



Fire Department Emergency Response Times Performance Semi-Annual Report

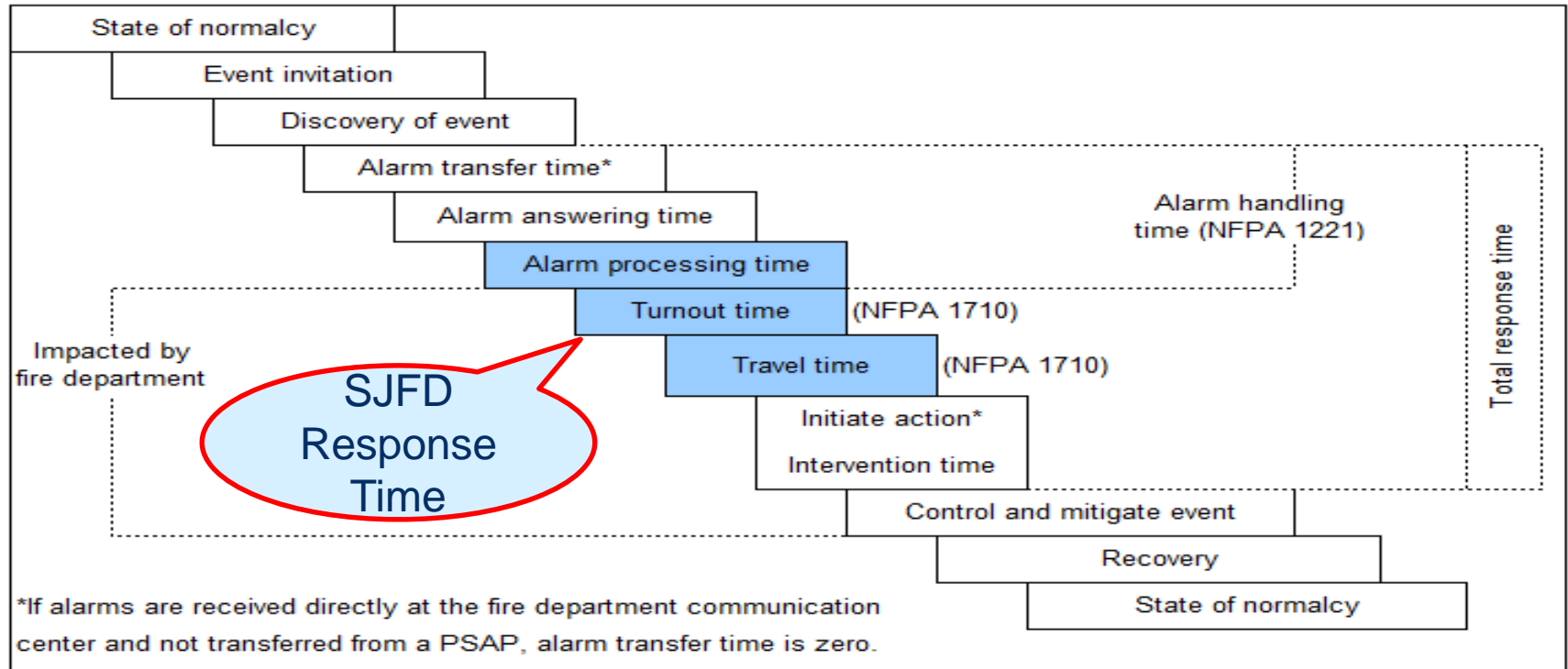
Public Safety, Finance, and Strategic Support Committee

Thursday, October 18, 2018

Item d(4)

