

NORTH SHORE FIRE/RESCUE

Office of the Fire Chief

Robert Whitaker

To: Board of Directors and Fire Commission
Date: April 20, 2021
Subject: Quarter 1, 2021 Performance Indicator Data

Enclosed is the quarterly performance indicator data report. A brief summary is below:

- Total incidents were up in Q1 2021 over Q1 2020. The Department noted that in Q1 2020, call volume was lower than historical averages which was likely a result of reduced activities from the COVID-19 Pandemic.
- False Alarm calls reduced from 2.03% of total calls to 1.61% of all calls.
- The Department received mutual aid more in the first quarter of 2021 than gave mutual aid.
- A majority of the structure fires responded in the first quarter of 2021 were mutual aid responses.
- Average response times remained within goal range.
- 50% of structure fires in the North Shore were contained to the room of origin. This meets the goal of the Department.
- Community Risk Reduction contacts remained lower than normal due to COVID-19 Restrictions.
- Lost time due to duty injury was up in Q1 2021 after a lower than normal year in Q1 2020.

North Shore Fire/Rescue

Key Performance Indicators

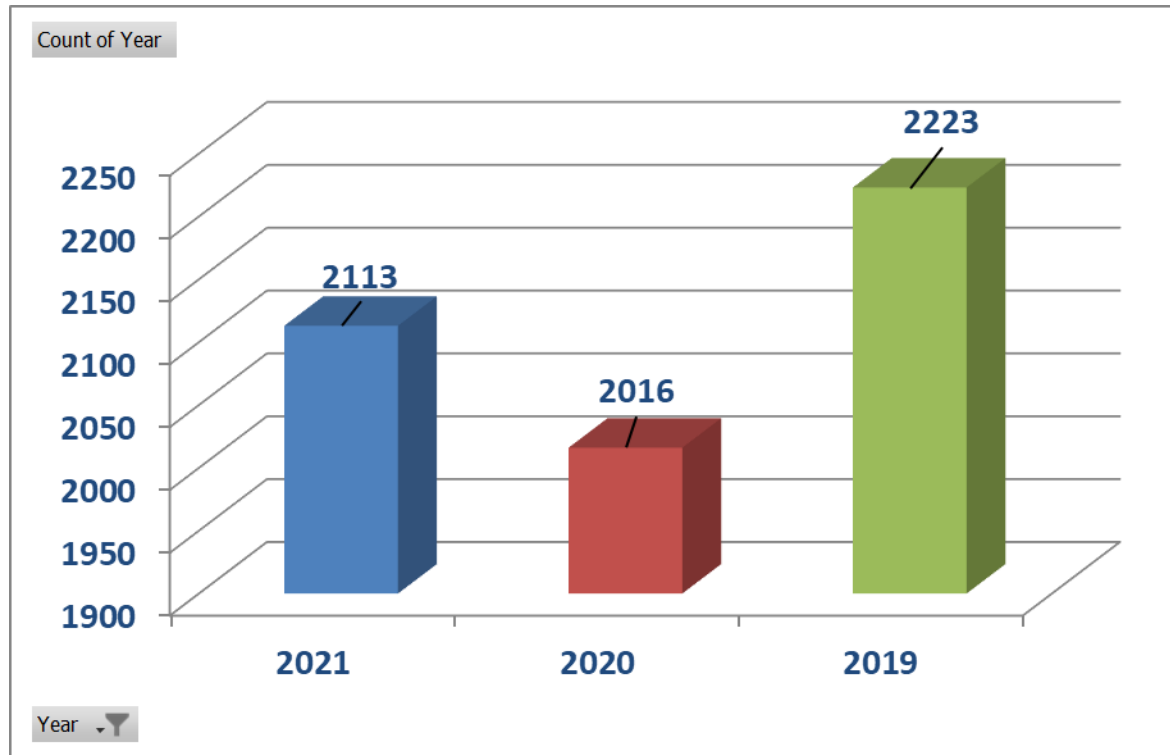
Quarter 1 - 2021



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Incidents



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Incident Type – Detail

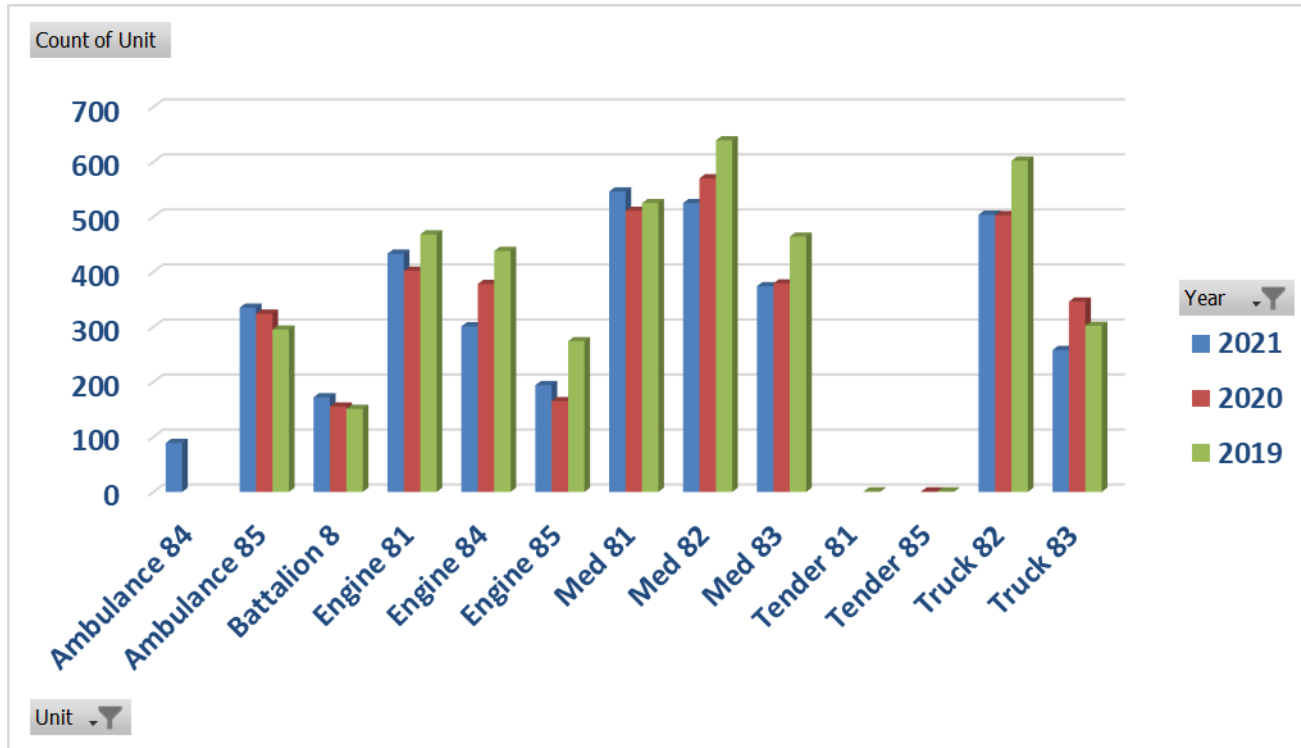
	2021	2020	2019
Fire	50	33	32
Overpressure Rupture, explosion, overheat - no fire	6	7	4
Rescue & Emergency Medical Service Incidents	1621	1573	1665
Hazardous Conditions (No fire)	52	41	63
Service Call	51	38	69
Good Intent Call	75	81	108
False Alarm & False Call	242	226	262
Severe Weather & Natural Disaster	0	0	1
Special Incident Type	16	17	18
TOTAL	2113	2016	2222



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Responses by Unit



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Activity by Unit



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Unit Activity - 2021 vs 2020

	2021 Responses	2021 Responses Per Day		2020 Responses	2020 Responses Per Day
Ambulance 84	89	1.0			
Ambulance 85	335	3.7		324	3.6
Battalion 8	172	1.9		155	1.7
Engine 81	433	4.8		402	4.5
Engine 84	301	3.3		378	4.2
Engine 85	194	2.2		165	1.8
Med 81	546	6.1		511	5.7
Med 82	525	5.8		570	6.3
Med 83	374	4.2		379	4.2
Tender 81	0	0.0		0	0.0
Tender 85	0	0.0		1	0.0
Truck 82	504	5.6		503	5.6
Truck 83	258	2.9		346	3.8



