



INCIDENT MANAGEMENT TECHNOLOGY
FIRE RESPONSE SOFTWARE

PRISM REPORT 3 OF 3 • SERVICE DELIVERY SCORECARD – ANNUAL COMPLIANCE REPORT

How Fairview Fire & EMS Performed Against Its Adopted Standard

Calendar year 2025, measured per the rules adopted in Report 2 §08 — every objective, its measured 90th percentile, the gap, and what to do about it. The annual printed edition of the quarterly scorecard dashboard.

DEMO COMMUNITY • EVERY FIGURE SYNTHETIC

PREPARED FOR

FAIRVIEW TOWNSHIP BOARD

REPORTING PERIOD

CY 2025 • N = 2,410

VERSION

V1.1 • TEMPLATE DEMO

POWERED BY

IMT • PRISM

The annual edition of the quarterly scorecard

Report 2 §08 commits to two publications: the quarterly scorecard dashboard (the [interactive demo](#)) and an **annual printed compliance report to the governing body**. This is that annual edition, for CY 2025, with two additions the dashboard does not carry: the **gap & excess register** (§06) and the **recommendations & adoption-trigger status** (§07). Every figure is synthetic and consistent with [Report 1 \(CRA v2\)](#) and [Report 2 \(Standards of Cover\)](#).

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The verdict, first

Thirteen adopted measures. Five met, eight not met. The pattern is one story: the system's capacity is mis-timed — strong at night, thin by day — and EMS growth is converting that mismatch into a measurable penalty on every overlapped call.

OBJECTIVES MET	OBJECTIVES NOT MET	RESPONSES MEASURED	GAPS IDENTIFIED	EXCESS IDENTIFIED
5 of 13 incl. all urban + rural totals	8 of 13 led by daytime ERF	2,410 CY 2025 · 41 excluded (§08)	8 G1–G8 · §06	6 E1–E6 · §06

 THE ONE-LINE VERDICT

Fairview **keeps its end-to-end promise where most people live** — urban and rural demand-zone totals met, alarm handling and ALS met — but **cannot yet field the force the risk demands when it matters most**: Moderate ERF assembles on 24% of qualifying incidents (14% by day), the suburban ring misses narrowly, and the concurrency penalty is rising. The fix is timing, not headcount: the system that assembles ~34 overnight assembles ~21 by day.

The scorecard — all thirteen measures

MEASURE	OBJECTIVE	STD	MEASURED	90TH	GAP	% MEETING	N	VERDICT
Alarm handling (call answer → dispatch)	1:04	90%		0:58	-0:06	93%	2,410	MET
Turnout — fire	1:20	90%		1:52	+0:32	68%	965	NOT MET
Turnout — EMS	1:00	90%		1:24	+0:24	71%	1,445	NOT MET
Travel — first engine	4:00	90%		5:55	+1:55	58%	1,590	NOT MET
Travel — EMS first response (AED)	4:00	90%		5:35	+1:35	62%	1,445	NOT MET
Travel — ALS arrival	8:00	90%		7:10	-0:50	91%	555	MET
Total response — urban zones	9:00	90%		8:12	-0:48	91%	1,401	MET
Total response — suburban zones	10:00	80%		10:18	+0:18	78%	696	NOT MET
Total response — rural zones	14:00	80%		13:25	-0:35	84%	313	MET
ERF assembly — Low (20)	10:24	90%	9:48 (median)		—	LTD	64	MET LTD
ERF assembly — Moderate (28)	10:24	90%		12:10	+1:46	24%	142	NOT MET
ERF assembly — High (42)	12:34	90%	13:05 (median)		—	3 of 8	8	NOT MET LTD
Cardiac-arrest force (6)	10:24	90%		11:15	+0:51	61%	58	NOT MET

 TOP GAPS (FULL REGISTER §06)
G1 Daytime ERF — 24% meeting, 14% by day · **G2** Volunteer-station turnout 2:50–3:12 vs 1:20 · **G6** Concurrency penalty +2:10, rising 8 straight quarters

 TOP EXCESS (FULL REGISTER §06)
E1 Overnight force surplus (+6 vs Moderate ERF) · **E2** ≈940 personnel-hrs/yr on automatic alarms (1.3% fire) · **E3** Reserve engines staffed on <2% of incidents

Every measure, against its objective

Compliance is judged per response against that response's own objective (its demand zone, risk class, service line), then aggregated — the Report 2 §08 rules.

