

NORTH SHORE FIRE/RESCUE

Office of the Fire Chief

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To: Board of Directors
Date: July 1, 2022
Subject: Executive Summary – 2022 Quarter 2 Key Performance Indicators

Enclosed is the Key Performance Indicator Report for 2022 Quarter 2. 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 2 average was 5:26 (Slide #16)
 - 90% Baseline for “Red Lights and Siren” Response at 7:02 – In Quarter 2, the Department was just short of this goal at 86% (Slide #15).
 - Contain a majority of structure fires to the room of origin – In Quarter 2, 58% of structure fires were contained to the room of origin (Slide #17).

- Total incidents (includes mutual aid) up 18% over the same period in 2021 (Slide #2).
 - North Shore incidents up 21% over the same period in 2021 (Slide #2).
 - All seven communities had an increase in incidents compared with the same period in 2021 (Slide #8).
 - Fire related incidents were down by 34 incidents compared with the same period in 2021 (Slide #3).
 - EMS related incidents rose 20% 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. Due to the ongoing concern over the UHU for E84/A84, those units primary response areas were slightly adjusted effective July 1, 2022. While the response area adjustment will likely decrease the UHU of E84/A84, it will increase the UHU of Med 82 and Truck 82. Staff is developing options to be considered in the 2023 Budget to assist in resolving in these challenges (Slide 6).

- The ratio of mutual aid units sent to calls in other communities compared to mutual aid units assisting in calls in the North Shore Communities was near even in the first six months of 2022. (741 to 747) (Slide #10).

- The Department continues to work with Bayside Communications Center on longer call processing times (Slide #11).
- Permits for new commercial construction/fire protection system updates are up over 1,000% in comparison with Quarter 2 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 #21).
- With the reduction in COVID restrictions, public education contacts are back to historical levels (Slide #22).
- The births of babies in many member's families in the first six months of the year has attributed to a significant increase in use of Family Medical Leave Act (Slide #24).