



Fire Department Emergency Response Times Performance Semi-Annual Report

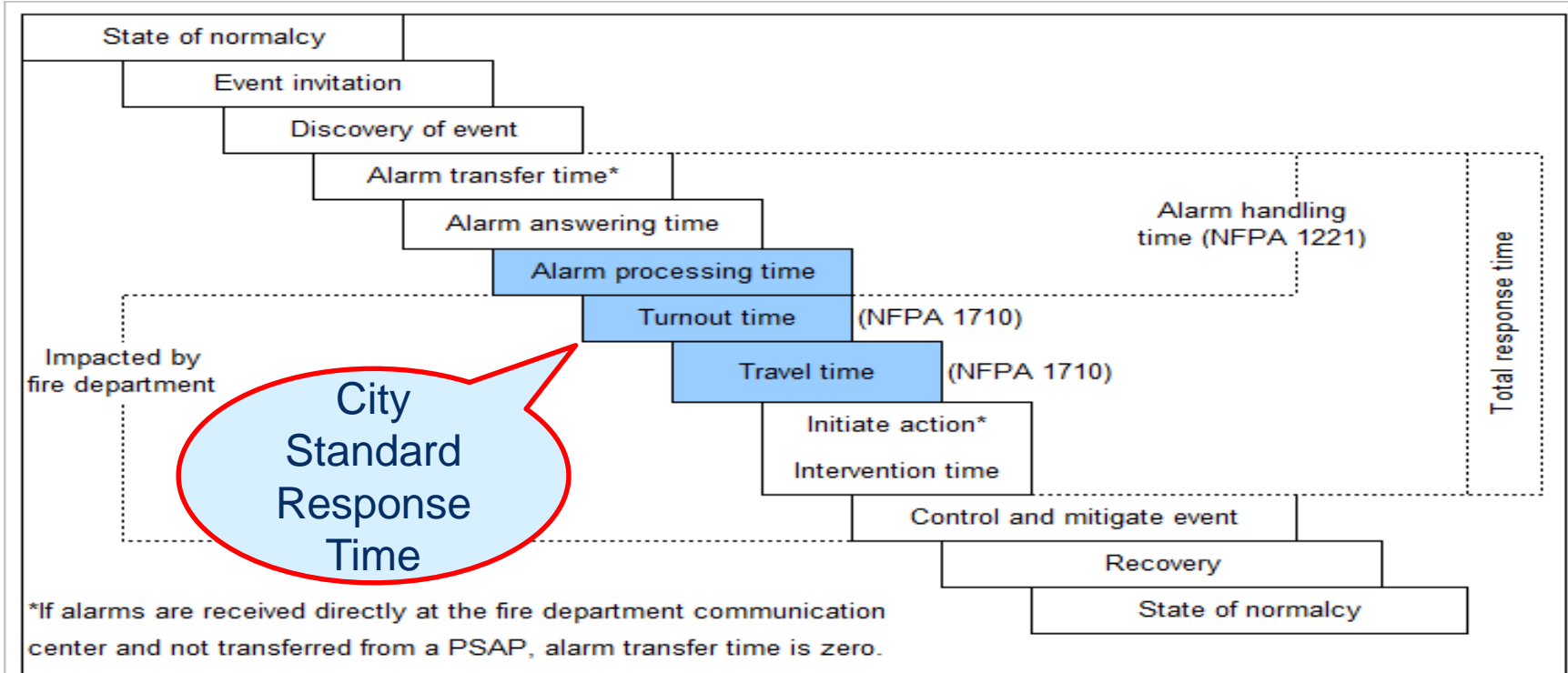
Public Safety, Finance, and Strategic Support Committee

Thursday, April 18, 2019

Item d(3)

