

FIRE

City of Winter Park Fire Rescue Department Standard of Cover Performance Chart - 12-31-17



| Baseline Measurement (FIRE) Low and Moderate Risk @ 90% Performance | | Benchmark (GOAL) | Performance Gap | 2013-2017 | 2017 | 2016 | 2015 | 2014 | 2013 |
|---------------------------------------------------------------------|----------------------------------------------|------------------|-----------------|-----------|-------|------|------|------|------|
| Alarm Handling Time | Pick-up to Dispatch (Seconds) | :60 | 1:19 | 2:19 | 2:29 | 2:00 | 2:36 | 2:01 | 1:55 |
| | | | | n= 282 | n=40 | n=63 | n=57 | n=62 | n=57 |
| Turn Out Time | Emergency Responses ONLY | 1:20 | 0:28 | 1:48 | 2:12 | 1:51 | 2:11 | 1:32 | 1:44 |
| | | | | n= 282 | n=40 | n=63 | n=57 | n=62 | n=57 |
| Travel Time | DISTRIBUTION (First Arriving) | 4:00 | 3:00 | 7:00 | 7:34 | 6:19 | 6:34 | 6:29 | 7:29 |
| | | | | n= 282 | n=40 | n=63 | n=57 | n=62 | n=57 |
| | CONCENTRATION Effective Response Force (ERF) | 10:00 | 1:53 | 11:53 | 0:00 | 0:00 | 0:00 | 0:00 | 0:00 |
| | | | | n= 29 | n=4 | n=6 | n=7 | n=6 | n=6 |
| Total Response Time | DISTRIBUTION (First Arriving) | 7:20 | 2:11 | 9:31 | 10:22 | 8:55 | 9:05 | 8:38 | 9:21 |
| | | | | n= 282 | n=40 | n=63 | n=57 | n=62 | n=57 |
| | CONCENTRATION Effective Response Force (ERF) | 12:20 | 3:13 | 15:33 | 0:00 | 0:00 | 0:00 | 0:00 | 0:00 |
| | | | | n=29 | n=4 | n=6 | n=7 | n=6 | n=6 |

EMS

City of Winter Park Fire Rescue Department Standard of Cover Performance Chart - 12-31-18



| Baseline Measurement (EMS) Low and Moderate Risk @ 90% Performance | | Benchmark (GOAL) | Performance Gap | 2013-2017 | 2017 | 2016 | 2015 | 2014 | 2013 |
|--------------------------------------------------------------------|----------------------------------------------|------------------|-----------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Alarm Handling Time | Pick-up to Dispatch (Seconds) | :60 | :51 | 1:53 | 2:08 | 1:59 | 2:00 | 1:35 | 1:29 |
| | | | | n= 16,553 | n=3429 | n=3365 | n=3421 | n=3237 | n=3111 |
| Turn Out Time | Emergency Responses ONLY | 1:00 | 0:45 | 1:45 | 1:48 | 1:46 | 1:44 | 1:40 | 1:43 |
| | | | | n= 16,553 | n=3429 | n=3365 | n=3421 | n=3237 | n=3111 |
| Travel Time | DISTRIBUTION (First Arriving) | 4:00 | 1:59 | 5:59 | 6:03 | 5:59 | 6:03 | 5:55 | 5:52 |
| | CONCENTRATION Effective Response Force (ERF) | 10:00 | 2:13 | 7:47 | 8:13 | 7:54 | 7:51 | 7:35 | 7:28 |
| Total Response Time | DISTRIBUTION (First Arriving) | 7:00 | 1:21 | 8:21 | 8:33 | 8:25 | 8:29 | 8:06 | 7:57 |
| | CONCENTRATION Effective Response Force (ERF) | 12:00 | 1:09 | 10:51 | 12:15 | 11:45 | 10:52 | 10:17 | 10:03 |

