

Consultant Report

2022

Community Risk Assessment and Standards of Cover

Section F – Station Level Analyses



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Introduction

The following document functions as the Prince George’s County Fire/EMS Department (the “Department” or “PGFD”) All Hazard Community Risk Assessment and Standards of Cover statement. The Commission on Fire Accreditation International (CFAI) defines the process, known as “deployment analysis,” as a written procedure that determines the distribution and concentration of fixed and mobile resources of an organization. The purpose of completing such a document is to assist the PGFD in ensuring a safe and effective response force for fire suppression, emergency medical services (EMS), hazardous materials incidents, and technical rescues and in facilitating activities for domestic preparedness, emergency planning, and disaster response.

Creating a community risk assessment/standards of cover (CRA/SOC) document requires the research, study, and evaluation of a considerable array of community features. The following report will begin with a descriptive overview of PGFD and the area that it serves. Following this overview, an all-hazards risk assessment provides an analysis of potential risks and describes activities the PGFD employs to mitigate those risks. Current deployment and performance were assessed to determine the capabilities and capacities that are available. Benchmark statements and baseline performance support PGFD’s ability to meet distribution and concentration metrics. The report concludes with plans for maintaining and improving capabilities, as well as policy recommendations to address gaps in performance or desired outcomes.

Throughout the document, several “accreditation building blocks” will be highlighted, drawing a direct link between the community risk assessment-standards of cover and the requirements of the fire department accreditation process as administered through CFAI.

This CRA/SOC is demonstrative of PGFD’s continued commitment to regular community risk assessment. The department has adopted a formal process of reviewing and assessing risk as an annual process. PGFD anticipates that regularly revisiting and revising the CRA/SOC will allow the department to stay on top of changes in the community as well as enable staff to efficiently distribute and plan for resources allocated throughout the jurisdiction.

Prince George’s County Fire/EMS Department would like to thank all members for their continued dedication to the citizens and visitors to the department and for the commitment to continuous improvement embodied by the accreditation process.

Core Competency or Performance Indicator

Description of the core competency or performance indicator with the most important phrases or words underlined for emphasis.

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Section F – Current Deployment and Performance
at the First Due Station Area



First Due Station Area Analysis

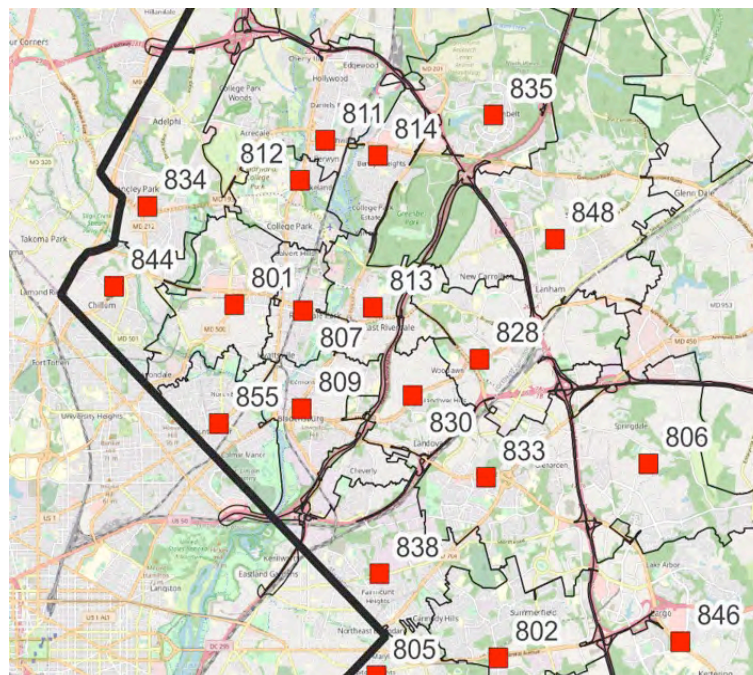
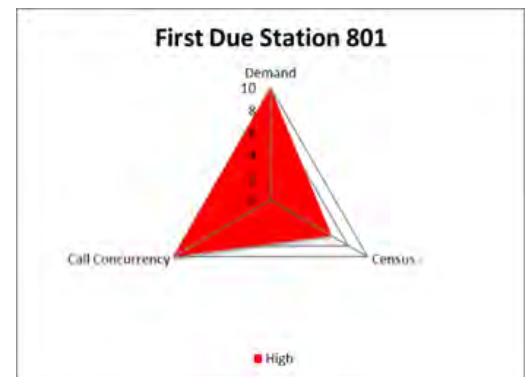
Taking a more granular approach, each of PGFD’s 45 stations received a comprehensive analysis, including eight pages of maps and data to highlight the planning zones, risk, and past performance on all types of emergency incidents. Below is a master legend to assist in navigating a large amount of analysis on the following pages

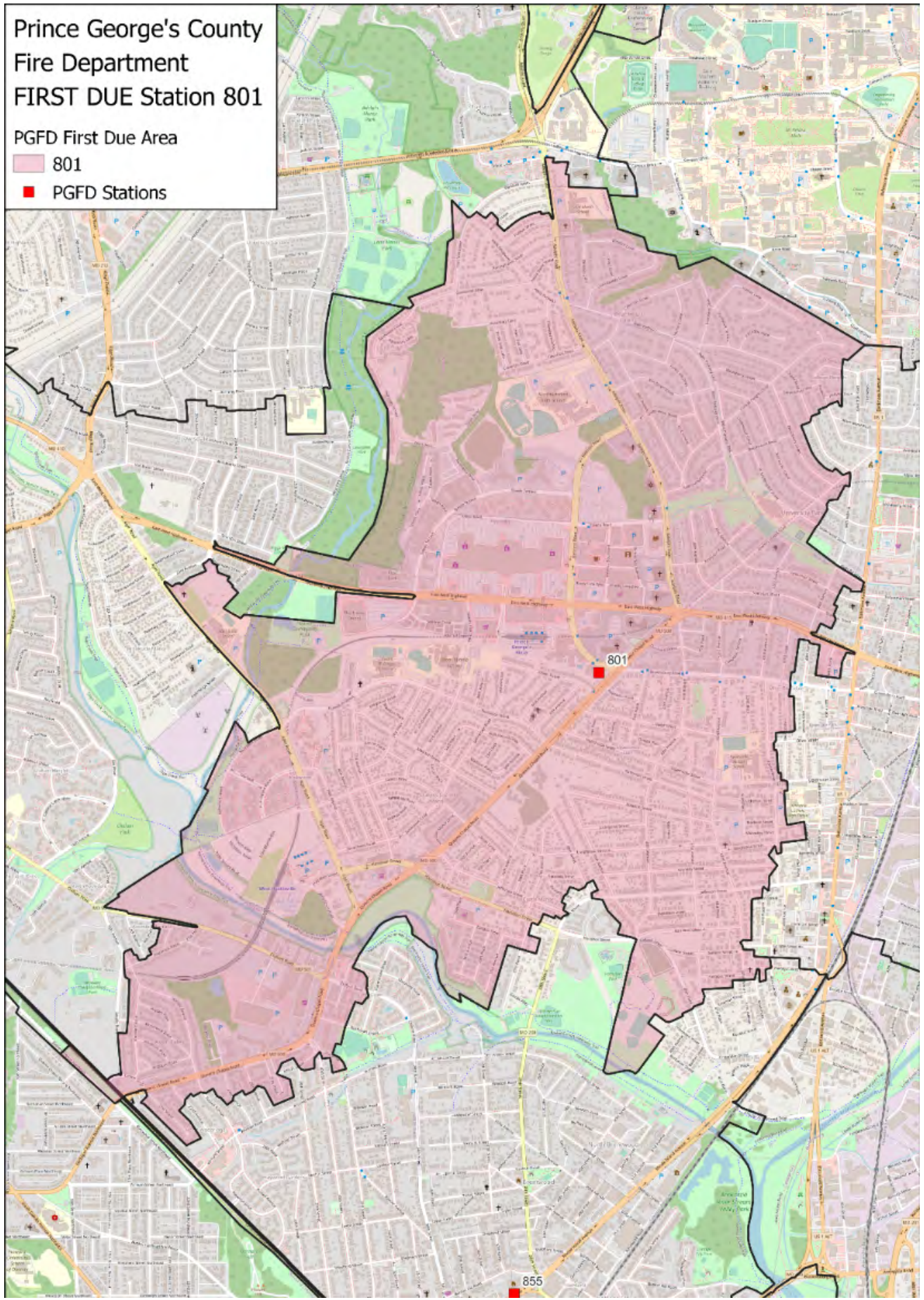
Core Competency 2C.7

The agency has identified the total response time components for delivery of services in each service program area and assessed those services in each planning zone.

Station 801

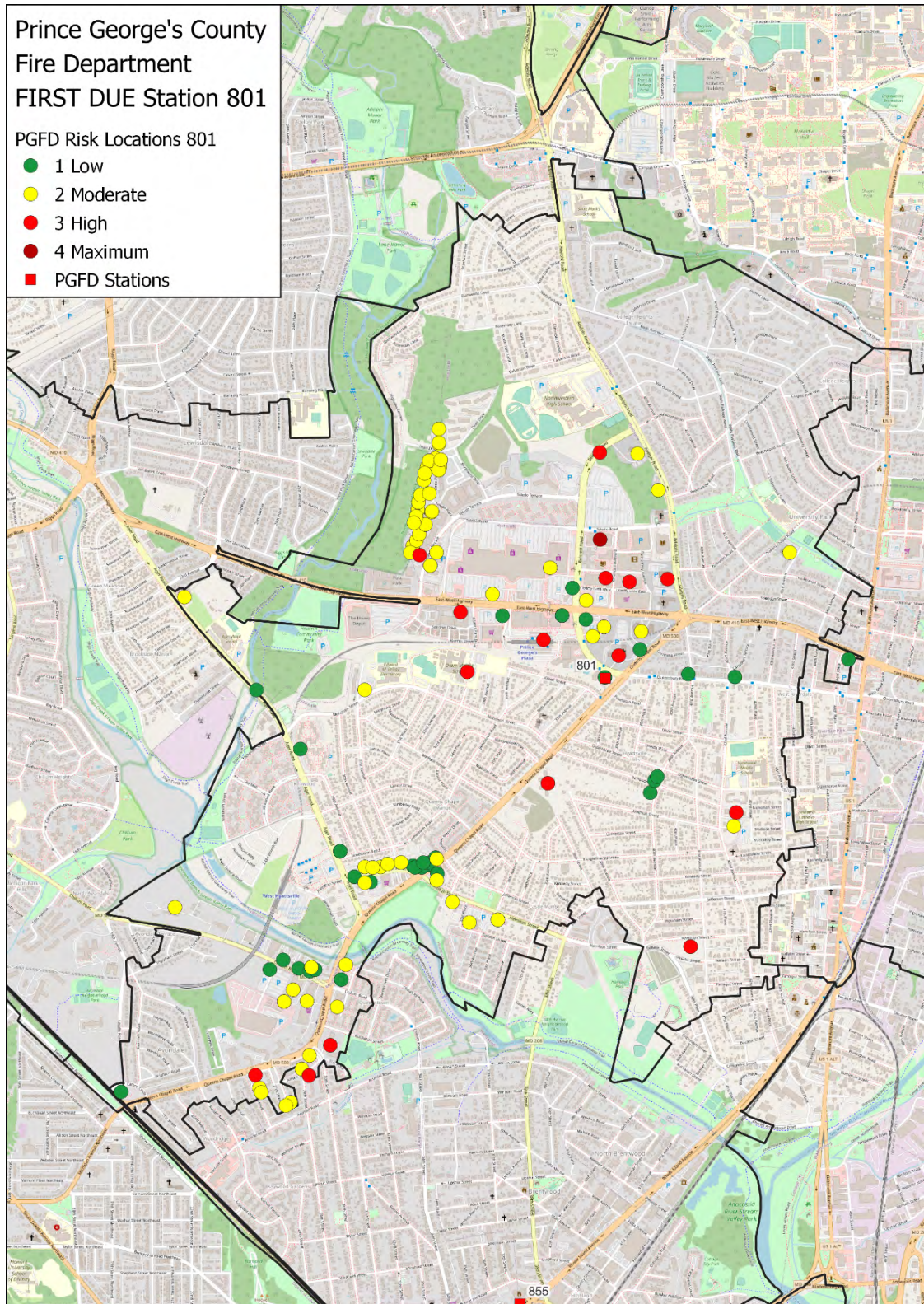
801	A801	Ambulance
	A801B	Ambulance
	E801	Engine
	E801B	Engine
	PA801	Paramedic Ambulance
	PA801B	Paramedic Ambulance
	SQ801	Squad
	TK801	Truck
	U801	Utility Truck
	VC801	Volunteer Chief
	VC801A	Volunteer Chief
	VC801B	Volunteer Chief



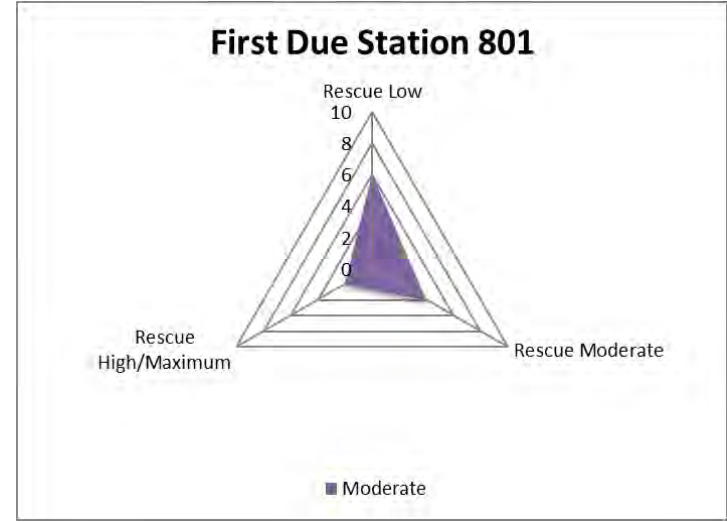
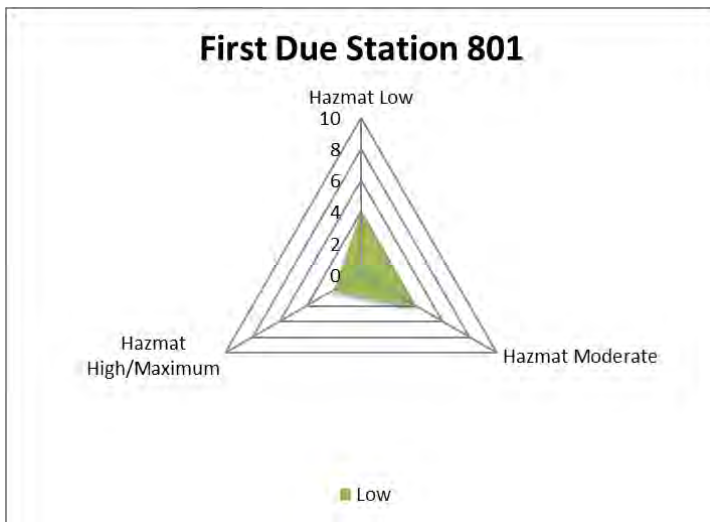
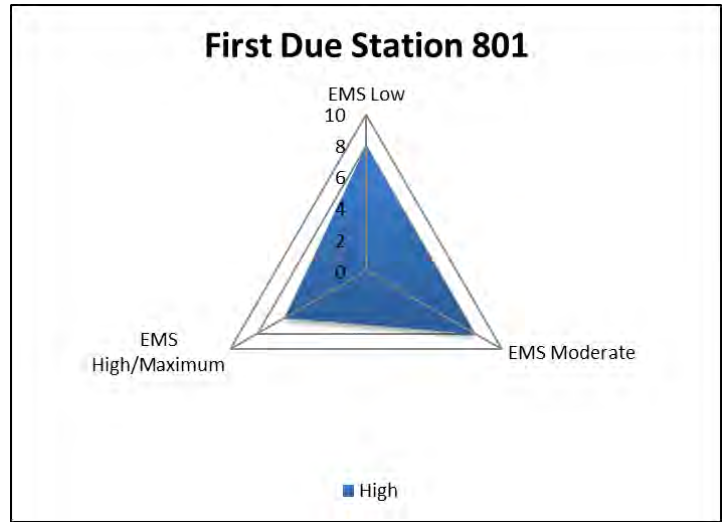
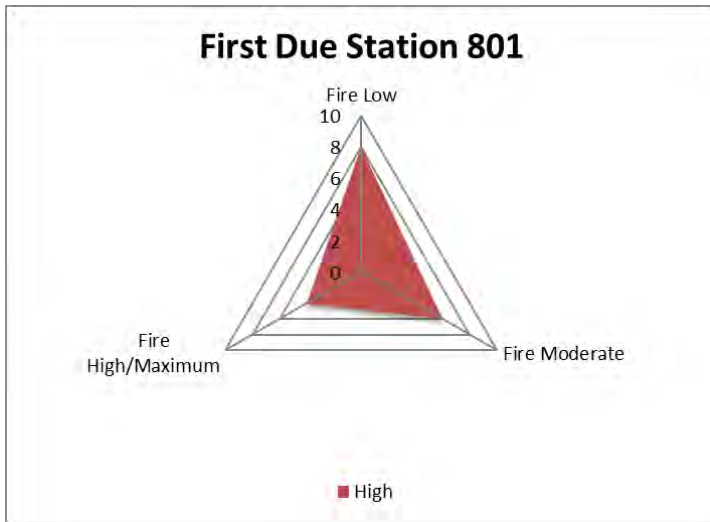


Station 801 Risk Analysis

The risk of individual building locations is represented by the small circles and shaded to indicate risk level. A concentration of moderate-risk buildings is located close to the station, which is consequently a high-risk GPZ. Risk is also evaluated by GPZ using the same shading criteria. The vast majority of Station 801's first due area is moderate risk.



Station 801 First Due Station Risk Profiles by Program – 3D Risk Models



Station 801 First Due Area Historical Data Analysis

Station 801 First Due Area Incidents by Call Category	Reporting Period				
	2016	2017	2018	2019	2020
Bomb Total	0	0	0	0	0
EMS Total	2,580	3,172	3,215	3,374	3,431
Fire Total	417	438	542	561	437
Hazmat Total	65	66	84	67	82
Non-Emergency Total	143	187	284	105	254
Rescue Total	291	353	336	379	239
Total	3,496	4,216	4,461	4,486	4,443

Unit ID	Reporting Period				
	2016	2017	2018	2019	2020
A801	1,268	1,427	295	1,256	1,655
A801B	1,907	1,845	2,786	1,963	1,048
E801	1,715	1,559	1,719	1,815	826
E801B	0	0	0	2	844
PA801	22	38	109	111	88
PA801B	75	90	138	96	10
SQ801	790	917	418	475	726
TK801	379	339	739	677	148
U801	5	0	2	11	3
VC801	13	12	4	3	157
VC801A	4	5	2	15	94
VC801B	6	5	11	95	50
Total	6,184	6,237	6,223	6,519	5,649
Average Responses per Day	16.9	17.1	17	17.9	15.4

Station 801 First Due Area Historical Data Analysis (cont.)

Call concurrency within FDA 801 was calculated between 2016 and 2020. The call concurrency has remained steady between 33.4 to 41.6 over the five-year rating period.

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
801	2016	1,167	3,495	33.4
	2017	1,526	4,211	36.2
	2018	1,632	4,461	36.6
	2019	1,828	4,479	40.8
	2020	1,845	4,438	41.6
	All	7,998	21,084	37.9

Response time performance for FDA 801 was calculated over the five-year rating period (2016-2020). Analyses were restricted to within FDA 801 and were calculated by the first arriving unit. Benchmark compliance is a 10% improvement over the aggregated PGFD performance. Therefore, the benchmark performance is established at the county level, not within each FDA. Finally, a gap analysis between the baseline and benchmark performance was completed utilizing a stoplight approach. If greater than 90% performance (green), between 70% and 89% yellow, and below 70% would be red.

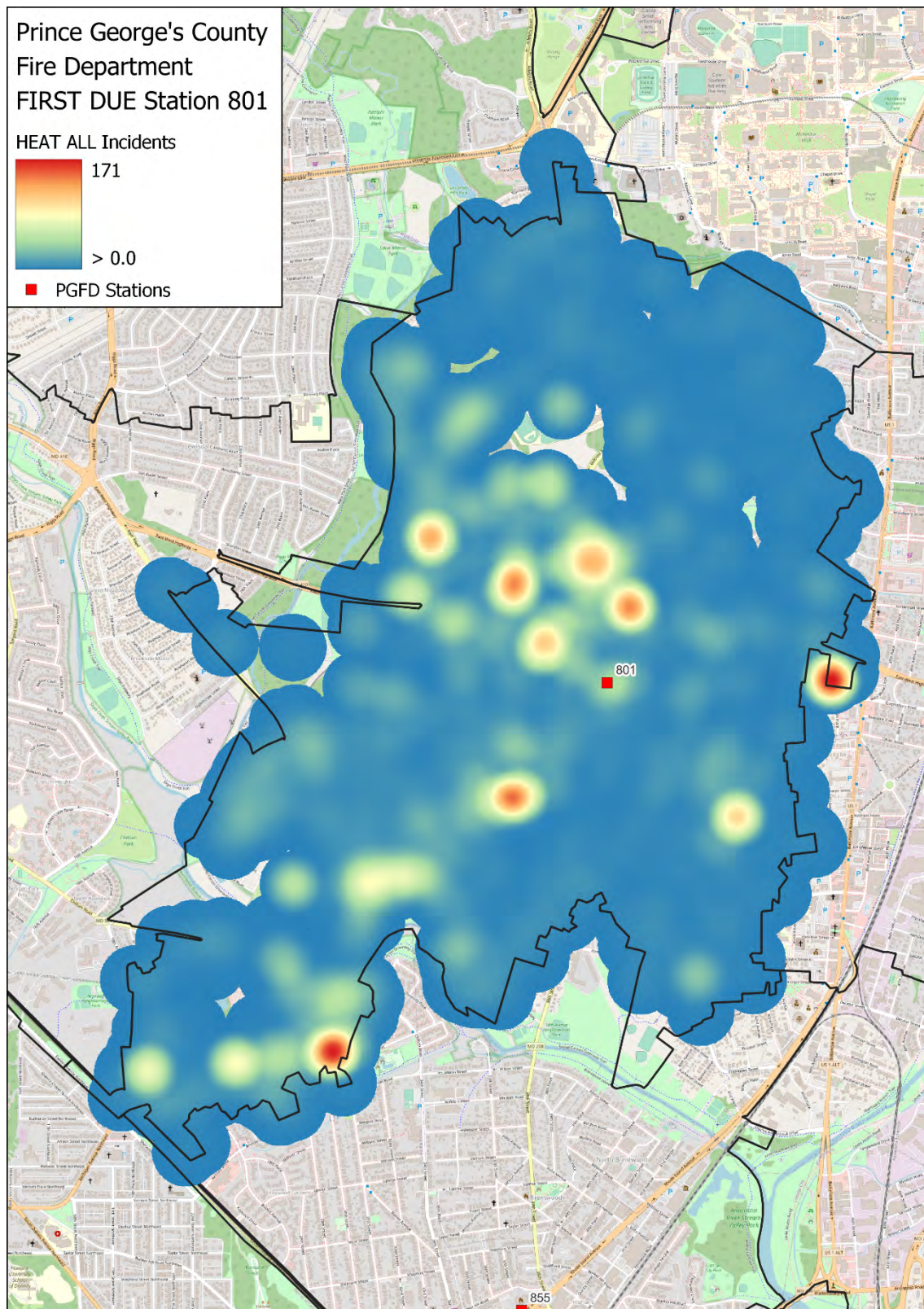
Table 1 Baseline 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents – 1st Arrivals in First Due Station 801

First Due Station 801: 1 st Arriving Baseline Performance		2016- 2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		5:18	5:14	5:17	5:15	5:27	5:21	4:31	85.2%
Turnout Time		2:09	2:12	2:15	2:10	2:01	2:03	1:58	86.1%
Travel Time	Urban	6:40	6:26	6:28	6:20	6:37	7:20	7:26	93.4%
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	9:33	N/A
Total Response Time	Urban	12:24	12:10	12:07	12:14	12:21	13:00	12:26	90.1%
		<i>n</i> = 13,537	<i>n</i> = 2,306	<i>n</i> = 2,720	<i>n</i> = 2,831	<i>n</i> = 2,941	<i>n</i> = 2,739		
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	14:23	N/A
		<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0		

Color coding legend: **green** fill ≥ 90%; **yellow** fill ≥ 70% to < 90%; **red** fill < 70%

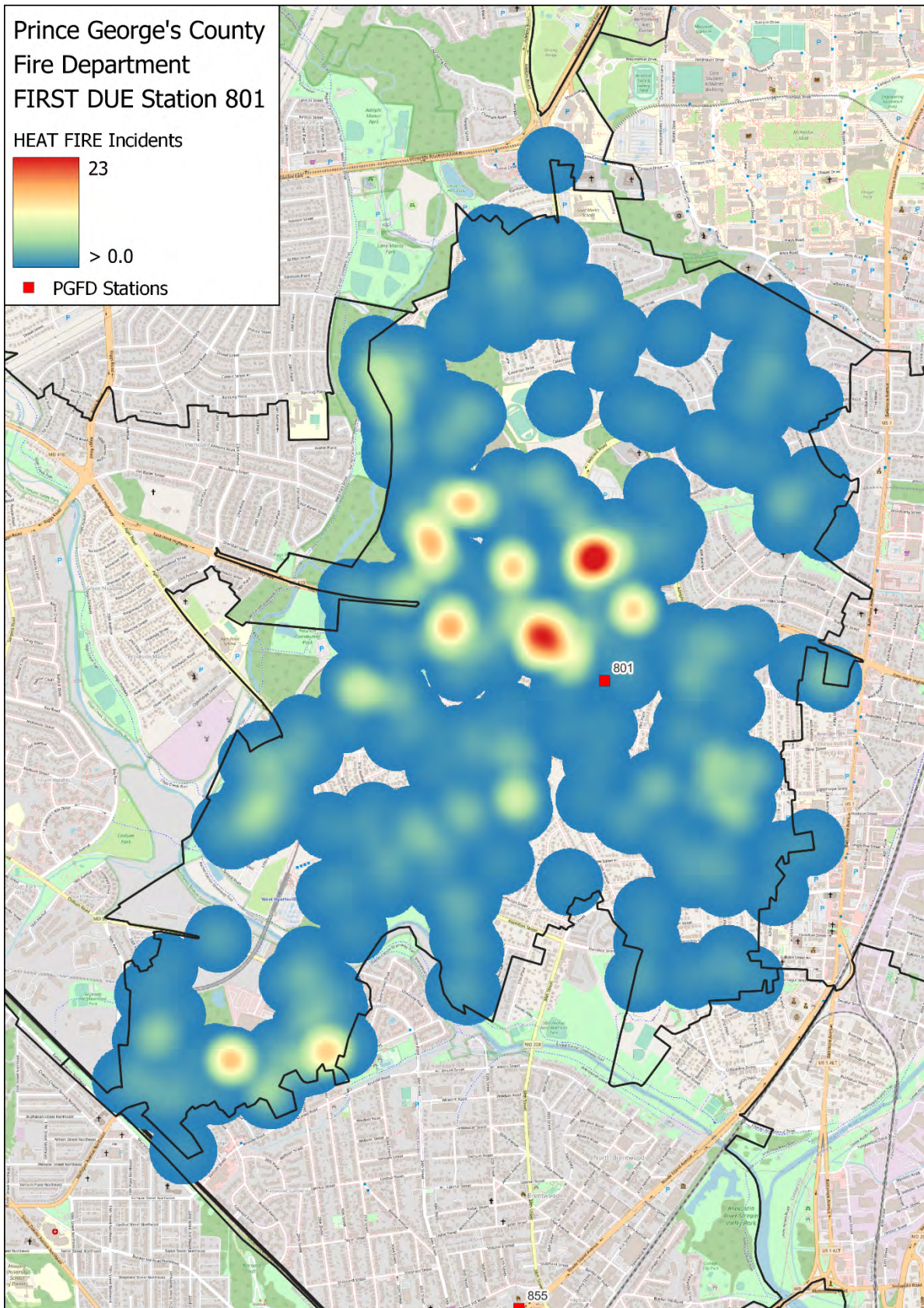
Station 801 Overall Hot Spot Map

Trends show the majority of call volume immediately surrounding the station and south, with a fairly even spread of calls throughout the rest of Station 801's first due area.



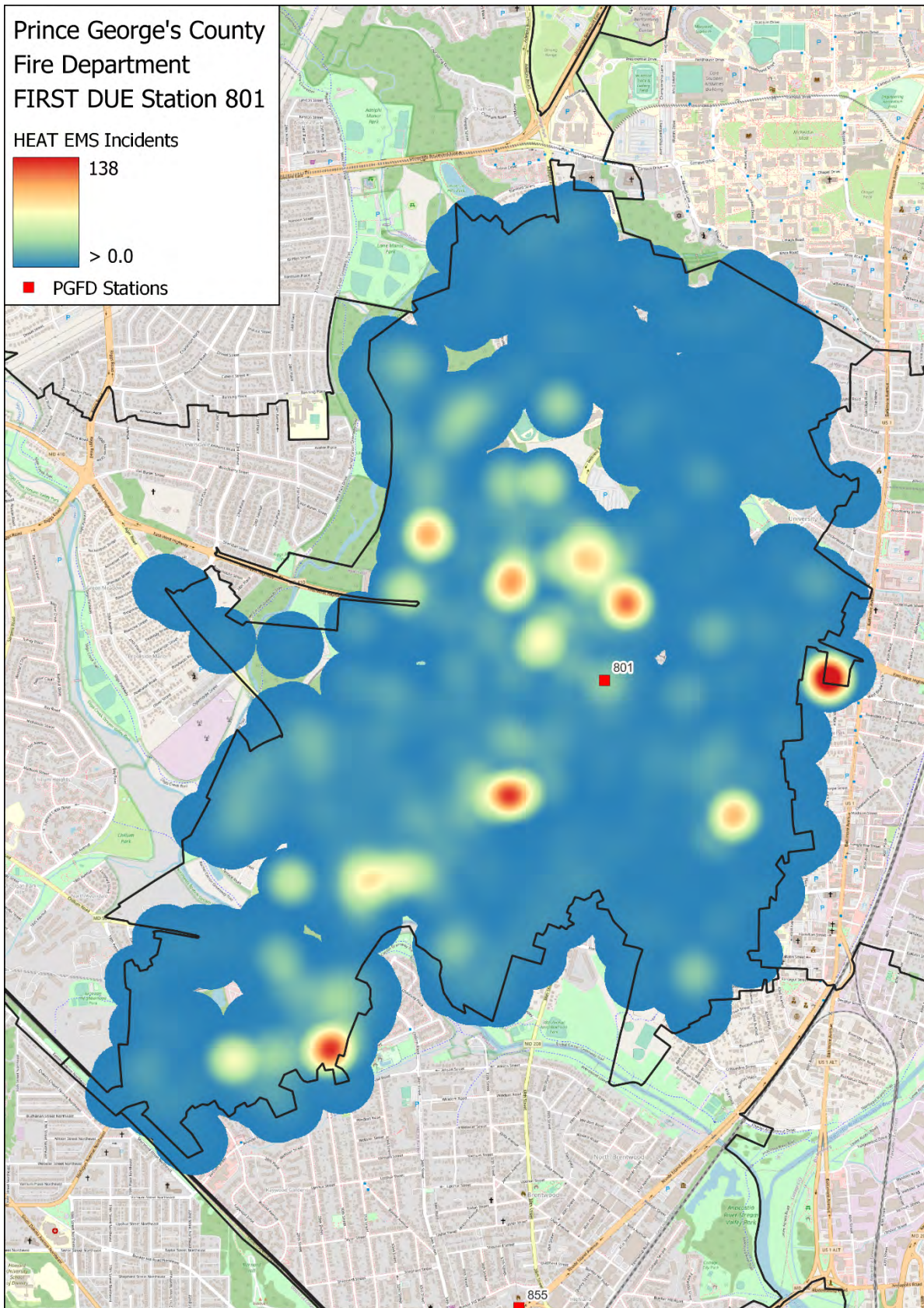
Station 801 Fire Hot Spot Map

Most of the call volume for fire-related calls is in close proximity to Station 801's first due area.



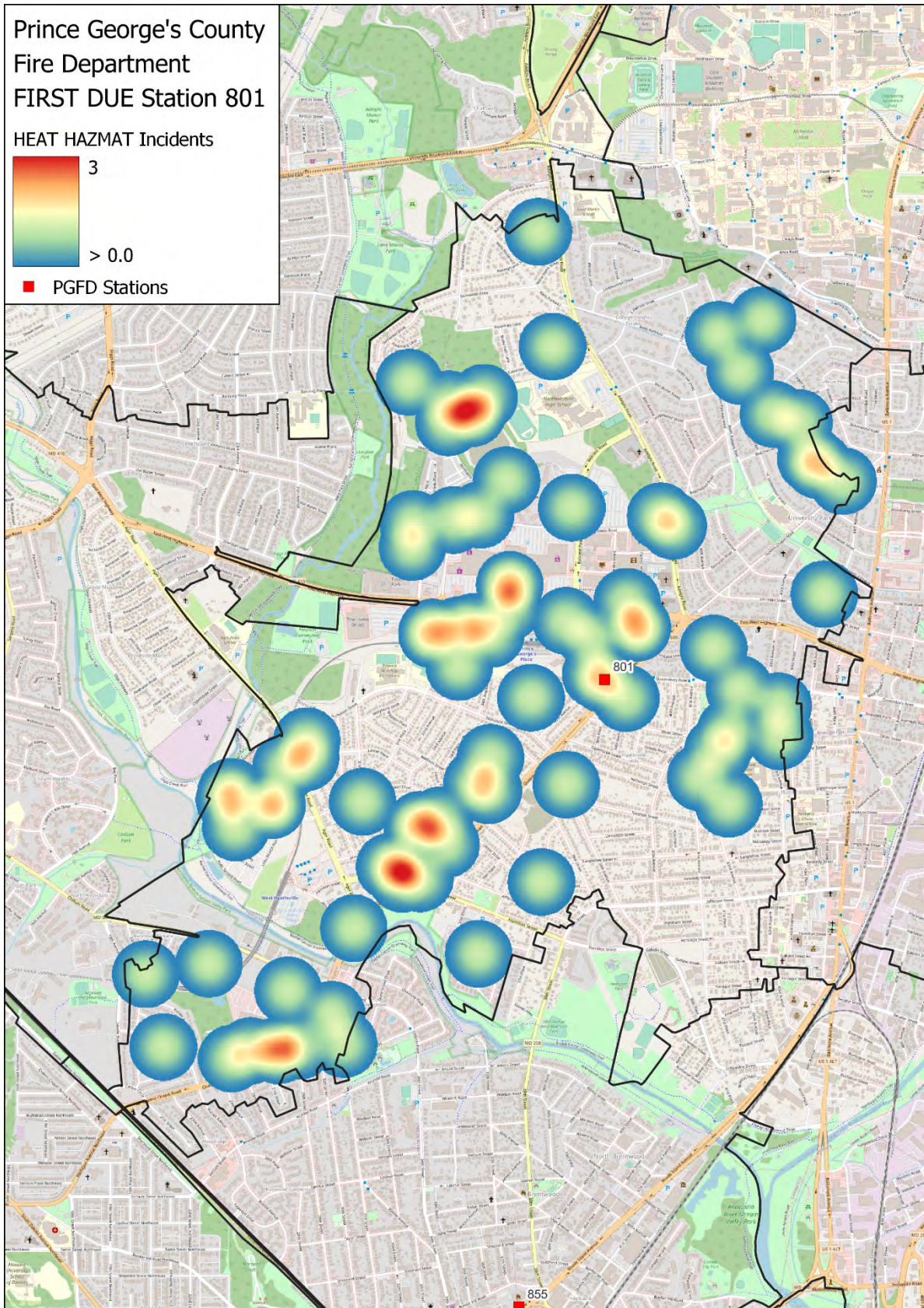
Station 801 EMS Hot Spot Map

Most of the call volume for fire-related calls is in close proximity to Station 801's first due area.



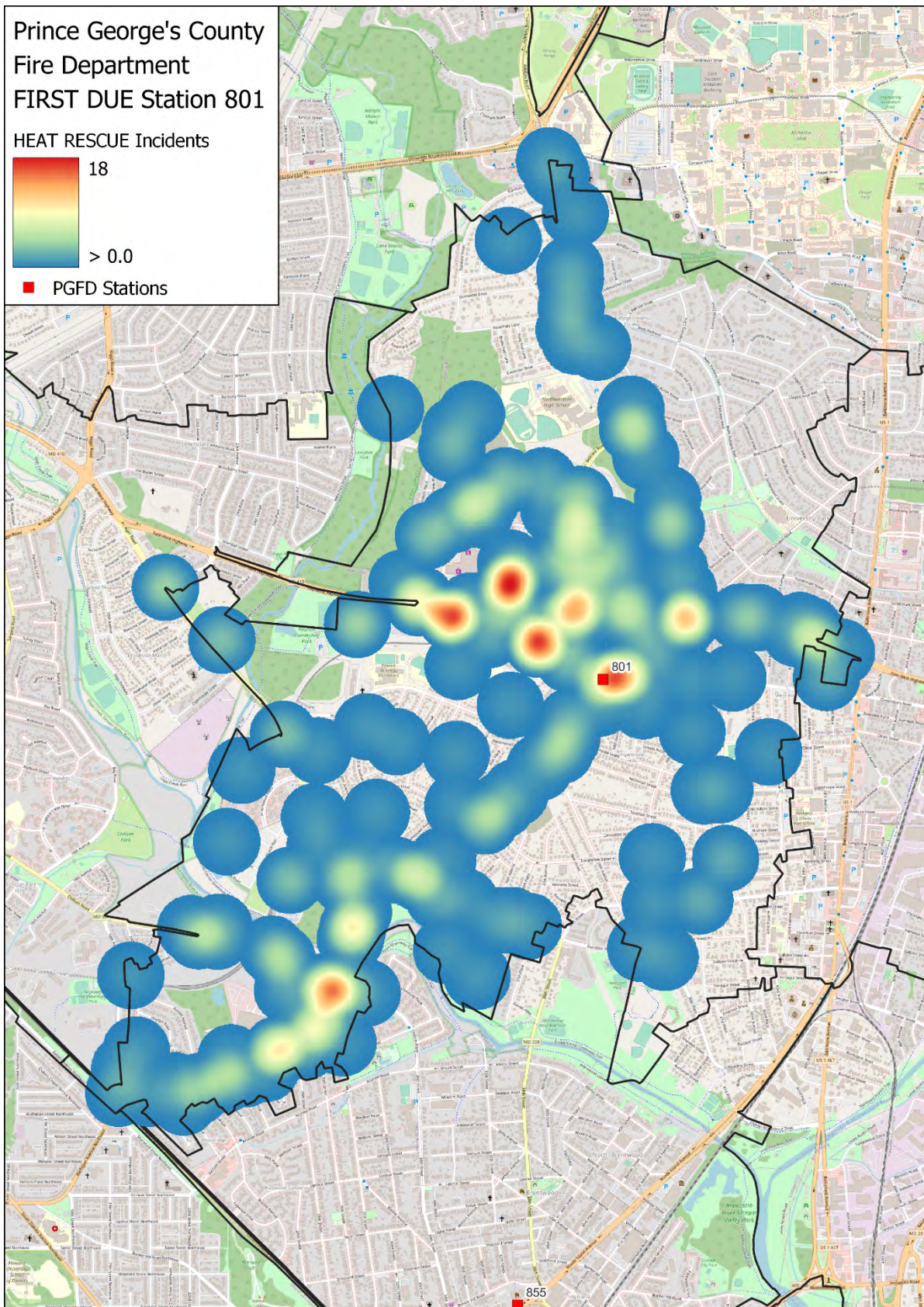
Station 801 HazMat Hot Spot Map

HazMat call volume is relatively equally spread throughout Station 801's first due area.



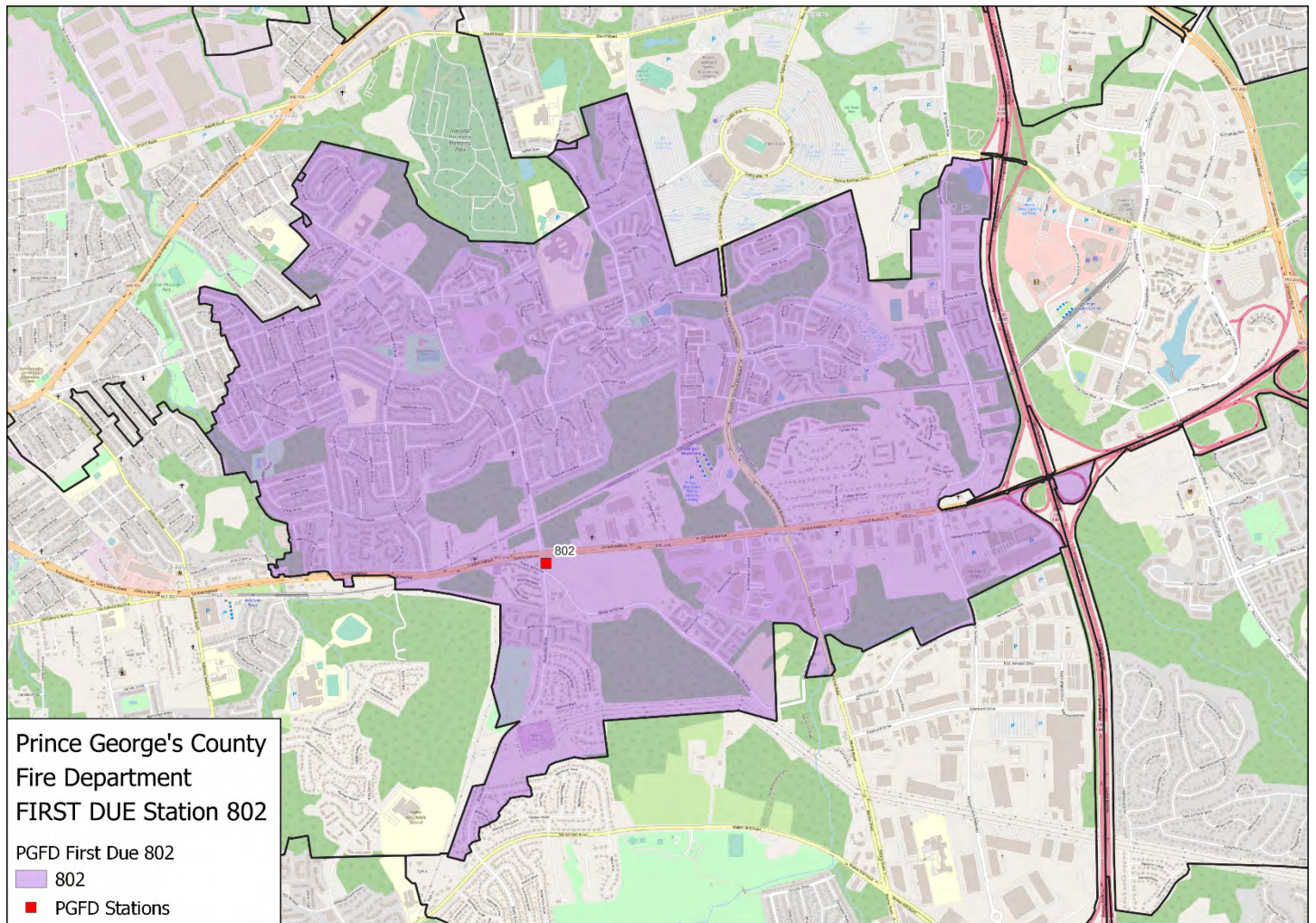
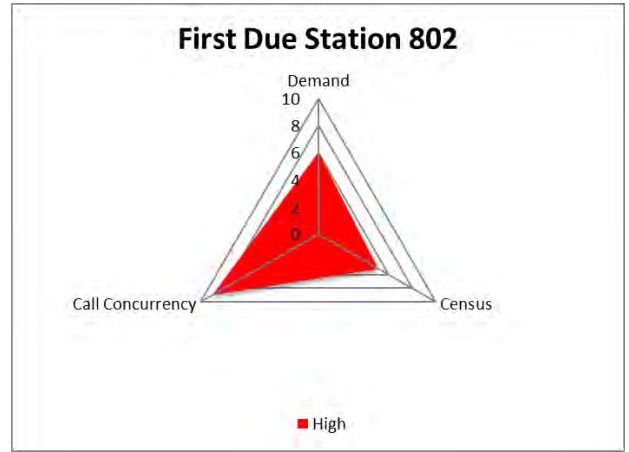
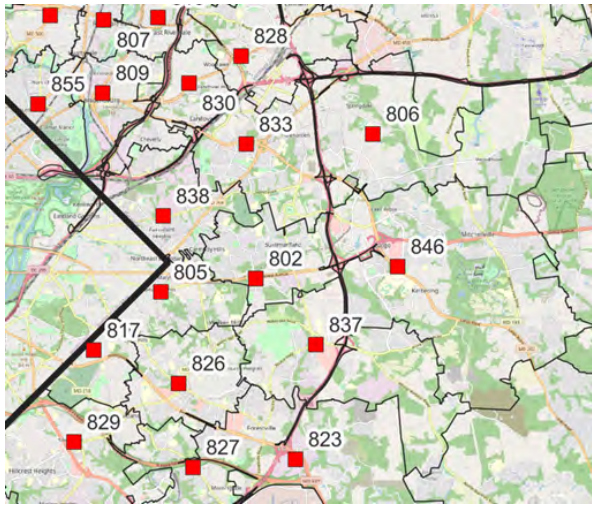
Station 801 Rescue Hot Spot Map

Most of the call volume for rescue-related calls is in close proximity to Station 801's first due area.



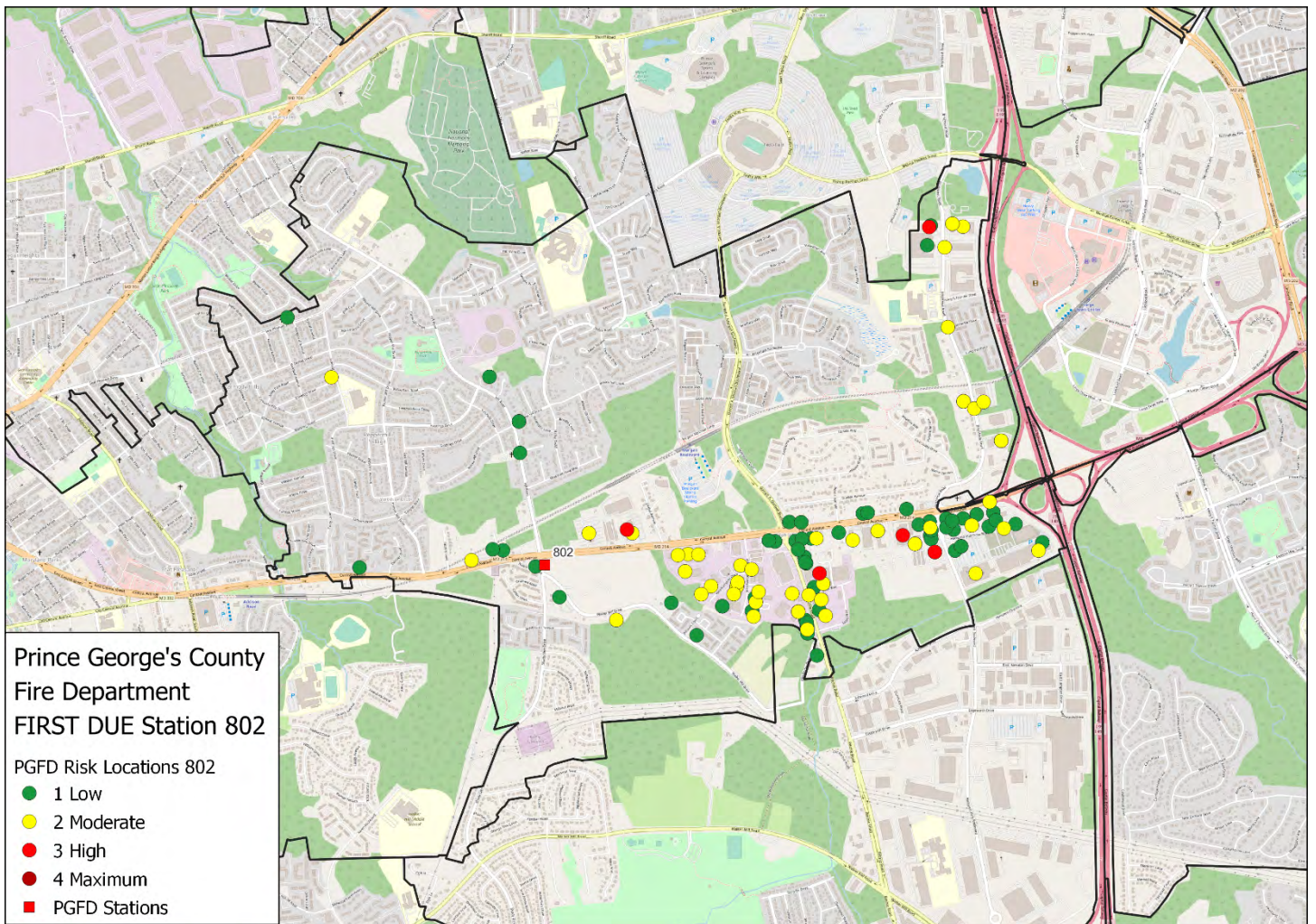
Station 802

802	E802	Engine
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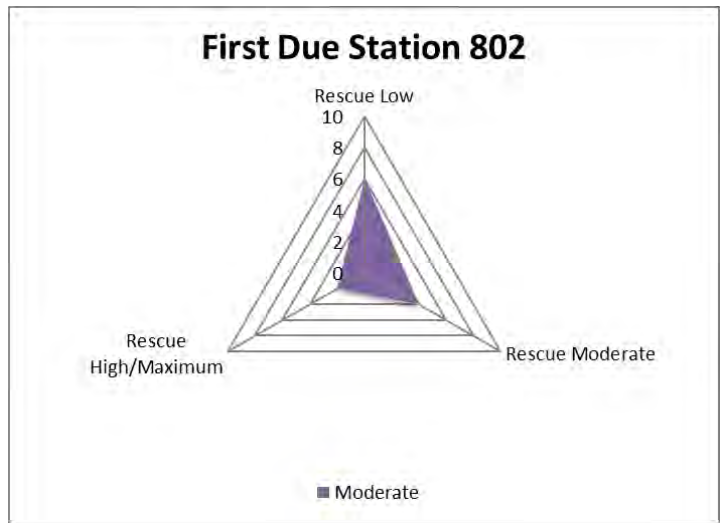
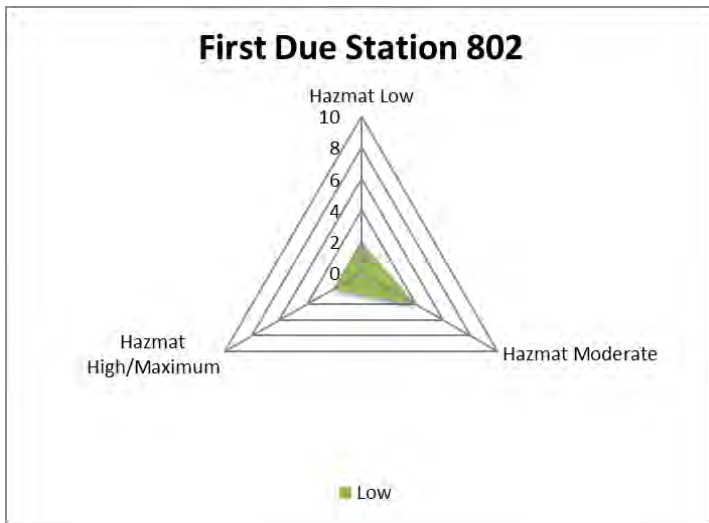
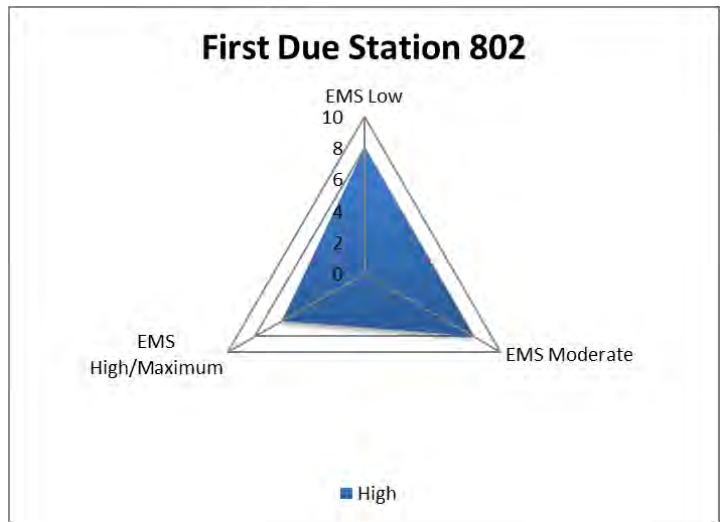
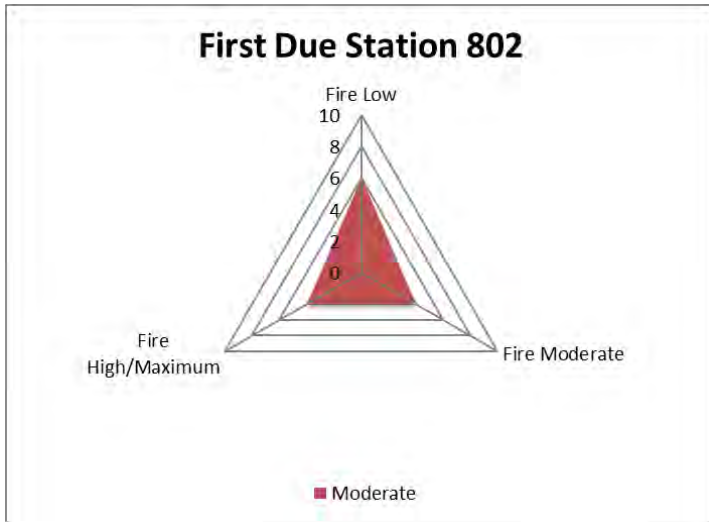


Station 802 Risk Analysis

The risk of individual building locations is represented by the small circles and shaded to indicate risk level. There is a concentration of low and moderate-risk buildings located in close proximity to the station, which is consequently a high-risk GPZ. Risk is also evaluated by GPZ using the same shading criteria. The vast majority of Station 802's first due area is low risk.



Station 802 First Due Station Risk Profiles by Program – 3D Risk Models



Station 802 First Due Area Historical Data Analysis

Station 802 First Due Area Incidents by Call Category	Reporting Period				
	2016	2017	2018	2019	2020
Bomb Total	0	0	2	0	0
EMS Total	1,790	1,574	1,808	1,836	1,873
Fire Total	237	197	282	288	245
Hazmat Total	37	39	32	30	16
Non-Emergency Total	76	58	92	60	123
Rescue Total	163	113	114	100	94
Total	2,303	1,981	2,330	2,314	2,351



Station 802 First Due Area Historical Data Analysis (cont.)

Call concurrency within FDA 802 was calculated between 2016 and 2020. The call concurrency has remained between 22 to 29.1 over the five-year rating period.

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
802	2016	581	2,300	25.3
	2017	436	1,978	22.0
	2018	639	2,328	27.4
	2019	672	2,313	29.1
	2020	614	2,346	26.2
	All	2,942	11,265	26.1

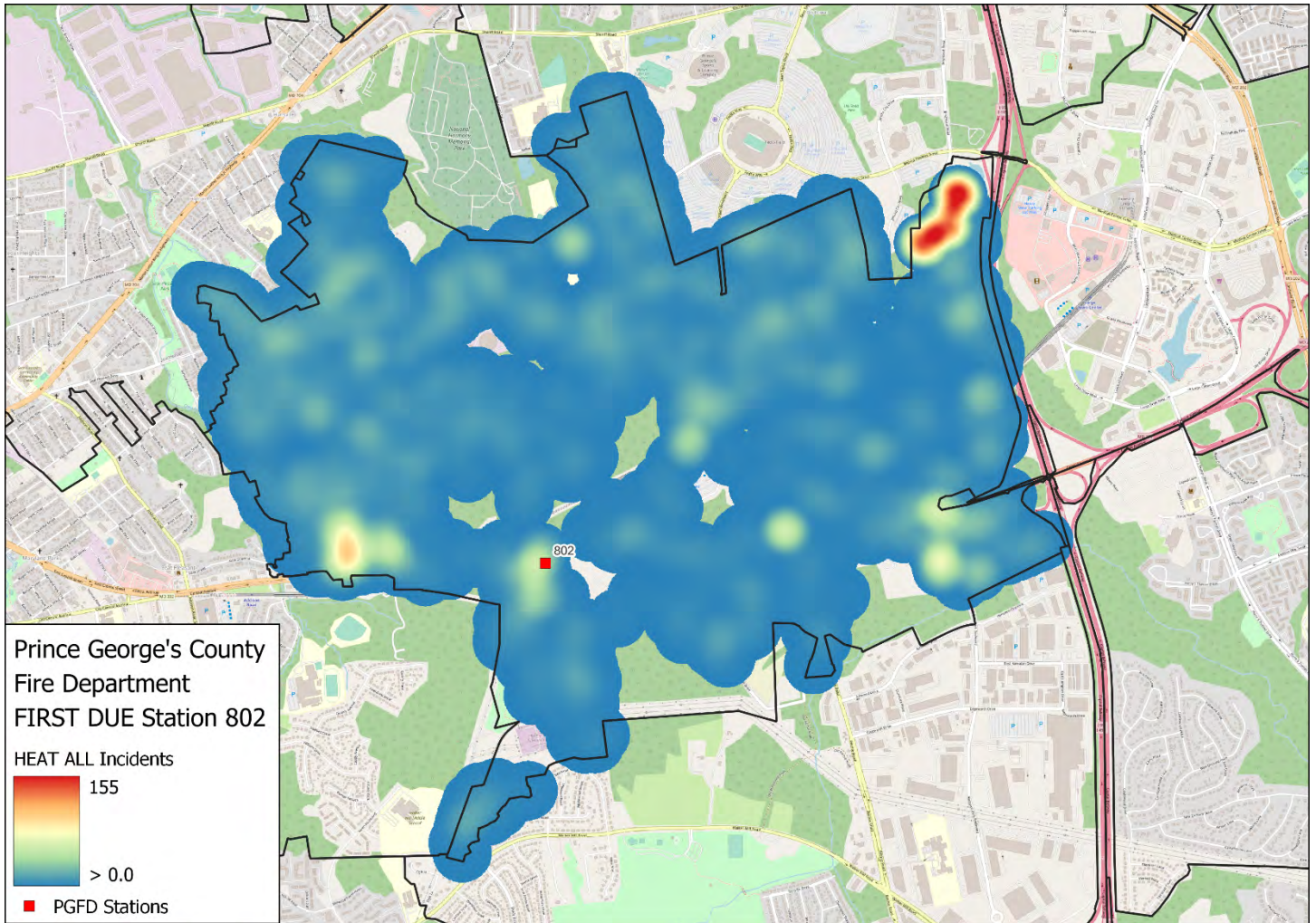
Response time performance for FDA 802 was calculated over the five-year rating period (2016-2020). Analyses were restricted to within FDA 802 and were calculated by the first arriving unit. Benchmark compliance is a 10% improvement over the aggregated PGFD performance. Therefore, the benchmark performance is established at the county level, not within each FDA. Finally, a gap analysis between the baseline and benchmark performance was completed utilizing a stoplight approach. If greater than 90% performance (green), between 70% and 89% yellow, and below 70% would be red.

First Due Station 802: 1 st Arriving Baseline Performance		2016- 2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		4:21	4:36	4:20	4:24	4:17	4:09	4:31	90.9%
Turnout Time		2:05	2:12	2:09	2:00	2:03	2:02	1:58	87.4%
Travel Time	Urban	8:18	8:25	8:01	7:56	8:09	8:59	7:26	84.0%
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	9:33	N/A
Total Response Time	Urban	13:15	13:30	12:43	12:54	12:48	14:15	12:26	86.1%
		<i>n</i> = 7,316	<i>n</i> = 1,486	<i>n</i> = 1,272	<i>n</i> = 1,516	<i>n</i> = 1,559	<i>n</i> = 1,483		
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	14:23	N/A
		<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0		

Color coding legend: **green** fill ≥ 90%; **yellow** fill ≥ 70% to < 90%; **red** fill < 70%

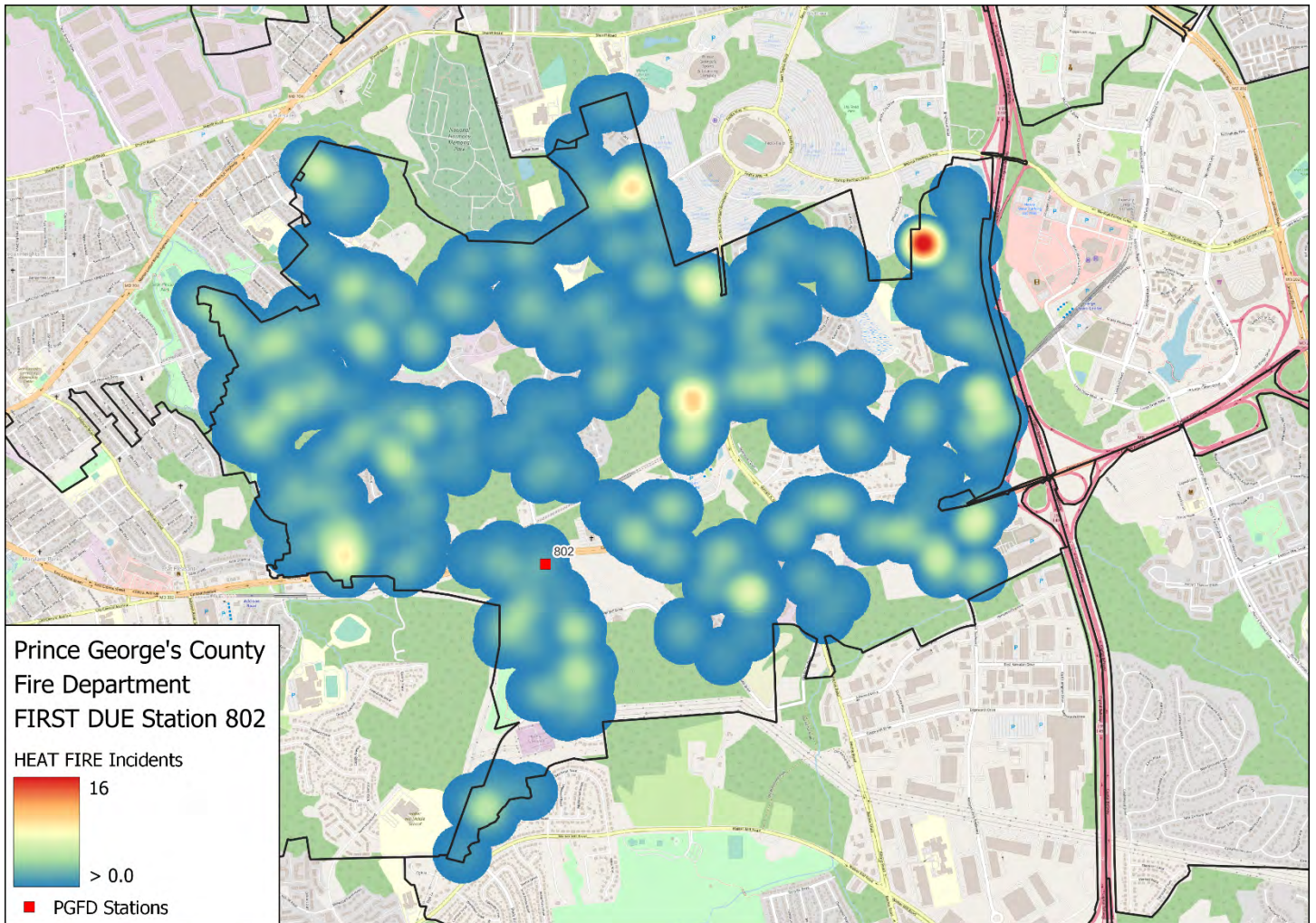
Station 802 Overall Hot Spot Map

Trends show a fairly even spread of calls throughout the rest of Station 802's first due area.



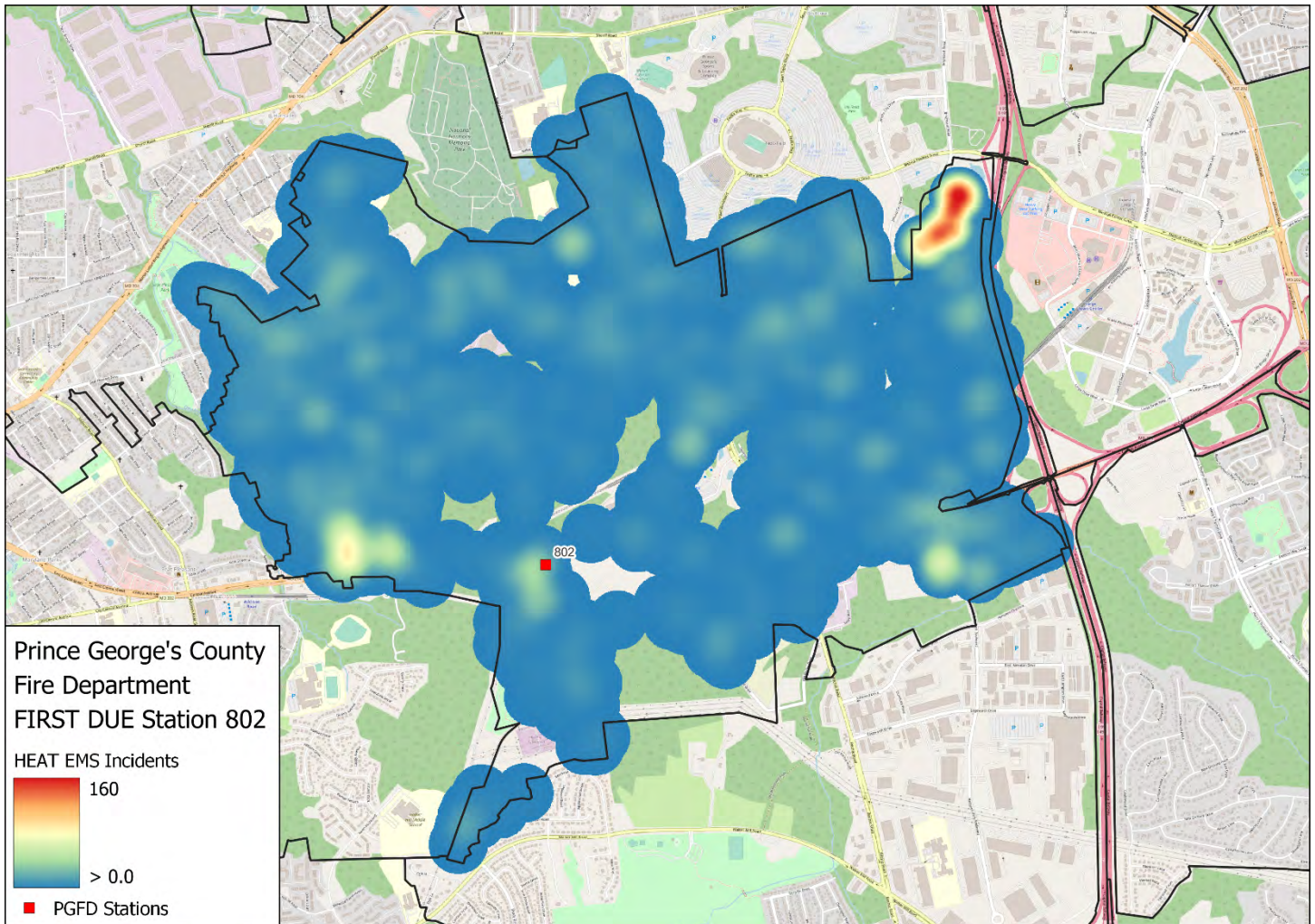
Station 802 Fire Hot Spot Map

The call volume for fire-related calls is spread out throughout Station 802's first due area.



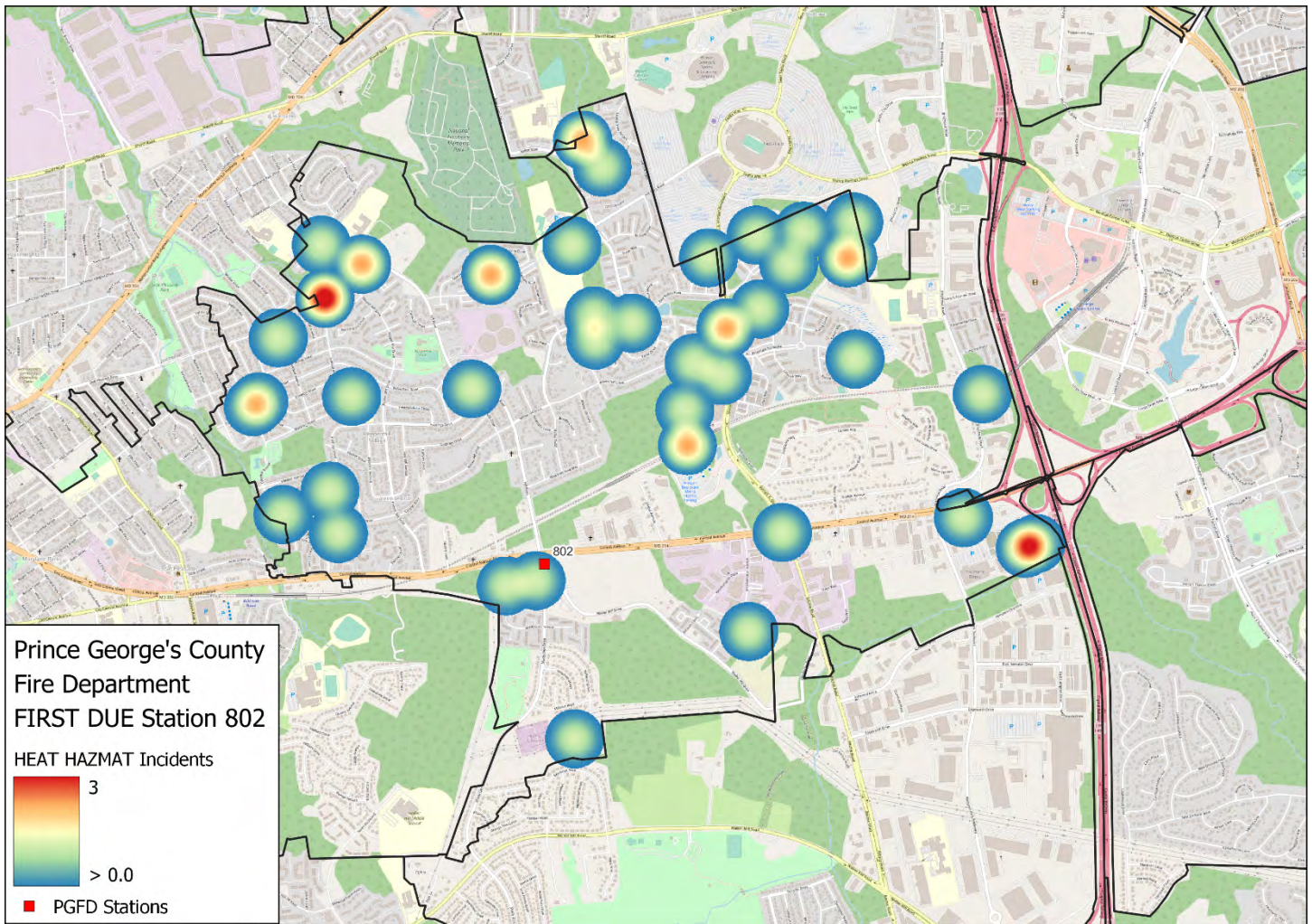
Station 802 EMS Hot Spot Map

The call volume for EMS-related calls is spread out throughout Station 802's first due area, except for a busier area in the northeast corner.



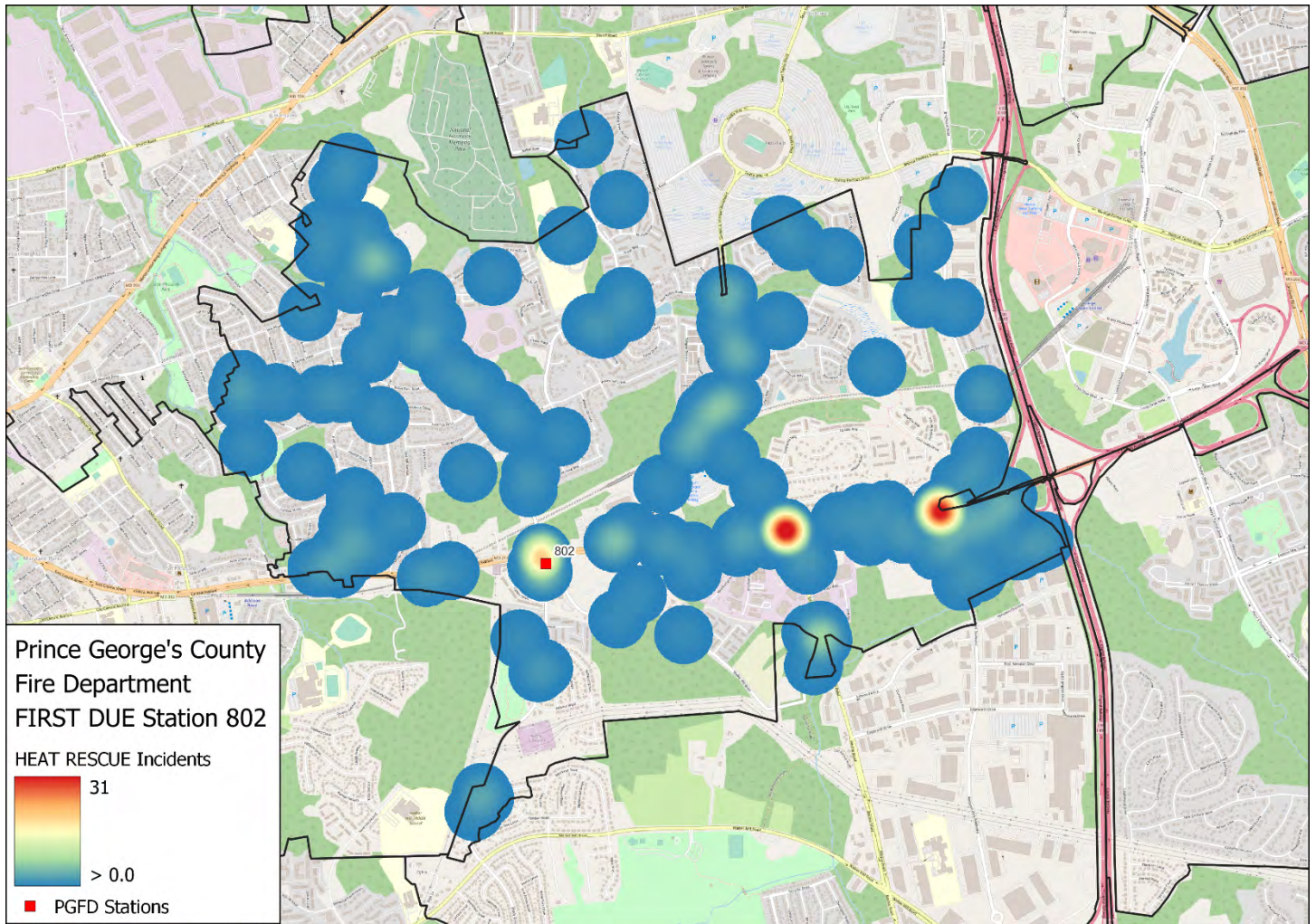
Station 802 HazMat Hot Spot Map

HazMat call volume is relatively equally spread throughout Station 802's first due area.



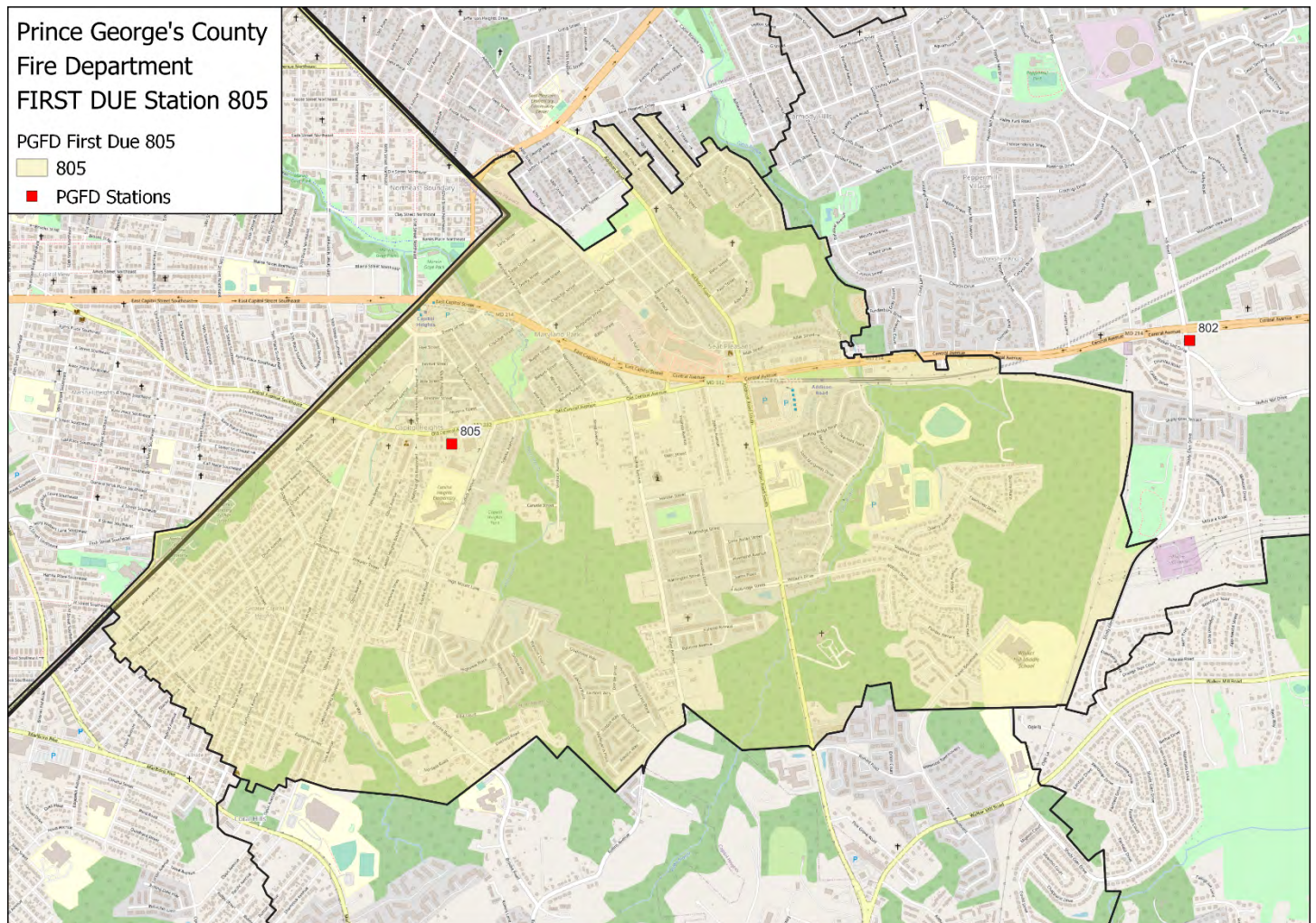
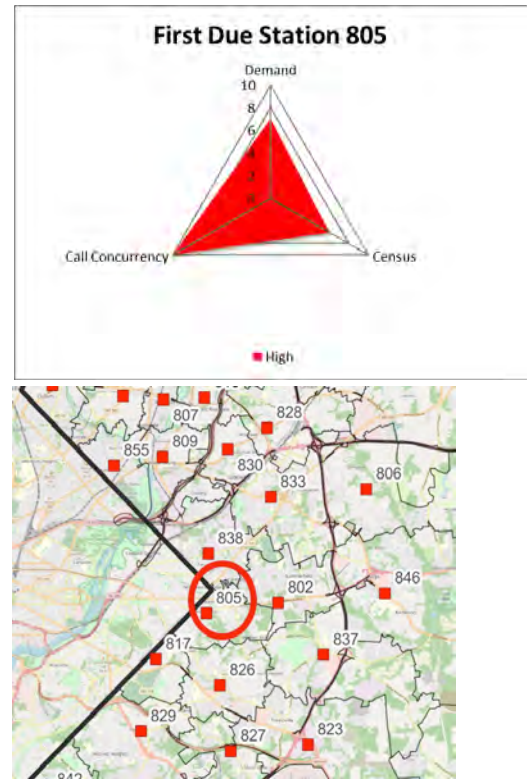
Station 802 Rescue Hot Spot Map

Rescue call volume is relatively equally spread throughout Station 802's first due area. Hot spots are located along the expressway.



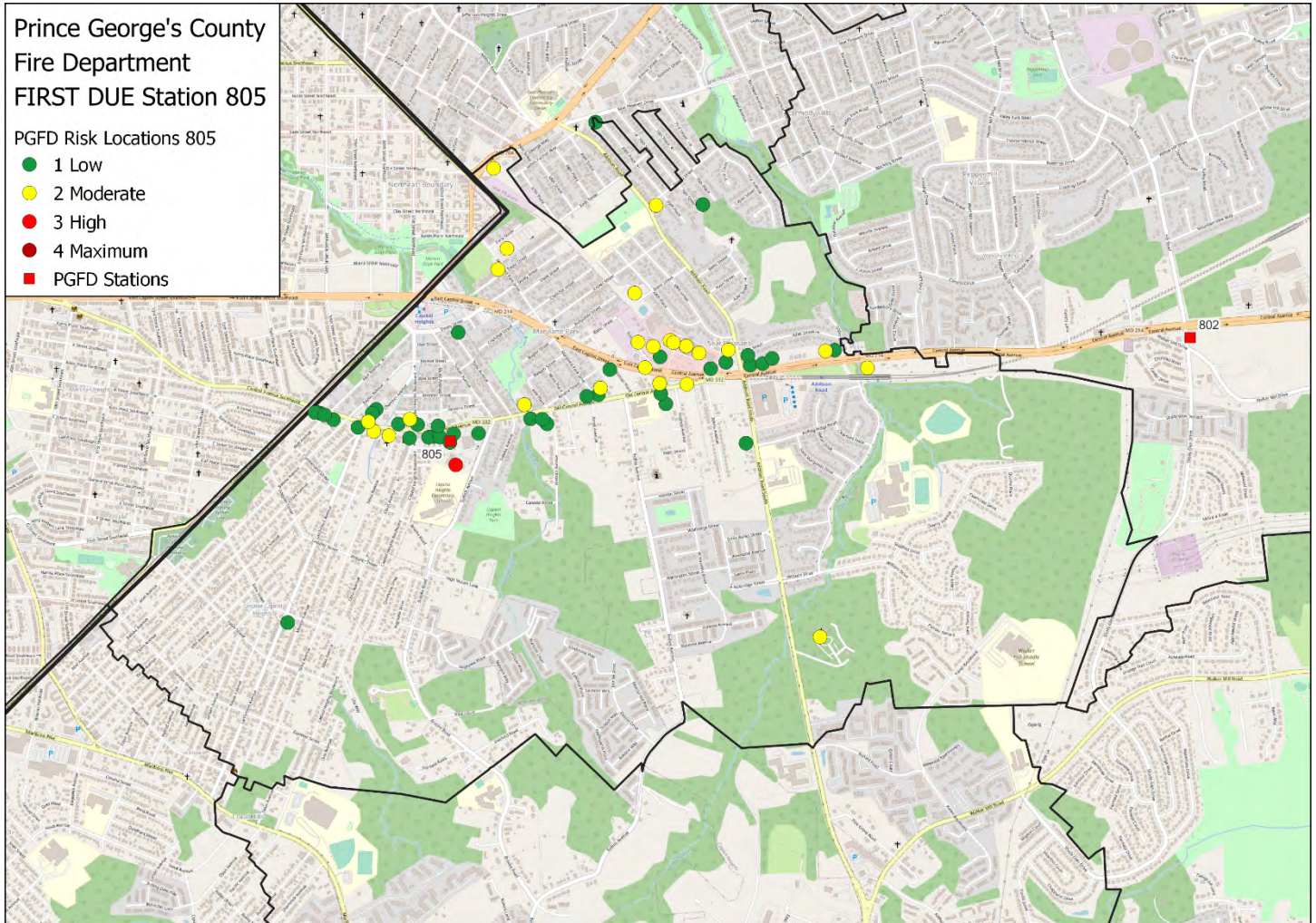
Station 805

Station 805	A805	Ambulance
	A805B	Ambulance
	E805	Engine
	E805B	Engine
	PA805	Paramedic Ambulance
	PE805	Paramedic Engine
	PE805B	Paramedic Engine
	REHAB800	Rehab Unit
	REHAB800B	Rehab Unit
	U805	Utility Truck
	VC805	Volunteer Chief
	VC805A	Volunteer Chief

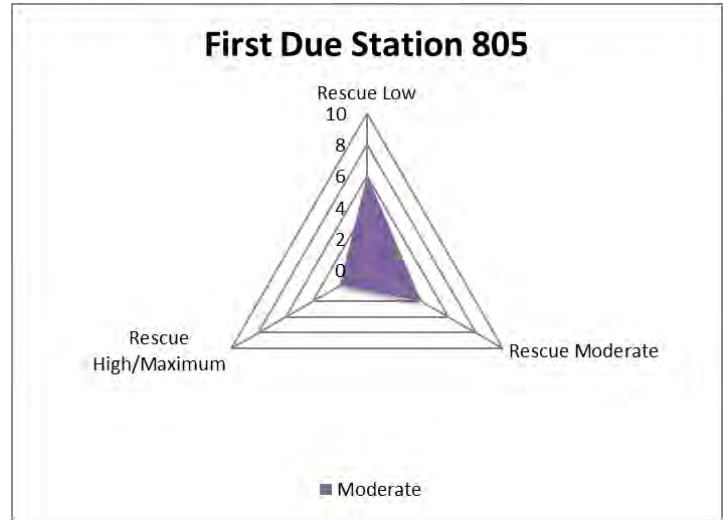
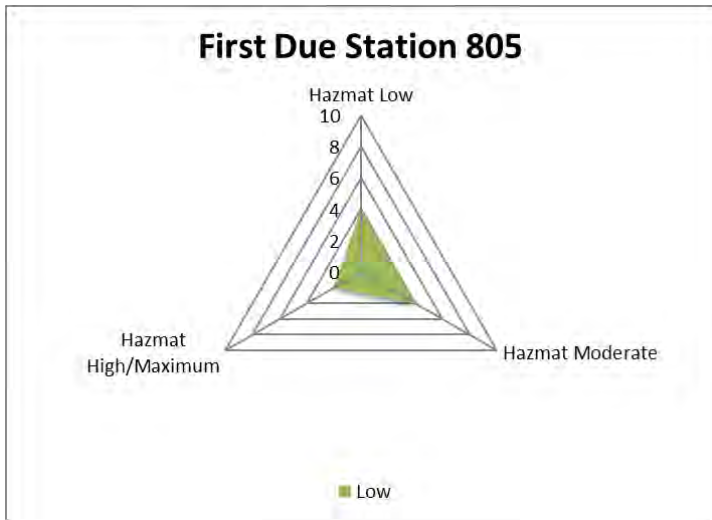
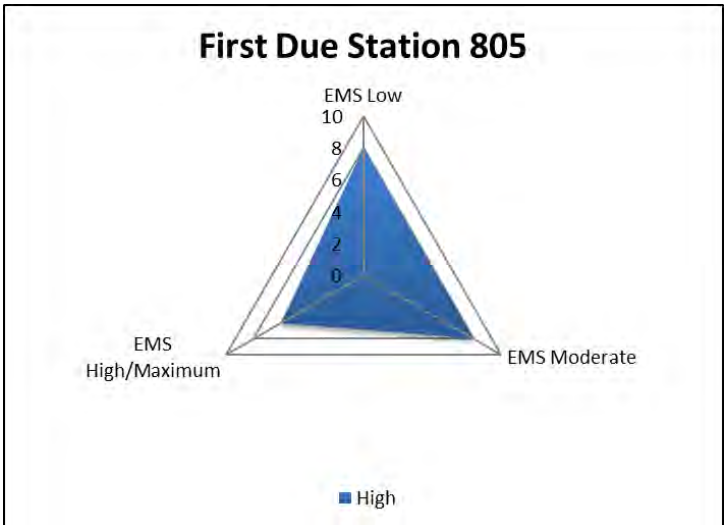
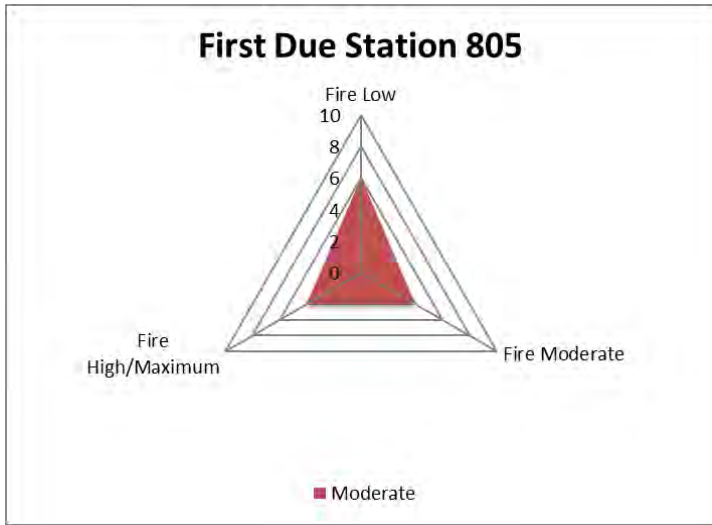


Station 805 Risk Analysis

The risk of individual building locations is represented by the small circles and shaded to indicate risk level. There is a concentration of low-risk buildings located along the expressway and in close proximity to the station, which is consequently a high-risk GPZ. Risk is also evaluated by GPZ using the same shading criteria. The vast majority of Station 805's first due area is low risk.



Station 805 First Due Station Risk Profiles by Program – 3D Risk Models



Station 805 First Due Area Historical Data Analysis

Station 805 First Due Area Incidents by Call Category	Reporting Period				
	2016	2017	2018	2019	2020
Bomb Total	2	0	0	0	0
EMS Total	2,340	2,185	2,146	2,368	2,258
Fire Total	261	285	295	289	289
Hazmat Total	38	39	40	45	31
Non-Emergency Total	73	85	113	80	133
Rescue Total	209	203	178	212	160
Total	2,923	2,797	2,772	2,994	2,871

Unit ID	Reporting Period				
	2016	2017	2018	2019	2020
A805	3,428	3,321	3,260	72	753
A805B	0	0	0	4	0
E805	2,046	1,240	0	0	3
E805B	491	245	0	1	0
PA805	13	0	0	2,953	2,377
PE805	0	892	3,143	3,393	2,915
PE805B	0	491	415	0	0
REHAB800	38	230	211	199	197
REHAB800B	9	0	0	1	0
U805	0	1	0	0	0
VC805	1	1	1	0	1
VC805A	2	0	0	0	7
Total	6,028	6,421	7,030	6,623	6,253
Average Responses per Day²	16.5	17.6	19.3	18.1	17.1

Station 805 First Due Area Historical Data Analysis (cont.)

Call concurrency within FDA 805 was calculated between 2016 and 2020. The call concurrency has remained steady between 28.8 to 32 over the five-year rating period.

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
805	2016	884	2,921	30.3
	2017	804	2,792	28.8
	2018	839	2,767	30.3
	2019	964	2,991	32.2
	2020	861	2,868	30.0
	All	4,352	14,339	30.4

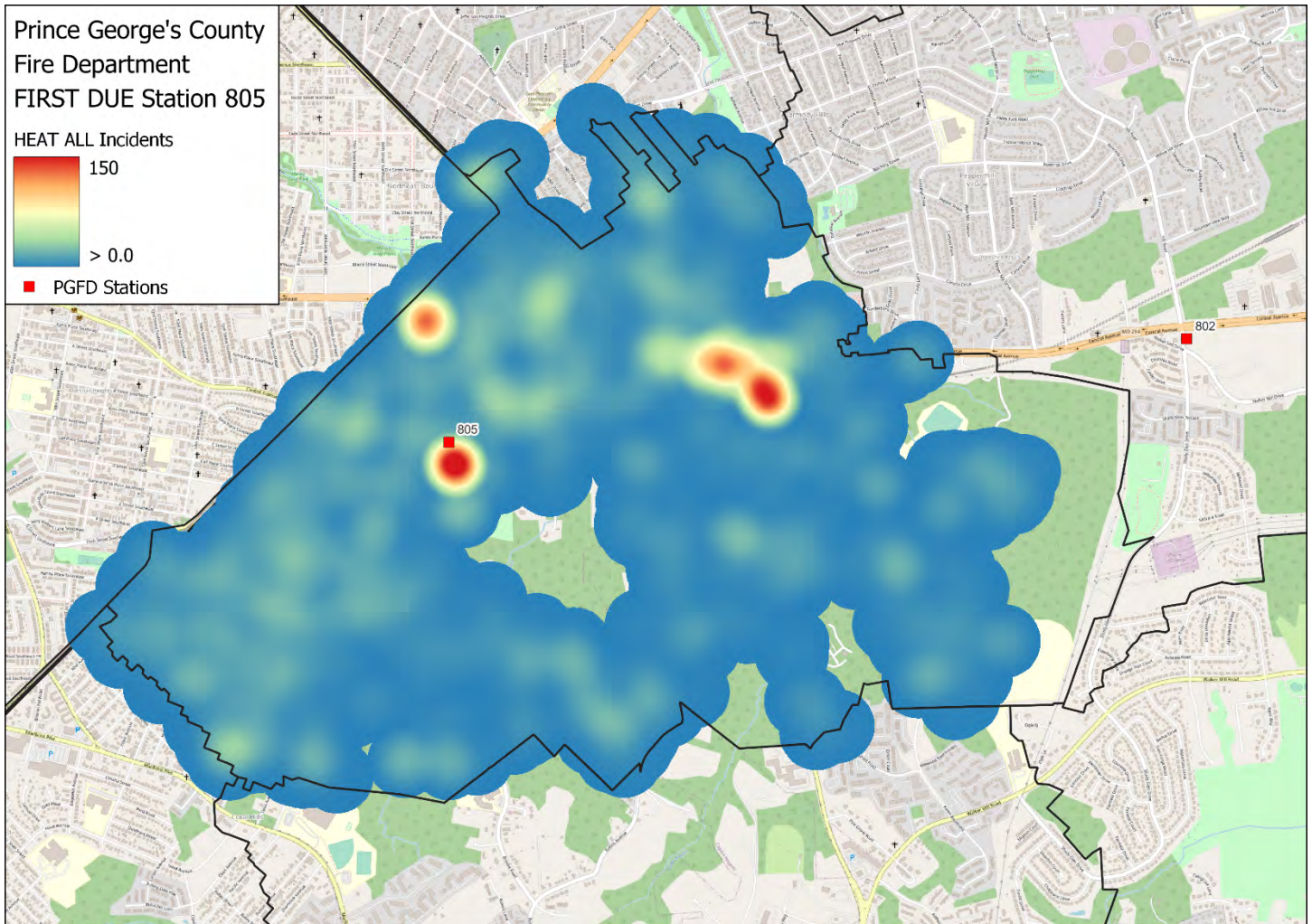
Response time performance for FDA 805 was calculated over the five-year rating period (2016-2020). Analyses were restricted to within FDA 805 and were calculated by the first arriving unit. Benchmark compliance is a 10% improvement over the aggregated PGFD performance. Therefore, the benchmark performance is established at the county level, not within each FDA. Finally, a gap analysis between the baseline and benchmark performance was completed utilizing a stoplight approach. If greater than 90% performance (green), between 70% and 89% yellow, and below 70% would be red.

First Due Station 805: 1 st Arriving Baseline Performance		2016- 2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		4:54	5:16	4:46	4:49	4:40	4:57	4:31	88.3%
Turnout Time		1:57	2:02	2:00	1:58	1:54	1:53	1:58	90.0%
Travel Time	Urban	7:16	7:16	7:02	6:55	6:55	8:18	7:26	90.7%
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	9:33	N/A
Total Response Time	Urban	12:56	13:01	12:31	12:27	12:16	14:29	12:26	88.6%
		<i>n</i> = 8,701	<i>n</i> = 1,823	<i>n</i> = 1,722	<i>n</i> = 1,692	<i>n</i> = 1,785	<i>n</i> = 1,679		
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	14:23	N/A
		<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0		

Color coding legend: fill ≥ 90%; fill ≥ 70% to < 90%; fill < 70%

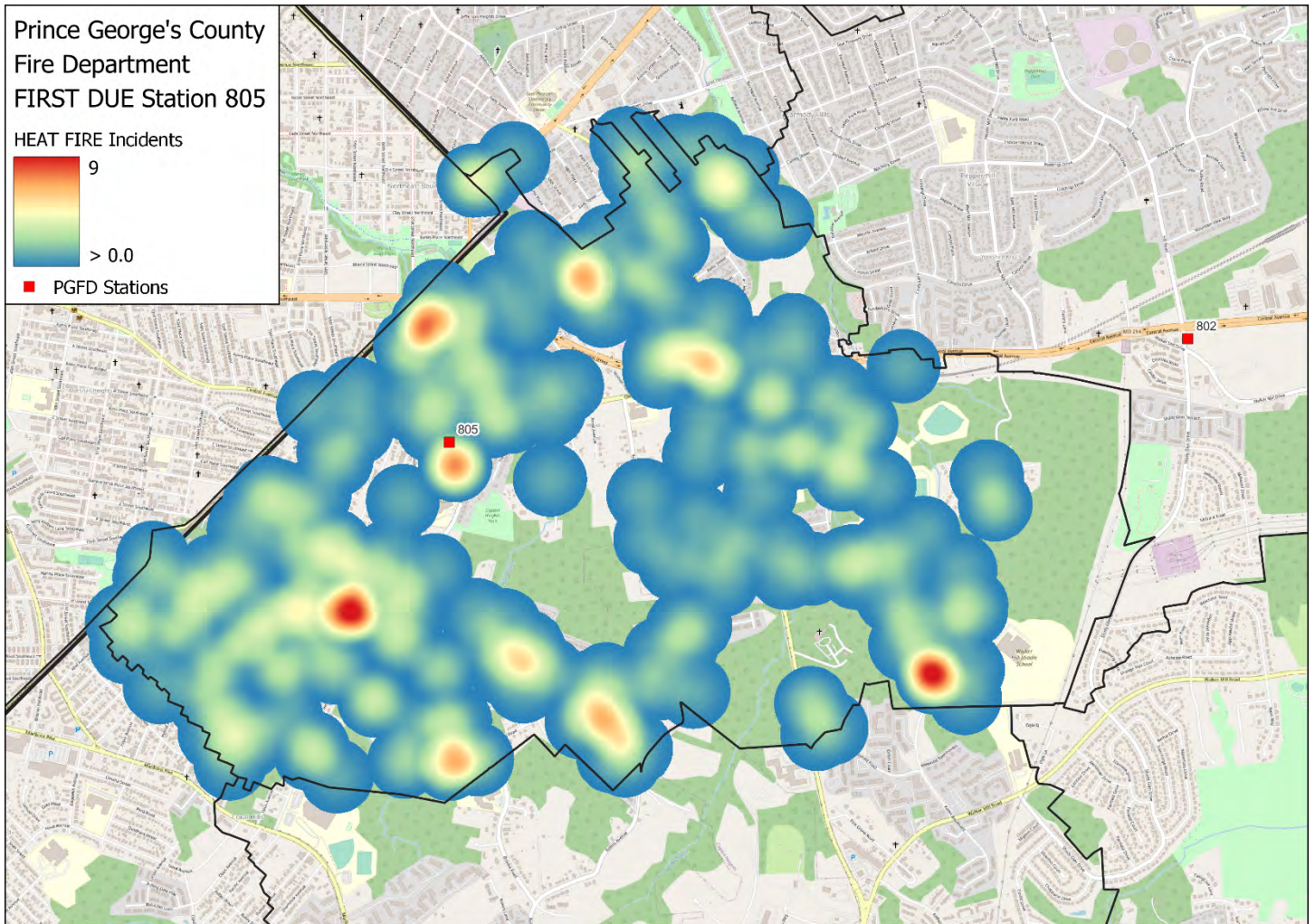
Station 805 Overall Hot Spot Map

Trends show the majority of call volume immediately surrounding the station and south, with a fairly even spread of calls throughout the rest of Station 805's first due area.



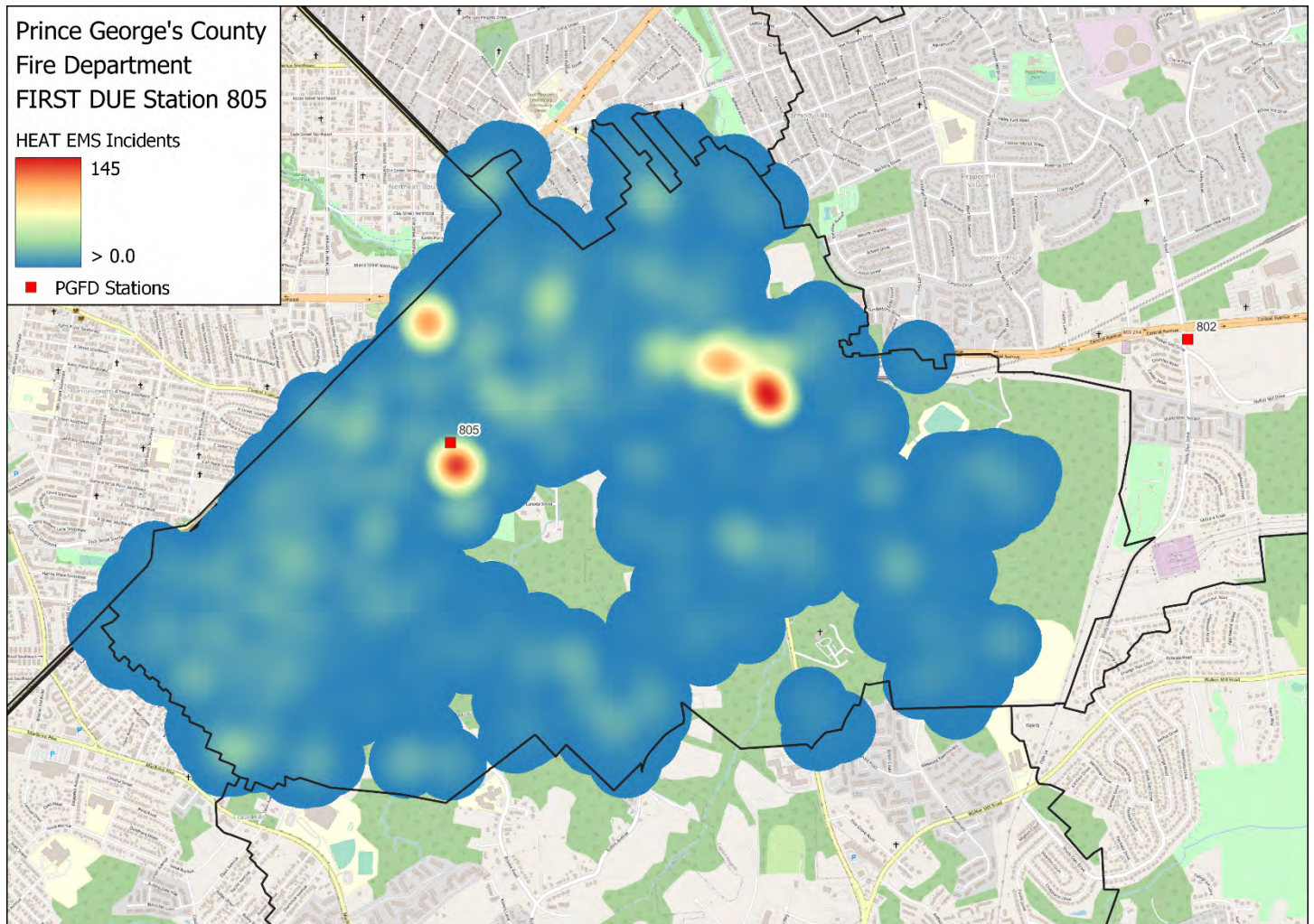
Station 805 Fire Hot Spot Map

Most of the call volume for fire-related calls is in close proximity to Station 805's first due area.



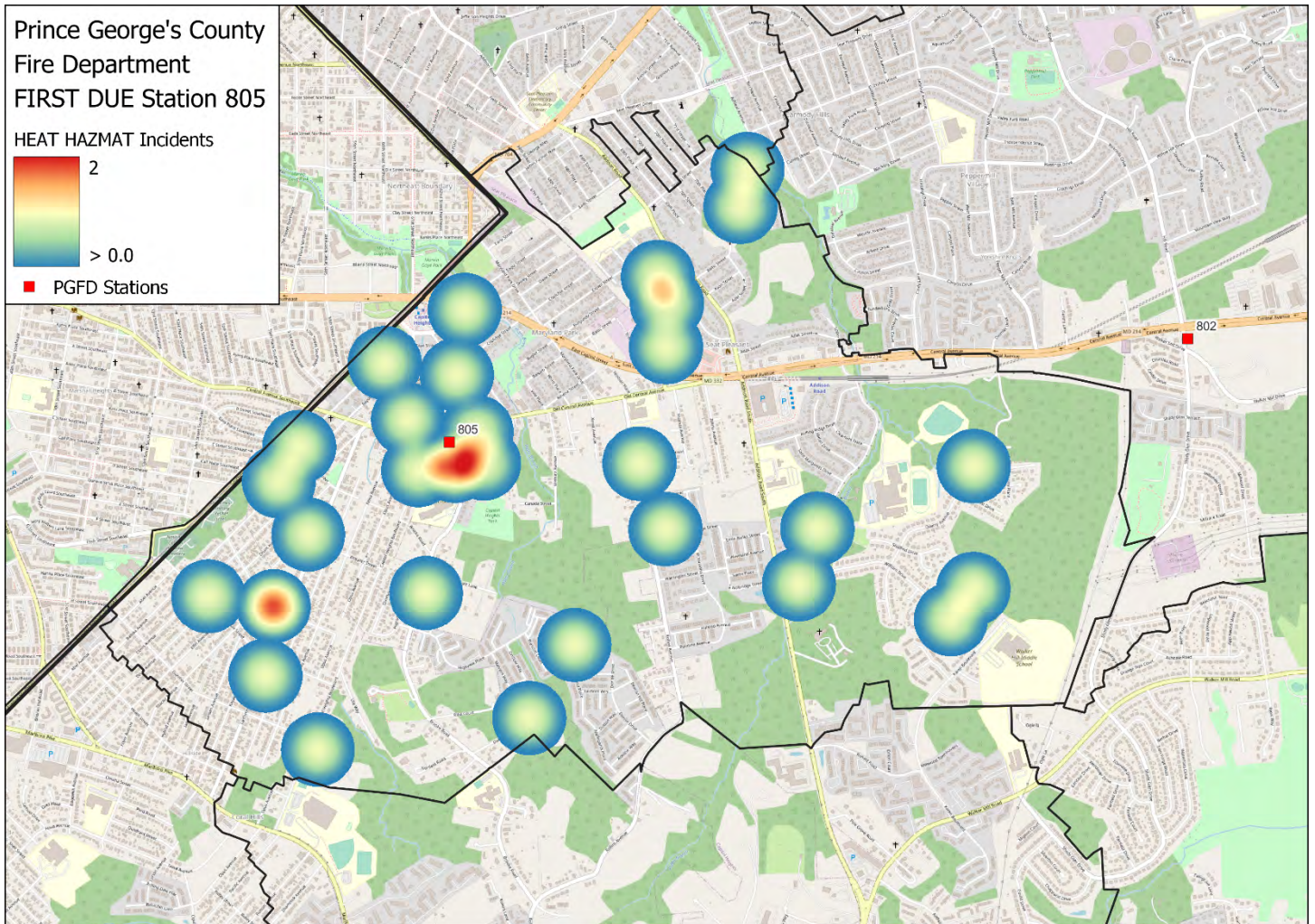
Station 805 EMS Hot Spot Map

Most of the call volume for fire-related calls is in close proximity to Station 805's first due area.



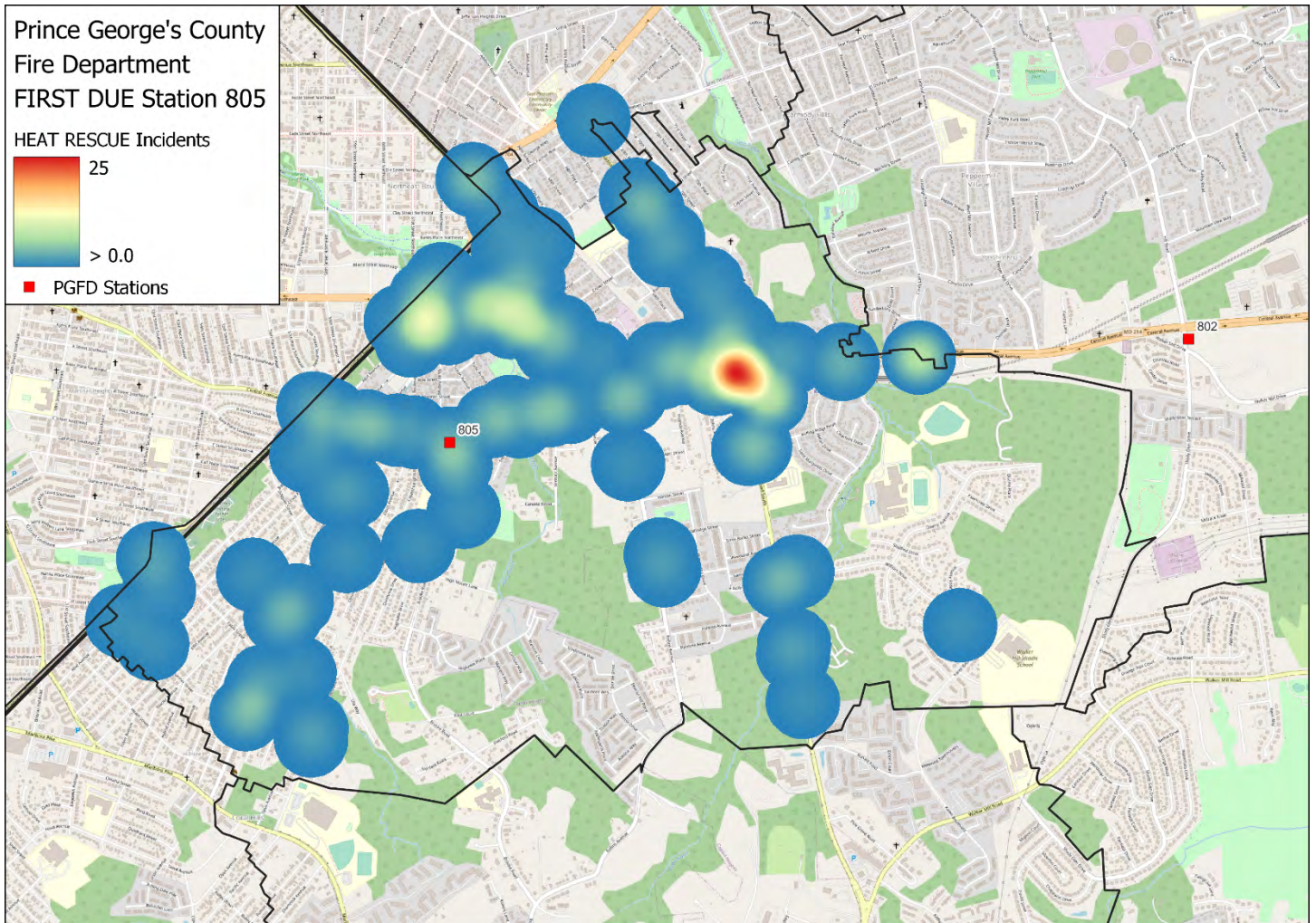
Station 805 HazMat Hot Spot Map

HazMat call volume is relatively equally spread throughout Station 805's first due area.



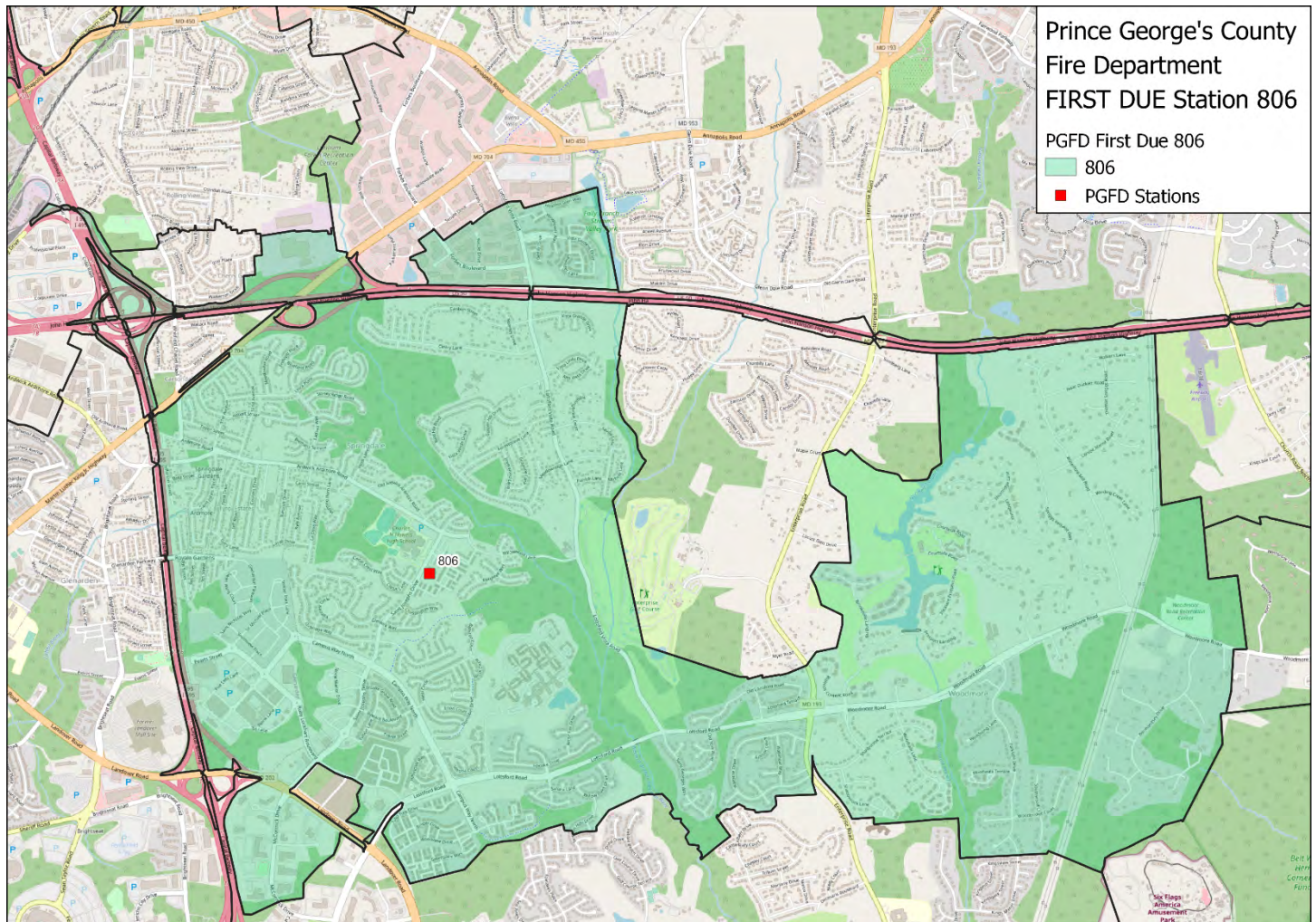
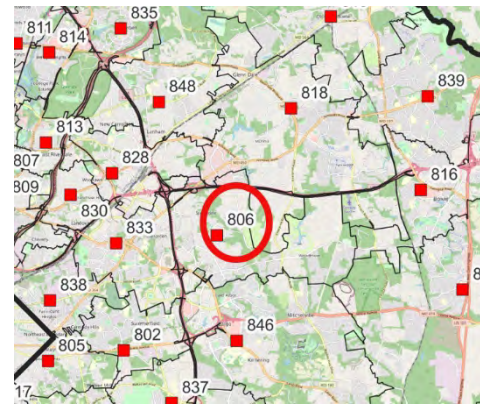
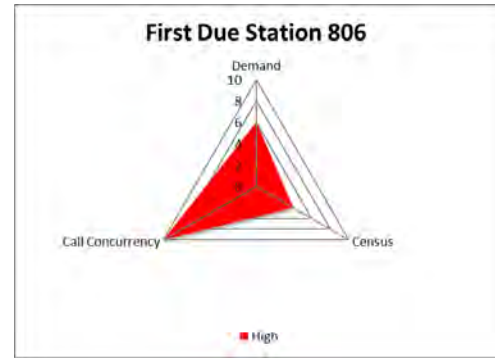
Station 805 Rescue Hot Spot Map

Most of the call volume for rescue-related calls is in close proximity to Station 805's first due area.



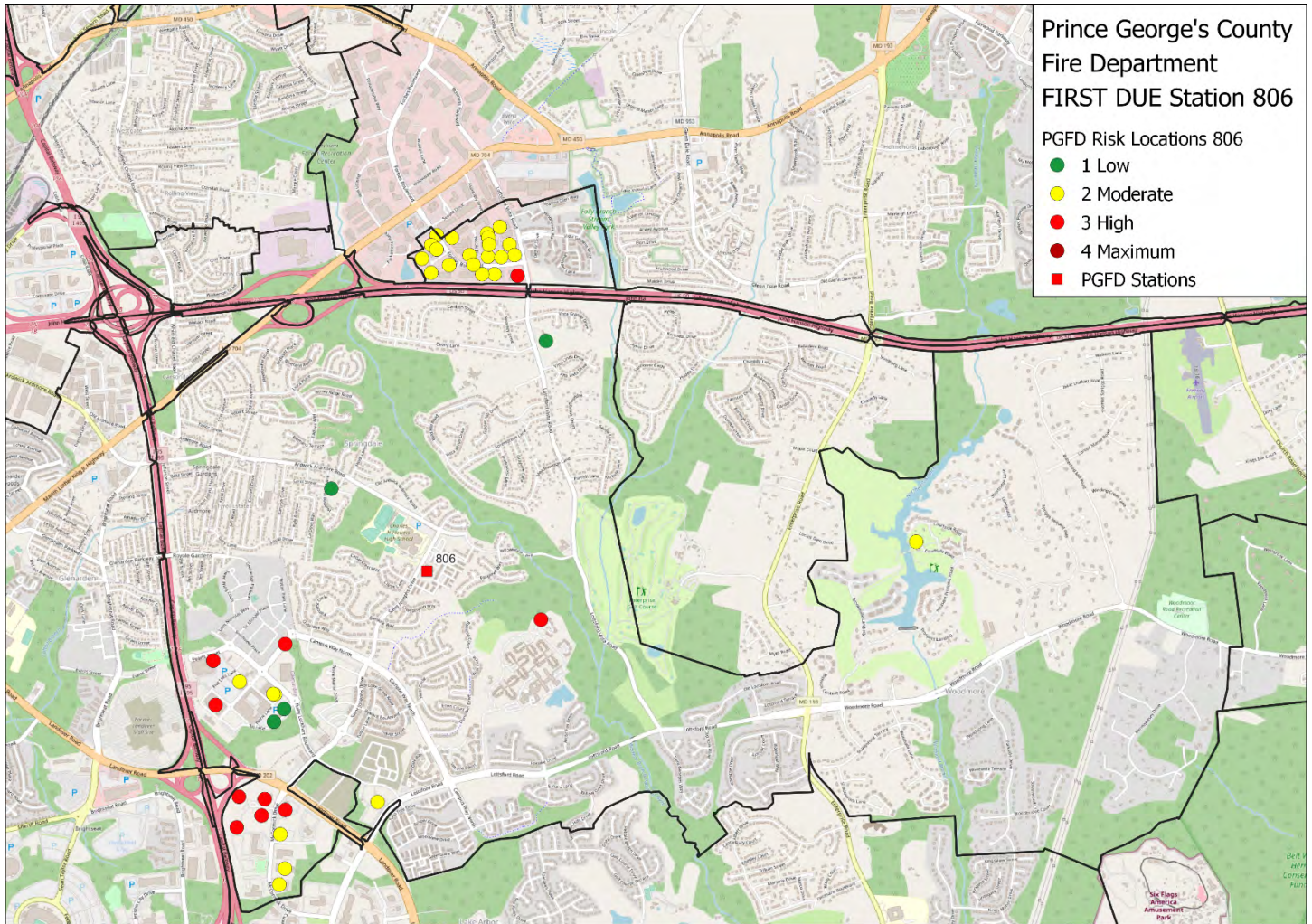
Station 806

Station 806	A806	Ambulance
	A806B	Ambulance
	DCA	Duty Chief
	E806	Engine
	E806P	Engine
	PA806	Paramedic Ambulance
	RECON806	Recon
	SQ806	Squad
	SQ806P	Squad
	TR806	Technical Rescue Unit
	U806	Utility Truck
	WR806	Water Rescue (Boat)

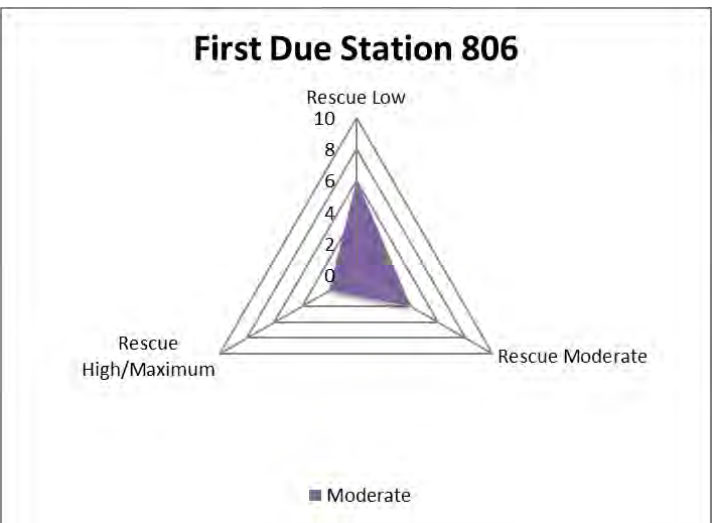
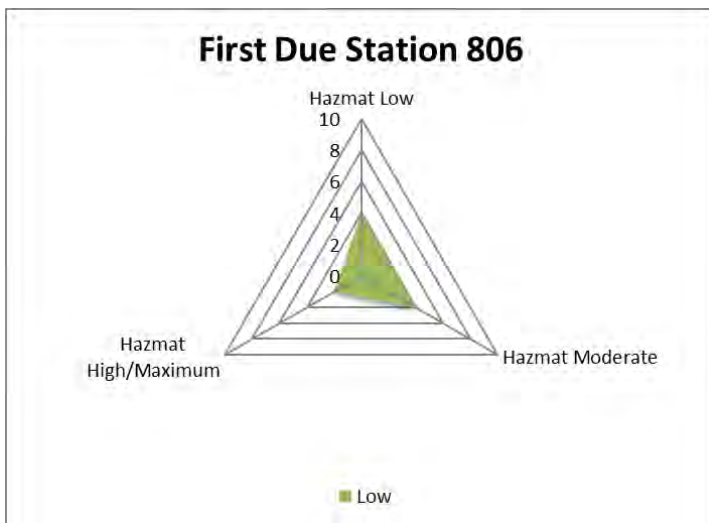
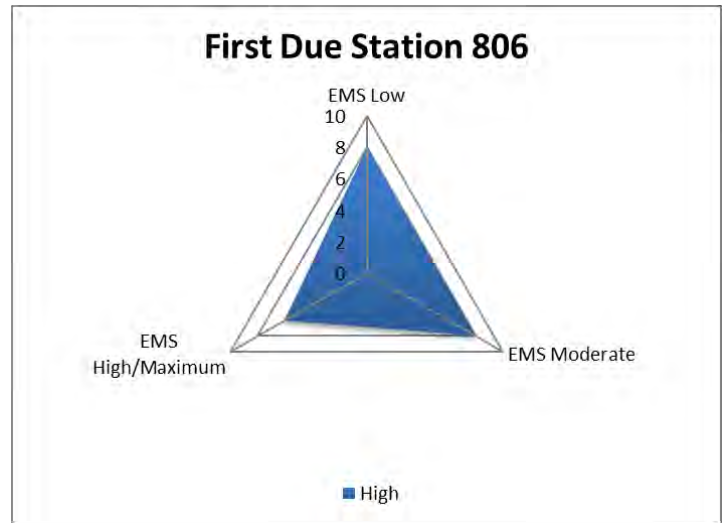
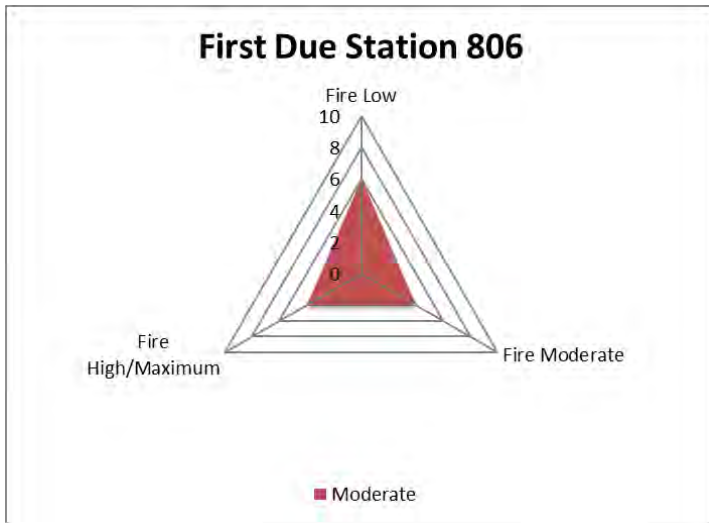


Station 806 Risk Analysis

The risk of individual building locations is represented by the small circles and shaded to indicate risk level. There is a concentration of moderate-risk buildings located north of the station and eight higher risks just southwest, which is rated a high-risk GPZ. Risk is also evaluated by GPZ using the same shading criteria. Station 806 has a minimal number of risks, with most being moderate risk.



Station 806 First Due Station Risk Profiles by Program – 3D Risk Models



Station 806 First Due Area Historical Data Analysis

Station 806 First Due Area Incidents by Call Category	Reporting Period				
	2016	2017	2018	2019	2020
Bomb Total	1	0	1	1	1
EMS Total	1,875	1,574	1,615	1,667	1,598
Fire Total	481	369	347	397	360
Hazmat Total	65	43	35	35	37
Non-Emergency Total	74	65	74	75	124
Rescue Total	384	295	328	308	202
Total	2,880	2,346	2,400	2,483	2,322

Unit ID	Reporting Period				
	2016	2017	2018	2019	2020
A806	3,279	3,031	2,896	3,137	2,436
A806B	0	2	0	0	0
DCA	0	0	1	0	0
E806	1,119	1,192	0	0	1
E806P	0	64	1,366	1,559	1,220
PA806	2,388	2,281	2,234	2,303	1,843
RECON806	7	6	0	0	3
SQ806	1,654	1,133	0	0	0
SQ806P	0	103	1,619	1,263	892
TR806	96	88	118	108	86
U806	0	2	0	0	0
WR806	0	0	0	0	15
Total	8,543	7,902	8,234	8,370	6,496
Average Responses per Day	23.3	21.6	22.6	22.9	17.7

Station 806 First Due Area Historical Data Analysis (cont.)

Call concurrency within FDA 806 was calculated between 2016 and 2020. The call concurrency has remained steady between 26.2 to 31.1 over the five-year rating period.

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
806	2016	894	2,878	31.1
	2017	630	2,342	26.9
	2018	705	2,396	29.4
	2019	704	2,478	28.4
	2020	607	2,320	26.2
	All	3,540	12,414	28.5

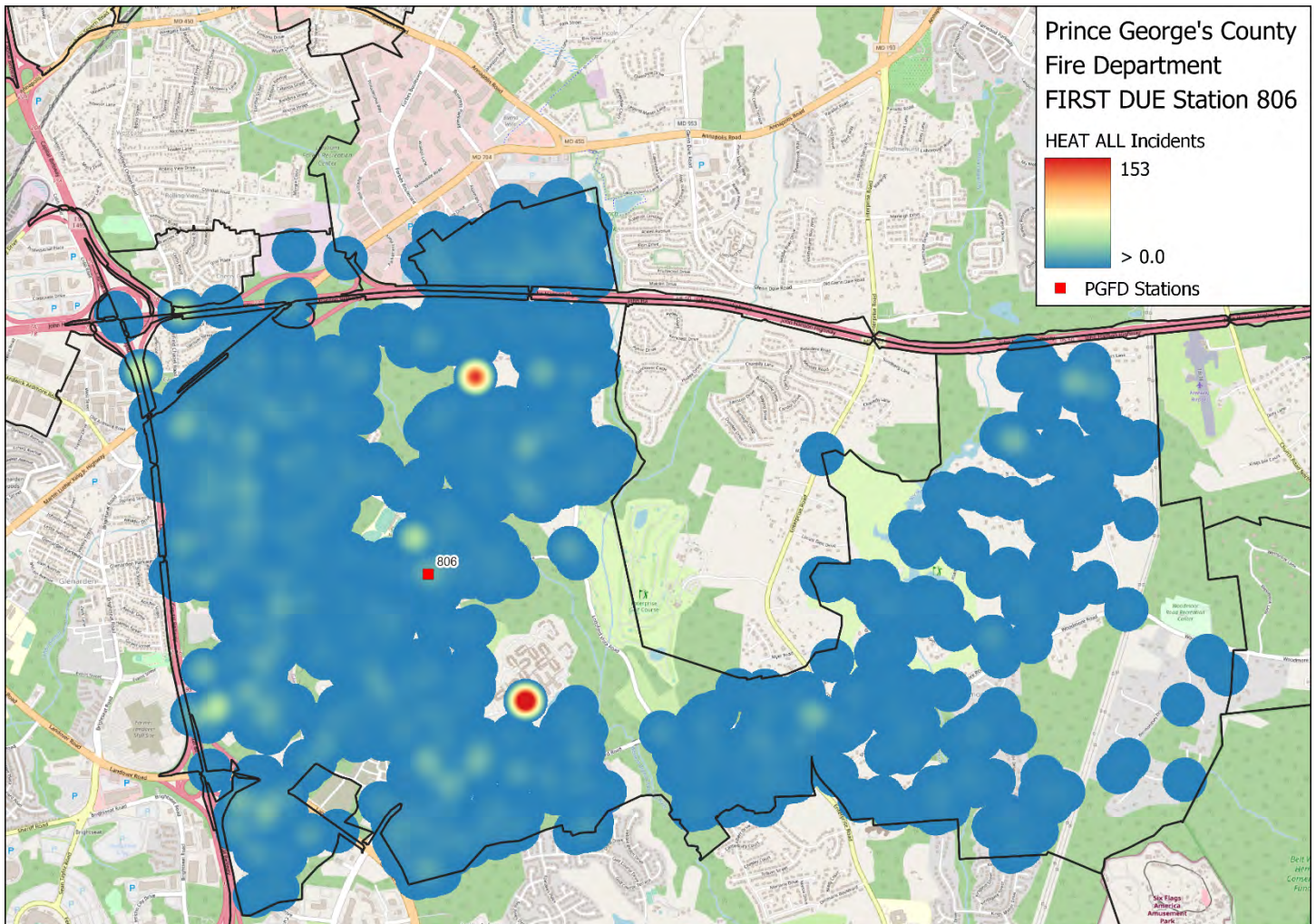
Response time performance for FDA 806 was calculated over the five-year rating period (2016-2020). Analyses were restricted to within FDA 806 and were calculated by the first arriving unit. Benchmark compliance is a 10% improvement over the aggregated PGFD performance. Therefore, the benchmark performance is established at the county level, not within each FDA. Finally, a gap analysis between the baseline and benchmark performance was completed utilizing a stoplight approach. If greater than 90% performance (green), between 70% and 89% yellow, and below 70% would be red.

First Due Station 806: 1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		4:50	5:04	5:22	4:50	4:33	4:15	4:31	87.9%
Turnout Time		2:07	2:15	2:07	2:05	2:02	2:05	1:58	86.4%
Travel Time	Urban	8:38	8:13	8:01	8:25	8:54	9:37	7:26	83.3%
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	9:33	N/A
Total Response Time	Urban	13:54	13:25	13:44	13:29	13:57	14:37	12:26	83.6%
		<i>n</i> = 8,430	<i>n</i> = 2,002	<i>n</i> = 1,589	<i>n</i> = 1,632	<i>n</i> = 1,675	<i>n</i> = 1,532		
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	14:23	N/A
		<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0		

Color coding legend: fill ≥ 90%; fill ≥ 70% to < 90%; fill < 70%

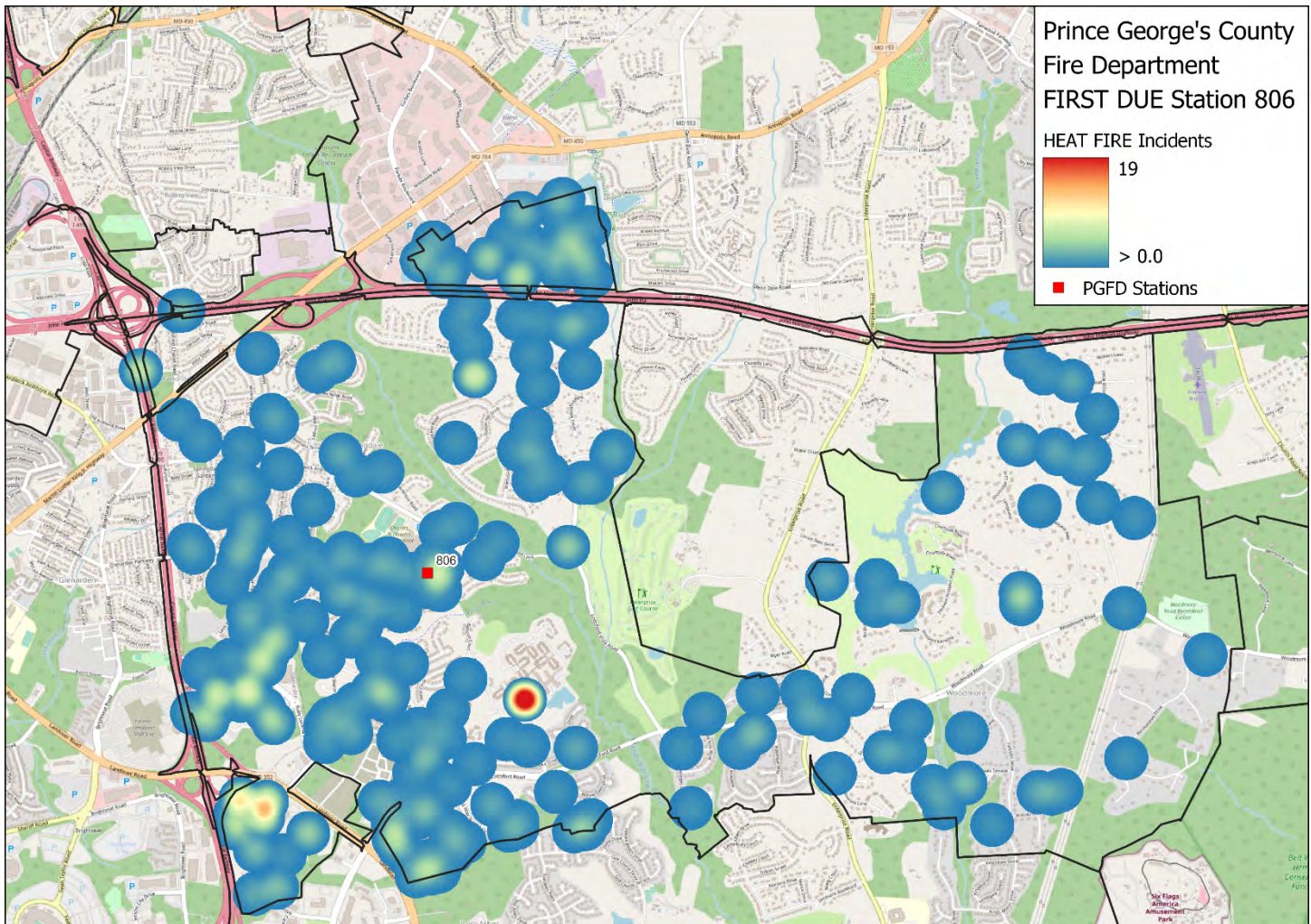
Station 806 Overall Hot Spot Map

This map shows an even distribution of calls throughout Station 806's first due area. There are two areas just to the northeast and southeast with higher incident calls.



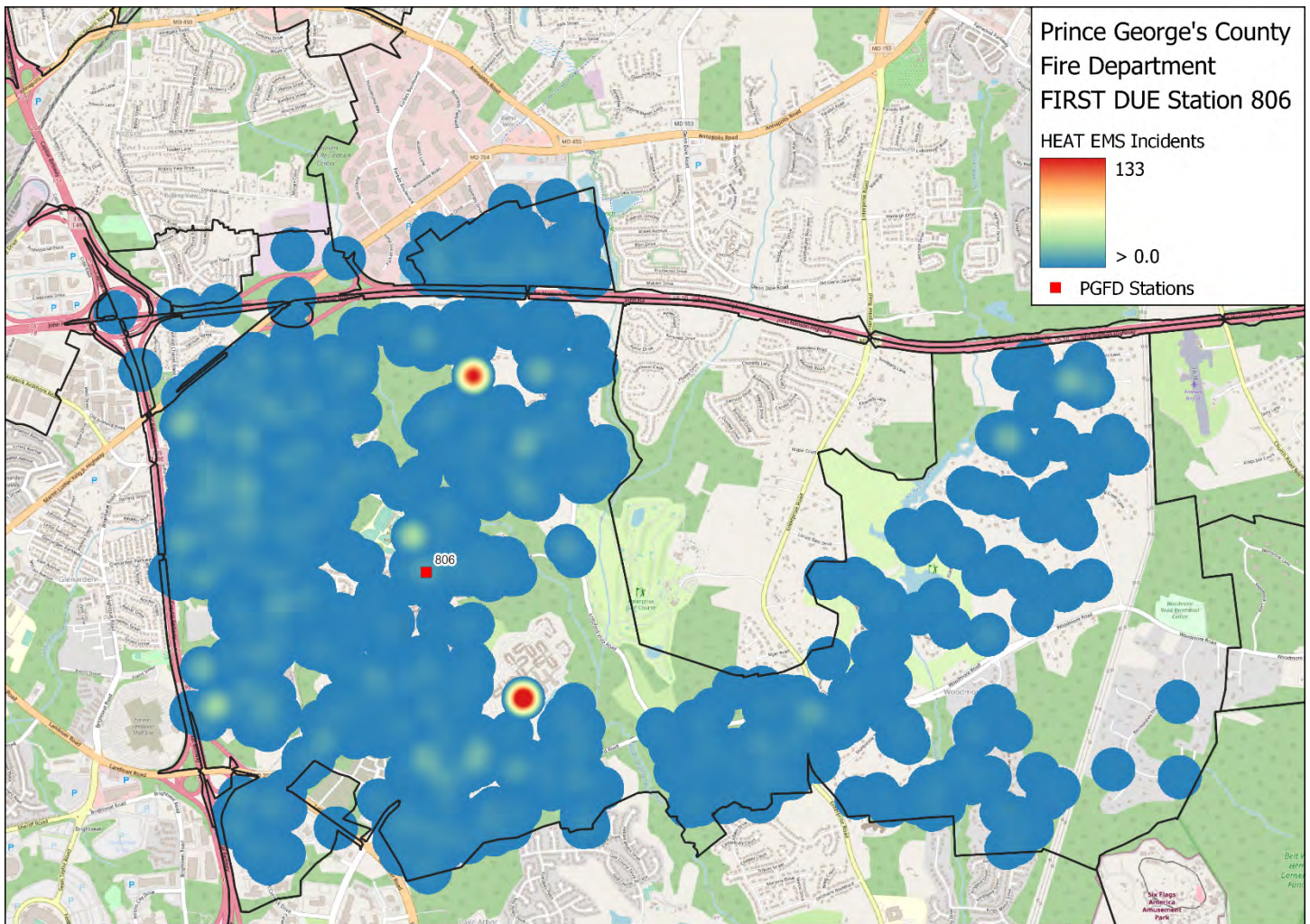
Station 806 Fire Hot Spot Map

This map shows a relatively equal distribution of calls throughout Station 806’s first due area. However, most of the call volume for fire-related calls is in close proximity to Station 806’s first due area.



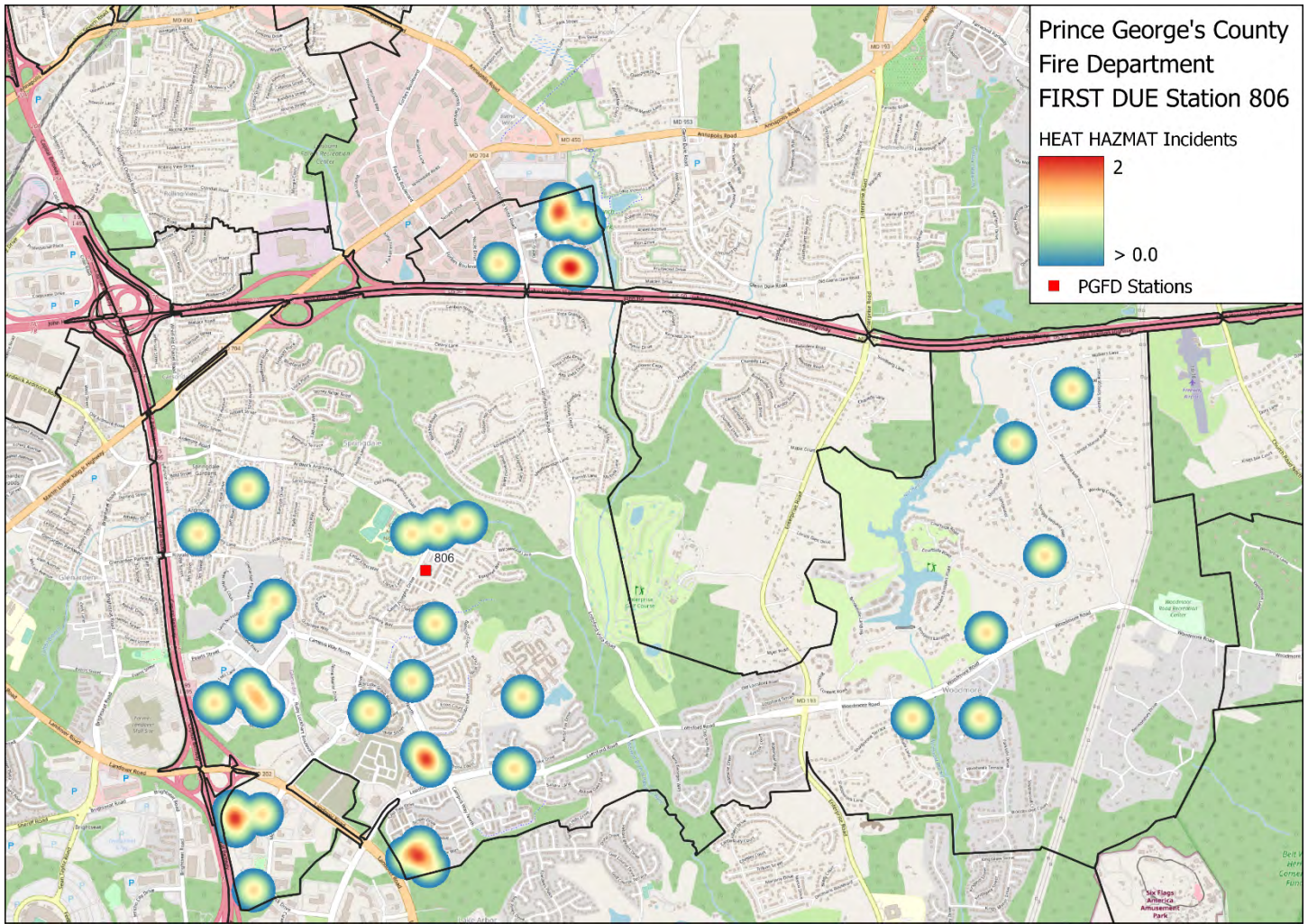
Station 806 EMS Hot Spot Map

This map shows an even distribution of calls throughout Station 806's first due area. There are two areas just to the northeast and southeast with higher incident calls. Most of the call volume for EMS-related calls is in close proximity to Station 806's first due area.



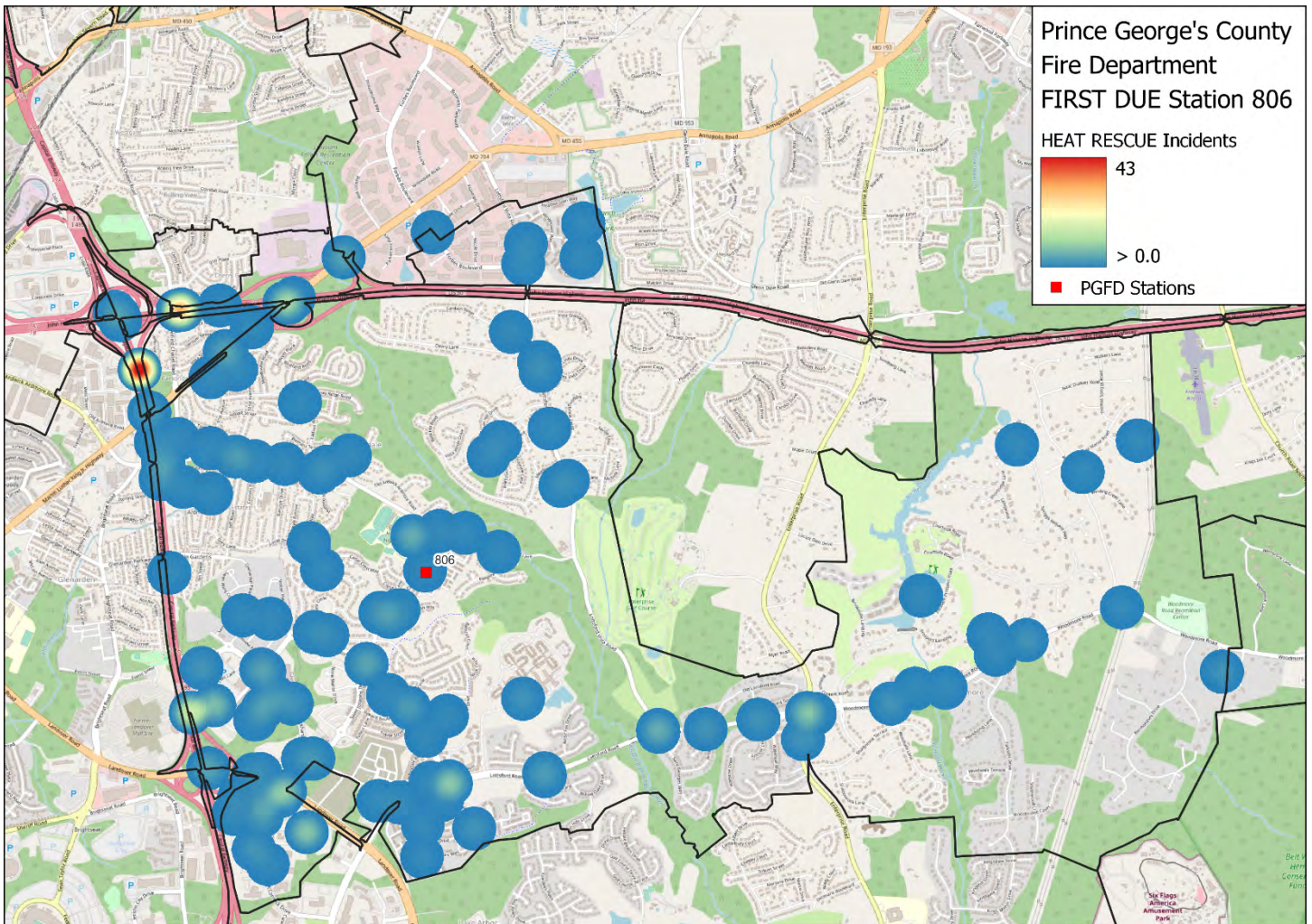
Station 806 HazMat Hot Spot Map

HazMat call volume is relatively equally spread throughout Station 806's first due area.



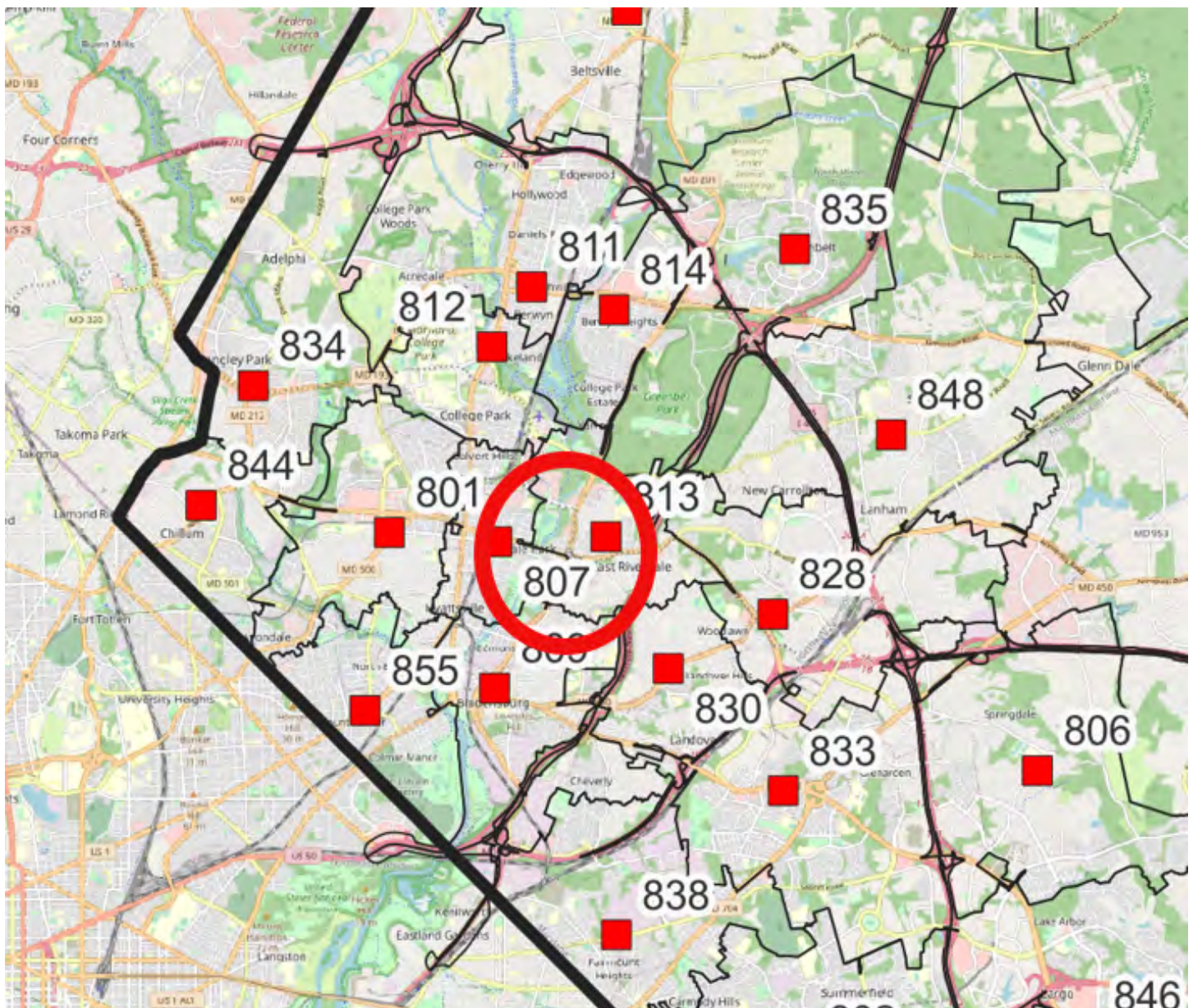
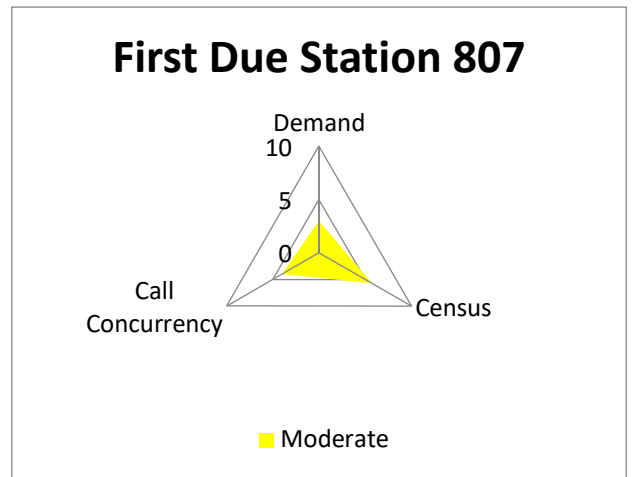
Station 806 Rescue Hot Spot Map

Most of the call volume for rescue-related calls is in close proximity to Station 806's first due area and on or adjacent to the major transportation routes.



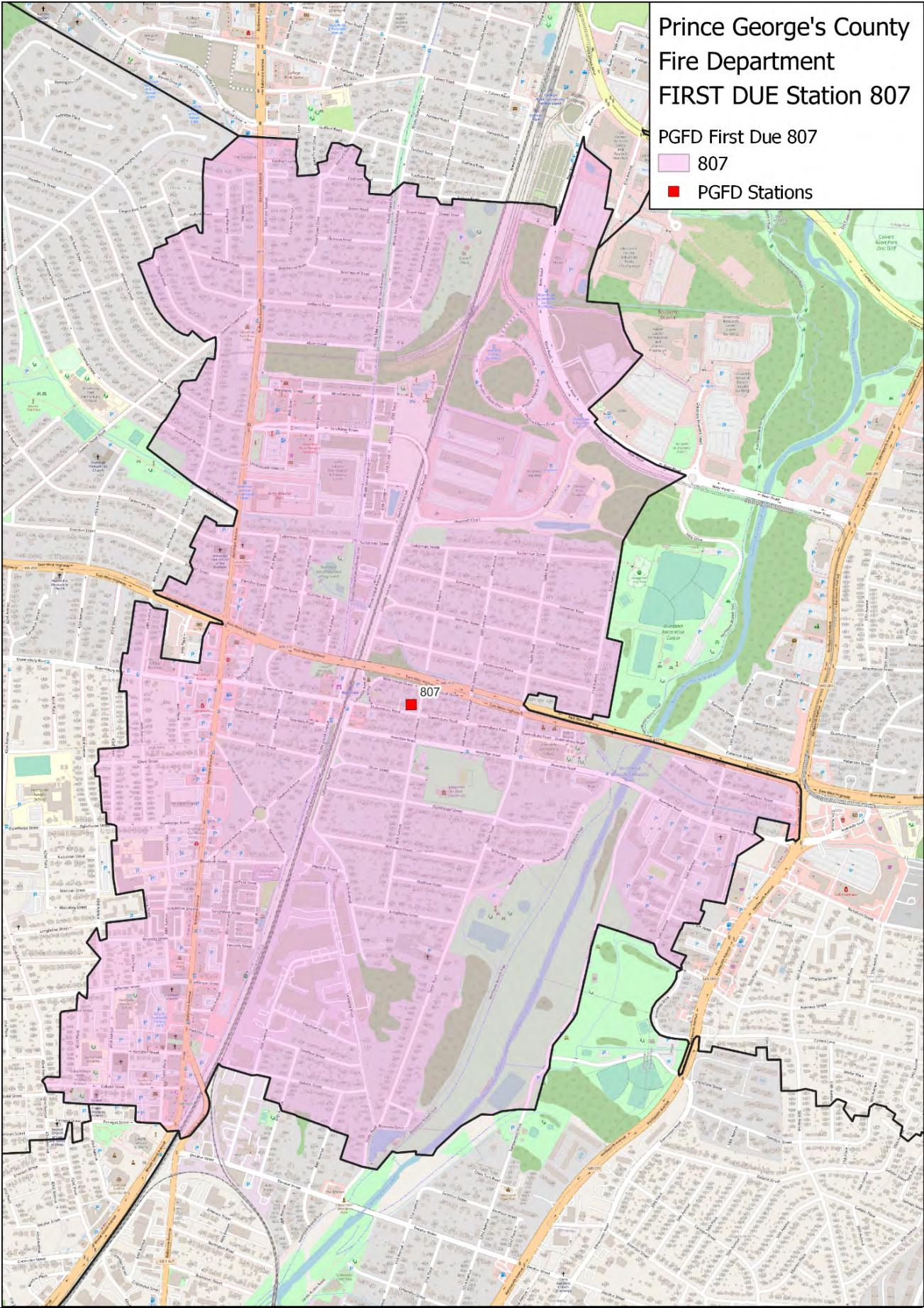
Station 807

Station 807	A807	Ambulance
	E807	Engine
	E807B	Engine
	TK807	Truck
	TW807	Tower
	U807	Utility Truck
	VC807	Volunteer Chief
	VC807A	Volunteer Chief
	VC807B	Volunteer Chief
	VC807C	Volunteer Chief



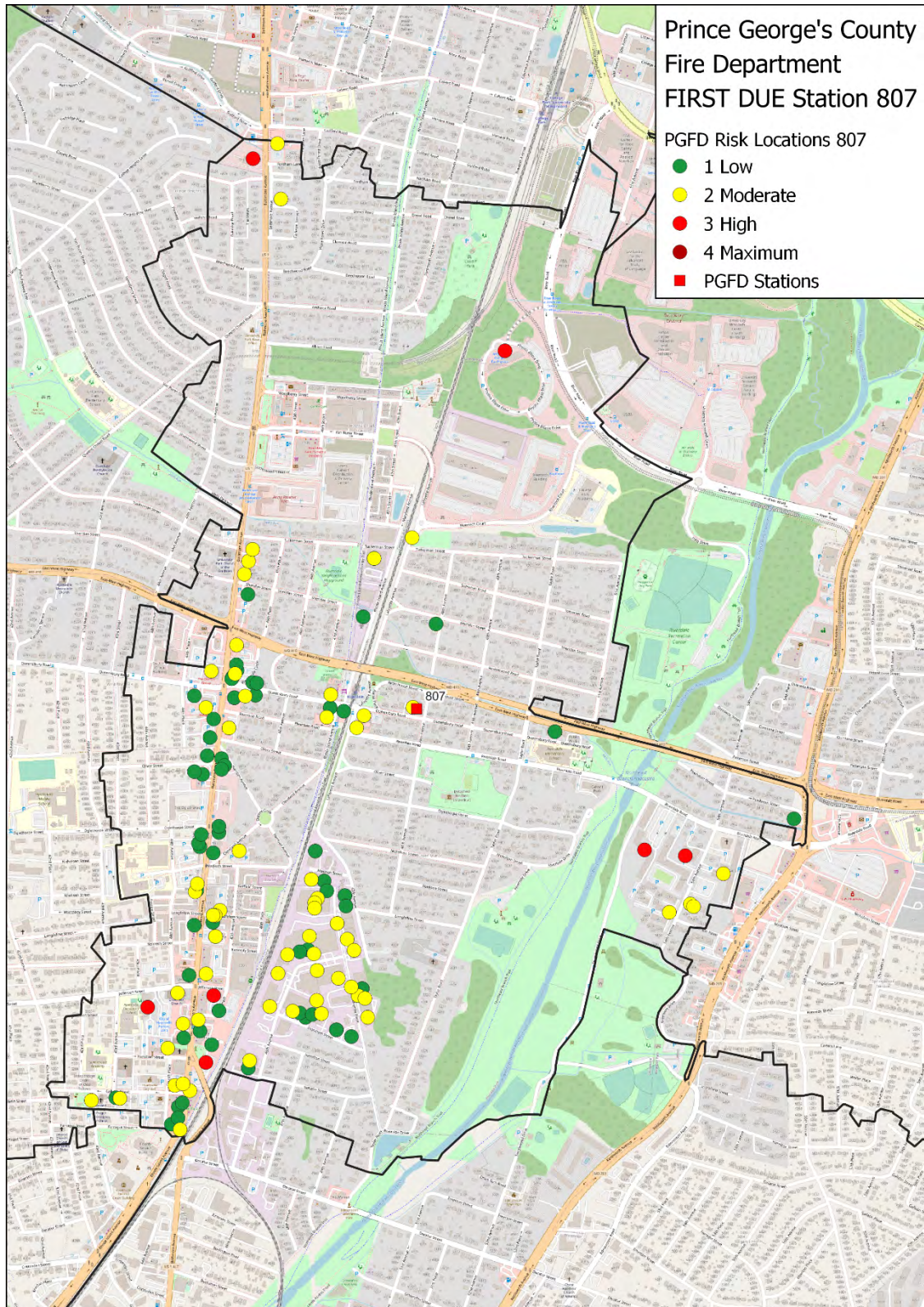
Prince George's County
Fire Department
FIRST DUE Station 807

- PGFD First Due 807
- 807
- PGFD Stations

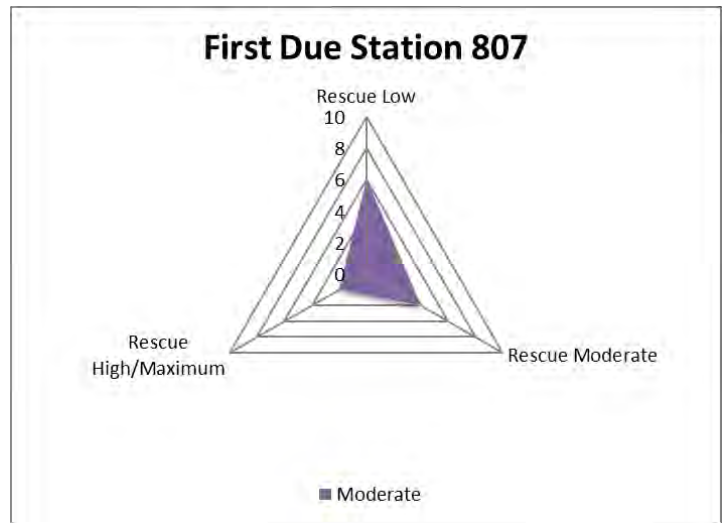
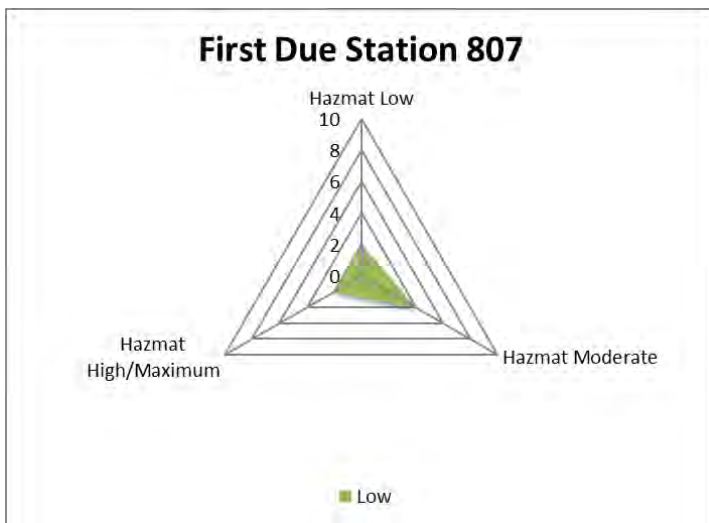
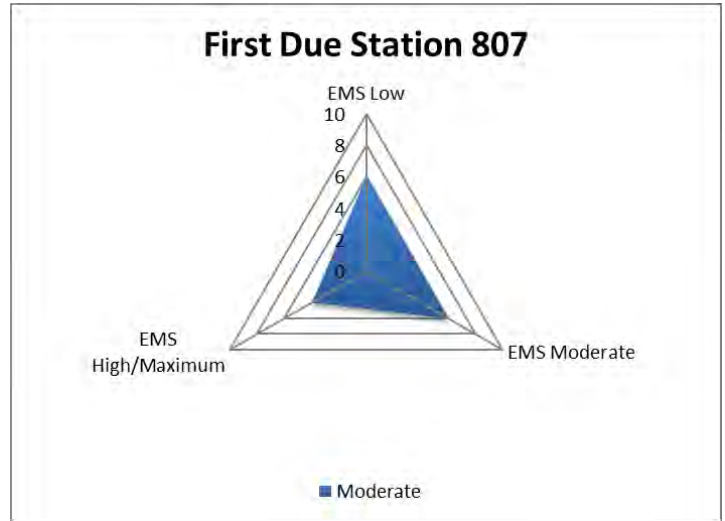
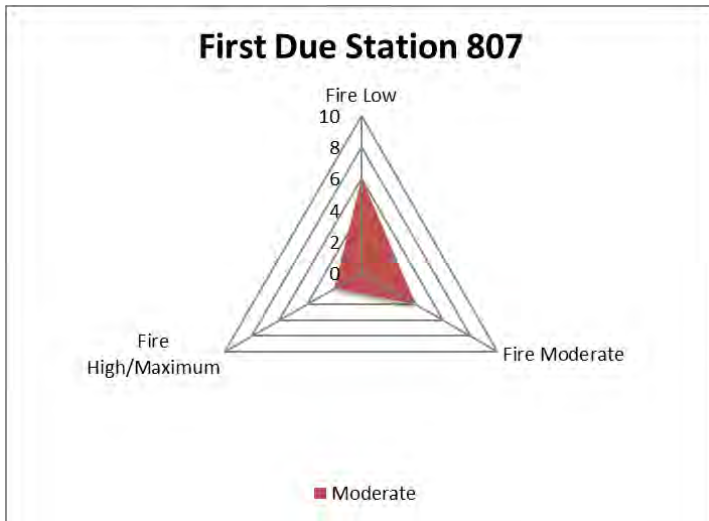


Station 807 Risk Analysis

The risk of individual building locations is represented by the small circles and shaded to indicate risk level. Most of Station 807’s first due area is low to moderate risk. Low and moderate-risk buildings are concentrated to the east and southeast of the station.



Station 807 First Due Station Risk Profiles by Program – 3D Risk Models



Station 807 First Due Area Historical Data Analysis

Station 807 First Due Area Incidents by Call Category	Reporting Period				
	2016	2017	2018	2019	2020
Bomb Total	0	0	0	0	0
EMS Total	1,026	686	717	571	589
Fire Total	246	180	199	200	163
Hazmat Total	38	21	41	38	27
Non-Emergency Total	40	39	42	26	69
Rescue Total	139	114	130	119	84
Total	1,489	1,040	1,129	954	932

Unit ID	Reporting Period				
	2016	2017	2018	2019	2020
A805	3,428	3,321	3,260	72	753
A805B	0	0	0	4	0
E805	2,046	1,240	0	0	3
E805B	491	245	0	1	0
PA805	13	0	0	2,953	2,377
PE805	0	892	3,143	3,393	2,915
PE805B	0	491	415	0	0
REHAB800	38	230	211	199	197
REHAB800B	9	0	0	1	0
U805	0	1	0	0	0
VC805	1	1	1	0	1
VC805A	2	0	0	0	7
Total	6,028	6,421	7,030	6,623	6,253
Average Responses per Day	16.5	17.6	19.3	18.1	17.1

Station 807 First Due Area Historical Data Analysis (cont.)

Call concurrency within FDA 807 was calculated between 2016 and 2020. The call concurrency has remained steady between 8.5 to 14.2 over the five-year rating period.

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
807	2016	211	1,489	14.2
	2017	88	1,037	8.5
	2018	105	1,129	9.3
	2019	84	953	8.8
	2020	88	929	9.5
	All	576	5,537	10.4

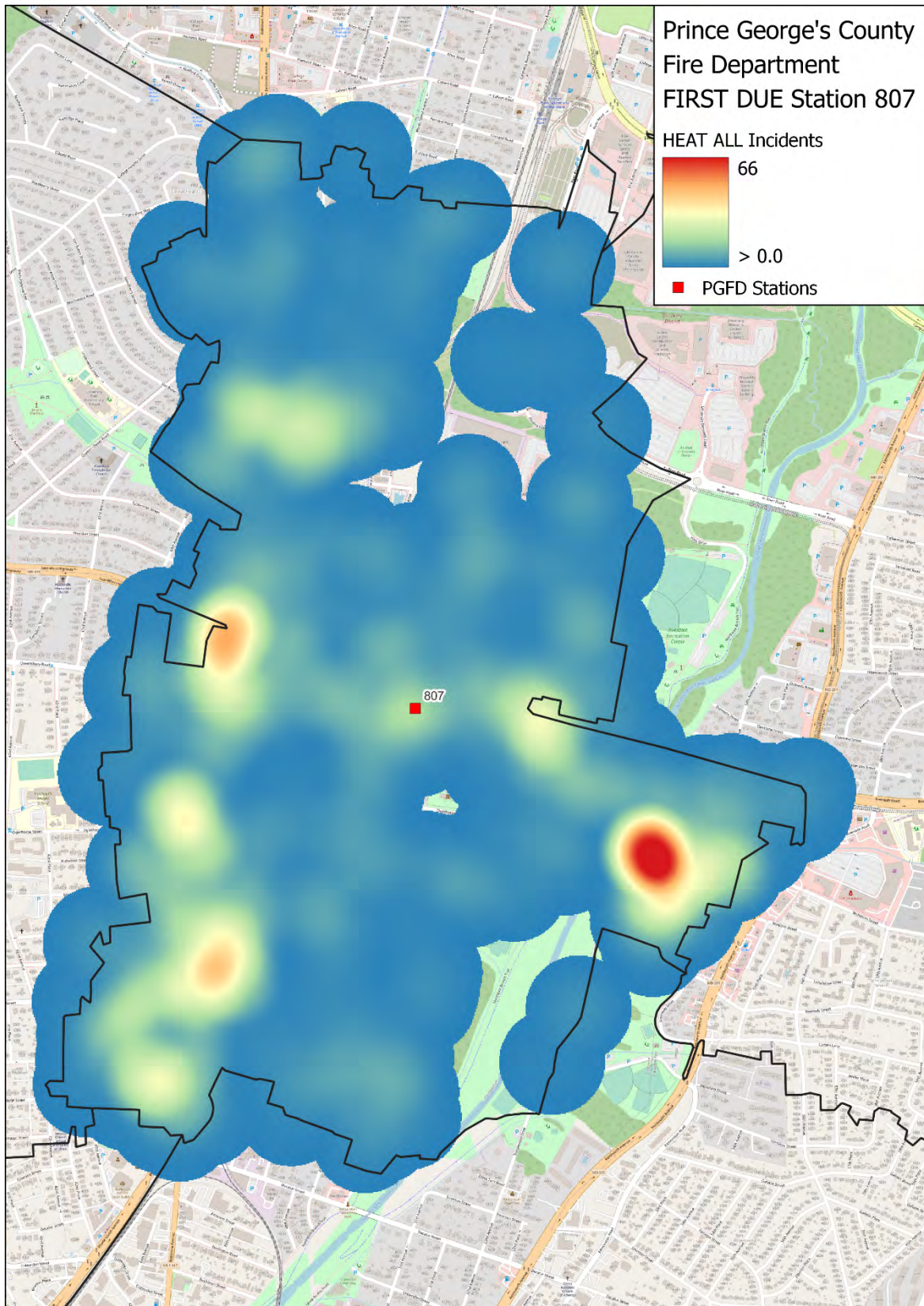
Response time performance for FDA 807 was calculated over the five-year rating period (2016-2020). Analyses were restricted to within FDA 807 and were calculated by the first arriving unit. Benchmark compliance is a 10% improvement over the aggregated PGFD performance. Therefore, the benchmark performance is established at the county level, not within each FDA. Finally, a gap analysis between the baseline and benchmark performance was completed utilizing a stoplight approach. If greater than 90% performance (green), between 70% and 89% yellow, and below 70% would be red.

First Due Station 807: 1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		5:09	5:12	5:00	4:58	4:52	6:10	4:31	85.9%
Turnout Time		2:21	2:20	2:31	2:29	2:11	2:06	1:58	81.2%
Travel Time	Urban	6:31	6:10	6:04	5:49	6:23	8:26	7:26	93.4%
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	9:33	N/A
Total Response Time	Urban	12:21	11:39	11:48	11:20	11:42	14:53	12:26	90.4%
		<i>n</i> = 3,904	<i>n</i> = 1,051	<i>n</i> = 730	<i>n</i> = 810	<i>n</i> = 679	<i>n</i> = 634		
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	14:23	N/A
		<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0		

Color coding legend: fill ≥ 90%; fill ≥ 70% to < 90%; fill < 70%

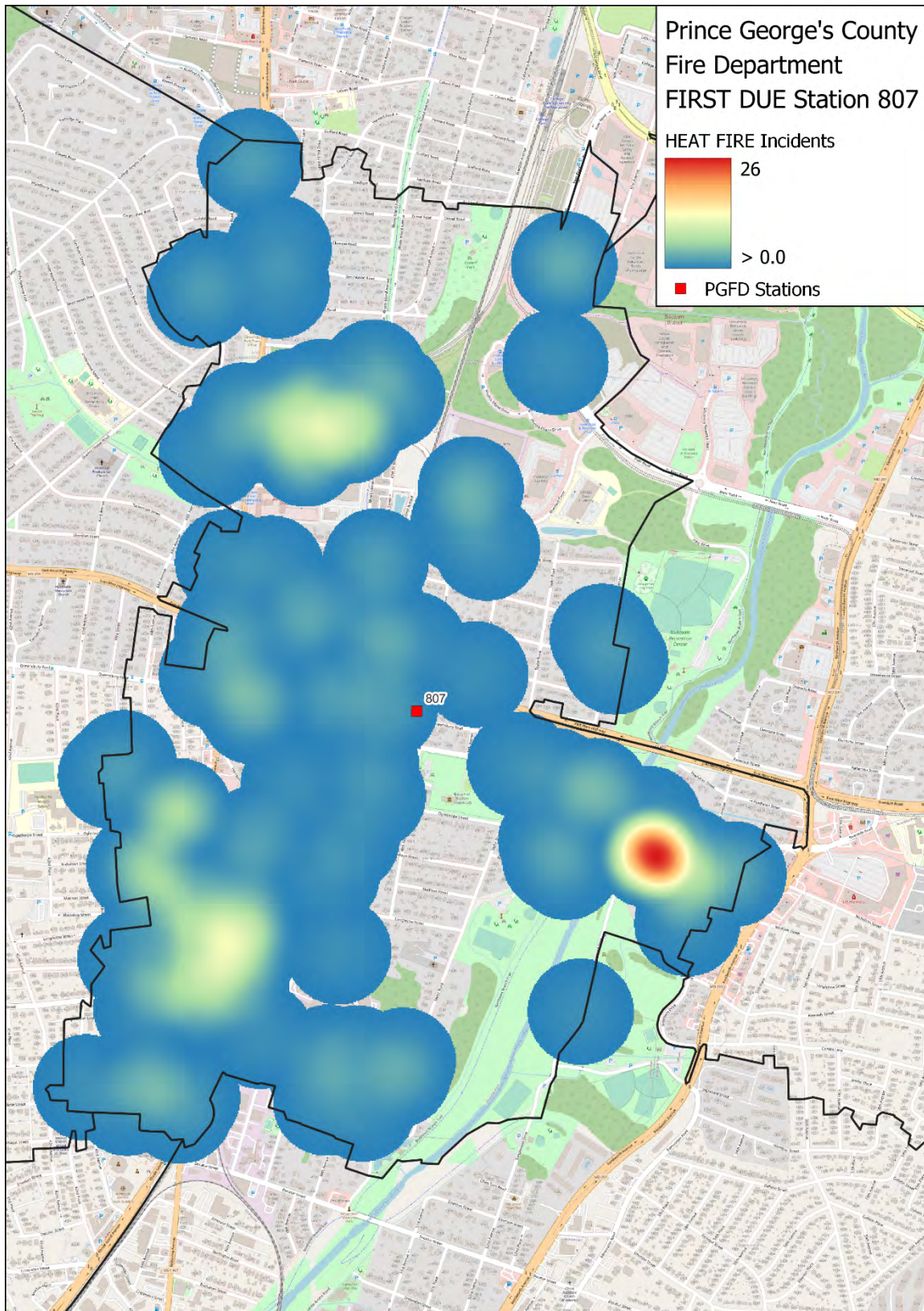
Station 807 Overall Hot Spot Map

This map shows an even distribution of calls throughout Station 807's first due area. A few areas just to the west, southwest, and southeast of the station have the most call volume.



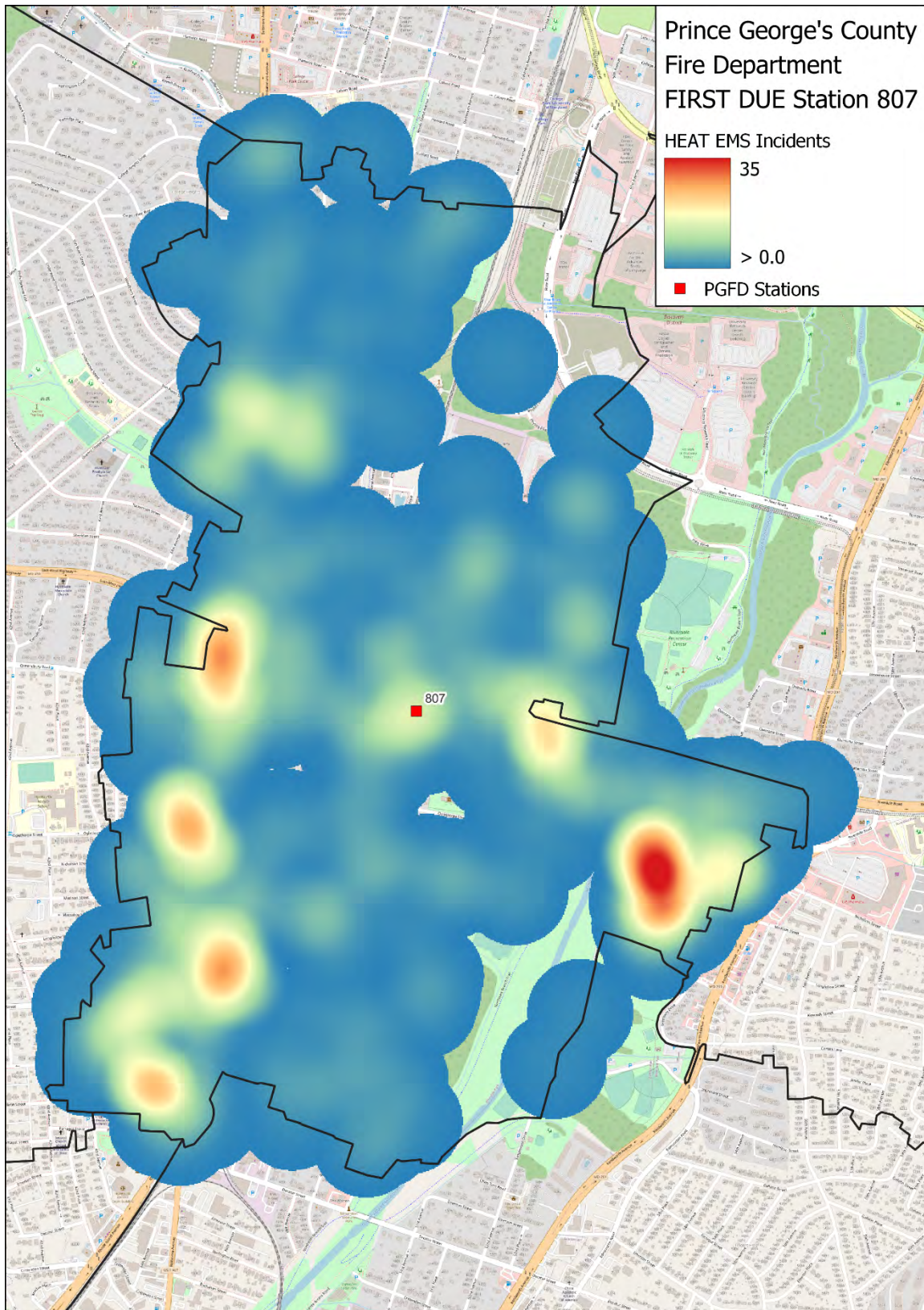
Station 807 Fire Hot Spot Map

Most of the call volume for fire-related calls is in close proximity to Station 807's first due area. A few areas just to the west and east of the station have the most call volume.



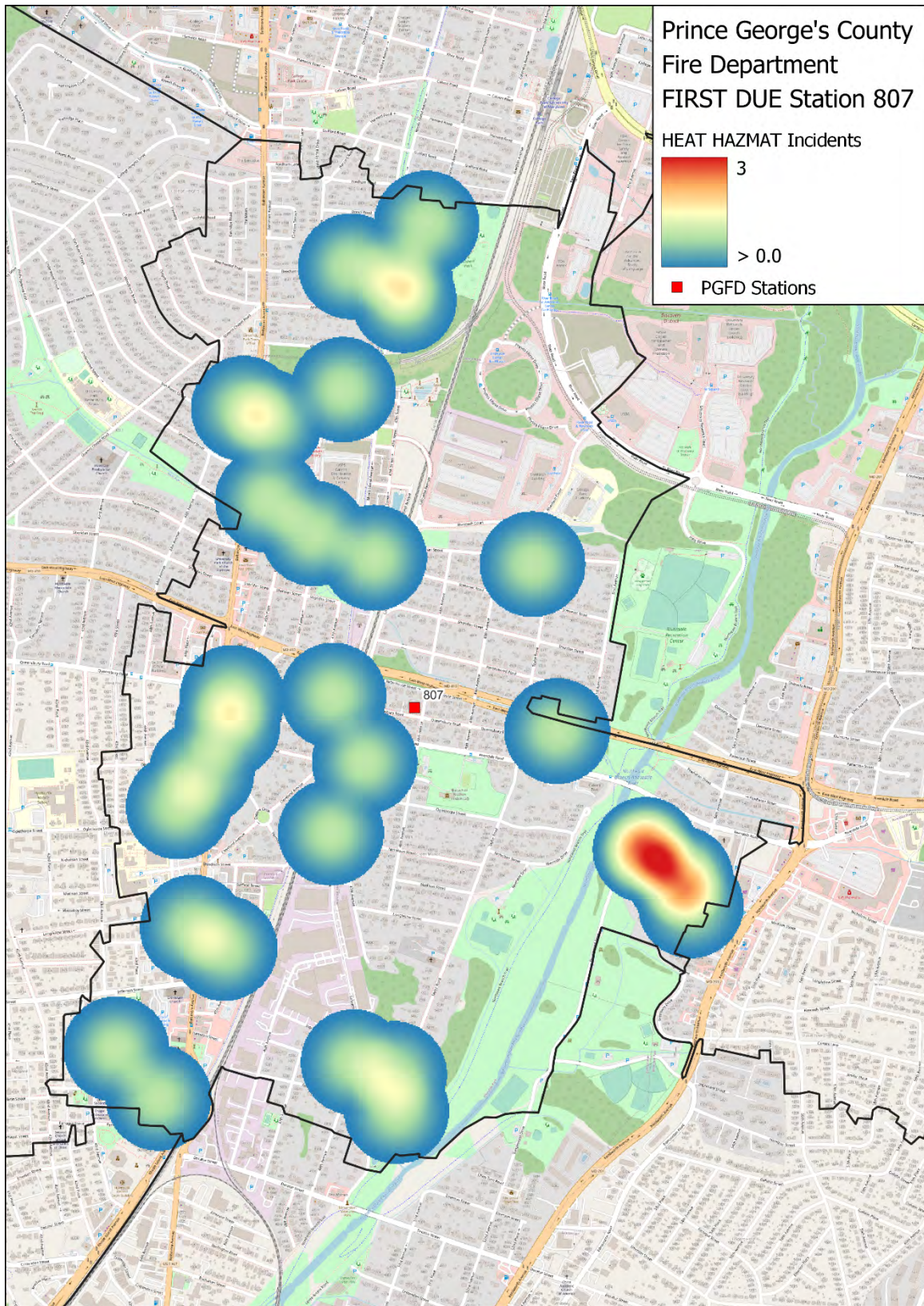
Station 807 EMS Hot Spot Map

Station 807 shows the greatest call volume just to the west, southwest, and east of the station, with some incidents stretching east near 801 and 855 first due station area.



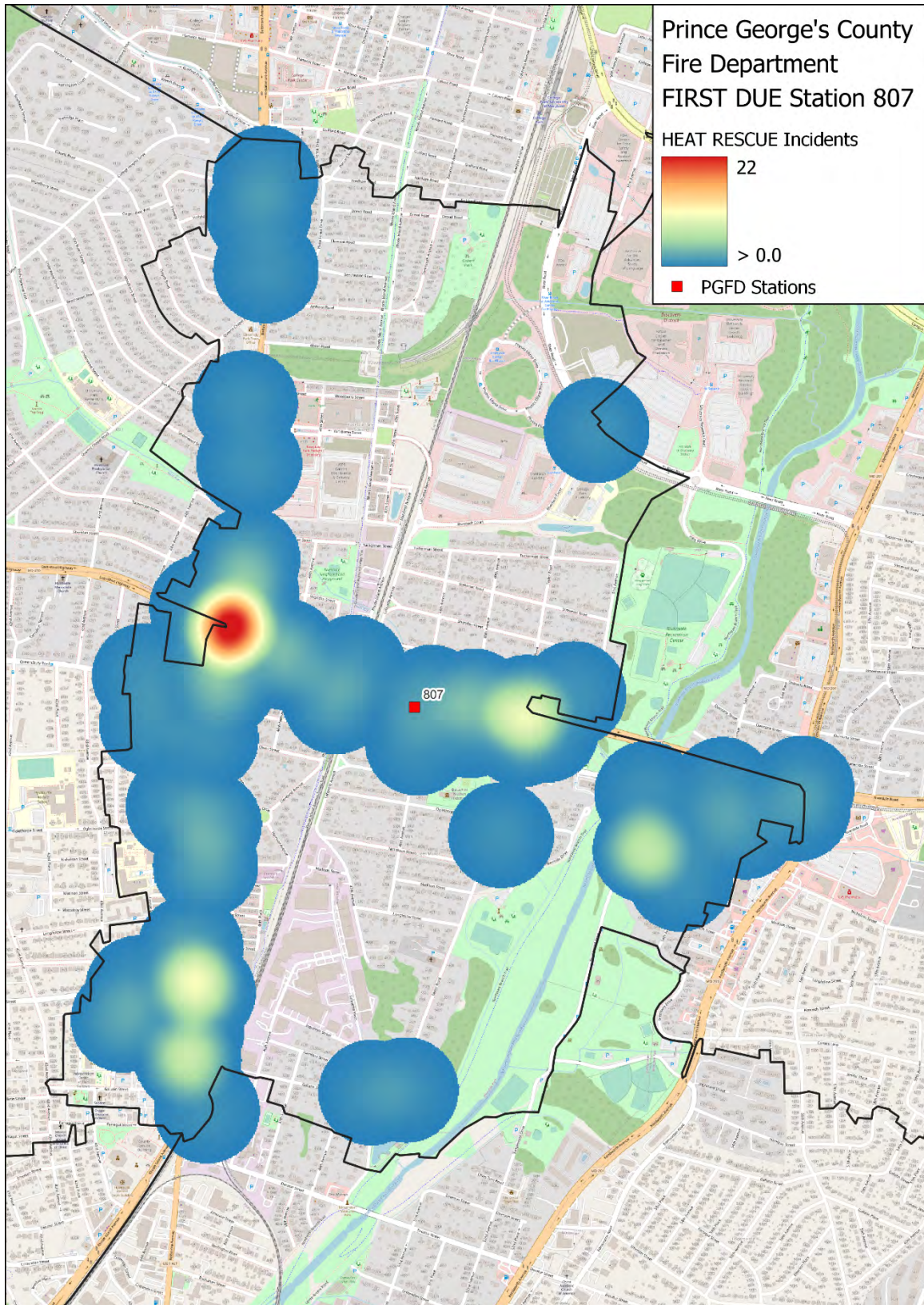
Station 807 HazMat Hot Spot Map

HazMat call volume is relatively equally spread throughout Station 807's first due area.



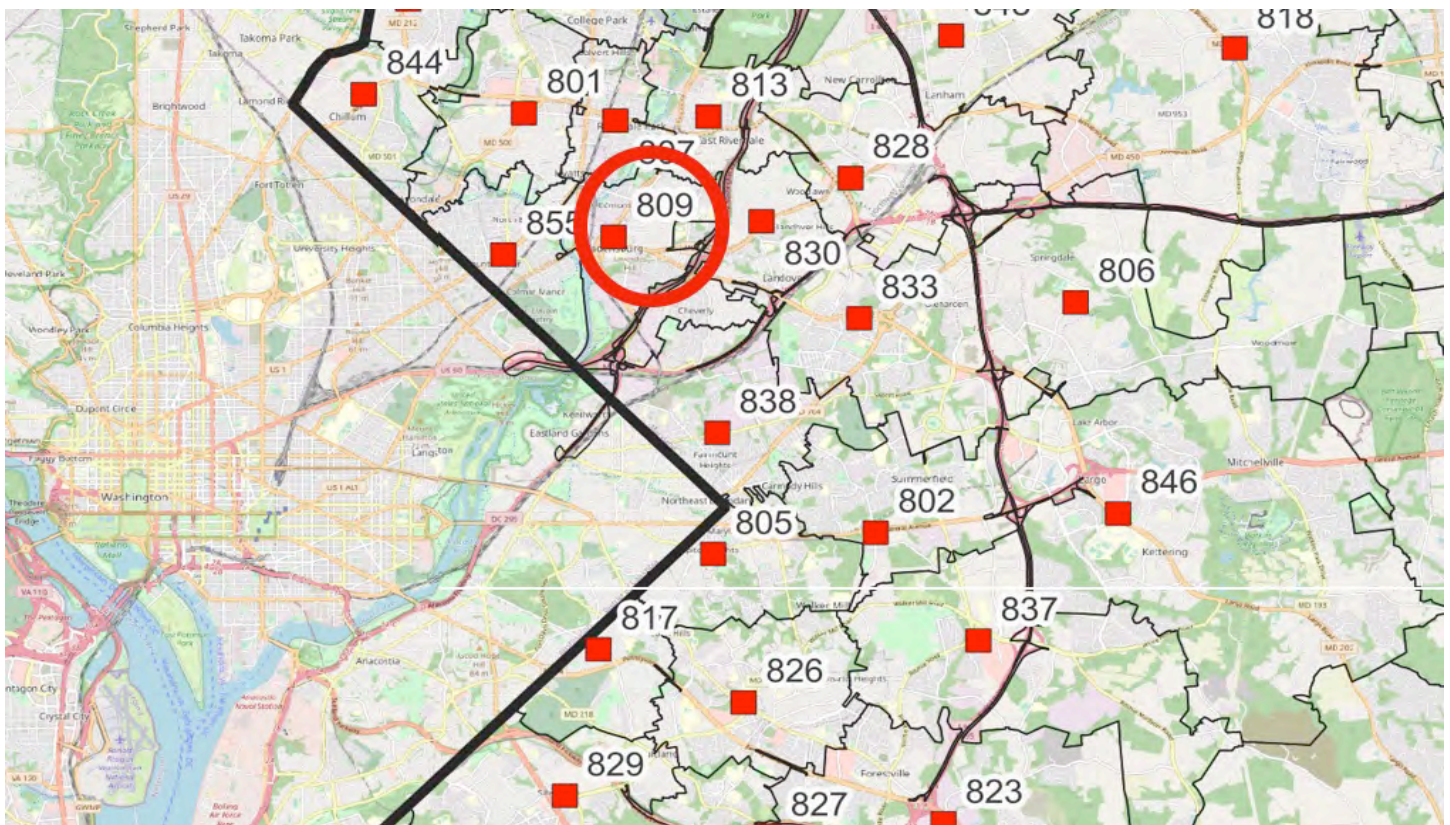
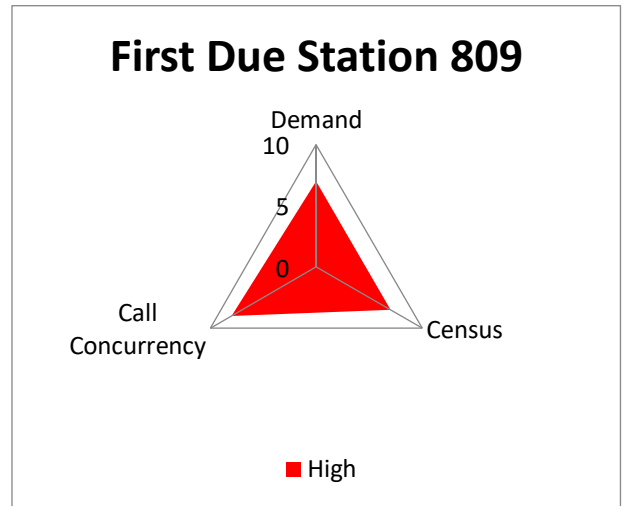
Station 807 Rescue Hot Spot Map

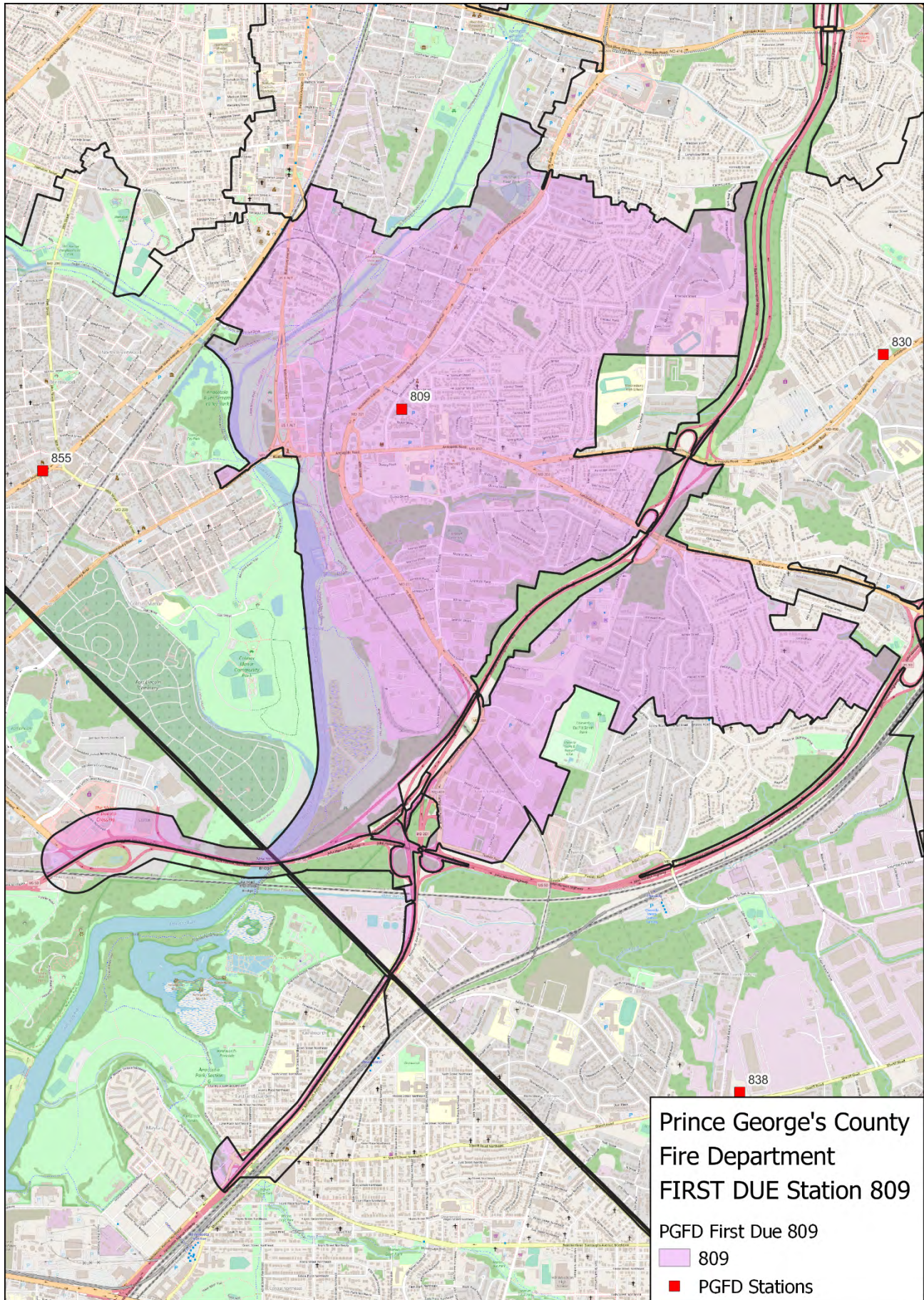
Like fire and EMS, the rescue hot spot map for Station 807 shows the greatest call volume just to the west, southwest, and east of the station, with some incidents stretching east near 801 and 855 first due station area.



Station 809

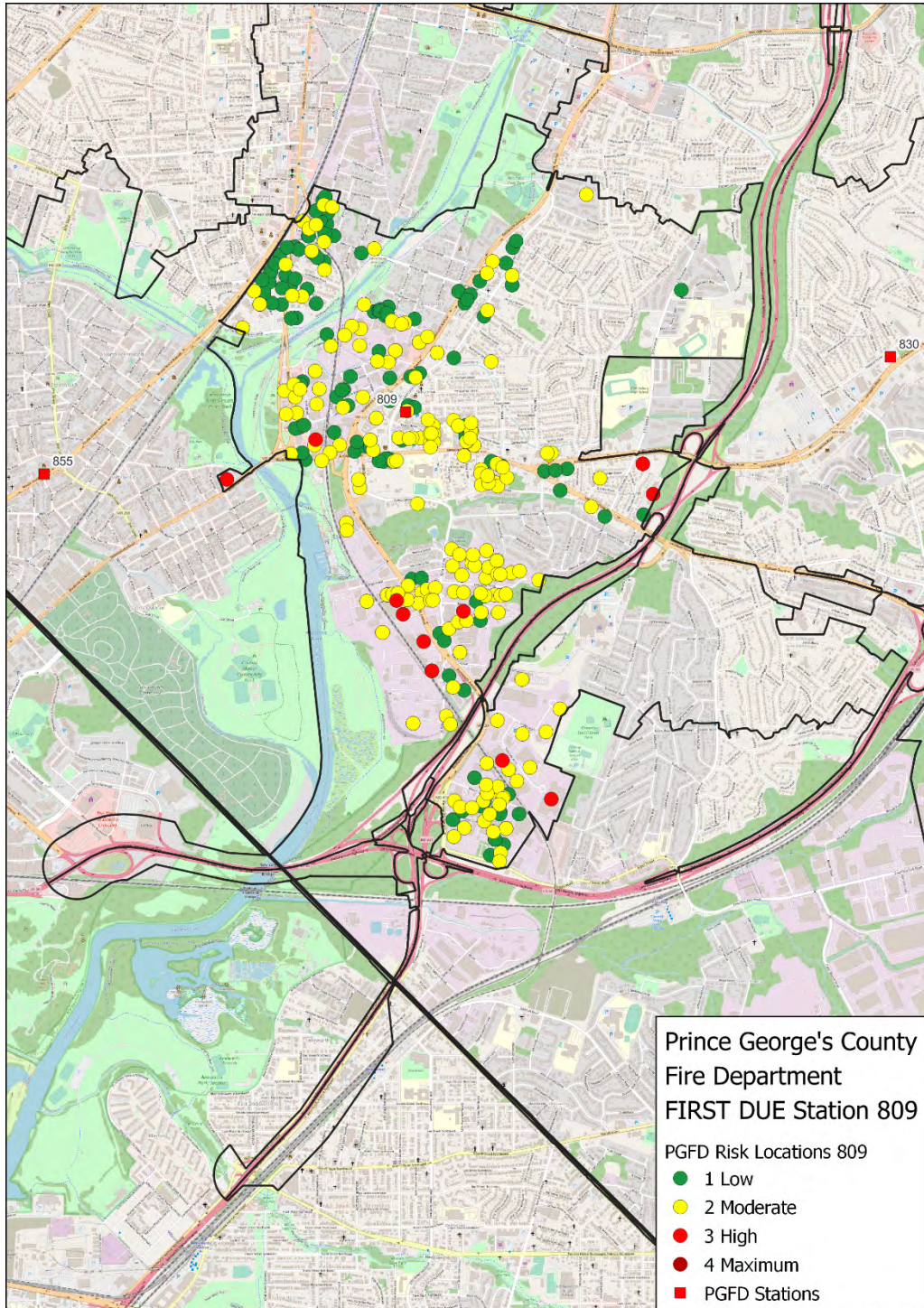
Station 809	A809	Ambulance
	A809B	Ambulance
	C809	Utility
	E809	Engine
	E809B	Engine
	E809C	Engine
	TK809	Truck
	U809	Utility Truck
	VC809	Volunteer Chief
	VC809A	Volunteer Chief
	VC809B	Volunteer Chief



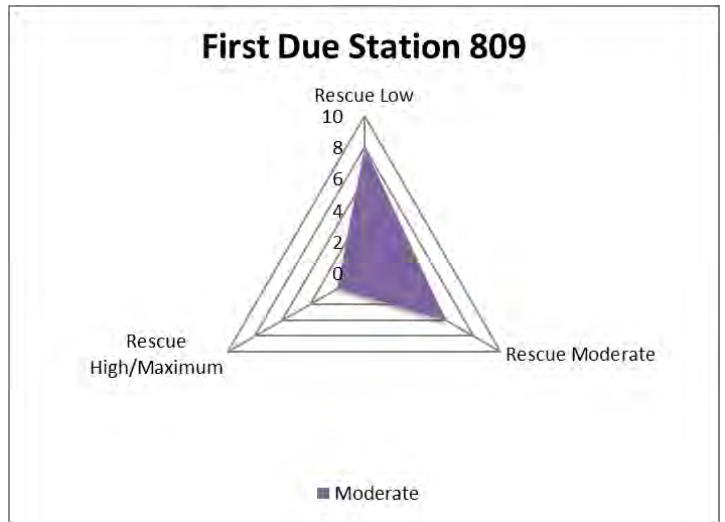
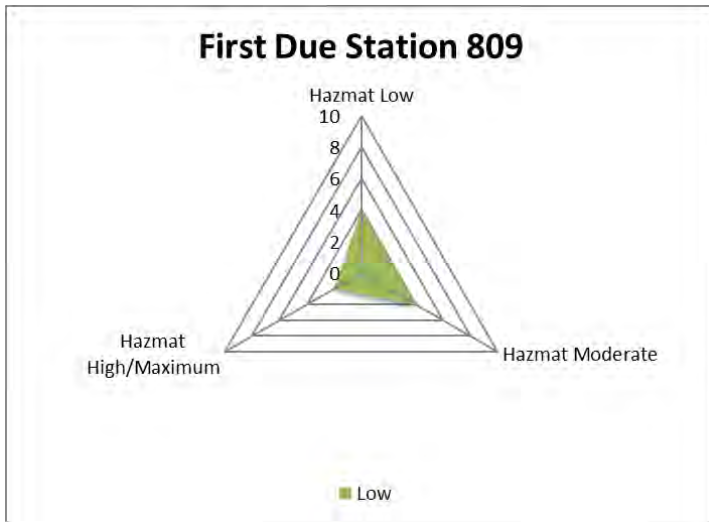
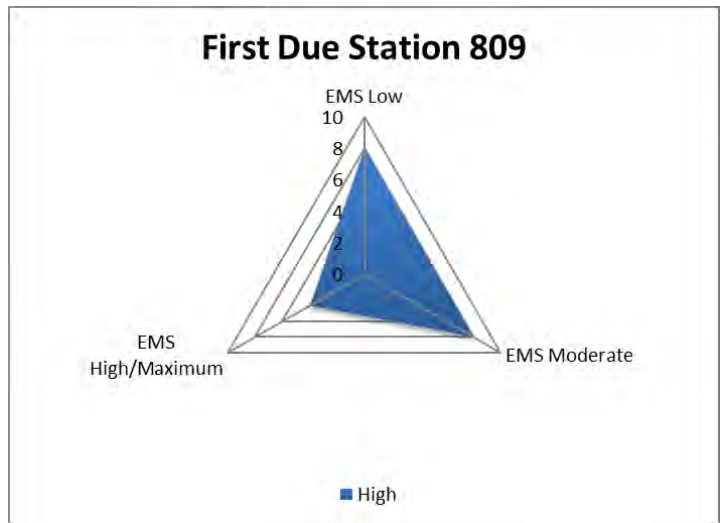
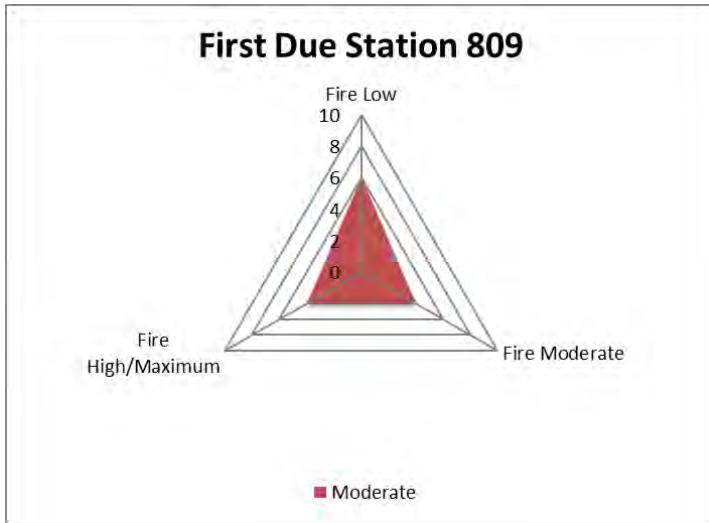


Station 809 Risk Analysis

Located within 2 miles from the Nation's Capital (Washington, DC) and 4 miles from the University of Maryland, College Park, Station 809 has numerous risks. Also, some of the country's most traveled roads are within the first due area and surrounding areas. Interstate 495, Route 50, Baltimore Washington Parkway, and Interstate 95 are known for some of the more serious accidents in the country. The risk of individual building locations is represented by the small circles and shaded to indicate risk level. There is a large concentration of low and moderate-risk buildings located in close proximity to the station, which is consequently a high-risk GPZ. Risk is also evaluated by GPZ using the same shading criteria.



Station 809 First Due Station Risk Profiles by Program – 3D Risk Models



Station 809 First Due Area Historical Data Analysis

Station 809 First Due Area Incidents by Call Category	Reporting Period				
	2016	2017	2018	2019	2020
Bomb Total	1	1	0	1	0
EMS Total	2,177	1,902	1,714	1,749	1,660
Fire Total	437	339	448	400	298
Hazmat Total	61	63	65	60	64
Non-Emergency Total	115	67	68	69	139
Rescue Total	454	399	430	422	409
Total	3,245	2,771	2,725	2,701	2,570

Unit ID	Reporting Period				
	2016	2017	2018	2019	2020
A809	2,174	3,056	1,097	2,656	1,982
A809B	1,238	176	1,857	595	686
C809	1	0	1	2	3
E809	1,592	1,708	1,823	1,596	1,588
E809B	225	159	109	371	164
E809C	403	79	2	1	0
TK809	1,092	978	832	803	743
U809	9	4	2	3	1
VC809	144	166	250	345	331
VC809A	366	275	29	147	78
VC809B	48	55	245	85	21
Total	7,292	6,656	6,247	6,604	5,597
Average Responses per Day	19.9	18.2	17.1	18.1	15.3

Station 809 First Due Area Historical Data Analysis

Call concurrency within FDA 809 was calculated between 2016 and 2020. The call concurrency has remained steady between 20.8 to 27.3 over the five-year rating period.

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
809	2016	884	3,244	27.3
	2017	614	2,769	22.2
	2018	565	2,722	20.8
	2019	613	2,700	22.7
	2020	589	2,567	22.9
	All	3,265	14,002	23.3

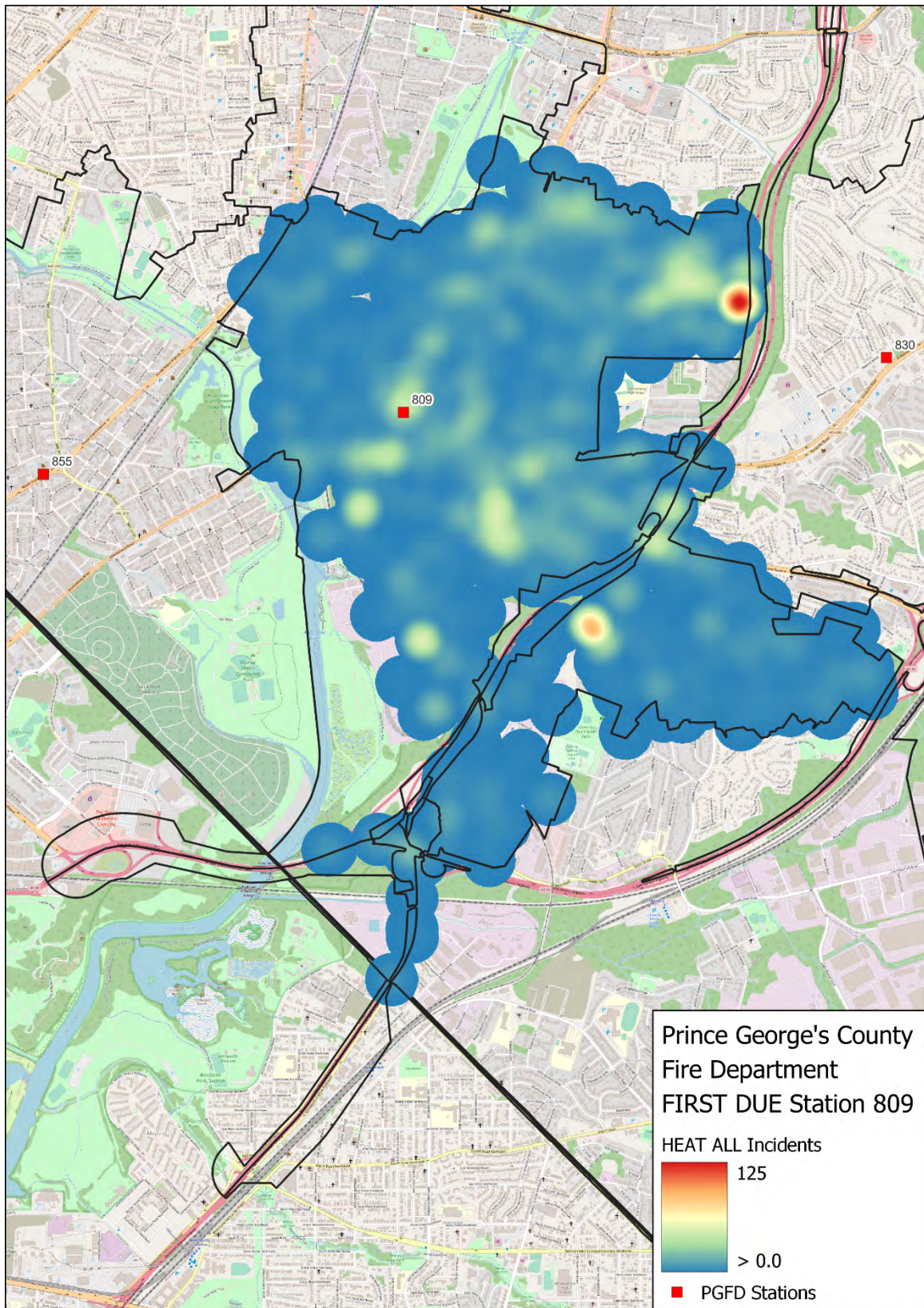
Response time performance for FDA 809 was calculated over the five-year rating period (2016-2020). Analyses were restricted to within FDA 809 and were calculated by the first arriving unit. Benchmark compliance is a 10% improvement over the aggregated PGFD performance. Therefore, the benchmark performance is established at the county level, not within each FDA. Finally, a gap analysis between the baseline and benchmark performance was completed utilizing a stoplight approach. If greater than 90% performance (green), between 70% and 89% yellow, and below 70% would be red.

First Due Station 809: 1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		5:52	5:40	5:30	5:53	5:52	6:46	4:31	82.3%
Turnout Time		2:02	2:06	2:00	2:02	2:03	2:00	1:58	88.5%
Travel Time	Urban	6:41	6:15	6:20	6:26	6:41	7:32	7:26	93.5%
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	9:33	N/A
Total Response Time	Urban	13:01	12:30	12:14	13:00	13:13	14:00	12:26	88.1%
		<i>n</i> = 9,209	<i>n</i> = 2,169	<i>n</i> = 1,861	<i>n</i> = 1,806	<i>n</i> = 1,752	<i>n</i> = 1,621		
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	14:23	N/A
		<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0		

Color coding legend: **green** fill ≥ 90%; **yellow** fill ≥ 70% to < 90%; **red** fill < 70%

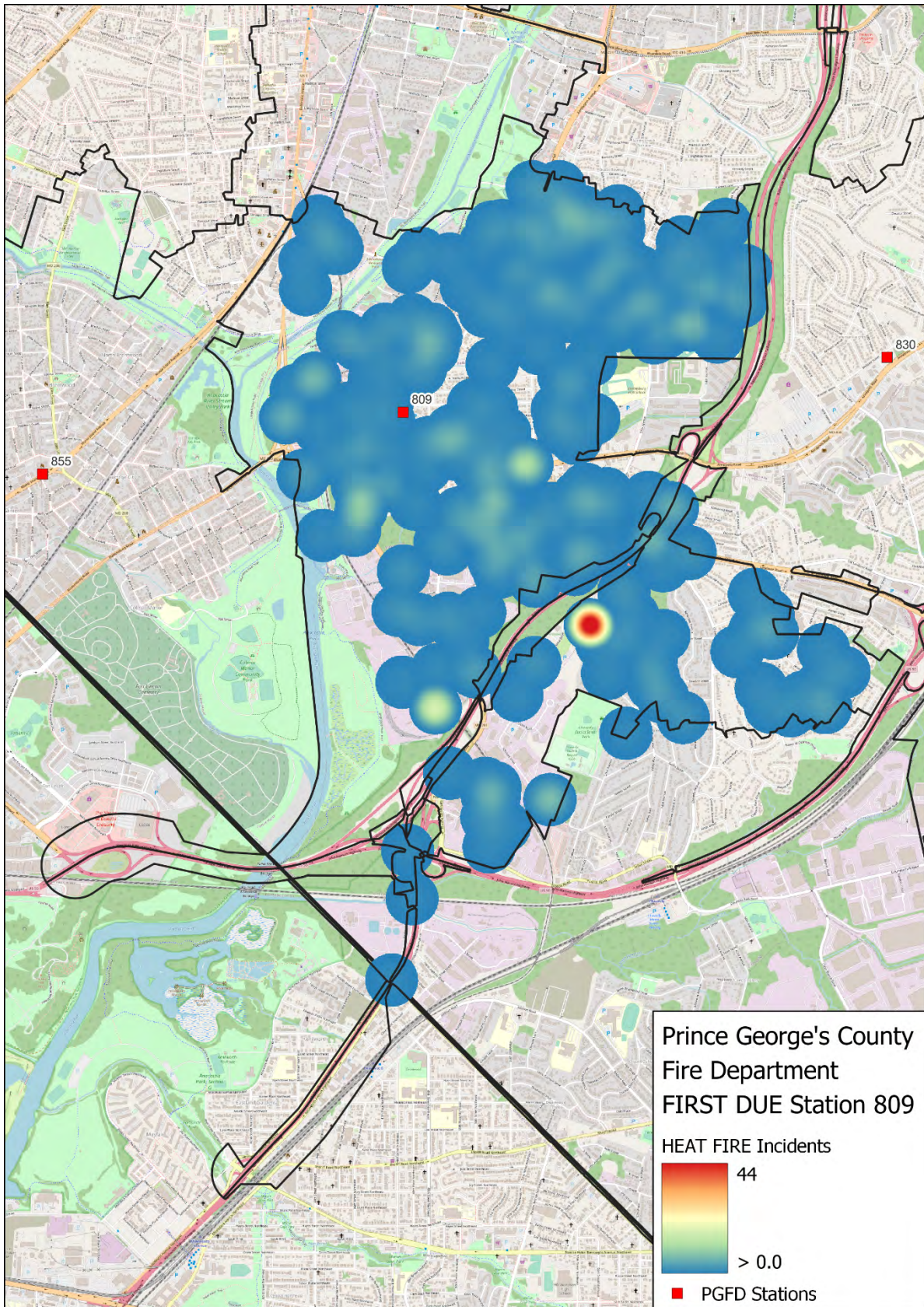
Station 809 Overall Hot Spot Map

This map shows an even distribution of calls throughout Station 809's first due area.



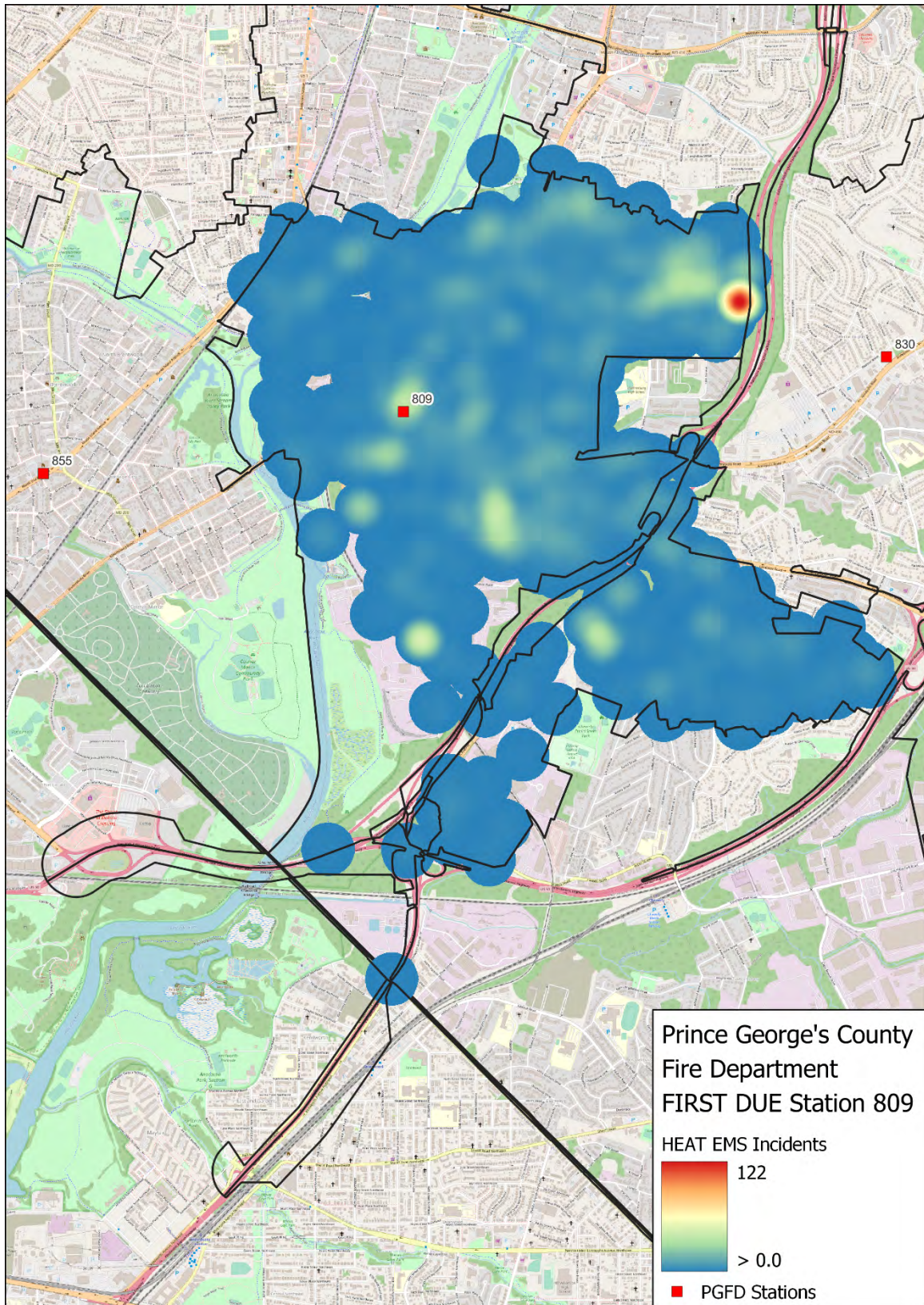
Station 809 Fire Hot Spot Map

This map shows an even distribution of fire calls throughout Station 809's first due area. There is one area to the southeast with higher incident calls.



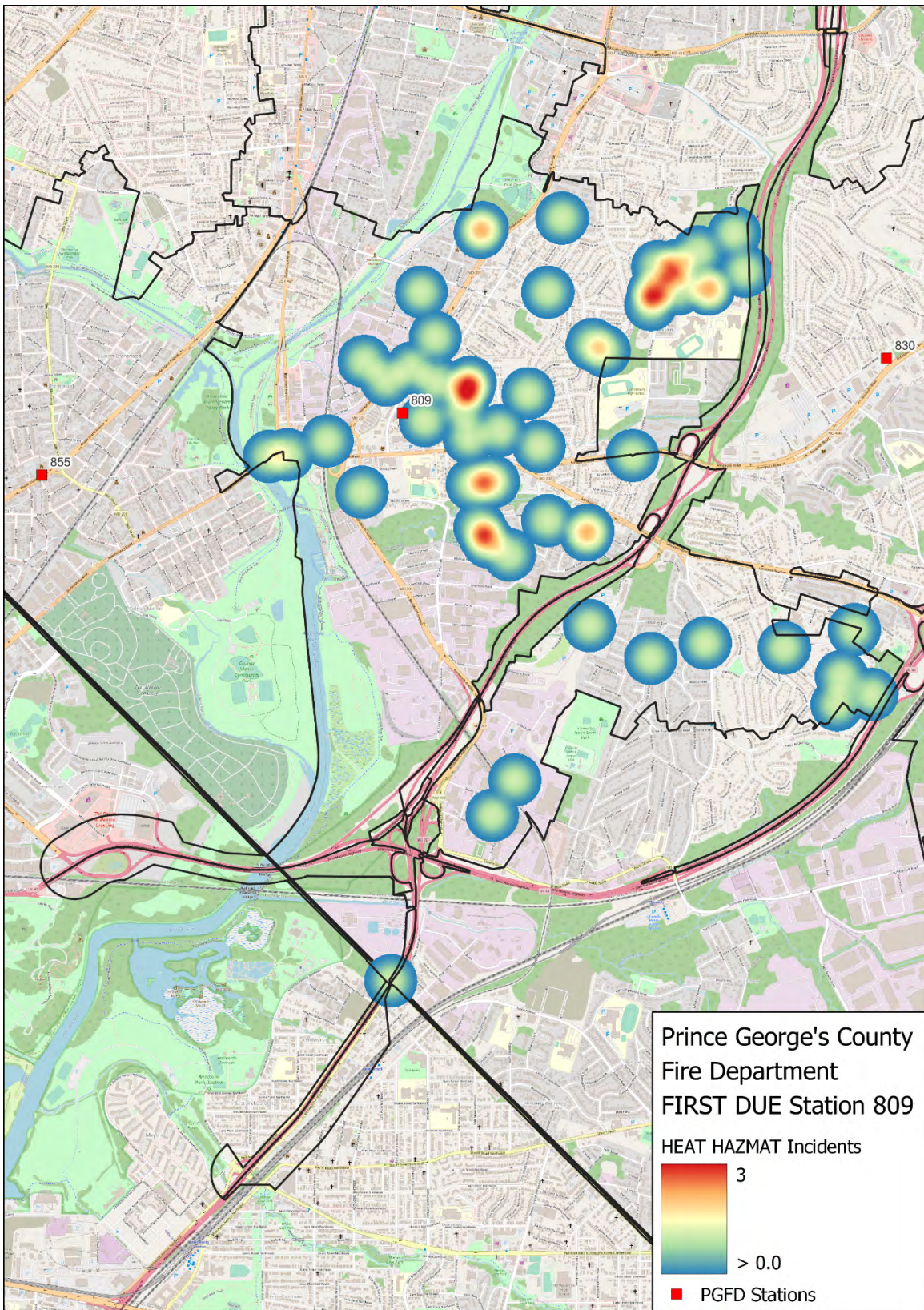
Station 809 EMS Hot Spot Map

The map shows an even distribution of EMS calls throughout Station 809's first due area. There is one area to the northeast with higher incident calls.



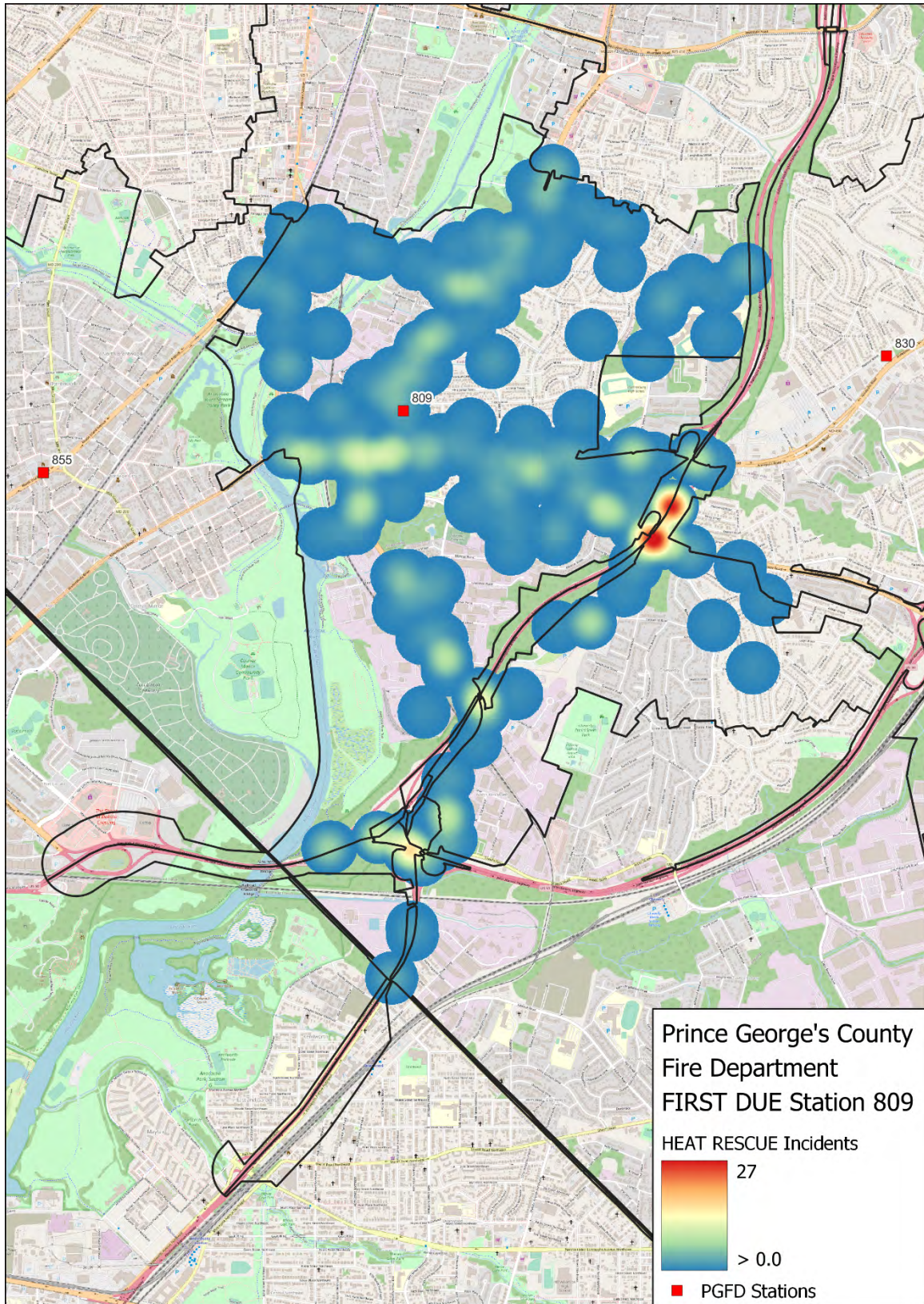
Station 809 HazMat Hot Spot Map

HazMat call volume is relatively equally spread throughout Station 809's first due area.



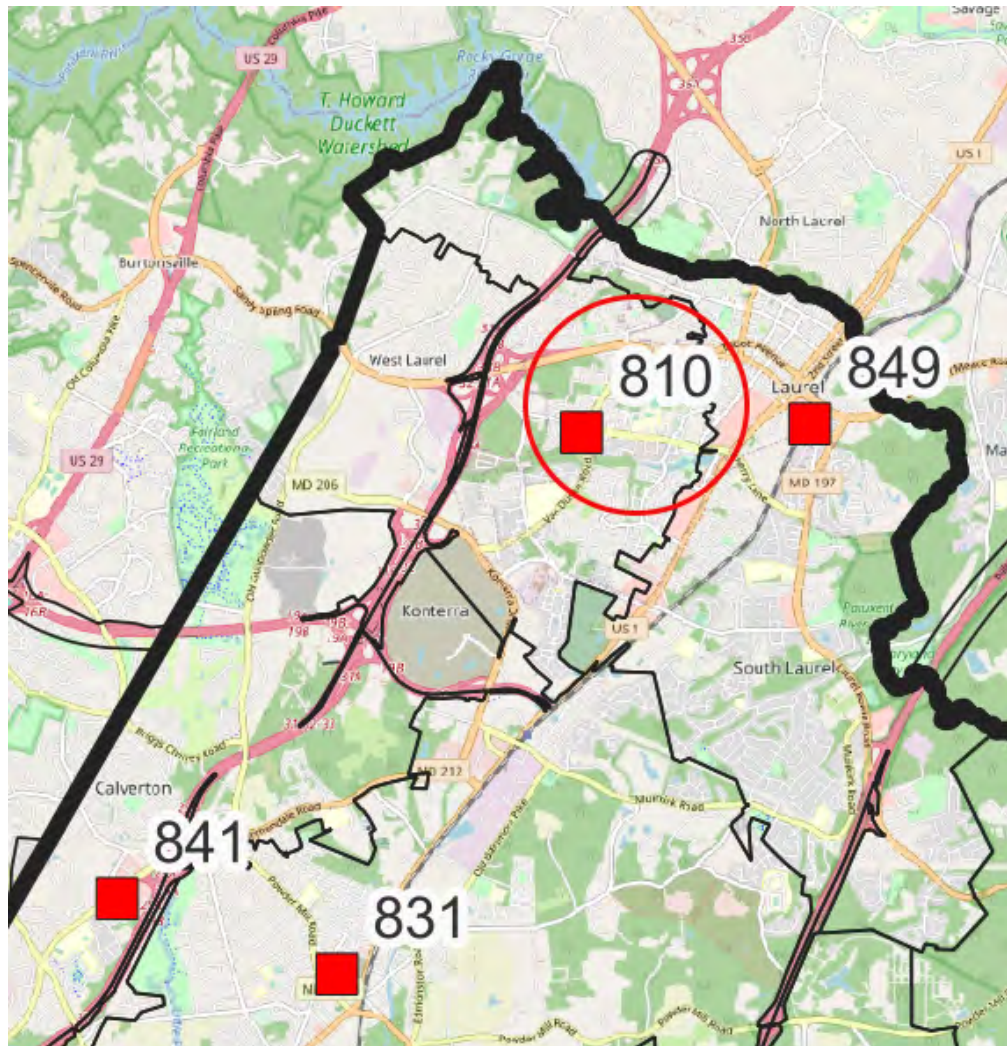
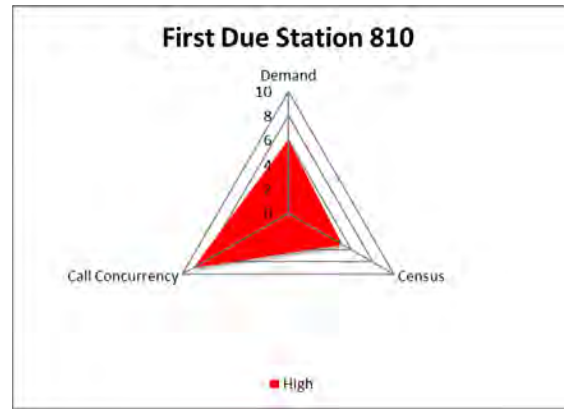
Station 809 Rescue Hot Spot Map

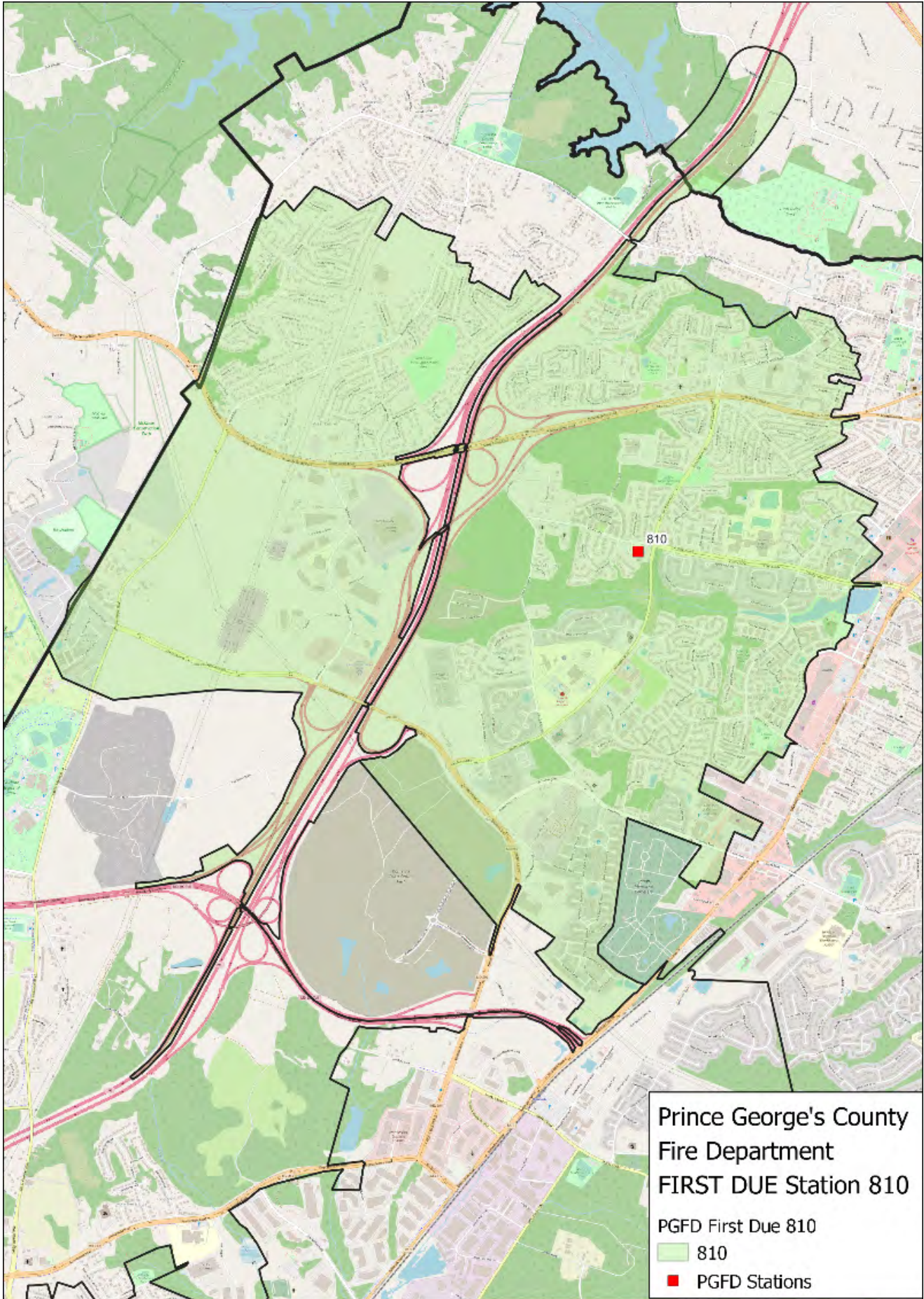
The call volume is relatively equally spread throughout Station 809's first due area.



Station 810

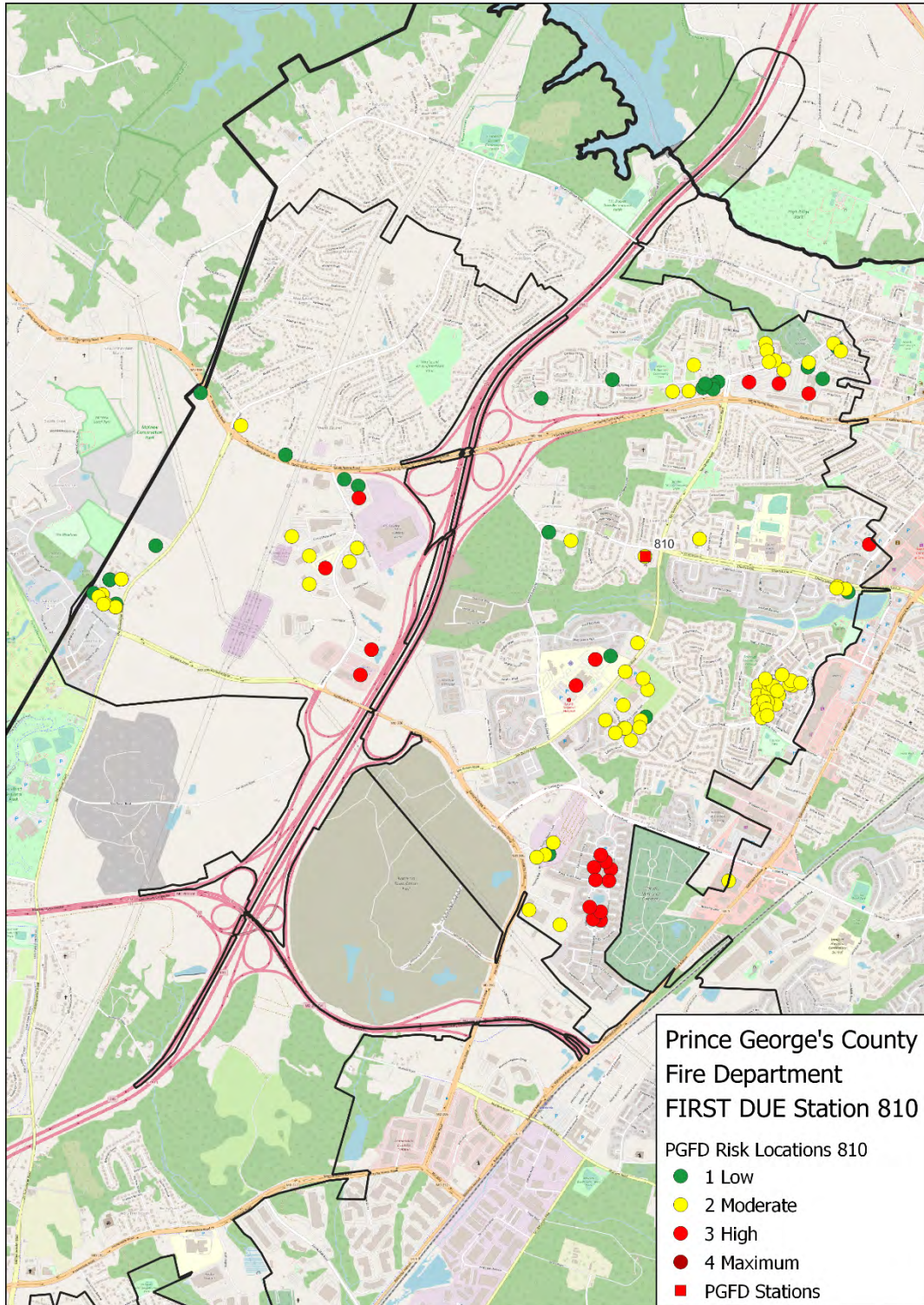
Station 810	A810	Ambulance
	A810B	Ambulance
	C810	Utility
	E810	Engine
	E810B	Engine
	E810C	Engine
	MD810	Medic Unit
	TK810	Truck
	TW810	Tower
	U810	Utility
	VC810	Volunteer Chief
	VC810A	Volunteer Chief
	VC810B	Volunteer Chief
	XE810	Engine



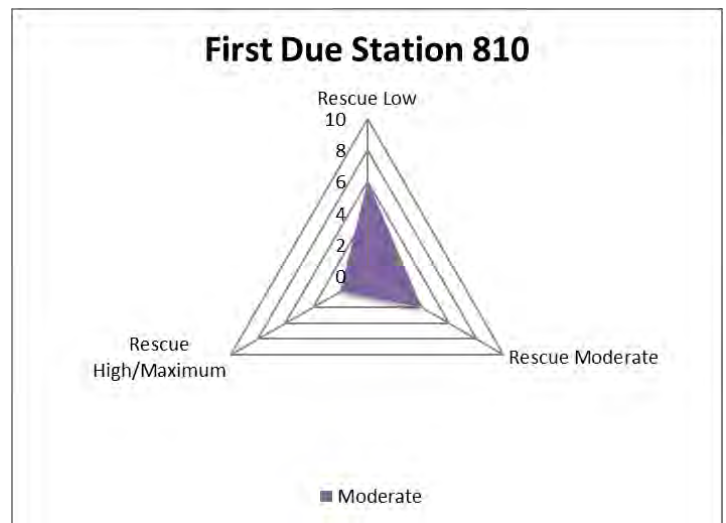
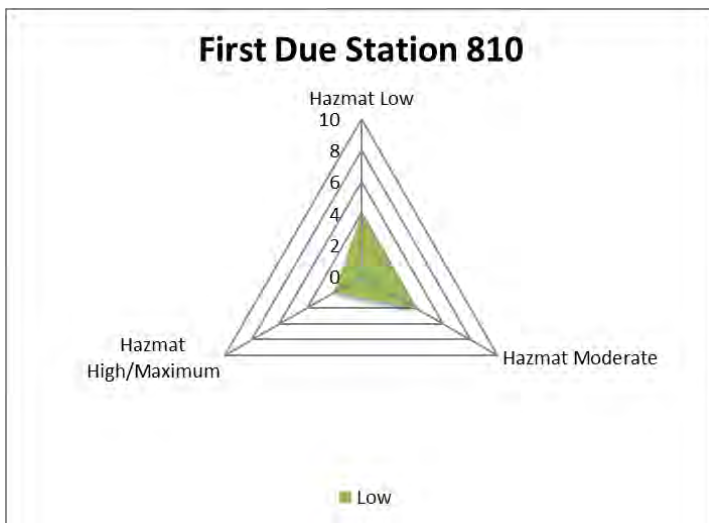
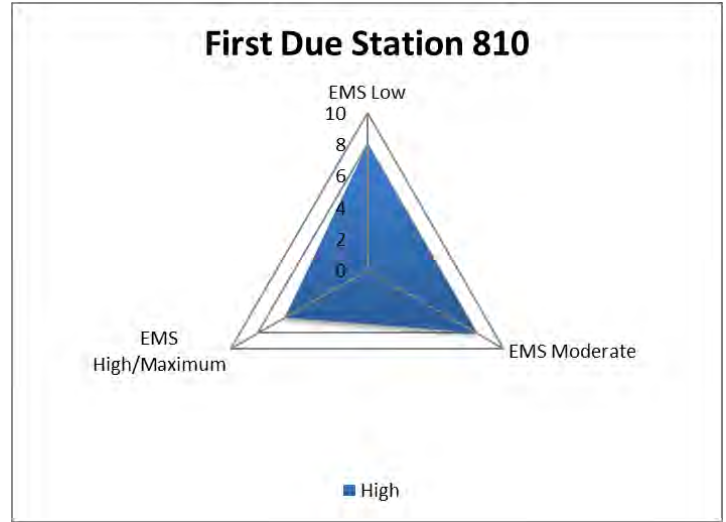
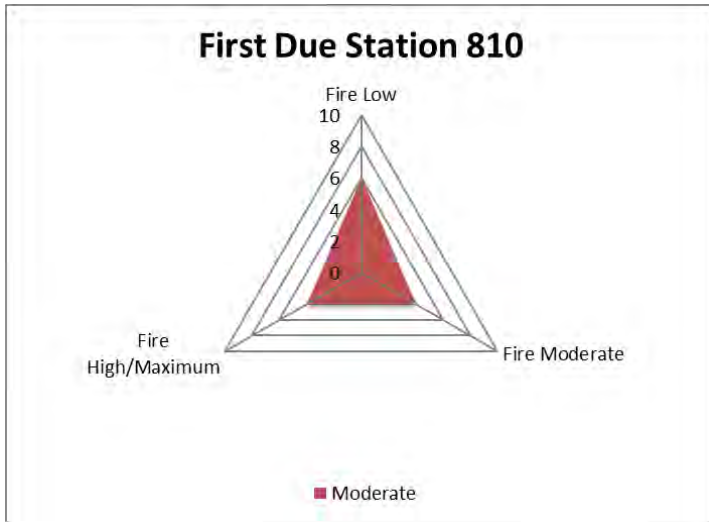


Station 810 Risk Analysis

The risk of individual building locations is represented by the small circles and shaded to indicate risk level. There is a concentration of moderate-risk buildings located in close proximity to the station, which is consequently a high-risk GPZ. Risk is also evaluated by GPZ using the same shading criteria. The vast majority of Station 810's first due area is at moderate risk.



Station 810 First Due Station Risk Profiles by Program – 3D Risk Models



Station 810 First Due Area Historical Data Analysis

Station 810 First Due Area Incidents by Call Category	Reporting Period				
	2016	2017	2018	2019	2020
Bomb Total	0	0	0	0	0
EMS Total	1,557	1,636	1,730	1,748	1,808
Fire Total	340	340	388	375	408
Hazmat Total	29	41	48	40	29
Non-Emergency Total	85	101	142	117	217
Rescue Total	136	177	175	183	150
Total	2,147	2,295	2,483	2,463	2,612

Unit ID	Reporting Period				
	2016	2017	2018	2019	2020
A810	736	604	1,263	1,086	898
A810B	1,618	1,643	1,043	978	891
C810	0	0	1	0	0
E810	346	362	710	303	1,011
E810B	379	652	388	201	642
E810C	956	346	473	734	81
MD810	2,305	2,248	2,059	2,056	2,003
TK810	0	0	0	0	5
TW810	199	294	218	159	112
U810	7	0	1	2	0
VC810	44	33	97	58	160
VC810A	122	75	71	112	37
VC810B	96	78	27	21	29
XE810	2	0	0	0	0
Total	6,810	6,335	6,351	5,710	5,869
Average Responses per Day²	18.6	17.4	17.4	15.6	16

Station 810 First Due Area Historical Data Analysis

Call concurrency within FDA 810 was calculated between 2016 and 2020. The call concurrency has remained steady between 21.8 to 26.5 over the five-year rating period.

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
810	2016	501	2,145	23.4
	2017	498	2,289	21.8
	2018	591	2,477	23.9
	2019	626	2,453	25.5
	2020	691	2,607	26.5
	All		2,907	11,971

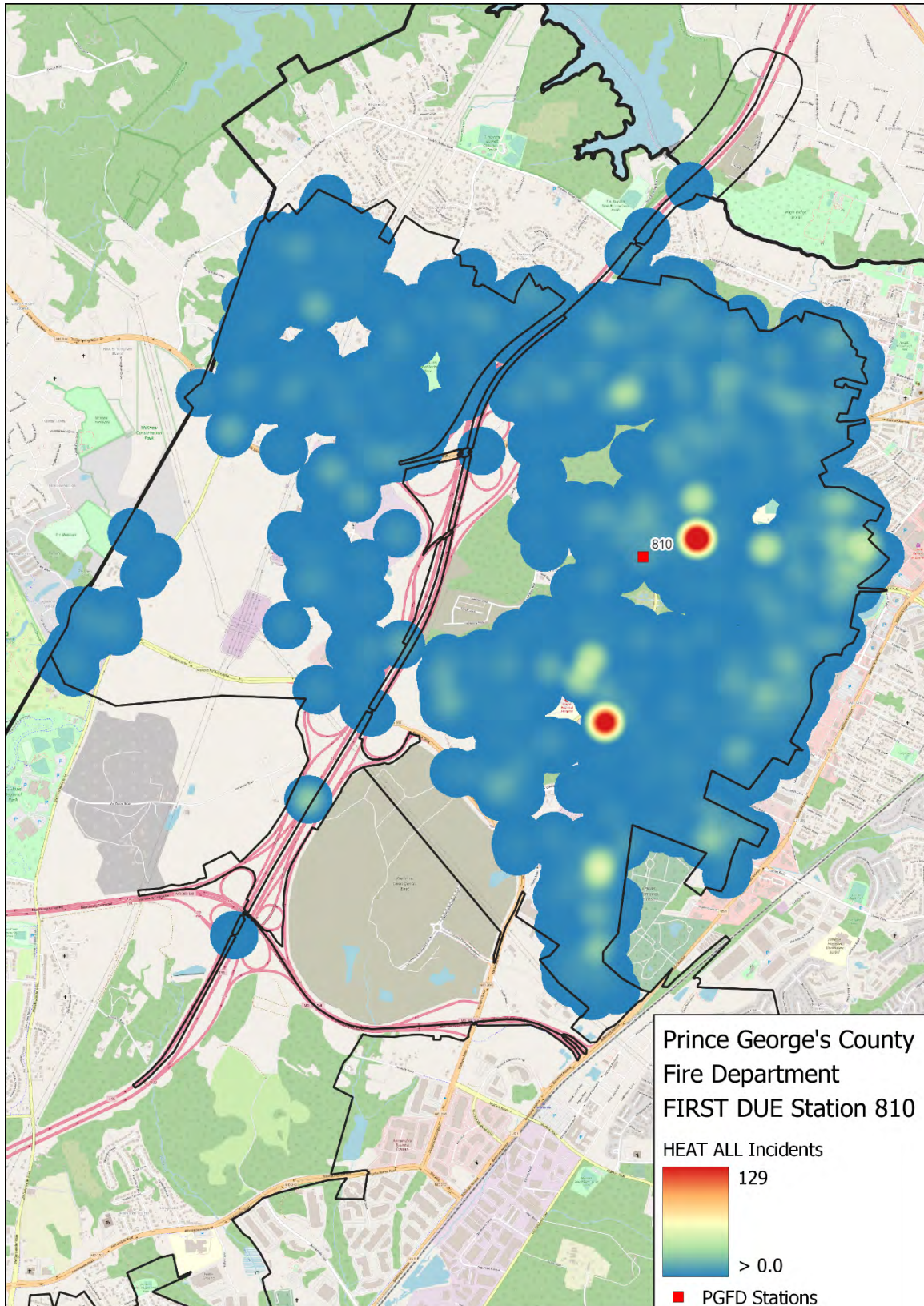
Response time performance for FDA 810 was calculated over the five-year rating period (2016-2020). Analyses were restricted to within FDA 810 and were calculated by the first arriving unit. Benchmark compliance is a 10% improvement over the aggregated PGFD performance. Therefore, the benchmark performance is established at the county level, not within each FDA. Finally, a gap analysis between the baseline and benchmark performance was completed utilizing a stoplight approach. If greater than 90% performance (green), between 70% and 89% yellow, and below 70% would be red.

First Due Station 810: 1st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		4:37	4:40	4:56	4:35	4:37	4:30	4:31	89.1%
Turnout Time		2:21	2:25	2:28	2:27	2:19	2:03	1:58	78.8%
Travel Time	Urban	7:53	7:29	7:32	7:37	8:13	8:15	7:26	87.8%
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	9:33	N/A
Total Response Time	Urban	13:05	12:45	13:14	12:39	13:16	13:26	12:26	87.5%
		<i>n</i> = 7,765	<i>n</i> = 1,399	<i>n</i> = 1,547	<i>n</i> = 1,636	<i>n</i> = 1,597	<i>n</i> = 1,586		
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	14:23	N/A
		<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0		

Color coding legend: fill ≥ 90%; fill ≥ 70% to < 90%; fill < 70%

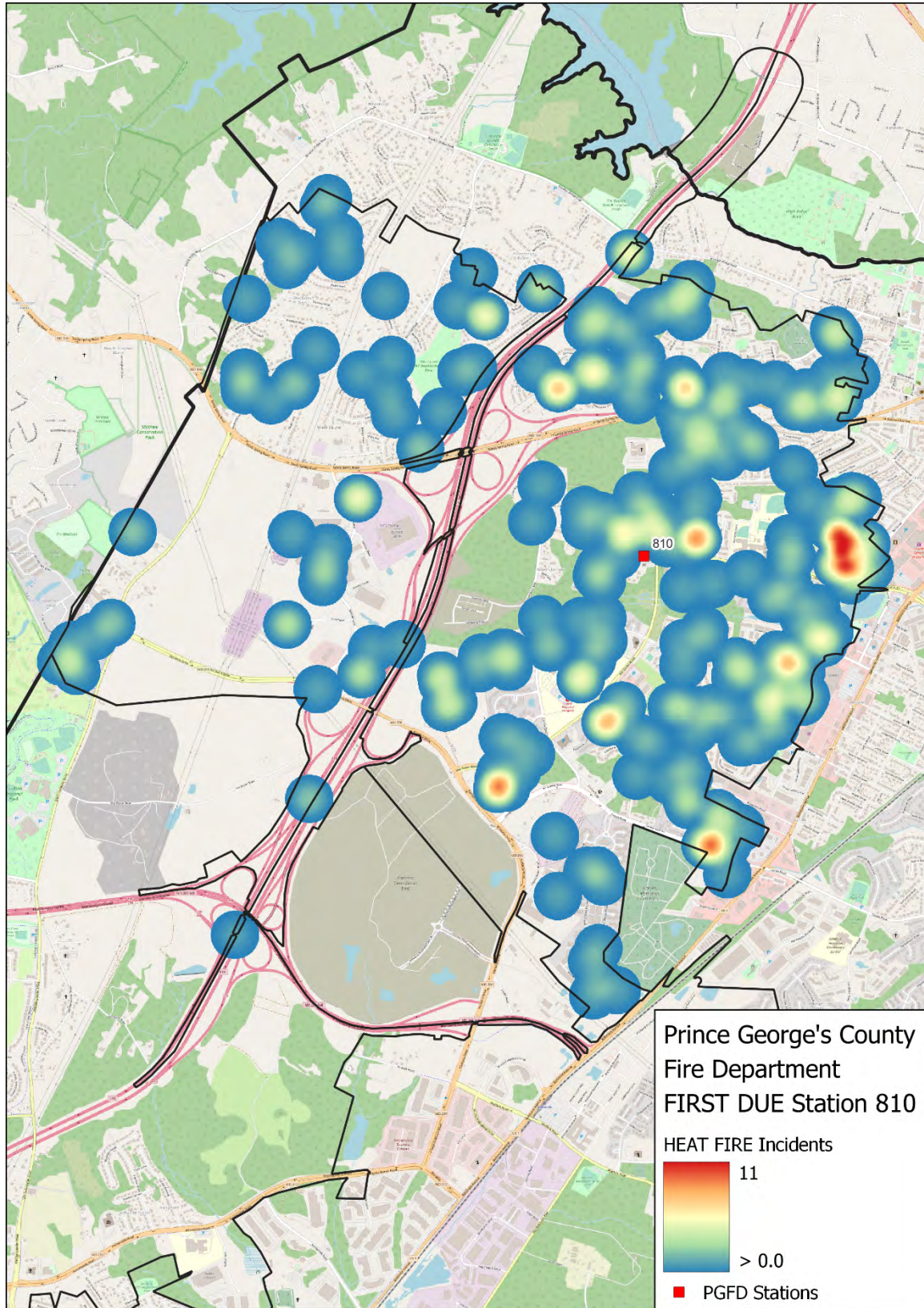
Station 810 Overall Hot Spot Map

Trends show the majority of call volume immediately surrounding the station and south, with a fairly even spread of calls throughout the rest of Station 810's first due area.



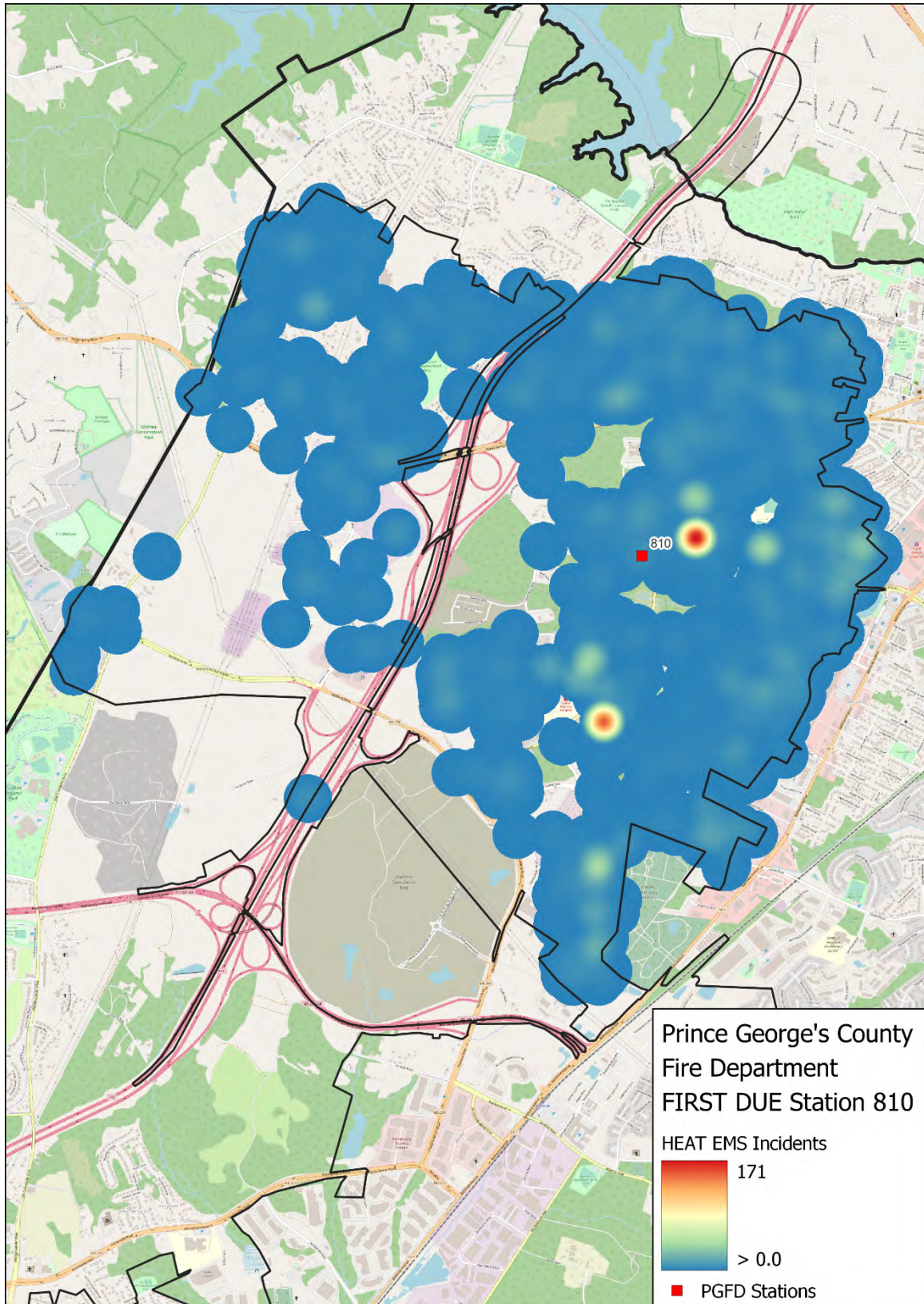
Station 810 Fire Hot Spot Map

Most of the call volume for fire-related calls is in close proximity to Station 810's first due area.



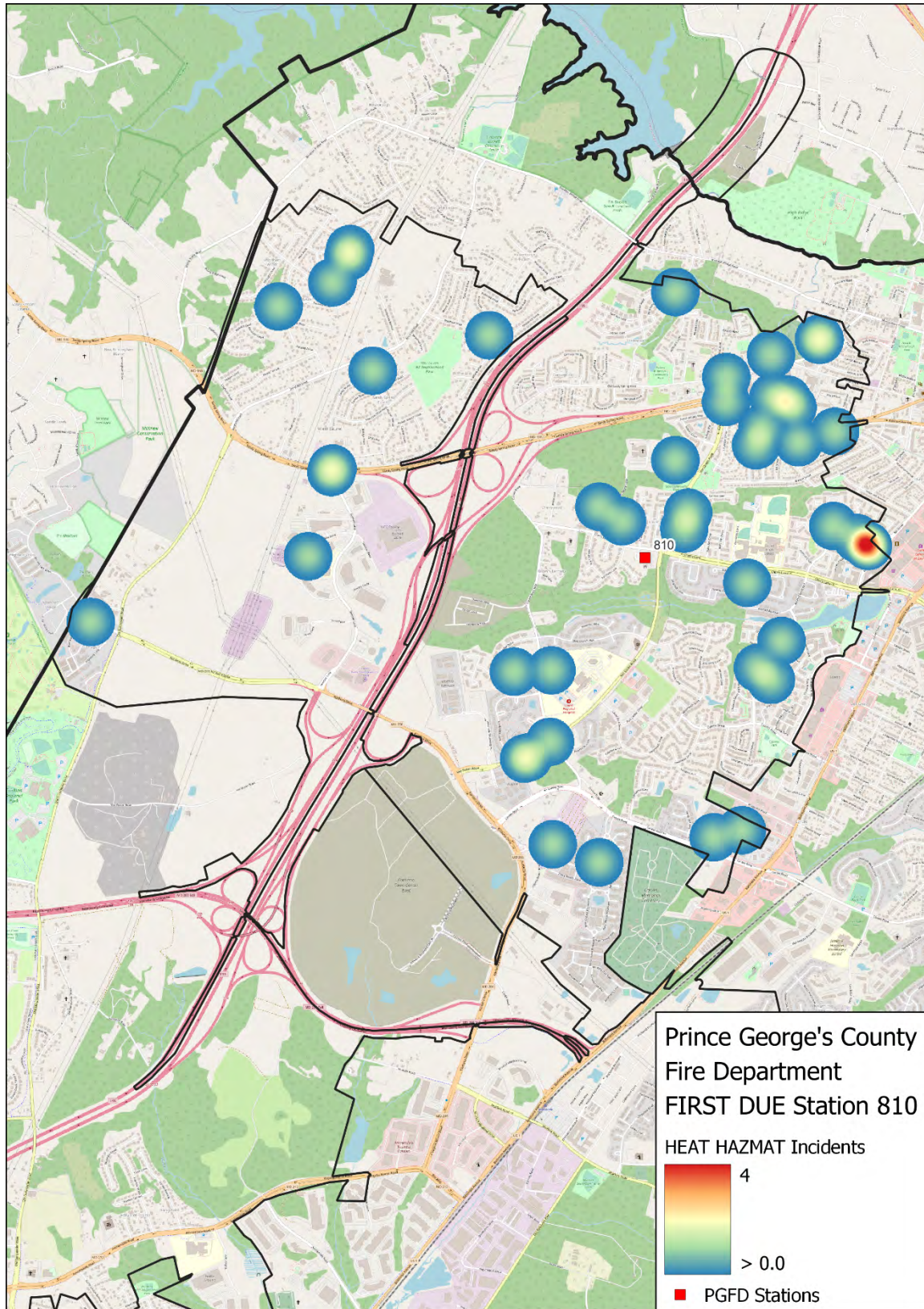
Station 810 EMS Hot Spot Map

Most of the call volume for EMS-related calls is in close proximity to Station 810's first due area.



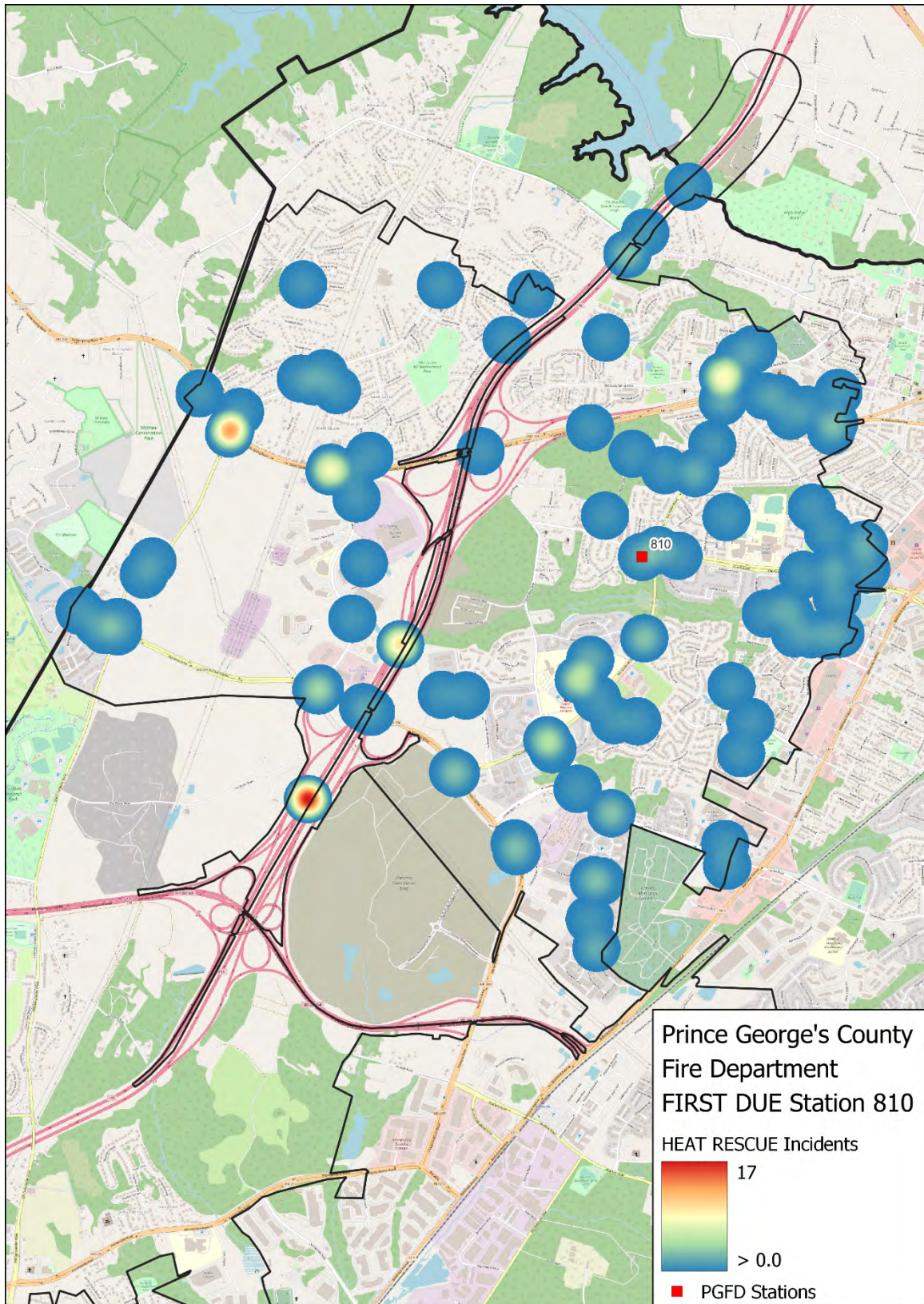
Station 810 HazMat Hot Spot Map

Most of the call volume for HazMat-related calls is in close proximity to Station 810.



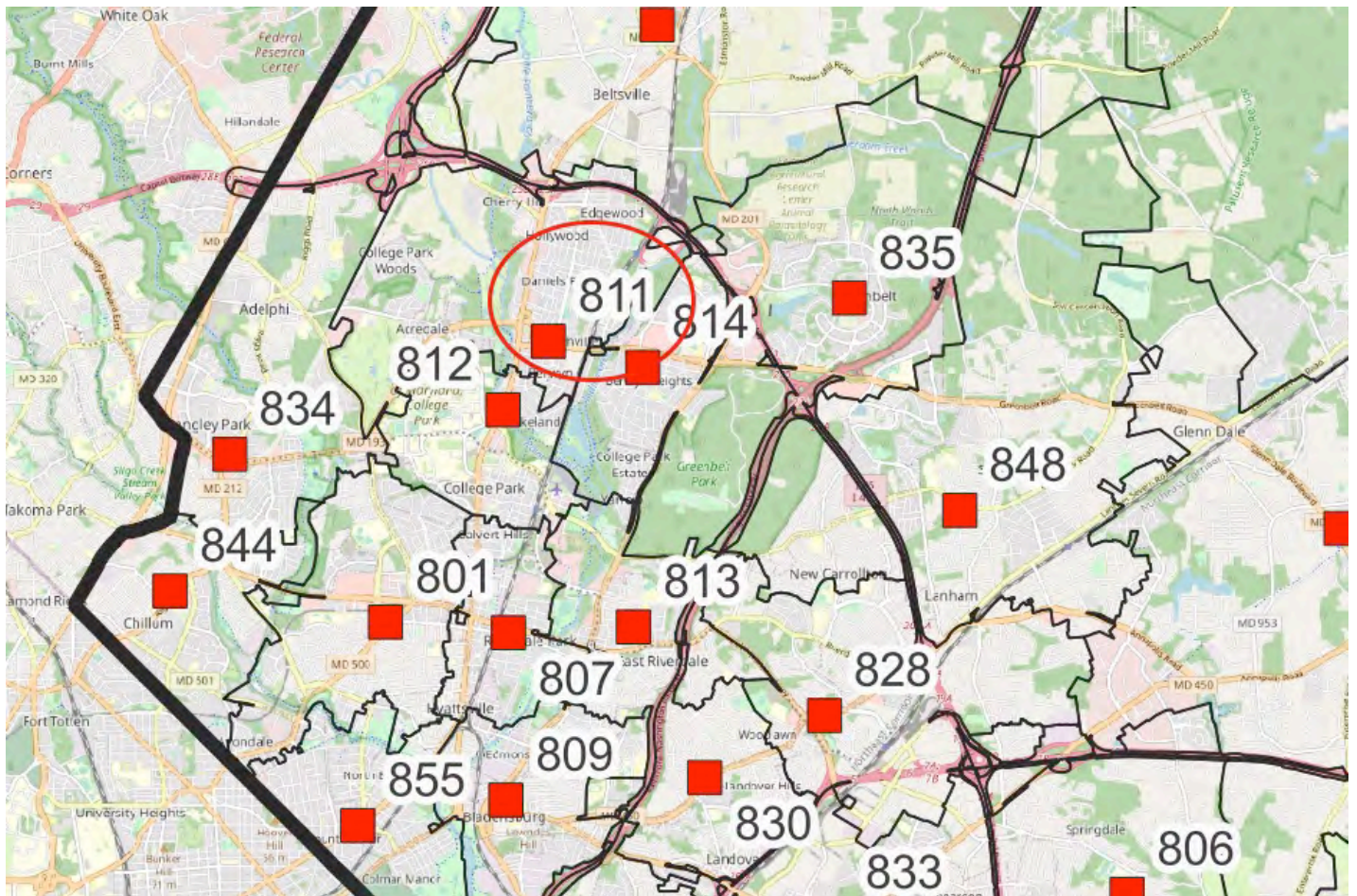
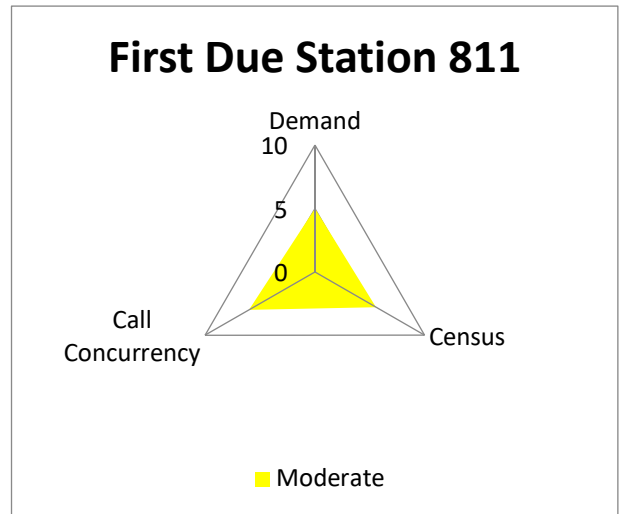
Station 810 Rescue Hot Spot Map

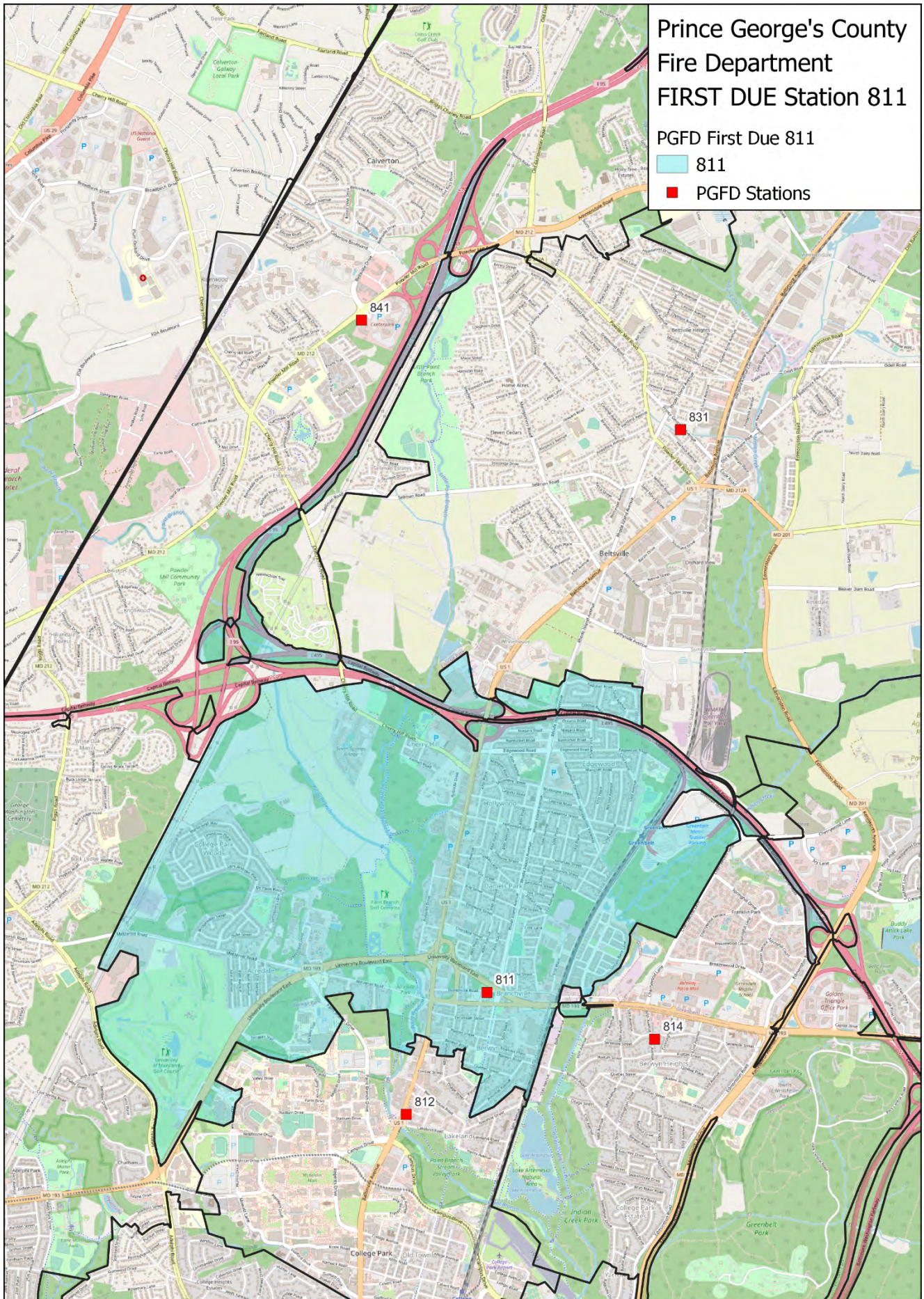
This map shows an even distribution of calls throughout Station 810's first due area.



Station 811

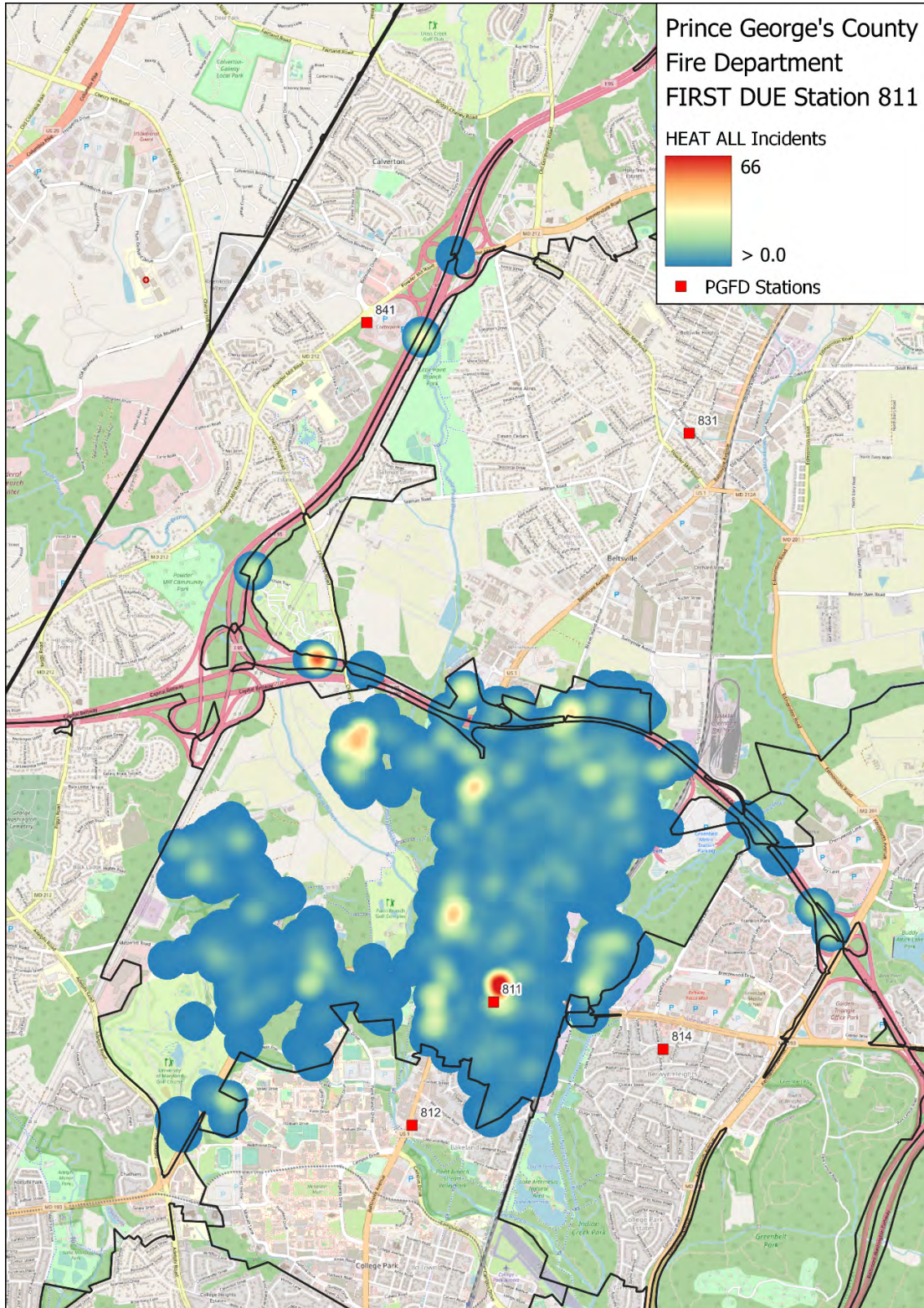
Station 811	A811	Ambulance
	A811B	Ambulance
	A811C	Ambulance
	E811	Engine
	E811B	Engine
	PA811	Paramedic Ambulance
	PA811B	Paramedic Ambulance
	U811	Utility Truck
	VC811	Volunteer Chief
	VC811A	Volunteer Chief
	VC811B	Volunteer Chief



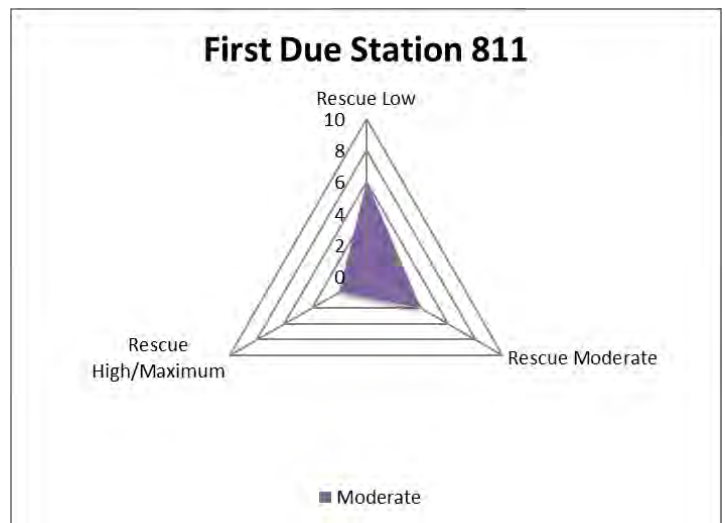
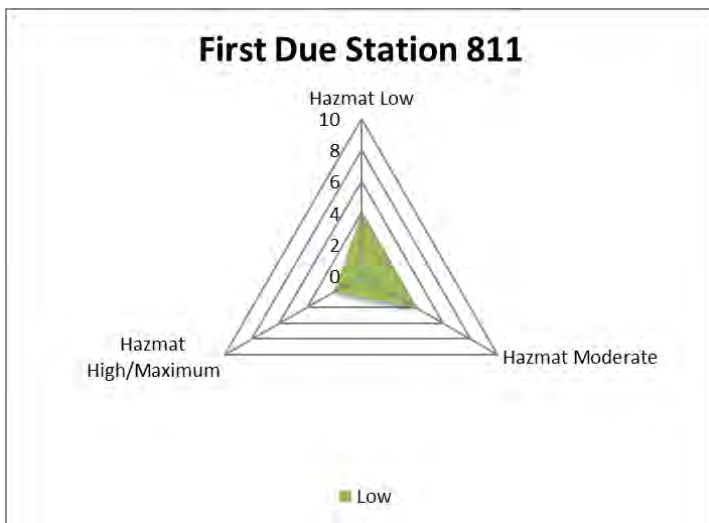
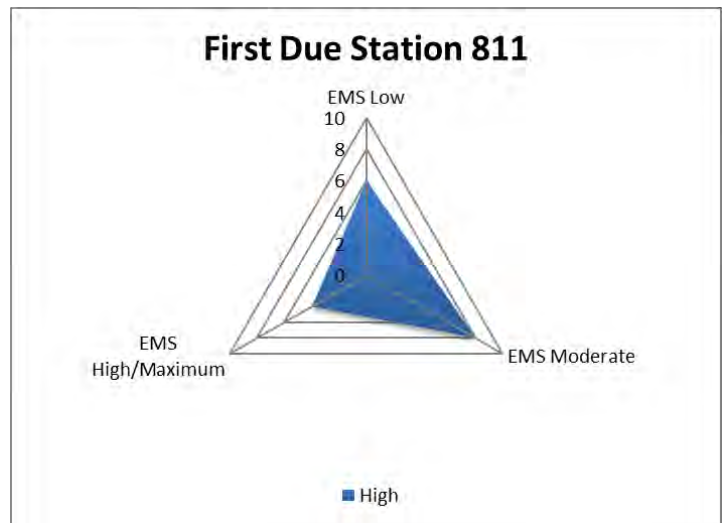
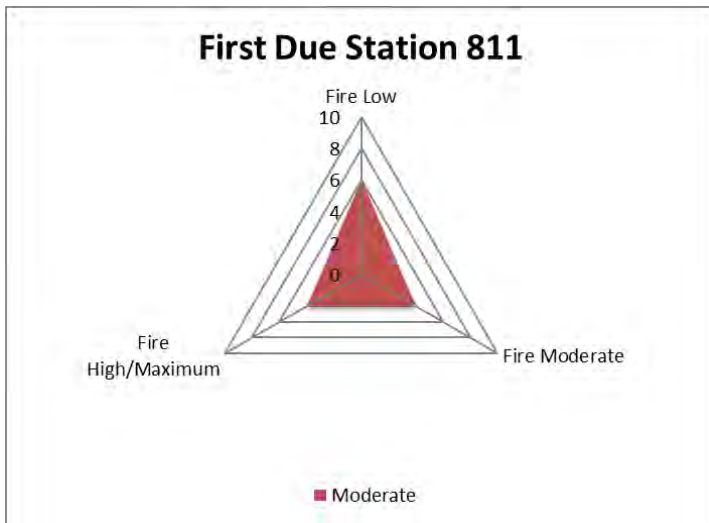


Station 811 Risk Analysis

The risk of individual building locations is represented by the small circles and shaded to indicate risk level. There is a concentration of low and moderate-risk buildings located in close proximity to the station, which is a moderate-risk GPZ. Risk is also evaluated by GPZ using the same shading criteria. The vast majority of Station 811's first due area is low to moderate risk.



Station 811 First Due Station Risk Profiles by Program – 3D Risk Models



Station 811 First Due Area Historical Data Analysis

Station 811 First Due Area Incidents by Call Category	Reporting Period				
	2016	2017	2018	2019	2020
Bomb Total	0	0	1	3	0
EMS Total	1,055	1,166	1,093	1,079	1,110
Fire Total	272	305	338	305	268
Hazmat Total	47	60	57	48	23
Non-Emergency Total	72	64	102	74	159
Rescue Total	343	361	400	404	243
Total	1,789	1,956	1,991	1,913	1,803

Unit ID	Reporting Period				
	2016	2017	2018	2019	2020
A811	1,066	691	784	976	881
A811B	828	706	732	921	815
A811C	0	0	169	188	239
E811	716	453	307	442	749
E811B	797	691	521	454	906
PA811	96	42	11	0	17
PA811B	66	20	6	0	32
U811	10	3	2	1	1
VC811	120	65	69	48	104
VC811A	4	43	30	12	101
VC811B	79	38	19	26	114
Total	3,782	2,752	2,650	3,068	3,959
Average Responses per Day²	10.3	7.5	7.3	8.4	10.8

Station 811 First Due Area Historical Data Analysis (cont.)

Call concurrency within FDA 811 was calculated between 2016 and 2020. The call concurrency has remained steady between 15.8 to 19.5 over the five-year rating period.

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
811	2016	282	1,788	15.8
	2017	317	1,953	16.2
	2018	388	1,991	19.5
	2019	346	1,910	18.1
	2020	315	1,801	17.5
	All	1,648	9,443	17.5

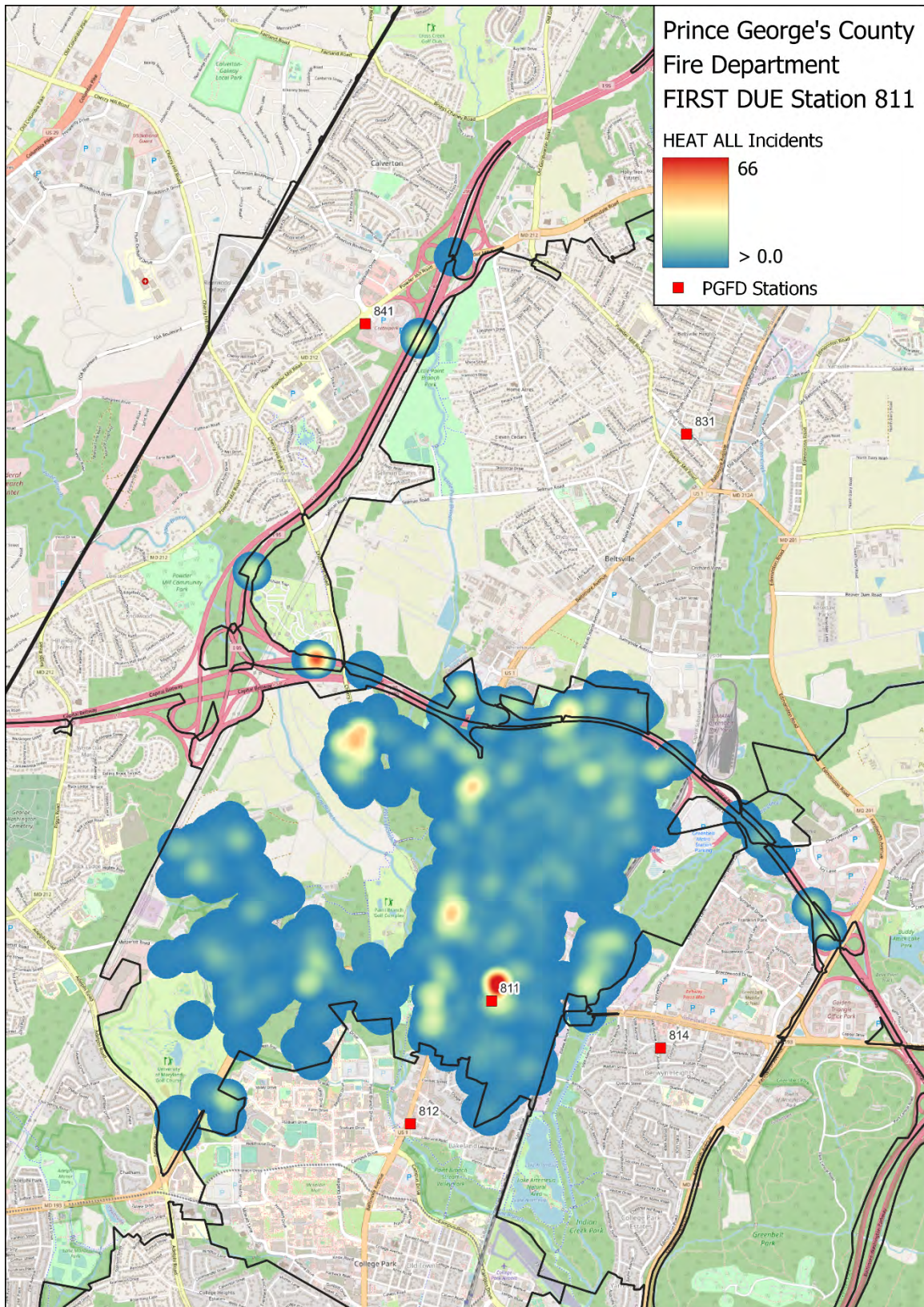
Response time performance for FDA 811 was calculated over the five-year rating period (2016-2020). Analyses were restricted to within FDA 811 and were calculated by the first arriving unit. Benchmark compliance is a 10% improvement over the aggregated PGFD performance. Therefore, the benchmark performance is established at the county level, not within each FDA. Finally, a gap analysis between the baseline and benchmark performance was completed utilizing a stoplight approach. If greater than 90% performance (green), between 70% and 89% yellow, and below 70% would be red.

First Due Station 811: 1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		5:24	5:44	5:26	5:17	5:14	5:24	4:31	84.0%
Turnout Time		2:11	2:15	2:23	2:12	2:02	1:52	1:58	84.9%
Travel Time	Urban	7:19	7:02	7:09	7:12	7:25	7:46	7:26	90.9%
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	9:33	N/A
Total Response Time	Urban	13:23	13:49	13:33	13:47	12:49	13:23	12:26	86.7%
		<i>n</i> = 6,107	<i>n</i> = 1,119	<i>n</i> = 1,274	<i>n</i> = 1,314	<i>n</i> = 1,281	<i>n</i> = 1,119		
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	14:23	N/A
		<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0		

Color coding legend: fill ≥ 90%; fill ≥ 70% to < 90%; fill < 70%

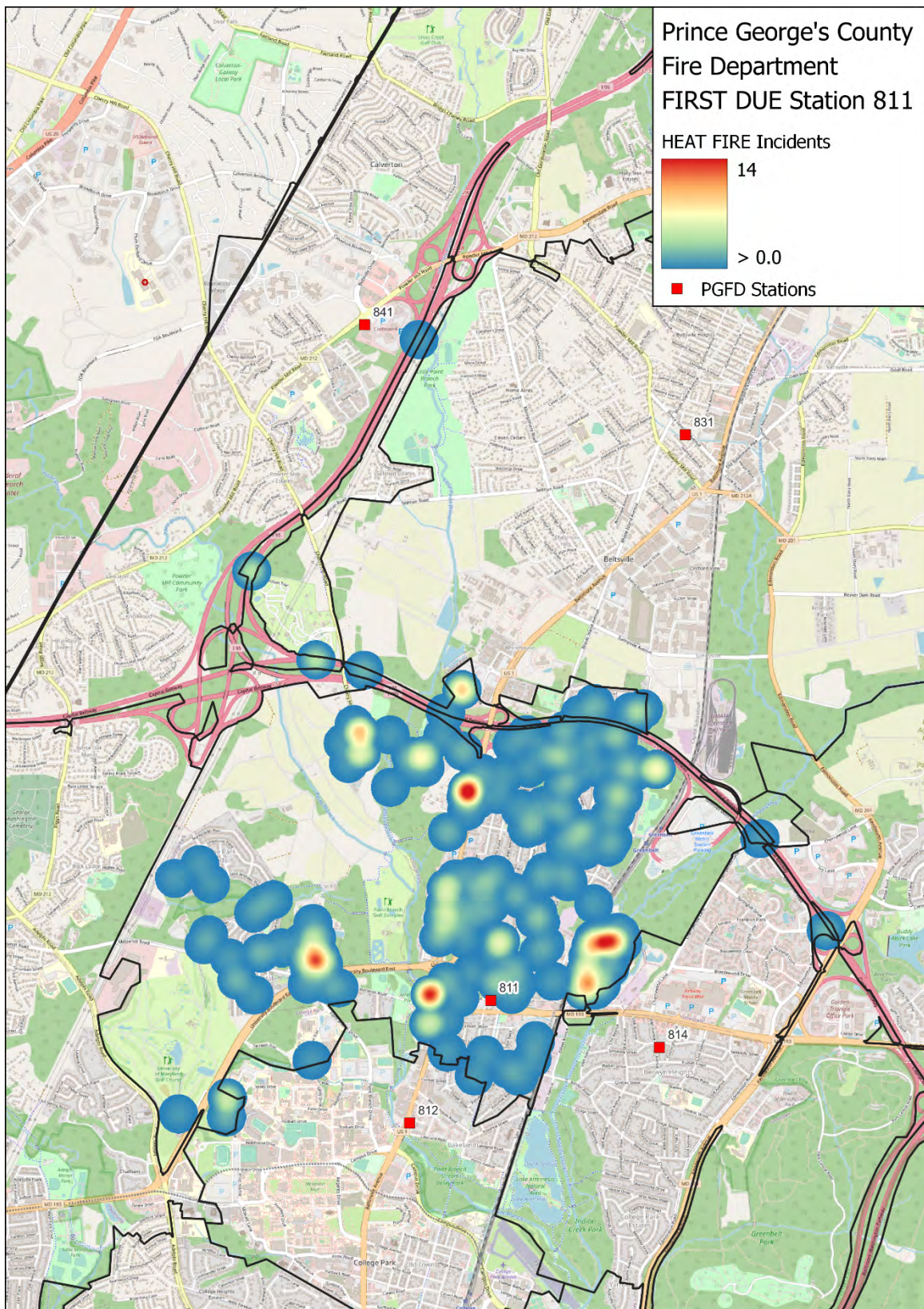
Station 811 Overall Hot Spot Map

Trends show the majority of call volume immediately surrounding the station and going north toward the expressway, with a fairly even spread of calls throughout the rest of Station 811's first due area.



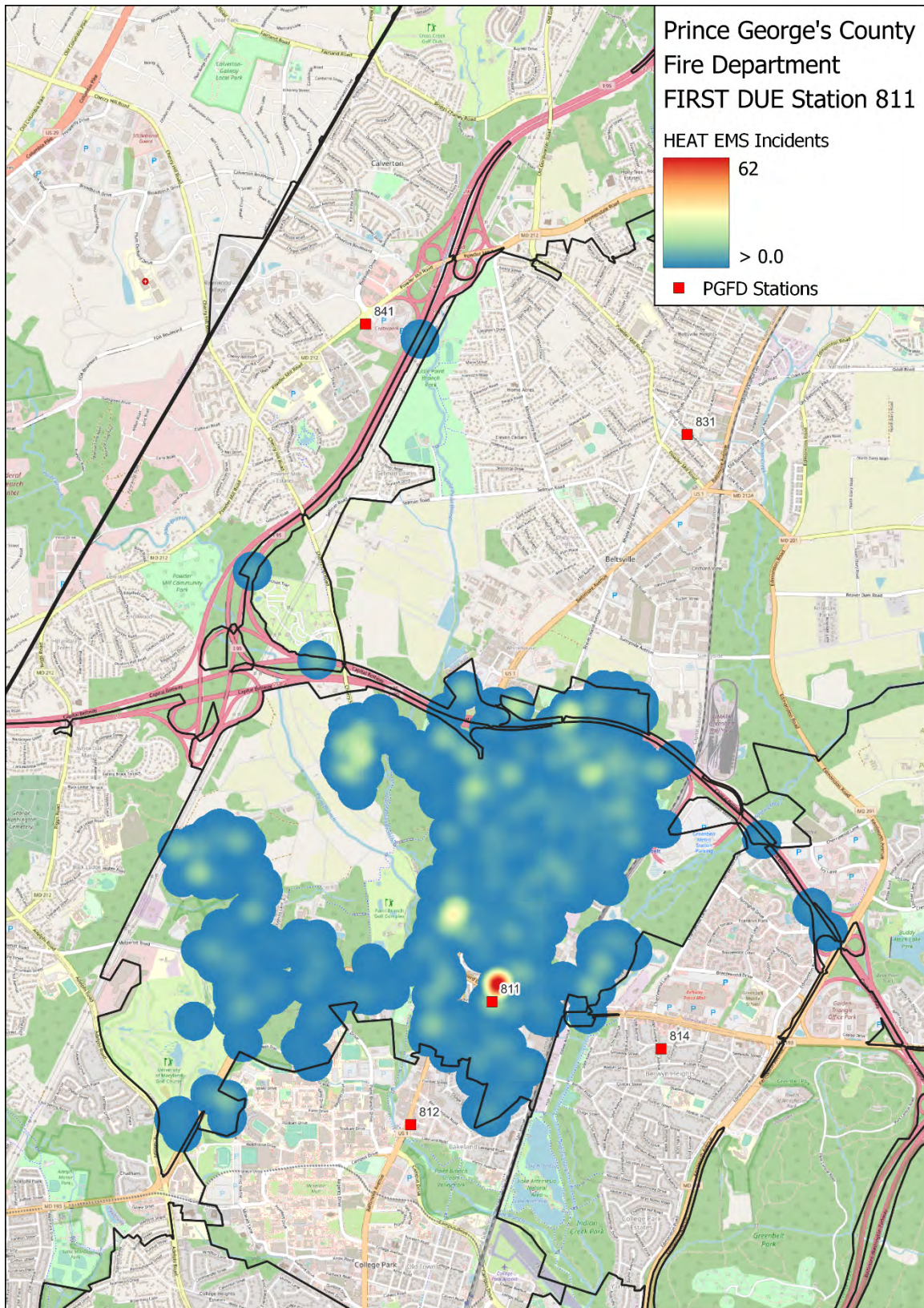
Station 811 Fire Hot Spot Map

Most of the call volume for fire-related calls is in close proximity to Station 811's first due area.



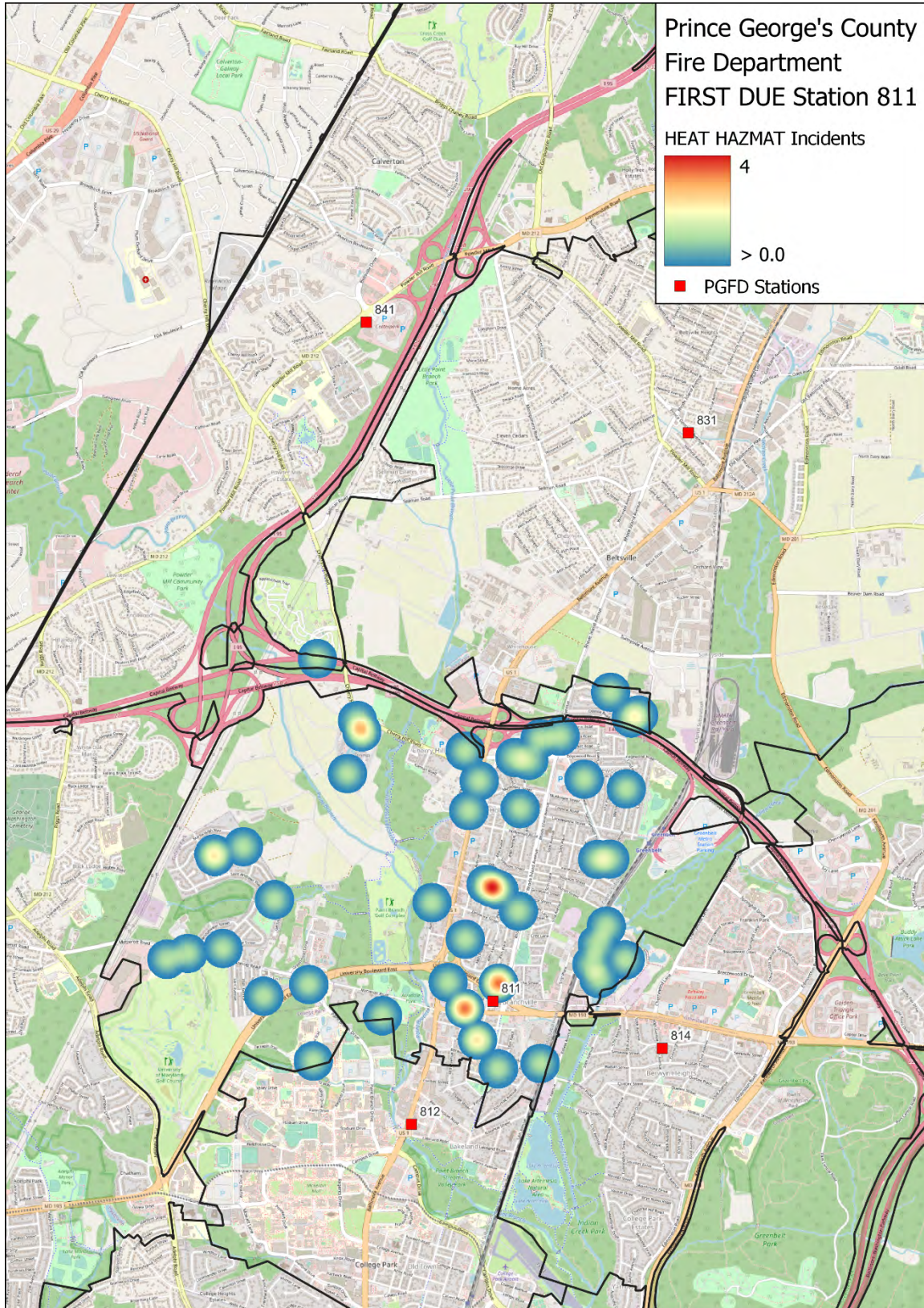
Station 811 EMS Hot Spot Map

Most of the call volume for fire-related calls is in close proximity to Station 811's first due area and going north toward the expressway.



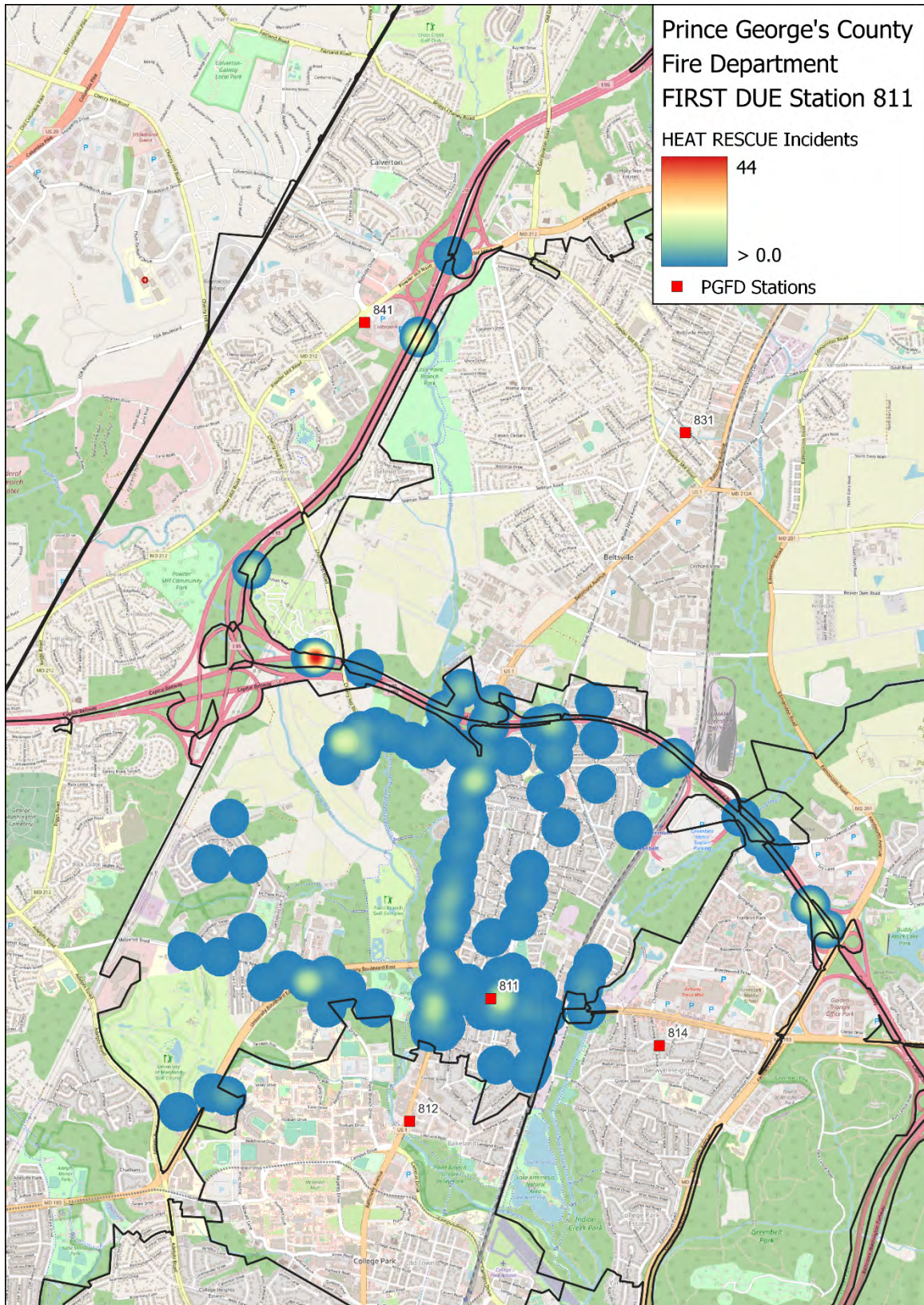
Station 811 HazMat Hot Spot Map

HazMat call volume is relatively equally spread throughout Station 811's first due area.



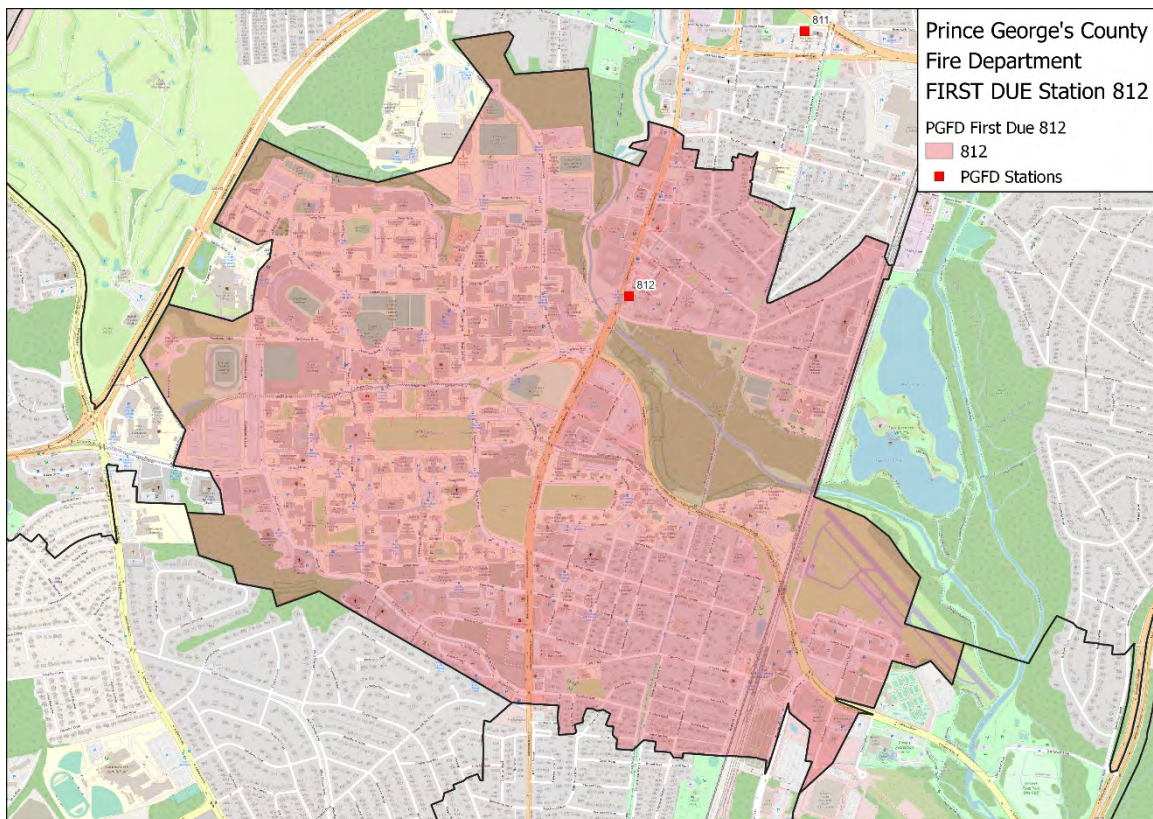
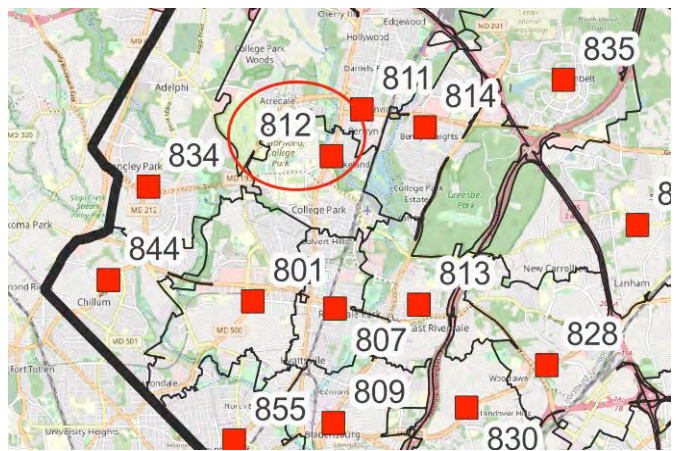
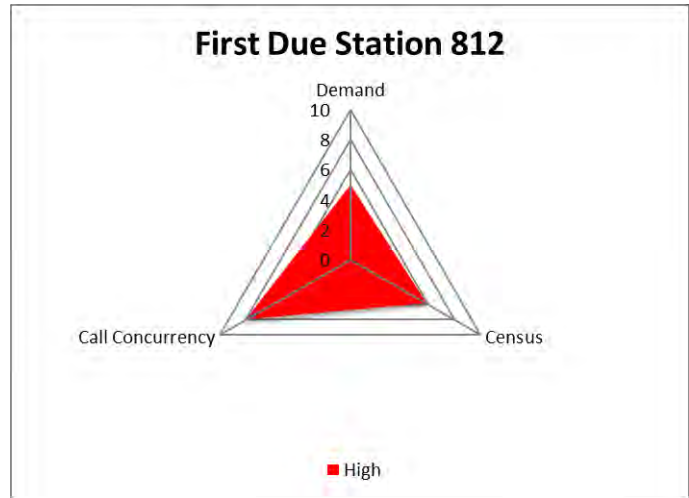
Station 811 Rescue Hot Spot Map

This map indicates that the area immediately surrounding the station and going north toward the expressway has the most call volume.



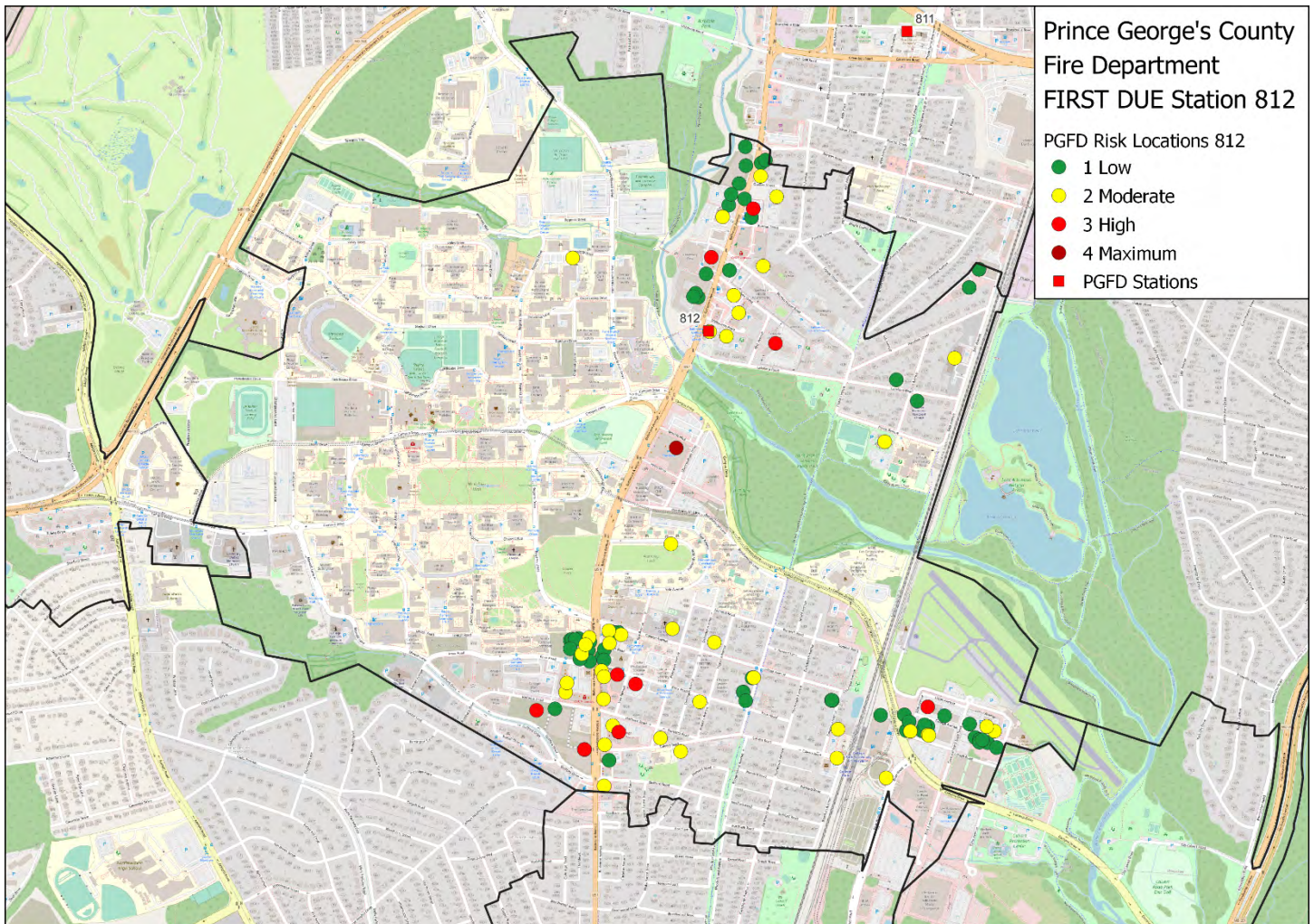
Station 812

Station 812	A812	Ambulance
	A812B	Ambulance
	A812C	Ambulance
	A812D	Ambulance
	A812E	Ambulance
	CRT812	Medical Cart
	E812	Engine
	E812B	Engine
	F812	Foam Unit
	HSC812	Hazmat Support
	MD812	Medic
	PA812	Paramedic Ambulance
	PA812B	Paramedic Ambulance
	RECON812	Recon
	RECON812B	Recon
	TK812	Truck
	U812	Utility Truck
	VC812	Volunteer Chief
	VC812A	Volunteer Chief
VC812B	Volunteer Chief	

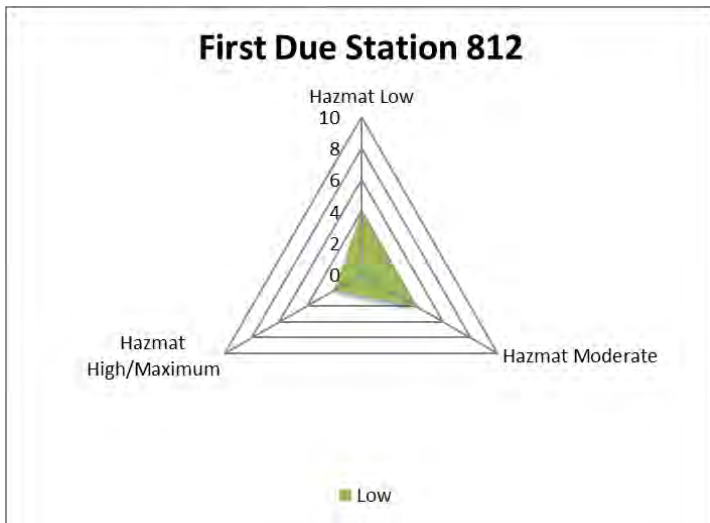
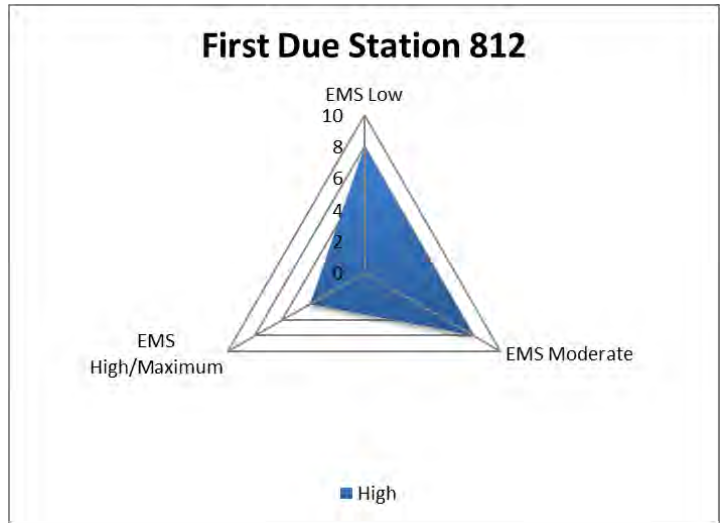


Station 812 Risk Analysis

Station 812 is located five miles northeast of Washington, D.C., with a response area that includes the University of Maryland, the City of College Park, and northern Prince George's County. It consists of numerous single-family and garden apartment communities, residential and commercial high-rise buildings, laboratories, two high-occupancy sporting venues, several interstate highways, waterways, state and national parks, passenger and freight train lines, a public airport, a power plant, a nuclear reactor, the National Archives, NASA-Goddard Space Flight Center, and various agricultural research facilities, secure government facilities and industrial complexes. The risk of individual building locations is represented by the small circles and shaded to indicate risk level. There is a concentration of low and moderate-risk buildings located north and south of the station, which is a high-risk GPZ. Risk is also evaluated by GPZ using the same shading criteria. The majority of Station 812's first due area is low to moderate risk.



Station 812 First Due Station Risk Profiles by Program – 3D Risk Models



Station 812 First Due Area Historical Data Analysis

Station 812 First Due Area Incidents by Call Category	Reporting Period				
	2016	2017	2018	2019	2020
Bomb Total	3	0	1	2	0
EMS Total	1,601	1,596	1,434	1,338	766
Fire Total	473	528	487	507	305
Hazmat Total	62	50	48	41	48
Non-Emergency Total	34	57	49	41	91
Rescue Total	175	145	193	173	59
Total	2,348	2,376	2,212	2,102	1,269

Unit ID	Reporting Period				
	2016	2017	2018	2019	2020
A812	1,168	1,030	1,580	1,484	753
A812B	918	737	581	583	286
A812C	320	600	54	78	14
A812D	0	0	0	4	0
A812E	0	0	0	4	0
CRT812	10	9	7	18	8
E812	610	462	880	852	379
E812B	611	874	580	472	321
F812	44	40	16	11	4
HSC812	140	117	63	0	0
MD812	2,639	2,536	2,443	1,817	1,407
PA812	33	56	42	22	1
PA812B	0	0	4	2	0
RECON812	0	0	0	0	1
RECON812B	0	0	0	0	1
TK812	660	604	593	639	485
U812	36	21	11	13	5
VC812	287	178	206	111	43
VC812A	7	34	55	21	6
VC812B	78	15	9	11	14
Total	7,561	7,313	7,124	6,142	3,728
Average Responses per Day	20.7	20	19.5	16.8	10.2

Station 812 First Due Area Historical Data Analysis (cont.)

Call concurrency within FDA 812 was calculated between 2016 and 2020. The call concurrency has remained steady between 16.4 to 25.25 over the five-year rating period.

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
812	2016	592	2,348	25.2
	2017	572	2,374	24.1
	2018	490	2,202	22.3
	2019	496	2,099	23.6
	2020	208	1,267	16.4
	All	2,358	10,290	22.9

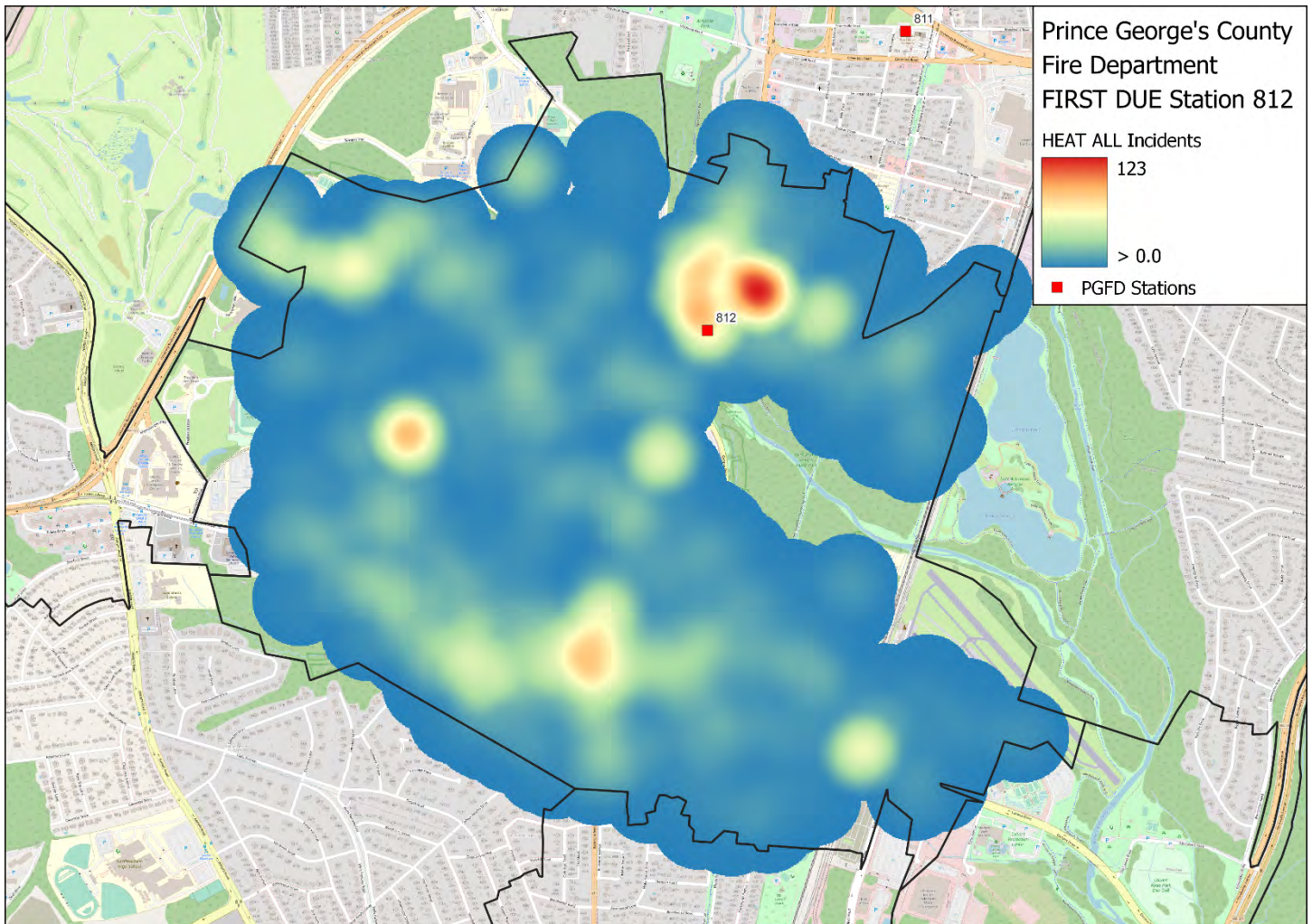
Response time performance for FDA 812 was calculated over the five-year rating period (2016-2020). Analyses were restricted to within FDA 812 and were calculated by the first arriving unit. Benchmark compliance is a 10% improvement over the aggregated PGFD performance. Therefore, the benchmark performance is established at the county level, not within each FDA. Finally, a gap analysis between the baseline and benchmark performance was completed utilizing a stoplight approach. If greater than 90% performance (green), between 70% and 89% yellow, and below 70% would be red.

First Due Station 812: 1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		5:06	5:21	5:17	5:02	4:44	4:35	4:31	86.5%
Turnout Time		2:16	2:18	2:21	2:17	2:12	2:05	1:58	81.5%
Travel Time	Urban	5:54	5:58	5:31	5:52	6:01	6:19	7:26	95.6%
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	9:33	N/A
Total Response Time	Urban	11:27	12:06	11:35	11:21	10:49	11:25	12:26	92.3%
		<i>n</i> = 7,420	<i>n</i> = 1,659	<i>n</i> = 1,687	<i>n</i> = 1,638	<i>n</i> = 1,589	<i>n</i> = 847		
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	14:23	N/A
		<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0		

Color coding legend: fill ≥ 90%; fill ≥ 70% to < 90%; fill < 70%

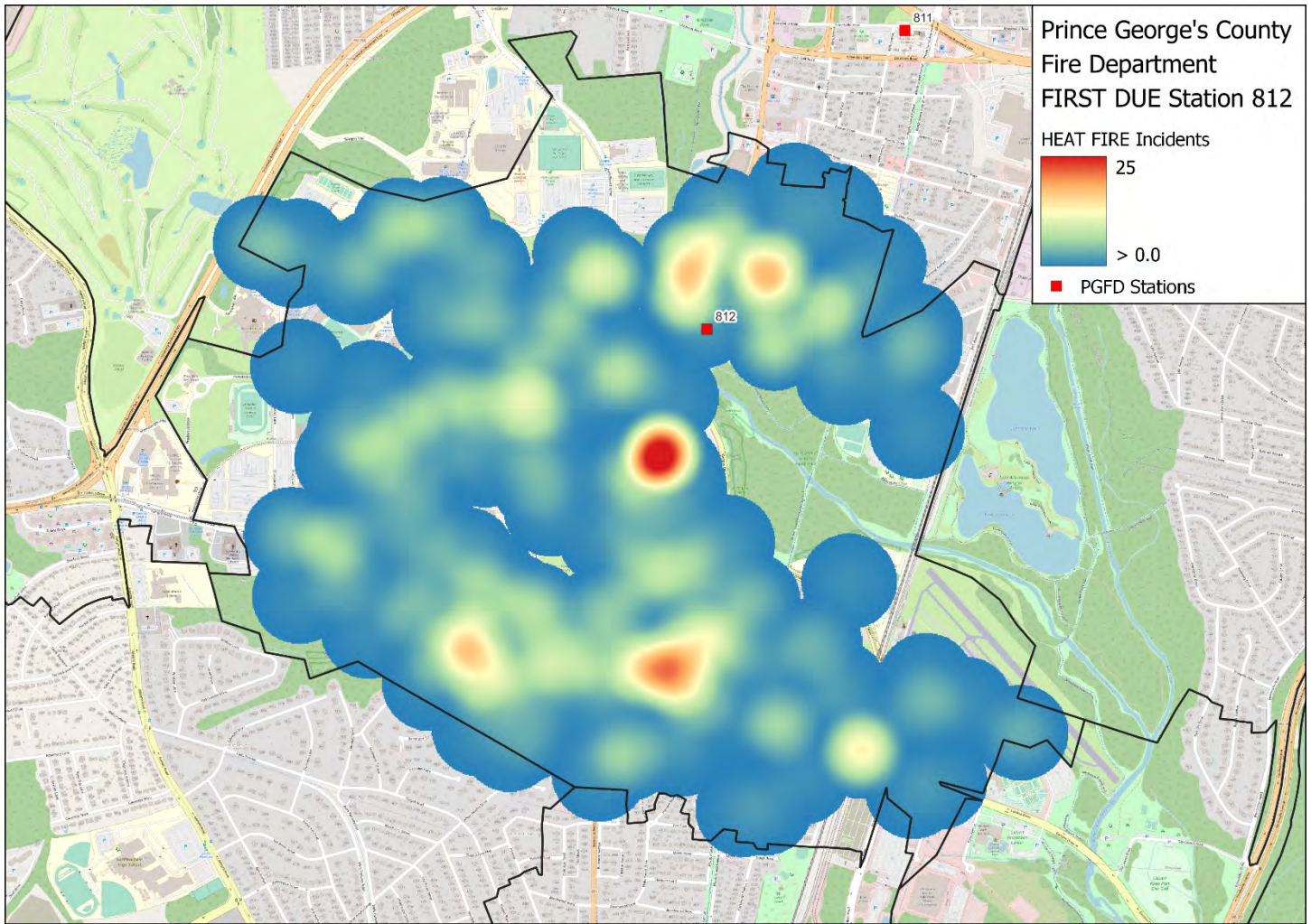
Station 812 Overall Hot Spot Map

Trends show the majority of call volume immediately surrounding the station and going north, with a fairly even spread of calls throughout the rest of Station 812's first due area.



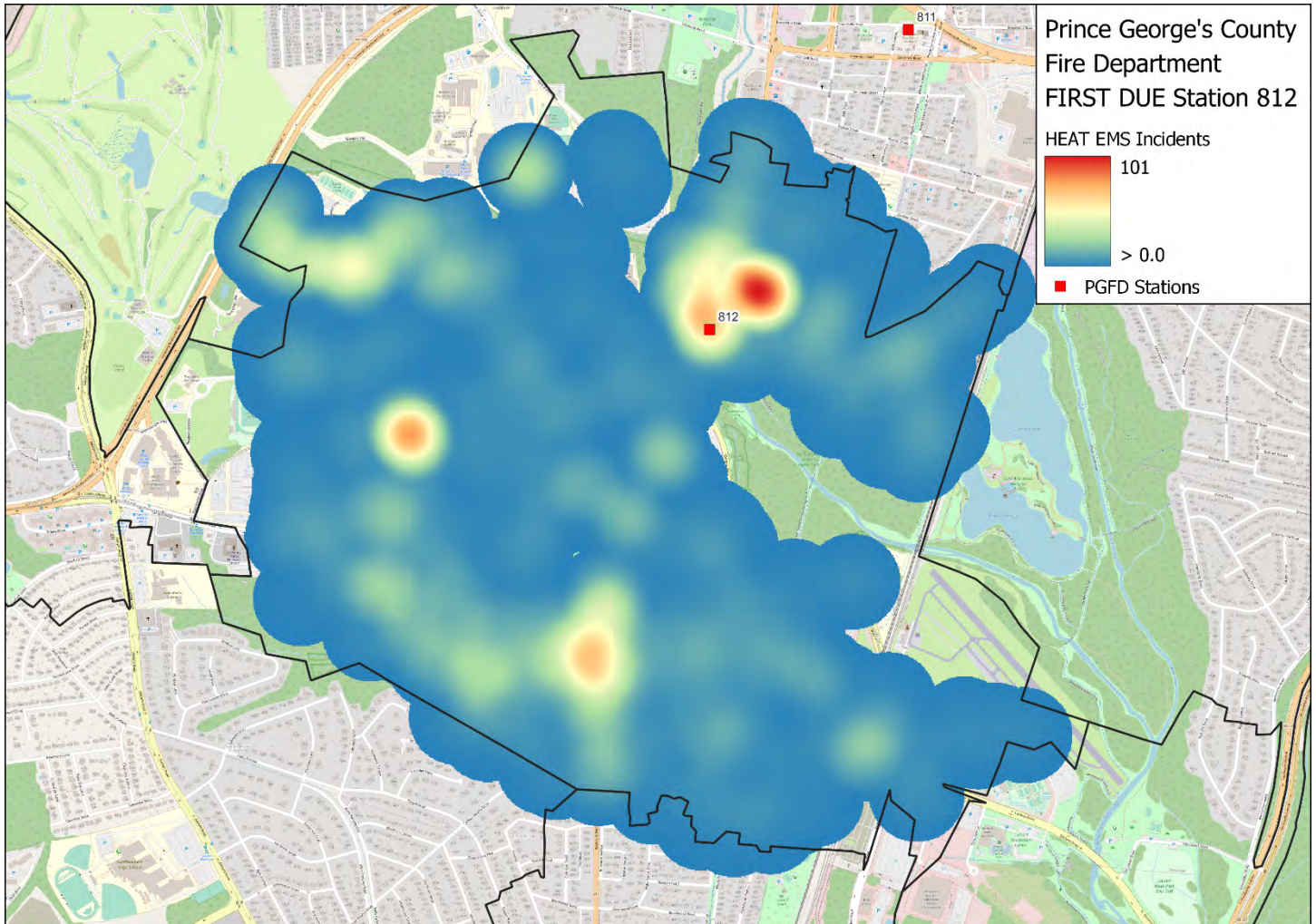
Station 812 Fire Hot Spot Map

Most of the call volume for fire-related calls is in close proximity to Station 812's first due area.



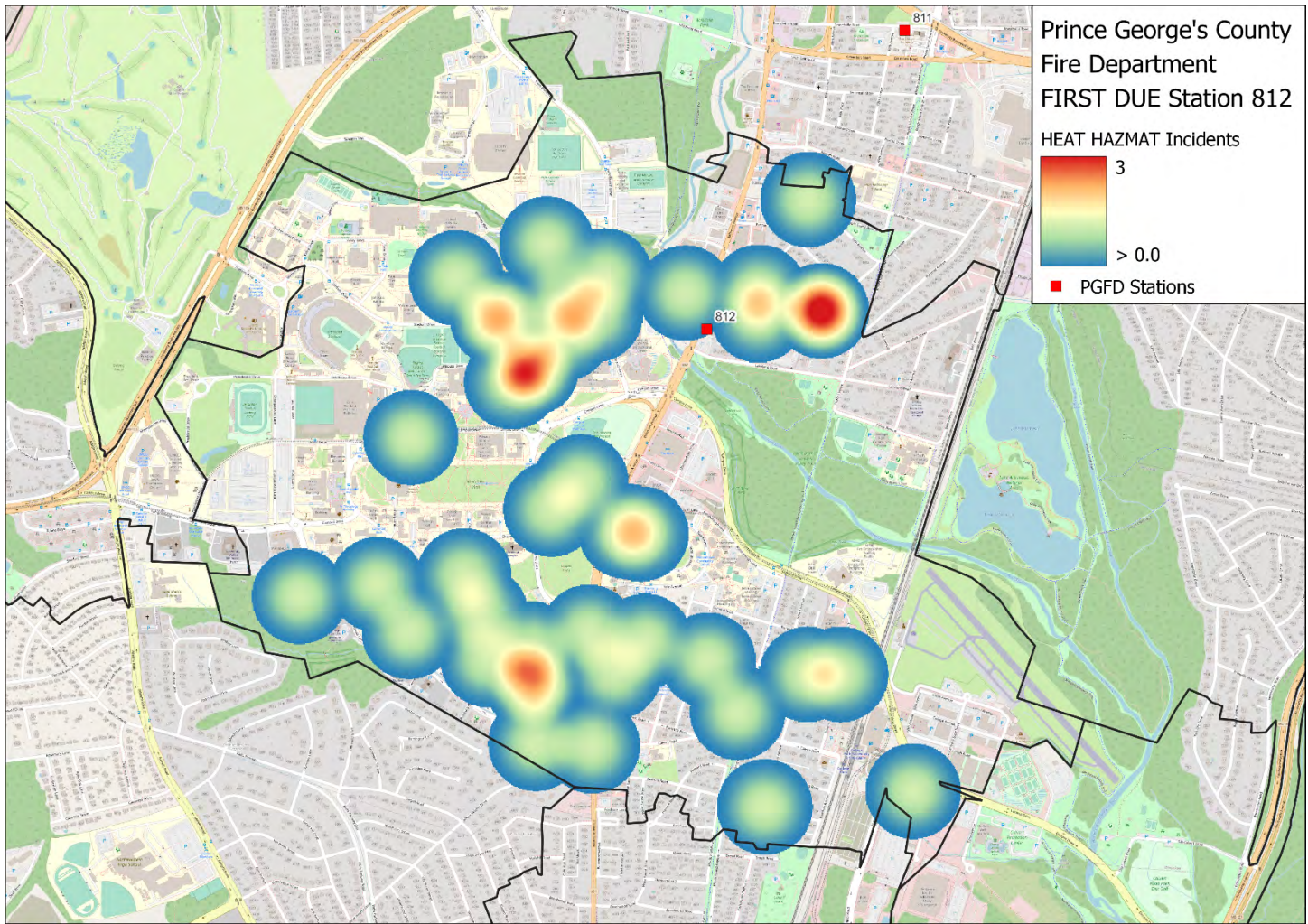
Station 812 EMS Hot Spot Map

Most of the call volume for fire-related calls is in close proximity to Station 812's first due area.



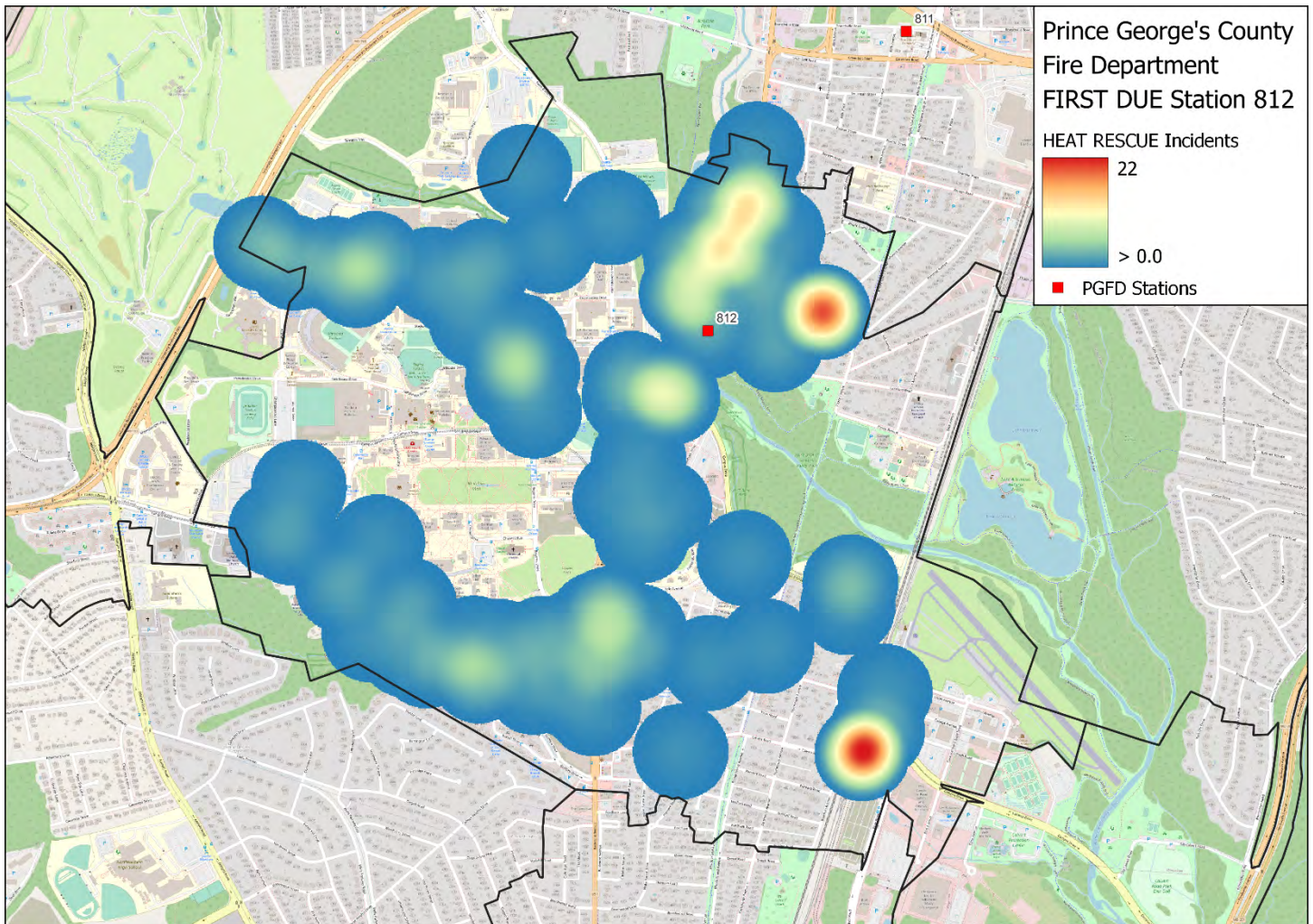
Station 812 HazMat Hot Spot Map

HazMat call volume is relatively equally spread throughout Station 812's first due area.



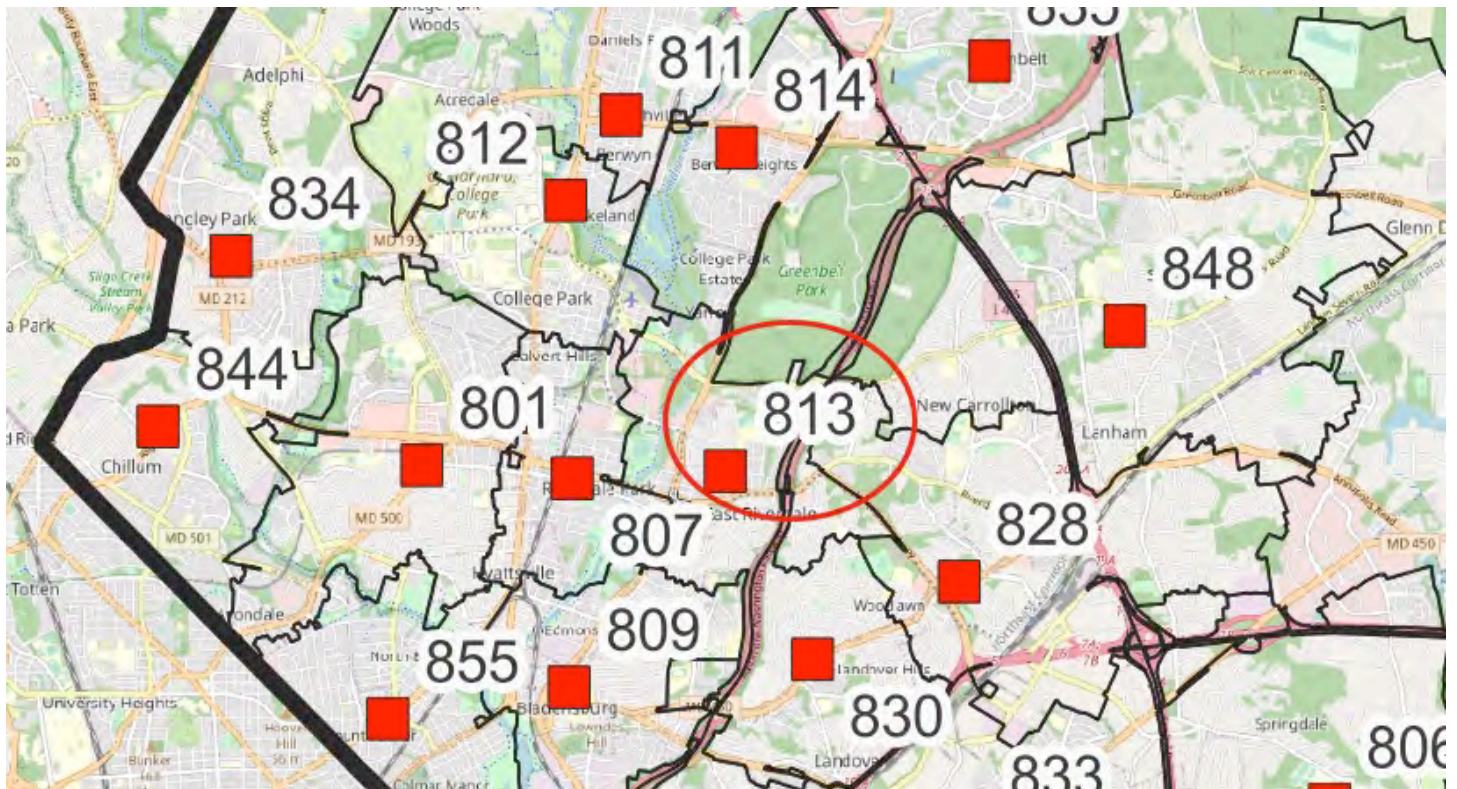
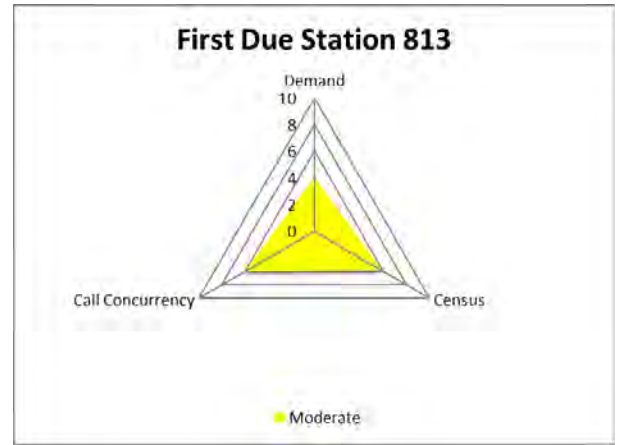
Station 812 Rescue Hot Spot Map

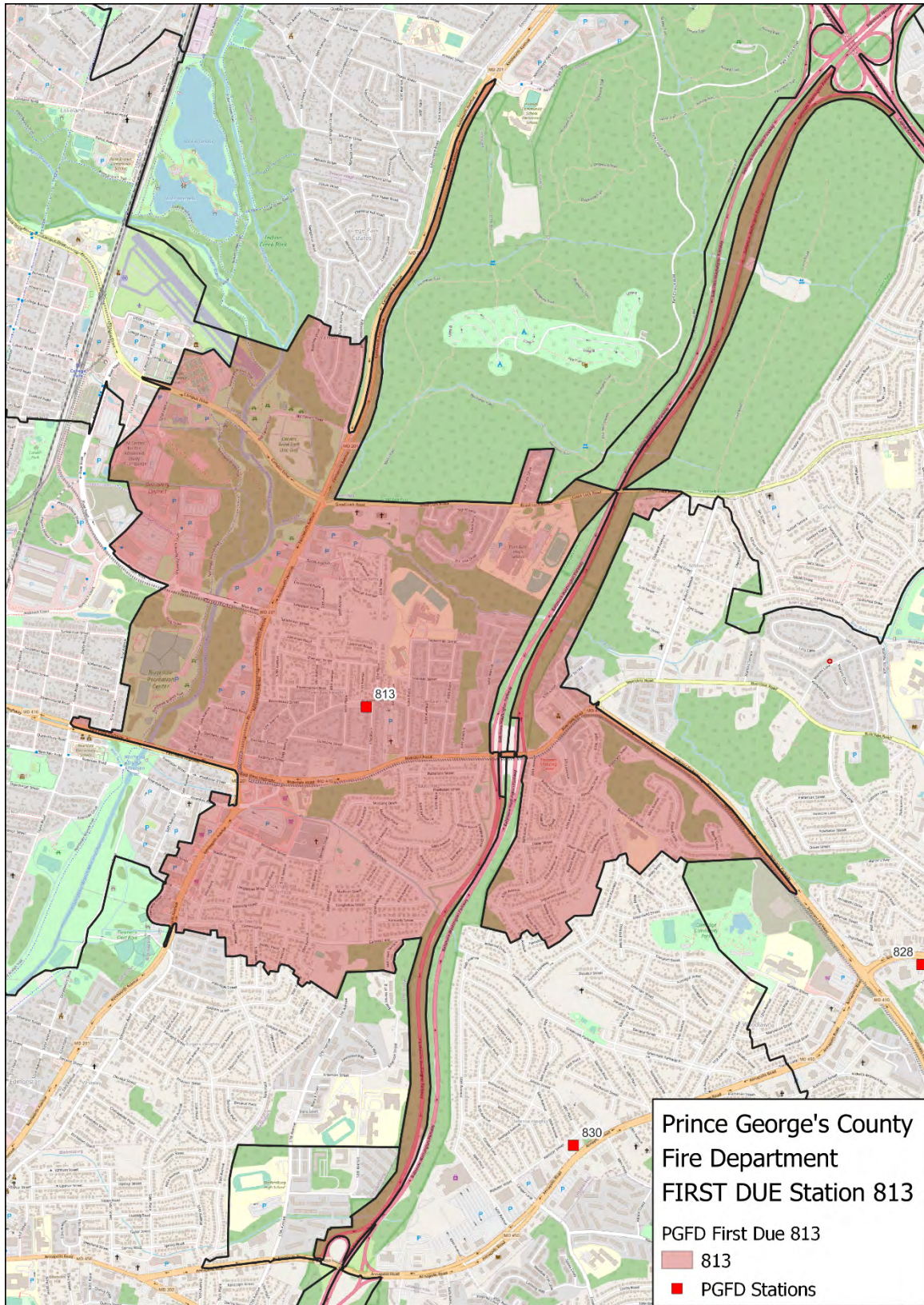
This map indicates that the area surrounding the station and going south has the most call volume.



Station 813

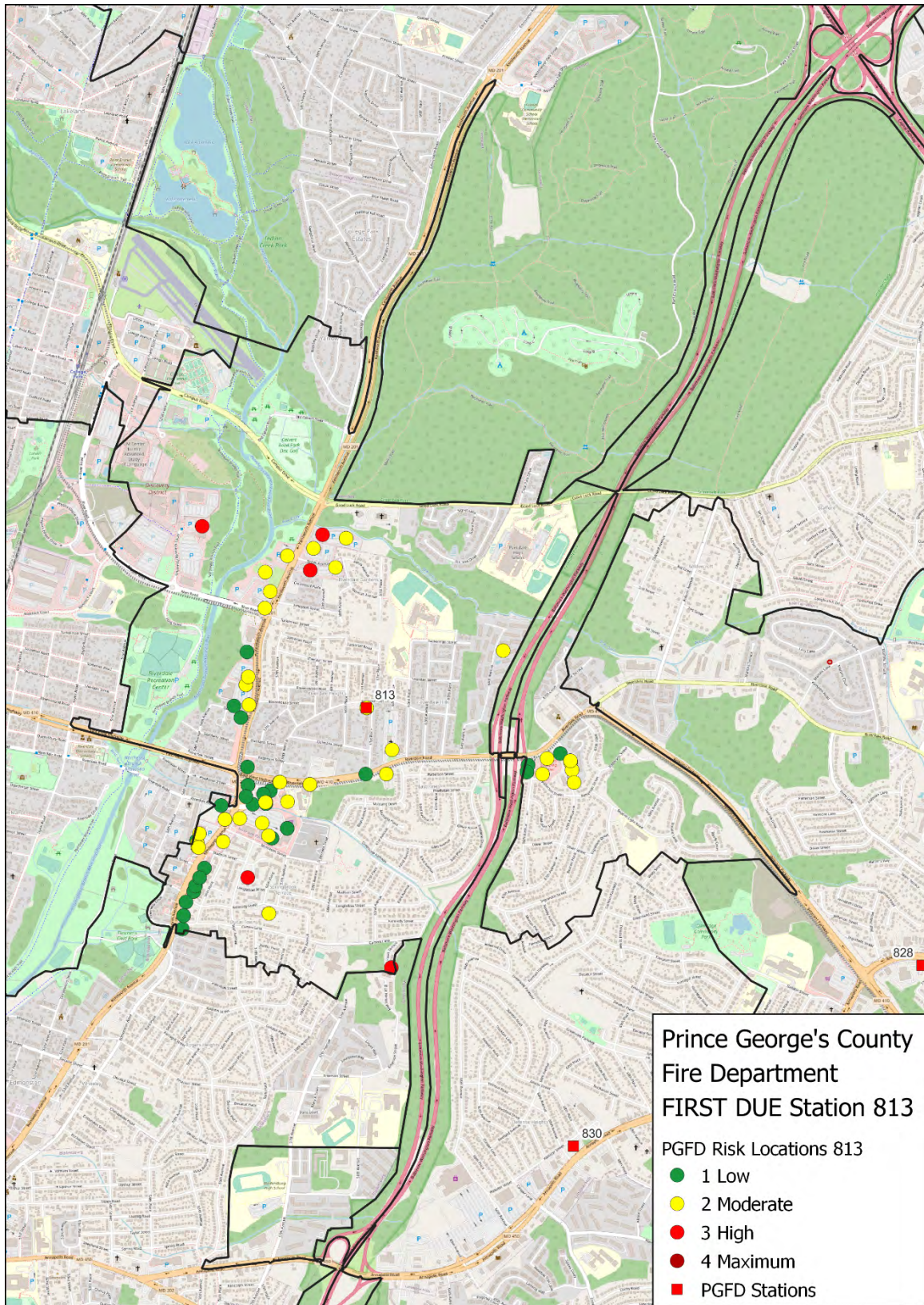
Station 813	A813	Ambulance
	C813	Utility
	E813	Engine
	E813B	Engine
	U813	Utility Truck
	VC813	Volunteer Chief
	VC813A	Volunteer Chief
	VC813B	Volunteer Chief



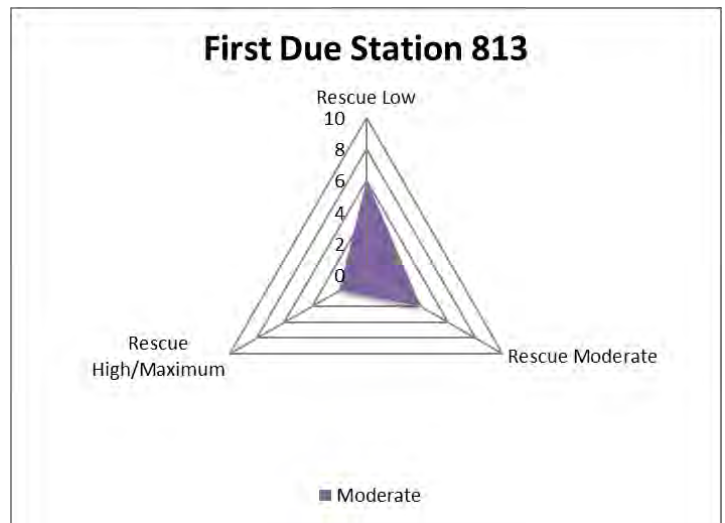
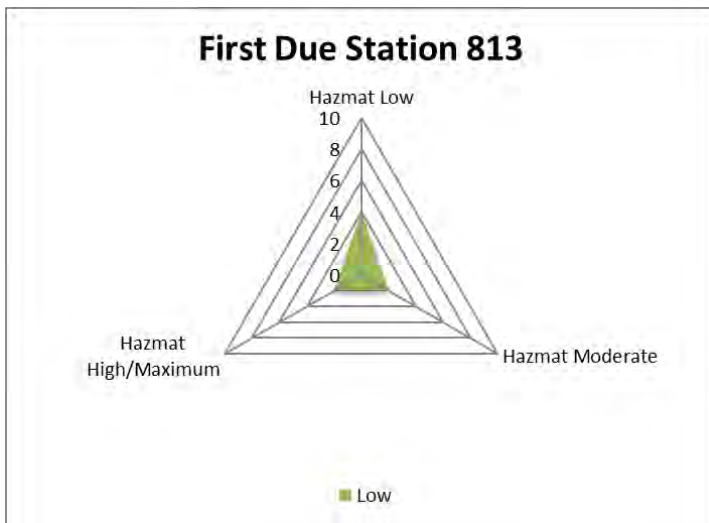
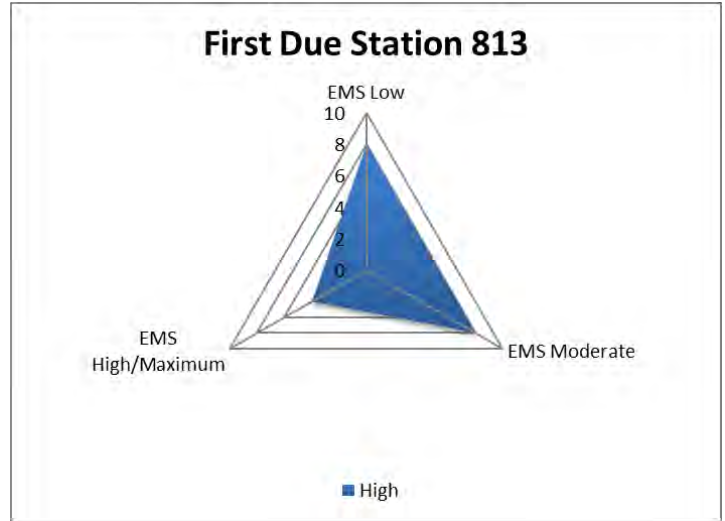
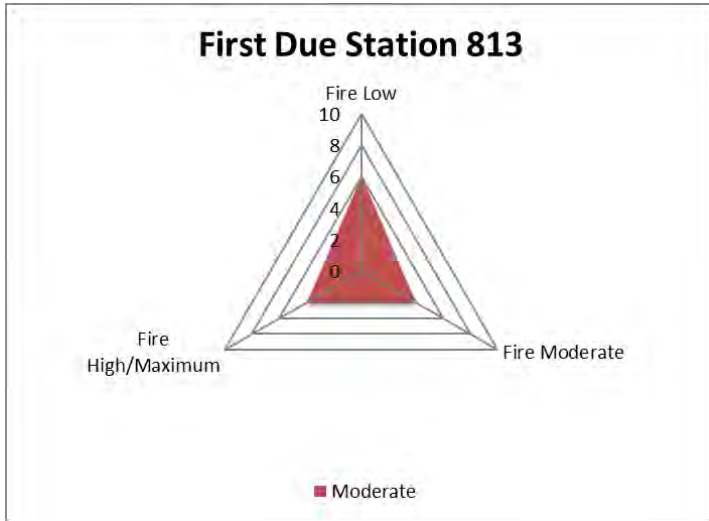


Station 813 Risk Analysis

The risk of individual building locations is represented by the small circles and shaded to indicate risk level. There is a concentration of low and moderate-risk buildings located in close proximity to the station, which is a moderate-risk GPZ. Risk is also evaluated by GPZ using the same shading criteria. The vast majority of Station 813's first due area is low to moderate risk.



Station 813 First Due Station Risk Profiles by Program – 3D Risk Models



Station 813 First Due Area Historical Data Analysis

Station 813 First Due Area Incidents by Call Category	Reporting Period				
	2016	2017	2018	2019	2020
Bomb Total	2	0	0	0	0
EMS Total	1,459	1,286	1,162	1,145	1,000
Fire Total	206	164	156	162	142
Hazmat Total	40	30	23	23	16
Non-Emergency Total	42	37	49	42	58
Rescue Total	310	232	225	267	183
Total	2,059	1,749	1,615	1,639	1,399

Unit ID	Reporting Period				
	2016	2017	2018	2019	2020
A813	785	1,164	1,209	892	466
C813	0	0	0	0	1
E813	145	265	337	121	2
E813B	169	179	162	111	0
U813	0	1	1	0	0
VC813	21	15	12	8	0
VC813A	0	0	3	1	0
VC813B	1	0	6	0	0
Total	1,121	1,624	1,730	1,133	469
Average Responses per Day	3.1	4.4	4.7	3.1	1.3

Station 813 First Due Area Historical Data Analysis (cont.)

Call concurrency within FDA 813 was calculated between 2016 and 2020. The call concurrency has remained steady between 13.1 to 19.1 over the five-year rating period.

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
813	2016	394	2,059	19.1
	2017	307	1,741	17.6
	2018	252	1,615	15.6
	2019	275	1,637	16.8
	2020	182	1,391	13.1
	All	1,410	8,443	16.7

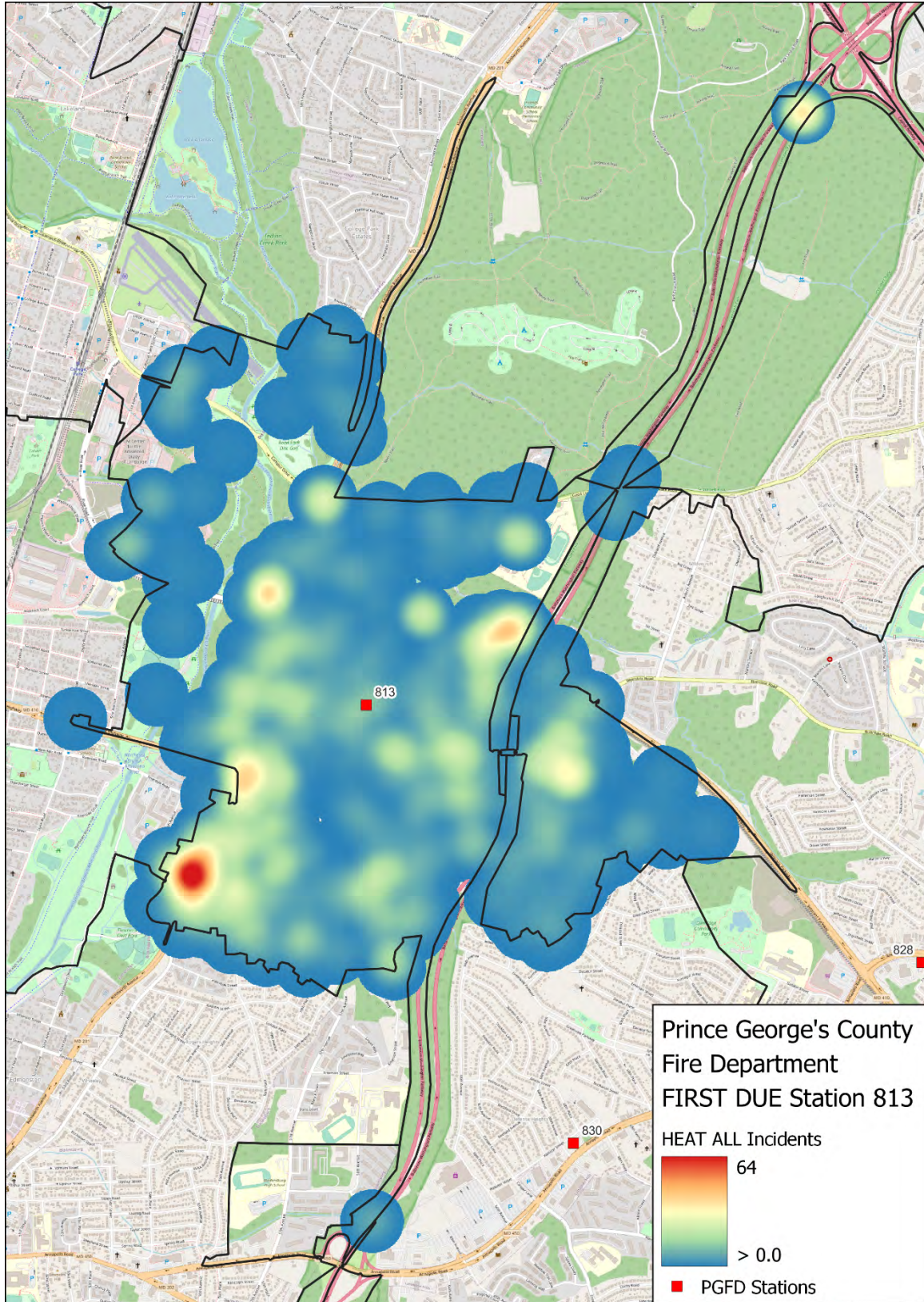
Response time performance for FDA 813 was calculated over the five-year rating period (2016-2020). Analyses were restricted to within FDA 813 and were calculated by the first arriving unit. Benchmark compliance is a 10% improvement over the aggregated PGFD performance. Therefore, the benchmark performance is established at the county level, not within each FDA. Finally, a gap analysis between the baseline and benchmark performance was completed utilizing a stoplight approach. If greater than 90% performance (green), between 70% and 89% yellow, and below 70% would be red.

First Due Station 813: 1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		6:40	6:33	6:39	6:25	6:55	7:04	4:31	77.5%
Turnout Time		2:19	2:23	2:21	2:18	2:19	2:09	1:58	81.4%
Travel Time	Urban	7:55	7:39	7:14	7:05	8:16	8:58	7:26	87.7%
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	9:33	N/A
Total Response Time	Urban	14:56	14:41	14:26	14:01	15:29	16:08	12:26	80.1%
		<i>n</i> = 5,428	<i>n</i> = 1,345	<i>n</i> = 1,112	<i>n</i> = 1,047	<i>n</i> = 1,058	<i>n</i> = 866		
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	14:23	N/A
		<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0		

Color coding legend: fill ≥ 90%; fill ≥ 70% to < 90%; fill < 70%

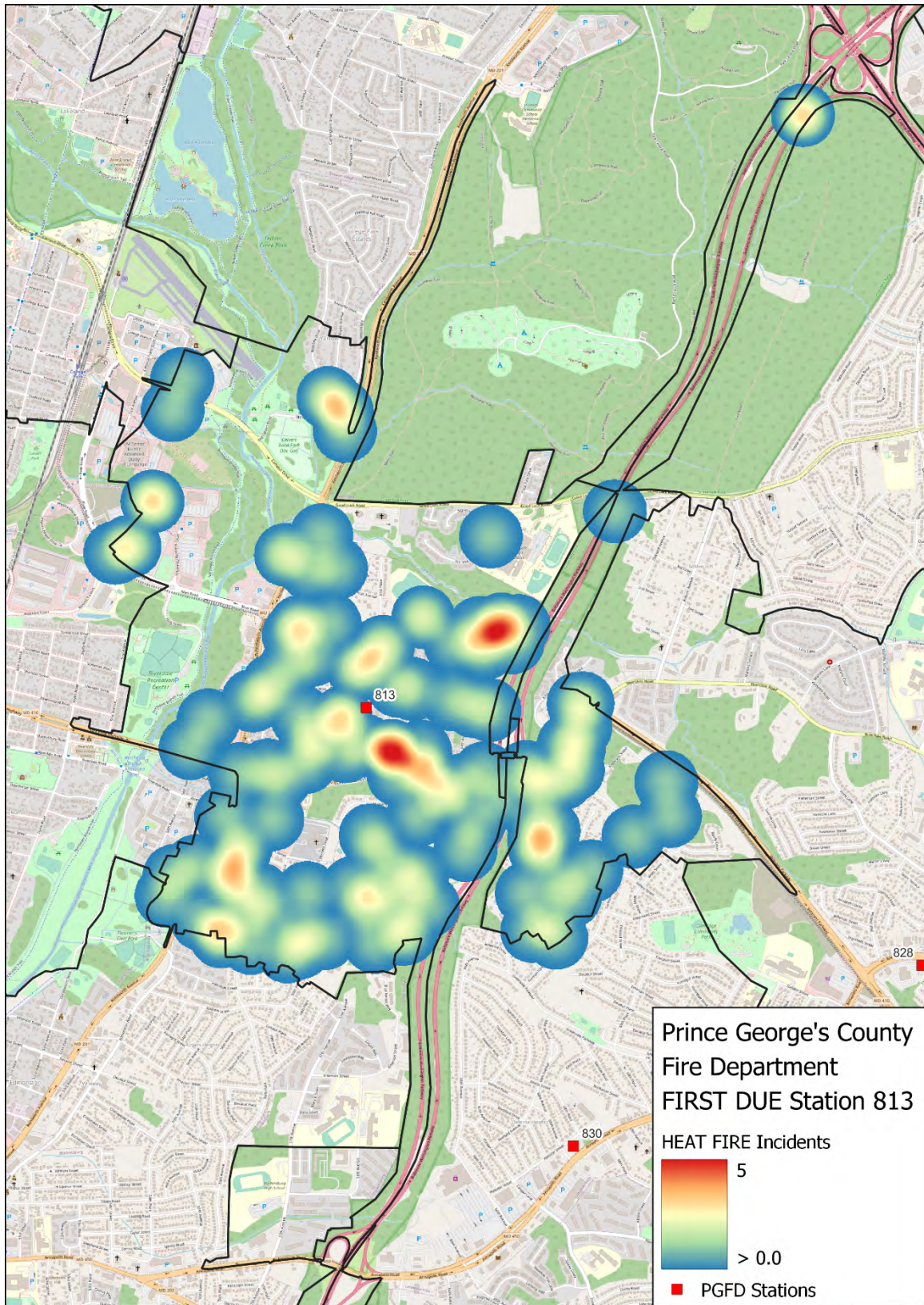
Station 813 Overall Hot Spot Map

This map shows an even distribution of calls throughout Station 813’s first due area. A few areas to the southwest of the station have higher incident calls.



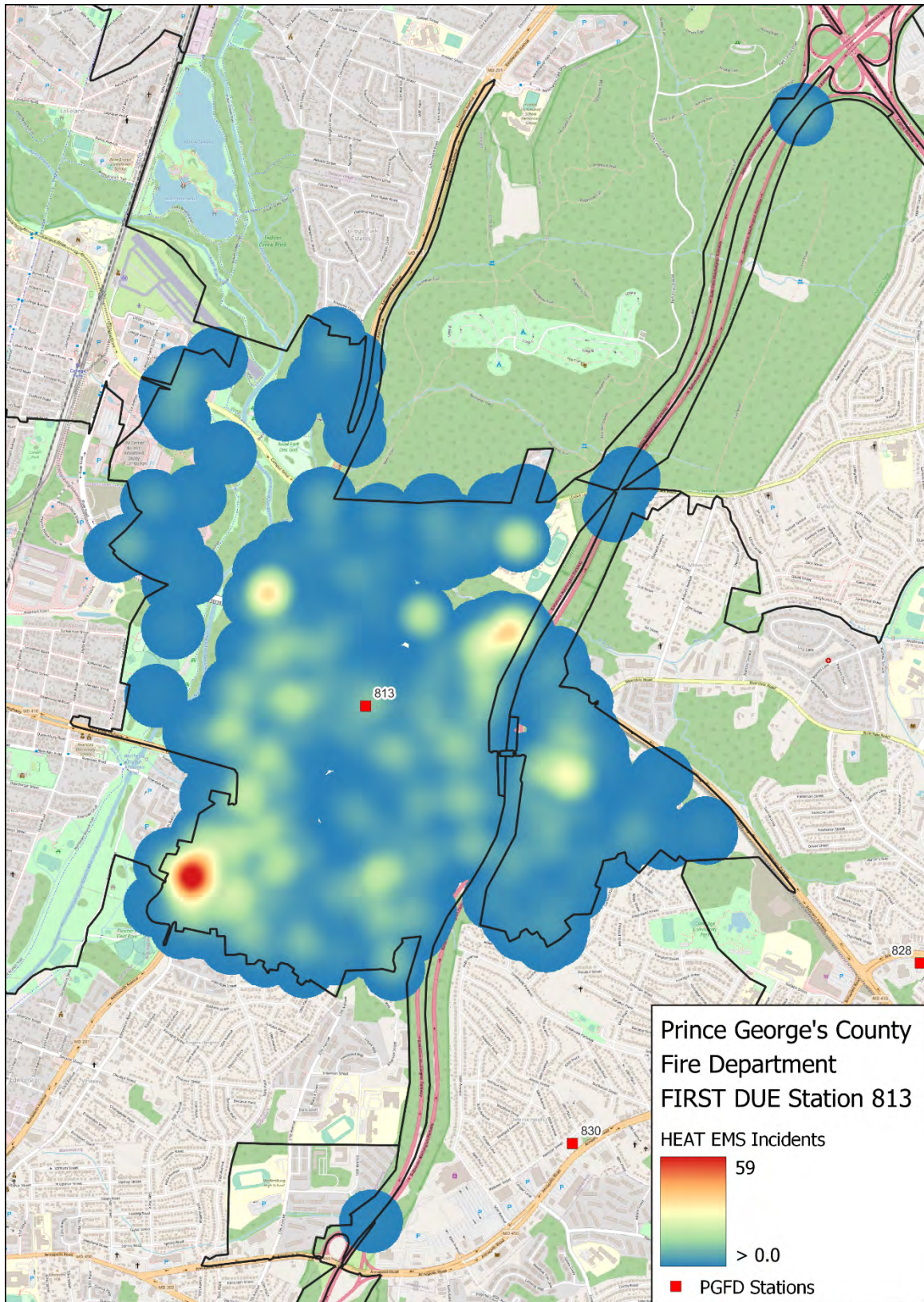
Station 813 Fire Hot Spot Map

Most of the call volume for fire-related calls is in close proximity to Station 813's first due area.



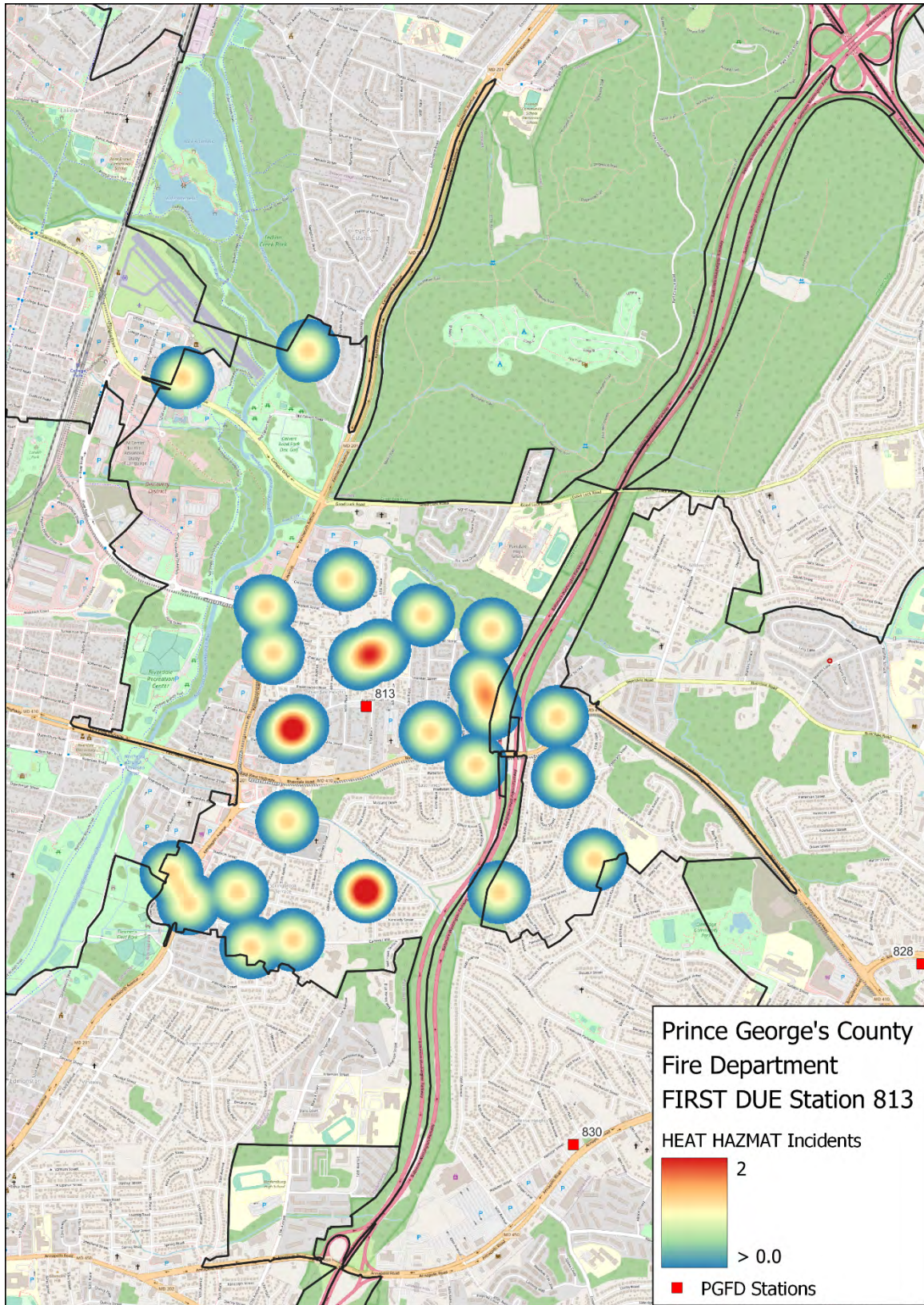
Station 813 EMS Hot Spot Map

This map shows an even distribution of calls throughout Station 813's first due area. There are a few areas with higher incident calls.



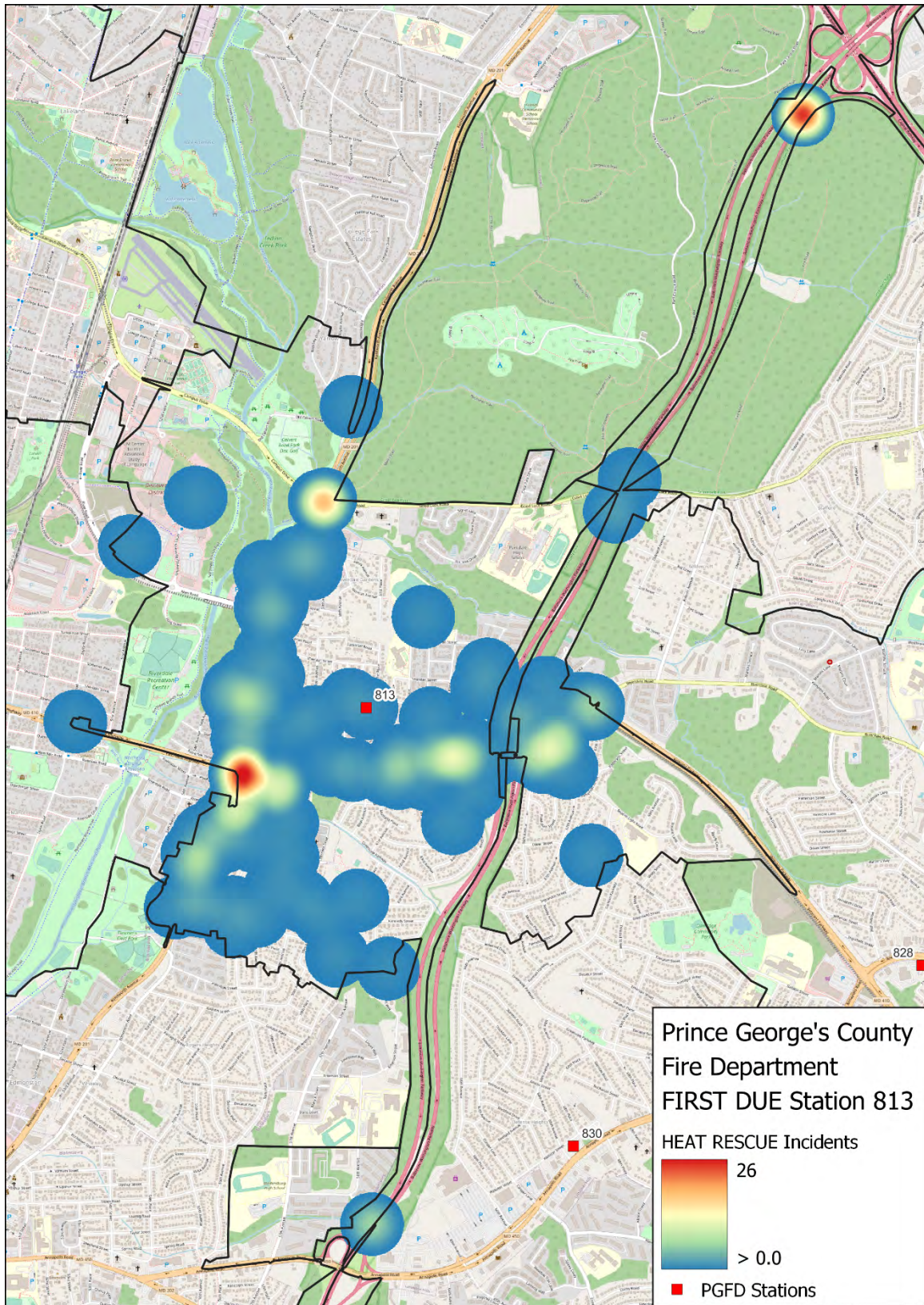
Station 813 HazMat Hot Spot Map

HazMat call volume is relatively equally spread throughout Station 813's first due area.



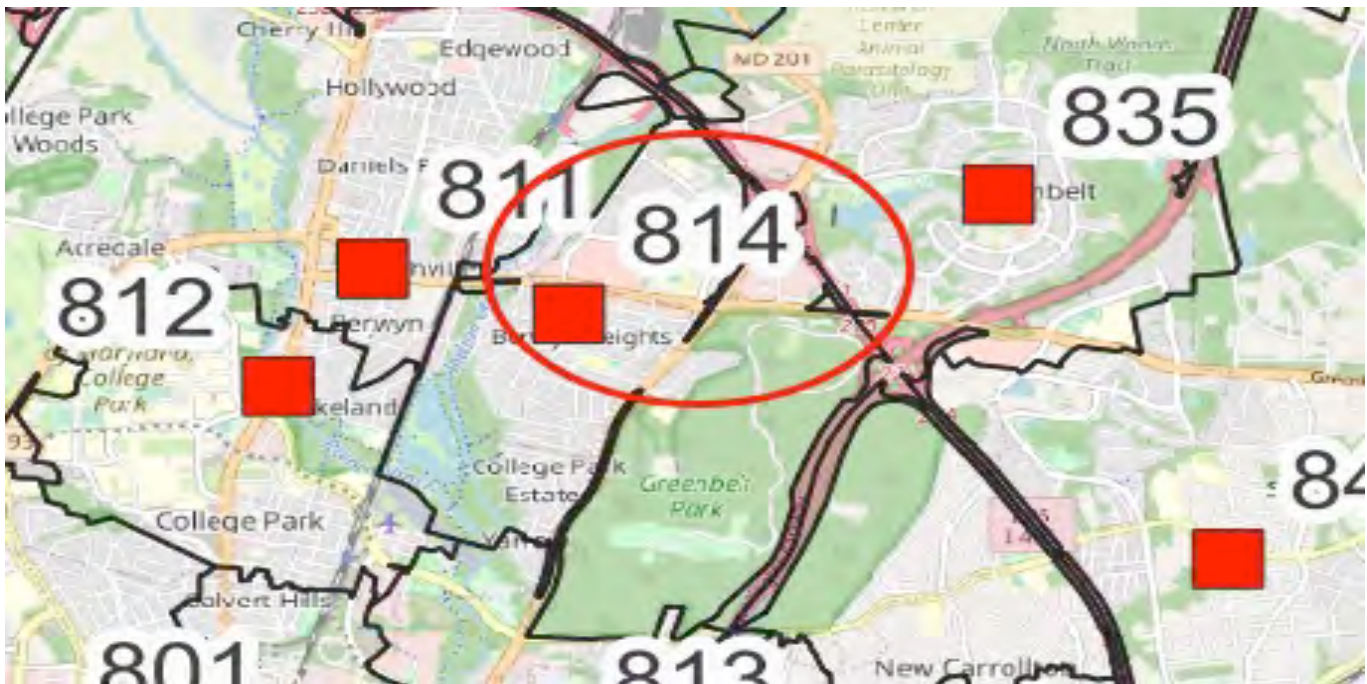
Station 813 Rescue Hot Spot Map

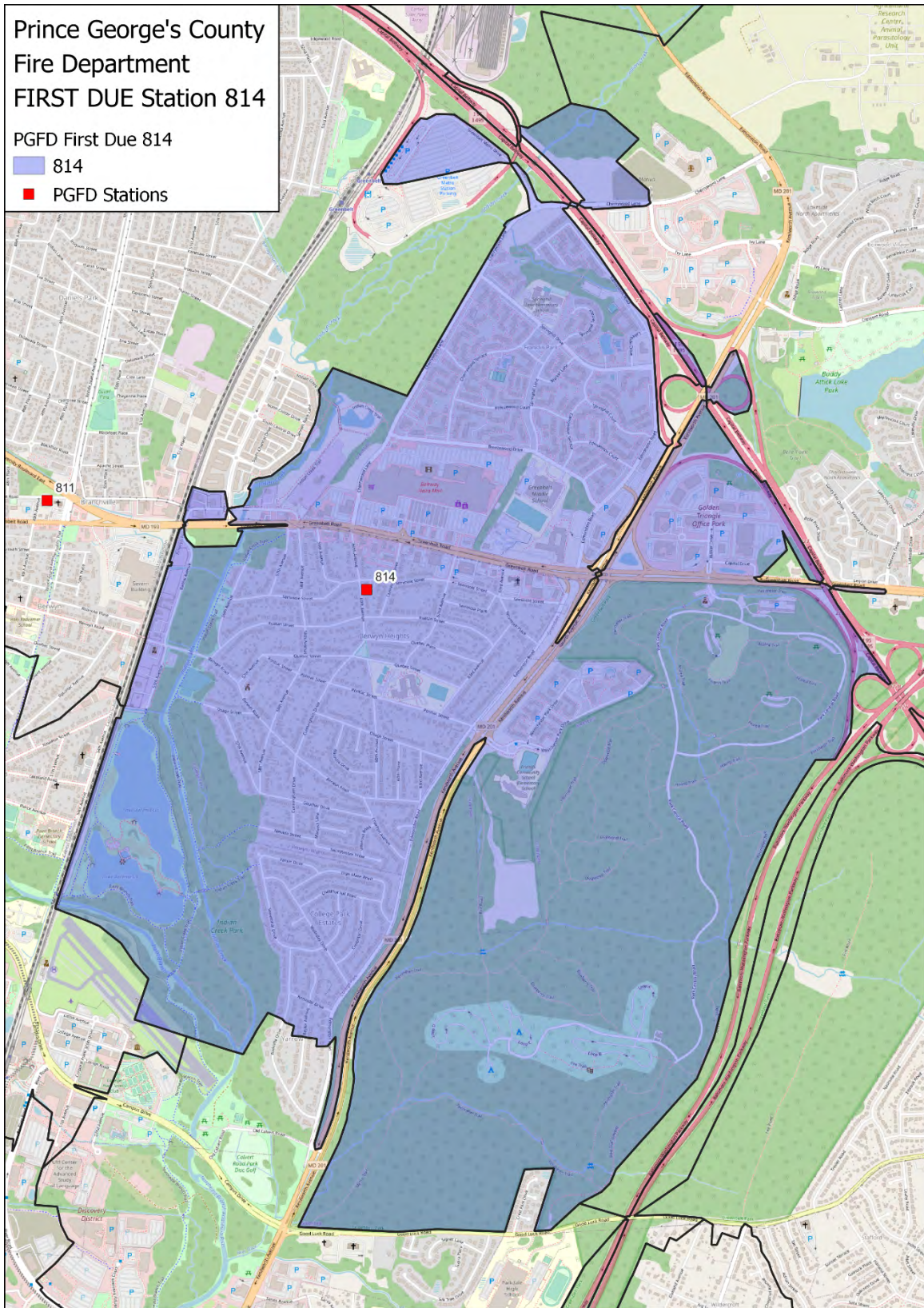
This map indicates that the area immediately surrounding the station and going north toward the expressway has the most call volume.



Station 814

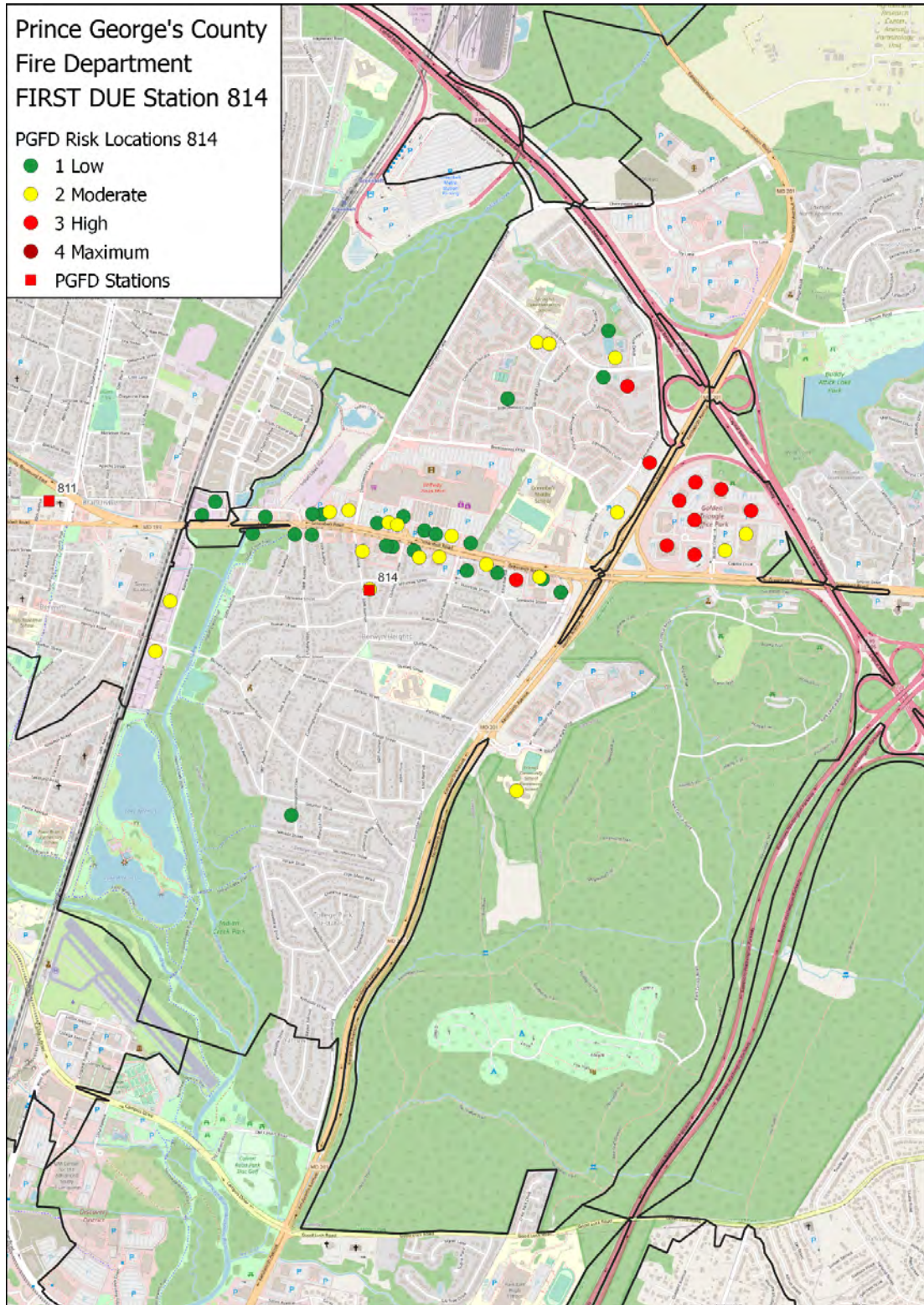
Station 814	A814	Ambulance
	A814B	Ambulance
	PA814	Paramedic Ambulance
	PA814B	Paramedic Ambulance
	SQ814	Squad
	SQ814B	Squad
	TK814	Truck
	TS814	Technical Support
	U814	Utility Truck
	UT814	Utility Truck
	VC814	Volunteer Chief
	VC814A	Volunteer Chief
	VC814B	Volunteer Chief



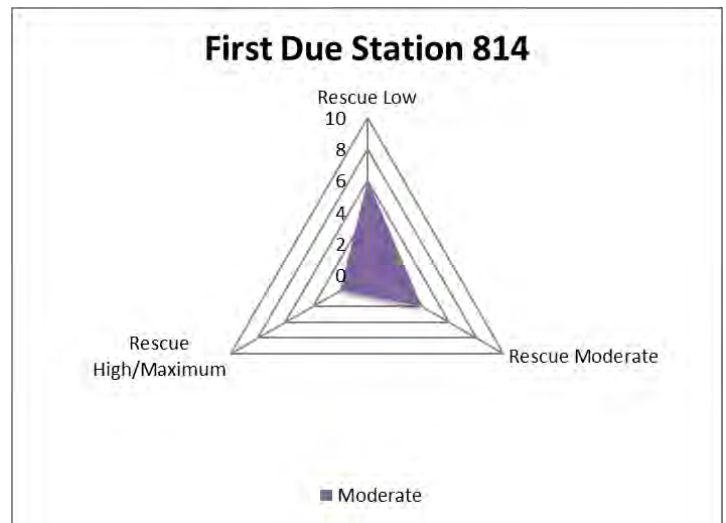
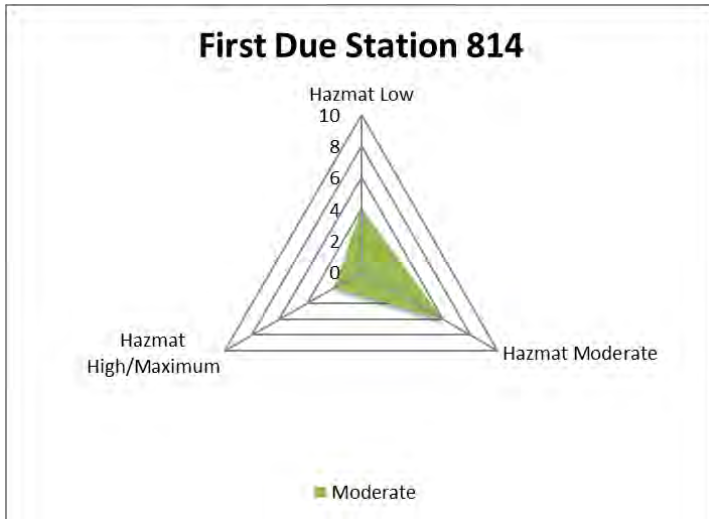
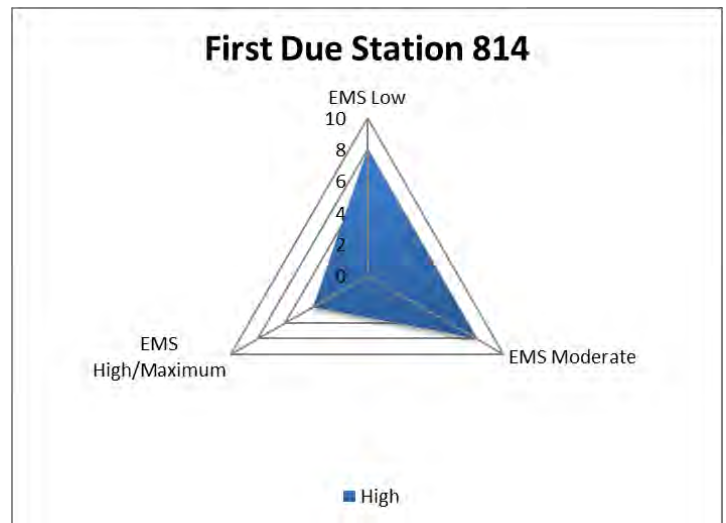
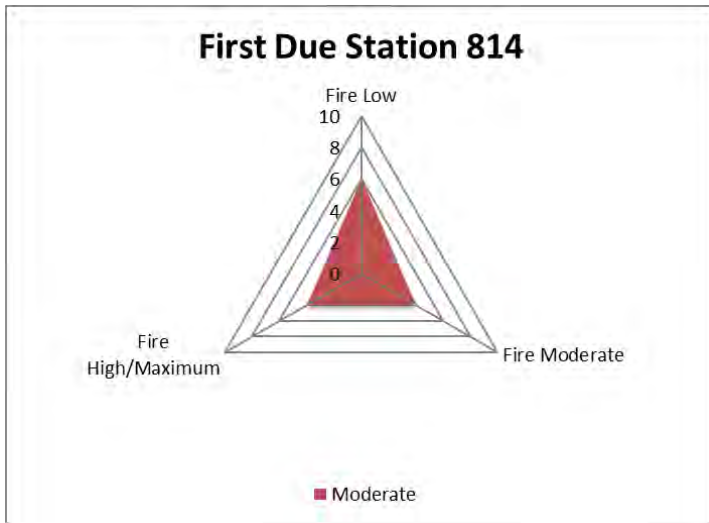


Station 814 Risk Analysis

The risk of individual building locations is represented by the small circles and shaded to indicate risk level. There is a concentration of low and moderate-risk buildings located in close proximity to the station, which is a moderate-risk GPZ. Risk is also evaluated by GPZ using the same shading criteria. The vast majority of Station 814's first due area is low to moderate risk.



