LOS ANGELES FIRE DEPARTMENT

RALPH M. TERRAZAS
FIRE CHIEF

June 6, 2017

BOARD OF FIRE COMMISSIONERS
FILE NO. 17-069

TO: Board of Fire Commissioners

FROM: Ralph M. Terrazas, Fire Chief

SUBJECT: FIRESTAT SECTION STATUS REPORT ON TIERED FIRESTAT MEETINGS, DATA DASHBOARDS AND DATA TRENDS FROM 2013 TO 2016

FINAL ACTION:	_____ Approved	_____ Approved w/Corrections	_____ Withdrawn
	_____ Denied	_____ Received & Filed	_____ Other

SUMMARY
At the last quarterly update on the FireStat process, it was requested that a written report be provided on the tiered process, data trends, and how the data is made accessible to the field.

RECOMMENDATION
That the Board:
Receive and file.

FISCAL IMPACT
No fiscal impact.

DISCUSSION
In 2017, the Department continued implementing the performance management process by introducing Tiered FireStat. This tiered process is designed to promote communication through the ranks with the goal of expanding the Department's engagement on all levels. Since the implementation of this tiered process, the Department has held FireStat Inspection Meetings for Quarter 1 and Quarter 2 in all four Geographic Bureaus on two of the three platoons. FireStat Inspection Meetings for the third platoon are scheduled to begin in June. Additionally, FireStat Inspection Meetings have been held in various Bureaus, Sections, and Units within Administrative Operations. FireStat is working on all levels to establish a foundation of perfomance management that improves the Department's effectiveness and efficiency.

The FireStat Section also acts as the stewards of data for the Department serving both internal and external requests for information, data and reports. To manage the performance for members in the field, the FireStat Section has created online dashboards which allow field personnel to observe their performance in a number of areas. The dashboards visualize and quantify metrics such as Turnout Time, Travel Time, Composite Operational Response Time (CORT=turnout time and travel time added together), Frequent Automatic Alarm Locations, and EMS Call Generators. All of these metrics can be seen starting from 2013 to the current date. The data can be analyzed by platoon, seperated by Bureau, Battalion, Station, and/or Unit. These dashboards are avaialble to all members via a link on the LAFDweb portal. FireStat actively works with sworn members to regularly improve and update these dashboards. The goal is to increase accountability and to promote ownership within the field. FireStat is constantly working to improve the accessability of data.

The attached graphs will help visualize the number of incidents and resposne times that the LAFD has responded to since calendar year 2013. The graphs will help identify trends that the Department has observed over the last 3 years since the FireStat procees began. Included are Incident Counts, Turnout Time, Travel Time, and CORT. These metrics are available City-wide, for each Geographic Bureau, and have been isolated by Battalion. The metrics have been analyzed for EMS Incidents, Non-EMS Incidents, and the Total Incidents to which the Department responded. Included are City-wide heat maps which indicate the Incident Counts for EMS, Non-EMS, and the total incidents for each calendar year beginning in 2013 and ending in 2016.

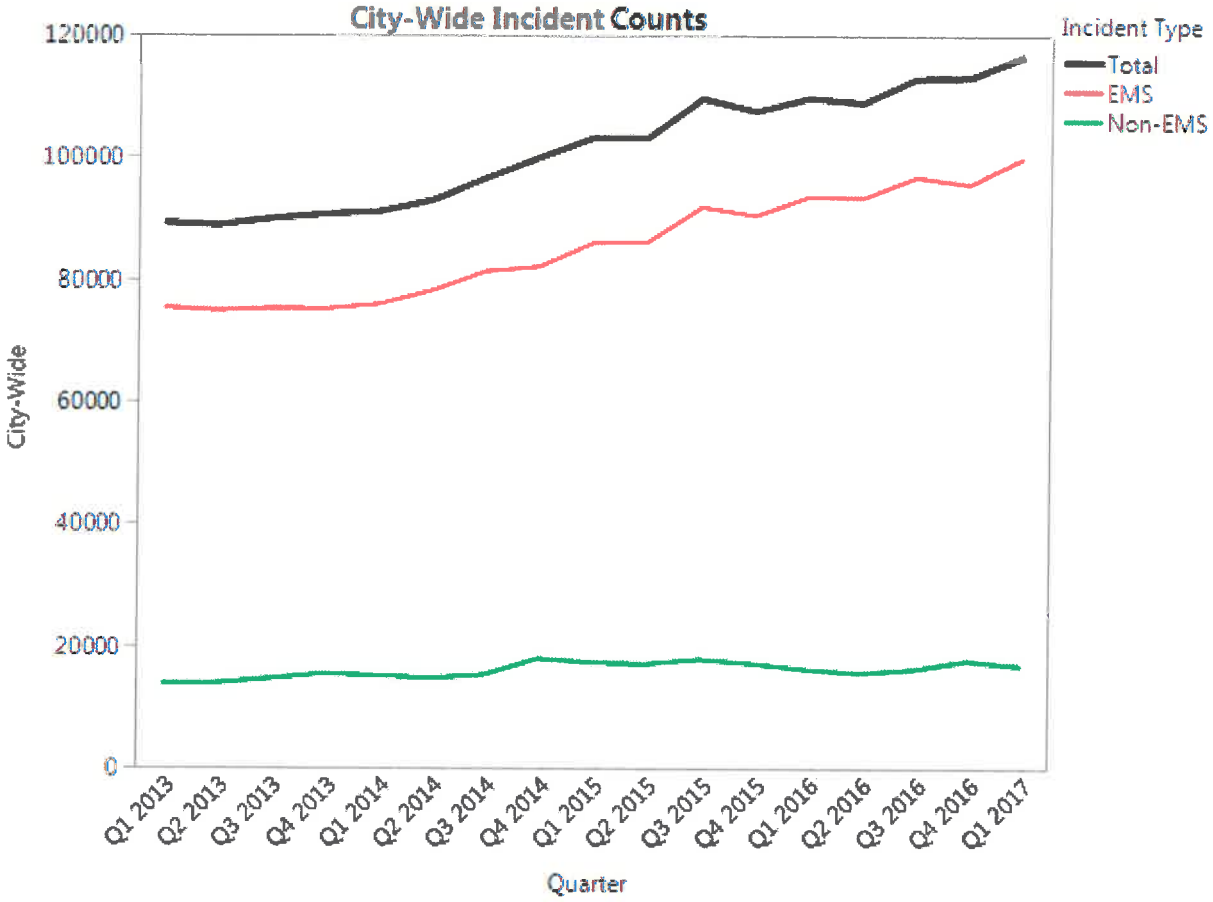
CONCLUSION

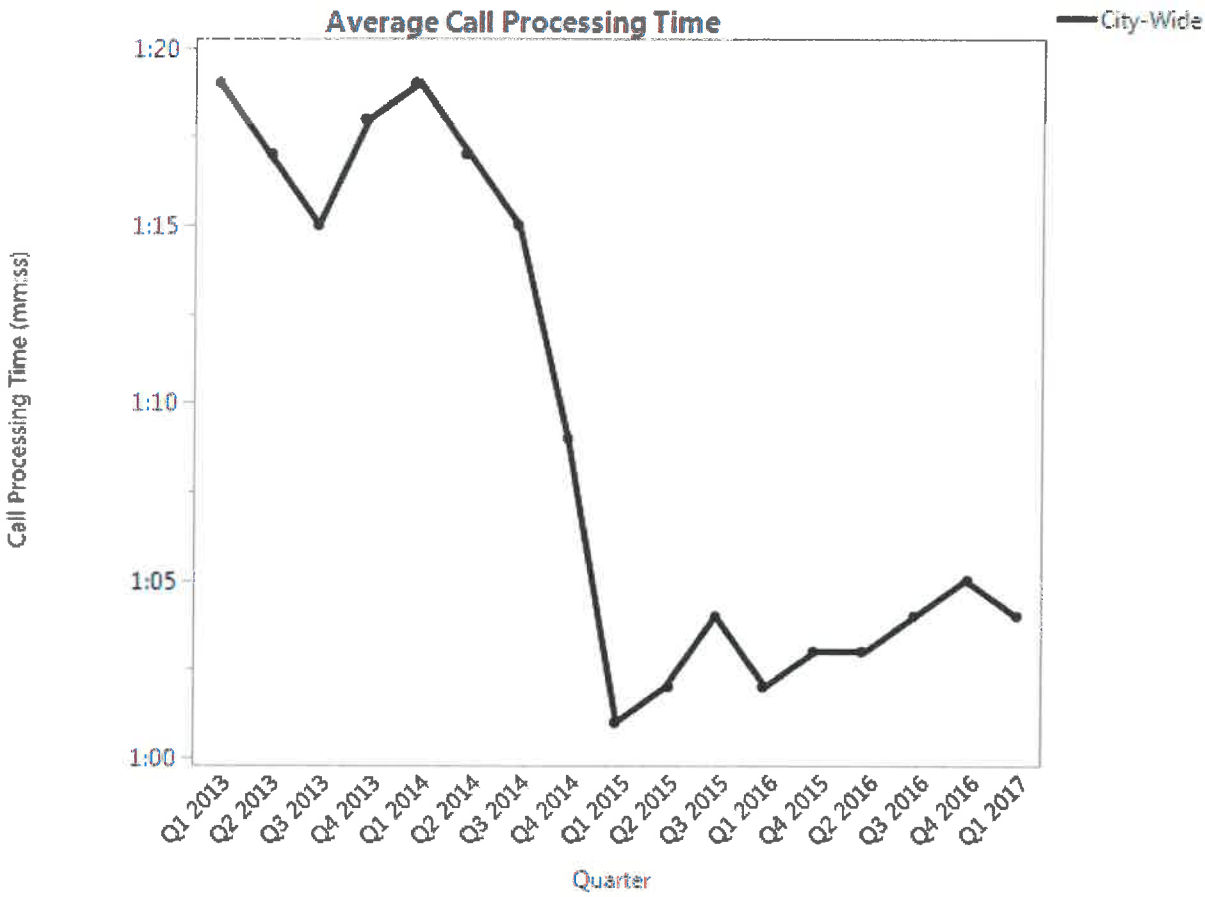
FireStat continues to evolve through its implementation of performance management as well as through its role as stewards of Department data. With FireStat, and the establishment of metrics, the Department is able to analyze its effectiveness and efficiency on all levels.

Board report prepared by Jaime Moore, Battalion Chief, FireStatLA.

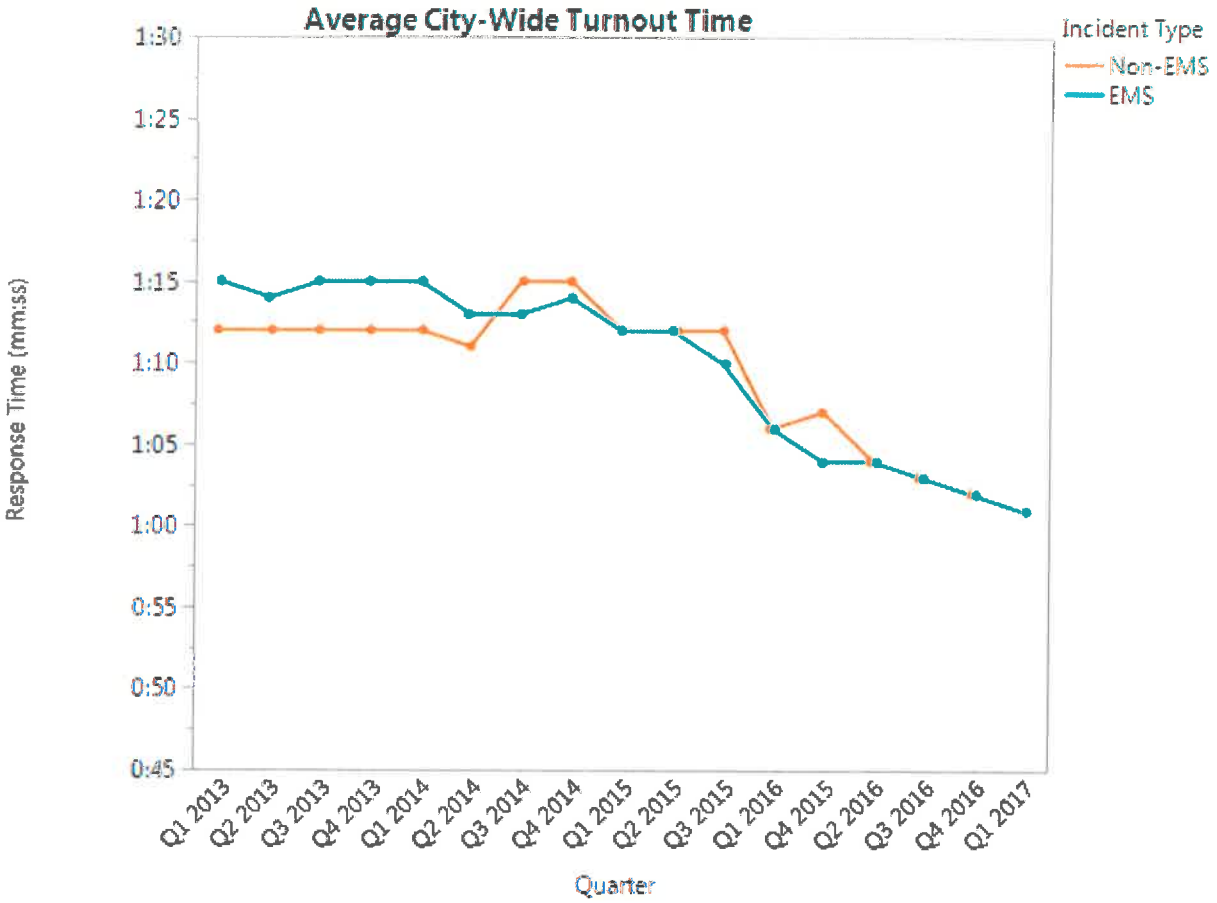
Attachments

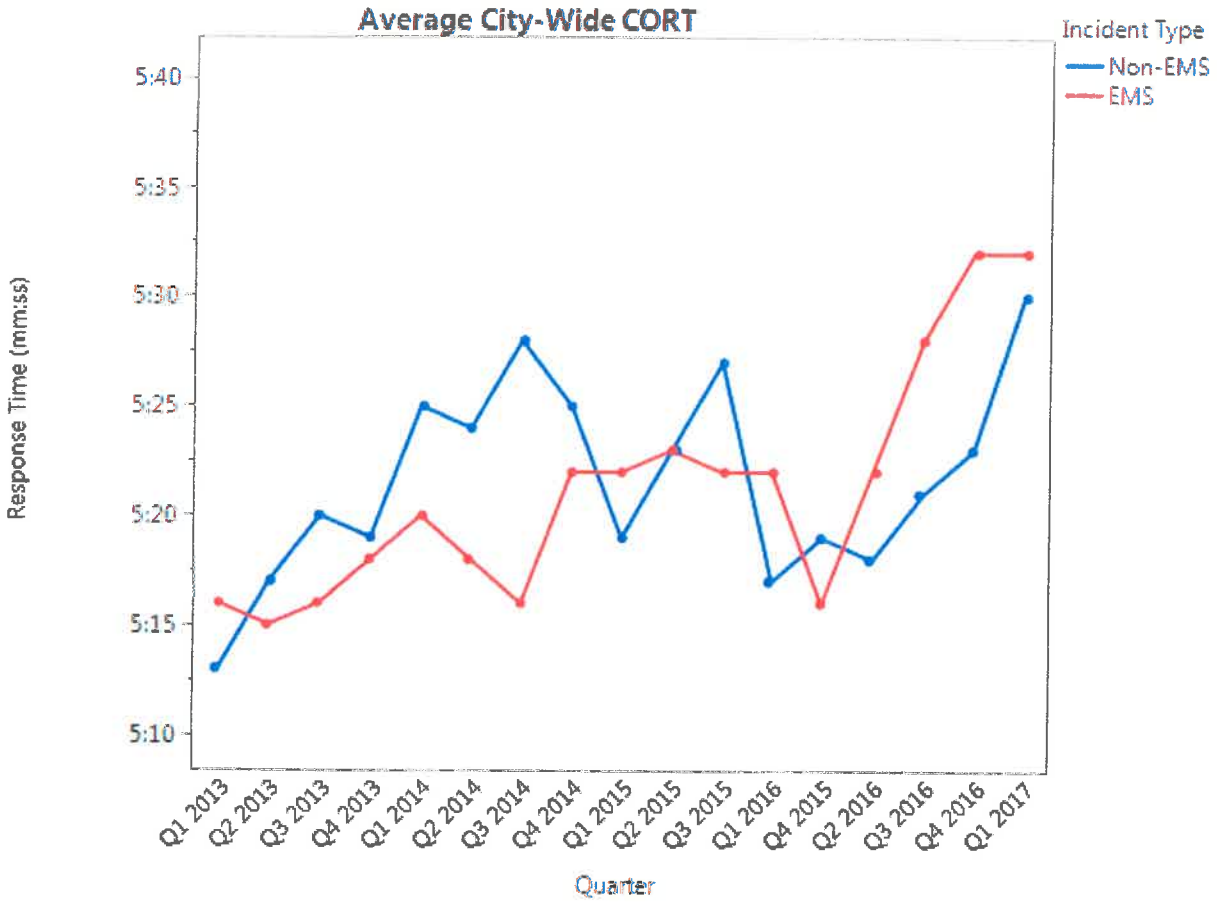
City-Wide Level Data



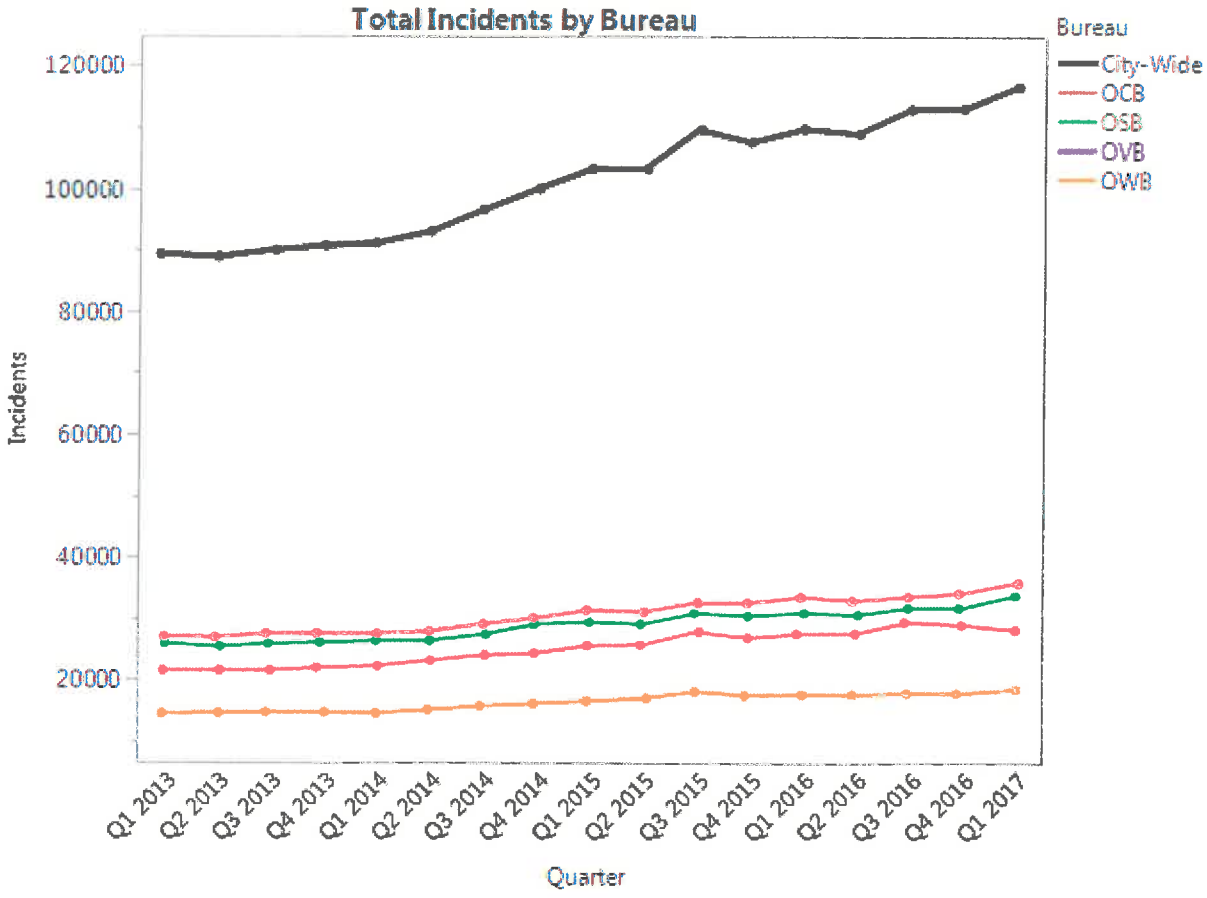

Average Call Processing Time
City-Wide
Call Processing Time (mm:ss)
1:20
1:15
1:10
1:05
1:00
Q1 2013
Q2 2013
Q3 2013
Q4 2013
Q1 2014
Q2 2014
Q3 2014
Q4 2014
Q1 2015
Q2 2015
Q3 2015
Q1 2016
Q4 2015
Q2 2016
Q3 2016
Q4 2016
Q1 2017
Quarter

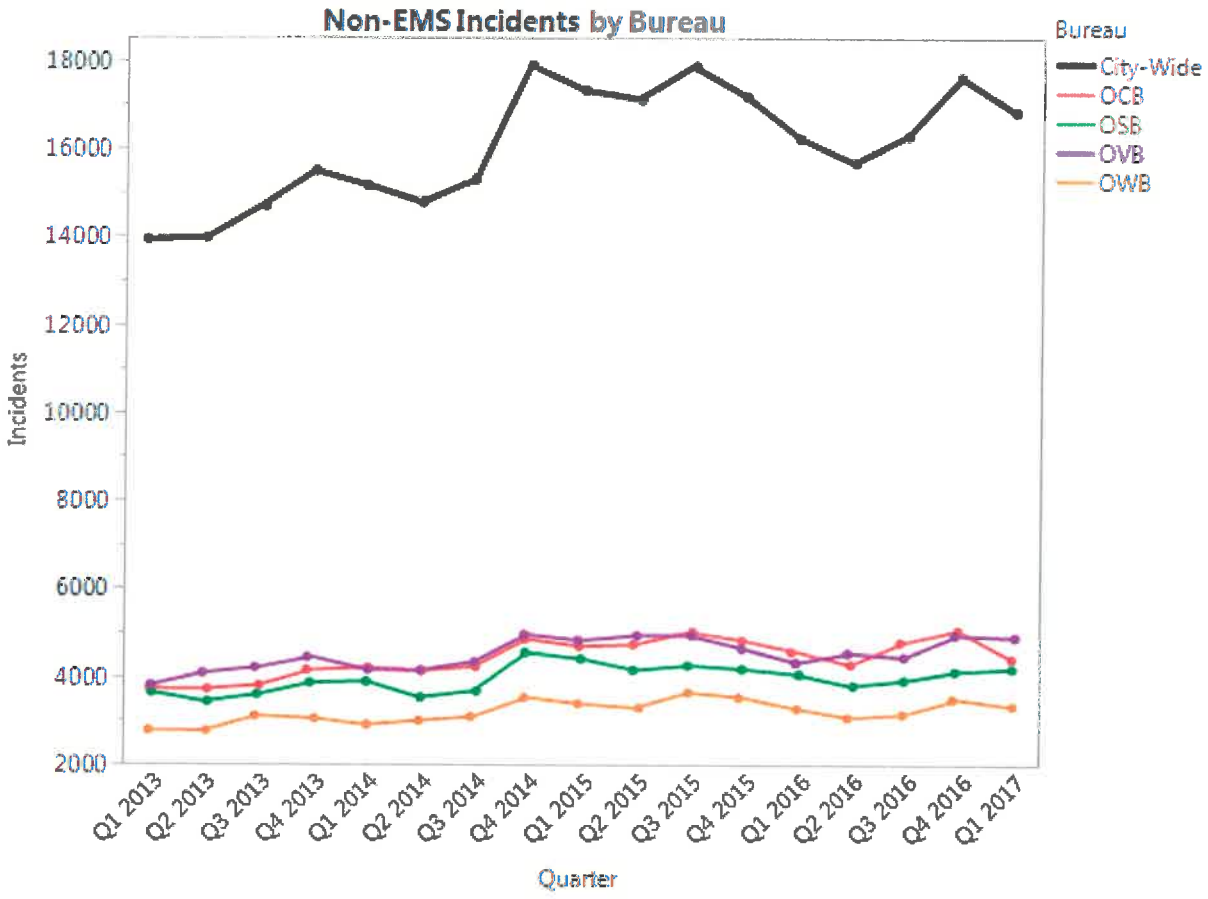
Average City-Wide Travel Time
Incident Type
Non-EMS
EMS
Response Time (mm:ss)
4:50
4:40
4:30
4:20
4:10
4:00
Q1 2013
Q2 2013
Q3 2013
Q4 2013
Q1 2014
Q2 2014
Q3 2014
Q4 2014
Q1 2015
Q2 2015
Q3 2015
Q1 2016
Q4 2015
Q2 2016
Q3 2016
Q4 2016
Q1 2017
Quarter

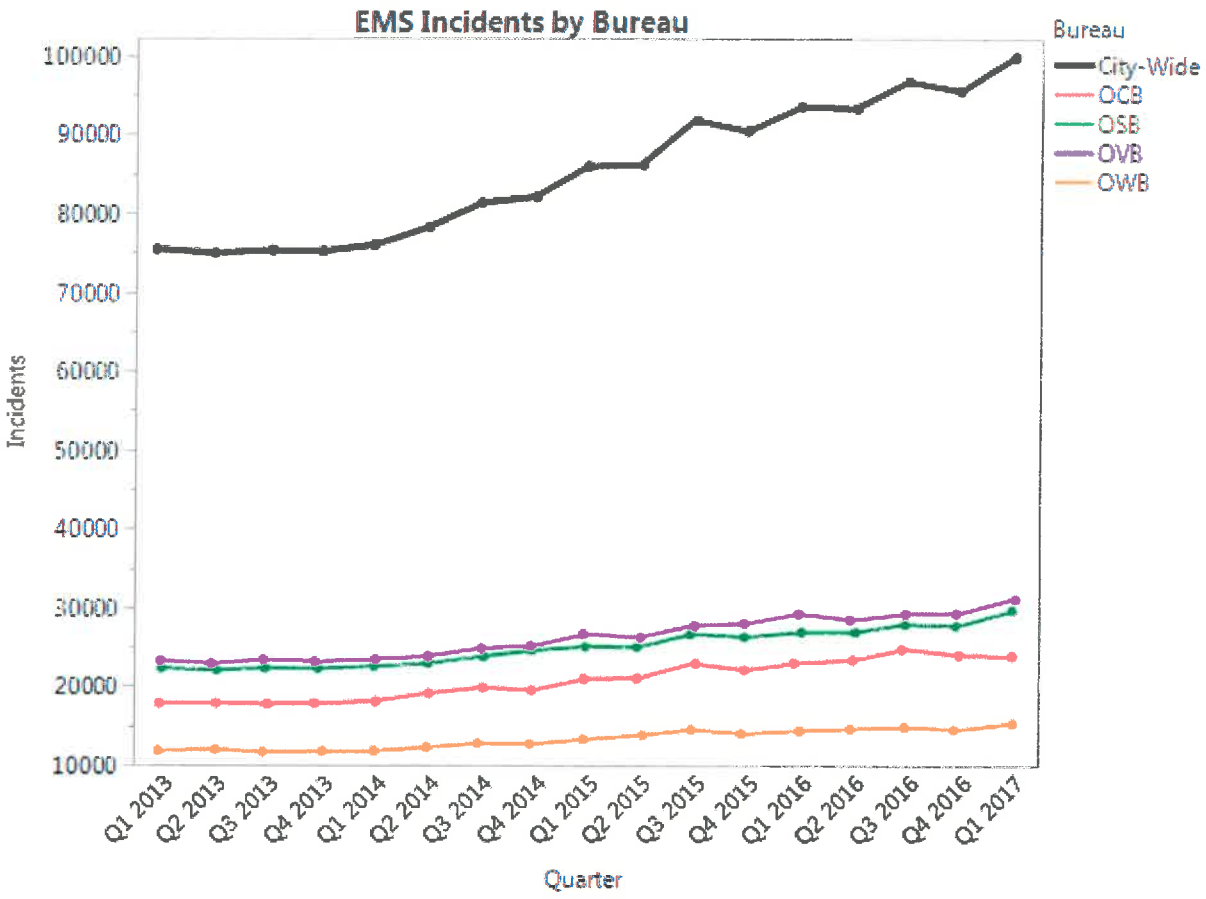

Average City-Wide Turnout Time
Incident Type
Non-EMS
EMS
Response Time (mm:ss)
1:30
1:25
1:20
1:15
1:10
1:05
1:00
0:55
0:50
0:45
Q1 2013
Q2 2013
Q3 2013
Q4 2013
Q1 2014
Q2 2014
Q3 2014
Q4 2014
Q1 2015
Q2 2015
Q3 2015
Q1 2016
Q4 2015
Q2 2016
Q3 2016
Q4 2016
Q1 2017
Quarter

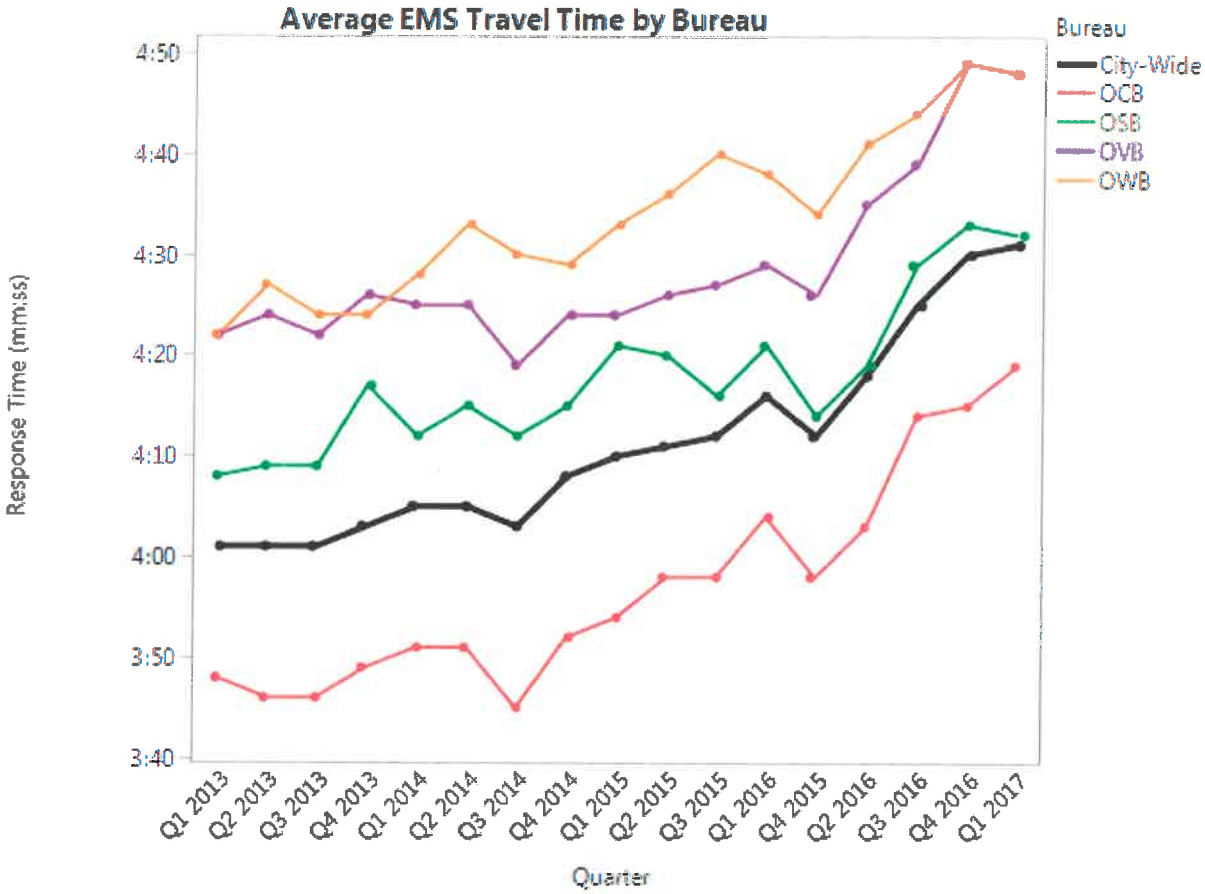

Average City-Wide CORT
Incident Type
Non-EMS
EMS
Response Time (mm:ss)
5:40
5:35
5:30
5:25
5:20
5:15
5:10
Q1 2013
Q2 2013
Q3 2013
Q4 2013
Q1 2014
Q2 2014
Q3 2014
Q4 2014
Q1 2015
Q2 2015
Q3 2015
Q1 2016
Q4 2015
Q2 2016
Q3 2016
Q4 2016
Q1 2017
Quarter