Tech Rescue

City of Winter Park Fire Rescue Department Standard of Cover Performance Chart - 12-31-17



| Baseline Measurement (Tech Rescue) Low and Moderate Risk @ 90% Performance | | Benchmark (GOAL) | Performance Gap | 2013-2017 | 2017 | 2016 | 2015 | 2014 | 2013 |
|----------------------------------------------------------------------------|----------------------------------------------|------------------|-----------------|-----------|-------|-------|-------|-------|-------|
| Alarm Handling Time | Pick-up to Dispatch (Seconds) | :60 | 1:02 | 2:15 | 2:33 | 2:45 | 1:52 | 1:42 | 1:20 |
| | | | | n= 163 | n=27 | n=27 | n=44 | n=39 | n=25 |
| Turn Out Time | Emergency Responses ONLY | 1:20 | :37 | 2:07 | 3:49 | 1:39 | 1:35 | 1:34 | 2:04 |
| | | | | n= 163 | n=27 | n=27 | n=44 | n=39 | n=25 |
| Travel Time | DISTRIBUTION (First Arriving) | 4:00 | 5:31 | 9:31 | 6:31 | 10:48 | 8:34 | 10:37 | 8:49 |
| | | | | n= 163 | n=27 | n=27 | n=44 | n=39 | n=25 |
| | CONCENTRATION Effective Response Force (ERF) | 10:00 | 2:00 | 8:00 | 0:00 | 0:00 | 0:00 | 0:00 | 0:00 |
| | | | | n= 12 | n=0 | n=2 | n=4 | n=4 | n=1 |
| Total Response Time | DISTRIBUTION (First Arriving) | 7:20 | 4:30 | 11:50 | 10:37 | 12:48 | 10:21 | 12:22 | 11:10 |
| | | | | n= 163 | n=27 | n=27 | n=44 | n=39 | n=25 |
| | CONCENTRATION Effective Response Force (ERF) | 12:20 | 1:48 | 14:08 | 0:00 | 0:00 | 0:00 | 0:00 | 0:00 |
| | | | | n= 12 | n=0 | n=2 | n=4 | n=4 | n=1 |

Haz Mat

City of Winter Park Fire Rescue Department Standard of Cover Performance Chart - 12-31-17



| Baseline Measurement (Haz-Mat) Low and Moderate Risk @ 90% Performance | | Benchmark (GOAL) | Performance Gap | 2013-2017 | 2017 | 2016 | 2015 | 2014 | 2013 |
|------------------------------------------------------------------------|----------------------------------------------|------------------|-----------------|-----------|-------|-------|-------|-------|-------|
| Alarm Handling Time | Pick-up to Dispatch (Seconds) | :60 | 1:49 | 2:51 | 3:07 | 2:47 | 2:56 | 2:29 | 2:12 |
| | | | | n=199 | n=42 | n=52 | n=31 | n=33 | n=37 |
| Turn Out Time | Emergency Responses ONLY | 1:20 | 0:17 | 1:37 | 2:14 | 1:33 | 1:31 | 1:25 | 1:30 |
| | | | | n=199 | n=42 | n=52 | n=31 | n=33 | n=37 |
| Travel Time | DISTRIBUTION (First Arriving) | 4:00 | 4:03 | 8:03 | 8:01 | 6:58 | 10:06 | 8:01 | 6:57 |
| | | | | n=199 | n=42 | n=52 | n=31 | n=33 | n=37 |
| | CONCENTRATION Effective Response Force (ERF) | 10:00 | 0:30 | 10:30 | 9:32 | 6:58 | 0:00 | 13:08 | 13:55 |
| | | | | n=70 | n=12 | n=20 | n=8 | n=13 | n=17 |
| Total Response Time | DISTRIBUTION (First Arriving) | 7:20 | 3:45 | 11:05 | 12:07 | 10:06 | 13:03 | 11:36 | 9:30 |
| | | | | n=199 | n=42 | n=52 | n=31 | n=33 | n=37 |
| | CONCENTRATION Effective Response Force (ERF) | 12:20 | 5:07 | 17:27 | 11:44 | 18:01 | 0:00 | 16:40 | 17:45 |
| | | | | n=70 | n=12 | n=20 | n=8 | n=13 | n=17 |