Station 814 First Due Station Risk Profiles by Program – 3D Risk Models



Station 814 First Due Area Historical Data Analysis

Station 814 First Due Area Incidents by Call Category	Reporting Period				
	2016	2017	2018	2019	2020
Bomb Total	1	0	0	1	0
EMS Total	1,538	1,475	1,477	1,433	1,568
Fire Total	270	248	250	277	215
Hazmat Total	92	70	91	87	67
Non-Emergency Total	47	67	80	65	115
Rescue Total	154	197	203	193	141
Total	2,102	2,057	2,101	2,056	2,106

Unit ID	Reporting Period				
	2016	2017	2018	2019	2020
A814	2,277	1,873	1,711	1,997	1,608
A814B	219	695	780	739	628
PA814	19	0	13	42	48
PA814B	0	0	1	0	0
SQ814	1,062	1,572	1,689	1,514	914
SQ814B	507	104	180	241	216
TK814	1,206	995	1,134	1,148	1,037
TS814	72	37	0	0	0
U814	0	5	8	4	3
UT814	0	0	0	1	0
VC814	40	40	40	38	29
VC814A	38	36	18	46	5
VC814B	245	162	158	199	201
Total	5,685	5,519	5,732	5,969	4,689
Average Responses per Day	15.5	15.1	15.7	16.4	12.8

Station 814 First Due Area Historical Data Analysis (cont.)

Call concurrency within FDA 814 was calculated between 2016 and 2020. The call concurrency has remained steady between 17.3 to 20.5 over the five-year rating period.

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
814	2016	402	2,101	19.1
	2017	356	2,056	17.3
	2018	427	2,098	20.4
	2019	354	2,051	17.3
	2020	431	2,103	20.5
	All	1,970	10,409	18.9

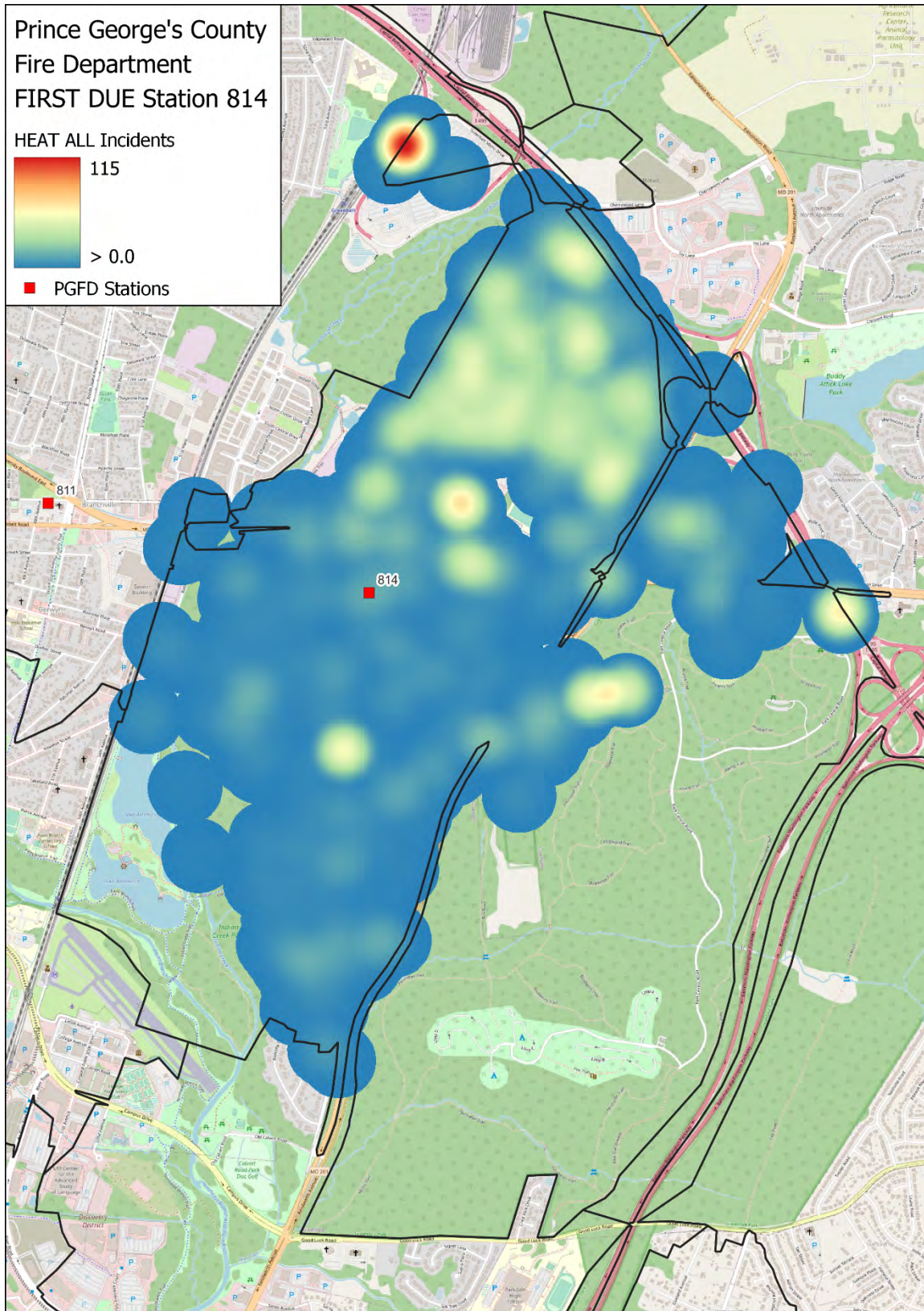
Response time performance for FDA 814 was calculated over the five-year rating period (2016-2020). Analyses were restricted to within FDA 814 and were calculated by the first arriving unit. Benchmark compliance is a 10% improvement over the aggregated PGFD performance. Therefore, the benchmark performance is established at the county level, not within each FDA. Finally, a gap analysis between the baseline and benchmark performance was completed utilizing a stoplight approach. If greater than 90% performance (green), between 70% and 89% yellow, and below 70% would be red.

First Due Station 814: 1st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		4:54	5:11	4:52	5:01	4:35	4:49	4:31	87.7%
Turnout Time		2:07	2:16	2:10	2:01	2:07	2:00	1:58	86.1%
Travel Time	Urban	6:40	6:11	6:25	6:13	6:33	7:46	7:26	93.7%
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	9:33	N/A
Total Response Time	Urban	11:51	11:39	11:33	11:13	11:26	13:02	12:26	91.9%
		<i>n</i> = 7,074	<i>n</i> = 1,460	<i>n</i> = 1,437	<i>n</i> = 1,414	<i>n</i> = 1,423	<i>n</i> = 1,340		
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	14:23	N/A
		<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0		

Color coding legend: fill ≥ 90%; fill ≥ 70% to < 90%; fill < 70%

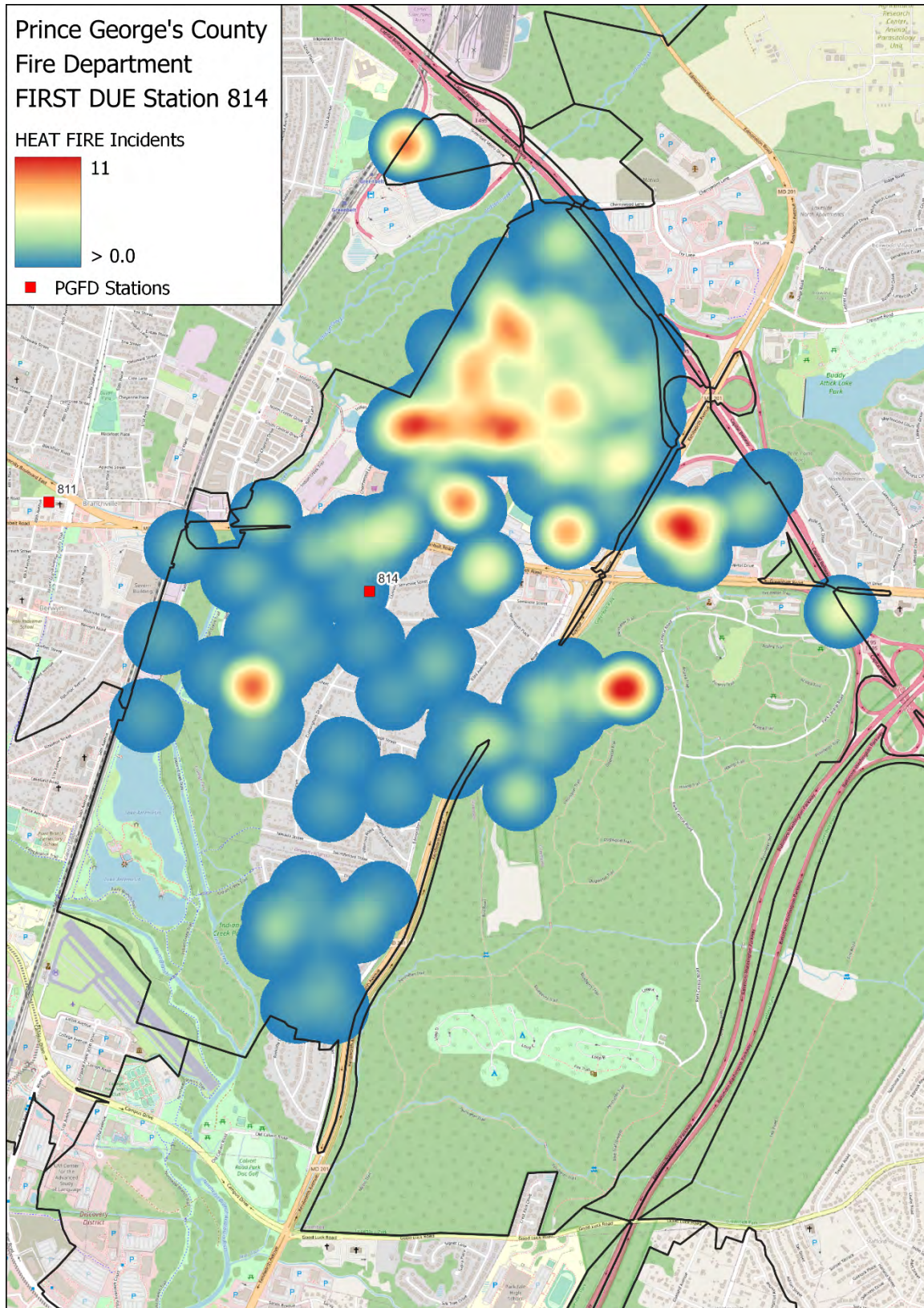
Station 814 Overall Hot Spot Map

Trends show the majority of call volume immediately surrounding the station and going north toward the expressway, with a fairly even spread of calls throughout the rest of Station 814's first due area.



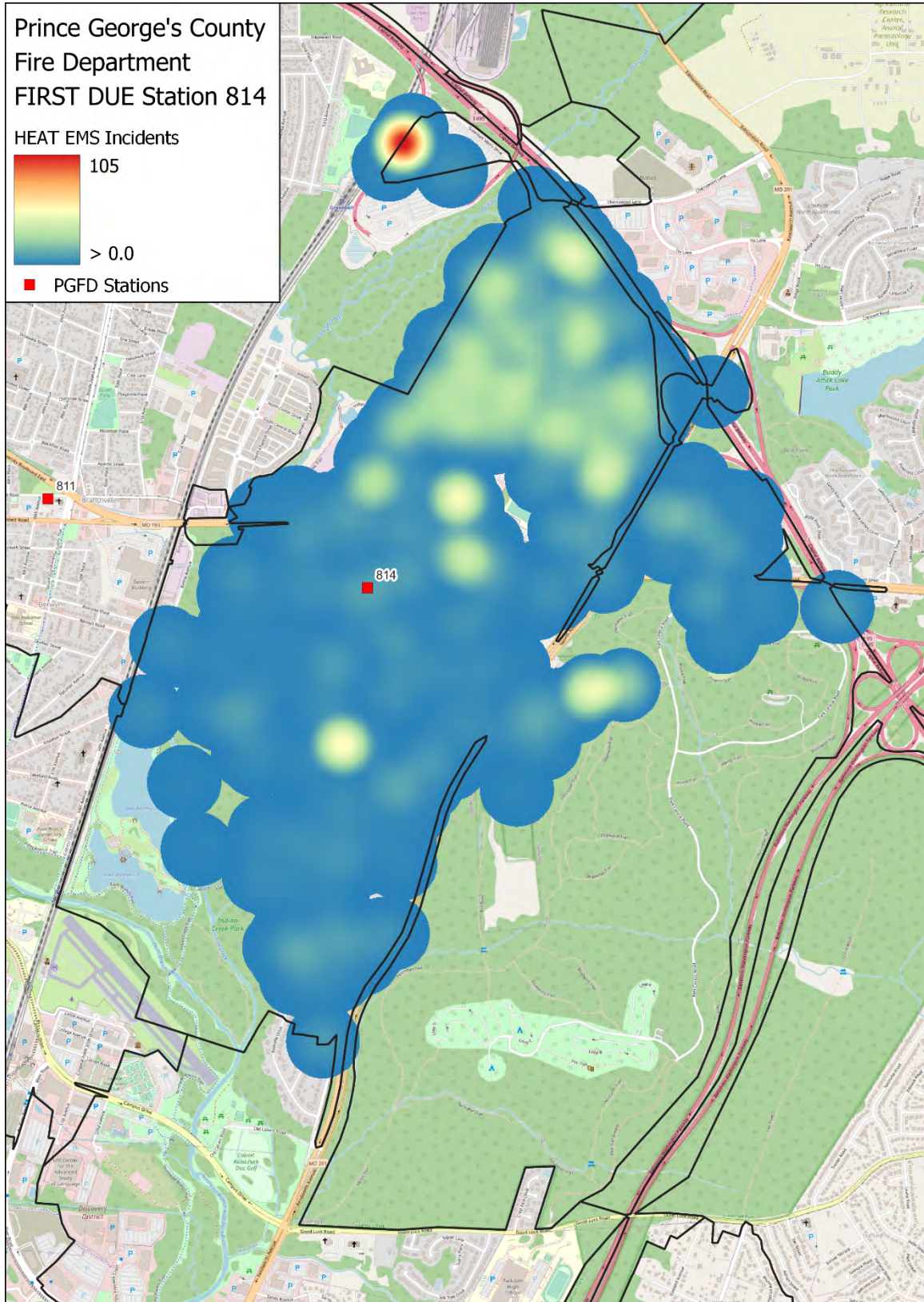
Station 814 Fire Hot Spot Map

Most of the call volume for fire-related calls is in close proximity to Station 814 and going north toward the expressway, with a fairly even spread of calls throughout the rest of Station 814's first due area.



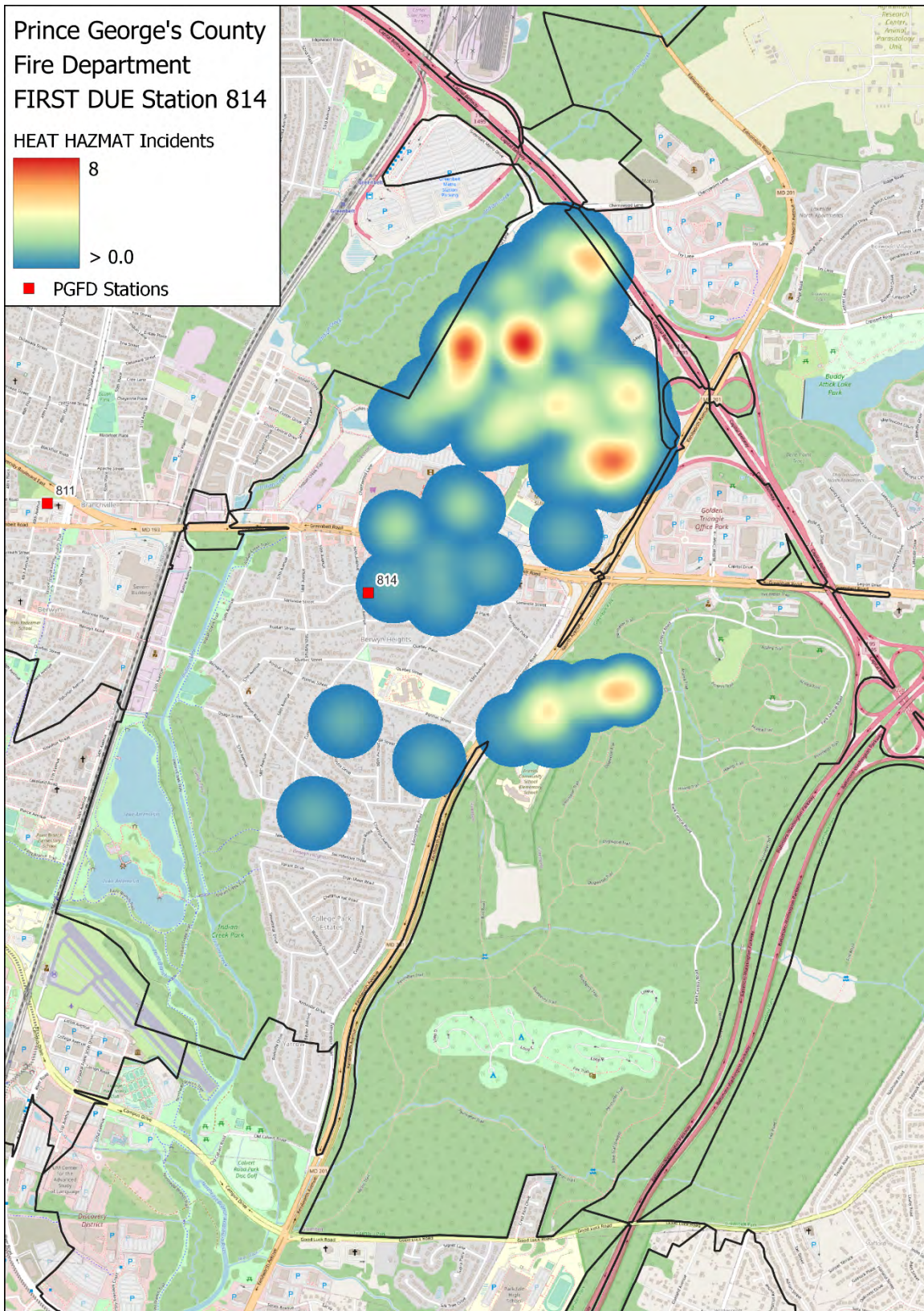
Station 814 EMS Hot Spot Map

Most of the call volume for fire-related calls is in close proximity to Station 814's first due area and going north toward the expressway.



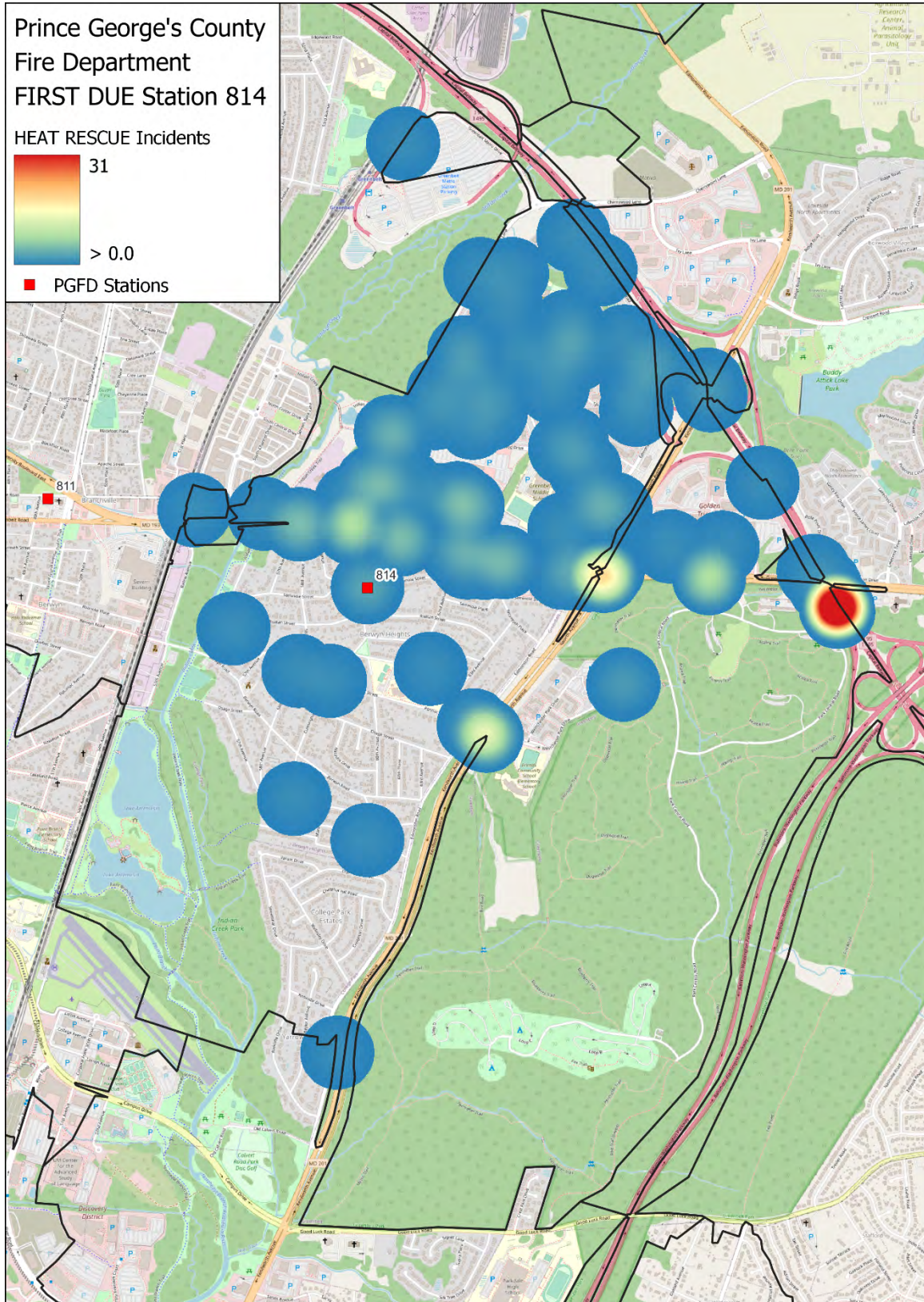
Station 814 HazMat Hot Spot Map

HazMat call volume shows the majority of call volume north and northeast of the station.



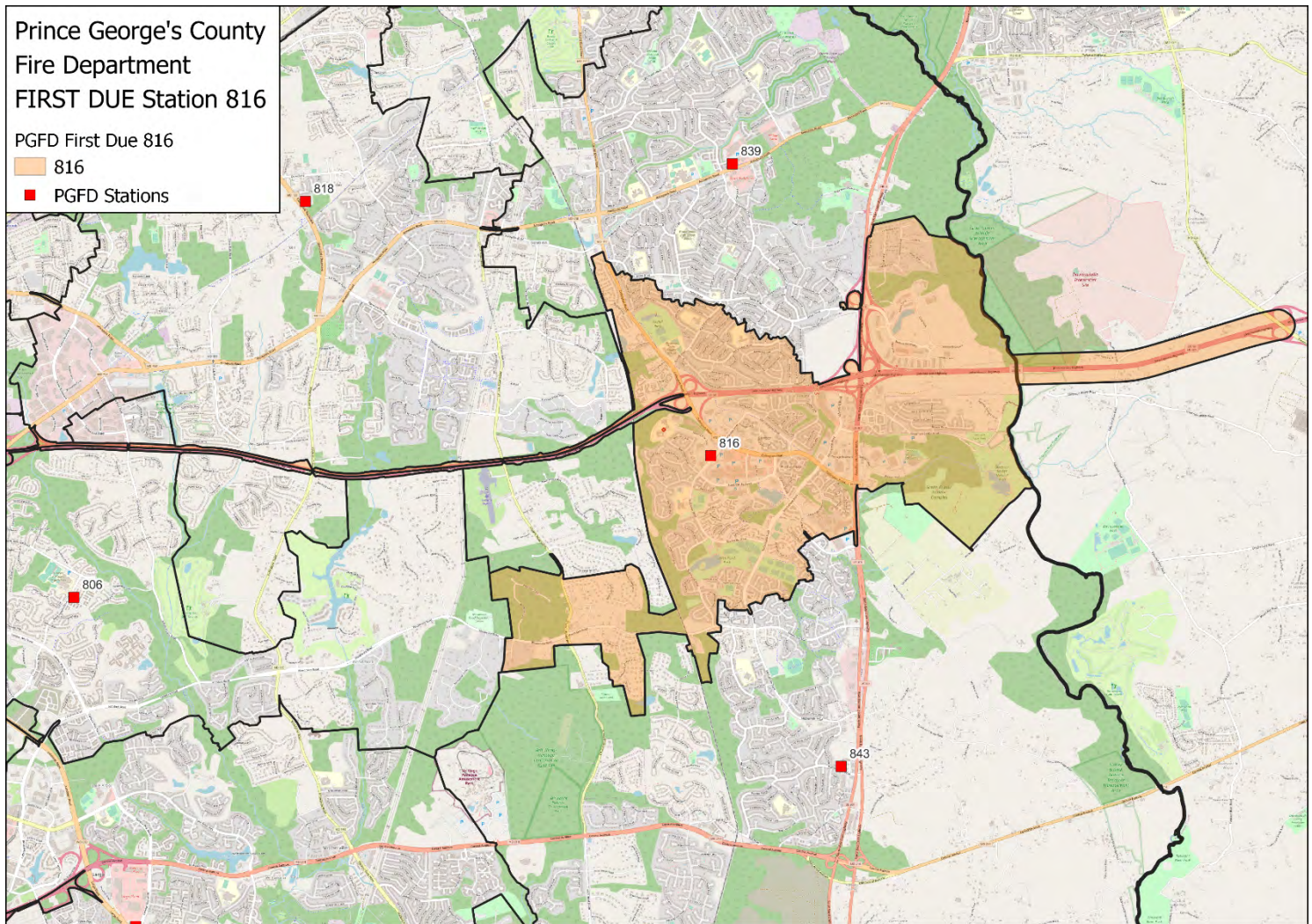
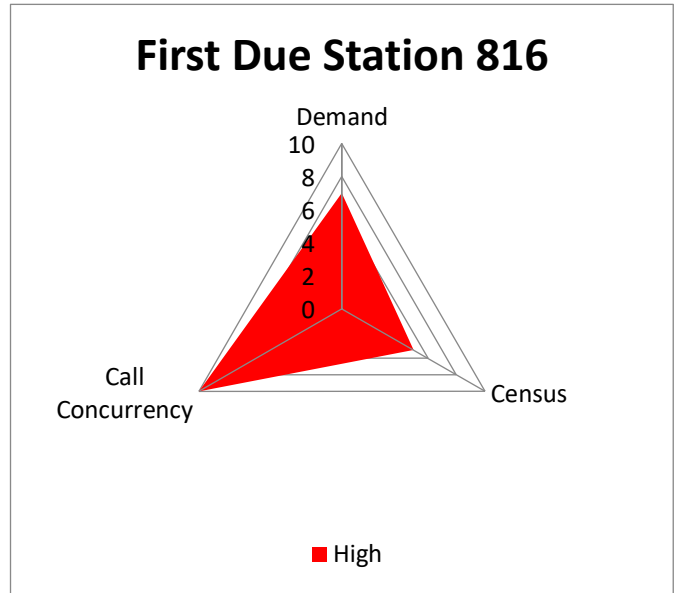
Station 814 Rescue Hot Spot Map

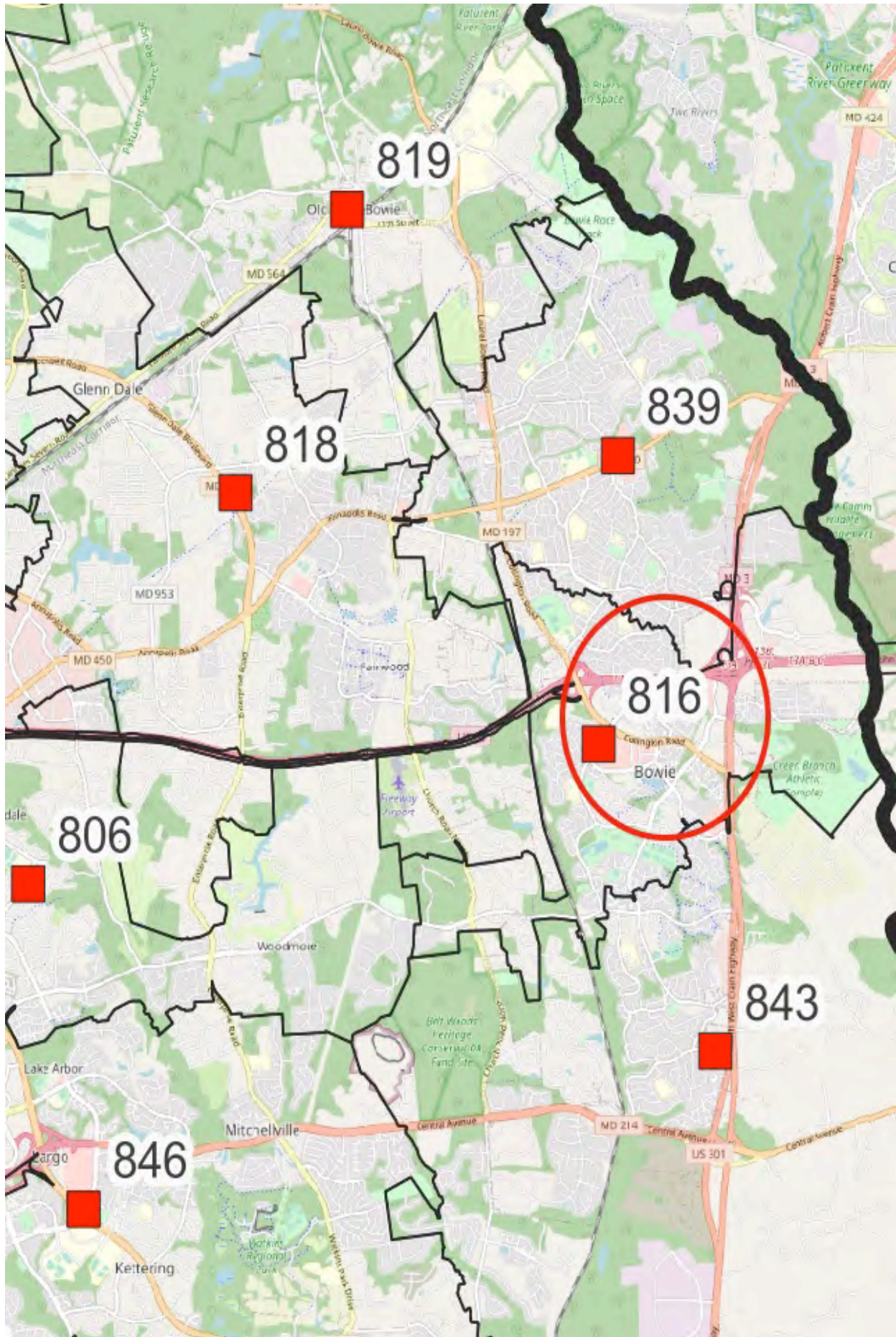
This map indicates that the area immediately surrounding the station and going northeast toward the expressway has the most call volume.



Station 816

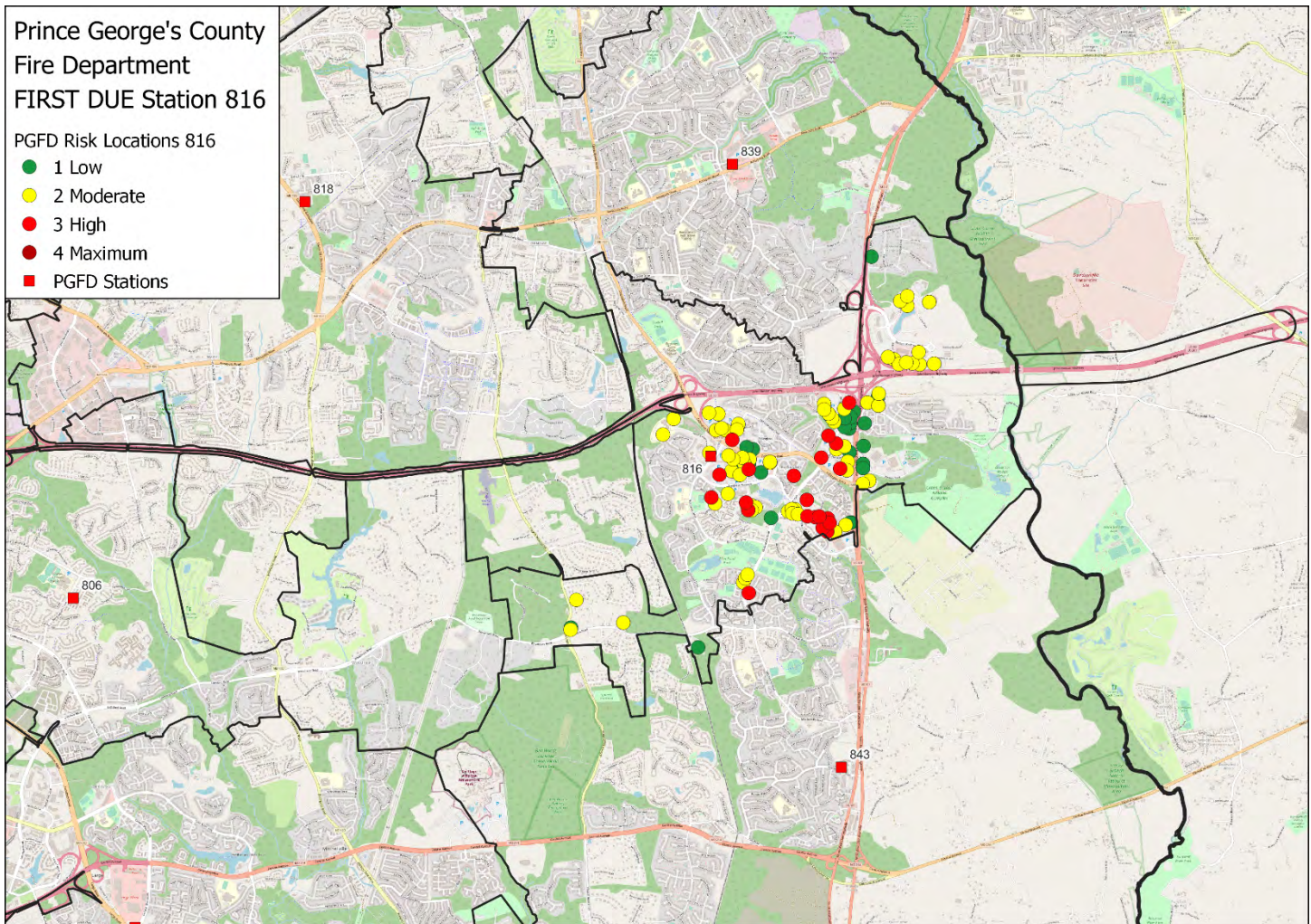
Station 816	A816	Ambulance
	AU816	Air Unit
	E816	Engine
	E816B	Engine
	E816P	Engine
	HC816	Hazmat
	HC816R	Hazmat
	HMC	Hazmat Commander
	HSC	Hazmat Support
	PA816	Paramedic Ambulance
	U816	Utility Truck
	UA816	Air Unit



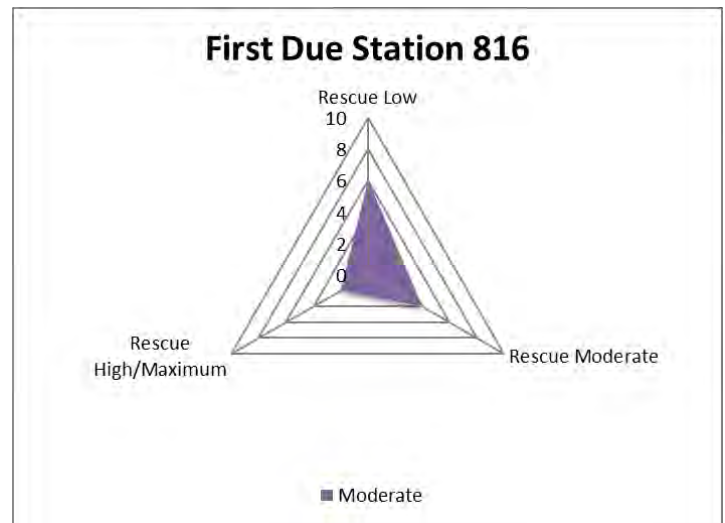
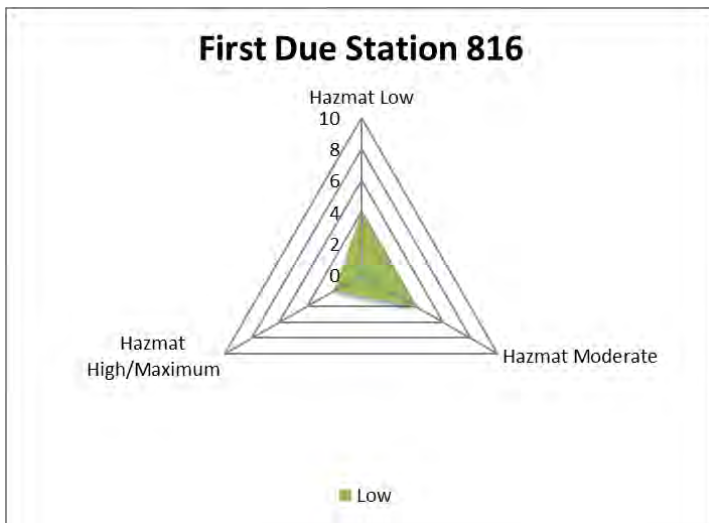
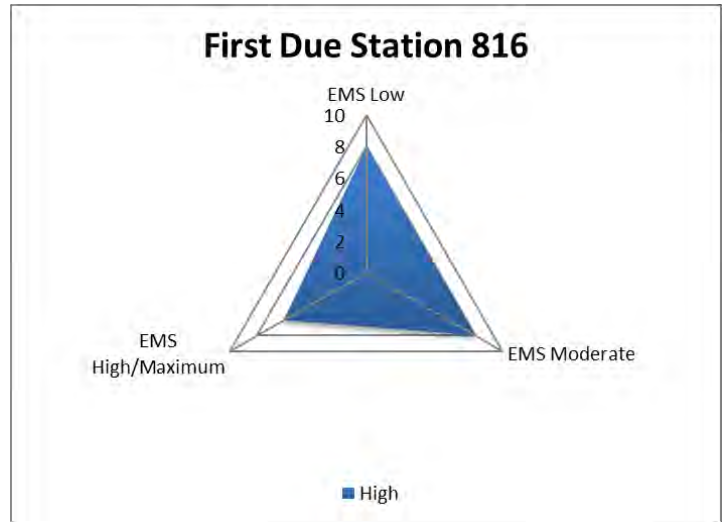
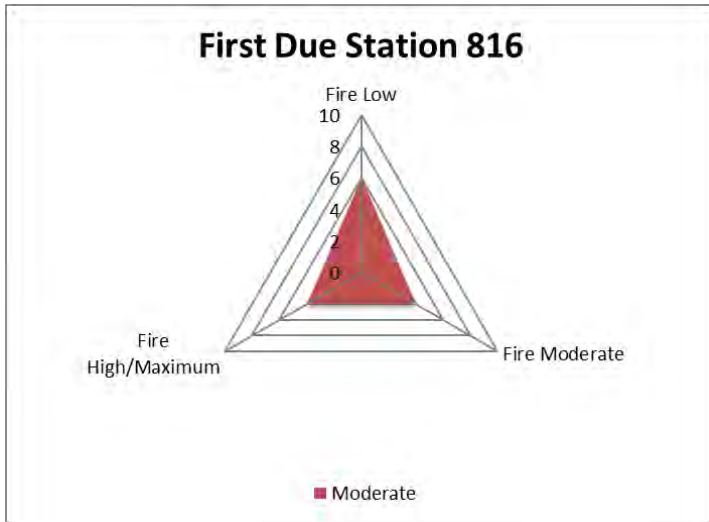


Station 816 Risk Analysis

The risk of individual building locations is represented by the small circles and shaded to indicate risk level. There is a concentration of moderate to high-risk buildings located in close proximity to the station, which is a high-risk GPZ. Risk is also evaluated by GPZ using the same shading criteria. The vast majority of Station 816’s first due area is moderate risk.



Station 816 First Due Station Risk Profiles by Program – 3D Risk Models



Station 816 First Due Area Historical Data Analysis

Station 816 First Due Area Incidents by Call Category	Reporting Period				
	2016	2017	2018	2019	2020
Bomb Total	0	1	3	0	0
EMS Total	1,943	2,059	1,930	2,086	1,848
Fire Total	447	369	447	416	333
Hazmat Total	35	46	37	45	35
Non-Emergency Total	152	170	155	173	187
Rescue Total	354	393	462	372	246
Total	2,931	3,038	3,034	3,092	2,649

Unit ID	Reporting Period				
	2016	2017	2018	2019	2020
A816	15	0	0	0	0
AU816	39	23	3	0	1
E816	2,335	2,238	1	0	0
E816B	0	0	1	0	0
E816P	0	148	2,423	2,576	2,075
HC816	118	113	144	138	77
HC816R	0	1	0	1	0
HMC	10	14	34	23	3
HSC	0	0	1	0	0
PA816	2,660	2,624	2,610	2,737	2,350
U816	2	0	3	0	0
UA816	1	0	0	0	0
Total	5,180	5,161	5,220	5,475	4,506
Average Responses per Day	14.2	14.1	14.3	15	12.3

Station 816 First Due Area Historical Data Analysis (cont.)

Call concurrency within FDA 816 was calculated between 2016 and 2020. The call concurrency has remained steady between 28.5 to 34.2 over the five-year rating period.

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
816	2016	874	2,927	29.9
	2017	907	3,033	29.9
	2018	939	3,032	31.0
	2019	1,056	3,086	34.2
	2020	755	2,646	28.5
	All	4,531	14,724	30.8

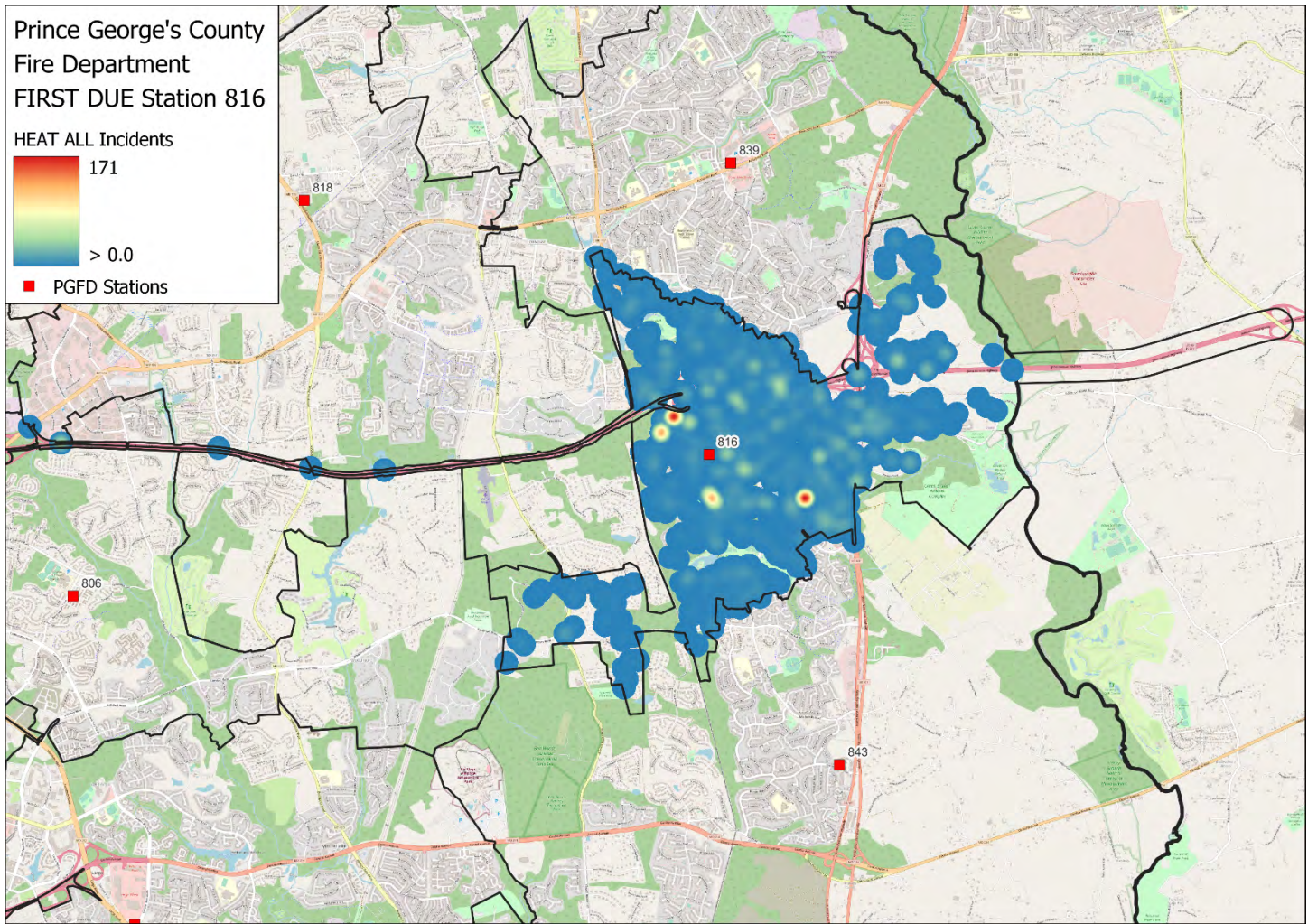
Response time performance for FDA 816 was calculated over the five-year rating period (2016-2020). Analyses were restricted to within FDA 816 and were calculated by the first arriving unit. Benchmark compliance is a 10% improvement over the aggregated PGFD performance. Therefore, the benchmark performance is established at the county level, not within each FDA. Finally, a gap analysis between the baseline and benchmark performance was completed utilizing a stoplight approach. If greater than 90% performance (green), between 70% and 89% yellow, and below 70% would be red.

First Due Station 816: 1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		4:33	4:47	4:51	4:22	4:31	4:18	4:31	89.7%
Turnout Time		2:04	2:06	2:05	2:09	2:01	1:57	1:58	87.9%
Travel Time	Urban	8:24	8:08	8:04	8:20	8:32	9:01	7:26	85.2%
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	9:33	N/A
Total Response Time	Urban	13:45	13:44	13:32	13:33	13:48	14:15	12:26	85.0%
		<i>n</i> = 9,570	<i>n</i> = 1,909	<i>n</i> = 1,973	<i>n</i> = 1,976	<i>n</i> = 1,999	<i>n</i> = 1,713		
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	14:23	N/A
		<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0		

Color coding legend: green fill ≥ 90%; yellow fill ≥ 70% to < 90%; red fill < 70%

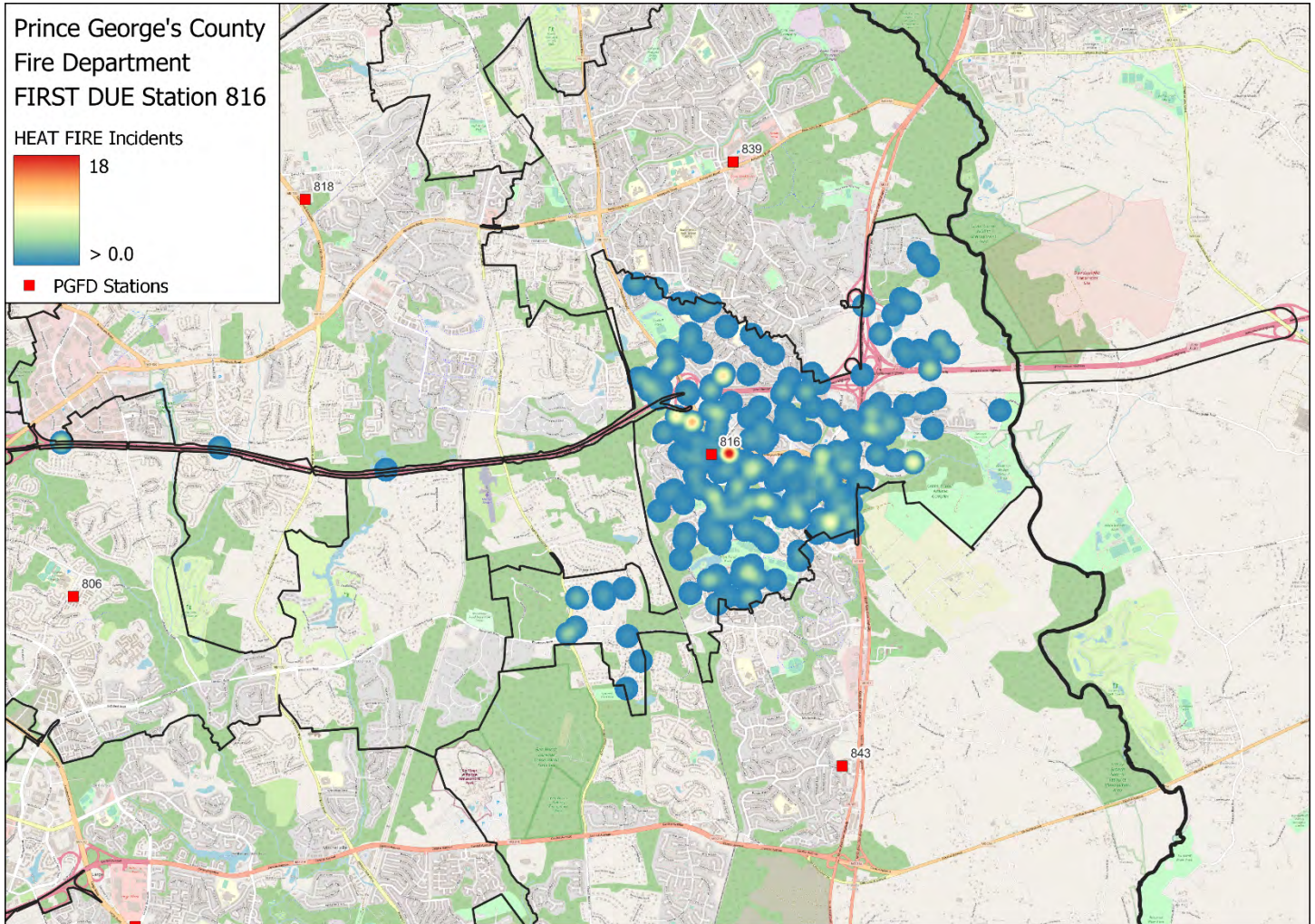
Station 816 Overall Hot Spot Map

This map shows an even distribution of calls throughout Station 816's first due area.



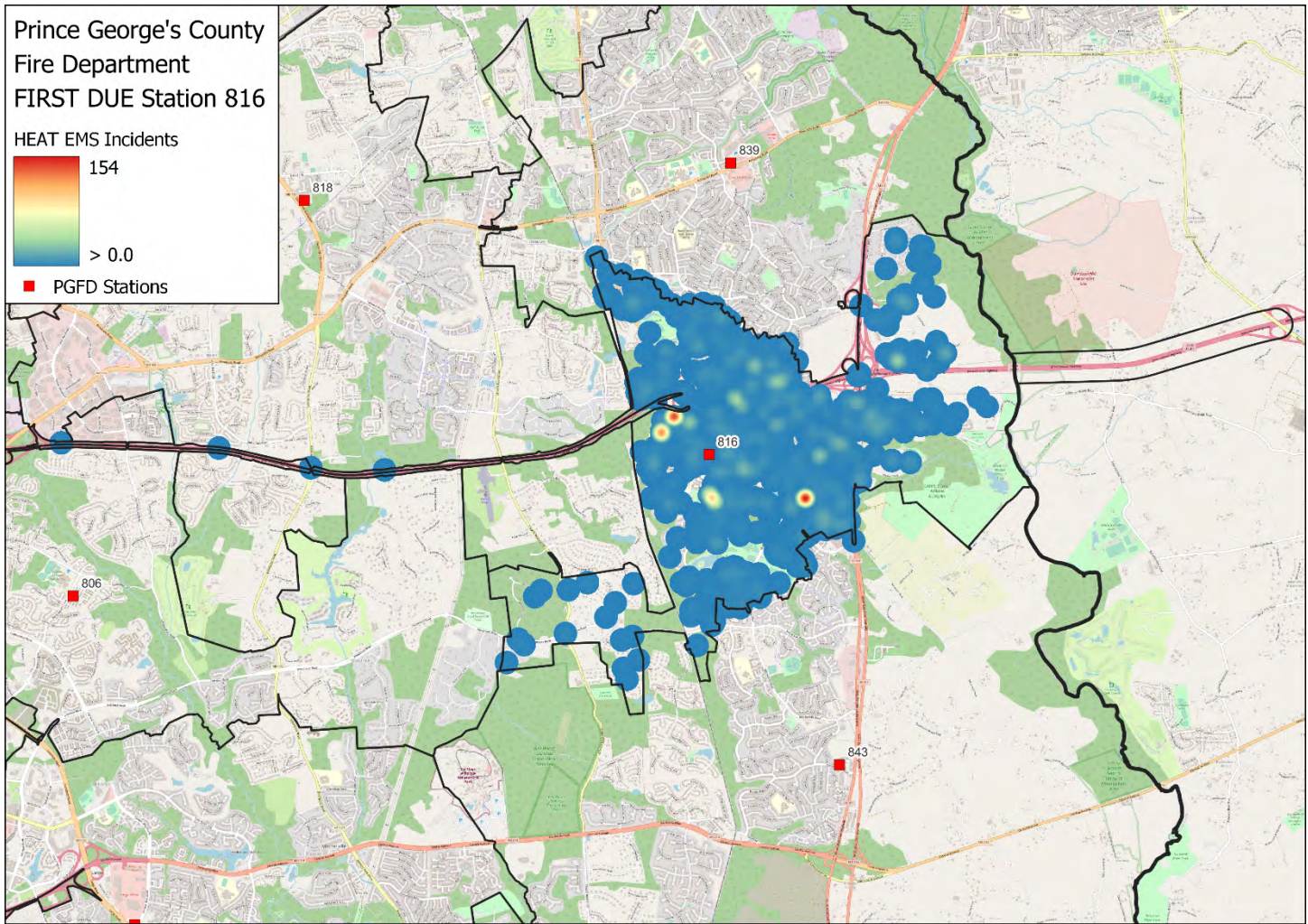
Station 816 Fire Hot Spot Map

This map shows an even distribution of calls throughout Station 816's first due area. A few hot spots are in close proximity to the station.



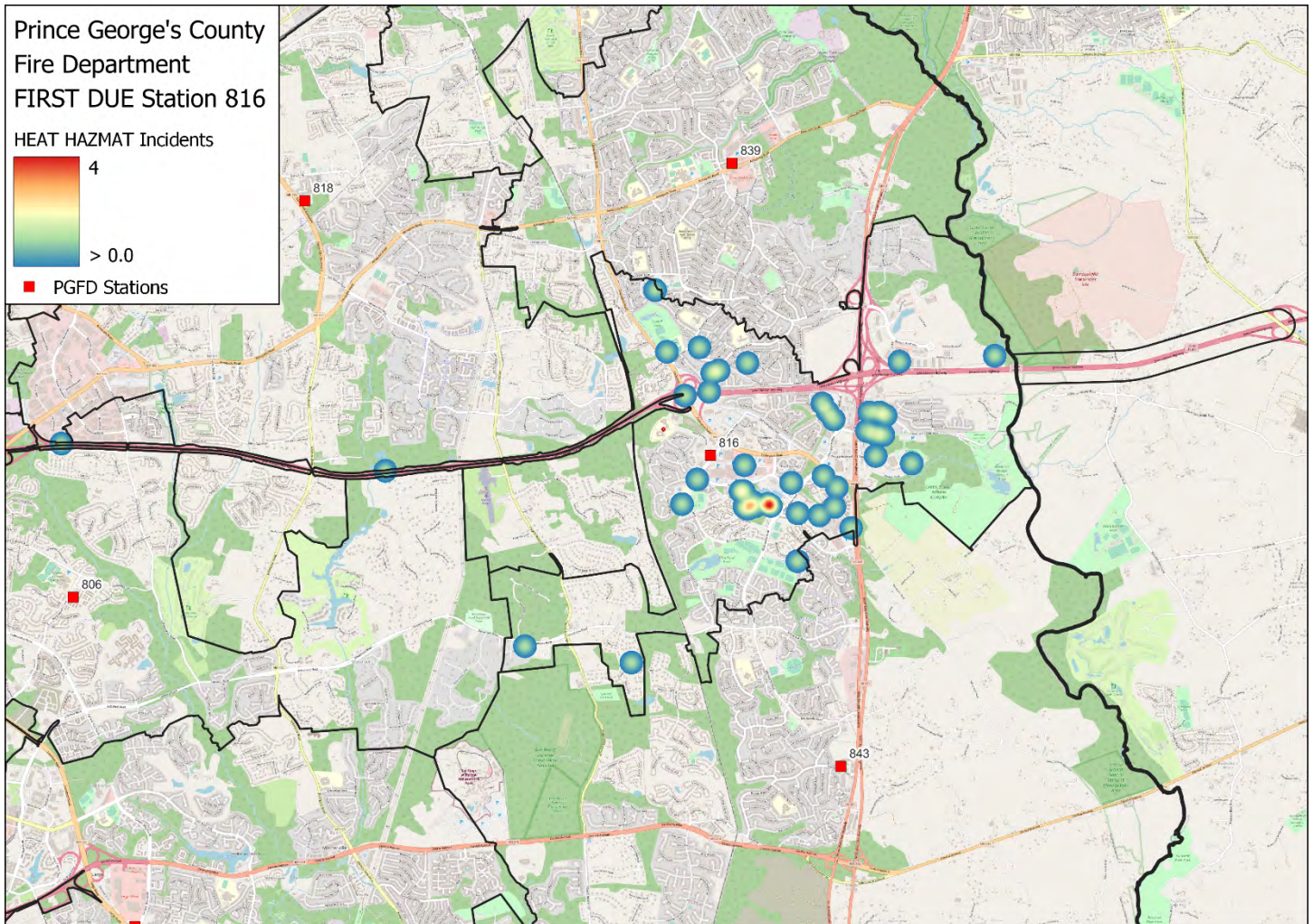
Station 816 EMS Hot Spot Map

Most of the call volume for EMS-related calls is in close proximity to Station 816's first due area



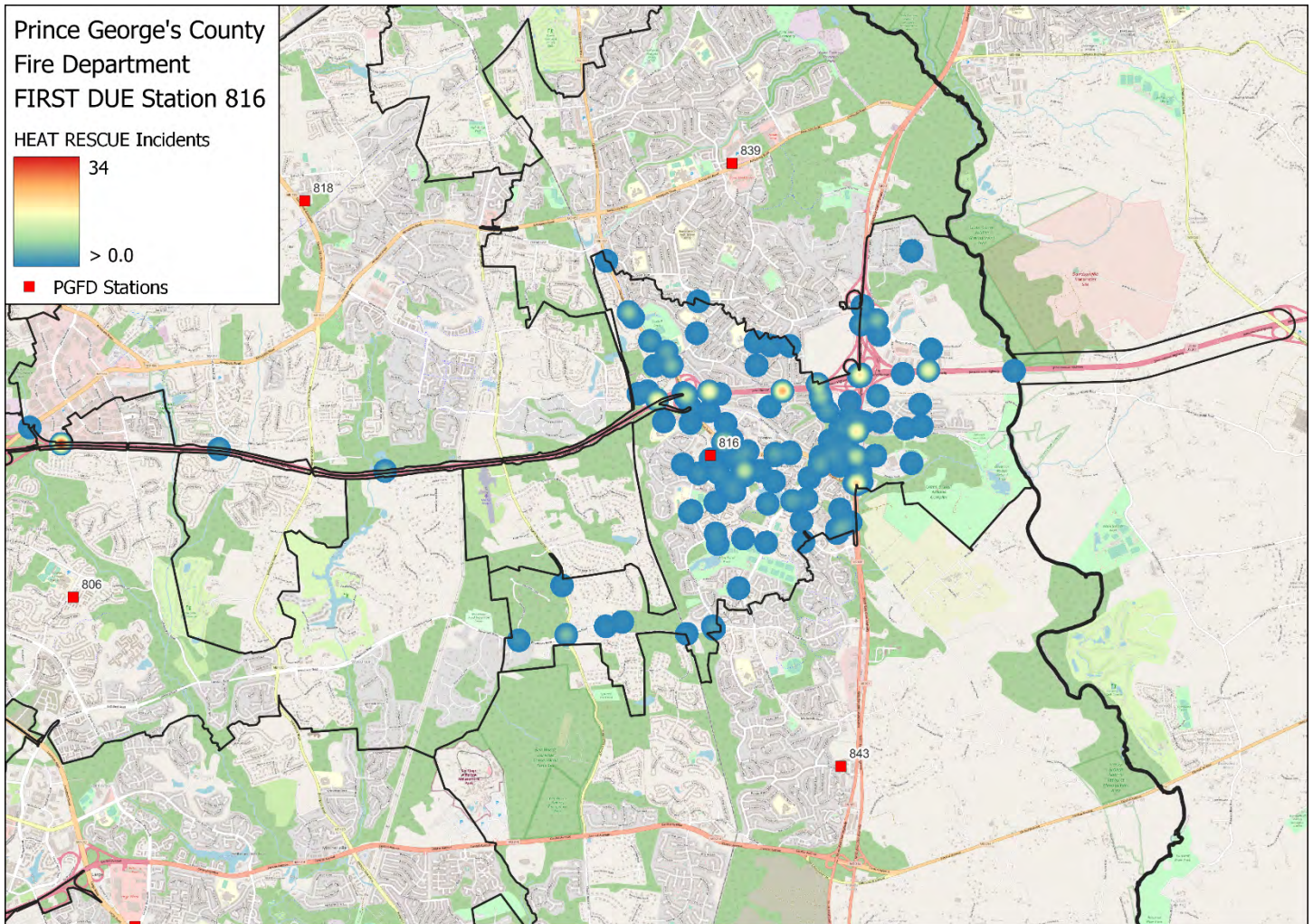
Station 816 HazMat Hot Spot Map

This map shows the majority of call volume just south and east of the station.



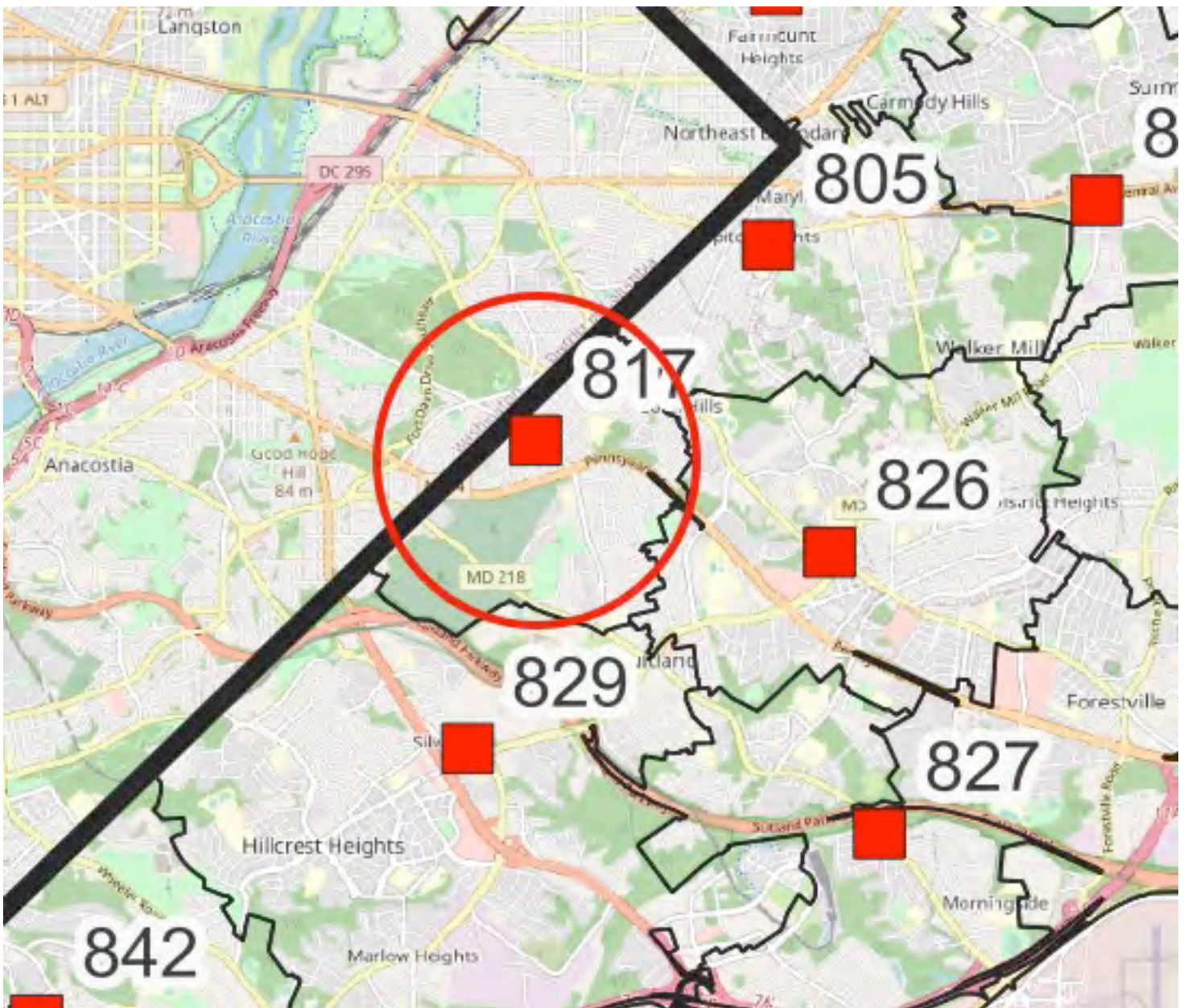
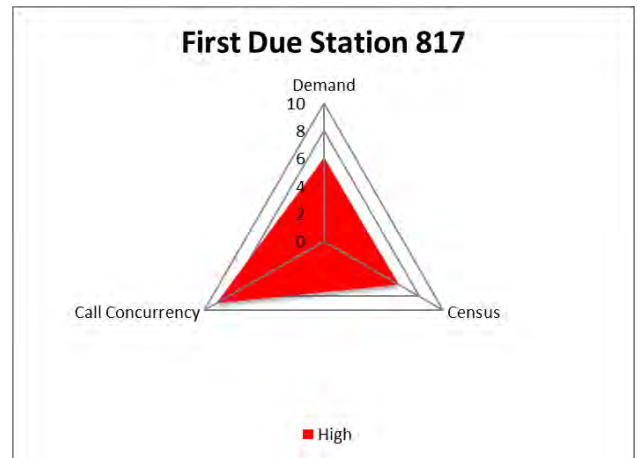
Station 816 Rescue Hot Spot Map

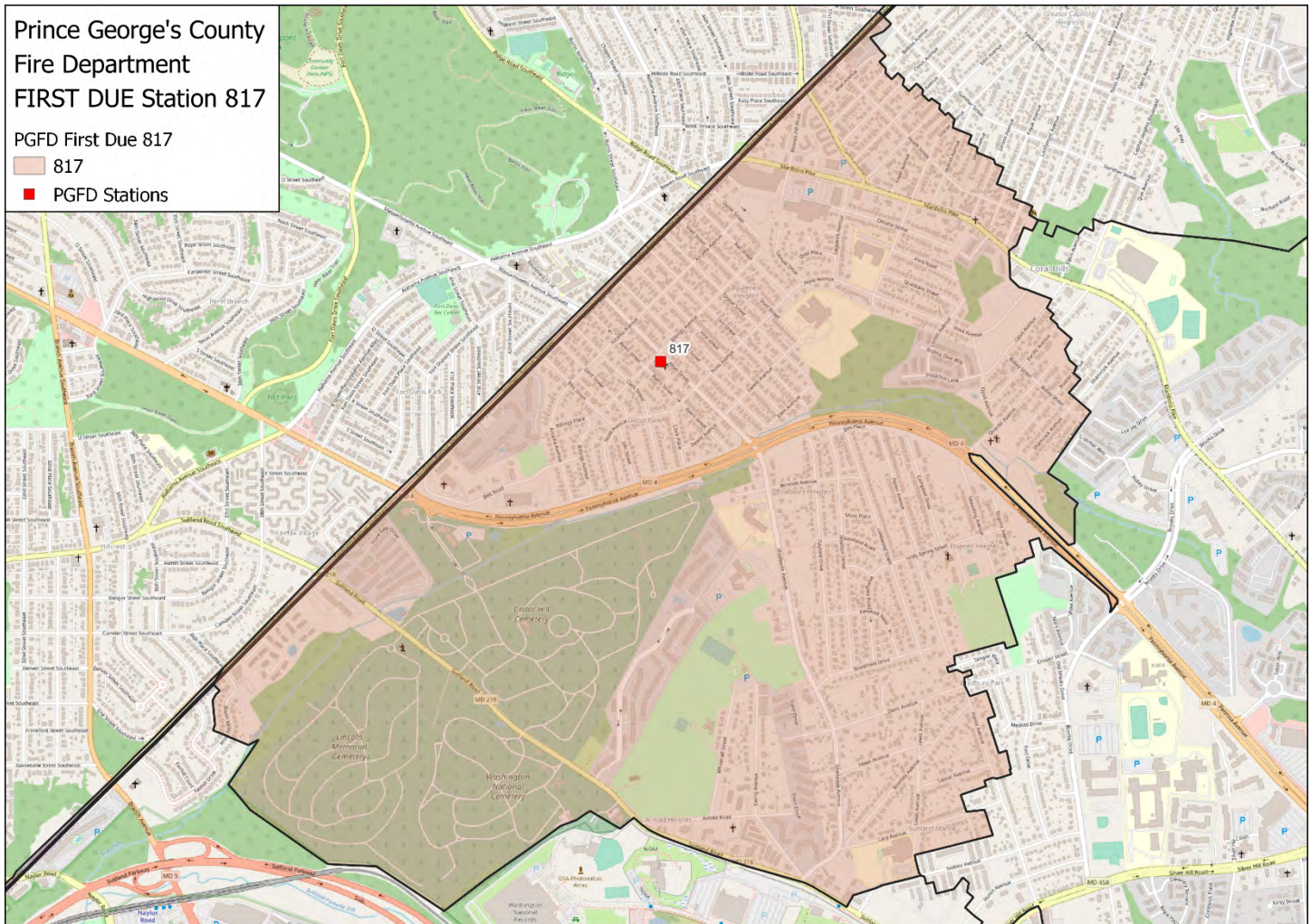
This map shows an even distribution of calls throughout Station 816's first due area.



Station 817

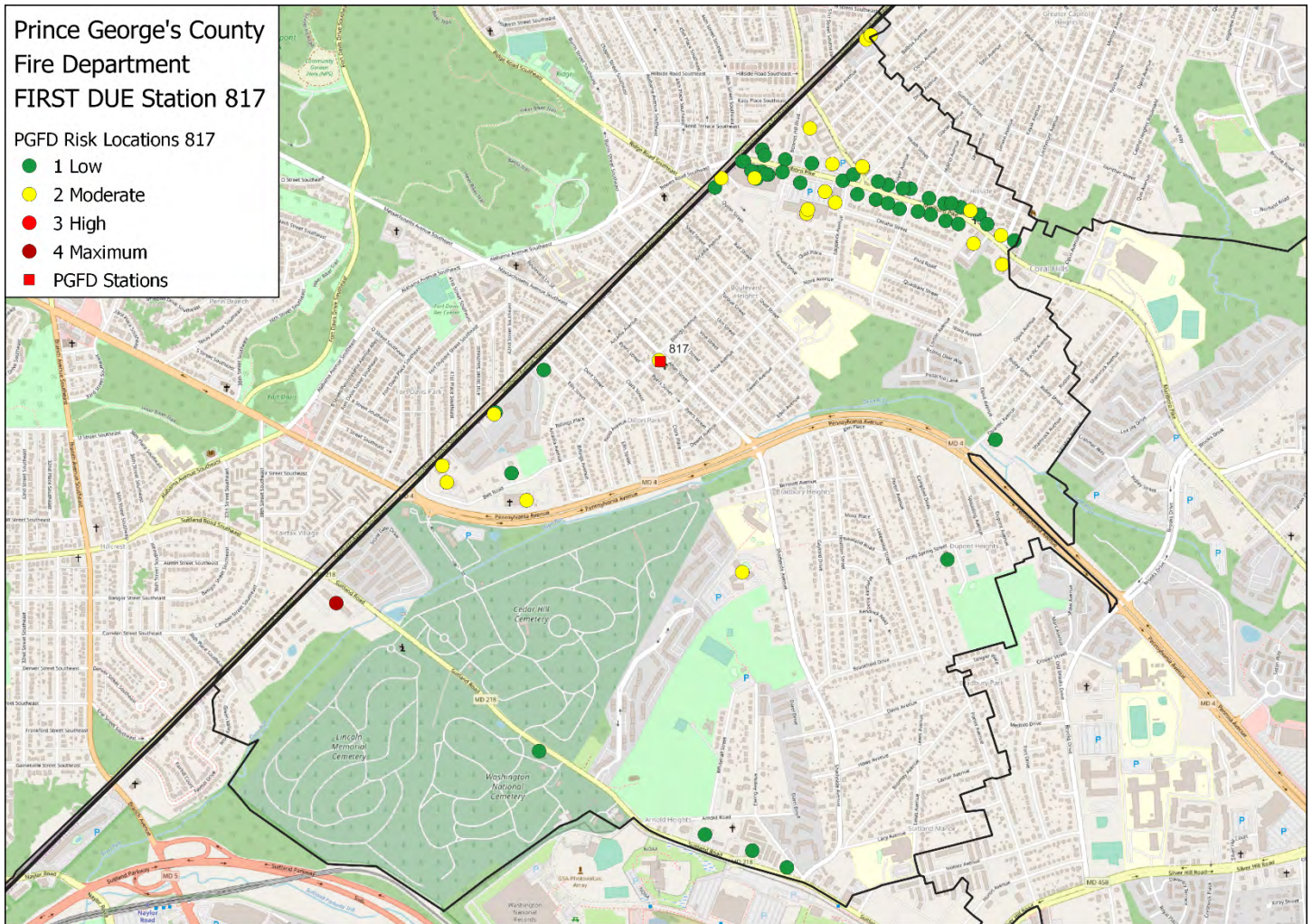
Station 817	A817	Ambulance
	E817	Engine
	E817B	Engine
	PA817	Paramedic Ambulance
	U817	Utility Truck
	VC817	Volunteer Chief
	VC817A	Volunteer Chief



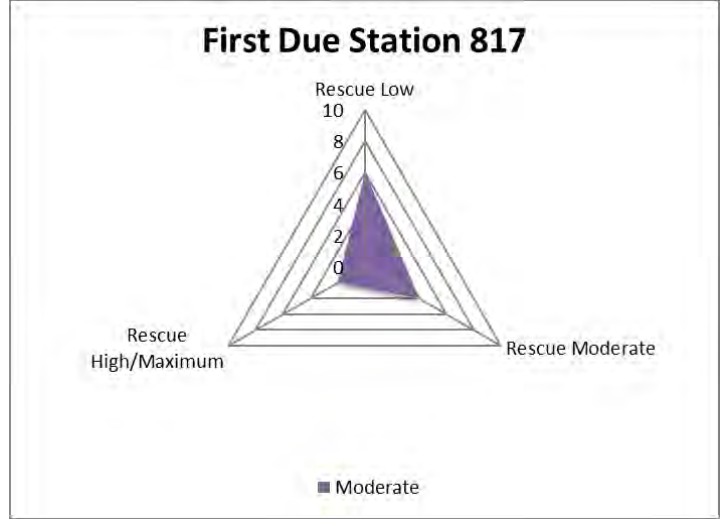
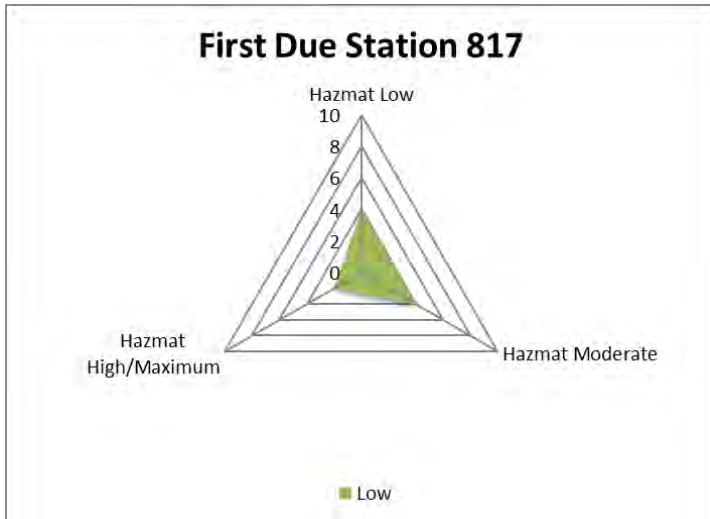
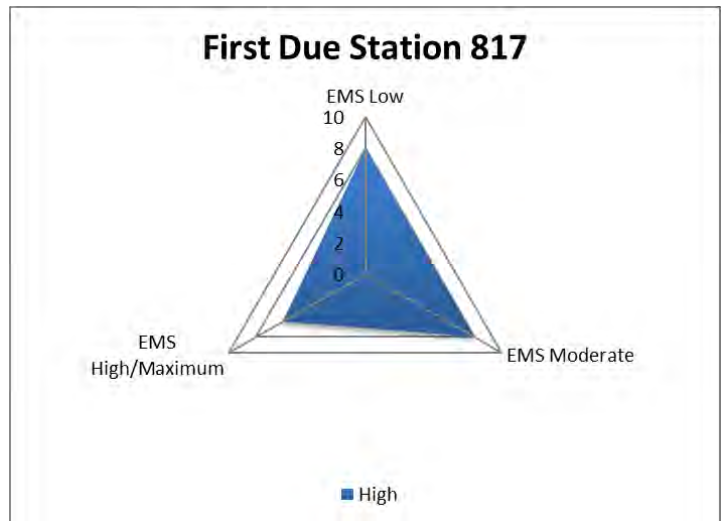
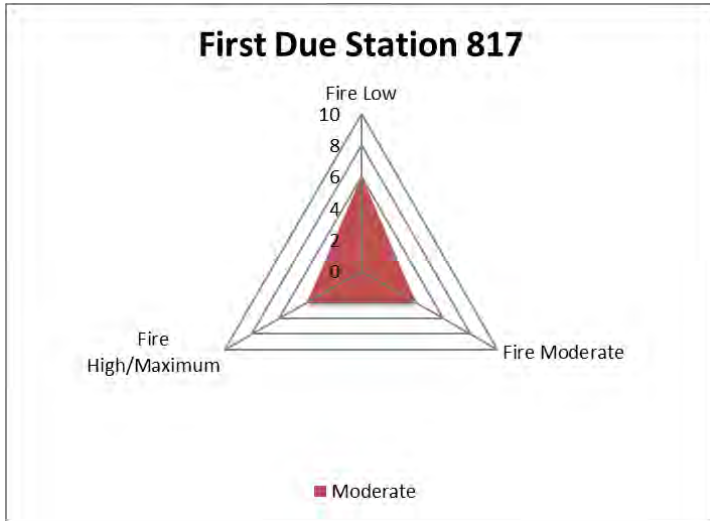


Station 817 Risk Analysis

The risk of individual building locations is represented by the small circles and shaded to indicate risk level. Risk is also evaluated by GPZ using the same shading criteria. Low and moderate-risk buildings are concentrated on the outer edges of the station's first due area, which is a high-risk GPZ.



Station 817 First Due Station Risk Profiles by Program – 3D Risk Models



Station 817 First Due Area Historical Data Analysis

Station 817 First Due Area Incidents by Call Category	Reporting Period				
	2016	2017	2018	2019	2020
Bomb Total	0	0	3	0	1
EMS Total	1,973	1,884	1,874	1,891	1,940
Fire Total	289	270	343	342	303
Hazmat Total	58	48	69	53	50
Non-Emergency Total	47	57	104	75	168
Rescue Total	189	201	205	174	157
Total	2,556	2,460	2,598	2,535	2,619

Unit ID	Reporting Period				
	2016	2017	2018	2019	2020
A817	798	567	347	445	446
E817	153	57	123	72	59
E817B	48	22	75	31	43
PA817	2	0	0	0	0
U817	1	1	0	1	0
VC817	7	2	5	1	0
VC817A	1	3	0	0	0
VC817B	3	1	1	0	0
Total	1,013	653	551	550	548
Average Responses per Day	2.8	1.8	1.5	1.5	1.5

Station 817 First Due Area Historical Data Analysis (cont.)

Call concurrency within FDA 817 was calculated between 2016 and 2020. The call concurrency has remained steady between 24.0 to 28.1 over the five-year rating period.

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
817	2016	702	2,553	27.5
	2017	590	2,458	24.0
	2018	681	2,596	26.2
	2019	712	2,531	28.1
	2020	668	2,611	25.6
	All	3,353	12,749	26.3

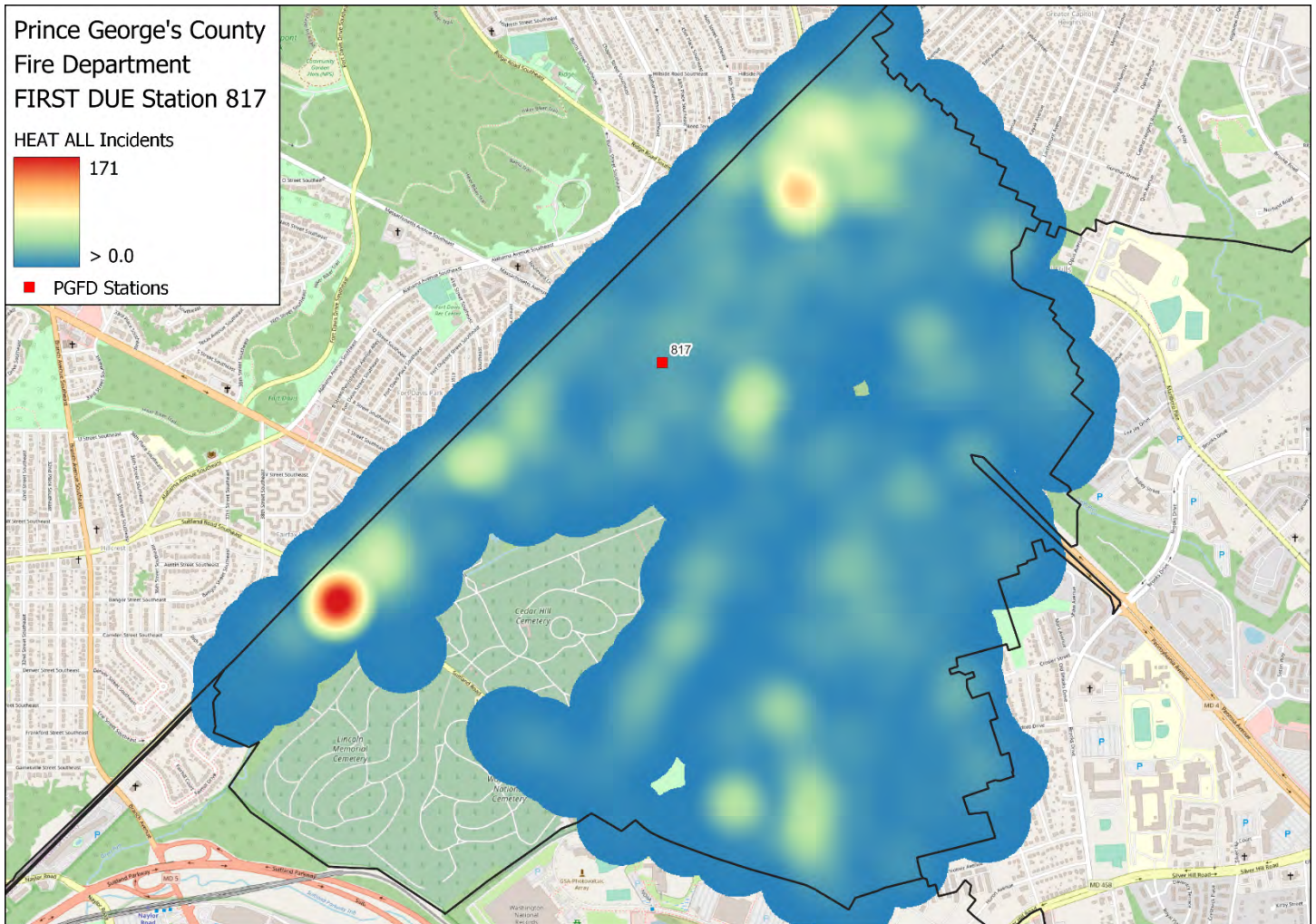
Response time performance for FDA 817 was calculated over the five-year rating period (2016-2020). Analyses were restricted to within FDA 817 and were calculated by the first arriving unit. Benchmark compliance is a 10% improvement over the aggregated PGFD performance. Therefore, the benchmark performance is established at the county level, not within each FDA. Finally, a gap analysis between the baseline and benchmark performance was completed utilizing a stoplight approach. If greater than 90% performance (green), between 70% and 89% yellow, and below 70% would be red.

First Due Station 817: 1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		4:34	4:39	4:44	4:27	4:19	4:35	4:31	89.7%
Turnout Time		2:07	2:14	2:12	2:07	2:02	2:00	1:58	86.1%
Travel Time	Urban	8:12	8:13	8:01	7:50	8:23	8:31	7:26	85.7%
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	9:33	N/A
Total Response Time	Urban	13:18	13:08	13:04	12:48	13:36	14:24	12:26	86.4%
		<i>n</i> = 7,809	<i>n</i> = 1,583	<i>n</i> = 1,528	<i>n</i> = 1,611	<i>n</i> = 1,520	<i>n</i> = 1,567		
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	14:23	N/A
		<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0		

Color coding legend: **green** fill ≥ 90%; **yellow** fill ≥ 70% to < 90%; **red** fill < 70%

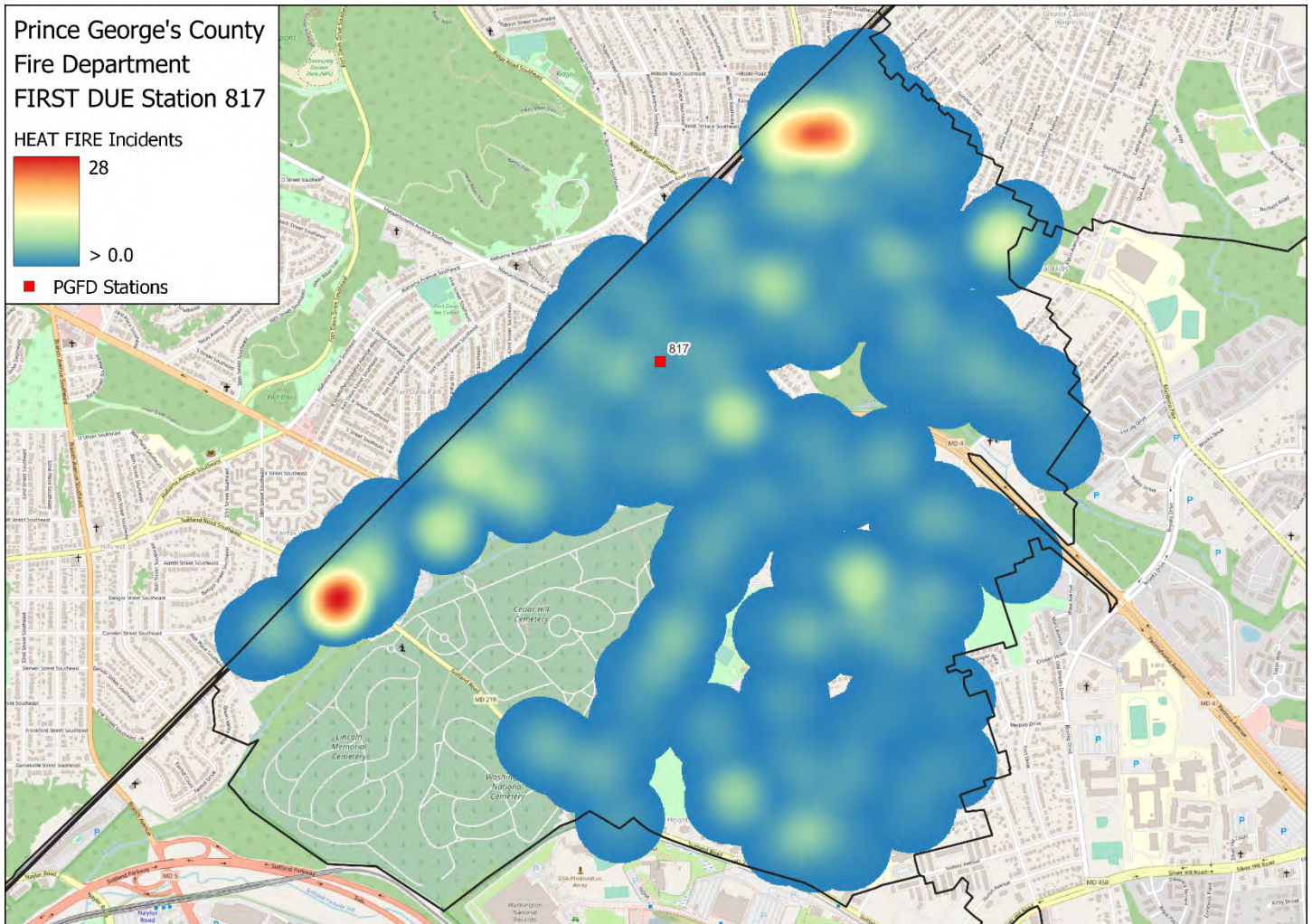
Station 817 Overall Hot Spot Map

This map shows an even distribution of calls throughout Station 817's first due area. There are two areas just to the northeast and southwest with higher incident calls.



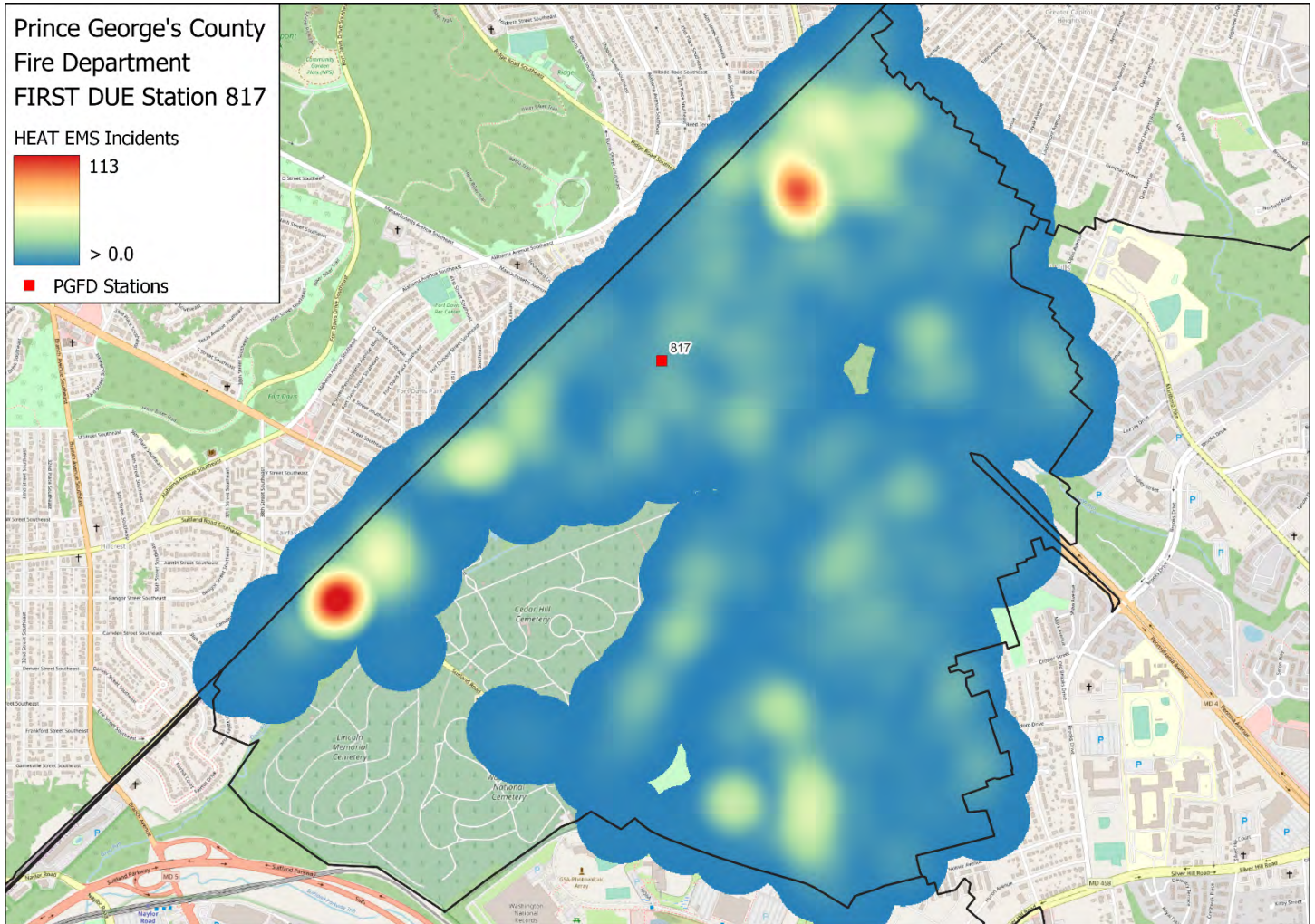
Station 817 Fire Hot Spot Map

This map shows an even distribution of calls throughout Station 817's first due area. There are two areas just to the northeast and southwest with higher incident calls.



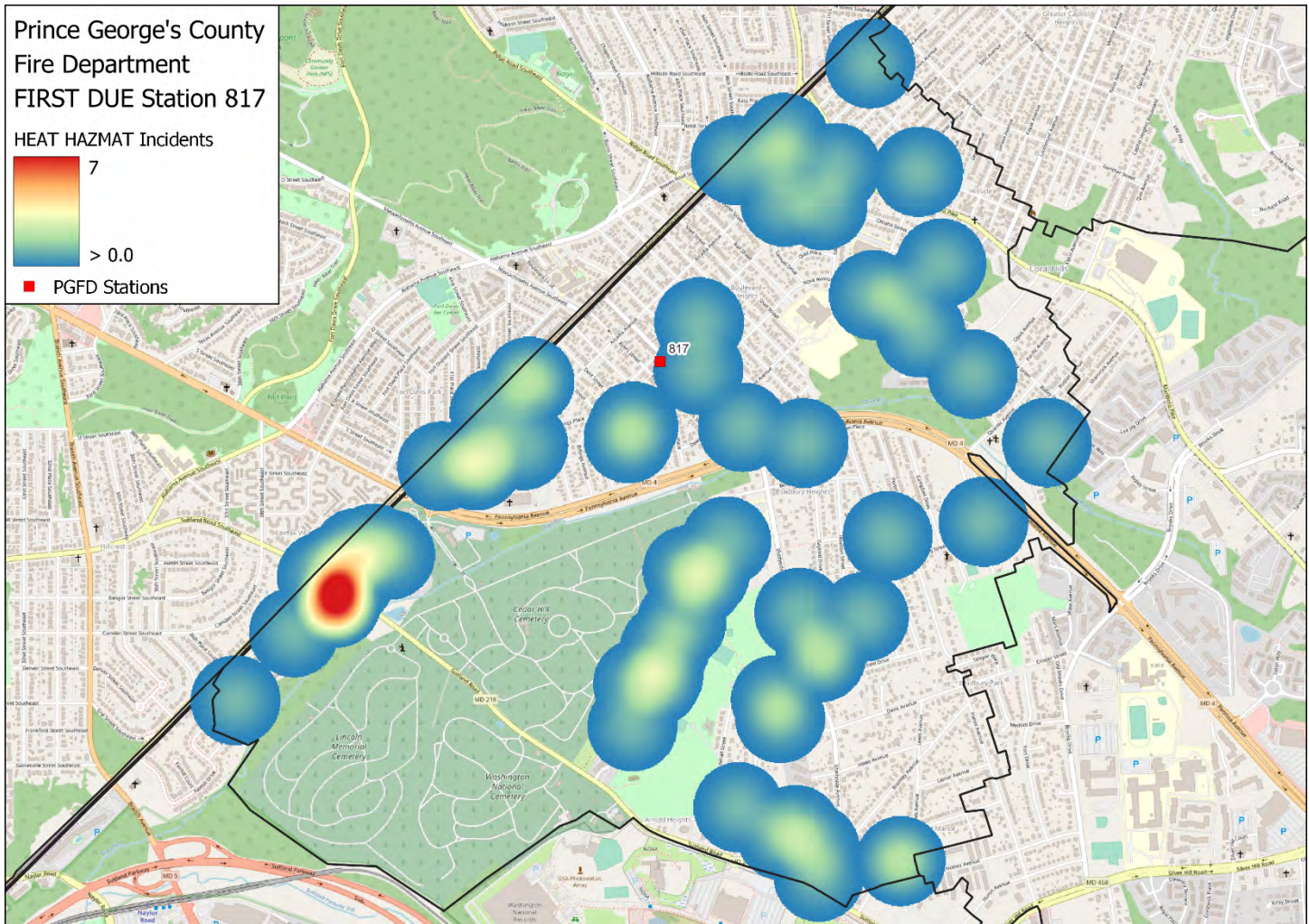
Station 817 EMS Hot Spot Map

This map shows an even distribution of calls throughout Station 817's first due area. There are two areas just to the northeast and southwest with higher incident calls.



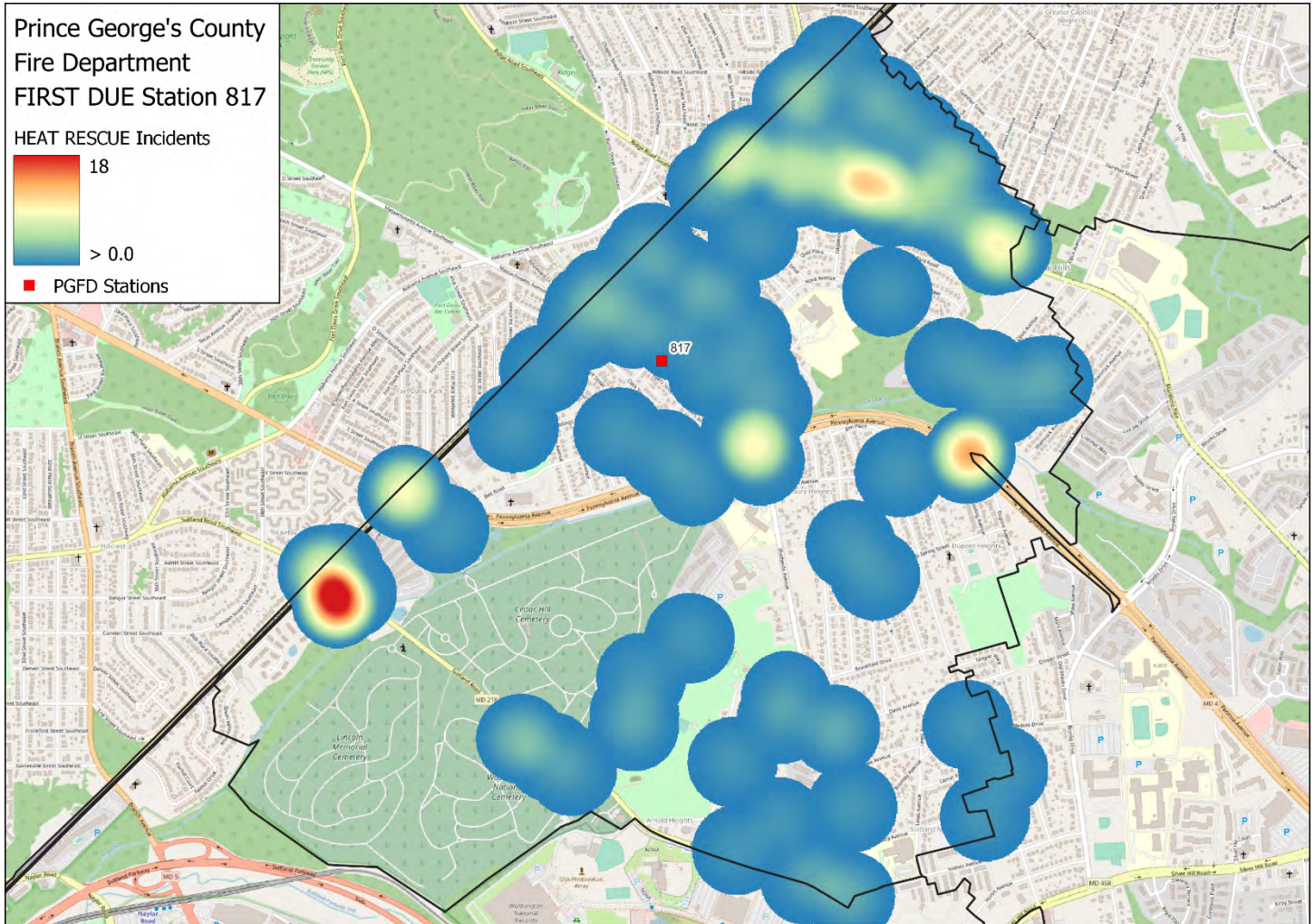
Station 817 HazMat Hot Spot Map

HazMat call volume is relatively equally spread throughout Station 817's first due area. There is one area just to the southwest with higher incident calls.



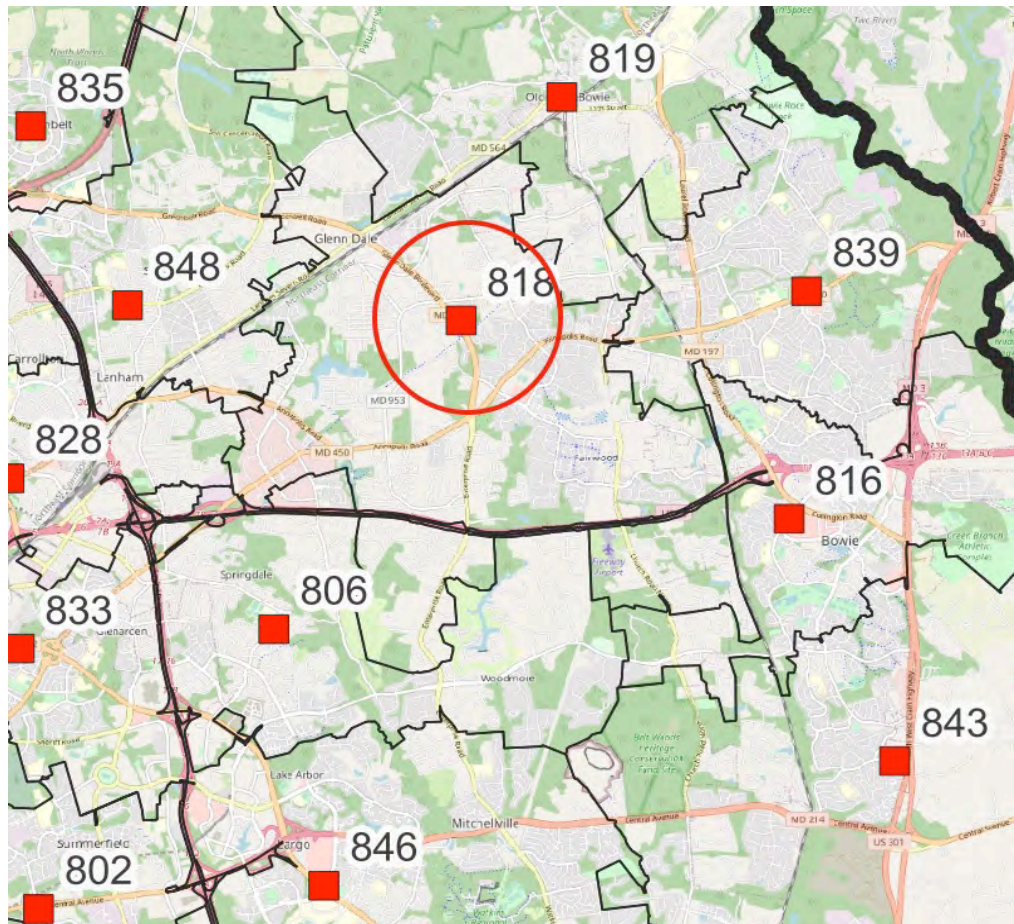
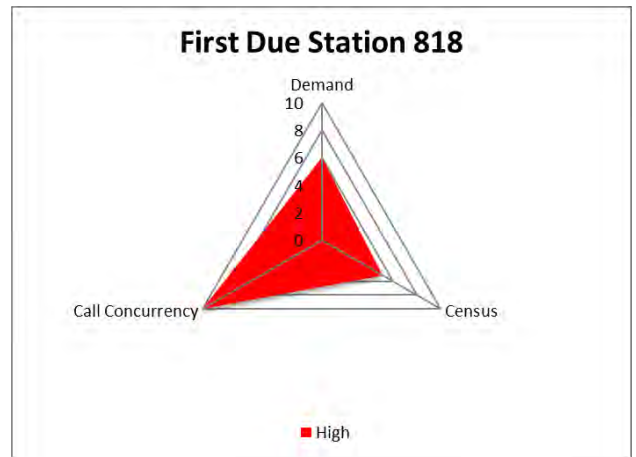
Station 817 Rescue Hot Spot Map

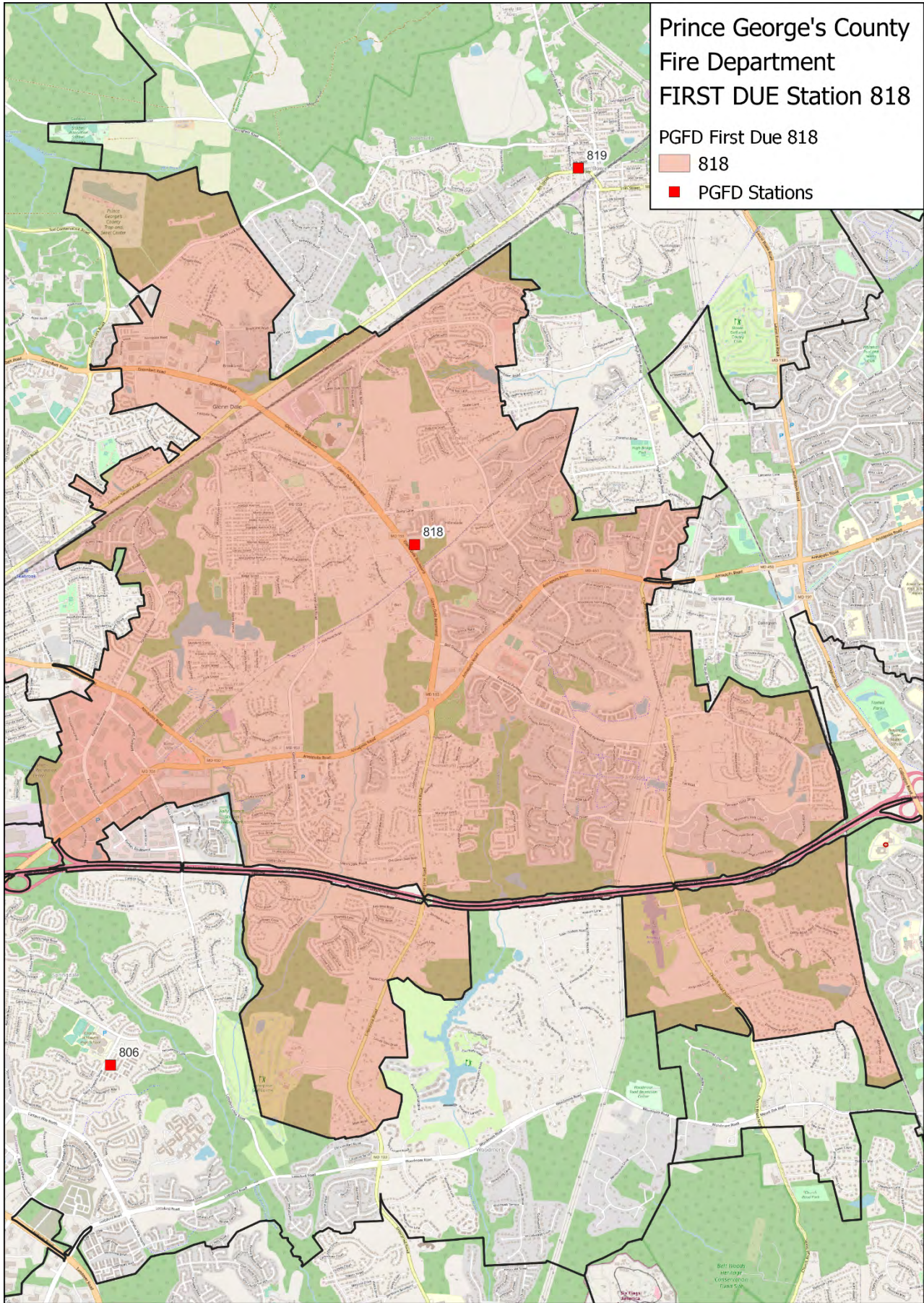
This map shows that the call volume is scattered throughout the first due area. There are a few east, northeast, and southwest areas with higher incident calls.



Station 818

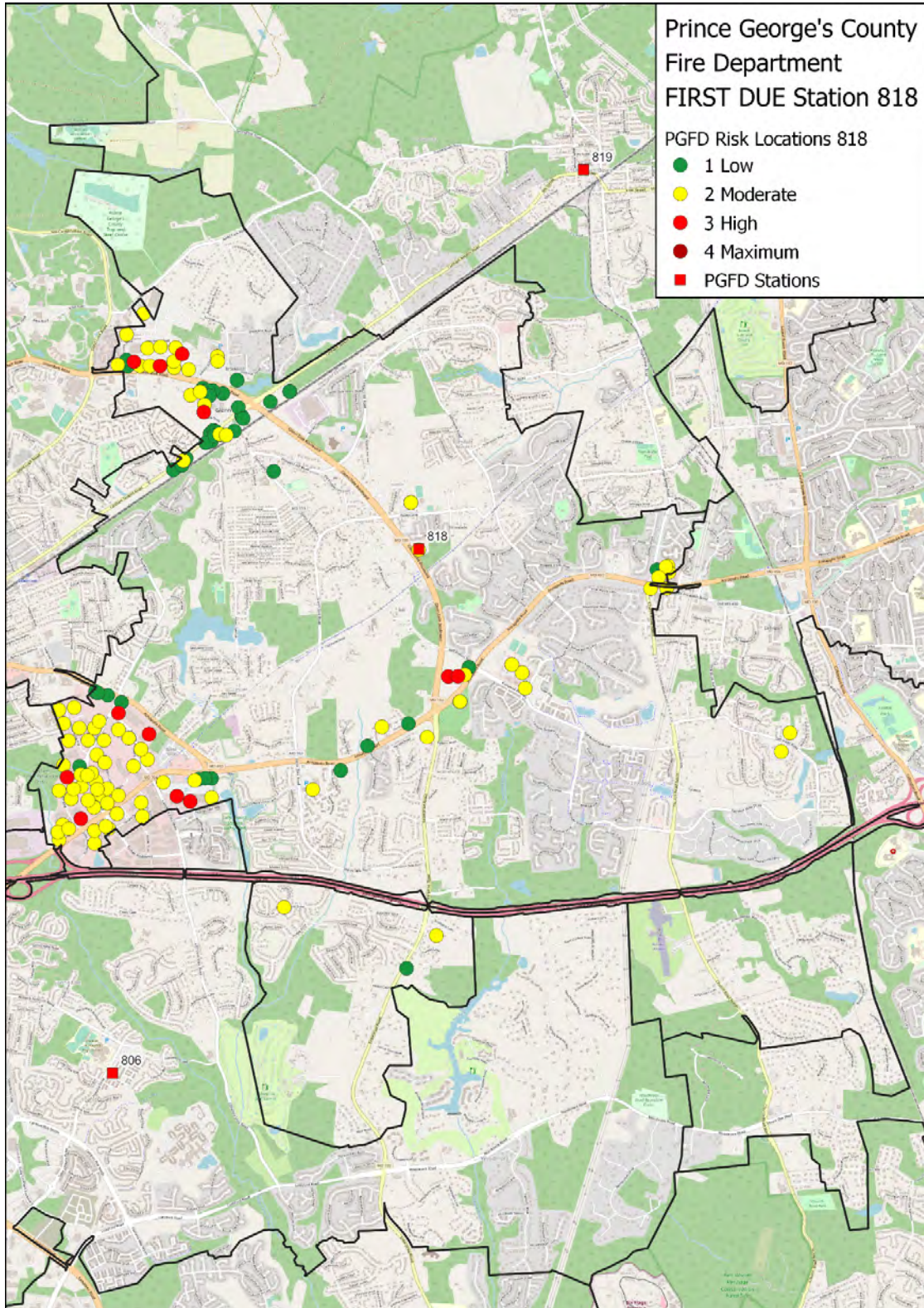
Station 818	A818	Ambulance
	A818B	Ambulance
	C818	Utility
	E818	Engine
	E818P	Engine
	MD818	Medic Unit
	PA818	Paramedic Ambulance
	RE818	Rescue Engine
	RE818P	Rescue Engine
	SQ818	Squad
	SQ818P	Squad
	TW818P	Tower
	U818	Utility Truck
	VC818	Volunteer Chief
	VC818A	Volunteer Chief
VC818B	Volunteer Chief	



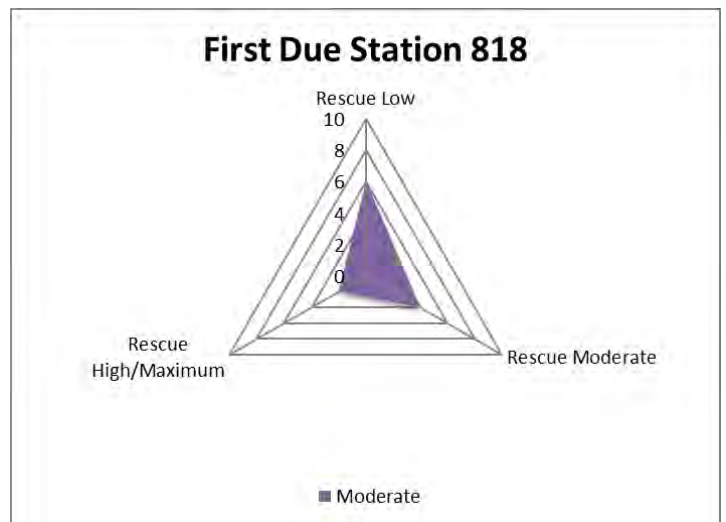
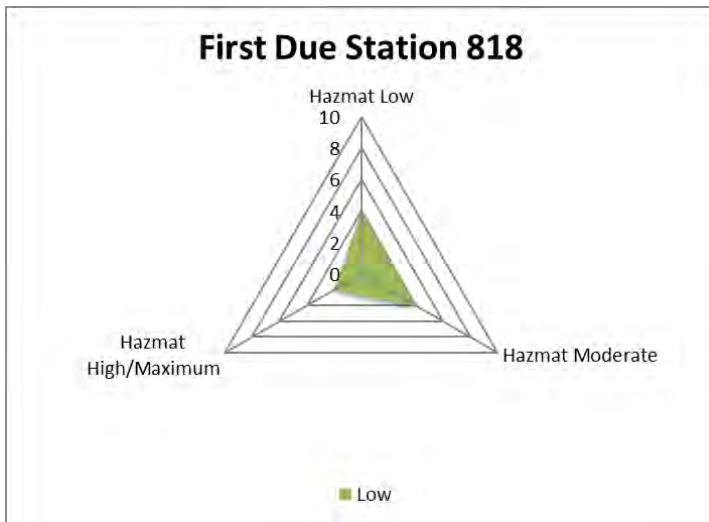
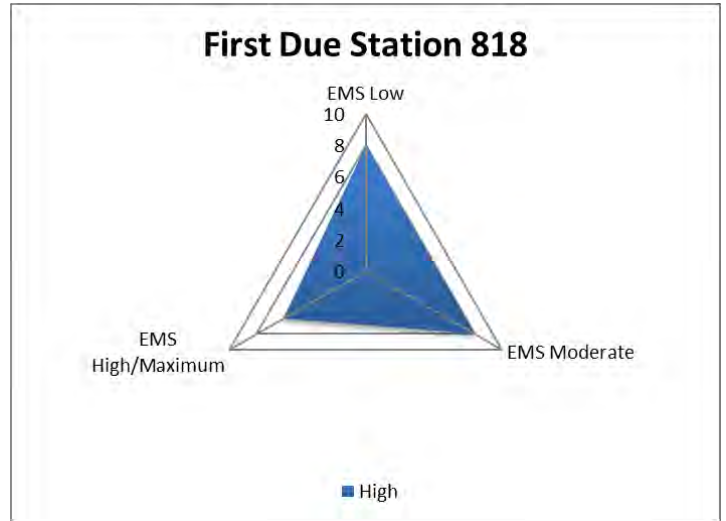
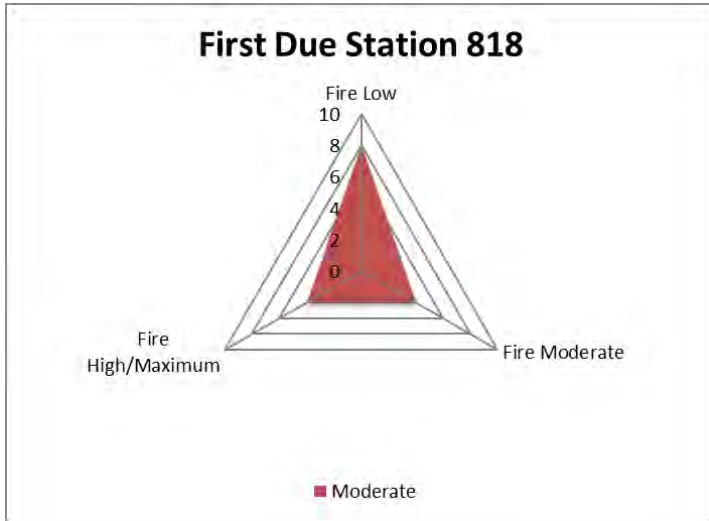


Station 818 Risk Analysis

The risk of individual building locations is represented by the small circles and shaded to indicate risk level. A concentration of primarily low and moderate-risk buildings is located to the northwest and southwest of the station, which is a high-risk GPZ. Risk is also evaluated by GPZ using the same shading criteria. The vast majority of Station 818's first due area is low to moderate risk.



Station 818 First Due Station Risk Profiles by Program – 3D Risk Models



Station 818 First Due Area Historical Data Analysis

Station 818 First Due Area Incidents by Call Category	Reporting Period				
	2016	2017	2018	2019	2020
Bomb Total	1	2	1	0	1
EMS Total	1,405	1,749	1,883	1,928	1,845
Fire Total	342	434	491	516	509
Hazmat Total	42	39	46	46	38
Non-Emergency Total	65	148	132	139	217
Rescue Total	228	310	290	273	215
Total	2,083	2,682	2,843	2,902	2,825

Unit ID	Reporting Period				
	2016	2017	2018	2019	2020
A818	829	858	753	277	4
A818B	1,343	1,330	1,001	520	51
C818	1	0	0	0	0
E818	763	1,253	671	210	15
E818P	0	0	0	366	625
MD818	2,627	2,595	2,509	1,178	0
PA818	0	0	0	1,238	2,089
RE818	555	7	533	241	39
RE818P	0	0	0	712	1,261
SQ818	529	451	364	122	15
SQ818P	0	0	0	218	180
TW818P	0	0	0	0	164
U818	0	0	0	1	0
VC818	116	106	88	46	45
VC818A	27	136	13	20	17
VC818B	1	8	5	0	0
Total	6,791	6,744	5,937	5,149	4,505
Average Responses per Day	18.6	18.5	16.3	14.1	12.3

Station 818 First Due Area Historical Data Analysis (cont.)

Call concurrency within FDA 818 was calculated between 2016 and 2020. The call concurrency has remained steady between 21.1 to 30.8 over the five-year rating period.

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
818	2016	439	2,080	21.1
	2017	686	2,677	25.6
	2018	823	2,835	29.0
	2019	893	2,898	30.8
	2020	838	2,819	29.7
	All	3,679	13,309	27.6

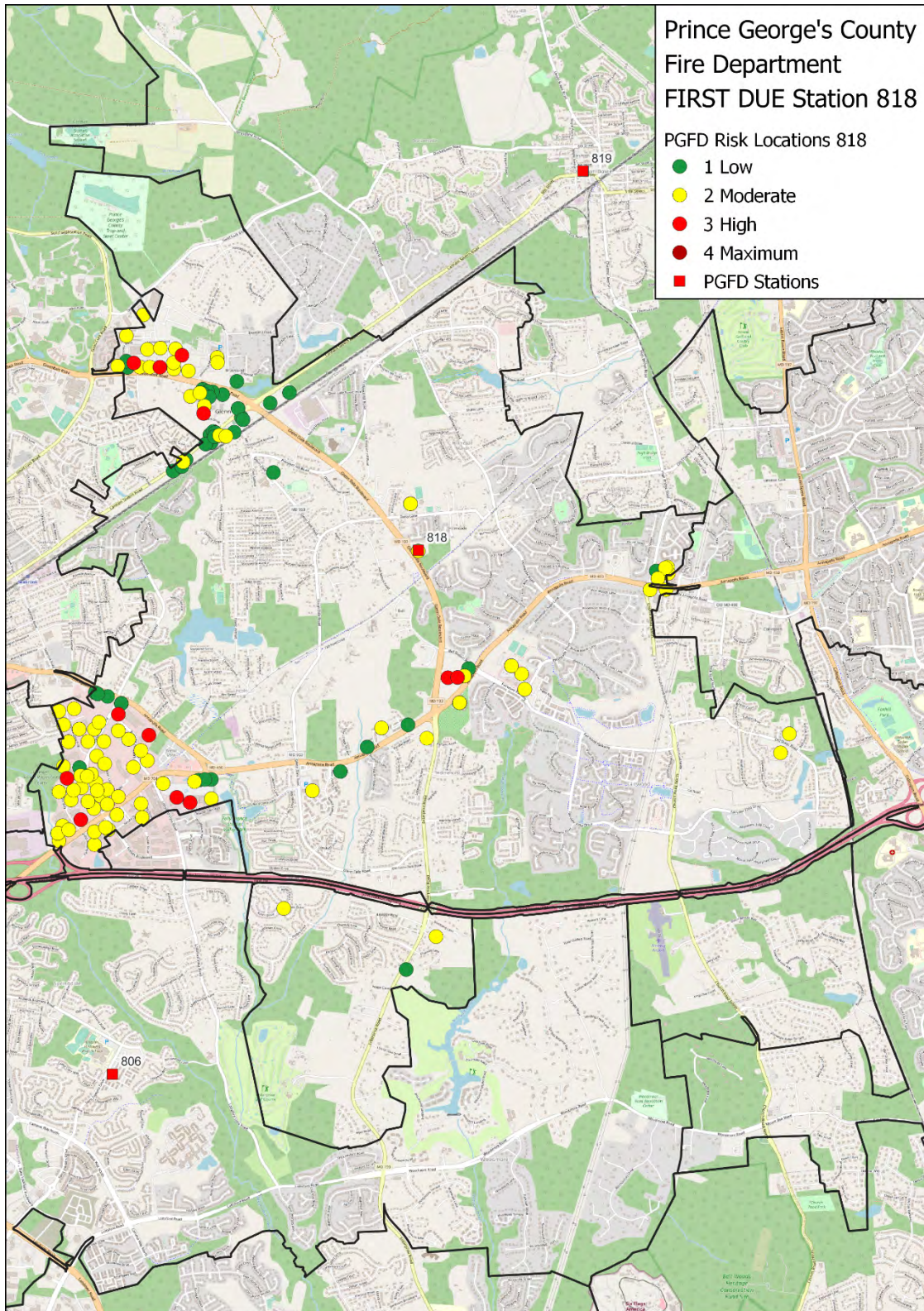
Response time performance for FDA 818 was calculated over the five-year rating period (2016-2020). Analyses were restricted to within FDA 818 and were calculated by the first arriving unit. Benchmark compliance is a 10% improvement over the aggregated PGFD performance. Therefore, the benchmark performance is established at the county level, not within each FDA. Finally, a gap analysis between the baseline and benchmark performance was completed utilizing a stoplight approach. If greater than 90% performance (green), between 70% and 89% yellow, and below 70% would be red.

First Due Station 818: 1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		4:43	4:49	4:54	4:46	4:31	4:30	4:31	89.0%
Turnout Time		2:24	2:35	2:34	2:29	2:13	2:05	1:58	79.0%
Travel Time	Urban	9:17	9:08	8:50	9:27	9:19	9:25	7:26	75.6%
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	9:33	N/A
Total Response Time	Urban	14:35	14:25	14:29	14:35	14:35	14:44	12:26	78.3%
		<i>n</i> = 8,723	<i>n</i> = 1,427	<i>n</i> = 1,738	<i>n</i> = 1,868	<i>n</i> = 1,887	<i>n</i> = 1,803		
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	14:23	N/A
		<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0		

Color coding legend: fill ≥ 90%; fill ≥ 70% to < 90%; fill < 70%

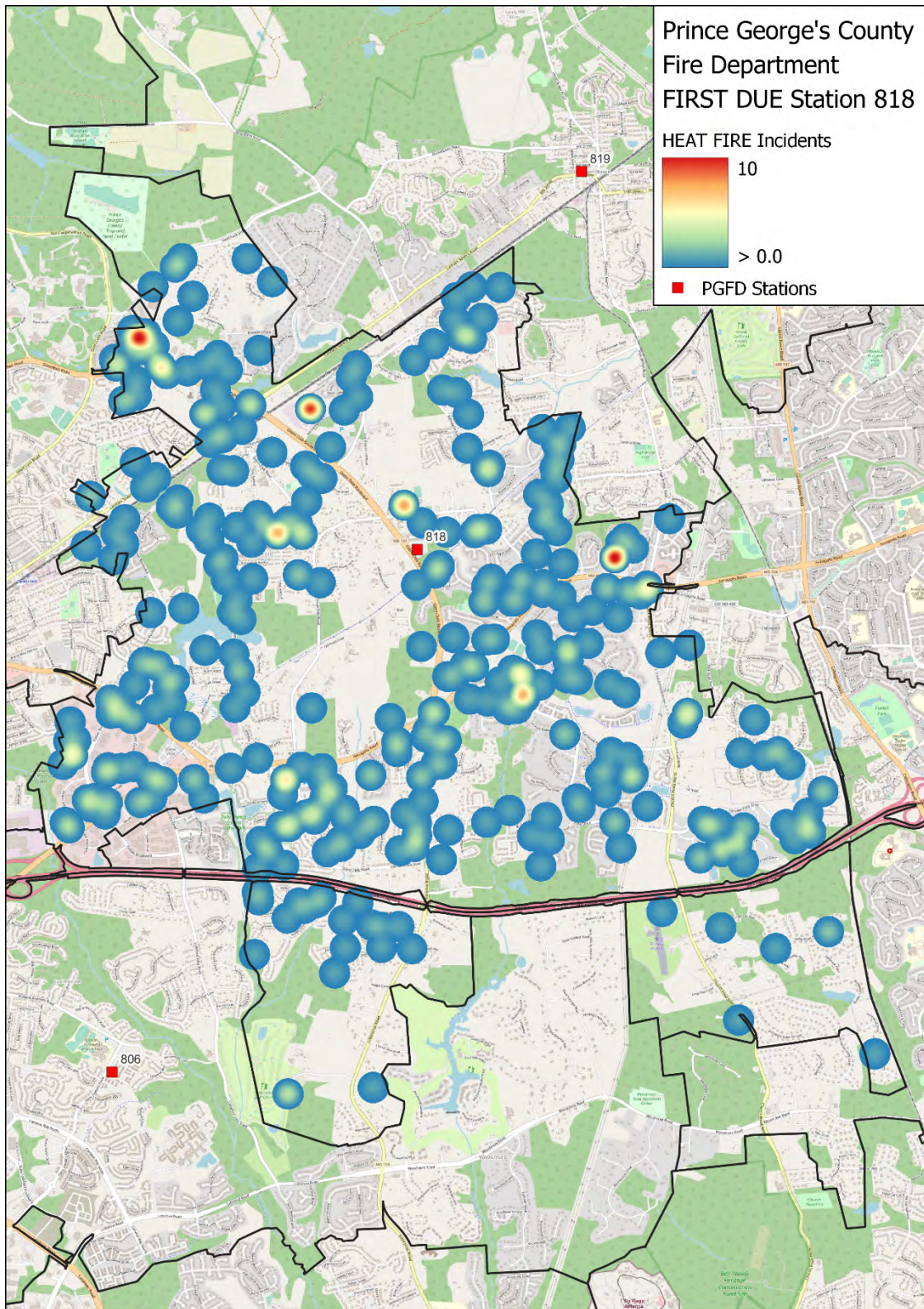
Station 818 Overall Hot Spot Map

Trends show the majority of call volume immediately surrounding the station and going north toward the expressway, with a fairly even spread of calls throughout the rest of Station 818's first due area.



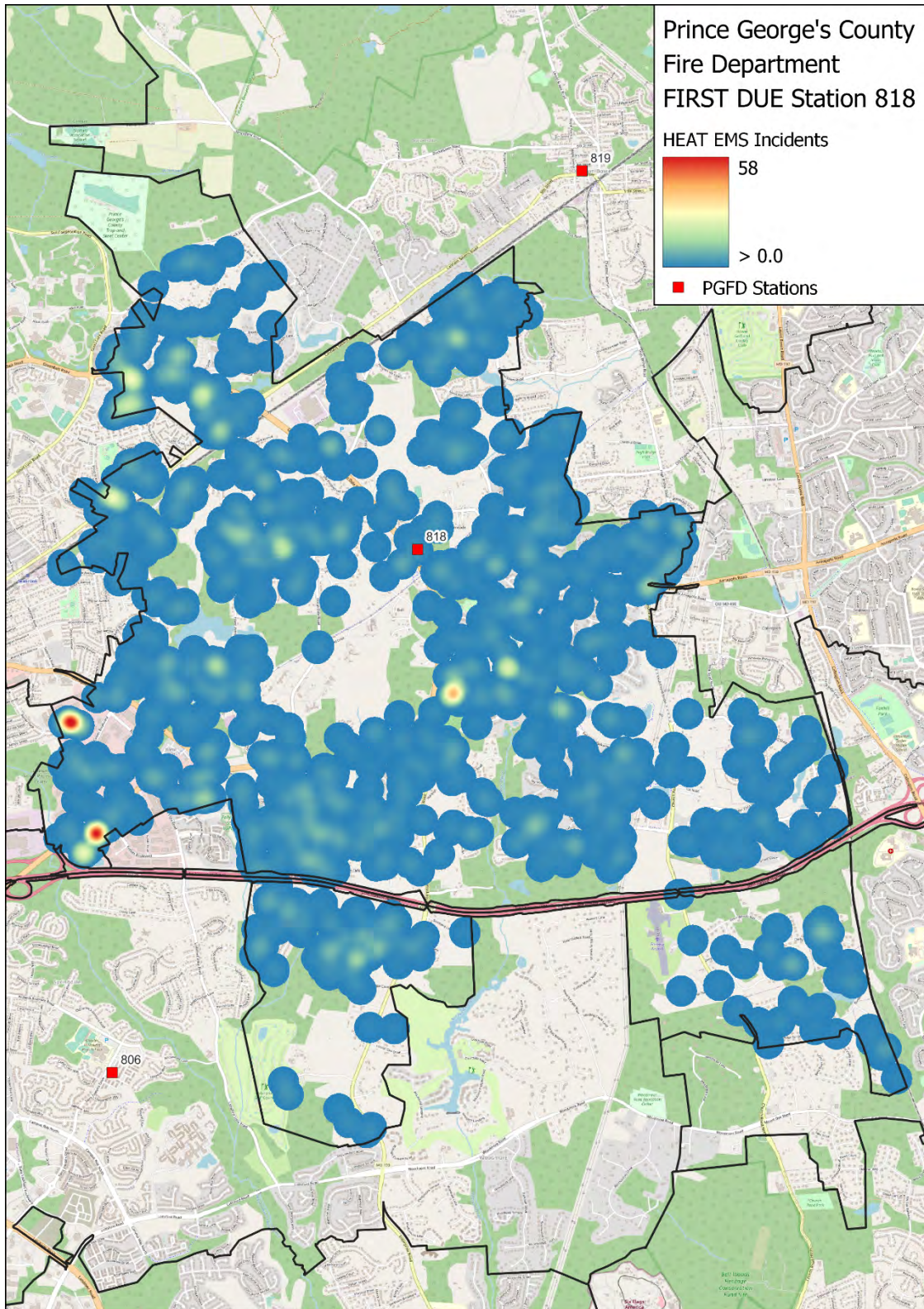
Station 818 Fire Hot Spot Map

This map shows a relatively even distribution of calls throughout the first due area.



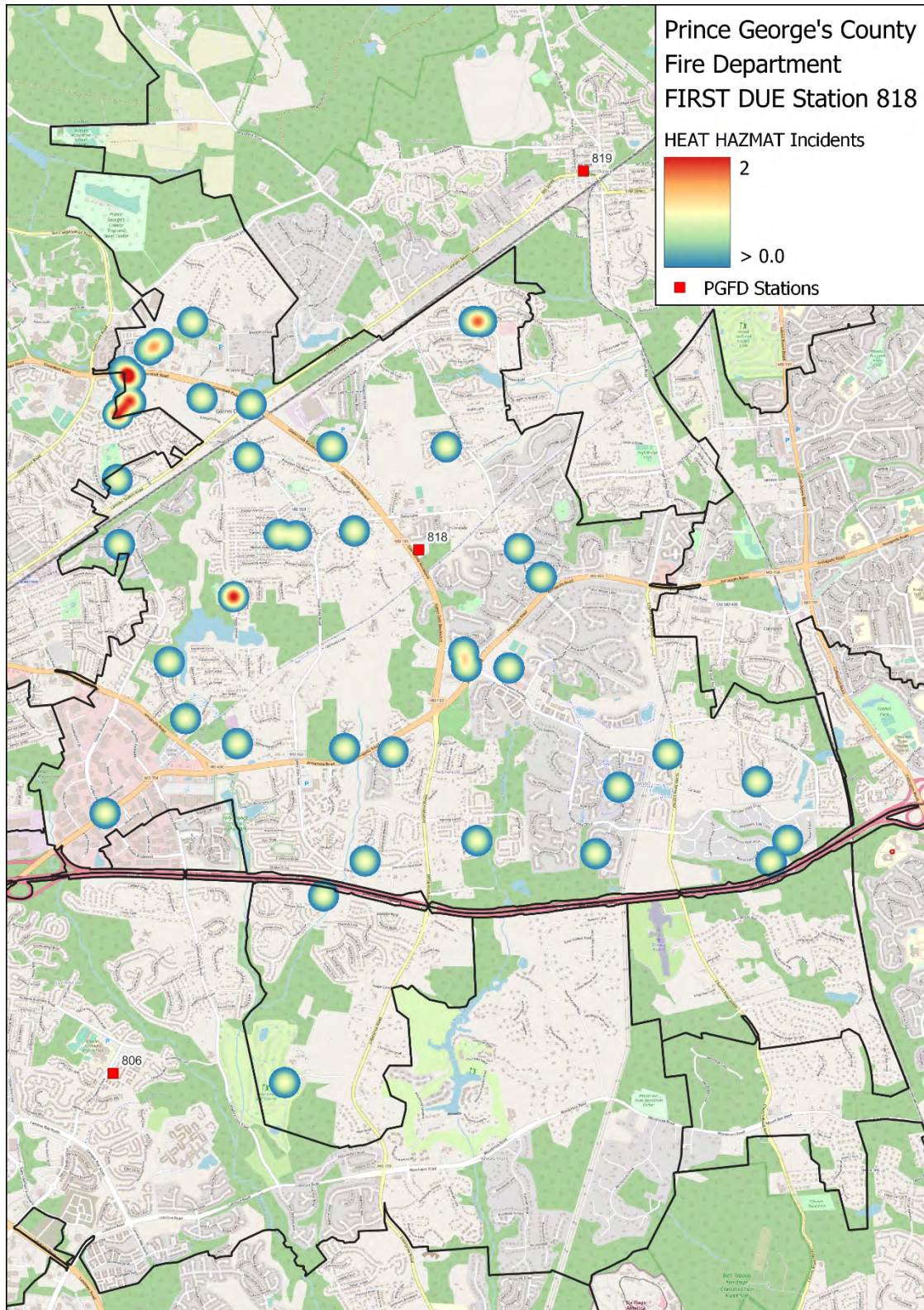
Station 818 EMS Hot Spot Map

This map shows a relatively even distribution of calls throughout the first due area.



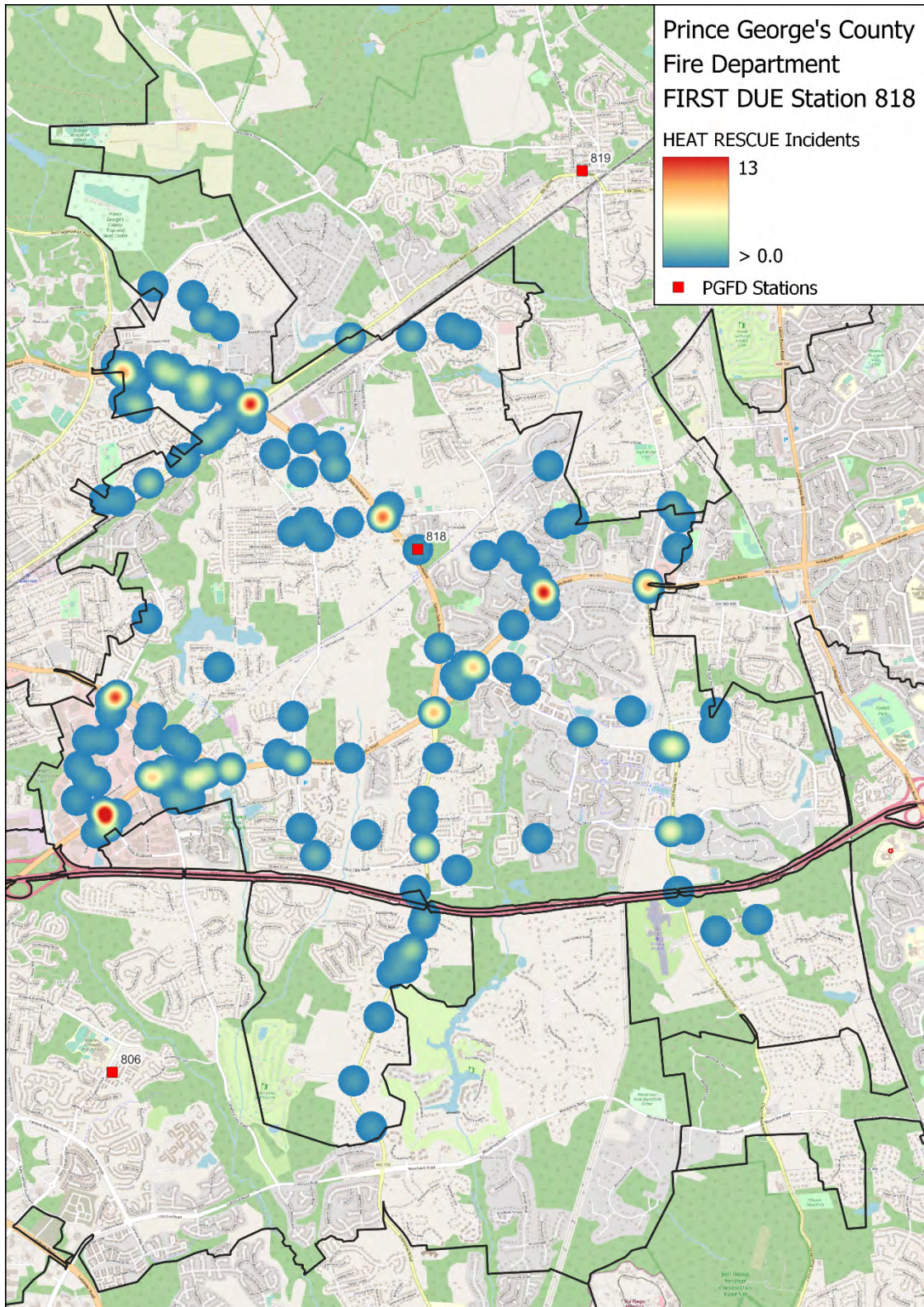
Station 818 HazMat Hot Spot Map

This map shows a relatively even distribution of calls throughout the first due area.



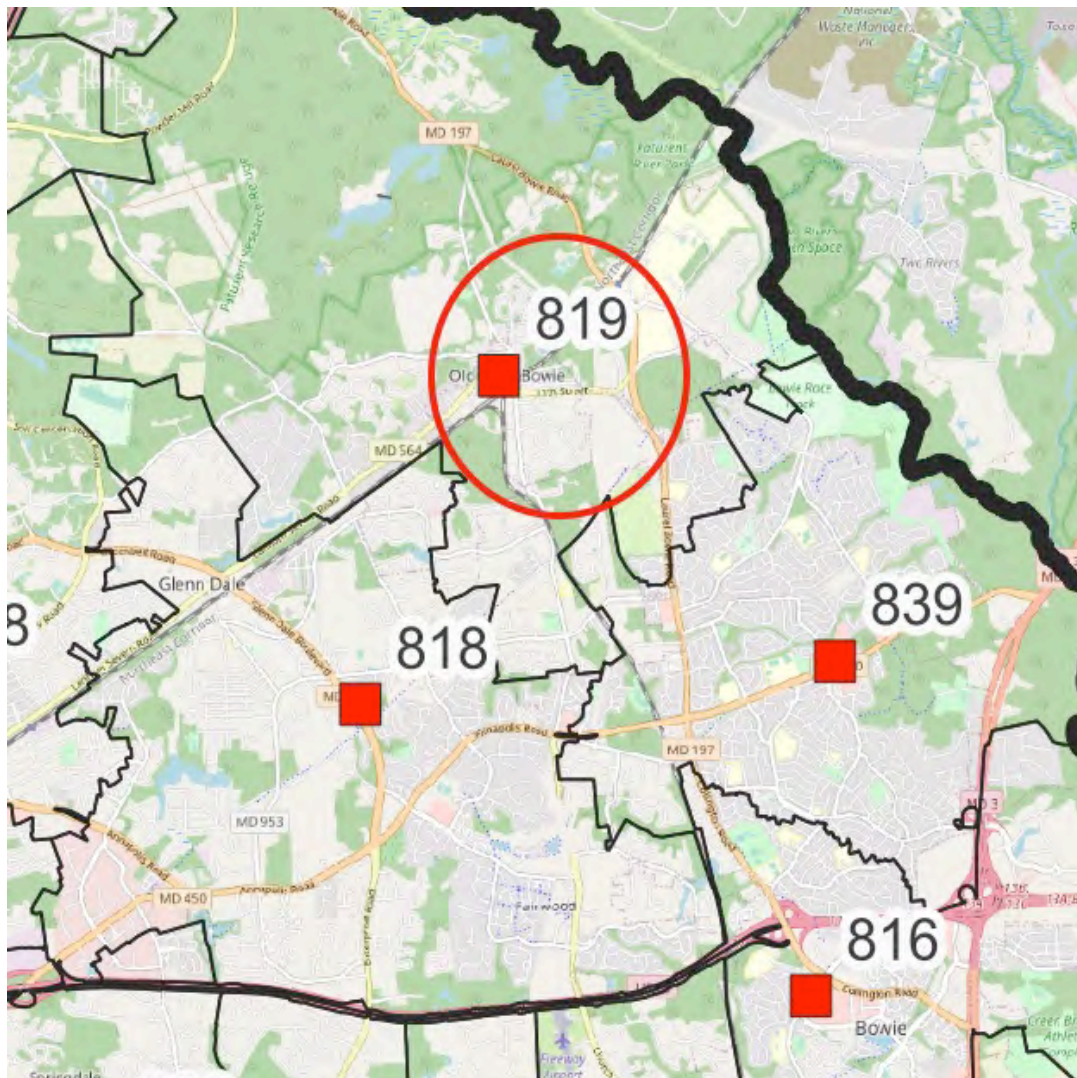
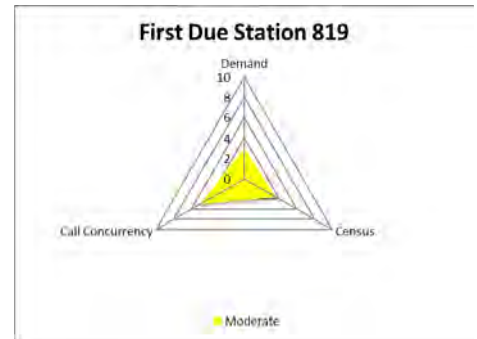
Station 818 Rescue Hot Spot Map

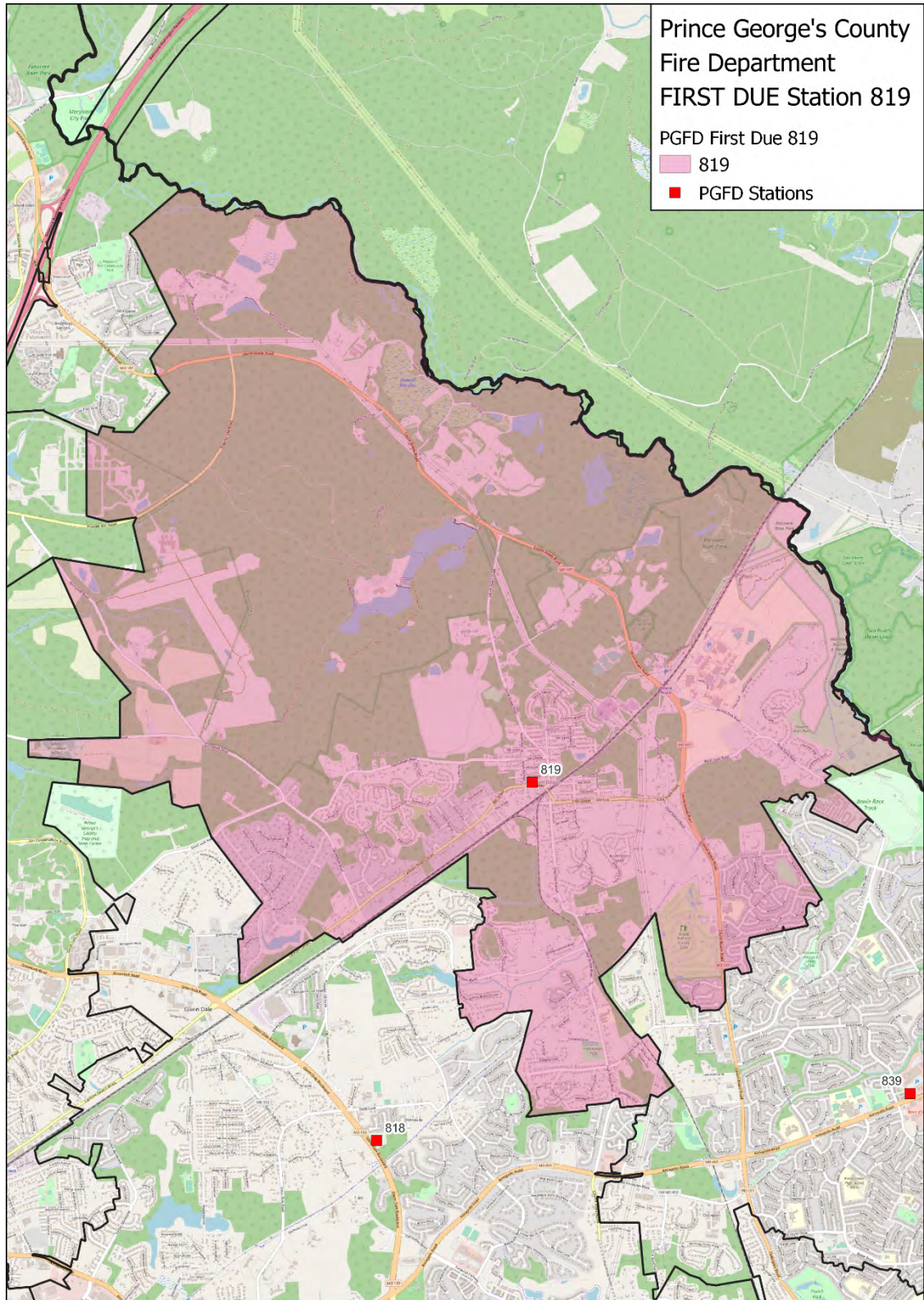
This map shows a relatively even distribution of calls throughout the first due area.



Station 819

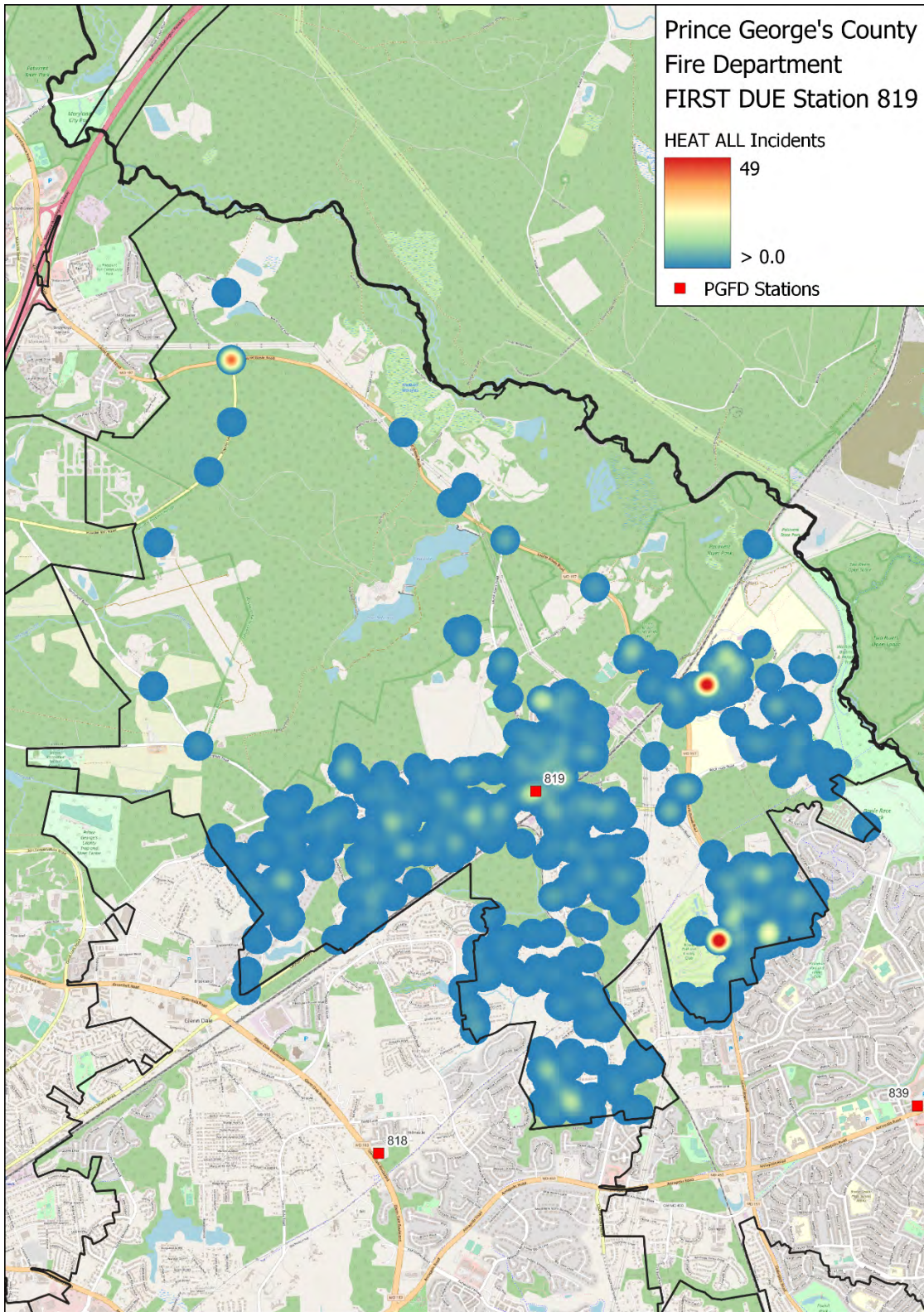
Station 819	A819	Ambulance
	C819	Utility
	CAN819	Canteen
	E819	Engine
	E819B	Engine
	TK819	Truck
	TW819	Tower
	U819	Utility Truck
	VC819	Volunteer Chief
	VC819A	Volunteer Chief
	VC819B	Volunteer Chief



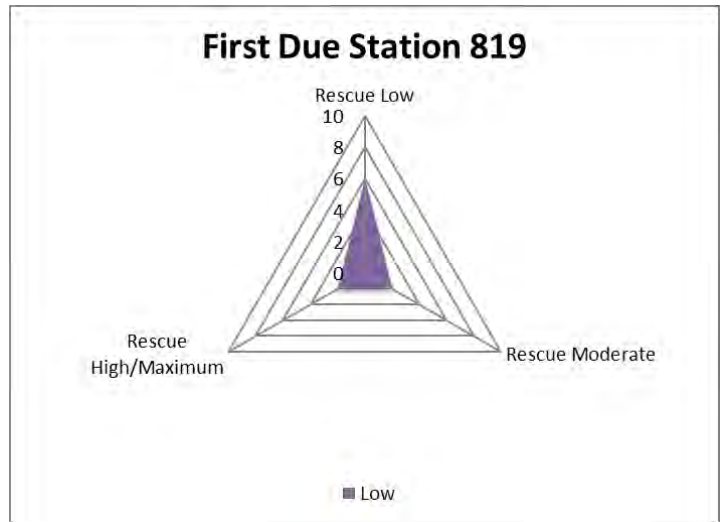
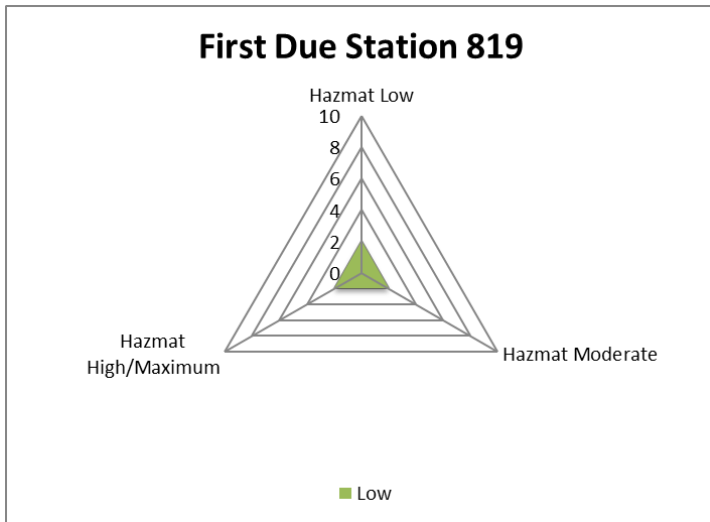
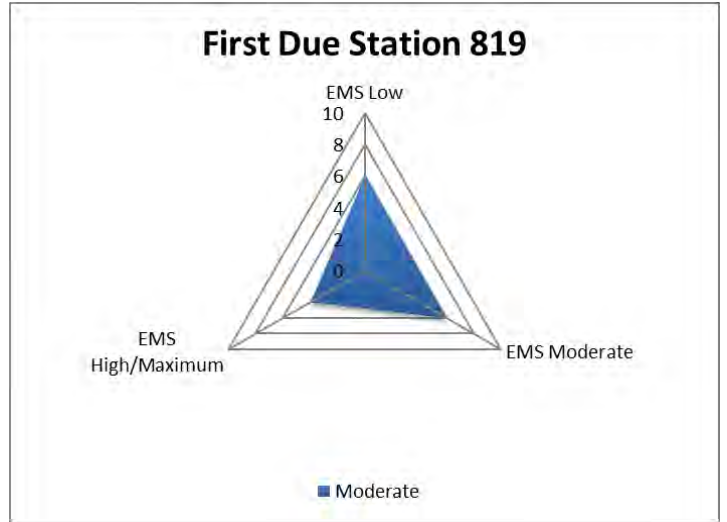
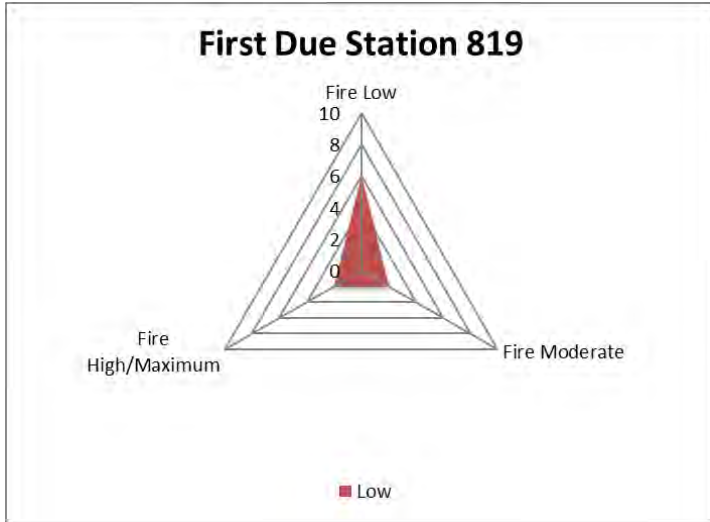


Station 819 Risk Analysis

The risk of individual building locations is represented by the small circles and shaded to indicate risk level. There is a concentration of low and moderate-risk buildings located in the southern portion of the first due area and in close proximity to the station, which is a moderate-risk GPZ. Risk is also evaluated by GPZ using the same shading criteria. The vast majority of Station 819's first due area is low to moderate risk.



Station 819 First Due Station Risk Profiles by Program – 3D Risk Models



Station 819 First Due Area Historical Data Analysis

Station 819 First Due Area Incidents by Call Category	Reporting Period				
	2016	2017	2018	2019	2020
Bomb Total	2	1	0	0	0
EMS Total	870	663	755	718	673
Fire Total	201	123	165	165	150
Hazmat Total	16	16	9	5	16
Non-Emergency Total	39	35	39	42	77
Rescue Total	108	108	114	106	67
Total	1,236	946	1,082	1,036	983

Unit ID	Reporting Period				
	2016	2017	2018	2019	2020
A819	1,917	1,908	2,111	2,149	1,726
C819	0	0	0	1	0
CAN819	1	0	0	0	0
E819	515	491	342	540	496
E819B	486	452	824	742	662
TK819	8	0	0	22	0
TW819	127	256	247	48	0
U819	1	0	0	1	0
VC819	64	0	2	2	1
VC819A	17	10	32	22	9
VC819B	0	0	1	1	0
Total	3,136	3,117	3,559	3,528	2,894
Average Responses per Day	8.6	8.5	9.8	9.7	7.9

Station 819 First Due Area Historical Data Analysis (cont.)

Call concurrency within FDA 819 was calculated between 2016 and 2020. The call concurrency has remained steady between 10.7 to 13.6 over the five-year rating period.

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
819	2016	168	1,236	13.6
	2017	114	942	12.1
	2018	116	1,080	10.7
	2019	131	1,036	12.6
	2020	113	983	11.5
	All	642	5,277	12.2

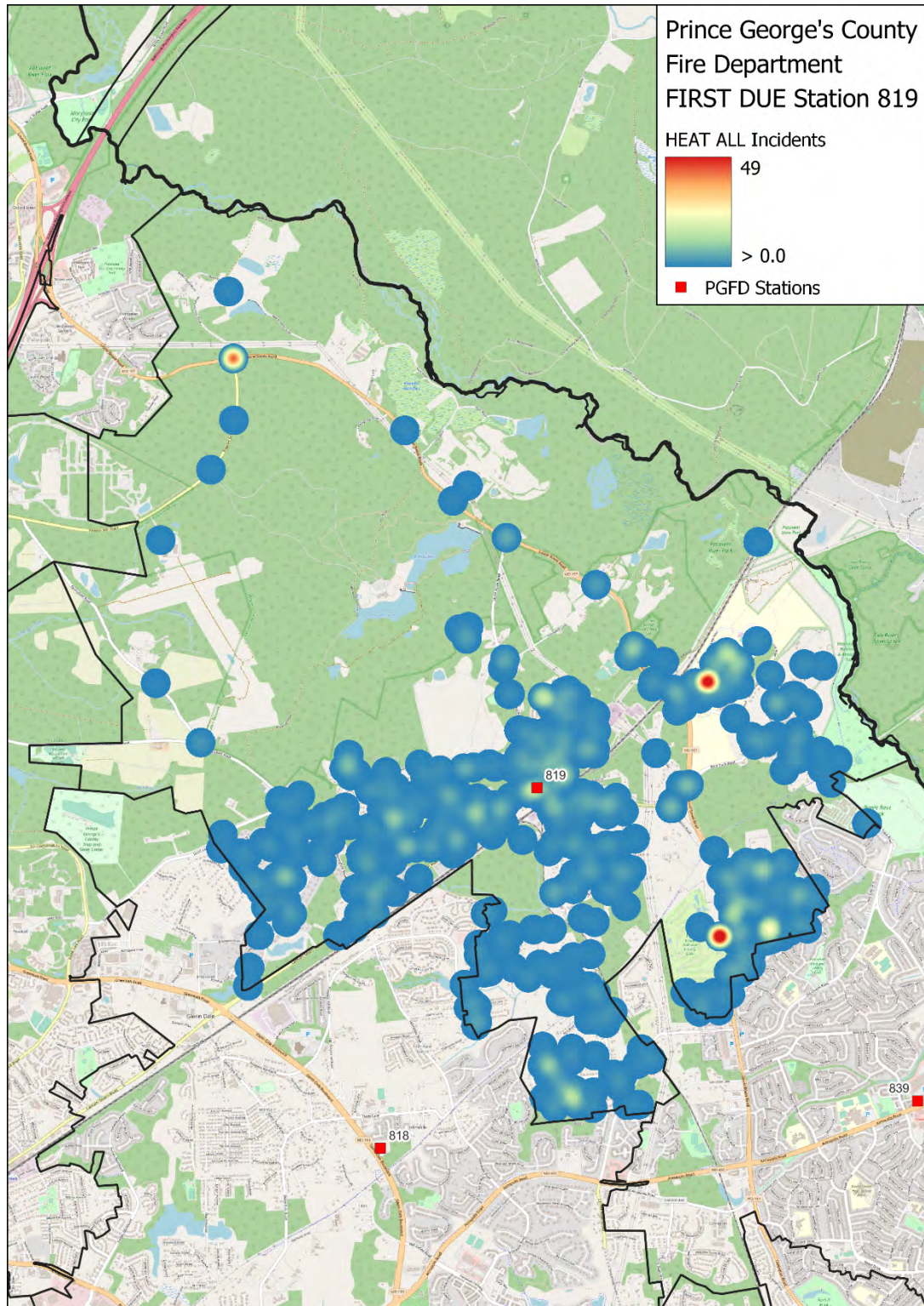
Response time performance for FDA 819 was calculated over the five-year rating period (2016-2020). Analyses were restricted to within FDA 819 and were calculated by the first arriving unit. Benchmark compliance is a 10% improvement over the aggregated PGFD performance. Therefore, the benchmark performance is established at the county level, not within each FDA. Finally, a gap analysis between the baseline and benchmark performance was completed utilizing a stoplight approach. If greater than 90% performance (green), between 70% and 89% yellow, and below 70% would be red.

First Due Station 819: 1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		4:25	4:30	4:56	4:27	4:04	4:14	4:31	90.8%
Turnout Time		2:17	2:24	2:26	2:21	2:05	2:01	1:58	81.6%
Travel Time	Urban	N/A	N/A	N/A	N/A	N/A	N/A	7:26	N/A
	Rural	8:17	8:01	8:27	8:11	8:40	8:11	9:33	94.4%
Total Response Time	Urban	N/A	N/A	N/A	N/A	N/A	N/A	12:26	N/A
		<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0		
	Rural	13:38	13:15	14:31	13:52	13:54	13:13	14:23	91.9%
		<i>n</i> = 3,382	<i>n</i> = 784	<i>n</i> = 602	<i>n</i> = 695	<i>n</i> = 681	<i>n</i> = 620		

Color coding legend: green fill ≥ 90%; yellow fill ≥ 70% to < 90%; red fill < 70%

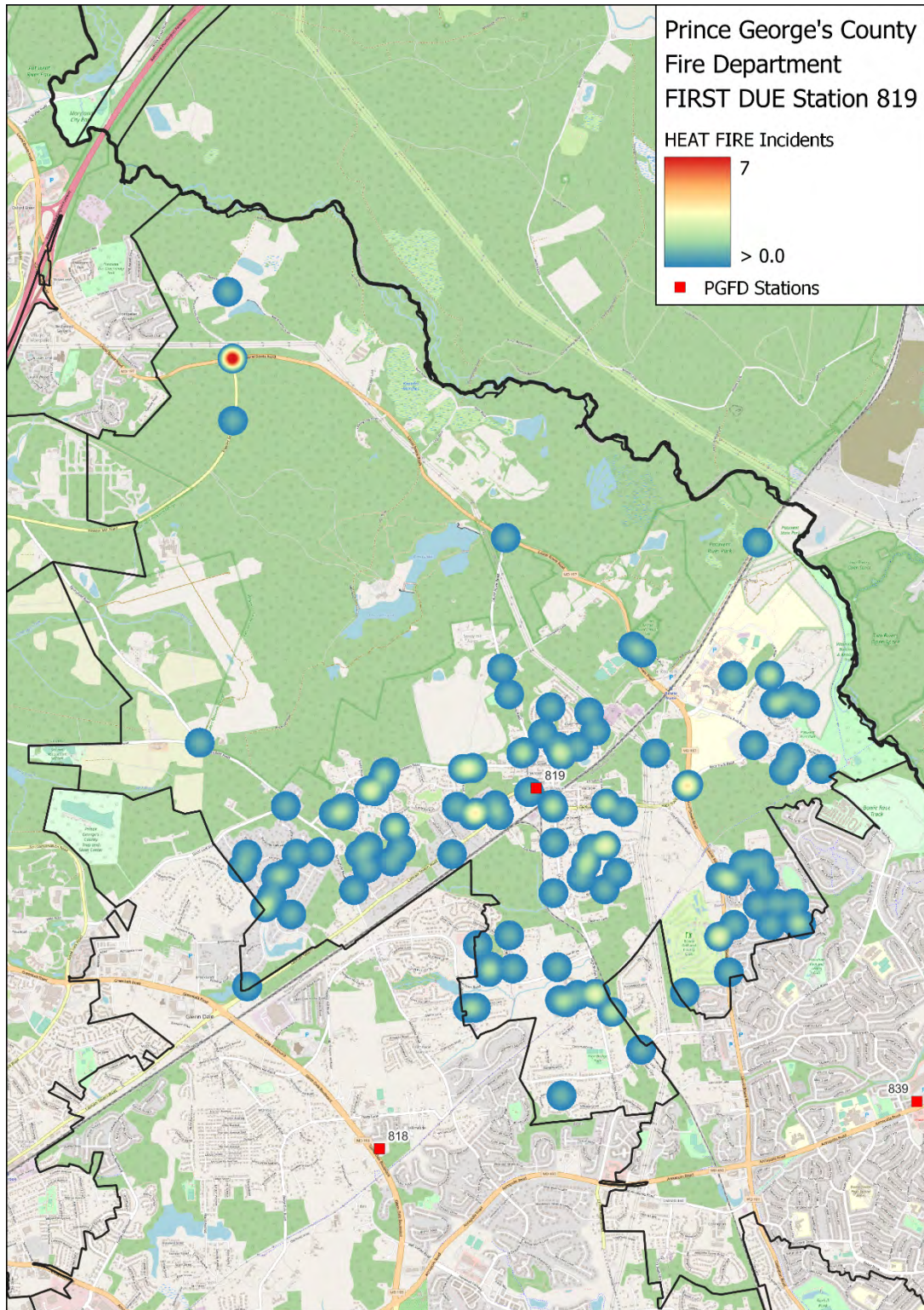
Station 819 Overall Hot Spot Map

Trends show the majority of call volume immediately surrounding the station and in the southern portion of the first due area.



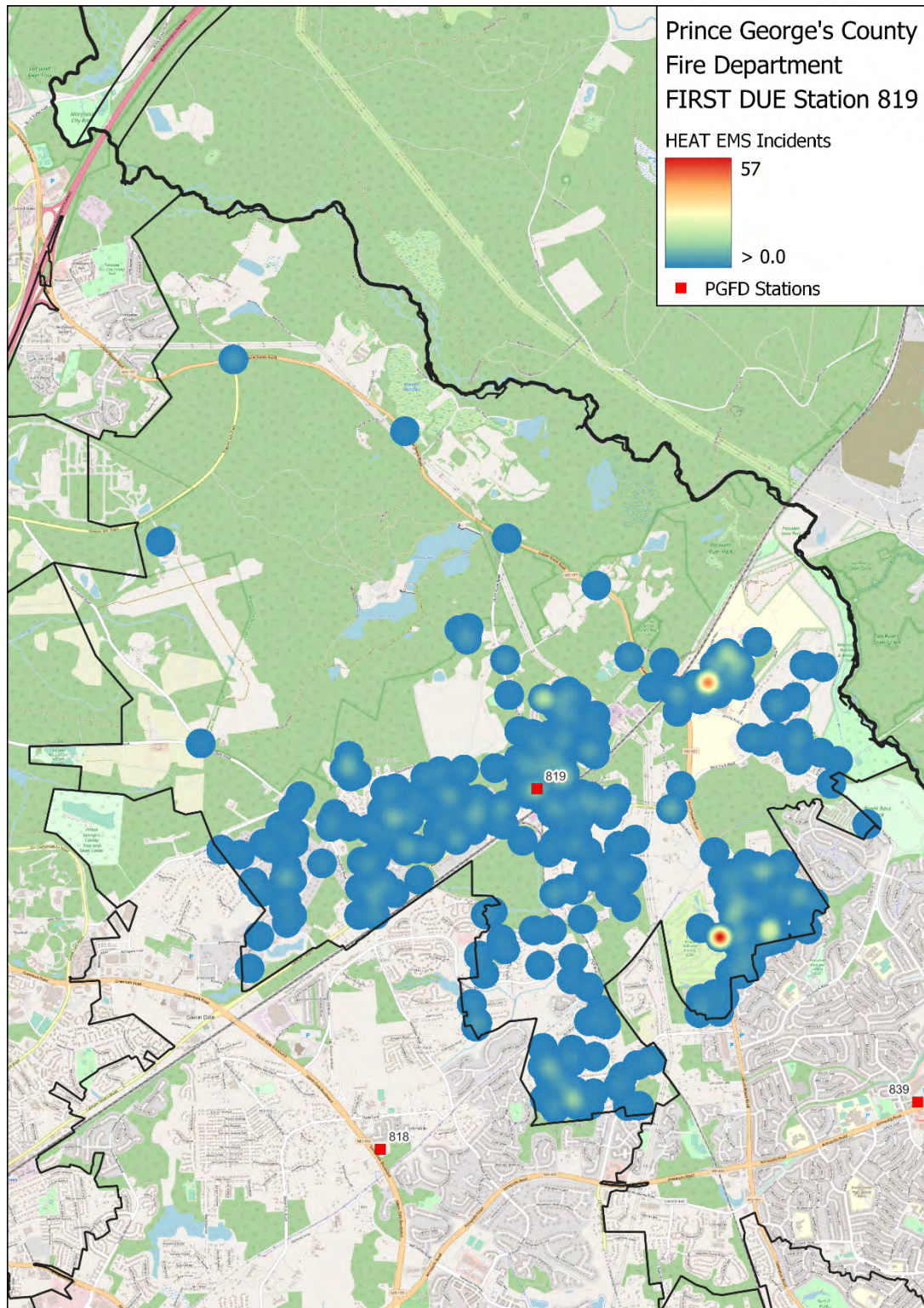
Station 819 Fire Hot Spot Map

Trends show the majority of call volume immediately surrounding the station and in the southern portion of the first due area.



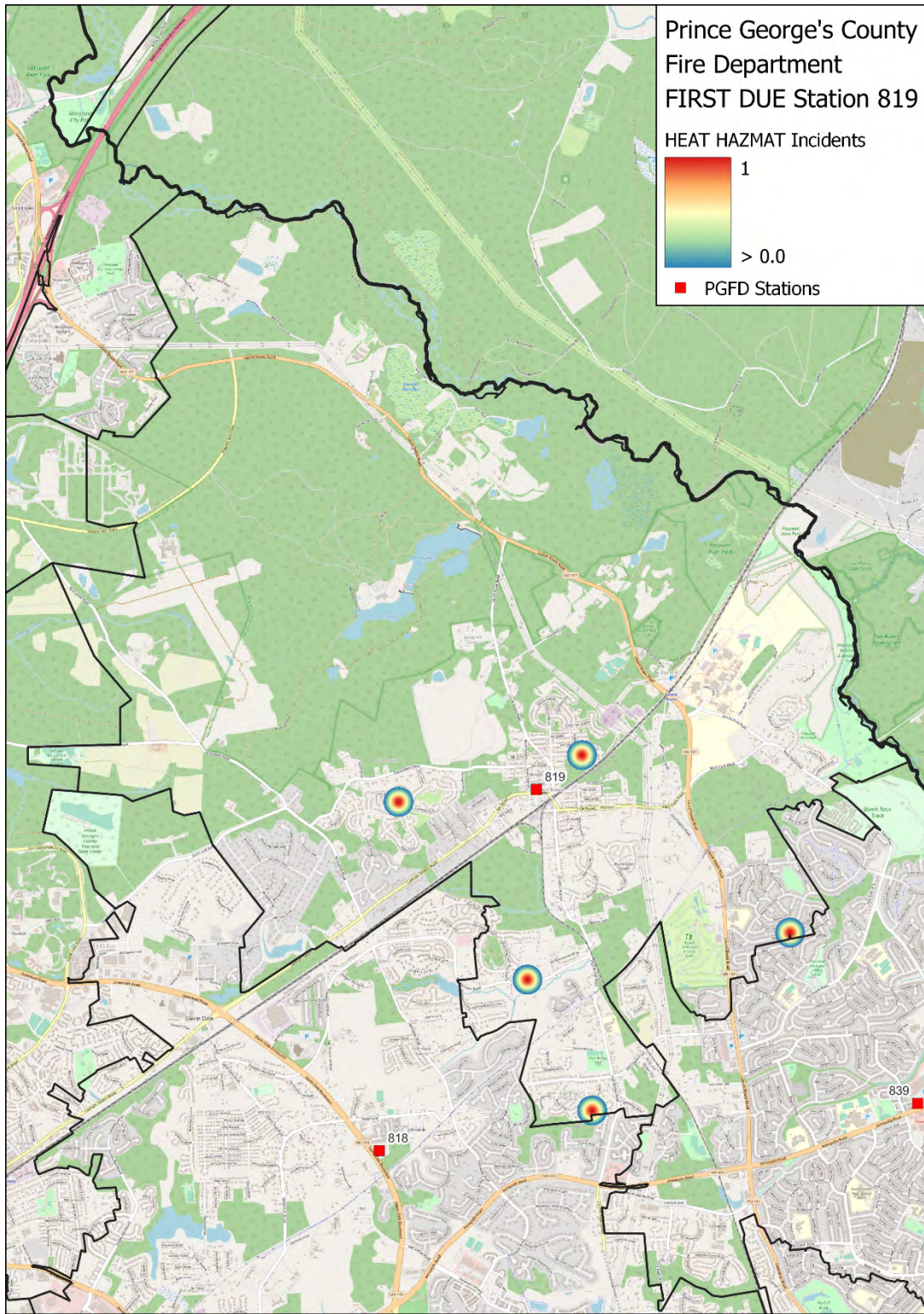
Station 819 EMS Hot Spot Map

Trends show the majority of call volume immediately surrounding the station and in the southern portion of the first due area.



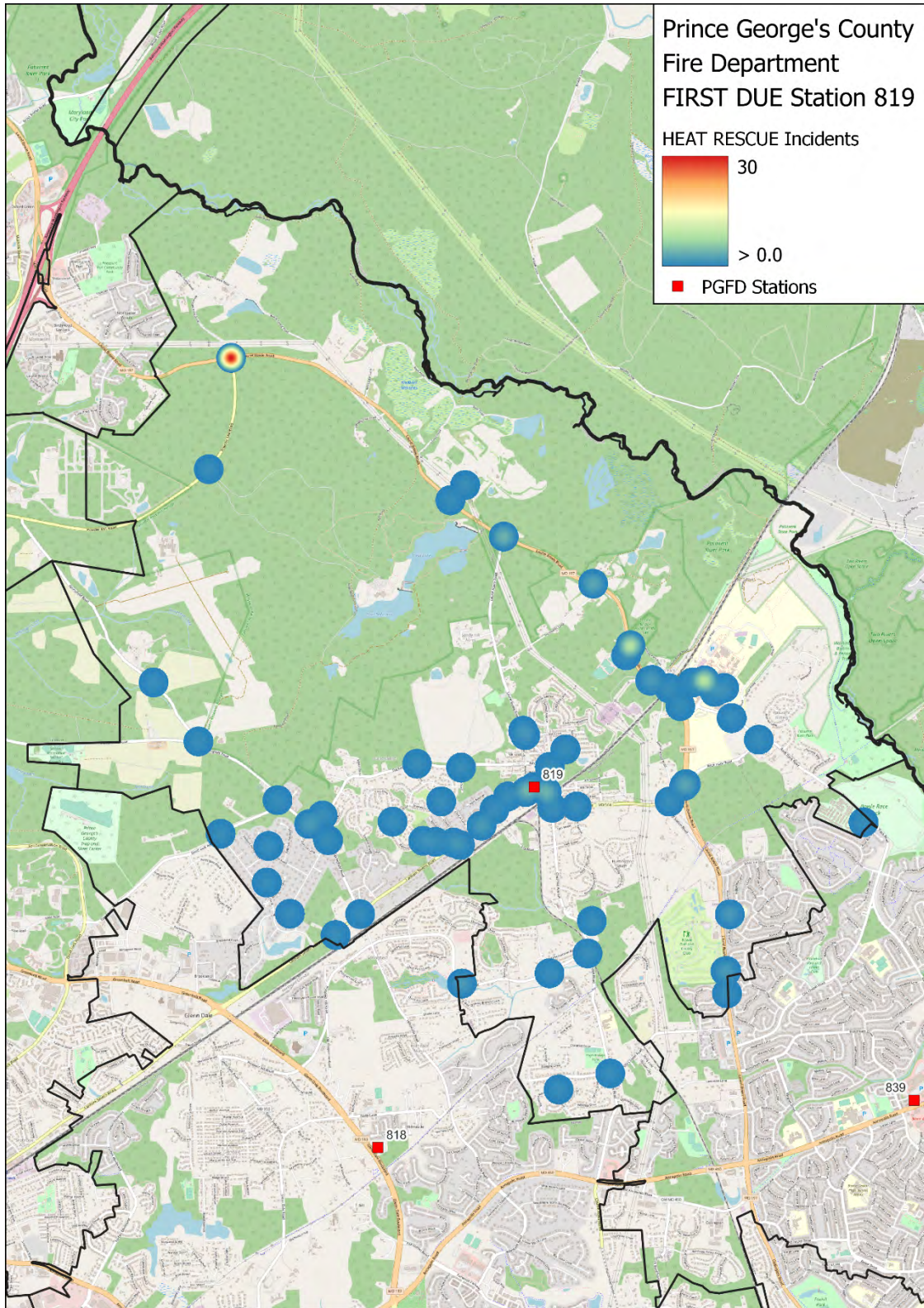
Station 819 HazMat Hot Spot Map

Too few incidents to project any trends.



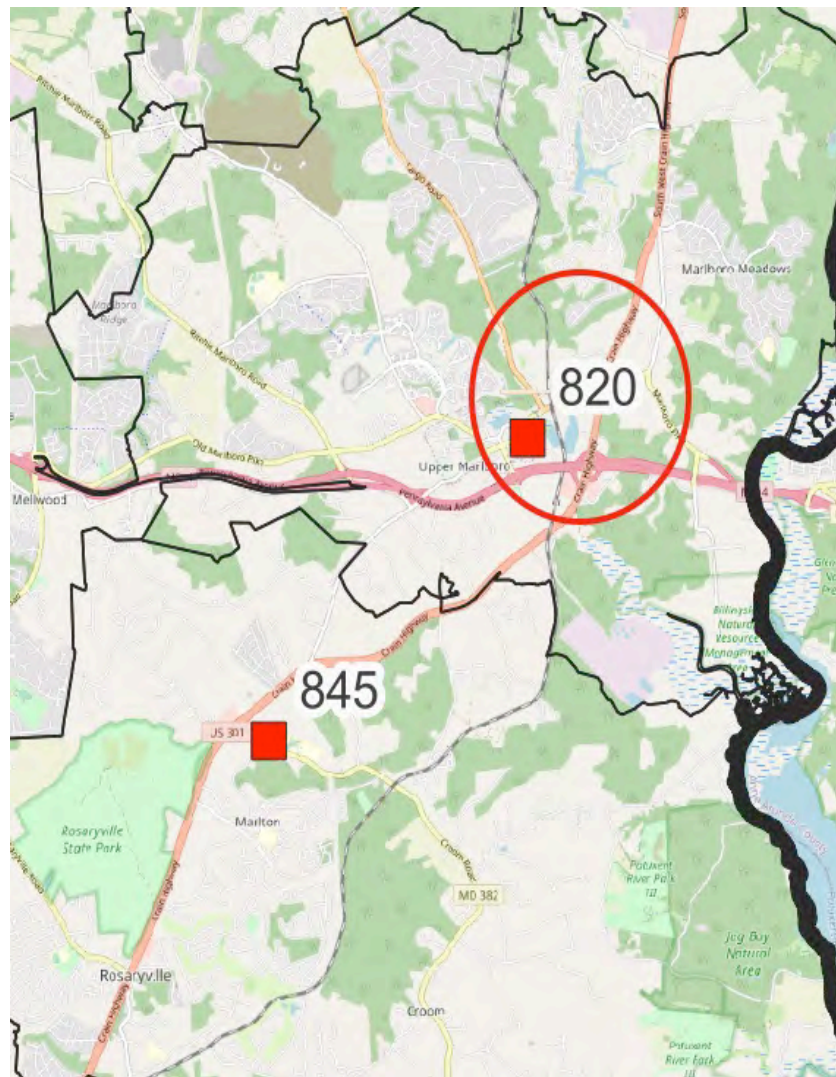
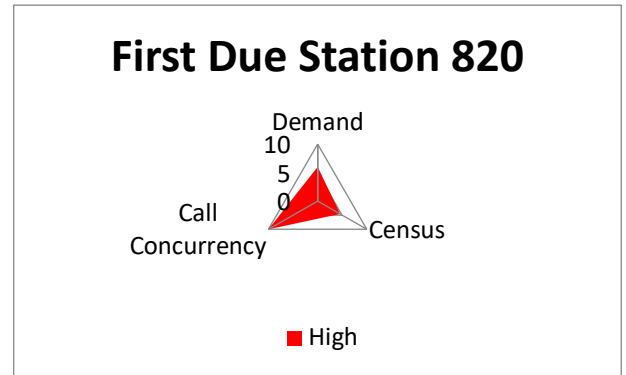
Station 819 Rescue Hot Spot Map

This map indicates that the area immediately surrounding the station and going north toward the expressway has the most call volume.



Station 820

Station 821	A820	Ambulance
	BR820	Brush
	C820	Utility
	E820	Engine
	E820B	Engine
	E820BP	Engine
	E820P	Engine
	PA820	Paramedic Ambulance
	RECON820	Recon
	SQ820	Squad
	SQ820P	Squad
	U820	Utility Truck
	VC820	Volunteer Chief
	VC820A	Volunteer Chief
	VC820B	Volunteer Chief

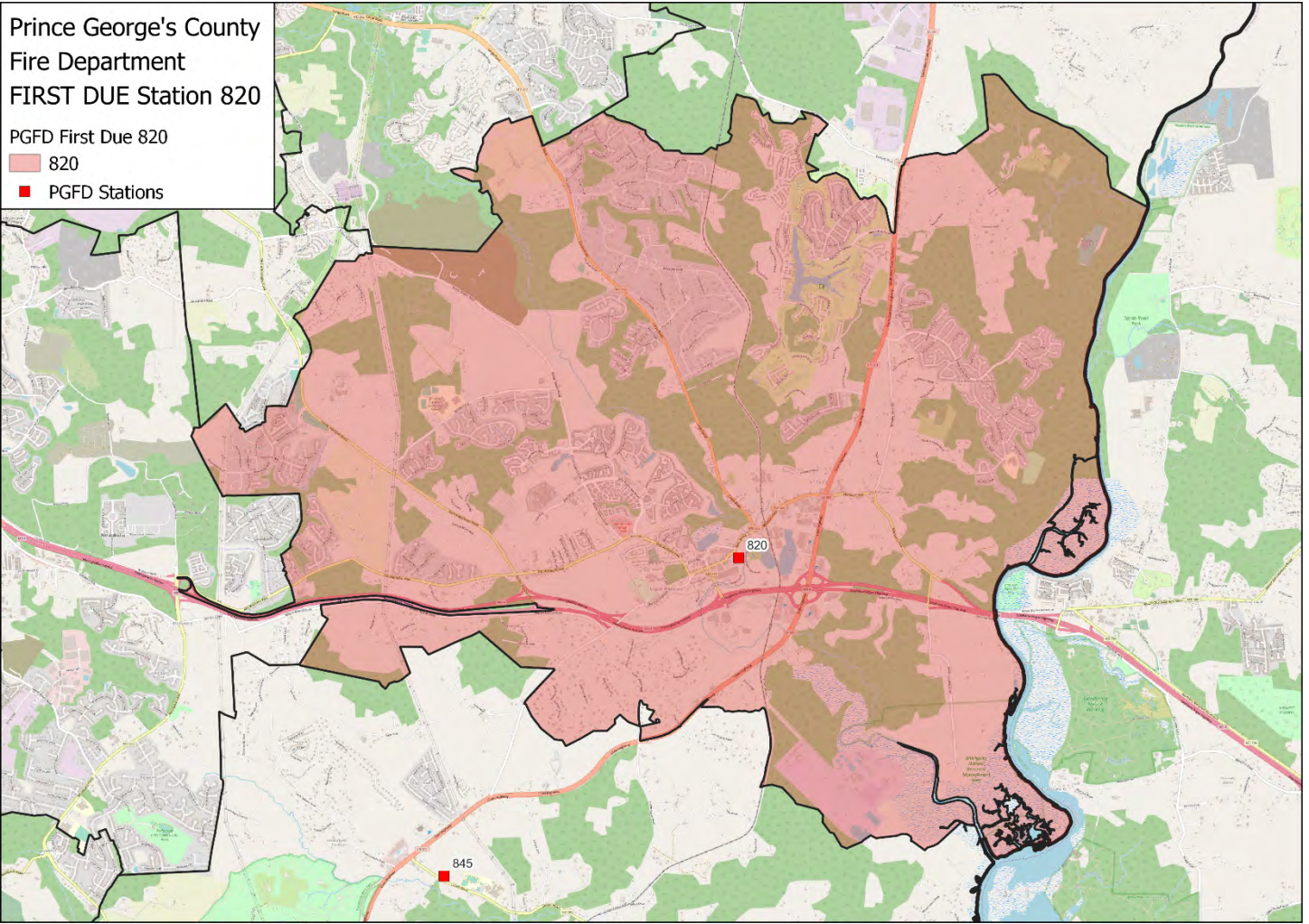


Prince George's County
Fire Department
FIRST DUE Station 820

PGFD First Due 820

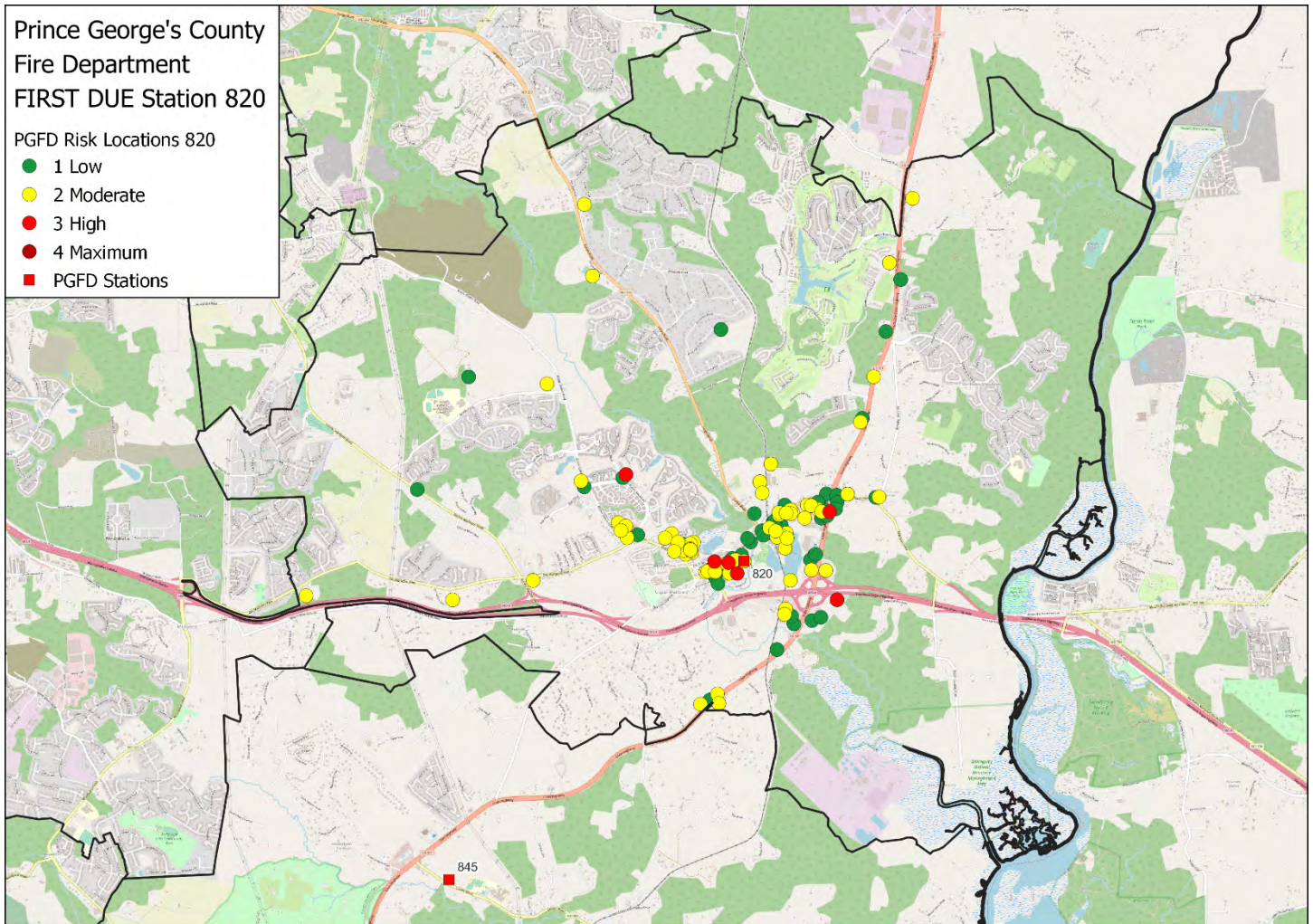
820

PGFD Stations

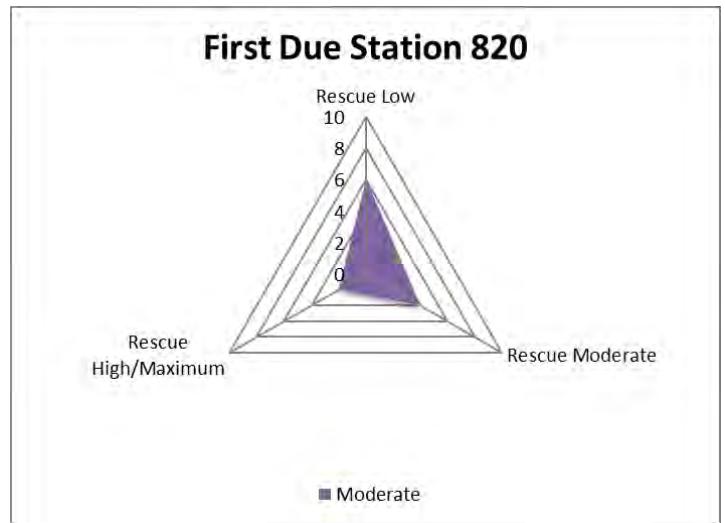
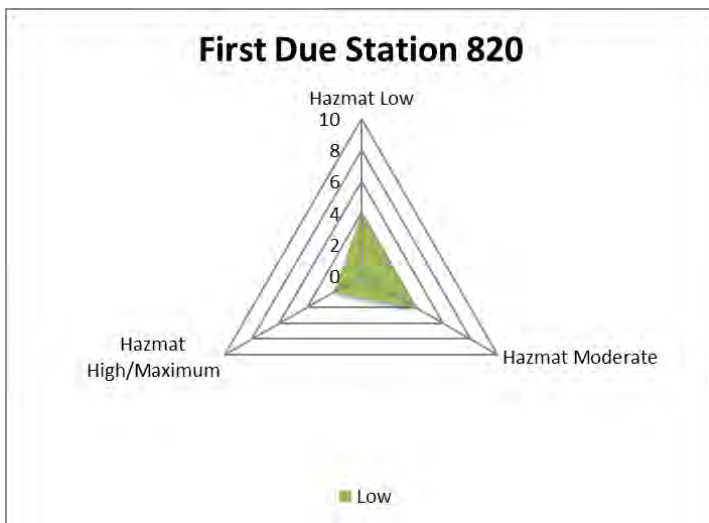
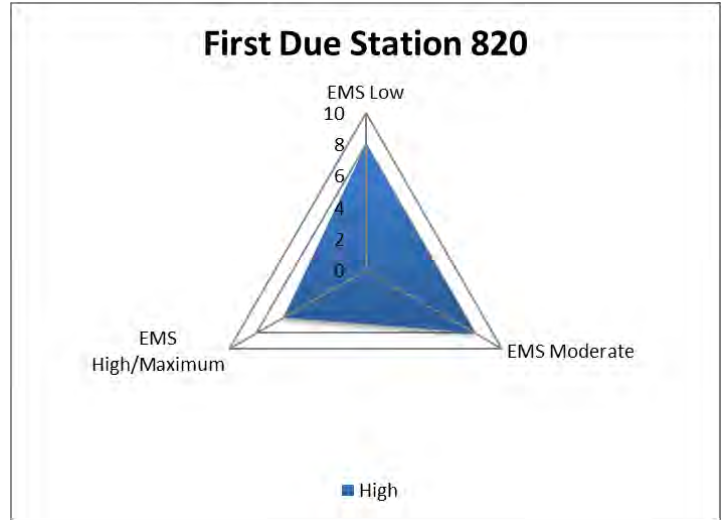
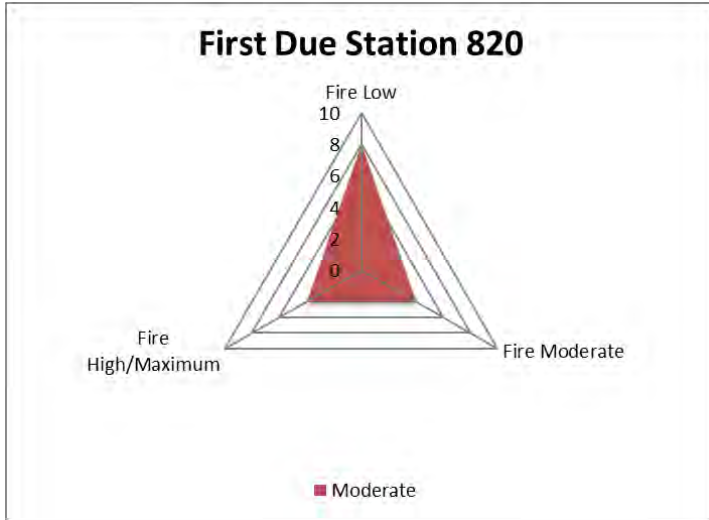


Station 820 Risk Analysis

The risk of individual building locations is represented by the small circles and shaded to indicate risk level. There is a concentration of low and moderate-risk buildings located in close proximity to the station, which is a high-risk GPZ. Risk is also evaluated by GPZ using the same shading criteria. The vast majority of Station 820’s first due area is low to moderate risk.



Station 820 First Due Station Risk Profiles by Program – 3D Risk Models



Station 820 First Due Area Historical Data Analysis

Station 820 First Due Area Incidents by Call Category	Reporting Period				
	2016	2017	2018	2019	2020
Bomb Total	1	1	1	0	0
EMS Total	1,606	1,516	1,618	1,623	1,646
Fire Total	378	415	505	554	426
Hazmat Total	51	38	57	54	55
Non-Emergency Total	69	92	162	150	199
Rescue Total	271	293	302	287	202
Total	2,376	2,355	2,645	2,668	2,528

Unit ID	Reporting Period				
	2016	2017	2018	2019	2020
A820	2,285	2,227	2,384	69	12
BR820	26	0	0	0	0
C820	0	0	0	1	0
E820	890	1,075	699	96	131
E820B	282	138	613	70	0
E820BP	0	0	0	562	0
E820P	0	0	0	1,057	1,297
PA820	0	0	0	1,906	1,766
RECON820	0	0	23	0	0
SQ820	1,025	1,009	959	18	2
SQ820P	0	0	0	873	866
U820	1	2	9	6	4
VC820	101	104	103	67	52
VC820A	29	10	4	1	0
VC820B	12	6	2	0	0
Total	4,651	4,571	4,796	4,726	4,130
Average Responses per Day²	12.7	12.5	13.1	12.9	11.3

Station 820 First Due Area Historical Data Analysis (cont.)

Call concurrency within FDA 820 was calculated between 2016 and 2020. The call concurrency has remained steady between 25.1 to 30.6 over the five-year rating period.

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
820	2016	629	2,373	26.5
	2017	588	2,347	25.1
	2018	778	2,642	29.4
	2019	814	2,663	30.6
	2020	694	2,527	27.5
	All	3,503	12,552	27.9

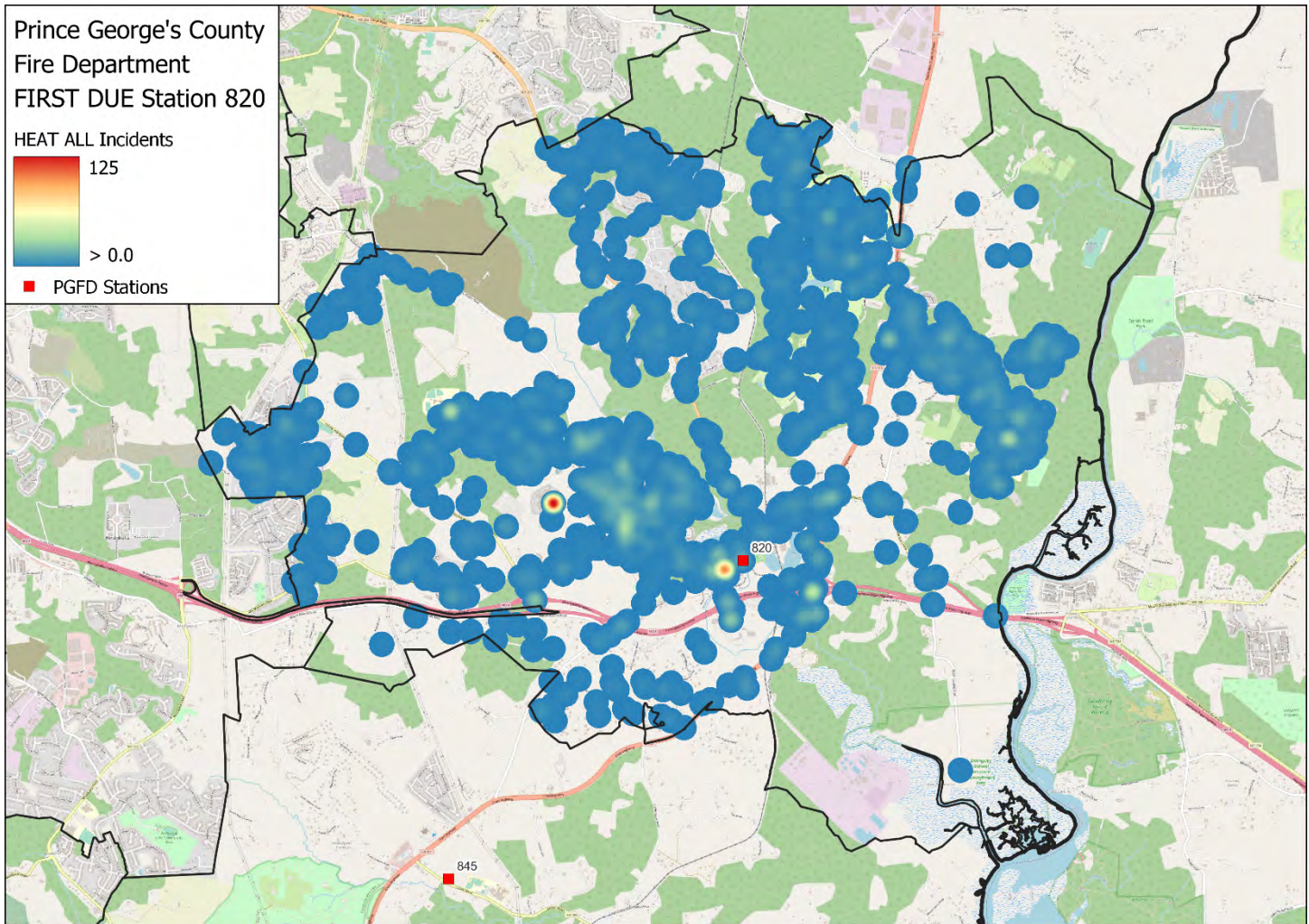
Response time performance for FDA 820 was calculated over the five-year rating period (2016-2020). Analyses were restricted to within FDA 820 and were calculated by the first arriving unit. Benchmark compliance is a 10% improvement over the aggregated PGFD performance. Therefore, the benchmark performance is established at the county level, not within each FDA. Finally, a gap analysis between the baseline and benchmark performance was completed utilizing a stoplight approach. If greater than 90% performance (green), between 70% and 89% yellow, and below 70% would be red.

First Due Station 820: 1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		4:43	5:15	5:00	4:38	4:20	4:23	4:31	88.7%
Turnout Time		2:23	2:32	2:30	2:15	2:15	2:12	1:58	77.3%
Travel Time	Urban	N/A	N/A	N/A	N/A	N/A	N/A	7:26	N/A
	Rural	10:29	10:19	10:25	10:41	10:05	10:55	9:33	85.3%
Total Response Time	Urban	N/A	N/A	N/A	N/A	N/A	N/A	12:26	N/A
		<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0		
	Rural	15:45	16:08	15:58	15:44	15:05	15:54	14:23	84.2%
		<i>n</i> = 8,483	<i>n</i> = 1,644	<i>n</i> = 1,637	<i>n</i> = 1,775	<i>n</i> = 1,799	<i>n</i> = 1,628		

Color coding legend: fill ≥ 90%; fill ≥ 70% to < 90%; fill < 70%

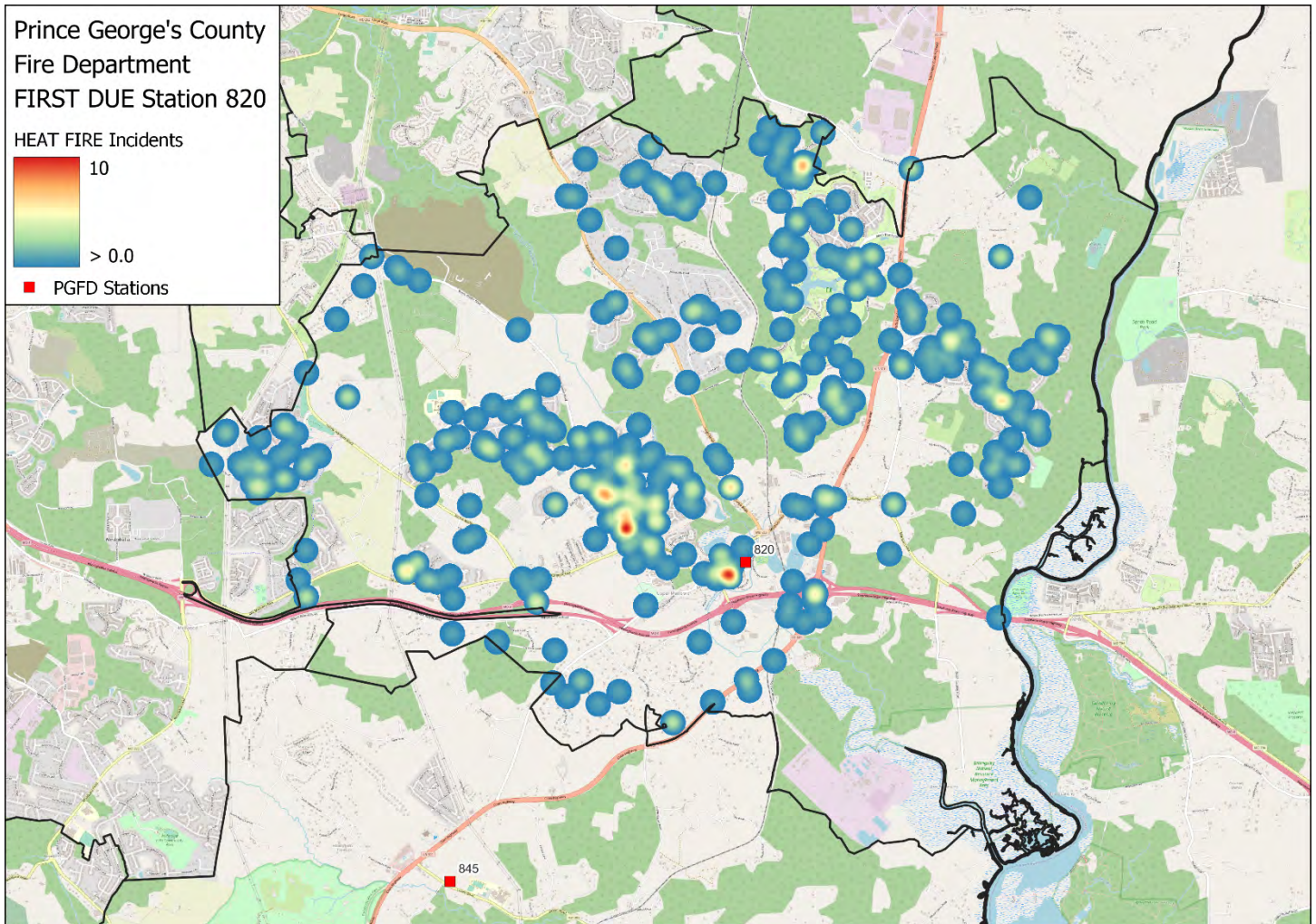
Station 820 Overall Hot Spot Map

This map shows an even distribution of calls throughout the station's first due area. A few areas close to the station have relatively higher call volume.



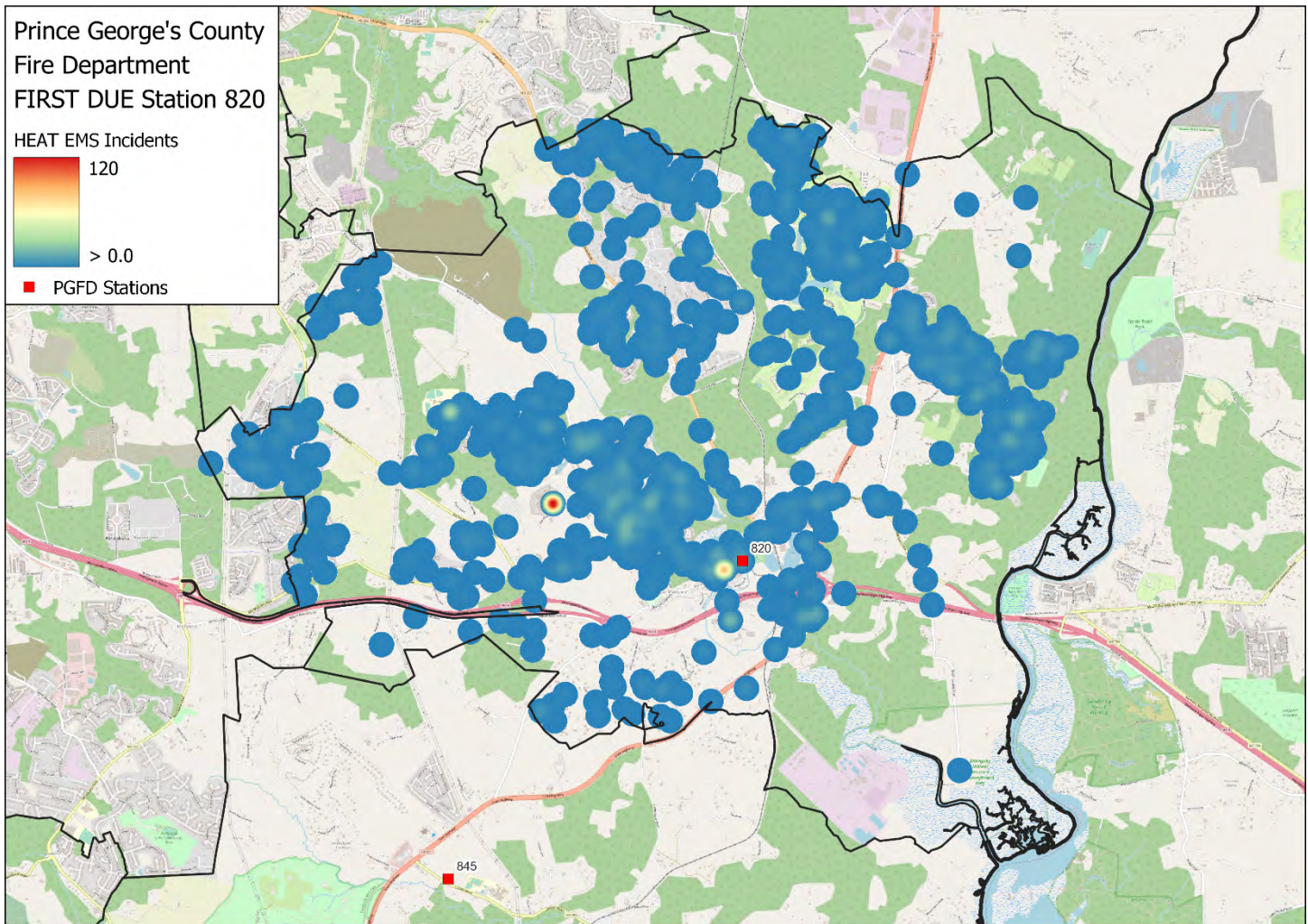
Station 820 Fire Hot Spot Map

This map shows an even distribution of calls throughout the station's first due area. A few areas close to the station have relatively higher call volumes.



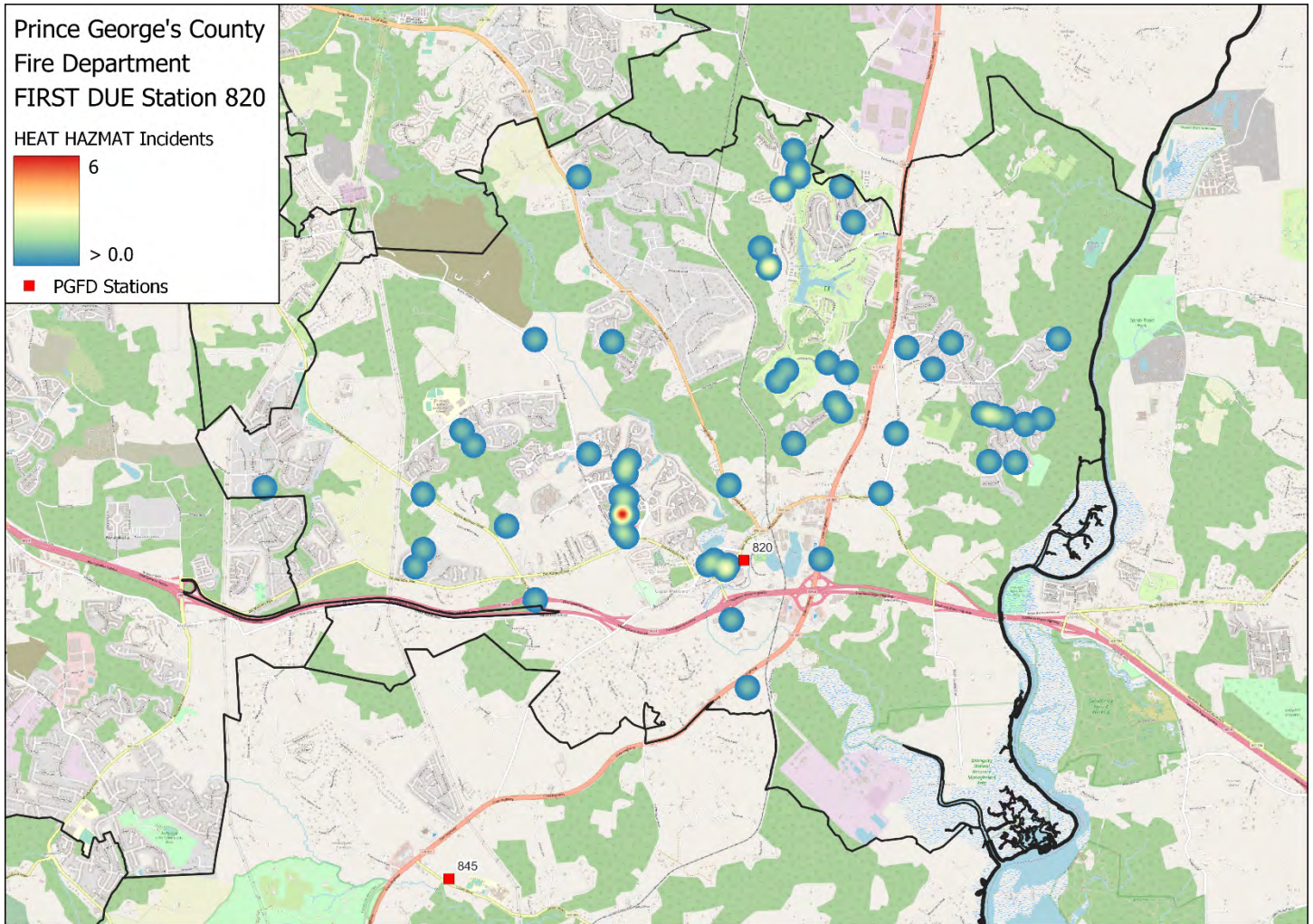
Station 820 EMS Hot Spot Map

This map shows an even distribution of calls throughout the station's first due area. A few areas close to the station have relatively higher call volumes.



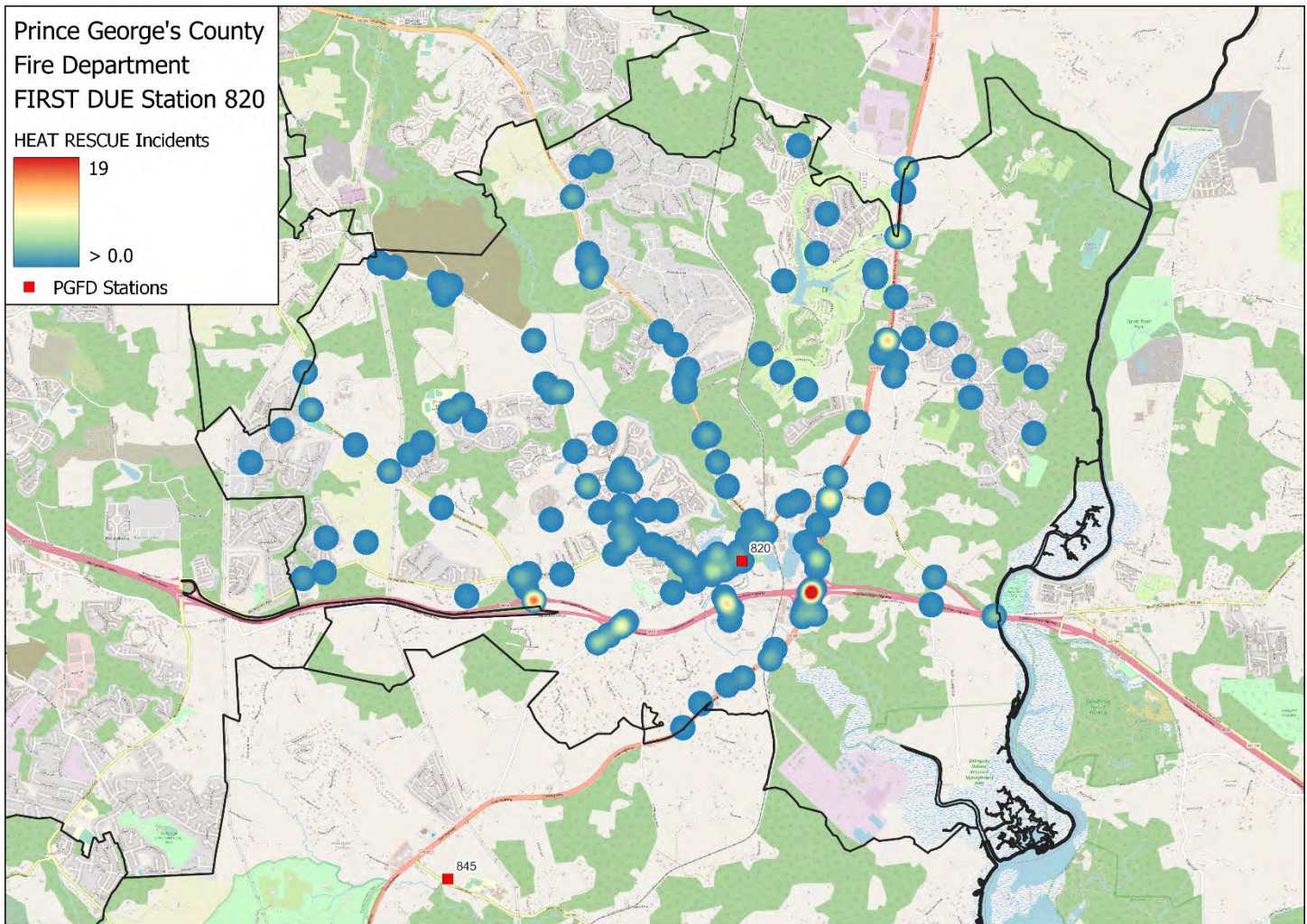
Station 820 HazMat Hot Spot Map

HazMat call volume is relatively equally spread throughout Station 820's first due area.



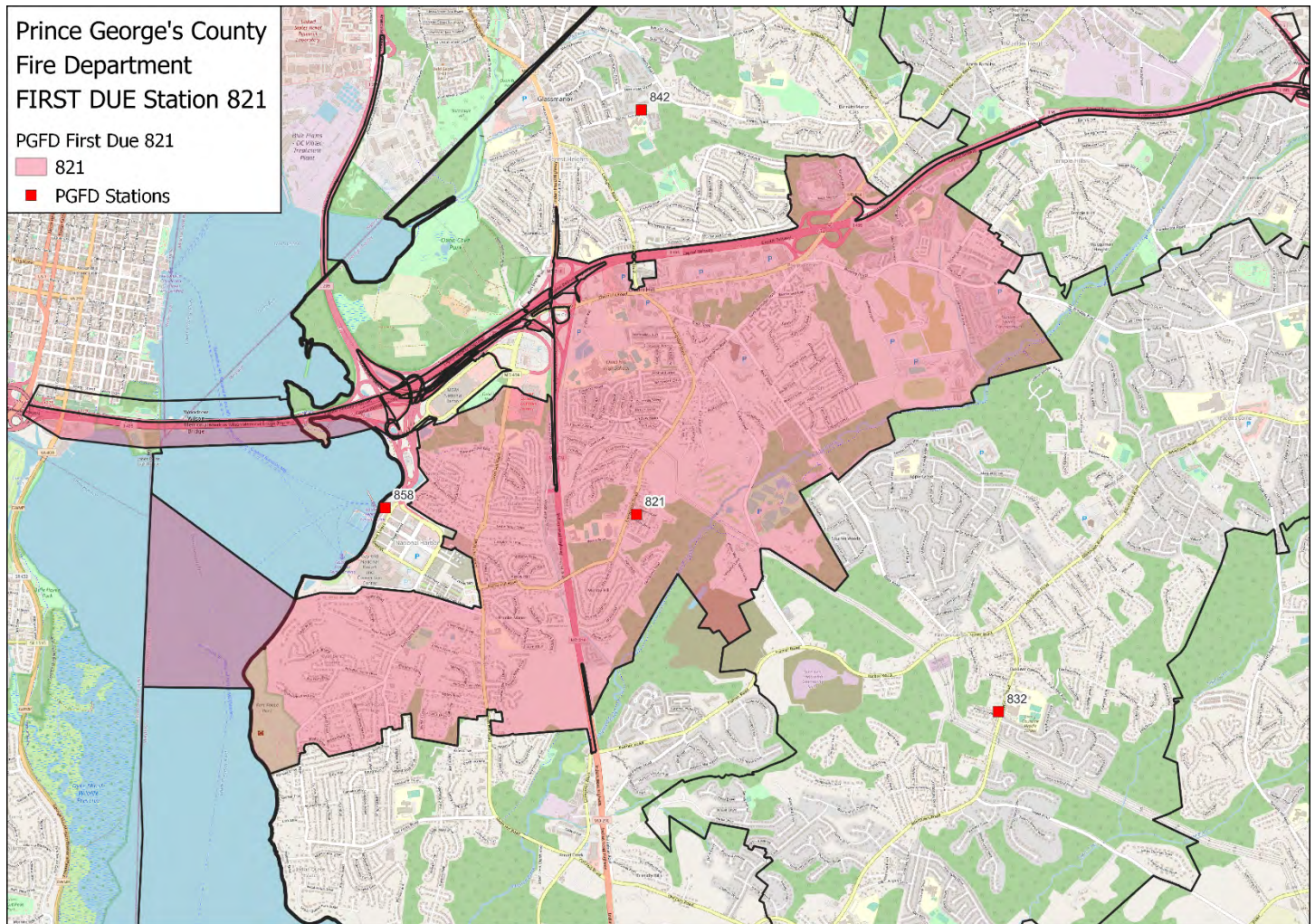
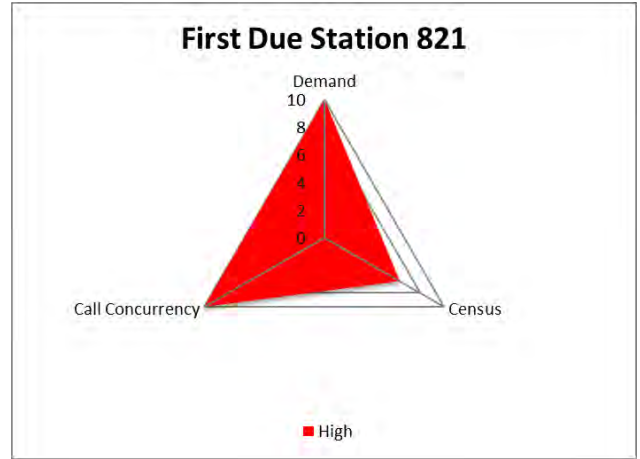
Station 820 Rescue Hot Spot Map

This map shows an even distribution of calls throughout the station's first due area. A few areas close to the station on the expressway have relatively higher call volumes.



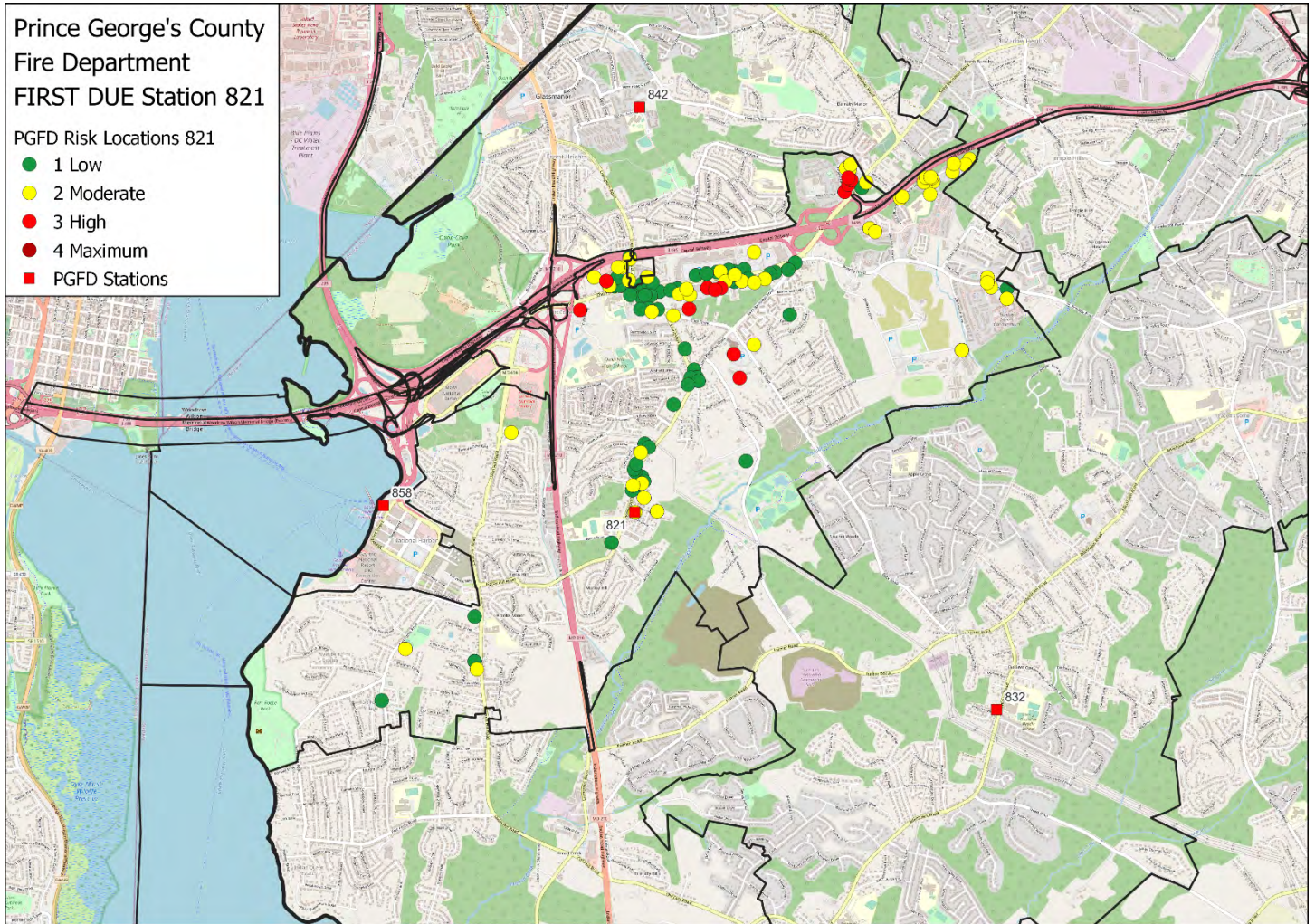
Station 821

Station 821	A821	Ambulance
	E821	Engine
	E821B	Engine
	E821P	Engine
	PA821	Paramedic Ambulance
	TK821	Truck
	TK821P	Truck
	VC821	Volunteer Chief
	VC821A	Volunteer Chief
	VC821B	Volunteer Chief

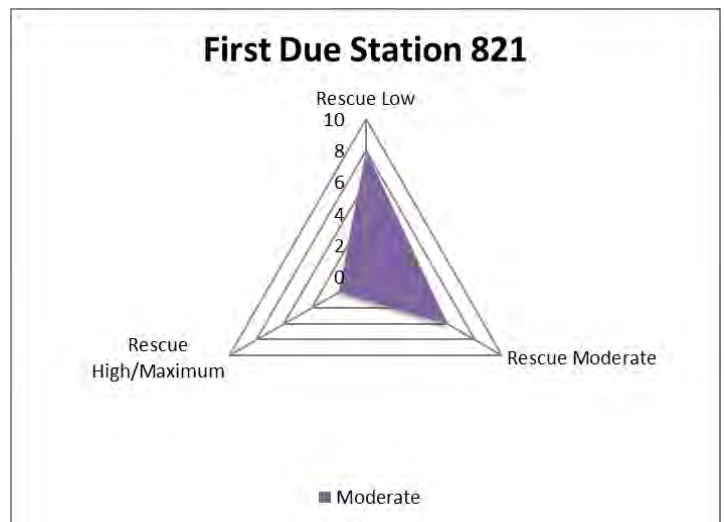
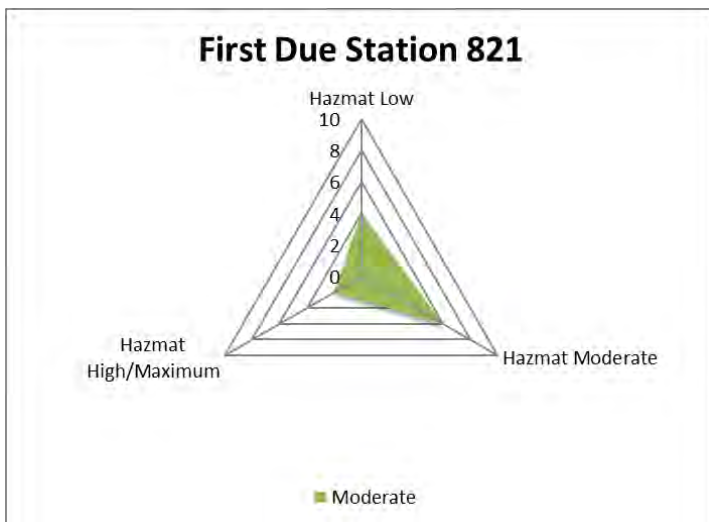
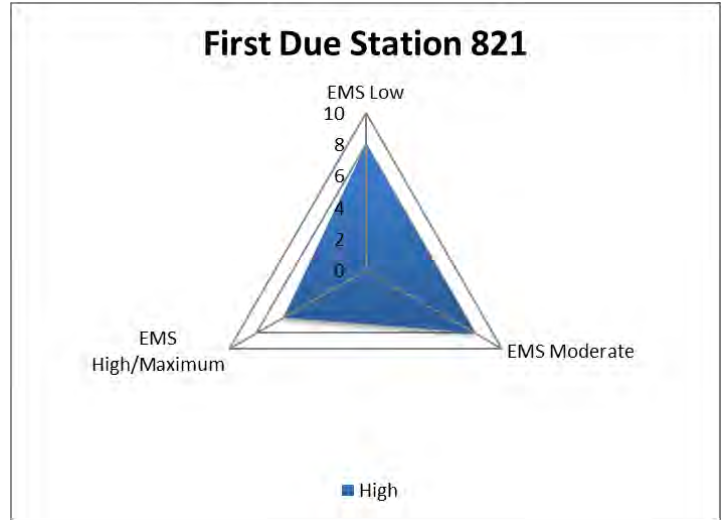
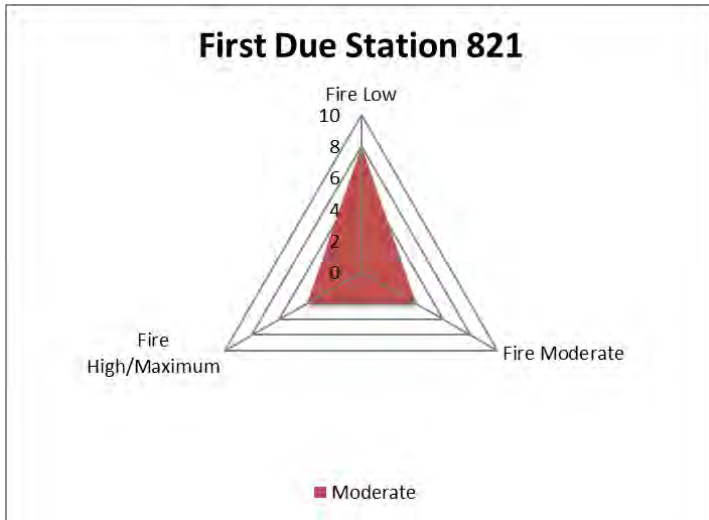


Station 821 Risk Analysis

The risk of individual building locations is represented by the small circles and shaded to indicate risk level. There is a concentration of low to high-risk buildings located near the expressway in the first due area, which is a high-risk GPZ. Risk is also evaluated by GPZ using the same shading criteria. The majority of Station 821’s first due area is low to moderate risk.



Station 821 First Due Station Risk Profiles by Program – 3D Risk Models



Station 821 First Due Area Historical Data Analysis

Station 821 First Due Area Incidents by Call Category	Reporting Period				
	2016	2017	2018	2019	2020
Bomb Total	0	0	2	1	1
EMS Total	2,039	3,251	3,193	3,131	3,145
Fire Total	334	483	491	533	473
Hazmat Total	48	94	96	98	80
Non-Emergency Total	92	145	189	281	272
Rescue Total	305	615	572	577	445
Total	2,818	4,588	4,543	4,621	4,416

Unit ID	Reporting Period				
	2016	2017	2018	2019	2020
A821	61	0	5	0	0
E821	2,598	2,754	0	0	0
E821B	15	35	0	0	5
E821P	0	157	2,794	2,943	2,239
PA821	3,392	3,497	3,180	2,980	2,635
TK821	915	499	0	0	0
TK821P	0	70	757	730	581
VC821	54	20	12	9	20
VC821A	4	17	0	2	1
VC821B	5	5	0	0	0
Total	7,044	7,054	6,748	6,664	5,481
Average Responses per Day²	19.2	19.3	18.5	18.3	15

Station 821 First Due Area Historical Data Analysis (cont.)

Call concurrency within FDA 821 was calculated between 2016 and 2020. The call concurrency has remained steady between 24.9 to 40.9 over the five-year rating period.

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
821	2016	702	2,816	24.9
	2017	1,727	4,577	37.7
	2018	1,768	4,537	39.0
	2019	1,889	4,614	40.9
	2020	1,706	4,408	38.7
	All	7,792	20,952	37.2

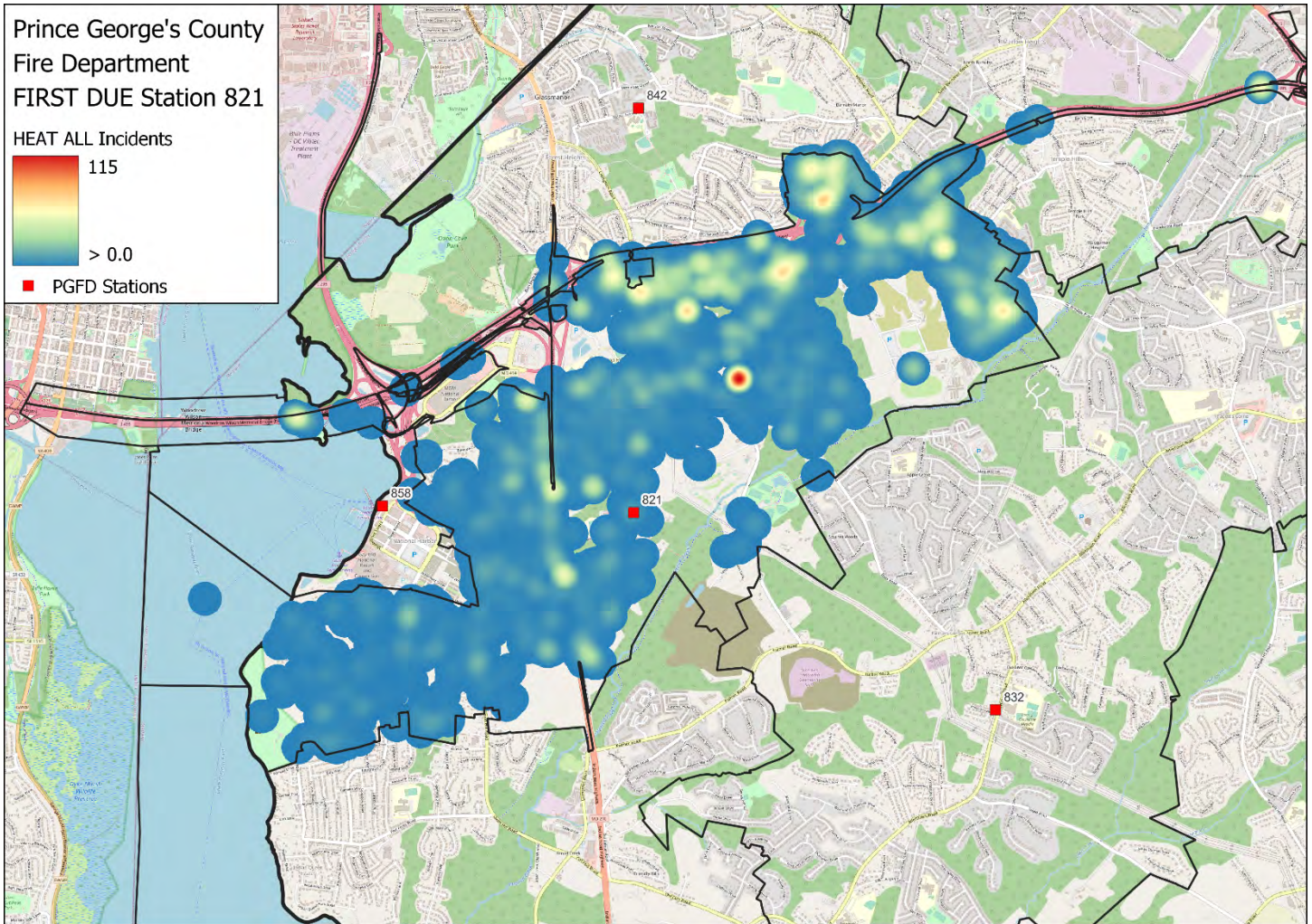
Response time performance for FDA 821 was calculated over the five-year rating period (2016-2020). Analyses were restricted to within FDA 821 and were calculated by the first arriving unit. Benchmark compliance is a 10% improvement over the aggregated PGFD performance. Therefore, the benchmark performance is established at the county level, not within each FDA. Finally, a gap analysis between the baseline and benchmark performance was completed utilizing a stoplight approach. If greater than 90% performance (green), between 70% and 89% yellow, and below 70% would be red.

First Due Station 821: 1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		5:14	5:29	5:13	5:15	5:17	5:09	4:31	86.3%
Turnout Time		2:22	2:26	2:26	2:22	2:20	2:16	1:58	75.4%
Travel Time	Urban	8:51	7:35	8:26	8:36	9:07	9:57	7:26	80.6%
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	9:33	N/A
Total Response Time	Urban	14:41	13:45	14:09	14:27	14:41	16:07	12:26	79.5%
		<i>n</i> = 12,865	<i>n</i> = 1,836	<i>n</i> = 2,902	<i>n</i> = 2,821	<i>n</i> = 2,681	<i>n</i> = 2,625		
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	14:23	N/A
		<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0		

Color coding legend: green fill ≥ 90%; yellow fill ≥ 70% to < 90%; red fill < 70%

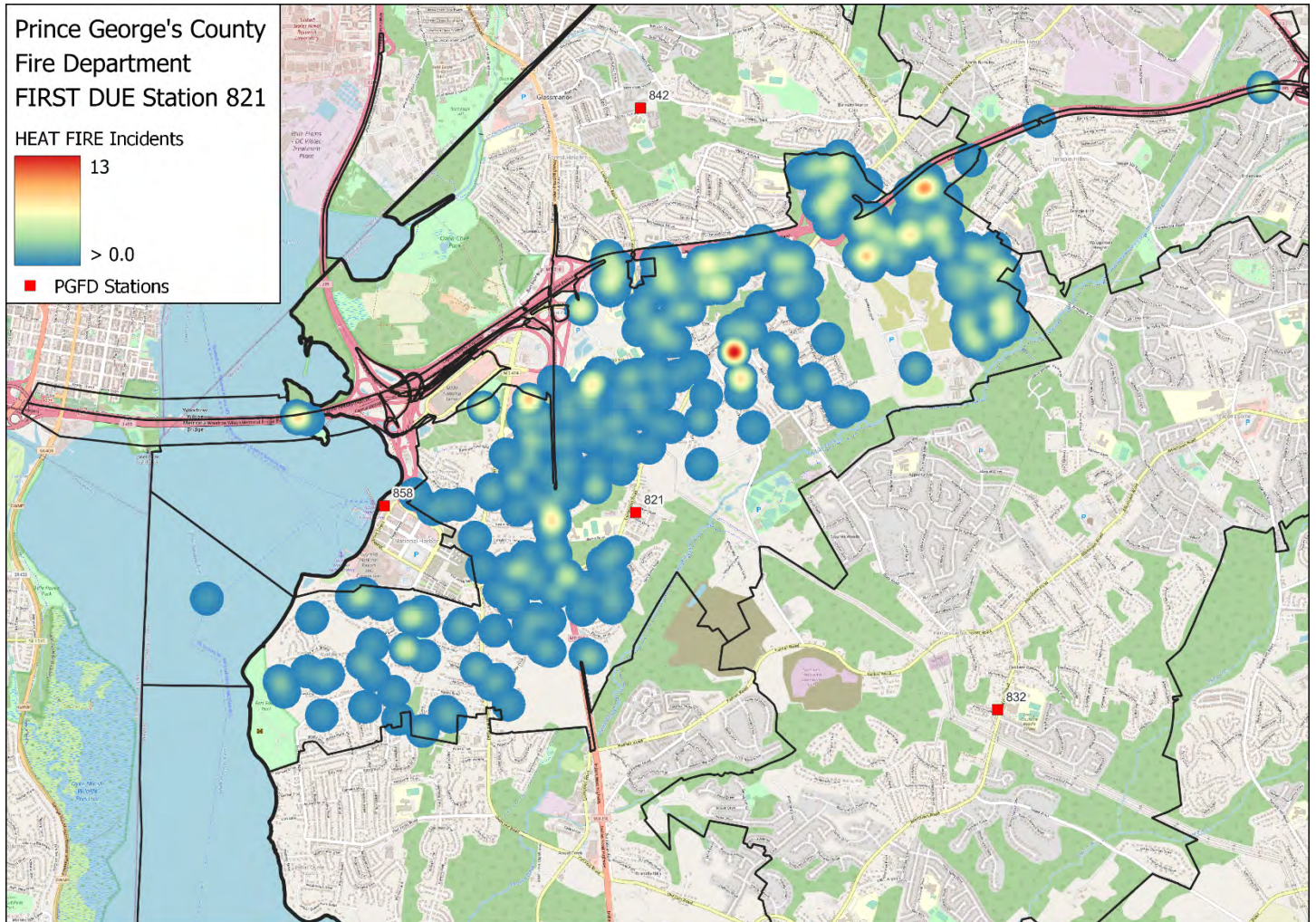
Station 821 Overall Hot Spot Map

Trends show an even distribution of calls throughout the station's first due area, with a relatively higher call volume around the expressway.



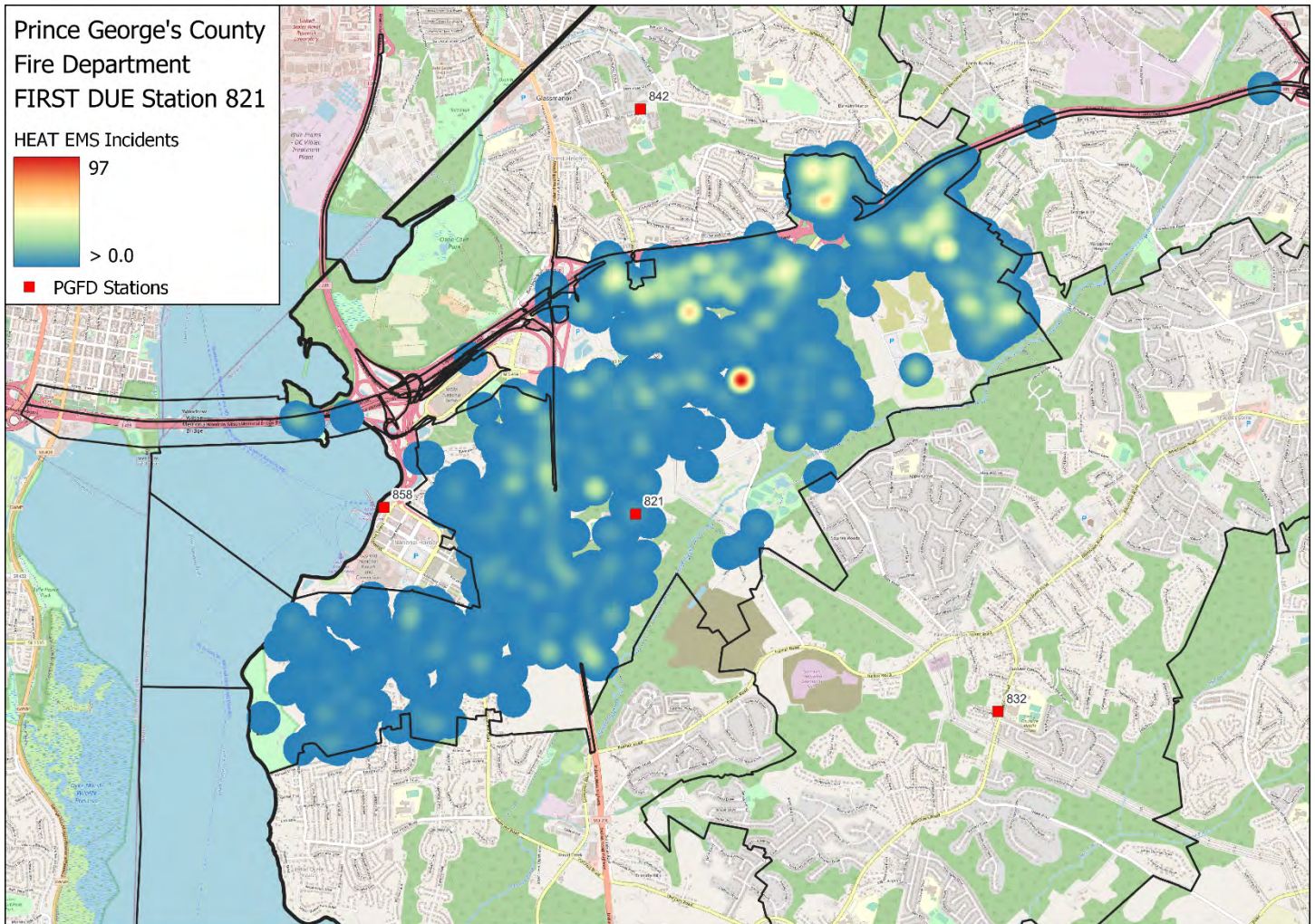
Station 821 Fire Hot Spot Map

This map shows an even distribution of calls throughout the station's first due area, with a relatively higher call volume around the expressway.



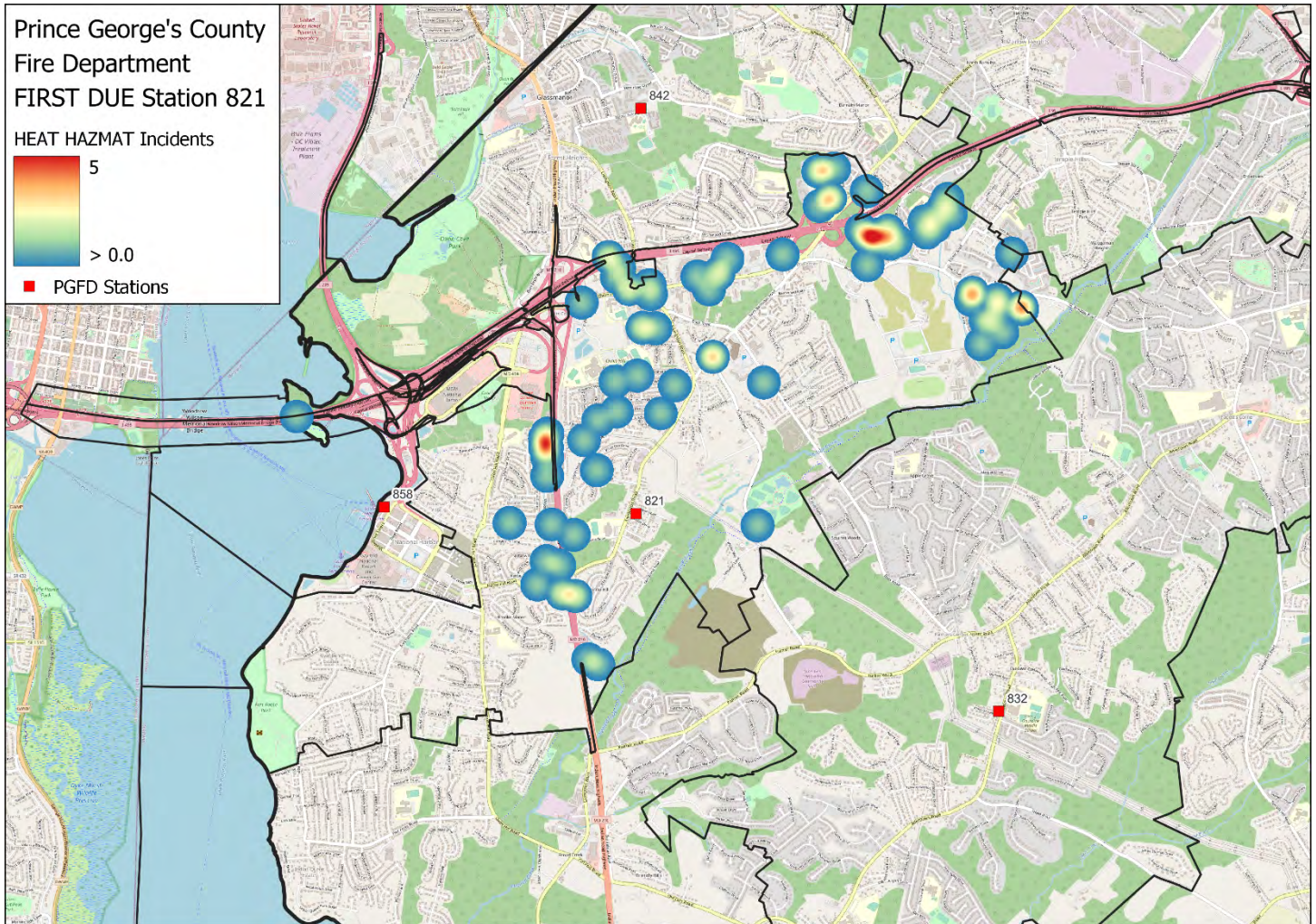
Station 821 EMS Hot Spot Map

Most of the call volume for fire-related calls is in close proximity to the station's first due area and going north toward the expressway.



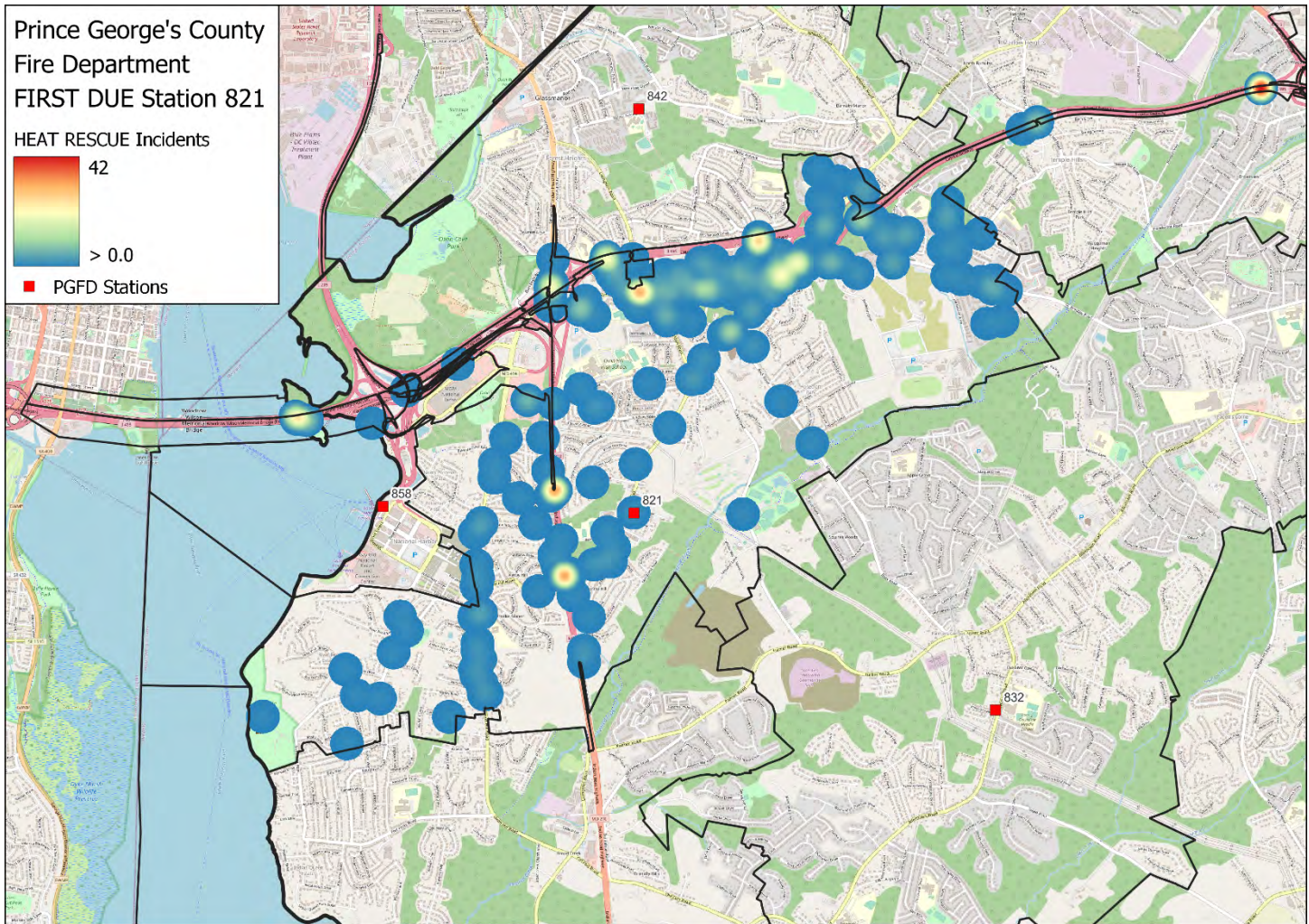
Station 821 HazMat Hot Spot Map

HazMat call volume is higher toward the expressway and northeast of the station.



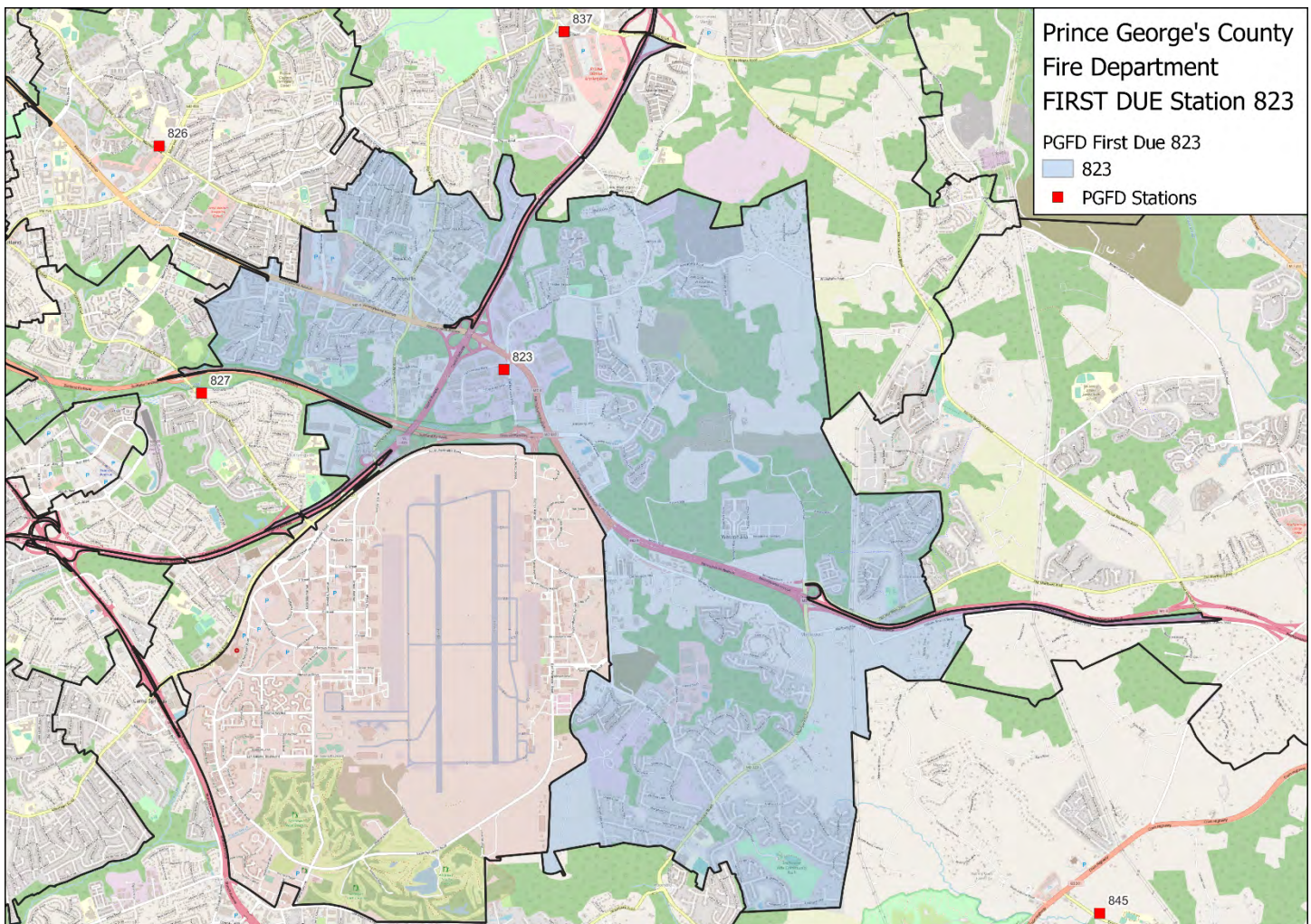
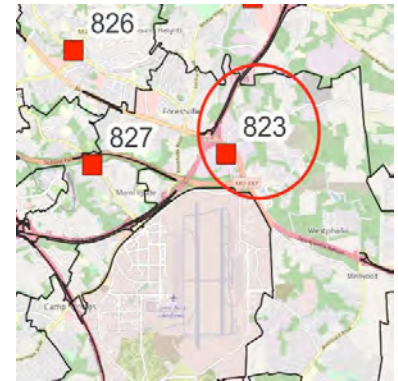
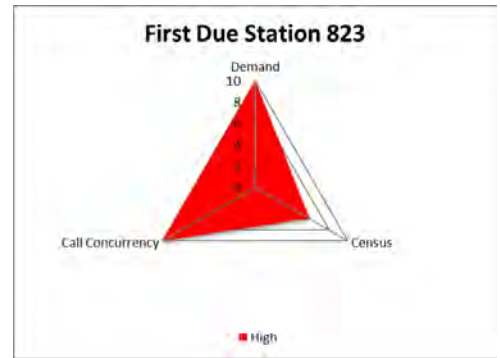
Station 821 Rescue Hot Spot Map

This map indicates that the area immediately surrounding the station and going north toward the expressway has the most call volume.



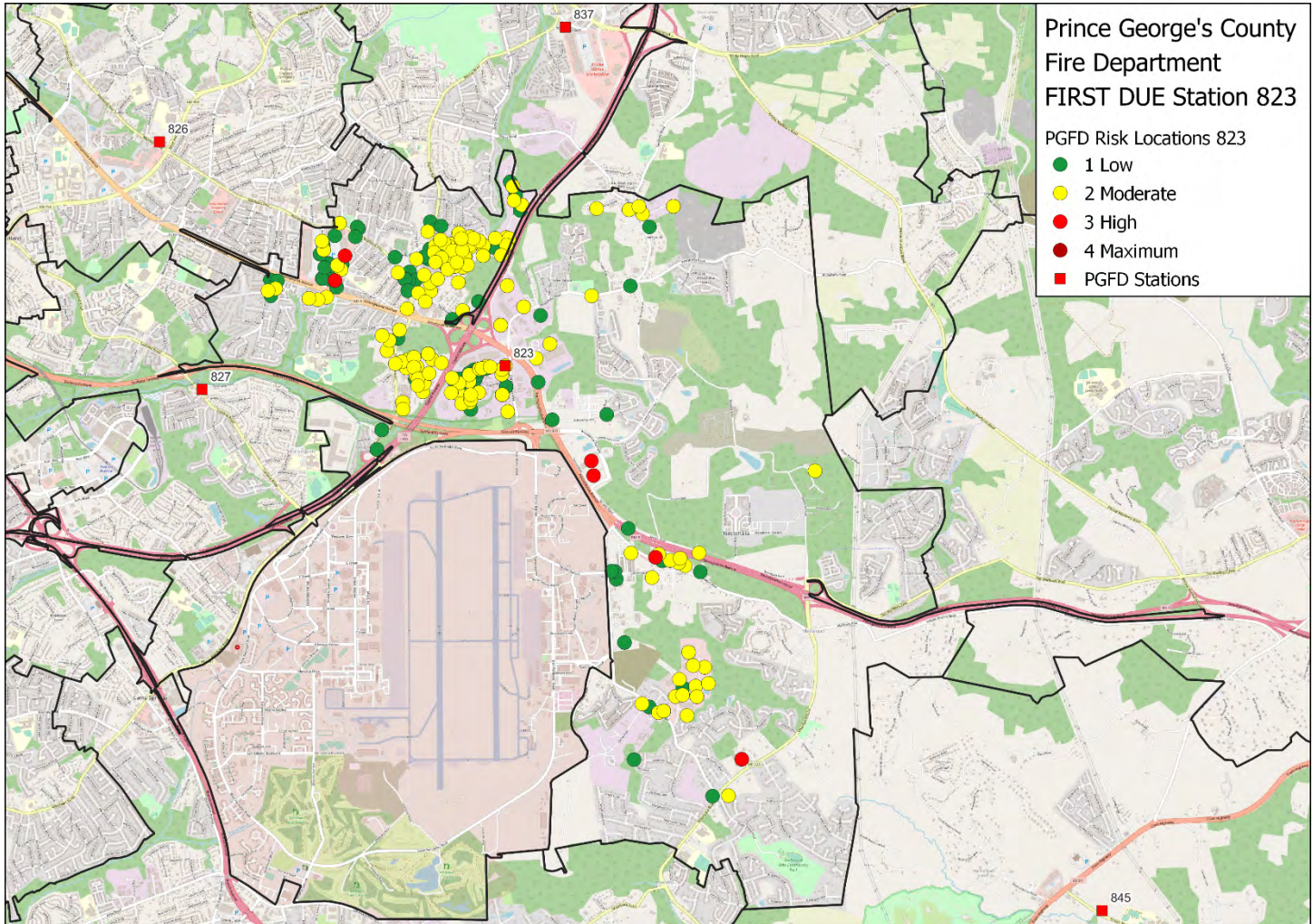
Station 823

Station 823	A823	Ambulance
	A823B	Ambulance
	BR823	Brush
	E823	Engine
	E823B	Engine
	E823P	Engine
	ET823	Engine Tanker
	PA823	Paramedic Ambulance
	TN823	Tanker
	U823	Utility Truck
	VC823	Volunteer Chief
	VC823A	Volunteer Chief

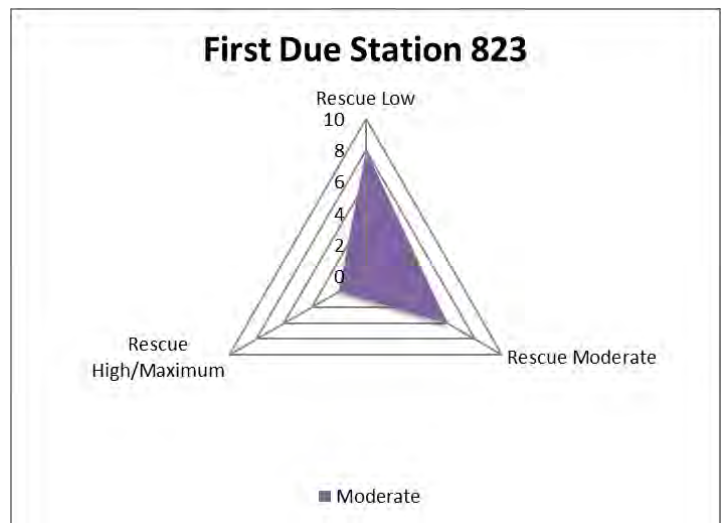
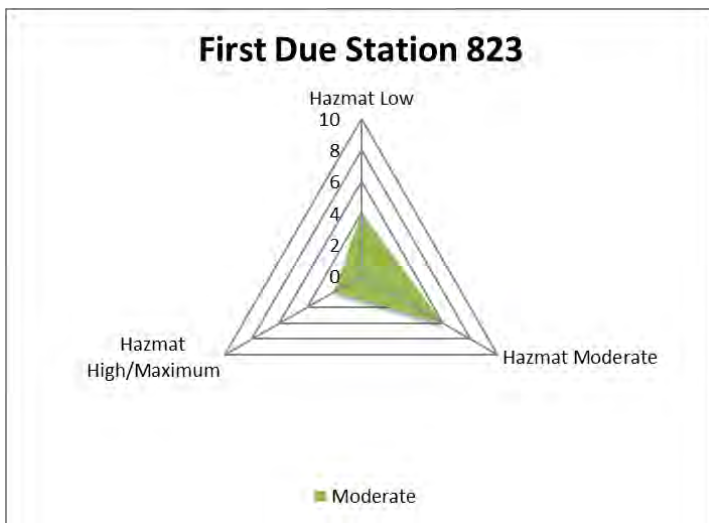
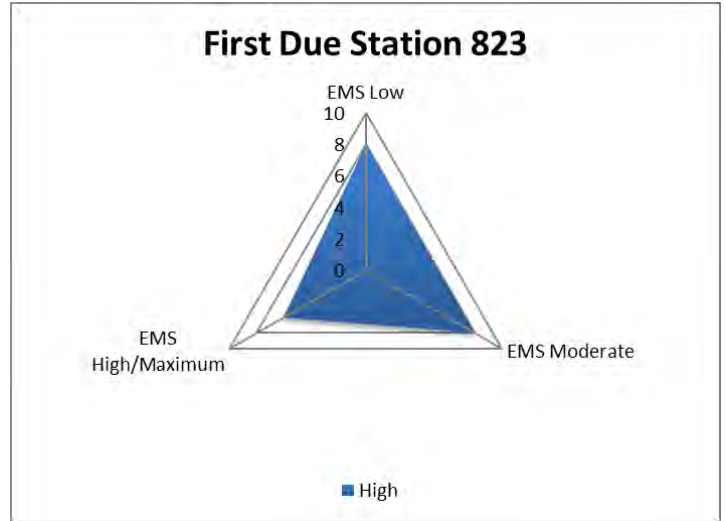


Station 823 Risk Analysis

The risk of individual building locations is represented by the small circles and shaded to indicate risk level. Risk is also evaluated by GPZ using the same shading criteria. There is a high concentration of low and moderate-risk buildings located in close proximity to the station first due area, which is a high-risk GPZ. The vast majority of Station 823's first due area is low to moderate risk.



Station 823 First Due Station Risk Profiles by Program – 3D Risk Models



Station 823 First Due Area Historical Data Analysis

Station 823 First Due Area Incidents by Call Category	Reporting Period				
	2016	2017	2018	2019	2020
Bomb Total	1	1	1	1	0
EMS Total	3,269	3,292	3,434	3,357	3,558
Fire Total	512	581	574	657	605
Hazmat Total	97	82	88	97	69
Non-Emergency Total	134	129	180	254	315
Rescue Total	621	661	649	642	570
Total	4,634	4,746	4,926	5,008	5,117

Unit ID	Reporting Period				
	2016	2017	2018	2019	2020
A823	64	28	1,637	3,396	3,376
A823B	7	0	4	0	0
BR823	0	3	39	28	16
E823	1,608	1,747	4	0	0
E823B	2,199	1,686	0	0	0
E823P	0	240	3,648	3,545	3,300
ET823	4	22	6	0	0
PA823	3,864	3,575	3,293	2,767	2,591
TN823	32	36	35	28	40
U823	1	0	1	0	0
VC823	41	58	42	64	22
VC823A	0	0	14	2	0
Total	7,820	7,395	8,723	9,830	9,345
Average Responses per Day	21.4	20.3	23.9	26.9	25.5

Station 823 First Due Area Historical Data Analysis (cont.)

Call concurrency within FDA 823 was calculated between 2016 and 2020. The call concurrency has remained steady between 42.8 to 48.5 over the five-year rating period.

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
823	2016	1,983	4,633	42.8
	2017	2,064	4,739	43.6
	2018	2,267	4,919	46.1
	2019	2,423	4,999	48.5
	2020	2,369	5,109	46.4
	All	11,106	24,399	45.5

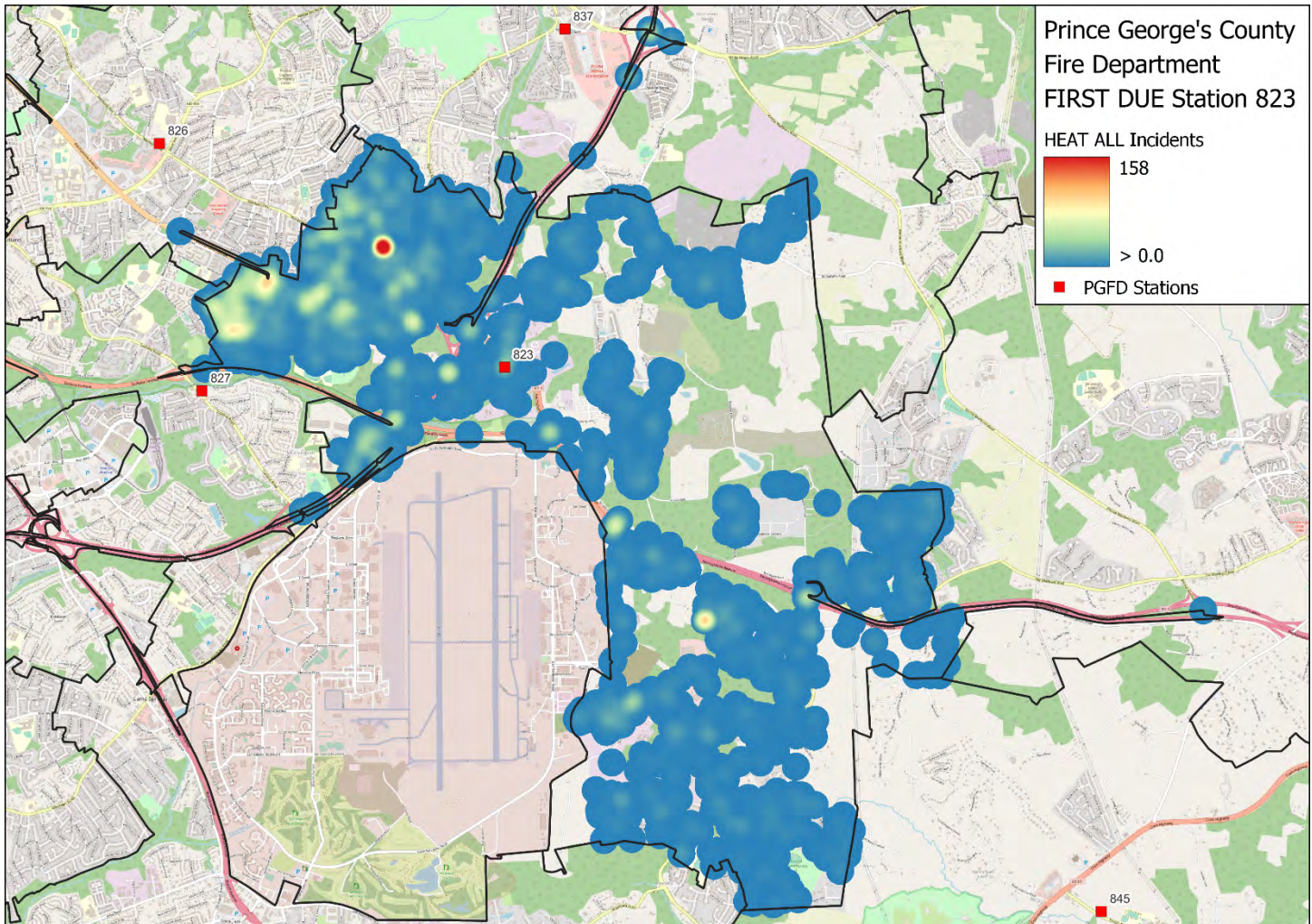
Response time performance for FDA 823 was calculated over the five-year rating period (2016-2020). Analyses were restricted to within FDA 823 and were calculated by the first arriving unit. Benchmark compliance is a 10% improvement over the aggregated PGFD performance. Therefore, the benchmark performance is established at the county level, not within each FDA. Finally, a gap analysis between the baseline and benchmark performance was completed utilizing a stoplight approach. If greater than 90% performance (green), between 70% and 89% yellow, and below 70% would be red.

First Due Station 823: 1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		4:39	4:47	4:45	4:28	4:34	4:39	4:31	89.3%
Turnout Time		2:06	2:19	2:21	1:58	1:50	1:57	1:58	87.0%
Travel Time	Urban	8:46	8:36	8:34	8:31	8:55	9:13	7:26	82.3%
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	9:33	N/A
Total Response Time	Urban	13:57	13:48	14:04	13:25	13:51	14:48	12:26	83.9%
		<i>n</i> = 15,668	<i>n</i> = 3,046	<i>n</i> = 3,081	<i>n</i> = 3,183	<i>n</i> = 3,111	<i>n</i> = 3,247		
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	14:26	N/A
		<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0		

Color coding legend: fill ≥ 90%; fill ≥ 70% to < 90%; fill < 70%

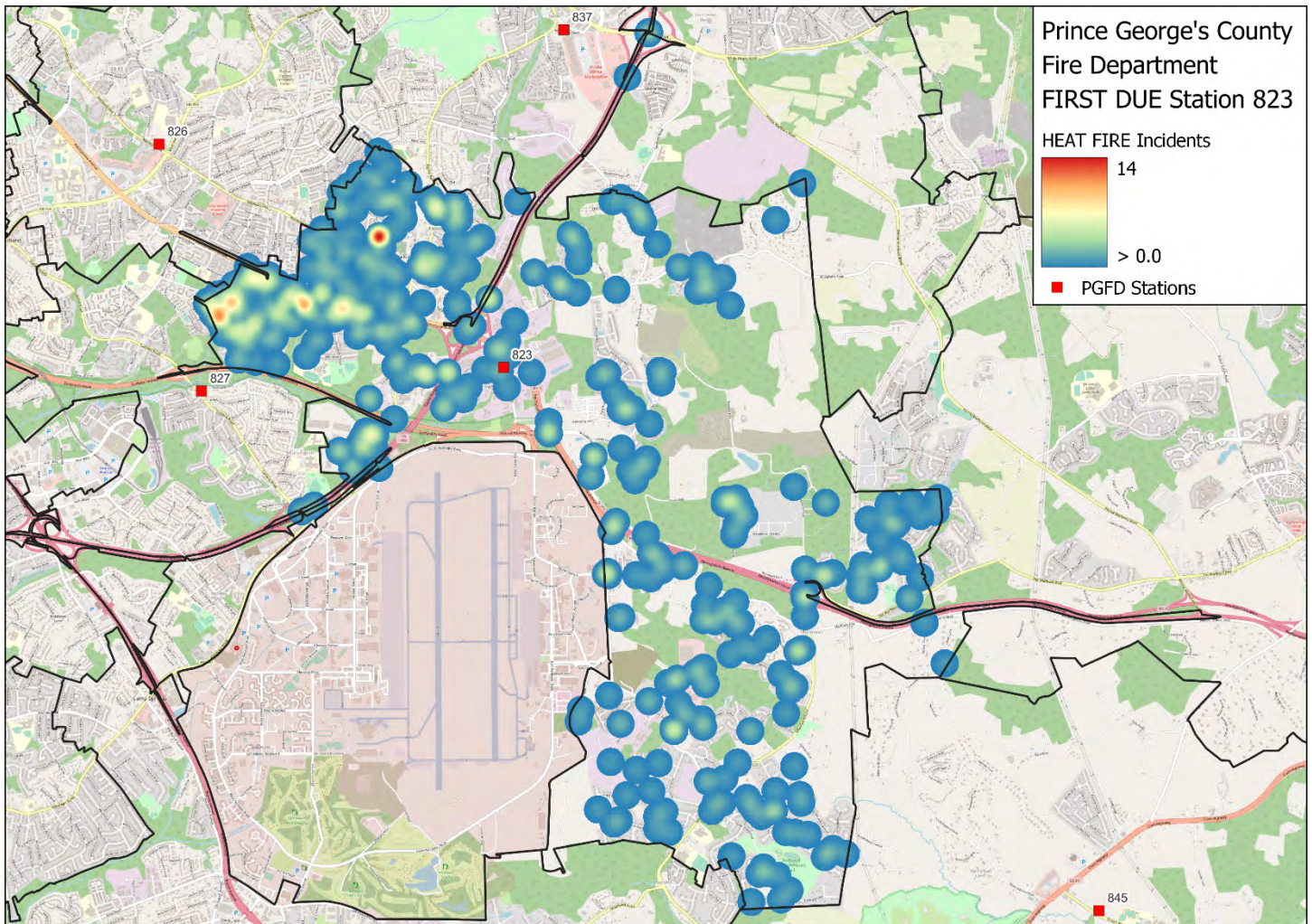
Station 823 Overall Hot Spot Map

Trends show the majority of call volume immediately surrounding the station and a fairly even spread of calls throughout the rest of the station's first due area.



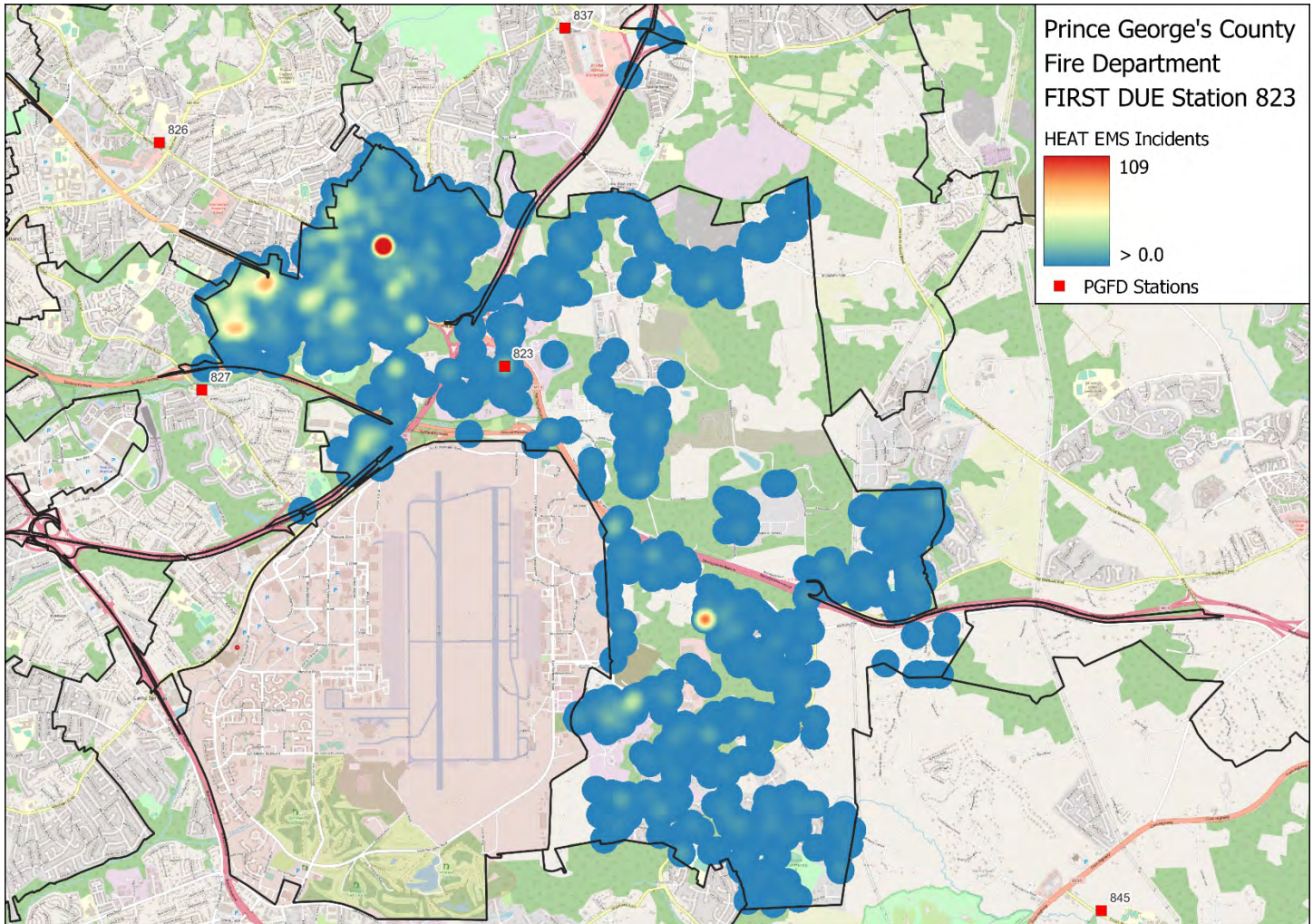
Station 823 Fire Hot Spot Map

Trends show the majority of call volume immediately surrounding the station and a fairly even spread of calls throughout the rest of the station's first due area.



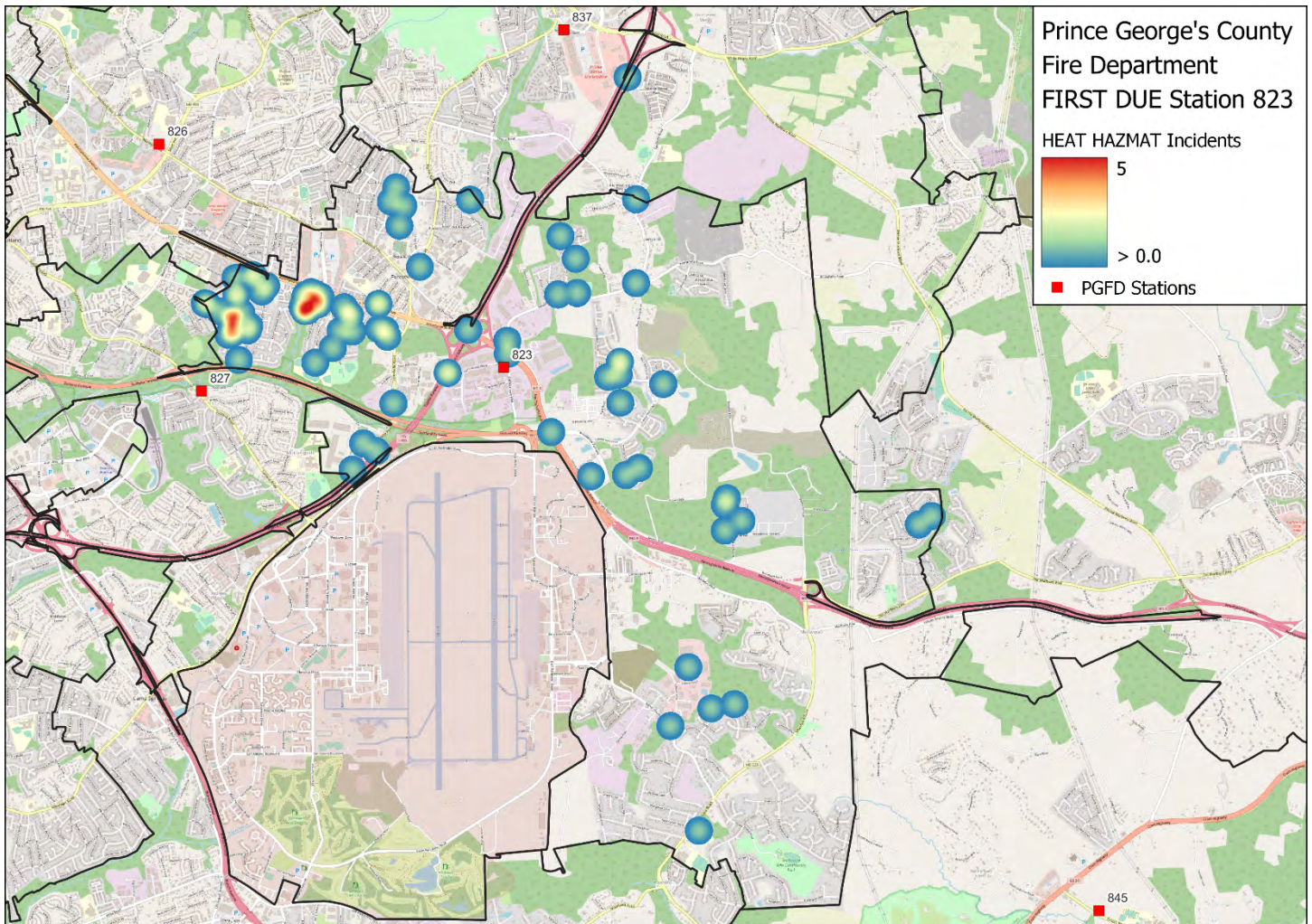
Station 823 EMS Hot Spot Map

This map shows an even distribution of calls throughout the station's first due area. A few areas northwest of the station have relatively higher call volumes.



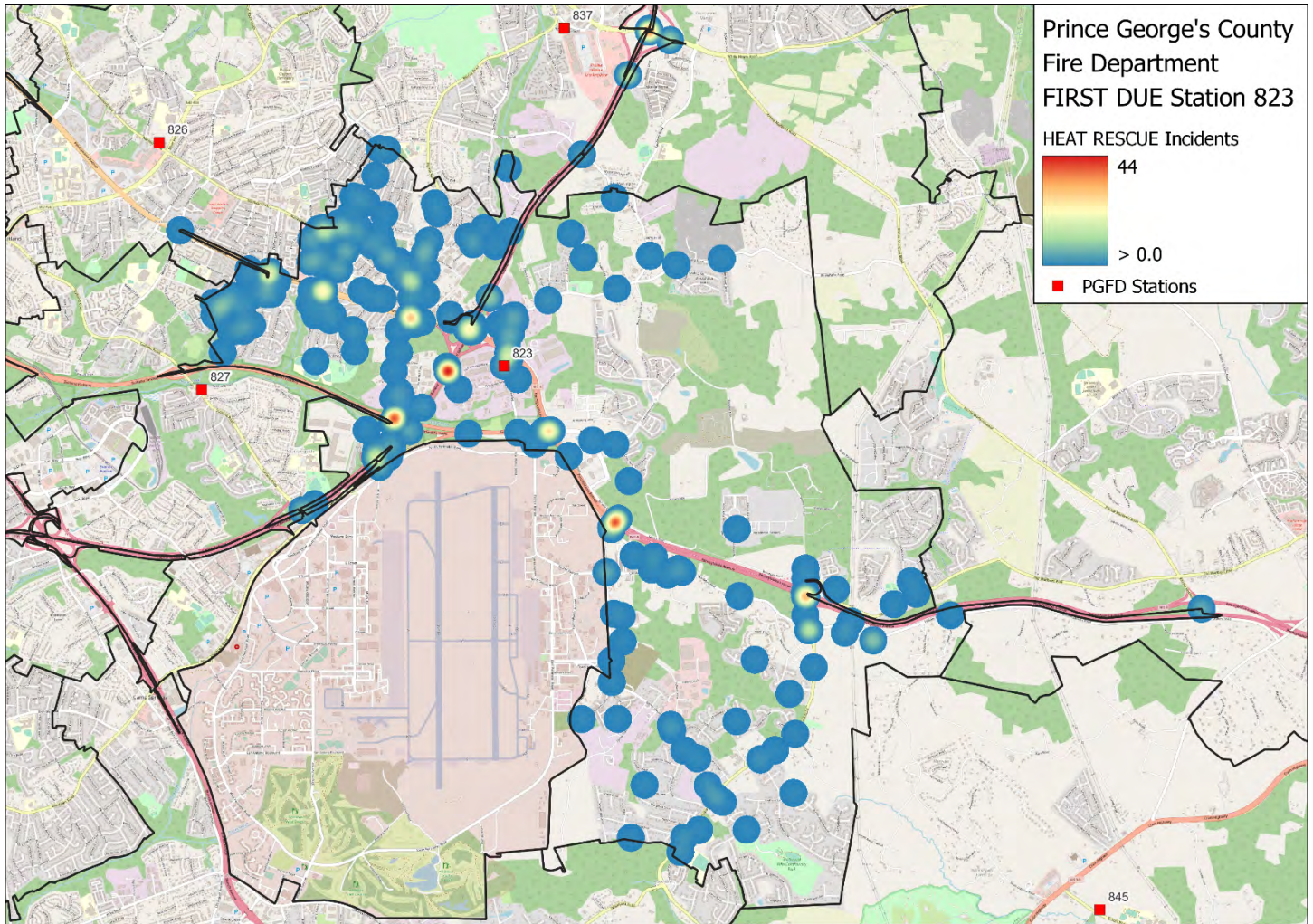
Station 823 HazMat Hot Spot Map

This map shows an even distribution of calls throughout the station's first due area. A few areas west of the station have relatively higher call volume.



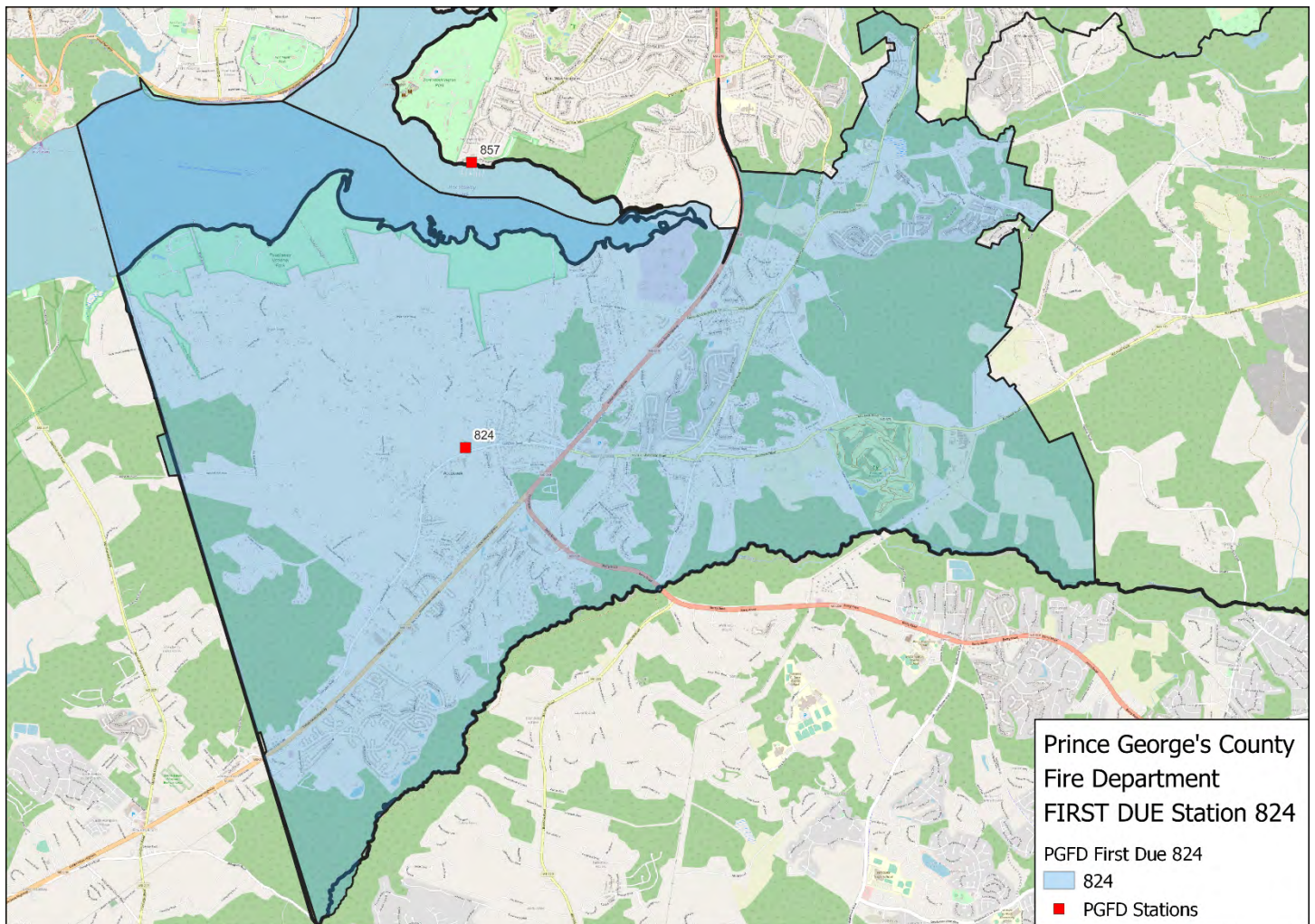
Station 823 Rescue Hot Spot Map

This map shows an even distribution of calls throughout the station's first due area, with a relatively higher call volume on or near the expressway.



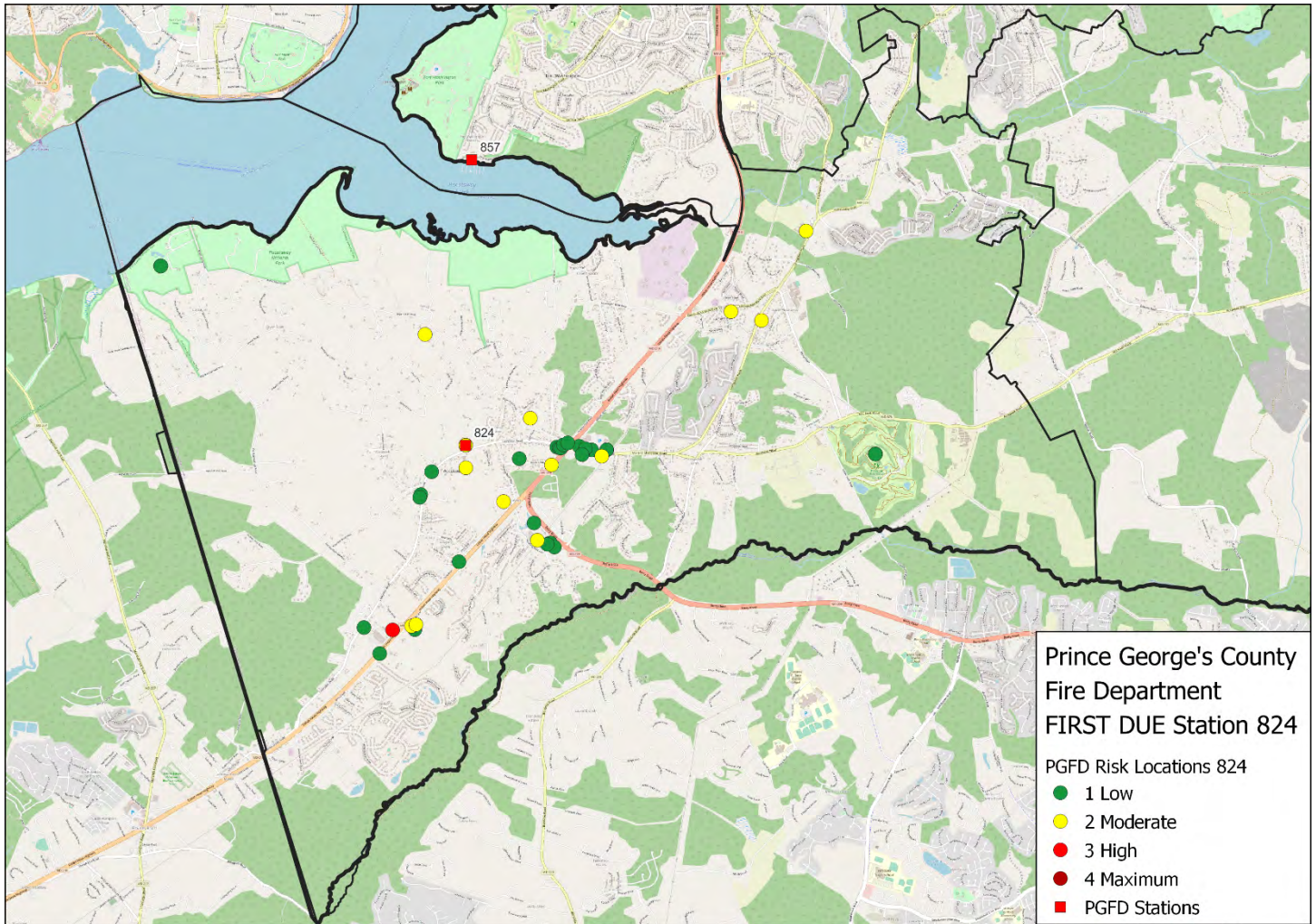
Station 824

Station 824	A824	Ambulance
	BR824	Brush
	E824	Engine
	E824B	Engine
	E824BP	Engine
	E824P	Engine
	MP824	Mini Pumper
	TW824	Tower
	TW824P	Tower
	U824	Utility Truck
	VC824	Volunteer Chief
	VC824A	Volunteer Chief
	VC824B	Volunteer Chief

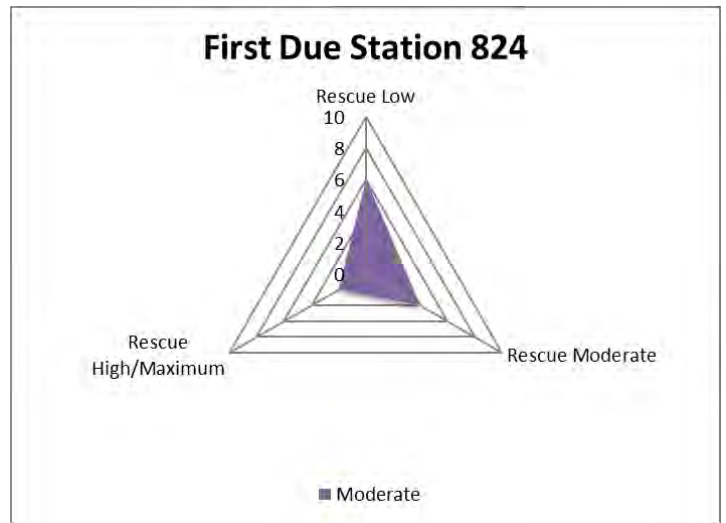
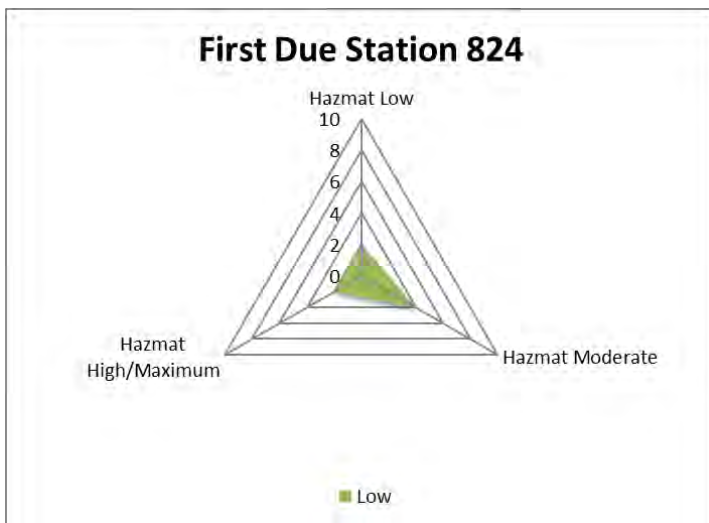
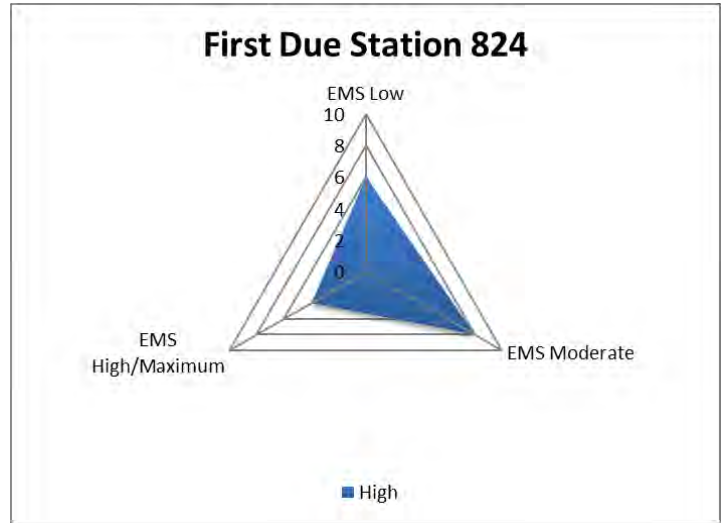
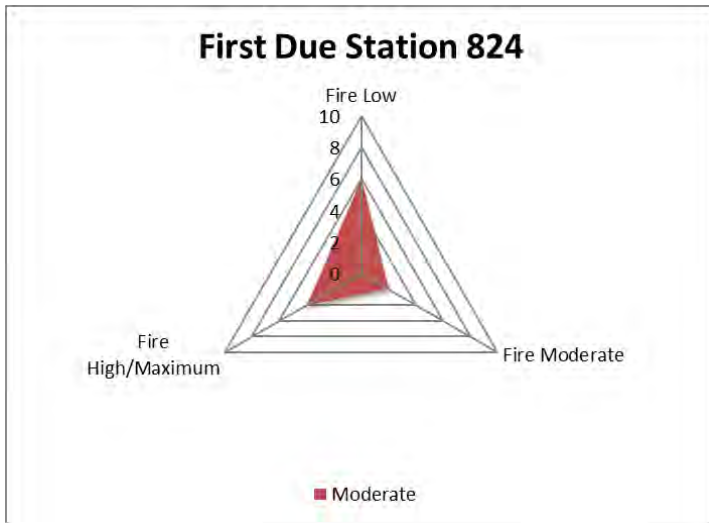


Station 824 Risk Analysis

The risk of individual building locations is represented by the small circles and shaded to indicate risk level. There is a concentration of low and moderate-risk buildings located in close proximity to the station, which is a moderate-risk GPZ. Risk is also evaluated by GPZ using the same shading criteria. The vast majority of Station 824's first due area is low to moderate risk.



Station 824 First Due Station Risk Profiles by Program – 3D Risk Models



Station 824 First Due Area Historical Data Analysis

Station 824 First Due Area Incidents by Call Category	Reporting Period				
	2016	2017	2018	2019	2020
Bomb Total	1	1	0	1	0
EMS Total	839	815	768	824	818
Fire Total	213	209	249	216	197
Hazmat Total	27	20	22	27	25
Non-Emergency Total	56	61	60	55	84
Rescue Total	228	230	234	211	170
Total	1,364	1,336	1,333	1,334	1,294

Unit ID	Reporting Period				
	2016	2017	2018	2019	2020
A824	1,555	1,581	1,537	1,560	1,531
BR824	19	3	17	6	6
E824	431	662	276	14	0
E824B	533	256	693	1	0
E824BP	0	0	0	118	0
E824P	0	0	0	956	1,208
MP824	28	32	26	20	7
TW824	201	315	310	3	0
TW824P	0	0	0	128	109
U824	1	1	0	0	0
VC824	69	68	18	37	40
VC824A	58	65	34	22	20
VC824B	69	49	30	19	22
Total	2,964	3,032	2,941	2,884	2,943
Average Responses per Day	8.1	8.3	8.1	7.9	8

Station 824 First Due Area Historical Data Analysis (cont.)

Call concurrency within FDA 824 was calculated between 2016 and 2020. The call concurrency has remained steady between 12.1 to 15.9 over the five-year rating period.

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
824	2016	165	1,360	12.1
	2017	179	1,328	13.5
	2018	177	1,322	13.4
	2019	212	1,331	15.9
	2020	189	1,294	14.6
	All	922	6,635	13.9

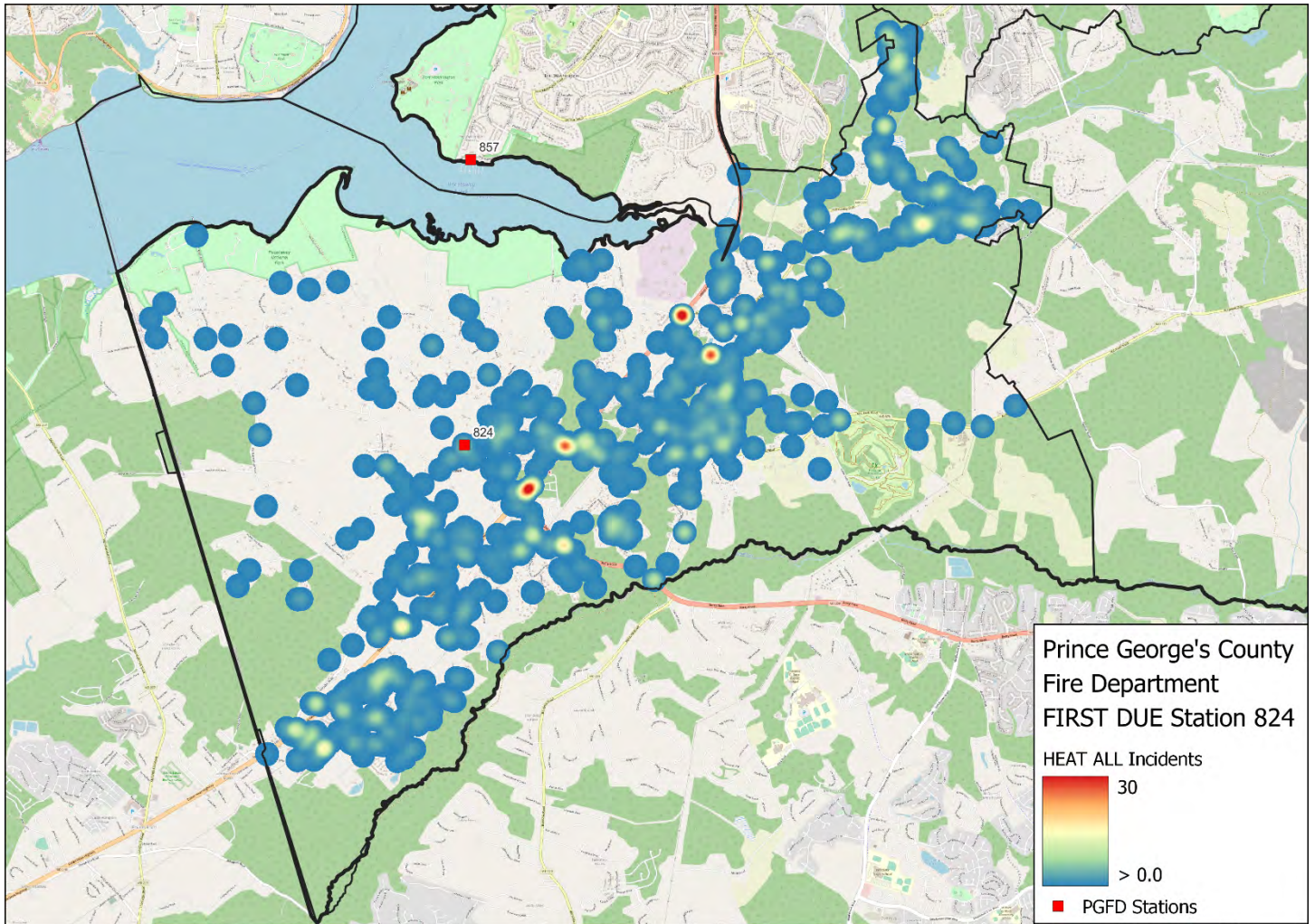
Response time performance for FDA 824 was calculated over the five-year rating period (2016-2020). Analyses were restricted to within FDA 824 and were calculated by the first arriving unit. Benchmark compliance is a 10% improvement over the aggregated PGFD performance. Therefore, the benchmark performance is established at the county level, not within each FDA. Finally, a gap analysis between the baseline and benchmark performance was completed utilizing a stoplight approach. If greater than 90% performance (green), between 70% and 89% yellow, and below 70% would be red.

First Due Station 824: 1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		4:58	5:03	4:31	5:04	5:06	4:39	4:31	88.2%
Turnout Time		2:33	2:40	2:43	2:29	2:24	2:19	1:58	67.9%
Travel Time	Urban	N/A	N/A	N/A	N/A	N/A	N/A	7:26	N/A
	Rural	10:47	9:48	10:07	10:05	11:42	12:35	9:33	82.6%
Total Response Time	Urban	N/A	N/A	N/A	N/A	N/A	N/A	12:26	N/A
		<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0		
	Rural	16:10	15:27	15:23	15:32	17:39	17:49	14:23	80.9%
		<i>n</i> = 3,924	<i>n</i> = 879	<i>n</i> = 854	<i>n</i> = 874	<i>n</i> = 674	<i>n</i> = 643		

Color coding legend: fill ≥ 90%; fill ≥ 70% to < 90%; fill < 70%

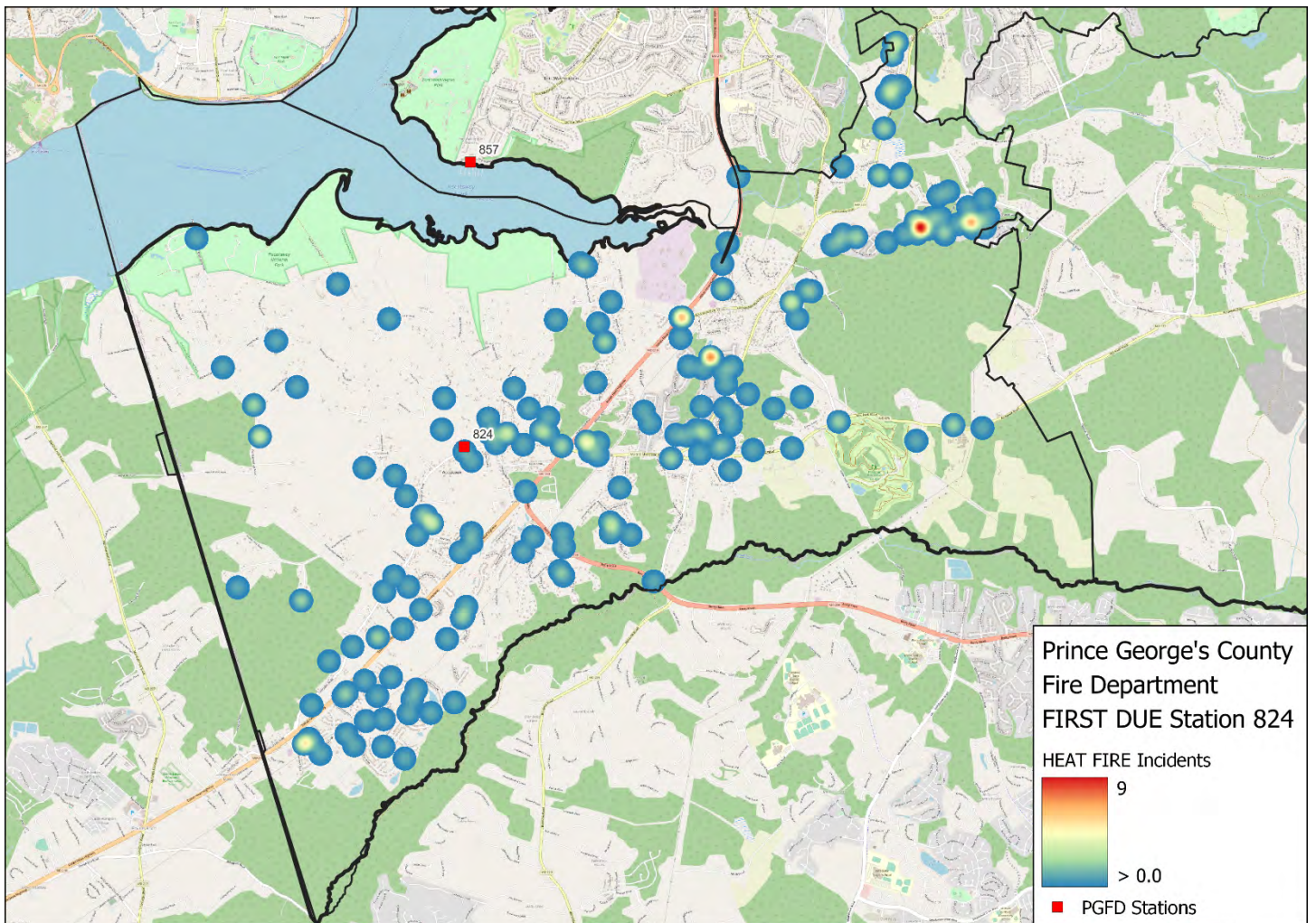
Station 824 Overall Hot Spot Map

This map shows an even distribution of calls throughout the station's first due area.



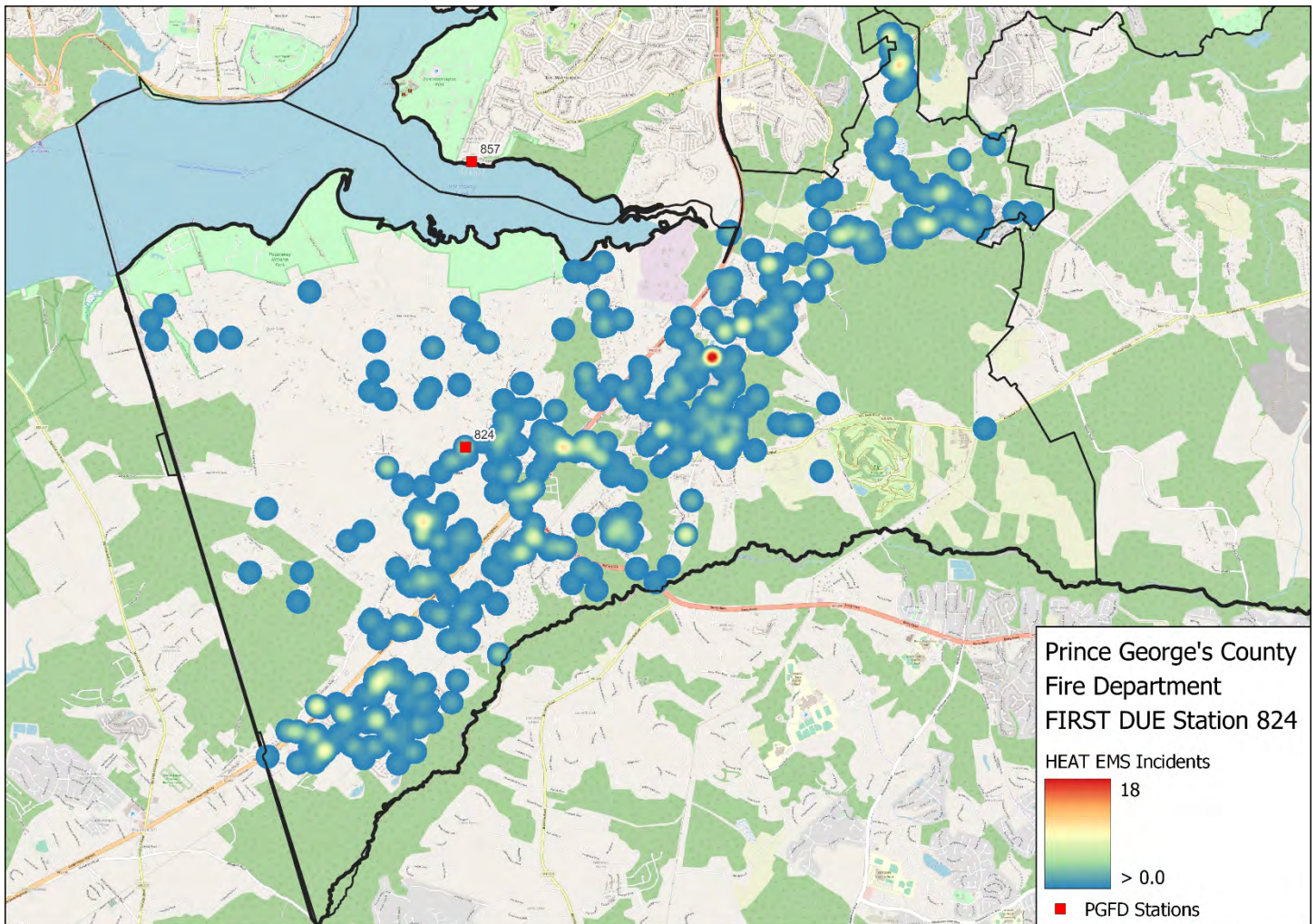
Station 824 Fire Hot Spot Map

This map shows an even distribution of calls throughout the station's first due area.



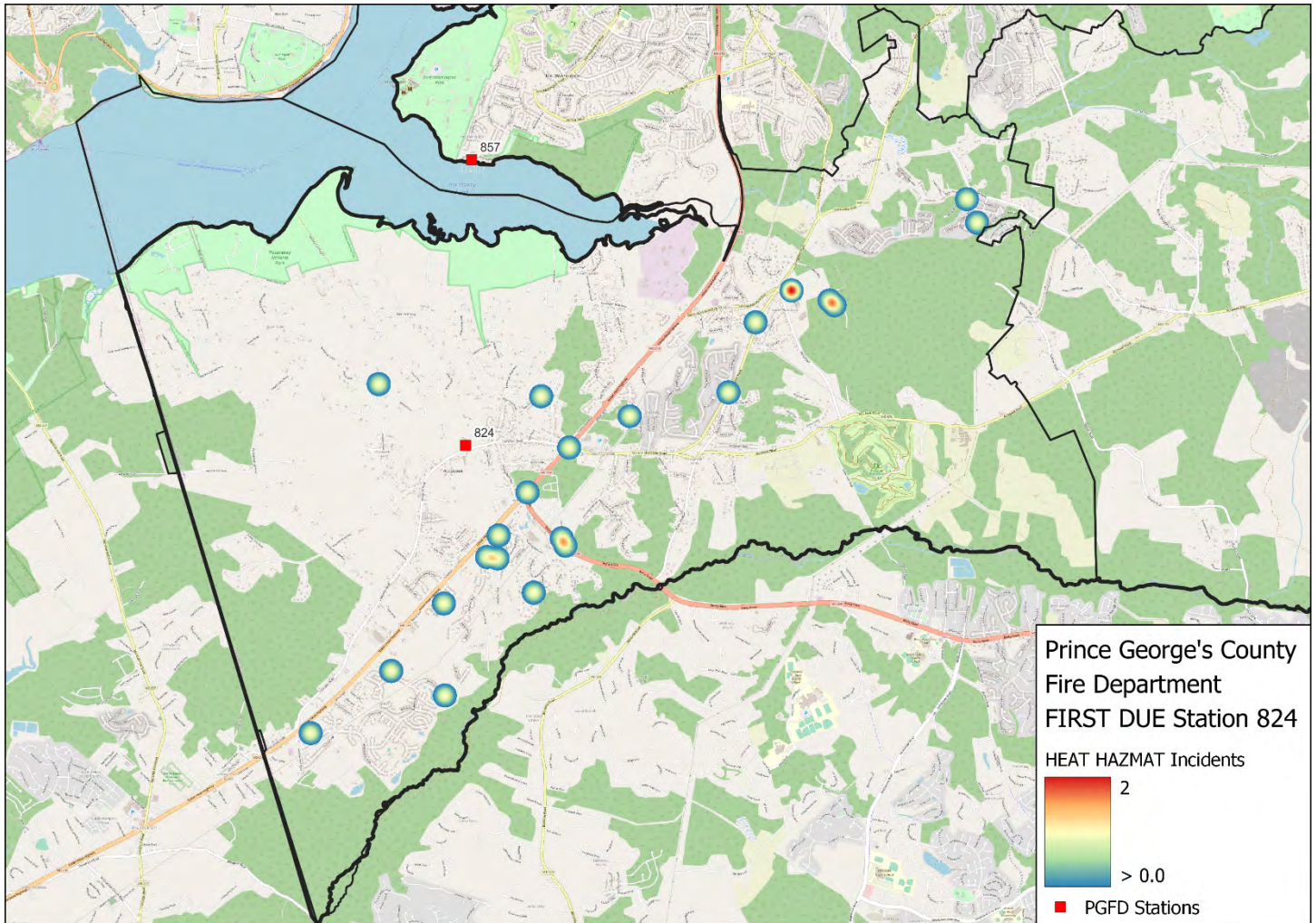
Station 824 EMS Hot Spot Map

This map shows an even distribution of calls throughout the station's first due area.



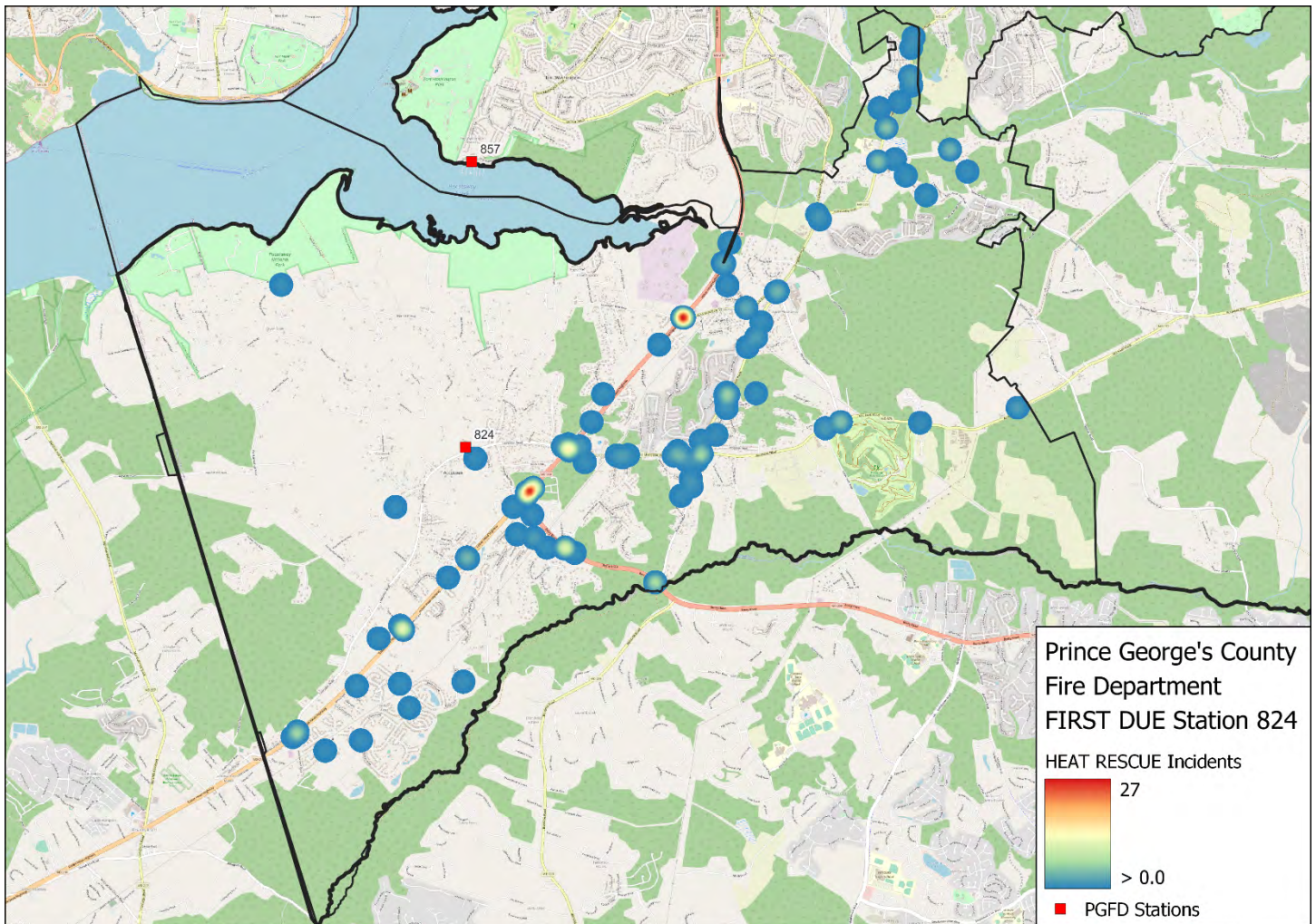
Station 824 HazMat Hot Spot Map

This map shows an even distribution of a small number of calls throughout the station's first due area.



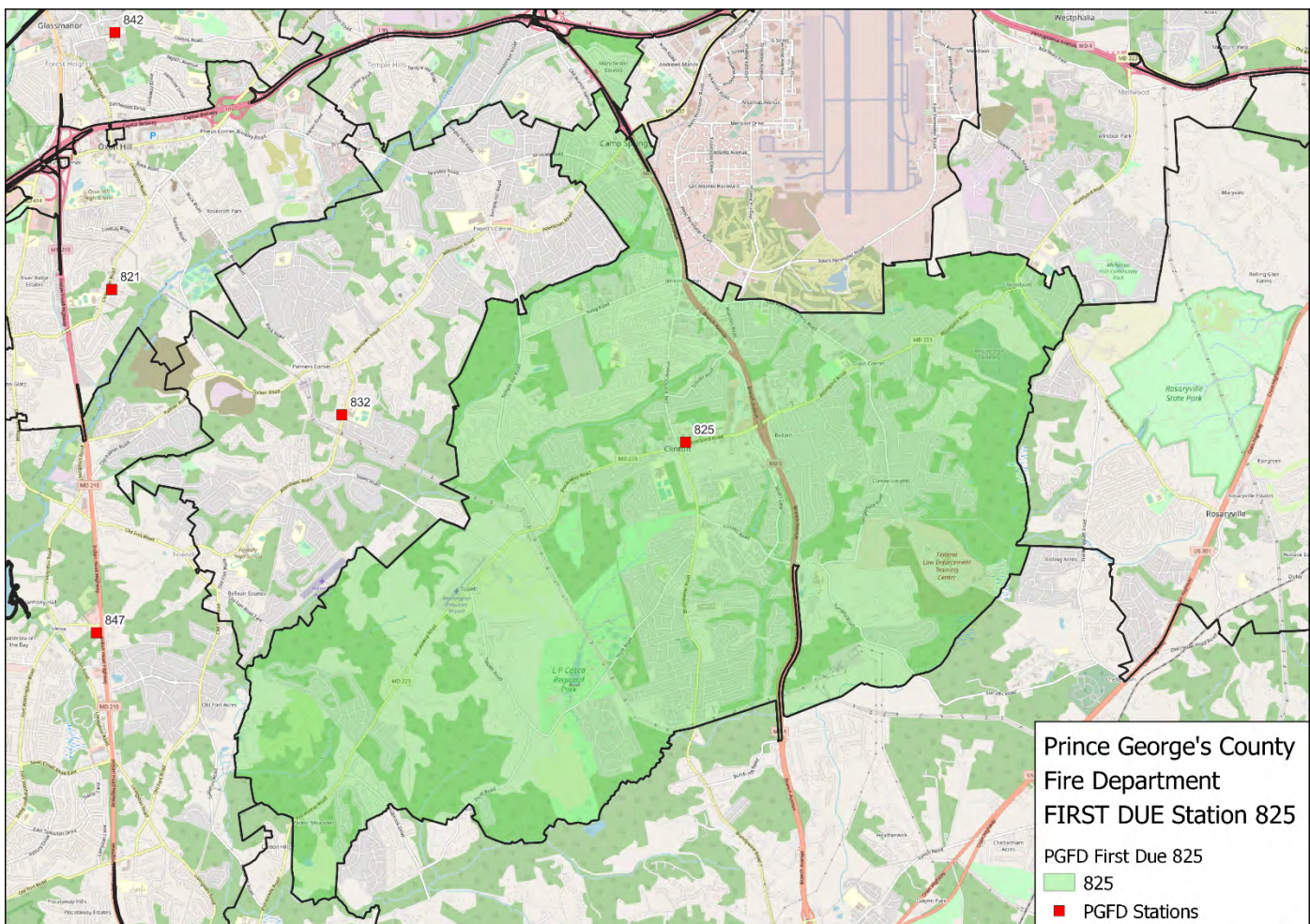
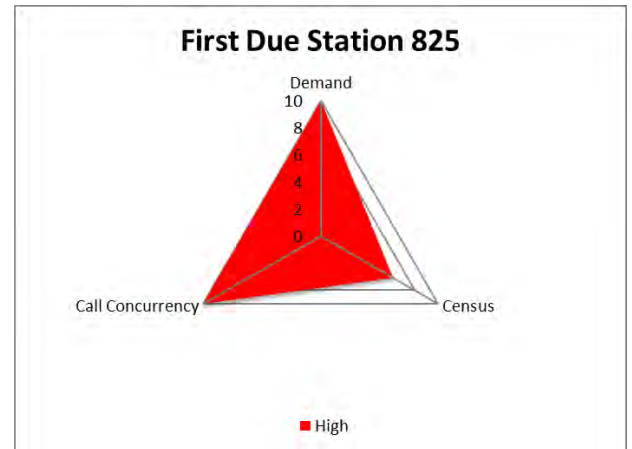
Station 824 Rescue Hot Spot Map

This map shows an even distribution of a small number of calls throughout the station's first due area.



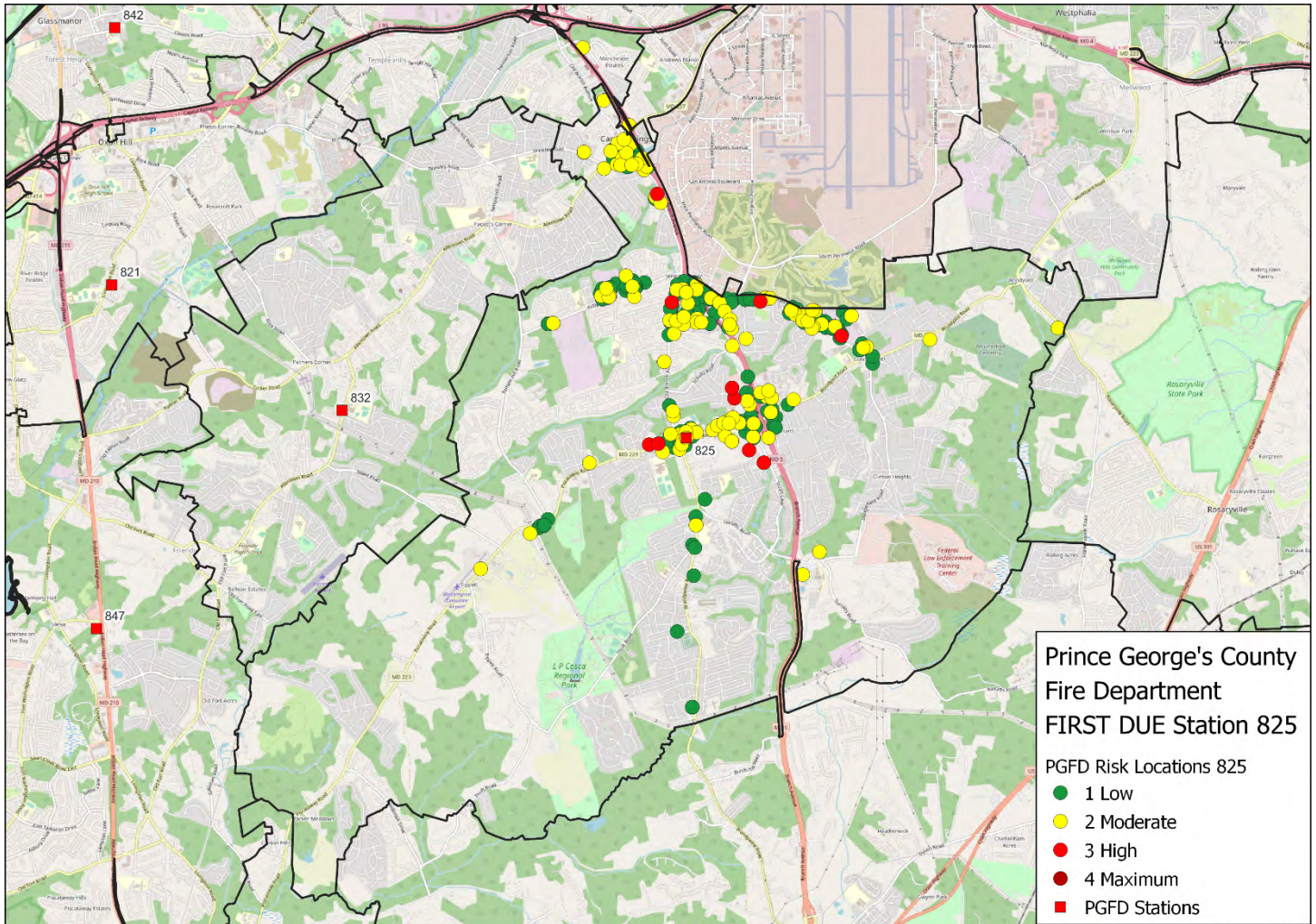
Station 825

Station 825	A825	Ambulance
	E825	Engine
	E825B	Engine
	E825BP	Engine
	E825P	Engine
	MD825	Medic
	PA825	Paramedic Ambulance
	PA825B	Paramedic Ambulance
	TK825	Truck
	TK825P	Truck
	VC825	Volunteer Chief
	VC825A	Volunteer Chief
	VC825B	Volunteer Chief
	WS825	Water Supply
	WSS825	Water Supply Support

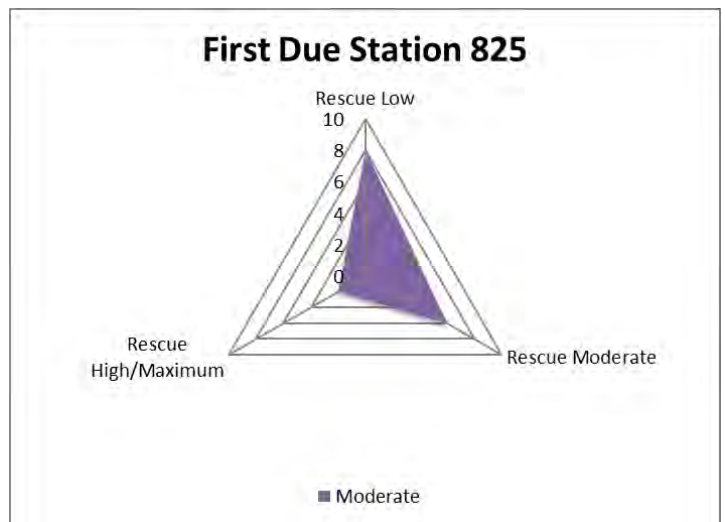
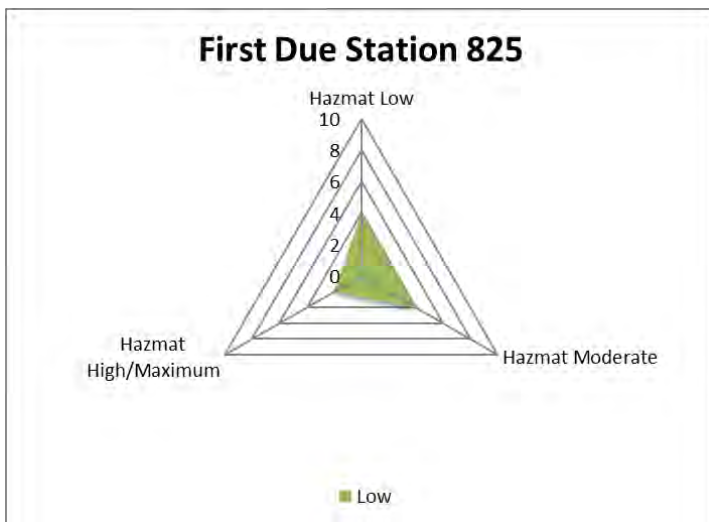
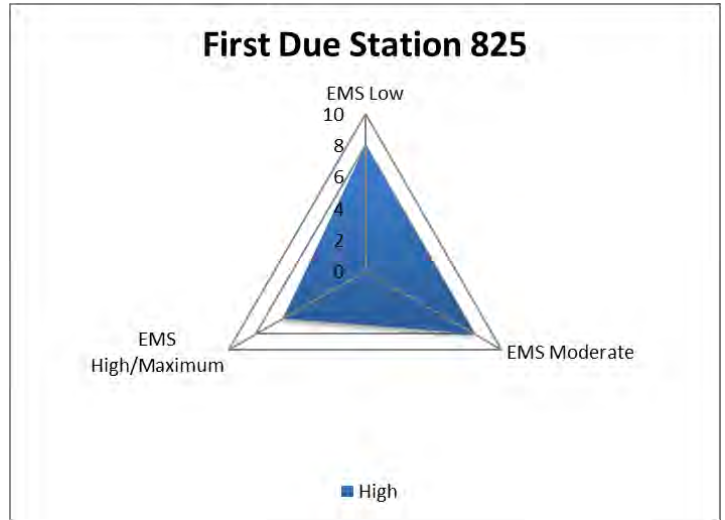
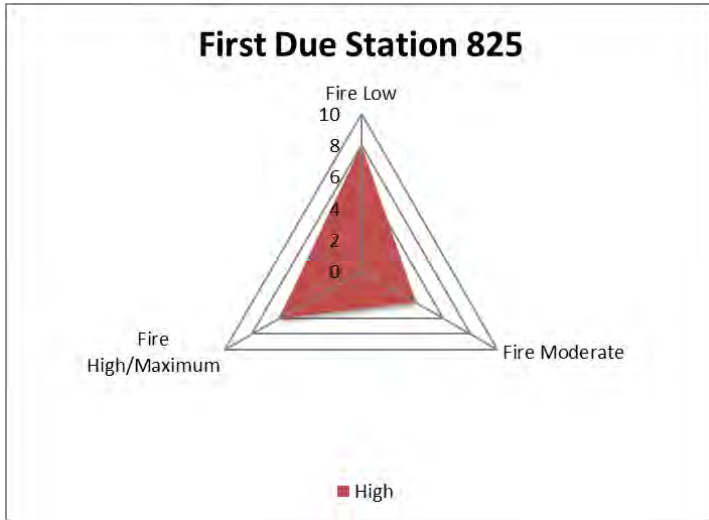


Station 825 Risk Analysis

The risk of individual building locations is represented by the small circles and shaded to indicate risk level. There is a high concentration of low and moderate-risk buildings located in close proximity to the station, which is a high-risk GPZ. Risk is also evaluated by GPZ using the same shading criteria. The vast majority of Station 825's first due area is low risk.



Station 825 First Due Station Risk Profiles by Program – 3D Risk Models



Station 825 First Due Area Historical Data Analysis

Station 825 First Due Area Incidents by Call Category	Reporting Period				
	2016	2017	2018	2019	2020
Bomb Total	3	0	1	3	3
EMS Total	4,585	5,165	5,298	5,672	5,003
Fire Total	702	830	916	892	866
Hazmat Total	77	67	89	78	73
Non-Emergency Total	305	145	220	293	383
Rescue Total	645	690	673	610	551
Total	6,317	6,897	7,197	7,548	6,879

Unit ID	Reporting Period				
	2016	2017	2018	2019	2020
A825	3,970	3,945	3,830	3,781	966
E825	2,056	1,947	2,988	567	0
E825B	916	1,082	110	646	0
E825BP	0	0	0	656	1,032
E825P	0	0	0	1,083	2,024
MD825	2,661	2,680	2,427	2,559	673
PA825	0	0	0	0	1,803
PA825B	0	0	0	0	1,162
TK825	451	510	326	263	0
TK825P			0	262	537
VC825	17	0	2	2	1
VC825A	78	89	61	25	5
VC825B	1	0	0	0	0
WS825	37	28	14	17	27
WSS825	8	19	11	15	5
Total	10,195	10,300	9,769	9,876	8,235
Average Responses per Day	27.9	28.2	26.8	27.1	22.5

Station 825 First Due Area Historical Data Analysis (cont.)

Call concurrency within FDA 825 was calculated between 2016 and 2020. The call concurrency has remained steady between 52.9 to 62.8 over the five-year rating period.

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
825	2016	3,340	6,313	52.9
	2017	3,942	6,888	57.2
	2018	4,343	7,188	60.4
	2019	4,736	7,539	62.8
	2020	3,857	6,864	56.2
	All	20,218	34,792	58.1

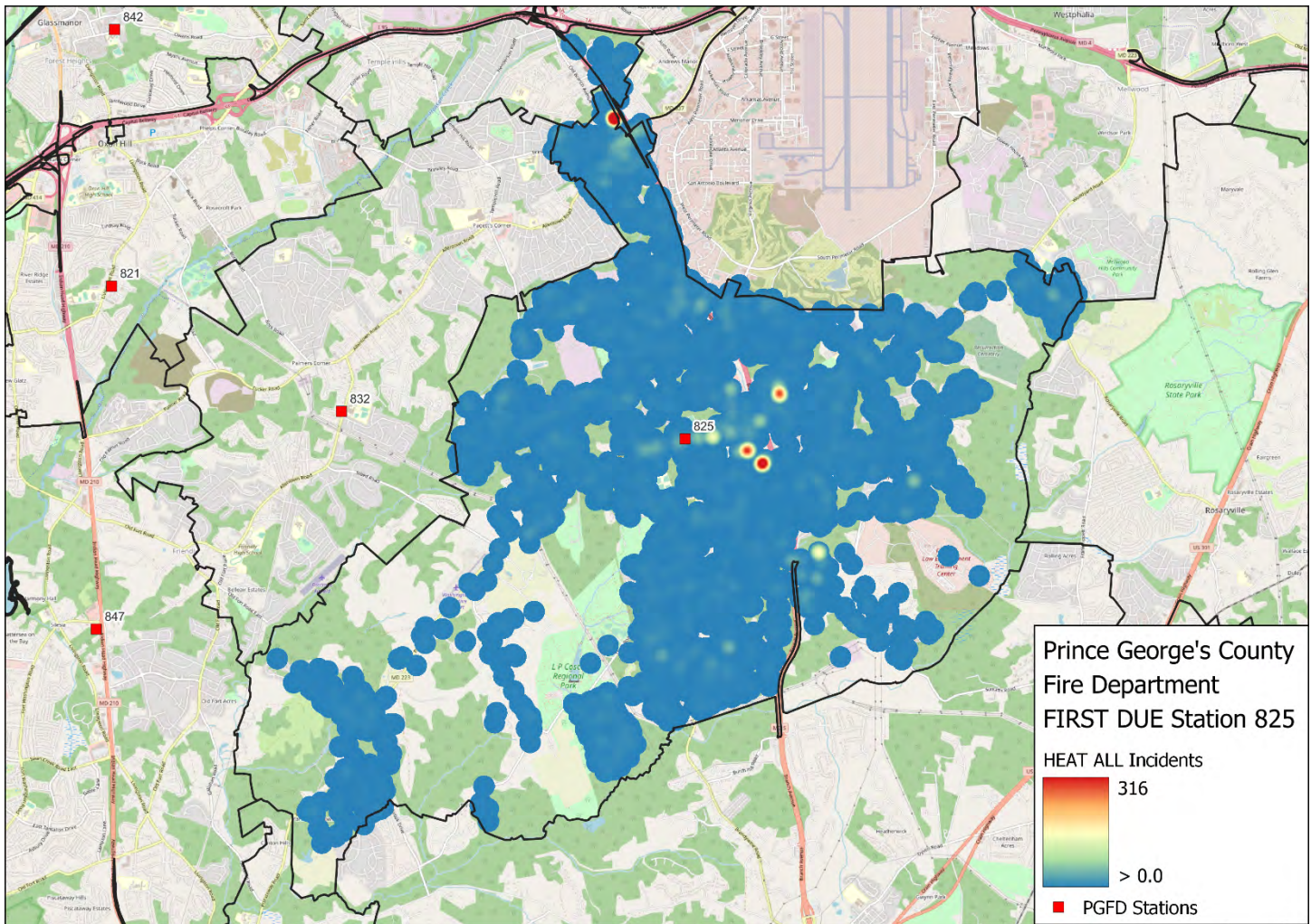
Response time performance for FDA 825 was calculated over the five-year rating period (2016-2020). Analyses were restricted to within FDA 825 and were calculated by the first arriving unit. Benchmark compliance is a 10% improvement over the aggregated PGFD performance. Therefore, the benchmark performance is established at the county level, not within each FDA. Finally, a gap analysis between the baseline and benchmark performance was completed utilizing a stoplight approach. If greater than 90% performance (green), between 70% and 89% yellow, and below 70% would be red.

First Due Station 825: 1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		4:19	4:21	4:31	4:14	4:07	4:23	4:31	91.1%
Turnout Time		2:07	2:10	2:10	2:10	2:01	2:03	1:58	86.0%
Travel Time	Urban	9:08	8:56	8:46	9:01	9:04	9:52	7:26	79.1%
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	9:33	N/A
Total Response Time	Urban	13:58	13:47	13:55	13:46	13:41	14:53	12:26	82.5%
		<i>n</i> = 23,055	<i>n</i> = 4,135	<i>n</i> = 4,736	<i>n</i> = 4,815	<i>n</i> = 4,946	<i>n</i> = 4,423		
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	14:26	N/A
		<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0		

Color coding legend: fill ≥ 90%; fill ≥ 70% to < 90%; fill < 70%

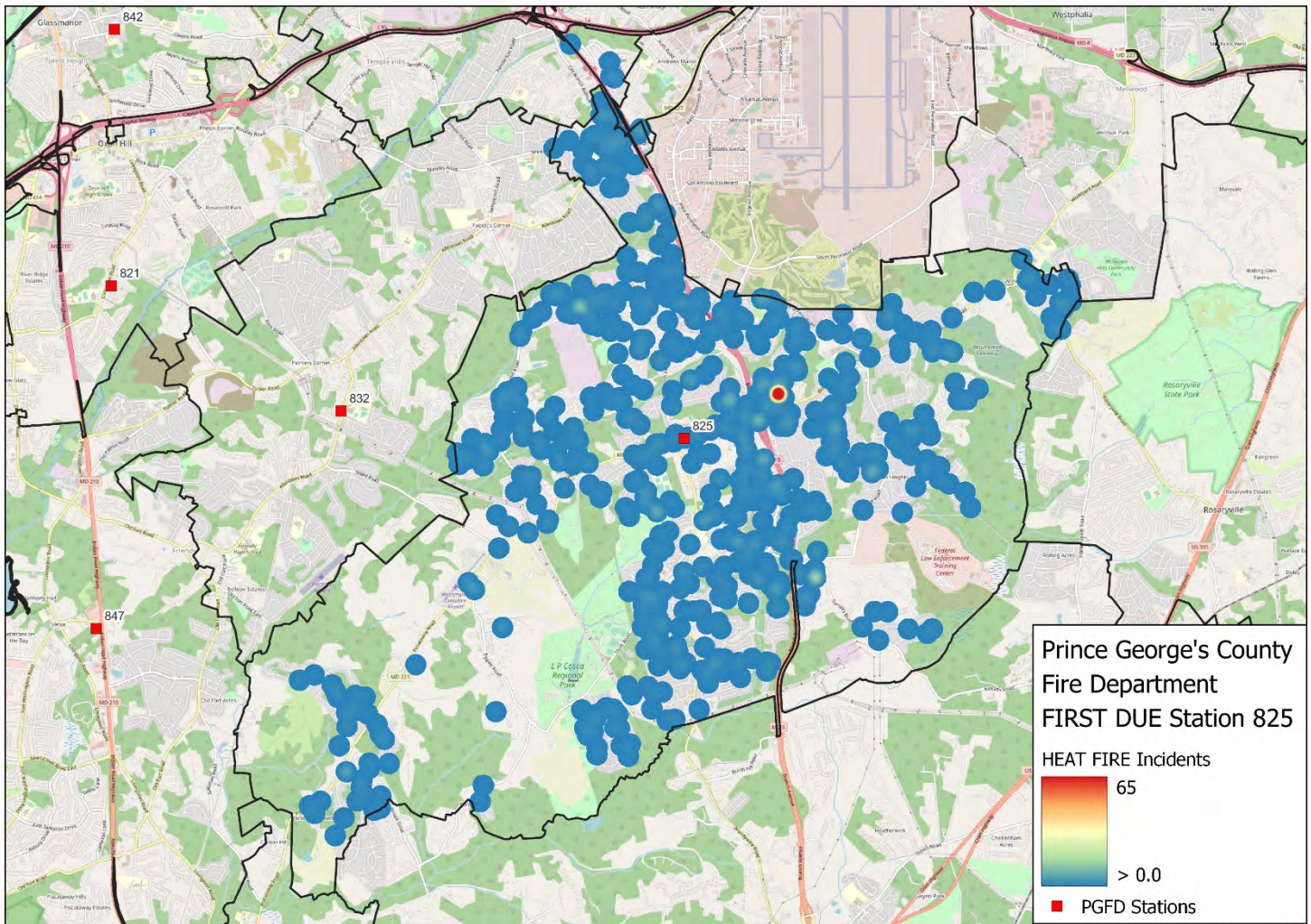
Station 825 Overall Hot Spot Map

Trends show a relatively even distribution of calls throughout the station's first due area, with a relatively higher call volume around the station.



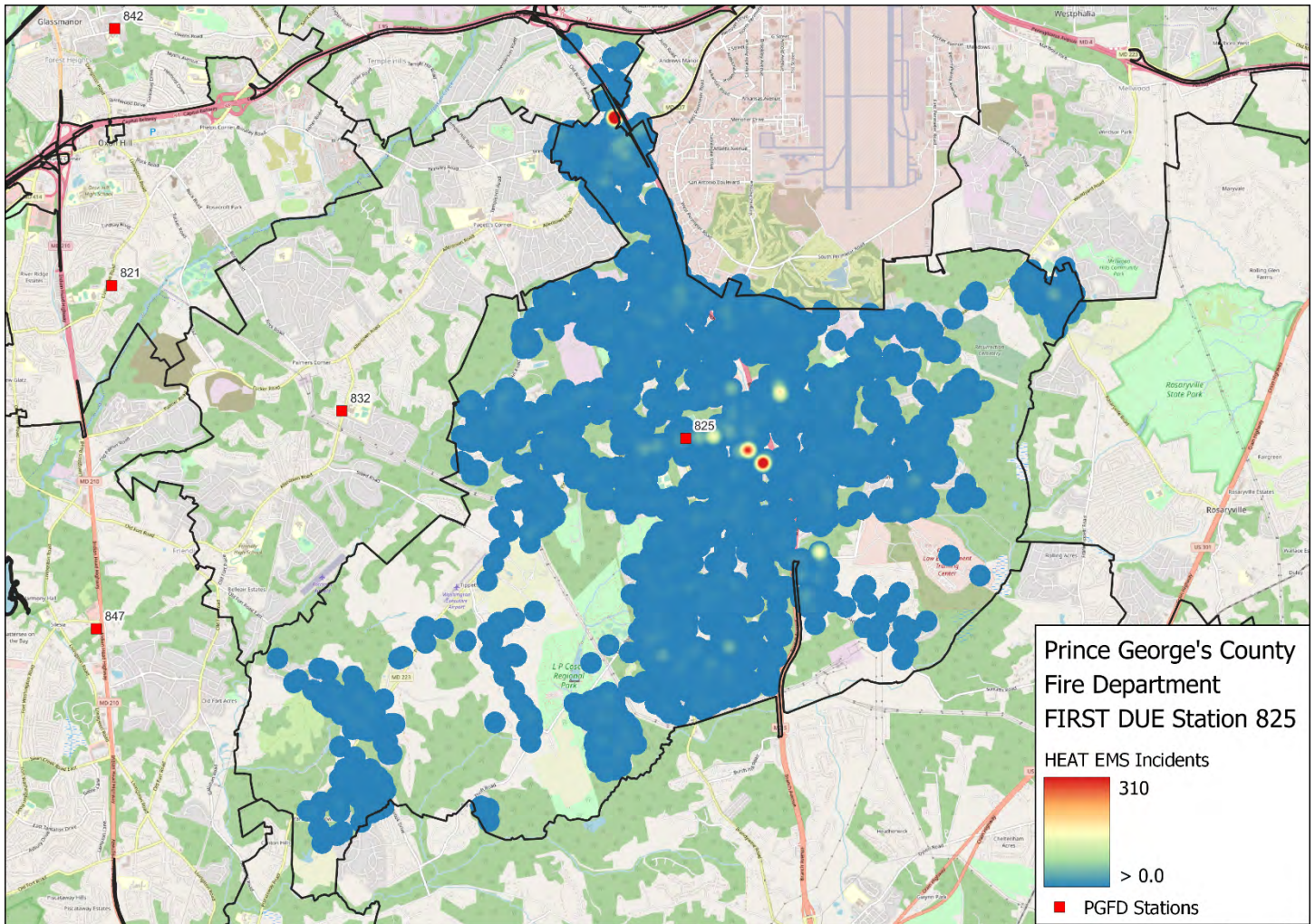
Station 825 Fire Hot Spot Map

Trends show an even distribution of calls throughout the station's first due area, with a relatively higher call volume closer to the station.



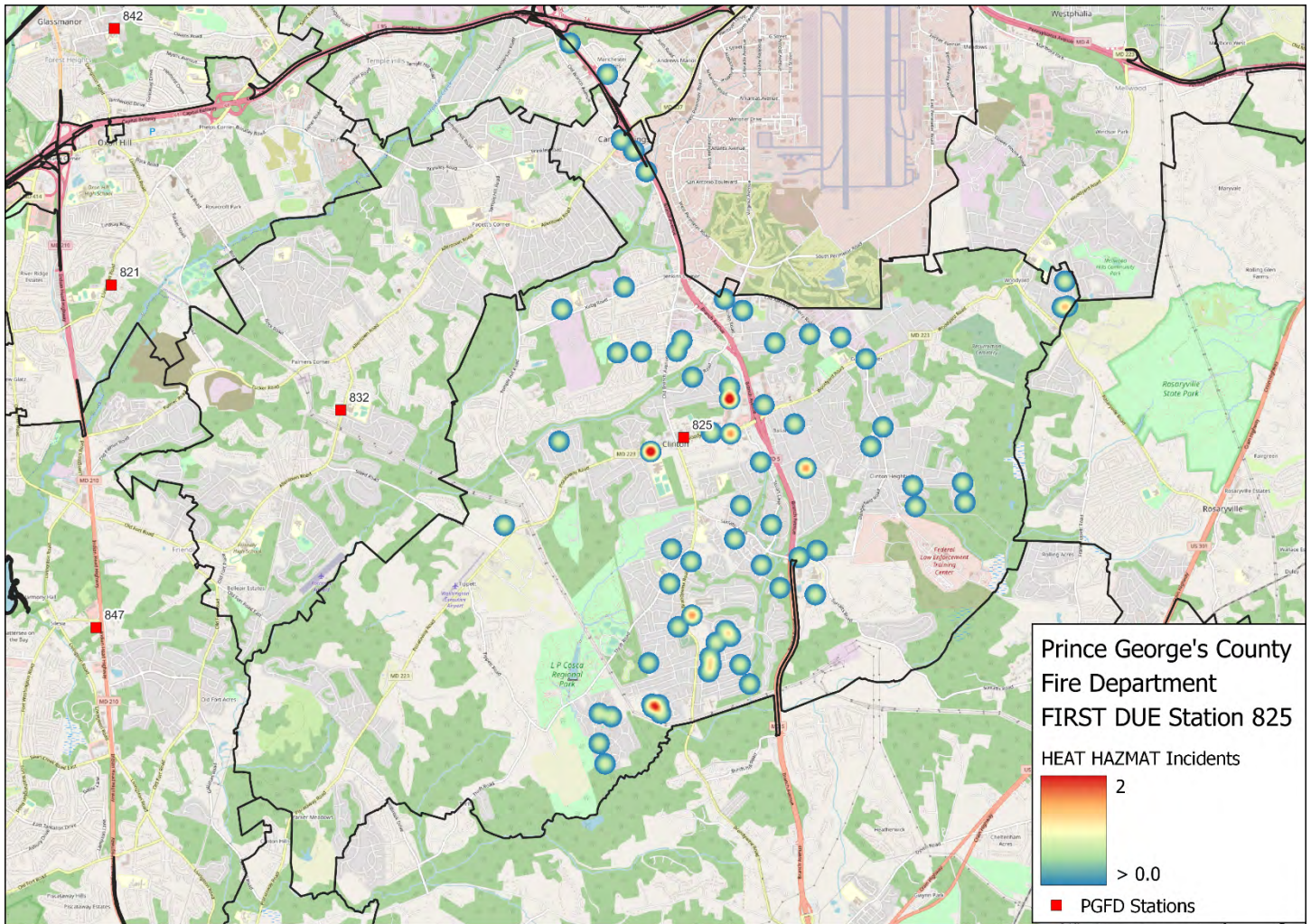
Station 825 EMS Hot Spot Map

Trends show a heavy call volume and even distribution of calls throughout the station's first due area, with a relatively higher call volume closer to the station.



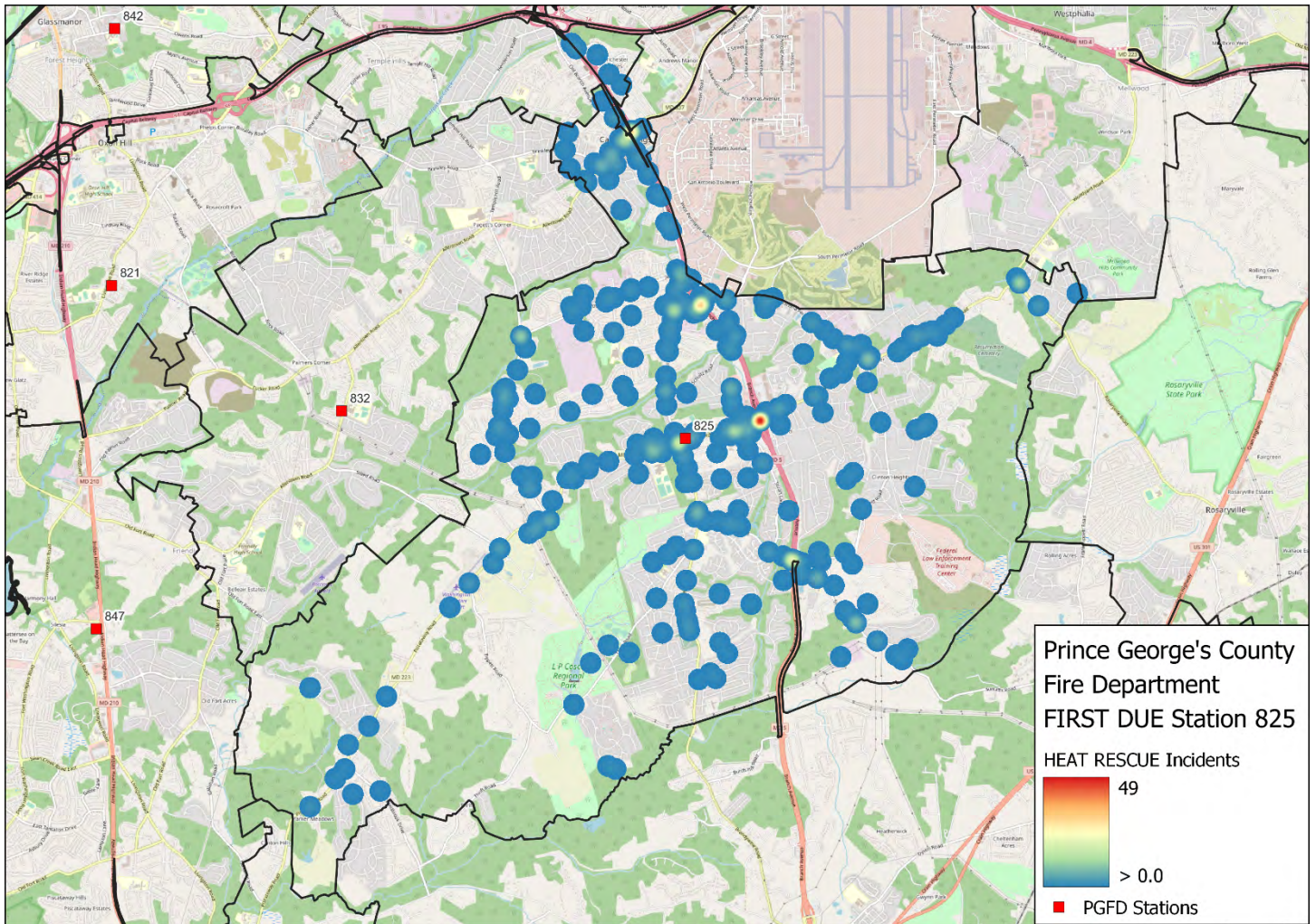
Station 825 HazMat Hot Spot Map

HazMat call volume is relatively equally spread throughout the station's first due area.



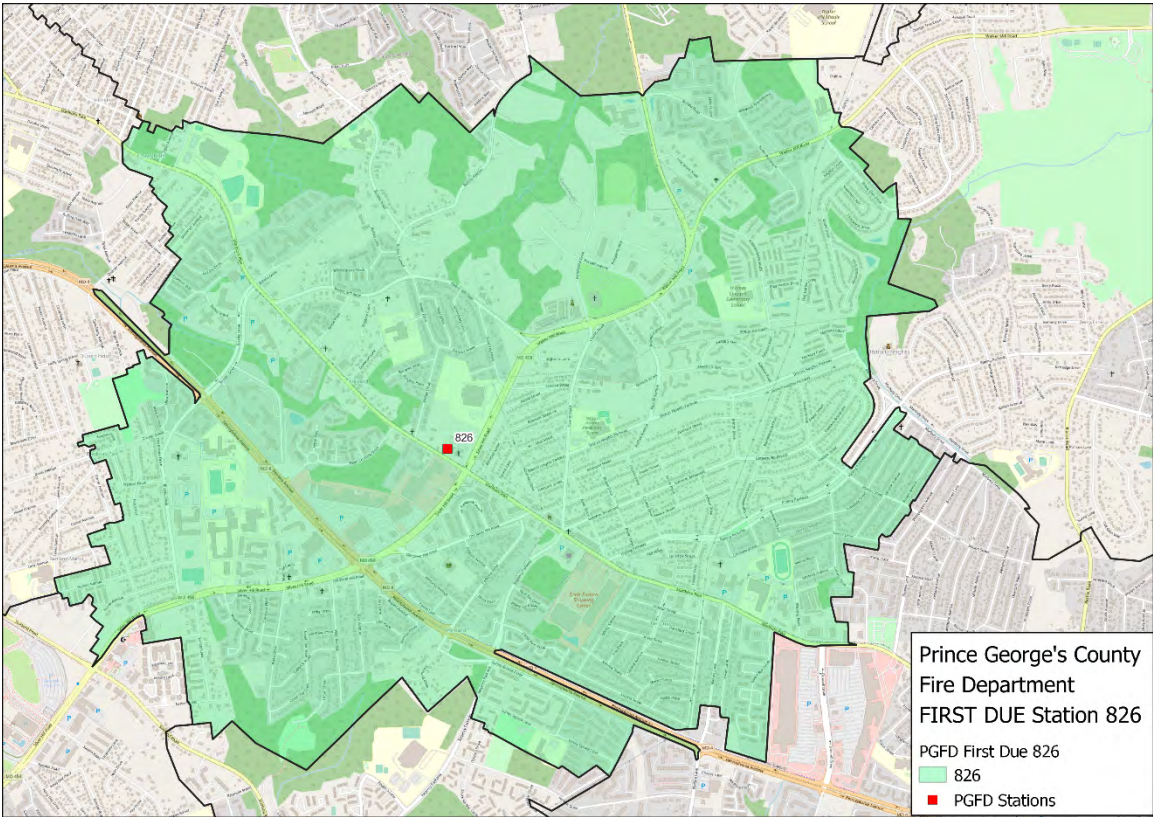
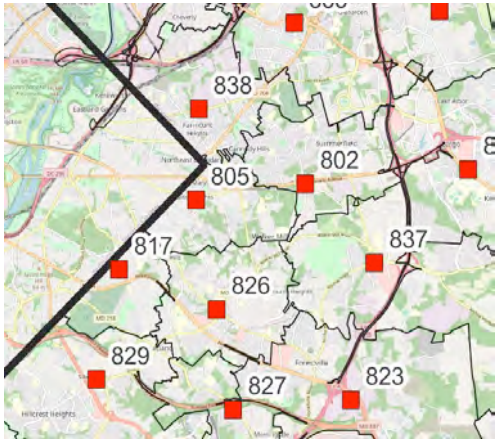
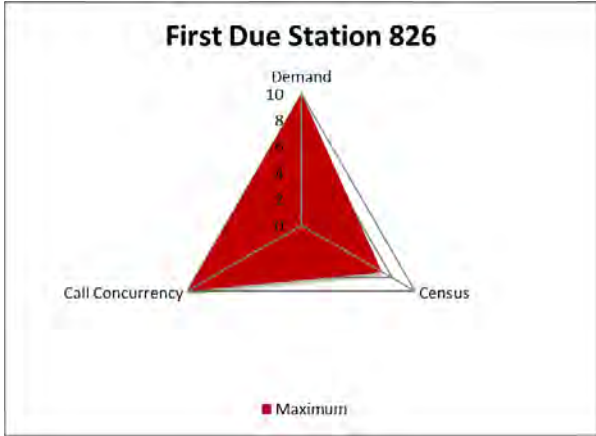
Station 825 Rescue Hot Spot Map

Trends show an even distribution of calls throughout the station's first due area, with a relatively higher call volume on or near the expressway.



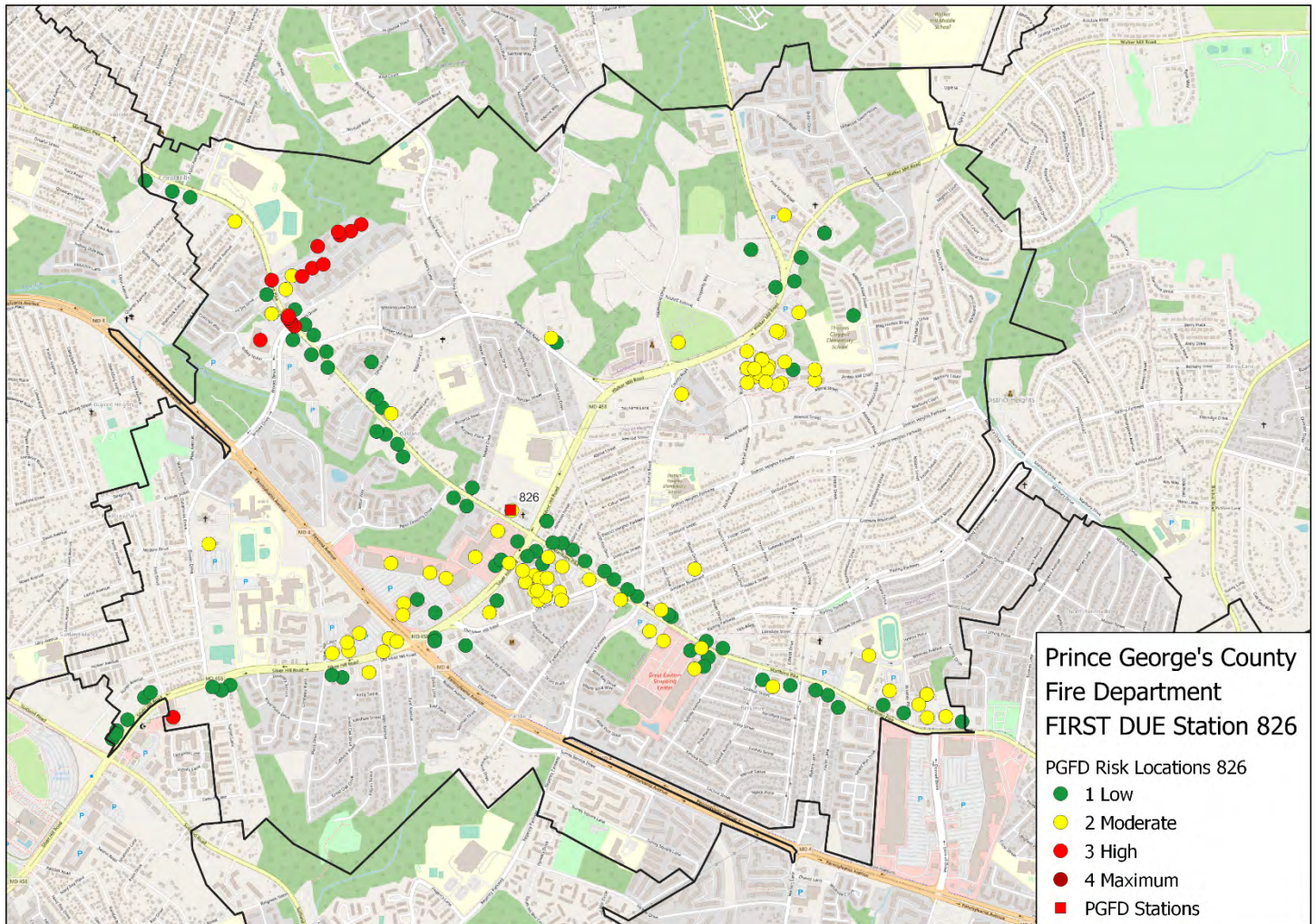
Station 826

Station 826	A826	Ambulance
	A826B	Ambulance
	BO883	Battalion Officer
	C826	Utility
	E826	Engine
	E826B	Engine
	E826BP	Engine
	E826	Engine
	MD826	Medic
	PA826	Paramedic Ambulance
	PA826B	Paramedic Ambulance
	TK826	Truck
	TK826P	Truck
	TW826	Tower
	TW826P	Tower
	U826	Utility
	VC826	Volunteer Chief
	VC826A	Volunteer Chief
VC826B	Volunteer Chief	

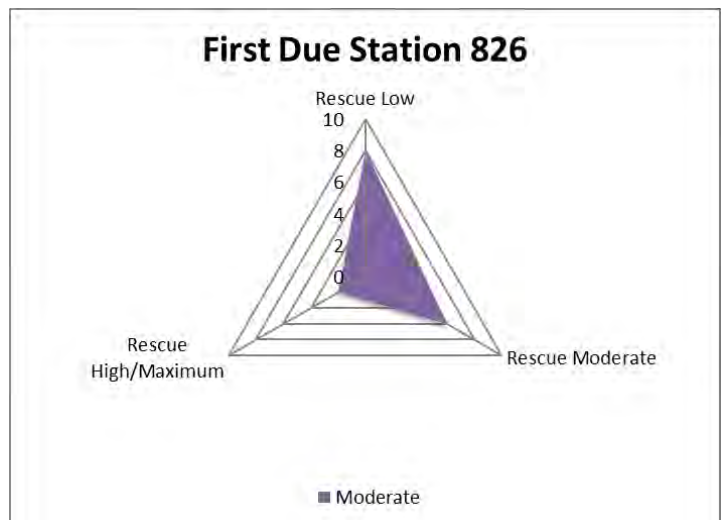
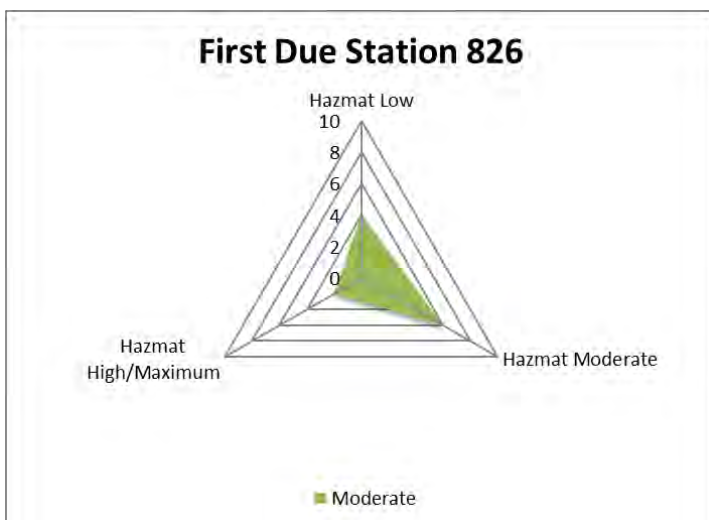
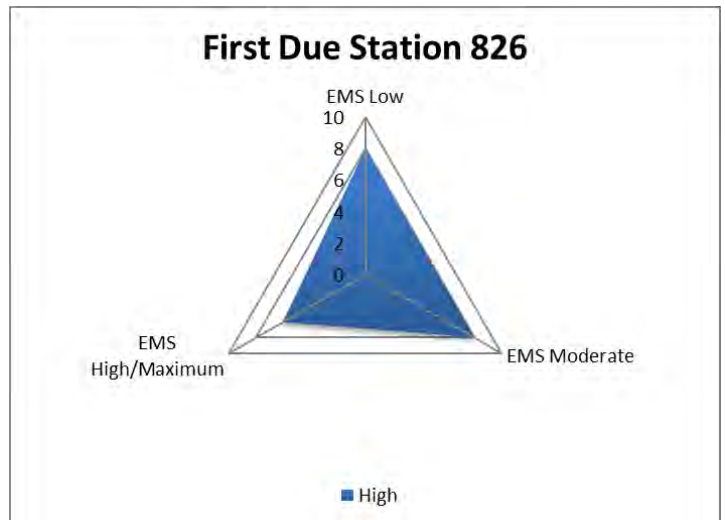
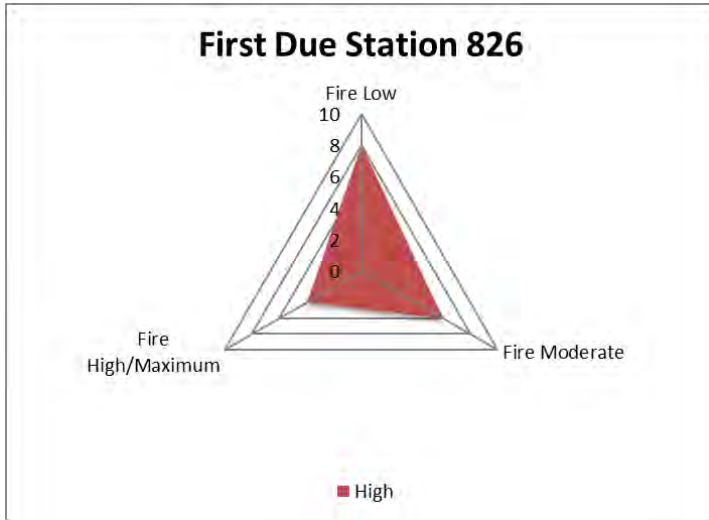


Station 826 Risk Analysis

The risk of individual building locations is represented by the small circles and shaded to indicate risk level. There is a concentration of low, moderate, and high-risk buildings located in close proximity to the station, which is a maximum GPZ. Risk is also evaluated by GPZ using the same shading criteria. The vast majority of Station 826’s first due area is low to moderate risk.



Station 826 First Due Station Risk Profiles by Program – 3D Risk Models



Station 826 First Due Area Historical Data Analysis

Station 826 First Due Area Incidents by Call Category	Reporting Period				
	2016	2017	2018	2019	2020
Bomb Total	2	2	4	0	0
EMS Total	4,283	4,174	4,209	4,304	4,403
Fire Total	635	630	604	660	568
Hazmat Total	132	87	125	126	104
Non-Emergency Total	121	118	141	151	349
Rescue Total	432	438	471	433	363
Total	5,605	5,449	5,554	5,674	5,787

Unit ID	Reporting Period				
	2016	2017	2018	2019	2020
A826	4,769	4,661	4,501	4,325	3,877
A826B	3,222	3,282	3,040	3,062	732
BO883	1,623	1,567	1,574	1,505	1,433
C826	0	0	0	0	1
E826	2,047	1,373	1,731	1,930	454
E826B	1,318	1,403	1,062	928	336
E826BP	0	0	0	0	732
E826	0	0	0	0	1,498
MD826	3,923	3,675	3,191	3,023	821
PA826	0	0	0	0	2,158
PA826B	0	0	0	0	1,208
TK826	207	0	0	24	136
TK826P	0	0	0	0	482
TW826	167	818	871	687	80
TW826P	0	0	0	0	75
U826	0	0	1	0	0
VC826	15	12	6	5	4
VC826A	22	1	0	1	1
VC826B	2	0	0	0	0
Total	17,315	16,792	15,977	15,490	14,028
Average Responses per Day²	47.3	46	43.8	42.4	38.3

Station 826 First Due Area Historical Data Analysis (cont.)

Call concurrency within FDA 826 was calculated between 2016 and 2020. The call concurrency has remained steady between 45.8 to 50.9 over the five-year rating period.

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
826	2016	2,656	5,598	47.4
	2017	2,495	5,442	45.8
	2018	2,689	5,550	48.5
	2019	2,887	5,667	50.9
	2020	2,744	5,779	47.5
	All	13,471	28,036	48.0

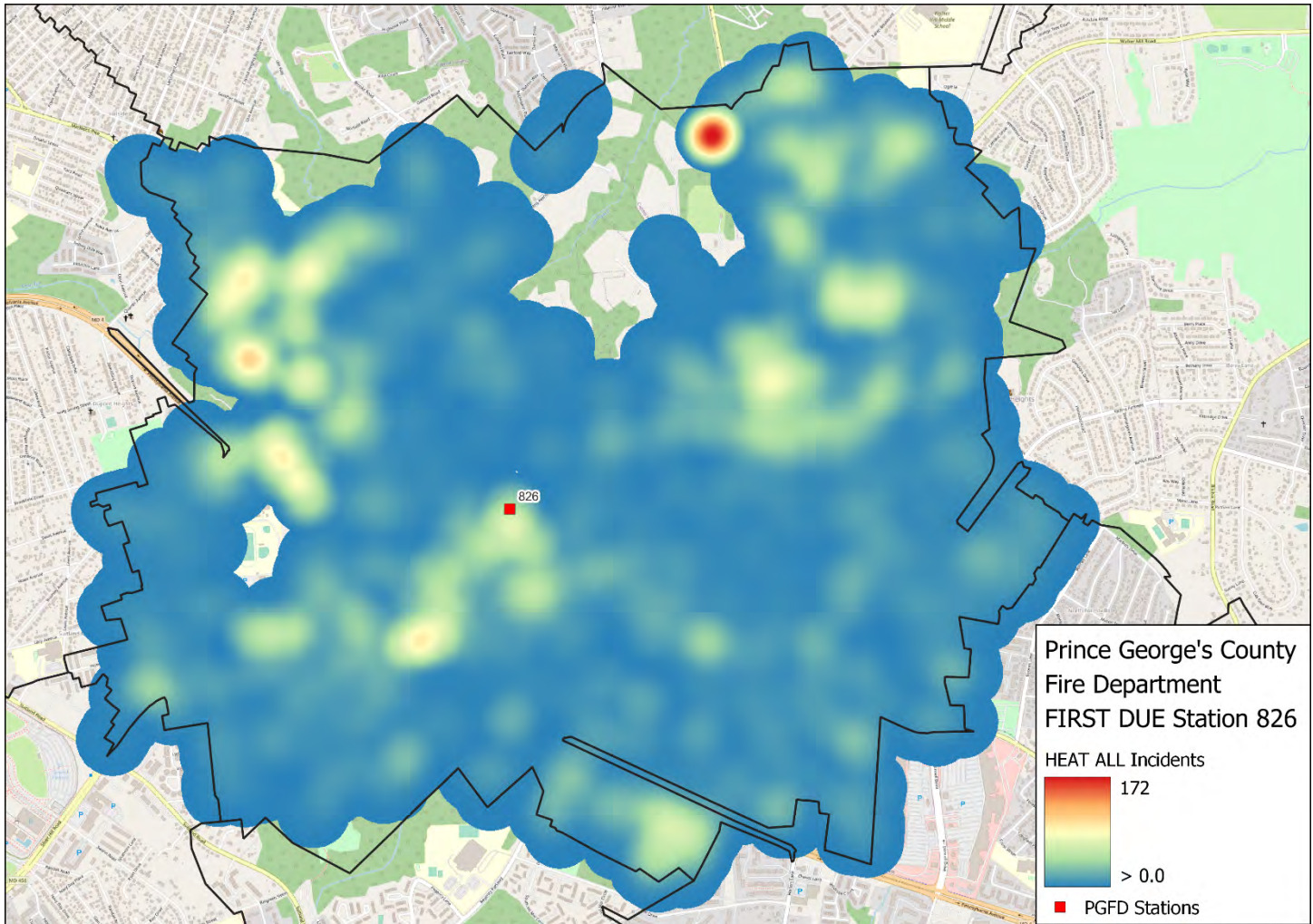
Response time performance for FDA 826 was calculated over the five-year rating period (2016-2020). Analyses were restricted to within FDA 826 and were calculated by the first arriving unit. Benchmark compliance is a 10% improvement over the aggregated PGFD performance. Therefore, the benchmark performance is established at the county level, not within each FDA. Finally, a gap analysis between the baseline and benchmark performance was completed utilizing a stoplight approach. If greater than 90% performance (green), between 70% and 89% yellow, and below 70% would be red.

First Due Station 826: 1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		4:41	4:53	4:46	4:34	4:38	4:31	4:31	89.2%
Turnout Time		2:03	2:11	2:08	2:06	1:55	1:58	1:58	87.7%
Travel Time	Urban	6:50	6:40	6:32	6:23	6:55	7:39	7:26	92.6%
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	9:33	N/A
Total Response Time	Urban	12:26	12:27	11:59	11:39	12:23	13:40	12:26	90.0%
		<i>n</i> = 17,679	<i>n</i> = 3,546	<i>n</i> = 3,520	<i>n</i> = 3,549	<i>n</i> = 3,567	<i>n</i> = 3,497		
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	14:23	N/A
		<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0		

Color coding legend: green fill ≥ 90%; yellow fill ≥ 70% to < 90%; red fill < 70%

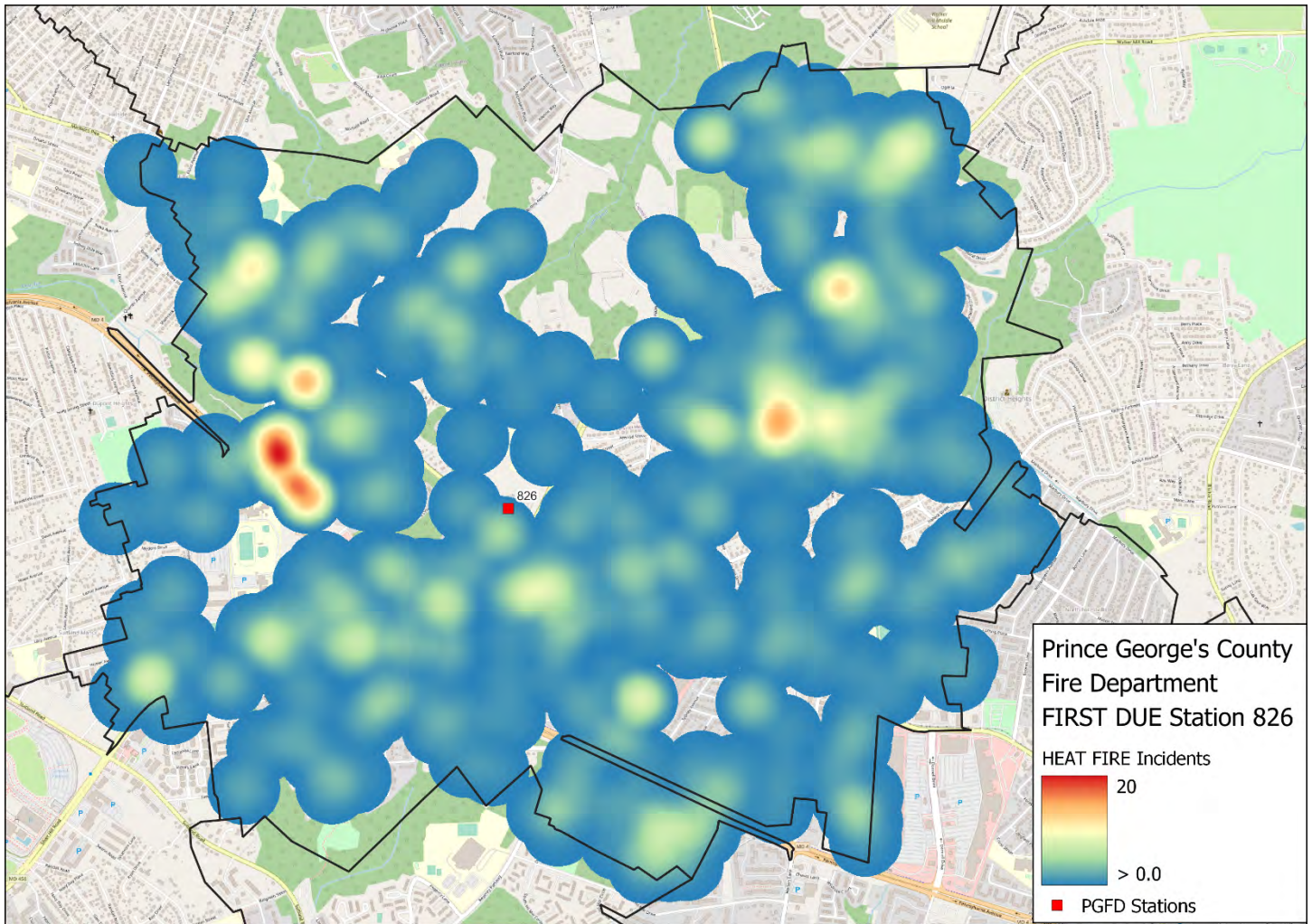
Station 826 Overall Hot Spot Map

This map shows a relatively even distribution of calls throughout the first due area.



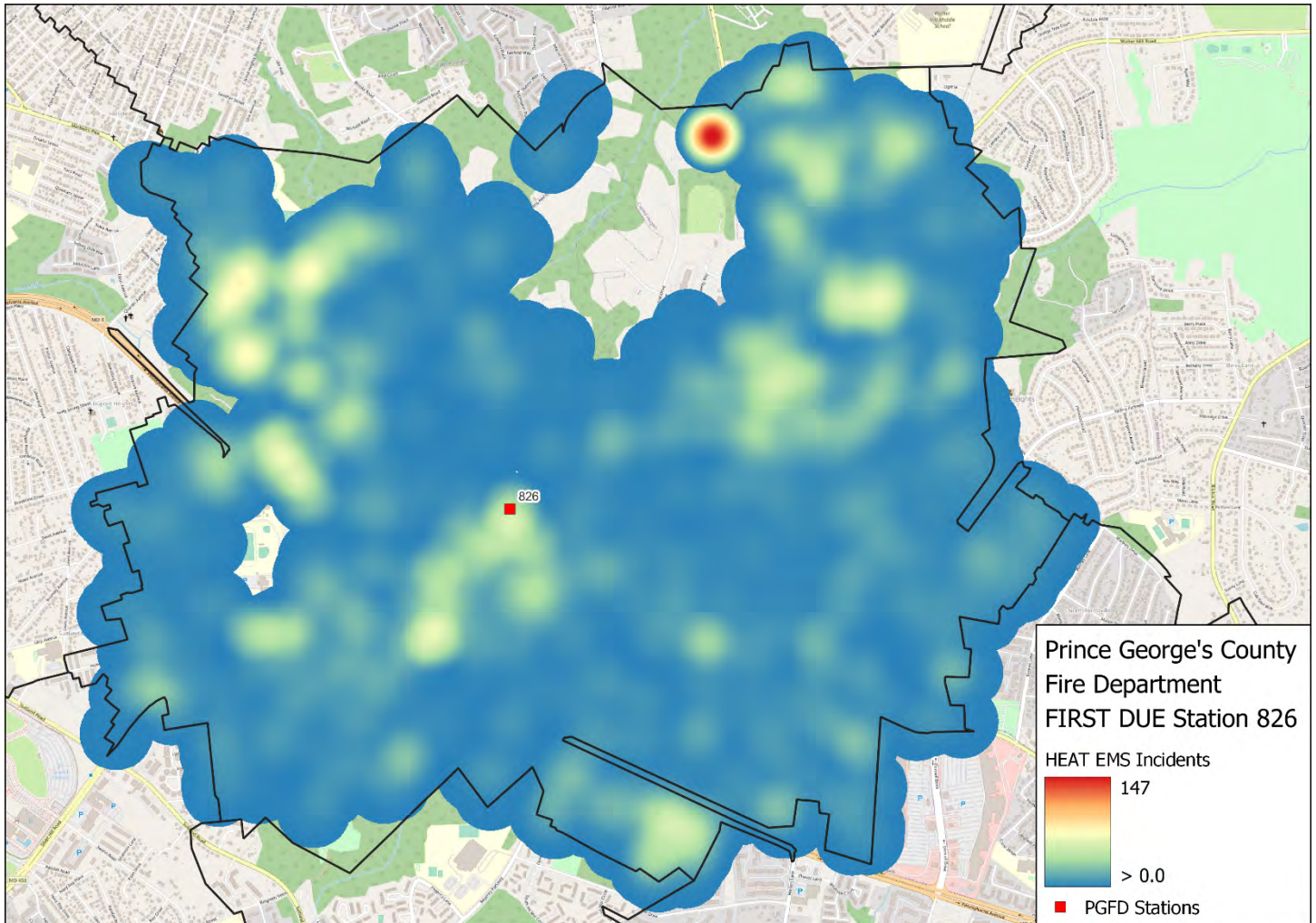
Station 826 Fire Hot Spot Map

This map shows a relatively even distribution of calls throughout the first due area.



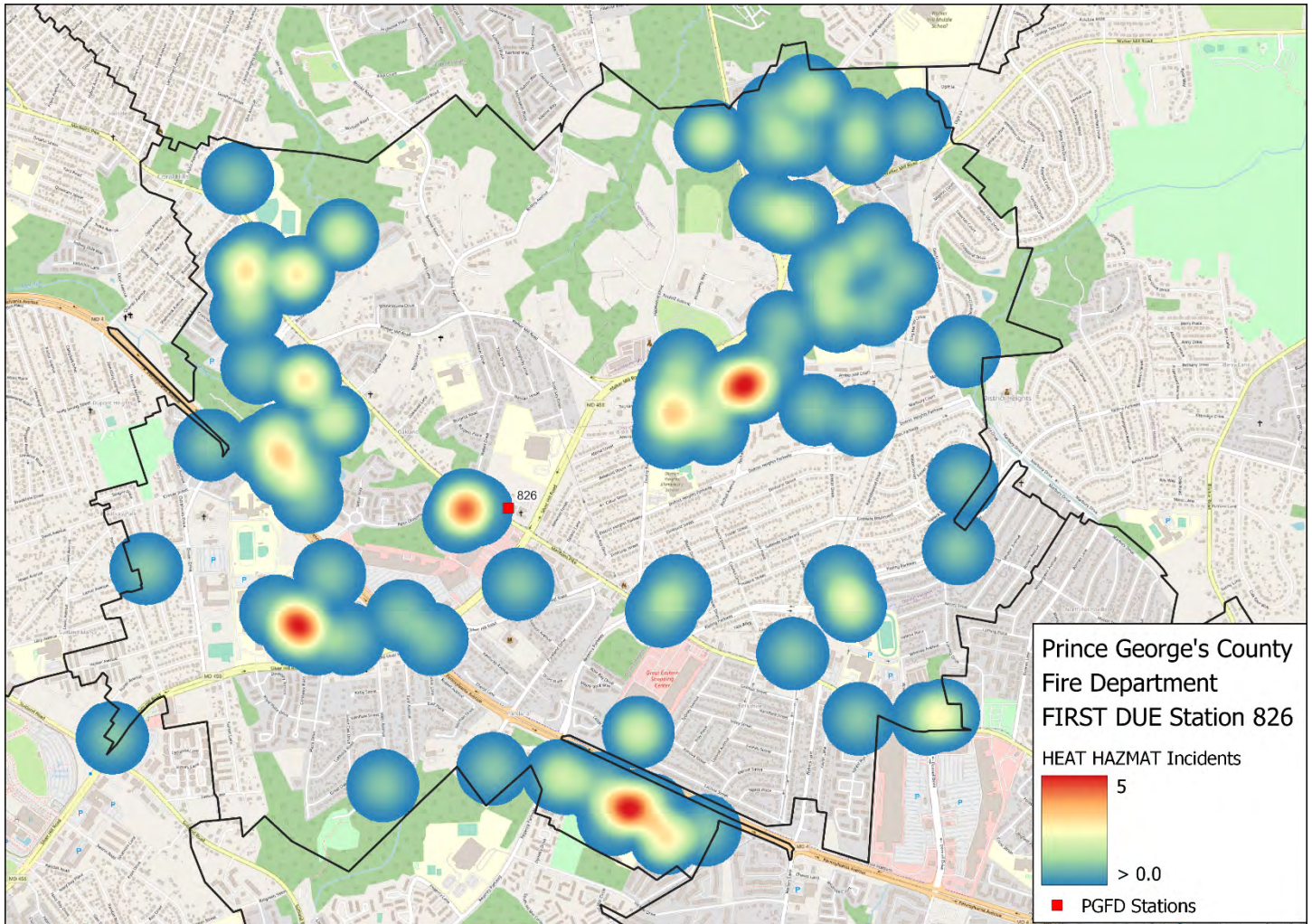
Station 826 EMS Hot Spot Map

This map shows a relatively even distribution of calls throughout the first due area.