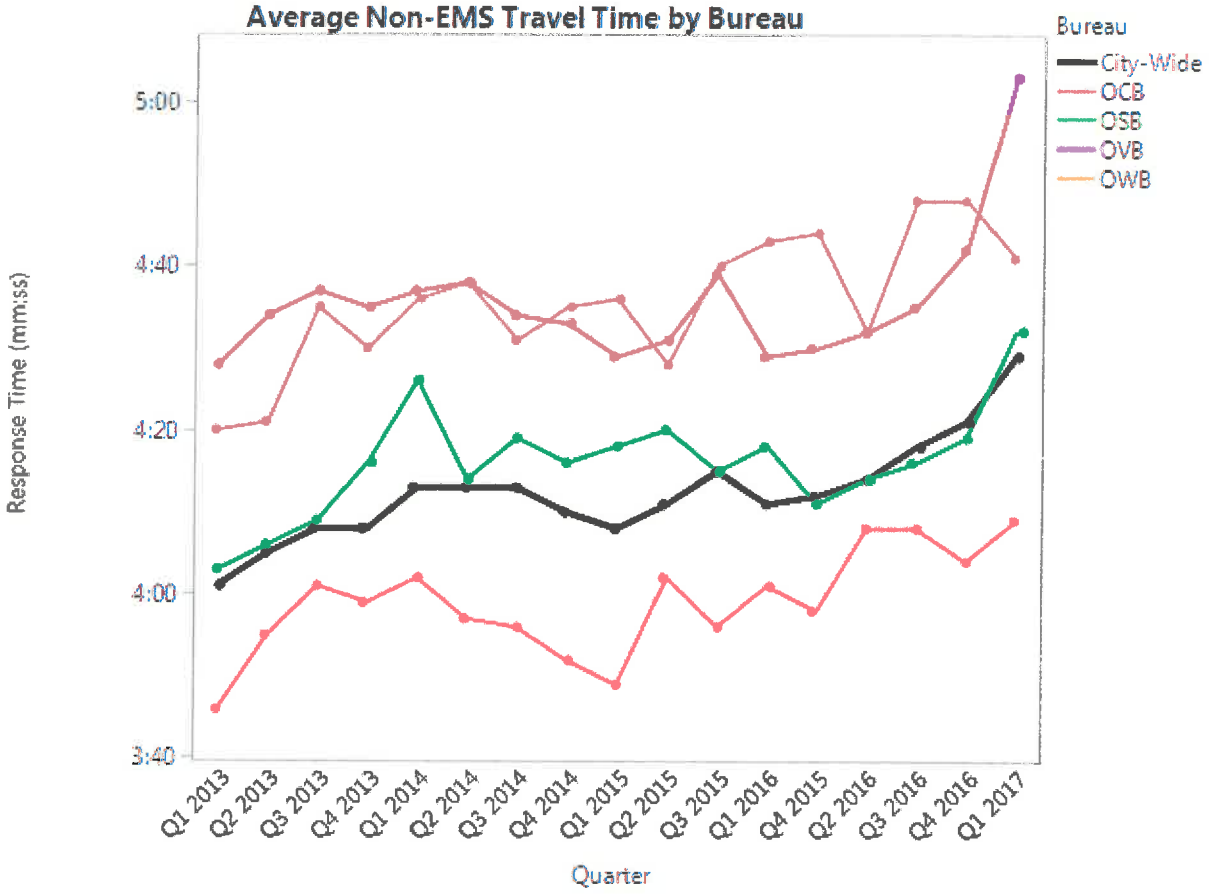
Bureau-Level Data

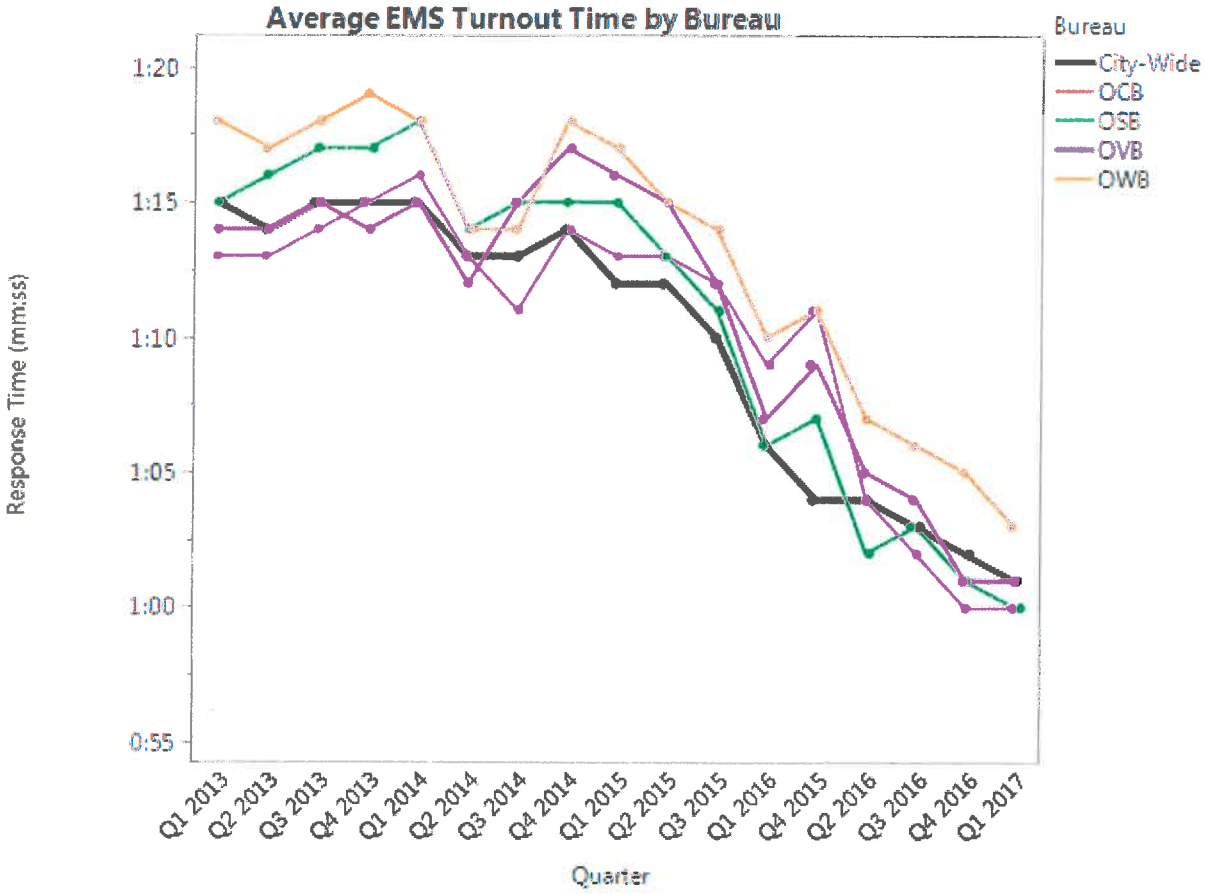


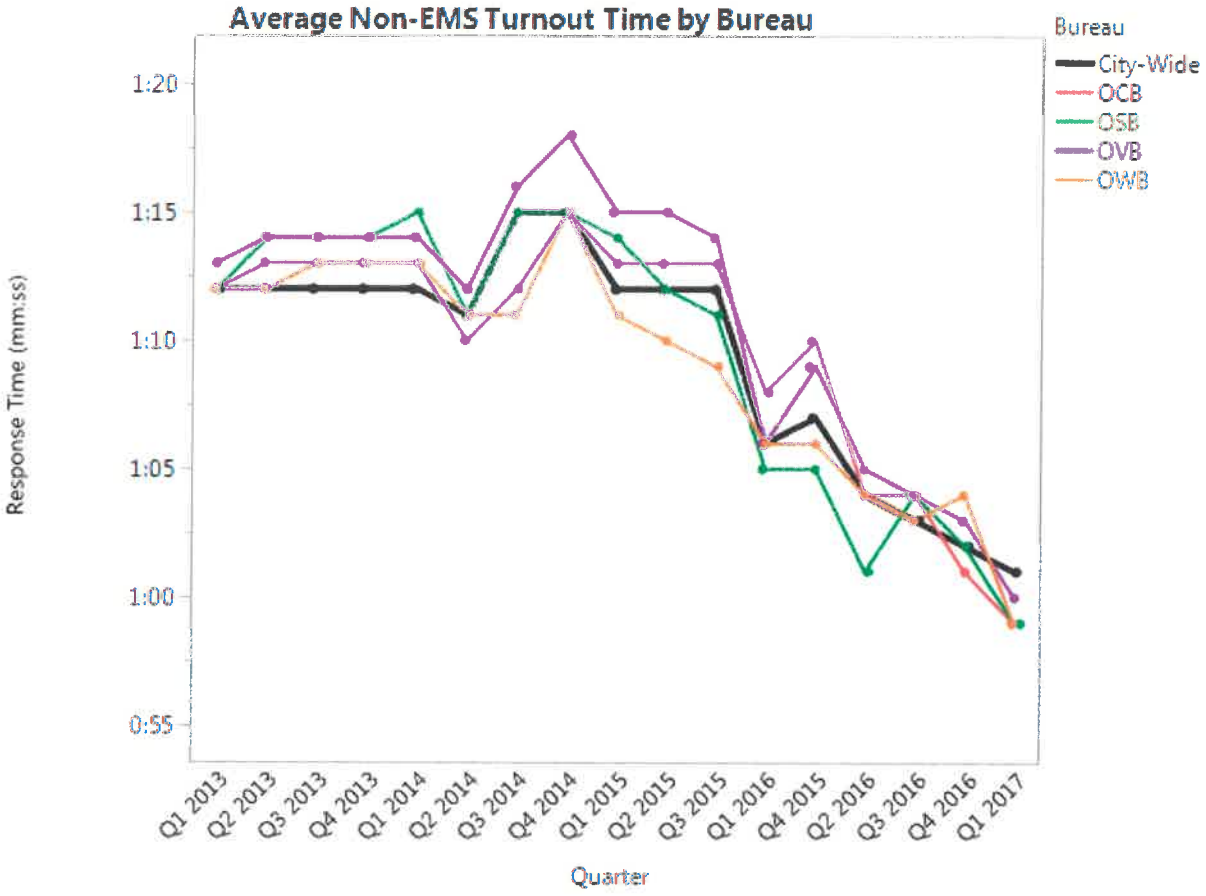

Non-EMS Incidents by Bureau
Bureau
City-Wide
OCB
OSB
OVB
OWB
Incidents
18000
16000
14000
12000
10000
8000
6000
4000
2000
Q1 2013
Q2 2013
Q3 2013
Q4 2013
Q1 2014
Q2 2014
Q3 2014
Q4 2014
Q1 2015
Q2 2015
Q3 2015
Q4 2015
Q1 2016
Q2 2016
Q3 2016
Q4 2016
Q1 2017
Quarter

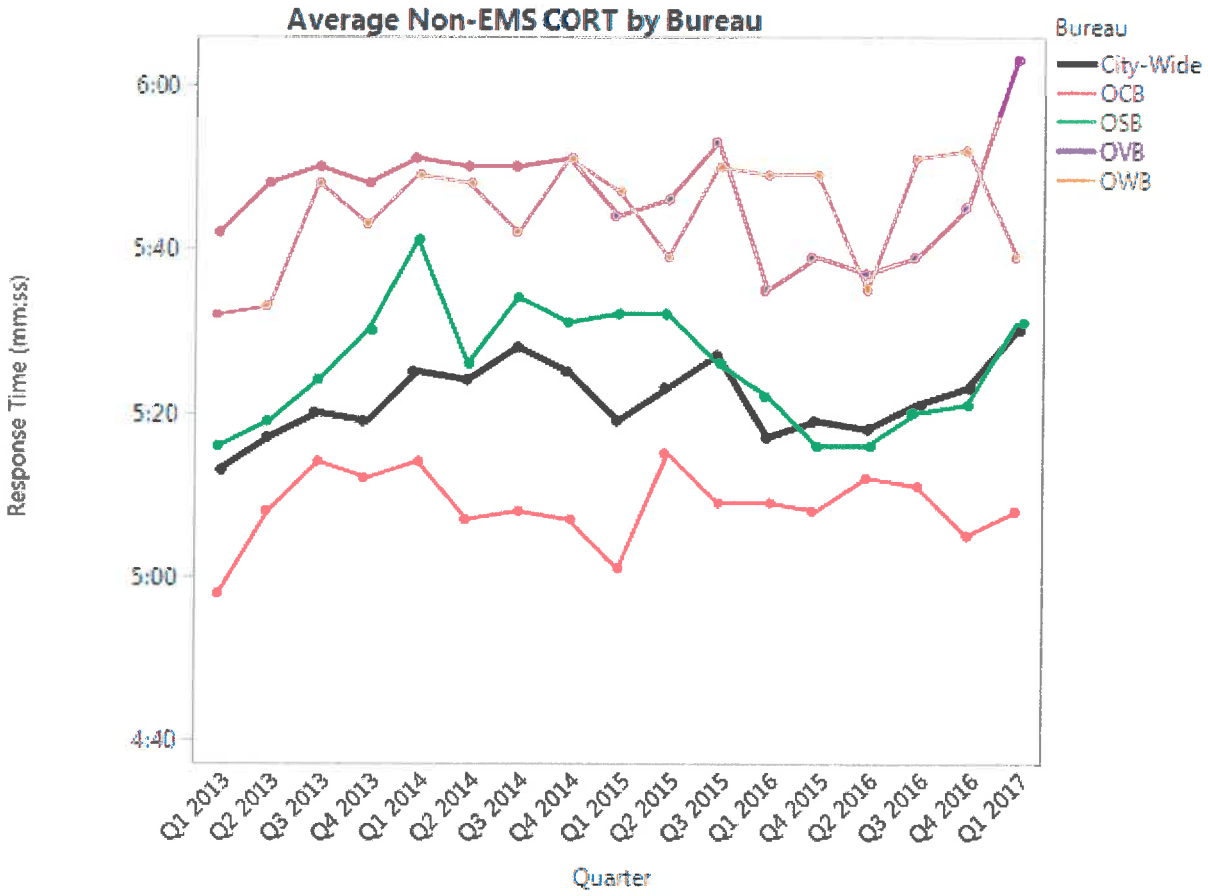

EMS Incidents by Bureau
Bureau
City-Wide
OCB
OSB
OVB
OWB
Incidents
100000
90000
80000
70000
60000
50000
40000
30000
20000
10000
Q1 2013
Q2 2013
Q3 2013
Q4 2013
Q1 2014
Q2 2014
Q3 2014
Q4 2014
Q1 2015
Q2 2015
Q3 2015
Q4 2015
Q1 2016
Q2 2016
Q3 2016
Q4 2016
Q1 2017
Quarter

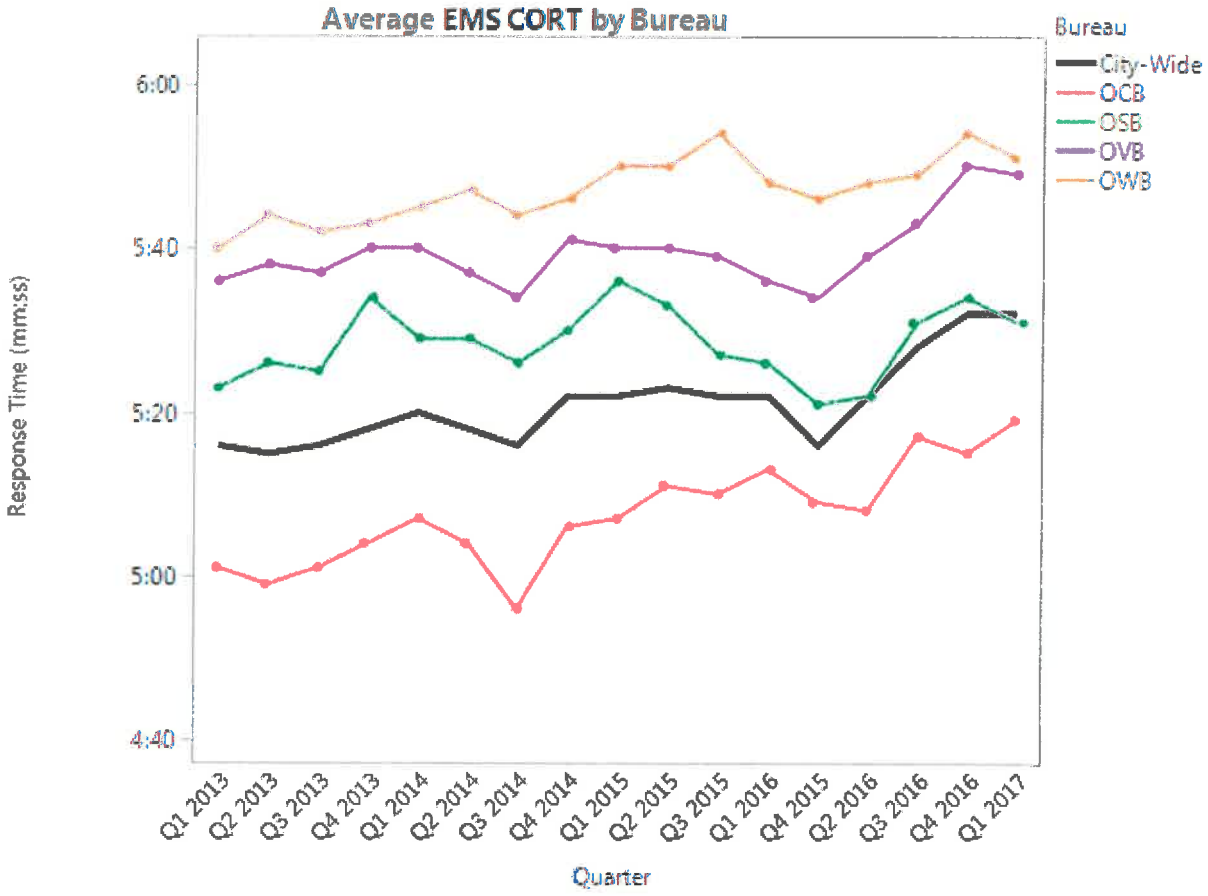

Average EMS Travel Time by Bureau
Response Time (mm:ss)
4:50
4:40
4:30
4:20
4:10
4:00
3:50
3:40
Q1 2013
Q2 2013
Q3 2013
Q4 2013
Q1 2014
Q2 2014
Q3 2014
Q4 2014
Q1 2015
Q2 2015
Q3 2015
Q1 2016
Q4 2015
Q2 2016
Q3 2016
Q4 2016
Q1 2017
Quarter
Bureau
City-Wide
OCB
OSB
OVB
OWB


Average Non-EMS Travel Time by Bureau
Bureau
City-Wide
OCB
OSB
OVB
OWB
Response Time (mm:ss)
5:00
4:40
4:20
4:00
3:40
Q1 2013
Q2 2013
Q3 2013
Q4 2013
Q1 2014
Q2 2014
Q3 2014
Q4 2014
Q1 2015
Q2 2015
Q3 2015
Q1 2016
Q4 2015
Q2 2016
Q3 2016
Q4 2016
Q1 2017
Quarter

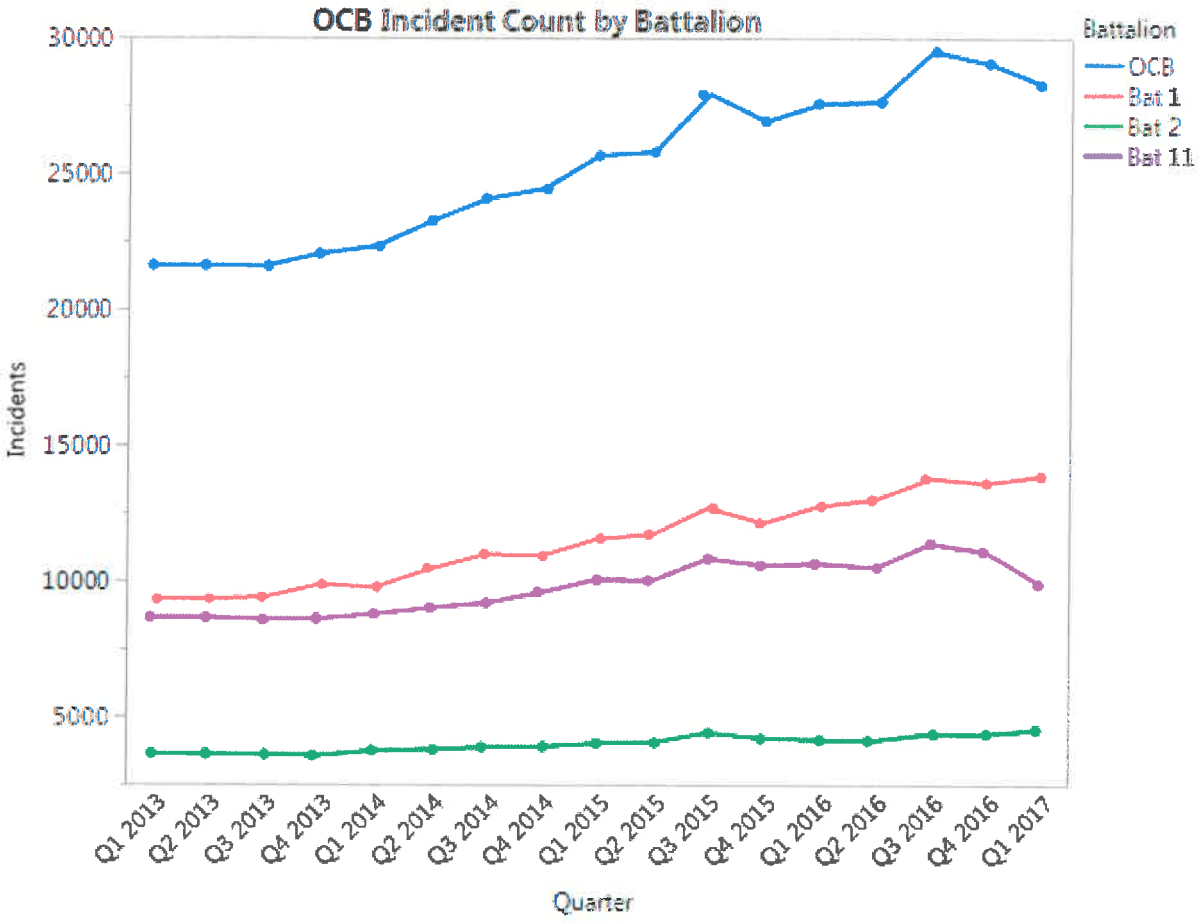

Average EMS Turnout Time by Bureau
Bureau
City-Wide
OCB
OSB
OVB
OWB
Response Time (mm:ss)
1:20
1:15
1:10
1:05
1:00
0:55
Q1 2013
Q2 2013
Q3 2013
Q4 2013
Q1 2014
Q2 2014
Q3 2014
Q4 2014
Q1 2015
Q2 2015
Q3 2015
Q1 2016
Q4 2015
Q2 2016
Q3 2016
Q4 2016
Q1 2017
Quarter

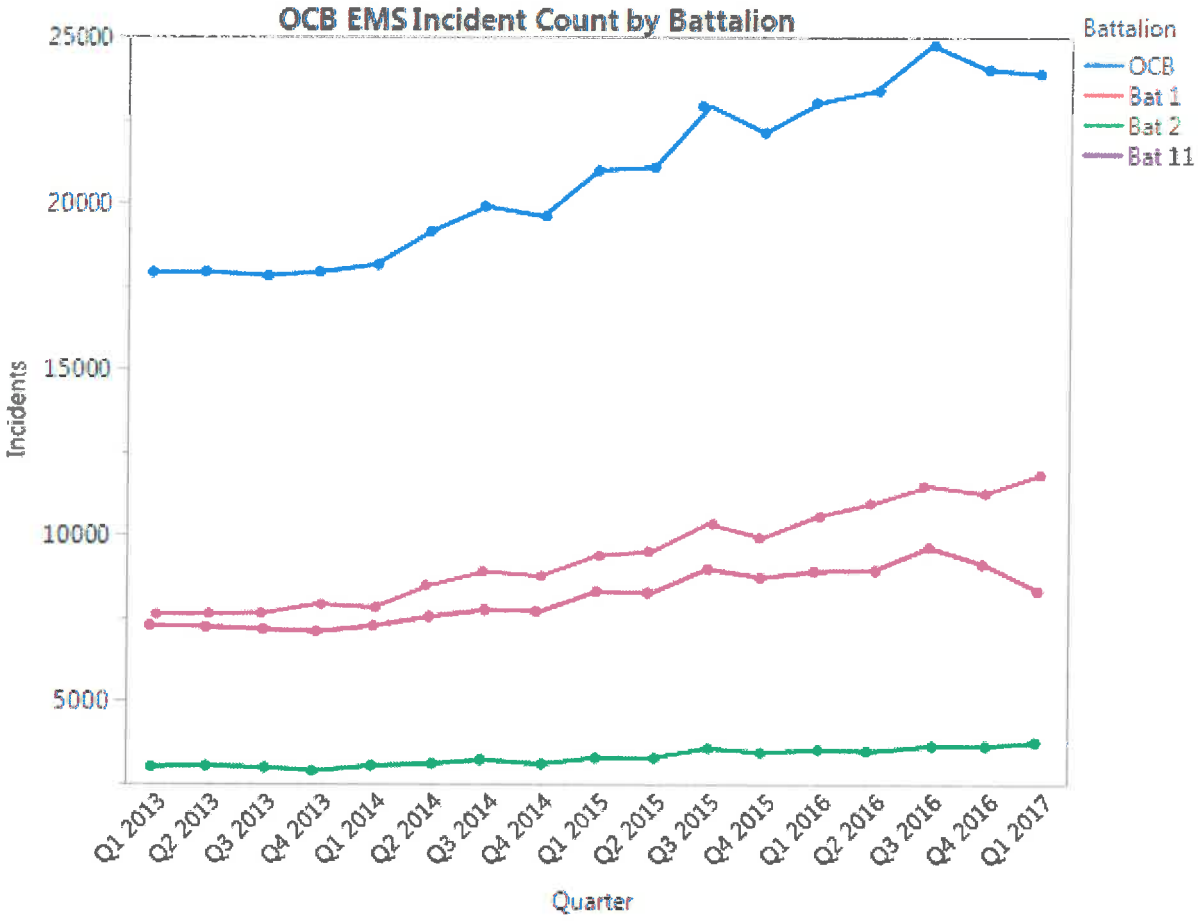

Average Non-EMS Turnout Time by Bureau
Bureau
City-Wide
OCB
OSB
OVB
OWB
Response Time (mm:ss)
1:20
1:15
1:10
1:05
1:00
0:55
Q1 2013
Q2 2013
Q3 2013
Q4 2013
Q1 2014
Q2 2014
Q3 2014
Q4 2014
Q1 2015
Q2 2015
Q3 2015
Q1 2016
Q4 2015
Q2 2016
Q3 2016
Q4 2016
Q1 2017
Quarter

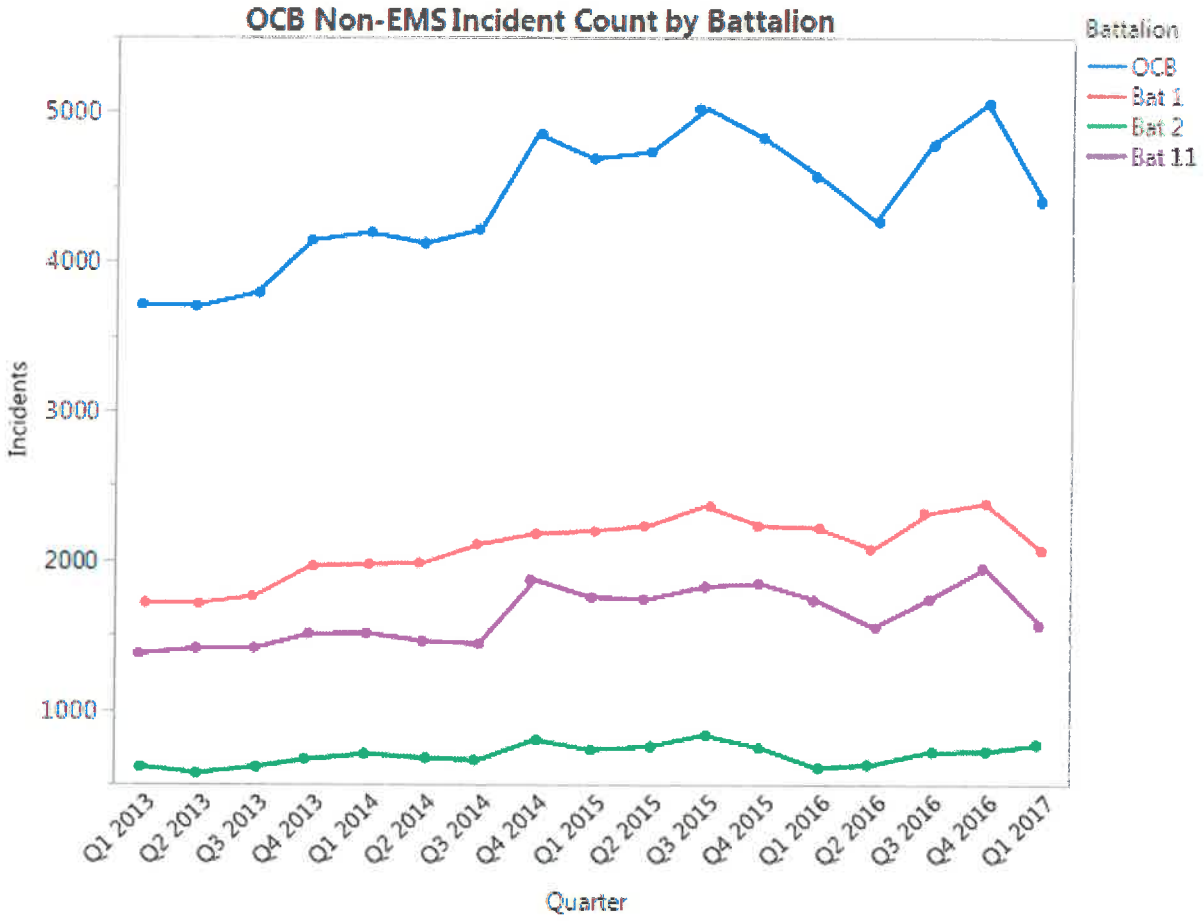

Average Non-EMS CORT by Bureau
Bureau
City-Wide
OCB
OSB
OVB
OWB
Response Time (mm:ss)
6:00
5:40
5:20
5:00
4:40
Q1 2013
Q2 2013
Q3 2013
Q4 2013
Q1 2014
Q2 2014
Q3 2014
Q4 2014
Q1 2015
Q2 2015
Q3 2015
Q1 2016
Q4 2015
Q2 2016
Q3 2016
Q4 2016
Q1 2017
Quarter

