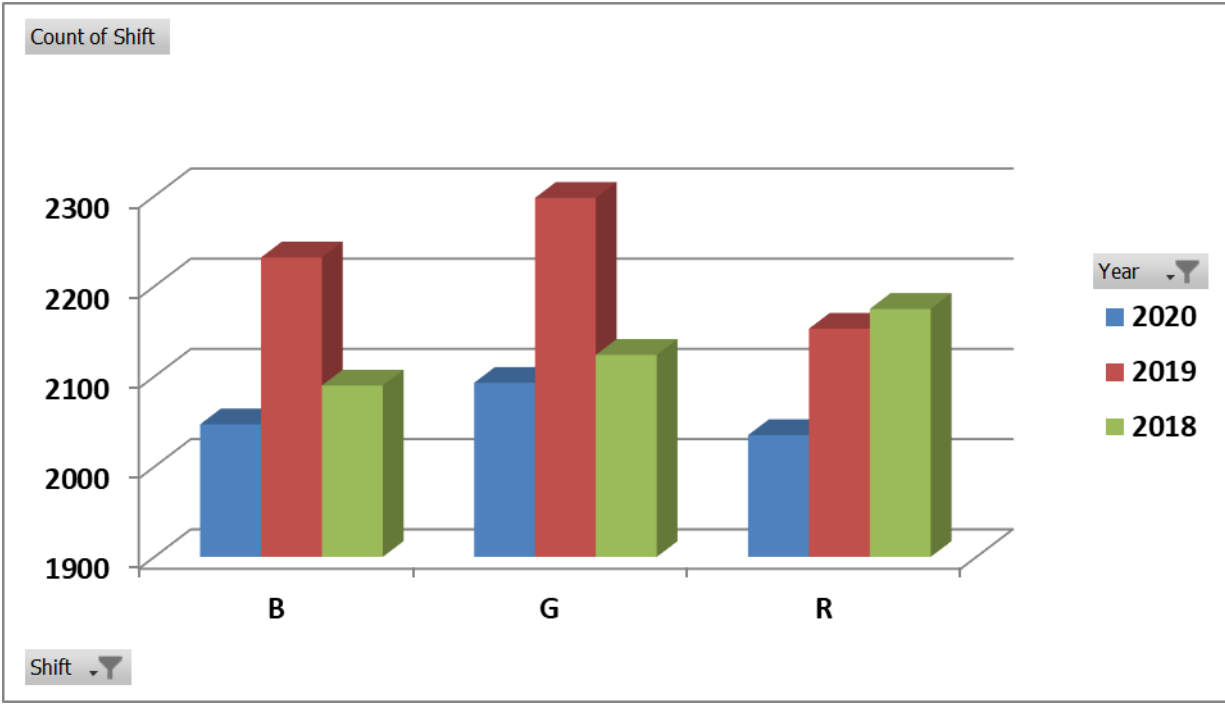
Calls by Hour of Day



NORTH SHORE FIRE RESCUE
EDUCATE. PROTECT. SERVE.



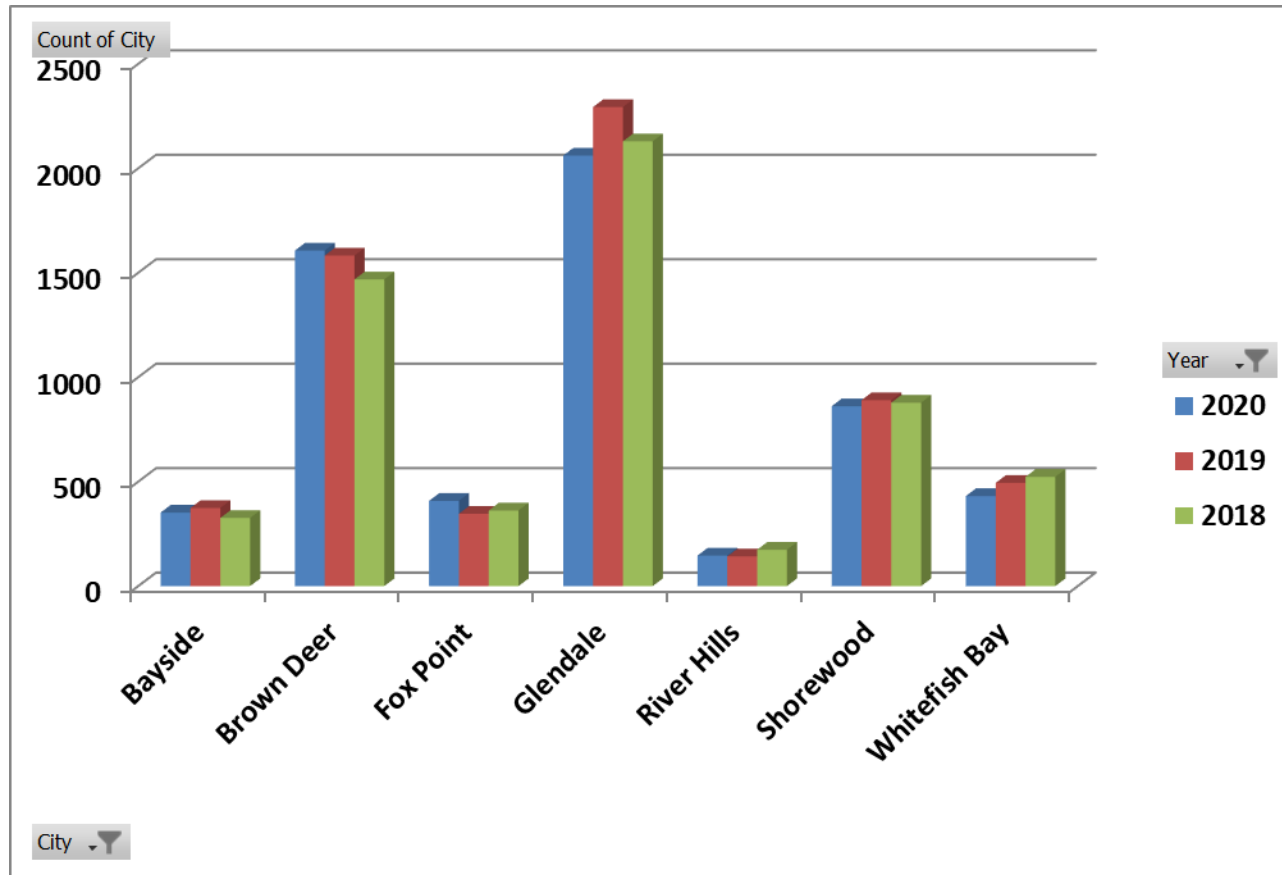
Calls by Shift



NORTH SHORE FIRE RESCUE
EDUCATE. PROTECT. SERVE.