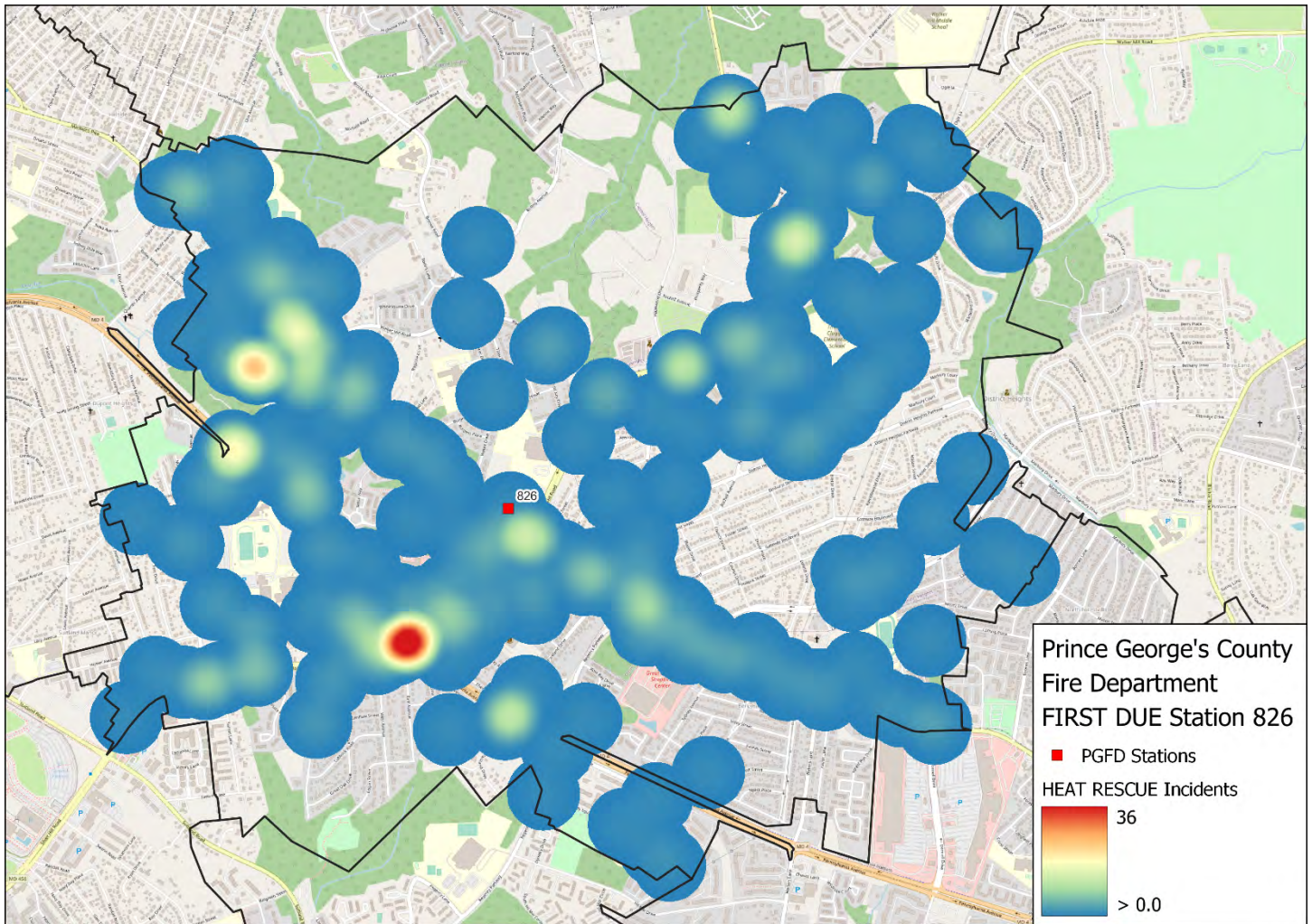
Station 826 HazMat Hot Spot Map

HazMat call volume is relatively equally spread throughout the station's first due area.



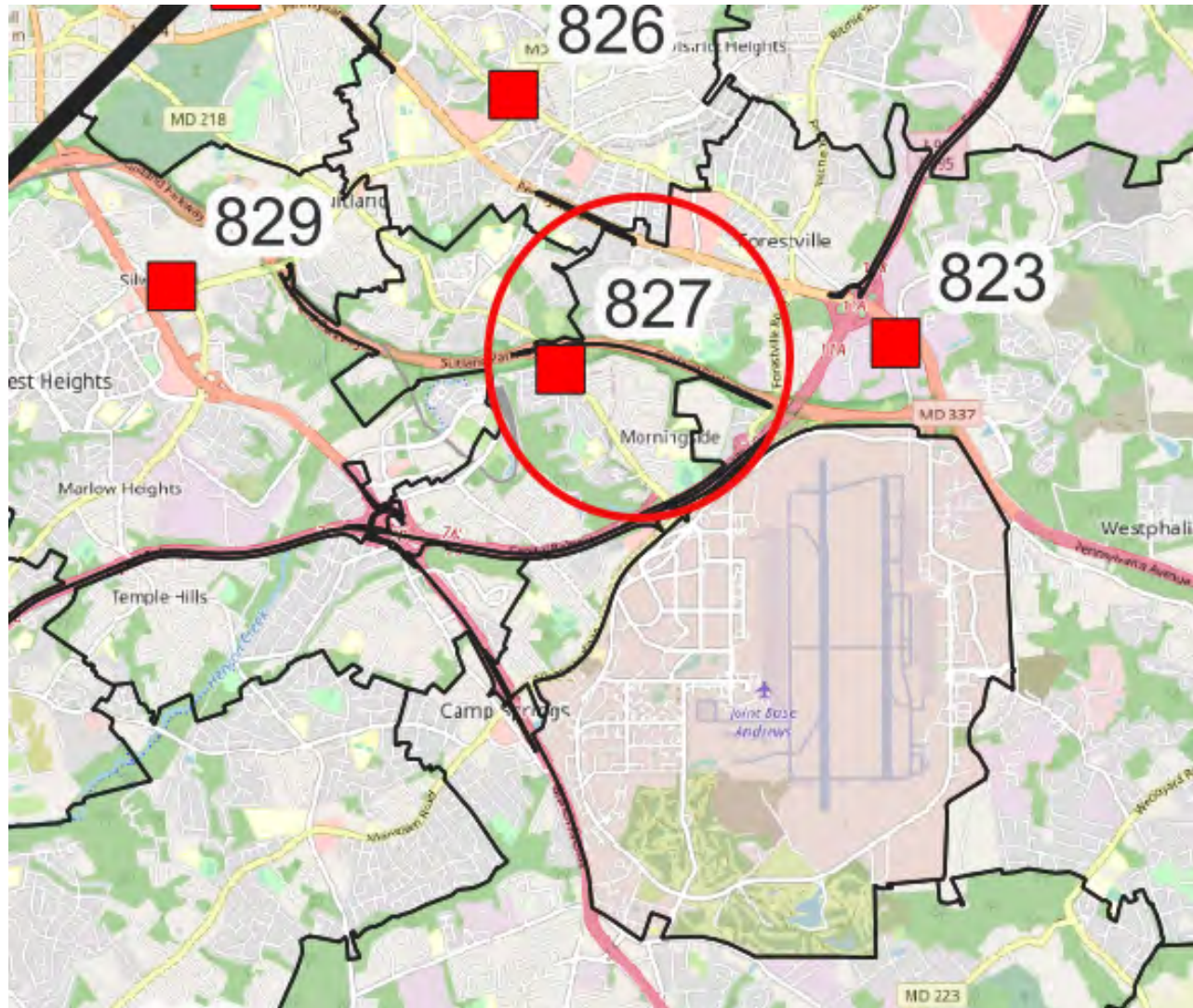
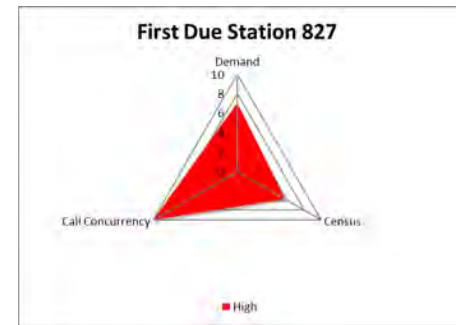
Station 826 Rescue Hot Spot Map

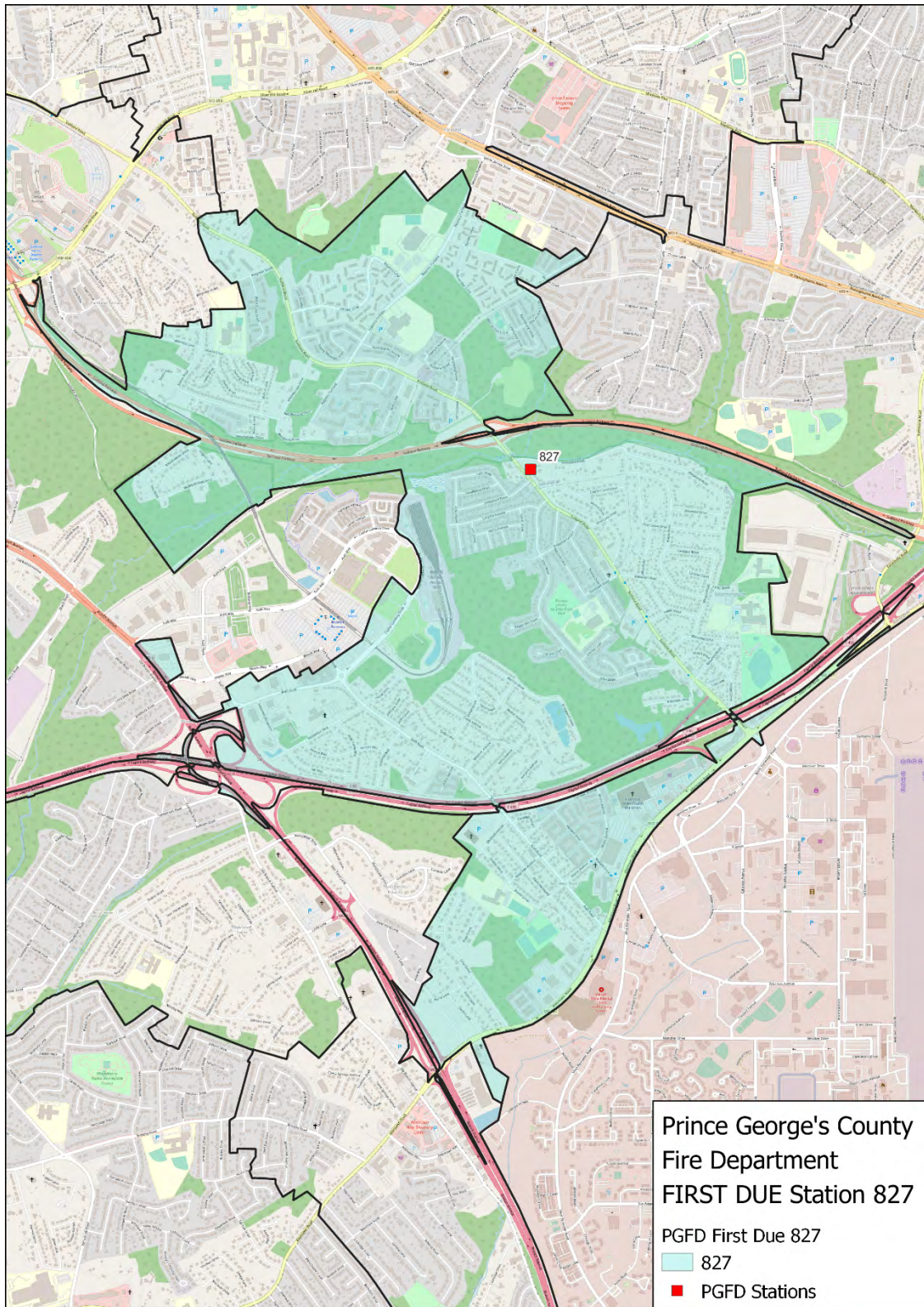
This map shows a relatively even distribution of calls throughout the first due area with a relatively higher call volume around the expressway.



Station 827

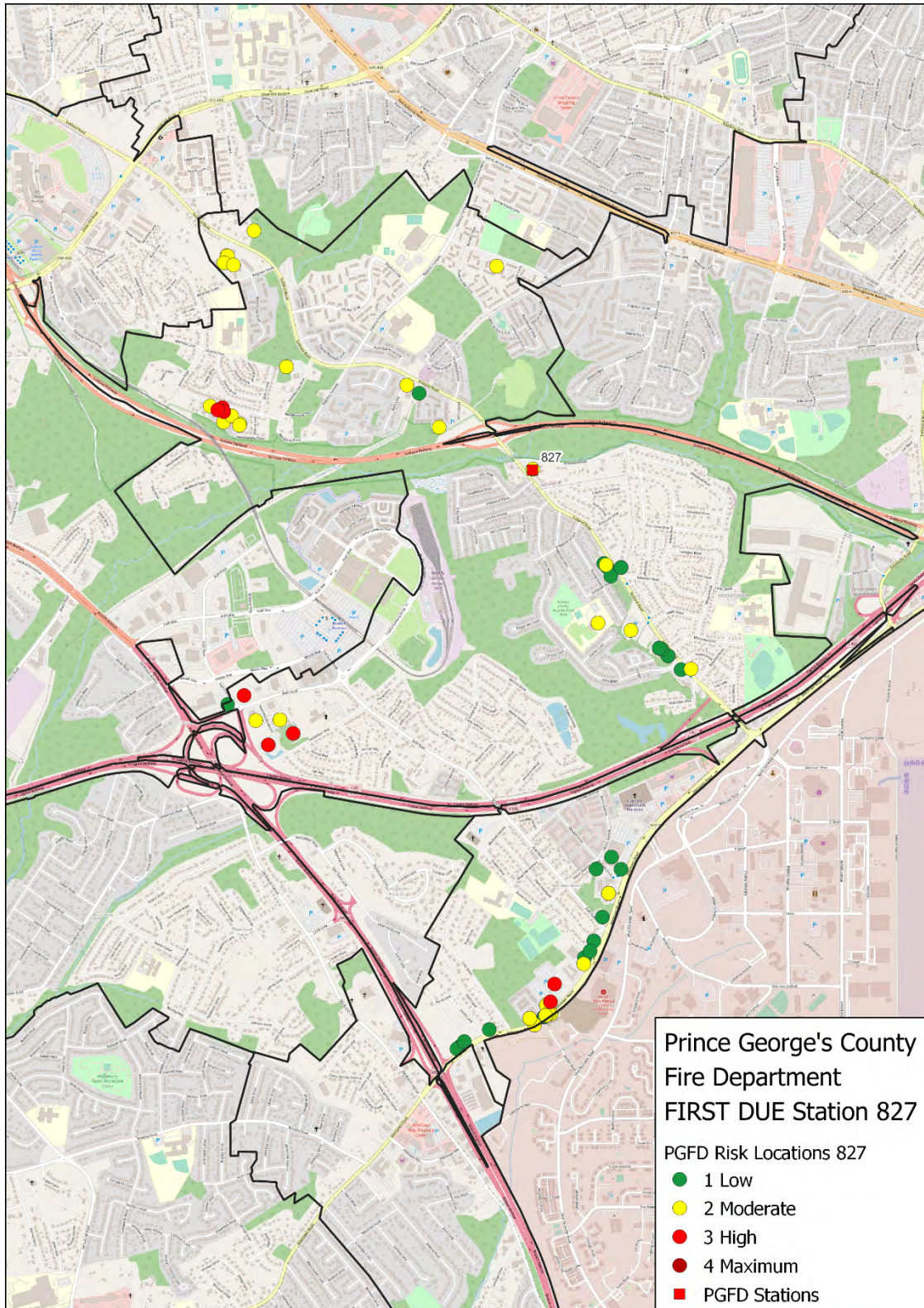
Station 827	A827	Ambulance
	A827B	Ambulance
	C827	Utility
	E827	Engine
	E827B	Engine
	RE827	Rescue Engine
	SQ827	Squad
	U827	Utility Truck
	VC827	Volunteer Chief
	VC827A	Volunteer Chief
	VC827B	Volunteer Chief



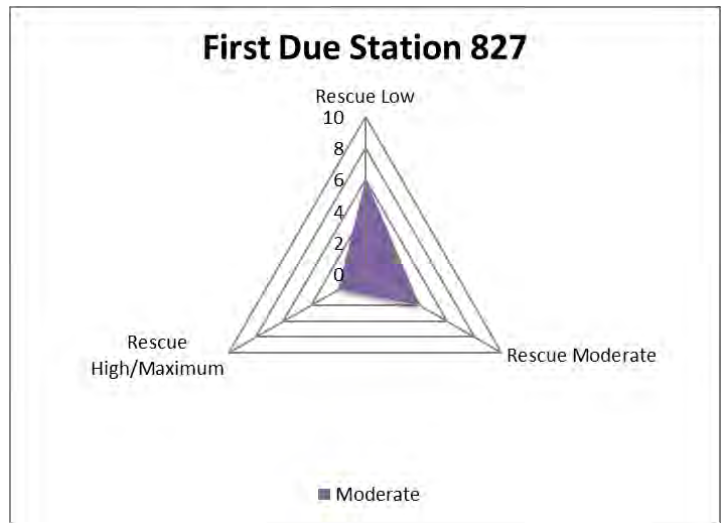
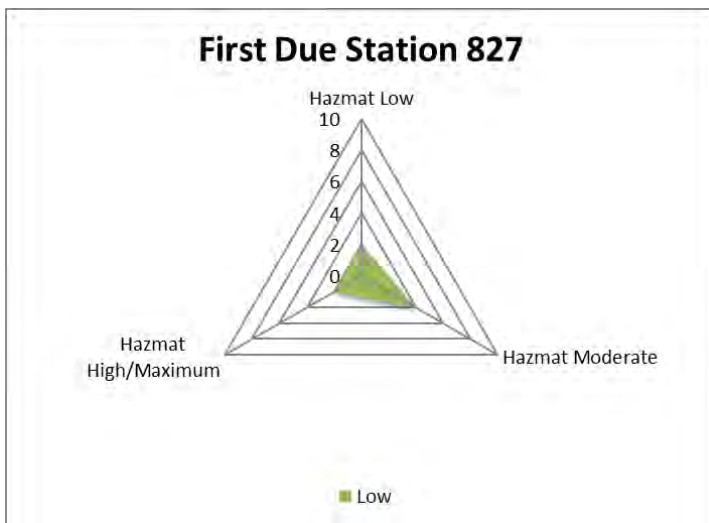
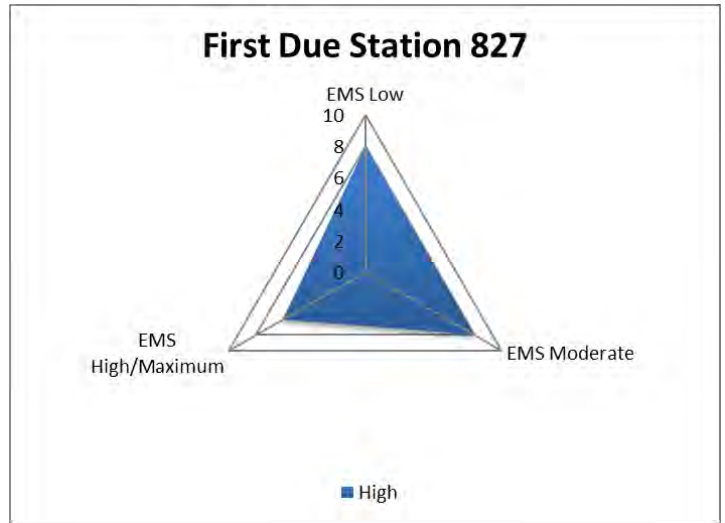
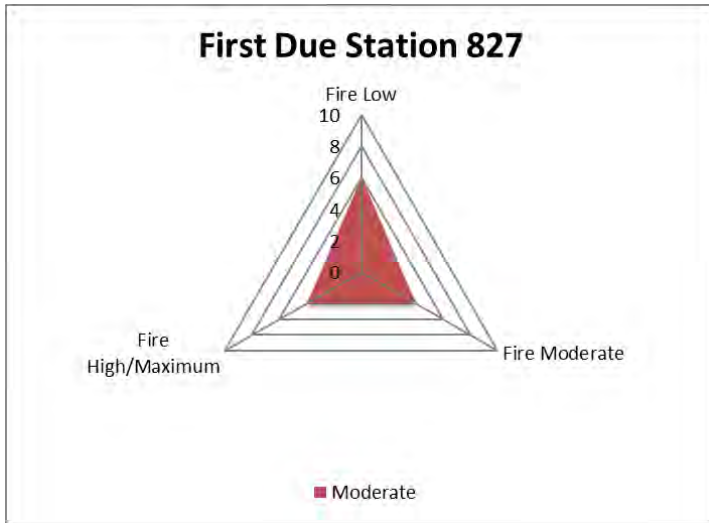


Station 827 Risk Analysis

The risk of individual building locations is represented by the small circles and shaded to indicate risk level. There is a concentration of low and moderate-risk buildings located in close proximity to the station, which is a moderate-risk GPZ. Risk is also evaluated by GPZ using the same shading criteria. The vast majority of Station 827's first due area is moderate risk.



Station 827 First Due Station Risk Profiles by Program – 3D Risk Models



Station 827 First Due Area Historical Data Analysis

Station 827 First Due Area Incidents by Call Category	Reporting Period				
	2016	2017	2018	2019	2020
Bomb Total	0	1	1	2	0
EMS Total	3,037	1,745	1,740	1,752	1,699
Fire Total	497	279	304	288	269
Hazmat Total	71	44	44	48	35
Non-Emergency Total	274	124	231	155	149
Rescue Total	482	315	251	260	217
Total	4,361	2,508	2,571	2,505	2,369

Unit ID	Reporting Period				
	2016	2017	2018	2019	2020
A827	3,292	3,303	2,256	2,096	1,138
A827B	0	0	1,267	1,455	1,989
C827	0	1	0	0	0
E827	807	1,012	1,541	1,135	875
E827B	1	1	0	0	0
RE827	1,320	1,624	1,147	947	984
SQ827	1,793	945	1,530	1,533	1,102
U827	17	0	2	3	0
VC827	14	23	18	6	6
VC827A	12	2	1	3	0
VC827B	37	8	27	8	23
Total	7,293	6,919	7,789	7,186	6,117
Average Responses per Day²	19.9	19	21.3	19.7	16.7

Station 827 First Due Area Historical Data Analysis (cont.)

Call concurrency within FDA 827 was calculated between 2016 and 2020. The call concurrency has remained steady between 23.0 to 38.6 over the five-year rating period.

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
827	2016	1,681	4,357	38.6
	2017	610	2,500	24.4
	2018	647	2,567	25.2
	2019	675	2,499	27.0
	2020	545	2,366	23.0
	All	4,158	14,289	29.1

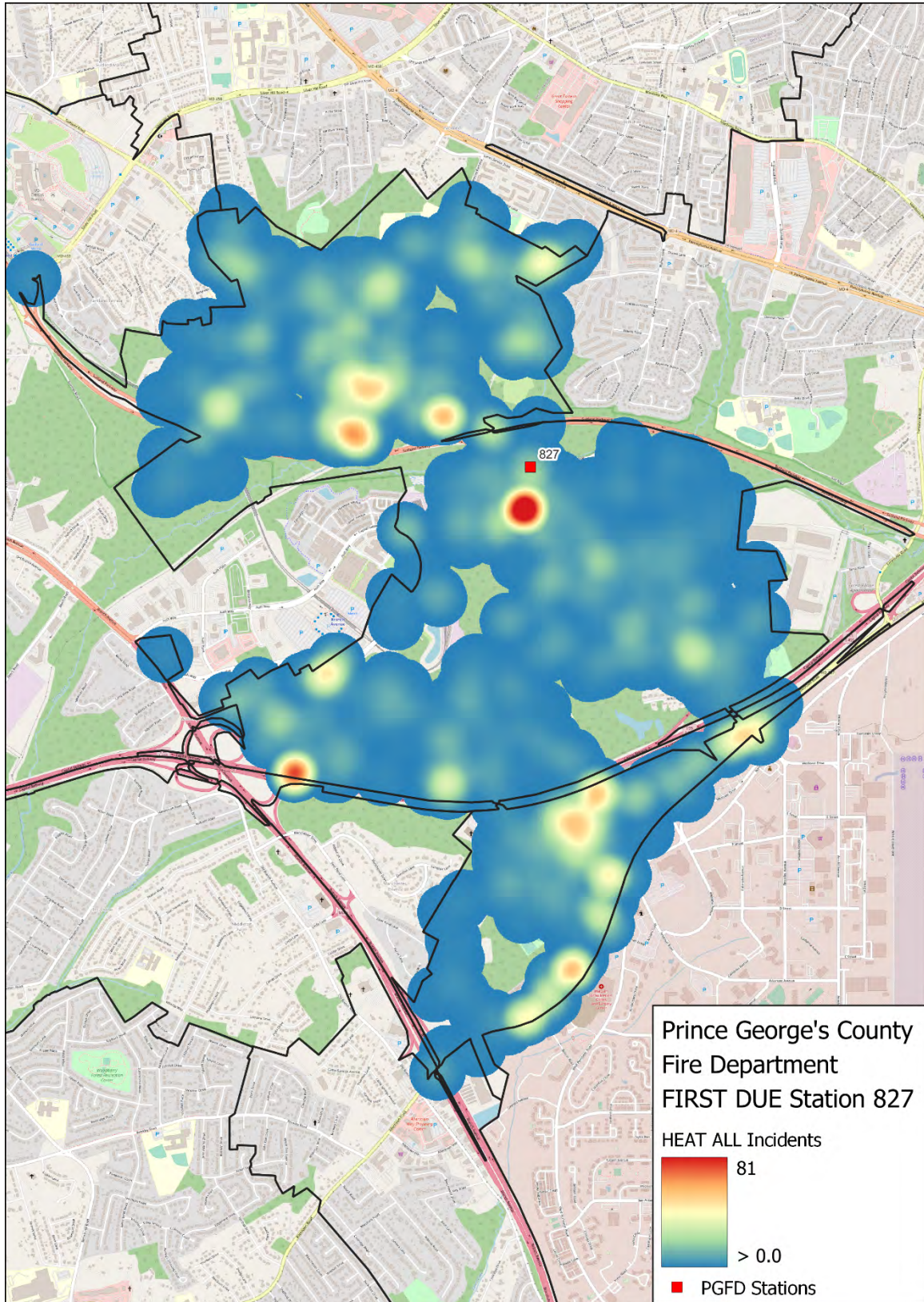
Response time performance for FDA 827 was calculated over the five-year rating period (2016-2020). Analyses were restricted to within FDA 827 and were calculated by the first arriving unit. Benchmark compliance is a 10% improvement over the aggregated PGFD performance. Therefore, the benchmark performance is established at the county level, not within each FDA. Finally, a gap analysis between the baseline and benchmark performance was completed utilizing a stoplight approach. If greater than 90% performance (green), between 70% and 89% yellow, and below 70% would be red.

First Due Station 827: 1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		5:08	5:17	5:08	4:41	5:28	5:27	4:31	85.9%
Turnout Time		2:12	2:25	2:17	2:00	1:58	2:03	1:58	84.5%
Travel Time	Urban	8:49	9:04	8:17	7:51	9:01	9:38	7:26	81.9%
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	9:33	N/A
Total Response Time	Urban	14:40	14:58	13:53	13:01	14:52	16:30	12:26	81.7%
		<i>n</i> = 8,821	<i>n</i> = 2,699	<i>n</i> = 1,566	<i>n</i> = 1,536	<i>n</i> = 1,553	<i>n</i> = 1,467		
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	14:23	N/A
		<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0		

Color coding legend: **green** fill ≥ 90%; **yellow** fill ≥ 70% to < 90%; **red** fill < 70%

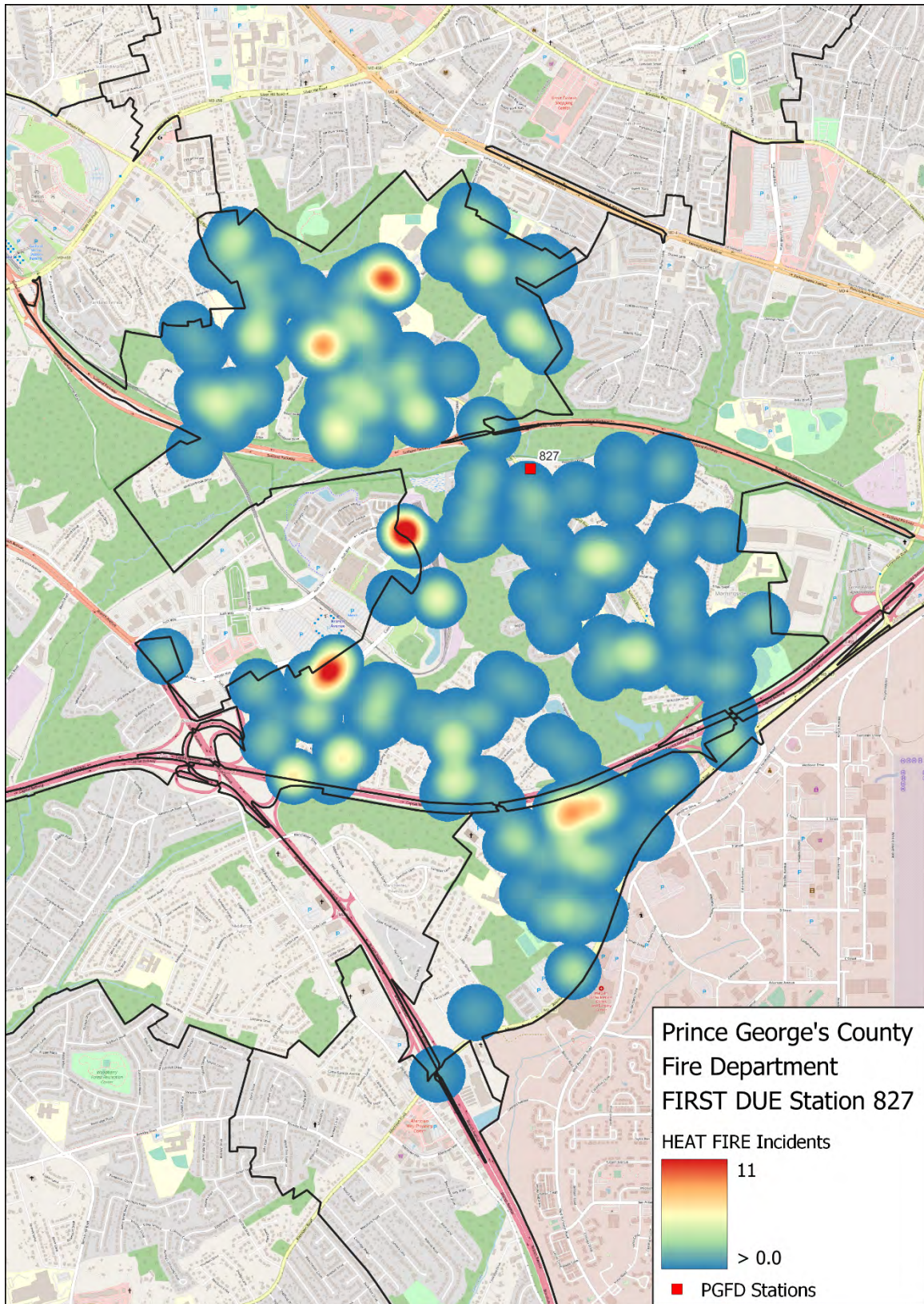
Station 827 Overall Hot Spot Map

Trends show the majority of call volume near the station and going south toward the expressway, with a fairly even spread of calls throughout the rest of the station's first due area.



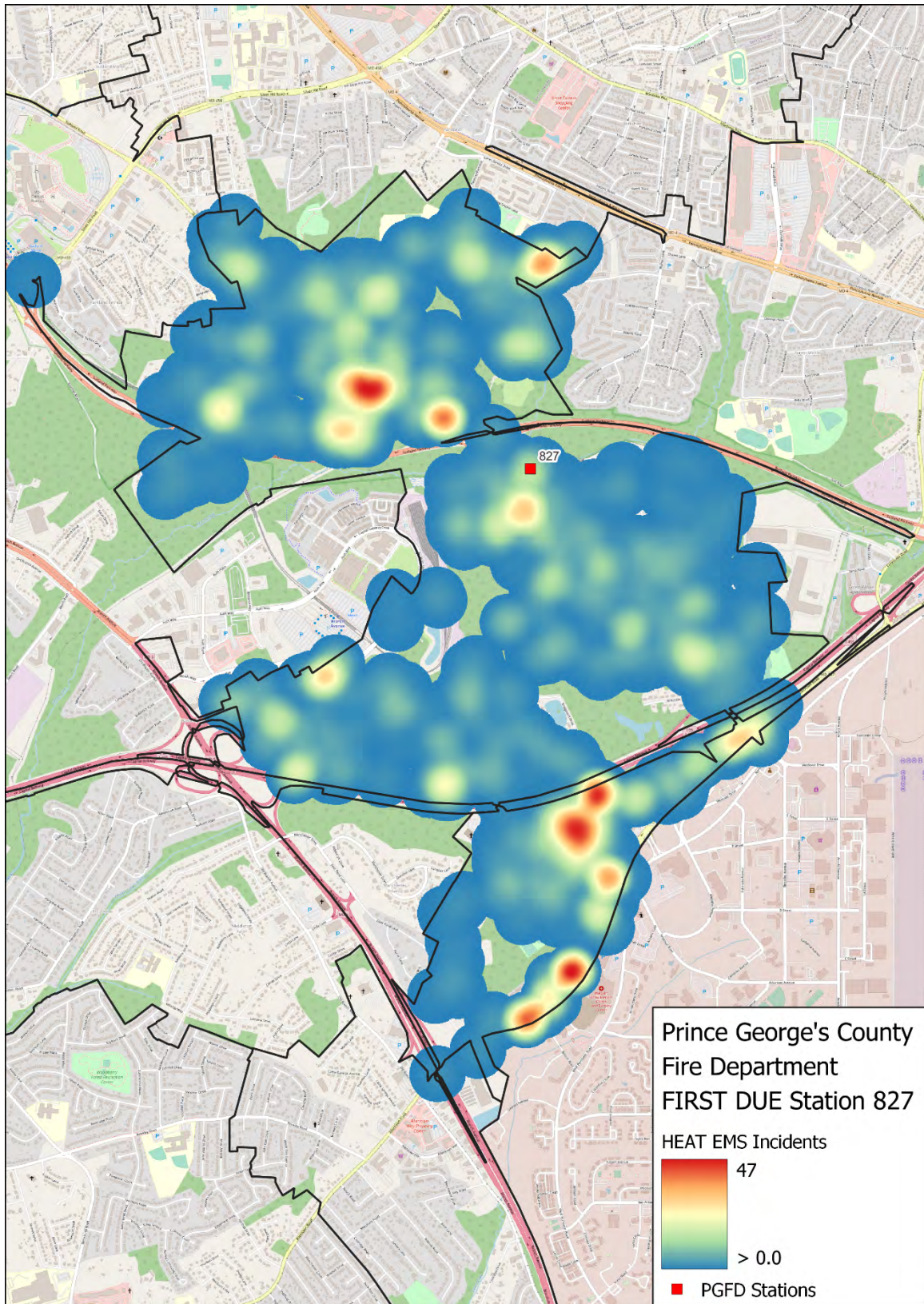
Station 827 Fire Hot Spot Map

Trends show an even distribution of calls throughout the station's first due area.



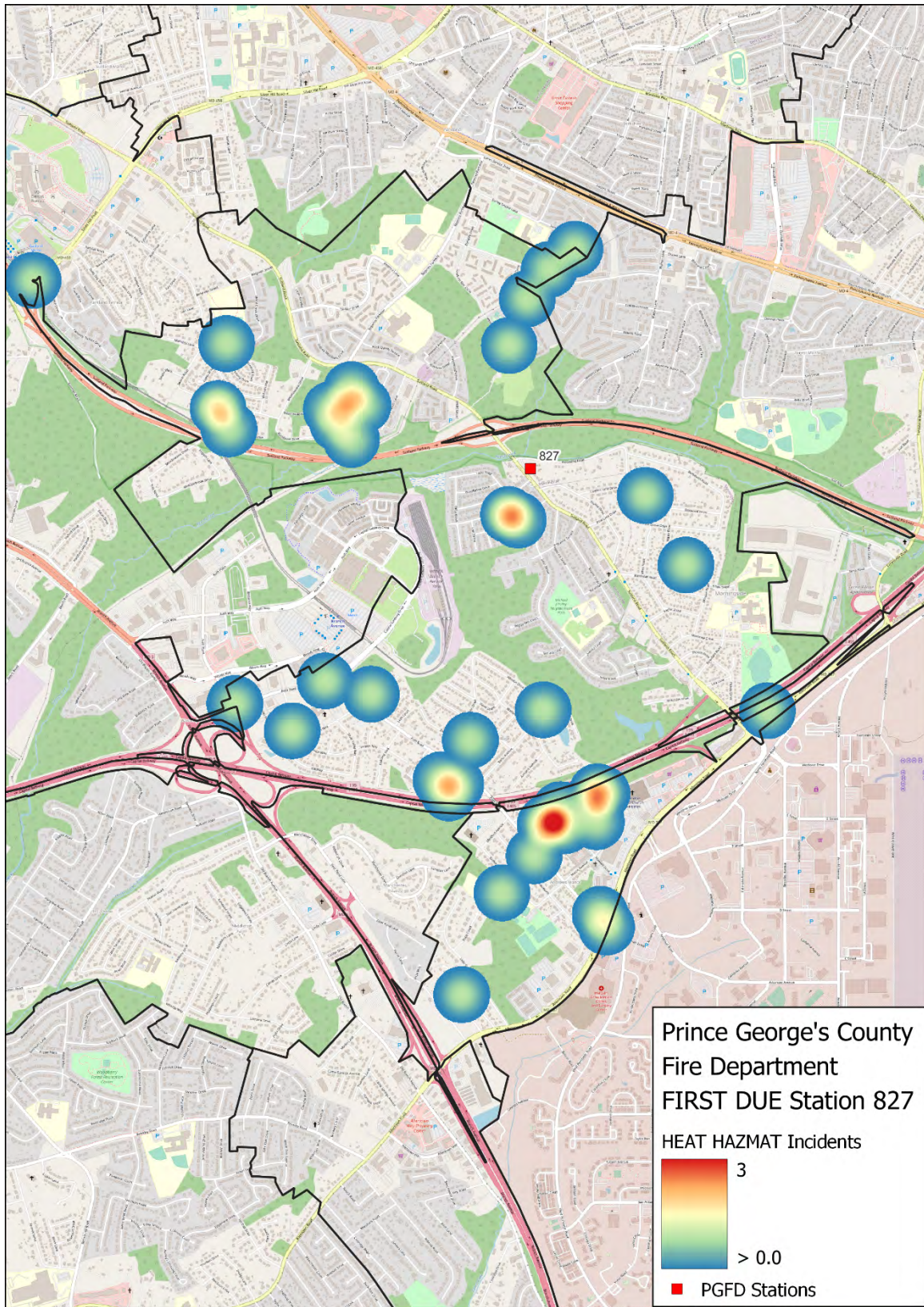
Station 827 EMS Hot Spot Map

Trends show an even distribution of calls throughout the station's first due area. A few areas just to the east and south of the expressway have the most call volume.



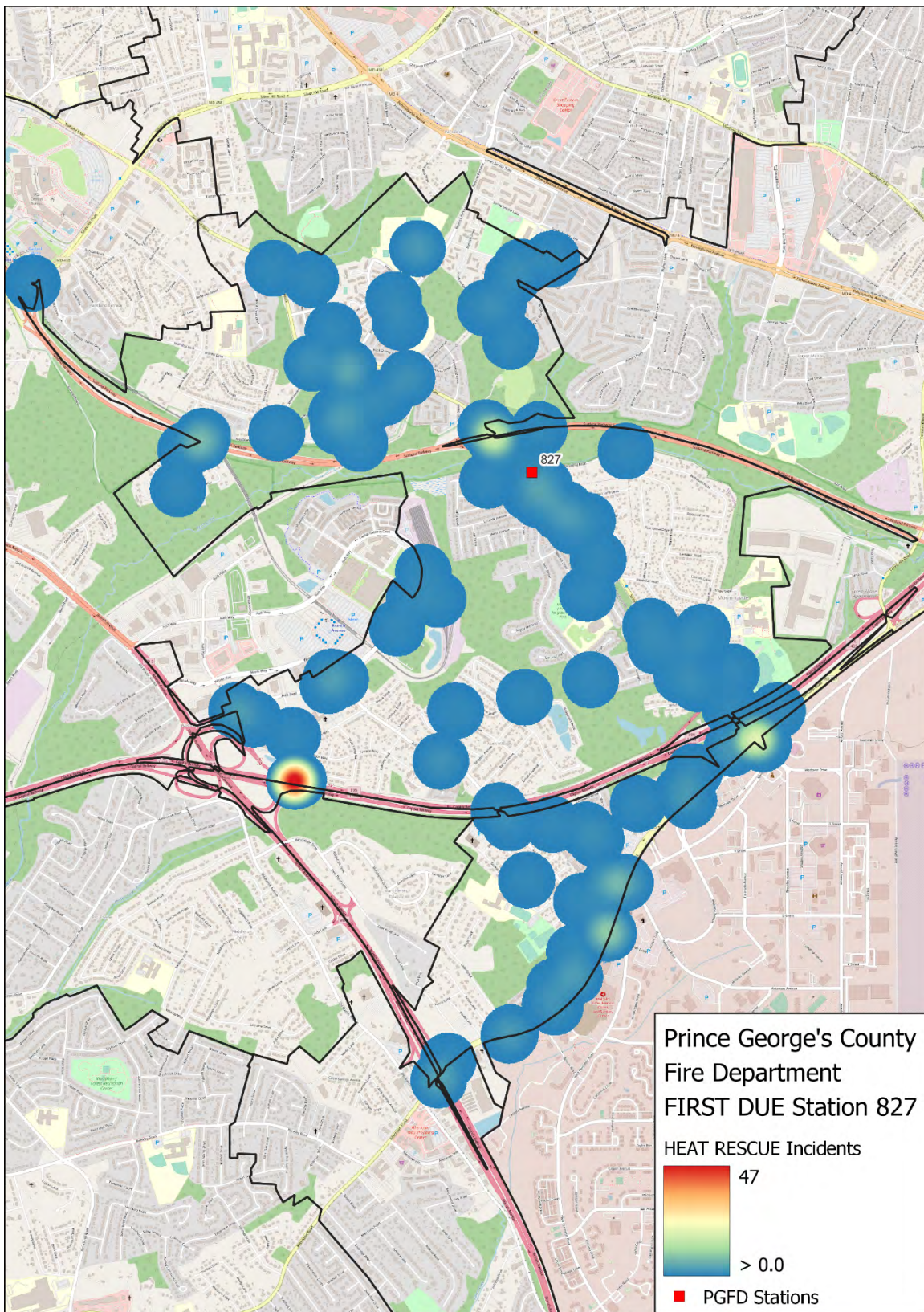
Station 827 HazMat Hot Spot Map

HazMat call volume is relatively equally spread throughout the station's first due area.



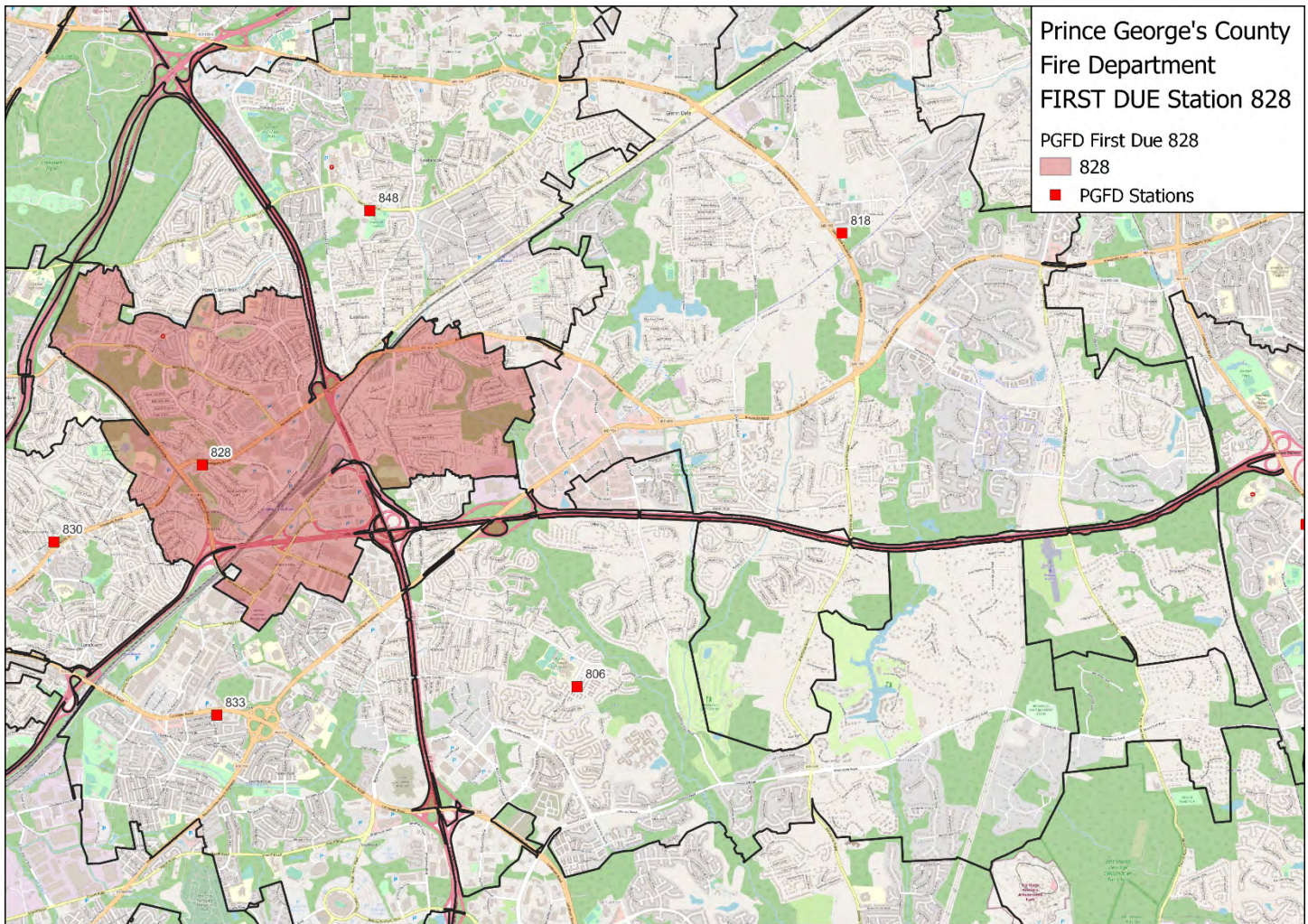
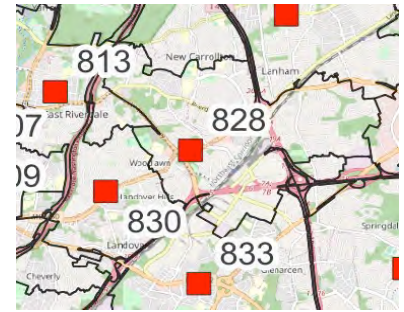
Station 827 Rescue Hot Spot Map

Trends show an even distribution of calls throughout the station's first due area. A few areas near and just south of the expressway have the most call volume.



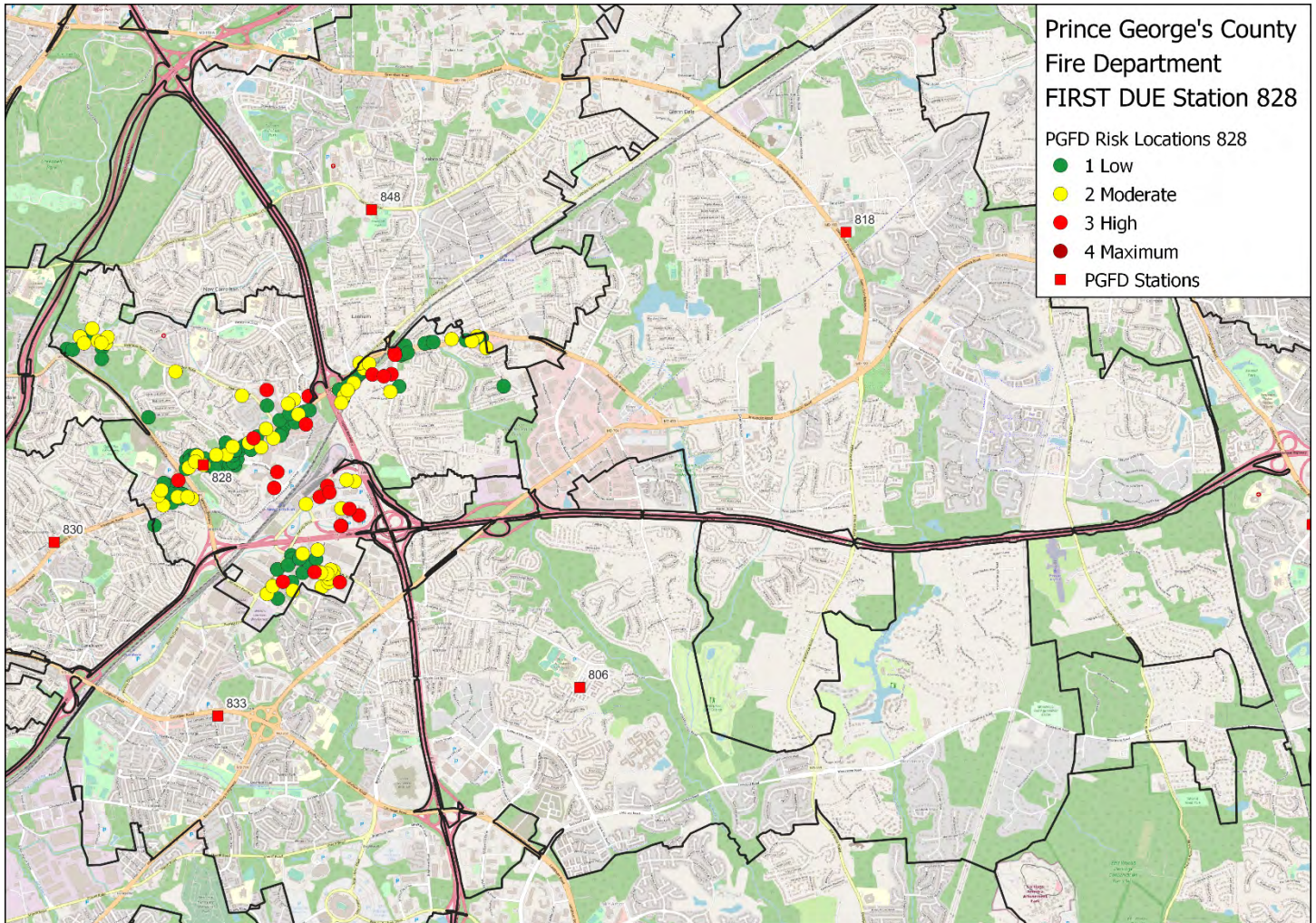
Station 828

Station 828	E828	Engine
	E828B	Engine
	MP828	Mini Pumper
	TK828	Truck
	U828	Utility
	VC828	Volunteer Chief
	VC828A	Volunteer Chief
	VC828B	Volunteer Chief
	VC828C	Volunteer Chief

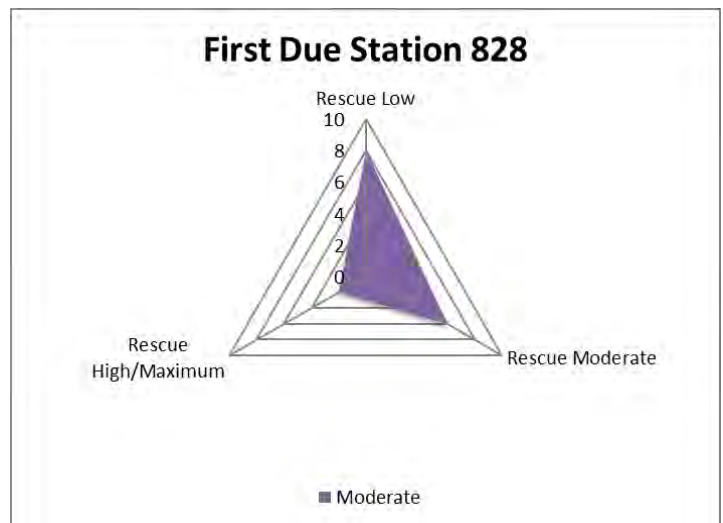
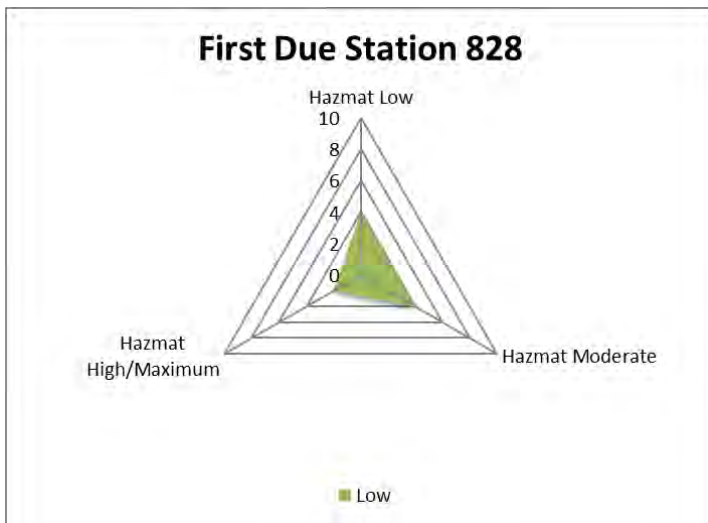
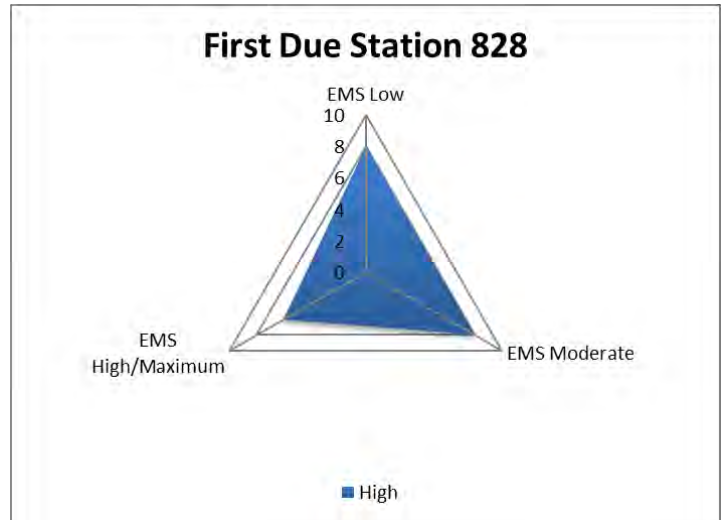
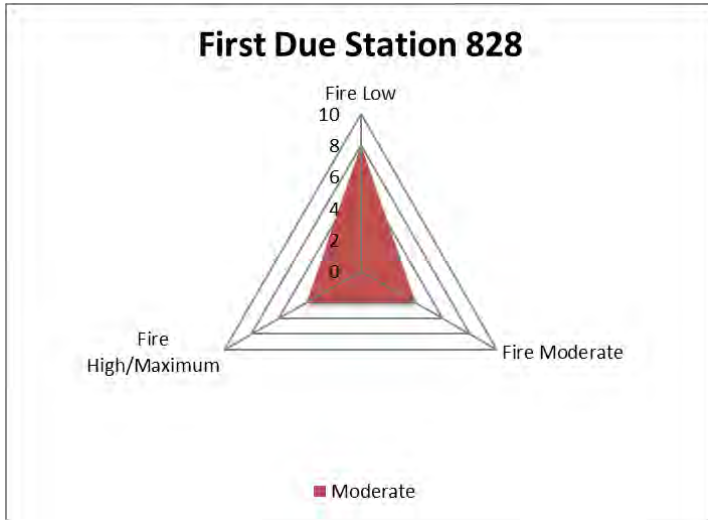


Station 828 Risk Analysis

The risk of individual building locations is represented by the small circles and shaded to indicate risk level. There is a concentration of low and moderate-risk buildings located in close proximity to the station and transportation routes. The GPZ is high-risk. Risk is also evaluated by GPZ using the same shading criteria. The vast majority of Station 828's first due area is low to moderate risk.



Station 828 First Due Station Risk Profiles by Program – 3D Risk Models



Station 828 First Due Area Historical Data Analysis

Station 828 First Due Area Incidents by Call Category	Reporting Period				
	2016	2017	2018	2019	2020
Bomb Total	1	0	3	1	0
EMS Total	2,416	2,494	2,448	2,324	2,481
Fire Total	425	478	508	498	423
Hazmat Total	67	62	56	73	65
Non-Emergency Total	128	86	258	114	183
Rescue Total	745	716	761	699	573
Total	3,782	3,836	4,034	3,709	3,725

Unit ID	Reporting Period				
	2016	2017	2018	2019	2020
E828	2,206	1,976	1,400	681	1,052
E828B	22	127	1,378	1,916	967
MP828	346	281	28	0	0
TK828	472	379	408	501	307
U828	1	1	2	1	0
VC828	15	5	9	0	1
VC828A	32	73	52	41	11
VC828B	33	0	122	42	0
Total	3,127	2,842	3,399	3,182	2,338
Average Responses per Day	8.5	7.8	9.3	8.7	6.4

Station 828 First Due Area Historical Data Analysis (cont.)

Call concurrency within FDA 828 was calculated between 2016 and 2020. The call concurrency has remained steady between 32.4 to 34.0 over the five-year rating period.

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
828	2016	1,245	3,779	32.9
	2017	1,287	3,832	33.6
	2018	1,369	4,031	34.0
	2019	1,198	3,699	32.4
	2020	1,227	3,721	33.0
	All	6,326	19,062	33.2

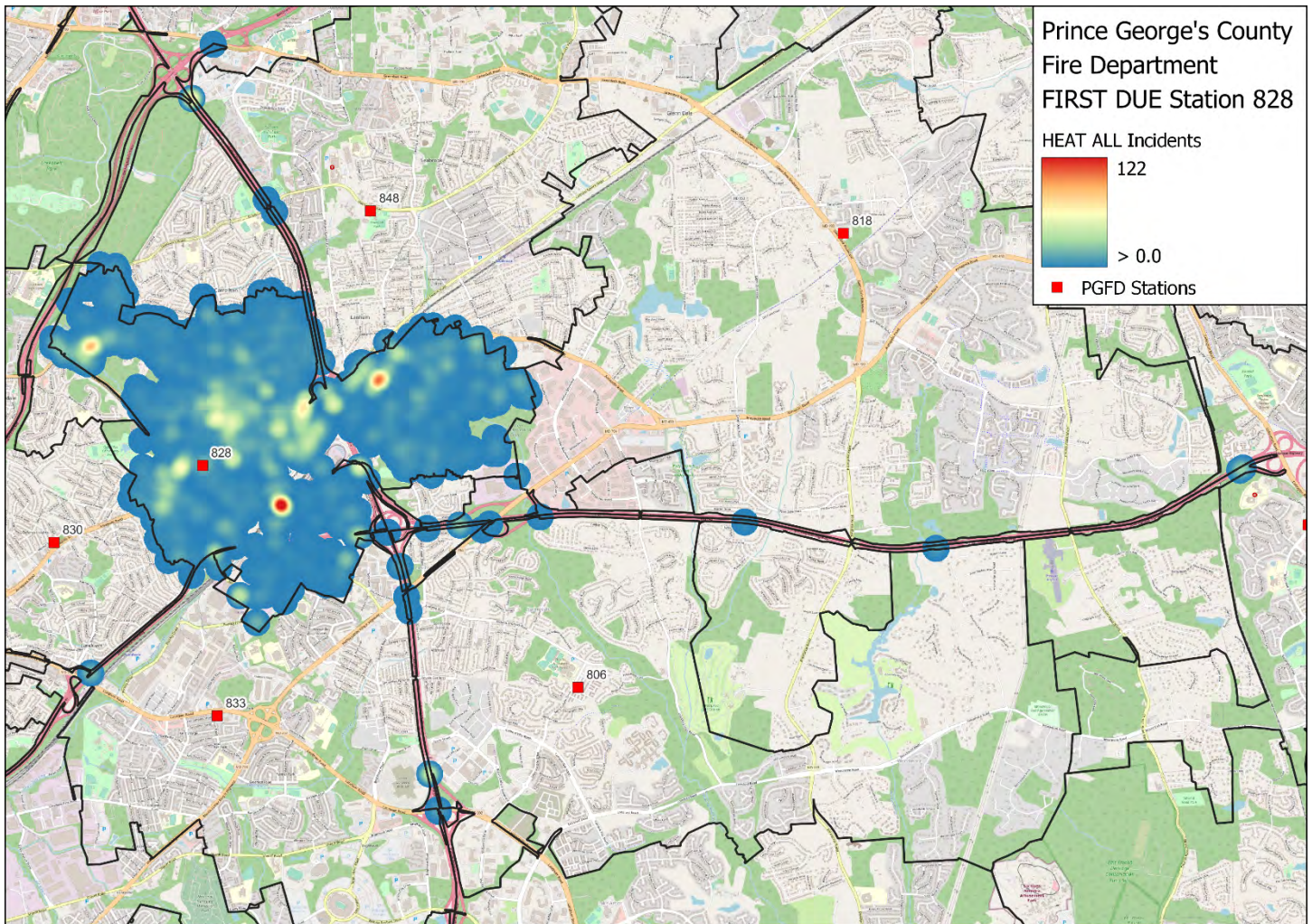
Response time performance for FDA 828 was calculated over the five-year rating period (2016-2020). Analyses were restricted to within FDA 828 and were calculated by the first arriving unit. Benchmark compliance is a 10% improvement over the aggregated PGFD performance. Therefore, the benchmark performance is established at the county level, not within each FDA. Finally, a gap analysis between the baseline and benchmark performance was completed utilizing a stoplight approach. If greater than 90% performance (green), between 70% and 89% yellow, and below 70% would be red.

First Due Station 828: 1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		6:04	6:19	6:11	5:53	6:00	5:48	4:31	81.7%
Turnout Time		2:17	2:33	2:19	2:13	2:16	2:00	1:58	81.2%
Travel Time	Urban	8:59	8:27	8:27	9:00	9:16	9:32	7:26	80.8%
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	9:33	N/A
Total Response Time	Urban	15:18	14:57	14:44	15:15	16:23	15:50	12:26	78.7%
		<i>n</i> = 12,338	<i>n</i> = 2,457	<i>n</i> = 2,551	<i>n</i> = 2,579	<i>n</i> = 2,348	<i>n</i> = 2,403		
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	14:23	N/A
		<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0		

Color coding legend: fill ≥ 90%; fill ≥ 70% to < 90%; fill < 70%

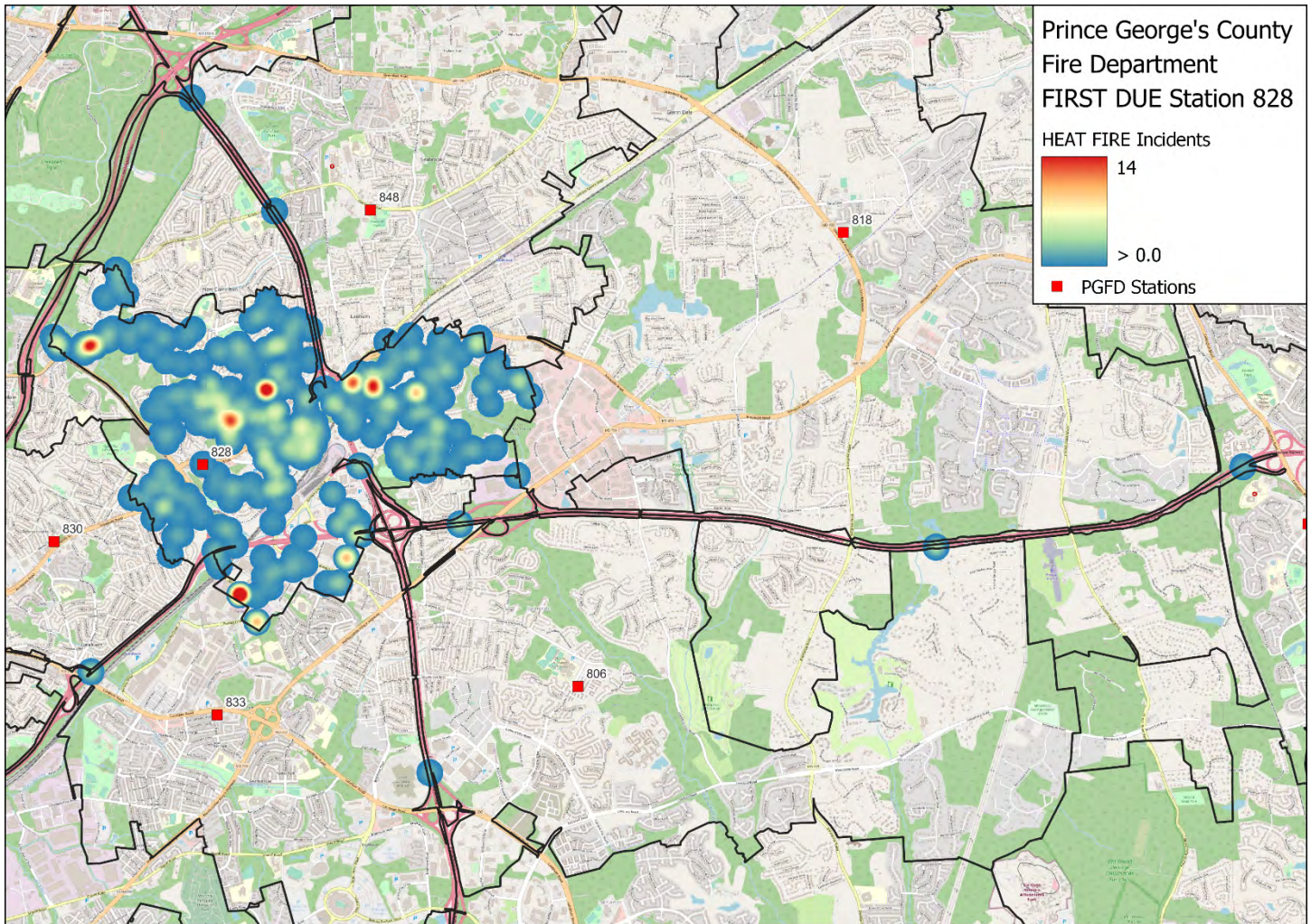
Station 828 Overall Hot Spot Map

Trends show the majority of call volume immediately surrounding the station, with a fairly even spread of calls throughout the rest of the station's first due area.



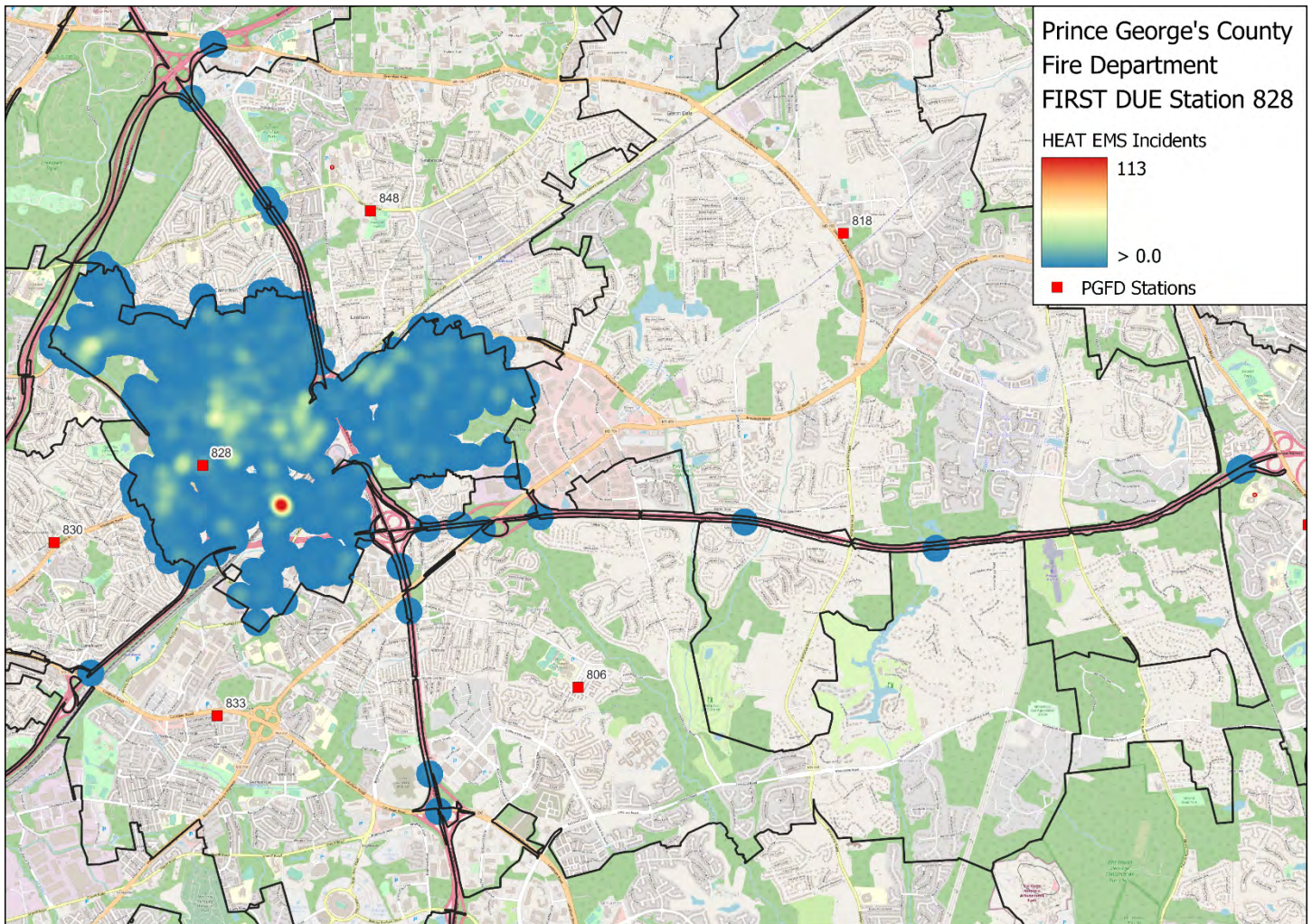
Station 828 Fire Hot Spot Map

Trends show the majority of call volume immediately surrounding the station, with a fairly even spread of calls throughout the rest of the station's first due area.



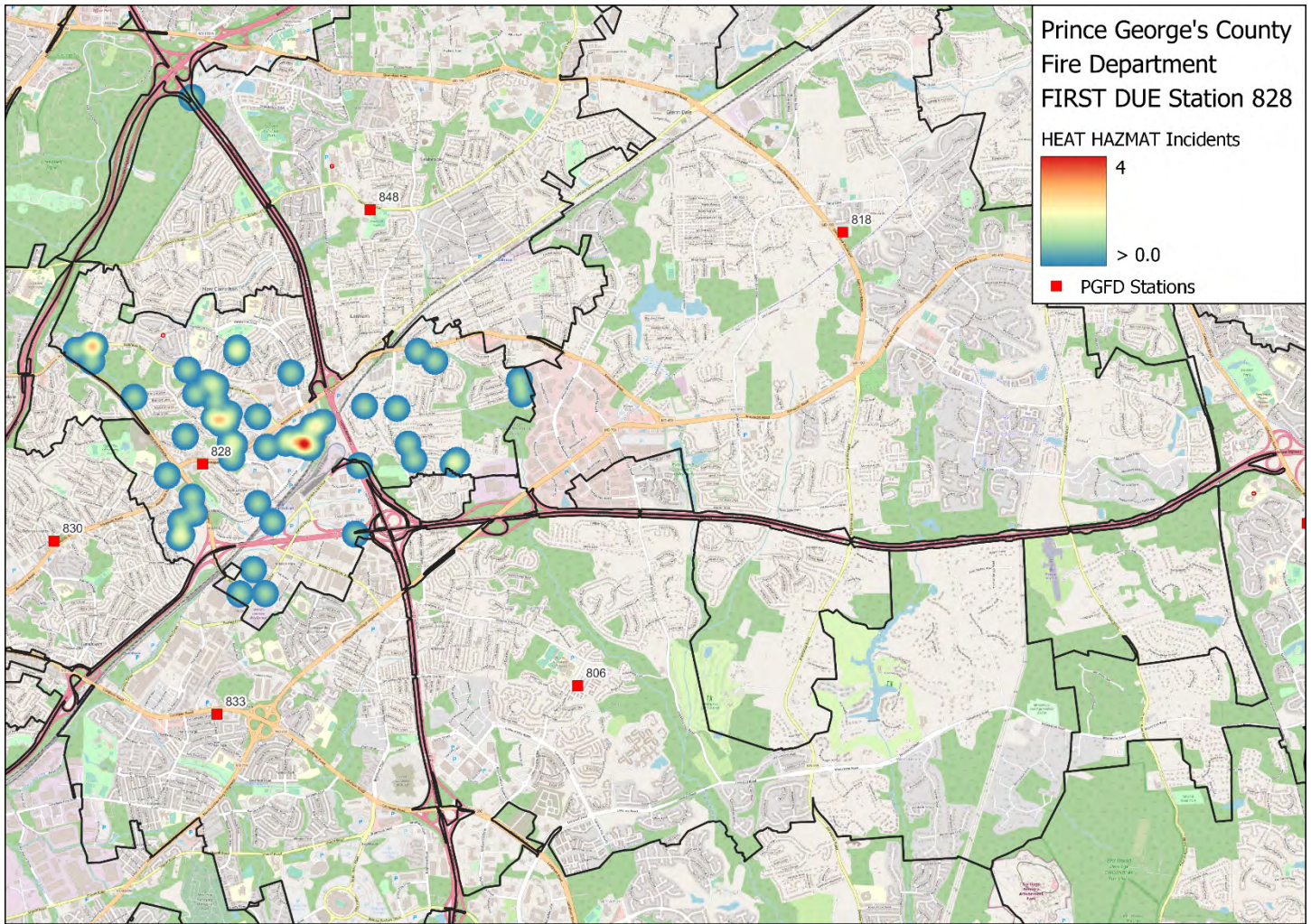
Station 828 EMS Hot Spot Map

Trends show the majority of call volume immediately surrounding the station, with a fairly even spread of calls throughout the rest of the station's first due area.



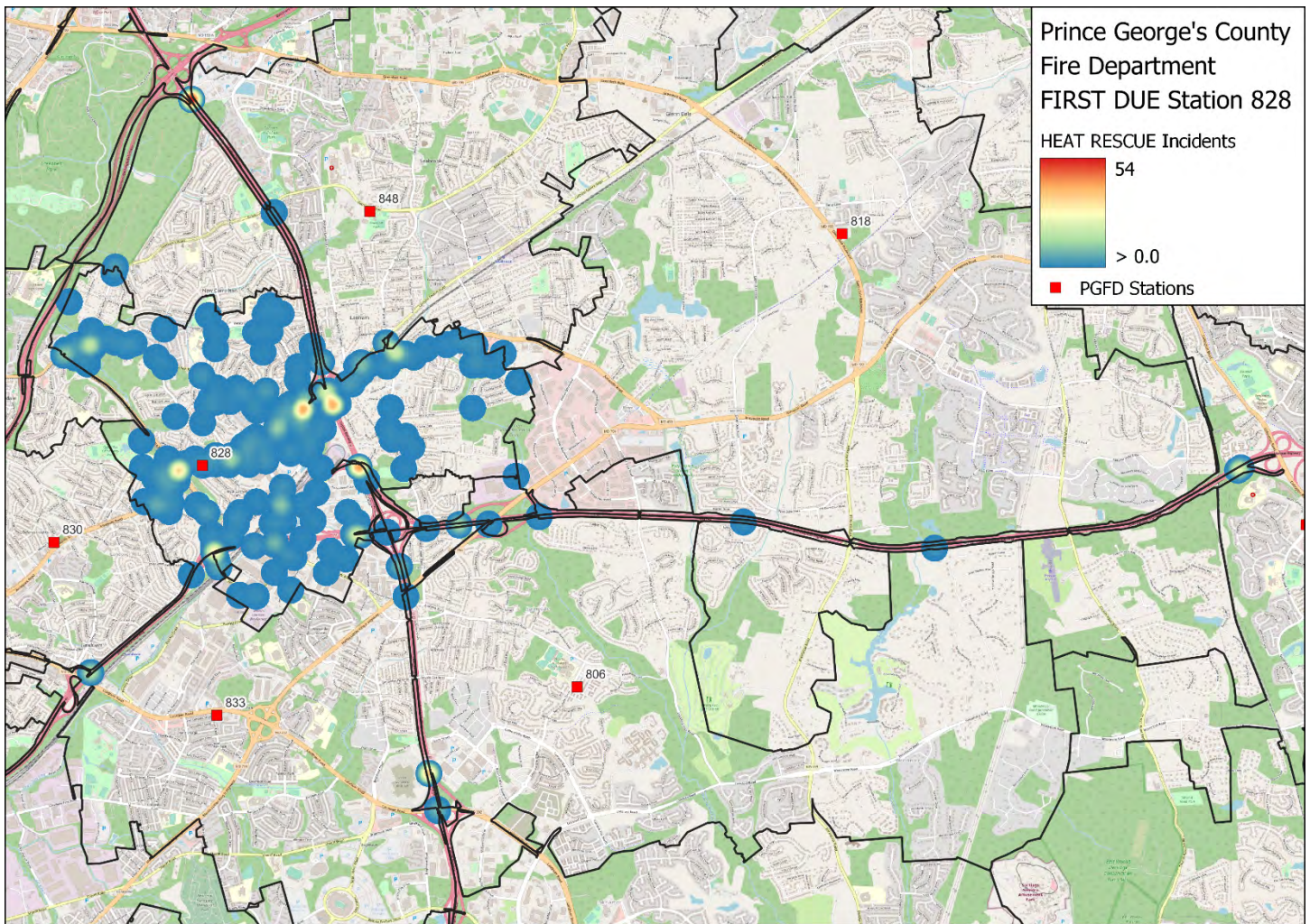
Station 828 HazMat Hot Spot Map

HazMat call volume is relatively equally spread throughout the station's first due area.



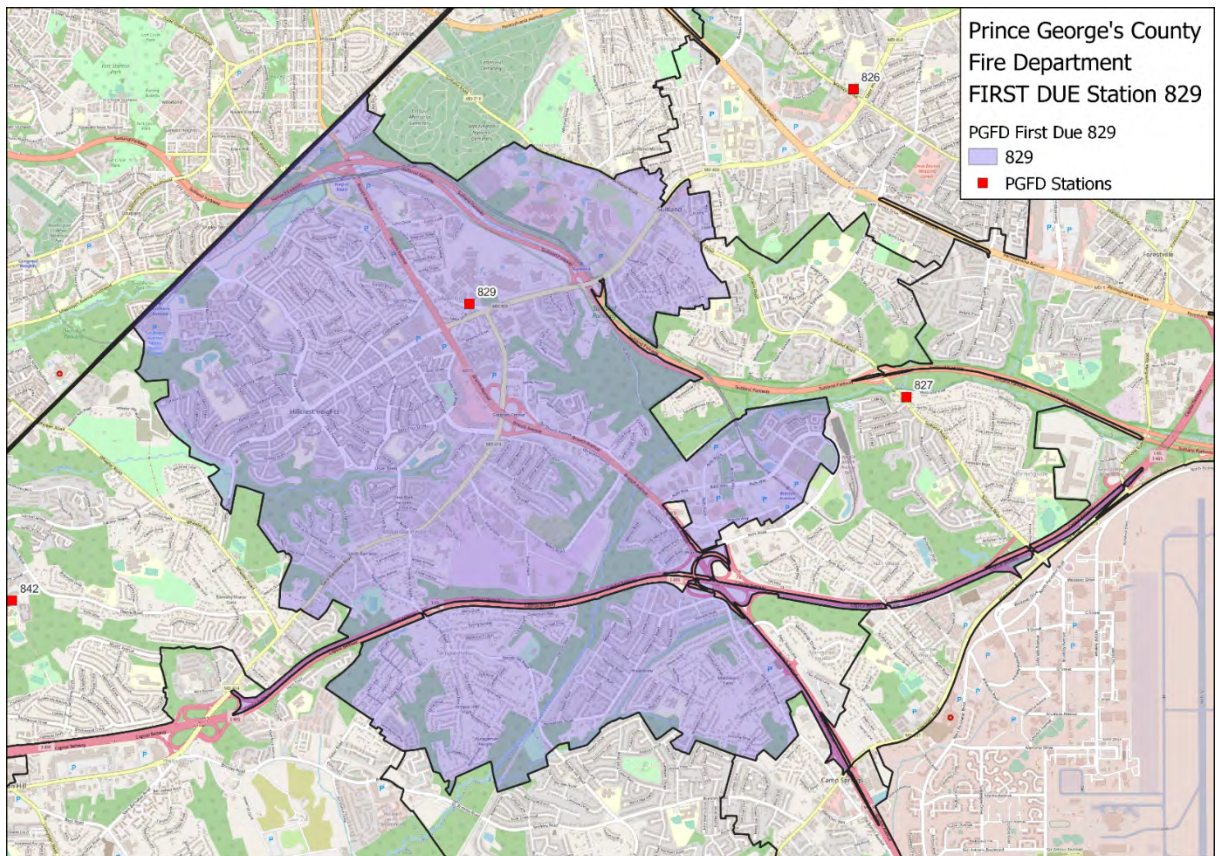
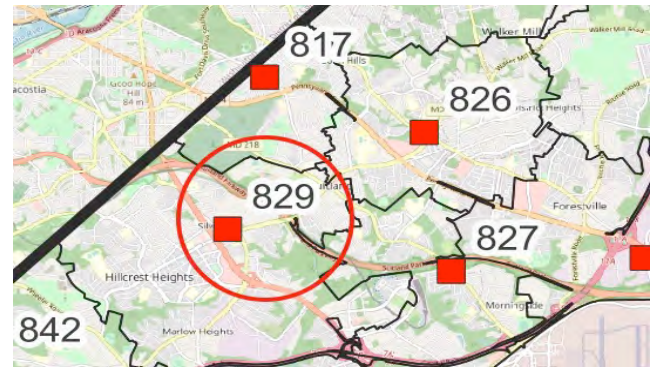
Station 828 Rescue Hot Spot Map

This map indicates that the area surrounding the station and on the expressway has the most call volume.



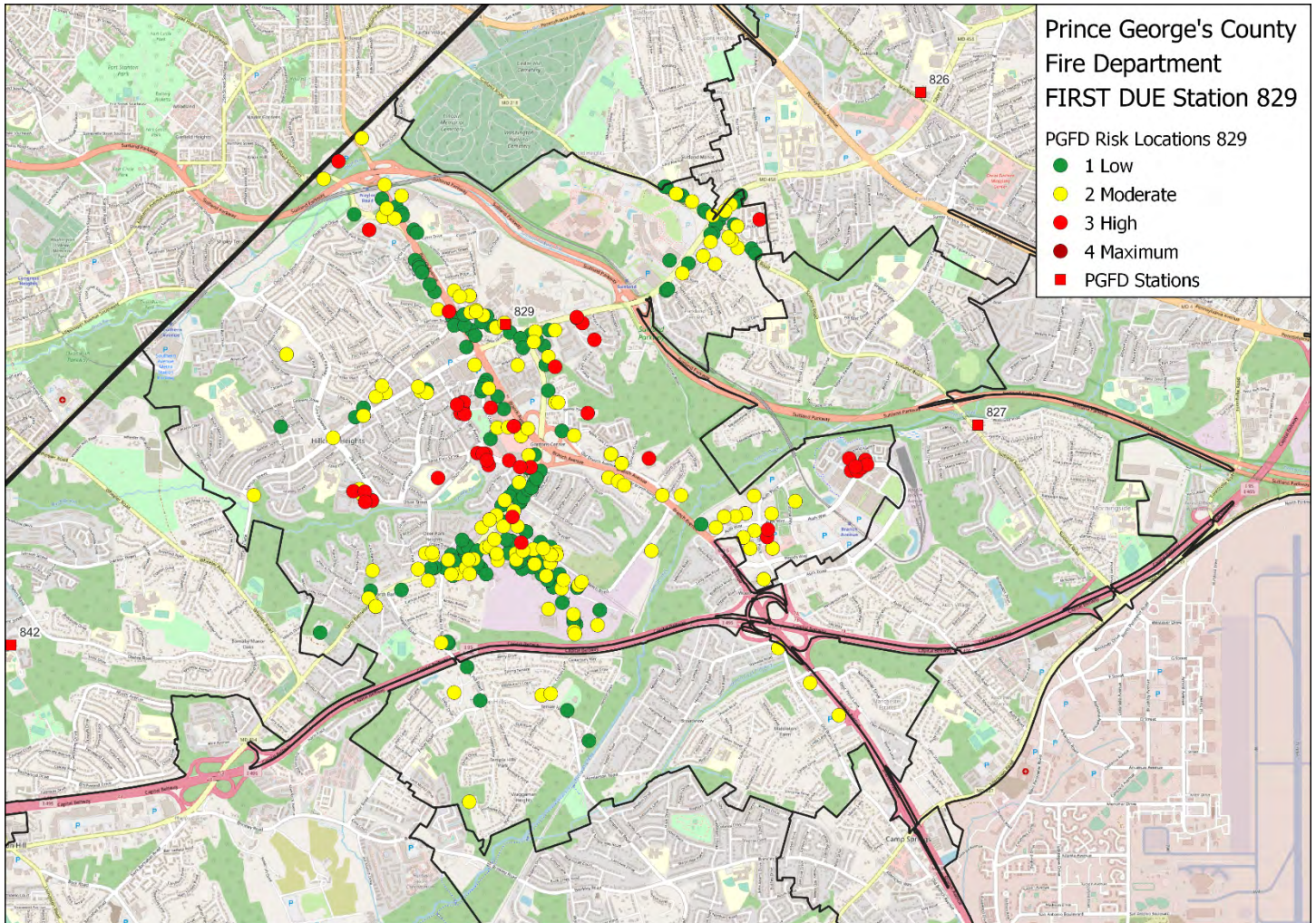
Station 829

Station 829	A829	Ambulance
	A829B	Ambulance
	E829	Engine
	E829B	Engine
	E829BP	Engine
	E829P	Engine
	MD829	Medic
	PA829	Paramedic Ambulance
	PA829B	Paramedic Ambulance
	TK829	Truck
	TK829P	Truck
	U829	Utility Truck
	VC829	Volunteer Chief
	VC829A	Volunteer Chief
VC829B	Volunteer Chief	

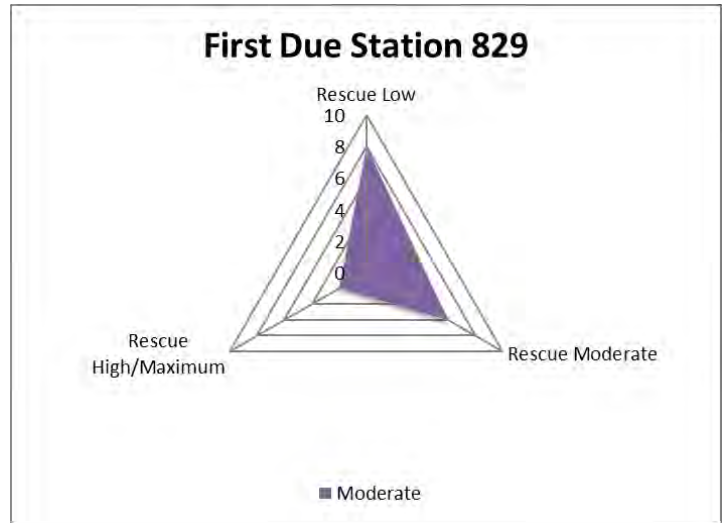
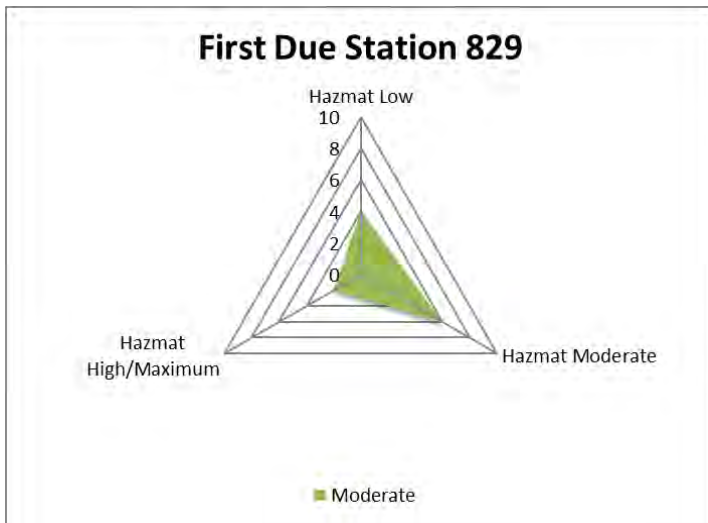
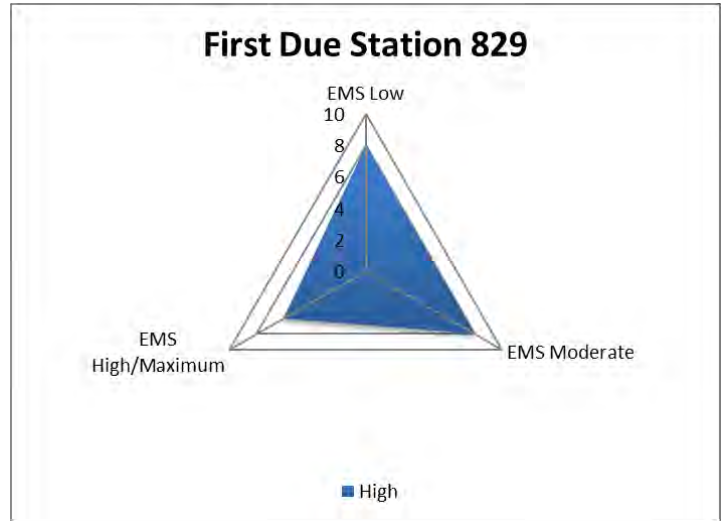
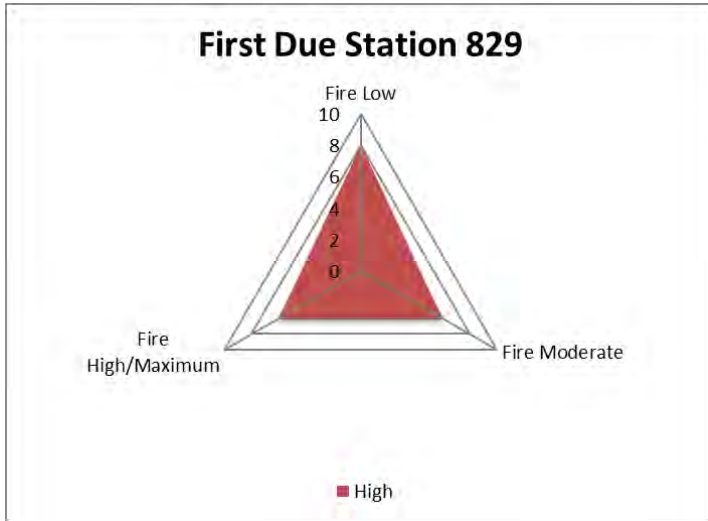


Station 829 Risk Analysis

The risk of individual building locations is represented by the small circles and shaded to indicate risk level. There are large concentrations of low to high-risk buildings located in close proximity to the station, which is a maximum-risk GPZ. Risk is also evaluated by GPZ using the same shading criteria. The vast majority of Station 829's first due area is low to moderate risk.



Station 829 First Due Station Risk Profiles by Program – 3D Risk Models



Station 829 First Due Area Historical Data Analysis

Station 829 First Due Area Incidents by Call Category	Reporting Period				
	2016	2017	2018	2019	2020
Bomb Total	3	1	6	1	2
EMS Total	6,153	6,707	6,098	6,268	6,546
Fire Total	895	968	1,130	1,179	938
Hazmat Total	172	153	165	165	130
Non-Emergency Total	275	363	466	500	590
Rescue Total	778	950	945	935	835
Total	8,276	9,142	8,810	9,048	9,041

Unit ID	Reporting Period				
	2016	2017	2018	2019	2020
A829	5,560	5,248	4,925	4,995	4,564
A829B	3,565	3,492	3,299	3,481	870
E829	2,042	1,697	2,567	1,627	900
E829B	1,637	2,062	1,165	2,054	263
E829BP	0	0	0	0	515
E829P	0	0	0	0	2,329
MD829	3,868	3,629	3,282	3,161	879
PA829	0	0	0	0	2,342
PA829B	0	0	0	0	1,282
TK829	834	730	707	713	195
TK829P	0	0	0	0	520
U829	3	0	0	6	1
VC829	23	37	136	124	60
VC829A	157	8	0	10	3
VC829B	15	5	1	1	1
Total	17,704	16,908	16,082	16,172	14,724
Average Responses per Day	48.4	46.3	44.1	44.3	40.2

Station 829 First Due Area Historical Data Analysis (cont.)

Call concurrency within FDA 829 was calculated between 2016 and 2020. The call concurrency has remained steady between 56.1 to 61.7 over the five-year rating period.

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
829	2016	4,640	8,272	56.1
	2017	5,523	9,128	60.5
	2018	5,340	8,798	60.7
	2019	5,573	9,029	61.7
	2020	5,537	9,031	61.3
	All	26,613	44,258	60.1

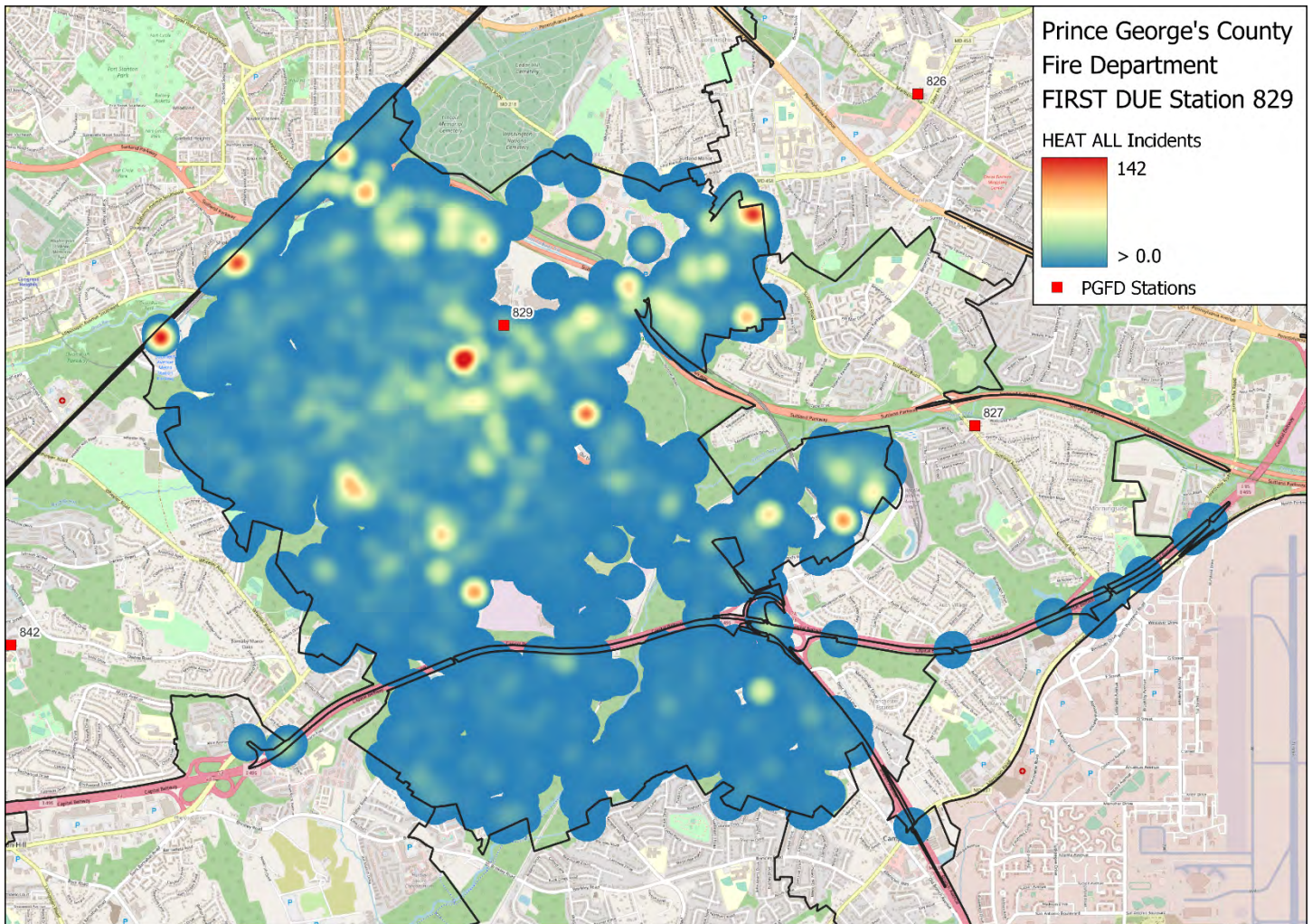
Response time performance for FDA 829 was calculated over the five-year rating period (2016-2020). Analyses were restricted to within FDA 829 and were calculated by the first arriving unit. Benchmark compliance is a 10% improvement over the aggregated PGFD performance. Therefore, the benchmark performance is established at the county level, not within each FDA. Finally, a gap analysis between the baseline and benchmark performance was completed utilizing a stoplight approach. If greater than 90% performance (green), between 70% and 89% yellow, and below 70% would be red.

First Due Station 829: 1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		4:53	5:04	5:13	4:49	4:41	4:41	4:31	87.7%
Turnout Time		2:08	2:09	2:11	2:05	2:06	2:05	1:58	86.1%
Travel Time	Urban	8:19	8:23	8:06	7:49	8:32	8:45	7:26	85.3%
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	9:33	N/A
Total Response Time	Urban	13:38	13:48	13:28	13:06	13:48	14:03	12:26	85.5%
		<i>n</i> = 27,143	<i>n</i> = 5,122	<i>n</i> = 5,622	<i>n</i> = 5,386	<i>n</i> = 5,557	<i>n</i> = 5,456		
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	14:23	N/A
		<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0		

Color coding legend: green fill ≥ 90%; yellow fill ≥ 70% to < 90%; red fill < 70%

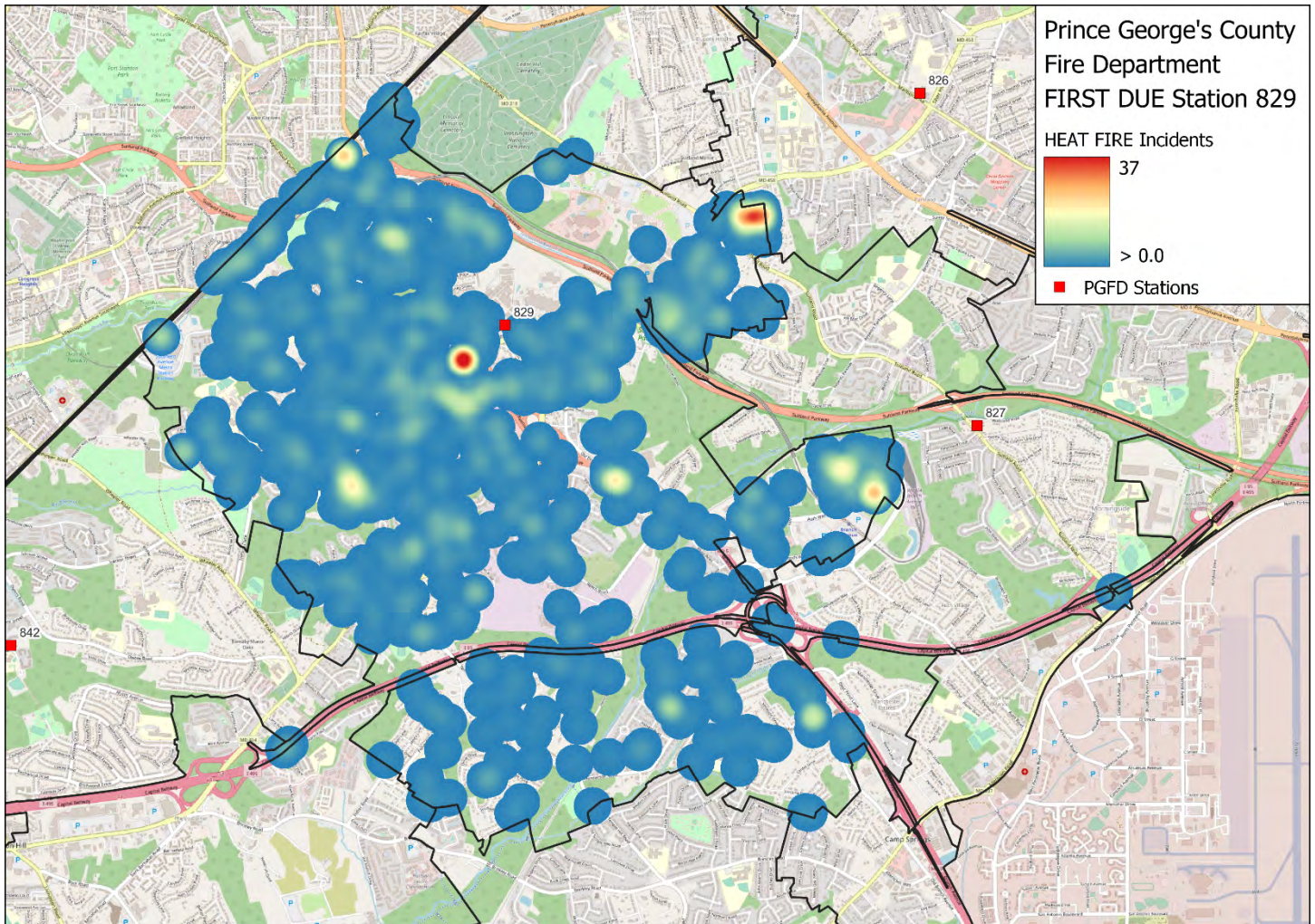
Station 829 Overall Hot Spot Map

Trends show an even distribution of calls throughout the station's first due area. A few areas close to the station have relatively higher call volumes.



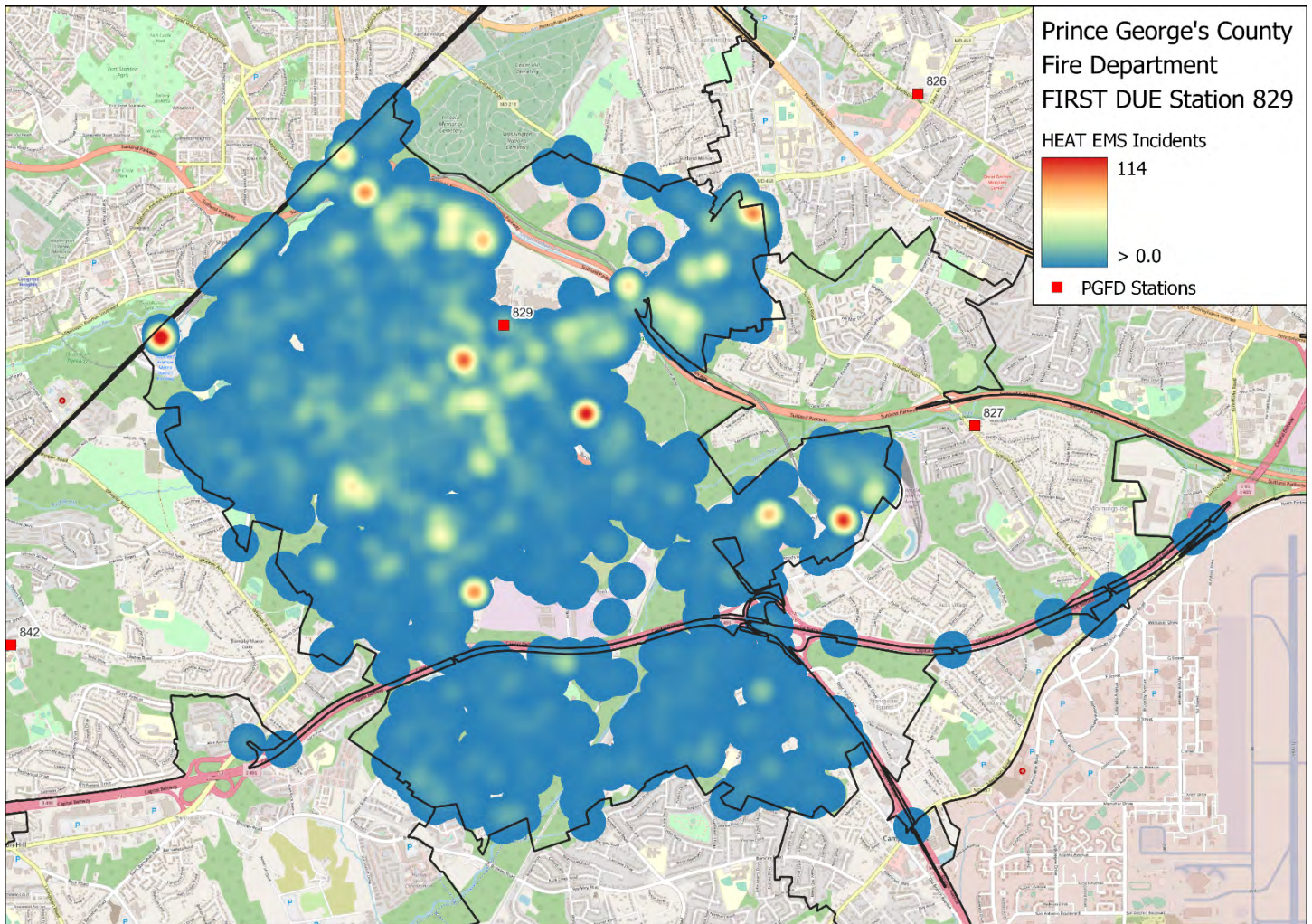
Station 829 Fire Hot Spot Map

Trends show an even distribution of calls throughout the station's first due area. A few areas close to the station have relatively higher call volumes.



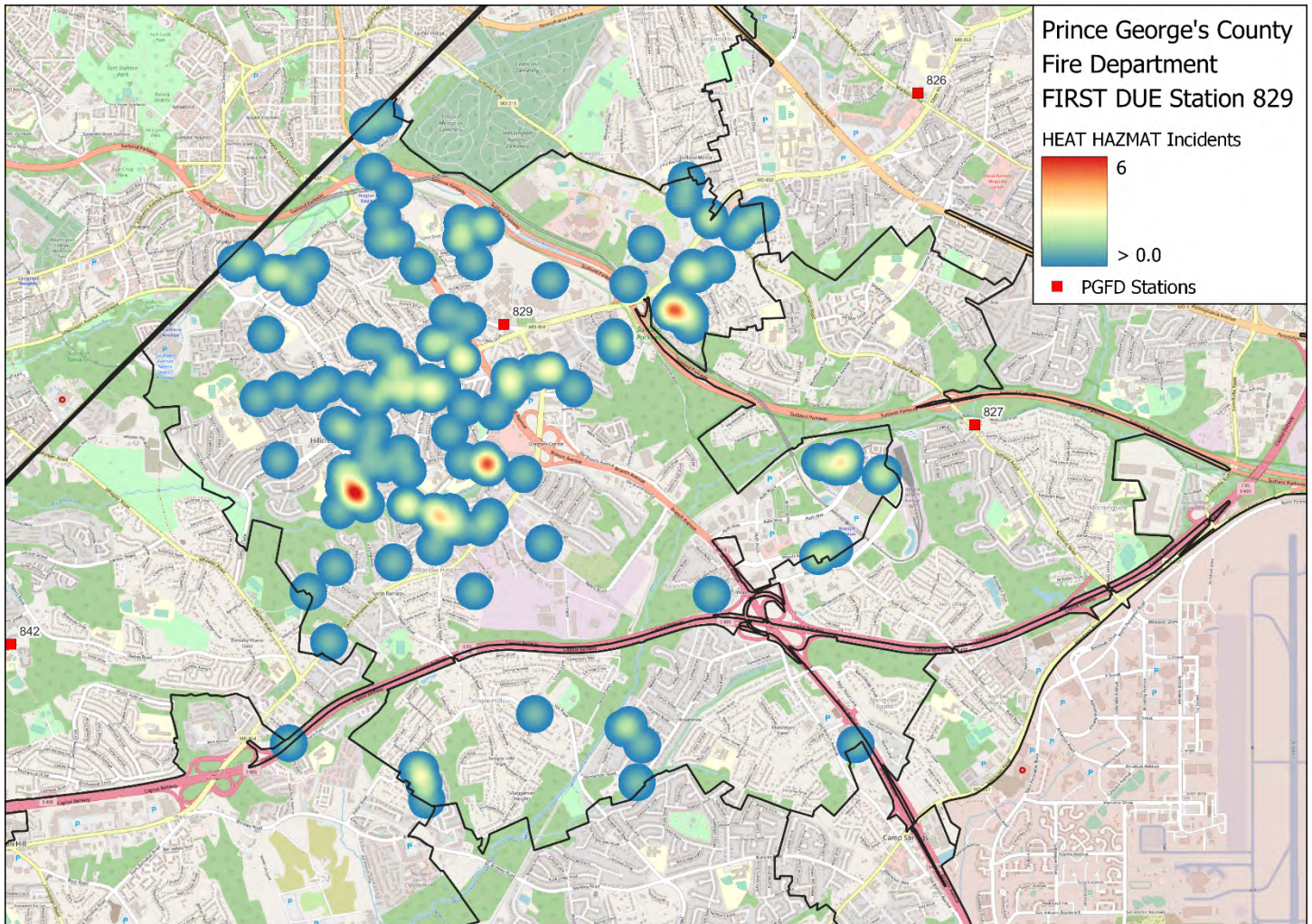
Station 829 EMS Hot Spot Map

Trends show an even distribution of calls throughout the station's first due area. There are areas close to the station that have relatively higher call volume.



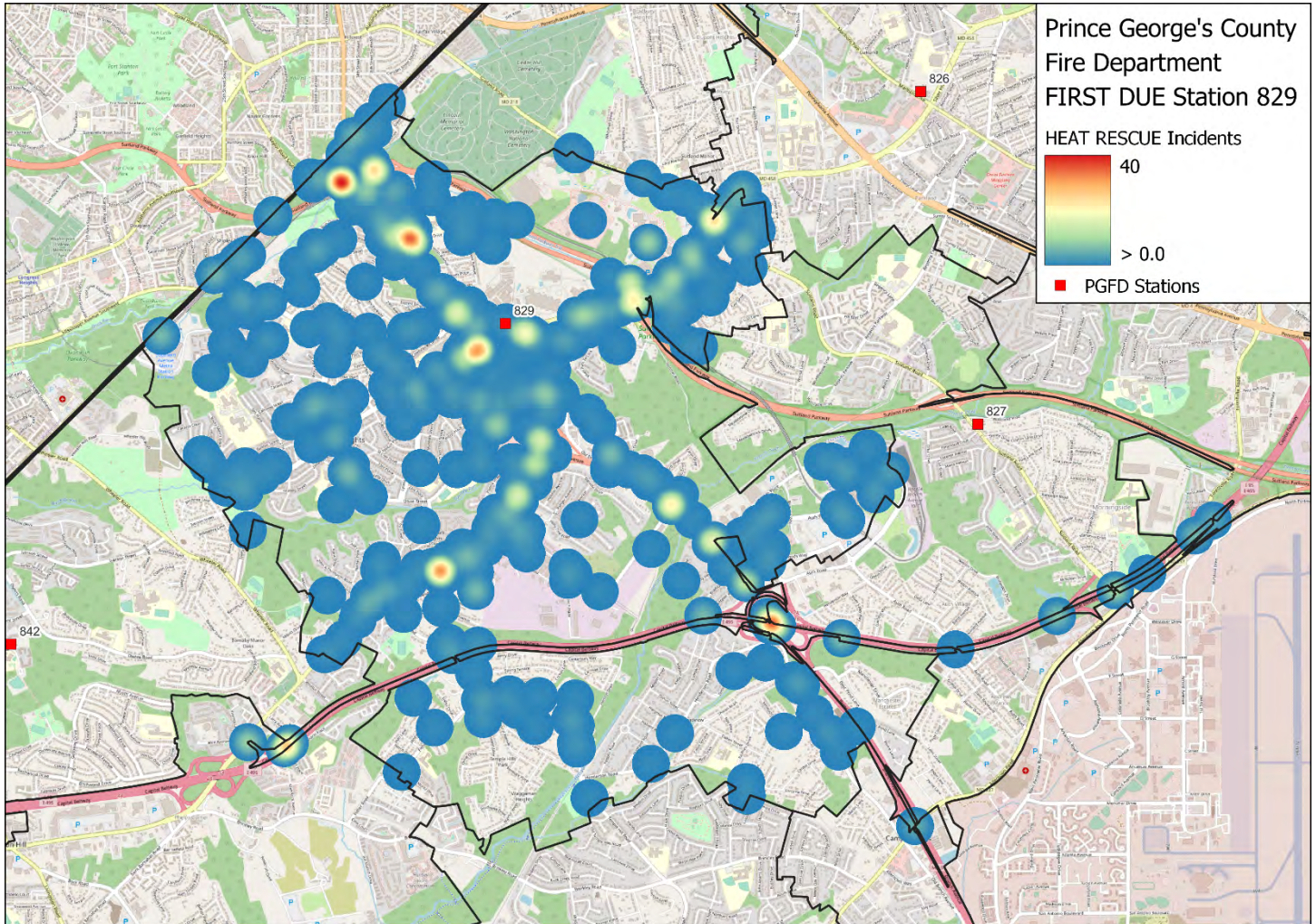
Station 829 HazMat Hot Spot Map

HazMat call volume is relatively spread throughout the station's first due area. Higher call volumes are close to the station.



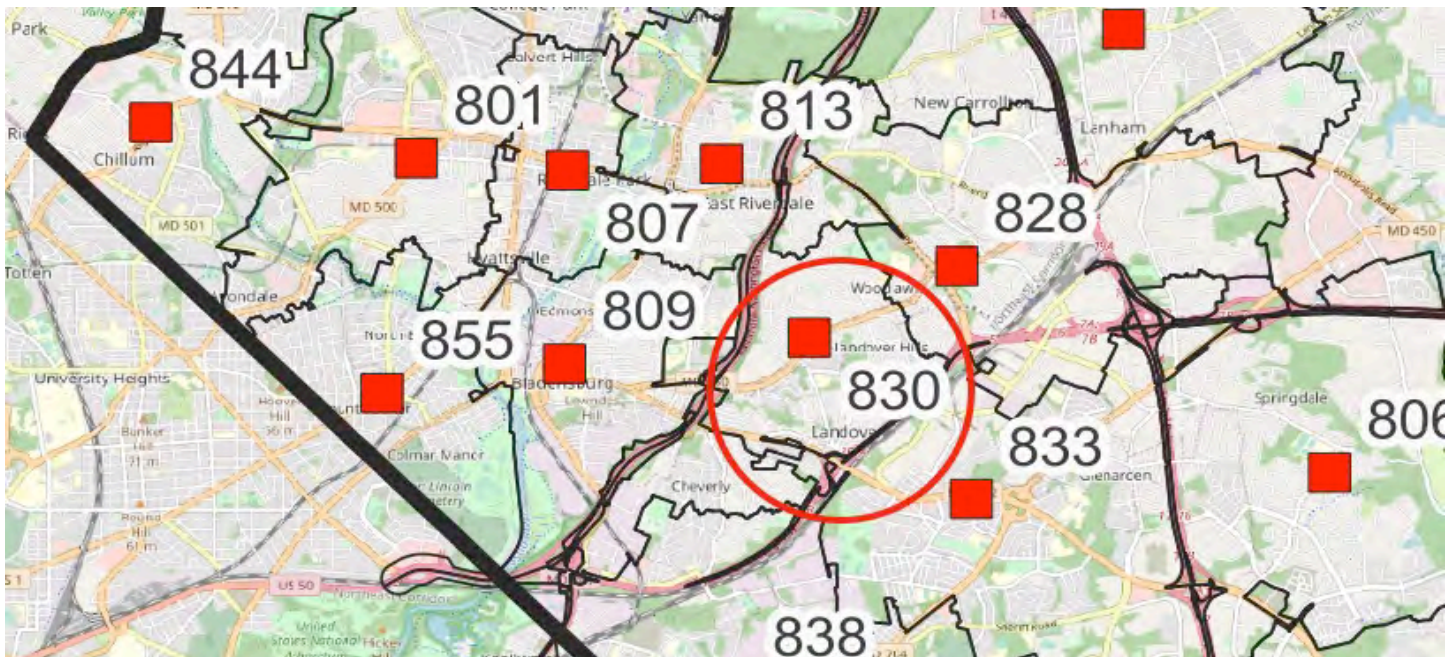
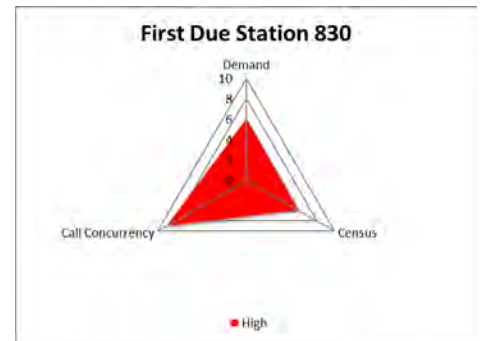
Station 829 Rescue Hot Spot Map

Trends show an even distribution of calls throughout the station's first due area. A few areas close to the station and on transportation routes have relatively higher call volumes.



Station 830

Station 830	A830	Ambulance
	E830	Engine
	MAB830	Medical Ambu Bus
	MD830	Medic
	PE830	Paramedic Engine
	PE830B	Paramedic Engine
	VC830	Volunteer Chief

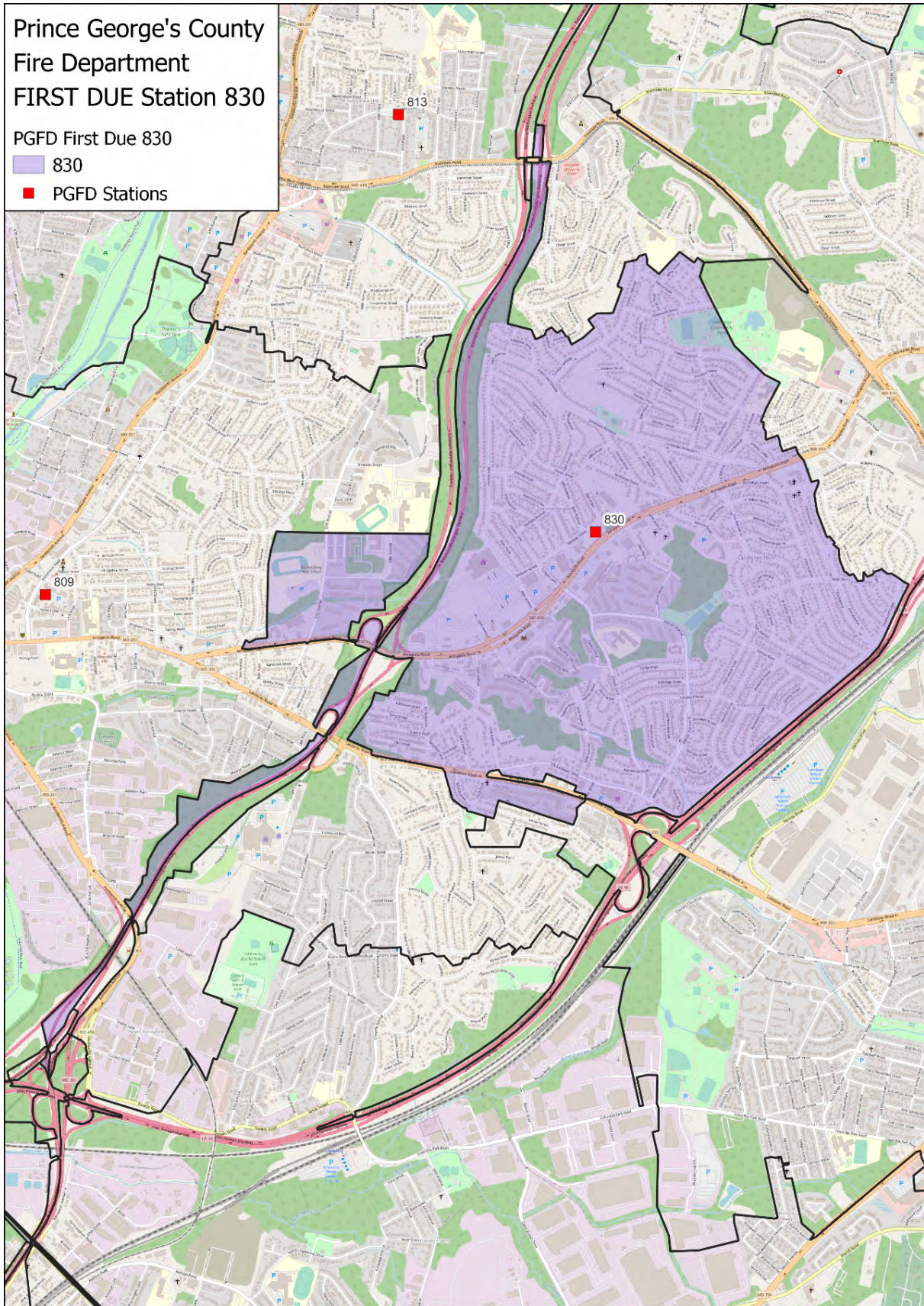


Prince George's County
Fire Department
FIRST DUE Station 830

PGFD First Due 830

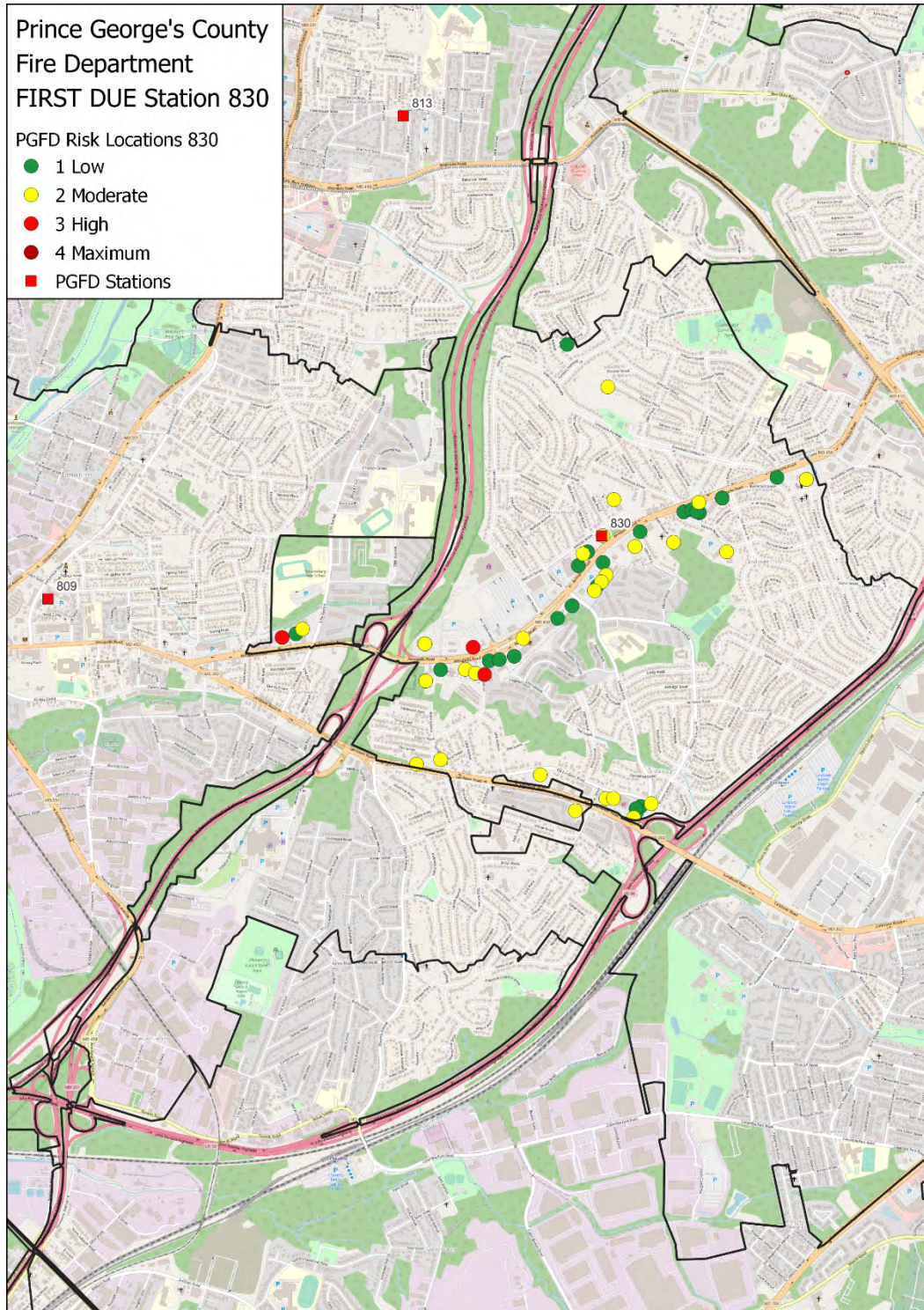
830

PGFD Stations

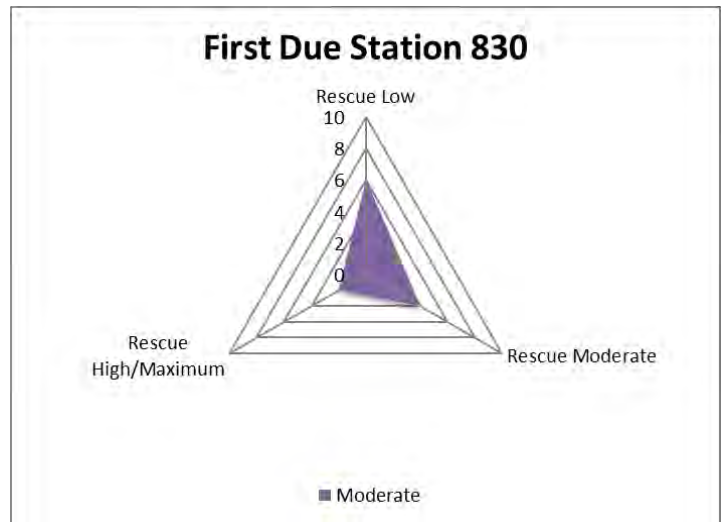
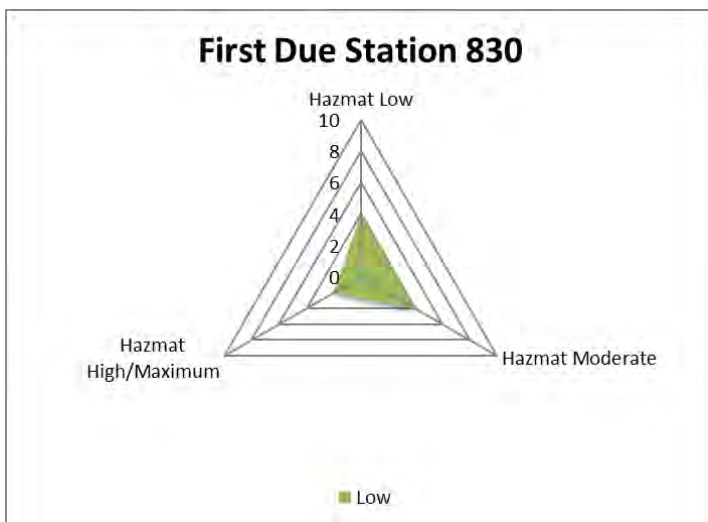
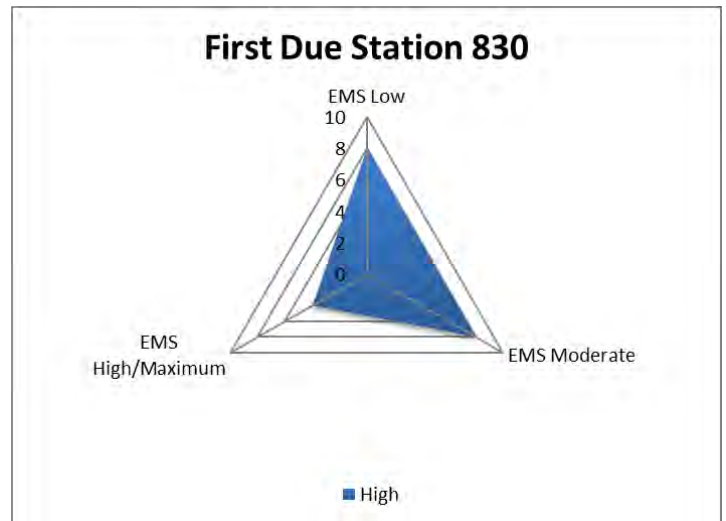
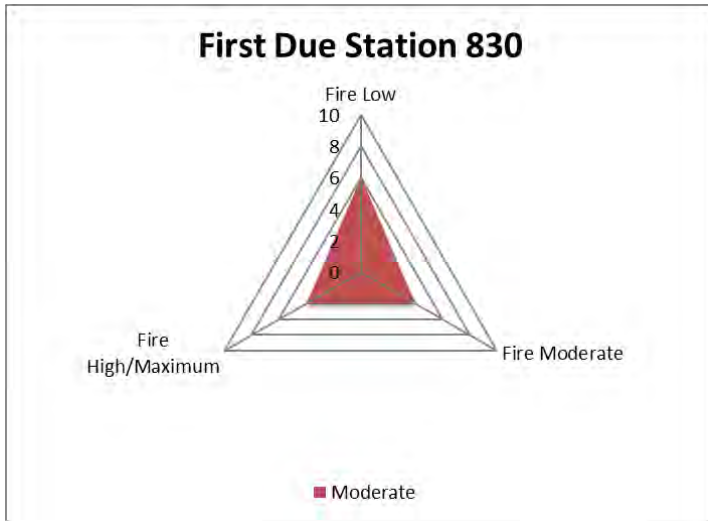


Station 830 Risk Analysis

The risk of individual building locations is represented by the small circles and shaded to indicate risk level. There is an equal concentration of low and moderate-risk buildings located in close proximity to the station, which is a high-risk GPZ. Risk is also evaluated by GPZ using the same shading criteria. The vast majority of Station 830's first due area is low to moderate risk.



Station 830 First Due Station Risk Profiles by Program – 3D Risk Models



Station 830 First Due Area Historical Data Analysis

Station 830 First Due Area Incidents by Call Category	Reporting Period				
	2016	2017	2018	2019	2020
Bomb Total	0	0	0	1	2
EMS Total	1,383	1,628	1,755	1,997	2,100
Fire Total	278	225	259	295	239
Hazmat Total	42	29	52	85	55
Non-Emergency Total	54	70	101	83	135
Rescue Total	204	234	265	301	269
Total	1,961	2,186	2,432	2,762	2,800
Unit ID	Reporting Period				
	2016	2017	2018	2019	2020
A830	3,886	3,774	3,645	3,747	3,185
E830	1	4	0	2	0
MAB830	38	24	14	13	2
MD830	3,560	3,489	3,232	3,233	2,856
PE830	1,524	2,447	1,916	2,509	2,401
PE830B	1,373	385	925	495	496
VC830	0	0	1	2	0
Total	10,382	10,123	9,733	10,001	8,940
Average Responses per Day	28.4	27.7	26.7	27.4	24.4

Station 830 First Due Area Historical Data Analysis (cont.)

Call concurrency within FDA 830 was calculated between 2016 and 2020. The call concurrency has remained steady between 18.8 to 27.4 over the five-year rating period.

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
830	2016	367	1,956	18.8
	2017	426	2,185	19.5
	2018	596	2,430	24.5
	2019	755	2,757	27.4
	2020	790	2,794	28.3
	All	2,934	12,122	24.2

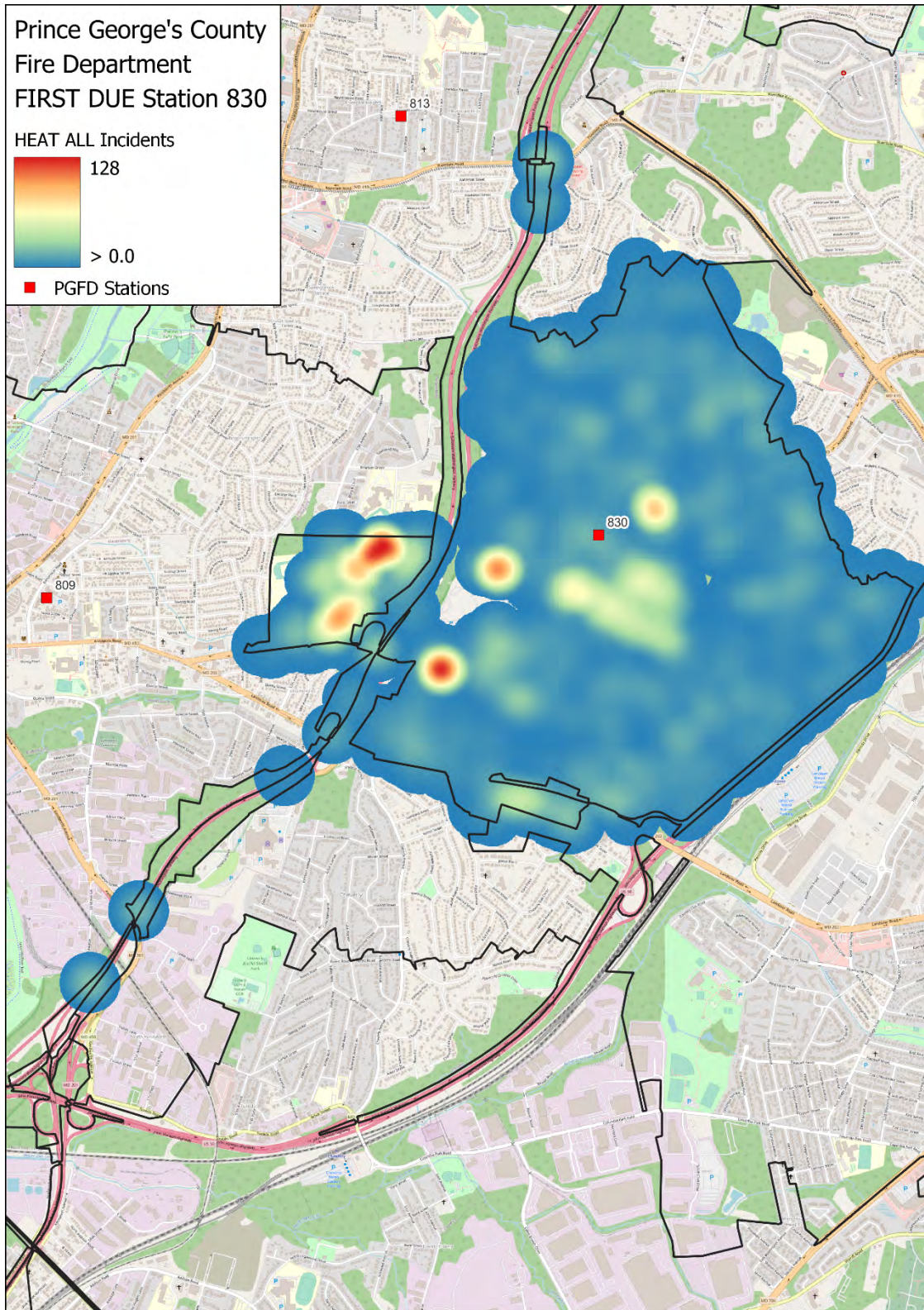
Response time performance for FDA 830 was calculated over the five-year rating period (2016-2020). Analyses were restricted to within FDA 830 and were calculated by the first arriving unit. Benchmark compliance is a 10% improvement over the aggregated PGFD performance. Therefore, the benchmark performance is established at the county level, not within each FDA. Finally, a gap analysis between the baseline and benchmark performance was completed utilizing a stoplight approach. If greater than 90% performance (green), between 70% and 89% yellow, and below 70% would be red.

First Due Station 830: 1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		5:26	5:57	5:27	5:29	5:12	5:14	4:31	85.3%
Turnout Time		2:05	2:18	2:07	2:02	2:00	1:55	1:58	87.4%
Travel Time	Urban	6:52	6:45	6:40	6:42	6:43	7:19	7:26	92.6%
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	9:33	N/A
Total Response Time	Urban	12:59	13:33	12:39	12:52	12:44	13:08	12:26	88.5%
		<i>n</i> = 7,753	<i>n</i> = 1,270	<i>n</i> = 1,380	<i>n</i> = 1,510	<i>n</i> = 1,801	<i>n</i> = 1,792		
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	14:23	N/A
		<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0		

Color coding legend: fill ≥ 90%; fill ≥ 70% to < 90%; fill < 70%

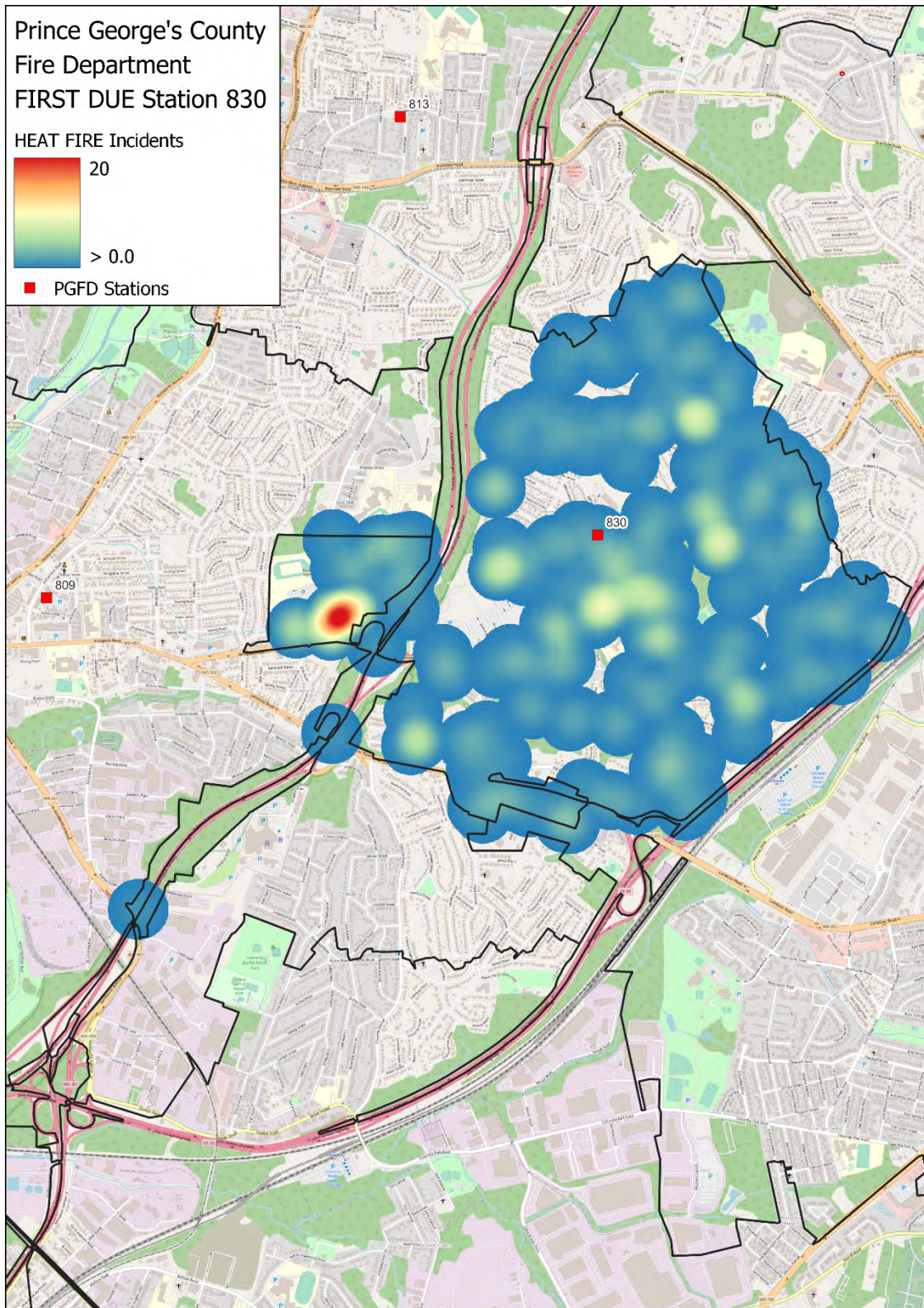
Station 830 Overall Hot Spot Map

This map shows an even distribution of calls throughout the station's first due area. A few areas close to the station have relatively higher call volumes.



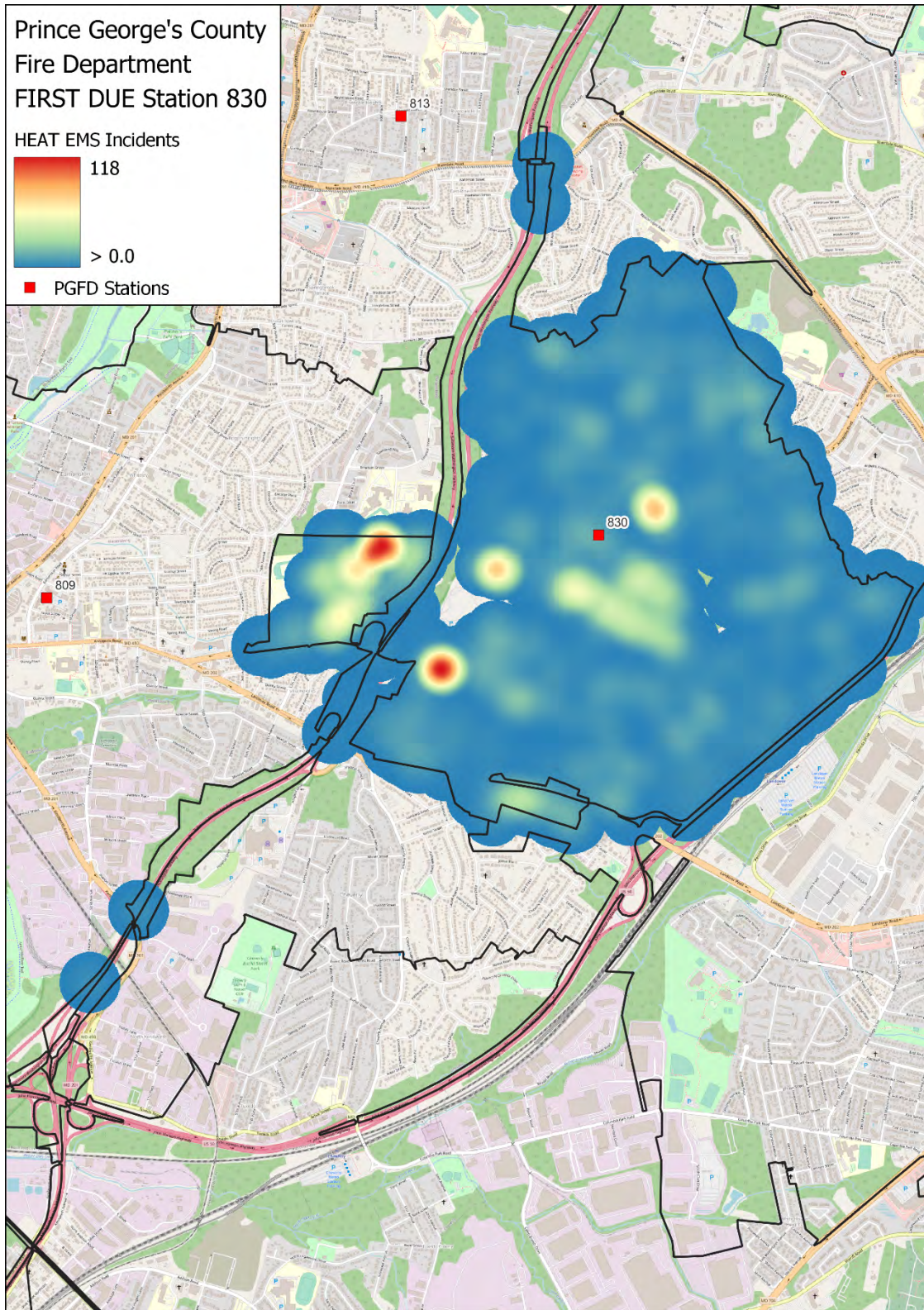
Station 830 Fire Hot Spot Map

This map shows an even distribution of calls throughout the station's first due area. A few areas close to the station have relatively higher call volumes.



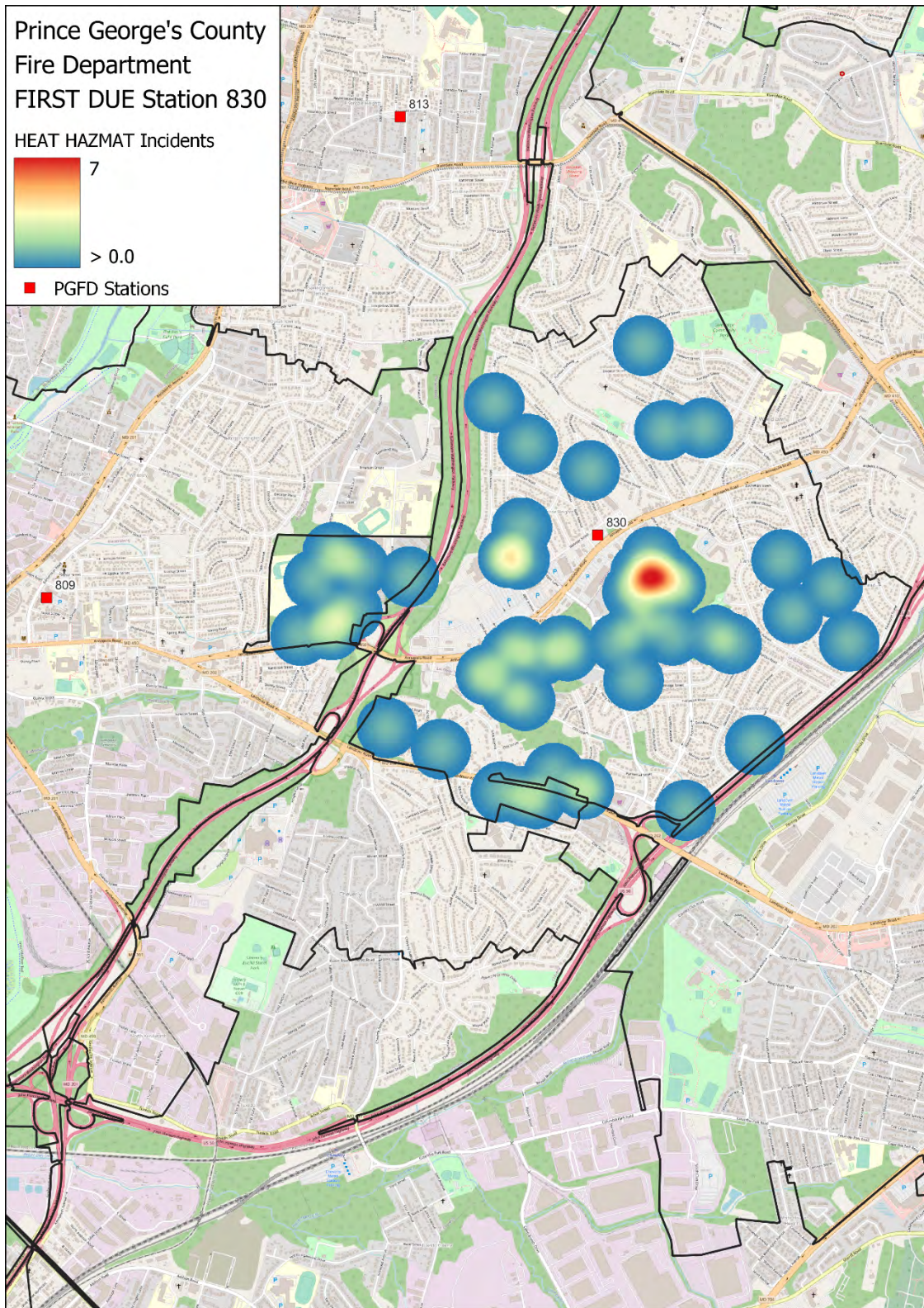
Station 830 EMS Hot Spot Map

This map shows an even distribution of calls throughout the station's first due area. A few areas close to the station have relatively higher call volumes.



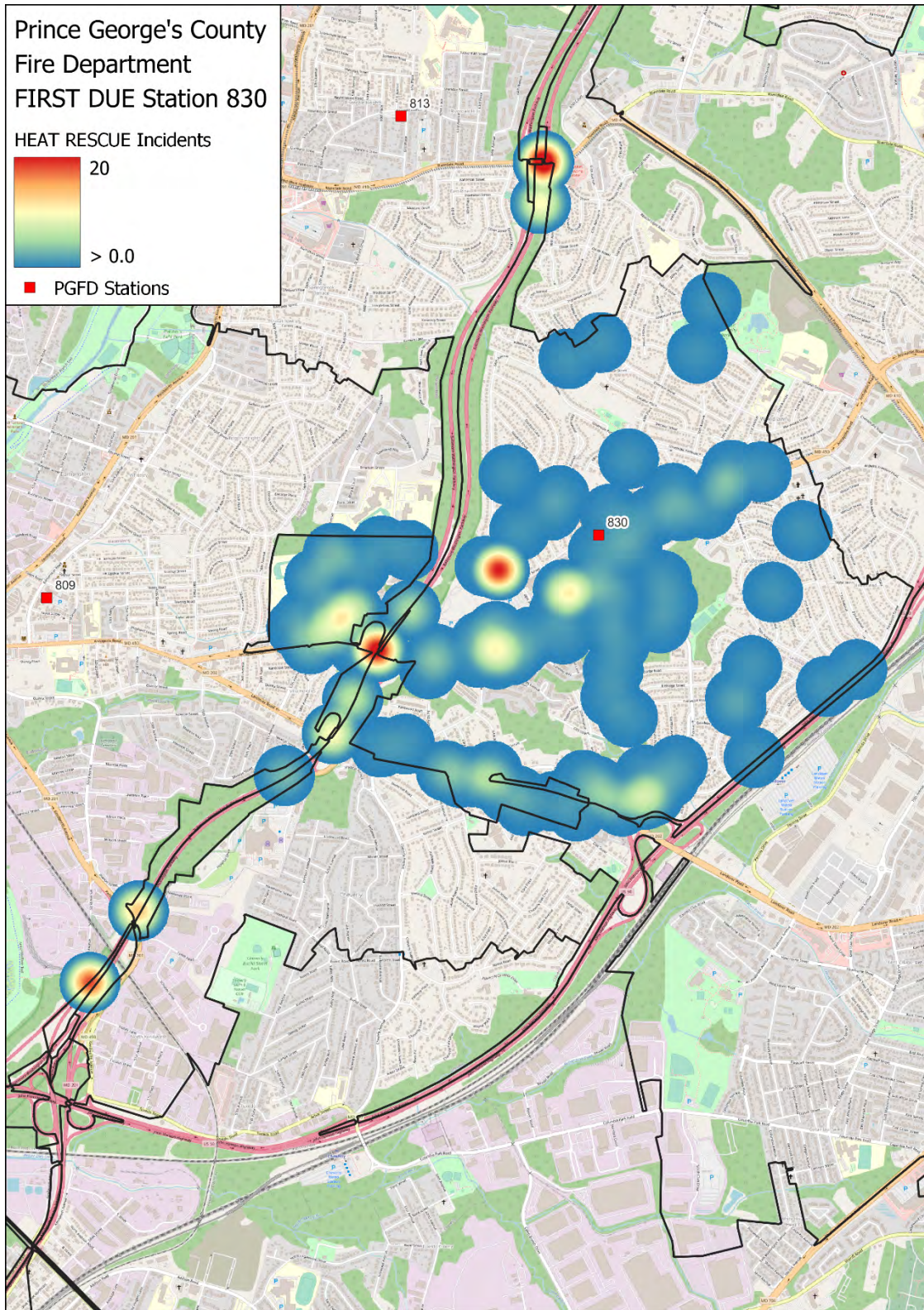
Station 830 HazMat Hot Spot Map

HazMat call volume is relatively equally spread throughout the station's first due area. A few areas close to the station have relatively higher call volumes.



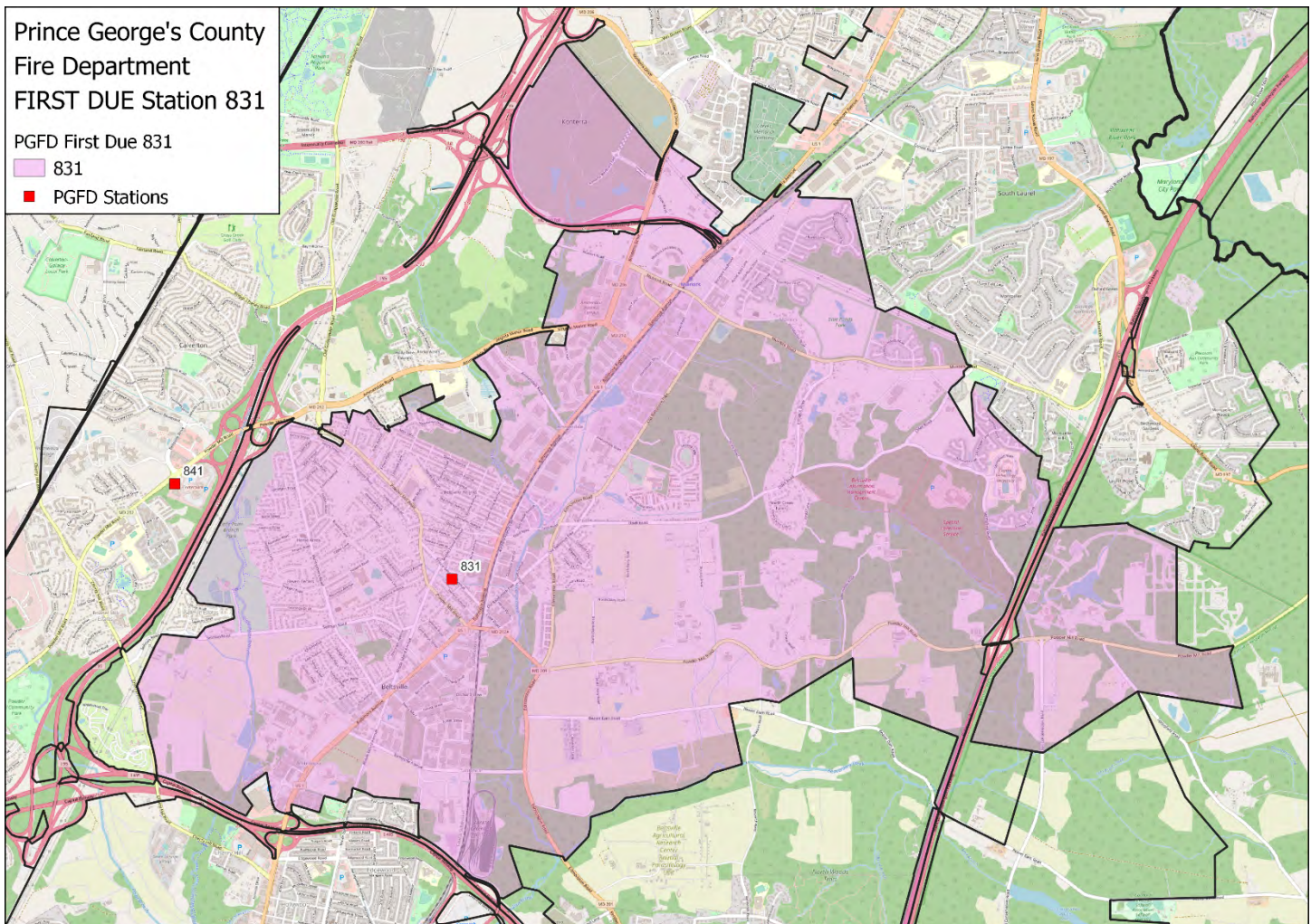
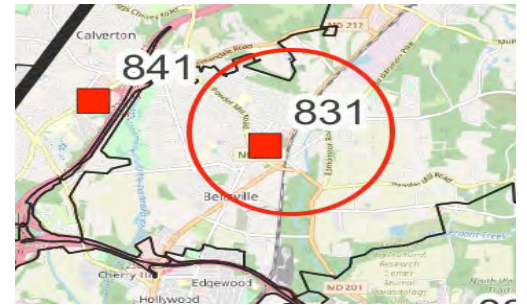
Station 830 Rescue Hot Spot Map

This map indicates that the area immediately surrounding the station and along the expressway has the most call volume.



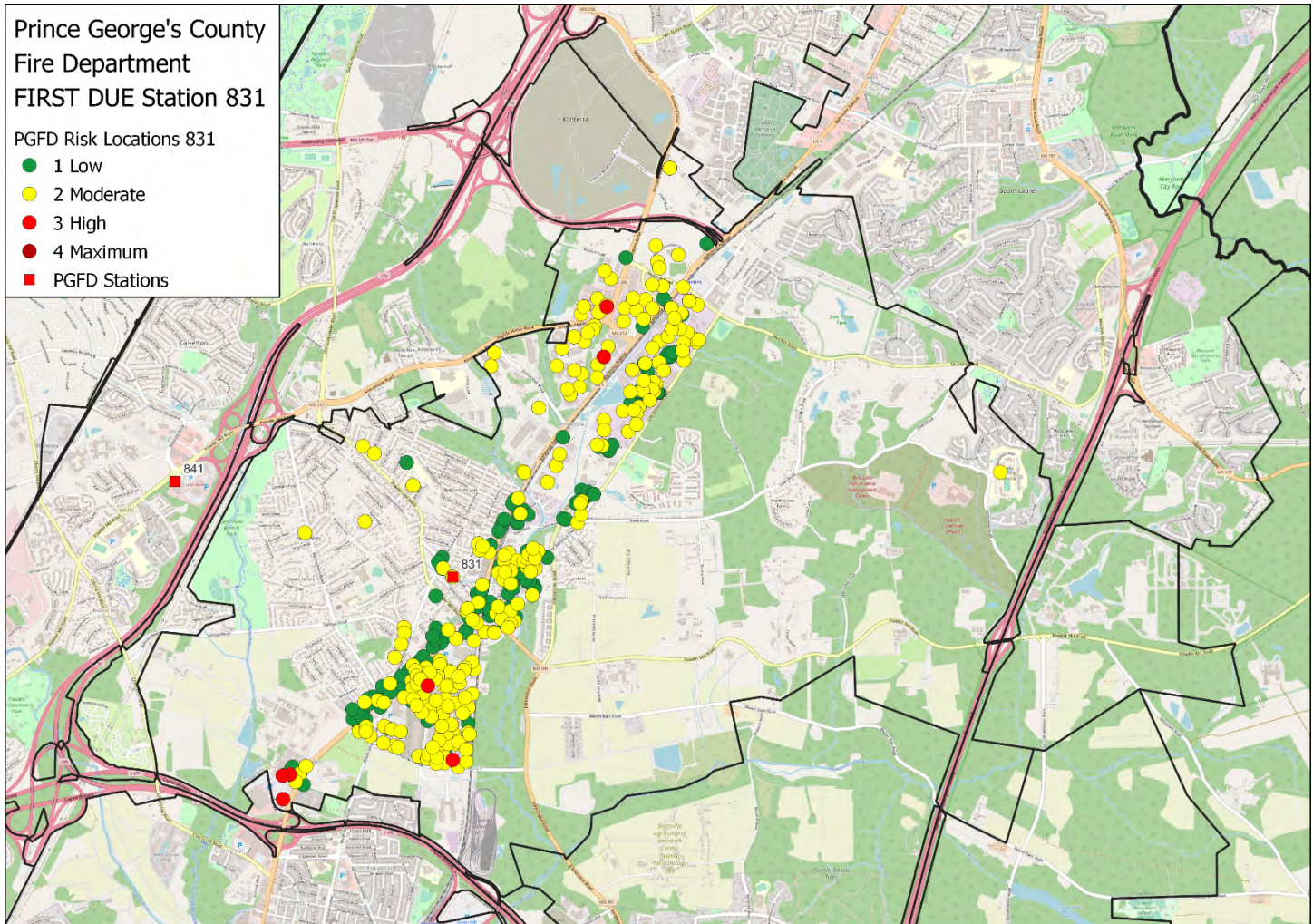
Station 831

Station 831	A831	Ambulance
	BR831	Brush
	E831	Engine
	E831B	Engine
	E831BP	Engine
	E831P	Engine
	TK831	Truck
	TK831P	Truck
	U831	Utility Truck
	VC831	Volunteer Chief
	VC831A	Volunteer Chief
	VC831B	Volunteer Chief

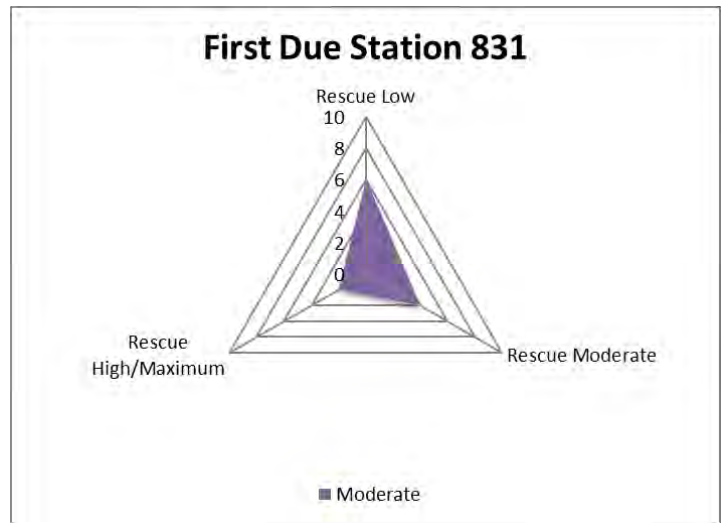
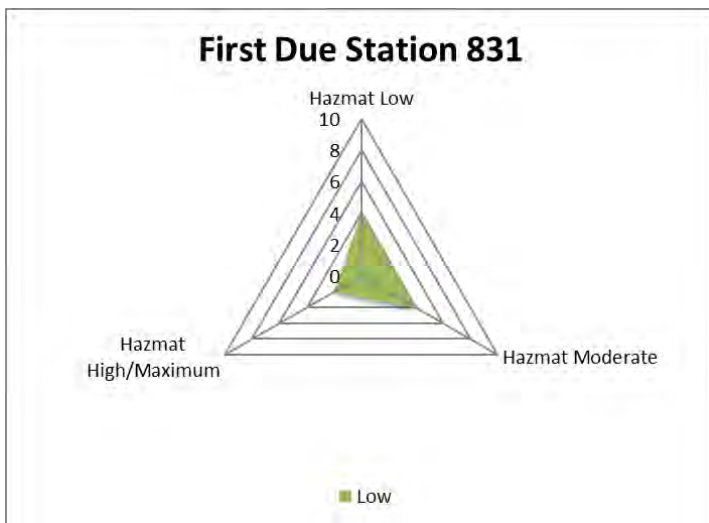
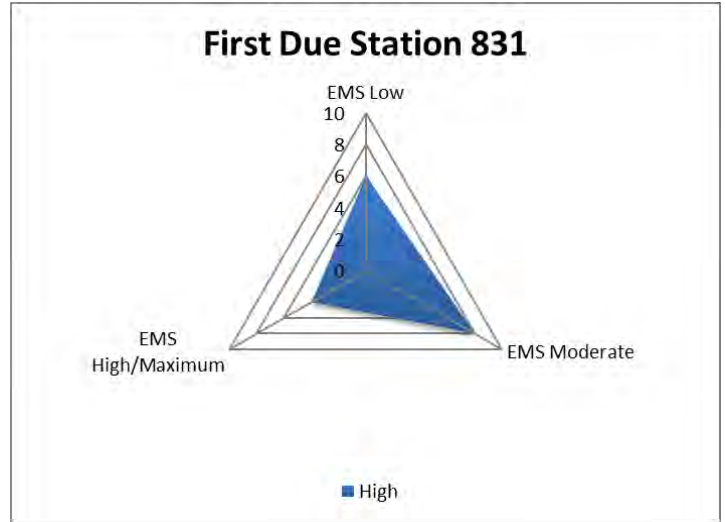
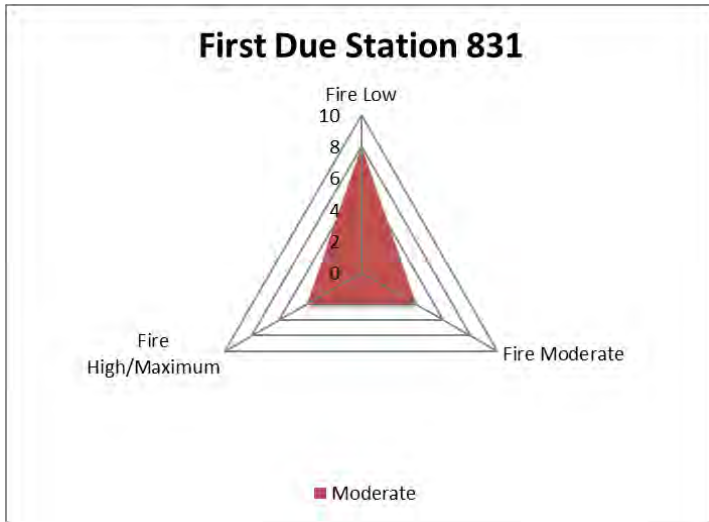


Station 831 Risk Analysis

The risk of individual building locations is represented by the small circles and shaded to indicate risk level. Risk is also evaluated by GPZ using the same shading criteria. There is a high concentration of low and moderate-risk buildings located in close proximity to the station, which is a high-risk GPZ. The vast majority of Station 831’s first due area is low to moderate risk.



Station 831 First Due Station Risk Profiles by Program – 3D Risk Models



Station 831 First Due Area Historical Data Analysis

Station 831 First Due Area Incidents by Call Category	Reporting Period				
	2016	2017	2018	2019	2020
Bomb Total	3	0	0	2	2
EMS Total	1,393	1,392	1,334	1,310	1,249
Fire Total	439	470	543	409	462
Hazmat Total	74	68	52	61	36
Non-Emergency Total	125	120	76	74	138
Rescue Total	346	327	349	353	237
Total	2,380	2,377	2,354	2,209	2,124

Unit ID	Reporting Period				
	2016	2017	2018	2019	2020
A831	2,451	2,579	2,628	2,549	1,978
BR831	36	44	7	18	11
E831	1,355	1,087	1,185	1,097	702
E831B	495	724	739	833	235
E831BP	0	0	0	0	297
E831P	0	0	0	0	207
TK831	344	370	315	334	185
TK831P	0	0	0	0	113
U831	2	1	0	0	0
VC831	165	29	36	36	4
VC831A	34	32	82	49	30
VC831B	21	7	1	0	0
Total	4,903	4,873	4,993	4,916	3,762
Average Responses per Day	13.4	13.4	13.7	13.5	10.3

Station 831 First Due Area Historical Data Analysis (cont.)

Call concurrency within FDA 831 was calculated between 2016 and 2020. The call concurrency has remained steady between 20.3 to 23.2 over the five-year rating period.

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
831	2016	551	2,375	23.2
	2017	503	2,367	21.3
	2018	532	2,348	22.7
	2019	456	2,202	20.7
	2020	430	2,120	20.3
	All	2,472	11,412	21.7

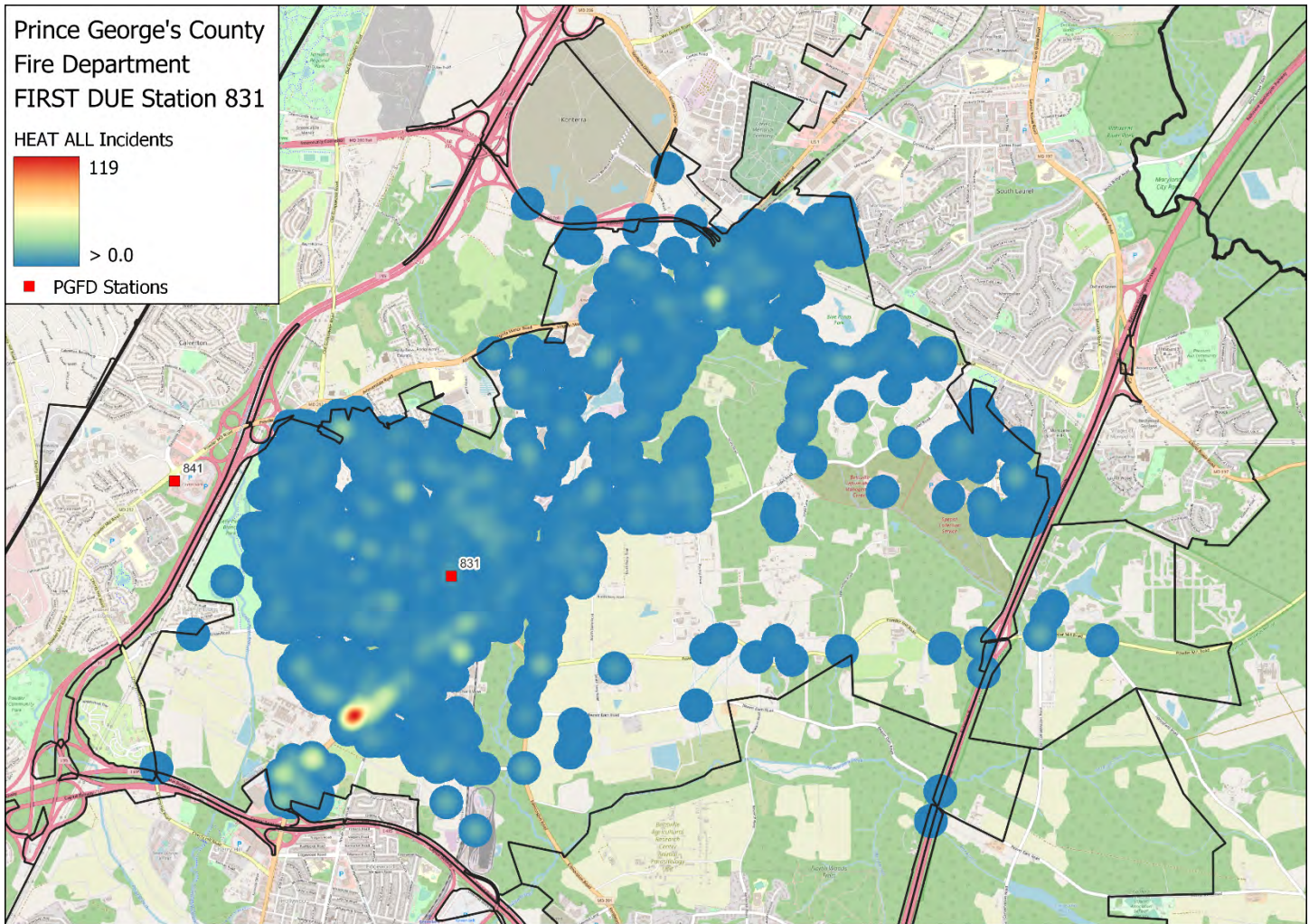
Response time performance for FDA 831 was calculated over the five-year rating period (2016-2020). Analyses were restricted to within FDA 831 and were calculated by the first arriving unit. Benchmark compliance is a 10% improvement over the aggregated PGFD performance. Therefore, the benchmark performance is established at the county level, not within each FDA. Finally, a gap analysis between the baseline and benchmark performance was completed utilizing a stoplight approach. If greater than 90% performance (green), between 70% and 89% yellow, and below 70% would be red.

First Due Station 831: 1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		4:47	5:00	5:21	4:36	4:34	4:31	4:31	88.1%
Turnout Time		2:14	2:21	2:23	2:13	2:03	1:53	1:58	82.6%
Travel Time	Urban	8:07	7:53	7:42	8:11	8:19	8:35	7:26	86.0%
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	9:33	N/A
Total Response Time	Urban	13:35	14:01	13:32	13:12	13:35	13:40	12:26	85.2%
		<i>n</i> = 7,612	<i>n</i> = 1,601	<i>n</i> = 1,518	<i>n</i> = 1,630	<i>n</i> = 1,472	<i>n</i> = 1,391		
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	14:23	N/A
		<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0		

Color coding legend: fill ≥ 90%; fill ≥ 70% to < 90%; fill < 70%

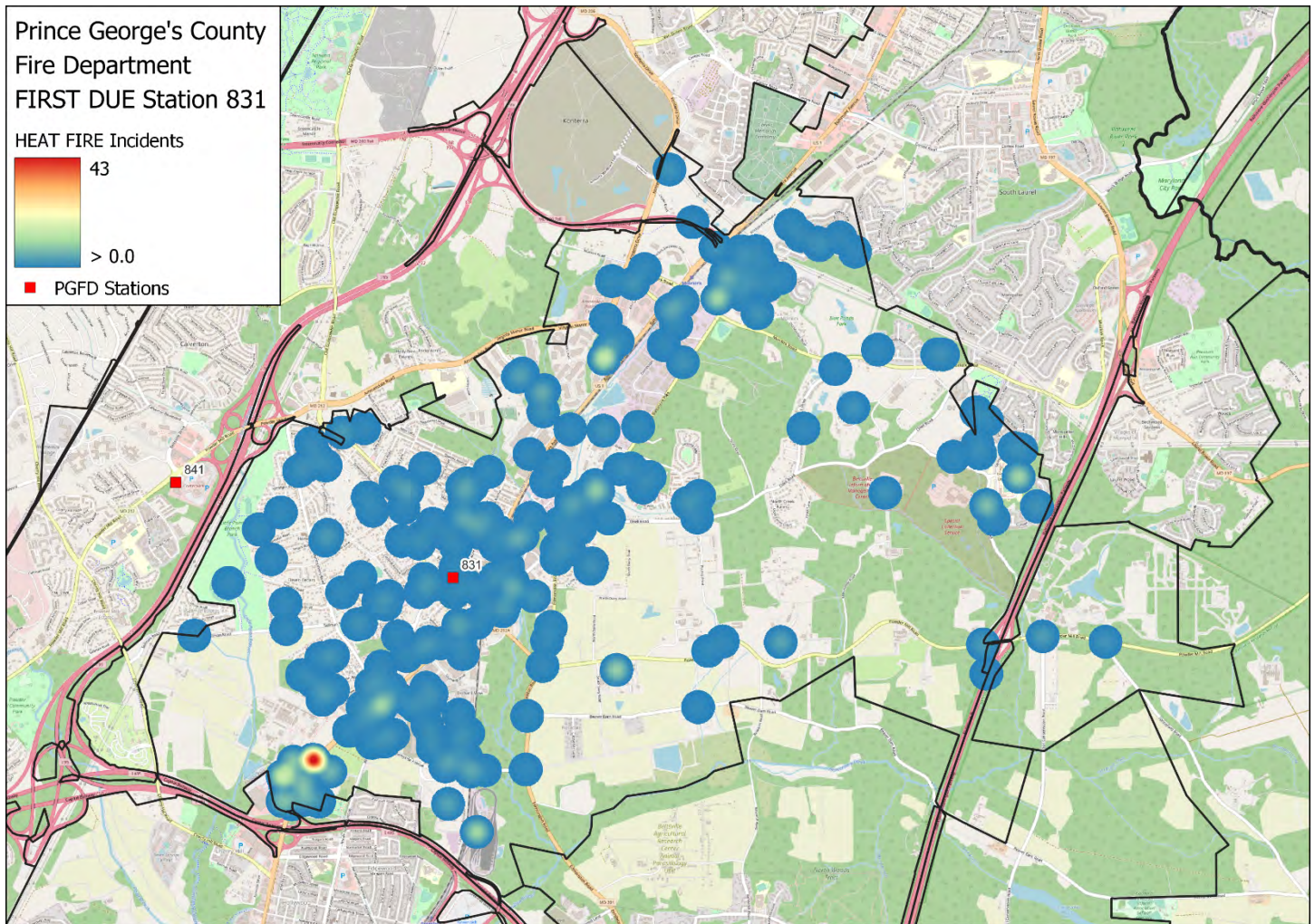
Station 831 Overall Hot Spot Map

This map shows an even distribution of calls throughout the station's first due area. A few areas close to the station have relatively higher call volumes.



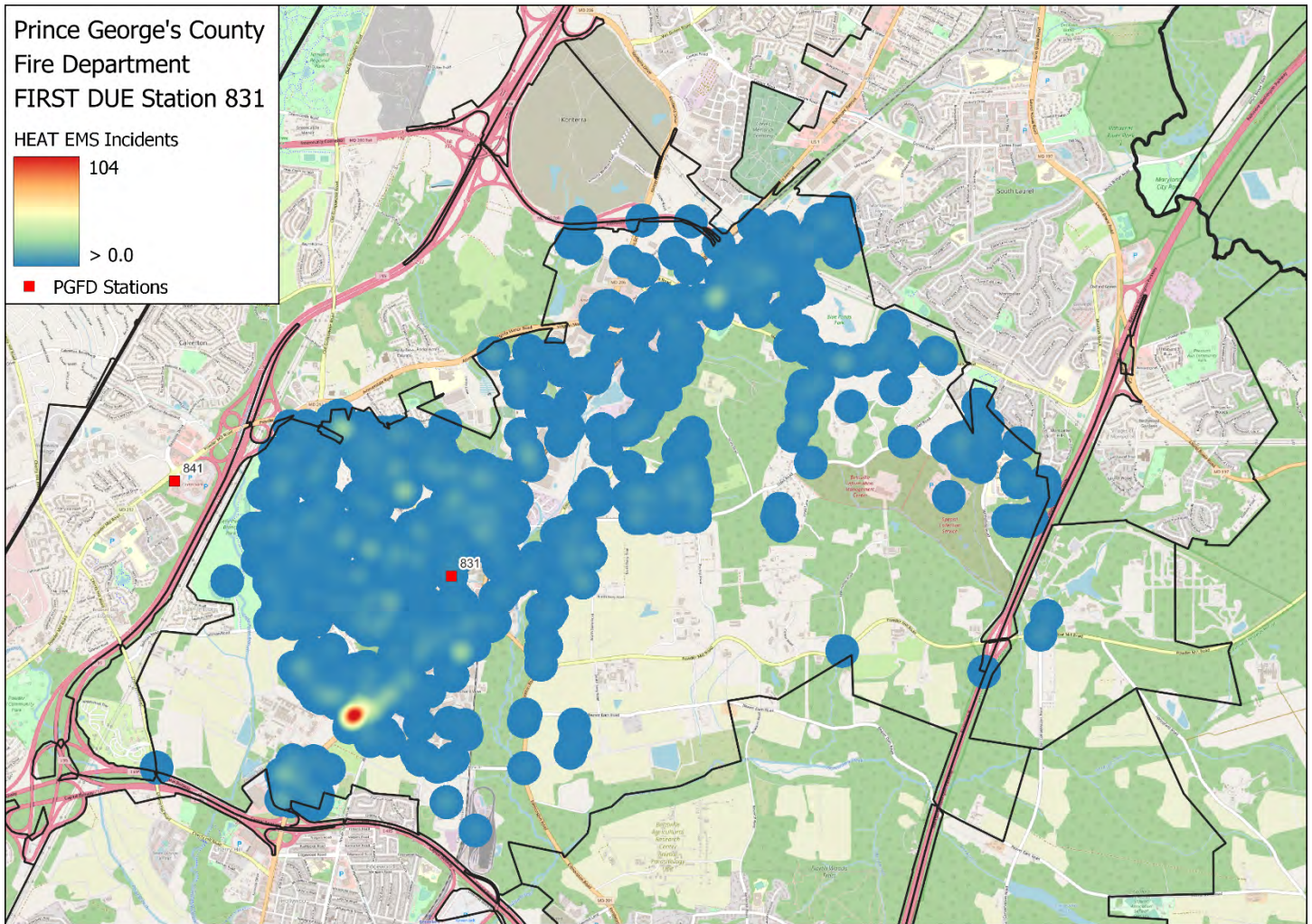
Station 831 Fire Hot Spot Map

This map shows an even distribution of calls throughout the station's first due area. A few areas close to the station have relatively higher call volumes.



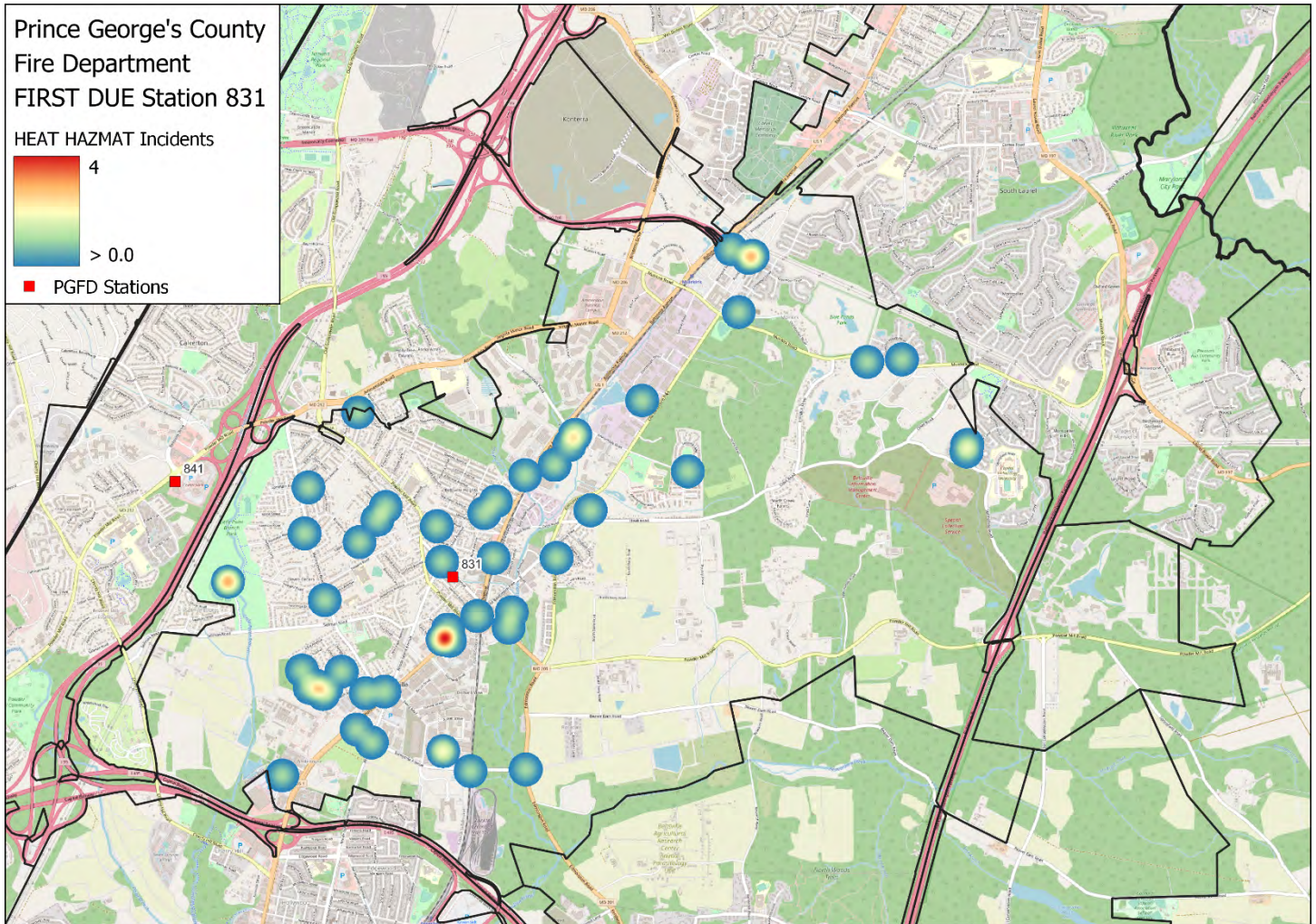
Station 831 EMS Hot Spot Map

Most of the call volume for EMS-related calls is in close proximity to the station's first due area toward the expressway.



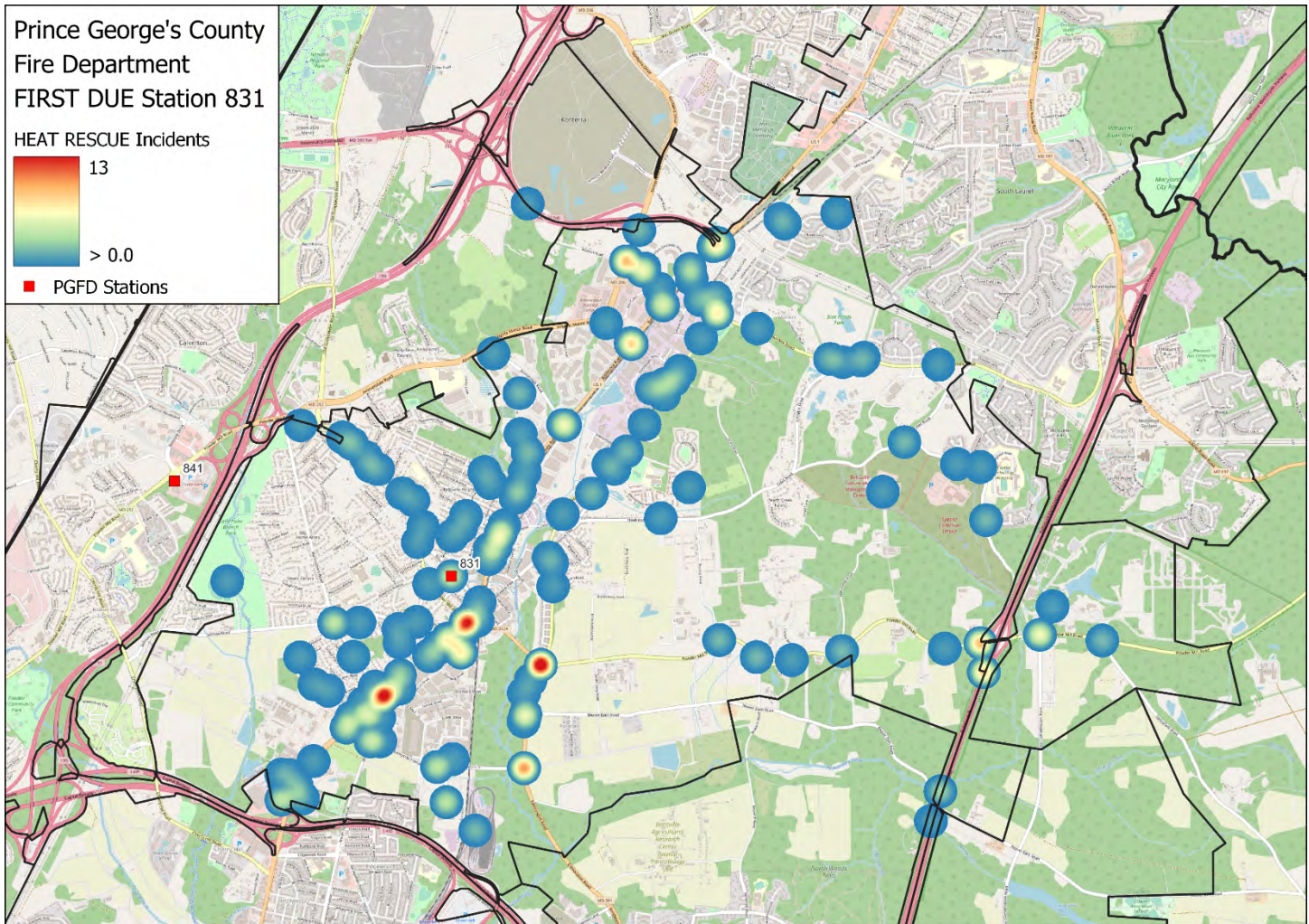
Station 831 HazMat Hot Spot Map

HazMat call volume is relatively equally spread throughout the station's first due area.



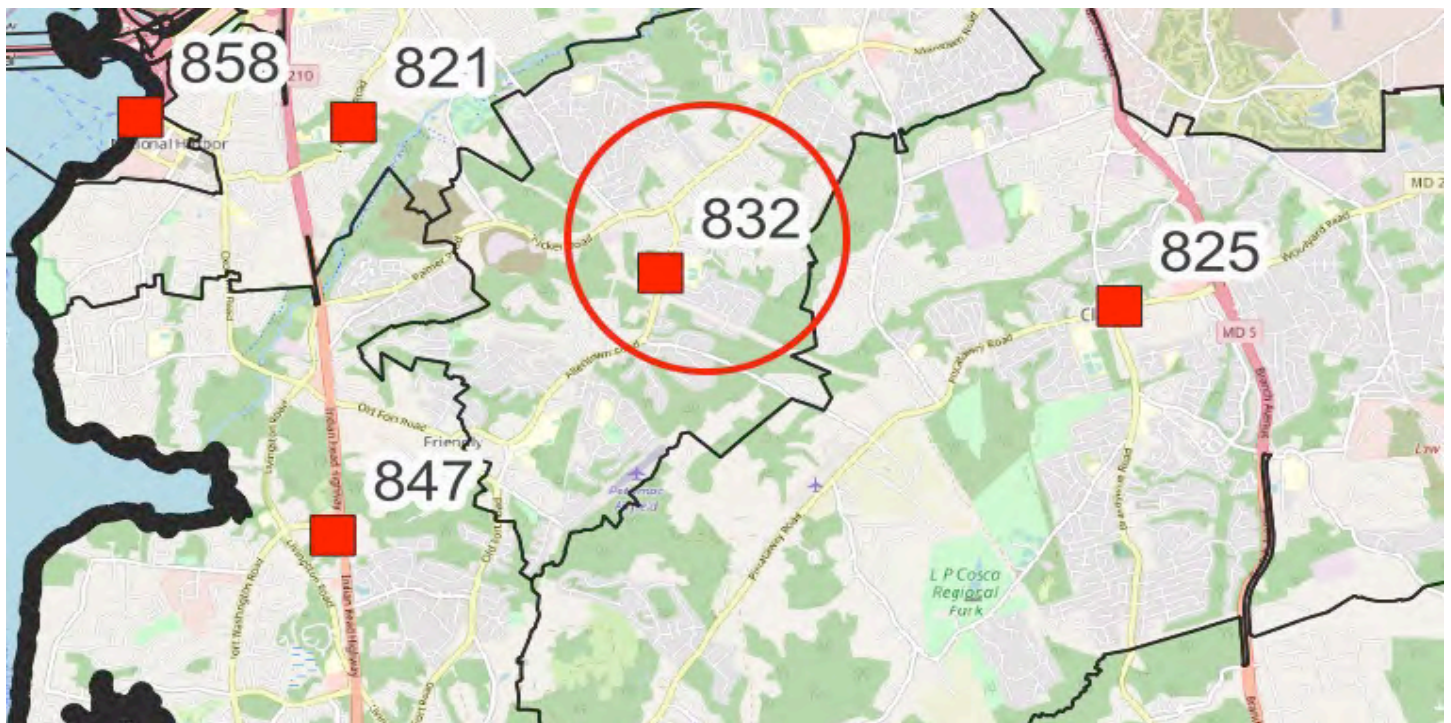
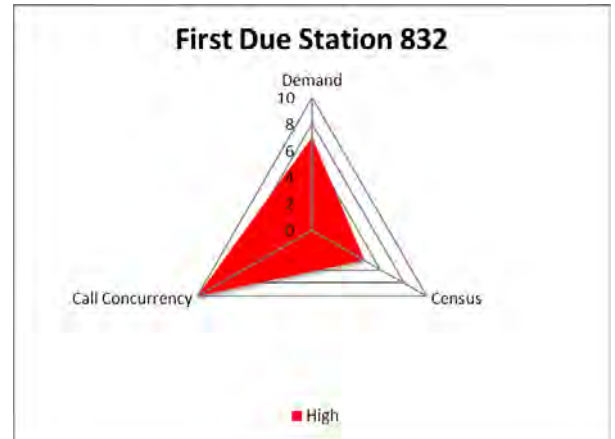
Station 831 Rescue Hot Spot Map

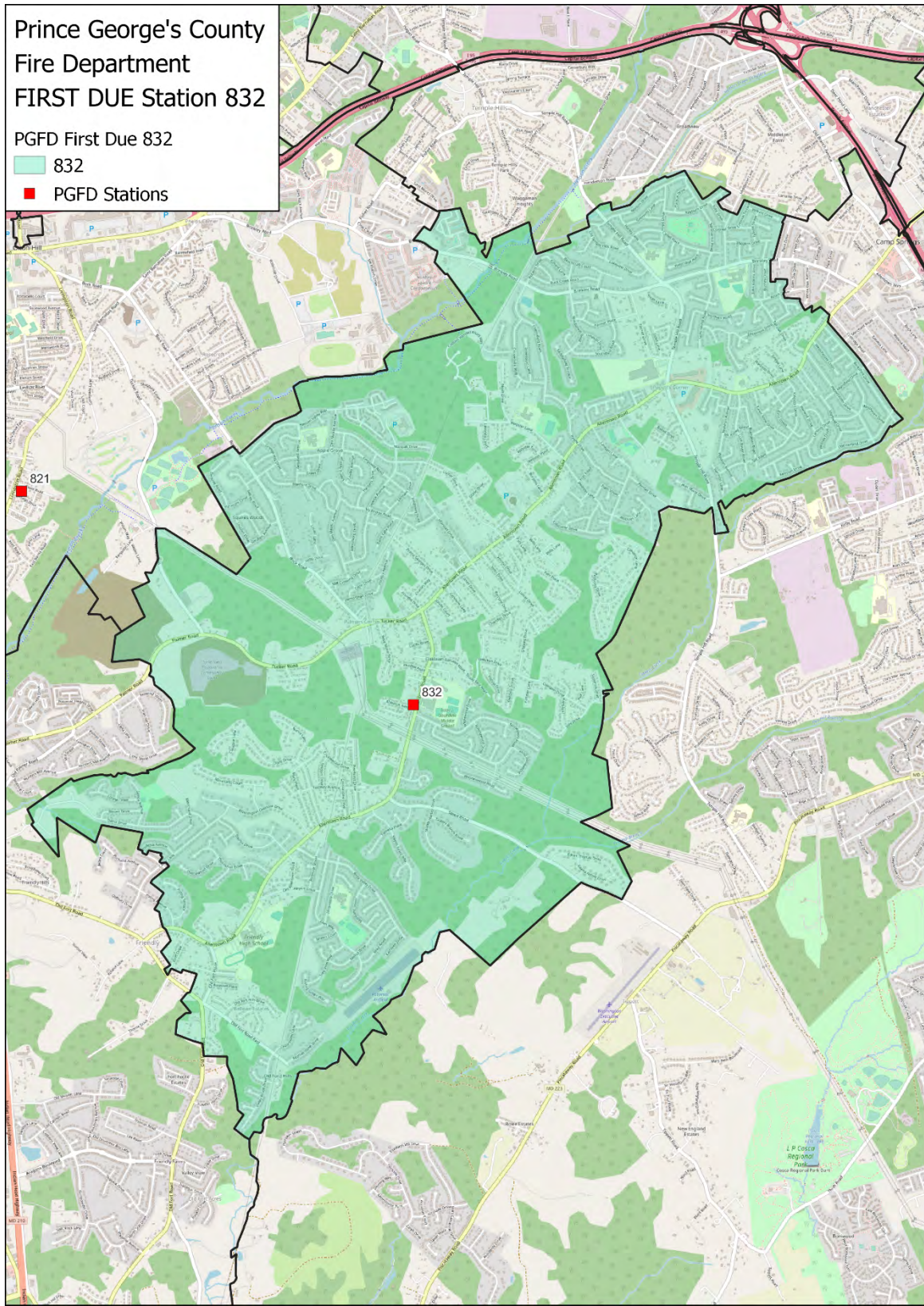
This map shows an even distribution of rescue calls throughout the station's first due area. A few areas close to the station have relatively higher call volumes.



Station 832

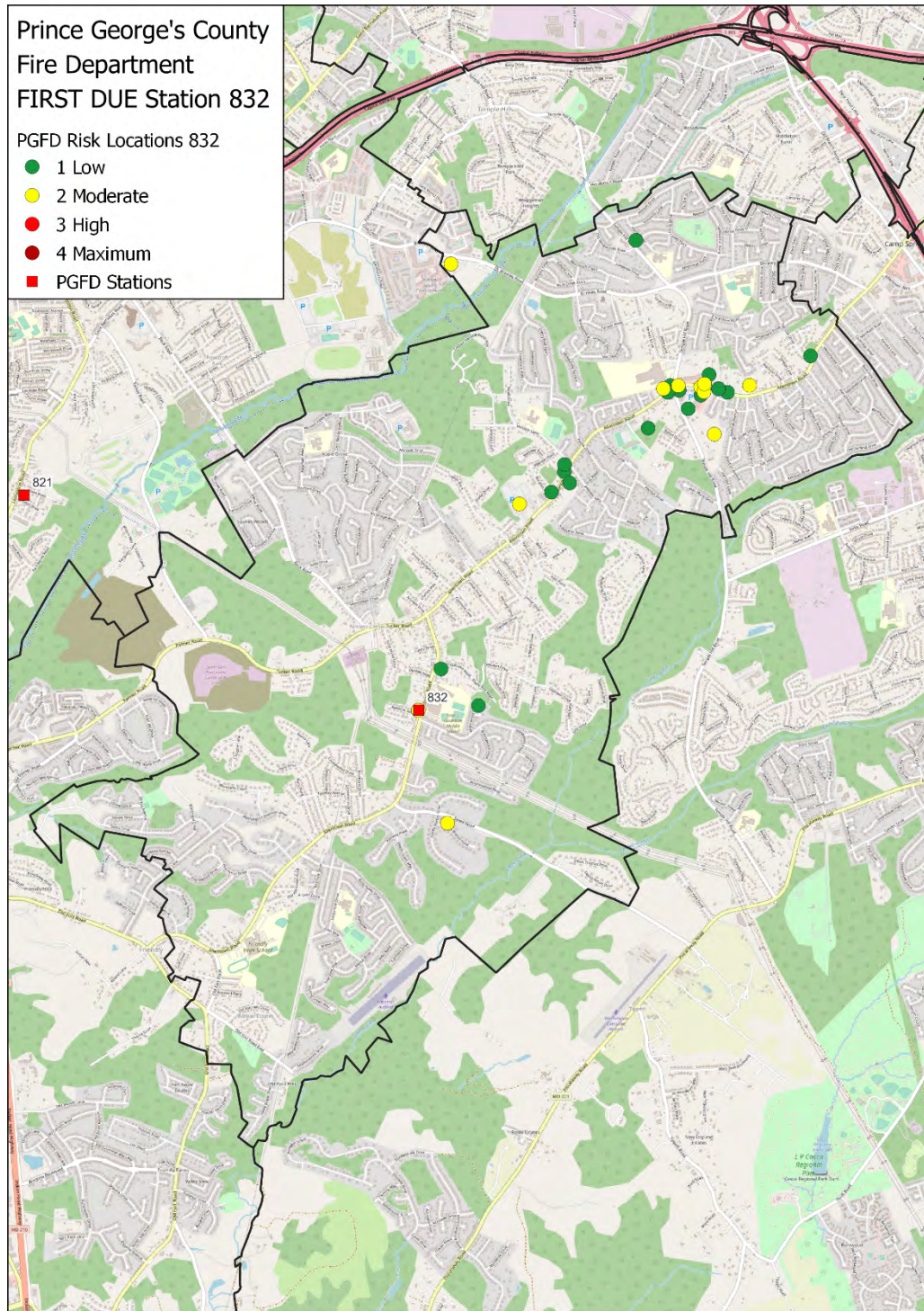
Station 832	A832	Ambulance
	BR832	Brush
	E832	Engine
	E832B	Engine
	E832BP	Engine
	E832P	Engine
	PA832	Paramedic Ambulance
	TK832	Truck
	TK832P	Truck
	U832	Utility Truck
	VC832	Volunteer Chief
	VC832A	Volunteer Chief
	VC832B	Volunteer Chief



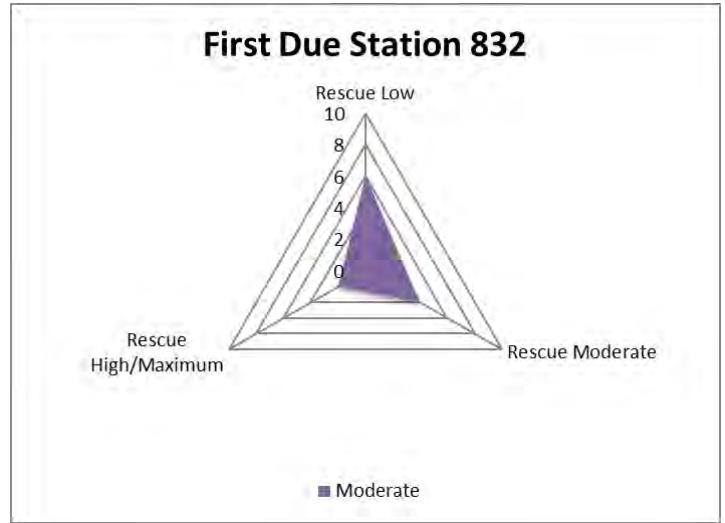
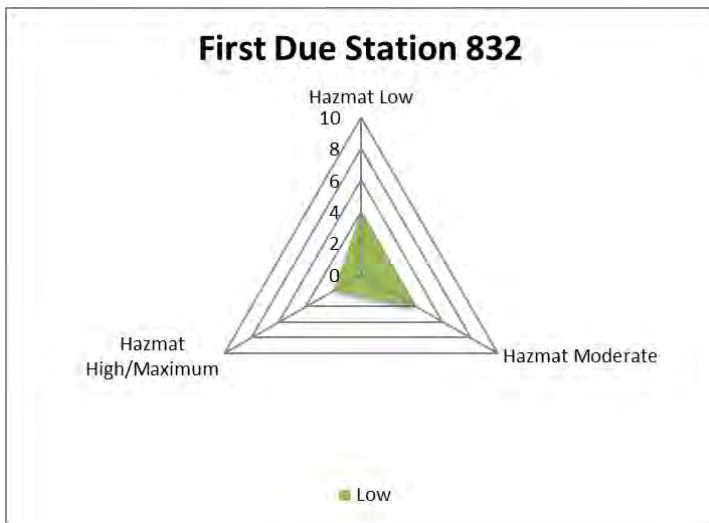
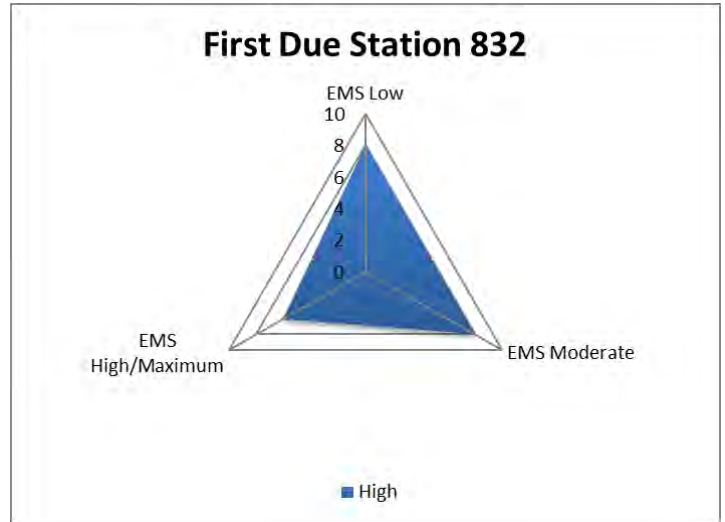


Station 832 Risk Analysis

The risk of individual building locations is represented by the small circles and shaded to indicate risk level. There is a relatively minimal number of low and moderate-risk buildings located in close proximity to the station, which is a high-risk GPZ. Risk is also evaluated by GPZ using the same shading criteria. The vast majority of Station 832's first due area is low to moderate risk.



Station 832 First Due Station Risk Profiles by Program – 3D Risk Models



Station 832 First Due Area Historical Data Analysis

Station 832 First Due Area Incidents by Call Category	Reporting Period				
	2016	2017	2018	2019	2020
Bomb Total	3	1	3	1	1
EMS Total	2,534	2,313	2,185	2,134	2,098
Fire Total	423	363	441	467	429
Hazmat Total	54	35	40	31	37
Non-Emergency Total	141	156	166	157	272
Rescue Total	211	251	220	245	169
Total	3,366	3,119	3,055	3,035	3,006

Unit ID	Reporting Period				
	2016	2017	2018	2019	2020
A832	3,329	3,266	3,200	3,110	3,235
BR832	26	23	23	30	17
E832	1,542	740	929	0	0
E832B	231	916	235	1	0
E832BP	0	0	0	11	0
E832P	0	0	682	1,518	1,591
PA832	0	0	670	2,038	1,763
TK832	515	612	417	0	0
TK832P	0	0	146	1,069	577
U832	0	0	0	2	2
VC832	2	1	0	0	0
VC832A	42	2	0	0	0
VC832B	2	0	0	0	0
Total	5,689	5,560	6,302	7,779	7,185
Average Responses per Day	15.5	15.2	17.3	21.3	19.6

Station 832 First Due Area Historical Data Analysis (cont.)

Call concurrency within FDA 832 was calculated between 2016 and 2020. The call concurrency has remained steady between 27.7 to 32.7 over the five-year rating period.

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
832	2016	1,091	3,364	32.4
	2017	891	3,119	28.6
	2018	965	3,051	31.6
	2019	990	3,029	32.7
	2020	831	3,003	27.7
	All	4,768	15,566	30.6

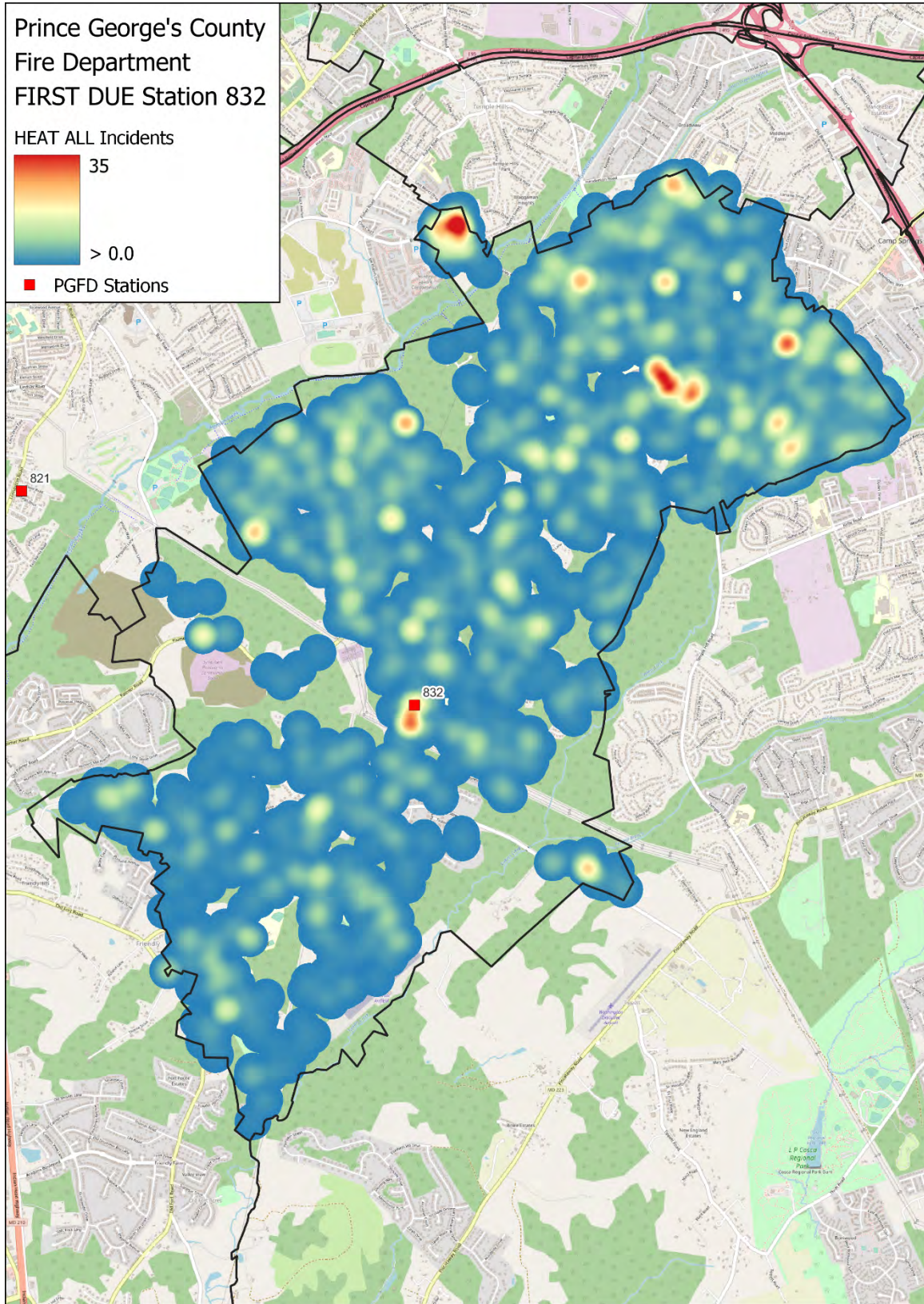
Response time performance for FDA 832 was calculated over the five-year rating period (2016-2020). Analyses were restricted to within FDA 832 and were calculated by the first arriving unit. Benchmark compliance is a 10% improvement over the aggregated PGFD performance. Therefore, the benchmark performance is established at the county level, not within each FDA. Finally, a gap analysis between the baseline and benchmark performance was completed utilizing a stoplight approach. If greater than 90% performance (green), between 70% and 89% yellow, and below 70% would be red.

First Due Station 832: 1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		4:27	4:35	4:30	4:22	4:33	4:13	4:31	90.4%
Turnout Time		2:14	2:28	2:14	2:09	2:12	2:03	1:58	81.3%
Travel Time	Urban	8:53	8:52	8:42	8:31	8:40	9:39	7:26	78.7%
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	9:33	N/A
Total Response Time	Urban	13:45	13:55	13:45	13:15	13:29	14:20	12:26	82.8%
		<i>n</i> = 9,947	<i>n</i> = 2,144	<i>n</i> = 1,961	<i>n</i> = 1,968	<i>n</i> = 1,998	<i>n</i> = 1,876		
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	14:23	N/A
		<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0		

Color coding legend: fill ≥ 90%; fill ≥ 70% to < 90%; fill < 70%

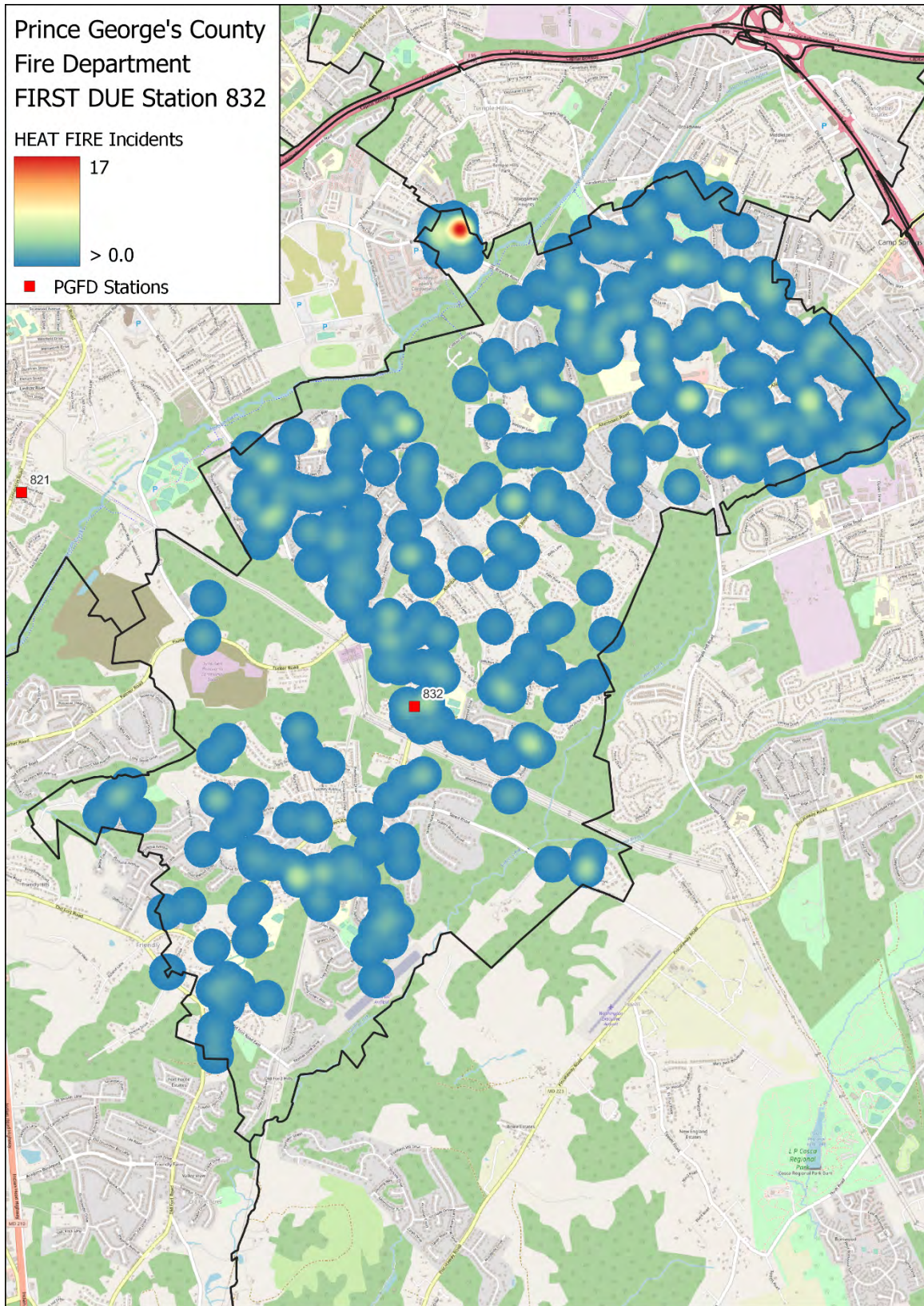
Station 832 Overall Hot Spot Map

Trends show an even distribution of calls throughout the first due area. A few areas throughout the first due area have relatively higher call volumes.



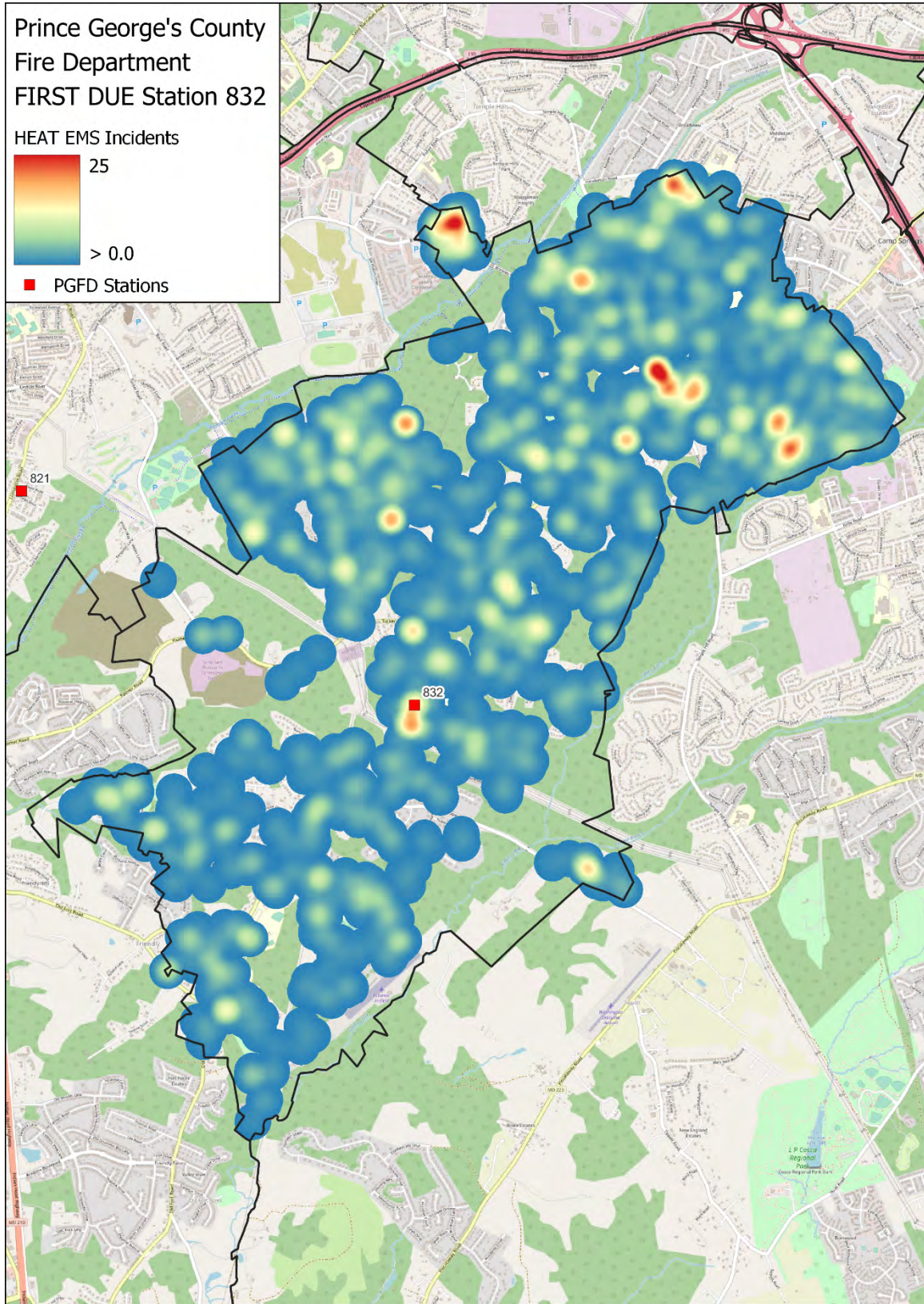
Station 832 Fire Hot Spot Map

Trends show an even distribution of calls throughout the first due area. An area to the northwest has a relatively higher call volume.



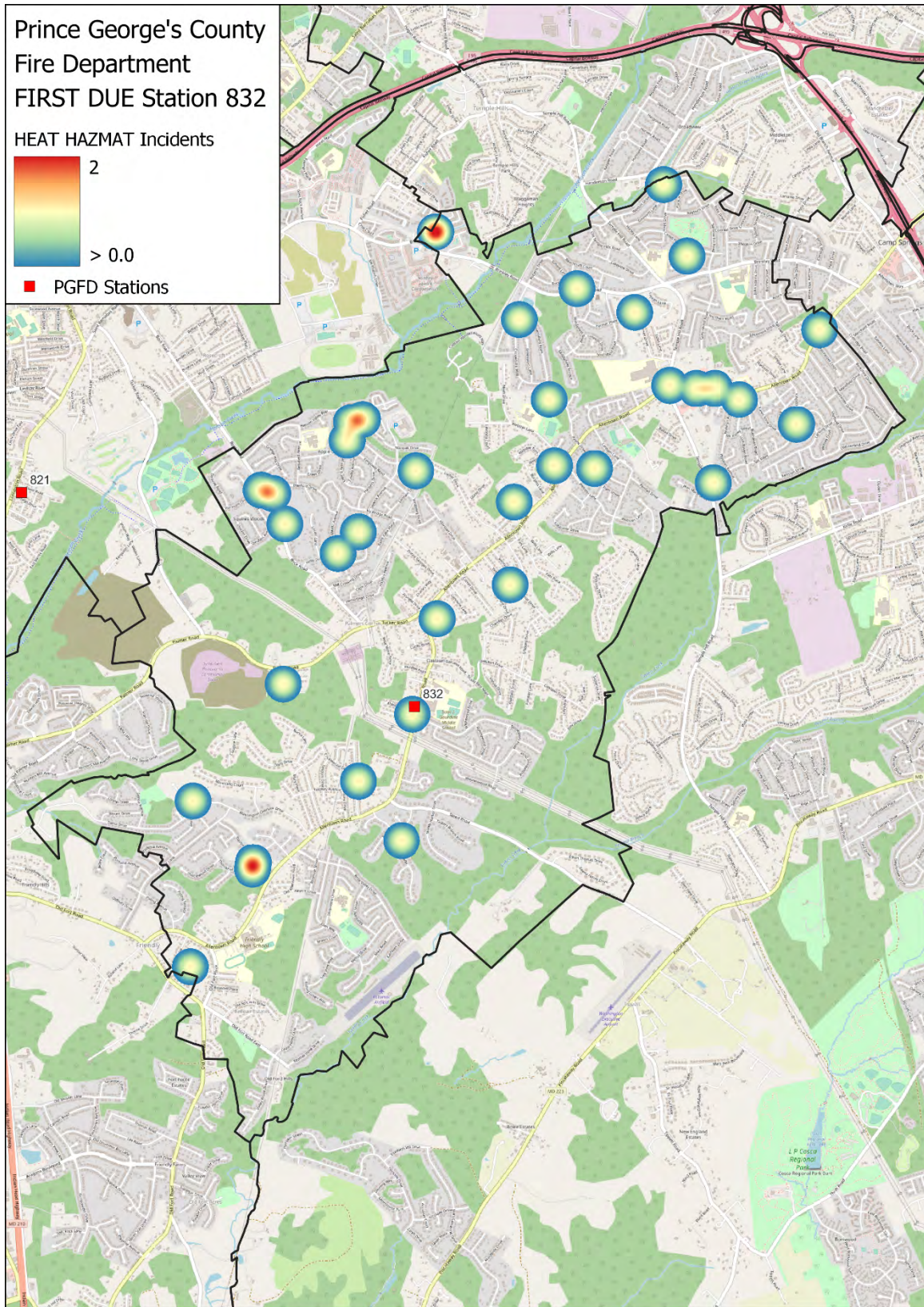
Station 832 EMS Hot Spot Map

Trends show an even distribution of calls throughout the first due area. A few areas throughout the first due area have relatively higher call volumes.



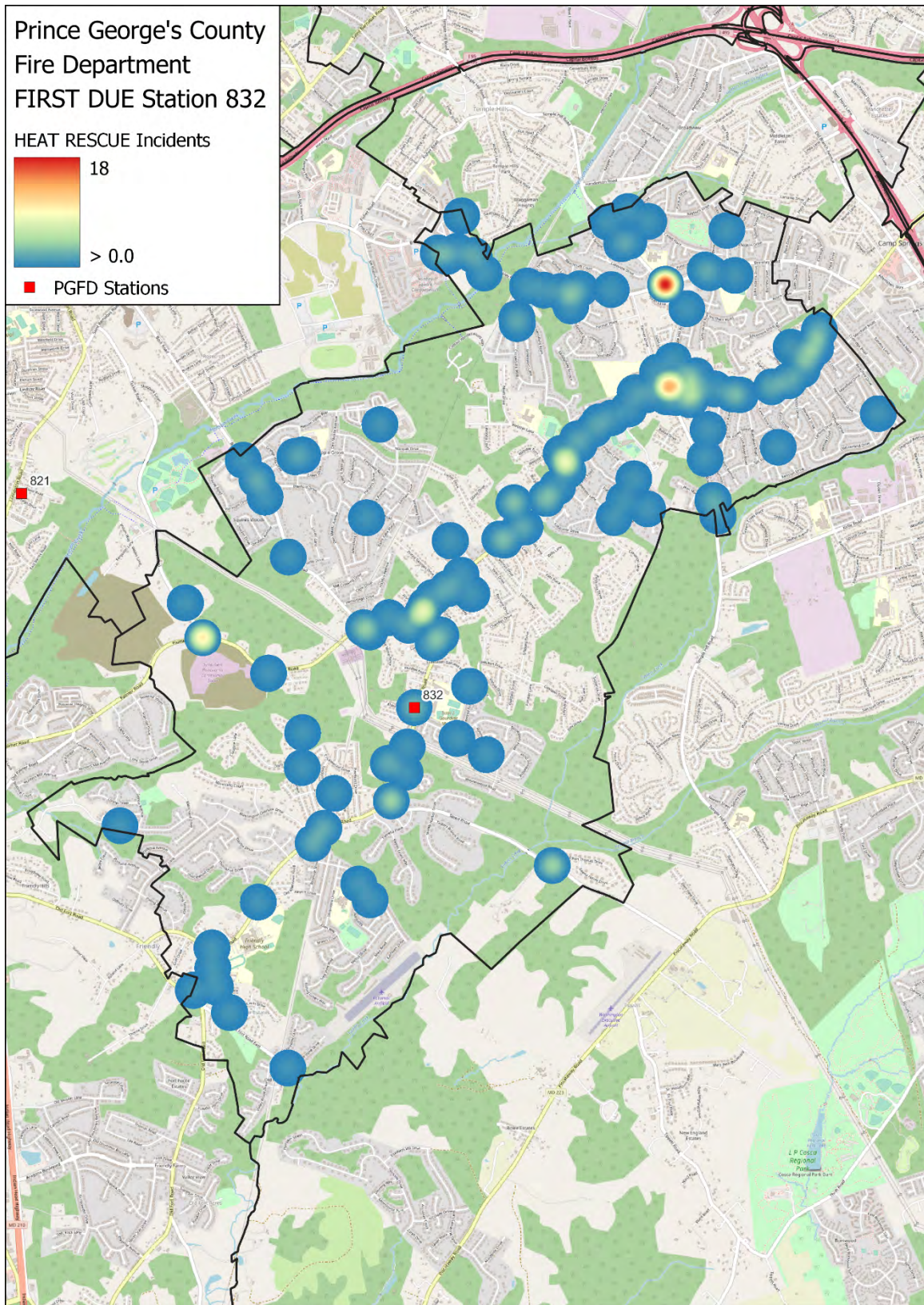
Station 832 HazMat Hot Spot Map

HazMat call volume is relatively equally spread throughout the station's first due area.



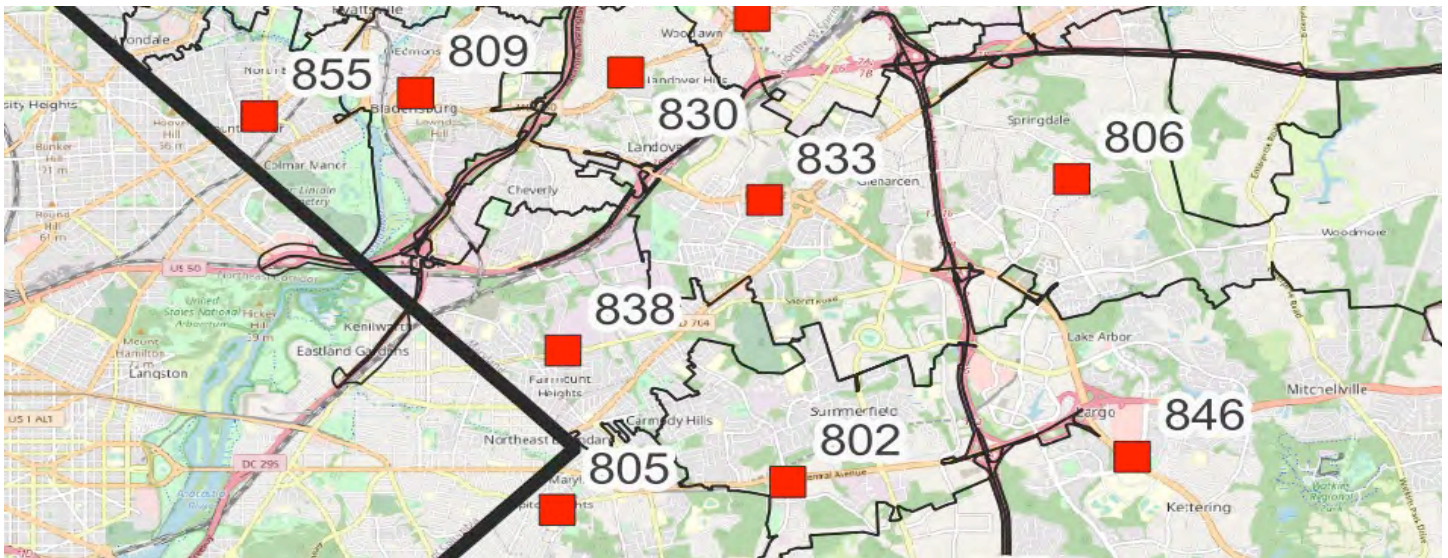
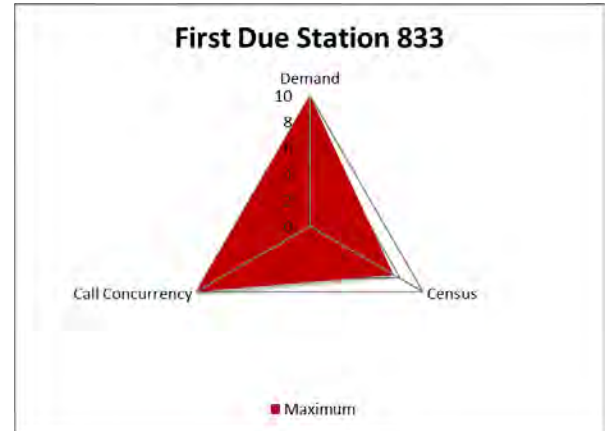
Station 832 Rescue Hot Spot Map

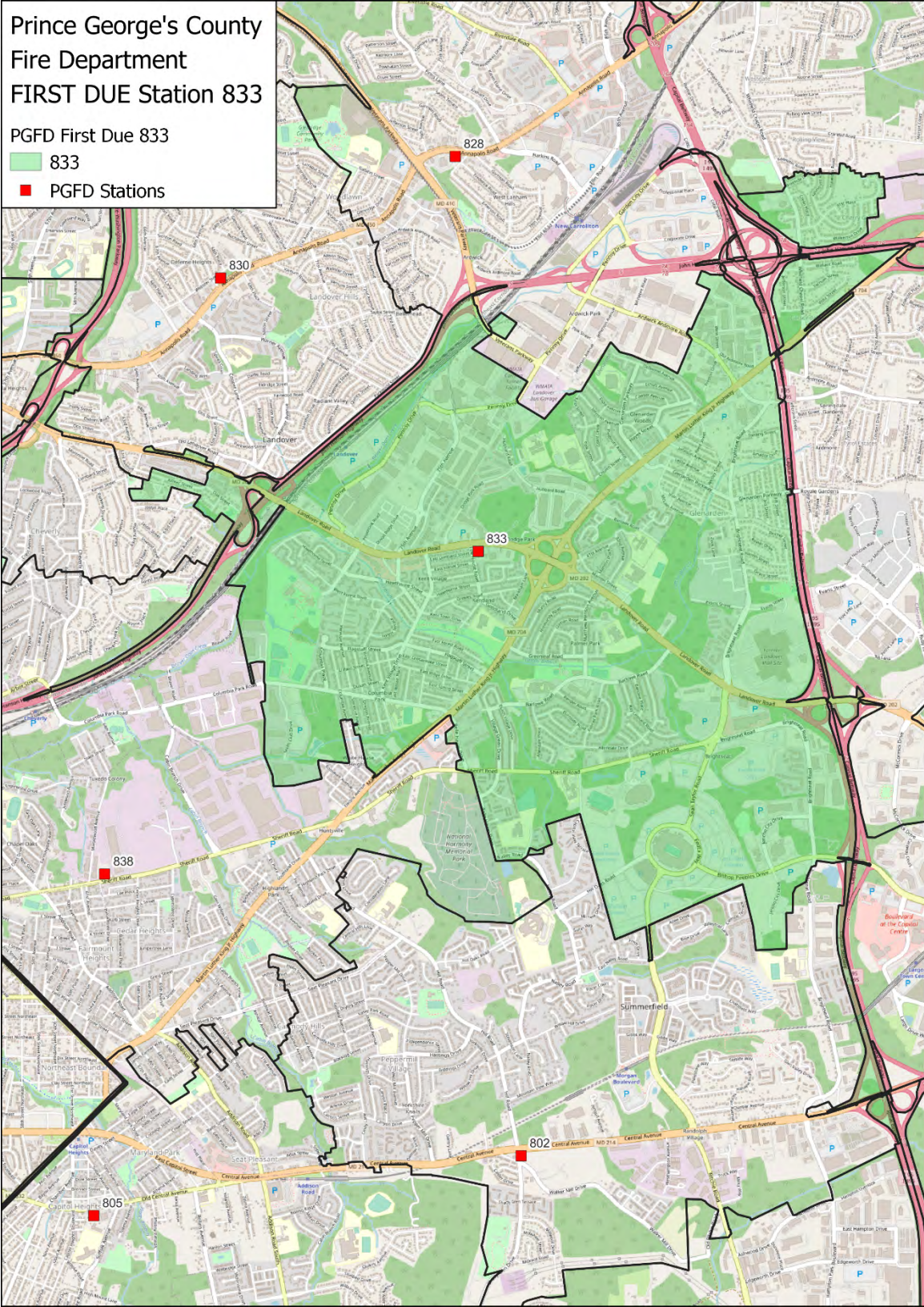
Trends show a relatively even distribution of calls throughout the first due area. A few areas throughout the first due area have relatively higher call volumes.



Station 833

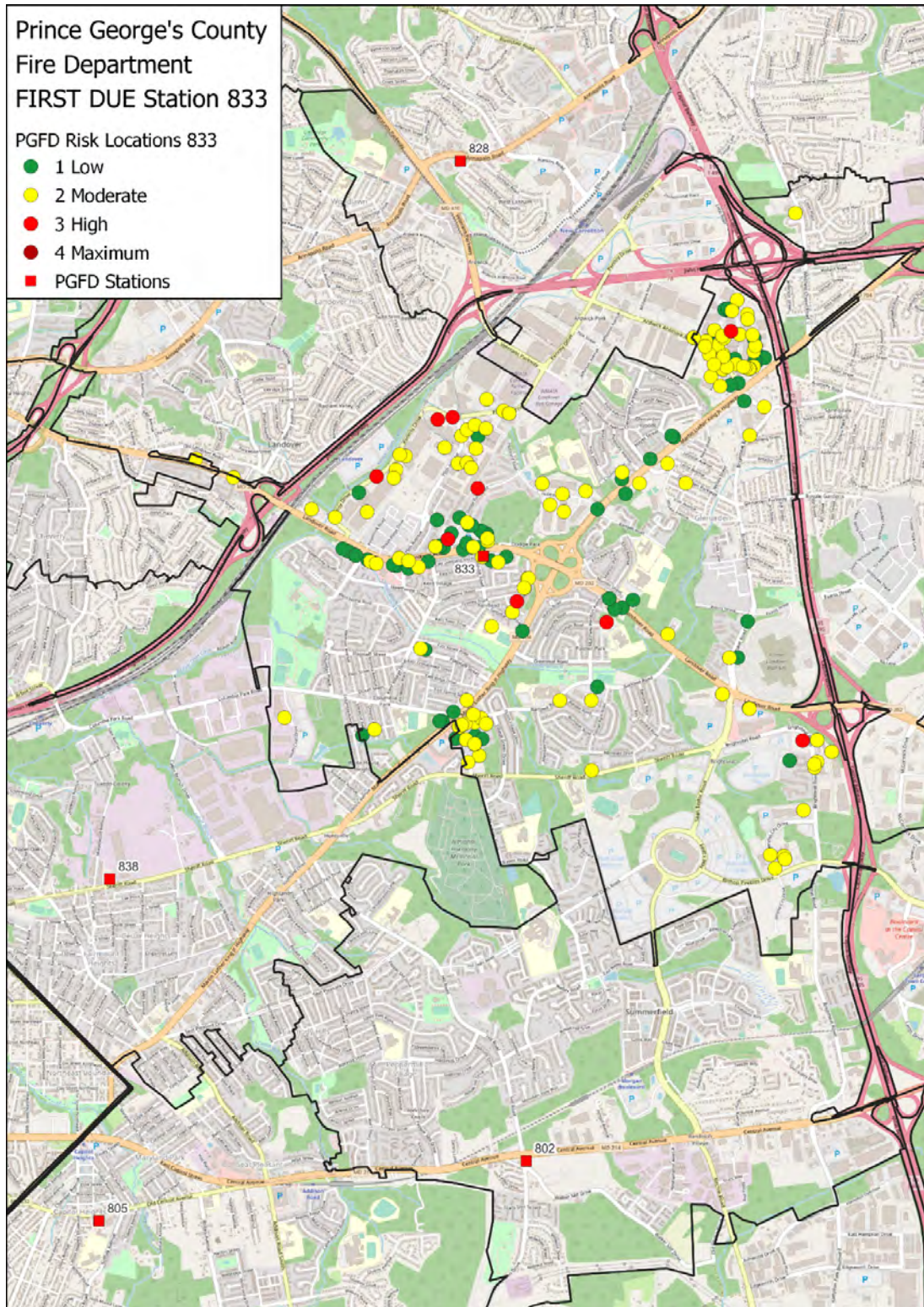
Station 833	A833	Ambulance
	E833	Engine
	E833B	Engine
	E833C	Engine
	MP833	Mini Pumper
	RE833	Rescue Engine
	SQ833	Squad
	TK833	Truck
	TW833	Tower
	U833	Utility Truck
	VC833	Volunteer Chief
	VC833A	Volunteer Chief
	VC833B	Volunteer Chief



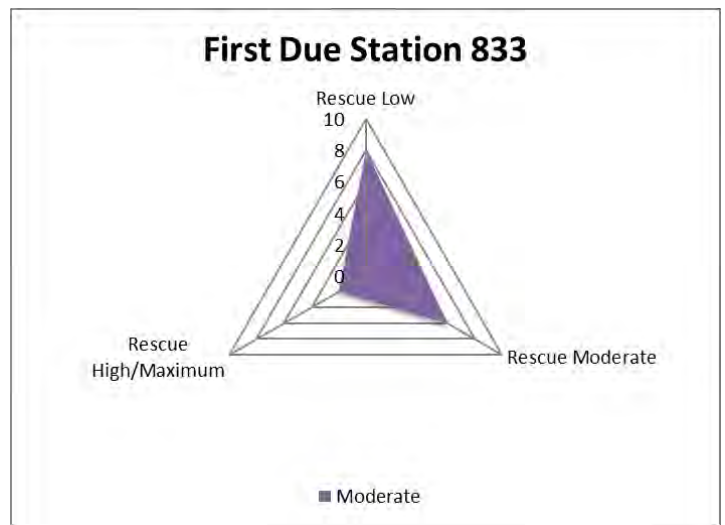
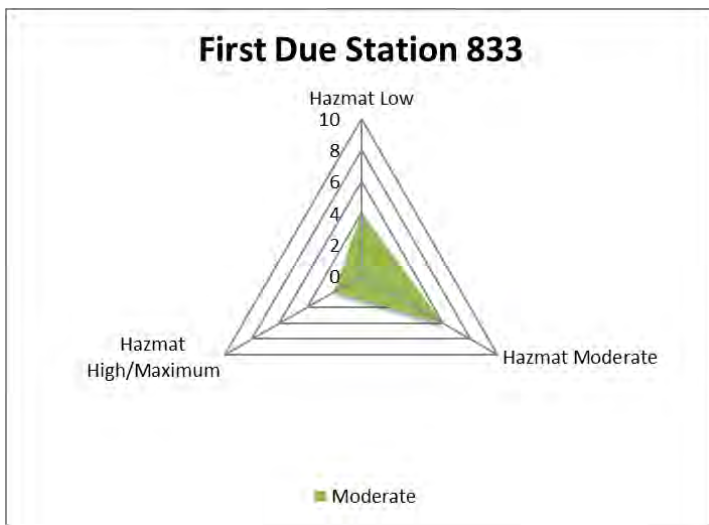
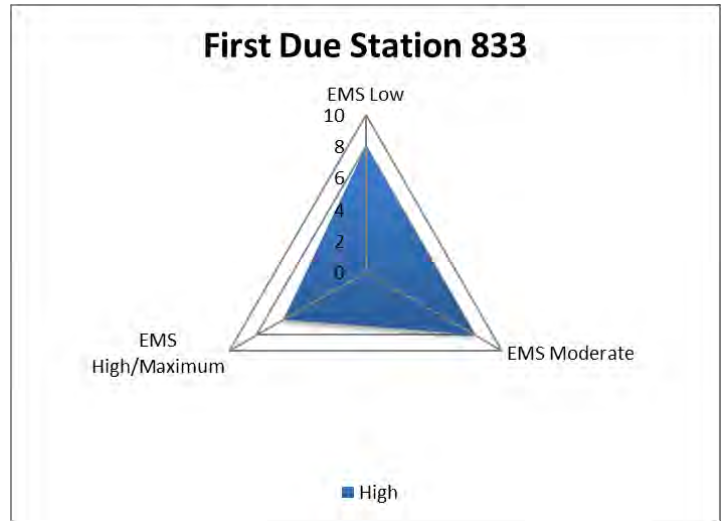
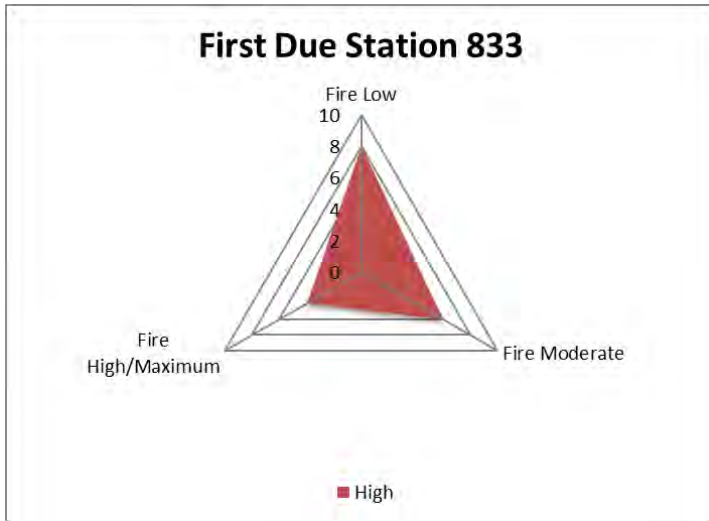


Station 833 Risk Analysis

The risk of individual building locations is represented by the small circles and shaded to indicate risk level. There is a large concentration of low and moderate-risk buildings located in the first due area, which is a maximum-risk GPZ. Risk is also evaluated by GPZ using the same shading criteria. Most buildings in Station 833's first due area are low to moderate risk.



Station 833 First Due Station Risk Profiles by Program – 3D Risk Models



Station 833 First Due Area Historical Data Analysis

Station 833 First Due Area Incidents by Call Category	Reporting Period				
	2016	2017	2018	2019	2020
Bomb Total	3	1	2	3	1
EMS Total	4,235	4,494	4,361	4,388	4,096
Fire Total	728	692	789	730	593
Hazmat Total	96	90	96	80	83
Non-Emergency Total	157	153	189	133	270
Rescue Total	489	565	527	608	441
Total	5,708	5,995	5,964	5,942	5,484

Unit ID	Reporting Period				
	2016	2017	2018	2019	2020
A833	2,954	3,402	3,950	4,049	3,454
E833	1,805	1,610	2,226	1,745	1,456
E833B	533	41	107	35	3
E833C	5	0	0	0	0
MP833	1,780	1,738	666	979	781
RE833	776	1,521	954	1,678	1,283
SQ833	0	12	0	0	87
TK833	0	234	350	321	218
TW833	860	661	625	327	580
U833	0	0	4	0	1
VC833	25	47	31	150	212
VC833A	146	118	193	257	46
VC833B	74	12	0	24	30
Total	8,958	9,396	9,106	9,565	8,151
Average Responses per Day	24.5	25.7	24.9	26.2	22.3

Station 833 First Due Area Historical Data Analysis (cont.)

Call concurrency within FDA 833 was calculated between 2016 and 2020. The call concurrency has remained steady between 47.4 to 52.8. over the five-year rating period.

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
833	2016	2,703	5,698	47.4
	2017	2,919	5,981	48.8
	2018	2,913	5,949	49.0
	2019	3,132	5,929	52.8
	2020	2,638	5,473	48.2
	All	14,305	29,030	49.3

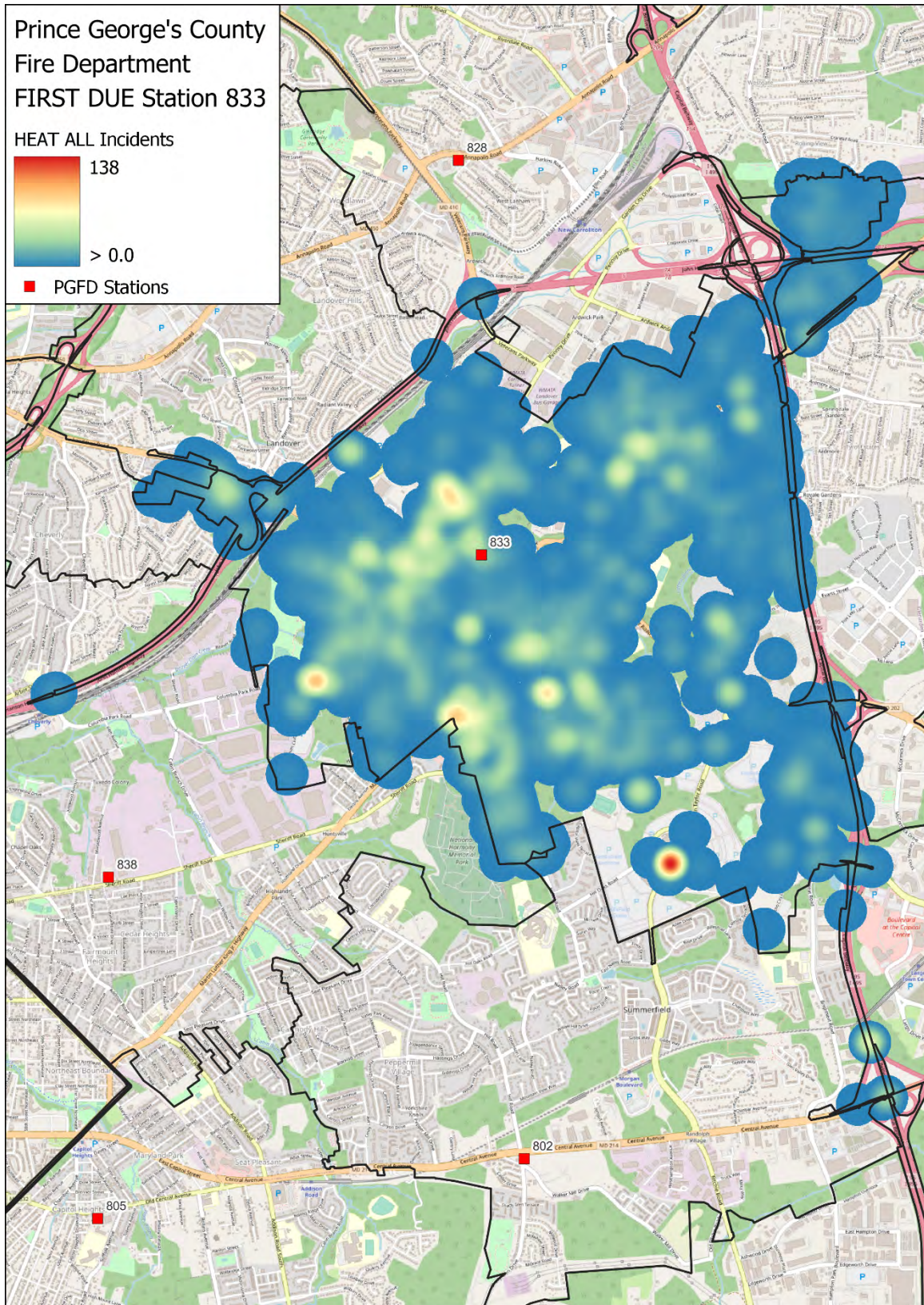
Response time performance for FDA 833 was calculated over the five-year rating period (2016-2020). Analyses were restricted to within FDA 833 and were calculated by the first arriving unit. Benchmark compliance is a 10% improvement over the aggregated PGFD performance. Therefore, the benchmark performance is established at the county level, not within each FDA. Finally, a gap analysis between the baseline and benchmark performance was completed utilizing a stoplight approach. If greater than 90% performance (green), between 70% and 89% yellow, and below 70% would be red.

First Due Station 833: 1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		5:26	5:41	5:34	5:29	5:11	5:14	4:31	83.6%
Turnout Time		2:03	2:06	2:03	2:02	2:03	2:01	1:58	89.0%
Travel Time	Urban	7:55	7:54	7:47	7:29	7:38	8:48	7:26	87.7%
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	9:33	N/A
Total Response Time	Urban	13:25	13:12	13:08	13:02	13:07	14:34	12:26	86.5%
		<i>n</i> = 18,024	<i>n</i> = 3,553	<i>n</i> = 3,678	<i>n</i> = 3,595	<i>n</i> = 3,776	<i>n</i> = 3,422		
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	14:23	N/A
		<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0		

Color coding legend: fill ≥ 90%; fill ≥ 70% to < 90%; fill < 70%

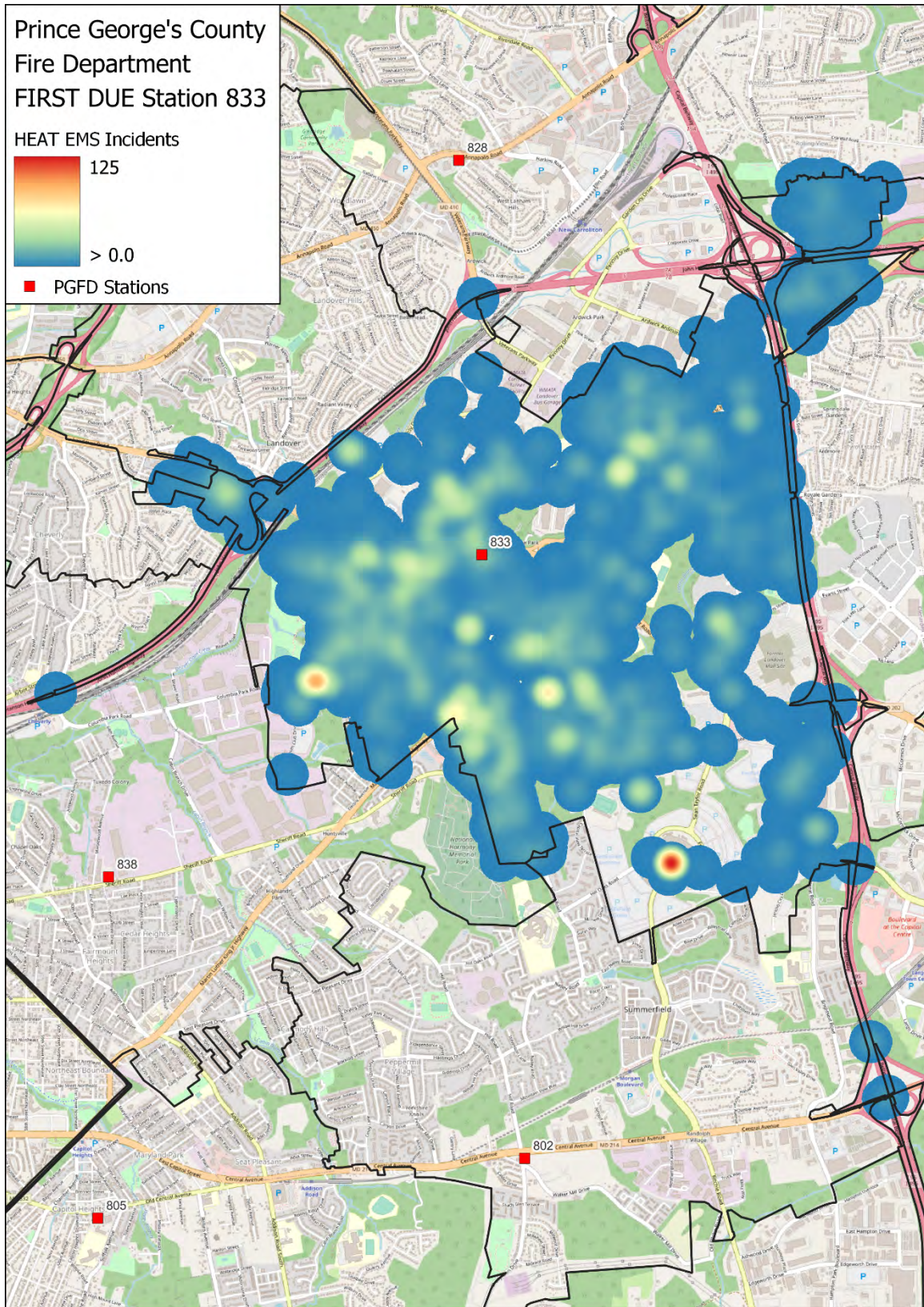
Station 833 Overall Hot Spot Map

Trends show the majority of call volume immediately surrounding the station and going south in the station's first due area.



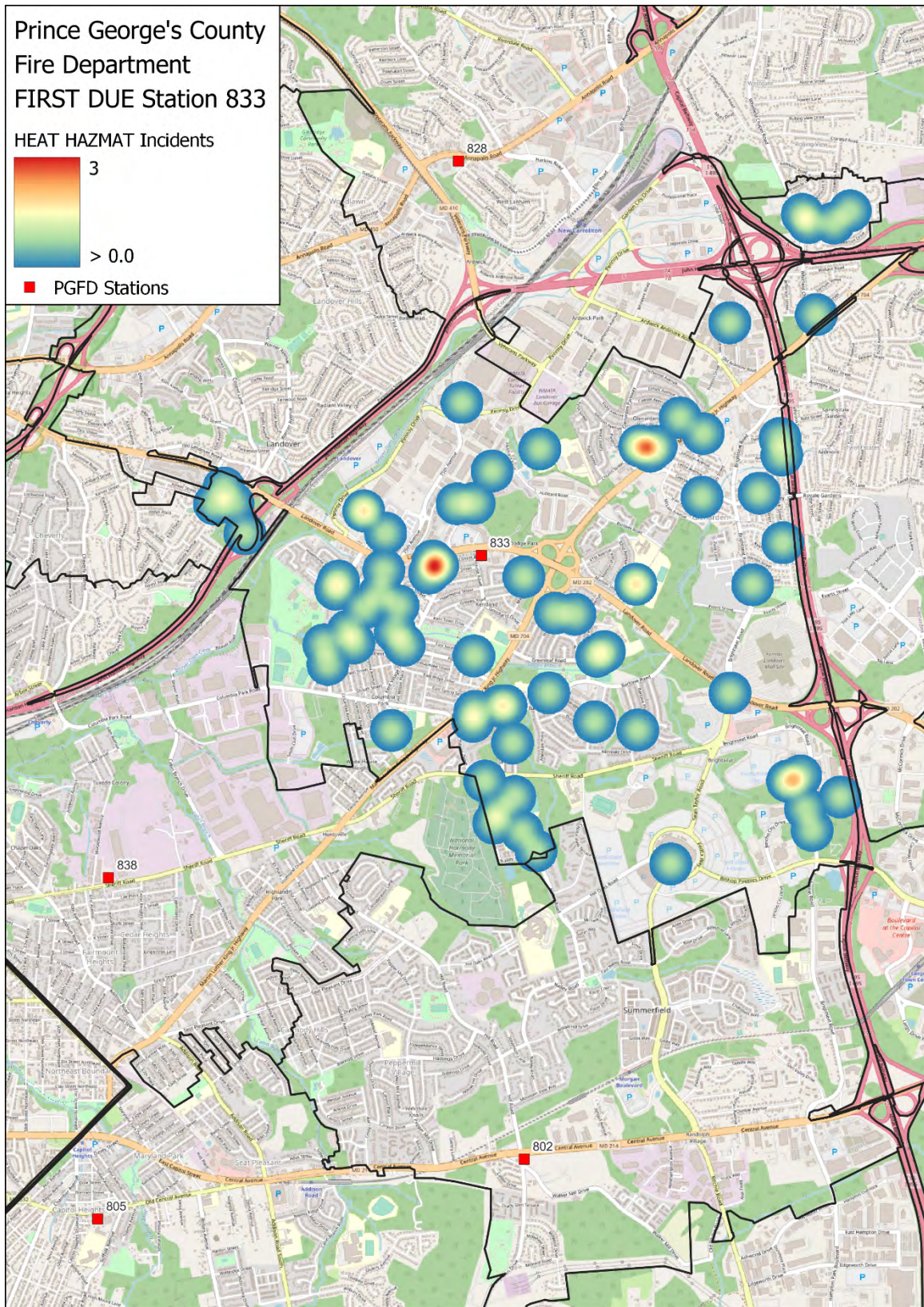
Station 833 EMS Hot Spot Map

Most of the call volume for EMS-related calls is in close proximity to the station's first due area and going south.



Station 833 HazMat Hot Spot Map

HazMat call volume is relatively equally spread throughout the station's first due area.

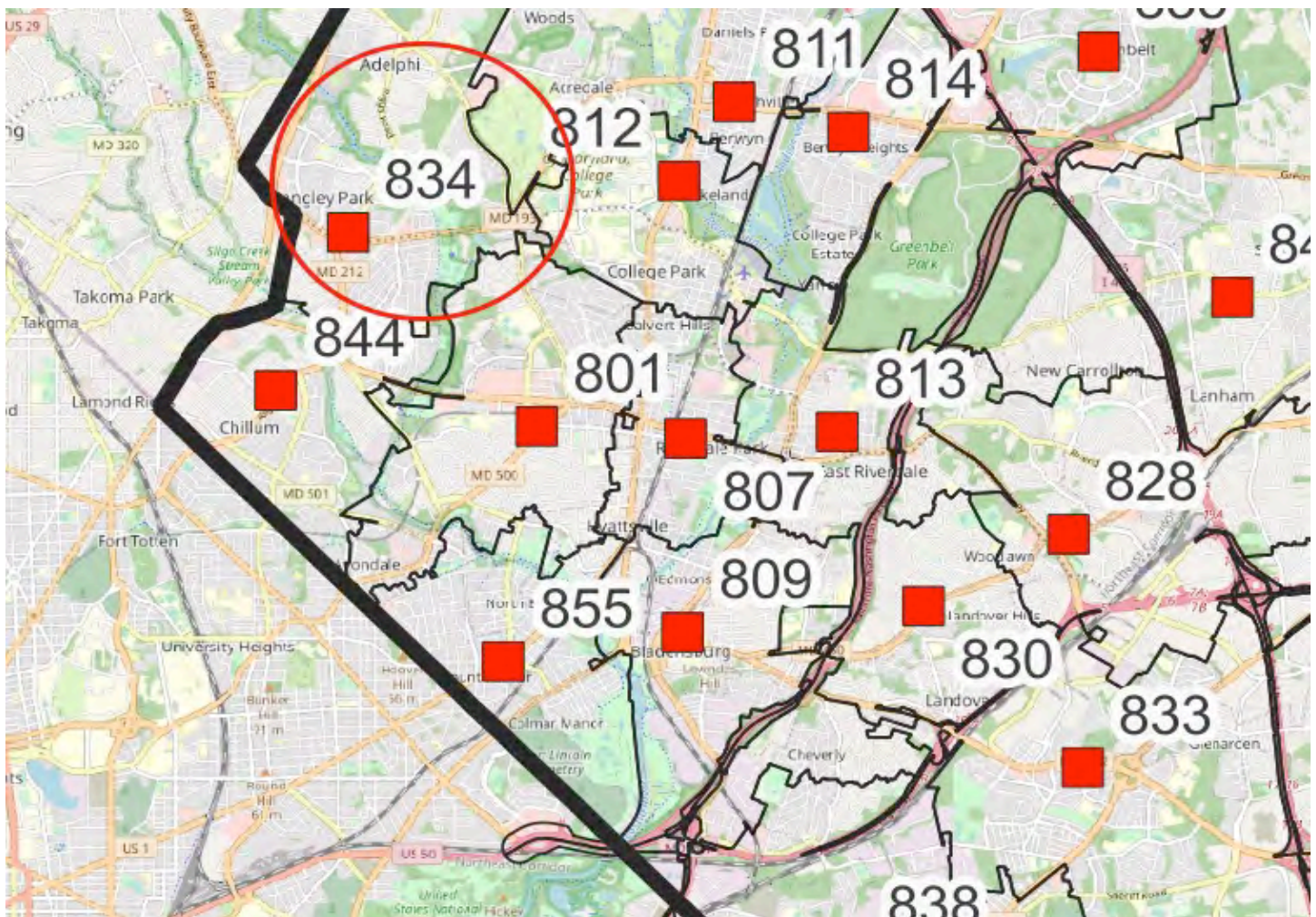


Station 833 Rescue Hot Spot Map

This map indicates that call volume is relatively equally spread throughout the station’s first due area.

Station 834

Station 834	A834	Ambulance
	E834	Engine
	E834B	Engine
	E834P	Engine
	TK834	Truck
	TK834P	Truck
	U834	Utility Truck
	VC834	Volunteer Chief
	VC834A	Volunteer Chief

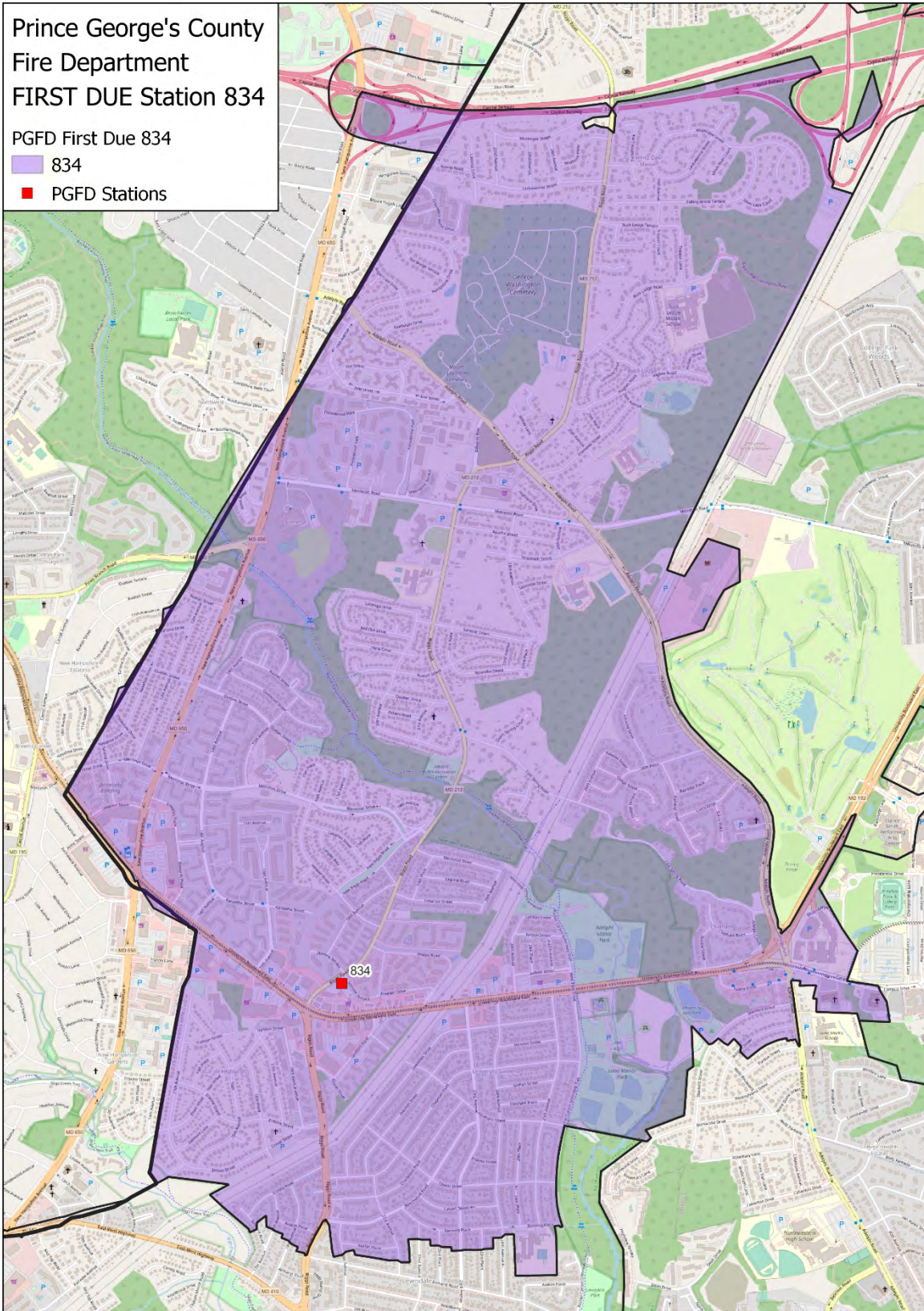


Prince George's County
Fire Department
FIRST DUE Station 834

PGFD First Due 834

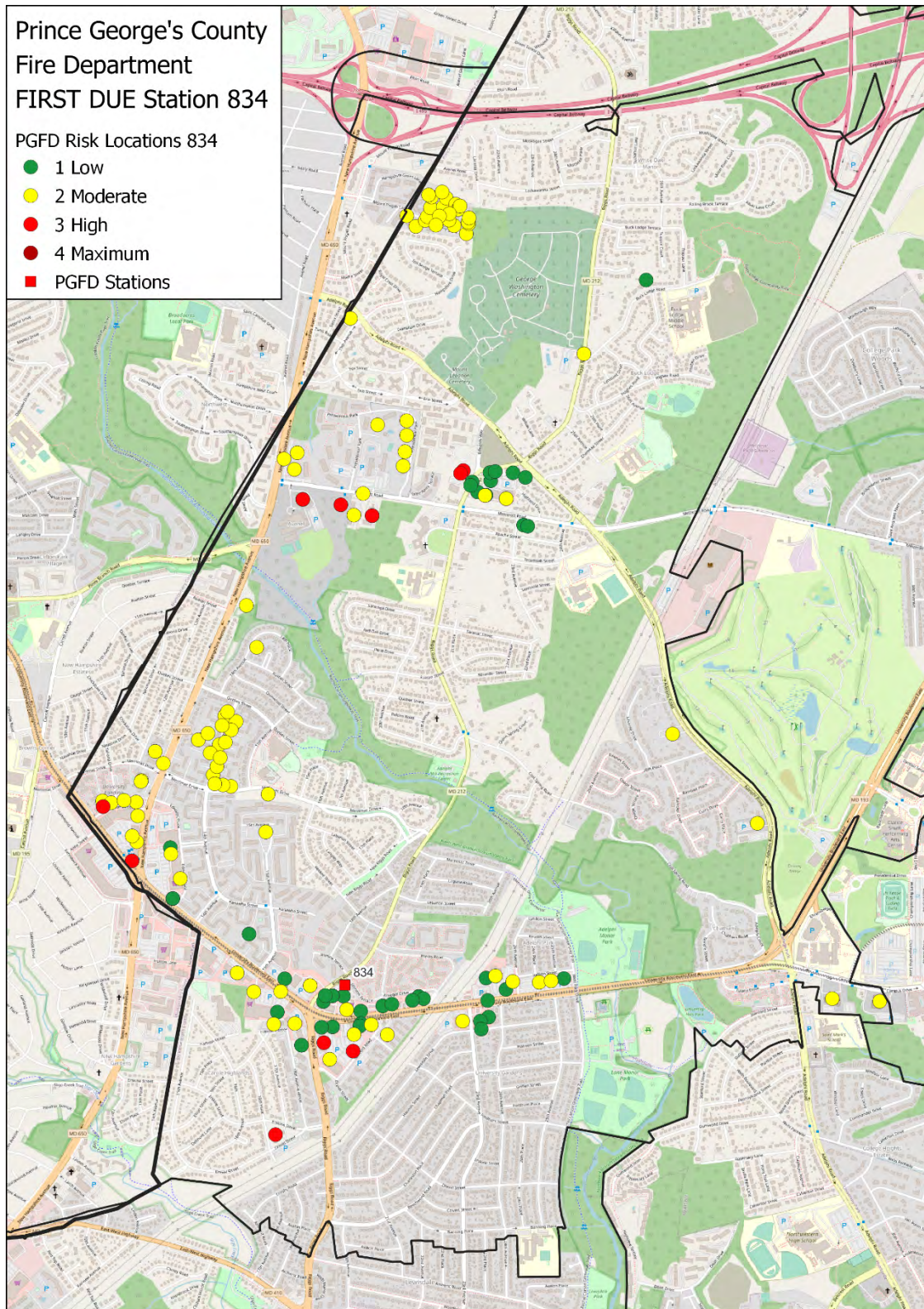
834

PGFD Stations

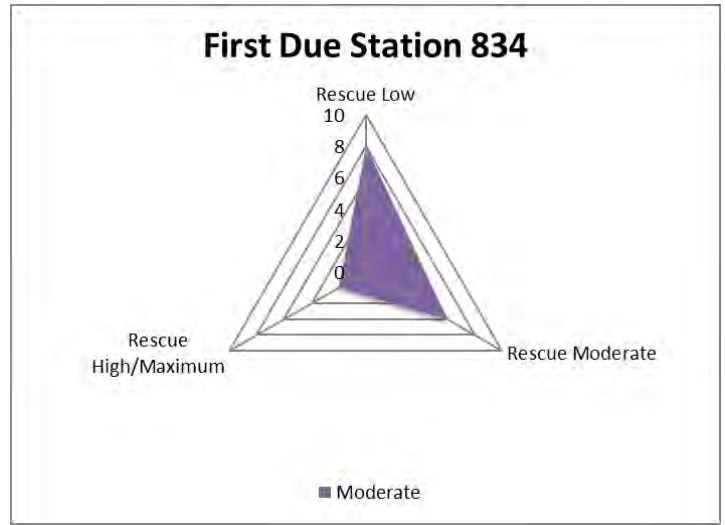
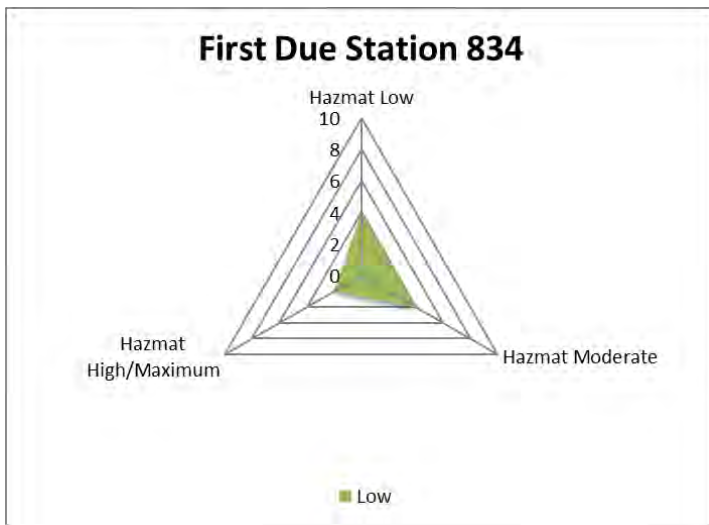
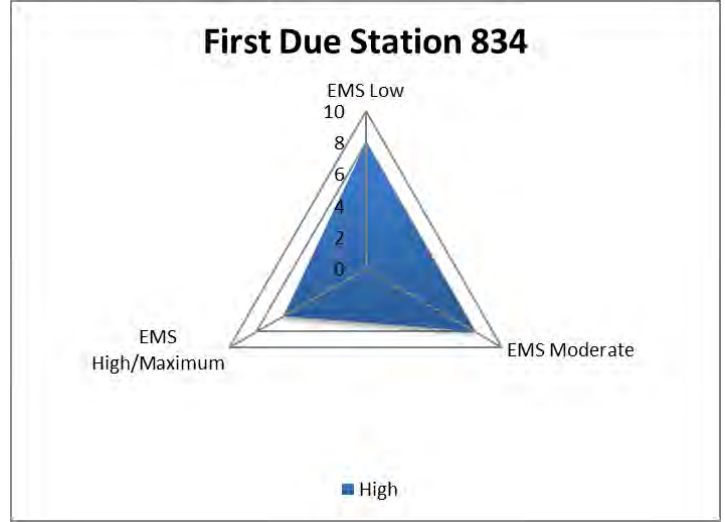
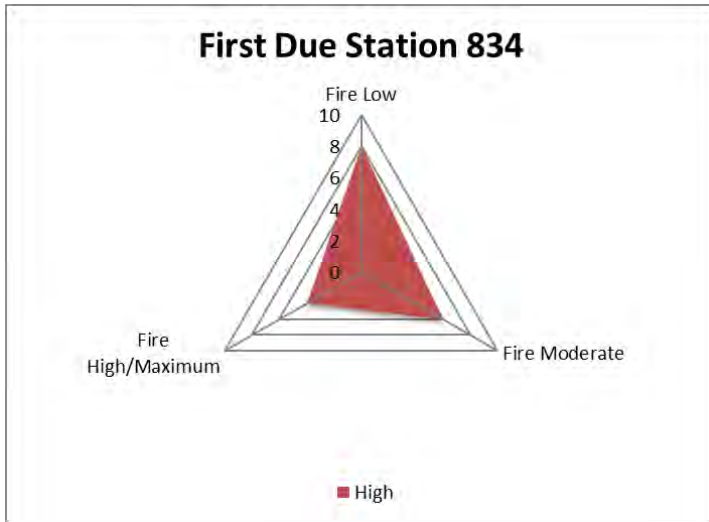


Station 834 Risk Analysis

The risk of individual building locations is represented by the small circles and shaded to indicate risk level. There is a concentration of low and moderate-risk buildings located in close proximity to the station, which is a high-risk GPZ. Risk is also evaluated by GPZ using the same shading criteria. The vast majority of the station's first due area is low to moderate risk.



Station 834 First Due Station Risk Profiles by Program – 3D Risk Models



Station 834 First Due Area Historical Data Analysis

Station 834 First Due Area Incidents by Call Category	Reporting Period				
	2016	2017	2018	2019	2020
Bomb Total	2	0	0	1	1
EMS Total	3,936	3,890	3,741	3,654	4,029
Fire Total	513	486	535	518	429
Hazmat Total	112	62	74	95	73
Non-Emergency Total	137	105	130	119	247
Rescue Total	517	585	578	547	447
Total	5,217	5,128	5,058	4,934	5,226

Unit ID	Reporting Period				
	2016	2017	2018	2019	2020
A834	3,665	3,645	3,614	3,497	3,068
E834	2,079	1,748	1,506	2,016	1,505
E834B	415	439	445	0	0
E834P	0	0	0	0	376
TK834	469	419	455	346	147
TK834P	0	0	0	0	91
U834	1	0	0	1	1
VC834	54	26	21	22	18
VC834A	3	0	0	0	0
Total	6,686	6,277	6,041	5,882	5,206
Average Responses per Day	18.3	17.2	16.6	16.1	14.2

Station 834 First Due Area Historical Data Analysis (cont.)

Call concurrency within FDA 834 was calculated between 2016 and 2020. The call concurrency has remained steady between 37.9 to 43.1 over the five-year rating period.

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
834	2016	2,201	5,211	42.2
	2017	2,005	5,123	39.1
	2018	1,915	5,050	37.9
	2019	1,990	4,928	40.4
	2020	2,249	5,217	43.1
	All		10,360	25,529

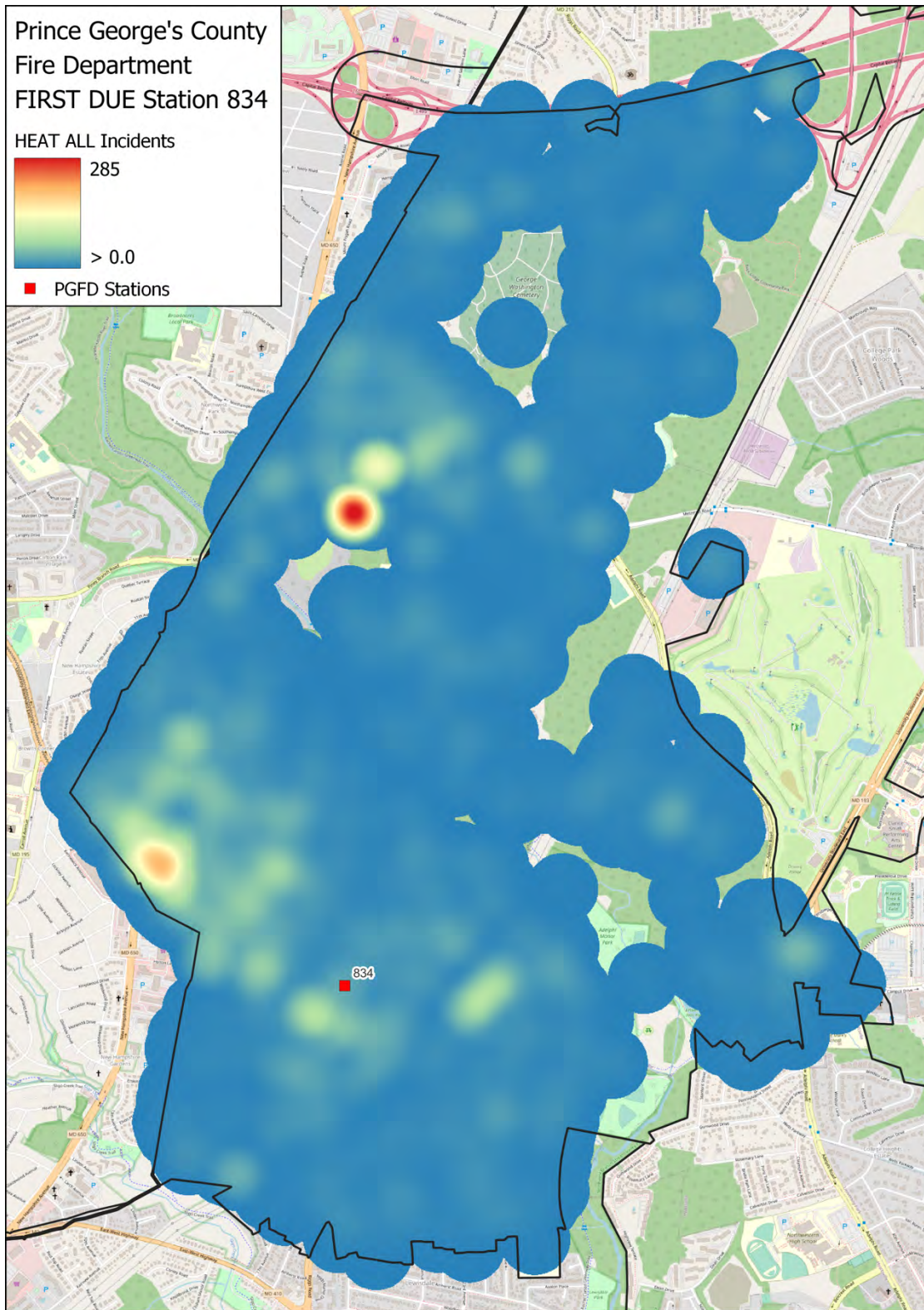
Response time performance for FDA 834 was calculated over the five-year rating period (2016-2020). Analyses were restricted to within FDA 834 and were calculated by the first arriving unit. Benchmark compliance is a 10% improvement over the aggregated PGFD performance. Therefore, the benchmark performance is established at the county level, not within each FDA. Finally, a gap analysis between the baseline and benchmark performance was completed utilizing a stoplight approach. If greater than 90% performance (green), between 70% and 89% yellow, and below 70% would be red.

First Due Station 834: 1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		7:32	7:12	7:46	7:35	7:21	7:38	7:31	74.1%
Turnout Time		2:09	2:17	2:12	2:09	2:03	2:02	1:58	83.8%
Travel Time	Urban	7:09	6:34	6:50	6:58	7:21	8:01	7:26	91.4%
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	9:33	N/A
Total Response Time	Urban	14:48	14:10	14:51	14:48	14:40	15:40	12:26	82.6%
		<i>n</i> = 14,460	<i>n</i> = 3,108	<i>n</i> = 3,021	<i>n</i> = 2,888	<i>n</i> = 2,839	<i>n</i> = 2,604		
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	14:23	N/A
		<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0		

Color coding legend: fill ≥ 90%; fill ≥ 70% to < 90%; fill < 70%

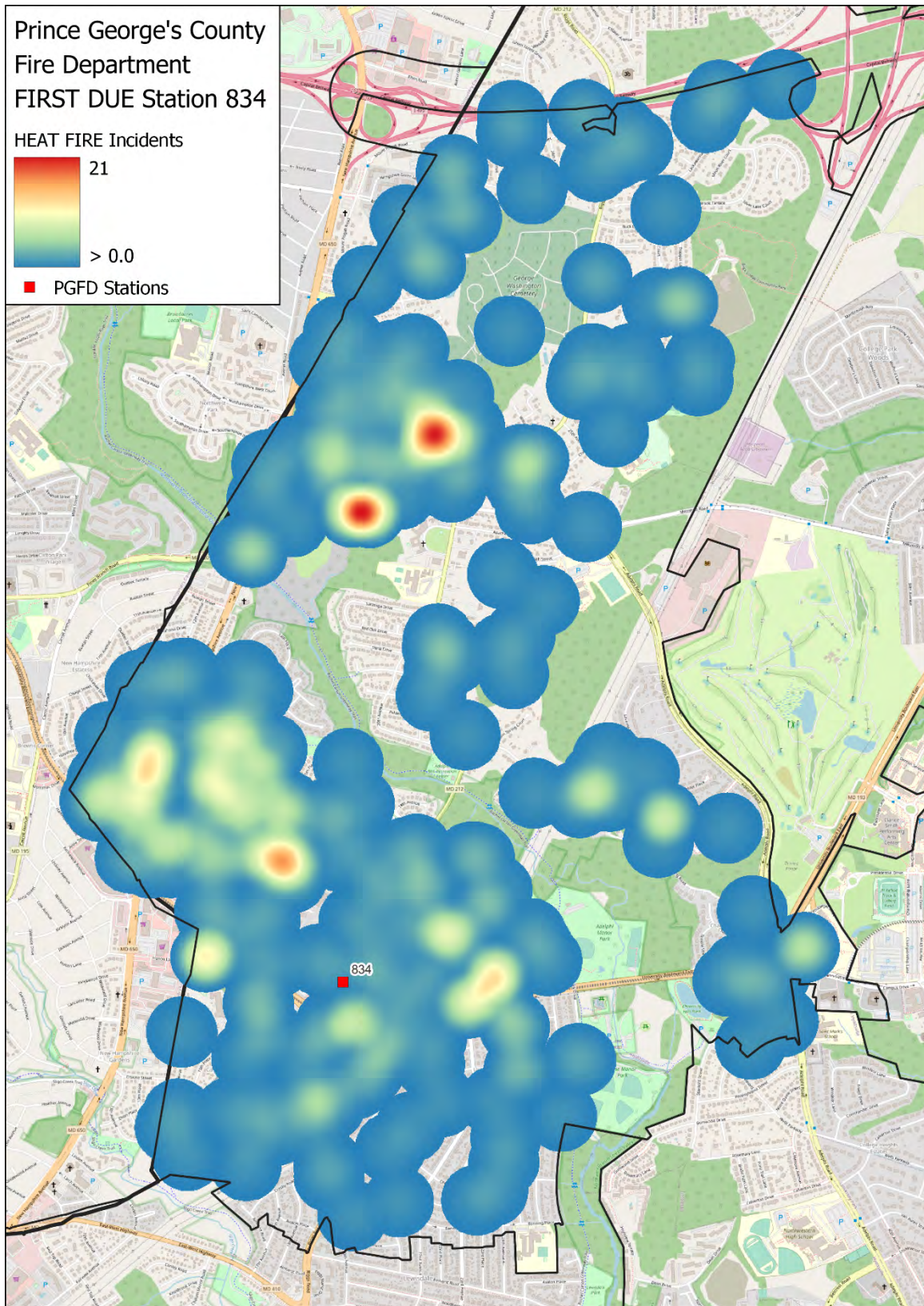
Station 834 Overall Hot Spot Map

Trends show the majority of call volume immediately surrounding the station.



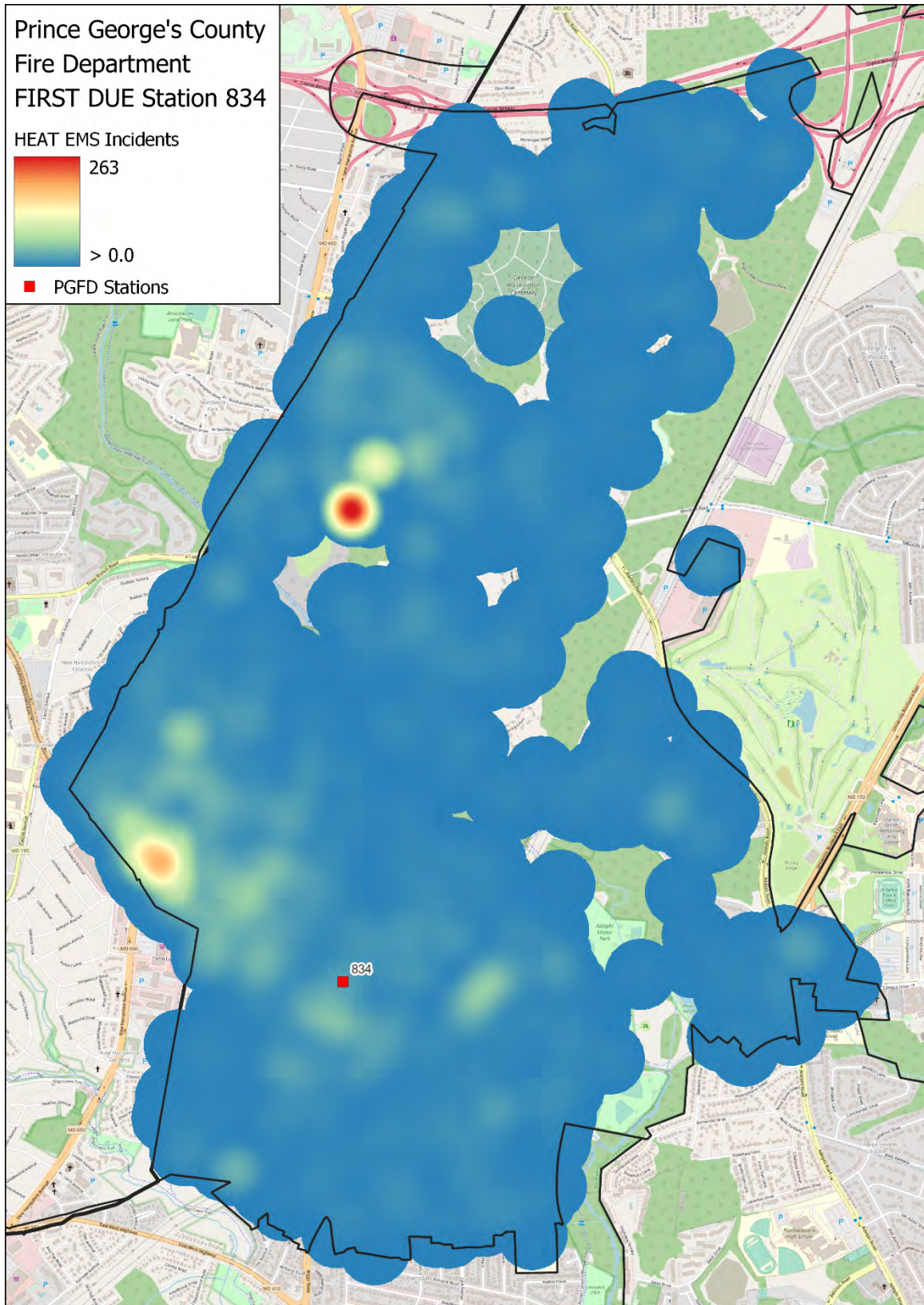
Station 834 Fire Hot Spot Map

Most of the call volume for fire-related calls is in close proximity to the station's first due area.



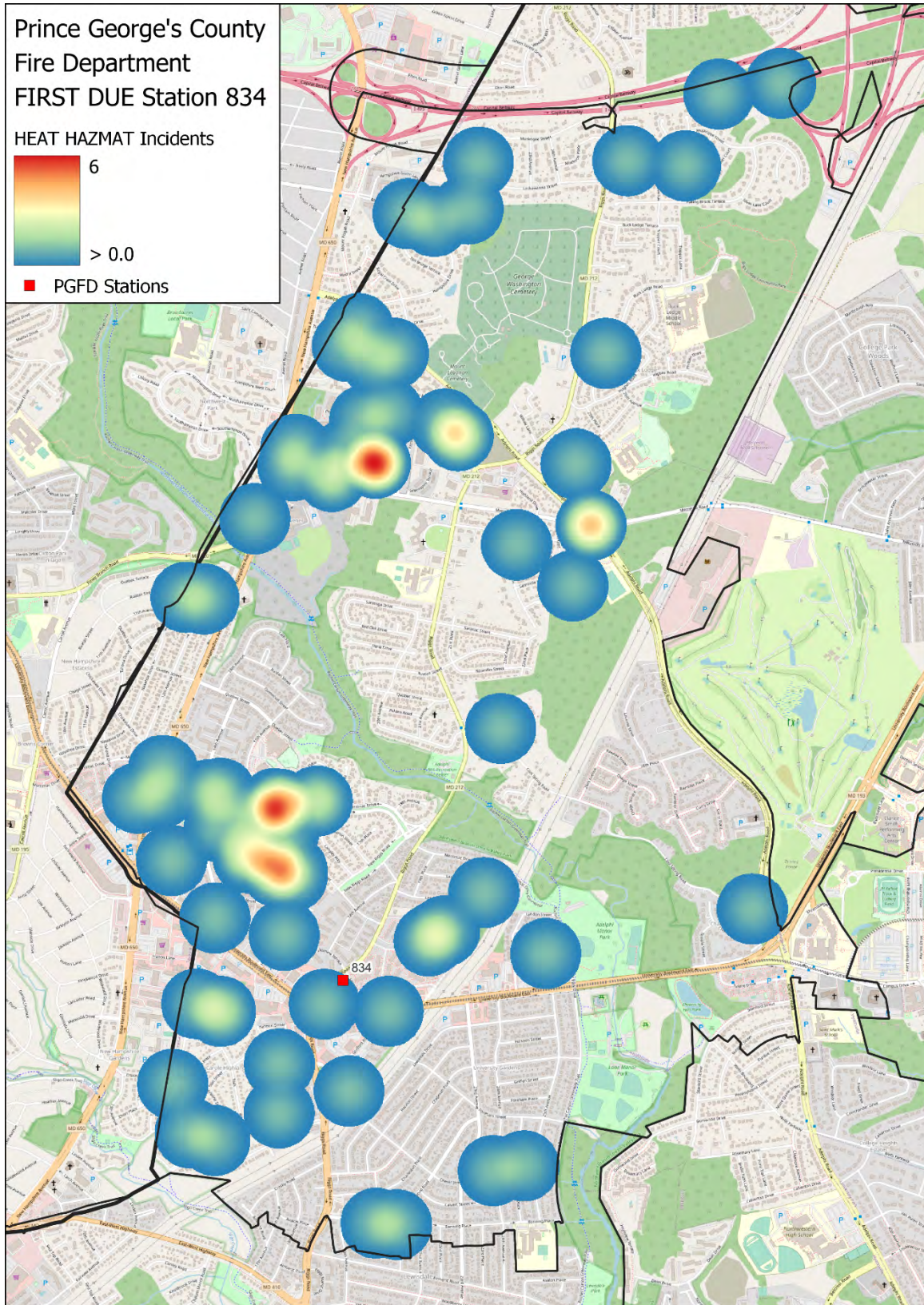
Station 834 EMS Hot Spot Map

Trends show a relatively even distribution of calls throughout the first due area. A few areas close to the station have relatively higher call volumes.



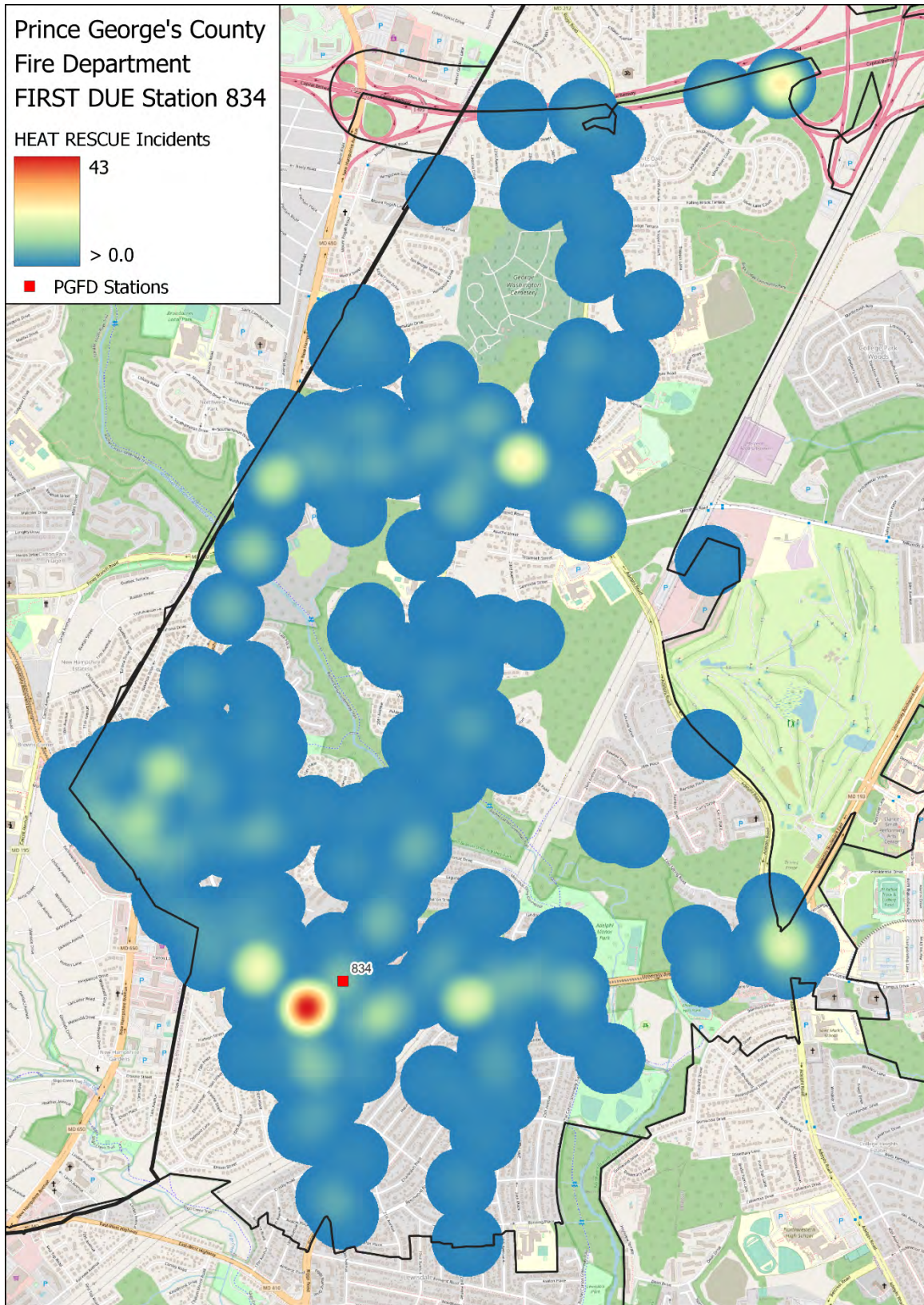
Station 834 HazMat Hot Spot Map

HazMat call volume is relatively equally spread throughout the station's first due area.



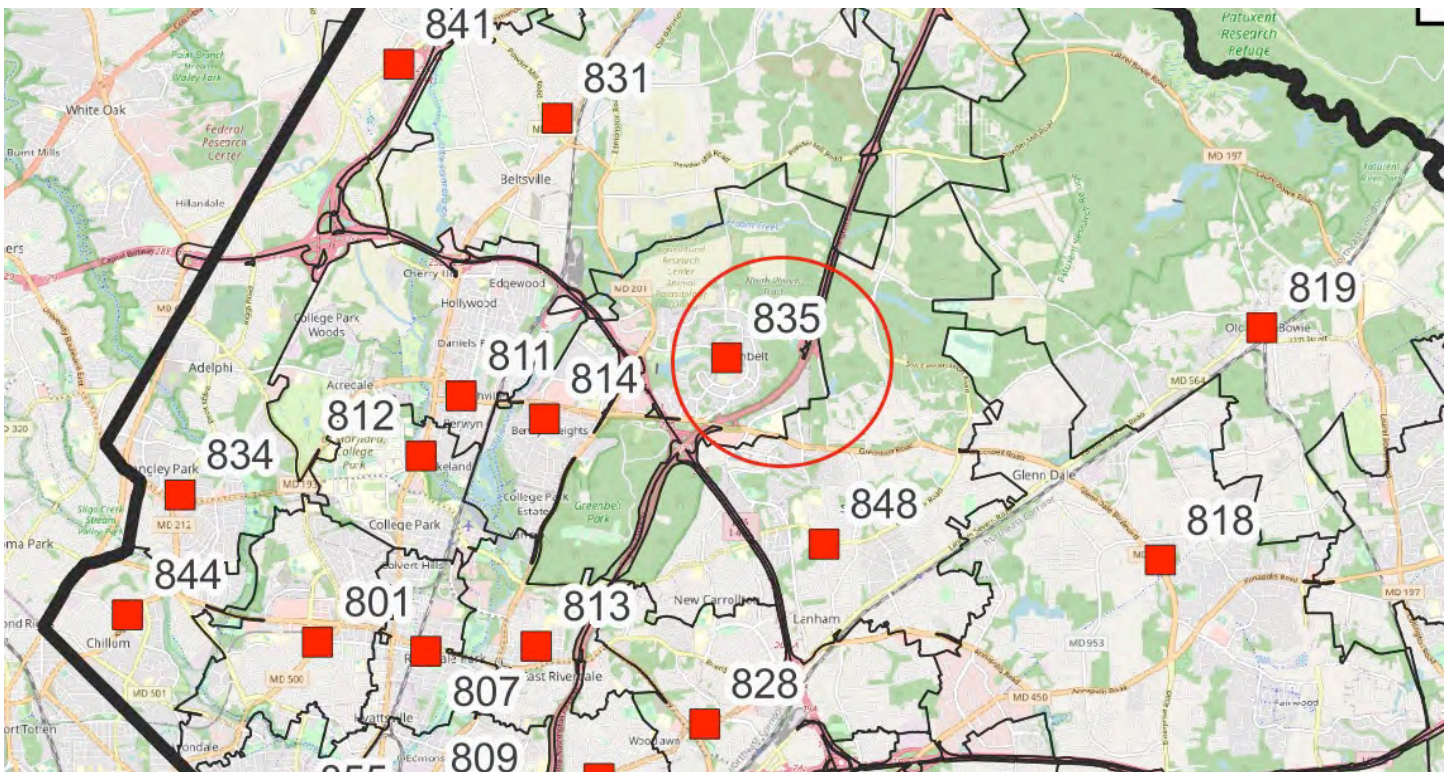
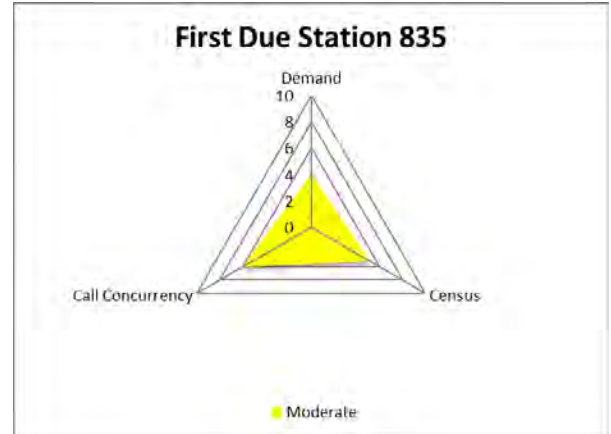
Station 834 Rescue Hot Spot Map

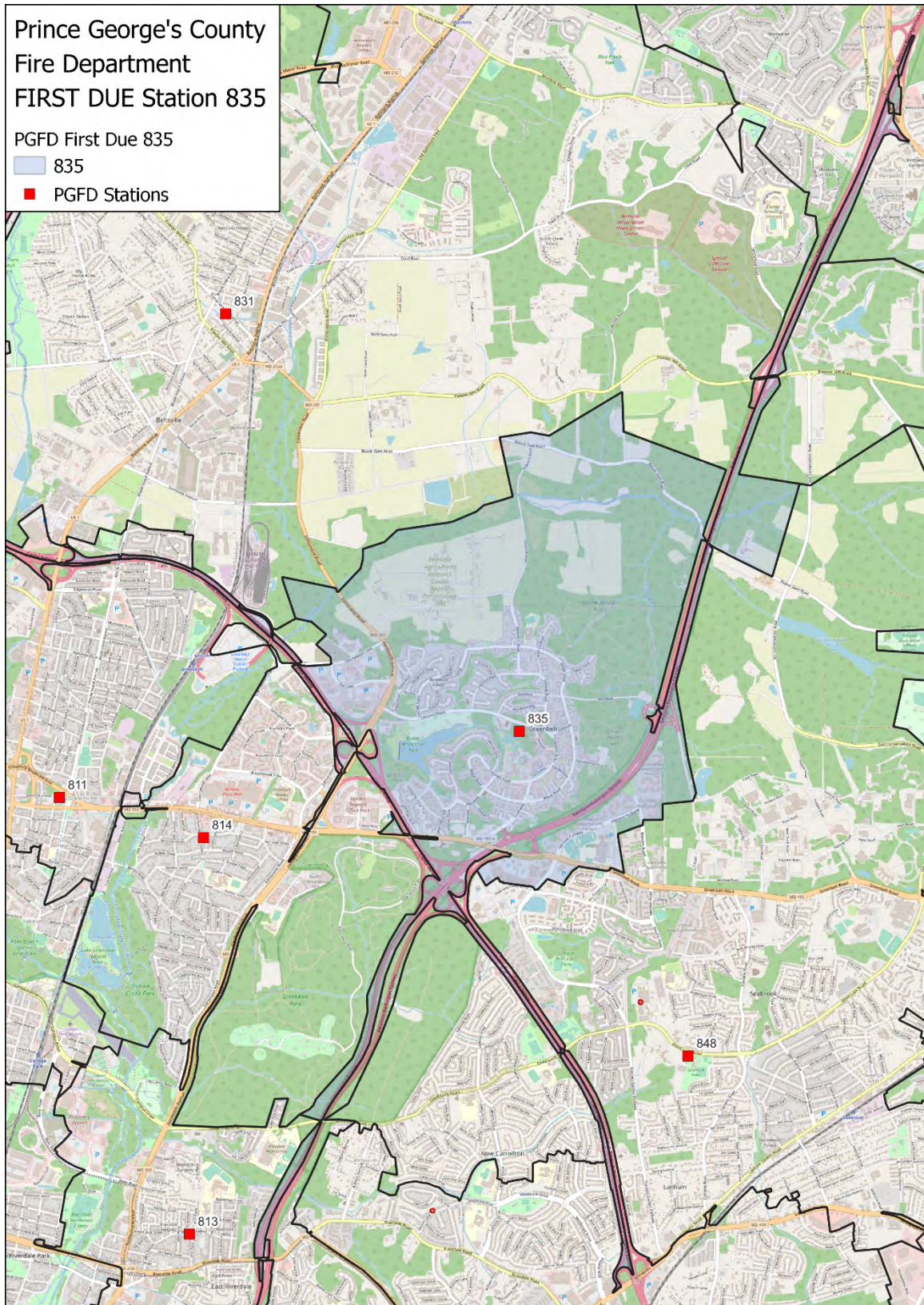
This map indicates call volume is relatively equally spread throughout the station's first due area. A few areas close to the station have relatively higher call volumes.



Station 835

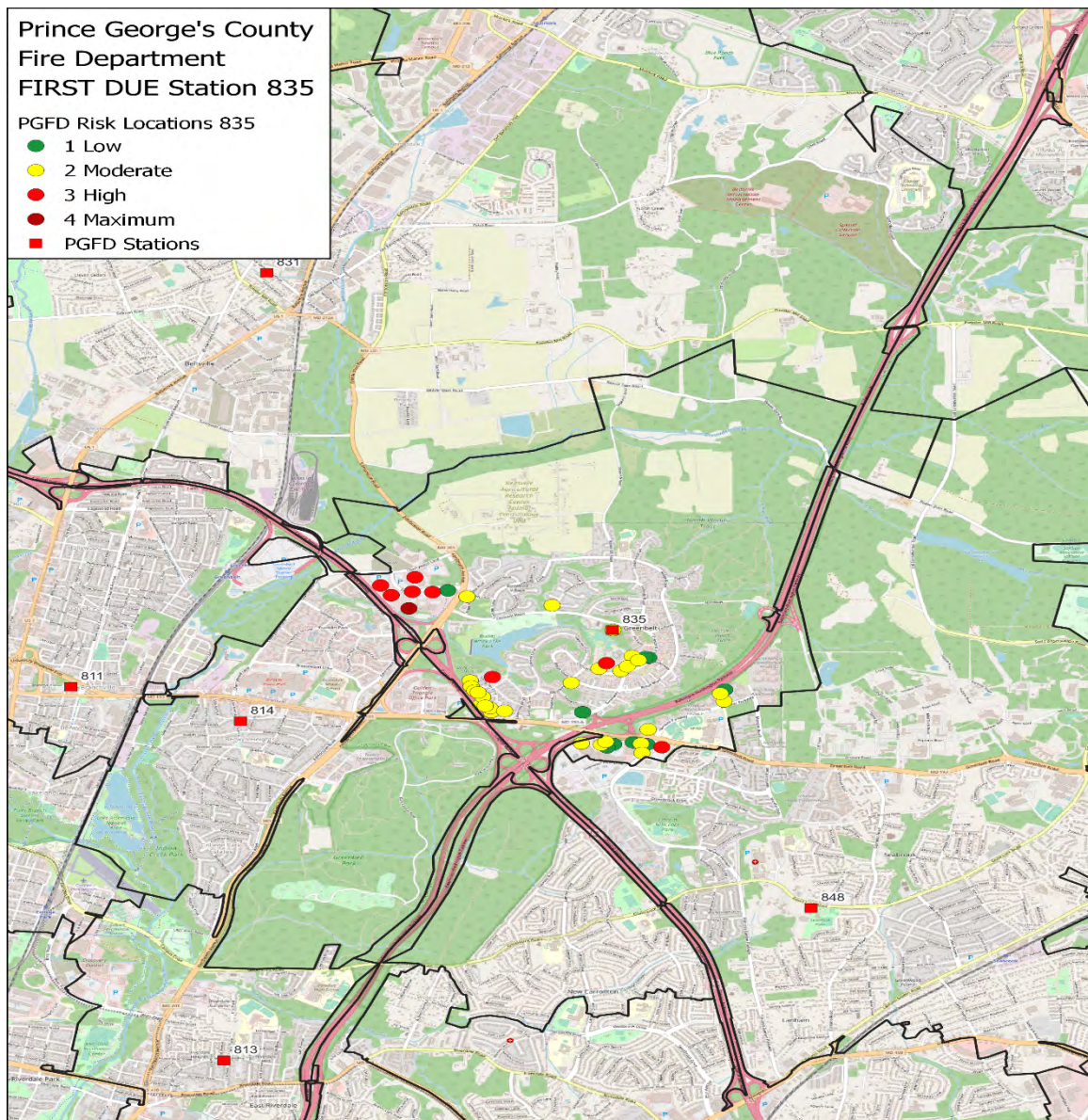
Station 835	3VC835A	Volunteer Chief
	A835	Ambulance
	A835B	Ambulance
	E835	Engine
	E835B	Engine
	E835BP	Engine
	E835P	Engine
	PA835	Paramedic Ambulance
	PA835B	Paramedic Ambulance
	VC835	Volunteer Chief
	VC835A	Volunteer Chief
	VC835B	Volunteer Chief



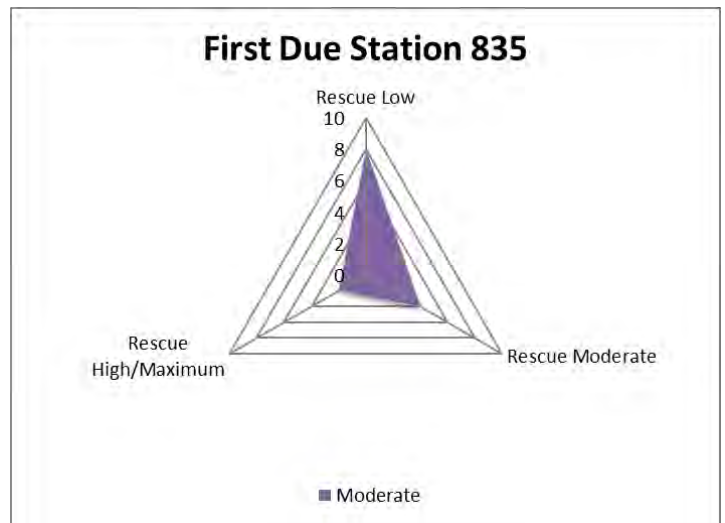
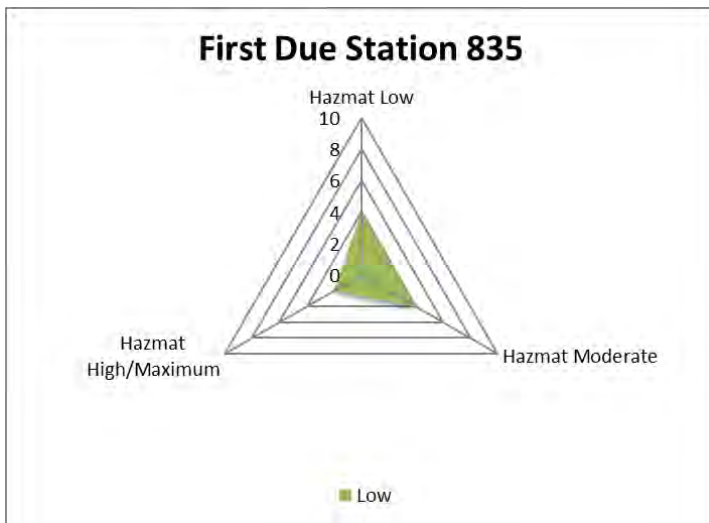
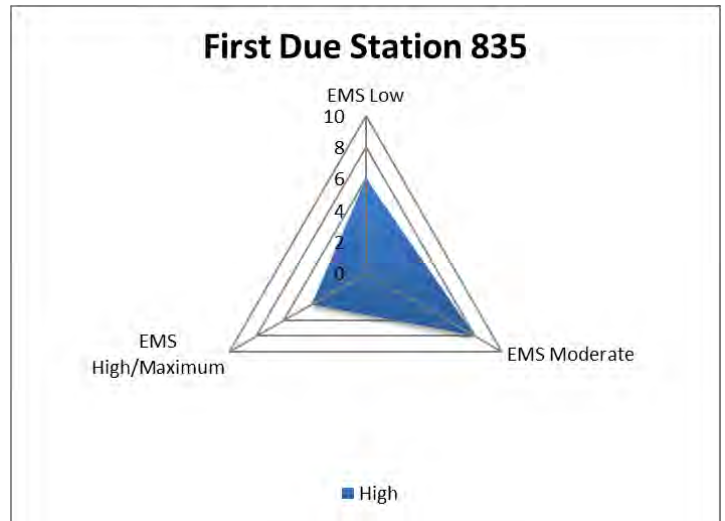
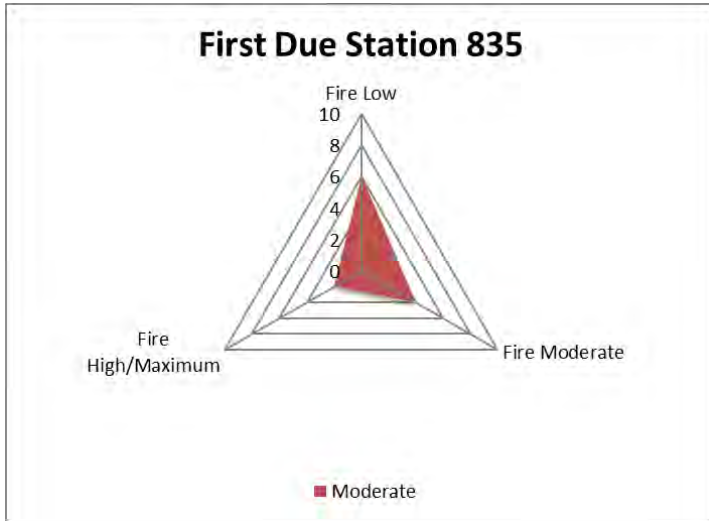


Station 835 Risk Analysis

The risk of individual building locations is represented by the small circles and shaded to indicate risk level. There is a concentration of low and moderate-risk buildings located in close proximity to the station, which is a moderate-risk GPZ. Risk is also evaluated by GPZ using the same shading criteria. The vast majority of Station 835's first due area is low risk.



Station 835 First Due Station Risk Profiles by Program – 3D Risk Models



Station 835 First Due Area Historical Data Analysis

Station 835 First Due Area Incidents by Call Category	Reporting Period				
	2016	2017	2018	2019	2020
Bomb Total	0	0	2	0	0
EMS Total	959	965	1,004	1,033	978
Fire Total	189	181	207	168	134
Hazmat Total	29	32	28	41	14
Non-Emergency Total	88	50	65	60	109
Rescue Total	420	375	398	430	353
Total	1,685	1,603	1,704	1,732	1,588

Unit ID	Reporting Period				
	2016	2017	2018	2019	2020
3VC835A	0	1	0	0	0
A835	2,797	2,649	2,921	52	1
A835B	142	204	153	67	12
E835	1,543	1,497	1,121	52	16
E835B	711	547	1,215	45	26
E835BP	0	0	0	1,423	1,047
E835P	0	0	0	1,089	690
PA835	0	0	0	2,946	2,302
PA835B	0	0	0	0	2
VC835	43	20	16	16	31
VC835A	11	10	45	62	29
VC835B	19	36	0	5	22
Total	5,266	4,964	5,471	5,757	4,178
Average Responses per Day	14.4	13.6	15	15.8	11.4

Station 835 First Due Area Historical Data Analysis (cont.)

Call concurrency within FDA 835 was calculated between 2016 and 2020. The call concurrency has remained steady between 16.1 to 18.8 over the five-year rating period.

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
835	2016	271	1,683	16.1
	2017	275	1,601	17.2
	2018	287	1,702	16.9
	2019	325	1,726	18.8
	2020	261	1,586	16.5
	All	1,419	8,298	17.1

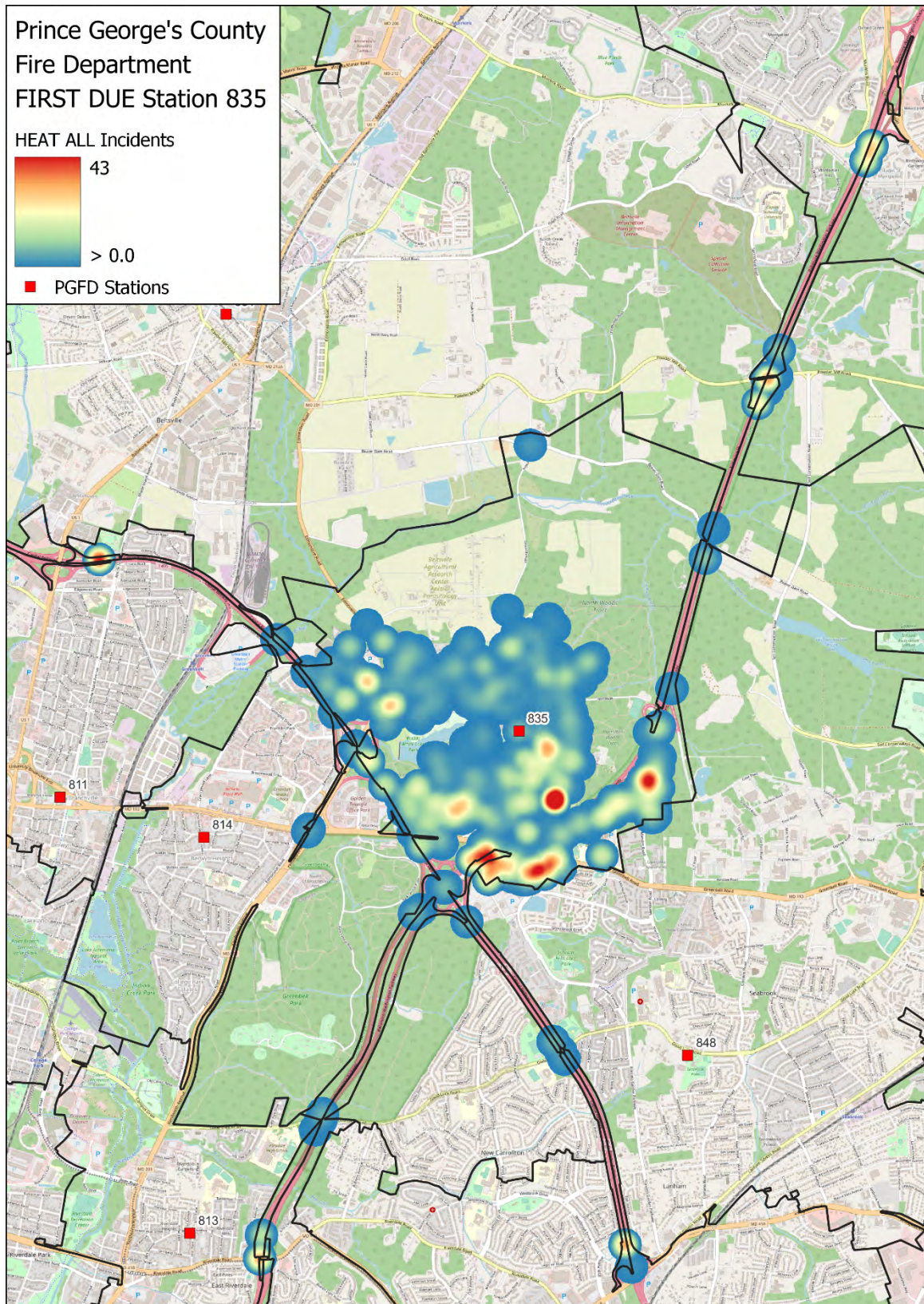
Response time performance for FDA 835 was calculated over the five-year rating period (2016-2020). Analyses were restricted to within FDA 835 and were calculated by the first arriving unit. Benchmark compliance is a 10% improvement over the aggregated PGFD performance. Therefore, the benchmark performance is established at the county level, not within each FDA. Finally, a gap analysis between the baseline and benchmark performance was completed utilizing a stoplight approach. If greater than 90% performance (green), between 70% and 89% yellow, and below 70% would be red.

First Due Station 835: 1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		4:57	5:07	5:07	4:50	4:56	4:57	4:31	86.0%
Turnout Time		2:13	2:33	2:20	2:02	2:04	1:58	1:58	83.2%
Travel Time	Urban	8:36	8:25	8:55	8:31	8:36	8:46	7:26	84.4%
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	9:33	N/A
Total Response Time	Urban	14:07	14:16	14:08	14:06	14:00	14:11	12:26	81.9%
		<i>n</i> = 5,843	<i>n</i> = 1,178	<i>n</i> = 1,146	<i>n</i> = 1,222	<i>n</i> = 1,220	<i>n</i> = 1,077		
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	14:23	N/A
		<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0		

Color coding legend: green fill ≥ 90%; yellow fill ≥ 70% to < 90%; red fill < 70%

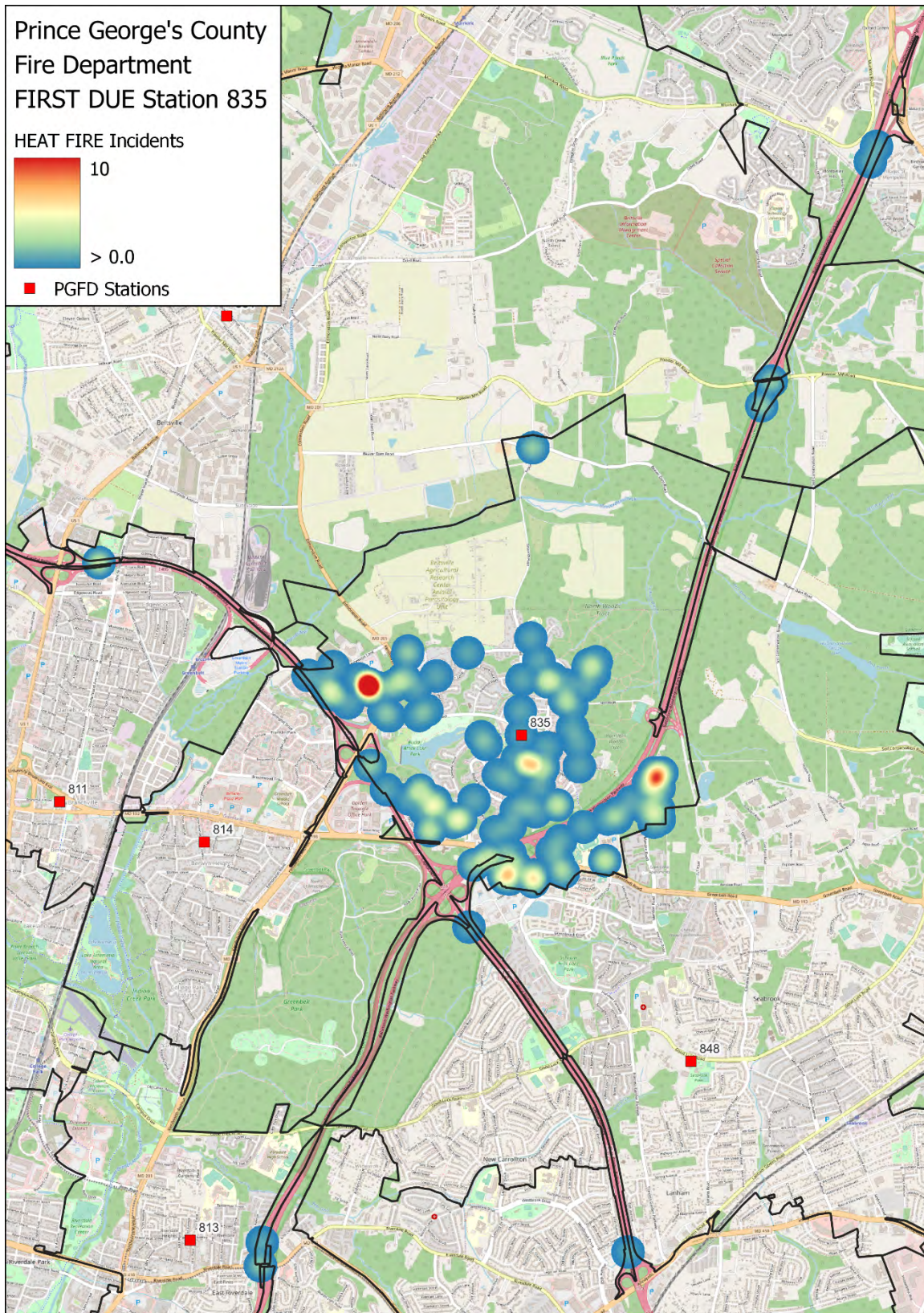
Station 835 Overall Hot Spot Map

Trends show the majority of call volume immediately surrounding the station.



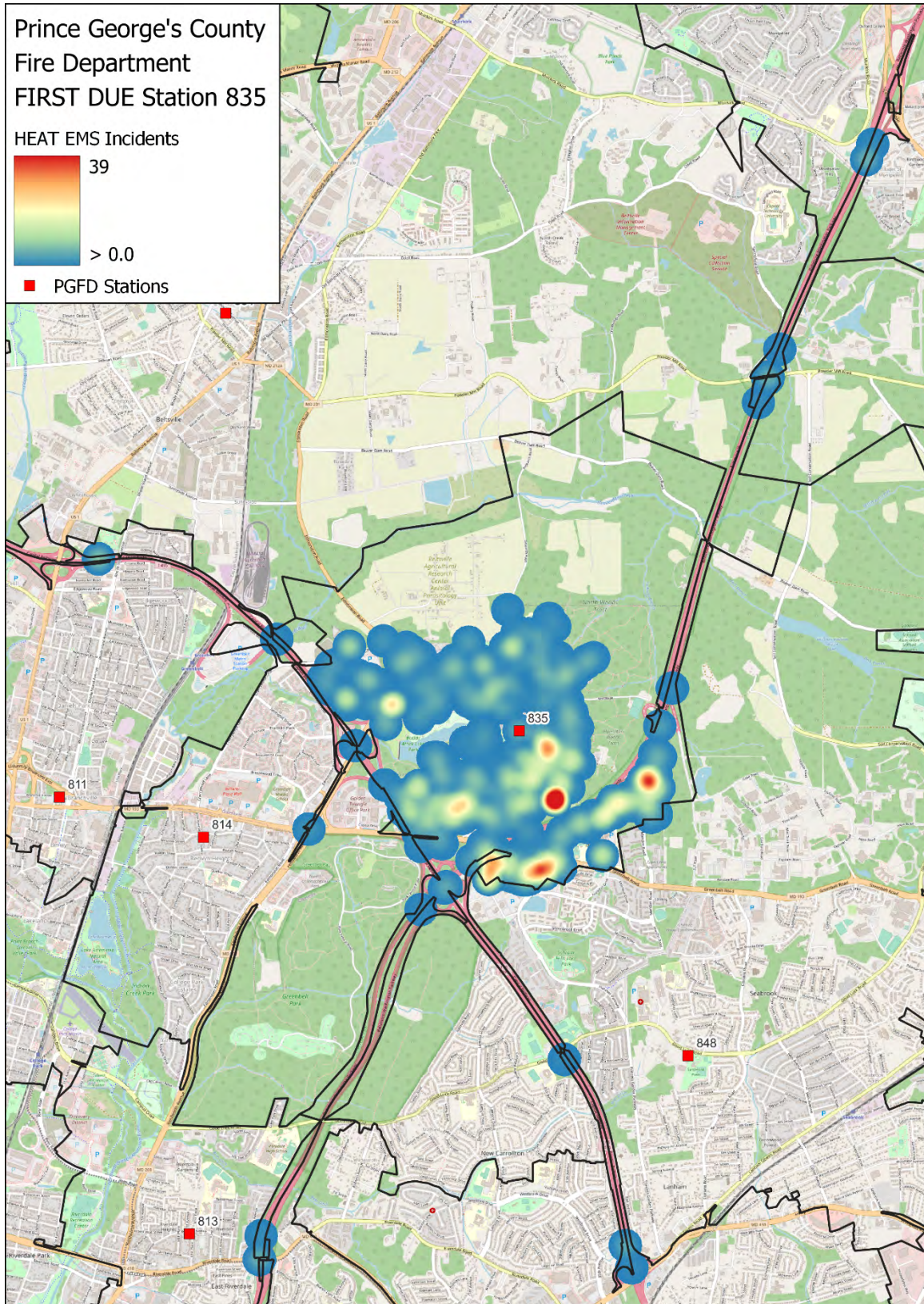
Station 835 Fire Hot Spot Map

Trends show the majority of call volume immediately surrounding the station.



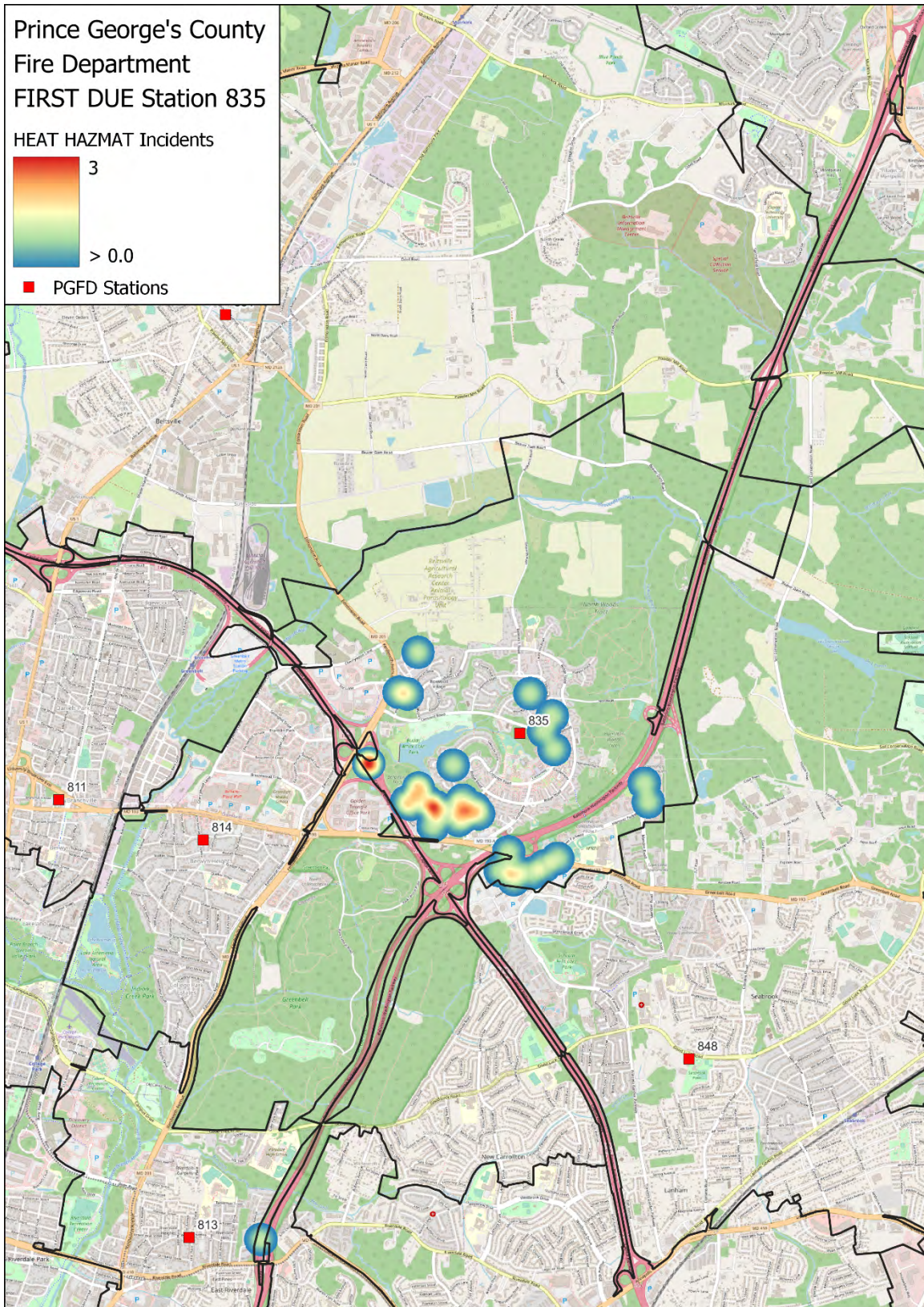
Station 835 EMS Hot Spot Map

Most of the call volume for EMS-related calls is in close proximity to the fire stations and on the transportation routes.



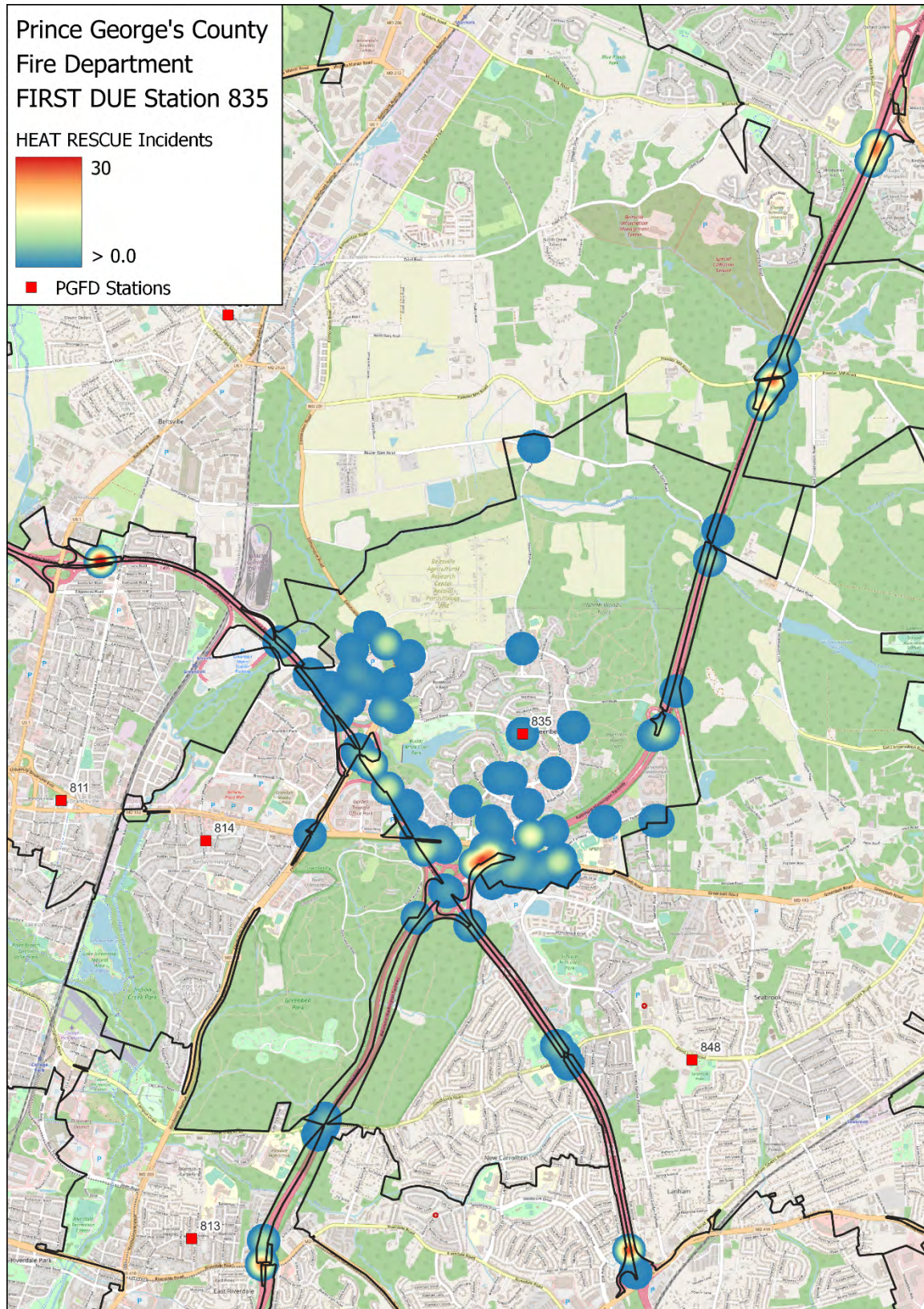
Station 835 HazMat Hot Spot Map

The HazMat call volume is in close proximity to the fire station.



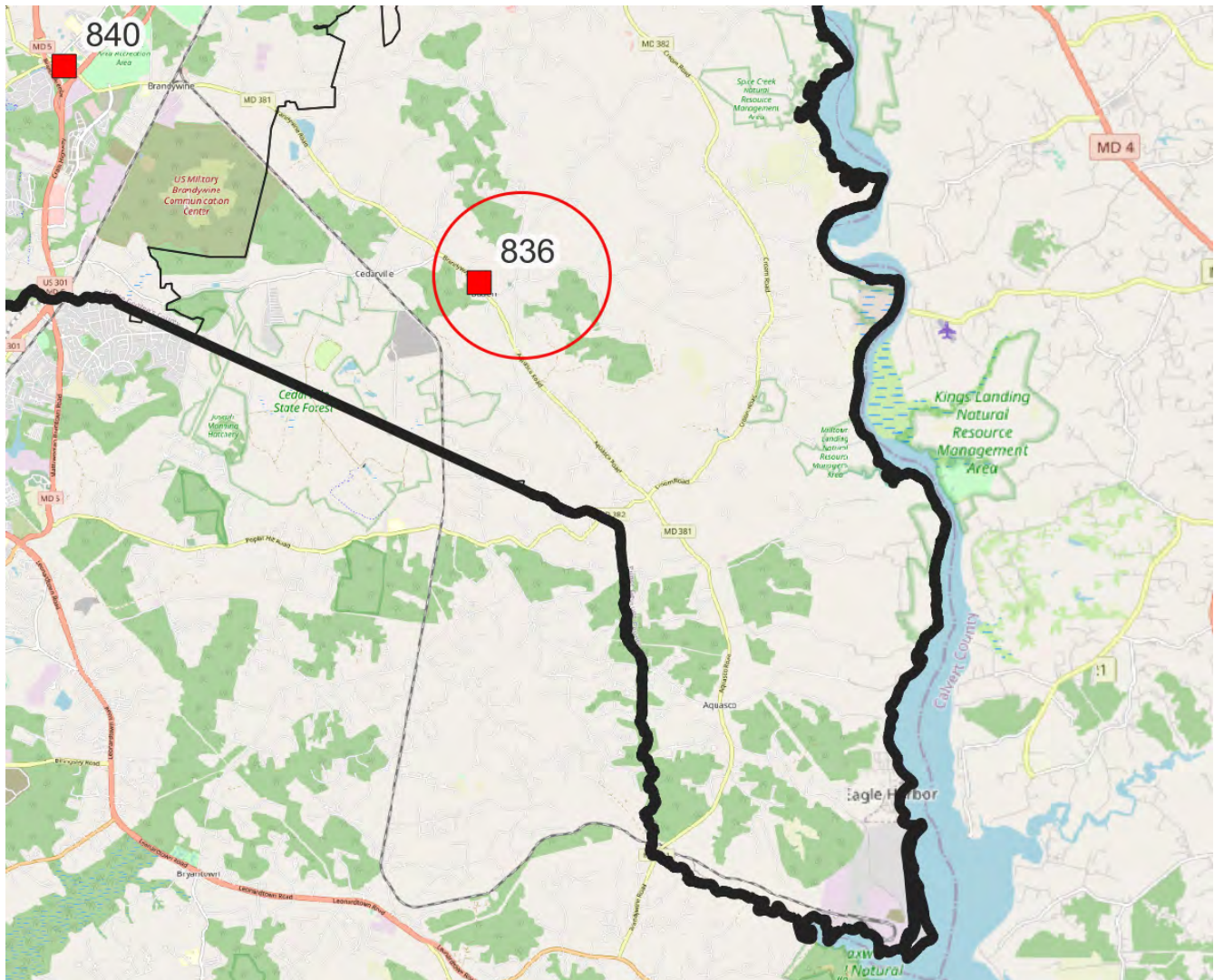
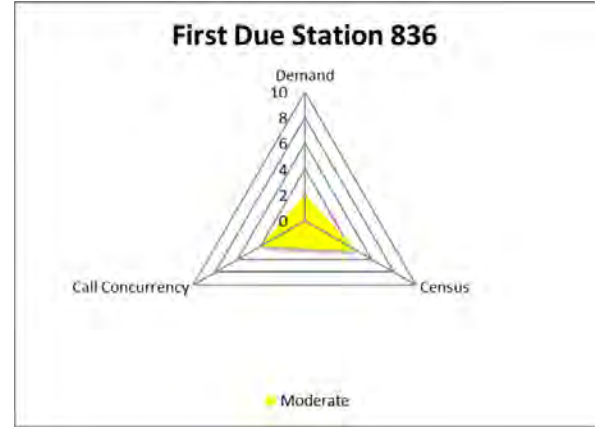
Station 835 Rescue Hot Spot Map

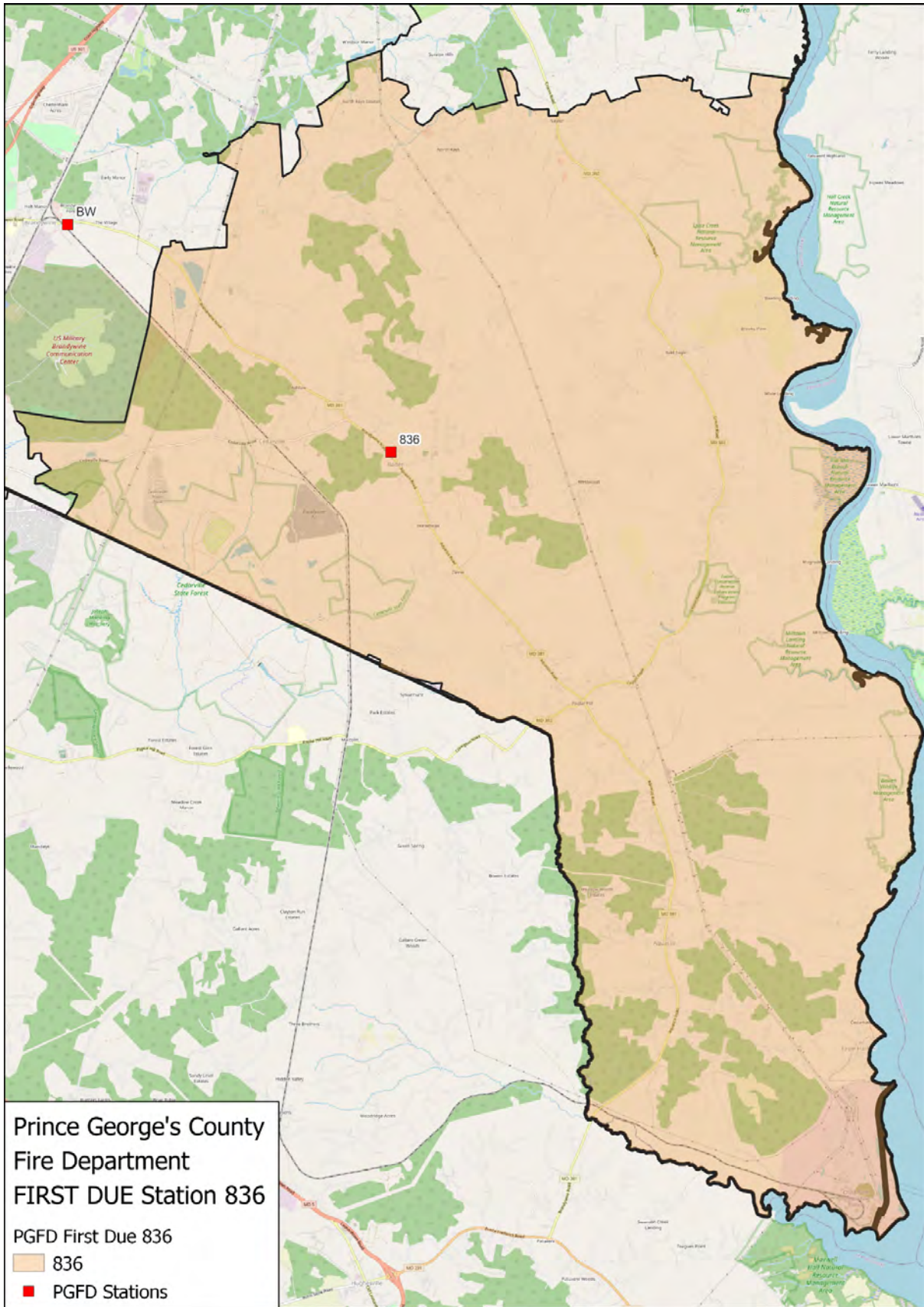
Trends show the majority of call volume has a fairly even spread of calls close to the station and in the southern portion of the first due area.



Station 836

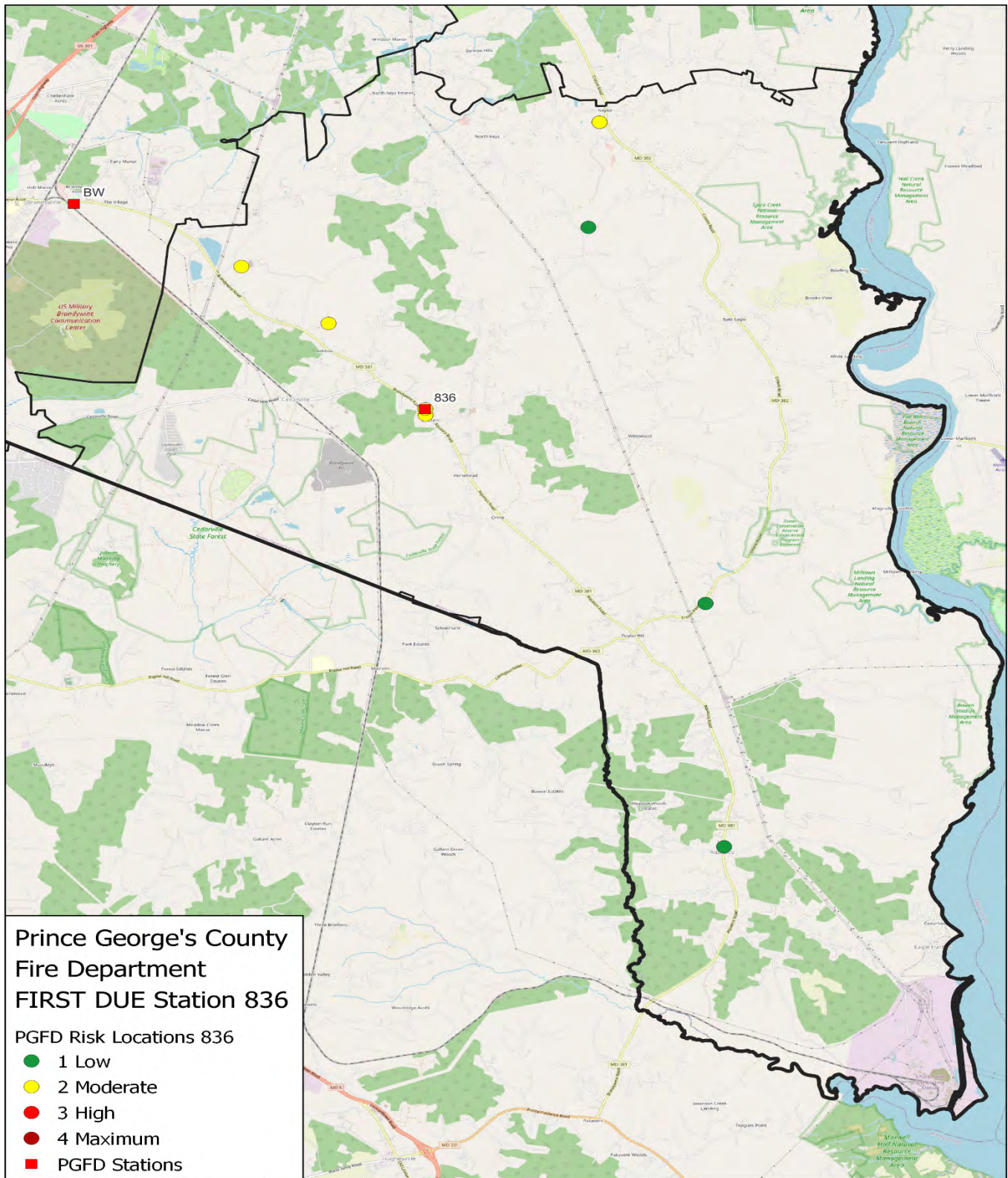
Station 836	A836	Ambulance
	BR836	Brush
	E836B	Engine
	ET836	Engine Tanker
	PE836	Paramedic Engine
	PE836B	Paramedic Engine
	PET836	Paramedic Engine Tanker
	TN836	Tanker
	U836	Utility Truck
	UT836	Utility Truck
	VC836	Volunteer Chief
	VC836A	Volunteer Chief
	VC836B	Volunteer Chief



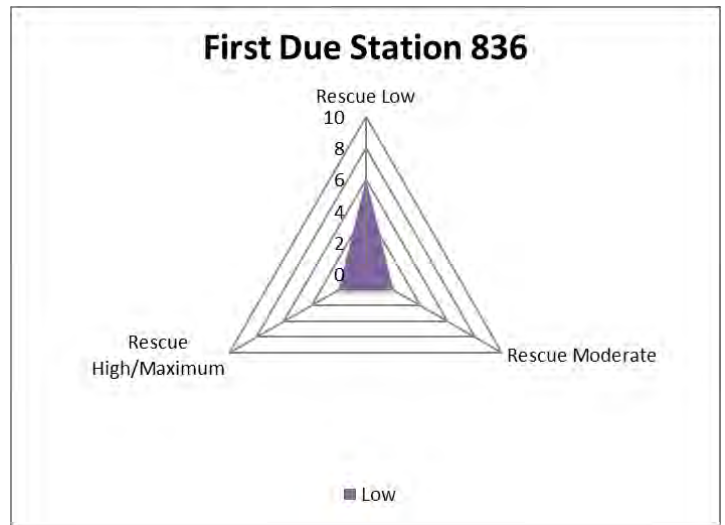
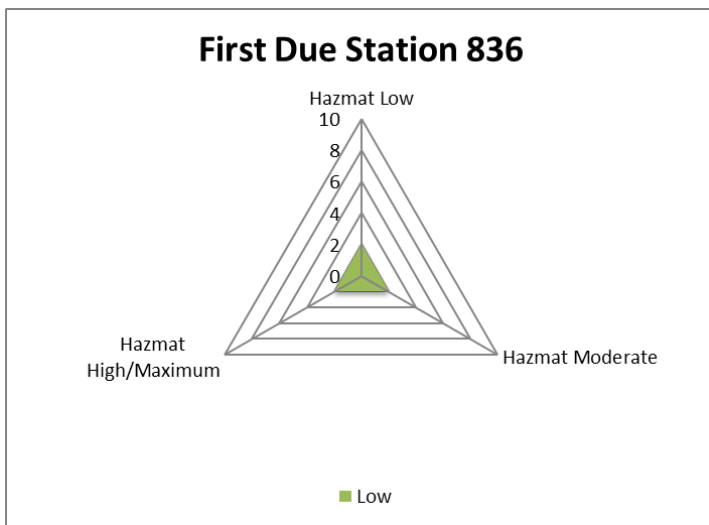
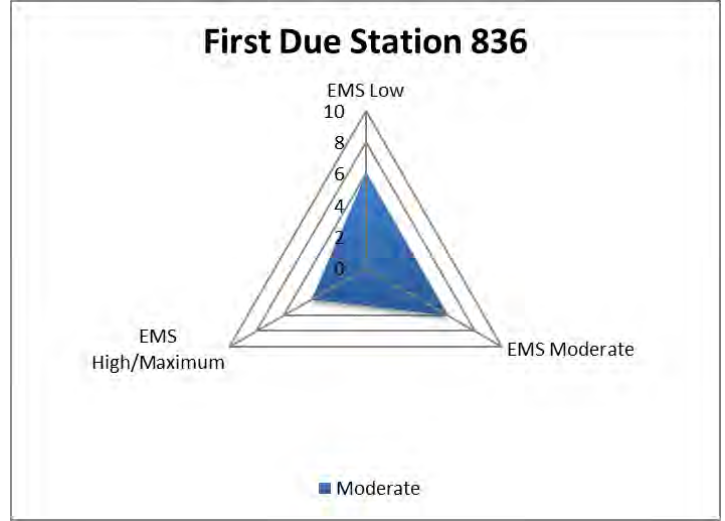


Station 836 Risk Analysis

The risk of individual building locations is represented by the small circles and shaded to indicate risk level. Risk is also evaluated by GPZ using the same shading criteria. Only nine low and moderate-risk buildings are located in this large first due station, a moderate-risk GPZ.



Station 836 First Due Station Risk Profiles by Program – 3D Risk Models



Station 836 First Due Area Historical Data Analysis

Station 836 First Due Area Incidents by Call Category	Reporting Period				
	2016	2017	2018	2019	2020
Bomb Total	0	0	0	0	0
EMS Total	380	398	397	411	430
Fire Total	44	53	69	81	69
Hazmat Total	1	6	7	3	2
Non-Emergency Total	26	33	42	61	81
Rescue Total	72	61	76	68	52
Total	523	551	591	624	634

Unit ID	Reporting Period				
	2016	2017	2018	2019	2020
A836	658	807	882	959	970
BR836	22	15	23	17	23
E836B	250	211	0	1	0
ET836	156	160	133	224	259
PE836	0	9	13	4	0
PE836B	0	188	443	458	334
PET836	0	9	64	39	52
TN836	10	12	15	21	17
U836	3	1	1	1	3
UT836	0	0	0	0	1
VC836	26	15	13	19	13
VC836A	123	69	66	56	14
VC836B	24	19	4	10	0
Total	1,272	1,515	1,657	1,809	1,686
Average Responses per Day	3.5	4.2	4.5	5	4.6

Station 836 First Due Area Historical Data Analysis (cont.)

Call concurrency within FDA 836 was calculated between 2016 and 2020. The call concurrency has remained steady between 9.6 to 12.4 over the five-year rating period.

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
836	2016	52	517	10.1
	2017	57	547	10.4
	2018	73	589	12.4
	2019	61	624	9.8
	2020	61	634	9.6
	All		304	2,911

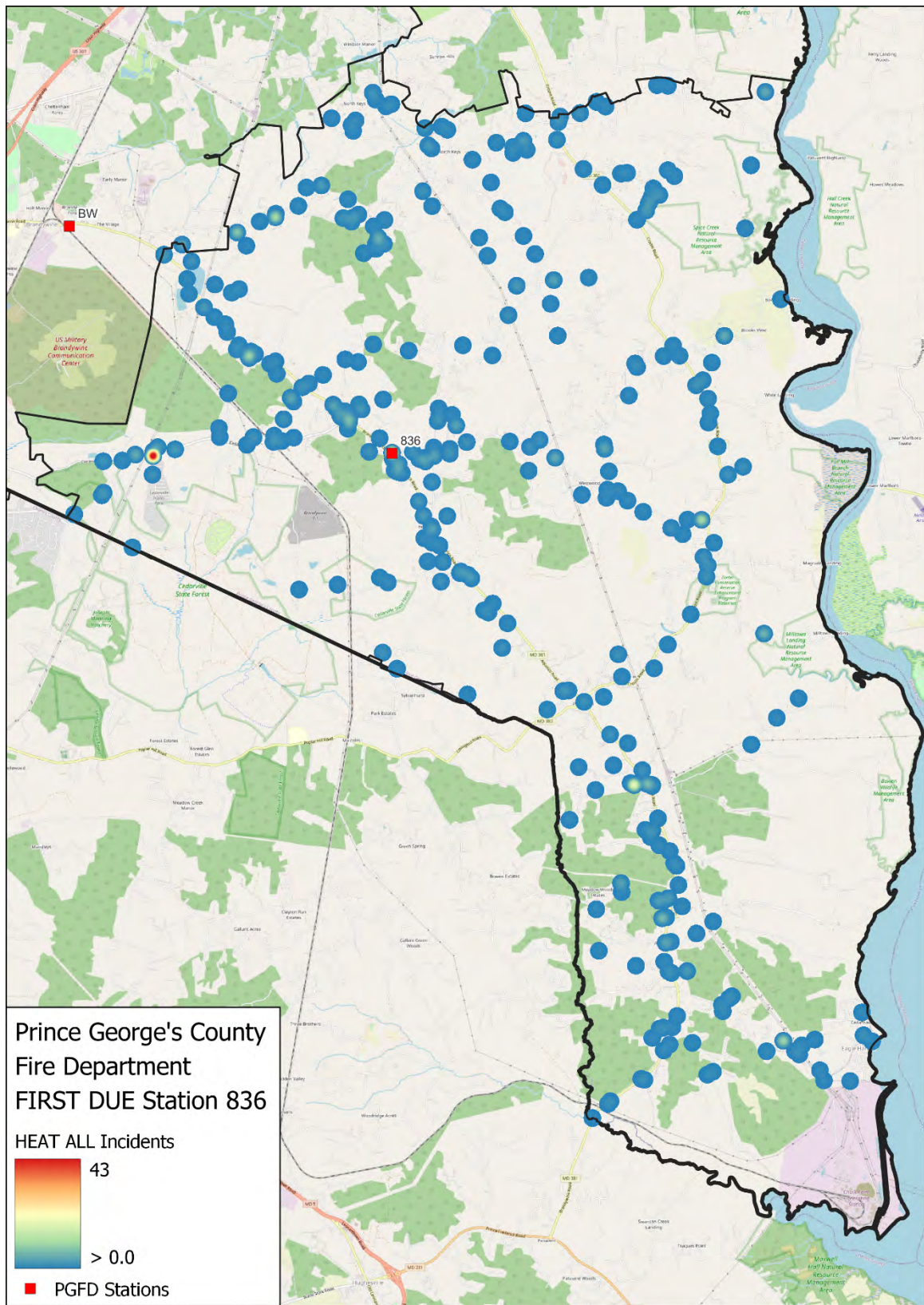
Response time performance for FDA 836 was calculated over the five-year rating period (2016-2020). Analyses were restricted to within FDA 836 and were calculated by the first arriving unit. Benchmark compliance is a 10% improvement over the aggregated PGFD performance. Therefore, the benchmark performance is established at the county level, not within each FDA. Finally, a gap analysis between the baseline and benchmark performance was completed utilizing a stoplight approach. If greater than 90% performance (green), between 70% and 89% yellow, and below 70% would be red.

First Due Station 836: 1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		5:17	9:39	5:30	5:05	4:08	4:33	4:31	85.5%
Turnout Time		3:01	6:46	2:47	2:12	2:15	2:12	1:58	74.1%
Travel Time	Urban	N/A	N/A	N/A	N/A	N/A	N/A	7:26	N/A
	Rural	14:03	14:07	14:06	13:36	14:27	14:15	9:33	68.3%
Total Response Time	Urban	N/A	N/A	N/A	N/A	N/A	N/A	12:26	N/A
		<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0		
	Rural	19:48	21:32	19:59	18:35	18:35	18:45	14:23	64.4%
		<i>n</i> = 1,765	<i>n</i> = 337	<i>n</i> = 320	<i>n</i> = 352	<i>n</i> = 373	<i>n</i> = 383		

Color coding legend: fill ≥ 90%; fill ≥ 70% to < 90%; fill < 70%

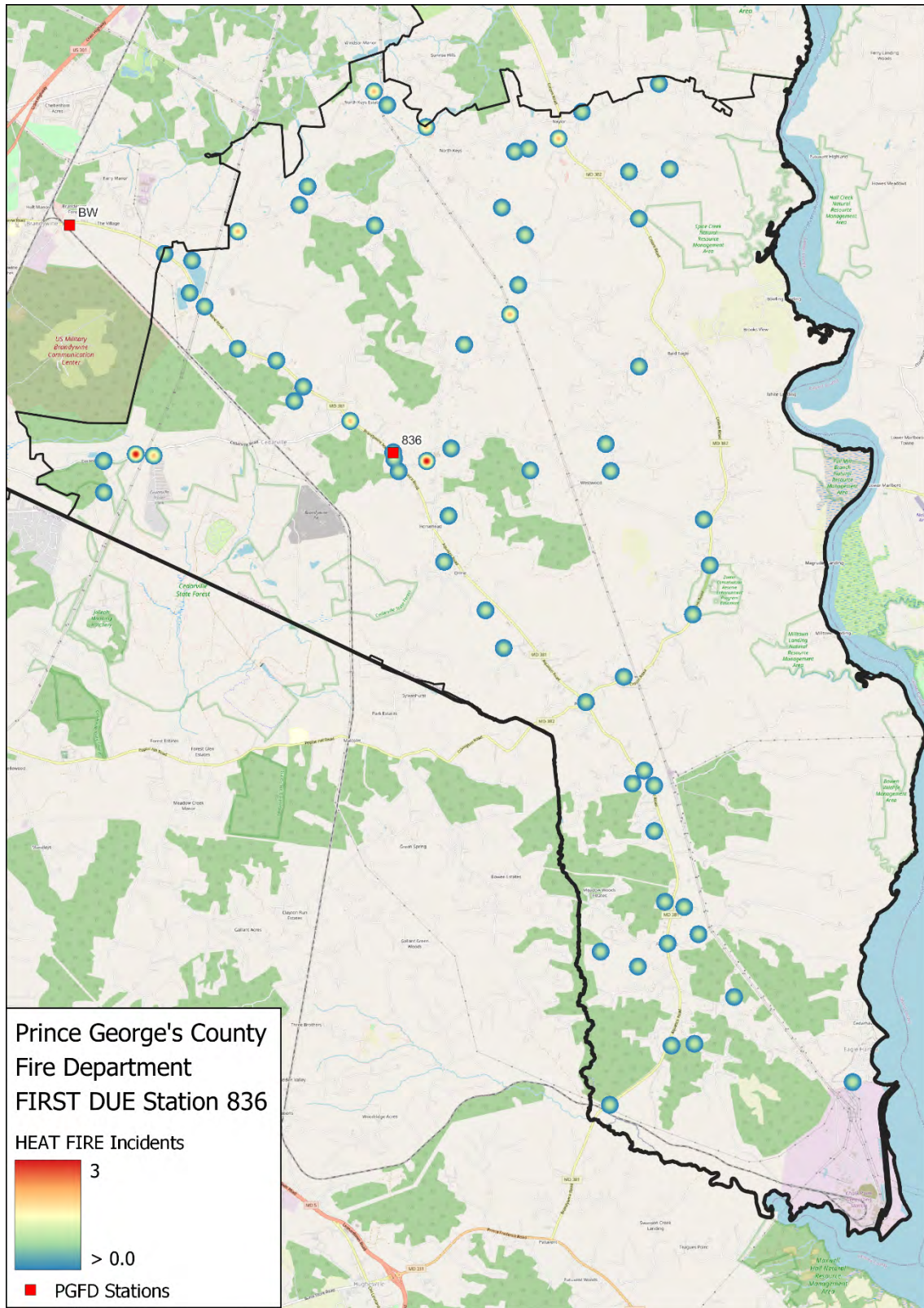
Station 836 Overall Hot Spot Map

Trends show a relatively even distribution of calls throughout the first due area.



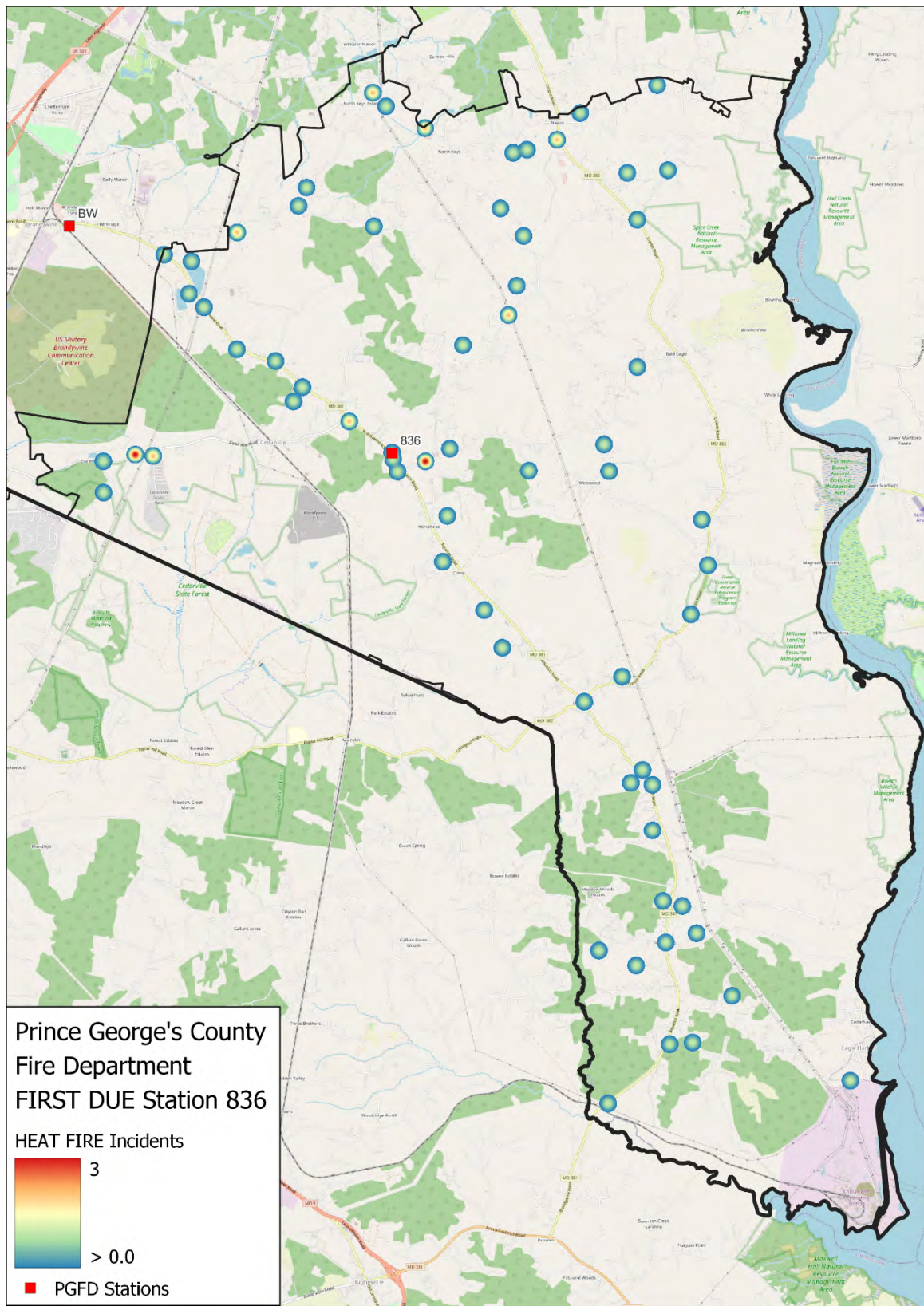
Station 836 Fire Hot Spot Map

Trends show a relatively even distribution of calls throughout the first due area.



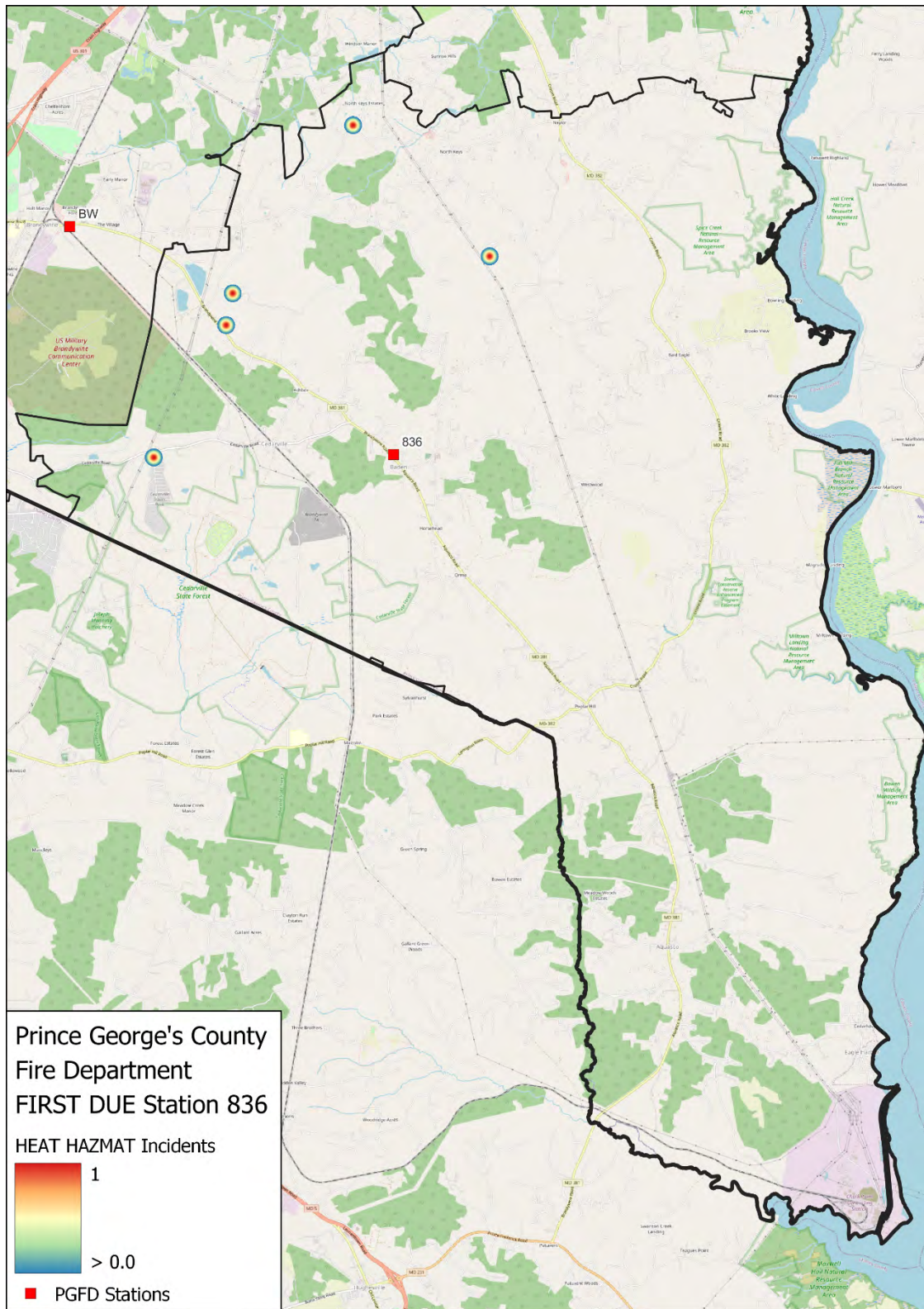
Station 836 EMS Hot Spot Map

Trends show a relatively even distribution of calls throughout the first due area.



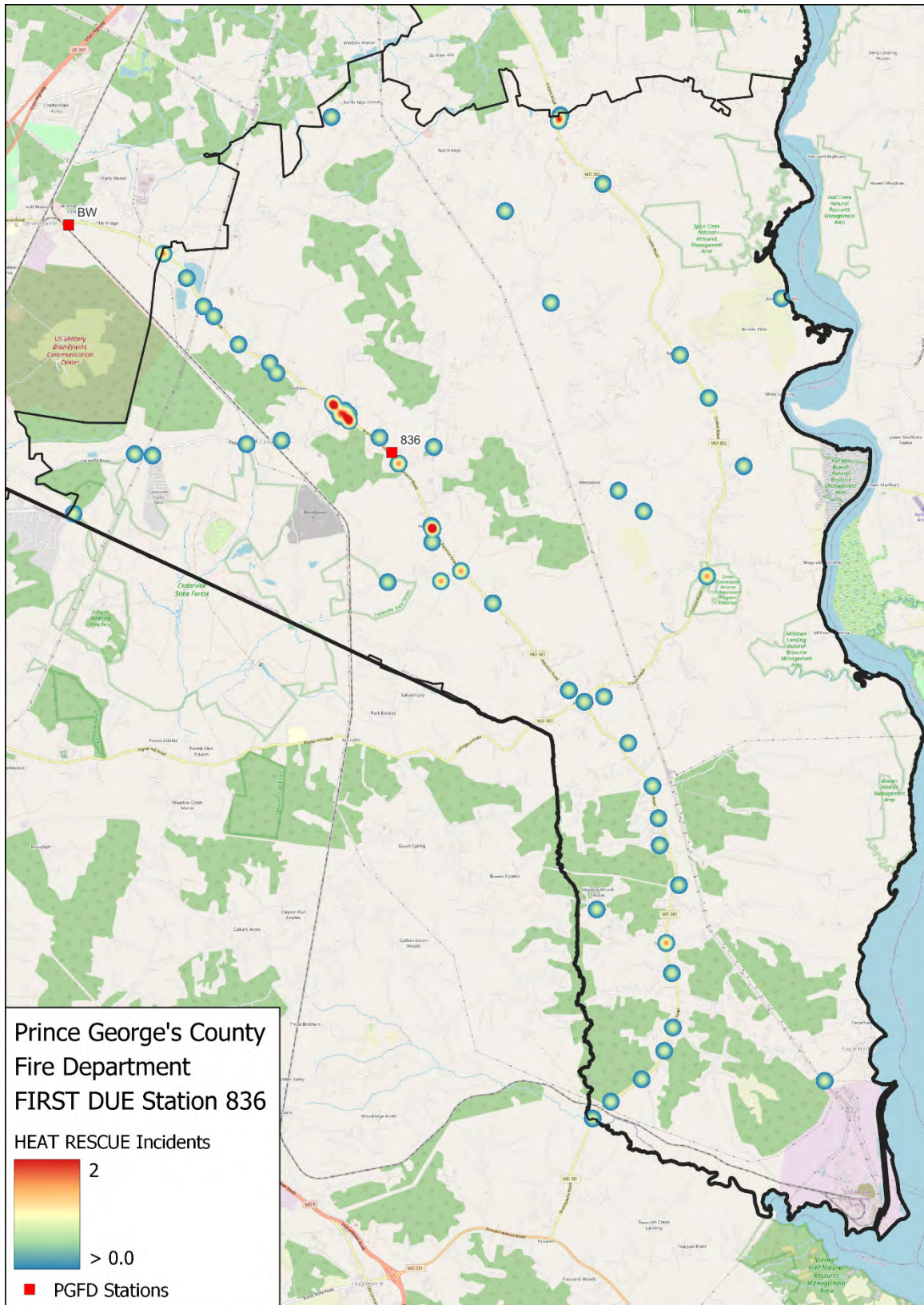
Station 836 HazMat Hot Spot Map

Station 836 has a minimal HazMat call volume.



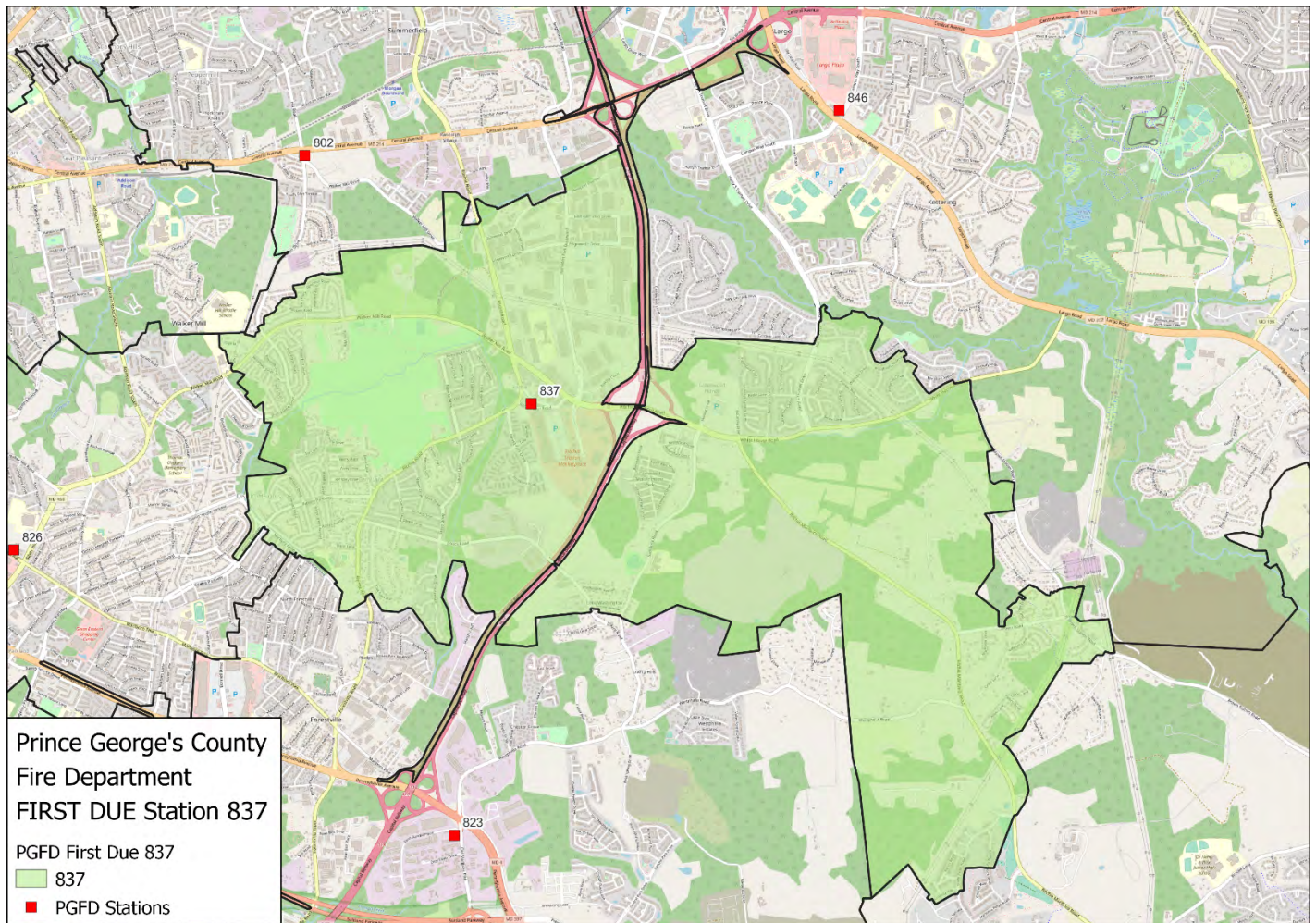
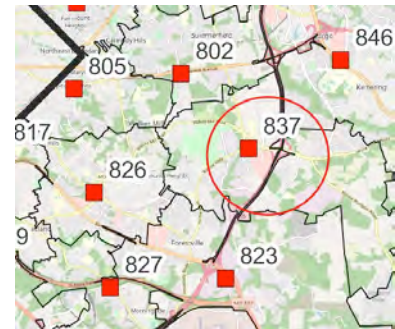
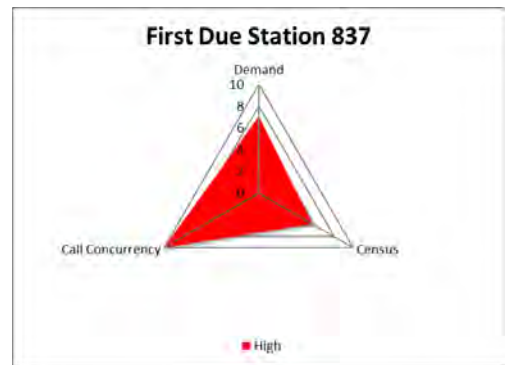
Station 836 Rescue Hot Spot Map

Station 836 has a minimal rescue call volume. This map indicates that the two transportation routes have the most call volume.



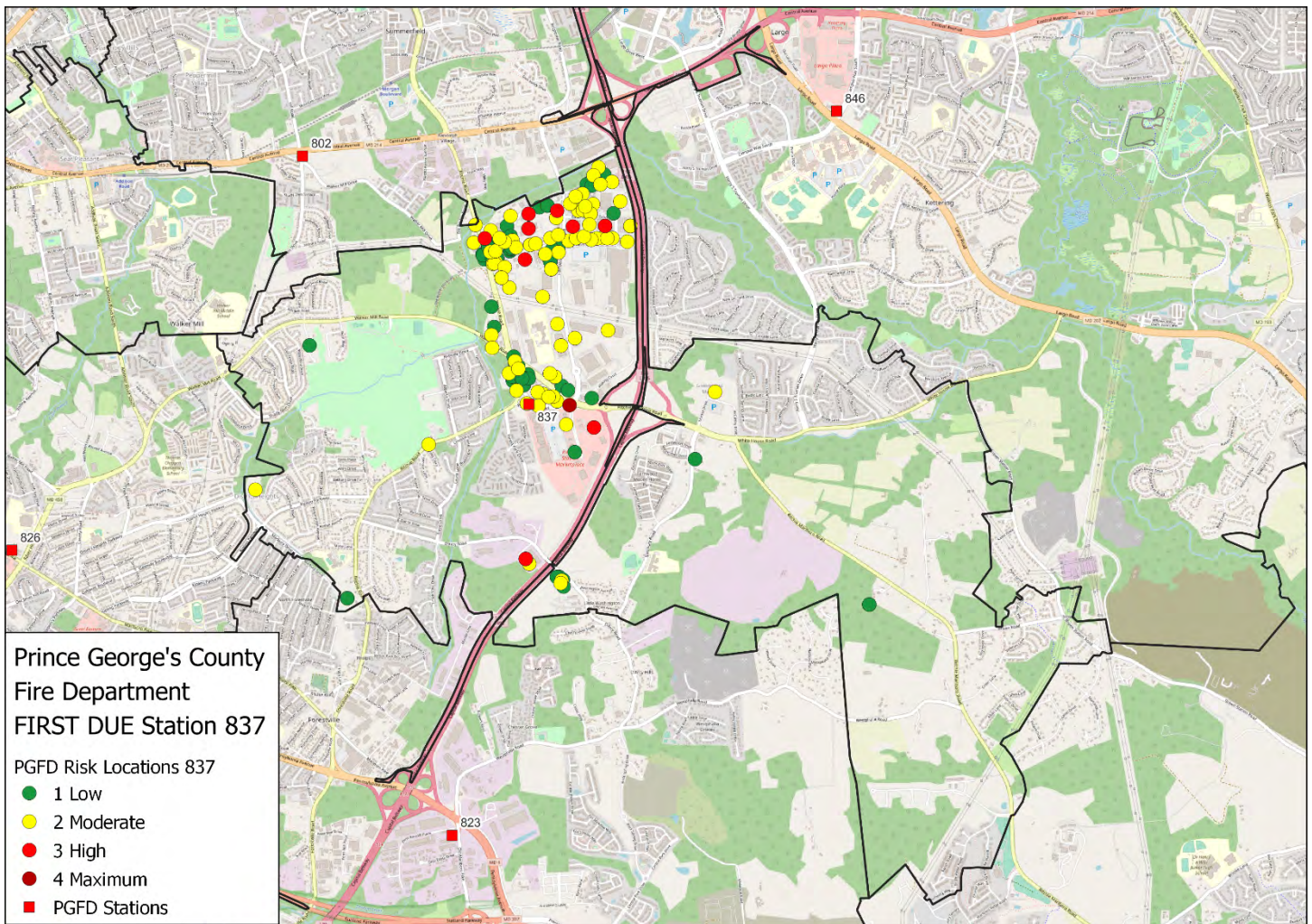
Station 837

Station 837	CAN801	Canteen
	E837	Engine
	E837B	Engine
	E837C	Engine
	MP837	Mini Pumper
	TK837	Truck
	U837	Utility Truck
	U837B	Utility Truck
	VC837	Volunteer Chief
	VC837A	Volunteer Chief
	VC837B	Volunteer Chief

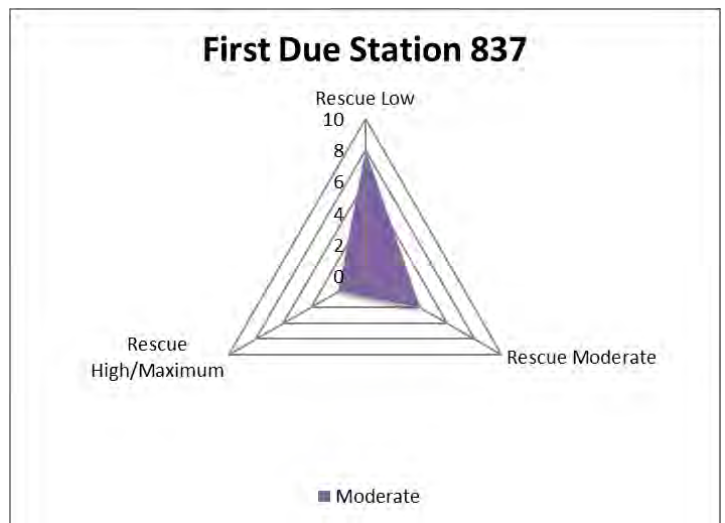
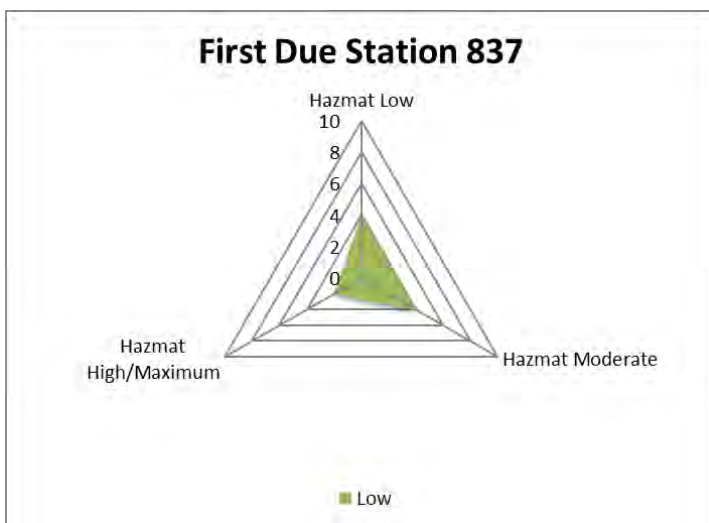
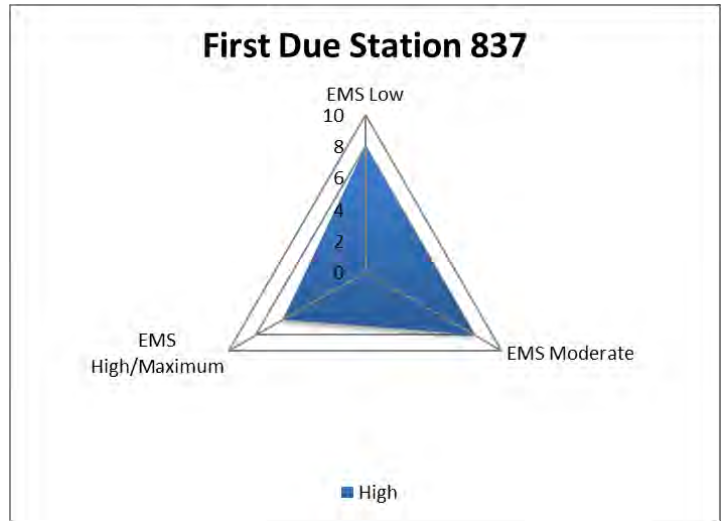
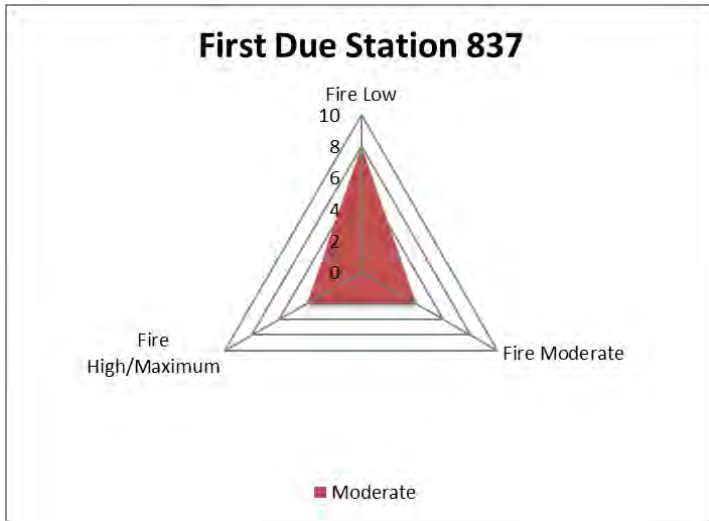


Station 837 Risk Analysis

The risk of individual building locations is represented by the small circles and shaded to indicate risk level. There is a concentration of low and moderate-risk buildings located in close proximity to the station, which is a high-risk GPZ. Risk is also evaluated by GPZ using the same shading criteria. The vast majority of Station 837’s first due area is low to moderate risk.



Station 837 First Due Station Risk Profiles by Program – 3D Risk Models



Station 837 First Due Area Historical Data Analysis

Station 837 First Due Area Incidents by Call Category	Reporting Period				
	2016	2017	2018	2019	2020
Bomb Total	2	0	5	0	2
EMS Total	1,870	2,029	2,015	1,957	1,984
Fire Total	462	426	474	436	446
Hazmat Total	53	57	56	51	68
Non-Emergency Total	56	101	104	97	186
Rescue Total	437	444	516	448	375
Total	2,880	3,057	3,170	2,989	3,061

Unit ID	Reporting Period				
	2016	2017	2018	2019	2020
CAN801	20	14	11	7	6
E837	1,946	2,538	2,048	2,571	1,360
E837B	0	12	505	42	859
E837C	743	141	0	0	0
MP837	89	43	81	0	0
TK837	670	491	927	612	297
U837	1	10	19	33	29
U837B	0	0	0	0	1
VC837	85	31	3	22	12
VC837A	133	116	23	41	10
VC837B	14	44	43	38	46
Total	3,701	3,440	3,660	3,366	2,620
Average Responses per Day	10.1	9.4	10	9.2	7.2

Station 837 First Due Area Historical Data Analysis (cont.)

Call concurrency within FDA 837 was calculated between 2016 and 2020. The call concurrency has remained steady between 28.0 to 31.9 over the five-year rating period.

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
837	2016	806	2,878	28.0
	2017	946	3,052	31.0
	2018	1,008	3,163	31.9
	2019	922	2,987	30.9
	2020	876	3,059	28.6
	All	4,558	15,139	30.1

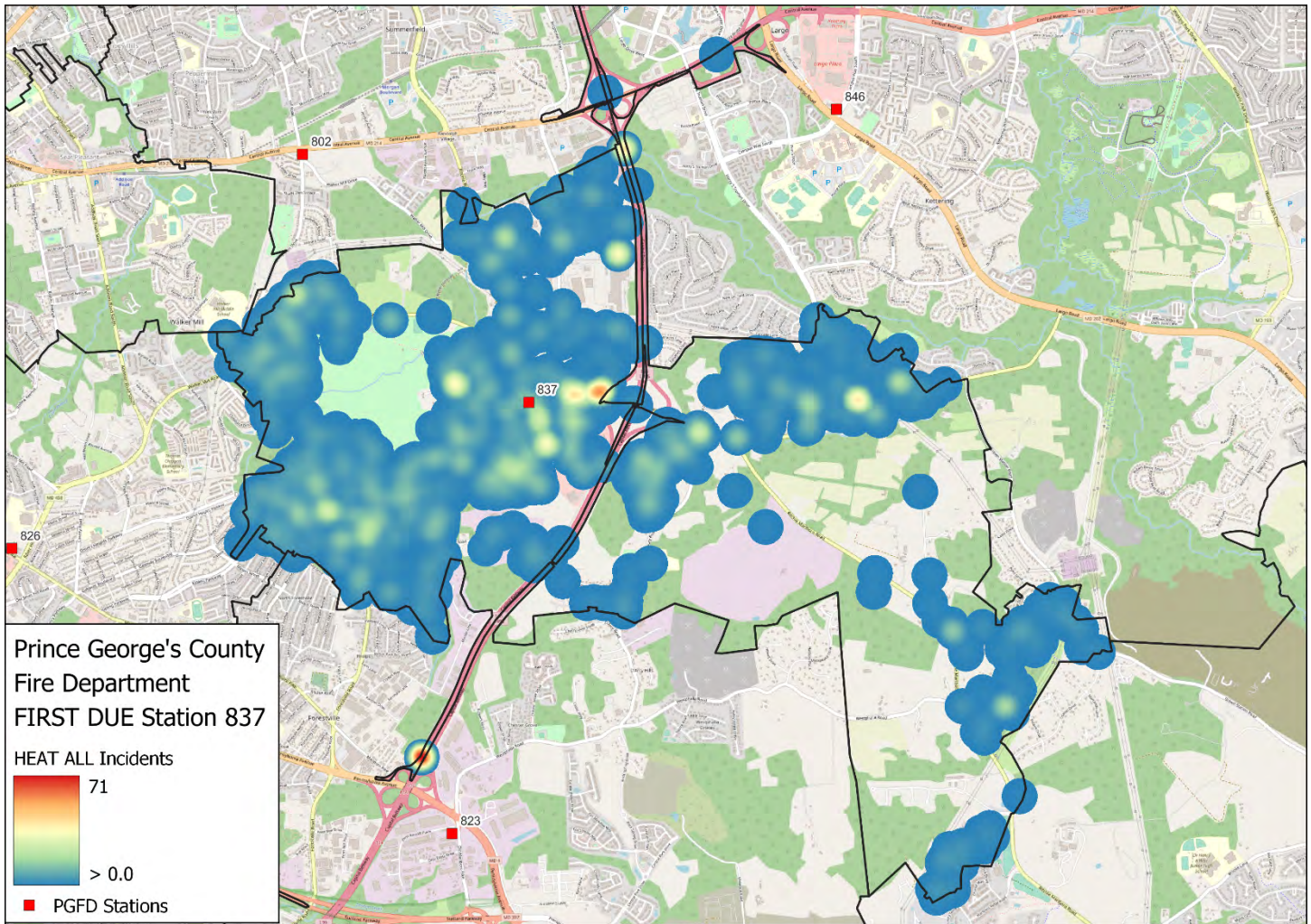
Response time performance for FDA 837 was calculated over the five-year rating period (2016-2020). Analyses were restricted to within FDA 837 and were calculated by the first arriving unit. Benchmark compliance is a 10% improvement over the aggregated PGFD performance. Therefore, the benchmark performance is established at the county level, not within each FDA. Finally, a gap analysis between the baseline and benchmark performance was completed utilizing a stoplight approach. If greater than 90% performance (green), between 70% and 89% yellow, and below 70% would be red.