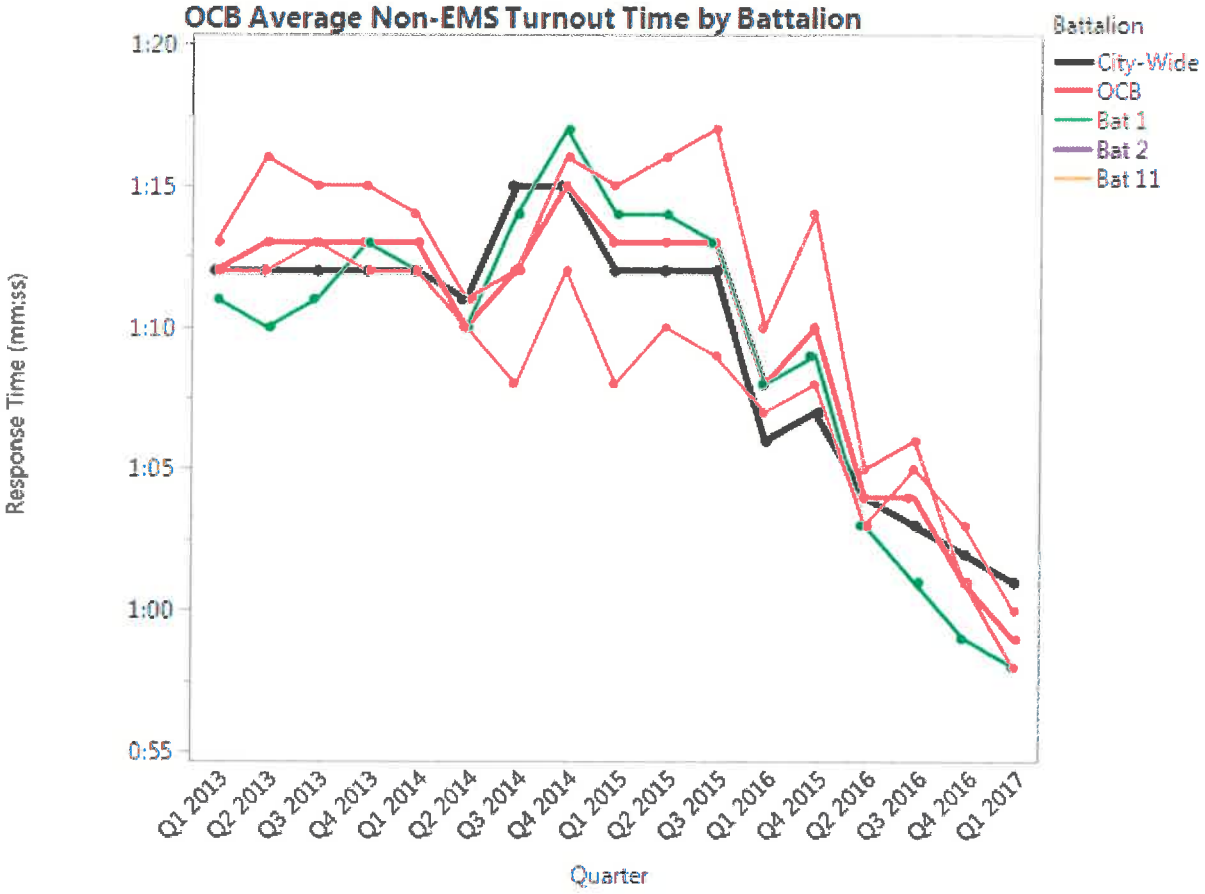

Average EMS CORT by Bureau
Bureau
City-Wide
OCB
OSB
OVB
OWB
Response Time (mm:ss)
6:00
5:40
5:20
5:00
4:40
Q1 2013
Q2 2013
Q3 2013
Q4 2013
Q1 2014
Q2 2014
Q3 2014
Q4 2014
Q1 2015
Q2 2015
Q3 2015
Q1 2016
Q4 2015
Q2 2016
Q3 2016
Q4 2016
Q1 2017
Quarter

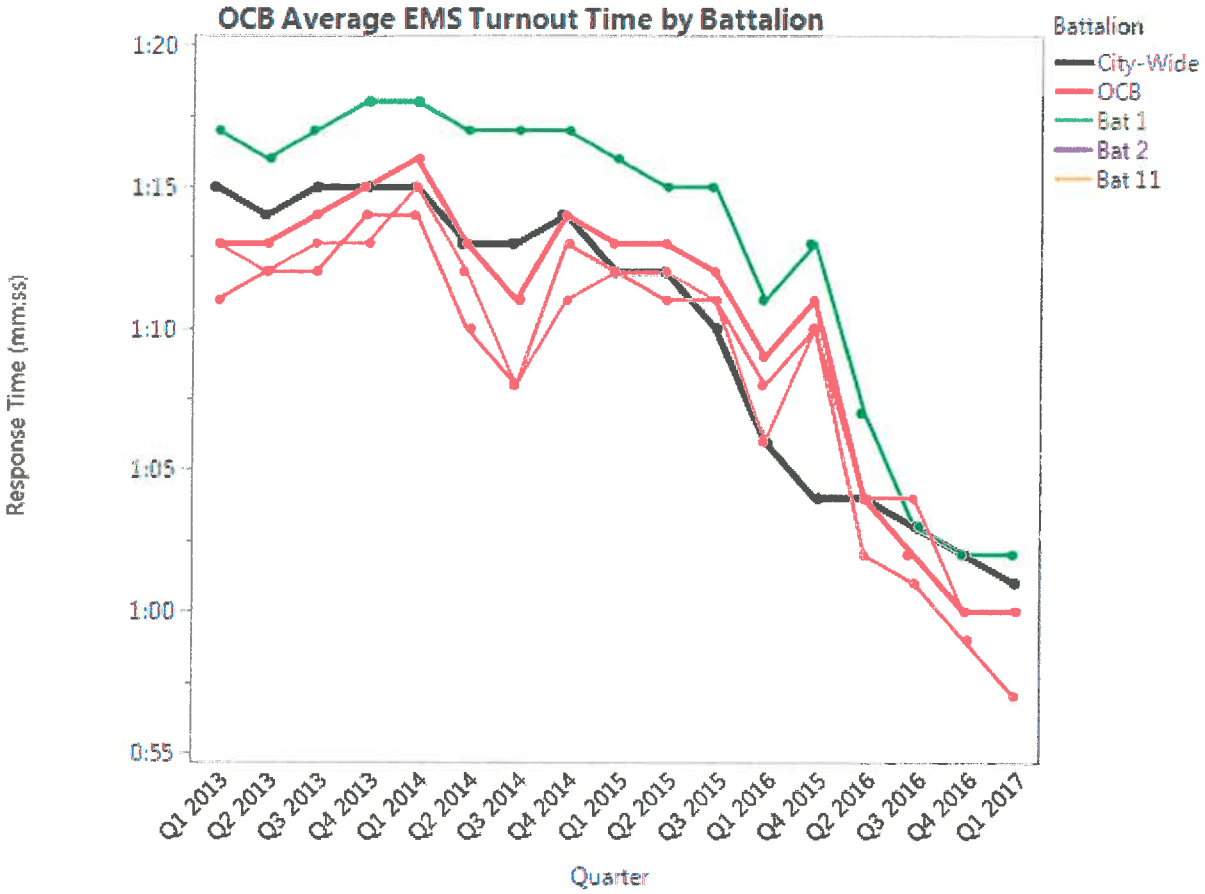
Battalion-Level Data

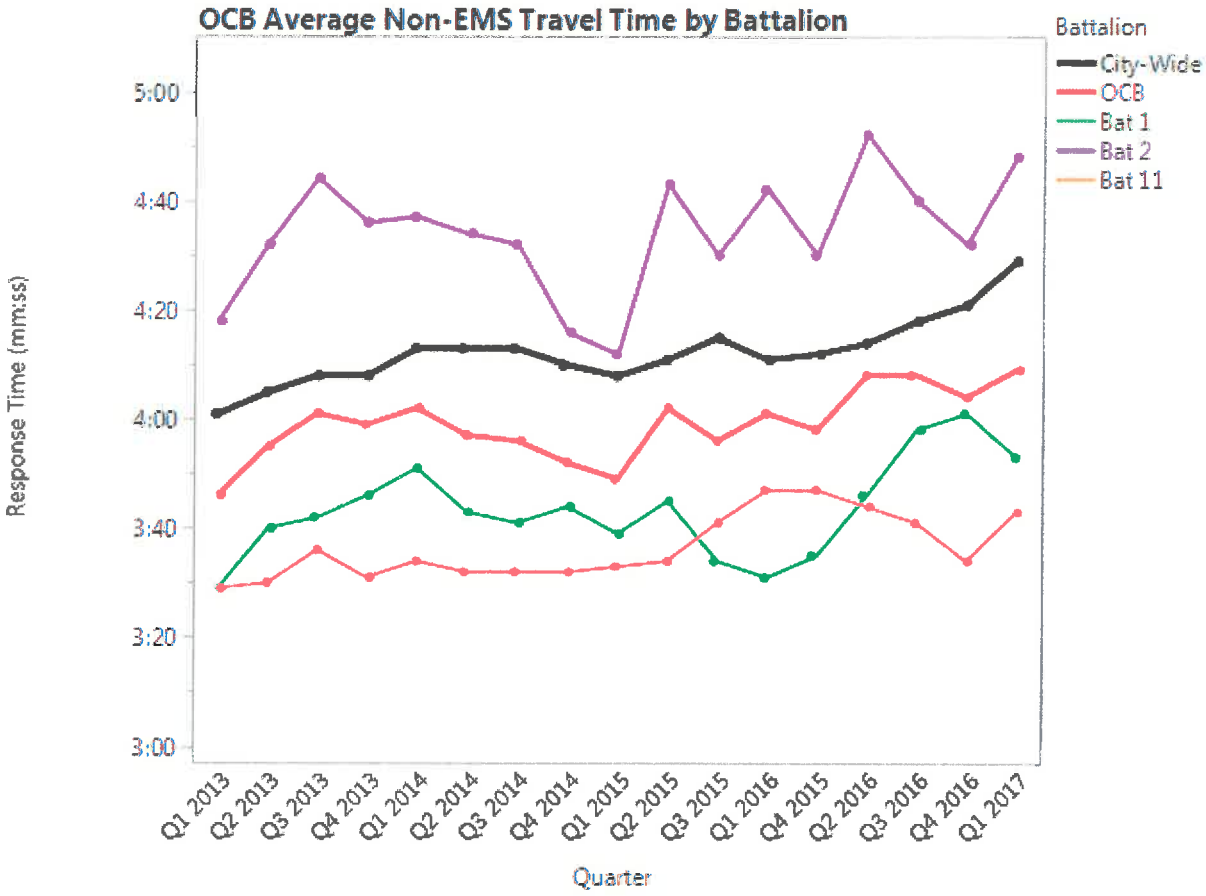



OCB EMS Incident Count by Battalion
Battalion
OCB
Bat 1
Bat 2
Bat 11
Incidents
25000
20000
15000
10000
5000
Q1 2013
Q2 2013
Q3 2013
Q4 2013
Q1 2014
Q2 2014
Q3 2014
Q4 2014
Q1 2015
Q2 2015
Q3 2015
Q4 2015
Q1 2016
Q2 2016
Q3 2016
Q4 2016
Q1 2017
Quarter


OCB Non-EMS Incident Count by Battalion
Battalion
OCB
Bat 1
Bat 2
Bat 11
Incidents
5000
4000
3000
2000
1000
Q1 2013
Q2 2013
Q3 2013
Q4 2013
Q1 2014
Q2 2014
Q3 2014
Q4 2014
Q1 2015
Q2 2015
Q3 2015
Q4 2015
Q1 2016
Q2 2016
Q3 2016
Q4 2016
Q1 2017
Quarter


OCB Average Non-EMS Turnout Time by Battalion
Battalion
City-Wide
OCB
Bat 1
Bat 2
Bat 11
Response Time (mm:ss)
1:20
1:15
1:10
1:05
1:00
0:55
Q1 2013
Q2 2013
Q3 2013
Q4 2013
Q1 2014
Q2 2014
Q3 2014
Q4 2014
Q1 2015
Q2 2015
Q3 2015
Q1 2016
Q4 2015
Q2 2016
Q3 2016
Q4 2016
Q1 2017
Quarter


OCB Average EMS Turnout Time by Battalion
Battalion
City-Wide
OCB
Bat 1
Bat 2
Bat 11
Response Time (mm:ss)
1:20
1:15
1:10
1:05
1:00
0:55
Q1 2013
Q2 2013
Q3 2013
Q4 2013
Q1 2014
Q2 2014
Q3 2014
Q4 2014
Q1 2015
Q2 2015
Q3 2015
Q1 2016
Q4 2015
Q2 2016
Q3 2016
Q4 2016
Q1 2017
Quarter


OCB Average Non-EMS Travel Time by Battalion
Battalion
City-Wide
OCB
Bat 1
Bat 2
Bat 11
Response Time (mm:ss)
5:00
4:40
4:20
4:00
3:40
3:20
3:00
Q1 2013
Q2 2013
Q3 2013
Q4 2013
Q1 2014
Q2 2014
Q3 2014
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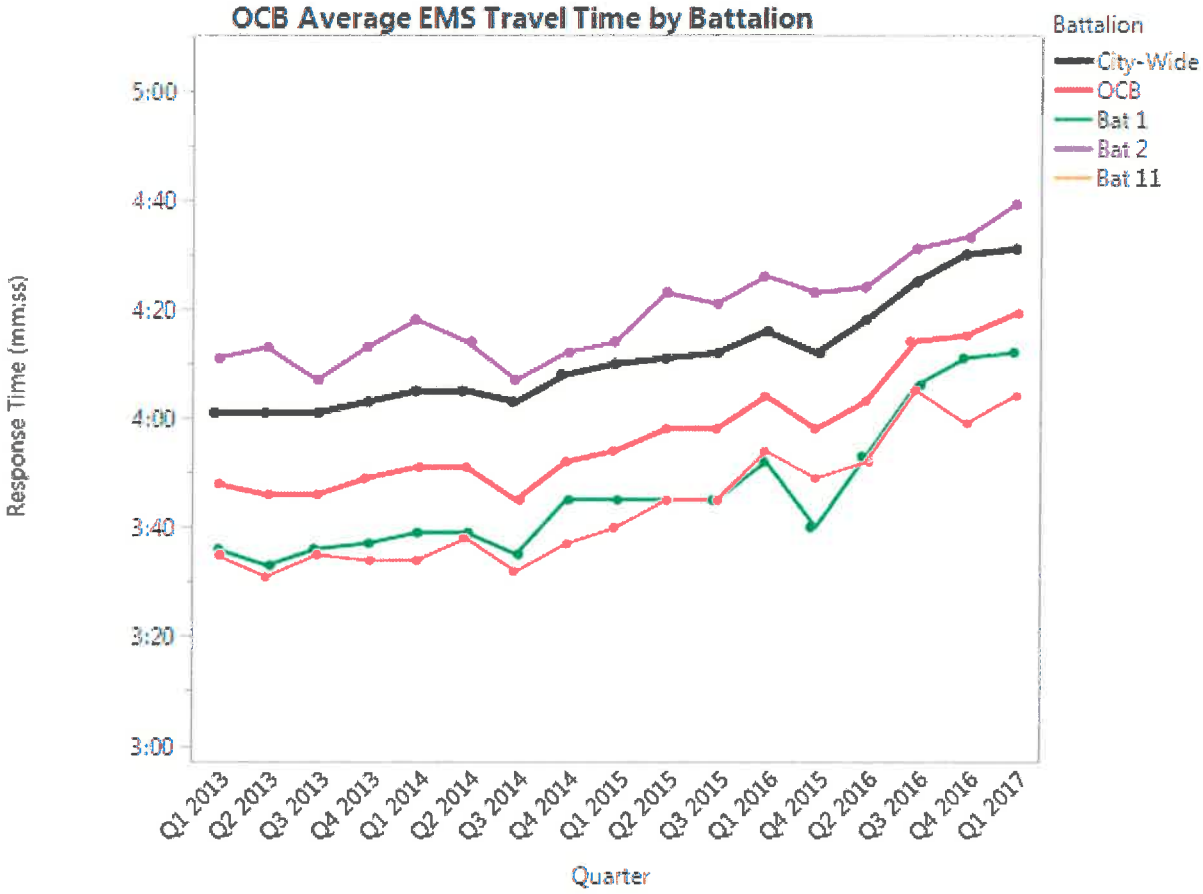
Q4 2016
Q1 2017
Quarter


OCB Average EMS Travel Time by Battalion
Battalion
City-Wide
OCB
Bat 1
Bat 2
Bat 11
Response Time (mm:ss)
5:00
4:40
4:20
4:00
3:40
3:20
3:00
Q1 2013
Q2 2013
Q3 2013
Q4 2013
Q1 2014
Q2 2014
Q3 2014
Q4 2014
Q1 2015
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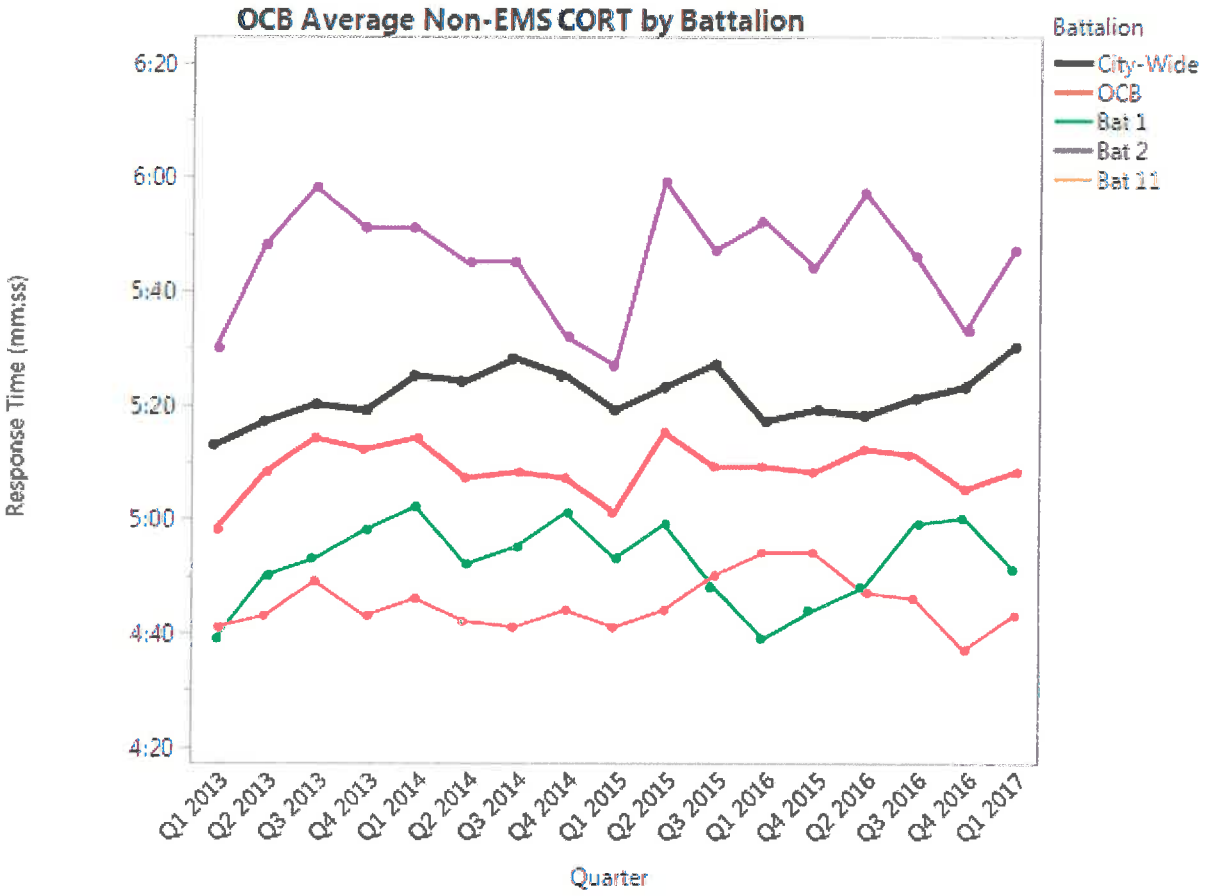
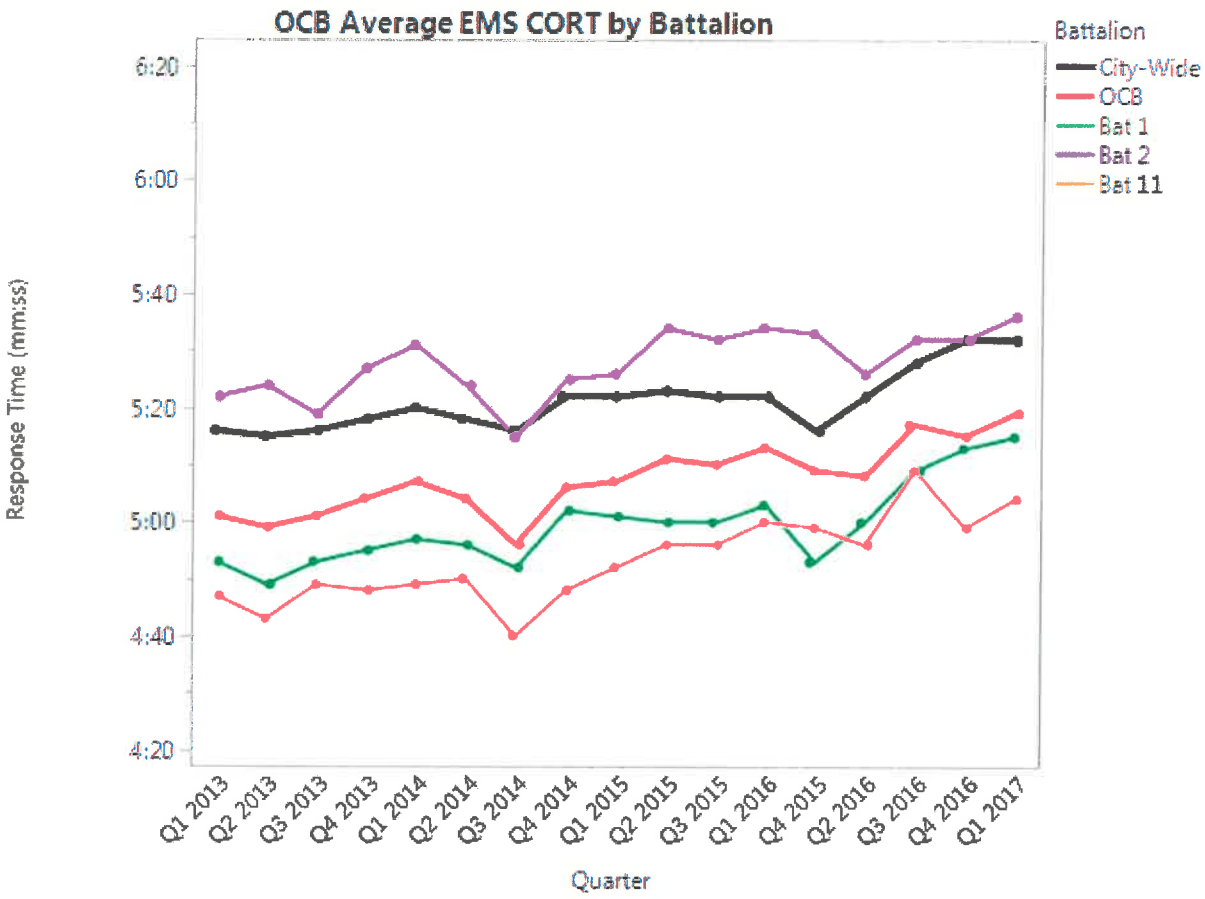
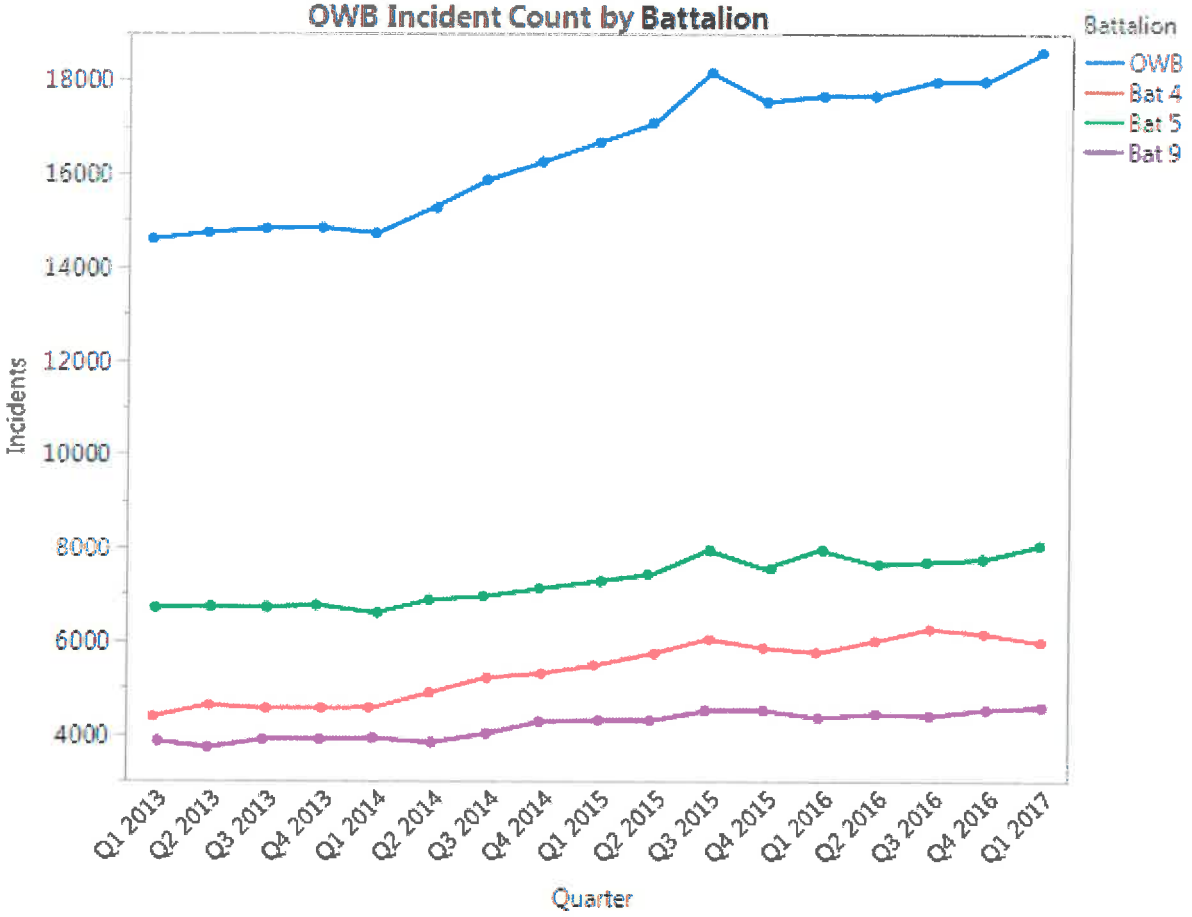
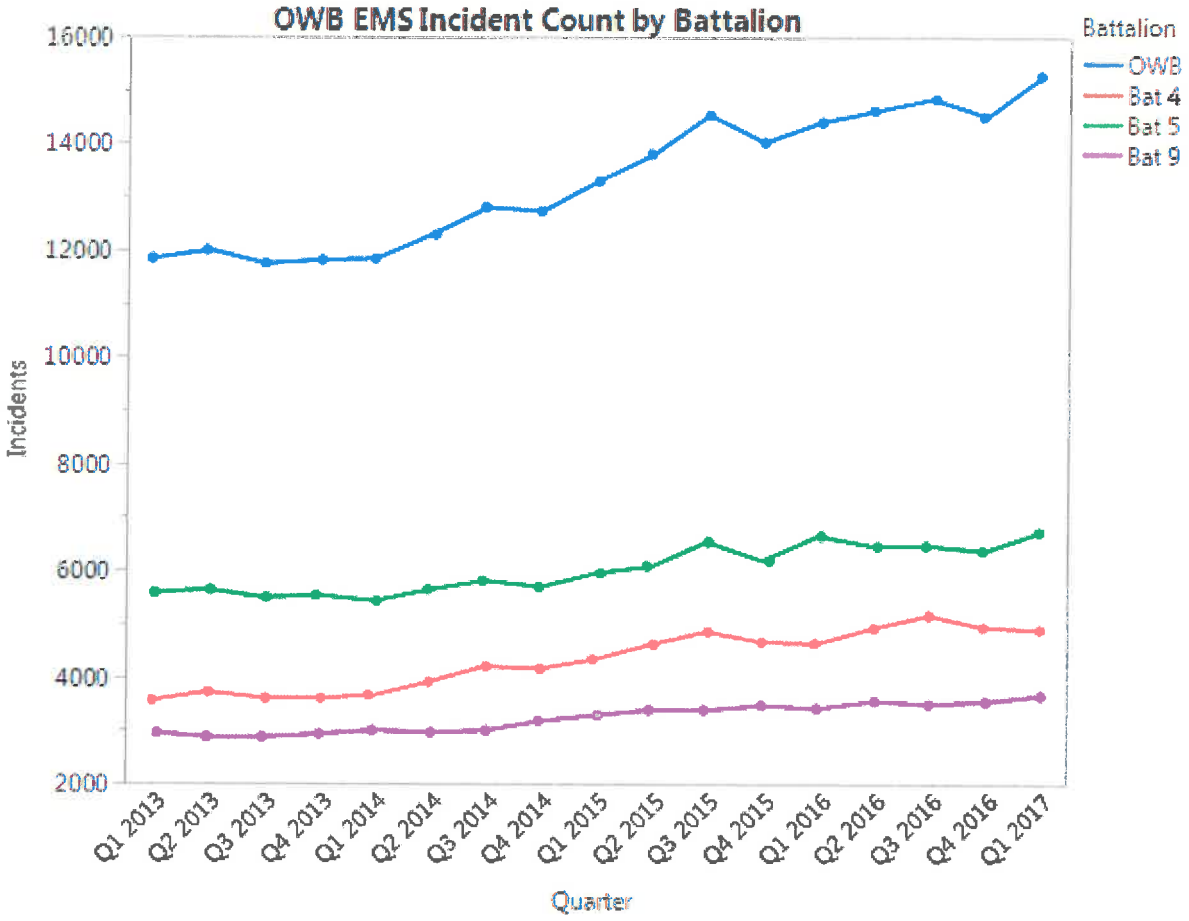
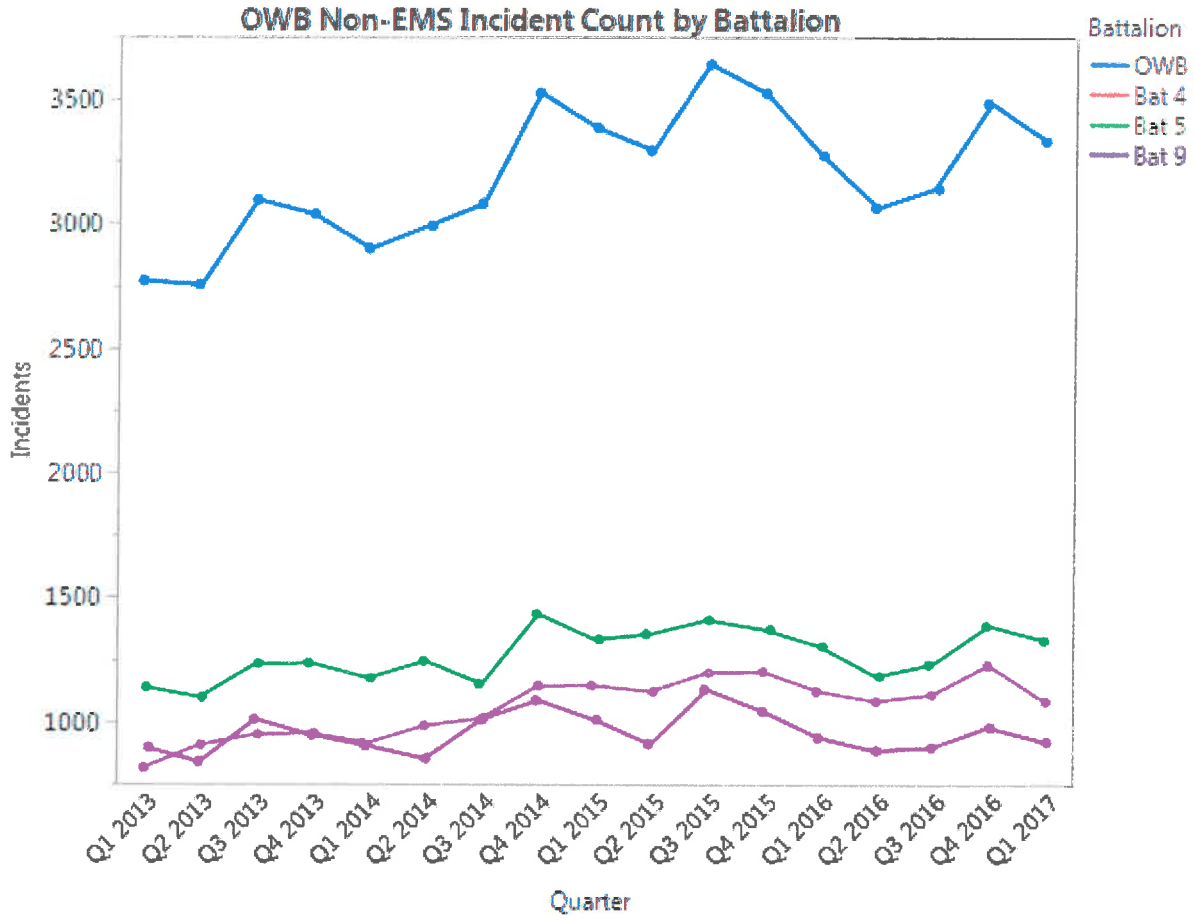
Q3 2016
Q4 2016
Q1 2017
Quarter

