



# **San José Fire Department Emergency Response Times Performance Semi-Annual Report**

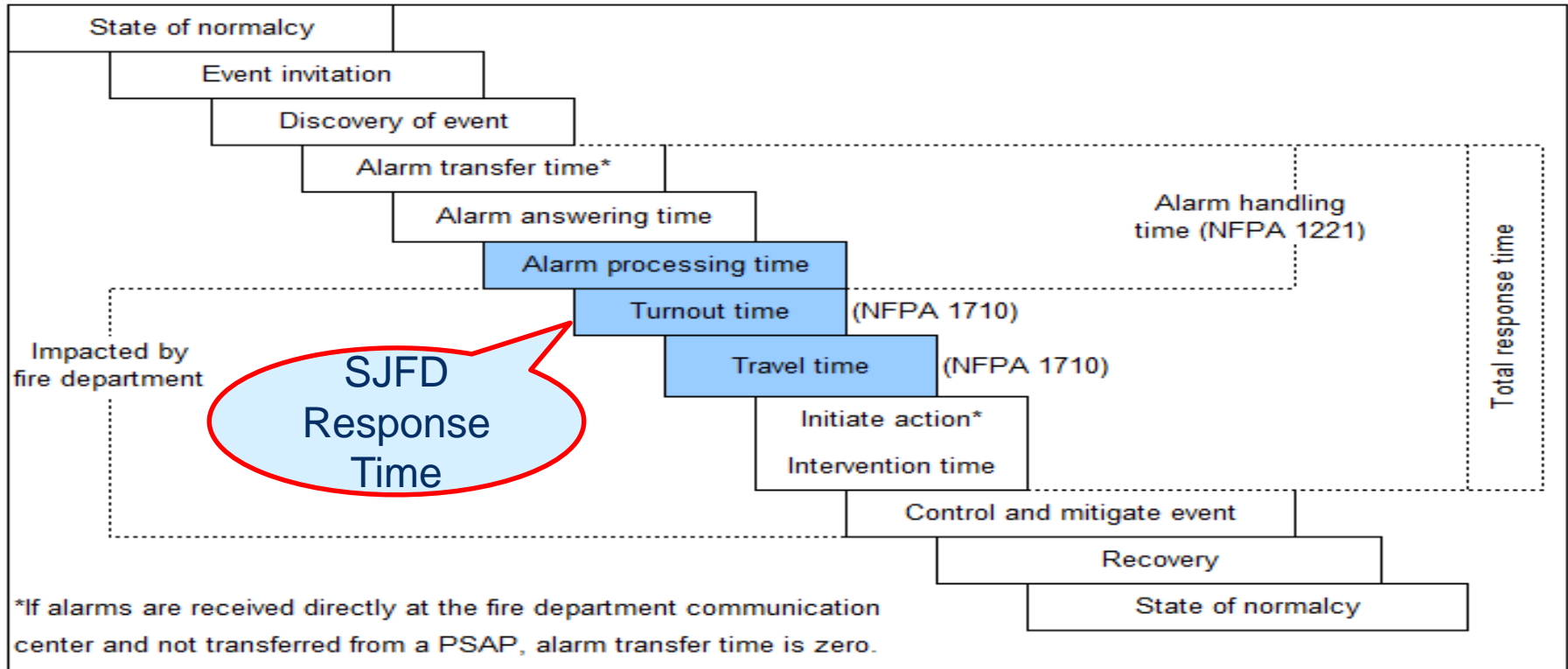
**Public Safety, Finance, and Strategic  
Support Committee**