First Due Station 837: 1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		4:48	5:01	4:48	4:54	4:46	4:29	4:31	88.5%
Turnout Time		2:03	2:10	2:09	1:58	2:01	1:59	1:58	87.6%
Travel Time	Urban	8:38	8:13	8:11	8:33	8:30	9:30	7:26	82.9%
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	9:33	N/A
Total Response Time	Urban	13:46	13:29	13:24	13:33	13:36	14:40	12:26	84.2%
		<i>n</i> = 10,142	<i>n</i> = 1,982	<i>n</i> = 2,060	<i>n</i> = 2,144	<i>n</i> = 1,989	<i>n</i> = 1,967		
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	14:23	N/A
		<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0		

Color coding legend: fill ≥ 90%; fill ≥ 70% to < 90%; fill < 70%

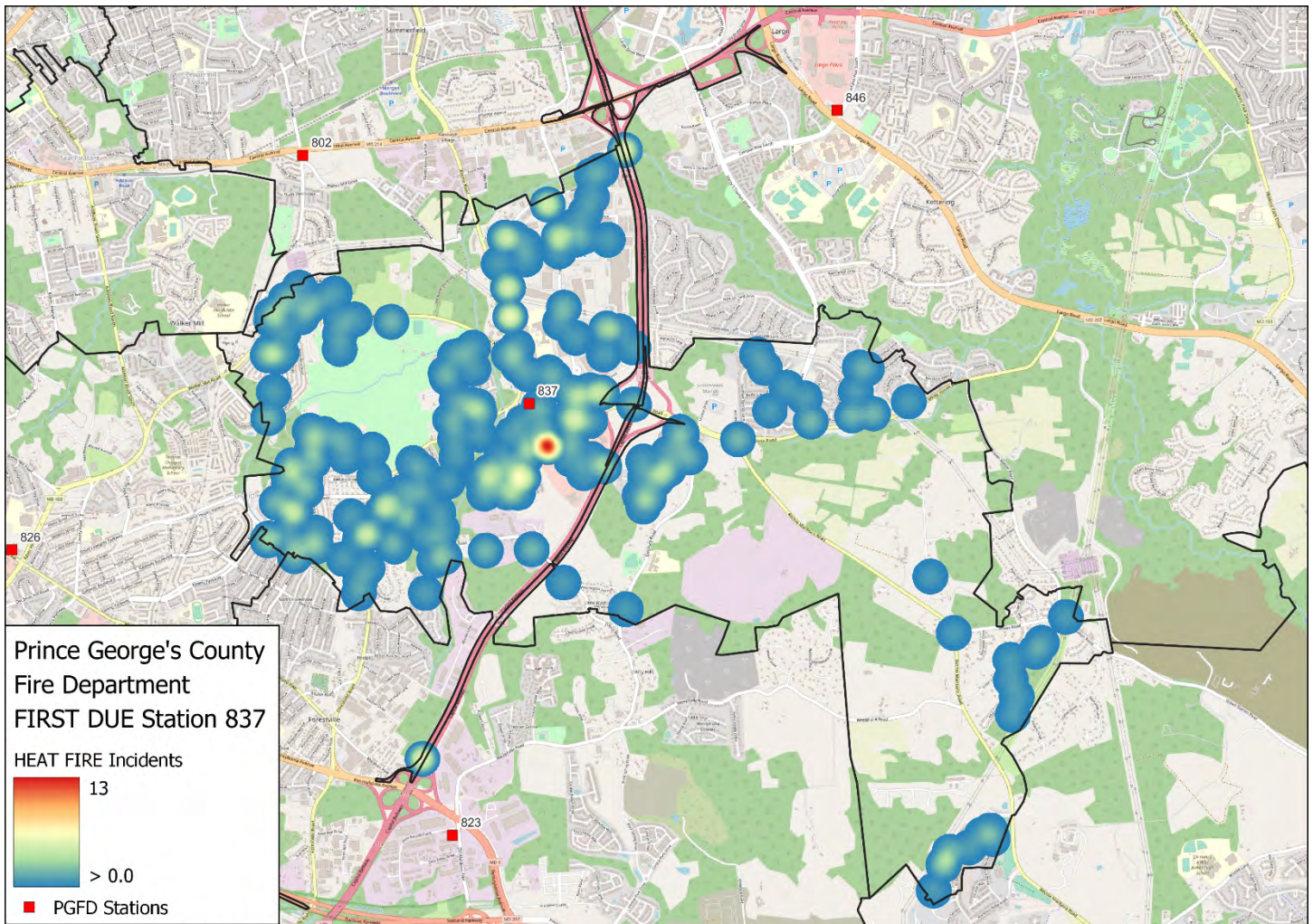
Station 837 Overall Hot Spot Map

Trends show the majority of call volume immediately surrounding the station, with a fairly even spread of calls throughout the rest of the station's first due area.



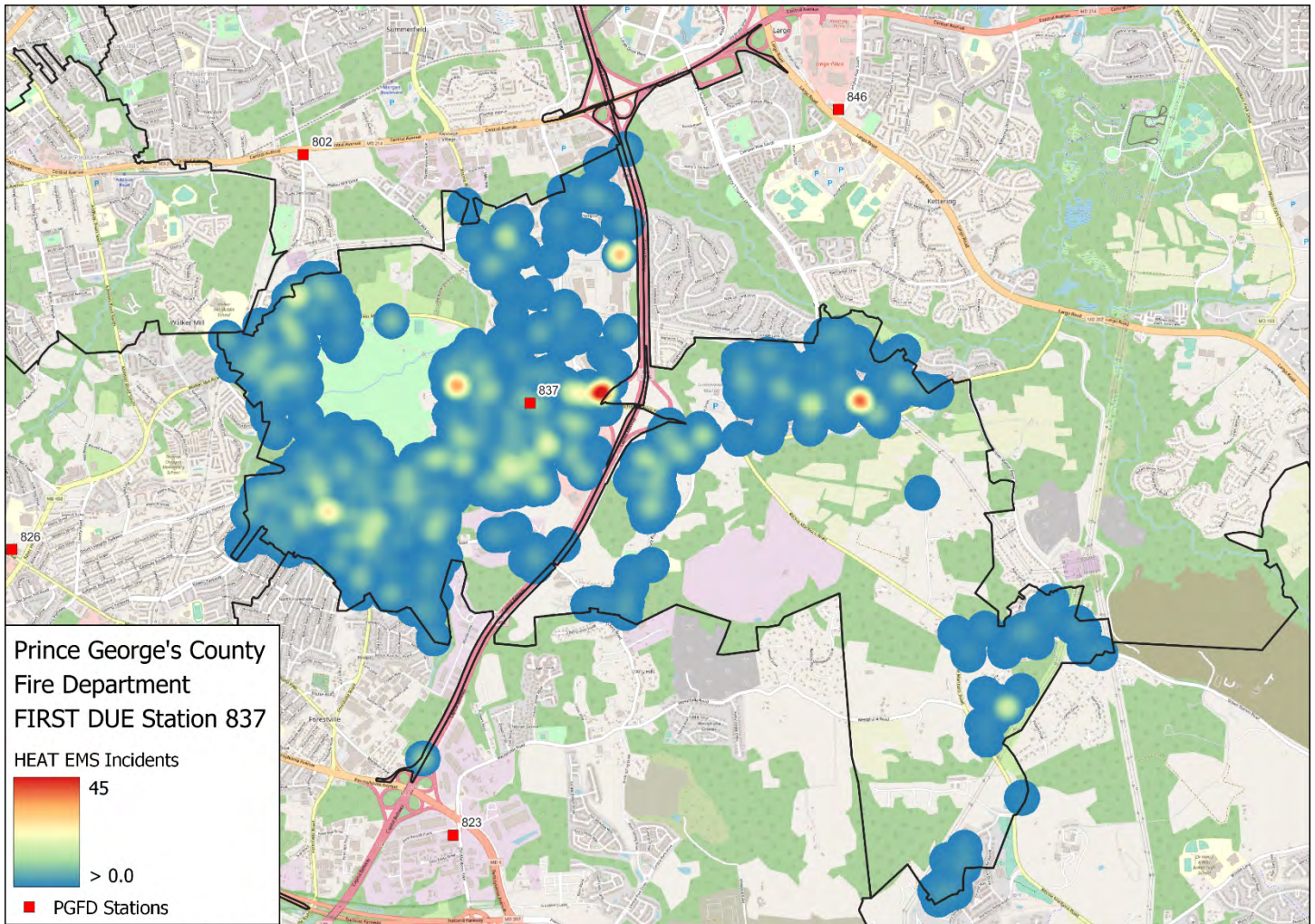
Station 837 Fire Hot Spot Map

Most of the call volume for fire-related calls is in close proximity to the station.



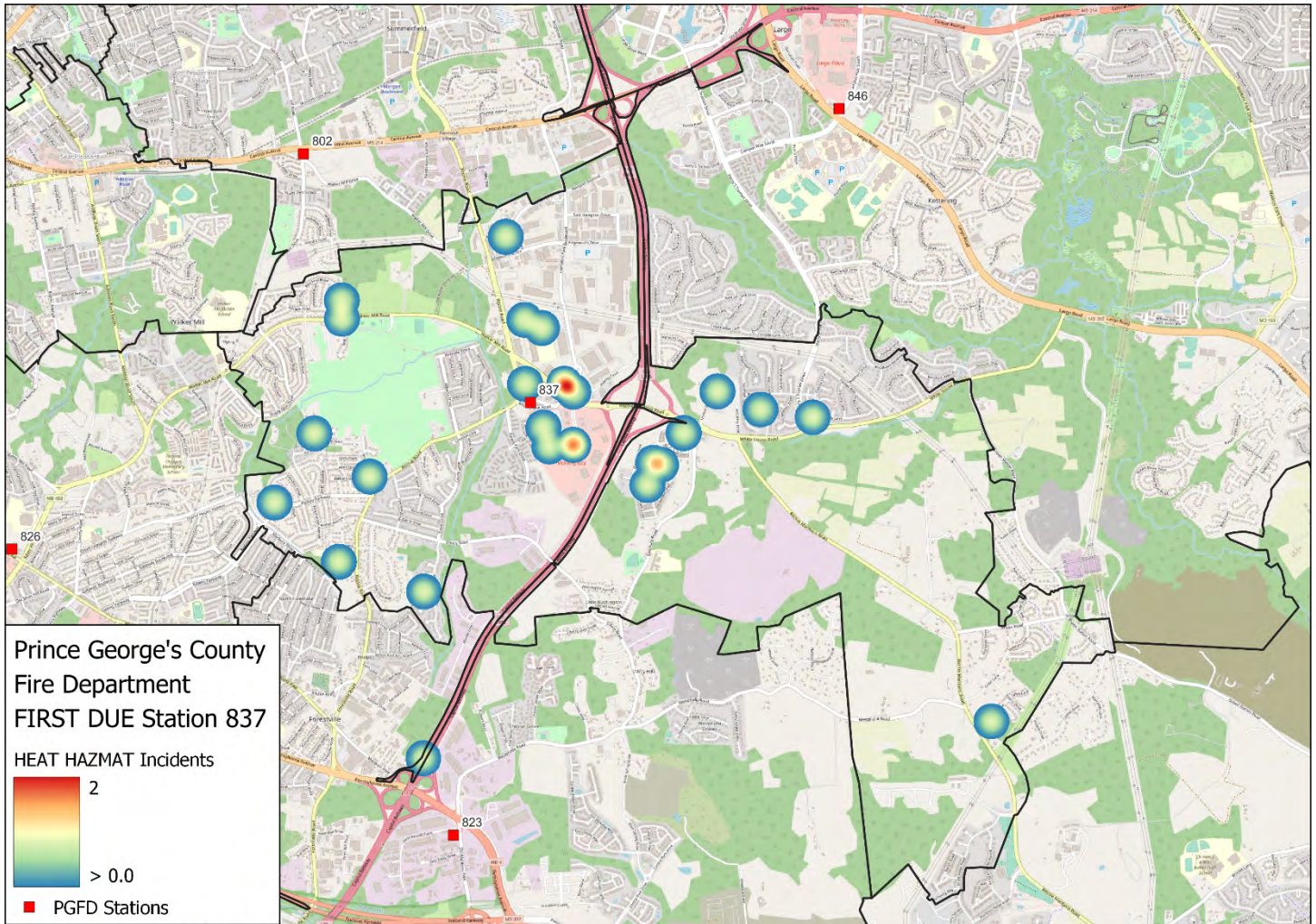
Station 837 EMS Hot Spot Map

Most of the call volume for EMS-related calls surrounds the station, with a fairly even spread of calls throughout the rest of the station's first due area.



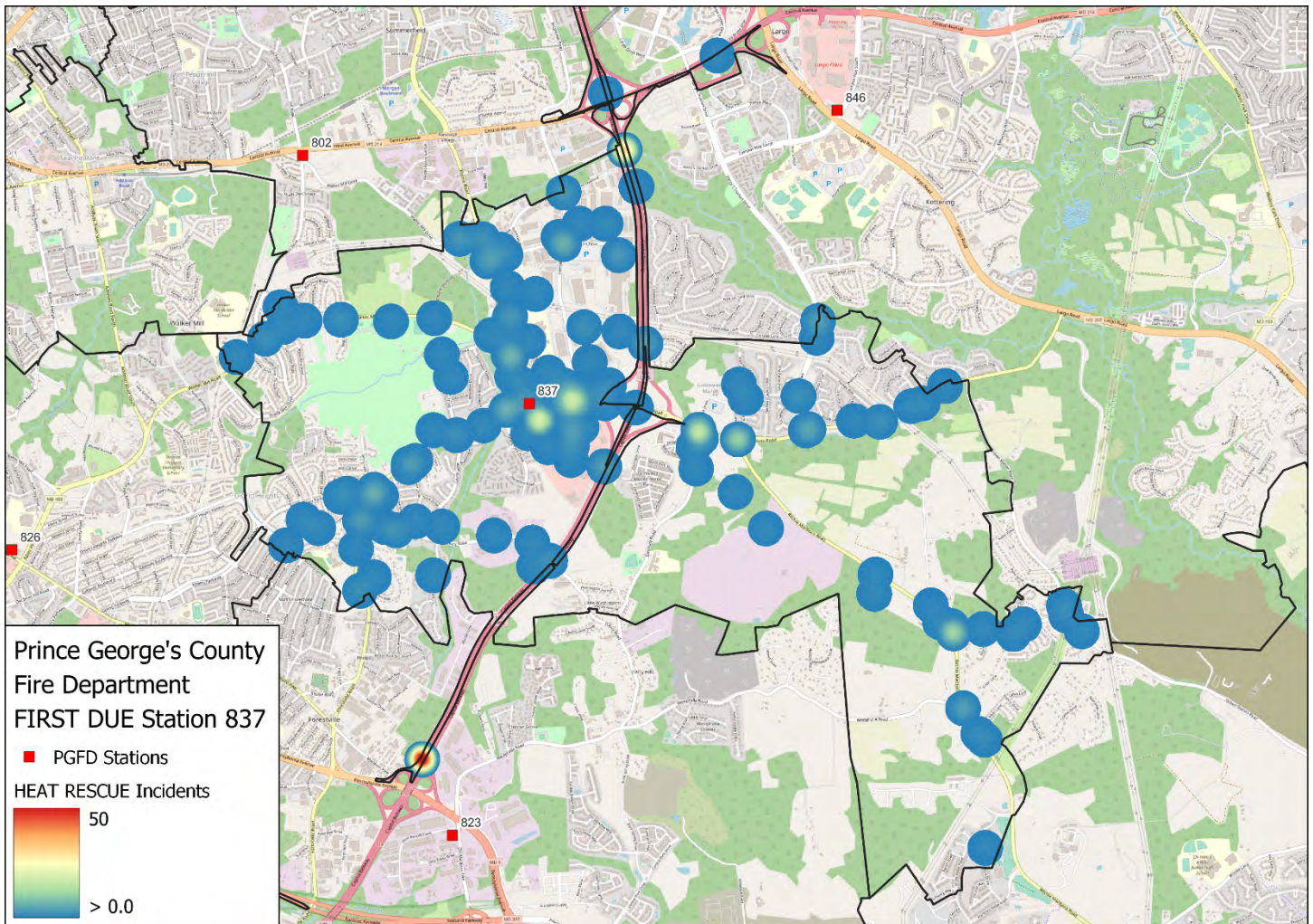
Station 837 HazMat Hot Spot Map

HazMat call volume is relatively low and spread throughout the station's first due area.



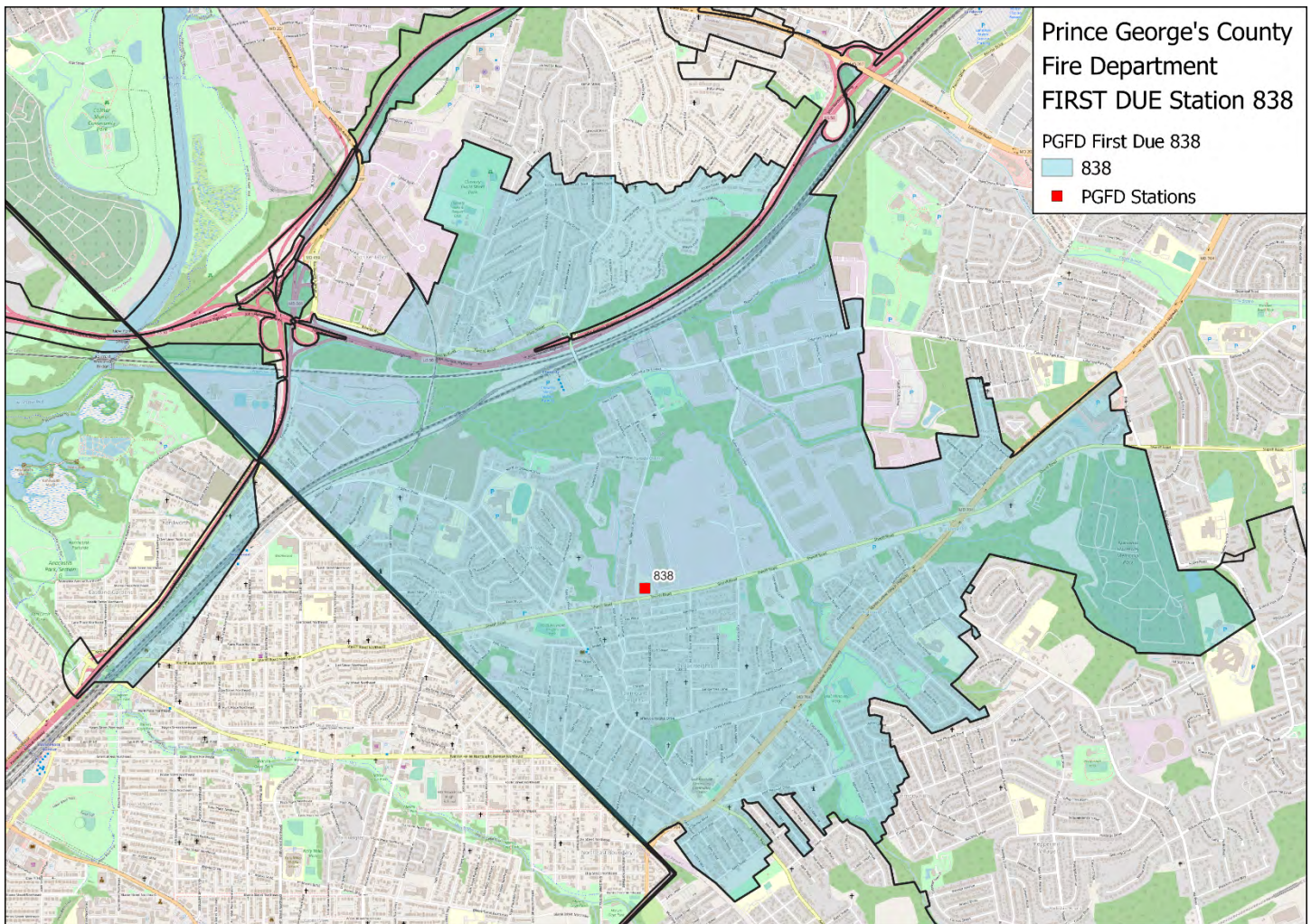
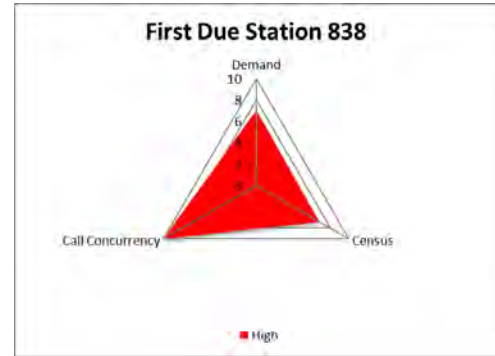
Station 837 Rescue Hot Spot Map

This map indicates the area immediately surrounds the station and a fairly even spread of calls throughout the rest of the station's first due area.



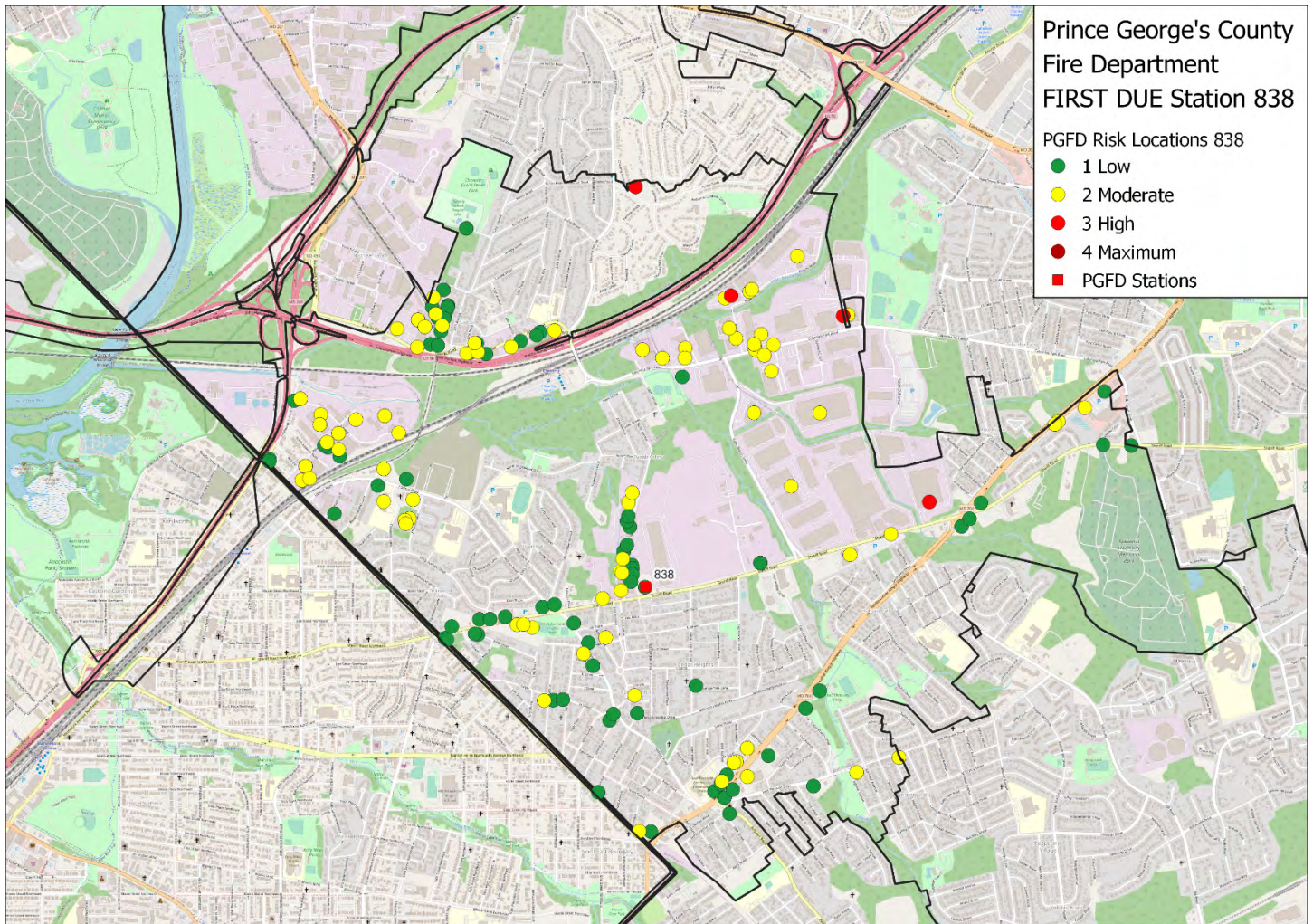
Station 838

Station 838	A838	Ambulance
	A838B	Ambulance
	E838	Engine
	E838P	Engine
	PA838	Paramedic Ambulance
	TK838	Truck
	TK838P	Truck
	U838	Utility Truck
	VC838	Volunteer Chief
	VC838A	Volunteer Chief
	VC838B	Volunteer Chief

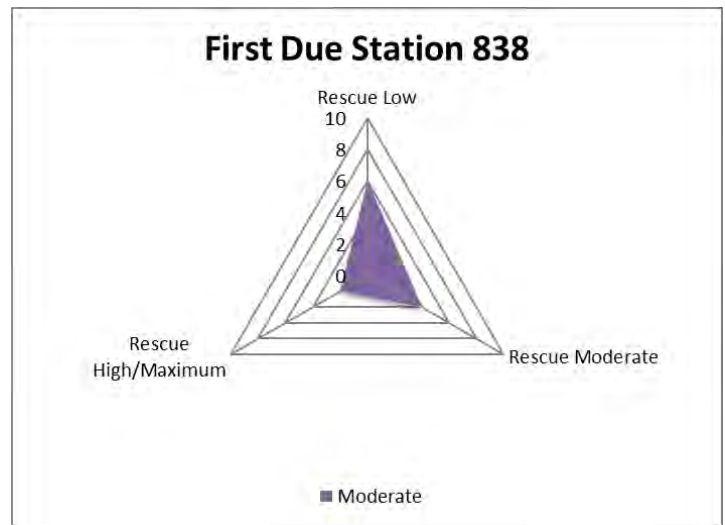
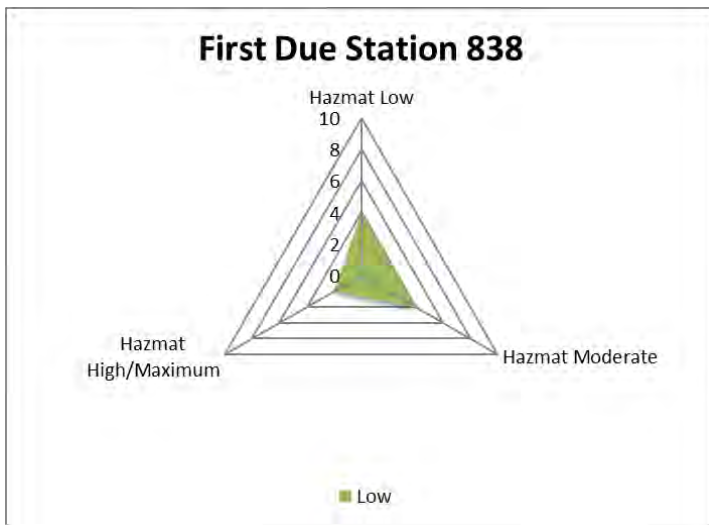
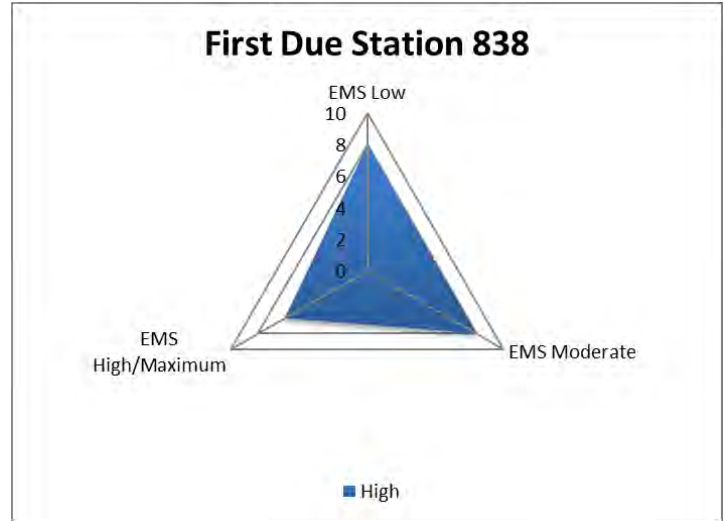
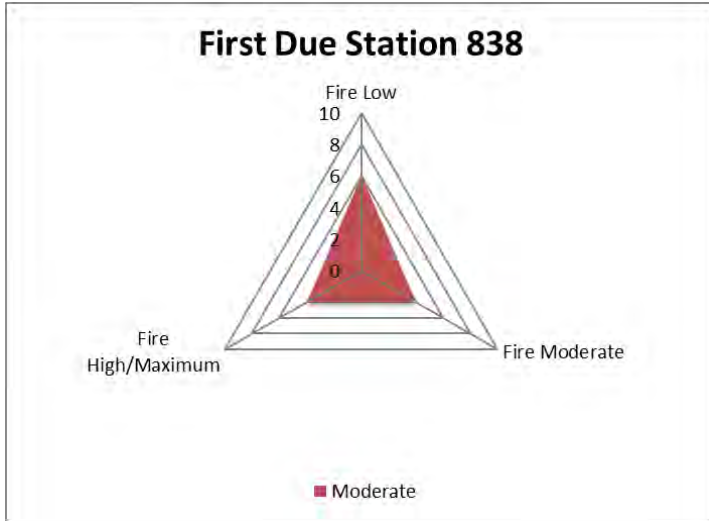


Station 838 Risk Analysis

The risk of individual building locations is represented by the small circles and shaded to indicate risk level. There is a concentration of low and moderate-risk buildings located in close proximity to the station, which is a high-risk GPZ. Risk is also evaluated by GPZ using the same shading criteria. The vast majority of Station 838's first due area is low to moderate risk.



Station 838 First Due Station Risk Profiles by Program – 3D Risk Models



Station 838 First Due Area Historical Data Analysis

Station 838 First Due Area Incidents by Call Category	Reporting Period				
	2016	2017	2018	2019	2020
Bomb Total	0	1	1	0	1
EMS Total	2,187	2,162	2,333	2,243	1,986
Fire Total	342	333	379	404	298
Hazmat Total	53	76	59	71	50
Non-Emergency Total	79	85	111	96	159
Rescue Total	272	319	308	297	306
Total	2,933	2,976	3,191	3,111	2,800

Unit ID	Reporting Period				
	2016	2017	2018	2019	2020
A838	3,034	2,941	2,963	3,158	2,758
A838B	1	0	0	2	0
E838	1,850	1,767	0	15	7
E838P	0	109	2,175	1,997	1,832
PA838	2,886	2,899	2,681	2,642	2,236
TK838	922	759	0	0	0
TK838P	0	75	728	889	467
U838	1	0	0	0	0
VC838	10	1	6	29	20
VC838A	26	16	4	5	0
VC838B	22	18	0	0	0
Total	8,752	8,585	8,557	8,737	7,320
Average Responses per Day	23.9	23.5	23.4	23.9	20

Station 838 First Due Area Historical Data Analysis (cont.)

Call concurrency within FDA 838 was calculated between 2016 and 2020. The call concurrency has remained steady between 27.7 to 32.2 over the five-year rating period.

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
838	2016	869	2,932	29.6
	2017	836	2,974	28.1
	2018	970	3,188	30.4
	2019	999	3,103	32.2
	2020	775	2,798	27.7
	All	4,449	14,995	29.7

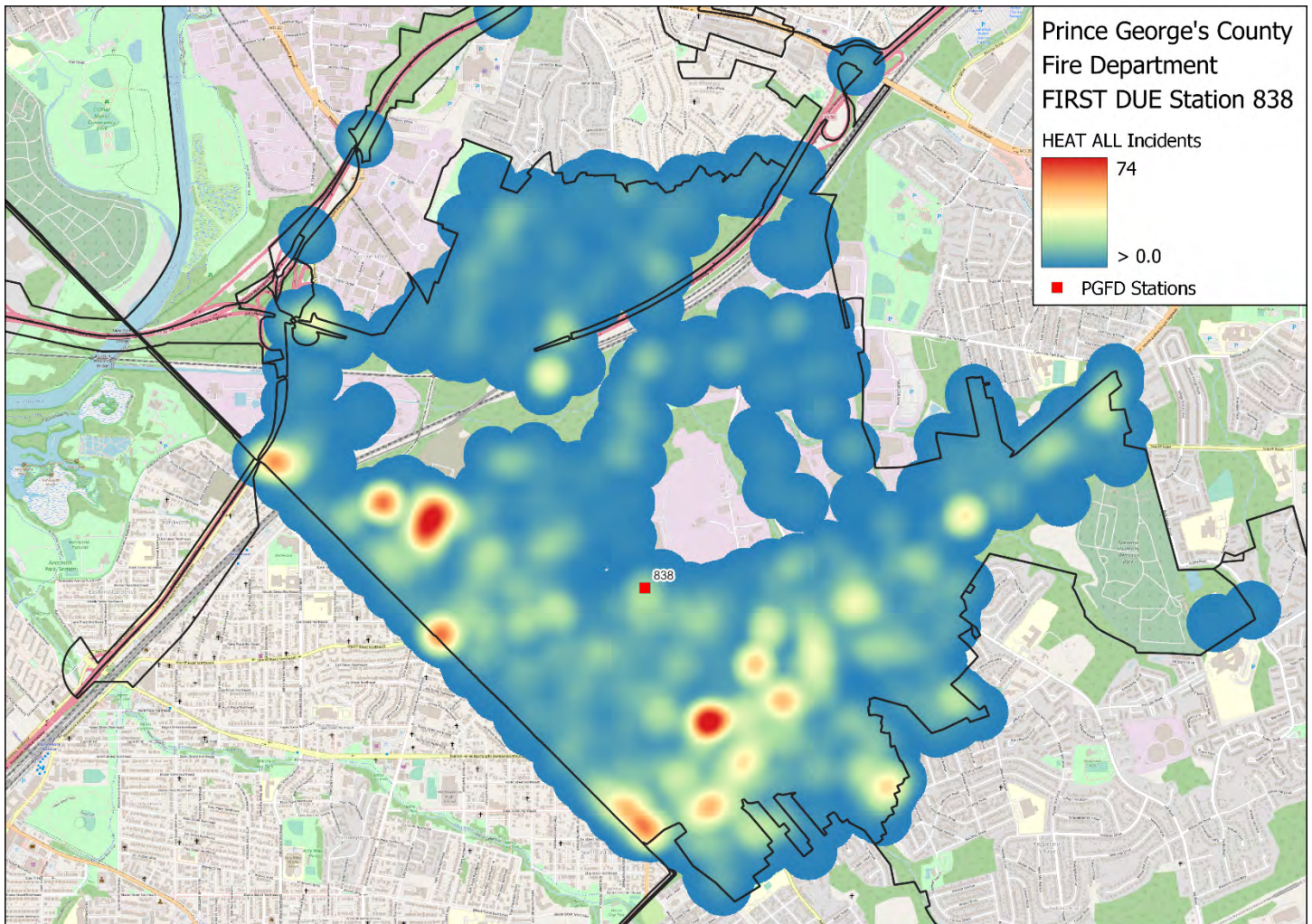
Response time performance for FDA 838 was calculated over the five-year rating period (2016-2020). Analyses were restricted to within FDA 838 and were calculated by the first arriving unit. Benchmark compliance is a 10% improvement over the aggregated PGFD performance. Therefore, the benchmark performance is established at the county level, not within each FDA. Finally, a gap analysis between the baseline and benchmark performance was completed utilizing a stoplight approach. If greater than 90% performance (green), between 70% and 89% yellow, and below 70% would be red.

First Due Station 838: 1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		5:14	5:28	5:12	5:05	4:45	5:43	4:31	86.3%
Turnout Time		2:11	2:20	2:12	2:08	2:07	2:09	1:58	84.0%
Travel Time	Urban	7:04	6:54	6:32	6:40	7:15	8:06	7:26	91.3%
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	9:33	N/A
Total Response Time	Urban	12:59	12:51	12:32	12:02	12:52	14:39	12:26	88.2%
		<i>n</i> = 9,261	<i>n</i> = 1,824	<i>n</i> = 1,888	<i>n</i> = 1,993	<i>n</i> = 1,900	<i>n</i> = 1,656		
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	14:23	N/A
		<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0		

Color coding legend: fill ≥ 90%; fill ≥ 70% to < 90%; fill < 70%

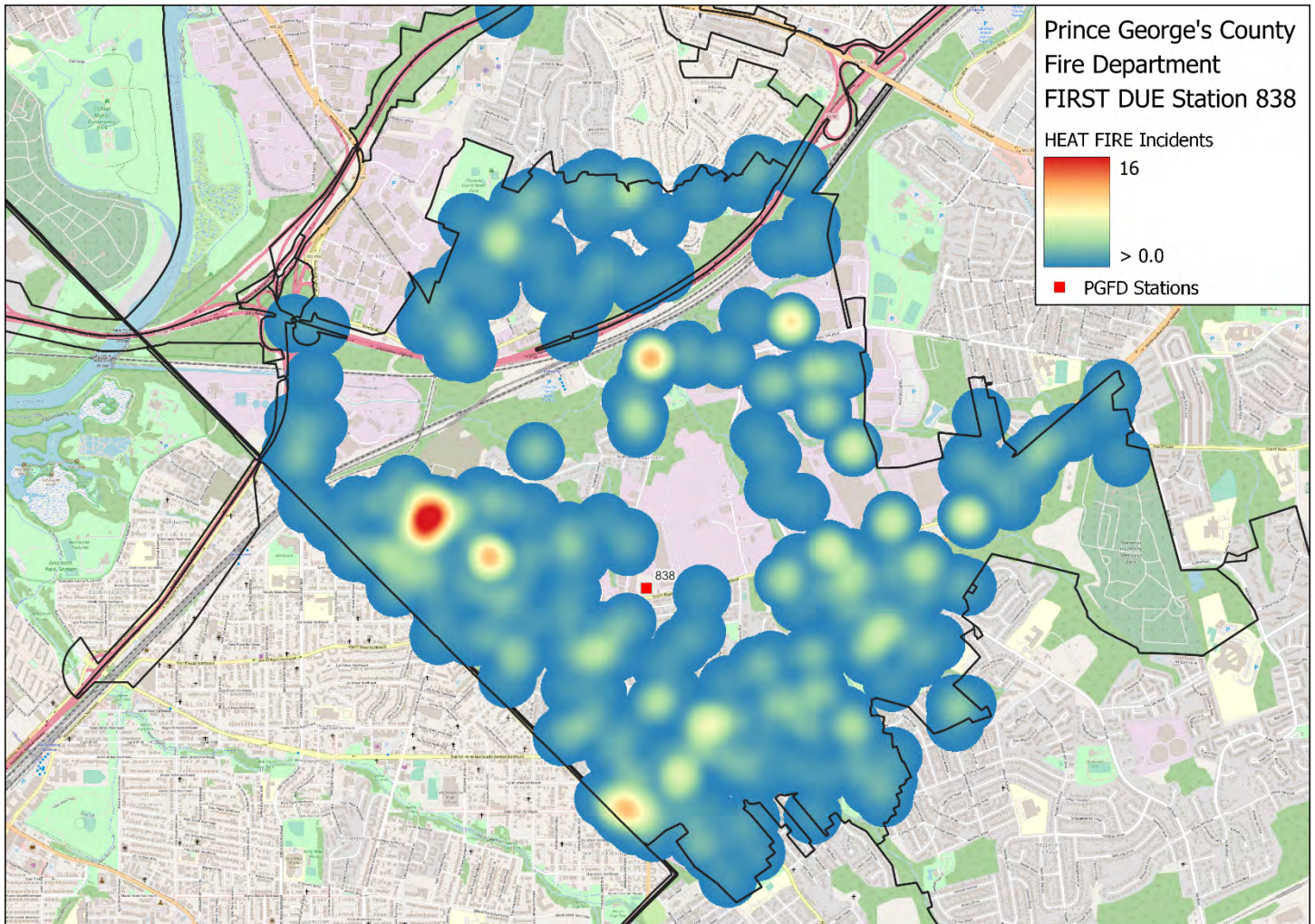
Station 838 Overall Hot Spot Map

Trends show a relatively even distribution of calls throughout the first due area. A few areas close to the station have relatively higher call volumes.



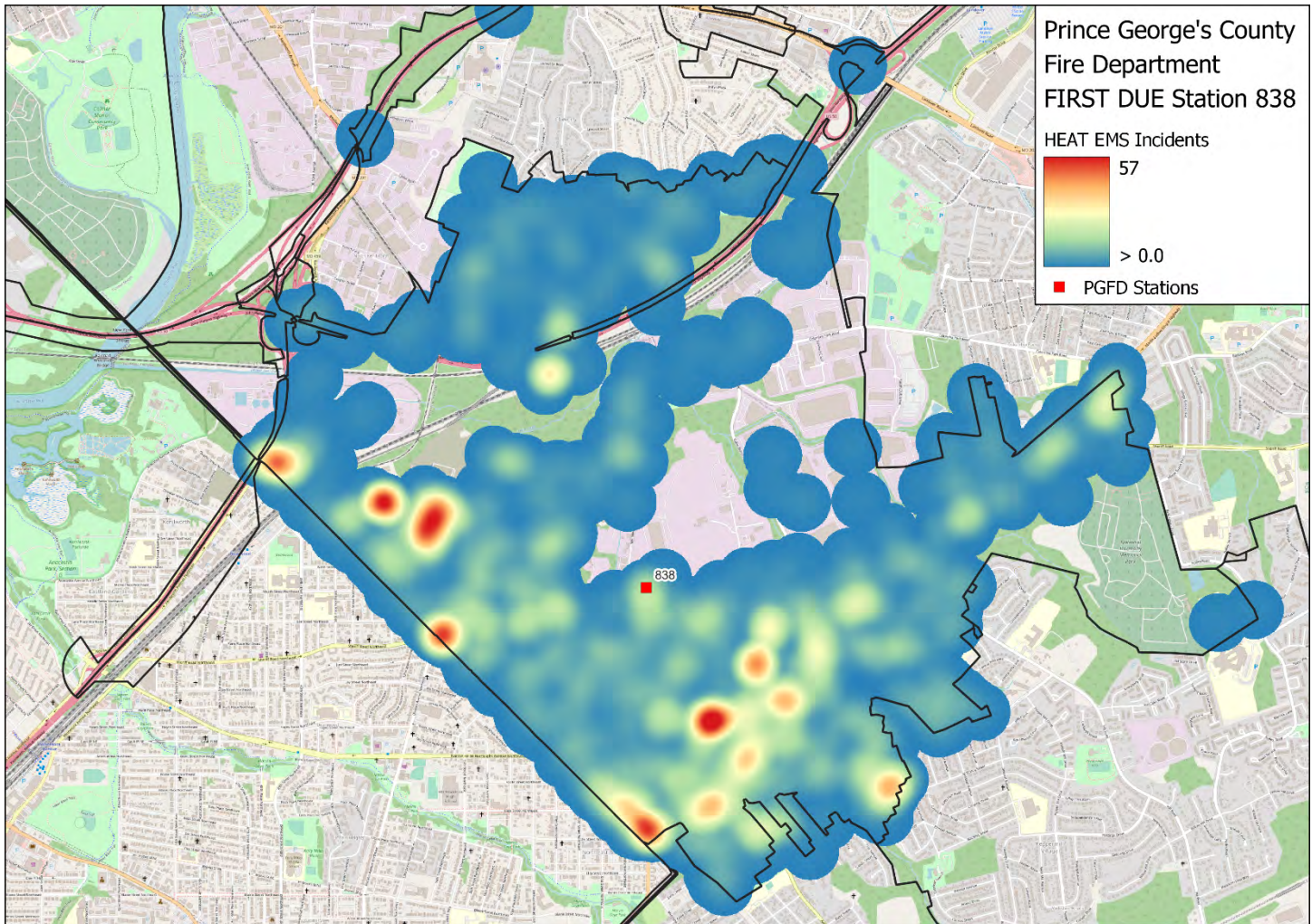
Station 838 Fire Hot Spot Map

Trends show a relatively even distribution of calls throughout the first due area. There are a few areas close to the station that have relatively higher call volume.



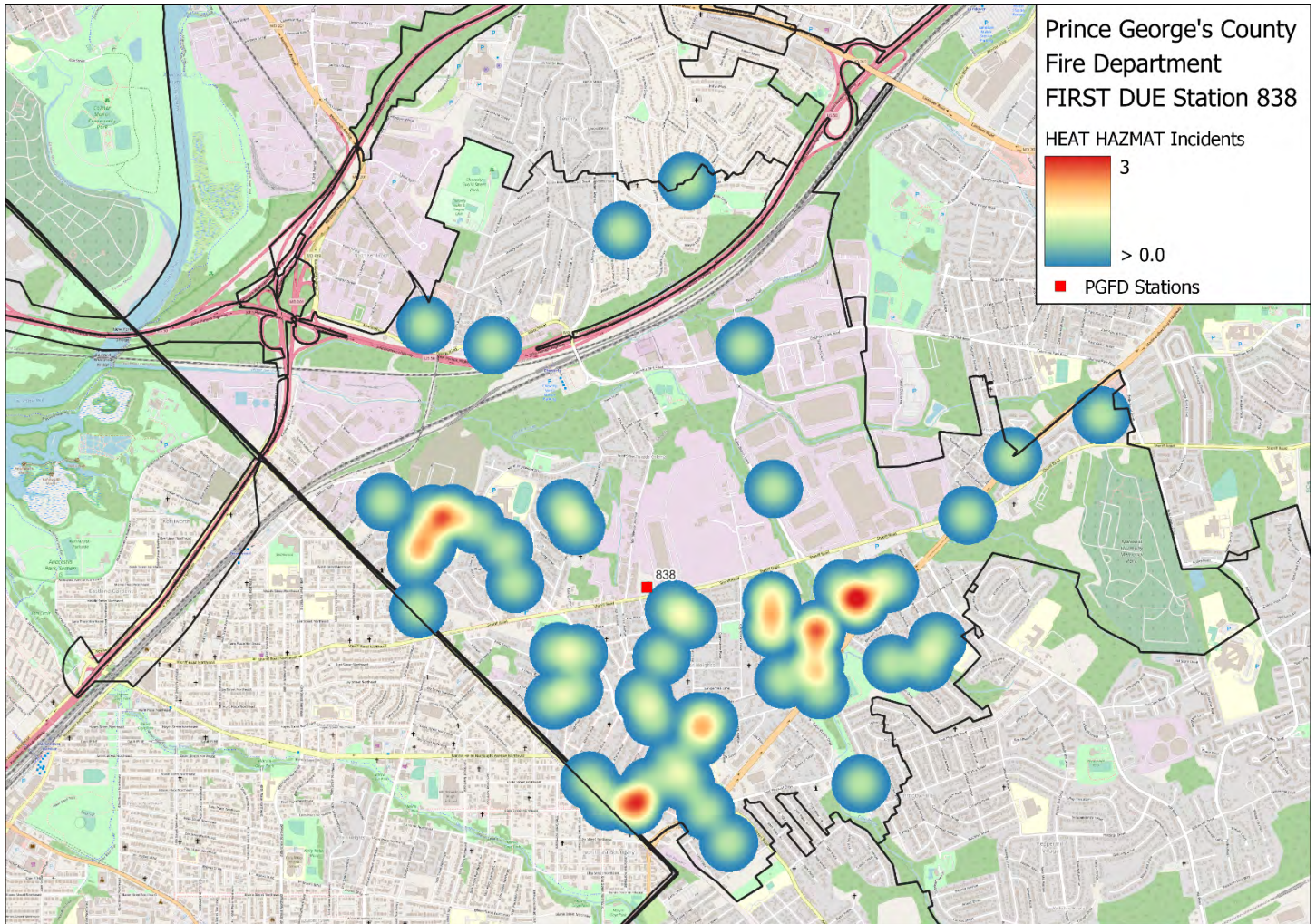
Station 838 EMS Hot Spot Map

Most of the call volume for EMS-related calls is evenly distributed throughout the first due area. There are a few areas close to the station that have relatively higher call volume.



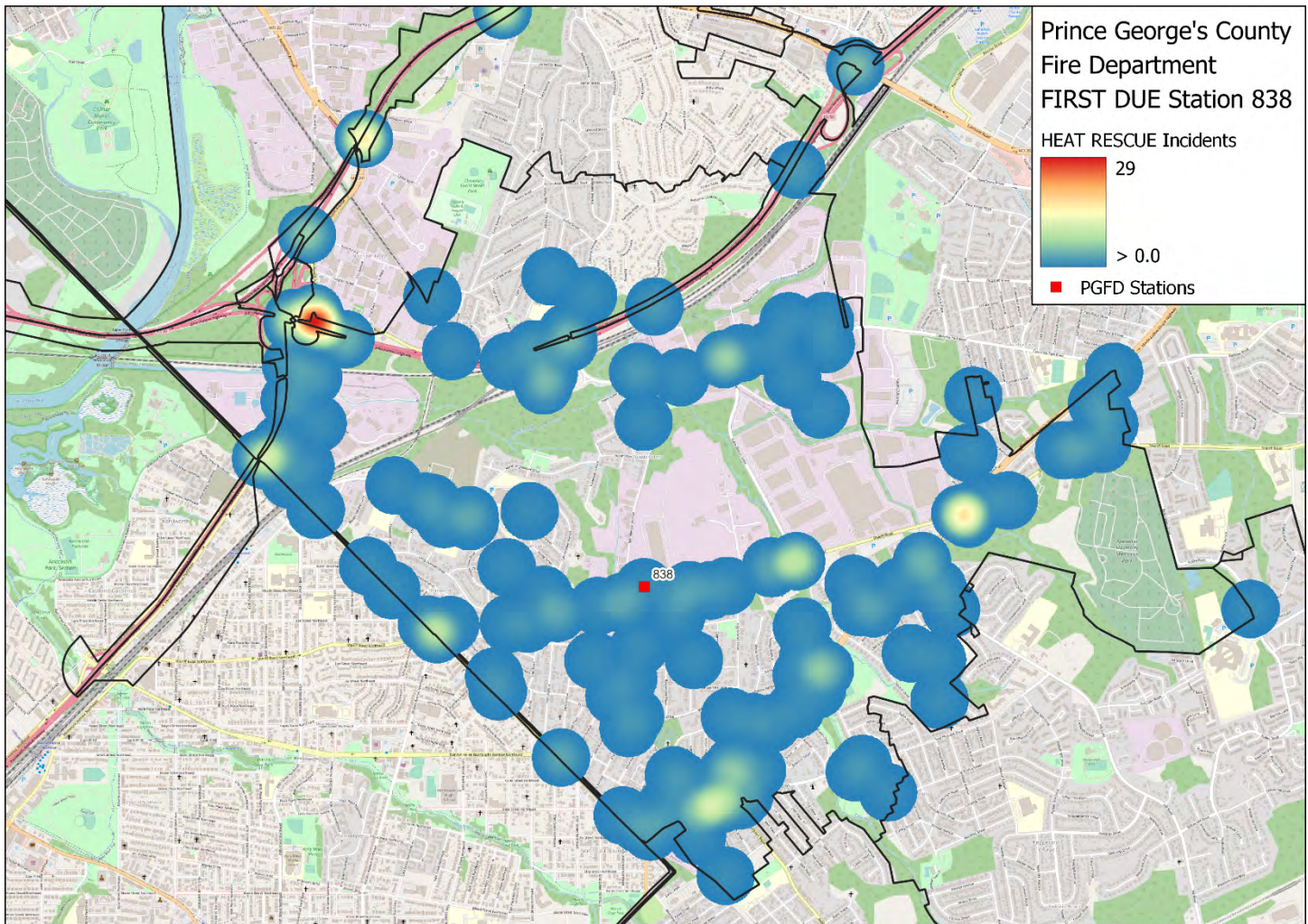
Station 838 HazMat Hot Spot Map

HazMat call volume is relatively equally spread throughout the station's first due area.



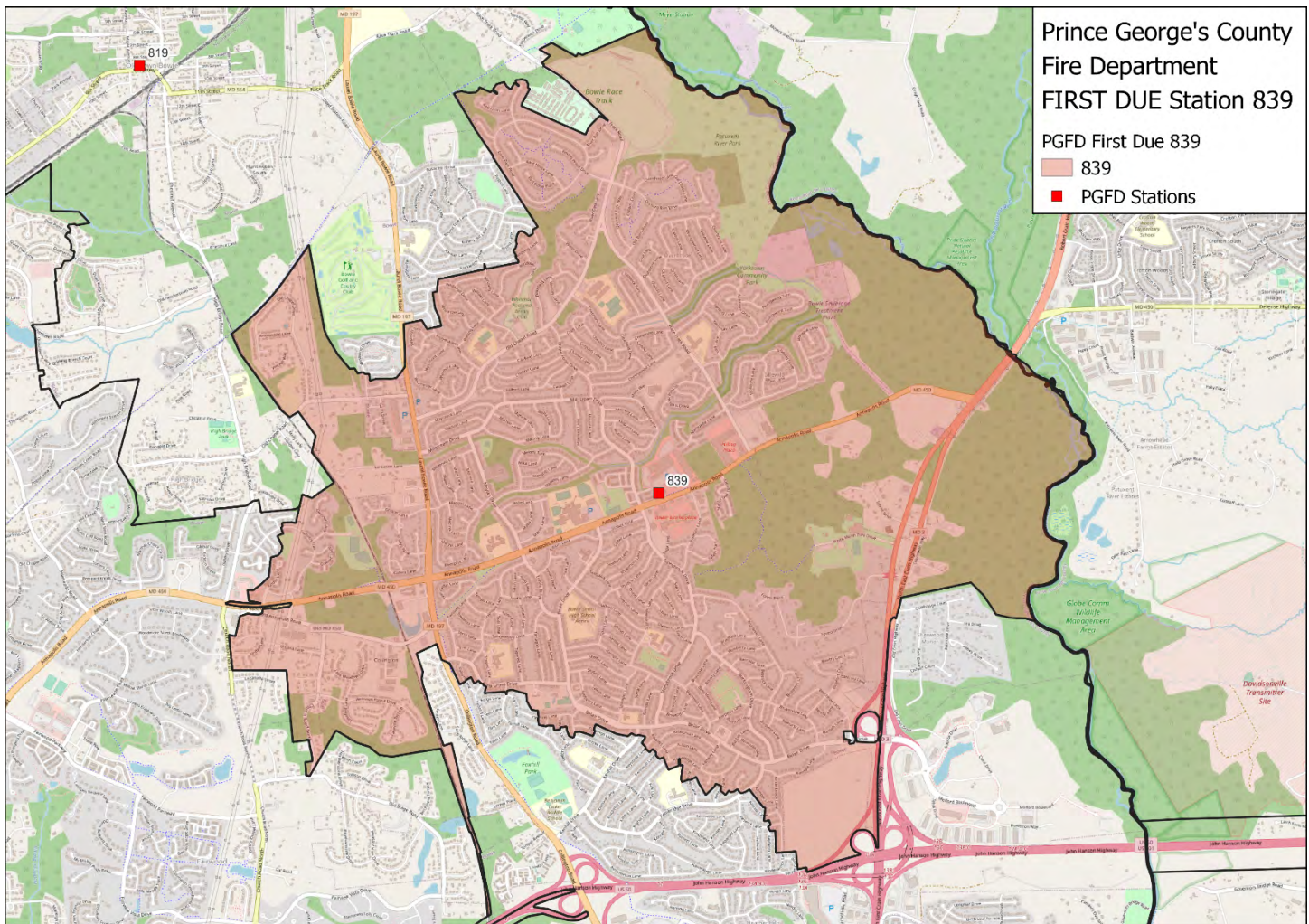
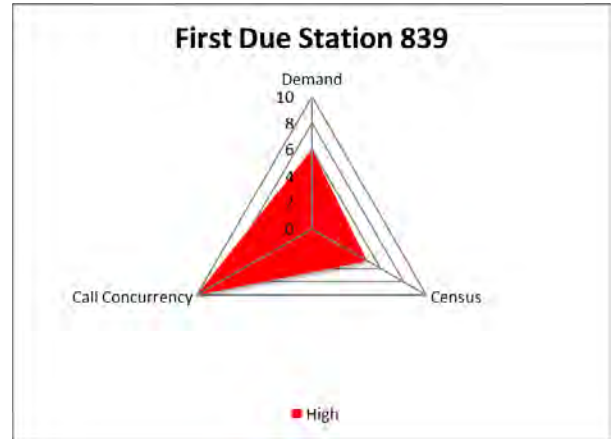
Station 838 Rescue Hot Spot Map

This map indicates that the area immediately surrounding the station and on the expressway has the most call volume.



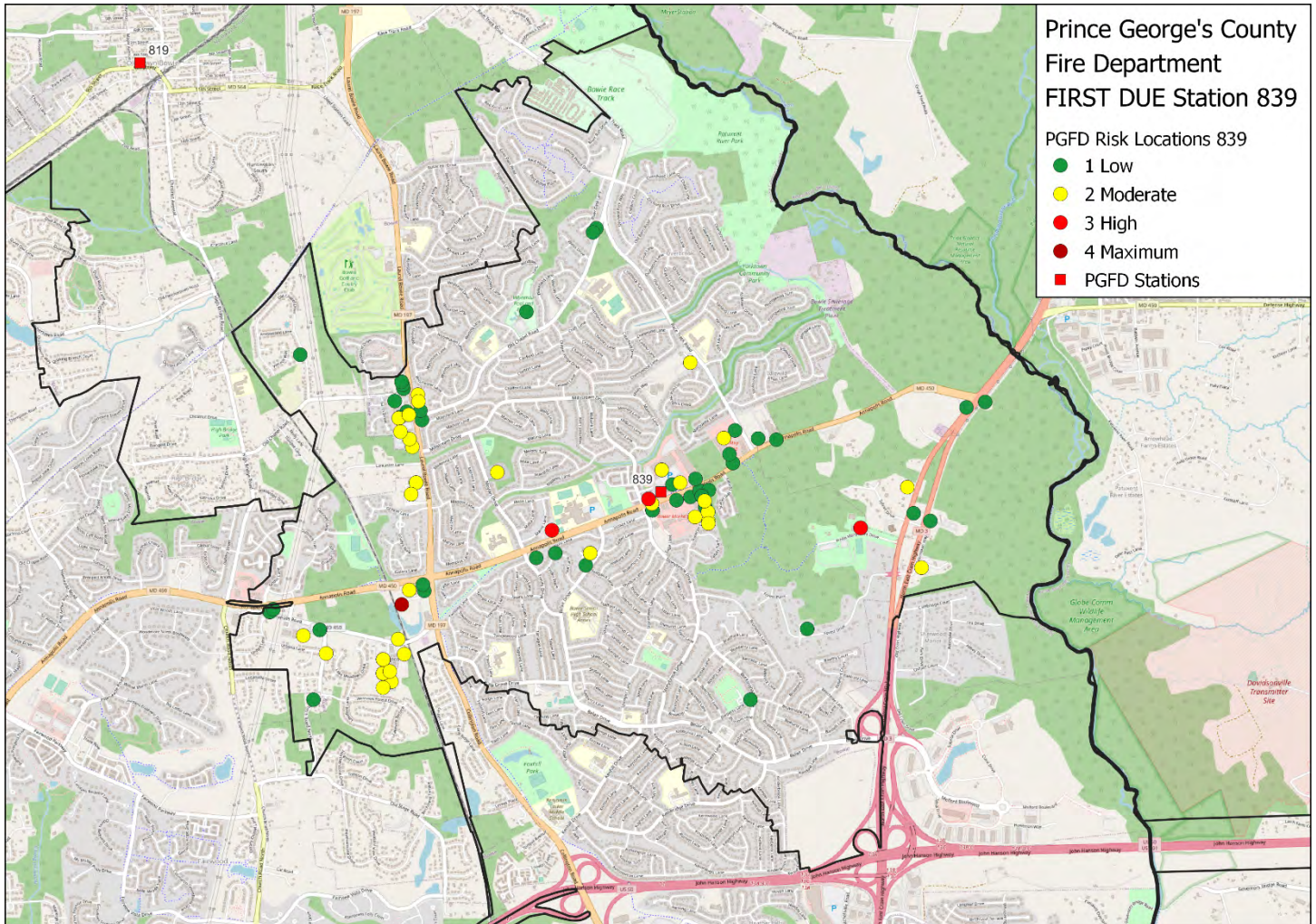
Station 839

Station 839	A839	Ambulance
	A839B	Ambulance
	BR839	Brush
	CAN839	Canteen
	E839	Engine
	E839B	Engine
	PA839	Paramedic Ambulance
	TK839	Truck
	TW839	Tower
	U839	Utility Truck
	VC839	Volunteer Chief
	VC839A	Volunteer Chief
	VC839B	Volunteer Chief

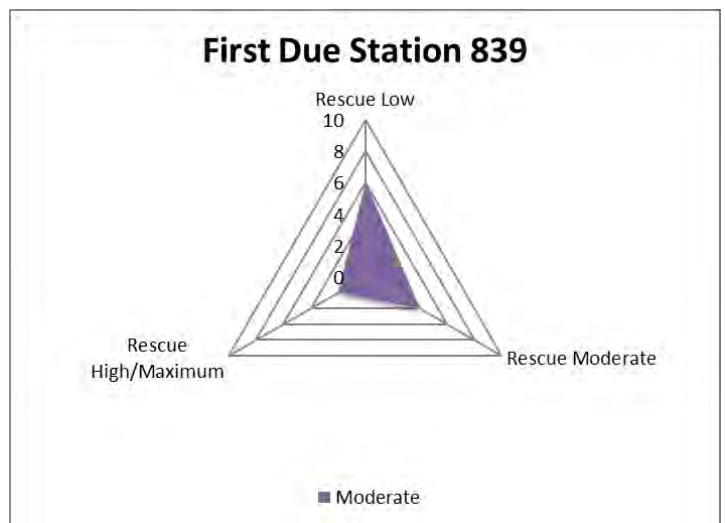
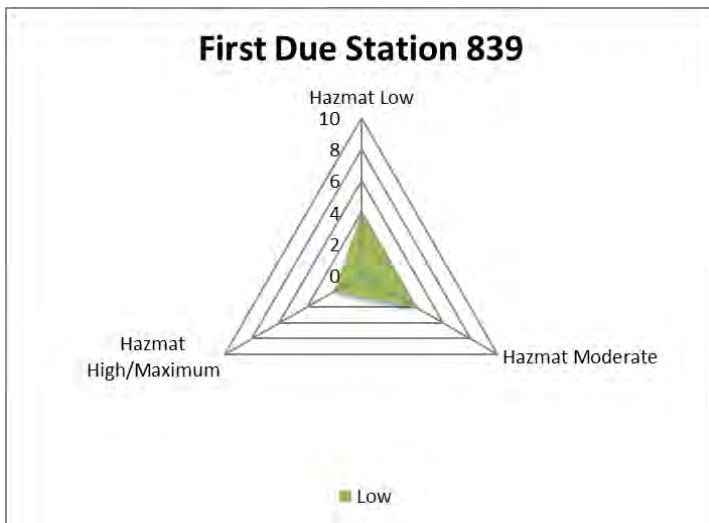
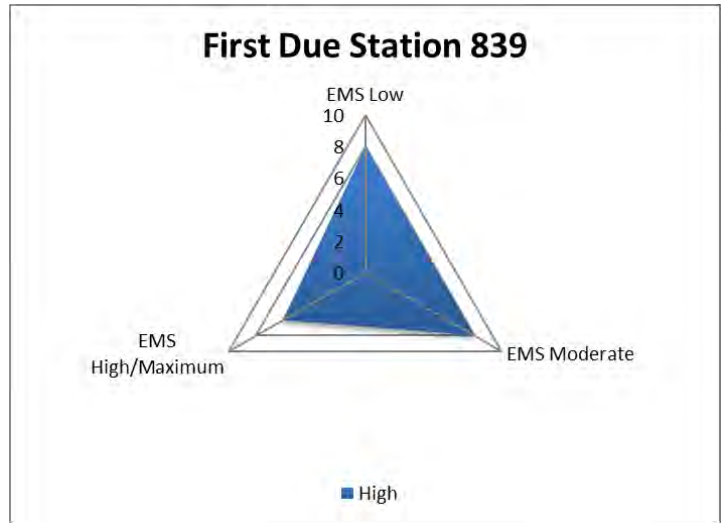
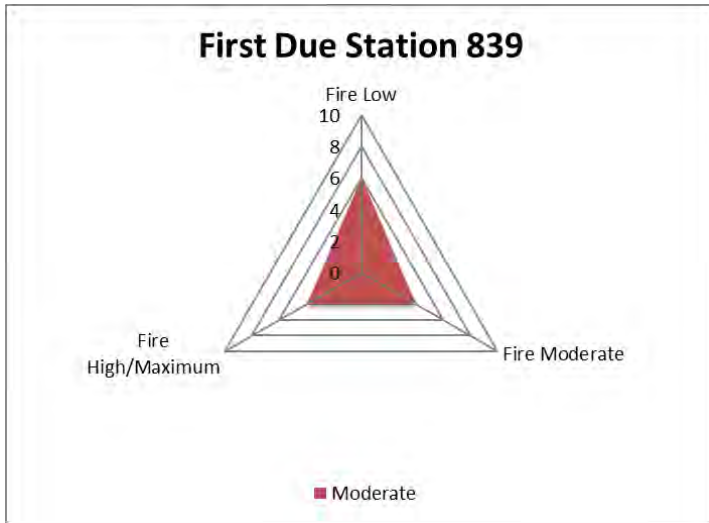


Station 839 Risk Analysis

The risk of individual building locations is represented by the small circles and shaded to indicate risk level. There is a concentration of low and moderate-risk buildings located in close proximity to the station, which is a high GPZ. Risk is also evaluated by GPZ using the same shading criteria. The vast majority of Station 839's first due area is low to moderate risk.



Station 839 First Due Station Risk Profiles by Program – 3D Risk Models



Station 839 First Due Area Historical Data Analysis

Station 839 First Due Area Incidents by Call Category	Reporting Period				
	2016	2017	2018	2019	2020
Bomb Total	2	2	0	2	1
EMS Total	1,809	1,811	1,847	1,926	1,772
Fire Total	291	296	352	373	290
Hazmat Total	46	65	40	42	33
Non-Emergency Total	108	130	129	183	233
Rescue Total	200	211	217	186	130
Total	2,456	2,515	2,585	2,712	2,459

Unit ID	Reporting Period				
	2016	2017	2018	2019	2020
A839	1,827	1,998	1,783	1,620	1,129
A839B	0	0	0	1	0
BR839	32	11	1	4	1
CAN839	1	1	0	0	0
E839	449	834	282	626	601
E839B	519	226	633	287	149
PA839	0	0	10	0	0
TK839	0	58	0	0	0
TW839	389	153	254	203	126
U839	2	0	0	0	0
VC839	1	44	23	11	3
VC839A	35	32	9	9	6
VC839B	30	0	4	10	4
Total	3,285	3,357	2,999	2,771	2,019
Average Responses per Day	9	9.2	8.2	7.6	5.5

Station 839 First Due Area Historical Data Analysis (cont.)

Call concurrency within FDA 839 was calculated between 2016 and 2020. The call concurrency has remained steady between 27.0 to 30.5 over the five-year rating period.

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
839	2016	679	2,450	27.7
	2017	681	2,510	27.1
	2018	776	2,583	30.0
	2019	825	2,708	30.5
	2020	664	2,455	27.0
	All		3,625	12,706

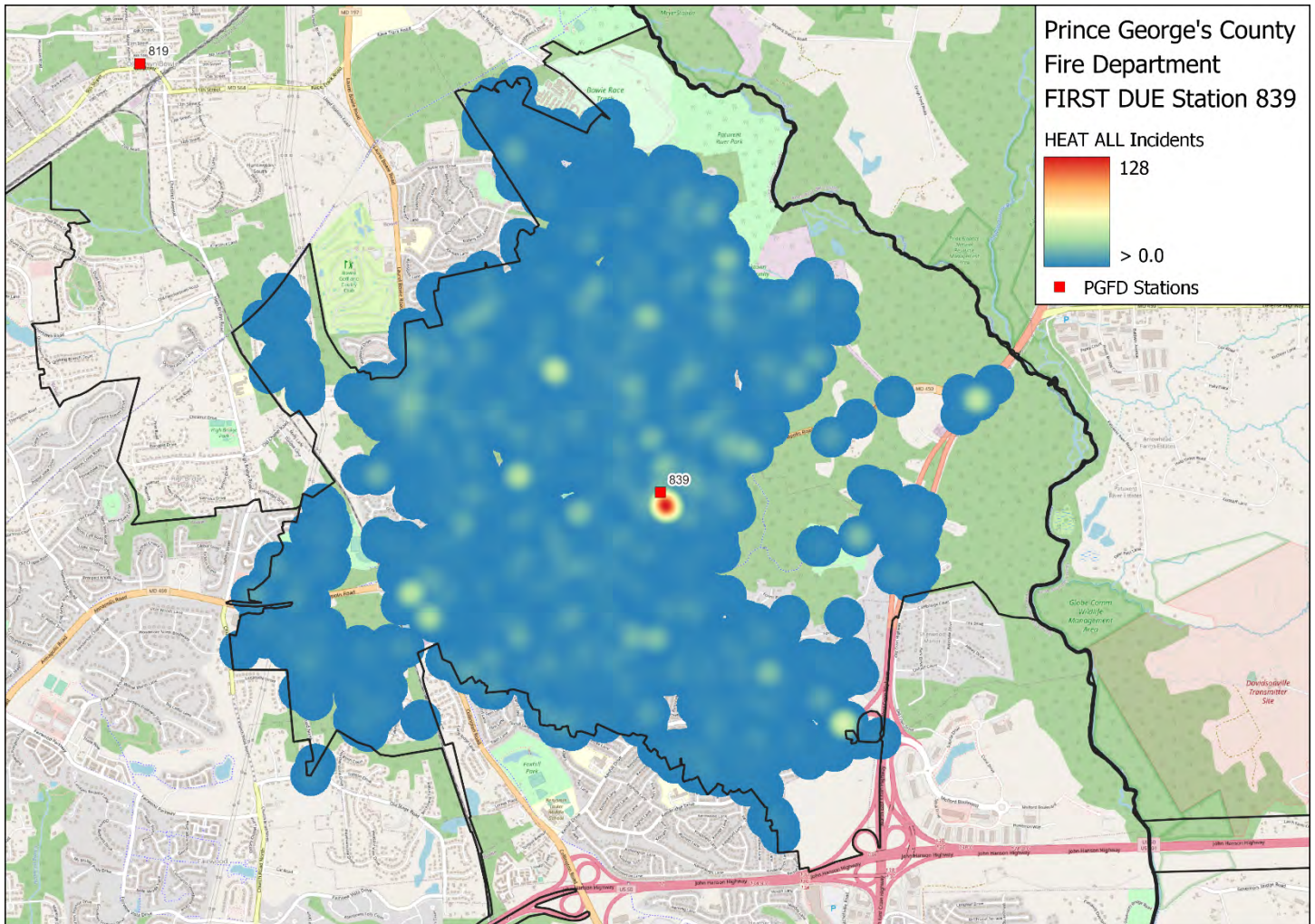
Response time performance for FDA 839 was calculated over the five-year rating period (2016-2020). Analyses were restricted to within FDA 839 and were calculated by the first arriving unit. Benchmark compliance is a 10% improvement over the aggregated PGFD performance. Therefore, the benchmark performance is established at the county level, not within each FDA. Finally, a gap analysis between the baseline and benchmark performance was completed utilizing a stoplight approach. If greater than 90% performance (green), between 70% and 89% yellow, and below 70% would be red.

First Due Station 839: 1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		4:25	4:52	4:26	4:09	4:19	4:16	4:31	90.5%
Turnout Time		2:13	2:17	2:18	2:21	2:07	1:58	1:58	82.8%
Travel Time	Urban	8:00	7:38	7:33	7:55	7:54	8:51	7:26	86.4%
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	9:33	N/A
Total Response Time	Urban	13:07	13:20	12:31	12:59	12:47	13:49	12:26	87.4%
		<i>n</i> = 8,122	<i>n</i> = 1,588	<i>n</i> = 1,636	<i>n</i> = 1,651	<i>n</i> = 1,690	<i>n</i> = 1,557		
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	14:23	N/A
		<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0		

Color coding legend: fill ≥ 90%; fill ≥ 70% to < 90%; fill < 70%

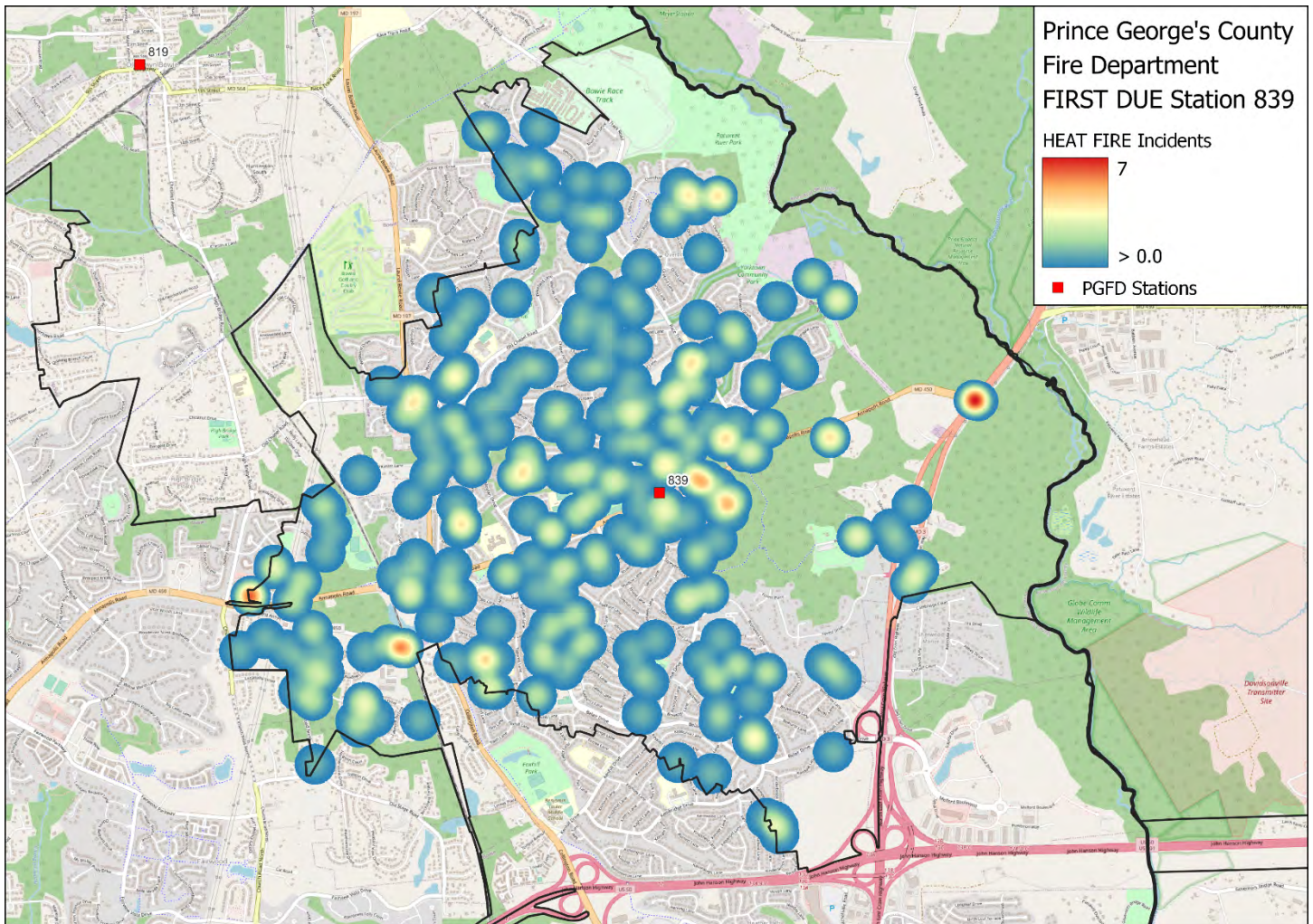
Station 839 Overall Hot Spot Map

Trends show a relatively even distribution of calls throughout the first due area. A few areas close to the station have relatively higher call volumes.



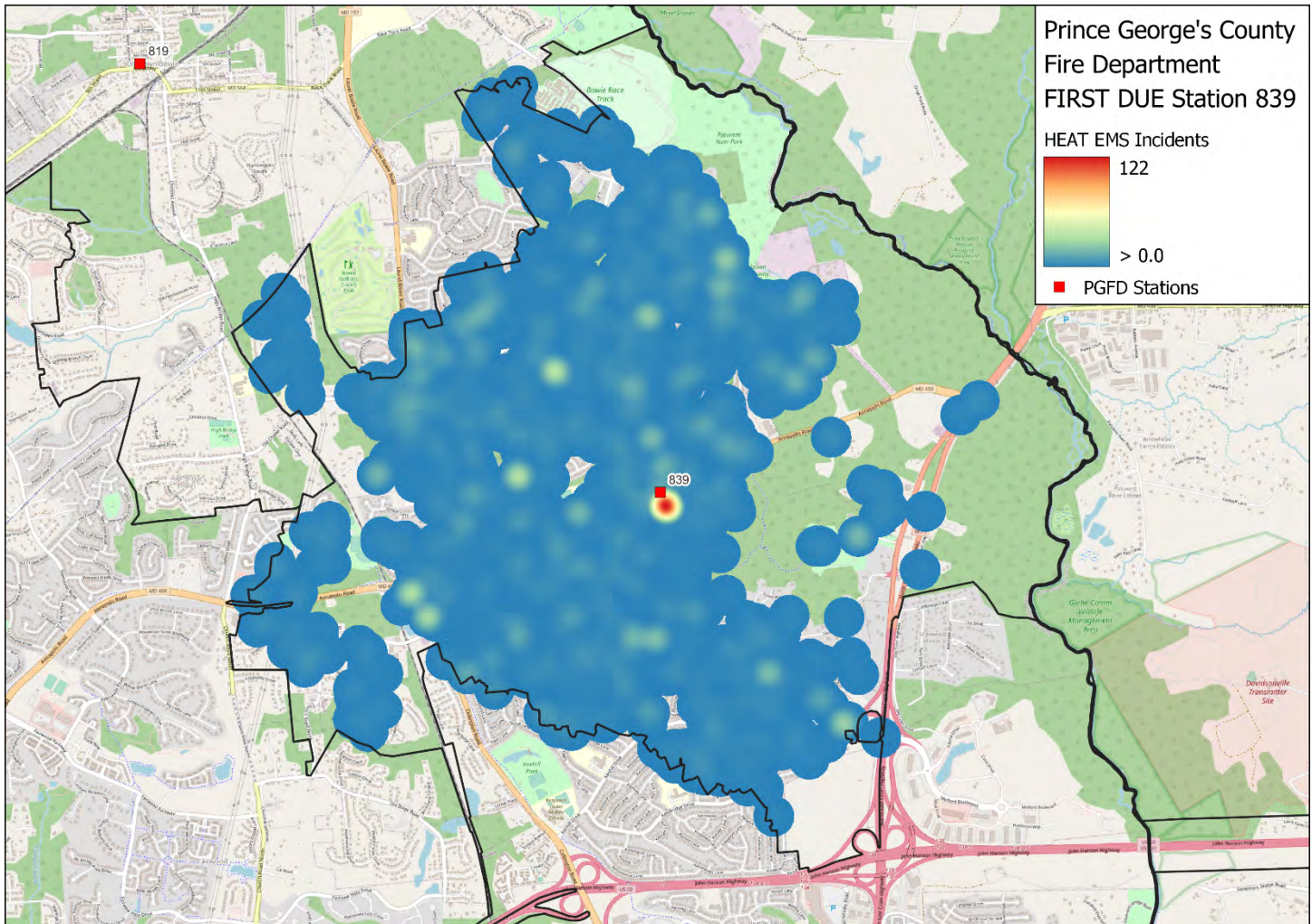
Station 839 Fire Hot Spot Map

Trends show a relatively even distribution of calls throughout the first due area.



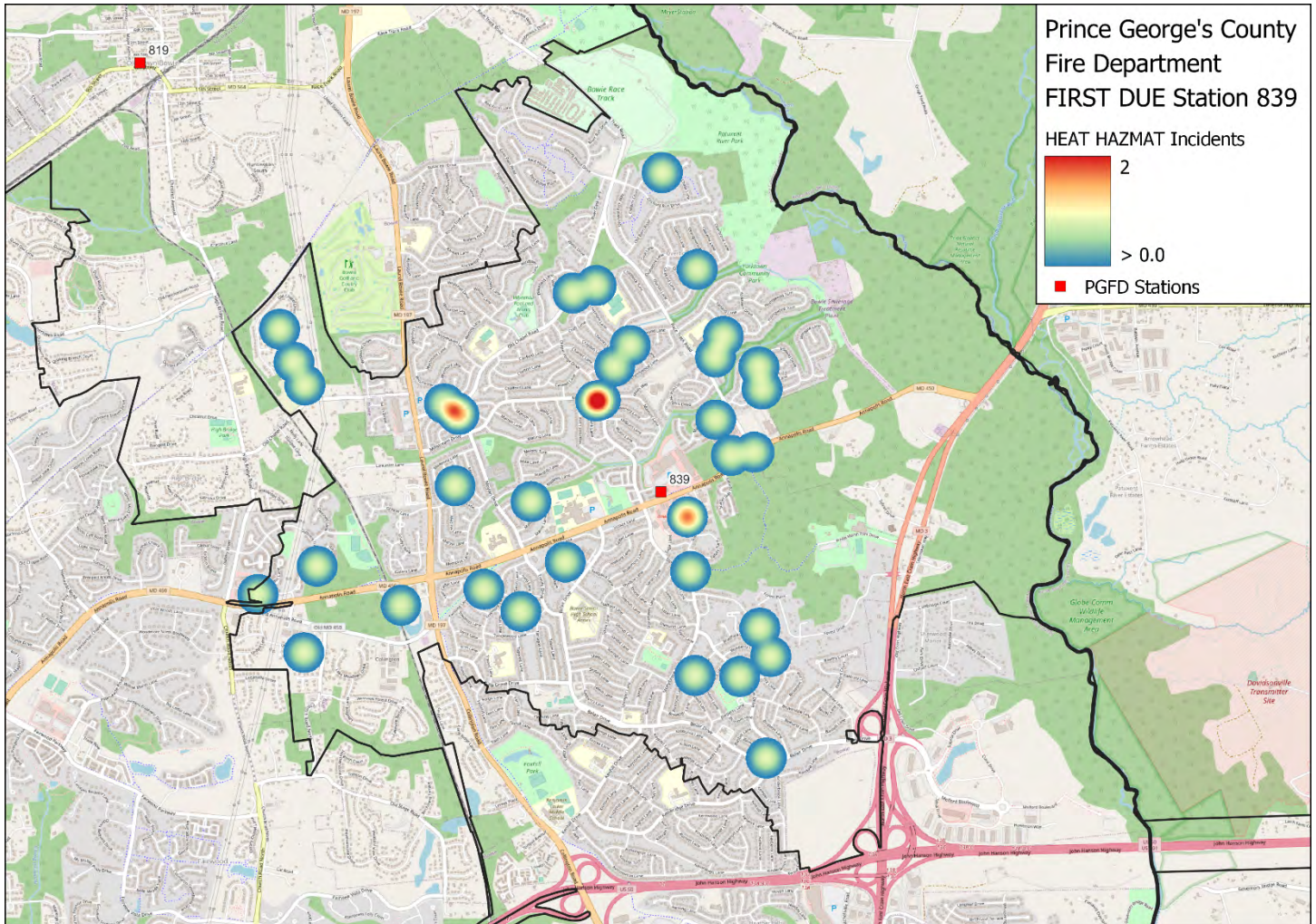
Station 839 EMS Hot Spot Map

Most of the call volume for EMS-related calls is evenly distributed throughout the first due area. There are a few areas close to the station that have relatively higher call volume.



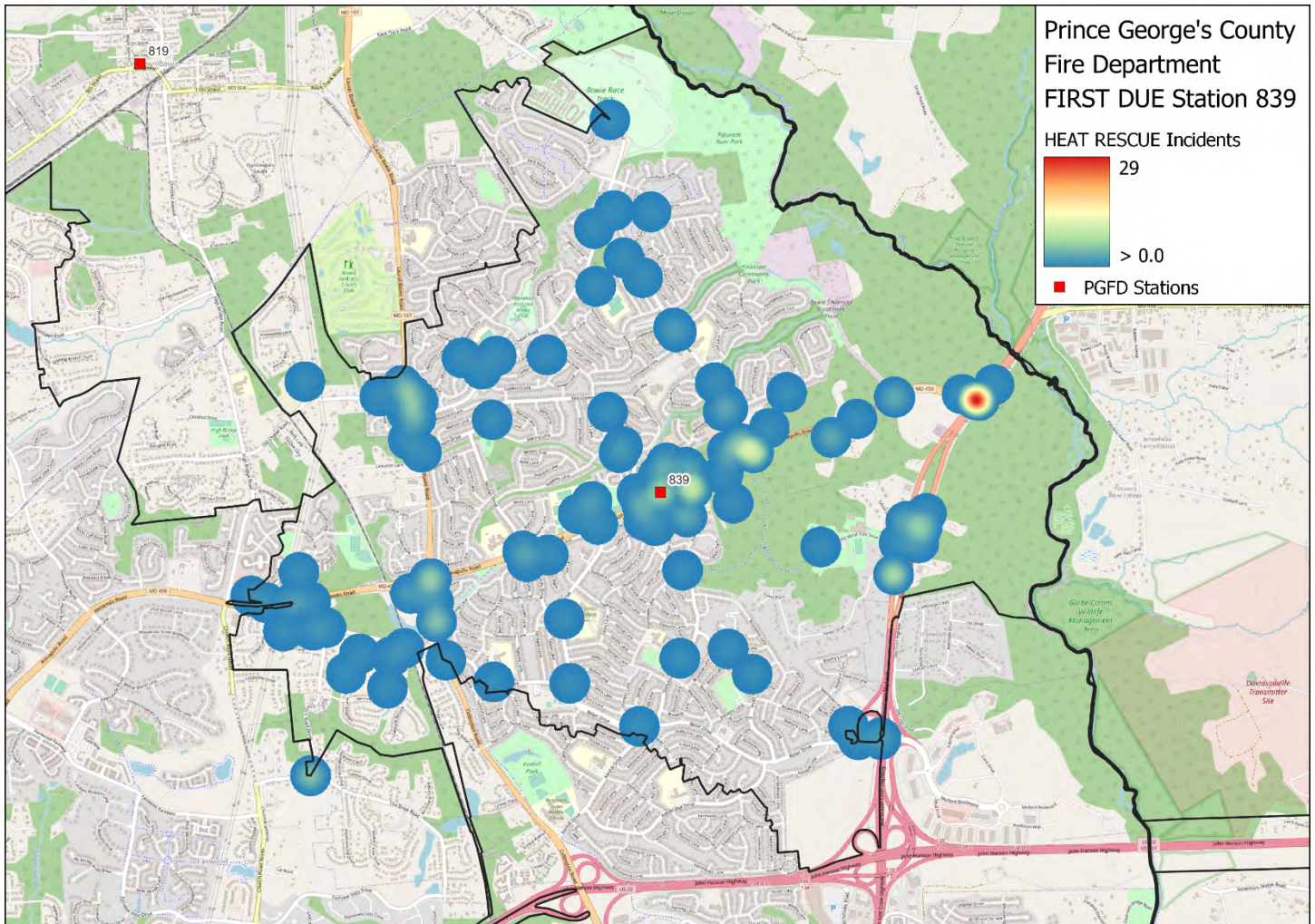
Station 839 HazMat Hot Spot Map

HazMat call volume is comparatively low and equally spread throughout the station's first due area.



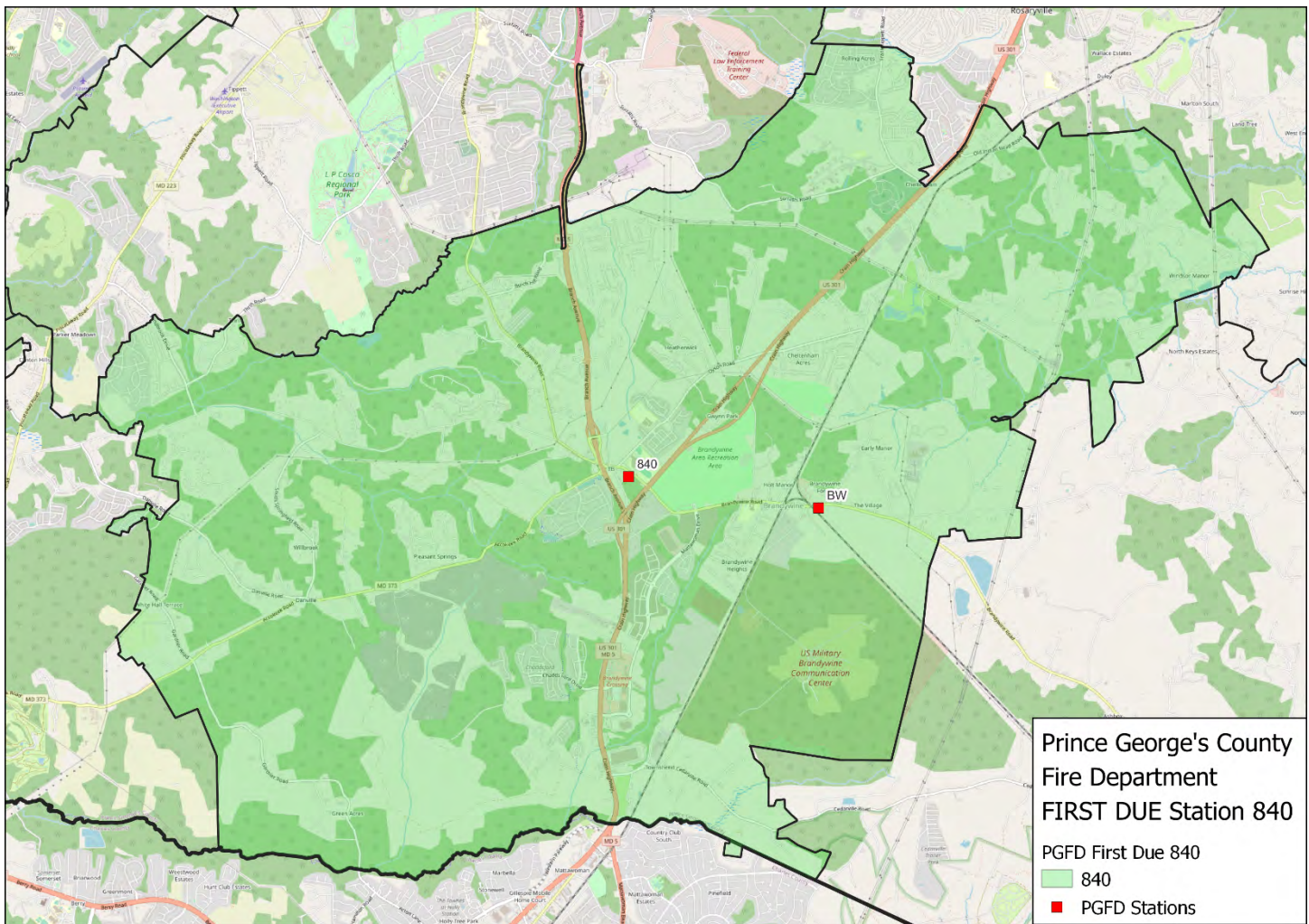
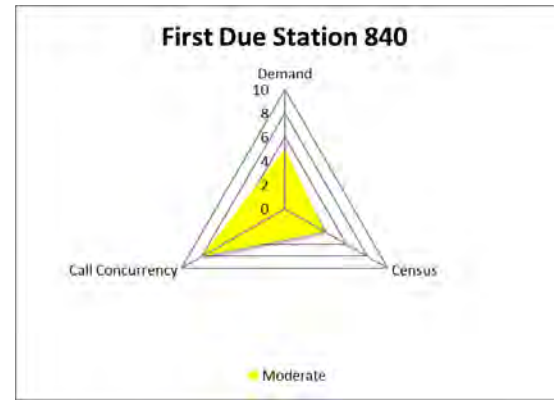
Station 839 Rescue Hot Spot Map

Trends show an even distribution of calls throughout the first due area. There are a few areas throughout the first due area and on the expressway that have relatively higher call volumes.



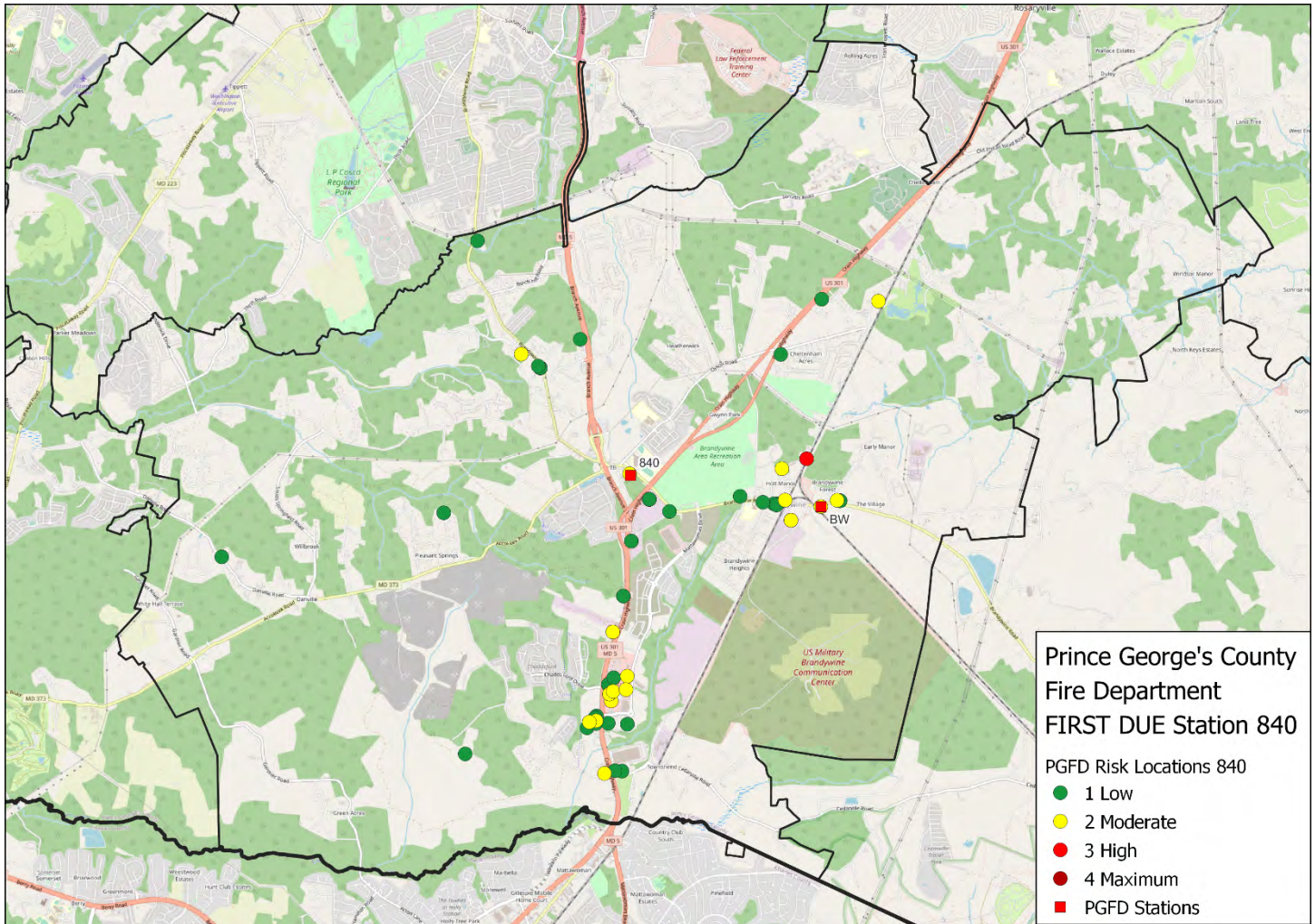
Station 840

Station 840	A840	Ambulance
	BR840	Brush
	E840	Engine
	E840P	Engine
	MD840	Medic
	PA840	Paramedic Ambulance
	PE840	Paramedic Engine
	RE840	Rescue Engine
	RE840P	Rescue Engine
	SQ840	Squad
	SQ840P	Squad
	TN840	Tanker
	U840	Utility
	VC840	Volunteer Chief
VC840A	Volunteer Chief	

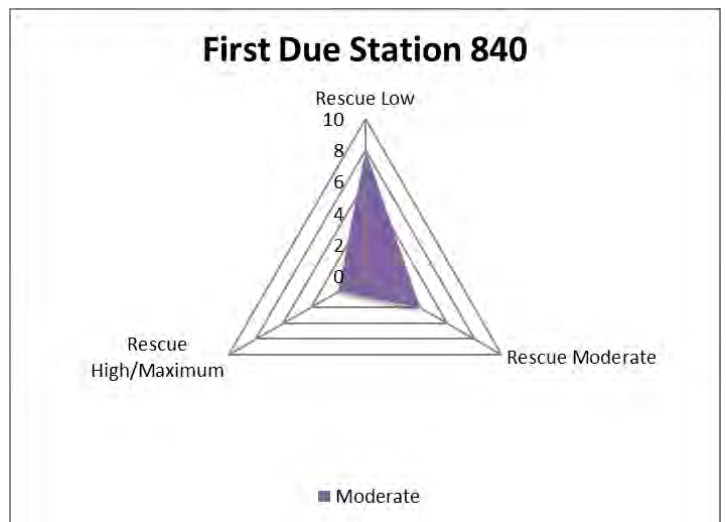
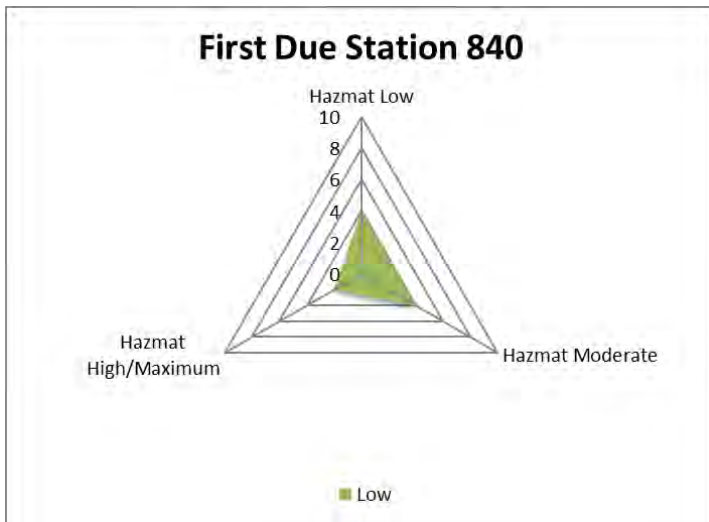
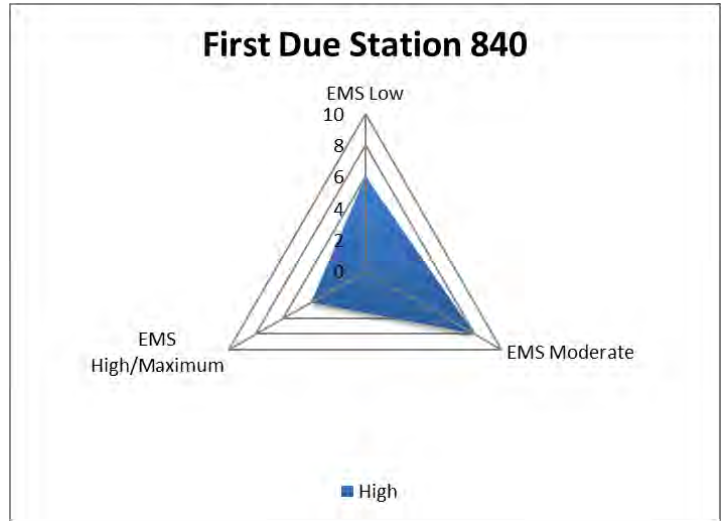
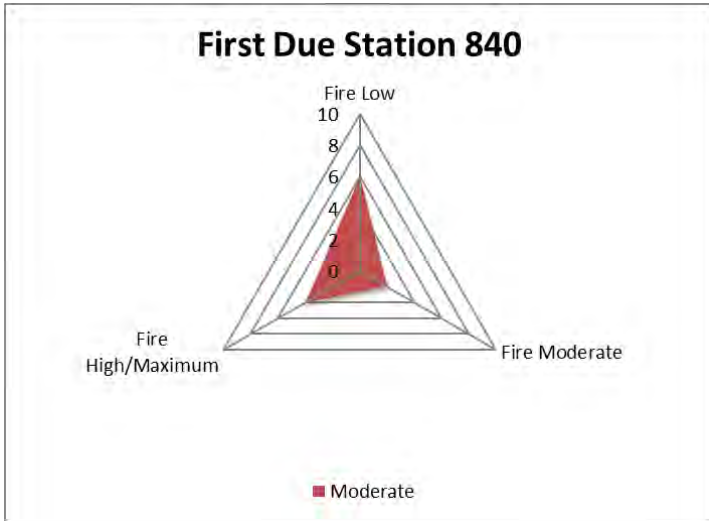


Station 840 Risk Analysis

The risk of individual building locations is represented by the small circles and shaded to indicate risk level. A comparatively low number of low to moderate-risk buildings is located in the first due area, which is a moderate-risk GPZ. Risk is also evaluated by GPZ using the same shading criteria. The majority of the buildings in Station 840’s first due area are low risk.



Station 840 First Due Station Risk Profiles by Program – 3D Risk Models



Station 840 First Due Area Historical Data Analysis

Station 840 First Due Area Incidents by Call Category	Reporting Period				
	2016	2017	2018	2019	2020
Bomb Total	1	2	1	0	0
EMS Total	883	1,197	1,261	1,199	1,200
Fire Total	203	233	320	285	316
Hazmat Total	21	36	34	25	28
Non-Emergency Total	43	76	71	47	134
Rescue Total	366	497	513	424	378
Total	1,517	2,041	2,200	1,980	2,056

Unit ID	Reporting Period				
	2016	2017	2018	2019	2020
A840	0	0	0	3	0
BR840	25	27	24	1	0
E840	1,070	469	1,329	21	2
E840P	0	0	0	1,088	410
MD840	2,231	2,313	2,253	33	0
PA840	0	0	0	2,064	1,720
PE840	0	0	0	0	1,212
RE840	572	1,675	709	11	0
RE840P	0	0	0	699	432
SQ840	659	357	503	0	0
SQ840P	0	0	0	453	0
TN840	17	24	24	32	38
U840	0	2	0	0	0
VC840	71	108	114	43	29
VC840A	1	2	3	2	6
Total	4,646	4,977	4,959	4,450	3,849
Average Responses per Day	12.7	13.6	13.6	12.2	10.5

Station 840 First Due Area Historical Data Analysis (cont.)

Call concurrency within FDA 840 was calculated between 2016 and 2020. The call concurrency has remained steady between 17.8 to 25.1 over the five-year rating period.

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
840	2016	269	1,511	17.8
	2017	493	2,036	24.2
	2018	551	2,193	25.1
	2019	476	1,976	24.1
	2020	487	2,055	23.7
	All	2,276	9,771	23.3

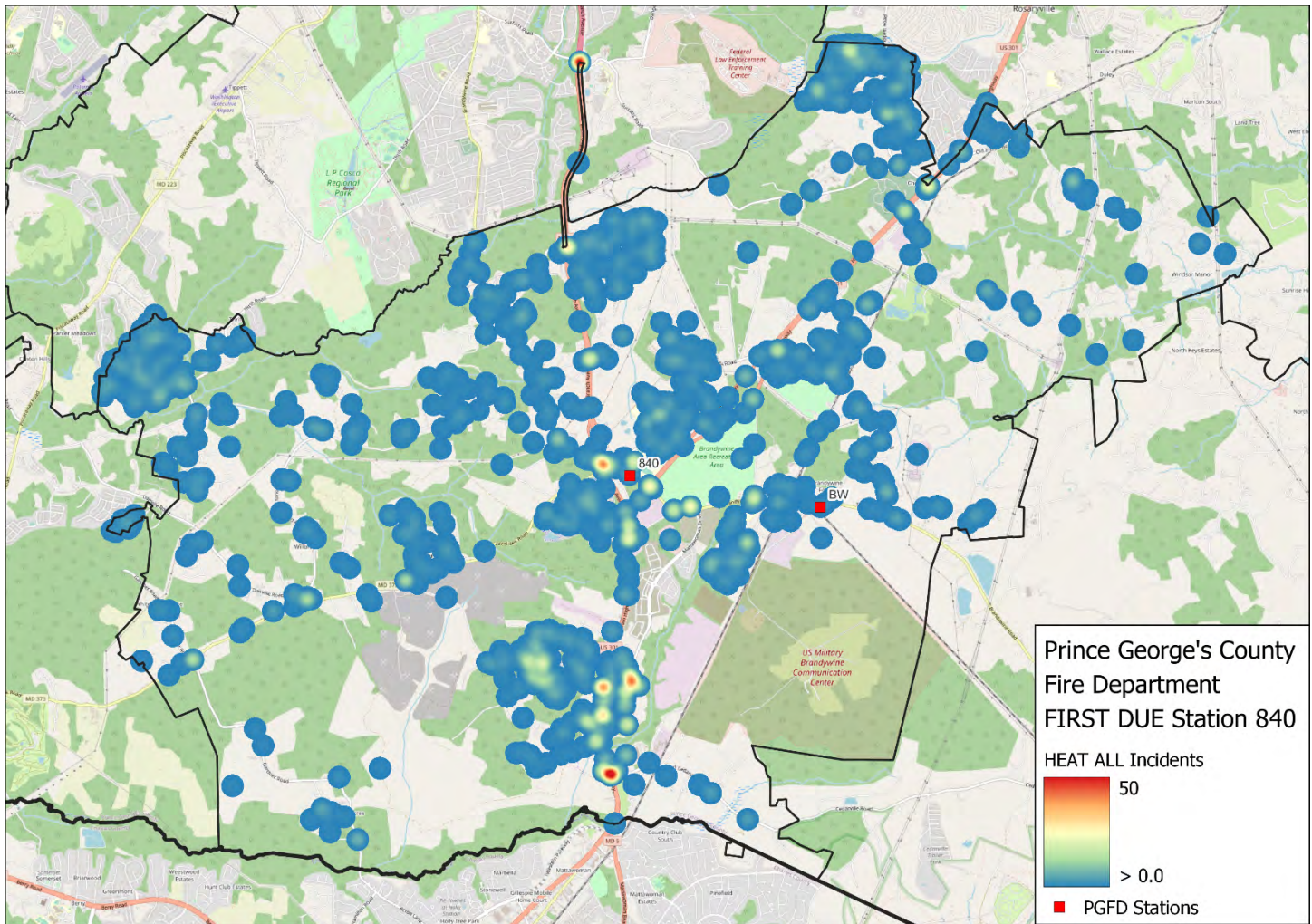
Response time performance for FDA 840 was calculated over the five-year rating period (2016-2020). Analyses were restricted to within FDA 840 and were calculated by the first arriving unit. Benchmark compliance is a 10% improvement over the aggregated PGFD performance. Therefore, the benchmark performance is established at the county level, not within each FDA. Finally, a gap analysis between the baseline and benchmark performance was completed utilizing a stoplight approach. If greater than 90% performance (green), between 70% and 89% yellow, and below 70% would be red.

First Due Station 840: 1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		4:51	5:07	5:06	4:31	4:39	4:41	4:31	88.3%
Turnout Time		2:13	2:16	2:13	2:18	2:11	2:03	1:58	83.3%
Travel Time	Urban	N/A	N/A	N/A	N/A	N/A	N/A	7:26	N/A
	Rural	11:07	9:59	11:09	10:53	11:45	11:08	9:33	82.9%
Total Response Time	Urban	N/A	N/A	N/A	N/A	N/A	N/A	12:26	N/A
		<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0		
	Rural	16:25	15:51	16:29	16:02	16:38	16:59	14:23	82.5%
		<i>n</i> = 6,399	<i>n</i> = 1,006	<i>n</i> = 1,319	<i>n</i> = 1,404	<i>n</i> = 1,337	<i>n</i> = 1,333		

Color coding legend: green fill ≥ 90%; yellow fill ≥ 70% to < 90%; red fill < 70%

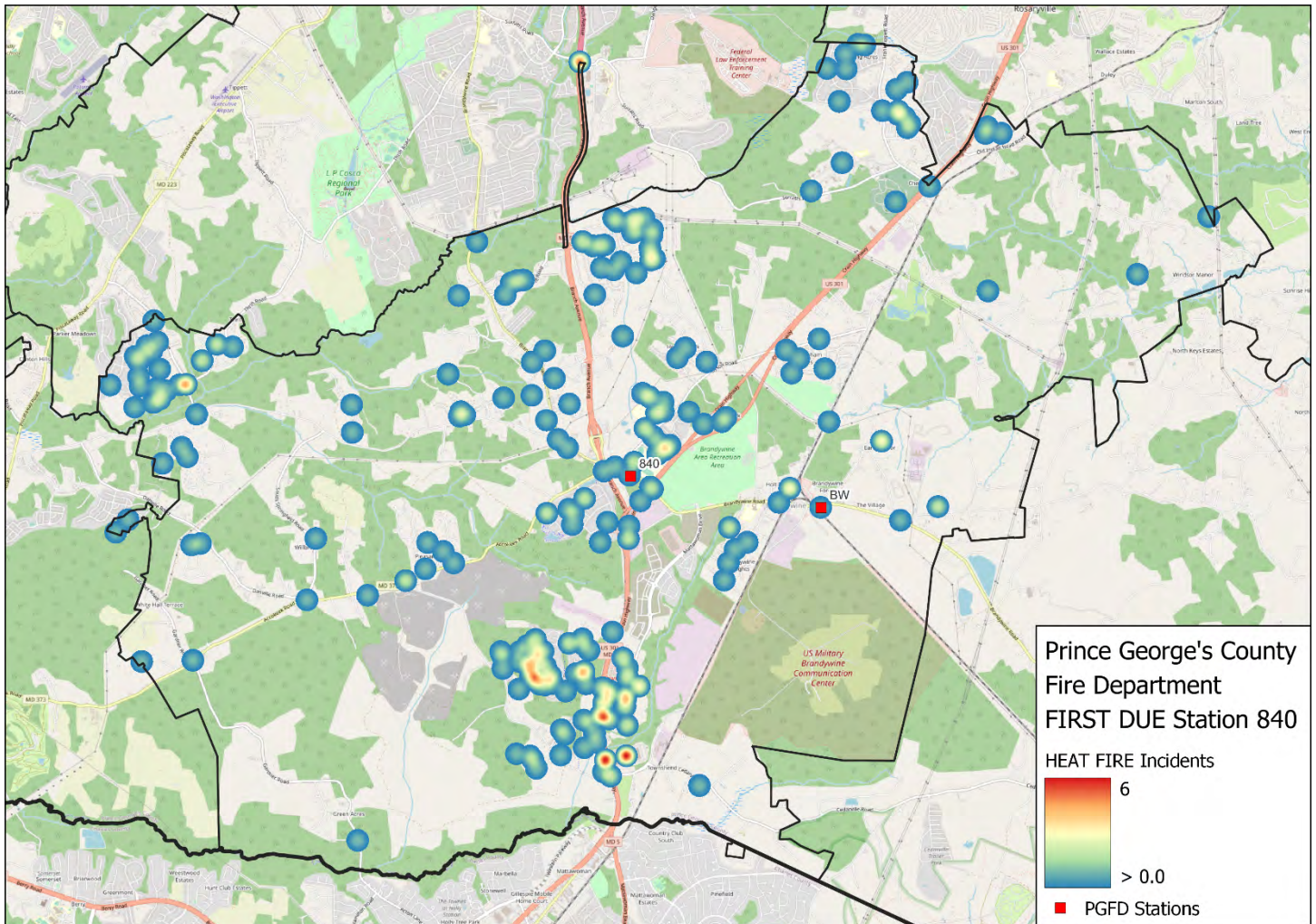
Station 840 Overall Hot Spot Map

Trends show the majority of call volume immediately surrounding the station and going north, with a fairly even spread of calls throughout the rest of the station's first due area.



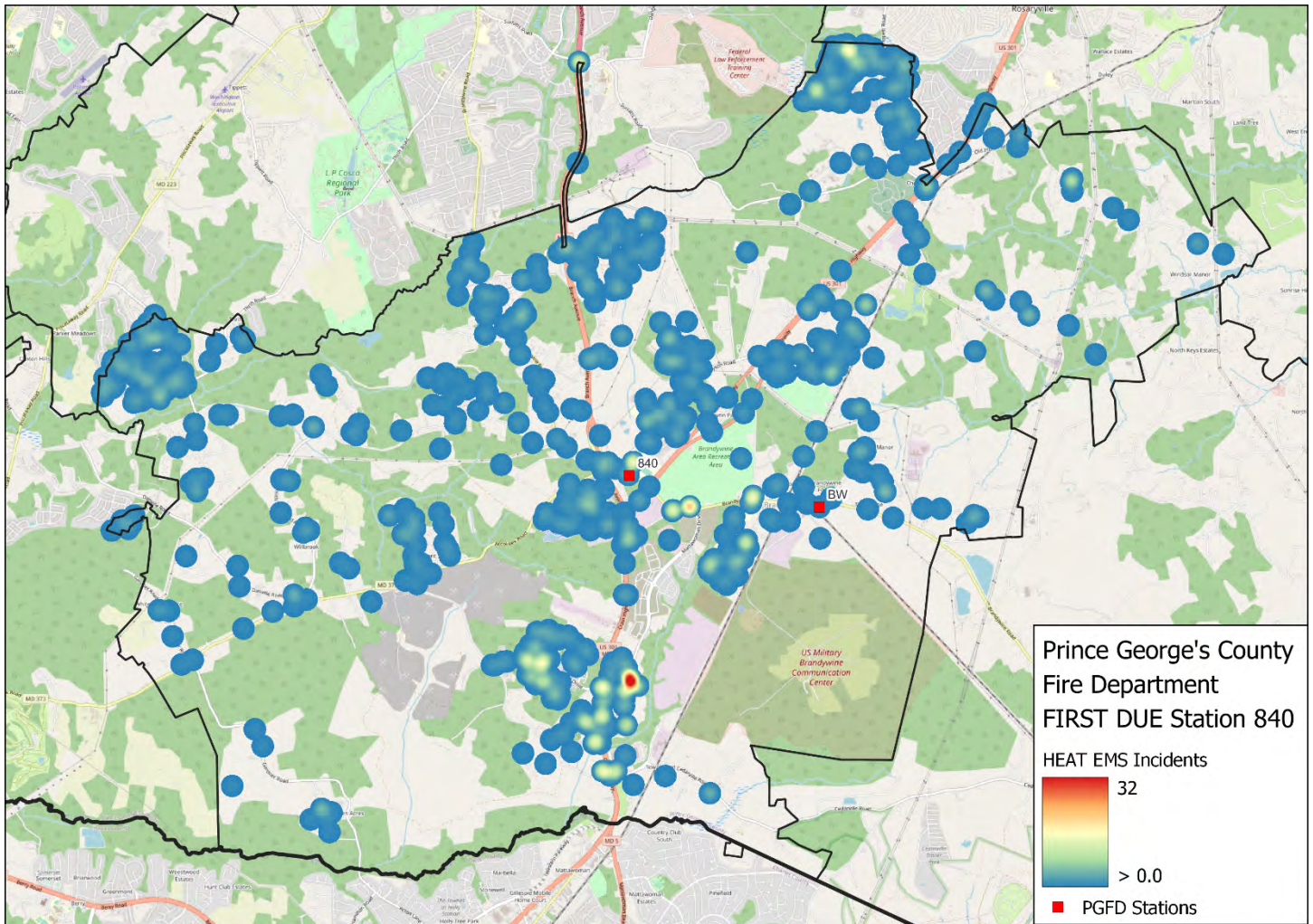
Station 840 Fire Hot Spot Map

Trends show a relatively even distribution of calls throughout the first due area. A few areas close to the station have relatively higher call volumes.



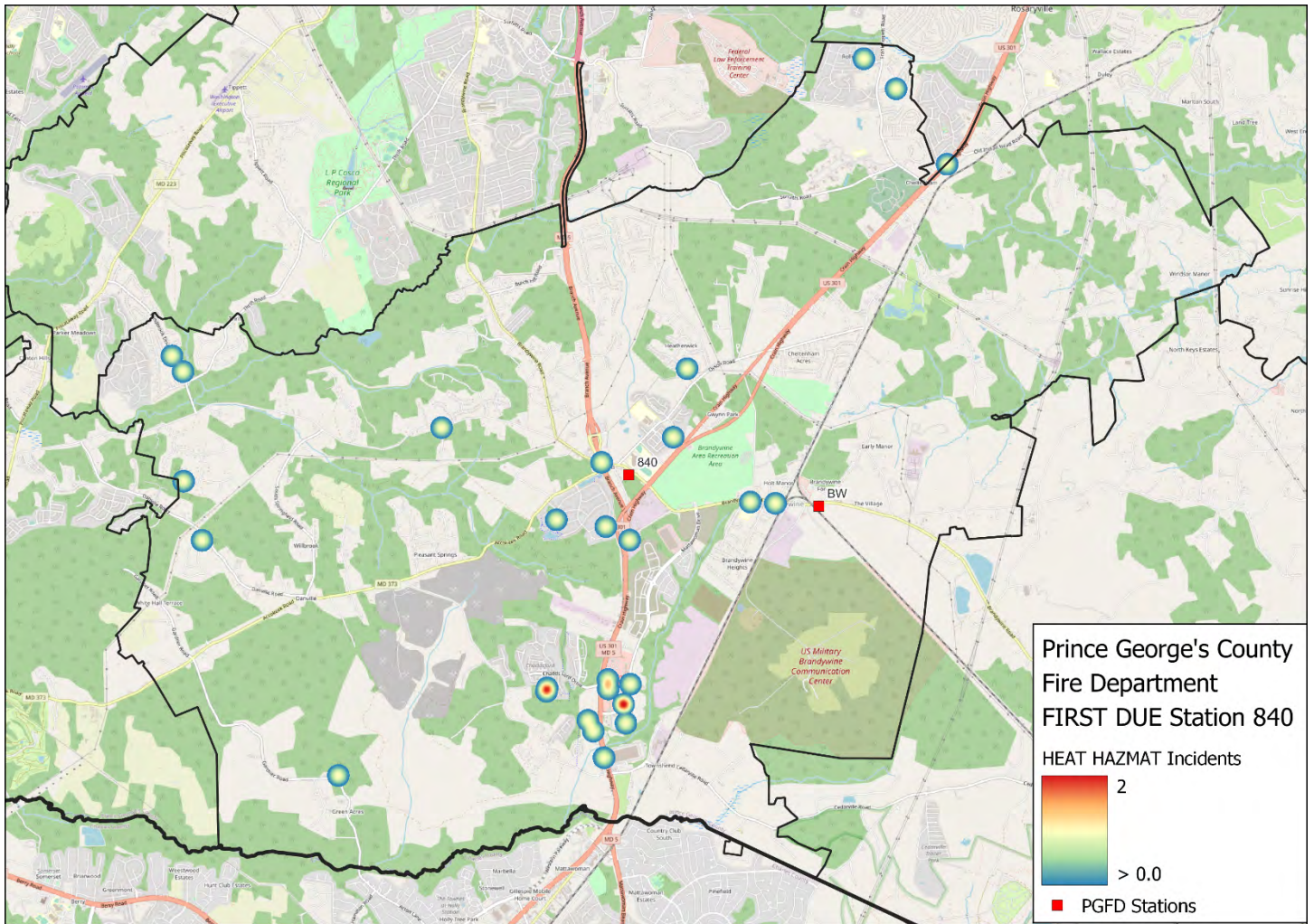
Station 840 EMS Hot Spot Map

Trends show a relatively even distribution of calls throughout the first due area. A few areas close to the station have relatively higher call volumes.



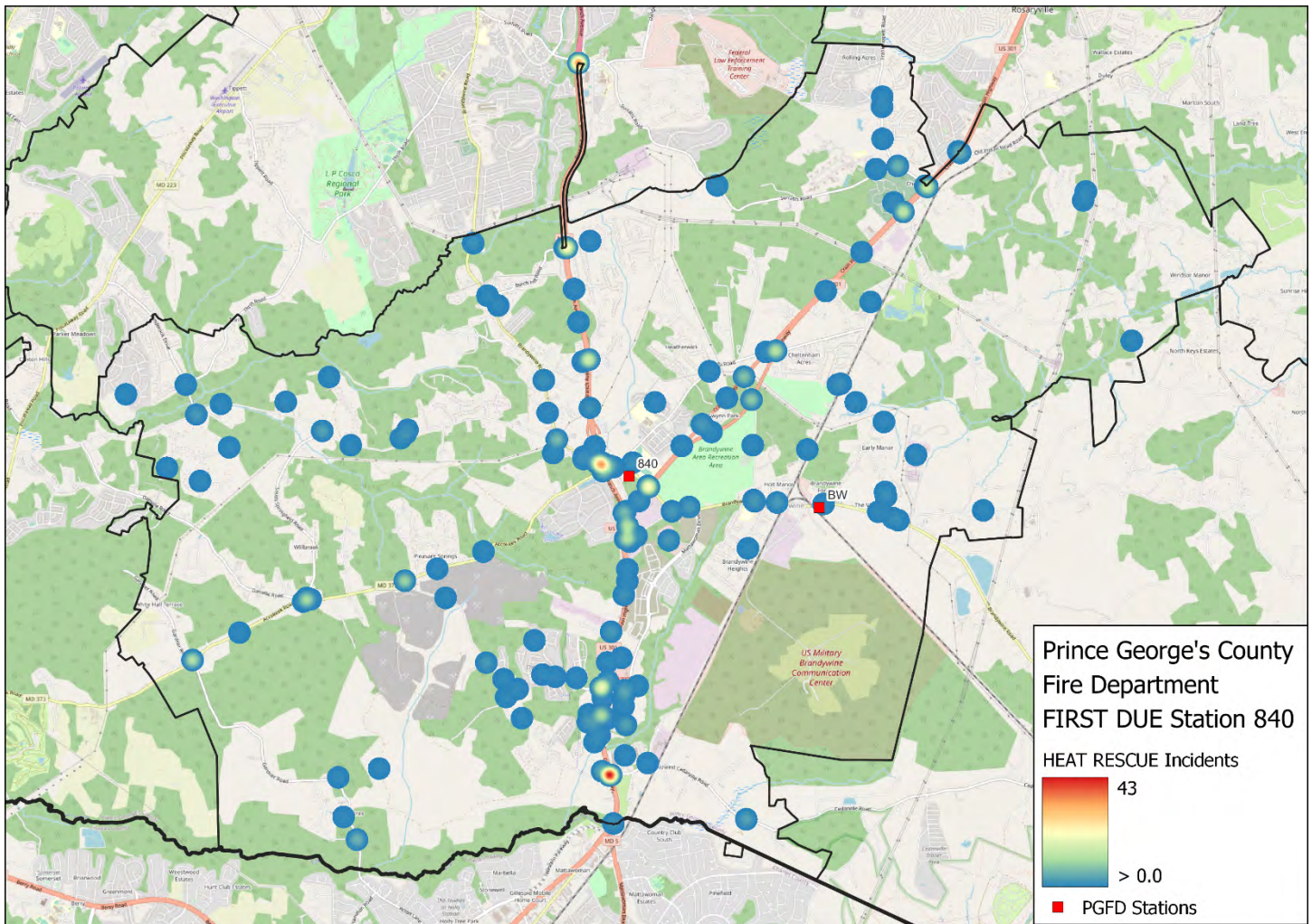
Station 840 HazMat Hot Spot Map

HazMat call volume is comparatively low and equally spread throughout the station's first due area.



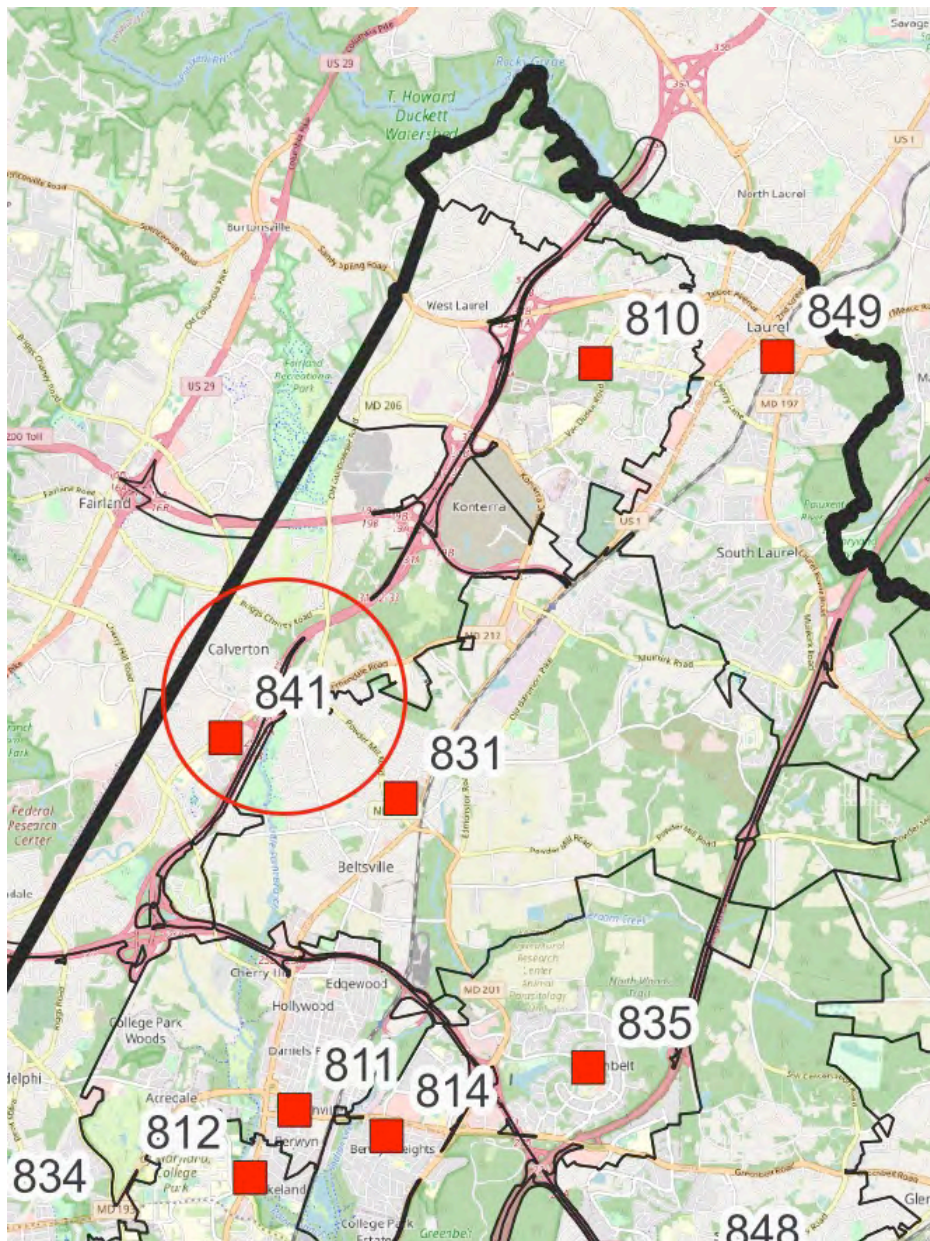
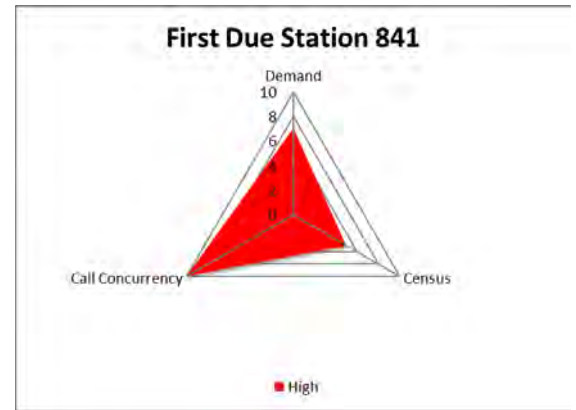
Station 840 Rescue Hot Spot Map

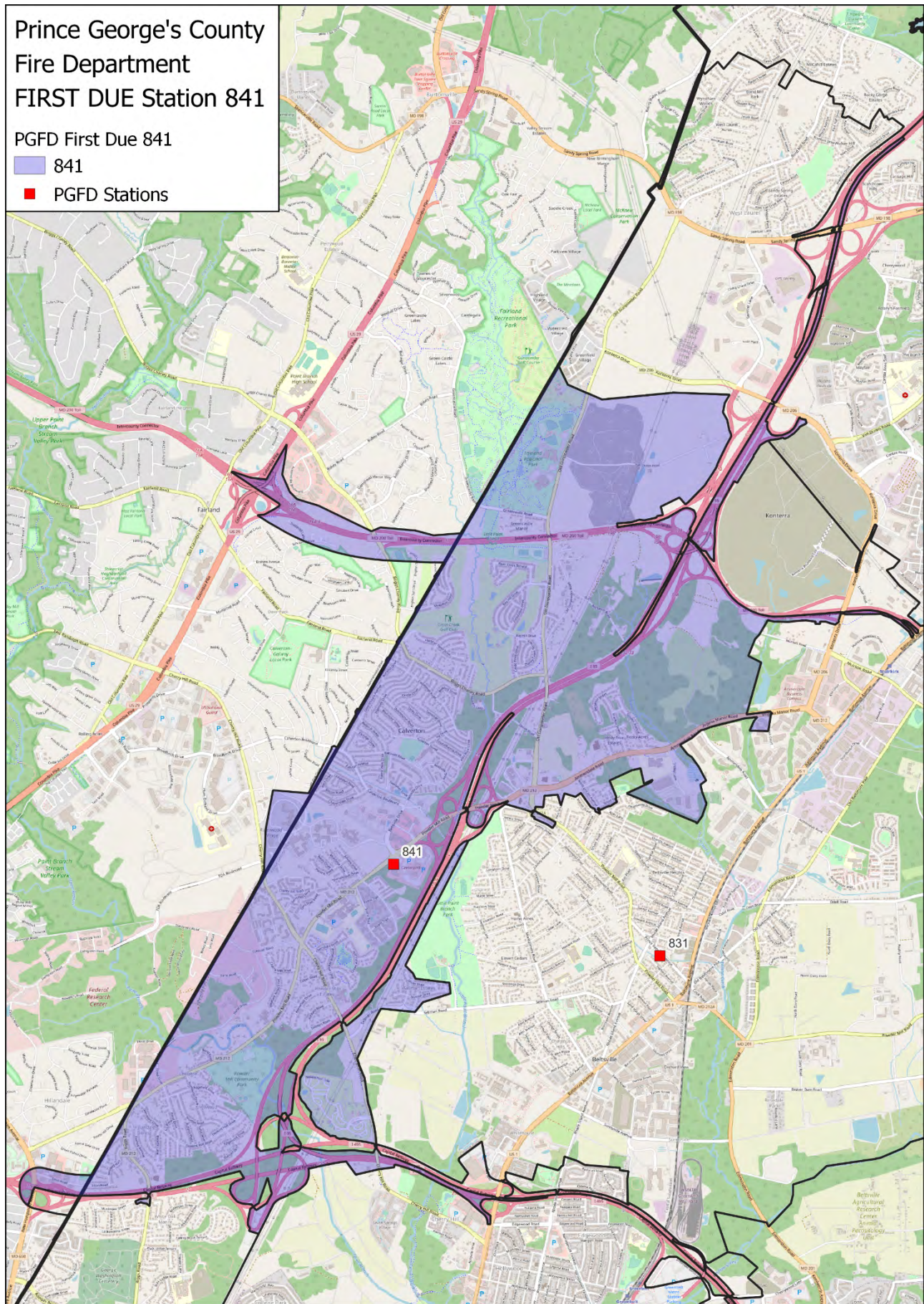
Trends show an even distribution of calls throughout the first due area. There are a few areas throughout the first due area and on the highway that have relatively higher call volumes.



Station 841

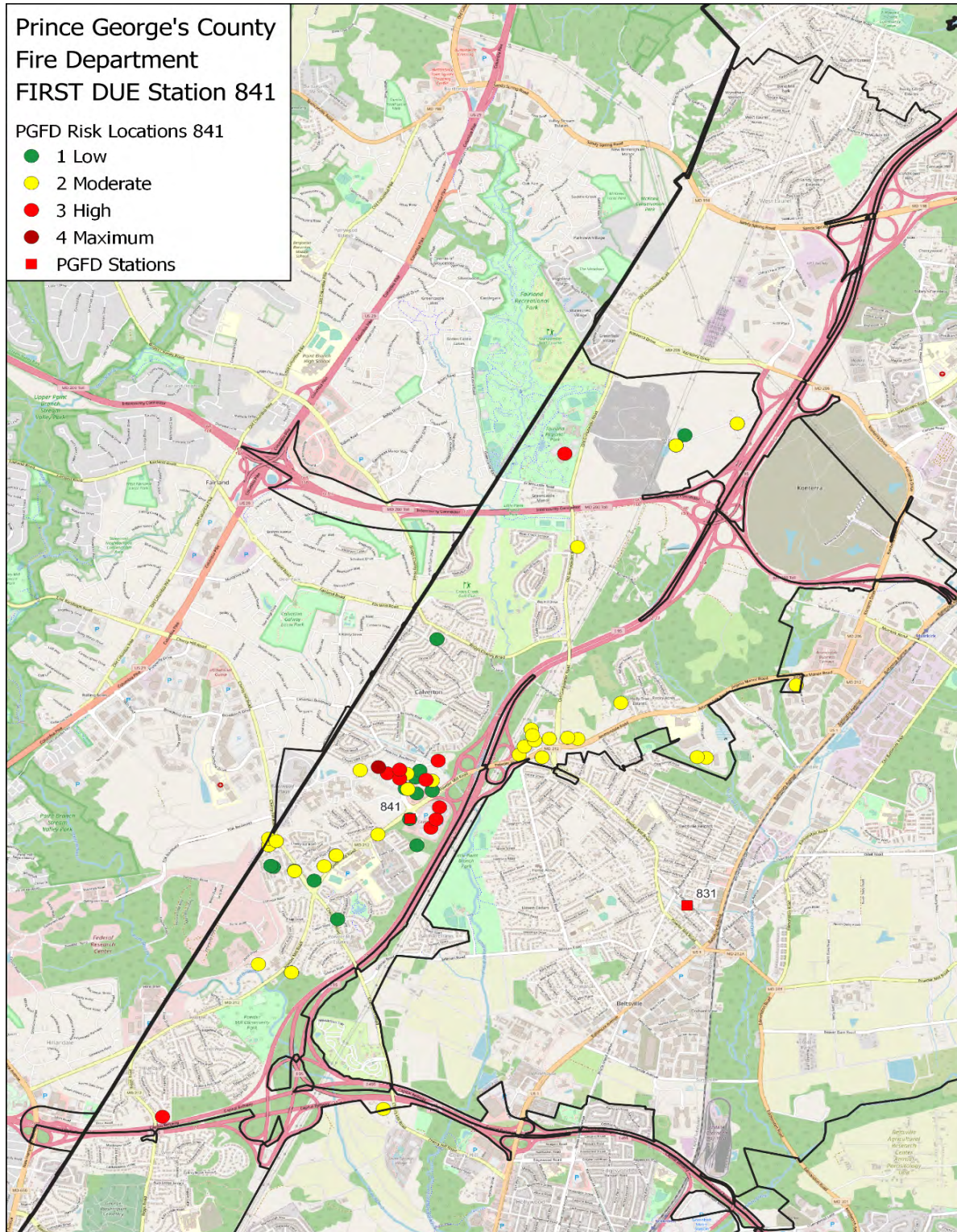
Station 841	A841	Ambulance
	E841	Engine
	E841B	Engine
	HSC841	Hazmat Support
	MCS841	Mass Cas Support
	PA841	Paramedic Ambulance
	PE841	Paramedic Engine
	PE841B	Paramedic Engine
	RECON841	Recon
	VC841A	Volunteer Chief



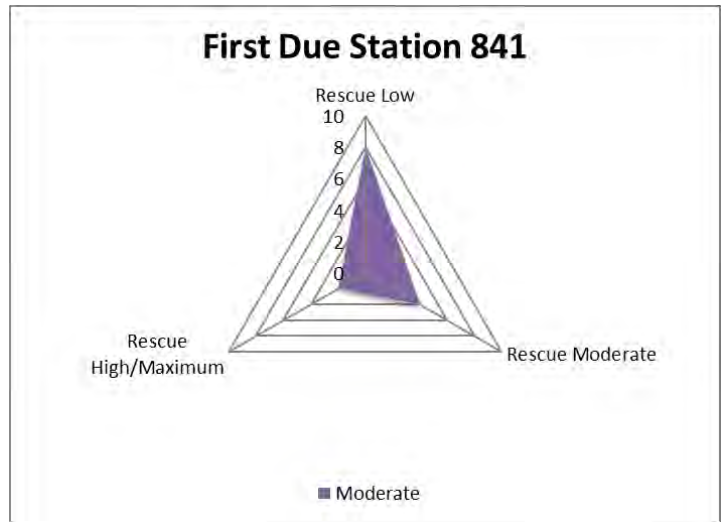
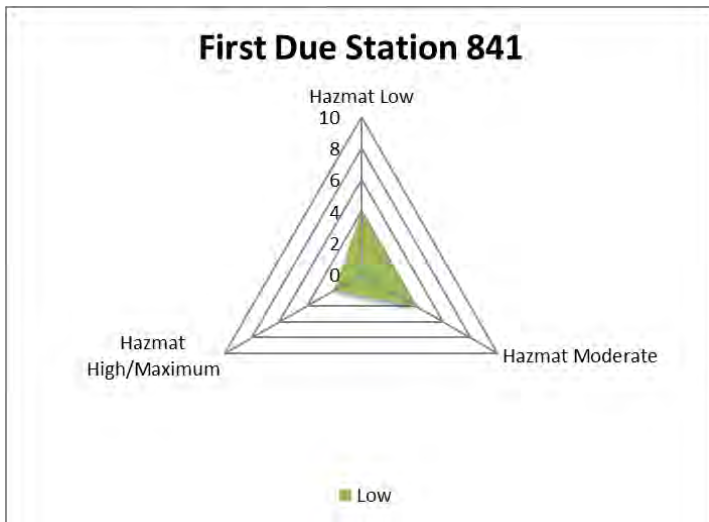
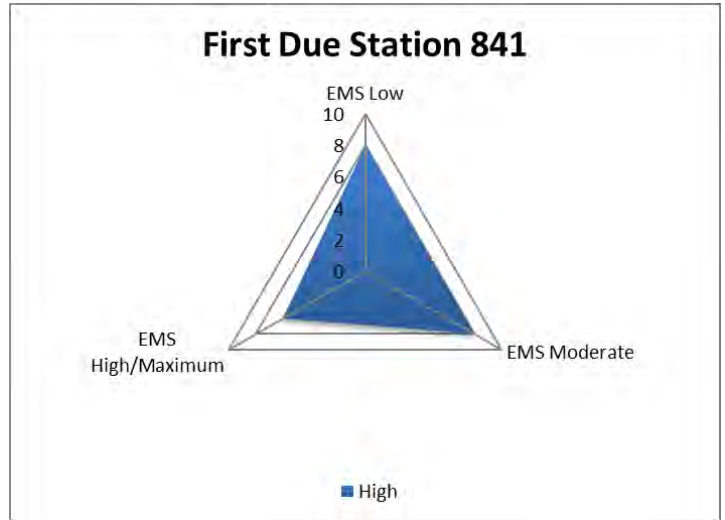
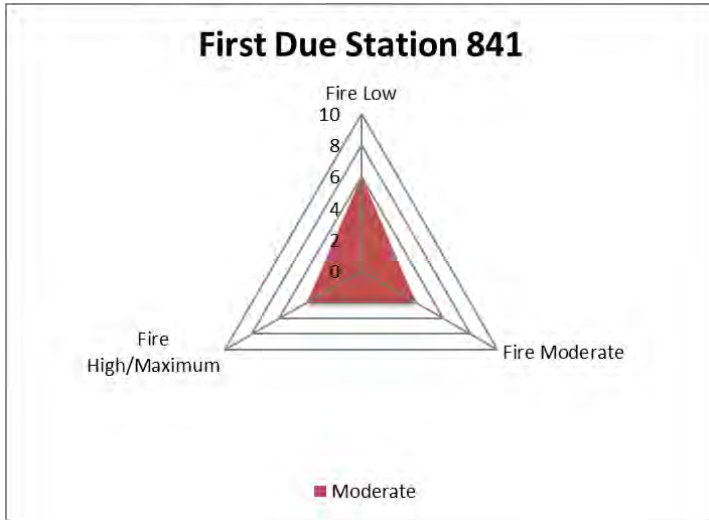


Station 841 Risk Analysis

The risk of individual building locations is represented by the small circles and shaded to indicate risk level. There is a concentration of low and moderate-risk buildings located in close proximity to the station, which is a high-risk GPZ. Risk is also evaluated by GPZ using the same shading criteria. The vast majority of Station 841's first due area is low to moderate risk.



Station 841 First Due Station Risk Profiles by Program – 3D Risk Models



Station 841 First Due Area Historical Data Analysis

Station 841 First Due Area Incidents by Call Category	Reporting Period				
	2016	2017	2018	2019	2020
Bomb Total	0	0	1	1	0
EMS Total	1,927	2,325	2,268	2,076	2,094
Fire Total	303	295	319	367	304
Hazmat Total	58	66	73	57	45
Non-Emergency Total	80	55	56	82	103
Rescue Total	493	463	493	444	341
Total	2,861	3,204	3,210	3,027	2,887

Unit ID	Reporting Period				
	2016	2017	2018	2019	2020
A841	2,913	2,852	2,555	2,492	669
E841	3	5	0	1	2
E841B	0	0	0	2	0
HSC841	0	0	37	63	37
MCS841	1	1	0	2	0
PA841	0	0	0	0	1,451
PE841	2,707	2,454	2,323	2,623	2,037
PE841B	493	532	526	161	206
RECON841	1	0	19	0	0
VC841A	6	11	3	4	1
Total	6,124	5,855	5,463	5,348	4,403
Average Responses per Day	16.7	16	15	14.7	12

Station 841 First Due Area Historical Data Analysis (cont.)

Call concurrency within FDA 841 was calculated between 2016 and 2020. The call concurrency has remained steady between 28.8 to 33.5 over the five-year rating period.

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
841	2016	910	2,858	31.8
	2017	1,072	3,196	33.5
	2018	1,056	3,195	33.1
	2019	956	3,015	31.7
	2020	828	2,876	28.8
	All	4,822	15,140	31.8

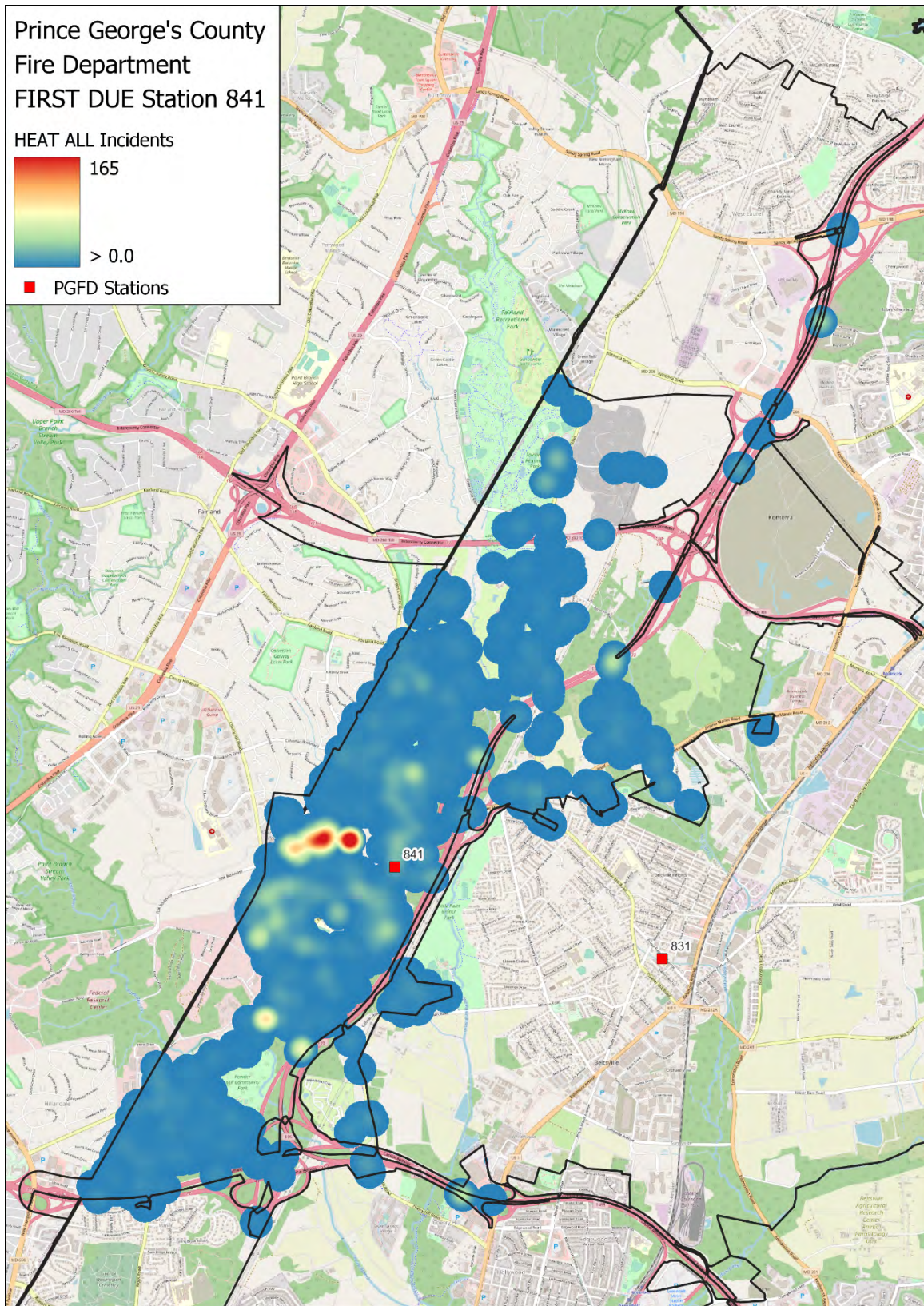
Response time performance for FDA 841 was calculated over the five-year rating period (2016-2020). Analyses were restricted to within FDA 841 and were calculated by the first arriving unit. Benchmark compliance is a 10% improvement over the aggregated PGFD performance. Therefore, the benchmark performance is established at the county level, not within each FDA. Finally, a gap analysis between the baseline and benchmark performance was completed utilizing a stoplight approach. If greater than 90% performance (green), between 70% and 89% yellow, and below 70% would be red.

First Due Station 841: 1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		5:09	5:34	5:11	5:01	5:02	5:07	4:31	85.9%
Turnout Time		2:09	2:18	2:22	2:08	1:56	1:39	1:58	85.6%
Travel Time	Urban	8:22	8:45	8:11	8:32	8:12	8:11	7:26	85.6%
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	9:33	N/A
Total Response Time	Urban	14:21	15:08	14:26	14:10	13:50	13:50	12:26	82.9%
		<i>n</i> = 9,221	<i>n</i> = 1,820	<i>n</i> = 1,959	<i>n</i> = 1,973	<i>n</i> = 1,907	<i>n</i> = 1,562		
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	14:23	N/A
		<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0		

Color coding legend: green fill ≥ 90%; yellow fill ≥ 70% to < 90%; red fill < 70%

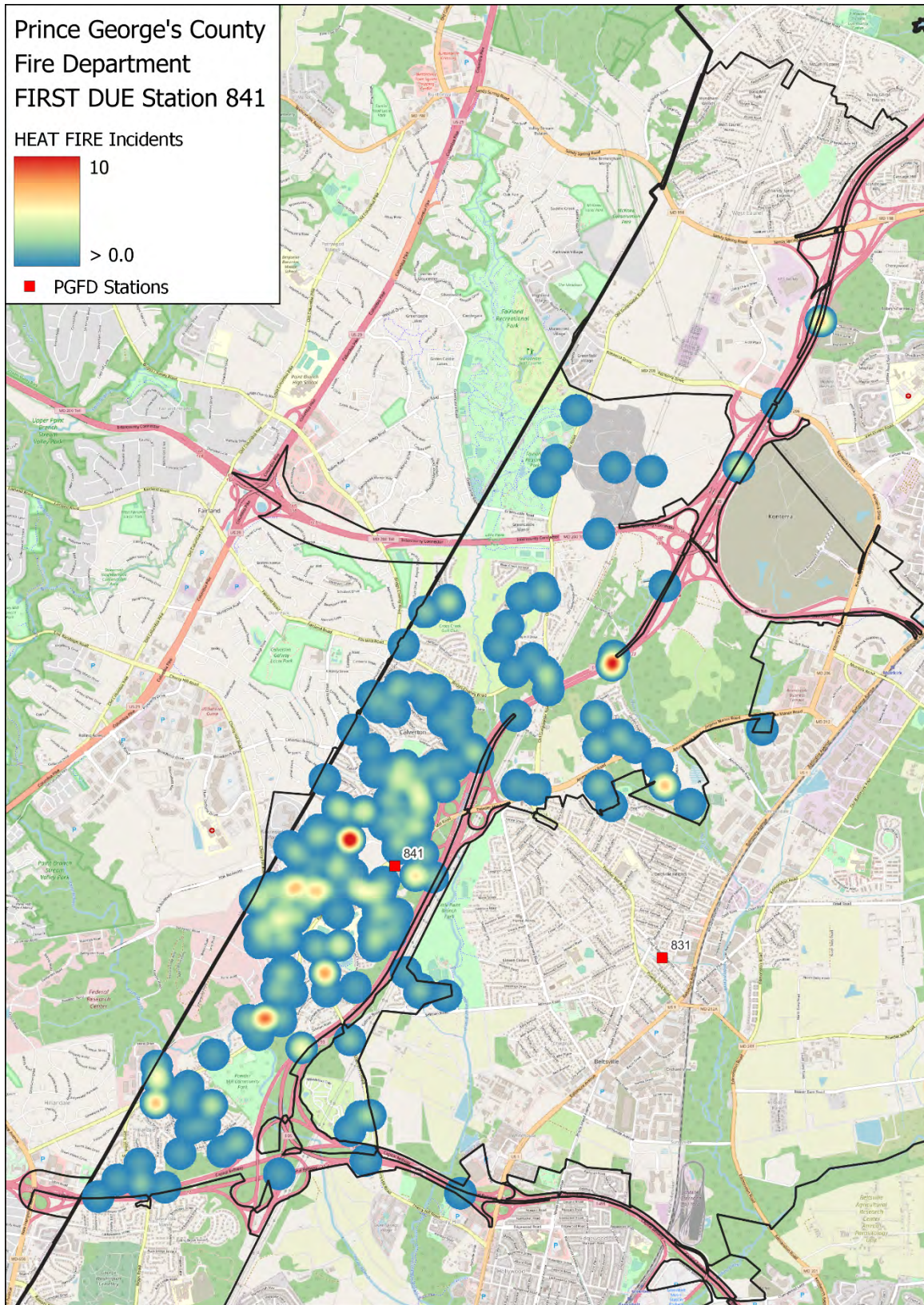
Station 841 Overall Hot Spot Map

Trends show a relatively even distribution of calls throughout the first due area. A few areas close to the station have relatively higher call volumes.



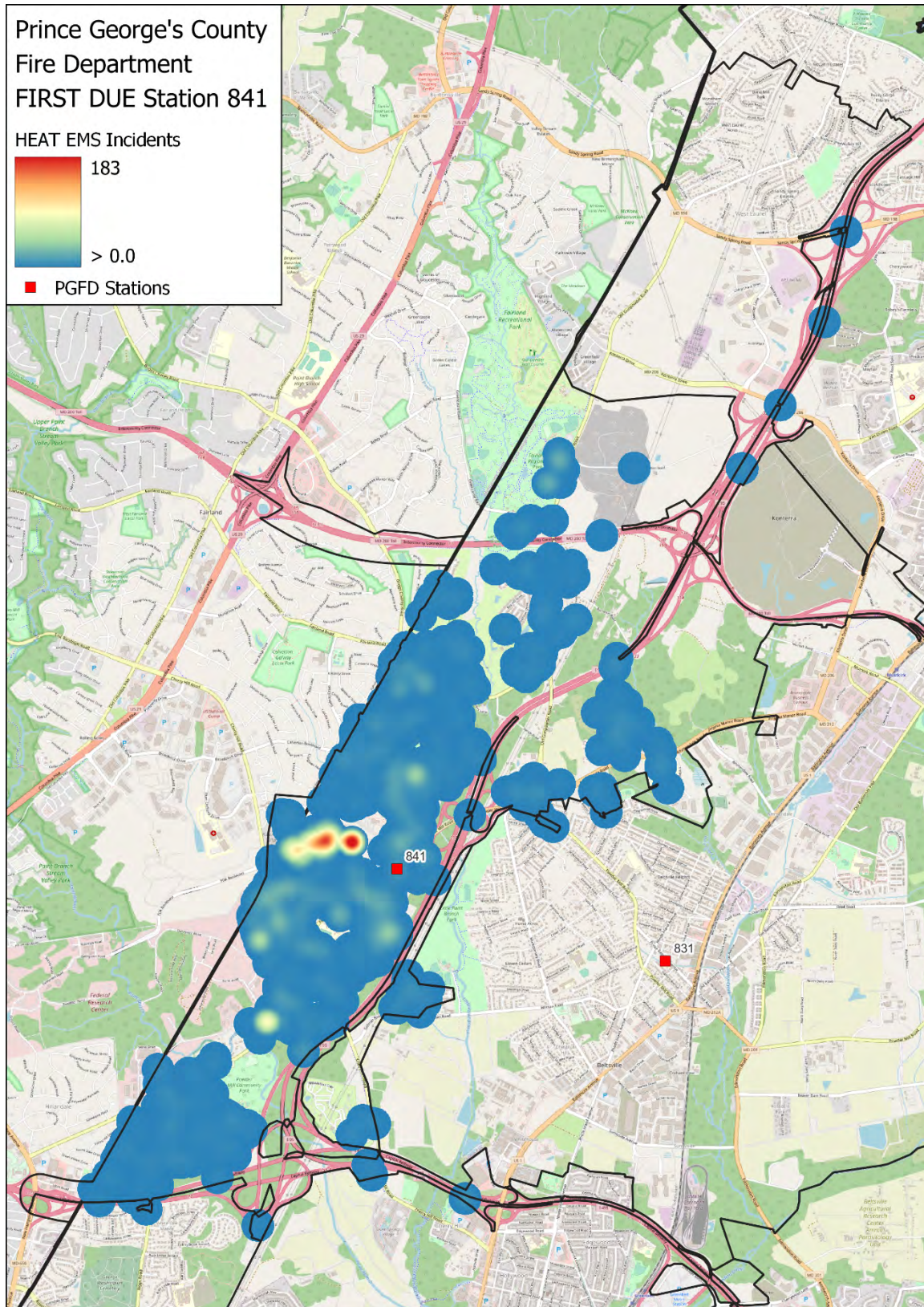
Station 841 Fire Hot Spot Map

Most of the call volume for fire-related calls is in close proximity to the station.



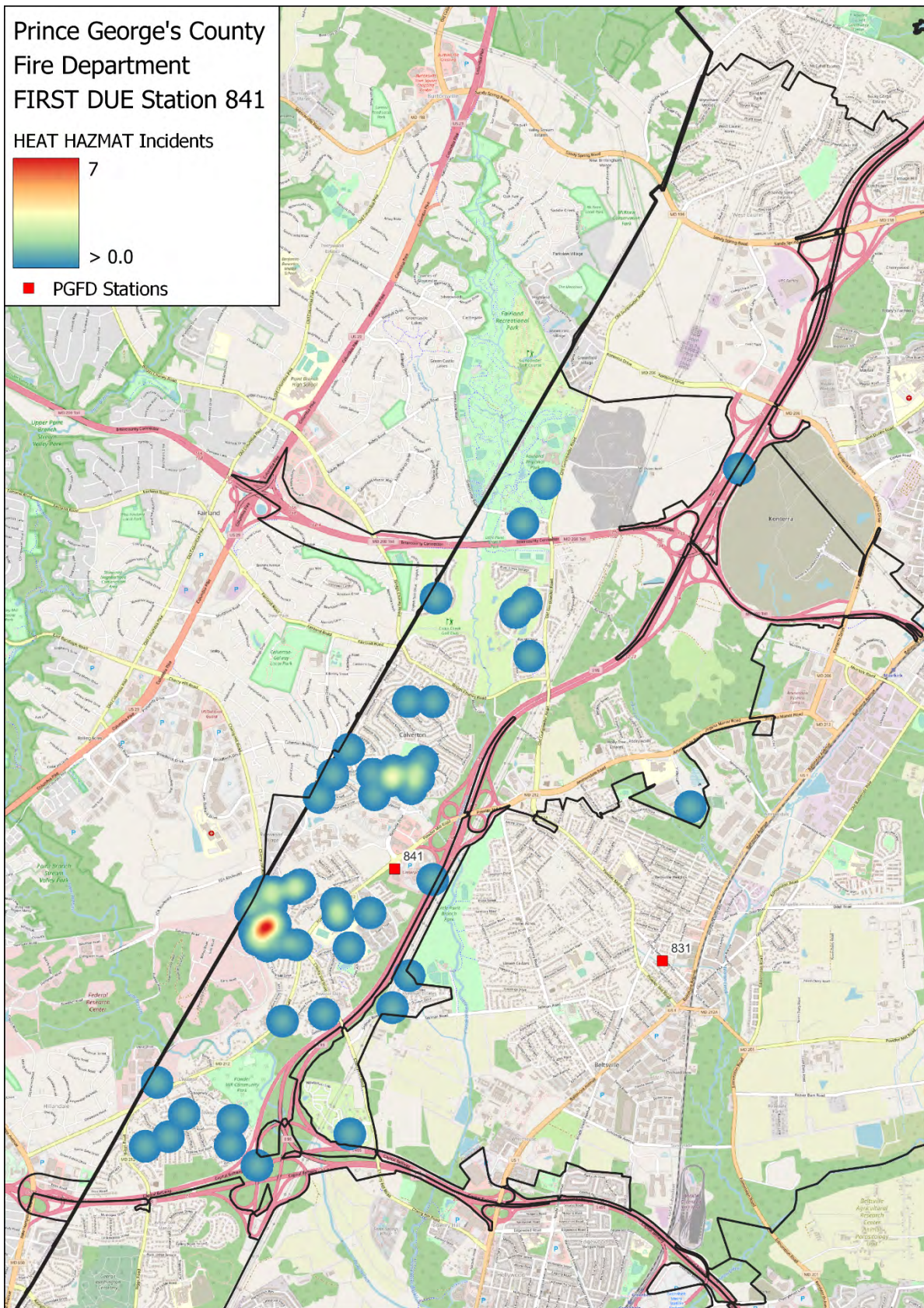
Station 841 EMS Hot Spot Map

Most of the call volume for EMS-related calls is in close proximity to the station.



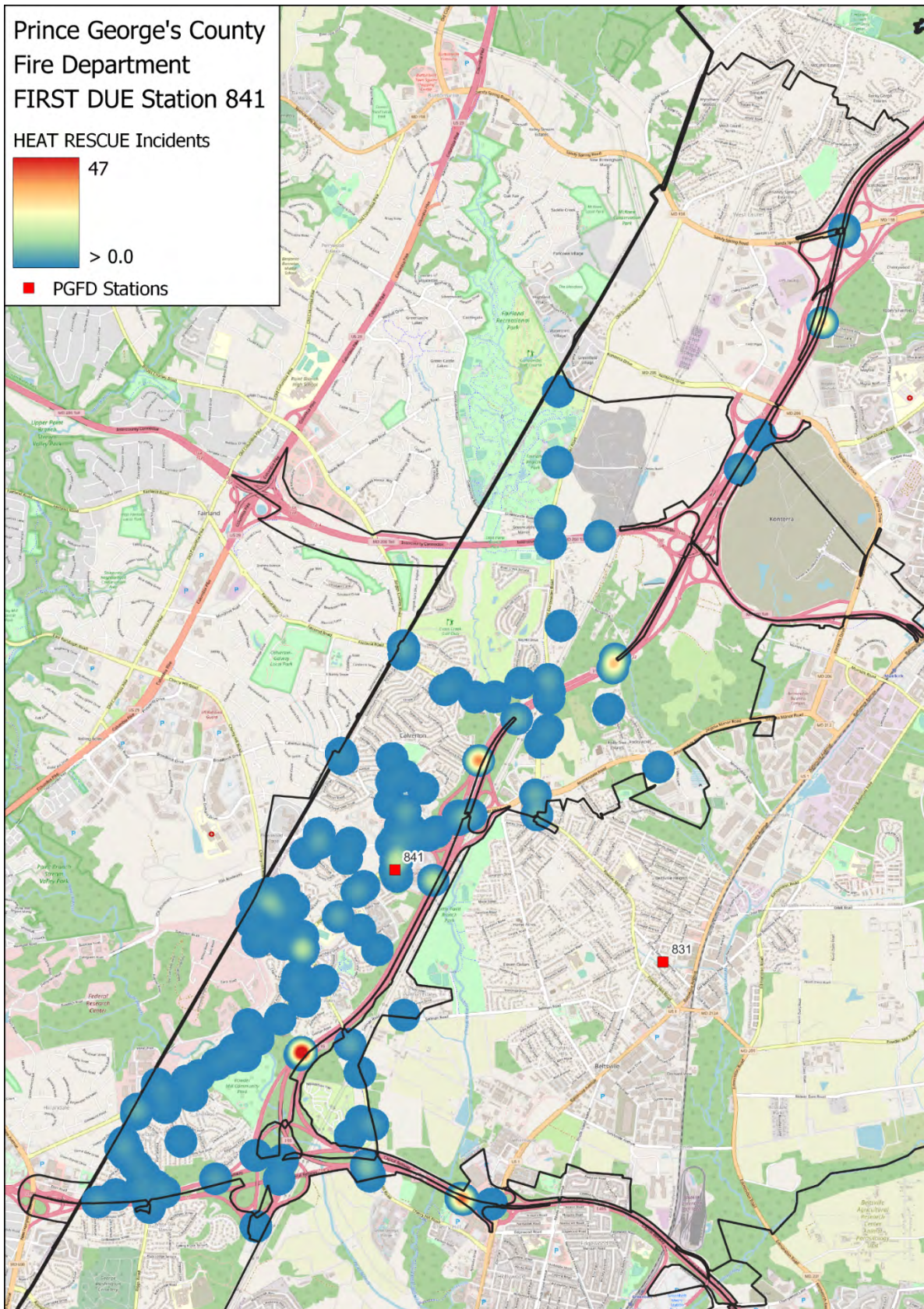
Station 841 HazMat Hot Spot Map

HazMat call volume is relatively equally spread throughout the station's first due area.



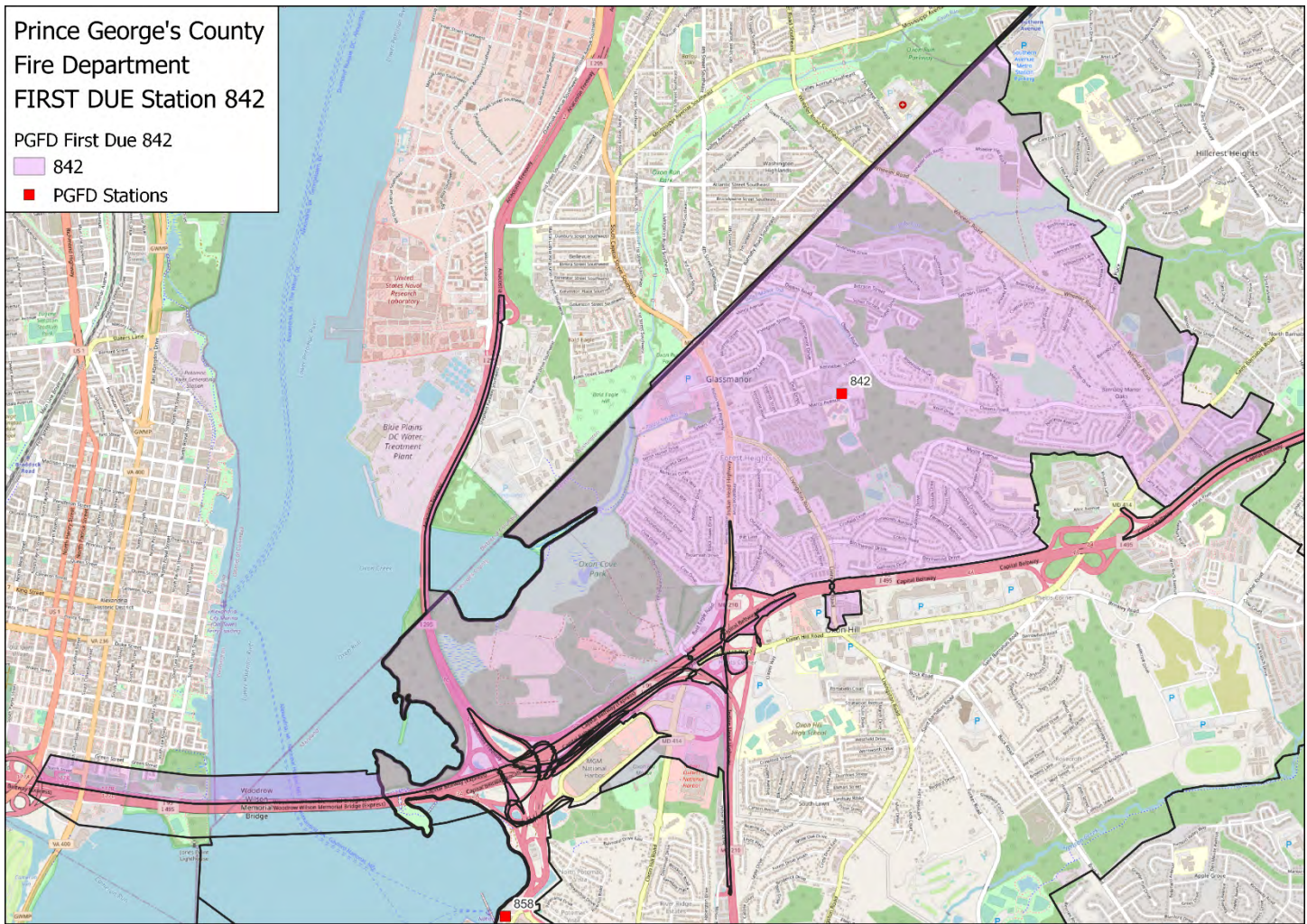
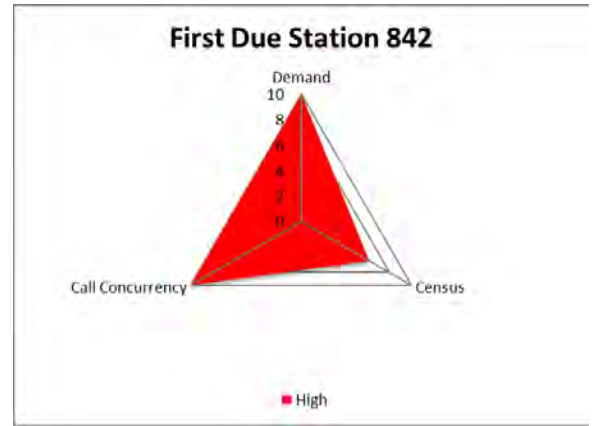
Station 841 Rescue Hot Spot Map

Trends show an even distribution of calls throughout the first due area. A few areas throughout the first due area and on the expressway have relatively higher call volumes.



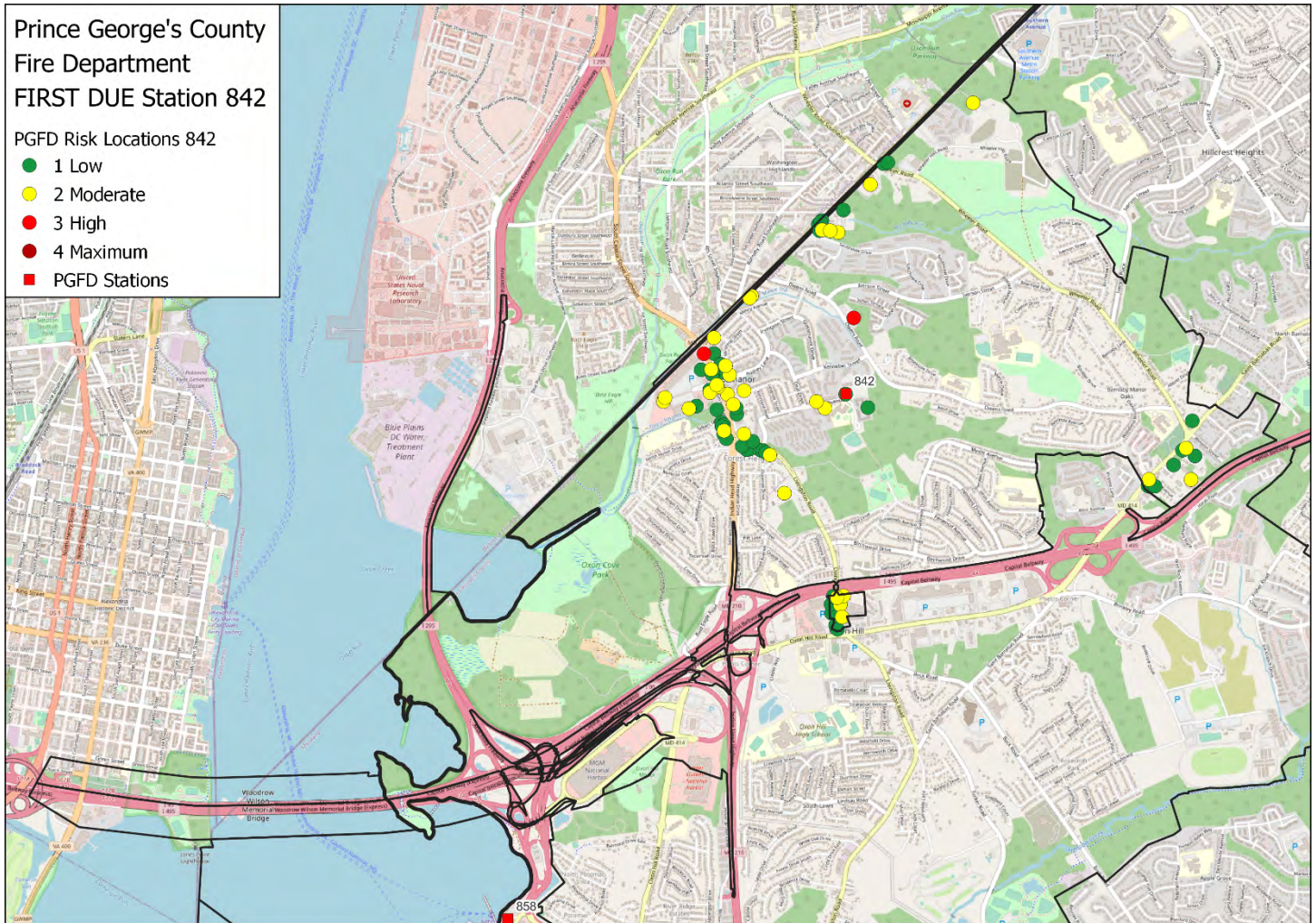
Station 842

Station 842	A842	Ambulance
	E842	Engine
	E842B	Engine
	PA842	Paramedic Ambulance
	PE842	Paramedic Engine
	U842	Utility
	VC842A	Volunteer Chief
	VC842B	Volunteer Chief
	XE842B	Engine

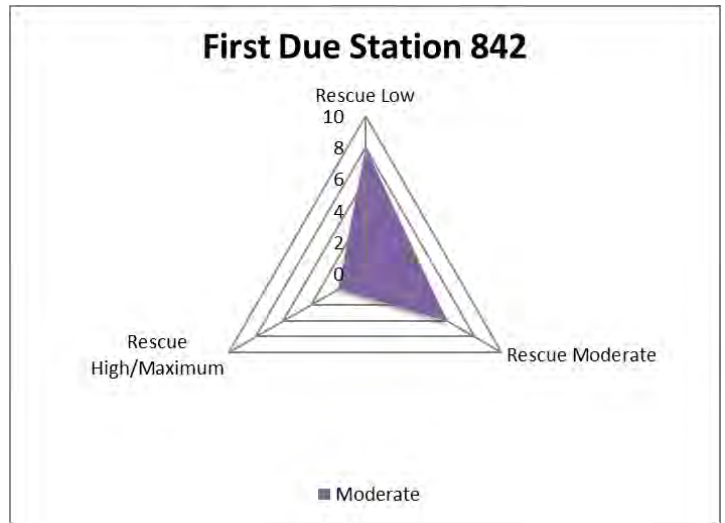
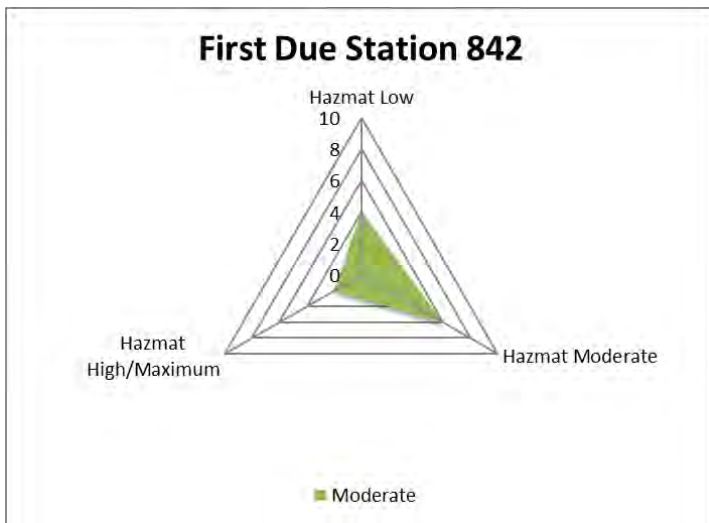
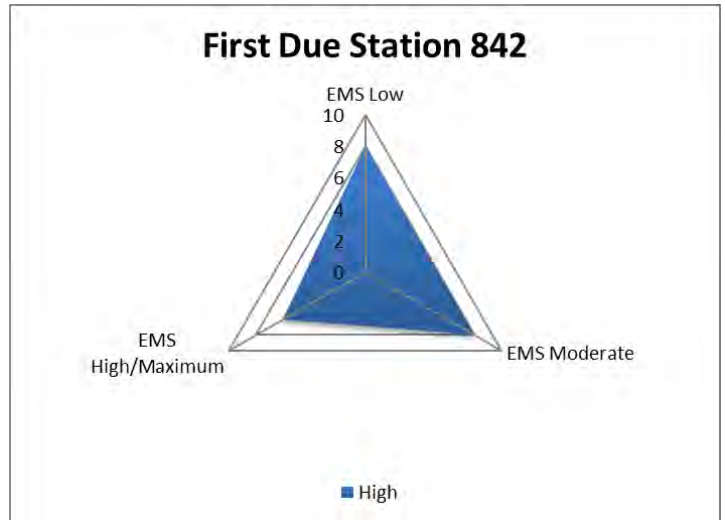
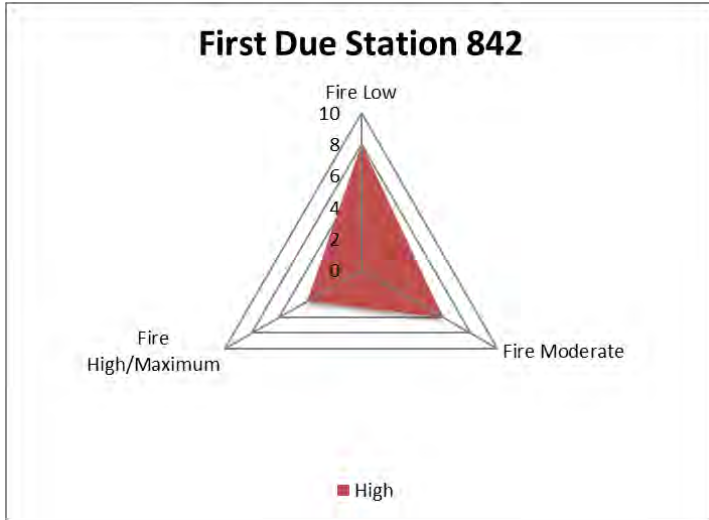


Station 842 Risk Analysis

The risk of individual building locations is represented by the small circles and shaded to indicate risk level. Risk is also evaluated by GPZ using the same shading criteria. Low and moderate-risk buildings are concentrated in the first due area, which is a high-risk GPZ. Most buildings in Station 842's first due area are low to moderate risk.



Station 842 First Due Station Risk Profiles by Program – 3D Risk Models



Station 842 First Due Area Historical Data Analysis

Station 842 First Due Area Incidents by Call Category	Reporting Period				
	2016	2017	2018	2019	2020
Bomb Total	1	0	1	0	1
EMS Total	5,317	4,184	3,999	4,398	4,064
Fire Total	816	523	653	683	532
Hazmat Total	119	87	96	109	71
Non-Emergency Total	146	84	107	139	213
Rescue Total	721	480	480	512	416
Total	7,120	5,358	5,336	5,841	5,297

Unit ID	Reporting Period				
	2016	2017	2018	2019	2020
A842	4,153	4,095	2,607	0	9
E842	4	7	5	0	0
E842B	532	226	81	61	80
PA842	17	0	1,072	3,306	2,691
PE842	4,037	4,070	3,869	4,017	3,316
U842	0	3	0	0	0
VC842A	95	9	0	0	0
VC842B	3	0	0	0	0
XE842B	8	0	0	0	0
Total	8,849	8,410	7,634	7,384	6,096
Average Responses per Day²	24.2	23	20.9	20.2	16.7

Station 842 First Due Area Historical Data Analysis (cont.)

Call concurrency within FDA 842 was calculated between 2016 and 2020. The call concurrency has remained steady between 41.9 to 50.1 over the five-year rating period.

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
842	2016	3,562	7,110	50.1
	2017	2,242	5,350	41.9
	2018	2,238	5,328	42.0
	2019	2,684	5,833	46.0
	2020	2,277	5,289	43.1
	All	13,003	28,910	45.0

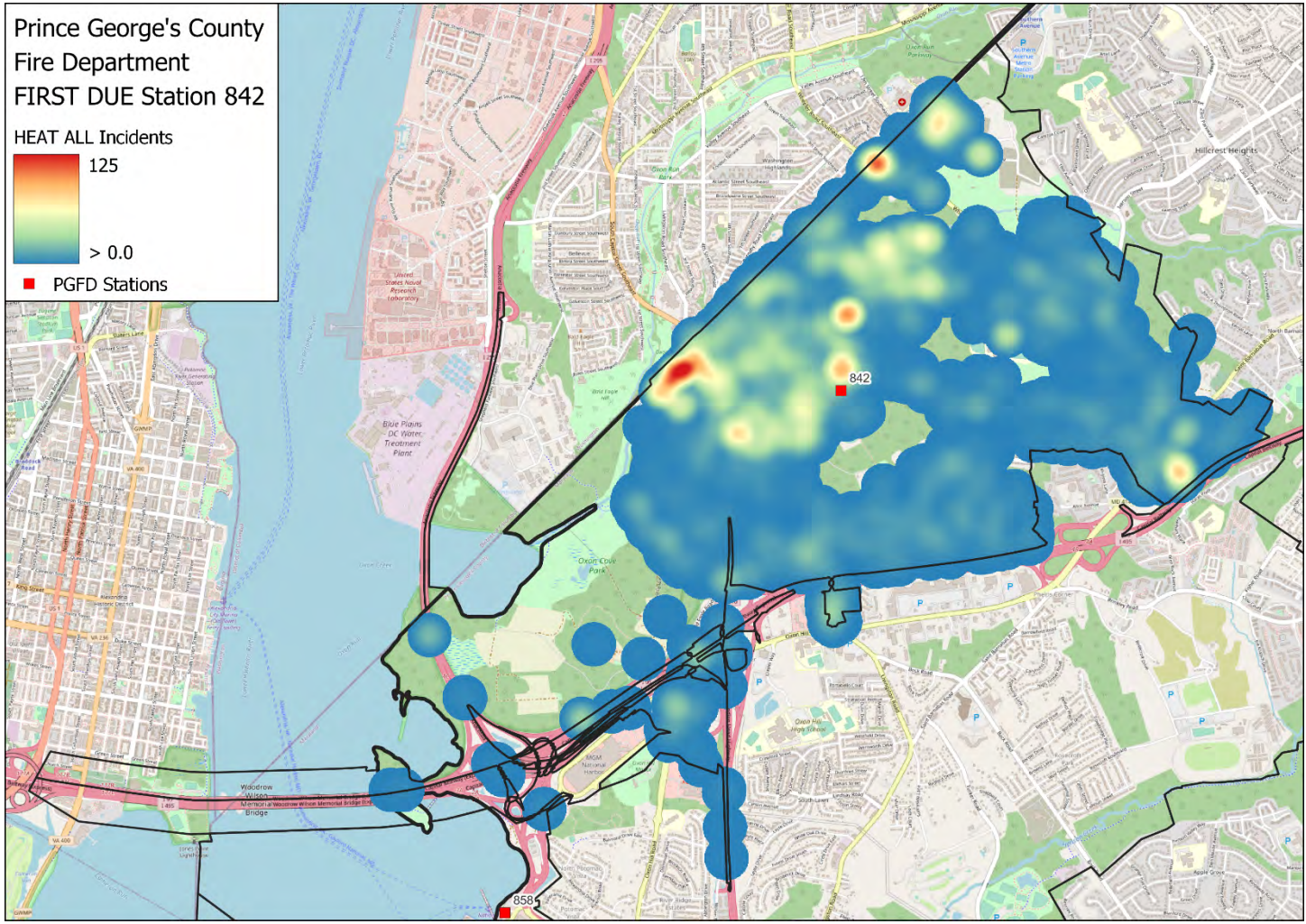
Response time performance for FDA 842 was calculated over the five-year rating period (2016-2020). Analyses were restricted to within FDA 842 and were calculated by the first arriving unit. Benchmark compliance is a 10% improvement over the aggregated PGFD performance. Therefore, the benchmark performance is established at the county level, not within each FDA. Finally, a gap analysis between the baseline and benchmark performance was completed utilizing a stoplight approach. If greater than 90% performance (green), between 70% and 89% yellow, and below 70% would be red.

First Due Station 842: 1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		5:21	5:46	5:28	5:09	5:02	5:15	4:31	86.0%
Turnout Time		2:15	2:23	2:16	2:10	2:14	2:07	1:58	81.7%
Travel Time	Urban	9:17	9:19	8:50	8:51	9:09	10:31	7:26	77.4%
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	9:33	N/A
Total Response Time	Urban	15:16	15:40	14:53	14:21	14:45	16:55	12:26	78.6%
		<i>n</i> = 17,415	<i>n</i> = 4,363	<i>n</i> = 3,314	<i>n</i> = 3,222	<i>n</i> = 3,513	<i>n</i> = 3,003		
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	14:23	N/A
		<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0		

Color coding legend: fill ≥ 90%; fill ≥ 70% to < 90%; fill < 70%

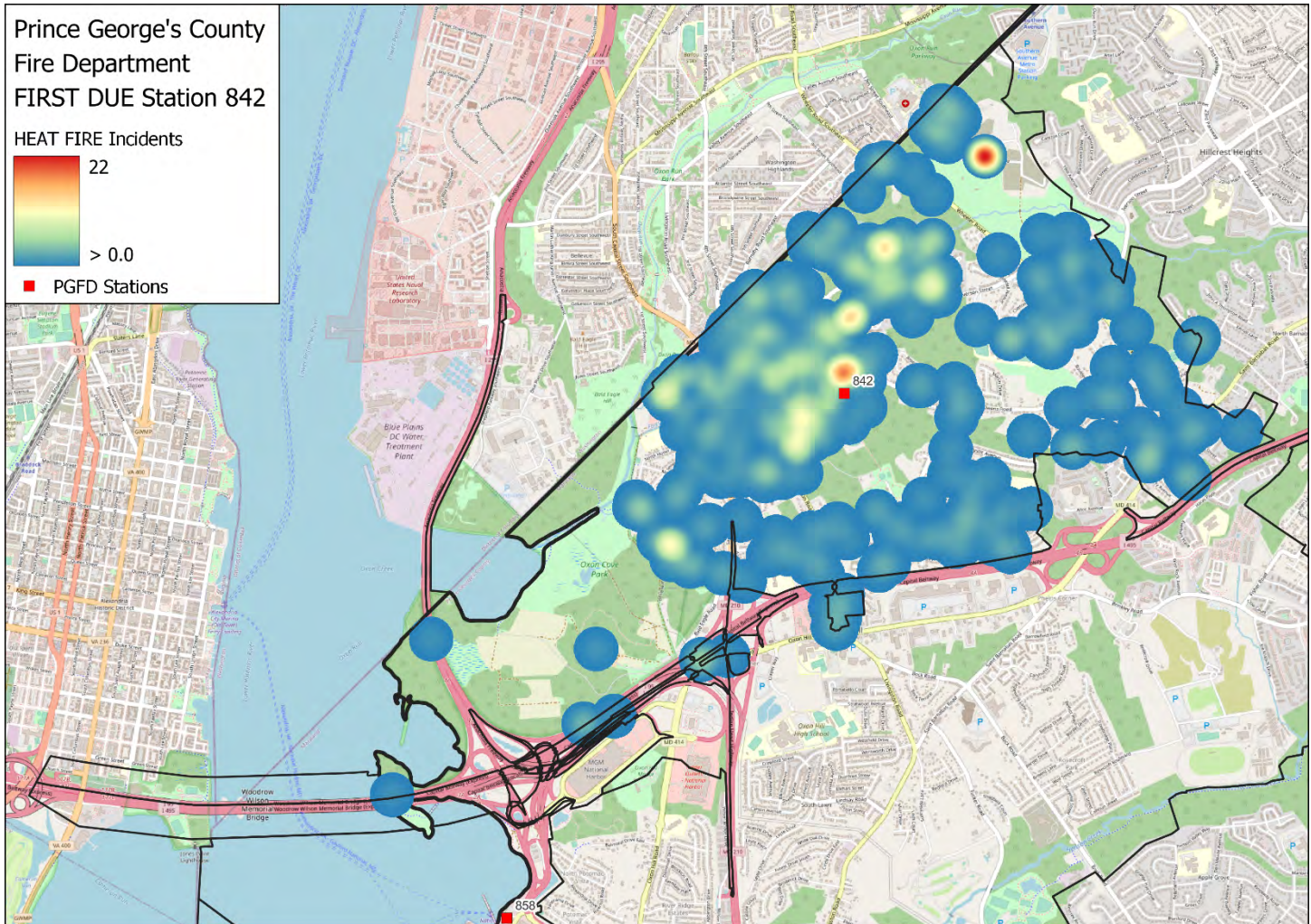
Station 842 Overall Hot Spot Map

Trends show most of the call volume is immediately surrounding the station and going north along the D.C. border with a fairly even spread of calls throughout the rest of the station's first due area.



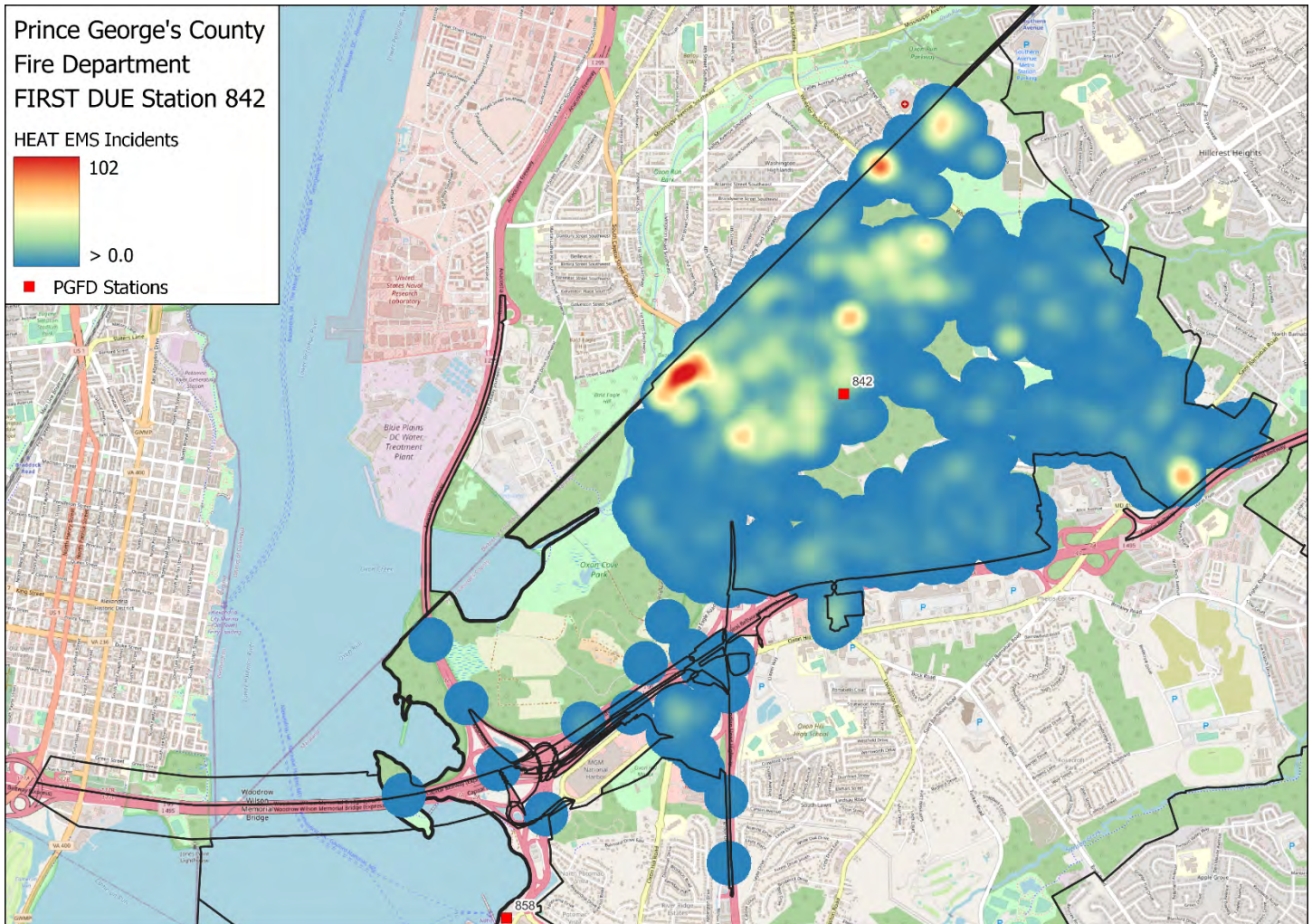
Station 842 Fire Hot Spot Map

Most of the call volume surrounds the station and goes north along the D.C. border, with an even spread of calls throughout the rest of the station's first due area.



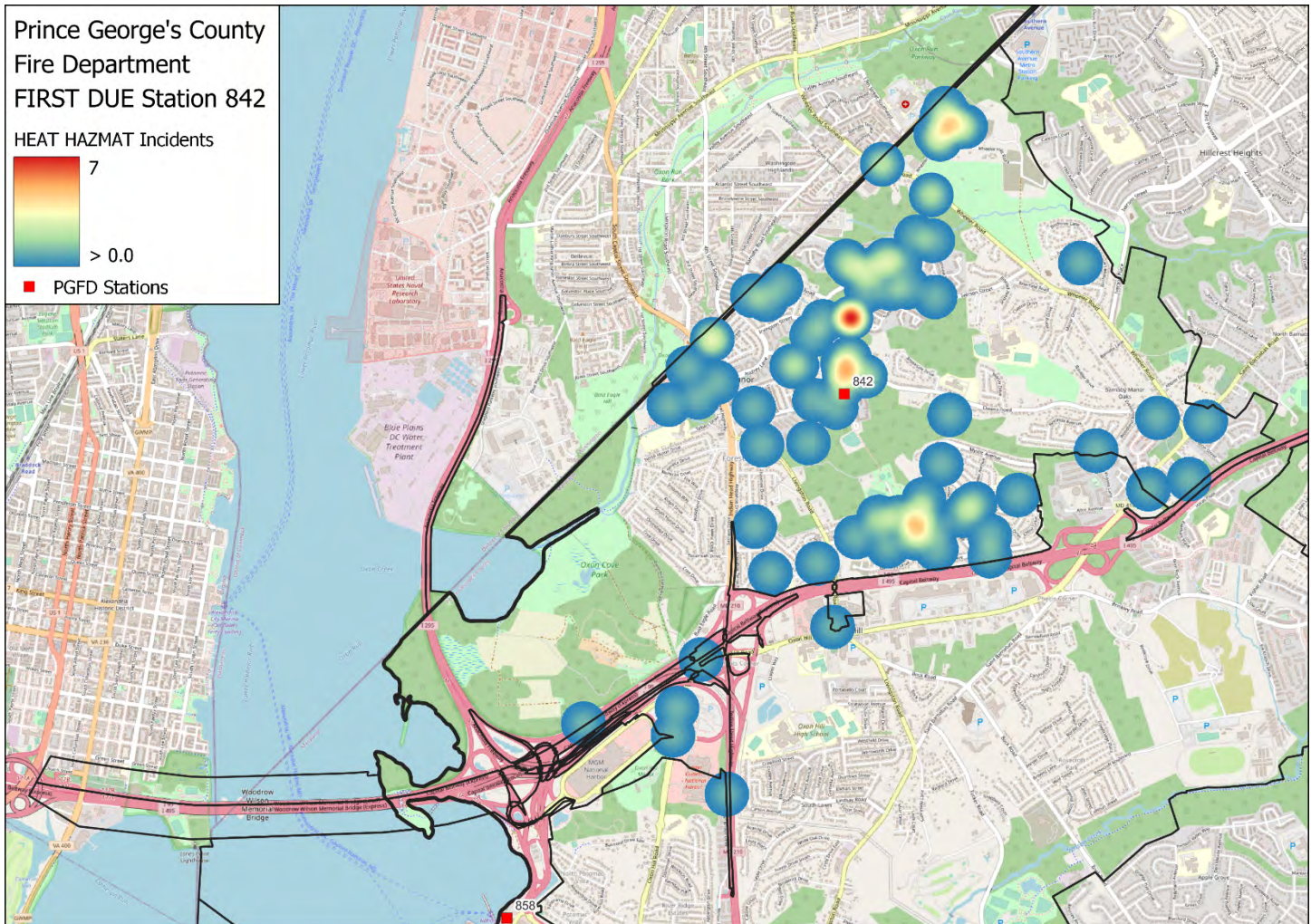
Station 842 EMS Hot Spot Map

Trends show a relatively higher call volume on the west side of the first due area and an even distribution in the other first due areas.



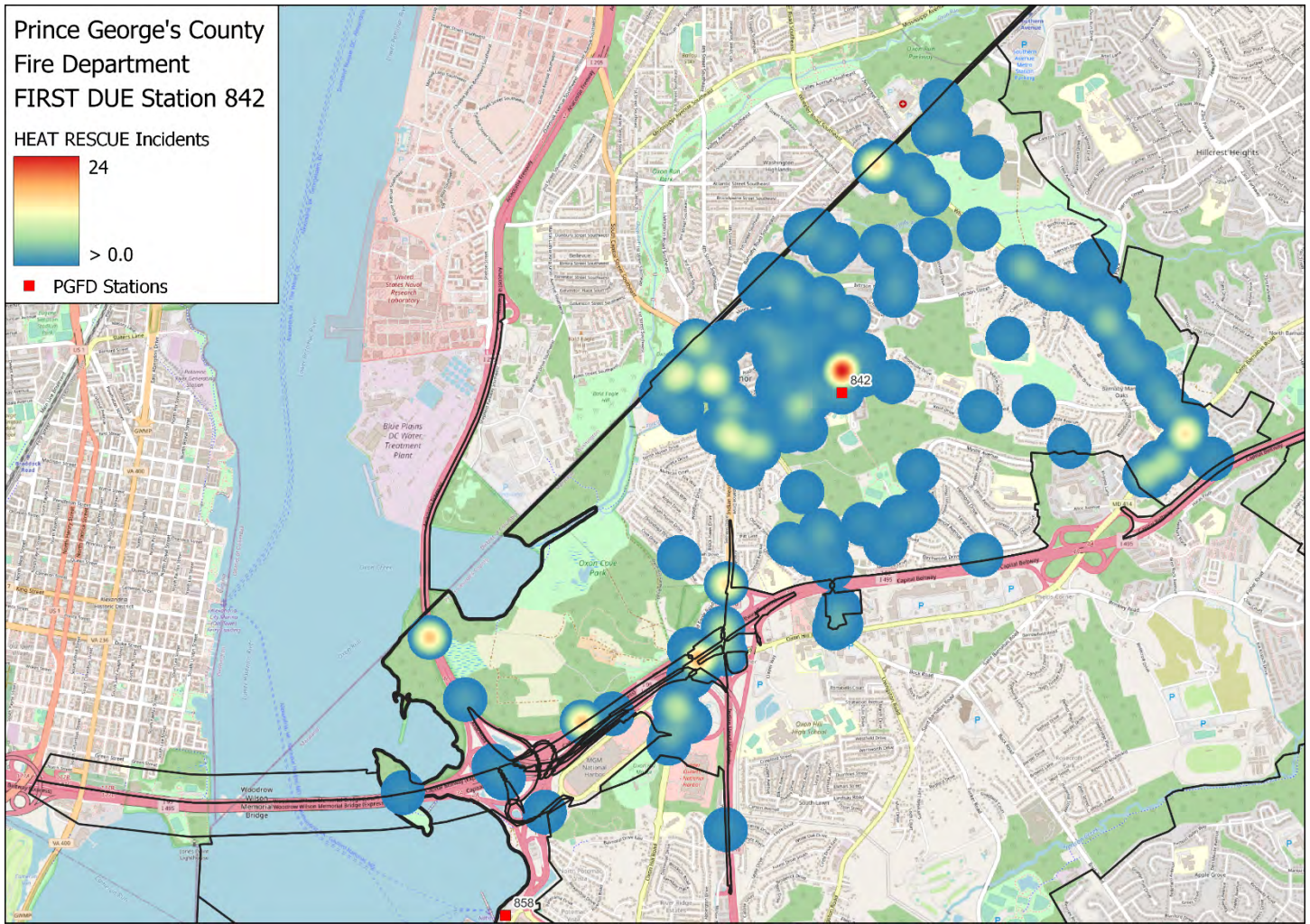
Station 842 HazMat Hot Spot Map

HazMat call volume is relatively equally spread throughout the station's first due area and a few areas close to the station that have relatively higher call volume.



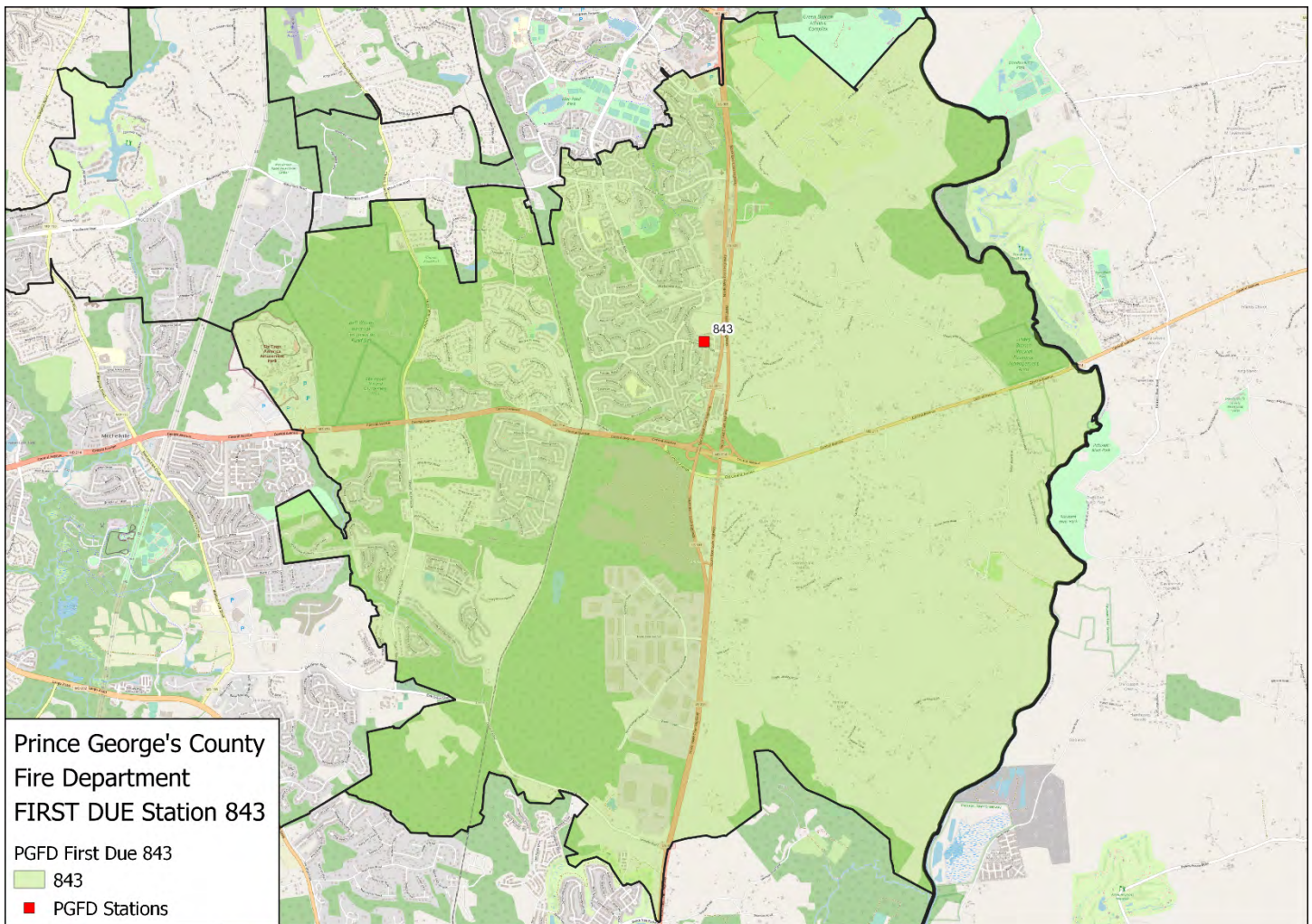
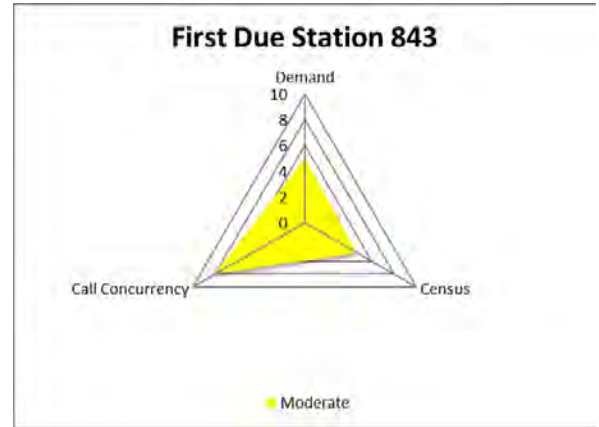
Station 842 Rescue Hot Spot Map

This map indicates that the area immediately surrounding the station and the expressway has the most call volume.



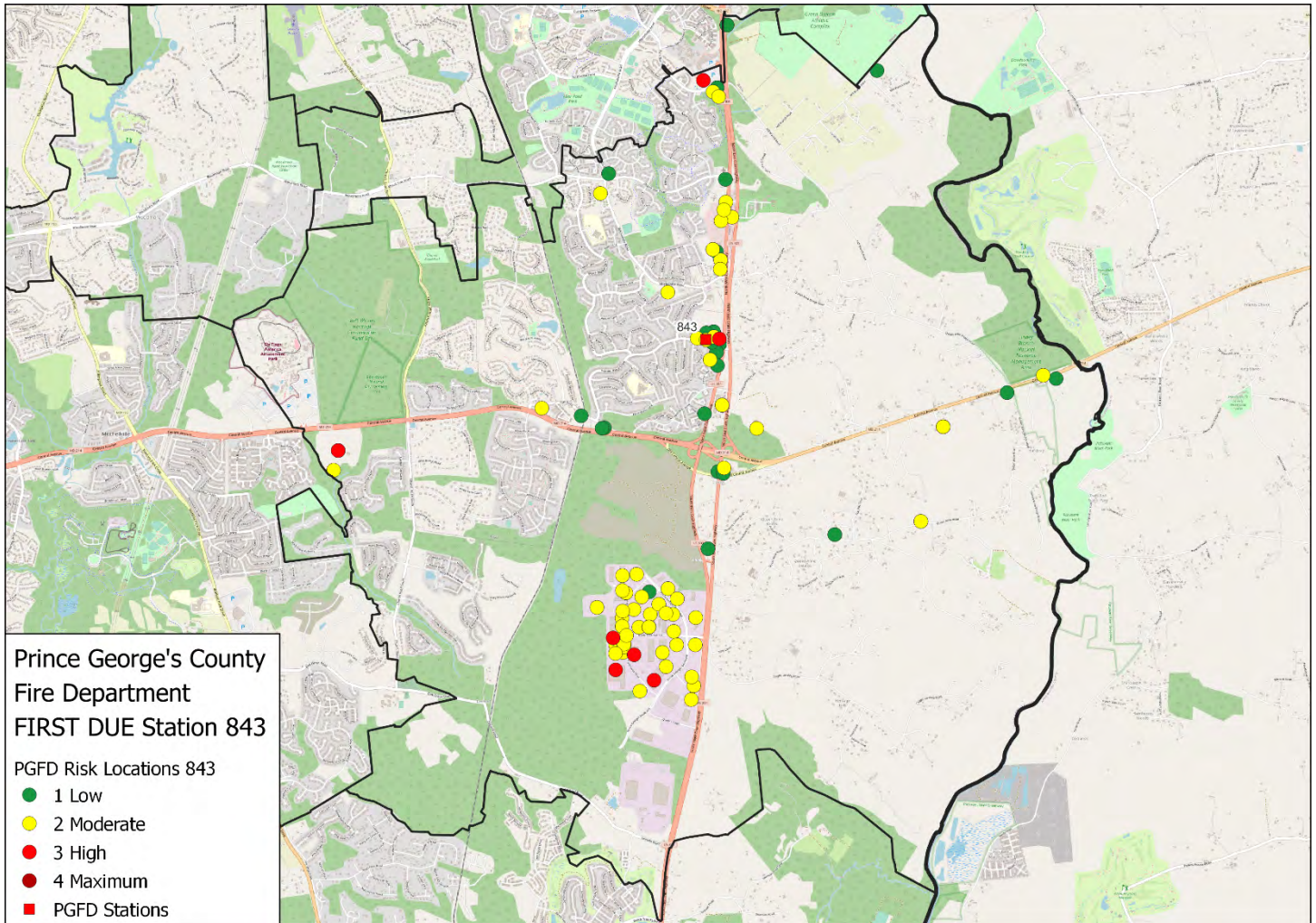
Station 843

Station 843	A843	Ambulance
	E843	Engine
	E843B	Engine
	E843P	Engine
	TK843	Truck
	TN843	Tanker
	TW843	Tower
	TW843P	Tower
	VC843	Volunteer Chief
	VC843A	Volunteer Chief
	VC843B	Volunteer Chief

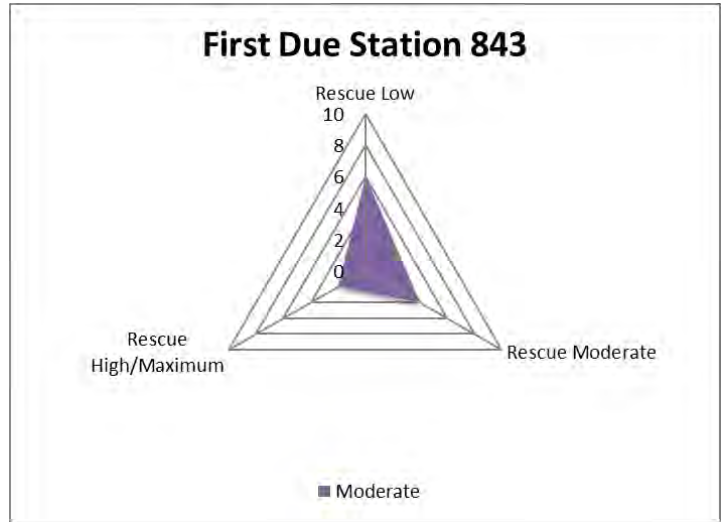
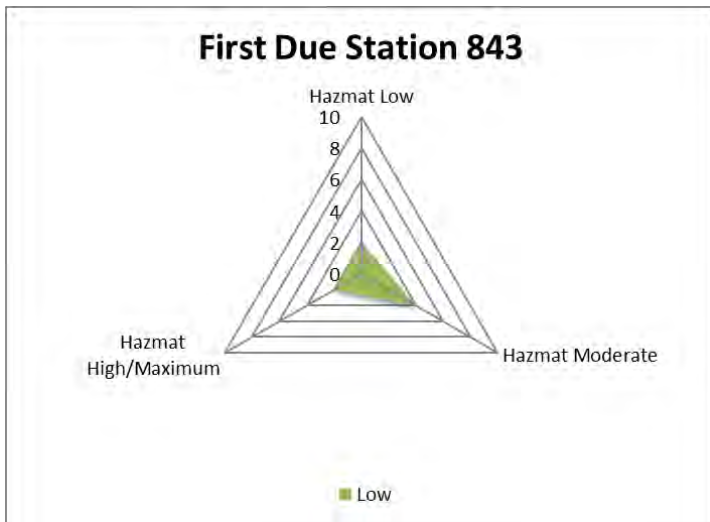
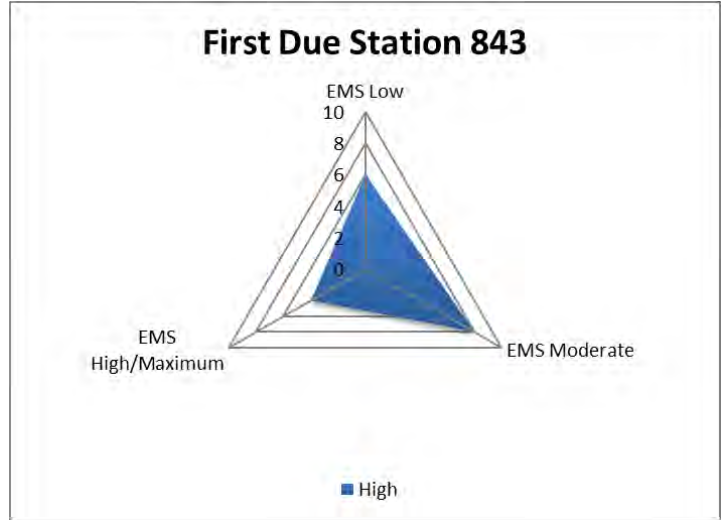
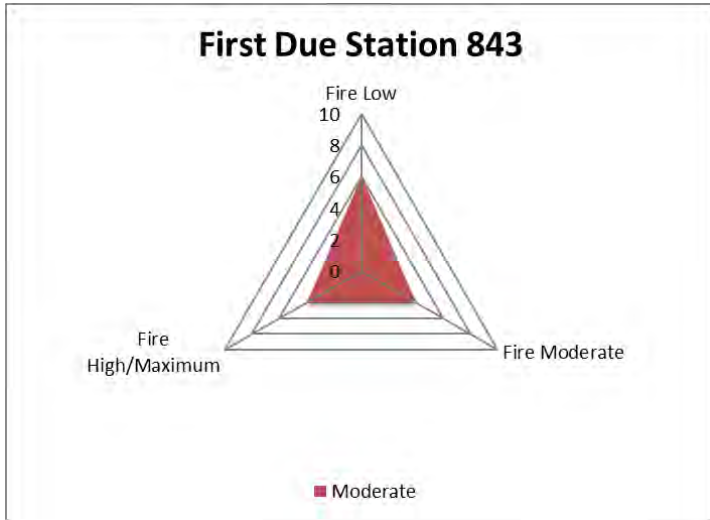


Station 843 Risk Analysis

The risk of individual building locations is represented by the small circles and shaded to indicate risk level. There is a concentration of low and moderate-risk buildings located near the highway, which is a moderate-risk GPZ. Risk is also evaluated by GPZ using the same shading criteria. The majority of the buildings in Station 843's first due area are low to moderate risk.



Station 843 First Due Station Risk Profiles by Program – 3D Risk Models



Station 843 First Due Area Historical Data Analysis

Station 843 First Due Area Incidents by Call Category	Reporting Period				
	2016	2017	2018	2019	2020
Bomb Total	1	1	1	2	0
EMS Total	1,109	1,143	1,222	1,306	1,296
Fire Total	318	345	380	361	352
Hazmat Total	31	42	28	36	21
Non-Emergency Total	82	70	78	111	132
Rescue Total	219	224	232	246	166
Total	1,760	1,825	1,941	2,062	1,967

Unit ID	Reporting Period				
	2016	2017	2018	2019	2020
A843	2,354	2,355	2,306	2,506	2,159
E843	508	1,003	1,497	1,682	1,163
E843B	867	336	13	0	0
E843P	0	0	0	0	347
TK843	251	367	372	3	0
TN843	32	20	35	10	0
TW843	12	0	0	187	155
TW843P	0	0	0	0	76
VC843	0	0	1	0	0
VC843A	8	3	5	1	7
VC834B	0	0	1	0	0
Total	4,032	4,084	4,230	4,389	3,907
Average Responses per Day	11	11.2	11.6	12	10.7

Station 843 First Due Area Historical Data Analysis (cont.)

Call concurrency within FDA 843 was calculated between 2016 and 2020. The call concurrency has remained steady between 19.2 to 22.5 over the five-year rating period.

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
843	2016	354	1,757	20.1
	2017	350	1,820	19.2
	2018	434	1,936	22.4
	2019	464	2,060	22.5
	2020	439	1,963	22.4
	All	2,041	9,536	21.4

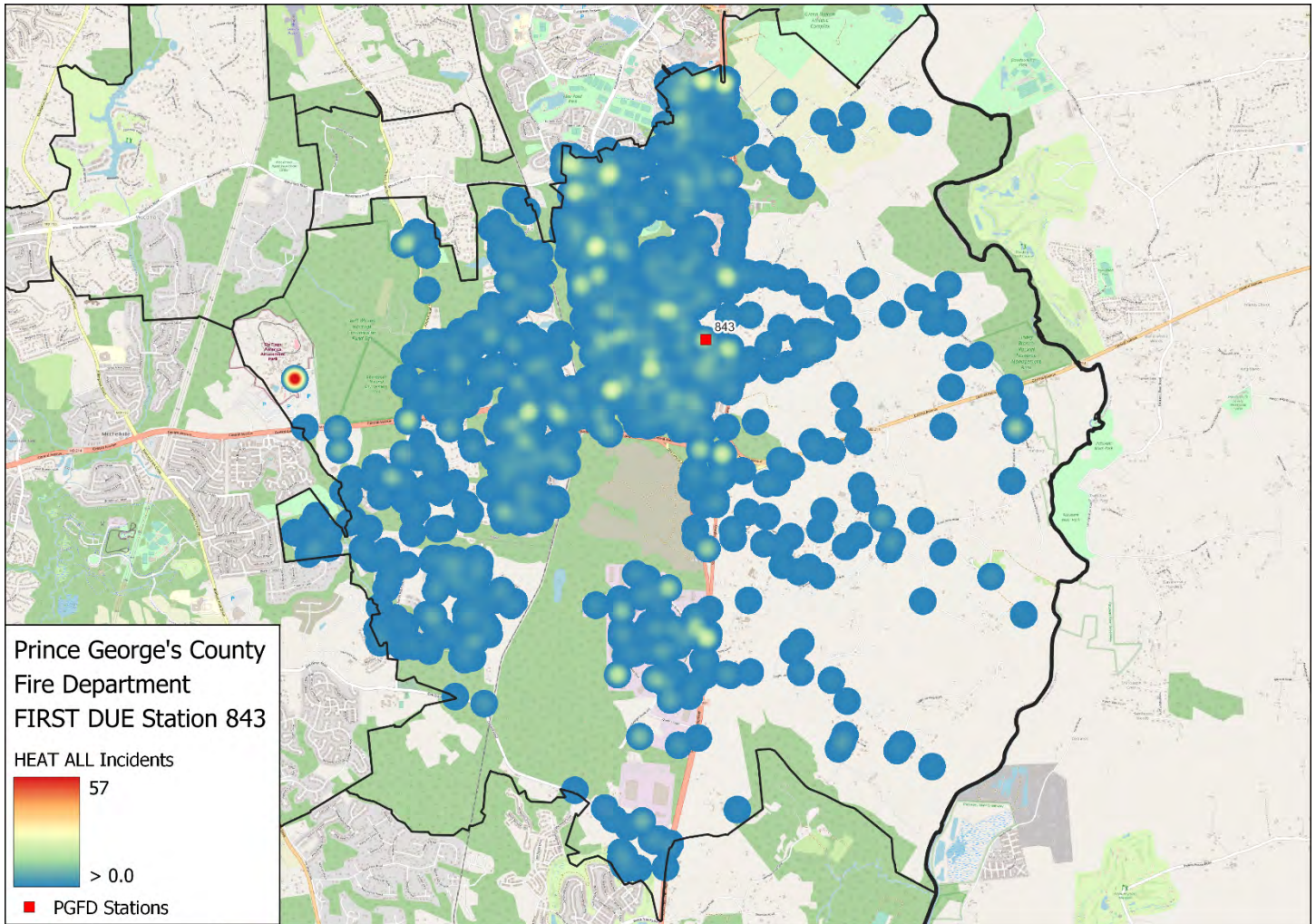
Response time performance for FDA 843 was calculated over the five-year rating period (2016-2020). Analyses were restricted to within FDA 843 and were calculated by the first arriving unit. Benchmark compliance is a 10% improvement over the aggregated PGFD performance. Therefore, the benchmark performance is established at the county level, not within each FDA. Finally, a gap analysis between the baseline and benchmark performance was completed utilizing a stoplight approach. If greater than 90% performance (green), between 70% and 89% yellow, and below 70% would be red.

First Due Station 843: 1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		4:29	4:24	4:35	4:39	4:37	4:16	4:31	90.1%
Turnout Time		2:18	2:28	2:20	2:20	2:13	2:09	1:58	78.3%
Travel Time	Urban	N/A	N/A	N/A	N/A	N/A	N/A	7:26	N/A
	Rural	9:45	9:59	9:27	10:00	9:20	9:53	9:33	89.3%
Total Response Time	Urban	N/A	N/A	N/A	N/A	N/A	N/A	12:26	N/A
		<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0		
	Rural	14:53	15:41	14:42	15:03	14:27	14:44	14:23	88.2%
		<i>n</i> = 6,374	<i>n</i> = 1,178	<i>n</i> = 1,226	<i>n</i> = 1,328	<i>n</i> = 1,353	<i>n</i> = 1,289		

Color coding legend: fill ≥ 90%; fill ≥ 70% to < 90%; fill < 70%

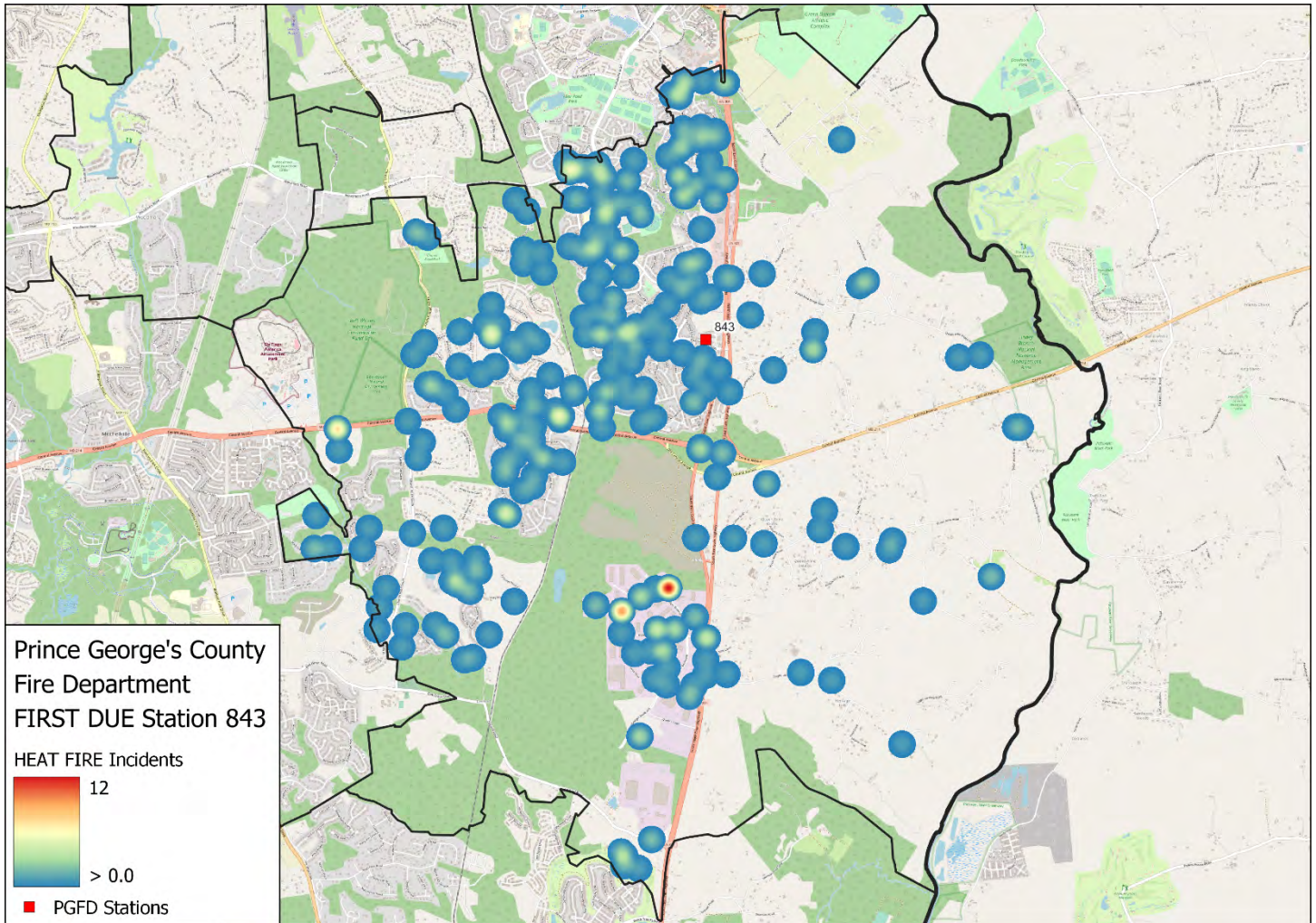
Station 843 Overall Hot Spot Map

Trends show the majority of call volume immediately surrounding the station.



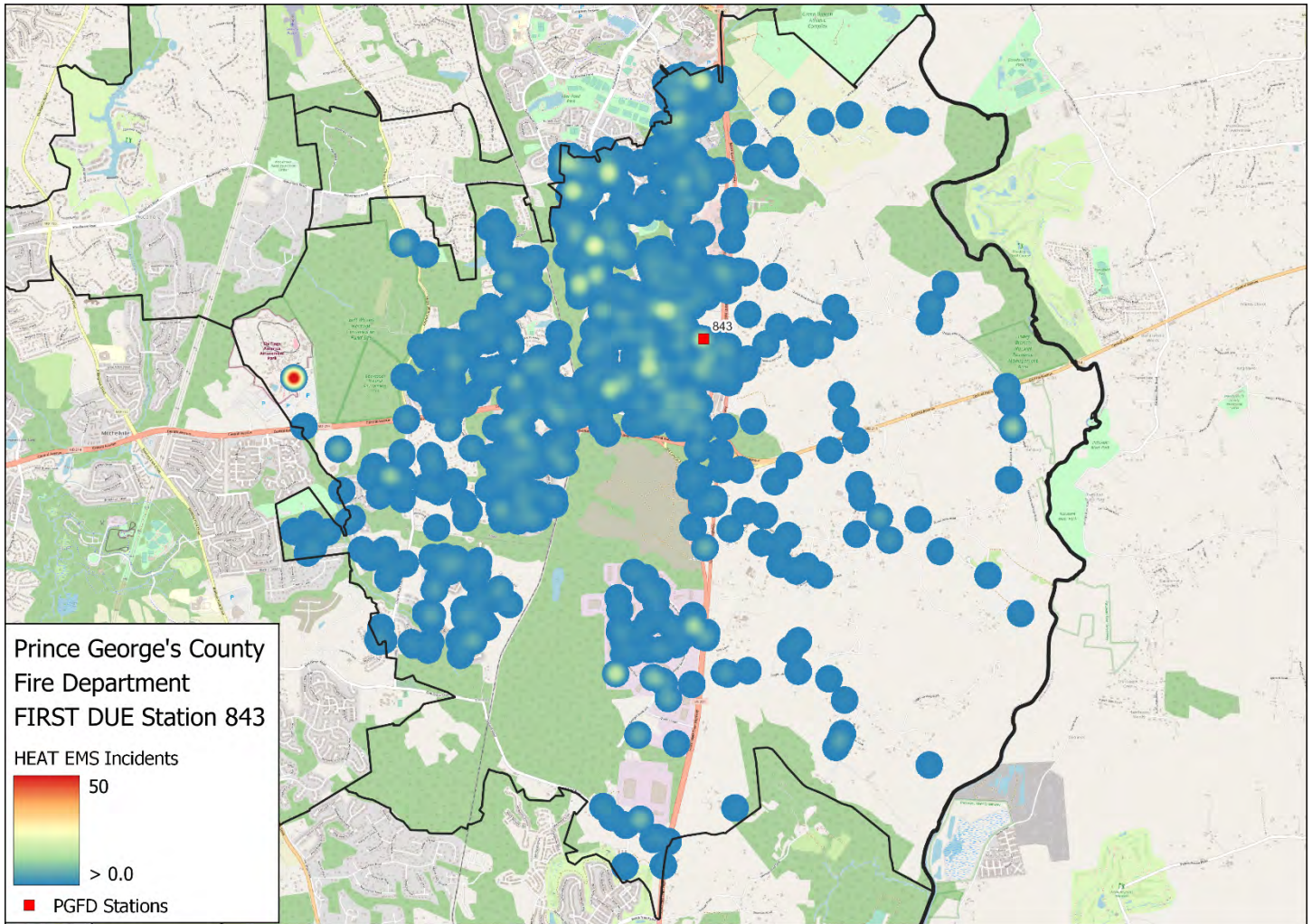
Station 843 Fire Hot Spot Map

Most of the call volume for fire-related calls is spread throughout the station's first due area.



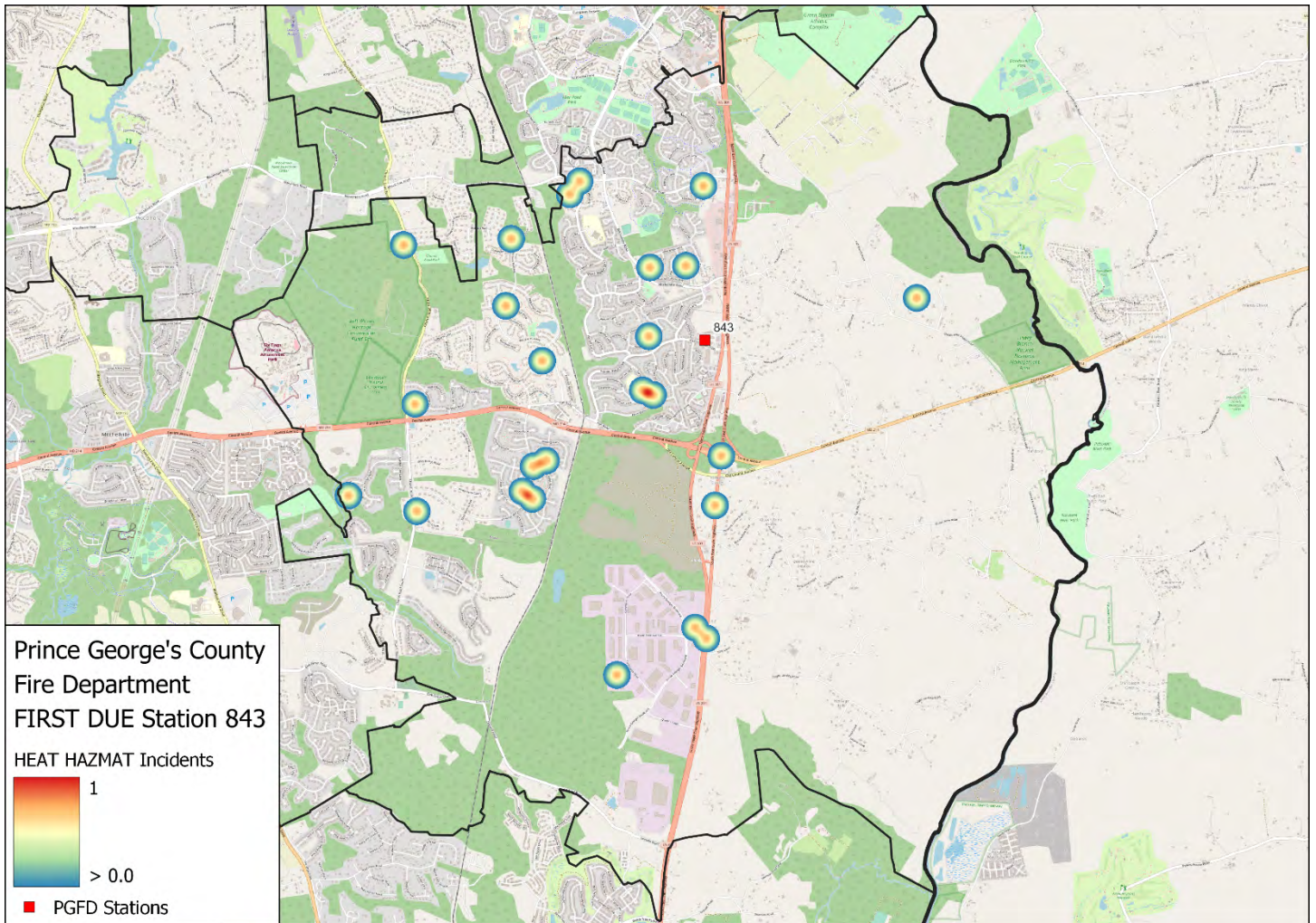
Station 843 EMS Hot Spot Map

Most of the call volume for EMS-related calls is in close proximity to the station.



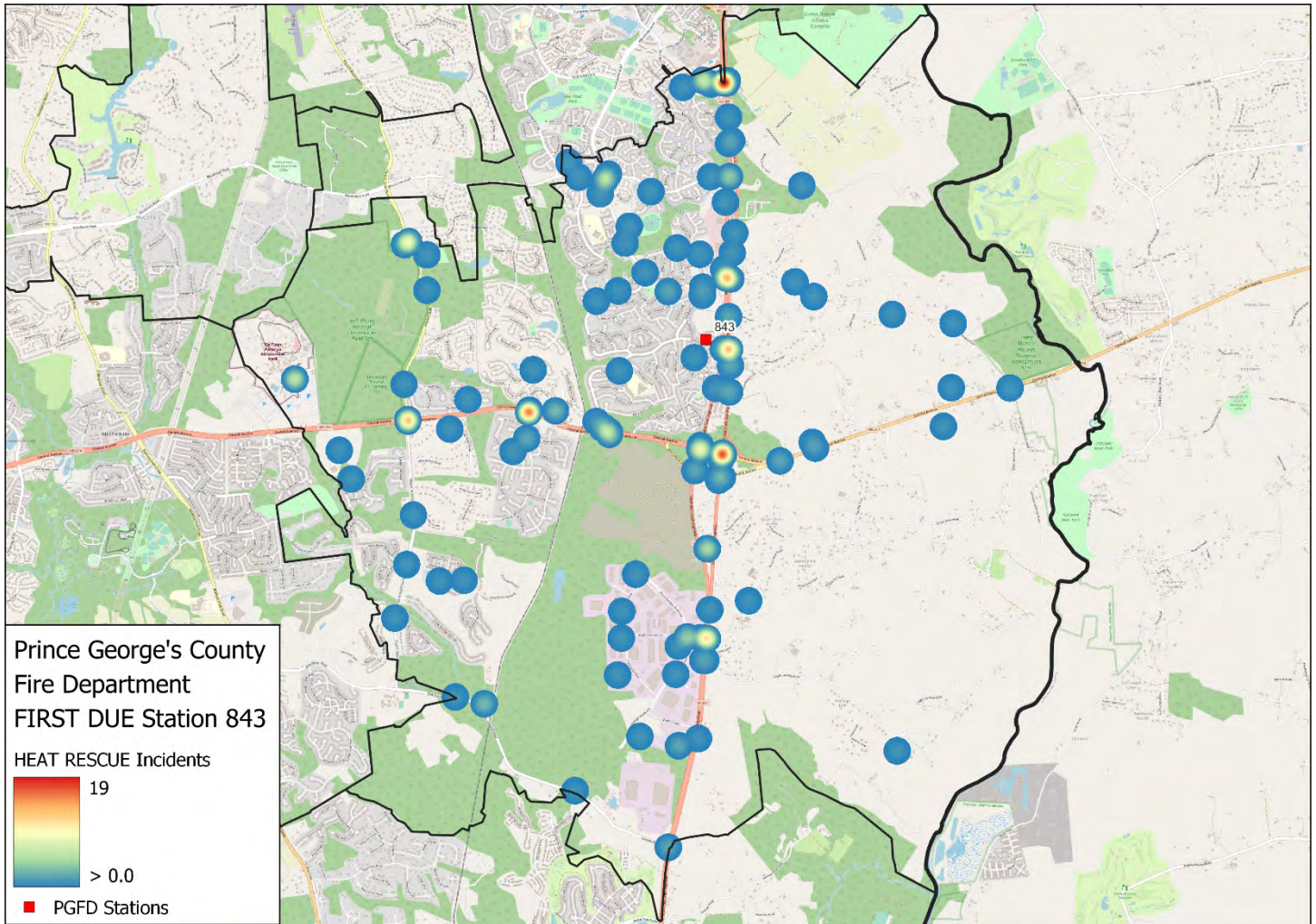
Station 843 HazMat Hot Spot Map

HazMat call volume is comparatively low and equally spread throughout the station's first due area.



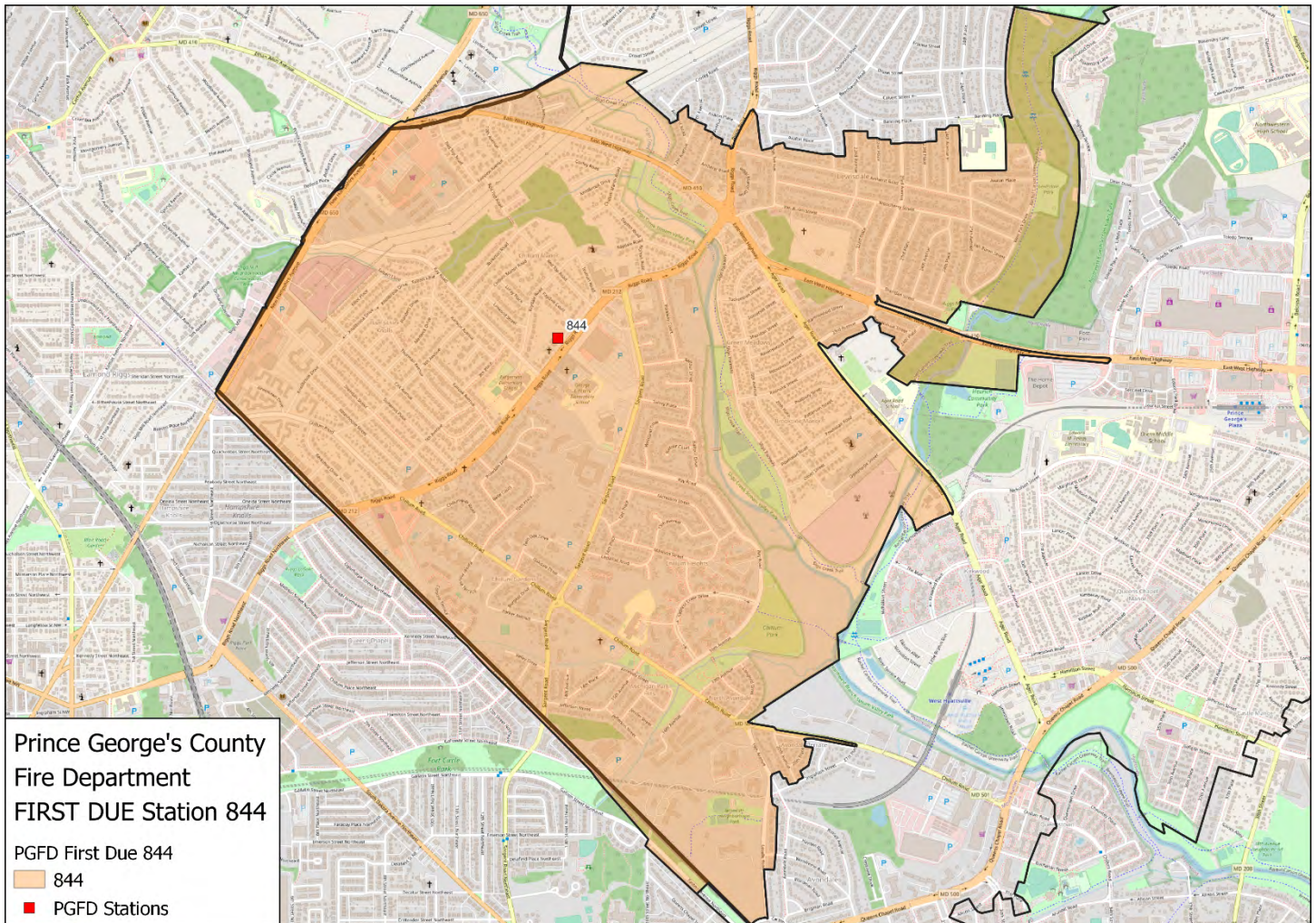
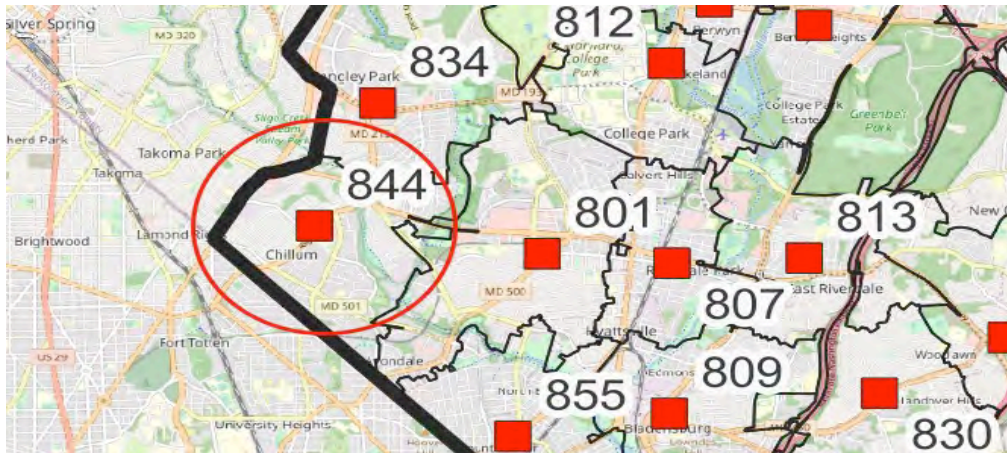
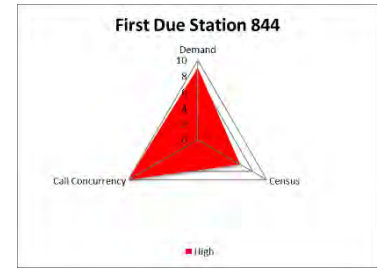
Station 843 Rescue Hot Spot Map

This map shows a distribution of calls throughout the first due area, with the highway having the most call volume.



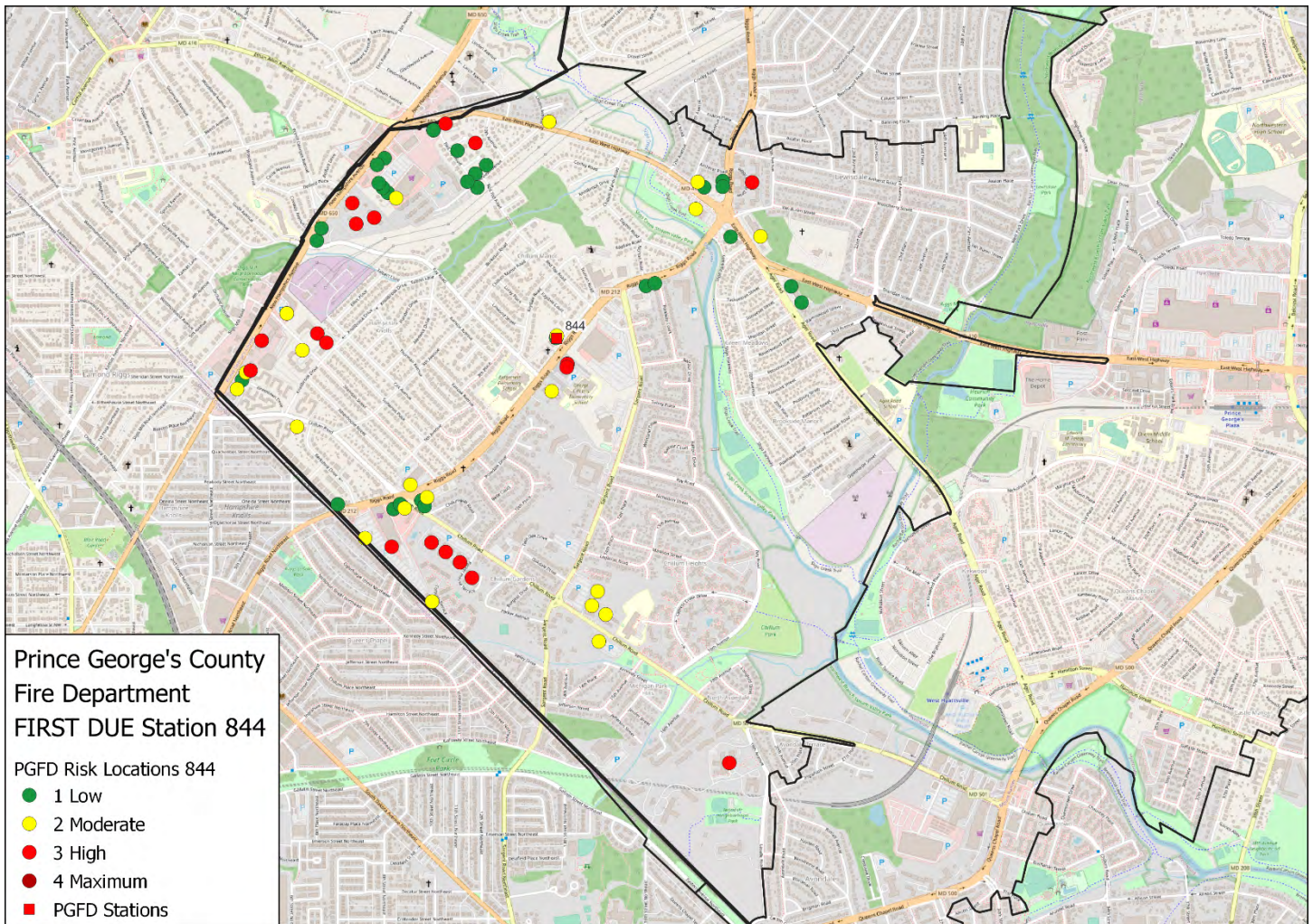
Station 844

Station 844	A844	Ambulance
	E844	Engine
	MD844	Medic
	PE844	Paramedic Engine

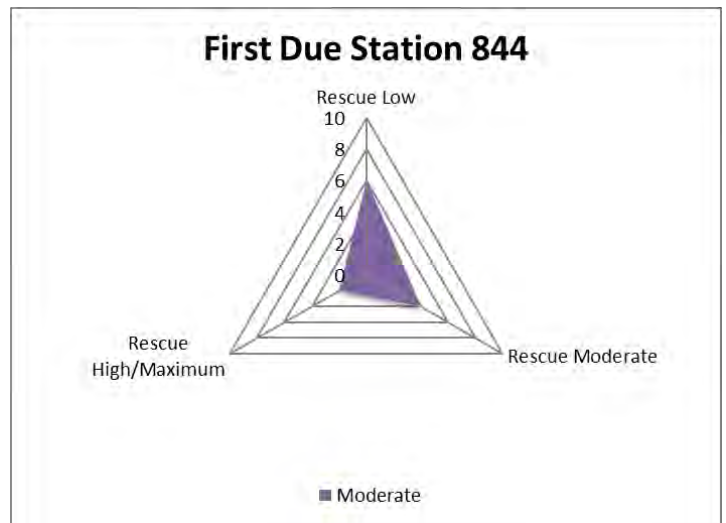
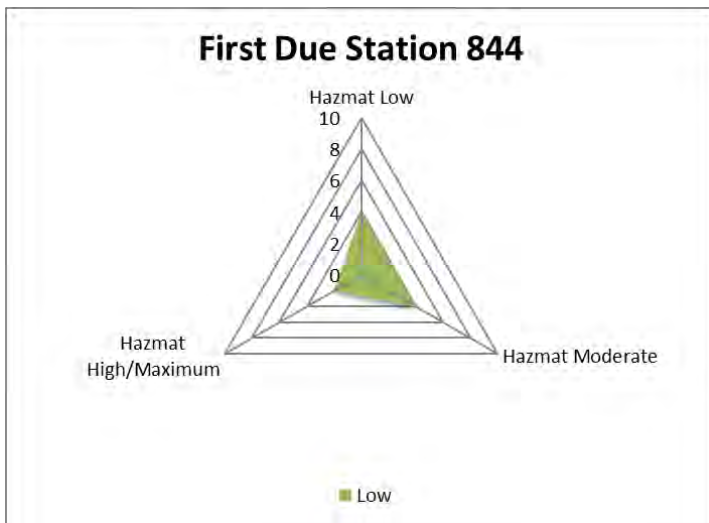
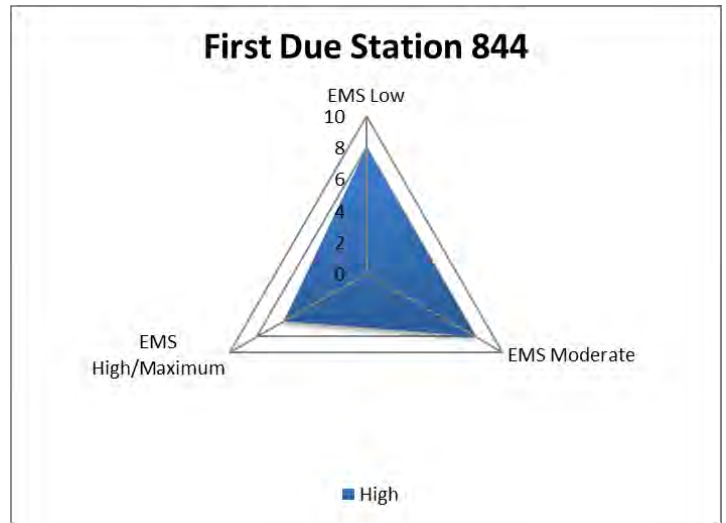
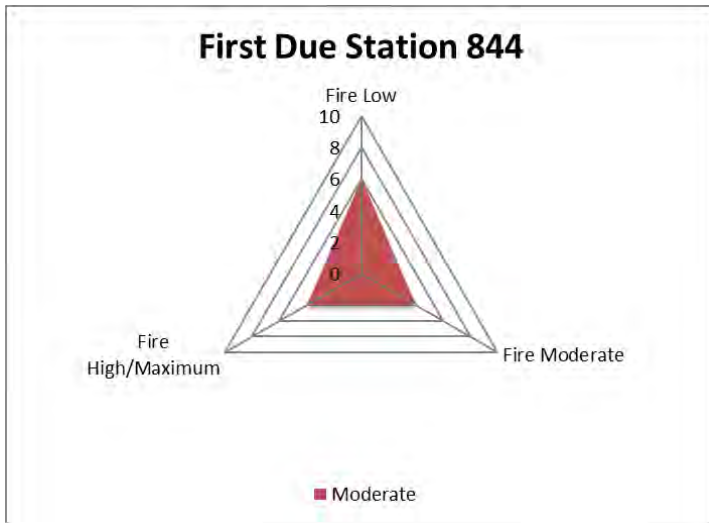


Station 844 Risk Analysis

The risk of individual building locations is represented by the small circles and shaded to indicate risk level. A comparatively low number of low and moderate-risk buildings are located in the first due area, which is a high-risk GPZ. Risk is also evaluated by GPZ using the same shading criteria. The majority of the buildings in Station 844's first due area are low risk.



Station 844 First Due Station Risk Profiles by Program – 3D Risk Models



Station 844 First Due Area Historical Data Analysis

Station 844 First Due Area Incidents by Call Category	Reporting Period				
	2016	2017	2018	2019	2020
Bomb Total	0	1	2	2	0
EMS Total	3,038	2,935	2,659	2,730	2,920
Fire Total	339	352	363	351	305
Hazmat Total	55	42	39	39	44
Non-Emergency Total	135	115	120	123	193
Rescue Total	252	281	278	268	197
Total	3,819	3,726	3,461	3,513	3,659

Unit ID	Reporting Period				
	2016	2017	2018	2019	2020
A844	3,419	3,358	3,211	3,099	2,537
E844	4	0	3	0	1
MD844	3,330	3,345	3,039	3,088	2,765
PE844	2,653	2,538	2,531	2,510	2,886
Total	9,406	9,241	8,784	8,697	8,189
Average Responses per Day	25.7	25.3	24.1	23.8	22.4

Station 844 First Due Area Historical Data Analysis (cont.)

Call concurrency within FDA 844 was calculated between 2016 and 2020. The call concurrency has remained steady between 31.1 to 37.5 over the five-year rating period.

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
844	2016	1,306	3,814	34.2
	2017	1,240	3,723	33.3
	2018	1,073	3,455	31.1
	2019	1,221	3,507	34.8
	2020	1,372	3,656	37.5
	All	6,212	18,155	34.2

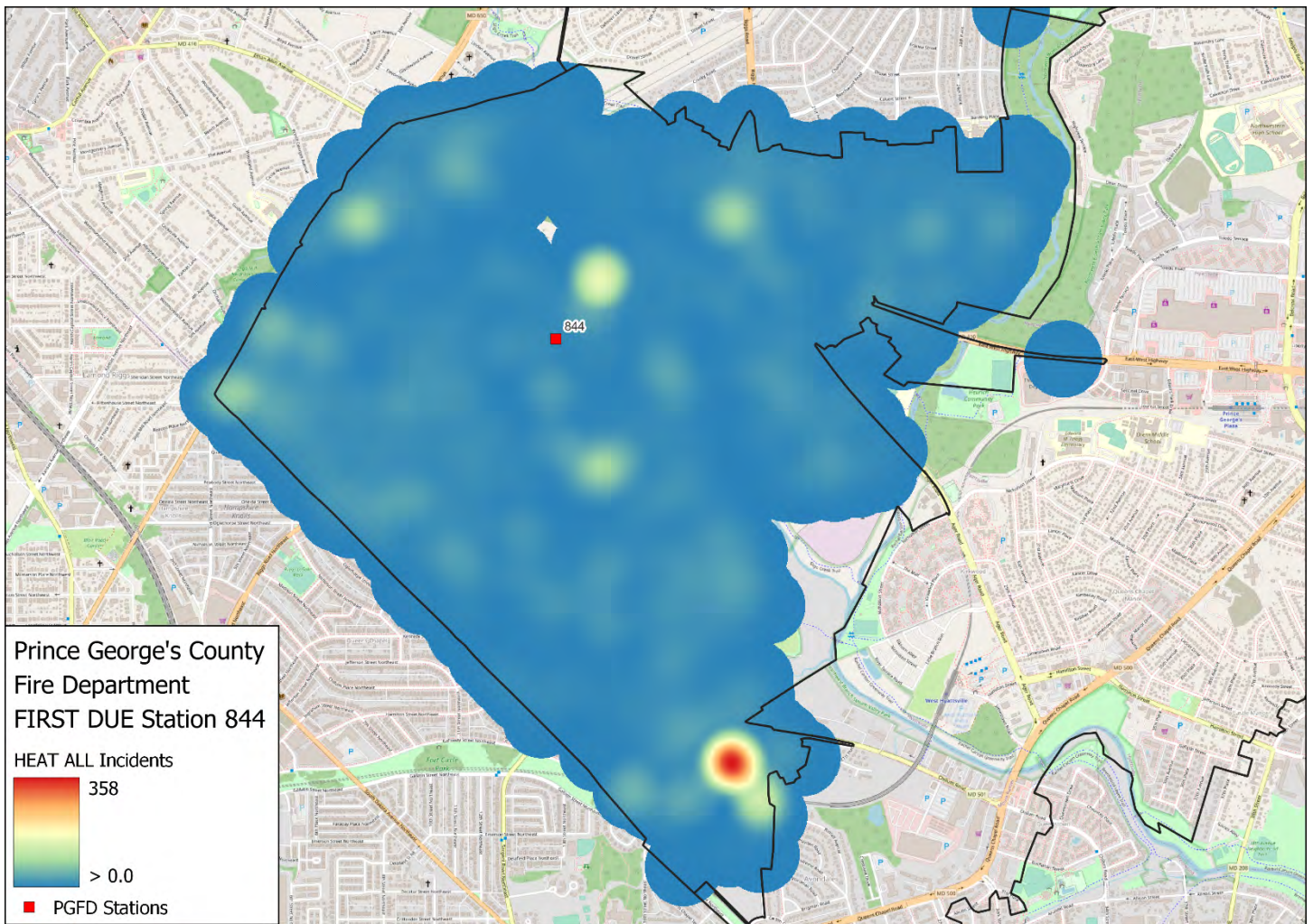
Response time performance for FDA 844 was calculated over the five-year rating period (2016-2020). Analyses were restricted to within FDA 844 and were calculated by the first arriving unit. Benchmark compliance is a 10% improvement over the aggregated PGFD performance. Therefore, the benchmark performance is established at the county level, not within each FDA. Finally, a gap analysis between the baseline and benchmark performance was completed utilizing a stoplight approach. If greater than 90% performance (green), between 70% and 89% yellow, and below 70% would be red.

First Due Station 844: 1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		5:17	5:16	5:30	5:20	5:08	5:13	4:31	85.8%
Turnout Time		2:11	2:20	2:17	2:16	2:04	1:59	1:58	84.2%
Travel Time	Urban	6:12	6:04	5:51	6:04	6:27	6:32	7:26	95.0%
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	9:33	N/A
Total Response Time	Urban	12:08	12:09	11:58	12:08	12:23	12:09	12:26	91.0%
		<i>n</i> = 11,649	<i>n</i> = 2,440	<i>n</i> = 2,431	<i>n</i> = 2,258	<i>n</i> = 2,264	<i>n</i> = 2,256		
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	14:23	N/A
		<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0		

Color coding legend: **green** fill ≥ 90%; **yellow** fill ≥ 70% to < 90%; **red** fill < 70%

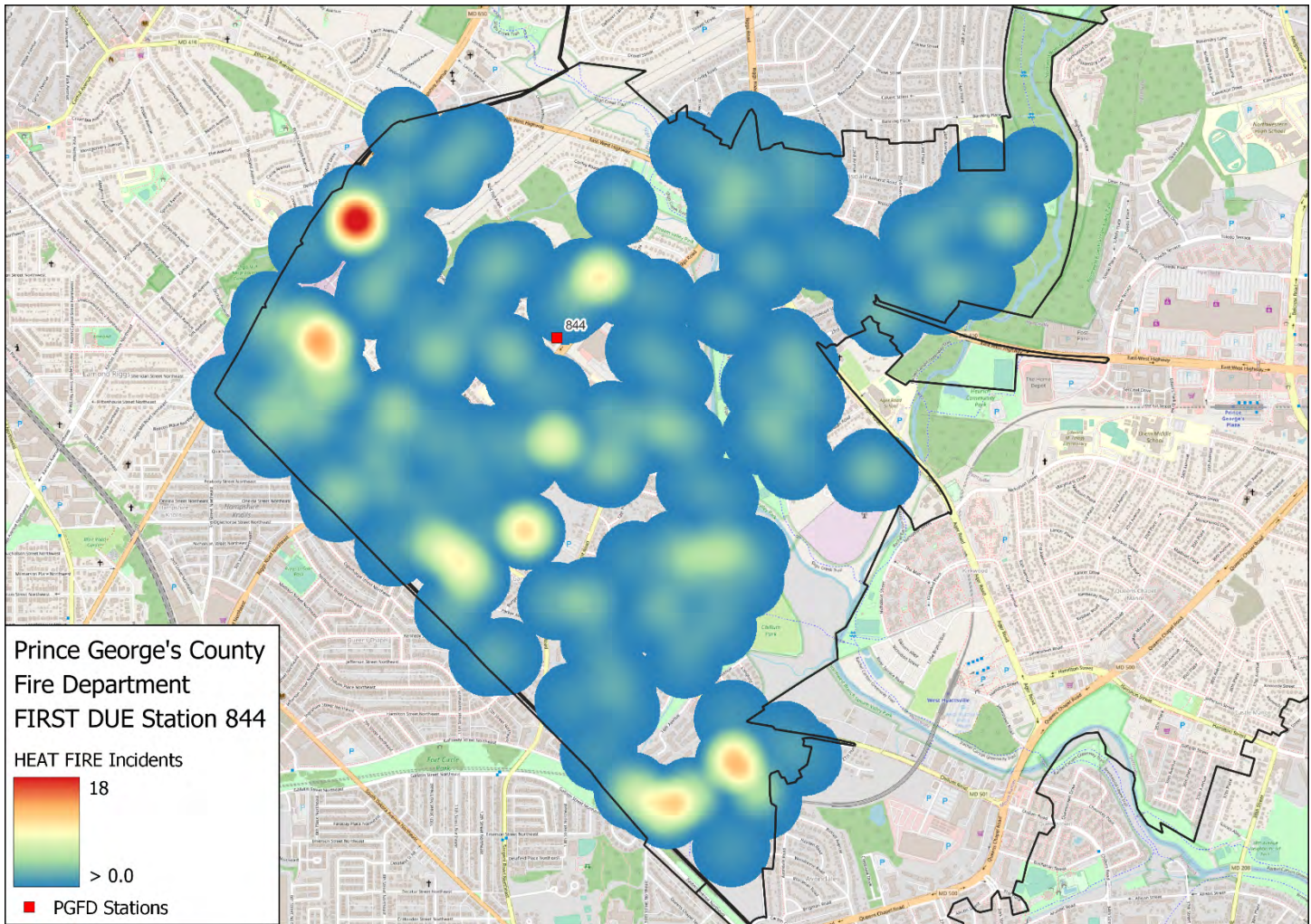
Station 844 Overall Hot Spot Map

Trends show a relatively even distribution of calls throughout the first due area. A few areas close to the station and southeast corner have relatively higher call volumes.



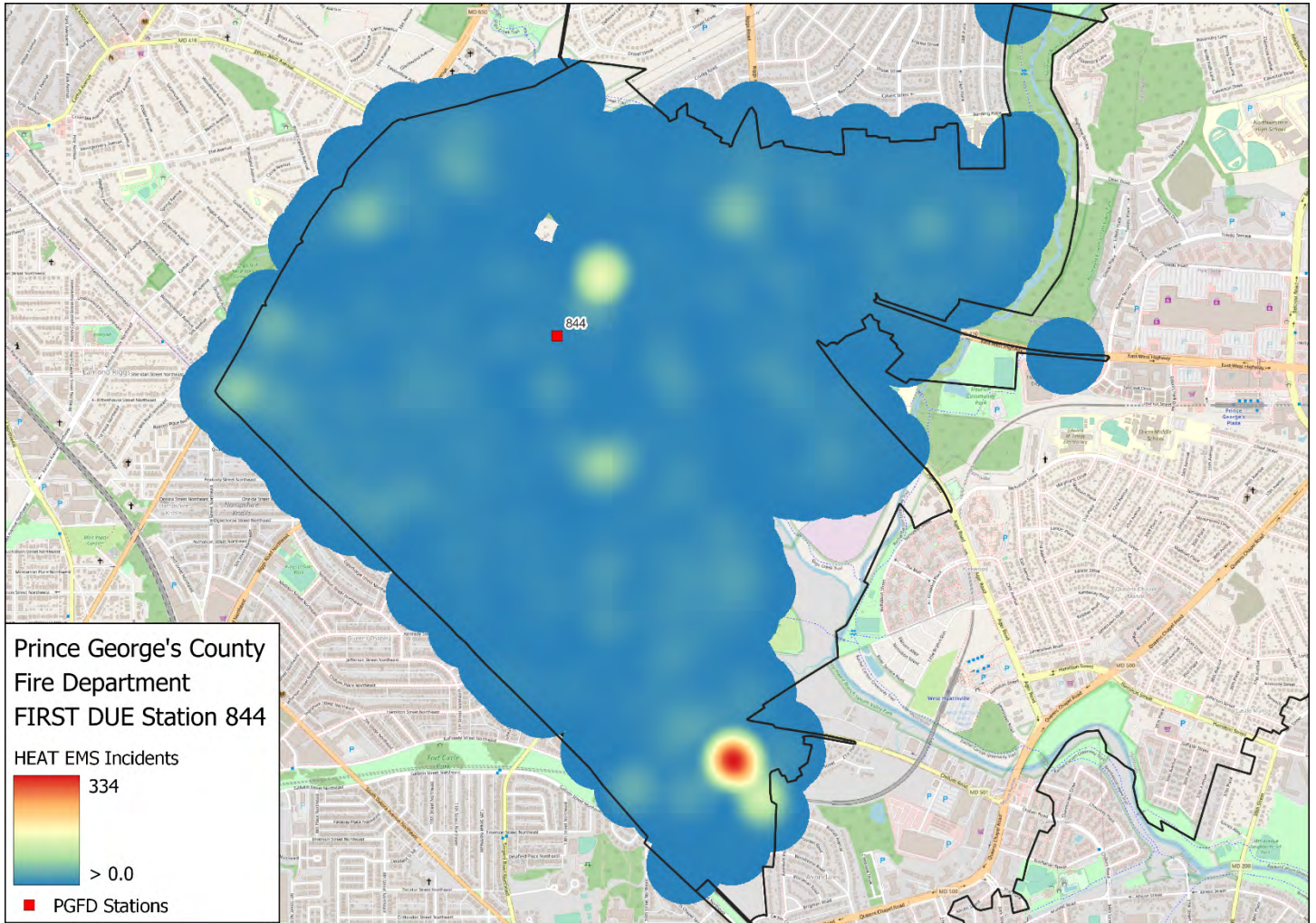
Station 844 Fire Hot Spot Map

Most of the call volume for fire-related calls is relatively evenly distributed throughout the first due area. A few areas close to the station and southeast corner have relatively higher call volumes.



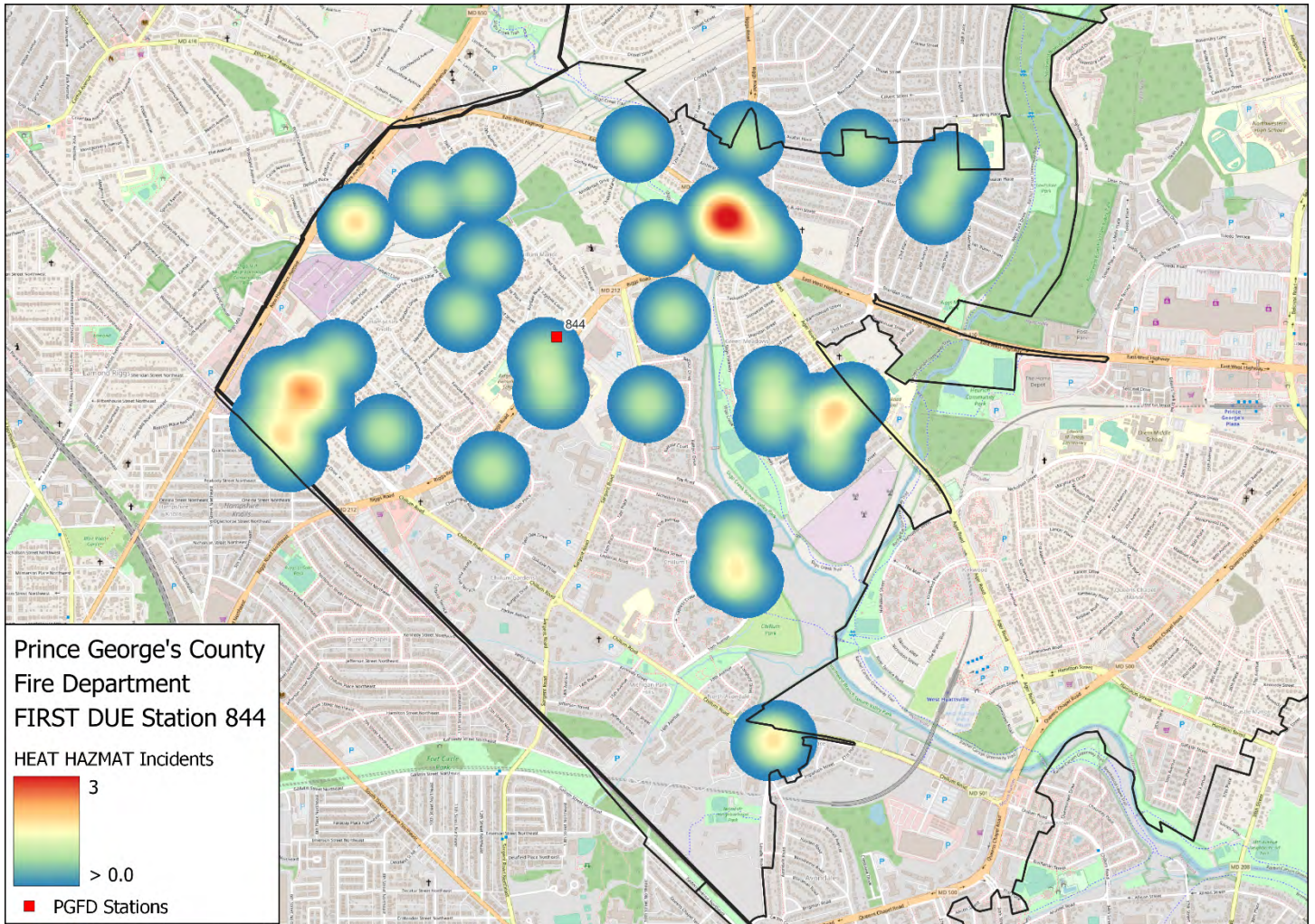
Station 844 EMS Hot Spot Map

Most of the call volume for EMS-related calls is relatively evenly distributed throughout the first due area. A few areas close to the station and southeast corner have somewhat higher call volume.



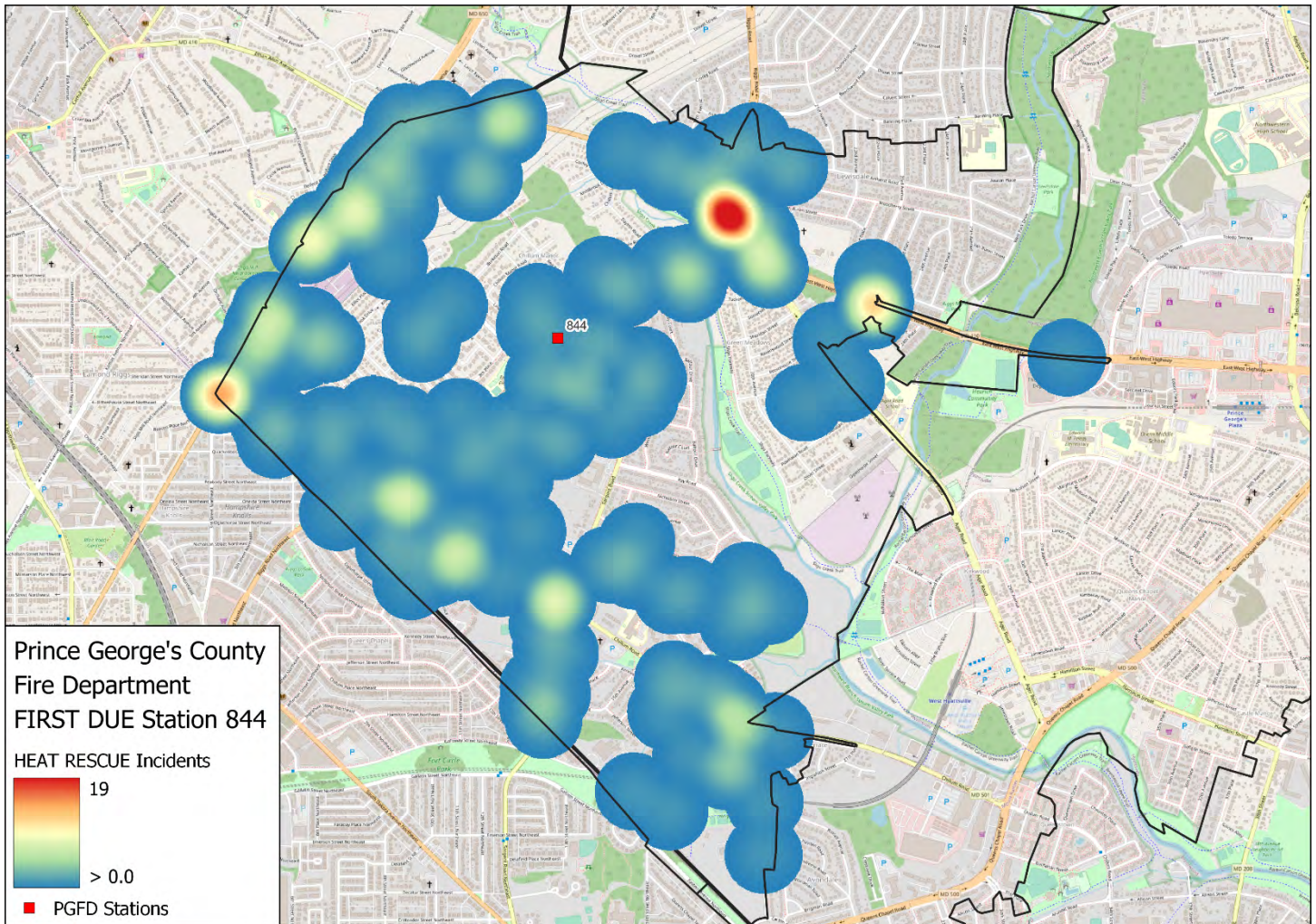
Station 844 HazMat Hot Spot Map

HazMat call volume is comparatively low and equally spread throughout the station's first due area.



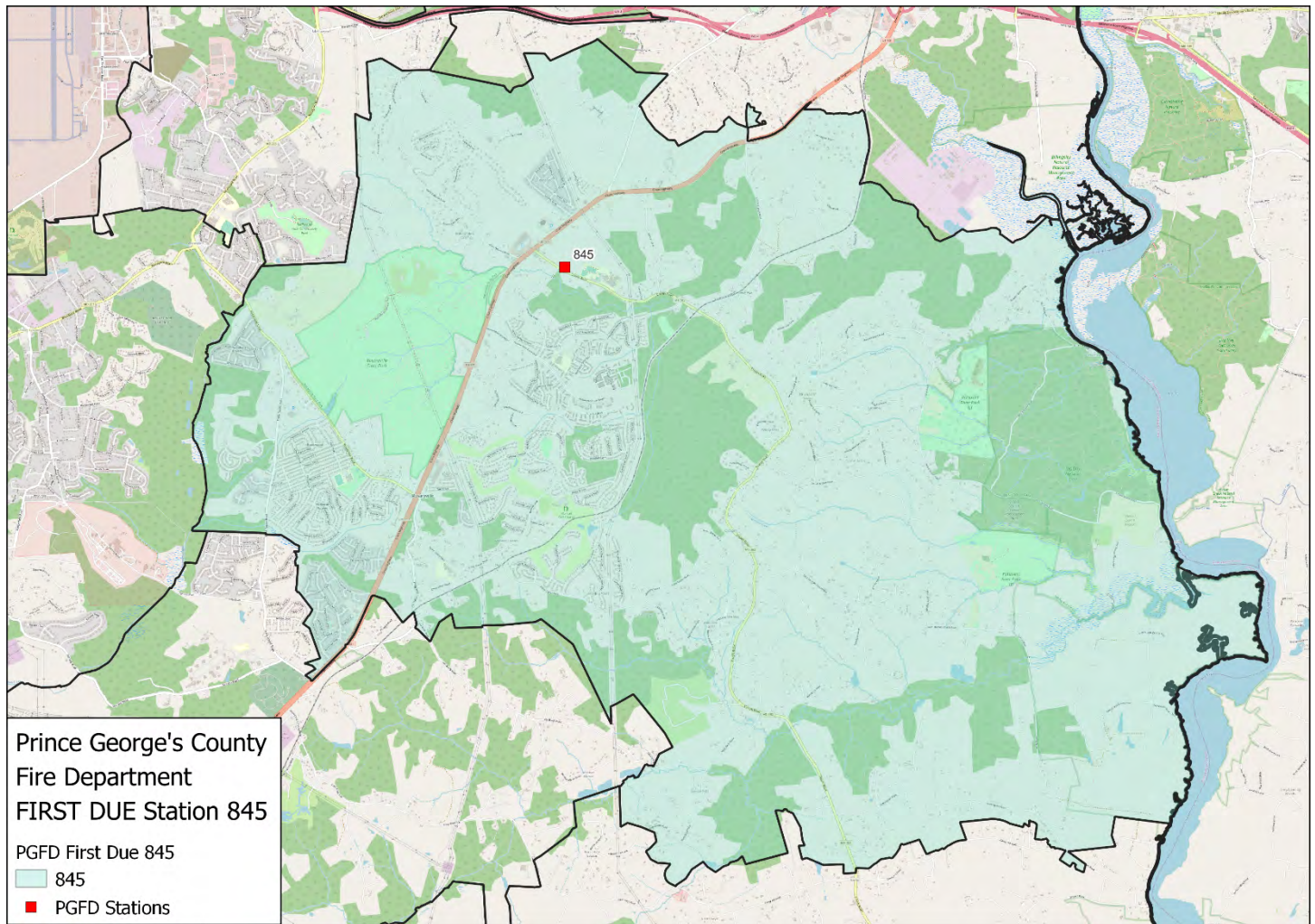
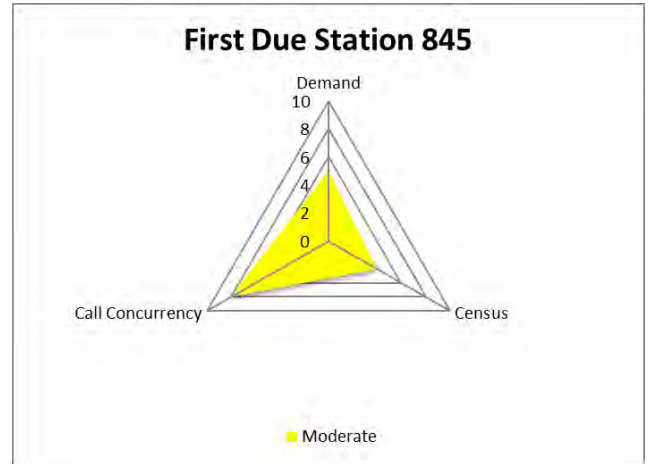
Station 844 Rescue Hot Spot Map

Trends show an even distribution of calls throughout the first due area. A few areas throughout the first due area and on the expressway have relatively higher call volumes.



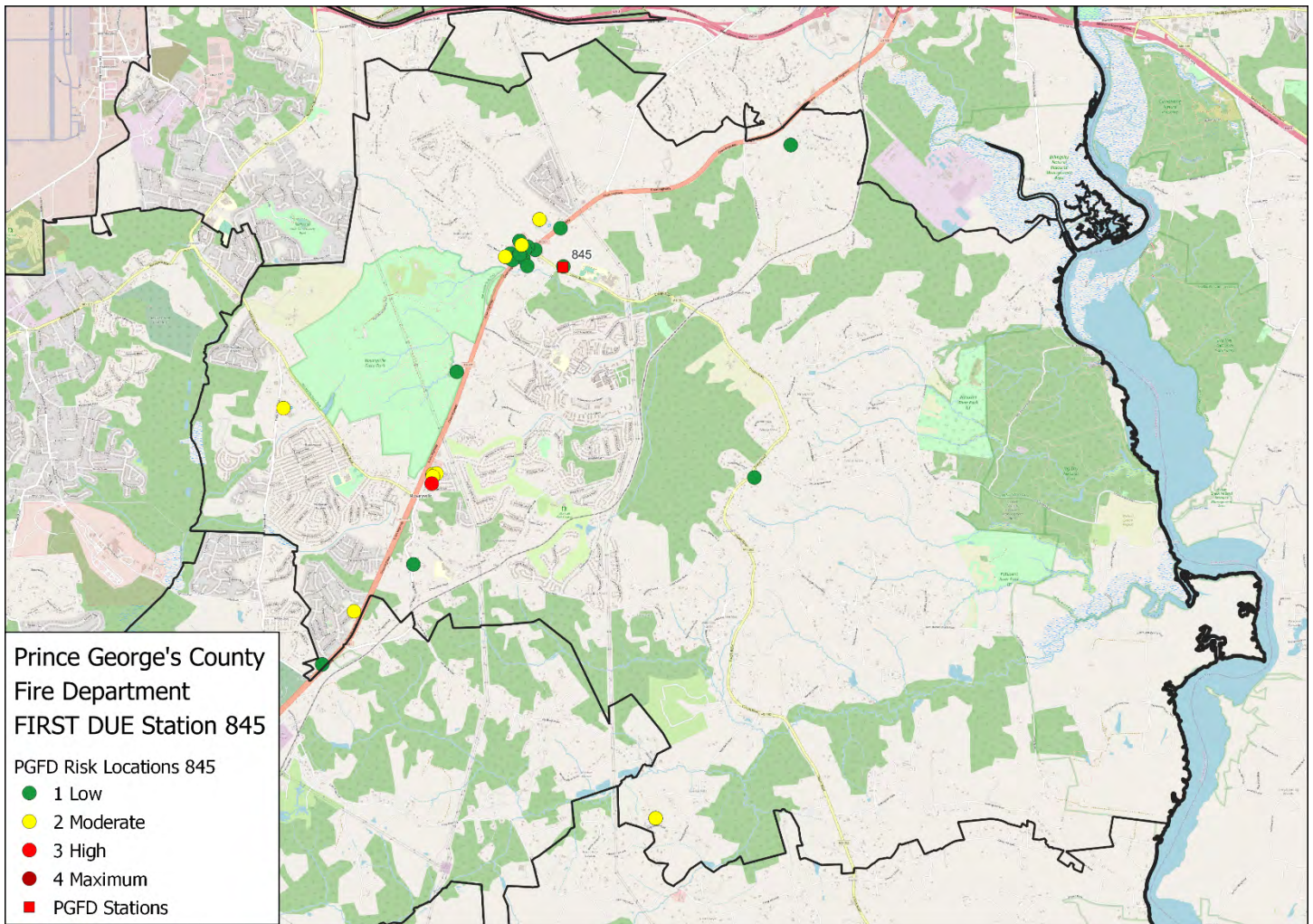
Station 845

Station 845	E845	Engine
	E845P	Engine
	HSC845	Hazmat Support
	MD845	Medic
	PA845	Paramedic Ambulance
	TK845	Truck
	TW845	Tower
	TW845P	Tower
	VC845A	Volunteer Chief

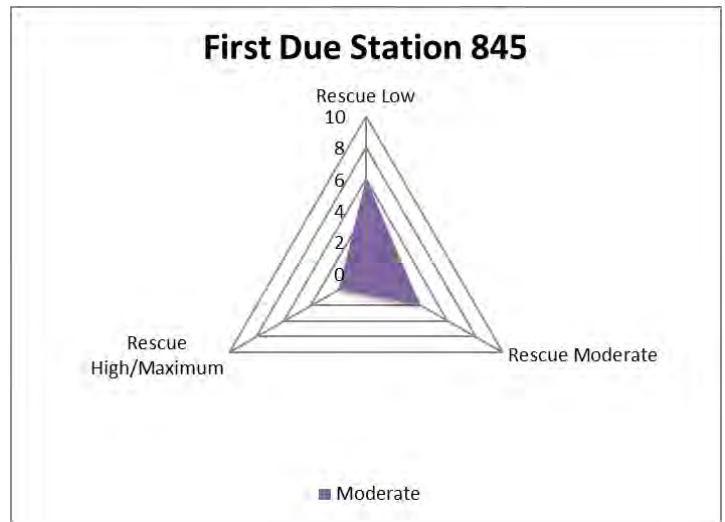
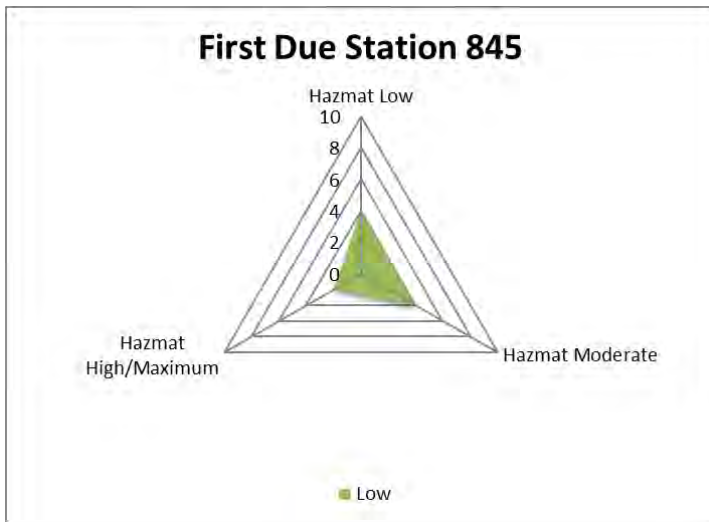
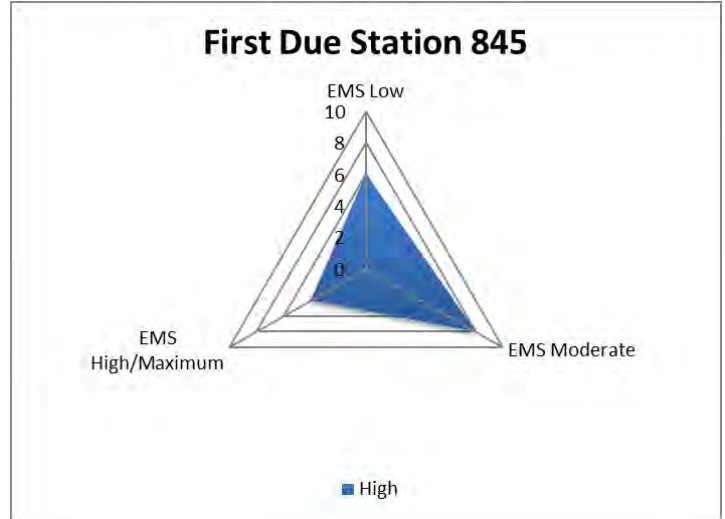
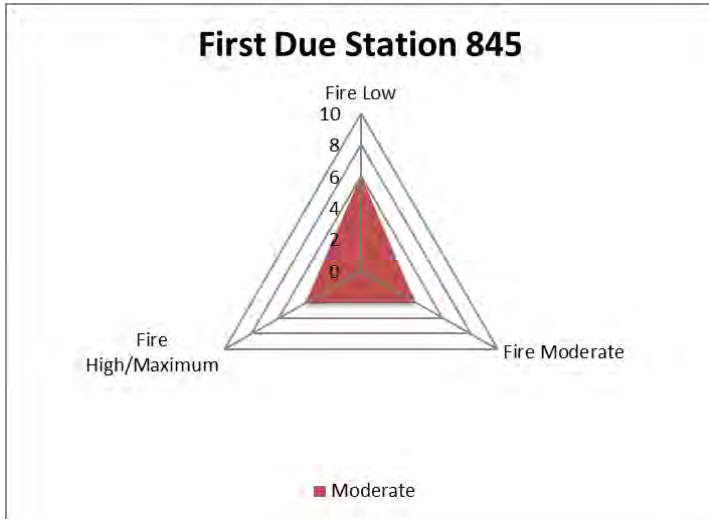


Station 845 Risk Analysis

The risk of individual building locations is represented by the small circles and shaded to indicate risk level. There is a small number of risk buildings located in the first due area, which is a moderate-risk GPZ. Risk is also evaluated by GPZ using the same shading criteria. Most of the buildings in Station 845's first due area are low risk.



Station 845 First Due Station Risk Profiles by Program – 3D Risk Models



Station 845 First Due Area Historical Data Analysis

Station 845 First Due Area Incidents by Call Category	Reporting Period				
	2016	2017	2018	2019	2020
Bomb Total	0	2	2	0	0
EMS Total	1,185	1,194	1,180	1,218	1,289
Fire Total	268	322	361	326	284
Hazmat Total	29	26	43	29	21
Non-Emergency Total	89	80	144	124	150
Rescue Total	205	159	198	222	141
Total	1,776	1,783	1,928	1,919	1,885

Unit ID	Reporting Period				
	2016	2017	2018	2019	2020
E845	1,596	1,724	1,796	20	0
E845P	0	0	0	1,732	1,393
HSC845	115	78	69	72	51
MD845	2,041	1,911	1,950	27	0
PA845	0	0	0	1,595	1,400
TK845	24	0	0	0	0
TW845	122	9	120	1	0
TW845P	0	0	0	208	118
VC845A	0	0	1	0	0
Total	3,898	3,722	3,936	3,655	2,962
Average Responses per Day	10.7	10.2	10.8	10	8.1

Station 845 First Due Area Historical Data Analysis (cont.)

Call concurrency within FDA 845 was calculated between 2016 and 2020. The call concurrency has remained steady between 19.7 to 23.6 over the five-year rating period.

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
845	2016	349	1,772	19.7
	2017	349	1,781	19.6
	2018	431	1,924	22.4
	2019	453	1,917	23.6
	2020	442	1,882	23.5
	All	2,024	9,276	21.8

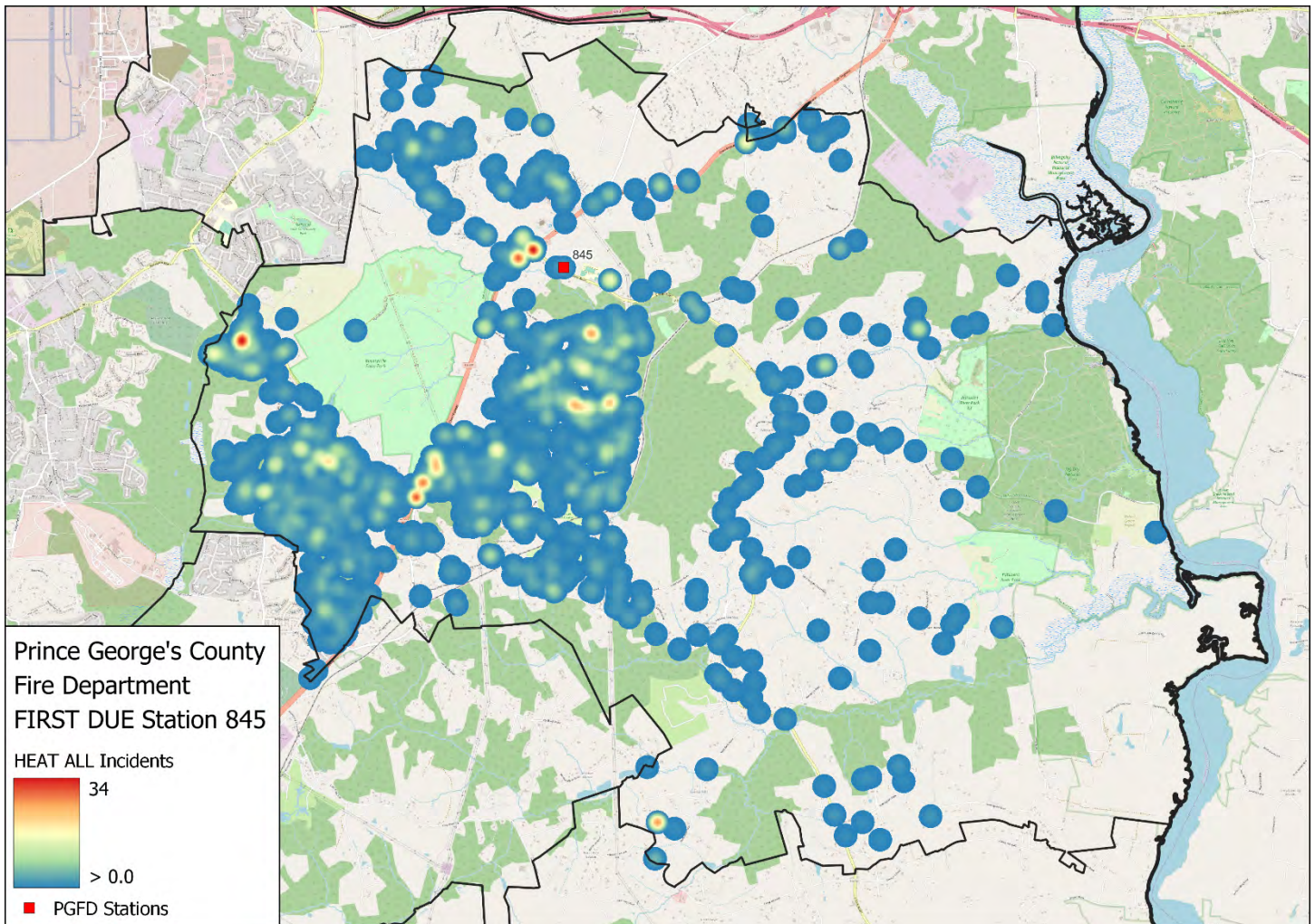
Response time performance for FDA 845 was calculated over the five-year rating period (2016-2020). Analyses were restricted to within FDA 845 and were calculated by the first arriving unit. Benchmark compliance is a 10% improvement over the aggregated PGFD performance. Therefore, the benchmark performance is established at the county level, not within each FDA. Finally, a gap analysis between the baseline and benchmark performance was completed utilizing a stoplight approach. If greater than 90% performance (green), between 70% and 89% yellow, and below 70% would be red.

First Due Station 845: 1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		4:19	4:34	4:11	4:11	4:21	4:21	4:31	91.3%
Turnout Time		2:22	2:19	2:25	2:25	2:20	2:24	1:58	76.6%
Travel Time	Urban	N/A	N/A	N/A	N/A	N/A	N/A	7:26	N/A
	Rural	10:50	10:45	10:41	11:03	9:55	11:43	9:33	83.7%
Total Response Time	Urban	N/A	N/A	N/A	N/A	N/A	N/A	12:26	N/A
		<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0		
	Rural	15:50	15:47	15:40	15:51	14:40	17:10	14:23	84.1%
		<i>n</i> = 5,914	<i>n</i> = 1,133	<i>n</i> = 1,150	<i>n</i> = 1,166	<i>n</i> = 1,249	<i>n</i> = 1,216		

Color coding legend: green fill ≥ 90%; yellow fill ≥ 70% to < 90%; red fill < 70%

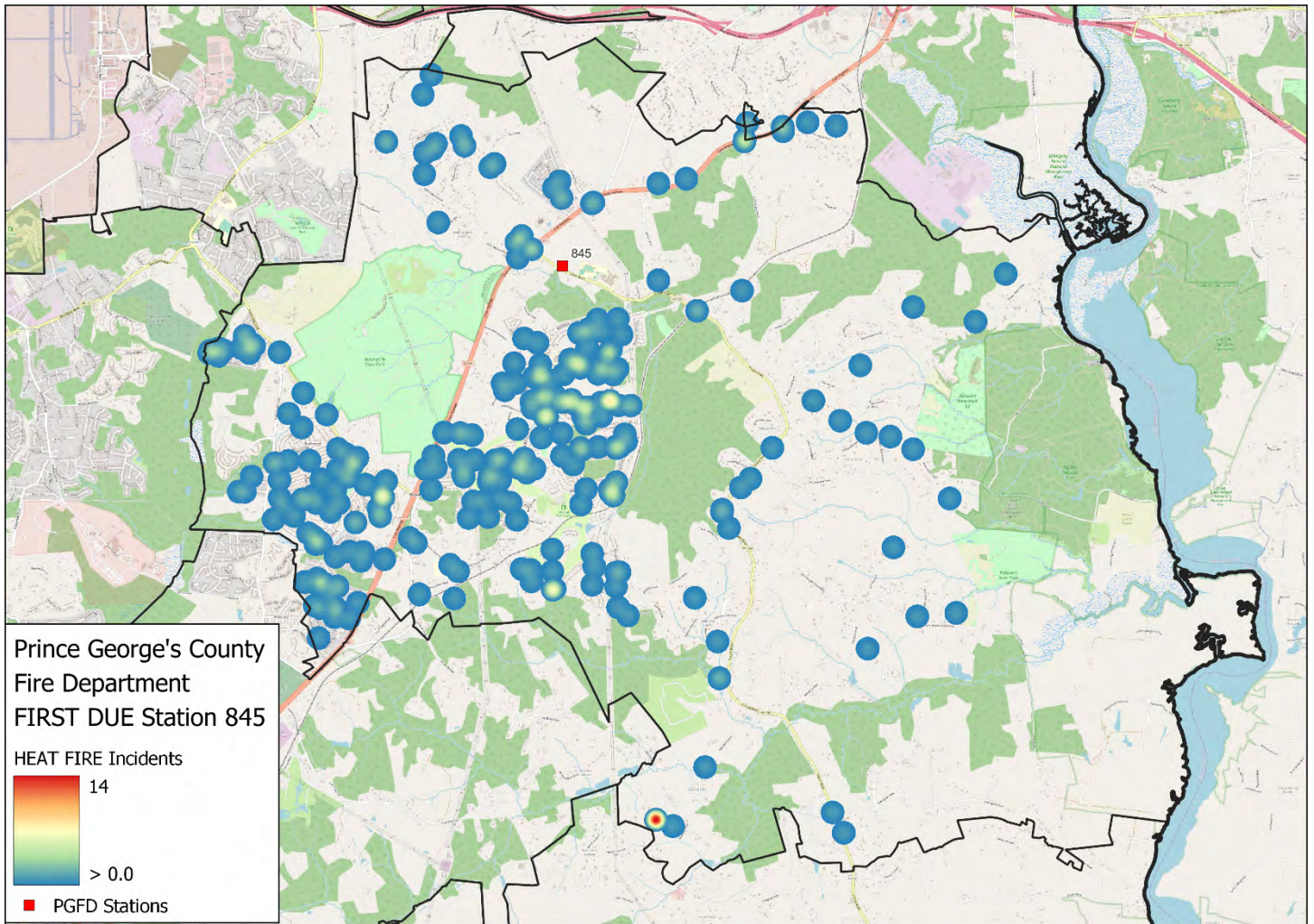
Station 845 Overall Hot Spot Map

Trends show the majority of call volume immediately surrounding the station and a fairly even spread of calls throughout the rest of the station's first due area.



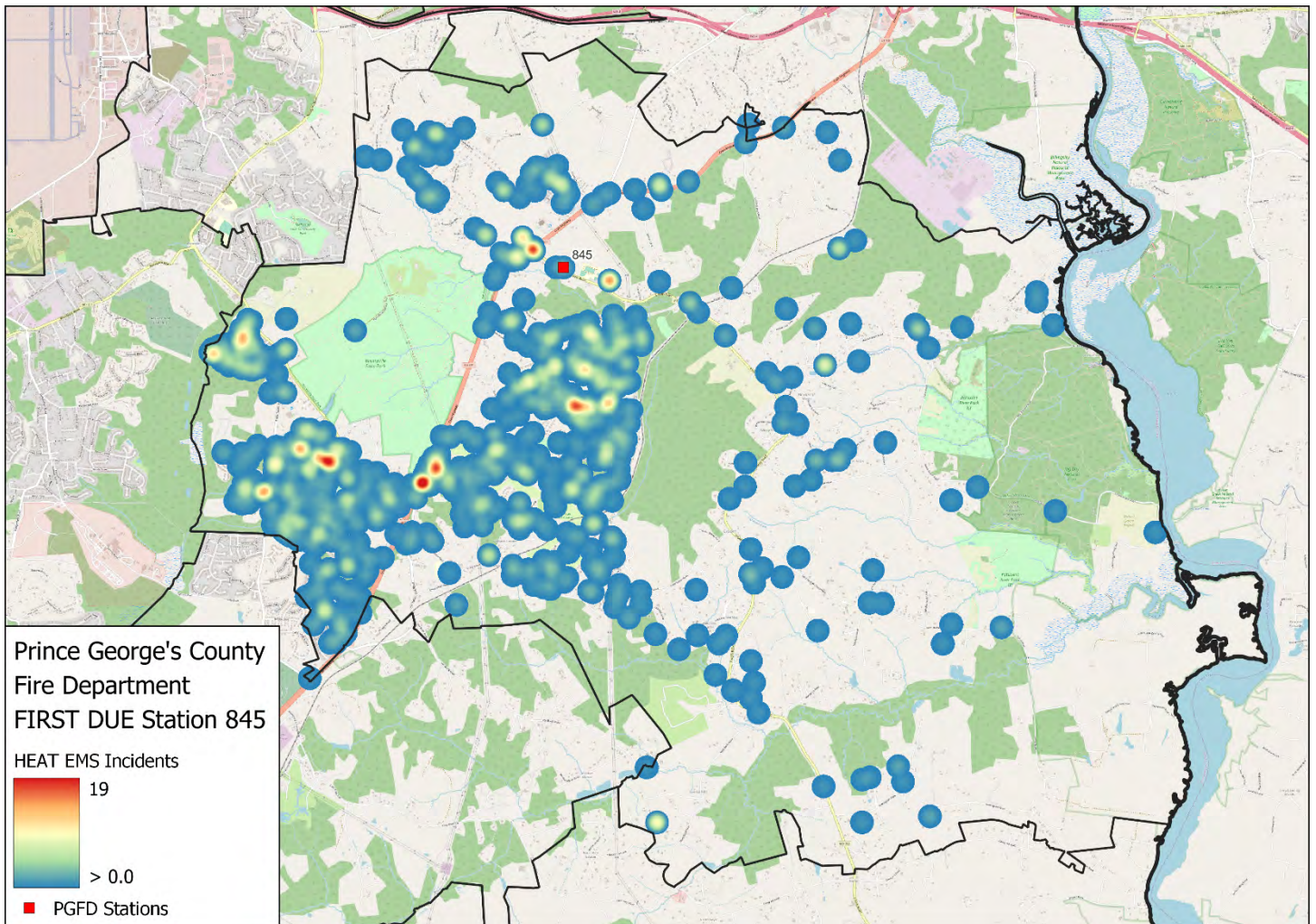
Station 845 Fire Hot Spot Map

Most of the call volume for fire-related calls surrounds the station, and a fairly even spread of calls throughout the rest of the station's first due area.



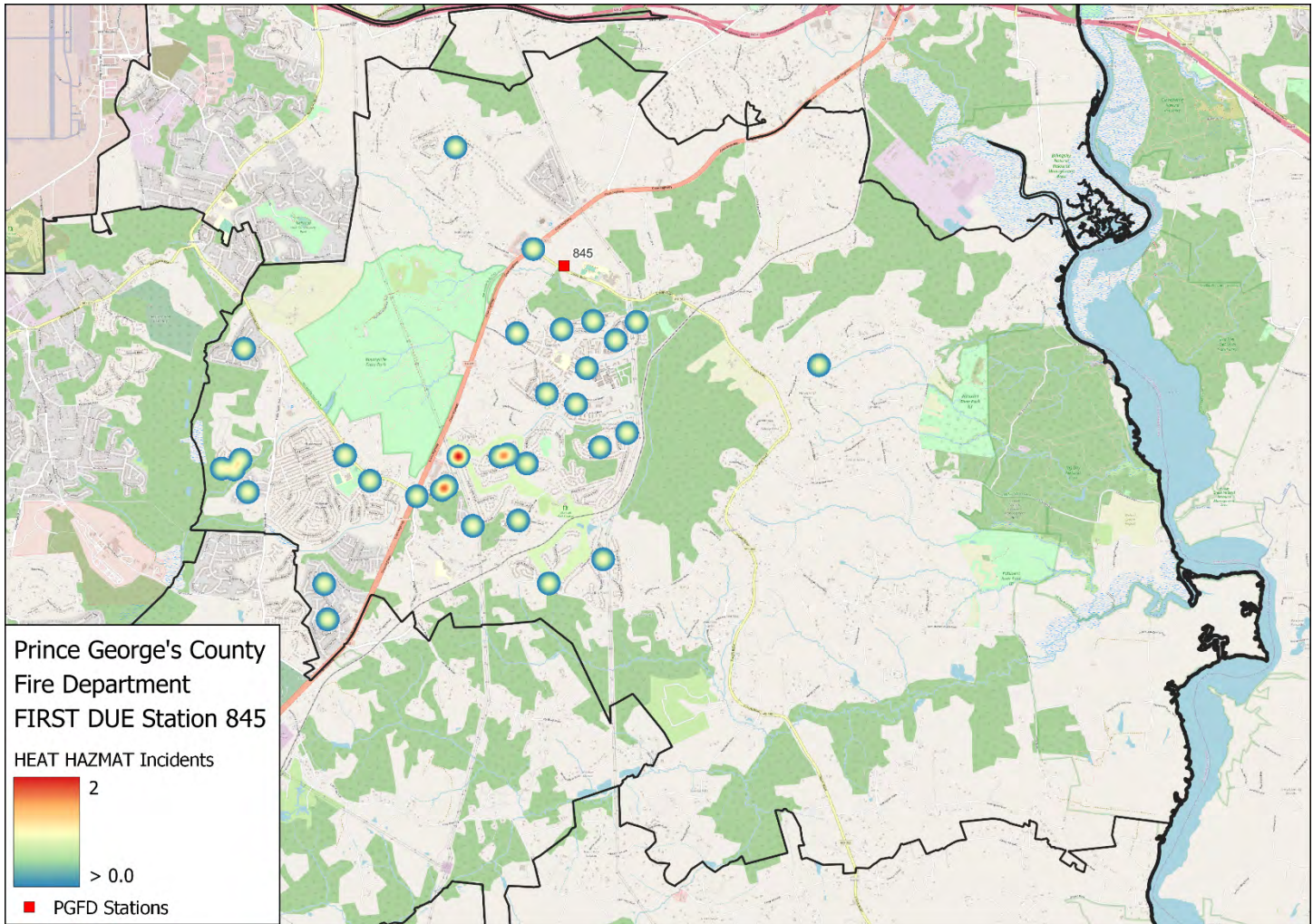
Station 845 EMS Hot Spot Map

Most of the call volume for EMS-related calls is in close proximity to the station and goes south toward the expressway.



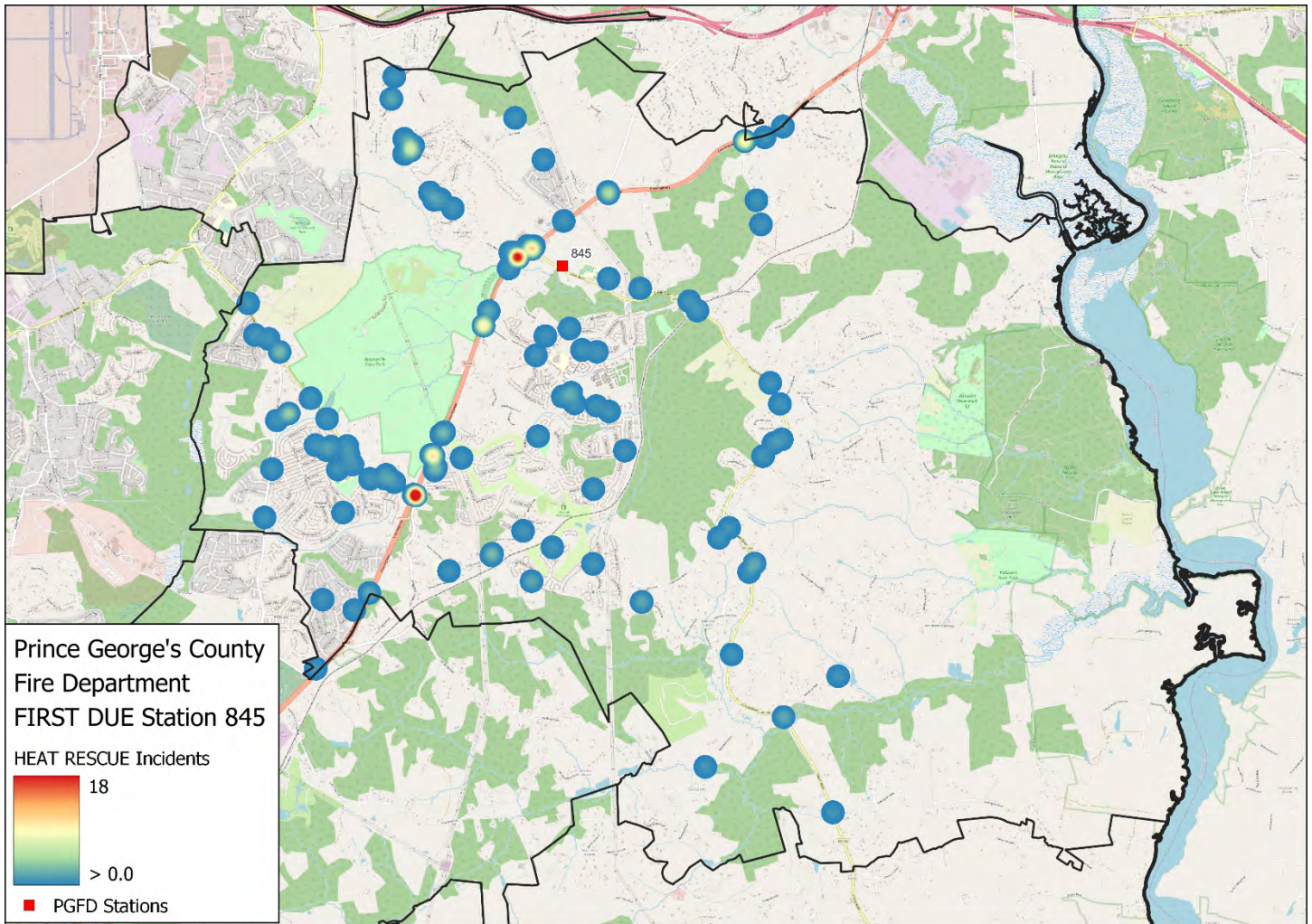
Station 845 HazMat Hot Spot Map

HazMat call volume is relatively equally spread throughout the station's first due area. HazMat call volume is comparatively low and equally spread throughout the station's first due area.



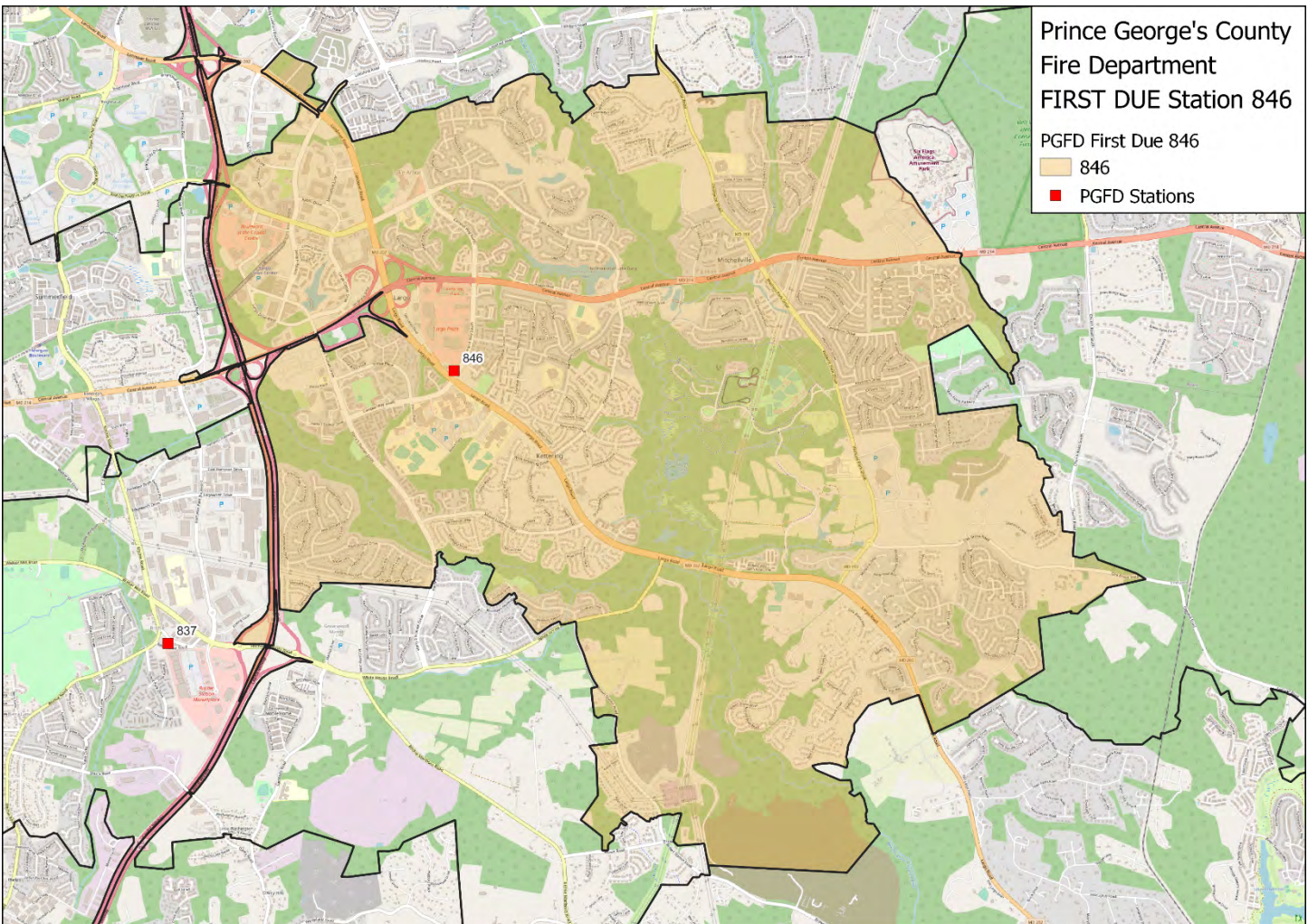
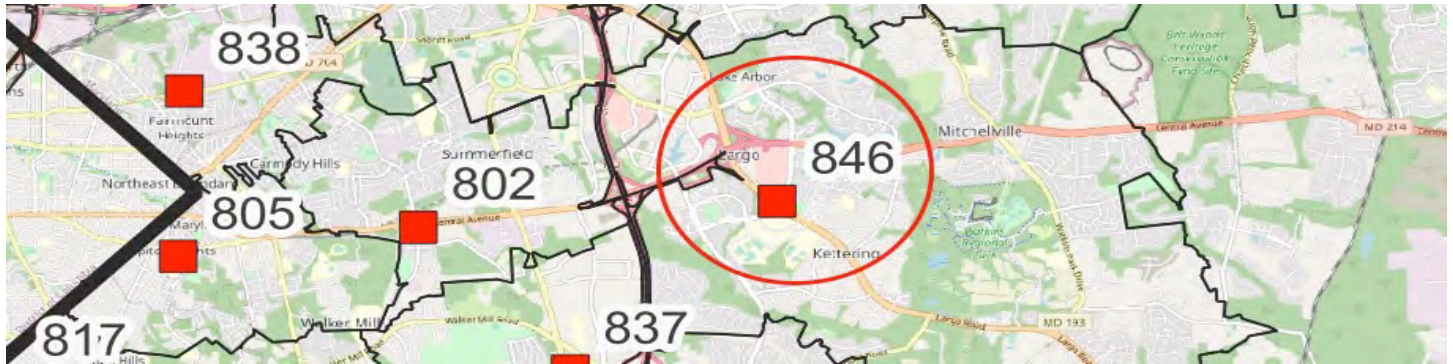
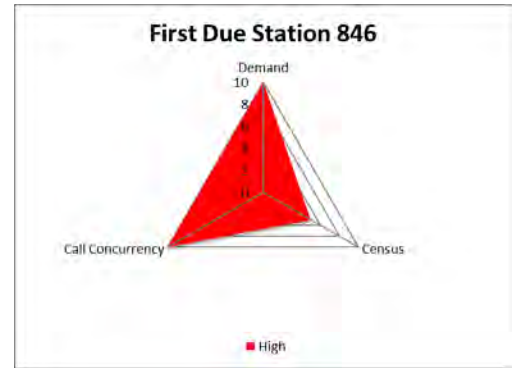
Station 845 Rescue Hot Spot Map

This map indicates that the west side of the first due area and the expressway has the most call volume.



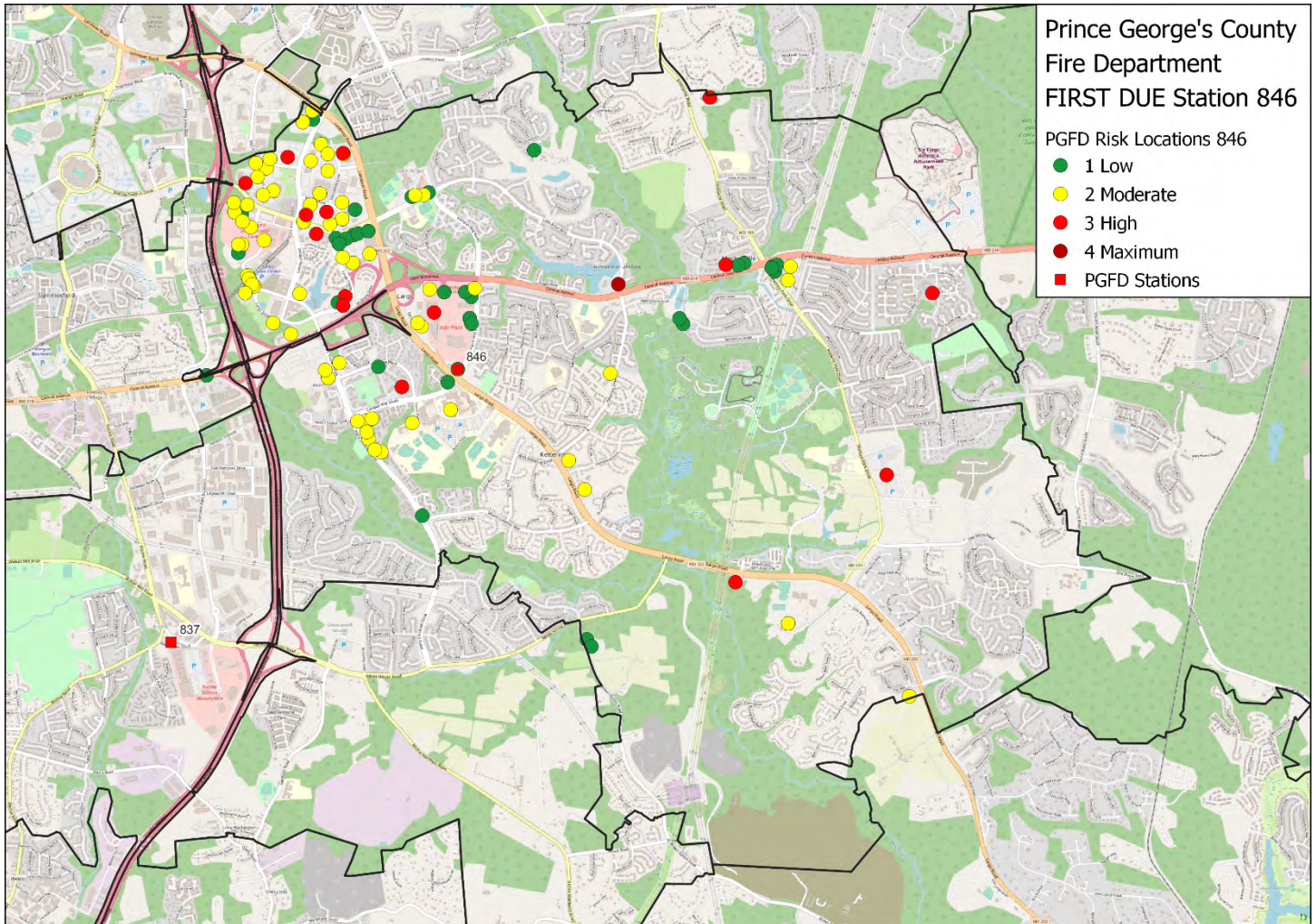
Station 846

Station 846	A846	Ambulance
	E846	Engine
	E846B	Engine
	MD846	Medic
	PE846	Paramedic Engine
	VC846A	Volunteer Chief
	VC846B	Volunteer Chief

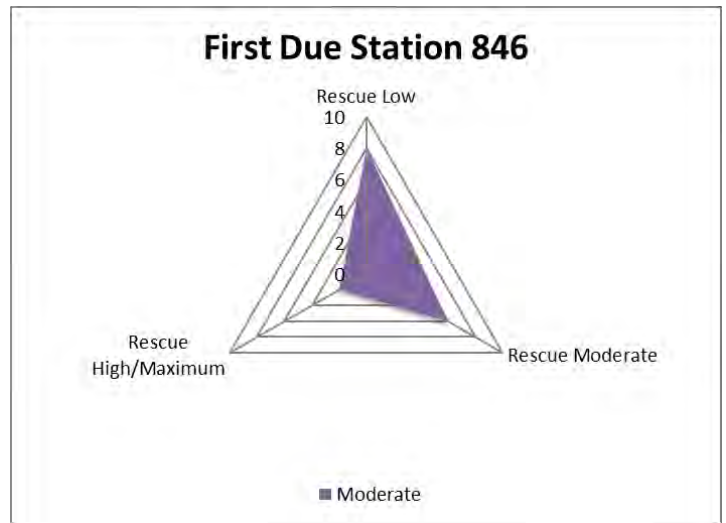
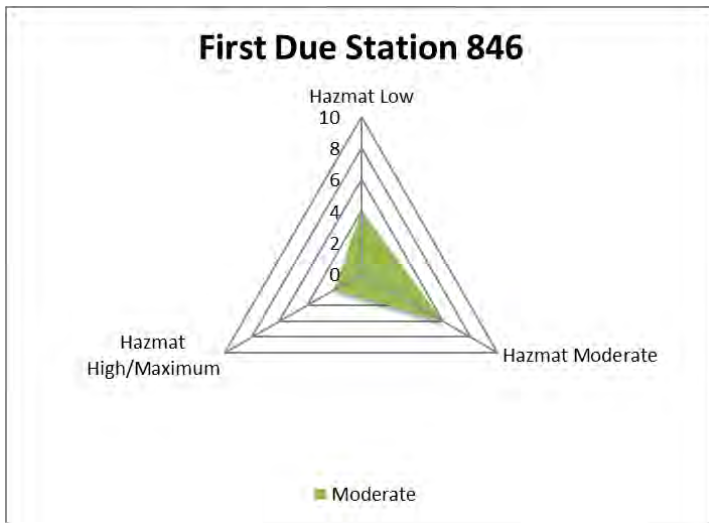
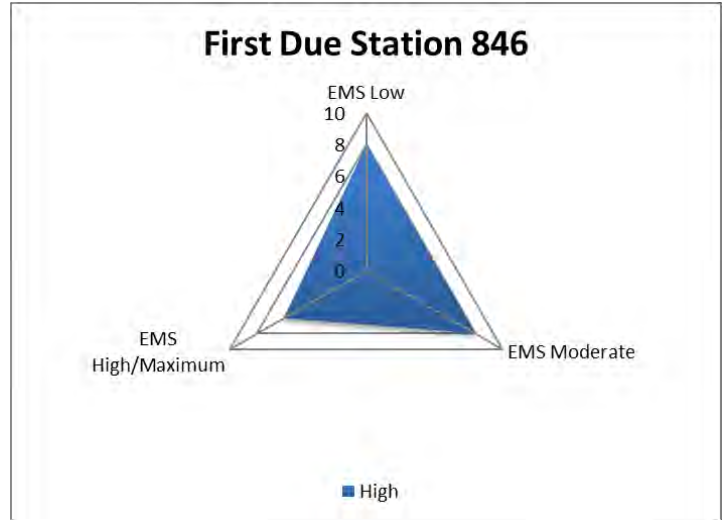
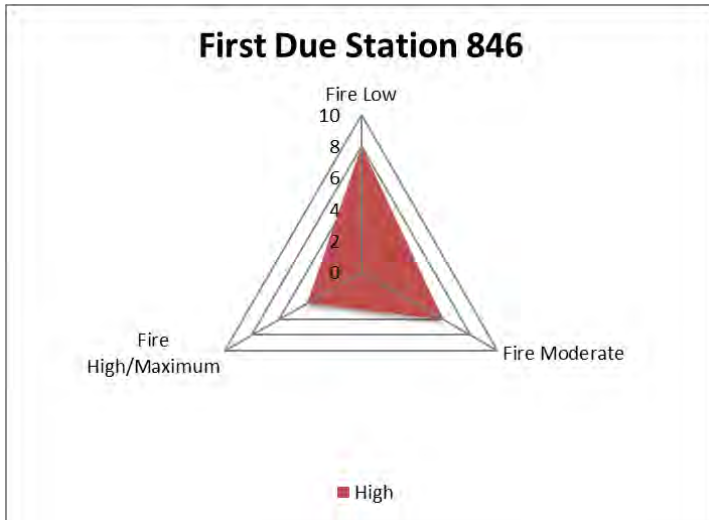


Station 846 Risk Analysis

The risk of individual building locations is represented by the small circles and shaded to indicate risk level. There is a concentration of low and moderate-risk buildings located in close proximity to the station, which is a high-risk GPZ. Risk is also evaluated by GPZ using the same shading criteria. The vast majority of the station's first due area is moderate risk.



Station 846 First Due Station Risk Profiles by Program – 3D Risk Models



Station 846 First Due Area Historical Data Analysis

Station 846 First Due Area Incidents by Call Category	Reporting Period				
	2016	2017	2018	2019	2020
Bomb Total	3	0	3	2	0
EMS Total	4,691	4,868	5,064	5,363	5,100
Fire Total	861	917	1,061	1,040	892
Hazmat Total	82	93	103	83	89
Non-Emergency Total	190	239	288	259	396
Rescue Total	600	571	617	650	424
Total	6,427	6,688	7,136	7,397	6,901

Unit ID	Reporting Period				
	2016	2017	2018	2019	2020
A846	4,161	3,973	3,908	3,889	3,401
E846	24	27	10	5	1
E846B	0	0	5	0	0
MD846	2,986	2,994	2,805	2,836	2,532
PE846	3,410	3,401	3,526	3,751	3,870
VC846A	22	14	4	4	0
VC846B	1	2	0	0	0
Total	10,604	10,411	10,258	10,485	9,804
Average Responses per Day	29	28.5	28.1	28.7	26.8

Station 846 First Due Area Historical Data Analysis (cont.)

Call concurrency within FDA 846 was calculated between 2016 and 2020. The call concurrency has remained steady between 55.5 to 62.8 over the five-year rating period.

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
846	2016	3,569	6,425	55.5
	2017	3,830	6,675	57.4
	2018	4,318	7,123	60.6
	2019	4,635	7,383	62.8
	2020	4,119	6,888	59.8
	All	20,471	34,494	59.3

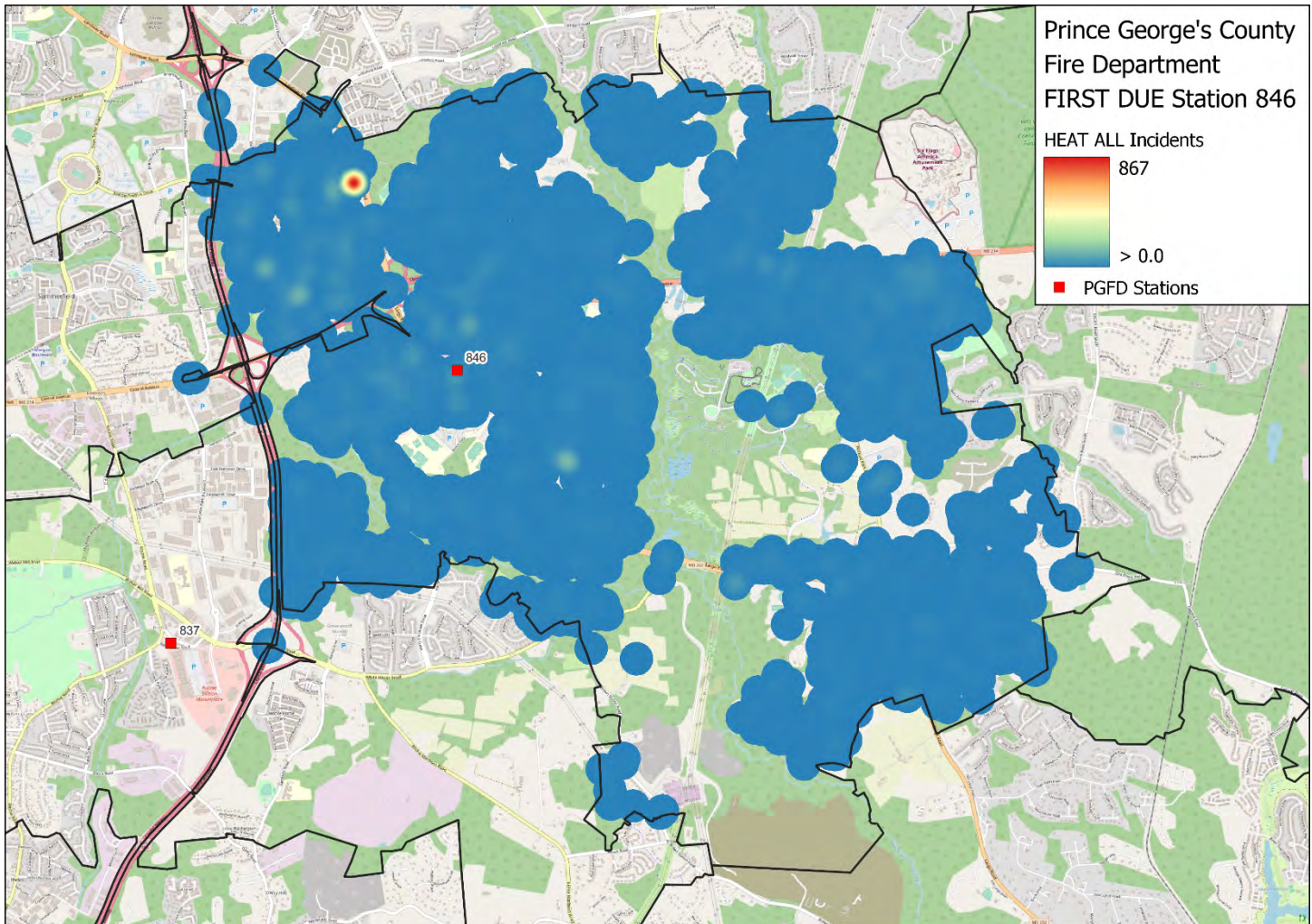
Response time performance for FDA 846 was calculated over the five-year rating period (2016-2020). Analyses were restricted to within FDA 846 and were calculated by the first arriving unit. Benchmark compliance is a 10% improvement over the aggregated PGFD performance. Therefore, the benchmark performance is established at the county level, not within each FDA. Finally, a gap analysis between the baseline and benchmark performance was completed utilizing a stoplight approach. If greater than 90% performance (green), between 70% and 89% yellow, and below 70% would be red.

First Due Station 846: 1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		4:19	4:30	4:41	4:11	4:10	4:08	4:31	91.1%
Turnout Time		2:06	2:12	2:11	2:01	2:01	2:01	1:58	86.7%
Travel Time	Urban	8:54	8:39	8:35	8:49	8:55	9:22	7:26	80.8%
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	9:33	N/A
Total Response Time	Urban	13:47	13:40	13:47	13:40	13:36	14:10	12:26	83.9%
		<i>n</i> = 23,015	<i>n</i> = 4,356	<i>n</i> = 4,486	<i>n</i> = 4,783	<i>n</i> = 4,900	<i>n</i> = 4,490		
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	14:23	N/A
		<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0		

Color coding legend: **green** fill ≥ 90%; **yellow** fill ≥ 70% to < 90%; **red** fill < 70%

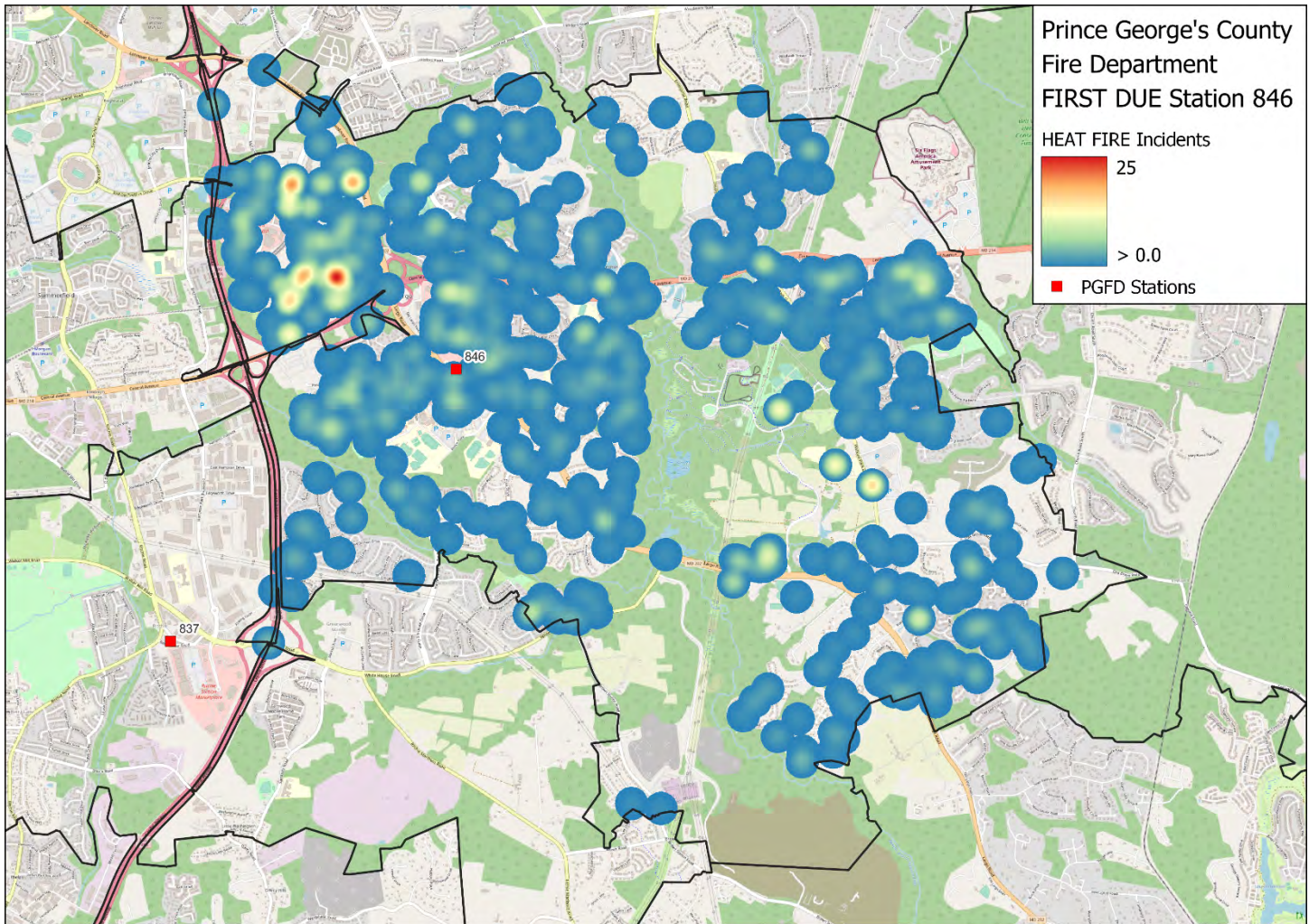
Station 846 Overall Hot Spot Map

Trends show a relatively even distribution of calls throughout the first due area, except for an area northwest of the station with a higher call volume.



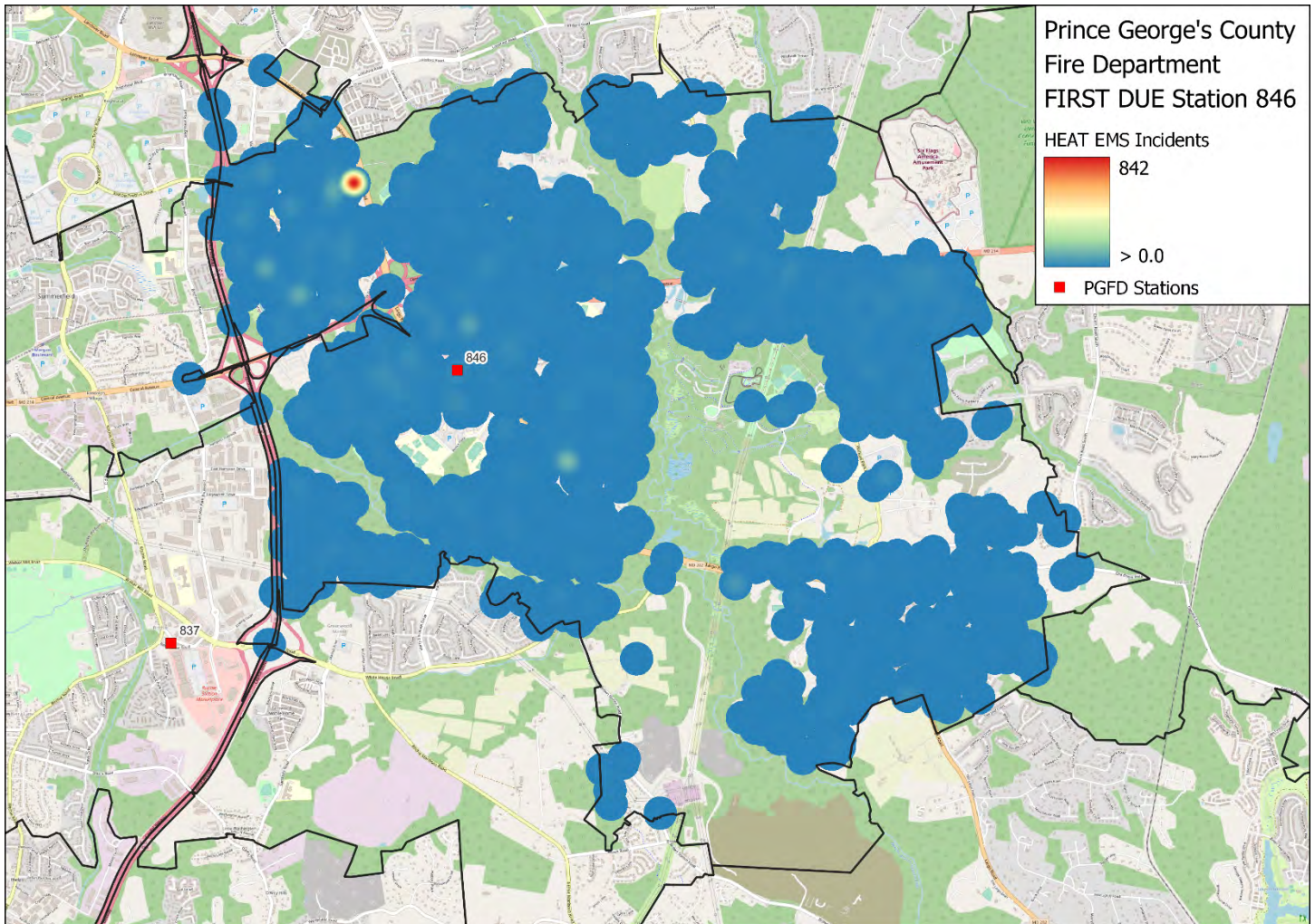
Station 846 Fire Hot Spot Map

Most of the call volume for fire-related calls is close to the station's first due area and spread equally throughout the station's first due area.



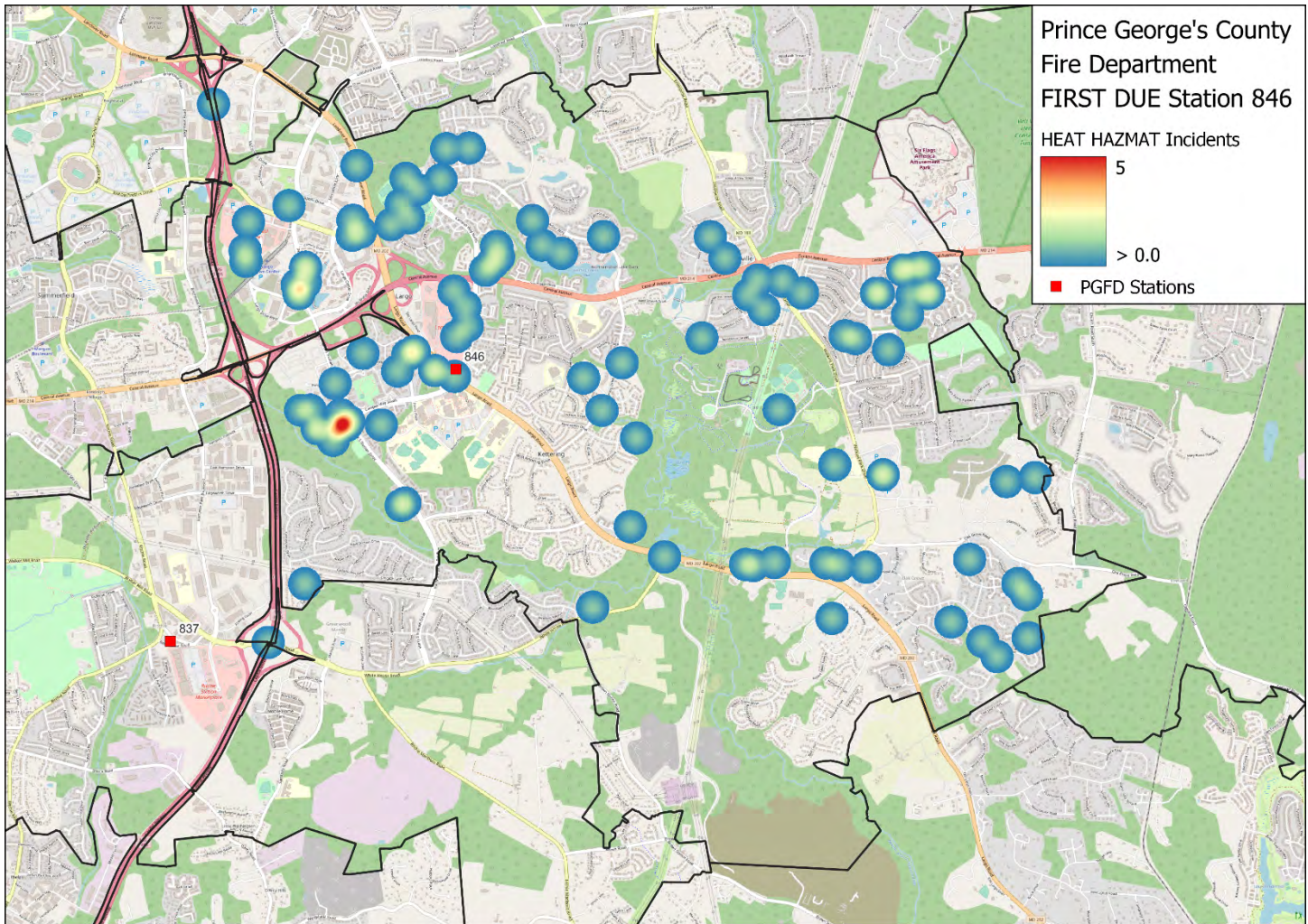
Station 846 EMS Hot Spot Map

Trends show a relatively even distribution of calls throughout the first due area, except for an area northwest of the station with a higher call volume.



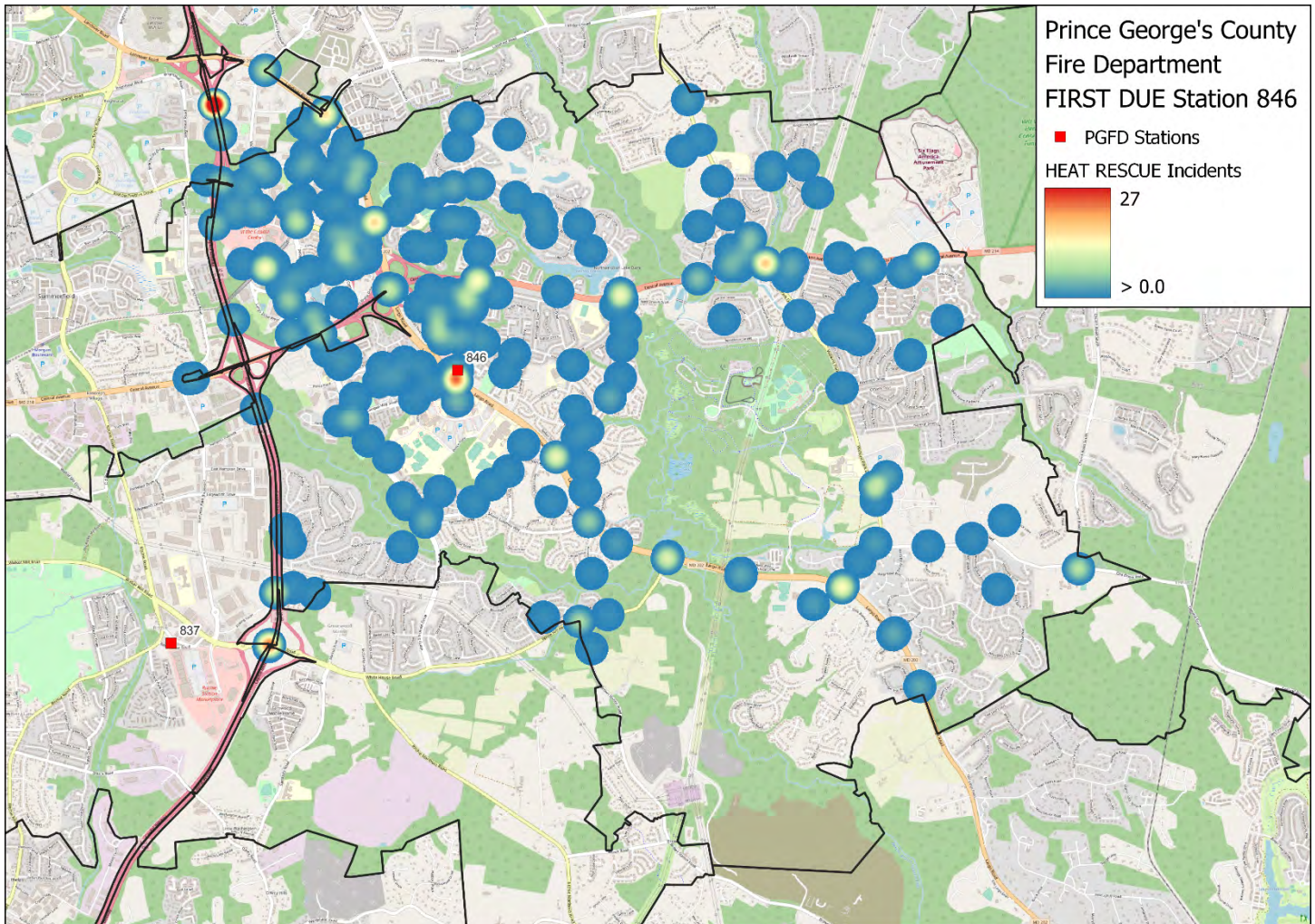
Station 846 HazMat Hot Spot Map

HazMat call volume is relatively equally spread throughout the station's first due area except for a few hot spots near the station.



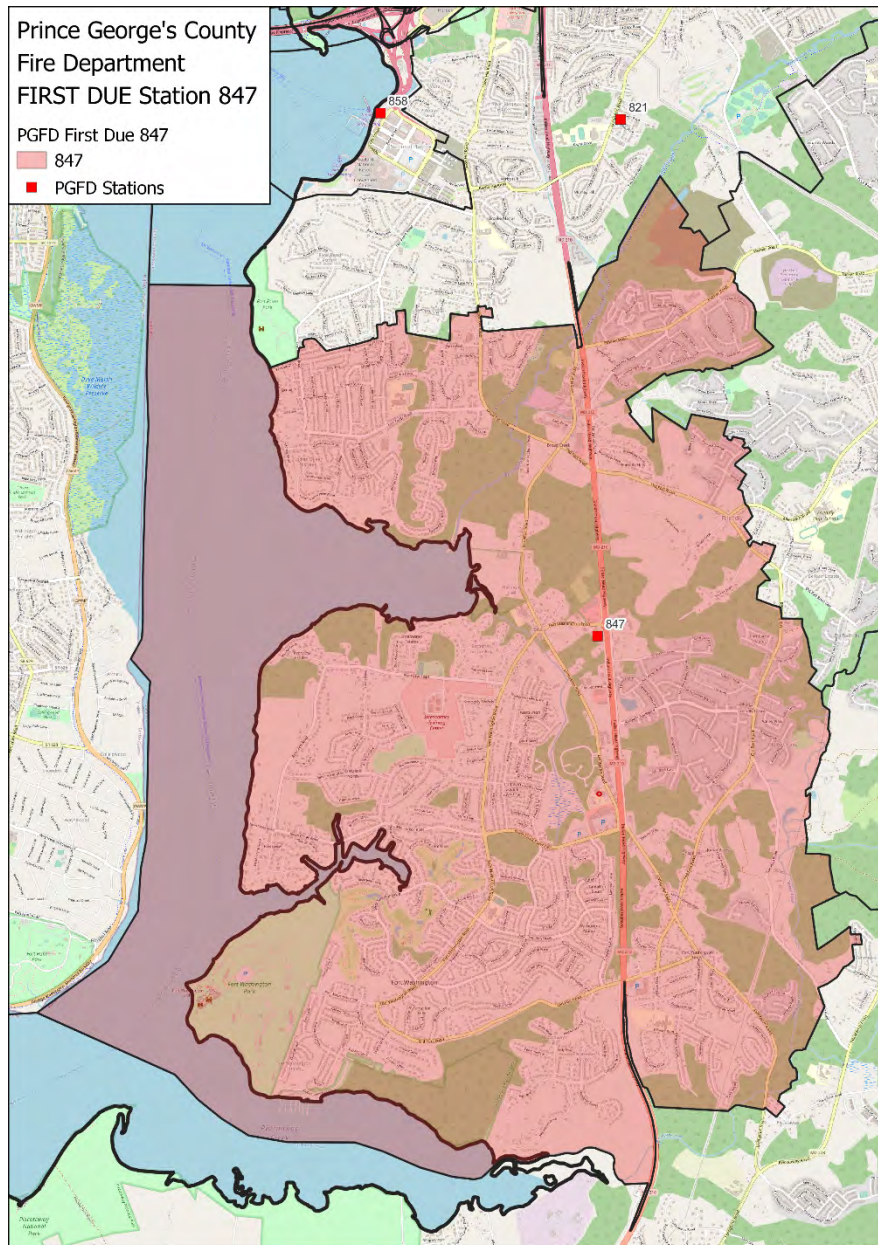
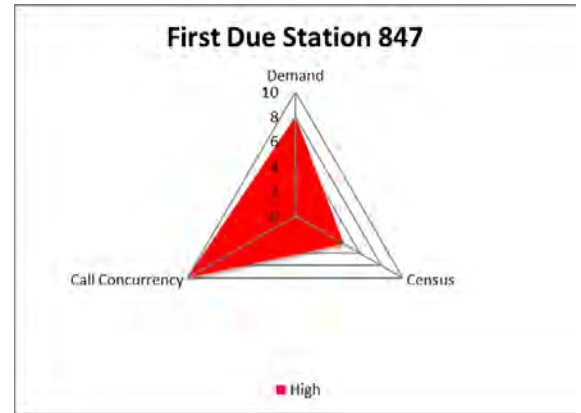
Station 846 Rescue Hot Spot Map

This map indicates that the area immediately surrounding the station and highway has the most call volume. There is a relatively even distribution of calls throughout the rest of the first due area.



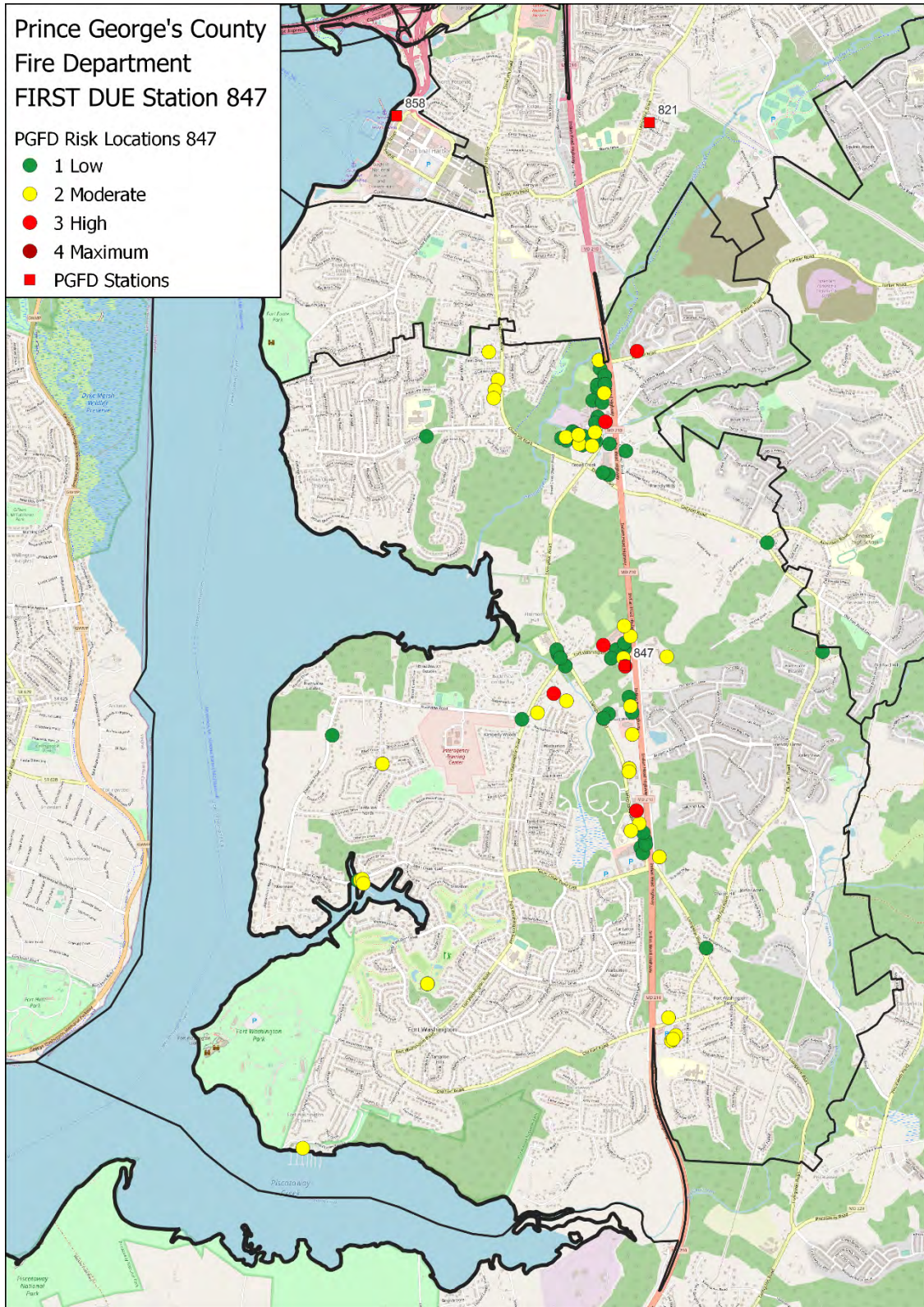
Station 847

Station 847	A847	Ambulance
	BT847	Boat
	E847	Engine
	E847P	Engine
	MD847	Medic
	PA847	Paramedic Ambulance
	RECON847	Recon
	SQ847	Squad
	SQ847P	Squad
	TS847	Tech Rescue Support
	U847	Utility Truck
	WR847	Water Rescue

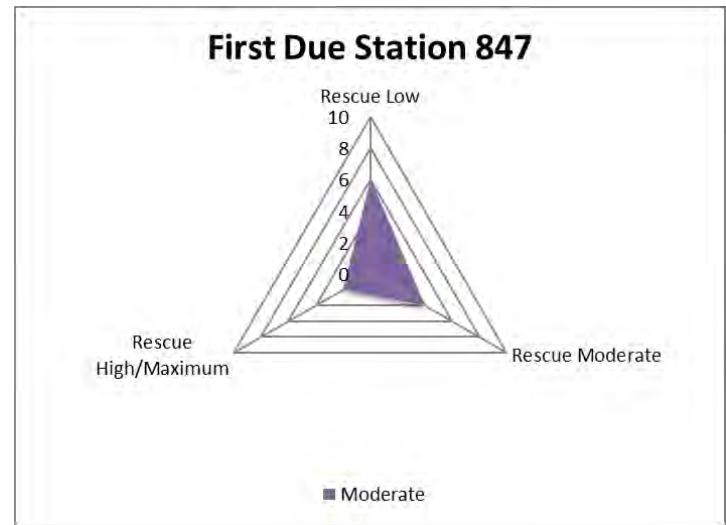
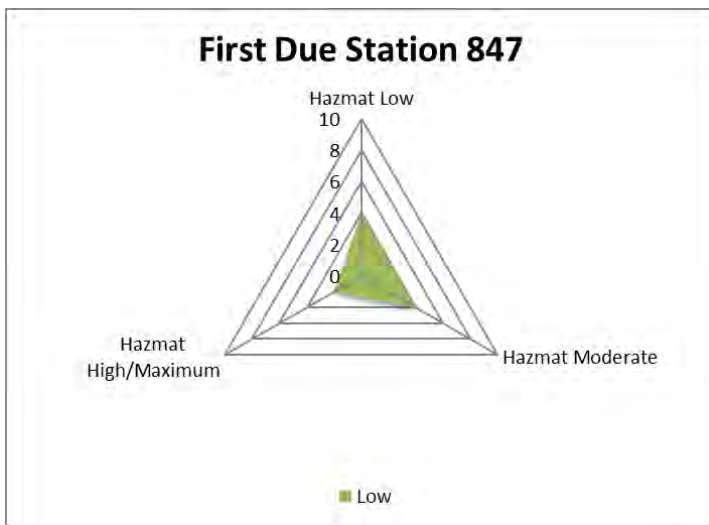
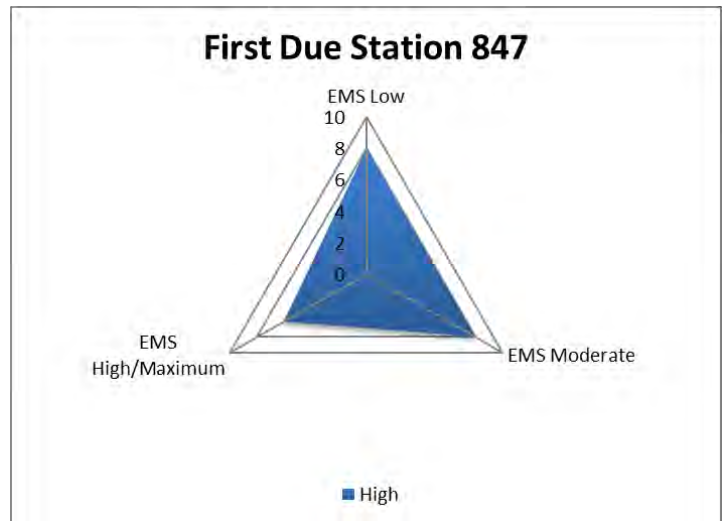
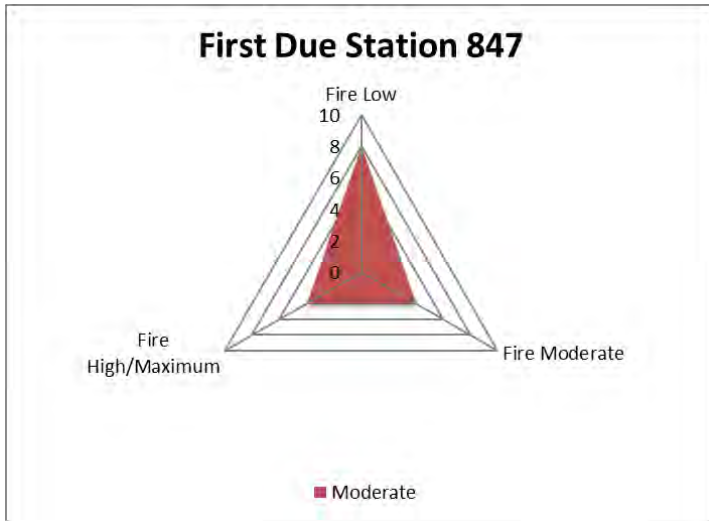


Station 847 Risk Analysis

The risk of individual building locations is represented by the small circles and shaded to indicate risk level. There is a concentration of low and moderate-risk buildings located in close proximity to the station, which is a high GPZ. Risk is also evaluated by GPZ using the same shading criteria. The majority of Station 847's first due area is low risk.



Station 847 First Due Station Risk Profiles by Program – 3D Risk Models



Station 847 First Due Area Historical Data Analysis

Station 847 First Due Area Incidents by Call Category	Reporting Period				
	2016	2017	2018	2019	2020
Bomb Total	0	1	4	2	2
EMS Total	2,069	2,420	2,284	2,426	2,456
Fire Total	400	409	479	510	484
Hazmat Total	41	68	63	58	39
Non-Emergency Total	134	218	243	231	298
Rescue Total	317	330	315	311	257
Total	2,961	3,446	3,388	3,538	3,536

Unit ID	Reporting Period				
	2016	2017	2018	2019	2020
A847	3,133	3,323	2,040	0	16
BT847	5	4	2	7	4
E847	1,059	1,103	914	0	0
E847P	0	0	438	1,446	1,427
MD847	1,989	2,053	1,249	0	0
PA847	0	0	759	2,523	2,150
RECON847	11	3	18	0	2
SQ847	1,276	1,269	663	0	0
SQ847P	0	0	447	1,585	1,160
TS847	55	28	0	0	0
U847	0	1	0	0	0
WR847	11	15	27	26	46
Total	7,539	7,799	6,557	5,587	4,805
Average Responses per Day²	20.6	21.4	18	15.3	13.1

Station 847 First Due Area Historical Data Analysis (cont.)

Call concurrency within FDA 847 was calculated between 2016 and 2020. The call concurrency has remained steady between 25.8 to 33.8 over the five-year rating period.

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
847	2016	764	2,961	25.8
	2017	930	3,439	27.0
	2018	1,008	3,386	29.8
	2019	1,195	3,532	33.8
	2020	1,165	3,530	33.0
	All	5,062	16,848	30.0

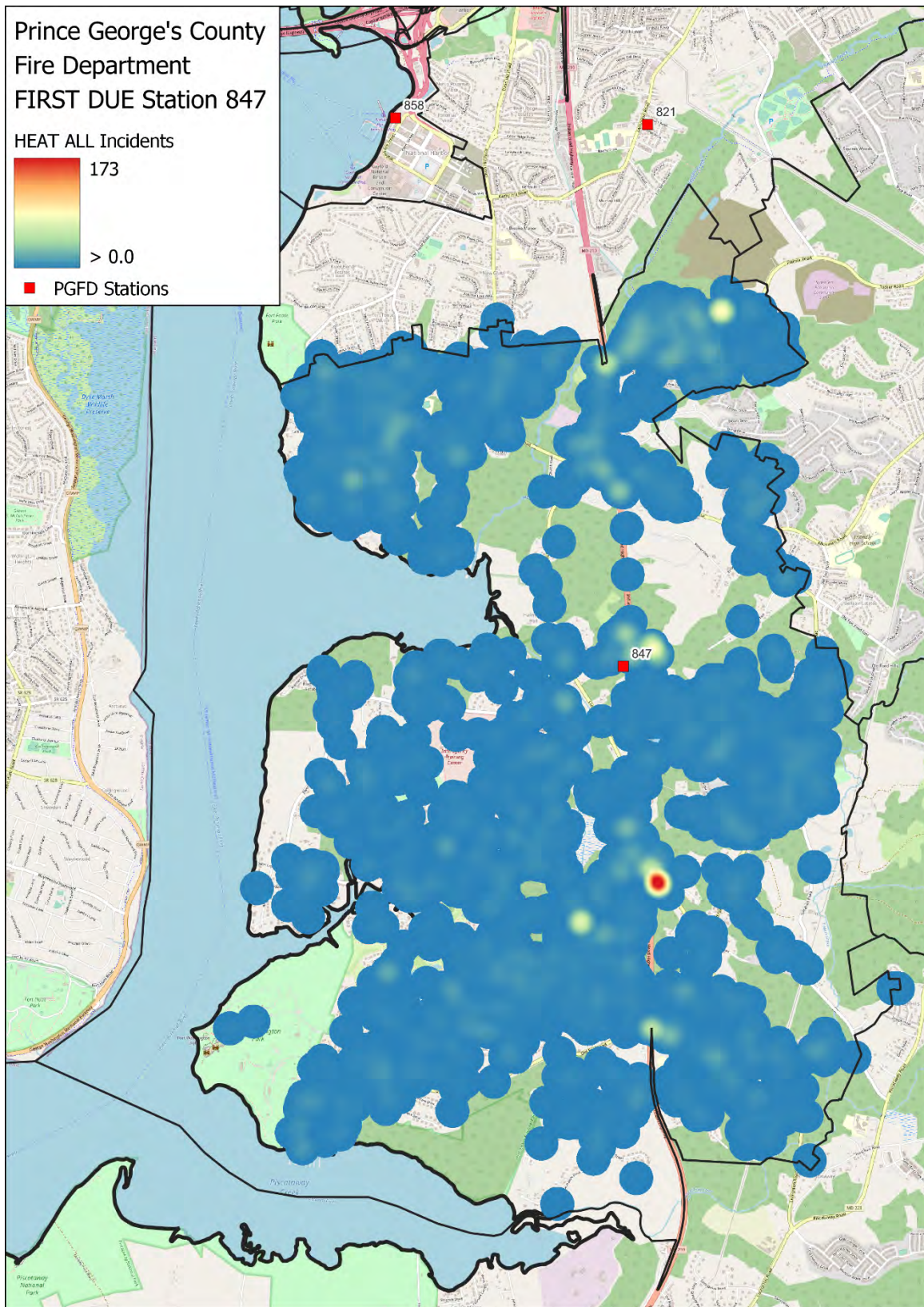
Response time performance for FDA 847 was calculated over the five-year rating period (2016-2020). Analyses were restricted to within FDA 847 and were calculated by the first arriving unit. Benchmark compliance is a 10% improvement over the aggregated PGFD performance. Therefore, the benchmark performance is established at the county level, not within each FDA. Finally, a gap analysis between the baseline and benchmark performance was completed utilizing a stoplight approach. If greater than 90% performance (green), between 70% and 89% yellow, and below 70% would be red.

First Due Station 847: 1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		4:54	5:09	5:19	4:55	4:39	4:31	4:31	87.7%
Turnout Time		2:09	2:19	2:17	2:06	2:01	2:00	1:58	84.5%
Travel Time	Urban	8:57	8:42	8:20	8:36	8:35	10:26	7:26	82.3%
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	9:33	N/A
Total Response Time	Urban	14:24	14:14	13:52	14:13	13:32	15:57	12:26	82.3%
		<i>n</i> = 10,489	<i>n</i> = 1,871	<i>n</i> = 2,182	<i>n</i> = 2,107	<i>n</i> = 2,184	<i>n</i> = 2,145		
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	14:23	N/A
		<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0		

Color coding legend: **green** fill ≥ 90%; **yellow** fill ≥ 70% to < 90%; **red** fill < 70%

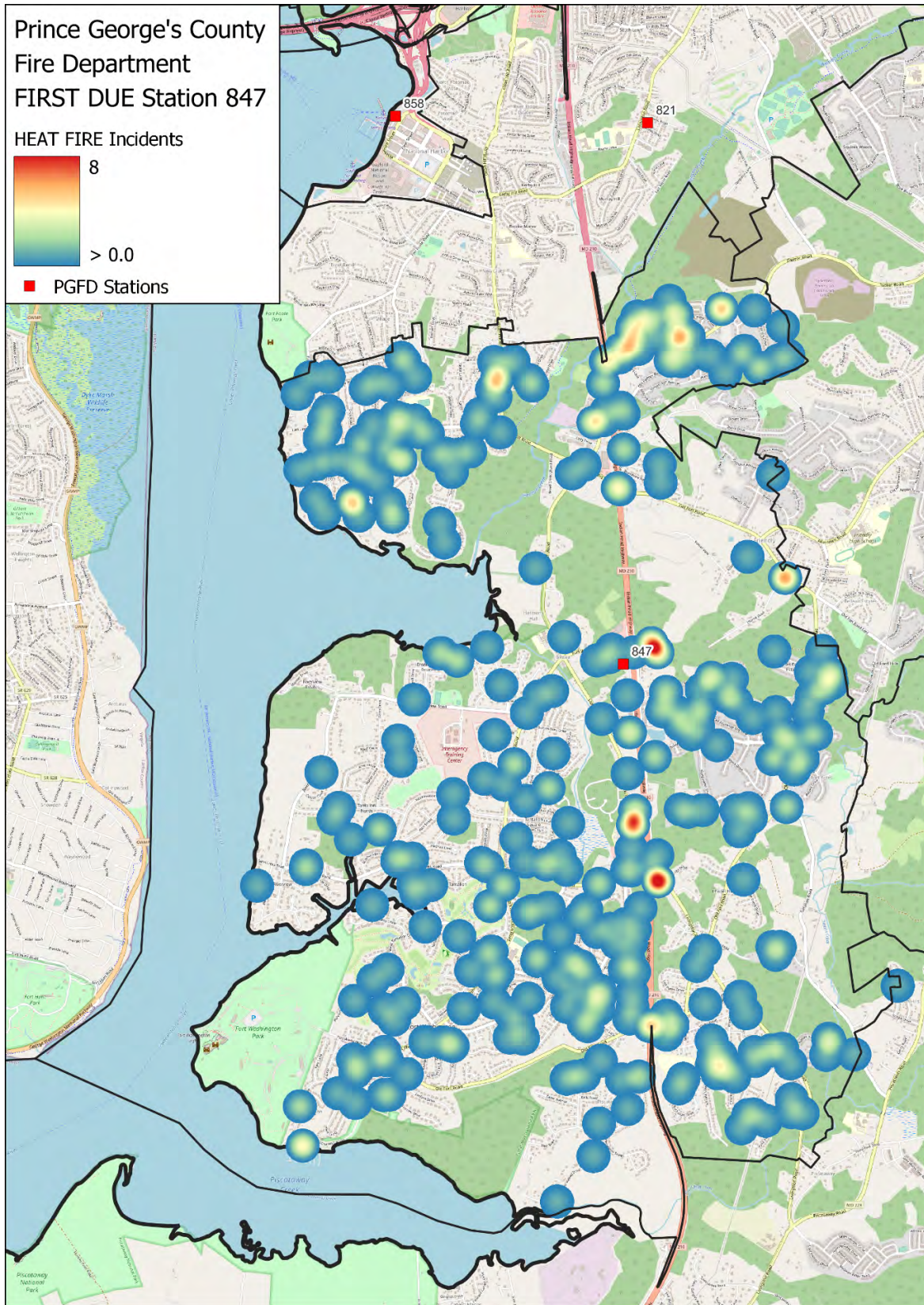
Station 847 Overall Hot Spot Map

Trends show a relatively even distribution of calls throughout the first due area. A few areas close to the station have a relatively higher call volume.



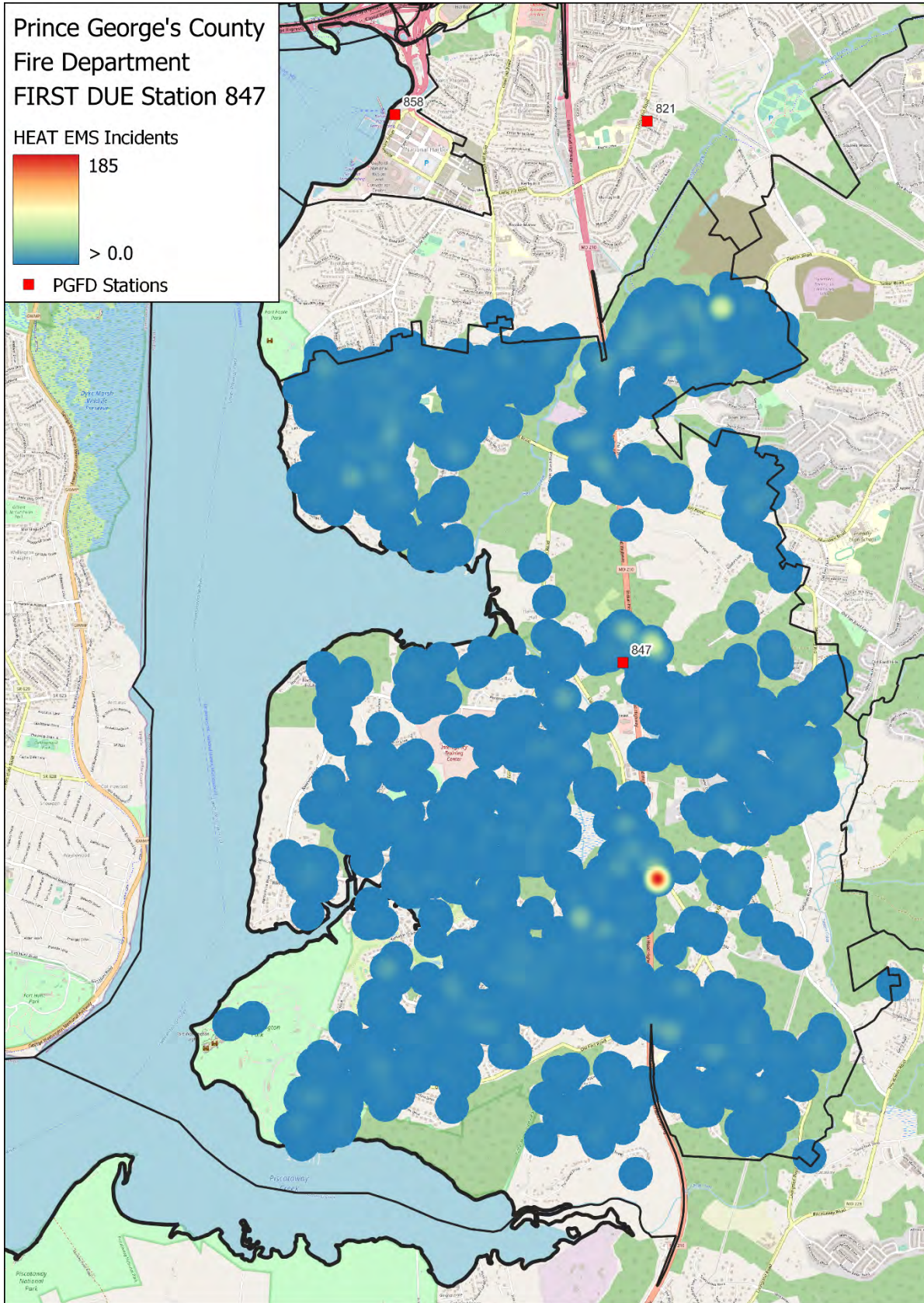
Station 847 Fire Hot Spot Map

Trends show a relatively even distribution of calls throughout the first due area. A few areas just south of the station have a relatively higher call volume.



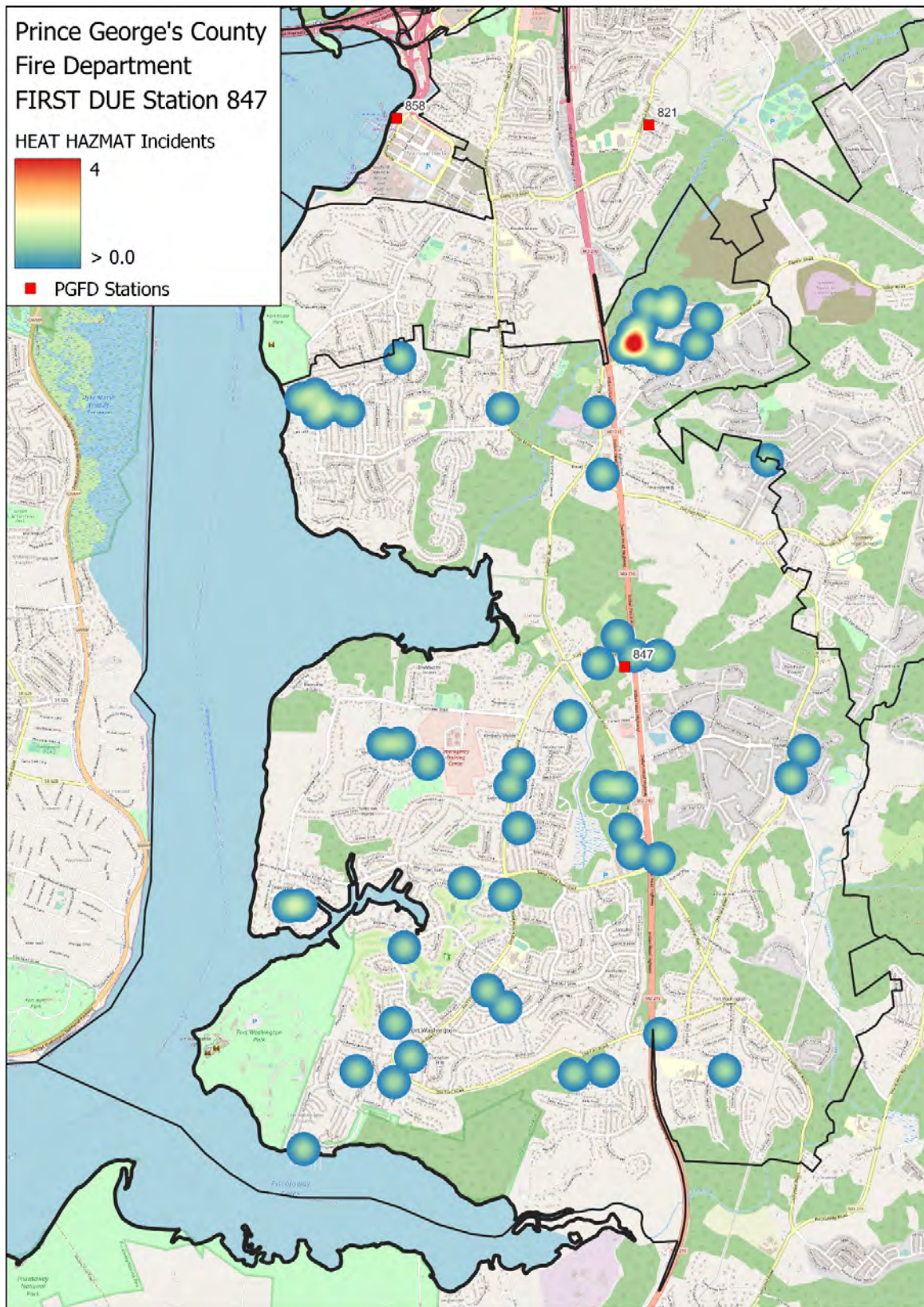
Station 847 EMS Hot Spot Map

Trends show a relatively even distribution of calls throughout the first due area.



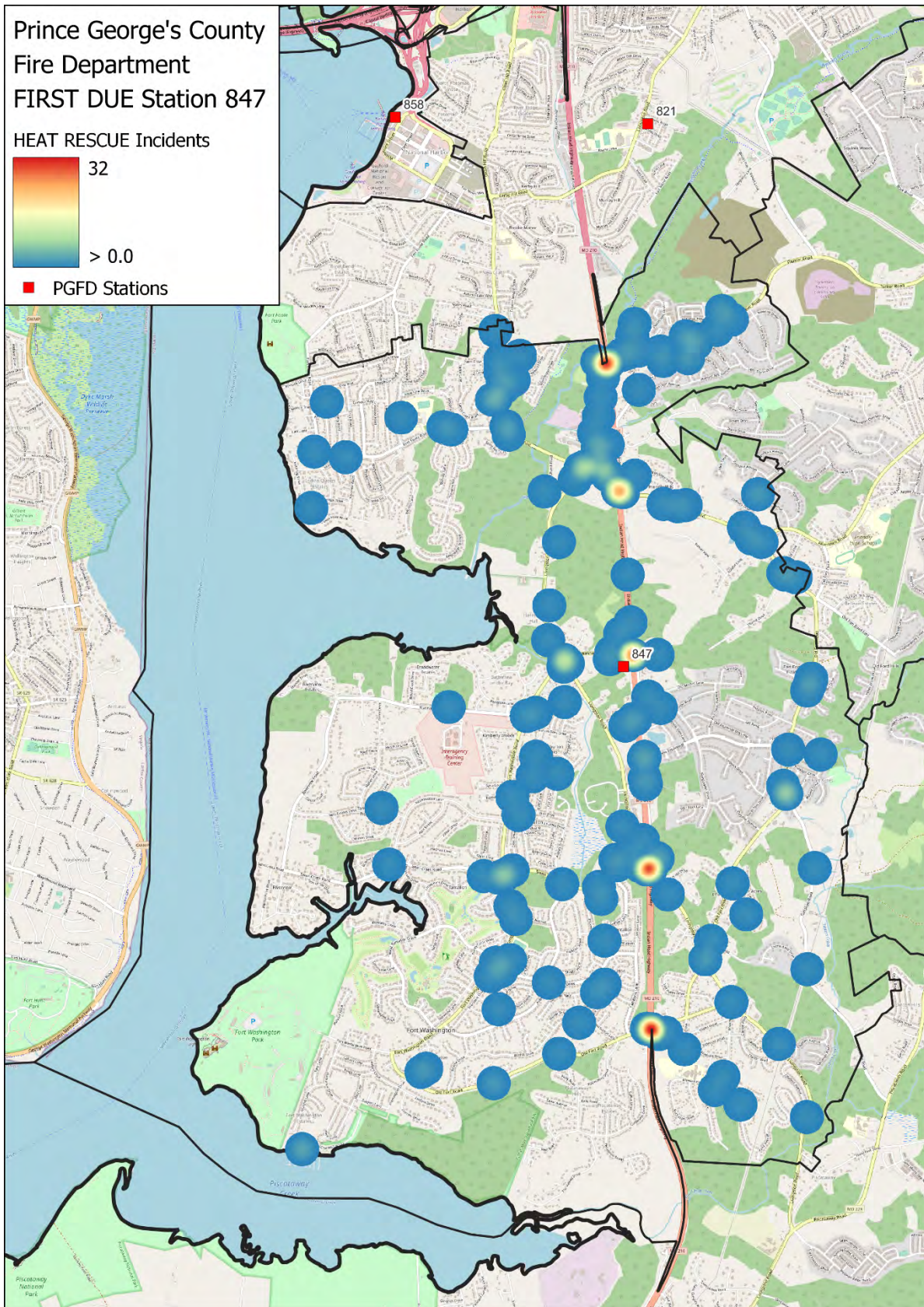
Station 847 HazMat Hot Spot Map

HazMat call volume is comparatively low and equally spread throughout the station's first due area. There is a hot spot in the northeast corner of the first due area.



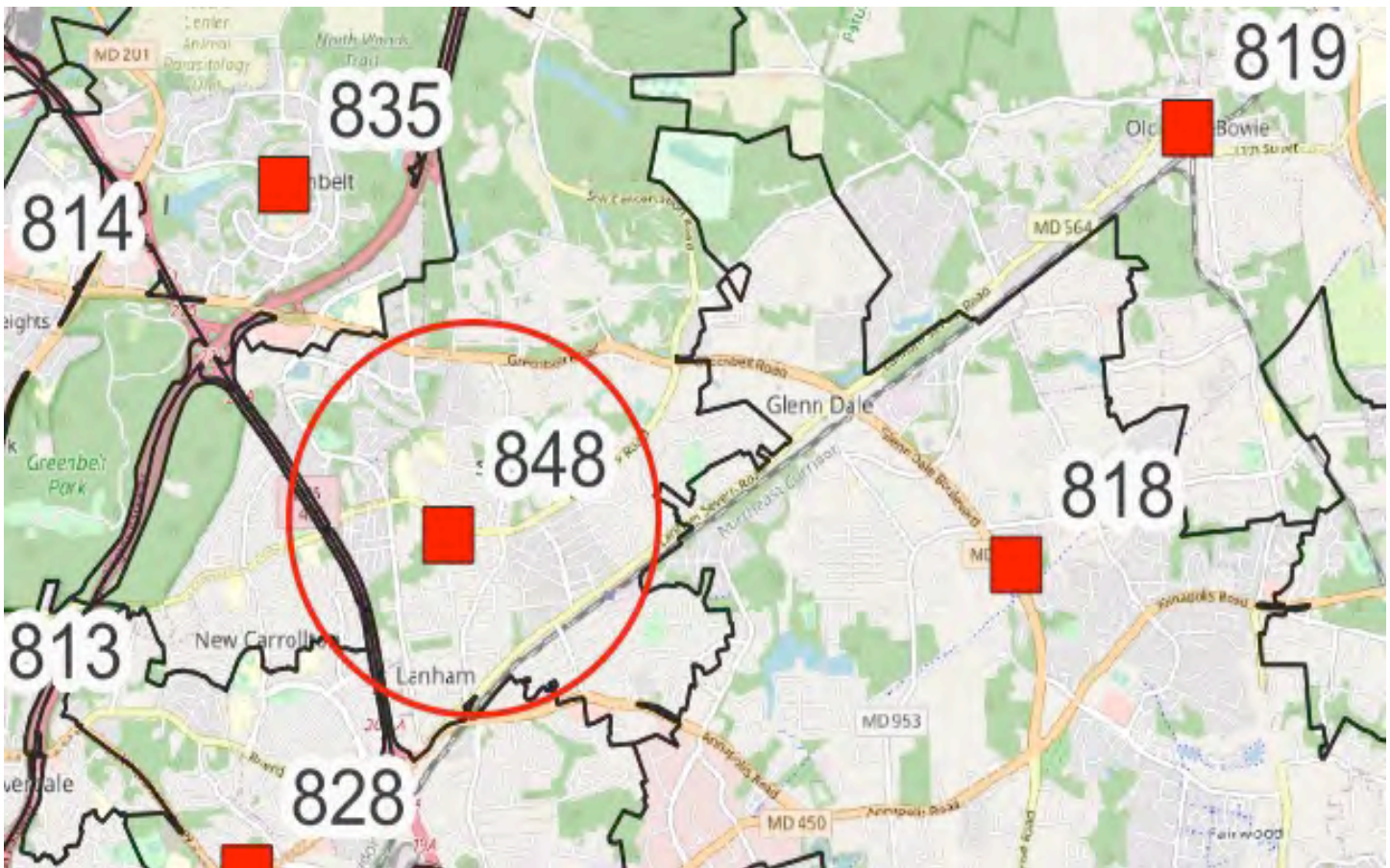
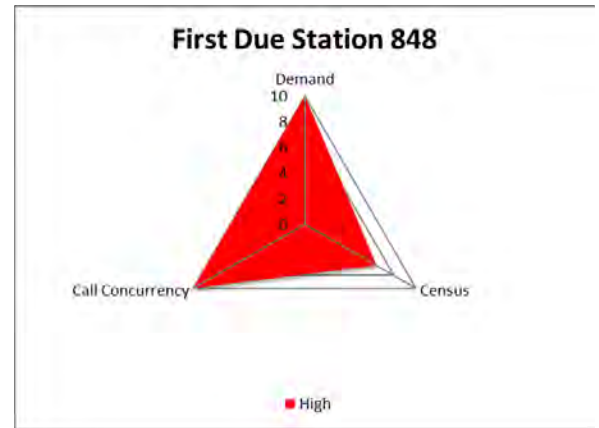
Station 847 Rescue Hot Spot Map

Trends show an even distribution of calls throughout the first due area. A few areas throughout the first due area and on the expressway have relatively higher call volumes.



Station 848

Station 848	A848	Ambulance
	A848B	Ambulance
	BR848	Brush
	E848	Engine
	E848B	Engine
	E848C	Engine
	PA848	Paramedic Ambulance
	PE848	Paramedic Engine
	U848	Utility Truck
	VC848A	Volunteer Chief
	VC848B	Volunteer Chief

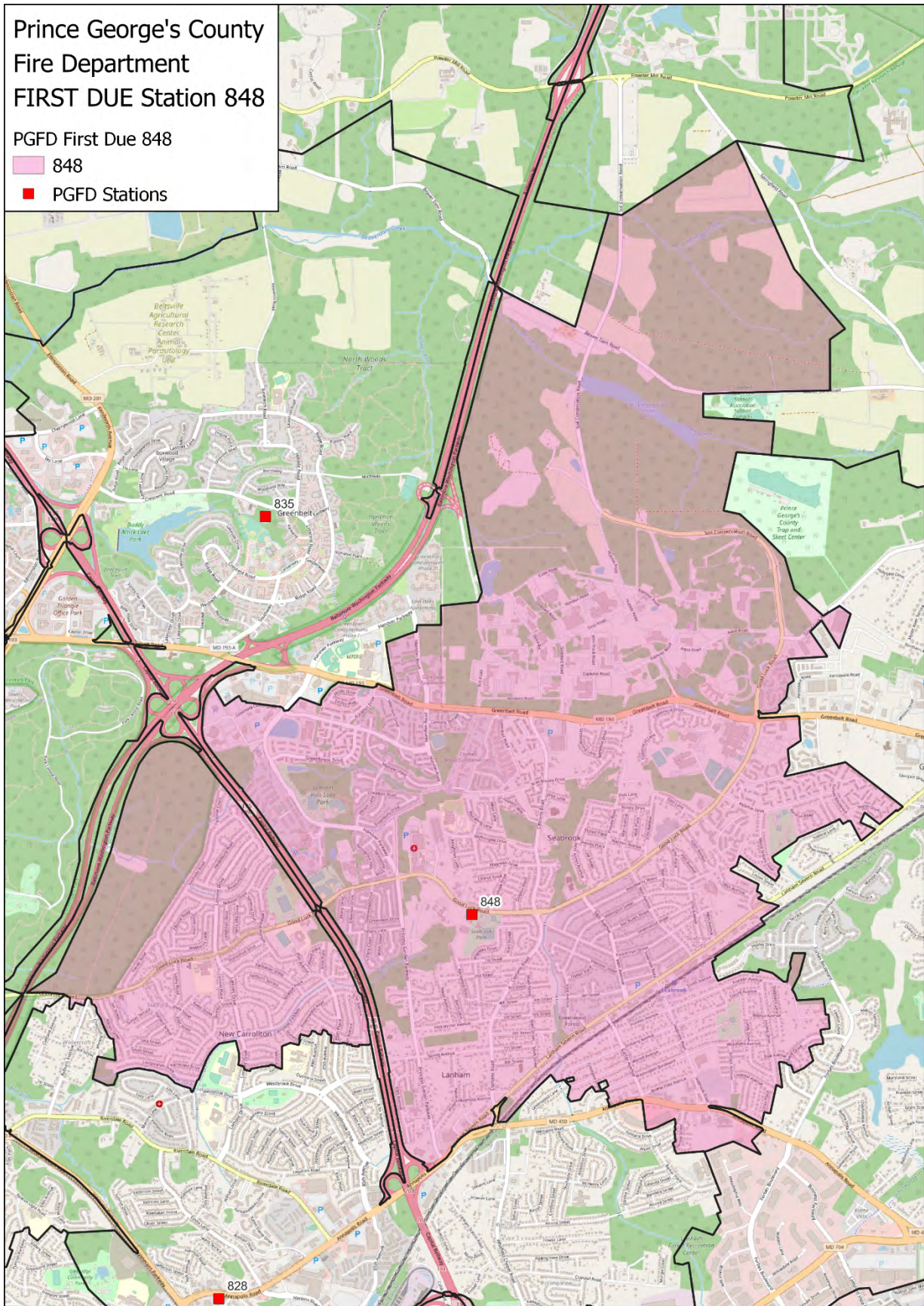


Prince George's County
Fire Department
FIRST DUE Station 848

PGFD First Due 848

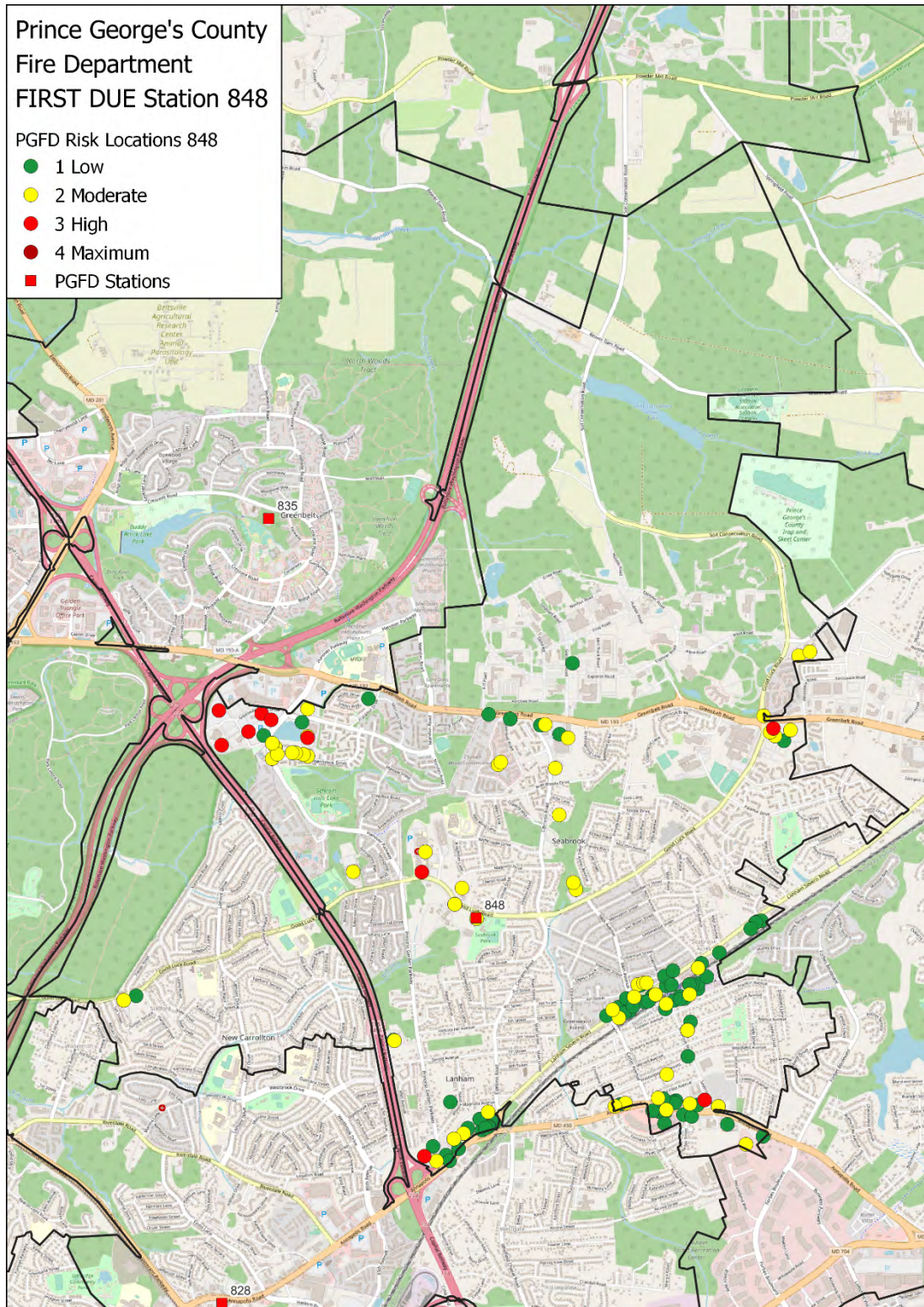
■ 848

■ PGFD Stations

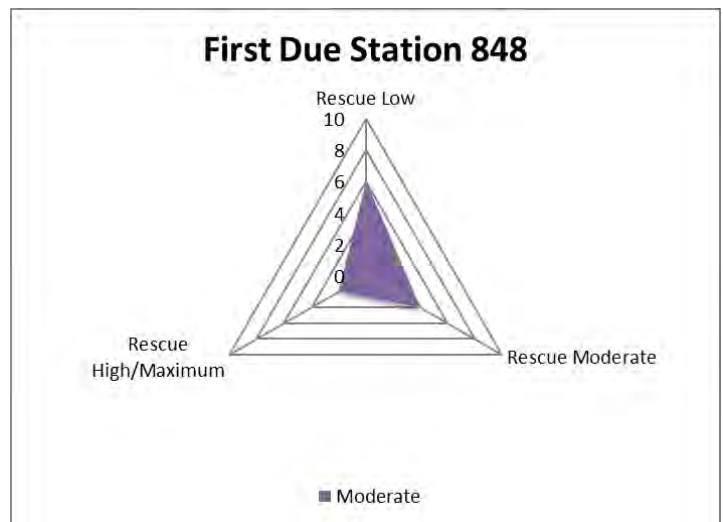
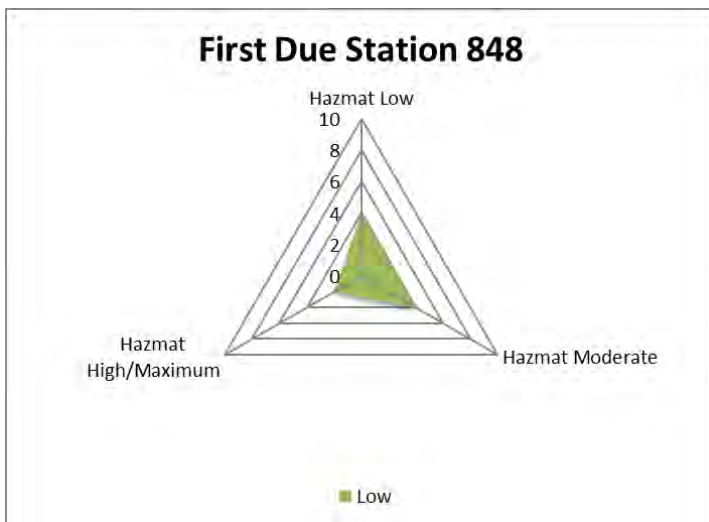
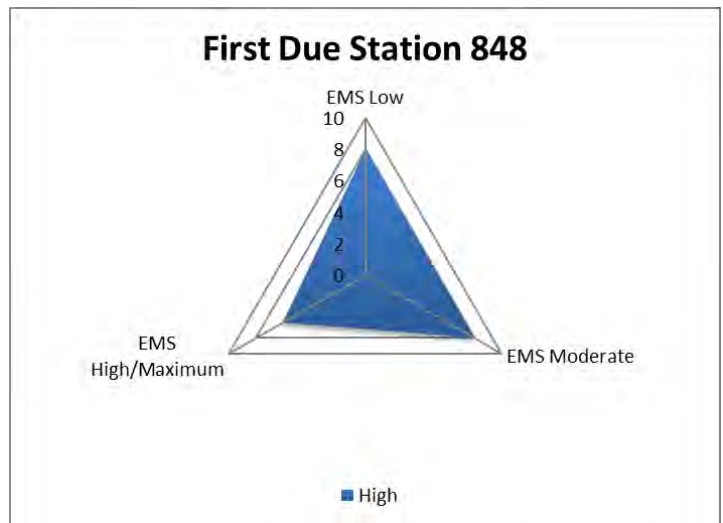
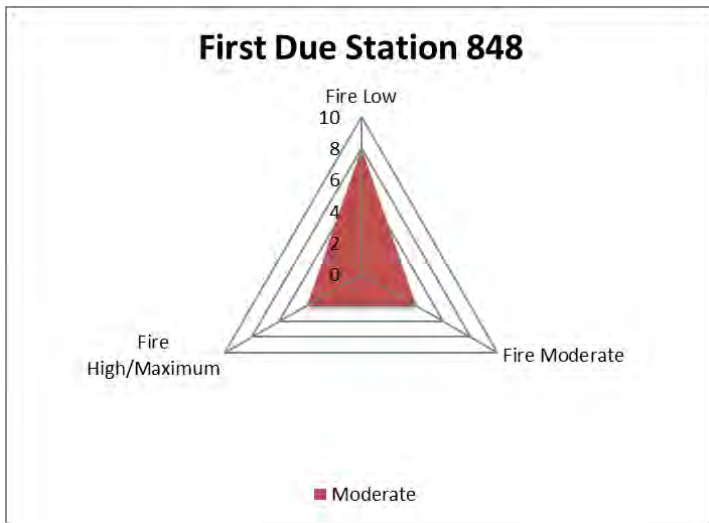


Station 848 Risk Analysis

The risk of individual building locations is represented by the small circles and shaded to indicate risk level. There is a concentration of low and moderate-risk buildings located along the highways, and the GPZ is rated a moderate-risk. Risk is also evaluated by GPZ using the same shading criteria. The vast majority of Station 848's first due area is low to moderate risk.