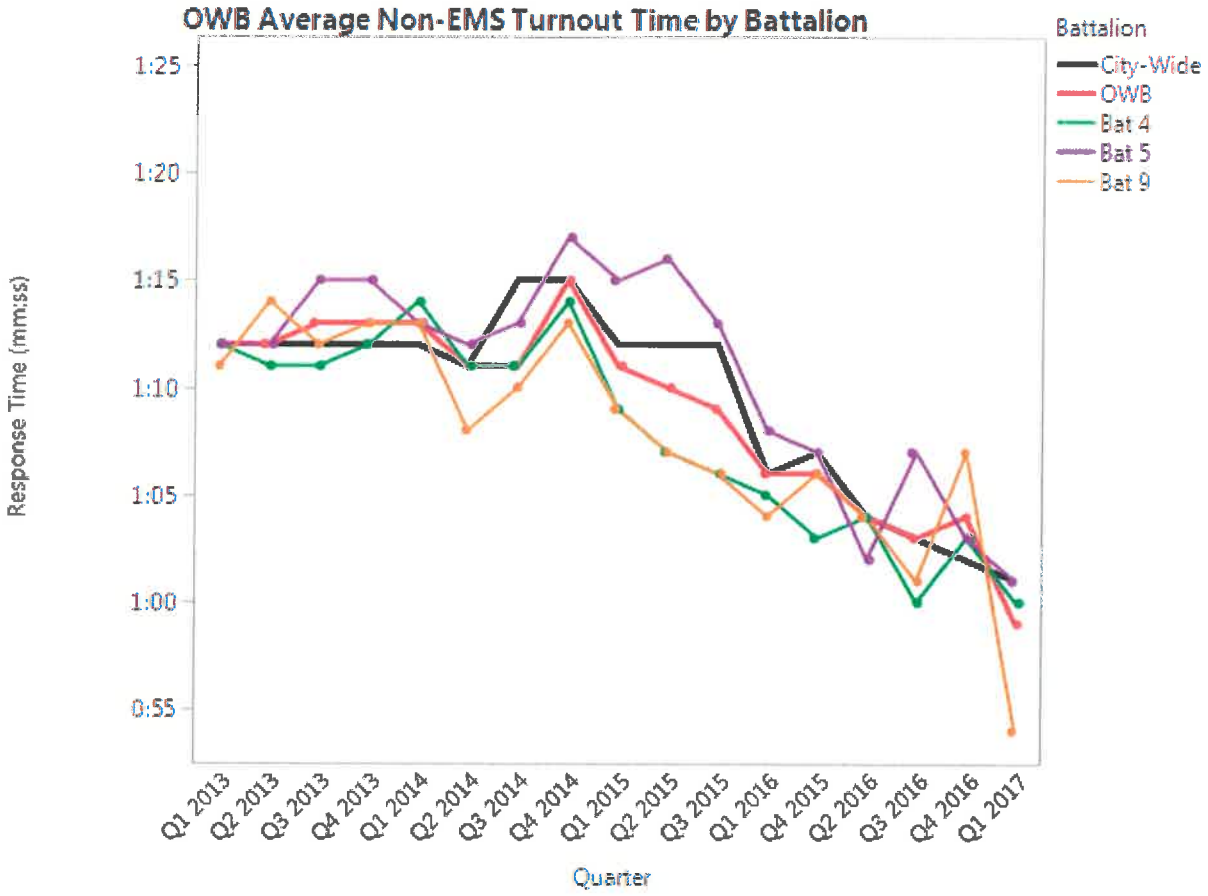

OCB Average Non-EMS CORT by Battalion
Battalion
City-Wide
OCB
Bat 1
Bat 2
Bat 11
Response Time (mm:ss)
6:20
6:00
5:40
5:20
5:00
4:40
4:20
Q1 2013
Q2 2013
Q3 2013
Q4 2013
Q1 2014
Q2 2014
Q3 2014
Q4 2014
Q1 2015
Q2 2015
Q3 2015
Q1 2016
Q4 2015
Q2 2016
Q3 2016
Q4 2016
Q1 2017
Quarter

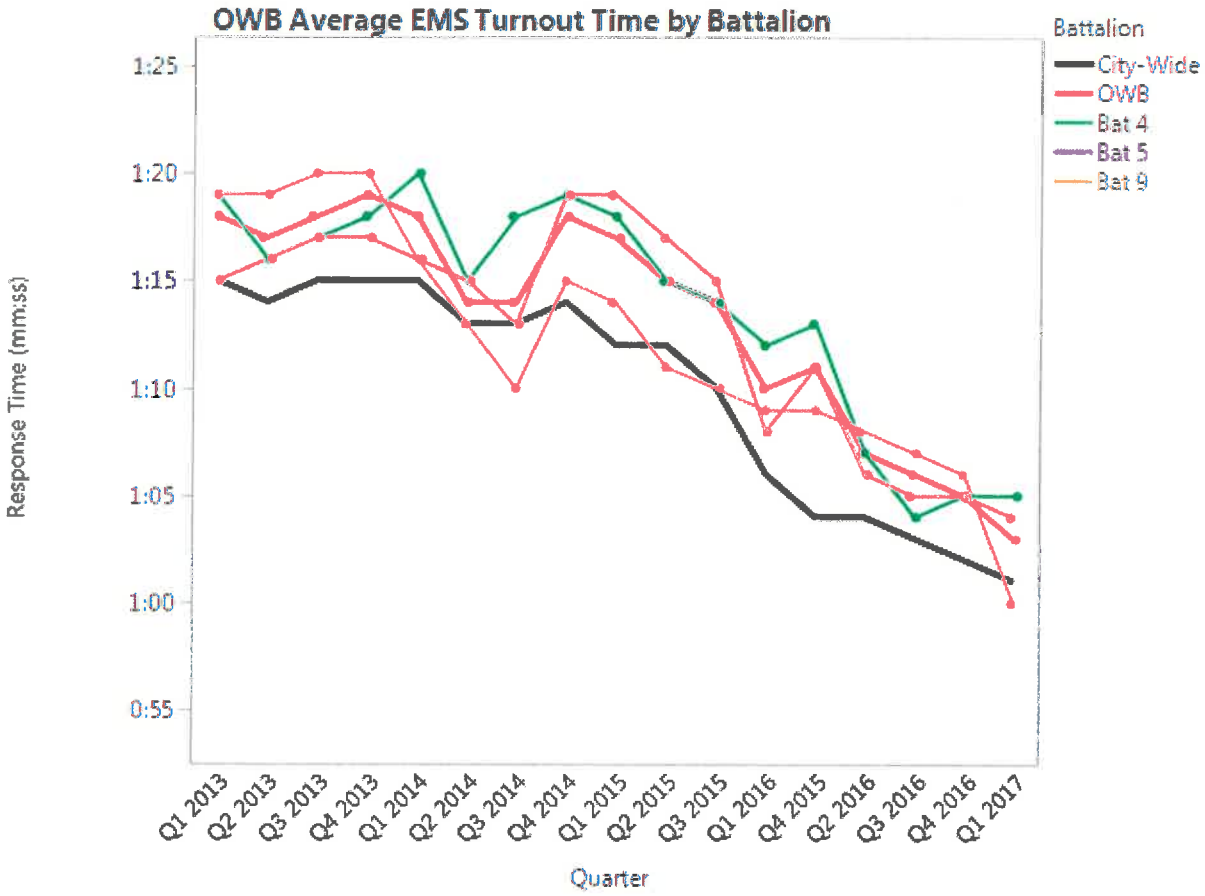

OCB Average EMS CORT by Battalion
Battalion
City-Wide
OCB
Bat 1
Bat 2
Bat 11
Response Time (mm:ss)
6:20
6:00
5:40
5:20
5:00
4:40
4:20
Q1 2013
Q2 2013
Q3 2013
Q4 2013
Q1 2014
Q2 2014
Q3 2014
Q4 2014
Q1 2015
Q2 2015
Q3 2015
Q1 2016
Q4 2015
Q2 2016
Q3 2016
Q4 2016
Q1 2017
Quarter


OWB Incident Count by Battalion
Battalion
OWB
Bat 4
Bat 5
Bat 9
Incidents
18000
16000
14000
12000
10000
8000
6000
4000
Q1 2013
Q2 2013
Q3 2013
Q4 2013
Q1 2014
Q2 2014
Q3 2014
Q4 2014
Q1 2015
Q2 2015
Q3 2015
Q4 2015
Q1 2016
Q2 2016
Q3 2016
Q4 2016
Q1 2017
Quarter


OWB EMS Incident Count by Battalion
Battalion
OWB
Bat 4
Bat 5
Bat 9
Incidents
16000
14000
12000
10000
8000
6000
4000
2000
Q1 2013
Q2 2013
Q3 2013
Q4 2013
Q1 2014
Q2 2014
Q3 2014
Q4 2014
Q1 2015
Q2 2015
Q3 2015
Q4 2015
Q1 2016
Q2 2016
Q3 2016
Q4 2016
Q1 2017
Quarter


OWB Non-EMS Incident Count by Battalion
Battalion
OWB
Bat 4
Bat 5
Bat 9
Incidents
3500
3000
2500
2000
1500
1000
Q1 2013
Q2 2013
Q3 2013
Q4 2013
Q1 2014
Q2 2014
Q3 2014
Q4 2014
Q1 2015
Q2 2015
Q3 2015
Q4 2015
Q1 2016
Q2 2016
Q3 2016
Q4 2016
Q1 2017
Quarter


OWB Average Non-EMS Turnout Time by Battalion
Battalion
City-Wide
OWB
Bat 4
Bat 5
Bat 9
Response Time (mm:ss)
1:25
1:20
1:15
1:10
1:05
1:00
0:55
Q1 2013
Q2 2013
Q3 2013
Q4 2013
Q1 2014
Q2 2014
Q3 2014
Q4 2014
Q1 2015
Q2 2015
Q3 2015
Q1 2016
Q4 2015
Q2 2016
Q3 2016
Q4 2016
Q1 2017
Quarter


OWB Average EMS Turnout Time by Battalion
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Bat 5
Bat 9
Response Time (mm:ss)
1:25
1:20
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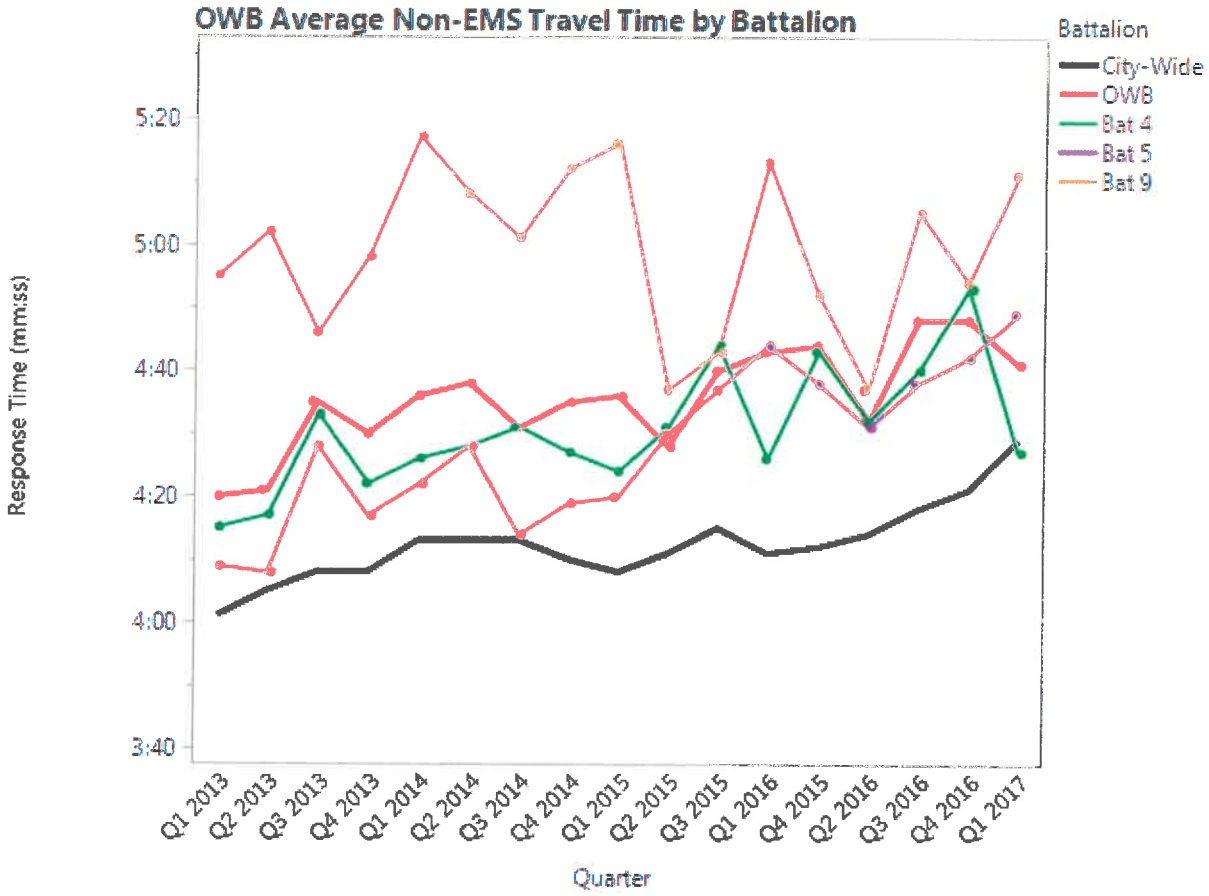
Q1 2013
Q2 2013
Q3 2013
Q4 2013
Q1 2014
Q2 2014
Q3 2014
Q4 2014
Q1 2015
Q2 2015
Q3 2015
Q1 2016
Q4 2015
Q2 2016
Q3 2016
Q4 2016
Q1 2017
Quarter


OWB Average Non-EMS Travel Time by Battalion
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City-Wide
OWB
Bat 4
Bat 5
Bat 9
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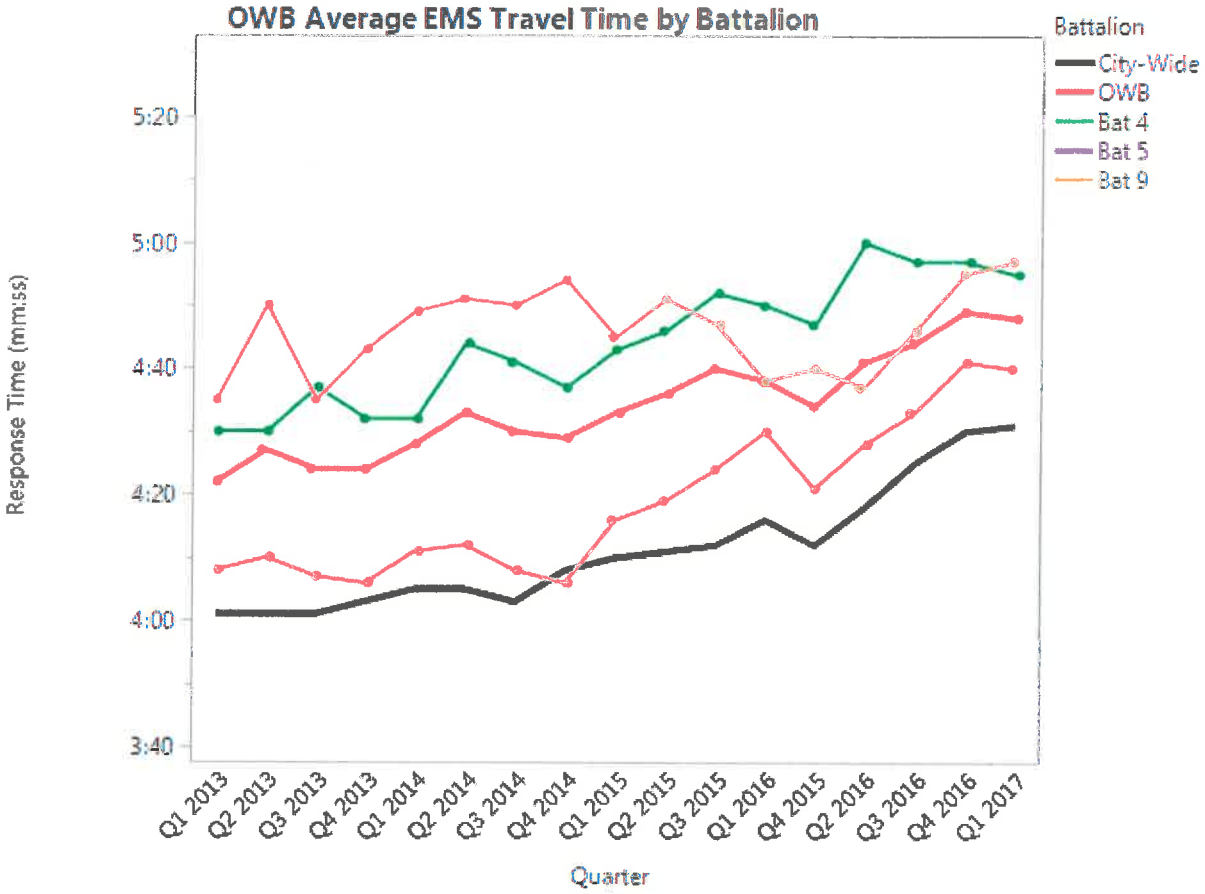
5:20
5:00
4:40
4:20
4:00
3:40
Q1 2013
Q2 2013
Q3 2013
Q4 2013
Q1 2014
Q2 2014
Q3 2014
Q4 2014
Q1 2015
Q2 2015
Q3 2015
Q1 2016
Q4 2015
Q2 2016
Q3 2016
Q4 2016
Q1 2017
Quarter


OWB Average EMS Travel Time by Battalion
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OWB
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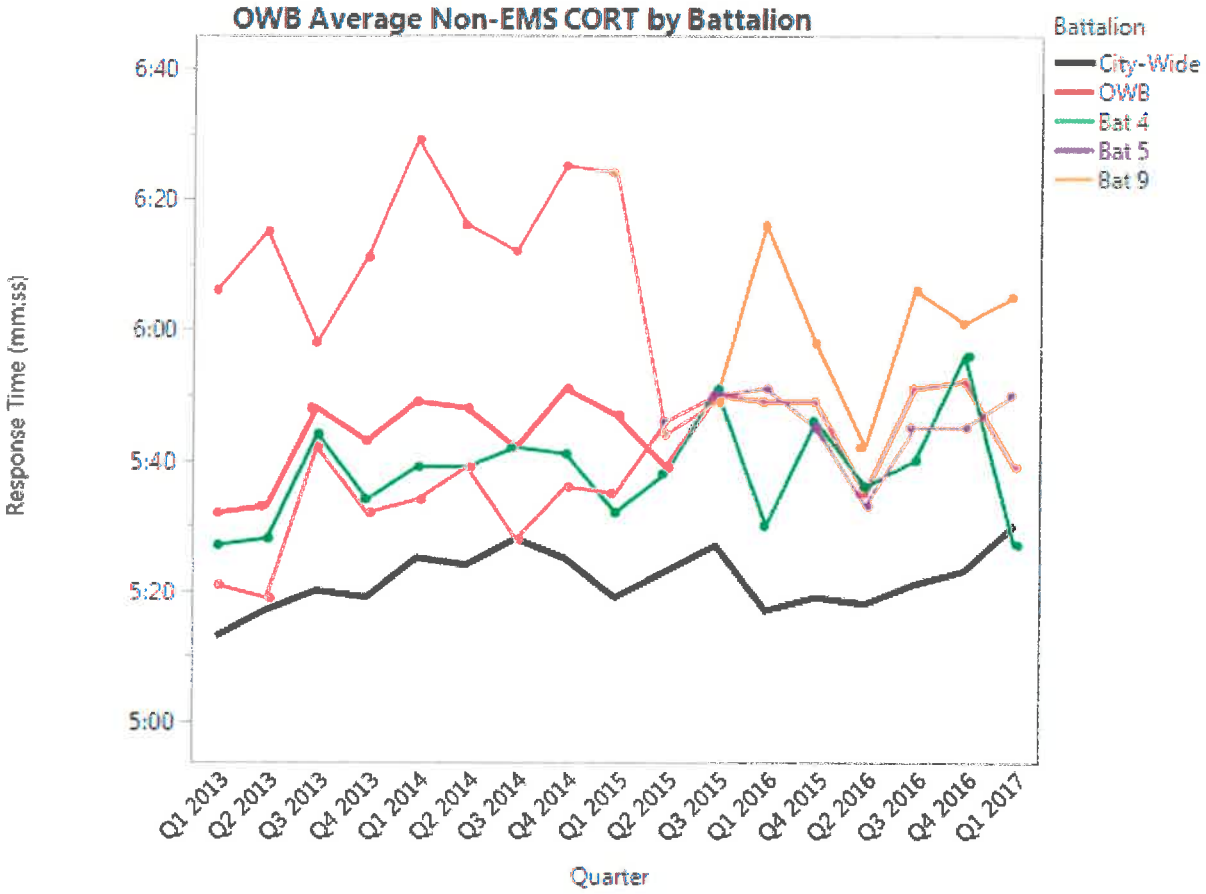
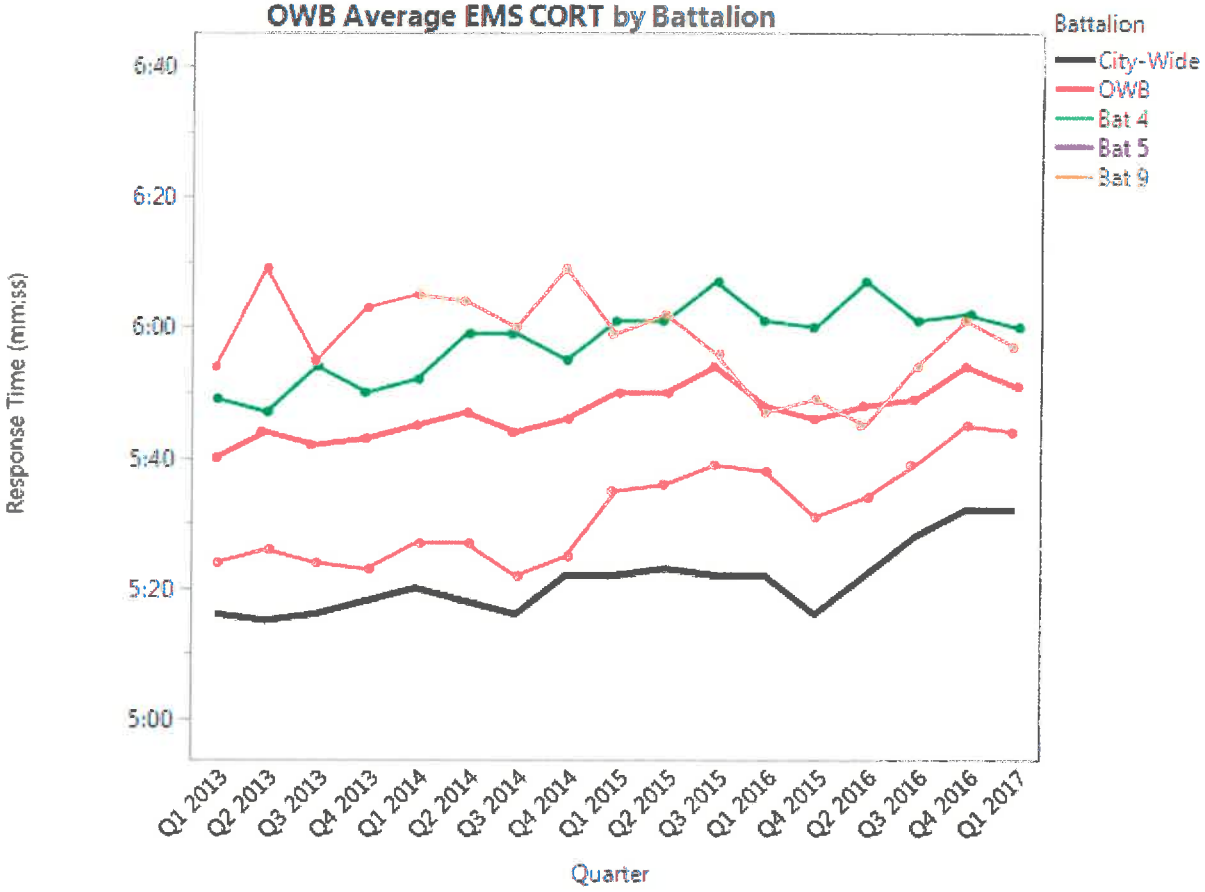
Bat 5
Bat 9
Response Time (mm:ss)
5:20
5:00
4:40
4:20
4:00
3:40
Q1 2013
Q2 2013
Q3 2013
Q4 2013
Q1 2014
Q2 2014
Q3 2014
Q4 2014
Q1 2015
Q2 2015
Q3 2015
Q1 2016
Q4 2015
Q2 2016
Q3 2016
Q4 2016
Q1 2017
Quarter


OWB Average Non-EMS CORT by Battalion
Battalion
City-Wide
OWB
Bat 4
Bat 5
Bat 9
Response Time (mm:ss)
6:40
6:20
6:00
5:40
5:20
5:00
Q1 2013
Q2 2013
Q3 2013
Q4 2013
Q1 2014
Q2 2014
Q3 2014
Q4 2014
Q1 2015
Q2 2015
Q3 2015
Q1 2016
Q4 2015
Q2 2016
Q3 2016
Q4 2016
Q1 2017
Quarter


