

Standards of Cover

La Crosse Fire Department

2016

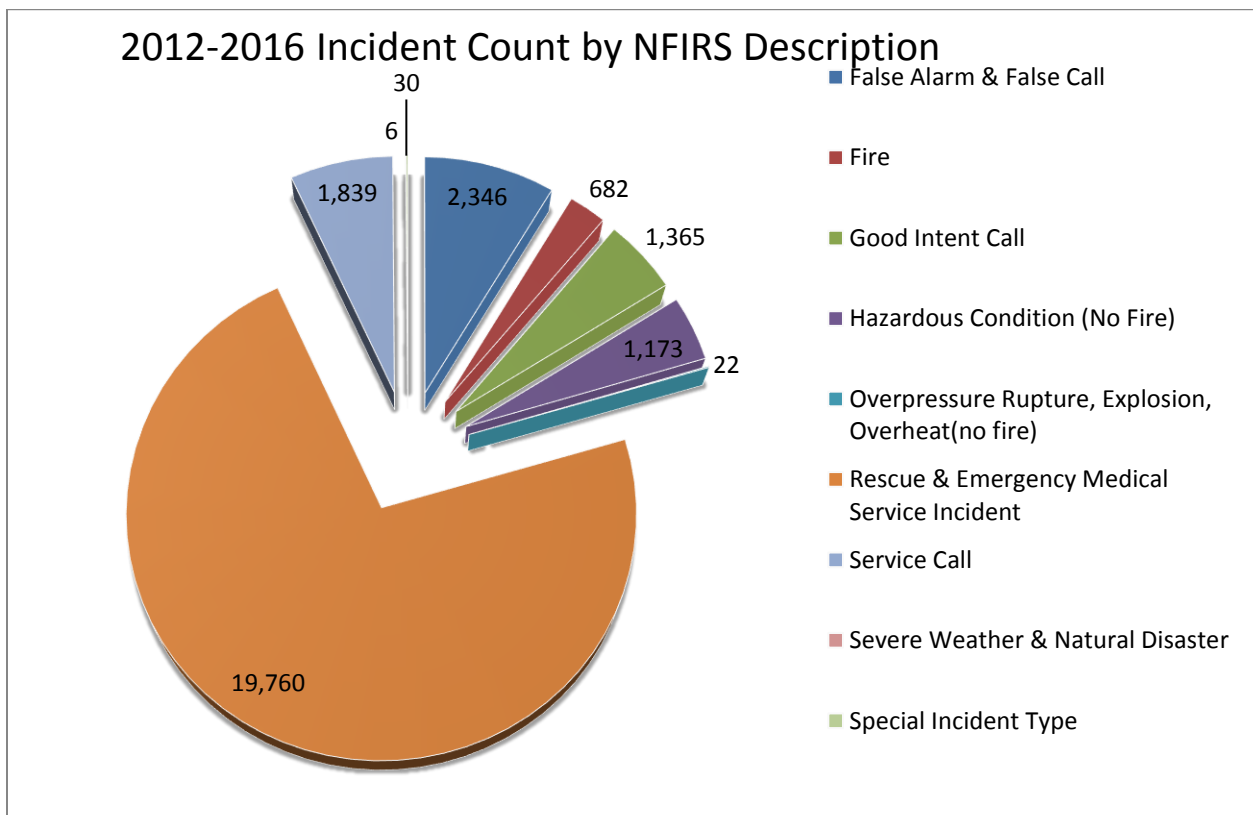


Incident Count by Year

Year	Incidents
Total	27,223
2012	4,941
2013	5,017
2014	5,535
2015	5,731
2016	5,999