Station 848 First Due Station Risk Profiles by Program – 3D Risk Models



Station 848 First Due Area Historical Data Analysis

Station 848 First Due Area Incidents by Call Category	Reporting Period				
	2016	2017	2018	2019	2020
Bomb Total	1	0	3	2	0
EMS Total	3,093	3,158	3,491	3,238	3,082
Fire Total	507	527	535	501	472
Hazmat Total	94	82	87	61	66
Non-Emergency Total	241	168	169	166	292
Rescue Total	270	349	317	324	230
Total	4,206	4,284	4,602	4,292	4,142

Unit ID	Reporting Period				
	2016	2017	2018	2019	2020
A848	1,885	1,872	1,651	1,808	337
A848B	0	0	5	0	0
BR848	18	9	14	3	0
E848	973	1,034	790	606	124
E848B	277	299	398	685	92
E848C	0	0	0	0	1
PA848	0	0	0	0	2,180
PE848	0	0	0	0	2,282
U848	2	0	0	0	0
VC848A	6	6	17	25	5
VC848B	10	4	1	0	0
Total	3,171	3,224	2,876	3,127	5,021
Average Responses per Day²	8.7	8.8	7.9	8.6	13.7

Station 848 First Due Area Historical Data Analysis (cont.)

Call concurrency within FDA 848 was calculated between 2016 and 2020. The call concurrency has remained steady between 37.9 to 42.0 over the five-year rating period.

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
848	2016	1,640	4,205	39.0
	2017	1,623	4,275	38.0
	2018	1,934	4,600	42.0
	2019	1,791	4,287	41.8
	2020	1,570	4,138	37.9
	All	8,558	21,505	39.8

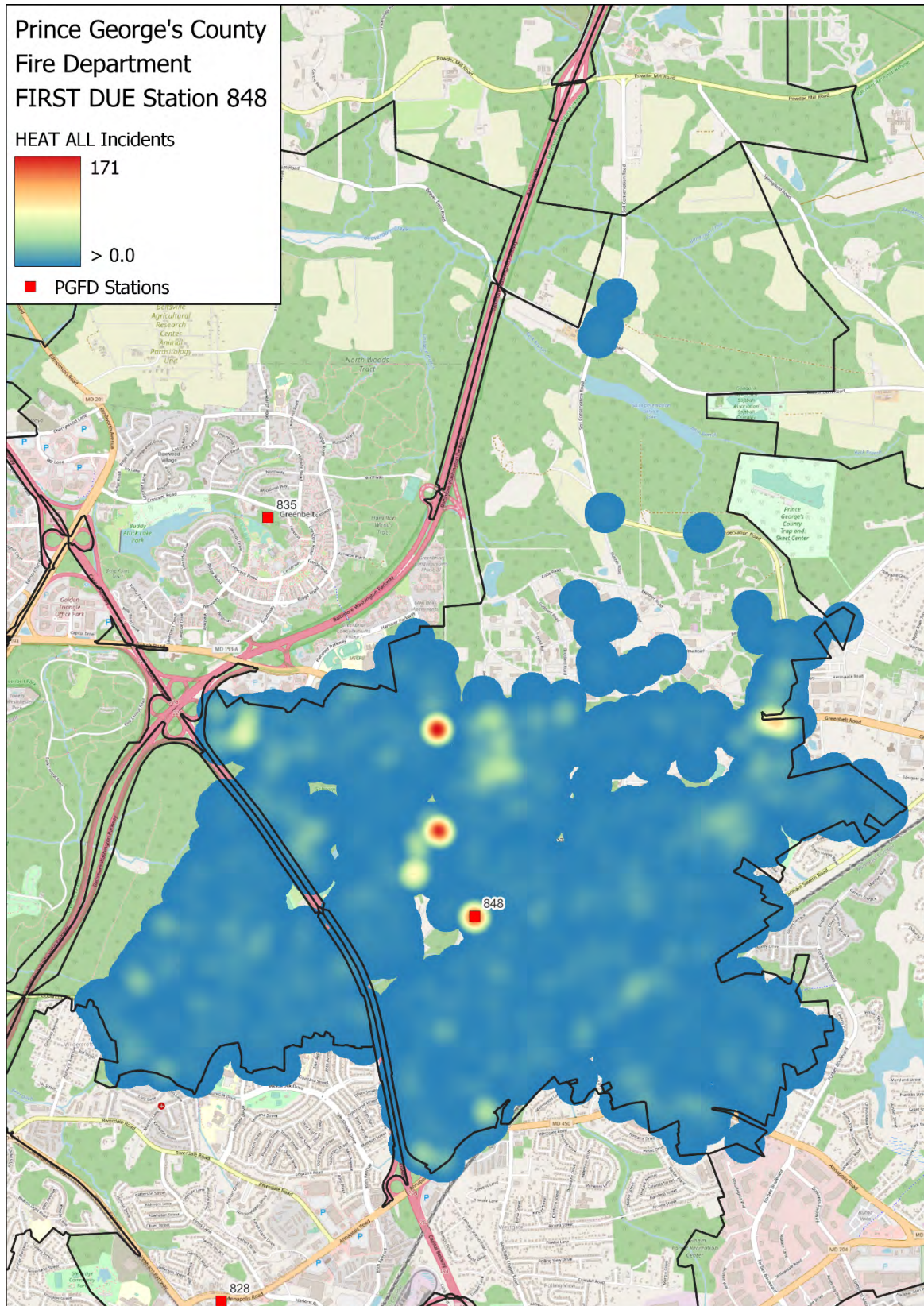
Response time performance for FDA 848 was calculated over the five-year rating period (2016-2020). Analyses were restricted to within FDA 848 and were calculated by the first arriving unit. Benchmark compliance is a 10% improvement over the aggregated PGFD performance. Therefore, the benchmark performance is established at the county level, not within each FDA. Finally, a gap analysis between the baseline and benchmark performance was completed utilizing a stoplight approach. If greater than 90% performance (green), between 70% and 89% yellow, and below 70% would be red.

First Due Station 848: 1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		4:47	5:06	5:11	5:03	4:20	4:15	4:31	88.7%
Turnout Time		2:20	2:33	2:26	2:21	2:14	2:05	1:58	79.9%
Travel Time	Urban	9:00	8:55	9:00	9:05	8:59	9:03	7:26	78.2%
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	9:33	N/A
Total Response Time	Urban	14:26	14:33	14:41	14:44	14:10	13:56	12:26	80.0%
		<i>n</i> = 13,464	<i>n</i> = 2,680	<i>n</i> = 2,728	<i>n</i> = 2,853	<i>n</i> = 2,587	<i>n</i> = 2,616		
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	14:23	N/A
		<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0		

Color coding legend: fill ≥ 90%; fill ≥ 70% to < 90%; fill < 70%

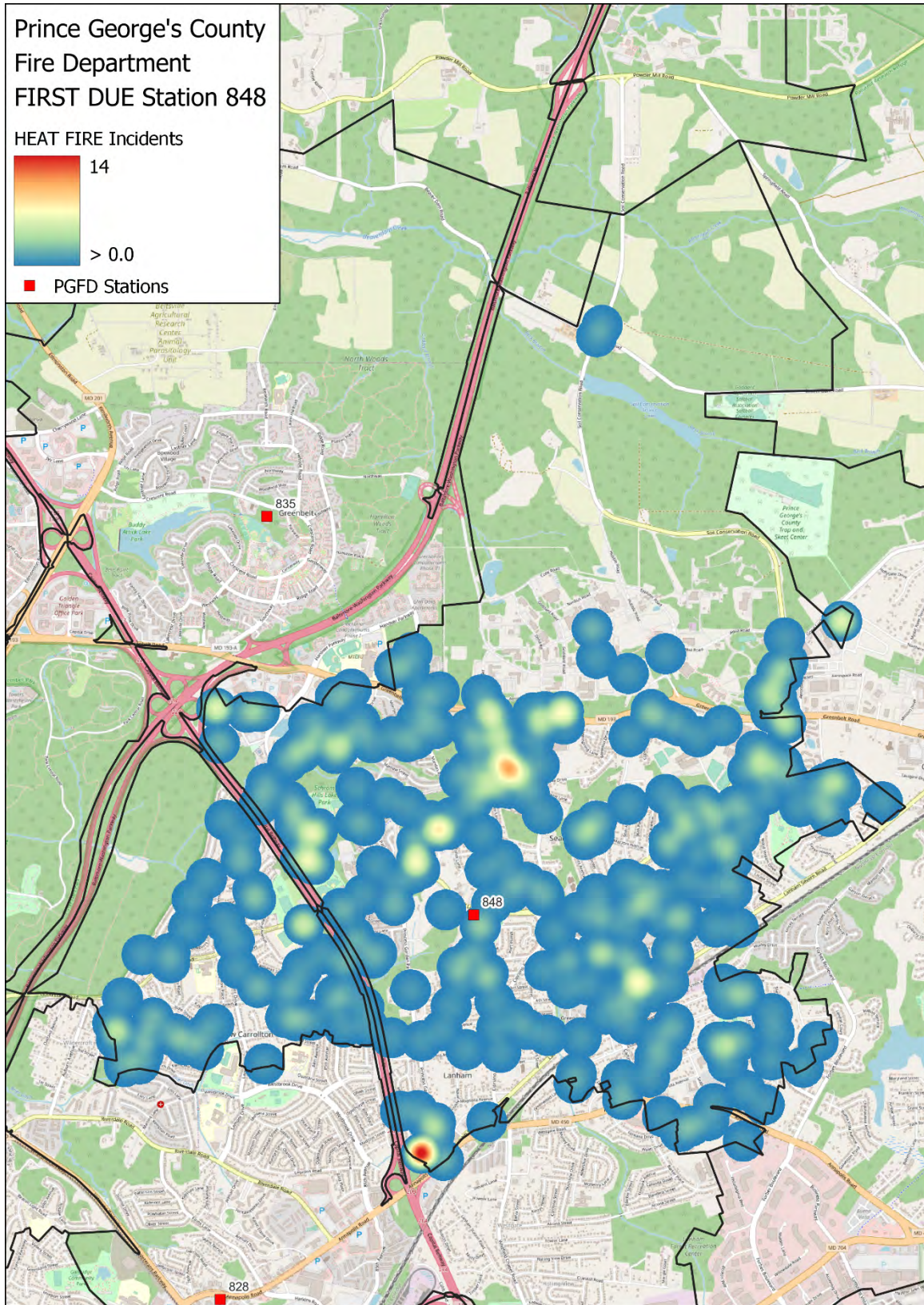
Station 848 Overall Hot Spot Map

Trends show a relatively even distribution of calls throughout the first due area. A few areas close to the station have relatively higher call volumes.



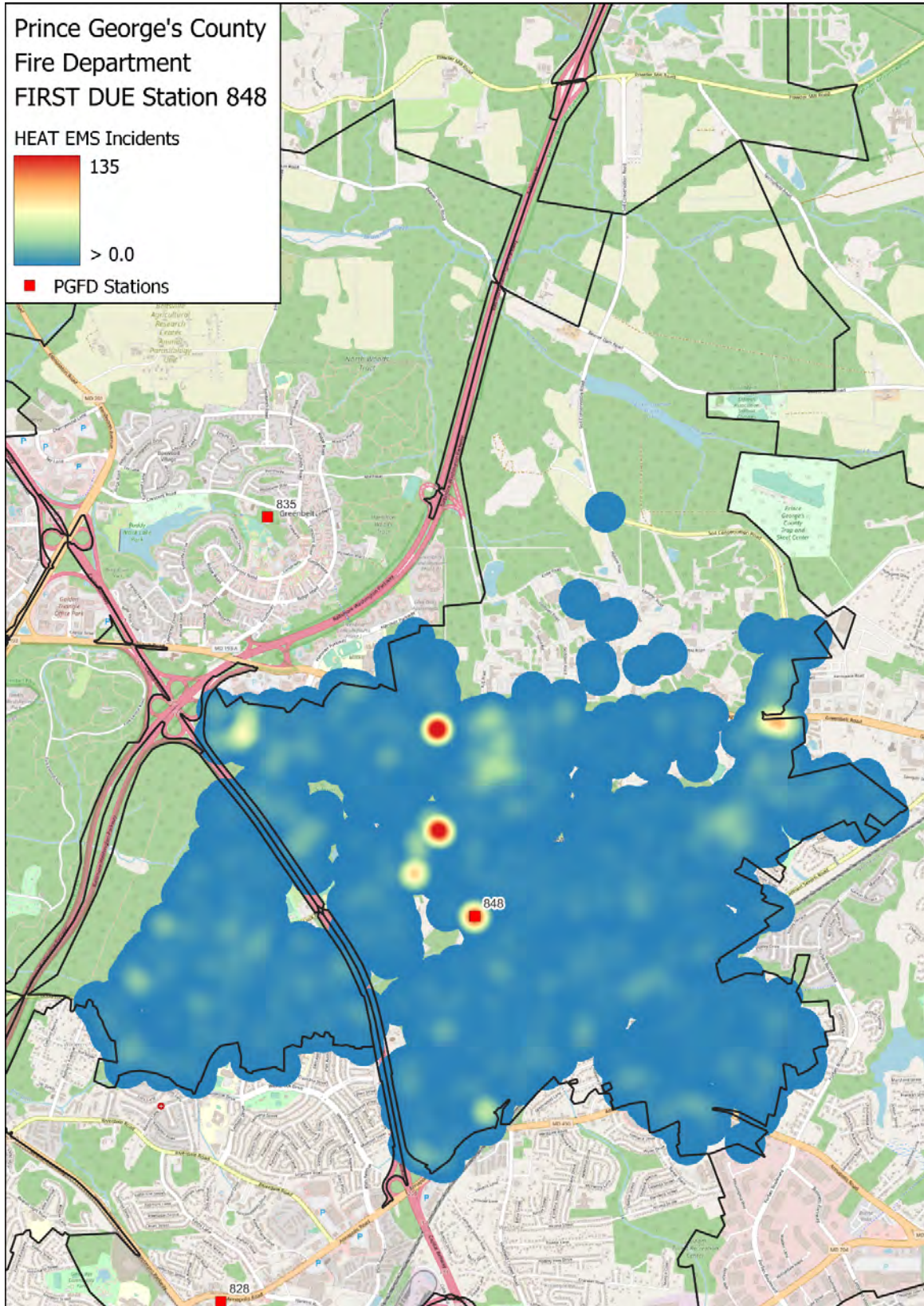
Station 848 Fire Hot Spot Map

Trends show a relatively even distribution of calls throughout the first due area. There are a few areas close to the station that have relatively higher call volume.



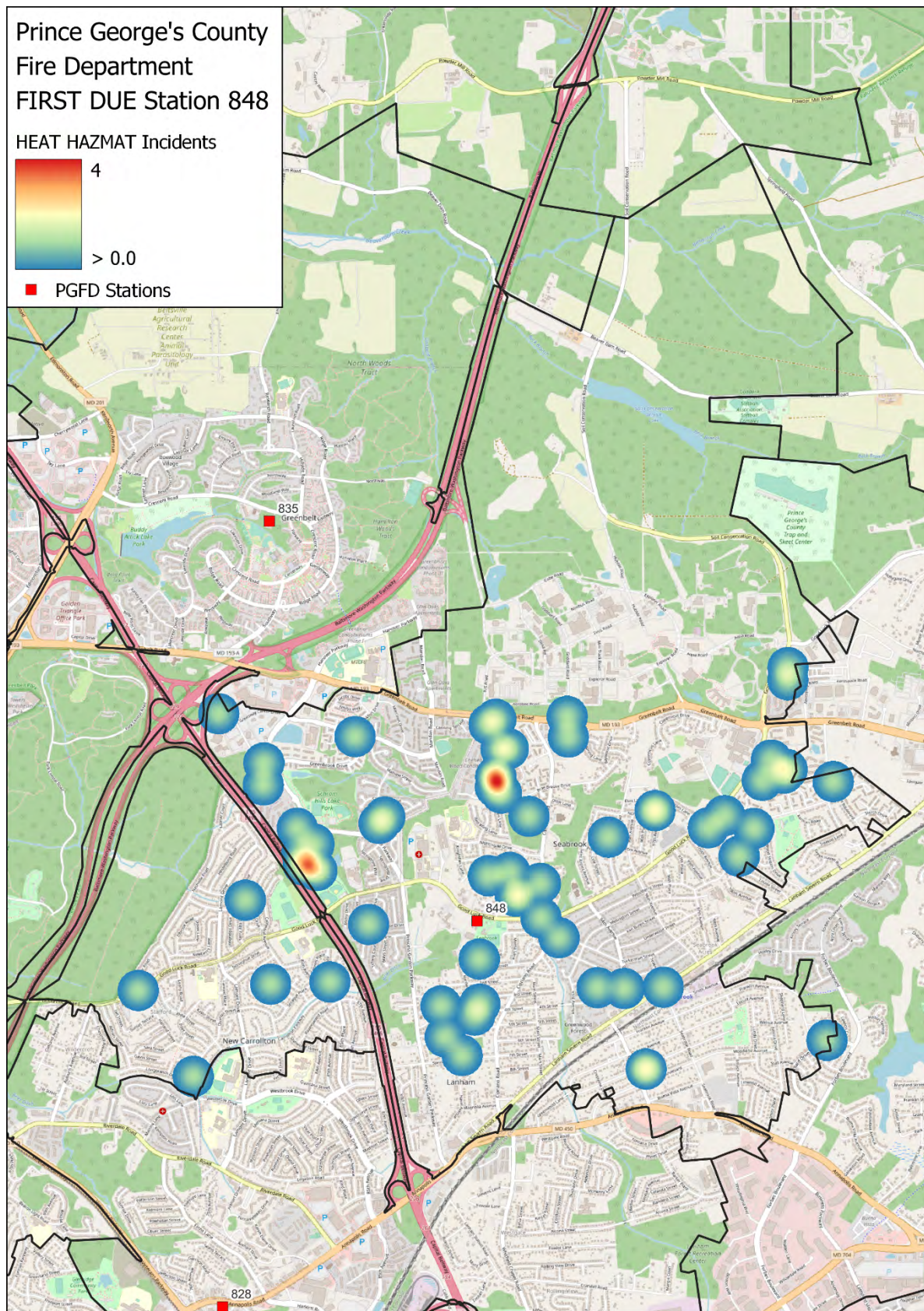
Station 848 EMS Hot Spot Map

Trends show a relatively even distribution of calls throughout the first due area. There are a few areas close to the station and northeast corner that have relatively higher call volume.



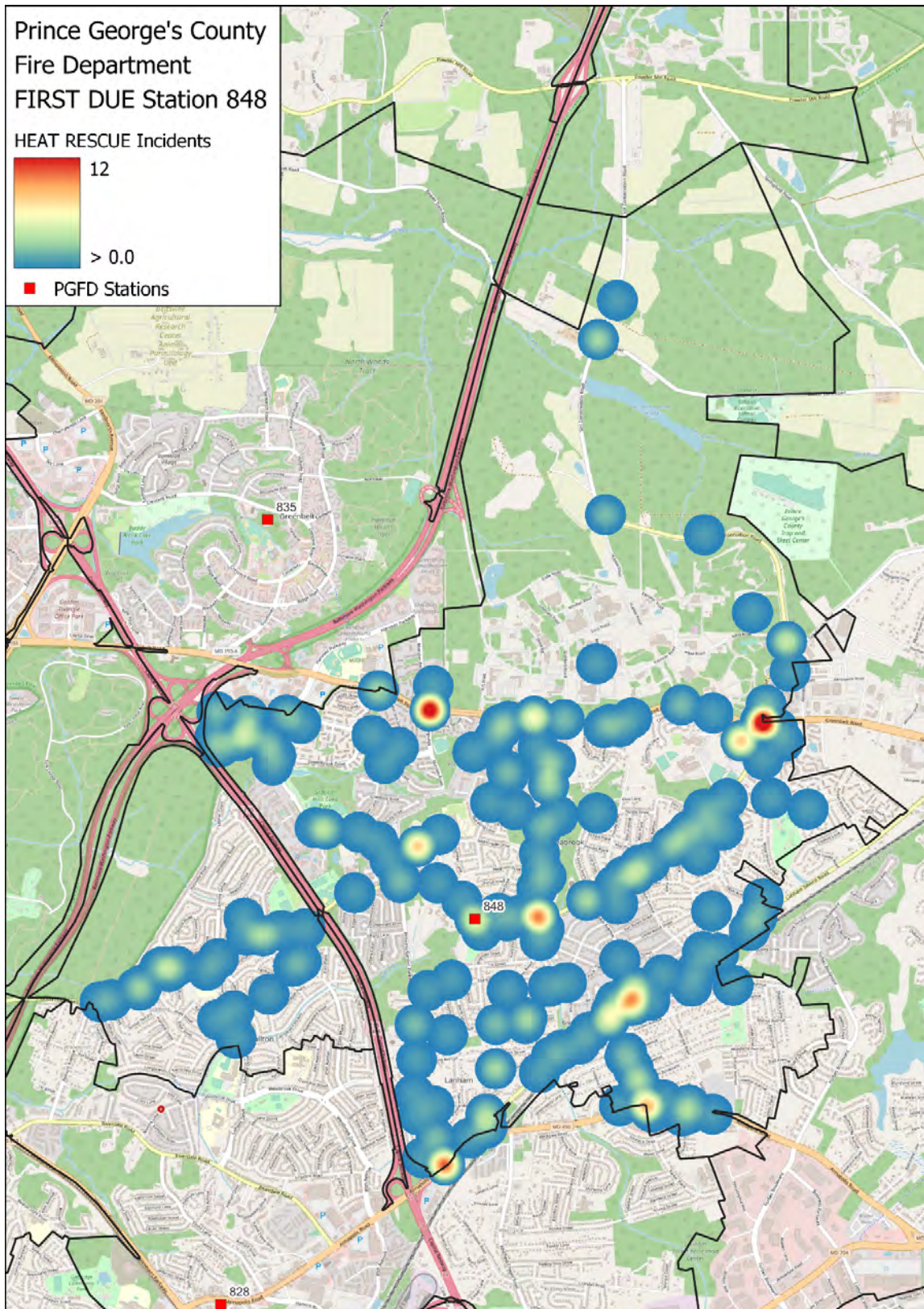
Station 848 HazMat Hot Spot Map

HazMat call volume is relatively equally spread throughout the station's first due area. There are a few areas that have relatively higher call volume.



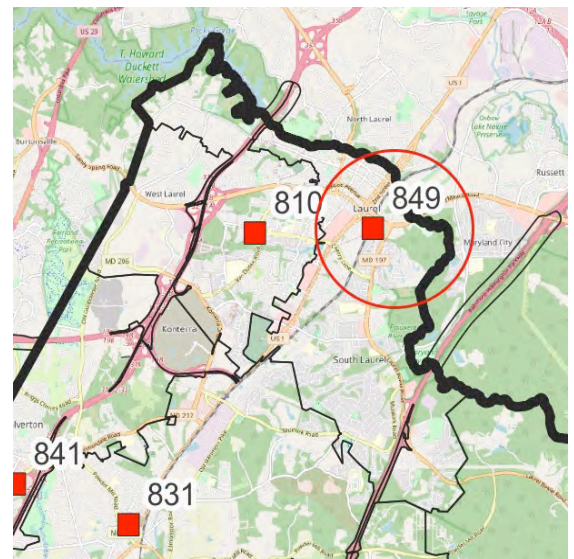
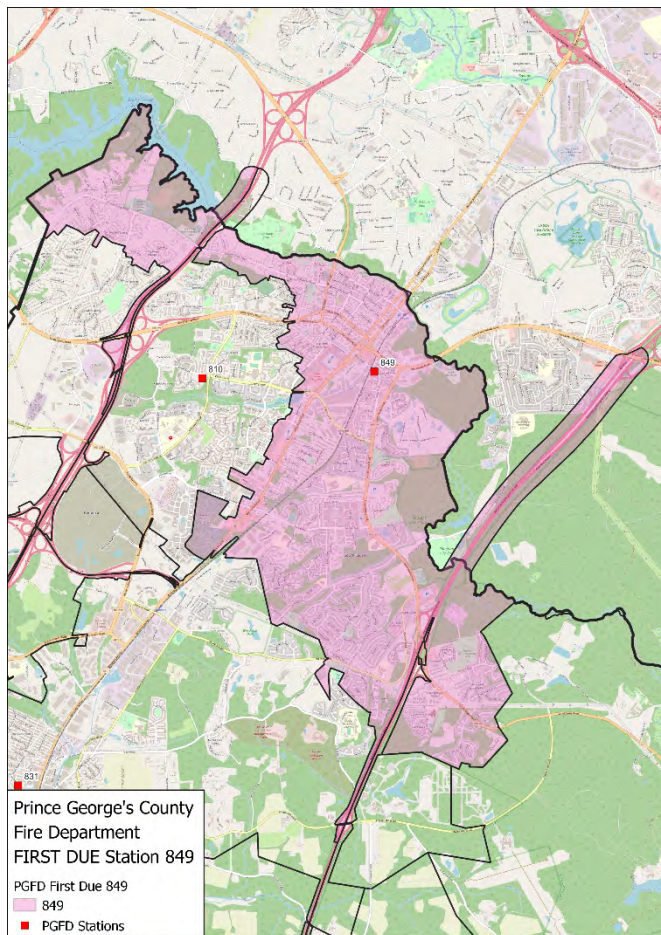
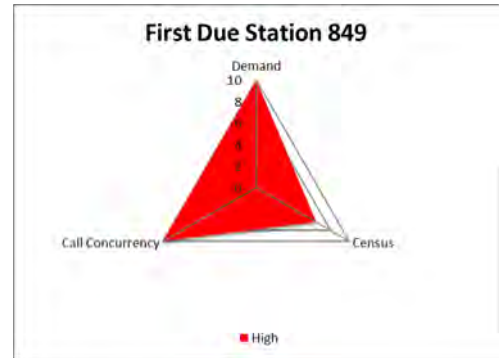
Station 848 Rescue Hot Spot Map

Trends show an even distribution of calls throughout the first due area. A few areas throughout the first due area and on the expressway have relatively higher call volumes.



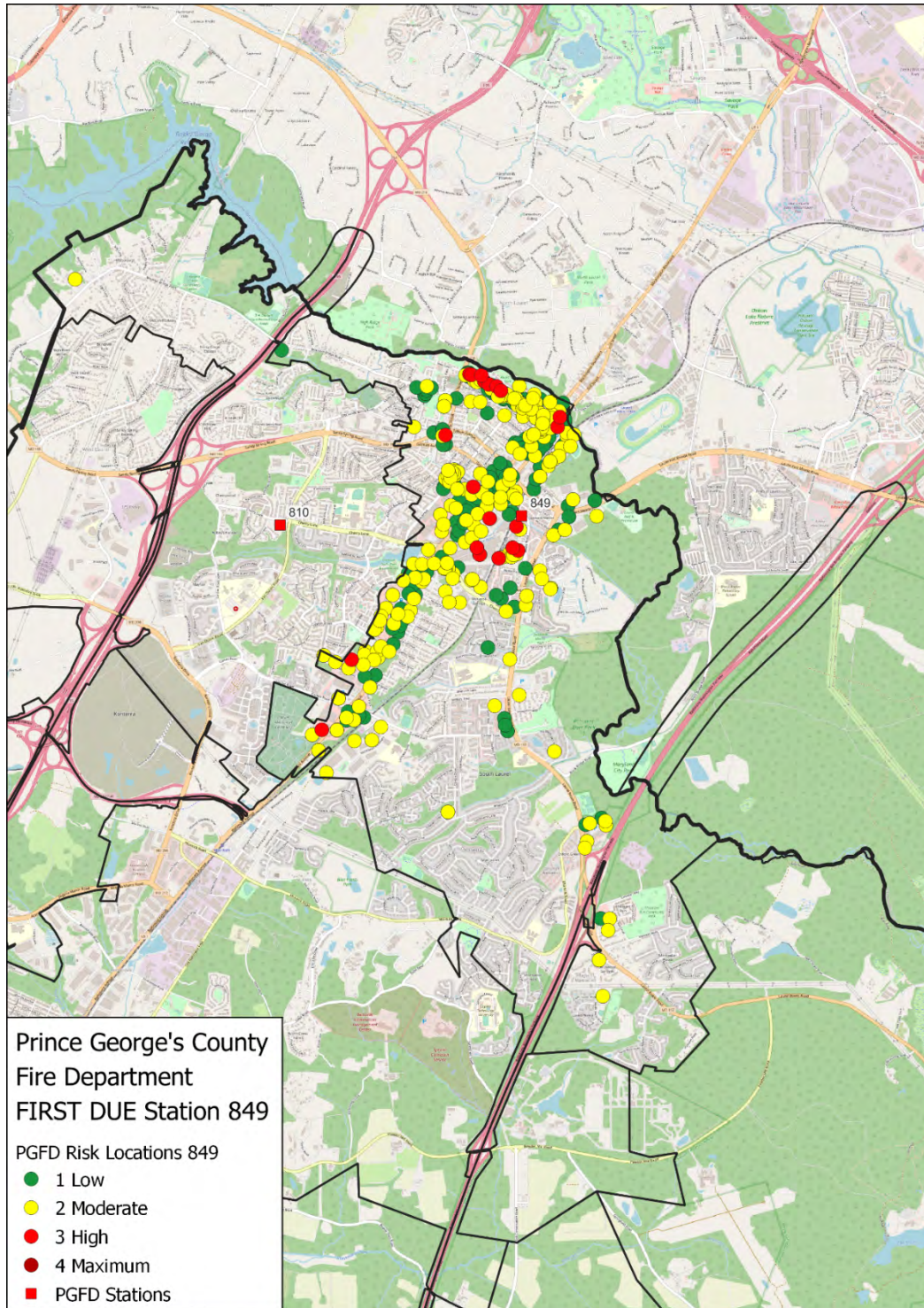
Station 849

Station 849	A849	Ambulance
	A849B	Ambulance
	A849C	Ambulance
	C849	Utility
	E849	Engine
	PA849	Paramedic Ambulance
	PA849B	Paramedic Ambulance
	PA849C	Paramedic Ambulance
	RE849	Rescue Engine
	SQ849	Squad
	U849	Utility Truck
	U849B	Utility Truck
	UT849	Utility Truck
	VC849	Volunteer Chief
	VC849A	Volunteer Chief
	VC849B	Volunteer Chief
WR849	Water Rescue	



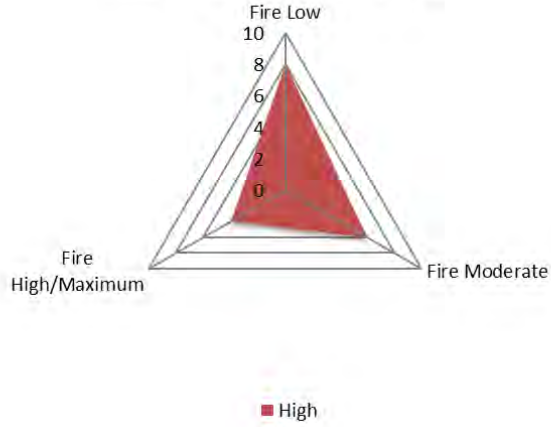
Station 849 Risk Analysis

The risk of individual building locations is represented by the small circles and shaded to indicate risk level. A large concentration of low and moderate-risk buildings is located in the first due area, which is a maximum-risk GPZ. Risk is also evaluated by GPZ using the same shading criteria. Most of the buildings in Station 849’s first due area are low to moderate risk.

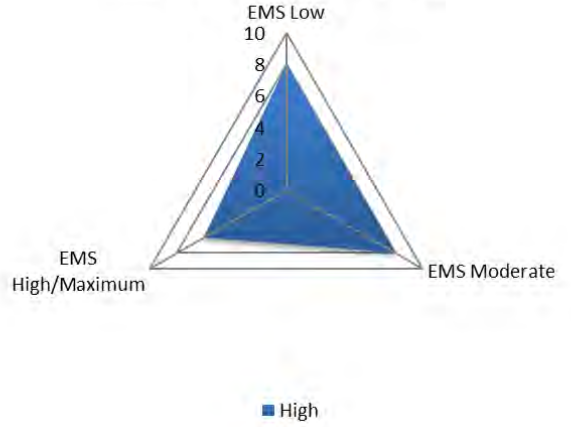


Station 849 First Due Station Risk Profiles by Program – 3D Risk Models

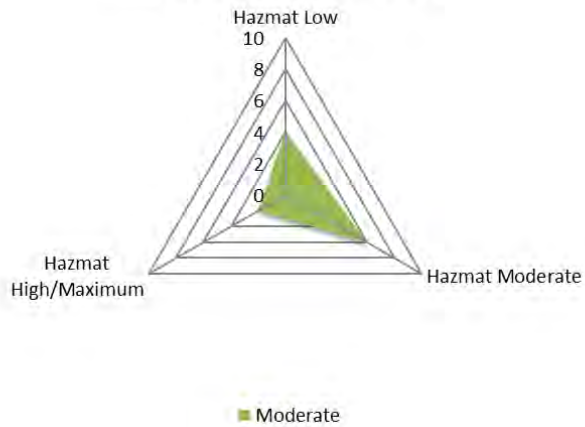
First Due Station 849



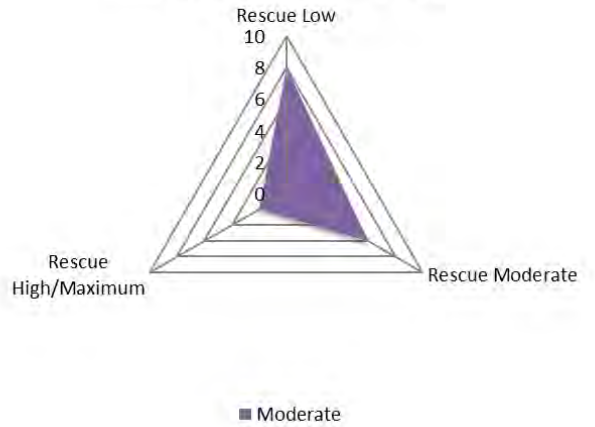
First Due Station 849



First Due Station 849



First Due Station 849



Station 849 First Due Area Historical Data Analysis

Station 849 First Due Area Incidents by Call Category	Reporting Period				
	2016	2017	2018	2019	2020
Bomb Total	4	2	3	1	2
EMS Total	4,042	4,021	4,000	3,821	3,666
Fire Total	735	656	753	631	566
Hazmat Total	172	123	139	115	101
Non-Emergency Total	200	235	216	226	250
Rescue Total	706	634	605	605	478
Total	5,859	5,671	5,716	5,399	5,063

Unit ID	Reporting Period				
	2016	2017	2018	2019	2020
A849	1,946	1,686	1,731	802	1,102
A849B	1,657	1,650	618	851	711
A849C	0	0	571	1,486	586
C849	0	1	1	3	0
E849	717	2,323	2,011	1,752	1,461
PA849	12	188	176	21	14
PA849B	3	153	31	0	1
PA849C	0	0	382	261	194
RE849	1,558	0	521	500	392
SQ849	841	912	647	516	379
U849	4	5	7	5	0
U849B	0	0	0	0	1
UT849	0	0	1	0	0
VC849	106	63	75	30	20
VC849A	155	94	51	14	11
VC849B	169	79	42	44	29
WR849	16	13	24	13	7
Total	7,184	7,167	6,889	6,298	4,908
Average Responses per Day	19.6	19.6	18.9	17.3	13.4

Station 849 First Due Area Historical Data Analysis (cont.)

Call concurrency within FDA 849 was calculated between 2016 and 2020. The call concurrency has remained steady between 43.1 to 48.7 over the five-year rating period.

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
849	2016	2,849	5,856	48.7
	2017	2,556	5,659	45.2
	2018	2,634	5,698	46.2
	2019	2,475	5,390	45.9
	2020	2,175	5,050	43.1
	All	12,689	27,653	45.9

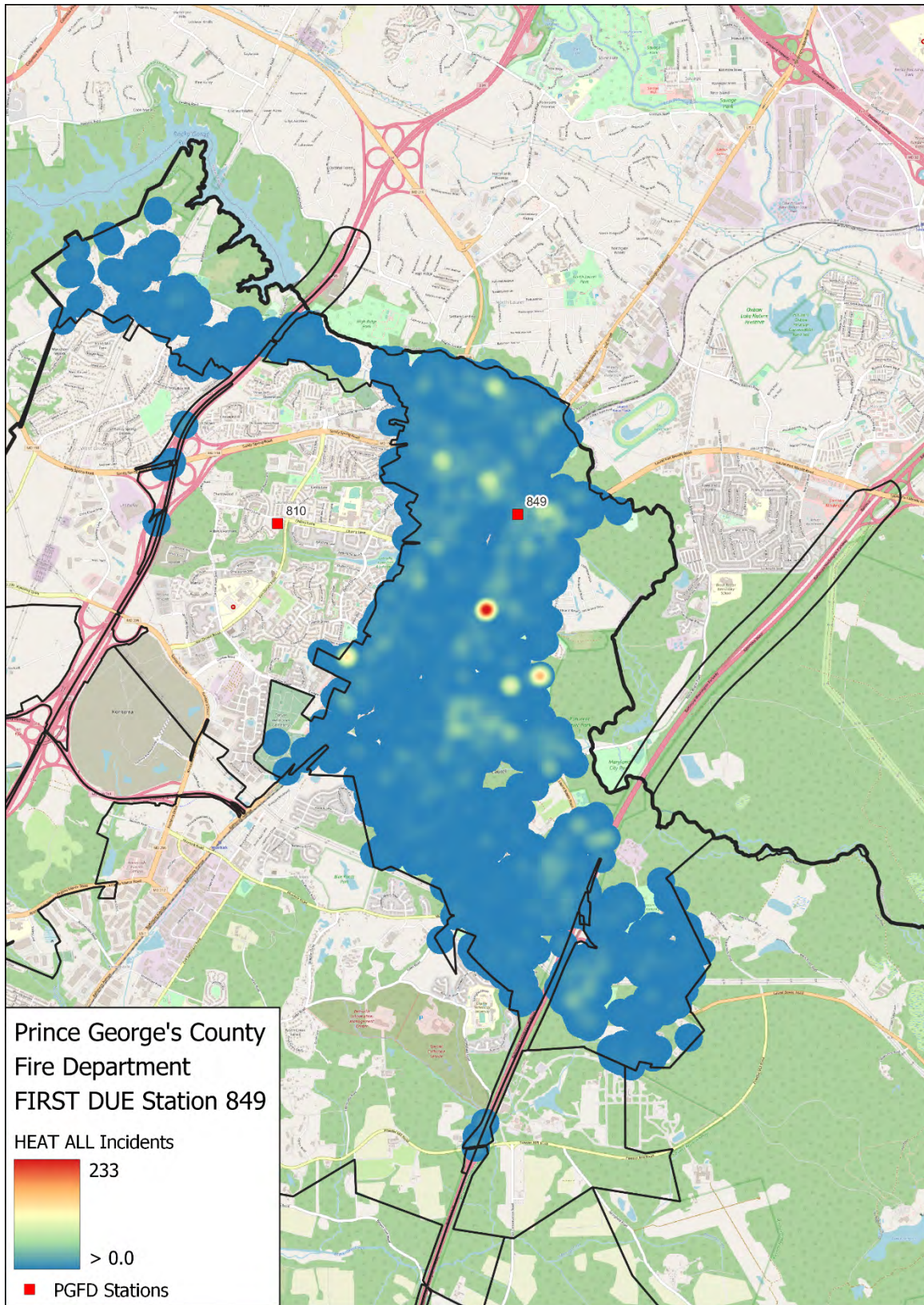
Response time performance for FDA 849 was calculated over the five-year rating period (2016-2020). Analyses were restricted to within FDA 849 and were calculated by the first arriving unit. Benchmark compliance is a 10% improvement over the aggregated PGFD performance. Therefore, the benchmark performance is established at the county level, not within each FDA. Finally, a gap analysis between the baseline and benchmark performance was completed utilizing a stoplight approach. If greater than 90% performance (green), between 70% and 89% yellow, and below 70% would be red.

First Due Station 849: 1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		5:08	5:26	5:14	4:57	4:57	4:57	4:31	86.2%
Turnout Time		2:14	2:21	2:19	2:13	2:08	2:02	1:58	84.2%
Travel Time	Urban	8:30	8:34	7:46	8:19	8:44	8:57	7:26	84.5%
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	9:33	N/A
Total Response Time	Urban	14:02	14:16	13:38	13:55	14:01	14:37	12:26	83.2%
		<i>n</i> = 17,877	<i>n</i> = 3,932	<i>n</i> = 3,674	<i>n</i> = 3,735	<i>n</i> = 3,410	<i>n</i> = 3,126		
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	14:23	N/A
		<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0		

Color coding legend: **green** fill ≥ 90%; **yellow** fill ≥ 70% to < 90%; **red** fill < 70%

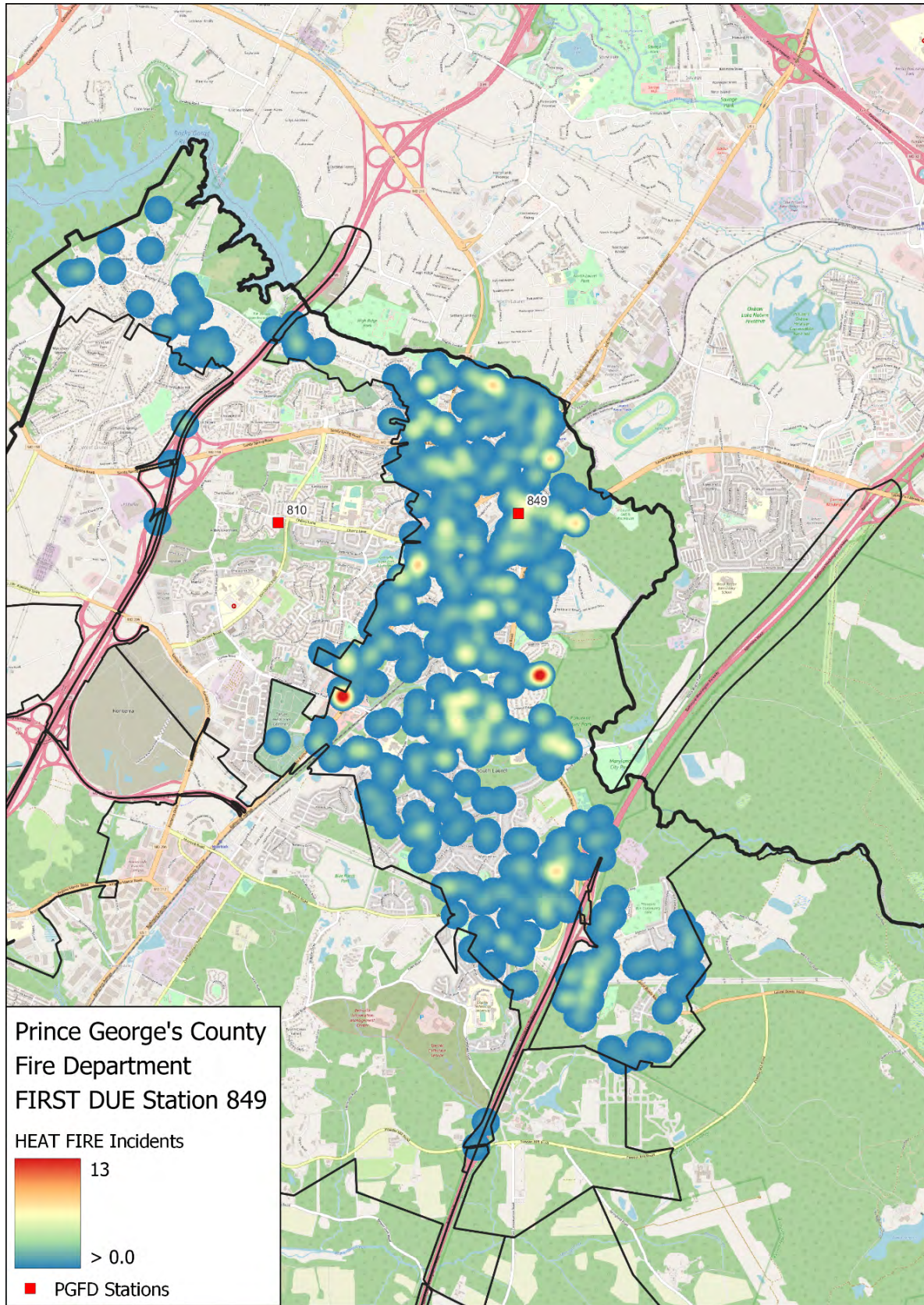
Station 849 Overall Hot Spot Map

Trends show a relatively even distribution of calls throughout the first due area. There are a few areas close to the station that have relatively higher call volume.



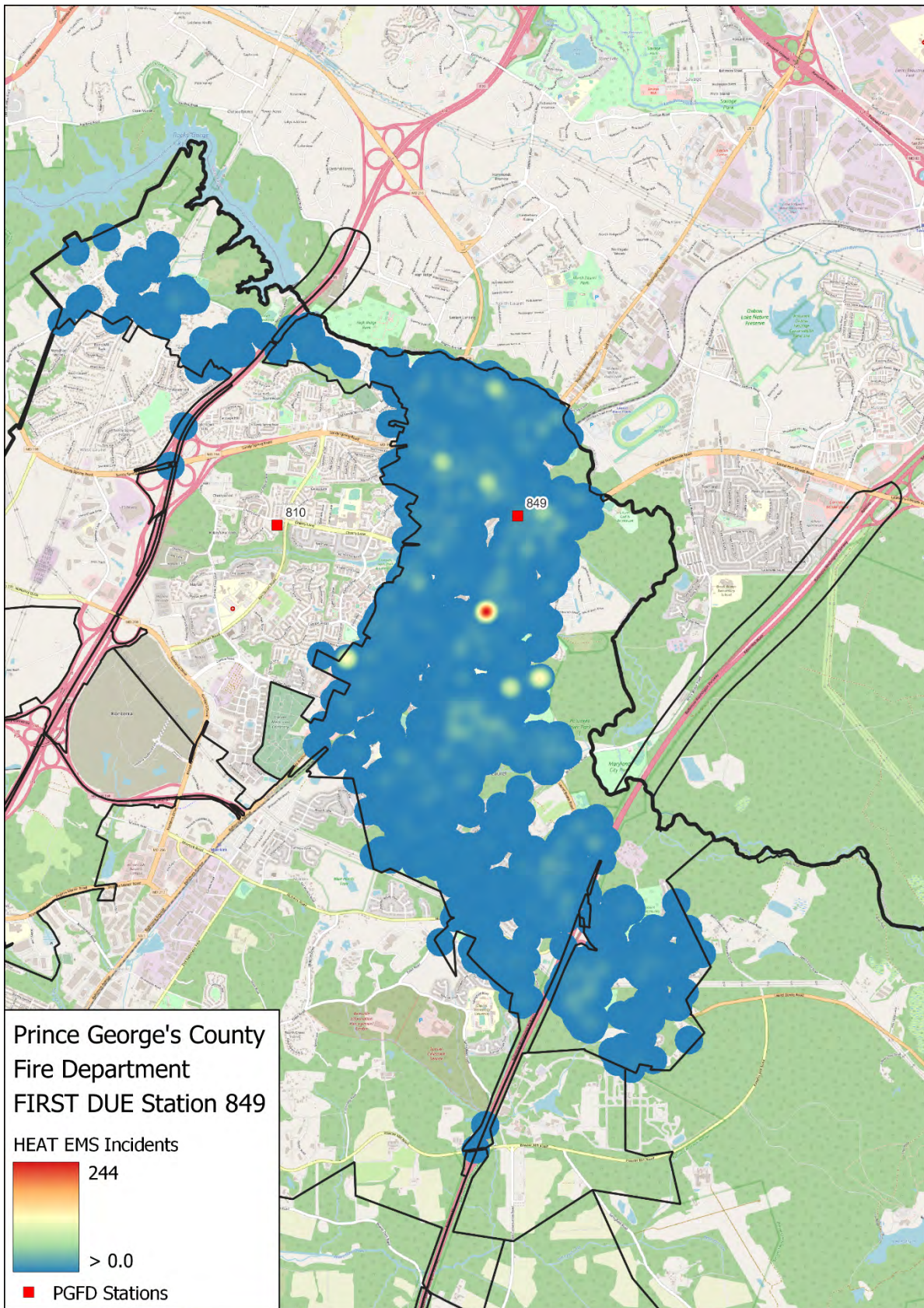
Station 849 Fire Hot Spot Map

Trends show a relatively even distribution of calls throughout the first due area. There are a few areas that have relatively higher call volume.



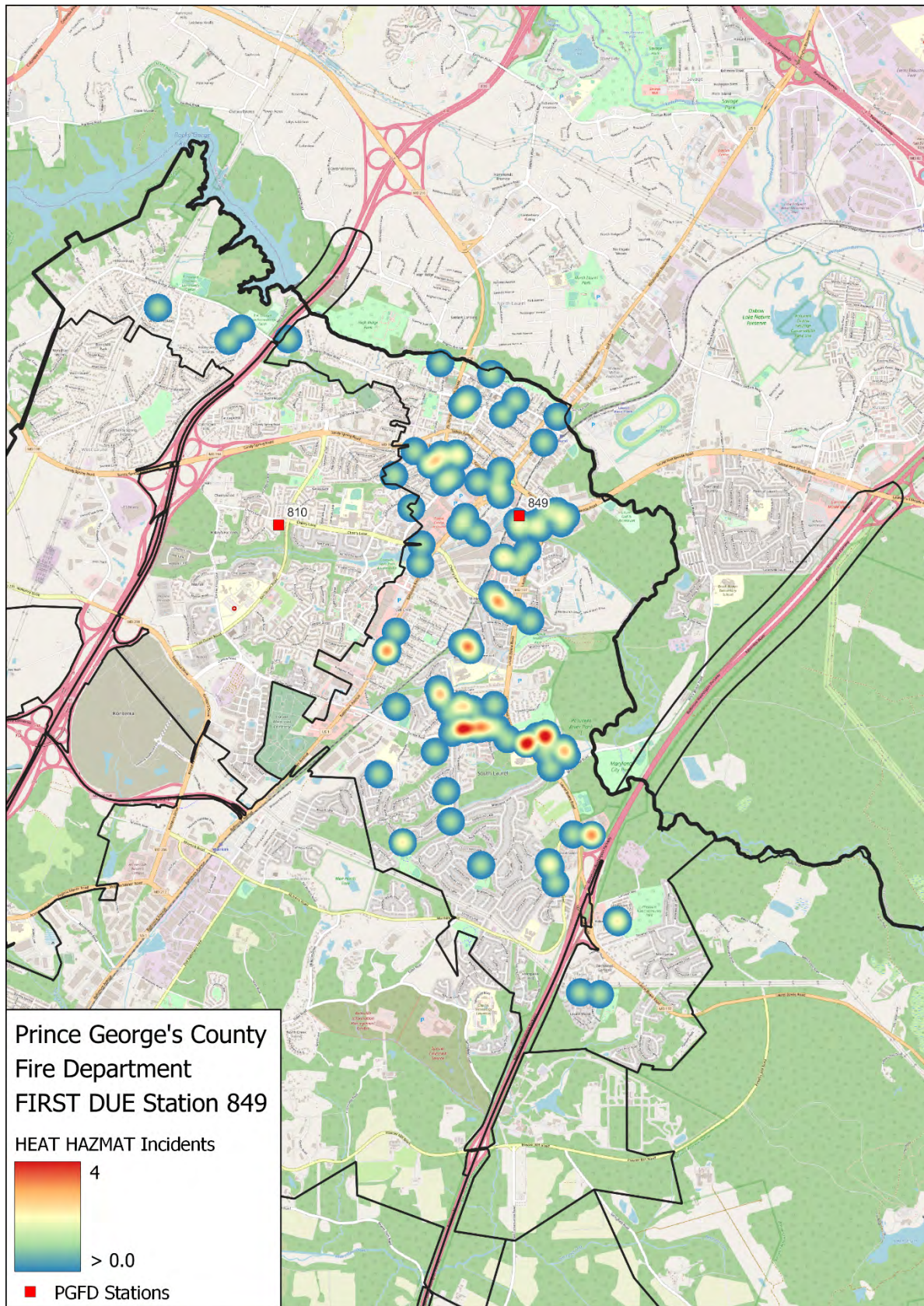
Station 849 EMS Hot Spot Map

Most of the call volume for EMS-related calls is evenly distributed throughout the first due area. A few areas close to the station have relatively higher call volumes.



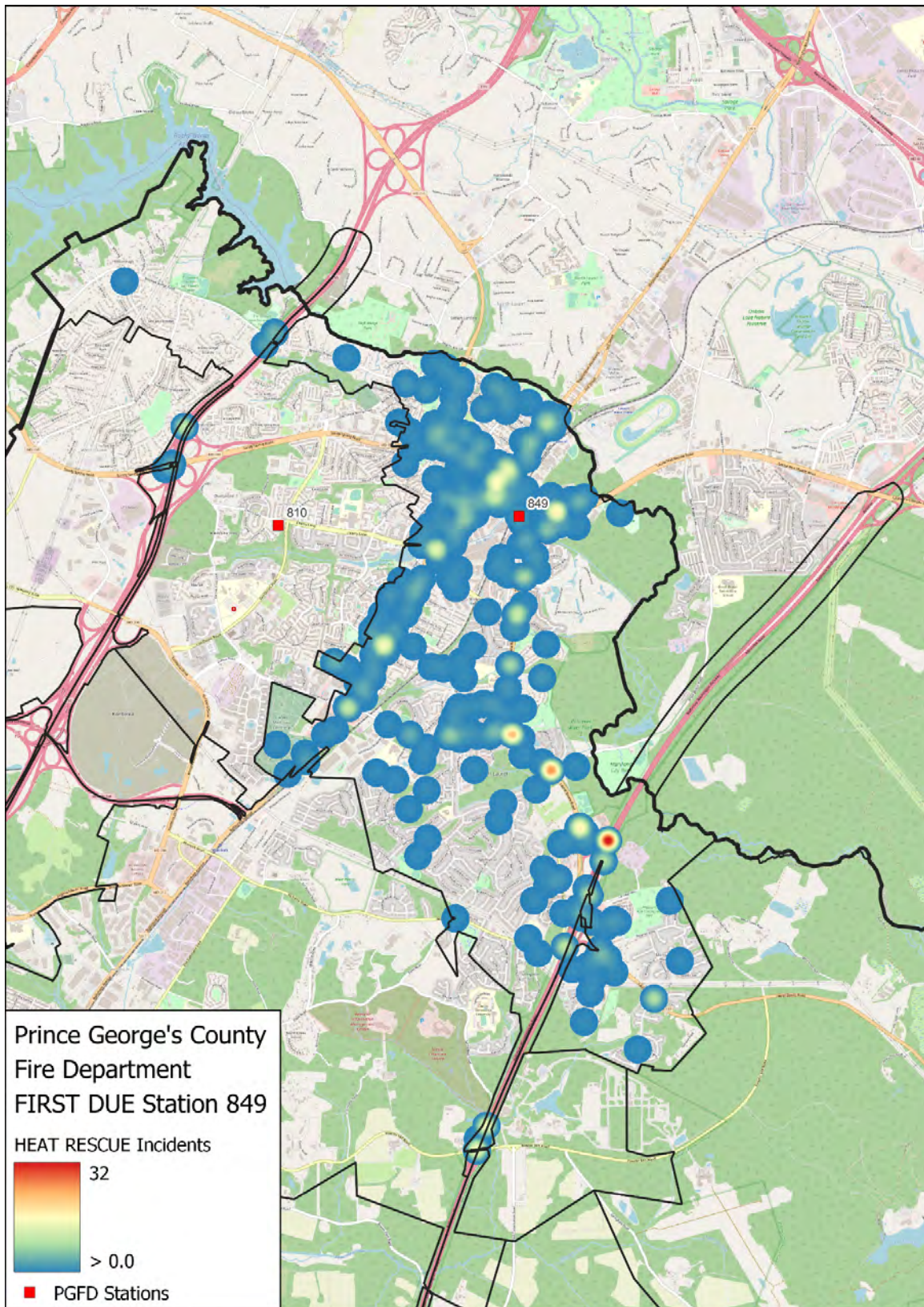
Station 849 HazMat Hot Spot Map

HazMat call volume is relatively equally spread throughout the station's first due area.



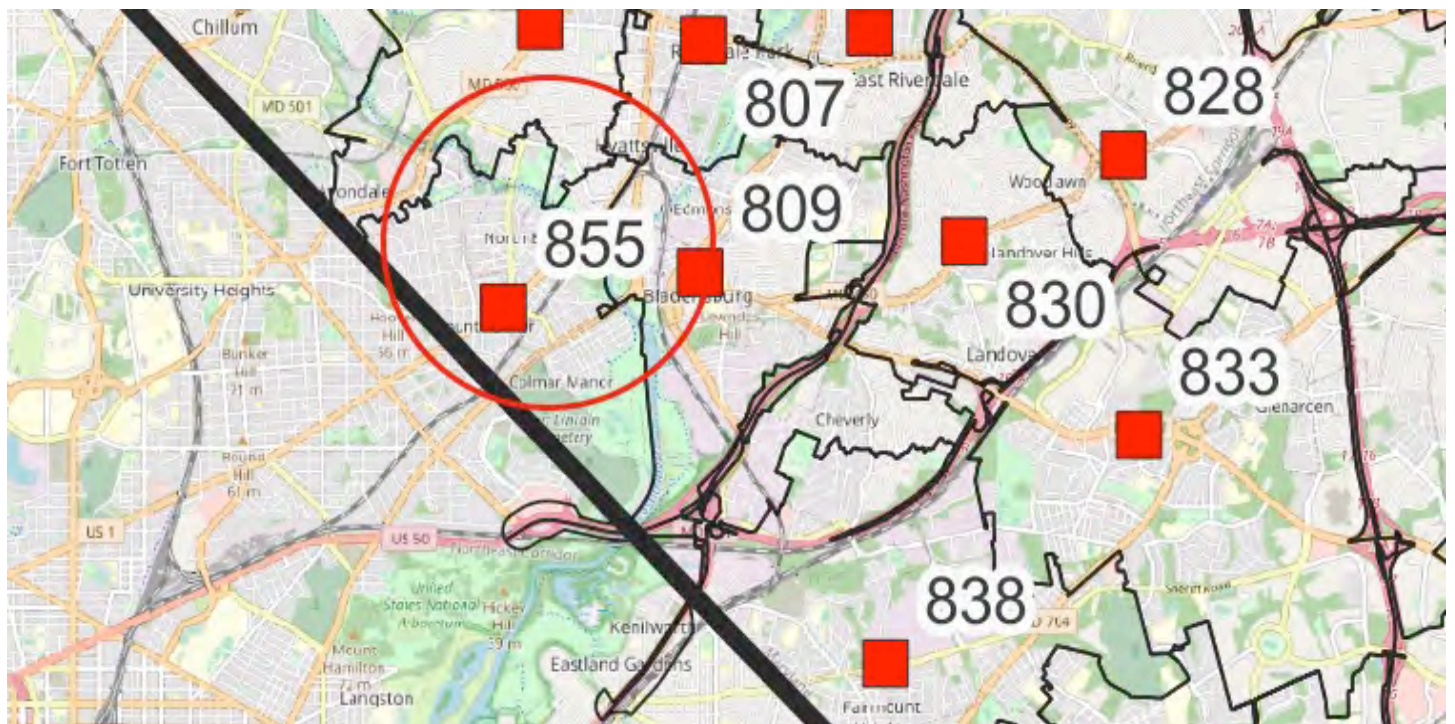
Station 849 Rescue Hot Spot Map

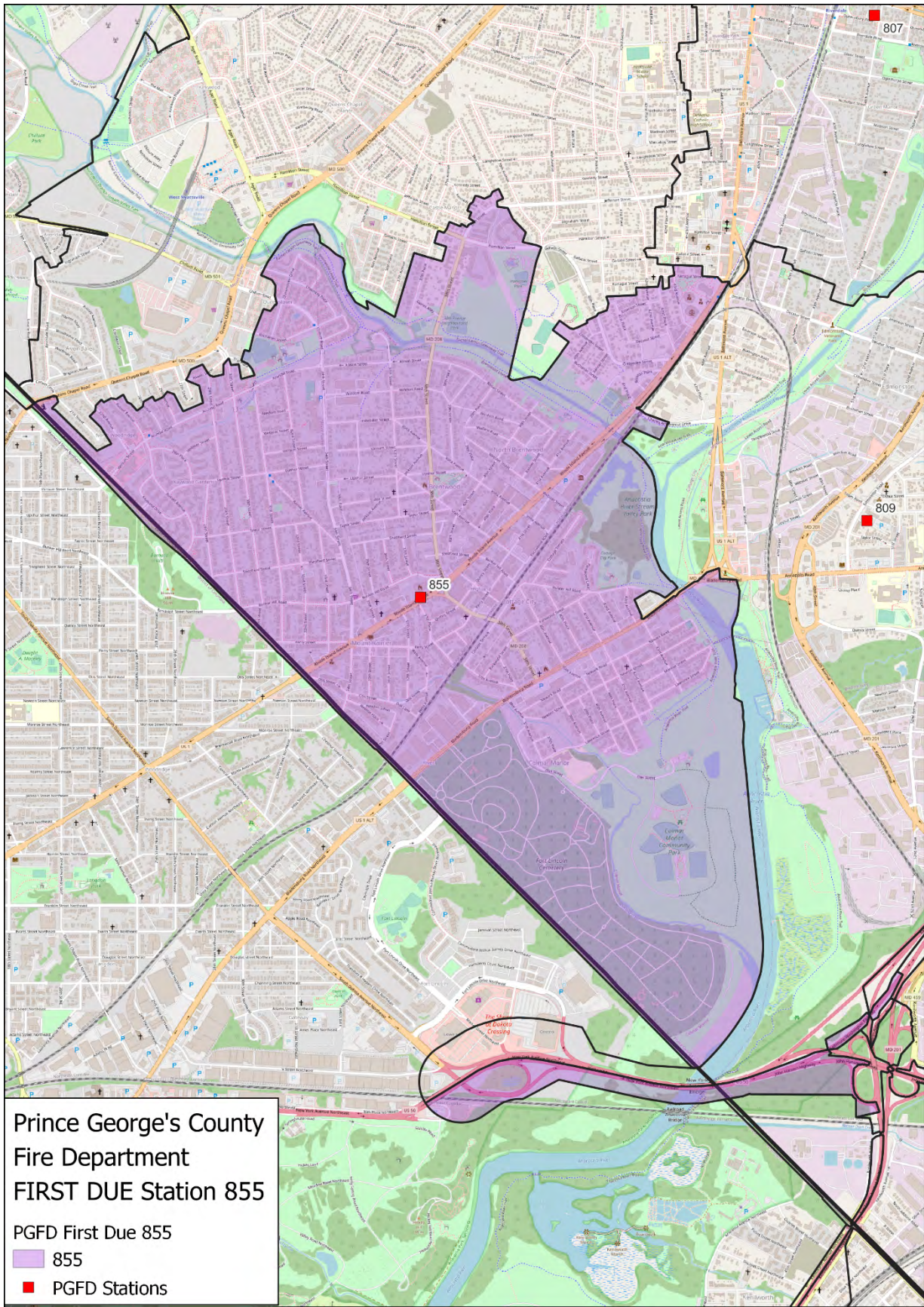
This map indicates that the area surrounding the station and going south along the highway has the most call volume.



Station 855

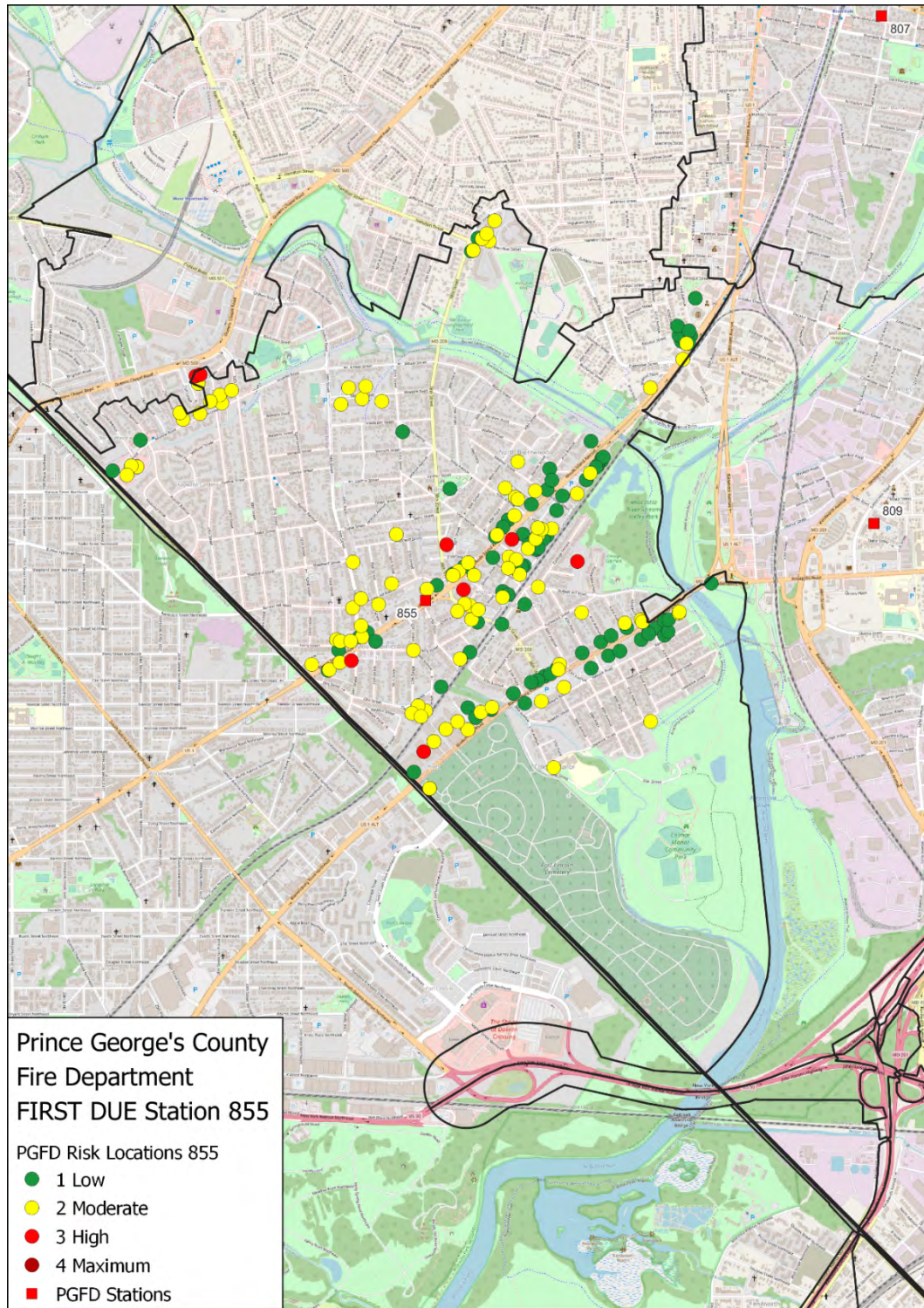
Station 855	A855	Ambulance
	C855	Utility
	E855	Engine
	E855B	Engine
	E855C	Engine
	E855P	Engine
	MCS855	Mass Cas Support
	MP855	Mini Pumper
	TK855	Truck
	U855	Utility Truck
	VC855	Volunteer Chief
	VC855A	Volunteer Chief
	VC855B	Volunteer Chief



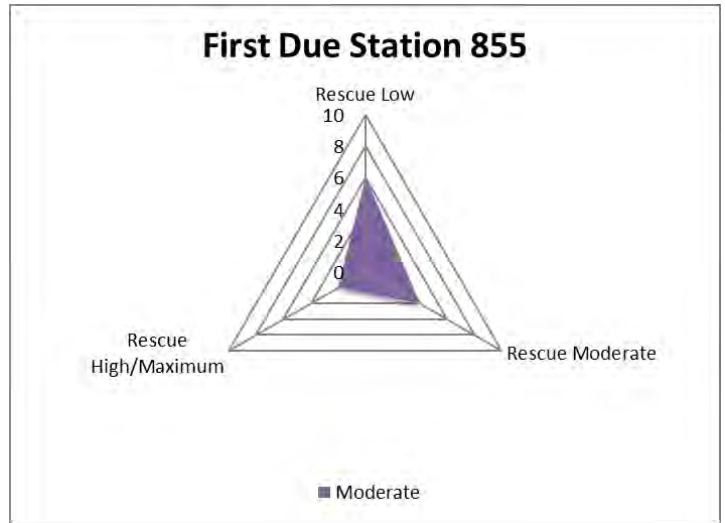
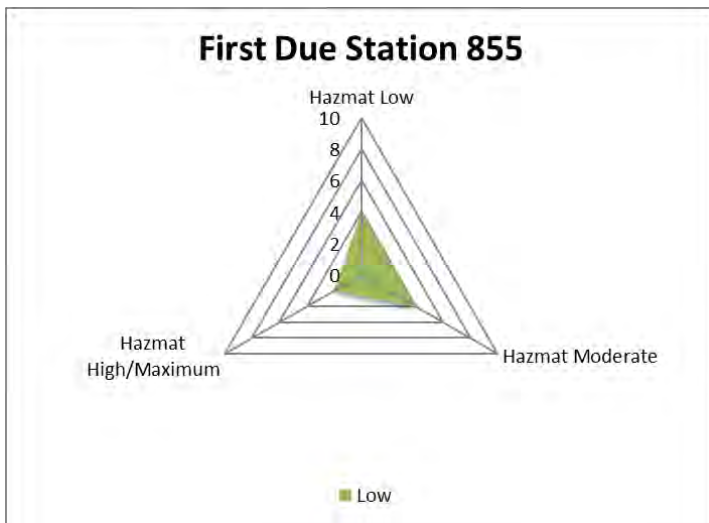
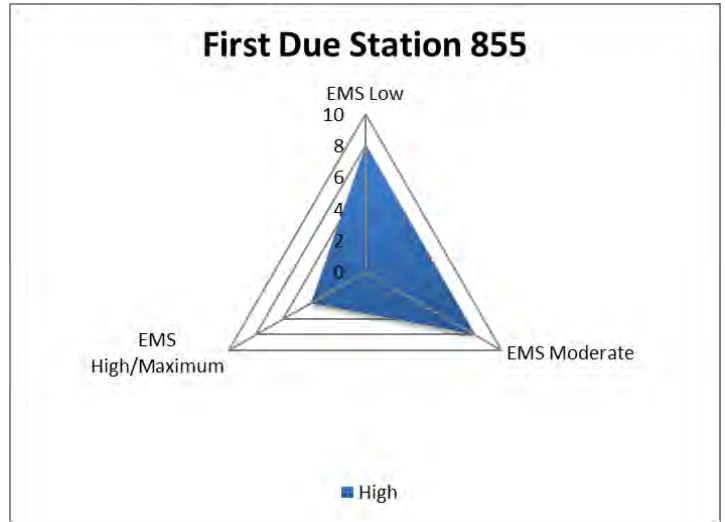
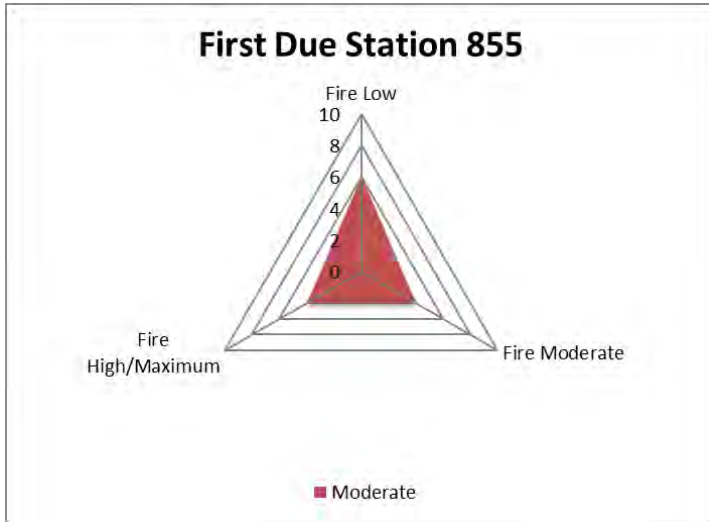


Station 855 Risk Analysis

The risk of individual building locations is represented by the small circles and shaded to indicate risk level. Risk is also evaluated by GPZ using the same shading criteria. There is a concentration of low and moderate-risk buildings located in close proximity to the station and on transportation routes which is a moderate-risk GPZ. The vast majority of Station 855's first due area is low to moderate risk.



Station 855 First Due Station Risk Profiles by Program – 3D Risk Models



Station 855 First Due Area Historical Data Analysis

Station 855 First Due Area Incidents by Call Category	Reporting Period				
	2016	2017	2018	2019	2020
Bomb Total	0	0	3	2	0
EMS Total	1,987	1,580	1,663	1,621	1,741
Fire Total	353	289	350	317	252
Hazmat Total	60	55	45	45	53
Non-Emergency Total	82	80	83	95	204
Rescue Total	256	203	164	166	131
Total	2,738	2,207	2,308	2,246	2,381

Unit ID	Reporting Period				
	2016	2017	2018	2019	2020
A855	2,521	2,275	2,512	2,440	2,049
C855	0	0	1	2	6
E855	1,062	968	1,210	1,233	954
E855B	363	207	25	1	6
E855C	0	1	0	0	0
E855P	0	0	0	0	325
MCS855	3	0	0	1	0
MP855	1	3	0	0	0
TK855	202	237	364	398	177
U855	0	0	2	1	3
VC855	14	2	2	0	7
VC855A	6	0	0	1	24
VC855B	0	0	0	19	1
Total	4,172	3,693	4,116	4,096	3,552
Average Responses per Day²	11.4	10.1	11.3	11.2	9.7

Station 855 First Due Area Historical Data Analysis (cont.)

Call concurrency within FDA 855 was calculated between 2016 and 2020. The call concurrency has remained steady between 19.1 to 25.5 over the five-year rating period.

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
855	2016	699	2,736	25.5
	2017	420	2,203	19.1
	2018	470	2,301	20.4
	2019	526	2,244	23.4
	2020	554	2,376	23.3
	All	2,669	11,860	22.5

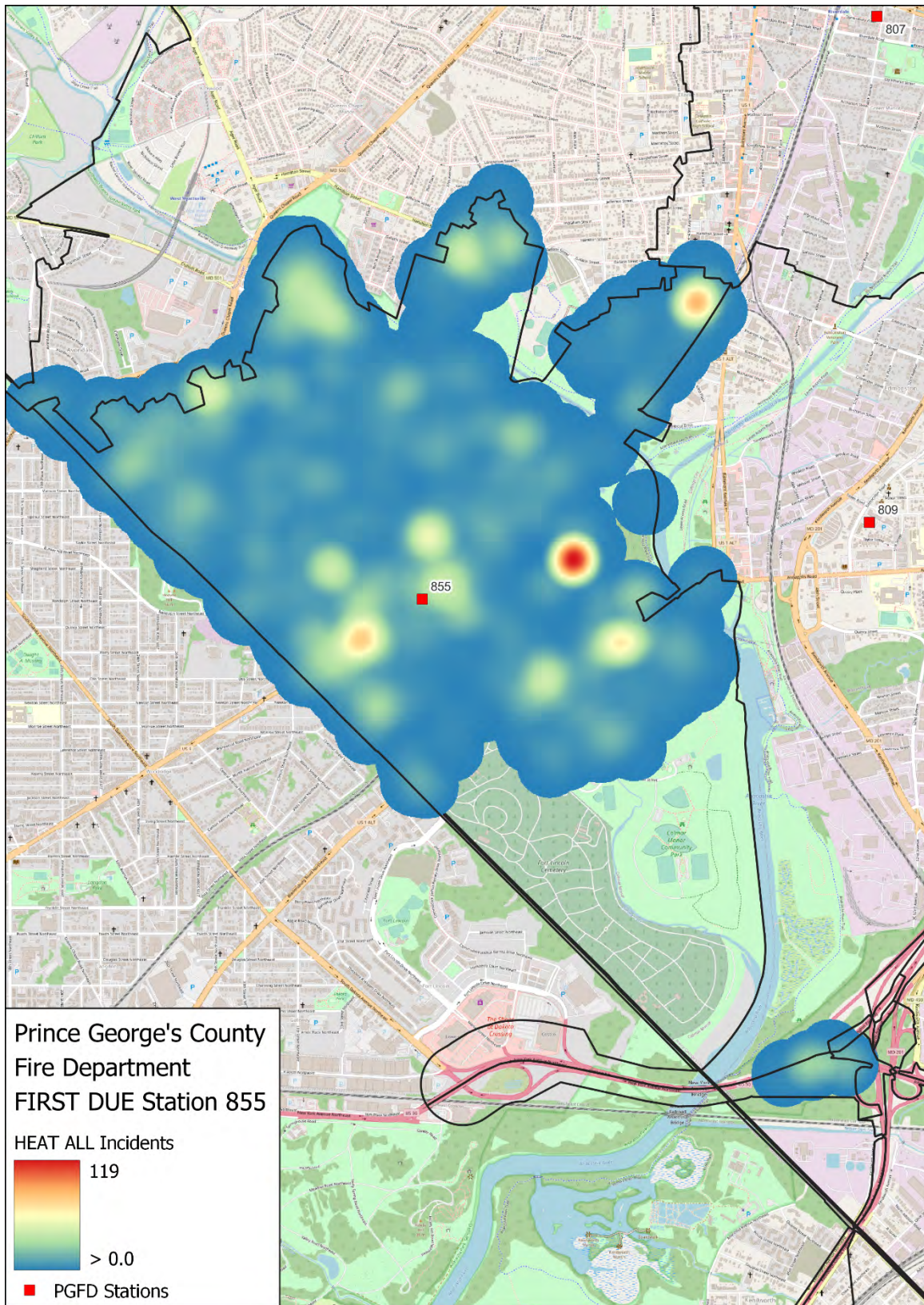
Response time performance for FDA 855 was calculated over the five-year rating period (2016-2020). Analyses were restricted to within FDA 855 and were calculated by the first arriving unit. Benchmark compliance is a 10% improvement over the aggregated PGFD performance. Therefore, the benchmark performance is established at the county level, not within each FDA. Finally, a gap analysis between the baseline and benchmark performance was completed utilizing a stoplight approach. If greater than 90% performance (green), between 70% and 89% yellow, and below 70% would be red.

First Due Station 855: 1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		5:40	5:26	5:54	5:13	5:24	6:37	4:31	83.9%
Turnout Time		2:07	2:12	2:08	2:03	2:09	2:01	1:58	85.5%
Travel Time	Urban	6:54	6:26	6:15	6:25	6:40	8:35	7:26	92.1%
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	9:33	N/A
Total Response Time	Urban	13:22	12:43	12:58	12:47	12:55	15:09	12:26	87.5%
		<i>n</i> = 7,563	<i>n</i> = 1,732	<i>n</i> = 1,473	<i>n</i> = 1,464	<i>n</i> = 1,462	<i>n</i> = 1,432		
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	14:23	N/A
		<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0	<i>n</i> = 0		

Color coding legend: green fill ≥ 90%; yellow fill ≥ 70% to < 90%; red fill < 70%

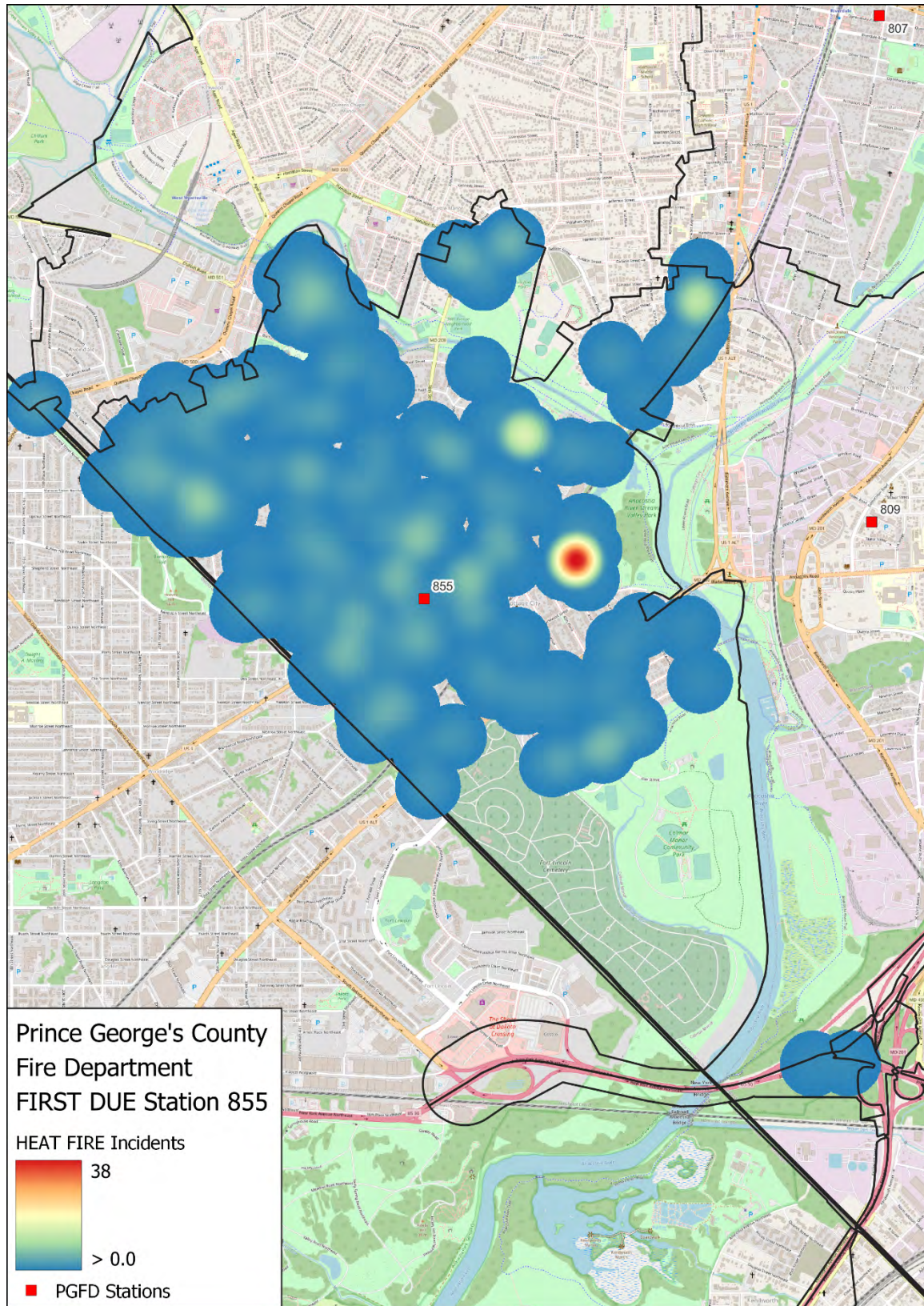
Station 855 Overall Hot Spot Map

Trends show an even distribution of calls throughout the first due area. There are a few areas in close proximity to the fire station and on the outer edges of the response area.



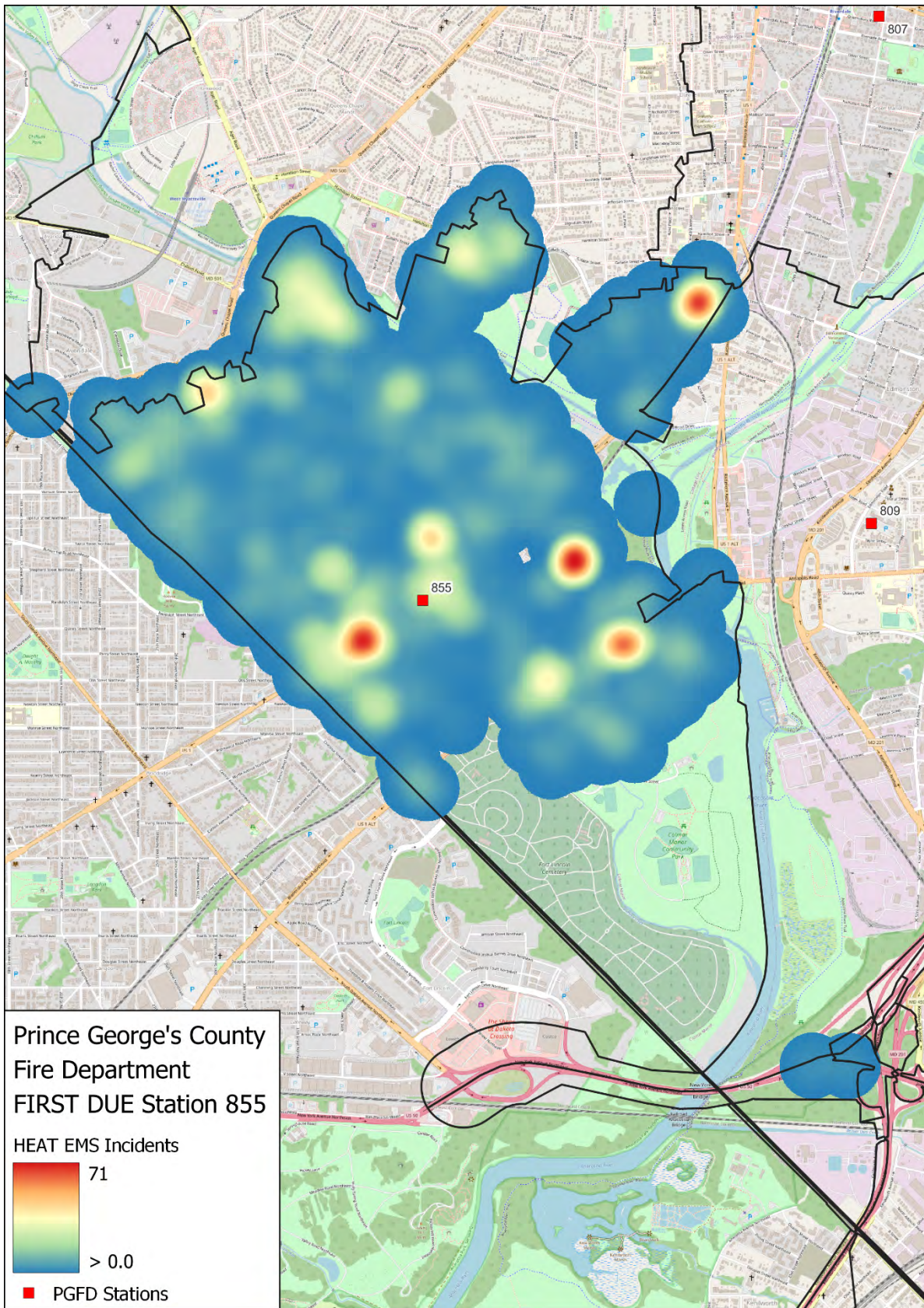
Station 855 Fire Hot Spot Map

Trends show an even distribution of calls throughout the first due area. There are a few areas close to the station that have relatively higher call volume.



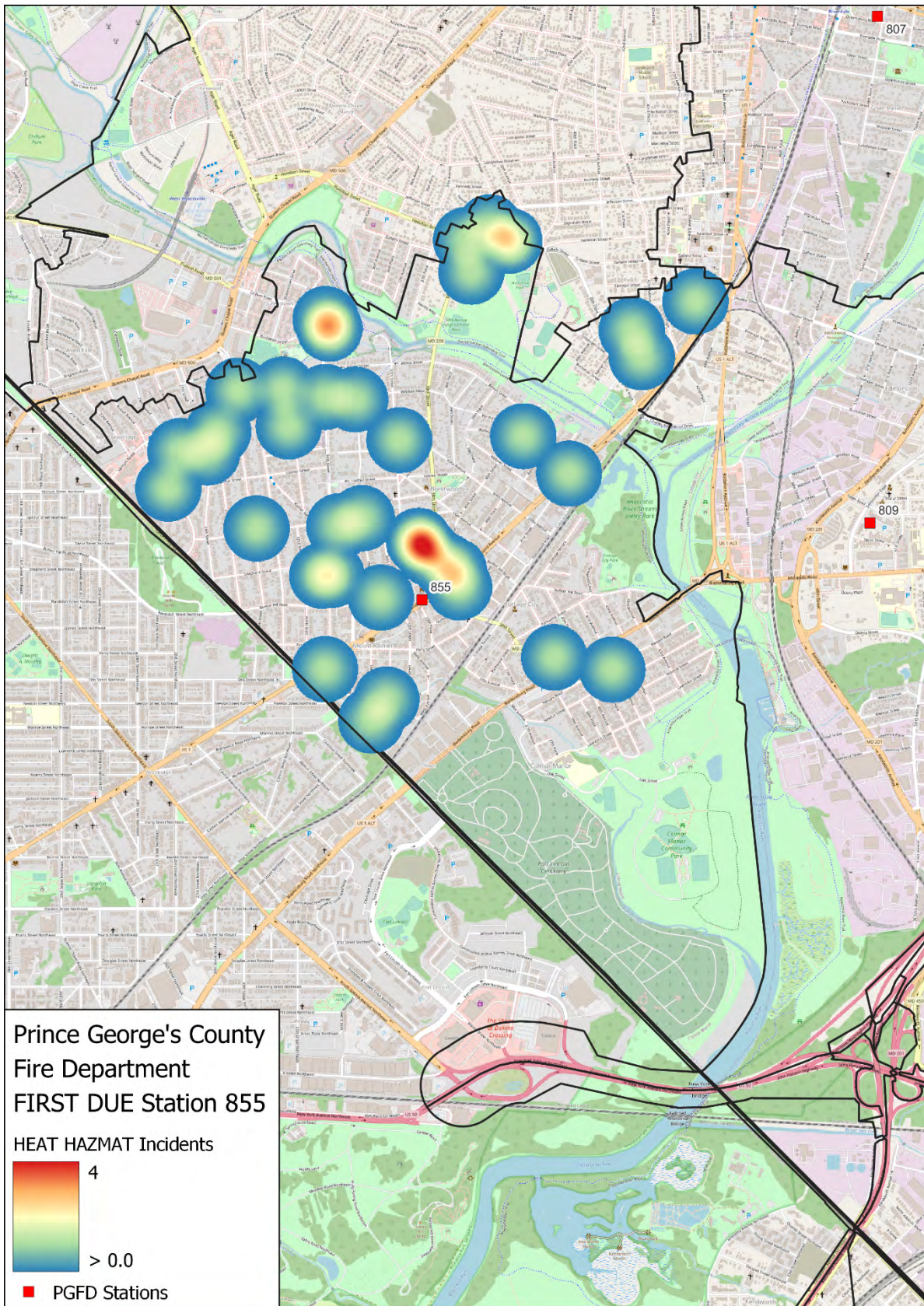
Station 855 EMS Hot Spot Map

Trends show an even distribution of calls throughout the first due area. A few areas close to the station and on the northeast fringe of the response area have relatively higher call volume.



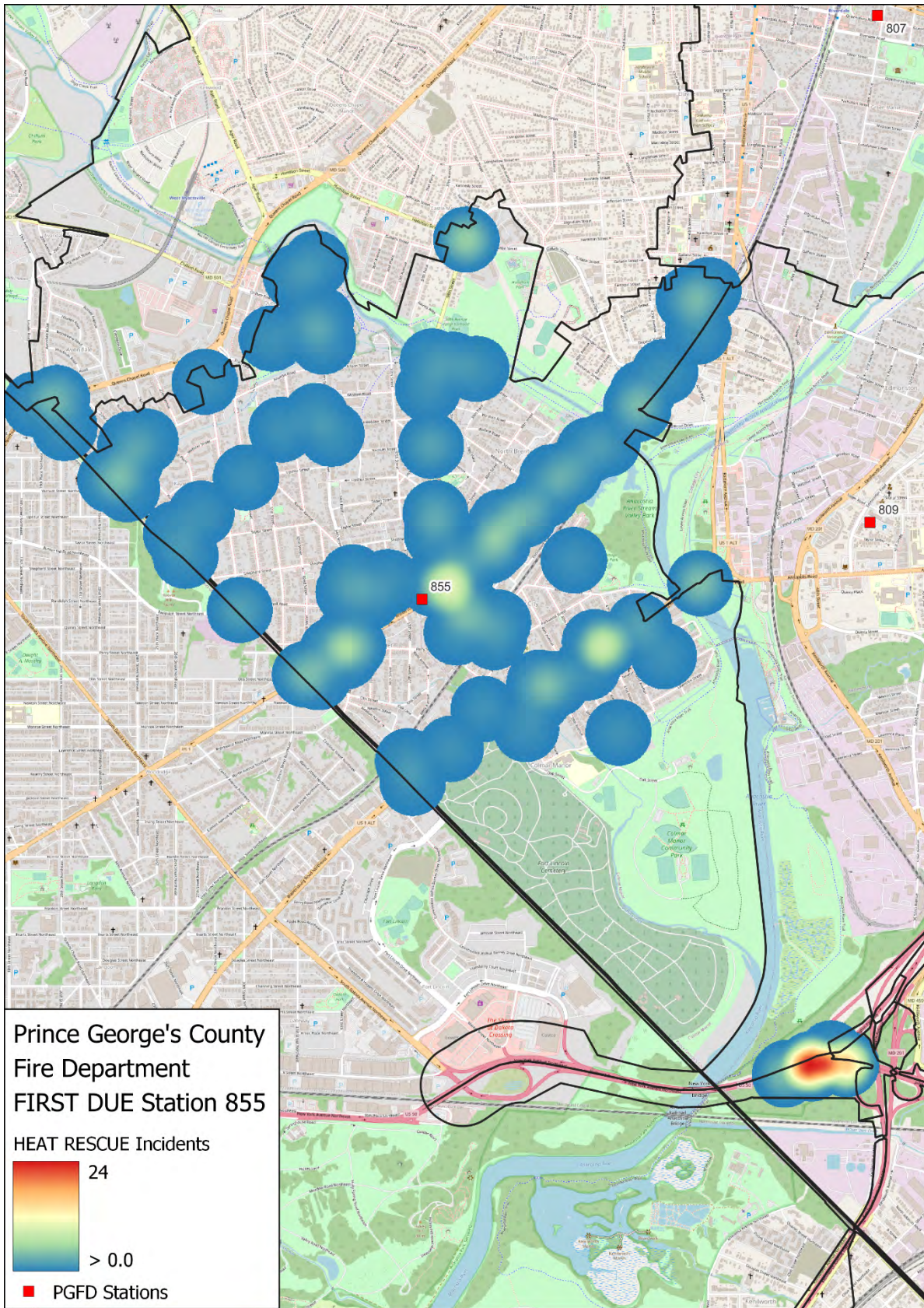
Station 855 HazMat Hot Spot Map

HazMat call volume is relatively equally spread throughout the station's first due area.



Station 855 Rescue Hot Spot Map

This map indicates that the area immediately surrounding the station and going northeast has the most call volume.



May 2022

Draft Risk Assessment



Prince George's County Fire/EMS Department
Prince George's County, MD

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CONSULTANT REPORT

**PRINCE GEORGE’S COUNTY FIRE/EMS DEPARTMENT
DRAFT RISK ASSESSMENT**

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METHODOLOGY

“Incident Call Type Final” variable entries with corresponding “Incident Type” definitions from the 2016-2017 and 2018-2020 data files from Prince George’s County Fire/EMS Department (PGFD) were classified into the program areas of admin, bomb, EMS, fire, hazmat, non-emergency, and rescue based on departmental leadership decisions, and the majority of records were additionally assigned a risk classification of low, moderate, high, or special based on departmental leadership classifications. Records classified to the program area of admin were excluded from all PGFD analyses, and select incident types related to BLS0, Investigation, Overdose, Police, and Service calls, including “HAZMAT SERVICE CALL” were excluded from analyses related to risk, per PGFD leadership. Additionally, extremely small sample sizes related to records classified to the bomb program area precluded any meaningful analyses related to risk.

Table 1: Risk Classifications for Records Based on Incident Call Type Final

Incident Call Type Final ¹	Incident Type ¹	Program	Risk Classification
BOMB	EXPLOSIVE DEV SIG 44	BOMB	Moderate
BOMB1	Device Suspected	BOMB	Moderate
BOMB1	DEVICE/PACKAGE - BOMB1 RESP	BOMB	Moderate
BOMB2	Device Confirmed	BOMB	High
BOMB2	DEVICE/PACKAGE - BOMB2 RESP	BOMB	High
BOMBC	DEVICE/PKG/THREAT COMBINED	BOMB	Moderate
BOMBC	EXPLOSIVE DEVICE SIG 44 COMBINED	BOMB	Moderate
BOMT	BOMB THREAT	BOMB	Low
EXPLOC	EXPLOSION COMBINED	BOMB	Special
EXPLOD	EXPLOSION	BOMB	Special
ALS	Medic Local	EMS	Moderate
ALS+	ALS+	EMS	Moderate
ALS0	ALS0	EMS	Moderate
ALS1	Medic Local	EMS	Moderate
ALS2	Medic Local	EMS	High
ALS2	MEDIC LOCAL	EMS	High
ALSC	ALS COMBINED	EMS	Moderate
ANIMLC	ANIMAL COMPLAINT COMBINED	EMS	Low
ASPD	ASSIST POLICE	EMS	Low
BLS	BLS Amb	EMS	Low
BLS+	BLS+	EMS	Low
BLS1	BLS Amb	EMS	Low
BLSC	BLS COMBINED	EMS	Low
CPR	Working Code	EMS	High
CPRC	CPR COMBINED	EMS	High

Incident Call Type Final ¹	Incident Type ¹	Program	Risk Classification
DEATHC	DEATH REPORT COMBINED	EMS	High
DOAC	DOA COMBINED	EMS	High
ELEVI	ELEVATOR INJURIES	EMS	Low
HELPP	MEDIC LOCAL	EMS	Moderate
MTASK	MASS CASUALTY T F	EMS	Special
APTF	Apartment Fire	FIRE	High
APTF	Apt Fire w/Trapped	FIRE	High
APTF	Street Alarm	FIRE	Moderate
APTFR	APT FIRE REDUCED	FIRE	Moderate
APTT	APT FIRE W TRAPPED	FIRE	High
AUTOF	Auto Fire	FIRE	Low
AUTOFT	AUTO FIRE W TRAPPED	FIRE	Low
BRUSH	BRUSH FIRE	FIRE	Low
BRUSH	Brush Fire	FIRE	Low
BRUSHE	BRUSH FIRE ENHANCED	FIRE	Moderate
BTFIRE	BOAT FIRE	FIRE	Special
BUILDF	Building Fire	FIRE	High
BUILDFR	BUILDING FIRE REDU	FIRE	Moderate
BUILDT	BUILDING FIRE W TRAP	FIRE	High
COALRM	CO Alarm	FIRE	Low
FALRM	FIRE ALARM AFA	FIRE	Low
FALRM	Fire Alarm-AFA	FIRE	Low
FALRMA	FIRE ALARM AFA	FIRE	Low
HOUSEF	House Fire	FIRE	High
HOUSEFR	HOUSE FIRE REDUCED	FIRE	Moderate
HOUSET	HOUSE FIRE W TRAPPED	FIRE	High
HOUSET	House Fire w/Trapped	FIRE	High
INVEST	Invest Any Type	FIRE	Low
INVEST	Street Alarm	FIRE	Moderate
INVEST1	AFA	FIRE	Low
INVEST1	INVEST1	FIRE	Low
INVEST2	INVEST2	FIRE	Low
INVEST2	Odor of smoke	FIRE	Low
INVEST3	INVEST3	FIRE	Low
INVEST3	Vehicle Fire	FIRE	Low
INVEST4	CO w Sick	FIRE	Moderate
INVEST4	INVEST4	FIRE	Moderate
Invest5	INVEST5	FIRE	Moderate

Incident Call Type Final ¹	Incident Type ¹	Program	Risk Classification
Invest5	Lock Out with Food on Stove	FIRE	Low
METRO	METRO STATION TRAIN	FIRE	Special
METROF	Metro Train Fire	FIRE	Special
OUTF	Outside Fire	FIRE	Low
OUTFI	OUTSIDE FIRE W INJ	FIRE	Low
OUTSID1	OUTSID1	FIRE	Low
PLANE	Aircraft Crash	FIRE	Special
STREET	Street Alarm	FIRE	Moderate
STREETR	STREET ALRM REDUCE	FIRE	Moderate
STRUCF0	STRUCF0	FIRE	Low
STRUCF1	STREET ALRM REDUCE	FIRE	Moderate
STRUCF1	STRUCF1	FIRE	Moderate
STRUCF2	Street Alarm	FIRE	Moderate
STRUCF2	STRUCF2	FIRE	Moderate
STRUCF3	Street Alarm with Injuries	FIRE	Moderate
STRUCF3	STRUCF3	FIRE	Moderate
STRUCF4	STRUCF4	FIRE	High
STRUCF4	Structure Fire	FIRE	High
STRUCF5	STRUCF5	FIRE	High
STRUCF5	Structure Fire with Trapped	FIRE	High
STRUCF6	HighRise Fire	FIRE	Special
STRUCF6	STRUCF6	FIRE	Special
STRUCF7	High Rise Fire w Trapped	FIRE	Special
STRUCF7	STRUCF7	FIRE	Special
TOWNHF	Townhouse Fire	FIRE	High
TOWNHT	TOWNHOUSE FIRE W TR	FIRE	High
TRAIN	TRAIN EMERGENCY	FIRE	Special
TRAINC	TRAIN EMERGENCY COMBINED	FIRE	Special
WATER7	Boat Fire	FIRE	Special
WATER7	WATER7	FIRE	Special
WIREC	WIRES DOWN COMBINED	FIRE	Low
APTG	APT NATURAL GAS LK	HAZMAT	Moderate
APTG	Apt. Natural Gas Lk	HAZMAT	Moderate
BUILDG	BUILDING NAT GAS LK	HAZMAT	Moderate
BUILDG	Building Nat. Gas Lk	HAZMAT	Moderate
COLEAK	CO LEAK W SICK PEOP	HAZMAT	Moderate
COLEAK	CO Leak W/ Sick Peop	HAZMAT	Moderate
FUEL	Fuel Spill	HAZMAT	Low

Incident Call Type Final ¹	Incident Type ¹	Program	Risk Classification
GASLK1	GASLK1	HAZMAT	Moderate
GASLK1	Outside Gas Leak	HAZMAT	Low
GASLK2	GASLK2	HAZMAT	Moderate
GASLK2	Outside Gas leak with Sick People	HAZMAT	Moderate
GASLK3	GASLK3	HAZMAT	Moderate
GASLK3	Odor of Gas outside a Structure	HAZMAT	Moderate
GASLK4	GASLK4	HAZMAT	Moderate
GASLK4	Odor of Gas in structure	HAZMAT	Moderate
HAZBOX	HAZMAT BOX	HAZMAT	High
HAZINV	HAZMAT INVESTIGATION	HAZMAT	Low
HAZLOC	HAZMAT LOCAL	HAZMAT	Moderate
HAZMAT	HAZMAT CALL	HAZMAT	Moderate
HOUSEG	House Nat.Gas Leak	HAZMAT	Moderate
HOUSEG	HOUSE NATGAS LEAK	HAZMAT	Moderate
HOUSEG	Townhouse Nat.Gas Lk	HAZMAT	Moderate
OUTG	Outside Gas Leak	HAZMAT	Low
TOWNHG	TOWNHOUSE NATGAS LK	HAZMAT	Moderate
ACCDC	DEPT ACCIDENT PD COMBINED	RESCUE	Low
ACCFDC	DEPT ACCIDENT FD COMBINED	RESCUE	Low
ACCHC	HIGHWAY ACCIDENT COMBINED	RESCUE	Low
ACCIC	INDUSTRIAL ACCIDENT COMBINED	RESCUE	High
ACCMC	MOTORCYCLE ACCIDENT COMBINED	RESCUE	Moderate
ACCPC	PEDESTRIAN STRUCK COMBINED	RESCUE	Moderate
ACCSC	VEHICLE ACCIDENT COMBINED	RESCUE	Moderate
BTINV	WATER RESCUE INVEST	RESCUE	Low
COLAPI	Collapse Invest	RESCUE	Moderate
COLAPS	COLLAPSE	RESCUE	High
CONFSP	CONFINED SPACE RESCU	RESCUE	High
DEP	DEPARTMENTAL ACCI	RESCUE	Low
DEPFD	DEPARTMENTAL ACCI	RESCUE	Low
DROWN	DROWNING COMBINED	RESCUE	Moderate
ELEV	Stuck Elevator	RESCUE	Low
ELEV	ELEVATOR ENTRAPMENT	RESCUE	Moderate
ESCAL	ESCALATOR ENTRAPMENT	RESCUE	Moderate
HARES	HIGH ANGLE RESCUE	RESCUE	High
HARES4	HARES4	RESCUE	High
HITIC	HIT AND RUN W/INJURY COMBINED	RESCUE	Low
HITT	BLS Amb	RESCUE	Low

Incident Call Type Final ¹	Incident Type ¹	Program	Risk Classification
HITT	Hit & Run w/Injuries	RESCUE	Low
HITT	HIT AND RUN W INJURIES	RESCUE	Low
INDUSA	INDUSTRIAL FARM ACCI	RESCUE	High
INDUSA	Industrial/Farm Acci	RESCUE	High
LOC	LOCK IN OUT	RESCUE	Low
LOC	Lock In/Out	RESCUE	Low
LOCKC	LOCK OUT/IN COMBINED	RESCUE	Low
METROS	METRO PED/STRUCK	RESCUE	High
METROS	METRO TRAIN SUICIDE	RESCUE	High
MOTOR	Hit & Run w/Injuries	RESCUE	Low
MOTOR	Motorcycle Accident	RESCUE	Moderate
PED	Pedestrian Struck	RESCUE	Moderate
PIA	ACC W INJ	RESCUE	Low
PIA	Acc w/Inj	RESCUE	Low
PIAH	PIA Limited Access	RESCUE	Low
PIAT	PIA W ENTRAPMENT	RESCUE	Moderate
PIAT	PIA w/Entrapment	RESCUE	Moderate
PLANE1	Investigation of Aircraft Down	RESCUE	Moderate
PLANE2	Small Aircraft Crash	RESCUE	High
PLANE3	Aircraft in Water	RESCUE	Special
PLANE4	Large Aircraft Crash	RESCUE	Special
POOL	WATER RESCUE	RESCUE	Moderate
RESCUE1	Acc w/Inj	RESCUE	Low
RESCUE1	RESCUE1	RESCUE	Low
RESCUE2	PIA w/Entrapment	RESCUE	Moderate
RESCUE2	RESCUE2	RESCUE	Moderate
RESCUE3	PIA Limited Access	RESCUE	Low
RESCUE3	RESCUE3	RESCUE	Moderate
RESCUE4	PIA Limited Access W Trapped	RESCUE	Moderate
RESCUE4	RESCUE4	RESCUE	Moderate
RESCUE5	RESCUE5	RESCUE	Moderate
RESCUE5	WWB - PIA Limited Access	RESCUE	Moderate
RESCUE6	RESCUE6	RESCUE	Moderate
RESCUE6	WWB - PIA Limited Access W Trapped	RESCUE	Moderate
RESCUE7	PIA ejection	RESCUE	Moderate
RESCUE7	RESCUE7	RESCUE	Moderate
TRAINS	TRAIN PED/STRUCK	RESCUE	High
TRAINS	TRAIN SUICIDE	RESCUE	High

Incident Call Type Final ¹	Incident Type ¹	Program	Risk Classification
TRT	TECHNICAL RESCUE T F	RESCUE	Special
WATER	WATER RESCUE	RESCUE	Moderate
WATER1	Vehicle in Water no Patient	RESCUE	Low
WATER1	WATER1	RESCUE	Low
WATER2	Animal in Water	RESCUE	Low
WATER2	WATER3	RESCUE	Moderate
WATER3	Pool Emergency	RESCUE	Moderate
WATER3	WATER4	RESCUE	Moderate
WATER4	Person trapped in Water	RESCUE	High
WATER4	WATER5	RESCUE	Moderate
WATER5	Water Rescue	RESCUE	High
WATER6	Boat Emergency	RESCUE	Special
WATER6	WATER6	RESCUE	Special

¹Entries presented verbatim from the data file.

RISK ASSESSMENT AT SYSTEM LEVEL

Table 2: Number of Incidents by Reporting Period, Program, and Risk Rating – PGFD Jurisdiction

Reporting Period ¹	Program ²	Number of Incidents					Percentage of Incidents ³				
		Risk Rating					Risk Rating				
		Low	Moderate	High	Special	Total	Low	Moderate	High	Special	Total
2016	Bomb	0	49	0	2	51	0.0	96.1	0.0	3.9	100.0
	EMS	27,700	42,994	2,990	5	73,689	37.6	58.3	4.1	< 0.1	100.0
	Fire	14,886	1,726	1,063	13	17,688	84.2	9.8	6.0	0.1	100.0
	Hazmat	1,053	1,708	8	0	2,769	38.0	61.7	0.3	0.0	100.0
	Rescue	14,035	1,655	33	0	15,723	89.3	10.5	0.2	0.0	100.0
	Total	57,674	48,132	4,094	20	109,920	52.5	43.8	3.7	< 0.1	100.0
2017	Bomb	3	17	0	2	22	13.6	77.3	0.0	9.1	100.0
	EMS	28,241	43,032	3,178	1	74,452	37.9	57.8	4.3	< 0.1	100.0
	Fire	14,657	1,522	1,073	10	17,262	84.9	8.8	6.2	0.1	100.0
	Hazmat	918	1,623	9	0	2,550	36.0	63.6	0.4	0.0	100.0
	Rescue	14,102	1,938	30	0	16,070	87.8	12.1	0.2	0.0	100.0
	Total	57,921	48,132	4,290	13	110,356	52.5	43.6	3.9	< 0.1	100.0
2018	Bomb	0	5	5	3	13	0.0	38.5	38.5	23.1	100.0
	EMS	26,974	44,074	2,979	3	74,030	36.4	59.5	4.0	< 0.1	100.0
	Fire	16,616	1,551	1,081	10	19,258	86.3	8.1	5.6	0.1	100.0
	Hazmat	883	1,814	7	0	2,704	32.7	67.1	0.3	0.0	100.0
	Rescue	14,352	1,928	34	0	16,314	88.0	11.8	0.2	0.0	100.0
	Total	58,825	49,372	4,106	16	112,319	52.4	44.0	3.7	< 0.1	100.0
2019	Bomb	0	1	1	1	3	0.0	33.3	33.3	33.3	100.0
	EMS	27,095	44,182	3,137	1	74,415	36.4	59.4	4.2	< 0.1	100.0
	Fire	16,734	1,537	1,082	3	19,356	86.5	7.9	5.6	< 0.1	100.0
	Hazmat	862	1,770	2	0	2,634	32.7	67.2	0.1	0.0	100.0
	Rescue	14,101	1,851	32	0	15,984	88.2	11.6	0.2	0.0	100.0
	Total	58,792	49,341	4,254	5	112,392	52.3	43.9	3.8	< 0.1	100.0

Reporting Period ¹	Program ²	Number of Incidents					Percentage of Incidents ³				
		Risk Rating					Risk Rating				
		Low	Moderate	High	Special	Total	Low	Moderate	High	Special	Total
2020	Bomb	0	1	3	1	5	0.0	20.0	60.0	20.0	100.0
	EMS	24,651	45,849	3,600	0	74,100	33.3	61.9	4.9	0.0	100.0
	Fire	14,696	1,032	1,394	79	17,201	85.4	6.0	8.1	0.5	100.0
	Hazmat	743	1,496	1	0	2,240	33.2	66.8	< 0.1	0.0	100.0
	Rescue	10,681	1,766	43	7	12,497	85.5	14.1	0.3	0.1	100.0
	Total	50,771	50,144	5,041	87	106,043	47.9	47.3	4.8	0.1	100.0
All	Bomb	3	73	9	9	94	3.2	77.7	9.6	9.6	100.0
	EMS	134,661	220,131	15,884	10	370,686	36.3	59.4	4.3	< 0.1	100.0
	Fire	77,589	7,368	5,693	115	90,765	85.5	8.1	6.3	0.1	100.0
	Hazmat	4,459	8,411	27	0	12,897	34.6	65.2	0.2	0.0	100.0
	Rescue	67,271	9,138	172	7	76,588	87.8	11.9	0.2	< 0.1	100.0
	Total	283,983	245,121	21,785	141	551,030	51.5	44.5	4.0	< 0.1	100.0

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

²Select incident types related to BLS0, Investigation, Overdose, Police, and Service calls, including “HAZMAT SERVICE CALL” were excluded from analyses related to risk, per PGFD leadership.

³“Percentage of Incidents” values reflect percentages within each program row, using the number of incidents per relevant risk rating category as the numerator and the total number of incidents in the corresponding program row as the denominator.

Baseline 90th Percentile Performance

Table 3: Baseline 90th Percentile Performance of Primary Front-Line Arriving Units for Emergency EMS Incidents – Low Risk (Urban 1st Arrival ERF; Rural 1st Arrival ERF)

Low-Risk EMS – 90 th Percentile Times – Baseline Performance			2016-2020	2016	2017	2018	2019	2020
Alarm Handling	Pick-up to Dispatch	Urban	6:40	9:06	8:19	9:36	9:45	11:19
		Rural	9:32	7:11	6:28	6:51	6:03	6:56
Turnout Time	Turnout Time 1 st Unit	Urban	2:17	2:23	2:23	2:15	2:11	2:08
		Rural	2:24	2:36	2:28	2:24	2:20	2:12
Travel Time	Travel Time 1 st Unit Distribution	Urban	9:55	9:29	9:24	9:35	9:57	11:12
		Rural	12:05	11:10	11:20	11:46	11:54	13:41
	Travel Time ERF Concentration	Urban	N/A	N/A	N/A	N/A	N/A	N/A
		Rural	N/A	N/A	N/A	N/A	N/A	N/A
Total Response Time	Total Response Time 1 st Unit on Scene Distribution	Urban	19:27	18:37	18:09	18:51	19:59	22:02
			n=90,664	n=18,812	n=19,062	n=18,196	n=18,267	n=16,327
		Rural	19:40	20:31	18:26	19:19	19:12	20:58
			n=6,618	n=1,227	n=1,330	n=1,330	n=1,325	n=1,406
	Total Response Time ERF Concentration	Urban	N/A	N/A	N/A	N/A	N/A	N/A
		Rural	N/A	N/A	N/A	N/A	N/A	N/A

Table 4: Baseline 90th Percentile Performance of Primary Front-Line Arriving Units for Emergency EMS Incidents – Moderate Risk (Urban 1st Arrival ERF; Rural 1st Arrival ERF)

Moderate-Risk EMS – 90 th Percentile Times – Baseline Performance			2016-2020	2016	2017	2018	2019	2020
Alarm Handling	Pick-up to Dispatch	Urban	4:18	4:28	4:13	4:29	4:07	4:14
		Rural	4:03	4:23	3:56	4:12	3:50	4:03
Turnout Time	Turnout Time 1 st Unit	Urban	2:13	2:20	2:13	2:17	2:08	2:04
		Rural	2:24	2:36	2:24	2:28	2:18	2:16
Travel Time	Travel Time 1 st Unit Distribution	Urban	7:51	7:40	7:33	7:28	7:44	8:38
		Rural	10:28	10:19	10:20	10:24	10:25	10:50
	Travel Time ERF Concentration	Urban	N/A	N/A	N/A	N/A	N/A	N/A
		Rural	N/A	N/A	N/A	N/A	N/A	N/A
Total Response Time	Total Response Time 1 st Unit on Scene Distribution	Urban	12:34	12:34	12:12	12:23	12:14	13:17
			n=189,169	n=37,404	n=37,995	n=37,171	n=38,002	n=38,597
		Rural	15:13	15:28	14:56	15:16	14:58	15:21
			n=15,230	n=2,919	n=3,103	n=2,857	n=3,184	n=3,167
	Total Response Time ERF Concentration	Urban	N/A	N/A	N/A	N/A	N/A	N/A
		Rural	N/A	N/A	N/A	N/A	N/A	N/A

Table 5: Baseline 90th Percentile Performance of Primary Front-Line Arriving Units for Emergency EMS Incidents – High Risk (Urban 2nd Arrival ERF; Rural 2nd Arrival ERF)

High-Risk EMS – 90 th Percentile Times – Baseline Performance			2016-2020	2016	2017	2018	2019	2020
Alarm Handling	Pick-up to Dispatch	Urban	4:00	4:30	4:19	4:10	4:12	4:05
		Rural	4:16	4:16	4:21	3:58	4:10	3:32
Turnout Time	Turnout Time 1 st Unit	Urban	2:10	2:19	2:14	2:05	2:04	2:02
		Rural	2:21	2:37	2:33	2:17	2:14	2:15
Travel Time	Travel Time 1 st Unit Distribution	Urban	6:50	6:50	6:35	6:43	6:59	7:03
		Rural	9:38	9:18	9:43	9:29	10:51	9:27
	Travel Time ERF Concentration	Urban	9:11	9:18	8:50	9:14	9:31	9:08
		Rural	13:13	12:00	13:07	13:12	14:07	13:05
Total Response Time	Total Response Time 1 st Unit on Scene Distribution	Urban	11:21	11:44	11:07	11:11	11:27	11:28
			n=14,329	n=2,715	n=2,879	n=2,695	n=2,811	n=3,229
		Rural	14:06	13:53	14:46	13:35	15:24	13:58
			n=1,251	n=226	n=237	n=238	n=258	n=292
	Total Response Time ERF Concentration	Urban	14:25	14:27	13:53	14:28	14:12	15:20
			n=12,845	n=2,482	n=2,635	n=2,448	n=2,497	n=2,783
Rural	18:40	17:54	19:56	18:01	19:41	19:36		
n=1,083	n=204	n=215	n=212	n=212	n=240			

Table 6: Baseline 90th Percentile Performance of Primary Front-Line Arriving Units for Emergency EMS Incidents – Special Risk (Urban 13th Arrival ERF; Rural 13th Arrival ERF)

Special-Risk EMS – 90 th Percentile Times – Baseline Performance			2016-2020	2016	2017	2018	2019	2020
Alarm Handling	Pick-up to Dispatch	Urban	N/A	N/A	N/A	N/A	N/A	N/A
		Rural	N/A	N/A	N/A	N/A	N/A	N/A
Turnout Time	Turnout Time 1 st Unit	Urban	N/A	N/A	N/A	N/A	N/A	N/A
		Rural	N/A	N/A	N/A	N/A	N/A	N/A
Travel Time	Travel Time 1 st Unit Distribution	Urban	N/A	N/A	N/A	N/A	N/A	N/A
		Rural	N/A	N/A	N/A	N/A	N/A	N/A
	Travel Time ERF Concentration	Urban	N/A	N/A	N/A	N/A	N/A	N/A
		Rural	N/A	N/A	N/A	N/A	N/A	N/A
Total Response Time	Total Response Time 1 st Unit on Scene Distribution	Urban	N/A	N/A	N/A	N/A	N/A	N/A
			n=1	n=1	n=0	n=0	n=0	n=0
		Rural	N/A	N/A	N/A	N/A	N/A	N/A
			n=0	n=0	n=0	n=0	n=0	n=0
	Total Response Time ERF Concentration	Urban	N/A	N/A	N/A	N/A	N/A	N/A
			n=0	n=0	n=0	n=0	n=0	n=0
Rural	N/A	N/A	N/A	N/A	N/A	N/A		
n=0	n=0	n=0	n=0	n=0	n=0			

Table 7: Baseline 90th Percentile Performance of Primary Front-Line Arriving Units for Emergency Fire Incidents – Low Risk (Urban 1st Arrival ERF; Rural 1st Arrival ERF)

Low-Risk Fire – 90 th Percentile Times – Baseline Performance			2016-2020	2016	2017	2018	2019	2020
Alarm Handling	Pick-up to Dispatch	Urban	4:32	4:36	4:39	4:38	4:25	4:20
		Rural	4:41	4:49	4:56	4:58	4:06	5:06
Turnout Time	Turnout Time 1 st Unit	Urban	2:02	2:10	2:06	2:01	1:57	1:53
		Rural	2:14	2:26	2:20	2:14	2:07	2:02
Travel Time	Travel Time 1 st Unit Distribution	Urban	7:35	7:40	7:22	7:34	7:43	7:36
		Rural	10:34	10:16	10:41	11:02	10:08	10:05
	Travel Time ERF Concentration	Urban	N/A	N/A	N/A	N/A	N/A	N/A
		Rural	N/A	N/A	N/A	N/A	N/A	N/A
Total Response Time	Total Response Time 1 st Unit on Scene Distribution	Urban	12:56	13:18	12:48	12:46	13:00	12:46
			n=55,282	n=10,994	n=10,815	n=11,874	n=11,711	n=9,888
		Rural	16:29	16:53	16:45	16:37	15:18	17:00
			n=5,382	n=1,021	n=1,021	n=1,208	n=1,145	n=987
	Total Response Time ERF Concentration	Urban	N/A	N/A	N/A	N/A	N/A	N/A
			N/A	N/A	N/A	N/A	N/A	N/A
Rural	N/A	N/A	N/A	N/A	N/A	N/A		
	N/A	N/A	N/A	N/A	N/A	N/A		

Table 8: Baseline 90th Percentile Performance of Primary Front-Line Arriving Units for Emergency Fire Incidents – Moderate Risk (Urban 6th Arrival ERF; Rural 6th Arrival ERF)

Moderate-Risk Fire – 90 th Percentile Times – Baseline Performance			2016-2020	2016	2017	2018	2019	2020
Alarm Handling	Pick-up to Dispatch	Urban	4:12	4:10	4:21	4:17	4:05	4:04
		Rural	4:15	4:45	4:04	3:57	6:27	4:22
Turnout Time	Turnout Time 1 st Unit	Urban	1:48	1:49	1:53	1:51	1:45	1:37
		Rural	2:12	2:07	2:09	2:24	1:56	2:15
Travel Time	Travel Time 1 st Unit Distribution	Urban	6:47	6:58	6:36	6:43	7:03	6:41
		Rural	10:11	10:49	9:36	10:56	10:06	10:13
	Travel Time ERF Concentration	Urban	12:45	12:37	11:28	13:24	17:58	22:27
		Rural	N/A	N/A	N/A	N/A	N/A	N/A
Total Response Time	Total Response Time 1 st Unit on Scene Distribution	Urban	11:13	11:33	11:22	11:00	11:19	10:57
			n=6,076	n=1,258	n=1,483	n=1,289	n=1,243	n=803
		Rural	14:43	15:29	15:45	15:15	15:14	14:23
			n=328	n=66	n=68	n=76	n=54	n=64
	Total Response Time ERF Concentration	Urban	19:39	19:28	18:00	18:46	25:07	26:53
			n=298	n=81	n=83	n=70	n=51	n=13
Rural	N/A	N/A	N/A	N/A	N/A	N/A		
	n=5	n=4	n=1	n=0	n=0	n=0		

Table 9: Baseline 90th Percentile Performance of Primary Front-Line Arriving Units for Emergency Fire Incidents – High Risk (Urban 9th Arrival ERF; Rural 9th Arrival ERF)

High-Risk Fire – 90 th Percentile Times – Baseline Performance			2016-2020	2016	2017	2018	2019	2020
Alarm Handling	Pick-up to Dispatch	Urban	3:54	4:17	3:59	3:45	3:56	3:35
		Rural	4:02	4:59	3:58	4:34	3:19	3:53
Turnout Time	Turnout Time 1 st Unit	Urban	1:48	1:52	1:56	1:52	1:42	1:40
		Rural	2:19	2:34	2:07	2:07	2:24	2:15
Travel Time	Travel Time 1 st Unit Distribution	Urban	6:36	6:34	6:22	6:50	7:10	6:10
		Rural	9:41	9:38	9:53	9:00	10:18	10:37
	Travel Time ERF Concentration	Urban	21:15	16:00	24:35	23:45	23:25	24:38
		Rural	29:13	28:33	N/A	23:53	N/A	N/A
Total Response Time	Total Response Time 1 st Unit on Scene Distribution	Urban	10:31	10:40	10:30	10:46	10:44	10:04
			n=4,686	n=892	n=895	n=857	n=851	n=1,191
		Rural	14:43	16:42	14:40	14:25	13:53	15:49
			n=535	n=96	n=99	n=125	n=108	n=107
	Total Response Time ERF Concentration	Urban	28:36	24:37	30:25	36:54	30:50	26:01
			n=282	n=60	n=58	n=47	n=46	n=71
Rural	36:25	N/A	N/A	N/A	N/A	N/A		
n=48	n=12	n=9	n=11	n=7	n=9			

Table 10: Baseline 90th Percentile Performance of Primary Front-Line Arriving Units for Emergency Fire Incidents – Special Risk (Urban 11th Arrival ERF; Rural 11th Arrival ERF)

Special-Risk Fire – 90 th Percentile Times – Baseline Performance			2016-2020	2016	2017	2018	2019	2020
Alarm Handling	Pick-up to Dispatch	Urban	5:43	N/A	N/A	N/A	N/A	4:39
		Rural	N/A	N/A	N/A	N/A	N/A	N/A
Turnout Time	Turnout Time 1 st Unit	Urban	1:54	N/A	N/A	N/A	N/A	1:26
		Rural	N/A	N/A	N/A	N/A	N/A	N/A
Travel Time	Travel Time 1 st Unit Distribution	Urban	5:39	N/A	N/A	N/A	N/A	5:29
		Rural	N/A	N/A	N/A	N/A	N/A	N/A
	Travel Time ERF Concentration	Urban	N/A	N/A	N/A	N/A	N/A	N/A
		Rural	N/A	N/A	N/A	N/A	N/A	N/A
Total Response Time	Total Response Time 1 st Unit on Scene Distribution	Urban	11:51	N/A	N/A	N/A	N/A	9:56
			n=99	n=10	n=8	n=7	n=3	n=71
		Rural	N/A	N/A	N/A	N/A	N/A	N/A
			n=4	n=1	n=2	n=1	n=0	n=0
	Total Response Time ERF Concentration	Urban	N/A	N/A	N/A	N/A	N/A	N/A
			n=2	n=0	n=0	n=0	n=0	n=2
Rural	N/A	N/A	N/A	N/A	N/A	N/A		
n=0	n=0	n=0	n=0	n=0	n=0			

Table 11: Baseline 90th Percentile Performance of Primary Front-Line Arriving Units for Emergency Hazmat Incidents – Low Risk (Urban 1st Arrival ERF; Rural 1st Arrival ERF)

Low-Risk Hazmat – 90 th Percentile Times – Baseline Performance			2016-2020	2016	2017	2018	2019	2020
Alarm Handling	Pick-up to Dispatch	Urban	5:16	5:37	5:28	4:57	4:51	5:34
		Rural	5:09	8:08	5:17	7:15	5:18	4:09
Turnout Time	Turnout Time 1 st Unit	Urban	2:02	2:10	2:01	2:00	1:55	1:56
		Rural	2:06	2:32	2:17	2:01	1:59	1:59
Travel Time	Travel Time 1 st Unit Distribution	Urban	8:36	7:46	8:41	8:45	8:53	8:47
		Rural	12:17	10:19	15:01	12:17	12:26	12:00
	Travel Time ERF Concentration	Urban	N/A	N/A	N/A	N/A	N/A	N/A
		Rural	N/A	N/A	N/A	N/A	N/A	N/A
Total Response Time	Total Response Time 1 st Unit on Scene Distribution	Urban	13:29	13:12	13:43	13:45	13:11	14:02
			n=3,438	n=834	n=715	n=673	n=646	n=570
		Rural	17:04	16:47	18:54	16:16	17:04	17:11
			n=295	n=62	n=70	n=70	n=46	n=47
	Total Response Time ERF Concentration	Urban	N/A	N/A	N/A	N/A	N/A	N/A
			N/A	N/A	N/A	N/A	N/A	N/A
Rural	N/A	N/A	N/A	N/A	N/A	N/A		
	N/A	N/A	N/A	N/A	N/A	N/A		

Table 12: Baseline 90th Percentile Performance of Primary Front-Line Arriving Units for Emergency Hazmat Incidents – Moderate Risk (Urban 3rd Arrival ERF; Rural 3rd Arrival ERF)

Moderate-Risk Hazmat – 90 th Percentile Times – Baseline Performance			2016-2020	2016	2017	2018	2019	2020
Alarm Handling	Pick-up to Dispatch	Urban	3:38	3:50	3:58	3:35	3:30	3:21
		Rural	3:56	4:34	3:47	4:11	4:16	3:32
Turnout Time	Turnout Time 1 st Unit	Urban	1:54	2:01	1:56	1:54	1:51	1:45
		Rural	2:15	2:19	2:14	2:15	2:24	1:57
Travel Time	Travel Time 1 st Unit Distribution	Urban	7:09	7:01	6:53	7:13	7:40	6:59
		Rural	10:41	8:52	10:51	11:00	10:54	10:47
	Travel Time ERF Concentration	Urban	9:44	9:48	9:18	9:43	9:54	11:53
		Rural	15:04	14:23	13:56	19:09	12:51	18:20
Total Response Time	Total Response Time 1 st Unit on Scene Distribution	Urban	11:17	11:12	11:25	11:27	11:33	10:50
			n=6,985	n=1,508	n=1,416	n=1,544	n=1,356	n=1,161
		Rural	14:54	14:12	15:11	16:02	15:02	14:31
			n=400	n=92	n=79	n=84	n=75	n=70
	Total Response Time ERF Concentration	Urban	14:20	14:38	14:02	14:10	14:01	15:41
			n=2,598	n=705	n=675	n=612	n=353	n=253
Rural	19:10	18:42	17:39	22:45	N/A	N/A		
	n=84	n=22	n=23	n=19	n=10	n=10		

Table 13: Baseline 90th Percentile Performance of Primary Front-Line Arriving Units for Emergency Hazmat Incidents – High Risk (Urban 5th Arrival ERF; Rural 5th Arrival ERF)

High-Risk Hazmat – 90 th Percentile Times – Baseline Performance			2016-2020	2016	2017	2018	2019	2020
Alarm Handling	Pick-up to Dispatch	Urban	6:35	N/A	N/A	N/A	N/A	N/A
		Rural	N/A	N/A	N/A	N/A	N/A	N/A
Turnout Time	Turnout Time 1 st Unit	Urban	2:52	N/A	N/A	N/A	N/A	N/A
		Rural	N/A	N/A	N/A	N/A	N/A	N/A
Travel Time	Travel Time 1 st Unit Distribution	Urban	6:53	N/A	N/A	N/A	N/A	N/A
		Rural	N/A	N/A	N/A	N/A	N/A	N/A
	Travel Time ERF Concentration	Urban	18:52	N/A	N/A	N/A	N/A	N/A
		Rural	N/A	N/A	N/A	N/A	N/A	N/A
Total Response Time	Total Response Time 1 st Unit on Scene Distribution	Urban	12:36	N/A	N/A	N/A	N/A	N/A
			n=18	n=6	n=6	n=4	n=0	n=0
		Rural	N/A	N/A	N/A	N/A	N/A	N/A
			n=7	n=1	n=3	n=2	n=0	n=1
	Total Response Time ERF Concentration	Urban	N/A	N/A	N/A	N/A	N/A	N/A
			n=13	n=4	n=5	n=3	n=1	n=0
Rural	N/A	N/A	N/A	N/A	N/A	N/A		
n=3	n=0	n=1	n=1	n=0	n=1			

Table 14: Baseline 90th Percentile Performance of Primary Front-Line Arriving Units for Emergency Hazmat Incidents – Special Risk (Urban 11th Arrival ERF; Rural 11th Arrival ERF)

Special-Risk Hazmat – 90 th Percentile Times – Baseline Performance			2016-2020	2016	2017	2018	2019	2020
Alarm Handling	Pick-up to Dispatch	Urban	N/A	N/A	N/A	N/A	N/A	N/A
		Rural	N/A	N/A	N/A	N/A	N/A	N/A
Turnout Time	Turnout Time 1 st Unit	Urban	N/A	N/A	N/A	N/A	N/A	N/A
		Rural	N/A	N/A	N/A	N/A	N/A	N/A
Travel Time	Travel Time 1 st Unit Distribution	Urban	N/A	N/A	N/A	N/A	N/A	N/A
		Rural	N/A	N/A	N/A	N/A	N/A	N/A
	Travel Time ERF Concentration	Urban	N/A	N/A	N/A	N/A	N/A	N/A
		Rural	N/A	N/A	N/A	N/A	N/A	N/A
Total Response Time	Total Response Time 1 st Unit on Scene Distribution	Urban	N/A	N/A	N/A	N/A	N/A	N/A
			n=0	n=0	n=0	n=0	n=0	n=0
		Rural	N/A	N/A	N/A	N/A	N/A	N/A
			n=0	n=0	n=0	n=0	n=0	n=0
	Total Response Time ERF Concentration	Urban	N/A	N/A	N/A	N/A	N/A	N/A
			n=0	n=0	n=0	n=0	n=0	n=0
Rural	N/A	N/A	N/A	N/A	N/A	N/A		
n=0	n=0	n=0	n=0	n=0	n=0			

Table 15: Baseline 90th Percentile Performance of Primary Front-Line Arriving Units for Emergency Rescue Incidents – Low Risk (Urban 2nd Arrival ERF; Rural 2nd Arrival ERF)

Low-Risk Rescue – 90 th Percentile Times – Baseline Performance			2016-2020	2016	2017	2018	2019	2020
Alarm Handling	Pick-up to Dispatch	Urban	6:21	6:24	6:25	6:21	6:11	6:21
		Rural	5:40	6:37	5:37	5:11	6:04	5:06
Turnout Time	Turnout Time 1 st Unit	Urban	2:03	2:12	2:07	2:01	1:57	1:53
		Rural	2:18	2:29	2:20	2:19	2:11	2:09
Travel Time	Travel Time 1 st Unit Distribution	Urban	7:59	7:59	7:51	8:05	8:16	7:38
		Rural	9:18	9:00	9:00	9:40	9:32	9:11
	Travel Time ERF Concentration	Urban	9:58	10:22	9:58	9:53	10:06	9:12
		Rural	11:41	11:19	11:33	12:00	13:00	11:26
Total Response Time	Total Response Time 1 st Unit on Scene Distribution	Urban	14:45	14:52	14:45	14:49	14:56	14:20
			n=50,237	n=10,595	n=10,662	n=10,595	n=10,457	n=7,928
		Rural	15:23	16:05	15:13	15:02	15:29	14:58
			n=5,390	n=1,212	n=1,106	n=1,150	n=1,103	n=819
	Total Response Time ERF Concentration	Urban	17:21	17:46	17:44	17:11	17:40	16:14
			n=28,973	n=6,323	n=6,172	n=5,920	n=5,730	n=4,828
Rural	19:04	20:00	18:30	18:55	20:15	18:02		
	n=3,289	n=718	n=726	n=750	n=615	n=480		

Table 16: Baseline 90th Percentile Performance of Primary Front-Line Arriving Units for Emergency Rescue Incidents – Moderate Risk (Urban 4th Arrival ERF; Rural 4th Arrival ERF)

Moderate-Risk Rescue – 90 th Percentile Times – Baseline Performance			2016-2020	2016	2017	2018	2019	2020
Alarm Handling	Pick-up to Dispatch	Urban	5:32	6:09	5:32	5:26	5:28	5:07
		Rural	5:02	7:25	4:53	5:01	4:59	4:05
Turnout Time	Turnout Time 1 st Unit	Urban	2:04	2:14	2:08	2:04	1:59	1:55
		Rural	2:19	2:37	2:22	2:20	2:16	2:10
Travel Time	Travel Time 1 st Unit Distribution	Urban	6:58	6:52	6:54	6:40	7:17	7:10
		Rural	9:02	10:14	9:27	8:05	8:29	9:08
	Travel Time ERF Concentration	Urban	16:34	17:12	15:53	18:26	17:00	14:55
		Rural	20:25	28:54	16:50	27:20	21:05	22:48
Total Response Time	Total Response Time 1 st Unit on Scene Distribution	Urban	12:39	12:50	12:40	12:33	12:35	12:45
			n=7,543	n=1,406	n=1,603	n=1,614	n=1,508	n=1,412
		Rural	15:15	16:49	14:29	14:07	14:59	14:07
			n=676	n=120	n=158	n=129	n=137	n=132
	Total Response Time ERF Concentration	Urban	27:47	28:21	26:23	31:54	27:52	25:34
			n=815	n=205	n=182	n=165	n=143	n=120
Rural	37:49	33:34	41:43	41:49	34:49	37:37		
	n=101	n=25	n=23	n=22	n=17	n=14		

Table 17: Baseline 90th Percentile Performance of Primary Front-Line Arriving Units for Emergency Rescue Incidents – High Risk (Urban 8th Arrival ERF; Rural 8th Arrival ERF)

High-Risk Rescue – 90 th Percentile Times – Baseline Performance			2016-2020	2016	2017	2018	2019	2020
Alarm Handling	Pick-up to Dispatch	Urban	6:48	8:18	6:05	5:45	6:27	10:41
		Rural	8:02	N/A	N/A	N/A	N/A	N/A
Turnout Time	Turnout Time 1 st Unit	Urban	2:29	2:33	2:09	4:04	2:43	2:12
		Rural	2:02	N/A	N/A	N/A	N/A	N/A
Travel Time	Travel Time 1 st Unit Distribution	Urban	8:50	6:01	9:00	11:30	11:09	8:10
		Rural	11:55	N/A	N/A	N/A	N/A	N/A
	Travel Time ERF Concentration	Urban	N/A	N/A	N/A	N/A	N/A	N/A
		Rural	N/A	N/A	N/A	N/A	N/A	N/A
Total Response Time	Total Response Time 1 st Unit on Scene Distribution	Urban	15:00	14:02	15:16	26:17	15:30	17:05
			n=125	n=27	n=25	n=24	n=21	n=28
		Rural	20:25	N/A	N/A	N/A	N/A	N/A
			n=32	n=6	n=3	n=8	n=8	n=7
	Total Response Time ERF Concentration	Urban	N/A	N/A	N/A	N/A	N/A	N/A
			n=8	n=2	n=1	n=1	n=1	n=3
Rural	N/A	N/A	N/A	N/A	N/A	N/A		
	n=1	n=0	n=1	n=0	n=0	n=0		

Table 18: Baseline 90th Percentile Performance of Primary Front-Line Arriving Units for Emergency Rescue Incidents – Special Risk (Urban 13th Arrival ERF; Rural 13th Arrival ERF)

Special-Risk Rescue – 90 th Percentile Times – Baseline Performance			2016-2020	2016	2017	2018	2019	2020
Alarm Handling	Pick-up to Dispatch	Urban	N/A	N/A	N/A	N/A	N/A	N/A
		Rural	N/A	N/A	N/A	N/A	N/A	N/A
Turnout Time	Turnout Time 1 st Unit	Urban	N/A	N/A	N/A	N/A	N/A	N/A
		Rural	N/A	N/A	N/A	N/A	N/A	N/A
Travel Time	Travel Time 1 st Unit Distribution	Urban	N/A	N/A	N/A	N/A	N/A	N/A
		Rural	N/A	N/A	N/A	N/A	N/A	N/A
	Travel Time ERF Concentration	Urban	N/A	N/A	N/A	N/A	N/A	N/A
		Rural	N/A	N/A	N/A	N/A	N/A	N/A
Total Response Time	Total Response Time 1 st Unit on Scene Distribution	Urban	N/A	N/A	N/A	N/A	N/A	N/A
			n=4	n=0	n=0	n=0	n=0	n=4
		Rural	N/A	N/A	N/A	N/A	N/A	N/A
			n=1	n=0	n=0	n=0	n=0	n=1
	Total Response Time ERF Concentration	Urban	N/A	N/A	N/A	N/A	N/A	N/A
			n=0	n=0	n=0	n=0	n=0	n=0
Rural	N/A	N/A	N/A	N/A	N/A	N/A		
	n=0	n=0	n=0	n=0	n=0	n=0		

RISK ASSESSMENT AT FIRST DUE STATION LEVEL

Census Variables

Population Density

The population for each first due station was calculated using total population for 2015-2019 from U.S. Census Bureau data, and the area of each first due station in square miles available through GIS mapping from PGFD shape files. As such, population density was calculated as the number of people per square mile in each first due station area, and scored based on the scale below.

Table 19: Risk Scoring – Population Density (People per Square Mile)

Value	Range	
	Low	High
1	0	500
2	> 500	1,000
3	> 1,000	1,500
4	> 1,500	2,000
5	> 2,000	2,500
6	> 2,500	3,000
7	> 3,000	3,500
8	> 3,500	4,000
9	> 4,000	4,500
10	> 4,500	N/A

Square Miles

Given 46 first due stations within the jurisdiction, all else considered equal, the average square miles shared by each first due station would be 10.64 (i.e., 489.59/46). The 2.5-square-mile range containing this average value was set at the risk scoring value of 5.

Table 20: Risk Scoring – Square Miles

Value	Range	
	Low	High
1	0	2.5
2	> 2.5	5.0
3	> 5.0	7.5
4	> 7.5	10.0
5	> 10.0	12.5
6	> 12.5	15.0
7	> 15.0	17.5
8	> 17.5	20.0
9	> 20.0	22.5
10	> 22.5	N/A

Median Age of Residents

Research has demonstrated a relationship between age and use of EMS and fire services or the events leading to the need for EMS and fire services, wherein use and need tend to be highest among older adults, as compared to those in younger age groups. For example, older adults (e.g., 65 years and older) or the elderly (e.g., 85 years and older) have been found to experience higher rates of burns,¹ falls,² fires,^{3,4} and fire-related injury⁵ or death,⁶ and have higher rates of ambulance transport^{7,8} and use of EMS, in general.^{9,10} The elderly are also one of the most vulnerable groups during and following disasters such as hurricanes, tornadoes, and earthquakes.¹¹

Median age was scored based on the scale below.

Table 21: Risk Scoring – Median Age (Years)

Value	Range	
	Low	High
1	0	10
2	> 10	20
3	> 20	30
4	> 30	40
5	> 40	50
6	> 50	60
7	> 60	70
8	> 70	80
9	> 80	90
10	> 90	N/A

¹ Hendrix L, Charles A, Buchholz V, Jones S, & Cairns B. (2011). Influence of race and neighborhood on the risk for and outcomes of burns in the elderly in North Carolina. *Burns*, 37(5), 761-768. DOI: 10.1016/j.burns.2011.01.015.

² Quatman CE, Mondor M, Halweg, Switzer JA. (2018). Ten years of EMS fall calls in a community: An opportunity for injury prevention strategies. *Geriatric Orthopaedic Surgery & Rehabilitation*, 9, 1-6.

³ Karter, Jr., MJ. (2013, September). Fire loss in the United States during 2012. National Fire Protection Association Fire Analysis and Research Division. Available: <http://tkolb.net/FireReports/2014/FireLoss2012.pdf>

⁴ Runyan C, Bangdiwala S, Linzer M, Sacks J, & Butts J. (1992). Risk factors for fatal residential fires. *New England Journal of Medicine*. 327(12). pp. 859–863.

⁵ Warda L, Tenenbein M, & Moffat M. (1999). House fire injury prevention update: Part I. A review of risk factors for fatal and non-fatal house fire injury. *Injury Prevention*, 5(2), pp. 145–150.

⁶ Ahrens M. (2021, December). Home fire victims by age and gender. National Fire Protection Association. Available: <https://www.nfpa.org/-/media/Files/News-and-Research/Fire-statistics-and-reports/Building-and-life-safety/oshomevictims.pdf>

⁷ Meisel ZF, Pines JM, Polsky DP, Metlay JP, Neuman MD, & Branas CC. (2011). Variations in ambulance use in the United States: The role of health insurance. *Academic Emergency Medicine*, 18(1), 1036-1044.

⁸ Platts-Mills TF, Leacock B, Cabañas JG, Shofer FS, & McLean SA. (2010). Emergency medical services use by the elderly: Analysis of a statewide database. *Prehospital Emergency Care*, 14, 329-333.

⁹ Shah MN, Bazarian JJ, Lerner B, Fairbanks RJ, Barker WH, Auinher P, & Friedman B. (2007). The epidemiology of emergency medical services use by older adults: An analysis of the National Hospital Ambulatory Medical Care Survey. *Academic Emergency Medicine*, 14, 441-448. DOI: 10.1197/j.aem.2007.01.019.

¹⁰ Duong HV, Herrera LN, Moore JX, Donnelly J, Jacobson KE, Carlson JN, Mann NC, & Wag HE. (2018). National characteristics of emergency medical services responses for older adults in the United States. *Prehospital Emergency Care*, 22(1), 7-14. DOI: 10.1080/10903127.2017.1347223.

¹¹ Flanagan BE, Gregory EW, Hallisey EJ, Heitgerd JL, & Lewis B. (2011). A social vulnerability index for disaster management. *Journal of Homeland Security and Emergency Management*: Vol. 8: Iss. 1, Article 3. DOI: 10.2202/1547-7355.1792. Available: <http://www.bepress.com/jhsem/vol8/iss1/3>

Median Household Income

Research has demonstrated a relationship between household income and use of EMS and fire services or the events leading to the need for EMS and fire services, such as major trauma, fire events, or disasters. For example, researchers have found that lower-income communities as compared to higher-income communities experience higher rates of intentional injuries and traumatic deaths,¹² unintentional injuries and related deaths (e.g., drowning, exposure to smoke or fire, falls, motor vehicle collisions, and unintentional poisoning),¹³ fires,^{14,15} and fire-related injuries.¹⁶ Additionally, lower-income families are less likely to have access to private transportation such that their use of transport services is higher, as compared to higher-income families.^{17,18} Lower-income communities are also less likely to have the financial resources necessary to prepare for, and to recover from, disasters such as hurricanes, tornadoes, and earthquakes.¹⁹

Based on U.S. Census Bureau data for 2015-2019, adjusted for 2019 dollars, the median household income for Prince George’s County was \$84,920. The \$5,000 range containing this median value was set at the risk scoring value of 5.

Table 22: Risk Scoring – Median Household Income

Value	Range	
	Low	High
1	> \$100,000	N/A
2	> \$95,000	\$100,000
3	> \$90,000	\$95,000
4	> \$85,000	\$90,000
5	> \$80,000	\$85,000
6	> \$75,000	\$80,000
7	> \$70,000	\$75,000
8	> \$65,000	\$70,000
9	> \$60,000	\$65,000
10	\$0	\$60,000

¹² Newgard CD, Schmicker RH, Sopko G, et al. (2011). Trauma in the neighborhood: A geospatial analysis and assessment of social determinants of major injury in North America. *American Journal of Public Health*, 101, 669-677. DOI: 10.2105/AJPH.2010.300063.

¹³ Karb RA, Subramanian SV, Fleegler EW. (2016) County poverty concentration and disparities in unintentional injury deaths: A fourteen-year analysis of 1.6 million U.S. fatalities. *PLoS ONE* 11 (5): e0153516. DOI: 10.1371/journal.pone.0153516.

¹⁴ Karter, Jr., MJ. (2013, September). Fire loss in the United States during 2012. National Fire Protection Association Fire Analysis and Research Division. Available: <http://tkolb.net/FireReports/2014/FireLoss2012.pdf>

¹⁵ Fahy R, & Maheshwari R. (2021, July). Poverty and the risk of fire. National Fire Protection Association. Available: https://www.nfpa.org/~media/Files/News%20and%20Research/Fire%20statistics%20and%20reports/US%20Fire%20Problem/ospove_rty.pdf

¹⁶ Shai D. (2006). Income, housing, and fire injuries: A census tract analysis. *Public Health Reports*, Vol. 121, No. 2, (March–April 2006): 149-154, DOI: 10.1177/003335490612100208.

¹⁷ Meisel ZF, Pines JM, Polsky DP, Metlay JP, Neuman MD, & Branas CC. (2011). Variations in ambulance use in the United States: The role of health insurance. *Academic Emergency Medicine*, 18(1), 1036-1044.

¹⁸ Riney LC, Brokamp C, Beck AF, Pomerantz WJ, Schwartz HP, & Florin TA. (2018). Emergency medical services utilization is associated with community deprivation in children. *Prehospital Emergency Care*, DOI: 10.1080/10903127.2018.1501124.

¹⁹ Flanagan BE, Gregory EW, Hallisey EJ, Heitgerd JL, & Lewis B. (2011). A social vulnerability index for disaster management. *Journal of Homeland Security and Emergency Management*: Vol. 8: Iss. 1, Article 3. DOI: 10.2202/1547-7355.1792. Available: <http://www.bepress.com/jhsem/vol8/iss1/3>

Unemployment Rate

Research has demonstrated a relationship between unemployment rates and events leading to the need for EMS and fire services. For example, as compared to communities with lower rates of unemployment, communities with higher rates of unemployment tend to also have higher rates of severe firearm injuries²⁰ and other major injury or trauma events,^{21,22} and higher rates of overdose and overdose-related deaths.²³

Based on data from the U.S. Census Bureau for 2015-2019, the unemployment rate for Prince George's County was 6.0%. This value was set as the cut point for the risk values of 4 and 5.

Table 23: Risk Scoring – Unemployment Rate

Value	Range	
	Low	High
1	0%	1.5%
2	> 1.5%	3.0%
3	> 3.0%	4.5%
4	> 4.5%	6.0%
5	> 6.0%	7.5%
6	> 7.5%	9.0%
7	> 9.0%	10.5%
8	> 10.5%	12.0%
9	> 12.0%	13.5%
10	> 13.5%	N/A

²⁰ Newgard CD et al. (2016). A geospatial analysis of severe firearm injuries compared to other injury mechanisms: Event characteristics, location, timing, and outcomes. *Academic Emergency Medicine*, 23(5), 554-565.

²¹ Newgard CD, et al. (2011). Trauma in the neighborhood: A geospatial analysis and assessment of social determinants of major injury in North America. *American Journal of Public Health*, 101(4), 669-677.

²² Cook A, Gonzalez JR, & Balasubramanin BA. (2014). Do neighborhood demographics, crime rates, and alcohol outlet density predict incidence, severity, and outcome of hospitalization for traumatic injury? A cross-sectional study of Dallas County, Texas, 2010. *Injury Epidemiology*, 1:23.

²³ Cerdá M, Krawczyk, Hamilton L, Rudolph KE, Friedman SR, & Keyes KM. (2021). A critical review of the social and behavioral contributions to the overdose epidemic. *Annual Review of Public Health*, 42, 95-114.

Age of Building Stock

The fire service has long demonstrated a correlation between age of building stock and the incidence of fire due to maintenance and care, dehydration of wood, and other implications such as electrical wiring,²⁴ wherein older structures tend to experience fire events at higher rates when compared to newer structures.²⁵ People living in older homes not only experience higher rates of fire-related injuries and death,^{26,27,28} but they may also experience relatively higher rates of burns,²⁹ falls,³⁰ carbon monoxide poisoning,³¹ and lead poisoning.^{32,33} Older homes were also constructed based on different standards such that they are often more vulnerable during natural disasters such as hurricanes, tornadoes,³⁴ and earthquakes.

The percentage of building stock over 50 years of age was scored in three-percent increments.

Table 24: Risk Scoring – Percentage of Housing Units > 50 Years Old

Value	Range	
	Low	High
1	0	5%
2	> 5%	10%
3	> 10%	15%
4	> 15%	20%
5	> 20%	25%
6	> 25%	30%
7	> 30%	35%
8	> 35%	40%
9	> 40%	45%
10	> 45%	N/A

²⁴ Rasdall J. (2005). Aging residential wiring issues: Concerns for fatalities, personal injuries, and loss of property. Education Presentation, Annual Household Equipment Technical Conference General Electric Appliance Park, Louisville, KY; Oct. 26-28, 2005.

²⁵ TriData Corporation. (1998, April). An NFIRS analysis: Investigating city characteristics and residential fire rates. Federal Emergency Management Agency, United States Fire Administration, National Fire Data Center. Available: <https://www.hSDL.org/?abstract&did=10004>

²⁶ Shai D. (2006). Income, housing, and fire injuries: A census tract analysis. Public Health Reports, Vol. 121, No. 2, (March–April 2006): 149-154, DOI: 10.1177/003335490612100208.

²⁷ Runyan C, Bangdiwala S, Linzer M, Sacks J, and Butts J. (1992). Risk factors for fatal residential fires. New England Journal of Medicine. 327(12). pp. 859–863.

²⁸ Istre GR, McCoy MA, Osborn L, Barnard JJ, & Bolton A. (2001). Deaths and injuries from house fires. New England Journal of Medicine, 344(25), 1911-1916.

²⁹ Hendrix L, Charles A, Buchholz V, Jones S, & Cairns B. (2011). Influence of race and neighborhood on the risk for and outcomes of burns in the elderly in North Carolina. Burns, 37(5), 761-768. DOI: 10.1016/j.burns.2011.01.015.

³⁰ Shenassa ED, Stubbendick A, & Brown MJ. (2004). Social disparities in housing and related pediatric injury: A multilevel study. American Journal of Public Health, 94(4), 633-639.

³¹ Sircar K, Clower J, Shin MK, Bailey C, King M, & Yip F. (2015). Carbon monoxide poisoning deaths in the United States, 1999 to 2012. American Journal of Emergency Medicine, 33(9), 1140-1145.

³² Kim DY, Staley F, Curtis G, & Buchanan S. (2002). Relation between housing age, housing value, and childhood blood lead levels in children in Jefferson County, KY. American Journal of Public Health, 92(5), 769-770.

³³ Farfel MR, Orlova AO, Lees PSJ, Rohde C, Ashley PJ, & Chisolm JJ. (2003). A study of urban housing demolitions as sources of lead in ambient dust: Demolition practices and exterior dust fall. Environmental Health Perspectives, 111(9), 1228-1234.

³⁴ Paul BK & Stimers M. (2012). Exploring probable reasons for record fatalities: The case of 2011 Joplin, Missouri, Tornado. Natural Hazards, 64, 1511-1526.

Occupancy Risk by First Due Station

A data file containing 6,679 occupancies was provided by PGFD to measure occupancy risk based on number of stories above grade, square footage, and needed fire flow (Figure 1). Records that were missing information related to needed fire flow were given a score of 3 for that component.

Figure 1: Occupancy Risk Scoring Matrix

Risk Classification	Number of Stories		Square Footage		Needed Fire Flow		Total Risk Score
	Score	Scale	Score	Scale	Score	Scale	Scale
Maximum	7	≥ 10	7	> 100,000	7	≥ 4,500	> 17
High	5	≥ 4 to < 10	5	> 10,000 to 100,000	5	≥ 3,000 to < 4,500	> 11 to 17
Moderate	3	> 1 to < 4	3	≥ 5,000 to 10,000	3	≥ 1,500 to < 3,000 and Unknown	> 5 to 11
Low	1	1	1	< 5,000	1	0 to < 1,500	≤ 5

This scoring process resulted in 3,154 occupancies classified as low risk, 3,087 occupancies classified as moderate risk, 430 occupancies classified as high risk, and eight occupancies classified as maximum risk in the jurisdiction. Occupancies were also classified by first due station, where available. Scoring was based on the combined number of moderate-, high-, and maximum-risk structures according to the scale below.

Table 25: Risk Scoring – Number of Moderate-, High-, and Maximum-Risk Structures

Value	Range	
	Minimum	Maximum
1	0	10
2	> 10	20
3	> 20	30
4	> 30	40
5	> 40	50
6	> 50	60
7	> 60	70
8	> 70	80
9	> 80	90
10	> 90	N/A

Table 26: Occupancy Classification by Risk Level and First Due Station

First Due Station	Risk Level				Total
	Low	Moderate	High	Maximum	
801	37	67	15	1	120
802	53	21	3	0	77
805	42	17	1	0	60
806	4	27	10	0	41
807	63	65	7	0	135
809	165	188	11	0	364
810	41	71	20	0	132
811	85	69	8	0	162
812	66	43	9	1	119
813	32	38	5	0	75
814	28	21	10	0	59
816	31	70	23	0	124
817	45	22	0	1	68
818	54	88	12	0	154
819	14	13	0	0	27
820	84	71	6	0	161
821	70	58	12	0	140
823	146	149	7	0	302
824	38	13	1	0	52
825	259	118	10	0	387

First Due Station	Risk Level				
	Low	Moderate	High	Maximum	Total
826	89	87	18	0	194
827	28	40	8	0	76
828	101	70	22	0	193
829	196	152	47	0	395
830	27	27	3	0	57
831	212	246	7	0	465
832	19	12	0	0	31
833	91	133	10	0	234
834	45	95	10	0	150
835	12	36	8	1	57
836	4	5	0	0	9
837	99	106	11	1	217
838	97	80	4	0	181
839	55	38	3	1	97
840	46	19	1	0	66
841	24	33	11	1	69
842	51	33	2	0	86
843	33	69	7	0	109
844	32	27	18	0	77
845	22	10	1	0	33
846	40	81	15	1	137
847	67	35	6	0	108
848	82	64	10	0	156
849	208	242	20	0	470
855	98	99	8	0	205
858	2	1	9	0	12
Unknown	17	18	1	0	36
Total	3,154	3,087	430	8	6,679

Community Demand

Community demand was calculated and used as the first historical demand-related variable in the 3-D modeling for each first due station’s risk profile. Scoring was based on the scale provided below.

Table 27: Risk Scoring – Average Number of Calls per Reporting Period 2016 to 2020

Value	Range	
	Minimum	Maximum
1	0	449
2	> 449	899
3	> 899	1,349
4	> 1,349	1,799
5	> 1,799	2,249
6	> 2,249	2,699
7	> 2,699	3,149
8	> 3,149	3,599
9	> 3,599	4,049
10	> 4,049	N/A

Call Concurrency

Call concurrency rate (or percentage of calls that overlapped) was calculated and utilized as the second historical demand-related variable in the 3-D modeling for each first due station’s risk profile. Scoring was based on the scale provided below.

Table 28: Risk Scoring – Call Concurrency Rate 2016 to 2020

Value	Range	
	Minimum	Maximum
1	0	2.99%
2	> 2.99%	5.99%
3	> 5.99%	8.99%
4	> 8.99%	11.99%
5	> 11.99%	14.99%
6	> 14.99%	17.99%
7	> 17.99%	20.99%
8	> 20.99%	23.99%
9	> 23.99%	26.99%
10	> 26.99%	N/A

Overall Risk Level

Once all first due stations were assigned scores for all three variables—average census variables score or “Homogenized Risk (R)” score, “Community Demand (D)” score, and “Call Concurrency (C)” score, the values were placed into a formula to yield a final risk score, as follows:

$$\text{square root of } [((D * C)^2 + (D * R)^2 + (R * C)^2)/2]$$

First due stations were then assigned an overall risk classification of Low, Moderate, High, or Maximum based on the resulting values of the application of the above formula, in conjunction with the overall scoring scale depicted below.

Table 29: First Due Station Risk Scoring Matrix

Risk Level	Community Demand (D)		Call Concurrency (C)		Homogenized Risk (R)		Total Risk Score
	Value	Scale (Average Calls per Period)	Value	Scale (%)	Value	Scale (Average Score)	$\sqrt{\frac{[(CD)^2 + (CR)^2 + (DR)^2]}{2}}$
Maximum	10	> 4,049	10	> 26.99	10	10	≥ 99.5
High	7 to 9	> 2,699 to 4,049	7 to 9	> 17.99 to 26.99	7 to 9	7 to < 10	44.5 to < 99.5
Moderate	4 to 6	> 1,349 to 2,699	4 to 6	> 8.99 to 17.99	4 to 6	4 to < 7	12 to < 44.5
Low	1 to 3	≤ 1,349	1 to 3	≤ 8.99	1 to 3	< 4	< 12

Note that data related to first due station 858 are presented in tables and figure series where all first due stations are presented; however, there is no individual section devoted to first due station 858 as, once filters were applied for analyses, there were no incidents occurring in first due station 858’s area and there were no units assigned to first due station 858.

Risk Scoring by First Due Station

Table 30: Risk Scoring by First Due Station – Component and Average Scores for Census Variables, Community Demand Data and Scores, Call Concurrency Data and Scores, and Final Scores

First Due Station	Component Risk Scores for Census Variables								2016 to 2020 Call Data					Final Scoring	
	Population Density	Median Household Income	Unemployment Rate	Square Miles	Median Age	Percentage of Homes > 50 Years	Number of Moderate, High, and Maximum-Risk Occupancies	Census Average Score	Total Number of Calls	Average Number of Calls per Reporting Period	Demand Risk Score	Call Concurrency Rate	Call Concurrency Risk Score	Final Risk Score	Final Risk Level
833	10	9	6	3	4	10	10	7.43	29,093	5,818.6	10	49.3	10	102.56	Maximum
826	10	9	5	2	4	10	10	7.14	28,069	5,613.8	10	48.0	10	100.51	Maximum
829	9	8	5	4	4	10	10	7.14	44,317	8,863.4	10	60.1	10	100.51	Maximum
834	10	8	4	2	4	10	10	6.86	25,563	5,112.6	10	40.6	10	98.50	High
848	8	6	5	4	4	10	8	6.43	21,526	4,305.2	10	39.8	10	95.56	High
849	8	7	4	5	4	7	10	6.43	27,708	5,541.6	10	45.9	10	95.56	High
801	10	6	3	2	4	10	9	6.29	21,102	4,220.4	10	37.9	10	94.61	High
821	8	6	5	4	5	9	7	6.29	20,986	4,197.2	10	37.2	10	94.61	High
825	4	1	5	10	6	7	10	6.14	34,838	6,967.6	10	58.1	10	93.67	High
842	9	8	6	2	4	10	4	6.14	28,952	5,790.4	10	45.0	10	93.67	High
828	10	7	7	2	4	10	10	7.14	19,086	3,817.2	9	33.2	10	93.10	High
823	4	4	6	5	4	8	10	5.86	24,431	4,886.2	10	45.5	10	91.82	High
846	6	1	4	6	6	2	10	5.00	34,549	6,909.8	10	59.3	10	86.60	High

First Due Station	Component Risk Scores for Census Variables								2016 to 2020 Call Data					Final Scoring	
	Population Density	Median Household Income	Unemployment Rate	Square Miles	Median Age	Percentage of Homes > 50 Years	Number of Moderate, High-, and Maximum-Risk Occupancies	Census Average Score	Total Number of Calls	Average Number of Calls per Reporting Period	Demand Risk Score	Call Concurrence Rate	Call Concurrence Risk Score	Final Risk Score	Final Risk Level
844	10	9	4	1	4	10	5	6.14	18,178	3,635.6	9	34.2	10	86.40	High
838	8	8	7	2	4	10	9	6.86	15,011	3,002.2	7	29.7	10	77.16	High
805	10	8	5	2	5	10	2	6.00	14,357	2,871.4	7	30.4	10	71.64	High
847	3	1	4	8	6	5	5	4.57	16,869	3,373.8	8	30.0	10	70.10	High
827	9	6	5	2	4	9	5	5.71	14,314	2,862.8	7	29.1	10	69.88	High
837	4	4	5	4	6	7	10	5.71	15,157	3,031.4	7	30.1	10	69.88	High
809	10	9	4	2	4	10	10	7.00	14,012	2,802.4	7	23.3	8	65.85	High
816	5	1	4	4	6	5	10	5.00	14,744	2,948.8	7	30.8	10	65.67	High
841	6	4	4	3	6	7	5	5.00	15,189	3,037.8	7	31.8	10	65.67	High
832	5	1	5	4	6	9	2	4.57	15,581	3,116.2	7	30.6	10	63.30	High
817	10	9	7	1	4	10	3	6.29	12,768	2,553.6	6	26.3	9	61.40	High
818	4	1	5	7	6	3	10	5.14	13,335	2,667.0	6	27.6	10	59.99	High
830	10	8	5	1	4	10	3	5.86	12,141	2,428.2	6	24.2	9	58.86	High
855	10	7	4	2	4	10	10	6.71	11,880	2,376.0	6	22.5	8	58.36	High
839	5	1	3	4	6	10	5	4.86	12,727	2,545.4	6	28.5	10	58.35	High
820	2	1	4	10	4	3	8	4.57	12,572	2,514.4	6	27.9	10	56.75	High
802	10	5	6	2	4	6	3	5.14	11,279	2,255.8	6	26.1	9	54.82	High

First Due Station	Component Risk Scores for Census Variables								2016 to 2020 Call Data					Final Scoring	
	Population Density	Median Household Income	Unemployment Rate	Square Miles	Median Age	Percentage of Homes > 50 Years	Number of Moderate, High-, and Maximum-Risk Occupancies	Census Average Score	Total Number of Calls	Average Number of Calls per Reporting Period	Demand Risk Score	Call Concurrency Rate	Call Concurrency Risk Score	Final Risk Score	Final Risk Level
810	8	3	4	3	4	4	10	5.14	12,000	2,400.0	6	24.3	9	54.82	High
806	5	1	5	4	6	3	4	4.00	12,431	2,486.2	6	28.5	10	53.74	High
831	3	1	4	6	4	9	10	5.29	11,444	2,288.8	6	21.7	8	50.49	High
812	10	10	2	1	3	9	6	5.86	10,307	2,061.4	5	22.9	8	48.24	High
843	2	1	3	10	6	3	8	4.71	9,555	1,911.0	5	21.4	8	42.30	Moderate
814	9	6	4	2	4	10	4	5.57	10,422	2,084.4	5	18.9	7	41.96	Moderate
845	2	1	4	10	6	3	2	4.00	9,291	1,858.2	5	21.8	8	38.88	Moderate
840	1	1	3	10	6	4	2	3.86	9,794	1,958.8	5	23.3	8	38.24	Moderate
811	7	4	4	2	4	10	8	5.57	9,452	1,890.4	5	17.5	6	37.37	Moderate
813	10	7	4	1	4	10	5	5.86	8,461	1,692.2	4	16.7	6	34.35	Moderate
835	5	5	3	2	6	10	5	5.14	8,312	1,662.4	4	17.1	6	31.24	Moderate
807	10	3	4	1	4	10	8	5.71	5,544	1,108.8	3	10.4	4	21.91	Moderate
824	1	1	4	10	6	5	2	4.14	6,661	1,332.2	3	13.9	5	20.11	Moderate
819	2	1	5	7	4	4	2	3.57	5,283	1,056.6	3	12.2	5	18.15	Moderate
836	1	2	4	10	6	9	1	4.71	2,923	584.6	2	10.4	4	15.95	Moderate
858	1	1	2	1	6	5	1	2.43	0	0.0	1	0.0	1	2.53	Low

First Due Station Risk Profiles – 3D Risk Models

Figure 2: Risk Profile – First Due Station 801

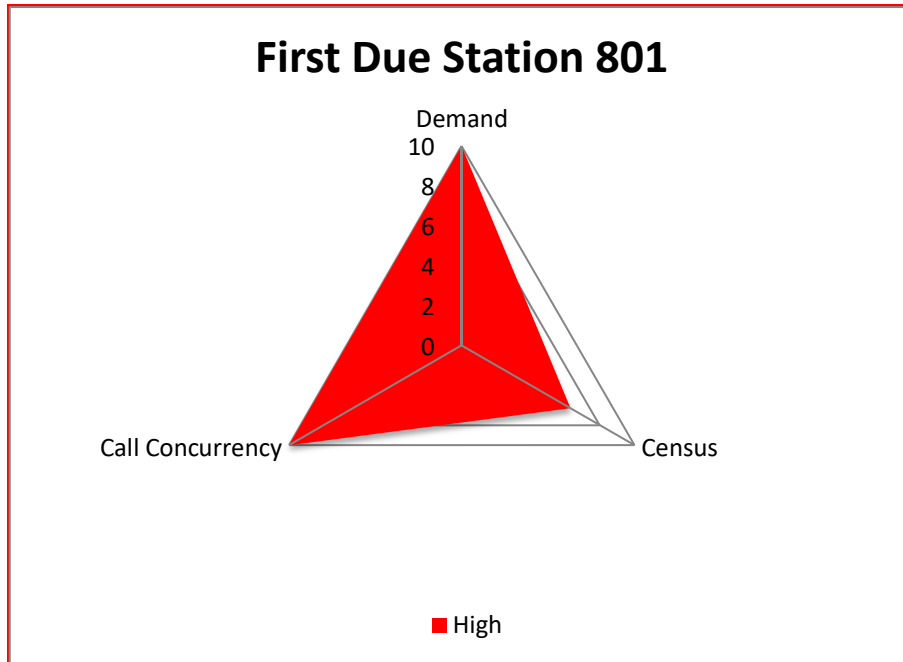


Figure 3: Risk Profile – First Due Station 802

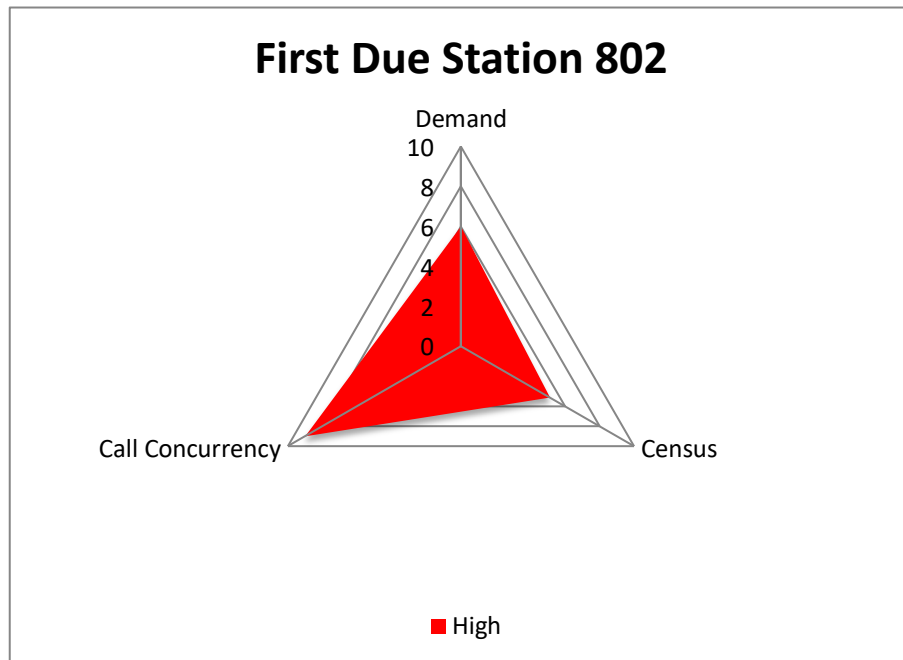


Figure 4: Risk Profile – First Due Station 805

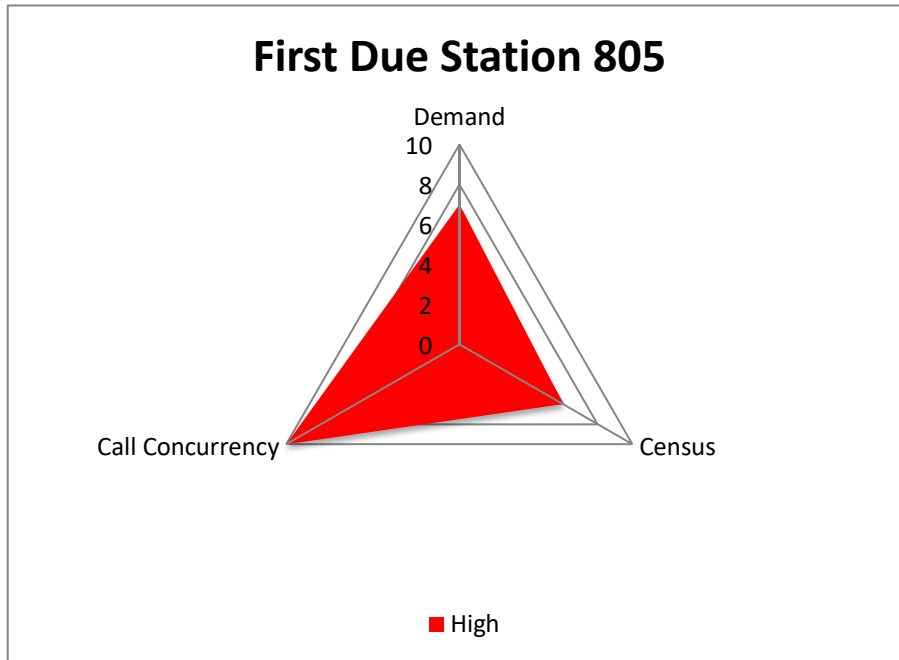


Figure 5: Risk Profile – First Due Station 806

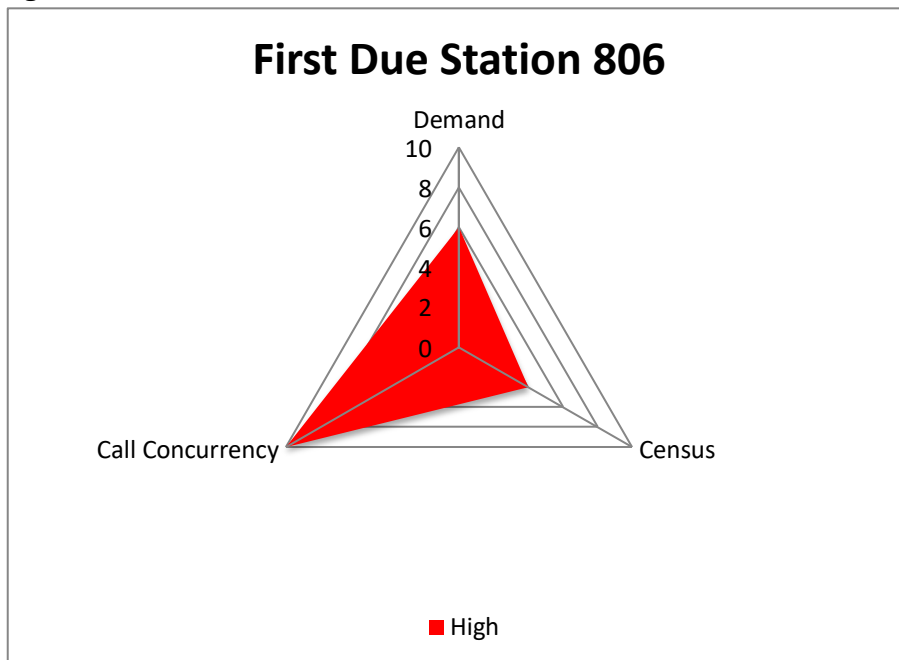


Figure 6: Risk Profile – First Due Station 807

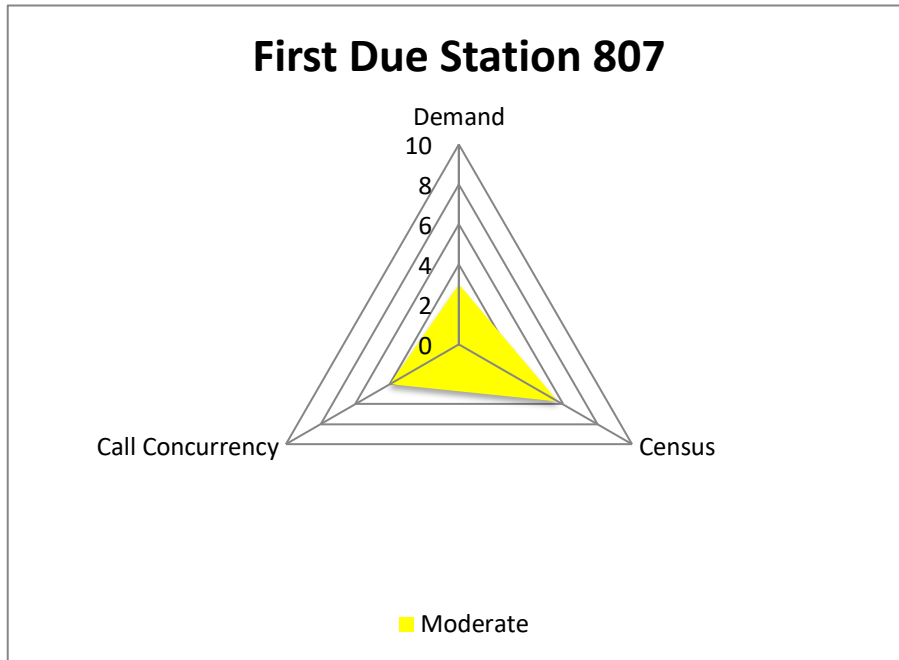


Figure 7: Risk Profile – First Due Station 809

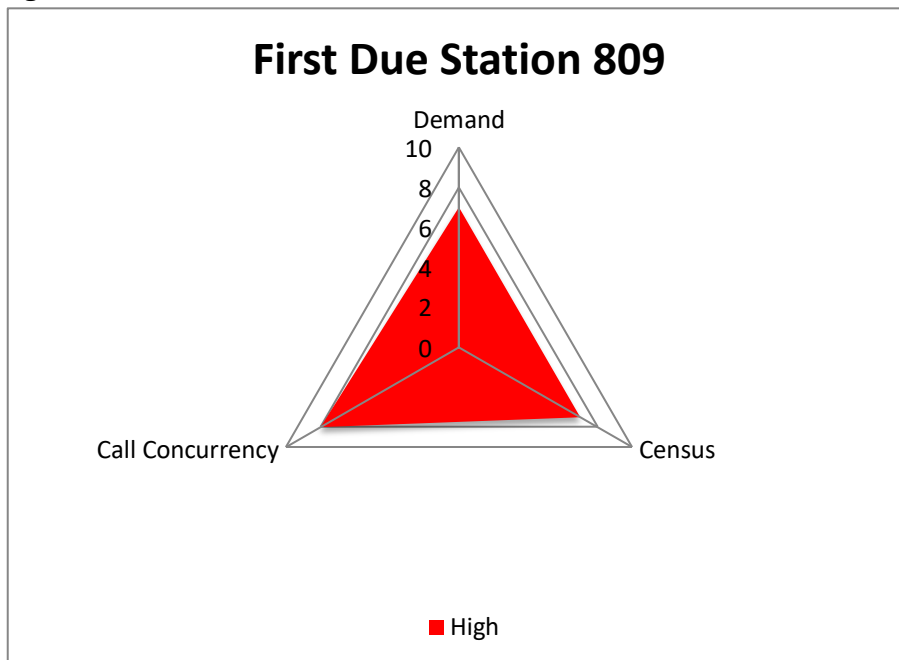


Figure 8: Risk Profile – First Due Station 810

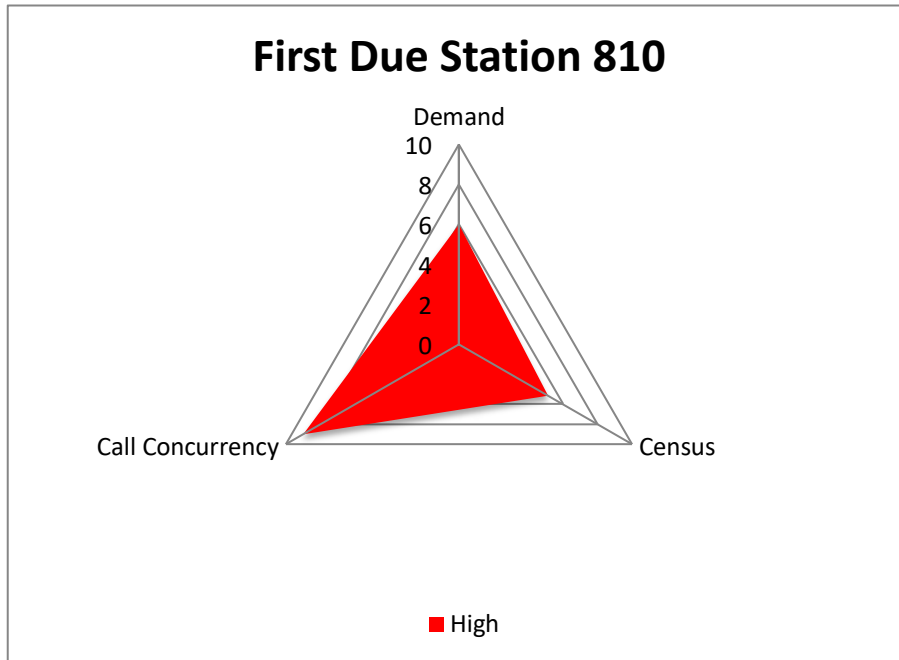


Figure 9: Risk Profile – First Due Station 811

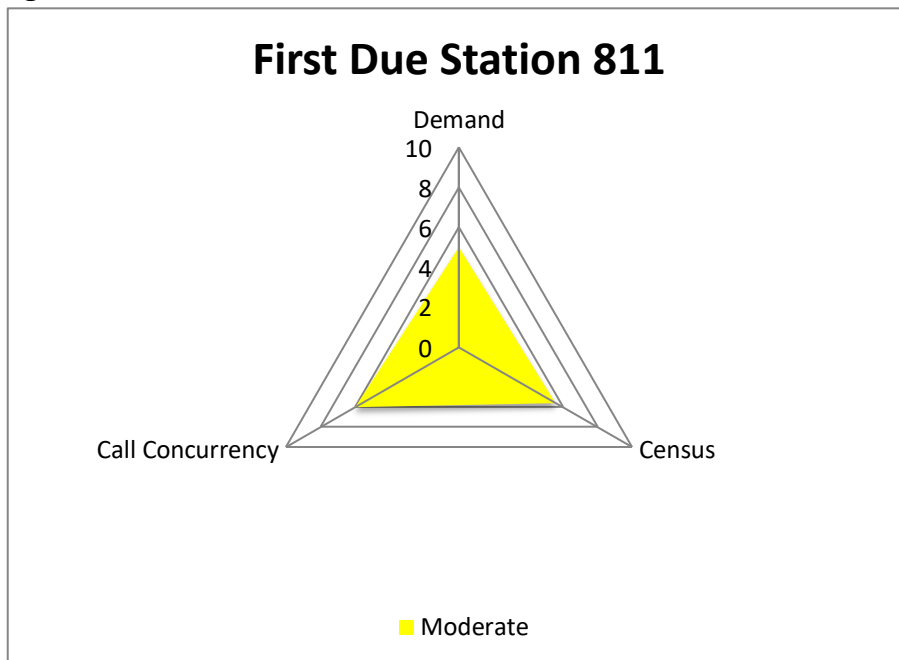


Figure 10: Risk Profile – First Due Station 812

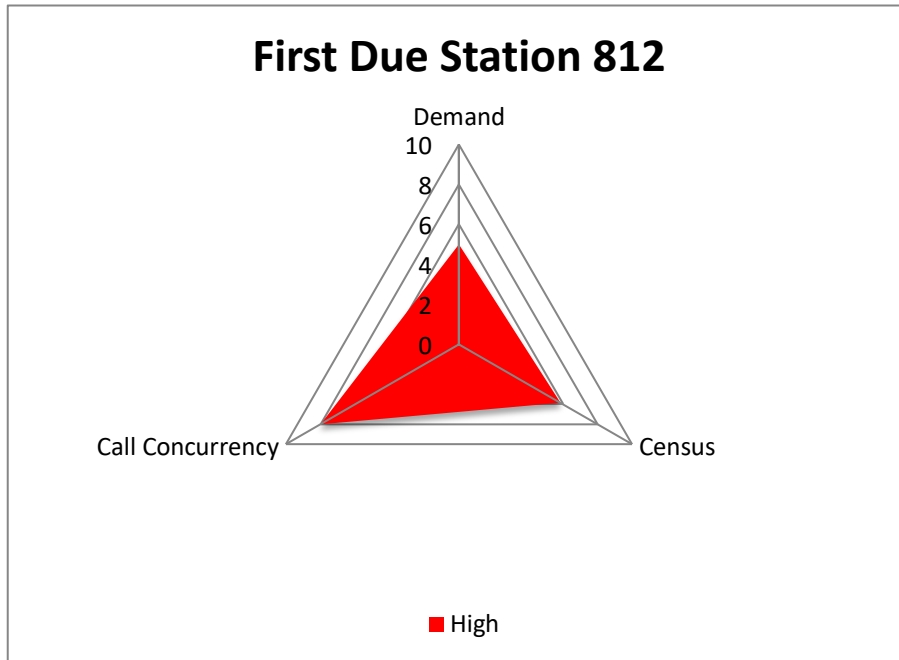


Figure 11: Risk Profile – First Due Station 813

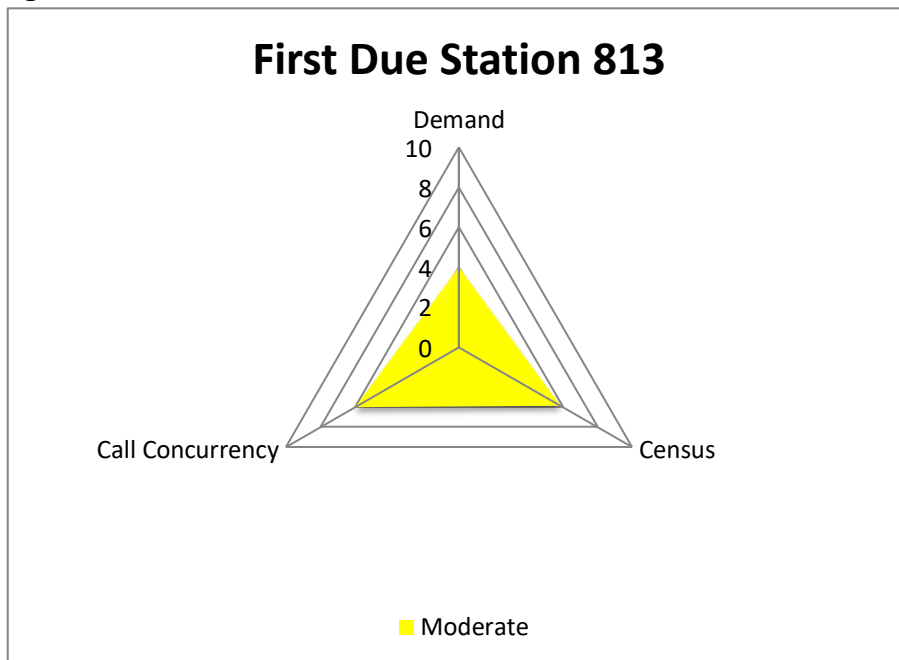


Figure 12: Risk Profile – First Due Station 814

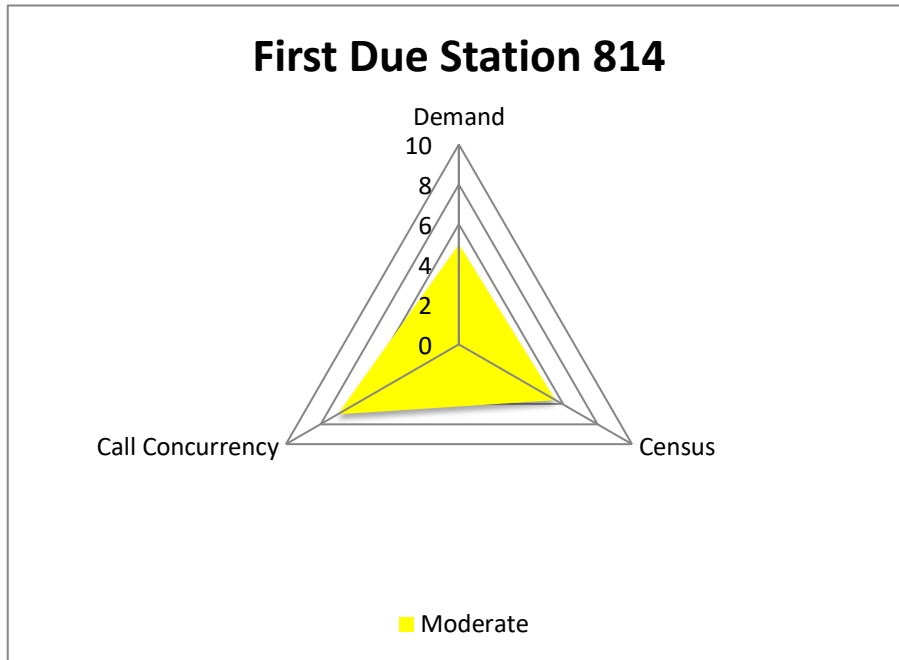


Figure 13: Risk Profile – First Due Station 816

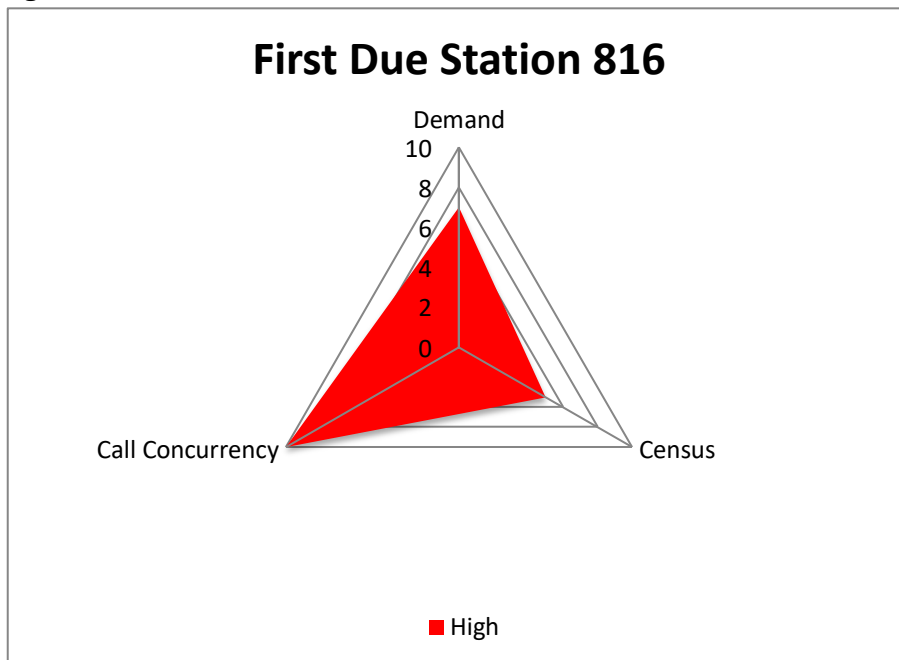


Figure 14: Risk Profile – First Due Station 817

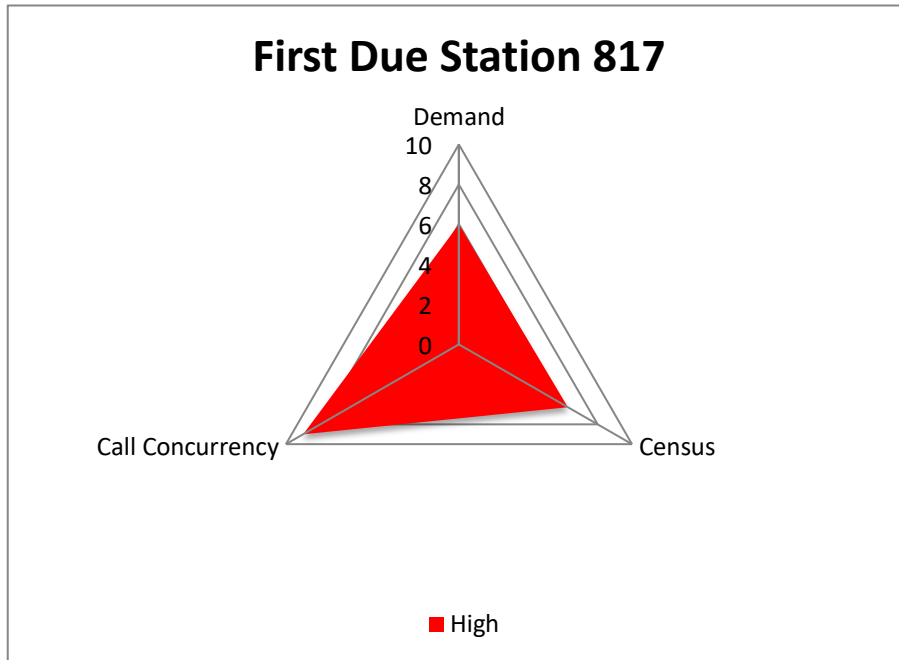


Figure 15: Risk Profile – First Due Station 818

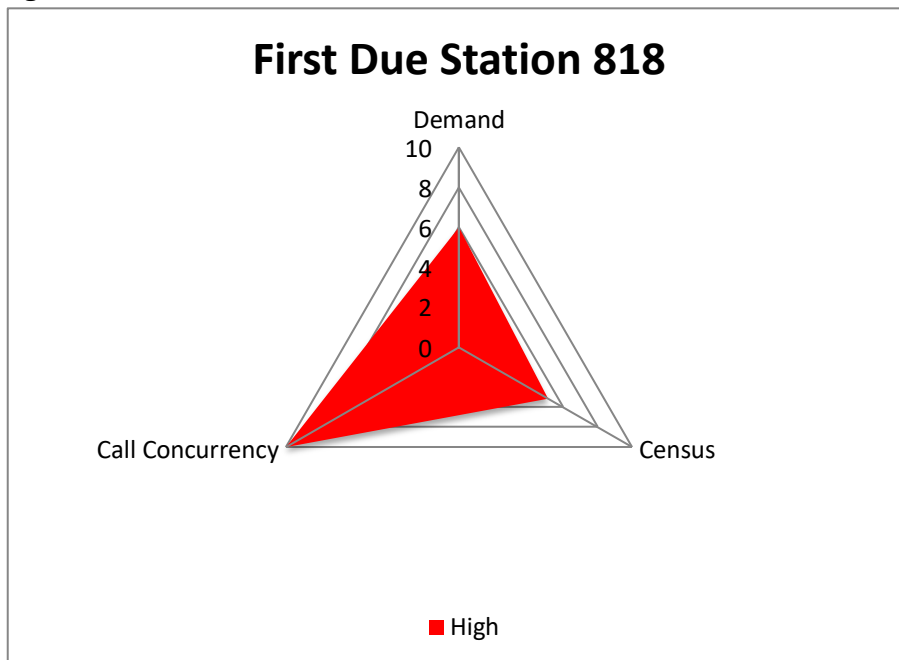


Figure 16: Risk Profile – First Due Station 819

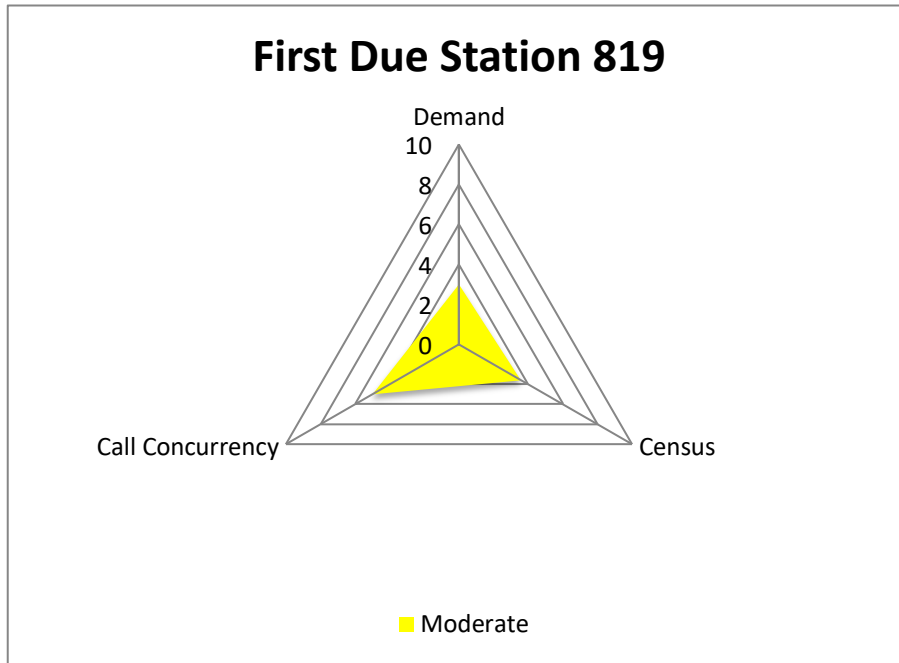


Figure 17: Risk Profile – First Due Station 820

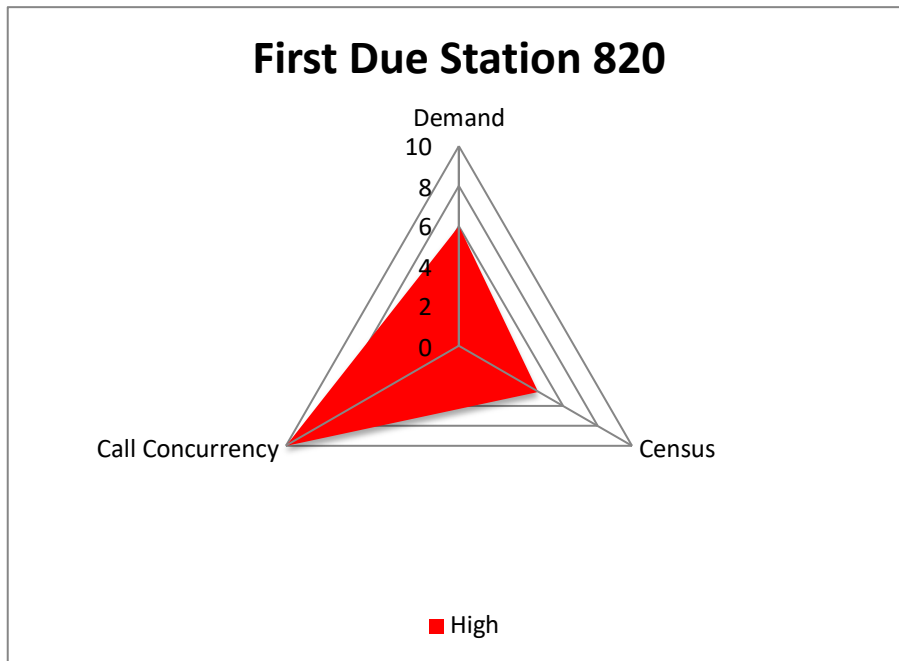


Figure 18: Risk Profile – First Due Station 821

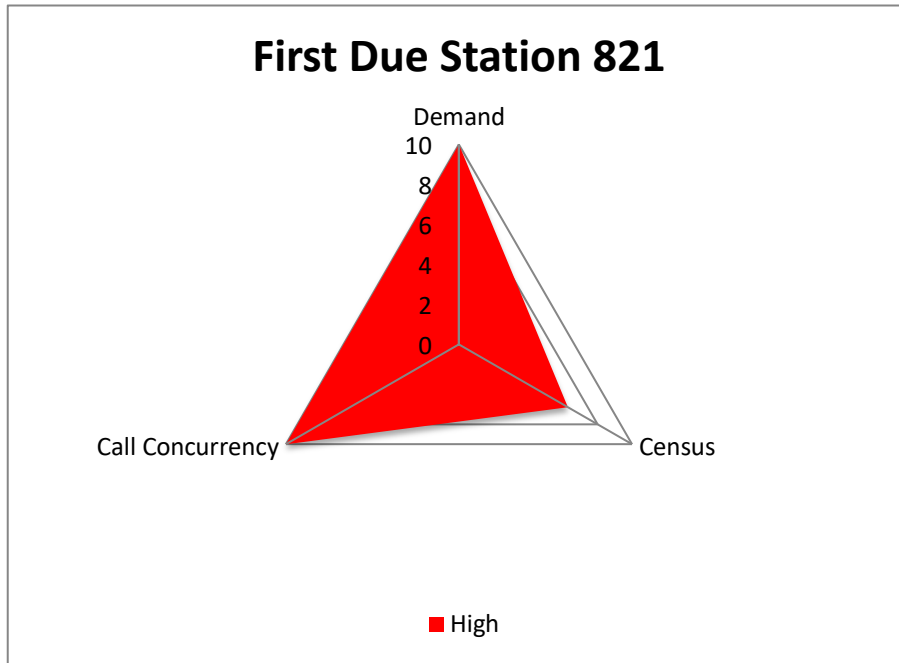


Figure 19: Risk Profile – First Due Station 823

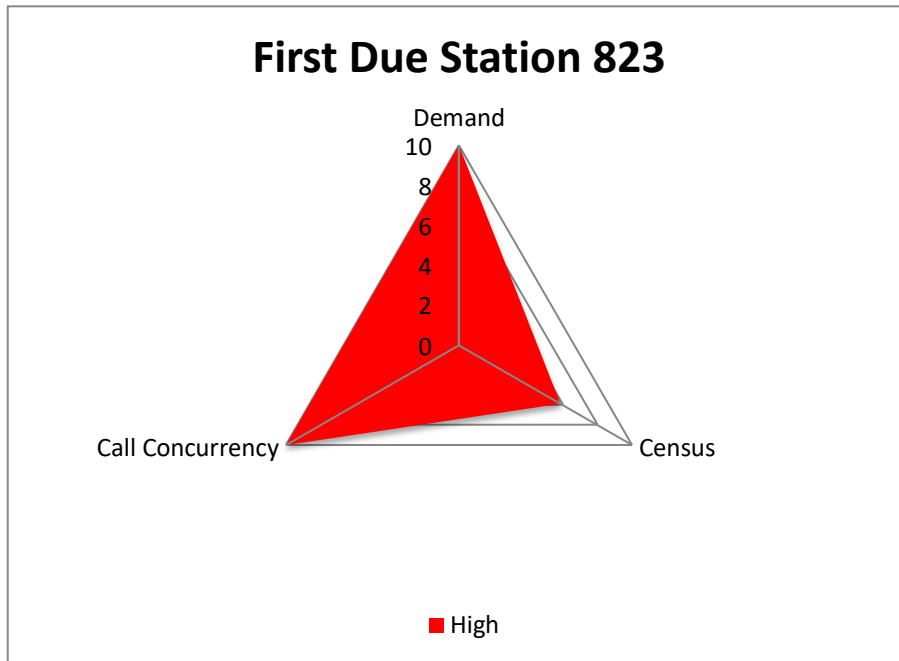


Figure 20: Risk Profile – First Due Station 824

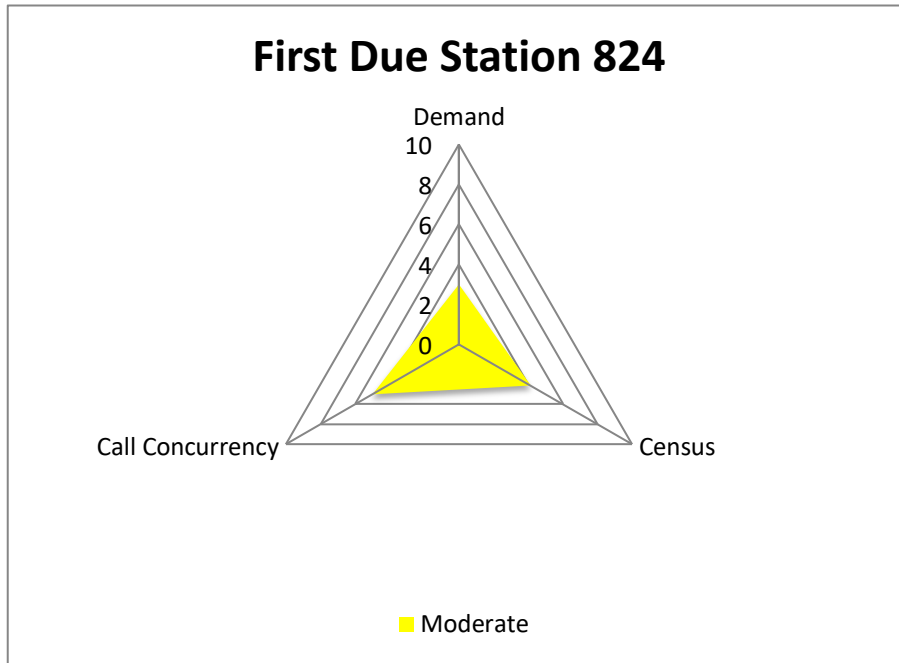


Figure 21: Risk Profile – First Due Station 825

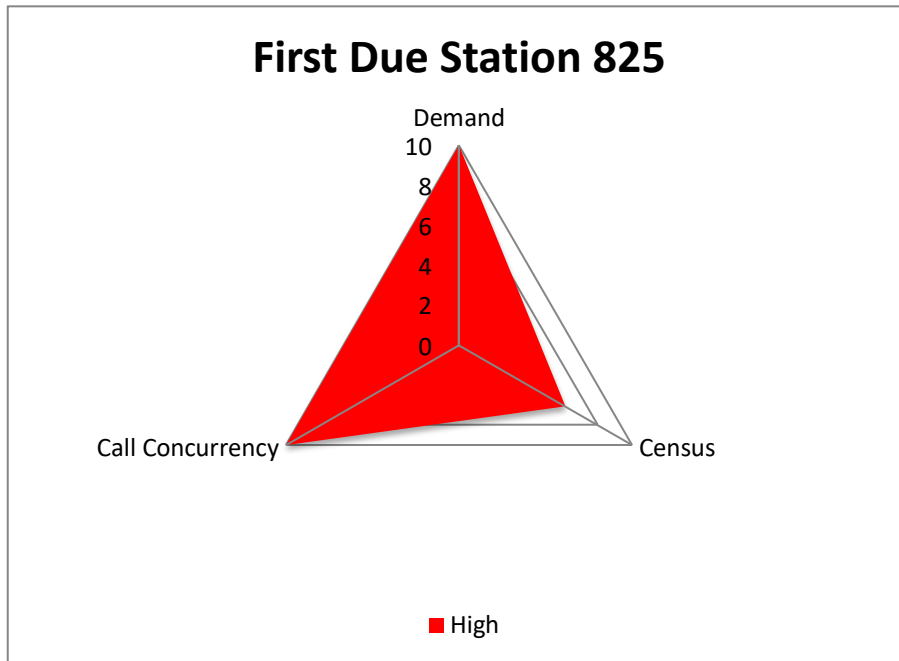


Figure 22: Risk Profile – First Due Station 826

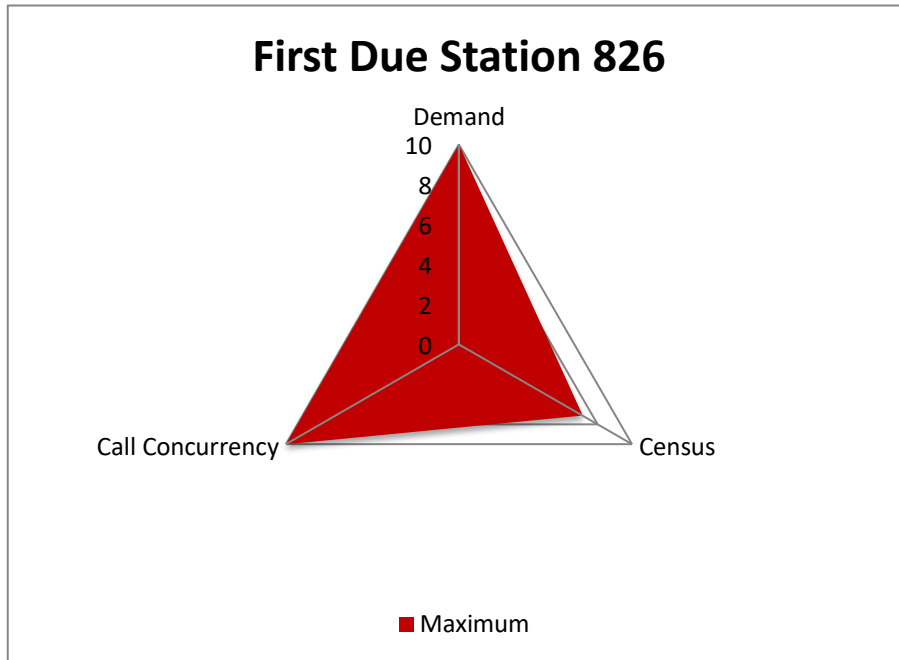


Figure 23: Risk Profile – First Due Station 827

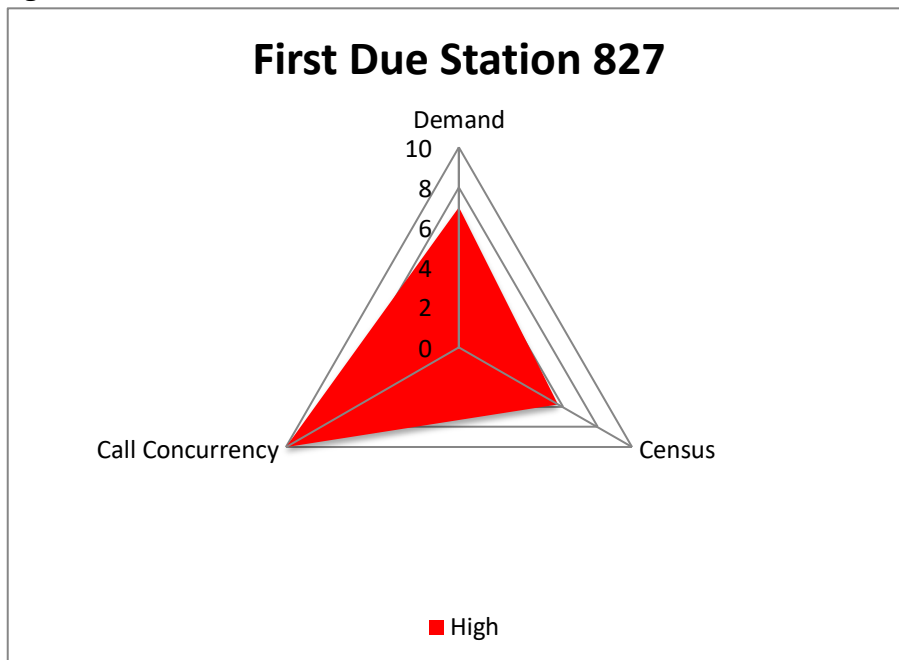


Figure 24: Risk Profile – First Due Station 828

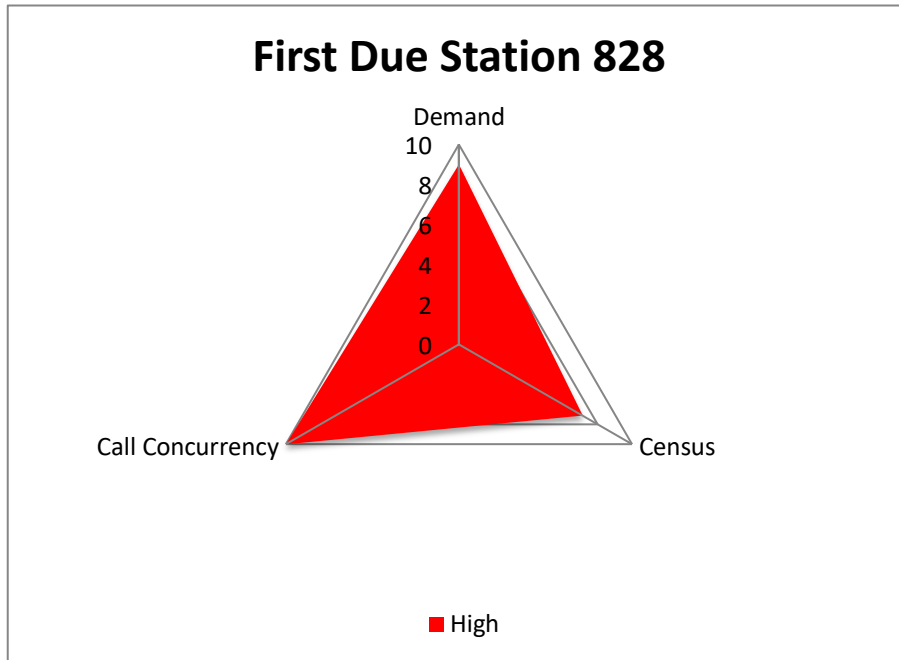


Figure 25: Risk Profile – First Due Station 829

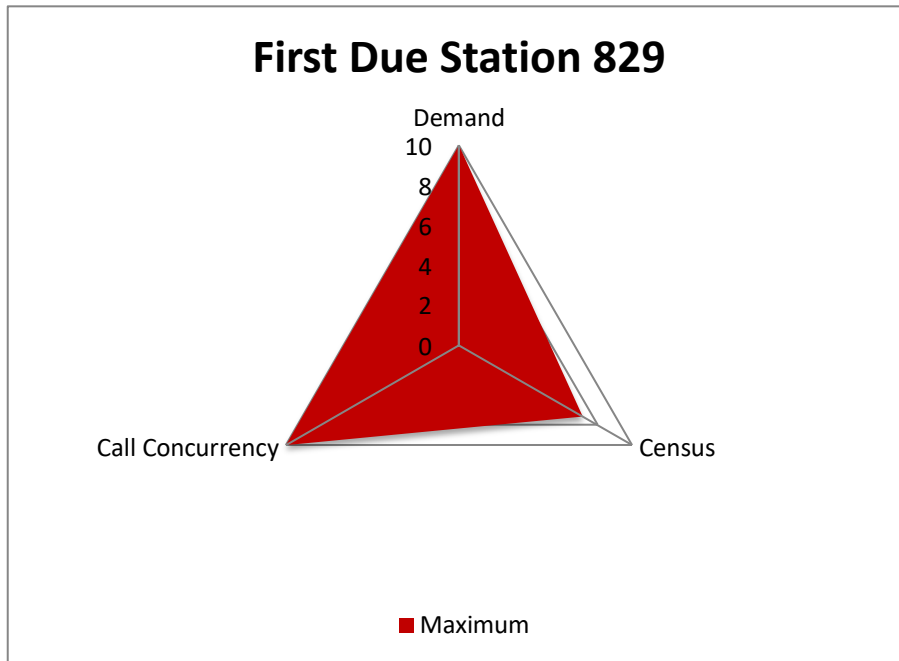


Figure 26: Risk Profile – First Due Station 830

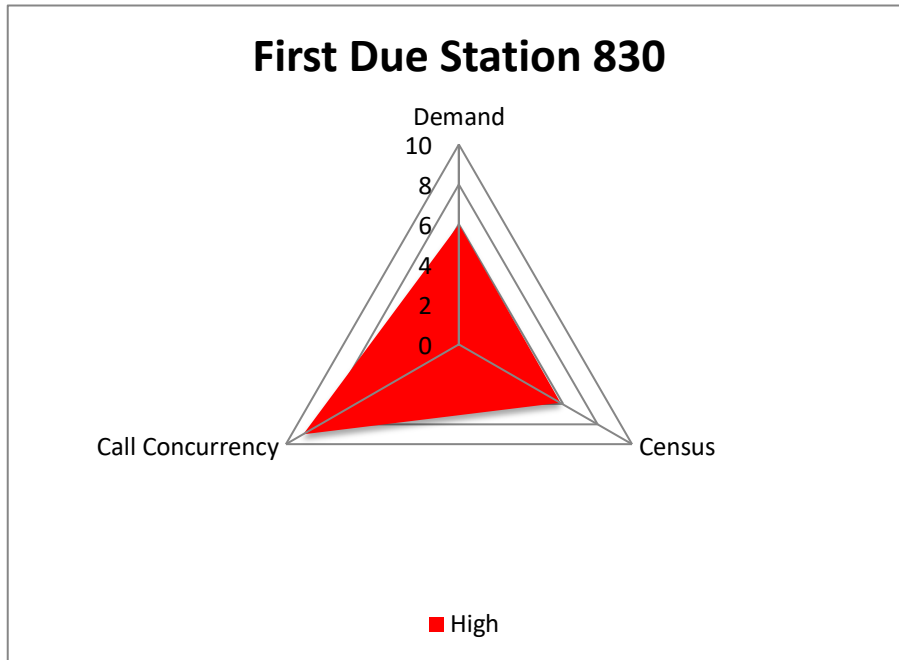


Figure 27: Risk Profile – First Due Station 831

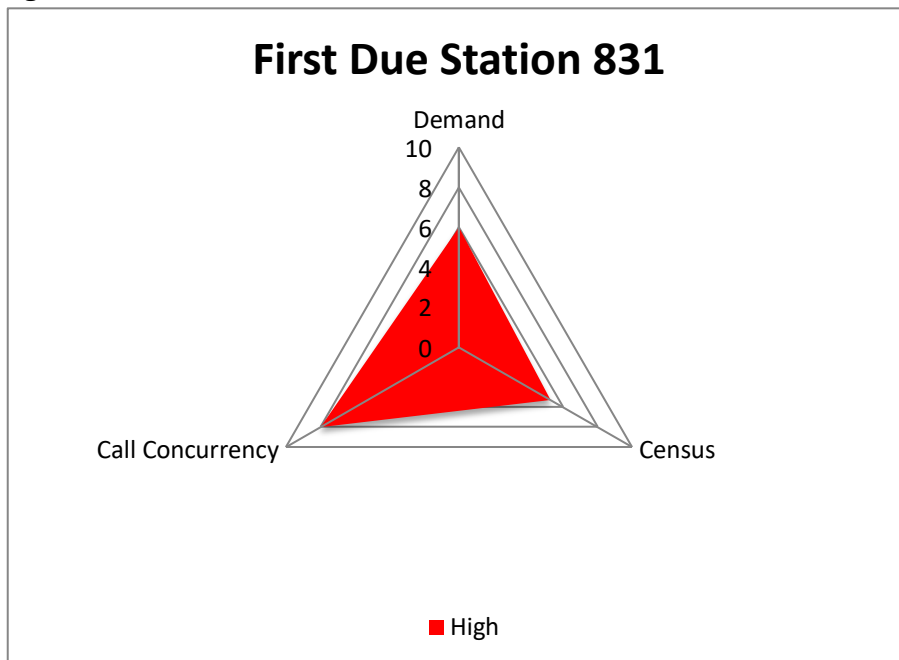


Figure 28: Risk Profile – First Due Station 832

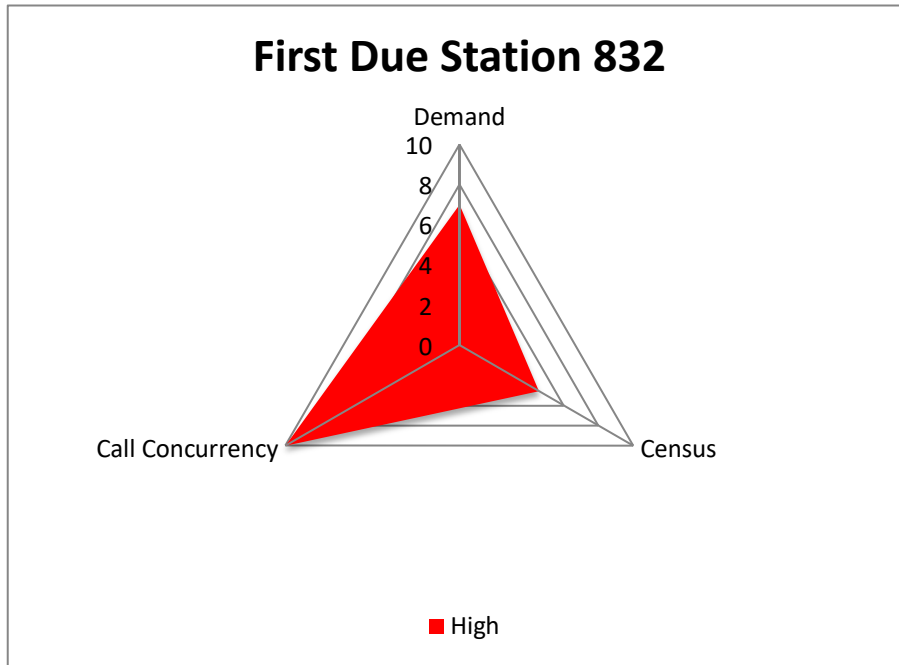


Figure 29: Risk Profile – First Due Station 833

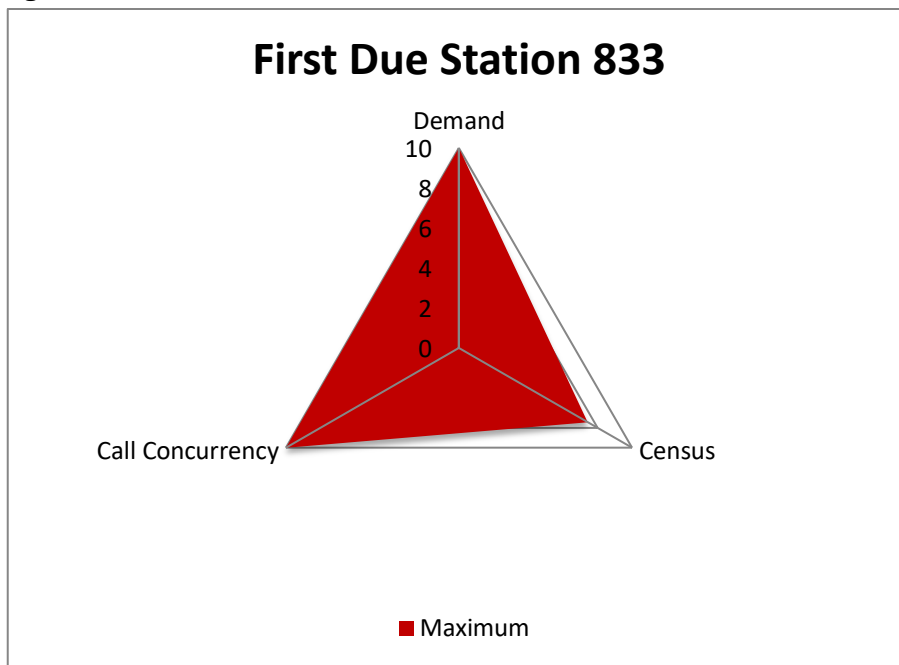


Figure 30: Risk Profile – First Due Station 834

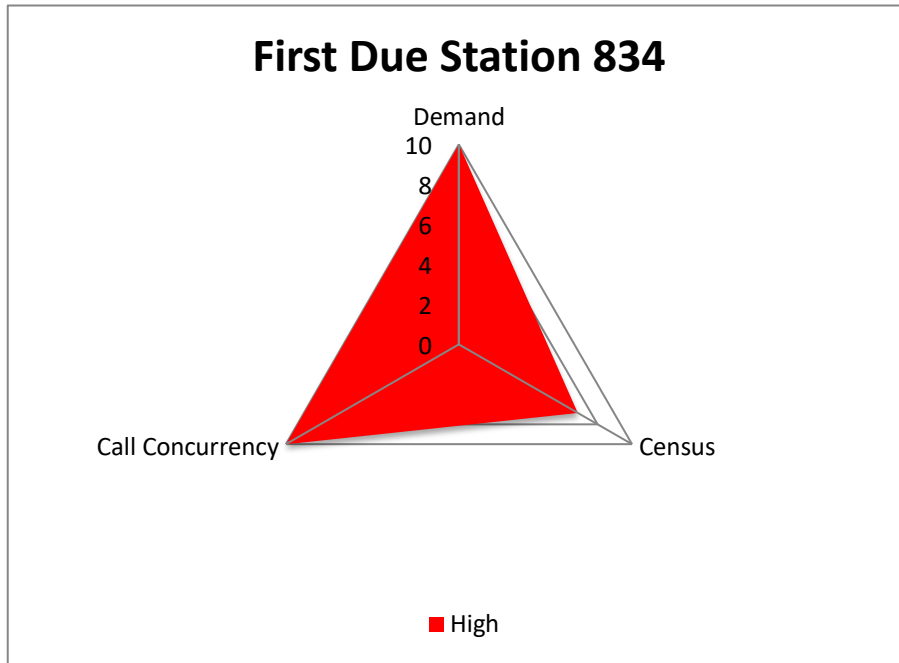


Figure 31: Risk Profile – First Due Station 835

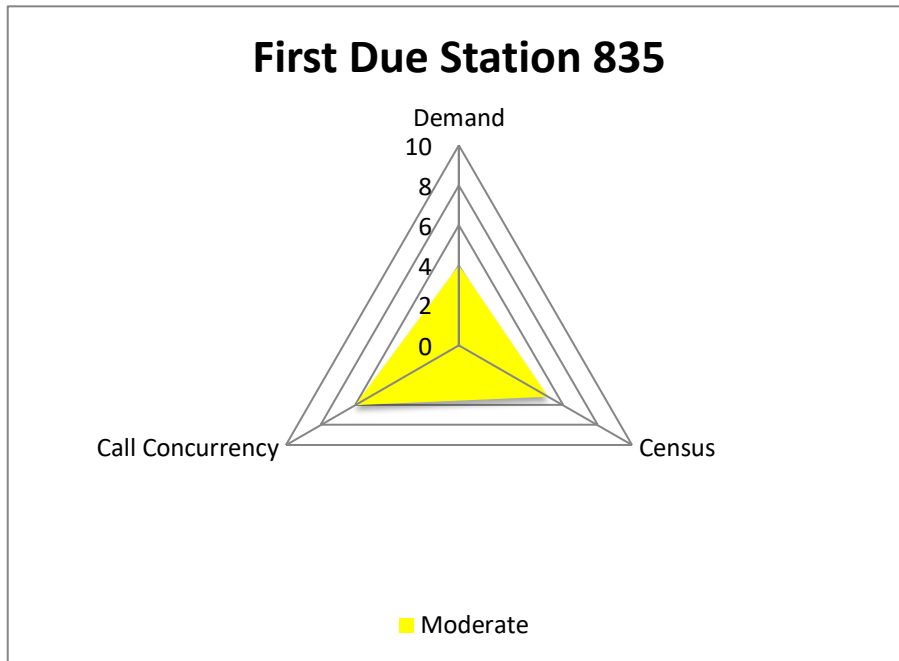


Figure 32: Risk Profile – First Due Station 836

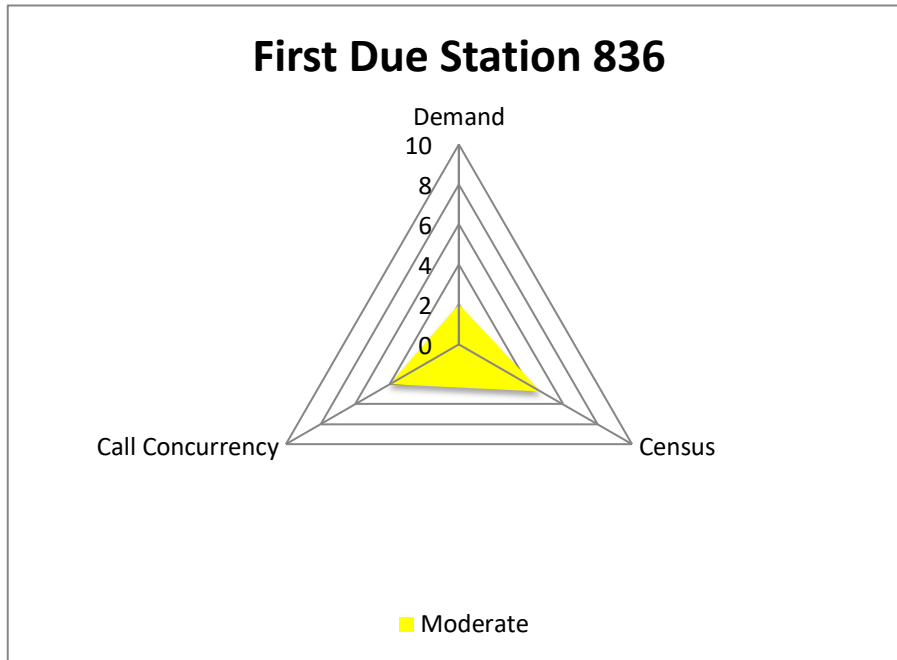


Figure 33: Risk Profile – First Due Station 837

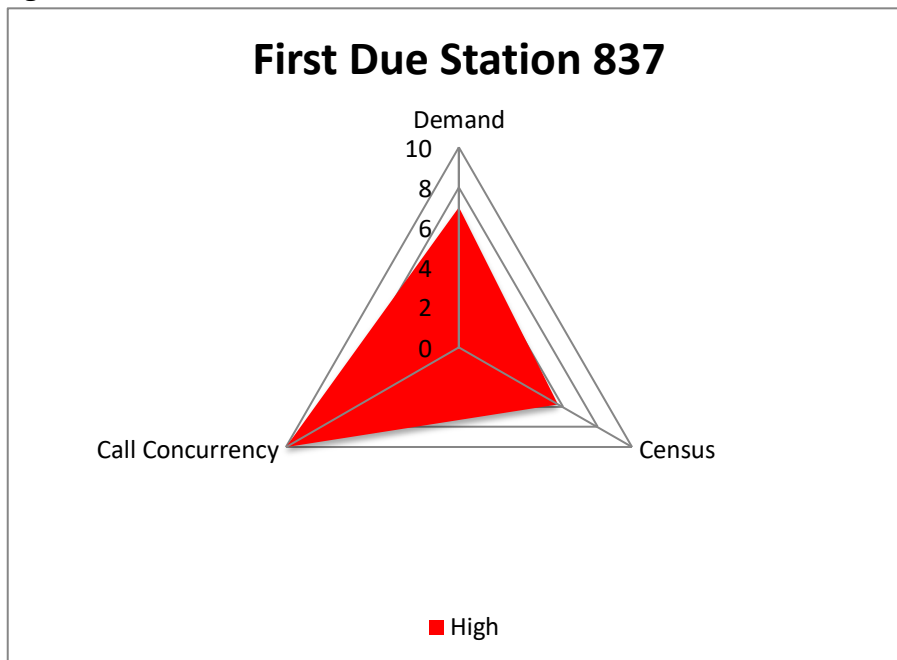


Figure 34: Risk Profile – First Due Station 838

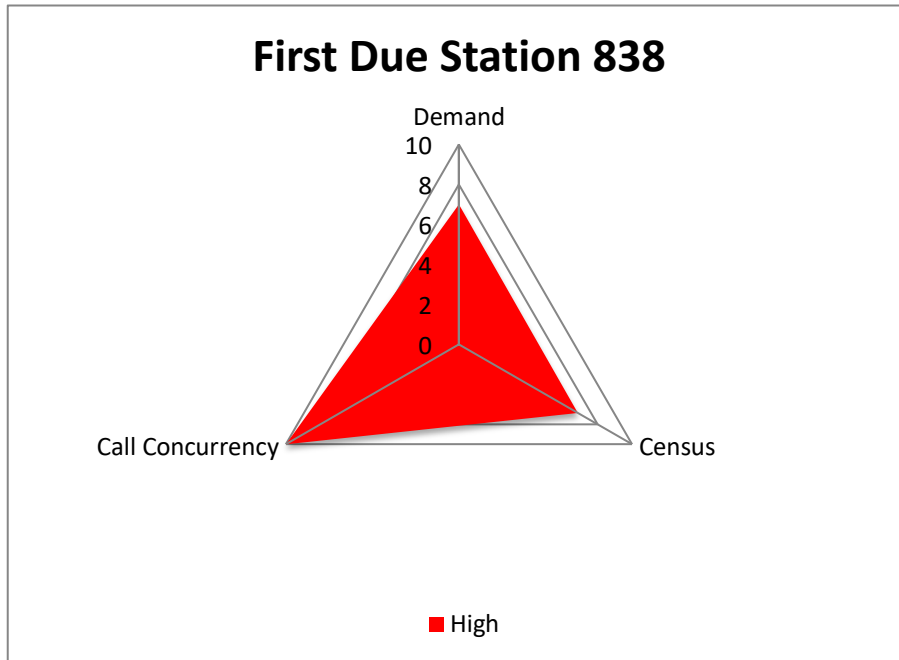


Figure 35: Risk Profile – First Due Station 839

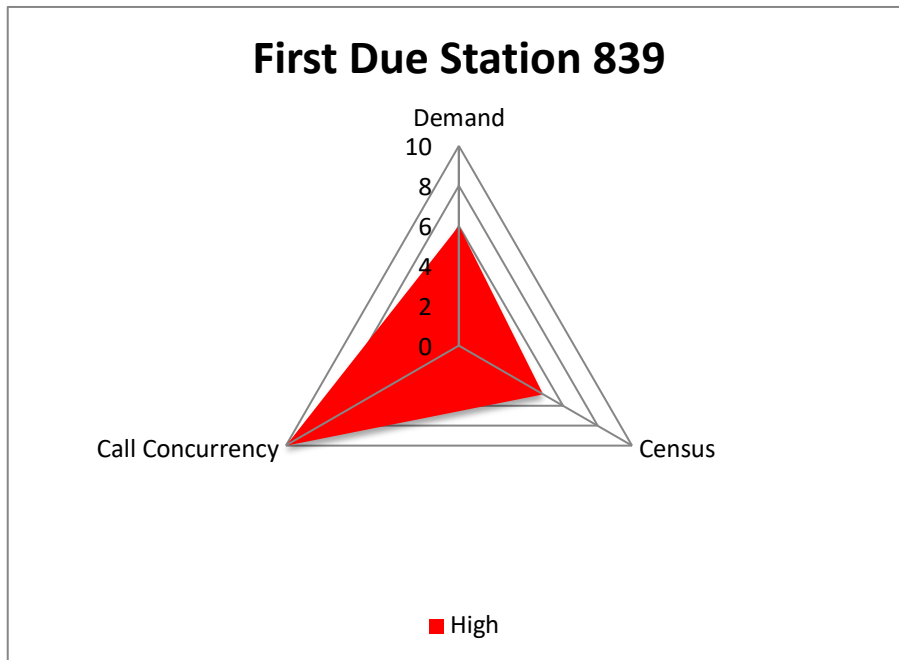


Figure 36: Risk Profile – First Due Station 840

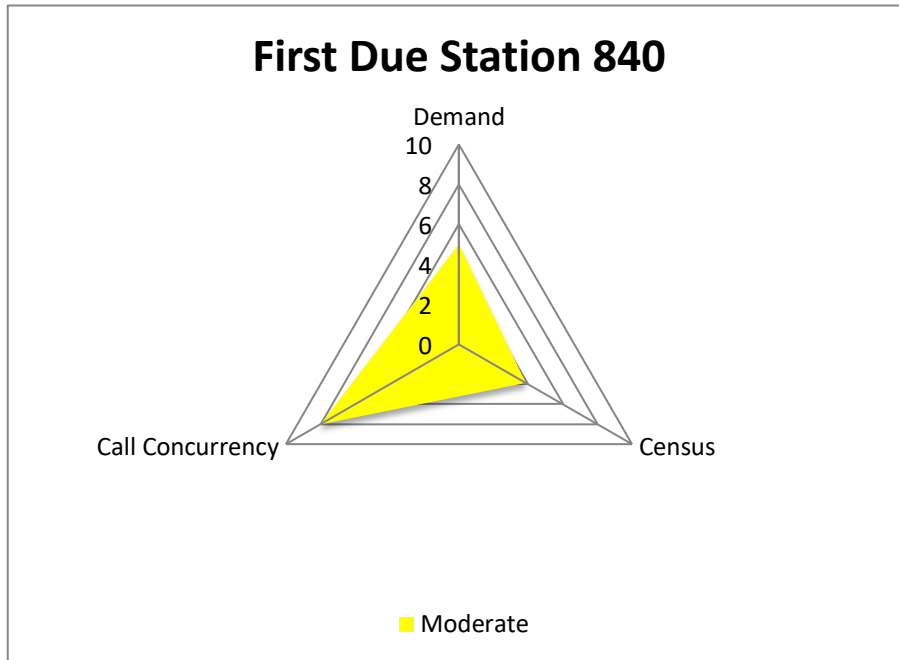


Figure 37: Risk Profile – First Due Station 841

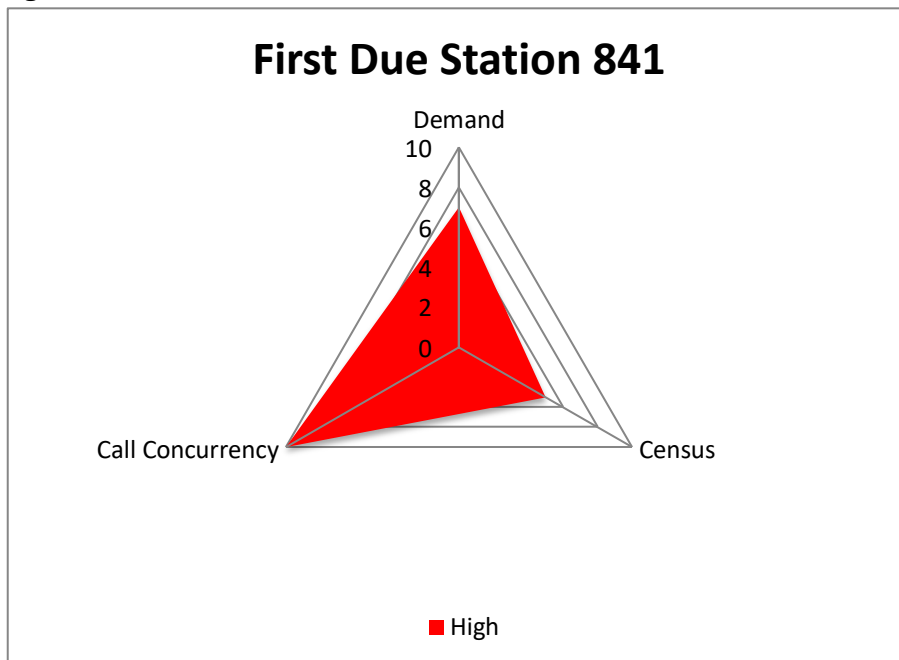


Figure 38: Risk Profile – First Due Station 842

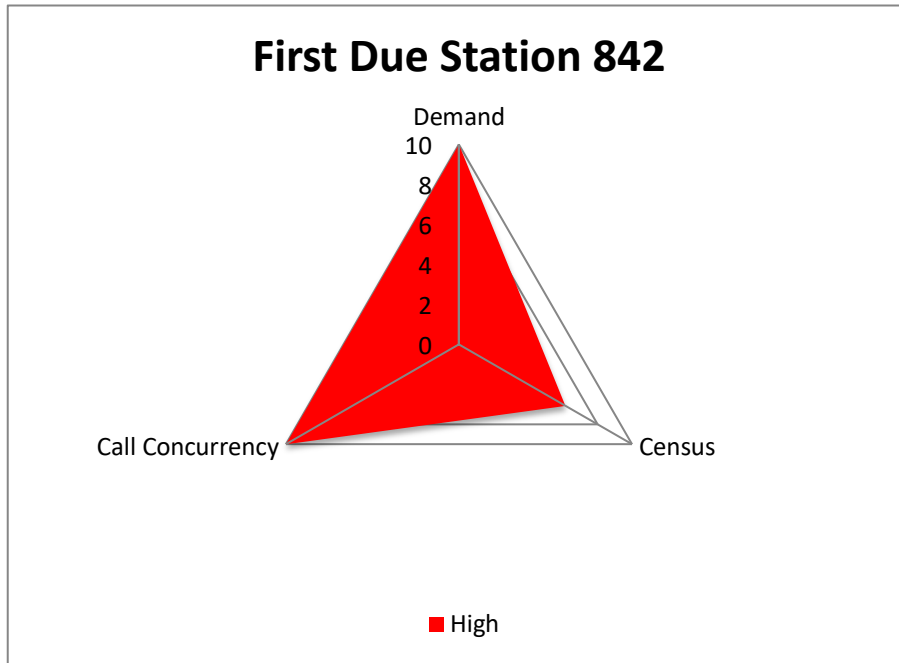


Figure 39: Risk Profile – First Due Station 843

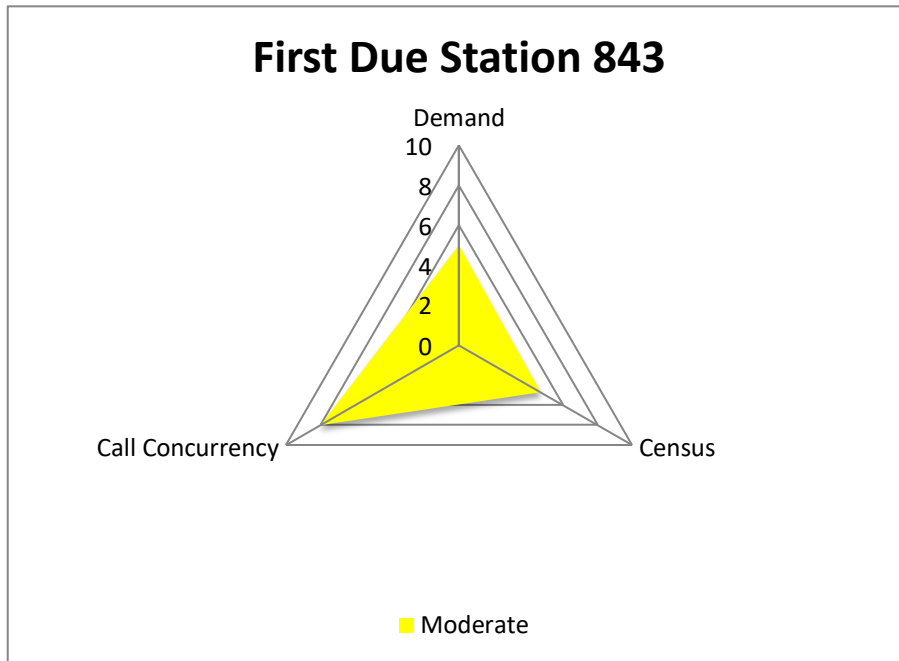


Figure 40: Risk Profile – First Due Station 844

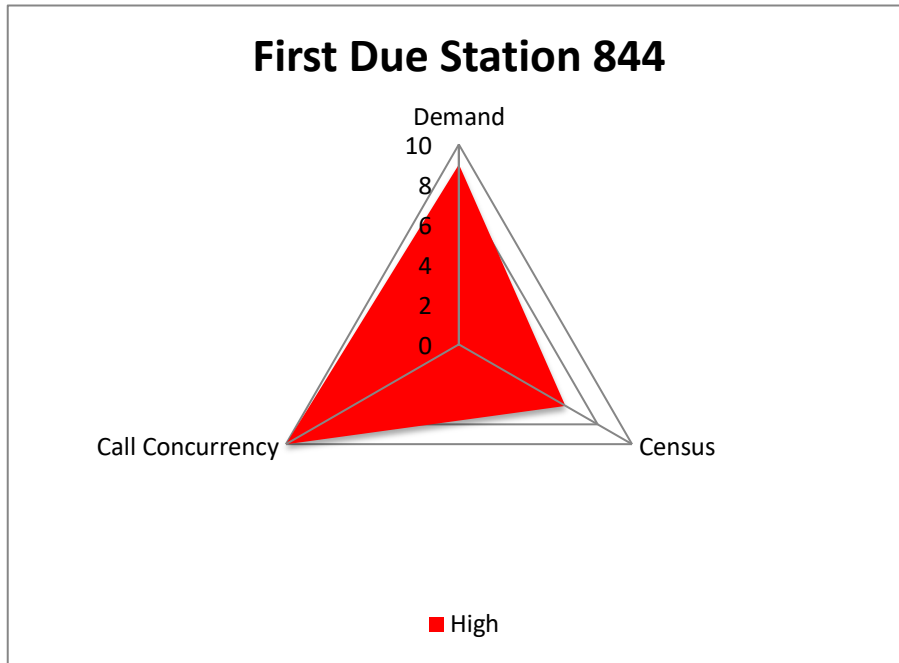


Figure 41: Risk Profile – First Due Station 845

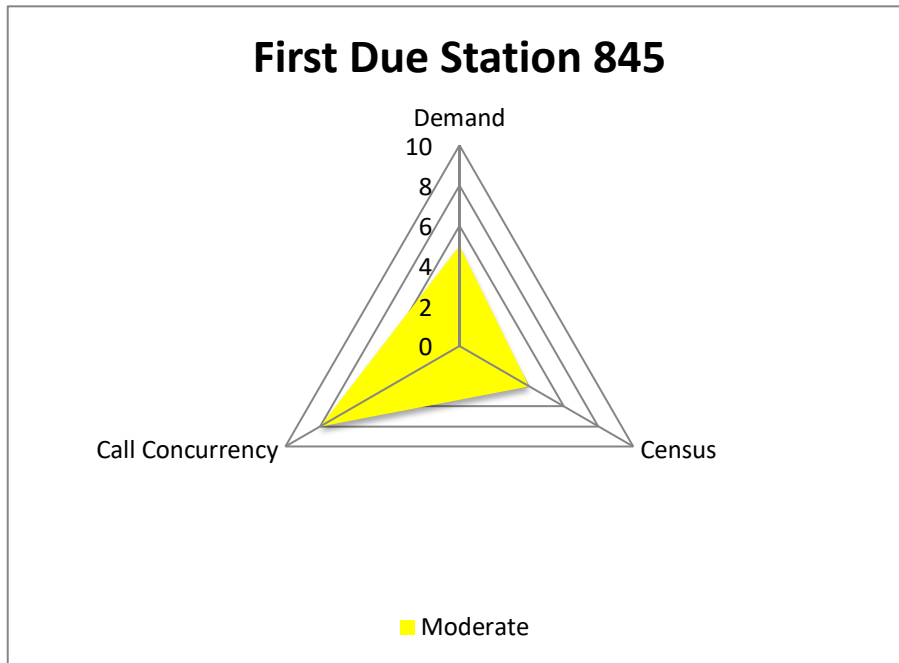


Figure 42: Risk Profile – First Due Station 846

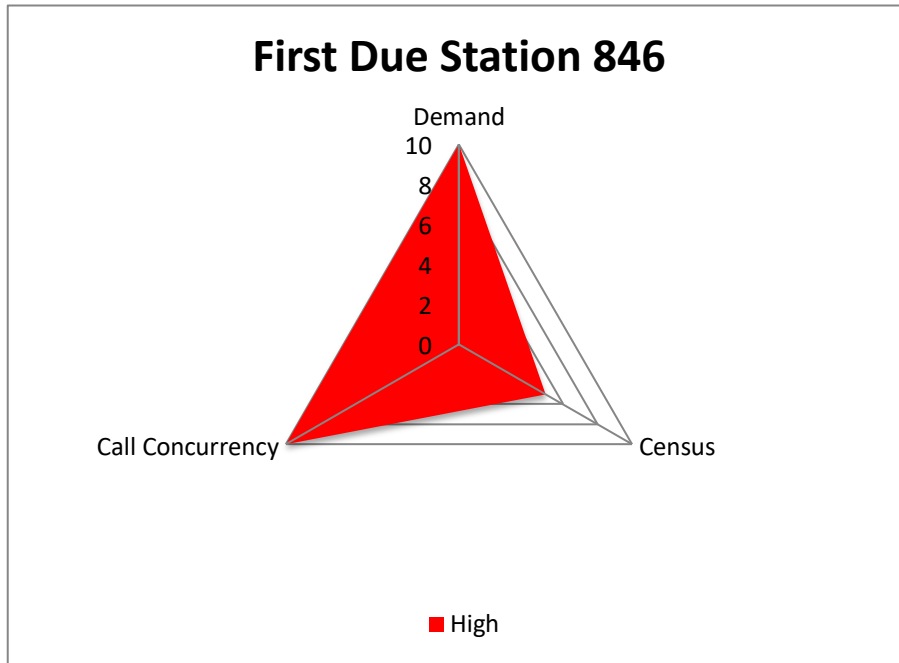


Figure 43: Risk Profile – First Due Station 847

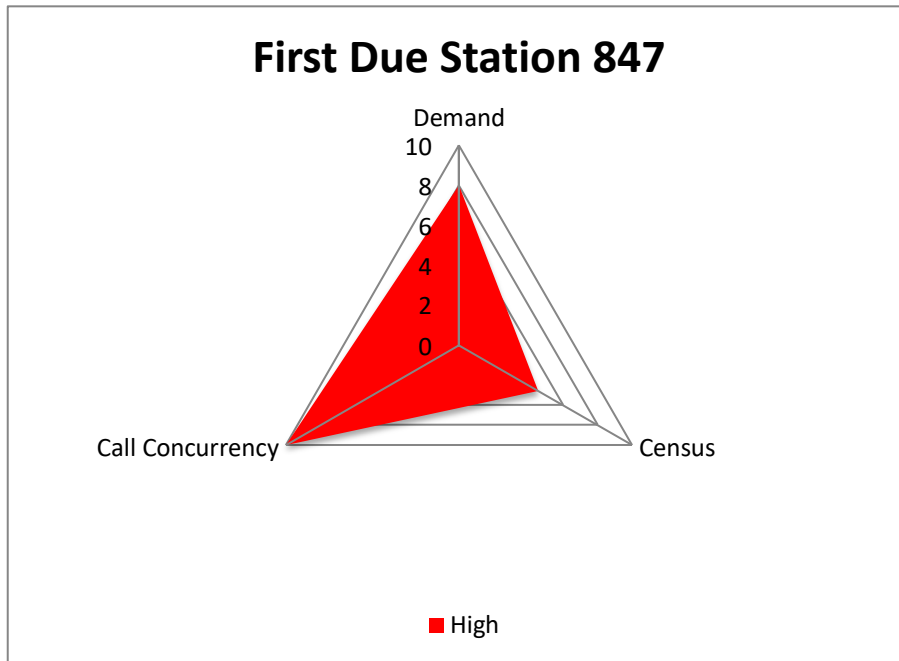


Figure 44: Risk Profile – First Due Station 848

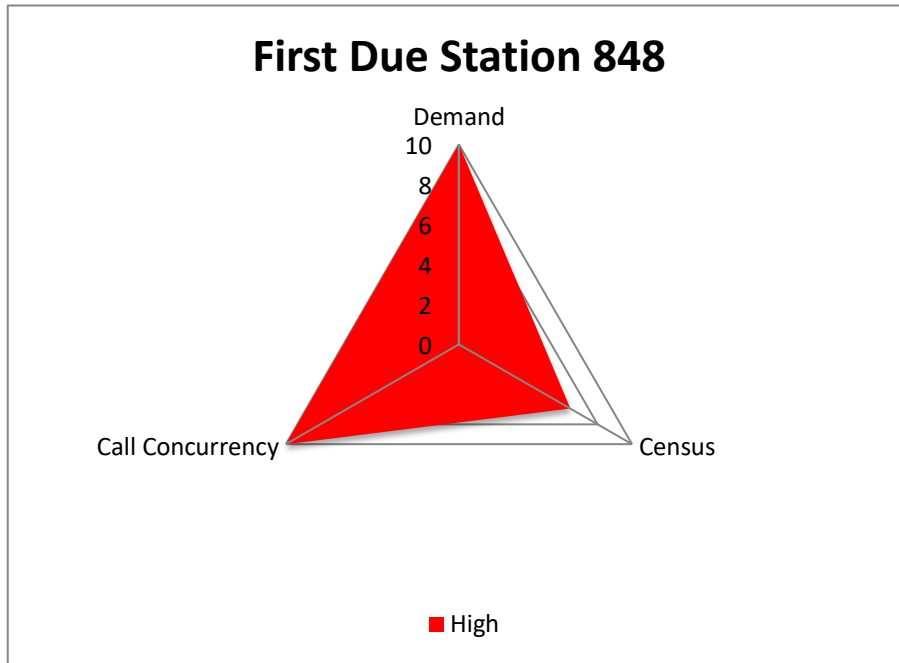


Figure 45: Risk Profile – First Due Station 849

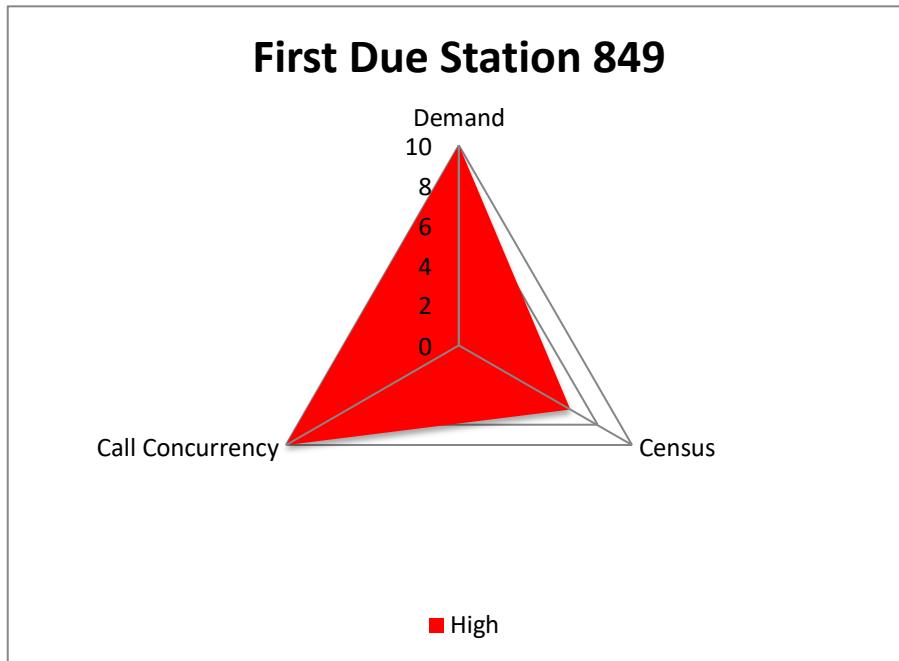


Figure 46: Risk Profile – First Due Station 855

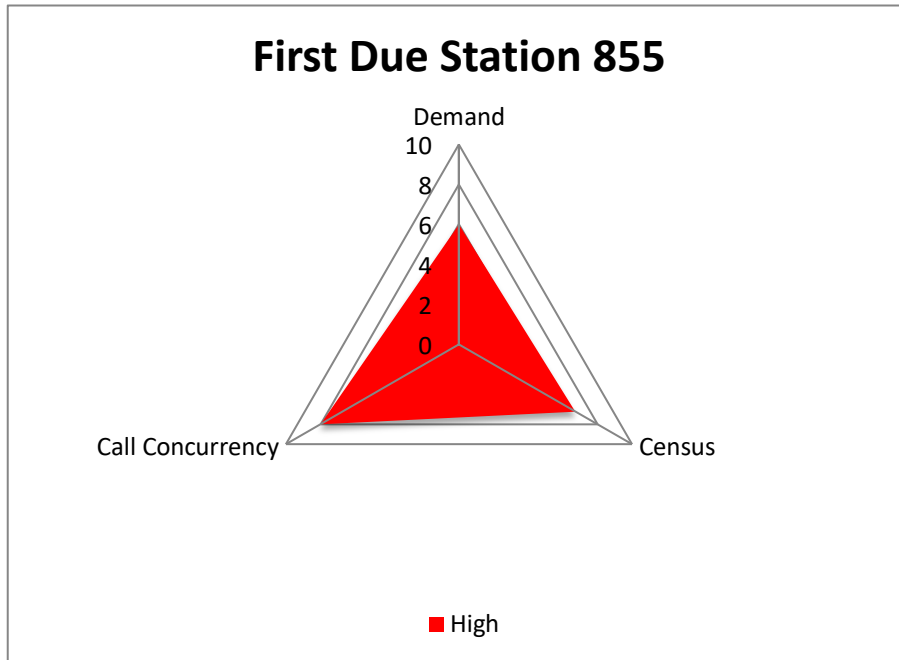
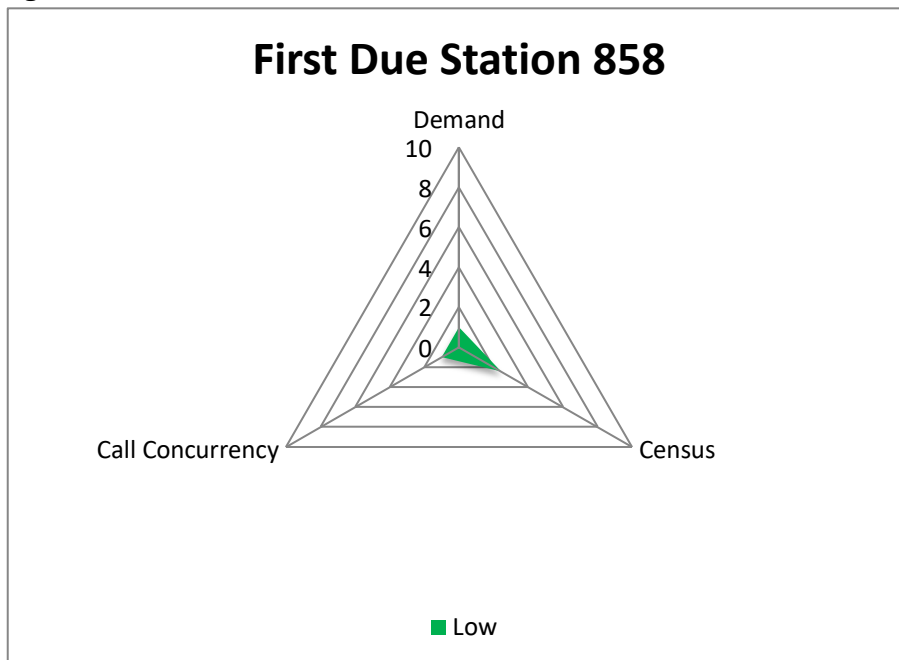


Figure 47: Risk Profile – First Due Station 858



First Due Station 801

Table 31: Number of Incidents Dispatched by Call Category and Reporting Period – First Due Station 801

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Device / Package	0	0	0	0	0
Device / Package / Explosion	0	0	0	0	0
Bomb Total	0	0	0	0	0
ALSo	3	31	2	0	125
ALS1	901	1,136	1,200	1,253	1,215
ALS2	52	74	89	85	94
BLS0	655	854	910	969	1,047
BLS1	760	842	808	848	744
EMS Other	0	0	0	0	0
Mass Casualty	0	0	0	0	0
Overdose	28	30	32	25	41
Police-Active Shooter	0	0	0	0	0
Police-Assault	111	106	103	121	102
Police-Assist	0	1	1	0	0
Police-Barricade	0	0	0	0	2
Police-Cutting/Stabbing	24	16	9	17	20
Police-Domestic	0	0	1	0	0
Police-Robbery	0	0	0	0	0
Police-Sexual Assault	3	5	4	4	0
Police-Shooting	3	9	8	7	5
Police-Suicide	39	65	47	44	36
Police-Welfare Check	1	3	1	1	0
EMS Total	2,580	3,172	3,215	3,374	3,431
Aircraft Crash	0	0	0	0	0
Boat Fire	0	0	0	0	0
Fire Alarm	212	238	360	359	57
Investigation	64	65	56	60	257
Metro Train Fire	3	0	0	0	1
Outside Fire	44	34	47	49	37
Street Alarm	64	60	43	66	38
Structure Fire	23	27	23	18	44
Train Emergency	0	0	0	0	0
Vehicle Fire	7	14	13	9	3
Fire Total	417	438	542	561	437

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Hazmat	1	0	1	1	3
Hazmat-CO Leak	3	0	3	4	0
Hazmat-Fuel Spill	10	6	7	4	2
Hazmat-Gas Leak	51	60	73	58	77
Hazmat Total	65	66	84	67	82
Service	143	187	284	105	254
Non-Emergency Total	143	187	284	105	254
MVA	193	228	211	235	198
Pedestrian Struck	32	36	42	35	6
Rescue	62	83	72	101	29
Technical Rescue	3	6	11	7	4
Water Rescue	1	0	0	1	2
Rescue Total	291	353	336	379	239
Total	3,496	4,216	4,461	4,486	4,443

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

Table 32: Number of Responses Made by Unit ID and Reporting Period – Units Assigned to Station 801

Unit ID	Reporting Period ¹				
	2016	2017	2018	2019	2020
A801	1,268	1,427	295	1,256	1,655
A801B	1,907	1,845	2,786	1,963	1,048
E801	1,715	1,559	1,719	1,815	826
E801B	0	0	0	2	844
PA801	22	38	109	111	88
PA801B	75	90	138	96	10
SQ801	790	917	418	475	726
TK801	379	339	739	677	148
U801	5	0	2	11	3
VC801	13	12	4	3	157
VC801A	4	5	2	15	94
VC801B	6	5	11	95	50
Total	6,184	6,237	6,223	6,519	5,649
Average Responses per Day²	16.9	17.1	17.0	17.9	15.4

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

²Reporting periods 2016 and 2020 contained 366 days due to inclusion of leap year date February 29; all other reporting periods contained 365 days.

Table 33: Baseline 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents – 1st Arrivals in First Due Station 801

First Due Station 801:									
1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		5:18	5:14	5:17	5:15	5:27	5:21	4:31	85.2%
Turnout Time		2:09	2:12	2:15	2:10	2:01	2:03	1:58	86.1%
Travel Time	Urban	6:40	6:26	6:28	6:20	6:37	7:20	7:26	93.4%
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	9:33	N/A
Total Response Time	Urban	12:24	12:10	12:07	12:14	12:21	13:00	12:26	90.1%
		n = 13,537	n = 2,306	n = 2,720	n = 2,831	n = 2,941	n = 2,739		
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	14:23	
		n = 0	n = 0	n = 0	n = 0	n = 0	n = 0		

Color coding legend: green fill ≥ 90%; yellow fill ≥ 70% to < 90%; red fill < 70%

Table 34: 2016 to 2020 90th Percentile Performance¹ of Primary Front-Line 1st Arriving Units for Emergency Incidents by First Due Station, Program, and Risk Rating – 1st Arrivals in First Due Station 801

First Due Station	Program	Low				Moderate				High				Special			
		D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R
801	EMS	9.4	2.3	8.0	17.6	4.4	2.1	6.4	11.3	4.8	2.2	5.0	10.7	--	--	--	--
	Fire	5.2	2.1	5.1	10.8	4.6	1.7	4.9	9.6	4.0	1.9	4.6	8.3	--	2.9	4.5	--
	Hazmat	5.0	2.0	5.9	11.4	3.6	1.7	4.9	9.1	--	--	--	--	--	--	--	--
	Rescue	8.0	2.1	5.5	13.9	5.5	1.9	4.9	10.5	--	--	--	--	--	--	--	--
	Total	7.8	2.2	7.2	15.6	4.5	2.1	6.3	11.3	4.5	2.1	4.9	10.0	--	2.9	4.5	--
All	EMS	9.4	2.3	10.1	19.6	4.3	2.2	8.1	12.8	4.2	2.2	7.1	11.7	--	--	--	--
	Fire	4.5	2.1	8.0	13.3	4.2	1.8	7.1	11.6	3.9	1.9	7.1	11.1	5.7	1.9	6.2	11.9
	Hazmat	5.3	2.0	8.9	13.9	3.7	1.9	7.4	11.6	25.0	3.1	12.6	27.9	--	--	--	--
	Rescue	6.3	2.1	8.1	14.8	5.5	2.1	7.2	12.9	7.1	2.4	9.9	15.3	--	--	--	--
	Total	6.8	2.2	9.2	16.8	4.3	2.2	8.0	12.8	4.2	2.1	7.2	11.6	5.3	2.1	6.6	12.0

¹D = Dispatch Time, TO = Turnout Time, TR = Travel Time, R = Response Time

Table 35: 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents by Unit ID and Reporting Period – Units Assigned to Station 801

Unit ID	Reporting Period	Dispatch Time (Minutes)	Turnout Time (Minutes)	Travel Time (Minutes)	Response Time (Minutes)	Sample Size ¹
A801	2016	5.8	2.2	7.4	13.9	490
	2017	5.4	2.2	7.0	12.9	579
	2018	5.0	2.4	7.9	12.5	107
	2019	5.3	2.0	6.9	13.1	523
	2020	6.4	2.0	7.1	14.0	700
	All	5.7	2.2	7.1	13.3	2,399
A801B	2016	4.8	2.2	7.0	12.7	769
	2017	5.2	2.4	7.2	12.2	715
	2018	5.7	2.2	6.4	12.7	1,096
	2019	6.9	2.0	6.9	13.3	781
	2020	7.3	2.1	7.1	14.5	441
	All	5.7	2.2	6.8	12.9	3,802
E801	2016	5.1	2.1	4.7	10.3	888
	2017	5.2	2.1	4.8	10.2	781
	2018	4.9	2.1	4.5	10.1	991
	2019	4.8	1.8	4.5	9.8	1,030
	2020	4.3	2.0	5.0	10.0	495
	All	4.9	2.0	4.7	10.0	4,185
E801B	2016	--	--	--	--	0
	2017	--	--	--	--	0
	2018	--	--	--	--	0
	2019	--	--	--	--	1
	2020	5.9	2.0	5.2	11.5	391
	All	5.9	2.0	5.2	11.5	392
PA801	2016	--	3.7	7.0	--	10
	2017	--	2.9	9.0	--	12
	2018	9.9	2.1	6.6	16.4	41
	2019	10.3	2.4	6.4	19.6	37
	2020	8.3	2.1	8.6	14.2	51
	All	5.8	2.2	7.6	14.6	151
PA801B	2016	3.9	2.1	7.4	10.5	22
	2017	3.9	2.2	6.7	10.8	38
	2018	8.1	2.4	7.6	15.5	50
	2019	6.1	2.3	8.2	13.3	34
	2020	--	--	--	--	5
	All	5.9	2.1	7.3	13.5	149

Unit ID	Reporting Period	Dispatch Time (Minutes)	Turnout Time (Minutes)	Travel Time (Minutes)	Response Time (Minutes)	Sample Size ¹
SQ801	2016	6.0	2.2	5.7	11.5	239
	2017	6.4	2.0	5.8	12.1	320
	2018	8.3	2.0	5.2	12.8	135
	2019	6.9	1.9	5.0	11.4	158
	2020	5.7	1.8	5.4	11.1	226
	All	6.1	2.0	5.5	11.7	1,078
TK801	2016	5.5	2.2	6.3	11.6	113
	2017	5.0	2.2	4.8	10.3	128
	2018	5.5	1.9	5.9	11.2	251
	2019	5.3	2.0	5.8	10.9	239
	2020	7.0	2.9	6.0	12.4	24
	All	5.5	2.1	5.7	11.0	755

¹Sample sizes reflect the number of responses made by first arriving primary front-line units to emergency calls; due to missing or excluded time data, sample sizes corresponding to individual table metrics may be smaller.

Table 36: Call Concurrency – First Due Station 801

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
801	2016	1,167	3,495	33.4
	2017	1,526	4,211	36.2
	2018	1,632	4,461	36.6
	2019	1,828	4,479	40.8
	2020	1,845	4,438	41.6
	All	7,998	21,084	37.9

First Due Station 802

Table 37: Number of Incidents Dispatched by Call Category and Reporting Period – First Due Station 802

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Device / Package	0	0	2	0	0
Device / Package / Explosion	0	0	0	0	0
Bomb Total	0	0	2	0	0
ALSo	1	4	4	1	79
ALS1	801	715	821	867	797
ALS2	47	36	61	71	97
BLS0	516	451	491	477	480
BLS1	300	250	339	321	301
EMS Other	0	0	0	0	0
Mass Casualty	0	0	0	0	0
Overdose	15	12	11	22	30
Police-Active Shooter	0	0	0	0	0
Police-Assault	67	63	49	46	37
Police-Assist	0	0	1	0	0
Police-Barricade	0	0	0	0	0
Police-Cutting/Stabbing	7	10	6	7	12
Police-Domestic	1	0	0	0	0
Police-Robbery	0	0	0	0	0
Police-Sexual Assault	3	2	1	0	2
Police-Shooting	8	4	5	6	14
Police-Suicide	22	27	19	17	24
Police-Welfare Check	2	0	0	1	0
EMS Total	1,790	1,574	1,808	1,836	1,873
Aircraft Crash	0	0	0	0	0
Boat Fire	0	0	0	0	0
Fire Alarm	150	123	201	189	41
Investigation	23	22	16	29	152
Metro Train Fire	0	0	0	0	0
Outside Fire	15	13	12	20	9
Street Alarm	25	19	20	17	17
Structure Fire	16	14	22	20	24
Train Emergency	0	0	0	0	0
Vehicle Fire	8	6	11	13	2
Fire Total	237	197	282	288	245

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Hazmat	1	1	1	1	1
Hazmat-CO Leak	3	1	3	2	0
Hazmat-Fuel Spill	3	1	2	1	0
Hazmat-Gas Leak	30	36	26	26	15
Hazmat Total	37	39	32	30	16
Service	76	58	92	60	123
Non-Emergency Total	76	58	92	60	123
MVA	131	77	78	73	87
Pedestrian Struck	6	4	6	3	1
Rescue	20	24	18	13	4
Technical Rescue	6	8	12	9	1
Water Rescue	0	0	0	2	1
Rescue Total	163	113	114	100	94
Total	2,303	1,981	2,330	2,314	2,351

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

Table 38: Baseline 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents – 1st Arrivals in First Due Station 802

First Due Station 802:									
1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		4:21	4:36	4:20	4:24	4:17	4:09	4:31	90.9%
Turnout Time		2:05	2:12	2:09	2:00	2:03	2:02	1:58	87.4%
Travel Time	Urban	8:18	8:25	8:01	7:56	8:09	8:59	7:26	84.0%
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	9:33	N/A
Total Response Time	Urban	13:15	13:30	12:43	12:54	12:48	14:15	12:26	86.1%
		n = 7,316	n = 1,486	n = 1,272	n = 1,516	n = 1,559	n = 1,483		
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	14:23	N/A
		n = 0	n = 0	n = 0	n = 0	n = 0	n = 0		

Color coding legend: green fill ≥ 90%; yellow fill ≥ 70% to < 90%; red fill < 70%

Table 39: 2016 to 2020 90th Percentile Performance¹ of Primary Front-Line 1st Arriving Units for Emergency Incidents by First Due Station, Program, and Risk Rating – 1st Arrivals in First Due Station 802

First Due Station	Program	Low				Moderate				High				Special			
		D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R
802	EMS	7.0	2.2	10.2	19.0	4.0	2.1	7.9	12.3	3.8	2.2	7.2	11.3	--	--	--	--
	Fire	4.8	1.8	6.8	12.5	4.5	1.7	5.8	11.1	3.6	1.5	5.5	8.9	--	--	--	--
	Hazmat	5.5	2.0	9.2	16.9	3.8	1.6	6.2	10.2	--	--	--	--	--	--	--	--
	Rescue	5.2	1.8	7.1	12.8	4.3	1.7	5.8	10.9	--	--	--	--	--	--	--	--
	Total	5.9	2.1	9.1	16.8	4.0	2.1	7.8	12.3	3.7	2.1	7.0	11.0	--	--	--	--
All	EMS	9.4	2.3	10.1	19.6	4.3	2.2	8.1	12.8	4.2	2.2	7.1	11.7	--	--	--	--
	Fire	4.5	2.1	8.0	13.3	4.2	1.8	7.1	11.6	3.9	1.9	7.1	11.1	5.7	1.9	6.2	11.9
	Hazmat	5.3	2.0	8.9	13.9	3.7	1.9	7.4	11.6	25.0	3.1	12.6	27.9	--	--	--	--
	Rescue	6.3	2.1	8.1	14.8	5.5	2.1	7.2	12.9	7.1	2.4	9.9	15.3	--	--	--	--
	Total	6.8	2.2	9.2	16.8	4.3	2.2	8.0	12.8	4.2	2.1	7.2	11.6	5.3	2.1	6.6	12.0

¹D = Dispatch Time, TO = Turnout Time, TR = Travel Time, R = Response Time

Table 40: Call Concurrency – First Due Station 802

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
802	2016	581	2,300	25.3
	2017	436	1,978	22.0
	2018	639	2,328	27.4
	2019	672	2,313	29.1
	2020	614	2,346	26.2
	All	2,942	11,265	26.1

First Due Station 805

Table 41: Number of Incidents Dispatched by Call Category and Reporting Period – First Due Station 805

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Device / Package	2	0	0	0	0
Device / Package / Explosion	0	0	0	0	0
Bomb Total	2	0	0	0	0
ALSo	0	11	16	2	83
ALS1	872	802	869	907	774
ALS2	72	55	57	54	67
BLS0	677	653	604	702	684
BLS1	523	489	439	509	504
EMS Other	0	0	0	0	0
Mass Casualty	0	0	0	0	0
Overdose	40	21	17	25	27
Police-Active Shooter	0	0	0	0	0
Police-Assault	93	89	96	100	65
Police-Assist	0	0	0	0	0
Police-Barricade	0	1	0	0	0
Police-Cutting/Stabbing	16	15	13	12	15
Police-Domestic	0	0	0	0	0
Police-Robbery	0	0	0	0	1
Police-Sexual Assault	1	2	4	3	0
Police-Shooting	15	16	6	21	12
Police-Suicide	30	26	20	29	21
Police-Welfare Check	1	5	5	4	5
EMS Total	2,340	2,185	2,146	2,368	2,258
Aircraft Crash	0	0	0	0	0
Boat Fire	0	0	0	0	0
Fire Alarm	127	154	182	162	35
Investigation	43	42	38	52	181
Metro Train Fire	2	1	2	0	4
Outside Fire	26	23	20	23	23
Street Alarm	19	19	10	12	14
Structure Fire	27	32	24	21	27
Train Emergency	0	0	0	0	0
Vehicle Fire	17	14	19	19	5
Fire Total	261	285	295	289	289

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Hazmat	2	1	1	1	2
Hazmat-CO Leak	0	2	1	1	0
Hazmat-Fuel Spill	0	4	2	2	0
Hazmat-Gas Leak	36	32	36	41	29
Hazmat Total	38	39	40	45	31
Service	73	85	113	80	133
Non-Emergency Total	73	85	113	80	133
MVA	150	137	135	160	143
Pedestrian Struck	18	16	13	19	6
Rescue	22	33	15	24	4
Technical Rescue	19	17	15	9	7
Water Rescue	0	0	0	0	0
Rescue Total	209	203	178	212	160
Total	2,923	2,797	2,772	2,994	2,871

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

Table 42: Number of Responses Made by Unit ID and Reporting Period – Units Assigned to Station 805

Unit ID	Reporting Period ¹				
	2016	2017	2018	2019	2020
A805	3,428	3,321	3,260	72	753
A805B	0	0	0	4	0
E805	2,046	1,240	0	0	3
E805B	491	245	0	1	0
PA805	13	0	0	2,953	2,377
PE805	0	892	3,143	3,393	2,915
PE805B	0	491	415	0	0
REHAB800	38	230	211	199	197
REHAB800B	9	0	0	1	0
U805	0	1	0	0	0
VC805	1	1	1	0	1
VC805A	2	0	0	0	7
Total	6,028	6,421	7,030	6,623	6,253
Average Responses per Day²	16.5	17.6	19.3	18.1	17.1

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

²Reporting periods 2016 and 2020 contained 366 days due to inclusion of leap year date February 29; all other reporting periods contained 365 days.

Table 43: Baseline 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents – 1st Arrivals in First Due Station 805

First Due Station 805:									
1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		4:54	5:16	4:46	4:49	4:40	4:57	4:31	88.3%
Turnout Time		1:57	2:02	2:00	1:58	1:54	1:53	1:58	90.0%
Travel Time	Urban	7:16	7:16	7:02	6:55	6:55	8:18	7:26	90.7%
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	9:33	N/A
Total Response Time	Urban	12:56	13:01	12:31	12:27	12:16	14:29	12:26	88.6%
		n = 8,701	n = 1,823	n = 1,722	n = 1,692	n = 1,785	n = 1,679		
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	14:23	N/A
		n = 0	n = 0	n = 0	n = 0	n = 0	n = 0		

Color coding legend: green fill ≥ 90%; yellow fill ≥ 70% to < 90%; red fill < 70%

Table 44: 2016 to 2020 90th Percentile Performance¹ of Primary Front-Line 1st Arriving Units for Emergency Incidents by First Due Station, Program, and Risk Rating – 1st Arrivals in First Due Station 805

First Due Station	Program	Low				Moderate				High				Special			
		D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R
805	EMS	12.6	2.1	9.4	21.4	3.9	2.0	6.6	11.3	4.1	2.0	5.6	10.5	--	--	--	--
	Fire	4.6	1.8	6.5	12.4	3.9	1.6	6.3	11.0	3.7	1.8	5.9	9.7	--	--	--	--
	Hazmat	5.7	1.6	6.6	16.7	3.5	1.9	6.5	10.1	--	--	--	--	--	--	--	--
	Rescue	5.7	1.8	5.2	10.7	5.5	1.8	5.2	11.7	--	--	--	--	--	--	--	--
	Total	8.8	2.0	8.3	17.4	4.0	1.9	6.5	11.3	4.0	2.0	5.6	10.4	--	--	--	--
All	EMS	9.4	2.3	10.1	19.6	4.3	2.2	8.1	12.8	4.2	2.2	7.1	11.7	--	--	--	--
	Fire	4.5	2.1	8.0	13.3	4.2	1.8	7.1	11.6	3.9	1.9	7.1	11.1	5.7	1.9	6.2	11.9
	Hazmat	5.3	2.0	8.9	13.9	3.7	1.9	7.4	11.6	25.0	3.1	12.6	27.9	--	--	--	--
	Rescue	6.3	2.1	8.1	14.8	5.5	2.1	7.2	12.9	7.1	2.4	9.9	15.3	--	--	--	--
	Total	6.8	2.2	9.2	16.8	4.3	2.2	8.0	12.8	4.2	2.1	7.2	11.6	5.3	2.1	6.6	12.0

¹D = Dispatch Time, TO = Turnout Time, TR = Travel Time, R = Response Time

Table 45: 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents by Unit ID and Reporting Period – Units Assigned to Station 805

Unit ID	Reporting Period	Dispatch Time (Minutes)	Turnout Time (Minutes)	Travel Time (Minutes)	Response Time (Minutes)	Sample Size ¹
A805	2016	5.5	1.9	8.2	13.8	1,187
	2017	5.0	1.9	8.5	14.8	1,019
	2018	5.3	1.8	8.6	14.4	1,008
	2019	12.7	2.1	8.0	18.1	20
	2020	11.9	2.2	12.1	22.3	214
	All	5.4	1.9	8.6	15.0	3,448
E805	2016	4.7	1.7	6.4	11.2	1,023
	2017	4.6	1.8	6.2	11.3	566
	2018	--	--	--	--	0
	2019	--	--	--	--	0
	2020	--	--	--	--	0
	All	4.7	1.8	6.3	11.2	1,589
E805B	2016	4.7	1.7	6.7	11.7	279
	2017	5.3	1.6	6.1	12.9	124
	2018	--	--	--	--	0
	2019	--	--	--	--	1
	2020	--	--	--	--	0
	All	5.0	1.7	6.6	12.3	404
PA805	2016	--	--	--	--	3
	2017	--	--	--	--	0
	2018	--	--	--	--	0
	2019	4.9	1.9	8.5	14.3	1,079
	2020	4.4	1.8	9.0	13.9	1,161
	All	4.6	1.9	8.8	14.1	2,243
PE805	2016	--	--	--	--	0
	2017	4.3	1.8	6.6	11.3	368
	2018	4.0	1.7	6.5	10.9	1,131
	2019	3.9	1.6	6.5	10.6	1,293
	2020	4.1	1.5	6.4	11.2	1,065
	All	4.0	1.6	6.5	10.9	3,857
PE805B	2016	--	--	--	--	0
	2017	4.1	1.9	7.6	12.0	179
	2018	4.5	1.9	7.1	12.0	151
	2019	--	--	--	--	0
	2020	--	--	--	--	0
	All	4.2	1.9	7.2	11.9	330

¹Sample sizes reflect the number of responses made by first arriving primary front-line units to emergency calls; due to missing or excluded time data, sample sizes corresponding to individual table metrics may be smaller.

Table 46: Call Concurrency – First Due Station 805

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
805	2016	884	2,921	30.3
	2017	804	2,792	28.8
	2018	839	2,767	30.3
	2019	964	2,991	32.2
	2020	861	2,868	30.0
	All	4,352	14,339	30.4

First Due Station 806

Table 47: Number of Incidents Dispatched by Call Category and Reporting Period – First Due Station 806

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Device / Package	1	0	1	1	1
Device / Package / Explosion	0	0	0	0	0
Bomb Total	1	0	1	1	1
ALSo	0	0	1	2	63
ALS1	787	649	720	740	671
ALS2	66	48	48	61	62
BLS0	511	463	441	468	413
BLS1	429	334	327	313	347
EMS Other	0	0	0	0	0
Mass Casualty	0	0	0	0	0
Overdose	10	13	11	18	11
Police-Active Shooter	0	0	0	0	0
Police-Assault	44	30	31	30	13
Police-Assist	0	0	0	0	0
Police-Barricade	0	0	1	0	0
Police-Cutting/Stabbing	5	4	2	5	3
Police-Domestic	0	0	0	0	0
Police-Robbery	0	0	0	0	0
Police-Sexual Assault	1	1	1	0	1
Police-Shooting	3	6	4	7	1
Police-Suicide	18	25	27	23	12
Police-Welfare Check	1	1	1	0	1
EMS Total	1,875	1,574	1,615	1,667	1,598
Aircraft Crash	0	0	0	0	0
Boat Fire	0	0	0	0	0
Fire Alarm	343	273	261	290	63
Investigation	36	26	25	27	245
Metro Train Fire	0	0	0	0	0
Outside Fire	23	15	12	16	13
Street Alarm	26	14	13	22	21
Structure Fire	21	24	19	22	16
Train Emergency	0	0	0	0	0
Vehicle Fire	32	17	17	20	2
Fire Total	481	369	347	397	360

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Hazmat	5	1	2	1	0
Hazmat-CO Leak	3	1	2	2	2
Hazmat-Fuel Spill	8	3	2	1	1
Hazmat-Gas Leak	49	38	29	31	34
Hazmat Total	65	43	35	35	37
Service	74	65	74	75	124
Non-Emergency Total	74	65	74	75	124
MVA	340	238	265	243	188
Pedestrian Struck	8	8	7	7	1
Rescue	21	27	42	43	9
Technical Rescue	15	21	14	15	3
Water Rescue	0	1	0	0	1
Rescue Total	384	295	328	308	202
Total	2,880	2,346	2,400	2,483	2,322

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

Table 48: Number of Responses Made by Unit ID and Reporting Period – Units Assigned to Station 806

Unit ID	Reporting Period ¹				
	2016	2017	2018	2019	2020
A806	3,279	3,031	2,896	3,137	2,436
A806B	0	2	0	0	0
DCA	0	0	1	0	0
E806	1,119	1,192	0	0	1
E806P	0	64	1,366	1,559	1,220
PA806	2,388	2,281	2,234	2,303	1,843
RECON806	7	6	0	0	3
SQ806	1,654	1,133	0	0	0
SQ806P	0	103	1,619	1,263	892
TR806	96	88	118	108	86
U806	0	2	0	0	0
WR806	0	0	0	0	15
Total	8,543	7,902	8,234	8,370	6,496
Average Responses per Day²	23.3	21.6	22.6	22.9	17.7

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

²Reporting periods 2016 and 2020 contained 366 days due to inclusion of leap year date February 29; all other reporting periods contained 365 days.

Table 49: Baseline 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents – 1st Arrivals in First Due Station 806

First Due Station 806:									
1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		4:50	5:04	5:22	4:50	4:33	4:15	4:31	87.9%
Turnout Time		2:07	2:15	2:07	2:05	2:02	2:05	1:58	86.4%
Travel Time	Urban	8:38	8:13	8:01	8:25	8:54	9:37	7:26	83.3%
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	9:33	N/A
Total Response Time	Urban	13:54	13:25	13:44	13:29	13:57	14:37	12:26	83.6%
		n = 8,430	n = 2,002	n = 1,589	n = 1,632	n = 1,675	n = 1,532		
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	14:23	N/A
		n = 0	n = 0	n = 0	n = 0	n = 0	n = 0		

Color coding legend: green fill ≥ 90%; yellow fill ≥ 70% to < 90%; red fill < 70%

Table 50: 2016 to 2020 90th Percentile Performance¹ of Primary Front-Line 1st Arriving Units for Emergency Incidents by First Due Station, Program, and Risk Rating – 1st Arrivals in First Due Station 806

First Due Station	Program	Low				Moderate				High				Special			
		D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R
806	EMS	6.7	2.3	10.0	18.5	4.2	2.2	8.4	13.0	4.0	2.1	7.0	10.8	--	--	--	--
	Fire	4.7	2.0	8.1	13.4	4.0	1.6	7.3	12.5	3.7	2.0	6.5	10.5	--	--	--	--
	Hazmat	5.9	1.9	9.9	15.2	3.9	1.6	6.9	11.2	--	--	--	--	--	--	--	--
	Rescue	6.9	2.0	8.2	15.4	5.8	2.2	7.6	11.9	--	--	--	--	--	--	--	--
	Total	6.2	2.1	9.1	16.6	4.2	2.1	8.3	12.9	4.0	2.0	6.9	10.8	--	--	--	--
All	EMS	9.4	2.3	10.1	19.6	4.3	2.2	8.1	12.8	4.2	2.2	7.1	11.7	--	--	--	--
	Fire	4.5	2.1	8.0	13.3	4.2	1.8	7.1	11.6	3.9	1.9	7.1	11.1	5.7	1.9	6.2	11.9
	Hazmat	5.3	2.0	8.9	13.9	3.7	1.9	7.4	11.6	25.0	3.1	12.6	27.9	--	--	--	--
	Rescue	6.3	2.1	8.1	14.8	5.5	2.1	7.2	12.9	7.1	2.4	9.9	15.3	--	--	--	--
	Total	6.8	2.2	9.2	16.8	4.3	2.2	8.0	12.8	4.2	2.1	7.2	11.6	5.3	2.1	6.6	12.0

¹D = Dispatch Time, TO = Turnout Time, TR = Travel Time, R = Response Time

Table 51: 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents by Unit ID and Reporting Period – Units Assigned to Station 806

Unit ID	Reporting Period	Dispatch Time (Minutes)	Turnout Time (Minutes)	Travel Time (Minutes)	Response Time (Minutes)	Sample Size ¹
A806	2016	5.3	2.0	9.7	16.3	808
	2017	5.8	2.2	9.6	16.4	746
	2018	5.6	2.0	9.8	16.1	806
	2019	5.1	2.2	10.0	16.7	827
	2020	5.3	2.1	11.1	17.0	687
	All	5.4	2.1	10.0	16.4	3,874
E806	2016	4.7	2.2	7.4	12.3	561
	2017	4.7	2.0	7.2	12.2	613
	2018	--	--	--	--	0
	2019	--	--	--	--	0
	2020	--	--	--	--	0
	All	4.7	2.1	7.3	12.3	1,174
E806P	2016	--	--	--	--	0
	2017	4.9	2.0	9.6	13.0	36
	2018	4.2	2.0	7.6	12.6	661
	2019	4.0	1.9	8.1	12.5	729
	2020	4.1	2.1	8.3	13.0	491
	All	4.1	2.0	8.0	12.7	1,917
PA806	2016	5.0	2.3	9.8	14.9	633
	2017	5.4	2.3	9.6	15.9	632
	2018	4.5	2.2	9.6	14.5	635
	2019	4.2	2.2	9.7	14.7	635
	2020	4.0	2.2	10.3	15.0	790
	All	4.5	2.2	9.8	14.9	3,325
SQ806	2016	5.4	2.1	7.4	12.7	468
	2017	6.0	2.0	7.4	13.9	359
	2018	--	--	--	--	0
	2019	--	--	--	--	0
	2020	--	--	--	--	0
	All	5.6	2.0	7.4	13.0	827
SQ806P	2016	--	--	--	--	0
	2017	14.2	2.1	7.5	19.6	26
	2018	5.1	2.0	8.0	13.1	449
	2019	5.3	1.9	8.5	13.6	391
	2020	5.0	2.0	8.2	13.9	222
	All	5.2	2.0	8.2	13.6	1,088

¹Sample sizes reflect the number of responses made by first arriving primary front-line units to emergency calls; due to missing or excluded time data, sample sizes corresponding to individual table metrics may be smaller.

Table 52: Call Concurrency – First Due Station 806

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
806	2016	894	2,878	31.1
	2017	630	2,342	26.9
	2018	705	2,396	29.4
	2019	704	2,478	28.4
	2020	607	2,320	26.2
	All	3,540	12,414	28.5

First Due Station 807

Table 53: Number of Incidents Dispatched by Call Category and Reporting Period – First Due Station 807

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Device / Package	0	0	0	0	0
Device / Package / Explosion	0	0	0	0	0
Bomb Total	0	0	0	0	0
ALSo	0	0	0	0	22
ALS1	395	273	269	221	219
ALS2	31	23	22	24	18
BLS0	241	155	169	148	141
BLS1	300	186	207	133	144
EMS Other	0	0	0	0	0
Mass Casualty	0	0	0	0	0
Overdose	7	11	9	3	6
Police-Active Shooter	0	0	0	0	0
Police-Assault	26	19	24	27	19
Police-Assist	0	0	0	0	0
Police-Barricade	0	0	1	0	0
Police-Cutting/Stabbing	4	1	3	3	4
Police-Domestic	0	0	0	0	0
Police-Robbery	0	0	0	0	0
Police-Sexual Assault	2	0	1	0	0
Police-Shooting	0	6	0	1	1
Police-Suicide	20	11	12	11	14
Police-Welfare Check	0	1	0	0	1
EMS Total	1,026	686	717	571	589
Aircraft Crash	0	0	0	0	0
Boat Fire	0	0	0	0	0
Fire Alarm	134	109	140	132	17
Investigation	38	29	26	26	115
Metro Train Fire	0	0	0	0	0
Outside Fire	26	9	9	13	14
Street Alarm	32	19	10	15	3
Structure Fire	13	10	7	11	13
Train Emergency	0	0	0	0	0
Vehicle Fire	3	4	7	3	1
Fire Total	246	180	199	200	163

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Hazmat	2	0	1	0	1
Hazmat-CO Leak	2	0	1	2	0
Hazmat-Fuel Spill	3	1	1	2	0
Hazmat-Gas Leak	31	20	38	34	26
Hazmat Total	38	21	41	38	27
Service	40	39	42	26	69
Non-Emergency Total	40	39	42	26	69
MVA	94	85	85	91	75
Pedestrian Struck	14	6	15	8	1
Rescue	25	19	25	13	4
Technical Rescue	6	3	5	6	2
Water Rescue	0	1	0	1	2
Rescue Total	139	114	130	119	84
Total	1,489	1,040	1,129	954	932

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

Table 54: Number of Responses Made by Unit ID and Reporting Period – Units Assigned to Station 807

Unit ID	Reporting Period ¹				
	2016	2017	2018	2019	2020
A807	1,979	1,736	1,616	1,505	1,196
E807	622	646	797	372	285
E807B	290	257	254	320	35
TK807	0	26	0	0	0
TW807	351	55	135	81	137
U807	0	3	1	0	0
VC807	67	85	1	0	0
VC807A	12	10	53	38	20
VC807B	81	23	1	0	1
VC807G	0	0	0	1	0
Total	3,402	2,841	2,858	2,317	1,674
Average Responses per Day²	9.3	7.8	7.8	6.3	4.6

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

²Reporting periods 2016 and 2020 contained 366 days due to inclusion of leap year date February 29; all other reporting periods contained 365 days.

Table 55: Baseline 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents – 1st Arrivals in First Due Station 807

First Due Station 807:		1 st Arriving Baseline Performance	2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling			5:09	5:12	5:00	4:58	4:52	6:10	4:31	85.9%
Turnout Time			2:21	2:20	2:31	2:29	2:11	2:06	1:58	81.2%
Travel Time	Urban		6:31	6:10	6:04	5:49	6:23	8:26	7:26	93.4%
	Rural		N/A	N/A	N/A	N/A	N/A	N/A	9:33	N/A
Total Response Time	Urban		12:21	11:39	11:48	11:20	11:42	14:53	12:26	90.4%
			n = 3,904	n = 1,051	n = 730	n = 810	n = 679	n = 634		
	Rural		N/A	N/A	N/A	N/A	N/A	N/A	14:23	N/A
			n = 0	n = 0	n = 0	n = 0	n = 0	n = 0		

Color coding legend: green fill ≥ 90%; yellow fill ≥ 70% to < 90%; red fill < 70%

Table 56: 2016 to 2020 90th Percentile Performance¹ of Primary Front-Line 1st Arriving Units for Emergency Incidents by First Due Station, Program, and Risk Rating – 1st Arrivals in First Due Station 807

First Due Station	Program	Low				Moderate				High				Special			
		D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R
807	EMS	6.4	2.6	7.6	15.5	4.6	2.5	7.1	12.2	4.7	2.4	4.5	9.6	--	--	--	--
	Fire	5.4	2.1	5.1	11.9	5.6	1.8	4.5	9.0	3.5	2.0	4.5	10.0	--	--	--	--
	Hazmat	3.4	2.3	7.8	12.7	4.6	1.8	5.1	9.3	--	--	--	--	--	--	--	--
	Rescue	6.6	2.1	5.6	13.0	4.7	1.8	4.8	9.2	--	--	--	--	--	--	--	--
	Total	6.2	2.3	6.5	13.7	4.6	2.4	6.8	11.8	4.5	2.4	4.4	9.7	--	--	--	--
All	EMS	9.4	2.3	10.1	19.6	4.3	2.2	8.1	12.8	4.2	2.2	7.1	11.7	--	--	--	--
	Fire	4.5	2.1	8.0	13.3	4.2	1.8	7.1	11.6	3.9	1.9	7.1	11.1	5.7	1.9	6.2	11.9
	Hazmat	5.3	2.0	8.9	13.9	3.7	1.9	7.4	11.6	25.0	3.1	12.6	27.9	--	--	--	--
	Rescue	6.3	2.1	8.1	14.8	5.5	2.1	7.2	12.9	7.1	2.4	9.9	15.3	--	--	--	--
	Total	6.8	2.2	9.2	16.8	4.3	2.2	8.0	12.8	4.2	2.1	7.2	11.6	5.3	2.1	6.6	12.0

¹D = Dispatch Time, TO = Turnout Time, TR = Travel Time, R = Response Time

Table 57: 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents by Unit ID and Reporting Period – Units Assigned to Station 807

Unit ID	Reporting Period	Dispatch Time (Minutes)	Turnout Time (Minutes)	Travel Time (Minutes)	Response Time (Minutes)	Sample Size ¹
A807	2016	6.3	2.7	8.2	15.4	729
	2017	6.2	3.0	7.4	15.2	620
	2018	7.0	3.0	8.2	16.7	574
	2019	8.7	2.9	9.5	17.7	481
	2020	8.1	2.7	8.4	17.8	390
	All	7.2	2.9	8.3	16.1	2,794
E807	2016	5.6	2.2	5.5	11.3	290
	2017	5.4	2.2	5.8	12.6	257
	2018	4.8	1.8	5.3	9.9	393
	2019	5.5	1.9	5.5	11.2	185
	2020	5.4	2.1	5.2	11.7	129
	All	5.2	2.0	5.4	11.1	1,254
E807B	2016	6.1	2.3	5.8	12.9	124
	2017	5.0	2.5	5.3	11.8	110
	2018	5.6	2.1	4.3	9.8	120
	2019	5.9	2.1	5.8	10.1	152
	2020	5.0	1.9	6.5	12.4	26
	All	5.4	2.3	5.4	10.8	532
TW807	2016	4.9	2.9	7.1	12.2	40
	2017	--	--	--	--	6
	2018	5.0	1.9	5.0	9.7	34
	2019	4.1	2.1	6.5	8.5	18
	2020	--	3.0	6.1	--	14
	All	4.5	2.4	5.9	11.6	112

¹Sample sizes reflect the number of responses made by first arriving primary front-line units to emergency calls; due to missing or excluded time data, sample sizes corresponding to individual table metrics may be smaller.

Table 58: Call Concurrency – First Due Station 807

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
807	2016	211	1,489	14.2
	2017	88	1,037	8.5
	2018	105	1,129	9.3
	2019	84	953	8.8
	2020	88	929	9.5
	All	576	5,537	10.4

First Due Station 808

Table 59: Number of Responses Made by Unit ID and Reporting Period – Units Assigned to Station 808

Unit ID	Reporting Period ¹				
	2016	2017	2018	2019	2020
A808	508	732	390	605	295
A808B	0	1	0	0	0
C808	1	0	0	0	0
E808	195	242	173	231	114
E808B	118	13	21	91	6
U808	11	0	0	0	0
VC808	32	7	1	0	0
VC808A	0	16	3	1	0
Total	865	1,011	588	928	415
Average Responses per Day²	2.4	2.8	1.6	2.5	1.1

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

²Reporting periods 2016 and 2020 contained 366 days due to inclusion of leap year date February 29; all other reporting periods contained 365 days.

Table 60: 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents by Unit ID and Reporting Period – Units Assigned to Station 808

Unit ID	Reporting Period	Dispatch Time (Minutes)	Turnout Time (Minutes)	Travel Time (Minutes)	Response Time (Minutes)	Sample Size ¹
A808	2016	5.9	3.0	9.0	16.9	160
	2017	6.4	2.7	8.4	14.9	253
	2018	8.4	2.3	8.9	16.3	149
	2019	5.9	2.5	8.3	15.3	181
	2020	11.7	2.6	8.9	16.5	99
	All	6.9	2.6	8.7	15.7	842
E808	2016	5.6	2.6	6.5	12.3	117
	2017	4.8	2.0	6.2	10.6	129
	2018	5.6	2.2	6.5	10.1	83
	2019	5.6	2.6	5.9	11.2	113
	2020	6.5	2.2	7.1	14.7	48
	All	5.4	2.3	6.3	11.0	490
E808B	2016	4.3	2.9	7.8	16.2	70
	2017	--	--	--	--	5
	2018	--	--	--	--	9
	2019	3.3	2.2	5.6	9.2	39
	2020	--	--	--	--	1
	All	4.0	2.6	7.0	12.6	124

¹Sample sizes reflect the number of responses made by first arriving primary front-line units to emergency calls; due to missing or excluded time data, sample sizes corresponding to individual table metrics may be smaller.

First Due Station 809

Table 61: Number of Incidents Dispatched by Call Category and Reporting Period – First Due Station 809

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Device / Package	1	1	0	1	0
Device / Package / Explosion	0	0	0	0	0
Bomb Total	1	1	0	1	0
ALSo	1	4	1	0	58
ALS1	822	735	628	651	591
ALS2	67	54	43	48	50
BLS0	580	513	471	523	492
BLS1	525	455	424	376	342
EMS Other	0	0	0	0	0
Mass Casualty	0	0	0	0	0
Overdose	22	17	22	14	18
Police-Active Shooter	1	0	0	0	0
Police-Assault	96	72	72	96	62
Police-Assist	0	0	0	0	0
Police-Barricade	0	0	0	0	0
Police-Cutting/Stabbing	13	15	8	10	12
Police-Domestic	0	0	0	0	0
Police-Robbery	0	0	0	0	0
Police-Sexual Assault	4	3	3	2	2
Police-Shooting	18	8	13	7	9
Police-Suicide	27	22	25	21	21
Police-Welfare Check	1	4	4	1	3
EMS Total	2,177	1,902	1,714	1,749	1,660
Aircraft Crash	0	0	0	0	0
Boat Fire	0	0	0	0	0
Fire Alarm	235	183	254	216	42
Investigation	65	43	68	54	174
Metro Train Fire	0	0	0	0	0
Outside Fire	42	31	34	46	35
Street Alarm	48	28	43	36	13
Structure Fire	23	18	18	19	27
Train Emergency	0	0	1	0	0
Vehicle Fire	24	36	30	29	7
Fire Total	437	339	448	400	298

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Hazmat	3	6	7	3	1
Hazmat-CO Leak	2	2	2	0	0
Hazmat-Fuel Spill	4	4	5	4	4
Hazmat-Gas Leak	52	51	51	53	59
Hazmat Total	61	63	65	60	64
Service	115	67	68	69	139
Non-Emergency Total	115	67	68	69	139
MVA	364	332	347	344	381
Pedestrian Struck	31	24	24	23	5
Rescue	41	24	32	32	2
Technical Rescue	15	19	22	23	7
Water Rescue	3	0	5	0	14
Rescue Total	454	399	430	422	409
Total	3,245	2,771	2,725	2,701	2,570

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

Table 62: Number of Responses Made by Unit ID and Reporting Period – Units Assigned to Station 809

Unit ID	Reporting Period ¹				
	2016	2017	2018	2019	2020
A809	2,174	3,056	1,097	2,656	1,982
A809B	1,238	176	1,857	595	686
C809	1	0	1	2	3
E809	1,592	1,708	1,823	1,596	1,588
E809B	225	159	109	371	164
E809C	403	79	2	1	0
TK809	1,092	978	832	803	743
U809	9	4	2	3	1
VC809	144	166	250	345	331
VC809A	366	275	29	147	78
VC809B	48	55	245	85	21
Total	7,292	6,656	6,247	6,604	5,597
Average Responses per Day²	19.9	18.2	17.1	18.1	15.3

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

²Reporting periods 2016 and 2020 contained 366 days due to inclusion of leap year date February 29; all other reporting periods contained 365 days.

Table 63: Baseline 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents – 1st Arrivals in First Due Station 809

First Due Station 809: 1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		5:52	5:40	5:30	5:53	5:52	6:46	4:31	82.3%
Turnout Time		2:02	2:06	2:00	2:02	2:03	2:00	1:58	88.5%
Travel Time	Urban	6:41	6:15	6:20	6:26	6:41	7:32	7:26	93.5%
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	9:33	N/A
Total Response Time	Urban	13:01	12:30	12:14	13:00	13:13	14:00	12:26	88.1%
		n = 9,209	n = 2,169	n = 1,861	n = 1,806	n = 1,752	n = 1,621		
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	14:23	N/A
		n = 0	n = 0	n = 0	n = 0	n = 0	n = 0		

Color coding legend: green fill ≥ 90%; yellow fill ≥ 70% to < 90%; red fill < 70%

Table 64: 2016 to 2020 90th Percentile Performance¹ of Primary Front-Line 1st Arriving Units for Emergency Incidents by First Due Station, Program, and Risk Rating – 1st Arrivals in First Due Station 809

First Due Station	Program	Low				Moderate				High				Special			
		D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R
809	EMS	11.2	2.2	8.2	18.6	4.8	2.1	6.6	11.7	4.6	2.1	4.9	9.9	--	--	--	--
	Fire	4.9	1.9	5.1	10.7	4.2	1.6	4.6	9.1	3.1	1.7	5.2	9.2	--	--	--	--
	Hazmat	4.9	2.0	6.9	11.4	3.5	1.6	5.4	9.7	--	--	--	--	--	--	--	--
	Rescue	8.0	1.8	6.4	14.8	5.3	1.9	4.9	10.4	--	--	--	--	--	--	--	--
	Total	8.0	2.0	7.0	15.7	4.7	2.1	6.3	11.6	4.4	2.0	4.9	9.5	--	--	--	--
All	EMS	9.4	2.3	10.1	19.6	4.3	2.2	8.1	12.8	4.2	2.2	7.1	11.7	--	--	--	--
	Fire	4.5	2.1	8.0	13.3	4.2	1.8	7.1	11.6	3.9	1.9	7.1	11.1	5.7	1.9	6.2	11.9
	Hazmat	5.3	2.0	8.9	13.9	3.7	1.9	7.4	11.6	25.0	3.1	12.6	27.9	--	--	--	--
	Rescue	6.3	2.1	8.1	14.8	5.5	2.1	7.2	12.9	7.1	2.4	9.9	15.3	--	--	--	--
	Total	6.8	2.2	9.2	16.8	4.3	2.2	8.0	12.8	4.2	2.1	7.2	11.6	5.3	2.1	6.6	12.0

¹D = Dispatch Time, TO = Turnout Time, TR = Travel Time, R = Response Time

Table 65: 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents by Unit ID and Reporting Period – Units Assigned to Station 809

Unit ID	Reporting Period	Dispatch Time (Minutes)	Turnout Time (Minutes)	Travel Time (Minutes)	Response Time (Minutes)	Sample Size ¹
A809	2016	6.5	2.0	7.0	13.6	772
	2017	5.8	2.1	7.0	13.1	1,069
	2018	6.3	2.2	7.2	14.8	385
	2019	6.3	2.0	7.4	14.2	902
	2020	11.3	2.0	8.7	20.1	647
	All	6.7	2.1	7.4	14.9	3,775
A809B	2016	5.1	2.1	7.1	12.9	419
	2017	5.9	2.4	6.5	14.6	79
	2018	7.9	2.2	7.5	15.0	666
	2019	10.3	2.1	8.0	18.0	202
	2020	8.7	2.1	7.9	16.3	202
	All	7.0	2.1	7.4	14.8	1,568
E809	2016	5.8	1.8	5.2	11.8	736
	2017	5.8	1.8	5.0	11.1	859
	2018	5.4	1.8	5.2	11.1	932
	2019	5.5	1.9	5.2	11.1	786
	2020	6.3	2.0	5.1	11.9	768
	All	5.8	1.8	5.2	11.3	4,081
E809B	2016	9.5	1.8	5.5	14.2	102
	2017	6.2	1.7	6.1	12.9	71
	2018	5.9	1.8	5.7	12.1	50
	2019	5.5	2.1	5.8	12.6	183
	2020	6.7	2.2	4.8	14.0	63
	All	6.4	1.9	5.5	12.8	469
E809C	2016	5.5	2.0	5.8	11.1	191
	2017	4.7	1.6	6.4	10.8	32
	2018	--	--	--	--	2
	2019	--	--	--	--	0
	2020	--	--	--	--	0
	All	4.9	1.9	5.8	11.0	225
TK809	2016	5.1	1.6	5.3	10.3	275
	2017	5.5	1.4	5.3	10.1	250
	2018	6.0	1.7	6.5	12.3	228
	2019	5.3	1.8	6.9	12.5	186
	2020	6.1	2.0	6.1	13.0	156
	All	5.5	1.7	6.1	11.3	1,095

¹Sample sizes reflect the number of responses made by first arriving primary front-line units to emergency calls; due to missing or excluded time data, sample sizes corresponding to individual table metrics may be smaller.

Table 66: Call Concurrency – First Due Station 809

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
809	2016	884	3,244	27.3
	2017	614	2,769	22.2
	2018	565	2,722	20.8
	2019	613	2,700	22.7
	2020	589	2,567	22.9
	All	3,265	14,002	23.3

First Due Station 810

Table 67: Number of Incidents Dispatched by Call Category and Reporting Period – First Due Station 810

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Device / Package	0	0	0	0	0
Device / Package / Explosion	0	0	0	0	0
Bomb Total	0	0	0	0	0
ALSo	1	0	0	0	75
ALS1	646	635	732	714	710
ALS2	46	72	62	59	65
BLS0	473	468	469	495	510
BLS1	318	409	395	412	358
EMS Other	0	0	0	0	0
Mass Casualty	0	0	0	0	0
Overdose	18	12	8	10	25
Police-Active Shooter	0	0	0	0	0
Police-Assault	20	16	30	37	40
Police-Assist	0	0	0	0	0
Police-Barricade	0	0	0	0	1
Police-Cutting/Stabbing	3	3	6	6	1
Police-Domestic	0	0	0	0	0
Police-Robbery	0	0	0	0	0
Police-Sexual Assault	1	1	0	0	0
Police-Shooting	1	1	3	1	1
Police-Suicide	29	18	24	13	21
Police-Welfare Check	1	1	1	1	1
EMS Total	1,557	1,636	1,730	1,748	1,808
Aircraft Crash	0	0	0	0	0
Boat Fire	0	0	0	0	0
Fire Alarm	214	222	263	257	53
Investigation	40	38	37	39	293
Metro Train Fire	0	0	0	0	0
Outside Fire	24	15	25	15	20
Street Alarm	28	31	28	33	17
Structure Fire	21	18	20	21	20
Train Emergency	0	0	0	0	0
Vehicle Fire	13	16	15	10	5
Fire Total	340	340	388	375	408

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Hazmat	0	1	3	0	1
Hazmat-CO Leak	0	2	3	2	0
Hazmat-Fuel Spill	4	4	3	4	1
Hazmat-Gas Leak	25	34	39	34	27
Hazmat Total	29	41	48	40	29
Service	85	101	142	117	217
Non-Emergency Total	85	101	142	117	217
MVA	103	132	128	127	133
Pedestrian Struck	5	7	10	4	3
Rescue	20	27	30	44	10
Technical Rescue	8	11	6	7	3
Water Rescue	0	0	1	1	1
Rescue Total	136	177	175	183	150
Total	2,147	2,295	2,483	2,463	2,612

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

Table 68: Number of Responses Made by Unit ID and Reporting Period – Units Assigned to Station 810

Unit ID	Reporting Period ¹				
	2016	2017	2018	2019	2020
A810	736	604	1,263	1,086	898
A810B	1,618	1,643	1,043	978	891
C810	0	0	1	0	0
E810	346	362	710	303	1,011
E810B	379	652	388	201	642
E810C	956	346	473	734	81
MD810	2,305	2,248	2,059	2,056	2,003
TK810	0	0	0	0	5
TW810	199	294	218	159	112
U810	7	0	1	2	0
VC810	44	33	97	58	160
VC810A	122	75	71	112	37
VC810B	96	78	27	21	29
XE810	2	0	0	0	0
Total	6,810	6,335	6,351	5,710	5,869
Average Responses per Day²	18.6	17.4	17.4	15.6	16.0

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

²Reporting periods 2016 and 2020 contained 366 days due to inclusion of leap year date February 29; all other reporting periods contained 365 days.

Table 69: Baseline 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents – 1st Arrivals in First Due Station 810

First Due Station 810:									
1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		4:37	4:40	4:56	4:35	4:37	4:30	4:31	89.1%
Turnout Time		2:21	2:25	2:28	2:27	2:19	2:03	1:58	78.8%
Travel Time	Urban	7:53	7:29	7:32	7:37	8:13	8:15	7:26	87.8%
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	9:33	N/A
Total Response Time	Urban	13:05	12:45	13:14	12:39	13:16	13:26	12:26	87.5%
		n = 7,765	n = 1,399	n = 1,547	n = 1,636	n = 1,597	n = 1,586		
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	14:23	N/A
		n = 0	n = 0	n = 0	n = 0	n = 0	n = 0		

Color coding legend: green fill ≥ 90%; yellow fill ≥ 70% to < 90%; red fill < 70%

Table 70: 2016 to 2020 90th Percentile Performance¹ of Primary Front-Line 1st Arriving Units for Emergency Incidents by First Due Station, Program, and Risk Rating – 1st Arrivals in First Due Station 810

First Due Station	Program	Low				Moderate				High				Special			
		D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R
810	EMS	5.3	2.4	8.8	15.1	4.2	2.4	7.4	12.1	4.2	2.4	6.5	10.9	--	--	--	--
	Fire	4.7	2.1	7.5	13.4	4.6	2.1	7.9	12.3	4.6	2.3	9.5	13.8	--	--	--	--
	Hazmat	8.5	2.4	9.1	18.3	4.3	2.3	7.2	12.2	--	--	--	--	--	--	--	--
	Rescue	6.6	2.1	9.0	15.8	5.1	2.3	8.2	13.5	--	--	--	--	--	--	--	--
	Total	5.5	2.3	8.4	15.0	4.2	2.4	7.4	12.1	4.2	2.4	6.9	11.5	--	--	--	--
All	EMS	9.4	2.3	10.1	19.6	4.3	2.2	8.1	12.8	4.2	2.2	7.1	11.7	--	--	--	--
	Fire	4.5	2.1	8.0	13.3	4.2	1.8	7.1	11.6	3.9	1.9	7.1	11.1	5.7	1.9	6.2	11.9
	Hazmat	5.3	2.0	8.9	13.9	3.7	1.9	7.4	11.6	25.0	3.1	12.6	27.9	--	--	--	--
	Rescue	6.3	2.1	8.1	14.8	5.5	2.1	7.2	12.9	7.1	2.4	9.9	15.3	--	--	--	--
	Total	6.8	2.2	9.2	16.8	4.3	2.2	8.0	12.8	4.2	2.1	7.2	11.6	5.3	2.1	6.6	12.0

¹D = Dispatch Time, TO = Turnout Time, TR = Travel Time, R = Response Time

Table 71: 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents by Unit ID and Reporting Period – Units Assigned to Station 810

Unit ID	Reporting Period	Dispatch Time (Minutes)	Turnout Time (Minutes)	Travel Time (Minutes)	Response Time (Minutes)	Sample Size ¹
A810	2016	5.0	2.6	8.0	14.2	228
	2017	5.0	2.5	8.3	13.3	214
	2018	4.6	2.7	8.3	13.7	528
	2019	4.5	2.4	7.9	13.4	438
	2020	6.2	2.2	8.1	13.8	347
	All	4.8	2.5	8.1	13.7	1,755
A810B	2016	4.6	2.6	8.8	14.4	531
	2017	5.1	2.7	7.6	13.3	642
	2018	5.1	2.6	8.1	14.3	388
	2019	4.4	2.4	8.2	12.9	403
	2020	5.0	2.3	8.8	15.7	331
	All	4.8	2.6	8.2	13.9	2,295
E810	2016	6.5	2.1	7.5	12.8	187
	2017	5.3	2.3	7.4	13.4	194
	2018	4.9	2.1	6.8	12.5	344
	2019	6.8	2.4	7.6	16.5	156
	2020	4.5	1.9	7.1	12.4	439
	All	5.1	2.1	7.2	12.8	1,320
E810B	2016	5.2	2.2	7.4	13.7	181
	2017	5.5	2.1	6.9	12.5	320
	2018	6.1	2.1	7.3	13.5	203
	2019	5.4	2.0	7.7	13.6	95
	2020	5.4	1.9	7.1	13.3	295
	All	5.5	2.0	7.1	13.1	1,094
E810C	2016	5.9	2.2	6.8	13.3	455
	2017	6.8	2.5	7.1	12.4	189
	2018	5.1	2.3	6.5	12.2	232
	2019	4.9	2.0	7.6	13.0	340
	2020	4.4	2.0	8.5	13.4	46
	All	5.3	2.2	7.1	12.8	1,262
MD810	2016	4.5	2.6	8.9	14.4	497
	2017	4.6	2.6	8.4	13.9	422
	2018	4.3	2.7	7.8	13.0	403
	2019	4.4	2.4	8.8	13.3	439
	2020	4.0	2.2	9.1	14.0	928
	All	4.3	2.5	8.8	13.8	2,689

Unit ID	Reporting Period	Dispatch Time (Minutes)	Turnout Time (Minutes)	Travel Time (Minutes)	Response Time (Minutes)	Sample Size ¹
TW810	2016	5.1	2.3	7.7	15.5	42
	2017	5.3	2.2	7.9	14.3	65
	2018	3.7	2.2	8.8	13.0	70
	2019	3.8	2.3	9.6	14.5	37
	2020	4.3	1.9	9.4	14.2	27
	All	4.1	2.2	8.5	13.3	241

¹Sample sizes reflect the number of responses made by first arriving primary front-line units to emergency calls; due to missing or excluded time data, sample sizes corresponding to individual table metrics may be smaller.

Table 72: Call Concurrency – First Due Station 810

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
810	2016	501	2,145	23.4
	2017	498	2,289	21.8
	2018	591	2,477	23.9
	2019	626	2,453	25.5
	2020	691	2,607	26.5
	All	2,907	11,971	24.3

First Due Station 811

Table 73: Number of Incidents Dispatched by Call Category and Reporting Period – First Due Station 811

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Device / Package	0	0	0	3	0
Device / Package / Explosion	0	0	1	0	0
Bomb Total	0	0	1	3	0
ALSo	1	3	0	3	34
ALS1	352	411	403	409	404
ALS2	41	36	32	27	33
BLS0	330	335	297	305	310
BLS1	220	260	265	258	257
EMS Other	0	0	0	0	0
Mass Casualty	0	0	0	0	0
Overdose	29	24	30	21	17
Police-Active Shooter	0	0	0	0	0
Police-Assault	42	62	23	26	31
Police-Assist	0	1	1	0	0
Police-Barricade	0	0	0	0	0
Police-Cutting/Stabbing	3	6	7	2	4
Police-Domestic	0	0	0	0	0
Police-Robbery	0	0	0	0	0
Police-Sexual Assault	3	0	3	0	0
Police-Shooting	6	4	3	1	4
Police-Suicide	28	23	27	27	15
Police-Welfare Check	0	1	2	0	1
EMS Total	1,055	1,166	1,093	1,079	1,110
Aircraft Crash	0	0	0	0	0
Boat Fire	0	0	0	0	0
Fire Alarm	130	162	191	203	35
Investigation	49	66	53	25	171
Metro Train Fire	0	0	0	0	0
Outside Fire	34	18	32	19	25
Street Alarm	16	21	17	22	15
Structure Fire	10	6	23	15	18
Train Emergency	0	0	0	0	0
Vehicle Fire	33	32	22	21	4
Fire Total	272	305	338	305	268

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Hazmat	0	0	4	6	4
Hazmat-CO Leak	1	5	3	0	0
Hazmat-Fuel Spill	6	10	1	5	0
Hazmat-Gas Leak	40	45	49	37	19
Hazmat Total	47	60	57	48	23
Service	72	64	102	74	159
Non-Emergency Total	72	64	102	74	159
MVA	273	297	308	299	231
Pedestrian Struck	14	11	14	11	0
Rescue	39	41	56	82	10
Technical Rescue	17	12	22	12	2
Water Rescue	0	0	0	0	0
Rescue Total	343	361	400	404	243
Total	1,789	1,956	1,991	1,913	1,803

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

Table 74: Number of Responses Made by Unit ID and Reporting Period – Units Assigned to Station 811

Unit ID	Reporting Period ¹				
	2016	2017	2018	2019	2020
A811	1,066	691	784	976	881
A811B	828	706	732	921	815
A811C	0	0	169	188	239
E811	716	453	307	442	749
E811B	797	691	521	454	906
PA811	96	42	11	0	17
PA811B	66	20	6	0	32
U811	10	3	2	1	1
VC811	120	65	69	48	104
VC811A	4	43	30	12	101
VC811B	79	38	19	26	114
Total	3,782	2,752	2,650	3,068	3,959
Average Responses per Day²	10.3	7.5	7.3	8.4	10.8

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

²Reporting periods 2016 and 2020 contained 366 days due to inclusion of leap year date February 29; all other reporting periods contained 365 days.

Table 75: Baseline 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents – 1st Arrivals in First Due Station 811

First Due Station 811: 1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		5:24	5:44	5:26	5:17	5:14	5:24	4:31	84.0%
Turnout Time		2:11	2:15	2:23	2:12	2:02	1:52	1:58	84.9%
Travel Time	Urban	7:19	7:02	7:09	7:12	7:25	7:46	7:26	90.9%
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	9:33	N/A
Total Response Time	Urban	13:23	13:49	13:33	13:47	12:49	13:23	12:26	86.7%
		n = 6,107	n = 1,119	n = 1,274	n = 1,314	n = 1,281	n = 1,119		
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	14:23	N/A
		n = 0	n = 0	n = 0	n = 0	n = 0	n = 0		

Color coding legend: green fill ≥ 90%; yellow fill ≥ 70% to < 90%; red fill < 70%

Table 76: 2016 to 2020 90th Percentile Performance¹ of Primary Front-Line 1st Arriving Units for Emergency Incidents by First Due Station, Program, and Risk Rating – 1st Arrivals in First Due Station 811

First Due Station	Program	Low				Moderate				High				Special			
		D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R
811	EMS	9.3	2.3	7.9	17.9	4.6	2.3	6.9	11.8	5.0	2.1	6.5	10.9	--	--	--	--
	Fire	5.4	2.0	6.0	12.2	4.0	1.9	5.5	9.6	4.3	1.5	4.4	8.8	--	--	--	--
	Hazmat	5.0	2.1	6.9	11.5	3.8	2.0	5.8	10.6	--	--	--	--	--	--	--	--
	Rescue	6.0	2.1	8.8	15.6	5.2	2.2	7.4	13.6	--	--	--	--	--	--	--	--
	Total	6.4	2.2	7.8	15.7	4.6	2.3	6.9	11.8	5.0	1.9	5.5	10.6	--	--	--	--
All	EMS	9.4	2.3	10.1	19.6	4.3	2.2	8.1	12.8	4.2	2.2	7.1	11.7	--	--	--	--
	Fire	4.5	2.1	8.0	13.3	4.2	1.8	7.1	11.6	3.9	1.9	7.1	11.1	5.7	1.9	6.2	11.9
	Hazmat	5.3	2.0	8.9	13.9	3.7	1.9	7.4	11.6	25.0	3.1	12.6	27.9	--	--	--	--
	Rescue	6.3	2.1	8.1	14.8	5.5	2.1	7.2	12.9	7.1	2.4	9.9	15.3	--	--	--	--
	Total	6.8	2.2	9.2	16.8	4.3	2.2	8.0	12.8	4.2	2.1	7.2	11.6	5.3	2.1	6.6	12.0

¹D = Dispatch Time, TO = Turnout Time, TR = Travel Time, R = Response Time

Table 77: 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents by Unit ID and Reporting Period – Units Assigned to Station 811

Unit ID	Reporting Period	Dispatch Time (Minutes)	Turnout Time (Minutes)	Travel Time (Minutes)	Response Time (Minutes)	Sample Size ¹
A811	2016	5.4	2.2	7.4	14.0	355
	2017	5.4	2.7	7.8	13.9	239
	2018	5.0	2.4	7.6	14.0	276
	2019	5.8	2.1	8.5	14.8	334
	2020	7.8	1.9	8.9	16.4	292
	All	5.8	2.3	8.0	14.8	1,495
A811B	2016	4.9	2.4	8.0	13.9	261
	2017	6.0	2.8	8.4	15.8	227
	2018	6.2	2.4	7.6	14.3	231
	2019	4.8	2.1	8.6	13.8	311
	2020	5.8	1.8	9.1	14.5	261
	All	5.7	2.4	8.4	14.4	1,291
A811C	2016	--	--	--	--	0
	2017	--	--	--	--	0
	2018	4.2	2.1	8.6	15.0	62
	2019	6.6	2.2	8.9	17.1	69
	2020	5.8	1.7	8.9	17.6	79
	All	5.5	2.0	8.8	16.2	210
E811	2016	5.8	2.2	6.8	13.9	293
	2017	5.7	2.3	6.6	12.3	190
	2018	4.9	2.0	7.0	13.2	123
	2019	5.4	1.7	6.0	12.7	176
	2020	4.8	1.5	7.0	12.3	272
	All	5.3	2.0	6.6	12.7	1,054
E811B	2016	5.2	2.2	7.3	12.9	360
	2017	6.3	2.3	6.9	12.3	300
	2018	6.0	2.0	6.1	13.2	221
	2019	5.0	1.8	6.5	11.8	209
	2020	4.7	1.4	5.9	11.7	356
	All	5.5	2.0	6.5	12.4	1,446
PA811	2016	5.7	2.4	11.1	17.9	23
	2017	4.7	2.7	12.8	20.9	14
	2018	--	--	--	--	5
	2019	--	--	--	--	0
	2020	--	--	--	--	8
	All	5.3	2.4	10.8	17.8	50

Unit ID	Reporting Period	Dispatch Time (Minutes)	Turnout Time (Minutes)	Travel Time (Minutes)	Response Time (Minutes)	Sample Size ¹
PA811B	2016	12.2	2.4	7.0	18.9	21
	2017	--	--	--	--	4
	2018	--	--	--	--	0
	2019	--	--	--	--	0
	2020	3.5	2.0	7.2	11.7	15
	All	4.2	2.4	6.9	11.7	40

¹Sample sizes reflect the number of responses made by first arriving primary front-line units to emergency calls; due to missing or excluded time data, sample sizes corresponding to individual table metrics may be smaller.

Table 78: Call Concurrency – First Due Station 811

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
811	2016	282	1,788	15.8
	2017	317	1,953	16.2
	2018	388	1,991	19.5
	2019	346	1,910	18.1
	2020	315	1,801	17.5
	All	1,648	9,443	17.5

First Due Station 812

Table 79: Number of Incidents Dispatched by Call Category and Reporting Period – First Due Station 812

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Device / Package	3	0	1	2	0
Device / Package / Explosion	0	0	0	0	0
Bomb Total	3	0	1	2	0
ALSo	0	1	0	0	24
ALS1	457	480	479	413	231
ALS2	14	19	20	21	10
BLS0	358	350	318	266	196
BLS1	627	588	524	551	233
EMS Other	0	0	0	0	0
Mass Casualty	0	0	0	0	0
Overdose	57	58	35	48	33
Police-Active Shooter	0	0	0	0	0
Police-Assault	45	51	30	22	12
Police-Assist	0	0	0	0	0
Police-Barricade	0	0	0	0	0
Police-Cutting/Stabbing	7	8	3	2	4
Police-Domestic	0	0	0	0	0
Police-Robbery	0	0	0	0	0
Police-Sexual Assault	2	1	1	1	0
Police-Shooting	3	4	1	1	3
Police-Suicide	31	36	22	11	20
Police-Welfare Check	0	0	1	2	0
EMS Total	1,601	1,596	1,434	1,338	766
Aircraft Crash	0	0	0	0	0
Boat Fire	0	0	0	0	0
Fire Alarm	342	406	369	411	57
Investigation	44	63	58	49	202
Metro Train Fire	0	0	0	0	0
Outside Fire	31	19	13	17	9
Street Alarm	25	24	29	20	10
Structure Fire	21	12	14	7	25
Train Emergency	0	0	1	0	0
Vehicle Fire	10	4	3	3	2
Fire Total	473	528	487	507	305

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Hazmat	5	4	12	3	0
Hazmat-CO Leak	0	1	1	3	1
Hazmat-Fuel Spill	4	0	2	3	0
Hazmat-Gas Leak	53	45	33	32	47
Hazmat Total	62	50	48	41	48
Service	34	57	49	41	91
Non-Emergency Total	34	57	49	41	91
MVA	92	52	49	39	34
Pedestrian Struck	18	20	30	21	3
Rescue	60	70	112	112	21
Technical Rescue	5	3	2	1	1
Water Rescue	0	0	0	0	0
Rescue Total	175	145	193	173	59
Total	2,348	2,376	2,212	2,102	1,269

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

Table 80: Number of Responses Made by Unit ID and Reporting Period – Units Assigned to Station 812

Unit ID	Reporting Period ¹				
	2016	2017	2018	2019	2020
A812	1,168	1,030	1,580	1,484	753
A812B	918	737	581	583	286
A812C	320	600	54	78	14
A812D	0	0	0	4	0
A812E	0	0	0	4	0
CRT812	10	9	7	18	8
E812	610	462	880	852	379
E812B	611	874	580	472	321
F812	44	40	16	11	4
HSC812	140	117	63	0	0
MD812	2,639	2,536	2,443	1,817	1,407
PA812	33	56	42	22	1
PA812B	0	0	4	2	0
RECON812	0	0	0	0	1
RECON812B	0	0	0	0	1
TK812	660	604	593	639	485
U812	36	21	11	13	5
VC812	287	178	206	111	43
VC812A	7	34	55	21	6
VC812B	78	15	9	11	14
Total	7,561	7,313	7,124	6,142	3,728
Average Responses per Day²	20.7	20.0	19.5	16.8	10.2

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

²Reporting periods 2016 and 2020 contained 366 days due to inclusion of leap year date February 29; all other reporting periods contained 365 days.

Table 81: Baseline 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents – 1st Arrivals in First Due Station 812

First Due Station 812: 1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		5:06	5:21	5:17	5:02	4:44	4:35	4:31	86.5%
Turnout Time		2:16	2:18	2:21	2:17	2:12	2:05	1:58	81.5%
Travel Time	Urban	5:54	5:58	5:31	5:52	6:01	6:19	7:26	95.6%
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	9:33	N/A
Total Response Time	Urban	11:27	12:06	11:35	11:21	10:49	11:25	12:26	92.3%
		n = 7,420	n = 1,659	n = 1,687	n = 1,638	n = 1,589	n = 847		
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	14:23	
		n = 0	n = 0	n = 0	n = 0	n = 0	n = 0		

Color coding legend: green fill ≥ 90%; yellow fill ≥ 70% to < 90%; red fill < 70%

Table 82: 2016 to 2020 90th Percentile Performance¹ of Primary Front-Line 1st Arriving Units for Emergency Incidents by First Due Station, Program, and Risk Rating – 1st Arrivals in First Due Station 812

First Due Station	Program	Low				Moderate				High				Special			
		D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R
812	EMS	8.2	2.3	6.9	15.0	4.4	2.3	5.4	10.5	4.3	2.2	4.2	9.5	--	--	--	--
	Fire	4.6	2.2	4.4	9.8	4.0	1.8	4.3	8.4	4.5	1.9	4.6	8.7	--	--	--	--
	Hazmat	4.9	1.9	6.2	9.8	4.0	1.8	5.5	9.8	--	--	--	--	--	--	--	--
	Rescue	5.1	2.0	6.8	10.9	5.0	2.1	3.8	9.1	--	--	--	--	--	--	--	--
	Total	6.0	2.3	6.1	13.3	4.4	2.3	5.4	10.4	4.3	2.1	4.3	9.1	--	--	--	--
All	EMS	9.4	2.3	10.1	19.6	4.3	2.2	8.1	12.8	4.2	2.2	7.1	11.7	--	--	--	--
	Fire	4.5	2.1	8.0	13.3	4.2	1.8	7.1	11.6	3.9	1.9	7.1	11.1	5.7	1.9	6.2	11.9
	Hazmat	5.3	2.0	8.9	13.9	3.7	1.9	7.4	11.6	25.0	3.1	12.6	27.9	--	--	--	--
	Rescue	6.3	2.1	8.1	14.8	5.5	2.1	7.2	12.9	7.1	2.4	9.9	15.3	--	--	--	--
	Total	6.8	2.2	9.2	16.8	4.3	2.2	8.0	12.8	4.2	2.1	7.2	11.6	5.3	2.1	6.6	12.0

¹D = Dispatch Time, TO = Turnout Time, TR = Travel Time, R = Response Time

Table 83: 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents by Unit ID and Reporting Period – Units Assigned to Station 812

Unit ID	Reporting Period	Dispatch Time (Minutes)	Turnout Time (Minutes)	Travel Time (Minutes)	Response Time (Minutes)	Sample Size ¹
A812	2016	6.7	2.3	6.9	14.4	441
	2017	4.9	2.4	6.9	14.0	417
	2018	5.1	2.2	7.3	14.5	645
	2019	5.5	2.2	8.2	14.7	613
	2020	6.0	2.2	9.0	20.5	270
	All	5.5	2.2	7.5	14.9	2,386
A812B	2016	6.7	2.3	6.2	15.8	354
	2017	5.9	2.5	5.9	13.0	288
	2018	5.6	2.5	7.2	14.2	234
	2019	6.2	2.3	7.2	15.1	247
	2020	6.1	2.2	8.8	17.4	107
	All	5.9	2.4	6.8	14.2	1,230
A812C	2016	5.4	3.0	7.1	13.0	120
	2017	6.2	2.9	7.1	15.5	235
	2018	--	3.9	6.3	--	22
	2019	--	2.6	8.6	--	38
	2020	--	--	--	--	4
	All	6.1	2.9	7.1	15.5	419
E812	2016	4.8	2.2	4.7	10.6	270
	2017	5.6	2.1	4.1	11.0	268
	2018	4.9	2.2	5.2	11.4	454
	2019	5.0	2.0	5.5	11.4	452
	2020	4.6	1.9	4.7	10.9	206
	All	4.8	2.1	4.9	11.0	1,650
E812B	2016	6.8	2.1	5.4	11.1	300
	2017	5.4	2.2	4.4	11.0	476
	2018	5.3	2.1	5.2	10.4	299
	2019	5.3	2.1	4.4	10.8	236
	2020	3.9	1.8	4.6	11.4	168
	All	5.3	2.1	4.6	10.7	1,479
MD812	2016	4.6	2.5	9.5	14.5	286
	2017	4.1	2.4	8.4	14.0	244
	2018	4.3	2.6	8.7	13.5	237
	2019	4.4	2.3	8.4	13.6	184
	2020	4.3	2.4	10.1	15.1	525
	All	4.3	2.4	9.2	14.4	1,476

Unit ID	Reporting Period	Dispatch Time (Minutes)	Turnout Time (Minutes)	Travel Time (Minutes)	Response Time (Minutes)	Sample Size ¹
PA812	2016	--	--	--	--	8
	2017	--	--	--	--	11
	2018	--	--	--	--	7
	2019	--	--	--	--	4
	2020	--	--	--	--	1
	All	5.6	2.9	10.9	14.1	31
TK812	2016	5.3	2.1	6.8	11.3	141
	2017	6.4	1.9	6.6	11.8	138
	2018	5.7	2.0	6.8	11.1	171
	2019	5.2	1.8	7.0	13.0	164
	2020	6.0	1.7	7.2	12.6	62
	All	5.3	1.9	6.8	12.0	676

¹Sample sizes reflect the number of responses made by first arriving primary front-line units to emergency calls; due to missing or excluded time data, sample sizes corresponding to individual table metrics may be smaller.

Table 84: Call Concurrency – First Due Station 812

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
812	2016	592	2,348	25.2
	2017	572	2,374	24.1
	2018	490	2,202	22.3
	2019	496	2,099	23.6
	2020	208	1,267	16.4
	All	2,358	10,290	22.9

First Due Station 813

Table 85: Number of Incidents Dispatched by Call Category and Reporting Period – First Due Station 813

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Device / Package	2	0	0	0	0
Device / Package / Explosion	0	0	0	0	0
Bomb Total	2	0	0	0	0
ALSo	0	0	2	0	26
ALS1	502	436	451	444	369
ALS2	39	52	29	26	34
BLS0	385	340	293	302	260
BLS1	383	332	278	261	211
EMS Other	0	0	0	0	0
Mass Casualty	0	0	0	0	0
Overdose	15	9	14	18	16
Police-Active Shooter	0	0	0	0	0
Police-Assault	82	64	60	56	49
Police-Assist	0	0	0	0	0
Police-Barricade	0	0	0	0	0
Police-Cutting/Stabbing	12	13	8	12	14
Police-Domestic	0	0	0	0	0
Police-Robbery	0	0	0	0	0
Police-Sexual Assault	2	2	0	2	0
Police-Shooting	8	8	7	7	6
Police-Suicide	29	26	18	17	14
Police-Welfare Check	2	4	2	0	1
EMS Total	1,459	1,286	1,162	1,145	1,000
Aircraft Crash	0	0	0	0	0
Boat Fire	0	0	0	0	0
Fire Alarm	71	60	56	69	10
Investigation	40	39	29	28	80
Metro Train Fire	0	0	0	0	0
Outside Fire	24	22	37	24	25
Street Alarm	22	7	11	15	8
Structure Fire	20	18	11	12	14
Train Emergency	0	0	0	0	0
Vehicle Fire	29	18	12	14	5
Fire Total	206	164	156	162	142

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Hazmat	2	0	1	0	0
Hazmat-CO Leak	2	2	0	1	0
Hazmat-Fuel Spill	8	6	1	0	1
Hazmat-Gas Leak	28	22	21	22	15
Hazmat Total	40	30	23	23	16
Service	42	37	49	42	58
Non-Emergency Total	42	37	49	42	58
MVA	251	189	184	231	177
Pedestrian Struck	24	23	23	19	2
Rescue	15	14	11	8	0
Technical Rescue	20	6	7	9	3
Water Rescue	0	0	0	0	1
Rescue Total	310	232	225	267	183
Total	2,059	1,749	1,615	1,639	1,399

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

Table 86: Number of Responses Made by Unit ID and Reporting Period – Units Assigned to Station 813

Unit ID	Reporting Period ¹				
	2016	2017	2018	2019	2020
A813	785	1,164	1,209	892	466
C813	0	0	0	0	1
E813	145	265	337	121	2
E813B	169	179	162	111	0
U813	0	1	1	0	0
VC813	21	15	12	8	0
VC813A	0	0	3	1	0
VC813B	1	0	6	0	0
Total	1,121	1,624	1,730	1,133	469
Average Responses per Day²	3.1	4.4	4.7	3.1	1.3

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

²Reporting periods 2016 and 2020 contained 366 days due to inclusion of leap year date February 29; all other reporting periods contained 365 days.

Table 87: Baseline 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents – 1st Arrivals in First Due Station 813

First Due Station 813:									
1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		6:40	6:33	6:39	6:25	6:55	7:04	4:31	77.5%
Turnout Time		2:19	2:23	2:21	2:18	2:19	2:09	1:58	81.4%
Travel Time	Urban	7:55	7:39	7:14	7:05	8:16	8:58	7:26	87.7%
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	9:33	N/A
Total Response Time	Urban	14:56	14:41	14:26	14:01	15:29	16:08	12:26	80.1%
		n = 5,428	n = 1,345	n = 1,112	n = 1,047	n = 1,058	n = 866		
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	14:23	N/A
		n = 0	n = 0	n = 0	n = 0	n = 0	n = 0		

Color coding legend: green fill ≥ 90%; yellow fill ≥ 70% to < 90%; red fill < 70%

Table 88: 2016 to 2020 90th Percentile Performance¹ of Primary Front-Line 1st Arriving Units for Emergency Incidents by First Due Station, Program, and Risk Rating – 1st Arrivals in First Due Station 813

First Due Station	Program	Low				Moderate				High				Special			
		D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R
813	EMS	12.1	2.5	9.2	21.2	6.0	2.4	7.9	13.9	5.3	2.2	6.1	11.5	--	--	--	--
	Fire	4.8	2.2	6.9	12.2	4.8	1.6	6.4	11.9	5.0	1.5	4.8	9.5	--	--	--	--
	Hazmat	5.2	2.0	7.7	11.7	4.4	1.8	5.7	10.2	--	--	--	--	--	--	--	--
	Rescue	6.7	2.1	7.1	14.9	5.9	2.1	6.2	12.8	--	--	--	--	--	--	--	--
	Total	8.2	2.3	8.1	17.2	5.9	2.3	7.8	13.8	5.2	2.1	5.9	11.4	--	--	--	--
All	EMS	9.4	2.3	10.1	19.6	4.3	2.2	8.1	12.8	4.2	2.2	7.1	11.7	--	--	--	--
	Fire	4.5	2.1	8.0	13.3	4.2	1.8	7.1	11.6	3.9	1.9	7.1	11.1	5.7	1.9	6.2	11.9
	Hazmat	5.3	2.0	8.9	13.9	3.7	1.9	7.4	11.6	25.0	3.1	12.6	27.9	--	--	--	--
	Rescue	6.3	2.1	8.1	14.8	5.5	2.1	7.2	12.9	7.1	2.4	9.9	15.3	--	--	--	--
	Total	6.8	2.2	9.2	16.8	4.3	2.2	8.0	12.8	4.2	2.1	7.2	11.6	5.3	2.1	6.6	12.0

¹D = Dispatch Time, TO = Turnout Time, TR = Travel Time, R = Response Time

Table 89: 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents by Unit ID and Reporting Period – Units Assigned to Station 813

Unit ID	Reporting Period	Dispatch Time (Minutes)	Turnout Time (Minutes)	Travel Time (Minutes)	Response Time (Minutes)	Sample Size ¹
A813	2016	5.4	2.3	8.3	14.6	251
	2017	7.4	2.6	8.0	16.8	380
	2018	7.4	2.3	8.4	15.5	401
	2019	6.5	2.3	10.3	17.9	305
	2020	8.6	2.1	11.9	18.7	145
	All	6.7	2.4	8.9	16.4	1,482
E813	2016	7.0	2.1	7.1	13.3	60
	2017	7.5	2.0	6.3	12.8	99
	2018	4.4	1.8	7.1	11.6	132
	2019	5.1	1.8	7.8	12.6	51
	2020	--	--	--	--	2
	All	6.1	1.9	6.9	12.3	344
E813B	2016	5.0	2.1	7.4	12.5	52
	2017	5.5	1.7	6.5	12.0	70
	2018	5.2	2.1	7.3	15.3	59
	2019	4.5	2.3	7.4	12.6	46
	2020	--	--	--	--	0
	All	5.0	2.0	6.9	12.5	227

¹Sample sizes reflect the number of responses made by first arriving primary front-line units to emergency calls; due to missing or excluded time data, sample sizes corresponding to individual table metrics may be smaller.

Table 90: Call Concurrency – First Due Station 813

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
813	2016	394	2,059	19.1
	2017	307	1,741	17.6
	2018	252	1,615	15.6
	2019	275	1,637	16.8
	2020	182	1,391	13.1
	All	1,410	8,443	16.7

First Due Station 814

Table 91: Number of Incidents Dispatched by Call Category and Reporting Period – First Due Station 814

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Device / Package	1	0	0	1	0
Device / Package / Explosion	0	0	0	0	0
Bomb Total	1	0	0	1	0
ALSo	0	5	6	1	70
ALS1	638	578	581	578	579
ALS2	35	33	28	33	54
BLS0	389	349	382	335	416
BLS1	362	412	393	385	338
EMS Other	0	0	0	0	0
Mass Casualty	0	0	0	0	0
Overdose	17	18	14	20	24
Police-Active Shooter	0	0	0	0	0
Police-Assault	46	42	35	49	36
Police-Assist	0	0	0	0	0
Police-Barricade	1	0	1	0	0
Police-Cutting/Stabbing	10	6	6	9	17
Police-Domestic	0	0	0	0	1
Police-Robbery	0	0	0	0	0
Police-Sexual Assault	2	3	1	0	1
Police-Shooting	5	6	6	3	13
Police-Suicide	33	22	22	19	18
Police-Welfare Check	0	1	2	1	1
EMS Total	1,538	1,475	1,477	1,433	1,568
Aircraft Crash	0	0	0	0	0
Boat Fire	0	0	0	0	0
Fire Alarm	142	116	109	141	39
Investigation	28	42	48	40	117
Metro Train Fire	0	0	0	0	0
Outside Fire	31	27	28	20	16
Street Alarm	50	35	35	45	18
Structure Fire	11	13	15	11	23
Train Emergency	0	0	0	0	0
Vehicle Fire	8	15	15	20	2
Fire Total	270	248	250	277	215

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Hazmat	0	0	1	0	1
Hazmat-CO Leak	1	1	0	0	0
Hazmat-Fuel Spill	11	2	5	3	0
Hazmat-Gas Leak	80	67	85	84	66
Hazmat Total	92	70	91	87	67
Service	47	67	80	65	115
Non-Emergency Total	47	67	80	65	115
MVA	112	159	167	144	124
Pedestrian Struck	13	8	9	10	5
Rescue	19	19	18	24	7
Technical Rescue	10	11	9	13	3
Water Rescue	0	0	0	2	2
Rescue Total	154	197	203	193	141
Total	2,102	2,057	2,101	2,056	2,106

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

Table 92: Number of Responses Made by Unit ID and Reporting Period – Units Assigned to Station 814

Unit ID	Reporting Period ¹				
	2016	2017	2018	2019	2020
A814	2,277	1,873	1,711	1,997	1,608
A814B	219	695	780	739	628
PA814	19	0	13	42	48
PA814B	0	0	1	0	0
SQ814	1,062	1,572	1,689	1,514	914
SQ814B	507	104	180	241	216
TK814	1,206	995	1,134	1,148	1,037
TS814	72	37	0	0	0
U814	0	5	8	4	3
UT814	0	0	0	1	0
VC814	40	40	40	38	29
VC814A	38	36	18	46	5
VC814B	245	162	158	199	201
Total	5,685	5,519	5,732	5,969	4,689
Average Responses per Day²	15.5	15.1	15.7	16.4	12.8

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

²Reporting periods 2016 and 2020 contained 366 days due to inclusion of leap year date February 29; all other reporting periods contained 365 days.

Table 93: Baseline 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents – 1st Arrivals in First Due Station 814

First Due Station 814:									
1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		4:54	5:11	4:52	5:01	4:35	4:49	4:31	87.7%
Turnout Time		2:07	2:16	2:10	2:01	2:07	2:00	1:58	86.1%
Travel Time	Urban	6:40	6:11	6:25	6:13	6:33	7:46	7:26	93.7%
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	9:33	N/A
Total Response Time	Urban	11:51	11:39	11:33	11:13	11:26	13:02	12:26	91.9%
		n = 7,074	n = 1,460	n = 1,437	n = 1,414	n = 1,423	n = 1,340		
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	14:23	N/A
		n = 0	n = 0	n = 0	n = 0	n = 0	n = 0		

Color coding legend: green fill ≥ 90%; yellow fill ≥ 70% to < 90%; red fill < 70%

Table 94: 2016 to 2020 90th Percentile Performance¹ of Primary Front-Line 1st Arriving Units for Emergency Incidents by First Due Station, Program, and Risk Rating – 1st Arrivals in First Due Station 814

First Due Station	Program	Low				Moderate				High				Special			
		D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R
814	EMS	6.3	2.2	7.3	14.4	4.5	2.2	6.8	11.4	4.4	2.0	5.3	10.4	--	--	--	--
	Fire	4.2	1.9	5.4	9.8	5.2	1.8	5.3	10.2	4.7	1.8	4.8	8.7	--	--	--	--
	Hazmat	8.2	2.1	6.7	13.7	3.6	1.9	5.6	9.3	--	--	--	--	--	--	--	--
	Rescue	6.4	2.1	6.8	13.3	4.6	2.3	5.1	10.0	--	--	--	--	--	--	--	--
	Total	5.8	2.1	6.9	13.1	4.4	2.1	6.6	11.2	4.7	2.0	5.2	9.9	--	--	--	--
All	EMS	9.4	2.3	10.1	19.6	4.3	2.2	8.1	12.8	4.2	2.2	7.1	11.7	--	--	--	--
	Fire	4.5	2.1	8.0	13.3	4.2	1.8	7.1	11.6	3.9	1.9	7.1	11.1	5.7	1.9	6.2	11.9
	Hazmat	5.3	2.0	8.9	13.9	3.7	1.9	7.4	11.6	25.0	3.1	12.6	27.9	--	--	--	--
	Rescue	6.3	2.1	8.1	14.8	5.5	2.1	7.2	12.9	7.1	2.4	9.9	15.3	--	--	--	--
	Total	6.8	2.2	9.2	16.8	4.3	2.2	8.0	12.8	4.2	2.1	7.2	11.6	5.3	2.1	6.6	12.0

¹D = Dispatch Time, TO = Turnout Time, TR = Travel Time, R = Response Time

Table 95: 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents by Unit ID and Reporting Period – Units Assigned to Station 814

Unit ID	Reporting Period	Dispatch Time (Minutes)	Turnout Time (Minutes)	Travel Time (Minutes)	Response Time (Minutes)	Sample Size ¹
A814	2016	5.0	2.3	7.6	13.2	809
	2017	4.7	2.1	6.9	12.4	768
	2018	5.0	2.0	7.4	13.4	705
	2019	4.7	2.2	8.0	13.3	687
	2020	8.4	2.0	8.7	16.5	535
	All	5.1	2.1	7.7	13.5	3,504
A814B	2016	7.1	2.6	7.9	13.5	85
	2017	4.8	2.1	7.5	12.8	270
	2018	5.7	2.3	7.5	14.8	300
	2019	5.2	2.3	8.0	13.7	250
	2020	4.7	2.3	8.7	14.4	225
	All	5.1	2.3	7.8	13.6	1,103
PA814	2016	--	--	--	--	9
	2017	--	--	--	--	0
	2018	--	--	--	--	6
	2019	4.5	2.2	9.1	15.4	19
	2020	15.1	2.4	7.1	22.2	18
	All	4.8	2.5	7.1	12.6	52
SQ814	2016	5.8	2.3	8.8	15.8	256
	2017	6.1	2.1	8.0	14.0	421
	2018	5.5	2.1	7.9	12.6	400
	2019	5.0	2.1	7.3	12.9	374
	2020	6.0	2.0	8.9	14.8	217
	All	5.5	2.1	8.0	13.8	1,668
SQ814B	2016	7.6	2.3	8.1	14.8	82
	2017	--	2.0	9.3	--	14
	2018	4.2	2.5	7.0	10.6	41
	2019	4.8	2.2	6.7	11.4	36
	2020	5.0	2.3	8.5	16.2	28
	All	4.9	2.3	7.7	14.3	201
TK814	2016	6.0	1.8	6.0	11.2	426
	2017	4.8	1.9	6.0	10.8	326
	2018	5.1	1.9	6.4	10.8	385
	2019	4.9	1.9	6.3	10.7	422
	2020	4.7	1.6	5.9	10.7	352
	All	5.1	1.8	6.2	10.8	1,911

¹Sample sizes reflect the number of responses made by first arriving primary front-line units to emergency calls; due to missing or excluded time data, sample sizes corresponding to individual table metrics may be smaller.

Table 96: Call Concurrency – First Due Station 814

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
814	2016	402	2,101	19.1
	2017	356	2,056	17.3
	2018	427	2,098	20.4
	2019	354	2,051	17.3
	2020	431	2,103	20.5
	All	1,970	10,409	18.9

First Due Station 816

Table 97: Number of Incidents Dispatched by Call Category and Reporting Period – First Due Station 816

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Device / Package	0	1	3	0	0
Device / Package / Explosion	0	0	0	0	0
Bomb Total	0	1	3	0	0
ALSo	0	13	20	2	65
ALS1	761	842	816	906	747
ALS2	56	55	43	55	68
BLS0	619	603	590	636	493
BLS1	430	459	399	418	398
EMS Other	0	0	0	0	0
Mass Casualty	0	0	0	0	0
Overdose	16	9	13	16	16
Police-Active Shooter	0	0	0	0	0
Police-Assault	25	34	21	22	29
Police-Assist	0	0	0	0	0
Police-Barricade	0	0	0	0	0
Police-Cutting/Stabbing	1	3	4	2	3
Police-Domestic	1	0	0	0	0
Police-Robbery	0	0	0	0	0
Police-Sexual Assault	2	2	0	0	2
Police-Shooting	1	4	1	1	2
Police-Suicide	30	35	21	27	25
Police-Welfare Check	1	0	2	1	0
EMS Total	1,943	2,059	1,930	2,086	1,848
Aircraft Crash	1	0	0	0	0
Boat Fire	0	0	0	0	0
Fire Alarm	261	233	302	287	53
Investigation	44	45	31	32	204
Metro Train Fire	0	0	0	0	0
Outside Fire	36	26	35	33	25
Street Alarm	36	19	26	22	24
Structure Fire	27	17	20	17	21
Train Emergency	0	0	0	0	0
Vehicle Fire	42	29	33	25	6
Fire Total	447	369	447	416	333

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Hazmat	4	2	2	0	4
Hazmat-CO Leak	3	2	4	0	0
Hazmat-Fuel Spill	9	9	2	6	1
Hazmat-Gas Leak	19	33	29	39	30
Hazmat Total	35	46	37	45	35
Service	152	170	155	173	187
Non-Emergency Total	152	170	155	173	187
MVA	282	327	322	297	227
Pedestrian Struck	10	11	15	9	0
Rescue	47	41	107	56	13
Technical Rescue	15	14	18	10	4
Water Rescue	0	0	0	0	2
Rescue Total	354	393	462	372	246
Total	2,931	3,038	3,034	3,092	2,649

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

Table 98: Number of Responses Made by Unit ID and Reporting Period – Units Assigned to Station 816

Unit ID	Reporting Period ¹				
	2016	2017	2018	2019	2020
A816	15	0	0	0	0
AU816	39	23	3	0	1
E816	2,335	2,238	1	0	0
E816B	0	0	1	0	0
E816P	0	148	2,423	2,576	2,075
HC816	118	113	144	138	77
HC816R	0	1	0	1	0
HMC	10	14	34	23	3
HSC	0	0	1	0	0
PA816	2,660	2,624	2,610	2,737	2,350
U816	2	0	3	0	0
UA816	1	0	0	0	0
Total	5,180	5,161	5,220	5,475	4,506
Average Responses per Day²	14.2	14.1	14.3	15.0	12.3

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

²Reporting periods 2016 and 2020 contained 366 days due to inclusion of leap year date February 29; all other reporting periods contained 365 days.

Table 99: Baseline 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents – 1st Arrivals in First Due Station 816

First Due Station 816:									
1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		4:33	4:47	4:51	4:22	4:31	4:18	4:31	89.7%
Turnout Time		2:04	2:06	2:05	2:09	2:01	1:57	1:58	87.9%
Travel Time	Urban	8:24	8:08	8:04	8:20	8:32	9:01	7:26	85.2%
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	9:33	N/A
Total Response Time	Urban	13:45	13:44	13:32	13:33	13:48	14:15	12:26	85.0%
		n = 9,570	n = 1,909	n = 1,973	n = 1,976	n = 1,999	n = 1,713		
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	14:23	N/A
		n = 0	n = 0	n = 0	n = 0	n = 0	n = 0		

Color coding legend: green fill ≥ 90%; yellow fill ≥ 70% to < 90%; red fill < 70%

Table 100: 2016 to 2020 90th Percentile Performance¹ of Primary Front-Line 1st Arriving Units for Emergency Incidents by First Due Station, Program, and Risk Rating – 1st Arrivals in First Due Station 816

First Due Station	Program	Low				Moderate				High				Special			
		D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R
816	EMS	6.7	2.2	10.1	17.7	4.0	2.0	7.4	12.1	3.7	2.1	7.3	11.8	--	--	--	--
	Fire	4.2	1.9	7.7	13.5	4.4	1.8	8.0	13.0	3.8	2.3	6.8	10.3	--	--	--	--
	Hazmat	5.2	1.9	9.5	19.6	4.1	2.0	7.6	12.3	--	--	--	--	--	--	--	--
	Rescue	5.8	2.0	9.2	15.4	5.0	2.2	8.3	14.0	--	--	--	--	--	--	--	--
	Total	5.9	2.1	9.2	16.1	4.0	2.0	7.5	12.2	3.8	2.2	7.3	11.6	--	--	--	--
All	EMS	9.4	2.3	10.1	19.6	4.3	2.2	8.1	12.8	4.2	2.2	7.1	11.7	--	--	--	--
	Fire	4.5	2.1	8.0	13.3	4.2	1.8	7.1	11.6	3.9	1.9	7.1	11.1	5.7	1.9	6.2	11.9
	Hazmat	5.3	2.0	8.9	13.9	3.7	1.9	7.4	11.6	25.0	3.1	12.6	27.9	--	--	--	--
	Rescue	6.3	2.1	8.1	14.8	5.5	2.1	7.2	12.9	7.1	2.4	9.9	15.3	--	--	--	--
	Total	6.8	2.2	9.2	16.8	4.3	2.2	8.0	12.8	4.2	2.1	7.2	11.6	5.3	2.1	6.6	12.0

¹D = Dispatch Time, TO = Turnout Time, TR = Travel Time, R = Response Time

Table 101: 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents by Unit ID and Reporting Period – Units Assigned to Station 816

Unit ID	Reporting Period	Dispatch Time (Minutes)	Turnout Time (Minutes)	Travel Time (Minutes)	Response Time (Minutes)	Sample Size ¹
E816	2016	4.2	2.0	7.3	11.9	1,188
	2017	4.6	2.0	7.0	11.7	1,105
	2018	--	--	--	--	1
	2019	--	--	--	--	0
	2020	--	--	--	--	0
	All	4.5	2.0	7.1	11.8	2,294
E816P	2016	--	--	--	--	0
	2017	4.1	1.9	7.8	12.8	72
	2018	4.2	1.9	7.5	12.1	1,257
	2019	4.2	1.8	7.5	11.8	1,344
	2020	4.1	1.8	7.5	12.0	1,012
	All	4.1	1.8	7.5	12.0	3,685
PA816	2016	5.1	1.9	8.2	14.2	772
	2017	4.6	2.1	8.0	13.4	822
	2018	4.3	2.2	8.5	13.8	828
	2019	4.2	2.2	8.5	14.0	876
	2020	3.9	2.0	8.8	13.4	1,021
	All	4.3	2.1	8.5	13.6	4,319

¹Sample sizes reflect the number of responses made by first arriving primary front-line units to emergency calls; due to missing or excluded time data, sample sizes corresponding to individual table metrics may be smaller.

Table 102: Call Concurrency – First Due Station 816

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
816	2016	874	2,927	29.9
	2017	907	3,033	29.9
	2018	939	3,032	31.0
	2019	1,056	3,086	34.2
	2020	755	2,646	28.5
	All	4,531	14,724	30.8

First Due Station 817

Table 103: Number of Incidents Dispatched by Call Category and Reporting Period – First Due Station 817

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Device / Package	0	0	3	0	1
Device / Package / Explosion	0	0	0	0	0
Bomb Total	0	0	3	0	1
ALSo	0	3	2	2	89
ALS1	756	752	774	750	698
ALS2	49	62	56	69	79
BLS0	572	538	551	573	578
BLS1	384	337	321	331	340
EMS Other	0	0	0	0	0
Mass Casualty	0	0	0	0	0
Overdose	20	20	21	35	27
Police-Active Shooter	0	0	0	0	0
Police-Assault	111	96	90	77	63
Police-Assist	0	0	0	0	0
Police-Barricade	1	1	0	0	0
Police-Cutting/Stabbing	22	30	12	19	5
Police-Domestic	0	0	0	0	0
Police-Robbery	0	0	0	0	0
Police-Sexual Assault	6	0	4	1	1
Police-Shooting	23	18	12	15	28
Police-Suicide	28	22	25	14	30
Police-Welfare Check	1	5	6	5	2
EMS Total	1,973	1,884	1,874	1,891	1,940
Aircraft Crash	0	0	0	0	0
Boat Fire	0	0	0	0	0
Fire Alarm	148	134	218	207	28
Investigation	43	38	36	46	197
Metro Train Fire	0	0	0	0	0
Outside Fire	22	24	21	19	33
Street Alarm	37	34	39	38	18
Structure Fire	22	17	14	10	24
Train Emergency	0	0	0	0	0
Vehicle Fire	17	23	15	22	3
Fire Total	289	270	343	342	303

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Hazmat	1	1	1	0	2
Hazmat-CO Leak	0	2	2	0	1
Hazmat-Fuel Spill	4	4	2	1	0
Hazmat-Gas Leak	53	41	64	52	47
Hazmat Total	58	48	69	53	50
Service	47	57	104	75	168
Non-Emergency Total	47	57	104	75	168
MVA	144	148	140	117	139
Pedestrian Struck	21	26	22	15	2
Rescue	17	15	31	33	12
Technical Rescue	7	12	12	9	3
Water Rescue	0	0	0	0	1
Rescue Total	189	201	205	174	157
Total	2,556	2,460	2,598	2,535	2,619

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

Table 104: Number of Responses Made by Unit ID and Reporting Period – Units Assigned to Station 817

Unit ID	Reporting Period ¹				
	2016	2017	2018	2019	2020
A817	798	567	347	445	446
E817	153	57	123	72	59
E817B	48	22	75	31	43
PA817	2	0	0	0	0
U817	1	1	0	1	0
VC817	7	2	5	1	0
VC817A	1	3	0	0	0
VC817B	3	1	1	0	0
Total	1,013	653	551	550	548
Average Responses per Day²	2.8	1.8	1.5	1.5	1.5

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

²Reporting periods 2016 and 2020 contained 366 days due to inclusion of leap year date February 29; all other reporting periods contained 365 days.

Table 105: Baseline 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents – 1st Arrivals in First Due Station 817

First Due Station 817:									
1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		4:34	4:39	4:44	4:27	4:19	4:35	4:31	89.7%
Turnout Time		2:07	2:14	2:12	2:07	2:02	2:00	1:58	86.1%
Travel Time	Urban	8:12	8:13	8:01	7:50	8:23	8:31	7:26	85.7%
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	9:33	N/A
Total Response Time	Urban	13:18	13:08	13:04	12:48	13:36	14:24	12:26	86.4%
		n = 7,809	n = 1,583	n = 1,528	n = 1,611	n = 1,520	n = 1,567		
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	14:23	N/A
		n = 0	n = 0	n = 0	n = 0	n = 0	n = 0		

Color coding legend: green fill ≥ 90%; yellow fill ≥ 70% to < 90%; red fill < 70%

Table 106: 2016 to 2020 90th Percentile Performance¹ of Primary Front-Line 1st Arriving Units for Emergency Incidents by First Due Station, Program, and Risk Rating – 1st Arrivals in First Due Station 817

First Due Station	Program	Low				Moderate				High				Special			
		D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R
817	EMS	9.7	2.2	10.4	20.4	3.9	2.2	7.9	12.5	4.0	2.1	6.4	11.0	--	--	--	--
	Fire	4.1	2.0	7.4	12.0	3.9	1.8	6.7	11.0	3.7	2.0	5.4	9.8	--	--	--	--
	Hazmat	4.8	2.1	7.8	12.9	3.1	1.8	6.6	10.1	--	--	--	--	--	--	--	--
	Rescue	5.4	1.9	6.7	12.7	6.2	1.9	6.6	13.3	--	--	--	--	--	--	--	--
	Total	6.1	2.1	8.9	16.8	4.0	2.2	7.8	12.3	4.0	2.0	6.3	10.8	--	--	--	--
All	EMS	9.4	2.3	10.1	19.6	4.3	2.2	8.1	12.8	4.2	2.2	7.1	11.7	--	--	--	--
	Fire	4.5	2.1	8.0	13.3	4.2	1.8	7.1	11.6	3.9	1.9	7.1	11.1	5.7	1.9	6.2	11.9
	Hazmat	5.3	2.0	8.9	13.9	3.7	1.9	7.4	11.6	25.0	3.1	12.6	27.9	--	--	--	--
	Rescue	6.3	2.1	8.1	14.8	5.5	2.1	7.2	12.9	7.1	2.4	9.9	15.3	--	--	--	--
	Total	6.8	2.2	9.2	16.8	4.3	2.2	8.0	12.8	4.2	2.1	7.2	11.6	5.3	2.1	6.6	12.0

¹D = Dispatch Time, TO = Turnout Time, TR = Travel Time, R = Response Time

Table 107: 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents by Unit ID and Reporting Period – Units Assigned to Station 817

Unit ID	Reporting Period	Dispatch Time (Minutes)	Turnout Time (Minutes)	Travel Time (Minutes)	Response Time (Minutes)	Sample Size ¹
A817	2016	4.4	2.5	8.1	13.4	270
	2017	7.0	2.4	7.8	16.3	220
	2018	4.8	2.7	6.9	12.9	129
	2019	4.7	2.4	6.7	12.7	133
	2020	13.6	2.2	9.4	22.0	161
	All	5.3	2.5	7.8	15.4	913
E817	2016	3.6	2.6	7.2	12.2	61
	2017	4.4	2.4	5.8	12.6	22
	2018	4.6	2.5	5.5	10.1	58
	2019	5.5	3.1	8.9	15.8	17
	2020	5.1	1.8	5.8	12.6	24
	All	4.4	2.5	6.7	11.7	182
E817B	2016	5.1	2.0	9.7	13.2	21
	2017	--	--	--	--	8
	2018	4.2	2.3	5.8	11.8	39
	2019	--	4.1	--	--	11
	2020	--	1.3	9.4	--	12
	All	4.5	2.1	8.6	12.8	91

¹Sample sizes reflect the number of responses made by first arriving primary front-line units to emergency calls; due to missing or excluded time data, sample sizes corresponding to individual table metrics may be smaller.

Table 108: Call Concurrency – First Due Station 817

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
817	2016	702	2,553	27.5
	2017	590	2,458	24.0
	2018	681	2,596	26.2
	2019	712	2,531	28.1
	2020	668	2,611	25.6
	All	3,353	12,749	26.3

First Due Station 818

Table 109: Number of Incidents Dispatched by Call Category and Reporting Period – First Due Station 818

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Device / Package	1	2	1	0	1
Device / Package / Explosion	0	0	0	0	0
Bomb Total	1	2	1	0	1
ALSo	0	2	1	0	99
ALS1	647	774	848	846	775
ALS2	46	48	60	61	81
BLS0	382	492	512	556	499
BLS1	262	334	365	368	312
EMS Other	0	0	0	0	0
Mass Casualty	0	0	0	0	0
Overdose	11	16	23	18	22
Police-Active Shooter	0	0	0	0	0
Police-Assault	27	41	45	45	31
Police-Assist	0	0	0	0	0
Police-Barricade	0	0	0	0	0
Police-Cutting/Stabbing	9	4	3	2	5
Police-Domestic	0	0	0	0	0
Police-Robbery	0	0	0	0	0
Police-Sexual Assault	0	1	1	1	0
Police-Shooting	4	5	5	7	4
Police-Suicide	17	29	19	21	15
Police-Welfare Check	0	3	1	3	2
EMS Total	1,405	1,749	1,883	1,928	1,845
Aircraft Crash	0	1	0	0	0
Boat Fire	0	0	0	0	0
Fire Alarm	229	304	355	359	81
Investigation	36	46	26	35	349
Metro Train Fire	0	0	0	0	0
Outside Fire	25	35	31	40	29
Street Alarm	21	17	28	16	13
Structure Fire	17	20	33	37	37
Train Emergency	0	0	0	0	0
Vehicle Fire	14	11	18	29	0
Fire Total	342	434	491	516	509

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Hazmat	3	3	0	0	2
Hazmat-CO Leak	3	1	1	0	0
Hazmat-Fuel Spill	5	5	3	2	1
Hazmat-Gas Leak	31	30	42	44	35
Hazmat Total	42	39	46	46	38
Service	65	148	132	139	217
Non-Emergency Total	65	148	132	139	217
MVA	187	251	229	220	200
Pedestrian Struck	9	10	12	9	3
Rescue	25	31	29	28	4
Technical Rescue	7	17	18	15	7
Water Rescue	0	1	2	1	1
Rescue Total	228	310	290	273	215
Total	2,083	2,682	2,843	2,902	2,825

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

Table 110: Number of Responses Made by Unit ID and Reporting Period – Units Assigned to Station 818

Unit ID	Reporting Period ¹				
	2016	2017	2018	2019	2020
A818	829	858	753	277	4
A818B	1,343	1,330	1,001	520	51
C818	1	0	0	0	0
E818	763	1,253	671	210	15
E818P	0	0	0	366	625
MD818	2,627	2,595	2,509	1,178	0
PA818	0	0	0	1,238	2,089
RE818	555	7	533	241	39
RE818P	0	0	0	712	1,261
SQ818	529	451	364	122	15
SQ818P	0	0	0	218	180
TW818P	0	0	0	0	164
U818	0	0	0	1	0
VC818	116	106	88	46	45
VC818A	27	136	13	20	17
VC818B	1	8	5	0	0
Total	6,791	6,744	5,937	5,149	4,505
Average Responses per Day²	18.6	18.5	16.3	14.1	12.3

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

²Reporting periods 2016 and 2020 contained 366 days due to inclusion of leap year date February 29; all other reporting periods contained 365 days.

Table 111: Baseline 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents – 1st Arrivals in First Due Station 818

First Due Station 818:									
1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		4:43	4:49	4:54	4:46	4:31	4:30	4:31	89.0%
Turnout Time		2:24	2:35	2:34	2:29	2:13	2:05	1:58	79.0%
Travel Time	Urban	9:17	9:08	8:50	9:27	9:19	9:25	7:26	75.6%
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	9:33	N/A
Total Response Time	Urban	14:35	14:25	14:29	14:35	14:35	14:44	12:26	78.3%
		n = 8,723	n = 1,427	n = 1,738	n = 1,868	n = 1,887	n = 1,803		
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	14:23	N/A
		n = 0	n = 0	n = 0	n = 0	n = 0	n = 0		

Color coding legend: green fill ≥ 90%; yellow fill ≥ 70% to < 90%; red fill < 70%

Table 112: 2016 to 2020 90th Percentile Performance¹ of Primary Front-Line 1st Arriving Units for Emergency Incidents by First Due Station, Program, and Risk Rating – 1st Arrivals in First Due Station 818

First Due Station	Program	Low				Moderate				High				Special			
		D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R
818	EMS	8.0	2.6	11.0	19.4	4.1	2.5	9.0	13.7	4.1	2.4	7.9	12.0	--	--	--	--
	Fire	4.7	2.1	8.8	14.6	3.7	1.9	9.4	13.7	3.7	1.7	9.0	12.8	--	--	--	--
	Hazmat	5.9	2.9	9.4	14.7	3.9	2.1	9.3	13.4	--	--	--	--	--	--	--	--
	Rescue	5.9	2.2	7.3	13.3	5.7	2.2	6.8	11.8	--	--	--	--	--	--	--	--
	Total	6.1	2.3	9.7	17.1	4.1	2.4	9.0	13.7	4.1	2.3	7.9	12.1	--	--	--	--
All	EMS	9.4	2.3	10.1	19.6	4.3	2.2	8.1	12.8	4.2	2.2	7.1	11.7	--	--	--	--
	Fire	4.5	2.1	8.0	13.3	4.2	1.8	7.1	11.6	3.9	1.9	7.1	11.1	5.7	1.9	6.2	11.9
	Hazmat	5.3	2.0	8.9	13.9	3.7	1.9	7.4	11.6	25.0	3.1	12.6	27.9	--	--	--	--
	Rescue	6.3	2.1	8.1	14.8	5.5	2.1	7.2	12.9	7.1	2.4	9.9	15.3	--	--	--	--
	Total	6.8	2.2	9.2	16.8	4.3	2.2	8.0	12.8	4.2	2.1	7.2	11.6	5.3	2.1	6.6	12.0

¹D = Dispatch Time, TO = Turnout Time, TR = Travel Time, R = Response Time

Table 113: 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents by Unit ID and Reporting Period – Units Assigned to Station 818

Unit ID	Reporting Period	Dispatch Time (Minutes)	Turnout Time (Minutes)	Travel Time (Minutes)	Response Time (Minutes)	Sample Size ¹
A818	2016	5.8	3.0	9.2	14.6	248
	2017	5.9	3.1	9.4	17.2	287
	2018	4.7	3.0	9.5	16.3	262
	2019	4.0	2.4	9.6	15.9	75
	2020	--	--	--	--	0
	All	5.4	3.0	9.4	16.2	872
A818B	2016	5.3	3.1	8.9	15.4	435
	2017	5.1	3.1	8.6	15.1	453
	2018	5.2	2.8	9.8	15.7	364
	2019	5.1	2.6	10.3	16.3	160
	2020	5.2	2.3	10.9	22.3	22
	All	5.1	3.0	9.2	15.6	1,434
E818	2016	4.8	2.3	7.6	12.9	384
	2017	4.8	2.3	8.0	12.9	598
	2018	5.2	2.0	7.6	13.0	315
	2019	4.7	1.7	8.1	12.4	113
	2020	--	--	--	--	6
	All	4.8	2.2	7.8	12.8	1,416
E818P	2016	--	--	--	--	0
	2017	--	--	--	--	0
	2018	--	--	--	--	0
	2019	3.8	2.1	8.0	12.5	179
	2020	4.3	2.1	7.8	12.6	305
	All	4.1	2.1	7.9	12.5	484
MD818	2016	3.6	2.5	9.4	14.1	500
	2017	3.8	2.4	9.7	14.3	430
	2018	3.9	2.8	10.0	15.0	458
	2019	3.7	2.4	9.5	13.6	312
	2020	--	--	--	--	0
	All	3.7	2.6	9.7	14.4	1,700
PA818	2016	--	--	--	--	0
	2017	--	--	--	--	0
	2018	--	--	--	--	0
	2019	3.9	2.3	9.6	14.9	381
	2020	4.1	2.2	9.8	14.9	890
	All	4.0	2.2	9.7	14.9	1,271

Unit ID	Reporting Period	Dispatch Time (Minutes)	Turnout Time (Minutes)	Travel Time (Minutes)	Response Time (Minutes)	Sample Size ¹
RE818	2016	5.6	2.3	8.1	14.3	236
	2017	--	--	--	--	5
	2018	5.6	1.7	8.4	13.5	214
	2019	5.3	1.8	8.3	12.5	105
	2020	14.8	2.8	7.3	20.8	18
	All	5.4	2.0	8.2	13.3	578
RE818P	2016	--	--	--	--	0
	2017	--	--	--	--	0
	2018	--	--	--	--	0
	2019	5.0	2.0	8.4	13.3	338
	2020	5.2	2.0	7.7	13.4	547
	All	5.1	2.0	7.9	13.3	885
SQ818	2016	7.0	2.3	7.3	13.9	168
	2017	5.0	2.1	7.1	13.2	142
	2018	4.6	2.1	7.8	13.0	99
	2019	5.3	2.0	8.3	12.9	35
	2020	--	--	--	--	4
	All	5.2	2.2	7.6	13.3	448
SQ818P	2016	--	--	--	--	0
	2017	--	--	--	--	0
	2018	--	--	--	--	0
	2019	5.4	2.2	8.1	15.5	54
	2020	5.7	2.2	7.2	13.4	46
	All	5.5	2.2	7.5	14.6	100
TW818P	2016	--	--	--	--	0
	2017	--	--	--	--	0
	2018	--	--	--	--	0
	2019	--	--	--	--	0
	2020	4.1	2.1	9.5	13.1	38
	All	4.1	2.1	9.5	13.1	38

¹Sample sizes reflect the number of responses made by first arriving primary front-line units to emergency calls; due to missing or excluded time data, sample sizes corresponding to individual table metrics may be smaller.

Table 114: Call Concurrency – First Due Station 818

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
818	2016	439	2,080	21.1
	2017	686	2,677	25.6
	2018	823	2,835	29.0
	2019	893	2,898	30.8
	2020	838	2,819	29.7
	All	3,679	13,309	27.6

First Due Station 819

Table 115: Number of Incidents Dispatched by Call Category and Reporting Period – First Due Station 819

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Device / Package	2	1	0	0	0
Device / Package / Explosion	0	0	0	0	0
Bomb Total	2	1	0	0	0
ALSo	0	0	0	0	26
ALS1	364	269	331	314	244
ALS2	25	21	22	21	24
BLS0	272	208	210	194	203
BLS1	172	136	150	145	144
EMS Other	0	0	0	0	0
Mass Casualty	0	0	0	0	0
Overdose	10	11	14	11	9
Police-Active Shooter	0	0	0	0	0
Police-Assault	13	8	5	11	9
Police-Assist	0	0	0	0	0
Police-Barricade	0	0	0	0	0
Police-Cutting/Stabbing	0	0	1	0	2
Police-Domestic	0	0	0	0	0
Police-Robbery	0	0	0	0	0
Police-Sexual Assault	0	0	1	0	0
Police-Shooting	1	0	2	0	1
Police-Suicide	13	9	17	21	11
Police-Welfare Check	0	1	2	1	0
EMS Total	870	663	755	718	673
Aircraft Crash	0	0	0	0	0
Boat Fire	0	0	0	0	0
Fire Alarm	107	56	90	96	12
Investigation	30	26	37	23	100
Metro Train Fire	0	0	0	0	0
Outside Fire	40	23	23	17	16
Street Alarm	6	5	3	8	9
Structure Fire	12	7	6	12	12
Train Emergency	0	0	1	0	0
Vehicle Fire	6	6	5	9	1
Fire Total	201	123	165	165	150

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Hazmat	0	0	0	0	2
Hazmat-CO Leak	1	1	0	1	0
Hazmat-Fuel Spill	3	3	0	0	0
Hazmat-Gas Leak	12	12	9	4	14
Hazmat Total	16	16	9	5	16
Service	39	35	39	42	77
Non-Emergency Total	39	35	39	42	77
MVA	89	89	89	82	62
Pedestrian Struck	0	3	5	4	0
Rescue	11	9	13	13	5
Technical Rescue	8	6	6	7	0
Water Rescue	0	1	1	0	0
Rescue Total	108	108	114	106	67
Total	1,236	946	1,082	1,036	983

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

Table 116: Number of Responses Made by Unit ID and Reporting Period – Units Assigned to Station 819

Unit ID	Reporting Period ¹				
	2016	2017	2018	2019	2020
A819	1,917	1,908	2,111	2,149	1,726
C819	0	0	0	1	0
CAN819	1	0	0	0	0
E819	515	491	342	540	496
E819B	486	452	824	742	662
TK819	8	0	0	22	0
TW819	127	256	247	48	0
U819	1	0	0	1	0
VC819	64	0	2	2	1
VC819A	17	10	32	22	9
VC819B	0	0	1	1	0
Total	3,136	3,117	3,559	3,528	2,894
Average Responses per Day²	8.6	8.5	9.8	9.7	7.9

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

²Reporting periods 2016 and 2020 contained 366 days due to inclusion of leap year date February 29; all other reporting periods contained 365 days.

Table 117: Baseline 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents – 1st Arrivals in First Due Station 819

First Due Station 819:									
1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		4:25	4:30	4:56	4:27	4:04	4:14	4:31	90.8%
Turnout Time		2:17	2:24	2:26	2:21	2:05	2:01	1:58	81.6%
Travel Time	Urban	N/A	N/A	N/A	N/A	N/A	N/A	7:26	N/A
	Rural	8:17	8:01	8:27	8:11	8:40	8:11	9:33	94.4%
Total Response Time	Urban	N/A	N/A	N/A	N/A	N/A	N/A	12:26	N/A
		n = 0	n = 0	n = 0	n = 0	n = 0	n = 0		
	Rural	13:38	13:15	14:31	13:52	13:54	13:13	14:23	91.9%
		n = 3,382	n = 784	n = 602	n = 695	n = 681	n = 620		

Color coding legend: green fill ≥ 90%; yellow fill ≥ 70% to < 90%; red fill < 70%

Table 118: 2016 to 2020 90th Percentile Performance¹ of Primary Front-Line 1st Arriving Units for Emergency Incidents by First Due Station, Program, and Risk Rating – 1st Arrivals in First Due Station 819

First Due Station	Program	Low				Moderate				High				Special			
		D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R
819	EMS	5.9	2.3	9.1	16.8	4.0	2.4	8.0	12.6	3.3	2.3	6.6	11.2	--	--	--	--
	Fire	4.4	2.1	8.2	14.3	4.1	2.0	8.9	13.6	3.2	1.8	8.4	12.2	--	--	--	--
	Hazmat	16.3	2.3	15.4	31.9	3.7	2.0	9.6	13.8	--	--	--	--	--	--	--	--
	Rescue	6.5	2.2	8.2	15.4	4.9	2.3	7.1	13.4	--	--	--	--	--	--	--	--
	Total	5.9	2.2	8.6	16.1	4.0	2.4	8.0	12.6	3.3	2.2	8.0	11.8	--	--	--	--
All	EMS	9.4	2.3	10.1	19.6	4.3	2.2	8.1	12.8	4.2	2.2	7.1	11.7	--	--	--	--
	Fire	4.5	2.1	8.0	13.3	4.2	1.8	7.1	11.6	3.9	1.9	7.1	11.1	5.7	1.9	6.2	11.9
	Hazmat	5.3	2.0	8.9	13.9	3.7	1.9	7.4	11.6	25.0	3.1	12.6	27.9	--	--	--	--
	Rescue	6.3	2.1	8.1	14.8	5.5	2.1	7.2	12.9	7.1	2.4	9.9	15.3	--	--	--	--
	Total	6.8	2.2	9.2	16.8	4.3	2.2	8.0	12.8	4.2	2.1	7.2	11.6	5.3	2.1	6.6	12.0

¹D = Dispatch Time, TO = Turnout Time, TR = Travel Time, R = Response Time

Table 119: 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents by Unit ID and Reporting Period – Units Assigned to Station 819

Unit ID	Reporting Period	Dispatch Time (Minutes)	Turnout Time (Minutes)	Travel Time (Minutes)	Response Time (Minutes)	Sample Size ¹
A819	2016	4.6	2.3	9.6	15.8	600
	2017	5.3	2.4	10.5	16.7	585
	2018	4.4	2.4	9.7	15.3	705
	2019	4.4	2.1	10.1	15.0	631
	2020	5.1	2.0	11.4	17.5	508
	All	4.7	2.2	10.2	16.0	3,029
E819	2016	5.3	2.7	9.5	15.5	208
	2017	5.4	2.3	8.4	13.8	223
	2018	5.7	2.2	8.1	14.2	156
	2019	4.4	2.0	8.7	14.3	240
	2020	3.9	2.0	8.0	12.5	235
	All	4.7	2.3	8.5	13.8	1,062
E819B	2016	5.5	2.5	8.5	14.2	203
	2017	5.2	2.3	9.0	16.2	192
	2018	4.6	2.2	9.0	13.8	378
	2019	3.9	1.9	8.6	13.2	329
	2020	4.4	2.0	8.7	14.0	289
	All	4.6	2.2	8.7	13.9	1,391
TW819	2016	--	--	--	--	11
	2017	6.4	2.3	9.6	14.3	20
	2018	8.2	2.7	13.2	17.1	25
	2019	--	--	--	--	3
	2020	--	--	--	--	0
	All	5.9	2.5	12.0	16.8	59

¹Sample sizes reflect the number of responses made by first arriving primary front-line units to emergency calls; due to missing or excluded time data, sample sizes corresponding to individual table metrics may be smaller.

Table 120: Call Concurrency – First Due Station 819

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
819	2016	168	1,236	13.6
	2017	114	942	12.1
	2018	116	1,080	10.7
	2019	131	1,036	12.6
	2020	113	983	11.5
	All	642	5,277	12.2

First Due Station 820

Table 121: Number of Incidents Dispatched by Call Category and Reporting Period – First Due Station 820

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Device / Package	1	1	1	0	0
Device / Package / Explosion	0	0	0	0	0
Bomb Total	1	1	1	0	0
ALSo	0	1	1	0	83
ALS1	721	639	732	728	679
ALS2	38	62	57	55	63
BLS0	368	341	352	404	384
BLS1	367	383	391	357	359
EMS Other	0	0	0	0	0
Mass Casualty	0	0	0	0	0
Overdose	18	22	16	15	14
Police-Active Shooter	0	0	0	0	0
Police-Assault	50	29	33	28	28
Police-Assist	0	0	0	0	0
Police-Barricade	1	0	0	0	0
Police-Cutting/Stabbing	7	9	1	3	9
Police-Domestic	0	0	0	0	0
Police-Robbery	0	0	0	0	0
Police-Sexual Assault	2	3	2	0	1
Police-Shooting	5	4	3	3	0
Police-Suicide	29	22	27	27	25
Police-Welfare Check	0	1	3	3	1
EMS Total	1,606	1,516	1,618	1,623	1,646
Aircraft Crash	0	0	0	0	0
Boat Fire	0	0	0	0	0
Fire Alarm	255	259	334	413	61
Investigation	28	46	46	33	294
Metro Train Fire	0	0	0	0	0
Outside Fire	29	42	44	33	23
Street Alarm	18	22	24	24	20
Structure Fire	23	29	31	25	24
Train Emergency	0	0	0	0	0
Vehicle Fire	25	17	26	26	4
Fire Total	378	415	505	554	426

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Hazmat	4	3	4	3	2
Hazmat-CO Leak	6	2	1	3	0
Hazmat-Fuel Spill	8	4	5	6	2
Hazmat-Gas Leak	33	29	47	42	51
Hazmat Total	51	38	57	54	55
Service	69	92	162	150	199
Non-Emergency Total	69	92	162	150	199
MVA	211	228	240	224	191
Pedestrian Struck	11	14	5	11	2
Rescue	32	33	33	37	1
Technical Rescue	15	17	22	14	5
Water Rescue	2	1	2	1	3
Rescue Total	271	293	302	287	202
Total	2,376	2,355	2,645	2,668	2,528

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

Table 122: Number of Responses Made by Unit ID and Reporting Period – Units Assigned to Station 820

Unit ID	Reporting Period ¹				
	2016	2017	2018	2019	2020
A820	2,285	2,227	2,384	69	12
BR820	26	0	0	0	0
C820	0	0	0	1	0
E820	890	1,075	699	96	131
E820B	282	138	613	70	0
E820BP	0	0	0	562	0
E820P	0	0	0	1,057	1,297
PA820	0	0	0	1,906	1,766
RECON820	0	0	23	0	0
SQ820	1,025	1,009	959	18	2
SQ820P	0	0	0	873	866
U820	1	2	9	6	4
VC820	101	104	103	67	52
VC820A	29	10	4	1	0
VC820B	12	6	2	0	0
Total	4,651	4,571	4,796	4,726	4,130
Average Responses per Day²	12.7	12.5	13.1	12.9	11.3

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

²Reporting periods 2016 and 2020 contained 366 days due to inclusion of leap year date February 29; all other reporting periods contained 365 days.

Table 123: Baseline 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents – 1st Arrivals in First Due Station 820

First Due Station 820:									
1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		4:43	5:15	5:00	4:38	4:20	4:23	4:31	88.7%
Turnout Time		2:23	2:32	2:30	2:15	2:15	2:12	1:58	77.3%
Travel Time	Urban	N/A	N/A	N/A	N/A	N/A	N/A	7:26	N/A
	Rural	10:29	10:19	10:25	10:41	10:05	10:55	9:33	85.3%
Total Response Time	Urban	N/A	N/A	N/A	N/A	N/A	N/A	12:26	N/A
		n = 0	n = 0	n = 0	n = 0	n = 0	n = 0		
	Rural	15:45	16:08	15:58	15:44	15:05	15:54	14:23	84.2%
		n = 8,483	n = 1,644	n = 1,637	n = 1,775	n = 1,799	n = 1,628		

Color coding legend: green fill ≥ 90%; yellow fill ≥ 70% to < 90%; red fill < 70%

Table 124: 2016 to 2020 90th Percentile Performance¹ of Primary Front-Line 1st Arriving Units for Emergency Incidents by First Due Station, Program, and Risk Rating – 1st Arrivals in First Due Station 820

First Due Station	Program	Low				Moderate				High				Special			
		D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R
820	EMS	7.6	2.4	12.1	21.0	4.2	2.4	10.2	14.9	3.9	2.3	9.4	13.9	--	--	--	--
	Fire	4.4	2.2	10.1	16.1	3.9	2.2	10.0	14.4	4.0	2.3	10.2	14.9	--	--	--	--
	Hazmat	5.3	2.0	13.1	18.7	3.3	2.3	11.0	15.0	--	--	--	--	--	--	--	--
	Rescue	6.0	2.3	9.1	15.2	5.1	2.2	9.6	15.6	--	--	--	--	--	--	--	--
	Total	5.9	2.3	10.9	17.7	4.2	2.4	10.2	14.9	4.0	2.3	9.7	14.3	--	--	--	--
All	EMS	9.4	2.3	10.1	19.6	4.3	2.2	8.1	12.8	4.2	2.2	7.1	11.7	--	--	--	--
	Fire	4.5	2.1	8.0	13.3	4.2	1.8	7.1	11.6	3.9	1.9	7.1	11.1	5.7	1.9	6.2	11.9
	Hazmat	5.3	2.0	8.9	13.9	3.7	1.9	7.4	11.6	25.0	3.1	12.6	27.9	--	--	--	--
	Rescue	6.3	2.1	8.1	14.8	5.5	2.1	7.2	12.9	7.1	2.4	9.9	15.3	--	--	--	--
	Total	6.8	2.2	9.2	16.8	4.3	2.2	8.0	12.8	4.2	2.1	7.2	11.6	5.3	2.1	6.6	12.0

¹D = Dispatch Time, TO = Turnout Time, TR = Travel Time, R = Response Time

Table 125: 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents by Unit ID and Reporting Period – Units Assigned to Station 820

Unit ID	Reporting Period	Dispatch Time (Minutes)	Turnout Time (Minutes)	Travel Time (Minutes)	Response Time (Minutes)	Sample Size ¹
A820	2016	4.8	2.6	10.6	16.4	674
	2017	4.4	2.6	10.6	16.4	712
	2018	4.3	2.2	10.6	15.6	780
	2019	4.2	2.5	11.2	19.0	22
	2020	--	--	--	--	2
	All	4.5	2.5	10.6	16.1	2,190
E820	2016	5.6	2.6	9.5	15.9	441
	2017	4.9	2.5	9.3	15.4	525
	2018	4.5	2.1	9.7	13.4	330
	2019	3.9	1.9	8.9	12.8	46
	2020	4.1	2.1	7.7	12.9	70
	All	4.9	2.5	9.4	14.9	1,412
E820B	2016	5.0	2.5	10.8	16.4	146
	2017	5.4	2.4	9.0	14.7	68
	2018	4.4	2.1	10.0	14.1	278
	2019	4.0	2.9	8.4	13.6	35
	2020	--	--	--	--	0
	All	4.4	2.3	10.0	15.0	527
E820BP	2016	--	--	--	--	0
	2017	--	--	--	--	0
	2018	--	--	--	--	0
	2019	4.5	2.4	9.3	14.4	280
	2020	--	--	--	--	0
	All	4.5	2.4	9.3	14.4	280
E820P	2016	--	--	--	--	0
	2017	--	--	--	--	0
	2018	--	--	--	--	0
	2019	3.6	2.1	9.1	13.7	522
	2020	4.2	2.1	8.9	13.9	561
	All	4.1	2.1	9.0	13.8	1,083
PA820	2016	--	--	--	--	0
	2017	--	--	--	--	0
	2018	--	--	--	--	0
	2019	4.8	2.6	10.8	17.0	519
	2020	4.2	2.4	10.9	16.7	679
	All	4.3	2.4	10.9	16.8	1,198

Unit ID	Reporting Period	Dispatch Time (Minutes)	Turnout Time (Minutes)	Travel Time (Minutes)	Response Time (Minutes)	Sample Size ¹
SQ820	2016	5.9	2.5	9.5	15.1	320
	2017	5.7	2.5	9.8	15.7	280
	2018	5.9	2.1	10.5	16.6	303
	2019	--	--	--	--	3
	2020	--	--	--	--	0
	All	5.8	2.4	9.8	15.6	906
SQ820P	2016	--	--	--	--	0
	2017	--	--	--	--	0
	2018	--	--	--	--	0
	2019	5.6	2.1	9.3	15.1	287
	2020	5.6	2.0	9.3	14.9	252
	All	5.6	2.0	9.3	14.9	539

¹Sample sizes reflect the number of responses made by first arriving primary front-line units to emergency calls; due to missing or excluded time data, sample sizes corresponding to individual table metrics may be smaller.

Table 126: Call Concurrency – First Due Station 820

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
820	2016	629	2,373	26.5
	2017	588	2,347	25.1
	2018	778	2,642	29.4
	2019	814	2,663	30.6
	2020	694	2,527	27.5
	All	3,503	12,552	27.9

First Due Station 821

Table 127: Number of Incidents Dispatched by Call Category and Reporting Period – First Due Station 821

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Device / Package	0	0	2	1	1
Device / Package / Explosion	0	0	0	0	0
Bomb Total	0	0	2	1	1
ALSo	0	2	1	6	121
ALS1	819	1,271	1,286	1,198	1,223
ALS2	71	89	83	82	80
BLS0	616	980	937	983	916
BLS1	399	690	655	610	596
EMS Other	0	0	0	0	0
Mass Casualty	0	0	0	0	0
Overdose	17	23	38	56	36
Police-Active Shooter	0	0	0	0	0
Police-Assault	67	115	110	107	84
Police-Assist	0	0	0	1	0
Police-Barricade	0	0	0	0	0
Police-Cutting/Stabbing	10	14	18	19	25
Police-Domestic	0	1	0	0	0
Police-Robbery	0	0	0	0	0
Police-Sexual Assault	0	4	3	2	1
Police-Shooting	9	8	9	12	15
Police-Suicide	31	52	50	51	47
Police-Welfare Check	0	2	3	4	1
EMS Total	2,039	3,251	3,193	3,131	3,145
Aircraft Crash	0	0	0	0	0
Boat Fire	0	0	0	0	0
Fire Alarm	201	245	248	319	50
Investigation	38	63	46	53	269
Metro Train Fire	0	0	0	0	0
Outside Fire	25	53	60	49	47
Street Alarm	25	50	59	49	45
Structure Fire	26	36	30	23	51
Train Emergency	0	0	0	0	0
Vehicle Fire	19	36	48	40	11
Fire Total	334	483	491	533	473

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Hazmat	1	5	1	4	7
Hazmat-CO Leak	3	3	4	5	1
Hazmat-Fuel Spill	9	10	9	7	1
Hazmat-Gas Leak	35	76	82	82	71
Hazmat Total	48	94	96	98	80
Service	92	145	189	281	272
Non-Emergency Total	92	145	189	281	272
MVA	250	501	487	471	425
Pedestrian Struck	14	32	29	32	2
Rescue	22	51	29	56	12
Technical Rescue	19	26	24	16	3
Water Rescue	0	5	3	2	3
Rescue Total	305	615	572	577	445
Total	2,818	4,588	4,543	4,621	4,416

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

Table 128: Number of Responses Made by Unit ID and Reporting Period – Units Assigned to Station 821

Unit ID	Reporting Period ¹				
	2016	2017	2018	2019	2020
A821	61	0	5	0	0
E821	2,598	2,754	0	0	0
E821B	15	35	0	0	5
E821P	0	157	2,794	2,943	2,239
PA821	3,392	3,497	3,180	2,980	2,635
TK821	915	499	0	0	0
TK821P	0	70	757	730	581
VC821	54	20	12	9	20
VC821A	4	17	0	2	1
VC821B	5	5	0	0	0
Total	7,044	7,054	6,748	6,664	5,481
Average Responses per Day²	19.2	19.3	18.5	18.3	15.0

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

²Reporting periods 2016 and 2020 contained 366 days due to inclusion of leap year date February 29; all other reporting periods contained 365 days.

Table 129: Baseline 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents – 1st Arrivals in First Due Station 821

First Due Station 821:									
1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		5:14	5:29	5:13	5:15	5:17	5:09	4:31	86.3%
Turnout Time		2:22	2:26	2:26	2:22	2:20	2:16	1:58	75.4%
Travel Time	Urban	8:51	7:35	8:26	8:36	9:07	9:57	7:26	80.6%
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	9:33	N/A
Total Response Time	Urban	14:41	13:45	14:09	14:27	14:41	16:07	12:26	79.5%
		n = 12,865	n = 1,836	n = 2,902	n = 2,821	n = 2,681	n = 2,625		
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	14:23	N/A
		n = 0	n = 0	n = 0	n = 0	n = 0	n = 0		

Color coding legend: green fill ≥ 90%; yellow fill ≥ 70% to < 90%; red fill < 70%

Table 130: 2016 to 2020 90th Percentile Performance¹ of Primary Front-Line 1st Arriving Units for Emergency Incidents by First Due Station, Program, and Risk Rating – 1st Arrivals in First Due Station 821

First Due Station	Program	Low				Moderate				High				Special			
		D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R
821	EMS	12.6	2.4	10.7	22.9	4.2	2.4	8.2	13.1	4.9	2.4	7.7	12.7	--	--	--	--
	Fire	4.6	2.3	9.0	14.7	4.7	1.8	7.3	11.7	3.9	2.1	6.4	10.4	--	--	--	--
	Hazmat	6.4	2.3	10.6	17.3	3.1	2.2	7.6	12.3	--	--	--	--	--	--	--	--
	Rescue	6.7	2.3	8.6	15.5	5.9	2.2	8.1	14.6	--	--	--	--	--	--	--	--
	Total	7.7	2.3	9.8	18.6	4.2	2.4	8.1	13.0	4.5	2.3	7.3	11.9	--	--	--	--
All	EMS	9.4	2.3	10.1	19.6	4.3	2.2	8.1	12.8	4.2	2.2	7.1	11.7	--	--	--	--
	Fire	4.5	2.1	8.0	13.3	4.2	1.8	7.1	11.6	3.9	1.9	7.1	11.1	5.7	1.9	6.2	11.9
	Hazmat	5.3	2.0	8.9	13.9	3.7	1.9	7.4	11.6	25.0	3.1	12.6	27.9	--	--	--	--
	Rescue	6.3	2.1	8.1	14.8	5.5	2.1	7.2	12.9	7.1	2.4	9.9	15.3	--	--	--	--
	Total	6.8	2.2	9.2	16.8	4.3	2.2	8.0	12.8	4.2	2.1	7.2	11.6	5.3	2.1	6.6	12.0

¹D = Dispatch Time, TO = Turnout Time, TR = Travel Time, R = Response Time

Table 131: 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents by Unit ID and Reporting Period – Units Assigned to Station 821

Unit ID	Reporting Period	Dispatch Time (Minutes)	Turnout Time (Minutes)	Travel Time (Minutes)	Response Time (Minutes)	Sample Size ¹
A821	2016	9.2	3.8	38.3	44.9	14
	2017	--	--	--	--	0
	2018	--	--	--	--	2
	2019	--	--	--	--	0
	2020	--	--	--	--	0
	All	27.1	3.7	32.9	45.1	16
E821	2016	4.7	2.5	7.9	13.7	1,303
	2017	4.5	2.5	7.6	13.1	1,265
	2018	--	--	--	--	0
	2019	--	--	--	--	0
	2020	--	--	--	--	0
	All	4.6	2.5	7.8	13.4	2,568
E821B	2016	--	--	--	--	9
	2017	4.7	2.2	7.3	11.6	21
	2018	--	--	--	--	0
	2019	--	--	--	--	0
	2020	--	--	--	--	2
	All	5.3	2.5	7.6	11.7	32
E821P	2016	--	--	--	--	0
	2017	4.4	2.6	8.1	14.4	68
	2018	4.8	2.4	8.0	13.2	1,229
	2019	4.5	2.4	8.5	13.7	1,332
	2020	4.9	2.2	8.7	14.0	966
	All	4.7	2.4	8.4	13.7	3,595
PA821	2016	5.9	2.5	9.1	15.8	1,111
	2017	5.5	2.4	8.6	15.1	1,354
	2018	5.4	2.5	8.8	14.9	1,251
	2019	5.5	2.5	9.6	16.2	1,144
	2020	4.6	2.4	10.2	16.2	1,156
	All	5.3	2.5	9.2	15.7	6,016
TK821	2016	5.8	2.5	9.3	15.1	249
	2017	5.9	2.4	8.6	12.8	114
	2018	--	--	--	--	0
	2019	--	--	--	--	0
	2020	--	--	--	--	0
	All	5.9	2.4	8.9	13.4	363

Unit ID	Reporting Period	Dispatch Time (Minutes)	Turnout Time (Minutes)	Travel Time (Minutes)	Response Time (Minutes)	Sample Size ¹
TK821P	2016	--	--	--	--	0
	2017	8.8	3.1	9.4	15.7	18
	2018	5.8	2.5	8.9	13.6	216
	2019	6.1	2.1	8.4	14.0	206
	2020	5.0	2.2	9.6	13.7	101
	All	5.8	2.3	8.7	13.8	541

¹Sample sizes reflect the number of responses made by first arriving primary front-line units to emergency calls; due to missing or excluded time data, sample sizes corresponding to individual table metrics may be smaller.