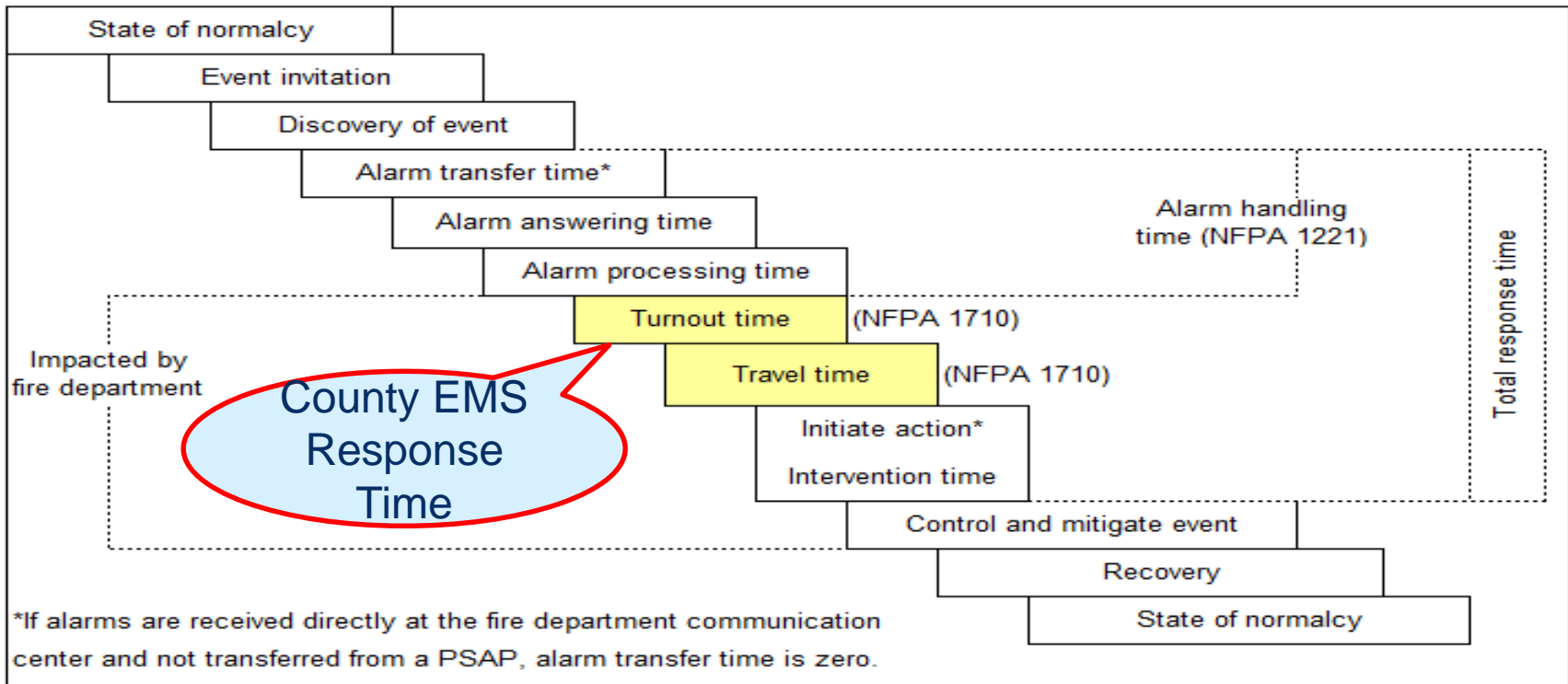


Measuring Response Time





Measuring Response Time





July 2016 – June 2018



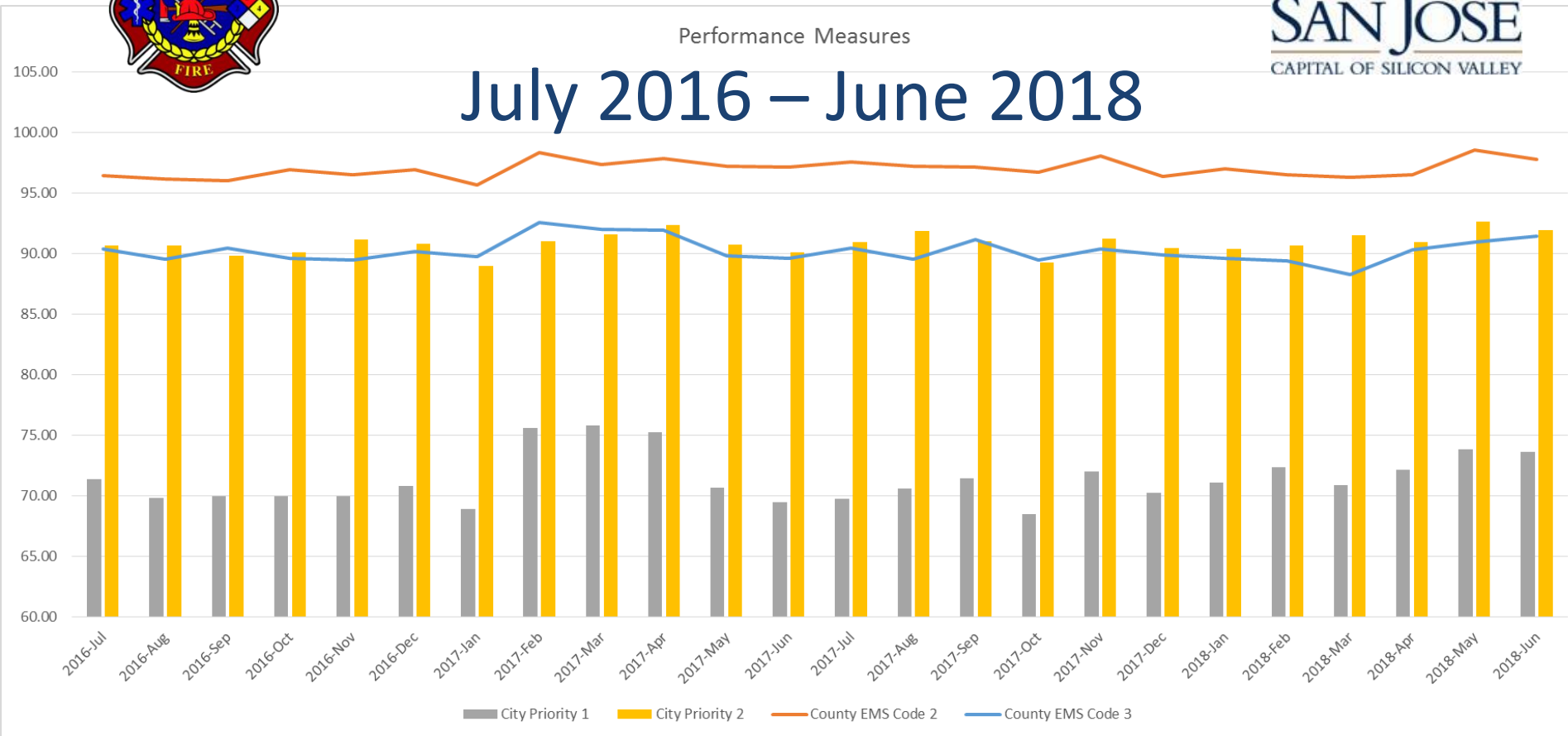
Response Time Performance

2016						2017												2018					
Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
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	72.16	73.86	73.62
County EMS Code 3 Compliance (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	90.31	90.95	91.43



