

San José Fire Department

The San José Fire Department's core mission is to serve the community by protecting life, property and the environment through prevention and response.



Fire Department Emergency Response Times Performance Annual Report

Public Safety, Finance and Strategic Support Committee

Thursday, October 21, 2021

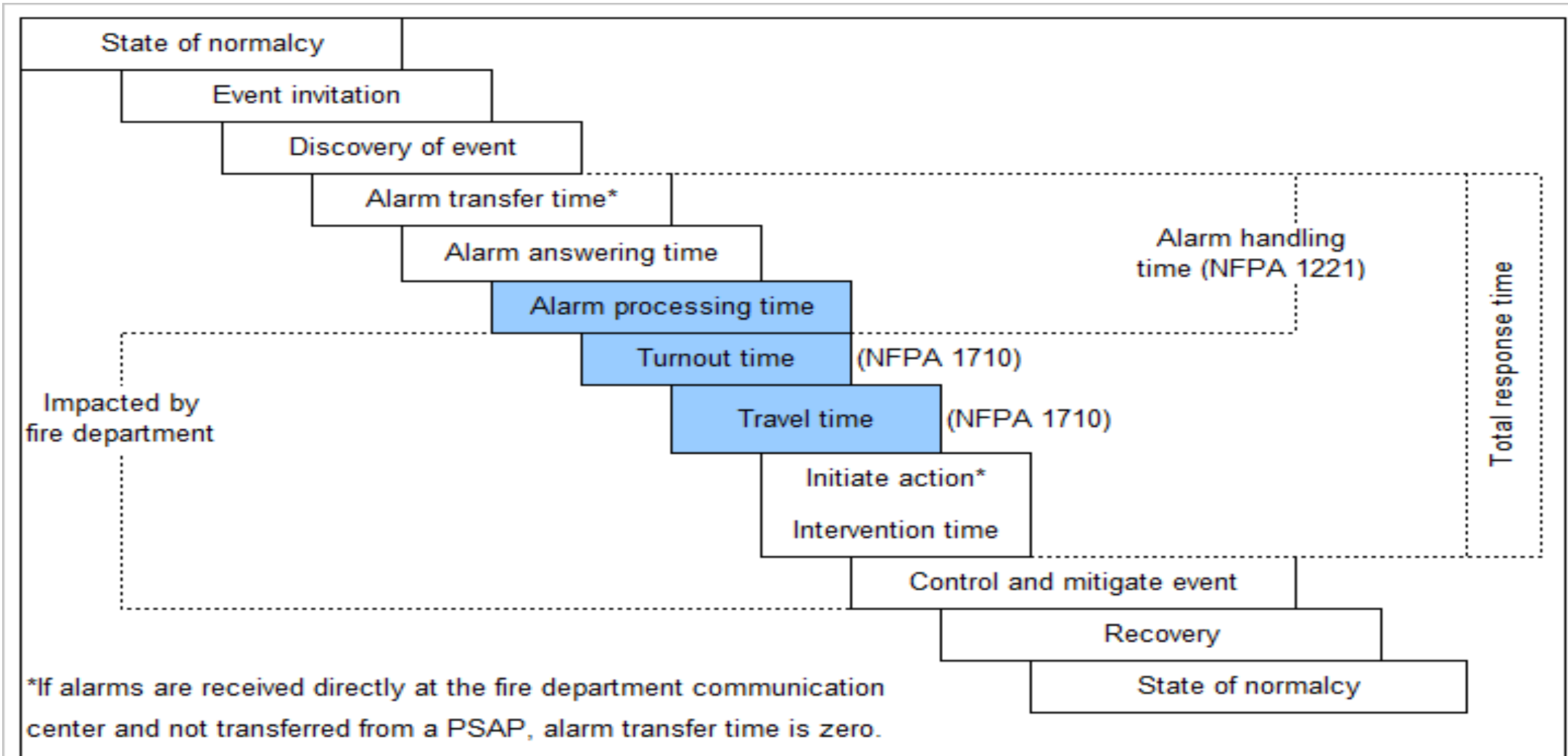
Item (d) 2

Presented by:

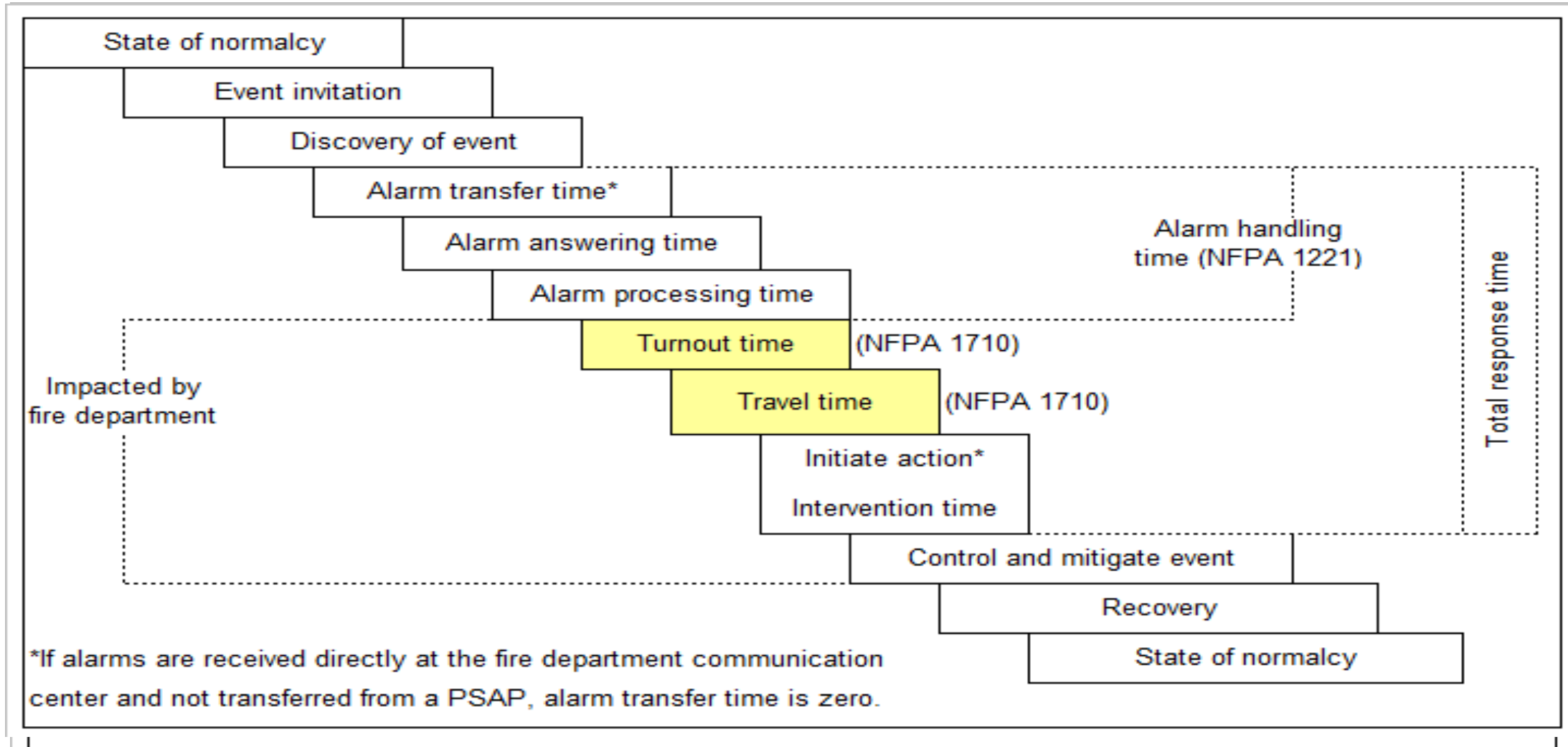
Robert Sapien, Jr., Fire Chief

John Healy, Deputy Fire Chief

Measuring Response Time (City)