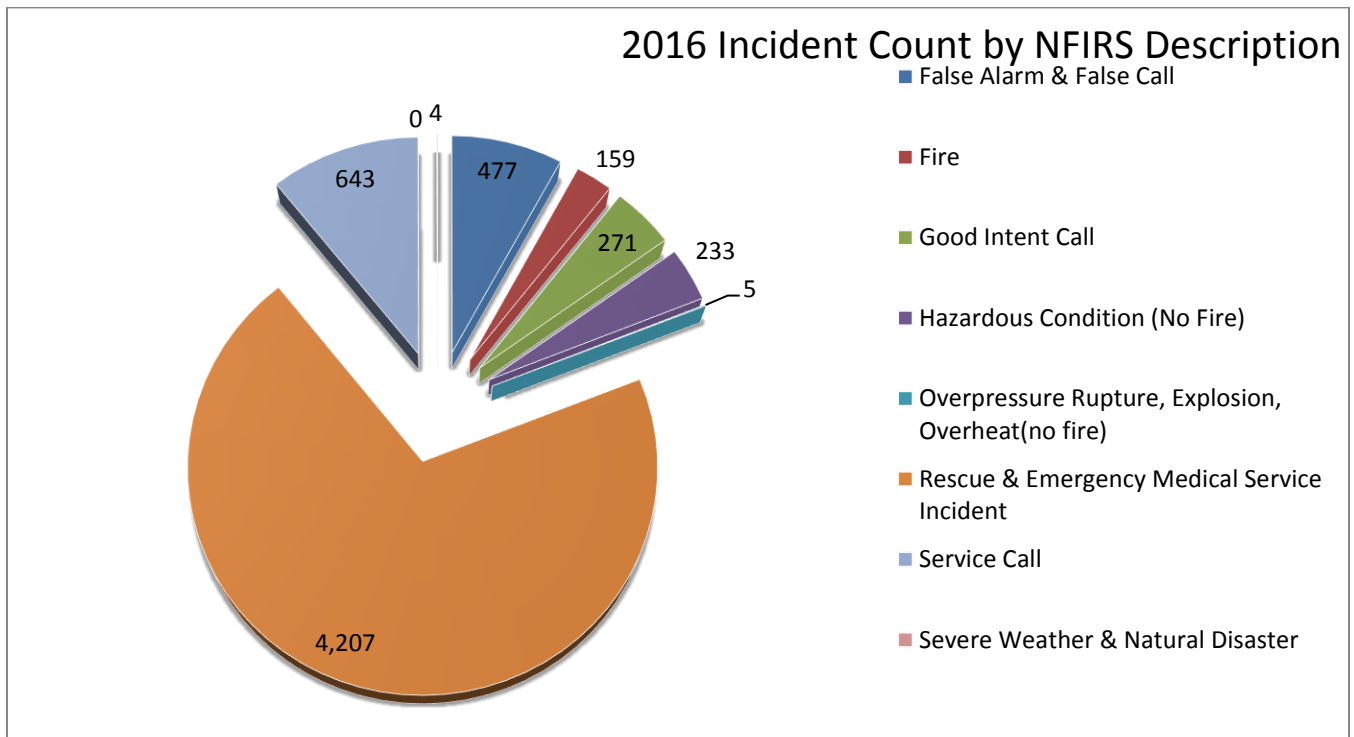
2012-2016 Response Types

NFIRS Description 1	Incidents
Total	27,223
False Alarm & False Call	2,346
Fire	682
Good Intent Call	1,365
Hazardous Condition (No Fire)	1,173
Overpressure Rupture, Explosion, Overheat(no fire)	22
Rescue & Emergency Medical Service Incident	19,760
Service Call	1,839
Severe Weather & Natural Disaster	6
Special Incident Type	30



2016 Response Types

NFIRS Description 1	Incidents
Total	5,999
False Alarm & False Call	477
Fire	159
Good Intent Call	271
Hazardous Condition (No Fire)	233
Overpressure Rupture, Explosion, Overheat(no fire)	5
Rescue & Emergency Medical Service Incident	4,207
Service Call	643
Severe Weather & Natural Disaster	0
Special Incident Type	4