Table 132: Call Concurrency – First Due Station 821

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
821	2016	702	2,816	24.9
	2017	1,727	4,577	37.7
	2018	1,768	4,537	39.0
	2019	1,889	4,614	40.9
	2020	1,706	4,408	38.7
	All	7,792	20,952	37.2

First Due Station 823

Table 133: Number of Incidents Dispatched by Call Category and Reporting Period – First Due Station 823

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Device / Package	1	1	1	1	0
Device / Package / Explosion	0	0	0	0	0
Bomb Total	1	1	1	1	0
ALSo	0	8	10	0	154
ALS1	1,344	1,308	1,405	1,317	1,379
ALS2	97	97	105	84	124
BLS0	911	913	974	1,017	987
BLS1	696	682	678	695	706
EMS Other	0	0	0	0	0
Mass Casualty	0	0	0	0	0
Overdose	31	40	19	35	30
Police-Active Shooter	0	0	0	0	0
Police-Assault	113	149	137	121	100
Police-Assist	0	0	1	0	0
Police-Barricade	2	0	0	0	0
Police-Cutting/Stabbing	17	16	18	23	20
Police-Domestic	2	0	2	0	0
Police-Robbery	0	0	0	0	0
Police-Sexual Assault	3	5	7	5	1
Police-Shooting	11	25	20	18	17
Police-Suicide	40	45	54	41	37
Police-Welfare Check	2	4	4	1	3
EMS Total	3,269	3,292	3,434	3,357	3,558
Aircraft Crash	0	0	0	0	0
Boat Fire	0	0	0	0	0
Fire Alarm	251	301	311	422	74
Investigation	59	63	70	58	391
Metro Train Fire	0	0	0	0	0
Outside Fire	57	61	54	59	52
Street Alarm	52	52	49	46	40
Structure Fire	28	29	27	20	42
Train Emergency	0	0	0	0	0
Vehicle Fire	65	75	63	52	6
Fire Total	512	581	574	657	605

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Hazmat	5	0	1	0	2
Hazmat-CO Leak	5	4	5	2	0
Hazmat-Fuel Spill	11	7	7	8	4
Hazmat-Gas Leak	76	71	75	87	63
Hazmat Total	97	82	88	97	69
Service	134	129	180	254	315
Non-Emergency Total	134	129	180	254	315
MVA	545	549	558	539	538
Pedestrian Struck	31	38	21	23	7
Rescue	19	39	45	43	12
Technical Rescue	25	35	23	36	13
Water Rescue	1	0	2	1	0
Rescue Total	621	661	649	642	570
Total	4,634	4,746	4,926	5,008	5,117

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

Table 134: Number of Responses Made by Unit ID and Reporting Period – Units Assigned to Station 823

Unit ID	Reporting Period ¹				
	2016	2017	2018	2019	2020
A823	64	28	1,637	3,396	3,376
A823B	7	0	4	0	0
BR823	0	3	39	28	16
E823	1,608	1,747	4	0	0
E823B	2,199	1,686	0	0	0
E823P	0	240	3,648	3,545	3,300
ET823	4	22	6	0	0
PA823	3,864	3,575	3,293	2,767	2,591
TN823	32	36	35	28	40
U823	1	0	1	0	0
VC823	41	58	42	64	22
VC823A	0	0	14	2	0
Total	7,820	7,395	8,723	9,830	9,345
Average Responses per Day²	21.4	20.3	23.9	26.9	25.5

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

²Reporting periods 2016 and 2020 contained 366 days due to inclusion of leap year date February 29; all other reporting periods contained 365 days.

Table 135: Baseline 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents – 1st Arrivals in First Due Station 823

First Due Station 823:									
1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		4:39	4:47	4:45	4:28	4:34	4:39	4:31	89.3%
Turnout Time		2:06	2:19	2:21	1:58	1:50	1:57	1:58	87.0%
Travel Time	Urban	8:46	8:36	8:34	8:31	8:55	9:13	7:26	82.3%
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	9:33	N/A
Total Response Time	Urban	13:57	13:48	14:04	13:25	13:51	14:48	12:26	83.9%
		n = 15,668	n = 3,046	n = 3,081	n = 3,183	n = 3,111	n = 3,247		
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	14:26	N/A
		n = 0	n = 0	n = 0	n = 0	n = 0	n = 0		

Color coding legend: green fill ≥ 90%; yellow fill ≥ 70% to < 90%; red fill < 70%

Table 136: 2016 to 2020 90th Percentile Performance¹ of Primary Front-Line 1st Arriving Units for Emergency Incidents by First Due Station, Program, and Risk Rating – 1st Arrivals in First Due Station 823

First Due Station	Program	Low				Moderate				High				Special			
		D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R
823	EMS	9.8	2.2	10.4	19.8	4.0	2.2	8.3	12.7	3.7	2.0	8.0	12.1	--	--	--	--
	Fire	4.3	2.0	8.8	13.8	4.1	1.9	7.3	11.5	3.3	1.8	6.9	11.0	--	--	--	--
	Hazmat	4.5	1.8	10.4	14.5	3.2	2.0	7.3	11.1	--	--	--	--	--	--	--	--
	Rescue	5.6	2.0	8.0	13.9	4.7	1.9	7.2	11.8	--	--	--	--	--	--	--	--
	Total	6.1	2.1	9.4	16.4	4.0	2.1	8.2	12.7	3.6	2.0	7.8	11.9	--	--	--	--
All	EMS	9.4	2.3	10.1	19.6	4.3	2.2	8.1	12.8	4.2	2.2	7.1	11.7	--	--	--	--
	Fire	4.5	2.1	8.0	13.3	4.2	1.8	7.1	11.6	3.9	1.9	7.1	11.1	5.7	1.9	6.2	11.9
	Hazmat	5.3	2.0	8.9	13.9	3.7	1.9	7.4	11.6	25.0	3.1	12.6	27.9	--	--	--	--
	Rescue	6.3	2.1	8.1	14.8	5.5	2.1	7.2	12.9	7.1	2.4	9.9	15.3	--	--	--	--
	Total	6.8	2.2	9.2	16.8	4.3	2.2	8.0	12.8	4.2	2.1	7.2	11.6	5.3	2.1	6.6	12.0

¹D = Dispatch Time, TO = Turnout Time, TR = Travel Time, R = Response Time

Table 137: 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents by Unit ID and Reporting Period – Units Assigned to Station 823

Unit ID	Reporting Period	Dispatch Time (Minutes)	Turnout Time (Minutes)	Travel Time (Minutes)	Response Time (Minutes)	Sample Size ¹
A823	2016	--	3.7	23.3	--	11
	2017	--	--	--	--	8
	2018	5.5	2.1	10.4	16.9	427
	2019	6.8	1.8	10.9	20.3	824
	2020	10.0	2.0	12.9	22.4	906
	All	7.2	2.0	12.0	20.8	2,176
BR823	2016	--	--	--	--	0
	2017	--	--	--	--	2
	2018	--	--	--	--	10
	2019	--	--	--	--	8
	2020	--	--	--	--	5
	All	8.8	3.2	15.6	27.8	25
E823	2016	4.9	2.4	8.2	13.2	665
	2017	4.6	2.3	8.0	12.6	773
	2018	--	--	--	--	3
	2019	--	--	--	--	0
	2020	--	--	--	--	0
	All	4.7	2.3	8.0	12.8	1,441
E823B	2016	4.3	2.4	7.4	11.9	912
	2017	5.0	2.1	7.7	12.8	726
	2018	--	--	--	--	0
	2019	--	--	--	--	0
	2020	--	--	--	--	0
	All	4.6	2.3	7.6	12.3	1,638
E823P	2016	--	--	--	--	0
	2017	5.3	2.1	7.9	13.4	96
	2018	4.4	1.9	8.4	12.9	1,570
	2019	4.5	1.7	8.2	12.5	1,510
	2020	4.5	1.9	8.1	12.8	1,273
	All	4.5	1.8	8.3	12.6	4,449
ET823	2016	--	--	--	--	2
	2017	--	2.5	8.7	--	10
	2018	--	--	--	--	5
	2019	--	--	--	--	0
	2020	--	--	--	--	0
	All	4.9	2.2	8.1	12.7	17

Unit ID	Reporting Period	Dispatch Time (Minutes)	Turnout Time (Minutes)	Travel Time (Minutes)	Response Time (Minutes)	Sample Size ¹
PA823	2016	5.3	2.4	9.6	15.6	1,131
	2017	4.9	2.7	9.5	14.7	1,109
	2018	4.8	2.2	9.6	14.9	1,031
	2019	4.9	2.0	10.9	16.3	815
	2020	4.3	2.0	9.7	14.3	1,226
	All	4.7	2.3	9.8	14.9	5,312

¹Sample sizes reflect the number of responses made by first arriving primary front-line units to emergency calls; due to missing or excluded time data, sample sizes corresponding to individual table metrics may be smaller.

Table 138: Call Concurrency – First Due Station 823

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
823	2016	1,983	4,633	42.8
	2017	2,064	4,739	43.6
	2018	2,267	4,919	46.1
	2019	2,423	4,999	48.5
	2020	2,369	5,109	46.4
	All	11,106	24,399	45.5

First Due Station 824

Table 139: Number of Incidents Dispatched by Call Category and Reporting Period – First Due Station 824

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Device / Package	1	1	0	1	0
Device / Package / Explosion	0	0	0	0	0
Bomb Total	1	1	0	1	0
ALSo	0	1	1	0	26
ALS1	340	338	331	383	355
ALS2	39	39	28	47	44
BLS0	236	230	216	204	170
BLS1	166	161	156	150	180
EMS Other	0	0	0	0	0
Mass Casualty	0	0	0	0	0
Overdose	15	10	11	13	16
Police-Active Shooter	0	0	0	0	0
Police-Assault	15	10	7	10	9
Police-Assist	0	0	0	0	0
Police-Barricade	0	0	0	0	0
Police-Cutting/Stabbing	4	2	0	1	4
Police-Domestic	1	1	1	0	0
Police-Robbery	0	0	0	0	0
Police-Sexual Assault	2	0	1	1	0
Police-Shooting	1	4	2	3	1
Police-Suicide	19	14	11	10	12
Police-Welfare Check	1	5	3	2	1
EMS Total	839	815	768	824	818
Aircraft Crash	0	0	0	0	0
Boat Fire	0	0	0	0	0
Fire Alarm	113	109	131	123	22
Investigation	33	23	32	19	126
Metro Train Fire	0	0	0	0	0
Outside Fire	27	34	31	37	27
Street Alarm	8	13	6	9	5
Structure Fire	16	13	21	16	14
Train Emergency	0	0	0	0	0
Vehicle Fire	16	17	28	12	3
Fire Total	213	209	249	216	197

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Hazmat	0	0	1	1	3
Hazmat-CO Leak	4	1	1	0	1
Hazmat-Fuel Spill	5	5	2	3	1
Hazmat-Gas Leak	18	14	18	23	20
Hazmat Total	27	20	22	27	25
Service	56	61	60	55	84
Non-Emergency Total	56	61	60	55	84
MVA	194	206	208	183	161
Pedestrian Struck	6	6	3	7	0
Rescue	10	5	11	7	1
Technical Rescue	17	12	12	14	4
Water Rescue	1	1	0	0	4
Rescue Total	228	230	234	211	170
Total	1,364	1,336	1,333	1,334	1,294

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

Table 140: Number of Responses Made by Unit ID and Reporting Period – Units Assigned to Station 824

Unit ID	Reporting Period ¹				
	2016	2017	2018	2019	2020
A824	1,555	1,581	1,537	1,560	1,531
BR824	19	3	17	6	6
E824	431	662	276	14	0
E824B	533	256	693	1	0
E824BP	0	0	0	118	0
E824P	0	0	0	956	1,208
MP824	28	32	26	20	7
TW824	201	315	310	3	0
TW824P	0	0	0	128	109
U824	1	1	0	0	0
VC824	69	68	18	37	40
VC824A	58	65	34	22	20
VC824B	69	49	30	19	22
Total	2,964	3,032	2,941	2,884	2,943
Average Responses per Day²	8.1	8.3	8.1	7.9	8.0

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

²Reporting periods 2016 and 2020 contained 366 days due to inclusion of leap year date February 29; all other reporting periods contained 365 days.

Table 141: Baseline 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents – 1st Arrivals in First Due Station 824

First Due Station 824:									
1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		4:58	5:03	4:31	5:04	5:06	4:39	4:31	88.2%
Turnout Time		2:33	2:40	2:43	2:29	2:24	2:19	1:58	67.9%
Travel Time	Urban	N/A	N/A	N/A	N/A	N/A	N/A	7:26	N/A
	Rural	10:47	9:48	10:07	10:05	11:42	12:35	9:33	82.6%
Total Response Time	Urban	N/A	N/A	N/A	N/A	N/A	N/A	12:26	N/A
		n = 0	n = 0	n = 0	n = 0	n = 0	n = 0		
	Rural	16:10	15:27	15:23	15:32	17:39	17:49	14:23	80.9%
		n = 3,924	n = 879	n = 854	n = 874	n = 674	n = 643		

Color coding legend: green fill ≥ 90%; yellow fill ≥ 70% to < 90%; red fill < 70%

Table 142: 2016 to 2020 90th Percentile Performance¹ of Primary Front-Line 1st Arriving Units for Emergency Incidents by First Due Station, Program, and Risk Rating – 1st Arrivals in First Due Station 824

First Due Station	Program	Low				Moderate				High				Special			
		D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R
824	EMS	8.7	2.6	11.8	20.7	3.9	2.6	11.1	15.6	4.4	2.4	10.3	15.0	--	--	--	--
	Fire	5.8	2.5	10.2	16.7	3.9	2.0	13.5	16.7	6.6	2.4	9.4	16.8	--	--	--	--
	Hazmat	8.3	2.2	9.1	14.5	5.9	2.6	10.3	14.5	--	--	--	--	--	--	--	--
	Rescue	5.8	2.5	8.9	14.7	5.5	2.4	10.6	17.4	--	--	--	--	--	--	--	--
	Total	6.7	2.5	10.4	17.6	4.0	2.6	11.0	15.6	4.6	2.4	10.2	15.2	--	--	--	--
All	EMS	9.4	2.3	10.1	19.6	4.3	2.2	8.1	12.8	4.2	2.2	7.1	11.7	--	--	--	--
	Fire	4.5	2.1	8.0	13.3	4.2	1.8	7.1	11.6	3.9	1.9	7.1	11.1	5.7	1.9	6.2	11.9
	Hazmat	5.3	2.0	8.9	13.9	3.7	1.9	7.4	11.6	25.0	3.1	12.6	27.9	--	--	--	--
	Rescue	6.3	2.1	8.1	14.8	5.5	2.1	7.2	12.9	7.1	2.4	9.9	15.3	--	--	--	--
	Total	6.8	2.2	9.2	16.8	4.3	2.2	8.0	12.8	4.2	2.1	7.2	11.6	5.3	2.1	6.6	12.0

¹D = Dispatch Time, TO = Turnout Time, TR = Travel Time, R = Response Time

Table 143: 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents by Unit ID and Reporting Period – Units Assigned to Station 824

Unit ID	Reporting Period	Dispatch Time (Minutes)	Turnout Time (Minutes)	Travel Time (Minutes)	Response Time (Minutes)	Sample Size ¹
A824	2016	4.8	2.8	10.5	16.7	441
	2017	4.3	2.9	10.6	16.0	438
	2018	5.1	2.7	11.2	18.4	438
	2019	4.8	2.5	11.0	16.6	548
	2020	5.3	2.4	13.1	18.9	539
	All	4.8	2.7	11.4	17.5	2,404
E824	2016	4.8	2.5	8.7	14.7	188
	2017	5.2	2.4	9.8	15.7	342
	2018	4.7	2.4	10.2	14.6	146
	2019	13.8	2.0	10.3	19.3	14
	2020	--	--	--	--	0
	All	5.0	2.4	9.7	15.3	690
E824B	2016	5.2	2.7	9.9	16.0	248
	2017	4.8	2.5	10.4	15.8	114
	2018	5.1	2.2	9.6	14.9	320
	2019	--	--	--	--	0
	2020	--	--	--	--	0
	All	5.1	2.5	9.9	15.3	682
MP824	2016	--	--	--	--	3
	2017	--	--	--	--	6
	2018	--	--	15.1	--	11
	2019	--	--	--	--	9
	2020	--	--	--	--	3
	All	11.0	4.2	21.4	29.5	32
TW824	2016	--	2.5	10.6	--	11
	2017	--	3.3	12.6	--	11
	2018	19.3	2.7	13.5	29.8	13
	2019	--	--	--	--	1
	2020	--	--	--	--	0
	All	7.8	2.6	11.2	22.7	36

¹Sample sizes reflect the number of responses made by first arriving primary front-line units to emergency calls; due to missing or excluded time data, sample sizes corresponding to individual table metrics may be smaller.

Table 144: Call Concurrency – First Due Station 824

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
824	2016	165	1,360	12.1
	2017	179	1,328	13.5
	2018	177	1,322	13.4
	2019	212	1,331	15.9
	2020	189	1,294	14.6
	All	922	6,635	13.9

First Due Station 825

Table 145: Number of Incidents Dispatched by Call Category and Reporting Period – First Due Station 825

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Device / Package	3	0	1	3	3
Device / Package / Explosion	0	0	0	0	0
Bomb Total	3	0	1	3	3
ALSo	0	1	6	5	201
ALS1	2,052	2,370	2,522	2,625	2,118
ALS2	214	244	245	255	264
BLS0	1,323	1,367	1,405	1,544	1,329
BLS1	784	927	868	990	856
EMS Other	0	0	0	0	0
Mass Casualty	0	0	0	0	0
Overdose	37	41	48	56	57
Police-Active Shooter	0	0	0	0	0
Police-Assault	87	94	96	84	69
Police-Assist	0	0	0	0	1
Police-Barricade	0	1	0	0	0
Police-Cutting/Stabbing	10	21	12	11	10
Police-Domestic	0	0	0	0	0
Police-Robbery	0	0	0	0	0
Police-Sexual Assault	4	6	2	1	1
Police-Shooting	11	11	11	13	19
Police-Suicide	59	80	78	81	73
Police-Welfare Check	4	2	5	7	5
EMS Total	4,585	5,165	5,298	5,672	5,003
Aircraft Crash	0	0	0	0	0
Boat Fire	0	0	0	0	0
Fire Alarm	458	554	623	641	127
Investigation	64	90	81	55	607
Metro Train Fire	0	0	0	0	0
Outside Fire	55	65	64	68	32
Street Alarm	39	34	45	31	31
Structure Fire	54	52	66	58	60
Train Emergency	0	0	0	0	0
Vehicle Fire	32	35	37	39	9
Fire Total	702	830	916	892	866

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Hazmat	3	1	3	4	5
Hazmat-CO Leak	4	3	2	2	1
Hazmat-Fuel Spill	13	10	10	3	1
Hazmat-Gas Leak	57	53	74	69	66
Hazmat Total	77	67	89	78	73
Service	305	145	220	293	383
Non-Emergency Total	305	145	220	293	383
MVA	533	560	543	504	516
Pedestrian Struck	28	30	30	26	7
Rescue	45	63	57	56	9
Technical Rescue	39	37	41	22	14
Water Rescue	0	0	2	2	5
Rescue Total	645	690	673	610	551
Total	6,317	6,897	7,197	7,548	6,879

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

Table 146: Number of Responses Made by Unit ID and Reporting Period – Units Assigned to Station 825

Unit ID	Reporting Period ¹				
	2016	2017	2018	2019	2020
A825	3,970	3,945	3,830	3,781	966
E825	2,056	1,947	2,988	567	0
E825B	916	1,082	110	646	0
E825BP	0	0	0	656	1,032
E825P	0	0	0	1,083	2,024
MD825	2,661	2,680	2,427	2,559	673
PA825	0	0	0	0	1,803
PA825B	0	0	0	0	1,162
TK825	451	510	326	263	0
TK825P			0	262	537
VC825	17	0	2	2	1
VC825A	78	89	61	25	5
VC825B	1	0	0	0	0
WS825	37	28	14	17	27
WSS825	8	19	11	15	5
Total	10,195	10,300	9,769	9,876	8,235
Average Responses per Day²	27.9	28.2	26.8	27.1	22.5

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

²Reporting periods 2016 and 2020 contained 366 days due to inclusion of leap year date February 29; all other reporting periods contained 365 days.

Table 147: Baseline 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents – 1st Arrivals in First Due Station 825

First Due Station 825:									
1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		4:19	4:21	4:31	4:14	4:07	4:23	4:31	91.1%
Turnout Time		2:07	2:10	2:10	2:10	2:01	2:03	1:58	86.0%
Travel Time	Urban	9:08	8:56	8:46	9:01	9:04	9:52	7:26	79.1%
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	9:33	N/A
Total Response Time	Urban	13:58	13:47	13:55	13:46	13:41	14:53	12:26	82.5%
		n = 23,055	n = 4,135	n = 4,736	n = 4,815	n = 4,946	n = 4,423		
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	14:26	N/A
		n = 0	n = 0	n = 0	n = 0	n = 0	n = 0		

Color coding legend: green fill ≥ 90%; yellow fill ≥ 70% to < 90%; red fill < 70%

Table 148: 2016 to 2020 90th Percentile Performance¹ of Primary Front-Line 1st Arriving Units for Emergency Incidents by First Due Station, Program, and Risk Rating – 1st Arrivals in First Due Station 825

First Due Station	Program	Low				Moderate				High				Special			
		D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R
825	EMS	6.3	2.2	11.3	18.2	3.9	2.2	8.6	13.0	3.8	2.1	7.5	11.6	--	--	--	--
	Fire	4.2	1.9	8.5	14.1	3.8	1.7	8.5	13.1	3.8	2.0	8.3	11.8	--	--	--	--
	Hazmat	5.0	1.9	9.3	13.3	4.1	1.9	9.6	13.1		--	--		--	--	--	--
	Rescue	5.6	1.9	8.1	13.9	4.6	2.1	7.1	11.9		--	--		--	--	--	--
	Total	5.7	2.0	10.0	16.5	4.0	2.2	8.6	13.0	3.8	2.1	7.7	11.7	--	--	--	--
All	EMS	9.4	2.3	10.1	19.6	4.3	2.2	8.1	12.8	4.2	2.2	7.1	11.7	--	--	--	--
	Fire	4.5	2.1	8.0	13.3	4.2	1.8	7.1	11.6	3.9	1.9	7.1	11.1	5.7	1.9	6.2	11.9
	Hazmat	5.3	2.0	8.9	13.9	3.7	1.9	7.4	11.6	25.0	3.1	12.6	27.9	--	--	--	--
	Rescue	6.3	2.1	8.1	14.8	5.5	2.1	7.2	12.9	7.1	2.4	9.9	15.3	--	--	--	--
	Total	6.8	2.2	9.2	16.8	4.3	2.2	8.0	12.8	4.2	2.1	7.2	11.6	5.3	2.1	6.6	12.0

¹D = Dispatch Time, TO = Turnout Time, TR = Travel Time, R = Response Time

Table 149: 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents by Unit ID and Reporting Period – Units Assigned to Station 825

Unit ID	Reporting Period	Dispatch Time (Minutes)	Turnout Time (Minutes)	Travel Time (Minutes)	Response Time (Minutes)	Sample Size ¹
A825	2016	4.3	2.2	8.9	13.4	1,444
	2017	4.6	2.2	9.1	14.3	1,379
	2018	4.4	2.3	8.9	13.7	1,417
	2019	4.1	2.2	8.9	13.7	1,423
	2020	4.3	2.1	9.0	13.3	338
	All	4.4	2.3	8.9	13.7	6,001
E825	2016	4.4	1.9	7.6	12.0	1,154
	2017	4.9	2.0	7.3	12.3	1,158
	2018	4.3	1.9	7.6	12.4	1,635
	2019	4.5	2.1	7.2	12.1	323
	2020	--	--	--	--	0
	All	4.5	2.0	7.4	12.3	4,270
E825B	2016	4.7	2.0	8.4	14.6	464
	2017	4.6	1.9	7.6	12.5	605
	2018	4.3	2.0	6.8	12.6	63
	2019	5.0	2.0	7.1	12.7	385
	2020	--	--	--	--	0
	All	4.6	2.0	7.7	13.0	1,517
E825BP	2016	--	--	--	--	0
	2017	--	--	--	--	0
	2018	--	--	--	--	0
	2019	4.4	1.8	7.3	12.4	363
	2020	4.5	2.0	7.3	12.5	503
	All	4.4	1.9	7.3	12.4	866
E825P	2016	--	--	--	--	0
	2017	--	--	--	--	0
	2018	--	--	--	--	0
	2019	4.0	1.9	7.4	12.2	566
	2020	4.4	2.0	7.1	12.3	1,036
	All	4.2	2.0	7.2	12.3	1,602
MD825	2016	3.7	2.3	9.3	13.4	812
	2017	4.1	2.4	9.2	13.6	846
	2018	3.7	2.4	8.7	13.3	810
	2019	3.6	1.9	9.2	13.0	956
	2020	3.7	1.9	9.3	12.8	255
	All	3.8	2.2	9.1	13.3	3,679

Unit ID	Reporting Period	Dispatch Time (Minutes)	Turnout Time (Minutes)	Travel Time (Minutes)	Response Time (Minutes)	Sample Size ¹
PA825	2016	--	--	--	--	0
	2017	--	--	--	--	0
	2018	--	--	--	--	0
	2019	--	--	--	--	0
	2020	4.4	2.1	9.7	14.5	986
	All	4.4	2.1	9.7	14.5	986
PA825B	2016	--	--	--	--	0
	2017	--	--	--	--	0
	2018	--	--	--	--	0
	2019	--	--	--	--	0
	2020	4.3	2.2	10.0	14.8	585
	All	4.3	2.2	10.0	14.8	585
TK825	2016	6.7	2.1	8.6	15.3	60
	2017	4.0	1.7	9.3	12.8	98
	2018	4.1	1.6	9.1	13.2	72
	2019	4.3	1.6	10.1	13.5	66
	2020	--	--	--	--	0
	All	4.6	1.7	9.2	13.3	296
TK825P	2016	--	--	--	--	0
	2017	--	--	--	--	0
	2018	--	--	--	--	0
	2019	6.2	2.5	10.1	13.7	45
	2020	3.9	1.6	8.8	12.7	85
	All	4.9	1.9	9.2	13.1	130

¹Sample sizes reflect the number of responses made by first arriving primary front-line units to emergency calls; due to missing or excluded time data, sample sizes corresponding to individual table metrics may be smaller.

Table 150: Call Concurrency – First Due Station 825

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
825	2016	3,340	6,313	52.9
	2017	3,942	6,888	57.2
	2018	4,343	7,188	60.4
	2019	4,736	7,539	62.8
	2020	3,857	6,864	56.2
	All	20,218	34,792	58.1

First Due Station 826

Table 151: Number of Incidents Dispatched by Call Category and Reporting Period – First Due Station 826

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Device / Package	2	2	4	0	0
Device / Package / Explosion	0	0	0	0	0
Bomb Total	2	2	4	0	0
ALSo	0	3	22	5	186
ALS1	1,702	1,712	1,779	1,729	1,671
ALS2	97	104	105	96	115
BLS0	1,316	1,173	1,233	1,267	1,286
BLS1	813	804	749	838	807
EMS Other	0	0	0	0	0
Mass Casualty	0	0	0	0	0
Overdose	51	50	37	52	63
Police-Active Shooter	0	1	0	0	0
Police-Assault	191	192	164	177	155
Police-Assist	0	0	0	0	1
Police-Barricade	0	0	0	1	1
Police-Cutting/Stabbing	26	41	27	30	25
Police-Domestic	0	1	0	0	0
Police-Robbery	0	0	0	0	0
Police-Sexual Assault	4	8	3	5	5
Police-Shooting	24	24	25	39	39
Police-Suicide	57	55	58	62	47
Police-Welfare Check	2	6	7	3	2
EMS Total	4,283	4,174	4,209	4,304	4,403
Aircraft Crash	0	0	0	0	0
Boat Fire	0	0	0	0	0
Fire Alarm	338	331	348	372	58
Investigation	79	79	70	77	323
Metro Train Fire	0	0	0	0	0
Outside Fire	56	57	43	65	51
Street Alarm	95	93	77	90	53
Structure Fire	34	41	41	31	75
Train Emergency	0	0	0	0	0
Vehicle Fire	33	29	25	25	8
Fire Total	635	630	604	660	568

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Hazmat	1	1	2	1	2
Hazmat-CO Leak	8	1	4	1	0
Hazmat-Fuel Spill	9	3	6	3	2
Hazmat-Gas Leak	114	82	113	121	100
Hazmat Total	132	87	125	126	104
Service	121	118	141	151	349
Non-Emergency Total	121	118	141	151	349
MVA	316	307	317	297	326
Pedestrian Struck	35	36	46	37	13
Rescue	67	73	86	80	17
Technical Rescue	13	22	22	19	6
Water Rescue	1	0	0	0	1
Rescue Total	432	438	471	433	363
Total	5,605	5,449	5,554	5,674	5,787

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

Table 152: Number of Responses Made by Unit ID and Reporting Period – Units Assigned to Station 826

Unit ID	Reporting Period ¹				
	2016	2017	2018	2019	2020
A826	4,769	4,661	4,501	4,325	3,877
A826B	3,222	3,282	3,040	3,062	732
BO883	1,623	1,567	1,574	1,505	1,433
C826	0	0	0	0	1
E826	2,047	1,373	1,731	1,930	454
E826B	1,318	1,403	1,062	928	336
E826BP	0	0	0	0	732
E826	0	0	0	0	1,498
MD826	3,923	3,675	3,191	3,023	821
PA826	0	0	0	0	2,158
PA826B	0	0	0	0	1,208
TK826	207	0	0	24	136
TK826P	0	0	0	0	482
TW826	167	818	871	687	80
TW826P	0	0	0	0	75
U826	0	0	1	0	0
VC826	15	12	6	5	4
VC826A	22	1	0	1	1
VC826B	2	0	0	0	0
Total	17,315	16,792	15,977	15,490	14,028
Average Responses per Day²	47.3	46.0	43.8	42.4	38.3

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

²Reporting periods 2016 and 2020 contained 366 days due to inclusion of leap year date February 29; all other reporting periods contained 365 days.

Table 153: Baseline 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents – 1st Arrivals in First Due Station 826

First Due Station 826:									
1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		4:41	4:53	4:46	4:34	4:38	4:31	4:31	89.2%
Turnout Time		2:03	2:11	2:08	2:06	1:55	1:58	1:58	87.7%
Travel Time	Urban	6:50	6:40	6:32	6:23	6:55	7:39	7:26	92.6%
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	9:33	N/A
Total Response Time	Urban	12:26	12:27	11:59	11:39	12:23	13:40	12:26	90.0%
		n = 17,679	n = 3,546	n = 3,520	n = 3,549	n = 3,567	n = 3,497		
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	14:23	
		n = 0	n = 0	n = 0	n = 0	n = 0	n = 0		

Color coding legend: green fill ≥ 90%; yellow fill ≥ 70% to < 90%; red fill < 70%

Table 154: 2016 to 2020 90th Percentile Performance¹ of Primary Front-Line 1st Arriving Units for Emergency Incidents by First Due Station, Program, and Risk Rating – 1st Arrivals in First Due Station 826

First Due Station	Program	Low				Moderate				High				Special			
		D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R
826	EMS	13.0	2.1	9.0	21.7	4.0	2.1	6.4	11.0	4.2	2.1	5.4	9.6	--	--	--	--
	Fire	4.1	2.0	5.9	11.1	3.8	1.7	5.3	9.5	3.3	1.6	4.6	8.6	--	--	--	--
	Hazmat	6.1	2.0	6.7	12.1	3.4	1.8	5.7	9.4	--	--	--	--	--	--	--	--
	Rescue	5.2	1.9	5.6	11.8	4.6	1.9	4.3	9.4	--	--	--	--	--	--	--	--
	Total	7.9	2.0	7.8	16.7	4.0	2.1	6.3	10.9	4.0	2.0	5.2	9.4	--	--	--	--
All	EMS	9.4	2.3	10.1	19.6	4.3	2.2	8.1	12.8	4.2	2.2	7.1	11.7	--	--	--	--
	Fire	4.5	2.1	8.0	13.3	4.2	1.8	7.1	11.6	3.9	1.9	7.1	11.1	5.7	1.9	6.2	11.9
	Hazmat	5.3	2.0	8.9	13.9	3.7	1.9	7.4	11.6	25.0	3.1	12.6	27.9	--	--	--	--
	Rescue	6.3	2.1	8.1	14.8	5.5	2.1	7.2	12.9	7.1	2.4	9.9	15.3	--	--	--	--
	Total	6.8	2.2	9.2	16.8	4.3	2.2	8.0	12.8	4.2	2.1	7.2	11.6	5.3	2.1	6.6	12.0

¹D = Dispatch Time, TO = Turnout Time, TR = Travel Time, R = Response Time

Table 155: 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents by Unit ID and Reporting Period – Units Assigned to Station 826

Unit ID	Reporting Period	Dispatch Time (Minutes)	Turnout Time (Minutes)	Travel Time (Minutes)	Response Time (Minutes)	Sample Size ¹
A826	2016	5.7	2.2	8.0	14.4	1,624
	2017	5.3	2.1	7.8	13.4	1,604
	2018	5.3	2.1	7.5	13.1	1,592
	2019	5.1	1.9	7.7	13.6	1,595
	2020	9.1	1.9	9.7	19.8	1,285
	All	5.6	2.1	8.1	14.4	7,700
A826B	2016	5.2	2.4	8.5	15.2	973
	2017	4.7	2.1	7.6	13.1	996
	2018	4.4	2.1	7.6	12.9	991
	2019	5.0	1.9	8.1	15.0	961
	2020	5.0	1.8	9.0	15.5	238
	All	4.8	2.1	7.9	13.9	4,159
E826	2016	4.5	2.1	6.4	11.9	990
	2017	4.9	2.1	5.9	11.6	734
	2018	4.6	2.0	5.9	11.0	925
	2019	4.0	1.9	5.7	10.4	1,056
	2020	4.1	1.9	5.6	10.3	260
	All	4.4	2.0	6.0	11.0	3,965
E826B	2016	4.9	2.1	6.1	10.9	669
	2017	4.7	2.0	6.1	11.0	719
	2018	4.4	2.0	5.9	11.2	568
	2019	4.7	1.9	6.0	11.2	494
	2020	3.9	1.9	5.4	9.3	165
	All	4.6	2.0	5.9	11.0	2,615
E826BP	2016	--	--	--	--	0
	2017	--	--	--	--	0
	2018	--	--	--	--	0
	2019	--	--	--	--	0
	2020	4.3	2.0	5.6	10.6	306
	All	4.3	2.0	5.6	10.6	306
E826P	2016	--	--	--	--	0
	2017	--	--	--	--	0
	2018	--	--	--	--	0
	2019	--	--	--	--	0
	2020	4.2	2.0	5.7	10.8	653
	All	4.2	2.0	5.7	10.8	653

Unit ID	Reporting Period	Dispatch Time (Minutes)	Turnout Time (Minutes)	Travel Time (Minutes)	Response Time (Minutes)	Sample Size ¹
MD826	2016	3.9	2.2	7.8	12.3	798
	2017	4.1	2.2	7.0	11.8	863
	2018	4.0	2.2	7.0	11.5	861
	2019	3.9	1.9	7.3	11.9	775
	2020	4.0	1.9	8.1	12.4	249
	All	4.0	2.1	7.3	11.9	3,546
PA826	2016	--	--	--	--	0
	2017	--	--	--	--	0
	2018	--	--	--	--	0
	2019	--	--	--	--	0
	2020	4.1	2.1	8.4	13.4	1,286
	All	4.1	2.1	8.4	13.4	1,286
PA826B	2016	--	--	--	--	0
	2017	--	--	--	--	0
	2018	--	--	--	--	0
	2019	--	--	--	--	0
	2020	4.1	1.9	8.3	13.6	668
	All	4.1	1.9	8.3	13.6	668
TK826	2016	8.1	2.1	10.1	18.4	21
	2017	--	--	--	--	0
	2018	--	--	--	--	0
	2019	--	--	--	--	5
	2020	3.5	1.8	7.7	11.5	43
	All	3.7	2.0	8.2	12.0	69
TK826P	2016	--	--	--	--	0
	2017	--	--	--	--	0
	2018	--	--	--	--	0
	2019	--	--	--	--	0
	2020	4.3	1.8	6.8	10.9	93
	All	4.3	1.8	6.8	10.9	93
TW826	2016	4.7	2.6	9.0	13.9	43
	2017	5.6	2.1	7.0	12.6	181
	2018	5.1	1.9	6.5	11.5	259
	2019	4.8	1.9	7.6	13.7	190
	2020	4.6	1.6	8.1	10.5	21
	All	5.1	2.0	7.3	12.1	694

Unit ID	Reporting Period	Dispatch Time (Minutes)	Turnout Time (Minutes)	Travel Time (Minutes)	Response Time (Minutes)	Sample Size ¹
TW826P	2016	--	--	--	--	0
	2017	--	--	--	--	0
	2018	--	--	--	--	0
	2019	--	--	--	--	0
	2020	3.8	2.3	5.2	9.6	16
	All	3.8	2.3	5.2	9.6	16

¹Sample sizes reflect the number of responses made by first arriving primary front-line units to emergency calls; due to missing or excluded time data, sample sizes corresponding to individual table metrics may be smaller.

Table 156: Call Concurrency – First Due Station 826

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
826	2016	2,656	5,598	47.4
	2017	2,495	5,442	45.8
	2018	2,689	5,550	48.5
	2019	2,887	5,667	50.9
	2020	2,744	5,779	47.5
	All	13,471	28,036	48.0

First Due Station 827

Table 157: Number of Incidents Dispatched by Call Category and Reporting Period – First Due Station 827

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Device / Package	0	1	1	2	0
Device / Package / Explosion	0	0	0	0	0
Bomb Total	0	1	1	2	0
ALSo	0	1	6	9	59
ALS1	1,267	689	680	700	667
ALS2	86	45	46	43	54
BLS0	822	505	520	481	434
BLS1	594	342	343	376	326
EMS Other	0	0	0	0	0
Mass Casualty	1	0	0	0	0
Overdose	28	25	17	22	21
Police-Active Shooter	0	0	0	0	0
Police-Assault	134	83	74	69	84
Police-Assist	0	0	0	0	1
Police-Barricade	0	0	0	0	0
Police-Cutting/Stabbing	21	10	12	12	14
Police-Domestic	0	0	1	0	1
Police-Robbery	0	0	0	0	0
Police-Sexual Assault	3	5	3	2	3
Police-Shooting	17	10	10	6	11
Police-Suicide	62	27	27	31	23
Police-Welfare Check	2	3	1	1	1
EMS Total	3,037	1,745	1,740	1,752	1,699
Aircraft Crash	0	0	0	0	0
Boat Fire	0	0	0	0	0
Fire Alarm	289	177	182	180	28
Investigation	44	22	34	38	167
Metro Train Fire	0	0	0	0	0
Outside Fire	44	20	28	12	20
Street Alarm	39	22	26	23	21
Structure Fire	31	25	15	14	27
Train Emergency	0	0	0	0	0
Vehicle Fire	50	13	19	21	6
Fire Total	497	279	304	288	269

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Hazmat	2	0	2	1	1
Hazmat-CO Leak	3	2	3	3	1
Hazmat-Fuel Spill	7	3	2	2	0
Hazmat-Gas Leak	59	39	37	42	33
Hazmat Total	71	44	44	48	35
Service	274	124	231	155	149
Non-Emergency Total	274	124	231	155	149
MVA	407	264	199	214	200
Pedestrian Struck	16	13	14	3	4
Rescue	26	23	19	29	8
Technical Rescue	31	15	18	14	3
Water Rescue	2	0	1	0	2
Rescue Total	482	315	251	260	217
Total	4,361	2,508	2,571	2,505	2,369

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

Table 158: Number of Responses Made by Unit ID and Reporting Period – Units Assigned to Station 827

Unit ID	Reporting Period ¹				
	2016	2017	2018	2019	2020
A827	3,292	3,303	2,256	2,096	1,138
A827B	0	0	1,267	1,455	1,989
C827	0	1	0	0	0
E827	807	1,012	1,541	1,135	875
E827B	1	1	0	0	0
RE827	1,320	1,624	1,147	947	984
SQ827	1,793	945	1,530	1,533	1,102
U827	17	0	2	3	0
VC827	14	23	18	6	6
VC827A	12	2	1	3	0
VC827B	37	8	27	8	23
Total	7,293	6,919	7,789	7,186	6,117
Average Responses per Day²	19.9	19.0	21.3	19.7	16.7

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

²Reporting periods 2016 and 2020 contained 366 days due to inclusion of leap year date February 29; all other reporting periods contained 365 days.

Table 159: Baseline 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents – 1st Arrivals in First Due Station 827

First Due Station 827:									
1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		5:08	5:17	5:08	4:41	5:28	5:27	4:31	85.9%
Turnout Time		2:12	2:25	2:17	2:00	1:58	2:03	1:58	84.5%
Travel Time	Urban	8:49	9:04	8:17	7:51	9:01	9:38	7:26	81.9%
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	9:33	N/A
Total Response Time	Urban	14:40	14:58	13:53	13:01	14:52	16:30	12:26	81.7%
		n = 8,821	n = 2,699	n = 1,566	n = 1,536	n = 1,553	n = 1,467		
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	14:23	N/A
		n = 0	n = 0	n = 0	n = 0	n = 0	n = 0		

Color coding legend: green fill ≥ 90%; yellow fill ≥ 70% to < 90%; red fill < 70%

Table 160: 2016 to 2020 90th Percentile Performance¹ of Primary Front-Line 1st Arriving Units for Emergency Incidents by First Due Station, Program, and Risk Rating – 1st Arrivals in First Due Station 827

First Due Station	Program	Low				Moderate				High				Special			
		D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R
827	EMS	13.0	2.3	11.0	23.3	4.4	2.3	8.5	13.2	4.7	2.2	6.5	11.3	--	--	--	--
	Fire	4.1	2.1	7.9	13.3	4.1	1.8	6.2	10.2	3.9	1.8	5.7	9.7	--	--	--	--
	Hazmat	7.6	2.1	11.0	15.9	3.5	1.8	6.9	11.0	--	--	--	--	--	--	--	--
	Rescue	5.9	2.1	8.7	15.5	6.9	2.0	6.7	12.5	--	--	--	--	--	--	--	--
	Total	7.3	2.2	9.7	18.3	4.4	2.2	8.4	13.1	4.6	2.1	6.3	11.0	--	--	--	--
All	EMS	9.4	2.3	10.1	19.6	4.3	2.2	8.1	12.8	4.2	2.2	7.1	11.7	--	--	--	--
	Fire	4.5	2.1	8.0	13.3	4.2	1.8	7.1	11.6	3.9	1.9	7.1	11.1	5.7	1.9	6.2	11.9
	Hazmat	5.3	2.0	8.9	13.9	3.7	1.9	7.4	11.6	25.0	3.1	12.6	27.9	--	--	--	--
	Rescue	6.3	2.1	8.1	14.8	5.5	2.1	7.2	12.9	7.1	2.4	9.9	15.3	--	--	--	--
	Total	6.8	2.2	9.2	16.8	4.3	2.2	8.0	12.8	4.2	2.1	7.2	11.6	5.3	2.1	6.6	12.0

¹D = Dispatch Time, TO = Turnout Time, TR = Travel Time, R = Response Time

Table 161: 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents by Unit ID and Reporting Period – Units Assigned to Station 827

Unit ID	Reporting Period	Dispatch Time (Minutes)	Turnout Time (Minutes)	Travel Time (Minutes)	Response Time (Minutes)	Sample Size ¹
A827	2016	6.5	2.7	10.1	17.1	826
	2017	5.1	2.3	9.6	15.5	925
	2018	4.9	2.0	8.8	14.8	682
	2019	5.7	2.1	10.9	17.0	594
	2020	11.5	2.0	13.0	23.6	311
	All	5.6	2.4	10.2	16.8	3,338
A827B	2016	--	--	--	--	0
	2017	--	--	--	--	0
	2018	5.0	2.0	9.4	15.2	402
	2019	4.8	1.8	10.5	17.6	412
	2020	11.5	1.8	11.6	21.4	564
	All	6.5	1.9	10.9	18.7	1,378
E827	2016	5.3	2.4	8.9	14.9	296
	2017	5.1	1.9	7.7	13.1	380
	2018	4.6	1.6	7.2	11.6	600
	2019	5.4	1.8	7.7	12.3	416
	2020	5.2	1.8	7.9	13.1	295
	All	5.0	1.9	7.7	12.7	1,987
RE827	2016	5.4	2.3	7.9	12.9	396
	2017	5.1	2.0	7.9	13.3	516
	2018	4.4	1.9	8.0	12.3	341
	2019	5.6	1.7	8.4	13.4	302
	2020	4.7	1.8	7.9	12.6	279
	All	5.0	2.0	8.0	12.9	1,834
SQ827	2016	5.8	2.3	8.2	13.8	455
	2017	5.5	2.0	7.3	12.8	259
	2018	4.7	1.7	8.0	12.4	352
	2019	5.1	1.8	9.2	14.0	344
	2020	5.2	2.1	7.4	12.6	230
	All	5.3	2.0	8.2	13.2	1,640

¹Sample sizes reflect the number of responses made by first arriving primary front-line units to emergency calls; due to missing or excluded time data, sample sizes corresponding to individual table metrics may be smaller.

Table 162: Call Concurrency – First Due Station 827

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
827	2016	1,681	4,357	38.6
	2017	610	2,500	24.4
	2018	647	2,567	25.2
	2019	675	2,499	27.0
	2020	545	2,366	23.0
	All	4,158	14,289	29.1

First Due Station 828

Table 163: Number of Incidents Dispatched by Call Category and Reporting Period – First Due Station 828

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Device / Package	1	0	3	1	0
Device / Package / Explosion	0	0	0	0	0
Bomb Total	1	0	3	1	0
ALSo	0	3	2	2	99
ALS1	877	926	960	817	918
ALS2	55	62	60	62	71
BLS0	703	676	663	682	702
BLS1	612	624	590	585	524
EMS Other	0	0	0	0	0
Mass Casualty	0	0	0	0	0
Overdose	20	27	18	25	23
Police-Active Shooter	0	0	0	0	0
Police-Assault	87	103	100	85	88
Police-Assist	0	0	1	0	0
Police-Barricade	0	0	0	0	1
Police-Cutting/Stabbing	11	13	17	19	17
Police-Domestic	0	2	0	0	0
Police-Robbery	0	0	0	0	0
Police-Sexual Assault	3	1	3	1	2
Police-Shooting	4	10	3	13	11
Police-Suicide	44	45	29	30	24
Police-Welfare Check	0	2	2	3	1
EMS Total	2,416	2,494	2,448	2,324	2,481
Aircraft Crash	0	0	0	1	0
Boat Fire	0	0	0	0	0
Fire Alarm	210	240	274	249	54
Investigation	58	62	59	52	243
Metro Train Fire	1	2	0	0	0
Outside Fire	50	50	62	58	46
Street Alarm	42	35	48	55	25
Structure Fire	14	26	24	34	43
Train Emergency	0	0	0	0	0
Vehicle Fire	50	63	41	49	12
Fire Total	425	478	508	498	423

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Hazmat	2	3	4	3	6
Hazmat-CO Leak	2	2	0	3	1
Hazmat-Fuel Spill	11	4	6	5	1
Hazmat-Gas Leak	52	53	46	62	57
Hazmat Total	67	62	56	73	65
Service	128	86	258	114	183
Non-Emergency Total	128	86	258	114	183
MVA	624	616	636	596	547
Pedestrian Struck	34	24	23	22	3
Rescue	54	48	69	47	13
Technical Rescue	31	26	30	32	9
Water Rescue	2	2	3	2	1
Rescue Total	745	716	761	699	573
Total	3,782	3,836	4,034	3,709	3,725

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

Table 164: Number of Responses Made by Unit ID and Reporting Period – Units Assigned to Station 828

Unit ID	Reporting Period ¹				
	2016	2017	2018	2019	2020
E828	2,206	1,976	1,400	681	1,052
E828B	22	127	1,378	1,916	967
MP828	346	281	28	0	0
TK828	472	379	408	501	307
U828	1	1	2	1	0
VC828	15	5	9	0	1
VC828A	32	73	52	41	11
VC828B	33	0	122	42	0
Total	3,127	2,842	3,399	3,182	2,338
Average Responses per Day²	8.5	7.8	9.3	8.7	6.4

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

²Reporting periods 2016 and 2020 contained 366 days due to inclusion of leap year date February 29; all other reporting periods contained 365 days.

Table 165: Baseline 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents – 1st Arrivals in First Due Station 828

First Due Station 828:									
1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		6:04	6:19	6:11	5:53	6:00	5:48	4:31	81.7%
Turnout Time		2:17	2:33	2:19	2:13	2:16	2:00	1:58	81.2%
Travel Time	Urban	8:59	8:27	8:27	9:00	9:16	9:32	7:26	80.8%
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	9:33	N/A
Total Response Time	Urban	15:18	14:57	14:44	15:15	16:23	15:50	12:26	78.7%
		n = 12,338	n = 2,457	n = 2,551	n = 2,579	n = 2,348	n = 2,403		
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	14:23	N/A
		n = 0	n = 0	n = 0	n = 0	n = 0	n = 0		

Color coding legend: green fill ≥ 90%; yellow fill ≥ 70% to < 90%; red fill < 70%

Table 166: 2016 to 2020 90th Percentile Performance¹ of Primary Front-Line 1st Arriving Units for Emergency Incidents by First Due Station, Program, and Risk Rating – 1st Arrivals in First Due Station 828

First Due Station	Program	Low				Moderate				High				Special			
		D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R
828	EMS	15.9	2.4	11.2	26.4	5.0	2.3	7.9	12.9	4.6	2.4	6.9	11.8	--	--	--	--
	Fire	4.6	2.2	7.3	12.7	4.2	1.6	6.5	10.4	3.5	1.4	6.4	10.2	--	--	--	--
	Hazmat	6.2	2.2	9.6	14.5	4.7	1.8	7.0	12.4	--	--	--	--	--	--	--	--
	Rescue	6.5	2.2	8.9	16.1	6.0	2.1	7.5	13.3	--	--	--	--	--	--	--	--
	Total	8.6	2.3	9.8	18.8	5.0	2.3	7.9	12.8	4.4	2.3	6.9	11.2	--	--	--	--
All	EMS	9.4	2.3	10.1	19.6	4.3	2.2	8.1	12.8	4.2	2.2	7.1	11.7	--	--	--	--
	Fire	4.5	2.1	8.0	13.3	4.2	1.8	7.1	11.6	3.9	1.9	7.1	11.1	5.7	1.9	6.2	11.9
	Hazmat	5.3	2.0	8.9	13.9	3.7	1.9	7.4	11.6	25.0	3.1	12.6	27.9	--	--	--	--
	Rescue	6.3	2.1	8.1	14.8	5.5	2.1	7.2	12.9	7.1	2.4	9.9	15.3	--	--	--	--
	Total	6.8	2.2	9.2	16.8	4.3	2.2	8.0	12.8	4.2	2.1	7.2	11.6	5.3	2.1	6.6	12.0

¹D = Dispatch Time, TO = Turnout Time, TR = Travel Time, R = Response Time

Table 167: 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents by Unit ID and Reporting Period – Units Assigned to Station 828

Unit ID	Reporting Period	Dispatch Time (Minutes)	Turnout Time (Minutes)	Travel Time (Minutes)	Response Time (Minutes)	Sample Size ¹
E828	2016	5.4	2.7	6.8	12.8	1,179
	2017	5.3	2.4	6.6	12.2	1,033
	2018	4.9	2.3	6.9	12.4	726
	2019	4.6	2.4	6.8	12.0	324
	2020	5.4	2.0	6.5	12.8	485
	All	5.2	2.5	6.7	12.4	3,747
E828B	2016	6.4	3.3	7.4	14.0	13
	2017	4.1	2.4	5.7	10.0	58
	2018	5.5	2.4	6.8	12.6	690
	2019	4.5	2.4	7.1	12.6	832
	2020	5.6	2.1	6.3	12.2	410
	All	4.9	2.3	6.8	12.5	2,003
MP828	2016	8.2	1.3	6.2	13.2	180
	2017	7.9	0.9	5.6	12.7	167
	2018	7.4	--	6.4	11.9	15
	2019	--	--	--	--	0
	2020	--	--	--	--	0
	All	7.9	1.1	5.9	12.7	362
TK828	2016	7.0	3.2	8.8	15.8	100
	2017	6.0	2.2	6.3	11.0	103
	2018	5.3	2.3	6.9	10.9	86
	2019	5.2	2.4	9.2	13.6	90
	2020	3.8	2.0	6.9	13.5	36
	All	5.8	2.4	7.4	13.5	415

¹Sample sizes reflect the number of responses made by first arriving primary front-line units to emergency calls; due to missing or excluded time data, sample sizes corresponding to individual table metrics may be smaller.

Table 168: Call Concurrency – First Due Station 828

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
828	2016	1,245	3,779	32.9
	2017	1,287	3,832	33.6
	2018	1,369	4,031	34.0
	2019	1,198	3,699	32.4
	2020	1,227	3,721	33.0
	All	6,326	19,062	33.2

First Due Station 829

Table 169: Number of Incidents Dispatched by Call Category and Reporting Period – First Due Station 829

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Device / Package	3	0	6	1	1
Device / Package / Explosion	0	1	0	0	1
Bomb Total	3	1	6	1	2
ALSo	0	6	8	9	267
ALS1	2,399	2,570	2,452	2,506	2,517
ALS2	137	159	134	178	201
BLS0	1,809	2,020	1,791	1,791	1,814
BLS1	1,243	1,372	1,204	1,333	1,243
EMS Other	0	0	0	0	0
Mass Casualty	0	0	0	0	0
Overdose	55	60	60	62	90
Police-Active Shooter	0	0	0	0	0
Police-Assault	294	302	264	220	206
Police-Assist	0	2	1	1	0
Police-Barricade	0	0	1	0	0
Police-Cutting/Stabbing	44	51	46	45	53
Police-Domestic	1	0	2	1	1
Police-Robbery	0	0	0	0	0
Police-Sexual Assault	11	8	7	7	6
Police-Shooting	56	39	30	30	59
Police-Suicide	100	113	87	83	80
Police-Welfare Check	4	5	11	2	9
EMS Total	6,153	6,707	6,098	6,268	6,546
Aircraft Crash	0	0	0	0	0
Boat Fire	0	0	0	0	0
Fire Alarm	490	511	660	723	121
Investigation	120	117	133	124	551
Metro Train Fire	1	1	2	1	0
Outside Fire	72	86	95	82	86
Street Alarm	127	130	121	112	71
Structure Fire	46	62	56	67	96
Train Emergency	0	0	0	0	0
Vehicle Fire	39	61	63	70	13
Fire Total	895	968	1,130	1,179	938

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Hazmat	1	7	7	4	2
Hazmat-CO Leak	10	0	8	4	0
Hazmat-Fuel Spill	7	11	11	9	2
Hazmat-Gas Leak	154	135	139	148	126
Hazmat Total	172	153	165	165	130
Service	275	363	466	500	590
Non-Emergency Total	275	363	466	500	590
MVA	589	729	720	762	784
Pedestrian Struck	60	70	52	60	15
Rescue	99	101	124	84	19
Technical Rescue	30	49	48	29	16
Water Rescue	0	1	1	0	1
Rescue Total	778	950	945	935	835
Total	8,276	9,142	8,810	9,048	9,041

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

Table 170: Number of Responses Made by Unit ID and Reporting Period – Units Assigned to Station 829

Unit ID	Reporting Period ¹				
	2016	2017	2018	2019	2020
A829	5,560	5,248	4,925	4,995	4,564
A829B	3,565	3,492	3,299	3,481	870
E829	2,042	1,697	2,567	1,627	900
E829B	1,637	2,062	1,165	2,054	263
E829BP	0	0	0	0	515
E829P	0	0	0	0	2,329
MD829	3,868	3,629	3,282	3,161	879
PA829	0	0	0	0	2,342
PA829B	0	0	0	0	1,282
TK829	834	730	707	713	195
TK829P	0	0	0	0	520
U829	3	0	0	6	1
VC829	23	37	136	124	60
VC829A	157	8	0	10	3
VC829B	15	5	1	1	1
Total	17,704	16,908	16,082	16,172	14,724
Average Responses per Day²	48.4	46.3	44.1	44.3	40.2

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

²Reporting periods 2016 and 2020 contained 366 days due to inclusion of leap year date February 29; all other reporting periods contained 365 days.

Table 171: Baseline 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents – 1st Arrivals in First Due Station 829

First Due Station 829:									
1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		4:53	5:04	5:13	4:49	4:41	4:41	4:31	87.7%
Turnout Time		2:08	2:09	2:11	2:05	2:06	2:05	1:58	86.1%
Travel Time	Urban	8:19	8:23	8:06	7:49	8:32	8:45	7:26	85.3%
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	9:33	N/A
Total Response Time	Urban	13:38	13:48	13:28	13:06	13:48	14:03	12:26	85.5%
		n = 27,143	n = 5,122	n = 5,622	n = 5,386	n = 5,557	n = 5,456		
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	14:23	N/A
		n = 0	n = 0	n = 0	n = 0	n = 0	n = 0		

Color coding legend: green fill ≥ 90%; yellow fill ≥ 70% to < 90%; red fill < 70%

Table 172: 2016 to 2020 90th Percentile Performance¹ of Primary Front-Line 1st Arriving Units for Emergency Incidents by First Due Station, Program, and Risk Rating – 1st Arrivals in First Due Station 829

First Due Station	Program	Low				Moderate				High				Special			
		D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R
829	EMS	11.6	2.2	10.1	21.1	4.2	2.2	7.8	12.4	4.2	2.0	6.6	11.2	--	--	--	--
	Fire	4.2	2.0	8.1	13.2	3.7	1.7	6.9	11.2	4.4	1.5	6.8	10.7	5.5	3.0	6.3	11.5
	Hazmat	6.6	2.0	8.7	15.6	3.5	1.8	7.5	11.5	--	--	--	--	--	--	--	--
	Rescue	6.2	1.9	7.7	14.0	5.2	2.0	6.5	11.9	--	--	--	--	--	--	--	--
	Total	7.2	2.1	9.1	16.8	4.2	2.2	7.7	12.3	4.3	2.0	6.6	11.1	5.3	2.9	7.9	11.9
All	EMS	9.4	2.3	10.1	19.6	4.3	2.2	8.1	12.8	4.2	2.2	7.1	11.7	--	--	--	--
	Fire	4.5	2.1	8.0	13.3	4.2	1.8	7.1	11.6	3.9	1.9	7.1	11.1	5.7	1.9	6.2	11.9
	Hazmat	5.3	2.0	8.9	13.9	3.7	1.9	7.4	11.6	25.0	3.1	12.6	27.9	--	--	--	--
	Rescue	6.3	2.1	8.1	14.8	5.5	2.1	7.2	12.9	7.1	2.4	9.9	15.3	--	--	--	--
	Total	6.8	2.2	9.2	16.8	4.3	2.2	8.0	12.8	4.2	2.1	7.2	11.6	5.3	2.1	6.6	12.0

¹D = Dispatch Time, TO = Turnout Time, TR = Travel Time, R = Response Time

Table 173: 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents by Unit ID and Reporting Period – Units Assigned to Station 829

Unit ID	Reporting Period	Dispatch Time (Minutes)	Turnout Time (Minutes)	Travel Time (Minutes)	Response Time (Minutes)	Sample Size ¹
A829	2016	5.9	2.1	8.6	14.8	1,979
	2017	5.4	2.3	8.3	13.7	1,830
	2018	5.2	2.0	7.9	13.2	1,736
	2019	5.0	2.1	8.5	14.3	1,772
	2020	7.8	2.2	11.6	20.1	1,328
	All	5.6	2.2	8.9	15.0	8,645
A829B	2016	5.4	2.4	9.2	15.8	1,143
	2017	5.5	2.5	8.3	14.2	1,155
	2018	5.2	2.3	8.2	14.3	1,045
	2019	5.4	2.4	8.6	15.5	1,048
	2020	5.0	2.6	8.4	14.3	272
	All	5.3	2.4	8.6	14.7	4,663
E829	2016	5.5	2.0	7.6	13.7	901
	2017	5.2	2.1	7.2	12.8	738
	2018	4.5	1.9	7.0	12.0	1,169
	2019	4.3	2.0	6.5	11.9	688
	2020	4.6	2.0	6.8	11.7	389
	All	4.8	2.0	7.1	12.3	3,885
E829B	2016	5.2	2.0	7.7	12.5	747
	2017	5.0	2.0	6.8	12.2	952
	2018	4.7	2.0	6.9	11.9	555
	2019	4.9	2.0	6.7	12.1	928
	2020	4.7	2.1	6.5	11.9	113
	All	5.0	2.0	7.0	12.1	3,295
E829BP	2016	--	--	--	--	0
	2017	--	--	--	--	0
	2018	--	--	--	--	0
	2019	--	--	--	--	0
	2020	4.6	2.0	6.9	13.4	199
	All	4.6	2.0	6.9	13.4	199
E829P	2016	--	--	--	--	0
	2017	--	--	--	--	0
	2018	--	--	--	--	0
	2019	--	--	--	--	0
	2020	4.4	1.9	6.7	11.4	1,017
	All	4.4	1.9	6.7	11.4	1,017

Unit ID	Reporting Period	Dispatch Time (Minutes)	Turnout Time (Minutes)	Travel Time (Minutes)	Response Time (Minutes)	Sample Size ¹
MD829	2016	4.0	2.1	8.6	13.6	874
	2017	4.4	2.0	8.7	13.2	897
	2018	4.0	2.3	7.9	12.4	802
	2019	3.7	2.1	8.4	12.4	993
	2020	4.0	2.0	8.8	13.0	315
	All	4.0	2.1	8.4	12.8	3,881
PA829	2016	--	--	--	--	0
	2017	--	--	--	--	0
	2018	--	--	--	--	0
	2019	--	--	--	--	0
	2020	4.6	2.2	8.7	14.2	1,377
	All	4.6	2.2	8.7	14.2	1,377
PA829B	2016	--	--	--	--	0
	2017	--	--	--	--	0
	2018	--	--	--	--	0
	2019	--	--	--	--	0
	2020	4.4	2.2	8.6	13.6	677
	All	4.4	2.2	8.6	13.6	677
TK829	2016	4.5	1.9	9.0	13.1	143
	2017	4.6	2.0	7.8	13.1	123
	2018	4.7	2.0	7.7	12.5	100
	2019	5.1	2.1	7.8	12.2	104
	2020	5.7	2.3	6.7	12.3	38
	All	4.5	2.0	7.9	12.8	508
TK829P	2016	--	--	--	--	0
	2017	--	--	--	--	0
	2018	--	--	--	--	0
	2019	--	--	--	--	0
	2020	4.0	1.7	7.5	11.8	87
	All	4.0	1.7	7.5	11.8	87

¹Sample sizes reflect the number of responses made by first arriving primary front-line units to emergency calls; due to missing or excluded time data, sample sizes corresponding to individual table metrics may be smaller.

Table 174: Call Concurrency – First Due Station 829

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
829	2016	4,640	8,272	56.1
	2017	5,523	9,128	60.5
	2018	5,340	8,798	60.7
	2019	5,573	9,029	61.7
	2020	5,537	9,031	61.3
	All	26,613	44,258	60.1

First Due Station 830

Table 175: Number of Incidents Dispatched by Call Category and Reporting Period – First Due Station 830

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Device / Package	0	0	0	1	2
Device / Package / Explosion	0	0	0	0	0
Bomb Total	0	0	0	1	2
ALSo	0	3	13	5	97
ALS1	522	591	698	843	816
ALS2	44	48	39	44	63
BLS0	401	499	525	552	581
BLS1	280	348	342	398	400
EMS Other	0	0	0	0	0
Mass Casualty	0	0	0	0	0
Overdose	23	20	16	23	26
Police-Active Shooter	0	0	0	0	0
Police-Assault	65	65	67	69	67
Police-Assist	0	0	0	0	0
Police-Barricade	0	2	0	0	0
Police-Cutting/Stabbing	8	7	8	17	9
Police-Domestic	1	1	0	1	0
Police-Robbery	0	0	0	0	0
Police-Sexual Assault	3	1	2	4	0
Police-Shooting	4	7	7	6	4
Police-Suicide	31	33	35	33	35
Police-Welfare Check	1	3	3	2	2
EMS Total	1,383	1,628	1,755	1,997	2,100
Aircraft Crash	0	0	0	0	0
Boat Fire	0	0	0	0	0
Fire Alarm	136	103	136	164	23
Investigation	53	37	48	40	148
Metro Train Fire	0	0	0	0	0
Outside Fire	37	27	28	21	20
Street Alarm	23	26	21	38	20
Structure Fire	18	17	13	20	24
Train Emergency	0	0	0	0	0
Vehicle Fire	11	15	13	12	4
Fire Total	278	225	259	295	239

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Hazmat	2	1	1	1	1
Hazmat-CO Leak	3	2	4	3	0
Hazmat-Fuel Spill	3	3	3	2	0
Hazmat-Gas Leak	34	23	44	79	54
Hazmat Total	42	29	52	85	55
Service	54	70	101	83	135
Non-Emergency Total	54	70	101	83	135
MVA	157	166	204	237	248
Pedestrian Struck	16	32	13	13	7
Rescue	24	25	29	41	7
Technical Rescue	7	11	17	10	6
Water Rescue	0	0	2	0	1
Rescue Total	204	234	265	301	269
Total	1,961	2,186	2,432	2,762	2,800

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

Table 176: Number of Responses Made by Unit ID and Reporting Period – Units Assigned to Station 830

Unit ID	Reporting Period ¹				
	2016	2017	2018	2019	2020
A830	3,886	3,774	3,645	3,747	3,185
E830	1	4	0	2	0
MAB830	38	24	14	13	2
MD830	3,560	3,489	3,232	3,233	2,856
PE830	1,524	2,447	1,916	2,509	2,401
PE830B	1,373	385	925	495	496
VC830	0	0	1	2	0
Total	10,382	10,123	9,733	10,001	8,940
Average Responses per Day²	28.4	27.7	26.7	27.4	24.4

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

²Reporting periods 2016 and 2020 contained 366 days due to inclusion of leap year date February 29; all other reporting periods contained 365 days.

Table 177: Baseline 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents – 1st Arrivals in First Due Station 830

First Due Station 830:									
1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		5:26	5:57	5:27	5:29	5:12	5:14	4:31	85.3%
Turnout Time		2:05	2:18	2:07	2:02	2:00	1:55	1:58	87.4%
Travel Time	Urban	6:52	6:45	6:40	6:42	6:43	7:19	7:26	92.6%
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	9:33	N/A
Total Response Time	Urban	12:59	13:33	12:39	12:52	12:44	13:08	12:26	88.5%
		n = 7,753	n = 1,270	n = 1,380	n = 1,510	n = 1,801	n = 1,792		
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	14:23	N/A
		n = 0	n = 0	n = 0	n = 0	n = 0	n = 0		

Color coding legend: green fill ≥ 90%; yellow fill ≥ 70% to < 90%; red fill < 70%

Table 178: 2016 to 2020 90th Percentile Performance¹ of Primary Front-Line 1st Arriving Units for Emergency Incidents by First Due Station, Program, and Risk Rating – 1st Arrivals in First Due Station 830

First Due Station	Program	Low				Moderate				High				Special			
		D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R
830	EMS	13.3	2.2	9.0	20.8	4.2	2.1	6.3	11.3	4.4	2.0	5.0	10.2	--	--	--	--
	Fire	4.7	1.9	5.4	10.8	4.0	1.6	4.6	9.6	3.8	1.7	4.3	8.6	--	--	--	--
	Hazmat	4.4	2.0	5.2	9.6	3.7	1.7	5.0	9.2	--	--	--	--	--	--	--	--
	Rescue	6.9	1.9	6.4	13.8	5.8	1.8	5.4	12.9	--	--	--	--	--	--	--	--
	Total	8.6	2.1	7.7	16.7	4.2	2.1	6.2	11.2	4.2	2.0	4.8	9.8	--	--	--	--
All	EMS	9.4	2.3	10.1	19.6	4.3	2.2	8.1	12.8	4.2	2.2	7.1	11.7	--	--	--	--
	Fire	4.5	2.1	8.0	13.3	4.2	1.8	7.1	11.6	3.9	1.9	7.1	11.1	5.7	1.9	6.2	11.9
	Hazmat	5.3	2.0	8.9	13.9	3.7	1.9	7.4	11.6	25.0	3.1	12.6	27.9	--	--	--	--
	Rescue	6.3	2.1	8.1	14.8	5.5	2.1	7.2	12.9	7.1	2.4	9.9	15.3	--	--	--	--
	Total	6.8	2.2	9.2	16.8	4.3	2.2	8.0	12.8	4.2	2.1	7.2	11.6	5.3	2.1	6.6	12.0

¹D = Dispatch Time, TO = Turnout Time, TR = Travel Time, R = Response Time

Table 179: 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents by Unit ID and Reporting Period – Units Assigned to Station 830

Unit ID	Reporting Period	Dispatch Time (Minutes)	Turnout Time (Minutes)	Travel Time (Minutes)	Response Time (Minutes)	Sample Size ¹
A830	2016	7.0	2.5	9.5	16.6	954
	2017	7.2	2.2	9.8	17.3	1,017
	2018	8.1	2.2	9.5	18.1	993
	2019	7.2	2.1	9.7	18.0	1,104
	2020	9.4	2.0	11.0	21.2	933
	All	7.3	2.2	10.0	18.0	5,001
MD830	2016	4.4	2.4	9.0	14.2	446
	2017	4.2	2.2	8.9	13.2	460
	2018	4.5	2.1	9.4	14.3	427
	2019	4.7	2.0	8.8	13.5	422
	2020	4.5	1.9	9.4	14.4	1,266
	All	4.5	2.1	9.1	14.0	3,021
PE830	2016	5.8	2.2	7.2	12.8	502
	2017	5.0	1.8	7.1	12.3	846
	2018	5.0	1.7	7.1	12.1	693
	2019	5.2	1.8	7.0	12.3	958
	2020	4.7	1.8	6.6	11.4	841
	All	5.1	1.8	7.0	12.1	3,840
PE830B	2016	5.2	2.3	7.3	13.1	486
	2017	4.3	1.8	6.8	13.4	137
	2018	4.9	1.8	7.5	12.7	359
	2019	5.0	1.8	8.1	12.0	181
	2020	5.0	1.8	7.5	13.2	167
	All	5.0	2.0	7.5	12.8	1,330

¹Sample sizes reflect the number of responses made by first arriving primary front-line units to emergency calls; due to missing or excluded time data, sample sizes corresponding to individual table metrics may be smaller.

Table 180: Call Concurrency – First Due Station 830

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
830	2016	367	1,956	18.8
	2017	426	2,185	19.5
	2018	596	2,430	24.5
	2019	755	2,757	27.4
	2020	790	2,794	28.3
	All	2,934	12,122	24.2

First Due Station 831

Table 181: Number of Incidents Dispatched by Call Category and Reporting Period – First Due Station 831

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Device / Package	3	0	0	2	2
Device / Package / Explosion	0	0	0	0	0
Bomb Total	3	0	0	2	2
ALSo	2	1	0	1	40
ALS1	577	544	573	544	511
ALS2	41	37	46	39	50
BLS0	399	447	355	378	330
BLS1	297	271	275	265	239
EMS Other	0	0	0	0	0
Mass Casualty	0	0	0	0	0
Overdose	17	24	21	22	17
Police-Active Shooter	0	0	0	0	0
Police-Assault	33	31	39	32	35
Police-Assist	0	1	1	0	0
Police-Barricade	0	0	0	0	0
Police-Cutting/Stabbing	2	5	5	8	7
Police-Domestic	0	0	0	1	0
Police-Robbery	0	0	0	0	0
Police-Sexual Assault	2	3	1	1	0
Police-Shooting	3	1	0	2	4
Police-Suicide	20	26	16	16	14
Police-Welfare Check	0	1	2	1	2
EMS Total	1,393	1,392	1,334	1,310	1,249
Aircraft Crash	0	0	0	0	0
Boat Fire	0	0	0	0	0
Fire Alarm	277	324	394	300	76
Investigation	43	48	49	26	303
Metro Train Fire	0	0	1	0	0
Outside Fire	47	38	34	26	32
Street Alarm	25	16	16	19	13
Structure Fire	20	17	24	22	32
Train Emergency	2	2	0	0	1
Vehicle Fire	25	25	25	16	5
Fire Total	439	470	543	409	462

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Hazmat	1	7	4	1	6
Hazmat-CO Leak	0	3	1	3	0
Hazmat-Fuel Spill	6	8	3	8	0
Hazmat-Gas Leak	67	50	44	49	30
Hazmat Total	74	68	52	61	36
Service	125	120	76	74	138
Non-Emergency Total	125	120	76	74	138
MVA	280	266	288	296	220
Pedestrian Struck	14	14	13	10	3
Rescue	33	35	27	25	5
Technical Rescue	17	12	20	22	9
Water Rescue	2	0	1	0	0
Rescue Total	346	327	349	353	237
Total	2,380	2,377	2,354	2,209	2,124

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

Table 182: Number of Responses Made by Unit ID and Reporting Period – Units Assigned to Station 831

Unit ID	Reporting Period ¹				
	2016	2017	2018	2019	2020
A831	2,451	2,579	2,628	2,549	1,978
BR831	36	44	7	18	11
E831	1,355	1,087	1,185	1,097	702
E831B	495	724	739	833	235
E831BP	0	0	0	0	297
E831P	0	0	0	0	207
TK831	344	370	315	334	185
TK831P	0	0	0	0	113
U831	2	1	0	0	0
VC831	165	29	36	36	4
VC831A	34	32	82	49	30
VC831B	21	7	1	0	0
Total	4,903	4,873	4,993	4,916	3,762
Average Responses per Day²	13.4	13.4	13.7	13.5	10.3

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

²Reporting periods 2016 and 2020 contained 366 days due to inclusion of leap year date February 29; all other reporting periods contained 365 days.

Table 183: Baseline 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents – 1st Arrivals in First Due Station 831

First Due Station 831:									
1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		4:47	5:00	5:21	4:36	4:34	4:31	4:31	88.1%
Turnout Time		2:14	2:21	2:23	2:13	2:03	1:53	1:58	82.6%
Travel Time	Urban	8:07	7:53	7:42	8:11	8:19	8:35	7:26	86.0%
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	9:33	N/A
Total Response Time	Urban	13:35	14:01	13:32	13:12	13:35	13:40	12:26	85.2%
		n = 7,612	n = 1,601	n = 1,518	n = 1,630	n = 1,472	n = 1,391		
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	14:23	N/A
		n = 0	n = 0	n = 0	n = 0	n = 0	n = 0		

Color coding legend: green fill ≥ 90%; yellow fill ≥ 70% to < 90%; red fill < 70%

Table 184: 2016 to 2020 90th Percentile Performance¹ of Primary Front-Line 1st Arriving Units for Emergency Incidents by First Due Station, Program, and Risk Rating – 1st Arrivals in First Due Station 831

First Due Station	Program	Low				Moderate				High				Special			
		D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R
831	EMS	7.5	2.4	9.3	17.6	4.1	2.3	8.1	12.7	3.9	2.3	7.7	11.8	--	--	--	--
	Fire	4.5	2.1	7.7	13.7	4.1	1.9	7.4	11.3	4.1	1.7	6.6	12.4	--	--	--	--
	Hazmat	5.1	2.2	8.0	12.2	3.5	1.9	6.9	11.3	--	--	--	--	--	--	--	--
	Rescue	6.3	2.1	8.1	15.2	6.1	2.0	6.9	12.9	--	--	--	--	--	--	--	--
	Total	6.2	2.2	8.3	15.8	4.1	2.3	7.9	12.6	4.0	2.1	7.5	11.9	--	--	--	--
All	EMS	9.4	2.3	10.1	19.6	4.3	2.2	8.1	12.8	4.2	2.2	7.1	11.7	--	--	--	--
	Fire	4.5	2.1	8.0	13.3	4.2	1.8	7.1	11.6	3.9	1.9	7.1	11.1	5.7	1.9	6.2	11.9
	Hazmat	5.3	2.0	8.9	13.9	3.7	1.9	7.4	11.6	25.0	3.1	12.6	27.9	--	--	--	--
	Rescue	6.3	2.1	8.1	14.8	5.5	2.1	7.2	12.9	7.1	2.4	9.9	15.3	--	--	--	--
	Total	6.8	2.2	9.2	16.8	4.3	2.2	8.0	12.8	4.2	2.1	7.2	11.6	5.3	2.1	6.6	12.0

¹D = Dispatch Time, TO = Turnout Time, TR = Travel Time, R = Response Time

Table 185: 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents by Unit ID and Reporting Period – Units Assigned to Station 831

Unit ID	Reporting Period	Dispatch Time (Minutes)	Turnout Time (Minutes)	Travel Time (Minutes)	Response Time (Minutes)	Sample Size ¹
A831	2016	5.2	2.7	8.9	15.0	769
	2017	5.2	2.6	9.1	15.2	793
	2018	5.0	2.4	9.3	14.4	898
	2019	5.1	2.1	9.7	15.4	883
	2020	5.4	2.0	9.9	15.8	647
	All	5.2	2.4	9.4	14.9	3,990
BR831	2016	--	--	--	--	2
	2017	--	--	--	--	10
	2018	--	--	--	--	0
	2019	--	--	--	--	0
	2020	--	--	--	--	1
	All	--	--	7.3	--	14
E831	2016	6.0	2.1	8.2	14.6	592
	2017	5.6	2.2	7.5	14.2	518
	2018	4.7	2.1	7.8	13.8	511
	2019	4.5	1.9	8.3	13.1	497
	2020	4.5	1.8	8.2	12.7	353
	All	5.0	2.1	8.1	13.5	2,471
E831B	2016	5.7	2.2	8.4	15.4	228
	2017	4.9	2.3	7.5	12.8	332
	2018	4.7	2.2	8.0	13.7	363
	2019	4.8	1.9	8.5	13.7	337
	2020	4.9	1.9	8.3	15.1	115
	All	5.0	2.2	8.0	13.4	1,375
E831BP	2016	--	--	--	--	0
	2017	--	--	--	--	0
	2018	--	--	--	--	0
	2019	--	--	--	--	0
	2020	4.2	2.0	8.6	13.7	163
	All	4.2	2.0	8.6	13.7	163
E831P	2016	--	--	--	--	0
	2017	--	--	--	--	0
	2018	--	--	--	--	0
	2019	--	--	--	--	0
	2020	5.6	2.0	8.0	14.1	130
	All	5.6	2.0	8.0	14.1	130

Unit ID	Reporting Period	Dispatch Time (Minutes)	Turnout Time (Minutes)	Travel Time (Minutes)	Response Time (Minutes)	Sample Size ¹
TK831	2016	4.6	2.1	7.3	11.7	44
	2017	3.9	2.3	7.9	13.1	67
	2018	4.1	2.3	9.7	14.0	47
	2019	4.9	2.2	9.5	14.7	63
	2020	4.4	1.6	12.1	15.7	15
	All	4.1	2.2	8.7	13.6	236

¹Sample sizes reflect the number of responses made by first arriving primary front-line units to emergency calls; due to missing or excluded time data, sample sizes corresponding to individual table metrics may be smaller.

Table 186: Call Concurrency – First Due Station 831

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
831	2016	551	2,375	23.2
	2017	503	2,367	21.3
	2018	532	2,348	22.7
	2019	456	2,202	20.7
	2020	430	2,120	20.3
	All	2,472	11,412	21.7

First Due Station 832

Table 187: Number of Incidents Dispatched by Call Category and Reporting Period – First Due Station 832

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Device / Package	3	1	3	1	1
Device / Package / Explosion	0	0	0	0	0
Bomb Total	3	1	3	1	1
ALSo	0	16	14	1	102
ALS1	1,103	952	976	973	896
ALS2	86	89	69	71	100
BLS0	784	644	631	583	545
BLS1	424	448	380	419	359
EMS Other	0	0	0	0	0
Mass Casualty	0	0	0	0	0
Overdose	23	26	20	24	24
Police-Active Shooter	0	0	0	0	0
Police-Assault	60	66	51	40	34
Police-Assist	0	0	1	0	0
Police-Barricade	0	0	0	0	0
Police-Cutting/Stabbing	10	19	3	4	10
Police-Domestic	0	1	0	0	1
Police-Robbery	0	0	0	0	0
Police-Sexual Assault	2	4	2	0	2
Police-Shooting	8	9	8	4	3
Police-Suicide	34	36	27	14	22
Police-Welfare Check	0	3	3	1	0
EMS Total	2,534	2,313	2,185	2,134	2,098
Aircraft Crash	0	0	0	0	0
Boat Fire	0	0	0	0	0
Fire Alarm	256	215	288	329	74
Investigation	49	37	45	41	256
Metro Train Fire	0	0	0	0	0
Outside Fire	28	37	39	34	36
Street Alarm	34	22	19	20	19
Structure Fire	36	38	37	33	39
Train Emergency	0	0	0	0	0
Vehicle Fire	20	14	13	10	5
Fire Total	423	363	441	467	429

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Hazmat	4	2	0	1	2
Hazmat-CO Leak	6	5	4	3	0
Hazmat-Fuel Spill	3	0	3	3	1
Hazmat-Gas Leak	41	28	33	24	34
Hazmat Total	54	35	40	31	37
Service	141	156	166	157	272
Non-Emergency Total	141	156	166	157	272
MVA	165	210	186	210	162
Pedestrian Struck	6	12	14	10	1
Rescue	25	18	11	17	3
Technical Rescue	15	10	9	6	2
Water Rescue	0	1	0	2	1
Rescue Total	211	251	220	245	169
Total	3,366	3,119	3,055	3,035	3,006

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

Table 188: Number of Responses Made by Unit ID and Reporting Period – Units Assigned to Station 832

Unit ID	Reporting Period ¹				
	2016	2017	2018	2019	2020
A832	3,329	3,266	3,200	3,110	3,235
BR832	26	23	23	30	17
E832	1,542	740	929	0	0
E832B	231	916	235	1	0
E832BP	0	0	0	11	0
E832P	0	0	682	1,518	1,591
PA832	0	0	670	2,038	1,763
TK832	515	612	417	0	0
TK832P	0	0	146	1,069	577
U832	0	0	0	2	2
VC832	2	1	0	0	0
VC832A	42	2	0	0	0
VC832B	2	0	0	0	0
Total	5,689	5,560	6,302	7,779	7,185
Average Responses per Day²	15.5	15.2	17.3	21.3	19.6

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

²Reporting periods 2016 and 2020 contained 366 days due to inclusion of leap year date February 29; all other reporting periods contained 365 days.

Table 189: Baseline 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents – 1st Arrivals in First Due Station 832

First Due Station 832:									
1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		4:27	4:35	4:30	4:22	4:33	4:13	4:31	90.4%
Turnout Time		2:14	2:28	2:14	2:09	2:12	2:03	1:58	81.3%
Travel Time	Urban	8:53	8:52	8:42	8:31	8:40	9:39	7:26	78.7%
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	9:33	N/A
Total Response Time	Urban	13:45	13:55	13:45	13:15	13:29	14:20	12:26	82.8%
		n = 9,947	n = 2,144	n = 1,961	n = 1,968	n = 1,998	n = 1,876		
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	14:23	N/A
		n = 0	n = 0	n = 0	n = 0	n = 0	n = 0		

Color coding legend: green fill ≥ 90%; yellow fill ≥ 70% to < 90%; red fill < 70%

Table 190: 2016 to 2020 90th Percentile Performance¹ of Primary Front-Line 1st Arriving Units for Emergency Incidents by First Due Station, Program, and Risk Rating – 1st Arrivals in First Due Station 832

First Due Station	Program	Low				Moderate				High				Special			
		D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R
832	EMS	7.2	2.3	10.2	18.2	4.1	2.3	8.6	13.1	3.9	2.3	7.3	11.9	--	--	--	--
	Fire	4.4	2.1	8.9	14.3	4.2	1.9	8.3	12.8	3.8	1.8	7.6	10.7	--	--	--	--
	Hazmat	4.9	2.1	12.4	18.3	3.7	2.1	7.3	12.0	--	--	--	--	--	--	--	--
	Rescue	5.2	2.1	7.1	12.5	5.0	2.2	6.6	12.2	--	--	--	--	--	--	--	--
	Total	5.7	2.2	9.4	16.0	4.1	2.3	8.6	13.0	3.9	2.2	7.3	11.6	--	--	--	--
All	EMS	9.4	2.3	10.1	19.6	4.3	2.2	8.1	12.8	4.2	2.2	7.1	11.7	--	--	--	--
	Fire	4.5	2.1	8.0	13.3	4.2	1.8	7.1	11.6	3.9	1.9	7.1	11.1	5.7	1.9	6.2	11.9
	Hazmat	5.3	2.0	8.9	13.9	3.7	1.9	7.4	11.6	25.0	3.1	12.6	27.9	--	--	--	--
	Rescue	6.3	2.1	8.1	14.8	5.5	2.1	7.2	12.9	7.1	2.4	9.9	15.3	--	--	--	--
	Total	6.8	2.2	9.2	16.8	4.3	2.2	8.0	12.8	4.2	2.1	7.2	11.6	5.3	2.1	6.6	12.0

¹D = Dispatch Time, TO = Turnout Time, TR = Travel Time, R = Response Time

Table 191: 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents by Unit ID and Reporting Period – Units Assigned to Station 832

Unit ID	Reporting Period	Dispatch Time (Minutes)	Turnout Time (Minutes)	Travel Time (Minutes)	Response Time (Minutes)	Sample Size ¹
A832	2016	4.2	2.4	9.6	14.5	952
	2017	4.5	2.2	9.5	14.7	935
	2018	4.5	2.0	9.7	15.0	879
	2019	5.2	2.3	10.8	16.8	580
	2020	11.4	2.2	13.9	26.4	796
	All	5.0	2.3	11.0	17.1	4,142
BR832	2016	--	--	--	--	7
	2017	--	--	--	--	4
	2018	--	--	--	--	3
	2019	--	--	--	--	7
	2020	--	--	--	--	5
	All	12.7	5.7	16.1	35.8	26
E832	2016	4.8	2.5	7.2	12.3	862
	2017	4.1	2.3	7.6	12.5	375
	2018	4.5	2.2	8.6	13.2	474
	2019	--	--	--	--	0
	2020	--	--	--	--	0
	All	4.6	2.4	7.6	12.7	1,711
E832B	2016	4.1	2.5	8.2	13.3	120
	2017	4.6	2.2	8.1	13.0	472
	2018	4.0	2.1	7.8	12.9	136
	2019	--	--	--	--	0
	2020	--	--	--	--	0
	All	4.4	2.2	8.0	13.0	728
E832P	2016	--	--	--	--	0
	2017	--	--	--	--	0
	2018	3.8	2.0	8.4	12.3	337
	2019	4.0	2.2	8.6	13.0	730
	2020	4.1	2.0	8.8	13.6	669
	All	3.9	2.1	8.6	13.0	1,736
PA832	2016	--	--	--	--	0
	2017	--	--	--	--	0
	2018	5.3	2.2	9.6	15.9	236
	2019	4.0	2.3	10.1	14.6	677
	2020	4.0	2.1	10.2	15.2	920
	All	4.0	2.2	10.0	15.1	1,833

Unit ID	Reporting Period	Dispatch Time (Minutes)	Turnout Time (Minutes)	Travel Time (Minutes)	Response Time (Minutes)	Sample Size ¹
TK832	2016	5.4	2.5	9.3	14.3	103
	2017	4.7	2.2	9.1	14.3	98
	2018	6.0	2.1	9.3	13.7	82
	2019	--	--	--	--	0
	2020	--	--	--	--	0
	All	5.3	2.3	9.2	14.1	283
TK832P	2016	--	--	--	--	0
	2017	--	--	--	--	0
	2018	4.3	1.9	7.6	11.9	31
	2019	5.2	1.9	8.2	12.7	367
	2020	4.8	1.8	9.2	14.2	109
	All	5.1	1.9	8.4	12.8	507

¹Sample sizes reflect the number of responses made by first arriving primary front-line units to emergency calls; due to missing or excluded time data, sample sizes corresponding to individual table metrics may be smaller.

Table 192: Call Concurrency – First Due Station 832

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
832	2016	1,091	3,364	32.4
	2017	891	3,119	28.6
	2018	965	3,051	31.6
	2019	990	3,029	32.7
	2020	831	3,003	27.7
	All	4,768	15,566	30.6

First Due Station 833

Table 193: Number of Incidents Dispatched by Call Category and Reporting Period – First Due Station 833

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Device / Package	2	1	2	2	1
Device / Package / Explosion	1	0	0	1	0
Bomb Total	3	1	2	3	1
ALSo	1	5	32	1	131
ALS1	1,593	1,732	1,700	1,787	1,594
ALS2	100	103	111	127	134
BLS0	1,316	1,319	1,307	1,263	1,160
BLS1	873	1,002	913	918	800
EMS Other	0	0	0	0	0
Mass Casualty	0	0	0	0	0
Overdose	42	31	48	45	40
Police-Active Shooter	1	0	0	0	0
Police-Assault	186	179	143	159	127
Police-Assist	0	0	0	0	1
Police-Barricade	0	0	1	0	0
Police-Cutting/Stabbing	28	34	21	23	31
Police-Domestic	0	1	0	2	2
Police-Robbery	0	0	0	0	0
Police-Sexual Assault	7	7	6	2	2
Police-Shooting	22	21	19	20	23
Police-Suicide	63	55	51	37	46
Police-Welfare Check	3	5	9	4	5
EMS Total	4,235	4,494	4,361	4,388	4,096
Aircraft Crash	0	0	0	0	0
Boat Fire	0	0	0	0	0
Fire Alarm	437	393	523	460	73
Investigation	64	91	90	85	366
Metro Train Fire	2	0	0	0	1
Outside Fire	60	56	45	52	55
Street Alarm	63	65	61	54	37
Structure Fire	53	40	31	34	52
Train Emergency	0	0	0	0	0
Vehicle Fire	49	47	39	45	9
Fire Total	728	692	789	730	593

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Hazmat	4	3	1	1	3
Hazmat-CO Leak	3	6	5	4	1
Hazmat-Fuel Spill	7	6	6	4	0
Hazmat-Gas Leak	82	75	84	71	79
Hazmat Total	96	90	96	80	83
Service	157	153	189	133	270
Non-Emergency Total	157	153	189	133	270
MVA	387	459	419	474	407
Pedestrian Struck	40	41	39	46	6
Rescue	35	45	41	55	18
Technical Rescue	27	19	28	31	8
Water Rescue	0	1	0	2	2
Rescue Total	489	565	527	608	441
Total	5,708	5,995	5,964	5,942	5,484

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

Table 194: Number of Responses Made by Unit ID and Reporting Period – Units Assigned to Station 833

Unit ID	Reporting Period ¹				
	2016	2017	2018	2019	2020
A833	2,954	3,402	3,950	4,049	3,454
E833	1,805	1,610	2,226	1,745	1,456
E833B	533	41	107	35	3
E833C	5	0	0	0	0
MP833	1,780	1,738	666	979	781
RE833	776	1,521	954	1,678	1,283
SQ833	0	12	0	0	87
TK833	0	234	350	321	218
TW833	860	661	625	327	580
U833	0	0	4	0	1
VC833	25	47	31	150	212
VC833A	146	118	193	257	46
VC833B	74	12	0	24	30
Total	8,958	9,396	9,106	9,565	8,151
Average Responses per Day²	24.5	25.7	24.9	26.2	22.3

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

²Reporting periods 2016 and 2020 contained 366 days due to inclusion of leap year date February 29; all other reporting periods contained 365 days.

Table 195: Baseline 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents – 1st Arrivals in First Due Station 833

First Due Station 833:									
1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		5:26	5:41	5:34	5:29	5:11	5:14	4:31	83.6%
Turnout Time		2:03	2:06	2:03	2:02	2:03	2:01	1:58	89.0%
Travel Time	Urban	7:55	7:54	7:47	7:29	7:38	8:48	7:26	87.7%
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	9:33	N/A
Total Response Time	Urban	13:25	13:12	13:08	13:02	13:07	14:34	12:26	86.5%
		n = 18,024	n = 3,553	n = 3,678	n = 3,595	n = 3,776	n = 3,422		
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	14:23	N/A
		n = 0	n = 0	n = 0	n = 0	n = 0	n = 0		

Color coding legend: green fill ≥ 90%; yellow fill ≥ 70% to < 90%; red fill < 70%

Table 196: 2016 to 2020 90th Percentile Performance¹ of Primary Front-Line 1st Arriving Units for Emergency Incidents by First Due Station, Program, and Risk Rating – 1st Arrivals in First Due Station 833

First Due Station	Program	Low				Moderate				High				Special			
		D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R
833	EMS	12.1	2.2	10.0	21.6	4.8	2.1	7.5	11.9	4.4	2.0	6.7	10.9	--	--	--	--
	Fire	4.9	1.5	5.3	10.3	4.0	1.6	5.1	8.7	4.4	1.7	5.5	9.1	--	--	--	--
	Hazmat	5.2	1.8	7.1	11.4	3.6	1.7	5.6	9.3	--	--	--	--	--	--	--	--
	Rescue	6.7	1.8	6.6	13.2	5.6	1.8	6.2	10.8	--	--	--	--	--	--	--	--
	Total	8.3	2.0	8.7	16.9	4.8	2.1	7.4	11.8	4.4	2.0	6.5	10.5	--	--	--	--
All	EMS	9.4	2.3	10.1	19.6	4.3	2.2	8.1	12.8	4.2	2.2	7.1	11.7	--	--	--	--
	Fire	4.5	2.1	8.0	13.3	4.2	1.8	7.1	11.6	3.9	1.9	7.1	11.1	5.7	1.9	6.2	11.9
	Hazmat	5.3	2.0	8.9	13.9	3.7	1.9	7.4	11.6	25.0	3.1	12.6	27.9	--	--	--	--
	Rescue	6.3	2.1	8.1	14.8	5.5	2.1	7.2	12.9	7.1	2.4	9.9	15.3	--	--	--	--
	Total	6.8	2.2	9.2	16.8	4.3	2.2	8.0	12.8	4.2	2.1	7.2	11.6	5.3	2.1	6.6	12.0

¹D = Dispatch Time, TO = Turnout Time, TR = Travel Time, R = Response Time

Table 197: 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents by Unit ID and Reporting Period – Units Assigned to Station 833

Unit ID	Reporting Period	Dispatch Time (Minutes)	Turnout Time (Minutes)	Travel Time (Minutes)	Response Time (Minutes)	Sample Size ¹
A833	2016	8.1	2.7	10.7	19.8	675
	2017	5.8	2.3	9.8	15.9	916
	2018	5.2	2.2	8.9	15.2	1,279
	2019	5.2	2.3	9.4	15.8	1,328
	2020	8.4	2.1	10.4	19.6	1,047
	All	5.9	2.3	9.7	16.9	5,245
E833	2016	4.8	1.6	6.0	10.9	932
	2017	4.8	1.7	5.5	10.6	784
	2018	4.9	1.6	6.0	11.1	1,028
	2019	4.4	1.5	5.7	10.1	853
	2020	4.3	1.5	5.4	9.9	683
	All	4.7	1.6	5.7	10.7	4,280
E833B	2016	5.6	1.6	6.2	11.5	250
	2017	7.2	1.3	5.1	10.2	15
	2018	8.0	1.7	6.7	15.4	46
	2019	--	1.9	6.1	--	12
	2020	--	--	--	--	0
	All	6.2	1.6	6.1	11.6	323
MP833	2016	5.9	1.6	6.5	11.9	969
	2017	5.8	1.4	6.5	11.4	929
	2018	5.4	1.4	7.0	12.0	294
	2019	5.6	1.8	7.2	11.9	460
	2020	5.7	1.7	7.5	13.0	353
	All	5.8	1.5	6.8	11.9	3,005
RE833	2016	5.6	1.7	6.5	11.5	231
	2017	6.1	1.7	7.2	12.9	435
	2018	5.3	1.8	7.4	12.3	248
	2019	5.7	1.6	6.8	12.0	551
	2020	6.7	1.5	6.8	13.5	402
	All	5.8	1.6	6.9	12.5	1,867
SQ833	2016	--	--	--	--	0
	2017	--	--	--	--	0
	2018	--	--	--	--	0
	2019	--	--	--	--	0
	2020	4.3	1.5	6.3	11.7	24
	All	4.3	1.5	6.3	11.7	24

Unit ID	Reporting Period	Dispatch Time (Minutes)	Turnout Time (Minutes)	Travel Time (Minutes)	Response Time (Minutes)	Sample Size ¹
TK833	2016	--	--	--	--	0
	2017	4.7	1.7	6.9	12.4	43
	2018	5.4	2.0	6.4	11.8	95
	2019	4.7	1.6	6.9	12.3	70
	2020	4.4	1.5	6.4	11.5	48
	All	4.8	1.7	6.4	12.0	256
TW833	2016	5.8	1.7	6.8	12.1	174
	2017	6.0	1.7	7.3	11.5	145
	2018	5.5	1.6	6.6	11.5	160
	2019	4.6	1.4	6.7	11.5	80
	2020	4.8	1.3	6.1	11.3	118
	All	5.4	1.6	6.7	11.5	677

¹Sample sizes reflect the number of responses made by first arriving primary front-line units to emergency calls; due to missing or excluded time data, sample sizes corresponding to individual table metrics may be smaller.

Table 198: Call Concurrency – First Due Station 833

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
833	2016	2,703	5,698	47.4
	2017	2,919	5,981	48.8
	2018	2,913	5,949	49.0
	2019	3,132	5,929	52.8
	2020	2,638	5,473	48.2
	All	14,305	29,030	49.3

First Due Station 834

Table 199: Number of Incidents Dispatched by Call Category and Reporting Period – First Due Station 834

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Device / Package	2	0	0	1	1
Device / Package / Explosion	0	0	0	0	0
Bomb Total	2	0	0	1	1
ALSo	3	8	31	5	111
ALS1	1,367	1,290	1,250	1,246	1,397
ALS2	98	114	102	104	143
BLS0	1,164	1,177	1,125	1,090	1,159
BLS1	845	860	798	820	836
EMS Other	0	0	0	0	0
Mass Casualty	0	0	0	0	0
Overdose	55	36	43	45	54
Police-Active Shooter	0	0	0	0	0
Police-Assault	245	244	261	227	177
Police-Assist	0	0	0	0	0
Police-Barricade	1	0	0	0	0
Police-Cutting/Stabbing	52	62	51	44	64
Police-Domestic	0	0	0	0	0
Police-Robbery	0	0	0	0	0
Police-Sexual Assault	18	12	5	7	3
Police-Shooting	14	25	10	7	32
Police-Suicide	71	57	61	55	46
Police-Welfare Check	3	5	4	4	7
EMS Total	3,936	3,890	3,741	3,654	4,029
Aircraft Crash	0	0	0	0	0
Boat Fire	0	0	0	0	0
Fire Alarm	274	244	290	278	35
Investigation	68	68	74	50	238
Metro Train Fire	0	0	0	0	0
Outside Fire	36	61	54	72	75
Street Alarm	75	62	59	61	26
Structure Fire	24	26	33	32	51
Train Emergency	0	0	0	0	0
Vehicle Fire	36	25	25	25	4
Fire Total	513	486	535	518	429

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Hazmat	1	1	1	3	1
Hazmat-CO Leak	4	1	3	2	0
Hazmat-Fuel Spill	3	1	7	6	2
Hazmat-Gas Leak	104	59	63	84	70
Hazmat Total	112	62	74	95	73
Service	137	105	130	119	247
Non-Emergency Total	137	105	130	119	247
MVA	396	450	439	404	417
Pedestrian Struck	49	54	60	57	10
Rescue	53	57	59	67	11
Technical Rescue	17	24	19	19	8
Water Rescue	2	0	1	0	1
Rescue Total	517	585	578	547	447
Total	5,217	5,128	5,058	4,934	5,226

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

Table 200: Number of Responses Made by Unit ID and Reporting Period – Units Assigned to Station 834

Unit ID	Reporting Period ¹				
	2016	2017	2018	2019	2020
A834	3,665	3,645	3,614	3,497	3,068
E834	2,079	1,748	1,506	2,016	1,505
E834B	415	439	445	0	0
E834P	0	0	0	0	376
TK834	469	419	455	346	147
TK834P	0	0	0	0	91
U834	1	0	0	1	1
VC834	54	26	21	22	18
VC834A	3	0	0	0	0
Total	6,686	6,277	6,041	5,882	5,206
Average Responses per Day²	18.3	17.2	16.6	16.1	14.2

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

²Reporting periods 2016 and 2020 contained 366 days due to inclusion of leap year date February 29; all other reporting periods contained 365 days.

Table 201: Baseline 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents – 1st Arrivals in First Due Station 834

First Due Station 834:									
1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		7:32	7:12	7:46	7:35	7:21	7:38	7:31	74.1%
Turnout Time		2:09	2:17	2:12	2:09	2:03	2:02	1:58	83.8%
Travel Time	Urban	7:09	6:34	6:50	6:58	7:21	8:01	7:26	91.4%
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	9:33	N/A
Total Response Time	Urban	14:48	14:10	14:51	14:48	14:40	15:40	12:26	82.6%
		n = 14,460	n = 3,108	n = 3,021	n = 2,888	n = 2,839	n = 2,604		
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	14:23	N/A
		n = 0	n = 0	n = 0	n = 0	n = 0	n = 0		

Color coding legend: fill ≥ 90%; fill ≥ 70% to < 90%; fill < 70%

Table 202: 2016 to 2020 90th Percentile Performance¹ of Primary Front-Line 1st Arriving Units for Emergency Incidents by First Due Station, Program, and Risk Rating – 1st Arrivals in First Due Station 834

First Due Station	Program	Low				Moderate				High				Special			
		D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R
834	EMS	15.2	2.2	8.5	22.0	6.3	2.2	7.0	13.2	6.5	2.2	5.6	12.6	--	--	--	--
	Fire	5.5	2.1	5.6	11.9	5.4	1.8	5.7	10.5	5.9	1.8	5.6	10.4	--	--	--	--
	Hazmat	6.4	2.0	6.5	12.0	5.2	2.0	6.7	12.4	--	--	--	--	--	--	--	--
	Rescue	7.0	2.1	6.5	13.9	6.6	2.1	5.4	11.5	--	--	--	--	--	--	--	--
	Total	10.8	2.2	7.6	18.7	6.2	2.2	6.8	13.1	6.4	2.2	5.6	12.2	--	--	--	--
All	EMS	9.4	2.3	10.1	19.6	4.3	2.2	8.1	12.8	4.2	2.2	7.1	11.7	--	--	--	--
	Fire	4.5	2.1	8.0	13.3	4.2	1.8	7.1	11.6	3.9	1.9	7.1	11.1	5.7	1.9	6.2	11.9
	Hazmat	5.3	2.0	8.9	13.9	3.7	1.9	7.4	11.6	25.0	3.1	12.6	27.9	--	--	--	--
	Rescue	6.3	2.1	8.1	14.8	5.5	2.1	7.2	12.9	7.1	2.4	9.9	15.3	--	--	--	--
	Total	6.8	2.2	9.2	16.8	4.3	2.2	8.0	12.8	4.2	2.1	7.2	11.6	5.3	2.1	6.6	12.0

¹D = Dispatch Time, TO = Turnout Time, TR = Travel Time, R = Response Time

Table 203: 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents by Unit ID and Reporting Period – Units Assigned to Station 834

Unit ID	Reporting Period	Dispatch Time (Minutes)	Turnout Time (Minutes)	Travel Time (Minutes)	Response Time (Minutes)	Sample Size ¹
A834	2016	7.7	2.3	6.3	14.4	1,435
	2017	8.4	2.2	6.9	15.2	1,511
	2018	8.3	2.1	6.9	15.2	1,487
	2019	7.5	2.1	7.4	14.7	1,441
	2020	8.7	2.1	7.5	16.5	1,183
	All	8.1	2.2	6.9	15.2	7,057
E834	2016	6.7	2.2	4.9	11.7	1,091
	2017	6.5	2.1	4.8	12.3	963
	2018	6.4	2.3	5.1	12.0	768
	2019	6.3	2.1	5.2	11.8	1,055
	2020	5.8	2.0	4.9	11.5	647
	All	6.4	2.1	5.0	11.9	4,524
E834B	2016	7.0	2.3	5.7	12.7	226
	2017	6.0	2.1	5.1	12.2	229
	2018	6.1	2.2	4.9	11.8	221
	2019	--	--	--	--	0
	2020	--	--	--	--	0
	All	6.4	2.2	5.1	12.1	676
E834P	2016	--	--	--	--	0
	2017	--	--	--	--	0
	2018	--	--	--	--	0
	2019	--	--	--	--	0
	2020	6.4	2.3	4.6	11.6	191
	All	6.4	2.3	4.6	11.6	191
TK834	2016	6.2	2.6	7.3	14.5	55
	2017	7.0	2.0	6.1	12.0	67
	2018	6.2	2.1	6.3	11.8	73
	2019	5.5	1.9	6.3	11.2	55
	2020	4.9	1.5	6.1	10.4	21
	All	5.8	2.0	6.3	12.0	271
TK834P	2016	--	--	--	--	0
	2017	--	--	--	--	0
	2018	--	--	--	--	0
	2019	--	--	--	--	0
	2020	--	1.7	7.9	--	13
	All	--	1.7	7.9	--	13

¹Sample sizes reflect the number of responses made by first arriving primary front-line units to emergency calls; due to missing or excluded time data, sample sizes corresponding to individual table metrics may be smaller.

Table 204: Call Concurrency – First Due Station 834

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
834	2016	2,201	5,211	42.2
	2017	2,005	5,123	39.1
	2018	1,915	5,050	37.9
	2019	1,990	4,928	40.4
	2020	2,249	5,217	43.1
	All	10,360	25,529	40.6

First Due Station 835

Table 205: Number of Incidents Dispatched by Call Category and Reporting Period – First Due Station 835

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Device / Package	0	0	2	0	0
Device / Package / Explosion	0	0	0	0	0
Bomb Total	0	0	2	0	0
ALSo	0	0	3	0	43
ALS1	379	387	424	456	357
ALS2	22	22	28	32	26
BLS0	220	223	236	225	229
BLS1	287	290	283	275	273
EMS Other	0	0	0	0	0
Mass Casualty	0	0	0	0	0
Overdose	15	10	13	15	10
Police-Active Shooter	0	0	0	0	0
Police-Assault	13	16	7	8	20
Police-Assist	0	0	0	0	0
Police-Barricade	0	1	0	0	1
Police-Cutting/Stabbing	5	1	0	3	2
Police-Domestic	0	0	0	1	0
Police-Robbery	0	0	0	0	0
Police-Sexual Assault	0	0	0	0	1
Police-Shooting	3	0	0	2	4
Police-Suicide	15	14	10	15	10
Police-Welfare Check	0	1	0	1	2
EMS Total	959	965	1,004	1,033	978
Aircraft Crash	0	0	0	0	0
Boat Fire	0	0	0	0	0
Fire Alarm	59	73	93	76	13
Investigation	22	18	26	18	81
Metro Train Fire	0	0	0	0	0
Outside Fire	15	26	29	24	8
Street Alarm	33	23	23	18	9
Structure Fire	8	3	7	6	15
Train Emergency	0	0	0	0	0
Vehicle Fire	52	38	29	26	8
Fire Total	189	181	207	168	134

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Hazmat	1	1	2	1	4
Hazmat-CO Leak	2	0	0	1	0
Hazmat-Fuel Spill	7	12	5	7	0
Hazmat-Gas Leak	19	19	21	32	10
Hazmat Total	29	32	28	41	14
Service	88	50	65	60	109
Non-Emergency Total	88	50	65	60	109
MVA	383	336	358	372	346
Pedestrian Struck	7	7	5	11	1
Rescue	16	17	16	31	4
Technical Rescue	14	15	19	15	1
Water Rescue	0	0	0	1	1
Rescue Total	420	375	398	430	353
Total	1,685	1,603	1,704	1,732	1,588

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

Table 206: Number of Responses Made by Unit ID and Reporting Period – Units Assigned to Station 835

Unit ID	Reporting Period ¹				
	2016	2017	2018	2019	2020
3VC835A	0	1	0	0	0
A835	2,797	2,649	2,921	52	1
A835B	142	204	153	67	12
E835	1,543	1,497	1,121	52	16
E835B	711	547	1,215	45	26
E835BP	0	0	0	1,423	1,047
E835P	0	0	0	1,089	690
PA835	0	0	0	2,946	2,302
PA835B	0	0	0	0	2
VC835	43	20	16	16	31
VC835A	11	10	45	62	29
VC835B	19	36	0	5	22
Total	5,266	4,964	5,471	5,757	4,178
Average Responses per Day²	14.4	13.6	15.0	15.8	11.4

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

²Reporting periods 2016 and 2020 contained 366 days due to inclusion of leap year date February 29; all other reporting periods contained 365 days.

Table 207: Baseline 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents – 1st Arrivals in First Due Station 835

First Due Station 835:									
1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		4:57	5:07	5:07	4:50	4:56	4:57	4:31	86.0%
Turnout Time		2:13	2:33	2:20	2:02	2:04	1:58	1:58	83.2%
Travel Time	Urban	8:36	8:25	8:55	8:31	8:36	8:46	7:26	84.4%
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	9:33	N/A
Total Response Time	Urban	14:07	14:16	14:08	14:06	14:00	14:11	12:26	81.9%
		n = 5,843	n = 1,178	n = 1,146	n = 1,222	n = 1,220	n = 1,077		
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	14:23	N/A
		n = 0	n = 0	n = 0	n = 0	n = 0	n = 0		

Color coding legend: green fill ≥ 90%; yellow fill ≥ 70% to < 90%; red fill < 70%

Table 208: 2016 to 2020 90th Percentile Performance¹ of Primary Front-Line 1st Arriving Units for Emergency Incidents by First Due Station, Program, and Risk Rating – 1st Arrivals in First Due Station 835

First Due Station	Program	Low				Moderate				High				Special			
		D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R
835	EMS	4.8	2.2	9.2	14.3	4.2	2.3	7.4	12.0	3.8	2.2	6.7	11.0	--	--	--	--
	Fire	4.6	2.0	7.4	13.6	3.5	1.7	6.1	10.2	3.9	2.1	4.8	8.2	--	--	--	--
	Hazmat	5.6	2.0	7.6	13.4	3.2	2.0	7.4	10.1	--	--	--	--	--	--	--	--
	Rescue	6.3	2.2	9.8	16.6	4.8	2.3	8.9	14.7	--	--	--	--	--	--	--	--
	Total	5.6	2.2	9.3	15.5	4.2	2.3	7.4	12.1	3.8	2.2	6.2	10.7	--	--	--	--
All	EMS	9.4	2.3	10.1	19.6	4.3	2.2	8.1	12.8	4.2	2.2	7.1	11.7	--	--	--	--
	Fire	4.5	2.1	8.0	13.3	4.2	1.8	7.1	11.6	3.9	1.9	7.1	11.1	5.7	1.9	6.2	11.9
	Hazmat	5.3	2.0	8.9	13.9	3.7	1.9	7.4	11.6	25.0	3.1	12.6	27.9	--	--	--	--
	Rescue	6.3	2.1	8.1	14.8	5.5	2.1	7.2	12.9	7.1	2.4	9.9	15.3	--	--	--	--
	Total	6.8	2.2	9.2	16.8	4.3	2.2	8.0	12.8	4.2	2.1	7.2	11.6	5.3	2.1	6.6	12.0

¹D = Dispatch Time, TO = Turnout Time, TR = Travel Time, R = Response Time

Table 209: 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents by Unit ID and Reporting Period – Units Assigned to Station 835

Unit ID	Reporting Period	Dispatch Time (Minutes)	Turnout Time (Minutes)	Travel Time (Minutes)	Response Time (Minutes)	Sample Size ¹
A835	2016	5.0	2.7	10.0	16.8	838
	2017	5.0	2.5	10.1	15.8	823
	2018	5.1	2.1	9.8	15.3	976
	2019	--	2.8	10.3	--	16
	2020	--	--	--	--	0
	All	5.0	2.5	10.0	15.8	2,653
A835B	2016	4.9	3.0	7.8	15.3	43
	2017	7.5	3.0	8.5	20.6	63
	2018	4.5	2.1	7.8	12.8	69
	2019	12.9	1.9	7.7	19.6	21
	2020	--	--	--	--	2
	All	5.1	2.7	7.8	14.8	198
E835	2016	5.6	2.3	8.6	14.7	553
	2017	4.9	2.1	8.4	13.9	567
	2018	4.8	1.8	8.5	13.2	443
	2019	5.6	2.0	7.0	15.1	20
	2020	--	--	--	--	4
	All	5.0	2.2	8.5	14.0	1,587
E835B	2016	6.3	2.3	9.1	16.3	255
	2017	5.3	2.2	8.1	14.1	209
	2018	4.7	1.8	8.3	14.2	503
	2019	3.3	2.3	10.8	18.2	16
	2020	--	--	--	--	7
	All	5.2	2.0	8.4	14.4	990
E835BP	2016	--	--	--	--	0
	2017	--	--	--	--	0
	2018	--	--	--	--	0
	2019	4.8	2.0	8.3	13.7	628
	2020	4.7	1.9	8.0	13.5	314
	All	4.8	1.9	8.2	13.5	942
E835P	2016	--	--	--	--	0
	2017	--	--	--	--	0
	2018	--	--	--	--	0
	2019	4.4	2.0	7.6	12.4	420
	2020	4.6	1.9	8.3	14.4	193
	All	4.4	2.0	7.7	12.9	613

Unit ID	Reporting Period	Dispatch Time (Minutes)	Turnout Time (Minutes)	Travel Time (Minutes)	Response Time (Minutes)	Sample Size ¹
PA835	2016	--	--	--	--	0
	2017	--	--	--	--	0
	2018	--	--	--	--	0
	2019	4.7	2.2	10.9	17.0	672
	2020	4.7	2.0	9.9	15.2	846
	All	4.7	2.1	10.3	15.8	1,518

¹Sample sizes reflect the number of responses made by first arriving primary front-line units to emergency calls; due to missing or excluded time data, sample sizes corresponding to individual table metrics may be smaller.

Table 210: Call Concurrency – First Due Station 835

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
835	2016	271	1,683	16.1
	2017	275	1,601	17.2
	2018	287	1,702	16.9
	2019	325	1,726	18.8
	2020	261	1,586	16.5
	All	1,419	8,298	17.1

First Due Station 836

Table 211: Number of Incidents Dispatched by Call Category and Reporting Period – First Due Station 836

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Device / Package	0	0	0	0	0
Device / Package / Explosion	0	0	0	0	0
Bomb Total	0	0	0	0	0
ALSo	0	0	1	0	18
ALS1	182	163	166	189	154
ALS2	17	9	17	15	23
BLS0	99	119	114	111	106
BLS1	59	85	77	85	106
EMS Other	0	0	0	0	0
Mass Casualty	0	0	0	0	0
Overdose	8	9	4	3	7
Police-Active Shooter	0	0	0	0	0
Police-Assault	7	6	9	3	5
Police-Assist	0	0	0	0	0
Police-Barricade	0	0	0	0	0
Police-Cutting/Stabbing	0	0	0	0	2
Police-Domestic	0	0	0	0	0
Police-Robbery	0	0	0	0	0
Police-Sexual Assault	0	0	0	1	0
Police-Shooting	0	2	1	0	3
Police-Suicide	8	5	8	2	6
Police-Welfare Check	0	0	0	2	0
EMS Total	380	398	397	411	430
Aircraft Crash	0	0	0	0	0
Boat Fire	0	1	0	0	0
Fire Alarm	12	14	24	31	6
Investigation	10	12	19	10	32
Metro Train Fire	0	0	0	0	0
Outside Fire	8	11	14	20	16
Street Alarm	2	1	1	1	2
Structure Fire	4	6	6	7	10
Train Emergency	0	0	0	0	0
Vehicle Fire	8	8	5	12	3
Fire Total	44	53	69	81	69

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Hazmat	0	3	2	0	0
Hazmat-CO Leak	0	0	0	0	0
Hazmat-Fuel Spill	0	0	0	0	0
Hazmat-Gas Leak	1	3	5	3	2
Hazmat Total	1	6	7	3	2
Service	26	33	42	61	81
Non-Emergency Total	26	33	42	61	81
MVA	58	50	68	61	48
Pedestrian Struck	1	1	0	1	0
Rescue	3	1	1	1	0
Technical Rescue	7	9	6	5	1
Water Rescue	3	0	1	0	3
Rescue Total	72	61	76	68	52
Total	523	551	591	624	634

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

Table 212: Number of Responses Made by Unit ID and Reporting Period – Units Assigned to Station 836

Unit ID	Reporting Period ¹				
	2016	2017	2018	2019	2020
A836	658	807	882	959	970
BR836	22	15	23	17	23
E836B	250	211	0	1	0
ET836	156	160	133	224	259
PE836	0	9	13	4	0
PE836B	0	188	443	458	334
PET836	0	9	64	39	52
TN836	10	12	15	21	17
U836	3	1	1	1	3
UT836	0	0	0	0	1
VC836	26	15	13	19	13
VC836A	123	69	66	56	14
VC836B	24	19	4	10	0
Total	1,272	1,515	1,657	1,809	1,686
Average Responses per Day²	3.5	4.2	4.5	5.0	4.6

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

²Reporting periods 2016 and 2020 contained 366 days due to inclusion of leap year date February 29; all other reporting periods contained 365 days.

Table 213: Baseline 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents – 1st Arrivals in First Due Station 836

First Due Station 836:									
1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		5:17	9:39	5:30	5:05	4:08	4:33	4:31	85.5%
Turnout Time		3:01	6:46	2:47	2:12	2:15	2:12	1:58	74.1%
Travel Time	Urban	N/A	N/A	N/A	N/A	N/A	N/A	7:26	N/A
	Rural	14:03	14:07	14:06	13:36	14:27	14:15	9:33	68.3%
Total Response Time	Urban	N/A	N/A	N/A	N/A	N/A	N/A	12:26	N/A
		n = 0	n = 0	n = 0	n = 0	n = 0	n = 0		
	Rural	19:48	21:32	19:59	18:35	18:35	18:45	14:23	64.4%
		n = 1,765	n = 337	n = 320	n = 352	n = 373	n = 383		

Color coding legend: fill ≥ 90%; fill ≥ 70% to < 90%; fill < 70%

Table 214: 2016 to 2020 90th Percentile Performance¹ of Primary Front-Line 1st Arriving Units for Emergency Incidents by First Due Station, Program, and Risk Rating – 1st Arrivals in First Due Station 836

First Due Station	Program	Low				Moderate				High				Special			
		D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R
836	EMS	5.7	2.6	15.4	21.9	4.4	3.5	14.0	19.4	4.0	2.5	13.4	18.4	--	--	--	--
	Fire	7.6	2.5	12.9	21.9	--	--	--	--	13.0	6.5	15.5	25.7	--	--	--	--
	Hazmat	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--
	Rescue	6.0	3.8	10.6	17.0	11.7	6.7	15.0	25.2	--	--	--	--	--	--	--	--
	Total	6.1	2.8	14.2	20.8	4.6	3.7	14.0	19.5	5.6	2.5	14.3	21.6	--	--	--	--
All	EMS	9.4	2.3	10.1	19.6	4.3	2.2	8.1	12.8	4.2	2.2	7.1	11.7	--	--	--	--
	Fire	4.5	2.1	8.0	13.3	4.2	1.8	7.1	11.6	3.9	1.9	7.1	11.1	5.7	1.9	6.2	11.9
	Hazmat	5.3	2.0	8.9	13.9	3.7	1.9	7.4	11.6	25.0	3.1	12.6	27.9	--	--	--	--
	Rescue	6.3	2.1	8.1	14.8	5.5	2.1	7.2	12.9	7.1	2.4	9.9	15.3	--	--	--	--
	Total	6.8	2.2	9.2	16.8	4.3	2.2	8.0	12.8	4.2	2.1	7.2	11.6	5.3	2.1	6.6	12.0

¹D = Dispatch Time, TO = Turnout Time, TR = Travel Time, R = Response Time

Table 215: 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents by Unit ID and Reporting Period – Units Assigned to Station 836

Unit ID	Reporting Period	Dispatch Time (Minutes)	Turnout Time (Minutes)	Travel Time (Minutes)	Response Time (Minutes)	Sample Size ¹
A836	2016	5.0	6.9	12.9	20.5	223
	2017	4.5	3.2	14.5	19.8	205
	2018	5.4	2.1	13.6	19.0	190
	2019	4.0	2.2	13.9	19.3	209
	2020	4.6	2.2	15.6	20.2	244
	All	4.6	4.7	14.3	19.8	1,071
BR836	2016	--	--	--	--	2
	2017	--	--	--	--	0
	2018	--	--	--	--	5
	2019	--	--	--	--	2
	2020	--	--	--	--	2
	All	--	--	22.8	--	12
E836B	2016	11.2	6.6	12.6	20.2	76
	2017	7.1	2.4	13.7	20.7	49
	2018	--	--	--	--	0
	2019	--	--	--	--	1
	2020	--	--	--	--	0
	All	9.7	5.7	13.2	20.2	126
ET836	2016	7.8	5.5	12.4	18.5	48
	2017	13.5	2.6	14.2	24.2	46
	2018	5.8	2.2	14.9	16.4	32
	2019	5.7	2.1	15.2	24.6	50
	2020	6.4	2.0	12.7	20.4	55
	All	7.4	2.5	13.5	19.2	231
PE836B	2016	--	--	--	--	0
	2017	5.5	2.4	12.5	18.1	57
	2018	4.6	2.2	13.5	18.0	160
	2019	4.9	2.3	12.3	16.7	157
	2020	4.4	2.2	11.8	16.7	144
	All	4.6	2.3	12.3	17.0	518
PET836	2016	--	--	--	--	0
	2017	--	--	--	--	5
	2018	5.4	2.2	13.3	17.2	22
	2019	3.2	2.8	15.7	19.5	14
	2020	4.5	1.8	10.1	15.0	15
	All	4.3	2.2	12.9	16.4	56

¹Sample sizes reflect the number of responses made by first arriving primary front-line units to emergency calls; due to missing or excluded time data, sample sizes corresponding to individual table metrics may be smaller.

Table 216: Call Concurrency – First Due Station 836

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
836	2016	52	517	10.1
	2017	57	547	10.4
	2018	73	589	12.4
	2019	61	624	9.8
	2020	61	634	9.6
	All		304	2,911

First Due Station 837

Table 217: Number of Incidents Dispatched by Call Category and Reporting Period – First Due Station 837

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Device / Package	2	0	5	0	2
Device / Package / Explosion	0	0	0	0	0
Bomb Total	2	0	5	0	2
ALSo	1	3	1	1	66
ALS1	769	874	883	792	797
ALS2	45	66	55	62	62
BLS0	502	529	524	529	528
BLS1	431	417	421	419	391
EMS Other	0	0	0	0	0
Mass Casualty	0	0	0	0	0
Overdose	23	21	21	23	31
Police-Active Shooter	0	0	0	0	0
Police-Assault	52	80	65	72	56
Police-Assist	0	0	0	0	0
Police-Barricade	0	0	0	0	0
Police-Cutting/Stabbing	12	9	8	10	11
Police-Domestic	0	0	0	0	0
Police-Robbery	0	0	0	0	0
Police-Sexual Assault	3	1	5	2	0
Police-Shooting	7	8	7	3	11
Police-Suicide	25	18	24	42	30
Police-Welfare Check	0	3	1	2	1
EMS Total	1,870	2,029	2,015	1,957	1,984
Aircraft Crash	0	0	0	0	0
Boat Fire	0	0	0	0	0
Fire Alarm	321	281	327	291	68
Investigation	37	47	34	29	295
Metro Train Fire	0	0	0	0	1
Outside Fire	36	36	36	28	39
Street Alarm	16	17	28	21	16
Structure Fire	22	20	21	32	19
Train Emergency	0	0	0	0	0
Vehicle Fire	30	25	28	35	8
Fire Total	462	426	474	436	446

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Hazmat	5	2	2	0	9
Hazmat-CO Leak	2	2	0	0	0
Hazmat-Fuel Spill	7	10	6	8	1
Hazmat-Gas Leak	39	43	48	43	58
Hazmat Total	53	57	56	51	68
Service	56	101	104	97	186
Non-Emergency Total	56	101	104	97	186
MVA	359	360	409	352	353
Pedestrian Struck	17	17	20	20	6
Rescue	35	44	57	52	7
Technical Rescue	26	23	28	24	6
Water Rescue	0	0	2	0	3
Rescue Total	437	444	516	448	375
Total	2,880	3,057	3,170	2,989	3,061

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

Table 218: Number of Responses Made by Unit ID and Reporting Period – Units Assigned to Station 837

Unit ID	Reporting Period ¹				
	2016	2017	2018	2019	2020
CAN801	20	14	11	7	6
E837	1,946	2,538	2,048	2,571	1,360
E837B	0	12	505	42	859
E837C	743	141	0	0	0
MP837	89	43	81	0	0
TK837	670	491	927	612	297
U837	1	10	19	33	29
U837B	0	0	0	0	1
VC837	85	31	3	22	12
VC837A	133	116	23	41	10
VC837B	14	44	43	38	46
Total	3,701	3,440	3,660	3,366	2,620
Average Responses per Day²	10.1	9.4	10.0	9.2	7.2

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

²Reporting periods 2016 and 2020 contained 366 days due to inclusion of leap year date February 29; all other reporting periods contained 365 days.

Table 219: Baseline 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents – 1st Arrivals in First Due Station 837

First Due Station 837: 1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		4:48	5:01	4:48	4:54	4:46	4:29	4:31	88.5%
Turnout Time		2:03	2:10	2:09	1:58	2:01	1:59	1:58	87.6%
Travel Time	Urban	8:38	8:13	8:11	8:33	8:30	9:30	7:26	82.9%
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	9:33	N/A
Total Response Time	Urban	13:46	13:29	13:24	13:33	13:36	14:40	12:26	84.2%
		n = 10,142	n = 1,982	n = 2,060	n = 2,144	n = 1,989	n = 1,967		
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	14:23	N/A
		n = 0	n = 0	n = 0	n = 0	n = 0	n = 0		

Color coding legend: green fill ≥ 90%; yellow fill ≥ 70% to < 90%; red fill < 70%

Table 220: 2016 to 2020 90th Percentile Performance¹ of Primary Front-Line 1st Arriving Units for Emergency Incidents by First Due Station, Program, and Risk Rating – 1st Arrivals in First Due Station 837

First Due Station	Program	Low				Moderate				High				Special			
		D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R
837	EMS	10.8	2.1	10.8	21.8	4.1	2.1	8.1	12.5	3.6	2.1	7.2	10.6	--	--	--	--
	Fire	4.8	2.0	6.9	12.4	3.7	1.9	6.8	11.0	3.5	1.9	7.3	12.2	--	--	--	--
	Hazmat	5.7	2.3	8.6	14.3	3.3	1.7	6.9	11.2	--	--	--	--	--	--	--	--
	Rescue	6.0	1.9	7.9	13.7	5.1	2.0	7.3	12.7	--	--	--	--	--	--	--	--
	Total	6.5	2.0	9.3	16.7	4.1	2.1	8.0	12.4	3.6	2.1	7.2	10.9	--	--	--	--
All	EMS	9.4	2.3	10.1	19.6	4.3	2.2	8.1	12.8	4.2	2.2	7.1	11.7	--	--	--	--
	Fire	4.5	2.1	8.0	13.3	4.2	1.8	7.1	11.6	3.9	1.9	7.1	11.1	5.7	1.9	6.2	11.9
	Hazmat	5.3	2.0	8.9	13.9	3.7	1.9	7.4	11.6	25.0	3.1	12.6	27.9	--	--	--	--
	Rescue	6.3	2.1	8.1	14.8	5.5	2.1	7.2	12.9	7.1	2.4	9.9	15.3	--	--	--	--
	Total	6.8	2.2	9.2	16.8	4.3	2.2	8.0	12.8	4.2	2.1	7.2	11.6	5.3	2.1	6.6	12.0

¹D = Dispatch Time, TO = Turnout Time, TR = Travel Time, R = Response Time

Table 221: 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents by Unit ID and Reporting Period – Units Assigned to Station 837

Unit ID	Reporting Period	Dispatch Time (Minutes)	Turnout Time (Minutes)	Travel Time (Minutes)	Response Time (Minutes)	Sample Size ¹
E837	2016	4.8	2.0	7.0	11.7	1,139
	2017	4.5	2.1	6.7	11.8	1,413
	2018	4.3	2.0	6.5	11.5	1,165
	2019	4.3	2.0	7.2	11.8	1,410
	2020	4.2	2.0	7.4	12.2	597
	All	4.4	2.0	6.9	11.8	5,724
E837B	2016	--	--	--	--	0
	2017	--	--	--	--	5
	2018	4.3	2.0	7.3	12.1	282
	2019	3.9	1.9	6.7	11.1	27
	2020	4.0	2.0	7.2	11.7	396
	All	4.2	2.0	7.2	11.8	710
E837C	2016	4.9	2.1	6.9	11.5	405
	2017	3.7	2.1	7.0	11.3	76
	2018	--	--	--	--	0
	2019	--	--	--	--	0
	2020	--	--	--	--	0
	All	4.7	2.1	6.9	11.5	481
MP837	2016	6.6	0.6	7.0	12.7	51
	2017	9.0	3.3	10.1	15.3	21
	2018	6.7	1.6	8.0	13.6	34
	2019	--	--	--	--	0
	2020	--	--	--	--	0
	All	6.9	1.1	7.5	13.6	106
TK837	2016	4.5	2.2	7.7	12.9	104
	2017	7.1	2.1	8.5	14.1	89
	2018	4.8	1.7	7.7	11.6	172
	2019	6.2	1.5	8.5	13.8	106
	2020	9.7	1.2	8.8	14.7	21
	All	5.3	1.9	8.0	12.7	492

¹Sample sizes reflect the number of responses made by first arriving primary front-line units to emergency calls; due to missing or excluded time data, sample sizes corresponding to individual table metrics may be smaller.

Table 222: Call Concurrency – First Due Station 837

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
837	2016	806	2,878	28.0
	2017	946	3,052	31.0
	2018	1,008	3,163	31.9
	2019	922	2,987	30.9
	2020	876	3,059	28.6
	All	4,558	15,139	30.1

First Due Station 838

Table 223: Number of Incidents Dispatched by Call Category and Reporting Period – First Due Station 838

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Device / Package	0	1	1	0	1
Device / Package / Explosion	0	0	0	0	0
Bomb Total	0	1	1	0	1
ALSo	0	7	3	0	59
ALS1	815	815	931	849	711
ALS2	54	73	64	57	67
BLS0	675	610	660	677	608
BLS1	471	463	496	488	382
EMS Other	0	0	0	0	0
Mass Casualty	0	0	0	0	0
Overdose	18	24	25	29	27
Police-Active Shooter	0	0	0	0	0
Police-Assault	99	111	99	90	75
Police-Assist	0	0	0	0	0
Police-Barricade	0	0	0	1	0
Police-Cutting/Stabbing	12	14	18	16	16
Police-Domestic	0	0	0	0	0
Police-Robbery	0	0	0	0	0
Police-Sexual Assault	5	8	2	3	4
Police-Shooting	17	8	19	10	14
Police-Suicide	21	28	14	21	21
Police-Welfare Check	0	1	2	2	2
EMS Total	2,187	2,162	2,333	2,243	1,986
Aircraft Crash	0	0	0	0	0
Boat Fire	0	0	0	0	0
Fire Alarm	197	182	229	209	26
Investigation	50	48	44	65	205
Metro Train Fire	0	0	0	0	0
Outside Fire	25	26	31	43	27
Street Alarm	27	19	13	16	7
Structure Fire	22	25	18	30	31
Train Emergency	0	0	0	0	0
Vehicle Fire	21	33	44	41	2
Fire Total	342	333	379	404	298

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Hazmat	4	1	2	1	3
Hazmat-CO Leak	1	4	2	8	0
Hazmat-Fuel Spill	2	6	3	4	4
Hazmat-Gas Leak	46	65	52	58	43
Hazmat Total	53	76	59	71	50
Service	79	85	111	96	159
Non-Emergency Total	79	85	111	96	159
MVA	224	248	245	241	284
Pedestrian Struck	15	33	20	21	3
Rescue	21	20	21	15	5
Technical Rescue	11	17	21	19	9
Water Rescue	1	1	1	1	5
Rescue Total	272	319	308	297	306
Total	2,933	2,976	3,191	3,111	2,800

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

Table 224: Number of Responses Made by Unit ID and Reporting Period – Units Assigned to Station 838

Unit ID	Reporting Period ¹				
	2016	2017	2018	2019	2020
A838	3,034	2,941	2,963	3,158	2,758
A838B	1	0	0	2	0
E838	1,850	1,767	0	15	7
E838P	0	109	2,175	1,997	1,832
PA838	2,886	2,899	2,681	2,642	2,236
TK838	922	759	0	0	0
TK838P	0	75	728	889	467
U838	1	0	0	0	0
VC838	10	1	6	29	20
VC838A	26	16	4	5	0
VC838B	22	18	0	0	0
Total	8,752	8,585	8,557	8,737	7,320
Average Responses per Day²	23.9	23.5	23.4	23.9	20.0

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

²Reporting periods 2016 and 2020 contained 366 days due to inclusion of leap year date February 29; all other reporting periods contained 365 days.

Table 225: Baseline 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents – 1st Arrivals in First Due Station 838

First Due Station 838:									
1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		5:14	5:28	5:12	5:05	4:45	5:43	4:31	86.3%
Turnout Time		2:11	2:20	2:12	2:08	2:07	2:09	1:58	84.0%
Travel Time	Urban	7:04	6:54	6:32	6:40	7:15	8:06	7:26	91.3%
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	9:33	N/A
Total Response Time	Urban	12:59	12:51	12:32	12:02	12:52	14:39	12:26	88.2%
		n = 9,261	n = 1,824	n = 1,888	n = 1,993	n = 1,900	n = 1,656		
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	14:23	N/A
		n = 0	n = 0	n = 0	n = 0	n = 0	n = 0		

Color coding legend: fill ≥ 90%; fill ≥ 70% to < 90%; fill < 70%

Table 226: 2016 to 2020 90th Percentile Performance¹ of Primary Front-Line 1st Arriving Units for Emergency Incidents by First Due Station, Program, and Risk Rating – 1st Arrivals in First Due Station 838

First Due Station	Program	Low				Moderate				High				Special			
		D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R
838	EMS	11.1	2.3	8.9	19.8	4.2	2.2	6.4	11.2	4.1	2.2	5.5	10.1	--	--	--	--
	Fire	4.3	2.0	6.8	11.7	4.5	1.6	5.2	10.2	4.0	1.7	5.2	9.6	--	--	--	--
	Hazmat	4.4	1.9	6.8	11.1	3.7	1.8	6.0	10.3	--	--	--	--	--	--	--	--
	Rescue	6.8	2.1	7.0	13.9	6.1	2.1	6.0	12.3	--	--	--	--	--	--	--	--
	Total	7.9	2.2	8.0	16.5	4.3	2.2	6.4	11.2	4.1	2.1	5.5	10.1	--	--	--	--
All	EMS	9.4	2.3	10.1	19.6	4.3	2.2	8.1	12.8	4.2	2.2	7.1	11.7	--	--	--	--
	Fire	4.5	2.1	8.0	13.3	4.2	1.8	7.1	11.6	3.9	1.9	7.1	11.1	5.7	1.9	6.2	11.9
	Hazmat	5.3	2.0	8.9	13.9	3.7	1.9	7.4	11.6	25.0	3.1	12.6	27.9	--	--	--	--
	Rescue	6.3	2.1	8.1	14.8	5.5	2.1	7.2	12.9	7.1	2.4	9.9	15.3	--	--	--	--
	Total	6.8	2.2	9.2	16.8	4.3	2.2	8.0	12.8	4.2	2.1	7.2	11.6	5.3	2.1	6.6	12.0

¹D = Dispatch Time, TO = Turnout Time, TR = Travel Time, R = Response Time

Table 227: 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents by Unit ID and Reporting Period – Units Assigned to Station 838

Unit ID	Reporting Period	Dispatch Time (Minutes)	Turnout Time (Minutes)	Travel Time (Minutes)	Response Time (Minutes)	Sample Size ¹
A838	2016	6.3	2.6	9.3	16.5	730
	2017	6.8	2.4	9.5	17.2	772
	2018	8.5	2.2	8.7	17.3	872
	2019	6.6	2.2	9.8	18.2	809
	2020	9.3	2.3	10.4	20.5	841
	All	7.4	2.3	9.4	17.6	4,024
E838	2016	5.3	2.1	5.7	11.6	970
	2017	4.5	2.2	5.5	10.8	892
	2018	--	--	--	--	0
	2019	--	--	--	--	8
	2020	--	--	--	--	3
	All	4.8	2.2	5.6	11.2	1,873
E838P	2016	--	--	--	--	0
	2017	4.9	2.1	5.7	11.8	53
	2018	4.4	2.0	6.0	10.7	993
	2019	4.3	2.1	6.1	11.3	885
	2020	4.5	2.1	6.8	12.3	685
	All	4.4	2.1	6.3	11.3	2,616
PA838	2016	4.9	2.2	8.9	14.0	552
	2017	4.5	2.3	8.8	14.1	689
	2018	4.6	2.3	8.2	14.1	865
	2019	4.5	2.2	8.4	14.3	851
	2020	4.2	2.3	9.6	15.0	1,059
	All	4.5	2.3	8.9	14.4	4,016
TK838	2016	4.7	2.1	7.1	12.4	202
	2017	5.1	2.1	7.6	12.9	135
	2018	--	--	--	--	0
	2019	--	--	--	--	0
	2020	--	--	--	--	0
	All	4.9	2.1	7.3	12.6	337
TK838P	2016	--	--	--	--	0
	2017	6.9	1.8	8.2	16.7	12
	2018	5.0	2.1	6.6	11.5	160
	2019	4.8	2.0	7.2	11.8	168
	2020	6.4	2.0	7.2	13.9	66
	All	5.3	2.0	7.1	11.8	406

¹Sample sizes reflect the number of responses made by first arriving primary front-line units to emergency calls; due to missing or excluded time data, sample sizes corresponding to individual table metrics may be smaller.

Table 228: Call Concurrency – First Due Station 838

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
838	2016	869	2,932	29.6
	2017	836	2,974	28.1
	2018	970	3,188	30.4
	2019	999	3,103	32.2
	2020	775	2,798	27.7
	All	4,449	14,995	29.7

First Due Station 839

Table 229: Number of Incidents Dispatched by Call Category and Reporting Period – First Due Station 839

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Device / Package	2	2	0	2	1
Device / Package / Explosion	0	0	0	0	0
Bomb Total	2	2	0	2	1
ALSo	0	1	18	9	80
ALS1	783	789	768	800	750
ALS2	66	63	48	61	73
BLS0	549	506	561	572	484
BLS1	330	358	381	410	337
EMS Other	0	0	0	0	0
Mass Casualty	0	0	0	0	0
Overdose	20	21	15	27	13
Police-Active Shooter	0	0	0	0	0
Police-Assault	29	30	17	20	11
Police-Assist	0	0	0	0	0
Police-Barricade	0	0	0	0	0
Police-Cutting/Stabbing	1	2	2	3	3
Police-Domestic	0	0	1	1	0
Police-Robbery	0	0	0	0	0
Police-Sexual Assault	2	1	0	0	0
Police-Shooting	2	5	2	0	1
Police-Suicide	27	35	33	22	18
Police-Welfare Check	0	0	1	1	2
EMS Total	1,809	1,811	1,847	1,926	1,772
Aircraft Crash	0	0	0	0	0
Boat Fire	0	0	0	0	0
Fire Alarm	167	181	227	255	42
Investigation	38	42	40	26	187
Metro Train Fire	0	0	0	0	0
Outside Fire	44	28	29	38	23
Street Alarm	18	23	18	20	12
Structure Fire	15	13	26	25	26
Train Emergency	0	0	0	0	0
Vehicle Fire	9	9	12	9	0
Fire Total	291	296	352	373	290

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Hazmat	0	1	1	1	1
Hazmat-CO Leak	2	5	1	4	0
Hazmat-Fuel Spill	5	5	1	5	0
Hazmat-Gas Leak	39	54	37	32	32
Hazmat Total	46	65	40	42	33
Service	108	130	129	183	233
Non-Emergency Total	108	130	129	183	233
MVA	165	162	170	149	126
Pedestrian Struck	9	16	11	3	2
Rescue	21	27	28	27	0
Technical Rescue	5	6	8	7	2
Water Rescue	0	0	0	0	0
Rescue Total	200	211	217	186	130
Total	2,456	2,515	2,585	2,712	2,459

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

Table 230: Number of Responses Made by Unit ID and Reporting Period – Units Assigned to Station 839

Unit ID	Reporting Period ¹				
	2016	2017	2018	2019	2020
A839	1,827	1,998	1,783	1,620	1,129
A839B	0	0	0	1	0
BR839	32	11	1	4	1
CAN839	1	1	0	0	0
E839	449	834	282	626	601
E839B	519	226	633	287	149
PA839	0	0	10	0	0
TK839	0	58	0	0	0
TW839	389	153	254	203	126
U839	2	0	0	0	0
VC839	1	44	23	11	3
VC839A	35	32	9	9	6
VC839B	30	0	4	10	4
Total	3,285	3,357	2,999	2,771	2,019
Average Responses per Day²	9.0	9.2	8.2	7.6	5.5

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

²Reporting periods 2016 and 2020 contained 366 days due to inclusion of leap year date February 29; all other reporting periods contained 365 days.

Table 231: Baseline 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents – 1st Arrivals in First Due Station 839

First Due Station 839:									
1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		4:25	4:52	4:26	4:09	4:19	4:16	4:31	90.5%
Turnout Time		2:13	2:17	2:18	2:21	2:07	1:58	1:58	82.8%
Travel Time	Urban	8:00	7:38	7:33	7:55	7:54	8:51	7:26	86.4%
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	9:33	N/A
Total Response Time	Urban	13:07	13:20	12:31	12:59	12:47	13:49	12:26	87.4%
		n = 8,122	n = 1,588	n = 1,636	n = 1,651	n = 1,690	n = 1,557		
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	14:23	N/A
		n = 0	n = 0	n = 0	n = 0	n = 0	n = 0		

Color coding legend: fill ≥ 90%; fill ≥ 70% to < 90%; fill < 70%

Table 232: 2016 to 2020 90th Percentile Performance¹ of Primary Front-Line 1st Arriving Units for Emergency Incidents by First Due Station, Program, and Risk Rating – 1st Arrivals in First Due Station 839

First Due Station	Program	Low				Moderate				High				Special			
		D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R
839	EMS	6.0	2.3	9.3	16.4	4.0	2.3	7.8	12.3	4.1	2.2	6.7	11.0	--	--	--	--
	Fire	4.2	2.2	7.9	12.1	5.4	2.1	9.1	14.2	3.9	2.2	7.6	11.9	--	--	--	--
	Hazmat	3.7	2.0	8.6	15.9	4.0	2.1	7.7	11.8	--	--	--	--	--	--	--	--
	Rescue	6.2	2.2	7.0	13.8	4.3	2.3	7.4	12.5	--	--	--	--	--	--	--	--
	Total	5.6	2.2	8.4	14.9	4.0	2.3	7.8	12.3	4.1	2.2	6.9	11.3	--	--	--	--
All	EMS	9.4	2.3	10.1	19.6	4.3	2.2	8.1	12.8	4.2	2.2	7.1	11.7	--	--	--	--
	Fire	4.5	2.1	8.0	13.3	4.2	1.8	7.1	11.6	3.9	1.9	7.1	11.1	5.7	1.9	6.2	11.9
	Hazmat	5.3	2.0	8.9	13.9	3.7	1.9	7.4	11.6	25.0	3.1	12.6	27.9	--	--	--	--
	Rescue	6.3	2.1	8.1	14.8	5.5	2.1	7.2	12.9	7.1	2.4	9.9	15.3	--	--	--	--
	Total	6.8	2.2	9.2	16.8	4.3	2.2	8.0	12.8	4.2	2.1	7.2	11.6	5.3	2.1	6.6	12.0

¹D = Dispatch Time, TO = Turnout Time, TR = Travel Time, R = Response Time

Table 233: 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents by Unit ID and Reporting Period – Units Assigned to Station 839

Unit ID	Reporting Period	Dispatch Time (Minutes)	Turnout Time (Minutes)	Travel Time (Minutes)	Response Time (Minutes)	Sample Size ¹
A839	2016	5.2	2.3	7.3	13.4	665
	2017	4.4	2.5	7.5	12.5	754
	2018	4.1	2.6	7.8	13.4	701
	2019	4.2	2.3	7.6	12.8	619
	2020	4.4	2.1	8.1	13.2	408
	All	4.4	2.4	7.6	13.2	3,147
E839	2016	5.1	2.3	6.6	11.9	237
	2017	4.7	2.2	6.4	11.9	425
	2018	4.4	2.2	6.9	10.7	153
	2019	4.9	2.2	7.4	11.8	330
	2020	4.7	1.9	6.5	11.2	308
	All	4.8	2.2	6.8	11.5	1,453
E839B	2016	5.0	2.4	7.6	12.1	277
	2017	5.1	2.3	7.0	11.5	120
	2018	4.9	2.4	6.8	12.1	363
	2019	4.3	2.1	7.9	12.4	161
	2020	5.7	2.1	6.6	11.2	60
	All	4.8	2.3	7.2	12.0	981
TK839	2016	--	--	--	--	0
	2017	11.1	2.9	8.9	19.2	18
	2018	--	--	--	--	0
	2019	--	--	--	--	0
	2020	--	--	--	--	0
	All	11.1	2.9	8.9	19.2	18
TW839	2016	6.7	2.3	9.0	13.9	112
	2017	5.3	2.1	7.6	11.4	39
	2018	4.9	2.4	8.3	12.7	64
	2019	4.6	2.4	9.9	15.3	47
	2020	4.1	2.0	9.3	15.3	36
	All	5.1	2.2	8.5	13.7	298

¹Sample sizes reflect the number of responses made by first arriving primary front-line units to emergency calls; due to missing or excluded time data, sample sizes corresponding to individual table metrics may be smaller.

Table 234: Call Concurrency – First Due Station 839

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
839	2016	679	2,450	27.7
	2017	681	2,510	27.1
	2018	776	2,583	30.0
	2019	825	2,708	30.5
	2020	664	2,455	27.0
	All	3,625	12,706	28.5

First Due Station 840

Table 235: Number of Incidents Dispatched by Call Category and Reporting Period – First Due Station 840

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Device / Package	1	2	1	0	0
Device / Package / Explosion	0	0	0	0	0
Bomb Total	1	2	1	0	0
ALSo	0	0	0	0	56
ALS1	371	516	571	556	487
ALS2	29	42	34	43	44
BLS0	217	301	331	289	299
BLS1	189	252	242	246	250
EMS Other	0	0	0	0	0
Mass Casualty	0	0	0	0	0
Overdose	22	26	29	14	23
Police-Active Shooter	0	0	1	0	0
Police-Assault	23	35	25	21	20
Police-Assist	0	0	0	0	0
Police-Barricade	0	0	0	0	0
Police-Cutting/Stabbing	4	3	3	4	5
Police-Domestic	0	0	0	0	0
Police-Robbery	0	0	0	0	0
Police-Sexual Assault	0	2	0	1	0
Police-Shooting	10	6	5	3	2
Police-Suicide	18	13	17	22	13
Police-Welfare Check	0	1	3	0	1
EMS Total	883	1,197	1,261	1,199	1,200
Aircraft Crash	0	0	0	0	0
Boat Fire	0	0	0	0	0
Fire Alarm	104	116	170	166	31
Investigation	21	29	37	14	217
Metro Train Fire	0	0	0	0	0
Outside Fire	27	37	52	34	25
Street Alarm	7	10	14	10	13
Structure Fire	16	14	16	27	21
Train Emergency	0	1	0	0	0
Vehicle Fire	28	26	31	34	9
Fire Total	203	233	320	285	316

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Hazmat	1	4	4	0	3
Hazmat-CO Leak	3	3	1	0	0
Hazmat-Fuel Spill	3	6	4	4	1
Hazmat-Gas Leak	14	23	25	21	24
Hazmat Total	21	36	34	25	28
Service	43	76	71	47	134
Non-Emergency Total	43	76	71	47	134
MVA	329	442	462	366	367
Pedestrian Struck	3	5	10	9	2
Rescue	13	18	17	22	1
Technical Rescue	21	31	24	27	5
Water Rescue	0	1	0	0	3
Rescue Total	366	497	513	424	378
Total	1,517	2,041	2,200	1,980	2,056

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

Table 236: Number of Responses Made by Unit ID and Reporting Period – Units Assigned to Station 840

Unit ID	Reporting Period ¹				
	2016	2017	2018	2019	2020
A840	0	0	0	3	0
BR840	25	27	24	1	0
E840	1,070	469	1,329	21	2
E840P	0	0	0	1,088	410
MD840	2,231	2,313	2,253	33	0
PA840	0	0	0	2,064	1,720
PE840	0	0	0	0	1,212
RE840	572	1,675	709	11	0
RE840P	0	0	0	699	432
SQ840	659	357	503	0	0
SQ840P	0	0	0	453	0
TN840	17	24	24	32	38
U840	0	2	0	0	0
VC840	71	108	114	43	29
VC840A	1	2	3	2	6
Total	4,646	4,977	4,959	4,450	3,849
Average Responses per Day²	12.7	13.6	13.6	12.2	10.5

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

²Reporting periods 2016 and 2020 contained 366 days due to inclusion of leap year date February 29; all other reporting periods contained 365 days.

Table 237: Baseline 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents – 1st Arrivals in First Due Station 840

First Due Station 840:									
1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		4:51	5:07	5:06	4:31	4:39	4:41	4:31	88.3%
Turnout Time		2:13	2:16	2:13	2:18	2:11	2:03	1:58	83.3%
Travel Time	Urban	N/A	N/A	N/A	N/A	N/A	N/A	7:26	N/A
	Rural	11:07	9:59	11:09	10:53	11:45	11:08	9:33	82.9%
Total Response Time	Urban	N/A	N/A	N/A	N/A	N/A	N/A	12:26	N/A
		n = 0	n = 0	n = 0	n = 0	n = 0	n = 0		
	Rural	16:25	15:51	16:29	16:02	16:38	16:59	14:23	82.5%
		n = 6,399	n = 1,006	n = 1,319	n = 1,404	n = 1,337	n = 1,333		

Color coding legend: green fill ≥ 90%; yellow fill ≥ 70% to < 90%; red fill < 70%

Table 238: 2016 to 2020 90th Percentile Performance¹ of Primary Front-Line 1st Arriving Units for Emergency Incidents by First Due Station, Program, and Risk Rating – 1st Arrivals in First Due Station 840

First Due Station	Program	Low				Moderate				High				Special			
		D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R
840	EMS	7.3	2.2	12.9	20.1	4.1	2.2	10.8	15.4	4.1	2.3	10.4	15.3	--	--	--	--
	Fire	4.9	2.1	12.1	18.1	4.5	2.1	10.0	14.3	3.9	2.6	9.0	13.7	--	--	--	--
	Hazmat	4.9	2.1	12.4	15.8	3.8	1.8	9.9	14.9	--	--	--	--	--	--	--	--
	Rescue	5.5	2.2	10.0	16.2	4.6	2.2	8.9	14.3	--	--	--	--	--	--	--	--
	Total	5.7	2.2	11.5	17.7	4.1	2.2	10.7	15.4	4.1	2.3	10.1	14.9	--	--	--	--
All	EMS	9.4	2.3	10.1	19.6	4.3	2.2	8.1	12.8	4.2	2.2	7.1	11.7	--	--	--	--
	Fire	4.5	2.1	8.0	13.3	4.2	1.8	7.1	11.6	3.9	1.9	7.1	11.1	5.7	1.9	6.2	11.9
	Hazmat	5.3	2.0	8.9	13.9	3.7	1.9	7.4	11.6	25.0	3.1	12.6	27.9	--	--	--	--
	Rescue	6.3	2.1	8.1	14.8	5.5	2.1	7.2	12.9	7.1	2.4	9.9	15.3	--	--	--	--
	Total	6.8	2.2	9.2	16.8	4.3	2.2	8.0	12.8	4.2	2.1	7.2	11.6	5.3	2.1	6.6	12.0

¹D = Dispatch Time, TO = Turnout Time, TR = Travel Time, R = Response Time

Table 239: 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents by Unit ID and Reporting Period – Units Assigned to Station 840

Unit ID	Reporting Period	Dispatch Time (Minutes)	Turnout Time (Minutes)	Travel Time (Minutes)	Response Time (Minutes)	Sample Size ¹
E840	2016	4.5	2.2	10.9	15.2	403
	2017	4.6	2.2	10.8	15.1	177
	2018	4.1	2.2	10.6	15.4	474
	2019	--	--	--	--	9
	2020	--	--	--	--	0
	All	4.3	2.2	10.7	15.3	1,063
E840P	2016	--	--	--	--	0
	2017	--	--	--	--	0
	2018	--	--	--	--	0
	2019	4.2	1.8	11.1	15.4	469
	2020	3.9	1.7	10.1	14.7	173
	All	4.1	1.8	11.1	15.1	642
MD840	2016	5.6	2.3	11.7	17.3	582
	2017	5.0	2.3	10.7	16.5	700
	2018	4.3	2.4	11.0	16.4	734
	2019	--	--	--	--	8
	2020	--	--	--	--	0
	All	5.0	2.3	11.1	16.6	2,024
PA840	2016	--	--	--	--	0
	2017	--	--	--	--	0
	2018	--	--	--	--	0
	2019	3.9	2.3	11.2	16.4	674
	2020	4.5	2.1	11.4	16.8	691
	All	4.1	2.3	11.3	16.5	1,365
PE840	2016	--	--	--	--	0
	2017	--	--	--	--	0
	2018	--	--	--	--	0
	2019	--	--	--	--	0
	2020	4.6	1.8	10.0	15.1	455
	All	4.6	1.8	10.0	15.1	455
RE840	2016	5.1	2.1	10.9	15.7	212
	2017	5.1	2.0	10.6	15.5	547
	2018	4.4	2.1	10.3	15.0	248
	2019	--	--	--	--	1
	2020	--	--	--	--	0
	All	5.0	2.0	10.6	15.4	1,008

Unit ID	Reporting Period	Dispatch Time (Minutes)	Turnout Time (Minutes)	Travel Time (Minutes)	Response Time (Minutes)	Sample Size ¹
RE840P	2016	--	--	--	--	0
	2017	--	--	--	--	0
	2018	--	--	--	--	0
	2019	6.0	1.9	10.3	15.5	250
	2020	5.8	1.9	9.4	14.6	133
	All	6.0	1.9	10.1	14.9	383
SQ840	2016	6.5	2.2	9.6	16.8	183
	2017	5.6	2.4	9.1	15.0	102
	2018	6.4	2.3	9.6	16.0	103
	2019	--	--	--	--	0
	2020	--	--	--	--	0
	All	6.3	2.3	9.5	15.4	388
SQ840P	2016	--	--	--	--	0
	2017	--	--	--	--	0
	2018	--	--	--	--	0
	2019	7.0	2.0	10.3	20.1	88
	2020	--	--	--	--	0
	All	7.0	2.0	10.3	20.1	88

¹Sample sizes reflect the number of responses made by first arriving primary front-line units to emergency calls; due to missing or excluded time data, sample sizes corresponding to individual table metrics may be smaller.

Table 240: Call Concurrency – First Due Station 840

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
840	2016	269	1,511	17.8
	2017	493	2,036	24.2
	2018	551	2,193	25.1
	2019	476	1,976	24.1
	2020	487	2,055	23.7
	All	2,276	9,771	23.3

First Due Station 841

Table 241: Number of Incidents Dispatched by Call Category and Reporting Period – First Due Station 841

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Device / Package	0	0	1	1	0
Device / Package / Explosion	0	0	0	0	0
Bomb Total	0	0	1	1	0
ALSo	0	0	1	0	76
ALS1	758	858	874	792	807
ALS2	49	68	56	67	73
BLS0	597	803	781	690	640
BLS1	423	494	451	442	414
EMS Other	0	0	0	0	0
Mass Casualty	0	0	0	0	0
Overdose	19	18	11	18	11
Police-Active Shooter	1	0	0	0	0
Police-Assault	45	42	52	36	43
Police-Assist	0	0	0	0	0
Police-Barricade	0	0	0	0	0
Police-Cutting/Stabbing	6	9	9	5	9
Police-Domestic	0	0	0	0	0
Police-Robbery	0	0	0	0	0
Police-Sexual Assault	3	1	1	2	0
Police-Shooting	1	1	1	4	3
Police-Suicide	25	30	30	20	18
Police-Welfare Check	0	1	1	0	0
EMS Total	1,927	2,325	2,268	2,076	2,094
Aircraft Crash	0	0	0	0	0
Boat Fire	0	0	0	0	0
Fire Alarm	148	132	176	188	31
Investigation	47	32	31	39	195
Metro Train Fire	0	0	0	0	0
Outside Fire	28	42	30	36	32
Street Alarm	28	31	32	40	14
Structure Fire	10	20	13	17	23
Train Emergency	0	0	0	0	0
Vehicle Fire	42	38	37	47	9
Fire Total	303	295	319	367	304

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Hazmat	0	3	1	1	2
Hazmat-CO Leak	1	2	2	2	0
Hazmat-Fuel Spill	5	14	2	5	0
Hazmat-Gas Leak	52	47	68	49	43
Hazmat Total	58	66	73	57	45
Service	80	55	56	82	103
Non-Emergency Total	80	55	56	82	103
MVA	424	393	426	384	324
Pedestrian Struck	11	14	14	15	3
Rescue	29	31	26	25	7
Technical Rescue	29	25	25	20	7
Water Rescue	0	0	2	0	0
Rescue Total	493	463	493	444	341
Total	2,861	3,204	3,210	3,027	2,887

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

Table 242: Number of Responses Made by Unit ID and Reporting Period – Units Assigned to Station 841

Unit ID	Reporting Period ¹				
	2016	2017	2018	2019	2020
A841	2,913	2,852	2,555	2,492	669
E841	3	5	0	1	2
E841B	0	0	0	2	0
HSC841	0	0	37	63	37
MCS841	1	1	0	2	0
PA841	0	0	0	0	1,451
PE841	2,707	2,454	2,323	2,623	2,037
PE841B	493	532	526	161	206
RECON841	1	0	19	0	0
VC841A	6	11	3	4	1
Total	6,124	5,855	5,463	5,348	4,403
Average Responses per Day²	16.7	16.0	15.0	14.7	12.0

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

²Reporting periods 2016 and 2020 contained 366 days due to inclusion of leap year date February 29; all other reporting periods contained 365 days.

Table 243: Baseline 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents – 1st Arrivals in First Due Station 841

First Due Station 841:									
1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		5:09	5:34	5:11	5:01	5:02	5:07	4:31	85.9%
Turnout Time		2:09	2:18	2:22	2:08	1:56	1:39	1:58	85.6%
Travel Time	Urban	8:22	8:45	8:11	8:32	8:12	8:11	7:26	85.6%
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	9:33	N/A
Total Response Time	Urban	14:21	15:08	14:26	14:10	13:50	13:50	12:26	82.9%
		n = 9,221	n = 1,820	n = 1,959	n = 1,973	n = 1,907	n = 1,562		
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	14:23	N/A
		n = 0	n = 0	n = 0	n = 0	n = 0	n = 0		

Color coding legend: green fill ≥ 90%; yellow fill ≥ 70% to < 90%; red fill < 70%

Table 244: 2016 to 2020 90th Percentile Performance¹ of Primary Front-Line 1st Arriving Units for Emergency Incidents by First Due Station, Program, and Risk Rating – 1st Arrivals in First Due Station 841

First Due Station	Program	Low				Moderate				High				Special			
		D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R
841	EMS	7.3	2.3	9.1	17.9	4.2	2.2	7.3	12.1	4.2	2.1	7.0	11.6	--	--	--	--
	Fire	4.9	1.9	7.5	14.3	4.2	1.9	6.6	11.1	3.5	1.9	7.6	11.7	--	--	--	--
	Hazmat	6.0	2.0	9.8	15.4	3.7	1.9	6.9	11.1	--	--	--	--	--	--	--	--
	Rescue	6.9	2.1	10.3	17.6	6.1	2.2	9.5	16.3	--	--	--	--	--	--	--	--
	Total	6.7	2.1	9.3	17.3	4.3	2.2	7.3	12.2	4.1	2.1	7.0	11.6	--	--	--	--
All	EMS	9.4	2.3	10.1	19.6	4.3	2.2	8.1	12.8	4.2	2.2	7.1	11.7	--	--	--	--
	Fire	4.5	2.1	8.0	13.3	4.2	1.8	7.1	11.6	3.9	1.9	7.1	11.1	5.7	1.9	6.2	11.9
	Hazmat	5.3	2.0	8.9	13.9	3.7	1.9	7.4	11.6	25.0	3.1	12.6	27.9	--	--	--	--
	Rescue	6.3	2.1	8.1	14.8	5.5	2.1	7.2	12.9	7.1	2.4	9.9	15.3	--	--	--	--
	Total	6.8	2.2	9.2	16.8	4.3	2.2	8.0	12.8	4.2	2.1	7.2	11.6	5.3	2.1	6.6	12.0

¹D = Dispatch Time, TO = Turnout Time, TR = Travel Time, R = Response Time

Table 245: 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents by Unit ID and Reporting Period – Units Assigned to Station 841

Unit ID	Reporting Period	Dispatch Time (Minutes)	Turnout Time (Minutes)	Travel Time (Minutes)	Response Time (Minutes)	Sample Size ¹
A841	2016	6.0	2.6	10.5	16.8	569
	2017	6.2	2.5	8.8	16.7	640
	2018	5.5	2.3	9.0	14.6	708
	2019	5.2	2.0	8.4	14.3	714
	2020	5.9	1.8	9.5	19.0	179
	All	5.7	2.3	9.1	15.6	2,810
PA841	2016	--	--	--	--	0
	2017	--	--	--	--	0
	2018	--	--	--	--	0
	2019	--	--	--	--	0
	2020	4.7	1.6	8.8	13.2	653
	All	4.7	1.6	8.8	13.2	653
PE841	2016	4.9	1.9	7.9	13.0	1,006
	2017	4.7	2.2	6.9	12.5	992
	2018	4.5	1.9	7.8	13.1	902
	2019	4.6	1.8	7.9	13.0	1,029
	2020	4.8	1.4	8.6	12.8	724
	All	4.7	1.9	7.8	12.8	4,653
PE841B	2016	4.4	2.4	7.1	12.5	164
	2017	5.7	2.8	7.0	13.4	176
	2018	4.8	2.3	7.7	13.3	192
	2019	5.8	2.0	8.1	13.7	51
	2020	4.7	1.8	8.1	13.2	58
	All	4.8	2.4	7.6	13.2	641

¹Sample sizes reflect the number of responses made by first arriving primary front-line units to emergency calls; due to missing or excluded time data, sample sizes corresponding to individual table metrics may be smaller.

Table 246: Call Concurrency – First Due Station 841

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
841	2016	910	2,858	31.8
	2017	1,072	3,196	33.5
	2018	1,056	3,195	33.1
	2019	956	3,015	31.7
	2020	828	2,876	28.8
	All	4,822	15,140	31.8

First Due Station 842

Table 247: Number of Incidents Dispatched by Call Category and Reporting Period – First Due Station 842

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Device / Package	1	0	1	0	1
Device / Package / Explosion	0	0	0	0	0
Bomb Total	1	0	1	0	1
ALSo	0	3	2	0	132
ALS1	2,059	1,552	1,501	1,653	1,437
ALS2	121	128	98	120	108
BLS0	1,570	1,171	1,136	1,277	1,140
BLS1	1,101	980	898	1,031	905
EMS Other	0	0	0	0	0
Mass Casualty	0	0	0	0	0
Overdose	55	65	48	70	75
Police-Active Shooter	1	0	0	0	0
Police-Assault	240	166	188	139	163
Police-Assist	0	0	0	0	2
Police-Barricade	0	1	0	1	0
Police-Cutting/Stabbing	38	23	30	31	33
Police-Domestic	0	0	0	0	2
Police-Robbery	0	0	1	0	0
Police-Sexual Assault	7	2	4	4	2
Police-Shooting	27	23	21	23	25
Police-Suicide	93	65	67	43	30
Police-Welfare Check	5	5	5	6	10
EMS Total	5,317	4,184	3,999	4,398	4,064
Aircraft Crash	0	0	0	0	0
Boat Fire	0	0	0	0	1
Fire Alarm	488	307	404	432	71
Investigation	65	64	72	54	308
Metro Train Fire	0	0	0	0	0
Outside Fire	56	46	54	65	62
Street Alarm	95	42	62	59	28
Structure Fire	48	33	29	36	55
Train Emergency	0	0	0	0	0
Vehicle Fire	64	31	32	37	7
Fire Total	816	523	653	683	532

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Hazmat	4	0	1	2	1
Hazmat-CO Leak	2	1	3	0	1
Hazmat-Fuel Spill	10	7	5	10	1
Hazmat-Gas Leak	103	79	87	97	68
Hazmat Total	119	87	96	109	71
Service	146	84	107	139	213
Non-Emergency Total	146	84	107	139	213
MVA	556	318	319	317	353
Pedestrian Struck	56	37	33	45	11
Rescue	79	106	104	122	35
Technical Rescue	26	17	18	20	10
Water Rescue	4	2	6	8	7
Rescue Total	721	480	480	512	416
Total	7,120	5,358	5,336	5,841	5,297

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

Table 248: Number of Responses Made by Unit ID and Reporting Period – Units Assigned to Station 842

Unit ID	Reporting Period ¹				
	2016	2017	2018	2019	2020
A842	4,153	4,095	2,607	0	9
E842	4	7	5	0	0
E842B	532	226	81	61	80
PA842	17	0	1,072	3,306	2,691
PE842	4,037	4,070	3,869	4,017	3,316
U842	0	3	0	0	0
VC842A	95	9	0	0	0
VC842B	3	0	0	0	0
XE842B	8	0	0	0	0
Total	8,849	8,410	7,634	7,384	6,096
Average Responses per Day²	24.2	23.0	20.9	20.2	16.7

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

²Reporting periods 2016 and 2020 contained 366 days due to inclusion of leap year date February 29; all other reporting periods contained 365 days.

Table 249: Baseline 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents – 1st Arrivals in First Due Station 842

First Due Station 842:									
1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		5:21	5:46	5:28	5:09	5:02	5:15	4:31	86.0%
Turnout Time		2:15	2:23	2:16	2:10	2:14	2:07	1:58	81.7%
Travel Time	Urban	9:17	9:19	8:50	8:51	9:09	10:31	7:26	77.4%
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	9:33	N/A
Total Response Time	Urban	15:16	15:40	14:53	14:21	14:45	16:55	12:26	78.6%
		n = 17,415	n = 4,363	n = 3,314	n = 3,222	n = 3,513	n = 3,003		
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	14:23	N/A
		n = 0	n = 0	n = 0	n = 0	n = 0	n = 0		

Color coding legend: green fill ≥ 90%; yellow fill ≥ 70% to < 90%; red fill < 70%

Table 250: 2016 to 2020 90th Percentile Performance¹ of Primary Front-Line 1st Arriving Units for Emergency Incidents by First Due Station, Program, and Risk Rating – 1st Arrivals in First Due Station 842

First Due Station	Program	Low				Moderate				High				Special			
		D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R
842	EMS	11.5	2.4	11.0	21.3	4.3	2.3	8.4	13.3	4.4	2.2	7.5	12.2	--	--	--	--
	Fire	4.5	2.0	9.0	13.7	4.3	2.0	7.7	12.0	4.0	1.9	7.4	11.0	--	--	--	--
	Hazmat	5.3	2.0	10.3	14.9	3.7	2.0	8.2	12.0	--	--	--	--	--	--	--	--
	Rescue	7.2	2.2	10.0	16.9	6.7	2.2	9.0	18.0	--	--	--	--	--	--	--	--
	Total	8.3	2.3	10.3	18.7	4.3	2.2	8.4	13.3	4.4	2.2	7.5	11.9	--	--	--	--
All	EMS	9.4	2.3	10.1	19.6	4.3	2.2	8.1	12.8	4.2	2.2	7.1	11.7	--	--	--	--
	Fire	4.5	2.1	8.0	13.3	4.2	1.8	7.1	11.6	3.9	1.9	7.1	11.1	5.7	1.9	6.2	11.9
	Hazmat	5.3	2.0	8.9	13.9	3.7	1.9	7.4	11.6	25.0	3.1	12.6	27.9	--	--	--	--
	Rescue	6.3	2.1	8.1	14.8	5.5	2.1	7.2	12.9	7.1	2.4	9.9	15.3	--	--	--	--
	Total	6.8	2.2	9.2	16.8	4.3	2.2	8.0	12.8	4.2	2.1	7.2	11.6	5.3	2.1	6.6	12.0

¹D = Dispatch Time, TO = Turnout Time, TR = Travel Time, R = Response Time

Table 251: 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents by Unit ID and Reporting Period – Units Assigned to Station 842

Unit ID	Reporting Period	Dispatch Time (Minutes)	Turnout Time (Minutes)	Travel Time (Minutes)	Response Time (Minutes)	Sample Size ¹
A842	2016	6.2	2.4	9.1	16.3	1,151
	2017	6.3	2.4	9.2	16.2	1,160
	2018	7.0	2.2	8.9	16.8	718
	2019	--	--	--	--	0
	2020	--	--	--	--	1
	All	6.3	2.3	9.1	16.3	3,030
E842B	2016	6.4	2.4	8.4	15.5	246
	2017	5.6	2.3	9.4	15.7	100
	2018	5.6	2.1	7.3	14.9	36
	2019	3.1	1.6	11.3	13.5	25
	2020	7.6	2.0	9.7	21.8	32
	All	6.1	2.3	8.5	15.3	439
PA842	2016	--	--	--	--	6
	2017	--	--	--	--	0
	2018	7.6	2.0	9.3	16.9	410
	2019	6.7	2.3	10.1	16.9	1,232
	2020	4.9	2.2	9.8	16.1	1,278
	All	5.6	2.2	9.9	16.6	2,926
PE842	2016	5.0	2.1	8.7	13.6	1,667
	2017	4.9	2.0	8.2	13.3	1,781
	2018	4.5	2.0	8.4	13.2	1,723
	2019	4.2	2.0	8.7	13.1	1,881
	2020	4.4	1.8	8.7	13.3	1,372
	All	4.6	2.0	8.5	13.3	8,424

¹Sample sizes reflect the number of responses made by first arriving primary front-line units to emergency calls; due to missing or excluded time data, sample sizes corresponding to individual table metrics may be smaller.

Table 252: Call Concurrency – First Due Station 842

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
842	2016	3,562	7,110	50.1
	2017	2,242	5,350	41.9
	2018	2,238	5,328	42.0
	2019	2,684	5,833	46.0
	2020	2,277	5,289	43.1
	All	13,003	28,910	45.0

First Due Station 843

Table 253: Number of Incidents Dispatched by Call Category and Reporting Period – First Due Station 843

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Device / Package	1	1	0	2	0
Device / Package / Explosion	0	0	1	0	0
Bomb Total	1	1	1	2	0
ALSo	0	1	1	0	55
ALS1	500	480	555	586	544
ALS2	35	31	43	40	58
BLS0	308	328	310	364	346
BLS1	204	247	263	260	253
EMS Other	0	0	0	0	0
Mass Casualty	0	0	0	0	0
Overdose	13	18	9	18	15
Police-Active Shooter	0	0	0	0	0
Police-Assault	22	15	22	12	9
Police-Assist	0	0	0	0	0
Police-Barricade	0	0	0	0	0
Police-Cutting/Stabbing	3	0	1	1	2
Police-Domestic	0	0	0	1	0
Police-Robbery	0	0	0	0	0
Police-Sexual Assault	0	0	0	1	0
Police-Shooting	1	1	2	1	1
Police-Suicide	23	22	15	22	13
Police-Welfare Check	0	0	1	0	0
EMS Total	1,109	1,143	1,222	1,306	1,296
Aircraft Crash	0	0	0	0	0
Boat Fire	0	0	0	0	0
Fire Alarm	217	232	251	278	60
Investigation	26	32	37	15	236
Metro Train Fire	0	0	0	0	0
Outside Fire	25	26	28	20	19
Street Alarm	22	23	16	12	15
Structure Fire	13	21	34	20	14
Train Emergency	0	0	0	0	0
Vehicle Fire	15	11	14	16	8
Fire Total	318	345	380	361	352

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Hazmat	0	2	0	2	1
Hazmat-CO Leak	1	0	2	4	0
Hazmat-Fuel Spill	4	1	3	1	0
Hazmat-Gas Leak	26	39	23	29	20
Hazmat Total	31	42	28	36	21
Service	82	70	78	111	132
Non-Emergency Total	82	70	78	111	132
MVA	177	186	190	203	156
Pedestrian Struck	3	7	5	1	0
Rescue	20	14	20	21	3
Technical Rescue	19	17	15	19	5
Water Rescue	0	0	2	2	2
Rescue Total	219	224	232	246	166
Total	1,760	1,825	1,941	2,062	1,967

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

Table 254: Number of Responses Made by Unit ID and Reporting Period – Units Assigned to Station 843

Unit ID	Reporting Period ¹				
	2016	2017	2018	2019	2020
A843	2,354	2,355	2,306	2,506	2,159
E843	508	1,003	1,497	1,682	1,163
E843B	867	336	13	0	0
E843P	0	0	0	0	347
TK843	251	367	372	3	0
TN843	32	20	35	10	0
TW843	12	0	0	187	155
TW843P	0	0	0	0	76
VC843	0	0	1	0	0
VC843A	8	3	5	1	7
VC834B	0	0	1	0	0
Total	4,032	4,084	4,230	4,389	3,907
Average Responses per Day²	11.0	11.2	11.6	12.0	10.7

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

²Reporting periods 2016 and 2020 contained 366 days due to inclusion of leap year date February 29; all other reporting periods contained 365 days.

Table 255: Baseline 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents – 1st Arrivals in First Due Station 843

First Due Station 843:									
1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		4:29	4:24	4:35	4:39	4:37	4:16	4:31	90.1%
Turnout Time		2:18	2:28	2:20	2:20	2:13	2:09	1:58	78.3%
Travel Time	Urban	N/A	N/A	N/A	N/A	N/A	N/A	7:26	N/A
	Rural	9:45	9:59	9:27	10:00	9:20	9:53	9:33	89.3%
Total Response Time	Urban	N/A	N/A	N/A	N/A	N/A	N/A	12:26	N/A
		n = 0	n = 0	n = 0	n = 0	n = 0	n = 0		
	Rural	14:53	15:41	14:42	15:03	14:27	14:44	14:23	88.2%
		n = 6,374	n = 1,178	n = 1,226	n = 1,328	n = 1,353	n = 1,289		

Color coding legend: fill ≥ 90%; fill ≥ 70% to < 90%; fill < 70%

Table 256: 2016 to 2020 90th Percentile Performance¹ of Primary Front-Line 1st Arriving Units for Emergency Incidents by First Due Station, Program, and Risk Rating – 1st Arrivals in First Due Station 843

First Due Station	Program	Low				Moderate				High				Special			
		D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R
843	EMS	6.7	2.3	10.7	18.8	4.1	2.3	9.5	14.2	4.0	2.3	8.5	12.7	--	--	--	--
	Fire	4.0	2.3	10.2	16.2	4.1	2.3	10.3	16.3	3.6	2.0	9.1	12.8	--	--	--	--
	Hazmat	4.4	2.3	10.9	16.1	3.5	2.5	9.7	14.5	--	--	--	--	--	--	--	--
	Rescue	5.7	2.3	8.5	14.4	4.5	2.3	7.5	12.7	--	--	--	--	--	--	--	--
	Total	5.4	2.3	10.0	16.6	4.1	2.3	9.5	14.2	4.0	2.2	8.9	12.9	--	--	--	--
All	EMS	9.4	2.3	10.1	19.6	4.3	2.2	8.1	12.8	4.2	2.2	7.1	11.7	--	--	--	--
	Fire	4.5	2.1	8.0	13.3	4.2	1.8	7.1	11.6	3.9	1.9	7.1	11.1	5.7	1.9	6.2	11.9
	Hazmat	5.3	2.0	8.9	13.9	3.7	1.9	7.4	11.6	25.0	3.1	12.6	27.9	--	--	--	--
	Rescue	6.3	2.1	8.1	14.8	5.5	2.1	7.2	12.9	7.1	2.4	9.9	15.3	--	--	--	--
	Total	6.8	2.2	9.2	16.8	4.3	2.2	8.0	12.8	4.2	2.1	7.2	11.6	5.3	2.1	6.6	12.0

¹D = Dispatch Time, TO = Turnout Time, TR = Travel Time, R = Response Time

Table 257: 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents by Unit ID and Reporting Period – Units Assigned to Station 843

Unit ID	Reporting Period	Dispatch Time (Minutes)	Turnout Time (Minutes)	Travel Time (Minutes)	Response Time (Minutes)	Sample Size ¹
A843	2016	4.2	2.3	10.5	16.5	624
	2017	4.4	2.3	10.2	15.6	672
	2018	4.5	2.3	10.4	16.1	726
	2019	4.7	2.3	10.6	15.6	792
	2020	5.1	2.2	11.9	18.6	705
	All	4.5	2.3	10.8	16.5	3,519
E843	2016	4.6	2.5	9.3	15.9	270
	2017	4.8	2.4	9.1	14.2	472
	2018	4.7	2.5	10.3	15.1	684
	2019	4.6	2.2	9.4	14.5	753
	2020	4.0	2.1	9.4	14.1	578
	All	4.6	2.3	9.6	14.7	2,757
E843B	2016	4.7	2.6	9.9	15.7	422
	2017	4.6	2.4	9.3	14.4	163
	2018	--	--	--	--	8
	2019	--	--	--	--	0
	2020	--	--	--	--	0
	All	4.6	2.5	9.6	15.2	593
E843P	2016	--	--	--	--	0
	2017	--	--	--	--	0
	2018	--	--	--	--	0
	2019	--	--	--	--	0
	2020	5.7	2.4	8.7	14.0	180
	All	5.7	2.4	8.7	14.0	180
TK843	2016	4.5	3.2	11.4	17.0	28
	2017	5.5	2.6	10.3	15.2	59
	2018	4.1	2.5	11.3	16.0	45
	2019	--	--	--	--	0
	2020	--	--	--	--	0
	All	4.5	2.8	10.8	16.2	132
TW843	2016	--	--	--	--	3
	2017	--	--	--	--	0
	2018	--	--	--	--	0
	2019	19.9	3.4	13.6	31.0	18
	2020	--	--	--	--	9
	All	5.8	3.0	12.4	19.3	30

¹Sample sizes reflect the number of responses made by first arriving primary front-line units to emergency calls; due to missing or excluded time data, sample sizes corresponding to individual table metrics may be smaller.

Table 258: Call Concurrency – First Due Station 843

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
843	2016	354	1,757	20.1
	2017	350	1,820	19.2
	2018	434	1,936	22.4
	2019	464	2,060	22.5
	2020	439	1,963	22.4
	All	2,041	9,536	21.4

First Due Station 844

Table 259: Number of Incidents Dispatched by Call Category and Reporting Period – First Due Station 844

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Device / Package	0	1	2	2	0
Device / Package / Explosion	0	0	0	0	0
Bomb Total	0	1	2	2	0
ALSo	2	15	5	1	110
ALS1	1,196	1,206	1,074	1,144	1,237
ALS2	169	142	127	146	146
BLS0	898	828	717	758	791
BLS1	597	581	567	511	480
EMS Other	0	0	0	0	0
Mass Casualty	0	0	0	0	0
Overdose	19	18	25	22	26
Police-Active Shooter	0	0	0	0	0
Police-Assault	92	83	89	88	65
Police-Assist	0	0	0	0	0
Police-Barricade	0	0	0	0	0
Police-Cutting/Stabbing	11	12	13	17	27
Police-Domestic	0	0	0	0	0
Police-Robbery	0	0	0	0	0
Police-Sexual Assault	1	2	1	2	1
Police-Shooting	14	8	11	9	13
Police-Suicide	38	39	27	26	23
Police-Welfare Check	1	1	3	6	1
EMS Total	3,038	2,935	2,659	2,730	2,920
Aircraft Crash	0	0	0	0	0
Boat Fire	0	0	0	0	0
Fire Alarm	195	189	209	190	48
Investigation	45	53	52	42	164
Metro Train Fire	0	0	0	0	0
Outside Fire	15	31	24	31	22
Street Alarm	54	48	49	53	22
Structure Fire	16	23	20	21	47
Train Emergency	0	0	0	0	0
Vehicle Fire	14	8	9	14	2
Fire Total	339	352	363	351	305

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Hazmat	1	1	4	1	3
Hazmat-CO Leak	1	2	2	3	0
Hazmat-Fuel Spill	2	3	3	0	1
Hazmat-Gas Leak	51	36	30	35	40
Hazmat Total	55	42	39	39	44
Service	135	115	120	123	193
Non-Emergency Total	135	115	120	123	193
MVA	177	198	191	188	179
Pedestrian Struck	20	20	27	27	4
Rescue	46	53	51	40	5
Technical Rescue	9	9	7	12	8
Water Rescue	0	1	2	1	1
Rescue Total	252	281	278	268	197
Total	3,819	3,726	3,461	3,513	3,659

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

Table 260: Number of Responses Made by Unit ID and Reporting Period – Units Assigned to Station 844

Unit ID	Reporting Period ¹				
	2016	2017	2018	2019	2020
A844	3,419	3,358	3,211	3,099	2,537
E844	4	0	3	0	1
MD844	3,330	3,345	3,039	3,088	2,765
PE844	2,653	2,538	2,531	2,510	2,886
Total	9,406	9,241	8,784	8,697	8,189
Average Responses per Day²	25.7	25.3	24.1	23.8	22.4

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

²Reporting periods 2016 and 2020 contained 366 days due to inclusion of leap year date February 29; all other reporting periods contained 365 days.

Table 261: Baseline 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents – 1st Arrivals in First Due Station 844

First Due Station 844:									
1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		5:17	5:16	5:30	5:20	5:08	5:13	4:31	85.8%
Turnout Time		2:11	2:20	2:17	2:16	2:04	1:59	1:58	84.2%
Travel Time	Urban	6:12	6:04	5:51	6:04	6:27	6:32	7:26	95.0%
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	9:33	N/A
Total Response Time	Urban	12:08	12:09	11:58	12:08	12:23	12:09	12:26	91.0%
		n = 11,649	n = 2,440	n = 2,431	n = 2,258	n = 2,264	n = 2,256		
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	14:23	
		n = 0	n = 0	n = 0	n = 0	n = 0	n = 0		

Color coding legend: green fill ≥ 90%; yellow fill ≥ 70% to < 90%; red fill < 70%

Table 262: 2016 to 2020 90th Percentile Performance¹ of Primary Front-Line 1st Arriving Units for Emergency Incidents by First Due Station, Program, and Risk Rating – 1st Arrivals in First Due Station 844

First Due Station	Program	Low				Moderate				High				Special			
		D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R
844	EMS	9.8	2.3	8.0	18.1	4.7	2.2	5.7	11.1	3.8	2.2	5.1	9.6	--	--	--	--
	Fire	4.6	2.1	5.9	11.1	4.5	2.0	5.7	10.8	3.0	1.5	5.1	8.9	--	--	--	--
	Hazmat	6.5	2.0	6.9	12.5	4.0	2.2	5.4	10.8	--	--	--	--	--	--	--	--
	Rescue	6.6	2.0	5.4	12.6	6.0	1.9	4.7	10.8	--	--	--	--	--	--	--	--
	Total	7.4	2.2	7.1	15.4	4.7	2.2	5.7	11.1	3.7	2.2	5.1	9.5	--	--	--	--
All	EMS	9.4	2.3	10.1	19.6	4.3	2.2	8.1	12.8	4.2	2.2	7.1	11.7	--	--	--	--
	Fire	4.5	2.1	8.0	13.3	4.2	1.8	7.1	11.6	3.9	1.9	7.1	11.1	5.7	1.9	6.2	11.9
	Hazmat	5.3	2.0	8.9	13.9	3.7	1.9	7.4	11.6	25.0	3.1	12.6	27.9	--	--	--	--
	Rescue	6.3	2.1	8.1	14.8	5.5	2.1	7.2	12.9	7.1	2.4	9.9	15.3	--	--	--	--
	Total	6.8	2.2	9.2	16.8	4.3	2.2	8.0	12.8	4.2	2.1	7.2	11.6	5.3	2.1	6.6	12.0

¹D = Dispatch Time, TO = Turnout Time, TR = Travel Time, R = Response Time

Table 263: 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents by Unit ID and Reporting Period – Units Assigned to Station 844

Unit ID	Reporting Period	Dispatch Time (Minutes)	Turnout Time (Minutes)	Travel Time (Minutes)	Response Time (Minutes)	Sample Size ¹
A844	2016	6.1	2.4	7.0	14.0	1,205
	2017	7.0	2.4	7.1	15.0	1,158
	2018	6.7	2.3	7.4	14.7	1,129
	2019	7.1	2.2	7.6	15.0	1,092
	2020	6.5	2.1	8.0	14.8	902
	All	6.6	2.3	7.4	14.6	5,486
MD844	2016	5.1	2.4	7.4	12.6	544
	2017	5.3	2.2	6.7	12.4	604
	2018	5.1	2.5	6.9	12.0	574
	2019	4.5	2.0	7.3	12.4	561
	2020	5.4	1.7	8.7	13.7	1,371
	All	5.1	2.1	7.9	13.1	3,654
PE844	2016	5.3	2.3	6.2	11.6	914
	2017	5.2	2.3	5.8	11.5	896
	2018	5.2	2.0	5.9	11.4	902
	2019	5.1	1.9	6.1	11.6	906
	2020	5.2	1.9	6.0	11.4	937
	All	5.2	2.1	6.0	11.5	4,555

¹Sample sizes reflect the number of responses made by first arriving primary front-line units to emergency calls; due to missing or excluded time data, sample sizes corresponding to individual table metrics may be smaller.

Table 264: Call Concurrency – First Due Station 844

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
844	2016	1,306	3,814	34.2
	2017	1,240	3,723	33.3
	2018	1,073	3,455	31.1
	2019	1,221	3,507	34.8
	2020	1,372	3,656	37.5
	All	6,212	18,155	34.2

First Due Station 845

Table 265: Number of Incidents Dispatched by Call Category and Reporting Period – First Due Station 845

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Device / Package	0	2	2	0	0
Device / Package / Explosion	0	0	0	0	0
Bomb Total	0	2	2	0	0
ALSo	0	1	6	0	55
ALS1	521	541	509	553	559
ALS2	48	39	41	47	44
BLS0	337	315	342	314	319
BLS1	199	220	205	244	253
EMS Other	0	0	0	0	0
Mass Casualty	0	0	0	0	0
Overdose	16	11	17	17	16
Police-Active Shooter	0	0	0	0	0
Police-Assault	31	33	33	23	19
Police-Assist	0	0	0	0	0
Police-Barricade	0	1	0	0	0
Police-Cutting/Stabbing	4	5	4	1	3
Police-Domestic	0	1	0	0	2
Police-Robbery	0	0	0	0	0
Police-Sexual Assault	1	0	0	0	0
Police-Shooting	3	4	1	2	4
Police-Suicide	25	23	20	17	14
Police-Welfare Check	0	0	2	0	1
EMS Total	1,185	1,194	1,180	1,218	1,289
Aircraft Crash	0	0	0	0	0
Boat Fire	0	0	0	0	0
Fire Alarm	152	215	250	255	40
Investigation	29	26	30	15	184
Metro Train Fire	0	0	0	0	0
Outside Fire	24	33	21	22	23
Street Alarm	18	13	18	8	15
Structure Fire	26	26	26	20	20
Train Emergency	1	0	1	0	0
Vehicle Fire	18	9	15	6	2
Fire Total	268	322	361	326	284

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Hazmat	4	1	0	1	0
Hazmat-CO Leak	1	1	0	2	1
Hazmat-Fuel Spill	4	4	3	1	0
Hazmat-Gas Leak	20	20	40	25	20
Hazmat Total	29	26	43	29	21
Service	89	80	144	124	150
Non-Emergency Total	89	80	144	124	150
MVA	185	120	166	181	135
Pedestrian Struck	4	7	3	5	0
Rescue	5	15	21	21	2
Technical Rescue	11	16	8	14	3
Water Rescue	0	1	0	1	1
Rescue Total	205	159	198	222	141
Total	1,776	1,783	1,928	1,919	1,885

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

Table 266: Number of Responses Made by Unit ID and Reporting Period – Units Assigned to Station 845

Unit ID	Reporting Period ¹				
	2016	2017	2018	2019	2020
E845	1,596	1,724	1,796	20	0
E845P	0	0	0	1,732	1,393
HSC845	115	78	69	72	51
MD845	2,041	1,911	1,950	27	0
PA845	0	0	0	1,595	1,400
TK845	24	0	0	0	0
TW845	122	9	120	1	0
TW845P	0	0	0	208	118
VC845A	0	0	1	0	0
Total	3,898	3,722	3,936	3,655	2,962
Average Responses per Day²	10.7	10.2	10.8	10.0	8.1

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

²Reporting periods 2016 and 2020 contained 366 days due to inclusion of leap year date February 29; all other reporting periods contained 365 days.

Table 267: Baseline 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents – 1st Arrivals in First Due Station 845

First Due Station 845:									
1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		4:19	4:34	4:11	4:11	4:21	4:21	4:31	91.3%
Turnout Time		2:22	2:19	2:25	2:25	2:20	2:24	1:58	76.6%
Travel Time	Urban	N/A	N/A	N/A	N/A	N/A	N/A	7:26	N/A
	Rural	10:50	10:45	10:41	11:03	9:55	11:43	9:33	83.7%
Total Response Time	Urban	N/A	N/A	N/A	N/A	N/A	N/A	12:26	N/A
		n = 0	n = 0	n = 0	n = 0	n = 0	n = 0		
	Rural	15:50	15:47	15:40	15:51	14:40	17:10	14:23	84.1%
		n = 5,914	n = 1,133	n = 1,150	n = 1,166	n = 1,249	n = 1,216		

Color coding legend: green fill ≥ 90%; yellow fill ≥ 70% to < 90%; red fill < 70%

Table 268: 2016 to 2020 90th Percentile Performance¹ of Primary Front-Line 1st Arriving Units for Emergency Incidents by First Due Station, Program, and Risk Rating – 1st Arrivals in First Due Station 845

First Due Station	Program	Low				Moderate				High				Special			
		D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R
845	EMS	6.0	2.4	12.4	19.5	4.0	2.4	10.6	15.2	4.3	2.5	9.3	14.0	--	--	--	--
	Fire	4.4	2.2	10.9	15.4	5.0	2.5	10.9	16.2	3.8	2.6	9.8	14.1	--	--	--	--
	Hazmat	5.7	2.2	12.6	17.1	4.2	2.0	11.3	15.7	--	--	--	--	--	--	--	--
	Rescue	5.0	2.2	8.8	14.3	5.3	2.4	9.5	16.0	--	--	--	--	--	--	--	--
	Total	5.3	2.3	11.2	17.5	4.0	2.4	10.6	15.2	4.1	2.5	9.5	14.0	--	--	--	--
All	EMS	9.4	2.3	10.1	19.6	4.3	2.2	8.1	12.8	4.2	2.2	7.1	11.7	--	--	--	--
	Fire	4.5	2.1	8.0	13.3	4.2	1.8	7.1	11.6	3.9	1.9	7.1	11.1	5.7	1.9	6.2	11.9
	Hazmat	5.3	2.0	8.9	13.9	3.7	1.9	7.4	11.6	25.0	3.1	12.6	27.9	--	--	--	--
	Rescue	6.3	2.1	8.1	14.8	5.5	2.1	7.2	12.9	7.1	2.4	9.9	15.3	--	--	--	--
	Total	6.8	2.2	9.2	16.8	4.3	2.2	8.0	12.8	4.2	2.1	7.2	11.6	5.3	2.1	6.6	12.0

¹D = Dispatch Time, TO = Turnout Time, TR = Travel Time, R = Response Time

Table 269: 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents by Unit ID and Reporting Period – Units Assigned to Station 845

Unit ID	Reporting Period	Dispatch Time (Minutes)	Turnout Time (Minutes)	Travel Time (Minutes)	Response Time (Minutes)	Sample Size ¹
E845	2016	4.5	2.2	10.0	15.5	796
	2017	4.4	2.3	10.0	14.9	856
	2018	4.1	2.4	10.5	14.4	840
	2019	--	2.2	12.4	--	12
	2020	--	--	--	--	0
	All	4.4	2.3	10.1	15.0	2,504
E845P	2016	--	--	--	--	0
	2017	--	--	--	--	0
	2018	--	--	--	--	0
	2019	4.2	2.2	9.3	14.0	901
	2020	4.3	2.3	10.2	14.7	592
	All	4.2	2.3	9.7	14.3	1,493
MD845	2016	5.2	2.5	12.5	18.9	385
	2017	4.2	2.5	12.3	17.6	435
	2018	4.6	2.6	12.1	18.1	429
	2019	--	--	--	--	7
	2020	--	--	--	--	0
	All	4.6	2.5	12.2	17.9	1,256
PA845	2016	--	--	--	--	0
	2017	--	--	--	--	0
	2018	--	--	--	--	0
	2019	4.8	2.4	11.4	16.6	445
	2020	4.0	2.6	12.2	18.1	601
	All	4.2	2.5	12.0	17.6	1,046
TW845	2016	--	3.1	12.1	--	15
	2017	--	--	--	--	1
	2018	4.4	1.9	13.5	17.8	16
	2019	--	--	--	--	0
	2020	--	--	--	--	0
	All	3.9	2.7	12.2	17.9	32
TW845P	2016	--	--	--	--	0
	2017	--	--	--	--	0
	2018	--	--	--	--	0
	2019	4.9	3.7	12.4	16.0	21
	2020	--	2.4	18.9	--	11
	All	5.3	3.3	12.4	16.3	32

¹Sample sizes reflect the number of responses made by first arriving primary front-line units to emergency calls; due to missing or excluded time data, sample sizes corresponding to individual table metrics may be smaller.

Table 270: Call Concurrency – First Due Station 845

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
845	2016	349	1,772	19.7
	2017	349	1,781	19.6
	2018	431	1,924	22.4
	2019	453	1,917	23.6
	2020	442	1,882	23.5
	All		2,024	9,276

First Due Station 846

Table 271: Number of Incidents Dispatched by Call Category and Reporting Period – First Due Station 846

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Device / Package	3	0	3	2	0
Device / Package / Explosion	0	0	0	0	0
Bomb Total	3	0	3	2	0
ALSo	1	4	13	5	229
ALS1	2,167	2,205	2,366	2,441	2,265
ALS2	119	136	145	145	169
BLS0	1,242	1,327	1,336	1,512	1,338
BLS1	896	922	937	989	897
EMS Other	0	0	0	0	0
Mass Casualty	0	0	0	0	0
Overdose	34	40	33	33	45
Police-Active Shooter	0	0	1	0	0
Police-Assault	125	126	121	123	72
Police-Assist	0	0	0	0	1
Police-Barricade	0	2	0	0	0
Police-Cutting/Stabbing	9	10	18	17	14
Police-Domestic	1	0	1	1	1
Police-Robbery	0	0	0	0	0
Police-Sexual Assault	5	3	4	0	2
Police-Shooting	17	16	10	9	16
Police-Suicide	75	73	76	86	46
Police-Welfare Check	0	4	3	2	5
EMS Total	4,691	4,868	5,064	5,363	5,100
Aircraft Crash	0	0	0	0	0
Boat Fire	0	0	0	0	0
Fire Alarm	626	643	768	772	146
Investigation	48	63	64	70	612
Metro Train Fire	0	0	0	0	0
Outside Fire	33	63	49	59	30
Street Alarm	65	70	61	59	45
Structure Fire	48	50	52	43	53
Train Emergency	0	0	0	0	0
Vehicle Fire	41	28	67	37	6
Fire Total	861	917	1,061	1,040	892

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Hazmat	2	4	5	2	5
Hazmat-CO Leak	6	7	4	3	1
Hazmat-Fuel Spill	12	9	10	10	3
Hazmat-Gas Leak	62	73	84	68	80
Hazmat Total	82	93	103	83	89
Service	190	239	288	259	396
Non-Emergency Total	190	239	288	259	396
MVA	470	448	478	491	401
Pedestrian Struck	28	35	29	29	4
Rescue	73	66	80	110	14
Technical Rescue	29	22	29	19	4
Water Rescue	0	0	1	1	1
Rescue Total	600	571	617	650	424
Total	6,427	6,688	7,136	7,397	6,901

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

Table 272: Number of Responses Made by Unit ID and Reporting Period – Units Assigned to Station 846

Unit ID	Reporting Period ¹				
	2016	2017	2018	2019	2020
A846	4,161	3,973	3,908	3,889	3,401
E846	24	27	10	5	1
E846B	0	0	5	0	0
MD846	2,986	2,994	2,805	2,836	2,532
PE846	3,410	3,401	3,526	3,751	3,870
VC846A	22	14	4	4	0
VC846B	1	2	0	0	0
Total	10,604	10,411	10,258	10,485	9,804
Average Responses per Day²	29.0	28.5	28.1	28.7	26.8

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

²Reporting periods 2016 and 2020 contained 366 days due to inclusion of leap year date February 29; all other reporting periods contained 365 days.

Table 273: Baseline 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents – 1st Arrivals in First Due Station 846

First Due Station 846:									
1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		4:19	4:30	4:41	4:11	4:10	4:08	4:31	91.1%
Turnout Time		2:06	2:12	2:11	2:01	2:01	2:01	1:58	86.7%
Travel Time	Urban	8:54	8:39	8:35	8:49	8:55	9:22	7:26	80.8%
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	9:33	N/A
Total Response Time	Urban	13:47	13:40	13:47	13:40	13:36	14:10	12:26	83.9%
		n = 23,015	n = 4,356	n = 4,486	n = 4,783	n = 4,900	n = 4,490		
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	14:23	N/A
		n = 0	n = 0	n = 0	n = 0	n = 0	n = 0		

Color coding legend: green fill ≥ 90%; yellow fill ≥ 70% to < 90%; red fill < 70%

Table 274: 2016 to 2020 90th Percentile Performance¹ of Primary Front-Line 1st Arriving Units for Emergency Incidents by First Due Station, Program, and Risk Rating – 1st Arrivals in First Due Station 846

First Due Station	Program	Low				Moderate				High				Special			
		D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R
846	EMS	6.4	2.2	10.7	18.2	3.9	2.1	8.3	12.7	3.7	2.2	7.6	11.6	--	--	--	--
	Fire	4.0	2.0	8.2	13.1	3.5	1.7	7.5	11.9	3.8	1.9	7.2	10.8	--	--	--	--
	Hazmat	6.1	2.1	11.0	17.1	3.5	1.8	8.0	12.1	--	--	--	--	--	--	--	--
	Rescue	5.7	1.9	8.0	14.2	5.7	2.1	7.3	12.9	--	--	--	--	--	--	--	--
	Total	5.7	2.1	9.7	16.2	3.9	2.1	8.3	12.7	3.7	2.1	7.4	11.5	--	--	--	--
All	EMS	9.4	2.3	10.1	19.6	4.3	2.2	8.1	12.8	4.2	2.2	7.1	11.7	--	--	--	--
	Fire	4.5	2.1	8.0	13.3	4.2	1.8	7.1	11.6	3.9	1.9	7.1	11.1	5.7	1.9	6.2	11.9
	Hazmat	5.3	2.0	8.9	13.9	3.7	1.9	7.4	11.6	25.0	3.1	12.6	27.9	--	--	--	--
	Rescue	6.3	2.1	8.1	14.8	5.5	2.1	7.2	12.9	7.1	2.4	9.9	15.3	--	--	--	--
	Total	6.8	2.2	9.2	16.8	4.3	2.2	8.0	12.8	4.2	2.1	7.2	11.6	5.3	2.1	6.6	12.0

¹D = Dispatch Time, TO = Turnout Time, TR = Travel Time, R = Response Time

Table 275: 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents by Unit ID and Reporting Period – Units Assigned to Station 846

Unit ID	Reporting Period	Dispatch Time (Minutes)	Turnout Time (Minutes)	Travel Time (Minutes)	Response Time (Minutes)	Sample Size ¹
A846	2016	4.6	2.4	8.5	14.1	1,320
	2017	4.6	2.3	8.5	13.8	1,412
	2018	4.8	2.1	9.4	14.5	1,397
	2019	4.2	2.1	8.6	13.4	1,401
	2020	5.0	2.1	9.8	15.9	1,277
	All	4.6	2.2	9.0	14.2	6,807
E846	2016	--	4.7	4.4	--	12
	2017	--	--	--	--	9
	2018	--	--	--	--	6
	2019	--	--	--	--	4
	2020	--	--	--	--	0
	All	5.4	4.5	6.2	14.0	31
MD846	2016	3.8	2.1	8.7	13.0	970
	2017	4.1	2.2	8.5	13.2	848
	2018	3.7	2.1	8.6	12.8	949
	2019	3.7	2.0	8.7	12.8	893
	2020	3.7	1.8	9.8	13.7	1,356
	All	3.8	2.0	9.0	13.2	5,016
PE846	2016	4.6	2.2	7.6	12.8	1,674
	2017	4.7	2.1	7.3	12.3	1,604
	2018	4.3	1.9	7.3	12.2	1,713
	2019	4.2	1.9	7.4	11.9	1,931
	2020	4.0	2.1	8.0	12.4	1,692
	All	4.3	2.0	7.6	12.3	8,614

¹Sample sizes reflect the number of responses made by first arriving primary front-line units to emergency calls; due to missing or excluded time data, sample sizes corresponding to individual table metrics may be smaller.

Table 276: Call Concurrency – First Due Station 846

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
846	2016	3,569	6,425	55.5
	2017	3,830	6,675	57.4
	2018	4,318	7,123	60.6
	2019	4,635	7,383	62.8
	2020	4,119	6,888	59.8
	All	20,471	34,494	59.3

First Due Station 847

Table 277: Number of Incidents Dispatched by Call Category and Reporting Period – First Due Station 847

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Device / Package	0	1	3	2	2
Device / Package / Explosion	0	0	1	0	0
Bomb Total	0	1	4	2	2
ALSo	0	0	4	2	118
ALS1	861	987	947	1,062	1,016
ALS2	80	99	85	95	120
BLS0	663	750	712	723	691
BLS1	348	483	430	448	426
EMS Other	0	0	0	0	0
Mass Casualty	0	0	0	0	0
Overdose	21	18	17	13	18
Police-Active Shooter	0	0	1	0	0
Police-Assault	55	42	41	40	30
Police-Assist	0	0	2	0	0
Police-Barricade	0	1	0	0	0
Police-Cutting/Stabbing	11	4	11	7	5
Police-Domestic	0	0	3	0	0
Police-Robbery	0	0	0	0	0
Police-Sexual Assault	3	2	3	1	0
Police-Shooting	1	5	6	5	4
Police-Suicide	25	28	22	25	28
Police-Welfare Check	1	1	0	5	0
EMS Total	2,069	2,420	2,284	2,426	2,456
Aircraft Crash	0	1	0	0	0
Boat Fire	0	0	1	0	1
Fire Alarm	255	249	285	348	68
Investigation	46	41	60	51	318
Metro Train Fire	0	0	0	0	0
Outside Fire	34	31	47	31	46
Street Alarm	18	29	35	20	17
Structure Fire	30	39	31	36	30
Train Emergency	0	0	0	0	0
Vehicle Fire	17	19	20	24	4
Fire Total	400	409	479	510	484

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Hazmat	1	5	0	3	3
Hazmat-CO Leak	1	2	2	0	0
Hazmat-Fuel Spill	6	4	4	6	1
Hazmat-Gas Leak	33	57	57	49	35
Hazmat Total	41	68	63	58	39
Service	134	218	243	231	298
Non-Emergency Total	134	218	243	231	298
MVA	272	287	274	254	230
Pedestrian Struck	9	8	6	12	0
Rescue	10	19	19	20	10
Technical Rescue	18	14	13	17	7
Water Rescue	8	2	3	8	10
Rescue Total	317	330	315	311	257
Total	2,961	3,446	3,388	3,538	3,536

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

Table 278: Number of Responses Made by Unit ID and Reporting Period – Units Assigned to Station 847

Unit ID	Reporting Period ¹				
	2016	2017	2018	2019	2020
A847	3,133	3,323	2,040	0	16
BT847	5	4	2	7	4
E847	1,059	1,103	914	0	0
E847P	0	0	438	1,446	1,427
MD847	1,989	2,053	1,249	0	0
PA847	0	0	759	2,523	2,150
RECON847	11	3	18	0	2
SQ847	1,276	1,269	663	0	0
SQ847P	0	0	447	1,585	1,160
TS847	55	28	0	0	0
U847	0	1	0	0	0
WR847	11	15	27	26	46
Total	7,539	7,799	6,557	5,587	4,805
Average Responses per Day²	20.6	21.4	18.0	15.3	13.1

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

²Reporting periods 2016 and 2020 contained 366 days due to inclusion of leap year date February 29; all other reporting periods contained 365 days.

Table 279: Baseline 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents – 1st Arrivals in First Due Station 847

First Due Station 847:									
1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		4:54	5:09	5:19	4:55	4:39	4:31	4:31	87.7%
Turnout Time		2:09	2:19	2:17	2:06	2:01	2:00	1:58	84.5%
Travel Time	Urban	8:57	8:42	8:20	8:36	8:35	10:26	7:26	82.3%
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	9:33	N/A
Total Response Time	Urban	14:24	14:14	13:52	14:13	13:32	15:57	12:26	82.3%
		n = 10,489	n = 1,871	n = 2,182	n = 2,107	n = 2,184	n = 2,145		
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	14:23	N/A
		n = 0	n = 0	n = 0	n = 0	n = 0	n = 0		

Color coding legend: green fill ≥ 90%; yellow fill ≥ 70% to < 90%; red fill < 70%

Table 280: 2016 to 2020 90th Percentile Performance¹ of Primary Front-Line 1st Arriving Units for Emergency Incidents by First Due Station, Program, and Risk Rating – 1st Arrivals in First Due Station 847

First Due Station	Program	Low				Moderate				High				Special			
		D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R
847	EMS	8.2	2.3	11.4	19.2	4.3	2.2	8.3	13.0	4.3	2.1	7.2	11.6	--	--	--	--
	Fire	5.4	2.0	8.2	14.3	4.2	2.0	8.8	13.2	3.7	1.8	8.3	12.6	--	--	--	--
	Hazmat	6.9	2.2	11.1	16.9	4.4	1.9	8.8	12.7	--	--	--	--	--	--	--	--
	Rescue	6.1	2.1	7.5	14.2	6.5	2.6	7.2	16.1	--	--	--	--	--	--	--	--
	Total	6.6	2.2	9.9	17.2	4.3	2.2	8.3	13.0	4.2	2.1	7.6	11.8	--	--	--	--
All	EMS	9.4	2.3	10.1	19.6	4.3	2.2	8.1	12.8	4.2	2.2	7.1	11.7	--	--	--	--
	Fire	4.5	2.1	8.0	13.3	4.2	1.8	7.1	11.6	3.9	1.9	7.1	11.1	5.7	1.9	6.2	11.9
	Hazmat	5.3	2.0	8.9	13.9	3.7	1.9	7.4	11.6	25.0	3.1	12.6	27.9	--	--	--	--
	Rescue	6.3	2.1	8.1	14.8	5.5	2.1	7.2	12.9	7.1	2.4	9.9	15.3	--	--	--	--
	Total	6.8	2.2	9.2	16.8	4.3	2.2	8.0	12.8	4.2	2.1	7.2	11.6	5.3	2.1	6.6	12.0

¹D = Dispatch Time, TO = Turnout Time, TR = Travel Time, R = Response Time

Table 281: 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents by Unit ID and Reporting Period – Units Assigned to Station 847

Unit ID	Reporting Period	Dispatch Time (Minutes)	Turnout Time (Minutes)	Travel Time (Minutes)	Response Time (Minutes)	Sample Size ¹
A847	2016	5.3	2.3	9.3	15.9	835
	2017	5.7	2.3	9.2	15.3	964
	2018	4.9	2.3	9.6	15.2	576
	2019	--	--	--	--	0
	2020	--	--	--	--	5
	All	5.4	2.3	9.3	15.5	2,380
E847	2016	5.1	2.3	7.8	14.0	479
	2017	5.9	2.2	7.7	13.7	538
	2018	5.6	1.9	7.6	13.9	468
	2019	--	--	--	--	0
	2020	--	--	--	--	0
	All	5.6	2.1	7.8	13.8	1,485
E847P	2016	--	--	--	--	0
	2017	--	--	--	--	0
	2018	4.1	1.8	7.4	12.0	220
	2019	4.8	1.7	7.0	11.5	760
	2020	4.5	1.7	7.2	11.8	672
	All	4.6	1.7	7.1	11.8	1,652
MD847	2016	4.1	2.3	9.1	14.0	458
	2017	4.2	2.2	9.0	13.9	482
	2018	3.7	2.0	9.5	14.3	293
	2019	--	--	--	--	0
	2020	--	--	--	--	0
	All	4.1	2.2	9.2	13.9	1,233
PA847	2016	--	--	--	--	0
	2017	--	--	--	--	0
	2018	6.0	2.1	9.4	15.5	237
	2019	4.4	2.1	10.5	15.6	825
	2020	4.2	2.0	10.5	15.3	1,054
	All	4.3	2.0	10.4	15.4	2,116
SQ847	2016	6.4	2.2	8.8	14.7	428
	2017	6.8	2.3	8.2	14.5	391
	2018	6.5	2.0	8.6	13.8	233
	2019	--	--	--	--	0
	2020	--	--	--	--	0
	All	6.6	2.2	8.5	14.3	1,052

Unit ID	Reporting Period	Dispatch Time (Minutes)	Turnout Time (Minutes)	Travel Time (Minutes)	Response Time (Minutes)	Sample Size ¹
SQ847P	2016	--	--	--	--	0
	2017	--	--	--	--	0
	2018	5.6	1.9	7.8	14.0	166
	2019	5.2	1.9	7.6	12.3	659
	2020	5.0	1.8	7.5	12.2	422
	All	5.2	1.9	7.6	12.3	1,247

¹Sample sizes reflect the number of responses made by first arriving primary front-line units to emergency calls; due to missing or excluded time data, sample sizes corresponding to individual table metrics may be smaller.

Table 282: Call Concurrency – First Due Station 847

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
847	2016	764	2,961	25.8
	2017	930	3,439	27.0
	2018	1,008	3,386	29.8
	2019	1,195	3,532	33.8
	2020	1,165	3,530	33.0
	All	5,062	16,848	30.0

First Due Station 848

Table 283: Number of Incidents Dispatched by Call Category and Reporting Period – First Due Station 848

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Device / Package	1	0	3	2	0
Device / Package / Explosion	0	0	0	0	0
Bomb Total	1	0	3	2	0
ALSo	1	6	6	4	133
ALS1	1,311	1,240	1,374	1,288	1,264
ALS2	81	104	98	96	117
BLS0	899	969	1,145	1,102	884
BLS1	626	664	680	588	531
EMS Other	0	0	0	0	0
Mass Casualty	0	0	0	0	0
Overdose	21	26	28	30	30
Police-Active Shooter	0	0	0	0	0
Police-Assault	88	73	70	78	60
Police-Assist	0	0	0	0	0
Police-Barricade	0	0	0	0	0
Police-Cutting/Stabbing	7	13	18	11	8
Police-Domestic	1	0	1	0	0
Police-Robbery	0	0	0	0	0
Police-Sexual Assault	3	7	6	0	3
Police-Shooting	7	4	10	8	6
Police-Suicide	48	49	51	30	45
Police-Welfare Check	0	3	4	3	1
EMS Total	3,093	3,158	3,491	3,238	3,082
Aircraft Crash	0	0	0	0	0
Boat Fire	0	0	0	0	0
Fire Alarm	288	274	306	293	49
Investigation	86	88	74	68	304
Metro Train Fire	0	0	0	0	0
Outside Fire	32	55	44	46	36
Street Alarm	58	64	61	44	27
Structure Fire	28	31	35	37	54
Train Emergency	0	0	0	0	1
Vehicle Fire	15	15	15	13	1
Fire Total	507	527	535	501	472

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Hazmat	3	3	1	2	4
Hazmat-CO Leak	4	2	0	2	0
Hazmat-Fuel Spill	12	7	8	1	0
Hazmat-Gas Leak	75	70	78	56	62
Hazmat Total	94	82	87	61	66
Service	241	168	169	166	292
Non-Emergency Total	241	168	169	166	292
MVA	204	273	251	251	208
Pedestrian Struck	17	20	10	11	6
Rescue	36	44	38	43	9
Technical Rescue	13	11	16	18	6
Water Rescue	0	1	2	1	1
Rescue Total	270	349	317	324	230
Total	4,206	4,284	4,602	4,292	4,142

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

Table 284: Number of Responses Made by Unit ID and Reporting Period – Units Assigned to Station 848

Unit ID	Reporting Period ¹				
	2016	2017	2018	2019	2020
A848	1,885	1,872	1,651	1,808	337
A848B	0	0	5	0	0
BR848	18	9	14	3	0
E848	973	1,034	790	606	124
E848B	277	299	398	685	92
E848C	0	0	0	0	1
PA848	0	0	0	0	2,180
PE848	0	0	0	0	2,282
U848	2	0	0	0	0
VC848A	6	6	17	25	5
VC848B	10	4	1	0	0
Total	3,171	3,224	2,876	3,127	5,021
Average Responses per Day²	8.7	8.8	7.9	8.6	13.7

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

²Reporting periods 2016 and 2020 contained 366 days due to inclusion of leap year date February 29; all other reporting periods contained 365 days.

Table 285: Baseline 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents – 1st Arrivals in First Due Station 848

First Due Station 848:									
1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		4:47	5:06	5:11	5:03	4:20	4:15	4:31	88.7%
Turnout Time		2:20	2:33	2:26	2:21	2:14	2:05	1:58	79.9%
Travel Time	Urban	9:00	8:55	9:00	9:05	8:59	9:03	7:26	78.2%
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	9:33	N/A
Total Response Time	Urban	14:26	14:33	14:41	14:44	14:10	13:56	12:26	80.0%
		n = 13,464	n = 2,680	n = 2,728	n = 2,853	n = 2,587	n = 2,616		
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	14:23	N/A
		n = 0	n = 0	n = 0	n = 0	n = 0	n = 0		

Color coding legend: fill ≥ 90%; fill ≥ 70% to < 90%; fill < 70%

Table 286: 2016 to 2020 90th Percentile Performance¹ of Primary Front-Line 1st Arriving Units for Emergency Incidents by First Due Station, Program, and Risk Rating – 1st Arrivals in First Due Station 848

First Due Station	Program	Low				Moderate				High				Special			
		D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R
848	EMS	8.5	2.5	10.7	19.9	4.2	2.4	8.7	13.2	4.3	2.3	7.8	12.4	--	--	--	--
	Fire	4.3	2.2	8.2	13.4	4.0	1.7	6.8	10.9	3.6	1.9	6.5	10.3	--	--	--	--
	Hazmat	5.1	2.0	9.3	14.3	3.6	1.9	7.6	11.4	--	--	--	--	--	--	--	--
	Rescue	6.5	2.1	7.3	14.3	5.9	2.2	7.1	12.6	--	--	--	--	--	--	--	--
	Total	6.7	2.3	9.7	17.2	4.2	2.4	8.6	13.1	4.2	2.2	7.4	12.0	--	--	--	--
All	EMS	9.4	2.3	10.1	19.6	4.3	2.2	8.1	12.8	4.2	2.2	7.1	11.7	--	--	--	--
	Fire	4.5	2.1	8.0	13.3	4.2	1.8	7.1	11.6	3.9	1.9	7.1	11.1	5.7	1.9	6.2	11.9
	Hazmat	5.3	2.0	8.9	13.9	3.7	1.9	7.4	11.6	25.0	3.1	12.6	27.9	--	--	--	--
	Rescue	6.3	2.1	8.1	14.8	5.5	2.1	7.2	12.9	7.1	2.4	9.9	15.3	--	--	--	--
	Total	6.8	2.2	9.2	16.8	4.3	2.2	8.0	12.8	4.2	2.1	7.2	11.6	5.3	2.1	6.6	12.0

¹D = Dispatch Time, TO = Turnout Time, TR = Travel Time, R = Response Time

Table 287: 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents by Unit ID and Reporting Period – Units Assigned to Station 848

Unit ID	Reporting Period	Dispatch Time (Minutes)	Turnout Time (Minutes)	Travel Time (Minutes)	Response Time (Minutes)	Sample Size ¹
A848	2016	5.3	2.5	8.0	14.1	698
	2017	5.0	2.8	8.0	14.1	772
	2018	5.1	2.7	9.7	16.7	566
	2019	4.3	2.6	9.1	15.0	638
	2020	5.2	2.6	10.0	15.9	117
	All	4.9	2.6	8.7	14.9	2,791
E848	2016	5.0	2.0	6.9	11.9	547
	2017	5.3	2.0	7.2	12.7	490
	2018	5.5	2.2	7.9	13.1	367
	2019	4.1	2.1	7.7	12.5	283
	2020	4.4	1.7	6.8	10.9	67
	All	5.0	2.0	7.4	12.6	1,754
E848B	2016	5.4	2.1	6.6	11.5	147
	2017	5.6	1.8	7.2	12.4	159
	2018	4.6	2.2	9.1	12.0	164
	2019	4.9	2.1	8.3	13.6	331
	2020	4.4	1.9	6.2	11.3	41
	All	4.8	2.1	7.9	12.7	842
PA848	2016	--	--	--	--	0
	2017	--	--	--	--	0
	2018	--	--	--	--	0
	2019	--	--	--	--	0
	2020	4.3	2.0	9.1	13.9	1,034
	All	4.3	2.0	9.1	13.9	1,034
PE848	2016	--	--	--	--	0
	2017	--	--	--	--	0
	2018	--	--	--	--	0
	2019	--	--	--	--	0
	2020	4.2	2.1	7.1	11.7	1,029
	All	4.2	2.1	7.1	11.7	1,029

¹Sample sizes reflect the number of responses made by first arriving primary front-line units to emergency calls; due to missing or excluded time data, sample sizes corresponding to individual table metrics may be smaller.

Table 288: Call Concurrency – First Due Station 848

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
848	2016	1,640	4,205	39.0
	2017	1,623	4,275	38.0
	2018	1,934	4,600	42.0
	2019	1,791	4,287	41.8
	2020	1,570	4,138	37.9
	All	8,558	21,505	39.8

First Due Station 849

Table 289: Number of Incidents Dispatched by Call Category and Reporting Period – First Due Station 849

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Device / Package	3	1	3	1	2
Device / Package / Explosion	1	1	0	0	0
Bomb Total	4	2	3	1	2
ALSo	0	18	25	1	136
ALS1	1,618	1,571	1,583	1,493	1,381
ALS2	115	126	106	107	113
BLS0	1,091	1,087	1,093	1,105	1,060
BLS1	949	946	965	891	759
EMS Other	0	0	0	0	0
Mass Casualty	0	0	0	0	0
Overdose	46	46	53	41	53
Police-Active Shooter	0	0	0	0	0
Police-Assault	123	116	91	96	96
Police-Assist	0	0	1	0	0
Police-Barricade	0	0	1	0	0
Police-Cutting/Stabbing	14	21	11	21	17
Police-Domestic	0	0	0	0	0
Police-Robbery	0	0	0	0	0
Police-Sexual Assault	2	6	2	1	2
Police-Shooting	9	8	10	9	15
Police-Suicide	73	74	55	53	33
Police-Welfare Check	2	2	4	3	1
EMS Total	4,042	4,021	4,000	3,821	3,666
Aircraft Crash	0	0	0	0	0
Boat Fire	0	0	0	0	0
Fire Alarm	367	353	457	349	80
Investigation	100	77	72	66	331
Metro Train Fire	0	0	0	0	0
Outside Fire	92	85	73	52	45
Street Alarm	97	86	97	102	58
Structure Fire	31	30	23	31	48
Train Emergency	0	0	0	1	0
Vehicle Fire	48	25	31	30	4
Fire Total	735	656	753	631	566

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Hazmat	1	3	1	1	6
Hazmat-CO Leak	5	4	4	2	0
Hazmat-Fuel Spill	12	6	4	5	1
Hazmat-Gas Leak	154	110	130	107	94
Hazmat Total	172	123	139	115	101
Service	200	235	216	226	250
Non-Emergency Total	200	235	216	226	250
MVA	575	515	483	488	456
Pedestrian Struck	39	34	23	27	6
Rescue	63	53	63	62	7
Technical Rescue	28	29	35	26	8
Water Rescue	1	3	1	2	1
Rescue Total	706	634	605	605	478
Total	5,859	5,671	5,716	5,399	5,063

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

Table 290: Number of Responses Made by Unit ID and Reporting Period – Units Assigned to Station 849

Unit ID	Reporting Period ¹				
	2016	2017	2018	2019	2020
A849	1,946	1,686	1,731	802	1,102
A849B	1,657	1,650	618	851	711
A849C	0	0	571	1,486	586
C849	0	1	1	3	0
E849	717	2,323	2,011	1,752	1,461
PA849	12	188	176	21	14
PA849B	3	153	31	0	1
PA849C	0	0	382	261	194
RE849	1,558	0	521	500	392
SQ849	841	912	647	516	379
U849	4	5	7	5	0
U849B	0	0	0	0	1
UT849	0	0	1	0	0
VC849	106	63	75	30	20
VC849A	155	94	51	14	11
VC849B	169	79	42	44	29
WR849	16	13	24	13	7
Total	7,184	7,167	6,889	6,298	4,908
Average Responses per Day²	19.6	19.6	18.9	17.3	13.4

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

²Reporting periods 2016 and 2020 contained 366 days due to inclusion of leap year date February 29; all other reporting periods contained 365 days.

Table 291: Baseline 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents – 1st Arrivals in First Due Station 849

First Due Station 849:									
1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		5:08	5:26	5:14	4:57	4:57	4:57	4:31	86.2%
Turnout Time		2:14	2:21	2:19	2:13	2:08	2:02	1:58	84.2%
Travel Time	Urban	8:30	8:34	7:46	8:19	8:44	8:57	7:26	84.5%
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	9:33	N/A
Total Response Time	Urban	14:02	14:16	13:38	13:55	14:01	14:37	12:26	83.2%
		n = 17,877	n = 3,932	n = 3,674	n = 3,735	n = 3,410	n = 3,126		
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	14:23	N/A
		n = 0	n = 0	n = 0	n = 0	n = 0	n = 0		

Color coding legend: fill ≥ 90%; fill ≥ 70% to < 90%; fill < 70%

Table 292: 2016 to 2020 90th Percentile Performance¹ of Primary Front-Line 1st Arriving Units for Emergency Incidents by First Due Station, Program, and Risk Rating – 1st Arrivals in First Due Station 849

First Due Station	Program	Low				Moderate				High				Special			
		D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R
849	EMS	7.3	2.3	9.6	17.2	4.5	2.3	8.3	13.1	4.8	2.2	7.0	11.5	--	--	--	--
	Fire	4.6	2.2	8.0	13.5	4.5	2.1	8.3	13.0	4.7	2.0	7.6	11.9	--	--	--	--
	Hazmat	4.1	2.0	7.9	11.5	3.8	2.2	8.2	12.6	--	--	--	--	--	--	--	--
	Rescue	6.9	2.1	8.6	15.3	5.8	2.1	7.2	13.4	--	--	--	--	--	--	--	--
	Total	6.6	2.2	8.9	15.9	4.5	2.3	8.2	13.1	4.8	2.1	7.1	11.6	--	--	--	--
All	EMS	9.4	2.3	10.1	19.6	4.3	2.2	8.1	12.8	4.2	2.2	7.1	11.7	--	--	--	--
	Fire	4.5	2.1	8.0	13.3	4.2	1.8	7.1	11.6	3.9	1.9	7.1	11.1	5.7	1.9	6.2	11.9
	Hazmat	5.3	2.0	8.9	13.9	3.7	1.9	7.4	11.6	25.0	3.1	12.6	27.9	--	--	--	--
	Rescue	6.3	2.1	8.1	14.8	5.5	2.1	7.2	12.9	7.1	2.4	9.9	15.3	--	--	--	--
	Total	6.8	2.2	9.2	16.8	4.3	2.2	8.0	12.8	4.2	2.1	7.2	11.6	5.3	2.1	6.6	12.0

¹D = Dispatch Time, TO = Turnout Time, TR = Travel Time, R = Response Time

Table 293: 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents by Unit ID and Reporting Period – Units Assigned to Station 849

Unit ID	Reporting Period	Dispatch Time (Minutes)	Turnout Time (Minutes)	Travel Time (Minutes)	Response Time (Minutes)	Sample Size ¹
A849	2016	5.1	2.4	7.9	13.7	757
	2017	5.1	2.2	7.9	13.4	693
	2018	4.6	2.1	8.4	13.6	767
	2019	4.6	2.1	8.0	13.5	306
	2020	6.4	2.3	9.0	16.3	370
	All	5.1	2.2	8.1	13.9	2,893
A849B	2016	5.0	2.4	7.6	13.2	689
	2017	5.2	2.1	7.6	13.3	708
	2018	4.5	1.7	7.9	13.2	262
	2019	4.7	1.8	8.2	13.4	374
	2020	5.6	1.5	7.7	13.5	264
	All	5.0	2.1	7.7	13.3	2,297
A849C	2016	--	--	--	--	0
	2017	--	--	--	--	0
	2018	4.9	2.9	8.6	14.8	272
	2019	5.1	2.0	8.4	13.4	706
	2020	5.2	2.1	8.7	14.8	246
	All	5.1	2.1	8.5	13.9	1,224
E849	2016	5.6	2.3	6.6	12.9	399
	2017	5.2	2.3	6.6	12.1	1,168
	2018	5.2	2.1	7.2	11.8	1,023
	2019	4.8	2.0	7.2	12.2	900
	2020	4.9	1.9	7.3	12.0	757
	All	5.1	2.1	7.1	12.1	4,247
PA849	2016	--	--	--	--	7
	2017	5.8	2.0	8.3	16.0	87
	2018	10.4	1.7	6.7	16.5	63
	2019	--	--	--	--	3
	2020	--	--	--	--	8
	All	5.5	2.0	7.4	15.2	168
PA849B	2016	--	--	--	--	2
	2017	4.9	2.3	6.8	12.1	65
	2018	--	--	13.4	--	10
	2019	--	--	--	--	0
	2020	--	--	--	--	0
	All	4.9	2.3	6.8	12.1	77

Unit ID	Reporting Period	Dispatch Time (Minutes)	Turnout Time (Minutes)	Travel Time (Minutes)	Response Time (Minutes)	Sample Size ¹
PA849C	2016	--	--	--	--	0
	2017	--	--	--	--	0
	2018	4.2	2.0	6.7	12.1	178
	2019	4.7	1.9	8.9	14.4	133
	2020	4.1	2.1	9.5	14.7	87
	All	4.2	2.0	8.2	13.4	398
RE849	2016	5.9	2.1	6.8	12.3	865
	2017	--	--	--	--	0
	2018	5.0	2.3	7.2	12.9	271
	2019	5.6	2.2	8.3	12.3	220
	2020	5.2	1.9	8.0	13.6	177
	All	5.6	2.1	7.3	12.7	1,533
SQ849	2016	6.4	2.2	7.9	14.4	303
	2017	6.1	2.3	7.7	14.0	295
	2018	5.4	2.3	7.8	14.6	213
	2019	6.1	2.3	9.2	15.5	162
	2020	4.8	2.1	9.7	14.8	119
	All	5.9	2.2	8.1	14.4	1,092

¹Sample sizes reflect the number of responses made by first arriving primary front-line units to emergency calls; due to missing or excluded time data, sample sizes corresponding to individual table metrics may be smaller.

Table 294: Call Concurrency – First Due Station 849

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
849	2016	2,849	5,856	48.7
	2017	2,556	5,659	45.2
	2018	2,634	5,698	46.2
	2019	2,475	5,390	45.9
	2020	2,175	5,050	43.1
	All	12,689	27,653	45.9

First Due Station 855

Table 295: Number of Incidents Dispatched by Call Category and Reporting Period – First Due Station 855

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Device / Package	0	0	3	2	0
Device / Package / Explosion	0	0	0	0	0
Bomb Total	0	0	3	2	0
ALSo	1	3	1	1	57
ALS1	686	545	554	623	570
ALS2	51	50	48	37	49
BLS0	613	423	469	409	505
BLS1	480	452	465	432	452
EMS Other	0	0	0	0	0
Mass Casualty	0	0	0	0	0
Overdose	32	14	17	18	24
Police-Active Shooter	0	0	0	1	0
Police-Assault	75	58	58	54	47
Police-Assist	0	0	0	0	0
Police-Barricade	0	1	0	0	1
Police-Cutting/Stabbing	11	8	10	6	3
Police-Domestic	0	0	1	0	0
Police-Robbery	0	0	0	0	0
Police-Sexual Assault	3	1	2	3	2
Police-Shooting	9	5	13	7	3
Police-Suicide	26	18	22	27	27
Police-Welfare Check	0	2	3	3	1
EMS Total	1,987	1,580	1,663	1,621	1,741
Aircraft Crash	0	0	0	0	0
Boat Fire	0	0	0	0	0
Fire Alarm	209	165	214	198	53
Investigation	39	42	53	33	138
Metro Train Fire	0	0	0	0	0
Outside Fire	23	28	27	26	20
Street Alarm	40	28	33	22	11
Structure Fire	24	17	16	25	29
Train Emergency	0	0	0	0	0
Vehicle Fire	18	9	7	13	1
Fire Total	353	289	350	317	252

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Hazmat	2	2	2	1	2
Hazmat-CO Leak	5	1	2	0	1
Hazmat-Fuel Spill	2	0	1	2	1
Hazmat-Gas Leak	51	52	40	42	49
Hazmat Total	60	55	45	45	53
Service	82	80	83	95	204
Non-Emergency Total	82	80	83	95	204
MVA	205	152	117	117	115
Pedestrian Struck	14	16	18	19	4
Rescue	33	30	22	28	10
Technical Rescue	4	5	7	2	1
Water Rescue	0	0	0	0	1
Rescue Total	256	203	164	166	131
Total	2,738	2,207	2,308	2,246	2,381

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

Table 296: Number of Responses Made by Unit ID and Reporting Period – Units Assigned to Station 855

Unit ID	Reporting Period ¹				
	2016	2017	2018	2019	2020
A855	2,521	2,275	2,512	2,440	2,049
C855	0	0	1	2	6
E855	1,062	968	1,210	1,233	954
E855B	363	207	25	1	6
E855C	0	1	0	0	0
E855P	0	0	0	0	325
MCS855	3	0	0	1	0
MP855	1	3	0	0	0
TK855	202	237	364	398	177
U855	0	0	2	1	3
VC855	14	2	2	0	7
VC855A	6	0	0	1	24
VC855B	0	0	0	19	1
Total	4,172	3,693	4,116	4,096	3,552
Average Responses per Day²	11.4	10.1	11.3	11.2	9.7

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

²Reporting periods 2016 and 2020 contained 366 days due to inclusion of leap year date February 29; all other reporting periods contained 365 days.

Table 297: Baseline 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents – 1st Arrivals in First Due Station 855

First Due Station 855: 1 st Arriving Baseline Performance		2016-2020	2016	2017	2018	2019	2020	2016-2020 Benchmark	2016-2020 Compliance
Alarm Handling		5:40	5:26	5:54	5:13	5:24	6:37	4:31	83.9%
Turnout Time		2:07	2:12	2:08	2:03	2:09	2:01	1:58	85.5%
Travel Time	Urban	6:54	6:26	6:15	6:25	6:40	8:35	7:26	92.1%
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	9:33	N/A
Total Response Time	Urban	13:22	12:43	12:58	12:47	12:55	15:09	12:26	87.5%
		n = 7,563	n = 1,732	n = 1,473	n = 1,464	n = 1,462	n = 1,432		
	Rural	N/A	N/A	N/A	N/A	N/A	N/A	14:23	N/A
		n = 0	n = 0	n = 0	n = 0	n = 0	n = 0		

Color coding legend: green fill ≥ 90%; yellow fill ≥ 70% to < 90%; red fill < 70%

Table 298: 2016 to 2020 90th Percentile Performance¹ of Primary Front-Line 1st Arriving Units for Emergency Incidents by First Due Station, Program, and Risk Rating – 1st Arrivals in First Due Station 855

First Due Station	Program	Low				Moderate				High				Special			
		D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R	D	TO (Minutes)	TR	R
855	EMS	11.7	2.2	8.2	20.1	4.7	2.1	6.8	11.9	4.6	2.2	5.2	10.3	--	--	--	--
	Fire	4.5	1.9	5.2	11.3	3.8	1.9	4.4	8.4	4.3	1.6	5.0	8.3	--	--	--	--
	Hazmat	4.8	1.9	6.7	12.1	3.6	1.8	5.1	8.9	--	--	--	--	--	--	--	--
	Rescue	7.0	2.1	7.4	15.9	5.6	2.1	6.6	12.6	--	--	--	--	--	--	--	--
	Total	8.6	2.1	7.3	17.1	4.7	2.1	6.6	11.7	4.6	2.1	5.1	9.9	--	--	--	--
All	EMS	9.4	2.3	10.1	19.6	4.3	2.2	8.1	12.8	4.2	2.2	7.1	11.7	--	--	--	--
	Fire	4.5	2.1	8.0	13.3	4.2	1.8	7.1	11.6	3.9	1.9	7.1	11.1	5.7	1.9	6.2	11.9
	Hazmat	5.3	2.0	8.9	13.9	3.7	1.9	7.4	11.6	25.0	3.1	12.6	27.9	--	--	--	--
	Rescue	6.3	2.1	8.1	14.8	5.5	2.1	7.2	12.9	7.1	2.4	9.9	15.3	--	--	--	--
	Total	6.8	2.2	9.2	16.8	4.3	2.2	8.0	12.8	4.2	2.1	7.2	11.6	5.3	2.1	6.6	12.0

¹D = Dispatch Time, TO = Turnout Time, TR = Travel Time, R = Response Time

Table 299: 90th Percentile Performance of Primary Front-Line 1st Arriving Units for Emergency Incidents by Unit ID and Reporting Period – Units Assigned to Station 855

Unit ID	Reporting Period	Dispatch Time (Minutes)	Turnout Time (Minutes)	Travel Time (Minutes)	Response Time (Minutes)	Sample Size ¹
A855	2016	5.3	2.2	7.1	12.9	981
	2017	6.3	2.3	6.6	14.2	887
	2018	5.8	2.1	7.3	14.6	911
	2019	6.3	2.3	8.0	14.9	965
	2020	8.1	2.2	8.4	17.1	784
	All	6.2	2.2	7.4	14.4	4,528
E855	2016	4.9	2.1	5.2	11.1	538
	2017	5.7	1.9	5.3	11.8	483
	2018	4.9	1.9	5.3	10.9	602
	2019	4.8	2.0	5.9	10.9	565
	2020	5.2	1.9	5.6	11.8	399
	All	5.0	2.0	5.5	11.2	2,587
E855B	2016	5.2	2.0	5.2	10.3	160
	2017	6.1	2.1	6.6	11.5	102
	2018	--	2.9	5.3	--	13
	2019	--	--	--	--	0
	2020	--	--	--	--	3
	All	5.5	2.1	5.5	10.8	279
E855P	2016	--	--	--	--	0
	2017	--	--	--	--	0
	2018	--	--	--	--	0
	2019	--	--	--	--	0
	2020	7.2	2.0	5.0	12.5	133
	All	7.2	2.0	5.0	12.5	133
TK855	2016	7.0	2.4	5.8	13.7	27
	2017	4.4	1.8	6.9	11.3	26
	2018	3.9	2.0	7.6	12.1	50
	2019	4.9	2.1	7.1	11.2	53
	2020	3.5	2.3	6.1	11.0	19
	All	4.1	2.0	6.8	11.5	175

¹Sample sizes reflect the number of responses made by first arriving primary front-line units to emergency calls; due to missing or excluded time data, sample sizes corresponding to individual table metrics may be smaller.

Table 300: Call Concurrency – First Due Station 855

First Due Station	Reporting Period	Number of Overlapped Calls	Total Number of Calls	Percentage of Overlapped Calls
855	2016	699	2,736	25.5
	2017	420	2,203	19.1
	2018	470	2,301	20.4
	2019	526	2,244	23.4
	2020	554	2,376	23.3
	All		2,669	11,860

First Due Station Risk Profiles by Program – 3D Risk Models

EMS

Figure 48: EMS Risk Profile – First Due Station 801

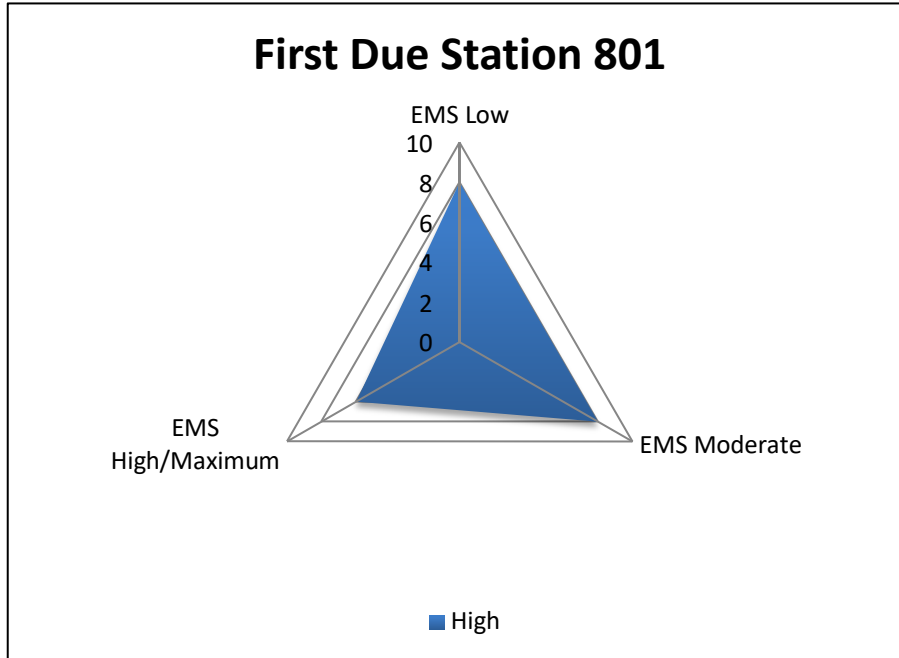


Figure 49: EMS Risk Profile – First Due Station 802

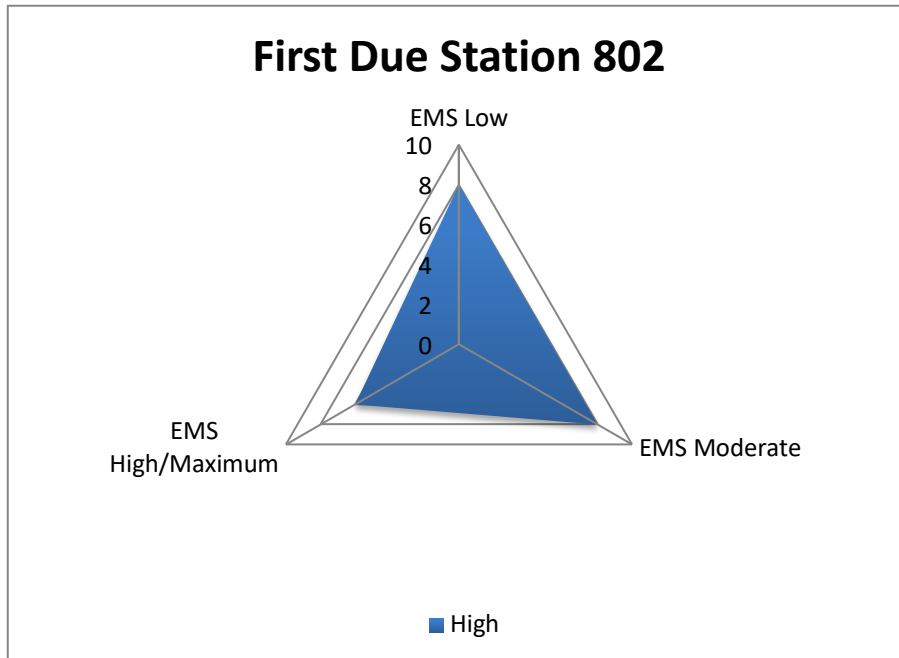


Figure 50: EMS Risk Profile – First Due Station 805

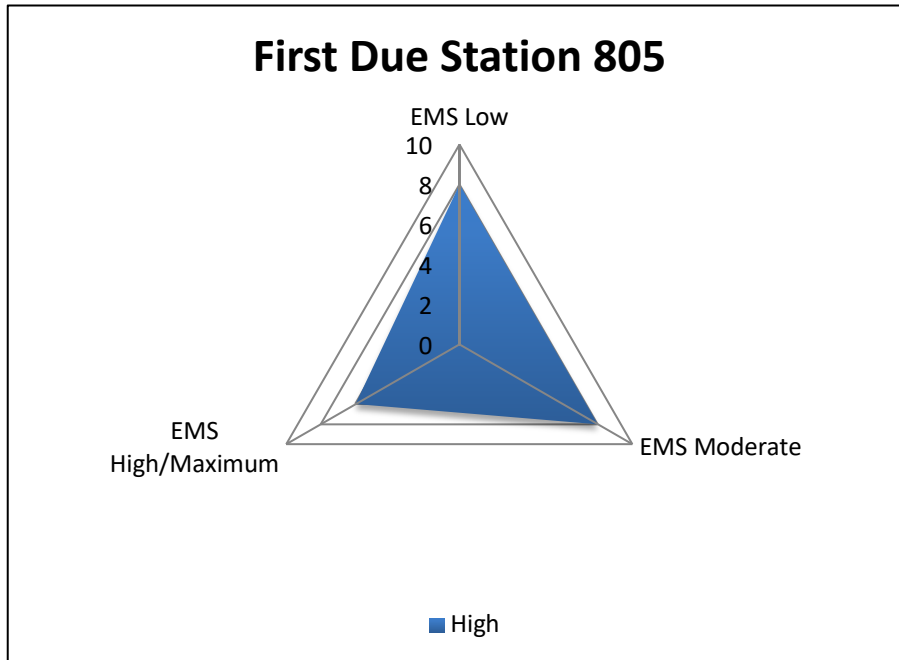


Figure 51: EMS Risk Profile – First Due Station 806

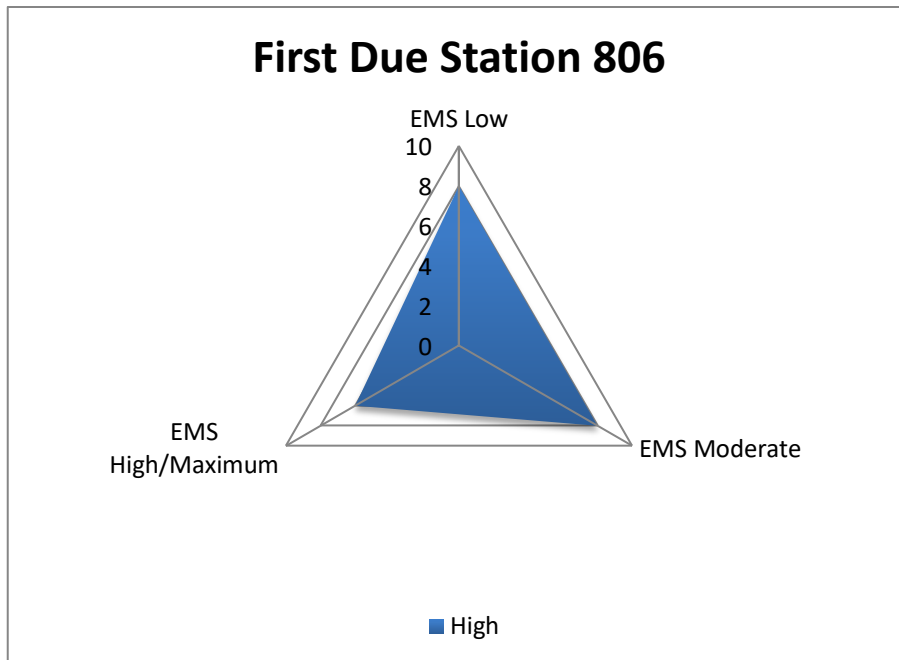


Figure 52: EMS Risk Profile – First Due Station 807

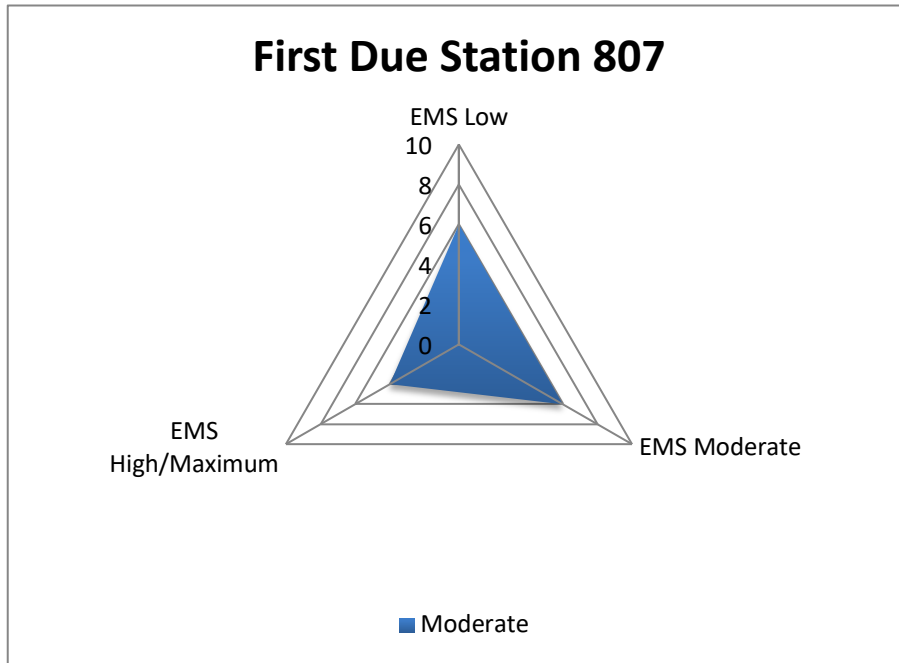


Figure 53: EMS Risk Profile – First Due Station 809

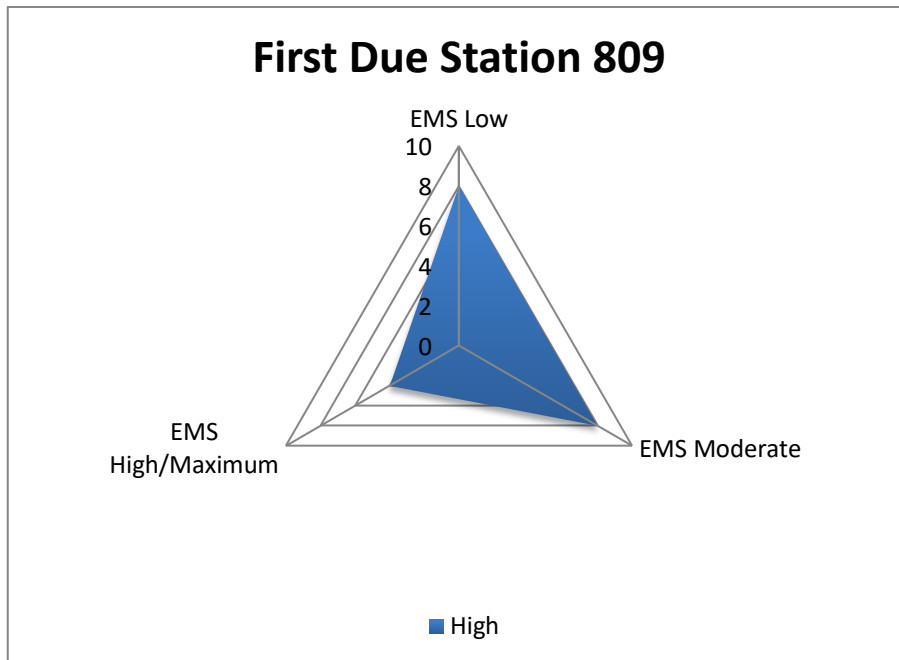


Figure 54: EMS Risk Profile – First Due Station 810

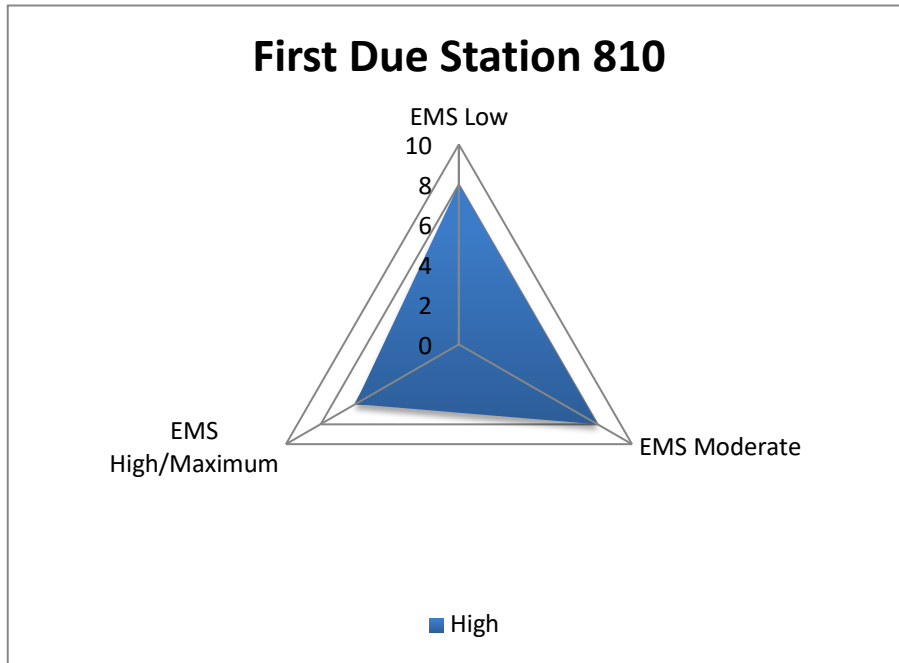


Figure 55: EMS Risk Profile – First Due Station 811

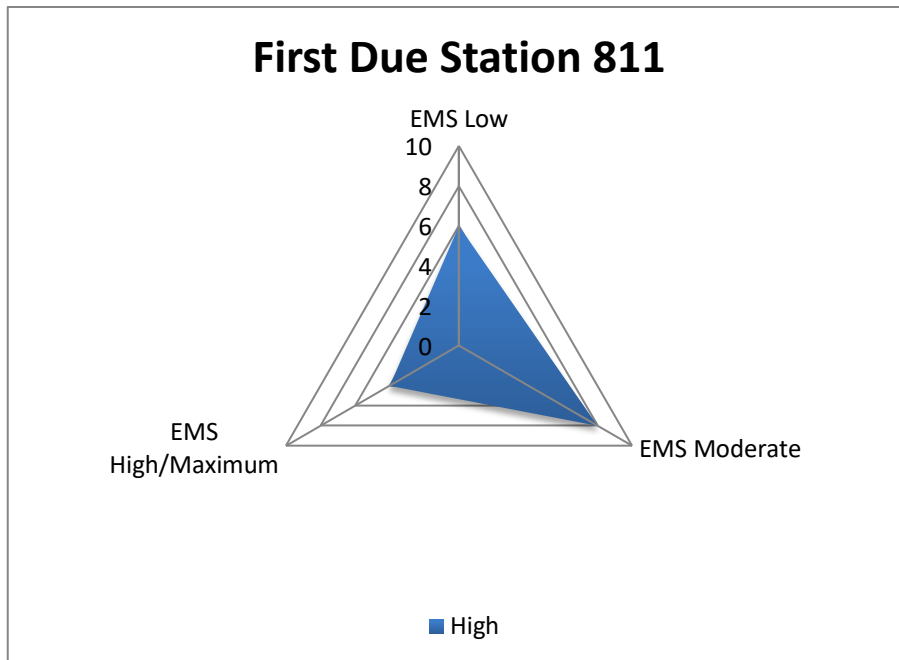


Figure 56: EMS Risk Profile – First Due Station 812

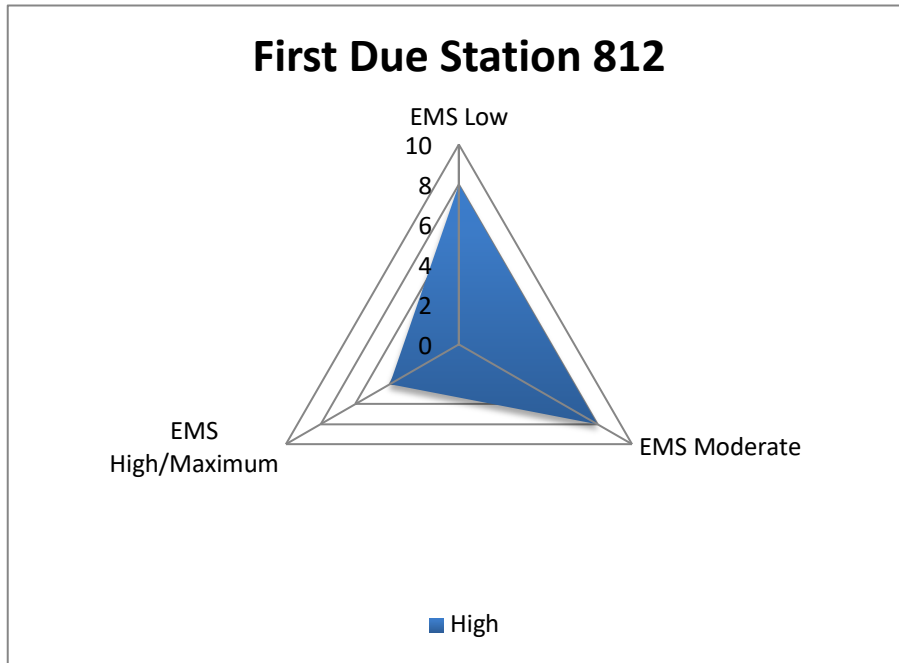


Figure 57: EMS Risk Profile – First Due Station 813

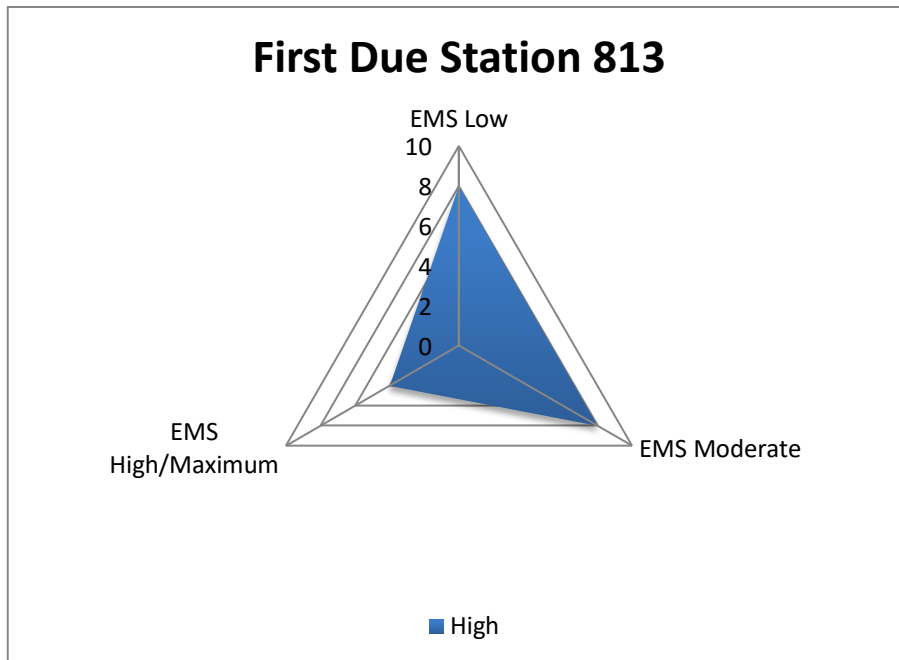


Figure 58: EMS Risk Profile – First Due Station 814

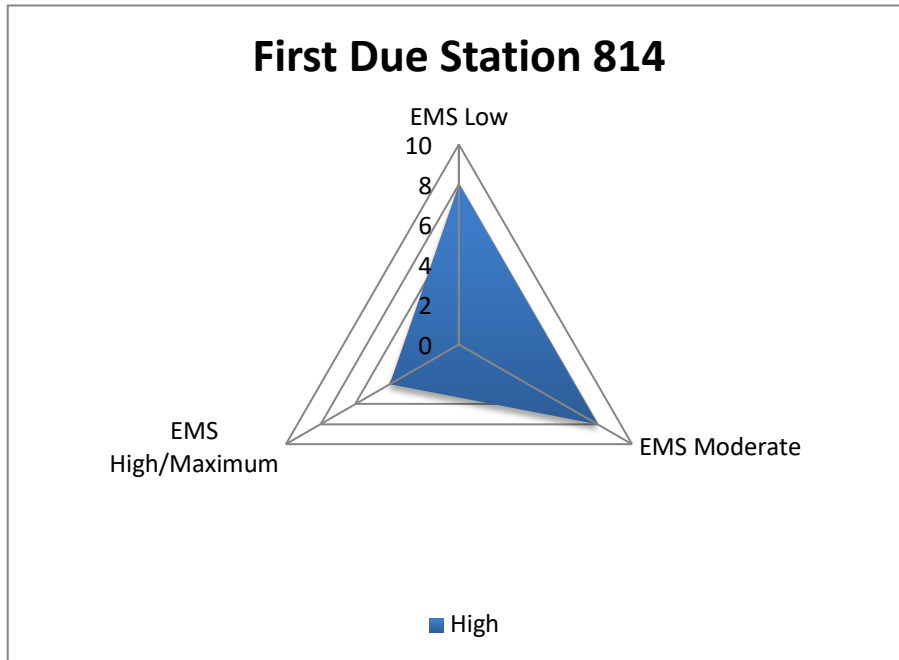


Figure 59: EMS Risk Profile – First Due Station 816

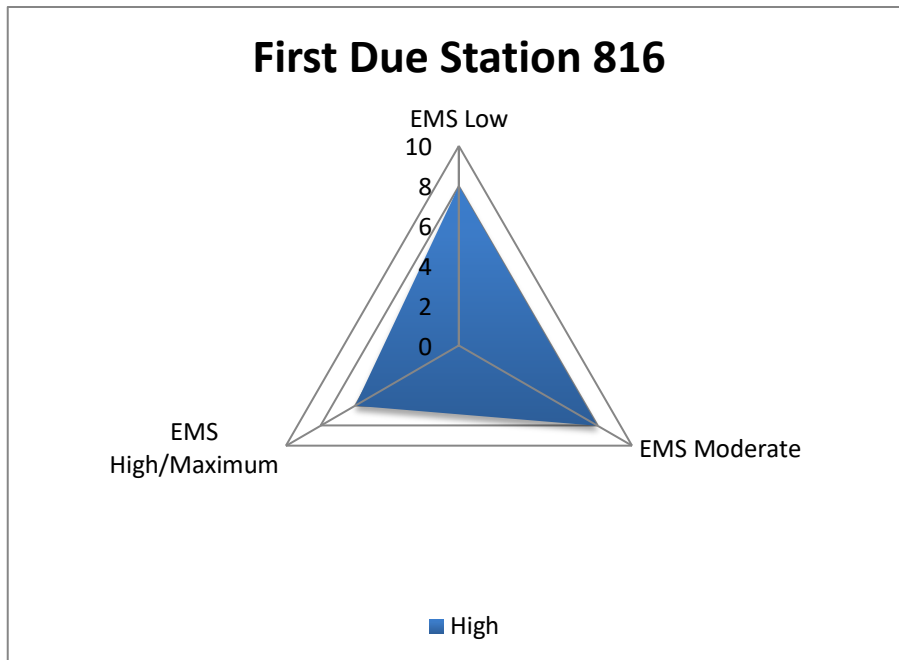


Figure 60: EMS Risk Profile – First Due Station 817

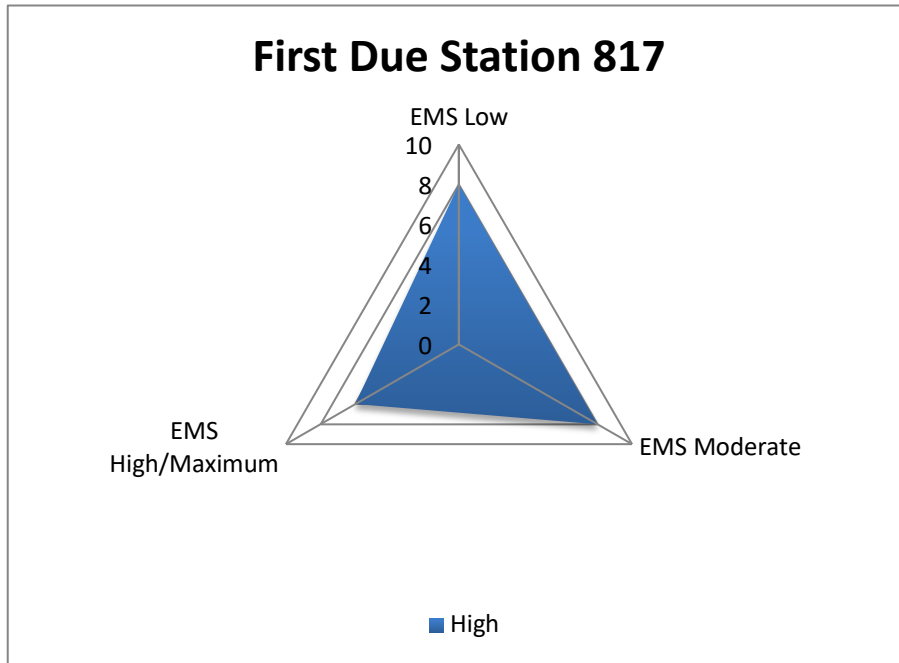


Figure 61: EMS Risk Profile – First Due Station 818

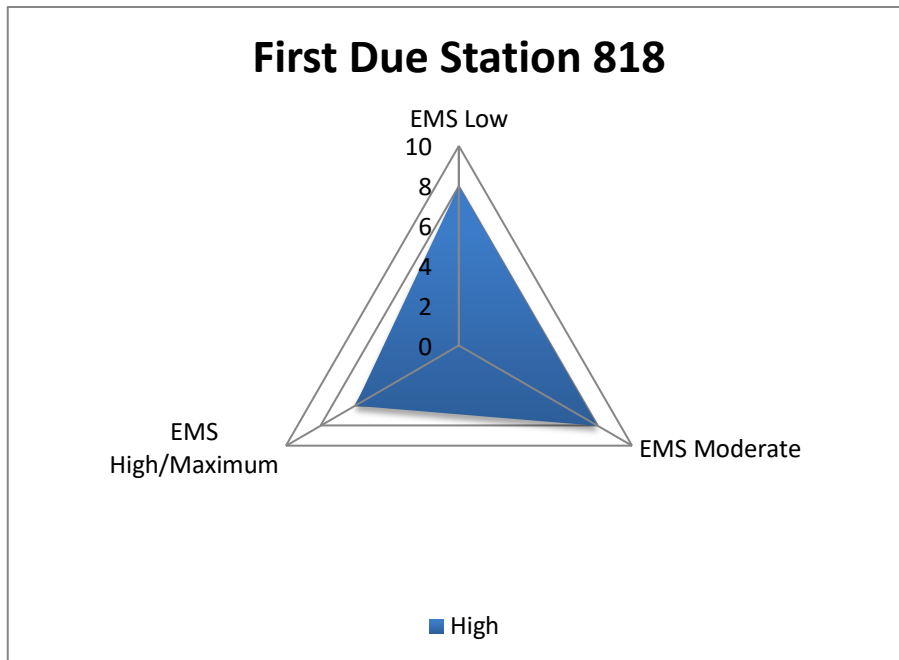


Figure 62: EMS Risk Profile – First Due Station 819

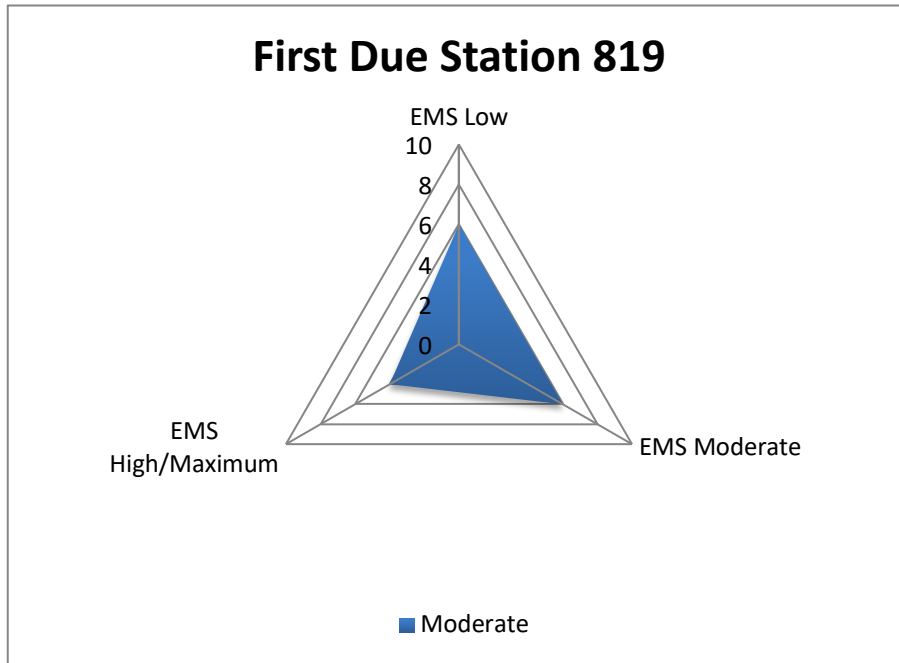


Figure 63: EMS Risk Profile – First Due Station 820

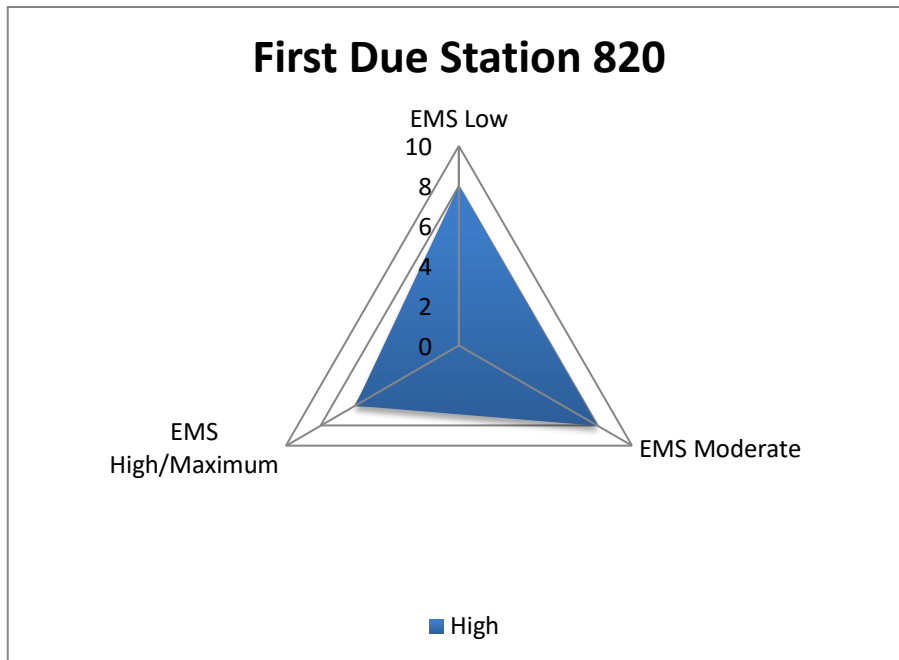


Figure 64: EMS Risk Profile – First Due Station 821

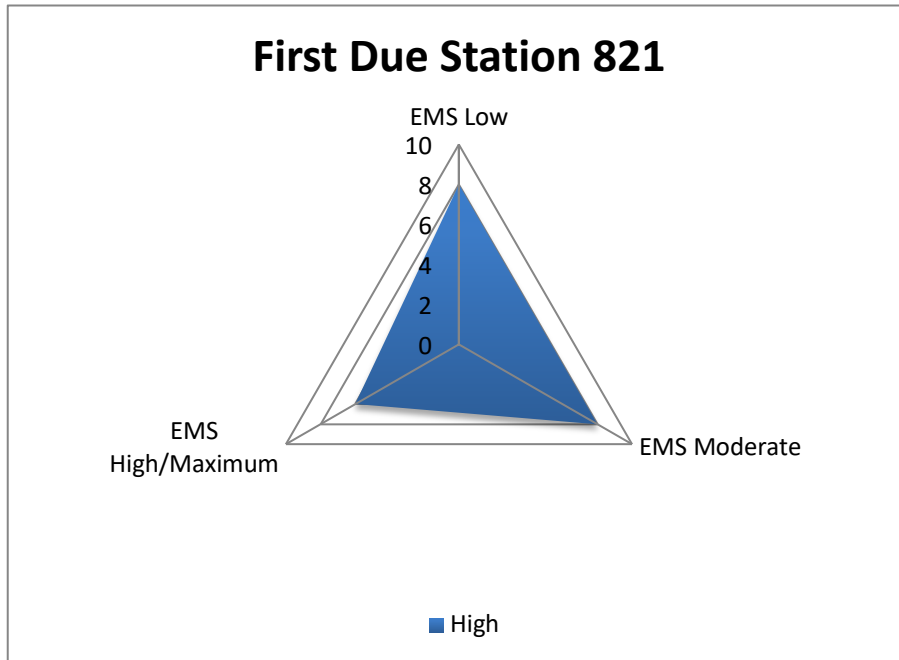


Figure 65: EMS Risk Profile – First Due Station 823

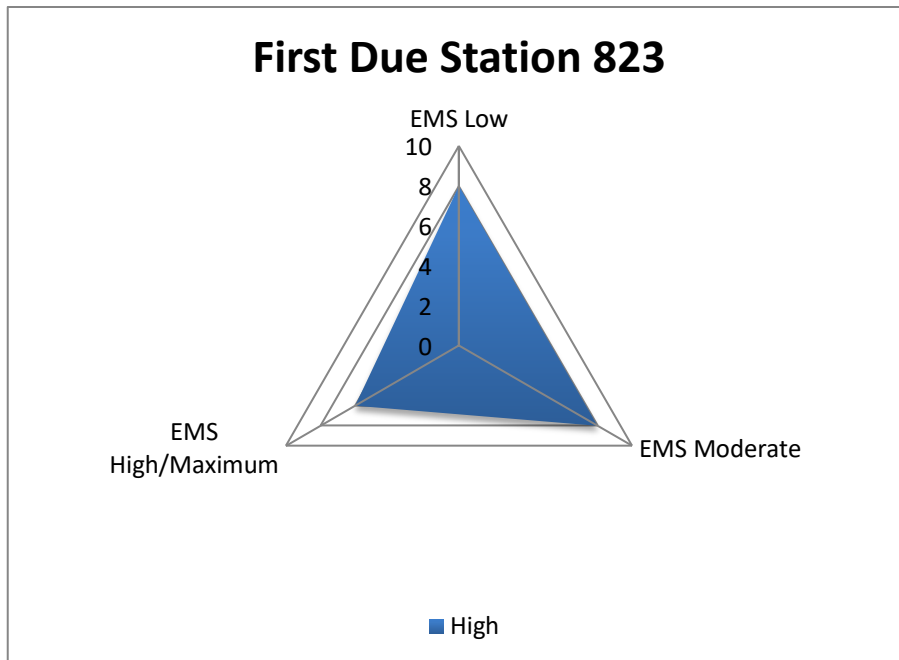


Figure 66: EMS Risk Profile – First Due Station 824

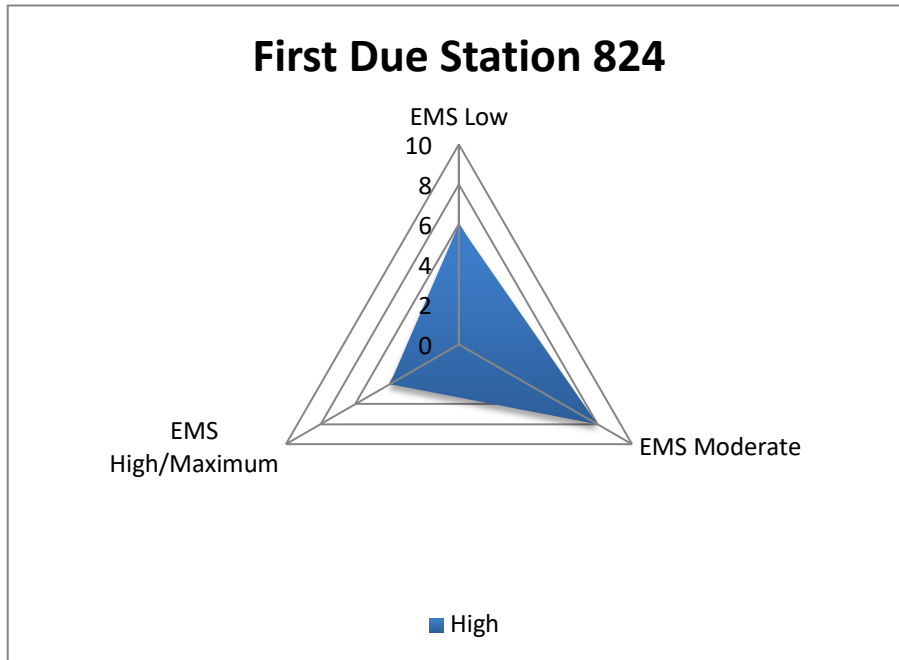


Figure 67: EMS Risk Profile – First Due Station 825

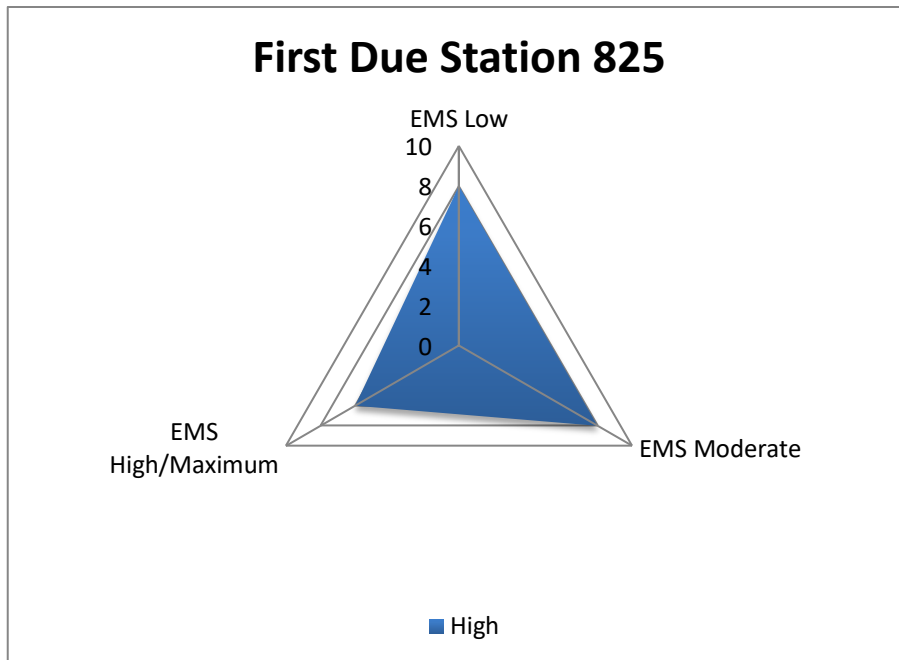


Figure 68: EMS Risk Profile – First Due Station 826

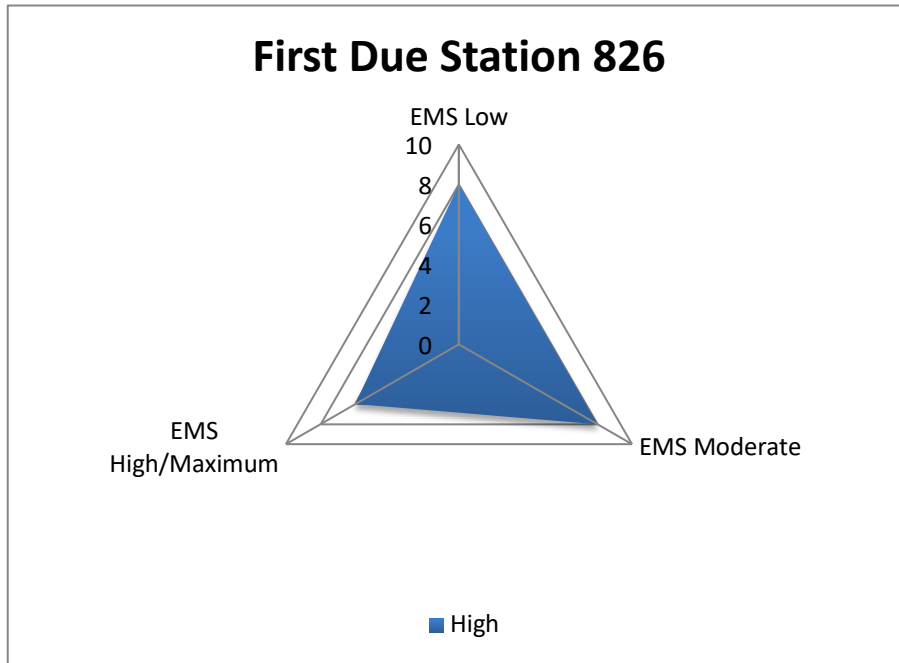


Figure 69: EMS Risk Profile – First Due Station 827

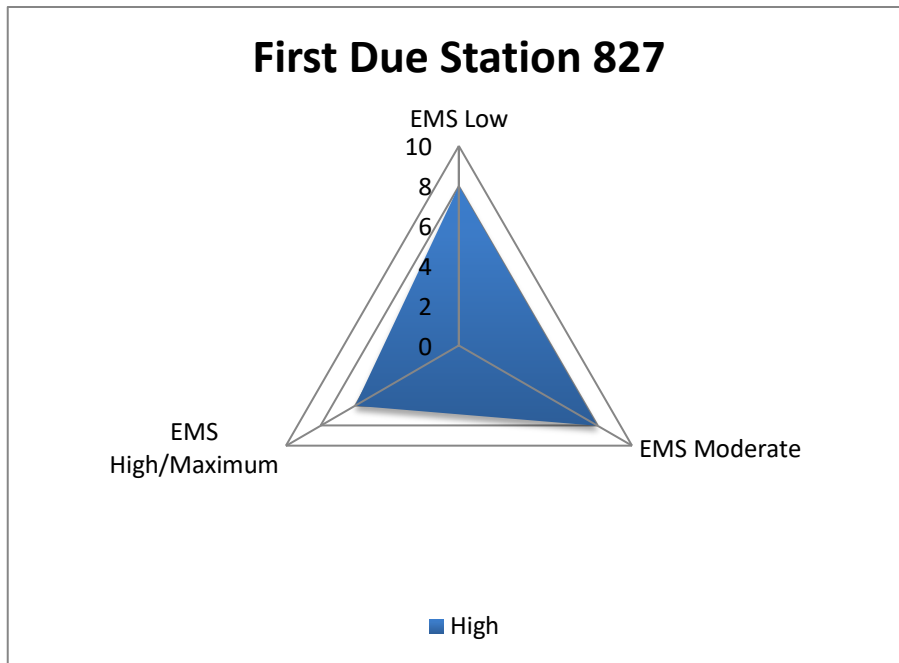


Figure 70: EMS Risk Profile – First Due Station 828

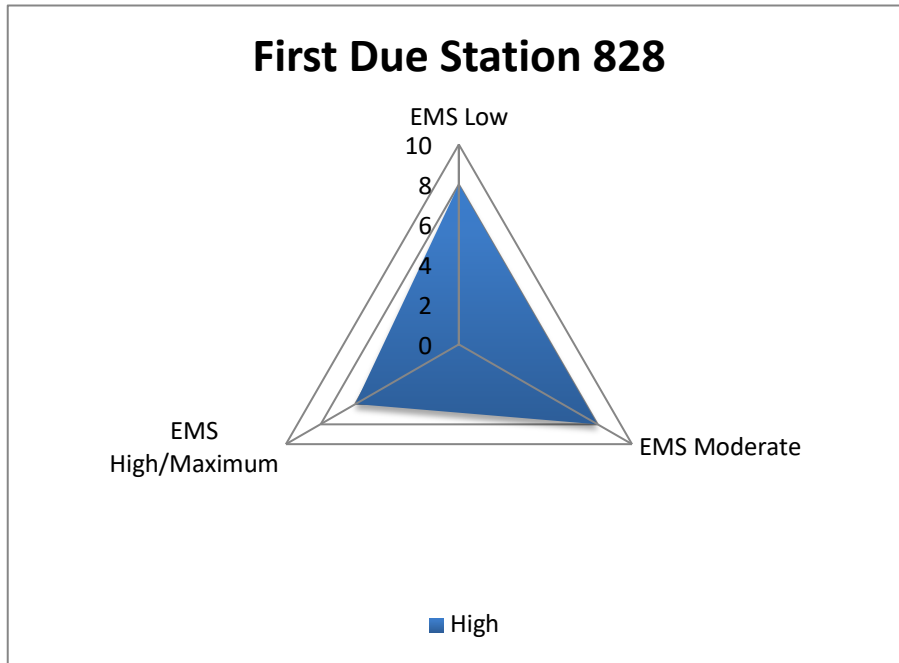


Figure 71: EMS Risk Profile – First Due Station 829

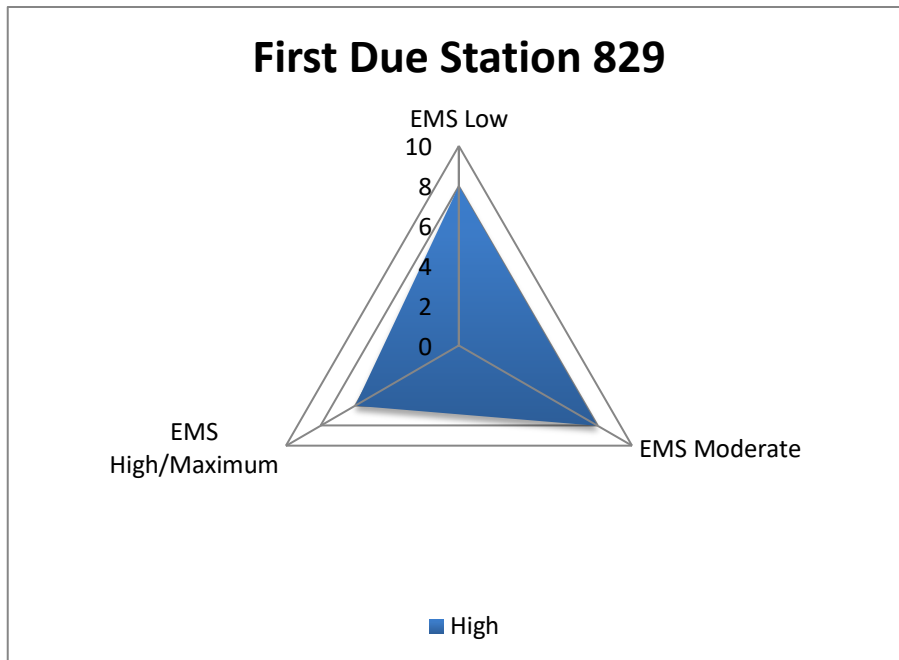


Figure 72: EMS Risk Profile – First Due Station 830

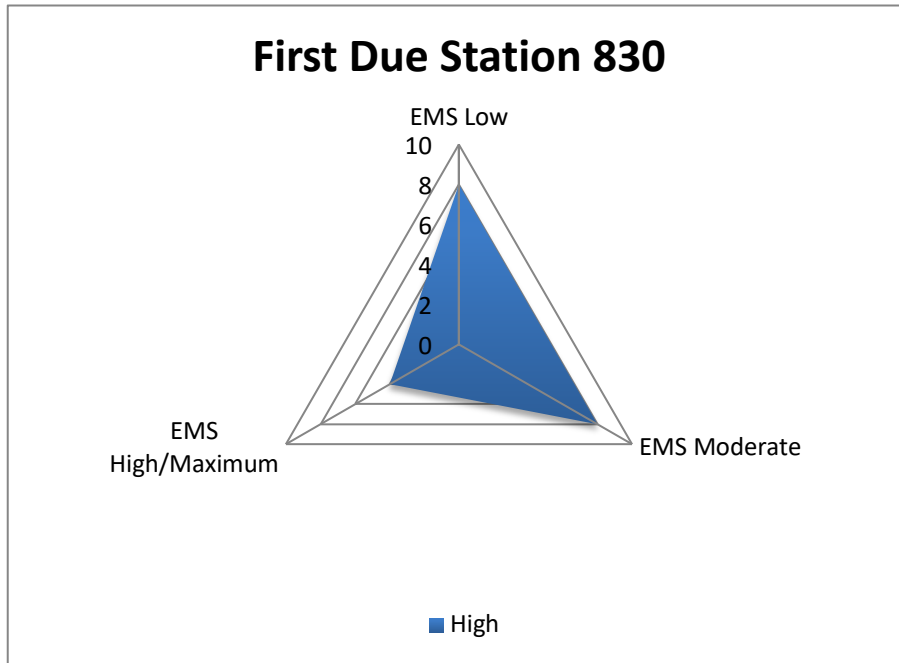


Figure 73: EMS Risk Profile – First Due Station 831

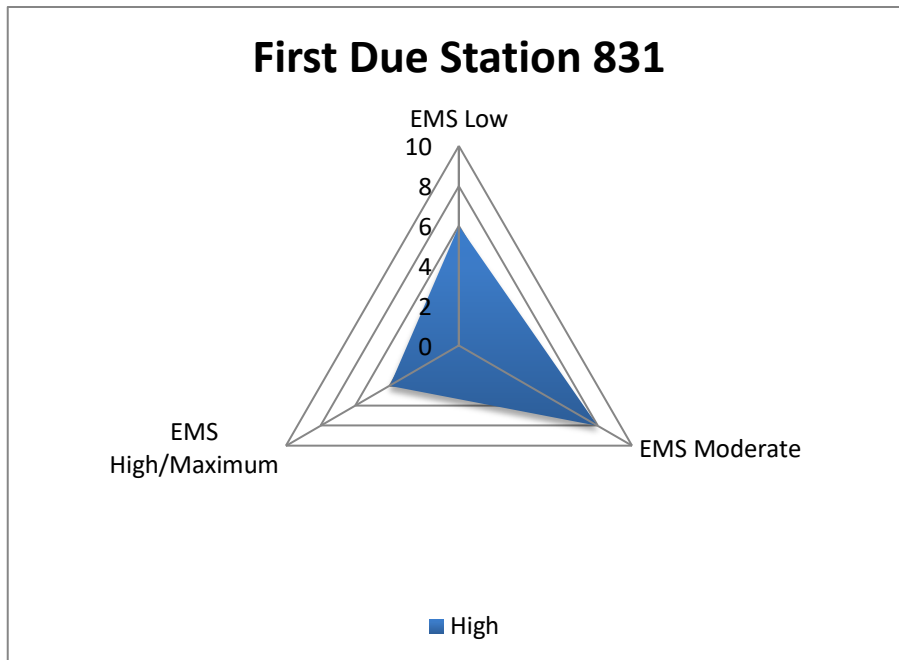


Figure 74: EMS Risk Profile – First Due Station 832

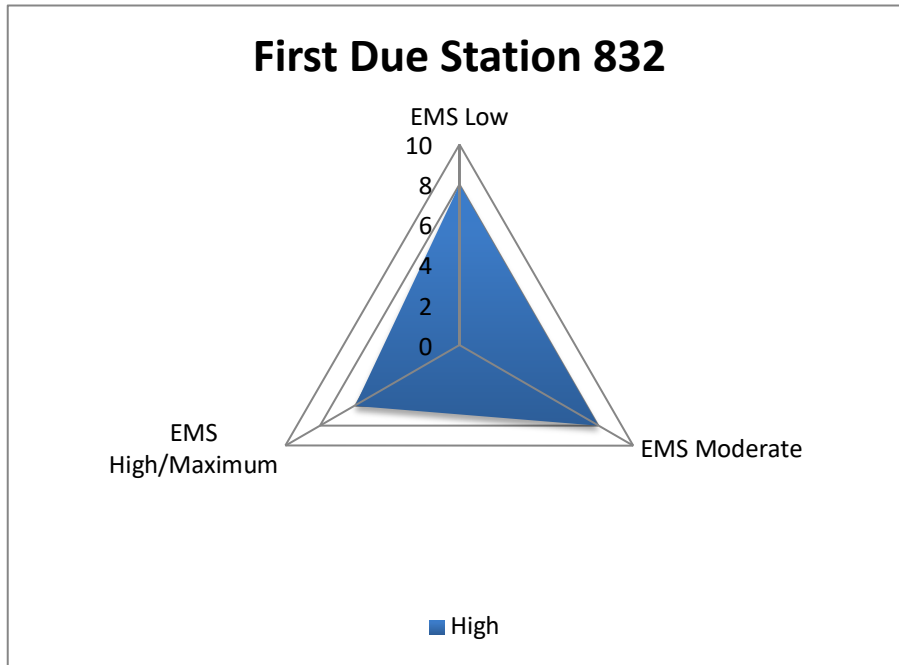


Figure 75: EMS Risk Profile – First Due Station 833

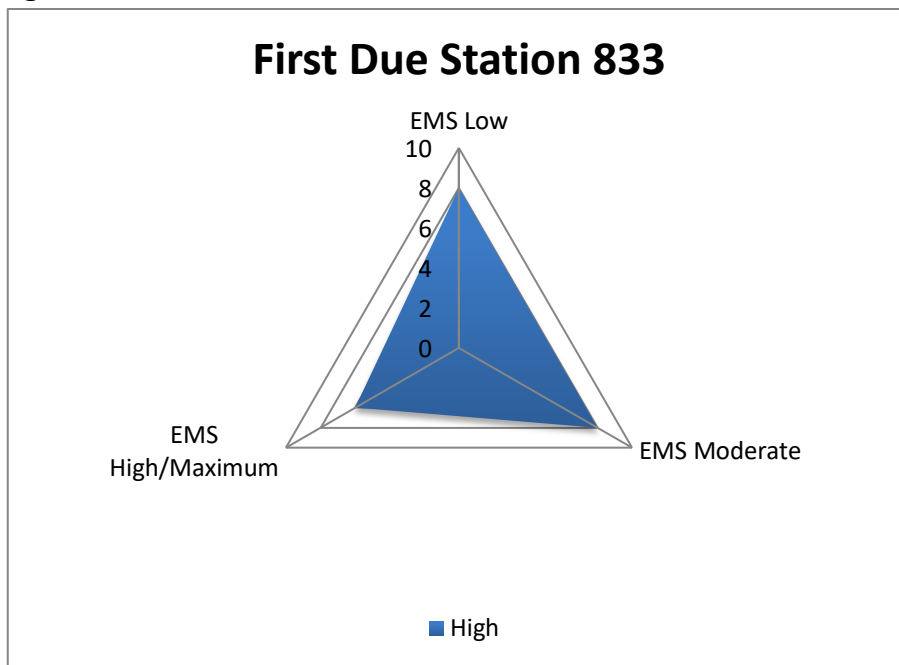


Figure 76: EMS Risk Profile – First Due Station 834

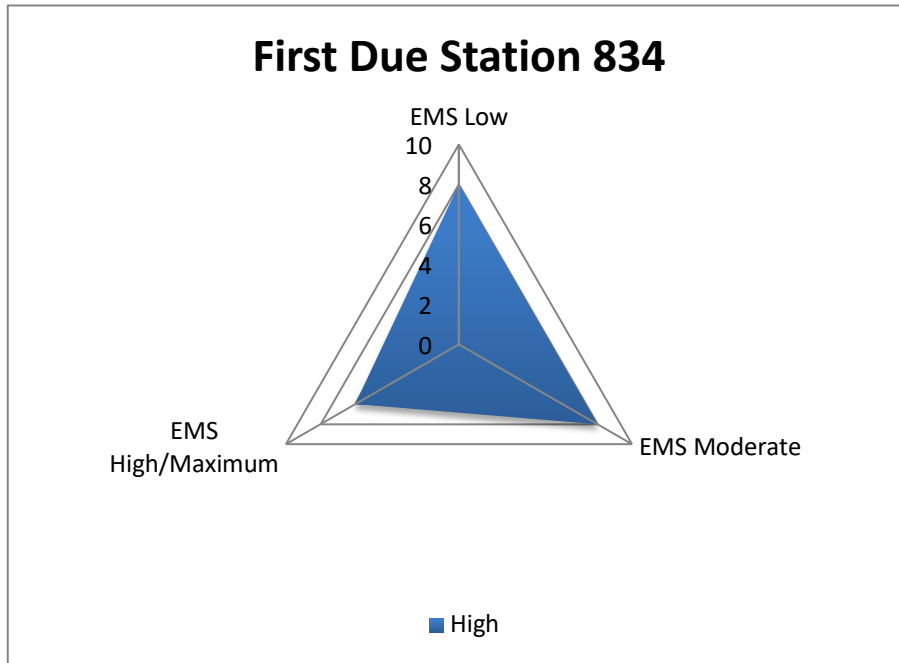


Figure 77: EMS Risk Profile – First Due Station 835

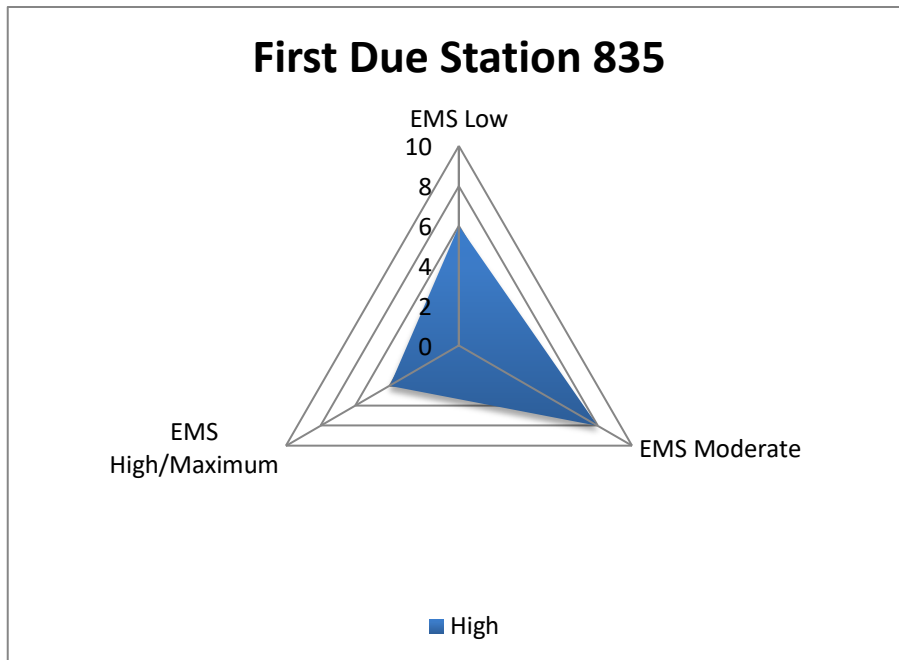


Figure 78: EMS Risk Profile – First Due Station 836

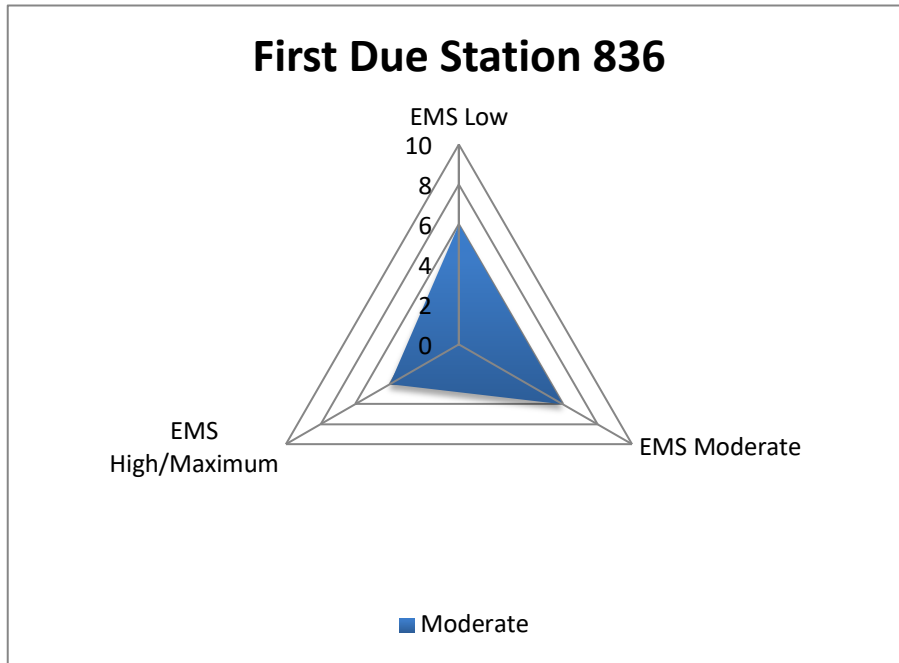


Figure 79: EMS Risk Profile – First Due Station 837

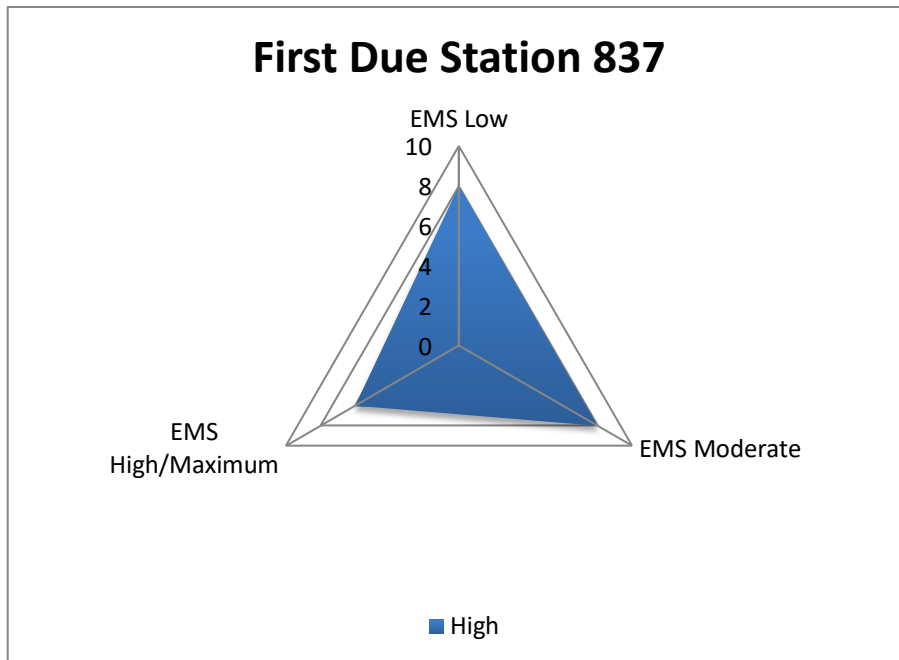


Figure 80: EMS Risk Profile – First Due Station 838

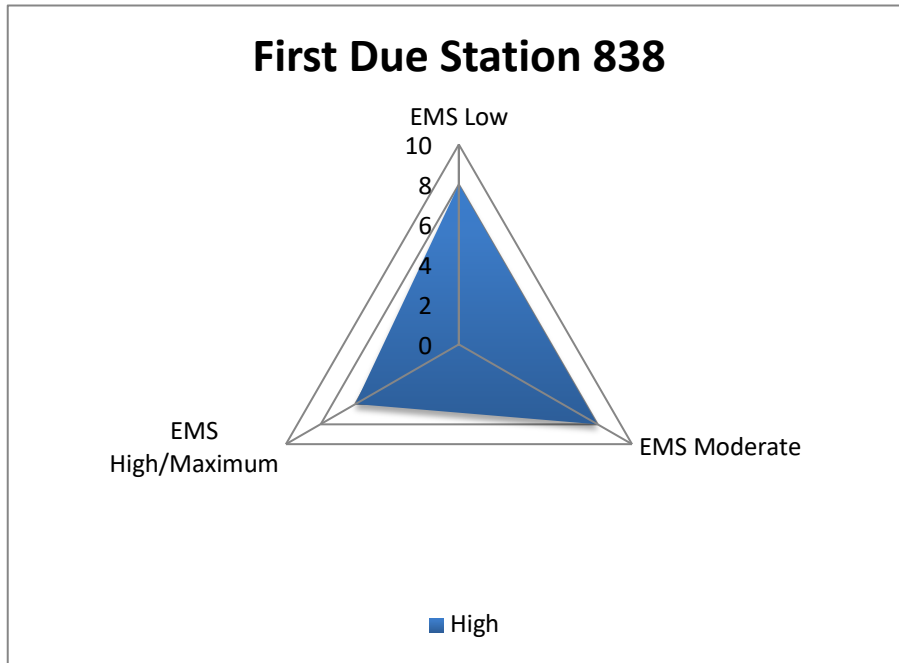


Figure 81: EMS Risk Profile – First Due Station 839

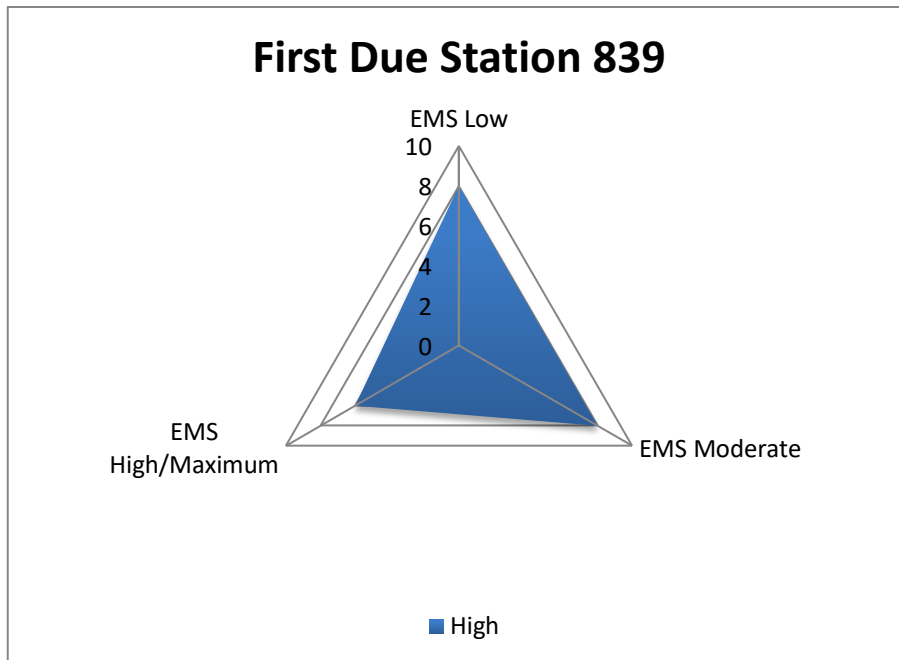


Figure 82: EMS Risk Profile – First Due Station 840

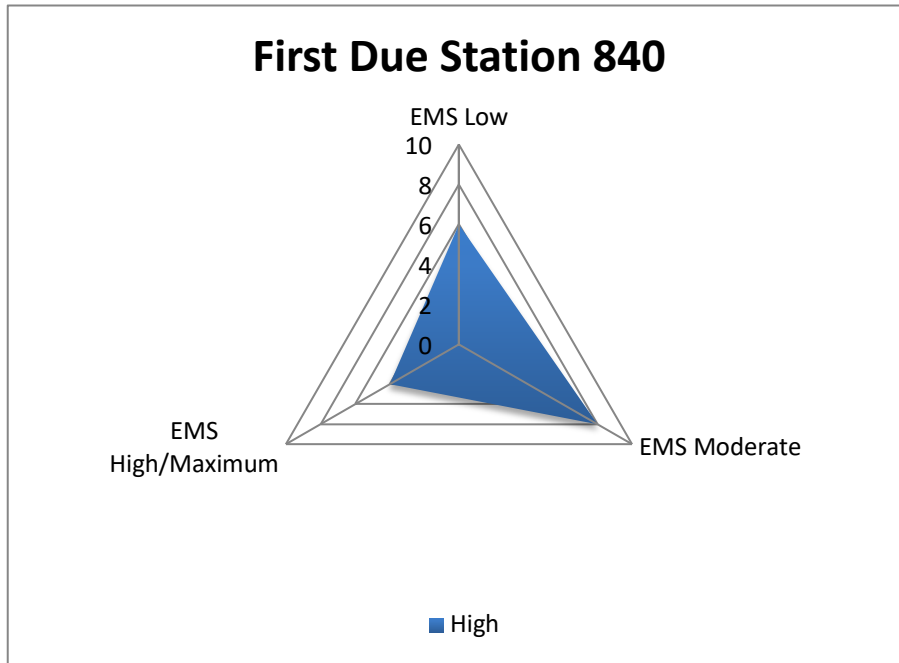


Figure 83: EMS Risk Profile – First Due Station 841

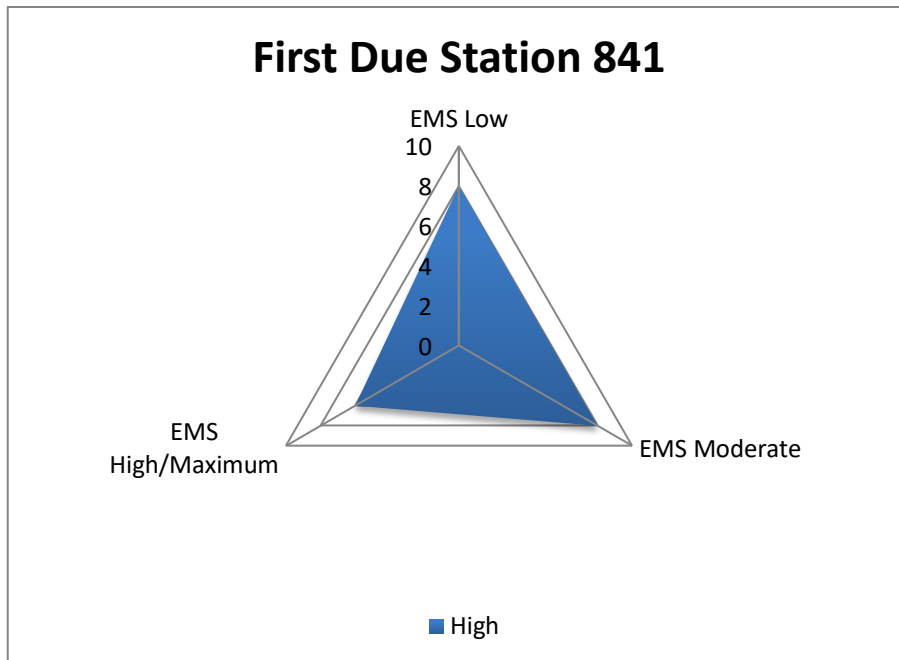


Figure 84: EMS Risk Profile – First Due Station 842

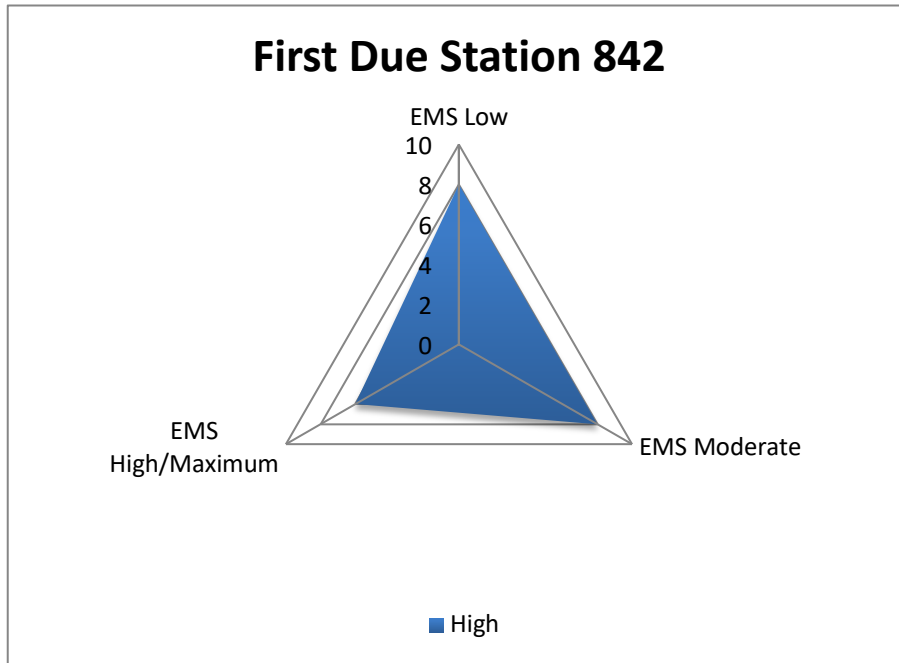


Figure 85: EMS Risk Profile – First Due Station 843

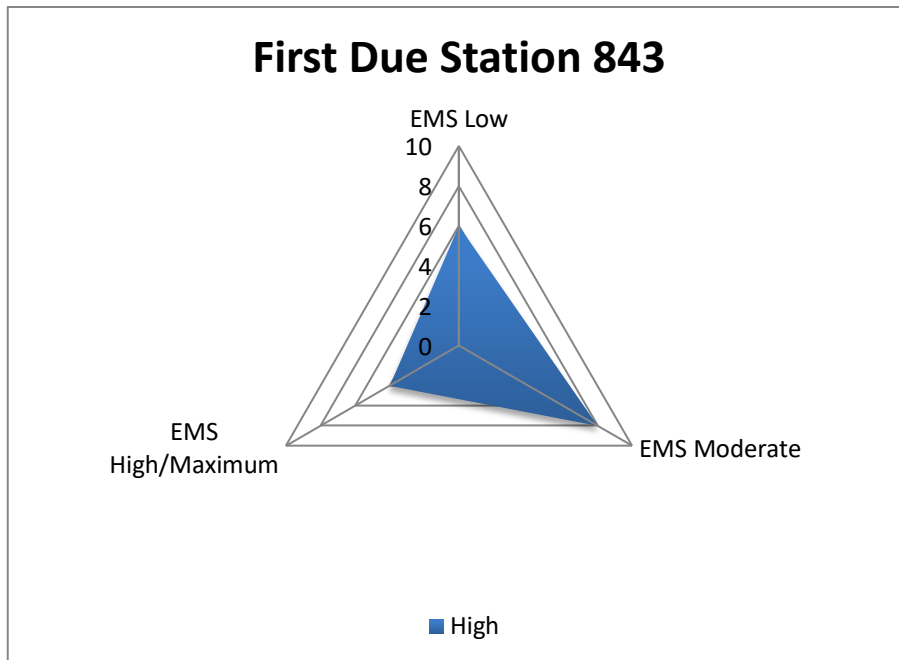


Figure 86: EMS Risk Profile – First Due Station 844

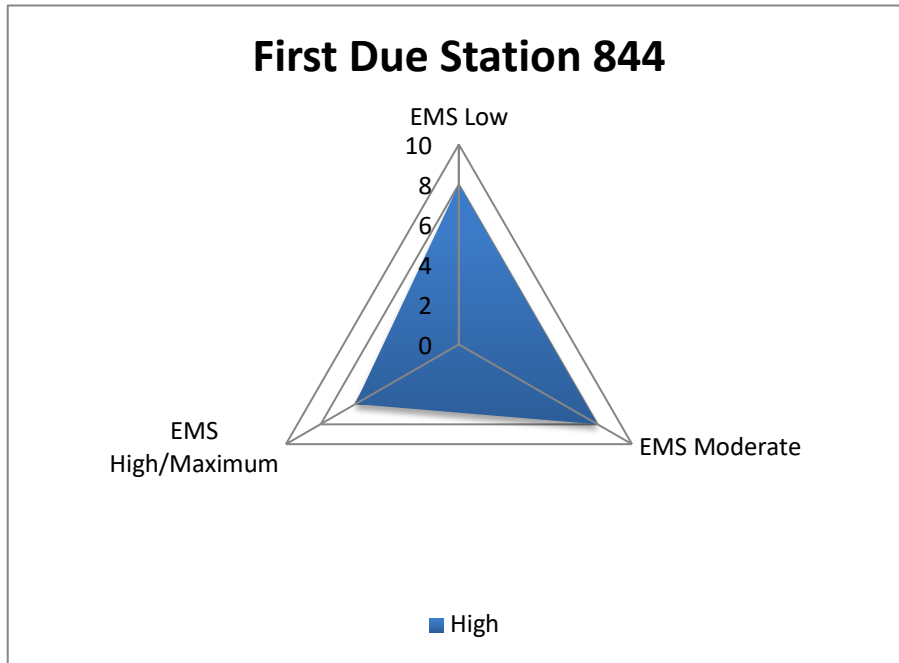


Figure 87: EMS Risk Profile – First Due Station 845

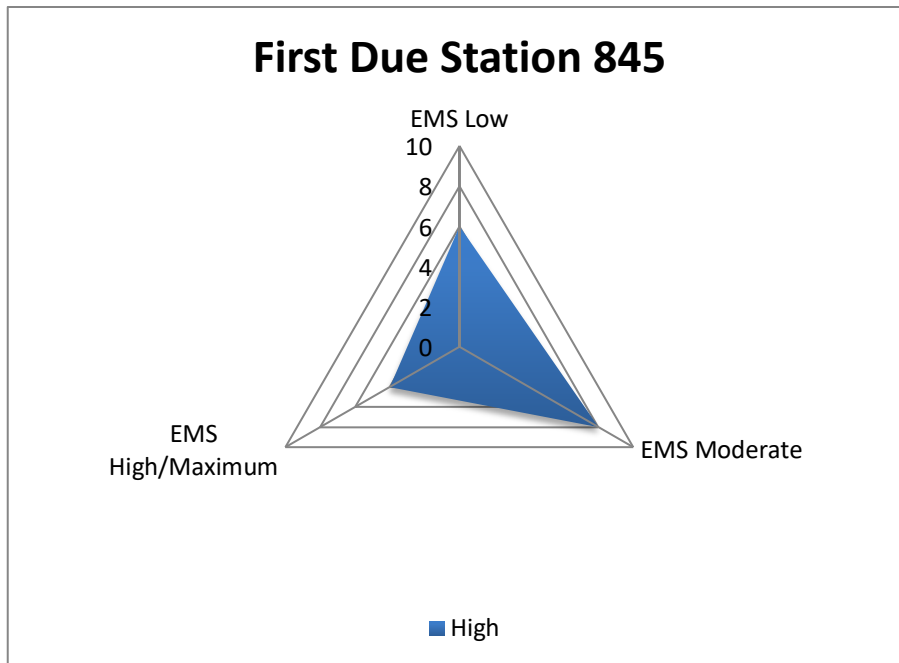


Figure 88: EMS Risk Profile – First Due Station 846

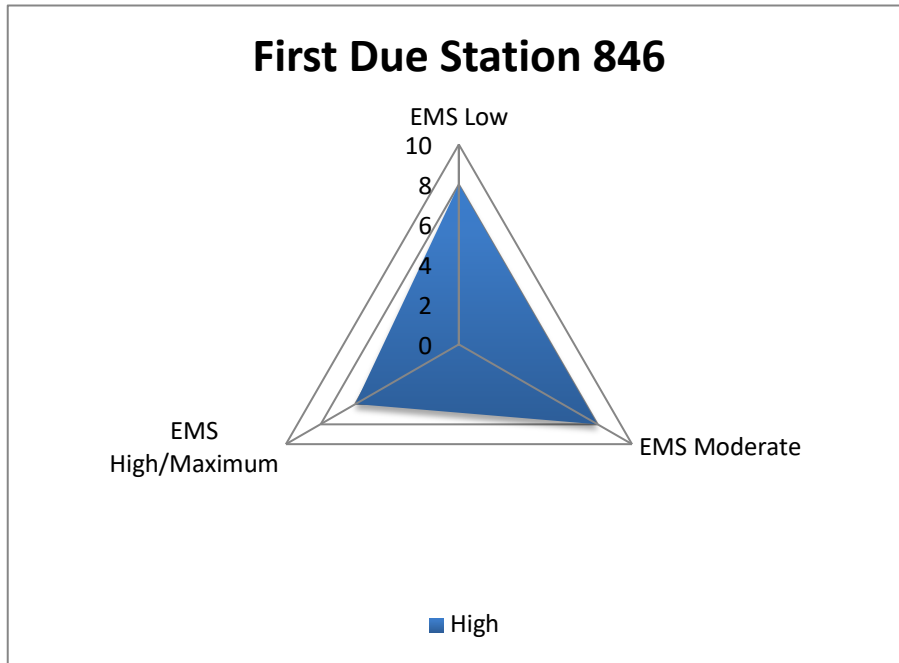


Figure 89: EMS Risk Profile – First Due Station 847

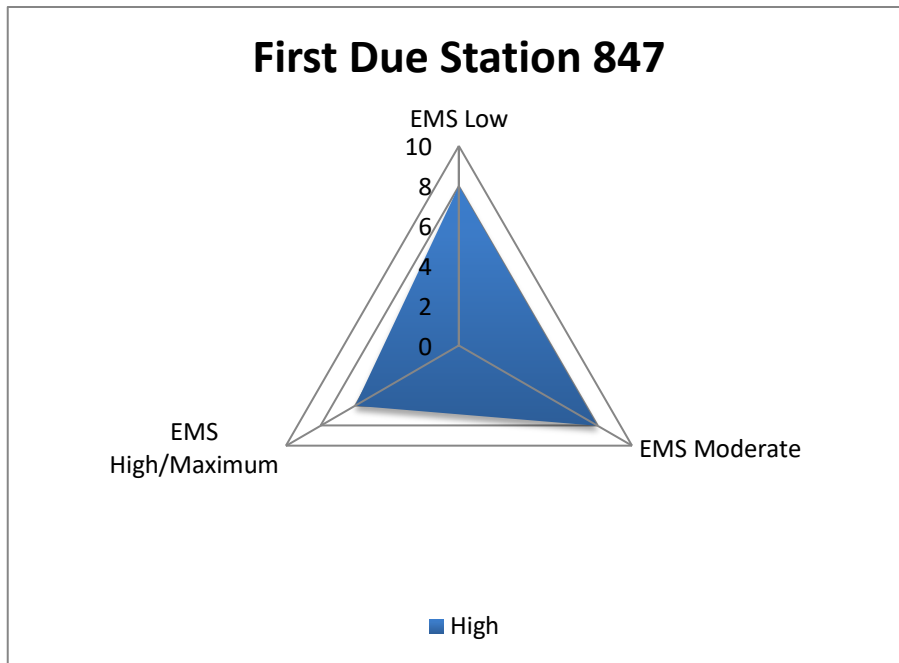


Figure 90: EMS Risk Profile – First Due Station 848

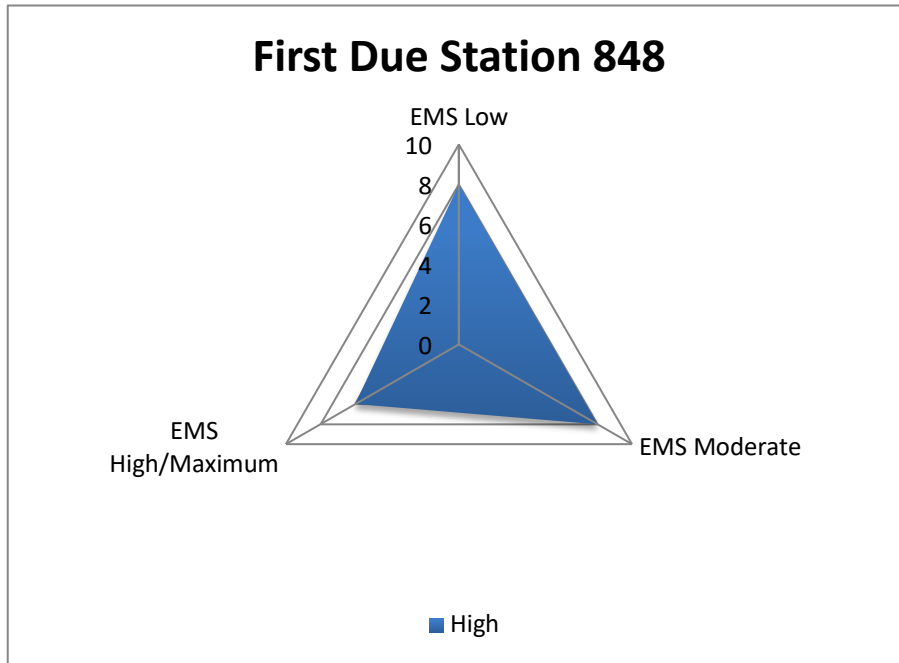


Figure 91: EMS Risk Profile – First Due Station 849

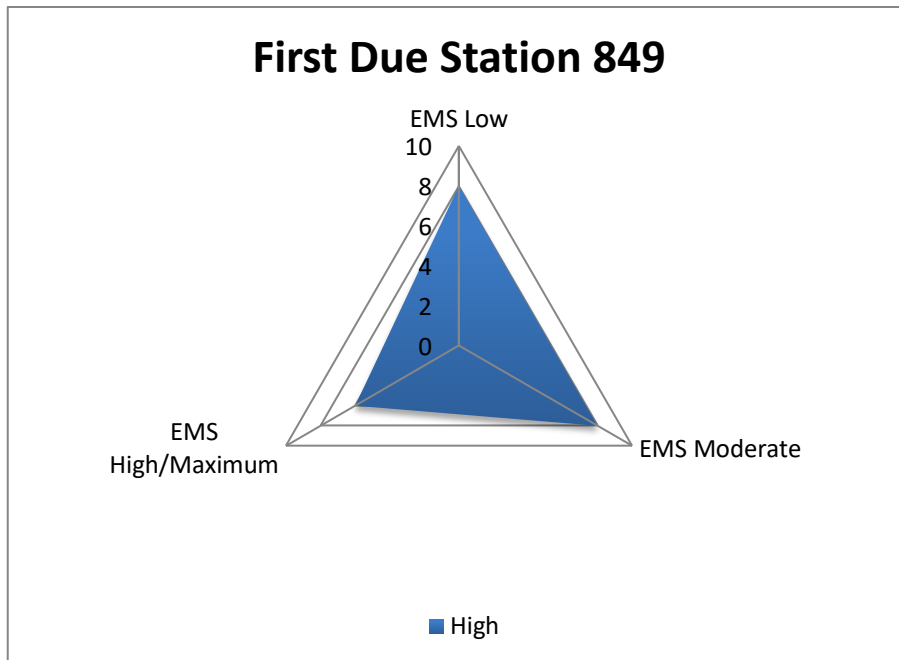


Figure 92: EMS Risk Profile – First Due Station 855

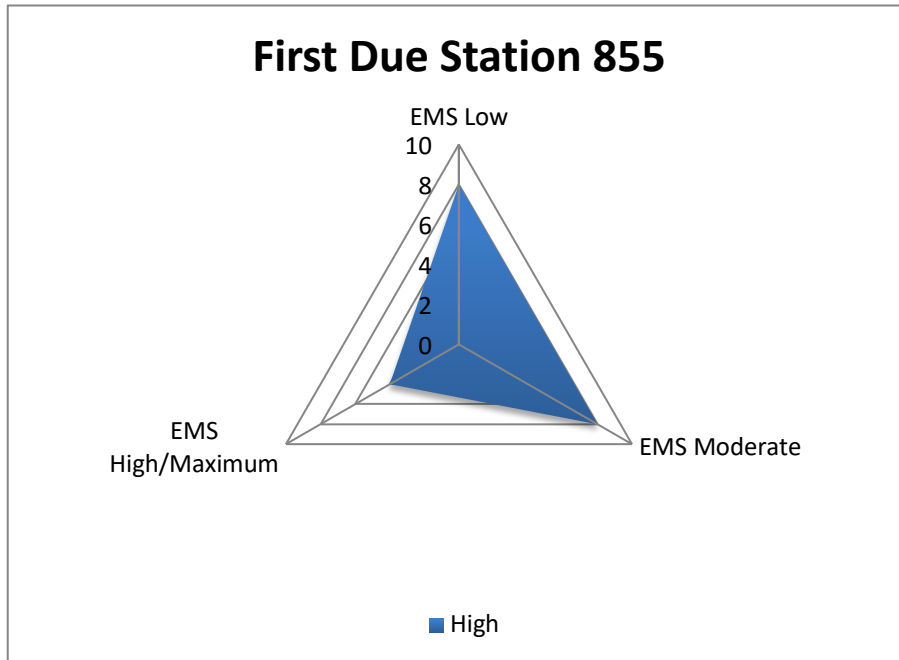
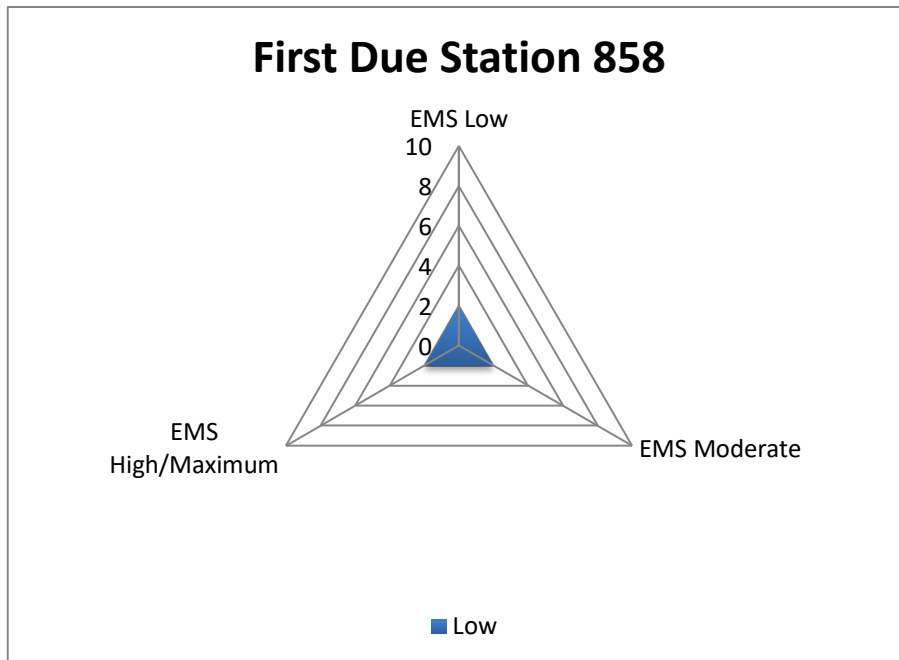


Figure 93: EMS Risk Profile – First Due Station 858



Fire

Figure 94: Fire Risk Profile – First Due Station 801

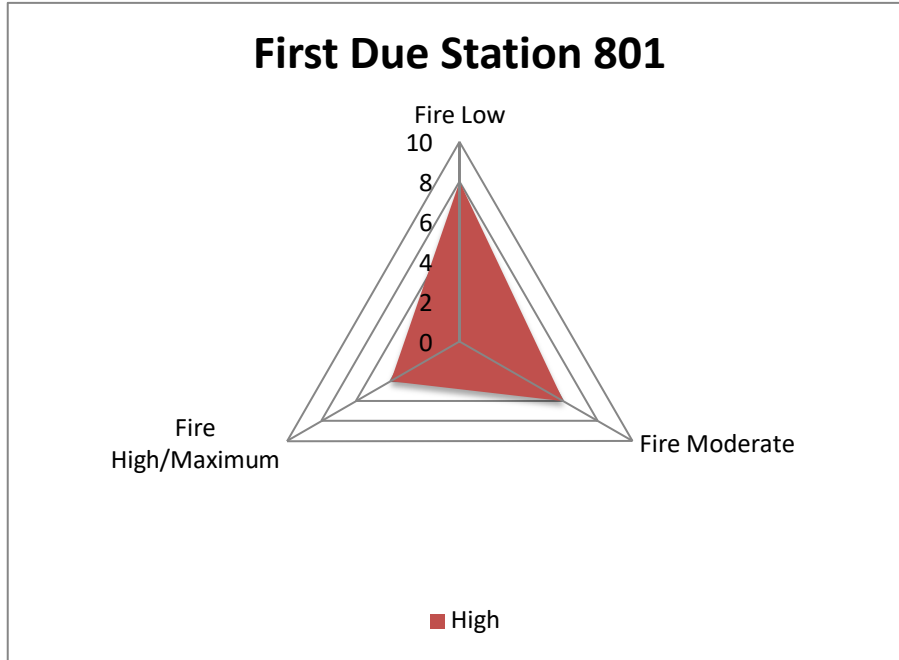


Figure 95: Fire Risk Profile – First Due Station 802

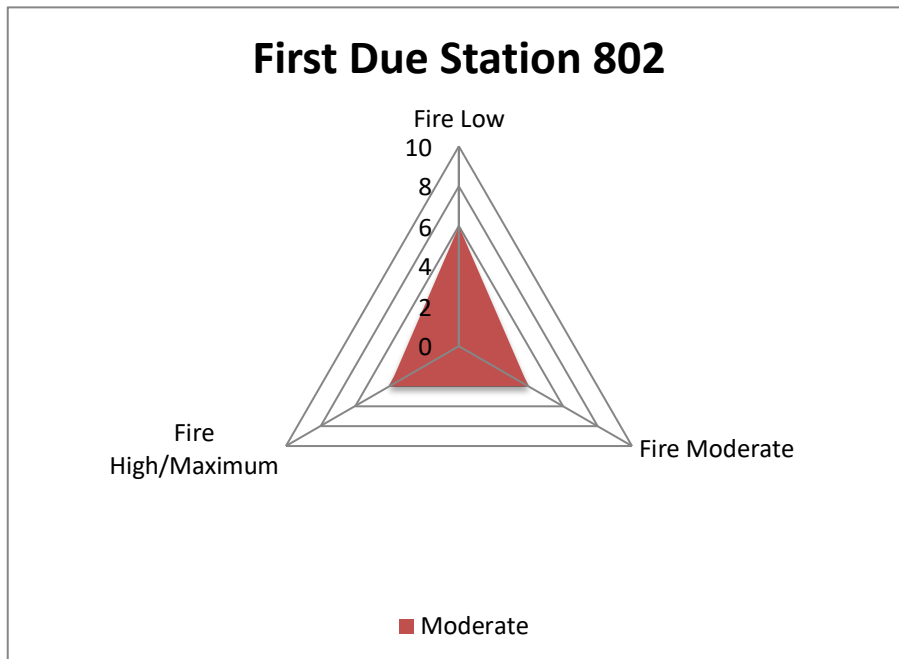


Figure 96: Fire Risk Profile – First Due Station 805

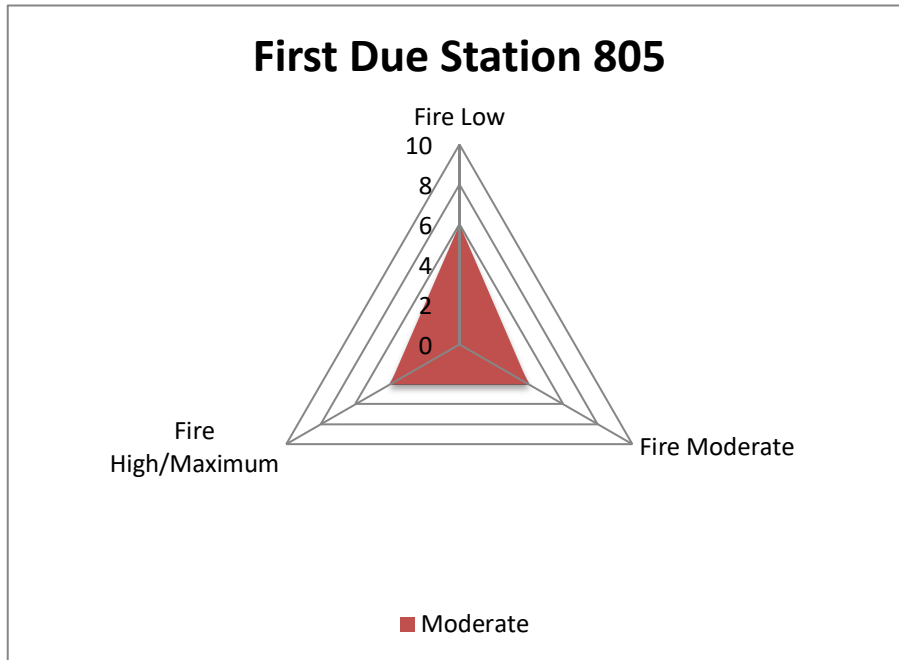


Figure 97: Fire Risk Profile – First Due Station 806

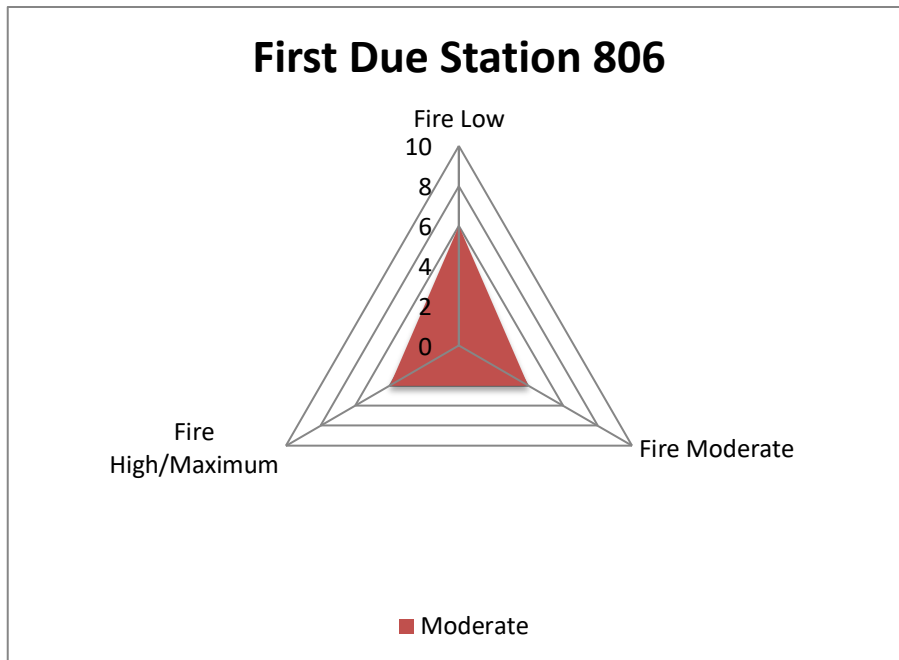


Figure 98: Fire Risk Profile – First Due Station 807

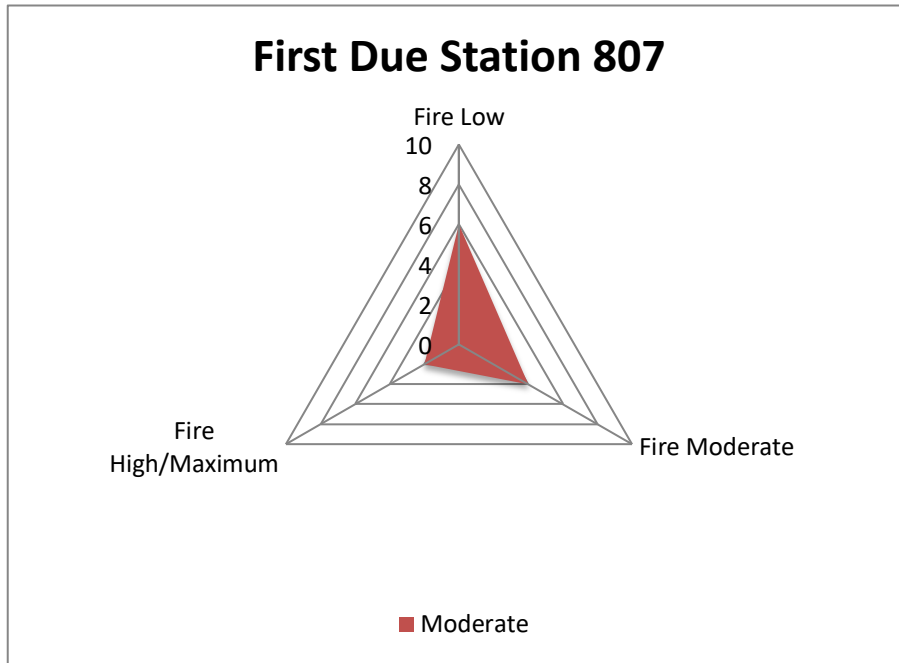


Figure 99: Fire Risk Profile – First Due Station 809

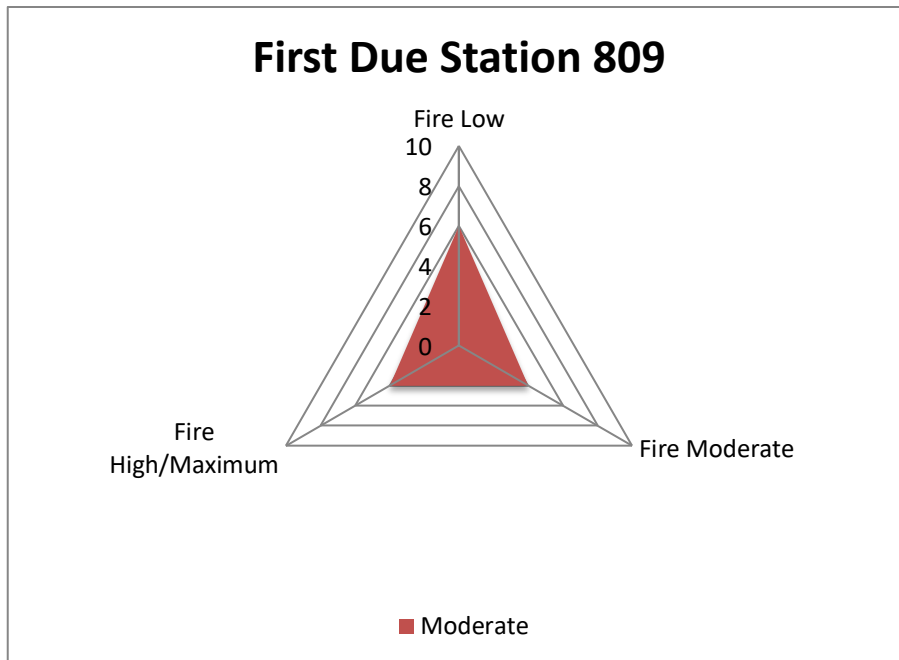


Figure 100: Fire Risk Profile – First Due Station 810

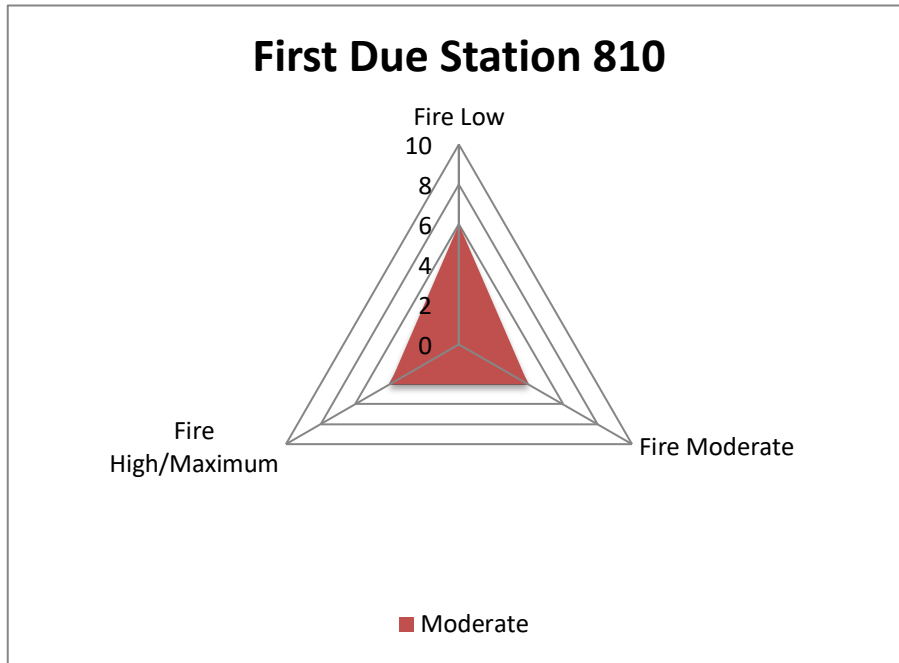


Figure 101: Fire Risk Profile – First Due Station 811

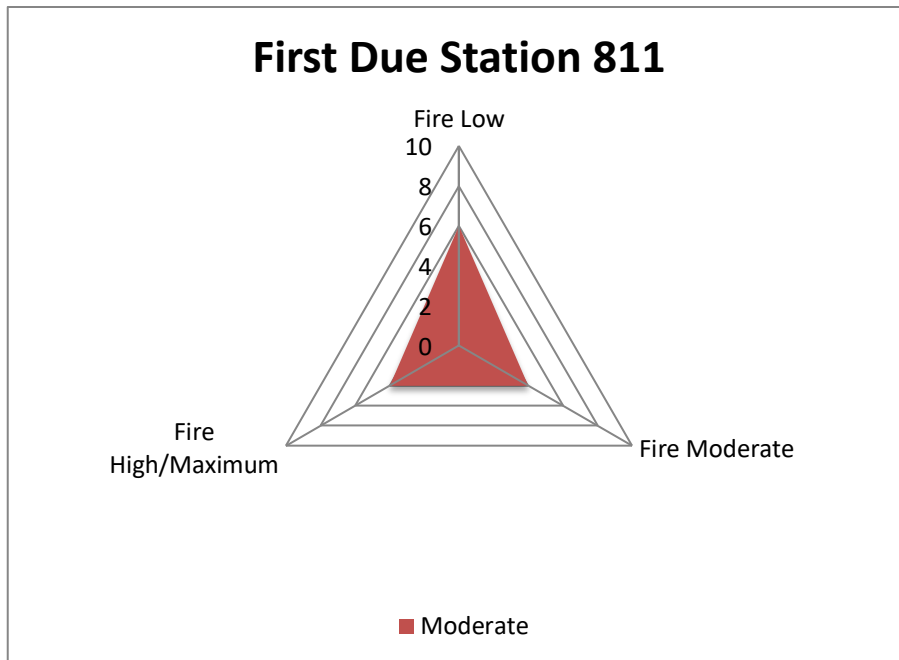


Figure 102: Fire Risk Profile – First Due Station 812

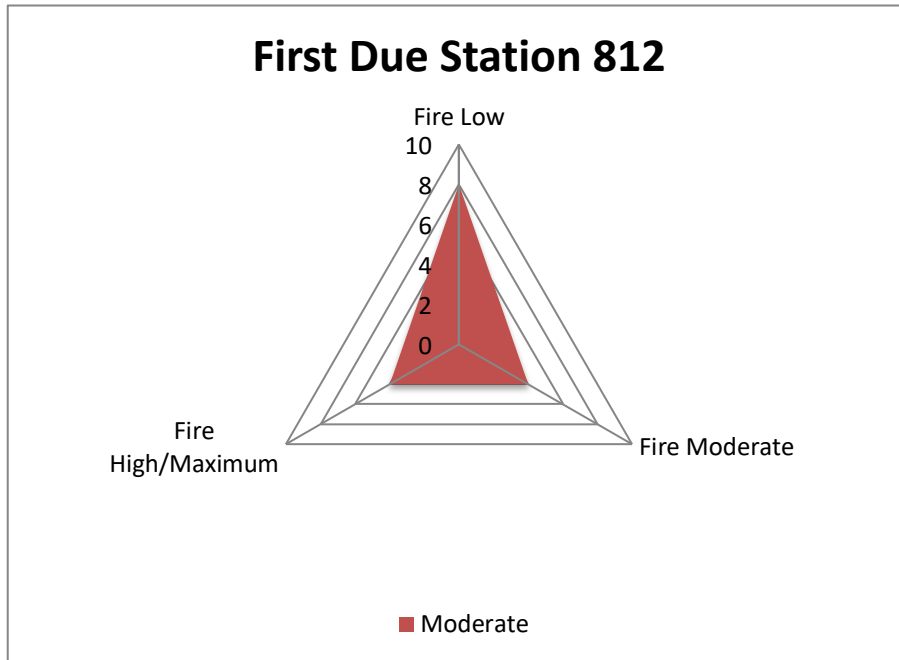


Figure 103: Fire Risk Profile – First Due Station 813

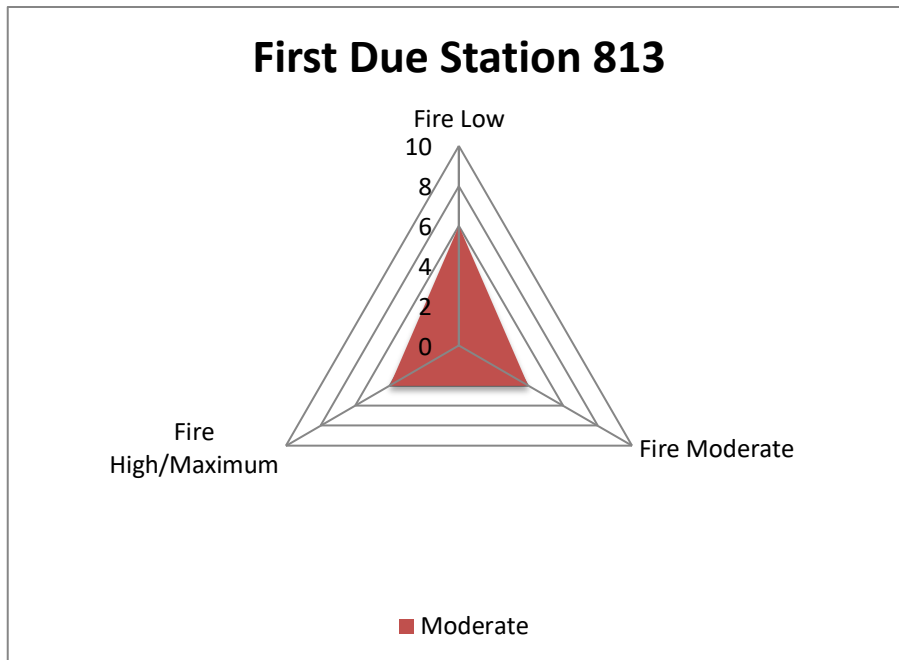


Figure 104: Fire Risk Profile – First Due Station 814

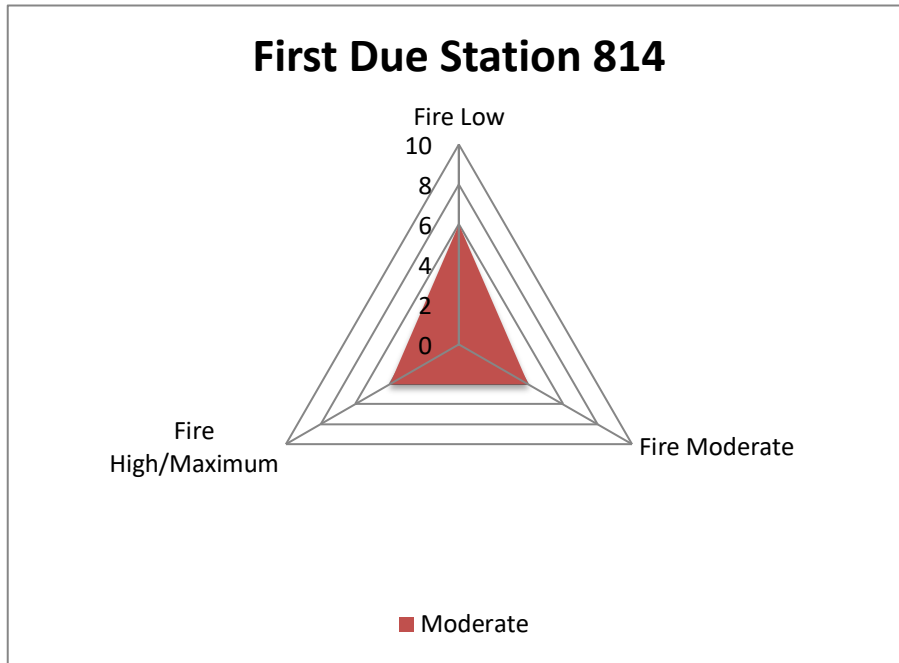


Figure 105: Fire Risk Profile – First Due Station 816

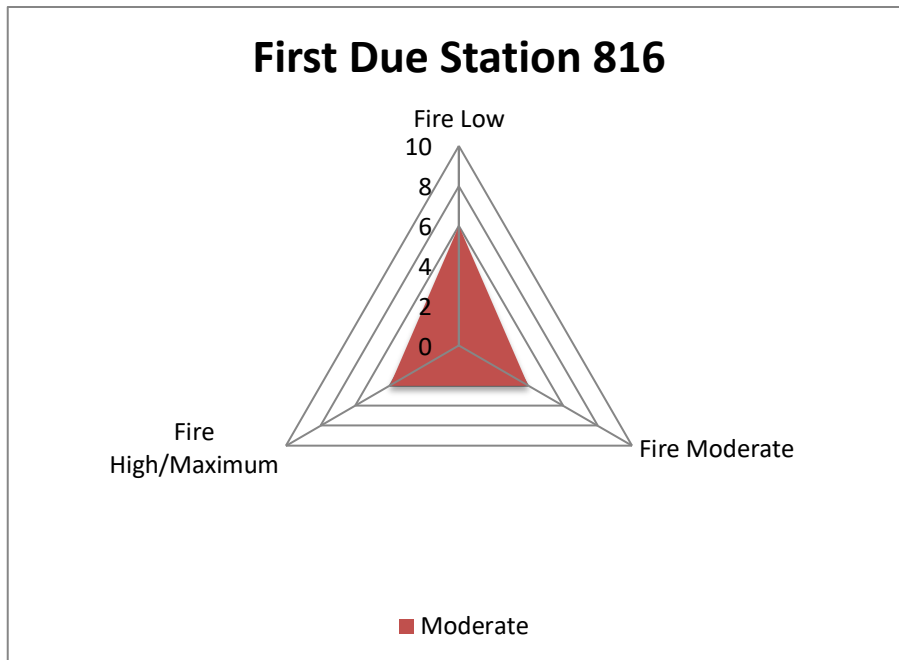


Figure 106: Fire Risk Profile – First Due Station 817

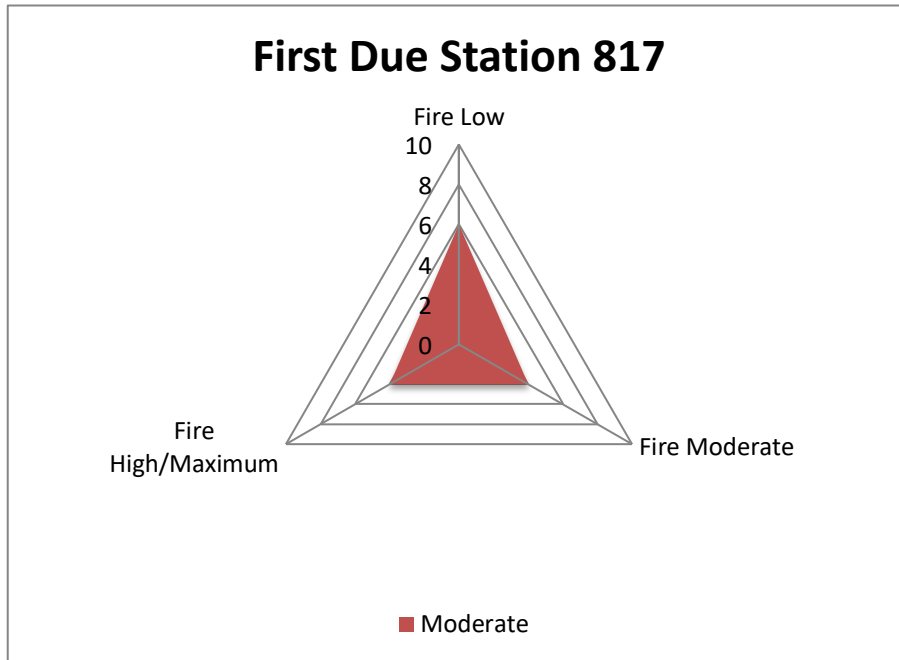


Figure 107: Fire Risk Profile – First Due Station 818

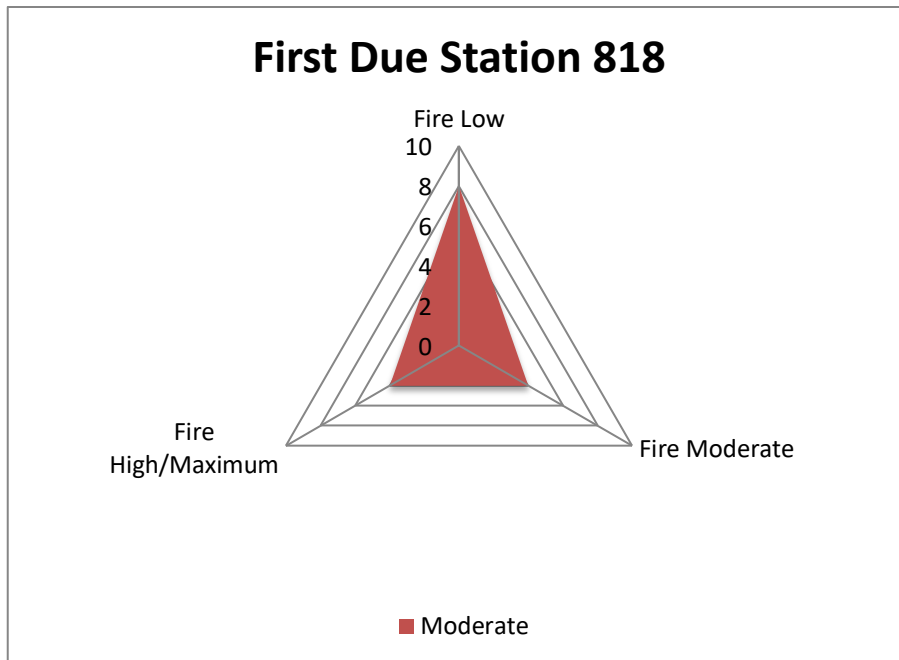


Figure 108: Fire Risk Profile – First Due Station 819

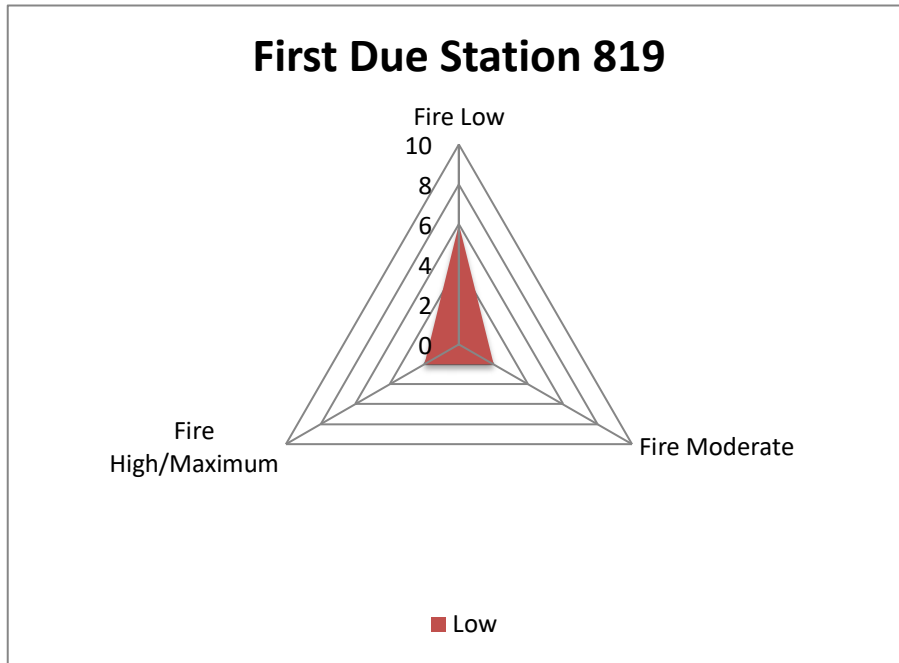


Figure 109: Fire Risk Profile – First Due Station 820

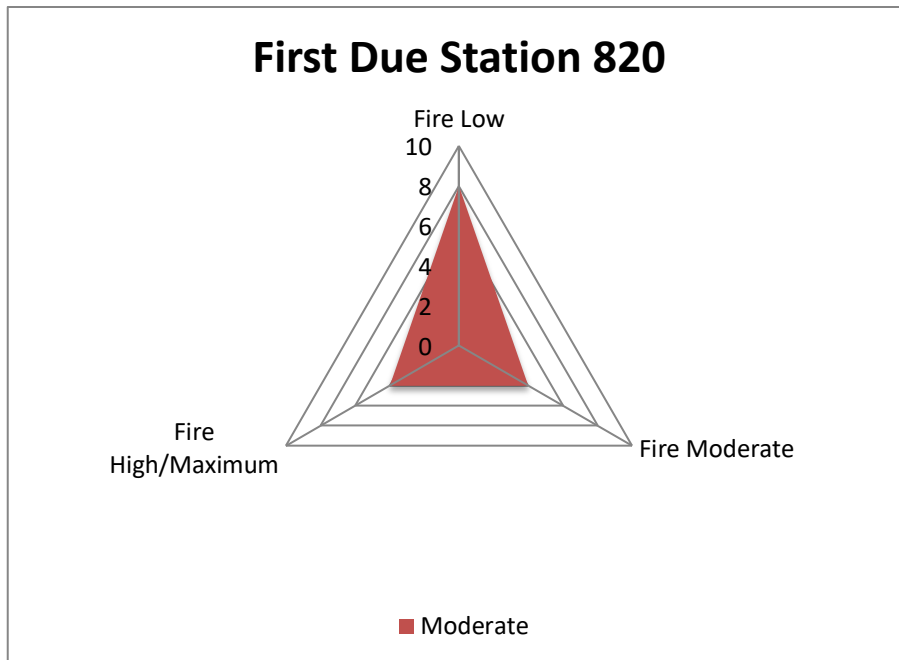


Figure 110: Fire Risk Profile – First Due Station 821

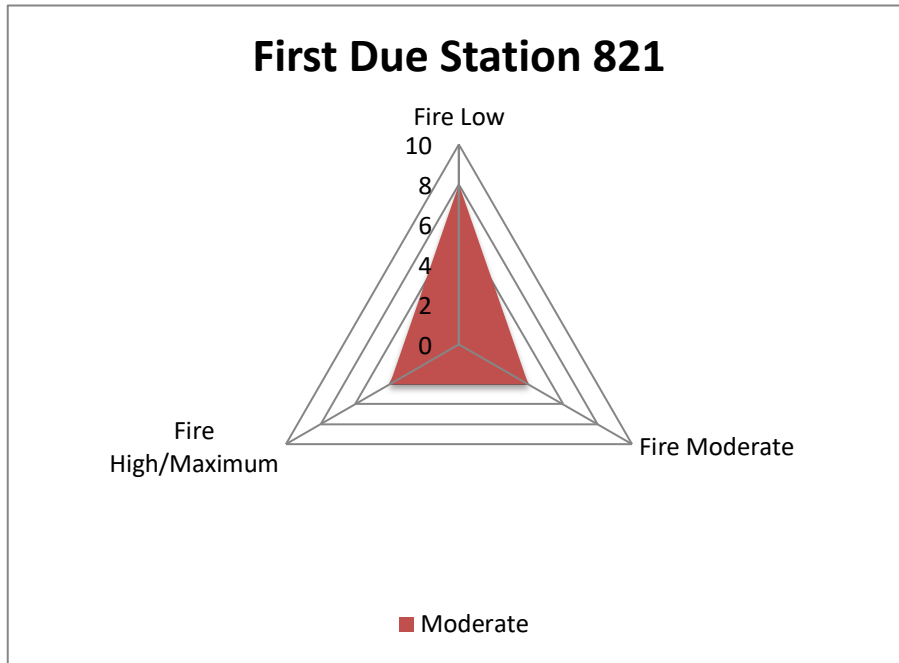


Figure 111: Fire Risk Profile – First Due Station 823

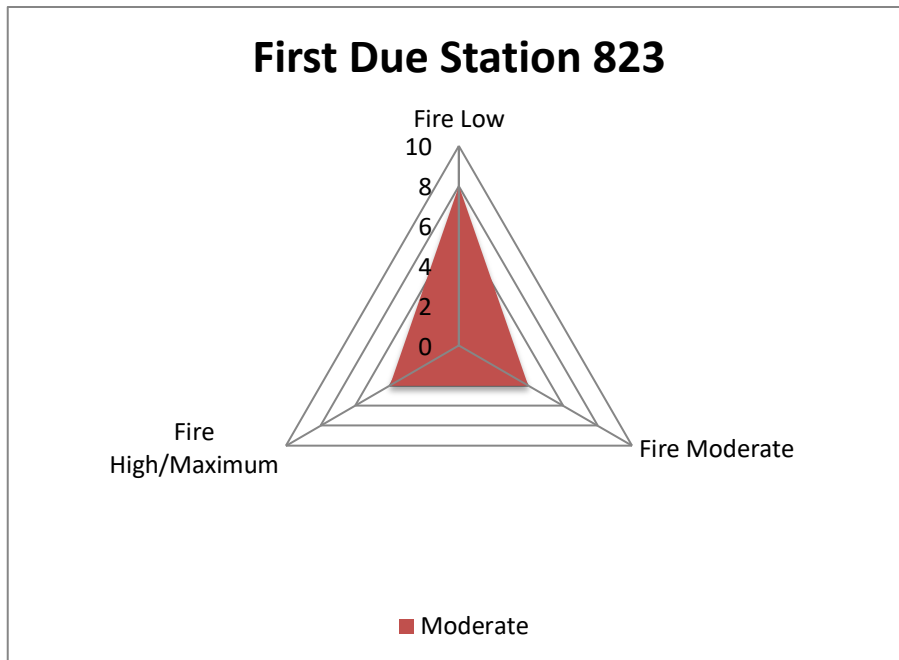


Figure 112: Fire Risk Profile – First Due Station 824

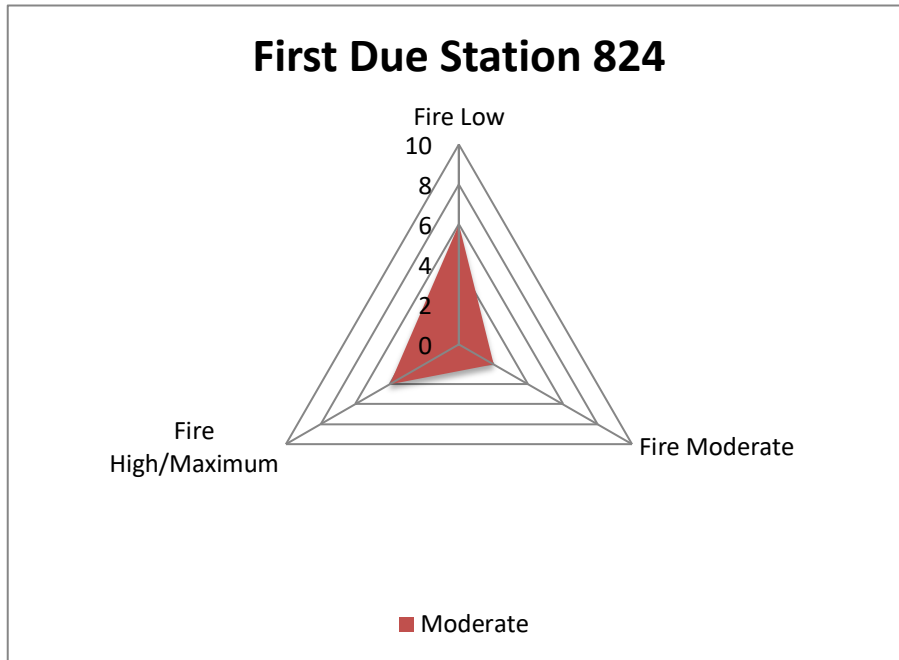


Figure 113: Fire Risk Profile – First Due Station 825

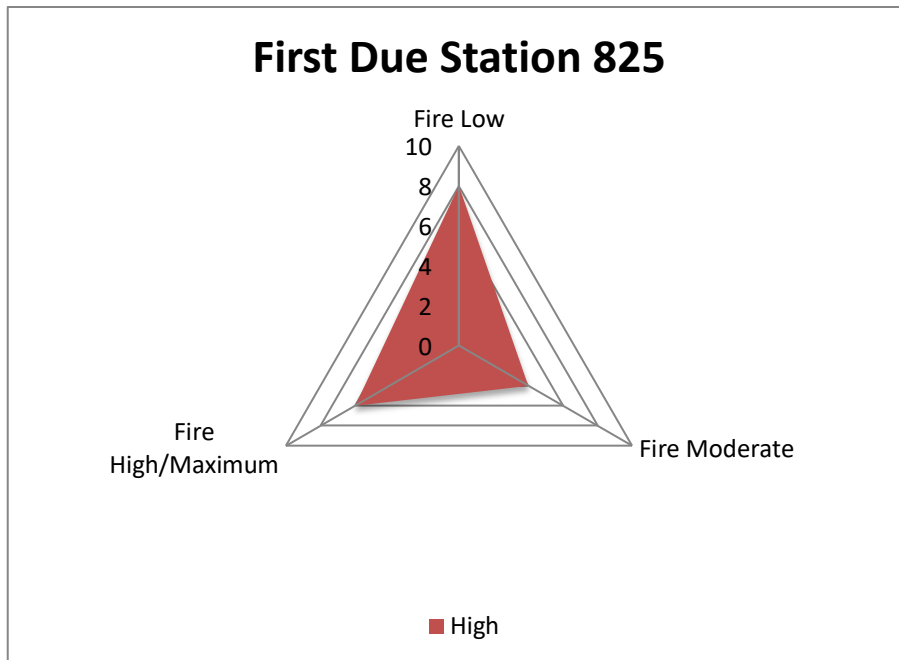


Figure 114: Fire Risk Profile – First Due Station 826

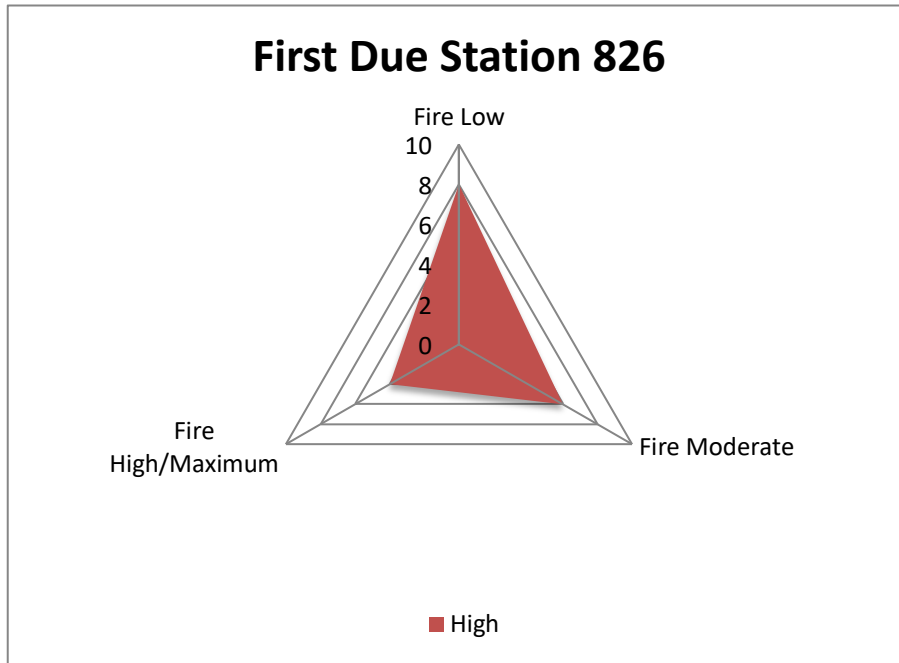


Figure 115: Fire Risk Profile – First Due Station 827

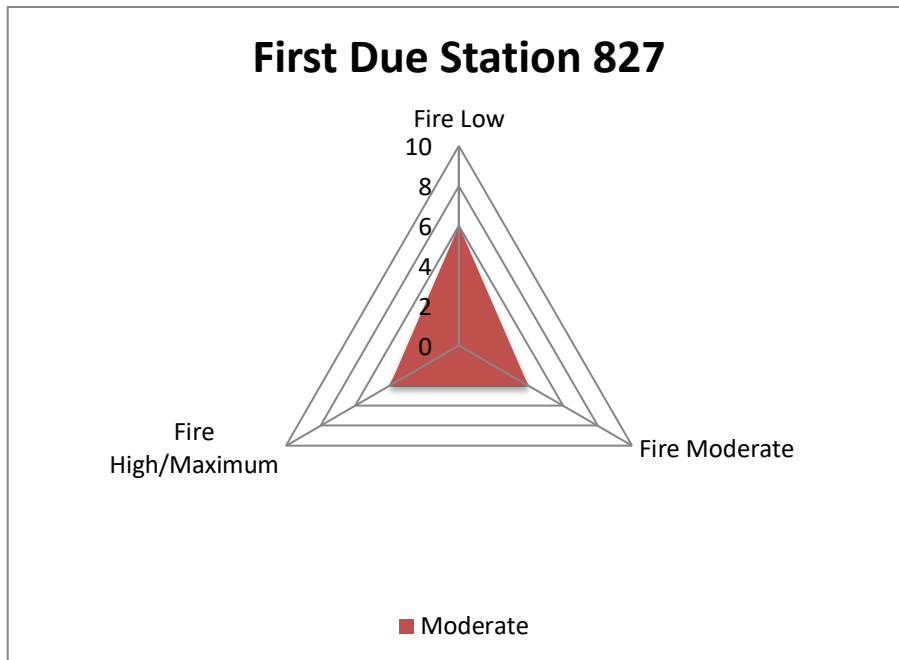


Figure 116: Fire Risk Profile – First Due Station 828

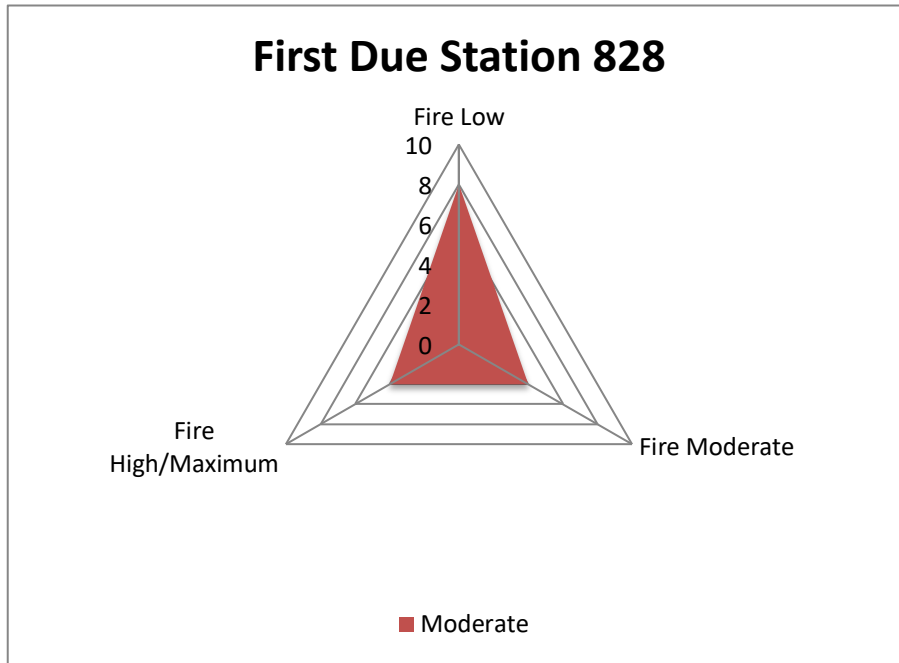


Figure 117: Fire Risk Profile – First Due Station 829

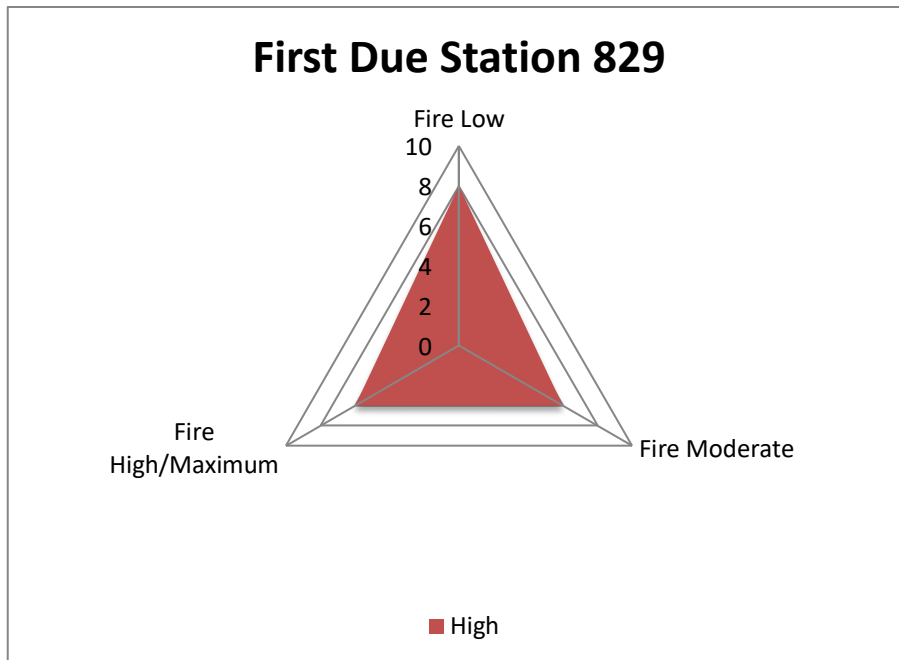


Figure 118: Fire Risk Profile – First Due Station 830

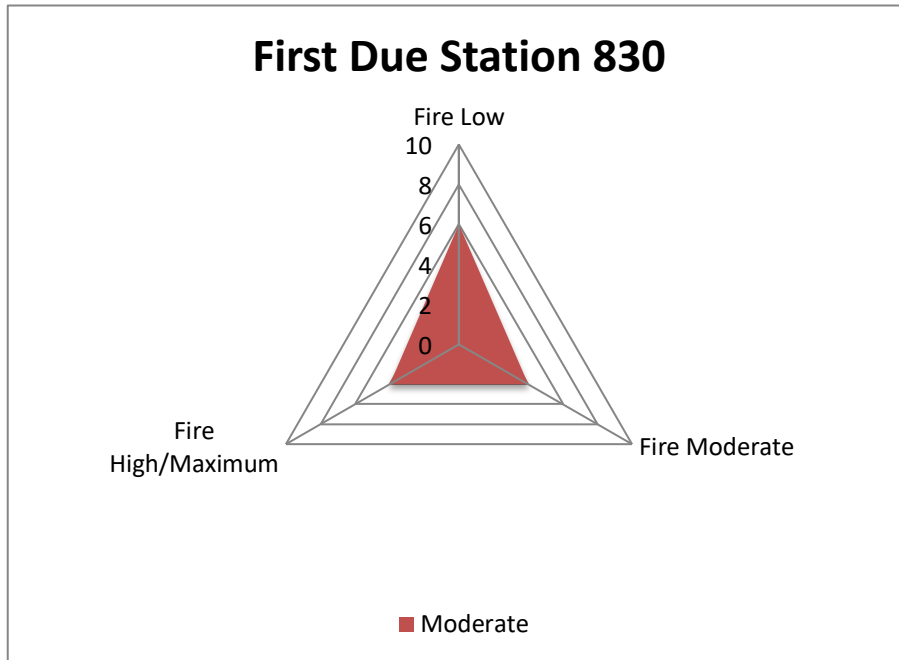


Figure 119: Fire Risk Profile – First Due Station 831

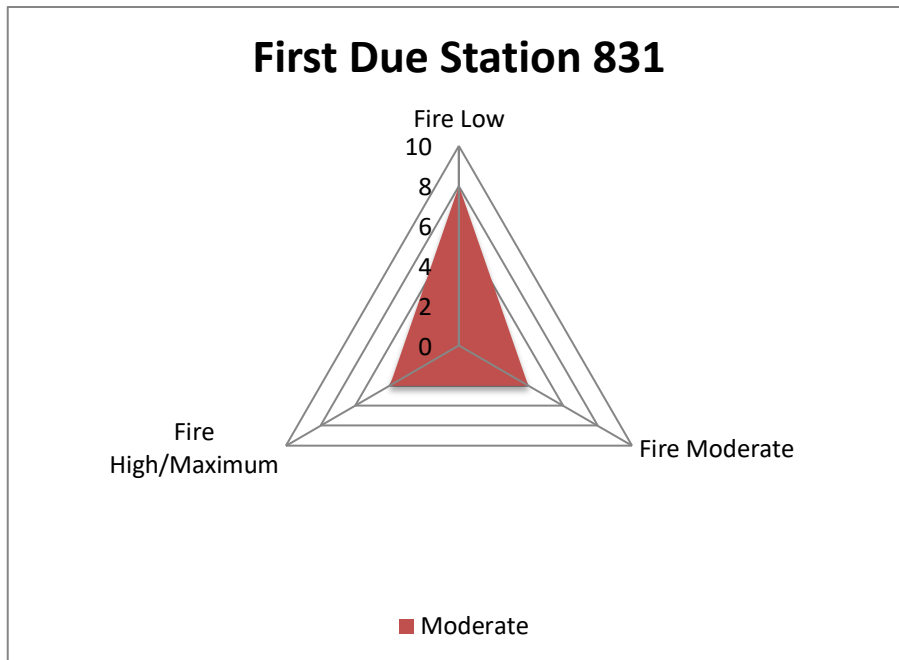


Figure 120: Fire Risk Profile – First Due Station 832

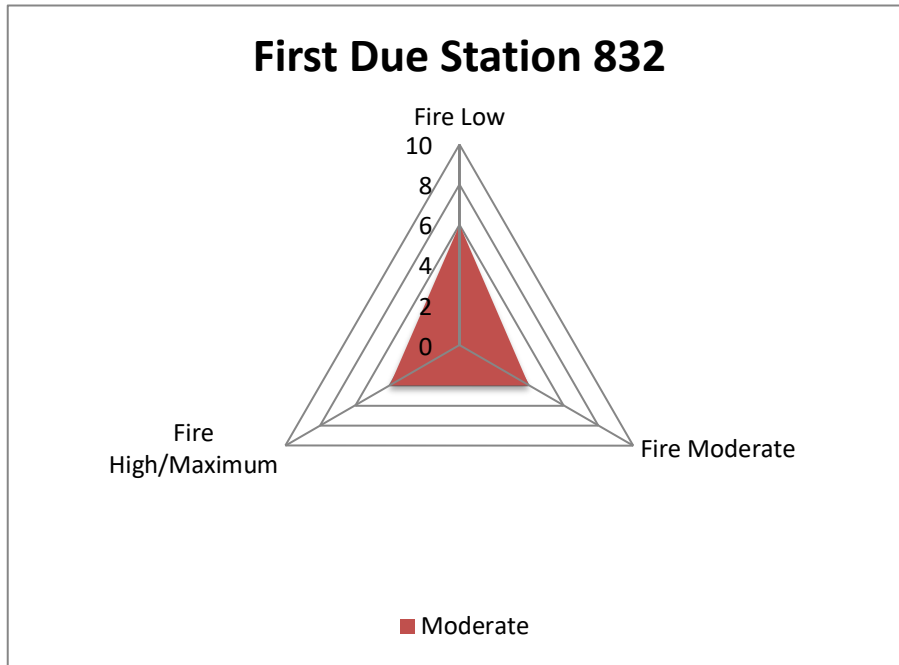


Figure 121: Fire Risk Profile – First Due Station 833

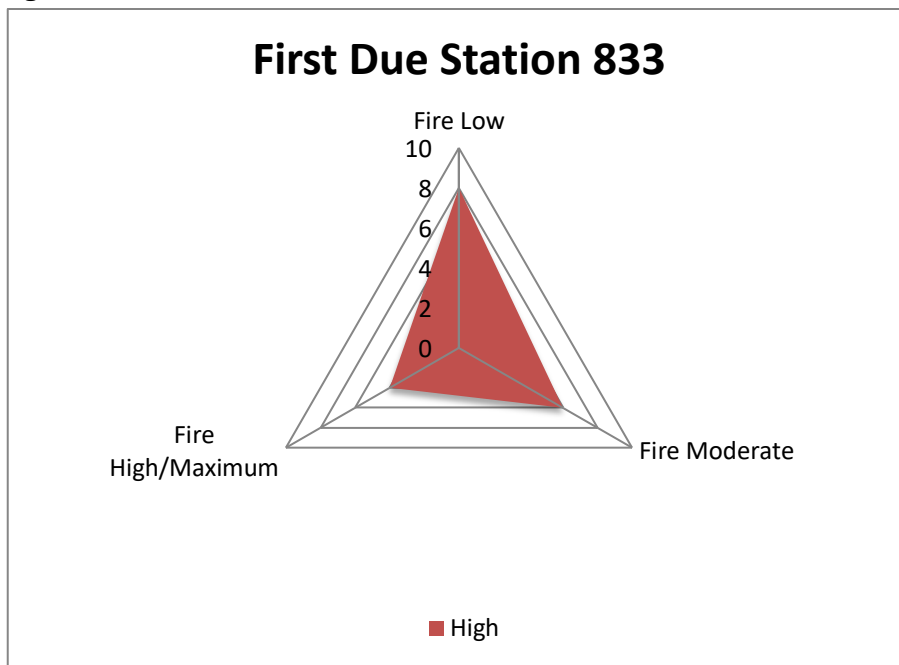


Figure 122: Fire Risk Profile – First Due Station 834

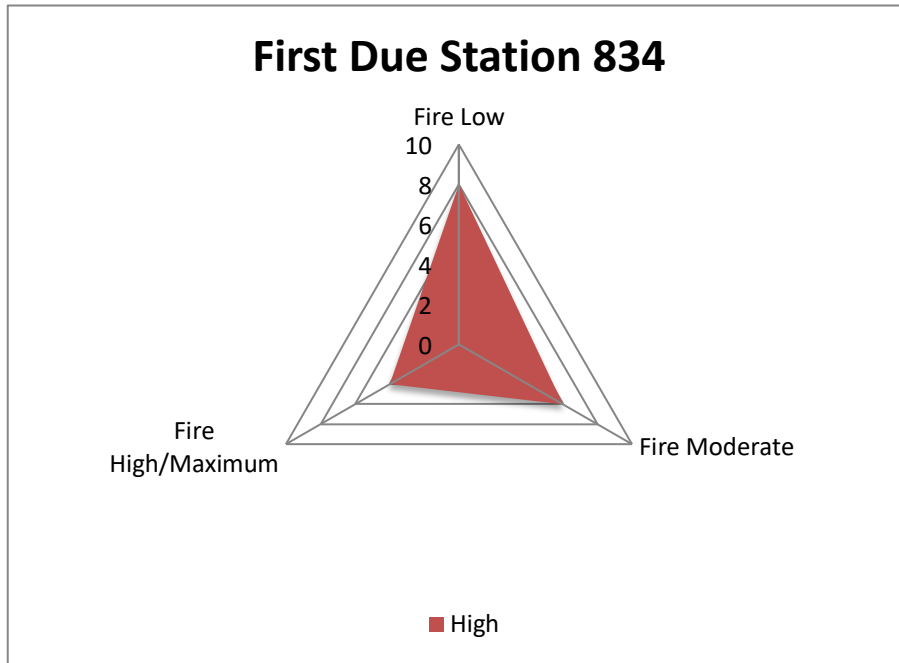


Figure 123: Fire Risk Profile – First Due Station 835

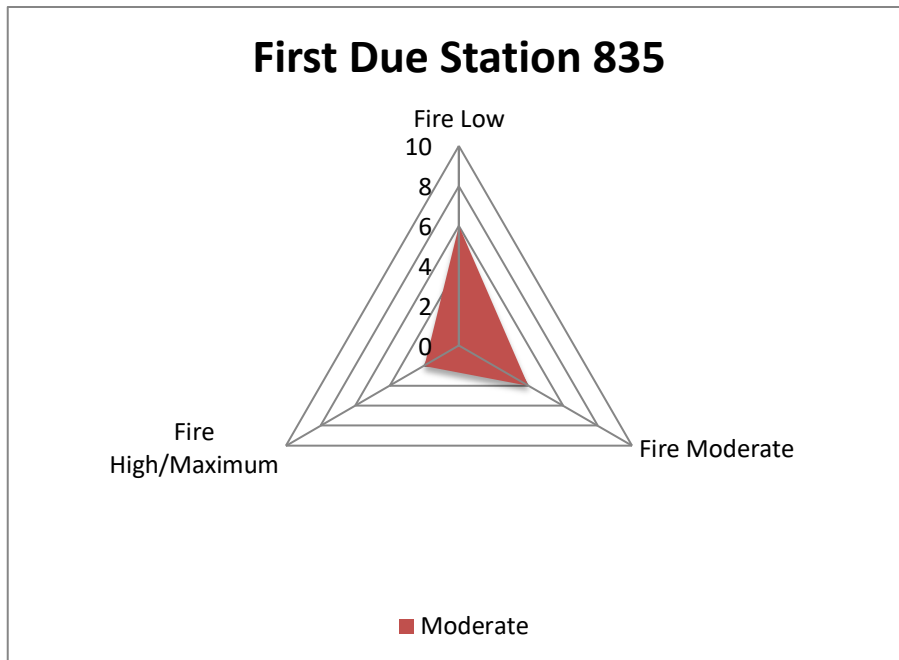


Figure 124: Fire Risk Profile – First Due Station 836

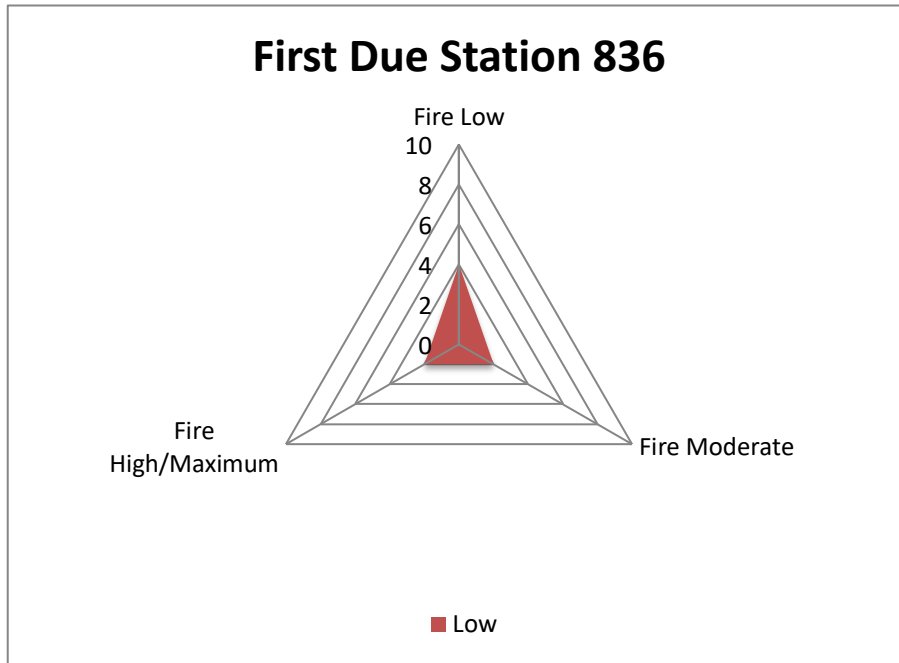


Figure 125: Fire Risk Profile – First Due Station 837

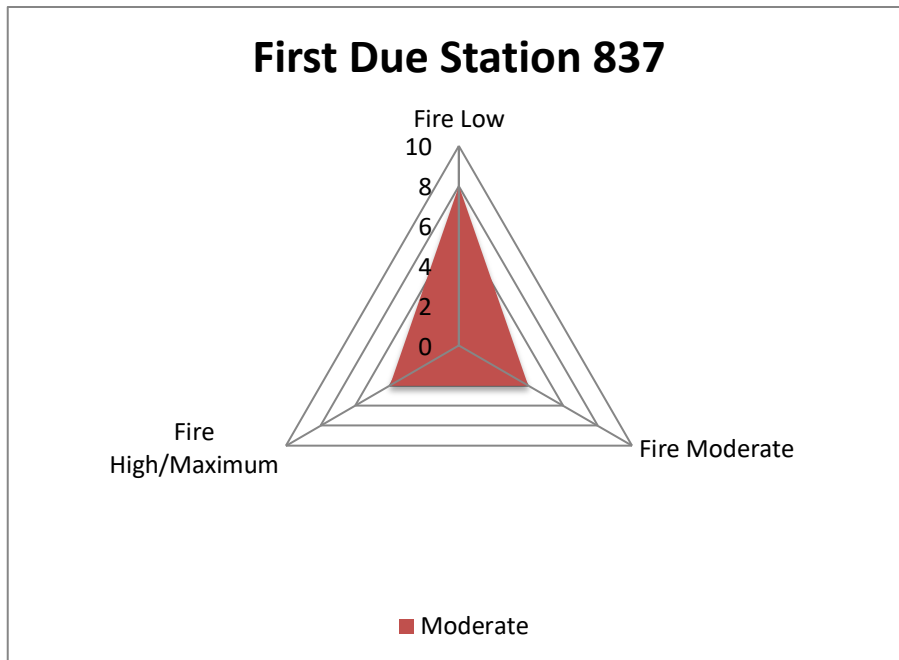


Figure 126: Fire Risk Profile – First Due Station 838

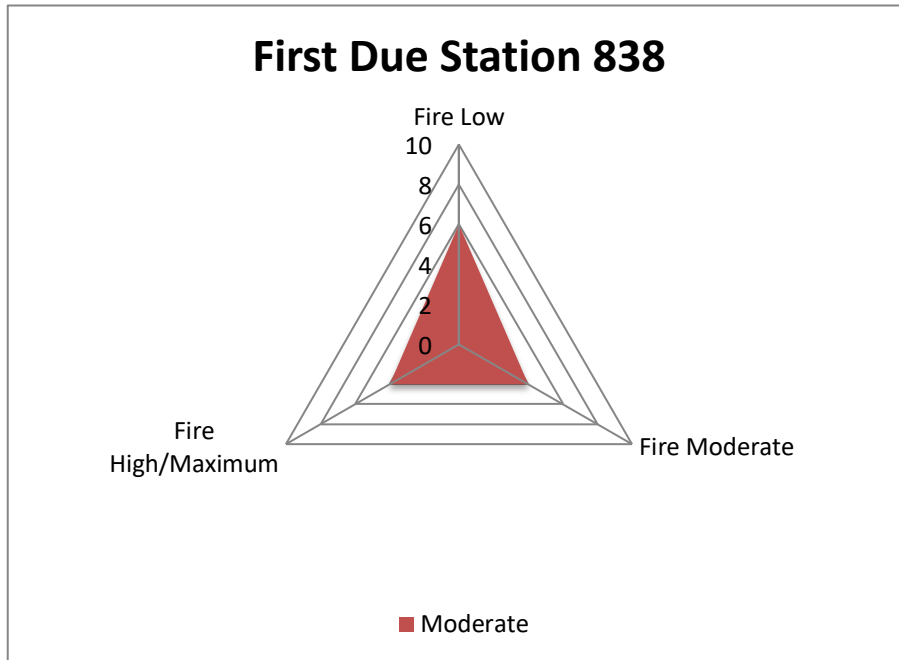


Figure 127: Fire Risk Profile – First Due Station 839

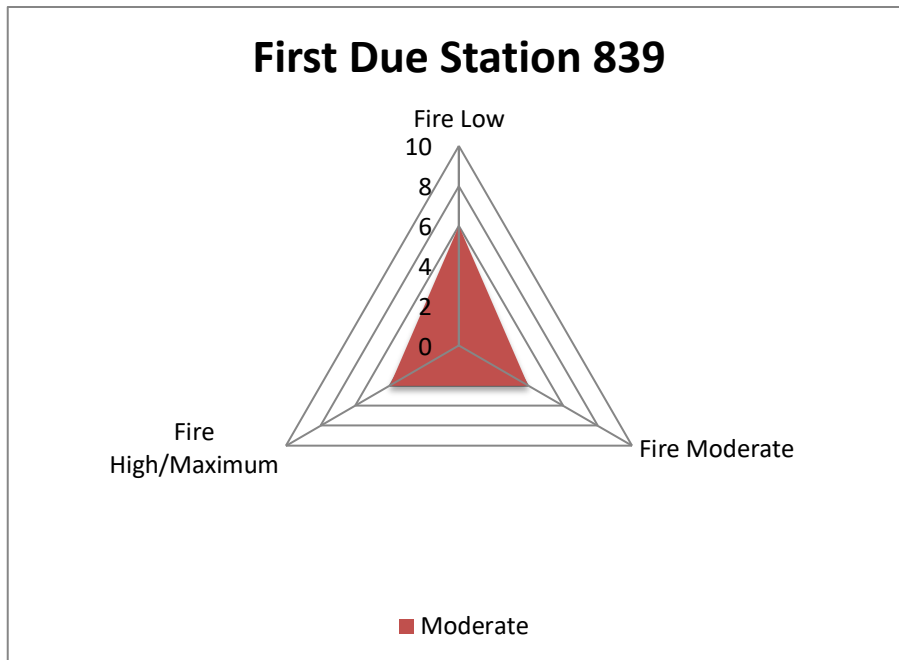


Figure 128: Fire Risk Profile – First Due Station 840

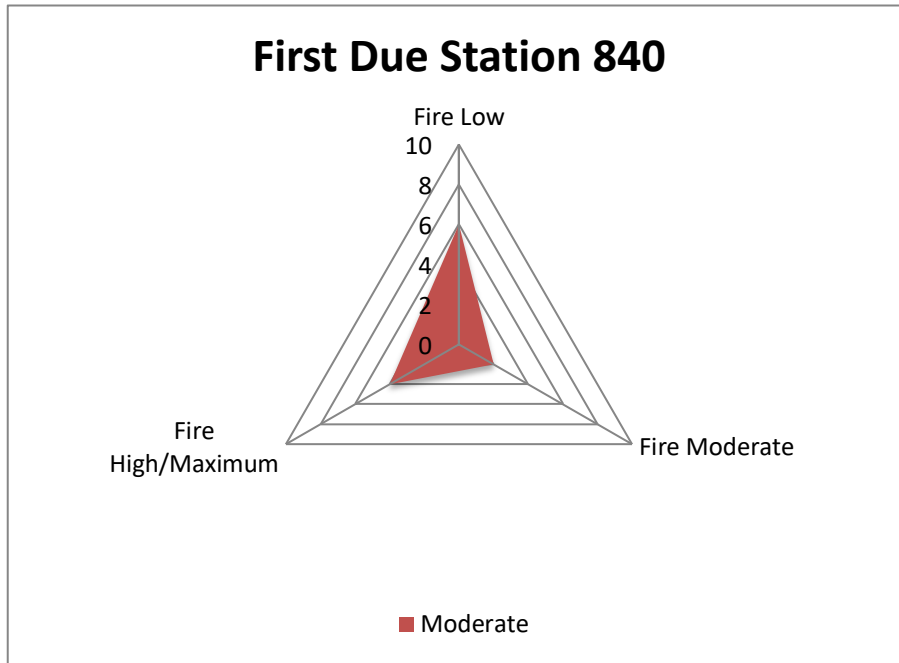


Figure 129: Fire Risk Profile – First Due Station 841

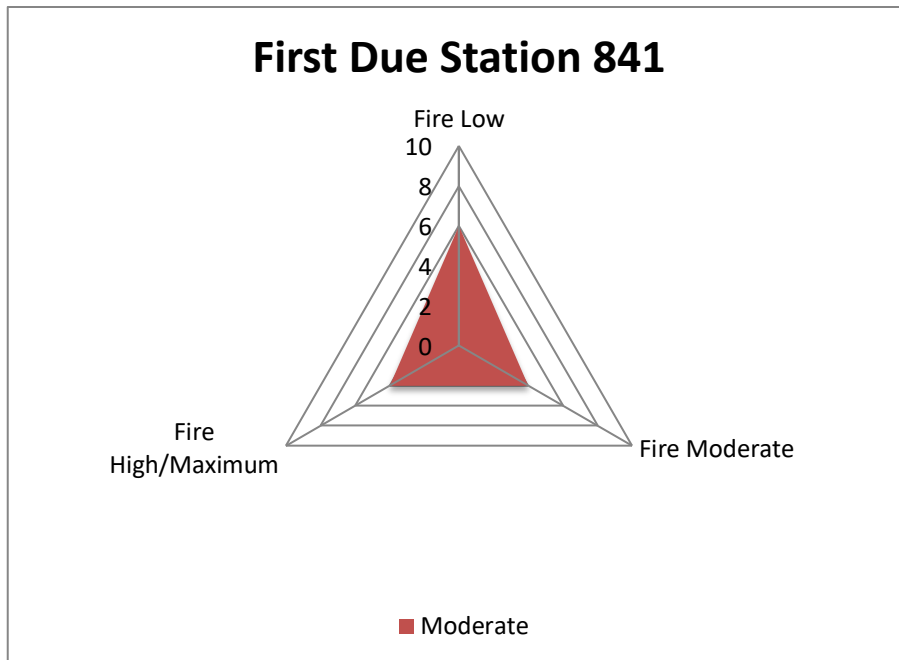


Figure 130: Fire Risk Profile – First Due Station 842

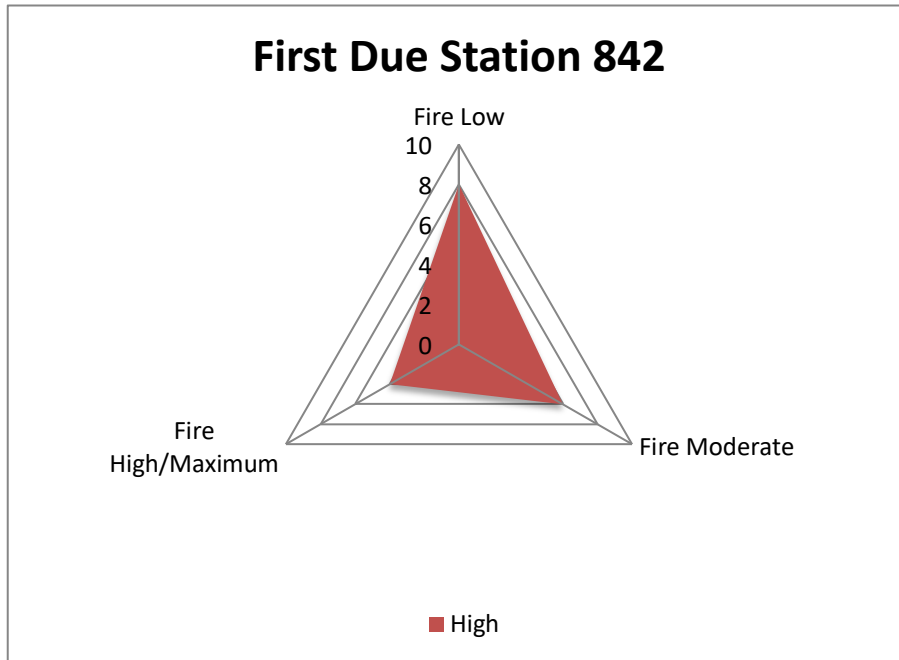


Figure 131: Fire Risk Profile – First Due Station 843

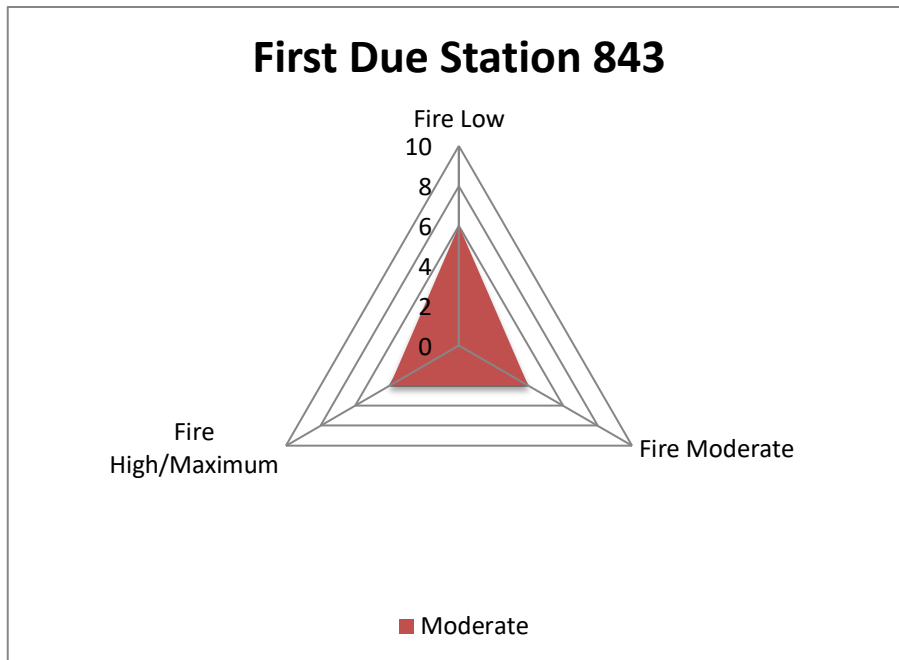


Figure 132: Fire Risk Profile – First Due Station 844

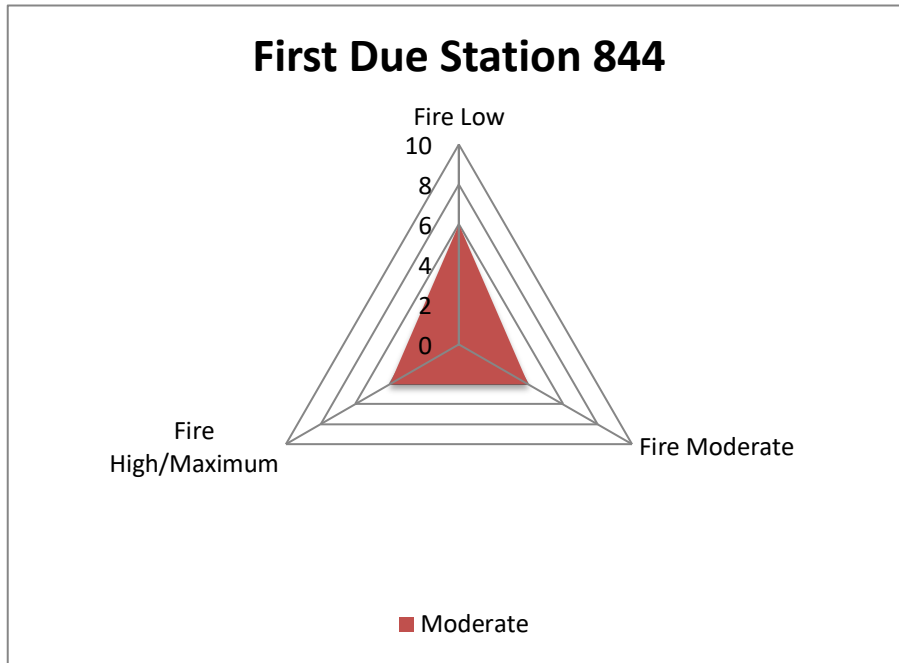


Figure 133: Fire Risk Profile – First Due Station 845

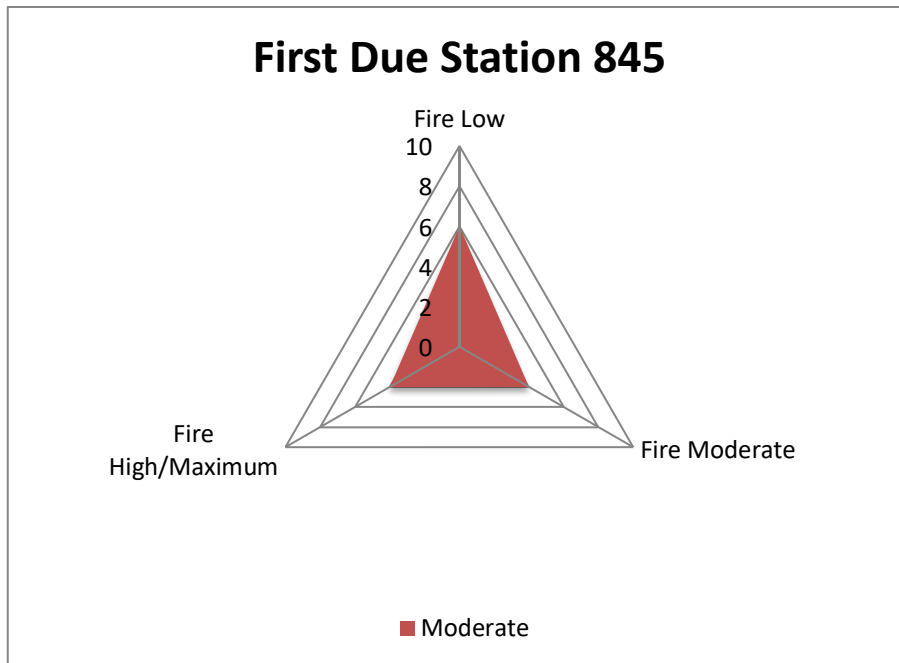


Figure 134: Fire Risk Profile – First Due Station 846

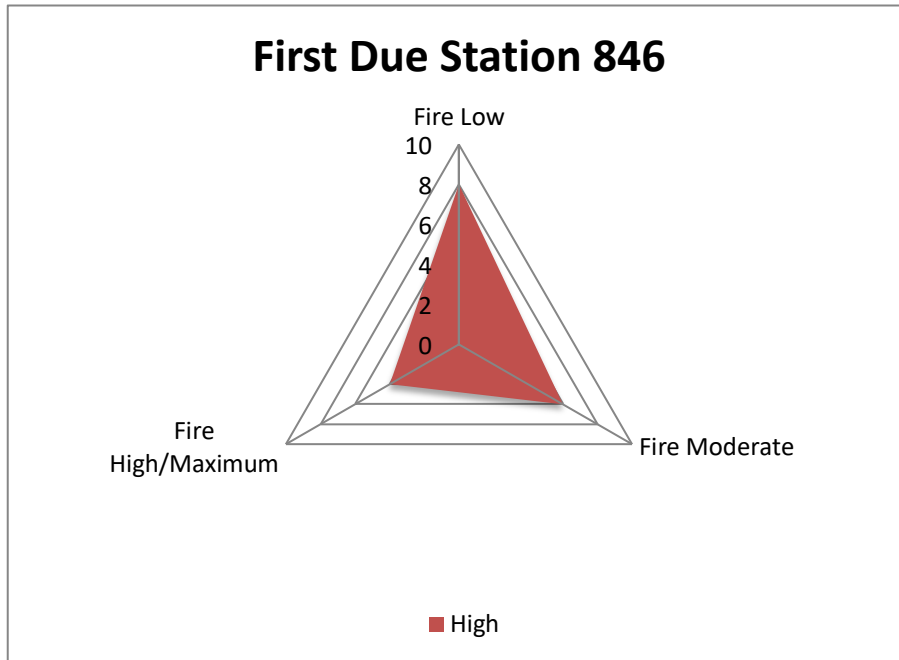


Figure 135: Fire Risk Profile – First Due Station 847

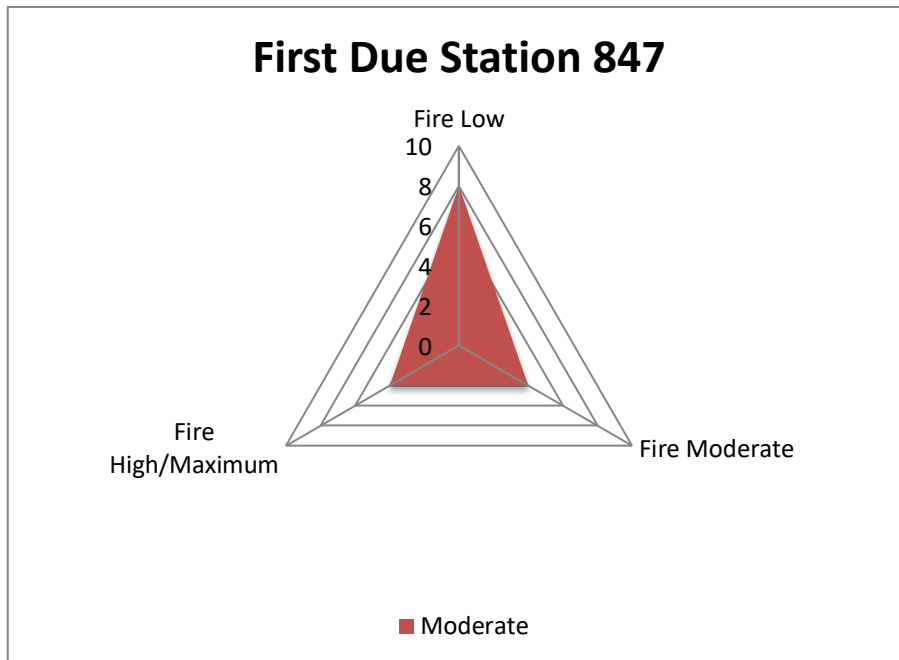


Figure 136: Fire Risk Profile – First Due Station 848

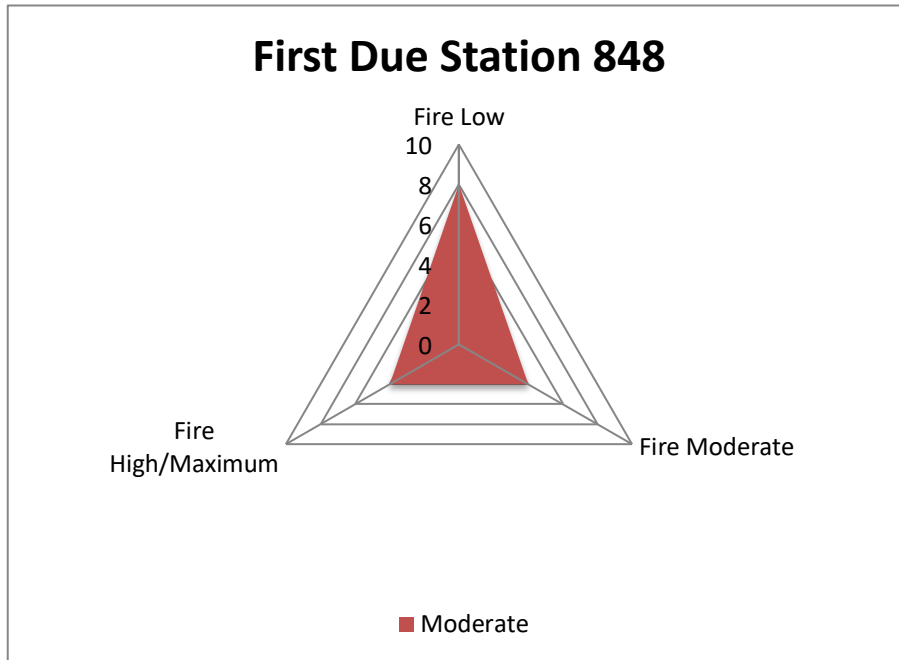


Figure 137: Fire Risk Profile – First Due Station 849

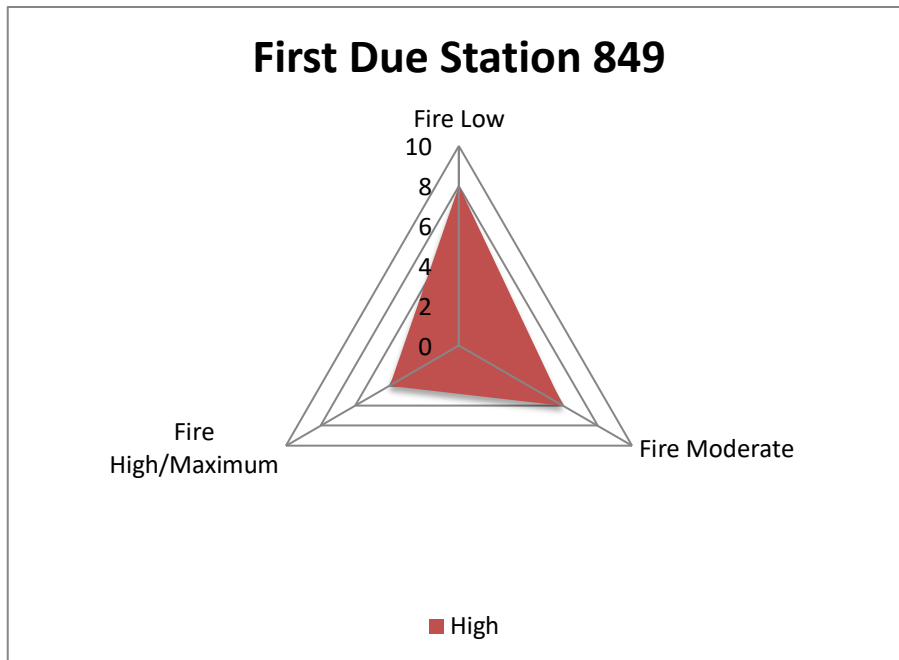


Figure 138: Fire Risk Profile – First Due Station 855

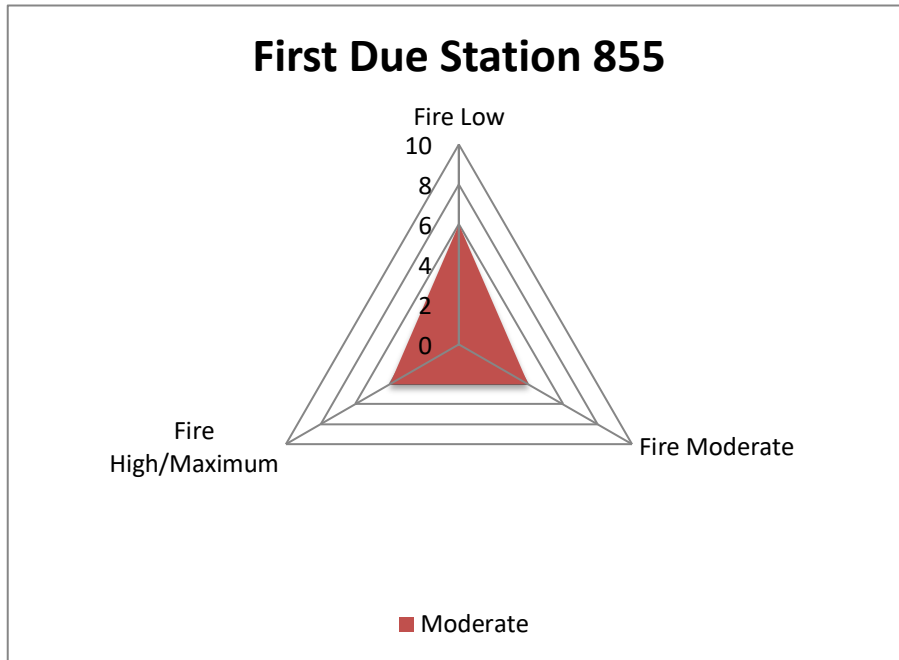
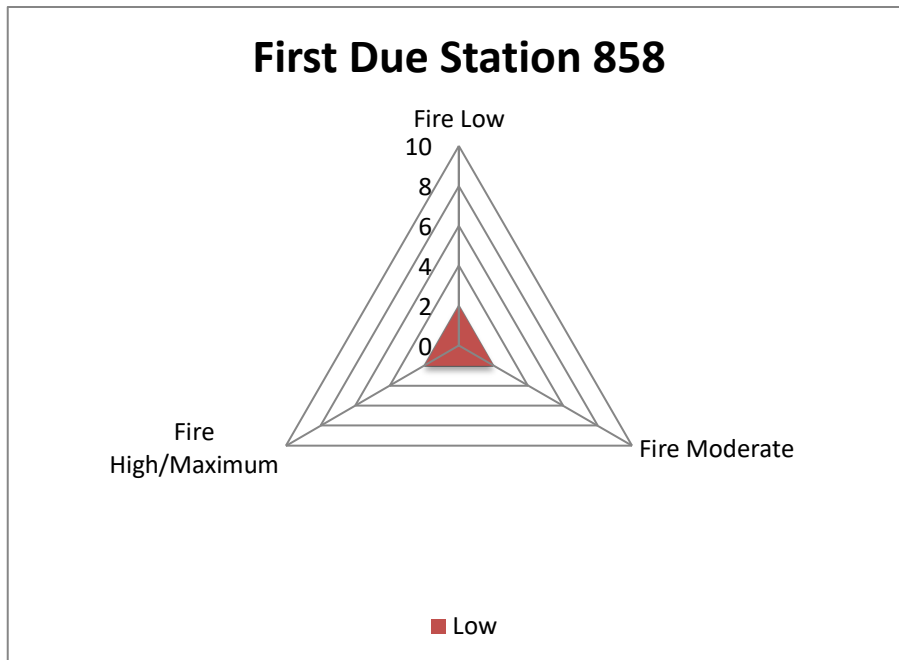