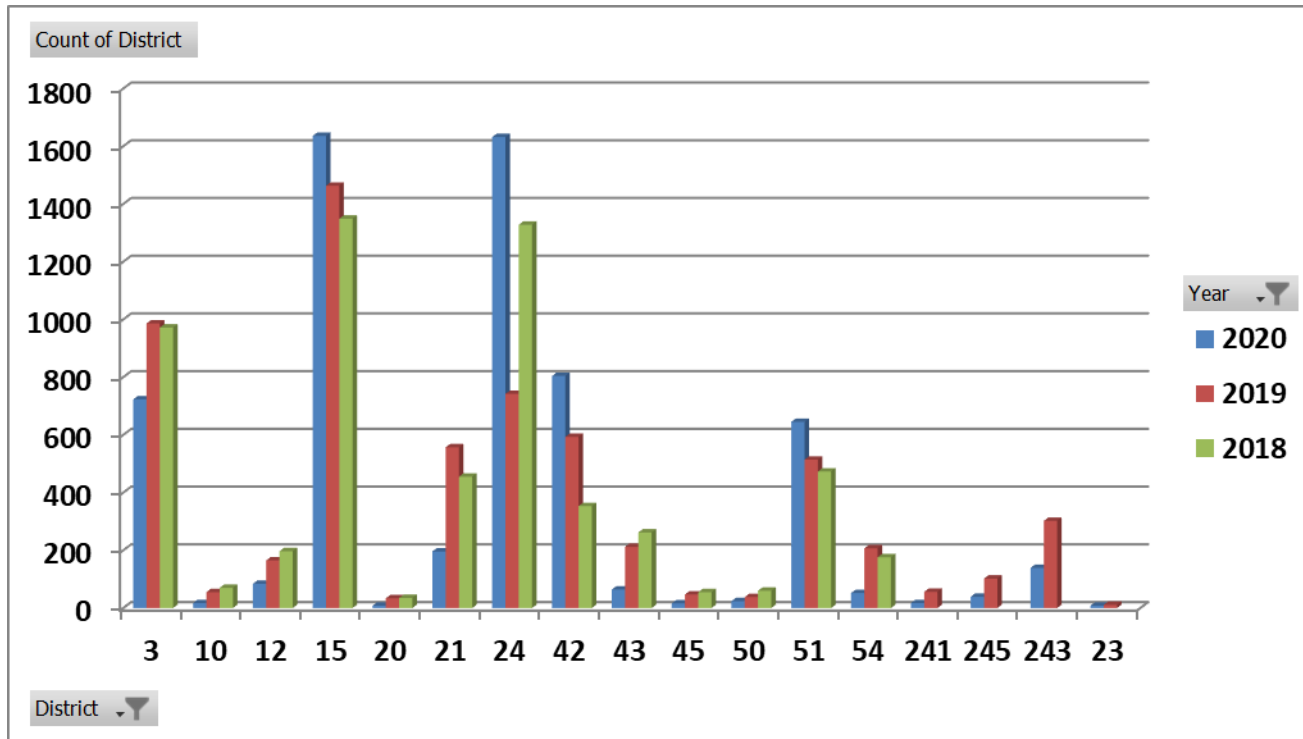
Calls for Service by Community



NORTH SHORE FIRE RESCUE
EDUCATE. PROTECT. SERVE.



Calls by District



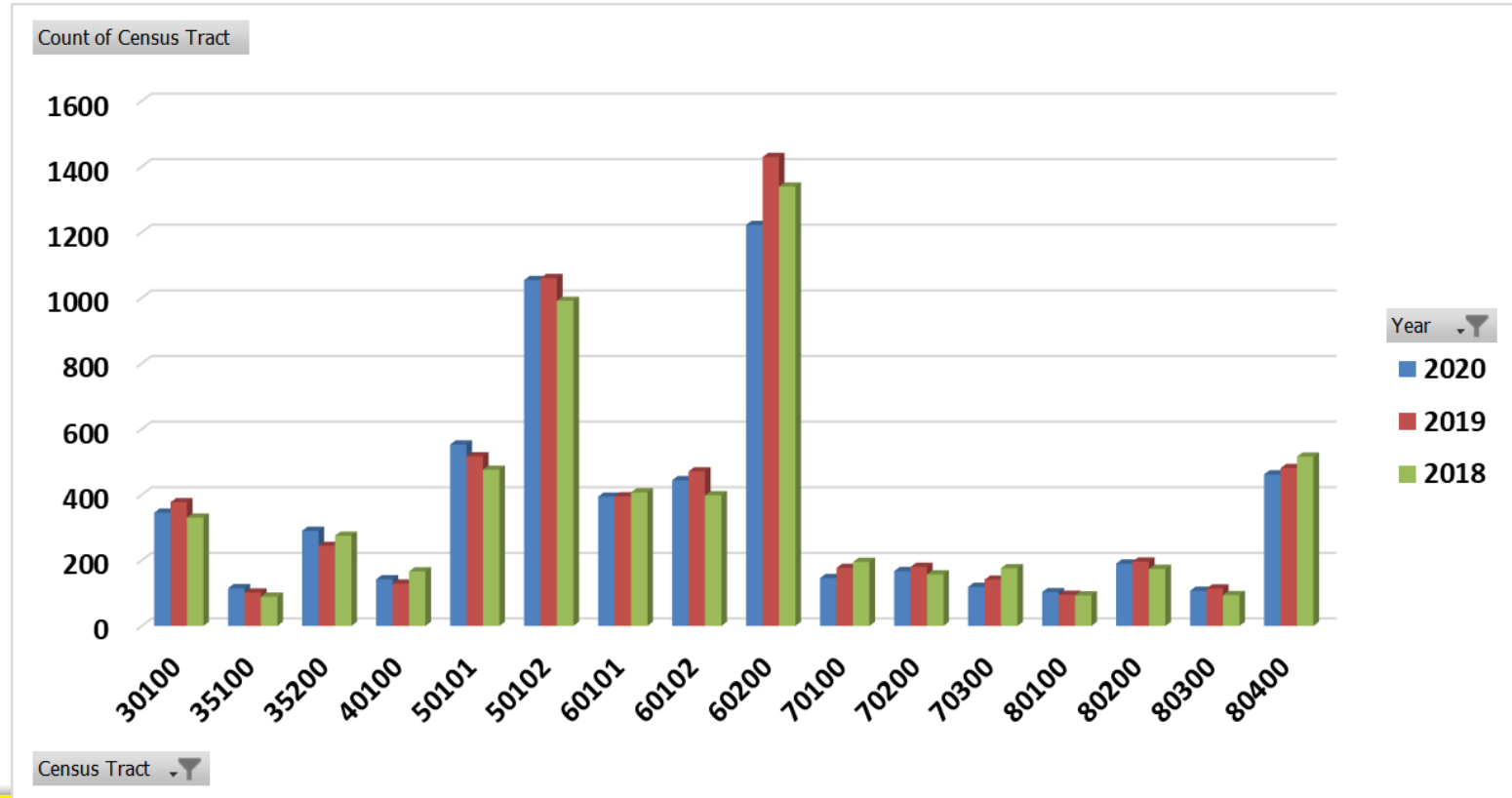
*District 24 was divided into 23, 241, 243 and 245 in 2019



NORTH SHORE FIRE RESCUE
EDUCATE. PROTECT. SERVE.