The cascade, measured

CASCADE SEGMENT	OBJECTIVE	MEASURED 90TH	READ
Alarm handling	1:04	0:58 ✓	County PSAP inside NFPA 1225 — the one segment with margin
Turnout — fire	1:20	1:52 ✗	Career stations meet (1:12–1:16); volunteer stations run 2:50+ (G2)
Turnout — EMS	1:00	1:24 ✗	Same station pattern
Travel — first engine	4:00	5:55 ✗	Structural (G5): modeled ceiling is 47% of population
Travel — full force (Mod)	8:00	10:14 ✗	Assembly, not driving — see §04
Total — urban / suburban / rural	9:00 / 10:00 / 14:00	8:12 ✓ / 10:18 ✗ / 13:25 ✓	The end-to-end promises: 2 of 3 kept

▶ READING SEGMENT STACKS
Segment 90ths are independent tails and do not sum to the total-response 90th — the total is computed from incident-level totals (a slow-turnout call is often not the same call as a slow-travel one). That is why 1:52 + 5:55 can coexist with an 8:12 urban total.

EMS service line

EMS SERVICE-LINE MEASURE	OBJECTIVE	MEASURED	% MEETING	VERDICT
First responder with AED (total)	6:04 @ 90%	6:50	74%	NOT MET
ALS on scene (total)	10:04 @ 90%	9:20	89%	NOT MET (by 1 pt)
ALS travel element	8:00 @ 90%	7:10	91%	MET
Cardiac force (6)	10:24 @ 90%	11:15	61%	NOT MET
BLS transport crew (2)	on all transports	100%	—	MET

Direction of travel

Quarterly operational trend and the CPSE-format annual baseline. The slopes matter more than any single quarter.

Quarterly — eight quarters

QUARTER	OVERLAP RATE	ERF MODERATE % MEETING	URBAN TOTAL % MEETING
2024 Q1	19%	29%	92%
2024 Q2	20%	28%	92%
2024 Q3	21%	27%	91%
2024 Q4	22%	26%	92%
2025 Q1	21%	26%	91%
2025 Q2	22%	25%	92%
2025 Q3	24%	23%	90%
2025 Q4	23%	22%	91%

Annual baseline — CPSE format, five years

YEAR	URBAN TOTAL 90TH (OBJ 9:00)	SUBURBAN (OBJ 10:00)	RURAL (OBJ 14:00)	ERF MOD % MEETING	OVERLAP RATE
2021	7:58	9:48	13:02	31%	17%
2022	8:00	9:55	13:08	29%	19%
2023	8:04	10:02	13:12	27%	20%
2024	8:08	10:11	13:18	26%	22%
2025	8:12	10:18	13:25	24%	23%



TREND FINDING

Every trend line points the same way: totals creeping up ~3–4 s/yr with demand (+2.8%/yr), ERF compliance down 7 points over five years, overlap up 6. The suburban total crossed its objective between 2022 and 2023 and has not returned. Nothing is collapsing — the system is being slowly squeezed by EMS growth against fixed daytime capacity, exactly the mechanism Reports 1–2 predicted.