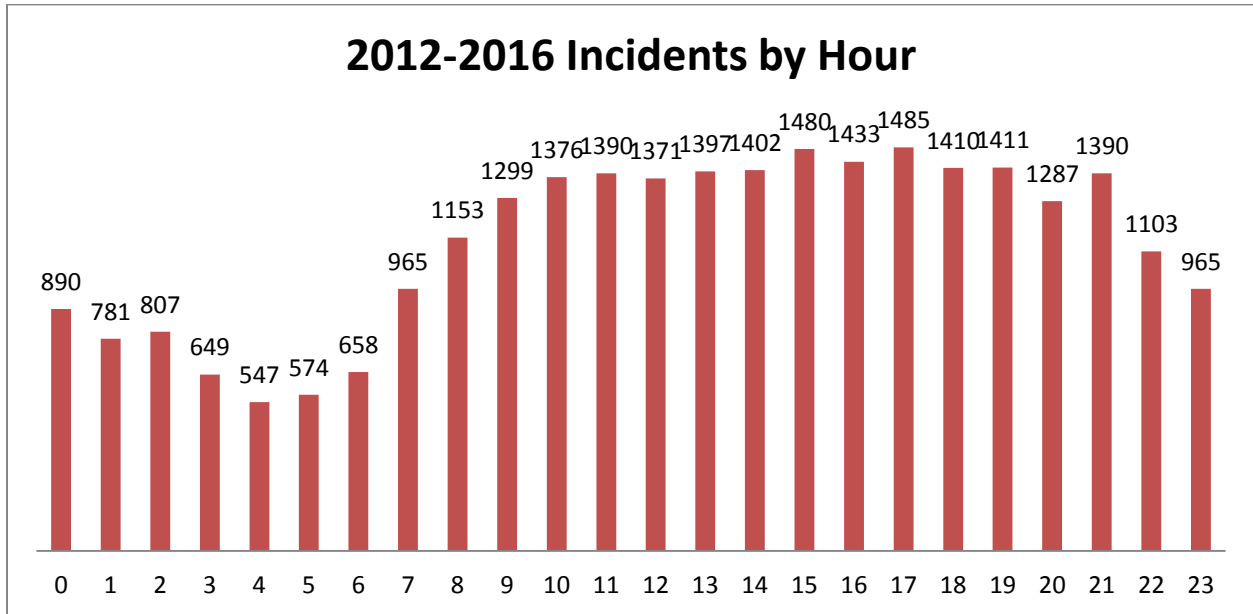
2012-2016 Incident Time of Day Analysis

Hour	Incidents
0	890
1	781
2	807
3	649
4	547
5	574
6	658
7	965
8	1,153
9	1,299
10	1,376
11	1,390
12	1,371
13	1,397
14	1,402
15	1,480
16	1,433
17	1,485
18	1,410
19	1,411
20	1,287
21	1,390
22	1,103
23	965
Grand Total	27,223

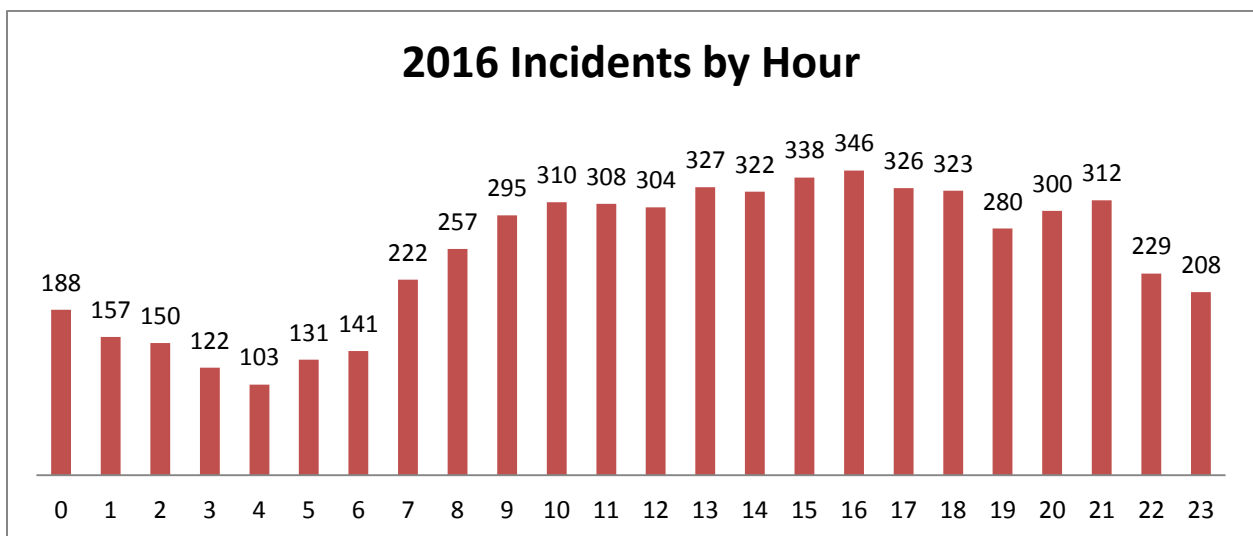
2016 Incident Time of Day Analysis

Hour	Incidents
0	188
1	157
2	150
3	122
4	103
5	131
6	141
7	222
8	257
9	295
10	310
11	308
12	304
13	327
14	322
15	338
16	346
17	326
18	323
19	280
20	300
21	312
22	229
23	208
Grand Total	5,999

