

FY2013 – FY2017 MCFRS ECC CALL PROCESSING TIMES BY PROGRAM

(Low Risk) Fire Suppression (Single Engine) – A1F - 90th Percentile Times - Baseline Performance		FY 2013 -	FY 2017	FY 2016	FY 2015	FY 2014	FY 2013
		FY 2017					
Alarm Handling Pick-up to Dispatch	Metropolitan	03:54	04:19	04:12	03:36	03:29	03:30
	Urban	04:05	04:31	04:37	04:13	03:14	03:24
	Suburban	04:04	04:40	04:11	03:43	04:18	03:23
	Rural	04:05	04:21	04:37	04:04	03:24	03:39
	Countywide	03:59	04:24	04:16	03:44	03:31	03:30

(Low Risk) Other Hazard (Single Unit) – A1N - 90th Percentile Times - Baseline Performance		FY 2013 -	FY 2017	FY 2016	FY 2015	FY 2014	FY 2013
		FY 2017					
Alarm Handling Pick-up to Dispatch	Metropolitan	03:30	03:30	03:21	03:41	03:31	03:34
	Urban	03:29	03:27	03:10	03:38	03:33	03:37
	Suburban	03:19	03:20	03:07	03:16	03:34	03:23
	Rural	03:41	03:47	03:28	03:50	03:36	03:50
	Countywide	03:30	03:31	03:20	03:39	03:32	03:34

(Moderate Risk) Fire Suppression (2 and 1) – A2-3 - 90th Percentile Times - Baseline Performance		FY 2013 -	FY 2017	FY 2016	FY 2015	FY 2014	FY 2013
		FY 2017					
Alarm Handling Pick-up to Dispatch	Metropolitan	02:59	03:40	03:39	02:49	02:34	02:34
	Urban	02:48	03:38	03:28	02:29	02:35	02:38
	Suburban	02:48	03:28	03:27	02:43	02:23	02:35
	Rural	03:06	03:38	04:03	02:51	02:44	02:47
	Countywide	02:58	03:41	03:39	02:48	02:34	02:35

(High Risk) Fire Suppression – FFA-HY (Hydranted Areas) - 90th Percentile Times - Baseline Performance		FY 2013 -	FY 2017	FY 2016	FY 2015	FY 2014	FY 2013
		FY 2017					
Alarm Handling Pick-up to Dispatch	Metropolitan	03:18	03:57	03:32	03:05	02:58	02:53
	Urban	03:10	03:43	03:15	03:23	02:38	02:48
	Suburban	03:07	03:20	03:22	02:54	02:45	02:42
	Rural	03:23	03:51	03:53	03:19	02:53	03:21
	Countywide	03:17	03:52	03:31	03:06	02:55	02:52

(Special Risk) Fire Suppression – FFA-SRHR (High-Rise) - 90th Percentile Times - Baseline Performance		FY 2016 -	FY 2017	FY 2016	FY 2015	FY 2014	FY 2013
		FY 2017					
Alarm Handling Pick-up to Dispatch	Metropolitan	04:35	04:55	03:43	N/A	N/A	N/A
	Urban	N/A	N/A	N/A	N/A	N/A	N/A
	Suburban	02:26	02:26	N/A	N/A	N/A	N/A
	Rural	03:11	N/A	03:11	N/A	N/A	N/A
	Countywide	04:35	04:55	03:42	N/A	N/A	N/A

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(Special Risk) Fire Suppression – FFA-NH (Non-Hydrant Areas) - 90th Percentile Times - Baseline Performance		FY 2013 -	FY 2017	FY 2016	FY 2015	FY 2014	FY 2013
		FY 2017					
Alarm Handling Pick-up to Dispatch	Metropolitan	N/A	N/A	N/A	N/A	N/A	N/A
	Urban	N/A	N/A	N/A	N/A	N/A	N/A
	Suburban	04:39	N/A	04:39	N/A	N/A	N/A
	Rural	03:41	04:23	03:42	03:56	03:27	02:26
	Countywide	03:41	04:23	03:42	03:56	03:27	02:26

(Low Risk) EMS – BLS - 90th Percentile Times - Baseline Performance		FY 2013 -	FY 2017	FY 2016	FY 2015	FY 2014	FY 2013
		FY 2017					
Alarm Handling Pick-up to Dispatch	Metropolitan	03:39	03:56	03:42	03:34	03:27	03:26
	Urban	03:48	04:04	03:48	03:47	03:31	03:33
	Suburban	03:45	04:04	03:51	03:40	03:31	03:33
	Rural	03:53	04:10	03:56	03:48	03:41	03:42
	Countywide	03:41	03:58	03:45	03:36	03:28	03:29

