

# NORTH SHORE FIRE/RESCUE

## Office of the Fire Chief

Robert Whitaker

To: Board of Directors & Fire Commission  
Date: January 29, 2020  
Subject: 2019 Key Performance Indicators

Data on the Department's 2019 Key Performance Indicators is enclosed. While response time and the data summarized in this report is important and should be closely critiqued, the quality of service and outcomes of our service are highly valued, however, they are more challenging to monitor and summarize. I am happy to report that our Department continues to receive countless letters, notes and visits thanking our staff for a job well done. The hard work of our Department members towards not only meeting performance benchmarks but providing excellent customer service leading to positive outcomes continues to be our trademark.

The Department breaks service requests in to three categories:

- Emergent: Fires, medical emergencies, rescues and hazardous conditions that threaten life safety
- Non-Emergent Un-scheduled: Non-life threatening medical emergencies, hazardous conditions that have a low risk to life-safety
- Non-Emergent Scheduled: Risk reduction activities including fire code enforcement, public presentations/public education activities

The Department evaluates response time to emergent requests for service. The 911 Communications Center is trained to triage calls for service between emergent and non-emergent requests. Response times are graded using two methods; performance at the 90% Percentile and performance based on average time.

- In 2019, the average response time to emergent incidents 5 minutes and twenty-one seconds. The goal of the Department is to provide an average response time of 6 minutes and 30 seconds (Slide#15).
- The Department attempted to respond to at least 90% of all emergent incidents within 7 minutes and 2 seconds. The Department met that goal 86% of the time in 2019. The Department has set a longer-term goal to improve performance and achieve 90% performance at 6 minutes and 30 seconds. In 2019, the Department met that goal 79% of the time. (Slide #14)

Most of the Department's responses continue to consist of primarily EMS requests for service. In 2019, 74% of incidents responded to were for emergency medical services.

Total incidents increased in 2019 by 454 over 2018. When further evaluating what type of incidents contributed to this increase, it can be identified that EMS incidents increased 3.7%. False alarms increased 13% over the previous year. The Department has continued to see an increase in false alarms over the past several years as many fire alarm systems in buildings are aging which commonly results in increased false

alarms. The Department continues to work with many major complexes in the municipalities to proactively encourage them to update their alarm systems before they completely fail and cannot be repaired.

Fire Loss increased and the percentage of property at risk that was saved decreased this year. These measure similar data points. Much of the change is attributable to the fire at the White Oaks Apartment Complex in March 2019.

Calls for service increased in Bayside, Brown Deer, Glendale and Shorewood 2019 in comparison to 2018.

The Department seeks to contain most structure fires to the room of origin. In 2019, the Department contained 63% of structure fires to the room of origin. The goal of the organization is to contain at least 50% of structure fires to the room of origin.

The Department treated and evaluated 201 more patients in 2019 than 2018 and performed 124 more transports to hospitals in 2019 compared to 2018.

Total risk reduction contacts in 2019 were down from 2018 primarily due to a reduction in hours for the Community Risk Reduction Specialist position. This measure includes people contacted for home safety inspections, public education efforts, car seat installs and other safety related events.

Fire code enforcement inspection activity and permit activity remained consistent with previous years. The Department continues to meet its goal of satisfying the requirements for fire services required by the Wisconsin 2% Fire Dues Program.

Additionally, the Department continues to meet its goal of providing each member with at least 20 hours of continuing education and training each month. This ensures the Department achieves the minimum training requirements in the Insurance Services Office (ISO) Evaluation Program.