2012-2017 Incident Time of Day Analysis

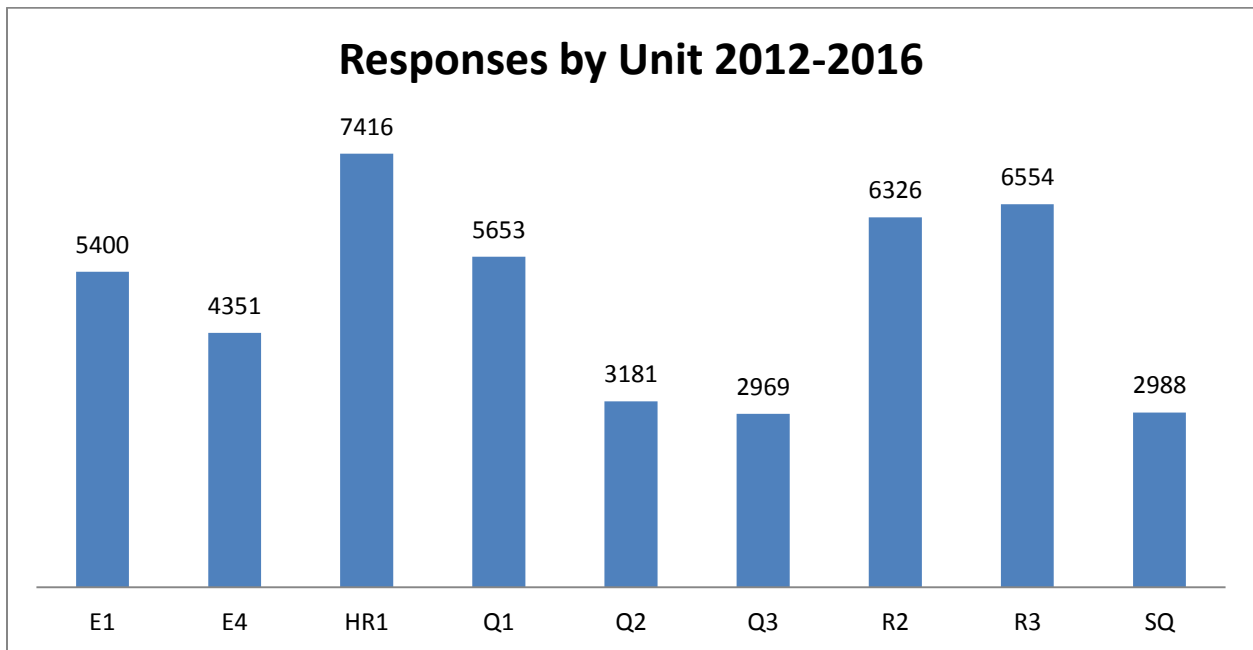


2016 Incident Time of Day Analysis - New

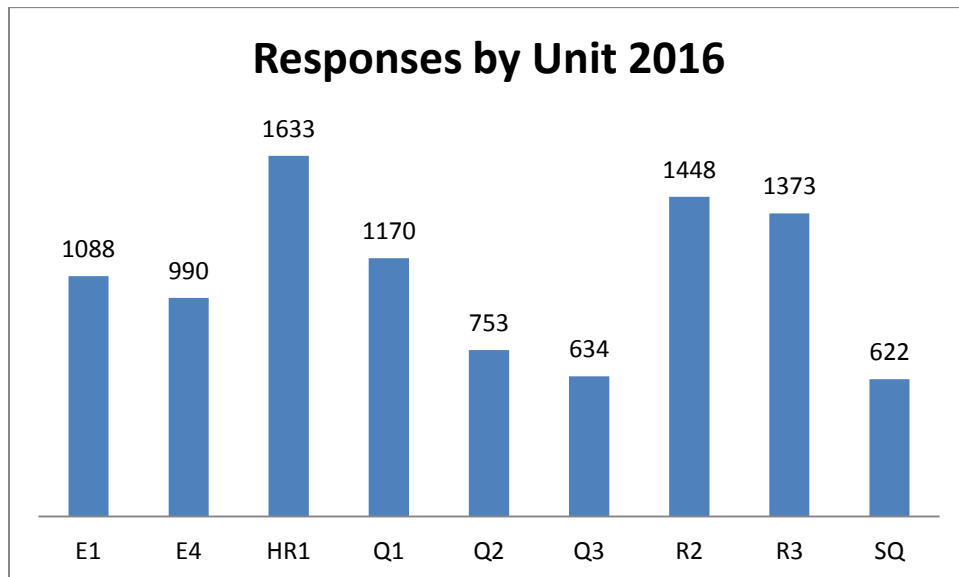


2012-2016 Response by Apparatus

Unit	Incidents
E1	5,400
E4	4,351
HR1	7,416
Q1	5,653
Q2	3,181
Q3	2,969
R2	6,326
R3	6,554
SQ	2,988
Grand Total	44,838



Unit	Incidents
E1	1,088
E4	990
HR1	1,633
Q1	1,170
Q2	753
Q3	634
R2	1,448
R3	1,373
SQ	622
Grand Total	9,711



Baseline Time Elements 2012 - 2016

Baseline Time Elements– 1st Due Unit/Pumper to be measured against the 90th Percentile				
NFIRS Descriptions	Dispatch Time ≤60 sec	Turnout Time ≤80sec	Travel Time 1st Unit ≤ 5:12	Travel Time 1st Unit ≤ 4:00
Fire (NFIR 100)	69.45%	56.80%	93.38%	87.35%
Rescue (NFIR 300 Excluding EMS)	62.13%	66.35%	94.43%	86.93%
Hazardous Conditions (NFIR 400)	47.13%	56.55%	90.98%	82.99%
Report Out (NFIR 500, 600)	46.72%	65.51%	94.06%	86.77%

Baseline Time Elements– 1st Due EMS Unit to be measured against the 90th Percentile				
NFIRS Descriptions	Dispatch Time ≤60 sec	Turnout Time ≤60sec	Travel Time 1st Unit ≤ 5:12	Travel Time 1st Unit ≤ 4:00
EMS (NFIR 300 excluding rescue)	67.02%	58.34%	94.28%	86.31%