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Unit Hour Utilization

	2021	2020	2019
Ambulance 85	0.11	0.09	0.11
Engine 81	0.09	0.08	0.11
Engine 84/A84	0.09	0.07	0.08
Engine 85	0.04	0.03	0.06
Med 81	0.22	0.20	0.24
Med 82	0.20	0.20	0.25
Med 83	0.14	0.16	0.17
Truck 82	0.09	0.09	0.13
Truck 83	0.05	0.07	0.07

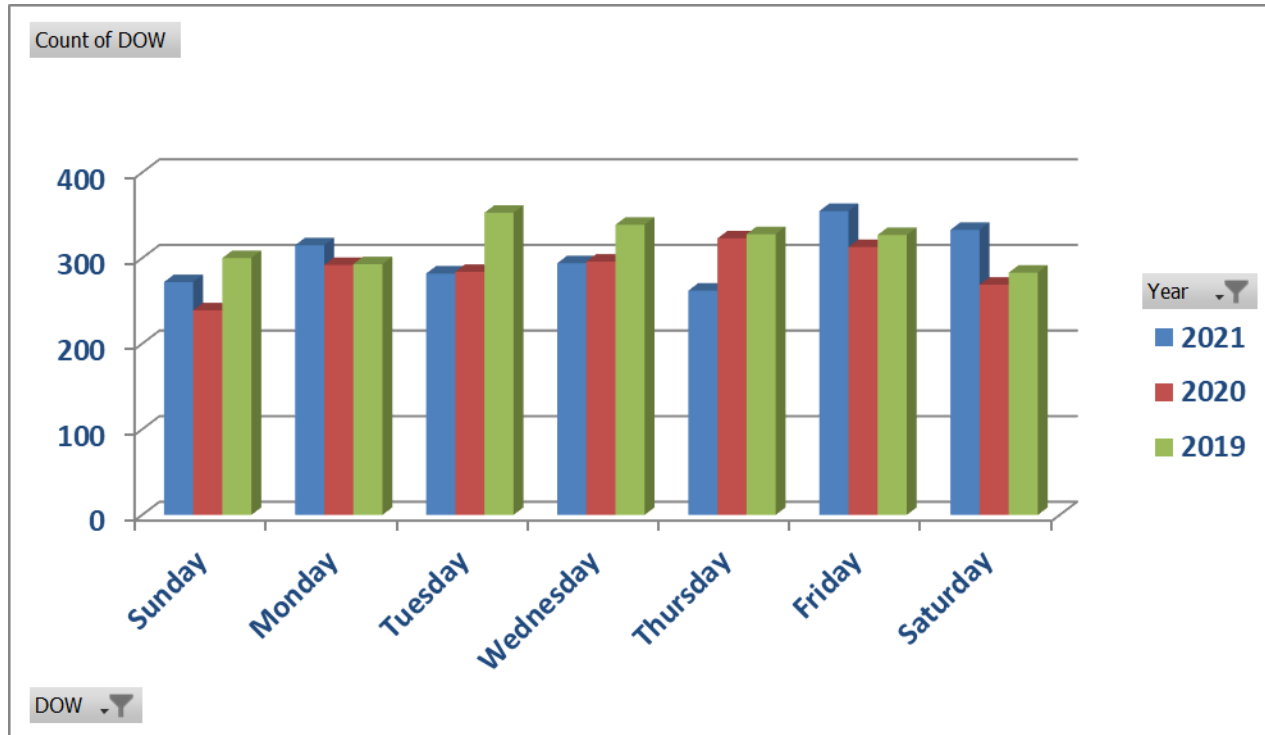
Industry experts view a UHU of .3 or higher for Med Units/Ambulances indicates a need for additional units or redeploy current units.
 A UHU of .1 or higher for Engines/Trucks indicates the need for additional units or to redeploy current units.



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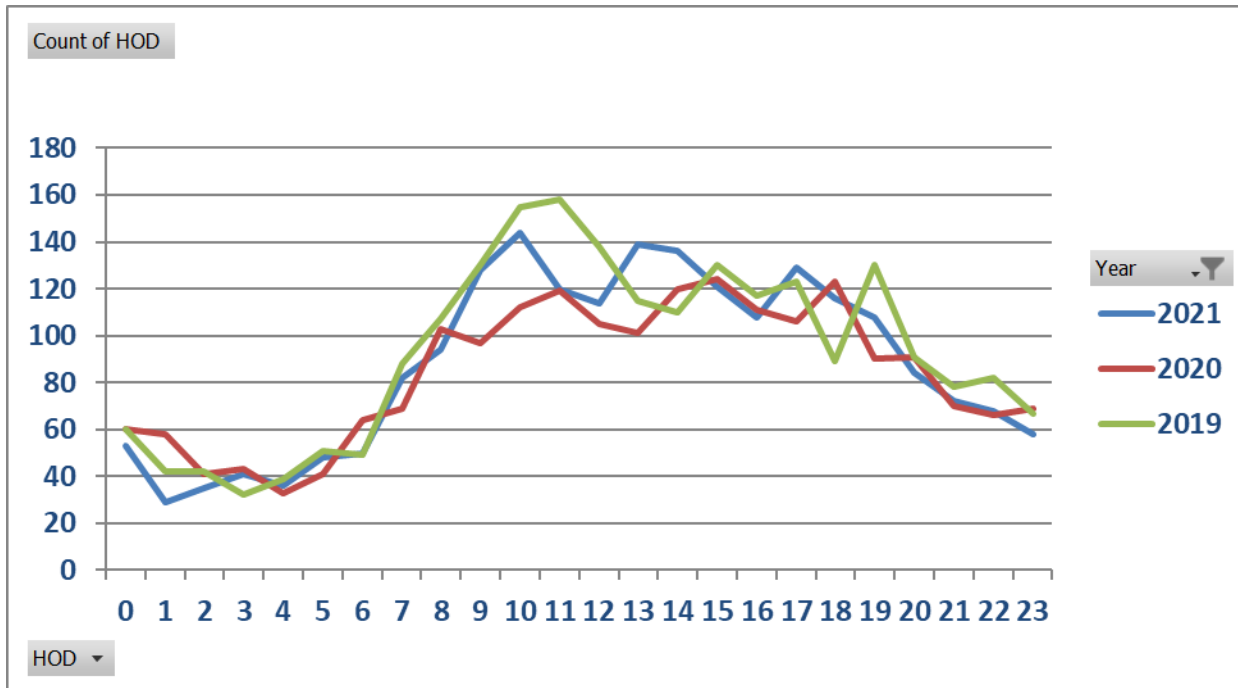
Calls by Day of Week



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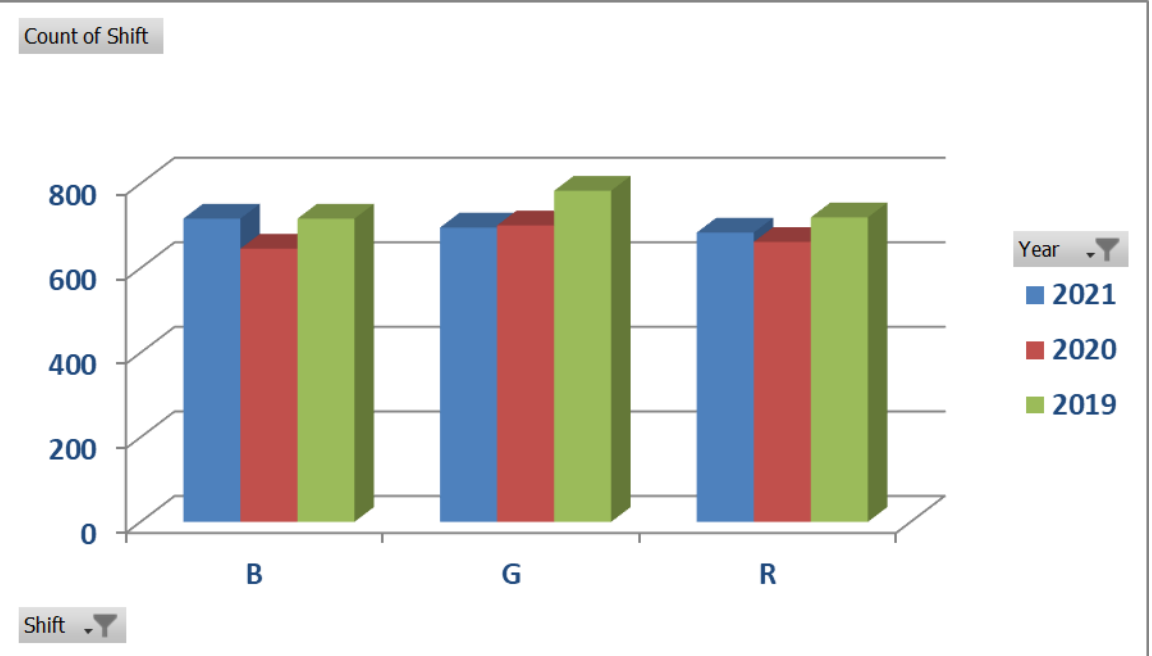
Calls by Hour of Day