# North Shore Fire/Rescue

## Key Performance Indicators

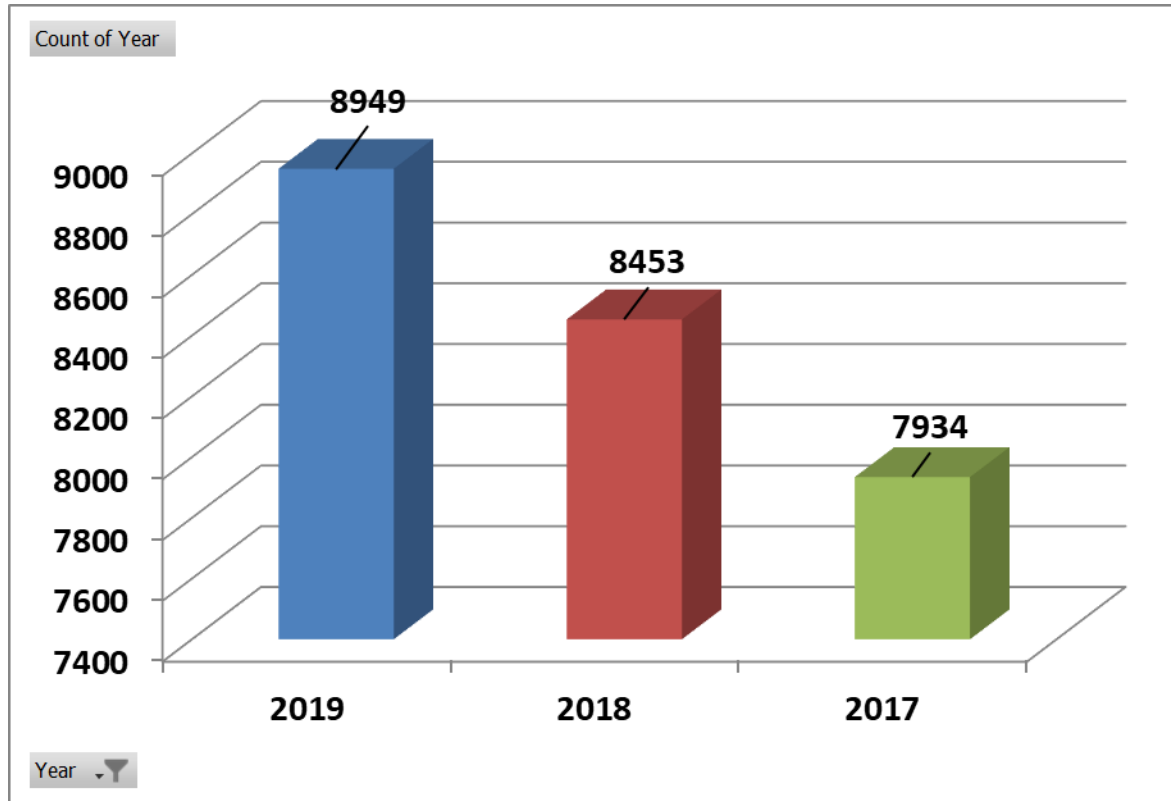
2019



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# Incidents



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# Incident Type – Detail

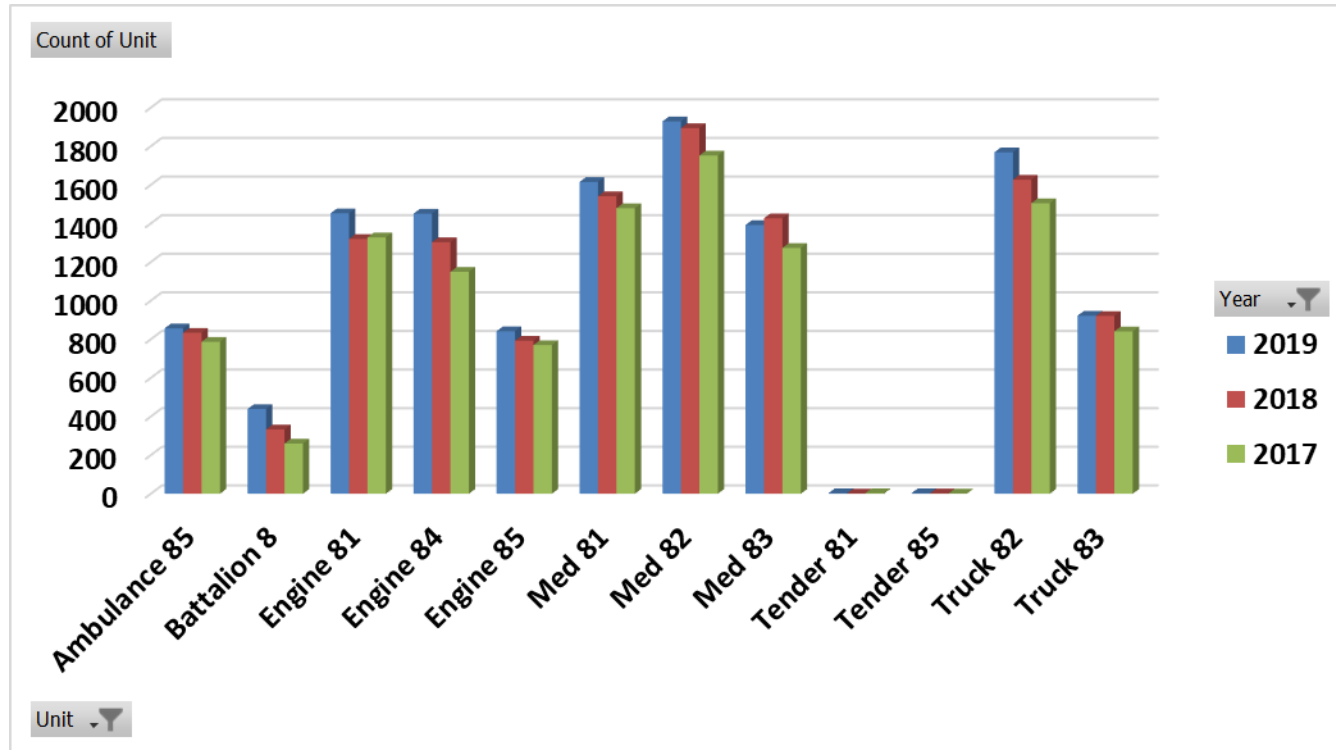
	2019	2018	2017
Fire	145	163	146
Overpressure Rupture, explosion, overheat - no fire	25	15	15
Rescue & Emergency Medical Service Incidents	6571	6339	5897
Hazardous Conditions (No fire)	276	242	232
Service Call	214	187	180
Good Intent Call	477	416	419
False Alarm & False Call	1139	1008	973
Severe Weather & Natural Disaster	3	1	1
Special Incident Type	57	82	71
<b>TOTAL</b>	<b>8907</b>	<b>8453</b>	<b>7934</b>



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# Responses by Unit



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# Activity by Unit



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## Unit Activity - 2019 vs 2018

	2019 Responses	2019 Responses Per Day		2018 Responses	2018 Responses Per Day
Ambulance 85	1,104	3.0		1,128	3.1
Battalion 8	590	1.6		451	1.2
Engine 81	1,894	5.2		1,765	4.8
Engine 84	1,921	5.3		1,700	4.7
Engine 85	1,122	3.1		1,013	2.8
Med 81	2,202	6.0		2,068	5.7
Med 82	2,595	7.1		2,519	6.9
Med 83	1,846	5.1		1,868	5.1
Tender 81	3	0.0		1	0.0
Tender 85	4	0.0		3	0.0
Truck 82	2,364	6.5		2,193	6.0
Truck 83	1,256	3.4		1,225	3.4



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# Unit Hour Utilization

	2019	2018	2017
Ambulance 85	0.09	0.09	0.08
Engine 81	0.10	0.10	0.09
Engine 84	0.08	0.08	0.07
Engine 85	0.05	0.05	0.05
Med 81	0.23	0.23	0.20
Med 82	0.24	0.26	0.21
Med 83	0.16	0.17	0.14
Truck 82	0.11	0.12	0.09
Truck 83	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.