The same scorecard, re-cut

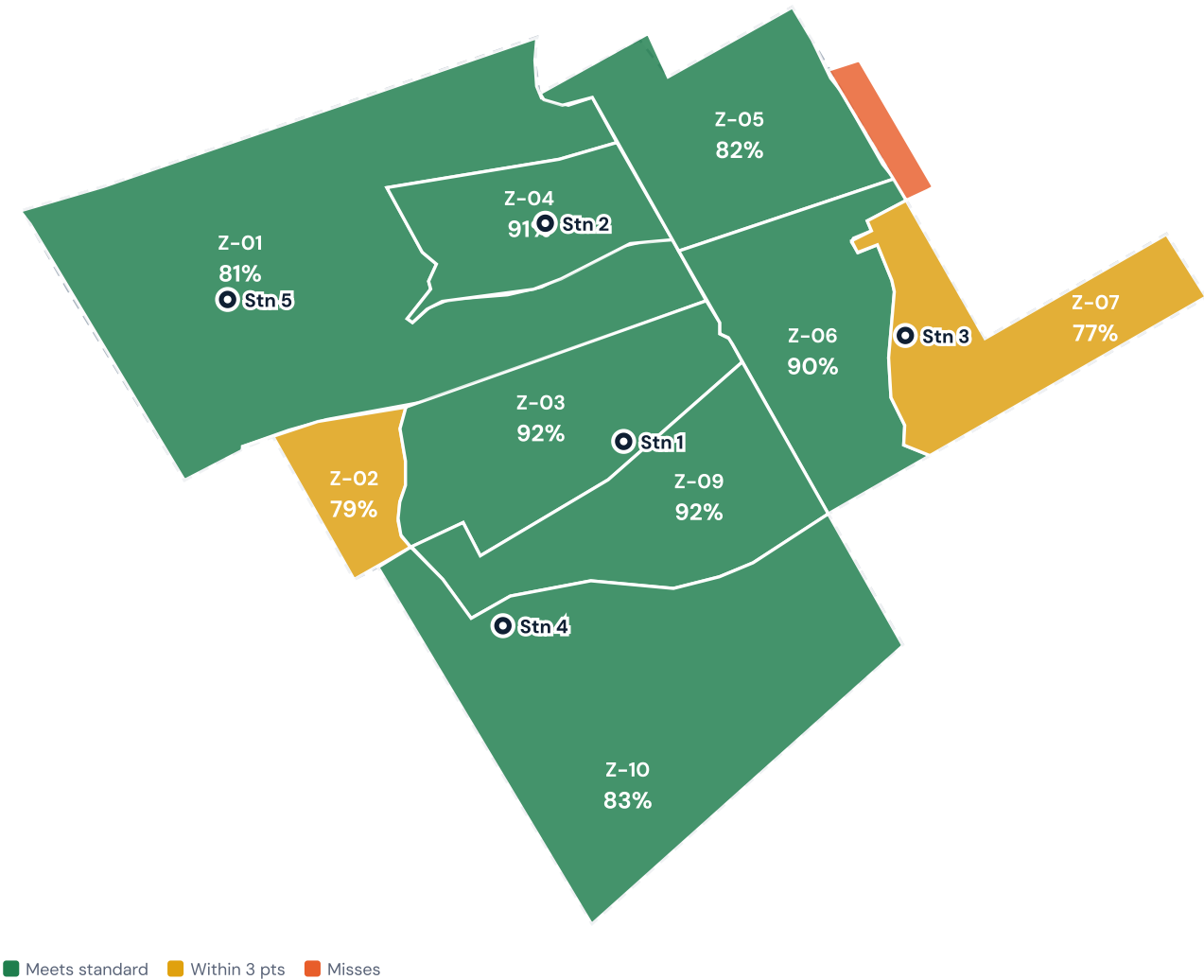
One standard, five pivots: zone, demand zone, station, service line, time of day.

By planning zone

ZONE	DEMAND ZONE	N	TOTAL-RESPONSE 90TH	% MEETING	STANDARD	VERDICT
Z-01 North Valley	RURAL	148	13:40	81%	80%	MET
Z-02 West Ridge	SUBURBAN	226	10:05	79%	80%	NOT MET
Z-03 Old Mill / Downtown	URBAN	384	7:58	92%	90%	MET
Z-04 Fairview Commons	URBAN	339	8:10	91%	90%	MET
Z-05 Maple Glen	SUBURBAN	209	9:50	82%	80%	MET
Z-06 Riverbend	URBAN	365	8:20	90%	90%	MET
Z-07 Stony Run	SUBURBAN	200	10:20	77%	80%	NOT MET
Z-08 Fox Hollow	SUBURBAN	61	10:35	74%	80%	NOT MET
Z-09 Academy Heights	URBAN	313	8:02	92%	90%	MET
Z-10 Timber Gap	RURAL	165	13:05	83%	80%	MET