OWB Average EMS CORT by Battalion
Battalion
City-Wide
OWB
Bat 4
Bat 5
Bat 9
Response Time (mm:ss)
6:40
6:20
6:00
5:40
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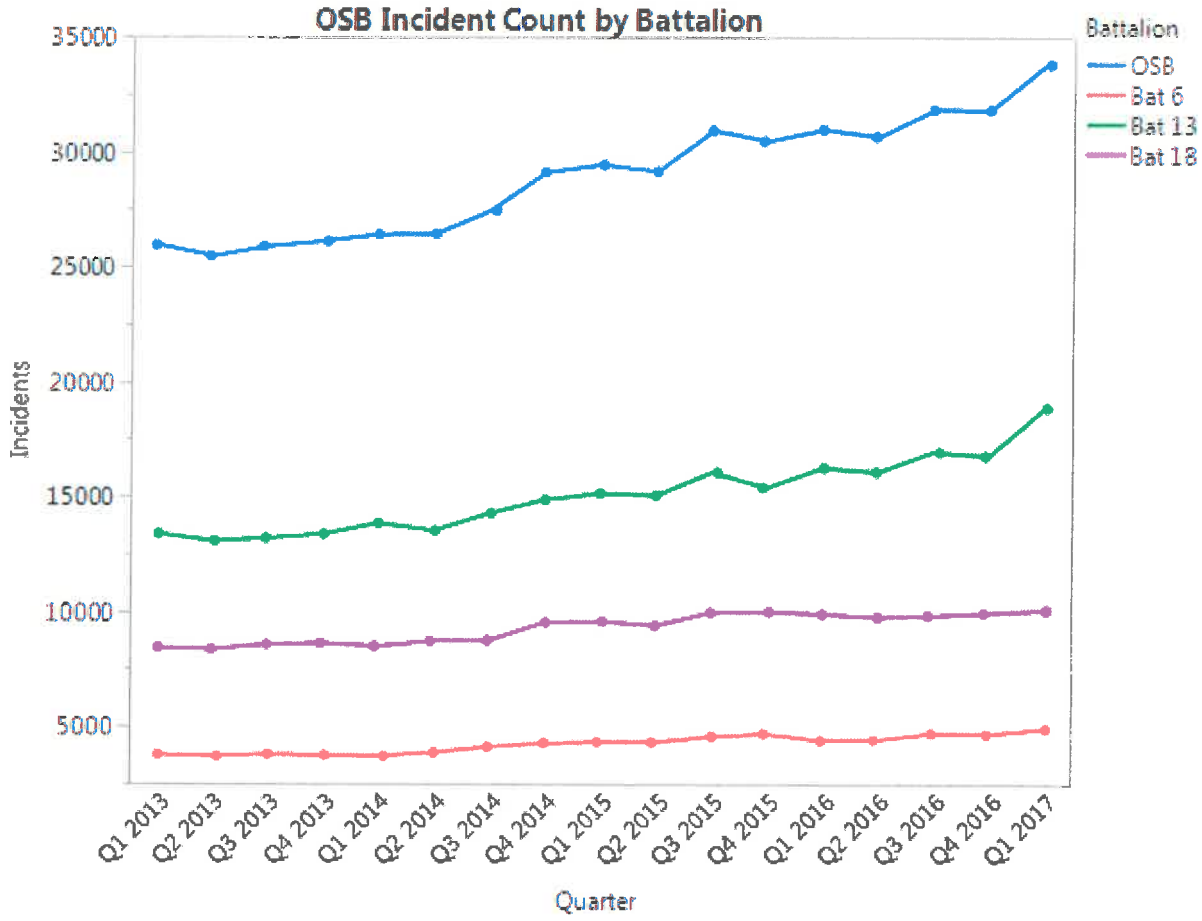
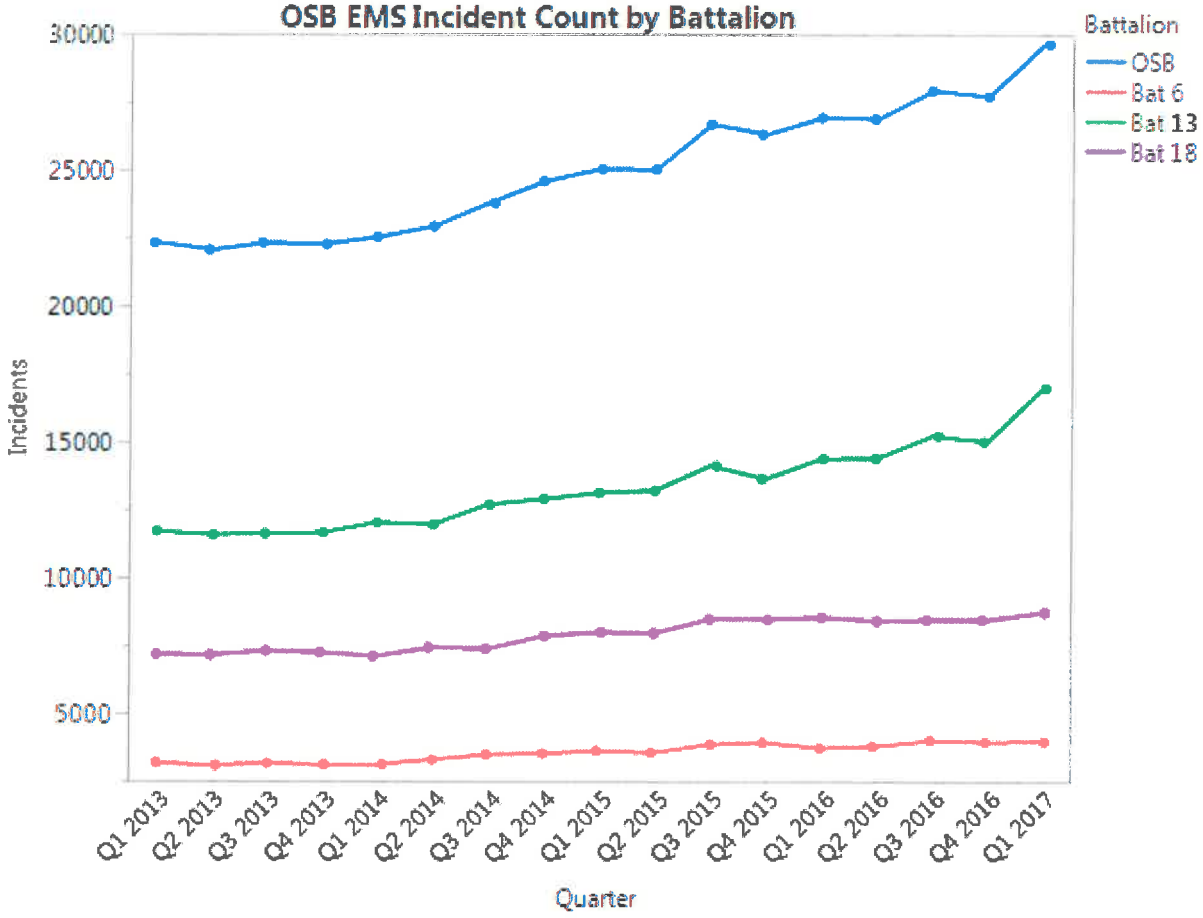
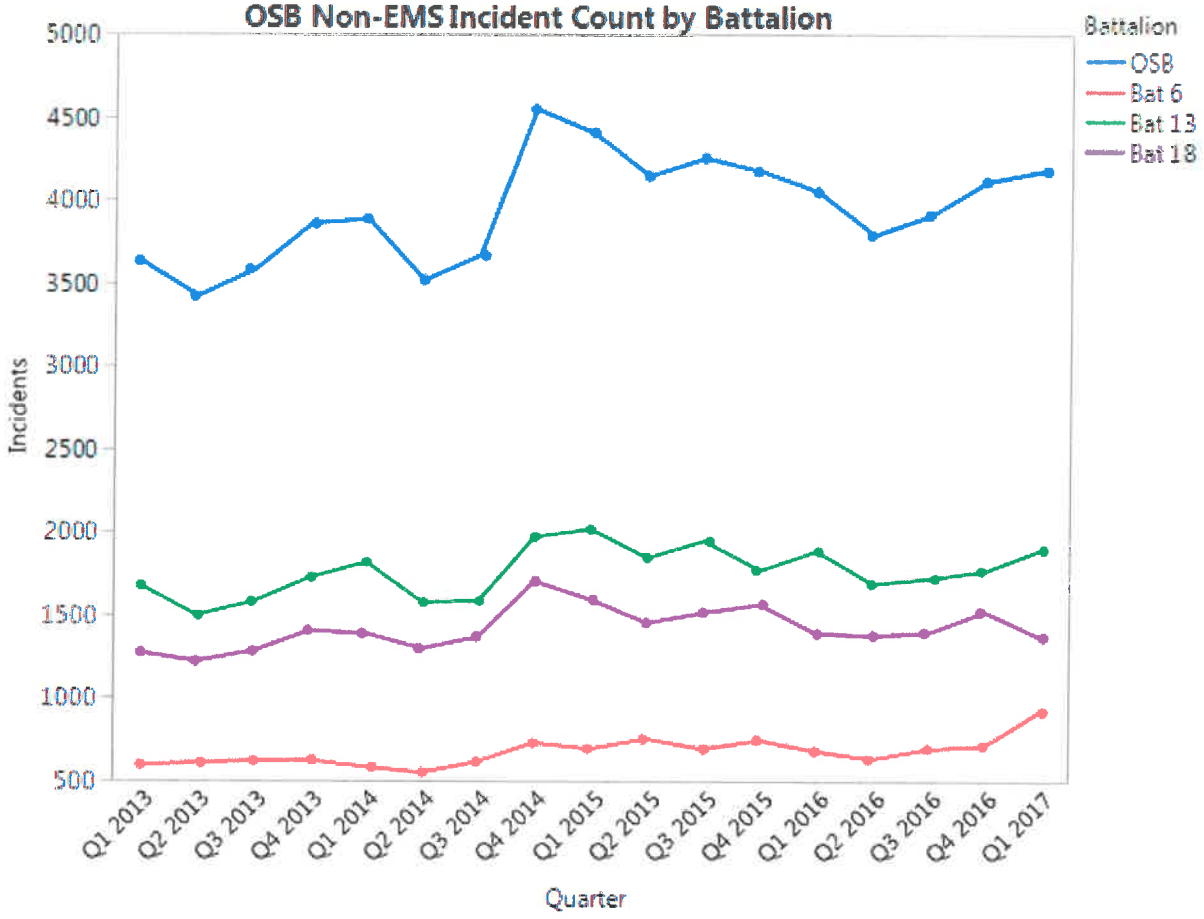
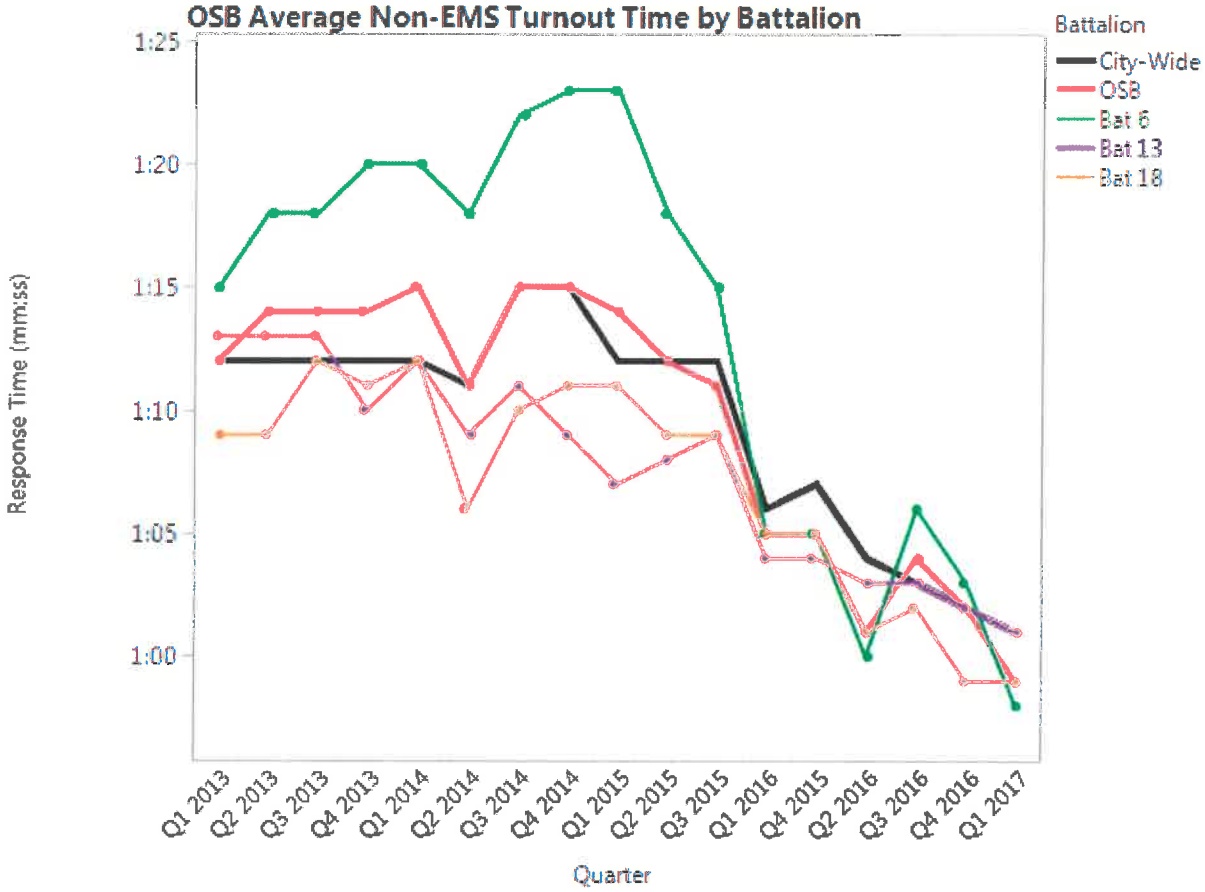
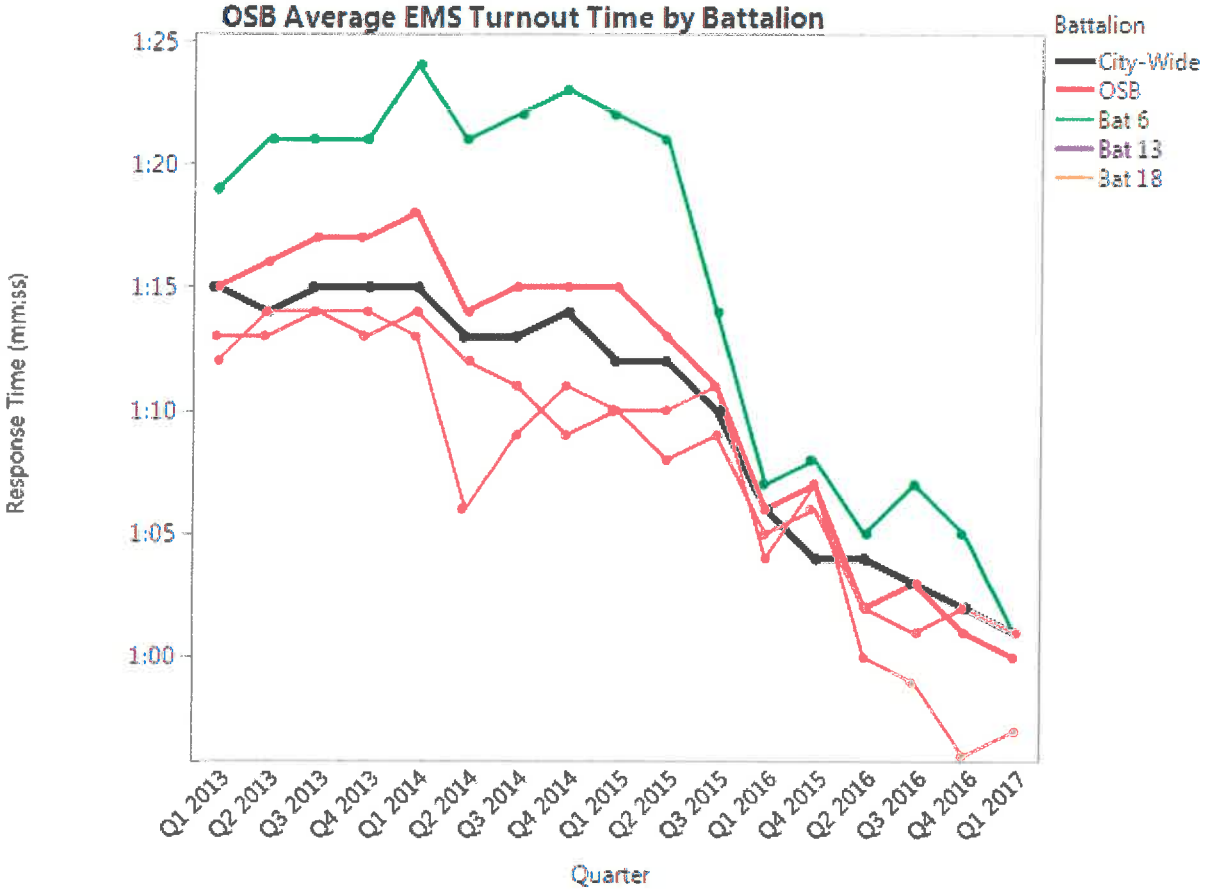
Q1 2013
Q2 2013
Q3 2013
Q4 2013
Q1 2014
Q2 2014
Q3 2014
Q4 2014
Q1 2015
Q2 2015
Q3 2015
Q1 2016
Q4 2015
Q2 2016
Q3 2016
Q4 2016
Q1 2017
Quarter


OSB Incident Count by Battalion
Battalion
OSB
Bat 6
Bat 13
Bat 18
Incidents
35000
30000
25000
20000
15000
10000
5000
Q1 2013
Q2 2013
Q3 2013
Q4 2013
Q1 2014
Q2 2014
Q3 2014
Q4 2014
Q1 2015
Q2 2015
Q3 2015
Q4 2015
Q1 2016
Q2 2016
Q3 2016
Q4 2016
Q1 2017
Quarter


OSB EMS Incident Count by Battalion
Battalion
OSB
Bat 6
Bat 13
Bat 18
30000
25000
20000
15000
10000
5000
Incidents
Q1 2013
Q2 2013
Q3 2013
Q4 2013
Q1 2014
Q2 2014
Q3 2014
Q4 2014
Q1 2015
Q2 2015
Q3 2015
Q4 2015
Q1 2016
Q2 2016
Q3 2016
Q4 2016
Q1 2017
Quarter


OSB Non-EMS Incident Count by Battalion
Battalion
OSB
Bat 6
Bat 13
Bat 18
Incidents
5000
4500
4000
3500
3000
2500
2000
1500
1000
500
Q1 2013
Q2 2013
Q3 2013
Q4 2013
Q1 2014
Q2 2014
Q3 2014
Q4 2014
Q1 2015
Q2 2015
Q3 2015
Q4 2015
Q1 2016
Q2 2016
Q3 2016
Q4 2016
Q1 2017
Quarter


OSB Average Non-EMS Turnout Time by Battalion
Battalion
City-Wide
OSB
Bat 6
Bat 13
Bat 18
Response Time (mm:ss)
1:25
1:20
1:15
1:10
1:05
1:00
Q1 2013
Q2 2013
Q3 2013
Q4 2013
Q1 2014
Q2 2014
Q3 2014
Q4 2014
Q1 2015
Q2 2015
Q3 2015
Q1 2016
Q4 2015
Q2 2016
Q3 2016
Q4 2016
Q1 2017
Quarter


OSB Average EMS Turnout Time by Battalion
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OSB
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Bat 13
Bat 18
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1:20
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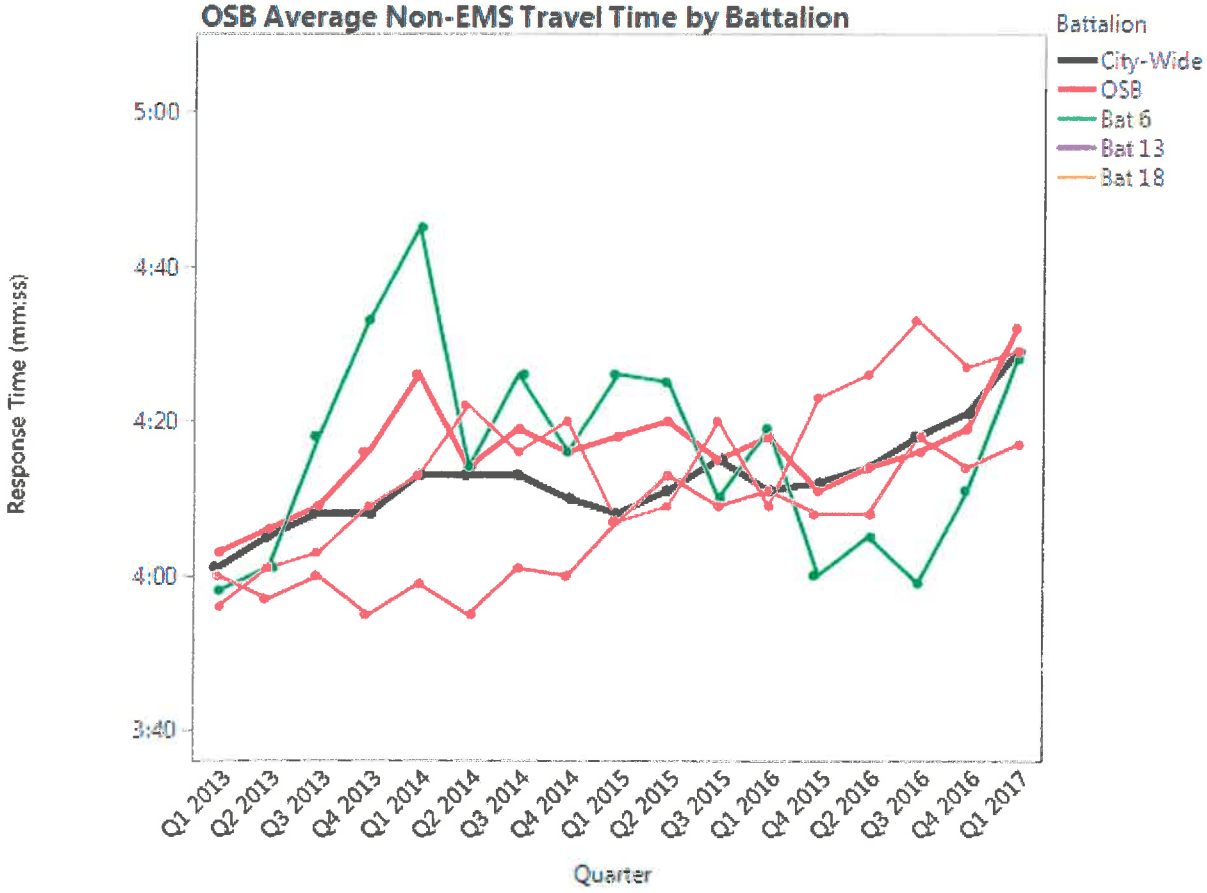
Q1 2014
Q2 2014
Q3 2014
Q4 2014
Q1 2015
Q2 2015
Q3 2015
Q1 2016
Q4 2015
Q2 2016
Q3 2016
Q4 2016
Q1 2017
Quarter


OSB Average Non-EMS Travel Time by Battalion
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OSB
Bat 6
Bat 13
Bat 18
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5:00
4:40
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3:40
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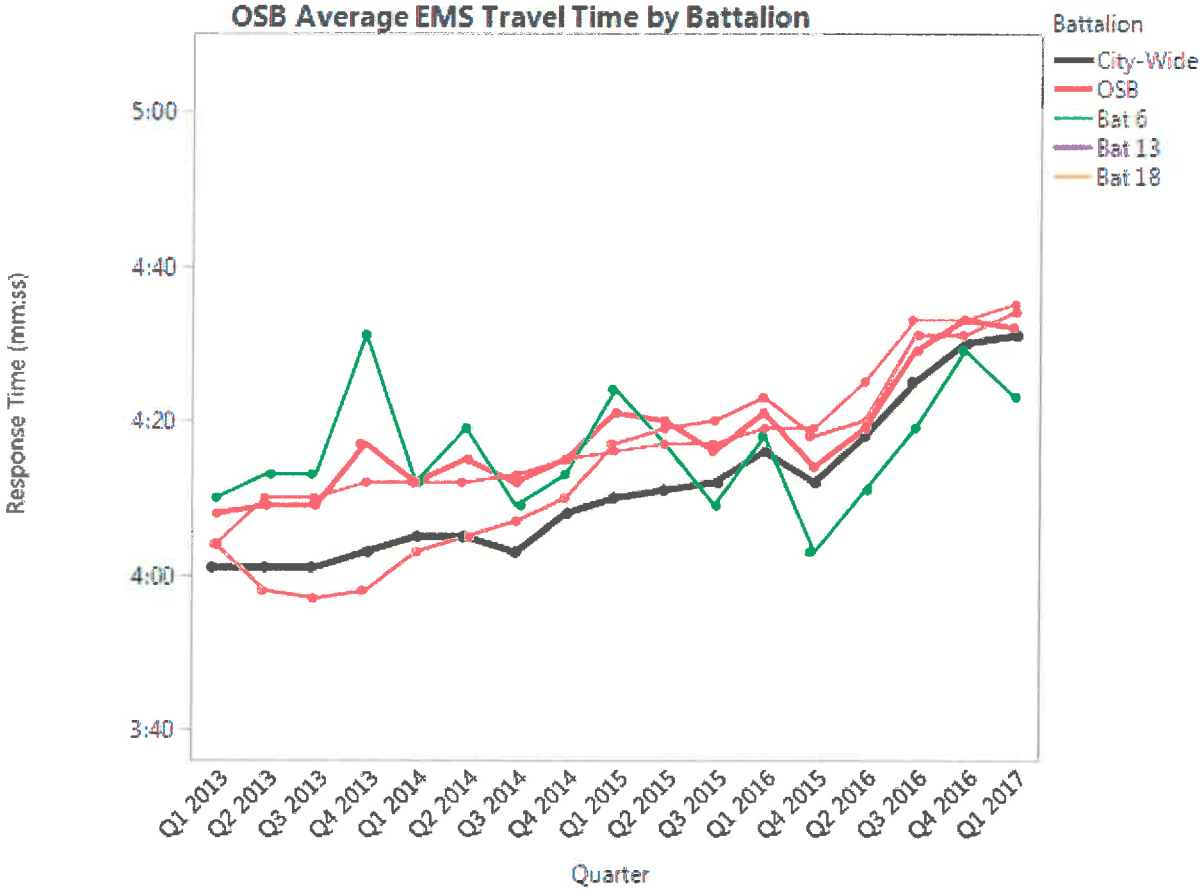
Q3 2013
Q4 2013
Q1 2014
Q2 2014
Q3 2014
Q4 2014
Q1 2015
Q2 2015
Q3 2015
Q1 2016
Q4 2015
Q2 2016
Q3 2016
Q4 2016
Q1 2017
Quarter


OSB Average EMS Travel Time by Battalion
Battalion
City-Wide
OSB
Bat 6
Bat 13
Bat 18
Response Time (mm:ss)
5:00
4:40
4:20
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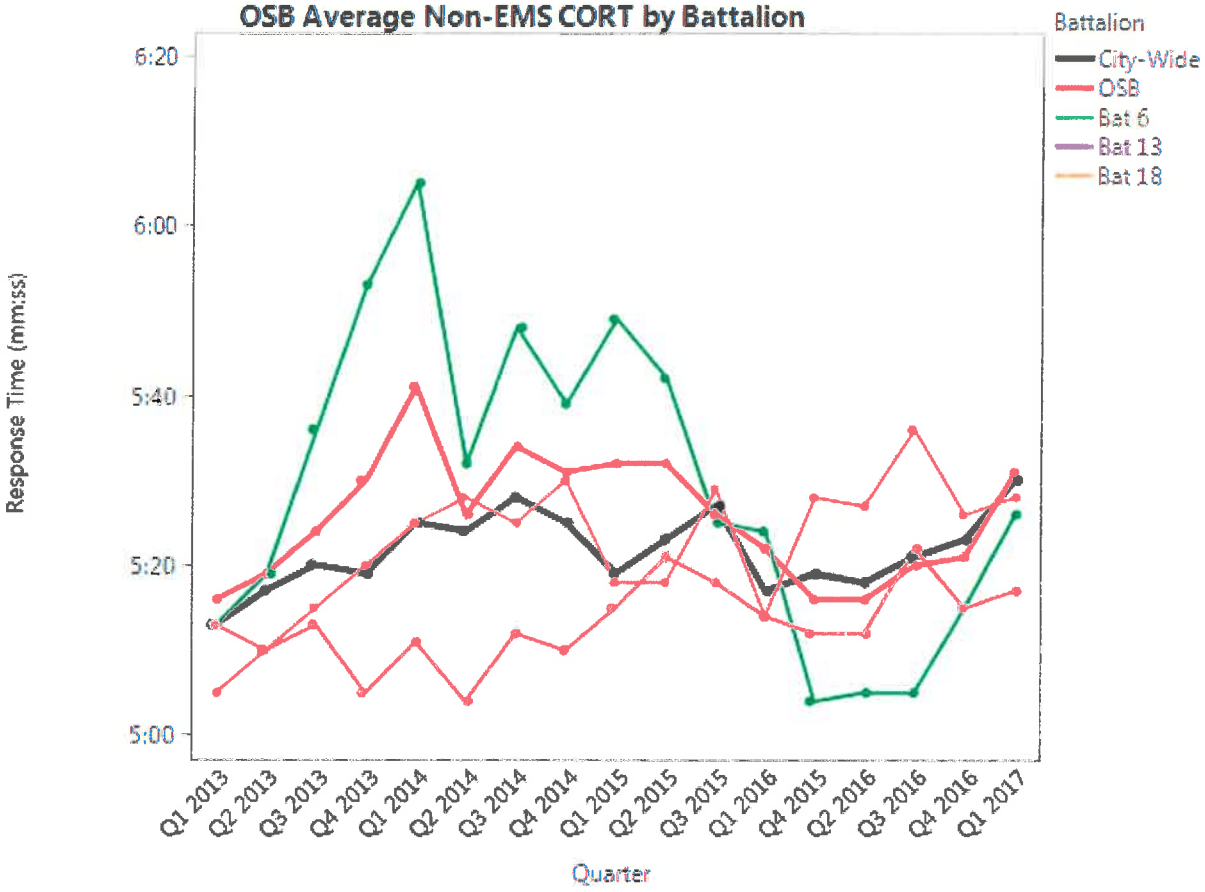
Q3 2013
Q4 2013
Q1 2014
Q2 2014
Q3 2014
Q4 2014
Q1 2015
Q2 2015
Q3 2015
Q1 2016
Q4 2015
Q2 2016
Q3 2016
Q4 2016
Q1 2017
Quarter


OSB Average Non-EMS CORT by Battalion
Battalion
City-Wide
OSB
Bat 6
Bat 13
Bat 18
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6:20
6:00
5:40
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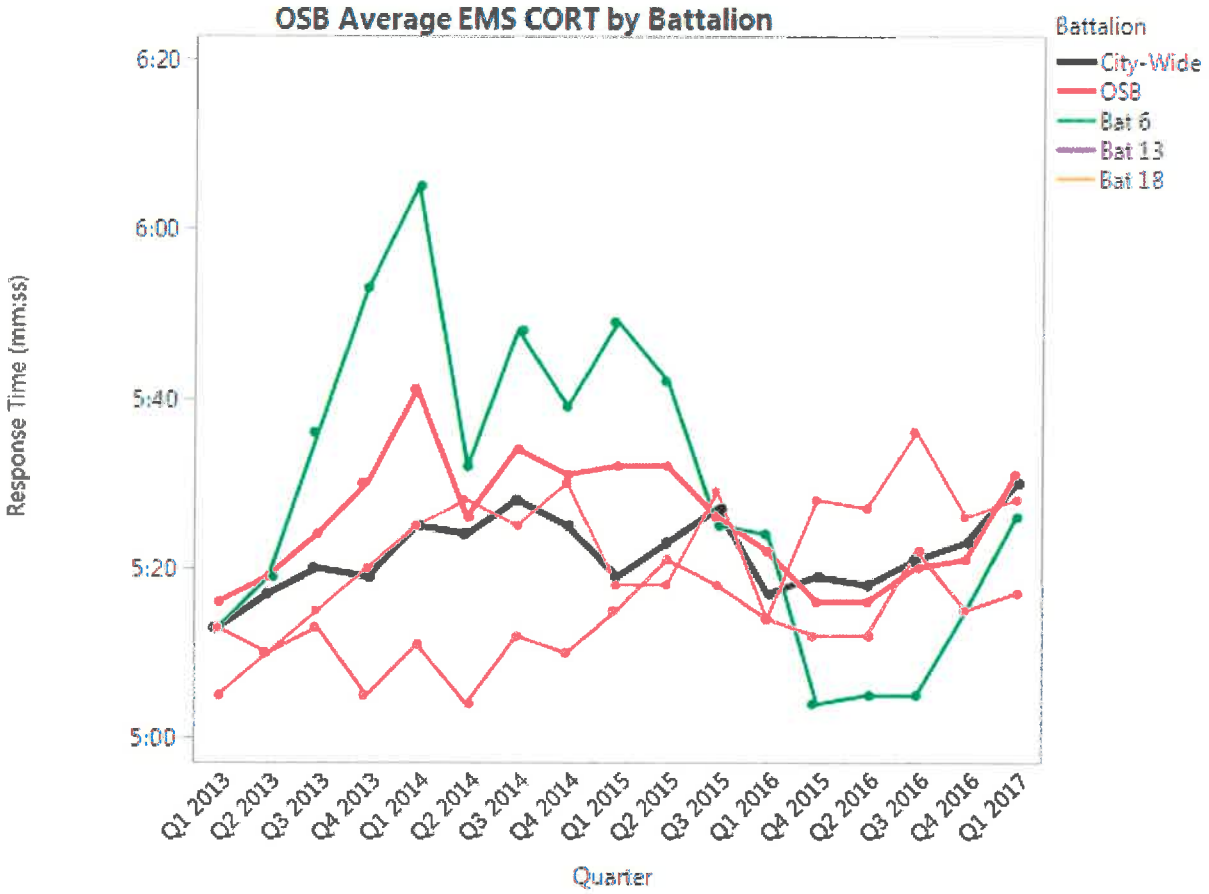
Q3 2013
Q4 2013
Q1 2014
Q2 2014
Q3 2014
Q4 2014
Q1 2015
Q2 2015
Q3 2015
Q1 2016
Q4 2015
Q2 2016
Q3 2016
Q4 2016
Q1 2017
Quarter