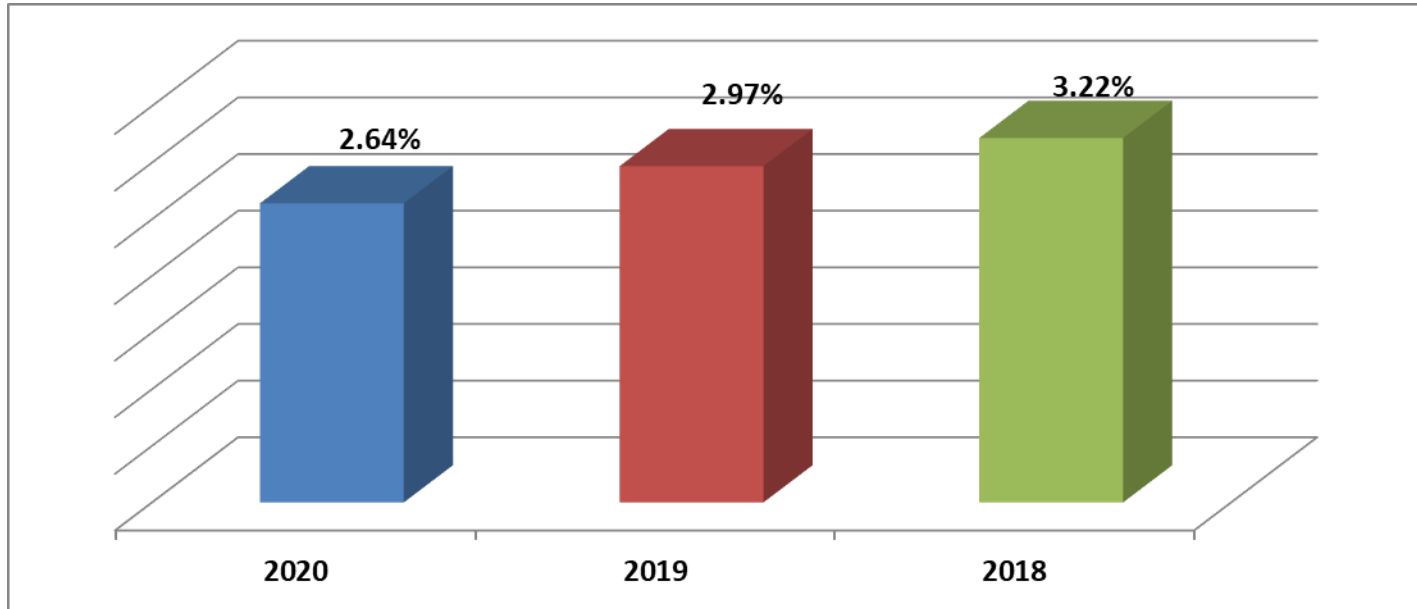
Calls by Fire Management Zone (FMZ)



NORTH SHORE FIRE RESCUE
EDUCATE. PROTECT. SERVE.



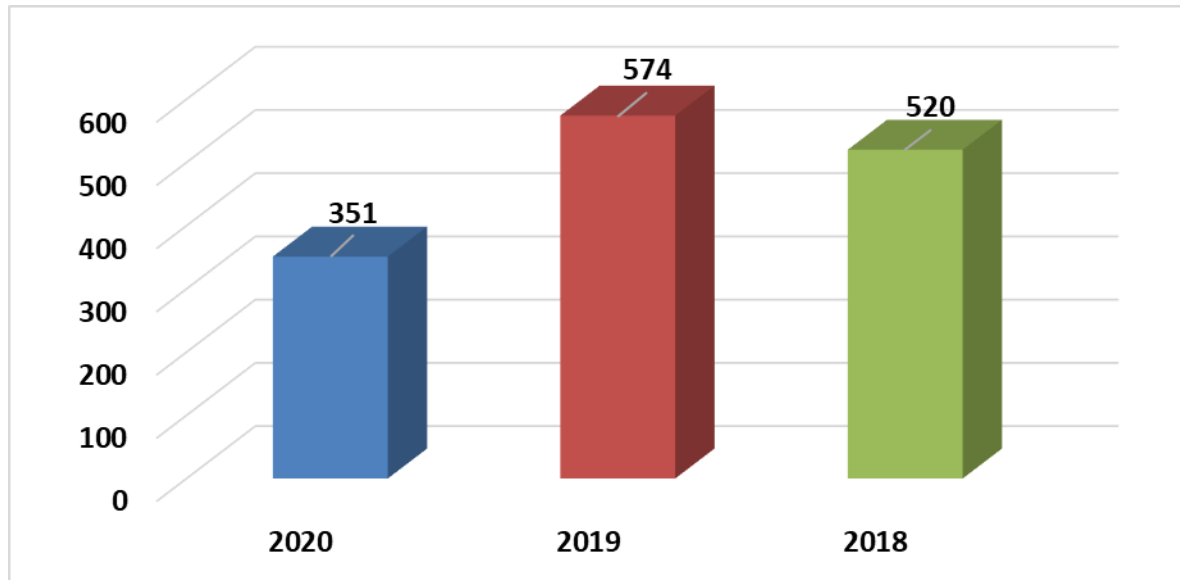
Percentage False Alarms to All Calls



NORTH SHORE FIRE RESCUE
EDUCATE. PROTECT. SERVE.