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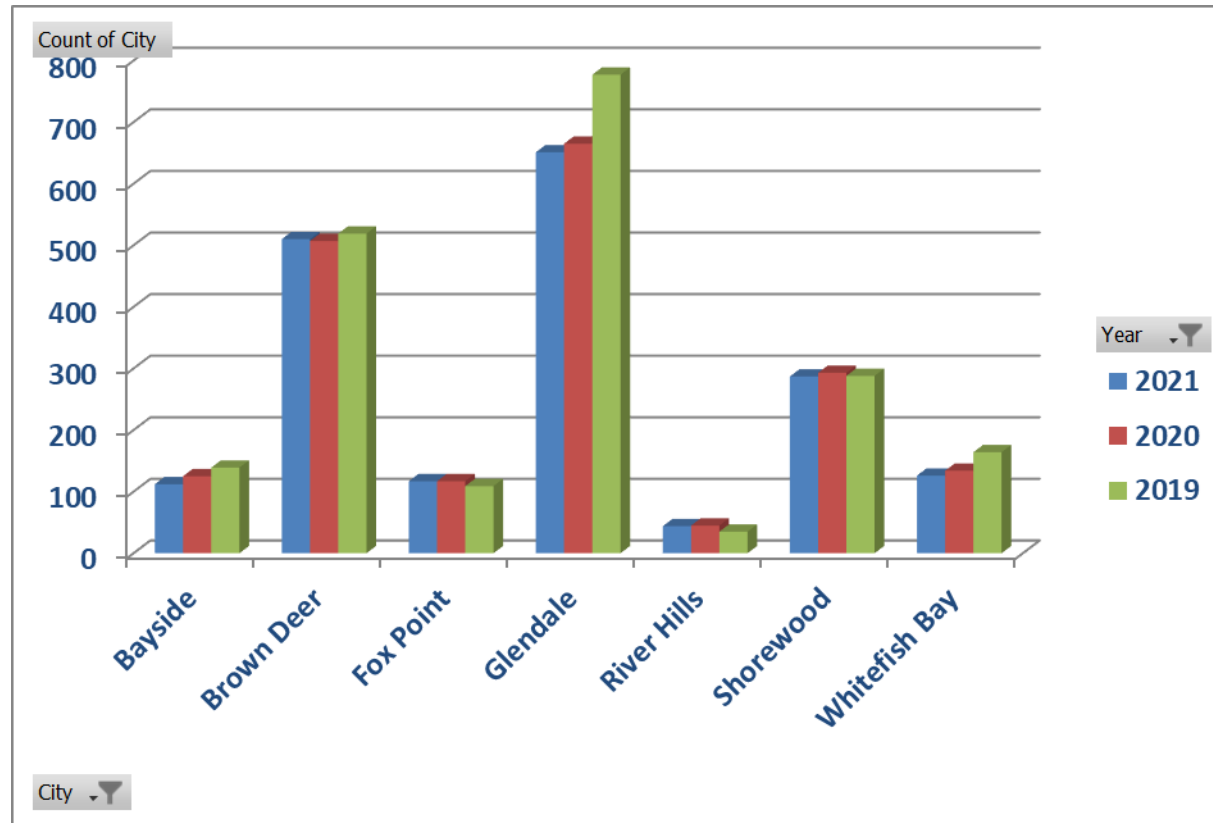
Calls by Shift



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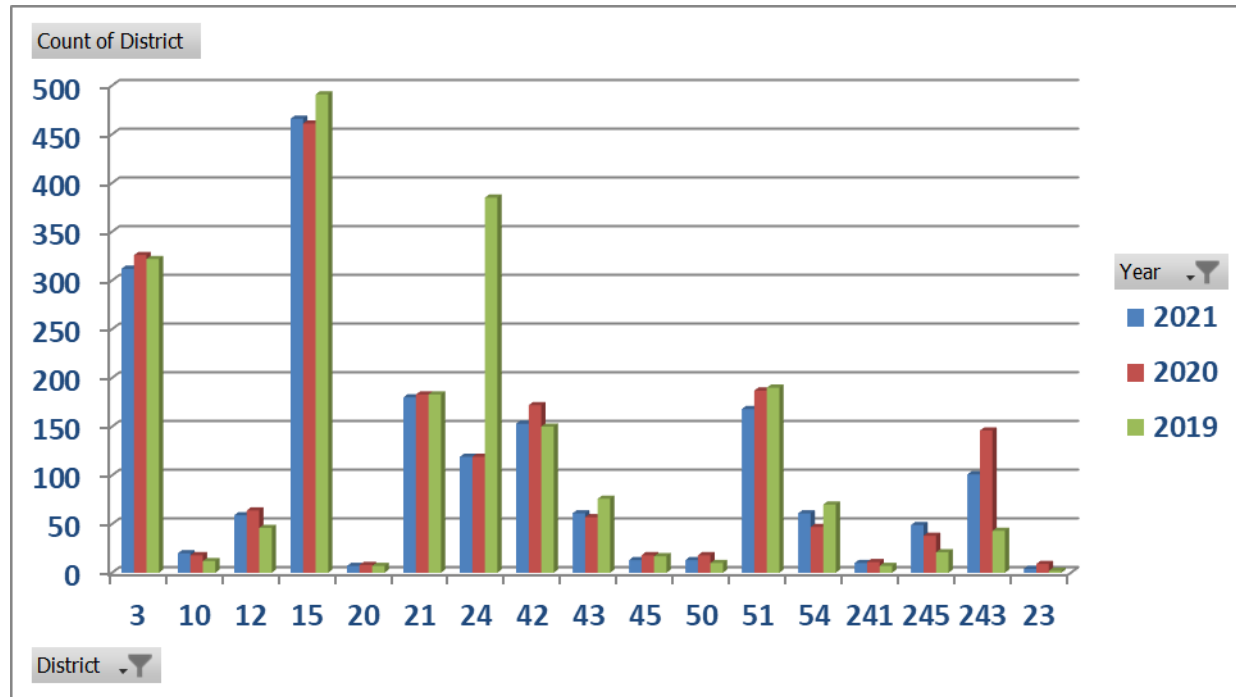
Calls for Service by Community