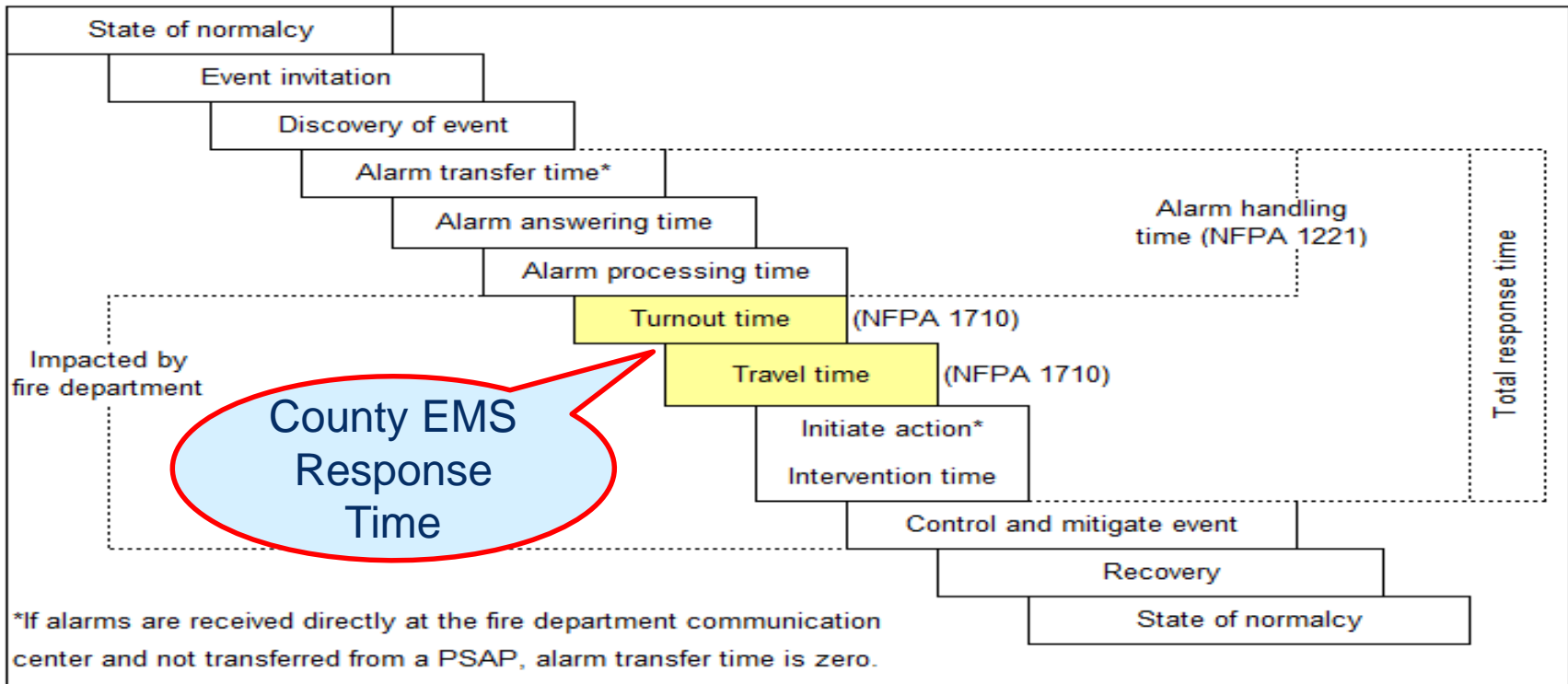


Measuring Response Time





Measuring Response Time





Jul 2017 – Jun 2018

Response Time Performance



Jul 2017 to Jun 2018											
2017						2018					
Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
City Priority 1 Compliance (80% Standard)											
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)*											
90.50	89.57	91.15	89.51	90.43	89.91	89.60	89.39	88.32	90.31	90.95	91.43