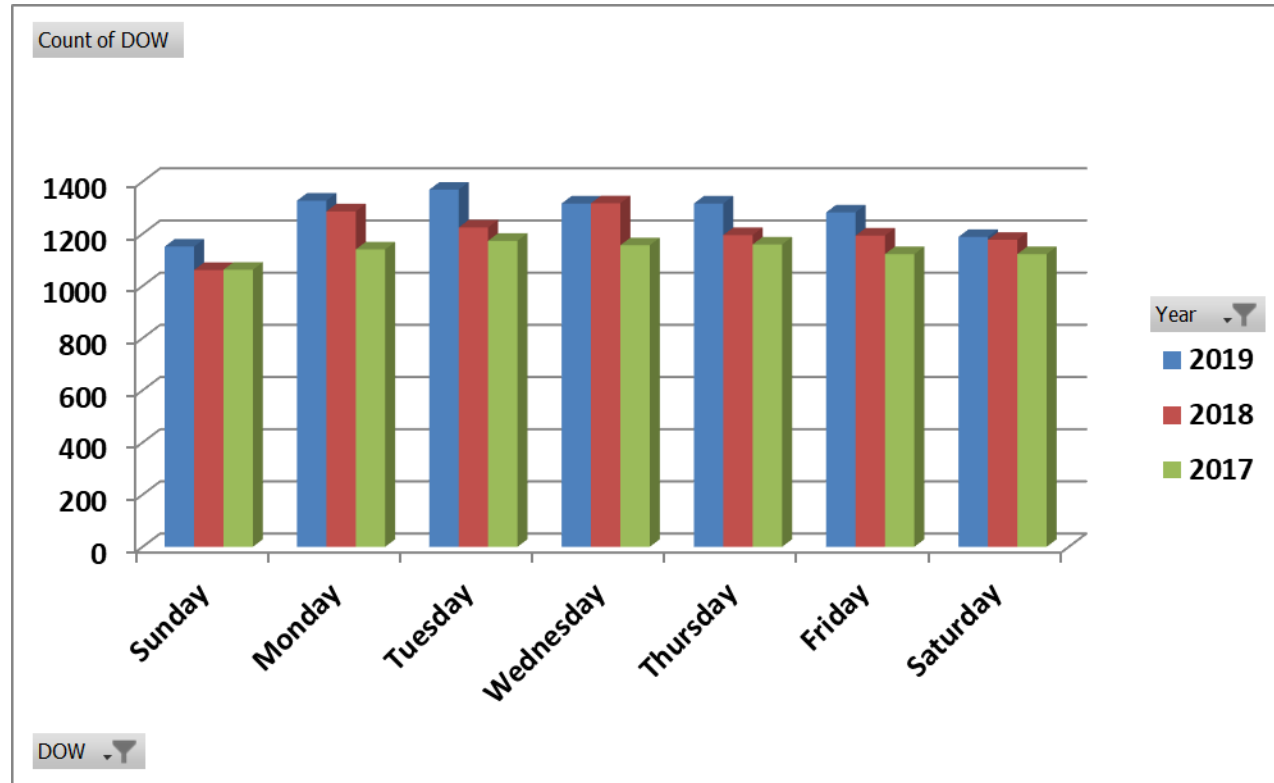


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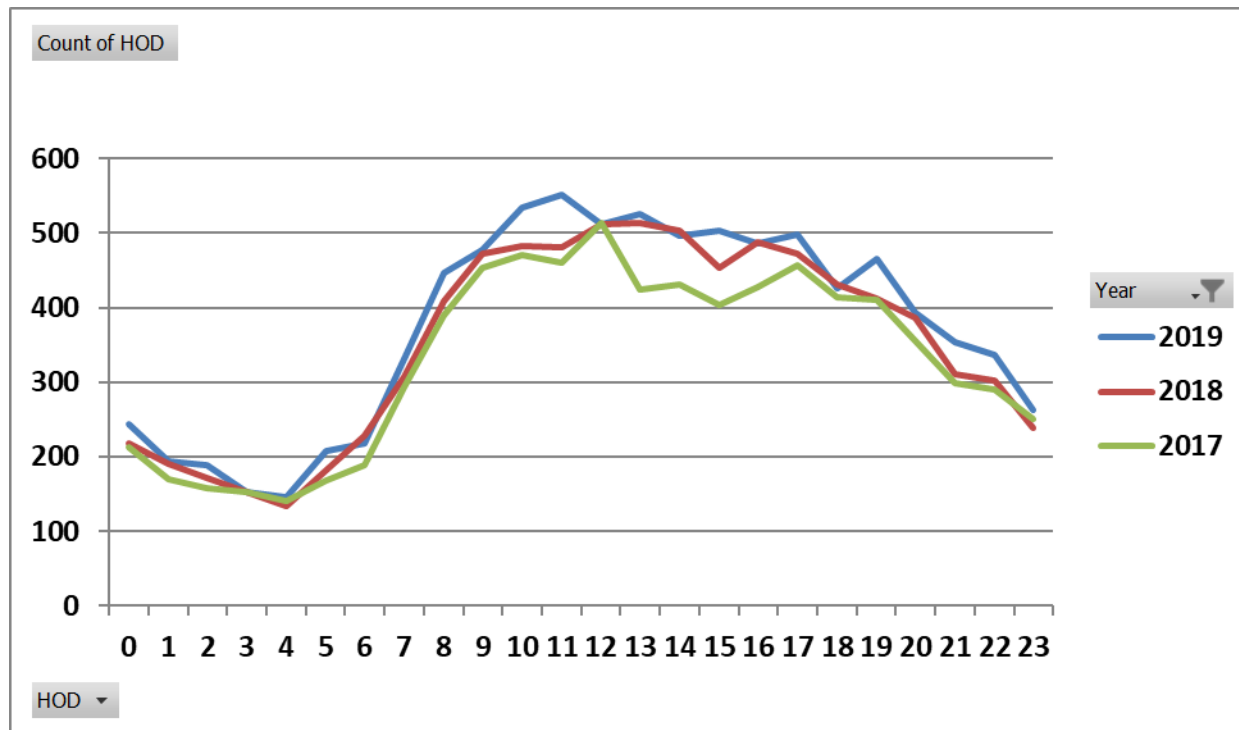
# Calls by Day of Week



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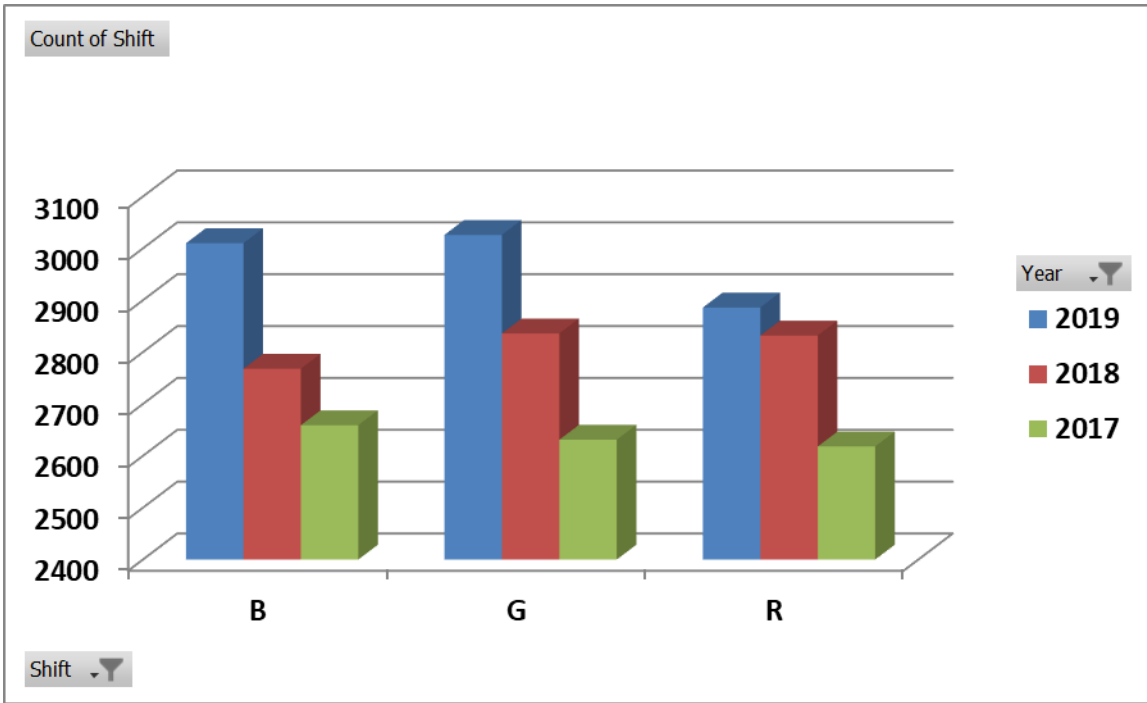
# Calls by Hour of Day



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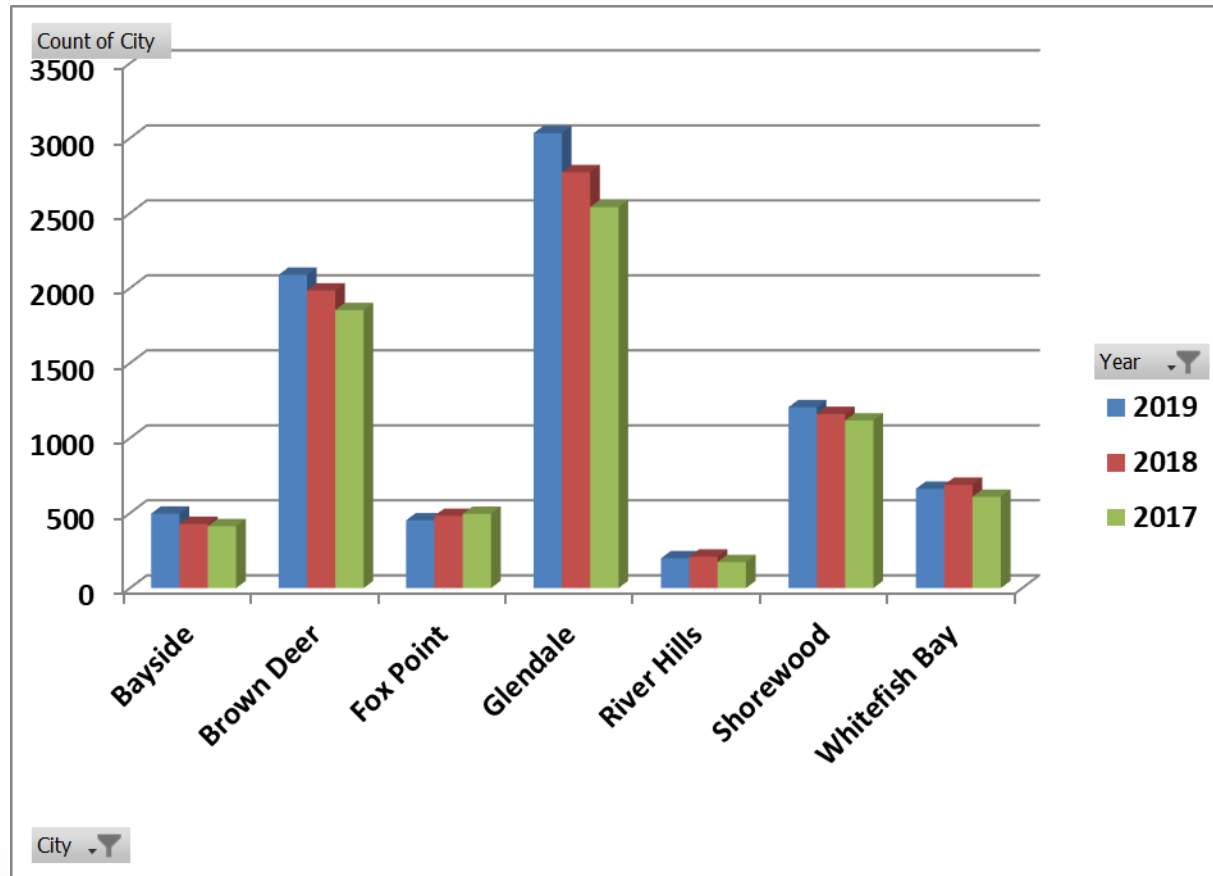
# Calls by Shift