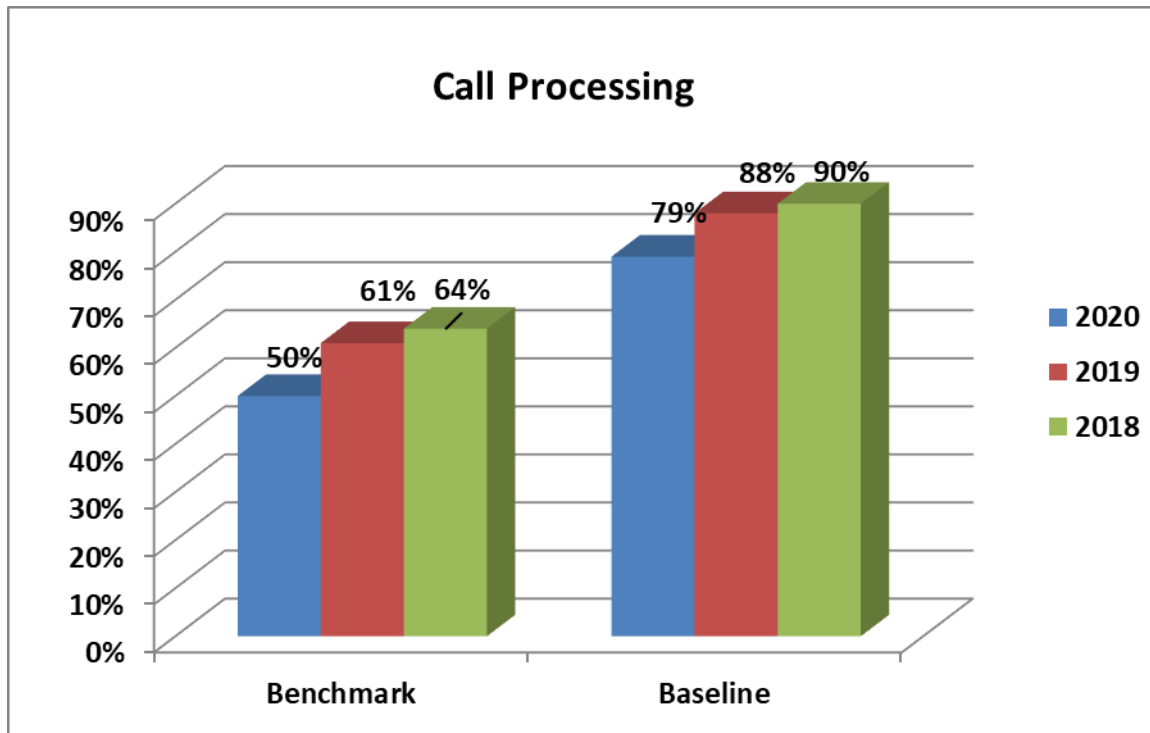


Mutual Aid Responses



NORTH SHORE FIRE RESCUE
EDUCATE. PROTECT. SERVE.





Benchmark Target Time: 1:00

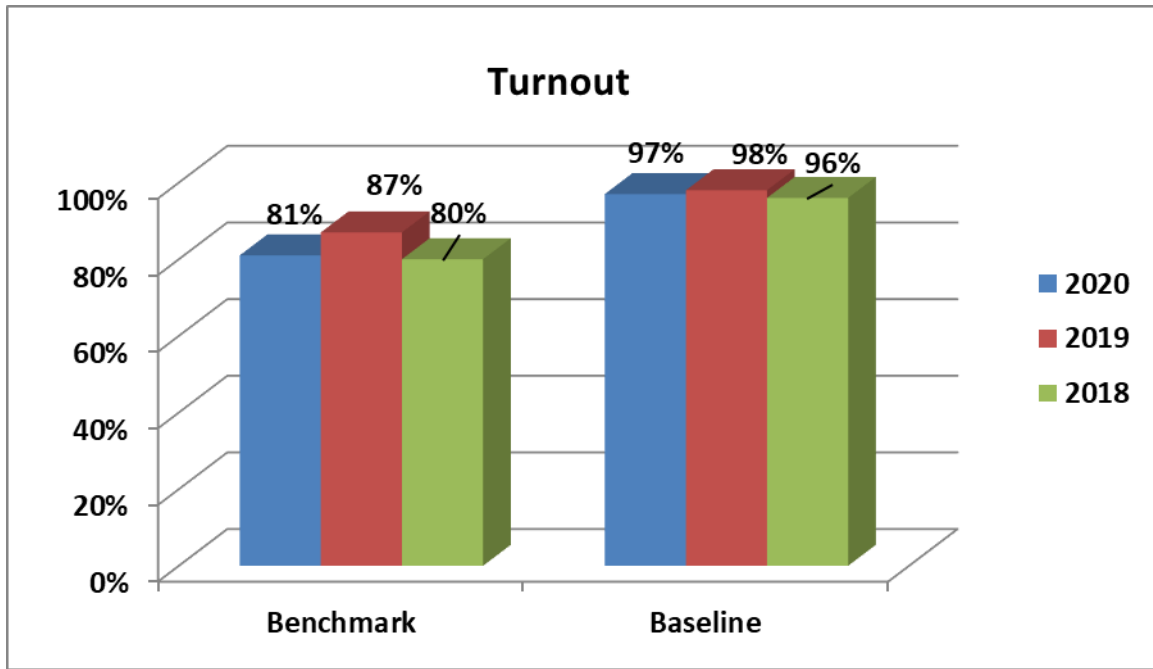
Baseline Target Time: 1:31

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.



NORTH SHORE FIRE RESCUE
EDUCATE. PROTECT. SERVE.





Benchmark Target Time: 1:30

Baseline Target Time: 2:02

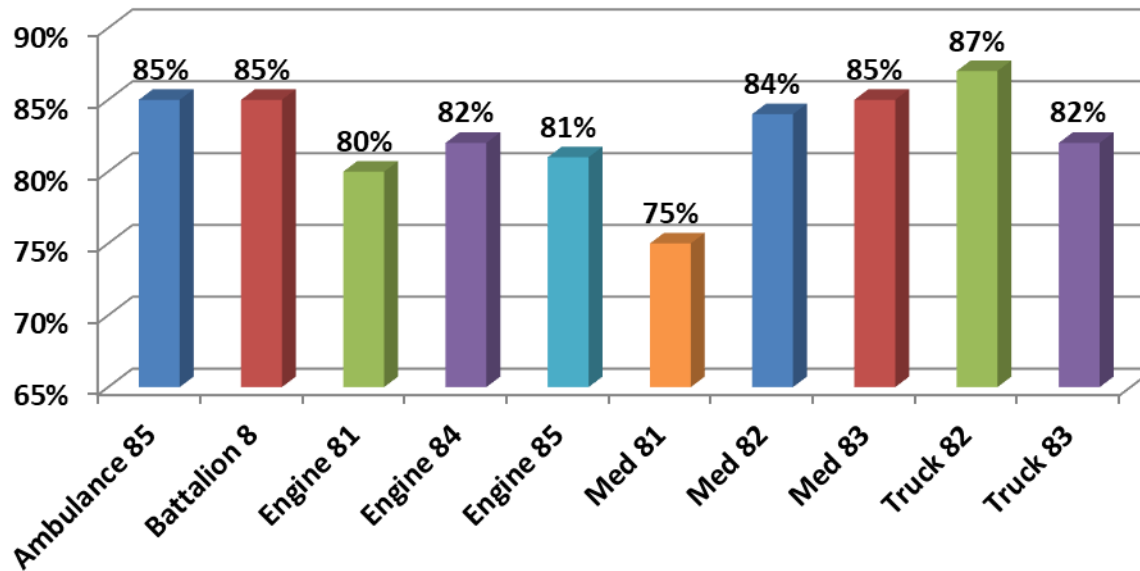
North Shore Fire/Rescue's goal is to meet 90% performance for Baseline Times and we continuously strive to improve our performance to achieve 90% performance for Benchmark Times.