OSB Average EMS CORT by Battalion
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OSB
Bat 6
Bat 13
Bat 18
Response Time (mm:ss)
6:20
6:00
5:40
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Q1 2014
Q2 2014
Q3 2014
Q4 2014
Q1 2015
Q2 2015
Q3 2015
Q1 2016
Q4 2015
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Q4 2016
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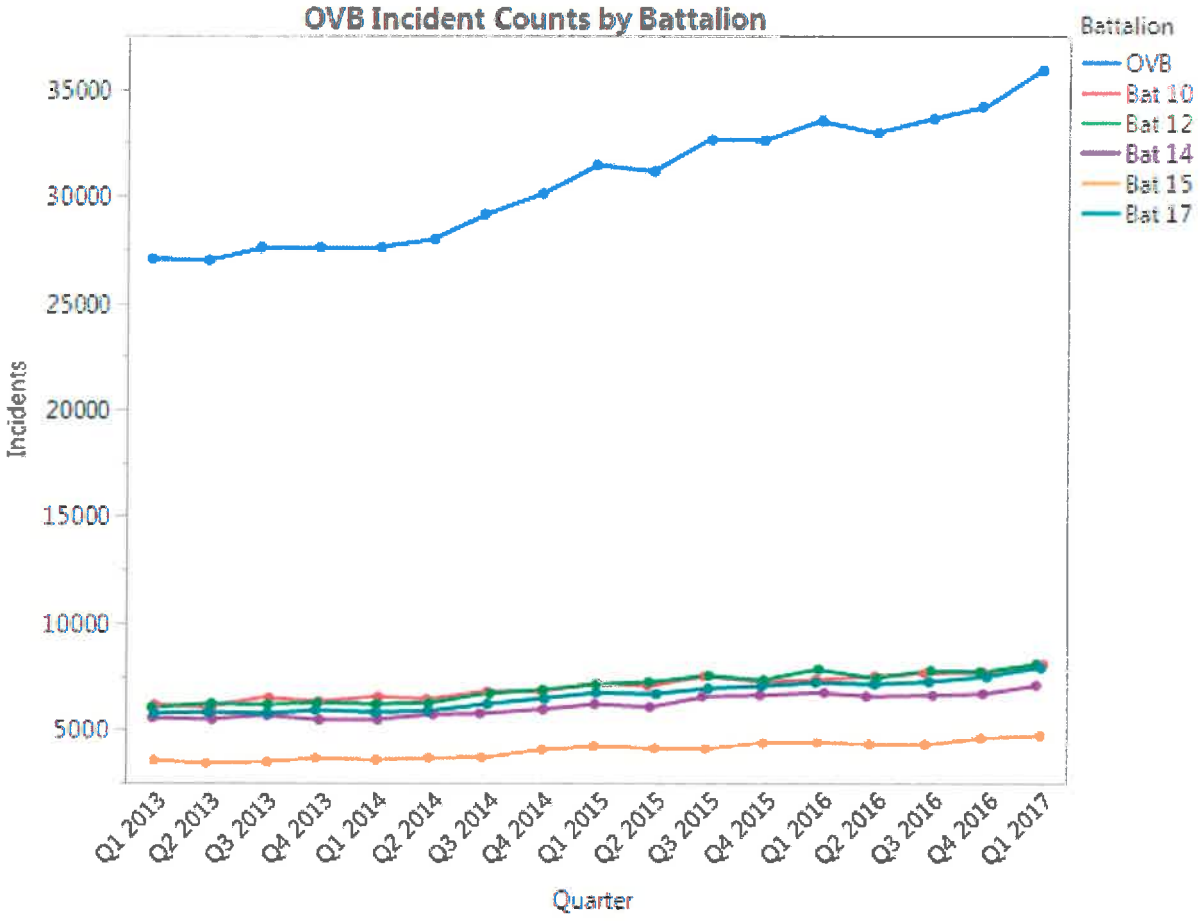
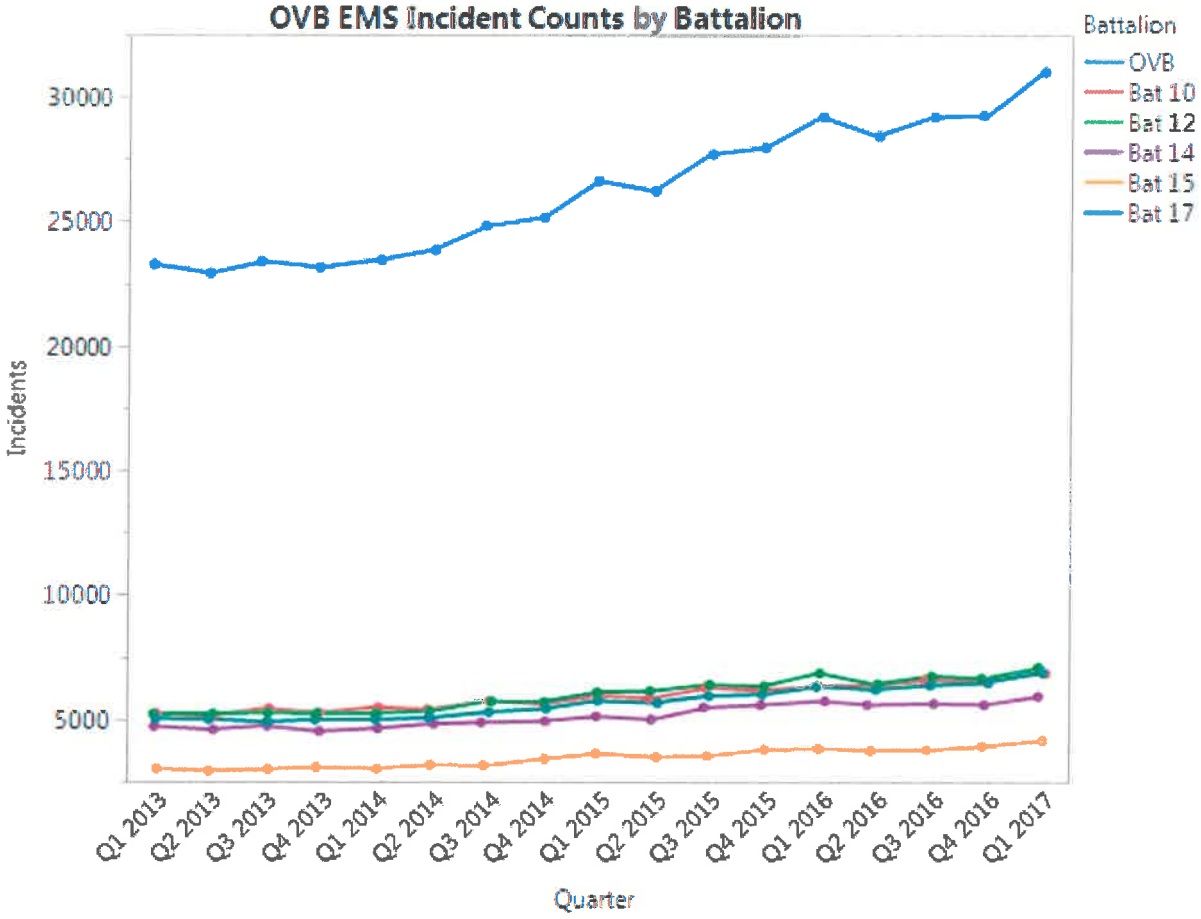
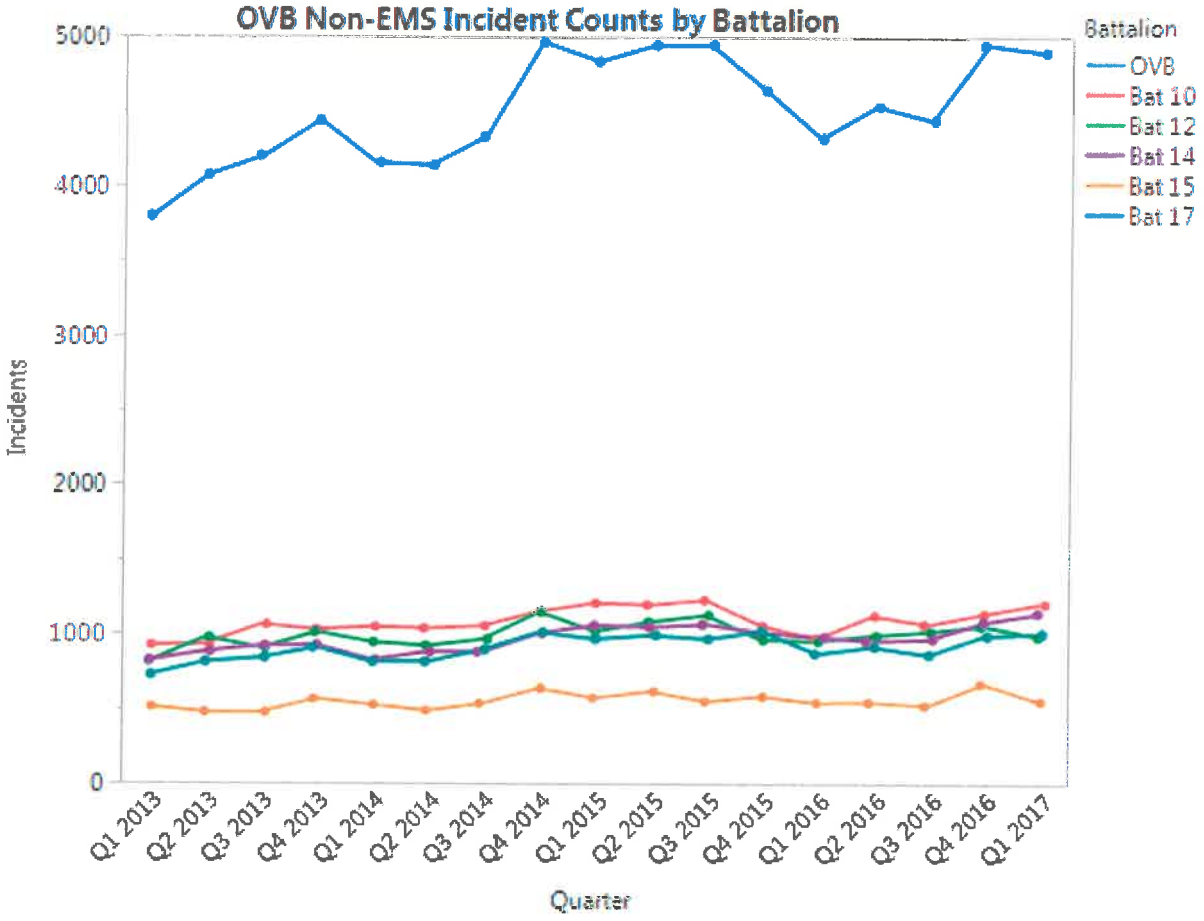
Quarter


OVB Incident Counts by Battalion
Battalion
OVB
Bat 10
Bat 12
Bat 14
Bat 15
Bat 17
Incidents
35000
30000
25000
20000
15000
10000
5000
Q1 2013
Q2 2013
Q3 2013
Q4 2013
Q1 2014
Q2 2014
Q3 2014
Q4 2014
Q1 2015
Q2 2015
Q3 2015
Q4 2015
Q1 2016
Q2 2016
Q3 2016
Q4 2016
Q1 2017
Quarter


OVB EMS Incident Counts by Battalion
Battalion
OVB
Bat 10
Bat 12
Bat 14
Bat 15
Bat 17
30000
25000
20000
15000
10000
5000
Incidents
Q1 2013
Q2 2013
Q3 2013
Q4 2013
Q1 2014
Q2 2014
Q3 2014
Q4 2014
Q1 2015
Q2 2015
Q3 2015
Q4 2015
Q1 2016
Q2 2016
Q3 2016
Q4 2016
Q1 2017
Quarter


OVB Non-EMS Incident Counts by Battalion
Battalion
OVB
Bat 10
Bat 12
Bat 14
Bat 15
Bat 17
Incidents
5000
4000
3000
2000
1000
0
Q1 2013
Q2 2013
Q3 2013
Q4 2013
Q1 2014
Q2 2014
Q3 2014
Q4 2014
Q1 2015
Q2 2015
Q3 2015
Q4 2015
Q1 2016
Q2 2016
Q3 2016
Q4 2016
Q1 2017
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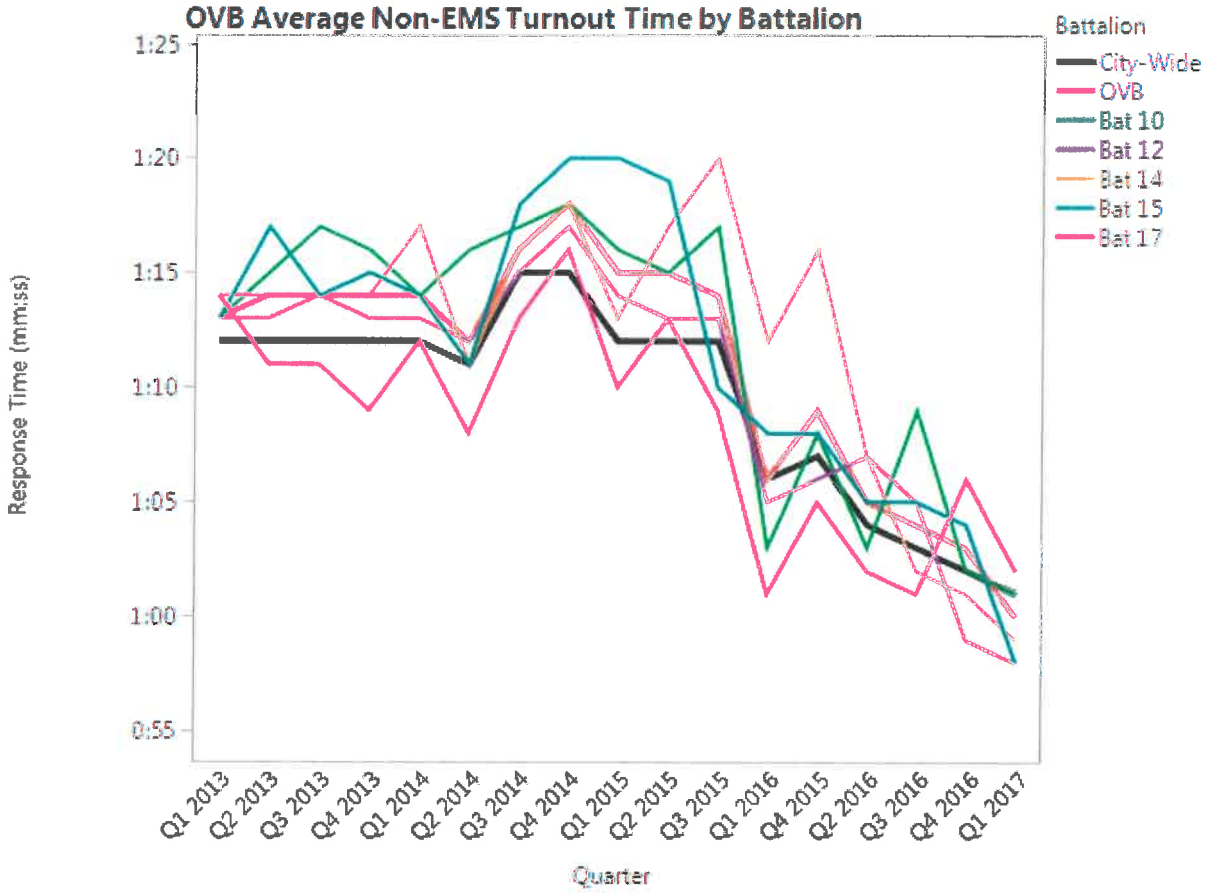
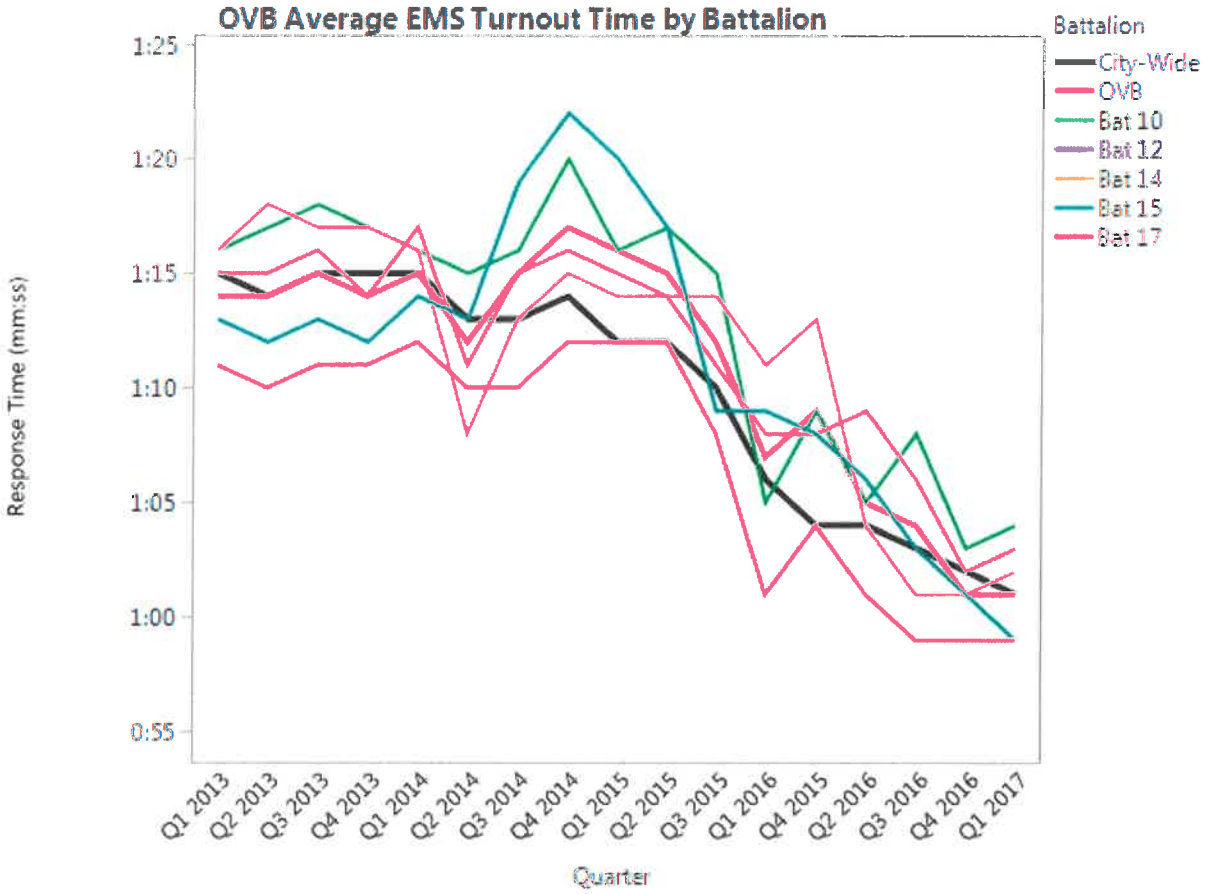

OVB Average Non-EMS Turnout Time by Battalion
Response Time (mm:ss)
1:25
1:20
1:15
1:10
1:05
1:00
0:55
Q1 2013
Q2 2013
Q3 2013
Q4 2013
Q1 2014
Q2 2014
Q3 2014
Q4 2014
Q1 2015
Q2 2015
Q3 2015
Q1 2016
Q4 2015
Q2 2016
Q3 2016
Q4 2016
Q1 2017
Quarter
Battalion
City-Wide
OVB
Bat 10
Bat 12
Bat 14
Bat 15
Bat 17


OVB Average EMS Turnout Time by Battalion
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OVB
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Bat 12
Bat 14
Bat 15
Bat 17
Response Time (mm:ss)
1:25
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1:05
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Q2 2013
Q3 2013
Q4 2013
Q1 2014
Q2 2014
Q3 2014
Q4 2014
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Q4 2015
Q2 2016
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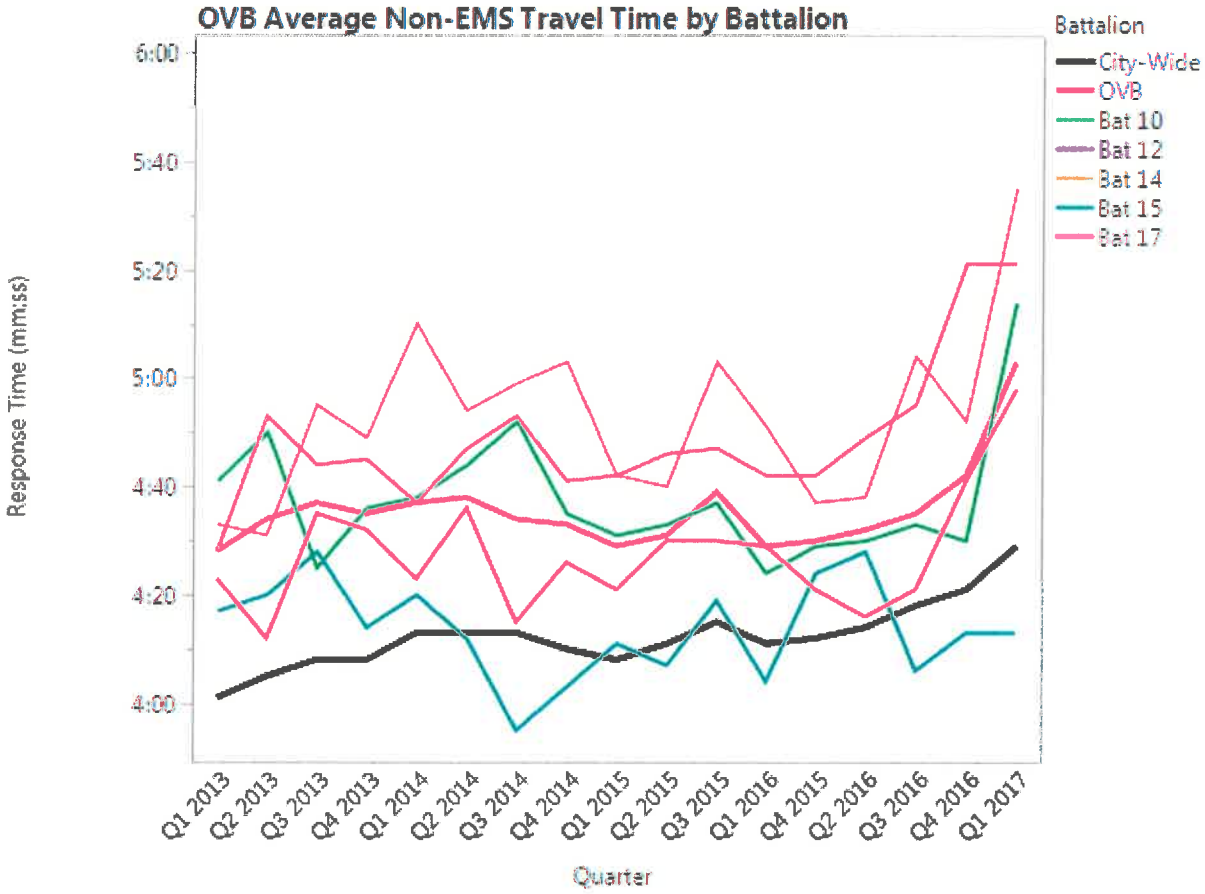
Quarter


OVB Average Non-EMS Travel Time by Battalion
Battalion
City-Wide
OVB
Bat 10
Bat 12
Bat 14
Bat 15
Bat 17
Response Time (mm:ss)
6:00
5:40
5:20
5:00
4:40
4:20
4:00
Q1 2013
Q2 2013
Q3 2013
Q4 2013
Q1 2014
Q2 2014
Q3 2014
Q4 2014
Q1 2015
Q2 2015
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Q3 2016
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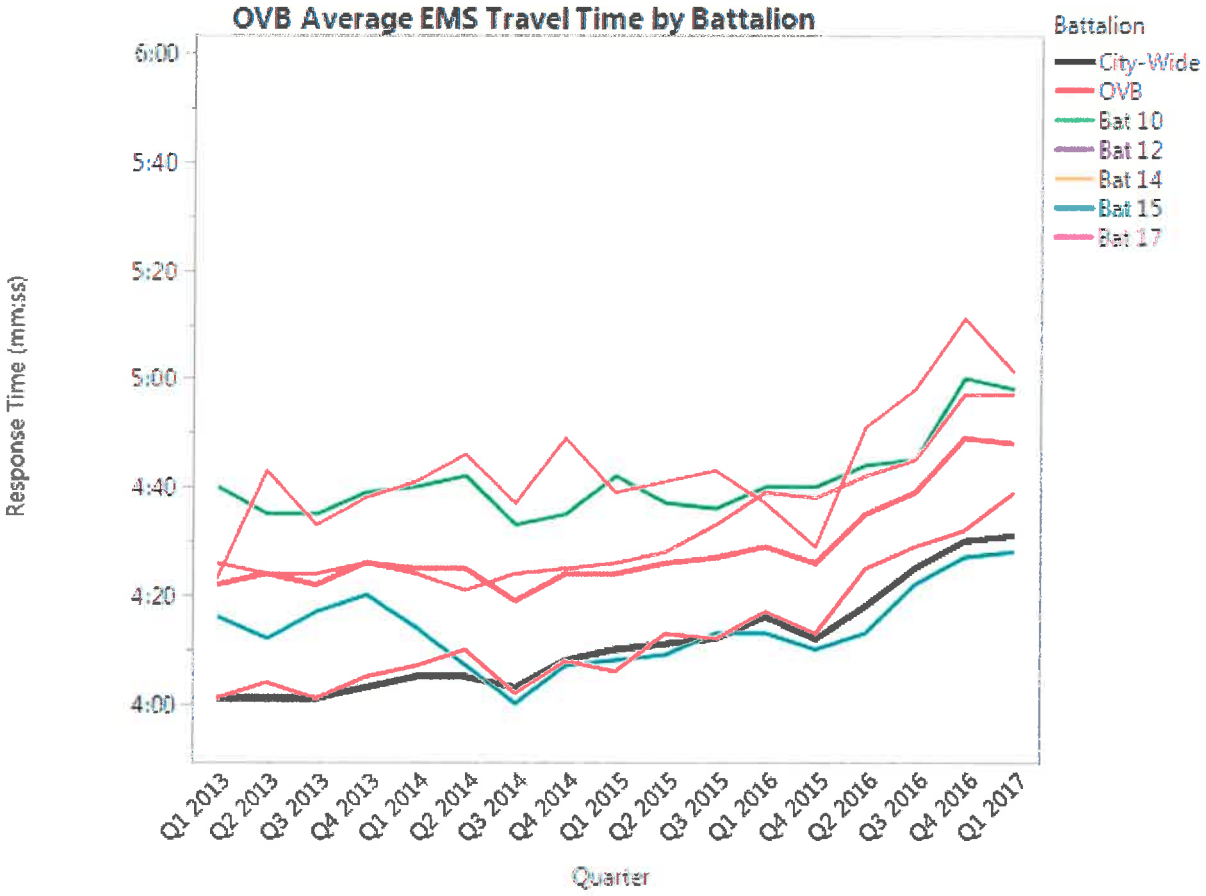
Quarter