Figure 139: Fire Risk Profile – First Due Station 858



Hazmat

Figure 140: Hazmat Risk Profile - First Due Station 801

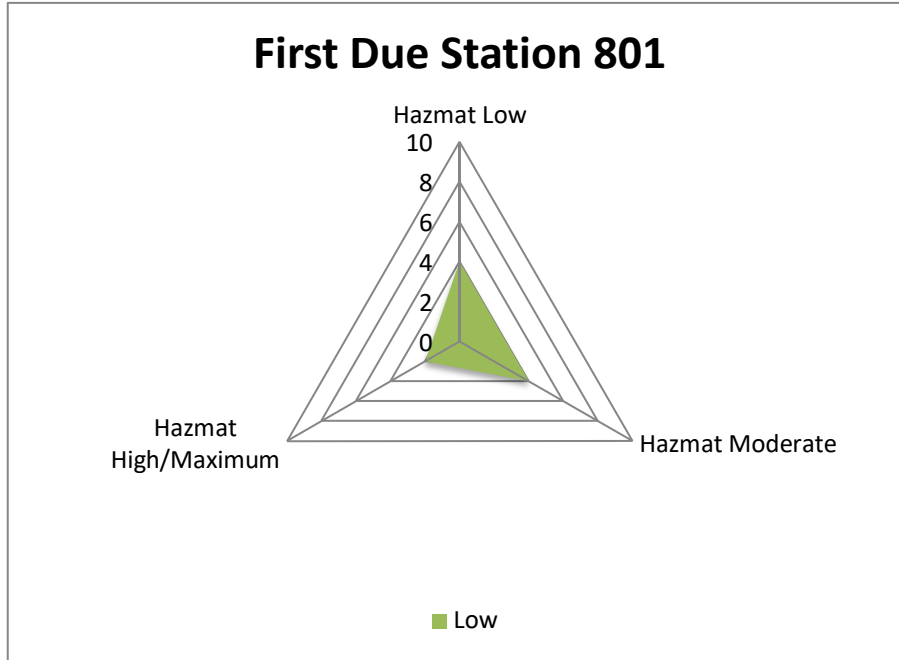


Figure 141: Hazmat Risk Profile - First Due Station 802

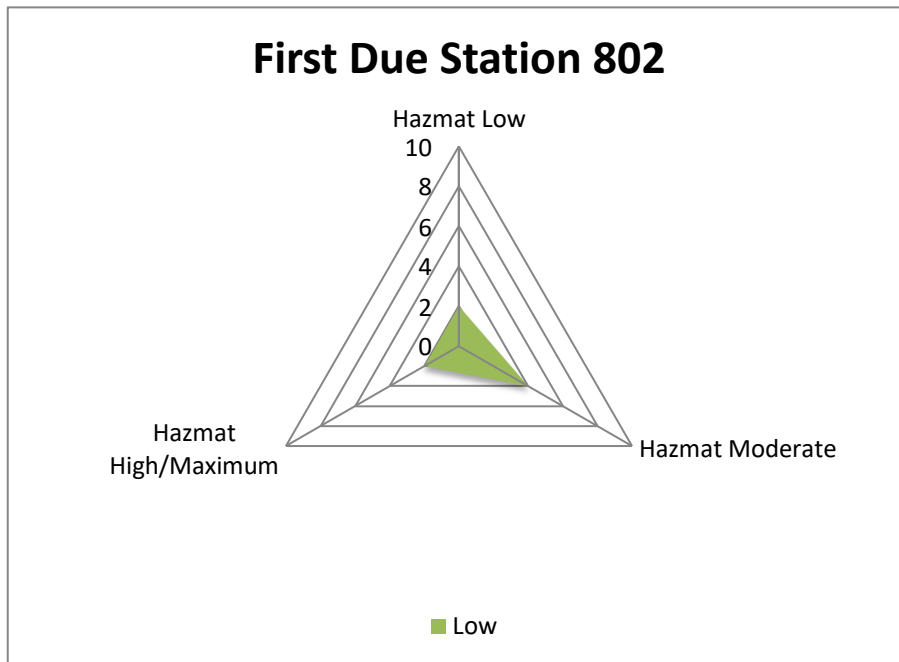


Figure 142: Hazmat Risk Profile – First Due Station 805

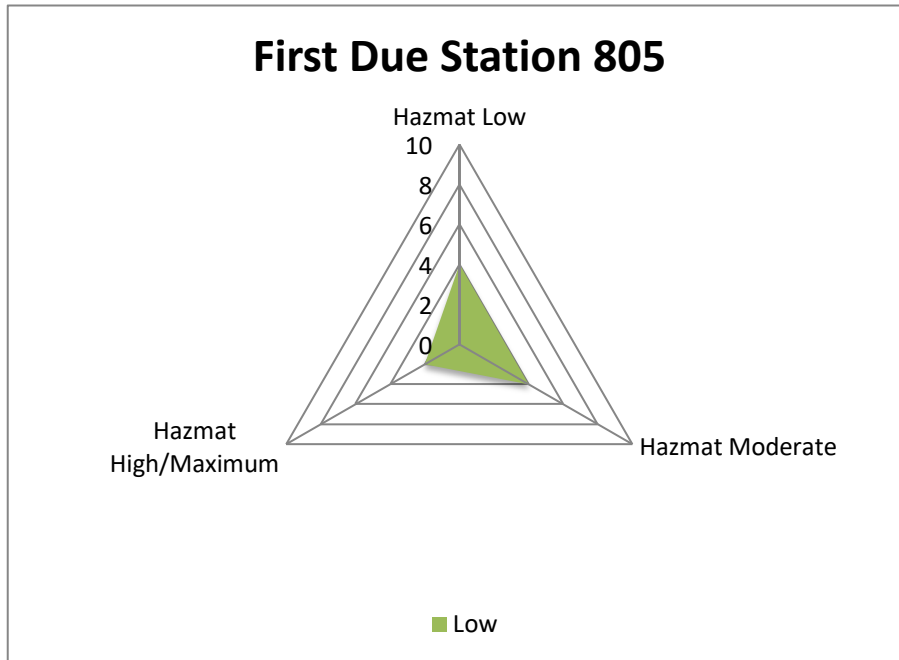


Figure 143: Hazmat Risk Profile – First Due Station 806

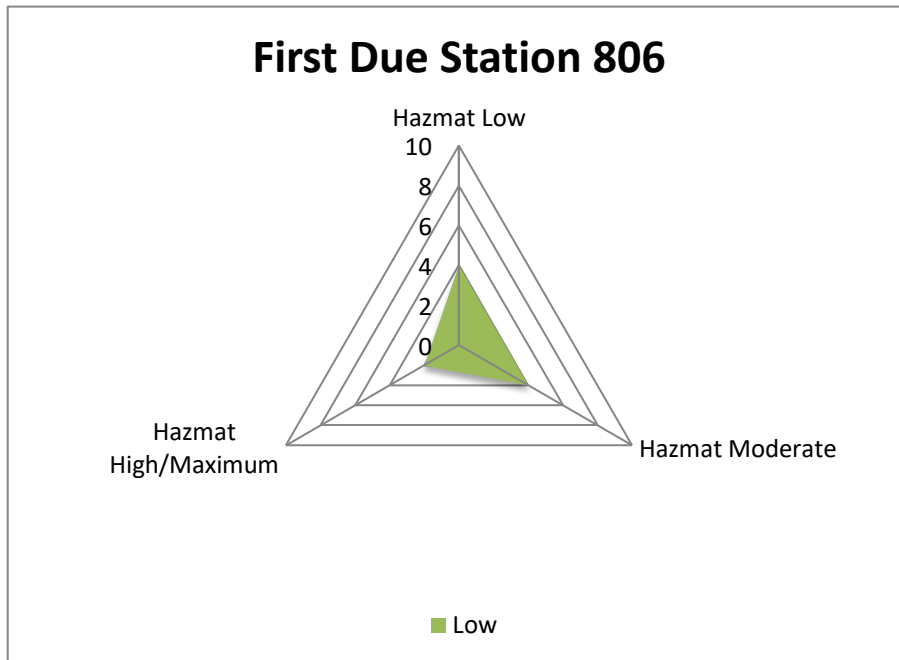


Figure 144: Hazmat Risk Profile – First Due Station 807

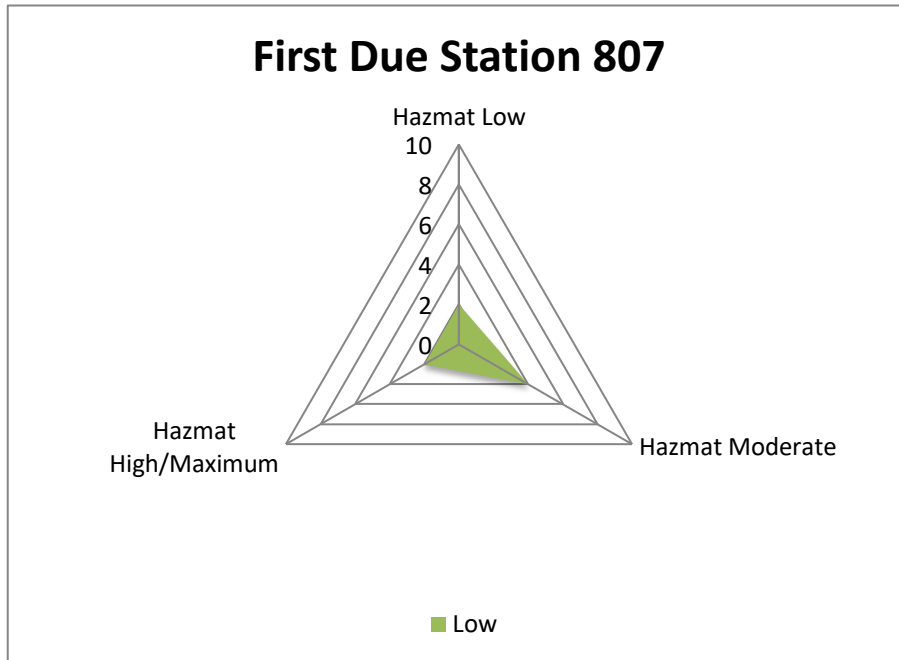


Figure 145: Hazmat Risk Profile – First Due Station 809

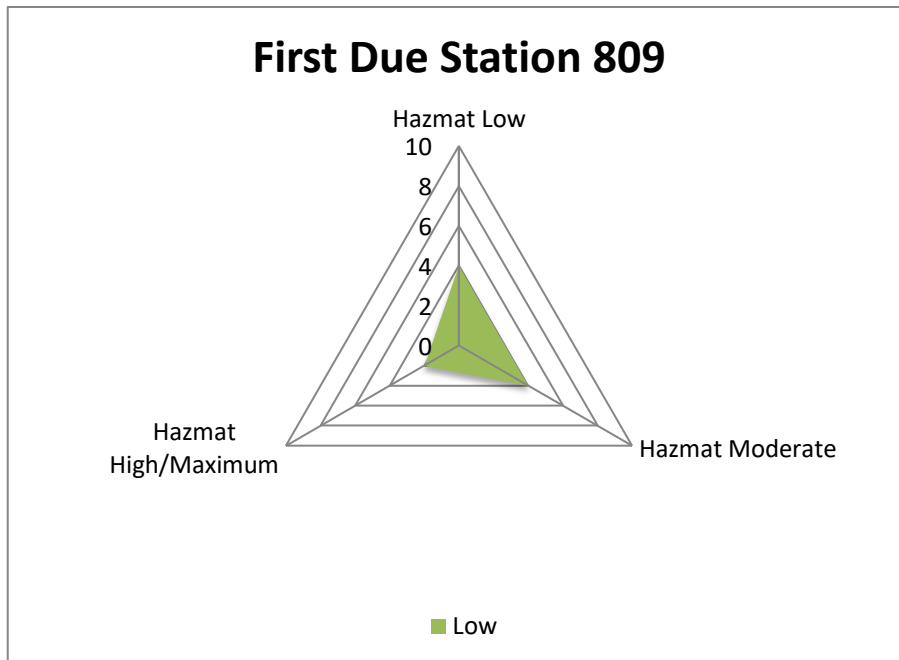


Figure 146: Hazmat Risk Profile – First Due Station 810

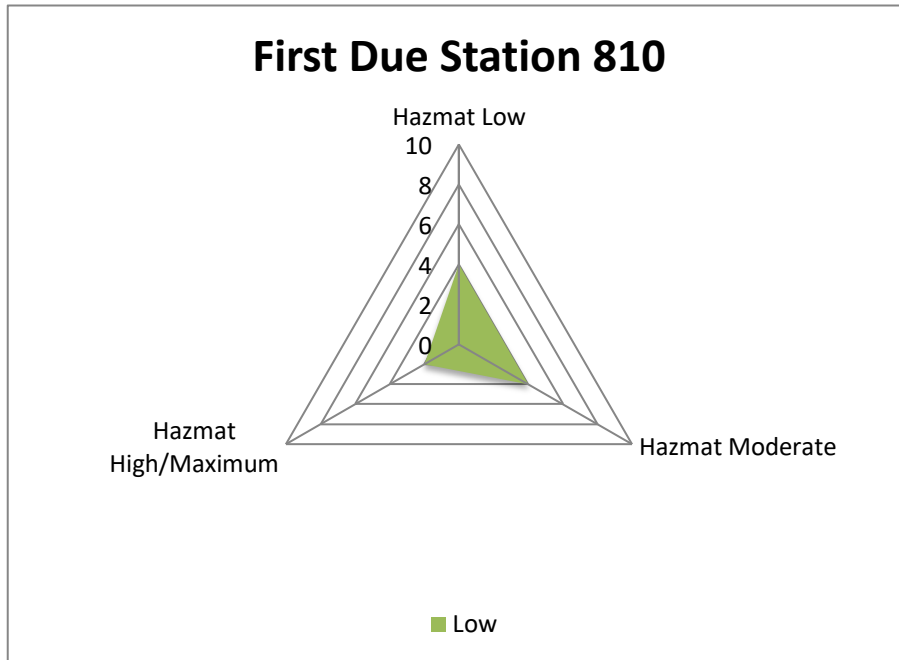


Figure 147: Hazmat Risk Profile – First Due Station 811

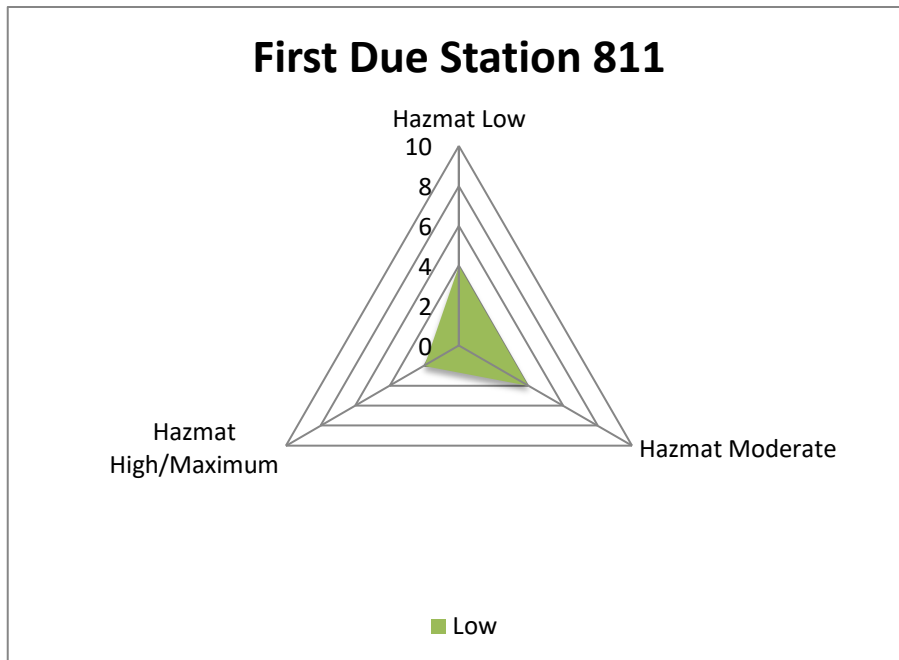


Figure 148: Hazmat Risk Profile – First Due Station 812

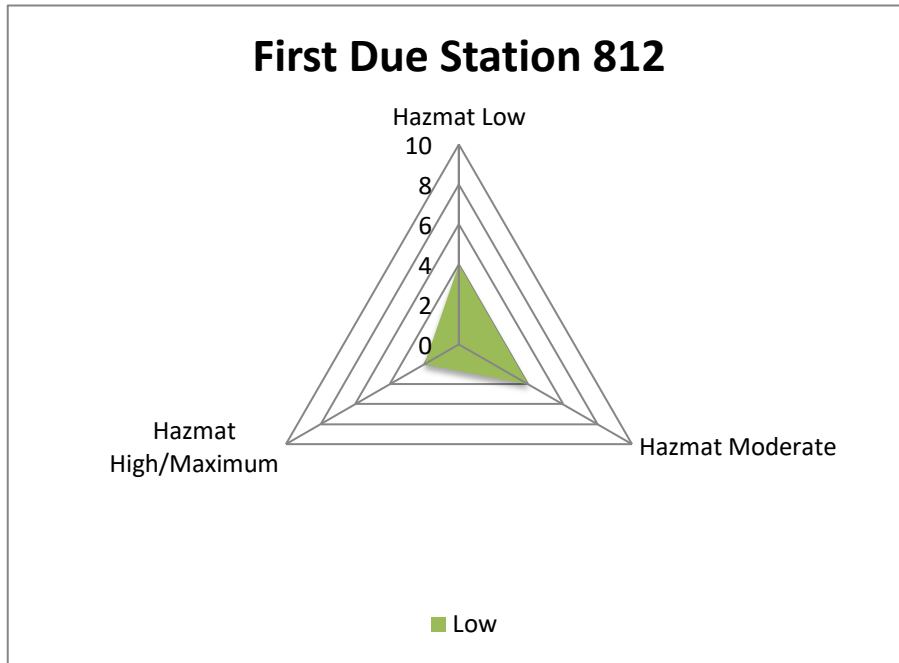


Figure 149: Hazmat Risk Profile – First Due Station 813

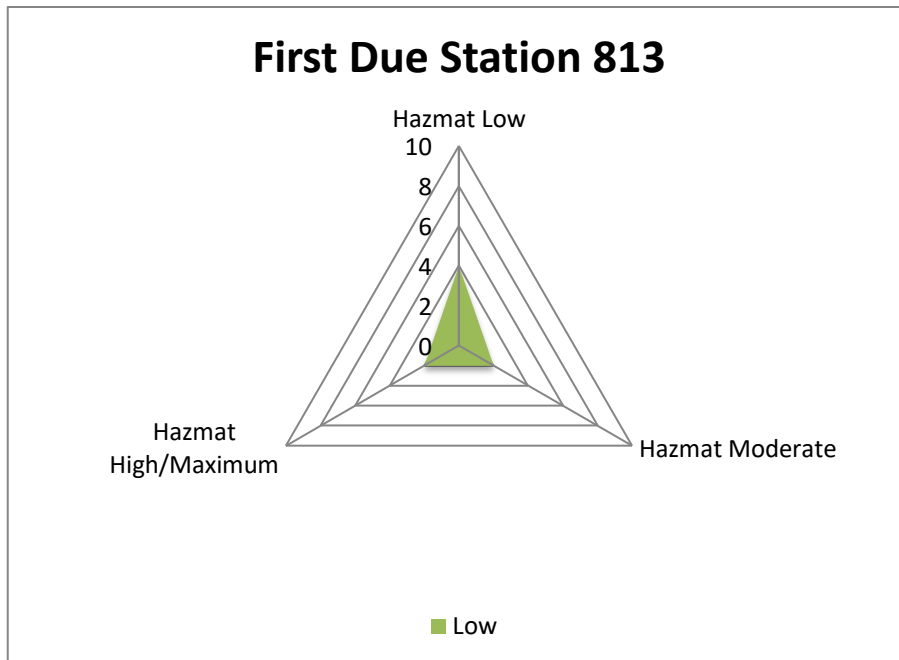


Figure 150: Hazmat Risk Profile – First Due Station 814

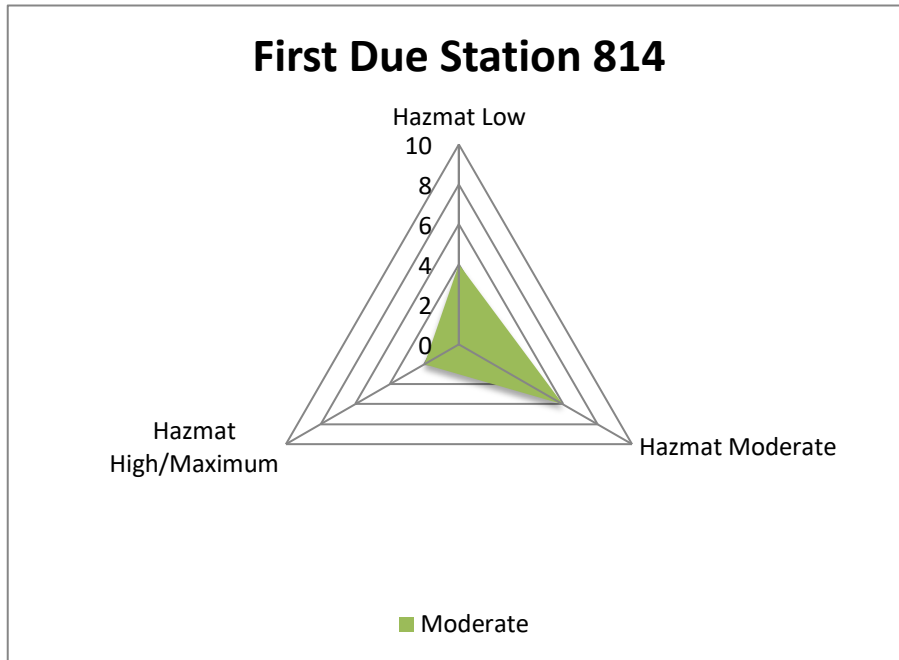


Figure 151: Hazmat Risk Profile – First Due Station 816

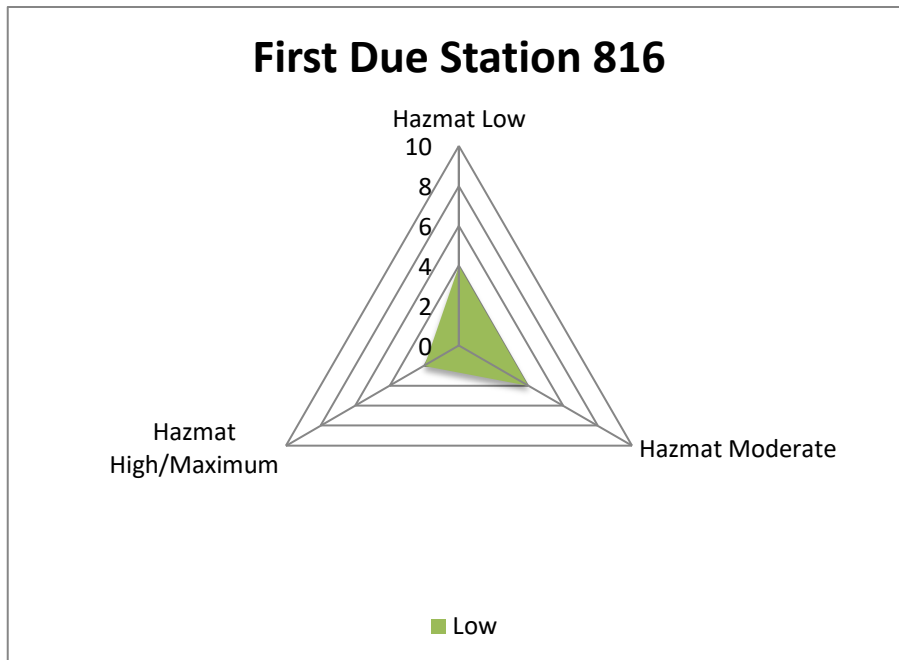


Figure 152: Hazmat Risk Profile – First Due Station 817

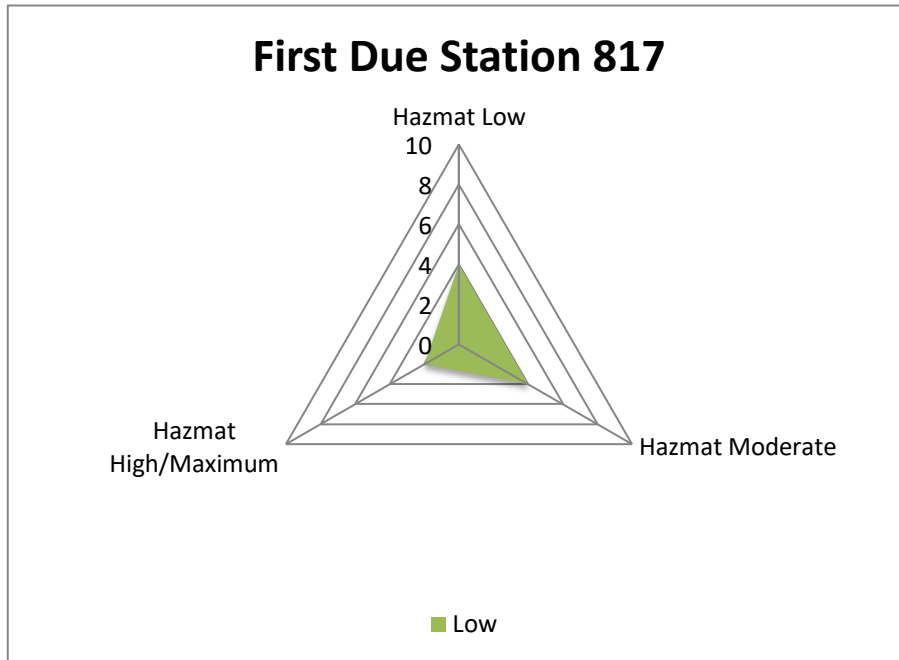


Figure 153: Hazmat Risk Profile – First Due Station 818

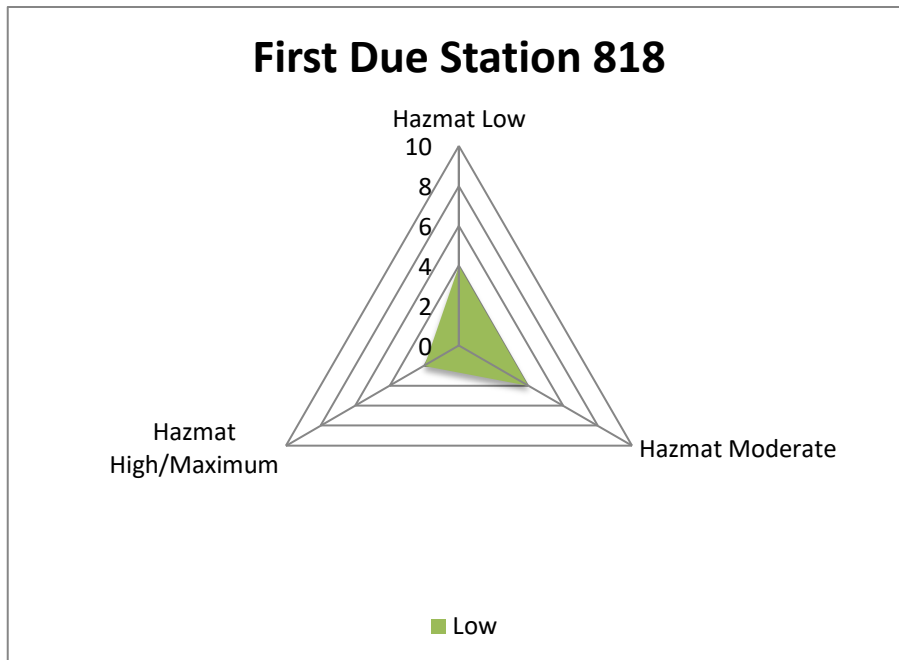


Figure 154: Hazmat Risk Profile – First Due Station 819

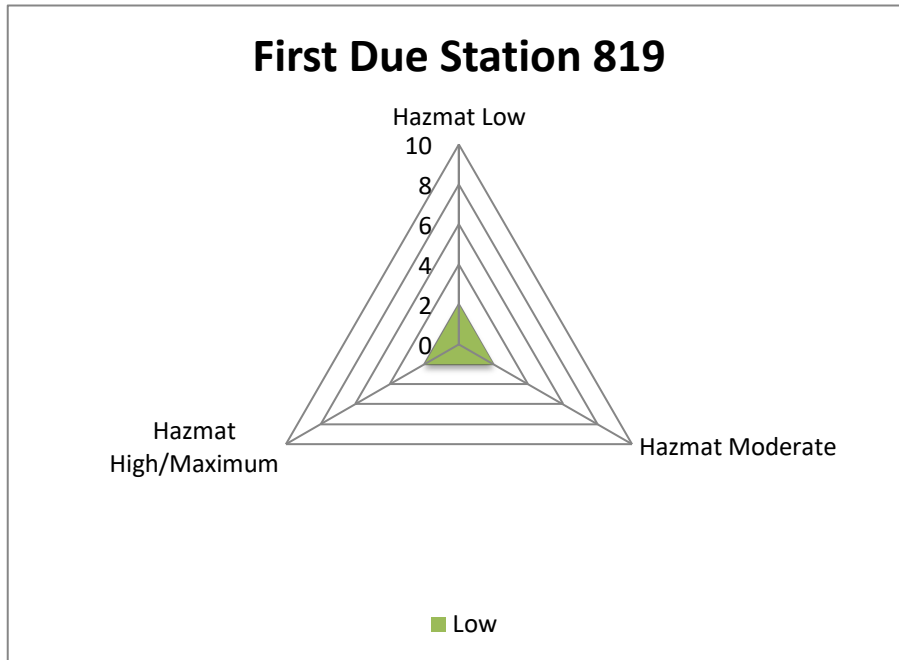


Figure 155: Hazmat Risk Profile – First Due Station 820

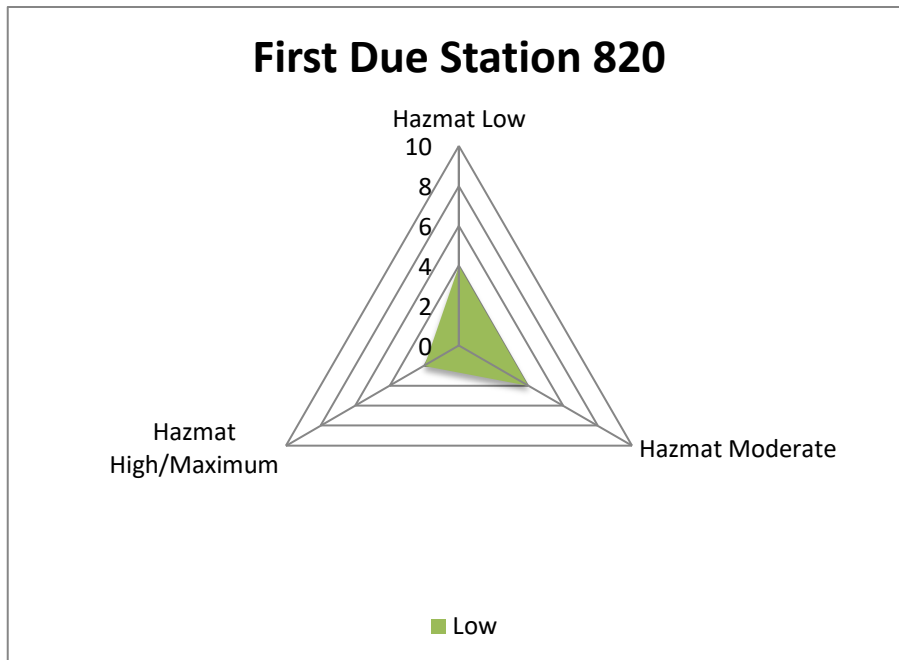


Figure 156: Hazmat Risk Profile – First Due Station 821

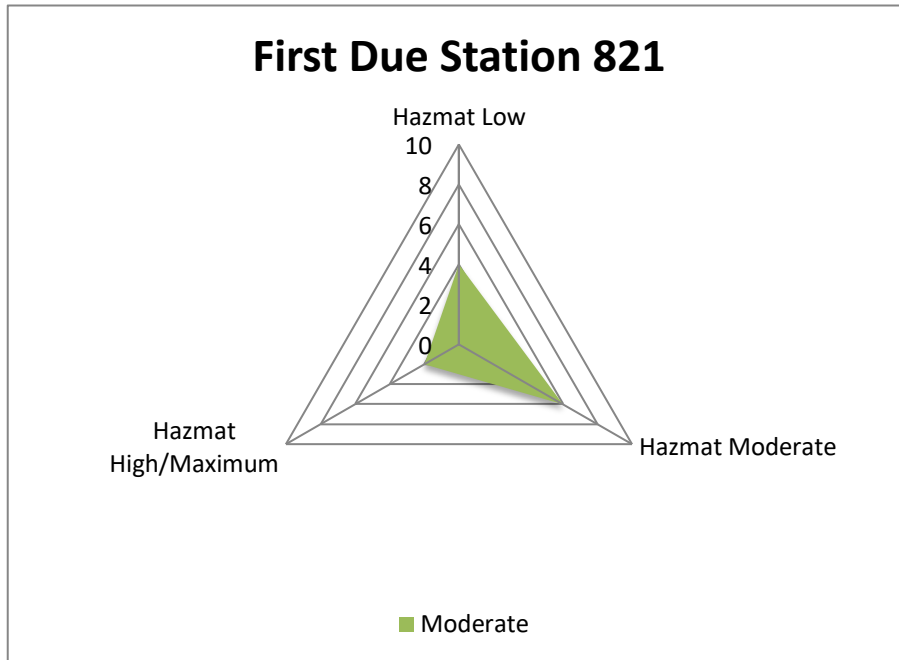


Figure 157: Hazmat Risk Profile – First Due Station 823

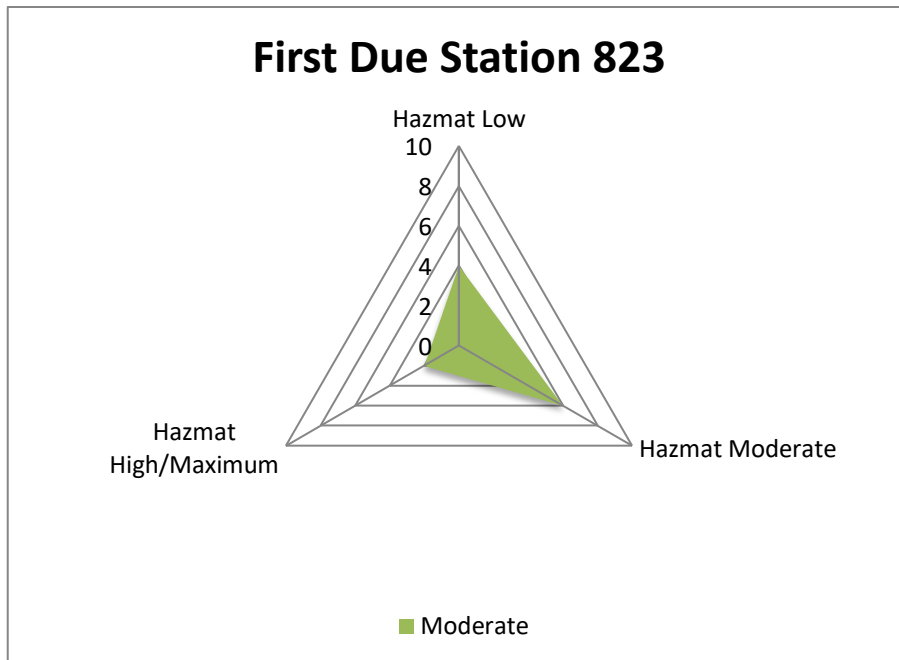


Figure 158: Hazmat Risk Profile – First Due Station 824

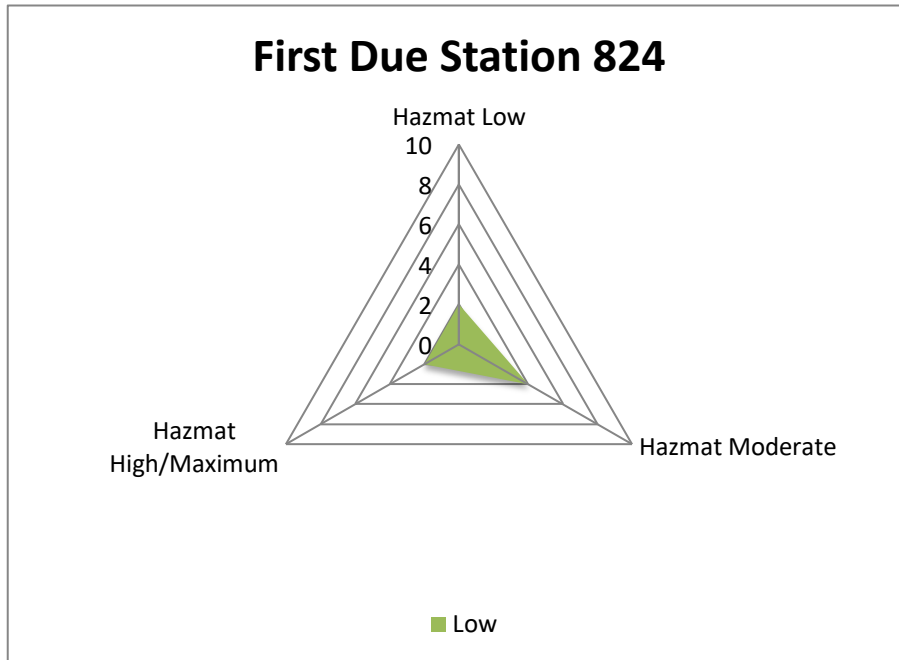


Figure 159: Hazmat Risk Profile – First Due Station 825

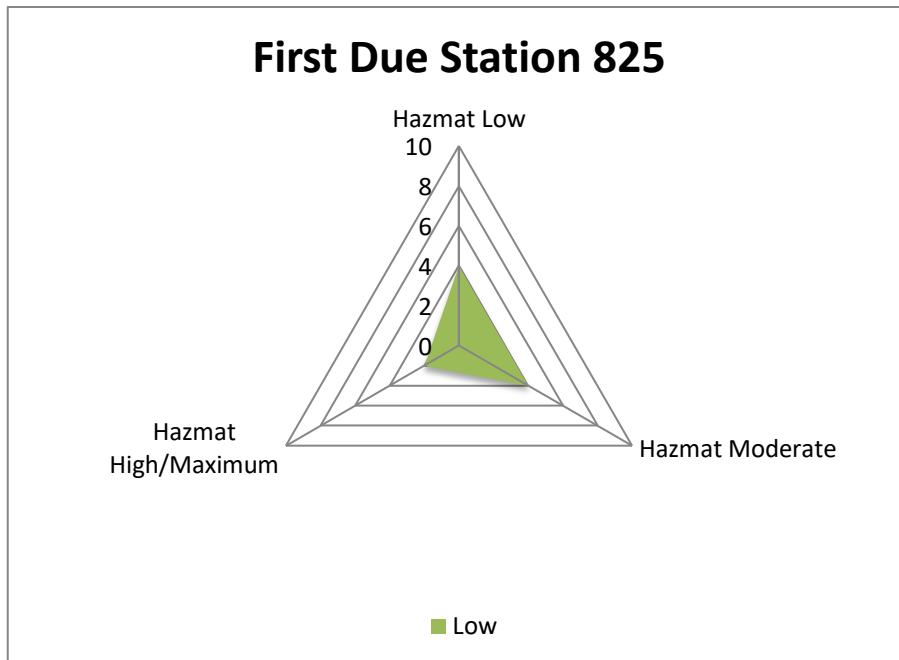


Figure 160: Hazmat Risk Profile – First Due Station 826

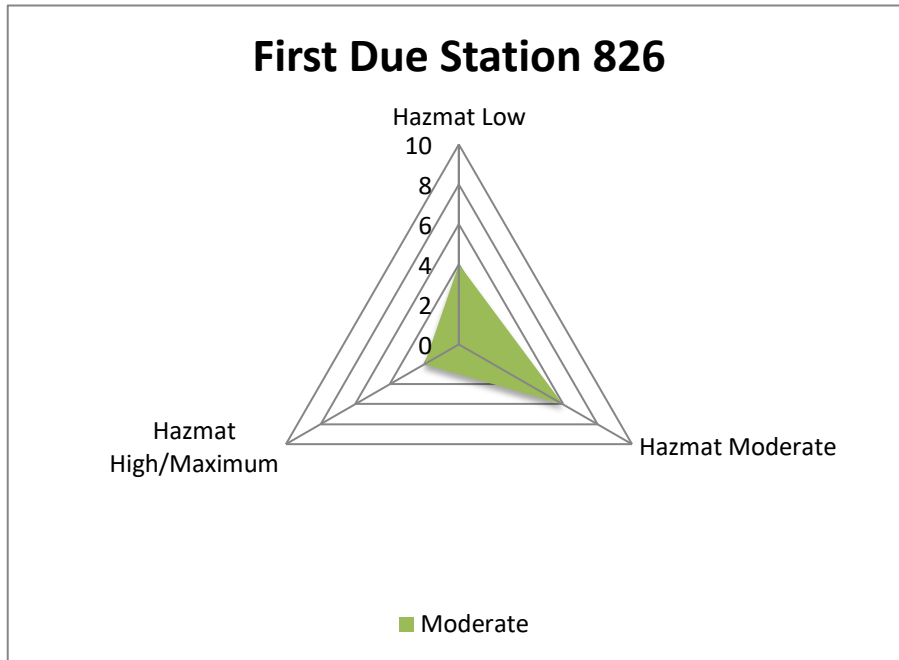


Figure 161: Hazmat Risk Profile – First Due Station 827

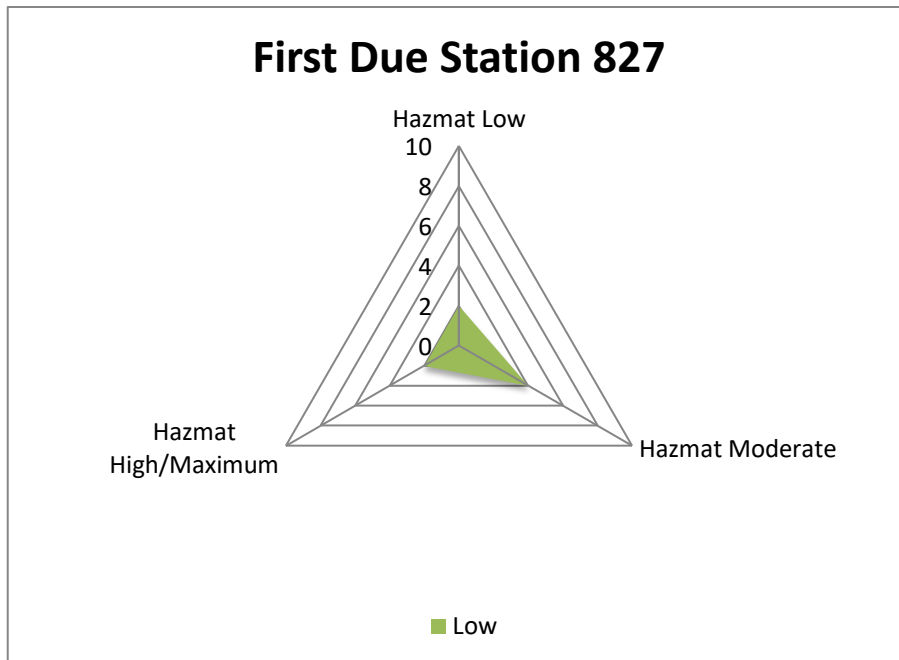


Figure 162: Hazmat Risk Profile – First Due Station 828

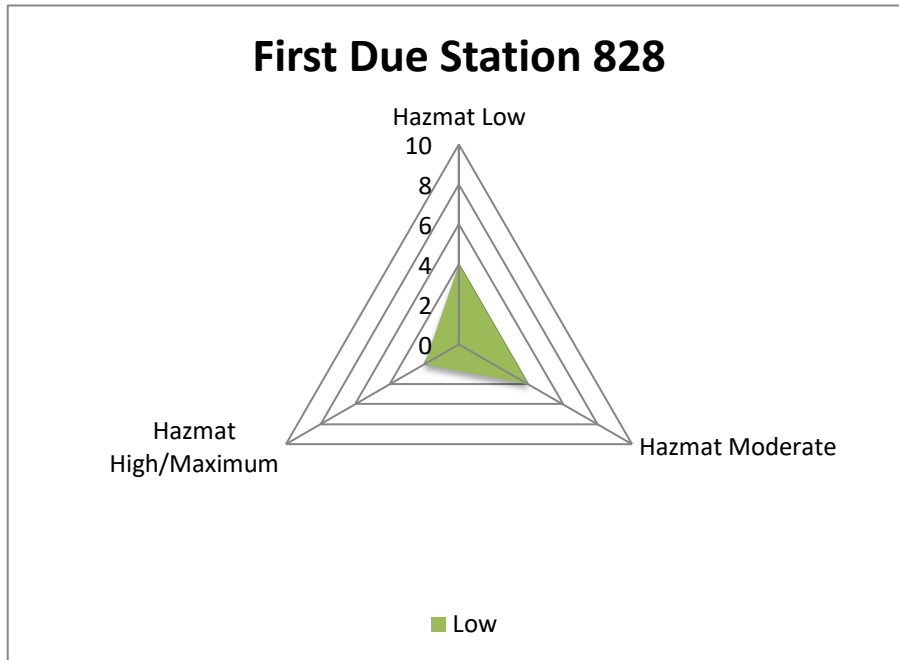


Figure 163: Hazmat Risk Profile – First Due Station 829

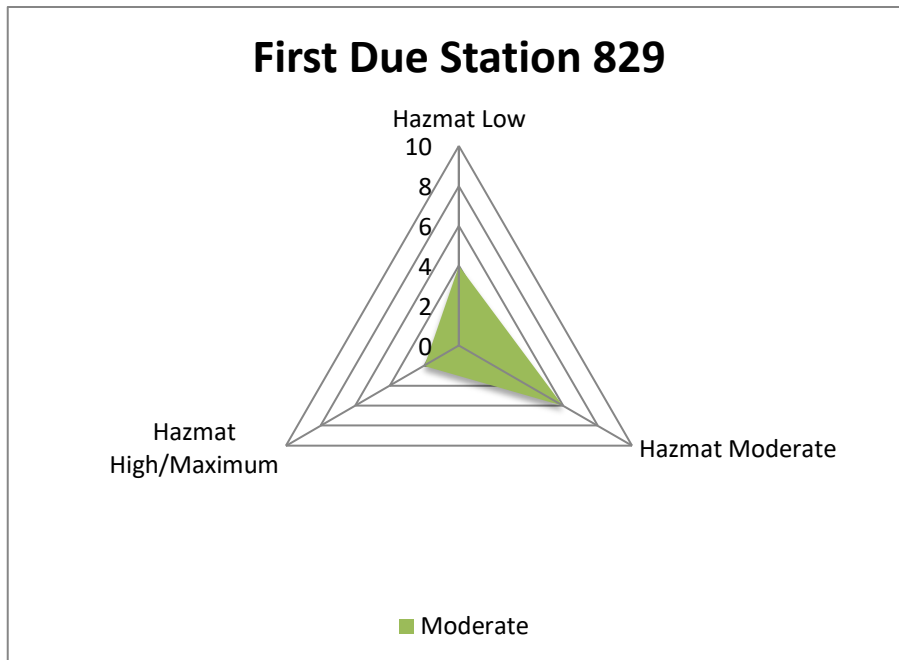


Figure 164: Hazmat Risk Profile – First Due Station 830

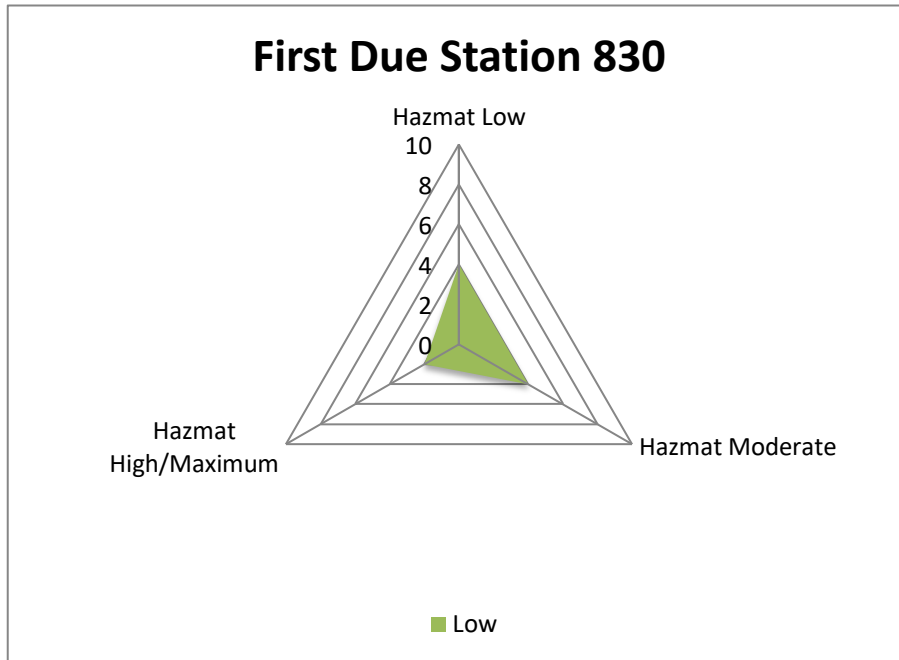


Figure 165: Hazmat Risk Profile – First Due Station 831

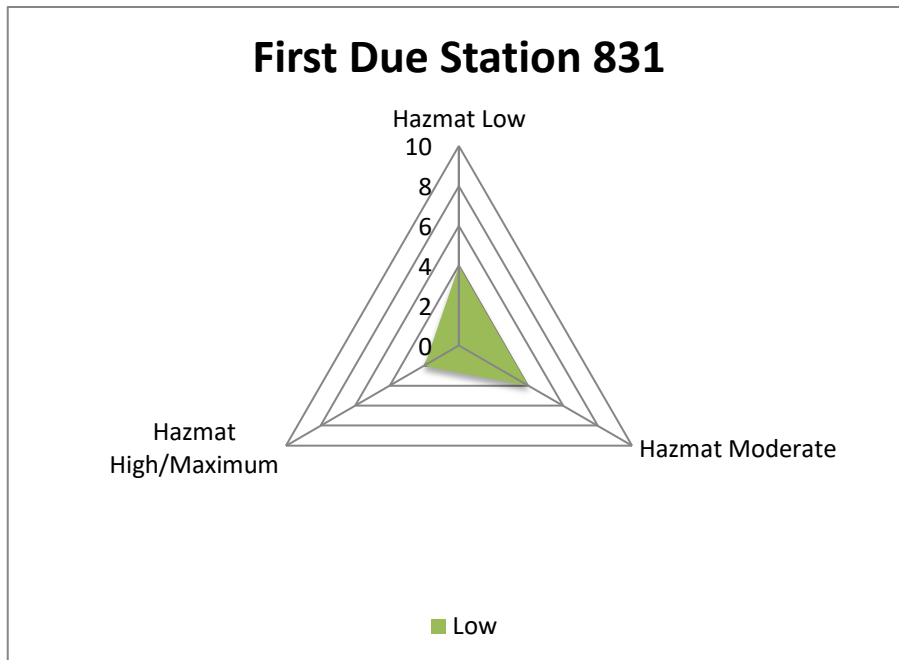


Figure 166: Hazmat Risk Profile – First Due Station 832

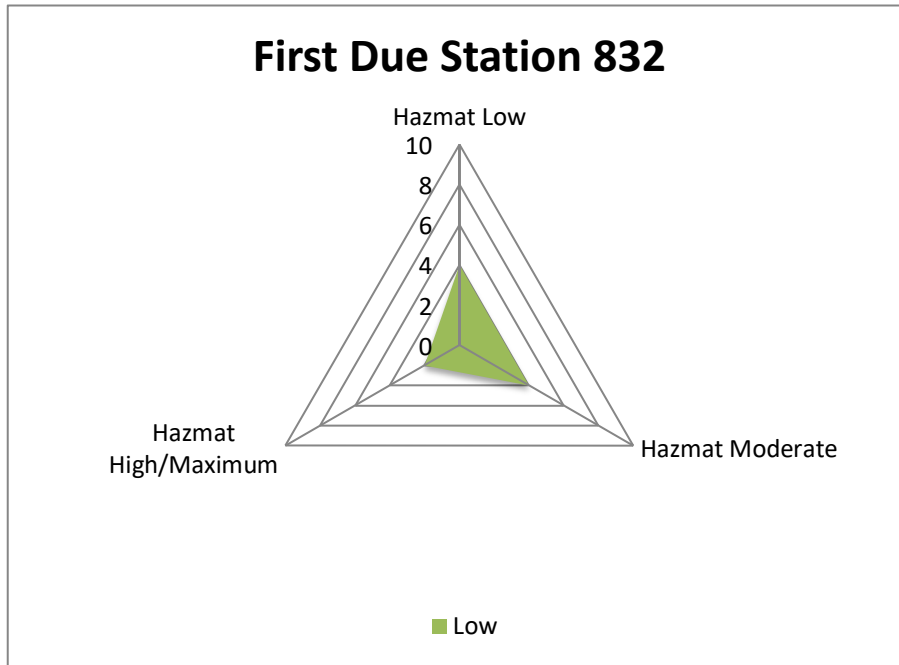


Figure 167: Hazmat Risk Profile – First Due Station 833

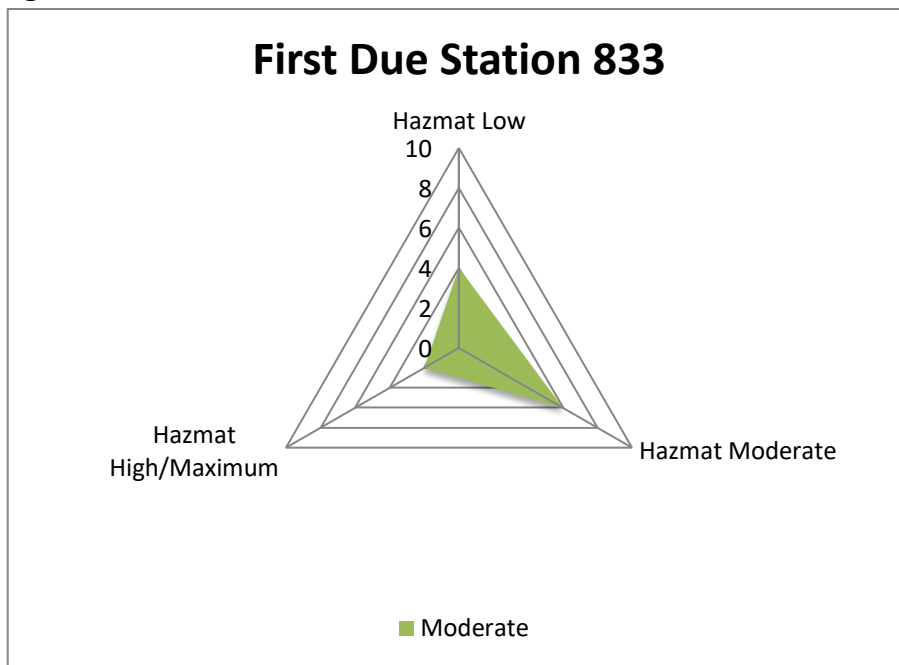


Figure 168: Hazmat Risk Profile – First Due Station 834

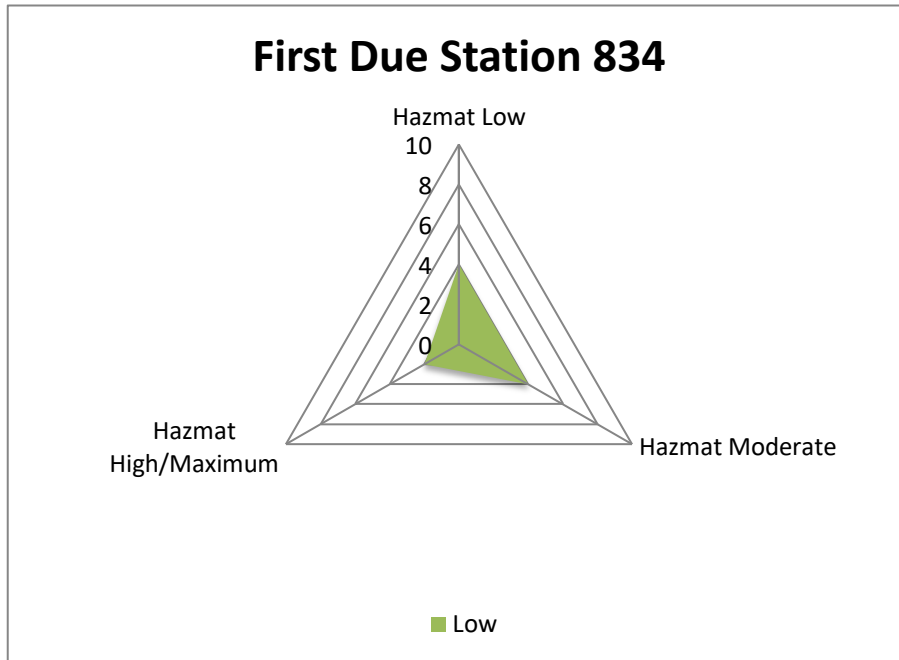


Figure 169: Hazmat Risk Profile – First Due Station 835

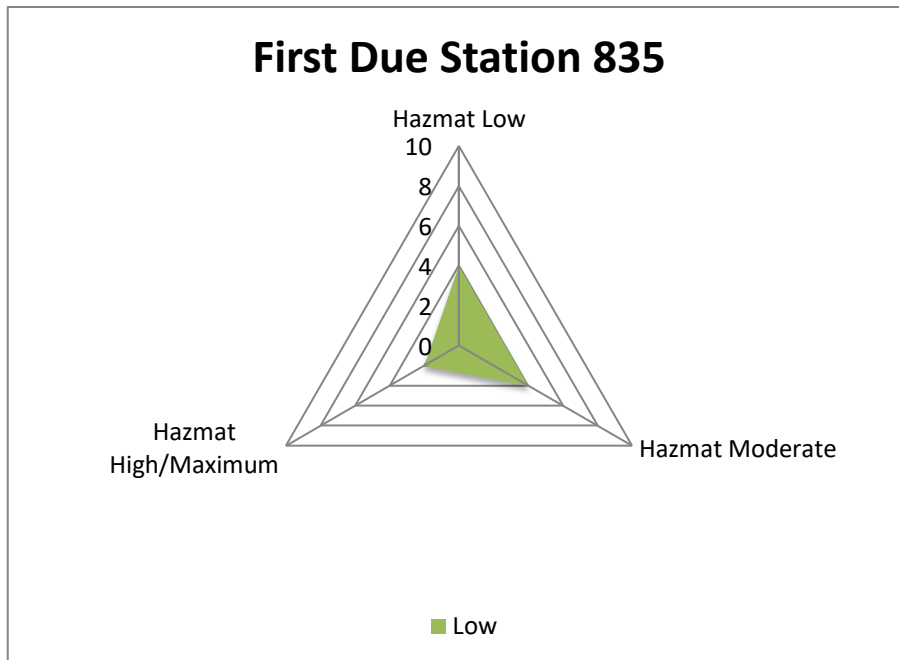


Figure 170: Hazmat Risk Profile – First Due Station 836

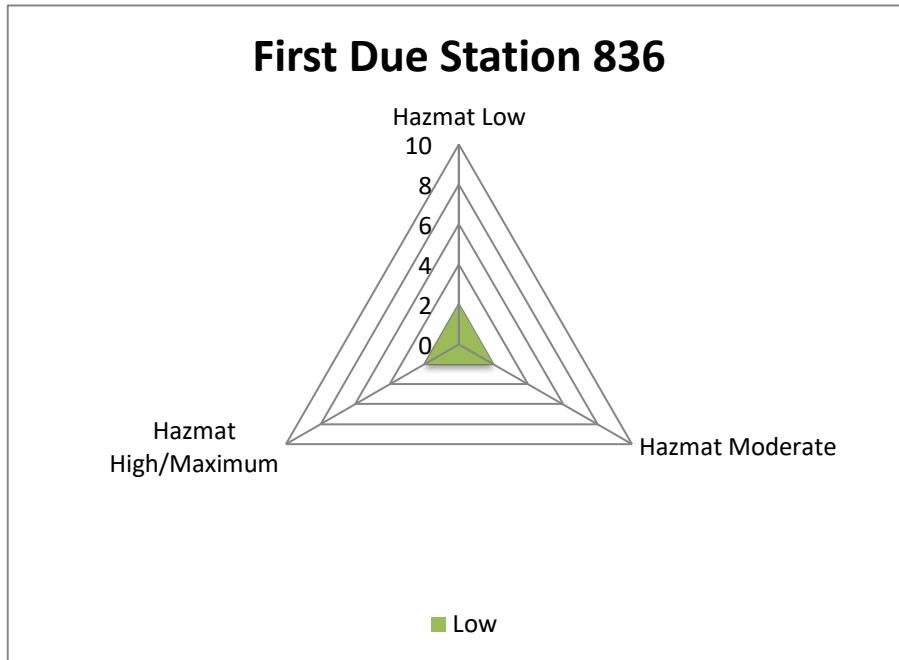


Figure 171: Hazmat Risk Profile – First Due Station 837

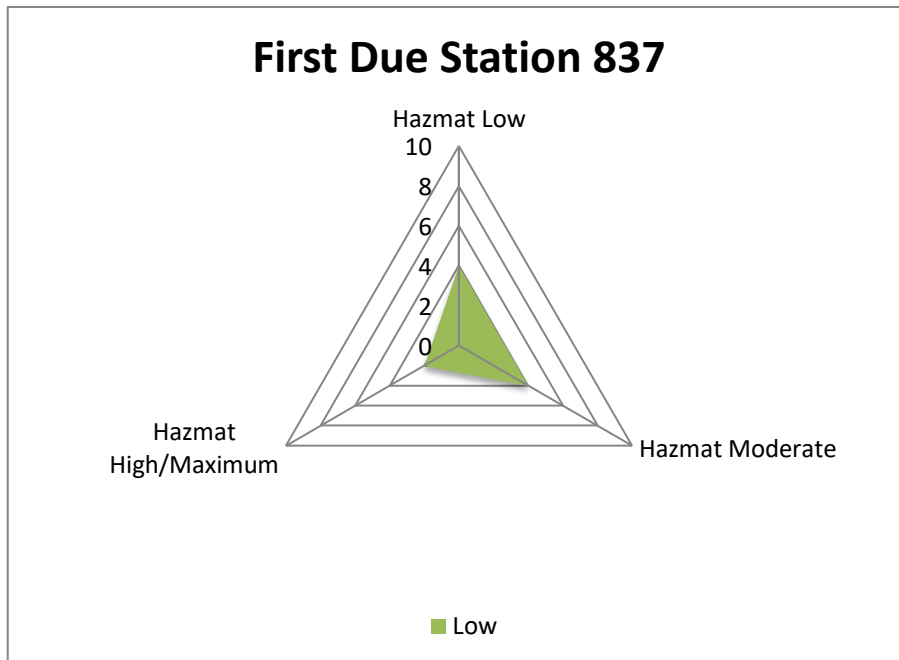


Figure 172: Hazmat Risk Profile – First Due Station 838

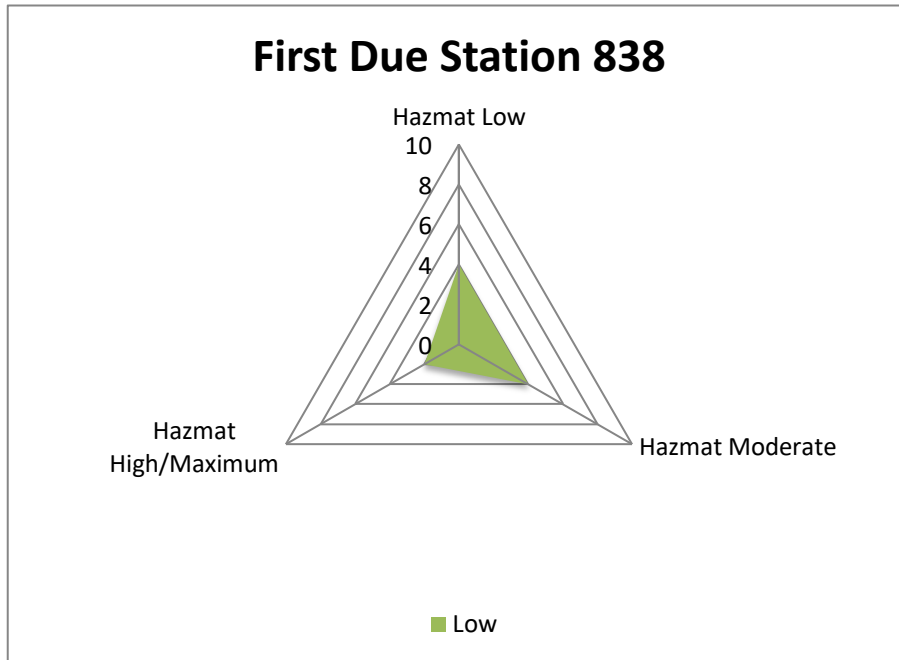


Figure 173: Hazmat Risk Profile – First Due Station 839

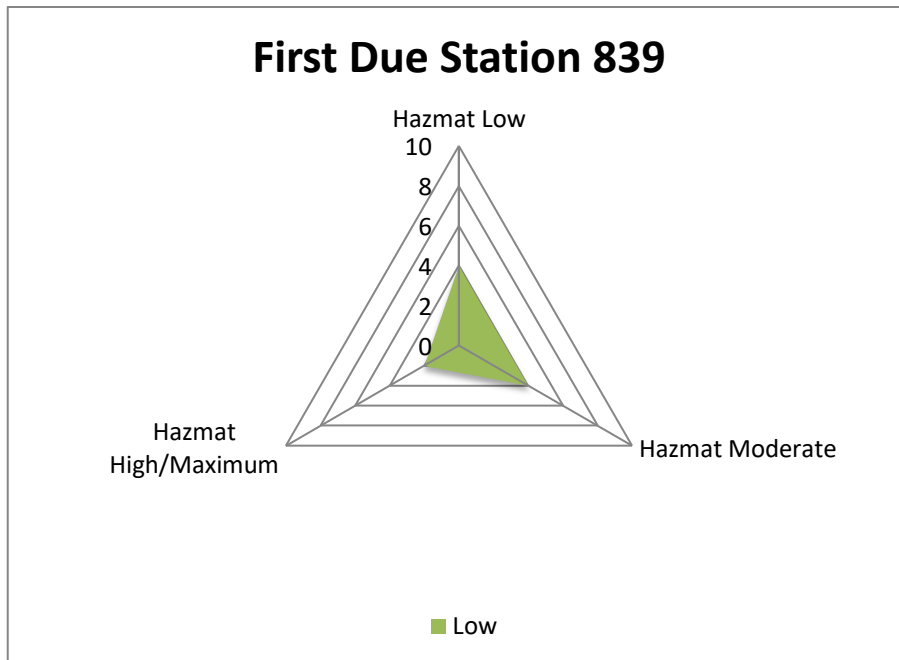


Figure 174: Hazmat Risk Profile – First Due Station 840

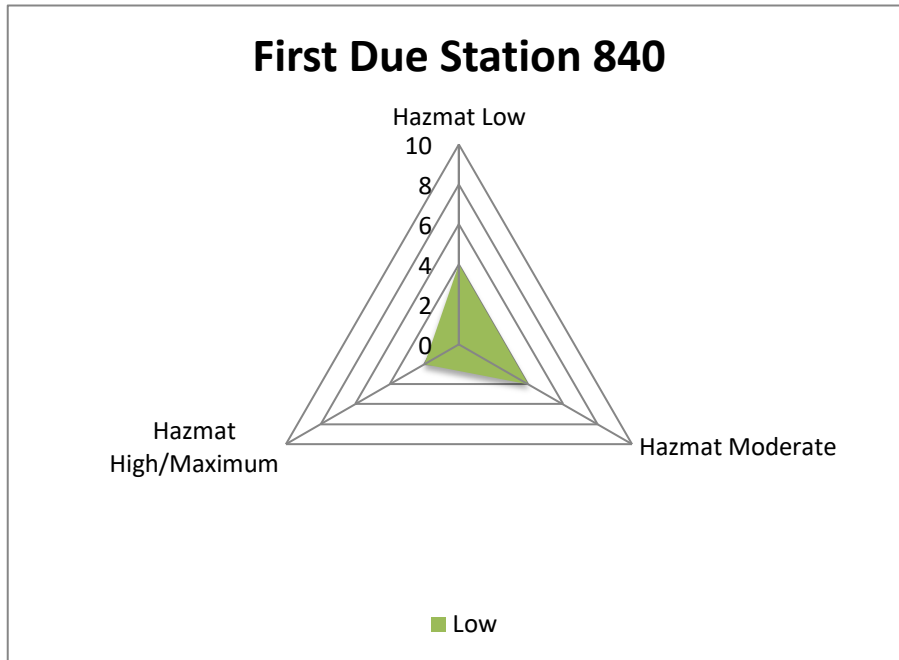


Figure 175: Hazmat Risk Profile – First Due Station 841

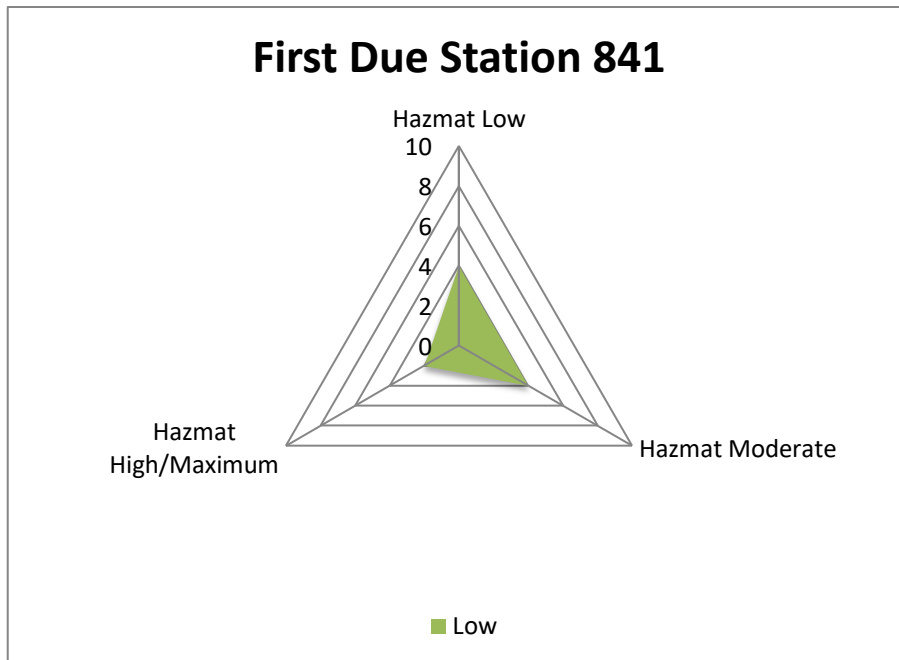


Figure 176: Hazmat Risk Profile – First Due Station 842

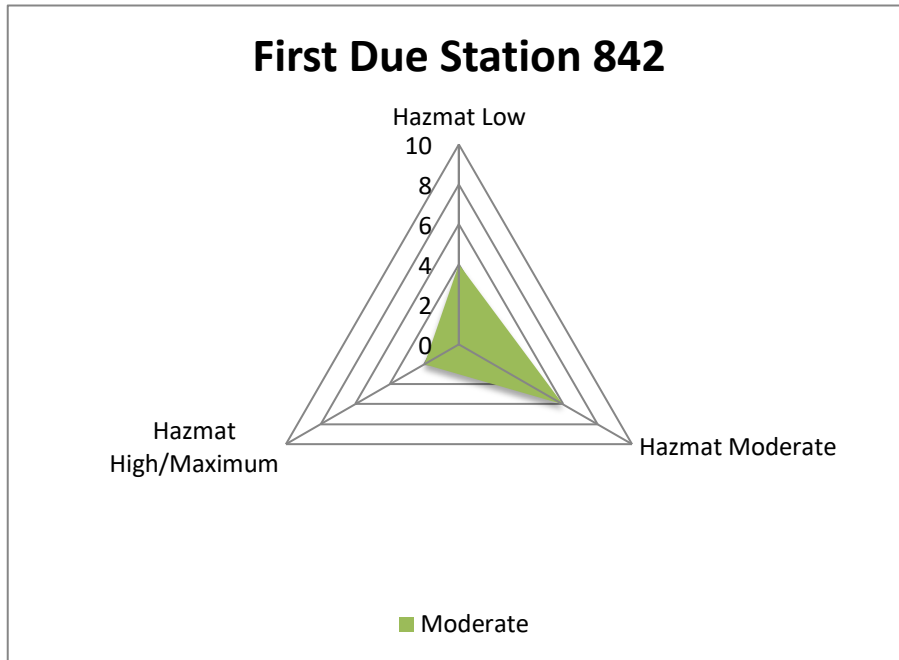


Figure 177: Hazmat Risk Profile – First Due Station 843

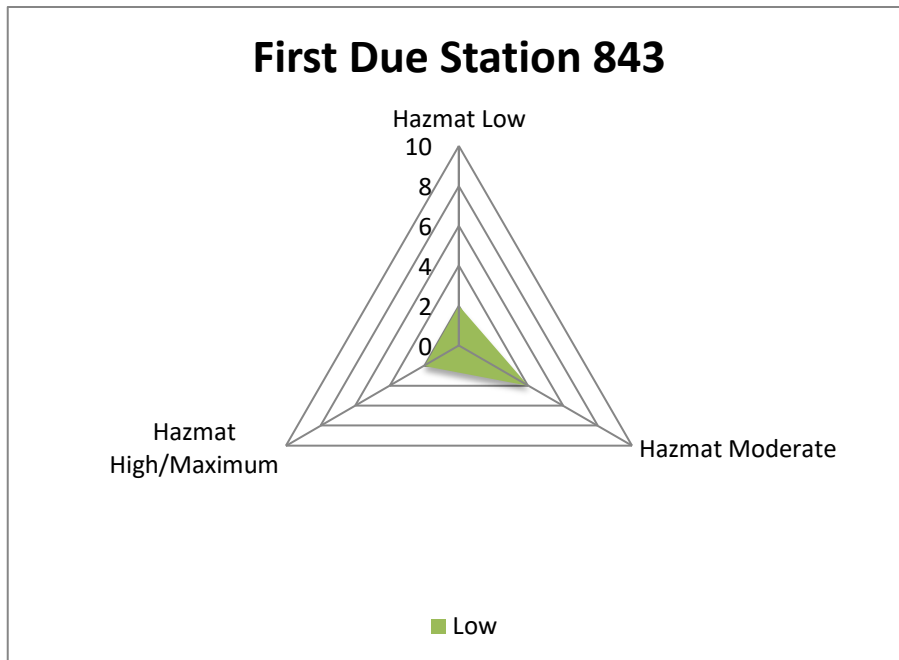


Figure 178: Hazmat Risk Profile – First Due Station 844

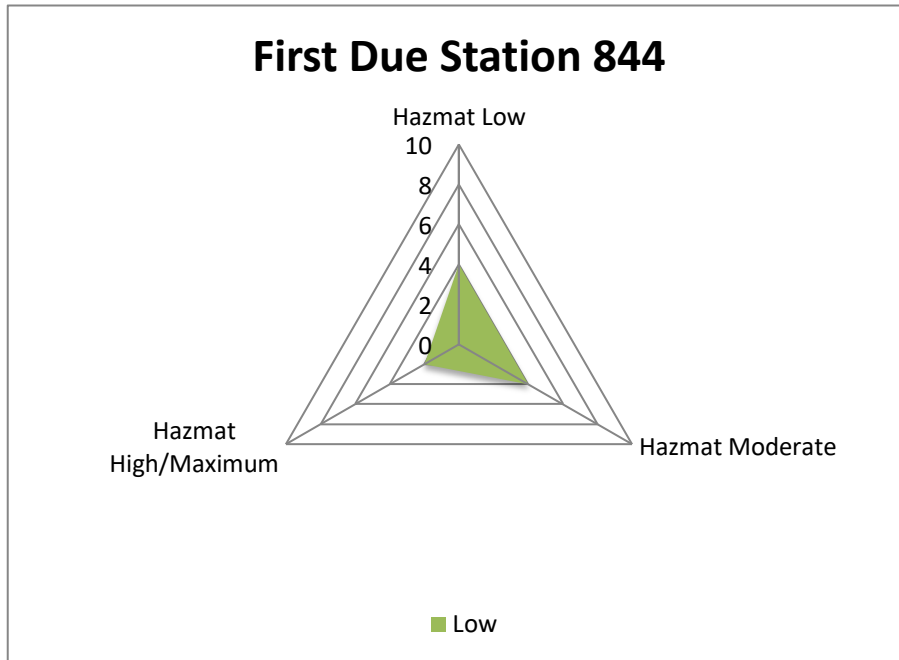


Figure 179: Hazmat Risk Profile – First Due Station 845

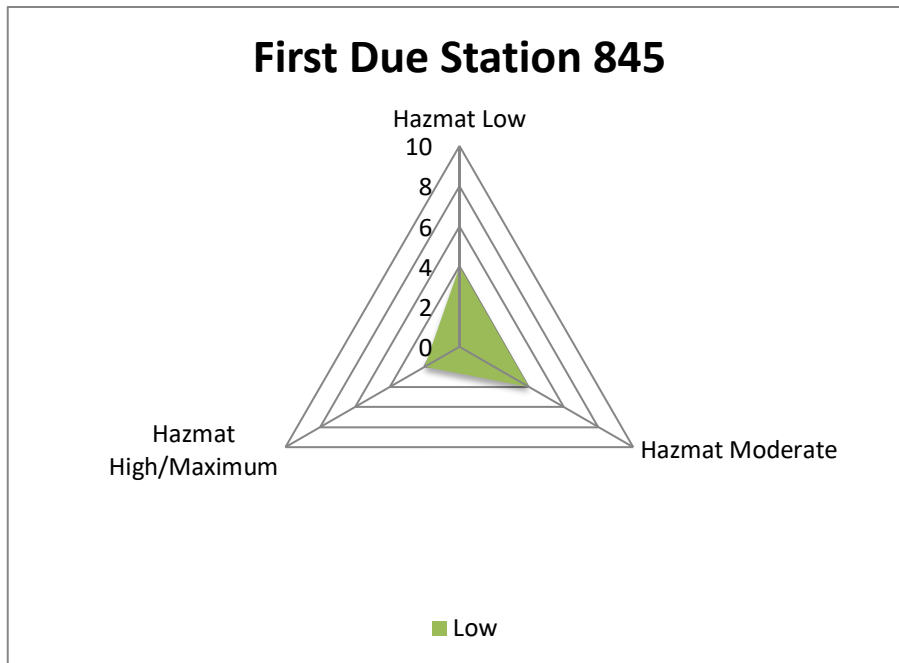


Figure 180: Hazmat Risk Profile – First Due Station 846

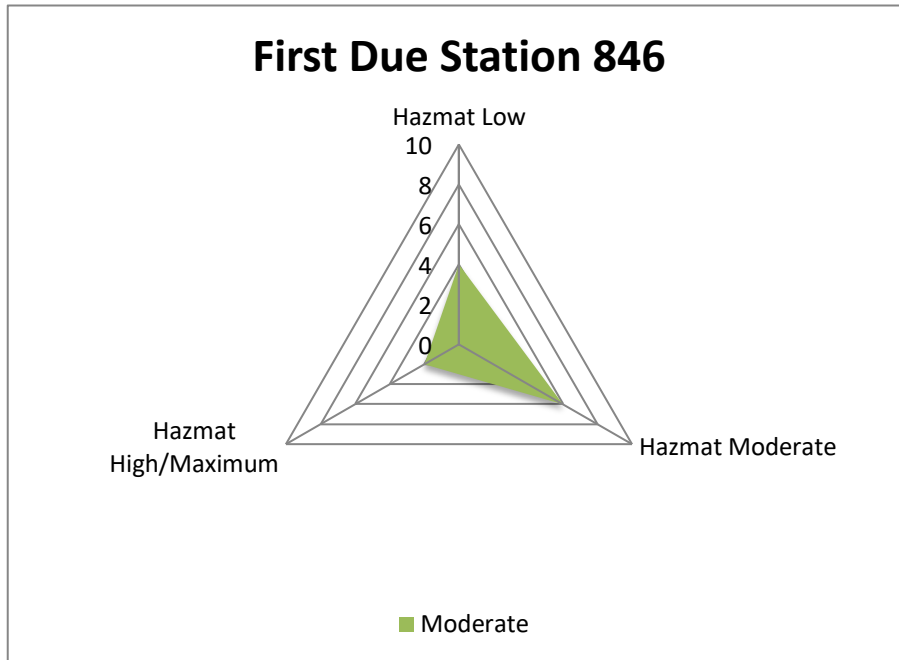


Figure 181: Hazmat Risk Profile – First Due Station 847

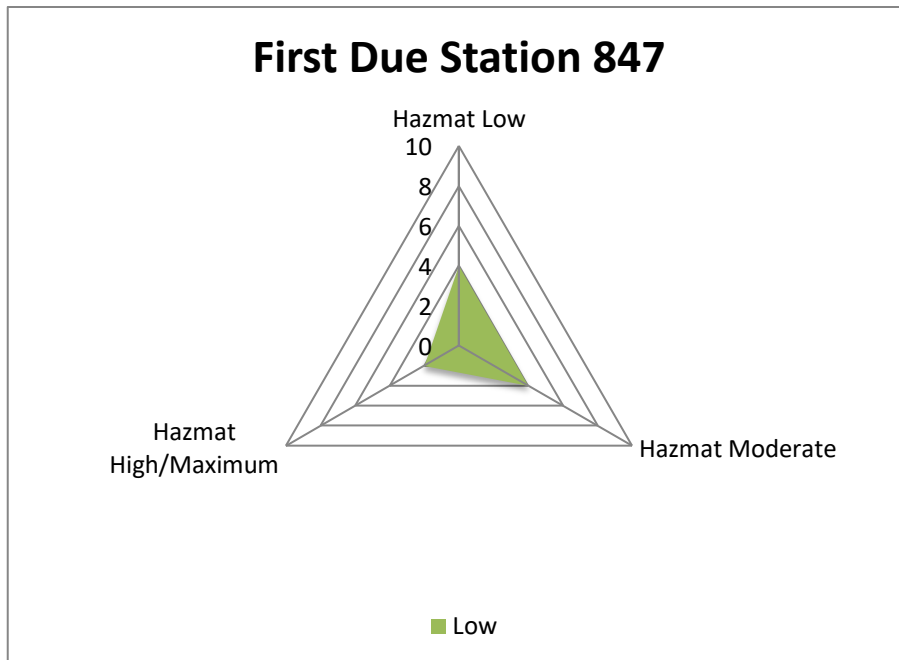


Figure 182: Hazmat Risk Profile – First Due Station 848

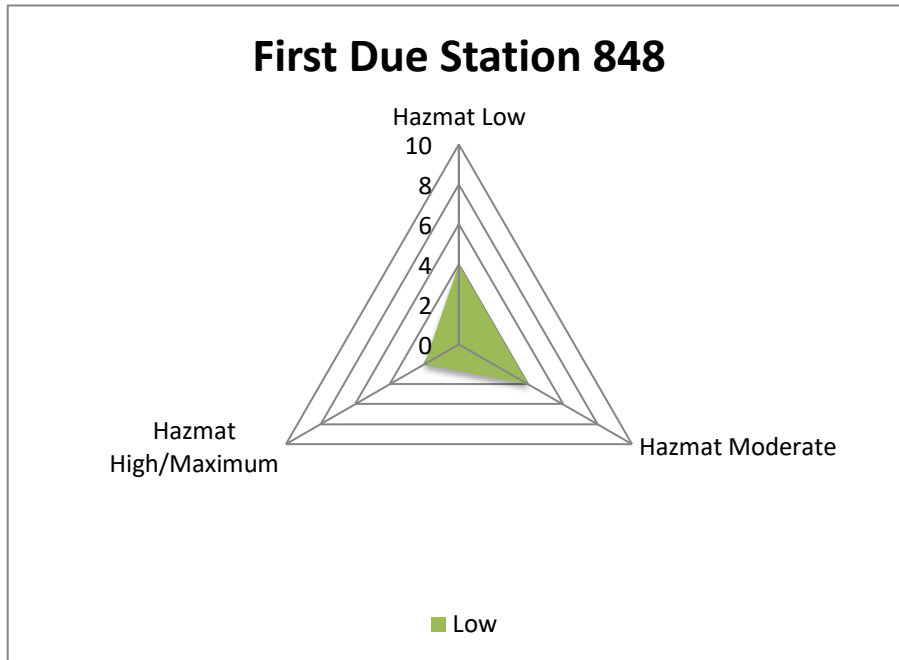


Figure 183: Hazmat Risk Profile – First Due Station 849

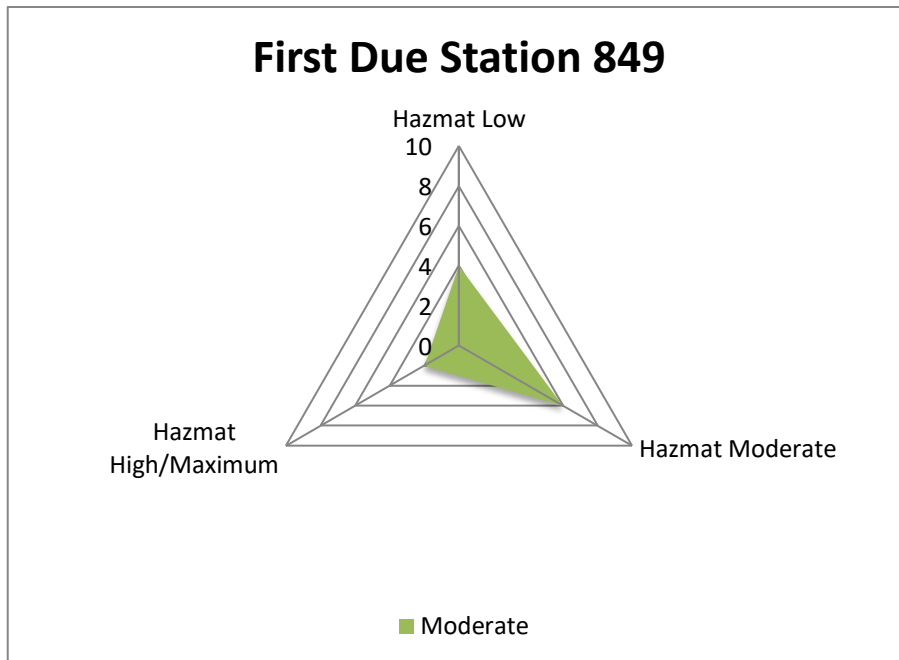


Figure 184: Hazmat Risk Profile – First Due Station 855

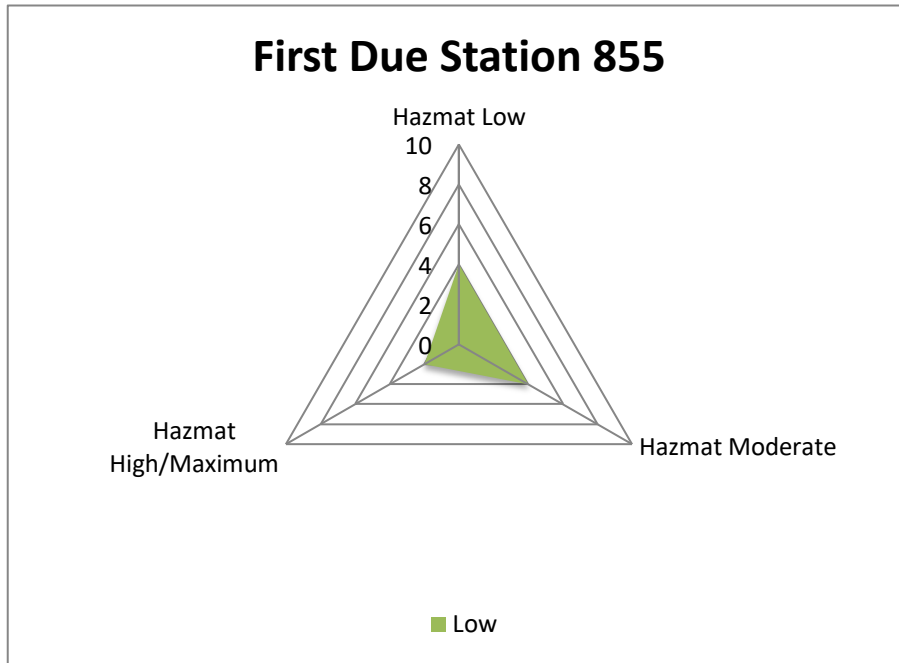
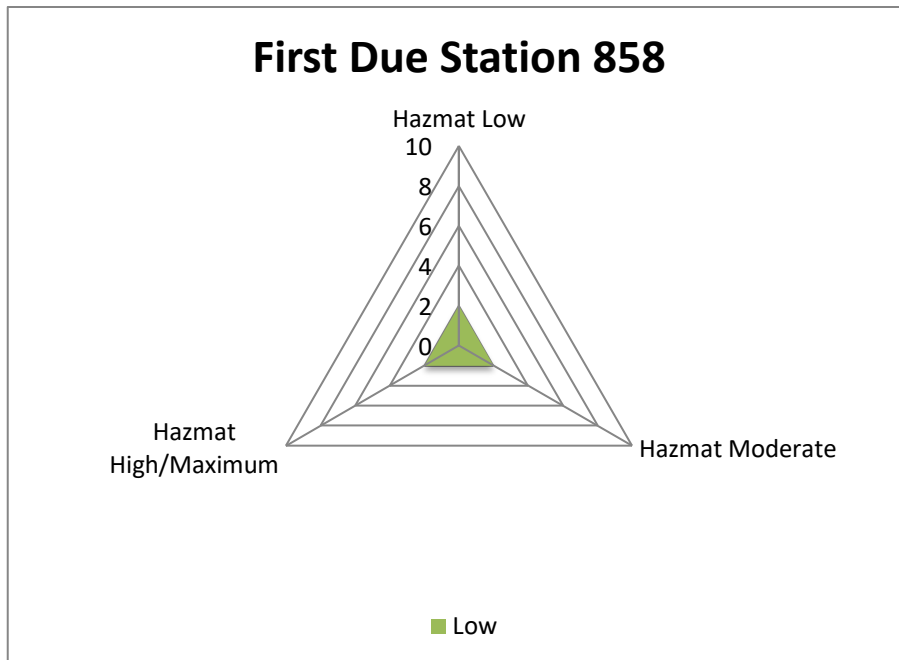


Figure 185: Hazmat Risk Profile – First Due Station 858



Rescue

Figure 186: Rescue Risk Profile – First Due Station 801

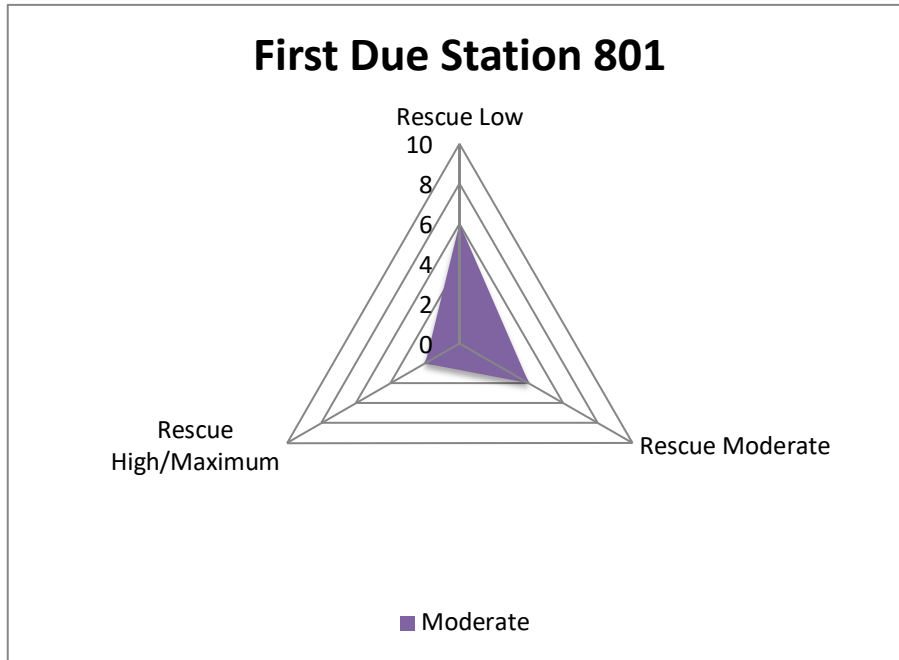


Figure 187: Rescue Risk Profile – First Due Station 802

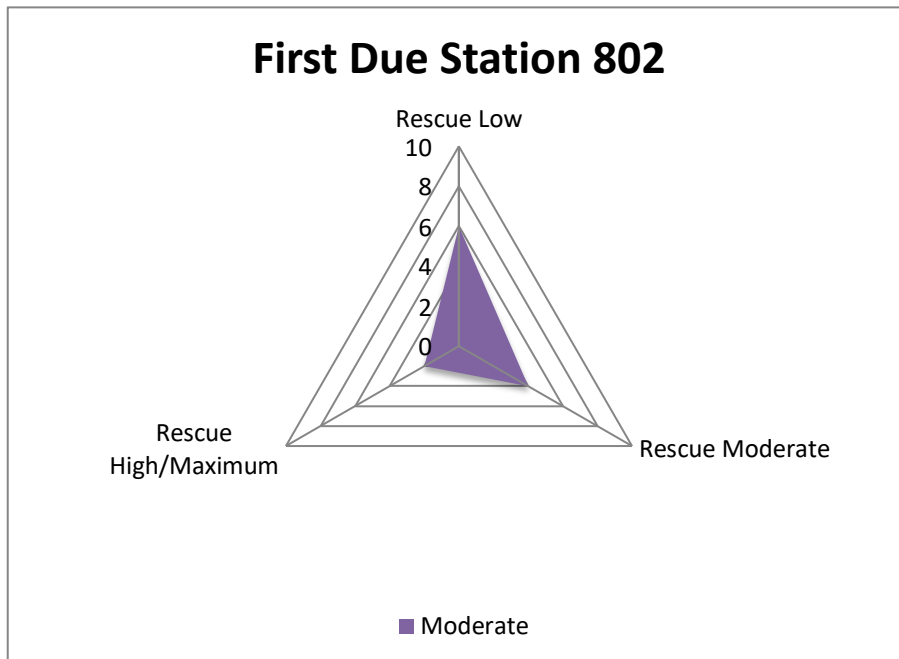


Figure 188: Rescue Risk Profile – First Due Station 805

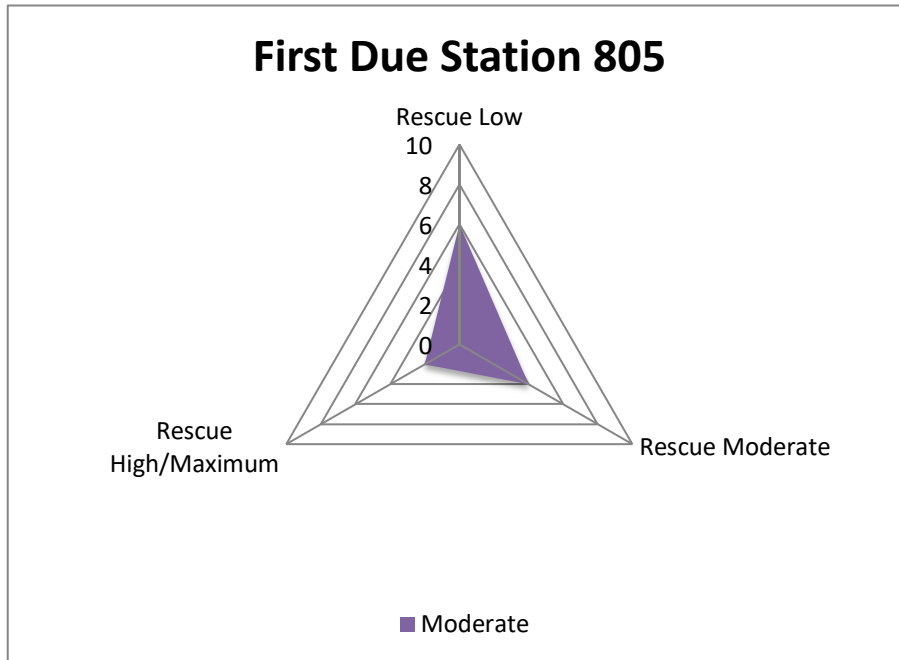


Figure 189: Rescue Risk Profile – First Due Station 806

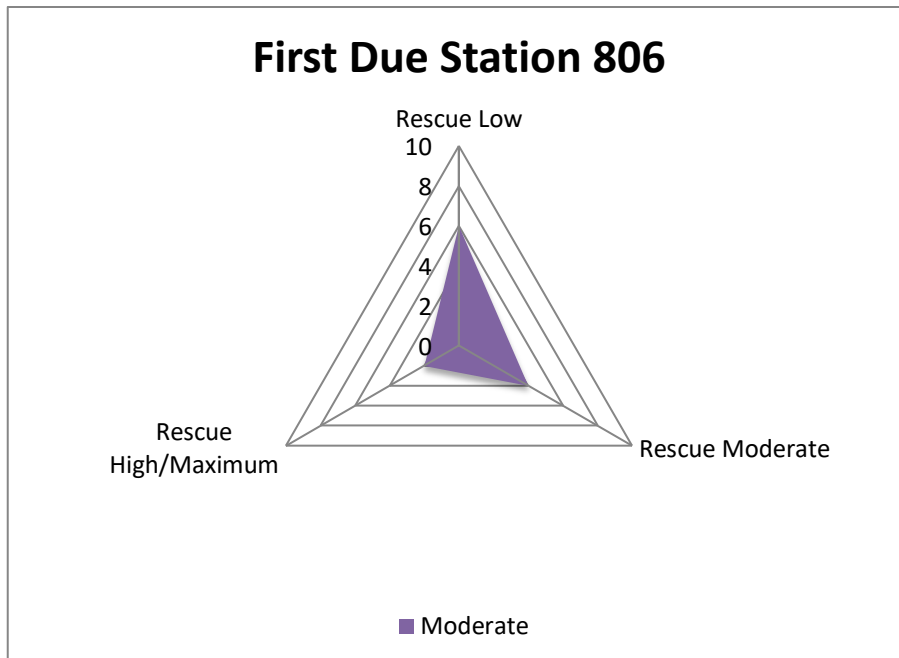


Figure 190: Rescue Risk Profile – First Due Station 807

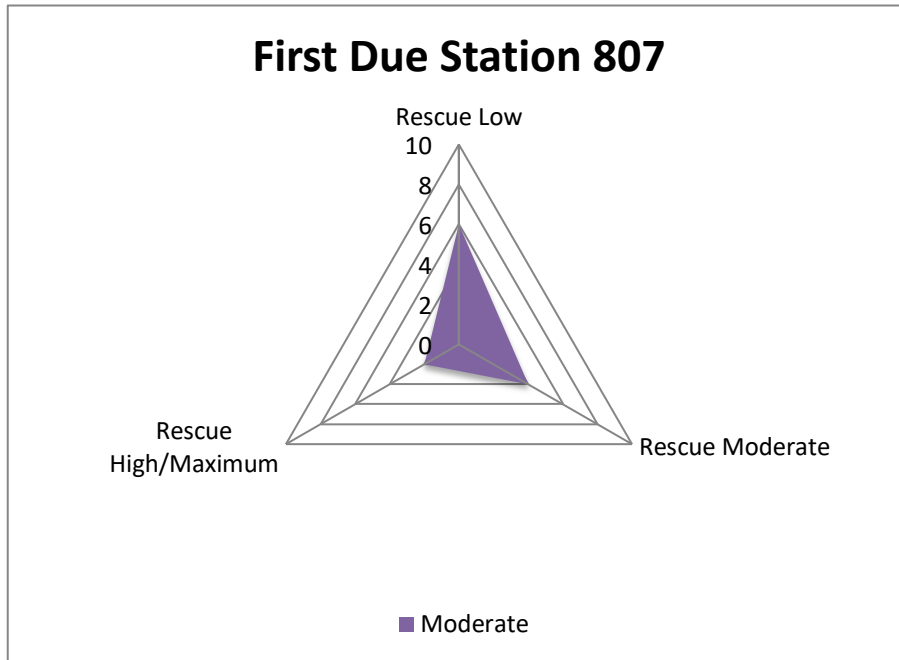


Figure 191: Rescue Risk Profile – First Due Station 809

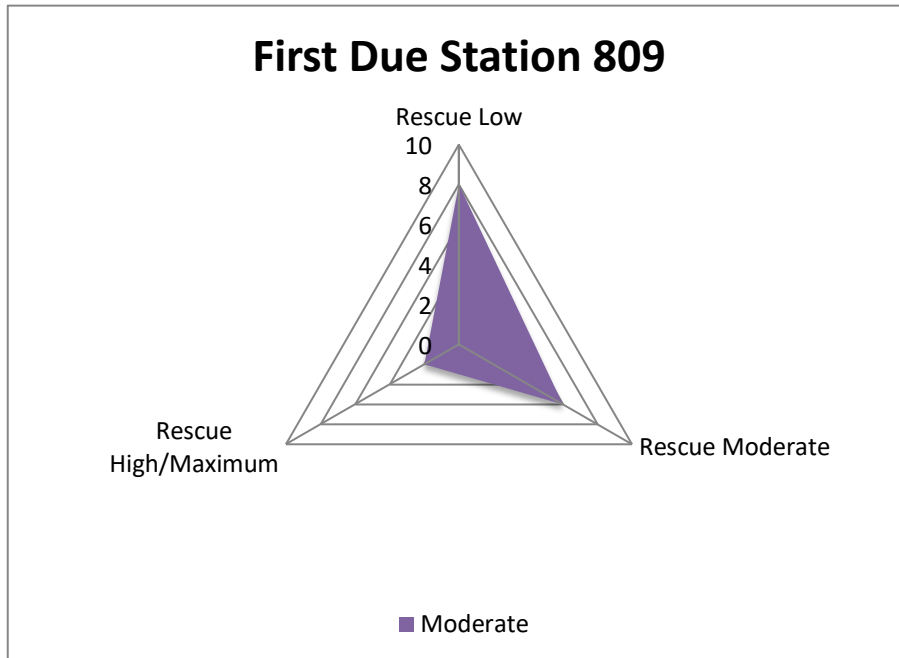


Figure 192: Rescue Risk Profile – First Due Station 810

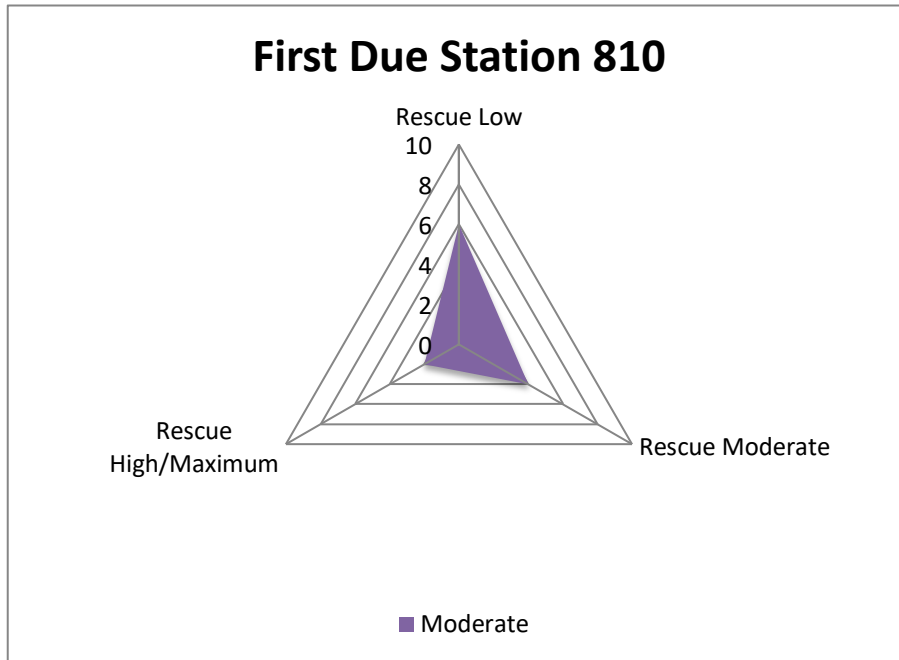


Figure 193: Rescue Risk Profile – First Due Station 811

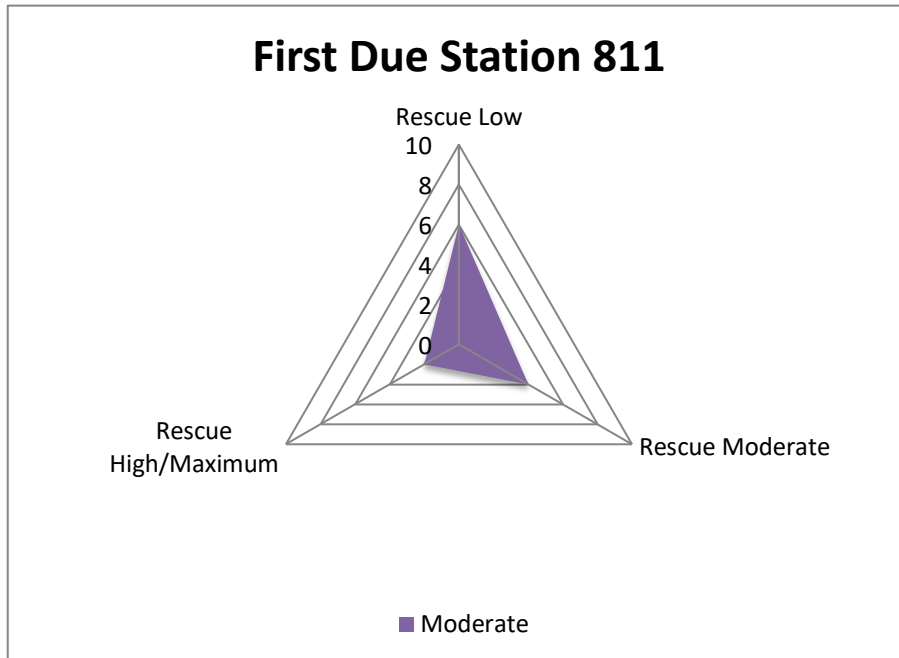


Figure 194: Rescue Risk Profile – First Due Station 812

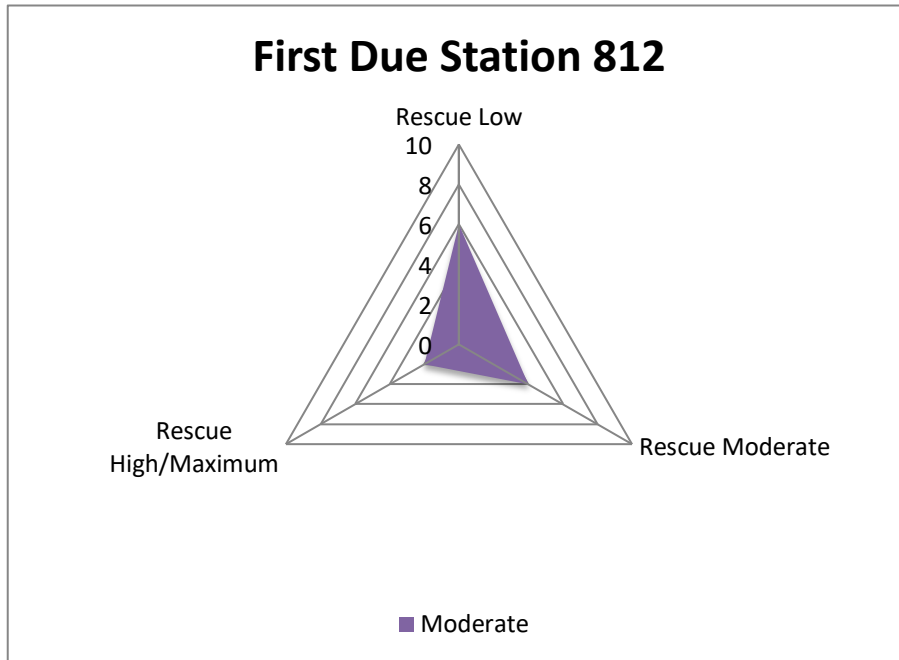


Figure 195: Rescue Risk Profile – First Due Station 813

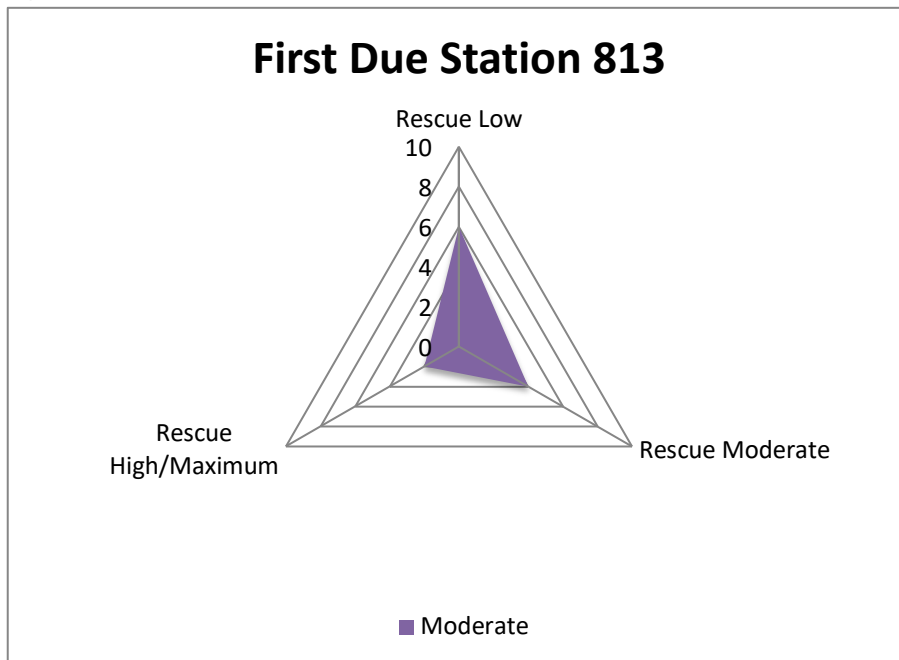


Figure 196: Rescue Risk Profile – First Due Station 814

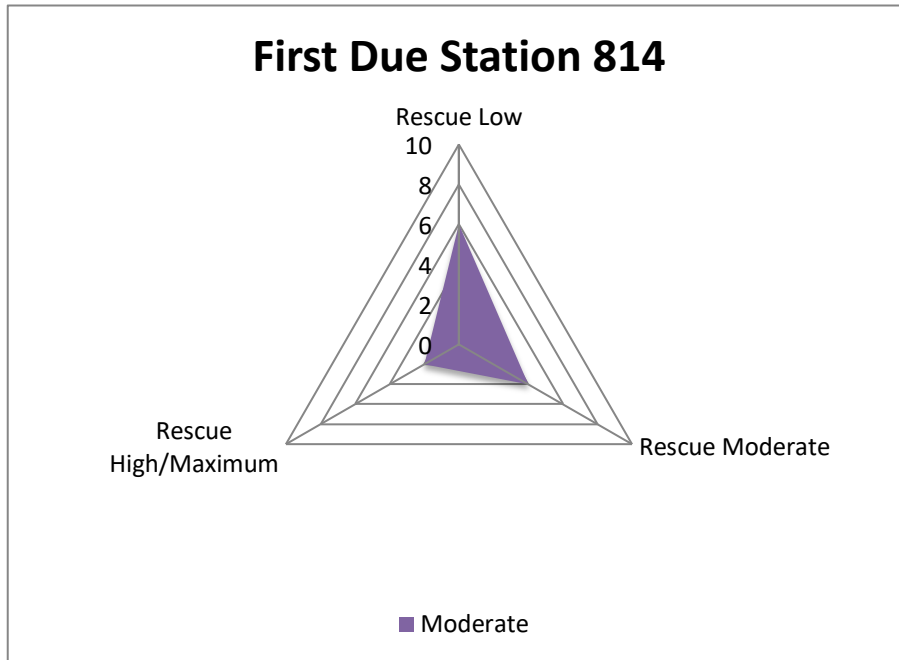


Figure 197: Rescue Risk Profile – First Due Station 816

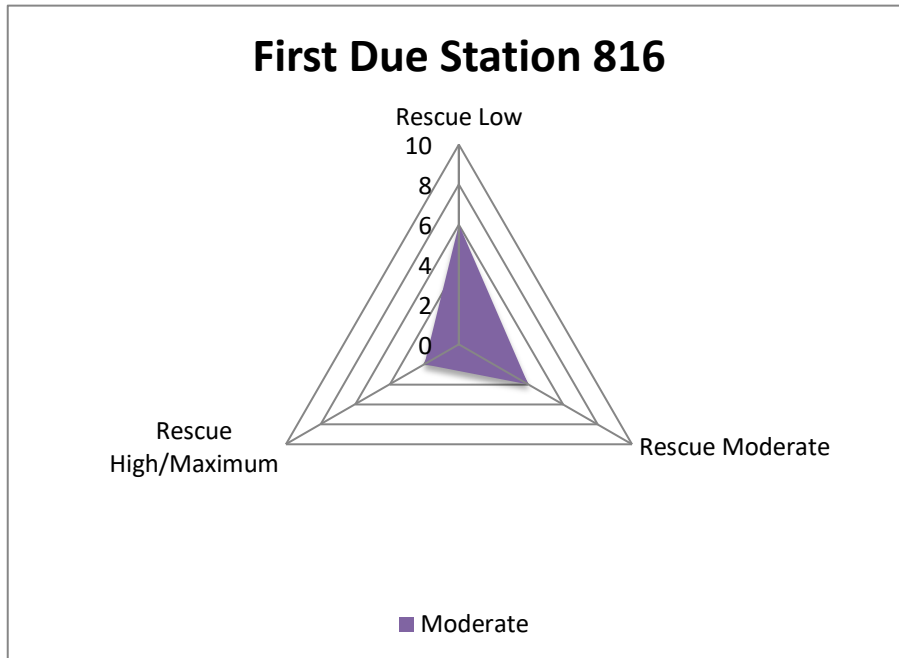


Figure 198: Rescue Risk Profile – First Due Station 817

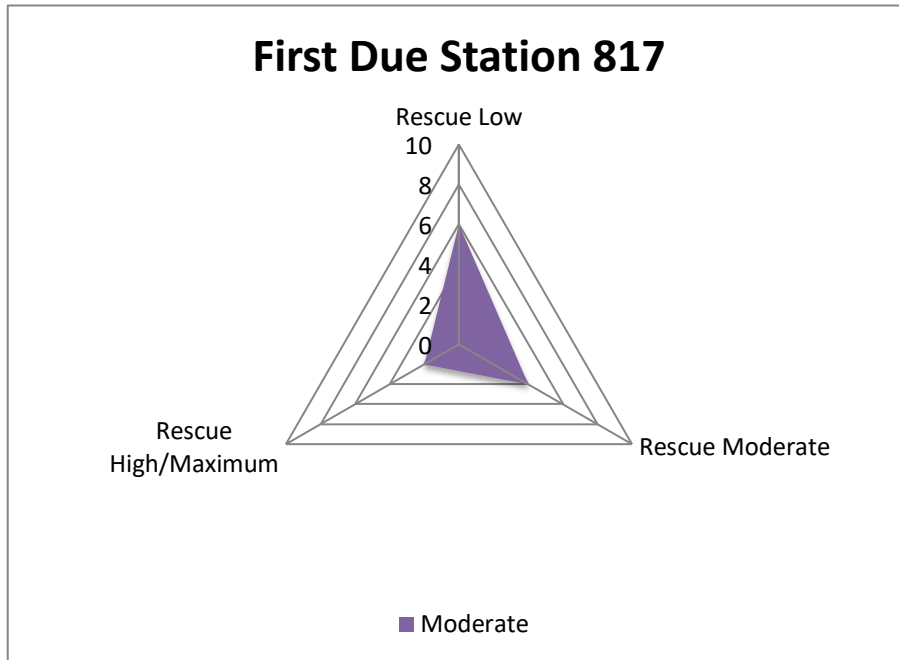


Figure 199: Rescue Risk Profile – First Due Station 818

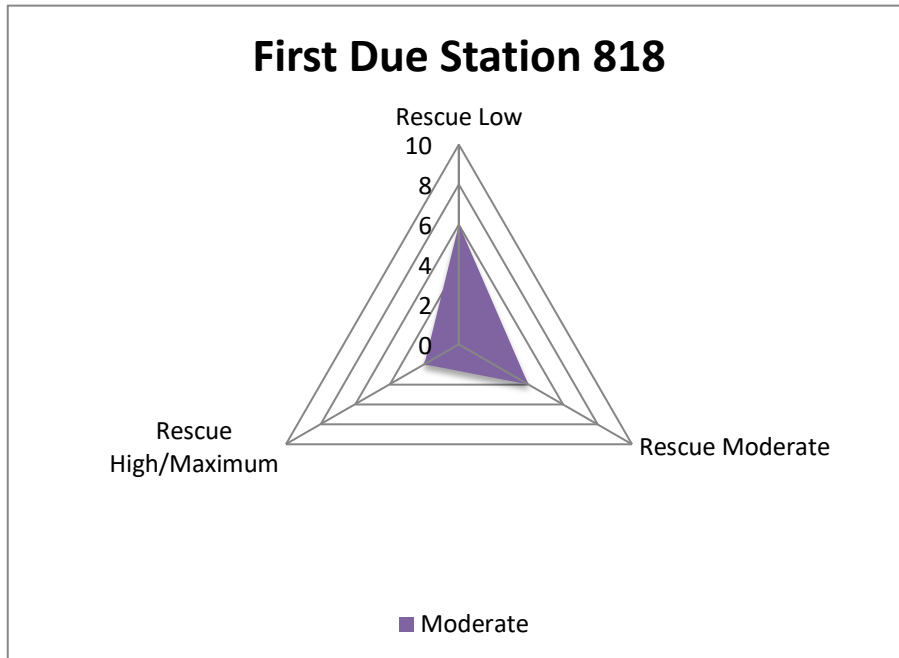


Figure 200: Rescue Risk Profile – First Due Station 819

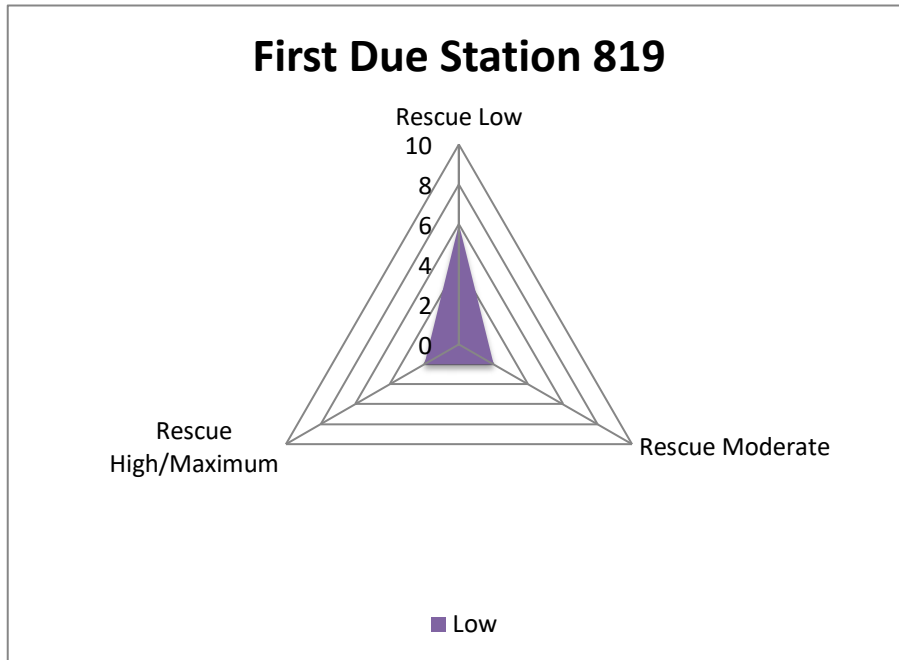


Figure 201: Rescue Risk Profile – First Due Station 820

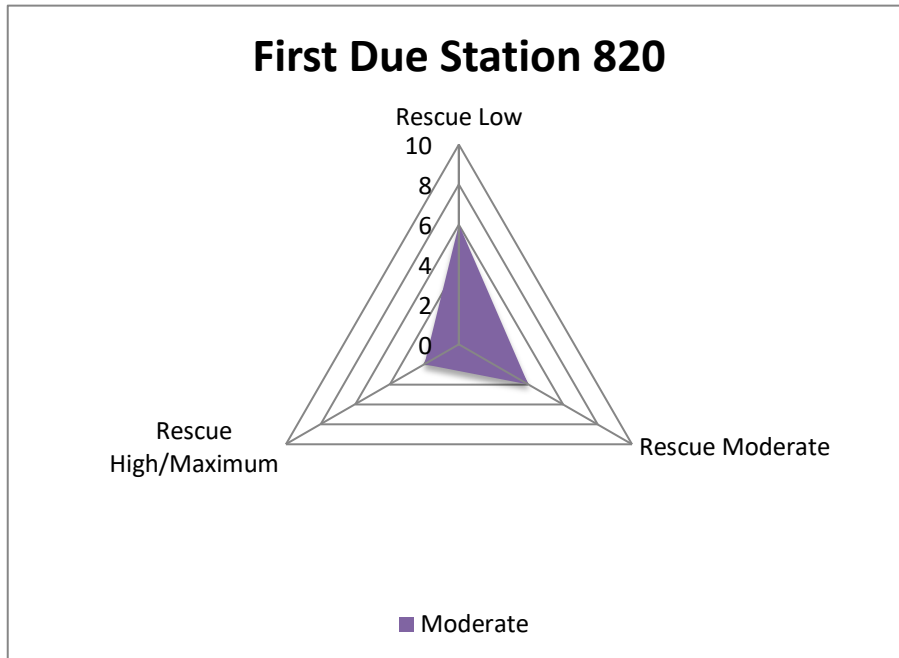


Figure 202: Rescue Risk Profile – First Due Station 821

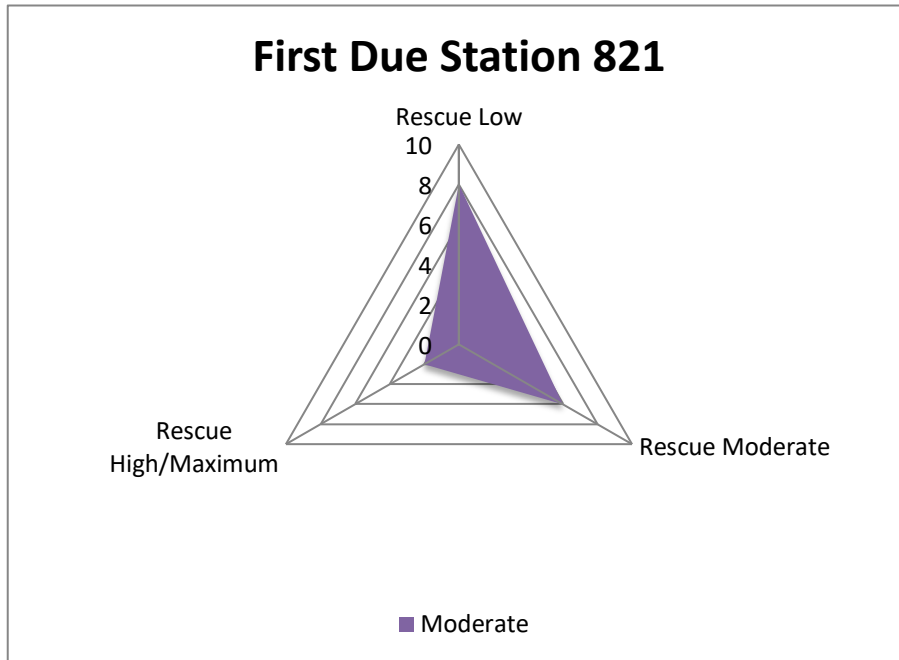


Figure 203: Rescue Risk Profile – First Due Station 823

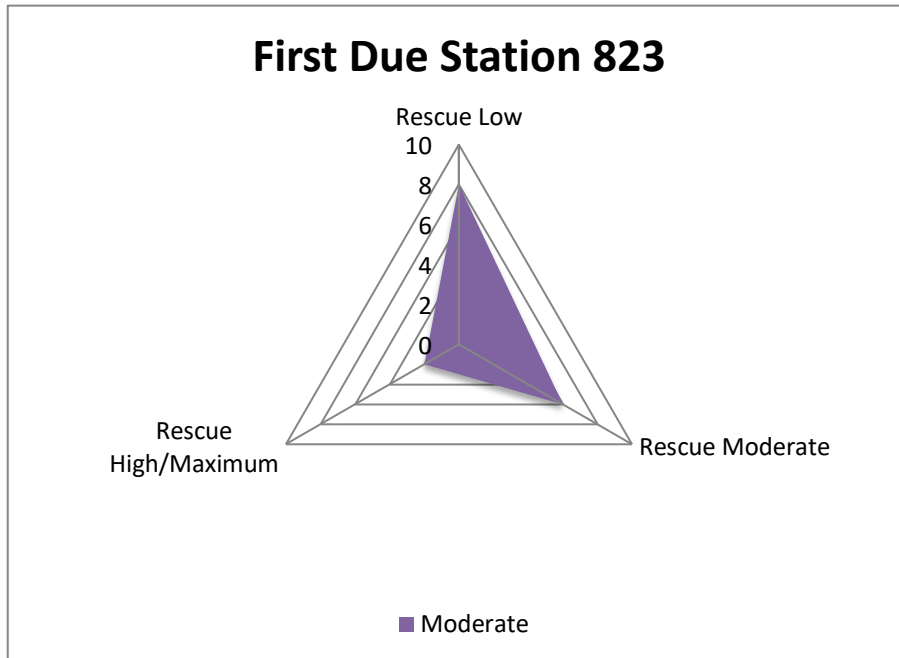


Figure 204: Rescue Risk Profile – First Due Station 824

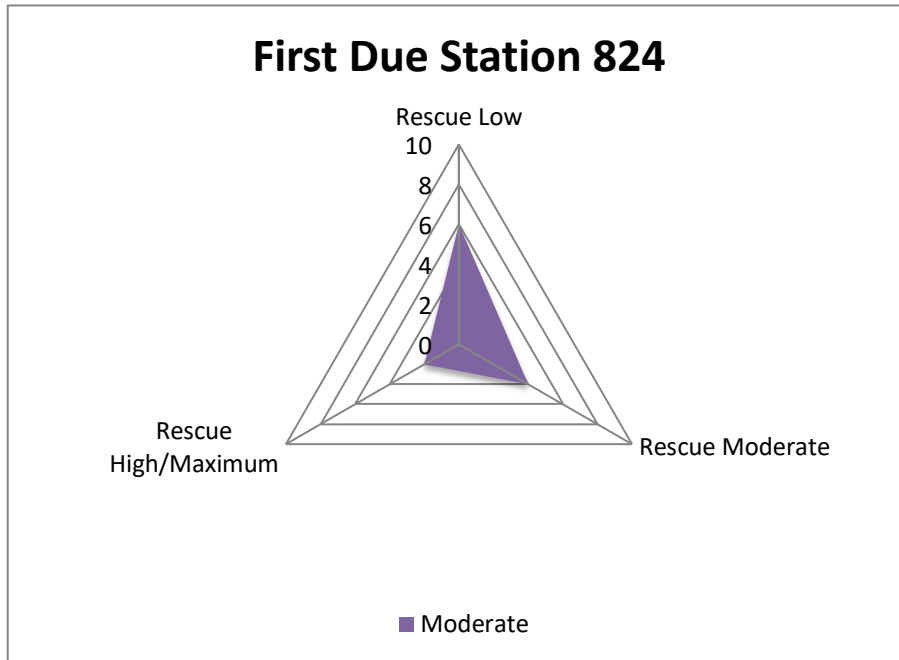


Figure 205: Rescue Risk Profile – First Due Station 825

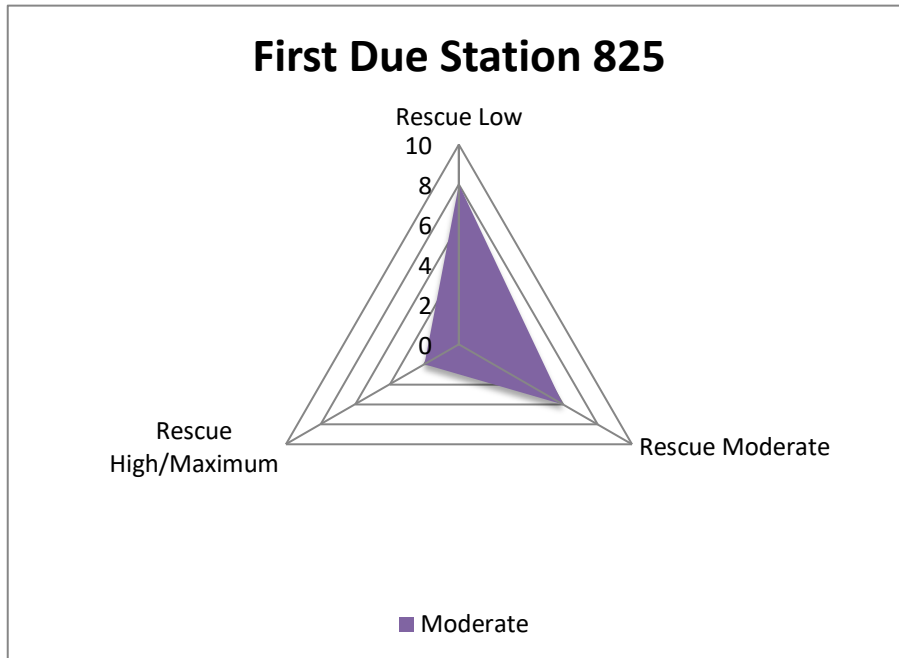


Figure 206: Rescue Risk Profile – First Due Station 826

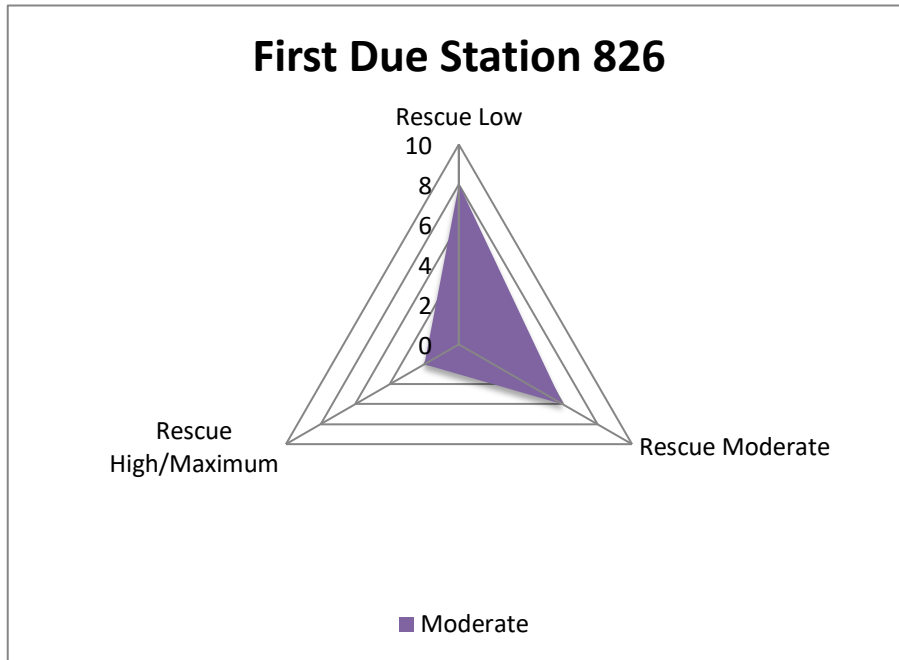


Figure 207: Rescue Risk Profile – First Due Station 827

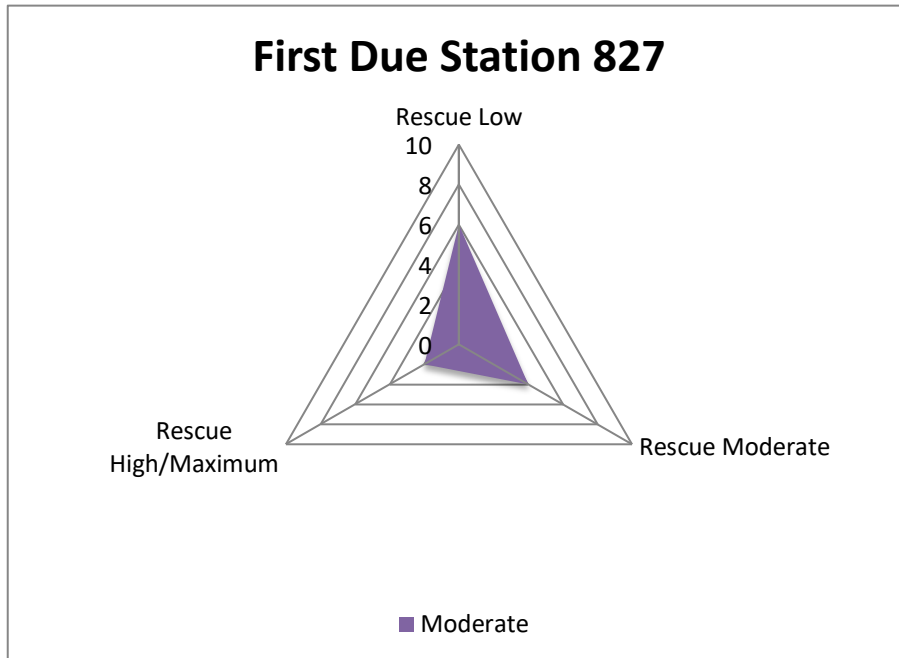


Figure 208: Rescue Risk Profile – First Due Station 828

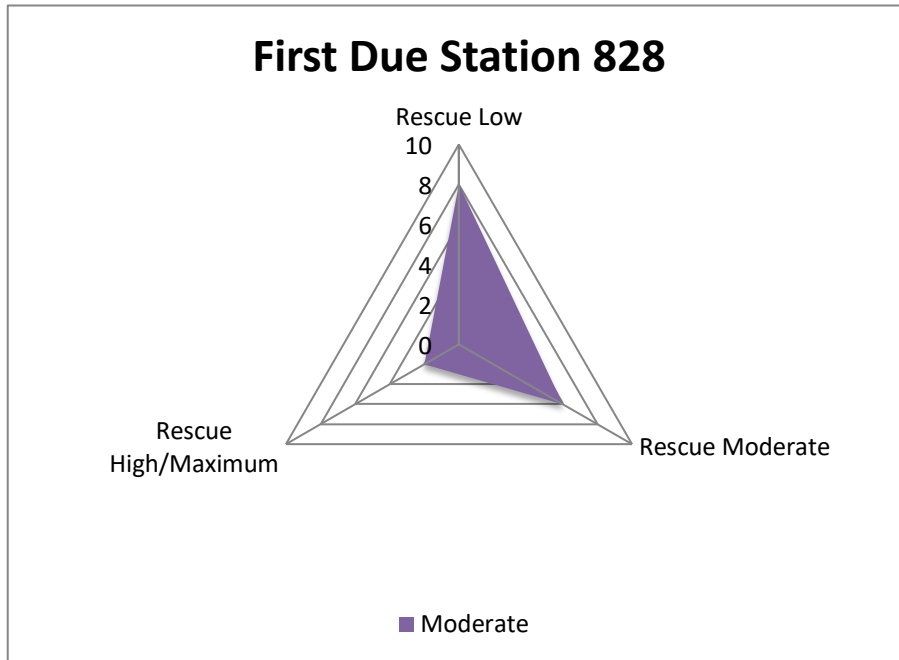


Figure 209: Rescue Risk Profile – First Due Station 829

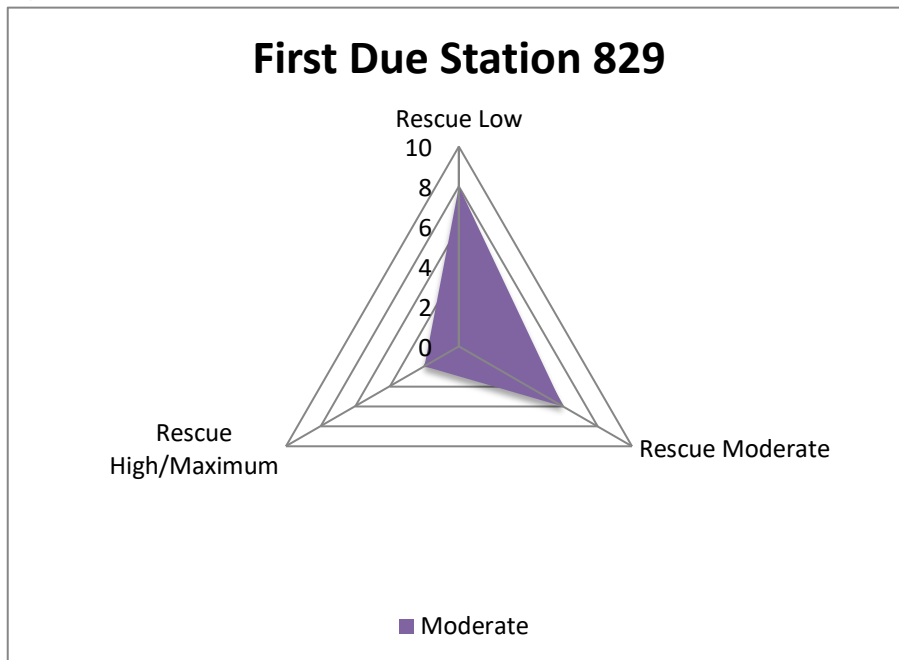


Figure 210: Rescue Risk Profile – First Due Station 830

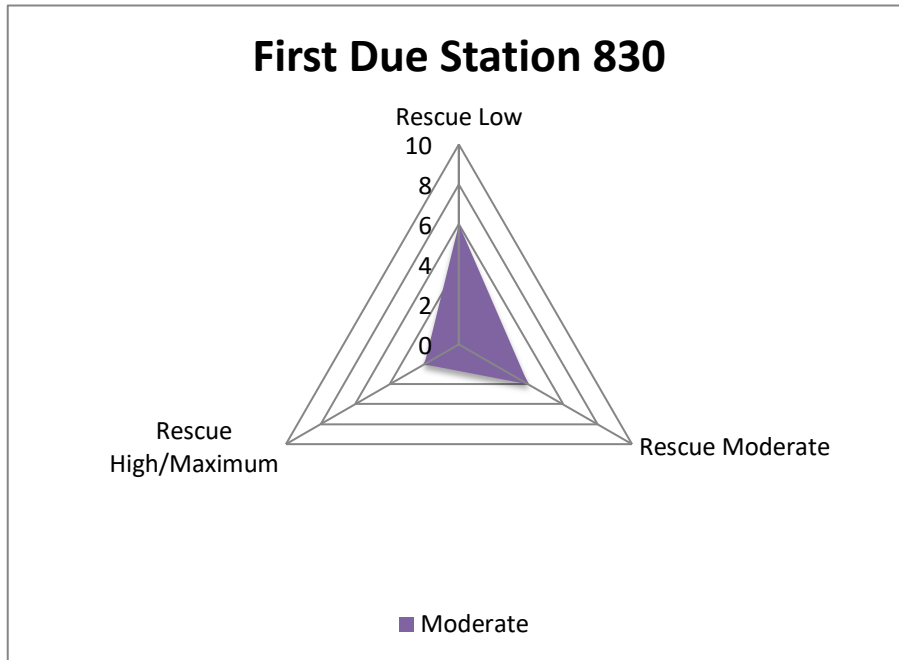


Figure 211: Rescue Risk Profile – First Due Station 831

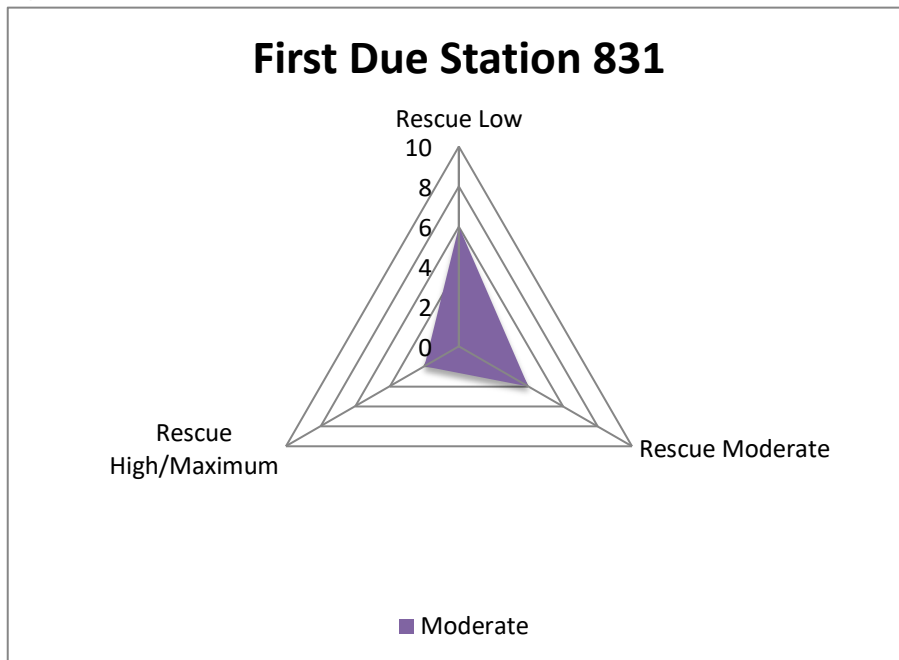


Figure 212: Rescue Risk Profile – First Due Station 832

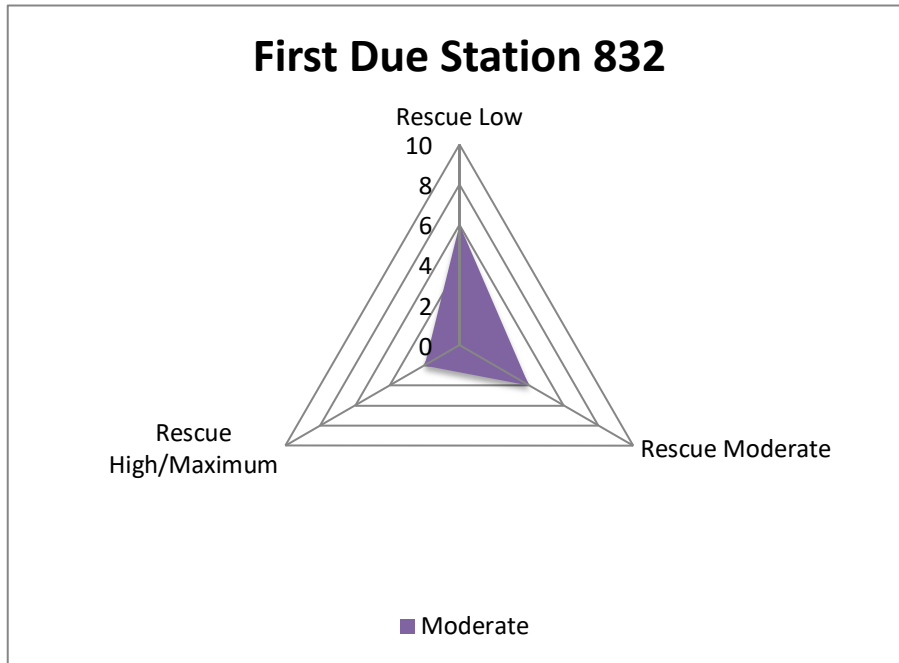


Figure 213: Rescue Risk Profile – First Due Station 833

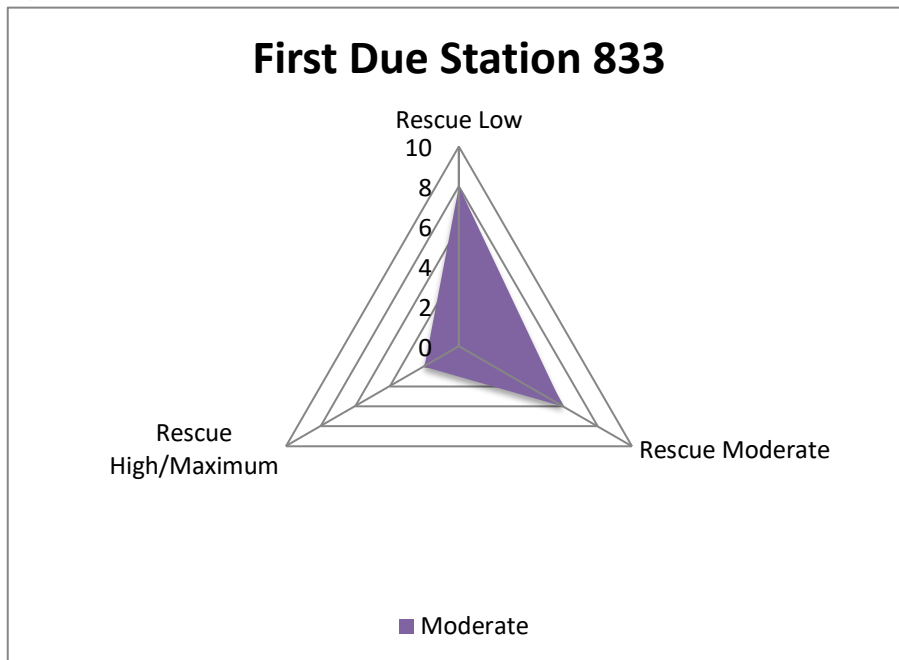


Figure 214: Rescue Risk Profile – First Due Station 834

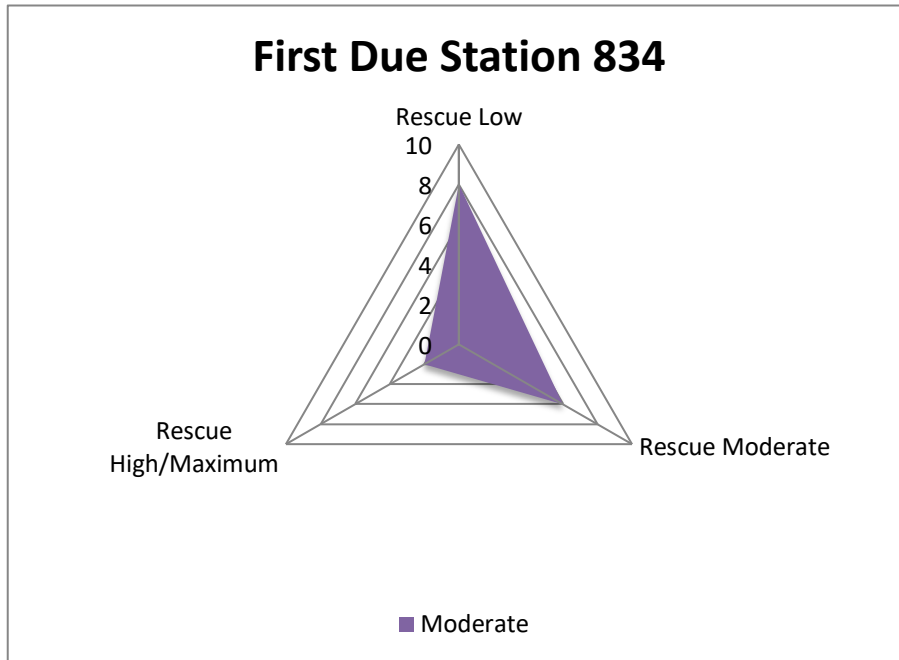


Figure 215: Rescue Risk Profile – First Due Station 835

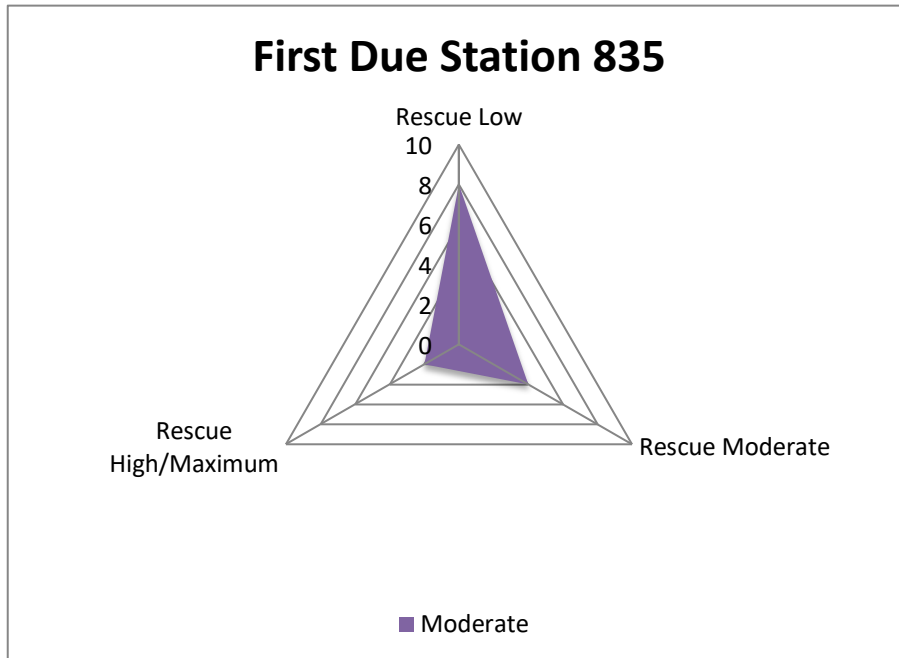


Figure 216: Rescue Risk Profile – First Due Station 836

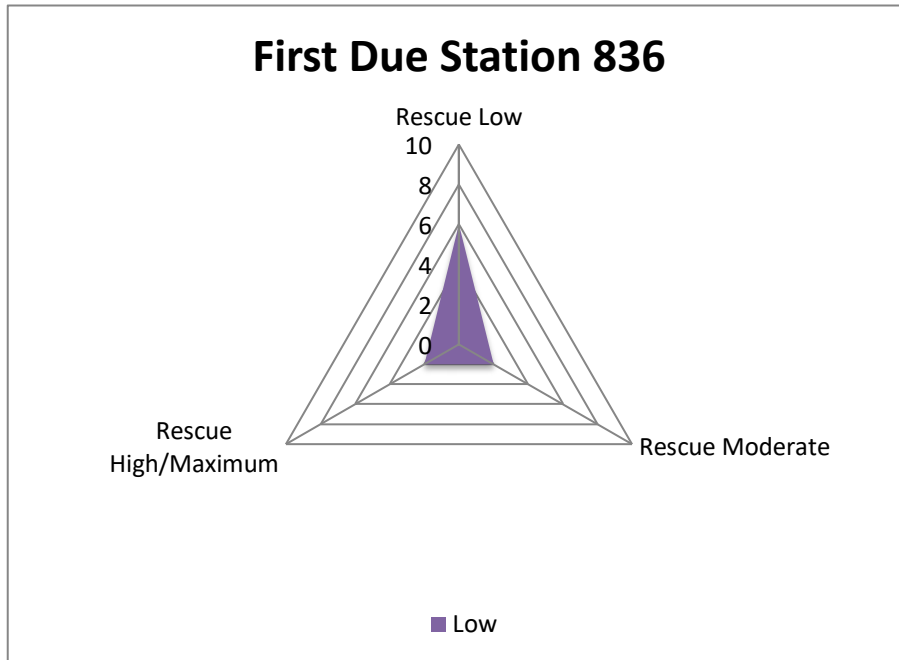


Figure 217: Rescue Risk Profile – First Due Station 837

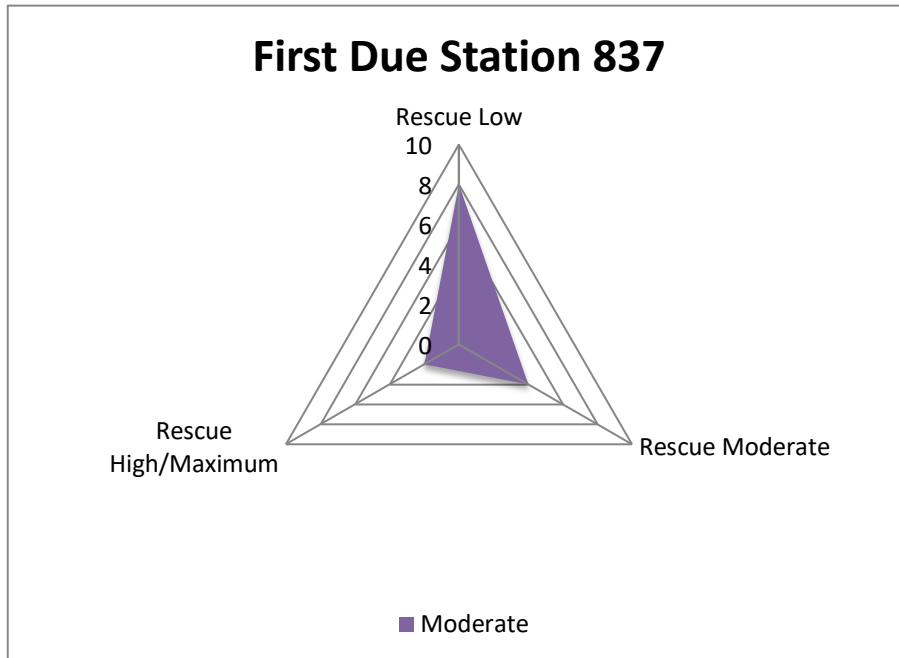


Figure 218: Rescue Risk Profile – First Due Station 838

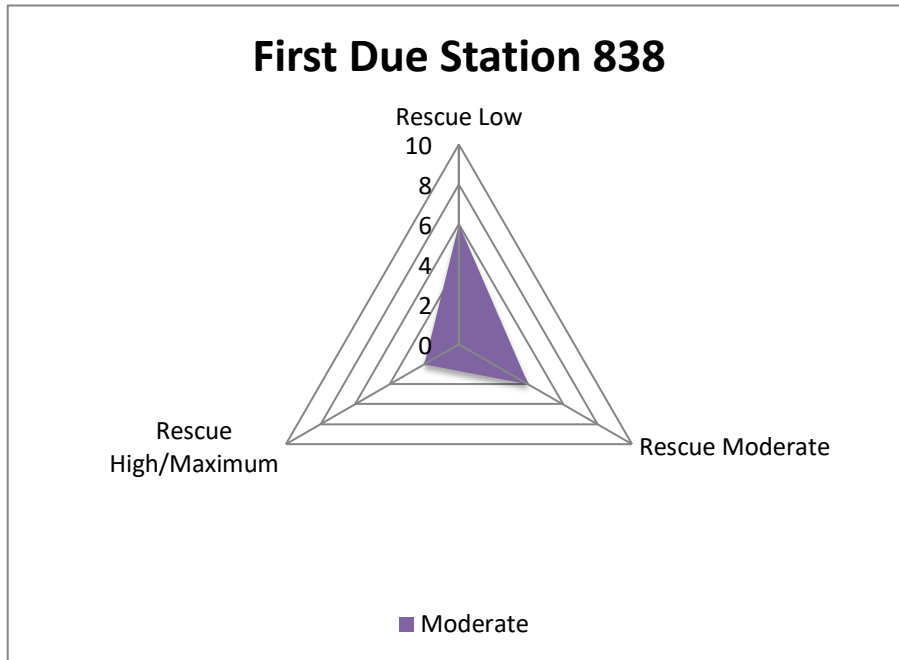


Figure 219: Rescue Risk Profile – First Due Station 839

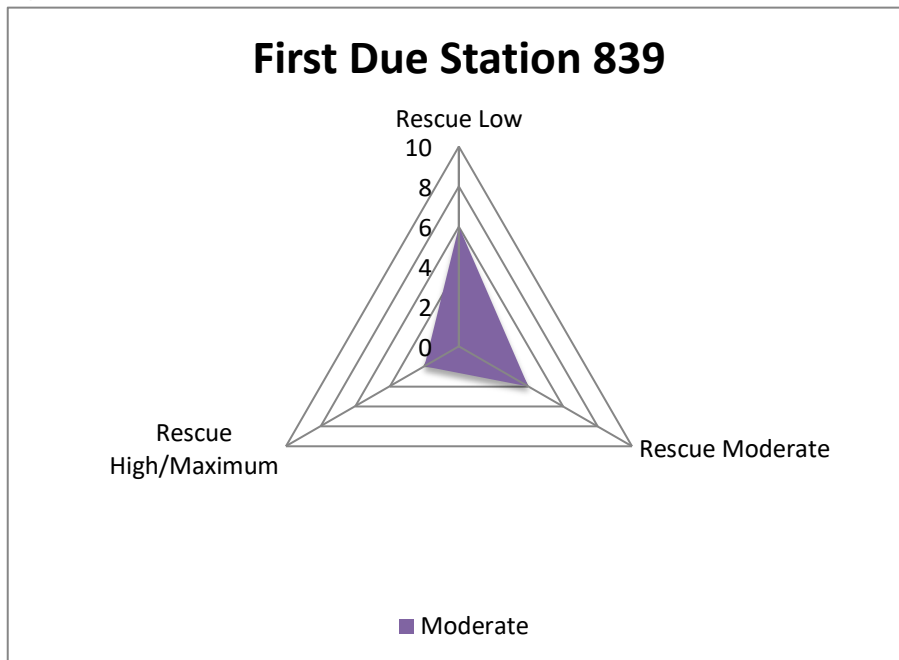


Figure 220: Rescue Risk Profile – First Due Station 840

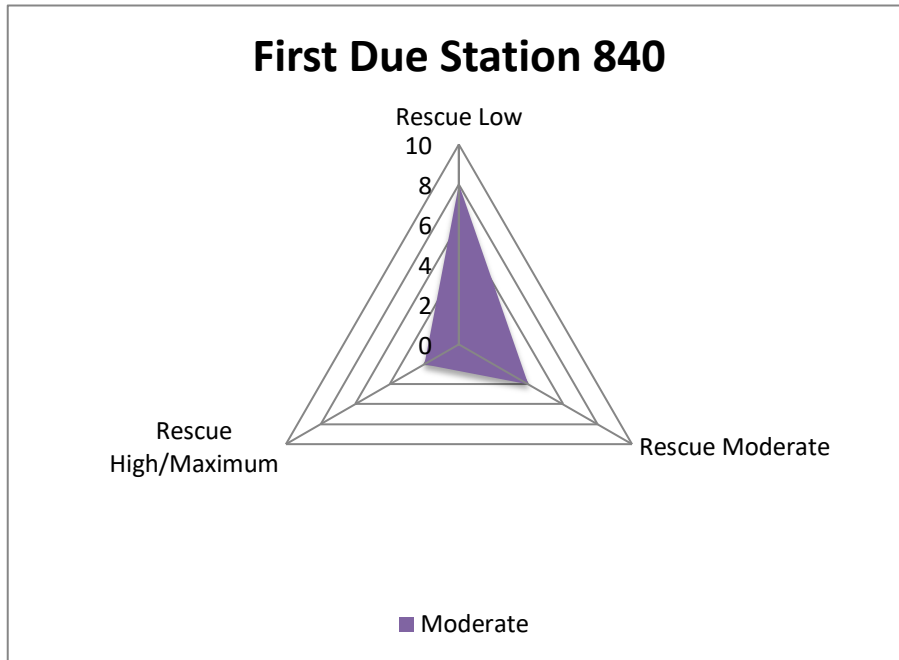


Figure 221: Rescue Risk Profile – First Due Station 841

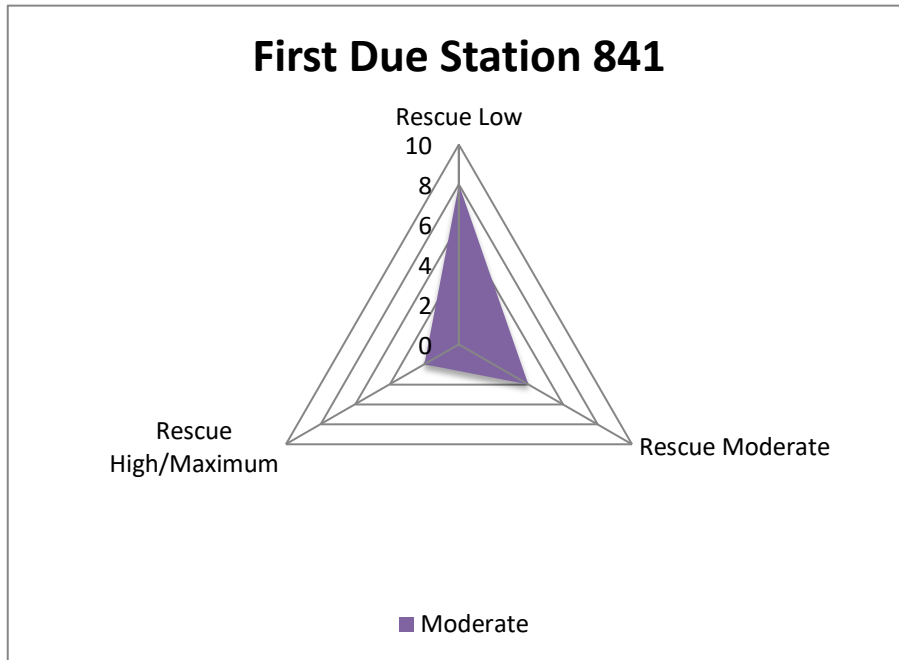


Figure 222: Rescue Risk Profile – First Due Station 842

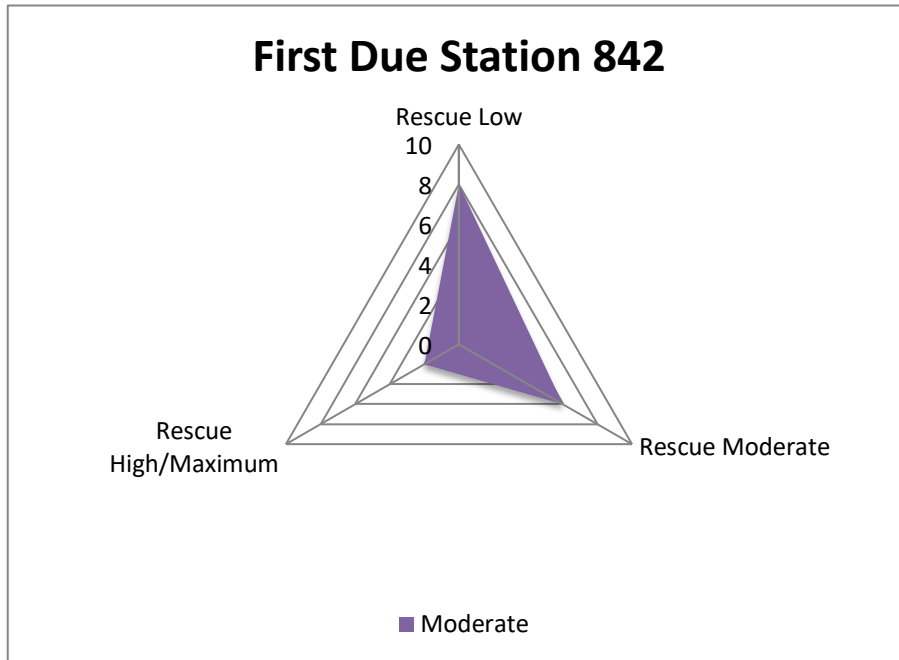


Figure 223: Rescue Risk Profile – First Due Station 843

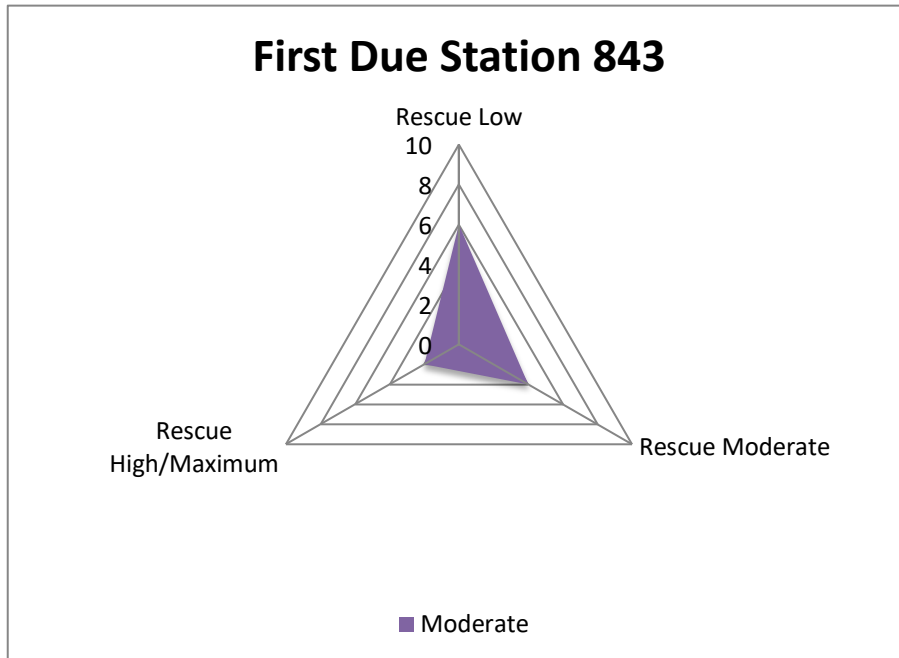


Figure 224: Rescue Risk Profile – First Due Station 844

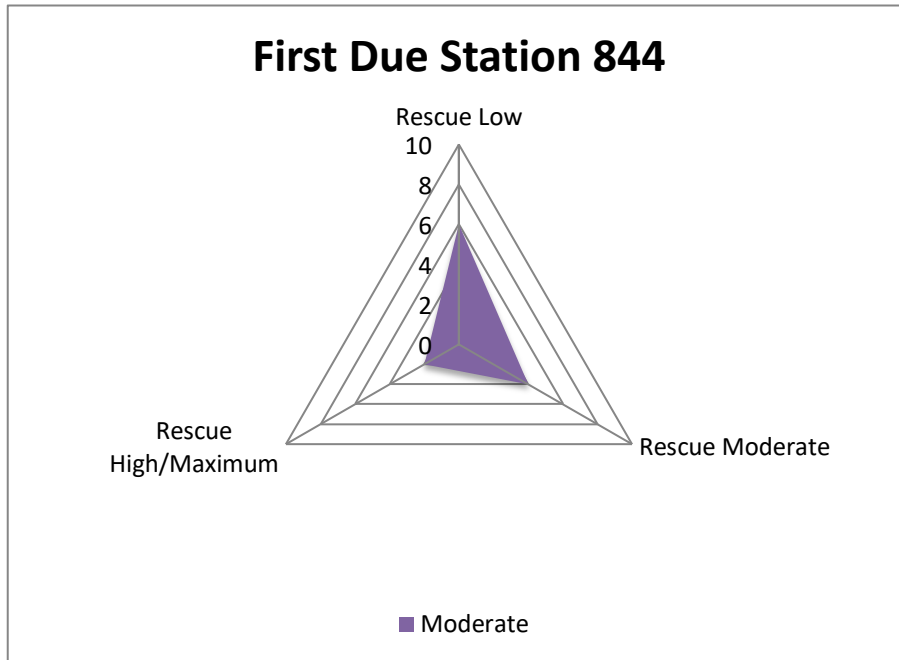


Figure 225: Rescue Risk Profile – First Due Station 845

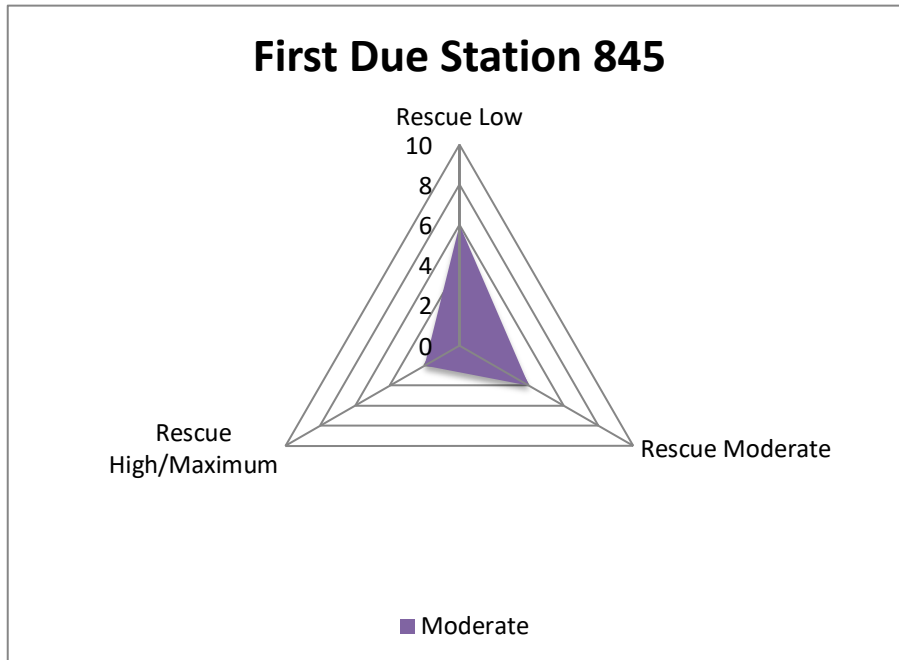


Figure 226: Rescue Risk Profile – First Due Station 846

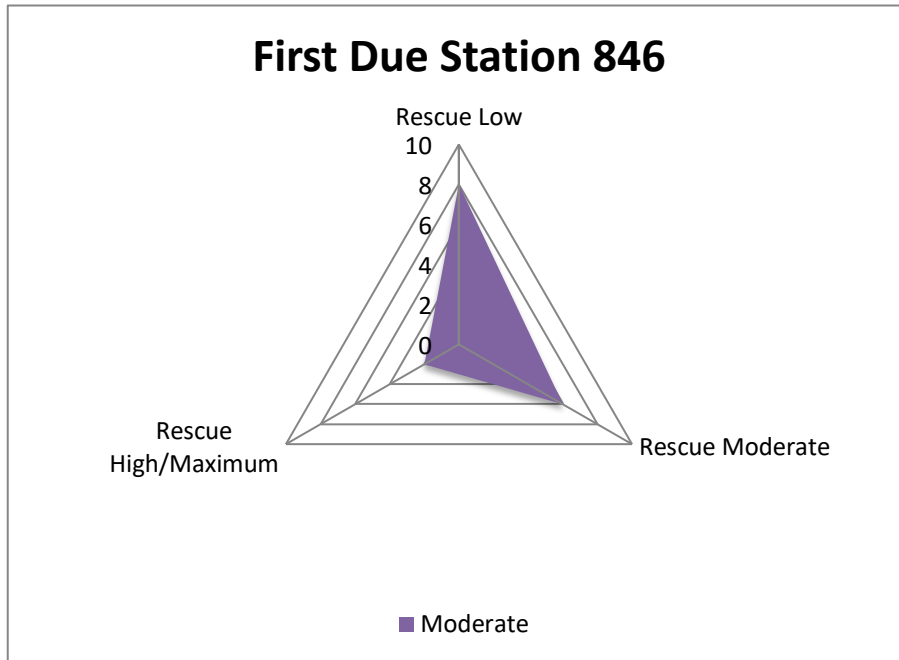


Figure 227: Rescue Risk Profile – First Due Station 847

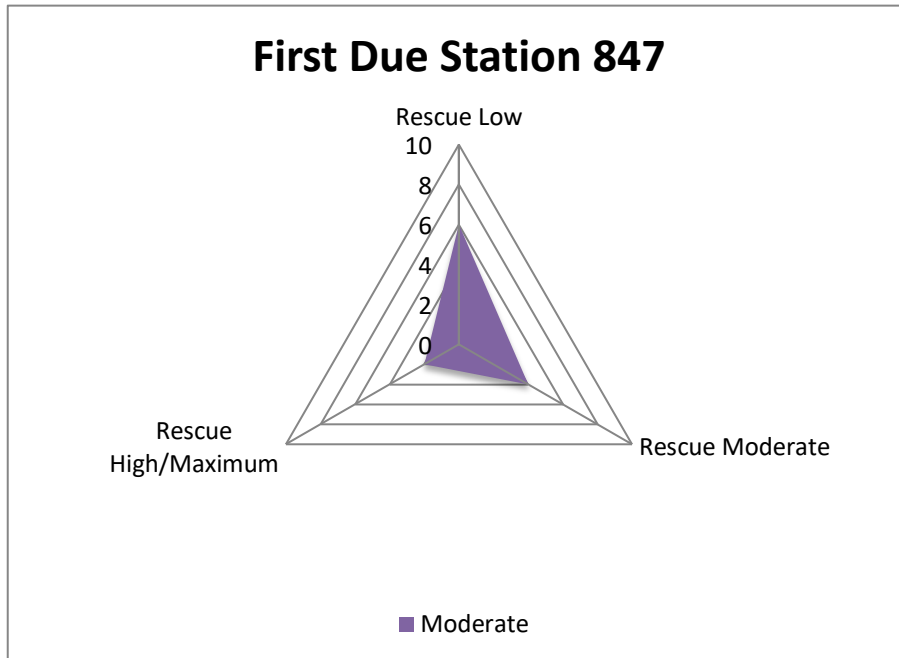


Figure 228: Rescue Risk Profile – First Due Station 848

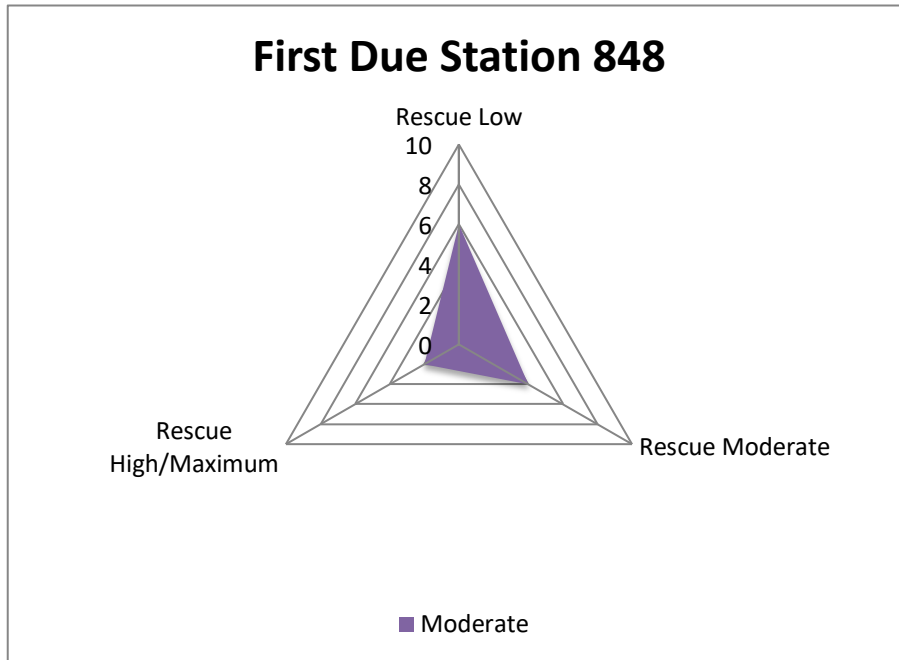


Figure 229: Rescue Risk Profile – First Due Station 849

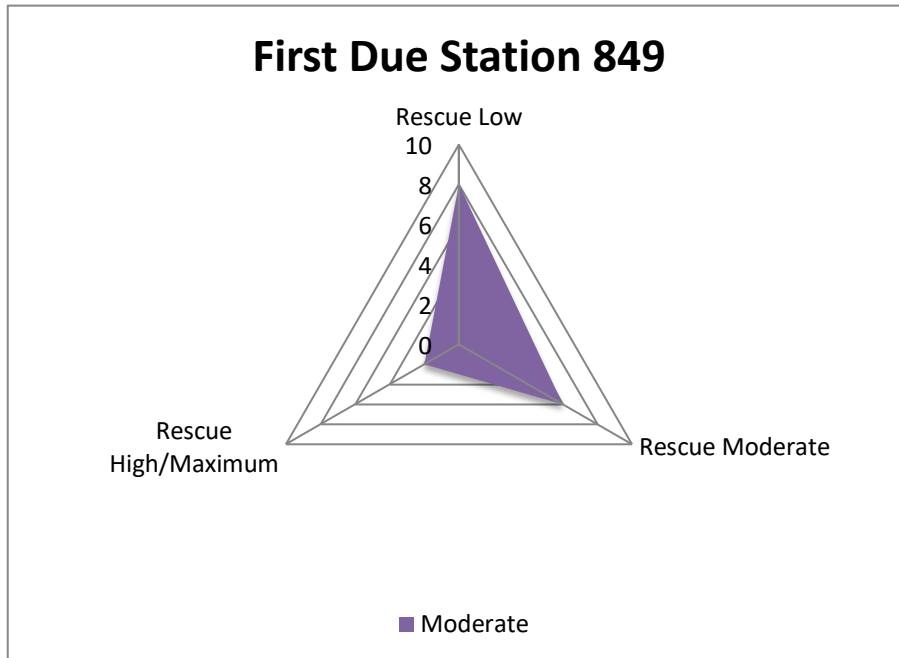


Figure 230: Rescue Risk Profile – First Due Station 855

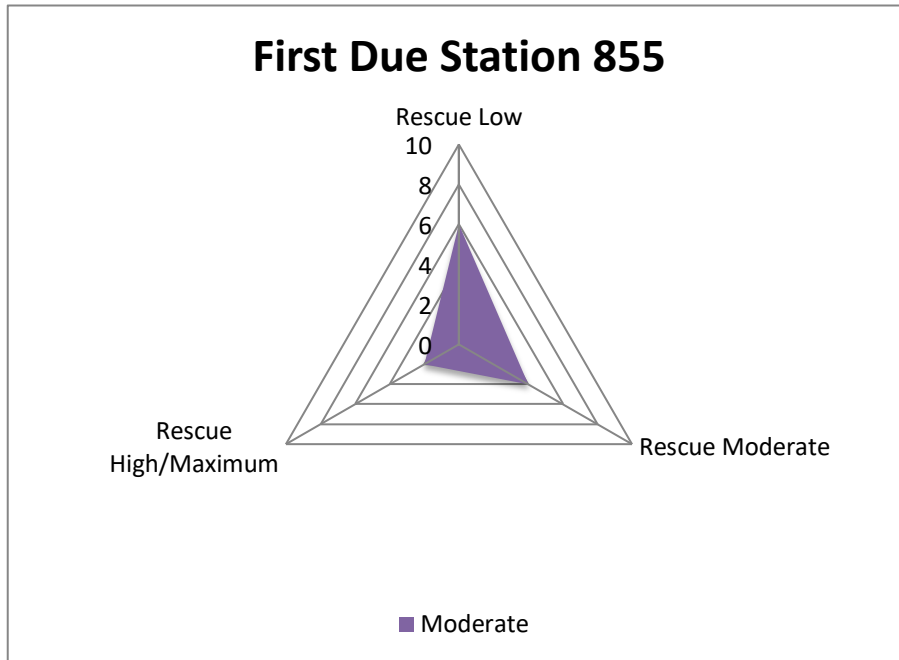
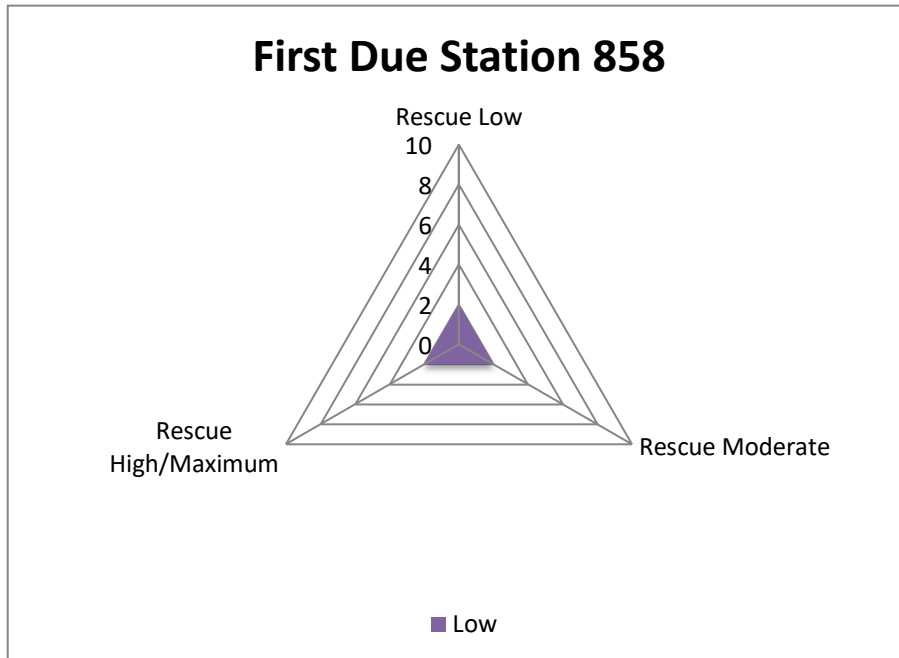


Figure 231: Rescue Risk Profile – First Due Station 858





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May 2022

Draft Data Analysis



Prince George's County Fire/EMS Department Prince George's County, MD

Prepared by:



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CONSULTANT REPORT

**PRINCE GEORGE’S COUNTY FIRE/EMS DEPARTMENT
DRAFT DATA ANALYSIS**

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METHODOLOGY

We obtained data files from Prince George’s County Fire/EMS Department (PGFD) spanning January 1, 2016 to December 31, 2020. Based on the date range of data provided, five full calendar years of data were available for baseline analysis, as presented in the last section of this report. Due to the impact of the COVID-19 pandemic on community demand during 2020, analyses throughout the comprehensive data report (i.e., all sections prior to the baseline section) were based on data from the fiscal year spanning July 1, 2018 to June 30, 2019.

We utilize two distinct measures in this report—call volume and workload. Requests for service are defined as “incidents” or “calls” (i.e., call volume). Call volume reflects the number of times a distinct incident was created involving one or more PGFD units, and/or calls received in PGFD’s jurisdiction. “Responses” are the number of times that an individual unit (or units) responded to a call (i.e., workload).

Audits of the data files were first conducted to identify any anomalies for attention and reconciliation prior to data analysis (Tables 51 through 54 in the Appendix). Exclusions based on call type were first made prior to call volume and temporal analyses (Table 51). Exclusion criteria were then applied to records prior to response volume and busy time analyses (Tables 52 and 53), and additional exclusion criteria were applied to records prior to the analysis of performance time metrics (e.g., dispatch time; turnout time; Table 54). Entries with negative times or with times of zero minutes, and entries with extremely high busy or performance times (i.e., outliers) were excluded. Classifications of responses into call categories and program areas appear in Table 55 in the Appendix.

Responses were also classified based on call status and the role of the responding unit. Analyses of performance times focused on emergency (lights and sirens) responses from PGFD’s first arriving primary front-line units for all unique incidents. PGFD leadership classified call types as emergency or non-emergency, and classified every PGFD unit to be included and excluded from performance time analyses. The majority of analyses related to performance (e.g., travel time) were restricted based on these classifications to include only primary front-line units responding to emergency (lights and sirens) calls, and are identified in the report where applicable.

Any reduced sample sizes due to missing data are noted in the report where applicable.

2018-19 SNAPSHOT

Community Demand

Table 1: Number of Incidents by Call Category – All Incident Areas

Call Category ¹	All Incident Areas		
	Number of Calls	Average Calls per Day	Call Percentage
Device / Package	63	0.2	< 0.1
Device / Package / Explosion	3	< 0.1	< 0.1
Bomb Total	66	0.2	< 0.1
ALSo	184	0.5	0.1
ALS1	42,946	117.7	28.6
ALS2	3,000	8.2	2.0
BLS0	29,835	81.7	19.9
BLS1	22,493	61.6	15.0
Overdose	1,124	3.1	0.7
Police-Active Shooter	2	< 0.1	< 0.1
Police-Assault	3,023	8.3	2.0
Police-Assist	7	< 0.1	< 0.1
Police-Barricade	5	< 0.1	< 0.1
Police-Cutting/Stabbing	494	1.4	0.3
Police-Domestic	13	< 0.1	< 0.1
Police-Robbery	1	< 0.1	< 0.1
Police-Sexual Assault	85	0.2	0.1
Police-Shooting	348	1.0	0.2
Police-Suicide	1,354	3.7	0.9
Police-Welfare Check	108	0.3	0.1
EMS Total	105,022	287.7	69.9
Boat Fire	2	< 0.1	< 0.1
Fire Alarm	12,742	34.9	8.5
Investigation	1,868	5.1	1.2
Metro Train Fire	3	< 0.1	< 0.1
Outside Fire	1,394	3.8	0.9
Street Alarm	1,630	4.5	1.1
Structure Fire	1,450	4.0	1.0
Train Emergency	3	< 0.1	< 0.1
Vehicle Fire	1,087	3.0	0.7
Fire Total	20,179	55.3	13.4
Hazmat	102	0.3	0.1
Hazmat-CO Leak	108	0.3	0.1
Hazmat-Fuel Spill	181	0.5	0.1

All Incident Areas			
Call Category ¹	Number of Calls	Average Calls per Day	Call Percentage
Hazmat-Gas Leak	2,454	6.7	1.6
Hazmat Total	2,845	7.8	1.9
Service	5,566	15.2	3.7
Non-Emergency Total	5,566	15.2	3.7
MVA	13,130	36.0	8.7
Pedestrian Struck	812	2.2	0.5
Rescue	1,829	5.0	1.2
Technical Rescue	801	2.2	0.5
Water Rescue	51	0.1	< 0.1
Rescue Total	16,623	45.5	11.1
Total	150,301	411.8	100.0

¹Classifications of incident types from the data file into call category are presented in the Appendix.

Response Volume and Busy Time

Table 2: Number of Calls, Number of Responses, and Total Busy Time by Program – PGFD Units in All Incident Areas

Program	Number of Calls ¹	Number of Responses ²	Average Responses per Call	Total Busy Hours	Responses with Time Data ³	Average Busy Minutes per Response	Average Calls per Day	Average Responses per Day
Bomb	66	139	2.1	127.7	139	55.1	0.2	0.4
EMS	104,517	170,898	1.6	141,594.5	170,768	49.7	286.3	468.2
Fire	20,073	45,811	2.3	17,169.2	45,743	22.5	55.0	125.5
Hazmat	2,840	10,654	3.8	2,912.6	10,640	16.4	7.8	29.2
Non-Emergency	5,528	6,323	1.1	2,485.5	6,321	23.6	15.1	17.3
Rescue	16,588	45,898	2.8	17,822.0	45,832	23.3	45.4	125.7
Total	149,612	279,723	1.9	182,111.3	279,443	39.1	409.9	766.4

¹“Number of Calls” reflects an adjusted number of calls following any exclusion activity to align with responses made by valid units assigned to PGFD.

²“Number of Responses” reflects the total number of records in the data file associated with responses made by valid units assigned to PGFD, regardless of calculated busy time.

³“Responses with Time Data” reflects the number of records in the data file associated with responses made by valid units assigned to PGFD with calculated busy time not otherwise excluded.

System Performance

Table 3: 90th Percentile Performance Times by Staffing Model and Program – First Arriving PGFD Units in All Incident Areas

Staffing Model	Program	Dispatch Time (Minutes)	Turnout Time (Minutes)	Travel Time (Minutes)	Response Time (Minutes)	Sample Size ¹
Career	Bomb	--	--	--	--	2
	EMS	4.6	2.2	8.9	14.0	47,637
	Fire	4.3	2.0	8.5	13.1	10,059
	Hazmat	4.0	2.0	8.6	12.5	1,419
	Rescue	6.0	2.0	8.5	14.8	9,305
	Total	4.8	2.1	8.8	14.0	68,422
Combination	Bomb	--	--	--	--	2
	EMS	4.9	2.2	7.7	12.8	10,546
	Fire	4.6	2.1	6.5	12.0	2,906
	Hazmat	3.7	2.0	6.8	10.9	516
	Rescue	6.3	2.1	8.0	14.7	2,290
	Total	5.0	2.2	7.5	12.9	16,260
Volunteer	Bomb	--	--	--	--	1
	EMS	5.2	2.3	7.8	13.4	6,146
	Fire	4.5	1.9	6.9	11.5	2,072
	Hazmat	3.7	1.8	7.7	11.2	358
	Rescue	6.3	2.0	7.4	14.4	1,991
	Total	5.2	2.2	7.6	13.2	10,568
Other	Bomb	--	--	--	--	0
	EMS	4.9	3.0	8.0	14.6	187
	Fire	--	--	--	--	4
	Hazmat	--	--	--	--	1
	Rescue	--	4.2	16.3	--	11
	Total	4.9	3.0	8.0	14.6	203
Total	4.9	2.1	8.5	13.8	95,453	

¹Sample sizes reflect the number of responses to emergency calls made by first arriving primary front-line units assigned to PGFD; due to missing or excluded time data, sample sizes corresponding to individual table metrics may be smaller.

COMMUNITY DEMAND

During the 2018-19 reporting period (i.e., July 1, 2018 to June 30, 2019; hereinafter referred to as 2018-19), community demand for PGFD services across all incident areas included calls related to the program areas of bomb ($n = 66$; $< 0.1\%$), EMS ($n = 105,022$; 69.9%), fire ($n = 20,179$; 13.4%), hazmat ($n = 2,845$; 1.9%), non-emergency ($n = 5,566$; 3.7%), and rescue ($n = 16,623$; 11.1% ; Figure 1; Table 4). Requests for service from the community across all programs and call types during 2018-19 totaled 150,301, averaging 411.8 calls per day.

Classifications of incident types from the data file into program and call category are presented in Table 55 in the Appendix.

Figure 1: Percentage of Total Incidents by Program – All Incident Areas

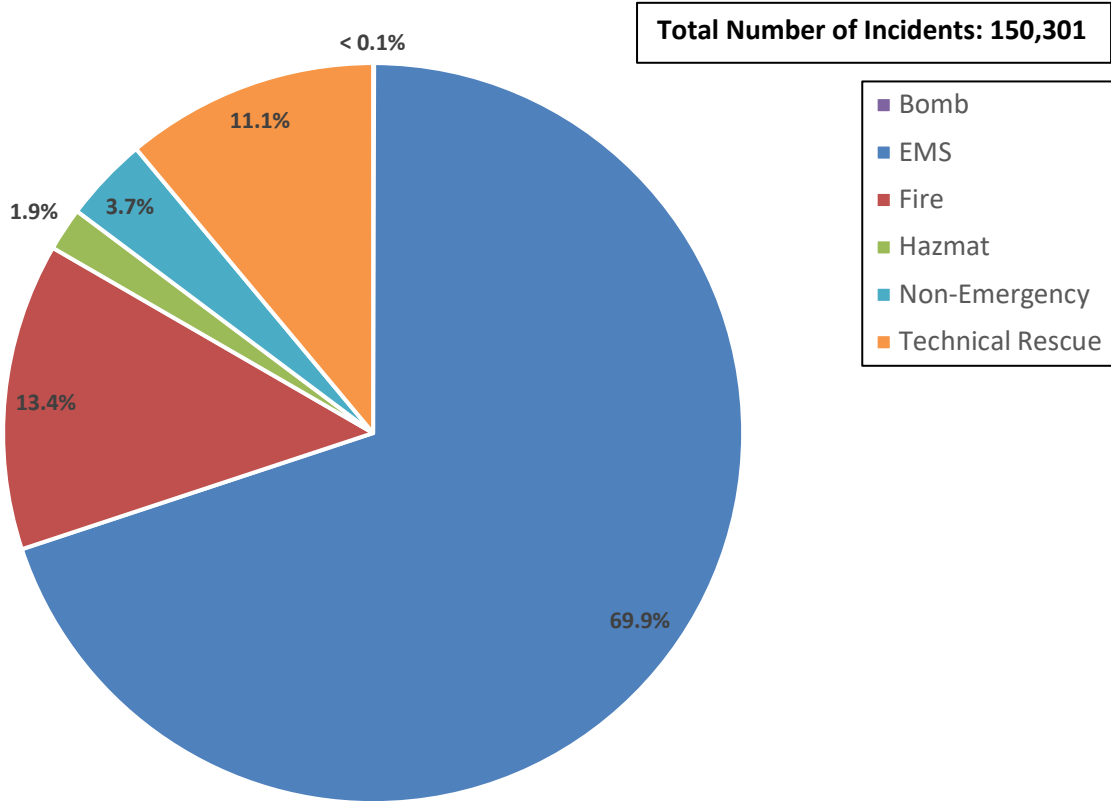


Table 4: Number of Incidents by Jurisdiction and Call Category

Call Category ¹	Within PGFD			Outside of PGFD ²			All Incident Areas		
	Number of Calls	Average Calls per Day	Call Percentage	Number of Calls	Average Calls per Day	Call Percentage	Number of Calls	Average Calls per Day	Call Percentage
Device / Package	63	0.2	< 0.1	0	0.0	0.0	63	0.2	< 0.1
Device / Package / Explosion	2	< 0.1	< 0.1	1	< 0.1	< 0.1	3	< 0.1	< 0.1
Bomb Total	65	0.2	< 0.1	1	< 0.1	< 0.1	66	0.2	< 0.1
ALSo	182	0.5	0.1	2	< 0.1	0.1	184	0.5	0.1
ALS1	42,317	115.9	28.7	629	1.7	24.1	42,946	117.7	28.6
ALS2	2,954	8.1	2.0	46	0.1	1.8	3,000	8.2	2.0
BLS0	29,782	81.6	20.2	53	0.1	2.0	29,835	81.7	19.9
BLS1	21,977	60.2	14.9	516	1.4	19.7	22,493	61.6	15.0
Overdose	1,108	3.0	0.8	16	< 0.1	0.6	1,124	3.1	0.7
Police-Active Shooter	2	< 0.1	< 0.1	0	0.0	0.0	2	< 0.1	< 0.1
Police-Assault	3,007	8.2	2.0	16	< 0.1	0.6	3,023	8.3	2.0
Police-Assist	7	< 0.1	< 0.1	0	0.0	0.0	7	< 0.1	< 0.1
Police-Barricade	5	< 0.1	< 0.1	0	0.0	0.0	5	< 0.1	< 0.1
Police-Cutting/Stabbing	489	1.3	0.3	5	< 0.1	0.2	494	1.4	0.3
Police-Domestic	13	< 0.1	< 0.1	0	0.0	0.0	13	< 0.1	< 0.1
Police-Robbery	1	< 0.1	< 0.1	0	0.0	0.0	1	< 0.1	< 0.1
Police-Sexual Assault	85	0.2	0.1	0	0.0	0.0	85	0.2	0.1
Police-Shooting	346	0.9	0.2	2	< 0.1	0.1	348	1.0	0.2
Police-Suicide	1,350	3.7	0.9	4	< 0.1	0.2	1,354	3.7	0.9
Police-Welfare Check	108	0.3	0.1	0	0.0	0.0	108	0.3	0.1
EMS Total	103,733	284.2	70.2	1,289	3.5	49.3	105,022	287.7	69.9
Boat Fire	1	< 0.1	< 0.1	1	< 0.1	< 0.1	2	< 0.1	< 0.1
Fire Alarm	12,619	34.6	8.5	123	0.3	4.7	12,742	34.9	8.5
Investigation	1,849	5.1	1.3	19	0.1	0.7	1,868	5.1	1.2
Metro Train Fire	3	< 0.1	< 0.1	0	0.0	0.0	3	< 0.1	< 0.1

Call Category ¹	Within PGFD			Outside of PGFD ²			All Incident Areas		
	Number of Calls	Average Calls per Day	Call Percentage	Number of Calls	Average Calls per Day	Call Percentage	Number of Calls	Average Calls per Day	Call Percentage
Outside Fire	1,374	3.8	0.9	20	0.1	0.8	1,394	3.8	0.9
Street Alarm	1,502	4.1	1.0	128	0.4	4.9	1,630	4.5	1.1
Structure Fire	1,105	3.0	0.7	345	0.9	13.2	1,450	4.0	1.0
Train Emergency	2	< 0.1	< 0.1	1	< 0.1	< 0.1	3	< 0.1	< 0.1
Vehicle Fire	1,062	2.9	0.7	25	0.1	1.0	1,087	3.0	0.7
Fire Total	19,517	53.5	13.2	662	1.8	25.3	20,179	55.3	13.4
Hazmat	85	0.2	0.1	17	< 0.1	0.7	102	0.3	0.1
Hazmat-CO Leak	104	0.3	0.1	4	< 0.1	0.2	108	0.3	0.1
Hazmat-Fuel Spill	180	0.5	0.1	1	< 0.1	< 0.1	181	0.5	0.1
Hazmat-Gas Leak	2,291	6.3	1.6	163	0.4	6.2	2,454	6.7	1.6
Hazmat Total	2,660	7.3	1.8	185	0.5	7.1	2,845	7.8	1.9
Service	5,521	15.1	3.7	45	0.1	1.7	5,566	15.2	3.7
Non-Emergency Total	5,521	15.1	3.7	45	0.1	1.7	5,566	15.2	3.7
MVA	12,784	35.0	8.7	346	0.9	13.2	13,130	36.0	8.7
Pedestrian Struck	803	2.2	0.5	9	< 0.1	0.3	812	2.2	0.5
Rescue	1,823	5.0	1.2	6	< 0.1	0.2	1,829	5.0	1.2
Technical Rescue	739	2.0	0.5	62	0.2	2.4	801	2.2	0.5
Water Rescue	42	0.1	< 0.1	9	< 0.1	0.3	51	0.1	< 0.1
Rescue Total	16,191	44.4	11.0	432	1.2	16.5	16,623	45.5	11.1
Total	147,687	404.6	100.0	2,614	7.2	100.0	150,301	411.8	100.0

¹Classifications of incident types from the data file into call category are presented in the Appendix.

²Calls that were missing a value reported for “Calculated Incident Area” were included in “Outside of PGFD.”

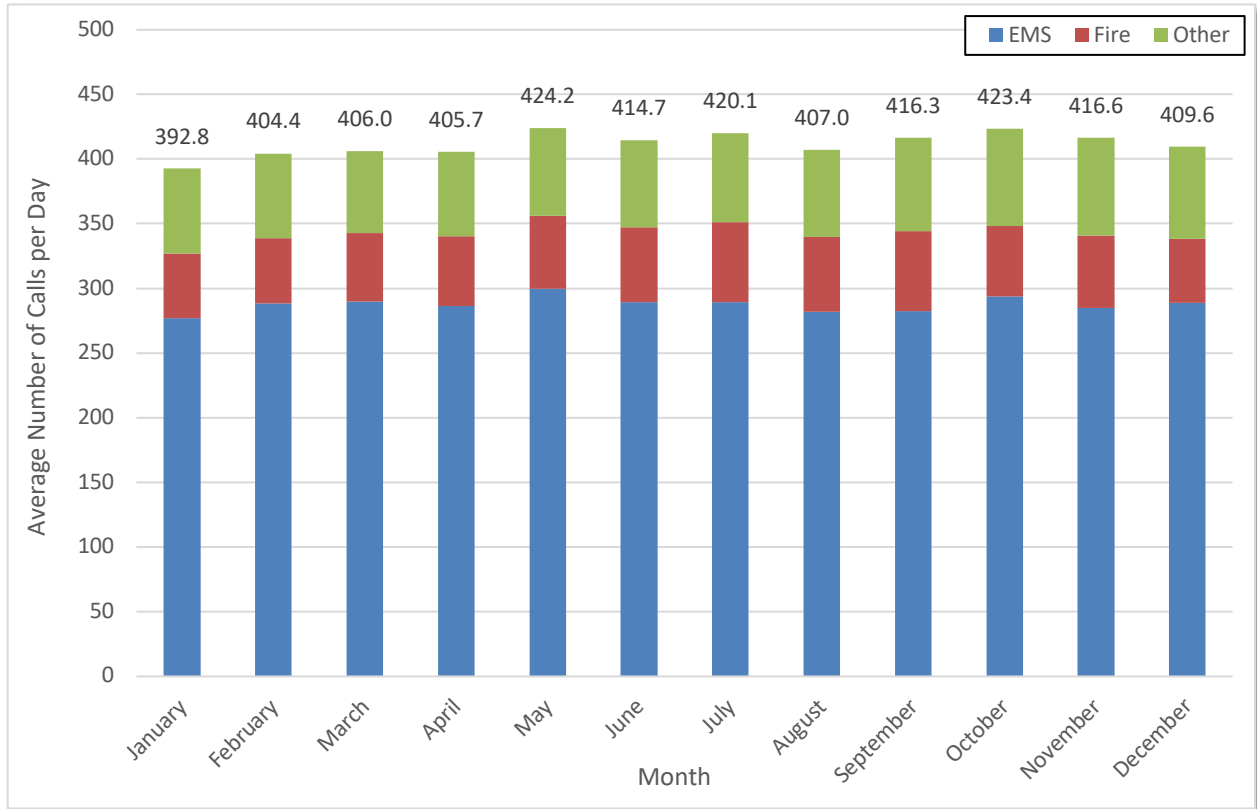
Temporal analyses were conducted to evaluate patterns in community demands. These analyses are based on the 150,301 total requests for service received from the community during 2018-19, and examine the frequency of incidents by month, day of week, and hour of day.

Overall, average requests per month ranged from a low of 392.8 calls per day in January to a high of 424.2 calls per day in May (Table 5; Figure 2). The three months with the most requests for service in descending order were: May (424.2 per day), October (423.4 per day), and July (420.1 per day). The three months with the fewest requests for service in ascending order were: January (392.8 per day), February (404.4 per day), and April (405.7 per day).

Table 5: Overall: Total Calls and Average Calls per Day by Month

Month	Number of Calls	Average Calls per Day	Call Percentage
January	12,178	392.8	8.1
February	11,323	404.4	7.5
March	12,587	406.0	8.4
April	12,172	405.7	8.1
May	13,150	424.2	8.7
June	12,440	414.7	8.3
July	13,023	420.1	8.7
August	12,618	407.0	8.4
September	12,490	416.3	8.3
October	13,124	423.4	8.7
November	12,499	416.6	8.3
December	12,697	409.6	8.4
Total	150,301	411.8	100.0

Figure 2: Overall: Average Calls per Day by Month



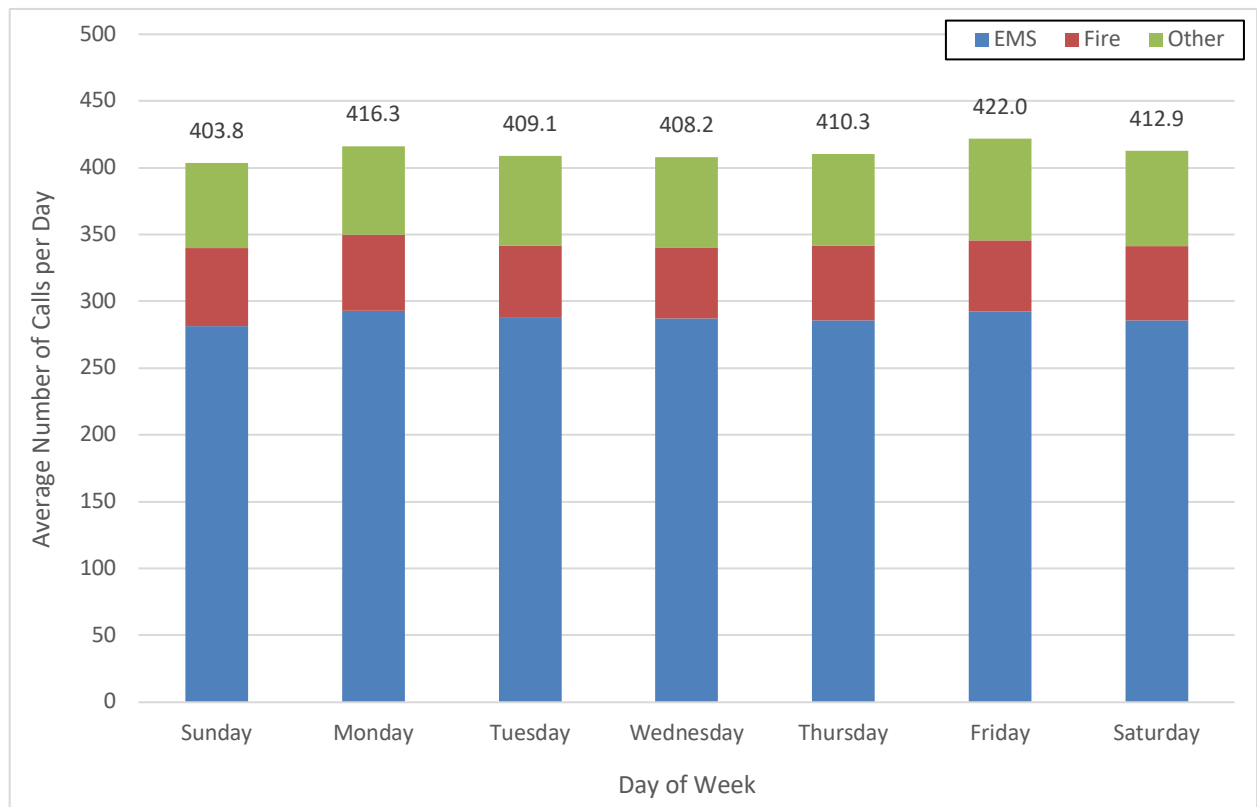
Similar analyses were conducted for requests by day of week (Table 6; Figure 3). The lowest average number of calls per day occurred on Sunday (403.8 per day), and the highest average number of calls per day occurred on Friday (422.0 per day).

Table 6: Overall: Total Calls and Average Calls per Day by Day of Week

Day of Week	Number of Calls	Average Calls per Day	Call Percentage
Sunday ¹	21,401	403.8	14.2
Monday	21,648	416.3	14.4
Tuesday	21,272	409.1	14.2
Wednesday	21,227	408.2	14.1
Thursday	21,338	410.3	14.2
Friday	21,946	422.0	14.6
Saturday	21,469	412.9	14.3
Total	150,301	411.8	100.0

¹There were 53 Sundays in 2018-19, and 52 of all other days of the week in 2018-19.

Figure 3: Overall: Average Calls per Day by Day of Week



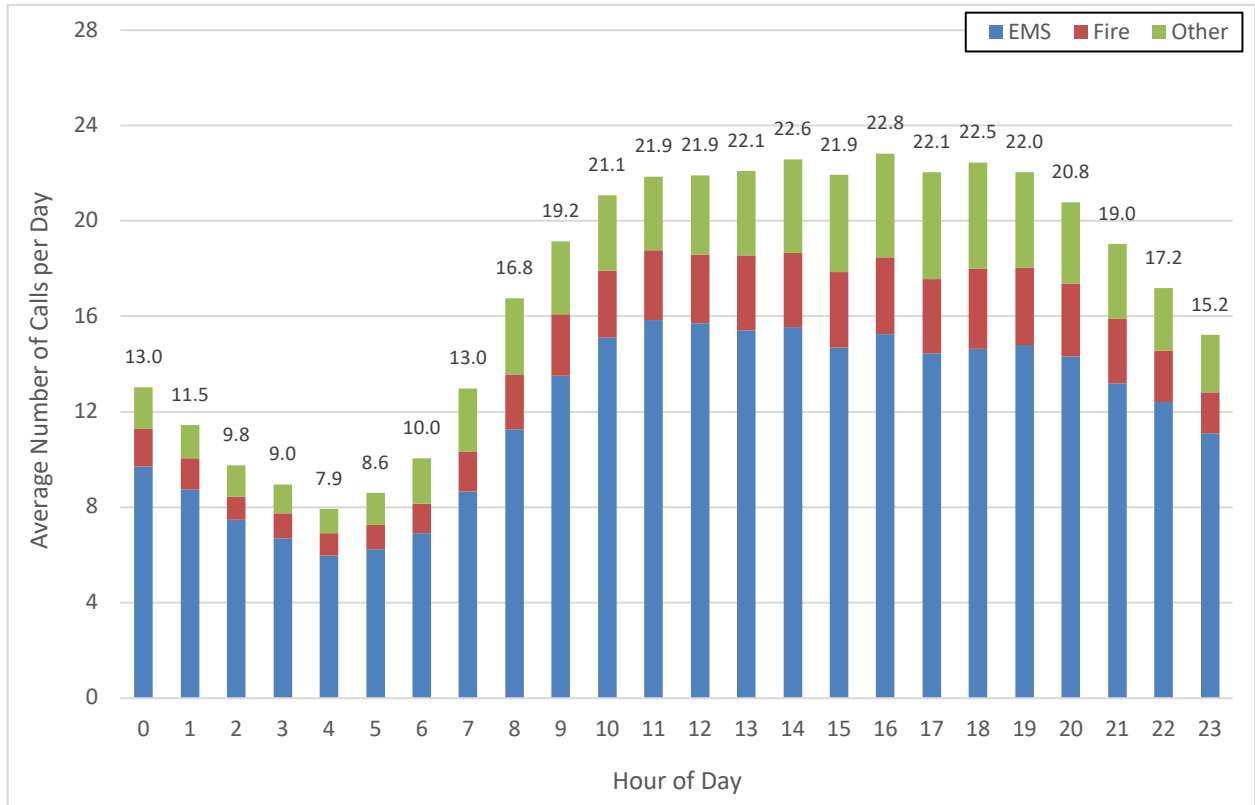
Overall demands were also evaluated by hour of day (Table 7; Figure 4). Variability exists in the time of day that requests for services were received. Peak demand occurred at 1600 (22.8 average calls per day). The hours of the day with the lowest average number of calls per day (range 7.9 to 9.8) were between 0200 and 0500.

Table 7: Overall: Total Calls and Average Calls per Day by Hour of Day

Hour of Day	Number of Calls	Average Calls per Day	Call Percentage
0	4,753	13.0	3.2
1	4,182	11.5	2.8
2	3,561	9.8	2.4
3	3,271	9.0	2.2
4	2,897	7.9	1.9
5	3,138	8.6	2.1
6	3,668	10.0	2.4
7	4,739	13.0	3.2
8	6,115	16.8	4.1
9	6,991	19.2	4.7
10	7,690	21.1	5.1
11	7,981	21.9	5.3
12	7,994	21.9	5.3
13	8,069	22.1	5.4
14	8,239	22.6	5.5
15	8,010	21.9	5.3
16	8,329	22.8	5.5
17	8,050	22.1	5.4
18	8,198	22.5	5.5
19	8,046	22.0	5.4
20	7,590	20.8	5.0
21	6,953	19.0	4.6
22	6,279	17.2	4.2
23	5,558	15.2	3.7
Total	150,301	411.8	100.0

To provide a more granular understanding of the community’s demand for services, this temporal analysis included the average number of calls per hour. In other words, when referring to Figure 4 below, the busiest hour was at 1600 with 8,329 calls occurring during that hour in 2018-19. The average number of calls per day for that hour is a daily average for those 8,329 calls if they were distributed equally across the year (i.e., $8,329/365 = 22.8$). Therefore, the busiest hour per day was at 1600 with an average hourly call volume of 22.8 calls per day. The second busiest hour occurred at 1400 with 8,239 calls during that hour in 2018-19, and an average call volume of 22.6 calls per day.

Figure 4: Overall: Average Calls per Day by Hour of Day



Community Demand for Emergency Medical Services

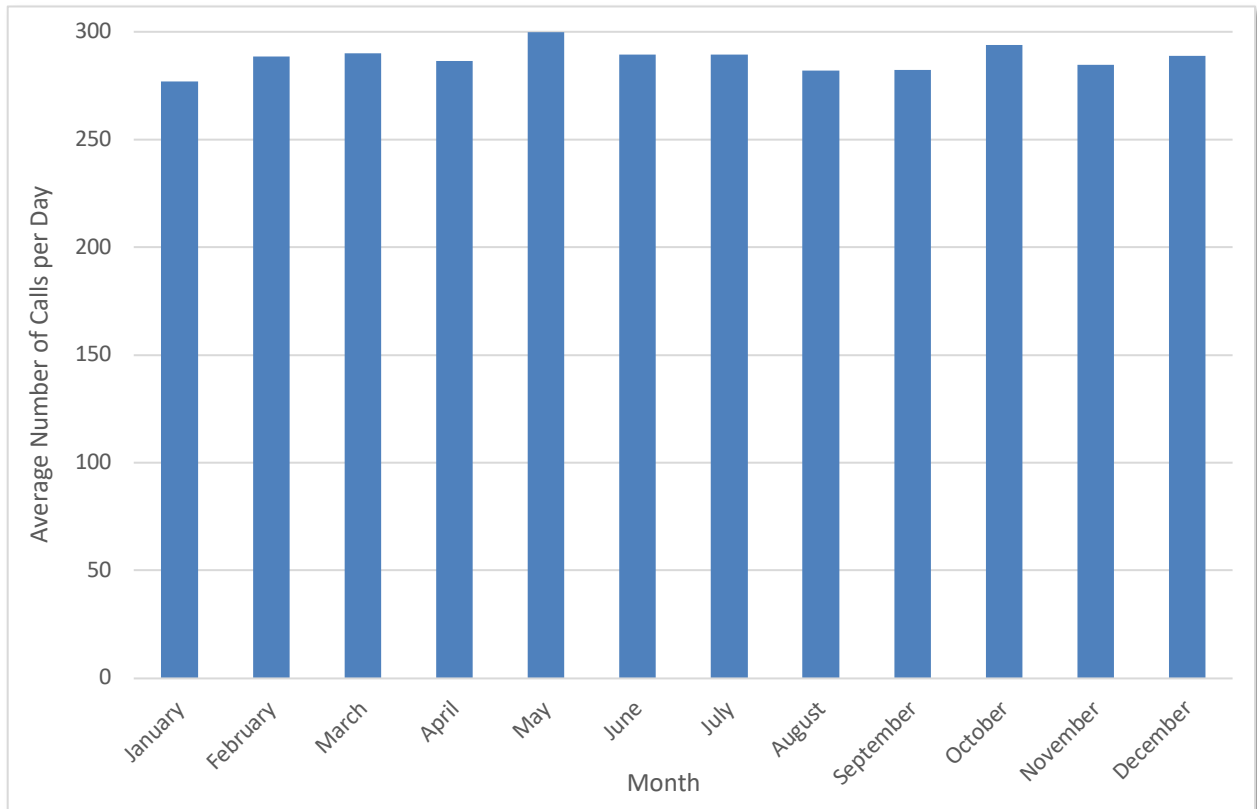
Temporal analyses were conducted to evaluate patterns in community demand for EMS related services. These analyses are based on the 105,022 total EMS related requests for service received from the community during 2018-19, and examine the frequency of requests for service by month, day of week, and hour of day.

Results found that there was some variability by month (Table 8; Figure 5). The three months with the most EMS related calls in descending order were: May (299.8 per day), October (294.0 per day), and March (290.0 per day). The three months with the fewest EMS related calls in ascending order were: January (277.0 per day), August (281.9 per day), and September (282.3 per day).

Table 8: Total EMS Related Calls and Average Calls per Day by Month

Month	Number of Calls	Average Calls per Day	Call Percentage
January	8,587	277.0	8.2
February	8,077	288.5	7.7
March	8,990	290.0	8.6
April	8,594	286.5	8.2
May	9,294	299.8	8.8
June	8,685	289.5	8.3
July	8,975	289.5	8.5
August	8,738	281.9	8.3
September	8,468	282.3	8.1
October	9,114	294.0	8.7
November	8,542	284.7	8.1
December	8,958	289.0	8.5
Total	105,022	287.7	100.0

Figure 5: Average EMS Related Calls per Day by Month



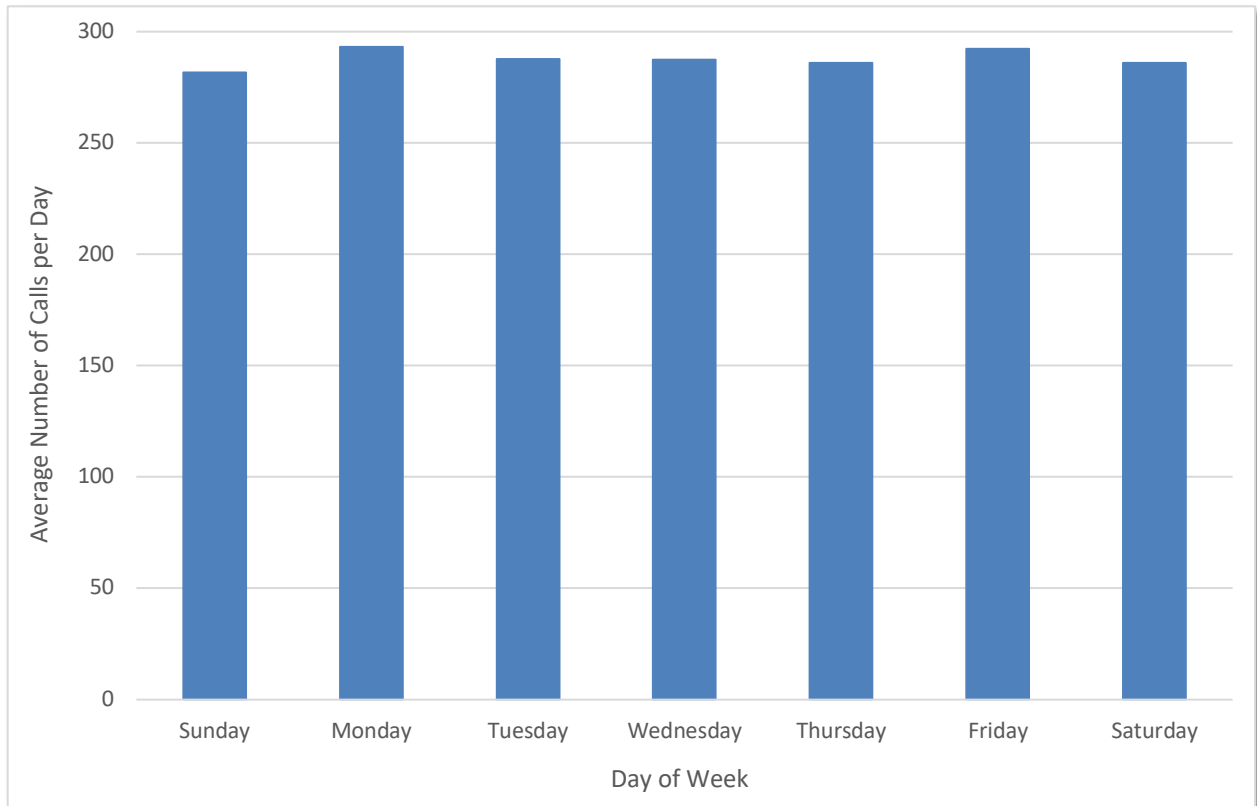
Similar analyses were conducted for EMS related calls by day of week (Table 9; Figure 6). The data revealed that there was slight variability in demand for services by day of week. Monday had the highest frequency of requests for EMS related services, averaging 293.2 calls per day and accounting for 14.5% of all EMS related calls. Sunday had the lowest frequency of requests for EMS related services, averaging 281.5 calls per day and accounting for 14.2% of all EMS related calls.

Table 9: Total EMS Related Calls and Average Calls per Day by Day of Week

Day of Week	Number of Calls	Average Calls per Day	Call Percentage
Sunday ¹	14,921	281.5	14.2
Monday	15,247	293.2	14.5
Tuesday	14,961	287.7	14.2
Wednesday	14,951	287.5	14.2
Thursday	14,864	285.8	14.2
Friday	15,204	292.4	14.5
Saturday	14,874	286.0	14.2
Total	105,022	287.7	100.0

¹There were 53 Sundays in 2018-19, and 52 of all other days of the week in 2018-19.

Figure 6: Average EMS Related Calls per Day by Day of Week

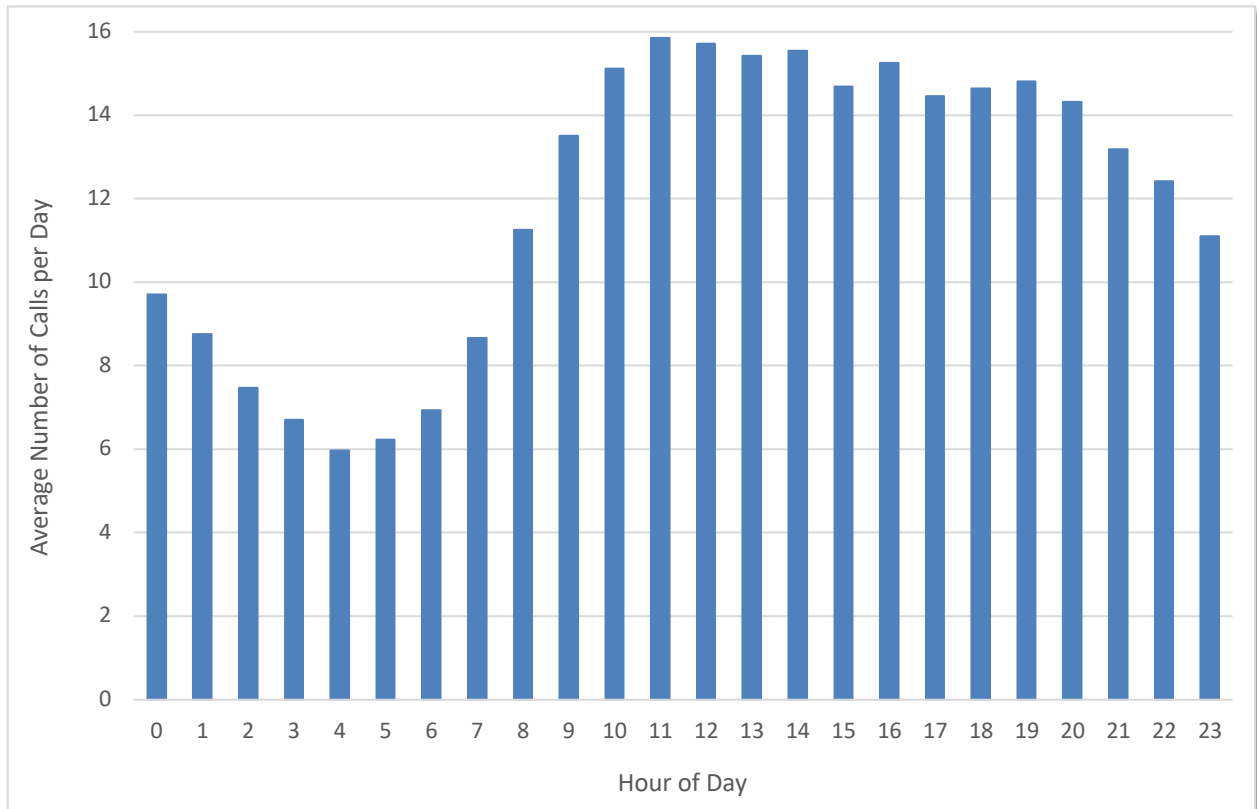


EMS related calls were also evaluated by hour of the day (Table 10; Figure 7). Some variability exists in the time of day that requests for EMS related services were received. The hours from 0300 to 0600 had the lowest demands, when average number of calls per day for each of those hours ranged from 6.0 to 6.9. The highest demand for EMS related services occurred at 1100, when average number of calls per day during that hour was 15.9.

Table 10: Total EMS Related Calls and Average Calls per Day by Hour of Day

Hour of Day	Number of Calls	Average Calls per Day	Call Percentage
0	3,544	9.7	3.4
1	3,194	8.8	3.0
2	2,726	7.5	2.6
3	2,444	6.7	2.3
4	2,177	6.0	2.1
5	2,275	6.2	2.2
6	2,529	6.9	2.4
7	3,163	8.7	3.0
8	4,110	11.3	3.9
9	4,932	13.5	4.7
10	5,517	15.1	5.3
11	5,788	15.9	5.5
12	5,737	15.7	5.5
13	5,632	15.4	5.4
14	5,673	15.5	5.4
15	5,361	14.7	5.1
16	5,567	15.3	5.3
17	5,278	14.5	5.0
18	5,343	14.6	5.1
19	5,406	14.8	5.1
20	5,228	14.3	5.0
21	4,814	13.2	4.6
22	4,533	12.4	4.3
23	4,051	11.1	3.9
Total	105,022	287.7	100.0

Figure 7: Average EMS Related Calls per Day by Hour of Day



EMS related requests accounted for 69.9% of the total requests for service during 2018-19 and averaged 287.7 requests per day (Figure 1; Table 4). EMS related incidents are an aggregated category of the various incident types available in the data file. Table 11 provides details for these EMS related incidents by nature of the call (i.e., variable “Incident Call Type Final” in the data file; entries are presented verbatim from the data file).

Table 11: Total EMS Related Calls by Nature of Call

Nature of Call ¹	Number of Calls	Percentage of Total EMS Demands
ALS1	39,733	37.8
BLS0	26,786	25.5
BLS1	13,004	12.4
BLS	7,587	7.2
ALS	2,909	2.8
ASALT	2,892	2.8
MALRM	2,855	2.7
CPR	1,802	1.7
BLS+	1,425	1.4
SUI	1,303	1.2
ALS2	795	0.8
OVERA	620	0.6
CUTT	481	0.5
OVERB	375	0.4
CPRC	361	0.3
SHOT	338	0.3
ASPD	243	0.2
BLSC	211	0.2
ALSO	184	0.2
ALSC	154	0.1
SERVI	150	0.1
ALS+	127	0.1
CKWELC	108	0.1
ASALTA	85	0.1
RAP	82	0.1
OD	80	0.1
SUICIC	51	< 0.1
TRANS	44	< 0.1
DEATHC	30	< 0.1
ASLTC	27	< 0.1
ODAC	26	< 0.1
HELPP	23	< 0.1

Nature of Call ¹	Number of Calls	Percentage of Total EMS Demands
ELEVI	17	< 0.1
OVERDC	14	< 0.1
CUTC	13	< 0.1
DOMESC	13	< 0.1
DOAC	12	< 0.1
ASLTBC	10	< 0.1
SHOOTC	10	< 0.1
ODBC	9	< 0.1
HELPC	7	< 0.1
ANIMLC	6	< 0.1
ASLTAC	6	< 0.1
BARI	5	< 0.1
FIGHTC	3	< 0.1
RAPEC	3	< 0.1
ACTSHT	2	< 0.1
ROBBC	1	< 0.1
Total	105,022	100.0

¹Entries are presented verbatim from the data file.

Community Demand for Fire Related Services

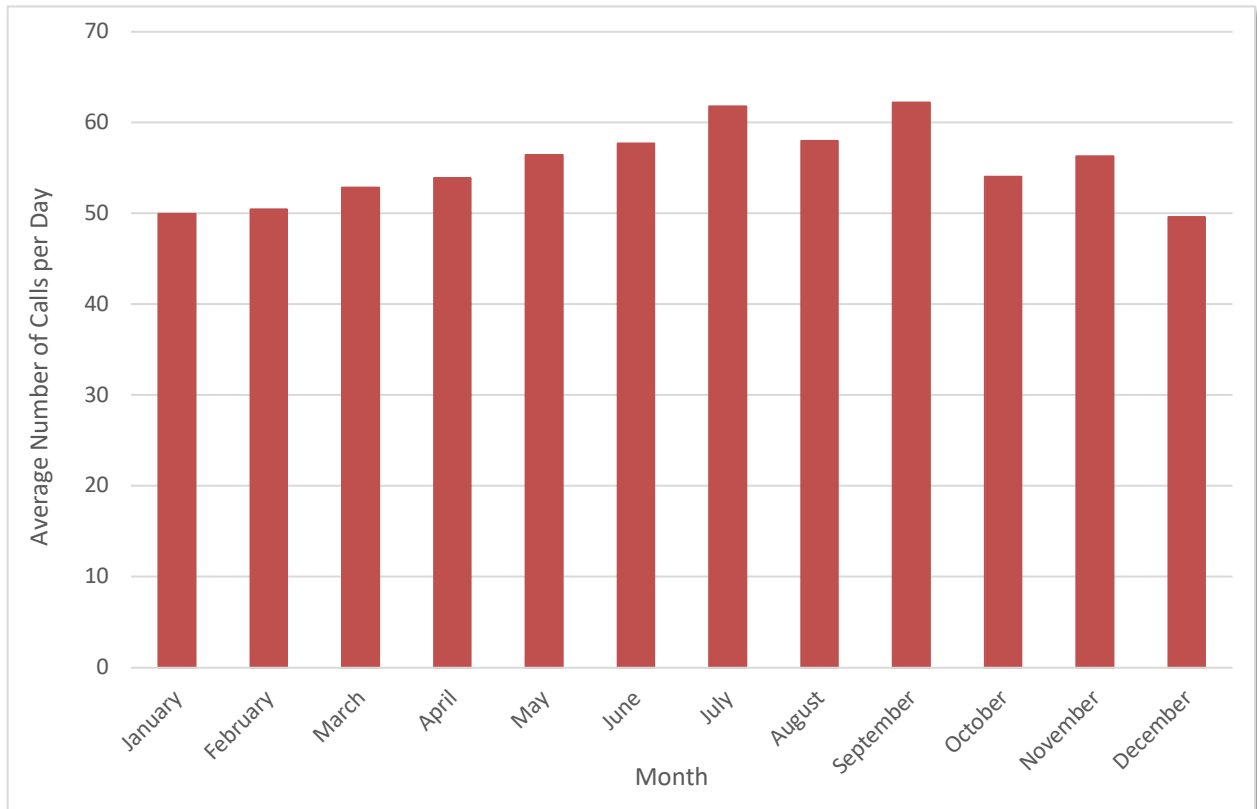
Temporal analyses were conducted to evaluate patterns in community demand for fire related services. These analyses are based on the 20,179 total fire related requests for service received from the community during 2018-19, and examine the frequency of requests for service by month, day of week, and hour of day.

Results found that there was some variability by month (Table 12; Figure 8). The three months with the most fire related calls in descending order were: September (62.2 per day), July (61.8 per day), and August (58.0 per day). The three months with the fewest fire related calls in ascending order were: December (49.6 per day), January (49.9 per day), and February (50.5 per day).

Table 12: Total Fire Related Calls and Average Calls per Day by Month

Month	Number of Calls	Average Calls per Day	Call Percentage
January	1,548	49.9	7.7
February	1,413	50.5	7.0
March	1,639	52.9	8.1
April	1,617	53.9	8.0
May	1,749	56.4	8.7
June	1,732	57.7	8.6
July	1,915	61.8	9.5
August	1,797	58.0	8.9
September	1,866	62.2	9.2
October	1,676	54.1	8.3
November	1,689	56.3	8.4
December	1,538	49.6	7.6
Total	20,179	55.3	100.0

Figure 8: Average Fire Related Calls per Day by Month



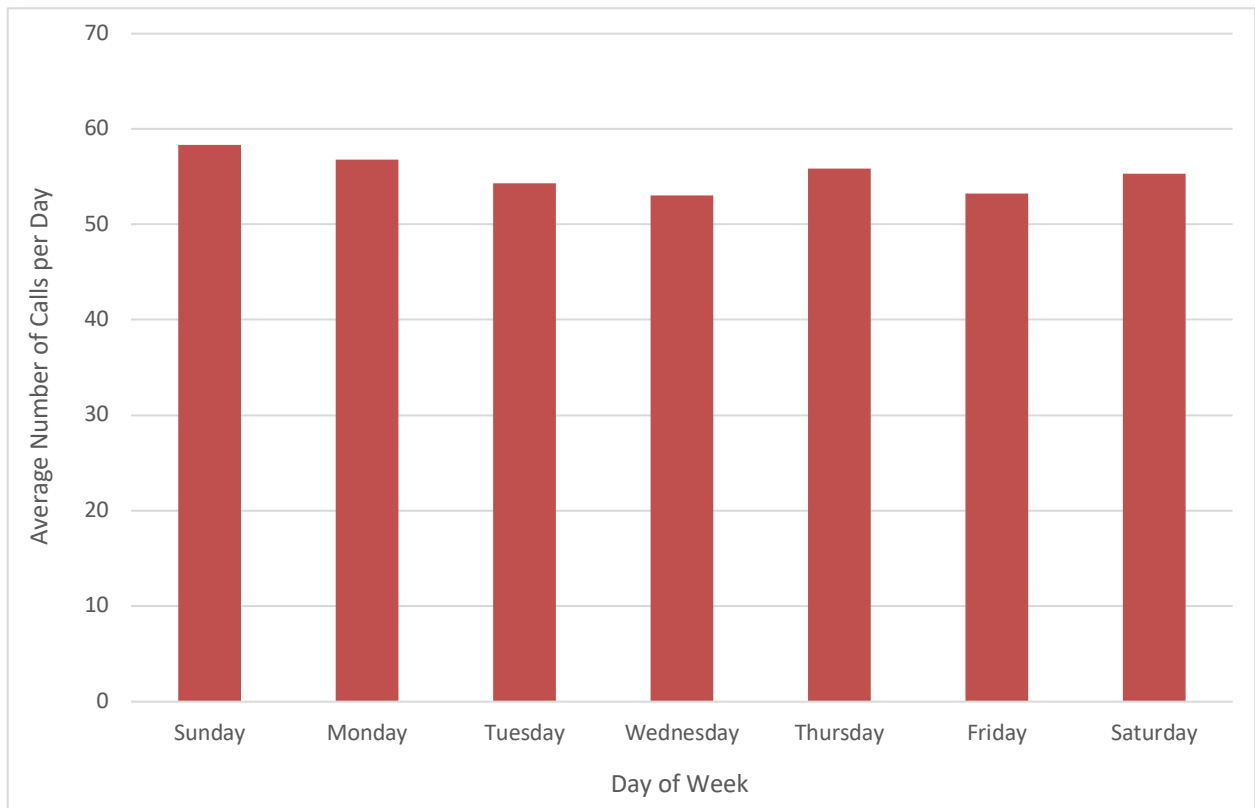
Similar analyses were conducted for fire related calls by day of week (Table 13; Figure 9). The data revealed that there is slight variability in the demand for services by day of week. The three days with the most fire related calls in descending order were: Sunday (58.3 per day), Monday (56.8 per day), and Thursday (55.8 per day). The three days with the fewest fire related calls in ascending order were: Wednesday (53.0 per day), Friday (53.3 per day), and Tuesday (54.3 per day).

Table 13: Total Fire Related Calls and Average Calls per Day by Day of Week

Day of Week	Number of Calls	Average Calls per Day	Call Percentage
Sunday ¹	3,091	58.3	15.3
Monday	2,955	56.8	14.6
Tuesday	2,826	54.3	14.0
Wednesday	2,758	53.0	13.7
Thursday	2,903	55.8	14.4
Friday	2,770	53.3	13.7
Saturday	2,876	55.3	14.3
Total	20,179	55.3	100.0

¹There were 53 Sundays in 2018-19, and 52 of all other days of the week in 2018-19.

Figure 9: Average Fire Related Calls per Day by Day of Week

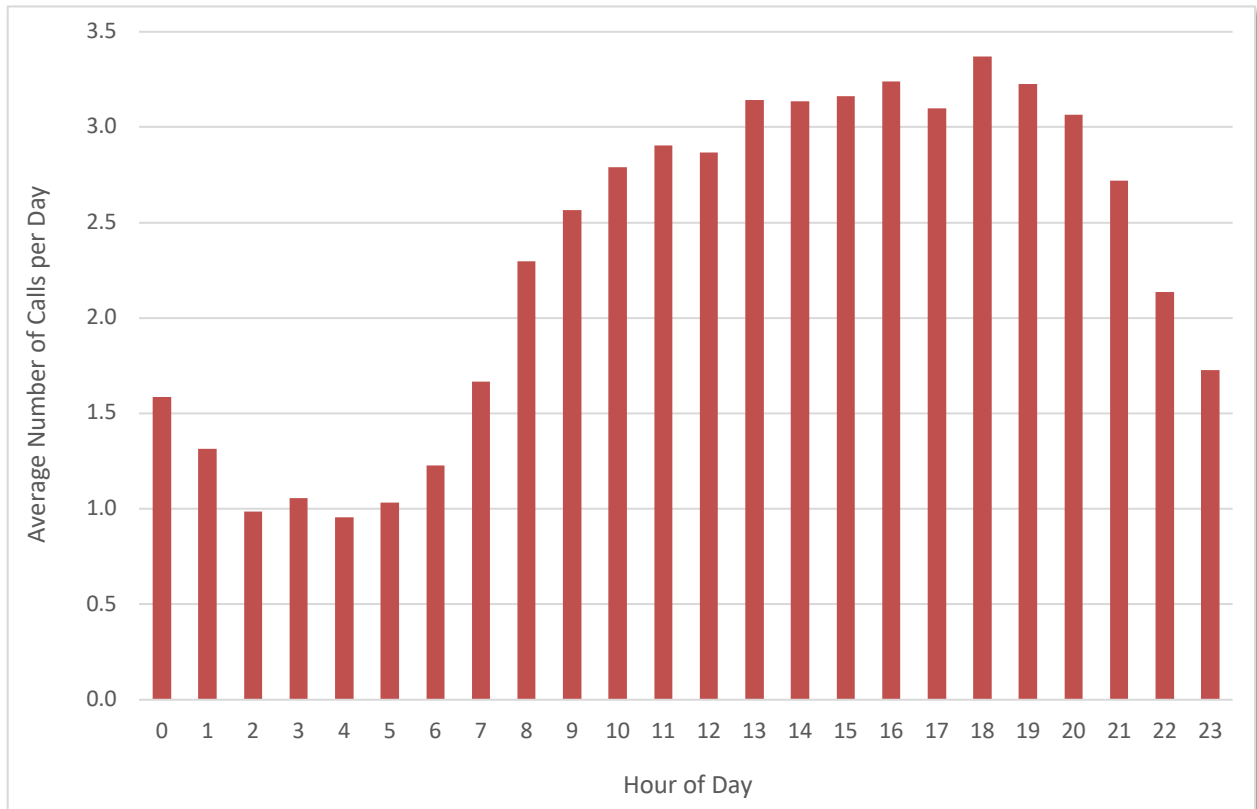


Fire related calls were also evaluated by hour of the day (Table 14; Figure 10). Some variability exists in the time of day that requests for fire related services were received. The hours between 0200 and 0500 had the lowest demands, when average number of calls per day for each of those hours ranged from 1.0 to 1.1. The highest demand for fire related services occurred at 1800 (1,230 total calls during that hour in 2018-19), when average number of calls per day during that hour was 3.4.

Table 14: Total Fire Related Calls and Average Calls per Day by Hour of Day

Hour of Day	Number of Calls	Average Calls per Day	Call Percentage
0	579	1.6	2.9
1	480	1.3	2.4
2	360	1.0	1.8
3	386	1.1	1.9
4	349	1.0	1.7
5	377	1.0	1.9
6	448	1.2	2.2
7	609	1.7	3.0
8	839	2.3	4.2
9	937	2.6	4.6
10	1,019	2.8	5.0
11	1,060	2.9	5.3
12	1,047	2.9	5.2
13	1,147	3.1	5.7
14	1,144	3.1	5.7
15	1,154	3.2	5.7
16	1,182	3.2	5.9
17	1,131	3.1	5.6
18	1,230	3.4	6.1
19	1,178	3.2	5.8
20	1,119	3.1	5.5
21	993	2.7	4.9
22	780	2.1	3.9
23	631	1.7	3.1
Total	20,179	55.3	100.0

Figure 10: Average Fire Related Calls per Day by Hour of Day



Fire related requests accounted for 13.4% of the total requests for service during 2018-19 and averaged 55.3 requests per day (Figure 1; Table 4). Fire related incidents are an aggregated category of the various initial incident types available in the data file. Table 15 provides details for these fire related incidents by nature of the call (i.e., variable “Incident Call Type Final” in the data file; entries are presented verbatim from the data file).

Table 15: Total Fire Related Calls by Nature of Call

Nature of Call ¹	Number of Calls	Percentage of Total Fire Service Demands
FALRM	11,108	55.0
COALRM	1,618	8.0
INVEST	1,312	6.5
AUTOF	1,066	5.3
OUTF	1,039	5.1
STREET	948	4.7
HOUSEF	882	4.4
APTF	677	3.4
WIREDN	548	2.7
BUILDF	426	2.1
BRUSH	354	1.8
TOWNHF	87	0.4
HOUSEF	24	0.1
AUTOFT	21	0.1
FALRMA	16	0.1
APTT	14	0.1
WIREC	8	< 0.1
APTFR	5	< 0.1
BUILD	5	< 0.1
HOUSEFR	5	< 0.1
STREETR	5	< 0.1
METROF	3	< 0.1
BTFIRE	2	< 0.1
TRAIN	2	< 0.1
BUILDFR	1	< 0.1
OUTFI	1	< 0.1
TOWNHT	1	< 0.1
TRAINC	1	< 0.1
Total	20,179	100.0

¹Entries are presented verbatim from the data file.

RESPONSE VOLUME AND BUSY TIME

All units assigned to PGFD made 279,723 responses, and were busy on calls for a total of 182,111.3 hours during 2018-19 (Tables 16 and 17). Overall, average busy minutes per response was 39.1 minutes, and average number of responses per call was 1.9. The EMS program area was the busiest program in the department, accounting for 77.8% of the department’s total busy hours. Table 17 presents these metrics by determinant, as extracted from the “Incident ProQA” variable values in the data file, where available.

Table 16: Number of Calls, Number of Responses, and Total Busy Time by Jurisdiction and Program – PGFD Units

Jurisdiction	Program	Number of Calls ¹	Number of Responses ²	Average Responses per Call	Total Busy Hours	Responses with Time Data ³	Average Busy Minutes per Response	Average Calls per Day	Average Responses per Day
All Incident Areas	Bomb	66	139	2.1	127.7	139	55.1	0.2	0.4
	EMS	104,517	170,898	1.6	141,594.5	170,768	49.7	286.3	468.2
	Fire	20,073	45,811	2.3	17,169.2	45,743	22.5	55.0	125.5
	Hazmat	2,840	10,654	3.8	2,912.6	10,640	16.4	7.8	29.2
	Non-Emergency	5,528	6,323	1.1	2,485.5	6,321	23.6	15.1	17.3
	Rescue	16,588	45,898	2.8	17,822.0	45,832	23.3	45.4	125.7
	Total	149,612	279,723	1.9	182,111.3	279,443	39.1	409.9	766.4
Within PGFD	Bomb	65	138	2.1	121.5	138	52.8	0.2	0.4
	EMS	103,242	169,455	1.6	140,381.9	169,329	49.7	282.9	464.3
	Fire	19,411	44,336	2.3	16,675.2	44,269	22.6	53.2	121.5
	Hazmat	2,655	10,358	3.9	2,837.4	10,344	16.5	7.3	28.4
	Non-Emergency	5,483	6,275	1.1	2,446.1	6,273	23.4	15.0	17.2
	Rescue	16,157	45,275	2.8	17,566.7	45,210	23.3	44.3	124.0
	Total	147,013	275,837	1.9	180,028.9	275,563	39.2	402.8	755.7
Outside of PGFD ⁴	Bomb	1	1	1.0	6.2	1	369.7	< 0.1	< 0.1
	EMS	1,275	1,443	1.1	1,212.6	1,439	50.6	3.5	4.0
	Fire	662	1,475	2.2	493.9	1,474	20.1	1.8	4.0
	Hazmat	185	296	1.6	75.1	296	15.2	0.5	0.8
	Non-Emergency	45	48	1.1	39.3	48	49.2	0.1	0.1

Jurisdiction	Program	Number of Calls ¹	Number of Responses ²	Average Responses per Call	Total Busy Hours	Responses with Time Data ³	Average Busy Minutes per Response	Average Calls per Day	Average Responses per Day
Outside of PGFD ⁴	Rescue	431	623	1.4	255.3	622	24.6	1.2	1.7
	Total	2,599	3,886	1.5	2,082.4	3,880	32.2	7.1	10.6

¹“Number of Calls” reflects an adjusted number of calls following any exclusion activity to align with responses made by valid units assigned to PGFD.

²“Number of Responses” reflects the total number of records in the data file associated with responses made by valid units assigned to PGFD, regardless of calculated busy time.

³“Responses with Time Data” reflects the number of records in the data file associated with responses made by valid units assigned to PGFD with calculated busy time not otherwise excluded.

⁴Responses that were missing a value reported for “Calculated Incident Area” were included in “Outside of PGFD.”

Table 17: Number of Calls, Number of Responses, and Total Busy Time by Jurisdiction and Determinant – PGFD Units

Jurisdiction	Determinant	Number of Calls ¹	Number of Responses ²	Average Responses per Call	Total Busy Hours	Responses with Time Data ³	Average Busy Minutes per Response	Average Calls per Day	Average Responses per Day
All Incident Areas	A	24,421	27,054	1.1	26,344.2	27,035	58.5	66.9	74.1
	B	11,647	16,724	1.4	11,368.5	16,700	40.8	31.9	45.8
	C	25,264	47,971	1.9	35,019.5	47,942	43.8	69.2	131.4
	D	38,927	96,569	2.5	64,207.6	96,456	39.9	106.6	264.6
	E	1,768	7,337	4.1	5,666.9	7,331	46.4	4.8	20.1
	O	1,055	1,246	1.2	1,059.7	1,246	51.0	2.9	3.4
	Not Specified	46,530	82,822	1.8	38,444.9	82,733	27.9	127.5	226.9
	Total	149,612	279,723	1.9	182,111.3	279,443	39.1	409.9	766.4
Within PGFD	A	24,419	27,051	1.1	26,341.3	27,032	58.5	66.9	74.1
	B	11,647	16,724	1.4	11,368.5	16,700	40.8	31.9	45.8
	C	25,262	47,968	1.9	35,018.7	47,939	43.8	69.2	131.4
	D	38,922	96,553	2.5	64,200.1	96,440	39.9	106.6	264.5
	E	1,768	7,337	4.1	5,666.9	7,331	46.4	4.8	20.1
	O	1,055	1,246	1.2	1,059.7	1,246	51.0	2.9	3.4
	Not Specified	43,940	78,958	1.8	36,373.8	78,875	27.7	120.4	216.3

Jurisdiction	Determinant	Number of Calls ¹	Number of Responses ²	Average Responses per Call	Total Busy Hours	Responses with Time Data ³	Average Busy Minutes per Response	Average Calls per Day	Average Responses per Day
Within PGFD	Total	147,013	275,837	1.9	180,028.9	275,563	39.2	402.8	755.7
Outside of PGFD ⁴	A	2	3	1.5	2.9	3	58.0	< 0.1	< 0.1
	C	2	3	1.5	0.8	3	16.9	< 0.1	< 0.1
	D	5	16	3.2	7.5	16	28.1	< 0.1	< 0.1
	Not Specified	2,590	3,864	1.5	2,071.2	3,858	32.2	7.1	10.6
	Total	2,599	3,886	1.5	2,082.4	3,880	32.2	7.1	10.6

¹“Number of Calls” reflects an adjusted number of calls following any exclusion activity to align with responses made by valid units assigned to PGFD.

²“Number of Responses” reflects the total number of records in the data file associated with responses made by valid units assigned to PGFD, regardless of calculated busy time.

³“Responses with Time Data” reflects the number of records in the data file associated with responses made by valid units assigned to PGFD with calculated busy time not otherwise excluded.

⁴Responses that were missing a value reported for “Calculated Incident Area” were included in “Outside of PGFD.”

Overall, all units assigned to outside agencies responding to calls within PGFD’s jurisdiction made 6,597 responses, and were busy on calls for a total of 3,958.3 hours during 2018-19 (Table 18). Overall, average busy minutes per response was 36.3 minutes, and average number of responses per call was 1.4.

Table 18: Number of Calls, Number of Responses, and Total Busy Time by Program – Outside Agency Units in PGFD’s Jurisdiction

Program	Number of Calls ¹	Number of Responses ²	Average Responses per Call	Total Busy Hours	Responses with Time Data ³	Average Busy Minutes per Response	Average Calls per Day	Average Responses per Day
Bomb	1	2	2.0	0.9	2	28.4	< 0.1	< 0.1
EMS	2,186	2,323	1.1	1,962.3	2,313	50.9	6.0	6.4
Fire	1,168	2,131	1.8	1,153.2	2,110	32.8	3.2	5.8
Hazmat	343	505	1.5	140.6	501	16.8	0.9	1.4
Non-Emergency	74	78	1.1	55.2	77	43.0	0.2	0.2
Rescue	1,091	1,558	1.4	646.1	1,540	25.2	3.0	4.3
Total	4,863	6,597	1.4	3,958.3	6,543	36.3	13.3	18.1

¹“Number of Calls” reflects an adjusted number of calls following any exclusion activity to align with responses made by units assigned to outside agencies.

²“Number of Responses” reflects the total number of records in the data file associated with responses made by units assigned to outside agencies, regardless of calculated busy time.

³“Responses with Time Data” reflects the number of records in the data file associated with responses made by units assigned to outside agencies with calculated busy time not otherwise excluded.

Number of Responding Units

Emergency Medical Services

We analyzed number of responding PGFD units to calls within PGFD’s jurisdiction by EMS related call type (Table 19). Overall, 48.2% of EMS related calls were responded to by one unit, and 41.2% were responded to by two units. Average number of responses per call was 1.6 (Table 16).

Table 19: Number of Responding PGFD Units by EMS Related Call Type – PGFD Jurisdiction

Call Category	Number of Responding Units							Total
	1	2	3	4	5	6	7 or More	
ALSo	170	10	2	0	0	0	0	182
ALS1	1,640	33,554	6,372	627	76	15	3	42,287
ALS2	31	660	1,874	333	46	6	2	2,952
BLS0	27,827	1,570	107	11	2	1	0	29,518
BLS1	18,105	3,300	343	44	5	0	4	21,801
Overdose	145	615	328	16	1	2	0	1,107
Police-Active Shooter	0	0	0	0	0	0	2	2
Police-Assault	1,095	1,758	120	21	1	0	0	2,995
Police-Assist	0	2	2	1	0	1	1	7
Police-Barricade	0	1	1	0	0	2	1	5
Police-Cutting/Stabbing	11	175	264	28	7	3	0	488
Police-Domestic	6	7	0	0	0	0	0	13
Police-Robbery	1	0	0	0	0	0	0	1
Police-Sexual Assault	34	47	4	0	0	0	0	85
Police-Shooting	10	90	180	47	10	1	8	346
Police-Suicide	570	688	80	8	0	0	0	1,346
Police-Welfare Check	73	24	8	2	0	0	0	107
Total	49,718	42,501	9,685	1,138	148	31	21	103,242
Percentage	48.2	41.2	9.4	1.1	0.1	< 0.1	< 0.1	100.0

Fire Related Services

We also analyzed number of responding PGFD units to calls within PGFD’s jurisdiction by fire related call type (Table 20). Overall, 77.1% of fire related calls were responded to by one unit, 8.0% were responded to by two units, and 1.1% were responded to by three or more PGFD units. Average number of responses per call was 2.3 (Table 16).

For structure fires, 97.1% of calls (1,072/1,104) were responded to by seven or more PGFD units (Table 20). The maximum number of units responding to a structure fire call during 2018-19 was 79 (i.e., 58 unique units, some dispatched more than once to the scene; see incident number PF18122900000090, December 29, 2018). PGFD units were busy on structure fire calls for 8,189.6 hours during 2018-19, making 13,596 responses to 1,104 structure fire calls and averaging 12.3 responses per call. Average busy minutes per response was 36.2 minutes.

Table 20: Number of Responding PGFD Units by Fire Related Call Type – PGFD Jurisdiction

Call Category	Number of Responding Units							Total
	1	2	3	4	5	6	7 or More	
Boat Fire	0	0	0	0	0	0	1	1
Fire Alarm	11,479	997	52	11	4	1	3	12,547
Investigation	1,619	179	20	8	5	1	3	1,835
Metro Train Fire	0	0	0	0	0	0	3	3
Outside Fire	1,195	108	31	10	5	3	9	1,361
Street Alarm	6	8	38	112	454	193	691	1,502
Structure Fire	4	0	2	0	8	18	1,072	1,104
Train Emergency	0	0	0	0	0	0	2	2
Vehicle Fire	666	270	61	19	11	5	24	1,056
Total	14,969	1,562	204	160	487	221	1,808	19,411
Percentage	77.1	8.0	1.1	0.8	2.5	1.1	9.3	100.0

Workload by Station

The station-level demand (Table 21) is more reflective for deployment decisions, and the unit-level workload (Tables 22 through 24 and Figures 11 through 14 as Unit Hour Utilization analyses) will help evaluate the utilization of physical apparatus, and assist with apparatus procurement or maintenance decisions.

Station 829 was the busiest station during 2018-19 based on number of responses made by units assigned to the station (16,037 responses), and based on total busy hours (10,862.3 hours; 6.0% of departmental busy hours). Station 826 was the second busiest station (15,552 responses; 10,783.9 busy hours; 5.9% of departmental busy hours).

Table 21: Overall Workload by PGFD Station – All Incident Areas

Staffing Model	Station	Number of Responses Made by Units Assigned to Station ¹	Responses with Time Data ²	Total Busy Hours	Average Busy Minutes per Response	Percentage of Total Busy Hours
Career	805	6,816	6,812	4,705.5	41.4	2.6
	806	8,347	8,340	6,345.3	45.6	3.5
	816	5,286	5,282	3,626.2	41.2	2.0
	818	5,018	5,017	3,523.7	42.1	1.9
	819	3,692	3,688	2,573.3	41.9	1.4
	820	4,627	4,620	3,413.0	44.3	1.9
	821	6,445	6,440	3,858.3	35.9	2.1
	823	9,809	9,804	8,095.3	49.5	4.4
	824	2,878	2,878	1,882.6	39.2	1.0
	825	9,755	9,751	7,143.0	44.0	3.9
	826	15,552	15,539	10,783.9	41.6	5.9
	829	16,037	16,020	10,862.3	40.7	6.0
	830	9,716	9,711	6,245.8	38.6	3.4
	831	5,083	5,073	3,057.2	36.2	1.7
	832	7,296	7,283	5,697.8	46.9	3.1
	834	5,829	5,821	3,246.5	33.5	1.8
	835	5,700	5,695	3,487.9	36.7	1.9
	836	1,704	1,702	1,560.2	55.0	0.9
	838	8,553	8,544	6,637.9	46.6	3.6
	840	4,663	4,658	3,177.6	40.9	1.7
841	5,238	5,232	3,756.9	43.1	2.1	
842	7,327	7,320	4,186.8	34.3	2.3	
843	4,310	4,304	3,160.8	44.1	1.7	
844	8,643	8,637	5,573.3	38.7	3.1	
845	3,896	3,894	3,000.5	46.2	1.6	

Staffing Model	Station	Number of Responses Made by Units Assigned to Station ¹	Responses with Time Data ²	Total Busy Hours	Average Busy Minutes per Response	Percentage of Total Busy Hours
Career	846	10,294	10,285	7,804.5	45.5	4.3
	847	5,570	5,564	3,182.4	34.3	1.7
	848	3,146	3,144	2,143.5	40.9	1.2
	855	3,994	3,994	2,774.5	41.7	1.5
	WO	8	8	23.8	178.2	< 0.1
	Total	195,232	195,060	135,530.4	41.7	74.4
Combination	801	6,343	6,338	3,697.4	35.0	2.0
	810	6,001	5,992	3,941.5	39.5	2.2
	812	6,625	6,612	3,983.9	36.2	2.2
	814	5,860	5,854	2,706.7	27.7	1.5
	833	9,205	9,196	5,014.2	32.7	2.8
	839	3,056	3,052	2,219.8	43.6	1.2
	849	6,493	6,483	3,938.2	36.4	2.2
	Total	43,583	43,527	25,501.7	35.2	14.0
Volunteer	807	2,584	2,582	1,295.1	30.1	0.7
	808	779	777	575.5	44.4	0.3
	809	6,117	6,112	3,044.9	29.9	1.7
	811	2,968	2,967	2,081.0	42.1	1.1
	813	1,568	1,567	1,086.0	41.6	0.6
	817	492	491	371.5	45.4	0.2
	827	7,432	7,422	3,934.2	31.8	2.2
	828	3,323	3,319	934.9	16.9	0.5
	837	3,486	3,486	974.7	16.8	0.5
	856	31	31	18.7	36.2	< 0.1
	857	19	19	10.3	32.6	< 0.1
	Total	28,799	28,773	14,326.8	29.9	7.9
Other	815	1,571	1,567	2,515.3	96.3	1.4
	862	2	1	0.5	32.3	< 0.1
	865	3	3	9.2	184.5	< 0.1
	Battalion	6,370	6,366	1,800.9	17.0	1.0
	Command	670	657	451.9	41.3	0.2
	EMS	2,018	2,018	982.8	29.2	0.5
	Hazmat	2	1	0.2	10.5	< 0.1
	Homeland Security	6	6	14.4	143.7	< 0.1
	Safety	725	723	456.7	37.9	0.3
	Special Events	738	737	511.6	41.6	0.3

Staffing Model	Station	Number of Responses Made by Units Assigned to Station ¹	Responses with Time Data ²	Total Busy Hours	Average Busy Minutes per Response	Percentage of Total Busy Hours
Other	Support	4	4	8.8	131.5	< 0.1
	Total	12,109	12,083	6,752.3	33.5	3.7
Total		279,723	279,443	182,111.3	39.1	100.0

¹“Number of Responses” reflects the total number of records in the data file associated with responses made by valid units assigned to PGFD, regardless of calculated busy time.

²“Responses with Time Data” reflects the number of records in the data file associated with responses made by valid units assigned to PGFD with calculated busy time not otherwise excluded.

Unit Hour Utilization

Another measure, time on task, is necessary to evaluate best practices in efficient system delivery and consider the impact workload has on personnel. Unit Hour Utilization (UHU) values represent the proportion of the work period (e.g., 24 hours) that is utilized responding to requests for service.

Historically, the International Association of Fire Fighters (IAFF) has recommended that 24-hour units utilize 0.30, or 30% workload as an upper threshold.¹ In other words, this recommendation would have personnel spend no more than 7.2 hours per day on emergency incidents. These thresholds take into consideration the necessity to accomplish non-emergency activities such as training, health and wellness, public education, and fire inspections. The 4th edition of the IAFF EMS Guidebook no longer specifically identifies an upper threshold. However, *FITCH* recommends that an upper unit utilization threshold of approximately 0.30, or 30%, would be considered best practice. In other words, units and personnel should not exceed 30%, or 7.2 hours, of their work day responding to calls. These recommendations are also validated in the literature. For example, in their review of the City of Rolling Meadows, the Illinois Fire Chiefs Association utilized a UHU threshold of 0.30 as an indication to add additional resources.² Similarly, in a standards of cover study facilitated by the Center for Public Safety Excellence, the Castle Rock Fire and Rescue Department utilizes a UHU of 0.30 as the upper limit in their standards of cover due to the necessity to accomplish other non-emergency activities.³

UHU analyses included all PGFD units designated by the PGFD leadership team as valid units (Tables 22 through 24; Figures 11 through 14; units included in figures when UHU > 0.10). Table 22 presents units by staffing model and station, and units are sorted alphabetically by their ID within each station. Table 23 presents units sorted by UHU/total busy hours in descending order to facilitate comparison of busy time across units at the departmental level. Table 24 presents identical data as presented in Table 23, but unit IDs are sorted alphabetically as one list across the entire department to permit quick look-up of an individual unit. All units and combined unit pairs (i.e., MD840/PA840 and MD845/PA845) were treated as 24-hour-per-day units.

Eighteen units had UHU values > 0.30 (Figure 11). The five busiest units in the department during 2018-19 were ambulance units A829, A826, A846, A833, and A825, with UHU values ranging from 0.51 to 0.44.

¹ International Association of Firefighters. (1995). *Emergency Medical Services: A Guidebook for Fire-Based Systems*. Washington, DC: Author. (p. 11)

² Illinois Fire Chiefs Association. (2012). *An Assessment of Deployment and Station Location: Rolling Meadows Fire Department*. Rolling Meadows, Illinois: Author. (pp. 54-55)

³ Castle Rock Fire and Rescue Department. (2011). *Community Risk Analysis and Standards of Cover*. Castle Rock, Colorado: Author. (p. 58)

Table 22: Unit Hour Utilization – All Incident Areas

Staffing Model	Station	Unit ID	UHU Value	Total Busy Hours
Career	805	A805	0.20	1,728.4
		E805B	< 0.01	< 0.1
		PA805	0.16	1,410.7
		PE805	0.16	1,366.5
		PE805B	< 0.01	15.5
		REHAB800	0.02	178.0
		REHAB800B	< 0.01	6.3
		Total	--	4,705.5
	806	A806	0.34	2,994.4
		DCA	< 0.01	0.1
		E806P	0.05	431.9
		PA806	0.28	2,494.5
		SQ806P	0.04	382.4
		TR806	< 0.01	42.1
		Total	--	6,345.3
	816	E816B	< 0.01	0.9
		E816P	0.09	792.0
		HC816	0.01	128.1
		HMC	0.01	71.9
		HSC	< 0.01	< 0.1
		PA816	0.30	2,633.0
		U816	< 0.01	0.3
		Total	--	3,626.2
	818	A818	0.04	359.1
		A818B	0.11	930.3
		E818	0.01	114.8
		MD818	0.21	1,858.2
		RE818	0.02	206.8
		SQ818	< 0.01	32.8
		U818	< 0.01	0.5
		VC818	< 0.01	13.7
		VC818A	< 0.01	6.6
		VC818B	< 0.01	1.0
		Total	--	3,523.7
	819	A819	0.24	2,088.2
		C819	< 0.01	< 0.1
		E819	0.01	130.4
		E819B	0.03	261.6
		TK819	< 0.01	10.1

Staffing Model	Station	Unit ID	UHU Value	Total Busy Hours
Career	819	TW819	0.01	73.1
		U819	< 0.01	0.1
		VC819	< 0.01	< 0.1
		VC819A	< 0.01	9.8
		VC819B	< 0.01	< 0.1
		Total	--	2,573.3
	820	A820	0.15	1,347.1
		C820	< 0.01	0.3
		E820	0.02	183.3
		E820B	0.01	63.2
		E820BP	0.02	207.8
		E820P	0.01	45.5
		PA820	0.14	1,220.1
		SQ820	0.02	143.1
		SQ820P	0.02	148.5
		U820	< 0.01	4.7
		VC820	0.01	49.2
		VC820A	< 0.01	0.1
		VC820B	< 0.01	0.2
		Total	--	3,413.0
	821	A821	< 0.01	5.5
		E821P	0.09	775.2
		PA821	0.32	2,810.7
		TK821P	0.03	265.2
		VC821	< 0.01	1.7
		VC821A	< 0.01	0.1
		Total	--	3,858.3
	823	A823	0.40	3,520.9
		BR823	< 0.01	21.4
		E823P	0.11	972.1
		ET823	< 0.01	1.4
		PA823	0.40	3,537.9
		TN823	< 0.01	26.4
		U823	< 0.01	< 0.1
		VC823	< 0.01	14.0
		VC823A	< 0.01	1.2
		Total	--	8,095.3
	824	A824	0.16	1,434.8
		BR824	< 0.01	4.8
		E824	0.01	76.1

Staffing Model	Station	Unit ID	UHU Value	Total Busy Hours
Career	824	E824B	0.01	86.5
		E824BP	< 0.01	31.0
		E824P	0.02	133.3
		MP824	< 0.01	11.9
		TW824	0.01	47.0
		TW824P	< 0.01	38.9
		VC824	< 0.01	2.9
		VC824A	< 0.01	6.4
		VC824B	< 0.01	9.0
		Total	--	1,882.6
	825	A825	0.44	3,820.8
		E825	0.07	570.0
		E825B	0.02	216.1
		E825BP	< 0.01	8.7
		E825P	0.01	49.3
		MD825	0.25	2,212.4
		TK825	0.02	194.2
		TK825P	< 0.01	15.5
		VC825	< 0.01	0.2
		VC825A	< 0.01	8.0
		WS825	< 0.01	20.7
		WSS825	< 0.01	27.1
		Total	--	7,143.0
	826	A826	0.48	4,165.0
		A826B	0.32	2,826.0
		BO883	0.04	351.1
		E826	0.05	407.0
		E826B	0.03	255.3
		MD826	0.29	2,545.9
		TK826	< 0.01	5.8
		TW826	0.03	227.5
		VC826	< 0.01	0.3
		Total	--	10,783.9
	829	A829	0.51	4,483.1
		A829B	0.34	3,019.9
		E829	0.04	322.7
		E829B	0.06	485.9
		MD829	0.26	2,316.3
		TK829	0.02	198.6
		U829	< 0.01	0.6

Staffing Model	Station	Unit ID	UHU Value	Total Busy Hours	
Career	829	VC829	< 0.01	35.2	
		VC829B	< 0.01	0.1	
		Total	--	10,862.3	
	830	A830	0.38	3,340.5	
		E830	< 0.01	0.3	
		MAB830	< 0.01	15.7	
		MD830	0.22	1,961.3	
		PE830	0.07	618.3	
		PE830B	0.04	309.5	
		VC830	< 0.01	0.2	
		Total	--	6,245.8	
		831	A831	0.27	2,334.4
			BR831	< 0.01	3.5
	E831		0.04	320.2	
	E831B		0.03	247.9	
	TK831		0.01	127.5	
	VC831		< 0.01	5.2	
	VC831A		< 0.01	18.3	
	VC831B		< 0.01	0.1	
	Total	--	3,057.2		
	832	A832	0.35	3,062.6	
		BR832	< 0.01	8.2	
		E832	0.01	76.6	
		E832B	< 0.01	19.6	
		E832BP	< 0.01	2.0	
		E832P	0.05	446.7	
		PA832	0.21	1,858.7	
		TK832	< 0.01	17.4	
		TK832P	0.02	204.1	
		U832	< 0.01	2.0	
	Total	--	5,697.8		
	834	A834	0.30	2,654.5	
		E834	0.05	425.3	
		E834B	0.01	44.2	
		TK834	0.01	120.8	
		VC834	< 0.01	1.7	
		Total	--	3,246.5	
835	A835	0.16	1,382.7		
	A835B	0.01	82.6		
	E835	0.01	128.2		

Staffing Model	Station	Unit ID	UHU Value	Total Busy Hours
Career	835	E835B	0.03	274.9
		E835BP	0.02	192.4
		E835P	0.02	177.1
		PA835	0.14	1,236.5
		VC835	< 0.01	5.3
		VC835A	< 0.01	7.8
		VC835B	< 0.01	0.2
		Total	--	3,487.9
	836	A836	0.13	1,109.0
		BR836	< 0.01	14.5
		E836B	< 0.01	0.8
		ET836	0.01	61.6
		PE836	< 0.01	6.8
		PE836B	0.03	278.6
		PET836	< 0.01	21.3
		TN836	< 0.01	15.4
		VC836	< 0.01	14.7
		VC836A	< 0.01	31.9
		VC836B	< 0.01	5.6
		Total	--	1,560.2
	838	A838	0.33	2,928.3
		E838	< 0.01	0.4
		E838P	0.06	565.6
		PA838	0.33	2,910.4
		TK838P	0.03	228.5
		VC838	< 0.01	4.6
		VC838A	< 0.01	0.2
		Total	--	6,637.9
	840	A840	< 0.01	4.5
		BR840	< 0.01	1.6
		E840	0.02	154.9
		E840P	0.01	117.0
		MD840/PA840	0.27	2,357.7
		RE840	0.03	219.5
		RE840P	0.02	181.0
		SQ840	< 0.01	33.5
		SQ840P	< 0.01	42.0
		TN840	< 0.01	29.5
		VC840	< 0.01	34.6

Staffing Model	Station	Unit ID	UHU Value	Total Busy Hours
Career	840	VC840A	< 0.01	1.7
		Total	--	3,177.6
	841	A841	0.28	2,480.6
		HSC841	0.01	54.3
		MCS841	< 0.01	< 0.1
		PE841	0.11	991.5
		PE841B	0.03	228.9
		VC841A	< 0.01	1.5
		Total	--	3,756.9
	842	A842	0.06	563.1
		E842	< 0.01	2.4
		E842B	< 0.01	19.5
		PA842	0.27	2,377.0
		PE842	0.14	1,224.8
		Total	--	4,186.8
	843	A843	0.28	2,494.2
		E843	0.06	535.6
		E843B	< 0.01	4.5
		TK843	0.01	81.5
		TN843	< 0.01	24.9
		TW843	< 0.01	18.8
		VC843	< 0.01	< 0.1
		VC843A	< 0.01	1.2
		VC843B	< 0.01	< 0.1
	Total	--	3,160.8	
	844	A844	0.31	2,709.5
		E844	< 0.01	0.3
		MD844	0.22	1,942.6
		PE844	0.11	920.8
		Total	--	5,573.3
	845	E845	0.04	363.9
		E845P	0.03	292.0
		HSC845	0.01	60.3
MD845/PA845		0.26	2,248.1	
TW845		< 0.01	3.0	
TW845P		< 0.01	33.2	
Total	--	3,000.5		

Staffing Model	Station	Unit ID	UHU Value	Total Busy Hours
Career	846	A846	0.46	4,059.6
		E846	< 0.01	3.6
		MD846	0.28	2,412.6
		PE846	0.15	1,328.1
		VC846A	< 0.01	0.6
		Total	--	7,804.5
	847	A847	0.04	372.4
		BT847	< 0.01	3.9
		E847	0.01	53.1
		E847P	0.04	339.4
		MD847	0.02	182.8
		PA847	0.21	1,811.1
		SQ847	0.01	57.8
		SQ847P	0.04	351.5
		WR847	< 0.01	10.5
		Total	--	3,182.4
	848	A848	0.19	1,673.4
		A848B	< 0.01	2.7
		BR848	< 0.01	3.5
		E848	0.02	164.6
		E848B	0.03	290.9
		VC848A	< 0.01	8.3
		VC848B	< 0.01	0.1
		Total	--	2,143.5
	855	A855	0.26	2,321.1
		C855	< 0.01	0.1
		E855	0.04	325.8
		E855B	< 0.01	3.2
		MCS855	< 0.01	0.2
		TK855	0.01	122.1
		U855	< 0.01	1.5
		VC855	< 0.01	0.4
		Total	--	2,774.5
WO	BARI800	< 0.01	23.8	
	Total	--	23.8	
Total			--	135,530.4
Combination	801	A801	0.10	907.9
		A801B	0.21	1,870.6
		E801	0.05	455.5
		E801B	< 0.01	0.4

Staffing Model	Station	Unit ID	UHU Value	Total Busy Hours
Combination	801	PA801	0.01	82.6
		PA801B	0.01	101.7
		SQ801	< 0.01	38.4
		TK801	0.03	227.5
		U801	< 0.01	1.8
		VC801	< 0.01	3.3
		VC801A	< 0.01	1.2
		VC801B	< 0.01	6.4
		Total	--	3,697.4
	810	A810	0.09	750.7
		A810B	0.13	1,140.3
		E810	0.02	133.7
		E810B	< 0.01	30.6
		E810C	0.03	294.1
		MD810	0.16	1,438.0
		TW810	0.01	87.6
		U810	< 0.01	2.2
		VC810	< 0.01	30.0
		VC810A	< 0.01	32.0
		VC810B	< 0.01	2.5
	Total	--	3,941.5	
	812	A812	0.16	1,382.0
		A812B	0.05	451.2
		A812C	0.01	54.1
		CRT812	< 0.01	5.0
		E812	0.03	264.1
		E812B	0.01	97.2
		F812	< 0.01	16.4
		HSC812	< 0.01	5.1
		MD812	0.16	1,432.1
		PA812	< 0.01	32.2
		PA812B	< 0.01	3.7
		TK812	0.02	155.1
		U812	< 0.01	9.2
		VC812	0.01	62.8
		VC812A	< 0.01	9.2
VC812B	< 0.01	4.5		
Total	--	3,983.9		

Staffing Model	Station	Unit ID	UHU Value	Total Busy Hours
Combination	814	A814	0.13	1,169.3
		A814B	0.09	770.9
		PA814	< 0.01	25.1
		PA814B	< 0.01	1.6
		SQ814	0.04	328.6
		SQ814B	0.01	51.2
		TK814	0.03	301.1
		U814	< 0.01	3.4
		UT814	< 0.01	< 0.1
		VC814	< 0.01	7.7
		VC814A	< 0.01	3.2
		VC814B	0.01	44.7
		Total	--	2,706.7
		833	A833	0.44
	E833		0.05	394.2
	E833B		< 0.01	10.0
	MP833		0.02	200.5
	RE833		0.03	273.6
	TK833		< 0.01	29.6
	TW833		0.02	157.5
	VC833		< 0.01	33.7
	VC833A		0.01	47.1
	VC833B		< 0.01	9.4
	Total		--	5,014.2
	839	A839	0.21	1,810.7
		A839B	< 0.01	2.9
		BR839	< 0.01	0.7
		E839	0.01	82.8
		E839B	0.02	212.2
		PA839	< 0.01	3.3
		TW839	0.01	98.6
		VC839	< 0.01	5.5
		VC839A	< 0.01	1.8
		VC839B	< 0.01	1.4
		Total	--	2,219.8
	849	A849	0.14	1,209.1
		A849B	0.05	394.9
		A849C	0.11	978.7
		C849	< 0.01	< 0.1
		E849	0.07	603.5

Staffing Model	Station	Unit ID	UHU Value	Total Busy Hours
Combination	849	PA849	0.01	48.2
		PA849C	0.04	383.0
		RE849	0.01	91.6
		SQ849	0.02	177.3
		U849	< 0.01	4.2
		UT849	< 0.01	< 0.1
		VC849	< 0.01	9.6
		VC849A	< 0.01	10.9
		VC849B	< 0.01	19.4
		WR849	< 0.01	7.6
		Total	--	3,938.2
	Total	--	25,501.7	
Volunteer	807	A807	0.12	1,043.2
		E807	0.02	183.9
		E807B	0.01	49.6
		TW807	< 0.01	11.1
		U807	< 0.01	< 0.1
		VC07	< 0.01	< 0.1
		VC807	< 0.01	7.3
		VC807A	< 0.01	< 0.1
		VC807G	< 0.01	< 0.1
		Total	--	1,295.1
		808	A808	0.06
	E808		0.01	69.3
	E808B		< 0.01	0.7
	VC808A		< 0.01	0.2
	Total		--	575.5
	809	A809	0.16	1,444.3
		A809B	0.09	795.8
		C809	< 0.01	0.6
		E809	0.04	351.1
		E809B	0.01	106.5
		E809C	< 0.01	0.1
		TK809	0.03	239.6
		U809	< 0.01	0.4
		VC809	0.01	64.3
		VC809A	< 0.01	10.3
		VC809B	< 0.01	31.7
		Total	--	3,044.9

Staffing Model	Station	Unit ID	UHU Value	Total Busy Hours
Volunteer	811	A811	0.10	907.3
		A811B	0.07	609.7
		A811C	0.03	289.7
		E811	0.01	123.8
		E811B	0.01	116.2
		PA811	< 0.01	1.3
		PA811B	< 0.01	5.0
		U811	< 0.01	2.8
		VC811	< 0.01	18.0
		VC811A	< 0.01	5.2
		VC811B	< 0.01	2.2
		Total	--	2,081.0
		813	A813	0.11
	E813		0.01	82.0
	E813B		0.01	57.6
	VC813		< 0.01	1.1
	VC813B		< 0.01	0.5
	Total		--	1,086.0
	817	A817	0.04	320.8
		E817	< 0.01	23.4
		E817B	< 0.01	25.8
		U817	< 0.01	0.1
		VC817	< 0.01	1.3
		VC817B	< 0.01	0.1
		Total	--	371.5
	827	A827	0.16	1,365.7
		A827B	0.19	1,692.2
		E827	0.04	338.9
		RE827	0.02	184.7
		SQ827	0.04	339.1
		U827	< 0.01	2.1
		VC827	< 0.01	5.6
		VC827A	< 0.01	1.9
		VC827B	< 0.01	4.0
		Total	--	3,934.2
	828	E828	0.02	217.6
		E828B	0.06	541.6
		MP828	< 0.01	0.1
		TK828	0.01	127.0
		U828	< 0.01	2.1

Staffing Model	Station	Unit ID	UHU Value	Total Busy Hours
Volunteer	828	VC828	< 0.01	5.8
		VC828A	< 0.01	18.3
		VC828B	< 0.01	22.5
		Total	--	934.9
	837	CAN801	0.01	63.3
		E837	0.08	663.5
		E837B	< 0.01	1.5
		MP837	< 0.01	5.3
		TK837	0.02	203.9
		U837	< 0.01	4.4
		VC837	< 0.01	3.3
		VC837A	< 0.01	8.6
		VC837B	< 0.01	20.8
		Total	--	974.7
	856	VC856	< 0.01	7.1
		VC856A	< 0.01	0.5
		VC857	< 0.01	< 0.1
		WR856	< 0.01	11.0
		Total	--	18.7
	857	U857	< 0.01	0.3
		WR857	< 0.01	10.1
		Total	--	10.3
	Total			--
Other	815	BD815	< 0.01	3.7
		FI1876	< 0.01	0.9
		FI871	< 0.01	0.9
		FI873	< 0.01	0.5
		FI874	< 0.01	0.7
		FIU815	< 0.01	4.7
		FM1501	0.02	172.2
		FM1503	0.02	187.8
		FM1504	< 0.01	43.2
		FM1505	0.02	151.6
		FM1506	0.02	173.0
		FM1507	0.01	93.7
		FM151	0.01	88.2
		FM1510	0.02	196.9
		FM1511	0.03	241.0
		FM1512	0.02	177.0
FM1513	0.01	119.4		

Staffing Model	Station	Unit ID	UHU Value	Total Busy Hours
Other	815	FM1514	0.03	242.8
		FM1515	0.01	86.8
		FM1516	< 0.01	36.4
		FM1517	< 0.01	4.7
		FM154	0.02	143.2
		FM155	0.03	266.7
		INVBO	< 0.01	21.0
		INVC	0.01	57.6
		PREVC	< 0.01	0.8
		Total	--	2,515.3
	862	U862	< 0.01	0.5
		Total	--	0.5
	865	PA865	< 0.01	9.2
		Total	--	9.2
	Battalion	BO881	0.04	361.6
		BO882	0.03	235.4
		BO884	0.04	353.4
		BO885	0.03	293.9
		BO886	0.03	290.9
		BO887	0.03	251.1
		EMSBO	< 0.01	0.5
		VBO884	< 0.01	0.8
		VBO886	< 0.01	13.4
		Total	--	1,800.9
	Command	CD	< 0.01	3.6
		DC	0.02	146.2
		DC800	< 0.01	3.8
		DC800A	< 0.01	2.5
		DC800B	< 0.01	8.7
		DC800C	< 0.01	0.4
		DC800D	< 0.01	14.8
		EMSC	< 0.01	0.9
		FC	< 0.01	35.7
		FCA	< 0.01	1.1
		FPC	< 0.01	0.6
		OD	< 0.01	11.5
		PC	< 0.01	1.9
		PERFC	< 0.01	< 0.1
		SD	< 0.01	0.2
	SSD	< 0.01	20.7	

Staffing Model	Station	Unit ID	UHU Value	Total Busy Hours
Other	Command	TSC	< 0.01	2.5
		VDC	0.01	72.0
		VDCA	< 0.01	33.5
		VDCB	< 0.01	2.0
		VDCC	< 0.01	2.5
		VDCD	< 0.01	14.7
		VLC	< 0.01	0.1
		VOC	< 0.01	22.0
		VSC	< 0.01	13.6
		VSD	< 0.01	36.5
		Total	--	451.9
	EMS	A899	< 0.01	18.6
		MED800	< 0.01	41.2
		MH800	0.01	77.5
		MH800B	0.02	132.4
		MH800C	< 0.01	4.2
		NEMSDO	0.04	360.1
		SEMSDO	0.04	312.2
		TBO	< 0.01	0.3
		TEMS800	< 0.01	< 0.1
		TEMS801	< 0.01	8.9
		TEMS802	< 0.01	8.5
		TEMS803	< 0.01	9.6
		TEMS804	< 0.01	7.1
		VEMSC	< 0.01	2.4
		Total	--	982.8
	Hazmat	C67	< 0.01	< 0.1
		C673	< 0.01	0.2
		Total	--	0.2
	Homeland Security	MCU800	< 0.01	14.4
		Total	--	14.4
	Safety	SO800	0.04	369.6
		SOBO	< 0.01	1.7
		VSO	0.01	85.3
		Total	--	456.7
	Special Events	A853	< 0.01	24.2
		A853B	< 0.01	25.5
		A853C	< 0.01	5.3
		A858	0.04	346.1
		CRT10	< 0.01	11.1

Staffing Model	Station	Unit ID	UHU Value	Total Busy Hours
Other	Special Events	CRT100	< 0.01	12.4
		CRT40	< 0.01	4.1
		CRT400	< 0.01	2.6
		E853	< 0.01	5.5
		FB858	< 0.01	2.7
		FLDCRT	< 0.01	3.0
		INSP1	< 0.01	0.1
		INSP2	< 0.01	0.4
		MD853	< 0.01	6.3
		PA853	< 0.01	28.3
		PA853B	< 0.01	23.3
		PA853C	< 0.01	9.6
		RP858	< 0.01	0.9
		Total	--	511.6
	Support	PIO	< 0.01	8.8
		Total	--	8.8
	Total		--	6,752.3
Total			--	182,111.3

Table 23: Unit Hour Utilization – All Incident Areas (Sorted in Descending Order by UHU)

Unit ID	UHU Value	Total Busy Hours
A829	0.51	4,483.1
A826	0.48	4,165.0
A846	0.46	4,059.6
A833	0.44	3,858.6
A825	0.44	3,820.8
PA823	0.40	3,537.9
A823	0.40	3,520.9
A830	0.38	3,340.5
A832	0.35	3,062.6
A829B	0.34	3,019.9
A806	0.34	2,994.4
A838	0.33	2,928.3
PA838	0.33	2,910.4
A826B	0.32	2,826.0
PA821	0.32	2,810.7
A844	0.31	2,709.5
A834	0.30	2,654.5
PA816	0.30	2,633.0
MD826	0.29	2,545.9
PA806	0.28	2,494.5
A843	0.28	2,494.2
A841	0.28	2,480.6
MD846	0.28	2,412.6
PA842	0.27	2,377.0
A831	0.27	2,334.4
MD840/PA840	0.27	2,357.7
A855	0.26	2,321.1
MD829	0.26	2,316.3
MD845/PA845	0.26	2,248.1
MD825	0.25	2,212.4
A819	0.24	2,088.2
MD830	0.22	1,961.3
MD844	0.22	1,942.6
A801B	0.21	1,870.6
PA832	0.21	1,858.7
MD818	0.21	1,858.2
PA847	0.21	1,811.1
A839	0.21	1,810.7
A805	0.20	1,728.4

Unit ID	UHU Value	Total Busy Hours
A827B	0.19	1,692.2
A848	0.19	1,673.4
A809	0.16	1,444.3
MD810	0.16	1,438.0
A824	0.16	1,434.8
MD812	0.16	1,432.1
PA805	0.16	1,410.7
A835	0.16	1,382.7
A812	0.16	1,382.0
PE805	0.16	1,366.5
A827	0.16	1,365.7
A820	0.15	1,347.1
PE846	0.15	1,328.1
PA835	0.14	1,236.5
PE842	0.14	1,224.8
PA820	0.14	1,220.1
A849	0.14	1,209.1
A814	0.13	1,169.3
A810B	0.13	1,140.3
A836	0.13	1,109.0
A807	0.12	1,043.2
PE841	0.11	991.5
A849C	0.11	978.7
E823P	0.11	972.1
A813	0.11	944.8
A818B	0.11	930.3
PE844	0.11	920.8
A801	0.10	907.9
A811	0.10	907.3
A809B	0.09	795.8
E816P	0.09	792.0
E821P	0.09	775.2
A814B	0.09	770.9
A810	0.09	750.7
E837	0.08	663.5
PE830	0.07	618.3
A811B	0.07	609.7
E849	0.07	603.5
E825	0.07	570.0
E838P	0.06	565.6

Unit ID	UHU Value	Total Busy Hours
A842	0.06	563.1
E828B	0.06	541.6
E843	0.06	535.6
A808	0.06	505.3
E829B	0.06	485.9
E801	0.05	455.5
A812B	0.05	451.2
E832P	0.05	446.7
E806P	0.05	431.9
E834	0.05	425.3
E826	0.05	407.0
A849B	0.05	394.9
E833	0.05	394.2
PA849C	0.04	383.0
SQ806P	0.04	382.4
A847	0.04	372.4
SO800	0.04	369.6
E845	0.04	363.9
BO881	0.04	361.6
NEMSDO	0.04	360.1
A818	0.04	359.1
BO884	0.04	353.4
SQ847P	0.04	351.5
BO883	0.04	351.1
E809	0.04	351.1
A858	0.04	346.1
E847P	0.04	339.4
SQ827	0.04	339.1
E827	0.04	338.9
SQ814	0.04	328.6
E855	0.04	325.8
E829	0.04	322.7
A817	0.04	320.8
E831	0.04	320.2
SEMSDO	0.04	312.2
PE830B	0.04	309.5
TK814	0.03	301.1
E810C	0.03	294.1
BO885	0.03	293.9
E845P	0.03	292.0

Unit ID	UHU Value	Total Busy Hours
BO886	0.03	290.9
E848B	0.03	290.9
A811C	0.03	289.7
PE836B	0.03	278.6
E835B	0.03	274.9
RE833	0.03	273.6
FM155	0.03	266.7
TK821P	0.03	265.2
E812	0.03	264.1
E819B	0.03	261.6
E826B	0.03	255.3
BO887	0.03	251.1
E831B	0.03	247.9
FM1514	0.03	242.8
FM1511	0.03	241.0
TK809	0.03	239.6
BO882	0.03	235.4
PE841B	0.03	228.9
TK838P	0.03	228.5
TK801	0.03	227.5
TW826	0.03	227.5
RE840	0.03	219.5
E828	0.02	217.6
E825B	0.02	216.1
E839B	0.02	212.2
E820BP	0.02	207.8
RE818	0.02	206.8
TK832P	0.02	204.1
TK837	0.02	203.9
MP833	0.02	200.5
TK829	0.02	198.6
FM1510	0.02	196.9
TK825	0.02	194.2
E835BP	0.02	192.4
FM1503	0.02	187.8
RE827	0.02	184.7
E807	0.02	183.9
E820	0.02	183.3
MD847	0.02	182.8
RE840P	0.02	181.0

Unit ID	UHU Value	Total Busy Hours
REHAB800	0.02	178.0
SQ849	0.02	177.3
E835P	0.02	177.1
FM1512	0.02	177.0
FM1506	0.02	173.0
FM1501	0.02	172.2
E848	0.02	164.6
TW833	0.02	157.5
TK812	0.02	155.1
E840	0.02	154.9
FM1505	0.02	151.6
SQ820P	0.02	148.5
DC	0.02	146.2
FM154	0.02	143.2
SQ820	0.02	143.1
E810	0.02	133.7
E824P	0.02	133.3
MH800B	0.02	132.4
E819	0.01	130.4
E835	0.01	128.2
HC816	0.01	128.1
TK831	0.01	127.5
TK828	0.01	127.0
E811	0.01	123.8
TK855	0.01	122.1
TK834	0.01	120.8
FM1513	0.01	119.4
E840P	0.01	117.0
E811B	0.01	116.2
E818	0.01	114.8
E809B	0.01	106.5
PA801B	0.01	101.7
TW839	0.01	98.6
E812B	0.01	97.2
FM1507	0.01	93.7
RE849	0.01	91.6
FM151	0.01	88.2
TW810	0.01	87.6
FM1515	0.01	86.8
E824B	0.01	86.5

Unit ID	UHU Value	Total Busy Hours
VSO	0.01	85.3
E839	0.01	82.8
A835B	0.01	82.6
PA801	0.01	82.6
E813	0.01	82.0
TK843	0.01	81.5
MH800	0.01	77.5
E832	0.01	76.6
E824	0.01	76.1
TW819	0.01	73.1
VDC	0.01	72.0
HMC	0.01	71.9
E808	0.01	69.3
VC809	0.01	64.3
CAN801	0.01	63.3
E820B	0.01	63.2
VC812	0.01	62.8
ET836	0.01	61.6
HSC845	0.01	60.3
SQ847	0.01	57.8
INVC	0.01	57.6
E813B	0.01	57.6
HSC841	0.01	54.3
A812C	0.01	54.1
E847	0.01	53.1
SQ814B	0.01	51.2
E807B	0.01	49.6
E825P	0.01	49.3
VC820	0.01	49.2
PA849	0.01	48.2
VC833A	0.01	47.1
TW824	0.01	47.0
E820P	0.01	45.5
VC814B	0.01	44.7
E834B	0.01	44.2
FM1504	< 0.01	43.2
TR806	< 0.01	42.1
SQ840P	< 0.01	42.0
MED800	< 0.01	41.2
TW824P	< 0.01	38.9

Unit ID	UHU Value	Total Busy Hours
SQ801	< 0.01	38.4
VSD	< 0.01	36.5
FM1516	< 0.01	36.4
FC	< 0.01	35.7
VC829	< 0.01	35.2
VC840	< 0.01	34.6
VC833	< 0.01	33.7
VDCA	< 0.01	33.5
SQ840	< 0.01	33.5
TW845P	< 0.01	33.2
SQ818	< 0.01	32.8
PA812	< 0.01	32.2
VC810A	< 0.01	32.0
VC836A	< 0.01	31.9
VC809B	< 0.01	31.7
E824BP	< 0.01	31.0
E810B	< 0.01	30.6
VC810	< 0.01	30.0
TK833	< 0.01	29.6
TN840	< 0.01	29.5
PA853	< 0.01	28.3
WSS825	< 0.01	27.1
TN823	< 0.01	26.4
E817B	< 0.01	25.8
A853B	< 0.01	25.5
PA814	< 0.01	25.1
TN843	< 0.01	24.9
A853	< 0.01	24.2
BARI800	< 0.01	23.8
E817	< 0.01	23.4
PA853B	< 0.01	23.3
VC828B	< 0.01	22.5
VOC	< 0.01	22.0
BR823	< 0.01	21.4
PET836	< 0.01	21.3
INVBO	< 0.01	21.0
VC837B	< 0.01	20.8
WS825	< 0.01	20.7
SSD	< 0.01	20.7
E832B	< 0.01	19.6

Unit ID	UHU Value	Total Busy Hours
E842B	< 0.01	19.5
VC849B	< 0.01	19.4
TW843	< 0.01	18.8
A899	< 0.01	18.6
VC831A	< 0.01	18.3
VC828A	< 0.01	18.3
VC811	< 0.01	18.0
TK832	< 0.01	17.4
F812	< 0.01	16.4
MAB830	< 0.01	15.7
PE805B	< 0.01	15.5
TK825P	< 0.01	15.5
TN836	< 0.01	15.4
DC800D	< 0.01	14.8
VC836	< 0.01	14.7
VDCD	< 0.01	14.7
BR836	< 0.01	14.5
MCU800	< 0.01	14.4
VC823	< 0.01	14.0
VC818	< 0.01	13.7
VSC	< 0.01	13.6
VBO886	< 0.01	13.4
CRT100	< 0.01	12.4
MP824	< 0.01	11.9
OD	< 0.01	11.5
CRT10	< 0.01	11.1
TW807	< 0.01	11.1
WR856	< 0.01	11.0
VC849A	< 0.01	10.9
WR847	< 0.01	10.5
VC809A	< 0.01	10.3
TK819	< 0.01	10.1
WR857	< 0.01	10.1
E833B	< 0.01	10.0
VC819A	< 0.01	9.8
VC849	< 0.01	9.6
PA853C	< 0.01	9.6
TEMS803	< 0.01	9.6
VC833B	< 0.01	9.4
U812	< 0.01	9.2

Unit ID	UHU Value	Total Busy Hours
VC812A	< 0.01	9.2
PA865	< 0.01	9.2
VC824B	< 0.01	9.0
TEMS801	< 0.01	8.9
PIO	< 0.01	8.8
DC800B	< 0.01	8.7
E825BP	< 0.01	8.7
VC837A	< 0.01	8.6
TEMS802	< 0.01	8.5
VC848A	< 0.01	8.3
BR832	< 0.01	8.2
VC825A	< 0.01	8.0
VC835A	< 0.01	7.8
VC814	< 0.01	7.7
WR849	< 0.01	7.6
VC807	< 0.01	7.3
TEMS804	< 0.01	7.1
VC856	< 0.01	7.1
PE836	< 0.01	6.8
VC818A	< 0.01	6.6
VC801B	< 0.01	6.4
VC824A	< 0.01	6.4
MD853	< 0.01	6.3
REHAB800B	< 0.01	6.3
VC828	< 0.01	5.8
TK826	< 0.01	5.8
VC836B	< 0.01	5.6
VC827	< 0.01	5.6
E853	< 0.01	5.5
VC839	< 0.01	5.5
A821	< 0.01	5.5
MP837	< 0.01	5.3
VC835	< 0.01	5.3
A853C	< 0.01	5.3
VC831	< 0.01	5.2
VC811A	< 0.01	5.2
HSC812	< 0.01	5.1
CRT812	< 0.01	5.0
PA811B	< 0.01	5.0
BR824	< 0.01	4.8

Unit ID	UHU Value	Total Busy Hours
FM1517	< 0.01	4.7
U820	< 0.01	4.7
FIU815	< 0.01	4.7
VC838	< 0.01	4.6
A840	< 0.01	4.5
VC812B	< 0.01	4.5
E843B	< 0.01	4.5
U837	< 0.01	4.4
U849	< 0.01	4.2
MH800C	< 0.01	4.2
CRT40	< 0.01	4.1
VC827B	< 0.01	4.0
BT847	< 0.01	3.9
DC800	< 0.01	3.8
PA812B	< 0.01	3.7
BD815	< 0.01	3.7
CD	< 0.01	3.6
E846	< 0.01	3.6
BR831	< 0.01	3.5
BR848	< 0.01	3.5
U814	< 0.01	3.4
VC837	< 0.01	3.3
VC801	< 0.01	3.3
PA839	< 0.01	3.3
E855B	< 0.01	3.2
VC814A	< 0.01	3.2
FLDCRT	< 0.01	3.0
TW845	< 0.01	3.0
VC824	< 0.01	2.9
A839B	< 0.01	2.9
U811	< 0.01	2.8
FB858	< 0.01	2.7
A848B	< 0.01	2.7
CRT400	< 0.01	2.6
VC810B	< 0.01	2.5
DC800A	< 0.01	2.5
TSC	< 0.01	2.5
VDCC	< 0.01	2.5
E842	< 0.01	2.4
VEMSC	< 0.01	2.4

Unit ID	UHU Value	Total Busy Hours
U810	< 0.01	2.2
VC811B	< 0.01	2.2
U827	< 0.01	2.1
U828	< 0.01	2.1
VDCB	< 0.01	2.0
U832	< 0.01	2.0
E832BP	< 0.01	2.0
PC	< 0.01	1.9
VC827A	< 0.01	1.9
VC839A	< 0.01	1.8
U801	< 0.01	1.8
VC840A	< 0.01	1.7
VC834	< 0.01	1.7
SOBO	< 0.01	1.7
VC821	< 0.01	1.7
PA814B	< 0.01	1.6
BR840	< 0.01	1.6
VC841A	< 0.01	1.5
U855	< 0.01	1.5
E837B	< 0.01	1.5
VC839B	< 0.01	1.4
ET823	< 0.01	1.4
PA811	< 0.01	1.3
VC817	< 0.01	1.3
VC823A	< 0.01	1.2
VC843A	< 0.01	1.2
VC801A	< 0.01	1.2
FCA	< 0.01	1.1
VC813	< 0.01	1.1
VC818B	< 0.01	1.0
E816B	< 0.01	0.9
RP858	< 0.01	0.9
EMSC	< 0.01	0.9
FI1876	< 0.01	0.9
FI871	< 0.01	0.9
E836B	< 0.01	0.8
PREVC	< 0.01	0.8
VBO884	< 0.01	0.8
FI874	< 0.01	0.7
E808B	< 0.01	0.7

Unit ID	UHU Value	Total Busy Hours
BR839	< 0.01	0.7
FPC	< 0.01	0.6
VC846A	< 0.01	0.6
C809	< 0.01	0.6
U829	< 0.01	0.6
VC856A	< 0.01	0.5
U862	< 0.01	0.5
U818	< 0.01	0.5
VC813B	< 0.01	0.5
FI873	< 0.01	0.5
EMSBO	< 0.01	0.5
VC855	< 0.01	0.4
INSP2	< 0.01	0.4
E801B	< 0.01	0.4
U809	< 0.01	0.4
DC800C	< 0.01	0.4
E838	< 0.01	0.4
E844	< 0.01	0.3
U816	< 0.01	0.3
U857	< 0.01	0.3
C820	< 0.01	0.3
TBO	< 0.01	0.3
VC826	< 0.01	0.3
E830	< 0.01	0.3
VC830	< 0.01	0.2
SD	< 0.01	0.2
MCS855	< 0.01	0.2
VC825	< 0.01	0.2
VC838A	< 0.01	0.2
C673	< 0.01	0.2
VC835B	< 0.01	0.2
VC820B	< 0.01	0.2
VC808A	< 0.01	0.2
C855	< 0.01	0.1
VC831B	< 0.01	0.1
E809C	< 0.01	0.1
DCA	< 0.01	0.1
U817	< 0.01	0.1
MP828	< 0.01	0.1
VC848B	< 0.01	0.1

Unit ID	UHU Value	Total Busy Hours
VC829B	< 0.01	0.1
INSP1	< 0.01	0.1
VC820A	< 0.01	0.1
VC821A	< 0.01	0.1
VLC	< 0.01	0.1
U819	< 0.01	0.1
VC817B	< 0.01	0.1
VC857	< 0.01	< 0.1
U823	< 0.01	< 0.1
U807	< 0.01	< 0.1
PERFC	< 0.01	< 0.1
VC843B	< 0.01	< 0.1
E805B	< 0.01	< 0.1
MCS841	< 0.01	< 0.1
TEMS800	< 0.01	< 0.1
VC807A	< 0.01	< 0.1
C67	< 0.01	< 0.1
C819	< 0.01	< 0.1
C849	< 0.01	< 0.1
HSC	< 0.01	< 0.1
UT814	< 0.01	< 0.1
UT849	< 0.01	< 0.1
VC07	< 0.01	< 0.1
VC807G	< 0.01	< 0.1
VC819	< 0.01	< 0.1
VC819B	< 0.01	< 0.1
VC843	< 0.01	< 0.1

Table 24: Unit Hour Utilization – All Incident Areas (Sorted Alphabetically by Unit ID)

Unit ID	UHU Value	Total Busy Hours
A801	0.10	907.9
A801B	0.21	1,870.6
A805	0.20	1,728.4
A806	0.34	2,994.4
A807	0.12	1,043.2
A808	0.06	505.3
A809	0.16	1,444.3
A809B	0.09	795.8
A810	0.09	750.7
A810B	0.13	1,140.3
A811	0.10	907.3
A811B	0.07	609.7
A811C	0.03	289.7
A812	0.16	1,382.0
A812B	0.05	451.2
A812C	0.01	54.1
A813	0.11	944.8
A814	0.13	1,169.3
A814B	0.09	770.9
A817	0.04	320.8
A818	0.04	359.1
A818B	0.11	930.3
A819	0.24	2,088.2
A820	0.15	1,347.1
A821	< 0.01	5.5
A823	0.40	3,520.9
A824	0.16	1,434.8
A825	0.44	3,820.8
A826	0.48	4,165.0
A826B	0.32	2,826.0
A827	0.16	1,365.7
A827B	0.19	1,692.2
A829	0.51	4,483.1
A829B	0.34	3,019.9
A830	0.38	3,340.5
A831	0.27	2,334.4
A832	0.35	3,062.6
A833	0.44	3,858.6
A834	0.30	2,654.5

Unit ID	UHU Value	Total Busy Hours
A835	0.16	1,382.7
A835B	0.01	82.6
A836	0.13	1,109.0
A838	0.33	2,928.3
A839	0.21	1,810.7
A839B	< 0.01	2.9
A840	< 0.01	4.5
A841	0.28	2,480.6
A842	0.06	563.1
A843	0.28	2,494.2
A844	0.31	2,709.5
A846	0.46	4,059.6
A847	0.04	372.4
A848	0.19	1,673.4
A848B	< 0.01	2.7
A849	0.14	1,209.1
A849B	0.05	394.9
A849C	0.11	978.7
A853	< 0.01	24.2
A853B	< 0.01	25.5
A853C	< 0.01	5.3
A855	0.26	2,321.1
A858	0.04	346.1
A899	< 0.01	18.6
BARI800	< 0.01	23.8
BD815	< 0.01	3.7
BO881	0.04	361.6
BO882	0.03	235.4
BO883	0.04	351.1
BO884	0.04	353.4
BO885	0.03	293.9
BO886	0.03	290.9
BO887	0.03	251.1
BR823	< 0.01	21.4
BR824	< 0.01	4.8
BR831	< 0.01	3.5
BR832	< 0.01	8.2
BR836	< 0.01	14.5
BR839	< 0.01	0.7
BR840	< 0.01	1.6

Unit ID	UHU Value	Total Busy Hours
BR848	< 0.01	3.5
BT847	< 0.01	3.9
C67	< 0.01	< 0.1
C673	< 0.01	0.2
C809	< 0.01	0.6
C819	< 0.01	< 0.1
C820	< 0.01	0.3
C849	< 0.01	< 0.1
C855	< 0.01	0.1
CAN801	0.01	63.3
CD	< 0.01	3.6
CRT10	< 0.01	11.1
CRT100	< 0.01	12.4
CRT40	< 0.01	4.1
CRT400	< 0.01	2.6
CRT812	< 0.01	5.0
DC	0.02	146.2
DC800	< 0.01	3.8
DC800A	< 0.01	2.5
DC800B	< 0.01	8.7
DC800C	< 0.01	0.4
DC800D	< 0.01	14.8
DCA	< 0.01	0.1
E801	0.05	455.5
E801B	< 0.01	0.4
E805B	< 0.01	< 0.1
E806P	0.05	431.9
E807	0.02	183.9
E807B	0.01	49.6
E808	0.01	69.3
E808B	< 0.01	0.7
E809	0.04	351.1
E809B	0.01	106.5
E809C	< 0.01	0.1
E810	0.02	133.7
E810B	< 0.01	30.6
E810C	0.03	294.1
E811	0.01	123.8
E811B	0.01	116.2
E812	0.03	264.1

Unit ID	UHU Value	Total Busy Hours
E812B	0.01	97.2
E813	0.01	82.0
E813B	0.01	57.6
E816B	< 0.01	0.9
E816P	0.09	792.0
E817	< 0.01	23.4
E817B	< 0.01	25.8
E818	0.01	114.8
E819	0.01	130.4
E819B	0.03	261.6
E820	0.02	183.3
E820B	0.01	63.2
E820BP	0.02	207.8
E820P	0.01	45.5
E821P	0.09	775.2
E823P	0.11	972.1
E824	0.01	76.1
E824B	0.01	86.5
E824BP	< 0.01	31.0
E824P	0.02	133.3
E825	0.07	570.0
E825B	0.02	216.1
E825BP	< 0.01	8.7
E825P	0.01	49.3
E826	0.05	407.0
E826B	0.03	255.3
E827	0.04	338.9
E828	0.02	217.6
E828B	0.06	541.6
E829	0.04	322.7
E829B	0.06	485.9
E830	< 0.01	0.3
E831	0.04	320.2
E831B	0.03	247.9
E832	0.01	76.6
E832B	< 0.01	19.6
E832BP	< 0.01	2.0
E832P	0.05	446.7
E833	0.05	394.2
E833B	< 0.01	10.0

Unit ID	UHU Value	Total Busy Hours
E834	0.05	425.3
E834B	0.01	44.2
E835	0.01	128.2
E835B	0.03	274.9
E835BP	0.02	192.4
E835P	0.02	177.1
E836B	< 0.01	0.8
E837	0.08	663.5
E837B	< 0.01	1.5
E838	< 0.01	0.4
E838P	0.06	565.6
E839	0.01	82.8
E839B	0.02	212.2
E840	0.02	154.9
E840P	0.01	117.0
E842	< 0.01	2.4
E842B	< 0.01	19.5
E843	0.06	535.6
E843B	< 0.01	4.5
E844	< 0.01	0.3
E845	0.04	363.9
E845P	0.03	292.0
E846	< 0.01	3.6
E847	0.01	53.1
E847P	0.04	339.4
E848	0.02	164.6
E848B	0.03	290.9
E849	0.07	603.5
E853	< 0.01	5.5
E855	0.04	325.8
E855B	< 0.01	3.2
EMSBO	< 0.01	0.5
EMSC	< 0.01	0.9
ET823	< 0.01	1.4
ET836	0.01	61.6
F812	< 0.01	16.4
FB858	< 0.01	2.7
FC	< 0.01	35.7
FCA	< 0.01	1.1
F11876	< 0.01	0.9

Unit ID	UHU Value	Total Busy Hours
FI871	< 0.01	0.9
FI873	< 0.01	0.5
FI874	< 0.01	0.7
FIU815	< 0.01	4.7
FLDCRT	< 0.01	3.0
FM1501	0.02	172.2
FM1503	0.02	187.8
FM1504	< 0.01	43.2
FM1505	0.02	151.6
FM1506	0.02	173.0
FM1507	0.01	93.7
FM151	0.01	88.2
FM1510	0.02	196.9
FM1511	0.03	241.0
FM1512	0.02	177.0
FM1513	0.01	119.4
FM1514	0.03	242.8
FM1515	0.01	86.8
FM1516	< 0.01	36.4
FM1517	< 0.01	4.7
FM154	0.02	143.2
FM155	0.03	266.7
FPC	< 0.01	0.6
HC816	0.01	128.1
HMC	0.01	71.9
HSC	< 0.01	< 0.1
HSC812	< 0.01	5.1
HSC841	0.01	54.3
HSC845	0.01	60.3
INSP1	< 0.01	0.1
INSP2	< 0.01	0.4
INVBO	< 0.01	21.0
INVC	0.01	57.6
MAB830	< 0.01	15.7
MCS841	< 0.01	< 0.1
MCS855	< 0.01	0.2
MCU800	< 0.01	14.4
MD810	0.16	1,438.0
MD812	0.16	1,432.1
MD818	0.21	1,858.2

Unit ID	UHU Value	Total Busy Hours
MD825	0.25	2,212.4
MD826	0.29	2,545.9
MD829	0.26	2,316.3
MD830	0.22	1,961.3
MD840/PA840	0.27	2,357.7
MD844	0.22	1,942.6
MD845/PA845	0.26	2,248.1
MD846	0.28	2,412.6
MD847	0.02	182.8
MD853	< 0.01	6.3
MED800	< 0.01	41.2
MH800	0.01	77.5
MH800B	0.02	132.4
MH800C	< 0.01	4.2
MP824	< 0.01	11.9
MP828	< 0.01	0.1
MP833	0.02	200.5
MP837	< 0.01	5.3
NEMSDO	0.04	360.1
OD	< 0.01	11.5
PA801	0.01	82.6
PA801B	0.01	101.7
PA805	0.16	1,410.7
PA806	0.28	2,494.5
PA811	< 0.01	1.3
PA811B	< 0.01	5.0
PA812	< 0.01	32.2
PA812B	< 0.01	3.7
PA814	< 0.01	25.1
PA814B	< 0.01	1.6
PA816	0.30	2,633.0
PA820	0.14	1,220.1
PA821	0.32	2,810.7
PA823	0.40	3,537.9
PA832	0.21	1,858.7
PA835	0.14	1,236.5
PA838	0.33	2,910.4
PA839	< 0.01	3.3
PA842	0.27	2,377.0
PA847	0.21	1,811.1

Unit ID	UHU Value	Total Busy Hours
PA849	0.01	48.2
PA849C	0.04	383.0
PA853	< 0.01	28.3
PA853B	< 0.01	23.3
PA853C	< 0.01	9.6
PA865	< 0.01	9.2
PC	< 0.01	1.9
PE805	0.16	1,366.5
PE805B	< 0.01	15.5
PE830	0.07	618.3
PE830B	0.04	309.5
PE836	< 0.01	6.8
PE836B	0.03	278.6
PE841	0.11	991.5
PE841B	0.03	228.9
PE842	0.14	1,224.8
PE844	0.11	920.8
PE846	0.15	1,328.1
PERFC	< 0.01	< 0.1
PET836	< 0.01	21.3
PIO	< 0.01	8.8
PREVC	< 0.01	0.8
RE818	0.02	206.8
RE827	0.02	184.7
RE833	0.03	273.6
RE840	0.03	219.5
RE840P	0.02	181.0
RE849	0.01	91.6
REHAB800	0.02	178.0
REHAB800B	< 0.01	6.3
RP858	< 0.01	0.9
SD	< 0.01	0.2
SEMSDO	0.04	312.2
SO800	0.04	369.6
SOBO	< 0.01	1.7
SQ801	< 0.01	38.4
SQ806P	0.04	382.4
SQ814	0.04	328.6
SQ814B	0.01	51.2
SQ818	< 0.01	32.8

Unit ID	UHU Value	Total Busy Hours
SQ820	0.02	143.1
SQ820P	0.02	148.5
SQ827	0.04	339.1
SQ840	< 0.01	33.5
SQ840P	< 0.01	42.0
SQ847	0.01	57.8
SQ847P	0.04	351.5
SQ849	0.02	177.3
SSD	< 0.01	20.7
TBO	< 0.01	0.3
TEMS800	< 0.01	< 0.1
TEMS801	< 0.01	8.9
TEMS802	< 0.01	8.5
TEMS803	< 0.01	9.6
TEMS804	< 0.01	7.1
TK801	0.03	227.5
TK809	0.03	239.6
TK812	0.02	155.1
TK814	0.03	301.1
TK819	< 0.01	10.1
TK821P	0.03	265.2
TK825	0.02	194.2
TK825P	< 0.01	15.5
TK826	< 0.01	5.8
TK828	0.01	127.0
TK829	0.02	198.6
TK831	0.01	127.5
TK832	< 0.01	17.4
TK832P	0.02	204.1
TK833	< 0.01	29.6
TK834	0.01	120.8
TK837	0.02	203.9
TK838P	0.03	228.5
TK843	0.01	81.5
TK855	0.01	122.1
TN823	< 0.01	26.4
TN836	< 0.01	15.4
TN840	< 0.01	29.5
TN843	< 0.01	24.9
TR806	< 0.01	42.1

Unit ID	UHU Value	Total Busy Hours
TSC	< 0.01	2.5
TW807	< 0.01	11.1
TW810	0.01	87.6
TW819	0.01	73.1
TW824	0.01	47.0
TW824P	< 0.01	38.9
TW826	0.03	227.5
TW833	0.02	157.5
TW839	0.01	98.6
TW843	< 0.01	18.8
TW845	< 0.01	3.0
TW845P	< 0.01	33.2
U801	< 0.01	1.8
U807	< 0.01	< 0.1
U809	< 0.01	0.4
U810	< 0.01	2.2
U811	< 0.01	2.8
U812	< 0.01	9.2
U814	< 0.01	3.4
U816	< 0.01	0.3
U817	< 0.01	0.1
U818	< 0.01	0.5
U819	< 0.01	0.1
U820	< 0.01	4.7
U823	< 0.01	< 0.1
U827	< 0.01	2.1
U828	< 0.01	2.1
U829	< 0.01	0.6
U832	< 0.01	2.0
U837	< 0.01	4.4
U849	< 0.01	4.2
U855	< 0.01	1.5
U857	< 0.01	0.3
U862	< 0.01	0.5
UT814	< 0.01	< 0.1
UT849	< 0.01	< 0.1
VBO884	< 0.01	0.8
VBO886	< 0.01	13.4
VC07	< 0.01	< 0.1
VC801	< 0.01	3.3

Unit ID	UHU Value	Total Busy Hours
VC801A	< 0.01	1.2
VC801B	< 0.01	6.4
VC807	< 0.01	7.3
VC807A	< 0.01	< 0.1
VC807G	< 0.01	< 0.1
VC808A	< 0.01	0.2
VC809	0.01	64.3
VC809A	< 0.01	10.3
VC809B	< 0.01	31.7
VC810	< 0.01	30.0
VC810A	< 0.01	32.0
VC810B	< 0.01	2.5
VC811	< 0.01	18.0
VC811A	< 0.01	5.2
VC811B	< 0.01	2.2
VC812	0.01	62.8
VC812A	< 0.01	9.2
VC812B	< 0.01	4.5
VC813	< 0.01	1.1
VC813B	< 0.01	0.5
VC814	< 0.01	7.7
VC814A	< 0.01	3.2
VC814B	0.01	44.7
VC817	< 0.01	1.3
VC817B	< 0.01	0.1
VC818	< 0.01	13.7
VC818A	< 0.01	6.6
VC818B	< 0.01	1.0
VC819	< 0.01	< 0.1
VC819A	< 0.01	9.8
VC819B	< 0.01	< 0.1
VC820	0.01	49.2
VC820A	< 0.01	0.1
VC820B	< 0.01	0.2
VC821	< 0.01	1.7
VC821A	< 0.01	0.1
VC823	< 0.01	14.0
VC823A	< 0.01	1.2
VC824	< 0.01	2.9
VC824A	< 0.01	6.4

Unit ID	UHU Value	Total Busy Hours
VC824B	< 0.01	9.0
VC825	< 0.01	0.2
VC825A	< 0.01	8.0
VC826	< 0.01	0.3
VC827	< 0.01	5.6
VC827A	< 0.01	1.9
VC827B	< 0.01	4.0
VC828	< 0.01	5.8
VC828A	< 0.01	18.3
VC828B	< 0.01	22.5
VC829	< 0.01	35.2
VC829B	< 0.01	0.1
VC830	< 0.01	0.2
VC831	< 0.01	5.2
VC831A	< 0.01	18.3
VC831B	< 0.01	0.1
VC833	< 0.01	33.7
VC833A	0.01	47.1
VC833B	< 0.01	9.4
VC834	< 0.01	1.7
VC835	< 0.01	5.3
VC835A	< 0.01	7.8
VC835B	< 0.01	0.2
VC836	< 0.01	14.7
VC836A	< 0.01	31.9
VC836B	< 0.01	5.6
VC837	< 0.01	3.3
VC837A	< 0.01	8.6
VC837B	< 0.01	20.8
VC838	< 0.01	4.6
VC838A	< 0.01	0.2
VC839	< 0.01	5.5
VC839A	< 0.01	1.8
VC839B	< 0.01	1.4
VC840	< 0.01	34.6
VC840A	< 0.01	1.7
VC841A	< 0.01	1.5
VC843	< 0.01	< 0.1
VC843A	< 0.01	1.2
VC843B	< 0.01	< 0.1

Unit ID	UHU Value	Total Busy Hours
VC846A	< 0.01	0.6
VC848A	< 0.01	8.3
VC848B	< 0.01	0.1
VC849	< 0.01	9.6
VC849A	< 0.01	10.9
VC849B	< 0.01	19.4
VC855	< 0.01	0.4
VC856	< 0.01	7.1
VC856A	< 0.01	0.5
VC857	< 0.01	< 0.1
VDC	0.01	72.0
VDCA	< 0.01	33.5
VDCB	< 0.01	2.0
VDCC	< 0.01	2.5
VDCD	< 0.01	14.7
VEMSC	< 0.01	2.4
VLC	< 0.01	0.1
VOC	< 0.01	22.0
VSC	< 0.01	13.6
VSD	< 0.01	36.5
VSO	0.01	85.3
WR847	< 0.01	10.5
WR849	< 0.01	7.6
WR856	< 0.01	11.0
WR857	< 0.01	10.1
WS825	< 0.01	20.7
WSS825	< 0.01	27.1

Figure 11: Unit Hour Utilization – All Incident Areas I

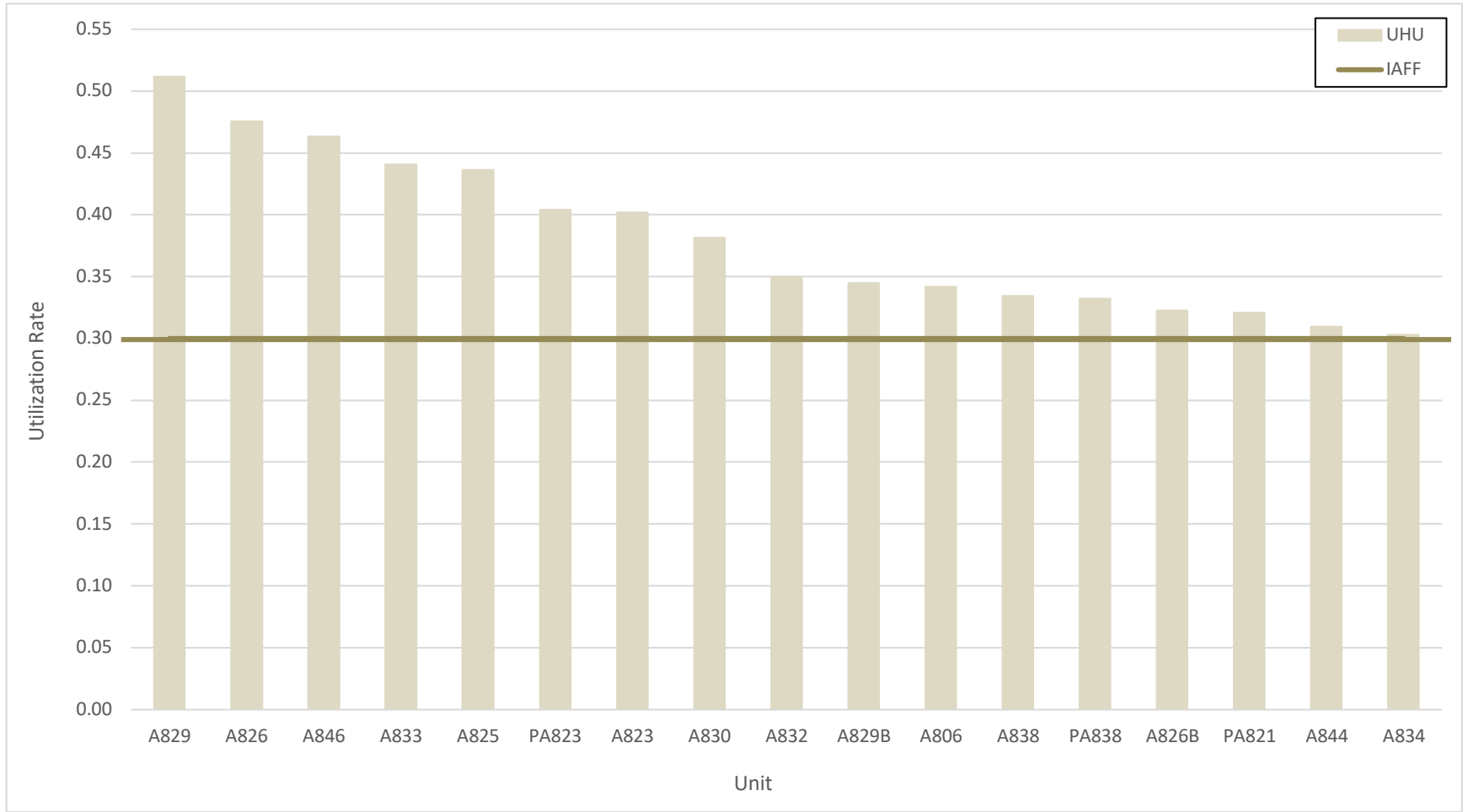


Figure 12: Unit Hour Utilization – All Incident Areas II

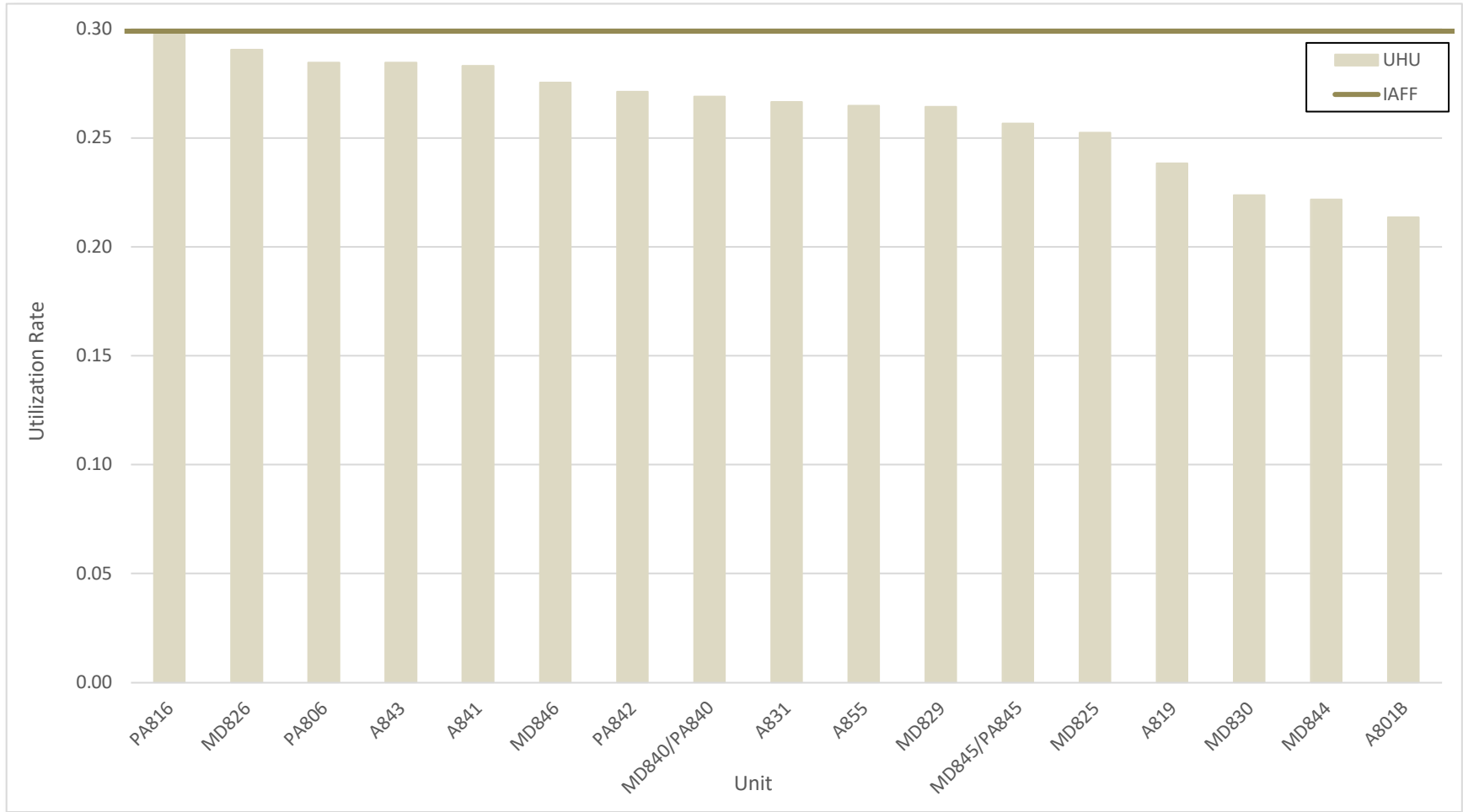


Figure 13: Unit Hour Utilization – All Incident Areas III

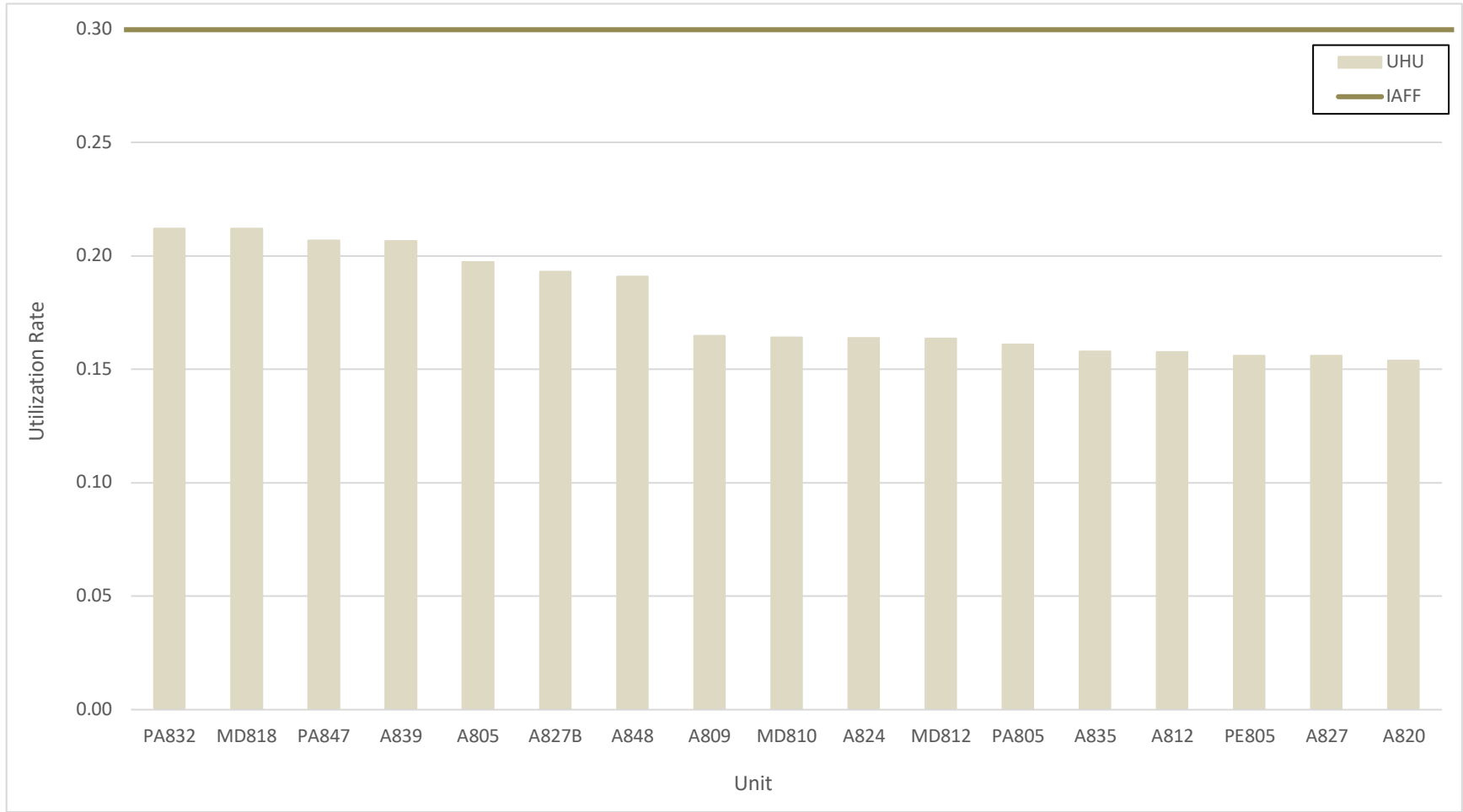
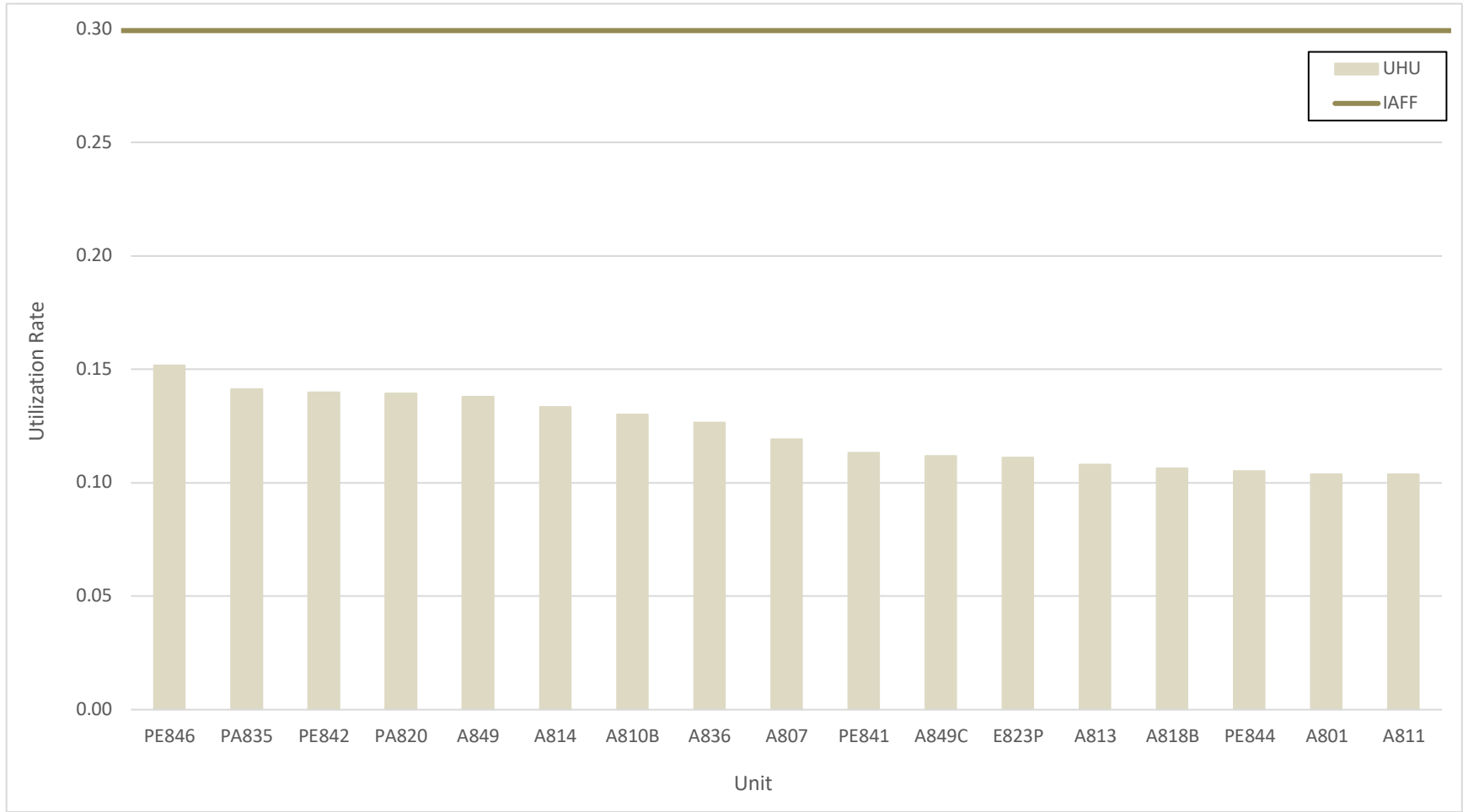


Figure 14: Unit Hour Utilization – All Incident Areas IV



Workload by Demand Zone – First Due Station

Another method for assessing the effectiveness of the distribution model is to analyze the demand for services across the department, wherein workload is assessed at the demand zone level (i.e., PGFD “Calculated Incident Area” as first due station). Station 829’s demand zone had the highest volume of responses made by departmental units to the area (16,324 responses), requiring 5.8% of PGFD’s total responses during 2018-19 (Table 25; Figures 15 through 17).

Table 25: Department Workload by Demand Zone (First Due Station) – PGFD Units

Demand Zone (First Due Station)	Number of Calls Incoming to Demand Zone	Number of Responses Made by Department in Demand Zone ¹	Percent of Department Workload ²
801	4,538	8,219	2.9
805	1,626	2,829	1.0
806	2,468	4,726	1.7
807	1,021	1,935	0.7
808	3,385	5,939	2.1
809	2,621	5,393	1.9
810	2,388	4,062	1.5
811	1,904	3,976	1.4
812	2,173	3,561	1.3
813	1,606	3,264	1.2
814	2,150	4,732	1.7
815	2	4	< 0.1
816	3,015	5,635	2.0
817	2,648	4,772	1.7
818	2,830	5,431	1.9
819	1,029	1,839	0.7
820	2,648	5,148	1.8
821	4,416	8,367	3.0
823	4,833	9,316	3.3
824	1,231	2,280	0.8
825	7,492	13,883	5.0
826	5,702	10,629	3.8
827	2,489	4,704	1.7
828	3,831	8,593	3.1
829	8,937	16,324	5.8
830	2,601	5,092	1.8
831	2,275	4,481	1.6
832	2,886	5,131	1.8
833	6,015	11,236	4.0

Demand Zone (First Due Station)	Number of Calls Incoming to Demand Zone	Number of Responses Made by Department in Demand Zone ¹	Percent of Department Workload ²
834	4,709	8,159	2.9
835	1,718	4,259	1.5
836	600	1,171	0.4
837	3,091	6,446	2.3
838	2,959	5,446	1.9
839	2,609	4,503	1.6
840	2,052	4,111	1.5
841	2,939	5,586	2.0
842	5,486	9,456	3.4
843	2,007	3,806	1.4
844	3,413	5,991	2.1
845	1,936	3,586	1.3
846	7,254	13,167	4.7
847	3,416	5,978	2.1
848	4,346	8,333	3.0
849	5,460	10,084	3.6
855	2,258	4,254	1.5
Alexandria	34	64	< 0.1
Anne Arundel	924	1,265	0.5
Arlington	2	2	< 0.1
Calvert	18	32	< 0.1
Charles	637	1,254	0.4
DC	20	30	< 0.1
Fairfax	1	2	< 0.1
Howard	220	270	0.1
Joint AFB Andrews	9	13	< 0.1
Montgomery	548	712	0.3
Saint Mary's	14	15	< 0.1
Not Reported	172	227	0.1
Total	149,612	279,723	100.0

¹“Number of Responses” reflects the total number of records in the data file associated with responses made by valid units assigned to PGFD, regardless of calculated busy time.

²“Percent of Department Workload” is based on “Number of Responses Made by Department in Demand Zone.”

Figure 15: Department Workload by Demand Zone (First Due Station) – PGFD Units I

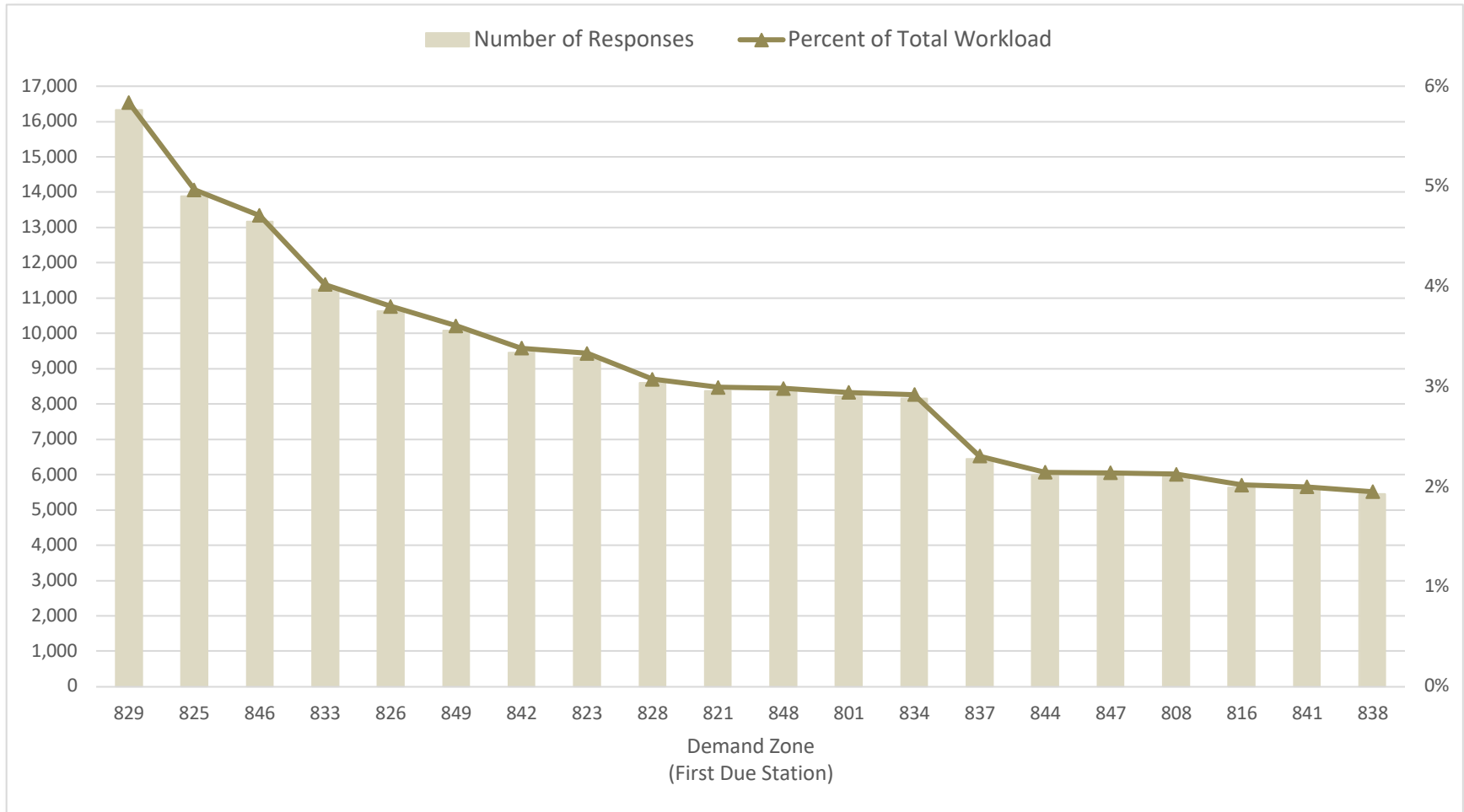


Figure 16: Department Workload by Demand Zone (First Due Station) – PGFD Units II

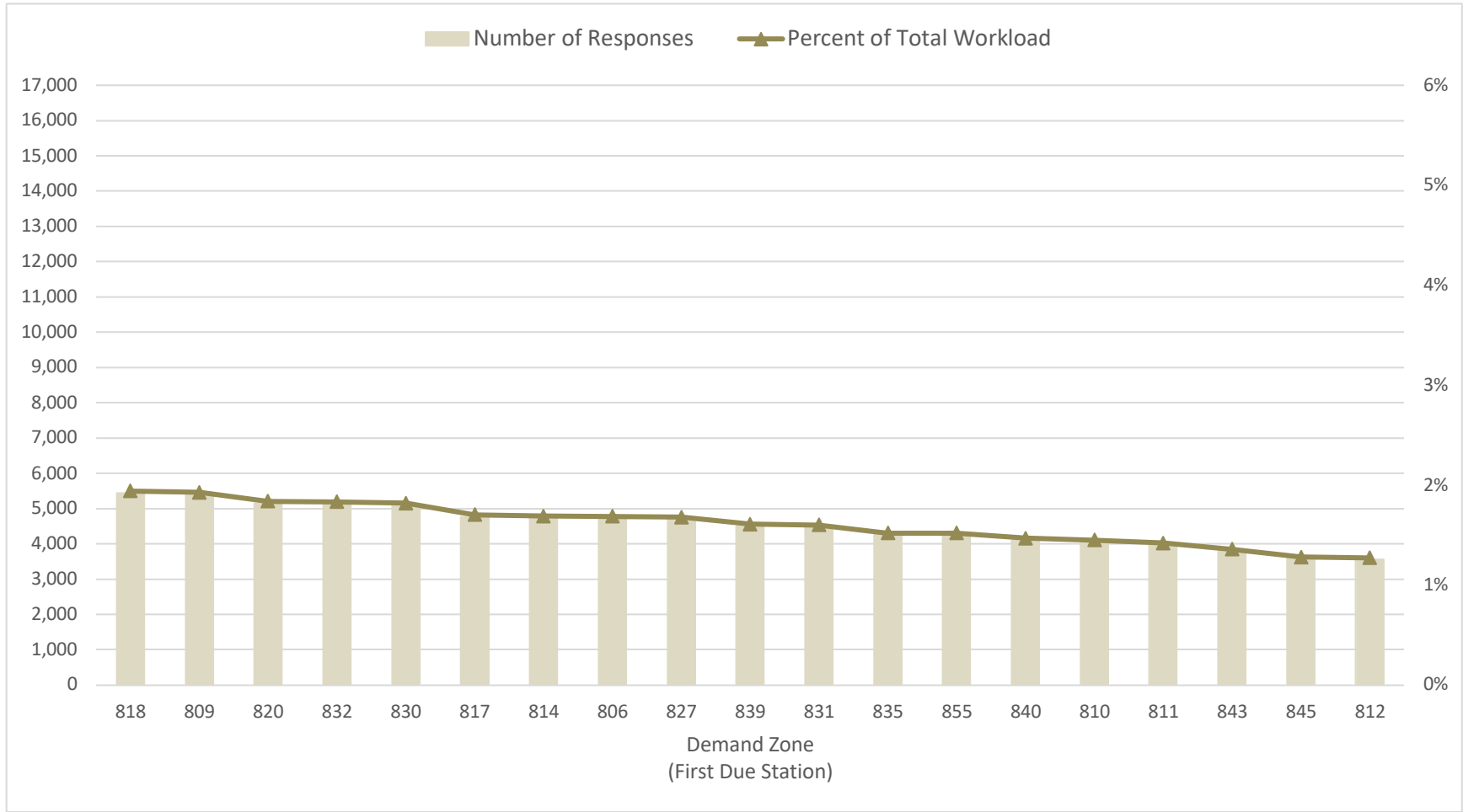
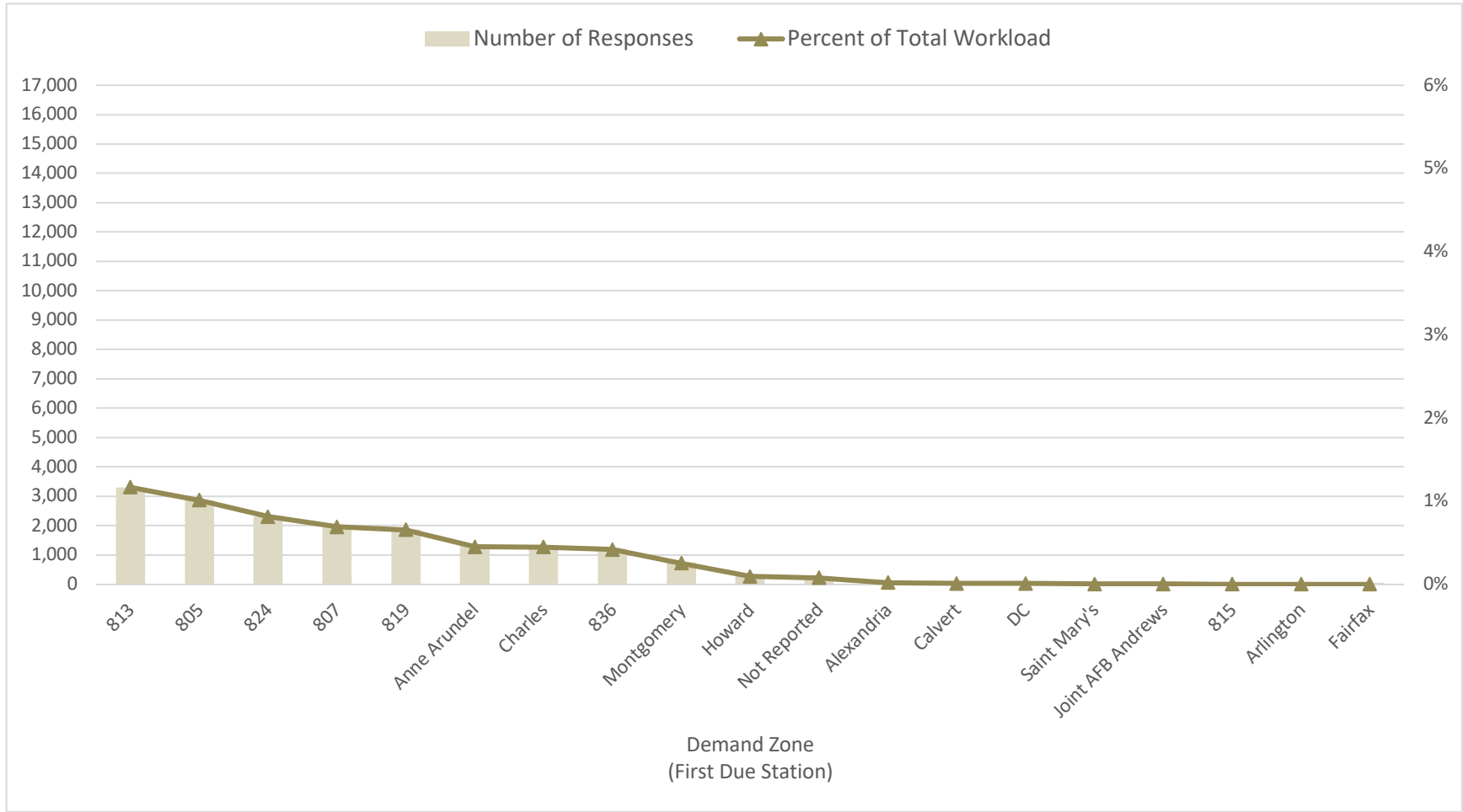


Figure 17: Department Workload by Demand Zone (First Due Station) – PGFD Units III



Workload by PGFD units was also analyzed by demand zone (first due station) and program (Table 26). The highest number of departmental responses made to calls in each program area were as follows: bomb, Station 849's demand zone (n = 18); EMS, Station 829's demand zone (n = 9,963); fire, Station 829's demand zone (n = 2,589); hazmat, Station 829's demand zone (n = 670); non-emergency, Station 829's demand zone (n = 615); and rescue, Station 828's demand zone (n = 2,570).

Table 26: Number of Responses by Demand Zone (First Due Station) and Program – PGFD Units

Demand Zone (First Due Station)	Program					Rescue	Total
	Bomb	EMS	Fire	Hazmat	Non-Emergency		
801	0	5,477	1,341	310	233	858	8,219
805	0	2,025	431	52	68	253	2,829
806	5	2,872	661	169	80	939	4,726
807	0	1,092	414	119	34	276	1,935
808	2	4,240	905	138	124	530	5,939
809	0	2,754	1,147	222	66	1,204	5,393
810	0	2,673	695	142	135	417	4,062
811	3	1,703	716	158	99	1,297	3,976
812	2	2,175	798	228	41	317	3,561
813	0	1,959	458	87	41	719	3,264
814	3	2,418	1,104	486	79	642	4,732
815	0	1	0	0	0	3	4
816	4	3,287	761	187	164	1,232	5,635
817	3	3,171	732	304	112	450	4,772
818	1	3,244	1,106	200	119	761	5,431
819	0	1,193	247	25	35	339	1,839
820	1	2,812	1,119	231	155	830	5,148
821	4	4,890	1,167	417	171	1,718	8,367
823	6	5,473	1,230	350	194	2,063	9,316
824	0	1,151	410	62	41	616	2,280
825	7	9,728	1,900	290	276	1,682	13,883
826	4	7,150	1,732	484	167	1,092	10,629
827	14	2,932	665	185	223	685	4,704
828	3	4,224	1,341	261	194	2,570	8,593
829	7	9,963	2,589	670	615	2,480	16,324
830	1	3,060	777	261	100	893	5,092
831	1	2,334	946	199	76	925	4,481
832	1	3,336	999	149	158	488	5,131
833	2	7,370	1,754	428	181	1,501	11,236
834	0	5,300	1,173	294	122	1,270	8,159
835	1	1,757	516	123	60	1,802	4,259

Demand Zone (First Due Station)	Program						Rescue	Total
	Bomb	EMS	Fire	Hazmat	Non-Emergency			
836	0	677	232	20	43	199	1,171	
837	11	3,681	1,017	190	95	1,452	6,446	
838	0	3,419	867	268	84	808	5,446	
839	2	3,089	674	100	162	476	4,503	
840	4	2,055	609	78	56	1,309	4,111	
841	2	3,027	730	220	78	1,529	5,586	
842	2	6,263	1,491	368	105	1,227	9,456	
843	2	2,203	691	85	105	720	3,806	
844	8	4,332	777	169	126	579	5,991	
845	2	2,043	723	121	144	553	3,586	
846	3	8,666	1,987	492	297	1,722	13,167	
847	3	3,691	977	184	259	864	5,978	
848	4	5,653	1,370	254	222	830	8,333	
849	18	6,177	1,584	408	236	1,661	10,084	
855	2	2,715	773	170	100	494	4,254	
Alexandria	0	10	3	0	1	50	64	
Anne Arundel	0	569	364	105	20	207	1,265	
Arlington	0	2	0	0	0	0	2	
Calvert	0	2	23	3	1	3	32	
Charles	0	266	721	132	14	121	1,254	
DC	0	8	7	0	3	12	30	
Fairfax	0	0	0	0	0	2	2	
Howard	1	60	91	30	0	88	270	
Joint AFB Andrews	0	7	0	0	1	5	13	
Montgomery	0	305	253	26	4	124	712	
Saint Mary's	0	8	7	0	0	0	15	
Not Reported	0	206	6	0	4	11	227	
Total	139	170,898	45,811	10,654	6,323	45,898	279,723	

Finally, workload by outside agency units was analyzed by demand zone (first due station) and program within PGFD’s jurisdiction (Table 27). The highest percentage of responses from outside agency units during 2018-19 occurred in Station 849’s demand zone (999/6,597; 15.1%).

Table 27: Number of Responses by Demand Zone (First Due Station) and Program – Outside Agency Units in PGFD’s Jurisdiction

Demand Zone (First Due Station)	Program					Rescue	Total
	Bomb	EMS	Fire	Hazmat	Non-Emergency		
801	0	22	29	5	4	7	67
805	0	1	7	0	0	4	12
806	0	4	2	0	0	1	7
807	0	0	2	0	0	1	3
808	0	3	9	0	1	1	14
809	0	0	10	0	2	5	17
810	0	136	174	41	1	72	424
811	0	23	15	0	2	39	79
812	0	11	9	4	0	2	26
813	0	2	4	0	0	3	9
814	0	1	14	0	0	0	15
816	0	52	65	20	0	106	243
817	0	9	15	5	0	2	31
818	0	1	17	0	0	2	20
819	0	2	4	1	0	9	16
820	0	6	22	0	3	7	38
821	0	59	114	22	7	154	356
823	0	5	11	1	1	3	21
824	0	137	44	15	1	40	237
825	0	10	25	2	2	6	45
826	0	11	16	2	1	13	43
827	2	2	4	1	3	0	12
828	0	2	9	0	2	8	21
829	0	60	74	12	4	14	164
830	0	2	12	0	2	5	21
831	0	22	58	10	1	9	100
832	0	6	41	0	2	3	52
833	0	13	16	1	1	0	31
834	0	472	213	50	3	112	850
835	0	1	3	0	0	58	62
836	0	24	48	2	1	13	88
837	0	3	5	0	0	2	10
838	0	4	9	0	1	3	17

Demand Zone (First Due Station)	Program					Rescue	Total
	Bomb	EMS	Fire	Hazmat	Non-Emergency		
839	0	73	76	17	1	37	204
840	0	23	44	10	1	79	157
841	0	313	187	86	6	288	880
842	0	257	203	42	2	188	692
843	0	11	43	6	0	20	80
844	0	105	75	10	6	19	215
845	0	6	8	2	0	4	20
846	0	7	19	0	3	2	31
847	0	24	67	10	2	26	129
848	0	3	9	3	2	5	22
849	0	389	290	125	10	185	999
855	0	6	10	0	0	1	17
Total	2	2,323	2,131	505	78	1,558	6,597

TRANSPORT

We analyzed outcomes of calls through an examination of the “Destination” and “Transport” variables available in the data file. Calls were considered to be transport calls if at least one PGFD unit response for the call had a reported value for either variable. Because analyses in this section utilize response times, analyses were conducted using the data file following audits and exclusions based on an examination of time variables (see Appendix for more details).

The number of EMS calls with at least one PGFD response indicating a patient transport during 2018-19 totaled 47,299 (47,299 of 104,517 total EMS calls; 45.3% transport rate; Table 28, by call category; Table 29, by determinant), averaging 129.6 transport calls per day (Table 31).

Duration of a call is defined as the difference between the call received date and time and last unit cleared date and time. The average duration of a non-transport EMS call was 49.5 minutes, and the average duration of a transport EMS call was 95.8 minutes.

Table 28: EMS Non-Transport and Transport Calls by Call Type

Call Category	Non-Transport		Transport		Total Number of Calls	Transport Rate (%)
	Average Call Duration (Minutes)	Number of Calls	Average Call Duration (Minutes)	Number of Calls		
ALSo	56.9	184	--	0	184	0.0
ALS1	57.0	20,073	97.2	22,840	42,913	53.2
ALS2	61.7	2,010	110.7	988	2,998	33.0
BLS0	41.8	17,521	92.4	12,050	29,571	40.7
BLS1	42.3	12,725	90.8	9,581	22,306	43.0
Overdose	42.4	646	92.0	477	1,123	42.5
Police-Active Shooter	15.2	2	--	0	2	0.0
Police-Assault	26.3	2,473	83.3	538	3,011	17.9
Police-Assist	62.1	5	148.7	2	7	28.6
Police-Barricade	273.1	4	209.1	1	5	20.0
Police-Cutting/Stabbing	34.0	347	92.5	146	493	29.6
Police-Domestic	16.6	12	72.6	1	13	7.7
Police-Robbery	14.4	1	--	0	1	0.0
Police-Sexual Assault	34.9	70	100.9	15	85	17.6
Police-Shooting	46.2	245	108.1	103	348	29.6
Police-Suicide	41.9	816	98.3	534	1,350	39.6
Police-Welfare Check	24.9	84	111.3	23	107	21.5
Total	49.5	57,218	95.8	47,299	104,517	45.3

Table 29: EMS Non-Transport and Transport Calls by Determinant

Determinant	Non-Transport		Transport		Total Number of Calls	Transport Rate (%)
	Average Call Duration (Minutes)	Number of Calls	Average Call Duration (Minutes)	Number of Calls		
A	52.4	10,118	92.7	10,366	20,484	50.6
B	47.5	4,293	93.6	3,399	7,692	44.2
C	57.0	9,627	95.5	10,962	20,589	53.2
D	53.6	17,132	98.1	15,686	32,818	47.8
E	57.1	1,190	110.2	356	1,546	23.0
O	48.4	419	87.8	428	847	50.5
Not Reported	33.7	14,439	92.0	6,102	20,541	29.7
Total	49.5	57,218	95.8	47,299	104,517	45.3

However, an examination of the number of EMS transport calls by month during the reporting period yielded zero transport calls reported during July and August of 2018, and only three transport calls reported during September of 2018 (Table 30). The average number of EMS transport calls per month when excluding July through September of 2018 is 5,255. Using this average as an estimate of the number of EMS transport calls that may have occurred during those three months, the adjusted total for the 2018-19 reporting period is 63,061. Using the estimated total number of EMS transport calls, the transport rate would be 60.3% (63,061/104,517), and the average number of EMS transport calls per day would be 172.8.

Table 30: EMS Transport Calls by Month of Reporting Period

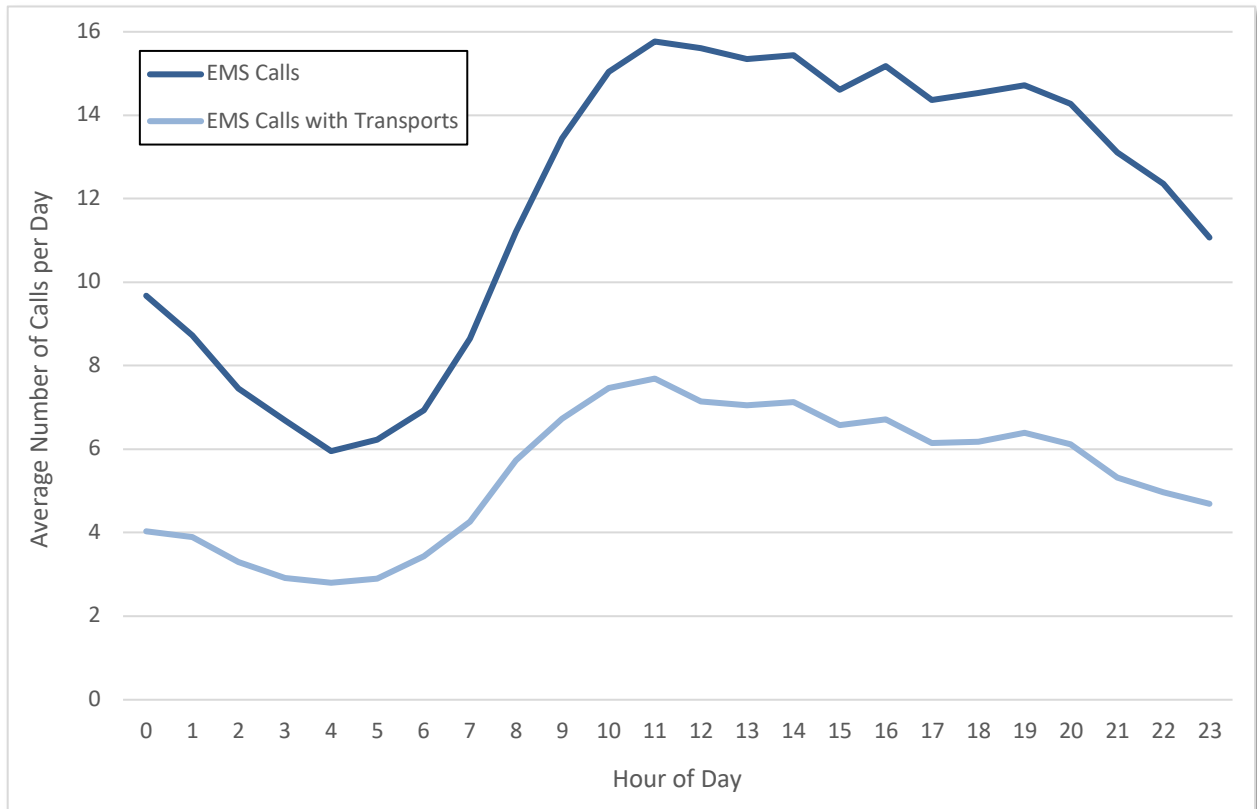
Year	Month	Number of Calls Reported	Number of Calls Estimated
2018	July	0	5,255
	August	0	5,255
	September	3	5,255
	October	5,391	5,391
	November	5,280	5,280
	December	5,362	5,362
2019	January	5,222	5,222
	February	4,935	4,935
	March	5,247	5,247
	April	5,144	5,144
	May	5,552	5,552
	June	5,163	5,163
Total		47,299	63,061

We also analyzed variation of total requests and transport requests by hour of day (Table 31; Figure 18). The variation of total requests and transport requests followed a similar pattern. The busiest period for transport requests occurred at 1100, with 2,808 transport calls occurring in 2018-19 during that hour of the day. The peak transport rate occurred at 0800, wherein 2,091 of 4,093 calls (51.1%) resulted in one or more patients being transported.

Table 31: Total EMS Calls and EMS Calls with Transports and Average Calls per Day by Hour of Day

Hour of Day	Number of Calls	Number of Calls with Transports	Average Calls per Day	Average Calls with Transports per Day	Transport Rate (%)
0	3,534	1,472	9.7	4.0	41.7
1	3,186	1,420	8.7	3.9	44.6
2	2,720	1,202	7.5	3.3	44.2
3	2,439	1,062	6.7	2.9	43.5
4	2,172	1,022	6.0	2.8	47.1
5	2,274	1,059	6.2	2.9	46.6
6	2,527	1,253	6.9	3.4	49.6
7	3,157	1,558	8.6	4.3	49.4
8	4,093	2,091	11.2	5.7	51.1
9	4,910	2,459	13.5	6.7	50.1
10	5,487	2,728	15.0	7.5	49.7
11	5,755	2,808	15.8	7.7	48.8
12	5,697	2,609	15.6	7.1	45.8
13	5,599	2,575	15.3	7.1	46.0
14	5,635	2,600	15.4	7.1	46.1
15	5,331	2,400	14.6	6.6	45.0
16	5,540	2,451	15.2	6.7	44.2
17	5,243	2,243	14.4	6.1	42.8
18	5,303	2,255	14.5	6.2	42.5
19	5,373	2,333	14.7	6.4	43.4
20	5,208	2,231	14.3	6.1	42.8
21	4,786	1,943	13.1	5.3	40.6
22	4,509	1,811	12.4	5.0	40.2
23	4,039	1,714	11.1	4.7	42.4
Total	104,517	47,299	286.3	129.6	45.3

Figure 18: Average Calls and Calls with Transports per Day by Hour of Day



The destination receiving the largest percentage of transported patients during 2018-19 was Prince George's Hospital Center (10,095/47,449; 21.3%), followed by Southern Maryland Hospital (MedStar) (7,760/47,449; 16.4%; Table 32; values based on unit-level records to reflect individual patient transports, not unique calls as with the prior analyses in this section).

Table 32: Transport Destinations

Destination Name ¹	Number of Transports	Percentage of Total Transports
Prince George's Hospital Center - 232	10,095	21.3
Southern Maryland Hospital (MedStar) - 343	7,760	16.4
Doctors Community Hospital - 329	6,444	13.6
Washington Adventist Hospital - 328	5,462	11.5
Fort Washington Hospital - 522	3,081	6.5
United Medical Center, DC - 316	2,501	5.3
Anne Arundel Medical Center - 221	1,972	4.2
Laurel Medical Center (UMCRH) - 352	1,445	3.0
Laurel Regional Medical Center - 352	1,342	2.8
Holy Cross Hospital - 244	1,109	2.3
Children's National at United Medical Center, DC - 416	1,085	2.3
Bowie Health Center (UMCRH) - 353	1,007	2.1
Children's National Medical Center, DC - 317	839	1.8
Bowie Health Center - 353	817	1.7
Inova Alexandria Hospital, VA - 230	707	1.5
Howard County General Hospital (JHM) - 223	478	1.0
Washington Hospital Center (MedStar), DC - 327	469	1.0
Charles Regional (UM) - 291	130	0.3
Providence Hospital, DC - 288	116	0.2
George Washington University Hospital, DC - 335	115	0.2
VA Medical Center - Washington DC - 376	105	0.2
CalvertHealth Medical Center - 266	83	0.2
Howard University Hospital, DC - 270	40	0.1
Suburban Hospital (JHM) - 249	33	0.1
Inova Fairfax Hospital, VA - 305	28	0.1
Laurel Medical Center (UM) - 352	28	0.1
Union Memorial Hospital (MedStar) - 214	22	< 0.1
Georgetown University (MedStar), DC - 337	18	< 0.1
University of Maryland Medical Center - 215	18	< 0.1
Baltimore Washington Medical Center - 222	16	< 0.1
Dorchester (UMSRH) - 294	9	< 0.1

Destination Name ¹	Number of Transports	Percentage of Total Transports
R Adams Cowley Shock Trauma Center - 634	8	< 0.1
Al Dupont Center for Children, DE - 751	7	< 0.1
Holy Cross Germantown Hospital - 444	7	< 0.1
Walter Reed National Military Medical Center - 355	6	< 0.1
Johns Hopkins Hospital ADULT - 204	5	< 0.1
Montgomery Medical Center (MedStar) - 264	5	< 0.1
Atlantic General Hospital - 381	4	< 0.1
Franklin Square (MedStar) - 203	3	< 0.1
Other Facility - 888	3	< 0.1
Sibley Memorial Hospital (JHM), DC - 324	3	< 0.1
St. Mary's Hospital (MedStar) - 333	3	< 0.1
Bon Secours Hospital - 208	2	< 0.1
Carroll Hospital Center - 219	2	< 0.1
Health Care Center / Clinic / Doctor - 991	2	< 0.1
Johns Hopkins Bayview - 201	2	< 0.1
Malcolm Grow Medical Center - 354	2	< 0.1
Union Hospital - 298	2	< 0.1
Baltimore City Public Service Infirmary - 590	1	< 0.1
Beebe Medical Center, DE - 358	1	< 0.1
Greater Baltimore Medical Center - 217	1	< 0.1
Harbor Hospital (MedStar) - 211	1	< 0.1
Jefferson Memorial Hospital - 314	1	< 0.1
Malcolm Grow Medical Clinic - 354	1	< 0.1
Northwest Hospital - 218	1	< 0.1
St. Agnes Hospital - 212	1	< 0.1
War Memorial Hospital, WV - 282	1	< 0.1
Total	47,449	100.0

¹Entries are presented verbatim from the data file.

SYSTEM PERFORMANCE

The first step in determining the current state of the system's deployment model is to establish baseline measures of performance. This analysis is crucial to the ability to discuss alternatives to the status quo and in identifying opportunities for improvement. This portion of the analysis will focus efforts on elements of response time and the cascade of events that lead to timely response with the appropriate apparatus and personnel to mitigate the event. Response time goals should be examined in terms of total reflex time, or total response time, which includes the dispatch or alarm processing time, turnout time, and travel time.

Cascade of Events

The cascade of events is the sum of the individual elements of time beginning with a state of normalcy and continuing until normalcy is once again restored through the mitigation of the event. The elements of time that are important to the ultimate outcome of a structure fire or critical medical emergency begin with the initiation of the event. For example, the first onset of chest pain begins the biological and scientific time clock for heart damage irrespective of when 911 is notified. Similarly, a fire may begin and burn undetected for a period of time before the fire department is notified. The emergency response system does not have control over the time interval for recognition or the choice to request assistance.

Therefore, the department utilizes quantifiable "hard" data points to measure and manage system performance. These elements include alarm processing time, turnout time, travel time, and total response time. An example of the cascade of events and the elements of performance utilized by the department is provided on the next page (Figure 19).⁴

Detection

Detection is the element of time between the time an event occurs (when someone detects it), and the time the emergency response system has been notified. This is typically accomplished by calling the 911 Primary Safety Answering Point (PSAP).

Alarm Processing Time

Alarm processing time (or dispatch time) is the element of time measured between when 911 answers the 911 call, processes the information, and subsequently dispatches departmental units.

⁴ Olathe Fire Department. (2012). Adapted from Community Risk and Emergency Services Analysis: Standard of Cover. Olathe, Kansas: Author.

Turnout Time

Turnout time is the element of time that is measured between the time the department is dispatched or alerted of the emergency incident, and the time when the unit is en route to the call.

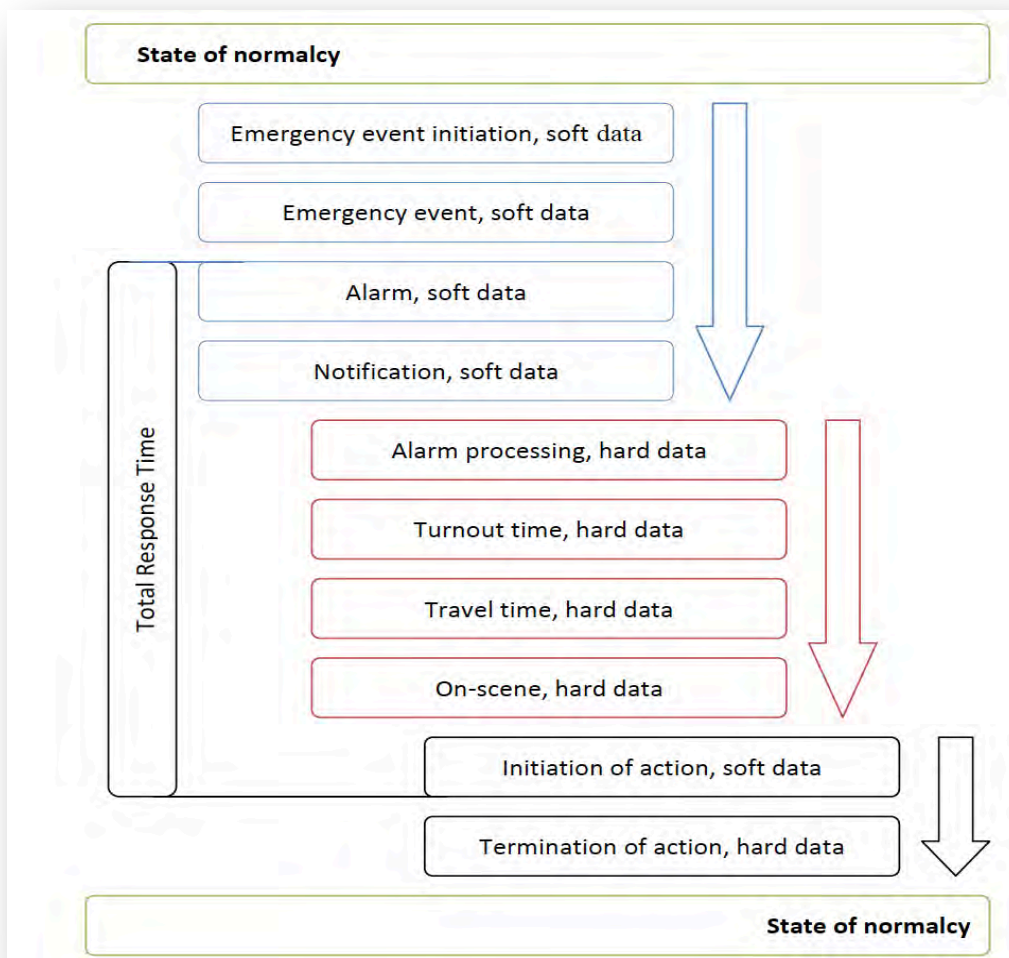
Travel Time

Travel time is the element of time between when a unit went en route, or began to travel to the incident, and the unit's arrival on scene.

Total Response Time

Total response time, or total reflex time, is the total time required to arrive on scene beginning with 911 answering the phone request for service and the time that the units arrive on scene.

Figure 19: Cascade of Events



Response Time Continuum

Emergency Medical Services

The effective response to EMS incidents has a direct correlation to the ability to respond within a specified period of time. However, unlike structure fires, responding to EMS incidents introduces considerable variability in the level of clinical acuity. From this perspective, the association of response time and clinical outcome varies depending on the severity of the injury or the illness. Research has demonstrated that the overwhelming majority of requests for EMS are not time sensitive between five minutes and 11 minutes for emergency responses and 13 minutes for non-emergency responses.⁵ The 12-minute upper threshold is only the upper limit of the available research and is not a clinically significant time measure, as patients were not found to have a significantly different clinical outcome when the 12-minute threshold was exceeded.⁶

Out-of-hospital sudden cardiac arrest is the most identifiable and measured incident type for EMS. In an effort to demonstrate the relationship between response time and clinical outcome, a representation of the cascade of events and the time to defibrillation (shock) is presented in Figure 20. The American Heart Association (AHA) has determined that brain damage will begin to occur between four and six minutes and become irreversible after ten minutes without intervention.

