

Revised Joint Fire Centre Performance Measures

KPI No.	Data Supplier	KPI Description	Data source	Frequency	Target	Measure
1b	PR	999 call handling: % of calls answered within 10 seconds	Data taken from ICCS reports	Monthly	>95% of calls answered within 10 seconds	>95% <95%
2	PR	Mobilisation: Time between receipt of emergency call and Station End activation	Data from Data, Digital and Specialist Projects	Quarterly	>98% of SEE equipment activated within 120 seconds of receipt of emergency call or determine that mobilisation is not required	>98% >95% - <98% <95%
3	CI	Mobilisation: Time taken from call to notify a L2 or L3 officer about a Level 1 incident with life risk	Data from Data, Digital and Specialist Projects	Quarterly	Level 2 or 3 officer notified within 120 seconds of receipt of emergency call for >98% of such incidents	>98% >95% - <98% <95%
4	CI	Mobilisation: Time taken from call or escalation to notify a L 2 or L3 officer about a Level 2 incident	Data from Data, Digital and Specialist Projects	Quarterly	Level 2 or 3 officer notified within 120 seconds of receipt of emergency call or escalation for >98% of such incidents	>98% >95% - <98% <95%
5	CI	Mobilisation: Time taken from call or escalation to notify a L3 officer about a Level 3 incident	Data from Data, Digital and Specialist Projects	Quarterly	Level 3 officer notified within 5 minutes of receipt of emergency call or escalation for >98% of such incidents	>98% >95% - <98% <95%
6	CI	Mobilisation: Time taken from call or escalation to notify a Level 4 officer about a Level 4 incident	Data from Data, Digital and Specialist Projects	Quarterly	Level 4 officer notified within 15 minutes of receipt of emergency call or escalation for >98% of such incidents	>98% >95% - <98% <95%
7	CI	Mobilisation: Time taken from call or escalation to notify nominated Principal Officer where required	Data from Data, Digital and Specialist Projects	Quarterly	PO notified within 20 minutes of receipt of emergency call or escalation for >98% of relevant incidents	>98% >95% - <98% <95%
8	LB	Joint Fire Control crewing: Maintenance of minimum crewing levels @ JFC	Data from Mobilising taken from FireWatch	Quarterly	Minimum 9 staff on duty, including 3 supervisors, on >98% of all shifts	>98% >95% - <98% <95%

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9	NL	Mobilising systems: Number of safety critical events within core mobilising systems	Data from IT&D via Capita	Monthly	Zero safety critical events within mobilising systems (excluding period of planned maintenance) Safety critical event = failure to mobilise or loss of significant functionality	Zero > Zero
11	NL	Mobilising systems: Vision system downtime including fall back	Data from IT&D / Capita	Monthly	Zero downtime (excluding periods of planned maintenance)	>99.9% >99% - 99.9% <99%
12	NL	Mobilising systems: ICCS downtime, including fall back	Data from IT&D / Capita	Monthly	Zero downtime (excluding periods of planned maintenance)	>99.9% >99% - 99.9% <99%