**Compliance standard reflects performance reported to County EMS adjusted for allowable exemptions.*



Jul 2018 – Mar 2019 Response Time Performance

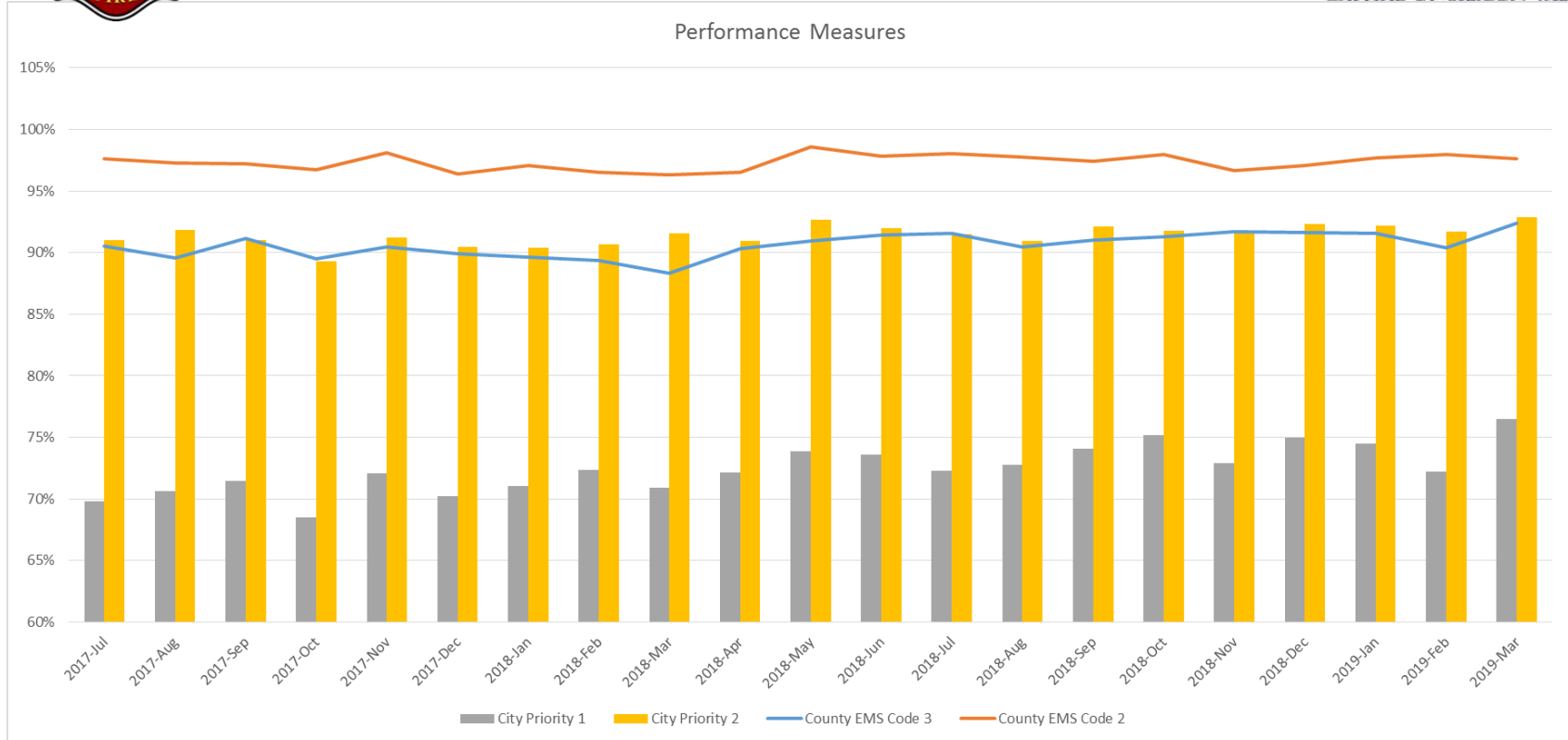


Jul 2018 to Mar 2019								
2018						2019		
Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
City Priority 1 Compliance (80% Standard)								
72.29	72.79	74.06	75.17	72.94	74.98	74.51	72.21	76.50
County EMS Code 3 Compliance (90% Standard)*								
91.55	90.49	91.00	91.27	91.69	91.60	91.59	90.40	92.41