Zone compliance map — total response vs objective

Fill = % of responses meeting the zone's own total-response objective



By station

STATION (FIRST-DUE BASIS)	N	TURNOUT 90TH	DAY	NIGHT	READ
Station 1 — HQ (career)	697	1:12	1:16	Meets turnout; carries the two busiest zones	
Station 2 (career)	548	1:16	1:21	Meets turnout	
Station 3 (combination)	626	1:25	2:40	Career daytime meets; volunteer night turnout drives Z-06/07/08 tail	
Station 4 (volunteer)	391	2:50	2:58	Response-from-home turnout — the Z-02/Z-10 total-response driver	
Station 5 (volunteer)	148	3:05	3:12	Response-from-home turnout; lowest workload in the system	

By time of day

TIME OF DAY	SHARE OF DEMAND	ERF MOD	% MEETING	TURNOUT 90TH (STNS 3-5)	READ
Day 06:00–18:00	62%	14%	2:05–3:05	Demand peak meets the thinnest force — the G1 window	

TIME OF DAY	SHARE OF DEMAND	ERF MOD % MEETING	TURNOUT 90TH (STNS 3-5)	READ
Night 18:00–06:00	38%	41%	2:40–3:12	Force surplus (E1) but slower turnout from home

Concentration — the measure that failed

Distribution grades the first unit; concentration grades assembling the full force the risk class demands. ERF clock: event create → arrival of the unit completing the required force.

RISK CLASS	ERF	OBJECTIVE	MEASURED	% MEETING	DAY %	NIGHT %	N	VERDICT
LOW	20	10:24 @ 90%	9:48 (median)	LTD	—	—	64	MET LTD
MODERATE	28	10:24 @ 90%	12:10	24%	14%	41%	142	NOT MET
HIGH	42	12:34 @ 90%	13:05 (median)	3 of 8	—	—	8	NOT MET LTD
Cardiac	6	10:24 @ 90%	11:15	61%	52%	74%	58	NOT MET

✕ ASSEMBLY FINDING

The Moderate ERF — the force for the rowhomes, garden apartments and small commercial where 71% of residents live — assembles in time on 24% of qualifying incidents, and 14% during the daytime window that holds 62% of demand. The failure is not travel (88% of population is within 8:00 of an engine); it is **people per minute**: the daytime pool of ~21 cannot produce 28 regardless of geometry. High-hazard assembly cannot even be measured on incident data (G8) — 8 qualifying events all year.

The dual-role reality

The crew on the ambulance is the crew that isn't on the engine. Every overlap is a moment the system ran with less than its full force.

Commitment by incident type

INCIDENT TYPE	N	AVG PERSONNEL	MEDIAN COMMIT	90TH COMMIT	PERSONNEL-HRS
EMS — ALS	497	4	0:56	1:20	1,970
EMS — BLS	759	3	0:48	1:10	1,930
Structure fire	46	24	1:34	2:40	1,880
MVC / rescue	131	7	0:58	1:35	940
Automatic fire alarm	313	11	0:16	0:23	940
Service / good intent	462	4	0:22	0:34	740
Hazmat / gas leak	72	8	0:52	1:30	560
Cardiac arrest	58	7	1:12	1:55	520
Outside / vehicle fire	118	6	0:35	1:05	480
Other	—	—	—	—	≈240
Total	2,410*				≈10,200

*Type counts per the R1 §15 call mix; "Other" aggregates the remaining categories. EMS lines account for ≈54% of committed personnel-hours — mirroring their demand share.

The concurrency penalty — clean vs overlapped

SERVICE	CLEAN N	CLEAN 90TH	CLEAN % MEET	OVERLAPPED N	OVERLAPPED 90TH	OVERLAPPED % MEET	90TH PENALTY
Fire	743	9:12	86%	222	11:30	64%	+2:18
EMS	1,113	9:52	83%	332	11:58	60%	+2:06
All	1,856	9:40	84%	554	11:50	61%	+2:10

Unit-hour utilization

UNIT	STAFFING	UHU (ANNUAL)	UHU (PEAK HOURS)	READ
AMB 1	24/7 career	0.09	0.22	Busiest transport unit — peak-hour load approaches the 0.25 planning threshold
AMB 2	24/7 career	0.07	0.17	—
AMB 3	Day career / night vol	0.06	0.14	—
AMB 4	Volunteer	0.03	0.07	Low utilization
AMB 5	Volunteer	0.02	0.05	Lowest utilization in the fleet