Performance Measures

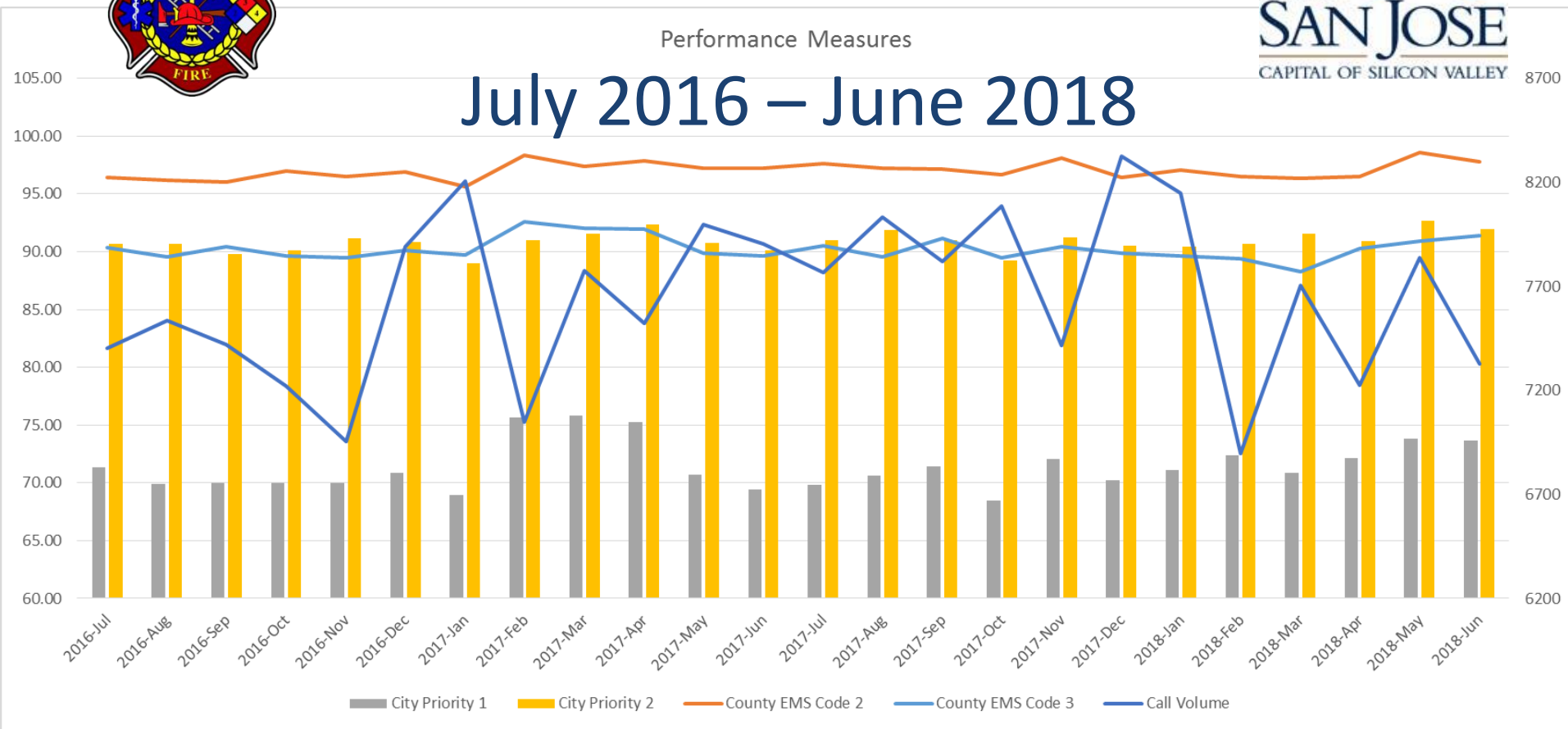
July 2016 – June 2018





Performance Measures

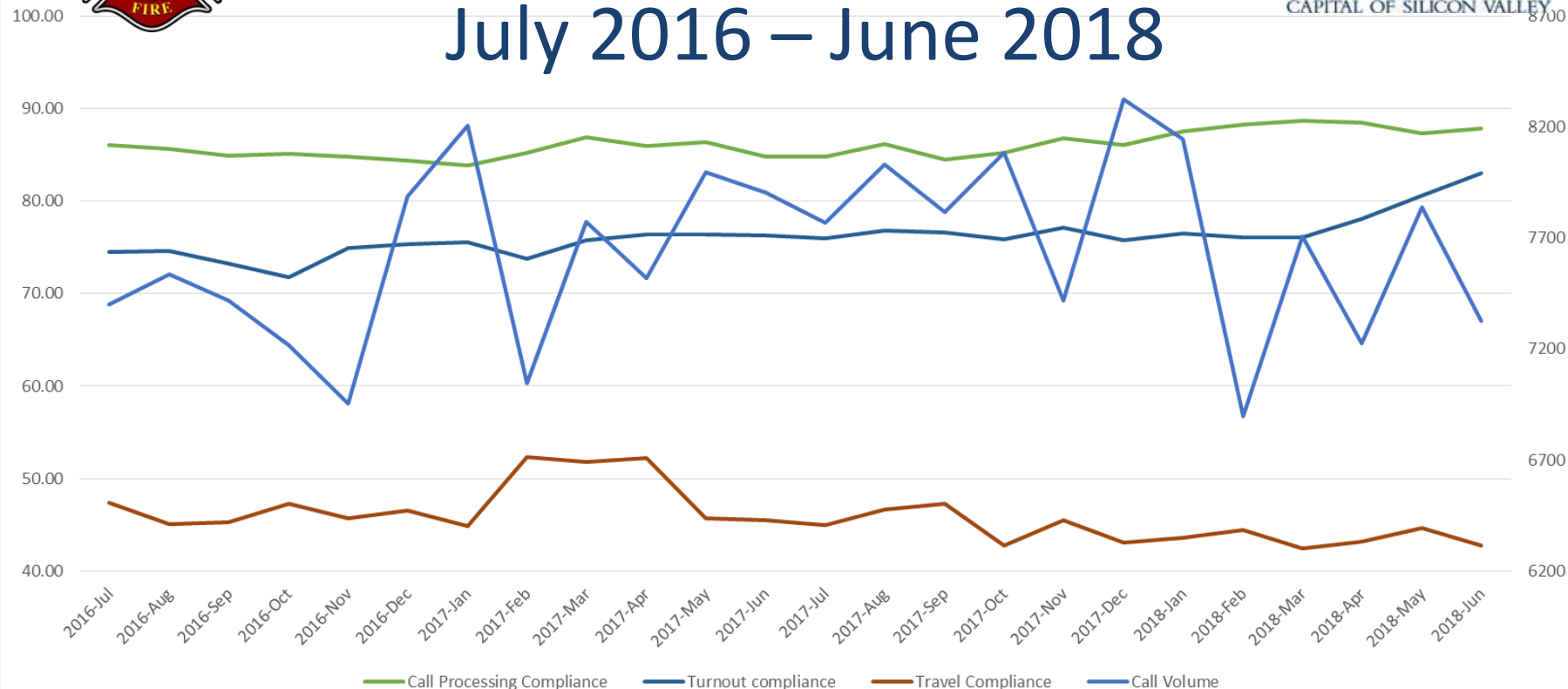
July 2016 – June 2018





Priority 1 Compliance

July 2016 – June 2018





Key Strategies

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

Questions?

Thank you.

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

Thursday, October 18, 2018