**Thursday, April 19, 2018**

**Item- (d) 3**

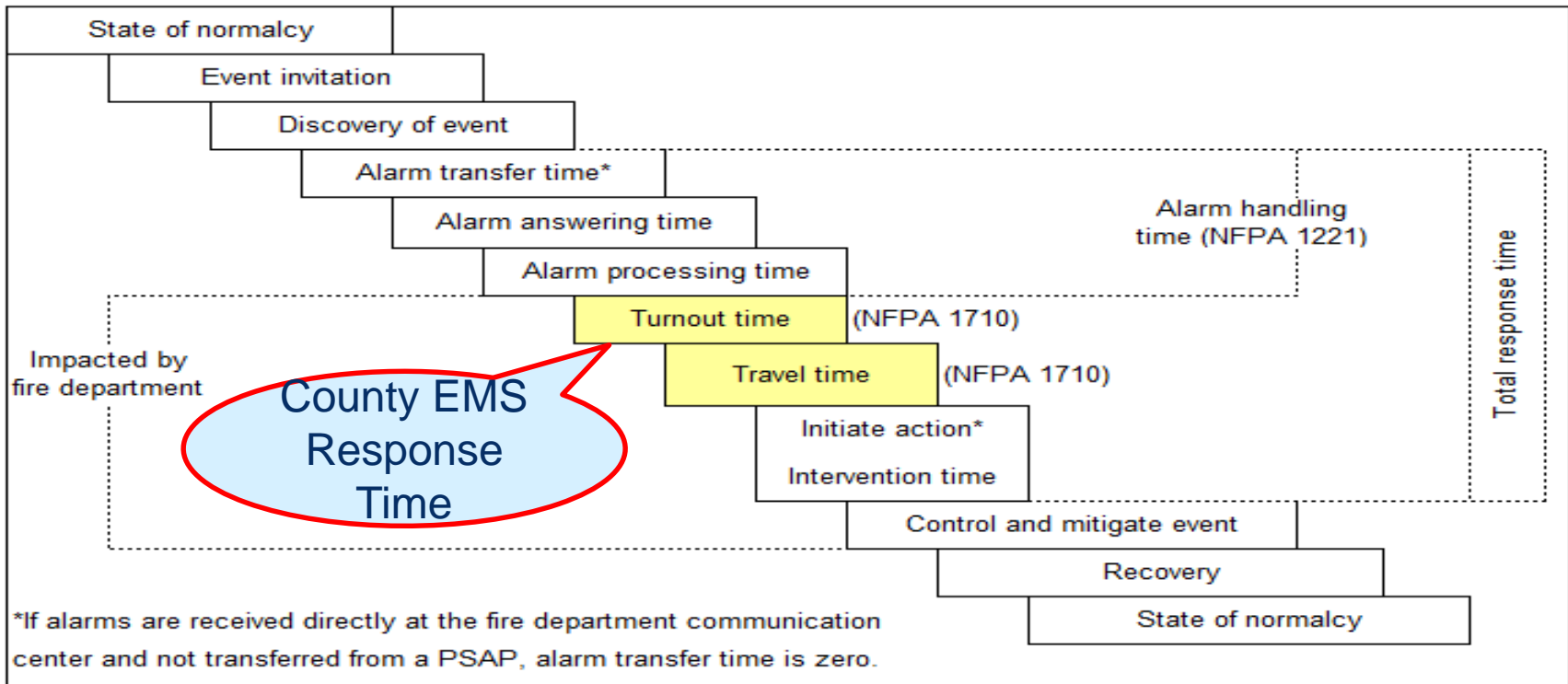


# Measuring Response Time





# Measuring Response Time





# July 2016 - March 2018

## Response Time Performance

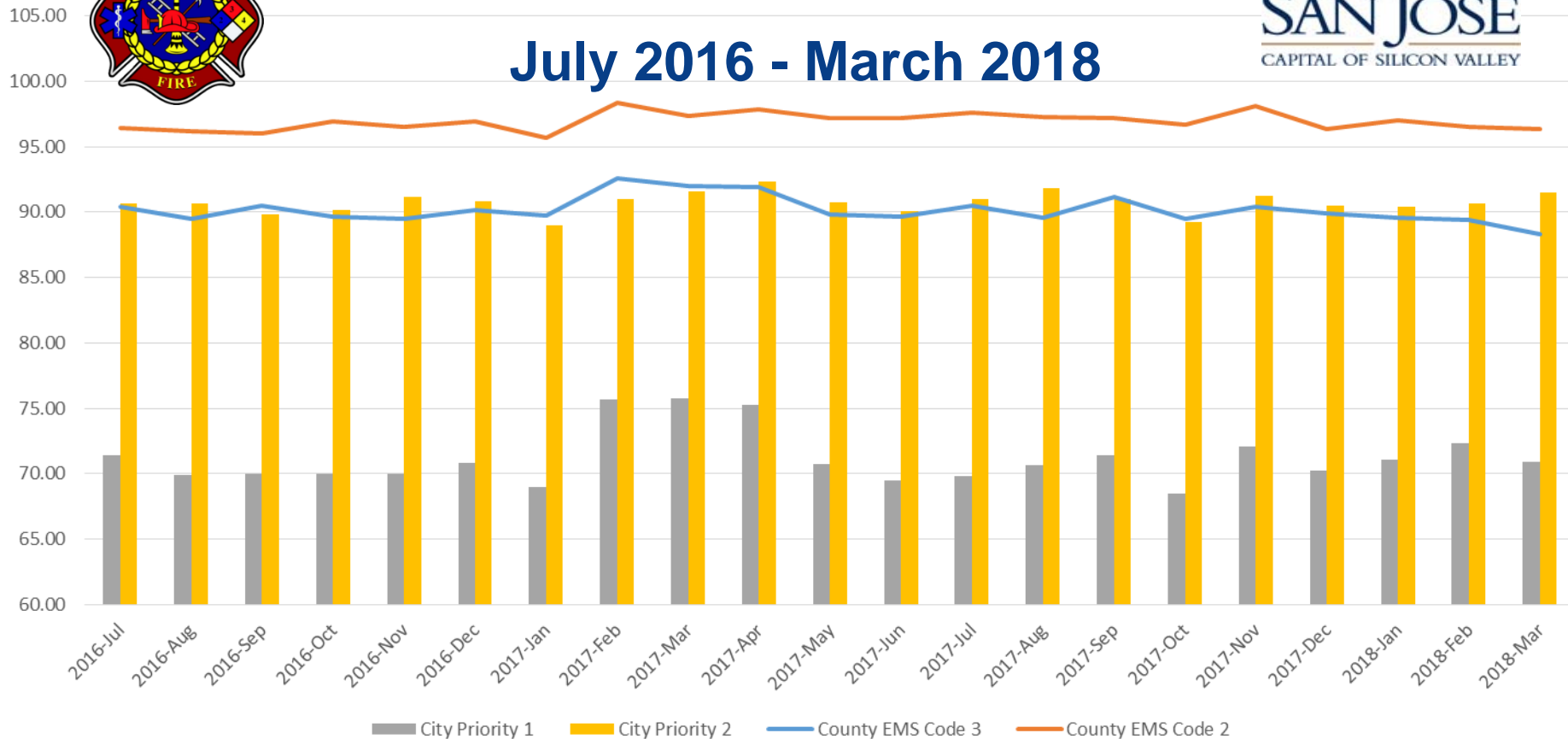
2016						2017												2018		
Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
City Priority 1 Compliance ( 80% Standard)																				
71.37	69.87	69.95	70.01	70.01	70.84	68.96	75.64	75.80	75.26	70.70	69.46	69.80	70.64	71.43	68.47	72.05	70.23	71.08	72.34	70.88
County EMS Code 3 Complinance (90% Standard)																				
90.38	89.53	90.48	89.63	89.47	90.16	89.76	92.57	92.04	91.95	89.86	89.64	90.50	89.57	91.15	89.51	90.43	89.91	89.60	89.39	88.32