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Calls by District



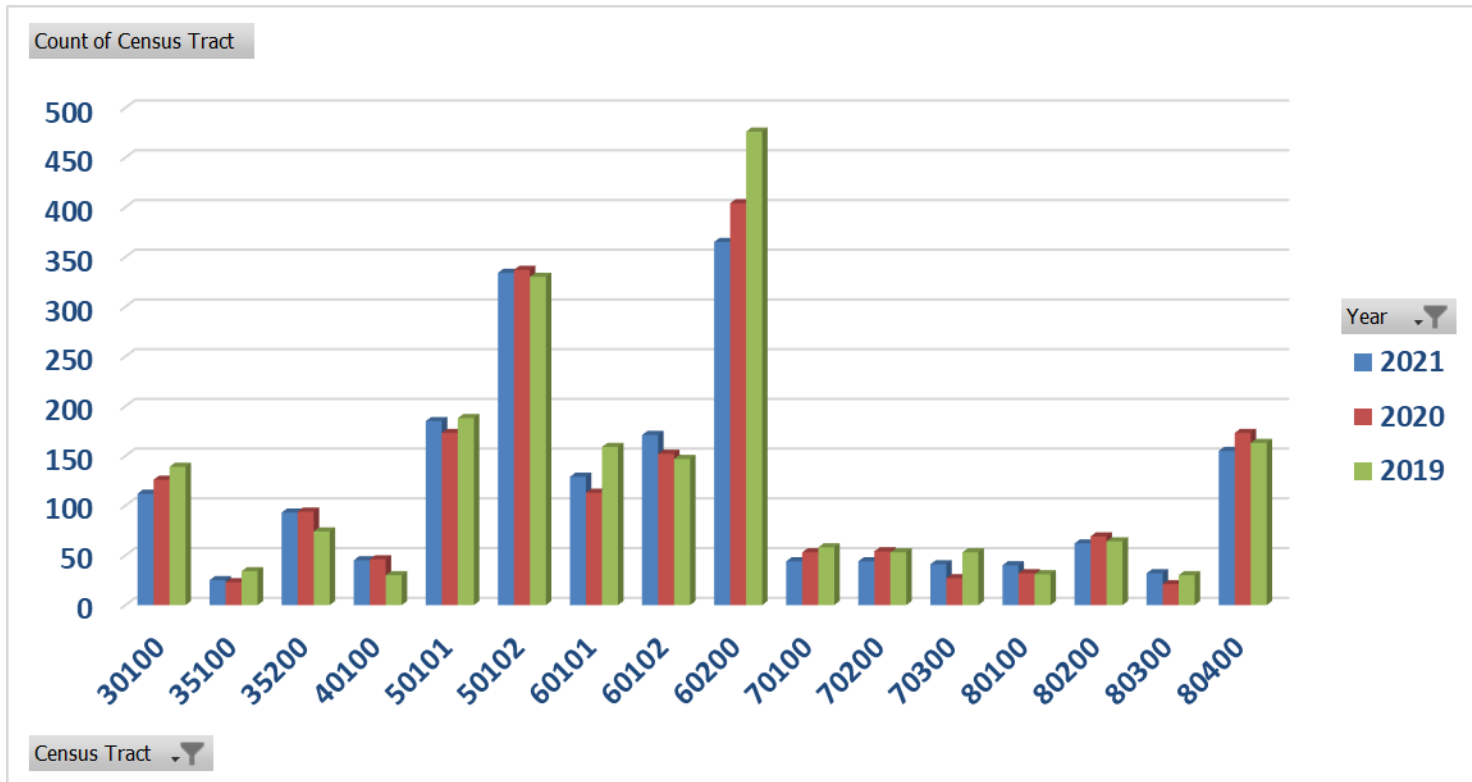
*District 24 was divided into 23, 241, 243 and 245 in 2019



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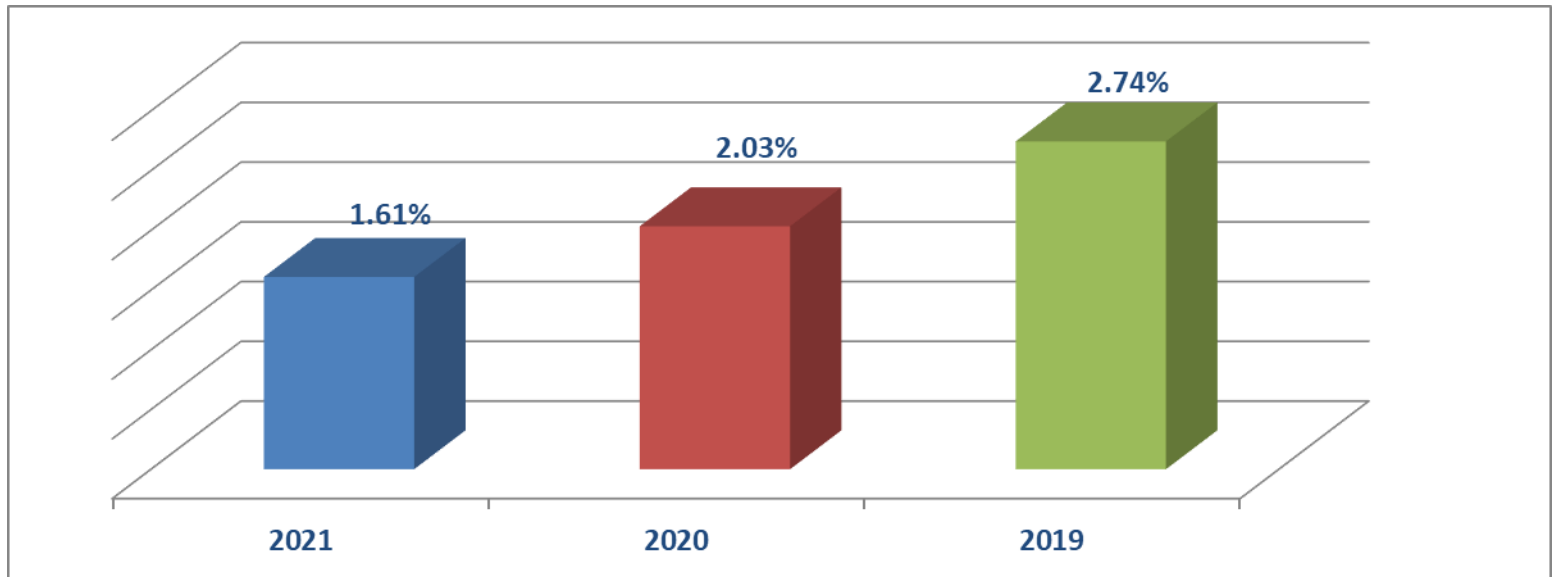
Calls by Fire Management Zone (FMZ)



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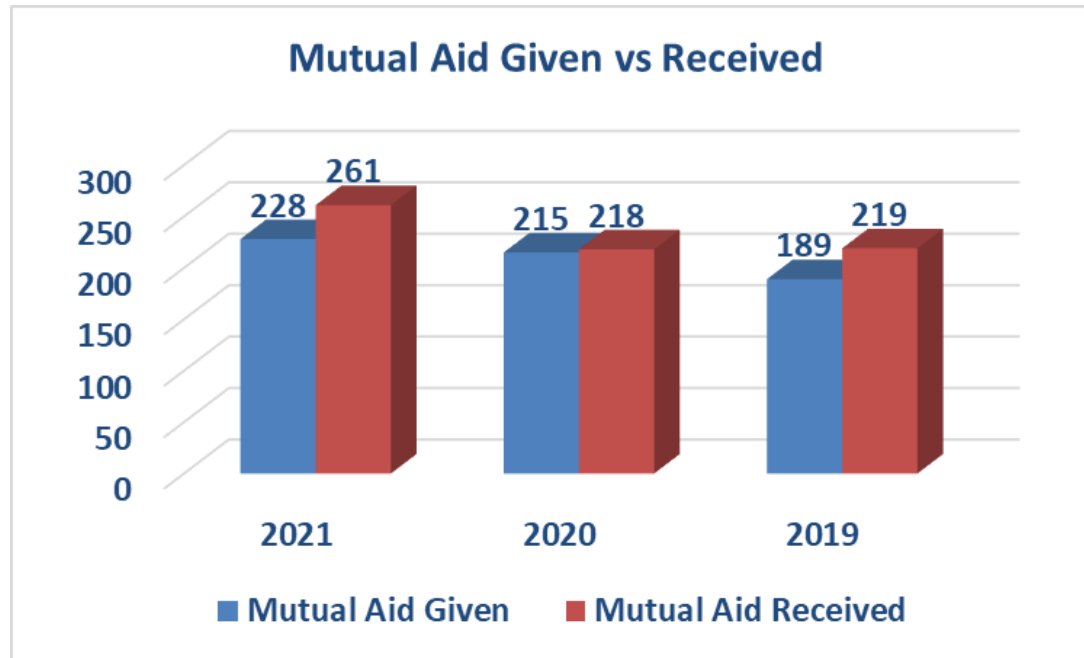
Percentage False Alarms to All Calls