**Compliance standard reflects performance reported to County EMS adjusted for allowable exemptions.*

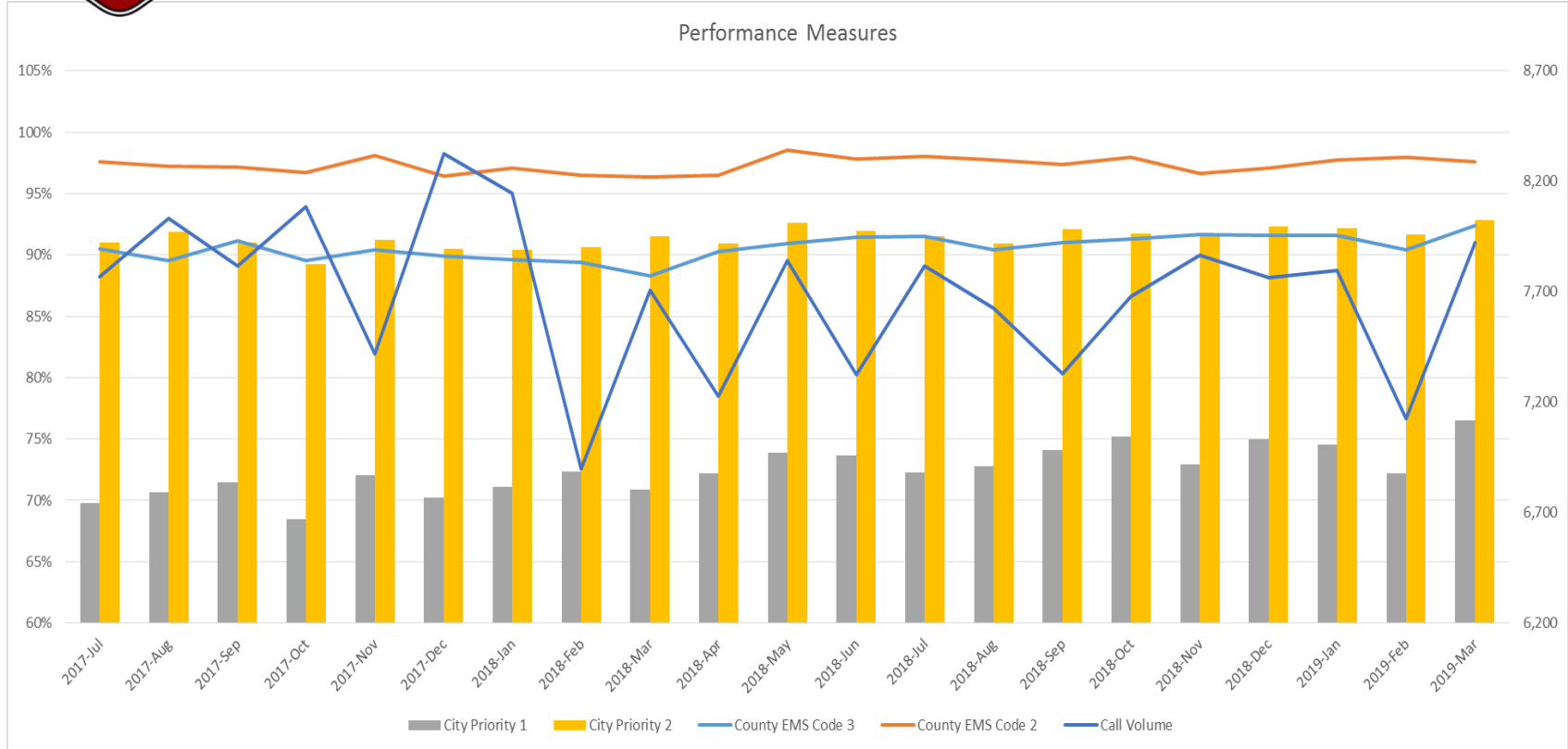


Jul 2017 – Mar 2019





Jul 2017 – Mar 2019

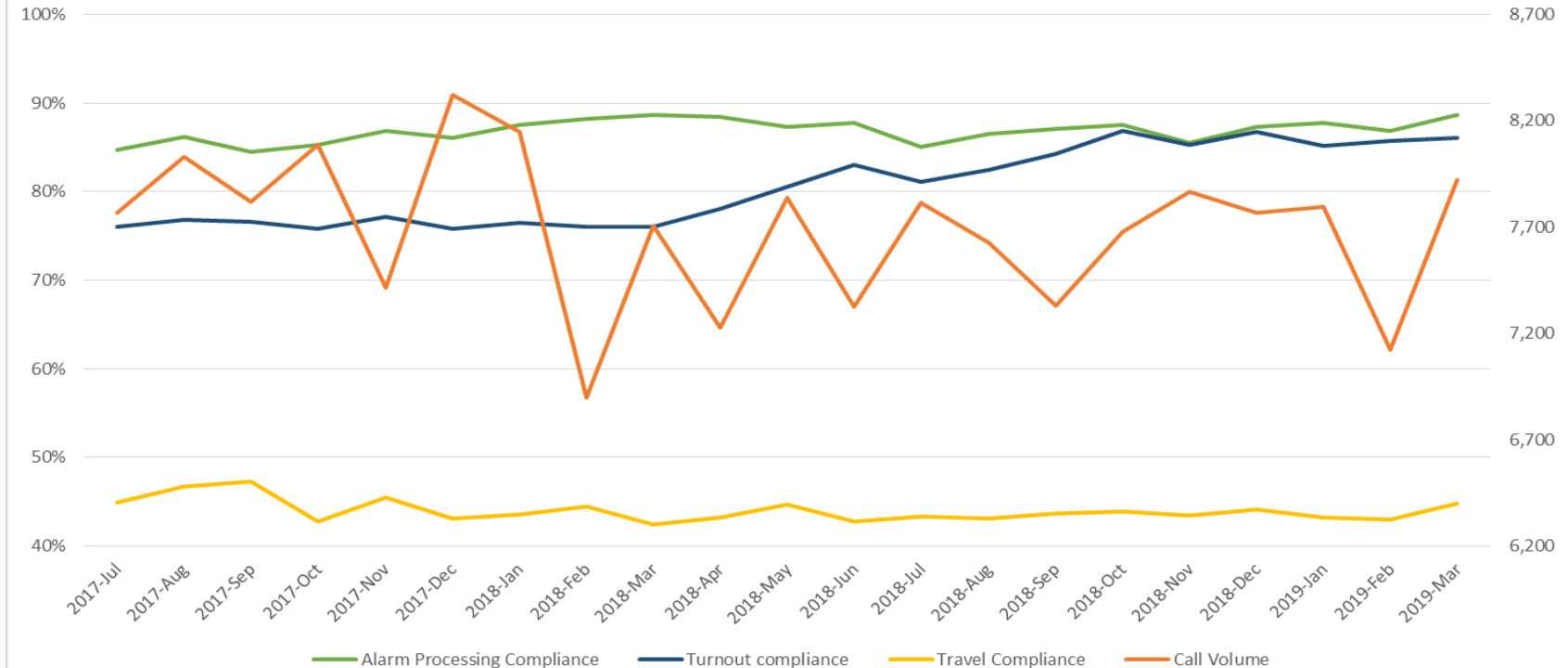




Jul 2017 – Mar 2019



City Standard: Priority 1 Compliance





Key Strategies



Projects	Segment	Status
Resourcing		
Deployment Refinements (real time move-ups & backfill for training)	Travel Time	Ongoing
Implement Early Dispatch for Emergency Medical Service (EMS)	Alarm Processing	Ongoing
Expand Omega Protocol	Alarm Processing, Turnout Time, Travel Time	In Process, target September 2019
Technology		
Station Alerting System Upgrade	Alarm Processing, Turnout Time	In Process, target June 2019
Automatic Vehicle Location (AVL)	Alarm Processing, Turnout Time, Travel Time	Completed
Traffic Signal Preemption (Emergency Vehicle Preemption, EVP)	Travel Time	Completed
CAD to CAD Links	Alarm Processing, Travel Time	In Process, target June 2021
Closest Unit Dispatch	Travel Time	In Process, target Spring 2020
Analytics		
Performance Metrics / Data Analysis	Alarm Processing, Turnout Time, Travel Time	Ongoing
Turnout Time Monitoring	Turnout Time	Ongoing

Questions?

Thank you.

San José Fire Department
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