Baseline Time Elements 2016

Baseline Time Elements– 1st Due Unit/Pumper to be measured against the 90th Percentile				
NFIRS Descriptions	Dispatch Time ≤60 sec	Turnout Time ≤80sec	Travel Time 1st Unit ≤ 5:12	Travel Time 1st Unit ≤ 4:00
Fire (NFIR 100)	72.07%	56.75%	95.49%	90.99%
Rescue (NFIR 300 Excluding EMS)	68.40%	58.73%	93.68%	85.13%
Hazardous Conditions (NFIR 400)	60.29%	51.47%	95.58%	94.11%
Report Out (NFIR 500, 600)	50.99%	61.58%	94.70%	86.75%

Baseline Time Elements– 1st Due EMS Unit to be measured against the 90th Percentile				
NFIRS Descriptions	Dispatch Time ≤60 sec	Turnout Time ≤60sec	Travel Time 1st Unit ≤ 5:12	Travel Time 1st Unit ≤ 4:00
EMS (NFIR 300 excluding rescue)	70.94%	51.20%	94.55%	86.05%

Performance Objectives 2012 - 2016

Performance Objective				
	Baseline	Benchmark	Baseline	Benchmark
	2nd Unit ≤13:43	2nd Unit ≤10:20	Balance of Remaining Units ≤13:43	Balance of Remaining Units ≤10:20
Fire	99.25%	96.50%	96.88%	90.95%
EMS	96.84%	93.05%	92.30%	69.23%
Rescue	98.38%	95.70%	76.51%	71.96%
Hazardous	97.28%	93.37%	94.61%	86.41%
Report Out	99.37%	96.27%	98.11%	94.33%
Response Times measured against 90th Percentile				