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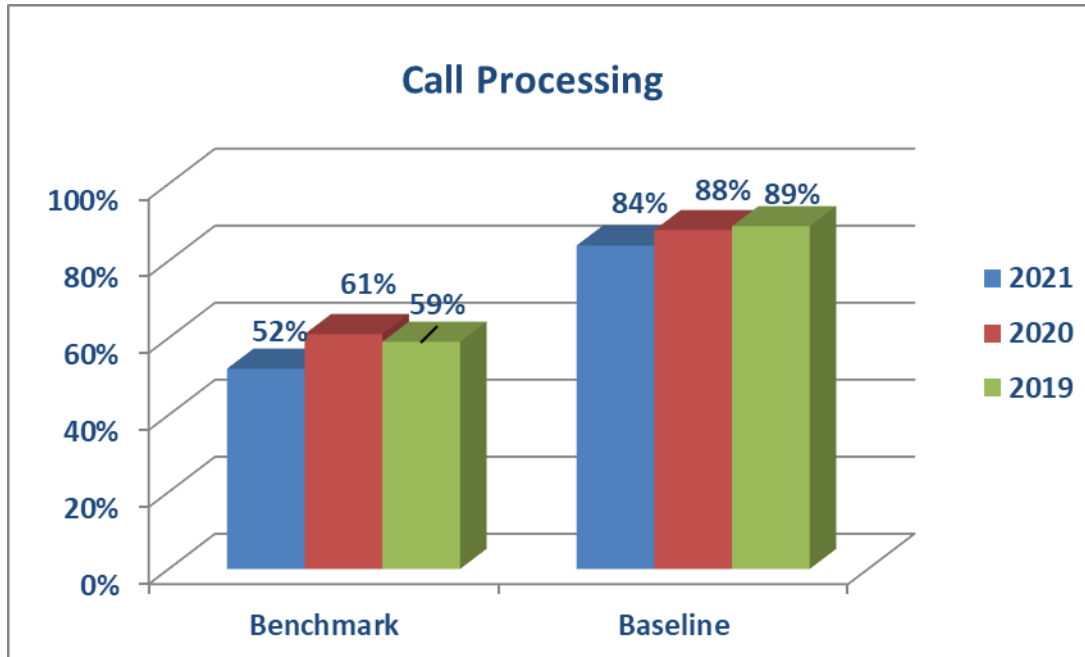


Mutual Aid Responses



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Benchmark Target Time: 1:00

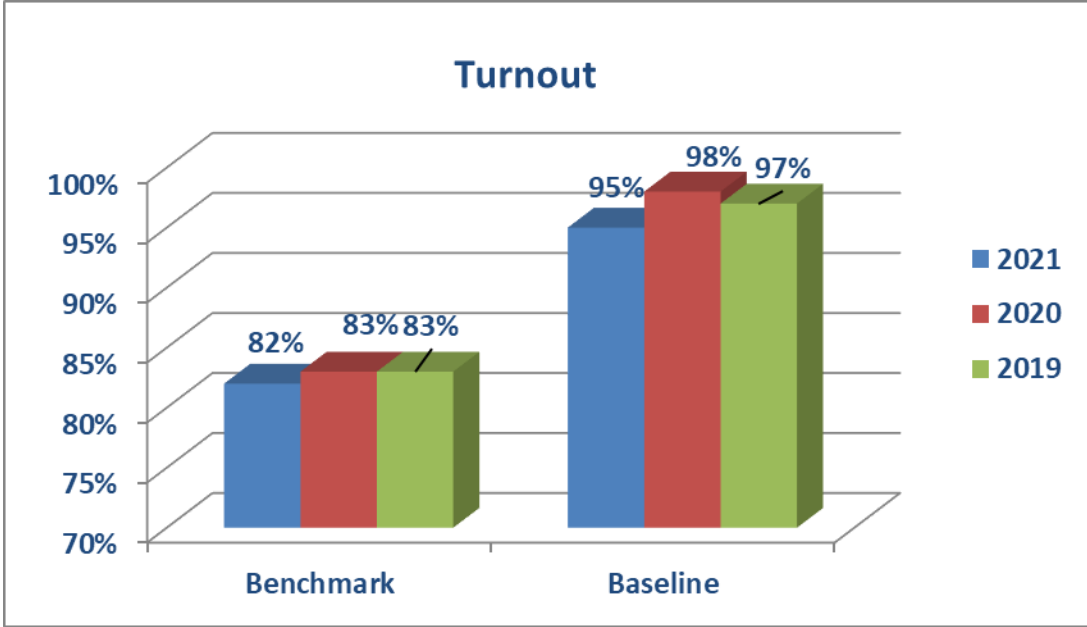
Baseline Target Time: 1:31

North Shore Fire/Rescue's goal is to 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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Benchmark Target Time: 1:30

Baseline Target Time: 2:02

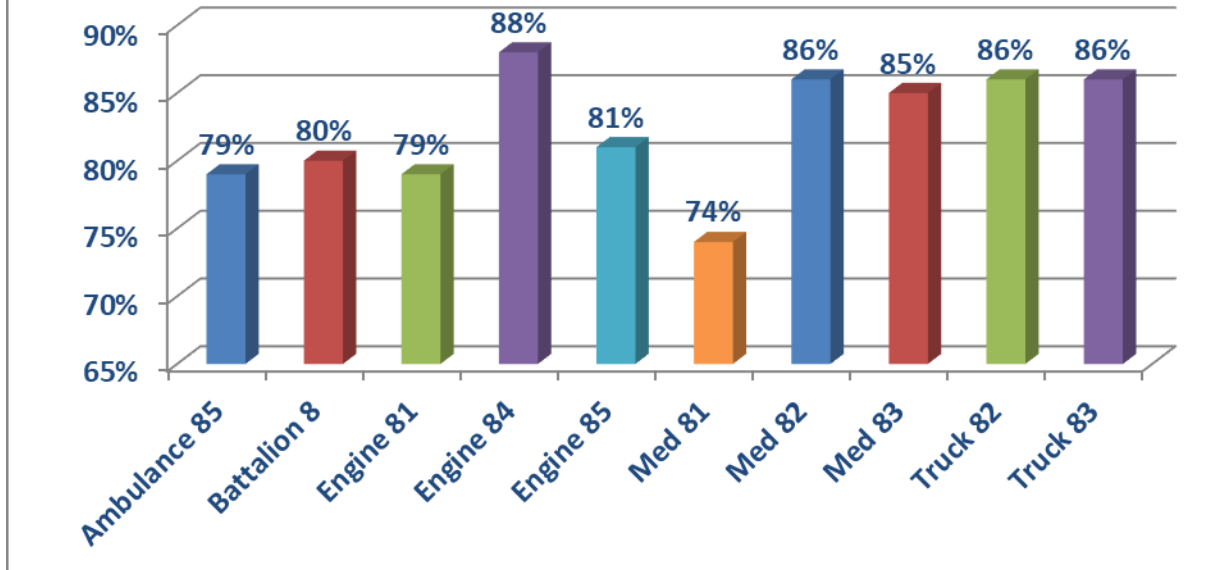
North Shore Fire/Rescue's goal is to met 90% performance for Baseline Times and we continuously strive to improve our performance to achieve 90% performance for Benchmark Times.



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2021 YTD Turnout Time - Goal of 1:30



Benchmark Target Time: 1:30

Baseline Target Time: 2:02

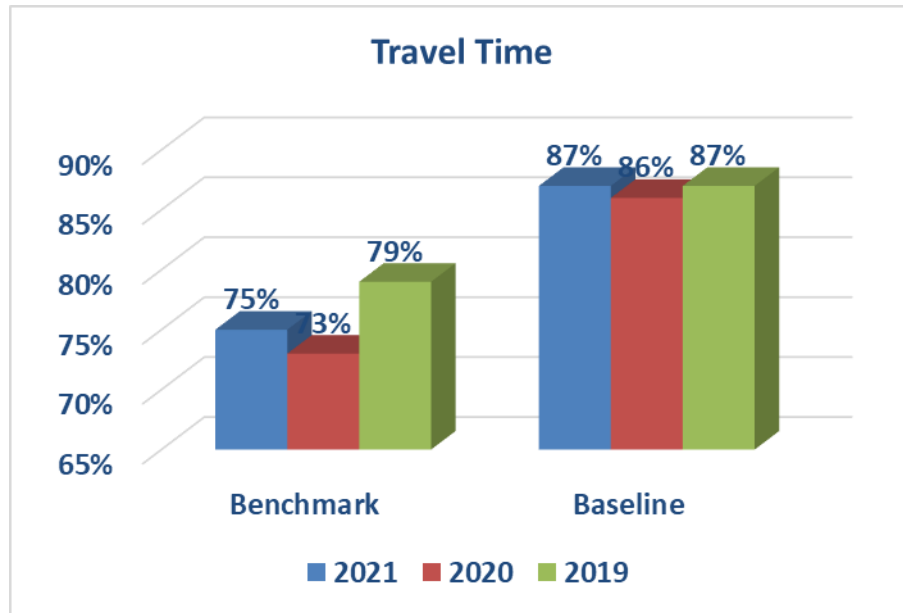
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North Shore Fire/Rescue's goal is to meet 90% performance for Baseline Times and we continuously strive to improve our performance to achieve 90% performance for Benchmark Times.



