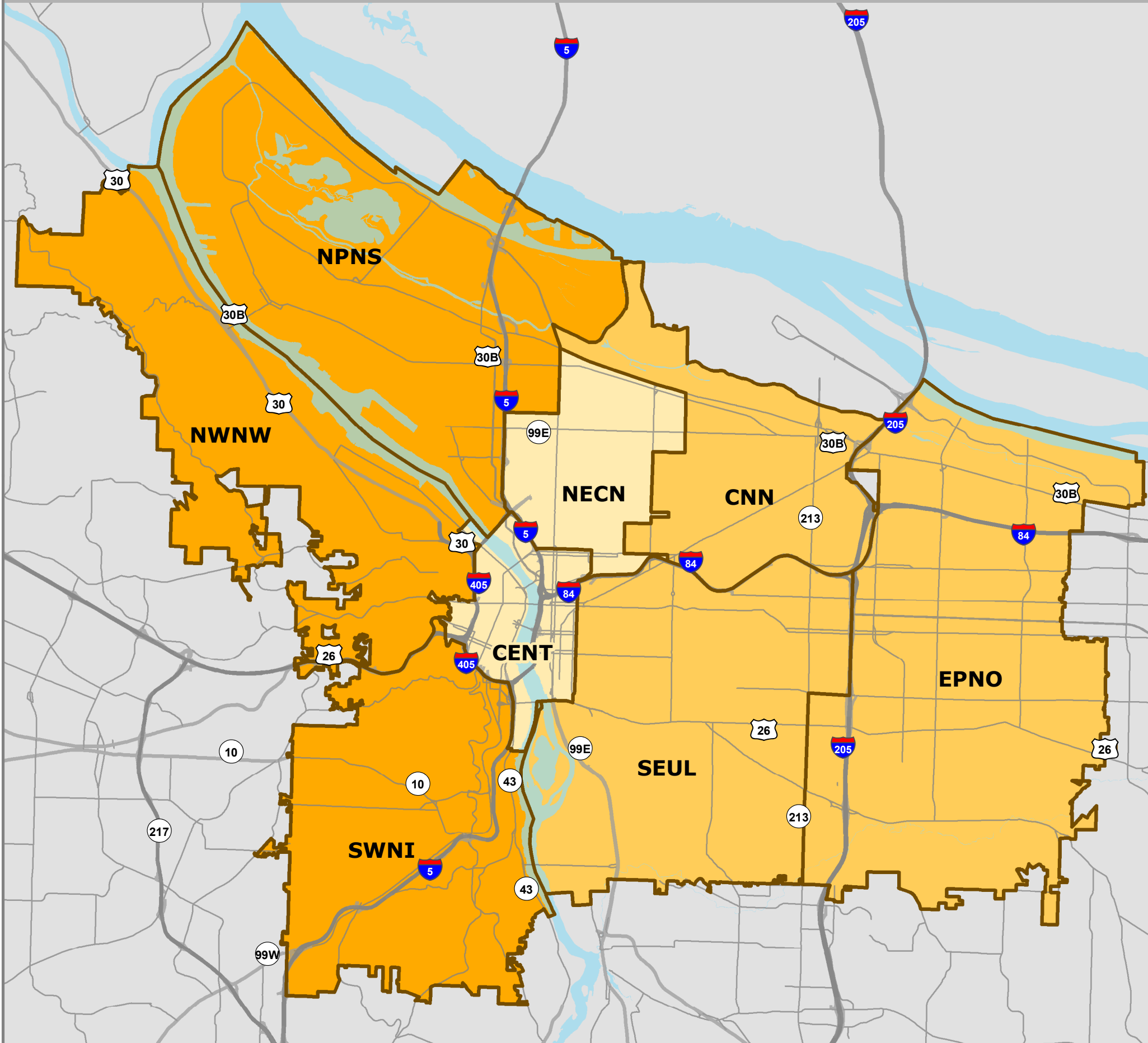


# RESPONSE TIMES

## FY2015-16 PORTLAND FIRE & RESCUE



### BUREAU NOTES

#### Overview

PF&R promotes a safe environment for all people who live and work in Portland and the surrounding areas. It provides an extensive range of public safety services including fire prevention; public education; response to fire, medical, and other emergency incidents. In FY 2015-16, PF&R had 720 full-time employees (FTE) and an adopted budget of \$113 million.

Each fire & rescue station is responsible for a specific part of the city called a Fire Management Area. Services are delivered 24 hours a day, 365 days a year from 30 stations strategically located to provide emergency response throughout the city. Stations overlap and support one another to ensure seamless response.

#### Level Of Service

The map shows response times at the 90th percentile within each of the Neighborhood Coalitions for FY 2015-16. Response time is the incident-based time interval between the first PF&R unit dispatched and the first PF&R unit on scene. Response times are measured at the 90th percentile, which means that 90 percent of the time PF&R responds within the response time listed under "Level of Service".

#### Map Discussion

The map indicates PF&R's response times throughout the city were consistently longer than the 5 minute and 20 second target in FY 2015-16. Response times were best in the central city core and eastern sectors where the terrain is relatively flat and multiple access options exist from different directions. Response times in the city's western sectors were around 8 minutes, where the terrain is hilly with winding roads.

### LEGEND

#### Response Times (minutes : seconds)

- 6:00 - 6:59
- 7:00 - 7:29
- 7:30 - 8:00

#### Mapping Geographies

- CENT** - Central City
- CNN** - Central Northeast Neighborhoods
- EPNO** - East Portland Neighborhood Office
- NECN** - Northeast Coalition of Neighborhoods
- NPNS** - North Portland Neighborhood Services
- NWNW** - Neighbors West/Northwest
- SEUL** - Southeast Uplift Neighborhood Program
- SWNI** - Southwest Neighbors, Inc.

#### Level Of Service Response Times at 90th Percentile

CENT:	6:09
CNN:	7:07
EPNO:	7:02
NECN:	6:19
NPNS:	7:34
NWNW:	7:50
SEUL:	7:06
SWNI:	7:55
Citywide:	7:07

The information on this map was derived from City of Portland GIS databases. Care was taken in the creation of this map but it is provided "as-is". The City of Portland cannot accept any responsibility for error, omissions, or positional accuracy, and therefore, there are no warranties which accompany this product. However, notification of any errors will be appreciated.

