

NORTH SHORE FIRE/RESCUE

Office of the Fire Chief

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To: Board of Directors
Date: April 15, 2022
Subject: Executive Summary – 2022 Quarter 1 Key Performance Indicators

Enclosed is the Key Performance Indicator Report for 2022 Quarter 1. Notable information in this report includes:

- The Department monitors three major performance goals:
 - Average Response Time for “Red Lights and Siren” Responses to be less than 6:30 – Quarter 1 average was 5:30 (Slide #20)
 - 90% Baseline for “Red Lights and Siren” Response at 7:02 – In Quarter 1, the Department was just short of this goal at 85% (Slide #19).
 - Contain a majority of structure fires to the room of origin – In Quarter 1, 60% of structure fires were contained to the room of origin (Slide #21).

- Total incidents (includes mutual aid) up 22% over the same period in 2021 (Slide #2).
 - North Shore incidents up 25% over the same period in 2021 (Slide #2).
 - All seven communities had an increase in incidents compared with the same period in 2021 (Slide #10).
 - Fire related incidents were down by 20 incidents compared with the same period in 2021 (Slide #3).
 - EMS related incidents rose 24% compared with the same period in 2021 (Slide #3).

- The Department closely monitors workload on each resource (unit) using a system known as Unit Hour Utilization (UHU). UHU evaluates the percentage of time a unit is committed on a call for service in comparison with the total time it is staffed. Industry standards state a fire engine/truck should have a UHU of .10 or less to provide reliable service in its assigned primary coverage area. An ambulance should have a UHU of less than .30. In 2022 Q1, three of nine units are at or exceeding the recommended UHU standard. Staff will be evaluating the UHU for Station 84 resources (Engine 84/Ambulance 84) in the second quarter to determine whether deployment changes are needed since the UHU for that cross-staffed resource is above the recommended .10 (Slide 6).

- The Department continues to receive more mutual aid resources than it gives (402 to 395) (Slide #14).

- The Department is monitoring a trend of longer call processing times (Slide #15). Some of the change may be attributed to a less experienced staff at Bayside Communications Center.
- A significant shift in hospital destinations was identified in data from 2022 compared with same period in 2021. Thirty-four (34%) of transports went to Ascension CSM-Milwaukee compared with 26% of transports in 2021. Similar trends were noted in the later quarters of 2021. The reduction of cardiac catheterization lab availability at Ascension CSM-Ozaukee that occurred in April 2021 likely is a contributing cause to this change (Slide #25).
- Permits for new commercial construction/fire protection system updates are up almost 500% in comparison with Quarter 1 2021. This is positive news for revenue but has stretched the two Inspectors in the Community Risk Reduction Bureau thin. The Department continues to strive to ensure all permit holders requesting inspections are accommodated within a reasonable timeframe (Slide #26).
- With the reduction in COVID restrictions, public education contacts are back to historical levels (Slide #27).