NORTH SHORE FIRE RESCUE
EDUCATE. PROTECT. SERVE.



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.

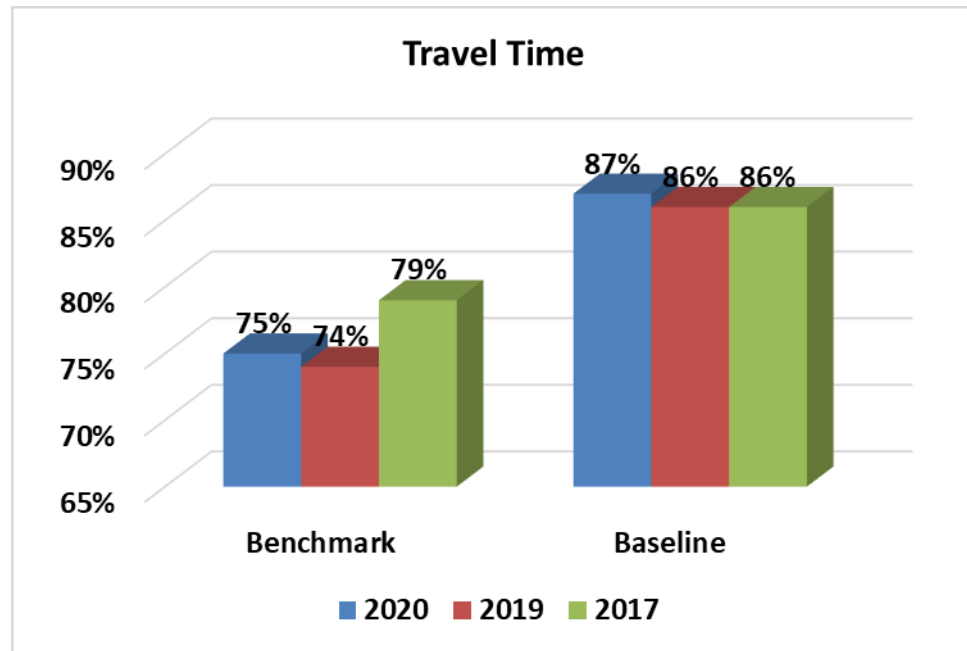
*E84 and TR83 operating out of temporary station delaying responses during this time period.



NORTH SHORE FIRE RESCUE
EDUCATE. PROTECT. SERVE.



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

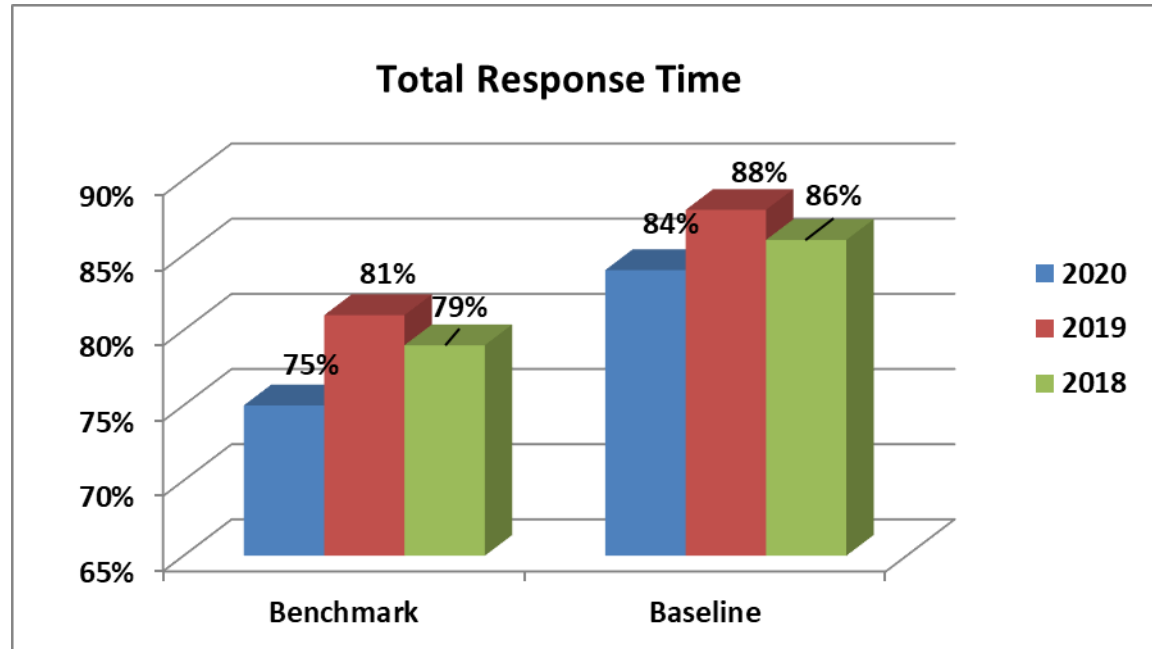
Baseline Target Time: 4:40



NORTH SHORE FIRE RESCUE
EDUCATE. PROTECT. SERVE.