UNIT	STAFFING	UHU (ANNUAL)	UHU (PEAK HOURS)	READ
ENG 1-2 · ENG 3-2 (reserves)	Cross-staffed	<0.02	–	Staffed on <2% of incidents



WORKLOAD FINDING

23% of 2025 calls (554) began while the department was committed — peak load 4 simultaneous incidents — and those calls ran a **+2:10 penalty** at the 90th, dropping compliance from 84% to 61%. Annual UHU looks comfortable, but averages hide the point: AMB 1 peaks at 0.22 in exactly the daytime window where the ERF already fails. Concurrency, not volume, is the capacity problem.

The register

Both directions, honestly: where the system falls short of the adopted standard, and where capacity or response exceeds what the risk requires. Excess is not waste — it is capacity misaligned in time or place, and it is the first place to look for the resources the gaps need.

Gap register — G1–G8

#	GAP	SEVERITY	EVIDENCE	DRIVER	REMEDY PATH
G1	Daytime ERF assembly	Critical	Moderate ERF meets on 24% of qualifying incidents — 14% by day vs 41% at night. The daytime assemble-able force (~21) is below the ERF of 28 by design of the current staffing model.	Staffing (capacity timing)	CRR 1 — duty-crew program, Stations 3–5
G2	Volunteer-station turnout	High	Turnout 90ths of 2:50–3:12 at Stations 4–5 (and Station 3 nights, 2:40) against the 1:20 objective — response-from-home physics, and the largest controllable segment of the suburban/rural tail.	Turnout (response-from-home)	Duty-crew + station alerting + turnout program
G3	Suburban total-response miss	High	Suburban demand-zone total 10:18 @ 78% vs 10:00 @ 80% — Z-02 (79%), Z-07 (77%), Z-08 (74%) all narrow misses. Compound of G2 turnout and single-engine first-due coverage.	Turnout + deployment	G2 remedies; monitor before capital response
G4	Cardiac-arrest force	High	The 6-person force assembles in 11:15 @ 61% vs 10:24 @ 90%. Requires engine + ambulance + medic arriving together; overlapped calls are the dominant failure mode.	Concurrency + assembly	CRR 2 companion (AED/CPR) + G1 remedies
G5	First-engine 4:00 travel	Structural	5:55 @ 58% vs 4:00 @ 90%. Geometry: the modeled ceiling from five stations is 47% of population (R1 §08). Adopted knowingly; the operative promises are the demand-zone totals.	Deployment geometry	Accepted per SOC §07; re-examine only if totals fail
G6	Concurrency penalty	Rising	23% of calls began while committed (peak 4). Overlapped calls run a +2:10 total-response 90th penalty (9:40 clean → 11:50 overlapped) and drop compliance 84% → 61%. Overlap has risen 8 consecutive quarters.	Shared-pool capacity	CRR 1 + CRR 3 (demand removal)
G7	EMS turnout	Moderate	1:24 @ 71% vs 1:00 @ 90% — tracks the same station pattern as fire turnout.	Turnout	G2 remedies
G8	High-hazard ERF cannot be proven	Governance	Only 8 qualifying High-hazard assemblies in 2025 (3 met) — below the 50-response LTD floor, so the 90th is unmeasurable and the two-consecutive-quarters adoption trigger cannot fire on real incidents.	Measurement starvation	Quarterly drill-validated assembly measurement (recommendation R5)

Excess register — E1–E6

#	EXCESS	EVIDENCE	REDEPLOYMENT / DECISION
E1	Overnight force surplus	~34 assemble-able overnight vs Moderate ERF 28 — a +6 surplus in the 12 hours holding 38% of demand, while daytime runs –7. Capacity is mis-timed, not missing.	Duty-crew shifts convert the night surplus into the daytime force G1 needs — before any net headcount ask