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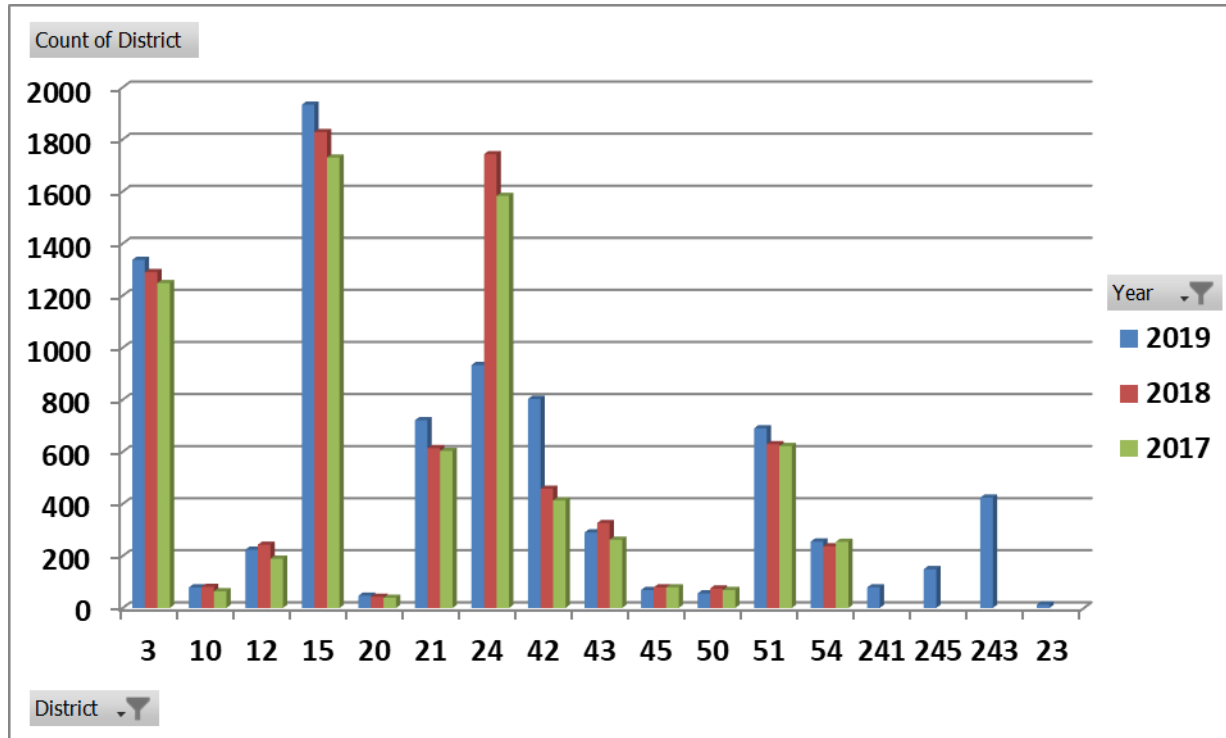
# Calls for Service by Community



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# Calls by District



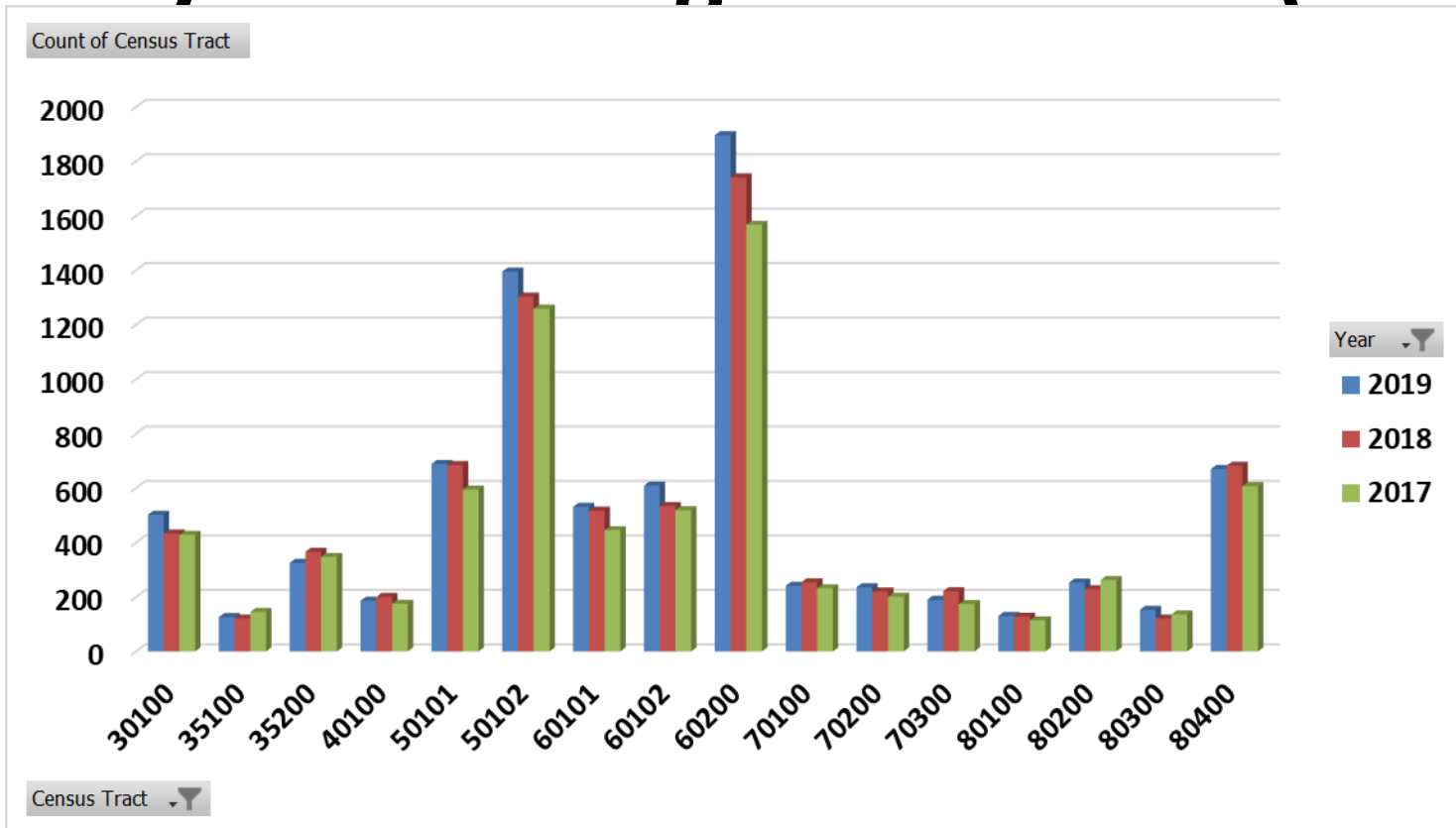
\*District 24 was divided into 23, 241, 243 and 245 in 2019