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



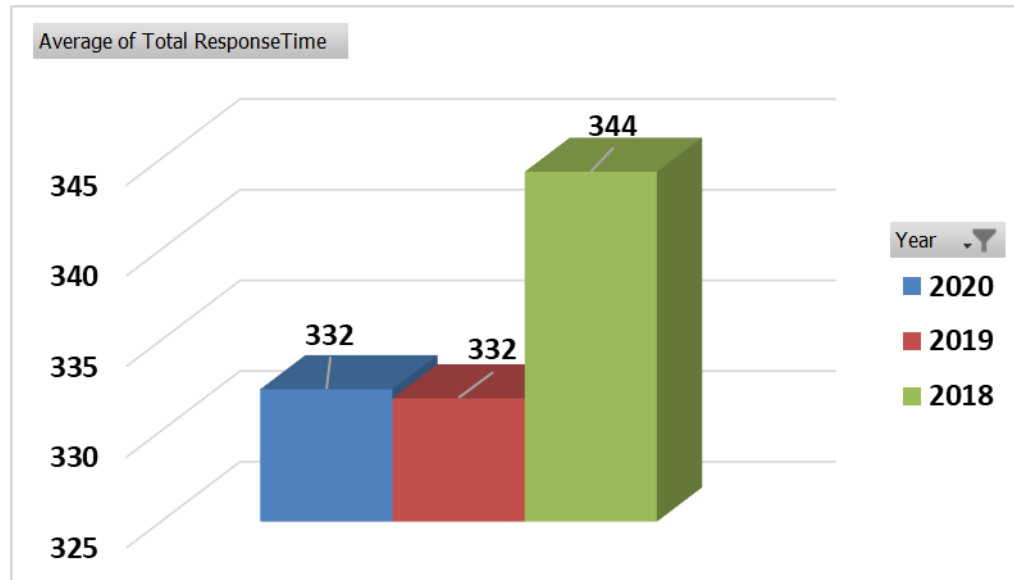
NORTH SHORE FIRE RESCUE
EDUCATE. PROTECT. SERVE.



Average Response Time

(in seconds)

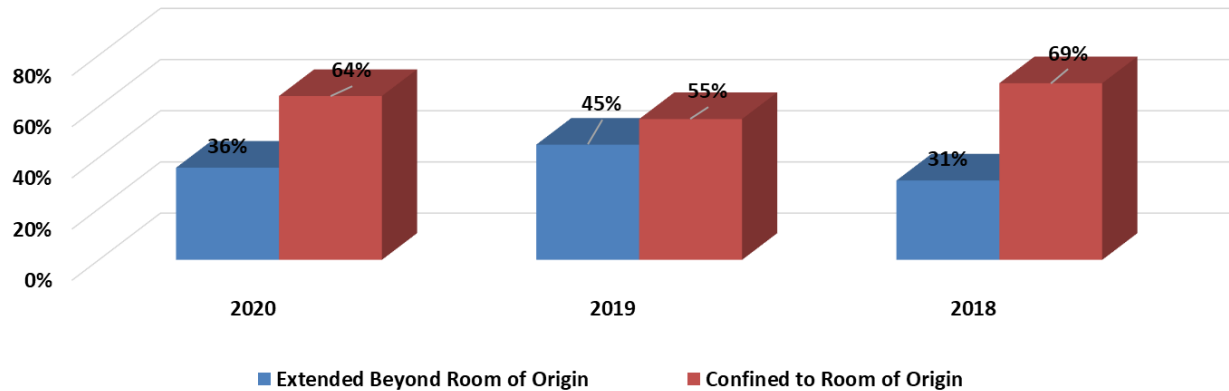
North Shore Fire/Rescue's goal is to maintain an average response time to emergent calls of 6:30 (390 seconds) or less.



NORTH SHORE FIRE RESCUE
EDUCATE. PROTECT. SERVE.



Fire Confinement



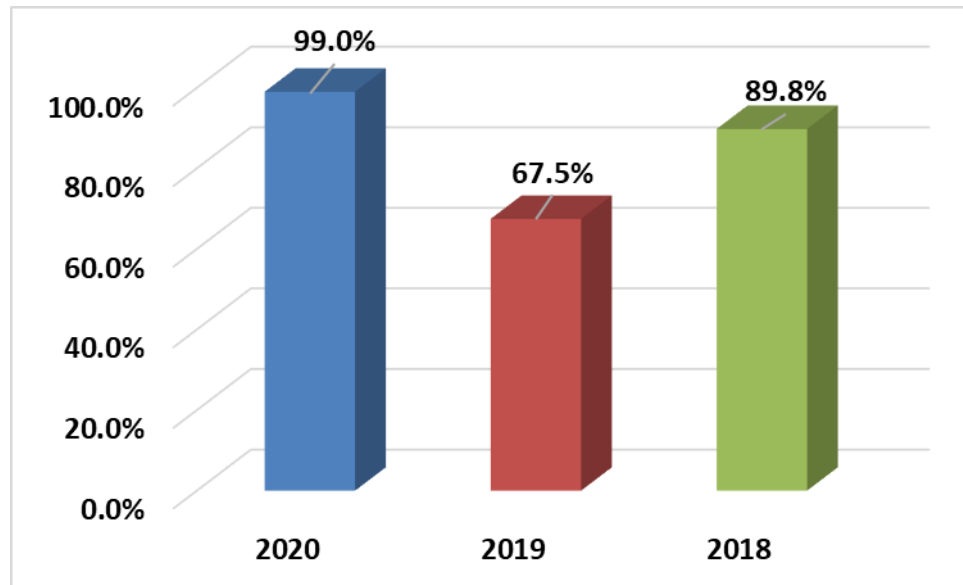
North Shore Fire/Rescue's Goal is to contain the majority (50% or more) of structure fires to the room of origin.



NORTH SHORE FIRE RESCUE
EDUCATE. PROTECT. SERVE.