Performance Objectives 2016

Low Risk EMS - 90th Percentile Times - Baseline Performance			2016- 2020	2020	2019	2018	2017	2016	Target (Agency Benchmark)
Alarm Handling	Pick-up to Dispatch	Urban	01:34					01:34	01:00
Turnout Time	Turnout Time 1st Unit	Urban	01:48					01:48	01:00
Travel Time	Travel Time 1st Unit Distribution	Urban	04:20					04:20	04:00
	Travel Time ERF Concentration	Urban	04:20					04:20	04:00
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	06:35					06:35	06:00
			N=3,035					N=3,035	
	Total Response Time ERF Concentration	Urban	06:35					06:35	06:00
			N=3,030					N=3,030	

N = Number of responses

Moderate Risk EMS - 90th Percentile Times - Baseline Performance			2016-2020	2020	2019	2018	2017	2016	Target (Agency Benchmark)
Alarm Handling	Pick-up to Dispatch	Urban	01:34					01:34	01:00
Turnout Time	Turnout Time 1st Unit	Urban	01:48					01:48	01:00
Travel Time	Travel Time 1st Unit Distribution	Urban	04:20					04:20	04:00
	Travel Time ERF Concentration	Urban	04:23					04:23	06:00
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	06:34					06:34	06:00
			N=3,035					N=3,035	
	Total Response Time ERF Concentration	Urban	06:39					06:39	08:00
			N=880					N=880	

N = Number of responses

High Risk EMS - 90th Percentile Times - Baseline Performance			2016-2020	2020	2019	2018	2017	2016	Target (Agency Benchmark)
Alarm Handling	Pick-up to Dispatch	Urban	01:34					01:34	01:00
Turnout Time	Turnout Time 1st Unit	Urban	01:48					01:48	01:00
Travel Time	Travel Time 1st Unit Distribution	Urban	04:20					04:20	04:00
	Travel Time ERF Concentration	Urban	04:58					04:58	06:00
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	06:35					06:35	06:00
			N=3,035					N=3,035	
	Total Response Time ERF Concentration	Urban	09:28					09:28	08:00
			N=108					N=108	

N = Number of responses

Low Risk Fire Suppression - 90th Percentile Times - Baseline Performance			2016-2020	2020	2019	2018	2017	2016	Target (Agency Benchmark)
Alarm Handling	Pick-up to Dispatch	Urban	01:17					01:17	01:00
Turnout Time	Turnout Time 1st Unit	Urban	01:48					01:48	01:20
Travel Time	Travel Time 1st Unit Distribution	Urban	02:45					02:45	04:00
	Travel Time ERF Concentration	Urban	06:07					06:07	8:00
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	05:01					05:01	06:20
			N=32					N=32	
	Total Response Time ERF Concentration	Urban	08:54					08:54	10:20
			N=26					N=26	

N = Number of responses

Moderate Risk Fire Suppression - 90th Percentile Times - Baseline Performance			2016-2020	2020	2019	2018	2017	2016	Target (Agency Benchmark)
Alarm Handling	Pick-up to Dispatch	Urban	01:17					01:17	01:00
Turnout Time	Turnout Time 1st Unit	Urban	01:48					01:48	01:20
Travel Time	Travel Time 1st Unit Distribution	Urban	02:45					02:45	04:00
	Travel Time ERF Concentration	Urban	08:15					08:15	8:00
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	05:01					05:01	06:20
			N=32					N=32	
	Total Response Time ERF Concentration	Urban	10:22					10:22	10:20
			N=19					N=19	

N = Number of responses

High Risk Fire Suppression - 90th Percentile Times - Baseline Performance			2016-2020	2020	2019	2018	2017	2016	Target (Agency Benchmark)
Alarm Handling	Pick-up to Dispatch	Urban	01:17					01:17	01:00
Turnout Time	Turnout Time 1st Unit	Urban	01:48					01:48	01:20
Travel Time	Travel Time 1st Unit Distribution	Urban	02:45					02:45	04:00
	Travel Time ERF Concentration	Urban	08:11					08:11	10:00
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	05:23					05:23	06:20
			N=31					N=31	
	Total Response Time ERF Concentration	Urban	10:14					10:14	12:20
			N=9					N=9	