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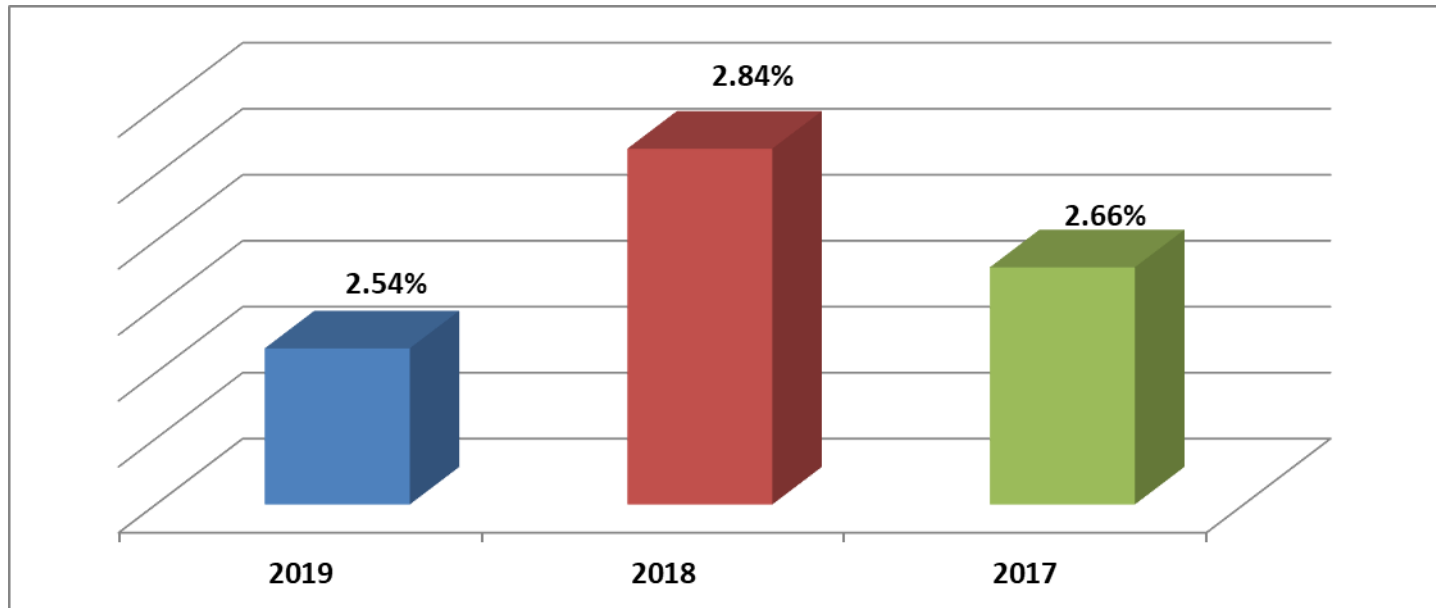
# Calls by Fire Management Zone (FMZ)



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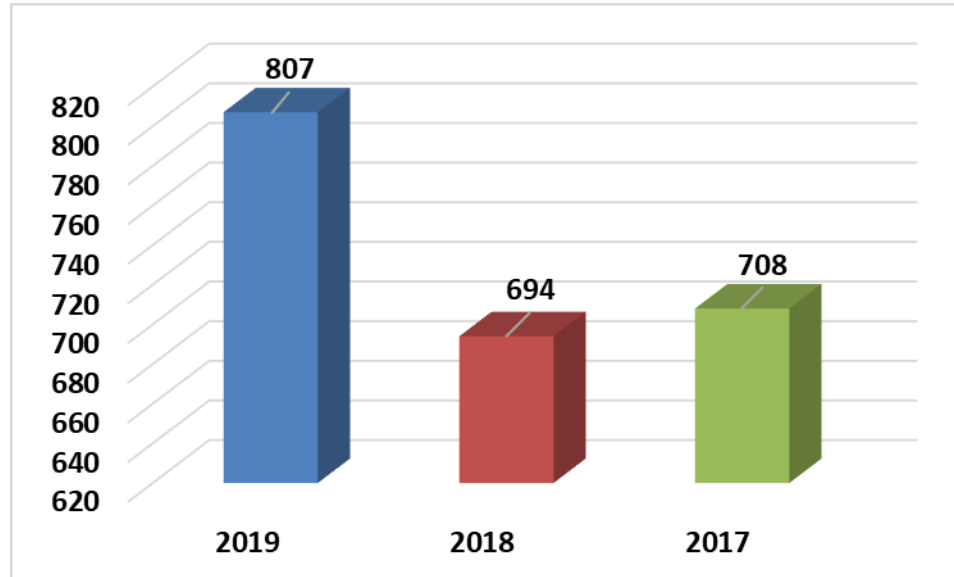
# Percentage False Alarms to All Calls



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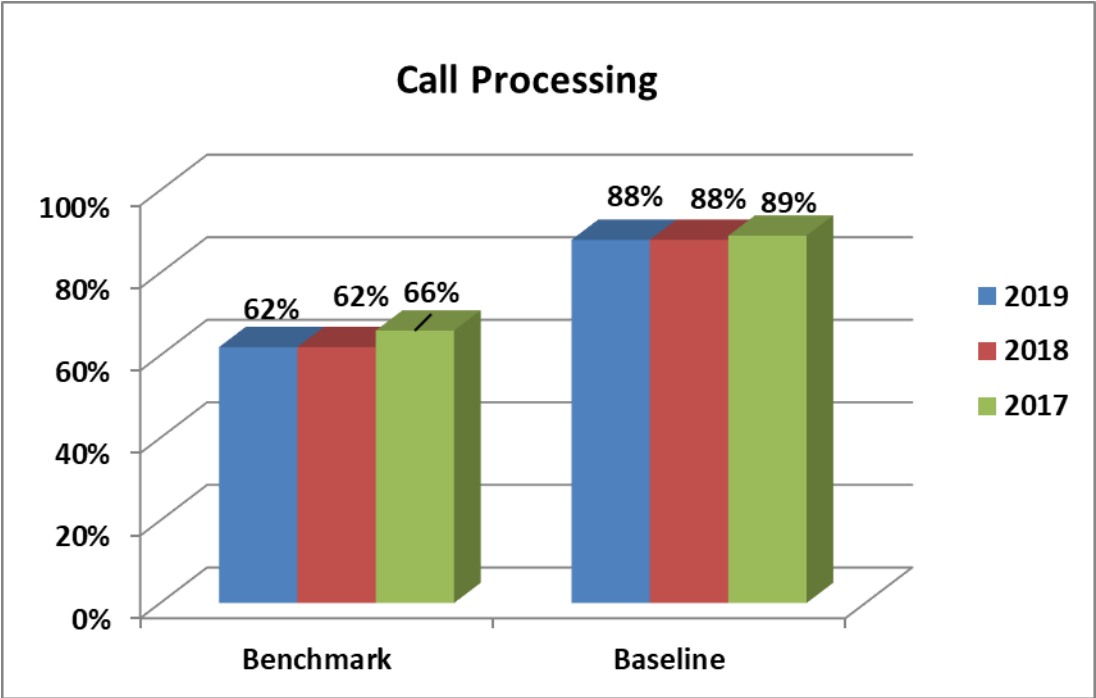
# Mutual Aid Responses



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**Benchmark Target Time: 1:00**