## Performance Measures



# July 2016 - March 2018

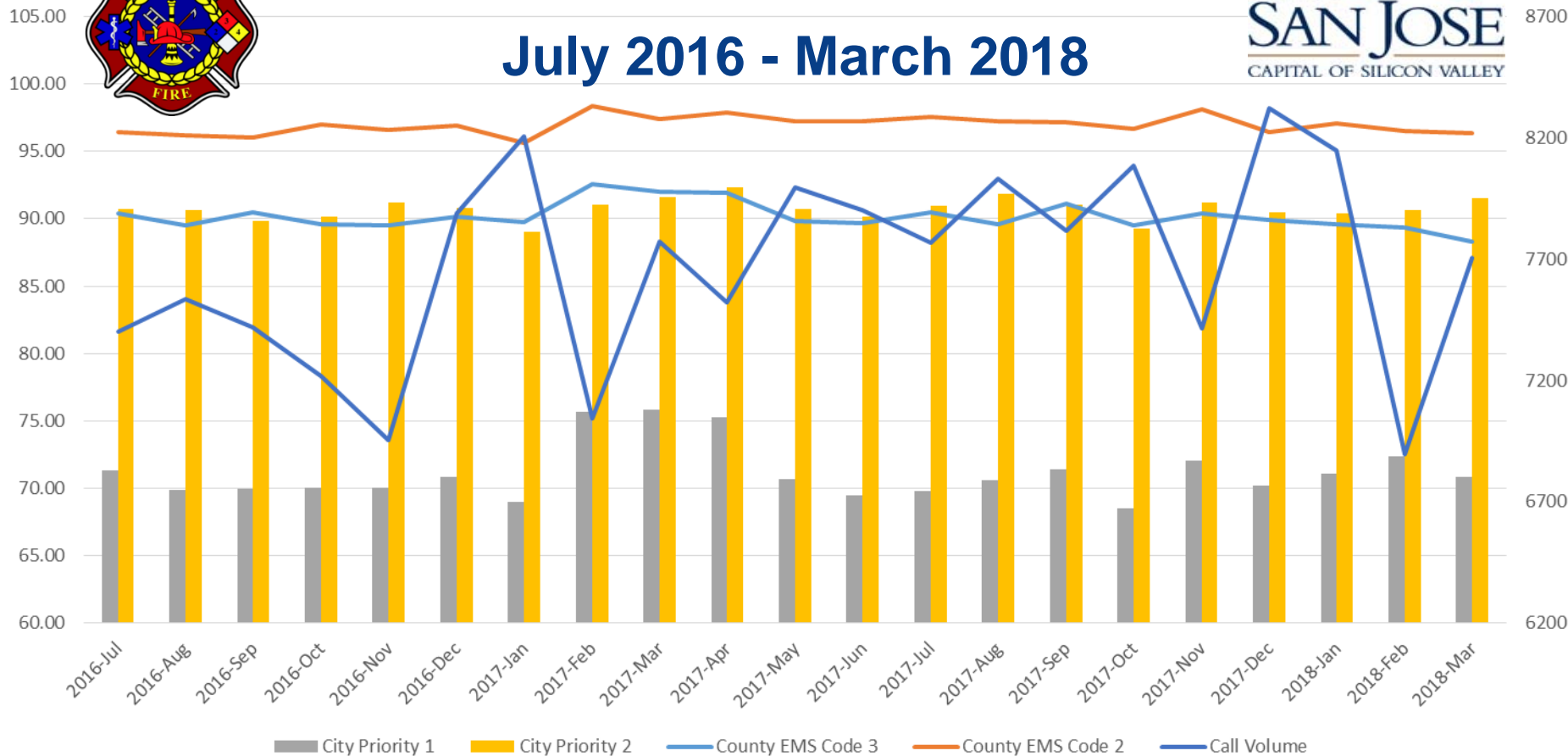




## Performance Measures



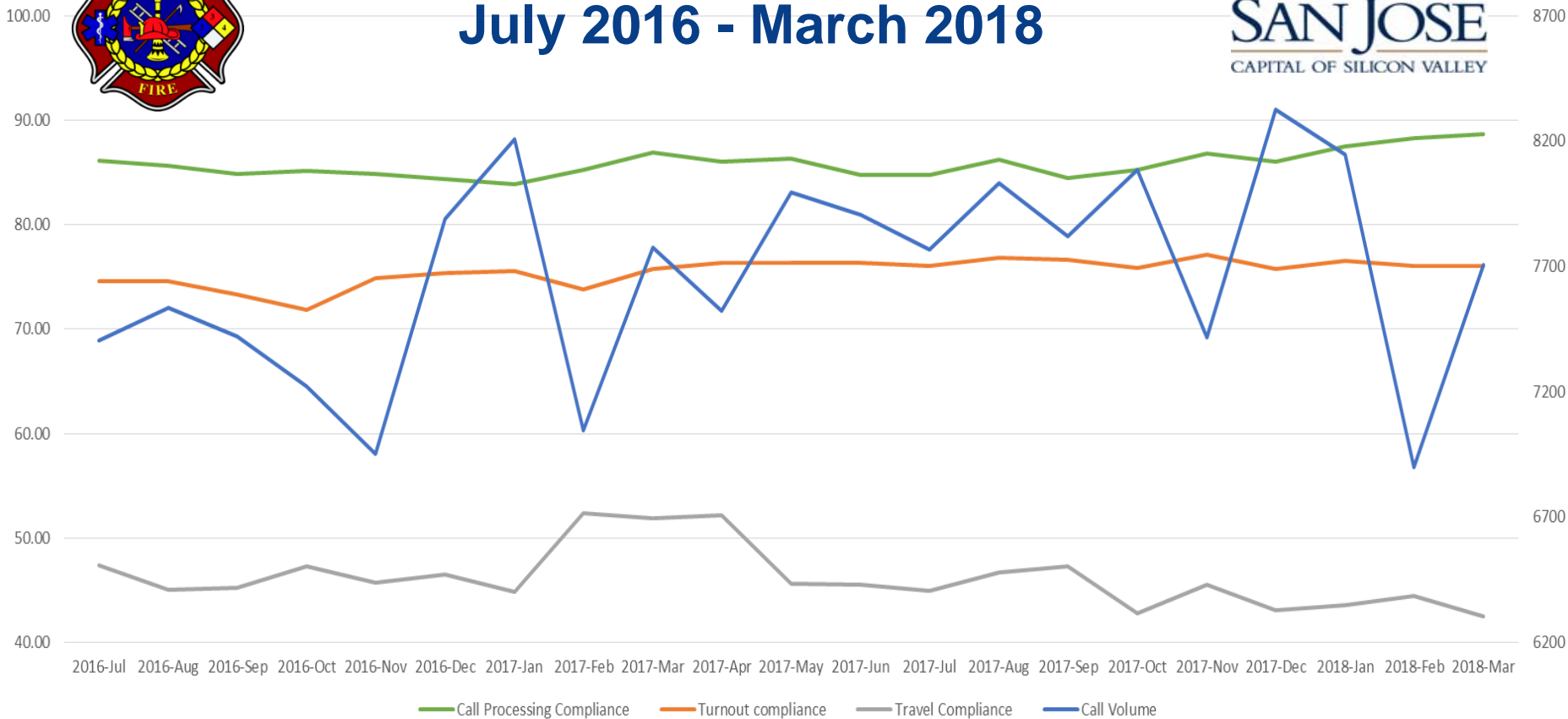
# July 2016 - March 2018





Priority 1 Compliance

# July 2016 - March 2018





# Near-term Key Strategies



Projects	Segment
<b>Resourcing</b>	
Deployment Adjustments (ex: Squad 3, Engine 30, Engine 35, Engine 34)	Travel Time
Emergency Medical Dispatch (EMD)	Call Processing
Deployment Refinements (real time move-ups & backfill for training)	Travel Time
Expand Omega Protocol	Call Processing, Turnout Time, Travel Time
<b>Technology</b>	
Station Alerting System Upgrade	Call Processing, Turnout Time
Automatic Vehicle Location (AVL)	Call Processing, Turnout Time, Travel Time
Traffic Signal Preemption (Emergency Vehicle Preemption, EVP)	Travel Time
CAD to CAD Links	Call Processing, Travel Time
Closest Unit Dispatch	Travel Time
<b>Analytics</b>	
Performance Metrics / Data Analysis	Call Processing, Turnout Time, Travel Time
Turnout Time Monitoring	Turnout Time





# Questions?

# Thank you.

San José Fire Department  
Emergency Response Times Performance Semi-Annual Report

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