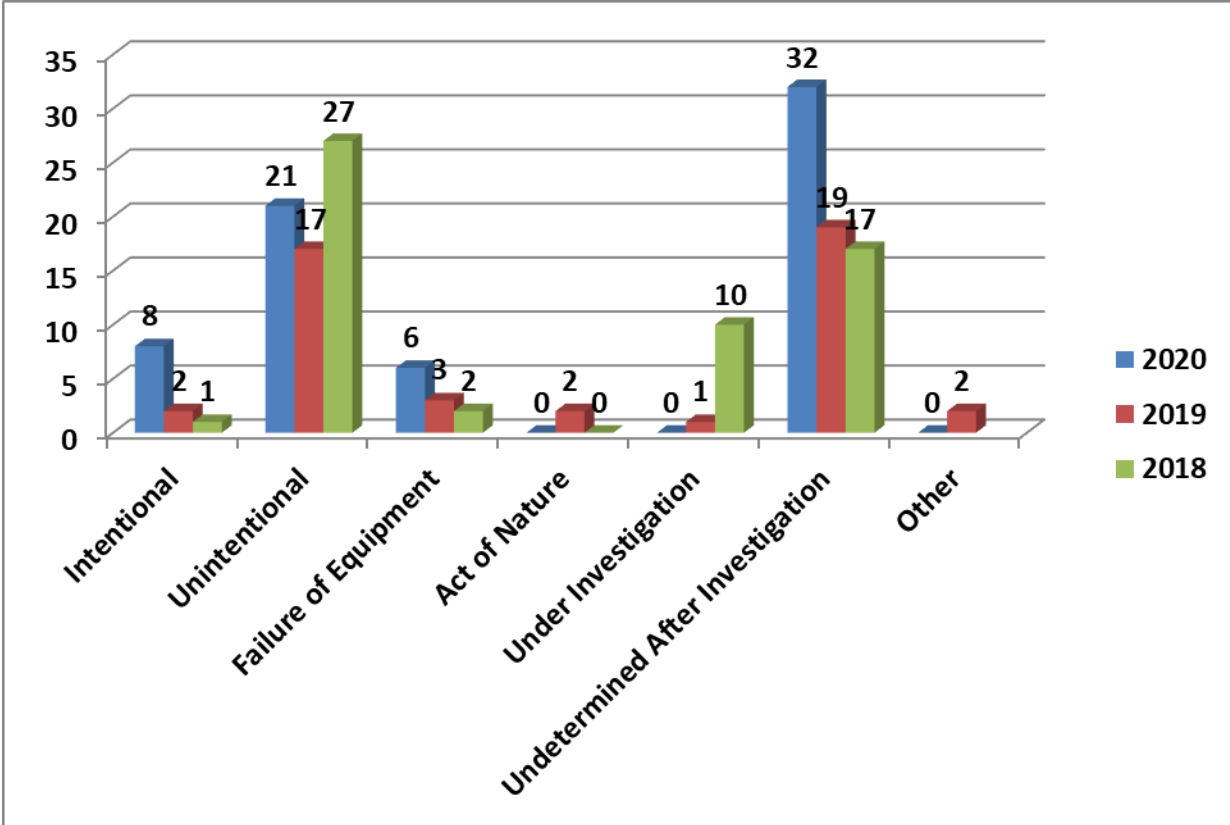
% of Property at Risk that was Saved



NORTH SHORE FIRE RESCUE
EDUCATE. PROTECT. SERVE.



Cause of Fire



NORTH SHORE FIRE RESCUE
EDUCATE. PROTECT. SERVE.



EMS Summary

Year	Total Patients	Cardiac Arrests	Return of Circulation
2020	4712	120	28%
2019	5072	98	30%
2018	5019	89	38%
2017	4486	93	34%



NORTH SHORE FIRE RESCUE
EDUCATE. PROTECT. SERVE.



EMS Hospital Destination

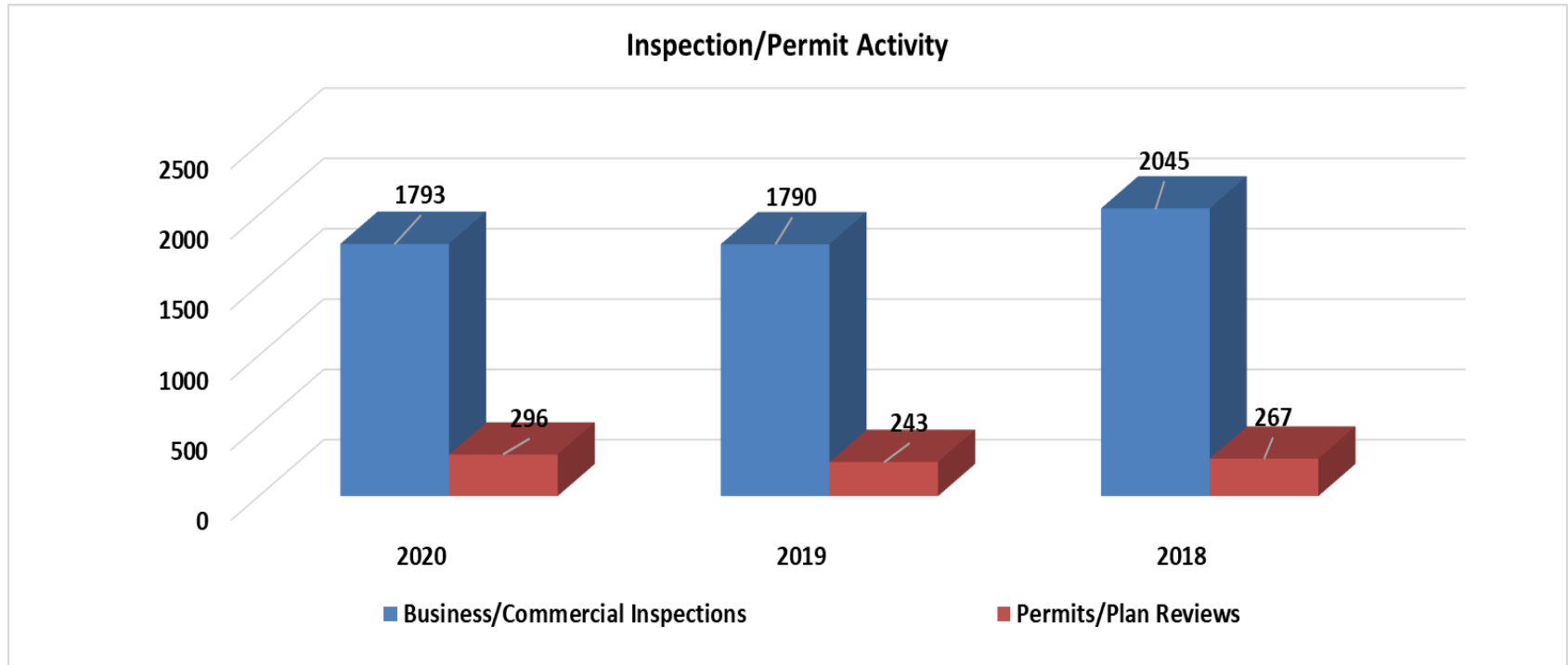
DESTINATION	2020		2019		2018	
	#	%	#	%	#	%
ASCENSION COLUMBIA ST MARYS HOSPITAL MILWAUKEE	758	29%	875	34%	945	33%
ASCENSION COLUMBIA ST MARYS HOSPITAL OZAUKEE	791	31%	790	31%	771	27%
ASCENSION-ST JOSEPH HOSP	56	2%	117	5%	99	3%
AURORA MEDICAL CENTER - GRAFTON	318	12%	294	11%	315	11%
AURORA SINAI MEDICAL CENTER	185	7%	234	9%	181	6%
AURORA ST LUKES MEDICAL CENTER	58	2%	93	4%	74	3%
CHILDRENS HOSPITAL OF WISCONSIN	64	2%	79	3%	59	2%
CLEMENT J ZABLOCKI VA MEDICAL CENTER	32	1%	32	1%	28	1%
FROEDTERT MEMORIAL LUTHERAN HOSPITAL	218	8%	258	10%	243	8%
FROEDTERT/COMMUNITY MEMORIAL HOSP - MENO FALLS	79	3%	100	4%	85	3%
	2,578		2,884		2,813	



NORTH SHORE FIRE RESCUE
EDUCATE. PROTECT. SERVE.