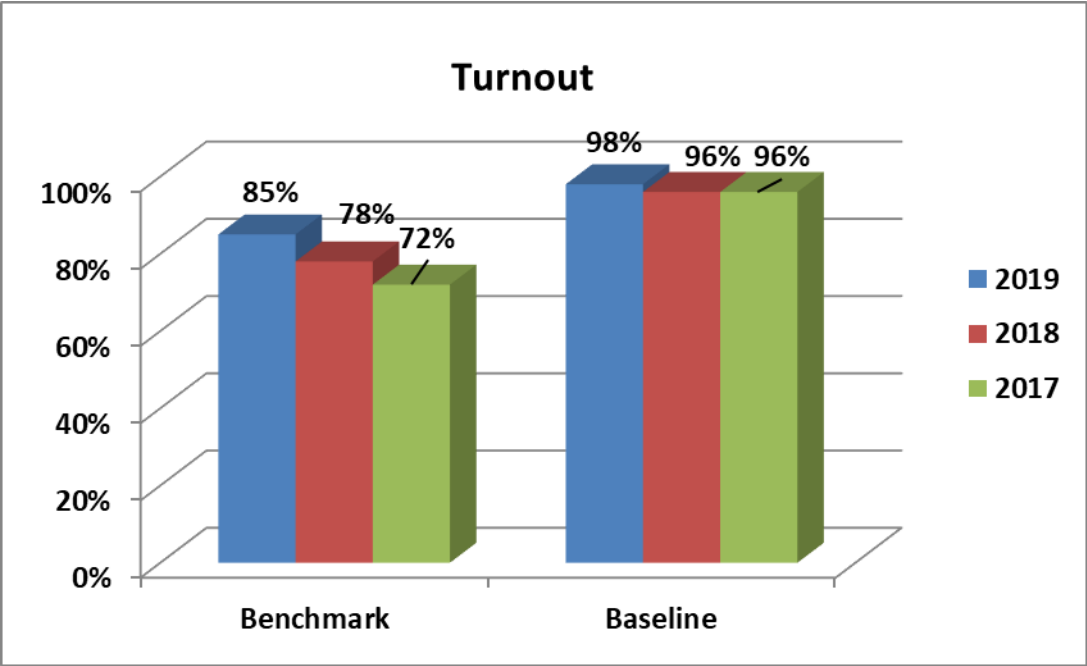
**Baseline Target Time: 1:31**

*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**

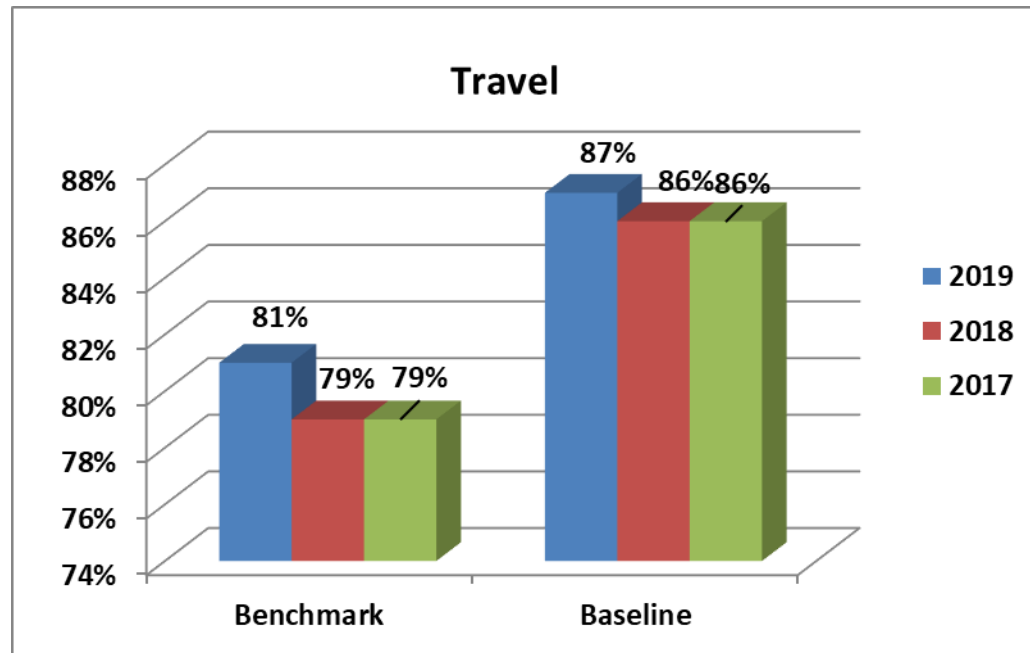
*North Shore Fire/Rescue's goal is to meet 90% performance for Baseline Times and we continuously strive to improve our performance to achieve 90% performance for Benchmark Times.*



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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

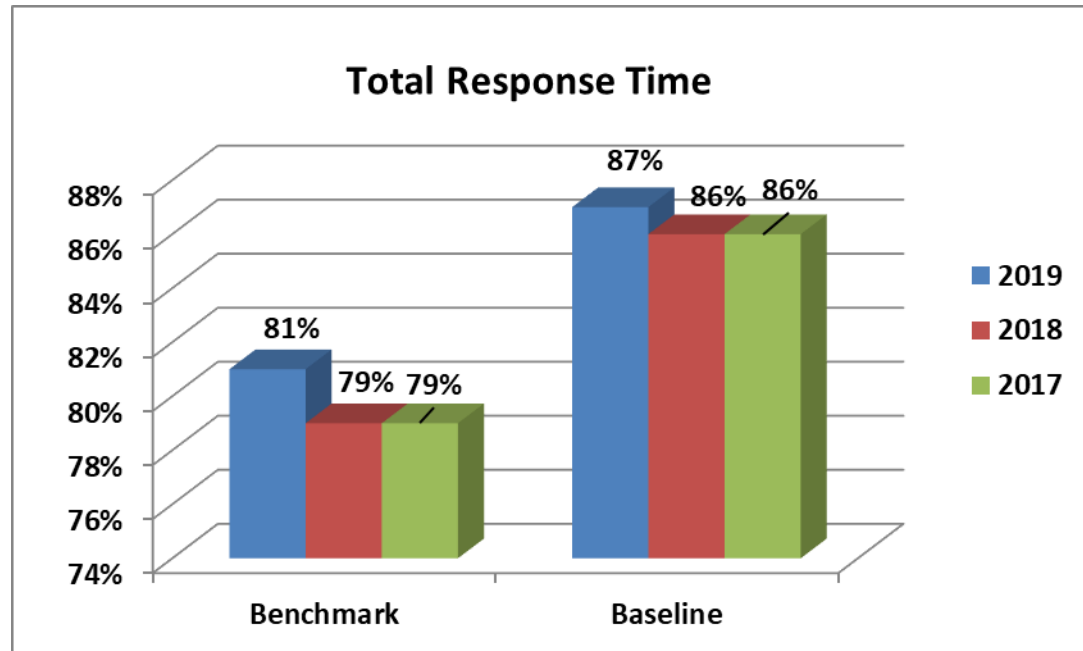
Baseline Target Time: 4:40



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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