N = Number of responses

Low Risk Hazardous Materials - 90th Percentile Times - Baseline Performance			2016-2020	2020	2019	2018	2017	2016	Target (Agency Benchmark)
Alarm Handling	Pick-up to Dispatch	Urban	02:03					02:03	01:00
Turnout Time	Turnout Time 1st Unit	Urban	02:14					02:14	01:20
Travel Time	Travel Time 1st Unit Distribution	Urban	03:55					03:55	04:00
	Travel Time ERF Concentration	Urban	05:39					05:39	04:00
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	07:48					07:48	06:20
			N=48					N=48	
	Total Response Time ERF Concentration	Urban	07:54					07:54	06:20
			N=45					N=45	

N = Number of responses

Moderate Risk Hazardous Materials - 90th Percentile Times - Baseline Performance			2016-2020	2020	2019	2018	2017	2016	Target (Agency Benchmark)
Alarm Handling	Pick-up to Dispatch	Urban	02:03					02:03	01:00
Turnout Time	Turnout Time 1st Unit	Urban	02:14					02:14	01:20
Travel Time	Travel Time 1st Unit Distribution	Urban	03:55					03:55	04:00
	Travel Time ERF Concentration	Urban	NA					NA	08:00
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	07:48					07:48	06:20
			N=48					N=48	
	Total Response Time ERF Concentration	Urban	NA					NA	10:20
			N=0					N=0	

N = Number of responses

High Risk Hazardous Materials - 90th Percentile Times - Baseline Performance			2016-2020	2020	2019	2018	2017	2016	Target (Agency Benchmark)
Alarm Handling	Pick-up to Dispatch	Urban	02:03					02:03	01:00
Turnout Time	Turnout Time 1st Unit	Urban	02:14					02:14	01:20
Travel Time	Travel Time 1st Unit Distribution	Urban	03:55					03:55	04:00
	Travel Time ERF Concentration	Urban	NA					NA	14:00
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	07:48					07:48	06:20
			N=48					N=48	
	Total Response Time ERF Concentration	Urban	NA					NA	16:20
			N=0					N=0	

N = Number of responses

Low Risk Report Out - 90th Percentile Times - Baseline Performance			2016-2020	2020	2019	2018	2017	2016	Target (Agency Benchmark)
Alarm Handling	Pick-up to Dispatch	Urban	01:58					01:58	01:00
Turnout Time	Turnout Time 1st Unit	Urban	02:06					02:06	01:20
Travel Time	Travel Time 1st Unit Distribution	Urban	02:45					02:45	04:00
	Travel Time ERF Concentration	Urban	03:55					03:55	04:00
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	05:35					05:35	06:20
			N=15					N=15	
	Total Response Time ERF Concentration	Urban	08:05					08:05	06:20
			N=10					N=10	

N = Number of responses

Moderate Risk Report Out - 90th Percentile Times - Baseline Performance			2016-2020	2020	2019	2018	2017	2016	Target (Agency Benchmark)
Alarm Handling	Pick-up to Dispatch	Urban	01:58					01:58	01:00
Turnout Time	Turnout Time 1st Unit	Urban	02:06					02:06	01:20
Travel Time	Travel Time 1st Unit Distribution	Urban	02:45					02:45	04:00
	Travel Time ERF Concentration	Urban	02:52					02:52	06:00
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	05:35					05:35	06:20
			N=15					N=15	
	Total Response Time ERF Concentration	Urban	05:37					05:37	08:20
			N=5					N=5	

N = Number of responses

High Risk Report Out - 90th Percentile Times - Baseline Performance			2016-2020	2020	2019	2018	2017	2016	Target (Agency Benchmark)
Alarm Handling	Pick-up to Dispatch	Urban	01:58					01:58	01:00
Turnout Time	Turnout Time 1st Unit	Urban	02:06					02:06	01:20
Travel Time	Travel Time 1st Unit Distribution	Urban	02:45					02:45	04:00
	Travel Time ERF Concentration	Urban	NA					NA	08:00
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	05:35					05:35	06:20
			N=15					N=15	
	Total Response Time ERF Concentration	Urban	NA					NA	10:20
			N=0					N=0	