(Moderate Risk) EMS – ALS1 (One Paramedic) - 90th Percentile Times - Baseline Performance		FY 2013 -	FY 2017	FY 2016	FY 2015	FY 2014	FY 2013
		FY 2017					
Alarm Handling Pick-up to Dispatch	Metropolitan	03:22	03:35	03:24	03:18	03:14	03:13
	Urban	03:17	03:29	03:21	03:10	03:10	03:06
	Suburban	03:19	03:34	03:15	03:14	03:11	03:08
	Rural	03:21	03:33	03:25	03:19	03:03	03:09
	Countywide	03:21	03:35	03:23	03:18	03:12	03:11

(High Risk) EMS – ALS2 (Two Paramedics) - 90th Percentile Times - Baseline Performance		FY 2013 -	FY 2017	FY 2016	FY 2015	FY 2014	FY 2013
		FY 2017					
Alarm Handling Pick-up to Dispatch	Metropolitan	03:01	03:17	03:03	02:59	02:54	02:54
	Urban	03:01	03:05	03:08	03:02	02:49	02:51
	Suburban	02:57	03:14	02:55	02:56	03:00	02:44
	Rural	03:00	03:25	02:59	02:51	02:49	03:01
	Countywide	03:01	03:16	03:02	02:59	02:53	02:54

(Moderate Risk) Hazmat – HM-MR - 90th Percentile Times - Baseline Performance		FY 2013 -	FY 2017	FY 2016	FY 2015	FY 2014	FY 2013
		FY 2017					
Alarm Handling Pick-up to Dispatch	Metropolitan	06:36	06:36	06:38	06:57	06:09	04:51
	Urban	04:58	05:44	04:02	03:56	04:20	03:09
	Suburban	06:32	07:09	07:54	05:13	04:00	03:43
	Rural	05:26	12:20	04:15	06:00	05:26	05:09
	Countywide	06:03	06:36	05:54	06:00	05:26	05:05

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(High Risk) Hazmat – HM-HR - 90th Percentile Times - Baseline Performance		FY 2013 - FY 2017	FY 2017	FY 2016	FY 2015	FY 2014	FY 2013
Alarm Handling Pick-up to Dispatch	Metropolitan	06:01	06:24	08:04	05:16	06:11	06:10
	Urban	05:30	N/A	03:42	05:21	11:49	06:07
	Suburban	05:51	02:24	04:34	10:32	05:51	05:31
	Rural	06:21	06:58	07:14	05:15	05:32	06:33
	Countywide	06:01	06:24	07:14	05:21	05:55	06:07

(Special Risk) Hazmat – HM-SR - 90th Percentile Times - Baseline Performance		FY 2013 - FY 2017	FY 2017	FY 2016	FY 2015	FY 2014	FY 2013
Alarm Handling Pick-up to Dispatch	Metropolitan	04:23	03:57	03:46	04:15	04:45	05:06
	Urban	04:16	03:11	04:16	04:25	04:42	03:18
	Suburban	03:29	02:56	03:21	02:35	04:38	03:29
	Rural	04:42	04:54	06:00	03:20	05:01	04:00
	Countywide	04:27	04:17	04:16	04:16	04:45	04:09

(Special Risk) Technical Rescue – TR-SR - 90th Percentile Times - Baseline Performance		FY 2013 - FY 2017	FY 2017	FY 2016	FY 2015	FY 2014	FY 2013
Alarm Handling Pick-up to Dispatch	Metropolitan	06:20	06:20	04:12	07:53	05:12	06:19
	Urban	N/A	N/A	N/A	N/A	N/A	N/A
	Suburban	09:30	09:30	N/A	03:21	N/A	02:12
	Rural	06:46	07:52	03:44	04:29	06:46	06:03
	Countywide	06:46	07:52	04:12	07:53	06:46	06:19

(Moderate Risk) Water/Ice Rescue – WIR-MR - 90th Percentile Times - Baseline Performance		FY 2013 - FY 2017	FY 2017	FY 2016	FY 2015	FY 2014	FY 2013
Alarm Handling Pick-up to Dispatch	Metropolitan	05:12	05:12	08:12	05:09	05:04	08:13
	Urban	03:35	03:14	N/A	03:17	03:35	03:46
	Suburban	07:51	04:29	06:53	02:55	09:04	03:24
	Rural	04:36	07:49	05:17	03:27	03:54	04:10
	Countywide	05:13	05:12	06:53	05:01	05:17	04:10