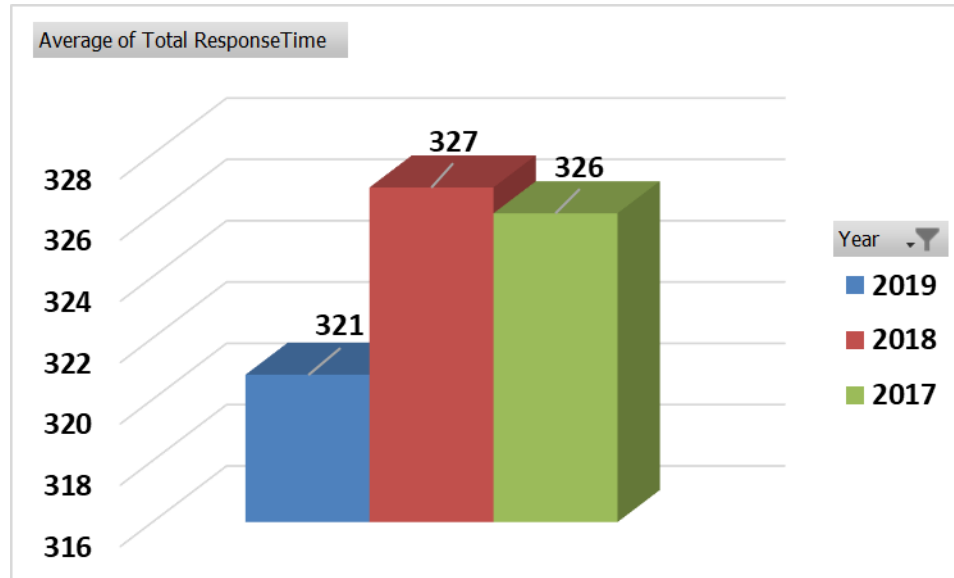
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# Average Response Time

(in seconds)

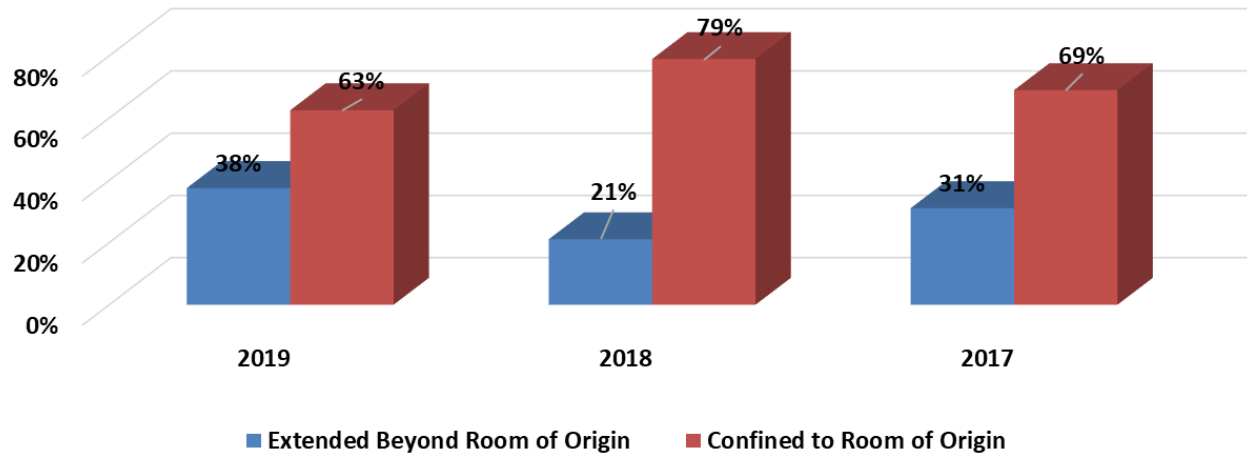
North Shore Fire/Rescue's goal is to maintain an average response time to emergent calls of 6:30 (390 seconds) or less.



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# Fire Confinement



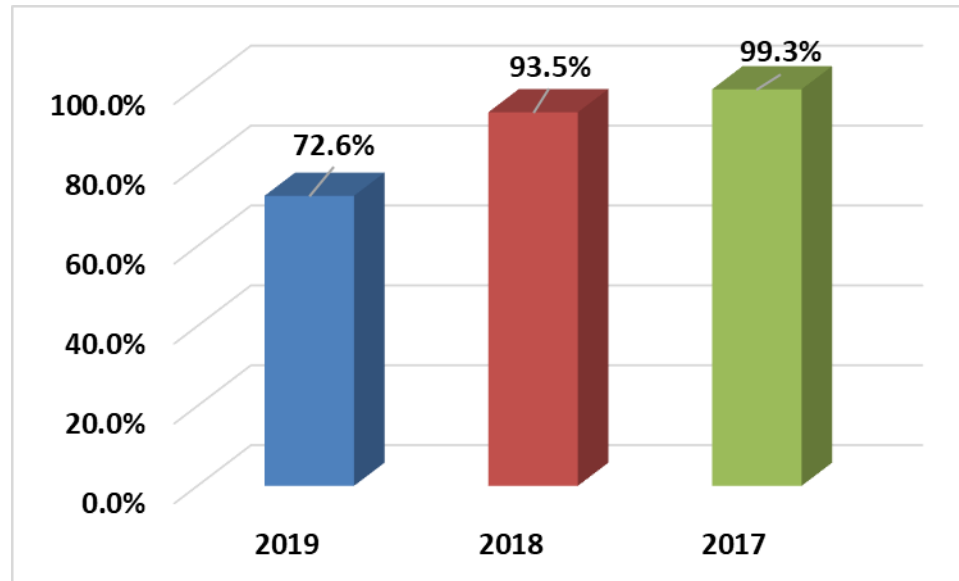
*North Shore Fire/Rescue's Goal is to contain the majority (50% or more) of structure fires to the room of origin.*



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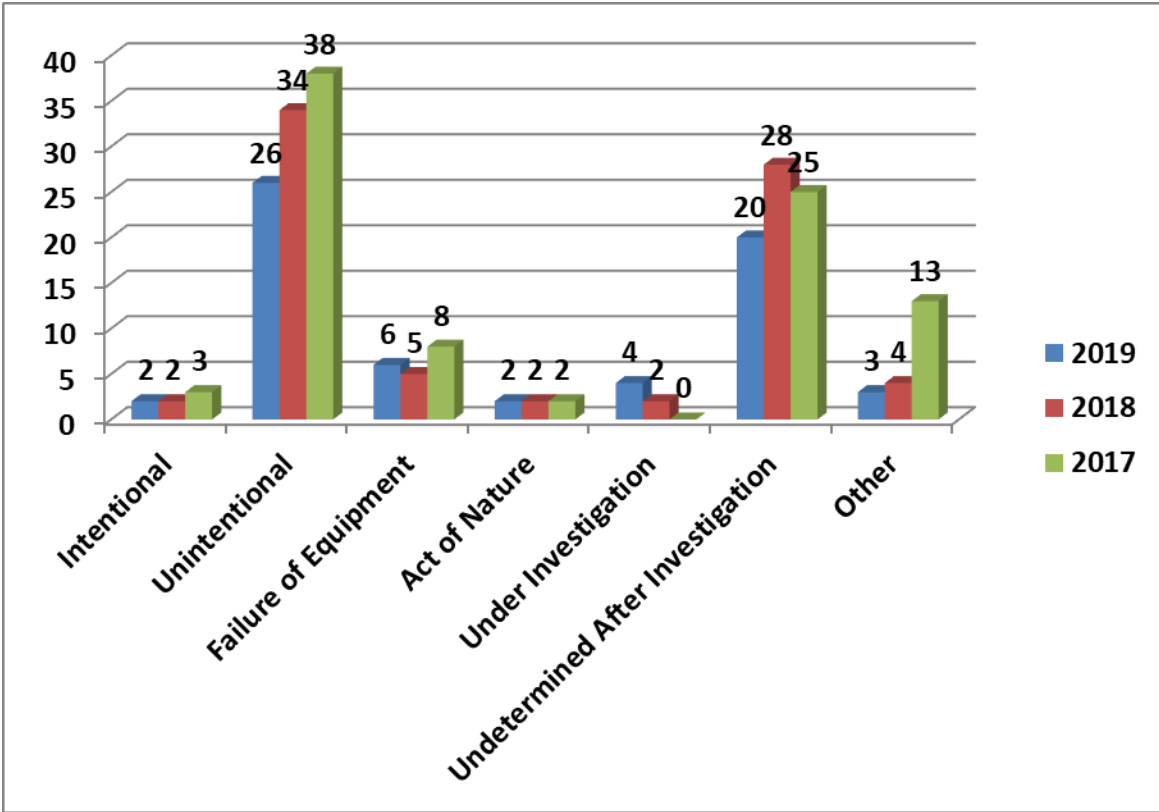
# % of Property at Risk that was Saved