Benchmark Target Time: 4:00

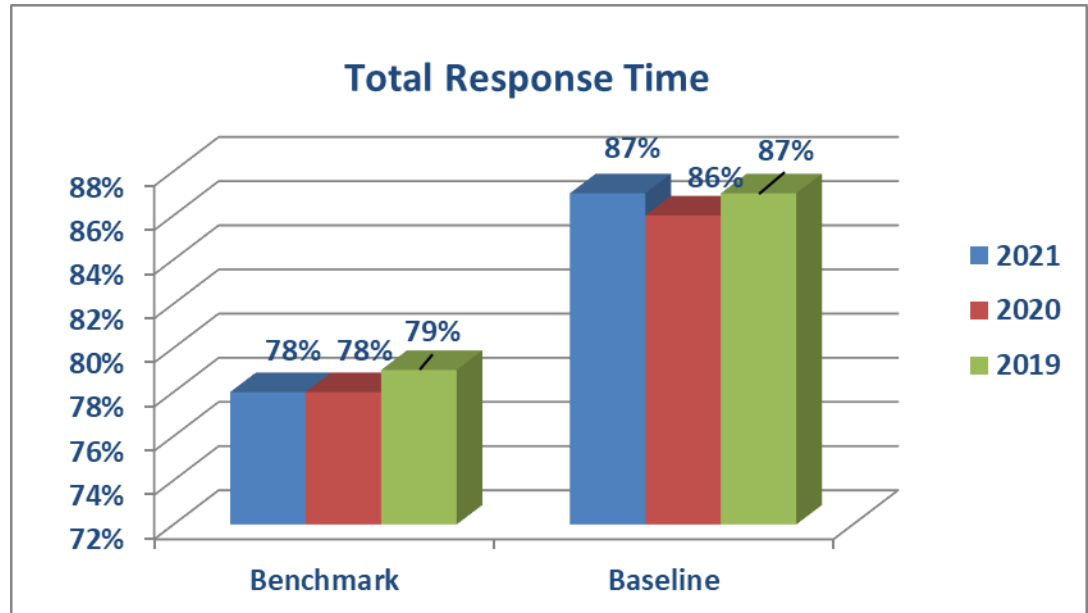
Baseline Target Time: 4:40



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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



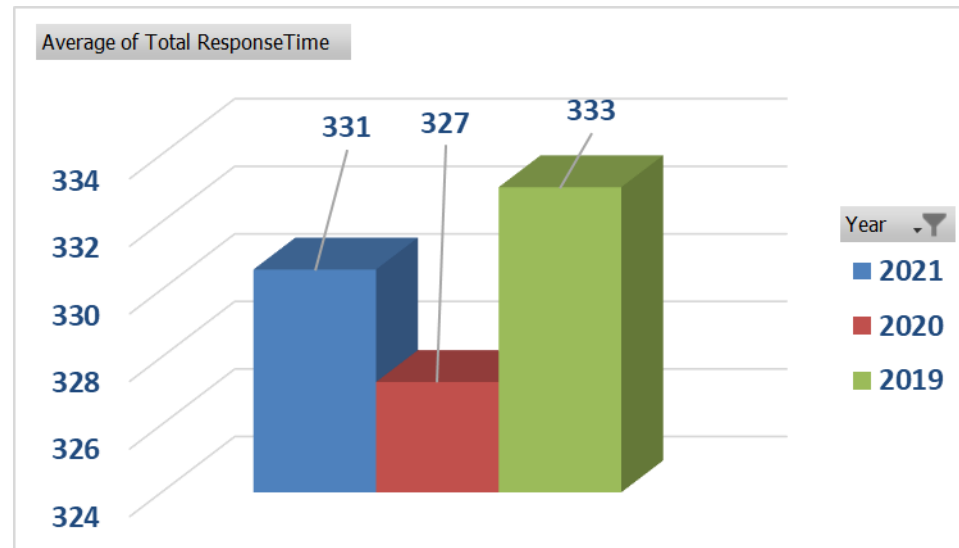
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Average Response Time

(in seconds)

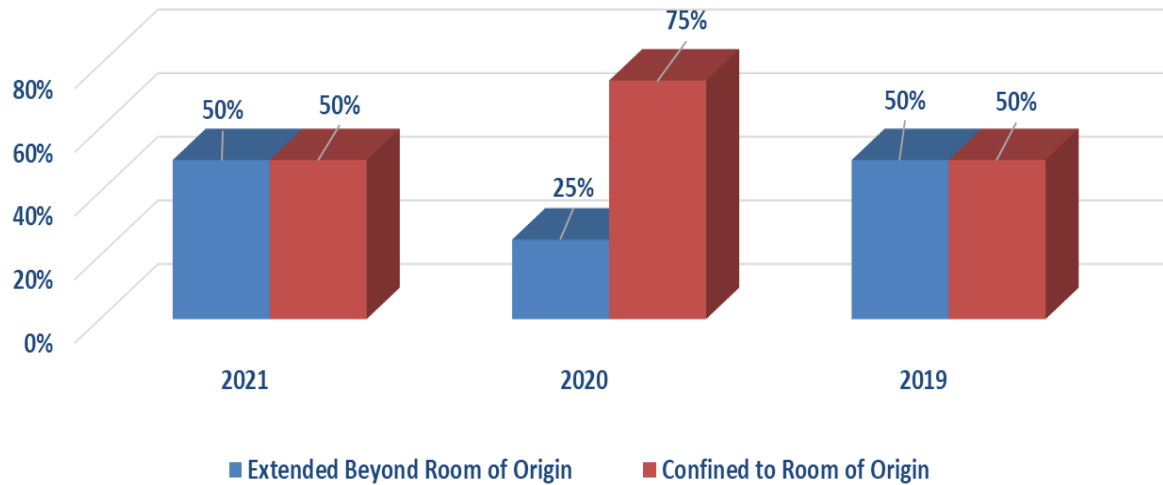
North Shore Fire/Rescue's goal is to maintain an average response time to emergent calls of 6:30 (390 seconds) or less.



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Fire Confinement



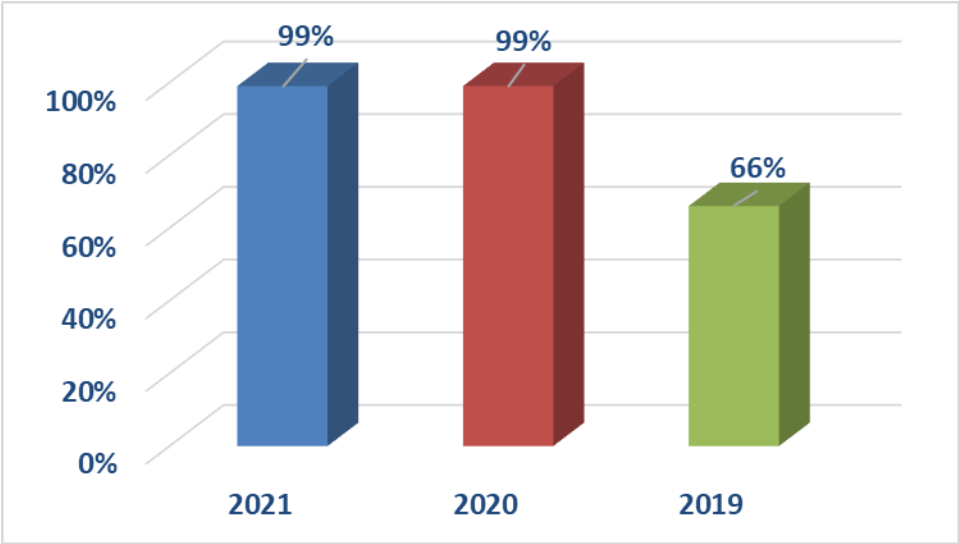
North Shore Fire/Rescue's Goal is to contain the majority (50% or more) of structure fires to the room of origin.