(High Risk) Water/Ice Rescue – WIR-HR - 90th Percentile Times - Baseline Performance		FY 2013 - FY 2017	FY 2017	FY 2016	FY 2015	FY 2014	FY 2013
Alarm Handling Pick-up to Dispatch	Metropolitan	N/A	N/A	N/A	N/A	N/A	N/A
	Urban	N/A	N/A	N/A	N/A	N/A	N/A
	Suburban	N/A	N/A	N/A	N/A	N/A	N/A
	Rural	08:14	13:32	04:56	15:20	05:25	05:14
	Countywide	08:14	13:32	04:56	15:20	05:25	05:15

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(Special Risk) Water/Ice Rescue – WIR-SR - 90th Percentile Times - Baseline Performance		FY 2013 - FY 2017	FY 2017	FY 2016	FY 2015	FY 2014	FY 2013
Alarm Handling Pick-up to Dispatch	Metropolitan	N/A	N/A	N/A	N/A	N/A	N/A
	Urban	N/A	N/A	N/A	N/A	N/A	N/A
	Suburban	08:50	09:22	19:03	05:08	06:02	08:50
	Rural	06:15	07:06	06:15	05:37	05:48	05:52
	Countywide	06:15	08:28	06:45	05:37	05:48	07:00

(High Risk) Aircraft Rescue FF – ARF-HR - 90th Percentile Times - Baseline Performance*		FY 2013 - FY 2017	FY 2017	FY 2016	FY 2015	FY 2014	FY 2013
Alarm Handling Pick-up to Dispatch	Metropolitan	06:02	06:24	08:04	05:16	06:11	06:10
	Urban	05:30	N/A	03:42	05:21	11:49	06:07
	Suburban	05:51	02:24	04:34	10:32	05:51	05:31
	Rural	06:21	06:58	07:14	05:15	05:32	06:33
	Countywide	06:01	06:24	07:14	05:21	05:55	06:07

*NOTE: Analysis mirrors HM-HR as response plans are exactly the same.

(Special Risk) Aircraft Rescue FF – ARF-SR - 90th Percentile Times - Baseline Performance**		FY 2013 - FY 2017	FY 2017	FY 2016	FY 2015	FY 2014	FY 2013
Alarm Handling Pick-up to Dispatch	Metropolitan	04:23	03:57	03:46	04:15	04:45	05:06
	Urban	04:16	03:11	04:16	04:25	04:42	03:18
	Suburban	03:29	02:56	03:21	02:35	04:38	03:29
	Rural	04:42	04:54	06:00	03:20	05:01	04:00
	Countywide	04:27	04:17	04:16	04:16	04:45	04:09

**NOTE: Analysis mirrors HM-SR as response plans are exactly the same.

(Moderate Risk) Bomb Squad – BS-MR - 90th Percentile Times - Baseline Performance		FY 2013 - FY 2017	FY 2017	FY 2016	FY 2015	FY 2014	FY 2013
Alarm Handling Pick-up to Dispatch	Metropolitan	05:18	06:11	03:46	07:05	05:51	05:18
	Urban	04:32	04:10	N/A	04:33	N/A	N/A
	Suburban	06:02	N/A	02:24	06:02	N/A	04:06
	Rural	04:22	05:16	06:54	04:07	04:41	02:43
	Countywide	05:18	05:16	05:38	06:02	05:51	05:18

(High Risk) Bomb Squad – BS-HR - 90th Percentile Times - Baseline Performance		FY 2013 - FY 2017	FY 2017	FY 2016	FY 2015	FY 2014	FY 2013
Alarm Handling Pick-up to Dispatch	Metropolitan	04:51	N/A	N/A	N/A	04:51	N/A
	Urban	N/A	N/A	N/A	N/A	N/A	N/A
	Suburban	N/A	N/A	N/A	N/A	N/A	N/A
	Rural	04:04	N/A	04:04	N/A	N/A	N/A
	Countywide	04:51	N/A	04:04	N/A	04:51	N/A

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(Special Risk) Bomb Squad – BS-SR - 90th Percentile Times - Baseline Performance		FY 2013 - FY 2017	FY 2017	FY 2016	FY 2015	FY 2014	FY 2013
Alarm Handling Pick-up to Dispatch	Metropolitan	05:24	05:24	01:19	03:08	N/A	29:44
	Urban	N/A	N/A	N/A	N/A	N/A	N/A
	Suburban	N/A	N/A	N/A	N/A	N/A	N/A
	Rural	03:50	N/A	N/A	03:45	N/A	03:50
	Countywide	05:24	05:24	01:19	03:45	N/A	29:44