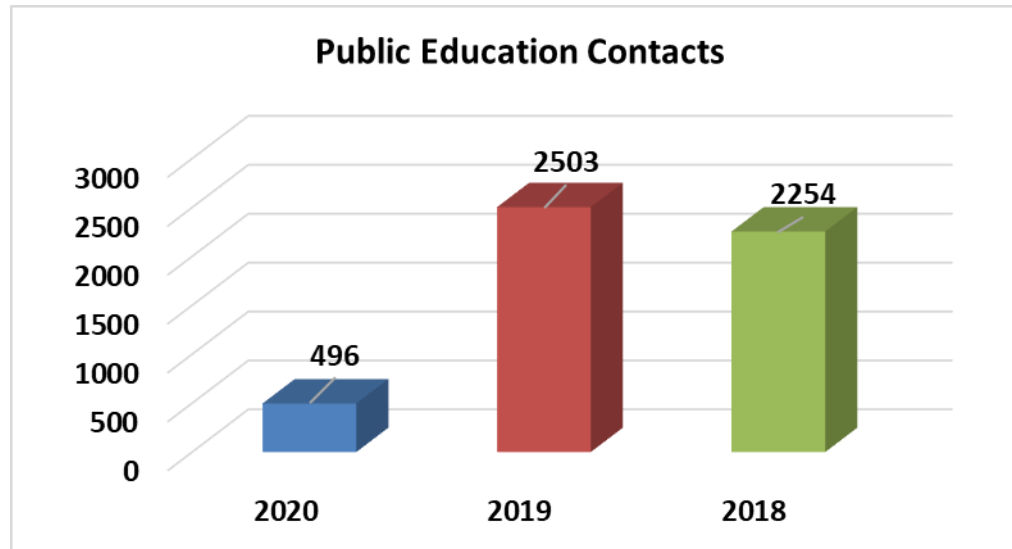
Community Risk Reduction



NORTH SHORE FIRE RESCUE
EDUCATE. PROTECT. SERVE.



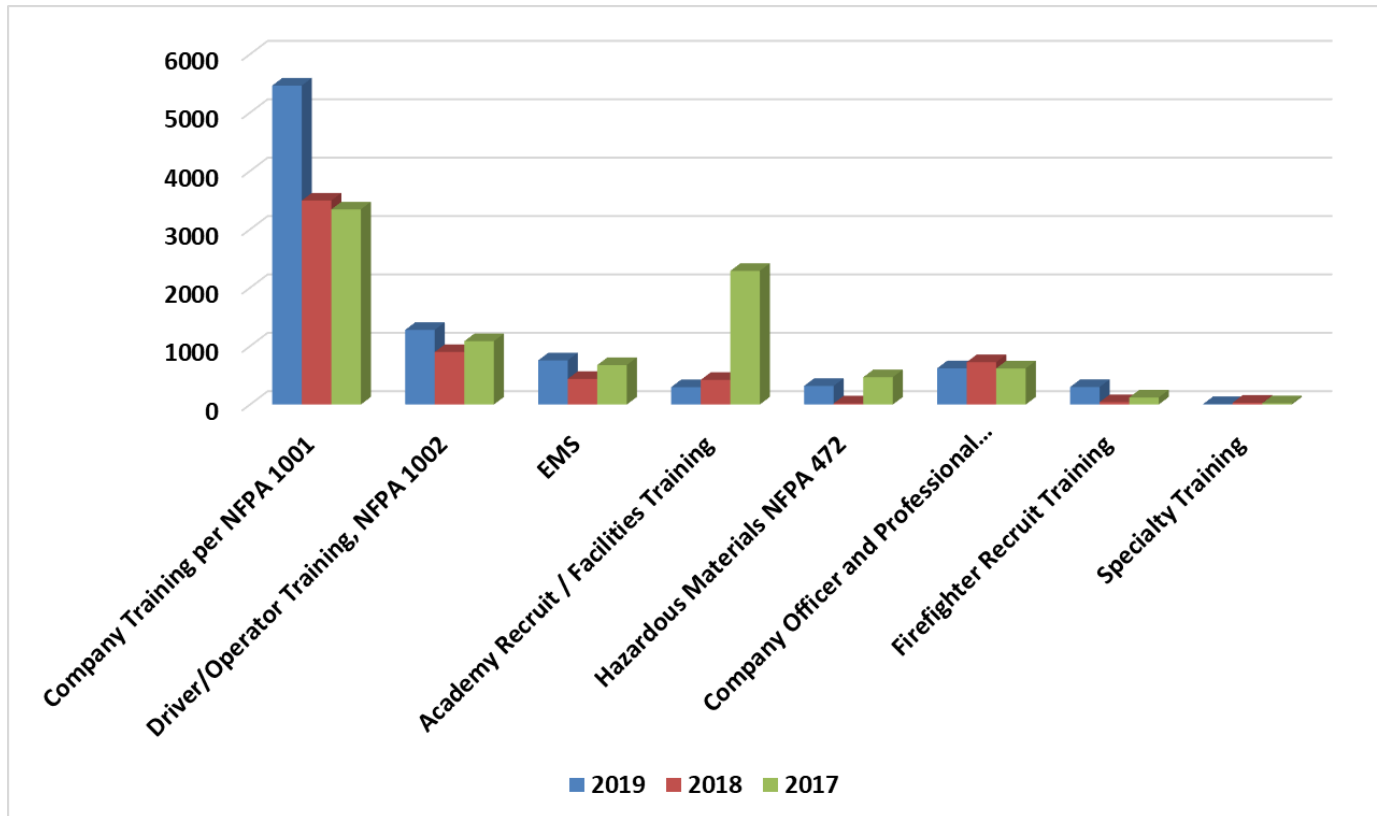
Community Risk Reduction



NORTH SHORE FIRE RESCUE
EDUCATE. PROTECT. SERVE.



Training & Continuing Education



NORTH SHORE FIRE RESCUE
EDUCATE. PROTECT. SERVE.