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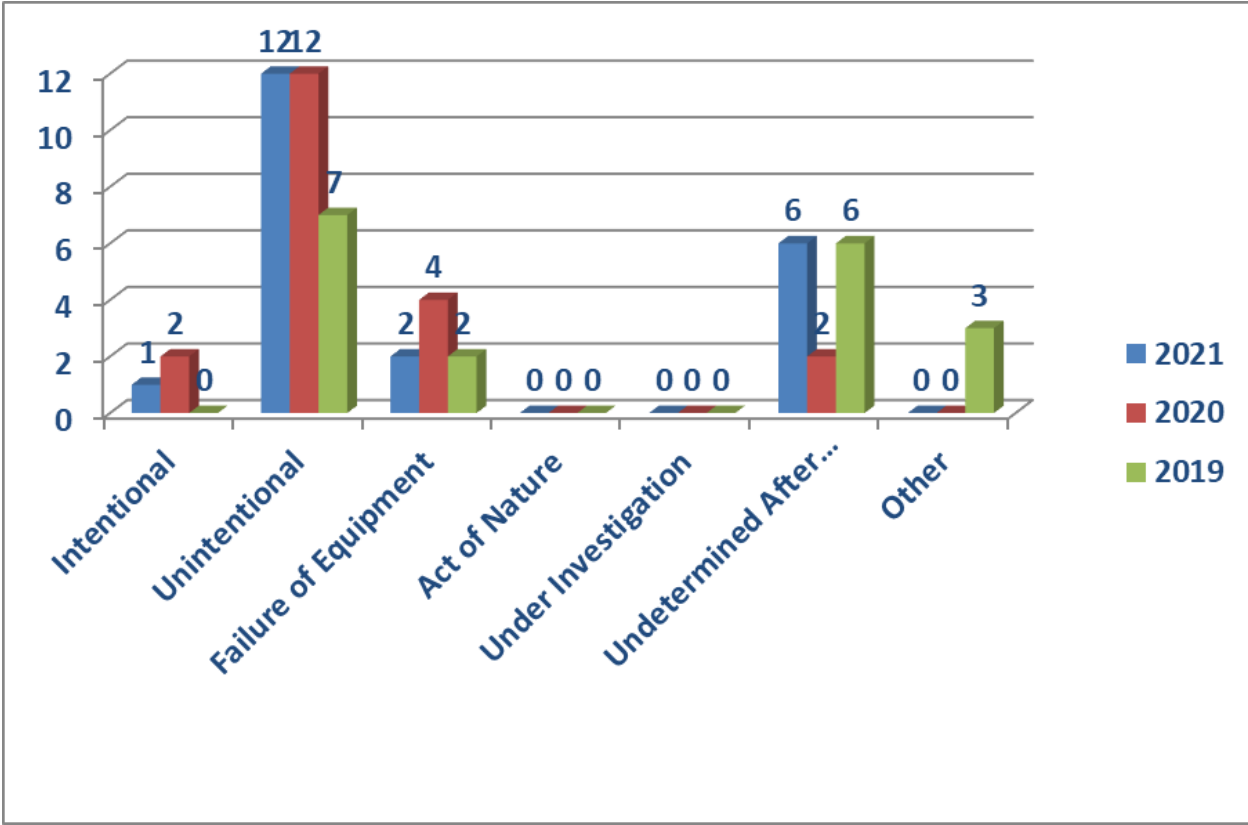
% of Property at Risk that was Saved



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Cause of Fire



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EMS Summary

Year	Total Patients	Cardiac Arrests	Return of Circulation
2021	1612	33	27%
2020	1619	38	32%
2019	1704	32	31%
2018	1598	28	32%



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EMS Hospital Destination

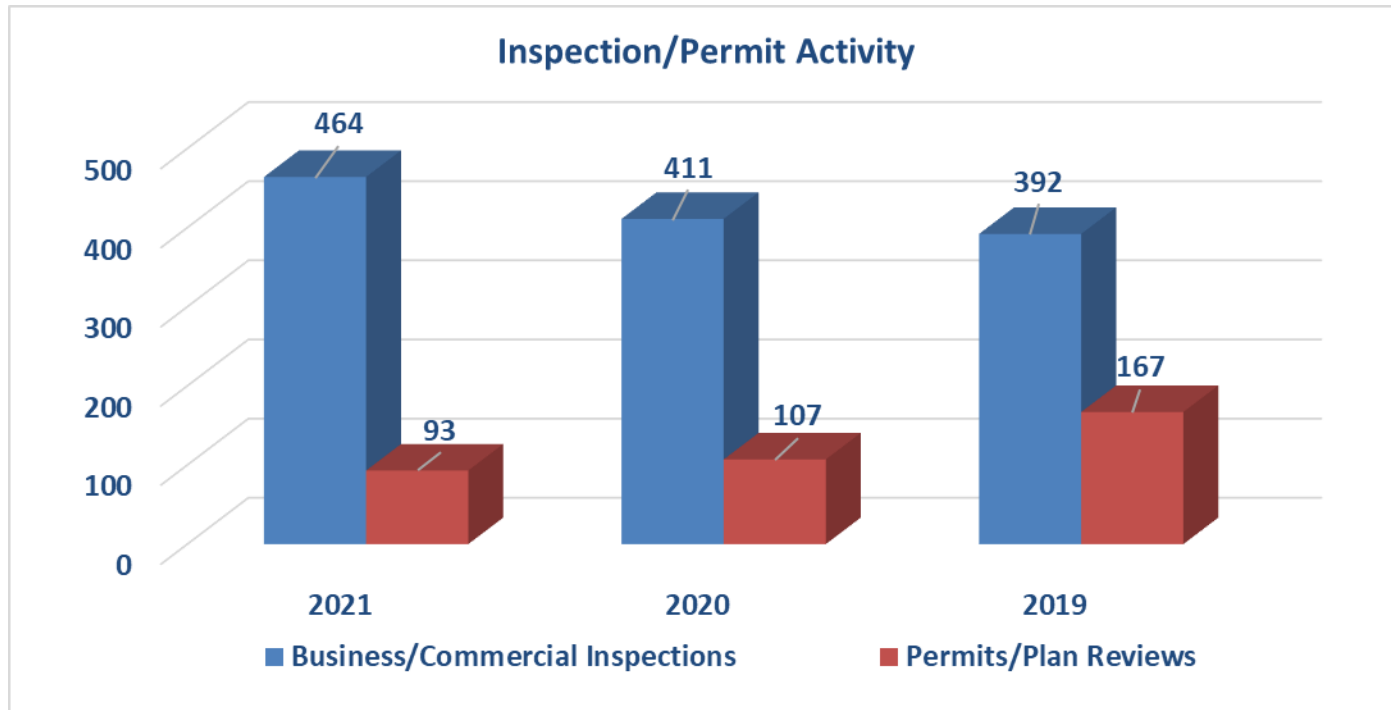
DESTINATION	2021		2020		2019		2018	
	#	%	#	%	#	%	#	%
ASCENSION COLUMBIA ST MARYS HOSPITAL MILWAUKEE	255	27%	246	29%	255	27%	302	34%
ASCENSION COLUMBIA ST MARYS HOSPITAL OZAUKEE	260	28%	255	30%	260	27%	266	30%
ASCENSION-ST JOSEPH HOSP	34	4%	25	3%	34	4%	32	4%
AURORA MEDICAL CENTER - GRAFTON	90	10%	109	13%	90	9%	122	14%
AURORA SINAI MEDICAL CENTER	88	9%	61	7%	88	9%	48	5%
AURORA ST LUKES MEDICAL CENTER	45	5%	16	2%	45	5%	18	2%
CHILDRENS HOSPITAL OF WISCONSIN	24	3%	28	3%	24	3%	18	2%
CLEMENT J ZABLOCKI VA MEDICAL CENTER	10	1%	10	1%	10	1%	9	1%
FROEDTERT MEMORIAL LUTHERAN HOSPITAL	86	9%	82	10%	86	9%	61	7%
FROEDTERT/COMMUNITY MEMORIAL HOSP - MENO FALLS	36	4%	18	2%	36	4%	19	2%
	940		851		955		895	