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# Cause of Fire



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# EMS Summary

Year	Total Patients	Cardiac Arrests	Return of Circulation
2019	6800	125	31%
2018	6601	127	32%
2017	6105	93	34%
2016	6203	88	23%



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# EMS Hospital Destination

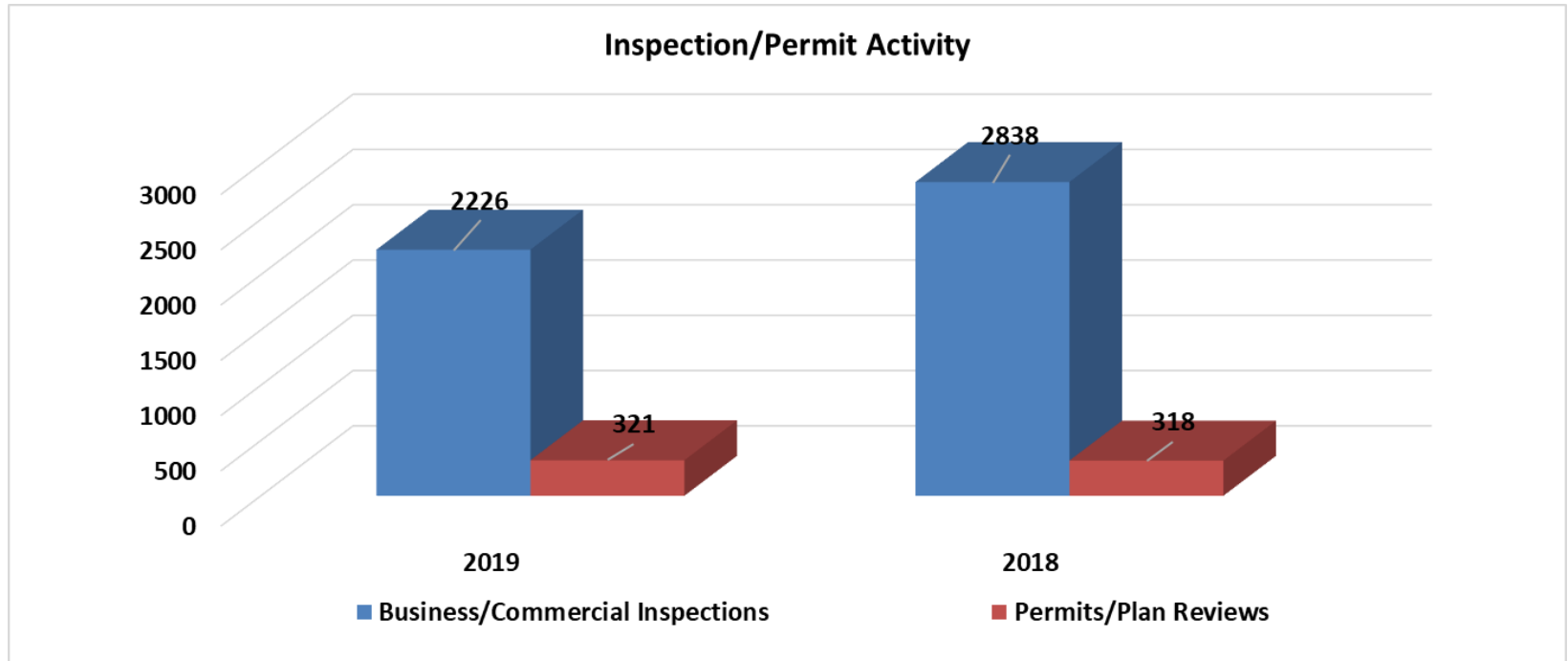
DESTINATION	2019		2018	
	#	%	#	%
ASCENSION COLUMBIA ST MARYS HOSPITAL MILWAUKEE	1,196	31%	1,209	33%
ASCENSION COLUMBIA ST MARYS HOSPITAL OZAUKEE	1,042	27%	1,024	28%
ASCENSION-ST JOSEPH HOSP	152	4%	142	4%
AURORA MEDICAL CENTER - GRAFTON	398	10%	419	11%
AURORA SINAI MEDICAL CENTER	302	8%	233	6%
AURORA ST LUKES MEDICAL CENTER	122	3%	97	3%
CHILDRENS HOSPITAL OF WISCONSIN	112	3%	89	2%
CLEMENT J ZABLOCKI VA MEDICAL CENTER	47	1%	39	1%
FROEDTERT MEMORIAL LUTHERAN HOSPITAL	334	9%	334	9%
FROEDTERT/COMMUNITY MEMORIAL HOSP - MENO FALLS	137	4%	120	3%
	3,842		3,706	



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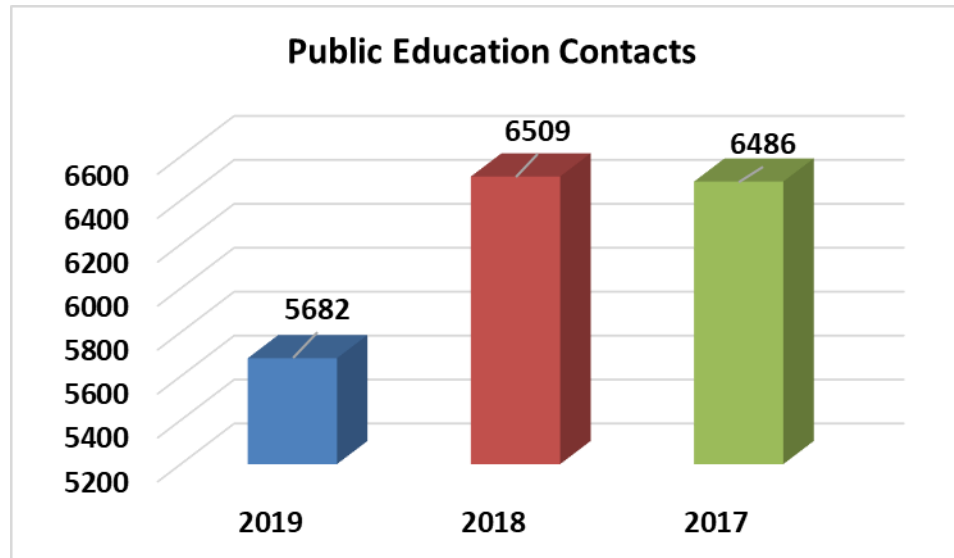
# Inspection/Permit Activity



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# Public Education Contacts



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# Continuing Education/Training

Topic	2019	2018	2017
Administrative	256	639	93
Company Training per NFPA 1001	19,322	13,441	12,537
Driver/Operator Training, NFPA 1002	4,460	3,766	4,250
EMS	3,258	2,935	2,908
Academy Recruit / Facilities Training	4,526	1,793	2,994
Hazardous Materials NFPA 472	501	464	224
Company Officer and Professional Development	2,510	2,873	2,542
Special Operations	352	392	537
<b>Total</b>	<b>35,185</b>	<b>26,300</b>	<b>26,085</b>



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