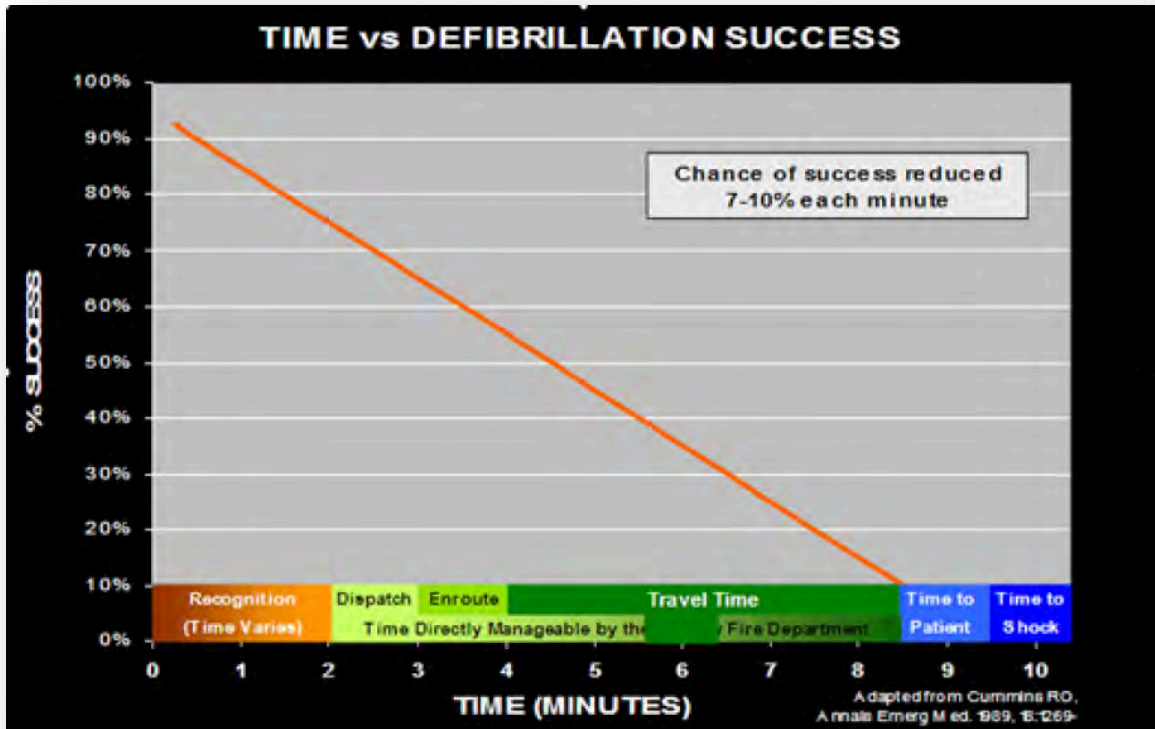
Modern sudden cardiac arrest protocols recognize that high quality Cardio-Pulmonary Resuscitation (CPR) at the Basic Life Support (BLS) level is a quality intervention until defibrillation can be delivered in shockable rhythms. Figure 20⁷ on the next page is representative of a sudden cardiac arrest that is presenting in a shockable heart rhythm such as Ventricular Fibrillation or Ventricular Tachycardia.

⁵ Blackwell, T.H., & Kaufman, J.S. (April 2002). Response time effectiveness: Comparison of response time and survival in an urban emergency medical services system. *Academic Emergency Medicine*, 9(4): 289-295.

⁶ Blackwell, T.H., et al. (Oct-Dec 2009). Lack of association between prehospital response times and patient outcomes. *Prehospital Emergency Care*, 13(4): 444-450.

⁷ Olathe Fire Department. (2012). Adapted from Community Risk and Emergency Services Analysis: Standard of Cover. Olathe, Kansas: Author.

Figure 20: Cascade of Events for Sudden Cardiac Arrest with Shockable Rhythm

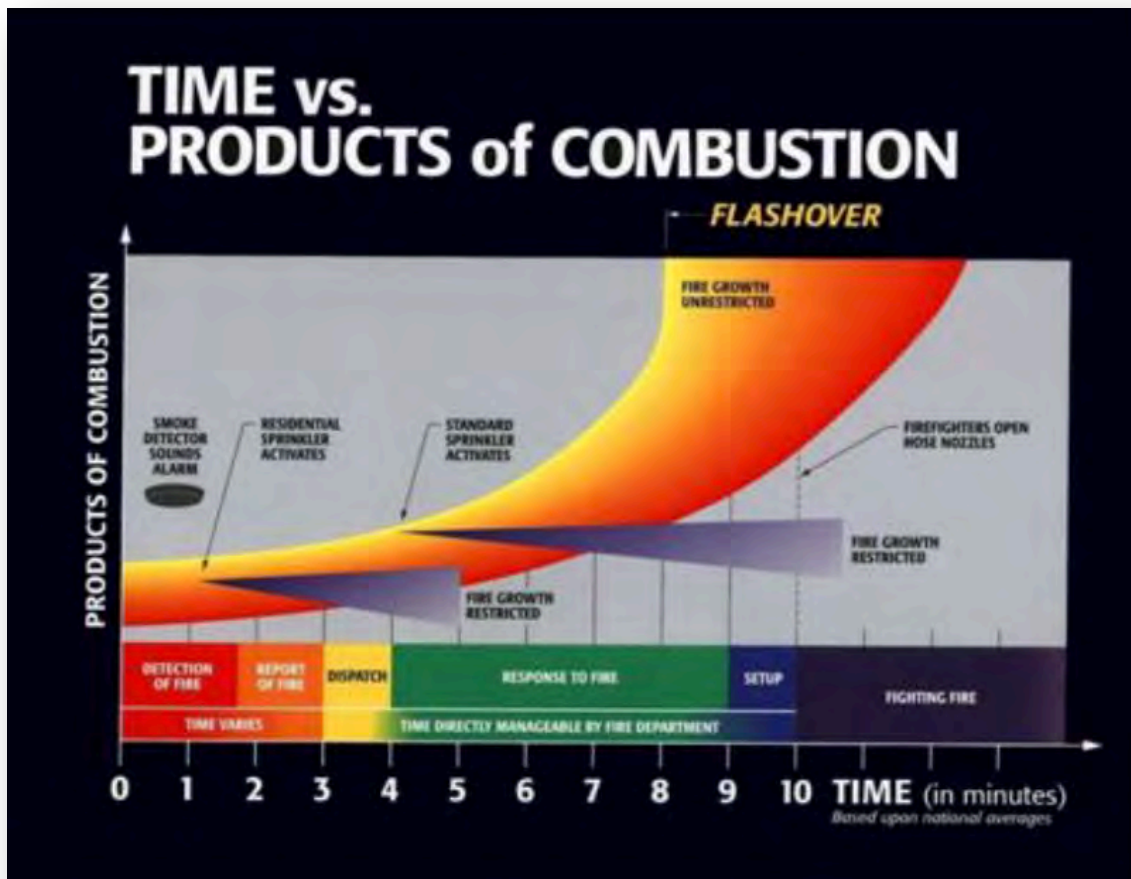


Fire Related Services

The number one priority with structural fire incidents is to save lives followed by the minimization of property damage. A direct relationship exists between the timeliness of the response and the survivability of unprotected occupants and property damage. The most identifiable point of fire behavior is flashover.

Flashover is the point in fire growth where the contents of an entire area, including the smoke, reach their ignition temperature, resulting in a rapid-fire growth rendering the area un-survivable by civilians and untenable for firefighters. Best practices would result in the fire department arriving and attacking the fire prior to the point of flashover. A representation of the traditional time temperature curve and the cascade of events is provided in Figure 21.⁸

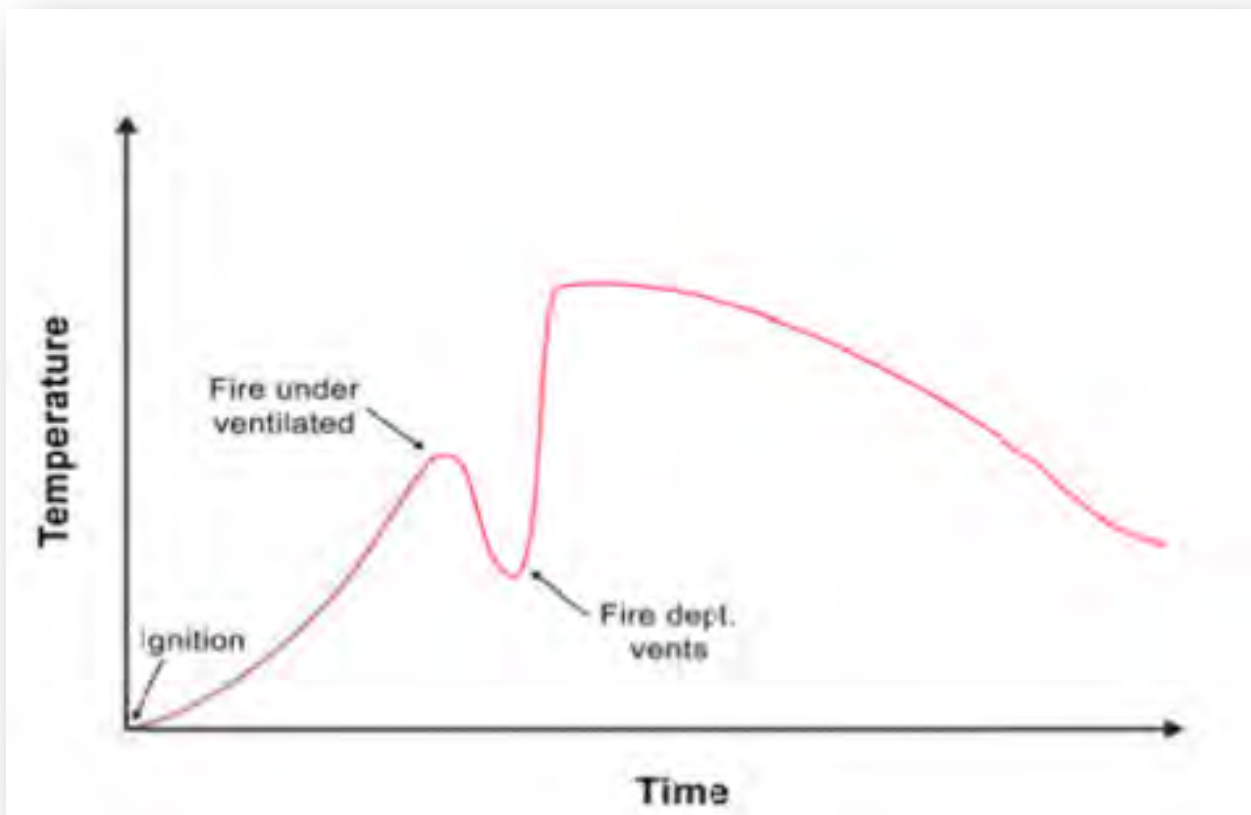
Figure 21: Example of Traditional Time Temperature Curve



⁸ Example of Traditional Time Temperature Curve. Retrieved at <http://www.usfa.fema.gov/downloads/pdf/coffee-break/time-vs-products-of-combustion.pdf>

Recent studies by Underwriter's Laboratories (UL) have found that in compartment fires such as structure fires, flashover occurs within four minutes in modern fire environment. In addition, the UL research has identified an updated time temperature curve due to fires being ventilation-controlled rather than fuel-controlled as represented in the traditional time temperature curve. While this ventilation-controlled environment continues to provide a high risk to unprotected occupants to smoke and high heat, it does provide some advantage to property conservation efforts, as water may be applied to the fire prior to ventilation and the subsequent flashover. An example of UL's ventilation-controlled time temperature curve is provided in Figure 22.⁹

Figure 22: Ventilation-Controlled Time Temperature Curve



⁹ UL/NIST Ventilation Controlled Time Temperature Curve. Retrieved from http://www.nist.gov/fire/fire_behavior.cfm

First Arriving Unit Performance

The analyses in this section focus on performance times related to dispatch (or alarm processing), turnout, travel, and response times, as follows:

“Dispatch Time” was calculated as Unit Dispatch Date and Time minus Call Entry Date and Time

“Turnout Time” was calculated as Unit Enroute Date and Time minus Unit Dispatch Date and Time

“Travel Time” was calculated as Unit Arrival Date and Time minus Unit Enroute Date and Time

“Response Time” was calculated as Unit Arrival Date and Time minus Call Entry Date and Time

“Response Time” may also be calculated by summing relevant dispatch, turnout, and travel times, and “Average Response Time” may be derived by summing relevant average dispatch, turnout, and travel times, but only when the sample data used during calculation of the outcomes are identical for all three outcomes.

Average performance times and performance times at the 90th percentile are reported in this section. The 90th percentile is presented as a more conservative and reliable measure of performance, as this measure is often more robust, or less influenced by outliers, than measures of central tendency such as the average. Best practice is to measure at the 90th percentile. In other words, 90% of all performance is captured, expecting that 10% of the time the department may experience abnormal conditions that would typically be considered outliers. For example, if the department were to report an *average* response time of six minutes, then in a normally distributed set of data, half of the responses would be longer than six minutes and half of the responses would be shorter than six minutes. Utilizing six minutes as an example again, a 90th percentile value of six minutes communicates that 9 out of 10 times, the department performance is six minutes or better (faster) and is therefore more predictable and more clearly articulated to policy makers and the community. Note, however, that the sum of the 90th percentile values for dispatch, turnout, and travel times is not equivalent to the 90th percentile response time.

Analyses of performance times focused on emergency (lights and sirens) responses from PGFD’s first arriving primary front-line units for all unique incidents. PGFD leadership classified “Incident Call Type Final” values from the data file as “Emergency” or “Non-Emergency” to allow for the selection of responses to “Emergency” call types only. PGFD units considered by department leadership to be primary front-line units appropriate for inclusion in performance time analyses appear in Table 33. Call types identified by PGFD leadership as “Non-Emergency” to exclude from performance time analyses appear in Table 34.

During the audit and exclusion process, calculated times with negative or zero values were excluded from all related analyses, and calculated times considered to be outliers were also excluded from all related analyses (see Appendix for more details).

Table 33: PGFD Units Appropriate for Inclusion in Performance Time Analyses

Unit ID	Unit Station	Unit Type
A801	801	AMBULANCE
A801B	801	AMBULANCE
A805	805	AMBULANCE
A806	806	AMBULANCE
A807	807	AMBULANCE
A808	808	AMBULANCE
A809	809	AMBULANCE
A809B	809	AMBULANCE
A810	810	AMBULANCE
A810B	810	AMBULANCE
A811	811	AMBULANCE
A811B	811	AMBULANCE
A811C	811	AMBULANCE
A812	812	AMBULANCE
A812B	812	AMBULANCE
A812C	812	AMBULANCE
A813	813	AMBULANCE
A814	814	AMBULANCE
A814B	814	AMBULANCE
A817	817	AMBULANCE
A818	818	AMBULANCE
A818B	818	AMBULANCE
A819	819	AMBULANCE
A820	820	AMBULANCE
A821	821	AMBULANCE
A823	823	AMBULANCE
A824	824	AMBULANCE
A825	825	AMBULANCE
A826	826	AMBULANCE
A826B	826	AMBULANCE
A827	827	AMBULANCE
A827B	827	AMBULANCE
A829	829	AMBULANCE
A829B	829	AMBULANCE
A830	830	AMBULANCE
A831	831	AMBULANCE
A832	832	AMBULANCE
A833	833	AMBULANCE

Unit ID	Unit Station	Unit Type
A834	834	AMBULANCE
A835	835	AMBULANCE
A835B	835	AMBULANCE
A836	836	AMBULANCE
A838	838	AMBULANCE
A839	839	AMBULANCE
A839B	839	AMBULANCE
A840	840	AMBULANCE
A841	841	AMBULANCE
A842	842	AMBULANCE
A843	843	AMBULANCE
A844	844	AMBULANCE
A846	846	AMBULANCE
A847	847	AMBULANCE
A848	848	AMBULANCE
A848B	848	AMBULANCE
A849	849	AMBULANCE
A849B	849	AMBULANCE
A849C	849	AMBULANCE
A855	855	AMBULANCE
A858	SEU	AMBULANCE
A899	EMS	AMBULANCE
BR823	823	BRUSH
BR824	824	BRUSH
BR831	831	BRUSH
BR832	832	BRUSH
BR836	836	BRUSH
BR839	839	BRUSH
BR840	840	BRUSH
BR848	848	BRUSH
E801	801	ENGINE
E801B	801	ENGINE
E805B	805	ENGINE
E806P	806	ENGINE
E807	807	ENGINE
E807B	807	ENGINE
E808	808	ENGINE
E808B	808	ENGINE
E809	809	ENGINE

Unit ID	Unit Station	Unit Type
E809B	809	ENGINE
E809C	809	ENGINE
E810	810	ENGINE
E810B	810	ENGINE
E810C	810	ENGINE
E811	811	ENGINE
E811B	811	ENGINE
E812	812	ENGINE
E812B	812	ENGINE
E813	813	ENGINE
E813B	813	ENGINE
E816B	816	ENGINE
E816P	816	ENGINE
E817	817	ENGINE
E817B	817	ENGINE
E818	818	ENGINE
E819	819	ENGINE
E819B	819	ENGINE
E820	820	ENGINE
E820B	820	ENGINE
E820BP	820	ENGINE
E820P	820	ENGINE
E821P	821	ENGINE
E823P	823	ENGINE
E824	824	ENGINE
E824B	824	ENGINE
E825	825	ENGINE
E825B	825	ENGINE
E825BP	825	ENGINE
E825P	825	ENGINE
E826	826	ENGINE
E826B	826	ENGINE
E827	827	ENGINE
E828	828	ENGINE
E828B	828	ENGINE
E829	829	ENGINE
E829B	829	ENGINE
E830	830	ENGINE
E831	831	ENGINE

Unit ID	Unit Station	Unit Type
E831B	831	ENGINE
E832	832	ENGINE
E832B	832	ENGINE
E832BP	832	ENGINE
E832P	832	ENGINE
E833	833	ENGINE
E833B	833	ENGINE
E834	834	ENGINE
E834B	834	ENGINE
E835	835	ENGINE
E835B	835	ENGINE
E835BP	835	ENGINE
E835P	835	ENGINE
E836B	836	ENGINE
E837	837	ENGINE
E837B	837	ENGINE
E838	838	ENGINE
E838P	838	ENGINE
E839	839	ENGINE
E839B	839	ENGINE
E840	840	ENGINE
E840P	840	ENGINE
E842	842	ENGINE
E842B	842	ENGINE
E843	843	ENGINE
E843B	843	ENGINE
E844	844	ENGINE
E845	845	ENGINE
E845P	845	ENGINE
E846	846	ENGINE
E847	847	ENGINE
E847P	847	ENGINE
E848	848	ENGINE
E848B	848	ENGINE
E849	849	ENGINE
E853	SEU	ENGINE
E855	855	ENGINE
E855B	855	ENGINE
ET823	823	ENGINE TANKER

Unit ID	Unit Station	Unit Type
ET836	836	ENGINE TANKER
MD810	810	MEDIC
MD812	812	MEDIC
MD818	818	MEDIC
MD825	825	MEDIC
MD826	826	MEDIC
MD829	829	MEDIC
MD830	830	MEDIC
MD840	840	MEDIC
MD844	844	MEDIC
MD845	845	MEDIC
MD846	846	MEDIC
MD847	847	MEDIC
MP824	824	MINI PUMPER
MP828	828	MINI PUMPER
MP833	833	MINI PUMPER
MP837	837	MINI PUMPER
PA801	801	PARAMEDIC AMB
PA801B	801	PARAMEDIC AMB
PA805	805	PARAMEDIC AMB
PA806	806	PARAMEDIC AMB
PA811	811	PARAMEDIC AMB
PA811B	811	PARAMEDIC AMB
PA812	812	PARAMEDIC AMB
PA812B	812	PARAMEDIC AMB
PA814	814	PARAMEDIC AMB
PA814B	814	PARAMEDIC AMB
PA816	816	PARAMEDIC AMB
PA820	820	PARAMEDIC AMB
PA821	821	PARAMEDIC AMB
PA823	823	PARAMEDIC AMB
PA832	832	PARAMEDIC AMB
PA835	835	PARAMEDIC AMB
PA838	838	PARAMEDIC AMB
PA839	839	PARAMEDIC AMB
PA840	840	PARAMEDIC AMB
PA842	842	PARAMEDIC AMB
PA845	845	PARAMEDIC AMB
PA847	847	PARAMEDIC AMB

Unit ID	Unit Station	Unit Type
PA849	849	PARAMEDIC AMB
PA849C	849	PARAMEDIC AMB
PA865	865	PARAMEDIC AMB
PE805	805	PARAMEDIC ENG
PE805B	805	PARAMEDIC ENG
PE830	830	PARAMEDIC ENG
PE830B	830	PARAMEDIC ENG
PE836	836	PARAMEDIC ENG
PE836B	836	PARAMEDIC ENG
PE841	841	PARAMEDIC ENG
PE841B	841	PARAMEDIC ENG
PE842	842	PARAMEDIC ENG
PE844	844	PARAMEDIC ENG
PE846	846	PARAMEDIC ENG
PET836	836	PARAMEDIC ENG TANKER
RE818	818	RESCUE ENG
RE827	827	RESCUE ENG
RE833	833	RESCUE ENG
RE840	840	RESCUE ENG
RE840P	840	RESCUE ENG
RE849	849	RESCUE ENG
SQ801	801	SQUAD
SQ806P	806	SQUAD
SQ814	814	SQUAD
SQ814B	814	SQUAD
SQ818	818	SQUAD
SQ820	820	SQUAD
SQ820P	820	SQUAD
SQ827	827	SQUAD
SQ840	840	SQUAD
SQ840P	840	SQUAD
SQ847	847	SQUAD
SQ847P	847	SQUAD
SQ849	849	SQUAD
TK801	801	TRUCK
TK809	809	TRUCK
TK812	812	TRUCK
TK814	814	TRUCK
TK819	819	TRUCK

Unit ID	Unit Station	Unit Type
TK821P	821	TRUCK
TK825	825	TRUCK
TK825P	825	TRUCK
TK826	826	TRUCK
TK828	828	TRUCK
TK829	829	TRUCK
TK831	831	TRUCK
TK832	832	TRUCK
TK832P	832	TRUCK
TK833	833	TRUCK
TK834	834	TRUCK
TK837	837	TRUCK
TK838P	838	TRUCK
TK843	843	TRUCK
TK855	855	TRUCK
TN823	823	TANKER
TN836	836	TANKER
TN840	840	TANKER
TN843	843	TANKER
TR806	806	TECH RESCUE
TW807	807	TOWER
TW810	810	TOWER
TW819	819	TOWER
TW824	824	TOWER
TW824P	824	TOWER
TW826	826	TOWER
TW833	833	TOWER
TW839	839	TOWER
TW843	843	TOWER
TW845	845	TOWER
TW845P	845	TOWER

Table 34: Non-Emergency Call Types to Exclude from Performance Time Analyses

Call Type
BLS0
Device / Package
EMS Other
Hazmat
Investigation
Overdose
Police-Active Shooter
Police-Assault
Police-Assist
Police-Barricade
Police-Cutting/Stabbing
Police-Domestic
Police-Robbery
Police-Sexual Assault
Police-Shooting
Police-Suicide
Police-Welfare Check
Service
Water Rescue

Average and 90th percentile dispatch, turnout, travel, and response times by jurisdiction, staffing model, and program are presented in Tables 35 and 36, respectively. Average dispatch, turnout, travel, and response times within PGFD’s jurisdiction by program are depicted in Figure 23. Lastly, 90th percentile travel times to calls within PGFD’s jurisdiction are presented by staffing model and unit type in Table 37.

Table 35: Average Performance Times by Jurisdiction, Staffing Model, and Program – First Arriving PGFD Units

Jurisdiction	Staffing Model	Program	Dispatch Time (Minutes)	Turnout Time (Minutes)	Travel Time (Minutes)	Response Time (Minutes)	Sample Size ¹
All Incident Areas	Career	Bomb	--	0.9	7.8	--	2
		EMS	3.2	1.4	5.5	10.0	47,637
		Fire	2.8	1.3	5.1	9.1	10,059
		Hazmat	2.5	1.3	5.4	9.1	1,419
		Rescue	3.7	1.3	4.9	9.7	9,305
		Total	3.2	1.4	5.4	9.9	68,422
	Combination	Bomb	--	1.7	3.2	--	2
		EMS	3.2	1.4	4.6	9.2	10,546
		Fire	2.9	1.2	3.8	8.3	2,906
		Hazmat	2.5	1.2	4.4	7.9	516
		Rescue	3.9	1.3	4.3	9.4	2,290
		Total	3.3	1.4	4.4	9.1	16,260
	Volunteer	Bomb	--	2.0	4.9	--	1
		EMS	3.4	1.4	4.7	9.5	6,146
		Fire	2.8	1.2	4.1	8.3	2,072
		Hazmat	2.4	1.2	4.8	8.3	358
		Rescue	3.9	1.3	4.2	9.3	1,991
		Total	3.4	1.3	4.5	9.2	10,568
	Other	Bomb	--	--	--	--	0
		EMS	3.3	2.0	4.3	9.3	187
		Fire	--	0.2	2.6	--	4
		Hazmat	--	0.3	0.5	--	1
		Rescue	2.8	2.5	4.2	9.6	11
		Total	3.3	2.0	4.3	9.3	203
Total			3.2	1.4	5.1	9.7	95,453

Jurisdiction	Staffing Model	Program	Dispatch Time (Minutes)	Turnout Time (Minutes)	Travel Time (Minutes)	Response Time (Minutes)	Sample Size ¹
Within PGFD	Career	Bomb	--	0.9	7.8	--	2
		EMS	3.2	1.4	5.5	10.0	47,232
		Fire	2.8	1.3	5.1	9.1	10,021
		Hazmat	2.5	1.3	5.4	9.1	1,412
		Rescue	3.7	1.3	4.9	9.7	9,248
		Total	3.2	1.4	5.3	9.9	67,915
	Combination	Bomb	--	1.7	3.2	--	2
		EMS	3.2	1.4	4.5	9.2	10,450
		Fire	2.9	1.2	3.7	8.3	2,883
		Hazmat	2.5	1.2	4.3	7.9	506
		Rescue	3.9	1.3	4.3	9.4	2,249
		Total	3.3	1.4	4.4	9.1	16,090
	Volunteer	Bomb	--	2.0	4.9	--	1
		EMS	3.4	1.4	4.7	9.5	6,143
		Fire	2.8	1.2	4.1	8.3	2,071
		Hazmat	2.4	1.2	4.8	8.3	358
		Rescue	3.9	1.3	4.2	9.3	1,987
		Total	3.4	1.3	4.5	9.2	10,560
	Other	Bomb	--	--	--	--	0
		EMS	3.3	2.0	4.4	9.4	179
		Fire	--	0.2	2.7	--	3
Hazmat		--	0.3	0.5	--	1	
Rescue		2.8	2.5	4.2	9.6	11	
Total		3.3	2.0	4.4	9.3	194	
Total		3.2	1.4	5.1	9.7	94,759	

Jurisdiction	Staffing Model	Program	Dispatch Time (Minutes)	Turnout Time (Minutes)	Travel Time (Minutes)	Response Time (Minutes)	Sample Size ¹
Outside of PGFD	Career	Bomb	--	--	--	--	0
		EMS	--	1.5	11.0	--	405
		Fire	--	1.4	16.1	--	38
		Hazmat	--	2.1	9.8	--	7
		Rescue	--	1.6	8.0	--	57
		Total	--	1.5	11.1	--	507
	Combination	Bomb	--	--	--	--	0
		EMS	--	1.5	10.5	--	96
		Fire	--	1.2	9.9	--	23
		Hazmat	--	0.8	13.5	--	10
		Rescue	--	1.0	7.1	--	41
		Total	--	1.3	9.8	--	170
	Volunteer	Bomb	--	--	--	--	0
		EMS	--	1.2	10.5	--	3
		Fire	--	1.5	12.9	--	1
		Hazmat	--	--	--	--	0
		Rescue	--	0.1	7.3	--	4
		Total	--	0.8	9.7	--	8
	Other	Bomb	--	--	--	--	0
		EMS	--	0.3	2.1	--	8
		Fire	--	0.2	2.4	--	1
Hazmat		--	--	--	--	0	
Rescue		--	--	--	--	0	
Total		--	0.3	2.2	--	9	
Total			--	1.5	10.7	--	694

¹Sample sizes reflect the number of responses to emergency calls made by first arriving primary front-line units assigned to PGFD; due to missing or excluded time data, sample sizes corresponding to individual table metrics may be smaller.

Table 36: 90th Percentile Performance Times by Jurisdiction, Staffing Model, and Program – First Arriving PGFD Units

Jurisdiction	Staffing Model	Program	Dispatch Time (Minutes)	Turnout Time (Minutes)	Travel Time (Minutes)	Response Time (Minutes)	Sample Size ¹
All Incident Areas	Career	Bomb	--	--	--	--	2
		EMS	4.6	2.2	8.9	14.0	47,637
		Fire	4.3	2.0	8.5	13.1	10,059
		Hazmat	4.0	2.0	8.6	12.5	1,419
		Rescue	6.0	2.0	8.5	14.8	9,305
		Total	4.8	2.1	8.8	14.0	68,422
	Combination	Bomb	--	--	--	--	2
		EMS	4.9	2.2	7.7	12.8	10,546
		Fire	4.6	2.1	6.5	12.0	2,906
		Hazmat	3.7	2.0	6.8	10.9	516
		Rescue	6.3	2.1	8.0	14.7	2,290
		Total	5.0	2.2	7.5	12.9	16,260
	Volunteer	Bomb	--	--	--	--	1
		EMS	5.2	2.3	7.8	13.4	6,146
		Fire	4.5	1.9	6.9	11.5	2,072
		Hazmat	3.7	1.8	7.7	11.2	358
		Rescue	6.3	2.0	7.4	14.4	1,991
		Total	5.2	2.2	7.6	13.2	10,568
	Other	Bomb	--	--	--	--	0
		EMS	4.9	3.0	8.0	14.6	187
		Fire	--	--	--	--	4
		Hazmat	--	--	--	--	1
		Rescue	--	4.2	16.3	--	11
		Total	4.9	3.0	8.0	14.6	203
Total			4.9	2.1	8.5	13.8	95,453

Jurisdiction	Staffing Model	Program	Dispatch Time (Minutes)	Turnout Time (Minutes)	Travel Time (Minutes)	Response Time (Minutes)	Sample Size ¹
Within PGFD	Career	Bomb	--	--	--	--	2
		EMS	4.6	2.2	8.8	14.0	47,232
		Fire	4.3	2.0	8.5	13.1	10,021
		Hazmat	4.0	2.0	8.6	12.5	1,412
		Rescue	6.0	2.0	8.5	14.8	9,248
		Total	4.8	2.1	8.7	14.0	67,915
	Combination	Bomb	--	--	--	--	2
		EMS	4.9	2.2	7.6	12.8	10,450
		Fire	4.6	2.1	6.4	12.0	2,883
		Hazmat	3.7	2.0	6.7	10.9	506
		Rescue	6.3	2.1	7.9	14.7	2,249
		Total	5.0	2.2	7.4	12.9	16,090
	Volunteer	Bomb	--	--	--	--	1
		EMS	5.2	2.3	7.8	13.4	6,143
		Fire	4.5	1.9	6.9	11.5	2,071
		Hazmat	3.7	1.8	7.7	11.2	358
		Rescue	6.3	2.0	7.4	14.4	1,987
		Total	5.2	2.2	7.6	13.2	10,560
	Other	Bomb	--	--	--	--	0
		EMS	4.9	3.0	8.1	14.8	179
		Fire	--	--	--	--	3
		Hazmat	--	--	--	--	1
		Rescue	--	4.2	16.3	--	11
		Total	4.9	3.1	8.1	14.8	194
Total		4.9	2.1	8.4	13.8	94,759	

Jurisdiction	Staffing Model	Program	Dispatch Time (Minutes)	Turnout Time (Minutes)	Travel Time (Minutes)	Response Time (Minutes)	Sample Size ¹
Outside of PGFD	Career	Bomb	--	--	--	--	0
		EMS	--	2.3	17.4	--	405
		Fire	--	2.8	35.1	--	38
		Hazmat	--	--	--	--	7
		Rescue	--	2.1	13.2	--	57
		Total	--	2.3	18.7	--	507
	Combination	Bomb	--	--	--	--	0
		EMS	--	2.3	15.3	--	96
		Fire	--	2.3	15.0	--	23
		Hazmat	--	1.8	45.8	--	10
		Rescue	--	1.7	12.1	--	41
		Total	--	2.1	14.5	--	170
	Volunteer	Bomb	--	--	--	--	0
		EMS	--	--	--	--	3
		Fire	--	--	--	--	1
		Hazmat	--	--	--	--	0
		Rescue	--	--	--	--	4
		Total	--	--	--	--	8
	Other	Bomb	--	--	--	--	0
		EMS	--	--	--	--	8
		Fire	--	--	--	--	1
Hazmat		--	--	--	--	0	
Rescue		--	--	--	--	0	
Total		--	--	--	--	9	
Total			--	2.3	17.6	--	694

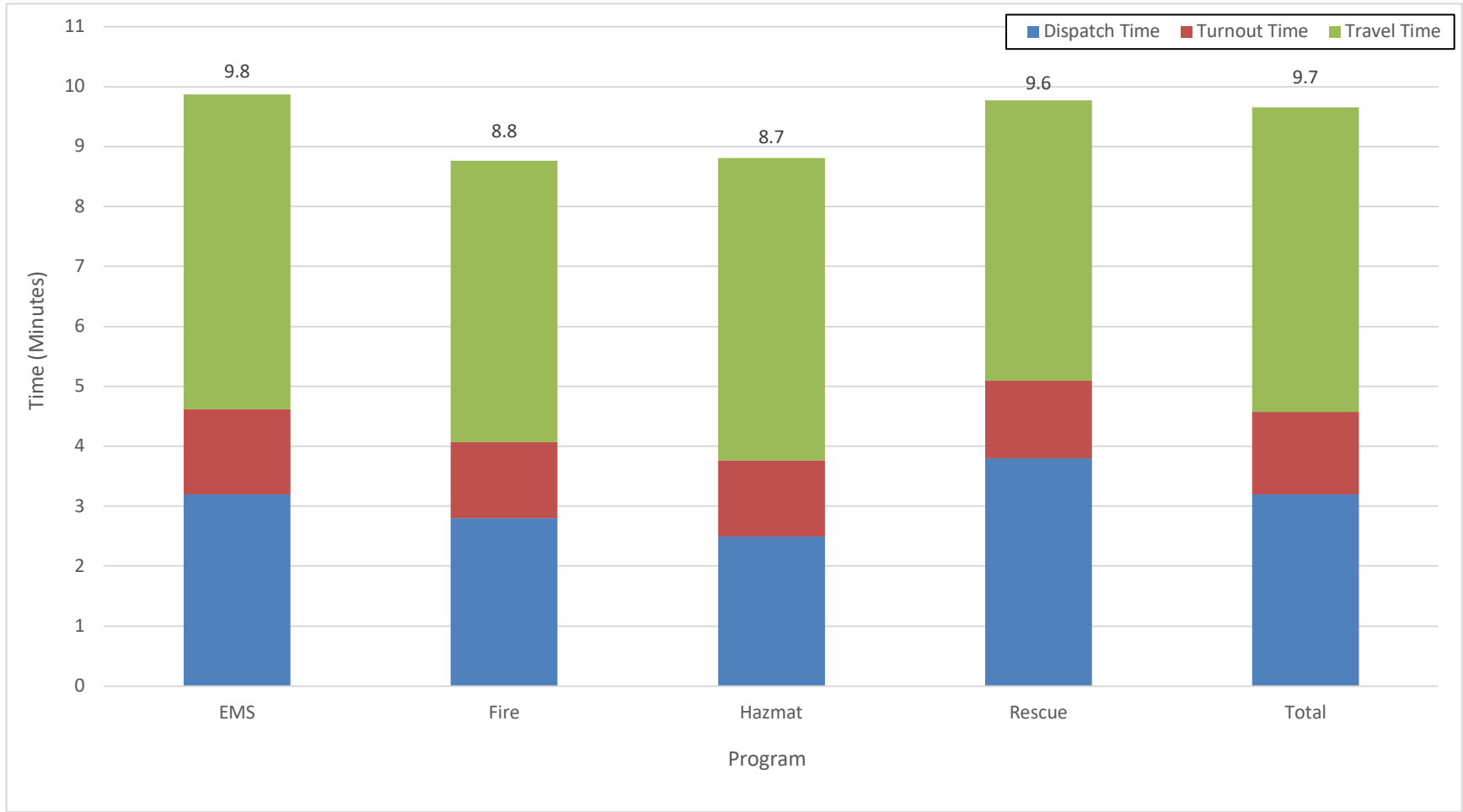
¹Sample sizes reflect the number of responses to emergency calls made by first arriving primary front-line units assigned to PGFD; due to missing or excluded time data, sample sizes corresponding to individual table metrics may be smaller.

Table 37: 90th Percentile Travel Times by Staffing Model and Unit Type – First Arriving PGFD Units in PGFD’s Jurisdiction

Staffing Model	Unit Type	Travel Time (Minutes)	Number of First Arrivals	Number of First Arrivals with Travel Times
Career	Ambulance	9.2	22,797	22,342
	Brush	22.7	15	15
	Engine	8.0	19,617	19,329
	Engine Tanker	12.7	34	29
	Medic	8.9	5,662	5,534
	Mini Pumper	--	10	9
	Paramedic Ambulance	9.6	8,238	8,075
	Paramedic Engine	7.7	8,036	7,874
	Paramedic Engine Tanker	13.8	14	14
	Rescue Engine	9.5	727	712
	Squad	8.7	1,434	1,409
	Tanker	--	3	2
	Tech Rescue	--	1	1
	Tower	8.7	288	282
	Truck	8.4	1,045	1,009
Total	8.7	67,921	66,636	
Combination	Ambulance	8.0	7,274	7,109
	Engine	6.4	4,979	4,872
	Medic	8.5	649	634
	Mini Pumper	7.1	418	404
	Paramedic Ambulance	7.3	329	321
	Rescue Engine	7.2	594	569
	Squad	7.5	729	711
	Tower	8.3	239	232
	Truck	6.3	873	846
	Total	7.4	16,084	15,698

Staffing Model	Unit Type	Travel Time (Minutes)	Number of First Arrivals	Number of First Arrivals with Travel Times
Volunteer	Ambulance	8.6	3,962	3,852
	Engine	6.6	5,502	5,375
	Mini Pumper	7.3	13	13
	Paramedic Ambulance	--	2	2
	Rescue Engine	7.9	268	257
	Squad	8.8	385	374
	Tower	4.3	15	13
	Truck	7.2	413	398
	Total	7.6	10,560	10,284
Other	Ambulance	8.2	181	173
	Engine	--	10	8
	Paramedic Ambulance	--	3	0
	Total	8.1	194	181
Total		8.4	94,759	92,799

Figure 23: Average Performance Times by Program – First Arriving PGFD Units in PGFD’s Jurisdiction



Turnout and Travel Time Distributions

Additional analyses related to the response characteristics of first arriving PGFD units were conducted. The analyses in this section focused on responses from primary front-line PGFD units arriving first on scene to emergency calls across all incident areas.

To first recap data presented previously in Table 35 and Table 36, first arriving primary front-line PGFD units to calls across all incident areas had an overall average turnout time of 1.4 minutes, and a turnout time of 2.1 minutes at the 90th percentile (Table 38). A total of 25,044 of 93,189 calls with turnout times (26.9%) experienced turnout times of one minute or less, and 86.7% of calls (80,819/93,189) experienced turnout times of two minutes or less (Figure 24). The overall average travel time was 5.1 minutes; performance at the 90th percentile for travel time was 8.5 minutes. A total of 20,685 of 93,448 calls with travel times (22.1%) experienced travel times of three minutes or less, and 39.4% of calls (36,785/93,448) experienced travel times of four minutes or less (Figure 25). The average response time was 9.7 minutes; performance at the 90th percentile for response time was 13.8 minutes.

Table 38: Average and 90th Percentile Performance Times – First Arriving PGFD Units

Measure	Average (Minutes)	90 th Percentile (Minutes)
Dispatch Time	3.2	4.9
Turnout Time	1.4	2.1
Travel Time	5.1	8.5
Response Time	9.7	13.8

Figure 24: Distribution of Turnout Time of First Arriving PGFD Units – All Calls

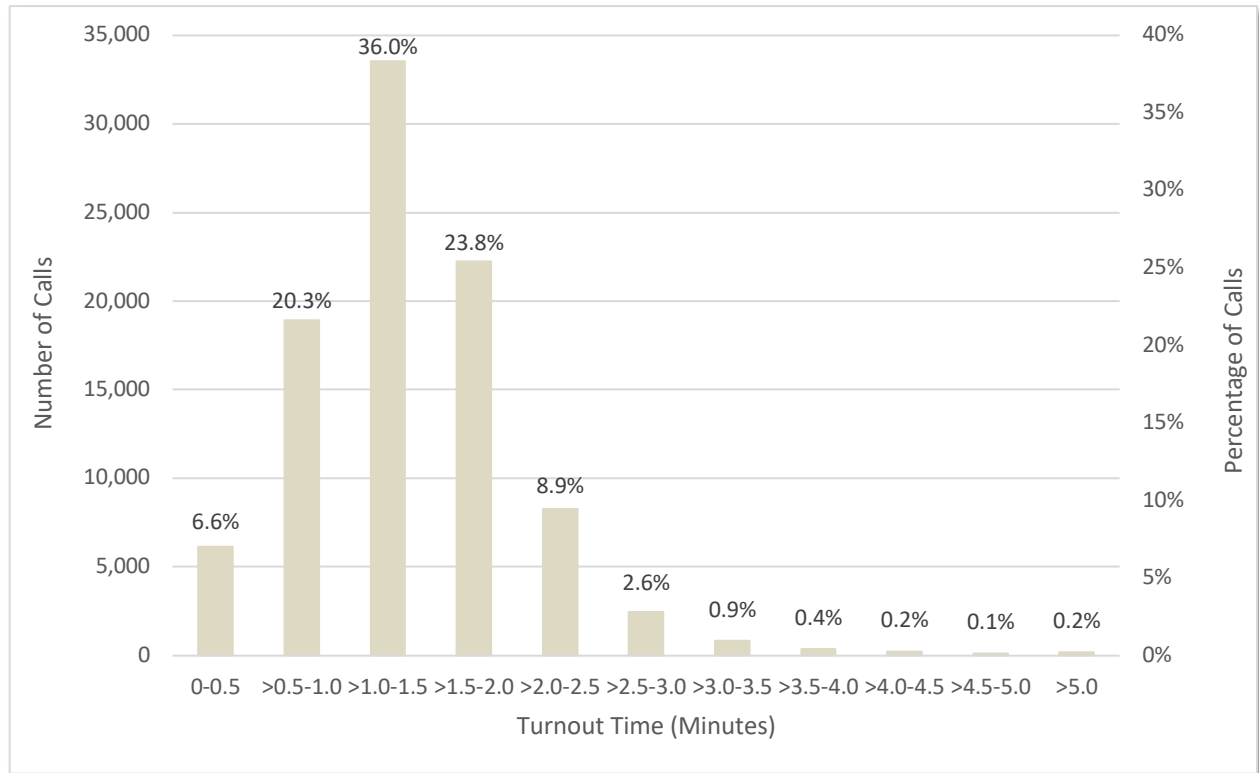
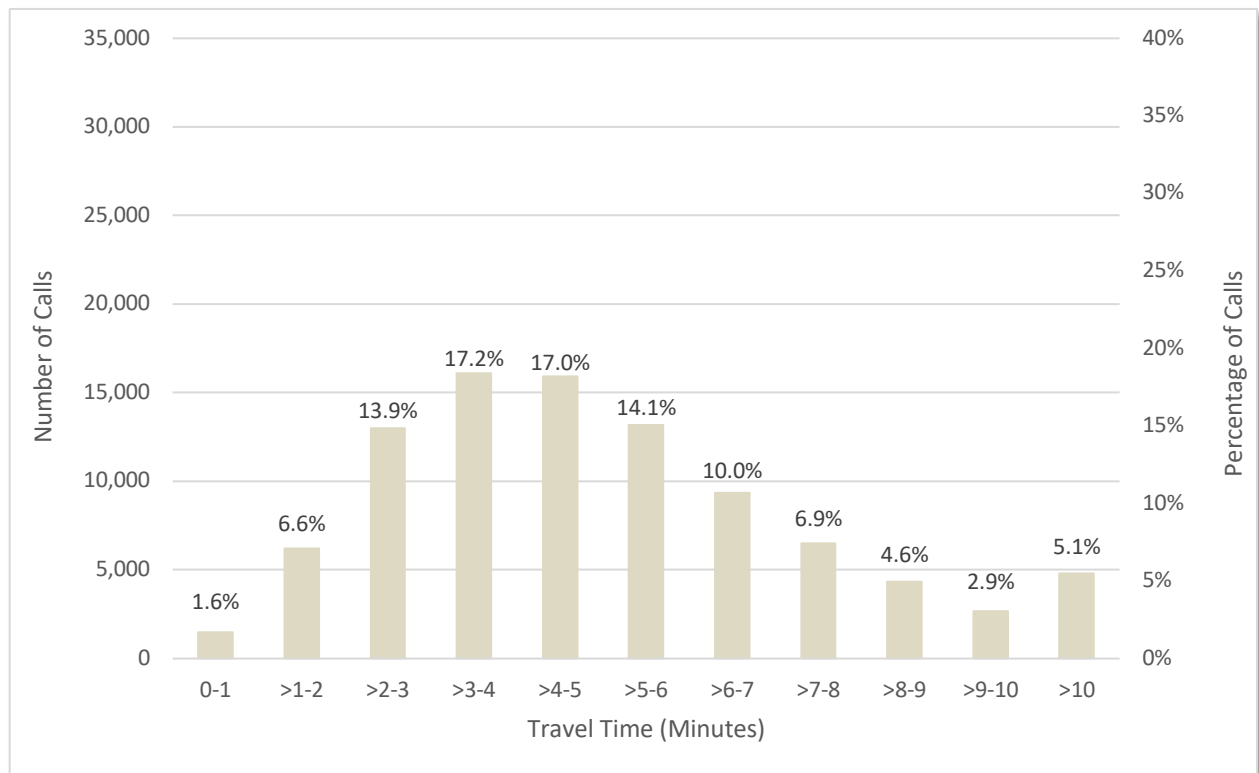


Figure 25: Distribution of Travel Time of First Arriving PGFD Units – All Calls



National recommendations provide differentiation between EMS and fire/special operations incidents. For example, the best practice for an EMS incident is a turnout time of 60 seconds or less 90% of the time. Due to the necessity to don personal protective equipment prior to responding to fire related incidents, best practices provide either 80 seconds (NFPA) or 90 seconds (CFAI) or less at the 90th percentile for turnout times associated with fire calls. Therefore, turnout and travel times are also reported by the major program areas of EMS and fire.

For EMS incidents, first arriving primary front-line PGFD units to calls across all incident areas had average turnout times ranging from 1.4 to 2.0 minutes (Table 35), and turnout times ranging from 2.2 to 3.0 minutes at the 90th percentile (Table 36). A total of 15,612 of 63,386 calls with turnout times (24.6%) experienced turnout times of one minute or less, and 85.1% of calls (53,943/63,386) experienced turnout times of two minutes or less (Figure 26). The average travel times for EMS incidents ranged from 4.3 to 5.5 minutes; performance at the 90th percentile for travel time ranged from 7.7 to 8.9 minutes. A total of 12,152 of 63,647 calls with travel times (19.1%) experienced travel times of three minutes or less, and 35.9% of calls (22,850/63,647) experienced travel times of four minutes or less (Figure 27). The average response times for EMS calls ranged from 9.2 to 10.0 minutes; performance at the 90th percentile for response time ranged from 12.8 to 14.6 minutes.

For fire related incidents, first arriving primary front-line PGFD units to calls across all incident areas had an average turnout times ranging from 0.2 to 1.3 minute (Table 35), and turnout times ranging from 1.9 to 2.1 minutes at the 90th percentile (Table 36). A total of 4,914 of 14,764 calls with turnout times (33.3%) experienced turnout times of one minute or less, and 90.5% of calls (13,364/14,764) experienced turnout times of two minutes or less (Figure 28). The average travel times for fire related incidents ranged from 2.6 to 5.1 minutes; performance at the 90th percentile for travel time ranged from 6.5 to 8.5 minutes. A total of 4,187 of 14,821 calls with travel times (28.3%) experienced travel times of three minutes or less, and 46.6% of calls (6,910/14,821) experienced travel times of four minutes or less (Figure 29). The average response times for fire related calls ranged from 8.3 to 9.1 minutes; performance at the 90th percentile for response time ranged from 11.5 to 13.1 minutes.

Figure 26: Distribution of Turnout Time of First Arriving PGFD Units – EMS Related Calls

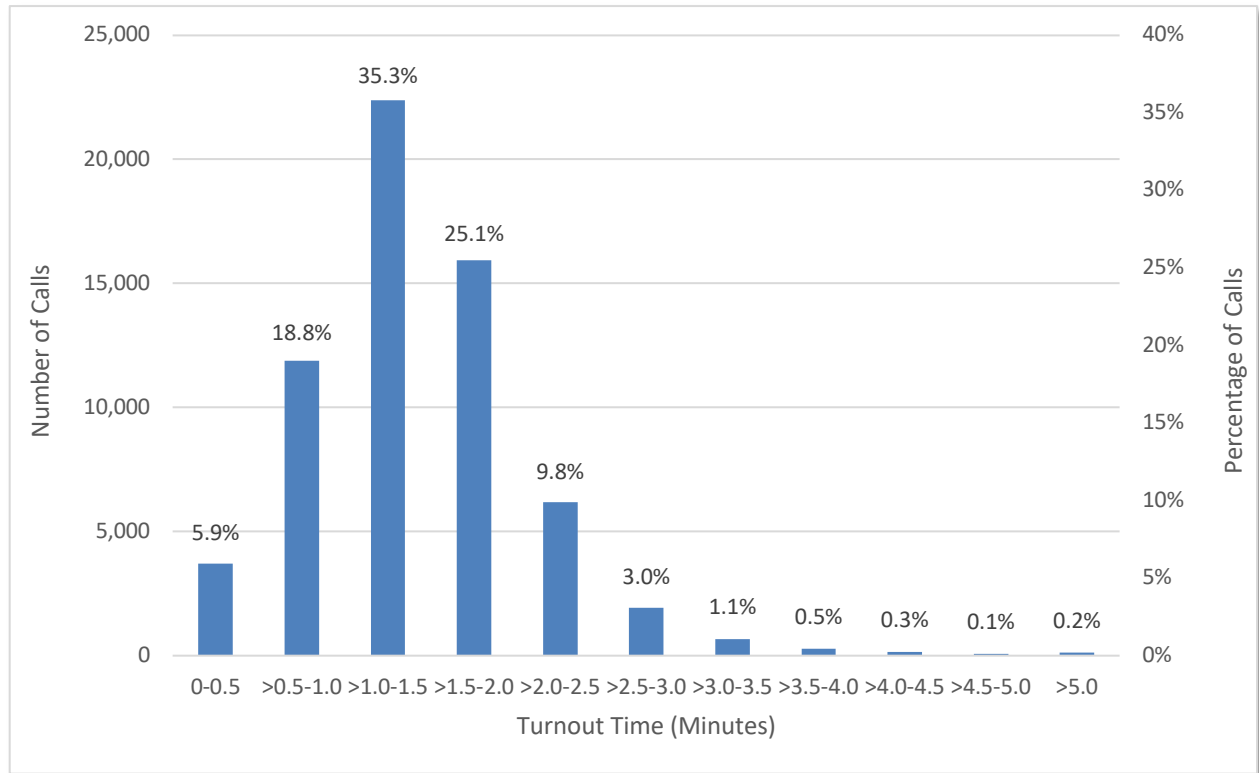


Figure 27: Distribution of Travel Time of First Arriving PGFD Units – EMS Related Calls

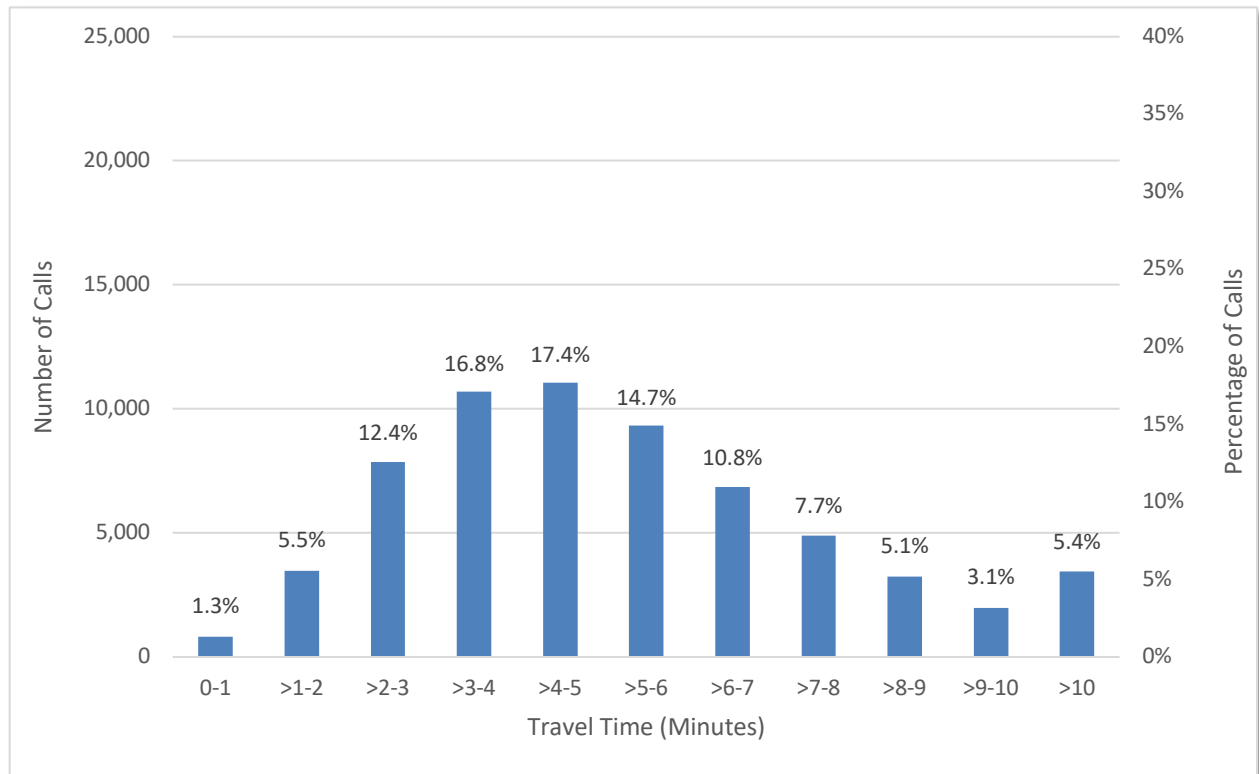


Figure 28: Distribution of Turnout Time of First Arriving PGFD Units – Fire Related Calls

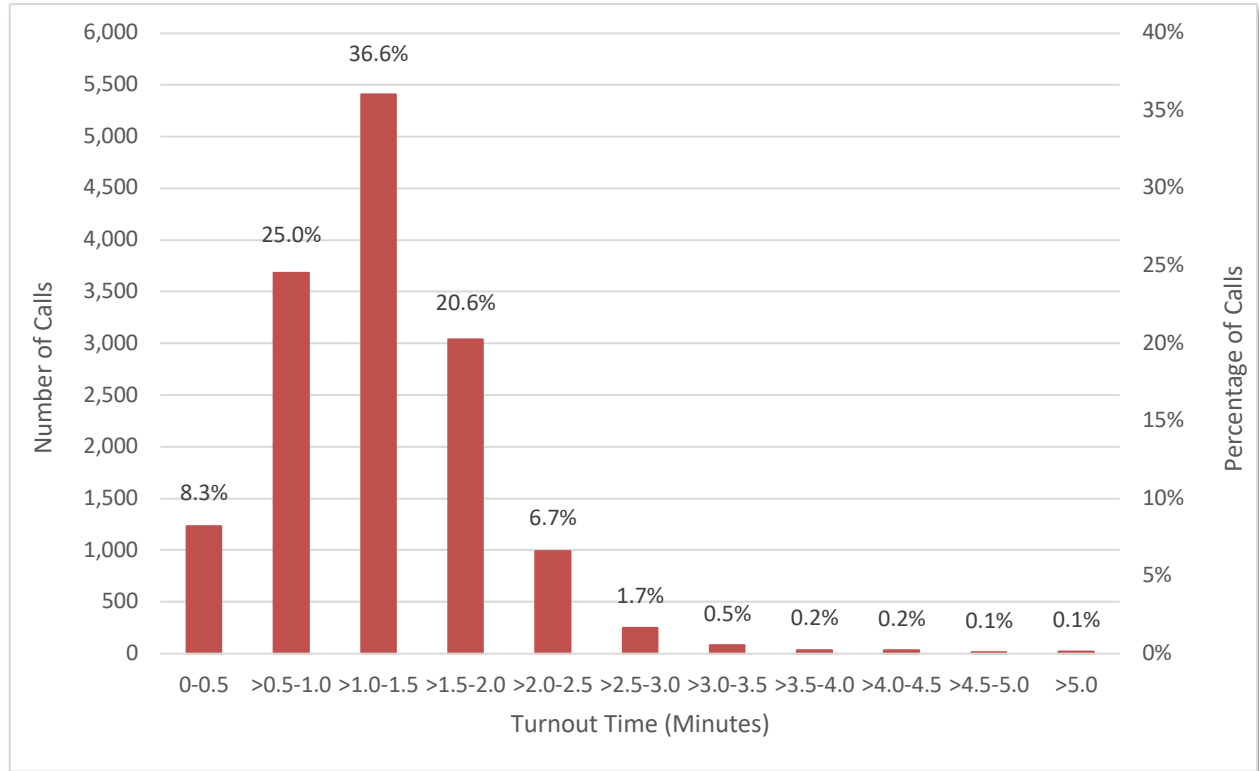
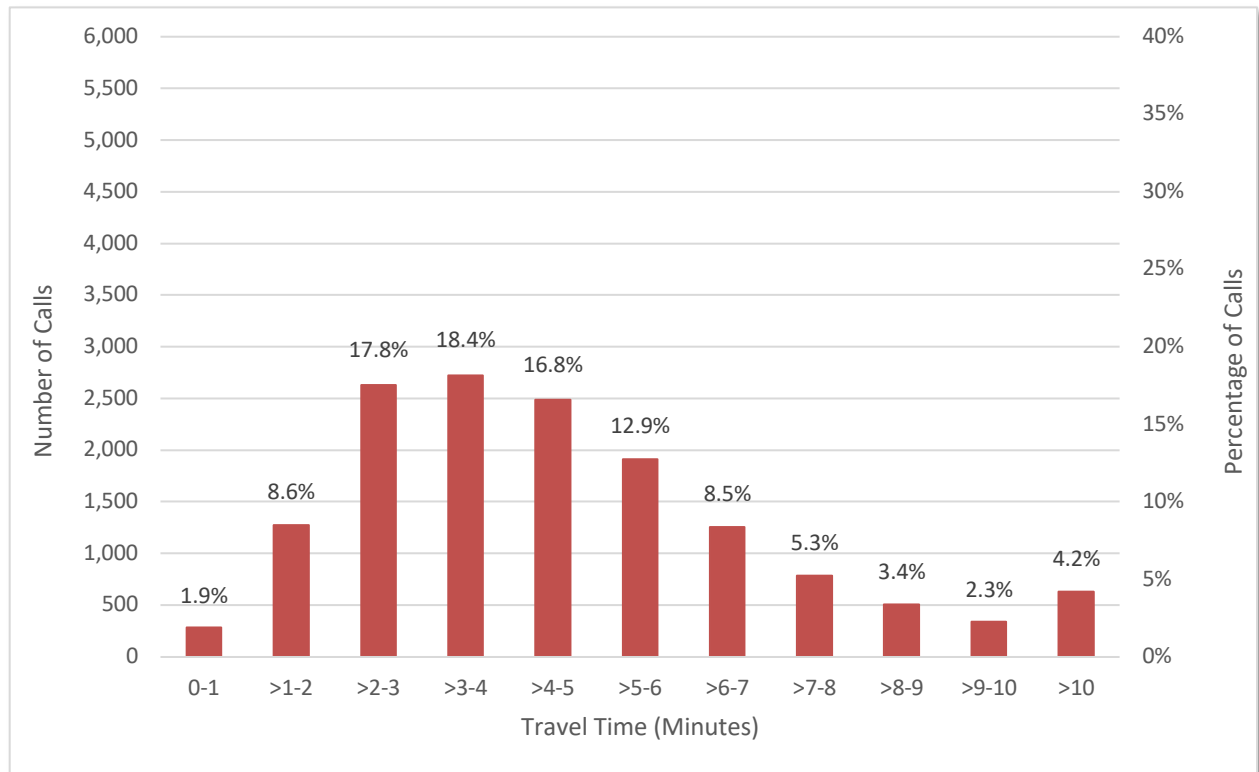


Figure 29: Distribution of Travel Time of First Arriving PGFD Units – Fire Related Calls



First Arriving Unit Performance by Demand Zone – First Due Station

Further analyses were conducted for demand zones (i.e., “Calculated Incident Area” values in the data file) to measure the performance of the first arriving primary front-line PGFD units to emergency calls in each demand zone. Performance times are reported at the average (Table 39; Figures 30 and 31, PGFD demand zones only) and 90th percentile (Table 40; Figures 32 and 33, PGFD demand zones only) values.

Table 39: Average Performance Times by Demand Zone (First Due Station) – First Arriving PGFD Units

Demand Zone (First Due Station)	Dispatch Time (Minutes)	Turnout Time (Minutes)	Travel Time (Minutes)	Response Time (Minutes)
801	3.4	1.3	3.7	8.5
805	3.2	1.2	4.1	8.4
806	3.2	1.3	5.5	10.0
807	3.1	1.4	3.4	8.1
808	3.1	1.3	5.0	9.4
809	3.7	1.4	3.9	9.0
810	3.0	1.6	4.8	9.4
811	3.5	1.4	4.5	9.5
812	3.1	1.4	3.4	7.7
813	4.0	1.4	4.7	10.1
814	3.1	1.3	3.8	8.2
815	--	1.0	17.6	--
816	3.0	1.4	4.7	9.1
817	3.0	1.3	5.4	9.8
818	3.2	1.4	6.4	11.1
819	3.0	1.5	5.4	9.9
820	3.1	1.5	6.6	11.4
821	3.4	1.5	5.6	10.5
823	3.1	1.2	5.4	9.7
824	3.0	1.7	7.0	11.7
825	2.9	1.4	5.5	9.8
826	3.1	1.3	4.0	8.4
827	3.4	1.2	5.1	9.7
828	3.8	1.4	5.4	10.6
829	3.2	1.3	4.9	9.4
830	3.3	1.3	4.1	8.8
831	3.1	1.4	5.1	9.5
832	3.0	1.4	5.6	10.1
833	3.3	1.2	4.7	9.2
834	4.3	1.4	4.4	10.1
835	3.1	1.4	5.1	9.6
836	3.2	1.5	8.5	12.6

Demand Zone (First Due Station)	Dispatch Time (Minutes)	Turnout Time (Minutes)	Travel Time (Minutes)	Response Time (Minutes)
837	3.2	1.3	5.1	9.6
838	3.2	1.4	4.4	8.8
839	3.1	1.5	5.0	9.6
840	3.1	1.5	7.2	11.6
841	3.3	1.4	5.2	9.8
842	3.3	1.5	5.8	10.4
843	3.2	1.5	6.0	10.7
844	3.3	1.4	4.0	8.7
845	2.9	1.6	7.0	11.5
846	2.9	1.3	5.5	9.8
847	3.1	1.4	5.2	9.6
848	3.2	1.4	6.2	10.8
849	3.2	1.4	5.2	9.7
855	3.4	1.4	3.9	8.7
Alexandria	--	1.5	12.2	--
Anne Arundel	--	1.6	11.9	--
Calvert	--	1.0	51.0	--
Charles	--	1.6	15.5	--
DC	--	1.1	9.9	--
Howard	--	1.3	8.4	--
Joint AFB Andrews	7.1	1.2	9.1	15.1
Montgomery	--	1.3	7.2	--
Saint Mary's	--	1.8	37.6	--
Not Reported	6.0	0.6	3.5	8.0
Total	3.2	1.4	5.1	9.7

Table 40: 90th Percentile Performance Times by Demand Zone (First Due Station) – First Arriving PGFD Units

Demand Zone (First Due Station)	Dispatch Time (Minutes)	Turnout Time (Minutes)	Travel Time (Minutes)	Response Time (Minutes)
801	5.3	2.0	6.4	12.3
805	4.5	1.8	6.7	11.7
806	4.6	2.0	8.8	14.0
807	5.4	2.3	5.9	11.4
808	4.7	2.0	7.4	12.7
809	6.0	2.0	6.5	13.3
810	4.6	2.4	7.9	13.0
811	5.1	2.1	7.3	13.5
812	4.7	2.3	5.9	10.7
813	6.7	2.3	7.7	14.6
814	4.8	2.1	6.4	11.4
815	--	--	--	--
816	4.4	2.0	8.3	13.5
817	4.3	2.0	8.1	13.1
818	4.5	2.4	9.7	14.8
819	4.2	2.2	8.4	14.2
820	4.7	2.3	10.7	15.8
821	5.4	2.3	8.6	14.5
823	4.5	1.9	8.6	13.4
824	4.5	2.5	10.7	15.9
825	4.1	2.1	9.0	13.6
826	4.5	1.9	6.7	11.7
827	5.1	2.0	8.3	14.1
828	6.2	2.2	9.1	15.7
829	4.7	2.1	8.0	13.2
830	5.4	2.1	6.7	12.6
831	4.5	2.1	8.4	13.4
832	4.5	2.1	8.5	13.3
833	5.1	2.0	7.6	12.9
834	7.7	2.1	7.1	15.0
835	4.9	2.0	8.4	13.8
836	4.4	2.1	13.9	18.5
837	4.8	2.0	8.6	13.6
838	4.7	2.1	7.3	12.8
839	4.4	2.3	8.0	13.1
840	4.6	2.3	11.8	16.5
841	5.1	2.1	8.5	14.3
842	5.1	2.2	8.9	14.5
843	4.8	2.3	9.4	14.5

Demand Zone (First Due Station)	Dispatch Time (Minutes)	Turnout Time (Minutes)	Travel Time (Minutes)	Response Time (Minutes)
844	5.4	2.1	6.2	12.3
845	4.3	2.4	10.5	15.3
846	4.2	2.0	8.8	13.5
847	4.7	2.1	8.6	13.4
848	4.6	2.3	9.2	14.7
849	4.9	2.2	8.6	14.0
855	5.4	2.1	6.4	12.5
Alexandria	--	--	--	--
Anne Arundel	--	2.5	19.5	--
Arlington	--	--	--	--
Calvert	--	--	--	--
Charles	--	2.3	30.0	--
DC	--	--	--	--
Fairfax	--	--	--	--
Howard	--	2.2	13.6	--
Joint AFB Andrews	--	--	--	--
Montgomery	--	2.1	11.0	--
Saint Mary's	--	--	--	--
Not Reported	--	1.3	7.5	--
Total	4.9	2.1	8.5	13.8

Figure 30: Average Performance Times by PGFD Demand Zone (First Due Station) – First Arriving PGFD Units I

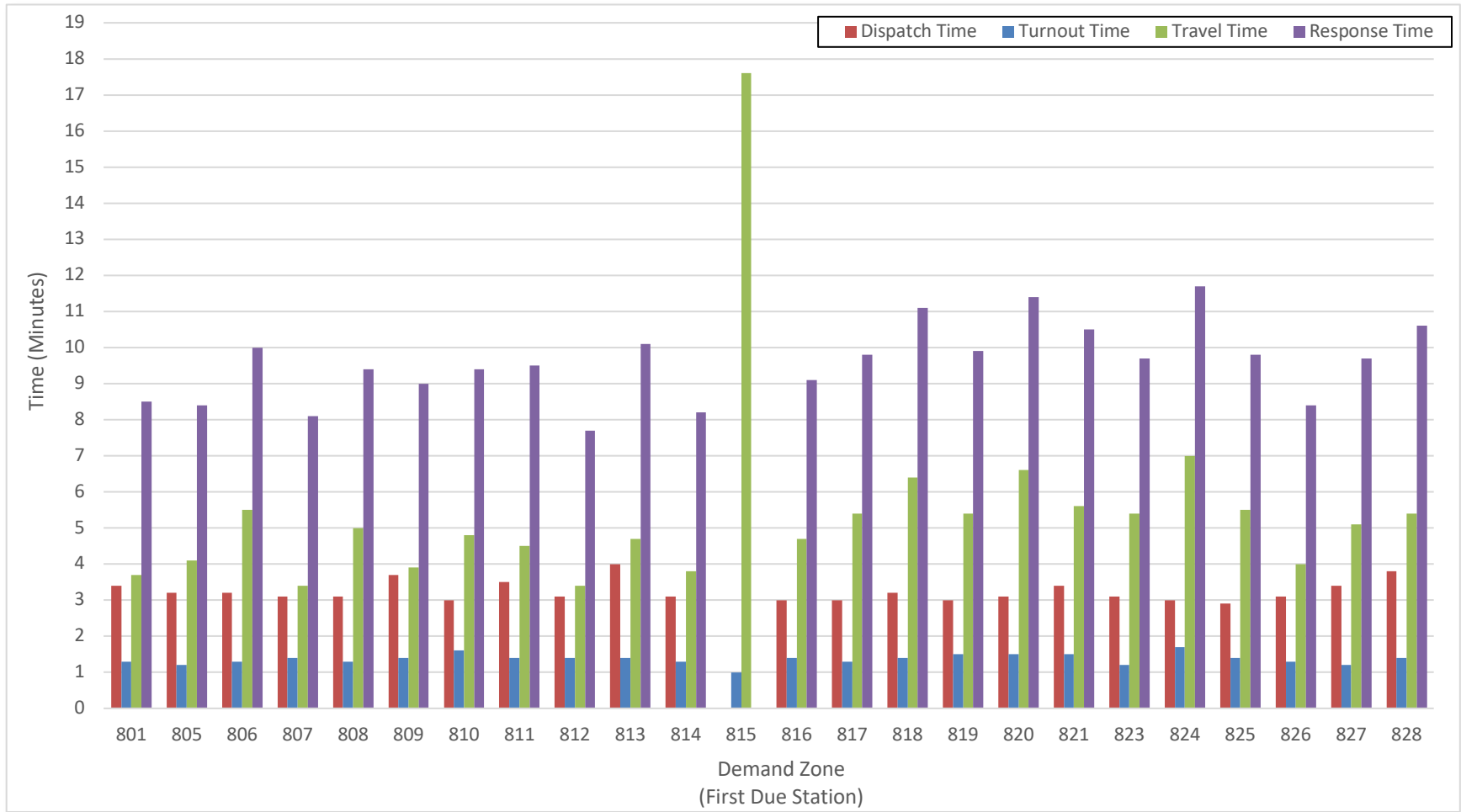


Figure 31: Average Performance Times by PGFD Demand Zone (First Due Station) – First Arriving PGFD Units II

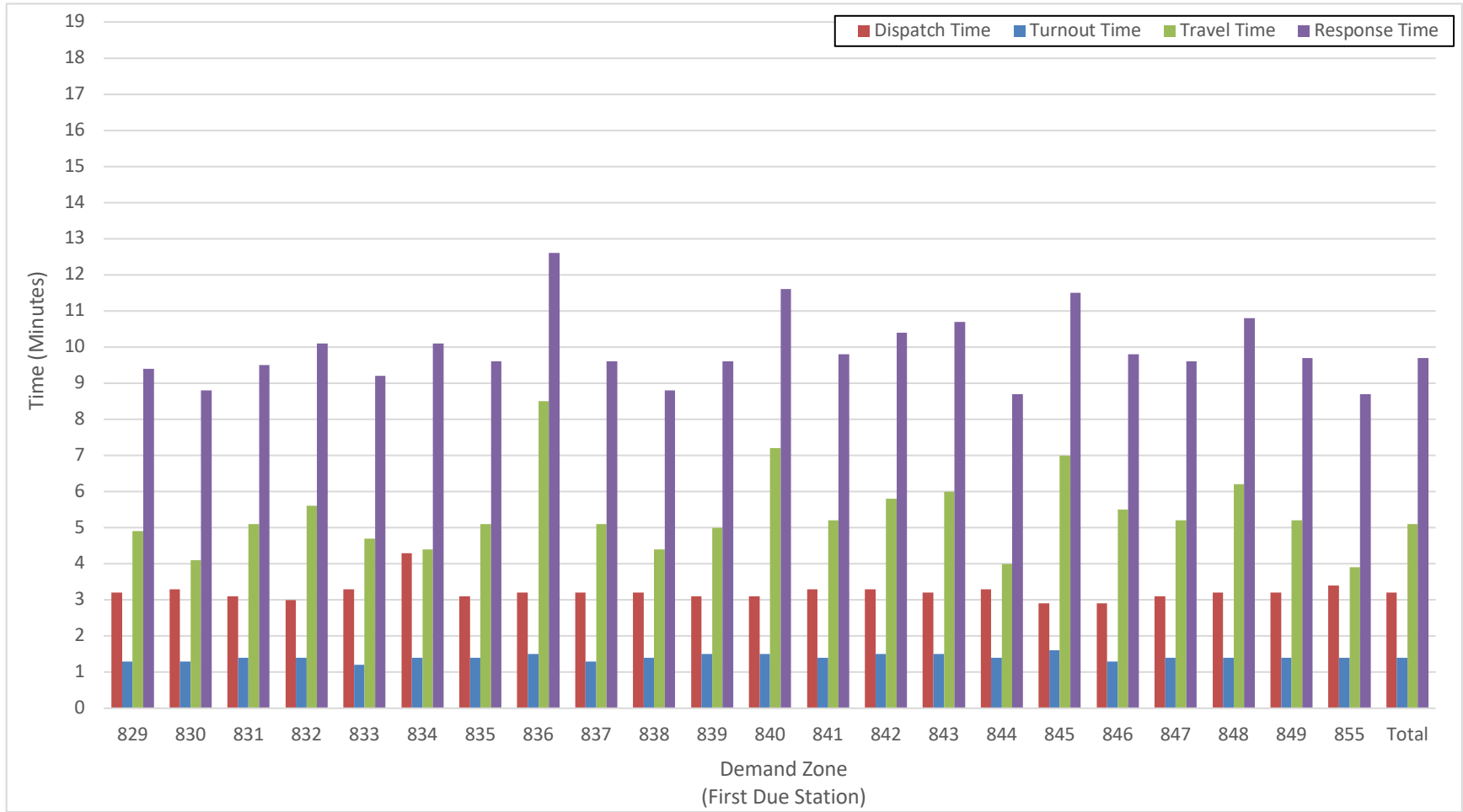


Figure 32: 90th Percentile Performance Times by PGFD Demand Zone (First Due Station) – First Arriving PGFD Units I

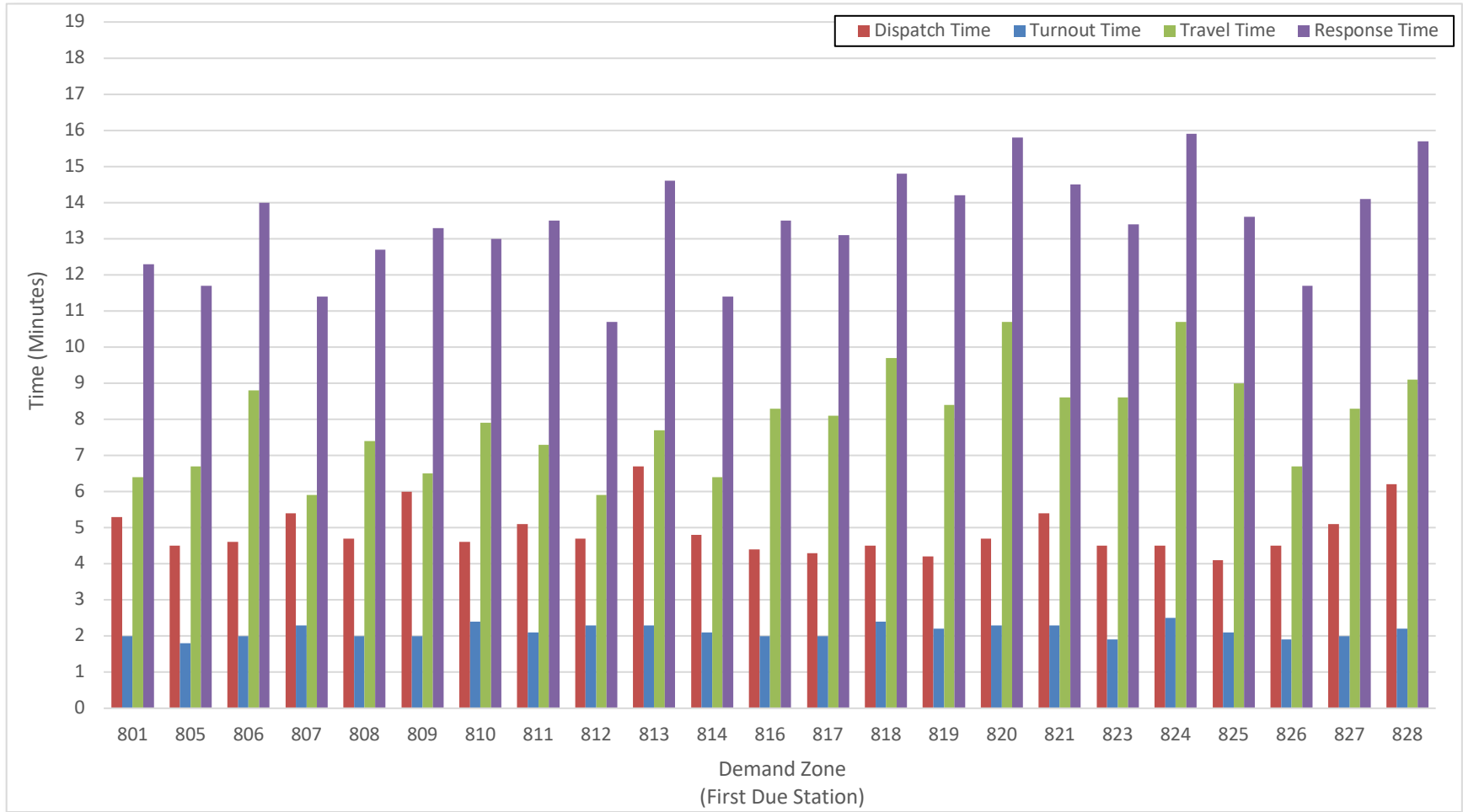
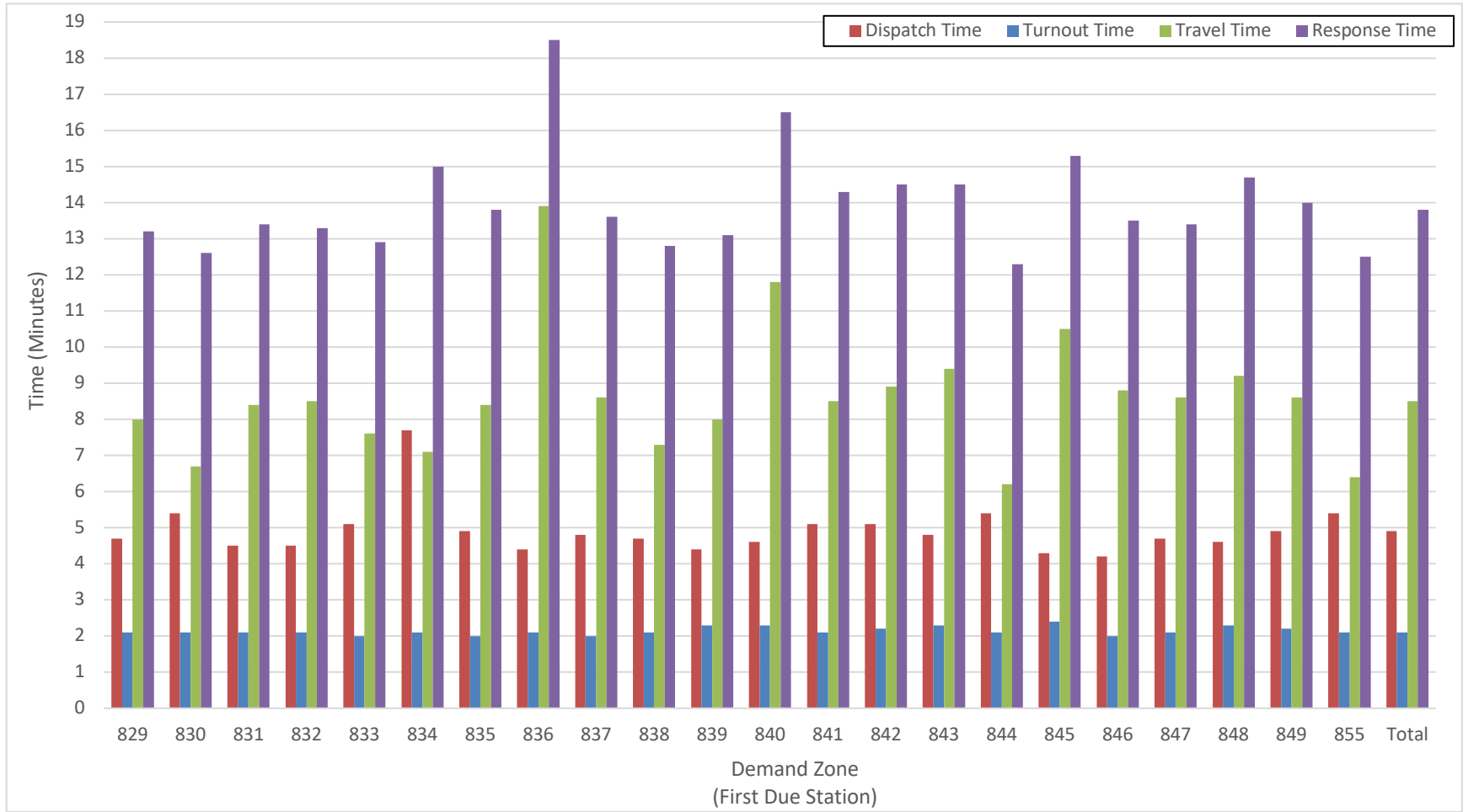


Figure 33: 90th Percentile Performance Times by PGFD Demand Zone (First Due Station) – First Arriving PGFD Units II



Response Time Performance by Available Vehicles

We investigated whether response time performance deteriorated when there were fewer PGFD 24-hour-per-day primary front-line vehicles available to respond to emergency calls within the PGFD jurisdiction (Table 41; Figure 34). Units were considered unavailable to respond to calls if they were already responding to any call, regardless of priority of response or jurisdiction of call.

PGFD units considered to be 24-hour-per-day primary front-line units for the purposes of available vehicles analyses included units presented in Table 33. As such, a maximum of 264 full-time personnel teams (units) were considered to be available across the department during 2018-19.

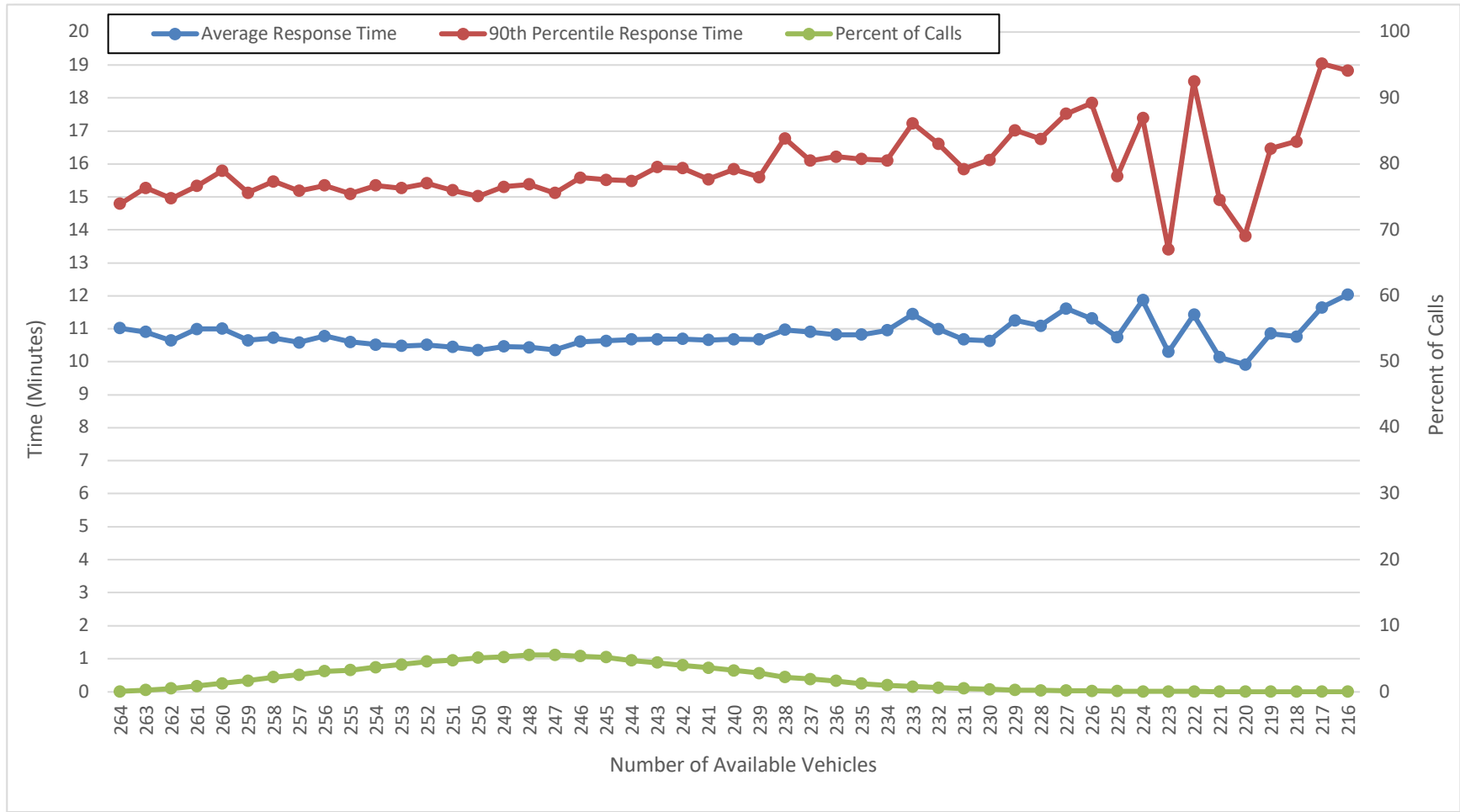
Caution when interpreting metrics associated with small sample sizes; limited figure data are presented for this reason.

Table 41: Average and 90th Percentile Response Times by Number of Available Vehicles

Number of Available Vehicles	Average (Minutes)	90 th Percentile (Minutes)	Sample Size Calls (N)	Call Percentage (%)
264	11.0	14.8	61	0.1
263	10.9	15.3	240	0.3
262	10.6	15.0	478	0.5
261	11.0	15.3	820	0.9
260	11.0	15.8	1209	1.3
259	10.7	15.1	1601	1.7
258	10.7	15.5	2124	2.2
257	10.6	15.2	2475	2.6
256	10.8	15.3	2970	3.1
255	10.6	15.1	3112	3.3
254	10.5	15.3	3527	3.7
253	10.5	15.3	3938	4.2
252	10.5	15.4	4348	4.6
251	10.5	15.2	4532	4.8
250	10.4	15.0	4887	5.2
249	10.5	15.3	4999	5.3
248	10.4	15.4	5303	5.6
247	10.4	15.1	5303	5.6
246	10.6	15.6	5115	5.4
245	10.6	15.5	4956	5.2
244	10.7	15.5	4496	4.7
243	10.7	15.9	4199	4.4
242	10.7	15.9	3829	4.0
241	10.7	15.5	3468	3.7
240	10.7	15.8	3065	3.2
239	10.7	15.6	2685	2.8

Number of Available Vehicles	Average (Minutes)	90 th Percentile (Minutes)	Sample Size Calls (N)	Call Percentage (%)
238	11.0	16.8	2128	2.2
237	10.9	16.1	1831	1.9
236	10.8	16.2	1564	1.7
235	10.8	16.1	1179	1.2
234	11.0	16.1	948	1.0
233	11.4	17.2	744	0.8
232	11.0	16.6	594	0.6
231	10.7	15.8	470	0.5
230	10.6	16.1	371	0.4
229	11.3	17.0	269	0.3
228	11.1	16.8	216	0.2
227	11.6	17.5	163	0.2
226	11.3	17.8	129	0.1
225	10.8	15.6	97	0.1
224	11.9	17.4	62	0.1
223	10.3	13.4	48	0.1
222	11.4	18.5	52	0.1
221	10.1	14.9	16	0.0
220	9.9	13.8	28	0.0
219	10.9	16.5	15	0.0
218	10.8	16.7	23	0.0
217	11.6	19.0	12	0.0
216	12.0	18.8	8	0.0
215	13.0	--	5	0.0
214	11.7	--	8	0.0
213	9.3	--	7	0.0
212	10.2	--	5	0.0
211	9.8	--	3	0.0
210	11.7	--	7	0.0
209	9.1	--	5	0.0
208	19.7	--	2	0.0
207	15.8	--	4	0.0
206	14.6	--	4	0.0
205	14.9	--	1	0.0
Total	10.6	15.5	94,758	100.0

Figure 34: Average and 90th Percentile Response Times by Number of Available Vehicles



System Reliability

The reliability of the distribution model is a factor of how often the response model is available and able to respond to a call within the assigned demand zone. These analyses were performed in two different ways:

1. The first method utilized responses (i.e., emergency and non-emergency) that reported a dispatch by any valid unit (i.e., whether PGFD or outside agency unit, and whether key unit or not). A first due station was then considered compliant in response to a call when a *valid unit* assigned to the station in its respective demand zone was *dispatched* to the call (Tables 42 through 45; Figures 35 and 36).

Values in “Total” columns may not equal the sum of cell values across in rows due to units from more than one station often responding to a call. The assigned PGFD stations of “Battalion,” “Command,” “EMS,” “Hazmat,” “Homeland Security,” “Safety,” “SEU,” “Support,” and “WO,” and assigned stations belonging to outside agencies are not reflected in the tables and figures. Demand zones outside of PGFD’s jurisdiction are also not included in the tables and figures; however, the bottom “Total” row of each table includes these calls in the total values.

2. The second method utilized responses (i.e., emergency and non-emergency) that reported an arrival by any valid unit (i.e., whether PGFD or outside agency unit, and whether key unit or not). A first due station was then considered compliant in response to a call when a *key unit* assigned to the station in its respective demand zone *arrived first* to the scene (Table 46; Figures 37 and 38).

Units assigned to Stations 836 and 824 were dispatched to calls within their respective demand zones > 90% of the time (Table 45; Figure 35).

Table 42: First Due Compliance by Demand Zone (First Due Station) – Number of Calls and Percent Compliance I

Demand Zone (First Due Station)	Dispatched Unit's Assigned Station											
	801	805	806	807	808	809	810	811	812	813	814	815
801	3,289	10	5	383	0	139	0	37	299	72	65	14
805	5	1,079	11	2	56	20	0	0	0	2	0	14
806	6	10	1,849	3	6	24	2	2	4	20	24	6
807	352	0	2	505	2	209	0	3	198	87	35	3
808	4	1,590	79	2	329	38	0	0	0	2	5	16
809	124	23	11	120	0	2,136	0	3	40	96	64	11
810	0	5	4	2	0	0	1,868	28	15	2	19	5
811	45	2	6	9	0	8	26	964	791	8	536	6
812	146	0	0	113	0	19	2	142	1,885	18	138	4
813	184	6	10	532	2	433	0	14	137	404	193	10
814	45	4	10	72	0	62	2	323	612	61	1,632	18
815	0	0	0	0	0	0	0	0	0	0	0	0
816	0	4	194	2	2	2	0	0	2	4	6	11
817	2	700	5	0	16	11	0	0	0	0	3	12
818	3	14	587	11	4	8	0	16	28	21	90	18
819	0	0	17	0	2	0	13	3	3	0	23	3
820	3	8	42	0	4	2	0	2	2	2	4	35
821	2	10	4	4	4	0	0	0	2	3	0	17
823	2	117	27	4	22	0	0	2	2	3	4	32
824	0	0	0	0	0	2	2	0	0	0	0	3
825	3	18	4	2	3	0	0	3	4	0	0	32
826	4	643	24	3	70	19	0	2	2	3	2	27
827	0	47	5	0	7	2	0	0	3	2	3	11
828	67	20	474	244	8	192	2	25	40	297	203	21
829	4	138	3	2	7	7	0	2	0	4	0	44
830	56	32	31	86	0	685	0	5	15	98	51	19

Demand Zone (First Due Station)	Dispatched Unit's Assigned Station											
	801	805	806	807	808	809	810	811	812	813	814	815
831	9	5	2	6	0	11	160	166	202	11	216	9
832	0	11	0	4	0	2	0	2	2	0	2	24
833	19	231	1,095	17	31	189	2	5	3	27	37	30
834	329	8	6	29	0	10	0	314	321	10	214	16
835	20	3	19	33	0	21	23	182	314	47	594	9
836	0	4	0	0	0	0	0	0	0	0	0	6
837	2	282	247	2	90	8	0	2	5	2	5	23
838	13	547	59	8	47	251	0	3	6	10	19	13
839	0	4	73	2	4	2	3	0	3	4	6	10
840	0	3	2	0	0	0	2	0	0	0	0	12
841	10	6	0	4	0	4	197	230	181	3	153	12
842	3	14	7	4	0	0	0	0	0	2	2	20
843	0	6	108	0	0	2	0	0	0	0	0	9
844	481	8	6	81	0	61	0	19	86	19	34	13
845	0	7	3	0	0	0	0	0	0	0	0	8
846	9	107	1,877	4	54	26	2	0	2	18	16	24
847	0	10	2	0	0	0	0	0	0	0	0	14
848	20	12	140	114	6	45	0	110	214	176	648	20
849	3	9	7	6	0	4	2,359	53	25	3	90	24
855	358	9	8	73	0	364	0	3	53	18	24	14
Total	5,621	5,727	7,031	2,454	754	4,986	4,801	2,643	5,481	1,527	5,139	673

Table 43: First Due Compliance by Demand Zone (First Due Station) – Number of Calls and Percent Compliance II

Demand Zone (First Due Station)	Dispatched Unit's Assigned Station											
	816	817	818	819	820	821	823	824	825	826	827	828
801	4	0	2	2	0	0	0	0	0	2	2	20
805	2	27	0	0	2	2	28	0	4	368	24	2
806	27	2	229	17	7	0	31	0	2	16	6	106
807	2	0	0	0	0	0	0	0	0	2	0	11
808	3	21	3	2	3	2	67	0	2	767	29	3
809	5	2	8	4	0	0	3	0	0	10	5	61
810	3	0	2	14	0	0	2	0	0	0	0	0
811	7	0	10	0	0	0	0	0	2	2	0	4
812	10	0	3	0	0	0	0	0	0	0	0	4
813	0	0	3	2	0	0	3	0	0	4	0	163
814	2	0	31	3	0	0	3	0	0	2	0	35
815	0	0	0	0	0	0	0	0	0	0	0	0
816	1,938	0	351	199	88	0	9	0	2	3	0	81
817	2	194	0	0	4	8	132	0	11	1,417	196	4
818	220	0	1,513	741	2	0	5	0	0	4	2	106
819	131	0	242	867	3	0	2	0	0	0	0	11
820	70	0	4	4	1,992	5	274	0	26	94	87	4
821	3	5	2	2	3	2,774	65	86	58	81	196	0
823	6	33	3	0	229	8	3,568	0	168	1,276	815	0
824	0	0	0	0	0	63	0	1,145	39	2	3	0
825	5	6	0	0	41	113	370	38	5,621	113	940	0
826	3	76	2	0	30	16	771	0	25	4,740	463	4
827	3	4	2	0	15	30	520	0	230	457	1,816	2
828	48	5	195	31	6	0	21	0	2	18	13	1,478
829	10	57	2	0	9	344	407	4	288	1,330	1,546	2
830	5	2	6	6	3	0	6	0	2	9	4	134

Demand Zone (First Due Station)	Dispatched Unit's Assigned Station											
	816	817	818	819	820	821	823	824	825	826	827	828
831	6	0	12	8	0	0	0	0	0	2	2	10
832	2	3	3	2	2	273	53	50	353	34	141	0
833	16	6	35	5	7	3	70	0	7	68	8	123
834	4	0	2	0	0	0	0	0	0	2	0	4
835	6	0	119	26	0	0	2	0	0	0	0	74
836	5	0	0	0	12	0	7	2	22	2	7	0
837	7	6	8	0	68	3	976	0	6	587	130	13
838	6	11	6	0	0	2	3	3	3	180	8	18
839	966	0	351	607	14	0	3	0	2	3	0	14
840	2	0	2	0	69	9	29	109	476	10	49	0
841	5	0	0	0	0	0	0	0	0	0	0	0
842	3	17	0	0	2	1,010	48	24	29	131	203	2
843	513	3	47	25	308	0	13	0	2	4	6	3
844	3	0	2	0	0	0	0	0	0	0	0	2
845	3	0	2	0	358	3	194	0	174	40	50	0
846	29	7	134	13	308	0	555	0	3	130	41	61
847	2	0	0	0	0	571	3	703	69	22	11	0
848	10	4	1,050	503	2	2	7	0	0	2	5	574
849	3	2	18	284	0	0	0	0	2	0	0	5
855	0	0	0	0	0	0	0	0	0	2	0	9
Total	4,243	472	4,372	3,349	3,879	5,241	8,231	2,450	7,648	11,908	6,795	3,114

Table 44: First Due Compliance by Demand Zone (First Due Station) – Number of Calls and Percent Compliance III

Demand Zone (First Due Station)	Dispatched Unit's Assigned Station											
	829	830	831	832	833	834	835	836	837	838	839	840
801	0	38	0	0	9	315	6	0	3	7	0	0
805	50	8	0	2	58	0	0	0	20	424	0	0
806	2	145	2	0	390	0	20	0	39	160	15	0
807	0	69	2	0	4	12	3	0	0	5	0	0
808	46	21	0	4	242	0	0	0	175	1,258	0	0
809	6	896	2	3	175	7	24	0	0	136	5	0
810	0	0	264	0	0	3	22	0	0	2	0	0
811	0	3	331	0	3	66	162	0	0	0	2	0
812	0	8	15	0	0	93	27	0	2	3	2	0
813	2	526	7	0	28	8	77	0	3	14	0	0
814	0	43	130	0	3	44	655	0	2	4	2	0
815	0	0	0	0	0	0	0	0	0	0	0	0
816	0	28	0	0	53	3	0	0	2	14	464	3
817	837	3	0	4	23	0	0	0	44	176	0	2
818	0	104	7	0	110	0	121	0	7	36	325	2
819	2	15	8	0	7	0	36	0	0	2	115	0
820	9	0	2	2	23	0	2	4	91	12	28	30
821	635	0	0	956	0	0	0	0	12	0	0	5
823	312	6	0	16	62	3	2	4	261	48	0	16
824	3	0	0	42	2	0	0	3	0	0	0	55
825	825	2	2	1,321	5	0	0	51	39	5	0	1,247
826	670	7	0	8	65	2	0	2	195	240	0	2
827	603	0	0	67	8	0	0	0	59	20	0	20
828	7	1,933	11	0	642	2	287	0	8	126	17	0
829	7,330	0	0	233	8	0	0	2	68	71	0	26
830	2	1,925	4	0	346	2	31	0	6	135	2	0

Demand Zone (First Due Station)	Dispatched Unit's Assigned Station											
	829	830	831	832	833	834	835	836	837	838	839	840
831	0	6	1,808	0	2	18	319	0	0	2	0	0
832	192	3	0	2,409	3	0	0	3	11	5	0	33
833	4	902	2	0	4,066	3	8	2	59	1,616	6	4
834	0	0	21	0	3	3,724	16	0	0	2	0	0
835	0	101	145	0	20	2	1,285	0	0	6	2	0
836	2	0	0	8	2	0	0	565	0	0	0	96
837	46	23	2	4	369	2	3	0	1,638	128	0	4
838	8	237	2	0	364	0	5	3	24	2,357	2	0
839	0	8	5	0	13	0	2	0	4	7	1,546	4
840	20	0	0	68	0	0	0	379	6	2	0	1,534
841	0	0	916	0	0	75	85	0	0	4	0	0
842	998	0	0	504	2	0	2	0	4	3	0	5
843	2	0	2	0	22	0	0	0	23	7	112	3
844	0	15	0	0	4	631	3	2	0	2	0	0
845	9	0	0	13	7	0	0	62	22	3	3	296
846	8	73	2	3	743	0	10	0	514	266	7	2
847	50	0	0	629	0	0	0	0	5	0	0	20
848	0	624	30	2	74	3	1,373	0	6	40	15	0
849	0	4	691	0	2	4	182	0	2	0	5	0
855	0	268	3	0	52	71	2	0	2	27	0	0
Total	12,661	8,015	4,418	6,288	7,978	5,247	4,744	1,292	3,326	7,341	2,806	3,684

Table 45: First Due Compliance by Demand Zone (First Due Station) – Number of Calls and Percent Compliance IV

Demand Zone (First Due Station)	Dispatched Unit's Assigned Station										Total	Percent Compliance
	841	842	843	844	845	846	847	848	849	855		
801	8	0	0	1,647	2	2	3	5	3	711	4,542	72.4
805	0	0	0	0	3	30	0	3	0	9	1,626	66.4
806	3	0	21	0	2	454	0	67	0	9	2,470	74.9
807	3	0	0	94	0	3	0	0	0	86	1,021	49.5
808	0	0	5	2	2	165	2	4	2	11	3,389	9.7
809	5	0	0	10	3	6	4	9	3	321	2,623	81.4
810	272	0	0	0	0	0	2	2	635	0	2,414	77.4
811	232	0	0	26	0	0	0	5	16	5	1,909	50.5
812	15	0	0	100	2	0	0	4	3	8	2,180	86.5
813	2	0	0	30	0	0	0	27	4	33	1,606	25.2
814	22	0	0	27	0	2	0	52	6	3	2,150	75.9
815	0	0	0	0	0	2	0	0	0	0	2	0.0
816	0	0	974	0	14	38	0	27	2	5	3,025	64.1
817	0	19	0	0	3	9	2	0	0	6	2,649	7.3
818	2	0	55	2	4	73	0	278	4	23	2,830	53.5
819	0	0	22	0	0	2	2	27	32	3	1,029	84.3
820	2	0	322	0	779	224	5	3	0	2	2,651	75.1
821	0	1,082	0	0	4	0	600	2	2	4	4,439	62.5
823	2	7	4	0	232	118	5	3	2	2	4,834	73.8
824	0	12	0	0	3	0	413	2	0	0	1,246	91.9
825	0	31	2	0	134	6	106	0	3	2	7,496	75.0
826	0	15	2	0	14	62	7	3	0	6	5,705	83.1
827	0	16	2	0	11	14	6	2	0	0	2,490	72.9
828	6	2	11	7	2	57	2	658	10	26	3,833	38.6
829	2	751	0	0	9	7	54	0	0	6	8,948	81.9
830	5	0	2	9	0	14	2	37	4	167	2,604	73.9

Demand Zone (First Due Station)	Dispatched Unit's Assigned Station										Total	Percent Compliance
	841	842	843	844	845	846	847	848	849	855		
831	602	0	0	4	2	0	0	13	120	3	2,285	79.1
832	0	123	0	0	7	3	273	2	2	3	2,890	83.4
833	3	3	7	2	6	649	2	75	0	53	6,025	67.5
834	135	0	0	1,659	0	2	3	4	5	49	4,866	76.5
835	21	2	2	3	0	3	0	139	97	3	1,718	74.8
836	0	0	2	0	34	0	2	0	0	0	607	93.1
837	0	0	15	2	17	882	5	7	2	0	3,091	53.0
838	5	2	4	3	2	34	2	4	3	55	2,960	79.6
839	0	0	198	0	3	14	2	27	0	6	2,636	58.6
840	0	3	4	0	224	2	27	2	0	0	2,059	74.5
841	2,245	0	2	4	0	0	0	2	105	0	3,037	73.9
842	0	3,672	0	0	7	3	456	2	4	3	5,543	66.2
843	0	0	1,636	0	44	340	2	6	0	0	2,014	81.2
844	7	0	0	2,789	0	0	2	0	2	256	3,455	80.7
845	0	0	34	0	1,459	13	4	2	0	0	1,937	75.3
846	4	2	557	0	15	5,080	2	46	2	6	7,257	70.0
847	0	139	0	0	3	0	2,330	0	0	4	3,423	68.1
848	5	0	6	6	2	32	2	1,382	6	13	4,348	31.8
849	306	0	0	2	2	0	3	17	3,985	2	5,553	71.8
855	4	0	0	506	0	5	0	4	2	1,790	2,258	79.3
Total	4,119	5,886	3,940	6,986	3,108	8,319	4,361	2,917	5,421	3,663	150,280	--

Figure 35: Percentage of First Due Compliance by Demand Zone (First Due Station) I

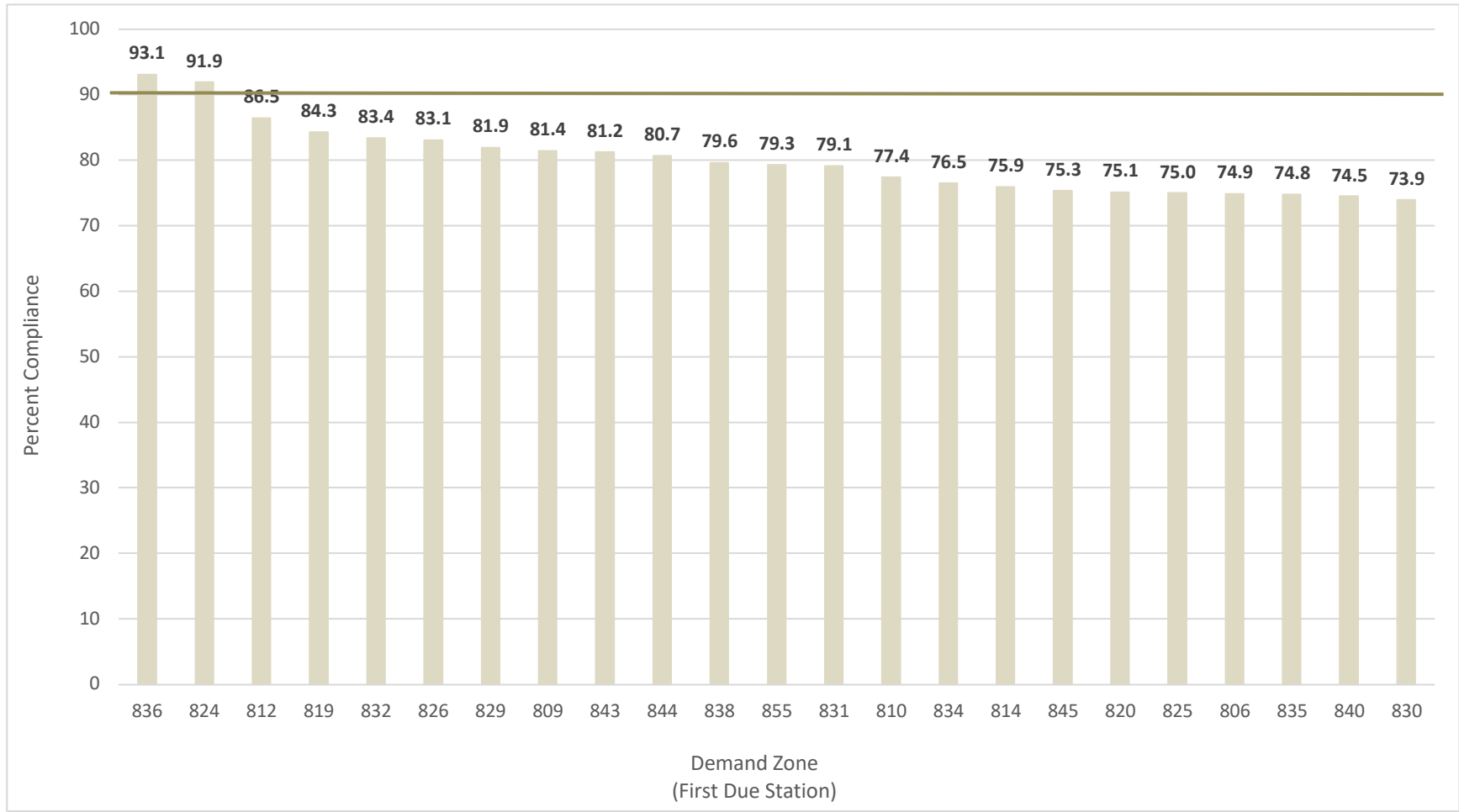
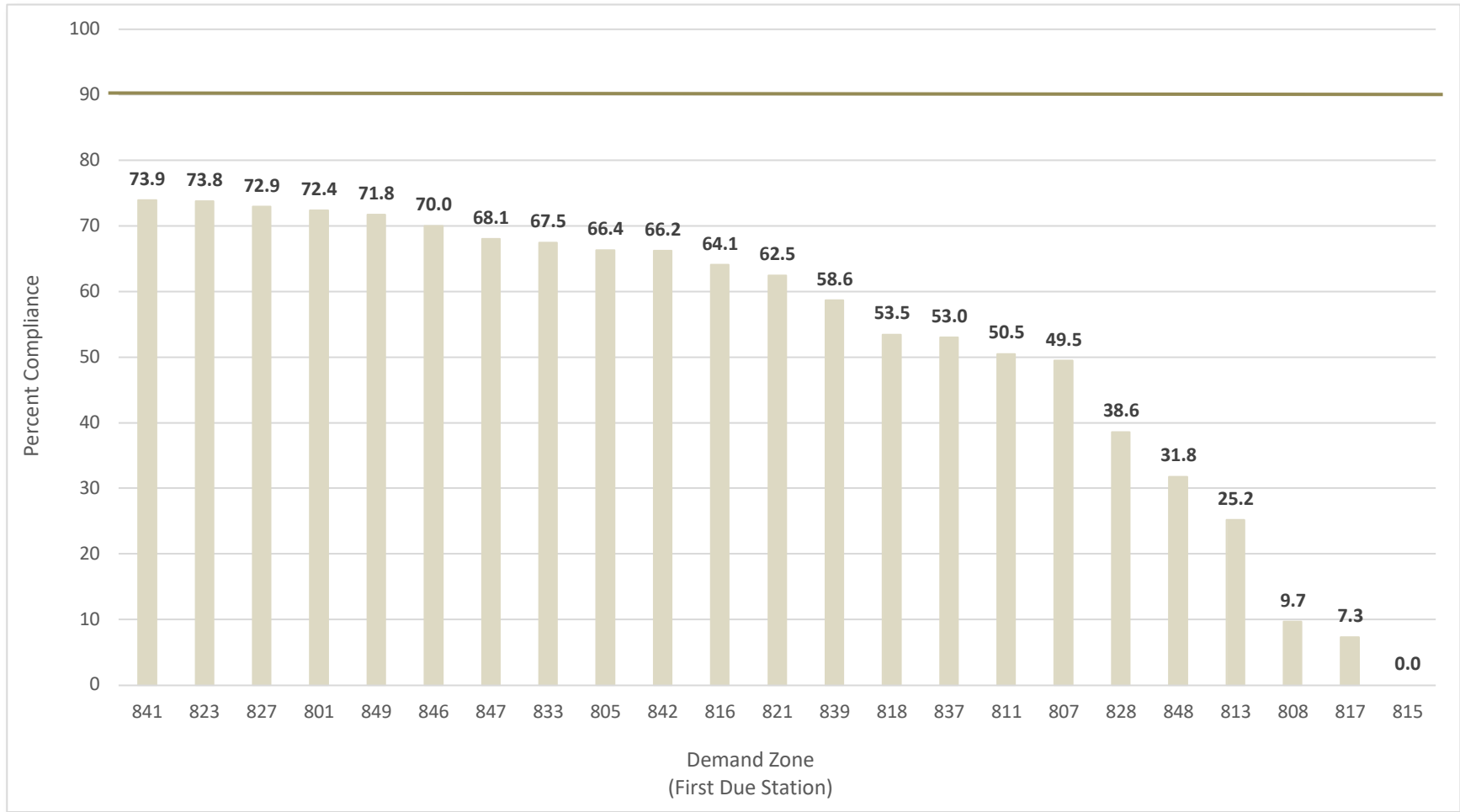


Figure 36: Percentage of First Due Compliance by Demand Zone (First Due Station) II



Key units assigned to Stations 836, 812, and 819 arrived first to the scene to calls within their respective demand zones over 80% of the time (Table 46; Figure 37).

Table 46: First Due Compliance by Demand Zone (First Due Station) – Number of Calls and Percent Compliance V

Demand Zone (First Due Station)	Number of First Arrivals by Key Unit Assigned to Station in Demand Zone	Total Calls with Arrivals	Percent Compliance
801	2,841	4,216	67.4
805	889	1,454	61.1
806	1,534	2,233	68.7
807	438	958	45.7
808	239	3,029	7.9
809	1,784	2,385	74.8
810	1,595	2,222	71.8
811	763	1,737	43.9
812	1,700	2,043	83.2
813	296	1,465	20.2
814	1,339	1,986	67.4
815	0	2	0.0
816	1,606	2,734	58.7
817	148	2,378	6.2
818	1,141	2,534	45.0
819	737	920	80.1
820	1,647	2,326	70.8
821	2,157	3,899	55.3
823	2,887	4,354	66.3
824	706	1,099	64.2
825	4,773	6,830	69.9
826	4,142	5,182	79.9
827	1,517	2,271	66.8
828	1,022	3,373	30.3
829	5,946	7,873	75.5
830	1,594	2,392	66.6
831	1,451	2,048	70.8
832	1,936	2,665	72.6
833	3,146	5,375	58.5
834	3,059	4,260	71.8
835	982	1,524	64.4
836	483	540	89.4
837	1,233	2,782	44.3
838	1,902	2,600	73.2

Demand Zone (First Due Station)	Number of First Arrivals by Key Unit Assigned to Station in Demand Zone	Total Calls with Arrivals	Percent Compliance
839	1,339	2,434	55.0
840	1,126	1,740	64.7
841	1,885	2,771	68.0
842	2,889	4,775	60.5
843	1,311	1,791	73.2
844	2,430	3,185	76.3
845	1,198	1,701	70.4
846	4,263	6,617	64.4
847	2,021	3,069	65.9
848	1,077	4,006	26.9
849	3,312	5,082	65.2
855	1,496	2,053	72.9

Figure 37: Percentage of First Due Compliance by Demand Zone (First Due Station) III

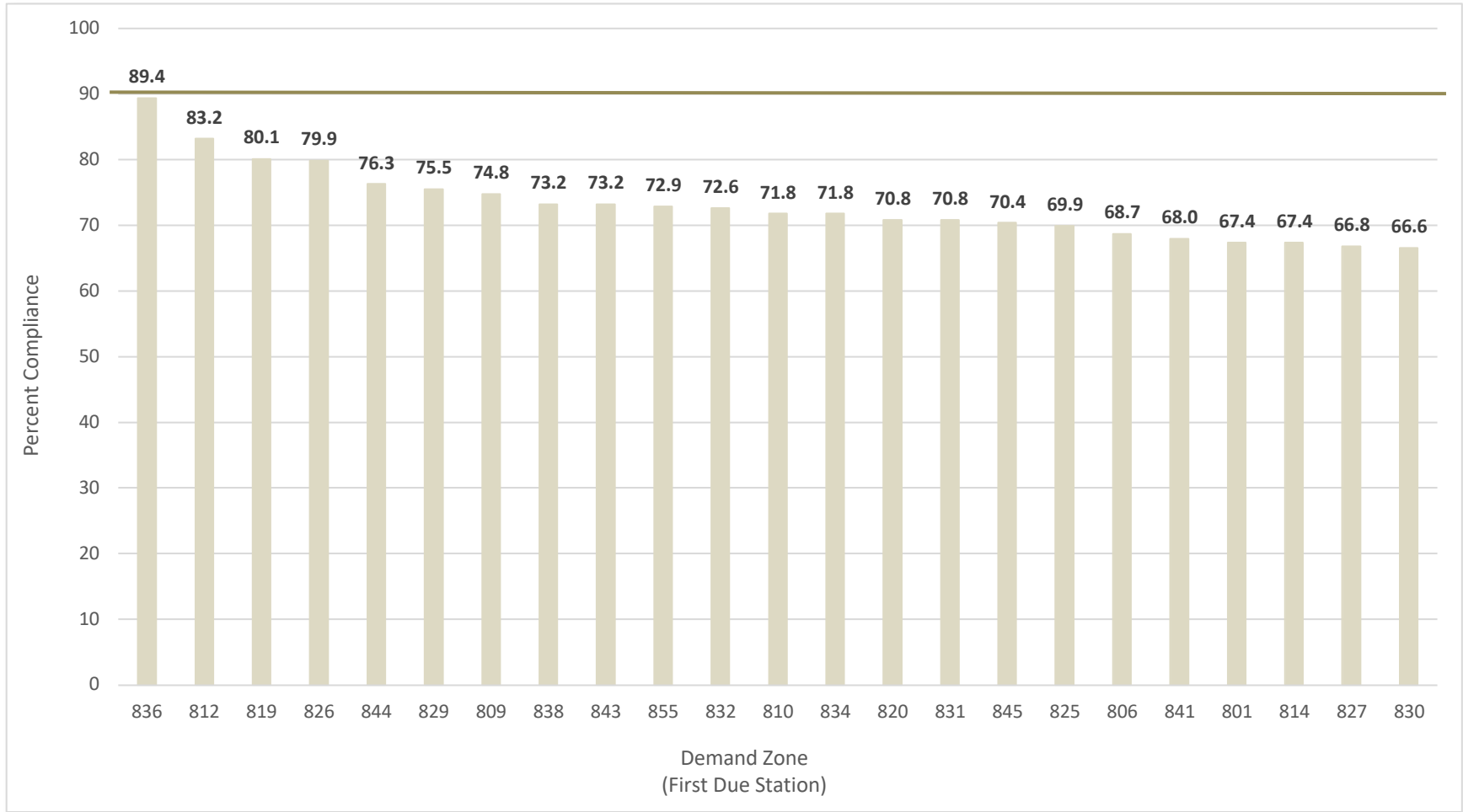
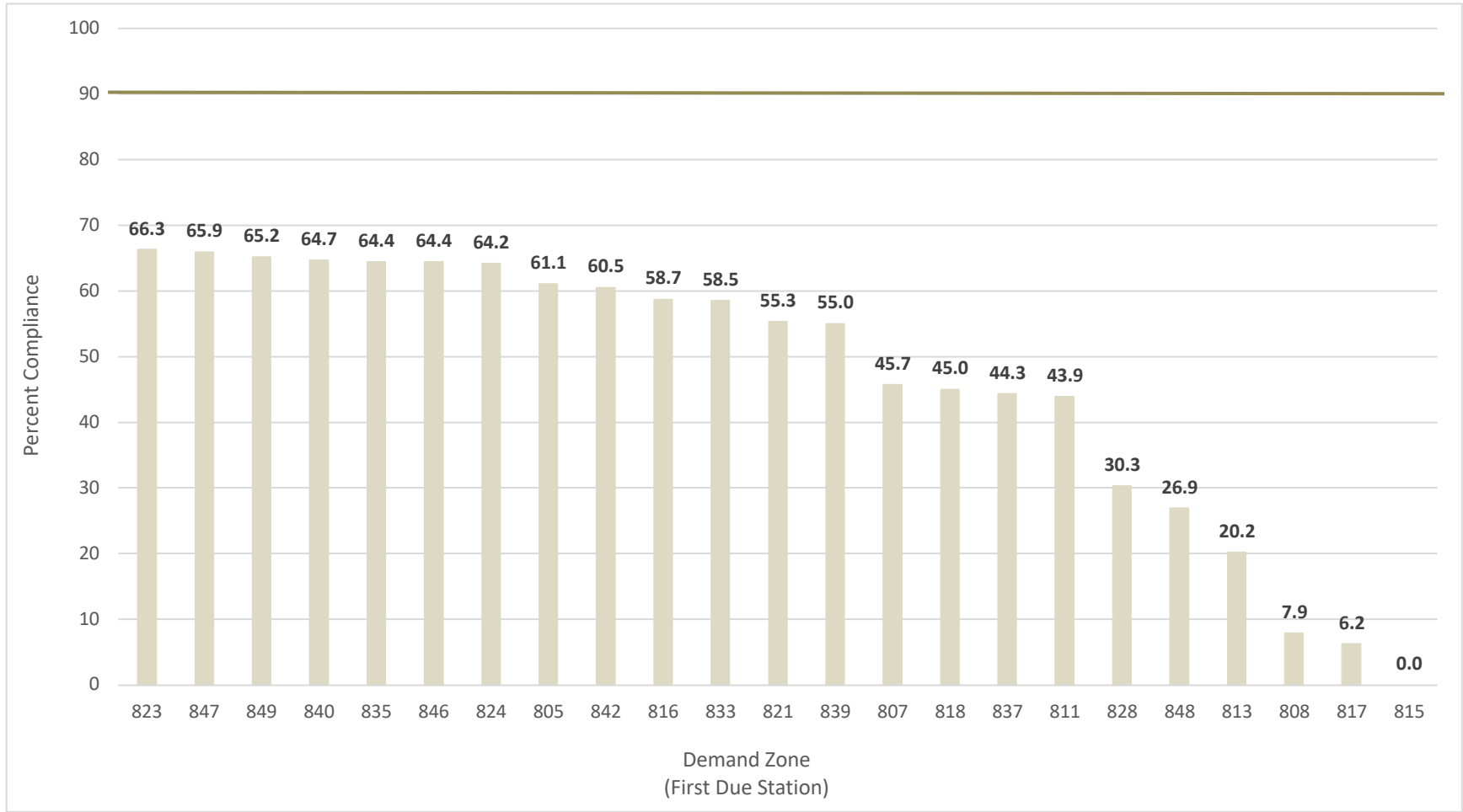


Figure 38: Percentage of First Due Compliance by Demand Zone (First Due Station) IV



Overlapped Calls Analysis

Overlapped or simultaneous calls are defined as another call being received in a demand zone (or first due station's area) while one or more calls are already ongoing for the same demand zone (or first due station's area). For example, if there is an ongoing call in Station 801's demand zone wherein all PGFD units have not yet been cleared, and one or more requests for service subsequently occur in Station 801's demand zone, the subsequent call or calls would be captured as overlapping.

Understanding the percentage of overlapped calls may help to determine the number of units to staff for each station. In general, the larger the call volume for a demand zone, the greater the likelihood of overlapped calls occurring. The distribution of the demand throughout the day will impact the chance of having overlapped calls. Additionally, the duration of a call plays a significant role; the longer it takes to clear a request, the greater the likelihood of having an overlapping request.

First due station 825 experienced the highest percentage of overlapped calls during 2018-19 at 61.8% (4,630/7,489), followed by first due station 846 at 61.6% (4,462/7,244), and first due station 829 at 61.1% (5,449/8,921; Table 47; Figures 39 and 40).

Table 47: Overlapped Calls by Demand Zone (First Due Station)

Demand Zone (First Due Station)	Overlapped Calls	Total Calls	Percentage of Overlapped Calls
801	1,762	4,535	38.9
805	283	1,624	17.4
806	723	2,463	29.4
807	87	1,021	8.5
808	1,206	3,382	35.7
809	554	2,618	21.2
810	553	2,382	23.2
811	355	1,903	18.7
812	492	2,163	22.7
813	254	1,604	15.8
814	408	2,146	19.0
815	0	2	0.0
816	957	3,014	31.8
817	726	2,645	27.4
818	873	2,826	30.9
819	116	1,028	11.3
820	801	2,645	30.3
821	1,747	4,410	39.6
823	2,247	4,826	46.6

Demand Zone (First Due Station)	Overlapped Calls	Total Calls	Percentage of Overlapped Calls
824	162	1,230	13.2
825	4,630	7,489	61.8
826	2,873	5,698	50.4
827	641	2,484	25.8
828	1,286	3,824	33.6
829	5,449	8,921	61.1
830	674	2,599	25.9
831	495	2,270	21.8
832	837	2,876	29.1
833	3,114	6,001	51.9
834	1,656	4,701	35.2
835	308	1,715	18.0
836	68	599	11.4
837	958	3,086	31.0
838	894	2,954	30.3
839	765	2,606	29.4
840	487	2,050	23.8
841	897	2,935	30.6
842	2,349	5,476	42.9
843	453	2,003	22.6
844	1,071	3,406	31.4
845	415	1,931	21.5
846	4,462	7,244	61.6
847	1,092	3,412	32.0
848	1,786	4,342	41.1
849	2,449	5,447	45.0
855	502	2,254	22.3

Figure 39: Percentage of Overlapped Calls by Demand Zone (First Due Station) I

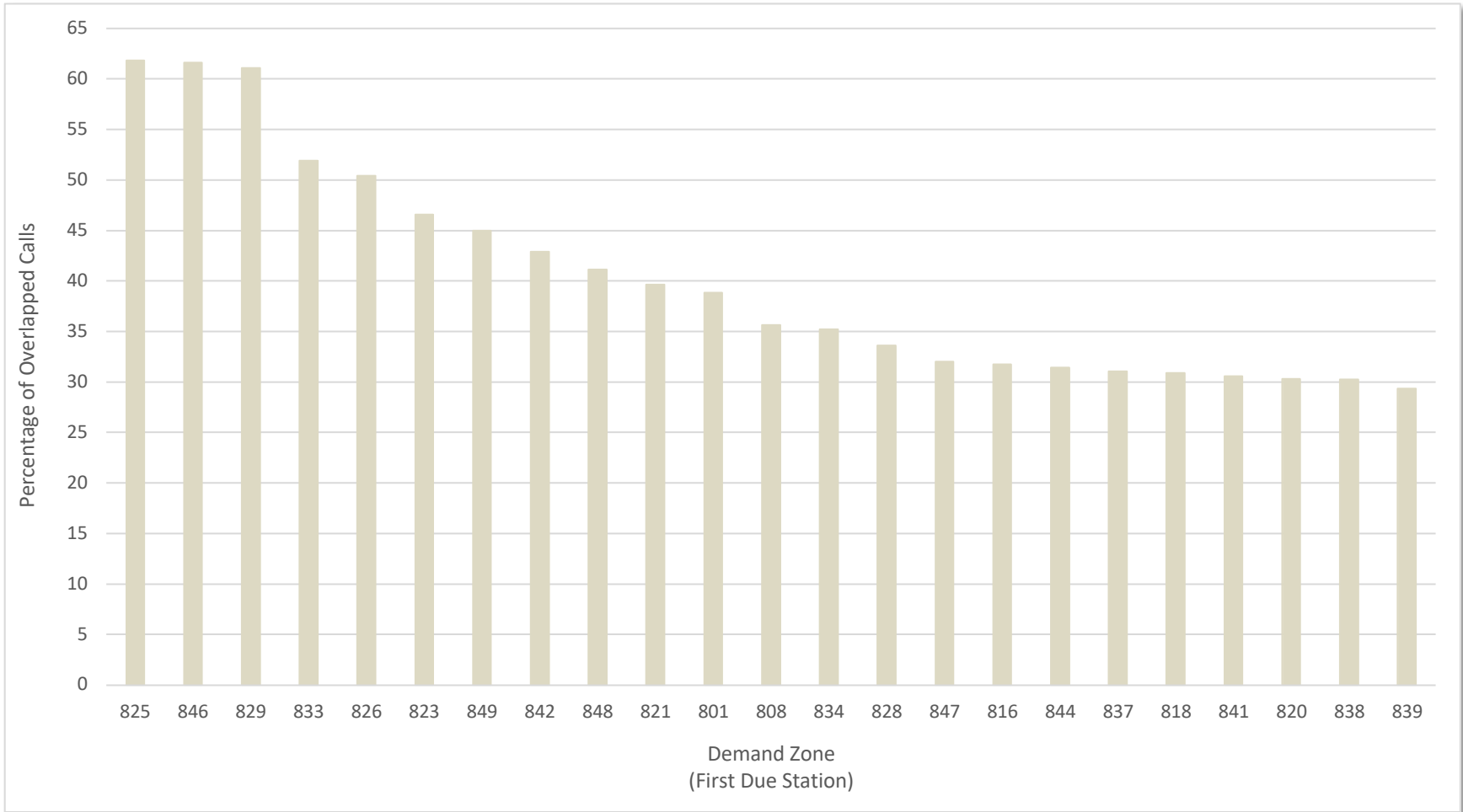
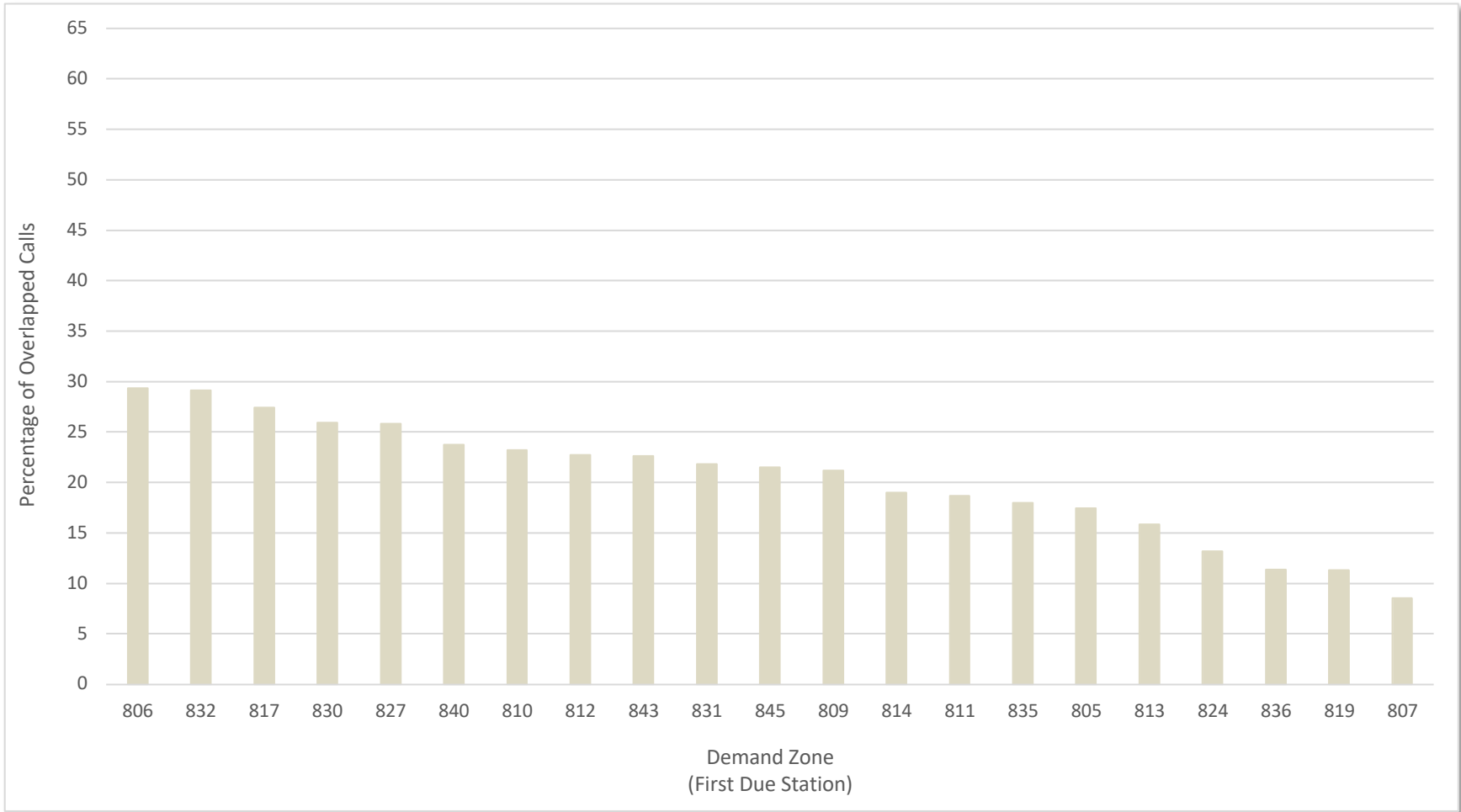


Figure 40: Percentage of Overlapped Calls by Demand Zone (First Due Station) II



BASELINE DATA

Community Demand

From the reporting periods of 2016 to 2020, year-over-year (YoY) growth related to total call volume ranged from -3.2% to 1.6% (Table 48). Average number of calls per day increased from 407.4 in 2016 to 415.1 in 2019 (400.6 average calls per day during 2020, presumably impacted by the COVID-19 pandemic).

Table 48: Number of Incidents Dispatched by Call Category and Reporting Period

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Device / Package	50	24	67	41	24
Device / Package / Explosion	2	4	4	2	2
Bomb Total	52	28	71	43	26
ALSo	19	199	295	86	4,035
ALS1	42,308	41,887	42,819	43,242	40,719
ALS2	3,117	3,263	3,027	3,201	3,674
BLS0	29,667	29,412	29,219	29,829	28,505
BLS1	22,774	23,453	22,202	22,685	20,879
EMS Other	0	0	0	53	126
Mass Casualty	1	0	0	0	0
Overdose	1,124	1,122	1,061	1,209	1,270
Police-Active Shooter	4	1	4	1	0
Police-Assault	3,618	3,510	3,252	3,110	2,673
Police-Assist	0	5	11	2	7
Police-Barricade	6	12	6	4	7
Police-Cutting/Stabbing	539	573	489	523	581
Police-Domestic	9	9	14	9	11
Police-Robbery	0	0	1	0	1
Police-Sexual Assault	134	126	101	74	53
Police-Shooting	425	407	355	360	466
Police-Suicide	1,617	1,588	1,448	1,359	1,200
Police-Welfare Check	43	102	123	93	86
EMS Total	105,405	105,669	104,427	105,840	104,293
Aircraft Crash	1	2	0	1	1
Boat Fire	1	2	2	0	3
Fire Alarm	10,897	10,589	12,584	12,792	2,403
Investigation	2,168	2,231	2,224	1,949	11,037
Metro Train Fire	10	5	5	1	7
Outside Fire	1,621	1,667	1,682	1,642	1,441

Call Category	Reporting Period ¹				
	2016	2017	2018	2019	2020
Street Alarm	1,912	1,694	1,671	1,661	1,047
Structure Fire	1,455	1,403	1,436	1,406	1,842
Train Emergency	3	4	5	1	2
Vehicle Fire	1,220	1,068	1,123	1,099	234
Fire Total	19,288	18,665	20,732	20,552	18,017
Hazmat	111	106	116	69	122
Hazmat-CO Leak	134	97	100	94	20
Hazmat-Fuel Spill	277	231	181	178	42
Hazmat-Gas Leak	2,465	2,325	2,516	2,502	2,215
Hazmat Total	2,987	2,759	2,913	2,843	2,399
Service	5,016	5,001	6,163	5,856	8,924
Non-Emergency Total	5,016	5,001	6,163	5,856	8,924
MVA	13,132	13,144	13,126	12,852	11,998
Pedestrian Struck	860	924	850	828	172
Rescue	1,515	1,654	1,846	1,913	400
Technical Rescue	799	814	858	748	264
Water Rescue	43	36	68	49	110
Rescue Total	16,349	16,572	16,748	16,390	12,944
Total	149,097	148,694	151,054	151,524	146,603
Average Calls per Day²	407.4	407.4	413.8	415.1	400.6
YoY Growth	N/A	-0.3%	1.6%	0.3%	-3.2%

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

²Reporting periods 2016 and 2020 contained 366 days due to inclusion of leap year date February 29; all other reporting periods contained 365 days.

Response Volume and Busy Time

From the reporting periods of 2016 to 2019, the total number of responses to calls made by units assigned to PGFD decreased from 292,183 (average 798.3 responses per day) to 280,530 (average 768.6 responses per day; Table 49). Total busy hours increased from 176,712.1 hours in 2016 to 184,095.5 hours in 2019, as average busy minutes per response increased from 36.4 minutes in 2016 to 39.9 minutes in 2019. Metrics appear to have been impacted by the Covid-19 pandemic during 2020.

Table 49: Number of Calls, Number of Responses, and Total Busy Time by Reporting Period – PGFD Units

Reporting Period ¹	Number of Calls ²	Number of Responses ³	Average Responses per Call	Total Busy Hours	Responses with Time Data ⁴	Average Busy Minutes per Response	Average Calls per Day ⁵	Average Responses per Day ⁵
2016	148,262	292,183	2.0	176,712.1	291,457	36.4	405.1	798.3
2017	148,028	285,203	1.9	173,144.1	284,006	36.6	405.6	781.4
2018	150,341	283,094	1.9	179,074.1	282,802	38.0	411.9	775.6
2019	150,669	280,530	1.9	184,095.5	276,898	39.9	412.8	768.6
2020	144,411	243,356	1.7	157,344.6	235,216	40.1	394.6	664.9

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

²“Number of Calls” reflects an adjusted number of calls to align with responses made by valid units assigned to PGFD.

³“Number of Responses” reflects the total number of records in the data file associated with responses made by valid units assigned to PGFD, regardless of calculated busy time.

⁴“Responses with Time Data” reflects the number of records in the data file associated with responses made by valid units assigned to PGFD with calculated busy time not otherwise excluded.

⁵Reporting periods 2016 and 2020 contained 366 days due to inclusion of leap year date February 29; all other reporting periods contained 365 days.

From the reporting periods of 2016 to 2020, the total number of responses to calls made by units assigned to outside agencies increased from 7,645 (average 20.9 responses per day) to 9,296 (average 25.4 responses per day; Table 50). Total busy hours increased from 5,263.1 hours in 2016 to 5,547.7 hours in 2020.

Table 50: Number of Calls, Number of Responses, and Total Busy Time by Reporting Period – Outside Agency Units

Reporting Period ¹	Number of Calls ²	Number of Responses ³	Average Responses per Call	Total Busy Hours	Responses with Time Data ⁴	Average Busy Minutes per Response	Average Calls per Day ⁵	Average Responses per Day ⁵
2016	5,514	7,645	1.4	5,263.1	7,584	41.6	15.1	20.9
2017	4,779	6,518	1.4	4,312.6	6,455	40.1	13.1	17.9
2018	4,820	6,611	1.4	4,072.4	6,558	37.3	13.2	18.1
2019	5,517	7,549	1.4	4,416.7	7,309	36.3	15.1	20.7
2020	6,843	9,296	1.4	5,547.7	8,750	38.0	18.7	25.4

¹Reporting periods reflect calendar years spanning January 1 to December 31 of each respective reporting period.

²“Number of Calls” reflects an adjusted number of calls to align with responses made by units assigned to outside agency units.

³“Number of Responses” reflects the total number of records in the data file associated with responses made by units assigned to outside agency units, regardless of calculated busy time.

⁴“Responses with Time Data” reflects the number of records in the data file associated with responses made by units assigned to outside agency units with calculated busy time not otherwise excluded.

⁵Reporting periods 2016 and 2020 contained 366 days due to inclusion of leap year date February 29; all other reporting periods contained 365 days.

APPENDIX

This section reflects the audit, exclusion, and classification activities performed on the 2016-2020 data files provided by PGFD spanning January 1, 2016 to December 31, 2020. Based on the date range of data provided, five full calendar years of data were available for baseline analysis. Due to the impact of the COVID-19 pandemic on community demand during 2020, analyses throughout the comprehensive data report (i.e., all sections prior to the baseline section) were based on data from the fiscal year spanning July 1, 2018 to June 30, 2019.

Prior to call volume and temporal analyses, records were excluded that reported an “Incident Call Type Final” value that was identified by PGFD leadership as a value to be excluded from all analyses (Table 51).

Table 51: Exclusions from Data File for Call Volume and Temporal Analyses – 2016-2020

Exclusion Activity ¹	Frequency (n)	Percent of Total (%)
Total Records in Data Set	1,450,031	--
Incident Call Type Final “AVLTST”	5	< 0.1
Incident Call Type Final “EVENT”	1,371	0.1
Incident Call Type Final “FDRILL”	3	< 0.1
Incident Call Type Final “FTEST”	98	< 0.1
Incident Call Type Final “FWATCH”	2	< 0.1
Incident Call Type Final “INSPECT”	1,101	0.1
Incident Call Type Final “METROM”	1	< 0.1
Incident Call Type Final “OUT”	1	< 0.1
Incident Call Type Final “REDSKN”	822	0.1
Incident Call Type Final “TXFR”	3,026	0.2
Records Remaining in Data Set	1,443,601	99.6

¹Exclusion activities were sequential, such that frequency data are additive.

Prior to response volume and busy time analyses, records were audited for validity of the responding unit (Table 52). Records reporting a unit ID that did not represent a valid responding PGFD unit were excluded from these and subsequent analyses (n = 590; Table 53).

Table 52: Unit IDs Considered Not Valid Responding PGFD Units – 2016-2020

Unit ID	Unit Type	Unit ID	Unit Type
WI	CAD	LOG2	Radio
16192	Car	LOG3	Radio
16196	Car	LOGS1	Radio
MLO	Car	LOGS2	Radio
EMSOP1	EMS Supervisor	MGM	Radio
EMSOP2	EMS Supervisor	MGMCMD	Radio
EMSOPS1	EMS Supervisor	STACOM	Radio
EMSOPS2	EMS Supervisor	ROCC	Rail Operation Control Center
FCMDC	Fire Chief MDC	ROCCL	Rail Operation Control Center Liaison
3A4	NULL	CLOW	Snow Plow
COLAPI	NULL	NLOW	Snow Plow
FD1506	NULL	SNW801	Snow Plow
FUEL	NULL	SNW802	Snow Plow
FUELTK	NULL	SNW803	Snow Plow
FUELTRK	NULL	SNW804	Snow Plow
LGC800	NULL	SNW805	Snow Plow
ROAD	NULL	SNW806	Snow Plow
STAFF	NULL	SNW807	Snow Plow
C900	PSC	SNW809	Snow Plow
C903	PSC	SNW810	Snow Plow
C908	PSC	SNW826B	Snow Plow
DAVE	PSC	SNW849	Snow Plow
HAZ1	PSC	SNW853	Snow Plow
AID11	Radio	SNW862	Snow Plow
AID16	Radio	SNW862B	Snow Plow
AID32	Radio	SNW865	Snow Plow
AID35	Radio	SLOW	Snow Plow
AID43	Radio	SSLOW	Snow Plow
AID44	Radio	FIREOP1	Stadium Commander
AIDERM11	Radio	FIREOPS1	Stadium Commander
AIDERM16	Radio	FIREOPS2	Stadium Commander
AIDERM32	Radio	STACMD	Stadium Commander
AIDERM35	Radio	A888	Test Ambo
BARI	Radio	A8XX	Test Ambo
HAZMAT1	Radio	E8XX	Test Unit
HAZMAT2	Radio	RP853	TLA
LOG1	Radio		

Records were then examined for duplication. Records were considered to be duplicates, and subsequently excluded from analyses, if they matched on incident number, responding unit ID, and responding unit dispatch date and time stamp ($n = 21,026$; Table 53).

Lastly, busy time (i.e., time on task, as measured from unit dispatch date and time to unit clear date and time) was calculated for all remaining records in the data file. Dispatch date and time stamps were missing for 13,633 records, and clear date and time stamps were missing for 1,510 records, such that busy time could not be calculated for 14,894 unit responses (249 records were missing both dispatch and clear dates and times). Records with negative busy times, busy times of zero minutes, and busy times > 24 hours (i.e., considered to be extreme outliers) were excluded from analyses.

Table 53: Exclusions from Data File for Response Volume and Busy Time Analyses – 2016-2020

Exclusion Activity ¹	Frequency (n)	Percent of Total (%)
Total Records in Data Set	1,443,601	--
Unit ID Not Considered Valid Responding PGFD Unit	590	< 0.1
Duplicate Record ²	21,026	1.5
Records Remaining in Data Set	1,421,985	98.5
Busy Time Could Not Be Calculated Due to Missing Date and Time Stamps	14,894	1.0
Unit Dispatch Date and Time to Unit Clear Date and Time (Unit Busy Time) < 0 Minutes ³	42	< 0.1
Unit Clear Date and Time = Unit Dispatch Date and Time (Unit Busy Time = 0 Minutes) ³	3	< 0.1
Unit Dispatch Date and Time to Unit Clear Date and Time (Unit Busy Time) > 24 Hours ³	11	< 0.1
Individual Time Values Missing or Excluded	14,950	1.1

¹Exclusion activities were sequential, such that frequency data are additive.

²Records were considered to be duplicates if they matched on incident number, responding unit ID, and responding unit dispatch date and time stamp.

³Retained records to reflect response workload, but excluded busy times from all related analyses.

Records in the data file related to 2016-2020 responses were further examined following the calculation of performance time metrics. Entry date and time stamps were missing for 336,923 records (23.7%) such that dispatch times and response times (i.e., if the record reported an arrival date and time stamp) could not be calculated for these records. Calculated times with negative or zero values were excluded from all related analyses, and calculated times considered to be outliers were also excluded from all related analyses (Table 54).

Table 54: Exclusions from Data File for Performance Time Analyses – 2016-2020

Exclusion Activity ¹	Frequency (n)	Percent of Total (%)
Total Records in Data Set	1,421,985	--
Call Entry Date and Time to Unit Dispatch Date and Time (Unit Dispatch Time) < 0 Minutes ²	20	< 0.1
Unit Dispatch Date and Time = Call Entry Date and Time (Unit Dispatch Time = 0 Minutes)	0	0.0
Call Entry Date and Time to Unit Dispatch Date and Time (Unit Dispatch Time) > 30 Minutes ²	14,388	1.0
Unit Dispatch Date and Time to Unit Enroute Date and Time (Unit Turnout Time) < 0 Minutes ³	17	< 0.1
Unit Enroute Date and Time = Unit Dispatch Date and Time (Unit Turnout Time = 0 Minutes) ³	32,693	2.3
Unit Dispatch Date and Time to Unit Enroute Date and Time (Unit Turnout Time) > 30 Minutes ³	166	< 0.1
Unit Enroute Date and Time to Unit Arrival Date and Time (Unit Travel Time) < 0 Minutes ⁴	1,546	0.1
Unit Arrival Date and Time = Unit Enroute Date and Time (Unit Travel Time = 0 Minutes) ⁴	4,902	0.3
Unit Enroute Date and Time to Unit Arrival Date and Time (Unit Travel Time) > 60 Minutes ⁴	850	0.1
Call Entry Date and Time to Unit Arrival Date and Time (Unit Response Time) < 0 Minutes ⁵	10	< 0.1
Unit Arrival Date and Time = Call Entry Date and Time (Unit Response Time = 0 Minutes)	0	0.0
Call Entry Date and Time to Unit Arrival Date and Time (Unit Response Time) > 60 Minutes ⁵	1,248	0.1
Individual Time Values Excluded⁶	55,840	--

¹Exclusion activities were sequential, such that frequency data are additive.

²Retained records to reflect response workload, but excluded dispatch times and corresponding response times from all related analyses.

³Retained records to reflect response workload, but excluded turnout times and corresponding response times from all related analyses.

⁴Retained records to reflect response workload, but excluded travel times and corresponding response times from all related analyses.

⁵Retained records to reflect response workload, but excluded response times from all related analyses.

⁶Plus additional exclusion of corresponding response times, where applicable.

Table 55: Classification of Incident Description into Program and Call Category

Program	Call Category	“Incident Call Type Final” from CAD Data File ¹	“Incident Type” from CAD Data File ¹
ADMIN-EXCLUDE	Admin	FTEST	FIRE TEST CALL
ADMIN-EXCLUDE	Admin	INSPECT	INSPECTION
ADMIN-EXCLUDE	Admin	TXFR	Transfer
BOMB	Device / Package	BOMB	EXPLOSIVE DEV SIG 44
BOMB	Device / Package	BOMB0	DEVICE/PACKAGE - BOMB0 RESP
BOMB	Device / Package	BOMB0	Investigation
BOMB	Device / Package	BOMB1	Device Suspected
BOMB	Device / Package	BOMB1	DEVICE/PACKAGE - BOMB1 RESP
BOMB	Device / Package	BOMB2	Device Confirmed
BOMB	Device / Package	BOMB2	DEVICE/PACKAGE - BOMB2 RESP
BOMB	Device / Package	BOMBC	DEVICE/PKG/THREAT COMBINED
BOMB	Device / Package	BOMBC	EXPLOSIVE DEVICE SIG 44 COMBINED
BOMB	Device / Package	BOMT	BOMB THREAT
BOMB	Device / Package / Explosion	EXPLOC	EXPLOSION COMBINED
BOMB	Device / Package / Explosion	EXPLOD	EXPLOSION
EMS	ALS0	ALS0	ALS0
EMS	ALS1	ALS	Medic Local
EMS	ALS1	ALS+	ALS+
EMS	ALS1	ALS1	Medic Local
EMS	ALS1	ALSC	ALS COMBINED
EMS	ALS1	HELPP	MEDIC LOCAL
EMS	ALS2	ALS2	Medic Local
EMS	ALS2	ALS2	MEDIC LOCAL
EMS	ALS2	CPR	Working Code
EMS	ALS2	CPRC	CPR COMBINED
EMS	ALS2	DEATHC	DEATH REPORT COMBINED

Program	Call Category	“Incident Call Type Final” from CAD Data File ¹	“Incident Type” from CAD Data File ¹
EMS	ALS2	DOAC	DOA COMBINED
EMS	BLS0	BLS0	BLS Amb
EMS	BLS0	MALRM	Medical Alarm
EMS	BLS0	SERVI	SERVICE W INJ SICK
EMS	BLS0	TRANS	Routine Amb TX
EMS	BLS1	ANIMLC	ANIMAL COMPLAINT COMBINED
EMS	BLS1	ASPD	ASSIST POLICE
EMS	BLS1	BLS	BLS Amb
EMS	BLS1	BLS+	BLS+
EMS	BLS1	BLS1	BLS Amb
EMS	BLS1	BLSC	BLS COMBINED
EMS	BLS1	ELEVI	ELEVATOR INJURIES
EMS	EMS Other	UNKC2C	UNKNOWN C2C CALLTYPE
EMS	Mass Casualty	MTASK	MASS CASUALTY T F
EMS	Overdose	OD	OVERDOSE
EMS	Overdose	ODAC	OVERDOSE ALS COMBINED
EMS	Overdose	ODBC	OVERDOSE BLS COMBINED
EMS	Overdose	OVERA	Overdose
EMS	Overdose	OVERB	Overdose
EMS	Overdose	OVERDC	OVERDOSE COMBINED
EMS	Police-Active Shooter	ACTIVEA1	ACTIVE ASSAILANT / SHOOTER unconfirmed
EMS	Police-Active Shooter	ACTIVEA2	ACTIVE ASSAILANT / SHOOTER
EMS	Police-Active Shooter	ACTSHT	ACTIVE ASSAILANT / SHOOTER
EMS	Police-Assault	ABUSEC	CVA ABUSE COMBINED
EMS	Police-Assault	ASALT	ASSAULT
EMS	Police-Assault	ASALTA	ASSAULT
EMS	Police-Assault	ASLTAC	ASSAULT COMBINED

Program	Call Category	“Incident Call Type Final” from CAD Data File ¹	“Incident Type” from CAD Data File ¹
EMS	Police-Assault	ASLTBC	ASSAULT COMBINED
EMS	Police-Assault	ASLTC	ASSAULT COMBINED
EMS	Police-Assault	FIGHTC	FIGHT COMBINED
EMS	Police-Assist	HELPC	SIGNAL 13 COMBINED
EMS	Police-Barricade	BARI	BARRICADE
EMS	Police-Barricade	BARRIC	BARRICADE COMBINED
EMS	Police-Cutting/Stabbing	CUTC	CUTTING COMBINED
EMS	Police-Cutting/Stabbing	CUTT	CUTTING STABBING
EMS	Police-Cutting/Stabbing	CUTT	Cutting/Stabbing
EMS	Police-Domestic	DOMESC	DOMESTIC COMBINED
EMS	Police-Robbery	ROBBC	ROBBERY COMBINED
EMS	Police-Robbery	ROBCITC	CIT ROBBERY COMBINED
EMS	Police-Sexual Assault	RAP	Rape
EMS	Police-Sexual Assault	RAPEC	SEXUAL ASSAULT COMBINED
EMS	Police-Shooting	SHOOTC	SHOOTING COMBINED
EMS	Police-Shooting	SHOT	Shooting
EMS	Police-Suicide	SUI	Suicide
EMS	Police-Suicide	SUICIC	ATT SUICIDE COMBINED
EMS	Police-Welfare Check	CKWELC	CHECK WELFARE COMBINED
FIRE	Aircraft Crash	PLANE	Aircraft Crash
FIRE	Boat Fire	BTFIRE	BOAT FIRE
FIRE	Boat Fire	WATER7	Boat Fire
FIRE	Boat Fire	WATER7	WATER7
FIRE	Fire Alarm	COALRM	CO Alarm
FIRE	Fire Alarm	FALRM	FIRE ALARM AFA
FIRE	Fire Alarm	FALRM	Fire Alarm-AFA
FIRE	Fire Alarm	FALRMA	FIRE ALARM AFA

Program	Call Category	“Incident Call Type Final” from CAD Data File ¹	“Incident Type” from CAD Data File ¹
FIRE	Investigation	INVEST	Invest Any Type
FIRE	Investigation	INVEST1	AFA
FIRE	Investigation	INVEST1	INVEST1
FIRE	Investigation	INVEST2	INVEST2
FIRE	Investigation	INVEST2	Odor of smoke
FIRE	Investigation	INVEST3	INVEST3
FIRE	Investigation	INVEST3	Vehicle Fire
FIRE	Investigation	INVEST4	CO w Sick
FIRE	Investigation	INVEST4	INVEST4
FIRE	Investigation	Invest5	INVEST5
FIRE	Investigation	Invest5	Lock Out with Food on Stove
FIRE	Investigation	WIREC	WIRES DOWN COMBINED
FIRE	Investigation	WIREDN	Wires Down
FIRE	Metro Train Fire	METRO	METRO STATION TRAIN
FIRE	Metro Train Fire	METROF	Metro Train Fire
FIRE	Outside Fire	BRUSH	BRUSH FIRE
FIRE	Outside Fire	BRUSH	Brush Fire
FIRE	Outside Fire	BRUSHE	BRUSH FIRE ENHANCED
FIRE	Outside Fire	OUTF	Outside Fire
FIRE	Outside Fire	OUTFI	OUTSIDE FIRE W INJ
FIRE	Outside Fire	OUTSID1	OUTSID1
FIRE	Street Alarm	APTF	Street Alarm
FIRE	Street Alarm	INVEST	Street Alarm
FIRE	Street Alarm	STREET	Street Alarm
FIRE	Street Alarm	STREETR	STREET ALRM REDUCE
FIRE	Street Alarm	STRUCF1	STREET ALRM REDUCE
FIRE	Street Alarm	STRUCF2	Street Alarm

Program	Call Category	“Incident Call Type Final” from CAD Data File ¹	“Incident Type” from CAD Data File ¹
FIRE	Structure Fire	APTF	Apartment Fire
FIRE	Structure Fire	APTF	Apt Fire w/Trapped
FIRE	Structure Fire	APTFR	APT FIRE REDUCED
FIRE	Structure Fire	APTT	APT FIRE W TRAPPED
FIRE	Structure Fire	BUILDF	Building Fire
FIRE	Structure Fire	BUILDFR	BUILDING FIRE REDU
FIRE	Structure Fire	BUILD	BUILDING FIRE W TRAP
FIRE	Structure Fire	HOUSEF	House Fire
FIRE	Structure Fire	HOUSEFR	HOUSE FIRE REDUCED
FIRE	Structure Fire	HOuset	HOUSE FIRE W TRAPPED
FIRE	Structure Fire	HOuset	House Fire w/Trapped
FIRE	Structure Fire	STRUCF0	STRUCF0
FIRE	Structure Fire	STRUCF1	STRUCF1
FIRE	Structure Fire	STRUCF2	STRUCF2
FIRE	Structure Fire	STRUCF3	Street Alarm with Injuries
FIRE	Structure Fire	STRUCF3	STRUCF3
FIRE	Structure Fire	STRUCF4	STRUCF4
FIRE	Structure Fire	STRUCF4	Structure Fire
FIRE	Structure Fire	STRUCF5	STRUCF5
FIRE	Structure Fire	STRUCF5	Structure Fire with Trapped
FIRE	Structure Fire	STRUCF6	HighRise Fire
FIRE	Structure Fire	STRUCF6	STRUCF6
FIRE	Structure Fire	STRUCF7	High Rise Fire w Trapped
FIRE	Structure Fire	STRUCF7	STRUCF7
FIRE	Structure Fire	TOWNHF	Townhouse Fire
FIRE	Structure Fire	TOWNHT	TOWNHOUSE FIRE W TR
FIRE	Structure Fire	WFD	WORKING FIRE DISP

Program	Call Category	“Incident Call Type Final” from CAD Data File ¹	“Incident Type” from CAD Data File ¹
FIRE	Train Emergency	TRAIN	TRAIN EMERGENCY
FIRE	Train Emergency	TRAINC	TRAIN EMERGENCY COMBINED
FIRE	Vehicle Fire	AUTOF	Auto Fire
FIRE	Vehicle Fire	AUTOFT	AUTO FIRE W TRAPPED
HAZMAT	Hazmat	HAZBOX	HAZMAT BOX
HAZMAT	Hazmat	HAZINV	HAZMAT INVESTIGATION
HAZMAT	Hazmat	HAZLOC	HAZMAT LOCAL
HAZMAT	Hazmat	HAZMAT	HAZMAT CALL
HAZMAT	Hazmat	HAZSER	HAZMAT SERVICE CALL
HAZMAT	Hazmat-CO Leak	COLEAK	CO LEAK W SICK PEOP
HAZMAT	Hazmat-CO Leak	COLEAK	CO Leak W/ Sick Peop
HAZMAT	Hazmat-Fuel Spill	FUEL	Fuel Spill
HAZMAT	Hazmat-Gas Leak	APTG	APT NATURAL GAS LK
HAZMAT	Hazmat-Gas Leak	APTG	Apt. Natural Gas Lk
HAZMAT	Hazmat-Gas Leak	BUILDG	BUILDING NAT GAS LK
HAZMAT	Hazmat-Gas Leak	BUILDG	Building Nat. Gas Lk
HAZMAT	Hazmat-Gas Leak	GASLK1	GASLK1
HAZMAT	Hazmat-Gas Leak	GASLK1	Outside Gas Leak
HAZMAT	Hazmat-Gas Leak	GASLK2	GASLK2
HAZMAT	Hazmat-Gas Leak	GASLK2	Outside Gas leak with Sick People
HAZMAT	Hazmat-Gas Leak	GASLK3	GASLK3
HAZMAT	Hazmat-Gas Leak	GASLK3	Odor of Gas outside a Struture
HAZMAT	Hazmat-Gas Leak	GASLK4	GASLK4
HAZMAT	Hazmat-Gas Leak	GASLK4	Odor of Gas in structure
HAZMAT	Hazmat-Gas Leak	HOUSEG	House Nat.Gas Leak
HAZMAT	Hazmat-Gas Leak	HOUSEG	HOUSE NATGAS LEAK
HAZMAT	Hazmat-Gas Leak	HOUSEG	Townhouse Nat.Gas Lk

Program	Call Category	“Incident Call Type Final” from CAD Data File ¹	“Incident Type” from CAD Data File ¹
HAZMAT	Hazmat-Gas Leak	OUTG	Outside Gas Leak
HAZMAT	Hazmat-Gas Leak	TOWNHG	TOWNHOUSE NATGAS LK
NON	Service	FLOOD	Flooding Conditions
NON	Service	MALRM	Non-Emerg Service
NON	Service	SERV	NON EMERG SERVICE
NON	Service	SERV	Non-Emerg Service
NON	Service	SERV1	Non-Emerg Service
NON	Service	SERV1	SERV1
NON	Service	SERV2	Lock Out
NON	Service	SERV2	SERV2
NON	Service	WASHD	Wash Down
NON-EXCLUDE	Admin	AVLTST	TEST DO NOT DISPATCH
NON-EXCLUDE	Admin	FDRILL	FIRE DRILL
NON-EXCLUDE	Admin	FWATCH	FIRE WATCH
NON-EXCLUDE	Admin	METROM	METRO COMMAND RQST
NON-EXCLUDE	Admin	OUT	OUT OF SERVICE
NON-EXCLUDE	Special Event	EVENT	EVENT
NON-EXCLUDE	Special Event	REDSKN	STADIUM EVENT
RESCUE	MVA	ACCDC	DEPT ACCIDENT PD COMBINED
RESCUE	MVA	ACCFDC	DEPT ACCIDENT FD COMBINED
RESCUE	MVA	ACCHC	HIGHWAY ACCIDENT COMBINED
RESCUE	MVA	ACCMC	MOTORCYCLE ACCIDENT COMBINED
RESCUE	MVA	ACCSC	VEHICLE ACCIDENT COMBINED
RESCUE	MVA	DEP	DEPARTMENTAL ACCI
RESCUE	MVA	DEPFD	DEPARTMENTAL ACCI
RESCUE	MVA	HITIC	HIT AND RUN W/INJURY COMBINED
RESCUE	MVA	HITT	BLS Amb

Program	Call Category	“Incident Call Type Final” from CAD Data File ¹	“Incident Type” from CAD Data File ¹
RESCUE	MVA	HITT	Hit & Run w/Injuries
RESCUE	MVA	HITT	HIT AND RUN W INJURIES
RESCUE	MVA	MOTOR	Hit & Run w/Injuries
RESCUE	MVA	MOTOR	Motorcycle Accident
RESCUE	MVA	PIA	ACC W INJ
RESCUE	MVA	PIA	Acc w/Inj
RESCUE	MVA	PIAH	PIA Limited Access
RESCUE	MVA	RESCUE1	Acc w/Inj
RESCUE	MVA	RESCUE2	RESCUE2
RESCUE	MVA	RESCUE3	PIA Limited Access
RESCUE	MVA	RESCUE3	RESCUE3
RESCUE	MVA	RESCUE4	PIA Limited Access W Trapped
RESCUE	MVA	RESCUE5	WWB - PIA Limited Access
RESCUE	MVA	RESCUE6	WWB - PIA Limited Access W Trapped
RESCUE	MVA	RESCUE7	PIA ejection
RESCUE	Pedestrian Struck	ACCPC	PEDESTRIAN STRUCK COMBINED
RESCUE	Pedestrian Struck	PED	Pedestrian Struck
RESCUE	Pedestrian Struck	TRAINS	TRAIN PED/STRUCK
RESCUE	Rescue	ELEV	Stuck Elevator
RESCUE	Rescue	LOC	LOCK IN OUT
RESCUE	Rescue	LOC	Lock In/Out
RESCUE	Rescue	LOCKC	LOCK OUT/IN COMBINED
RESCUE	Rescue	RESCUE1	RESCUE1
RESCUE	Rescue	RESCUE5	RESCUE5
RESCUE	Rescue	RESCUE6	RESCUE6
RESCUE	Rescue	RESCUE7	RESCUE7
RESCUE	Technical Rescue	ACCIC	INDUSTRIAL ACCIDENT COMBINED

Program	Call Category	“Incident Call Type Final” from CAD Data File ¹	“Incident Type” from CAD Data File ¹
RESCUE	Technical Rescue	COLAPI	Collapse Invest
RESCUE	Technical Rescue	COLAPS	COLLAPSE
RESCUE	Technical Rescue	CONFSP	CONFINED SPACE RESCU
RESCUE	Technical Rescue	ELEV T	ELEVATOR ENTRAPMENT
RESCUE	Technical Rescue	ESCAL T	ESCALATOR ENTRAPMENT
RESCUE	Technical Rescue	HARES	HIGH ANGLE RESCUE
RESCUE	Technical Rescue	HARES4	HARES4
RESCUE	Technical Rescue	INDUSA	INDUSTRIAL FARM ACCI
RESCUE	Technical Rescue	INDUSA	Industrial/Farm Acci
RESCUE	Technical Rescue	METROS	METRO PED/STRUCK
RESCUE	Technical Rescue	METROS	METRO TRAIN SUICIDE
RESCUE	Technical Rescue	PIAT	PIA W ENTRAPMENT
RESCUE	Technical Rescue	PIAT	PIA w/Entrapment
RESCUE	Technical Rescue	PLANE0	Low Flying Aircraft
RESCUE	Technical Rescue	PLANE1	Investigation of Aircraft Down
RESCUE	Technical Rescue	PLANE2	Small Aircraft Crash
RESCUE	Technical Rescue	PLANE3	Aircraft in Water
RESCUE	Technical Rescue	PLANE4	Large Aircraft Crash
RESCUE	Technical Rescue	RESCUE2	PIA w/Entrapment
RESCUE	Technical Rescue	RESCUE4	RESCUE4
RESCUE	Technical Rescue	TRAINS	TRAIN SUICIDE
RESCUE	Technical Rescue	TRT	TECHNICAL RESCUE T F
RESCUE	Water Rescue	BTINV	WATER RESCUE INVEST
RESCUE	Water Rescue	DROWNC	DROWNING COMBINED
RESCUE	Water Rescue	POOL	WATER RESCUE
RESCUE	Water Rescue	WATER	WATER RESCUE
RESCUE	Water Rescue	WATER0	Non-Emerg Water Inc

Program	Call Category	“Incident Call Type Final” from CAD Data File ¹	“Incident Type” from CAD Data File ¹
RESCUE	Water Rescue	WATER0	WATER0
RESCUE	Water Rescue	WATER1	Vehicle in Water no Patient
RESCUE	Water Rescue	WATER1	WATER1
RESCUE	Water Rescue	WATER2	Animal in Water
RESCUE	Water Rescue	WATER2	WATER3
RESCUE	Water Rescue	WATER3	Pool Emergency
RESCUE	Water Rescue	WATER3	WATER4
RESCUE	Water Rescue	WATER4	Person trapped in Water
RESCUE	Water Rescue	WATER4	WATER5
RESCUE	Water Rescue	WATER5	Water Rescue
RESCUE	Water Rescue	WATER6	Boat Emergency
RESCUE	Water Rescue	WATER6	WATER6

¹Entries are presented verbatim from the data file.



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June 2022

Draft GIS Analysis



Prince George's County Fire/EMS Department
Prince George's County, MD

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CONSULTANT REPORT

Prince George’s County Fire/EMS Department, MD
DRAFT GIS ANALYSIS

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ESTABLISHING BASELINE PERFORMANCE

The first step in completing GIS planning analyses is to establish the desired performance parameters. Measures of total response time can be significantly influenced by both internal and external influences. For example, the dispatch time, defined as the time from call creation at the 911-center to the dispatching of units, contributes to the customer’s overall response time experience. Another element in the total response time continuum is the turnout time, defined as the time from when the units are notified of the incident until they are responding. Turnout time can have a significant impact on the overall response time for the customer and is generally considered under management’s control. However, the travel time, defined as the period from when the units are responding until arrival at the incident is a factor of the number of fire stations, the ability to travel unimpeded on the road network, the existing road network’s ability to navigate the community, and the availability of the units. Largely, travel time is the most stable variable to utilize in system design regarding response time performance.

Therefore, these GIS planning analyses will focus on travel time capability as the unit of measure. Performance for travel time of first arriving Prince George’s County Fire/EMS Department (PGFD) units to emergency calls by program during the 2019 reporting period is provided below. Overall, the career stations’ travel time was 8.8 minutes or less for 90% of the incidents within the County. EMS related incidents had a travel time of 8.9 minutes or less for 90% of the incidents, and fire service-related incidents had a travel time performance of 8.5 minutes or less for 90% of the incidents for incidents within the County. Utilizing all staffing strategies of career, combination, and volunteer, the department’s overall travel time was 8.5 minutes.

Table 1: 90th Percentile Performance Times by Staffing Model and Program – First Arriving PGFD Units in All Incident Areas

Staffing Model	Program	Dispatch Time (Minutes)	Turnout Time (Minutes)	Travel Time (Minutes)	Response Time (Minutes)	Sample Size ¹
Career	Bomb	--	--	--	--	2
	EMS	4.6	2.2	8.9	14.0	47,637
	Fire	4.3	2.0	8.5	13.1	10,059
	Hazmat	4.0	2.0	8.6	12.5	1,419
	Rescue	6.0	2.0	8.5	14.8	9,305
	Total	4.8	2.1	8.8	14.0	68,422
Combination	Bomb	--	--	--	--	2
	EMS	4.9	2.2	7.7	12.8	10,546
	Fire	4.6	2.1	6.5	12.0	2,906
	Hazmat	3.7	2.0	6.8	10.9	516
	Rescue	6.3	2.1	8.0	14.7	2,290
	Total	5.0	2.2	7.5	12.9	16,260
Volunteer	Bomb	--	--	--	--	1
	EMS	5.2	2.3	7.8	13.4	6,146
	Fire	4.5	1.9	6.9	11.5	2,072
	Hazmat	3.7	1.8	7.7	11.2	358
	Rescue	6.3	2.0	7.4	14.4	1,991
	Total	5.2	2.2	7.6	13.2	10,568
Other	Bomb	--	--	--	--	0
	EMS	4.9	3.0	8.0	14.6	187
	Fire	--	--	--	--	4
	Hazmat	--	--	--	--	1
	Rescue	--	4.2	16.3	--	11
	Total	4.9	3.0	8.0	14.6	203
Total	4.9	2.1	8.5	13.8	95,453	

¹Sample sizes reflect the number of responses to emergency calls made by first arriving primary front-line units assigned to PGFD; due to missing or excluded time data, sample sizes corresponding to individual table metrics may be smaller.

Comparison to National References

There are two notable references for travel time available to the fire service in National Fire Protection Association (NFPA) 1710.¹ and the Commission on Fire Accreditation International (CFAI).² NFPA 1710 suggests a 4-minute travel time at the 90th percentile for first due arrival of Basic Life Support (BLS) and fire incidents, and the CFAI recommends a 5 minute and 12 seconds travel time for first due arrival in an urban/suburban population density. In contrast the CFAI affords a 13-minute travel time for rural areas. The arrival of an Advanced Life Support (ALS) unit is recommended at 8 minutes travel time by NFPA 1710. It is important to note that the previous edition (9th edition) of the CFAI guidelines have de-emphasized response time and only reference the legacy standards with a separately provided companion document³. There is no reference for response times in the most recent publication.⁴

The following analysis evaluates the 4-minute travel time at the 90th percentile to be the most restrictive time frame evaluated and consistent with NFPA 1710.

When referring to the marginal utility analyses provided in the tables on the following pages, ascending rank order is the station's capability to cover risk (incidents) for all calls in relation to the total historical call volume of the sample period 2019. Station is the identifier for the current PGFD station; station capture is the number of calls the station would capture within the specified travel time parameter; total capture is the cumulative number of calls captured with the addition of each station; and percent capture is the cumulative percentage of risk covered with the addition of each station.

The goal would be to achieve at least 90% capture. Figures depict drive time mapping for all incidents and all stations that Prince George's deploys.

Results suggest that with 49-stations, 42.91% of all calls could be responded to within 4-minutes or less travel time.

¹ National Fire Protection Association. (2010). NFPA 1710, *Standard for the Organization and Deployment of Fire Suppression Operations, Emergency Medical Operations, and Special Operations to the Public by Career Fire Departments*. Boston, MA: National Fire Protection Association.

² CFAI. (2009). *Fire & emergency service self-assessment manual*, (8th ed.). Chantilly, Virginia: Author. (page 71)

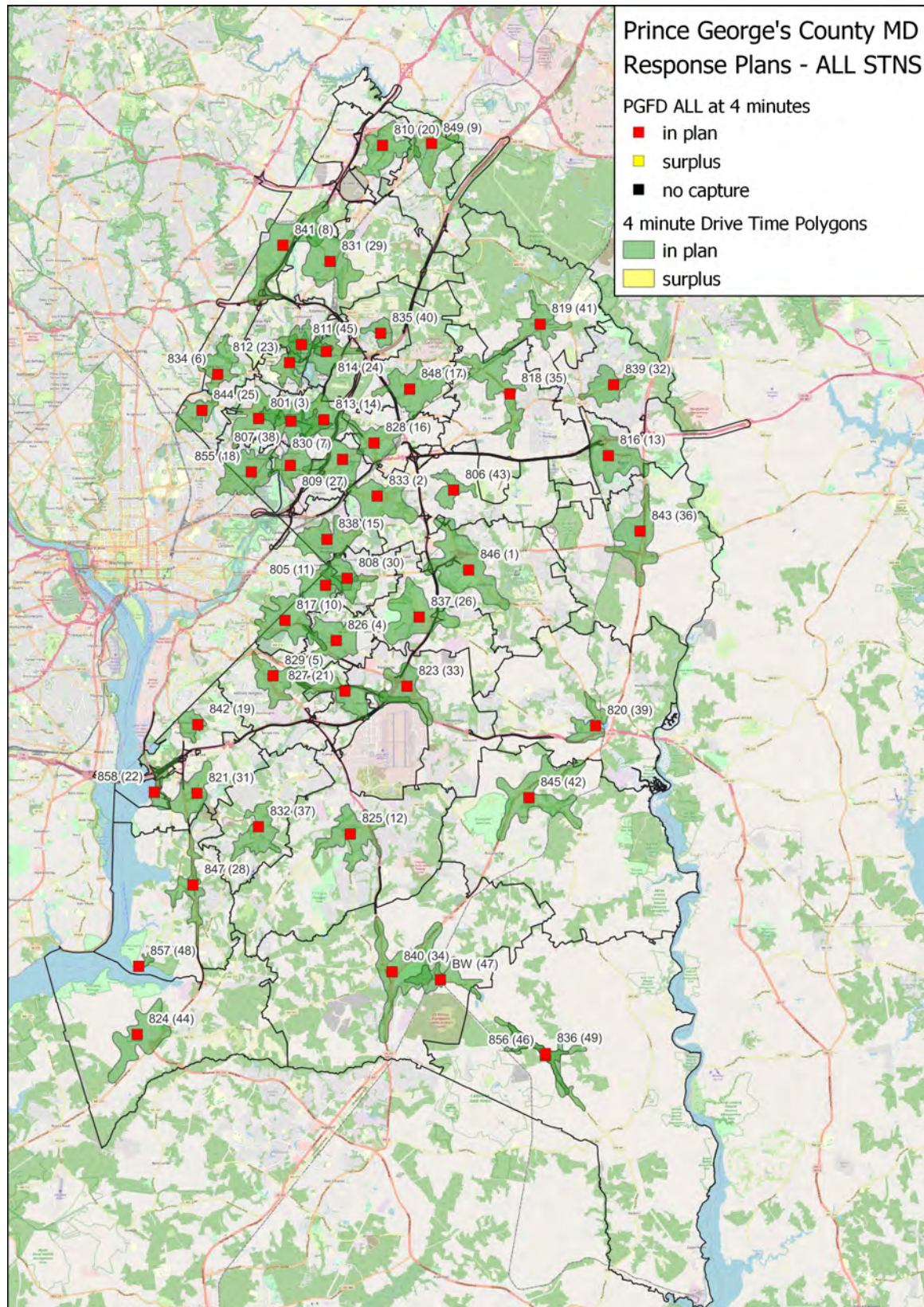
³ CFAI. (2016). *Fire & emergency service self-assessment manual*, (9th ed.). Chantilly, Virginia: Author.

⁴ CFAI. (2020). *Quality improvement for the fire and emergency services*. Chantilly, Virginia: Author.

Table 2: Marginal Station Contribution for 4-Minute Travel Time – All Calls – All Fire Stations

Rank	Station	Travel Time	Station Capture	Total Capture	Percent Capture
1	846	4	3,654	3,654	2.47%
2	833	4	3,072	6,726	4.55%
3	801	4	3,025	9,751	6.60%
4	826	4	3,020	12,771	8.65%
5	829	4	2,985	15,756	10.67%
6	834	4	2,683	18,439	12.49%
7	830	4	2,465	20,904	14.15%
8	841	4	2,392	23,296	15.77%
9	849	4	2,174	25,470	17.25%
10	817	4	2,078	27,548	18.65%
11	805	4	1,985	29,533	20.00%
12	825	4	1,948	31,481	21.32%
13	816	4	1,935	33,416	22.63%
14	813	4	1,795	35,211	23.84%
15	838	4	1,769	36,980	25.04%
16	828	4	1,719	38,699	26.20%
17	848	4	1,695	40,394	27.35%
18	855	4	1,528	41,922	28.39%
19	842	4	1,514	43,436	29.41%
20	810	4	1,460	44,896	30.40%
21	827	4	1,423	46,319	31.36%
22	858	4	1,410	47,729	32.32%
23	812	4	1,340	49,069	33.22%
24	814	4	1,312	50,381	34.11%
25	844	4	1,312	51,693	35.00%
26	837	4	1,310	53,003	35.89%
27	809	4	955	53,958	36.54%
28	847	4	871	54,829	37.13%
29	831	4	839	55,668	37.69%
30	808	4	806	56,474	38.24%
31	821	4	753	57,227	38.75%
32	839	4	740	57,967	39.25%
33	823	4	642	58,609	39.68%
34	840	4	614	59,223	40.10%
35	818	4	553	59,776	40.47%
36	843	4	546	60,322	40.84%
37	832	4	414	60,736	41.12%
38	807	4	380	61,116	41.38%
39	820	4	361	61,477	41.63%
40	835	4	320	61,797	41.84%
41	819	4	298	62,095	42.05%
42	845	4	296	62,391	42.25%
43	806	4	270	62,661	42.43%
44	824	4	251	62,912	42.60%
45	811	4	244	63,156	42.76%
46	856	4	134	63,290	42.85%
47	BW	4	56	63,346	42.89%
48	857	4	29	63,375	42.91%
49	836	4	0	63,375	42.91%

Figure 1: Current Station Bleed Map for 4-Minute Travel Time – All Calls – All Fire Stations



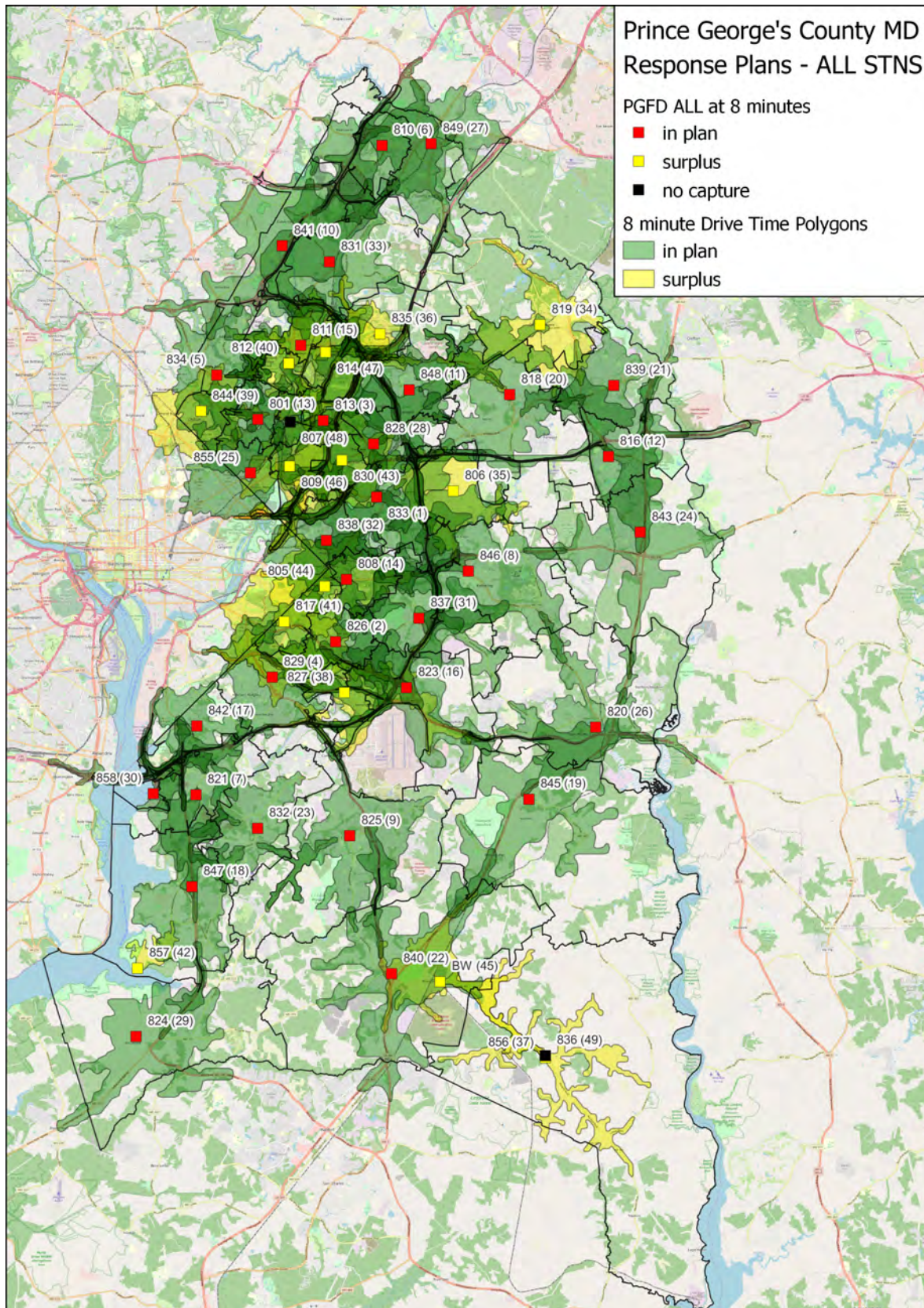
Validation of Planning Analysis

The first step in this validation analysis is to utilize the historical performance to validate the planning analyses utilized by the GIS system. The 2019 historical performance demonstrated an 8.5-minute overall department travel time performance at the 90th percentile. The planning assessments estimated 91.87% risk coverage by 49-stations within 8-minutes travel time. Therefore, there is a high degree of agreement between the planning tools and actual historical performance.

Table 3: Marginal Station Contribution for 8-Minute Travel Time – All Calls – All Fire Stations

Rank	Station	Travel Time	Station Capture	Total Capture	Percent Capture
1	833	8	15,207	15,207	10.30%
2	826	8	14,757	29,964	20.29%
3	813	8	12,078	42,042	28.47%
4	829	8	8,023	50,065	33.90%
5	834	8	7,997	58,062	39.31%
6	810	8	6,688	64,750	43.84%
7	821	8	6,654	71,404	48.35%
8	846	8	6,503	77,907	52.75%
9	825	8	5,610	83,517	56.55%
10	841	8	5,191	88,708	60.06%
11	848	8	5,048	93,756	63.48%
12	816	8	4,735	98,491	66.69%
13	801	8	4,645	103,136	69.83%
14	808	8	3,060	106,196	71.91%
15	811	8	2,939	109,135	73.90%
16	823	8	2,886	112,021	75.85%
17	842	8	2,327	114,348	77.43%
18	847	8	2,141	116,489	78.88%
19	845	8	2,019	118,508	80.24%
20	818	8	1,942	120,450	81.56%
21	839	8	1,571	122,021	82.62%
22	840	8	1,438	123,459	83.60%
23	832	8	1,386	124,845	84.53%
24	843	8	1,118	125,963	85.29%
25	855	8	989	126,952	85.96%
26	820	8	951	127,903	86.60%
27	849	8	921	128,824	87.23%
28	828	8	814	129,638	87.78%
29	824	8	768	130,406	88.30%
30	858	8	723	131,129	88.79%
31	837	8	700	131,829	89.26%
32	838	8	645	132,474	89.70%
33	831	8	637	133,111	90.13%
34	819	8	473	133,584	90.45%
35	806	8	464	134,048	90.76%
36	835	8	431	134,479	91.06%
37	856	8	309	134,788	91.27%
38	827	8	267	135,055	91.45%
39	844	8	152	135,207	91.55%
40	812	8	126	135,333	91.64%
41	817	8	105	135,438	91.71%
42	857	8	99	135,537	91.77%
43	830	8	91	135,628	91.83%
44	805	8	32	135,660	91.86%
45	BW	8	15	135,675	91.87%
46	809	8	3	135,678	91.87%
47	814	8	2	135,680	91.87%
48	807	8	0	135,680	91.87%
49	836	8	0	135,680	91.87%

Figure 2: Current Station Bleed Map for 8-Minute Travel Time – All Calls– All Fire Stations



EVALUATION OF VARIOUS DISTRIBUTION MODELS

As previously discussed, these analyses utilized 2021 historical performance as the desired performance for system design. Various configurations of 4- to 10-minute travel times were completed to consider alternatives compared to the current performance of 8.5 minutes travel time at the 90th percentile (8.9 minutes for EMS related calls, and 8.5 minutes for fire service-related calls).

Analyses are presented as follows:

1. PGFD All stations responding to all calls at 6- and 10-minute travel times (4- and 8-minute travel time analyses were presented previously);
2. PGFD Career stations responding to all calls at 4-, 6-, 8-, and 10-minute travel times.
3. PGFD Career and Combination stations responding to all calls at 4-, 6-, 8-, and 10-minute travel times.
4. PGFD All stations responding to EMS calls at 4-, 6-, 8-, and 10-minute travel times
5. PGFD Career stations responding to EMS calls at 4-, 6-, 8-, and 10-minute travel times.
6. PGFD Career and Combination stations responding to EMS calls at 4-, 6-, 8-, and 10-minute travel times.
7. PGFD Career stations all calls with 6-urban/13-rural, 8-urban/13-rural, and 10-urban/13-rural travel times
8. PGFD Career and Combination stations all calls with 6-urban/13-rural, 8-urban/13-rural, and 10-urban/13-rural travel times
9. Optimized EMS Post Locations at 6-, 8-, and 10-minute travel times

The map of the first due areas by station type are provided on the following page. Analyses are offered to compare the various potential distribution models.

PGFD All Stations – All Calls

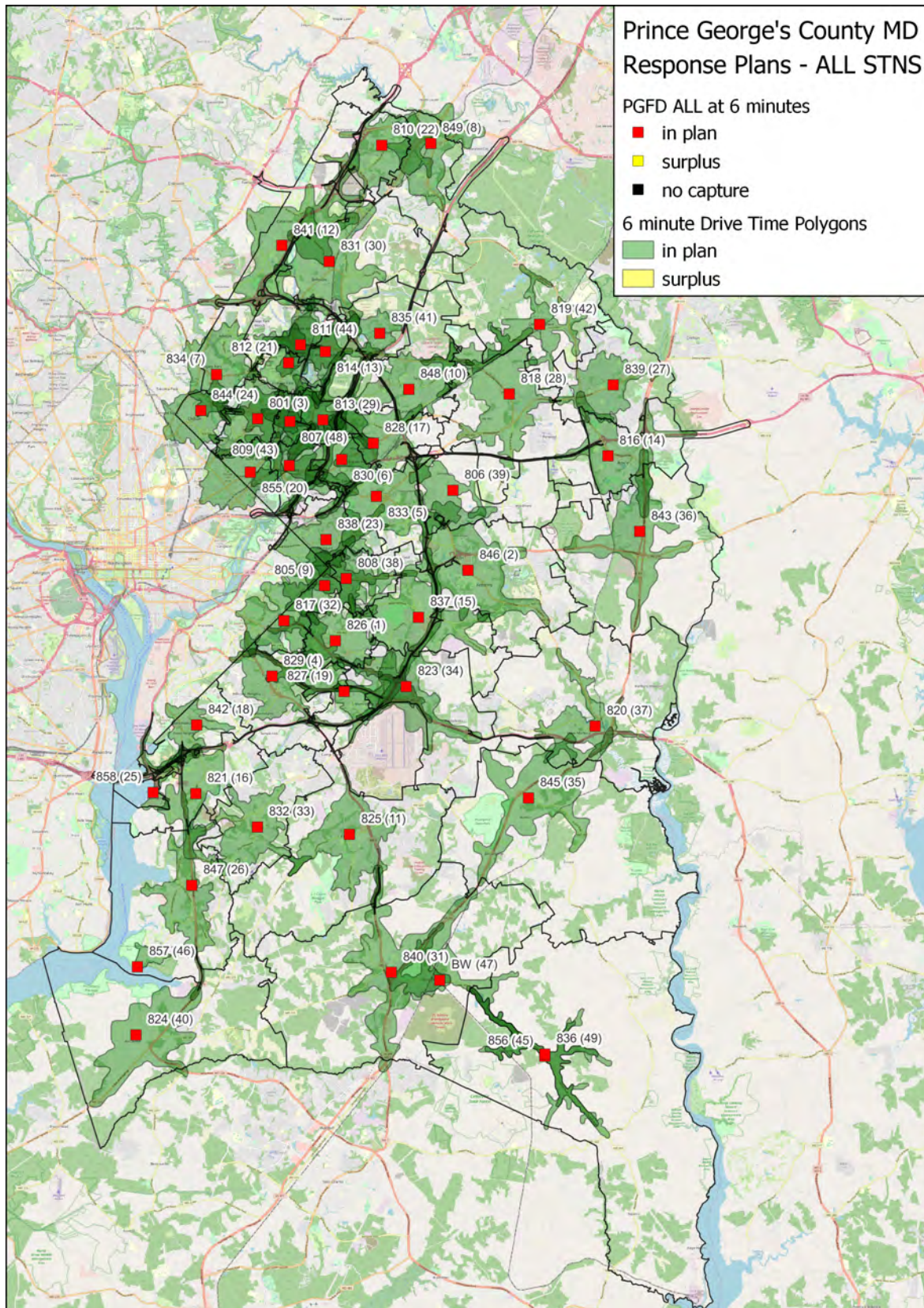
6-Minute Travel Time – All Stations - All Calls

Results suggest that with 49-stations, 75.91% of all calls could be responded to within 6-minutes or less travel time.

Table 4: Marginal Station Contribution for 6-Minute Travel Time – All Calls – All Fire Stations

Rank	Station	Travel Time	Station Capture	Total Capture	Percent Capture
1	826	6	7,503	7,503	5.08%
2	846	6	6,952	14,455	9.79%
3	801	6	6,520	20,975	14.20%
4	829	6	5,861	26,836	18.17%
5	833	6	5,848	32,684	22.13%
6	830	6	4,941	37,625	25.48%
7	834	6	4,868	42,493	28.77%
8	849	6	4,268	46,761	31.66%
9	805	6	4,231	50,992	34.53%
10	848	6	4,215	55,207	37.38%
11	825	6	3,873	59,080	40.00%
12	841	6	3,847	62,927	42.61%
13	814	6	3,714	66,641	45.12%
14	816	6	3,108	69,749	47.23%
15	837	6	2,853	72,602	49.16%
16	821	6	2,828	75,430	51.07%
17	828	6	2,508	77,938	52.77%
18	842	6	2,368	80,306	54.38%
19	827	6	2,118	82,424	55.81%
20	855	6	1,973	84,397	57.15%
21	812	6	1,947	86,344	58.46%
22	810	6	1,851	88,195	59.72%
23	838	6	1,835	90,030	60.96%
24	844	6	1,729	91,759	62.13%
25	858	6	1,608	93,367	63.22%
26	847	6	1,596	94,963	64.30%
27	839	6	1,587	96,550	65.37%
28	818	6	1,413	97,963	66.33%
29	813	6	1,407	99,370	67.28%
30	831	6	1,328	100,698	68.18%
31	840	6	1,306	102,004	69.07%
32	817	6	1,201	103,205	69.88%
33	832	6	1,048	104,253	70.59%
34	823	6	1,025	105,278	71.28%
35	845	6	1,005	106,283	71.97%
36	843	6	1,000	107,283	72.64%
37	820	6	797	108,080	73.18%
38	808	6	720	108,800	73.67%
39	806	6	637	109,437	74.10%
40	824	6	576	110,013	74.49%
41	835	6	531	110,544	74.85%
42	819	6	504	111,048	75.19%
43	809	6	467	111,515	75.51%
44	811	6	181	111,696	75.63%
45	856	6	172	111,868	75.75%
46	857	6	123	111,991	75.83%
47	BW	6	93	112,084	75.89%
48	807	6	32	112,116	75.91%
49	836	6	0	112,116	75.91%

Figure 4: Current Station Bleed Map for 6-Minute Travel Time – All Calls – All Fire Stations



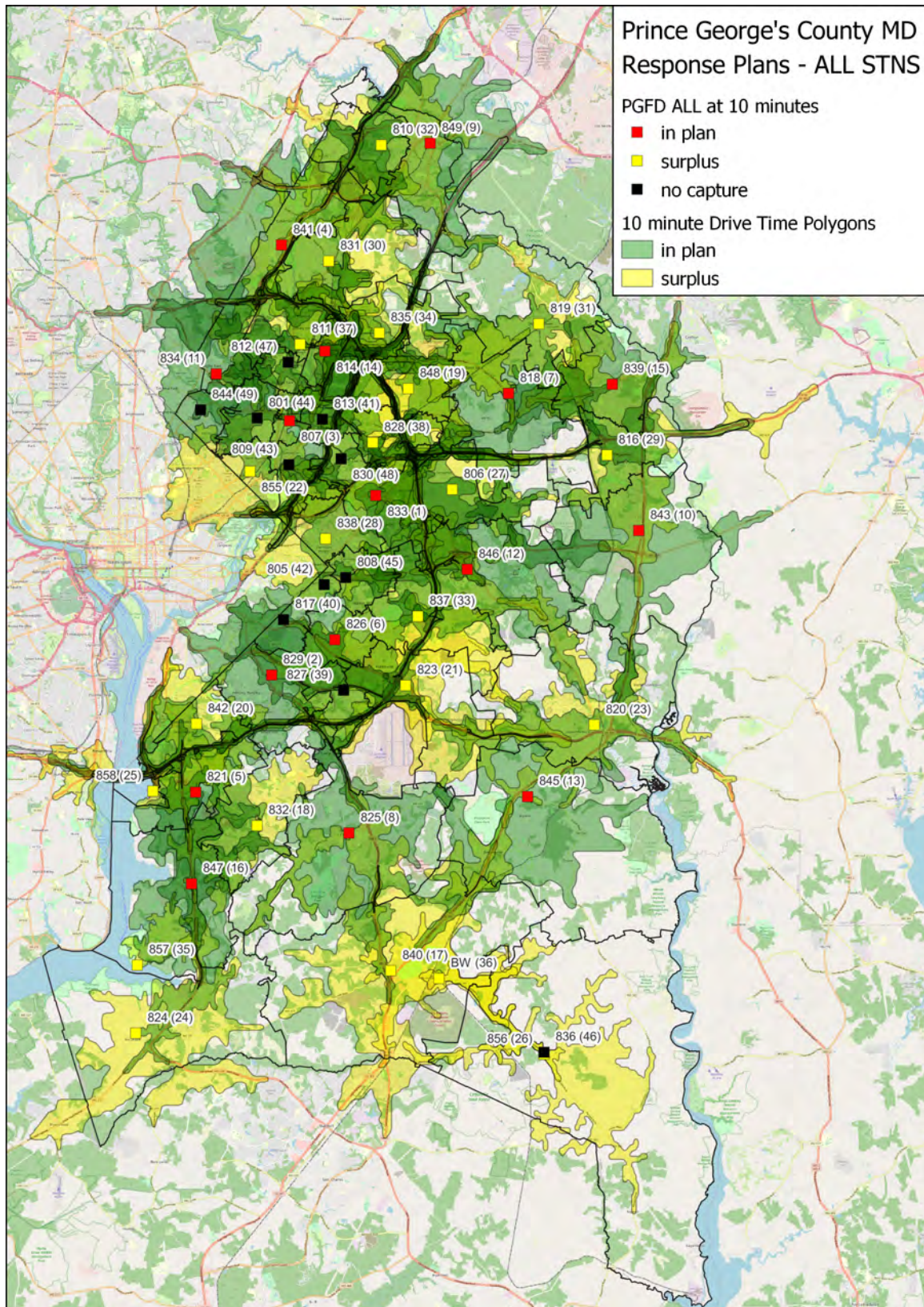
10-Minute Travel Time – All Stations - All Calls

Results suggest that with 49-stations, 97.76% of calls could be responded to within 10-minutes or less travel time. However, a total of 16-stations could achieve 90.89% of the incidents with in 10-minutes travel time.

Table 5: Marginal Station Contribution for 10-Minute Travel Time – All Calls – All Fire Stations

Rank	Station	Travel Time	Station Capture	Total Capture	Percent Capture
1	833	10	24,916	24,916	16.87%
2	829	10	20,560	45,476	30.79%
3	807	10	17,196	62,672	42.44%
4	841	10	10,297	72,969	49.41%
5	821	10	9,721	82,690	55.99%
6	826	10	8,641	91,331	61.84%
7	818	10	6,817	98,148	66.46%
8	825	10	6,729	104,877	71.01%
9	849	10	5,839	110,716	74.97%
10	843	10	5,781	116,497	78.88%
11	834	10	4,482	120,979	81.92%
12	846	10	3,496	124,475	84.28%
13	845	10	3,371	127,846	86.57%
14	814	10	2,239	130,085	88.08%
15	839	10	2,182	132,267	89.56%
16	847	10	1,960	134,227	90.89%
17	840	10	1,368	135,595	91.81%
18	832	10	1,285	136,880	92.68%
19	848	10	1,106	137,986	93.43%
20	842	10	1,040	139,026	94.14%
21	823	10	990	140,016	94.81%
22	855	10	762	140,778	95.32%
23	820	10	746	141,524	95.83%
24	824	10	649	142,173	96.27%
25	858	10	359	142,532	96.51%
26	856	10	308	142,840	96.72%
27	806	10	278	143,118	96.91%
28	838	10	271	143,389	97.09%
29	816	10	215	143,604	97.24%
30	831	10	207	143,811	97.38%
31	819	10	187	143,998	97.50%
32	810	10	148	144,146	97.60%
33	837	10	114	144,260	97.68%
34	835	10	38	144,298	97.71%
35	857	10	38	144,336	97.73%
36	BW	10	22	144,358	97.75%
37	811	10	11	144,369	97.75%
38	828	10	11	144,380	97.76%
39	827	10	0	144,380	97.76%
40	817	10	0	144,380	97.76%
41	813	10	0	144,380	97.76%
42	805	10	0	144,380	97.76%
43	809	10	0	144,380	97.76%
44	801	10	0	144,380	97.76%
45	808	10	0	144,380	97.76%
46	836	10	0	144,380	97.76%
47	812	10	0	144,380	97.76%
48	830	10	0	144,380	97.76%
49	844	10	0	144,380	97.76%

Figure 5: Current Station Bleed Map for 10-Minute Travel Time – All Calls– All Fire Stations



PGFD Career Fire Stations – All Calls

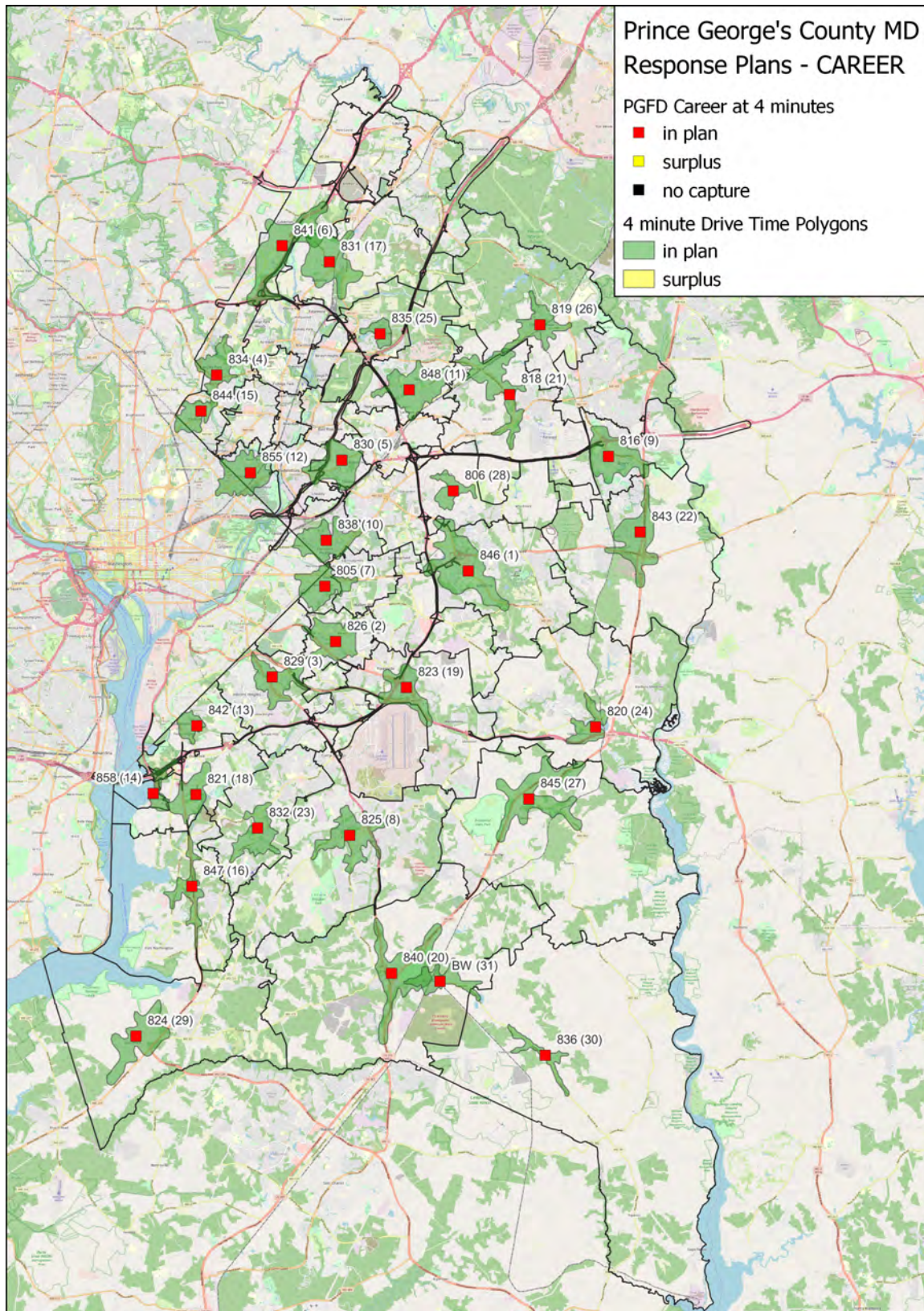
4-Minute Travel Time – Career Stations - All Calls

Results suggest that with 31-stations, 26.85% of all calls could be responded to within 4-minutes or less travel time.

Table 6: Marginal Station Contribution for 4-Minute Travel Time – All Calls – Career Stations

Rank	Station	Travel Time	Station Capture	Total Capture	Percent Capture
1	846	4	3,654	3,654	2.47%
2	826	4	3,020	6,674	4.52%
3	829	4	2,985	9,659	6.54%
4	834	4	2,683	12,342	8.36%
5	830	4	2,550	14,892	10.08%
6	841	4	2,392	17,284	11.70%
7	805	4	1,993	19,277	13.05%
8	825	4	1,948	21,225	14.37%
9	816	4	1,935	23,160	15.68%
10	838	4	1,769	24,929	16.88%
11	848	4	1,695	26,624	18.03%
12	855	4	1,528	28,152	19.06%
13	842	4	1,514	29,666	20.09%
14	858	4	1,410	31,076	21.04%
15	844	4	1,312	32,388	21.93%
16	847	4	871	33,259	22.52%
17	831	4	839	34,098	23.09%
18	821	4	753	34,851	23.60%
19	823	4	741	35,592	24.10%
20	840	4	614	36,206	24.52%
21	818	4	553	36,759	24.89%
22	843	4	546	37,305	25.26%
23	832	4	414	37,719	25.54%
24	820	4	361	38,080	25.78%
25	835	4	320	38,400	26.00%
26	819	4	298	38,698	26.20%
27	845	4	296	38,994	26.40%
28	806	4	270	39,264	26.59%
29	824	4	251	39,515	26.76%
30	836	4	85	39,600	26.81%
31	BW	4	56	39,656	26.85%

Figure 6: Current Station Bleed Map for 4-Minute Travel Time – All Calls – Career Stations



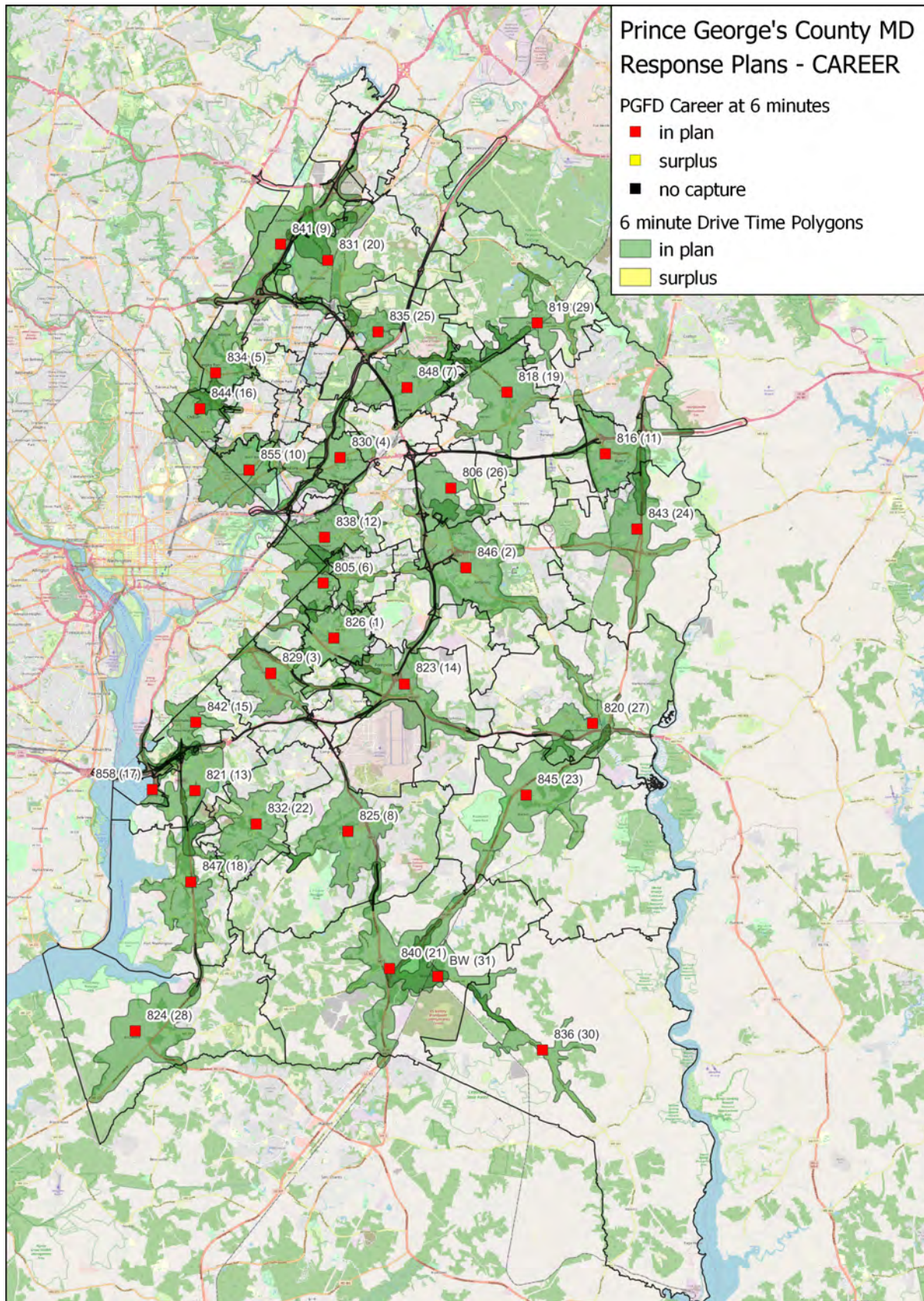
6-Minute Travel Time – Career Stations - All Calls

Results suggest that with 31-stations, 54.83% of calls could be responded to within 6-minutes or less travel time.

Table 7: Marginal Station Contribution for 6-Minute Travel Time – All Calls – Career Stations

Rank	Station	Travel Time	Station Capture	Total Capture	Percent Capture
1	826	6	7,503	7,503	5.08%
2	846	6	6,952	14,455	9.79%
3	829	6	5,861	20,316	13.76%
4	830	6	5,540	25,856	17.51%
5	834	6	5,252	31,108	21.06%
6	805	6	4,231	35,339	23.93%
7	848	6	4,215	39,554	26.78%
8	825	6	3,873	43,427	29.40%
9	841	6	3,847	47,274	32.01%
10	855	6	3,240	50,514	34.20%
11	816	6	3,108	53,622	36.31%
12	838	6	2,950	56,572	38.31%
13	821	6	2,828	59,400	40.22%
14	823	6	2,521	61,921	41.93%
15	842	6	2,368	64,289	43.53%
16	844	6	2,325	66,614	45.10%
17	858	6	1,608	68,222	46.19%
18	847	6	1,596	69,818	47.27%
19	818	6	1,443	71,261	48.25%
20	831	6	1,401	72,662	49.20%
21	840	6	1,306	73,968	50.08%
22	832	6	1,048	75,016	50.79%
23	845	6	1,005	76,021	51.47%
24	843	6	1,000	77,021	52.15%
25	835	6	956	77,977	52.80%
26	806	6	872	78,849	53.39%
27	820	6	797	79,646	53.93%
28	824	6	576	80,222	54.32%
29	819	6	504	80,726	54.66%
30	836	6	155	80,881	54.77%
31	BW	6	93	80,974	54.83%

Figure 7: Current Station Bleed Map for 6-Minute Travel Time – All Calls– Career Stations



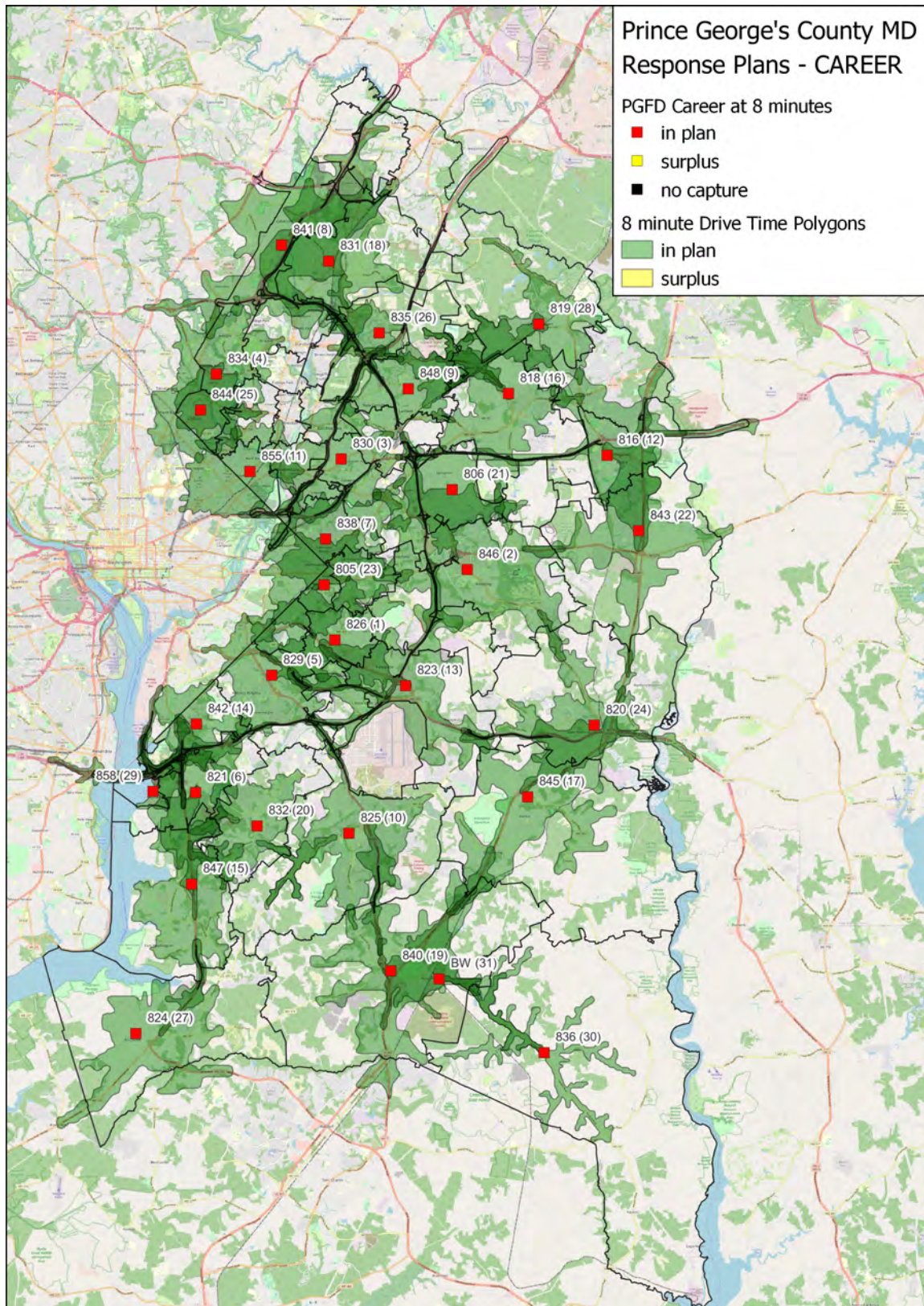
8-Minute Travel Time – Career Stations - All Calls

Results suggest that with 31-stations, 80.28% of all calls could be responded to within 8-minutes or less travel time.

Table 8: Marginal Station Contribution for 8-Minute Travel Time – All Calls – Career Stations

Rank	Station	Travel Time	Station Capture	Total Capture	Percent Capture
1	826	8	14,757	14,757	9.99%
2	846	8	12,099	26,856	18.18%
3	830	8	9,882	36,738	24.88%
4	834	8	8,802	45,540	30.84%
5	829	8	8,023	53,563	36.27%
6	821	8	6,654	60,217	40.77%
7	838	8	6,500	66,717	45.17%
8	841	8	6,262	72,979	49.41%
9	848	8	6,050	79,029	53.51%
10	825	8	5,610	84,639	57.31%
11	855	8	4,994	89,633	60.69%
12	816	8	4,771	94,404	63.92%
13	823	8	2,886	97,290	65.88%
14	842	8	2,327	99,617	67.45%
15	847	8	2,141	101,758	68.90%
16	818	8	2,101	103,859	70.32%
17	845	8	2,019	105,878	71.69%
18	831	8	1,530	107,408	72.73%
19	840	8	1,438	108,846	73.70%
20	832	8	1,386	110,232	74.64%
21	806	8	1,156	111,388	75.42%
22	843	8	1,118	112,506	76.18%
23	805	8	982	113,488	76.84%
24	820	8	951	114,439	77.49%
25	844	8	840	115,279	78.06%
26	835	8	773	116,052	78.58%
27	824	8	768	116,820	79.10%
28	819	8	726	117,546	79.59%
29	858	8	723	118,269	80.08%
30	836	8	276	118,545	80.27%
31	BW	8	22	118,567	80.28%

Figure 8: Current Station Bleed Map for 8-Minute Travel Time – All Calls – Career Stations



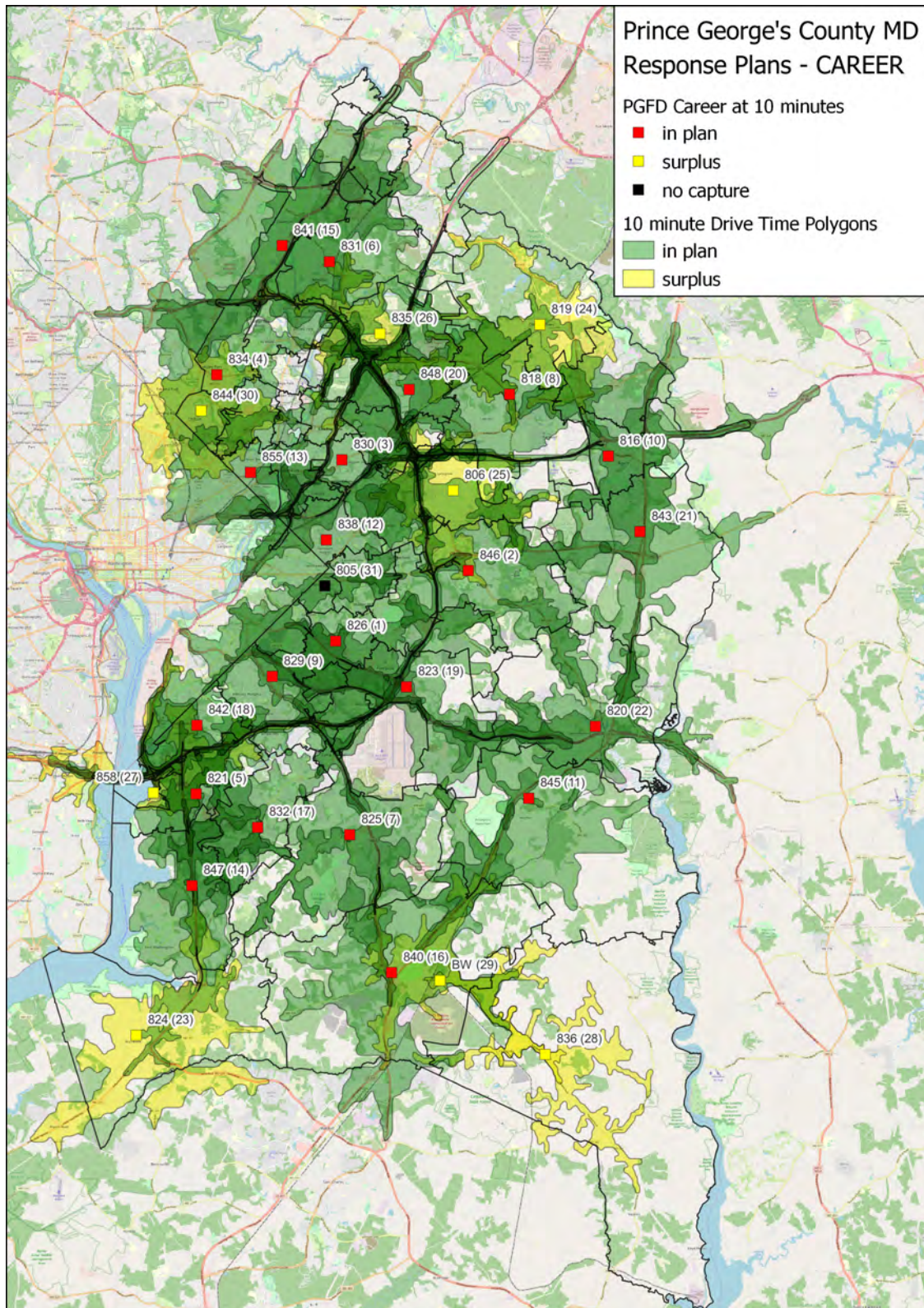
10-Minute Travel Time – Career Stations - All Calls

Results suggest that with 31-stations, 92.43% of calls could be responded to within 10-minutes or less travel time. However, a total of 22-stations could achieve 90.49% of the incidents within 10-minutes travel time.

Table 9: Marginal Station Contribution for 10-Minute Travel Time – All Calls – Career Stations

Rank	Station	Travel Time	Station Capture	Total Capture	Percent Capture
1	826	10	21,296	21,296	14.42%
2	846	10	18,400	39,696	26.88%
3	830	10	13,891	53,587	36.28%
4	834	10	13,835	67,422	45.65%
5	821	10	10,998	78,420	53.10%
6	831	10	9,183	87,603	59.32%
7	825	10	8,941	96,544	65.37%
8	818	10	6,753	103,297	69.94%
9	829	10	5,507	108,804	73.67%
10	816	10	5,432	114,236	77.35%
11	845	10	3,528	117,764	79.74%
12	838	10	2,773	120,537	81.62%
13	855	10	2,490	123,027	83.30%
14	847	10	1,960	124,987	84.63%
15	841	10	1,503	126,490	85.65%
16	840	10	1,368	127,858	86.57%
17	832	10	1,285	129,143	87.44%
18	842	10	1,040	130,183	88.15%
19	823	10	990	131,173	88.82%
20	848	10	868	132,041	89.41%
21	843	10	856	132,897	89.99%
22	820	10	746	133,643	90.49%
23	824	10	649	134,292	90.93%
24	819	10	559	134,851	91.31%
25	806	10	541	135,392	91.67%
26	835	10	449	135,841	91.98%
27	858	10	359	136,200	92.22%
28	836	10	276	136,476	92.41%
29	BW	10	23	136,499	92.42%
30	844	10	3	136,502	92.43%
31	805	10	0	136,502	92.43%

Figure 9: Current Station Bleed Map for 10-Minute Travel Time – All Calls– Career Stations



PGFD Career and Combination Fire Stations – All Calls

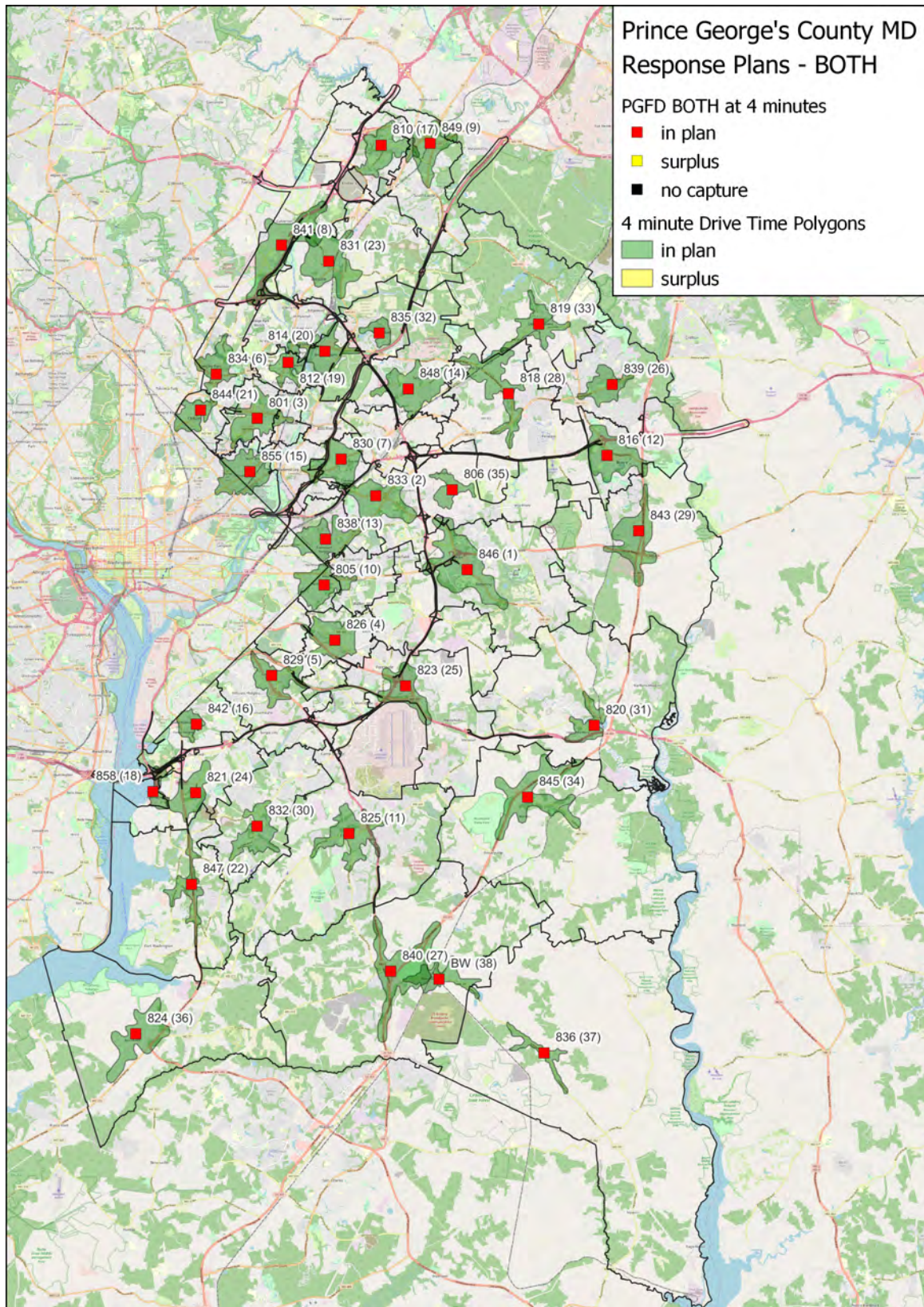
4-Minute Travel Time – Career and Combination Stations - All Calls

Results suggest that with 38-stations, 35.68% of all calls could be responded to within 4-minutes or less travel time.

Table 10: Marginal Station Contribution for 4-Minute Travel Time – All Calls – Career and Combination Stations

Rank	Station	Travel Time	Station Capture	Total Capture	Percent Capture
1	846	4	3,654	3,654	2.47%
2	833	4	3,072	6,726	4.55%
3	801	4	3,025	9,751	6.60%
4	826	4	3,020	12,771	8.65%
5	829	4	2,985	15,756	10.67%
6	834	4	2,683	18,439	12.49%
7	830	4	2,465	20,904	14.15%
8	841	4	2,392	23,296	15.77%
9	849	4	2,174	25,470	17.25%
10	805	4	1,993	27,463	18.60%
11	825	4	1,948	29,411	19.91%
12	816	4	1,935	31,346	21.22%
13	838	4	1,769	33,115	22.42%
14	848	4	1,695	34,810	23.57%
15	855	4	1,528	36,338	24.60%
16	842	4	1,514	37,852	25.63%
17	810	4	1,460	39,312	26.62%
18	858	4	1,410	40,722	27.57%
19	812	4	1,340	42,062	28.48%
20	814	4	1,312	43,374	29.37%
21	844	4	1,312	44,686	30.26%
22	847	4	871	45,557	30.85%
23	831	4	839	46,396	31.42%
24	821	4	753	47,149	31.92%
25	823	4	741	47,890	32.43%
26	839	4	740	48,630	32.93%
27	840	4	614	49,244	33.34%
28	818	4	553	49,797	33.72%
29	843	4	546	50,343	34.09%
30	832	4	414	50,757	34.37%
31	820	4	361	51,118	34.61%
32	835	4	320	51,438	34.83%
33	819	4	298	51,736	35.03%
34	845	4	296	52,032	35.23%
35	806	4	270	52,302	35.41%
36	824	4	251	52,553	35.58%
37	836	4	85	52,638	35.64%
38	BW	4	56	52,694	35.68%

Figure 10: Current Station Bleed Map for 4-Minute Travel Time – All Calls – Career and Combination Stations



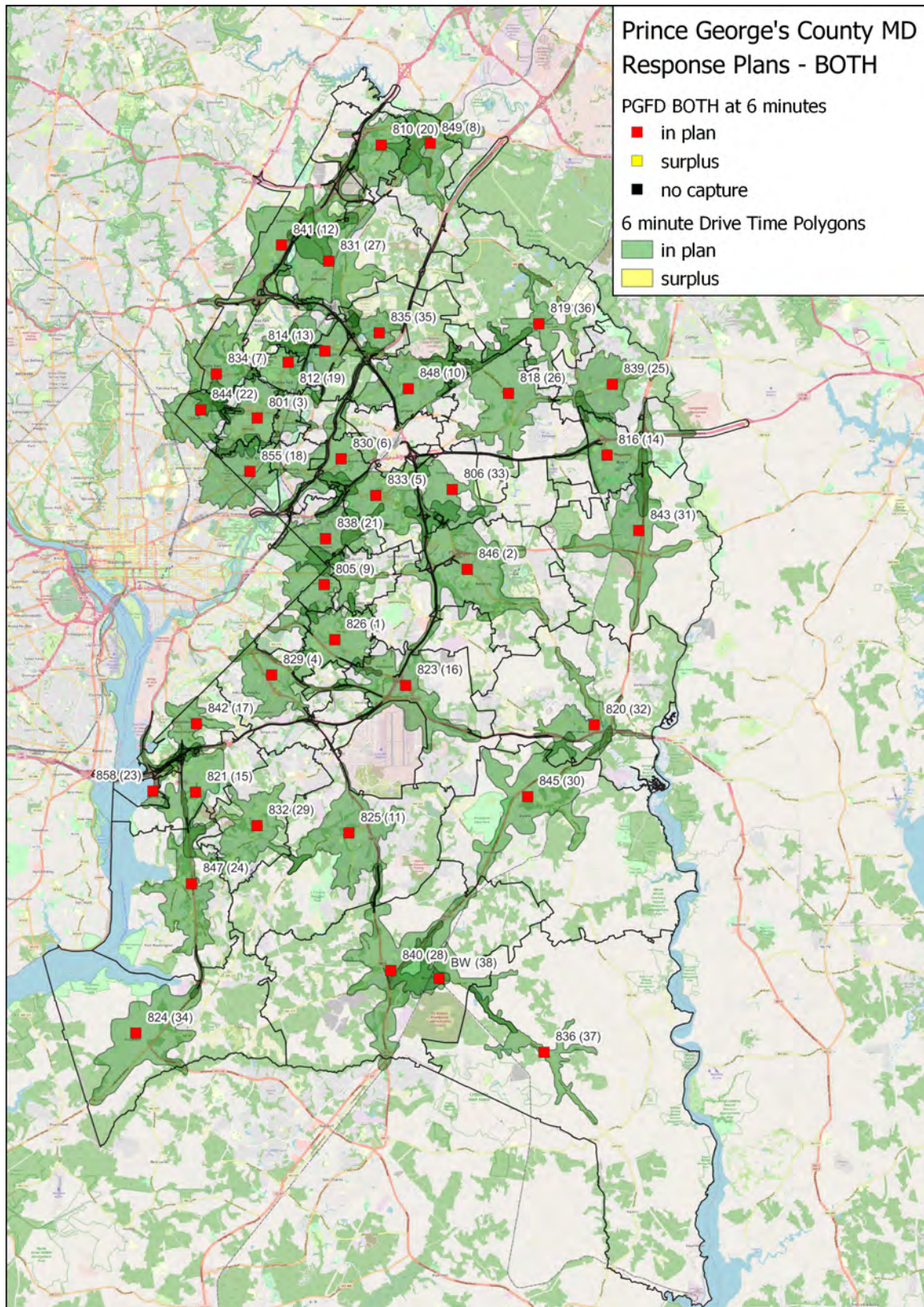
6-Minute Travel Time – Career and Combination Stations - All Calls

Results suggest that with 38-stations, 69.05% of calls could be responded to within 6-minutes or less travel time.

Table 11: Marginal Station Contribution for 6-Minute Travel Time – All Calls – Career and Combination Stations

Rank	Station	Travel Time	Station Capture	Total Capture	Percent Capture
1	826	6	7,503	7,503	5.08%
2	846	6	6,952	14,455	9.79%
3	801	6	6,520	20,975	14.20%
4	829	6	5,861	26,836	18.17%
5	833	6	5,848	32,684	22.13%
6	830	6	4,941	37,625	25.48%
7	834	6	4,868	42,493	28.77%
8	849	6	4,268	46,761	31.66%
9	805	6	4,231	50,992	34.53%
10	848	6	4,215	55,207	37.38%
11	825	6	3,873	59,080	40.00%
12	841	6	3,847	62,927	42.61%
13	814	6	3,714	66,641	45.12%
14	816	6	3,108	69,749	47.23%
15	821	6	2,828	72,577	49.14%
16	823	6	2,521	75,098	50.85%
17	842	6	2,368	77,466	52.45%
18	855	6	1,973	79,439	53.79%
19	812	6	1,947	81,386	55.11%
20	810	6	1,851	83,237	56.36%
21	838	6	1,835	85,072	57.60%
22	844	6	1,729	86,801	58.77%
23	858	6	1,608	88,409	59.86%
24	847	6	1,596	90,005	60.94%
25	839	6	1,587	91,592	62.02%
26	818	6	1,413	93,005	62.97%
27	831	6	1,328	94,333	63.87%
28	840	6	1,306	95,639	64.76%
29	832	6	1,048	96,687	65.47%
30	845	6	1,005	97,692	66.15%
31	843	6	1,000	98,692	66.83%
32	820	6	797	99,489	67.36%
33	806	6	637	100,126	67.80%
34	824	6	576	100,702	68.19%
35	835	6	531	101,233	68.55%
36	819	6	504	101,737	68.89%
37	836	6	155	101,892	68.99%
38	BW	6	93	101,985	69.05%

Figure 11: Current Station Bleed Map for 6-Minute Travel Time – All Calls– Career and Combination Stations



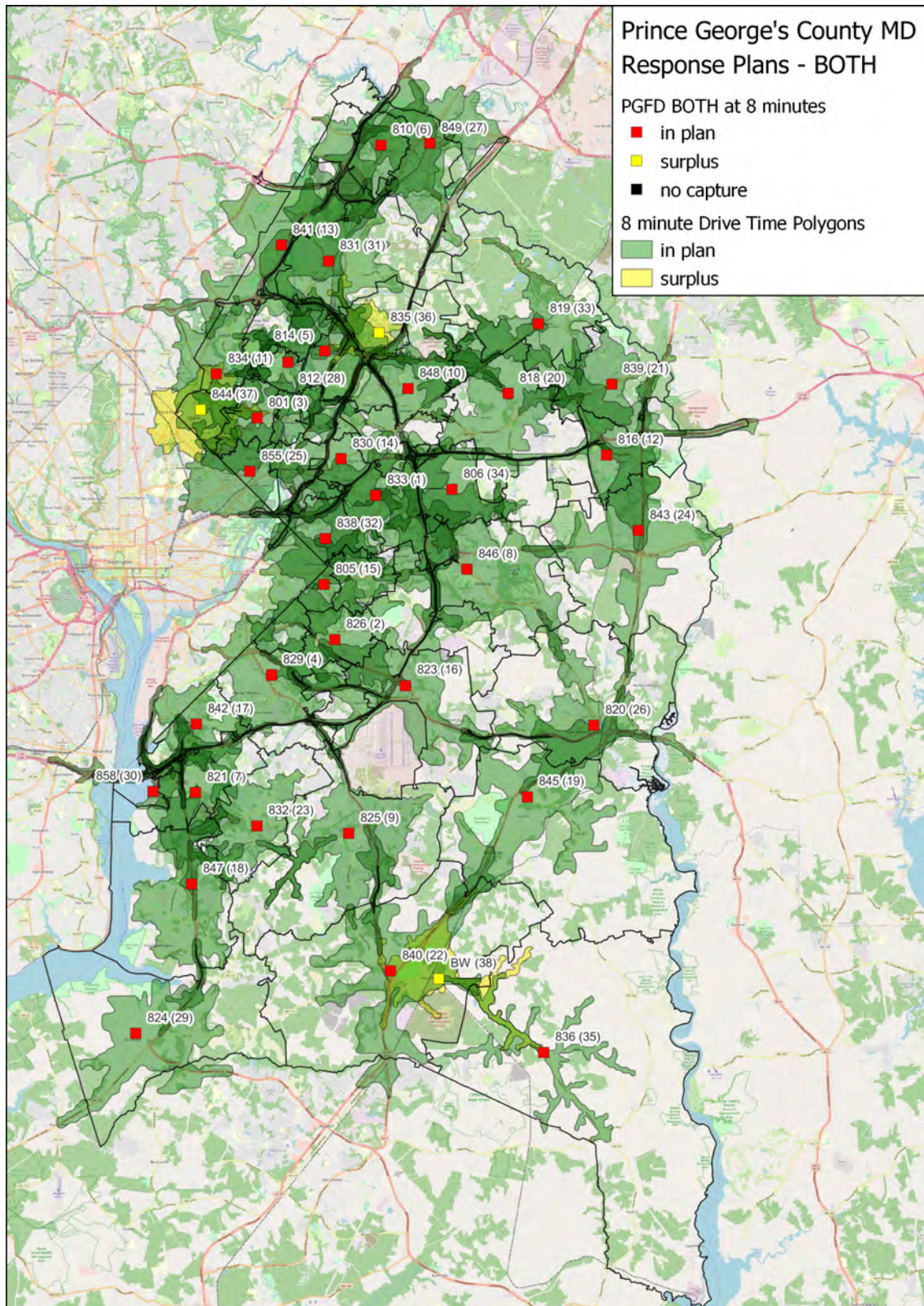
8-Minute Travel Time – Career and Combination Stations - All Calls

Results suggest that with 38-stations, 90.38% of all calls could be responded to within 8-minutes or less travel time.

Table 12: Marginal Station Contribution for 8-Minute Travel Time – All Calls – Career and Combination Stations

Rank	Station	Travel Time	Station Capture	Total Capture	Percent Capture
1	833	8	15,207	15,207	10.30%
2	826	8	14,757	29,964	20.29%
3	801	8	11,616	41,580	28.15%
4	829	8	8,023	49,603	33.59%
5	814	8	6,809	56,412	38.20%
6	810	8	6,688	63,100	42.73%
7	821	8	6,654	69,754	47.23%
8	846	8	6,503	76,257	51.63%
9	825	8	5,610	81,867	55.43%
10	848	8	5,247	87,114	58.99%
11	834	8	5,127	92,241	62.46%
12	816	8	4,735	96,976	65.66%
13	841	8	4,322	101,298	68.59%
14	830	8	4,244	105,542	71.46%
15	805	8	3,050	108,592	73.53%
16	823	8	2,886	111,478	75.48%
17	842	8	2,327	113,805	77.06%
18	847	8	2,141	115,946	78.51%
19	845	8	2,019	117,965	79.88%
20	818	8	1,942	119,907	81.19%
21	839	8	1,571	121,478	82.25%
22	840	8	1,438	122,916	83.23%
23	832	8	1,386	124,302	84.17%
24	843	8	1,118	125,420	84.92%
25	855	8	1,005	126,425	85.60%
26	820	8	951	127,376	86.25%
27	849	8	921	128,297	86.87%
28	812	8	903	129,200	87.48%
29	824	8	768	129,968	88.00%
30	858	8	723	130,691	88.49%
31	831	8	722	131,413	88.98%
32	838	8	484	131,897	89.31%
33	819	8	473	132,370	89.63%
34	806	8	464	132,834	89.94%
35	836	8	276	133,110	90.13%
36	835	8	200	133,310	90.27%
37	844	8	152	133,462	90.37%
38	BW	8	22	133,484	90.38%

Figure 12: Current Station Bleed Map for 8-Minute Travel Time – All Calls – Career and Combination Stations



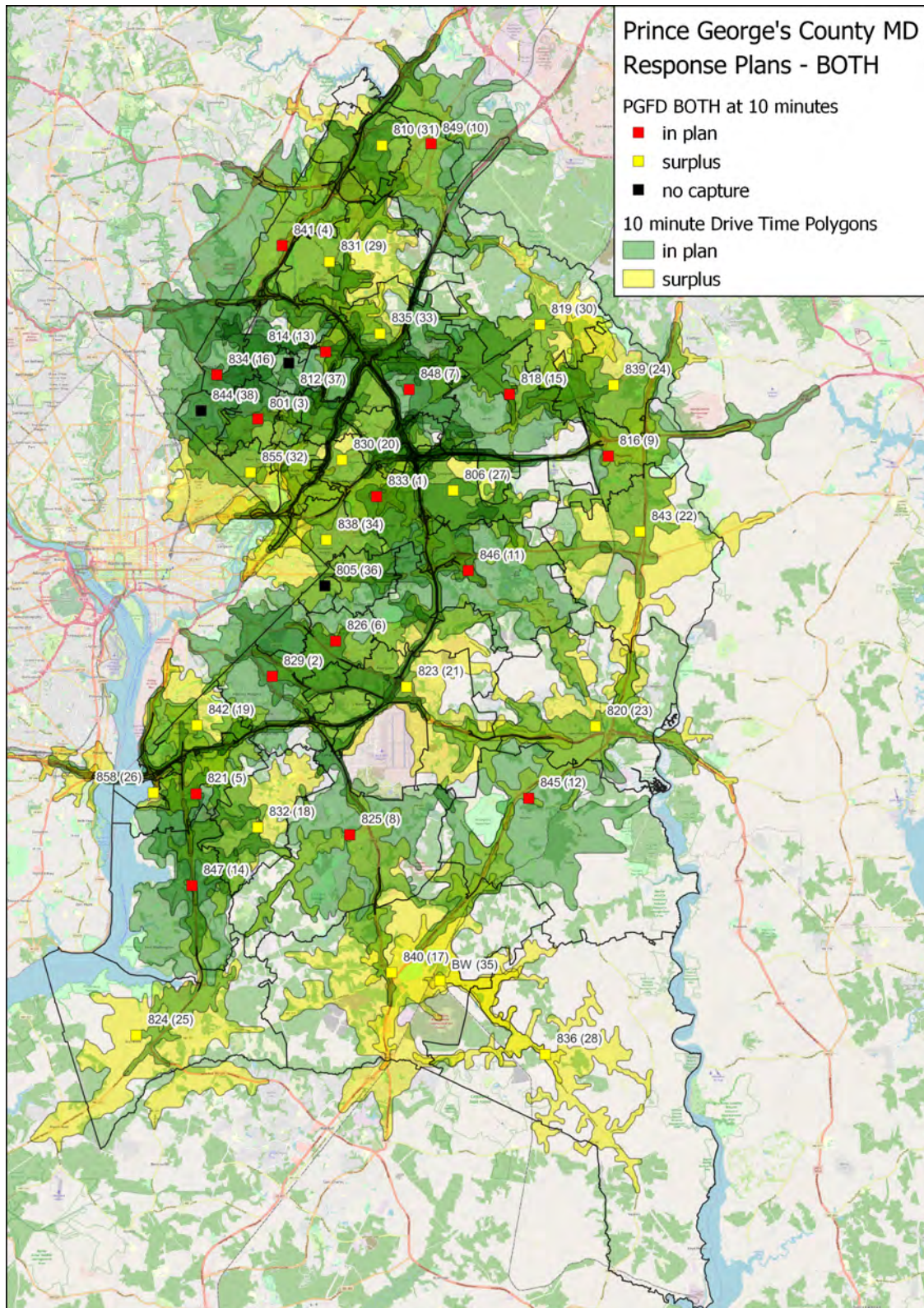
10-Minute Travel Time – Career and Combination Stations - All Calls

Results suggest that with 38-stations, 97.62% of calls could be responded to within 10-minutes or less travel time. However, a total of 16-stations could achieve 90.68% of the incidents with in 10-minutes travel time.

Table 13: Marginal Station Contribution for 10-Minute Travel Time – All Calls – Career and Combination Stations

Rank	Station	Travel Time	Station Capture	Total Capture	Percent Capture
1	833	10	24,916	24,916	16.87%
2	829	10	20,560	45,476	30.79%
3	801	10	16,824	62,300	42.18%
4	841	10	11,402	73,702	49.90%
5	821	10	9,721	83,423	56.49%
6	826	10	8,641	92,064	62.34%
7	848	10	7,071	99,135	67.13%
8	825	10	6,729	105,864	71.68%
9	816	10	6,411	112,275	76.02%
10	849	10	5,805	118,080	79.95%
11	846	10	4,520	122,600	83.01%
12	845	10	3,528	126,128	85.40%
13	814	10	2,532	128,660	87.12%
14	847	10	1,960	130,620	88.44%
15	818	10	1,693	132,313	89.59%
16	834	10	1,609	133,922	90.68%
17	840	10	1,368	135,290	91.61%
18	832	10	1,285	136,575	92.48%
19	842	10	1,040	137,615	93.18%
20	830	10	993	138,608	93.85%
21	823	10	990	139,598	94.52%
22	843	10	856	140,454	95.10%
23	820	10	746	141,200	95.61%
24	839	10	728	141,928	96.10%
25	824	10	649	142,577	96.54%
26	858	10	359	142,936	96.78%
27	806	10	278	143,214	96.97%
28	836	10	276	143,490	97.16%
29	831	10	207	143,697	97.30%
30	819	10	187	143,884	97.42%
31	810	10	148	144,032	97.53%
32	855	10	55	144,087	97.56%
33	835	10	38	144,125	97.59%
34	838	10	27	144,152	97.61%
35	BW	10	23	144,175	97.62%
36	805	10	0	144,175	97.62%
37	812	10	0	144,175	97.62%
38	844	10	0	144,175	97.62%

Figure 13: Current Station Bleed Map for 10-Minute Travel Time – All Calls– Career and Combination Stations



PGFD All Fire Stations – EMS Calls

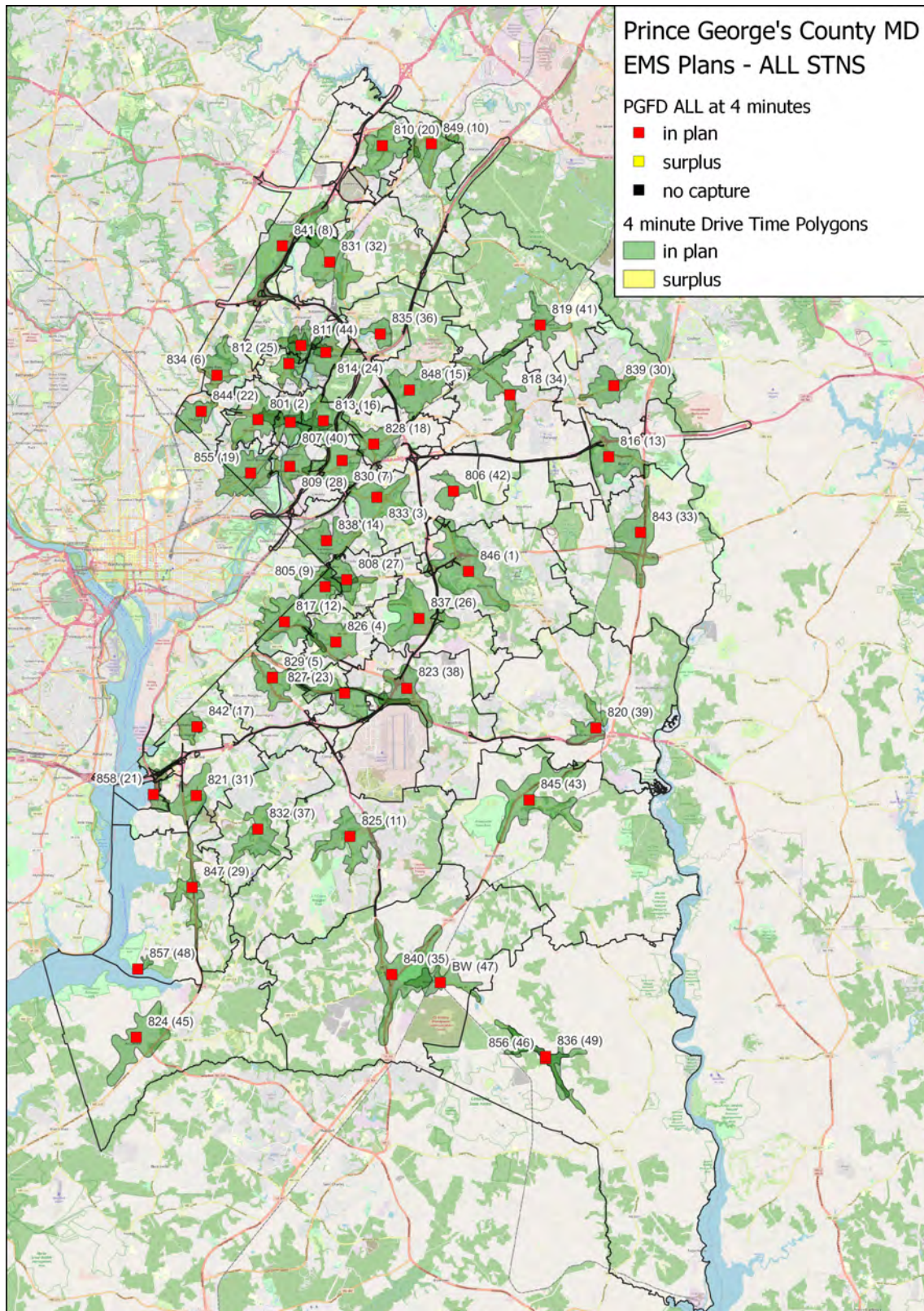
4-Minute Travel Time – All Stations - EMS Calls

Results suggest that with 49-stations, 43.04% of EMS Calls could be responded to within 4-minutes or less travel time.

Table 14: Marginal Station Contribution for 4-Minute Travel Time – EMS Calls – All Stations

Rank	Station	Travel Time	Station Capture	Total Capture	Percent Capture
1	846	4	2,686	2,686	2.59%
2	801	4	2,240	4,926	4.75%
3	833	4	2,232	7,158	6.90%
4	826	4	2,192	9,350	9.01%
5	829	4	2,036	11,386	10.98%
6	834	4	1,999	13,385	12.90%
7	830	4	1,781	15,166	14.62%
8	841	4	1,611	16,777	16.17%
9	805	4	1,602	18,379	17.72%
10	849	4	1,594	19,973	19.25%
11	825	4	1,581	21,554	20.78%
12	817	4	1,499	23,053	22.22%
13	816	4	1,331	24,384	23.51%
14	838	4	1,323	25,707	24.78%
15	848	4	1,269	26,976	26.01%
16	813	4	1,233	28,209	27.19%
17	842	4	1,160	29,369	28.31%
18	828	4	1,153	30,522	29.42%
19	855	4	1,091	31,613	30.48%
20	810	4	1,086	32,699	31.52%
21	858	4	1,025	33,724	32.51%
22	844	4	956	34,680	33.43%
23	827	4	913	35,593	34.31%
24	814	4	872	36,465	35.15%
25	812	4	851	37,316	35.97%
26	837	4	786	38,102	36.73%
27	808	4	635	38,737	37.34%
28	809	4	617	39,354	37.94%
29	847	4	555	39,909	38.47%
30	839	4	536	40,445	38.99%
31	821	4	514	40,959	39.49%
32	831	4	513	41,472	39.98%
33	843	4	341	41,813	40.31%
34	818	4	329	42,142	40.63%
35	840	4	288	42,430	40.90%
36	835	4	264	42,694	41.16%
37	832	4	261	42,955	41.41%
38	823	4	256	43,211	41.66%
39	820	4	234	43,445	41.88%
40	807	4	229	43,674	42.10%
41	819	4	217	43,891	42.31%
42	806	4	176	44,067	42.48%
43	845	4	172	44,239	42.65%
44	811	4	141	44,380	42.78%
45	824	4	138	44,518	42.92%
46	856	4	84	44,602	43.00%
47	BW	4	32	44,634	43.03%
48	857	4	15	44,649	43.04%
49	836	4	0	44,649	43.04%

Figure 14: Current Station Bleed Map for 4-Minute Travel Time – EMS Calls – All Stations



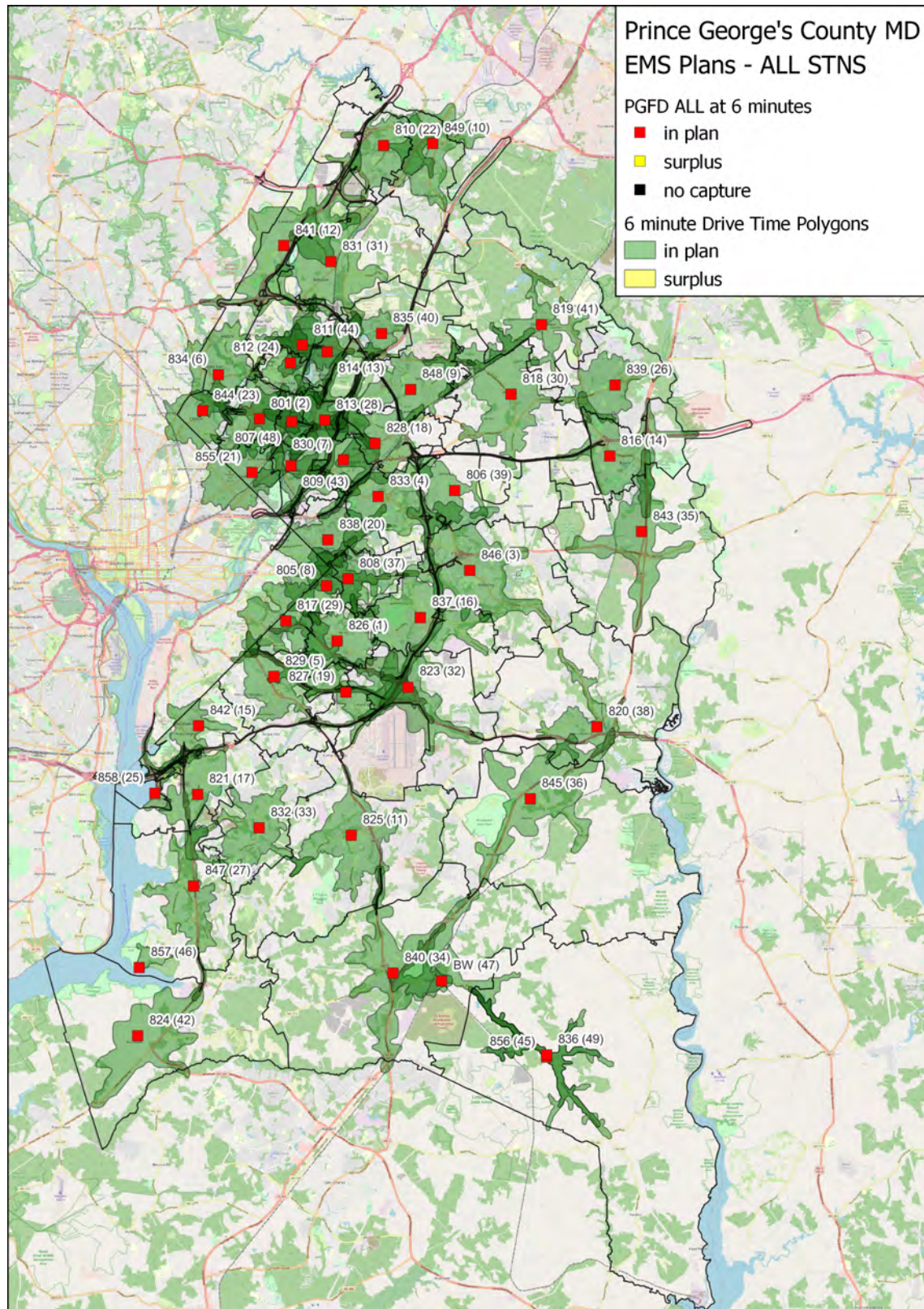
6-Minute Travel Time – All Stations - EMS Calls

Results suggest that with 49-stations, 75.35% of calls could be responded to within 6-minutes or less travel time.

Table 15: Marginal Station Contribution for 6-Minute Travel Time – EMS Calls – All Stations

Rank	Station	Travel Time	Station Capture	Total Capture	Percent Capture
1	826	6	5,551	5,551	5.35%
2	801	6	4,846	10,397	10.02%
3	846	6	4,764	15,161	14.62%
4	833	6	4,276	19,437	18.74%
5	829	6	3,999	23,436	22.59%
6	834	6	3,703	27,139	26.16%
7	830	6	3,405	30,544	29.44%
8	805	6	3,343	33,887	32.67%
9	848	6	3,100	36,987	35.66%
10	849	6	3,070	40,057	38.62%
11	825	6	2,852	42,909	41.36%
12	841	6	2,534	45,443	43.81%
13	814	6	2,220	47,663	45.95%
14	816	6	2,086	49,749	47.96%
15	842	6	2,072	51,821	49.96%
16	837	6	1,713	53,534	51.61%
17	821	6	1,652	55,186	53.20%
18	828	6	1,564	56,750	54.71%
19	827	6	1,385	58,135	56.04%
20	838	6	1,372	59,507	57.37%
21	855	6	1,340	60,847	58.66%
22	810	6	1,319	62,166	59.93%
23	844	6	1,288	63,454	61.17%
24	812	6	1,246	64,700	62.37%
25	858	6	1,147	65,847	63.48%
26	839	6	1,111	66,958	64.55%
27	847	6	1,097	68,055	65.61%
28	813	6	1,040	69,095	66.61%
29	817	6	897	69,992	67.47%
30	818	6	892	70,884	68.33%
31	831	6	752	71,636	69.06%
32	823	6	729	72,365	69.76%
33	832	6	704	73,069	70.44%
34	840	6	695	73,764	71.11%
35	843	6	604	74,368	71.69%
36	845	6	552	74,920	72.22%
37	808	6	533	75,453	72.74%
38	820	6	480	75,933	73.20%
39	806	6	448	76,381	73.63%
40	835	6	431	76,812	74.05%
41	819	6	376	77,188	74.41%
42	824	6	304	77,492	74.70%
43	809	6	288	77,780	74.98%
44	811	6	108	77,888	75.09%
45	856	6	102	77,990	75.18%
46	857	6	88	78,078	75.27%
47	BW	6	61	78,139	75.33%
48	807	6	23	78,162	75.35%
49	836	6	0	78,162	75.35%

Figure 15: Current Station Bleed Map for 6-Minute Travel Time – EMS Calls– All Stations



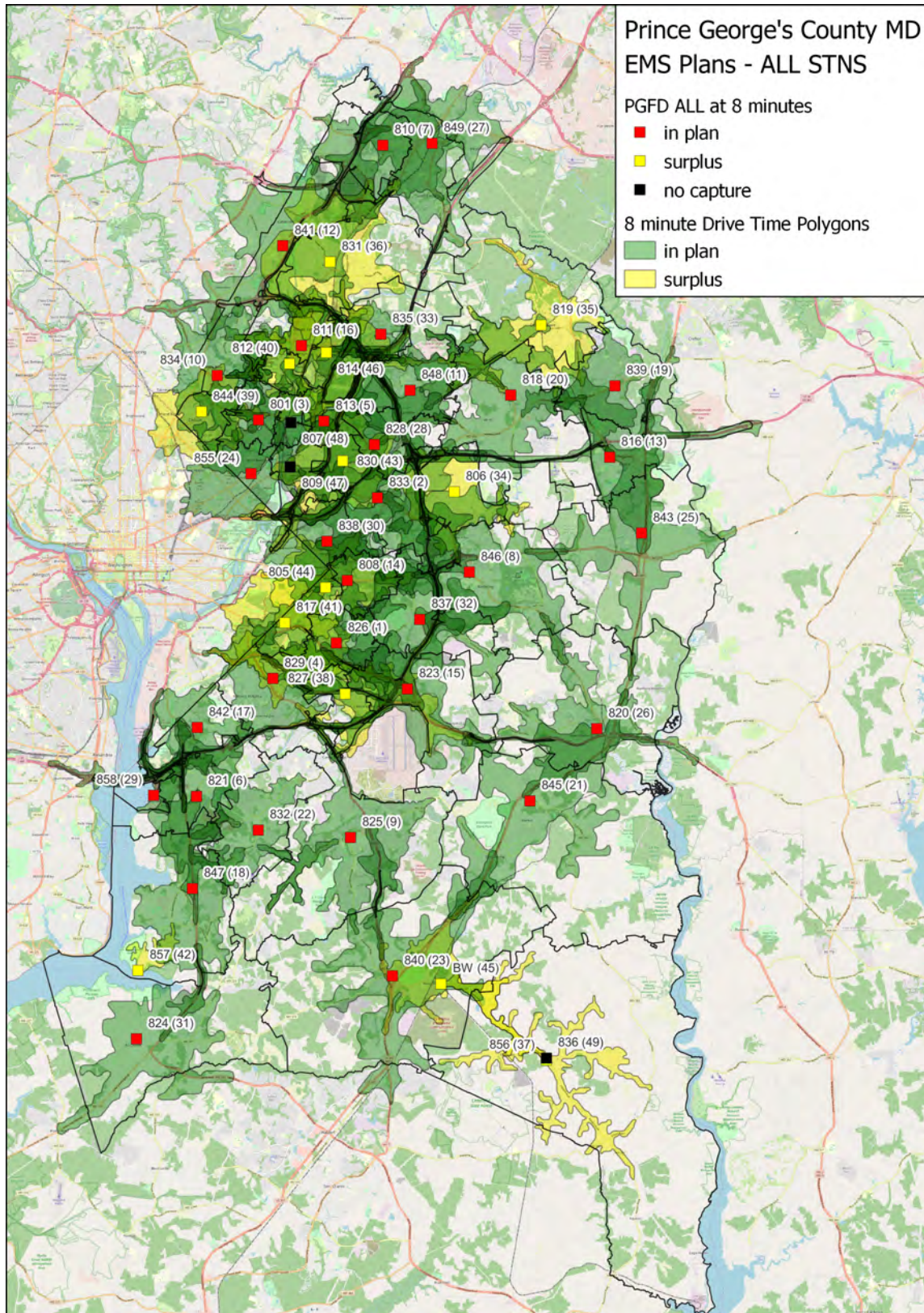
8-Minute Travel Time – EMS Calls

Results suggest that with 49-stations, 91.96% of EMS Calls could be responded to within 8-minutes or less travel time. In addition, a 33-station model would capture 90.13% of the EMS incidents within 8-minutes.

Table 16: Marginal Station Contribution for 8-Minute Travel Time – EMS Calls – All Stations

Rank	Station	Travel Time	Station Capture	Total Capture	Percent Capture
1	826	8	10,934	10,934	10.54%
2	833	8	10,563	21,497	20.72%
3	801	8	8,441	29,938	28.86%
4	829	8	5,647	35,585	34.30%
5	813	8	5,481	41,066	39.59%
6	821	8	4,662	45,728	44.08%
7	810	8	4,653	50,381	48.57%
8	846	8	4,383	54,764	52.79%
9	825	8	4,130	58,894	56.77%
10	834	8	3,944	62,838	60.58%
11	848	8	3,569	66,407	64.02%
12	841	8	3,446	69,853	67.34%
13	816	8	3,173	73,026	70.40%
14	808	8	2,425	75,451	72.74%
15	823	8	1,877	77,328	74.55%
16	811	8	1,871	79,199	76.35%
17	842	8	1,796	80,995	78.08%
18	847	8	1,491	82,486	79.52%
19	839	8	1,315	83,801	80.79%
20	818	8	1,207	85,008	81.95%
21	845	8	1,182	86,190	83.09%
22	832	8	997	87,187	84.05%
23	840	8	812	87,999	84.83%
24	855	8	729	88,728	85.53%
25	843	8	678	89,406	86.19%
26	820	8	626	90,032	86.79%
27	849	8	580	90,612	87.35%
28	828	8	557	91,169	87.89%
29	858	8	501	91,670	88.37%
30	838	8	485	92,155	88.84%
31	824	8	479	92,634	89.30%
32	837	8	476	93,110	89.76%
33	835	8	383	93,493	90.13%
34	806	8	382	93,875	90.50%
35	819	8	344	94,219	90.83%
36	831	8	330	94,549	91.15%
37	856	8	205	94,754	91.34%
38	827	8	198	94,952	91.53%
39	844	8	118	95,070	91.65%
40	812	8	85	95,155	91.73%
41	817	8	81	95,236	91.81%
42	857	8	72	95,308	91.88%
43	830	8	51	95,359	91.93%
44	805	8	21	95,380	91.95%
45	BW	8	7	95,387	91.95%
46	814	8	2	95,389	91.96%
47	809	8	0	95,389	91.96%
48	807	8	0	95,389	91.96%
49	836	8	0	95,389	91.96%

Figure 16: Current Station Bleed Map for 8-Minute Travel Time – EMS Calls – All Stations



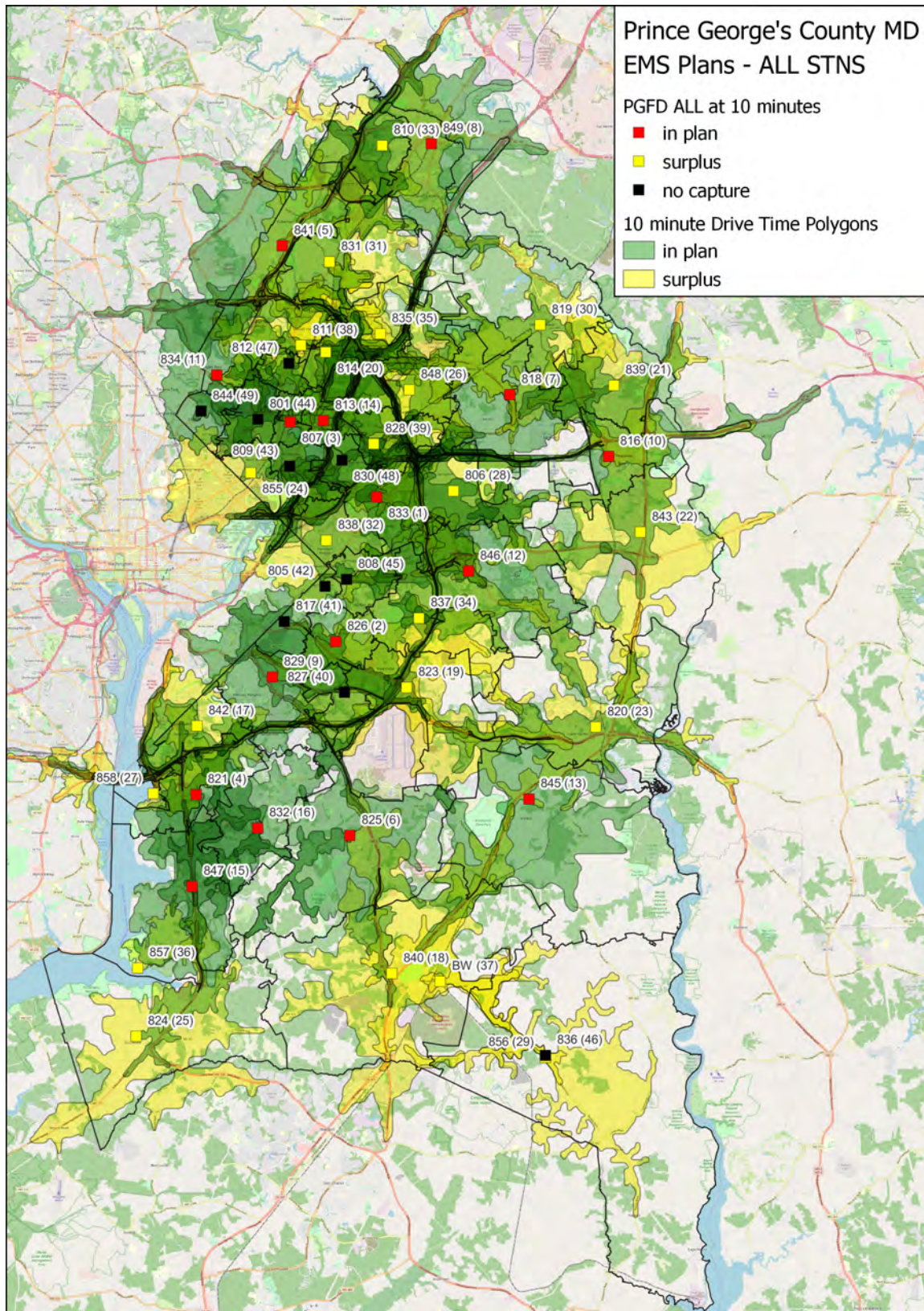
10-Minute Travel Time – EMS Calls

Results suggest that with 49-stations, 97.81% of calls could be responded to within 10-minutes or less travel time. However, a total of 16-stations could achieve 90.89% of the incidents within 10-minutes travel time.

Table 17: Marginal Station Contribution for 10-Minute Travel Time – EMS Calls – All Fire Stations

Rank	Station	Travel Time	Station Capture	Total Capture	Percent Capture
1	833	10	17,172	17,172	16.55%
2	826	10	14,716	31,888	30.74%
3	807	10	12,264	44,152	42.56%
4	821	10	7,798	51,950	50.08%
5	841	10	6,920	58,870	56.75%
6	825	10	6,474	65,344	62.99%
7	818	10	4,828	70,172	67.65%
8	849	10	4,027	74,199	71.53%
9	829	10	3,916	78,115	75.30%
10	816	10	3,711	81,826	78.88%
11	834	10	3,362	85,188	82.12%
12	846	10	3,140	88,328	85.15%
13	845	10	2,137	90,465	87.21%
14	813	10	1,551	92,016	88.70%
15	847	10	1,322	93,338	89.98%
16	832	10	945	94,283	90.89%
17	842	10	826	95,109	91.69%
18	840	10	824	95,933	92.48%
19	823	10	673	96,606	93.13%
20	814	10	613	97,219	93.72%
21	839	10	567	97,786	94.27%
22	843	10	562	98,348	94.81%
23	820	10	525	98,873	95.31%
24	855	10	495	99,368	95.79%
25	824	10	421	99,789	96.20%
26	848	10	316	100,105	96.50%
27	858	10	253	100,358	96.75%
28	806	10	251	100,609	96.99%
29	856	10	213	100,822	97.19%
30	819	10	133	100,955	97.32%
31	831	10	132	101,087	97.45%
32	838	10	116	101,203	97.56%
33	810	10	103	101,306	97.66%
34	837	10	76	101,382	97.73%
35	835	10	26	101,408	97.76%
36	857	10	25	101,433	97.78%
37	BW	10	13	101,446	97.80%
38	811	10	11	101,457	97.81%
39	828	10	8	101,465	97.81%
40	827	10	0	101,465	97.81%
41	817	10	0	101,465	97.81%
42	805	10	0	101,465	97.81%
43	809	10	0	101,465	97.81%
44	801	10	0	101,465	97.81%
45	808	10	0	101,465	97.81%
46	836	10	0	101,465	97.81%
47	812	10	0	101,465	97.81%
48	830	10	0	101,465	97.81%
49	844	10	0	101,465	97.81%

Figure 17: Current Station Bleed Map for 10-Minute Travel Time – EMS Calls– All Stations



PGFD Career Fire Stations – EMS Calls

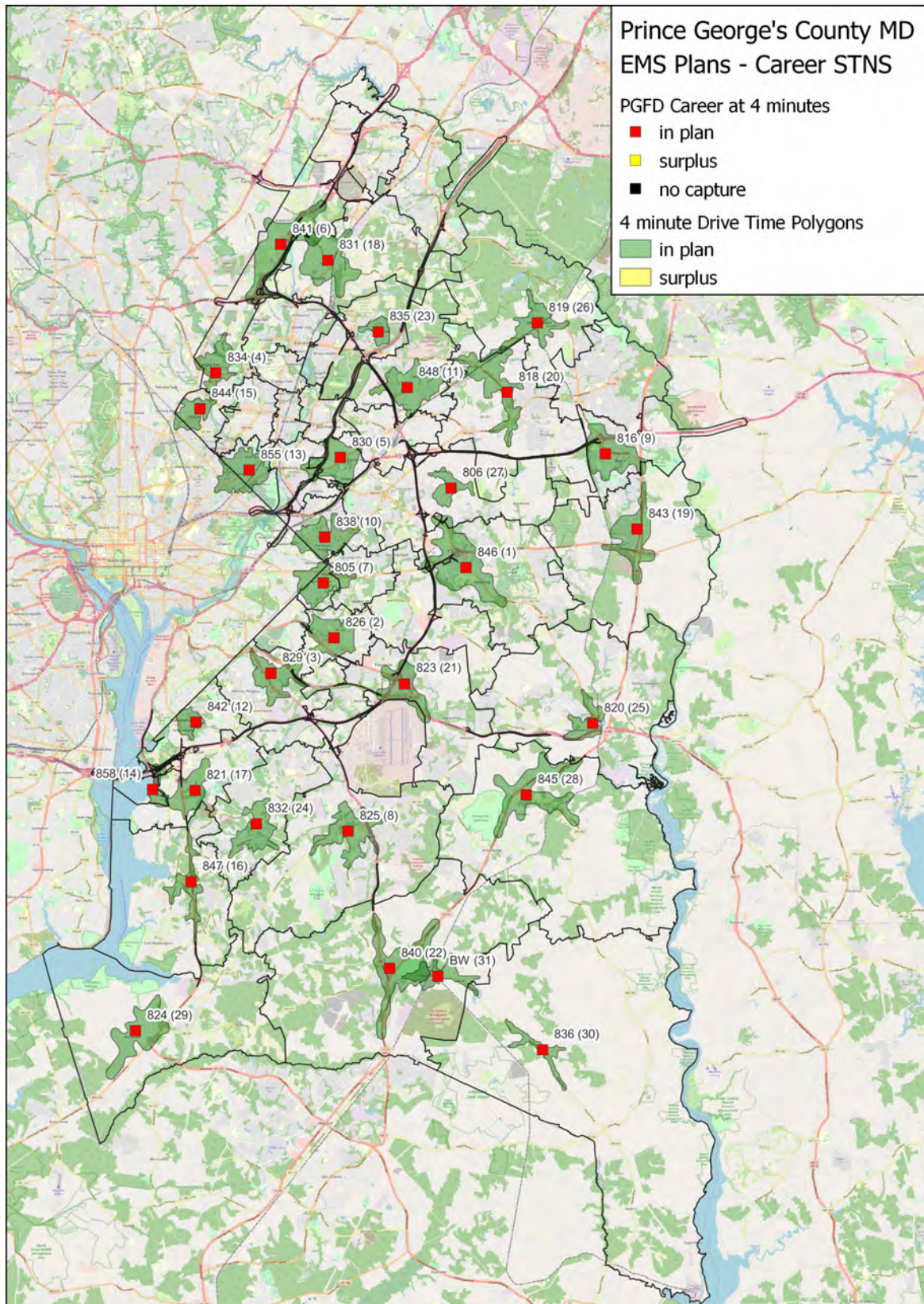
4-Minute Travel Time – Career Stations - EMS Calls

Results suggest that with 31-stations, 27.04% of EMS Calls could be responded to within 4-minutes or less travel time.

Table 18: Marginal Station Contribution for 4-Minute Travel Time – EMS Calls – Career Stations

Rank	Station	Travel Time	Station Capture	Total Capture	Percent Capture
1	846	4	2,686	2,686	2.59%
2	826	4	2,192	4,878	4.70%
3	829	4	2,036	6,914	6.67%
4	834	4	1,999	8,913	8.59%
5	830	4	1,815	10,728	10.34%
6	841	4	1,611	12,339	11.89%
7	805	4	1,602	13,941	13.44%
8	825	4	1,581	15,522	14.96%
9	816	4	1,331	16,853	16.25%
10	838	4	1,323	18,176	17.52%
11	848	4	1,269	19,445	18.75%
12	842	4	1,160	20,605	19.86%
13	855	4	1,091	21,696	20.92%
14	858	4	1,025	22,721	21.90%
15	844	4	956	23,677	22.82%
16	847	4	555	24,232	23.36%
17	821	4	514	24,746	23.86%
18	831	4	513	25,259	24.35%
19	843	4	341	25,600	24.68%
20	818	4	329	25,929	25.00%
21	823	4	292	26,221	25.28%
22	840	4	288	26,509	25.56%
23	835	4	264	26,773	25.81%
24	832	4	261	27,034	26.06%
25	820	4	234	27,268	26.29%
26	819	4	217	27,485	26.50%
27	806	4	176	27,661	26.67%
28	845	4	172	27,833	26.83%
29	824	4	138	27,971	26.96%
30	836	4	49	28,020	27.01%
31	BW	4	32	28,052	27.04%

Figure 18: Current Station Bleed Map for 4-Minute Travel Time – EMS Calls – Career Stations



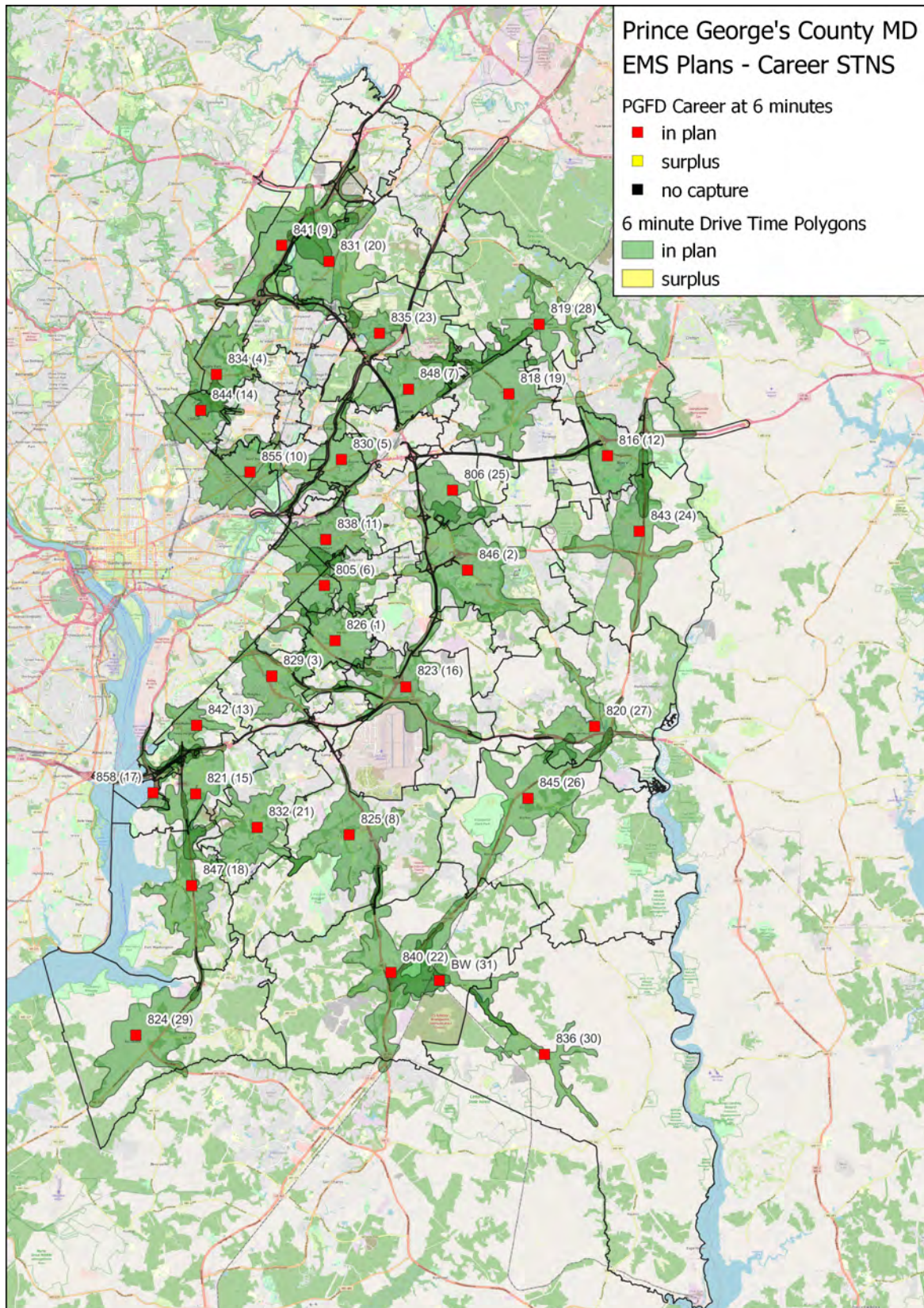
6-Minute Travel Time – Career Stations - EMS Calls

Results suggest that with 31-stations, 54.42% of calls could be responded to within 6-minutes or less travel time.

Table 19: Marginal Station Contribution for 6-Minute Travel Time – EMS Calls – Career Stations

Rank	Station	Travel Time	Station Capture	Total Capture	Percent Capture
1	826	6	5,551	5,551	5.35%
2	846	6	4,764	10,315	9.94%
3	829	6	3,999	14,314	13.80%
4	834	6	3,960	18,274	17.62%
5	830	6	3,793	22,067	21.27%
6	805	6	3,343	25,410	24.50%
7	848	6	3,100	28,510	27.48%
8	825	6	2,852	31,362	30.23%
9	841	6	2,534	33,896	32.68%
10	855	6	2,293	36,189	34.89%
11	838	6	2,178	38,367	36.99%
12	816	6	2,086	40,453	39.00%
13	842	6	2,072	42,525	40.99%
14	844	6	1,802	44,327	42.73%
15	821	6	1,652	45,979	44.32%
16	823	6	1,464	47,443	45.74%
17	858	6	1,147	48,590	46.84%
18	847	6	1,097	49,687	47.90%
19	818	6	906	50,593	48.77%
20	831	6	779	51,372	49.52%
21	832	6	704	52,076	50.20%
22	840	6	695	52,771	50.87%
23	835	6	614	53,385	51.46%
24	843	6	604	53,989	52.05%
25	806	6	595	54,584	52.62%
26	845	6	552	55,136	53.15%
27	820	6	480	55,616	53.61%
28	819	6	376	55,992	53.98%
29	824	6	304	56,296	54.27%
30	836	6	93	56,389	54.36%
31	BW	6	61	56,450	54.42%

Figure 19: Current Station Bleed Map for 6-Minute Travel Time – EMS Calls– Career Stations



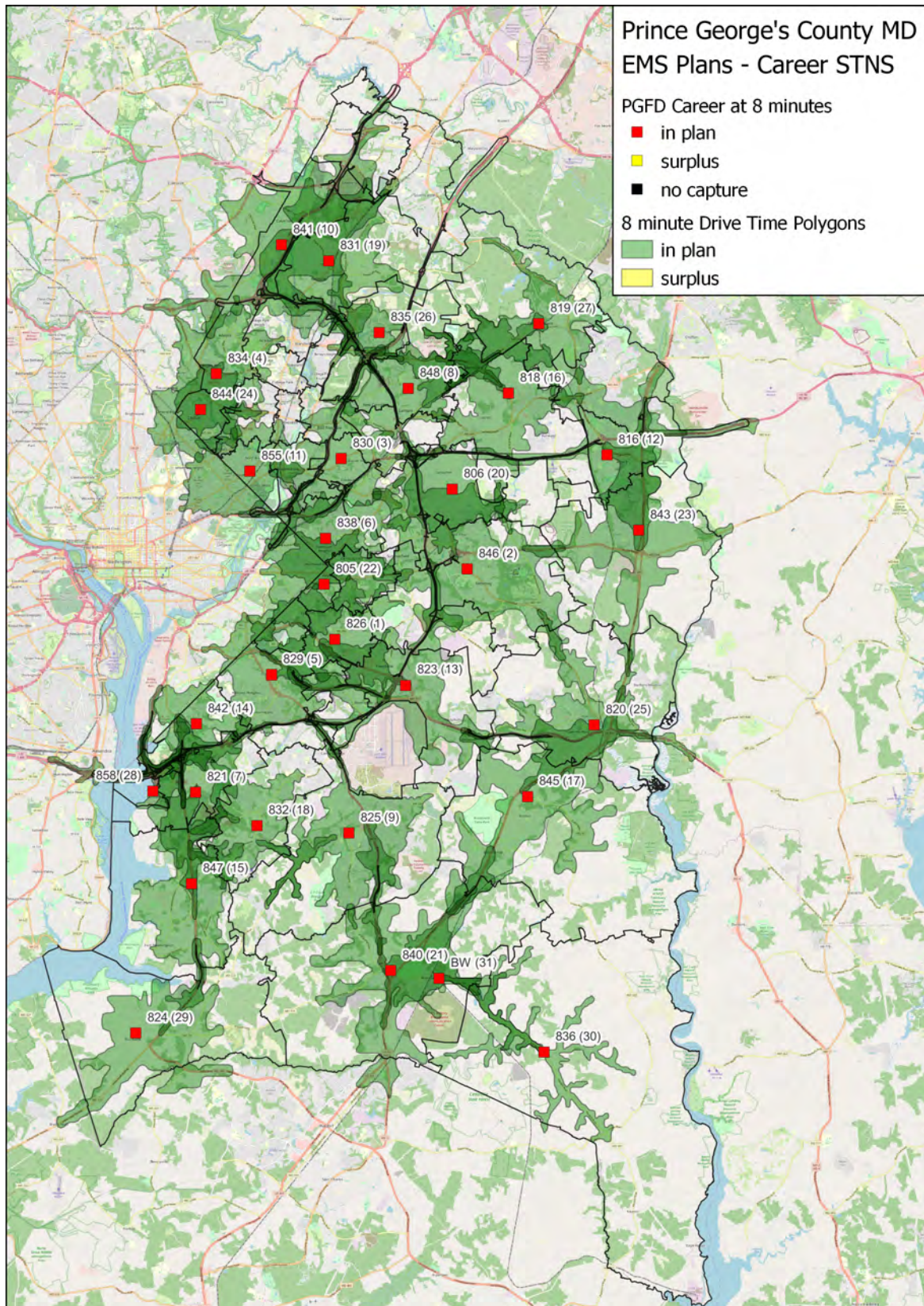
8-Minute Travel Time – EMS Calls

Results suggest that with 31-stations, 80.32% of EMS Calls could be responded to within 8-minutes or less travel time.

Table 20: Marginal Station Contribution for 8-Minute Travel Time – EMS Calls – Career Stations

Rank	Station	Travel Time	Station Capture	Total Capture	Percent Capture
1	826	8	10,934	10,934	10.54%
2	846	8	8,270	19,204	18.51%
3	830	8	6,555	25,759	24.83%
4	834	8	6,507	32,266	31.10%
5	829	8	5,647	37,913	36.55%
6	838	8	4,999	42,912	41.37%
7	821	8	4,662	47,574	45.86%
8	848	8	4,353	51,927	50.06%
9	825	8	4,130	56,057	54.04%
10	841	8	3,907	59,964	57.81%
11	855	8	3,762	63,726	61.43%
12	816	8	3,196	66,922	64.51%
13	823	8	1,877	68,799	66.32%
14	842	8	1,796	70,595	68.05%
15	847	8	1,491	72,086	69.49%
16	818	8	1,419	73,505	70.86%
17	845	8	1,182	74,687	72.00%
18	832	8	997	75,684	72.96%
19	831	8	914	76,598	73.84%
20	806	8	862	77,460	74.67%
21	840	8	812	78,272	75.46%
22	805	8	784	79,056	76.21%
23	843	8	678	79,734	76.86%
24	844	8	636	80,370	77.48%
25	820	8	626	80,996	78.08%
26	835	8	587	81,583	78.65%
27	819	8	559	82,142	79.19%
28	858	8	501	82,643	79.67%
29	824	8	479	83,122	80.13%
30	836	8	181	83,303	80.31%
31	BW	8	12	83,315	80.32%

Figure 20: Current Station Bleed Map for 8-Minute Travel Time – EMS Calls – Career Stations



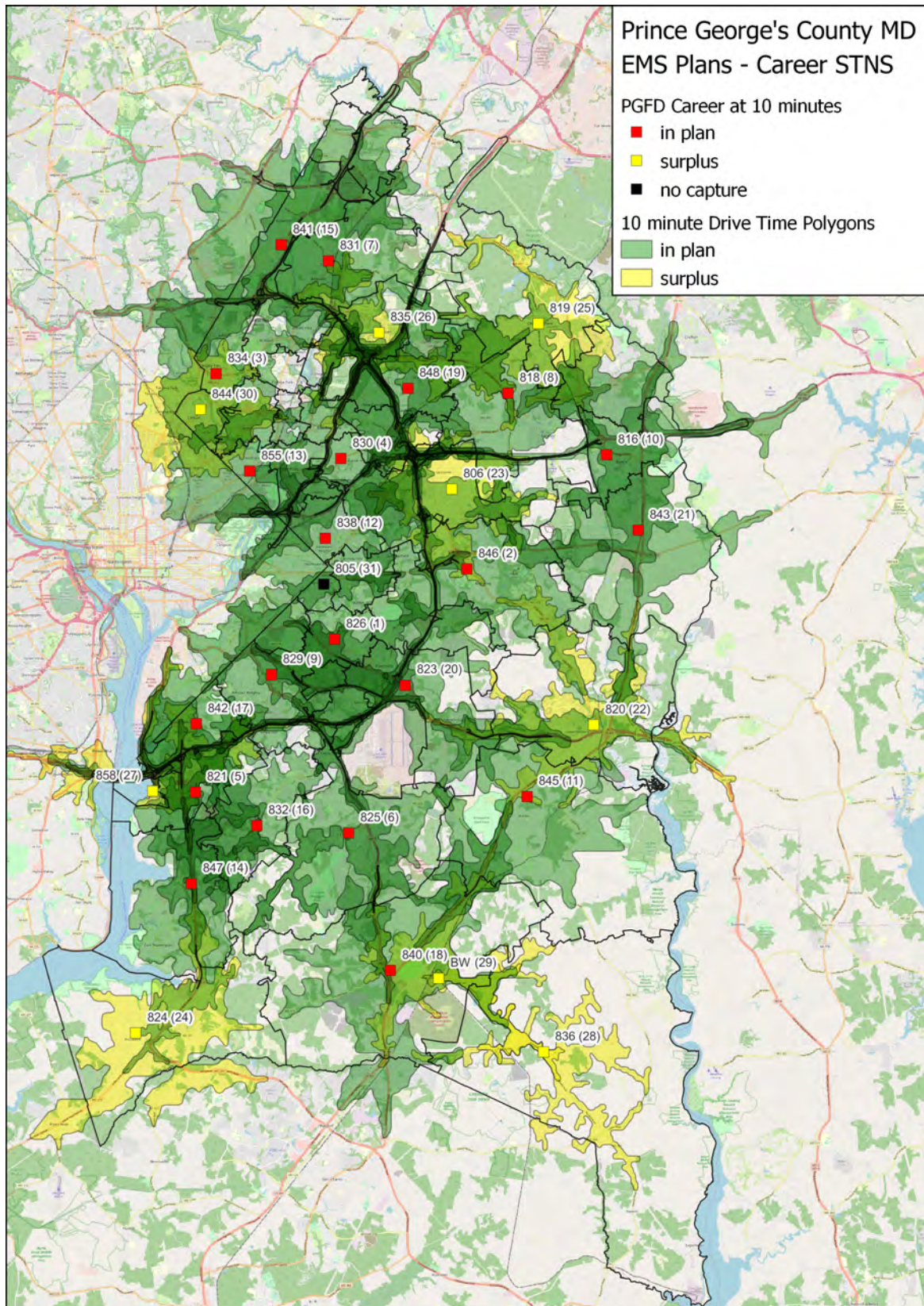
10-Minute Travel Time – EMS Calls

Results suggest that with 31-stations, 92.56% of calls could be responded to within 10-minutes or less travel time. However, a total of 21-stations could achieve 90.09% of the incidents within 10-minutes travel time.

Table 21: Marginal Station Contribution for 10-Minute Travel Time – EMS Calls – All Fire Stations

Rank	Station	Travel Time	Station Capture	Total Capture	Percent Capture
1	826	10	15,513	15,513	14.95%
2	846	10	12,622	28,135	27.12%
3	834	10	10,372	38,507	37.12%
4	830	10	9,558	48,065	46.34%
5	821	10	7,798	55,863	53.85%
6	825	10	6,474	62,337	60.09%
7	831	10	5,870	68,207	65.75%
8	818	10	4,734	72,941	70.32%
9	829	10	3,916	76,857	74.09%
10	816	10	3,712	80,569	77.67%
11	845	10	2,137	82,706	79.73%
12	838	10	2,069	84,775	81.72%
13	855	10	1,741	86,516	83.40%
14	847	10	1,322	87,838	84.68%
15	841	10	1,102	88,940	85.74%
16	832	10	945	89,885	86.65%
17	842	10	826	90,711	87.45%
18	840	10	824	91,535	88.24%
19	848	10	679	92,214	88.90%
20	823	10	673	92,887	89.54%
21	843	10	562	93,449	90.09%
22	820	10	525	93,974	90.59%
23	806	10	460	94,434	91.04%
24	824	10	421	94,855	91.44%
25	819	10	383	95,238	91.81%
26	835	10	316	95,554	92.12%
27	858	10	253	95,807	92.36%
28	836	10	193	96,000	92.55%
29	BW	10	13	96,013	92.56%
30	844	10	3	96,016	92.56%
31	805	10	0	96,016	92.56%

Figure 21: Current Station Bleed Map for 10-Minute Travel Time – EMS Calls– Career Stations



PGFD Career and Combination Fire Stations – EMS Calls

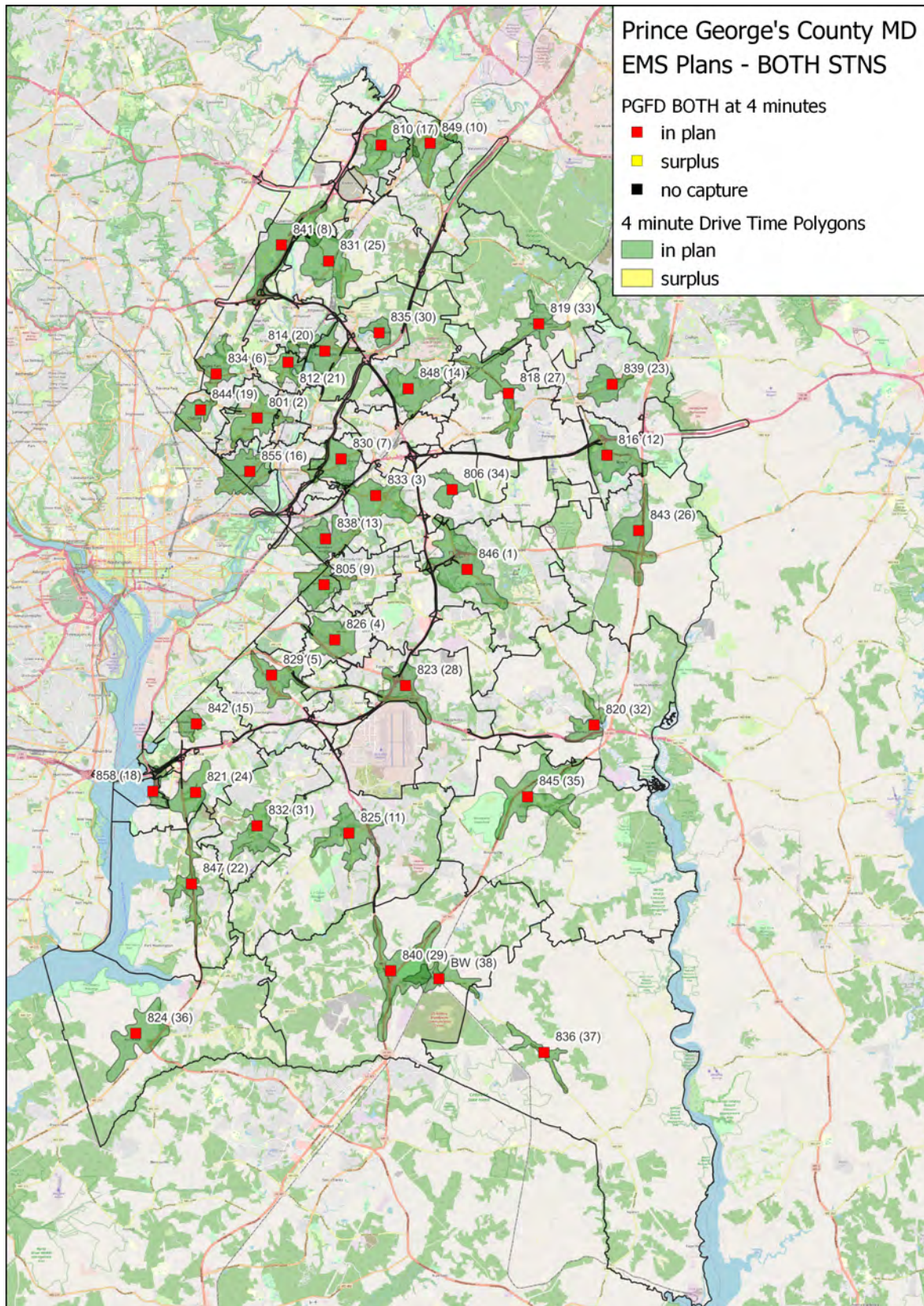
4-Minute Travel Time – Career and Combination Stations - EMS Calls

Results suggest that with 38-stations, 36.08% of EMS Calls could be responded to within 4-minutes or less travel time.

Table 22: Marginal Station Contribution for 4-Minute Travel Time – EMS Calls – Career and Combination Stations

Rank	Station	Travel Time	Station Capture	Total Capture	Percent Capture
1	846	4	2,686	2,686	2.59%
2	801	4	2,240	4,926	4.75%
3	833	4	2,232	7,158	6.90%
4	826	4	2,192	9,350	9.01%
5	829	4	2,036	11,386	10.98%
6	834	4	1,999	13,385	12.90%
7	830	4	1,781	15,166	14.62%
8	841	4	1,611	16,777	16.17%
9	805	4	1,602	18,379	17.72%
10	849	4	1,594	19,973	19.25%
11	825	4	1,581	21,554	20.78%
12	816	4	1,331	22,885	22.06%
13	838	4	1,323	24,208	23.34%
14	848	4	1,269	25,477	24.56%
15	842	4	1,160	26,637	25.68%
16	855	4	1,091	27,728	26.73%
17	810	4	1,086	28,814	27.78%
18	858	4	1,025	29,839	28.77%
19	844	4	956	30,795	29.69%
20	814	4	872	31,667	30.53%
21	812	4	851	32,518	31.35%
22	847	4	555	33,073	31.88%
23	839	4	536	33,609	32.40%
24	821	4	514	34,123	32.90%
25	831	4	513	34,636	33.39%
26	843	4	341	34,977	33.72%
27	818	4	329	35,306	34.04%
28	823	4	292	35,598	34.32%
29	840	4	288	35,886	34.59%
30	835	4	264	36,150	34.85%
31	832	4	261	36,411	35.10%
32	820	4	234	36,645	35.33%
33	819	4	217	36,862	35.54%
34	806	4	176	37,038	35.71%
35	845	4	172	37,210	35.87%
36	824	4	138	37,348	36.00%
37	836	4	49	37,397	36.05%
38	BW	4	32	37,429	36.08%

Figure 22: Current Station Bleed Map for 4-Minute Travel Time – EMS Calls – Career and Combination Stations



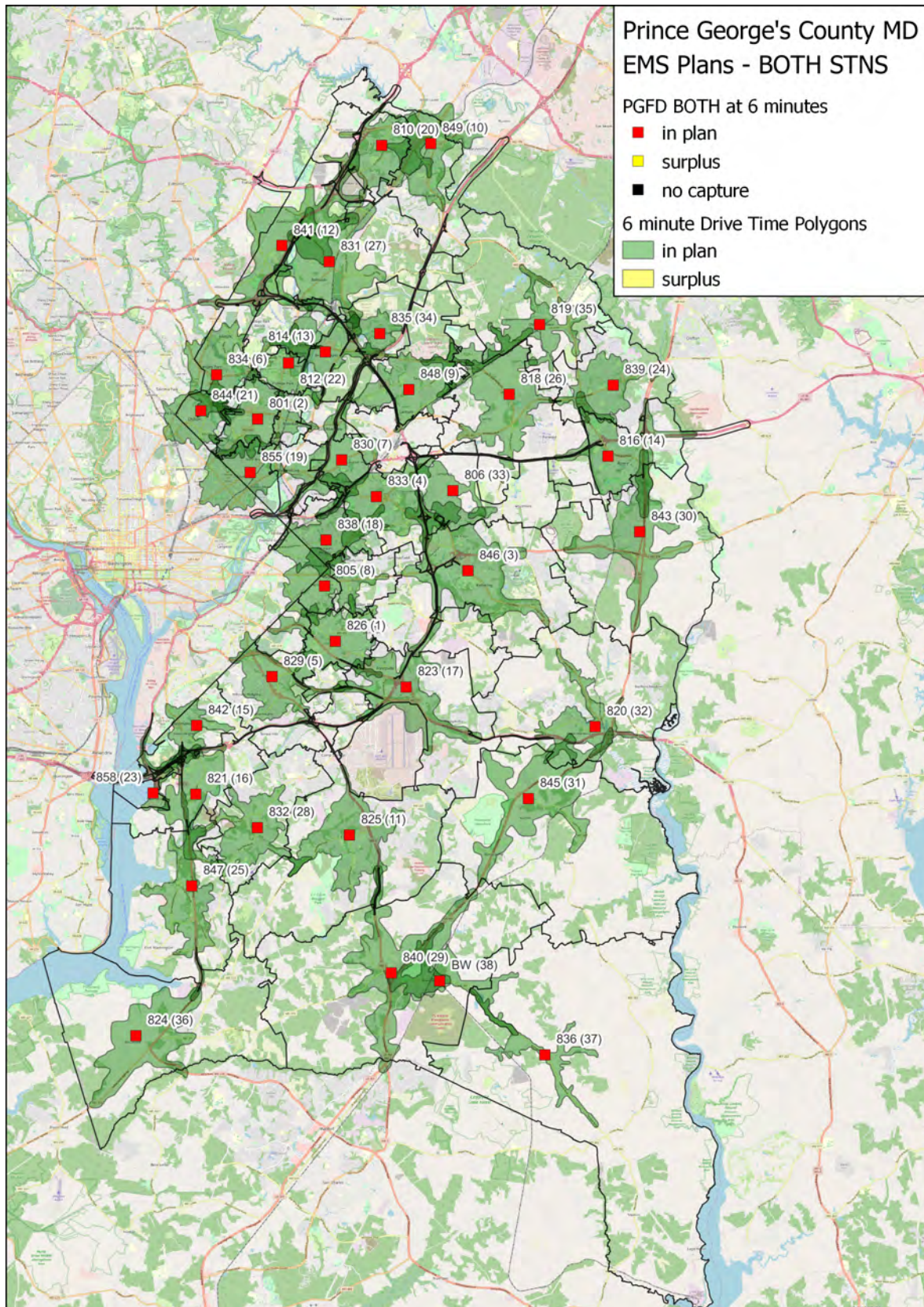
6-Minute Travel Time – Career and Combination Stations - EMS Calls

Results suggest that with 38-stations, 68.68% of calls could be responded to within 6-minutes or less travel time.

Table 23: Marginal Station Contribution for 6-Minute Travel Time – EMS Calls – Career and Combination Stations

Rank	Station	Travel Time	Station Capture	Total Capture	Percent Capture
1	826	6	5,551	5,551	5.35%
2	801	6	4,846	10,397	10.02%
3	846	6	4,764	15,161	14.62%
4	833	6	4,276	19,437	18.74%
5	829	6	3,999	23,436	22.59%
6	834	6	3,703	27,139	26.16%
7	830	6	3,405	30,544	29.44%
8	805	6	3,343	33,887	32.67%
9	848	6	3,100	36,987	35.66%
10	849	6	3,070	40,057	38.62%
11	825	6	2,852	42,909	41.36%
12	841	6	2,534	45,443	43.81%
13	814	6	2,220	47,663	45.95%
14	816	6	2,086	49,749	47.96%
15	842	6	2,072	51,821	49.96%
16	821	6	1,652	53,473	51.55%
17	823	6	1,464	54,937	52.96%
18	838	6	1,372	56,309	54.28%
19	855	6	1,340	57,649	55.57%
20	810	6	1,319	58,968	56.85%
21	844	6	1,288	60,256	58.09%
22	812	6	1,246	61,502	59.29%
23	858	6	1,147	62,649	60.39%
24	839	6	1,111	63,760	61.47%
25	847	6	1,097	64,857	62.52%
26	818	6	892	65,749	63.38%
27	831	6	752	66,501	64.11%
28	832	6	704	67,205	64.79%
29	840	6	695	67,900	65.46%
30	843	6	604	68,504	66.04%
31	845	6	552	69,056	66.57%
32	820	6	480	69,536	67.03%
33	806	6	448	69,984	67.47%
34	835	6	431	70,415	67.88%
35	819	6	376	70,791	68.24%
36	824	6	304	71,095	68.54%
37	836	6	93	71,188	68.63%
38	BW	6	61	71,249	68.68%

Figure 23: Current Station Bleed Map for 6-Minute Travel Time – EMS Calls– Career and Combination Stations



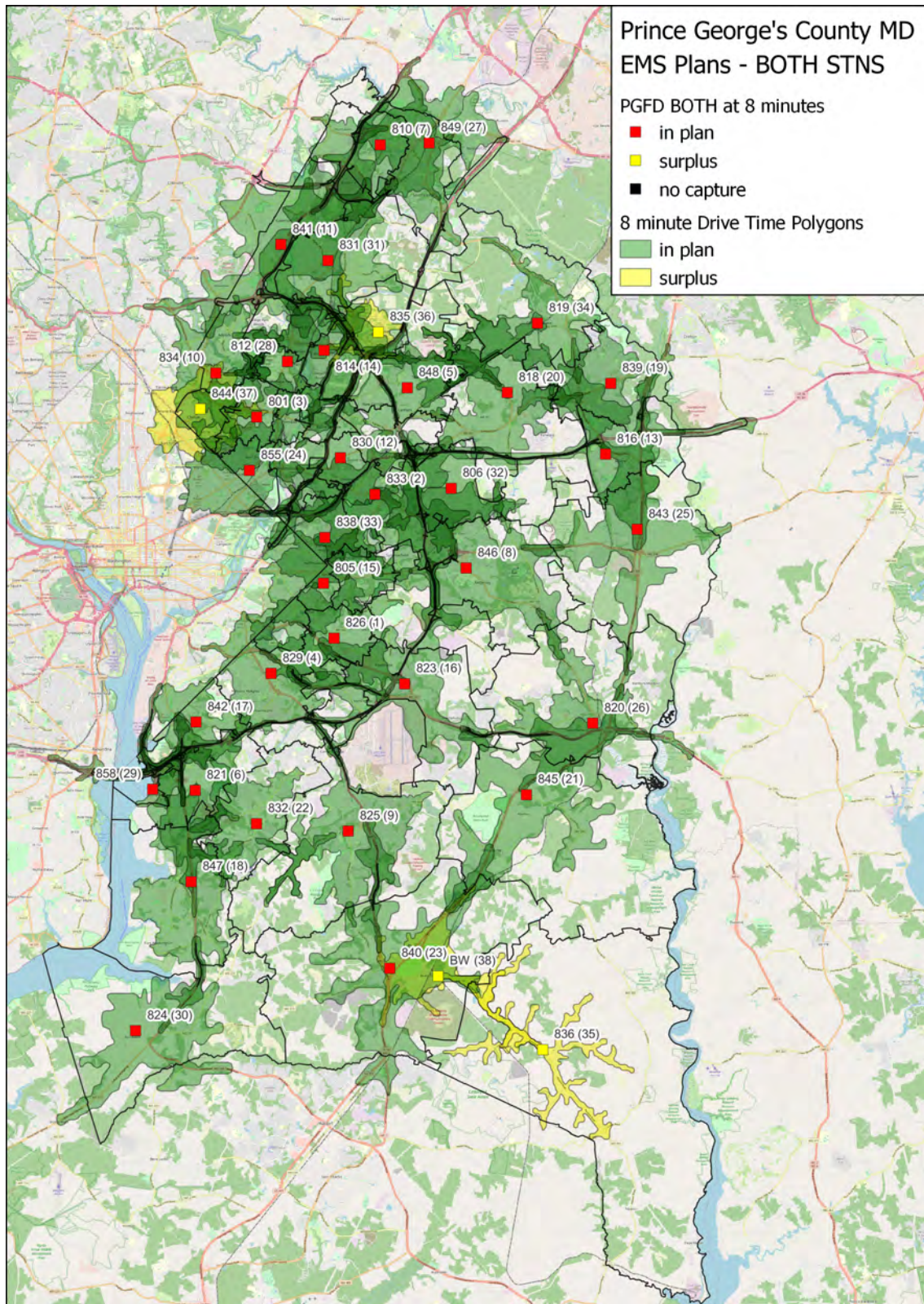
8-Minute Travel Time – EMS Calls

Results suggest that with 38-stations, 90.48% of EMS Calls could be responded to within 8-minutes or less travel time. A 35-station configuration could achieve 90.21%.

Table 24: Marginal Station Contribution for 8-Minute Travel Time – EMS Calls – Career and Combination Stations

Rank	Station	Travel Time	Station Capture	Total Capture	Percent Capture
1	826	8	10,934	10,934	10.54%
2	833	8	10,563	21,497	20.72%
3	801	8	8,441	29,938	28.86%
4	829	8	5,647	35,585	34.30%
5	848	8	4,736	40,321	38.87%
6	821	8	4,662	44,983	43.36%
7	810	8	4,653	49,636	47.85%
8	846	8	4,366	54,002	52.06%
9	825	8	4,130	58,132	56.04%
10	834	8	3,944	62,076	59.84%
11	841	8	3,639	65,715	63.35%
12	830	8	3,192	68,907	66.43%
13	816	8	3,173	72,080	69.49%
14	814	8	2,499	74,579	71.90%
15	805	8	2,423	77,002	74.23%
16	823	8	1,877	78,879	76.04%
17	842	8	1,796	80,675	77.77%
18	847	8	1,491	82,166	79.21%
19	839	8	1,315	83,481	80.48%
20	818	8	1,207	84,688	81.64%
21	845	8	1,182	85,870	82.78%
22	832	8	997	86,867	83.74%
23	840	8	812	87,679	84.52%
24	855	8	750	88,429	85.25%
25	843	8	678	89,107	85.90%
26	820	8	626	89,733	86.50%
27	849	8	580	90,313	87.06%
28	812	8	579	90,892	87.62%
29	858	8	501	91,393	88.10%
30	824	8	479	91,872	88.57%
31	831	8	433	92,305	88.98%
32	806	8	382	92,687	89.35%
33	838	8	365	93,052	89.70%
34	819	8	344	93,396	90.03%
35	836	8	181	93,577	90.21%
36	835	8	154	93,731	90.36%
37	844	8	118	93,849	90.47%
38	BW	8	12	93,861	90.48%

Figure 24: Current Station Bleed Map for 8-Minute Travel Time – EMS Calls – Career and Combination Stations



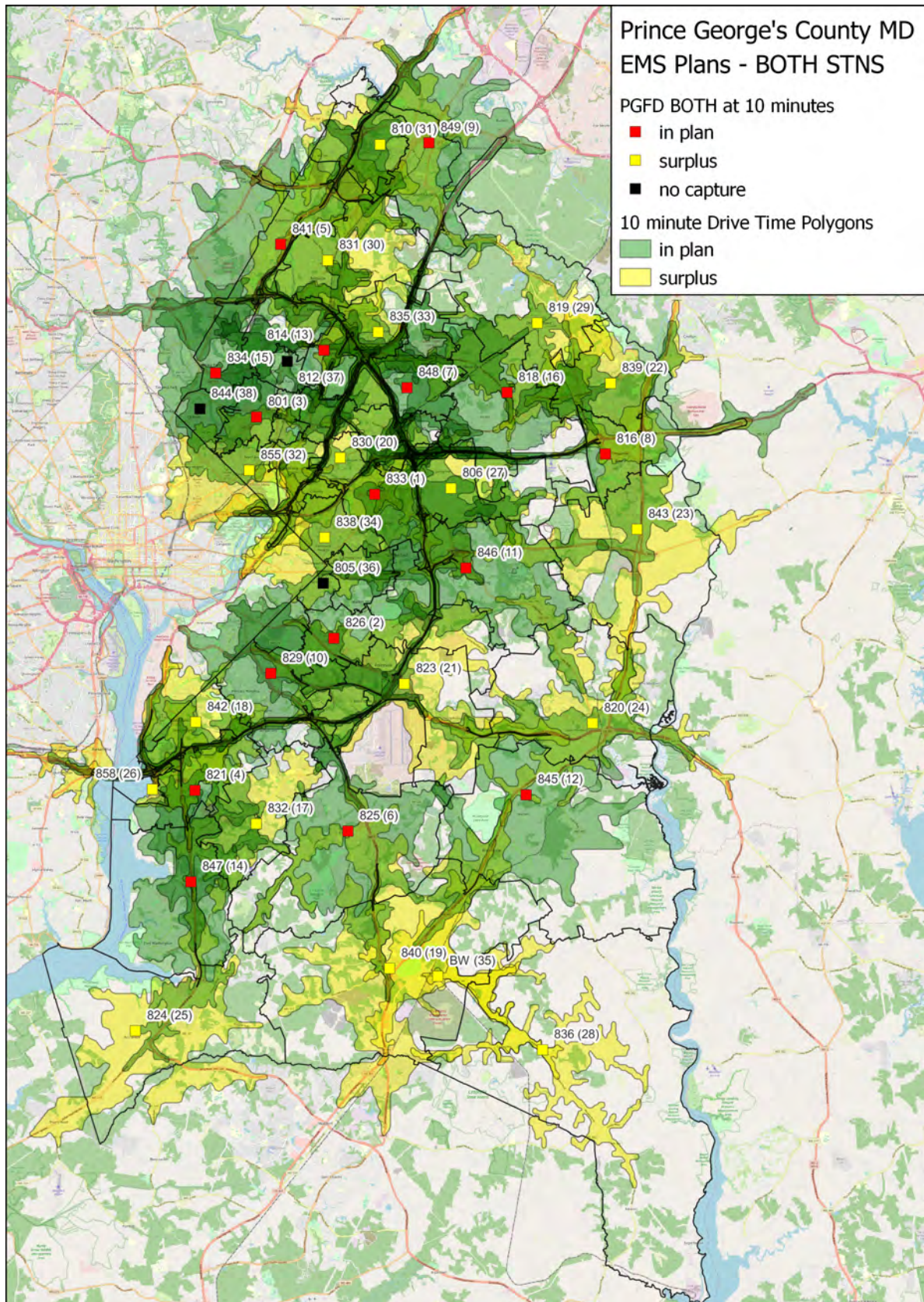
10-Minute Travel Time – EMS Calls

Results suggest that with 38-stations, 97.68% of calls could be responded to within 10-minutes or less travel time. However, a total of 16-stations could achieve 90.67% of the incidents with in 10-minutes travel time.

Table 25: Marginal Station Contribution for 10-Minute Travel Time – EMS Calls – All Fire Stations

Rank	Station	Travel Time	Station Capture	Total Capture	Percent Capture
1	833	10	17,172	17,172	16.55%
2	826	10	14,716	31,888	30.74%
3	801	10	12,206	44,094	42.51%
4	821	10	7,798	51,892	50.02%
5	841	10	7,464	59,356	57.22%
6	825	10	6,474	65,830	63.46%
7	848	10	5,202	71,032	68.48%
8	816	10	4,350	75,382	72.67%
9	849	10	4,025	79,407	76.55%
10	829	10	3,916	83,323	80.32%
11	846	10	3,148	86,471	83.36%
12	845	10	2,137	88,608	85.42%
13	814	10	1,693	90,301	87.05%
14	847	10	1,322	91,623	88.33%
15	834	10	1,222	92,845	89.50%
16	818	10	1,212	94,057	90.67%
17	832	10	945	95,002	91.58%
18	842	10	826	95,828	92.38%
19	840	10	824	96,652	93.17%
20	830	10	764	97,416	93.91%
21	823	10	673	98,089	94.56%
22	839	10	567	98,656	95.11%
23	843	10	562	99,218	95.65%
24	820	10	525	99,743	96.15%
25	824	10	421	100,164	96.56%
26	858	10	253	100,417	96.80%
27	806	10	251	100,668	97.05%
28	836	10	193	100,861	97.23%
29	819	10	133	100,994	97.36%
30	831	10	132	101,126	97.49%
31	810	10	103	101,229	97.59%
32	855	10	37	101,266	97.62%
33	835	10	26	101,292	97.65%
34	838	10	20	101,312	97.67%
35	BW	10	13	101,325	97.68%
36	805	10	0	101,325	97.68%
37	812	10	0	101,325	97.68%
38	844	10	0	101,325	97.68%

Figure 25: Current Station Bleed Map for 10-Minute Travel Time – EMS Calls– Career and Combination Stations



PGFD Career Fire Stations – All Calls – Differentiated by Call Density

6-Minute Urban Travel Time / 13-minute Rural Travel Time – Career Stations - All Calls

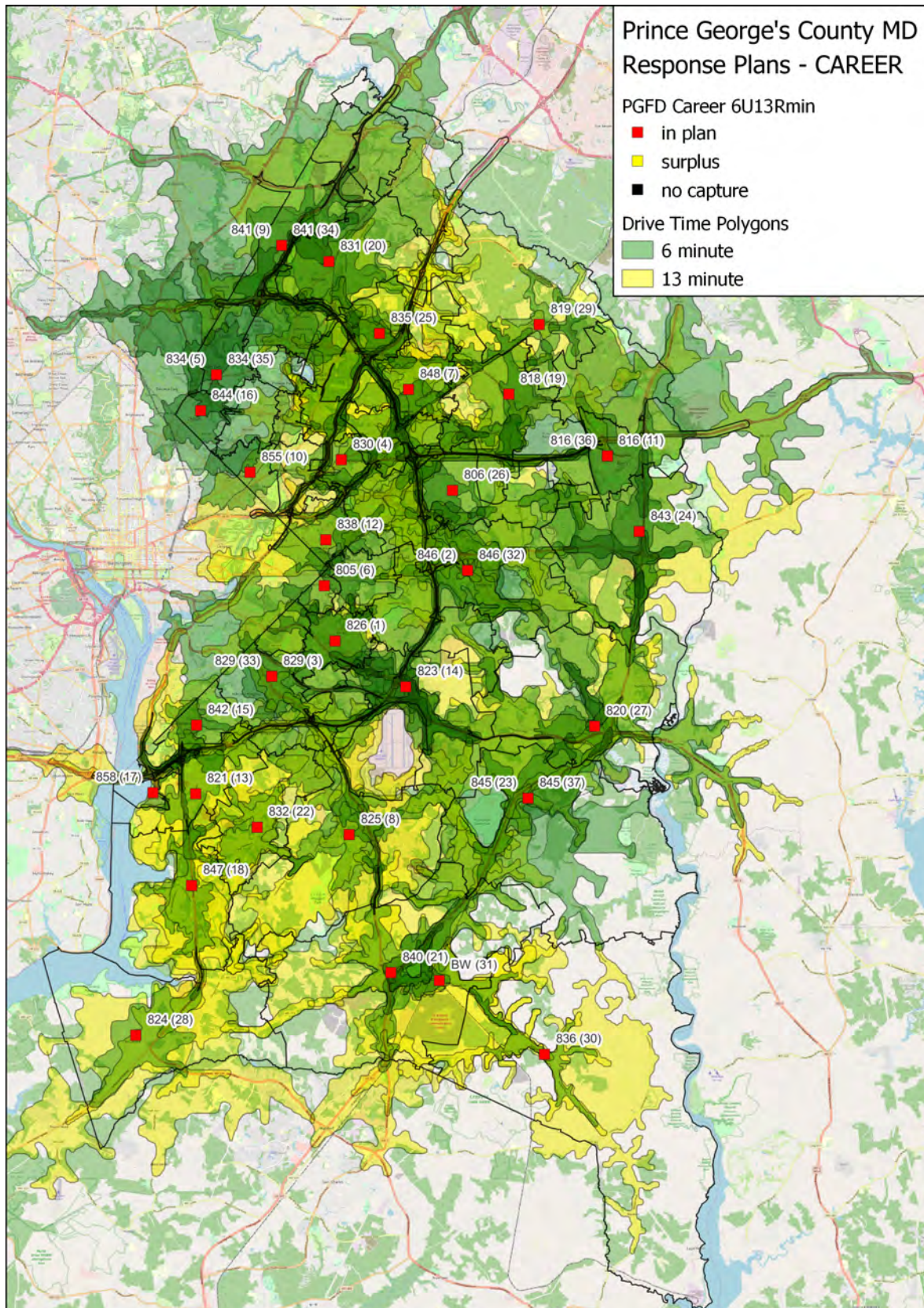
Results suggest that with 31-stations, 54.83% of calls could be responded to within 6-minutes or less travel time. Introducing the 13-minute rural travel time from the career stations, would capture 99.26% of the incidents within 13-minutes or less.

Table 26: Marginal Station Contribution for 6/13 Minute Travel Time – All Calls – Career Stations

Rank	Station	Travel Time	Station Capture	Total Capture	Percent Capture
1	826	6	7,503	7,503	5.08%
2	846	6	6,952	14,455	9.79%
3	829	6	5,861	20,316	13.76%
4	830	6	5,540	25,856	17.51%
5	834	6	5,252	31,108	21.06%
6	805	6	4,231	35,339	23.93%
7	848	6	4,215	39,554	26.78%
8	825	6	3,873	43,427	29.40%
9	841	6	3,847	47,274	32.01%
10	855	6	3,240	50,514	34.20%
11	816	6	3,108	53,622	36.31%
12	838	6	2,950	56,572	38.31%
13	821	6	2,828	59,400	40.22%
14	823	6	2,521	61,921	41.93%
15	842	6	2,368	64,289	43.53%
16	844	6	2,325	66,614	45.10%
17	858	6	1,608	68,222	46.19%
18	847	6	1,596	69,818	47.27%
19	818	6	1,443	71,261	48.25%
20	831	6	1,401	72,662	49.20%
21	840	6	1,306	73,968	50.08%
22	832	6	1,048	75,016	50.79%
23	845	6	1,005	76,021	51.47%
24	843	6	1,000	77,021	52.15%
25	835	6	956	77,977	52.80%
26	806	6	872	78,849	53.39%
27	820	6	797	79,646	53.93%
28	824	6	576	80,222	54.32%
29	819	6	504	80,726	54.66%
30	836	6	155	80,881	54.77%
31	BW	6	93	80,974	54.83%
32	846	13	17,164	98,138	66.45%
33	829	13	11,975	110,113	74.56%
34	841	13	11,078	121,191	82.06%
35	834	13	6,834	128,025	86.69%
36	816	13	3,819	131,844	89.27%
37	845	13	3,312	135,156	91.52%
38	847	13	2,798	137,954	93.41%
39	830	13	2,209	140,163	94.91%
40	825	13	2,087	142,250	96.32%
41	831	13	1,196	143,446	97.13%
42	832	13	662	144,108	97.58%
43	819	13	495	144,603	97.91%
44	823	13	456	145,059	98.22%
45	820	13	357	145,416	98.46%
46	840	13	344	145,760	98.70%
47	848	13	216	145,976	98.84%
48	836	13	178	146,154	98.96%

49	824	13	159	146,313	99.07%
50	843	13	106	146,419	99.14%
51	805	13	72	146,491	99.19%
52	BW	13	42	146,533	99.22%
53	806	13	42	146,575	99.25%
54	821	13	19	146,594	99.26%
55	835	13	1	146,595	99.26%
56	826	13	0	146,595	99.26%
57	842	13	0	146,595	99.26%
58	858	13	0	146,595	99.26%
59	818	13	0	146,595	99.26%
60	855	13	0	146,595	99.26%
61	844	13	0	146,595	99.26%
62	838	13	0	146,595	99.26%

Figure 26: Current Station Bleed Map for 6-Urban/13-Rural Travel Time – All Calls– Career Stations



8-Minute Urban Travel Time / 13-Minute Rural Travel Time – Career Stations - All Calls

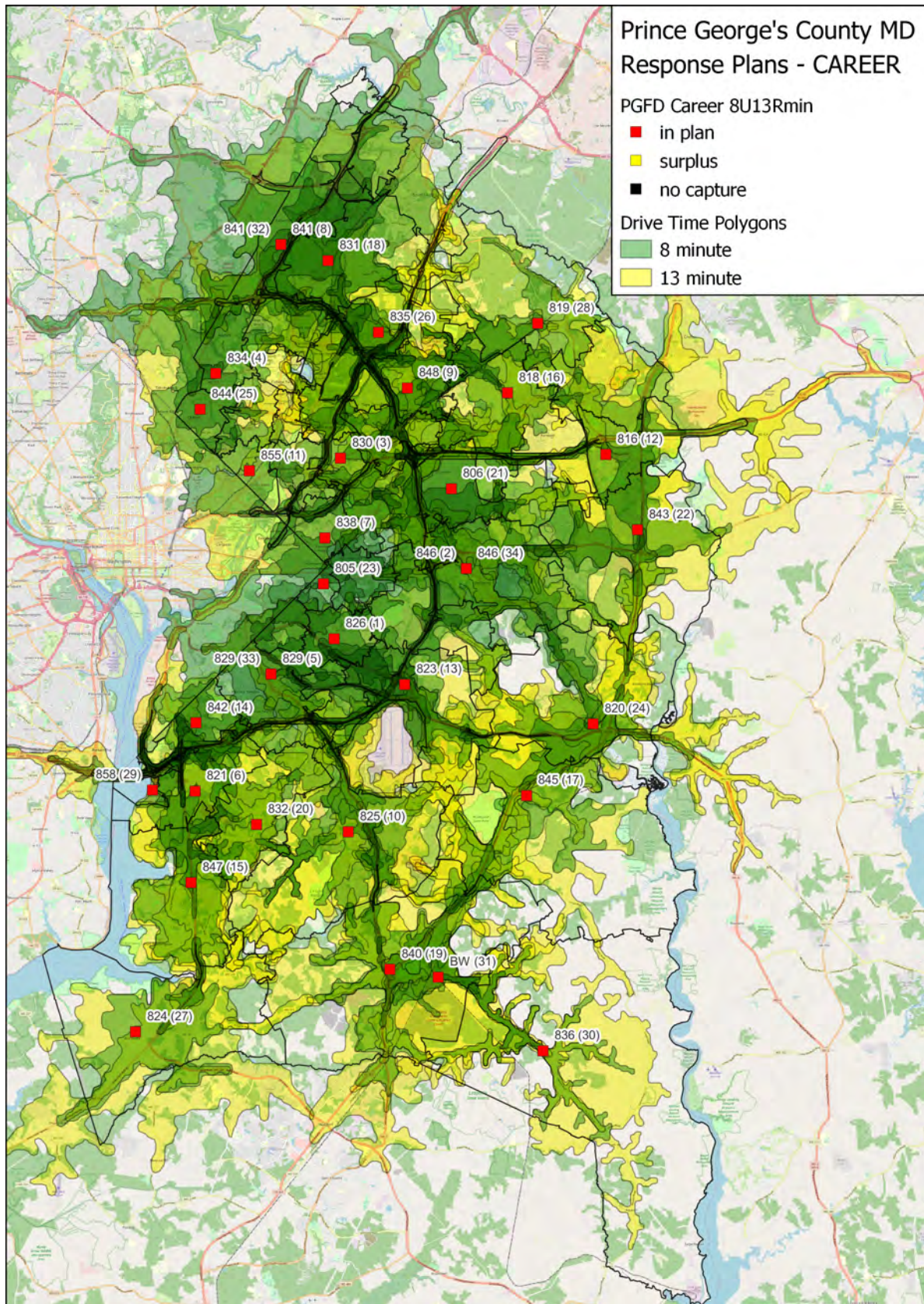
Results suggest that with 31-stations, 80.28% of all calls could be responded to within 8-minutes or less travel time. Introducing the 13-minute rural travel time from the career stations, would capture 99.26% of the incidents within 13-minutes or less.

Table 27: Marginal Station Contribution for 8/13-Minute Travel Time – All Calls – Career Stations

Rank	Station	Travel Time	Station Capture	Total Capture	Percent Capture
1	826	8	14,757	14,757	9.99%
2	846	8	12,099	26,856	18.18%
3	830	8	9,882	36,738	24.88%
4	834	8	8,802	45,540	30.84%
5	829	8	8,023	53,563	36.27%
6	821	8	6,654	60,217	40.77%
7	838	8	6,500	66,717	45.17%
8	841	8	6,262	72,979	49.41%
9	848	8	6,050	79,029	53.51%
10	825	8	5,610	84,639	57.31%
11	855	8	4,994	89,633	60.69%
12	816	8	4,771	94,404	63.92%
13	823	8	2,886	97,290	65.88%
14	842	8	2,327	99,617	67.45%
15	847	8	2,141	101,758	68.90%
16	818	8	2,101	103,859	70.32%
17	845	8	2,019	105,878	71.69%
18	831	8	1,530	107,408	72.73%
19	840	8	1,438	108,846	73.70%
20	832	8	1,386	110,232	74.64%
21	806	8	1,156	111,388	75.42%
22	843	8	1,118	112,506	76.18%
23	805	8	982	113,488	76.84%
24	820	8	951	114,439	77.49%
25	844	8	840	115,279	78.06%
26	835	8	773	116,052	78.58%
27	824	8	768	116,820	79.10%
28	819	8	726	117,546	79.59%
29	858	8	723	118,269	80.08%
30	836	8	276	118,545	80.27%
31	BW	8	22	118,567	80.28%
32	841	13	7,924	126,491	85.65%
33	829	13	3,748	130,239	88.19%
34	846	13	3,605	133,844	90.63%
35	834	13	3,352	137,196	92.90%
36	819	13	2,263	139,459	94.43%
37	845	13	1,732	141,191	95.60%
38	832	13	1,333	142,524	96.50%
39	831	13	898	143,422	97.11%
40	847	13	683	144,105	97.57%
41	830	13	517	144,622	97.92%
42	816	13	505	145,127	98.27%
43	840	13	421	145,548	98.55%
44	820	13	419	145,967	98.84%
45	848	13	149	146,116	98.94%
46	836	13	144	146,260	99.03%
47	824	13	105	146,365	99.10%
48	843	13	80	146,445	99.16%
49	BW	13	42	146,487	99.19%
50	806	13	42	146,529	99.22%
51	825	13	34	146,563	99.24%

52	823	13	17	146,580	99.25%
53	821	13	14	146,594	99.26%
54	835	13	1	146,595	99.26%
55	805	13	0	146,595	99.26%
56	826	13	0	146,595	99.26%
57	842	13	0	146,595	99.26%
58	858	13	0	146,595	99.26%
59	818	13	0	146,595	99.26%
60	855	13	0	146,595	99.26%
61	844	13	0	146,595	99.26%
62	838	13	0	146,595	99.26%

Figure 27: Current Station Bleed Map for 8-Minute Travel Time – All Calls – Career Stations



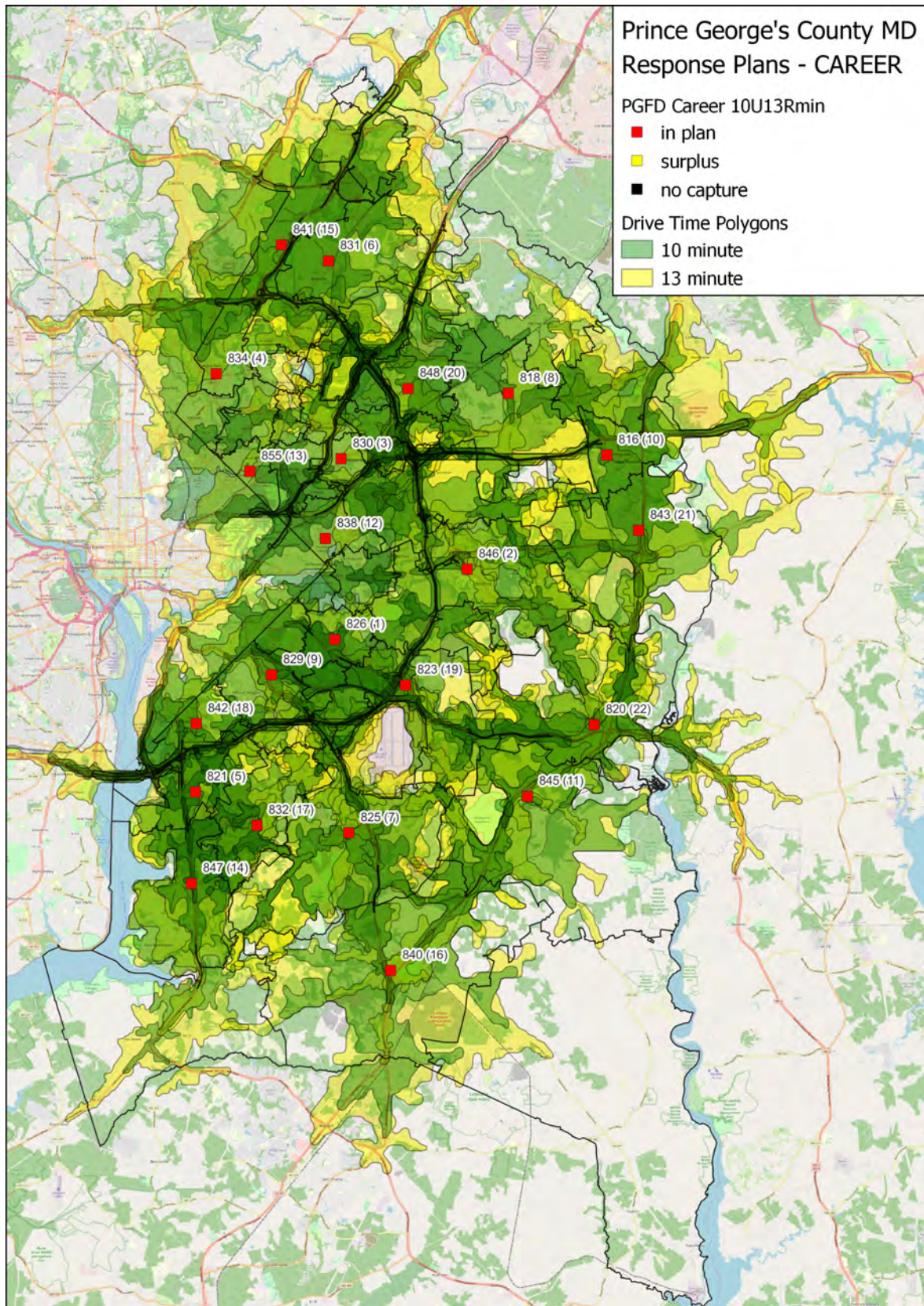
10-Minute Urban / 13-Minute Rural Travel Time – Career Stations - All Calls

Results suggest that with 31-stations, 98.32% of calls could be responded to within 10-minutes or less travel time. However, a total of 22-stations could achieve 90.48% of the incidents within 10-minutes travel time. Introducing the 13-minute rural travel time from the career stations, would only improve coverage by less than 0.3%.

Table 28: Marginal Station Contribution for 10-Minute Travel Time – All Calls – Career Stations

Rank	Station	Travel Time	Station Capture	Total Capture	Percent Capture
1	826	10	21,296	21,296	14.42%
2	846	10	18,380	39,676	26.86%
3	830	10	13,891	53,567	36.27%
4	834	10	13,835	67,402	45.64%
5	821	10	10,998	78,400	53.09%
6	831	10	9,183	87,583	59.30%
7	825	10	8,941	96,524	65.36%
8	818	10	6,753	103,277	69.93%
9	829	10	5,507	108,784	73.66%
10	816	10	5,432	114,216	77.34%
11	845	10	3,528	117,744	79.73%
12	838	10	2,773	120,517	81.60%
13	855	10	2,490	123,007	83.29%
14	847	10	1,960	124,967	84.62%
15	841	10	1,503	126,470	85.63%
16	840	10	1,368	127,838	86.56%
17	832	10	1,285	129,123	87.43%
18	842	10	1,040	130,163	88.13%
19	823	10	990	131,153	88.80%
20	848	10	868	132,021	89.39%
21	843	10	856	132,877	89.97%
22	820	10	746	133,623	90.48%
23	841	13	4,278	137,901	93.37%
24	831	13	1,482	139,383	94.38%
25	834	13	1,332	140,715	95.28%
26	816	13	1,125	141,840	96.04%
27	825	13	934	142,774	96.67%
28	847	13	693	143,467	97.14%
29	846	13	677	144,144	97.60%
30	820	13	578	144,722	97.99%
31	821	13	478	145,200	98.32%
32	840	13	261	145,461	98.49%
33	832	13	107	145,568	98.57%
34	845	13	67	145,635	98.61%
35	843	13	50	145,685	98.64%
36	818	13	43	145,728	98.67%
37	830	13	29	145,757	98.69%
38	829	13	14	145,771	98.70%
39	823	13	7	145,778	98.71%
40	848	13	0	145,778	98.71%
41	842	13	0	145,778	98.71%
42	855	13	0	145,778	98.71%
43	838	13	0	145,778	98.71%
44	826	13	0	145,778	98.71%

Figure 28: Current Station Bleed Map for 10-Minute Travel Time – All Calls– Career Stations



PGFD Career and Combination Fire Stations – All Calls - Differentiated

6-Minute Urban / 13-Minute Rural Travel Time – Career and Combination Stations - All Calls

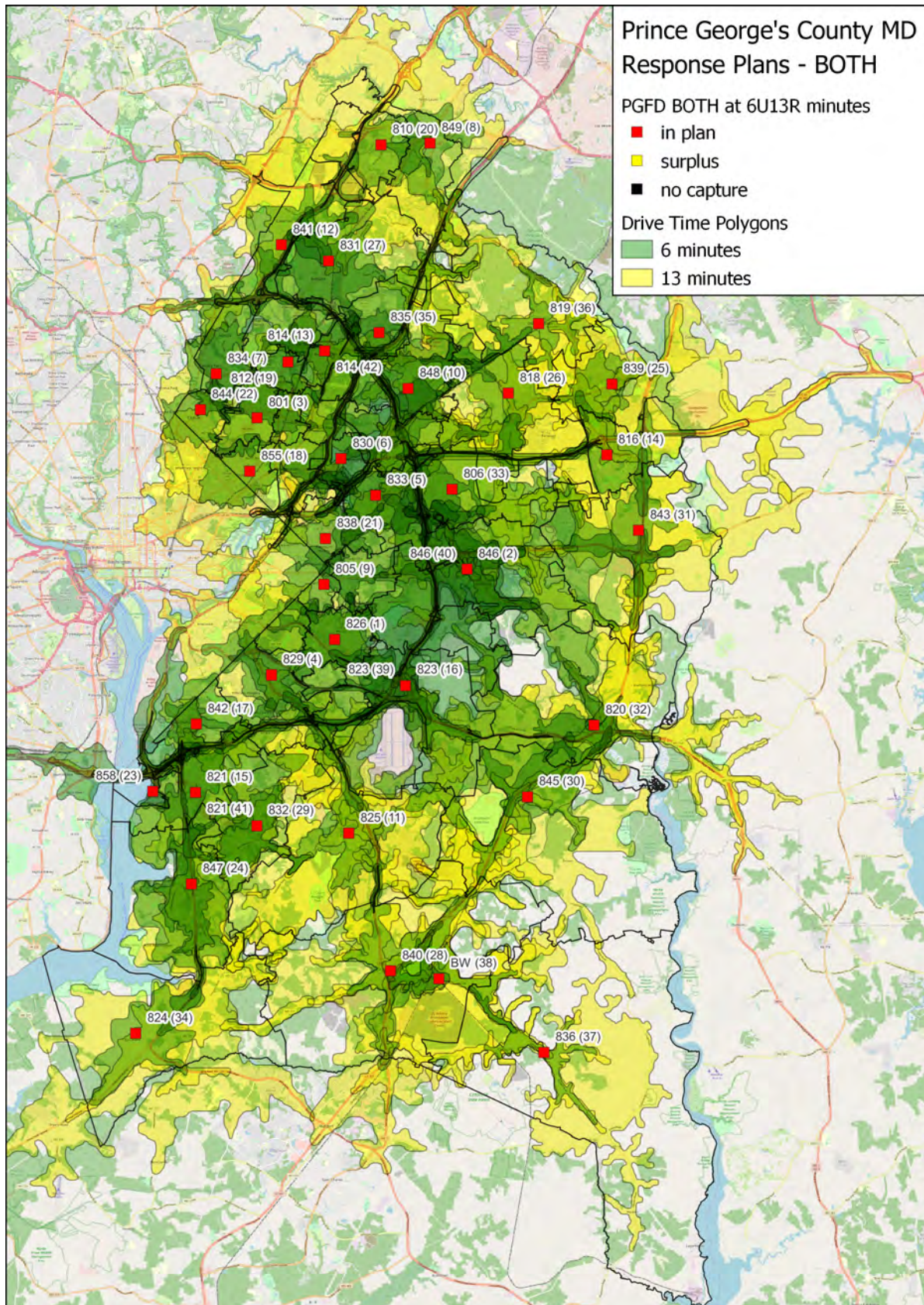
Results suggest that with 38-stations, 69.05% of calls could be responded to within 6-minutes or less travel time. Introducing the 13-minute rural travel time from the career stations, would capture 99.68% of the incidents within 13-minutes or less.

Table 29: Marginal Station Contribution for 6/13-Minute Travel Time – All Calls – Career and Combination Stations

Rank	Station	Travel Time	Station Capture	Total Capture	Percent Capture
1	826	6	7,503	7,503	5.08%
2	846	6	6,952	14,455	9.79%
3	801	6	6,520	20,975	14.20%
4	829	6	5,861	26,836	18.17%
5	833	6	5,848	32,684	22.13%
6	830	6	4,941	37,625	25.48%
7	834	6	4,868	42,493	28.77%
8	849	6	4,268	46,761	31.66%
9	805	6	4,231	50,992	34.53%
10	848	6	4,215	55,207	37.38%
11	825	6	3,873	59,080	40.00%
12	841	6	3,847	62,927	42.61%
13	814	6	3,714	66,641	45.12%
14	816	6	3,108	69,749	47.23%
15	821	6	2,828	72,577	49.14%
16	823	6	2,521	75,098	50.85%
17	842	6	2,368	77,466	52.45%
18	855	6	1,973	79,439	53.79%
19	812	6	1,947	81,386	55.11%
20	810	6	1,851	83,237	56.36%
21	838	6	1,835	85,072	57.60%
22	844	6	1,729	86,801	58.77%
23	858	6	1,608	88,409	59.86%
24	847	6	1,596	90,005	60.94%
25	839	6	1,587	91,592	62.02%
26	818	6	1,413	93,005	62.97%
27	831	6	1,328	94,333	63.87%
28	840	6	1,306	95,639	64.76%
29	832	6	1,048	96,687	65.47%
30	845	6	1,005	97,692	66.15%
31	843	6	1,000	98,692	66.83%
32	820	6	797	99,489	67.36%
33	806	6	637	100,126	67.80%
34	824	6	576	100,702	68.19%
35	835	6	531	101,233	68.55%
36	819	6	504	101,737	68.89%
37	836	6	155	101,892	68.99%
38	BW	6	93	101,985	69.05%
39	823	13	13,560	115,545	78.24%
40	846	13	8,260	123,805	83.83%
41	821	13	5,203	129,008	87.35%
42	814	13	4,533	133,541	90.42%
43	825	13	3,543	137,084	92.82%
44	816	13	2,262	139,346	94.35%
45	810	13	1,819	141,165	95.58%
46	845	13	1,812	142,977	96.81%

47	829	13	1,106	144,083	97.56%
48	824	13	673	144,756	98.02%
49	855	13	622	145,378	98.44%
50	820	13	357	145,735	98.68%
51	818	13	331	146,066	98.90%
52	840	13	284	146,350	99.09%
53	836	13	178	146,528	99.22%
54	847	13	118	146,646	99.30%
55	843	13	106	146,752	99.37%
56	832	13	101	146,853	99.44%
57	819	13	98	146,951	99.50%
58	805	13	73	147,024	99.55%
59	831	13	72	147,096	99.60%
60	BW	13	42	147,138	99.63%
61	806	13	42	147,180	99.66%
62	801	13	32	147,212	99.68%
63	835	13	0	147,212	99.68%
64	833	13	0	147,212	99.68%
65	834	13	0	147,212	99.68%
66	826	13	0	147,212	99.68%
67	842	13	0	147,212	99.68%
68	849	13	0	147,212	99.68%
69	848	13	0	147,212	99.68%
70	839	13	0	147,212	99.68%
71	812	13	0	147,212	99.68%
72	858	13	0	147,212	99.68%
73	830	13	0	147,212	99.68%
74	844	13	0	147,212	99.68%
75	841	13	0	147,212	99.68%
76	838	13	0	147,212	99.68%

Figure 29: Current Station Bleed Map for 6/13-Minute Travel Time – All Calls– Career and Combination Stations



8-Urban / 13-Minute Rural Travel Time – Career and Combination Stations - All Calls

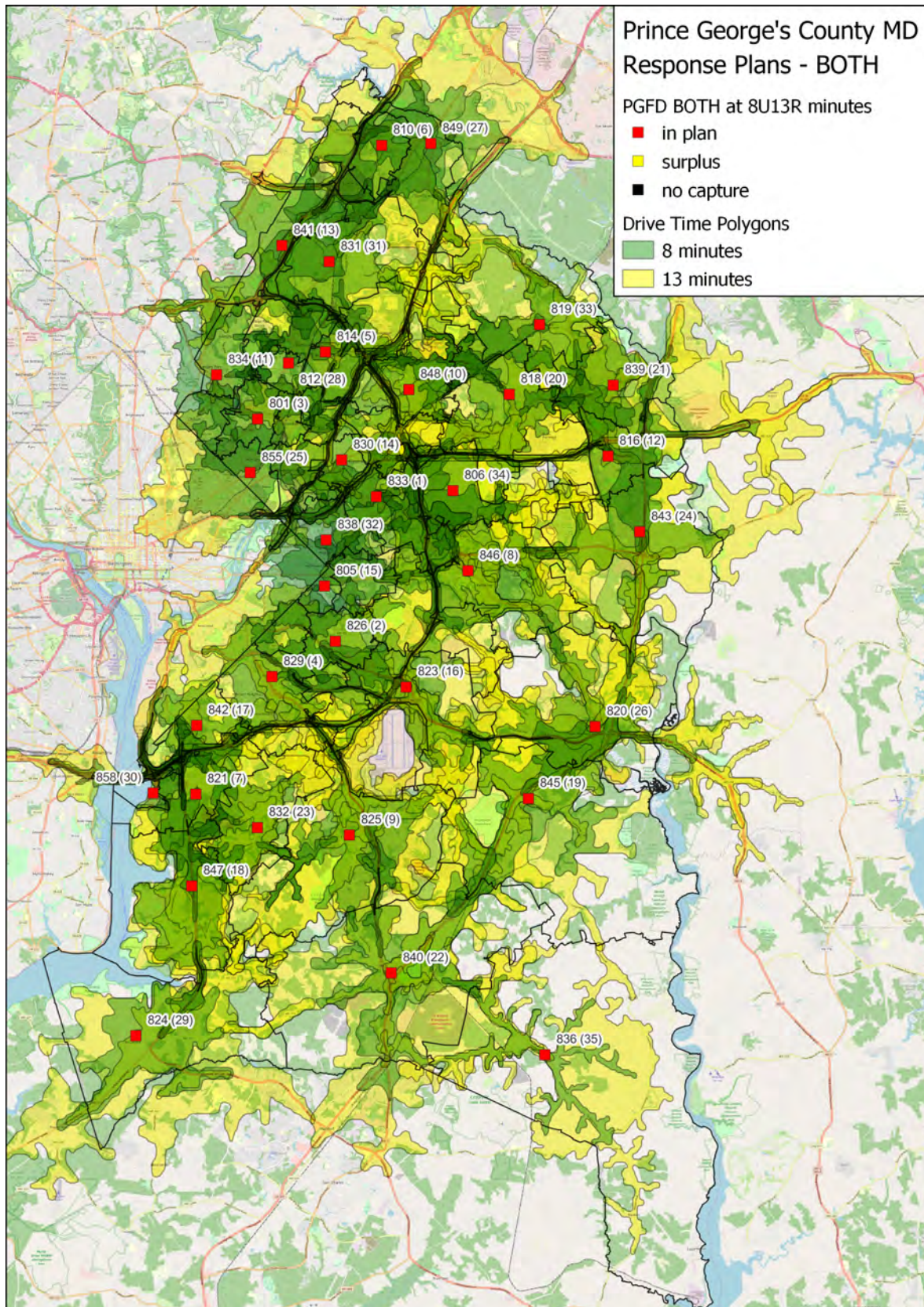
Results suggest that with 35-stations, 90.13% of all calls could be responded to within 8-minutes or less travel time. Introducing the 13-minute rural travel time from the career stations, would capture 99.65% of the incidents within 13-minutes or less.

Table 30: Marginal Station Contribution for 8/13-Minute Travel Time – All Calls – Career and Combination Stations

Rank	Station	Travel Time	Station Capture	Total Capture	Percent Capture
1	833	8	15,061	15,061	10.20%
2	826	8	14,757	29,818	20.19%
3	801	8	11,616	41,434	28.06%
4	829	8	8,023	49,457	33.49%
5	814	8	6,809	56,266	38.10%
6	810	8	6,688	62,954	42.63%
7	821	8	6,654	69,608	47.13%
8	846	8	6,616	76,224	51.61%
9	825	8	5,610	81,834	55.41%
10	848	8	5,247	87,081	58.96%
11	834	8	5,127	92,208	62.43%
12	816	8	4,735	96,943	65.64%
13	841	8	4,322	101,265	68.57%
14	830	8	4,244	105,509	71.44%
15	805	8	3,056	108,565	73.51%
16	823	8	2,886	111,451	75.46%
17	842	8	2,327	113,778	77.04%
18	847	8	2,141	115,919	78.49%
19	845	8	2,019	117,938	79.86%
20	818	8	1,942	119,880	81.17%
21	839	8	1,571	121,451	82.24%
22	840	8	1,438	122,889	83.21%
23	832	8	1,386	124,275	84.15%
24	843	8	1,118	125,393	84.90%
25	855	8	1,005	126,398	85.59%
26	820	8	950	127,348	86.23%
27	849	8	921	128,269	86.85%
28	812	8	903	129,172	87.46%
29	824	8	768	129,940	87.98%
30	858	8	723	130,663	88.47%
31	831	8	722	131,385	88.96%
32	838	8	511	131,896	89.31%
33	819	8	473	132,369	89.63%
34	806	8	464	132,833	89.94%
35	836	8	276	133,109	90.13%
36	829	13	3,748	136,857	92.67%
37	846	13	2,871	139,728	94.61%
38	845	13	1,732	141,460	95.78%
39	832	13	1,333	142,793	96.69%
40	849	13	1,082	143,875	97.42%
41	847	13	683	144,558	97.88%
42	816	13	526	145,084	98.24%
43	840	13	443	145,527	98.54%
44	814	13	428	145,955	98.83%
45	820	13	419	146,374	99.11%
46	818	13	162	146,536	99.22%
47	855	13	157	146,693	99.33%
48	836	13	144	146,837	99.42%
49	824	13	105	146,942	99.50%
50	843	13	80	147,022	99.55%
51	806	13	42	147,064	99.58%

52	819	13	36	147,100	99.60%
53	825	13	34	147,134	99.63%
54	823	13	17	147,151	99.64%
55	821	13	14	147,165	99.65%
56	831	13	5	147,170	99.65%
57	838	13	0	147,170	99.65%
58	858	13	0	147,170	99.65%
59	812	13	0	147,170	99.65%
60	839	13	0	147,170	99.65%
61	842	13	0	147,170	99.65%
62	805	13	0	147,170	99.65%
63	830	13	0	147,170	99.65%
64	841	13	0	147,170	99.65%
65	834	13	0	147,170	99.65%
66	848	13	0	147,170	99.65%
67	810	13	0	147,170	99.65%
68	801	13	0	147,170	99.65%
69	826	13	0	147,170	99.65%
70	833	13	0	147,170	99.65%

Figure 30: Current Station Bleed Map for 8/13-Minute Travel Time – All Calls – Career and Combination Stations



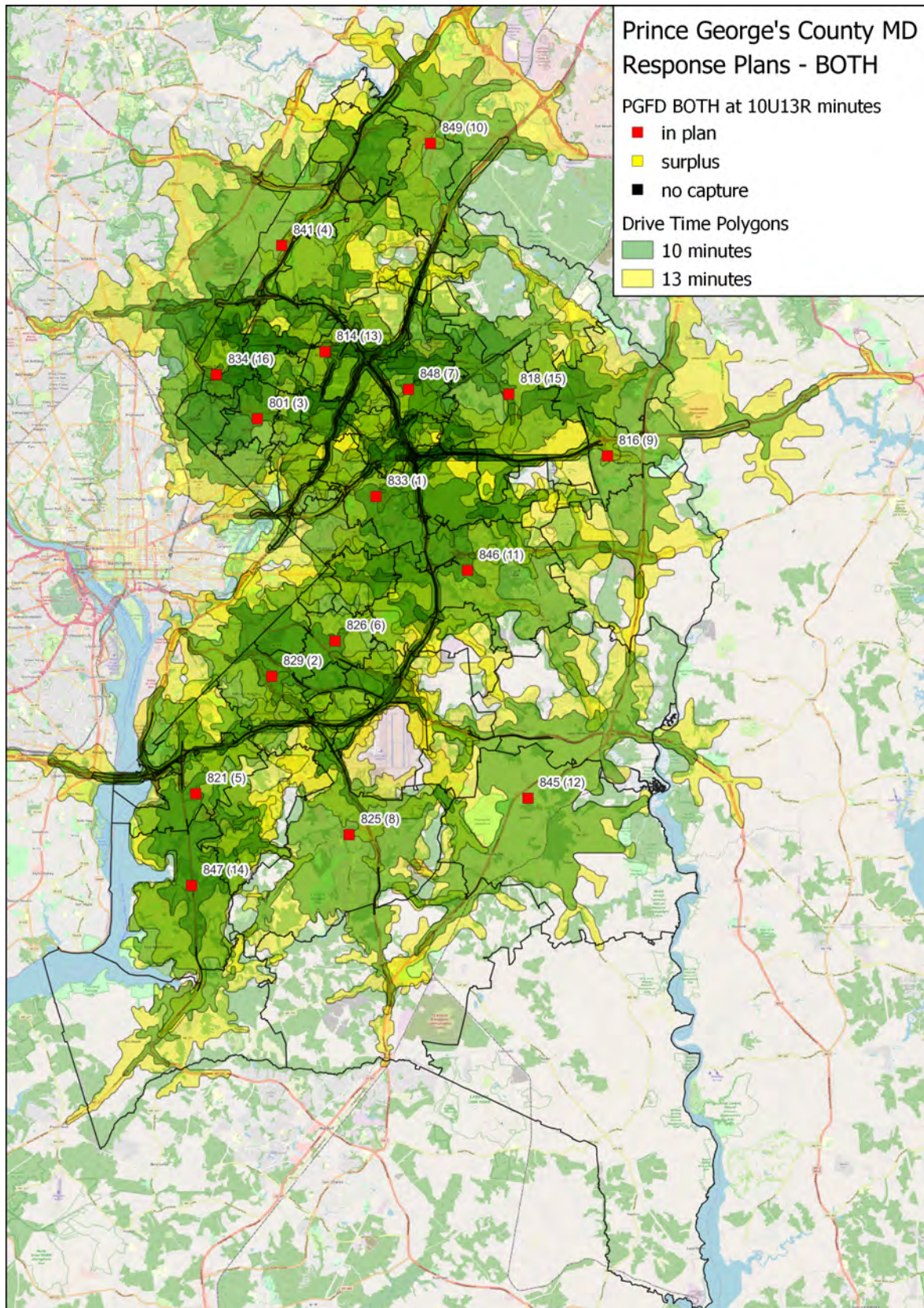
10-Urban / 13Minute Rural Travel Time – Career and Combination Stations - All Calls

Results suggest that with 17-stations, 92.5% of calls could be responded to within 10-minutes or less travel time. Introducing the 13-minute rural travel time from the career stations, would improve coverage by approximately 6% to 98.28%.

Table 31: Marginal Station Contribution for 10/13-Minute Travel Time – All Calls – Career and Combination Stations

Rank	Station	Travel Time	Station Capture	Total Capture	Percent Capture
1	833	10	24,893	24,893	16.86%
2	829	10	20,560	45,453	30.78%
3	801	10	16,824	62,277	42.17%
4	841	10	11,402	73,679	49.89%
5	821	10	9,721	83,400	56.47%
6	826	10	8,641	92,041	62.32%
7	848	10	7,071	99,112	67.11%
8	825	10	6,729	105,841	71.67%
9	816	10	6,411	112,252	76.01%
10	849	10	5,805	118,057	79.94%
11	846	10	4,543	122,600	83.01%
12	845	10	3,528	126,128	85.40%
13	814	10	2,532	128,660	87.12%
14	847	10	1,960	130,620	88.44%
15	818	10	1,693	132,313	89.59%
16	834	10	1,609	133,922	90.68%
17	825	13	2,686	136,608	92.50%
18	821	13	1,990	138,598	93.85%
19	816	13	1,532	140,130	94.88%
20	845	13	1,475	141,605	95.88%
21	833	13	1,433	143,038	96.85%
22	847	13	613	143,651	97.27%
23	846	13	543	144,194	97.63%
24	841	13	427	144,621	97.92%
25	829	13	170	144,791	98.04%
26	849	13	156	144,947	98.14%
27	826	13	71	145,018	98.19%
28	801	13	55	145,073	98.23%
29	818	13	35	145,108	98.25%
30	814	13	34	145,142	98.28%
31	834	13	0	145,142	98.28%
32	848	13	0	145,142	98.28%

Figure 31: Current Station Bleed Map for 10/13-Minute Travel Time – All Calls– Career and Combination Stations

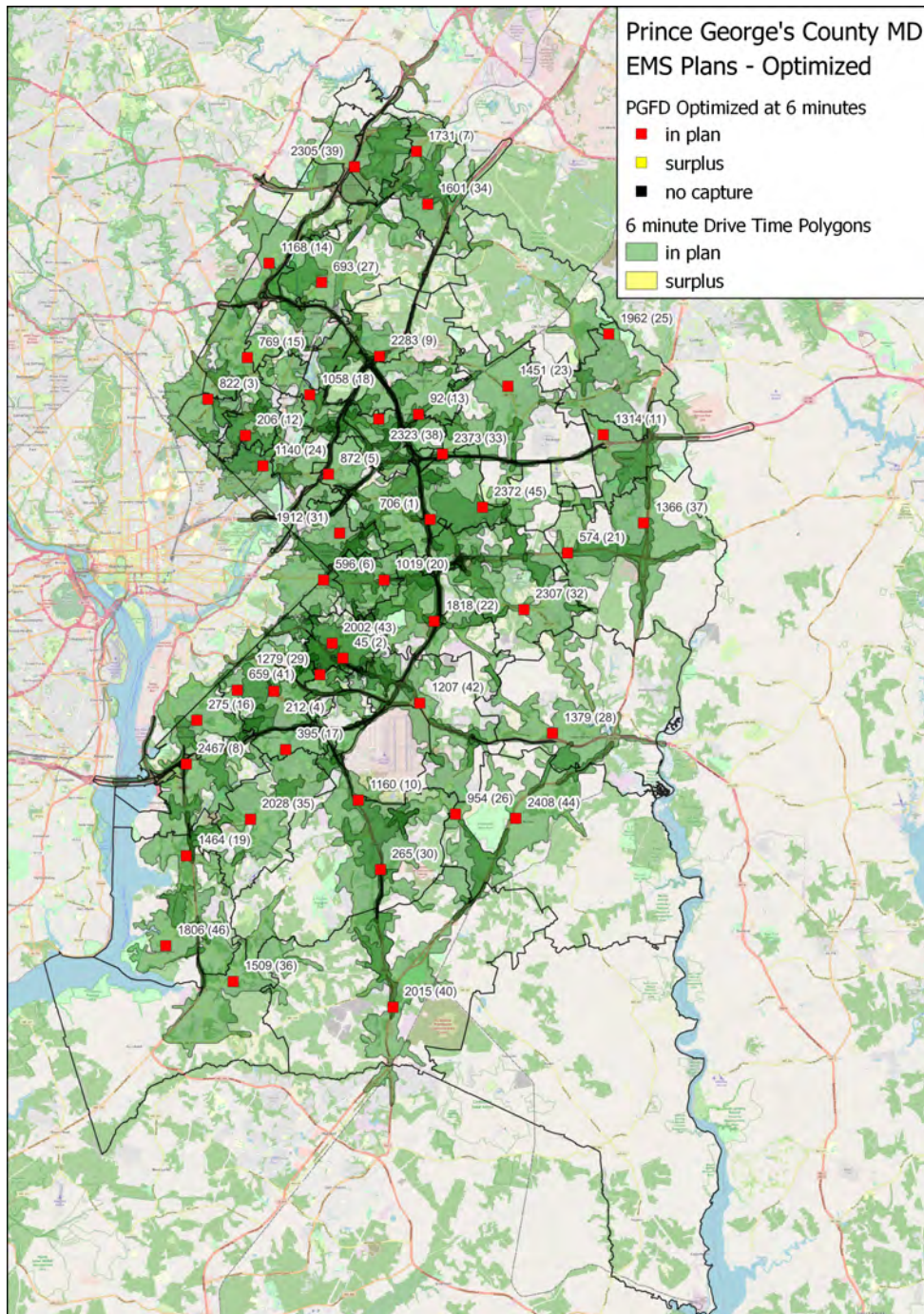


Optimized EMS Post Locations – EMS Calls

6-Minute Travel Times

Results suggest that with 46-posting locations, 90.15% of EMS calls could be responded to within 6-minutes or less travel time.

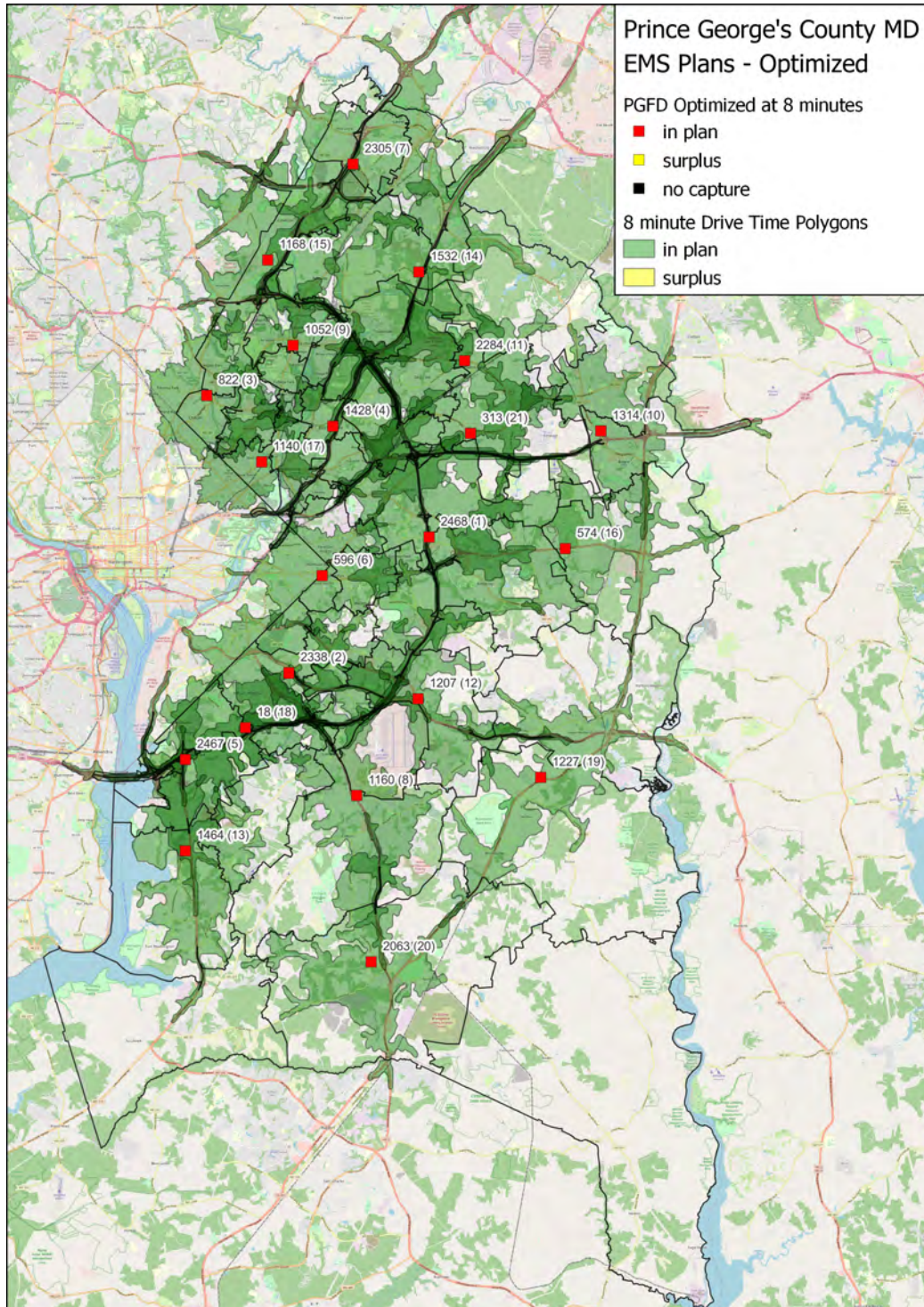
Figure 32: Optimized Post Plan - 6-Minute Urban Travel Time – EMS Incidents



8-Minute Travel Times

Results suggest that with 21-posting locations, 90.58% of EMS calls could be responded to within 8-minutes or less travel time.

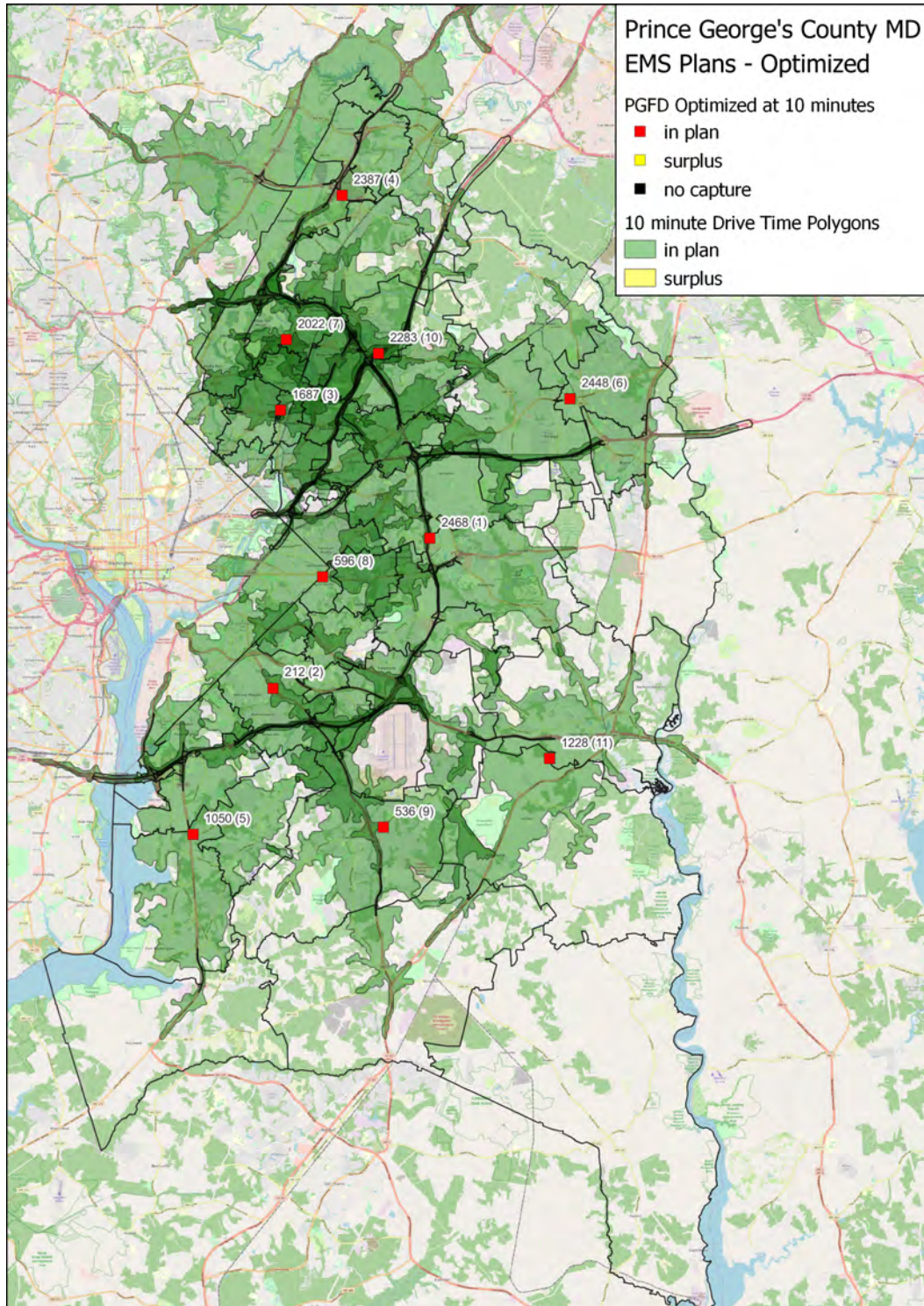
Figure 33: Optimized Post Plan - 8-Minute Urban Travel Time – EMS Incidents



10-Minute Travel Times

Results suggest that with 11-posting locations, 90.18% of EMS calls could be responded to within 10-minutes or less travel time.

Figure 34: Optimized Post Plan - 10-Minute Urban Travel Time – EMS Incidents



DISTRIBUTION OF RISK ACROSS THE JURISDICTION

Distribution of Demand by Program Areas

Heat maps were created to identify the concentration of the historic demand for services overall and by program area (i.e., EMS, Fire, Hazmat, and Rescue). The blue areas have the lowest concentration of demand and the dark red areas have the highest concentration of demand.

Figure 35: Heat Map for All Calls

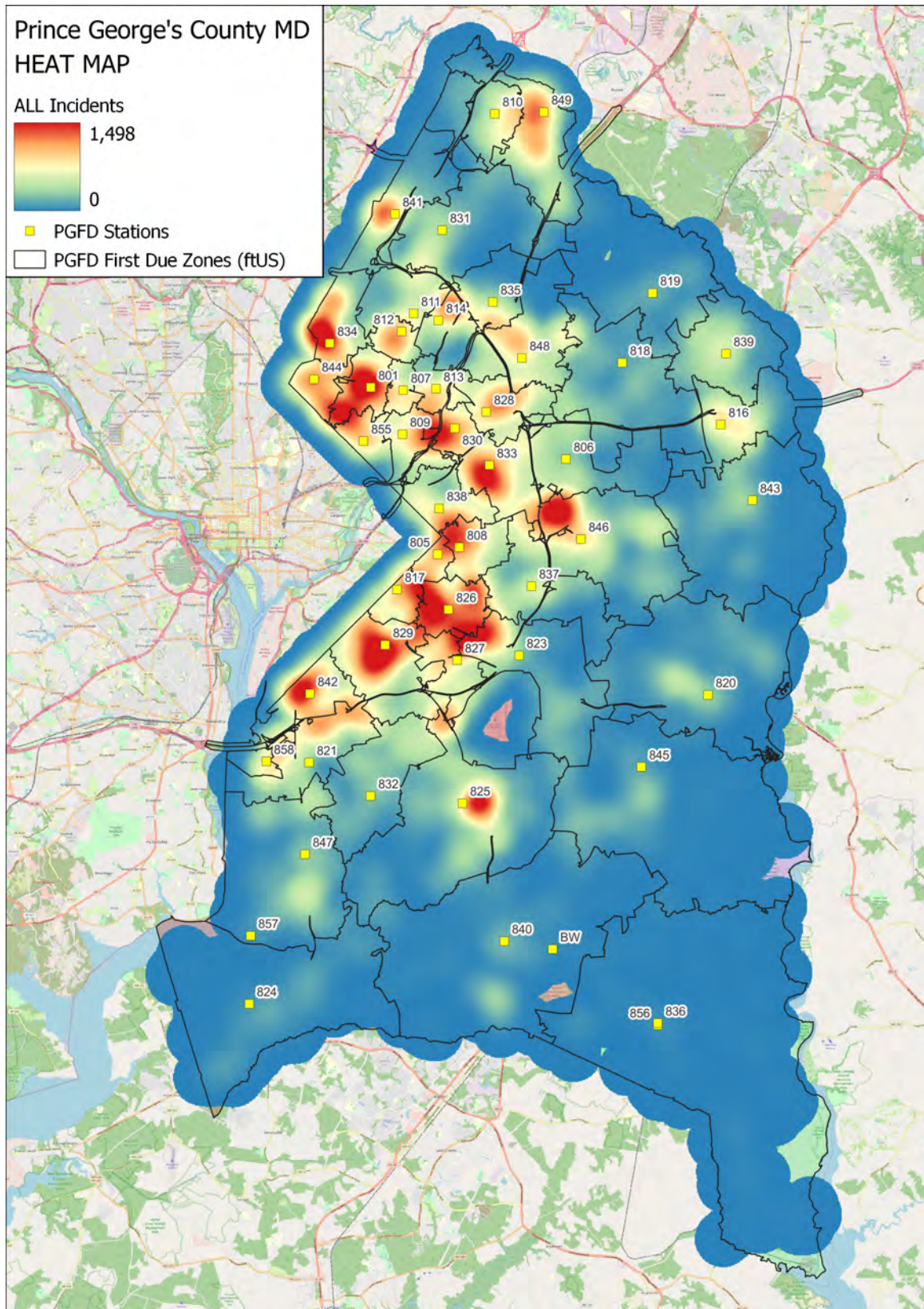


Figure 36: Heat Map for EMS Calls

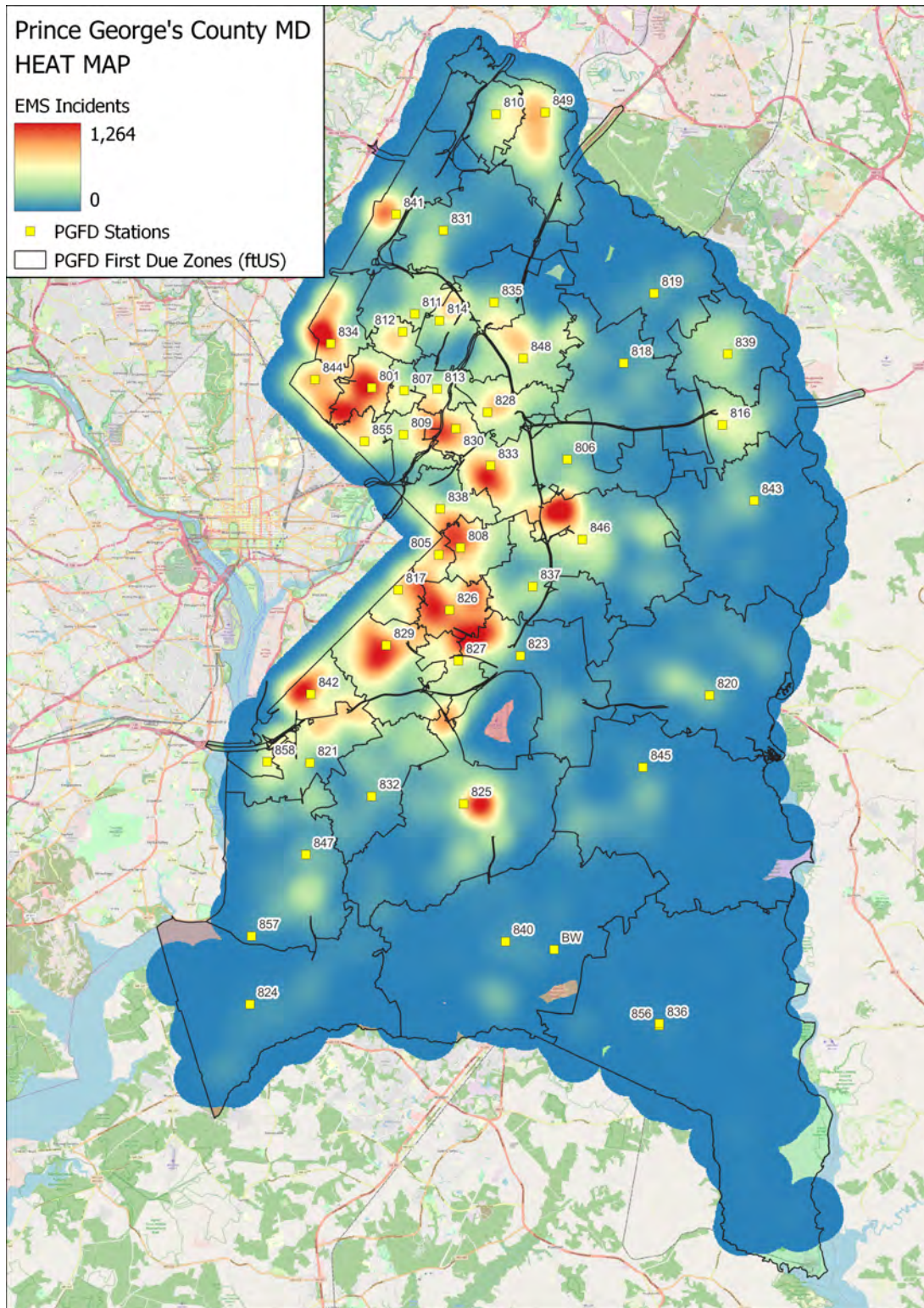


Figure 37: Heat Map for Fire Service Calls

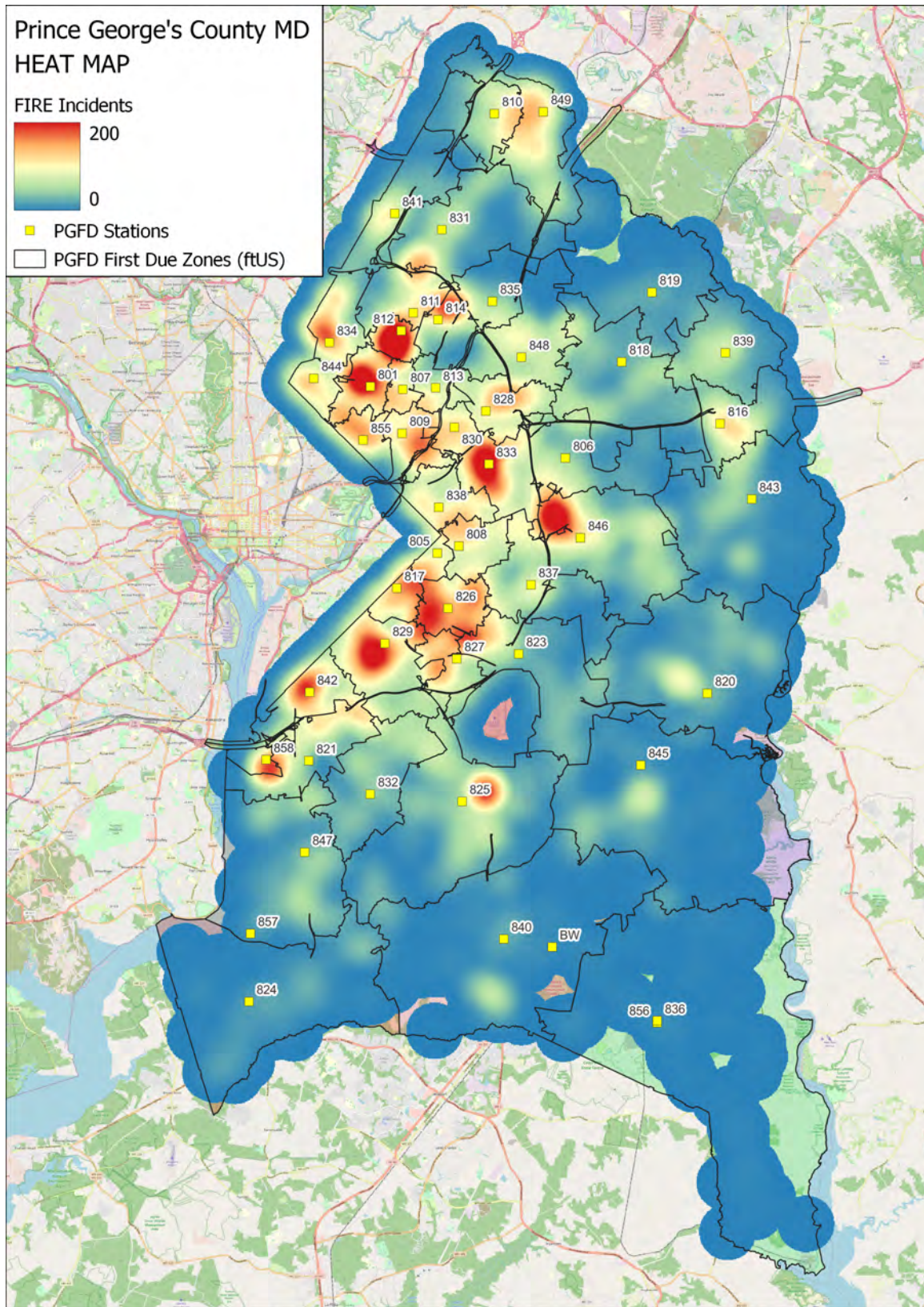


Figure 38: Heat Map for Hazmat Calls

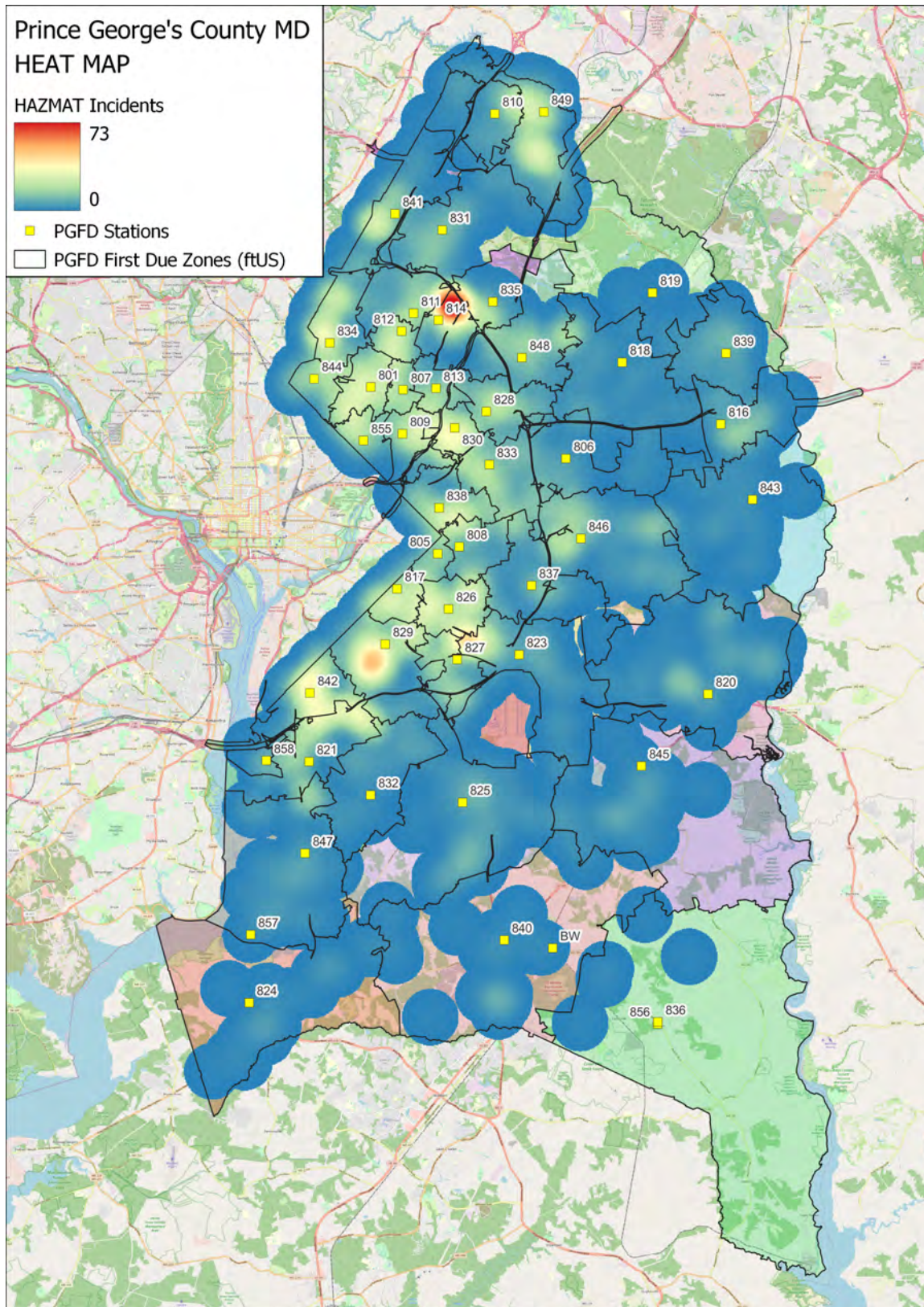
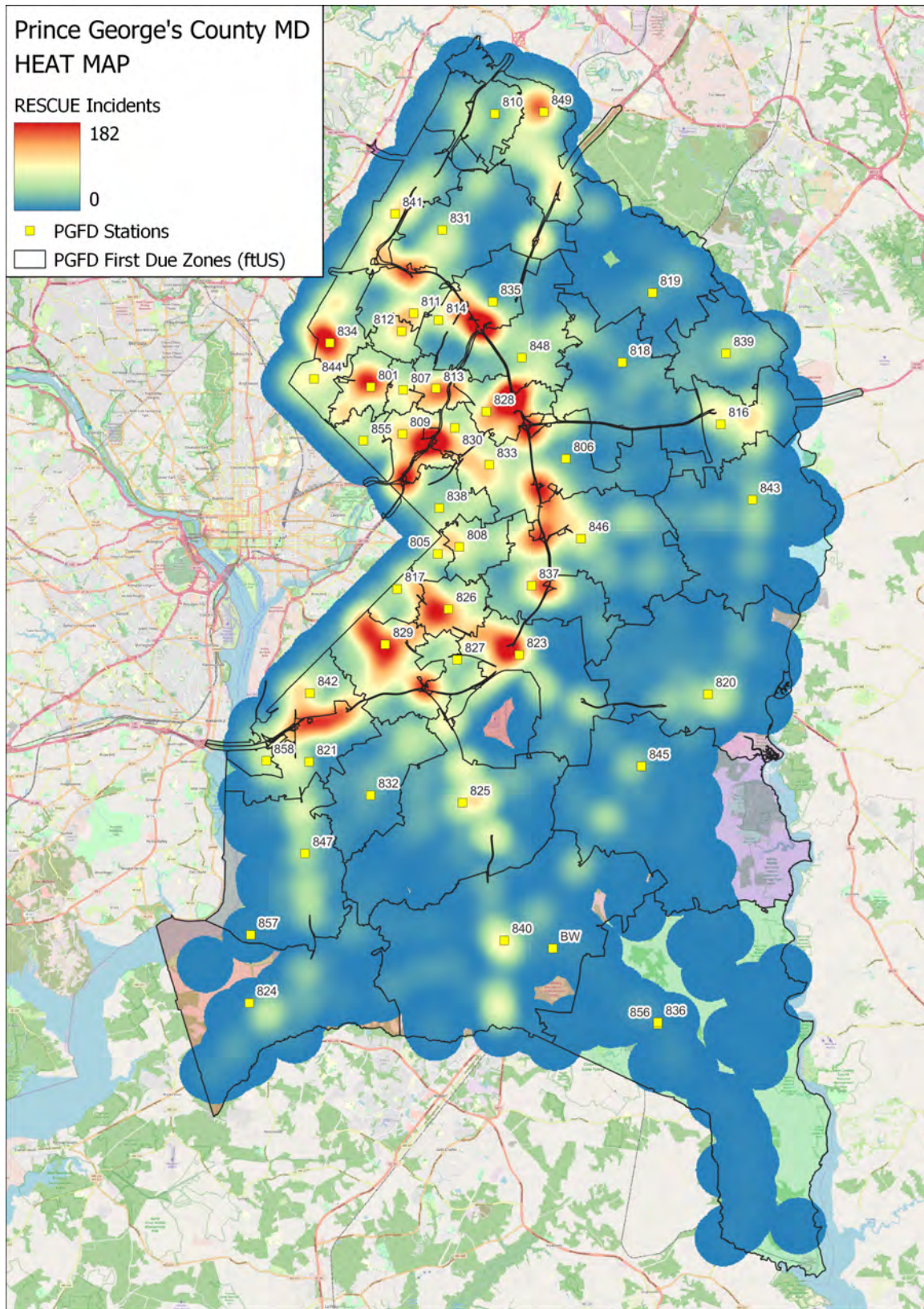
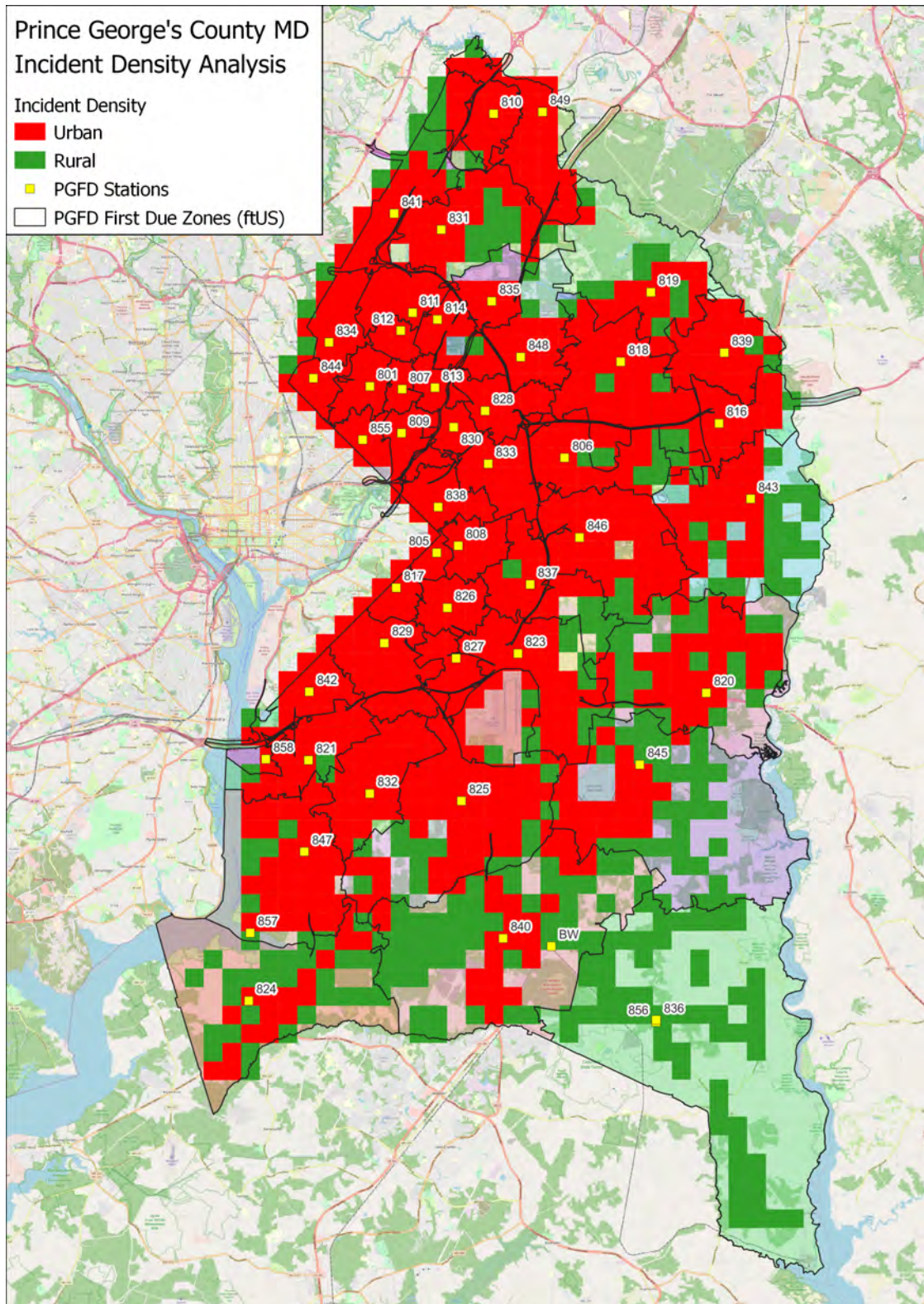


Figure 39: Heat Map for Rescue Calls



Finally, we calculated call density based on the relative concentration of incidents based on approximately 0.5-mile geographic areas as well as the adjacent 0.5-mile areas. The results demonstrate an urban and rural designation based on call density for services and not based on population. The red areas are designated as urban service areas and the green areas are designated as rural service areas. Any area that is not colored has less than one call every six months in the 0.5-mile area and the adjacent areas.

Figure 40: Urban and Rural Call Density Map – All Incidents



Long-Term Sustainability of the Models Presented

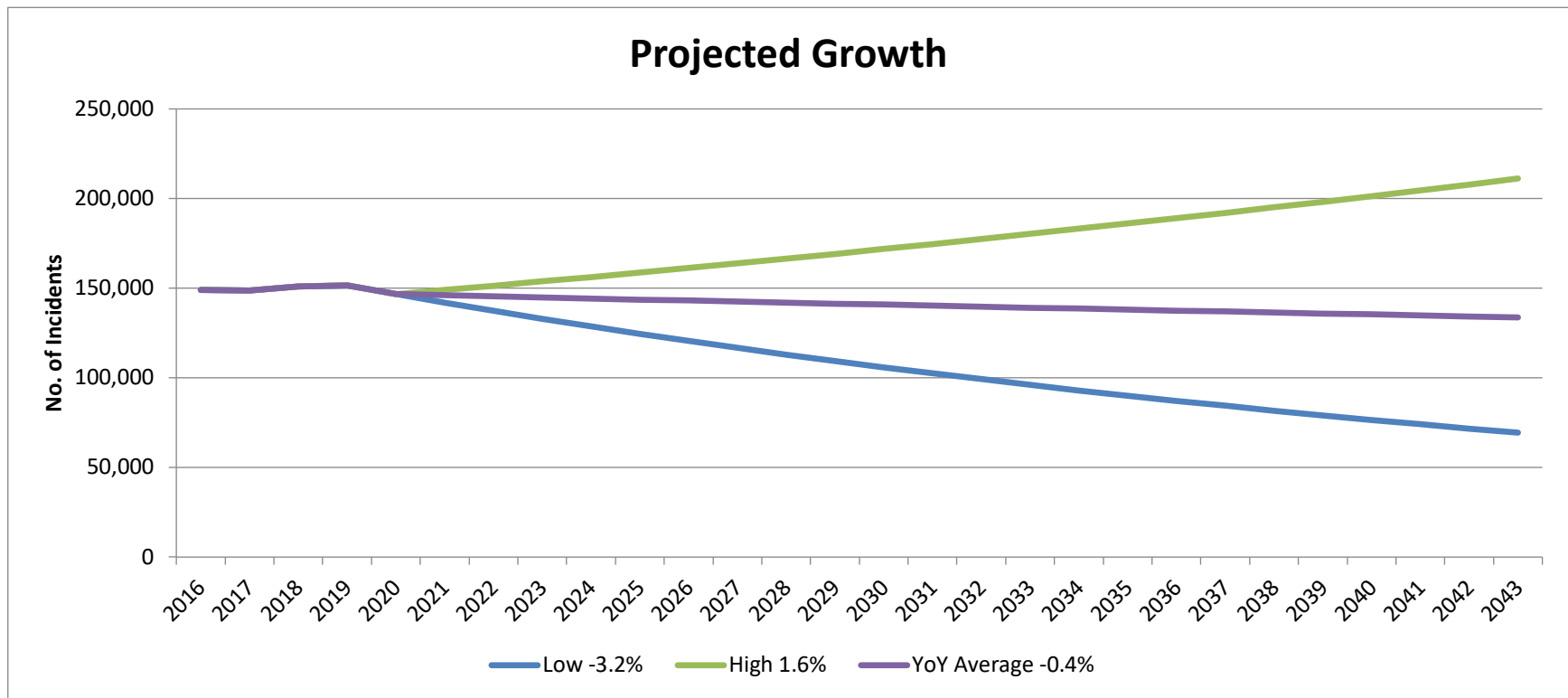
It is important to understand that the distribution models are restricted to the geographic limitations of the jurisdiction and the historical demand for services. Therefore, the number of stations is descriptive of the number of fixed facilities required from which to deploy resources. These analyses do not specifically describe the concentration of resources required at each fire station facility to adequately handle the demand for services. For example, some stations may require two or more units in order to handle the demand for services.

With respect to the long-term sustainability of the deployment models presented here, the models will remain accurate for as long as the jurisdiction's overall coverage area has not expanded. In other words, if the city's square mileage remains, then the deployment strategy will be sustainable indefinitely with respect to the coverage area. As other variables such as population density or socioeconomic status change over time, there may be a need for a higher concentration of resources necessary to meet the growing demand for services, but not additional stations. The most prominent reason that the geographic distribution model would need to be updated is for changes in traffic impedance that significantly limit the historical average travel speed. Monitoring travel time performance, system reliability, and call concurrency will provide timely feedback for changes in the environment that could impact the distribution model.

Projected Growth

The available data set included five reporting periods of data, representing FY 2016 - 2020. From FY 2016 to FY 2020, calls for PGFD services decreased from 148,097 to 146,603, with an average growth rate of -0.4% per year. The figure below depicts observed call volume during the last five-year reporting periods and various hypothetical growth scenarios for the next 20+ years. These projections should be used with caution due to the variability in growth observed across prior calendar years. It is assumed that the pandemic is the primary cause of reduced call volumes. In all cases, data should be reviewed annually to ensure timely updates to projections and utilize a five-year rolling average.

Figure 41: Observed and Hypothetical Growth in Call Volume





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