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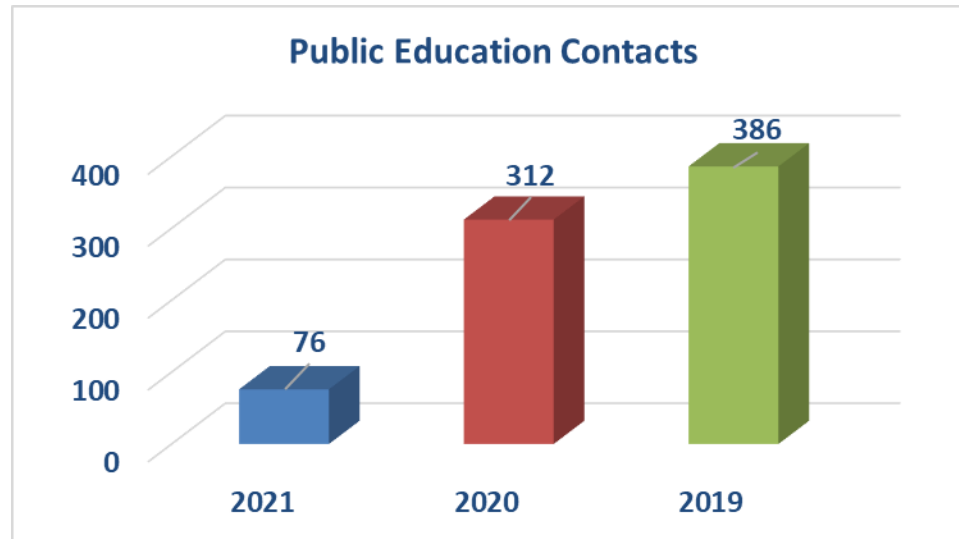
Community Risk Reduction



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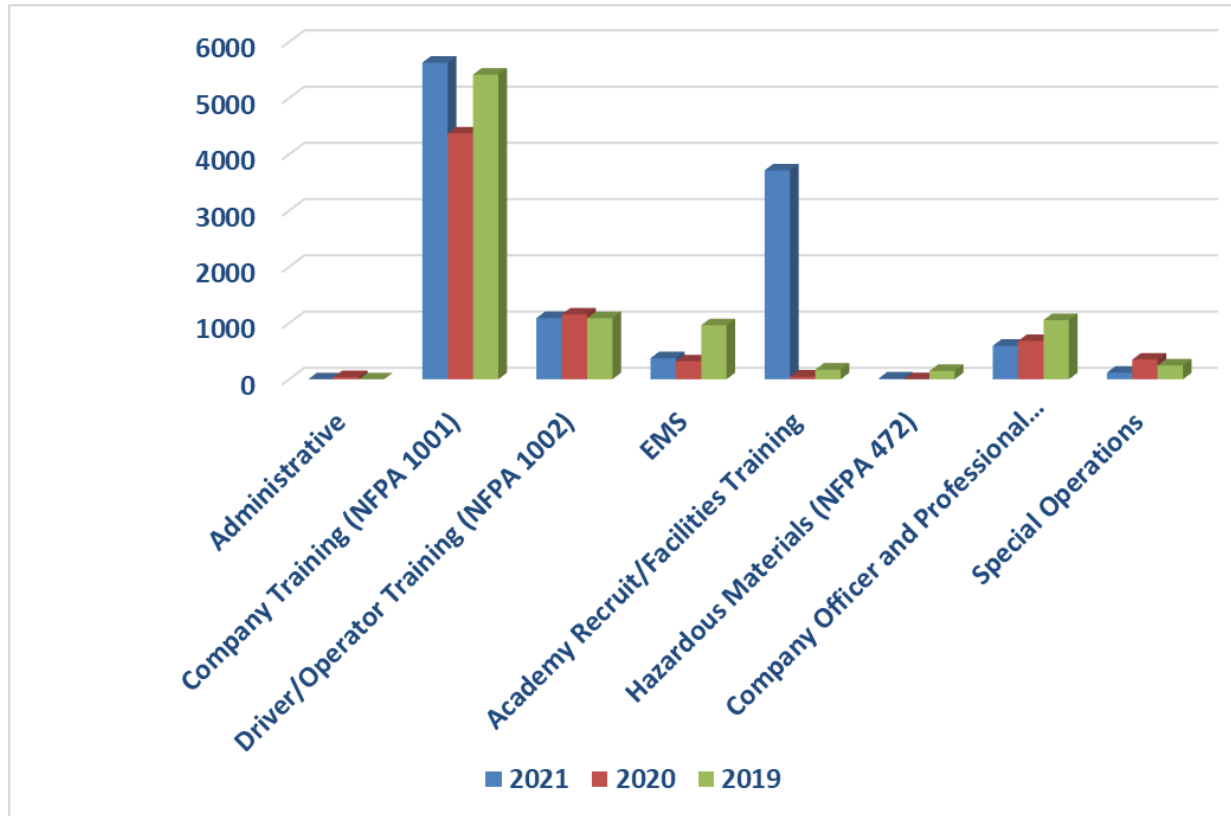
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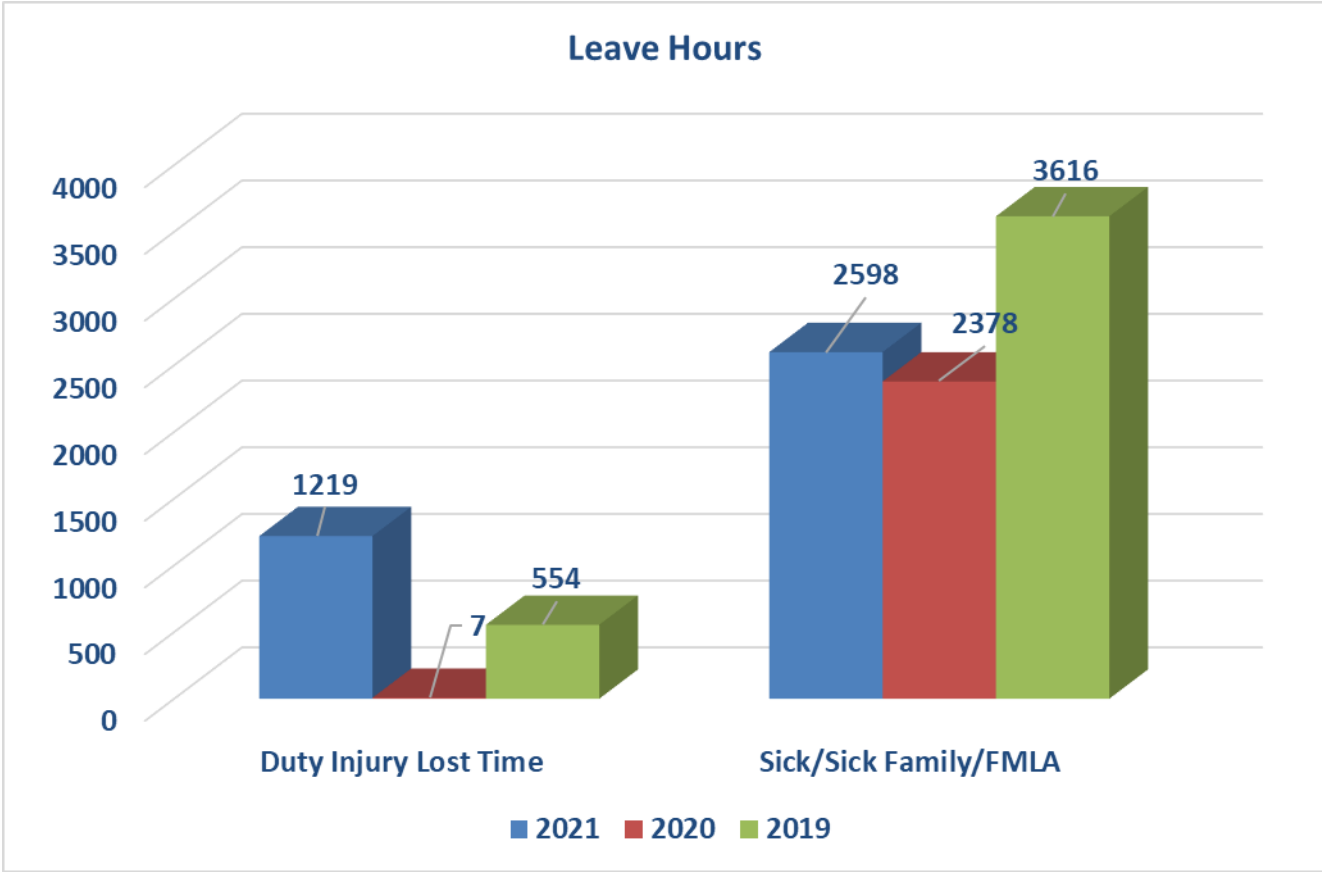
Training & Continuing Education



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Duty Injury & Sick Leave



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