OVB Average EMS Travel Time by Battalion
Battalion
City-Wide
OVB
Bat 10
Bat 12
Bat 14
Bat 15
Bat 17
Response Time (mm:ss)
6:00
5:40
5:20
5:00
4:40
4:20
4:00
Q1 2013
Q2 2013
Q3 2013
Q4 2013
Q1 2014
Q2 2014
Q3 2014
Q4 2014
Q1 2015
Q2 2015
Q3 2015
Q1 2016
Q4 2015
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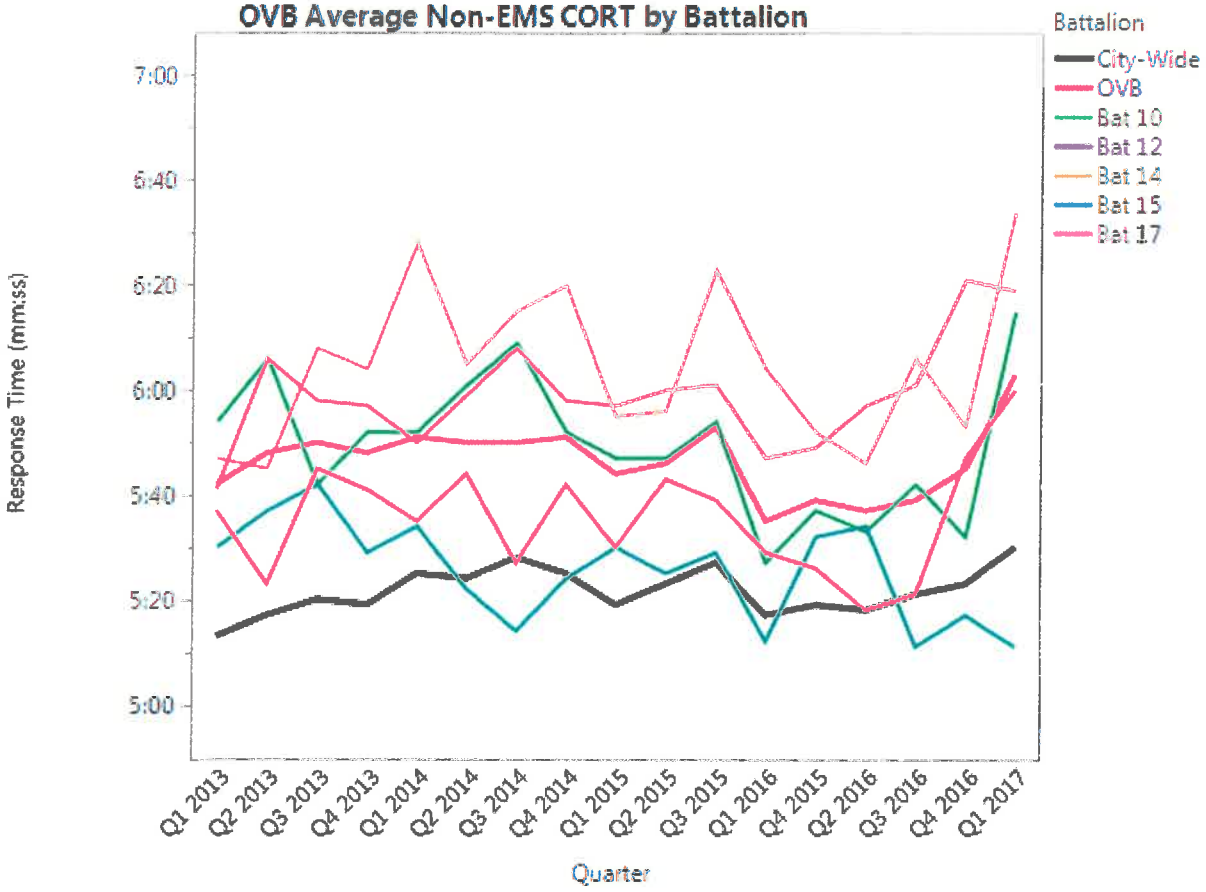
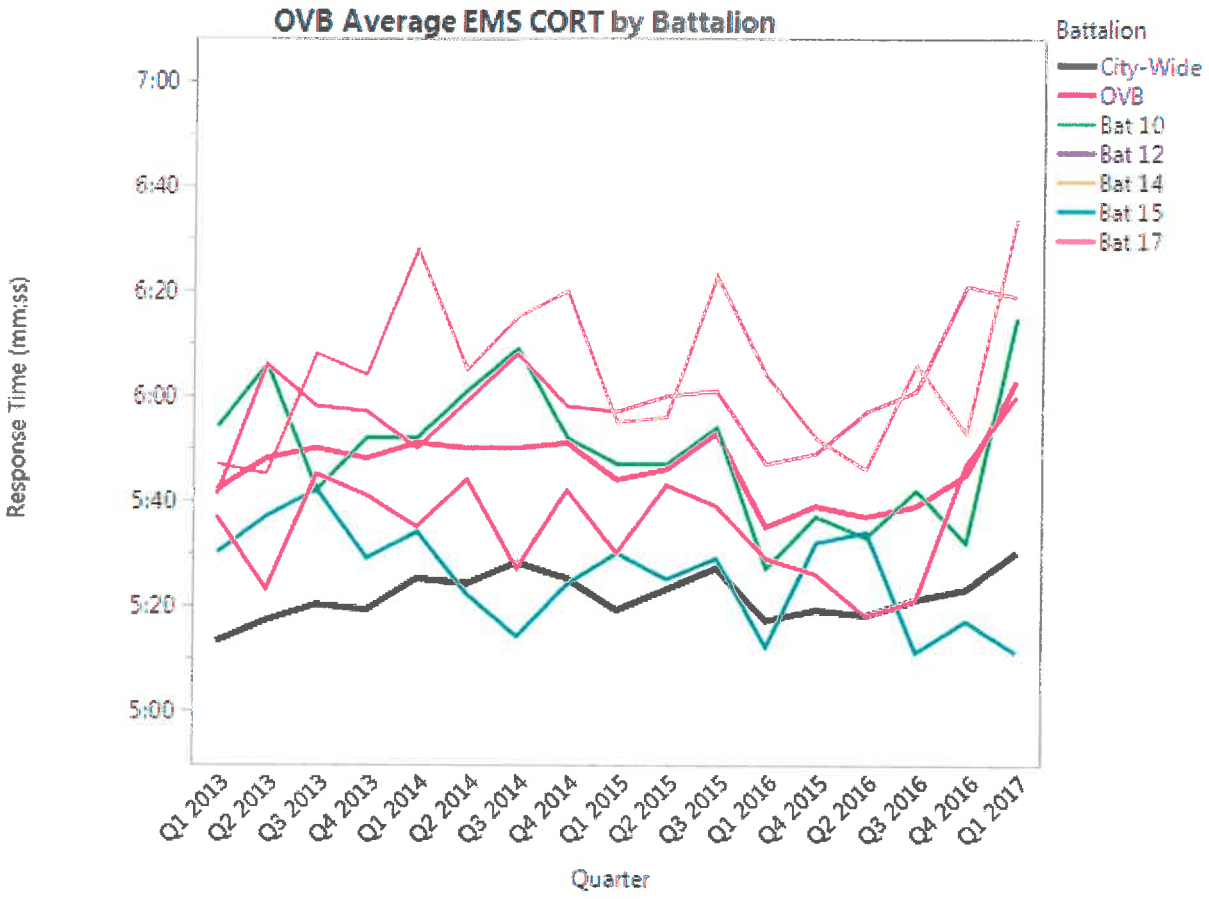
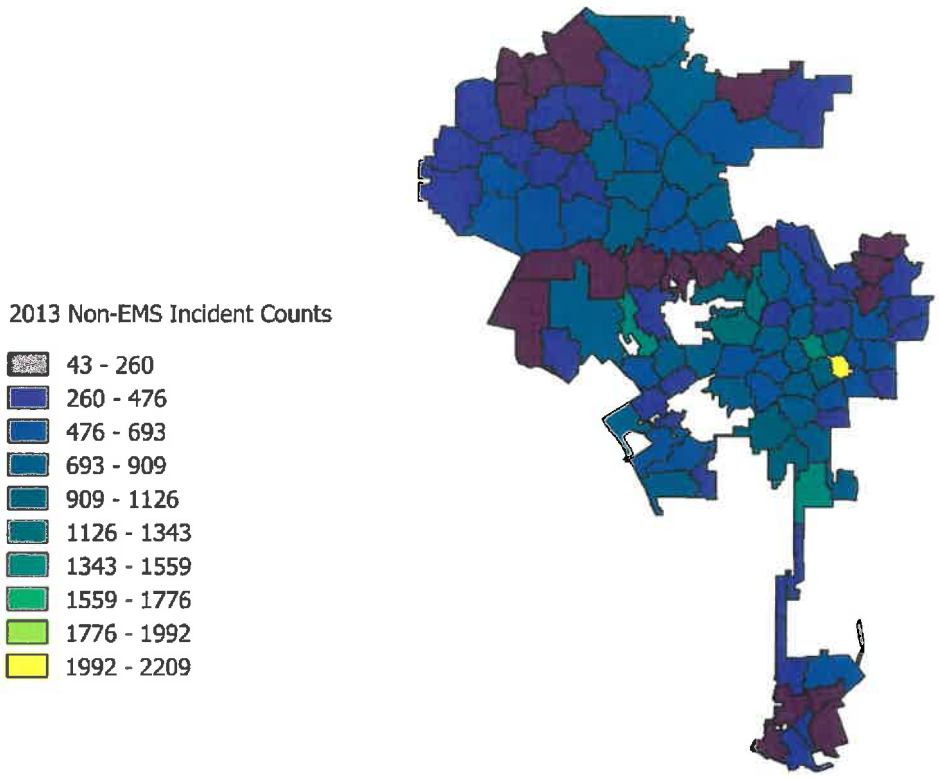
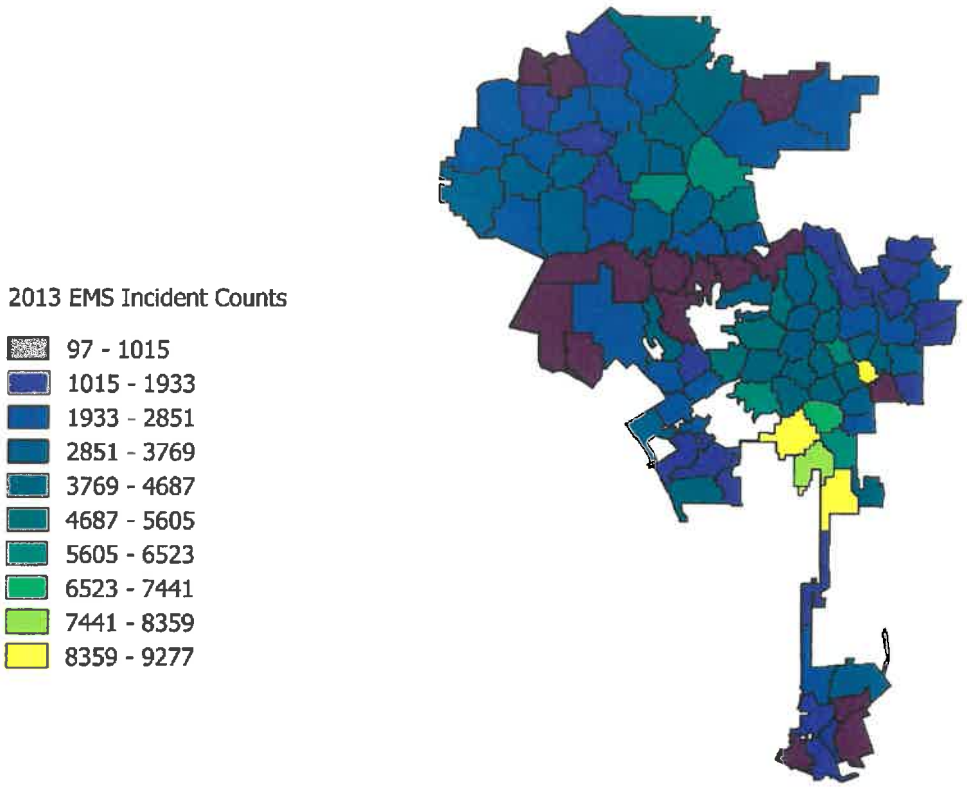
Q1 2017
Quarter

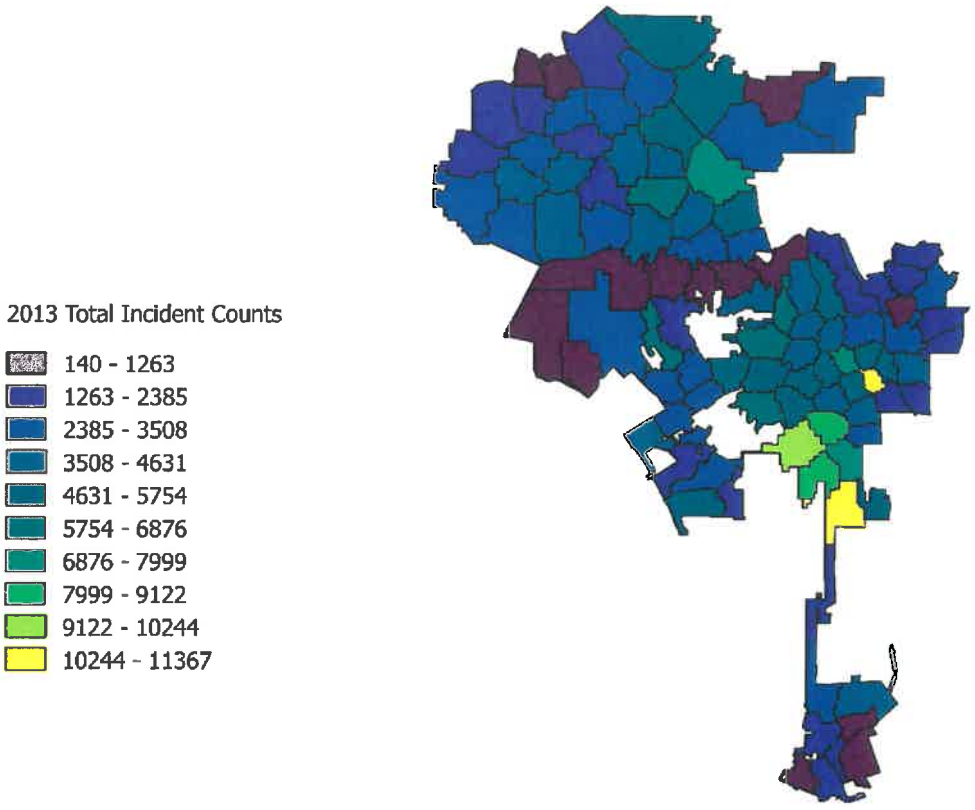

OVB Average Non-EMS CORT by Battalion
Battalion
City-Wide
OVB
Bat 10
Bat 12
Bat 14
Bat 15
Bat 17
Response Time (mm:ss)
7:00
6:40
6:20
6:00
5:40
5:20
5:00
Q1 2013
Q2 2013
Q3 2013
Q4 2013
Q1 2014
Q2 2014
Q3 2014
Q4 2014
Q1 2015
Q2 2015
Q3 2015
Q1 2016
Q4 2015
Q2 2016
Q3 2016
Q4 2016
Q1 2017
Quarter

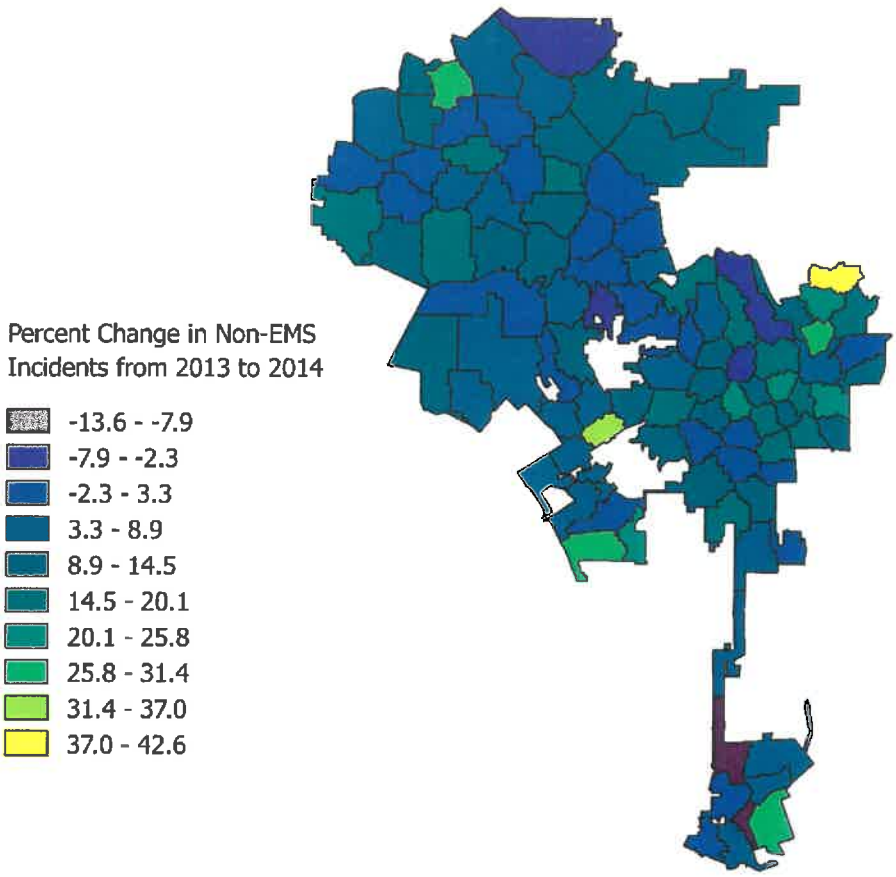

OVB Average EMS CORT by Battalion
Battalion
City-Wide
OVB
Bat 10
Bat 12
Bat 14
Bat 15
Bat 17
Response Time (mm:ss)
7:00
6:40
6:20
6:00
5:40
5:20
5:00
Q1 2013
Q2 2013
Q3 2013
Q4 2013
Q1 2014
Q2 2014
Q3 2014
Q4 2014
Q1 2015
Q2 2015
Q3 2015
Q1 2016
Q4 2015
Q2 2016
Q3 2016
Q4 2016
Q1 2017
Quarter

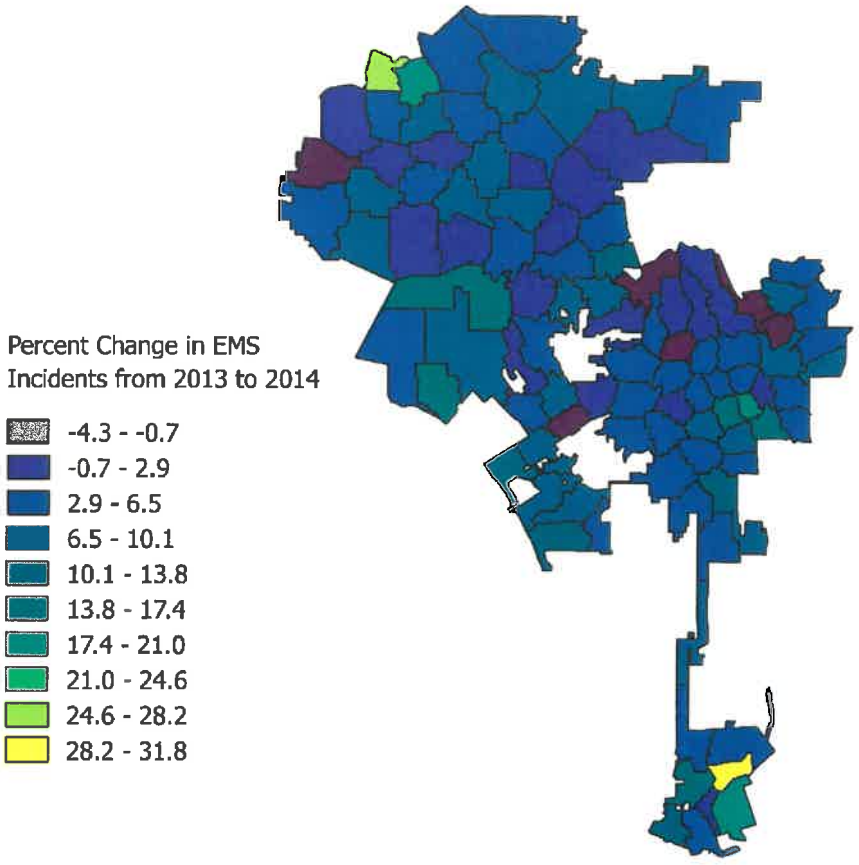
Annual Incident Maps

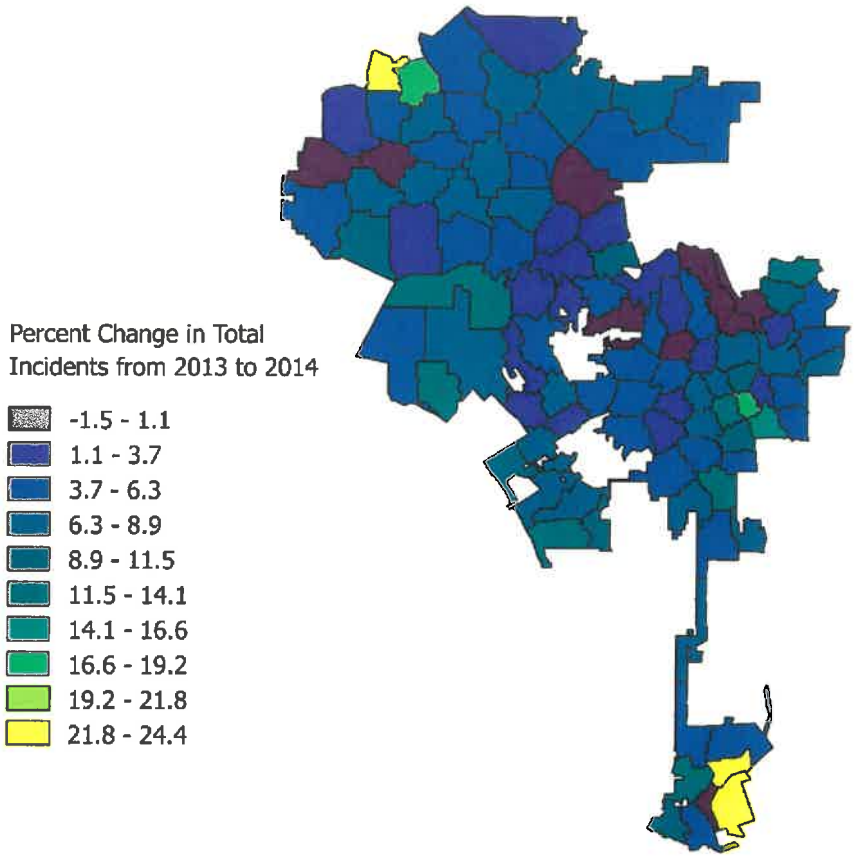


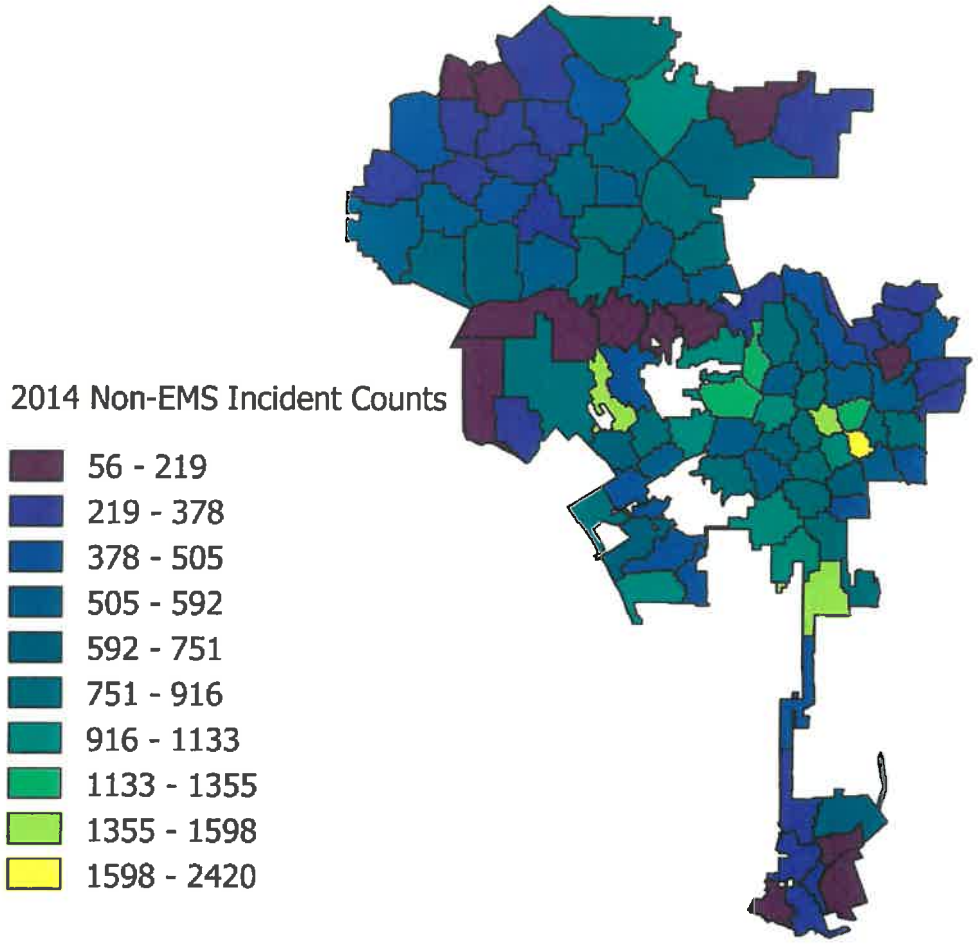

2013 EMS Incident Counts
97 - 1015
1015 - 1933
1933 - 2851
2851 - 3769
3769 - 4687
4687 - 5605
5605 - 6523
6523 - 7441
7441 - 8359
8359 - 9277

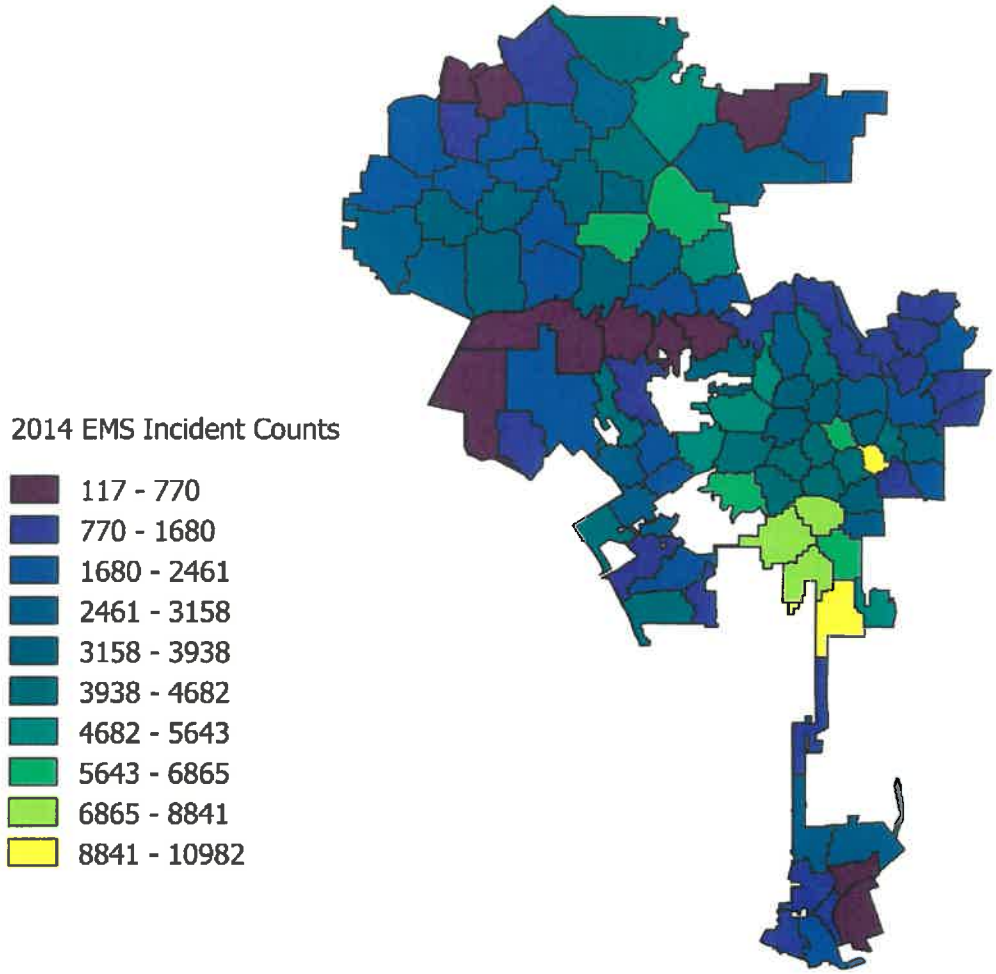

2013 Total Incident Counts
140 - 1263
1263 - 2385
2385 - 3508
3508 - 4631
4631 - 5754
5754 - 6876
6876 - 7999
7999 - 9122
9122 - 10244
10244 - 11367

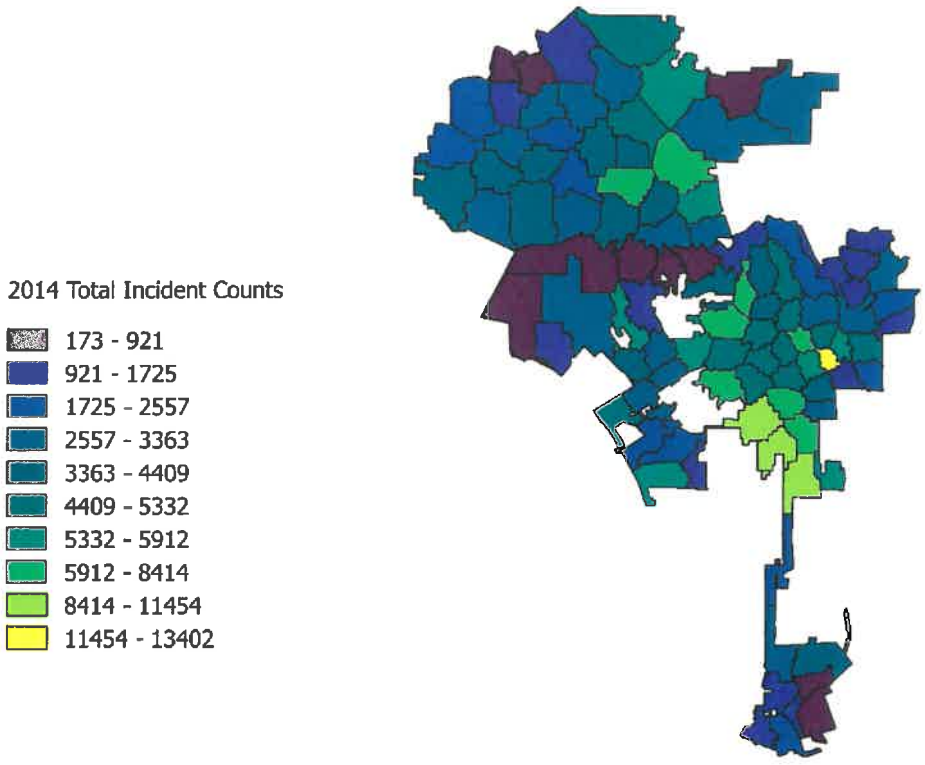

Percent Change in Non-EMS
Incidents from 2013 to 2014
-13.6 - -7.9
-7.9 - -2.3
-2.3 - 3.3
3.3 - 8.9
8.9 - 14.5
14.5 - 20.1
20.1 - 25.8
25.8 - 31.4
31.4 - 37.0
37.0 - 42.6

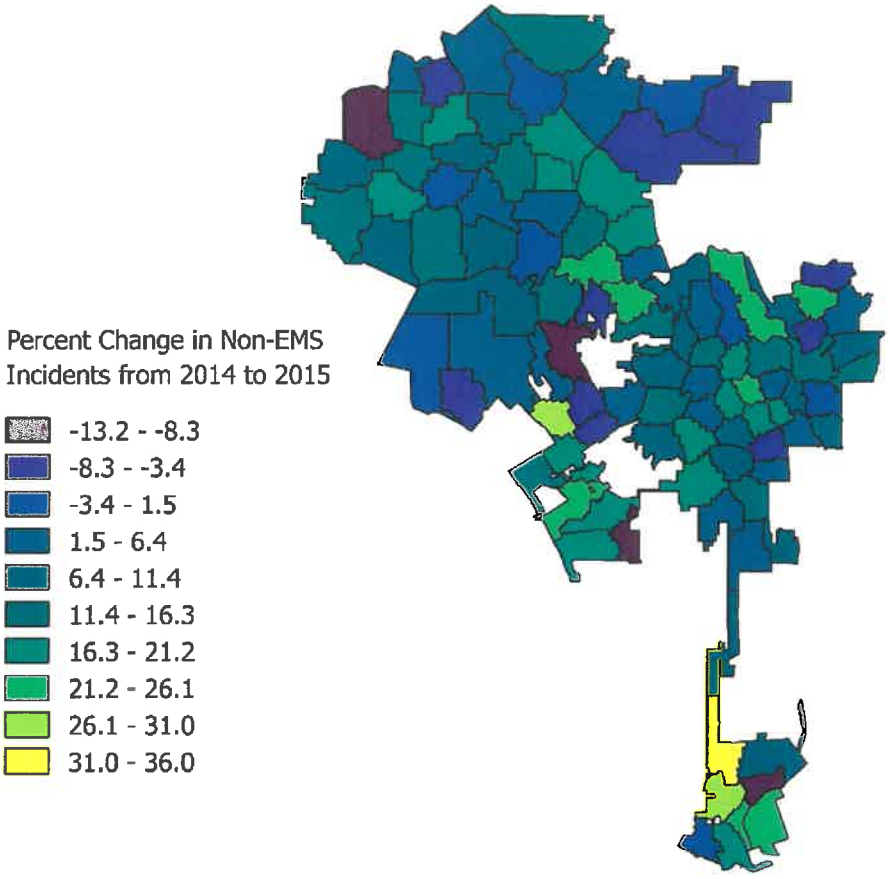

Percent Change in EMS
Incidents from 2013 to 2014
-4.3 - -0.7
-0.7 - 2.9
2.9 - 6.5
6.5 - 10.1
10.1 - 13.8
13.8 - 17.4
17.4 - 21.0
21.0 - 24.6
24.6 - 28.2
28.2 - 31.8