N = Number of responses

Low Risk Rescue - 90th Percentile Times - Baseline Performance			2016-2020	2020	2019	2018	2017	2016	Target (Agency Benchmark)
Alarm Handling	Pick-up to Dispatch	Urban	00:54					00:54	01:00
Turnout Time	Turnout Time 1st Unit	Urban	02:37					02:37	01:20
Travel Time	Travel Time 1st Unit Distribution	Urban	09:51					09:51	04:00
	Travel Time ERF Concentration	Urban	09:50					09:50	04:00
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	13:32					13:32	06:20
			N=9					N=9	
	Total Response Time ERF Concentration	Urban	14:31					14:31	06:20
			N=9					N=9	

N = Number of responses

Moderate Risk Rescue - 90th Percentile Times - Baseline Performance			2016-2020	2020	2019	2018	2017	2016	Target (Agency Benchmark)
Alarm Handling	Pick-up to Dispatch	Urban	00:54					00:54	01:00
Turnout Time	Turnout Time 1st Unit	Urban	02:37					02:37	01:20
Travel Time	Travel Time 1st Unit Distribution	Urban	09:51					09:51	04:00
	Travel Time ERF Concentration	Urban	NA					NA	08:00
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	13:32					13:32	06:20
			N=9					N=9	
	Total Response Time ERF Concentration	Urban	mm:ss					mm:ss	10:20
			N=0					N=0	

N = Number of responses

High Risk Rescue - 90th Percentile Times - Baseline Performance			2016-2020	2020	2019	2018	2017	2016	Target (Agency Benchmark)
Alarm Handling	Pick-up to Dispatch	Urban	00:54					00:54	01:00
Turnout Time	Turnout Time 1st Unit	Urban	02:37					02:37	01:20
Travel Time	Travel Time 1st Unit Distribution	Urban	09:32					09:32	04:00
	Travel Time ERF Concentration	Urban	NA					NA	12:00
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	13:32					13:32	06:20
			N=9					N=9	
	Total Response Time ERF Concentration	Urban	NA					NA	14:20
			N=0					N=0	

N = Number of responses

Availability vs. Reliability 2012 - 2016

Fire Station/District	FS-1	FS-2	FS-3	FS- 4
First-Due Workload(All Responses) (Any First Due Unit)	10,577	5,050	6,899	3,647
First Due Unit Responses in the First Due District	10,132	4,870	6,654	3,508
Calls Missed by First Due Unit	445	180	245	139
Availability– First-Due Unit in First Due District	95.79%	96.43%	96.44%	96.18%
Reliability-Any First Due Unit (<=6:20sec) (Emergency Response Only)	93.38%	90.73%	76.81%	79.71%
Reliability-First Due Unit (<=6:20 sec) (Emergency Response Only)	93.74%	90.90%	76.82%	80.03%
Reliability is based on the established 6:20 second for first unit standard				

Availability vs. Reliability 2016 - New

Fire Station/District	FS-1	FS-2	FS-3	FS- 4
First-Due Workload(All Responses) (Any First Due Unit)	2,321	1,196	1,490	824
First Due Unit Responses in the First Due District	2,202	1,153	1,418	796
Calls Missed by First Due Unit	119	43	72	28
Availability– First-Due Unit in First Due District	94.87%	96.40%	95.16%	96.60%
Reliability-Any First Due Unit (<=6:20sec) (Emergency Response Only)	92.59%	89.87%	76.82%	81.40%
Reliability-First Due Unit (<=6:20 sec) (Emergency Response Only)	93.06%	90.03%	76.50%	81.61%
Reliability is based on the established 6:20 second for first unit standard				

Goals and Objectives

La Crosse Fire Department

2017



2017 Goals and Objectives

- Improve radio interoperability with neighboring agencies
- Integration of EnnerGov software with City Building Inspection and LCFD
- Submit Annual Compliance Report and maintain accreditation status
- Complete Risk Assessment of inspection properties
- Investigate pre-planning software
- Upgrade telestaff software and implement changes
- Acquire land and site preparation for a future fire station
- 2016 carry over- R2, R3, HR, station 3 storage building
- Adopted capital requests for 2017 – EPCR (Emergency Patient Care Reporting) software, electronic tablets, USAR PPE, E4, Boat 2, Car 63, water/ice rescue suits, cascade system compressor, and meters
- Implement FireCARES program to improve data analysis
- Collaborate with Mayor Kabat on a potential EMS contract for LCFD
- Development of emergency evacuation routes for the City.
- Develop and implement capital improvements for existing fire stations