#	EXCESS	EVIDENCE	REDEPLOYMENT / DECISION
E2	Full first-alarm to automatic alarms	313 AFAs dispatched a full assignment; 1.3% proved to be fire. ≈940 personnel-hours/yr — roughly a daytime duty crew's annual availability — spent on a 98.7%-false demand class.	Risk-based reduced assignment + the CRR 3 ordinance recover most of it; keep full assignments for High-hazard occupancies
E3	Reserve engine fleet	ENG 1-2 and ENG 3-2 are staffed on <2% of incidents; the system fields 7 engines against staffing that concurrently crews ~3.	Fleet-rotation / disposal analysis before the next apparatus capital request
E4	ALS coverage margin	ALS arrives 7:10 @ 91% against 8:00 @ 90% — the one element objective met with margin. Three MEDIC units are sufficient at current demand.	Defer any fourth MEDIC; revisit if EMS growth (+2.8%/yr) erodes the margin
E5	Rural total-response headroom	13:25 @ 84% against 14:00 @ 80% — the rural promise is met with 35 seconds and 4 points of headroom.	No tightening (the interval is the NFPA 1750 rural class) — but no rural capital case either while headroom holds
E6	Station 5 utilization	148 responses (6% of volume), 9% four-minute share, lowest turnout performance and lowest UHU in the system.	Long-term watch: coverage value vs utilization — pair with Twin Pines aid planning before any restructuring discussion



THE PAIRING THAT MATTERS

G1 and E1 are the same fact seen from both sides: the force exists (~34 overnight) but not when demand peaks (~21 daytime). E2's ≈940 recoverable personnel-hours are roughly the availability a daytime duty crew consumes. **The first-year answer to the scorecard is redeployment, not procurement** — duty crews funded partly by alarm-ordinance recovery, before any net headcount or capital request.

What the Board should do with this

Six recommendations, each tied to the register and to the CRR priorities adopted in Report 1 §20.

#	RECOMMENDATION	ADDRESSES	WHY
R1	Pilot the daytime duty crew at Station 3 (07:00–19:00)	G1 · G4 · E1	Converts night surplus to daytime force; targets the 14% daytime ERF directly
R2	Adopt the AFA ordinance + risk-based response assignments	E2 · G6	Returns ≈600+ personnel-hours and removes the largest false-demand class from the shared pool
R3	Turnout program at Stations 3–5	G2 · G3 · G7	Station alerting, bunker-gear staging, response-area residency incentives — the cheapest minutes in the cascade
R4	Cardiac assembly review	G4	Auto-dispatch the closest engine with AMB+MEDIC on all arrest-coded calls; public-access AED push (CRR 2)
R5	Drill-validated High-hazard ERF measurement	G8	Quarterly multi-company assembly drills at the 34 High occupancies, clocked to the same standard, reported alongside (not inside) incident data
R6	Fleet & capital review	E3 · E5	Reserve-engine rotation analysis; no rural or ALS capital case at current performance

Adoption-trigger status

REPORT 2 §09 RE-RATIFICATION TRIGGER	CY 2025 STATUS
Zone risk-category change in a CRA refresh	Not activated — no refresh this period
Station / staffing / aid change affecting coverage	Not activated
Two consecutive quarters of missed High-hazard ERF	Indeterminate — LTD. Q3–Q4 qualifying High assemblies (n=3) both missed, but below the 50-response floor the trigger cannot fire on incident data. R5 (drill validation) exists to close this hole
Annual review (due 2027-08-03)	This report is the review input

How these numbers were made

Measured per the Report 2 §08 rules — restated here so this report stands alone.

RULE	AS APPLIED, CY 2025
Statistic	90th percentile; medians only where flagged LTD (n < 50)
Compliance	Per response vs its own zone / class / service-line objective, then aggregated
Totals	Computed from incident-level totals, never summed segment percentiles
Source	CAD export (county PSAP), reconciled to NFIRS counts — Δ 0.4%
Exclusions	41 records: 28 missing timestamps · 9 mutual aid given outside the service area · 4 non-emergency transfers
LTD cells	ERF Low (n=64 qualifying but 41 with complete assembly clocks), ERF High (n=8), flagged inline
Period	2025-01-01 → 2025-12-31 · n = 2,410 after exclusions

▶ PROVENANCE (DEMO)
Artifact chain: prism.cra_run/1 · cra-run_fairview-demo → prism.soc_standards/1 · soc-standards_fairview-demo → sds-run_fairview-demo-cy2025 · Formula v1.3 · Rendered 2026-08-04. Every figure is synthetic; objectives cite [Report 2](#), risk classes cite [Report 1](#).