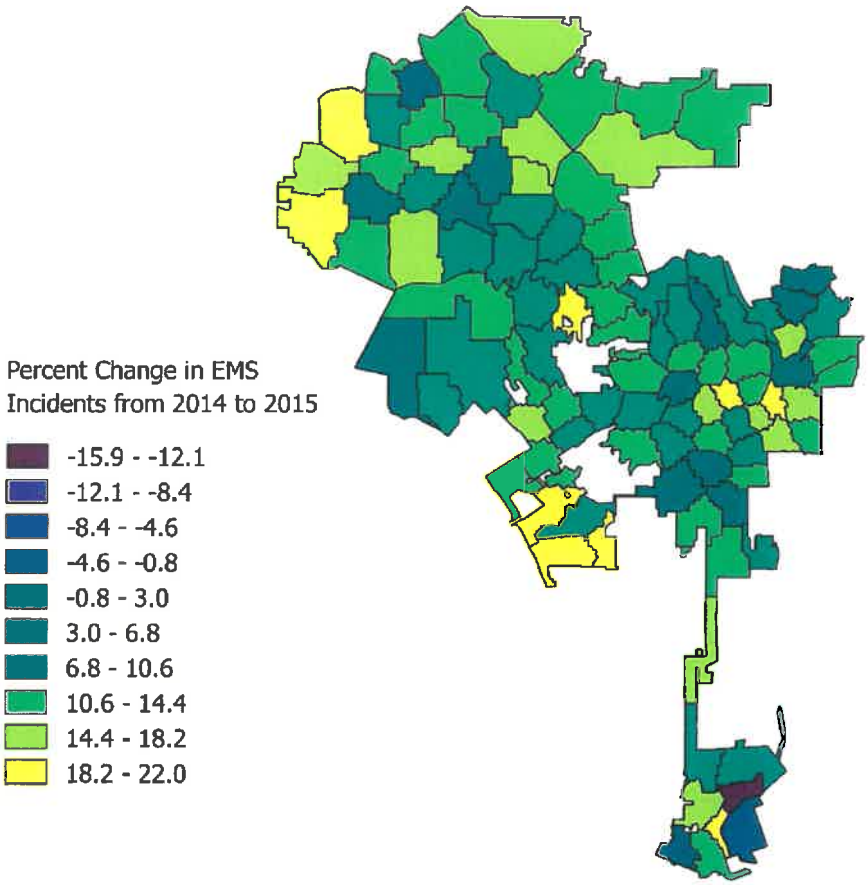

Percent Change in Total
Incidents from 2013 to 2014
-1.5 - 1.1
1.1 - 3.7
3.7 - 6.3
6.3 - 8.9
8.9 - 11.5
11.5 - 14.1
14.1 - 16.6
16.6 - 19.2
19.2 - 21.8
21.8 - 24.4

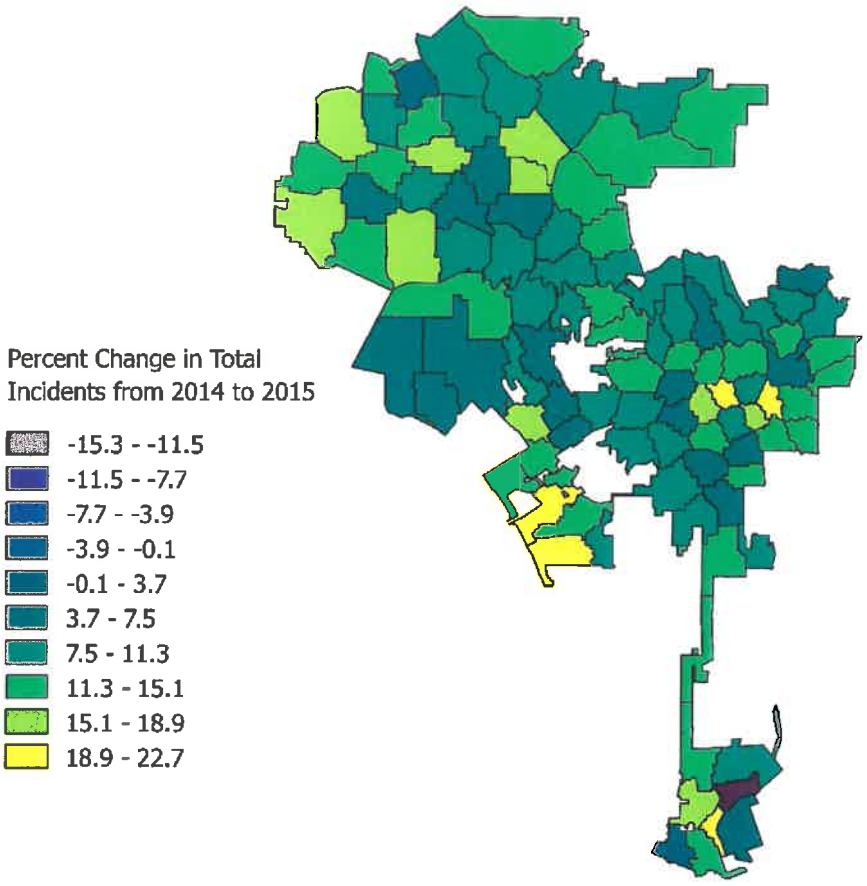

2014 Non-EMS Incident Counts
56 - 219
219 - 378
378 - 505
505 - 592
592 - 751
751 - 916
916 - 1133
1133 - 1355
1355 - 1598
1598 - 2420

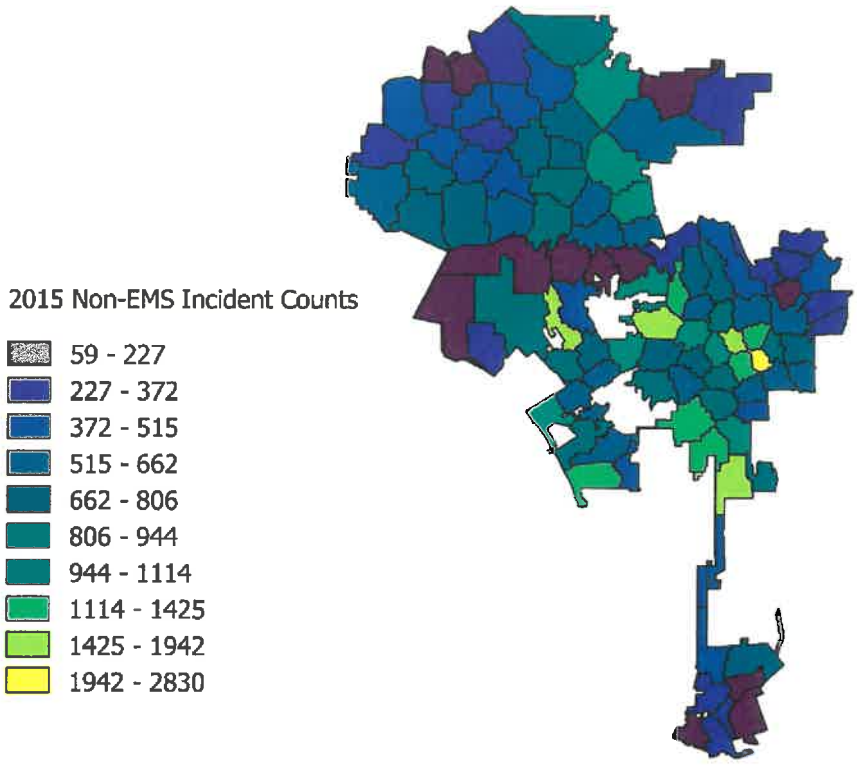

2014 EMS Incident Counts
117 - 770
770 - 1680
1680 - 2461
2461 - 3158
3158 - 3938
3938 - 4682
4682 - 5643
5643 - 6865
6865 - 8841
8841 - 10982

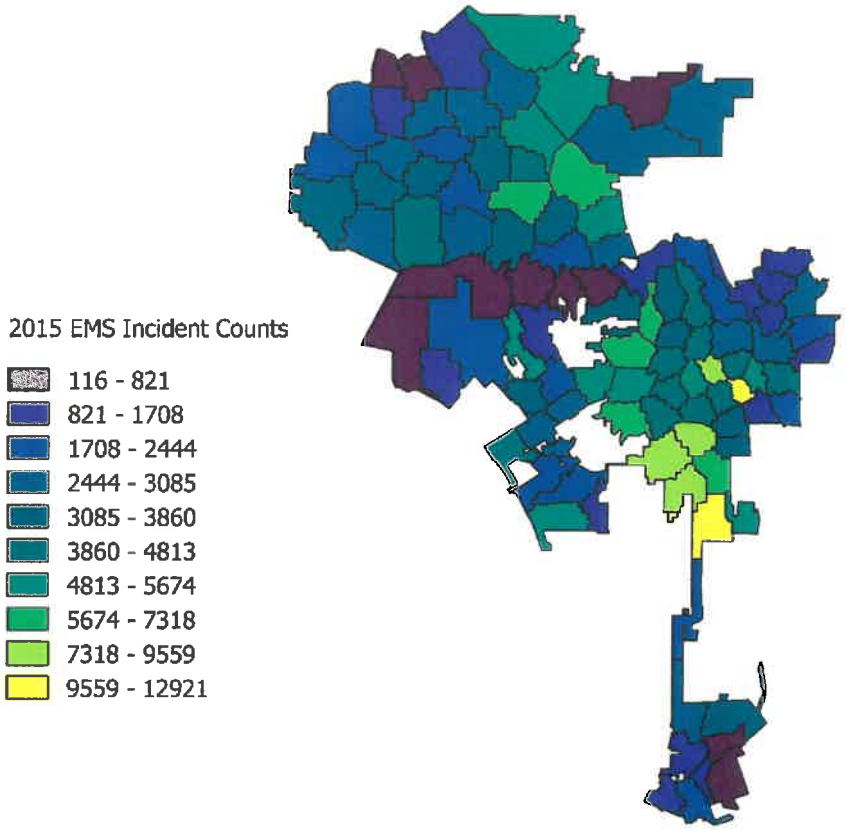

2014 Total Incident Counts
173 - 921
921 - 1725
1725 - 2557
2557 - 3363
3363 - 4409
4409 - 5332
5332 - 5912
5912 - 8414
8414 - 11454
11454 - 13402

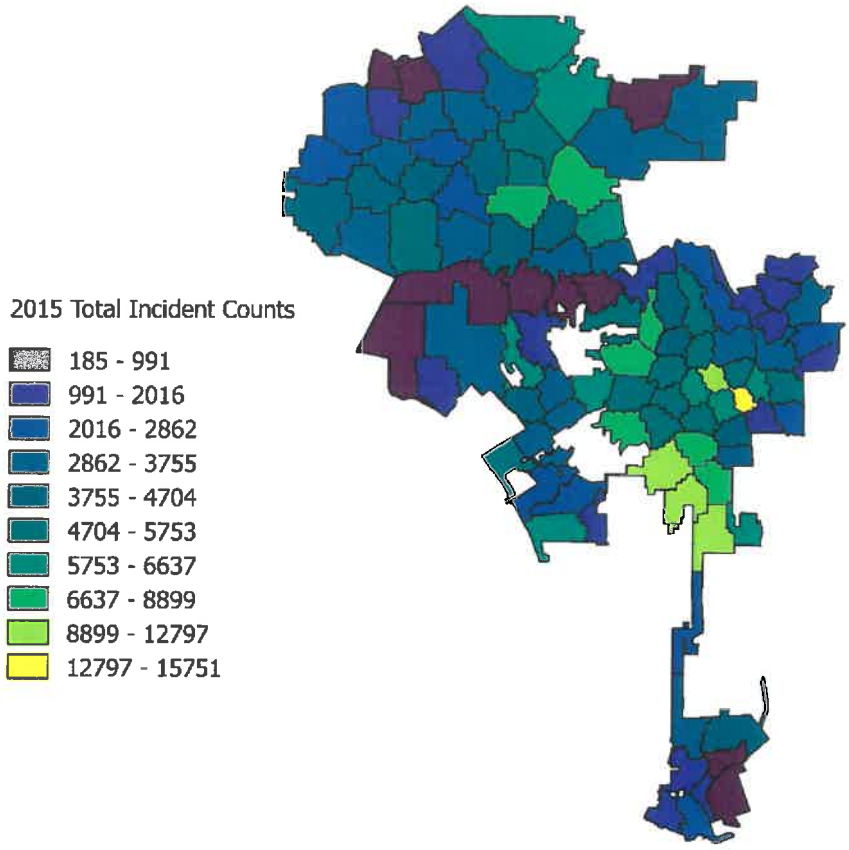

Percent Change in Non-EMS
Incidents from 2014 to 2015
-13.2 - -8.3
-8.3 - -3.4
-3.4 - 1.5
1.5 - 6.4
6.4 - 11.4
11.4 - 16.3
16.3 - 21.2
21.2 - 26.1
26.1 - 31.0
31.0 - 36.0

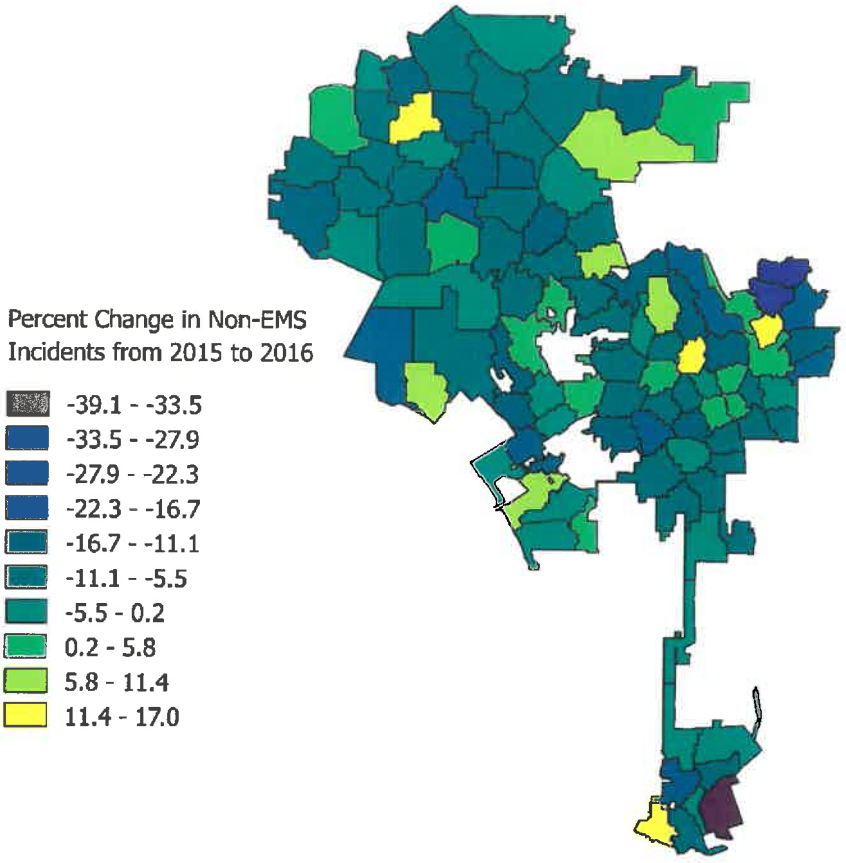

Percent Change in EMS
Incidents from 2014 to 2015
-15.9 - -12.1
-12.1 - -8.4
-8.4 - -4.6
-4.6 - -0.8
-0.8 - 3.0
3.0 - 6.8
6.8 - 10.6
10.6 - 14.4
14.4 - 18.2
18.2 - 22.0

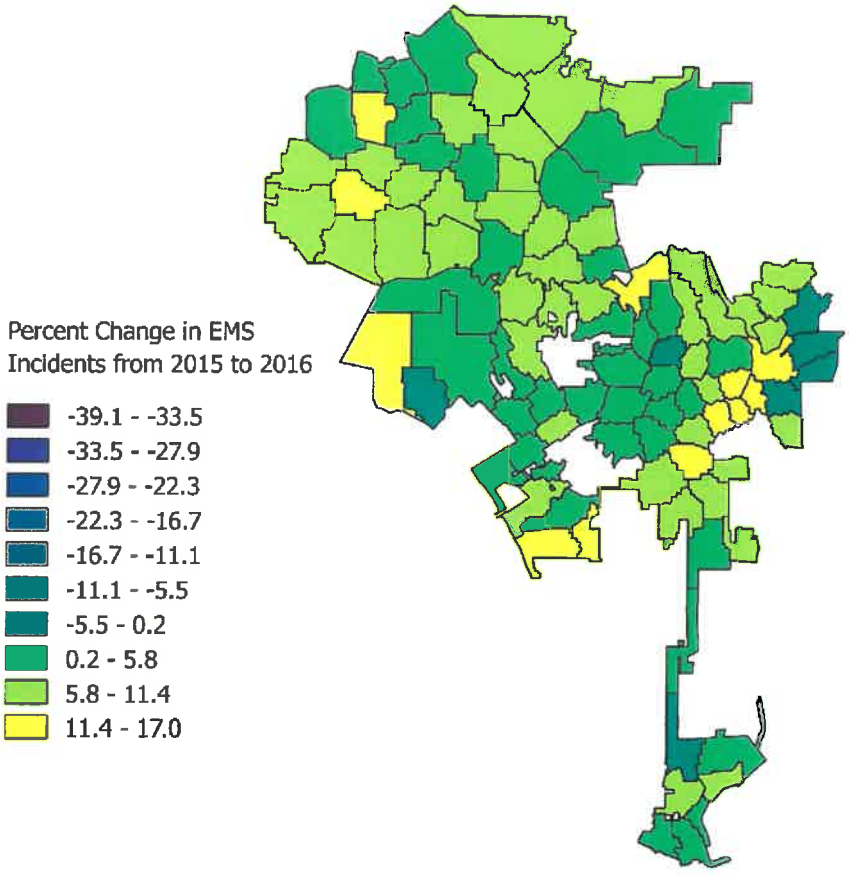

Percent Change in Total
Incidents from 2014 to 2015
-15.3 - -11.5
-11.5 - -7.7
-7.7 - -3.9
-3.9 - -0.1
-0.1 - 3.7
3.7 - 7.5
7.5 - 11.3
11.3 - 15.1
15.1 - 18.9
18.9 - 22.7

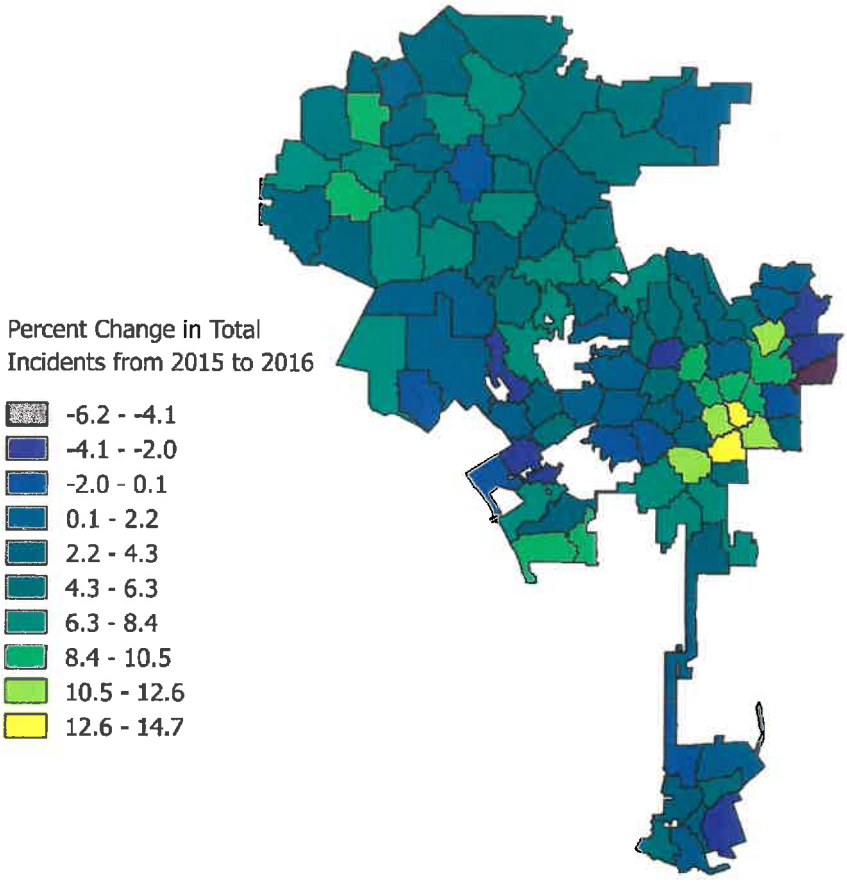

2015 Non-EMS Incident Counts
59 - 227
227 - 372
372 - 515
515 - 662
662 - 806
806 - 944
944 - 1114
1114 - 1425
1425 - 1942
1942 - 2830

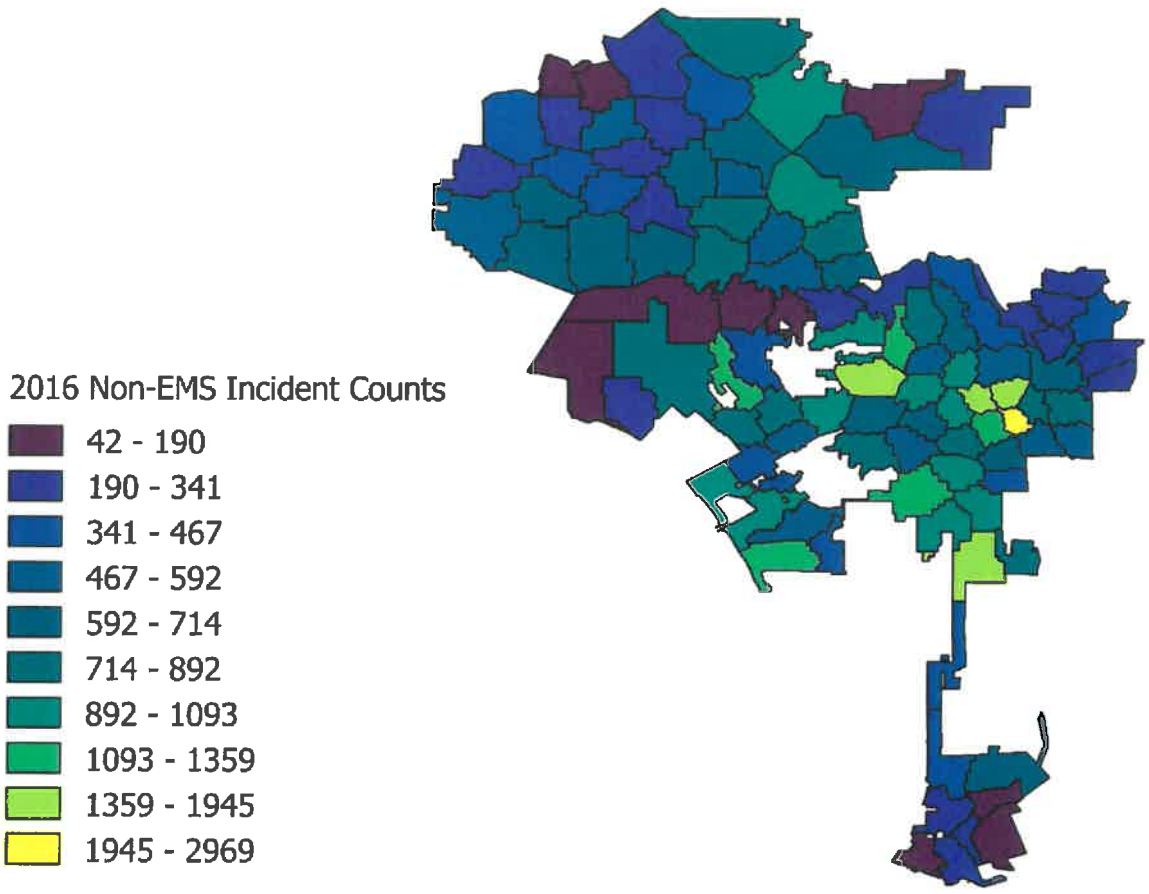

2015 EMS Incident Counts
116 - 821
821 - 1708
1708 - 2444
2444 - 3085
3085 - 3860
3860 - 4813
4813 - 5674
5674 - 7318
7318 - 9559
9559 - 12921

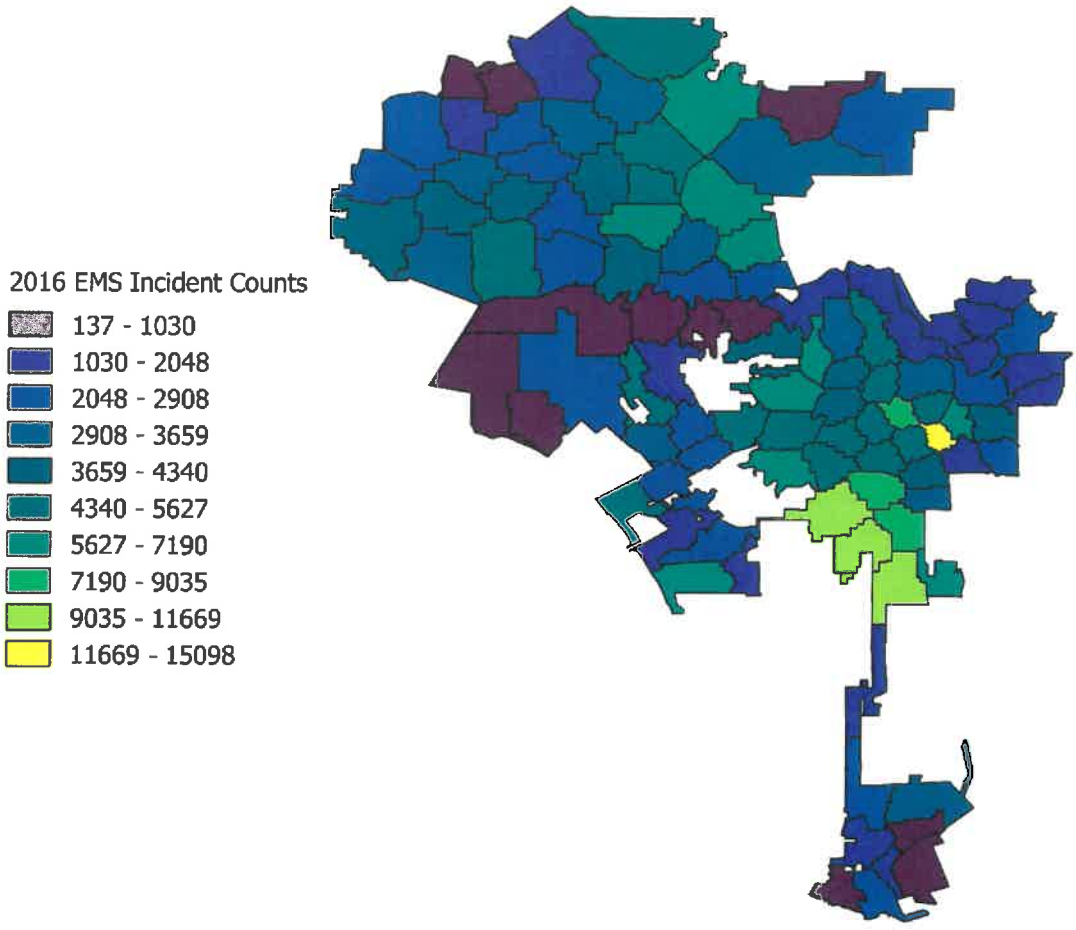

2015 Total Incident Counts
185 - 991
991 - 2016
2016 - 2862
2862 - 3755
3755 - 4704
4704 - 5753
5753 - 6637
6637 - 8899
8899 - 12797
12797 - 15751

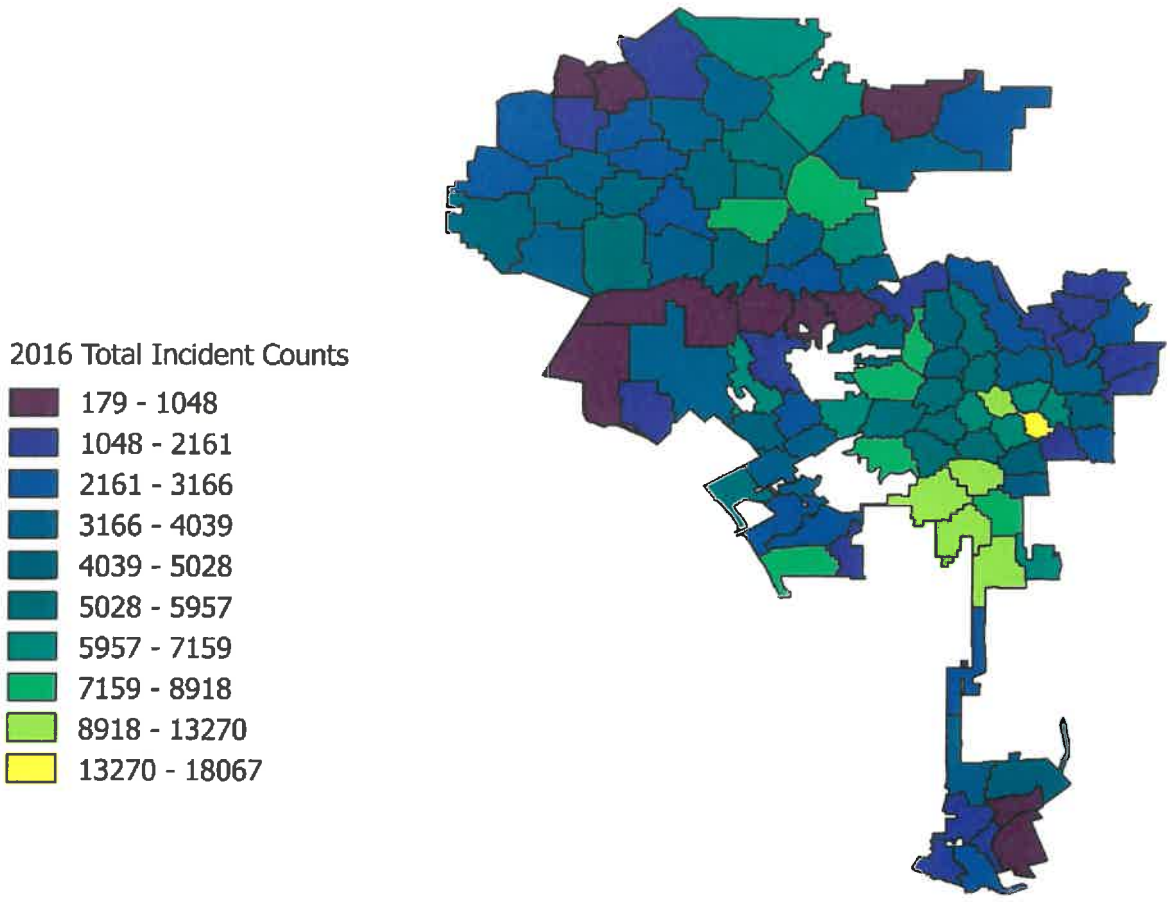

Percent Change in Non-EMS Incidents from 2015 to 2016
-39.1 - -33.5
-33.5 - -27.9
-27.9 - -22.3
-22.3 - -16.7
-16.7 - -11.1
-11.1 - -5.5
-5.5 - 0.2
0.2 - 5.8
5.8 - 11.4
11.4 - 17.0


Percent Change in EMS
Incidents from 2015 to 2016
-39.1 - -33.5
-33.5 - -27.9
-27.9 - -22.3
-22.3 - -16.7
-16.7 - -11.1
-11.1 - -5.5
-5.5 - 0.2
0.2 - 5.8
5.8 - 11.4
11.4 - 17.0


Percent Change in Total
Incidents from 2015 to 2016
-6.2 - -4.1
-4.1 - -2.0
-2.0 - 0.1
0.1 - 2.2
2.2 - 4.3
4.3 - 6.3
6.3 - 8.4
8.4 - 10.5
10.5 - 12.6
12.6 - 14.7


2016 Non-EMS Incident Counts
42 - 190
190 - 341
341 - 467
467 - 592
592 - 714
714 - 892
892 - 1093
1093 - 1359
1359 - 1945
1945 - 2969


2016 EMS Incident Counts
137 - 1030
1030 - 2048
2048 - 2908
2908 - 3659
3659 - 4340
4340 - 5627
5627 - 7190
7190 - 9035
9035 - 11669
11669 - 15098


2016 Total Incident Counts
179 - 1048
1048 - 2161
2161 - 3166
3166 - 4039
4039 - 5028
5028 - 5957
5957 - 7159
7159 - 8918
8918 - 13270
13270 - 18067