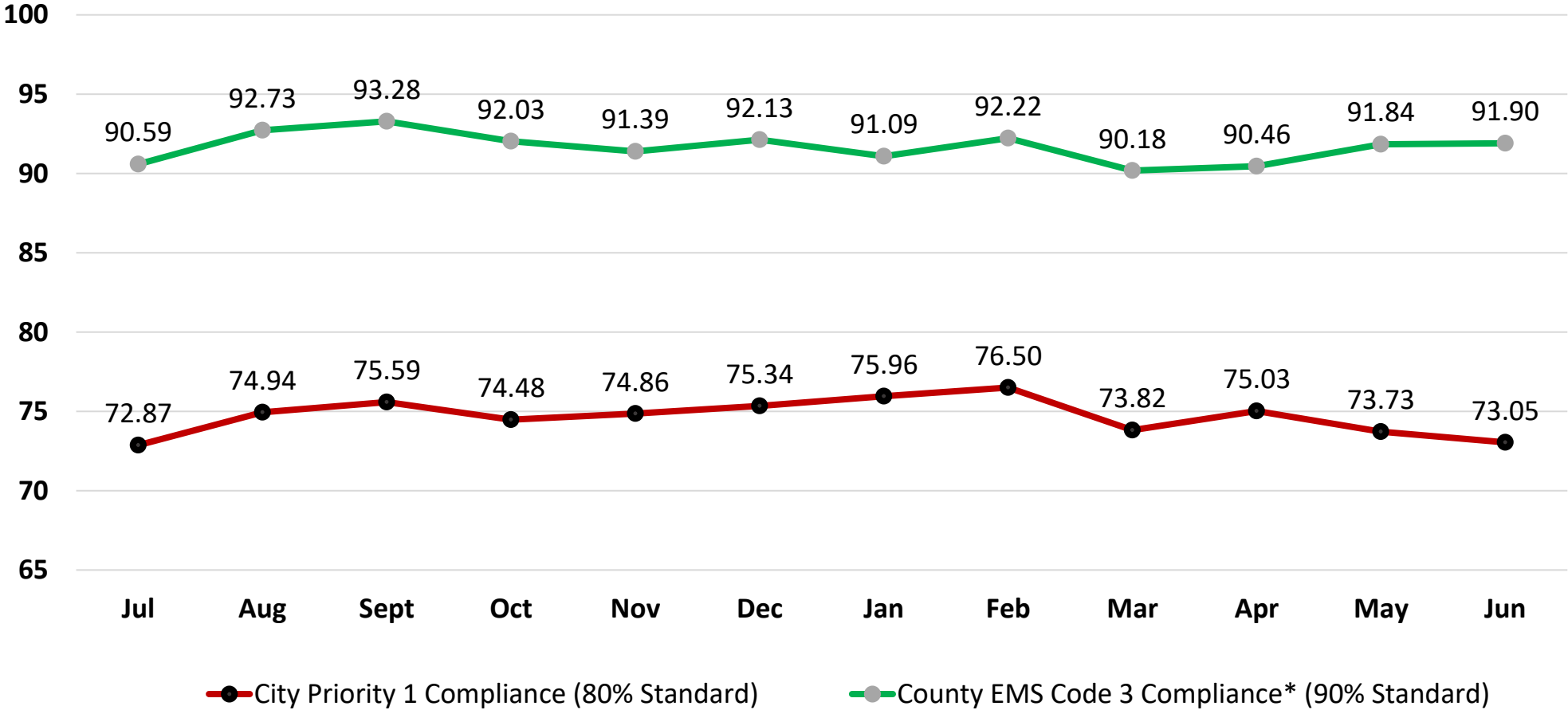


Measuring Response Time (County)



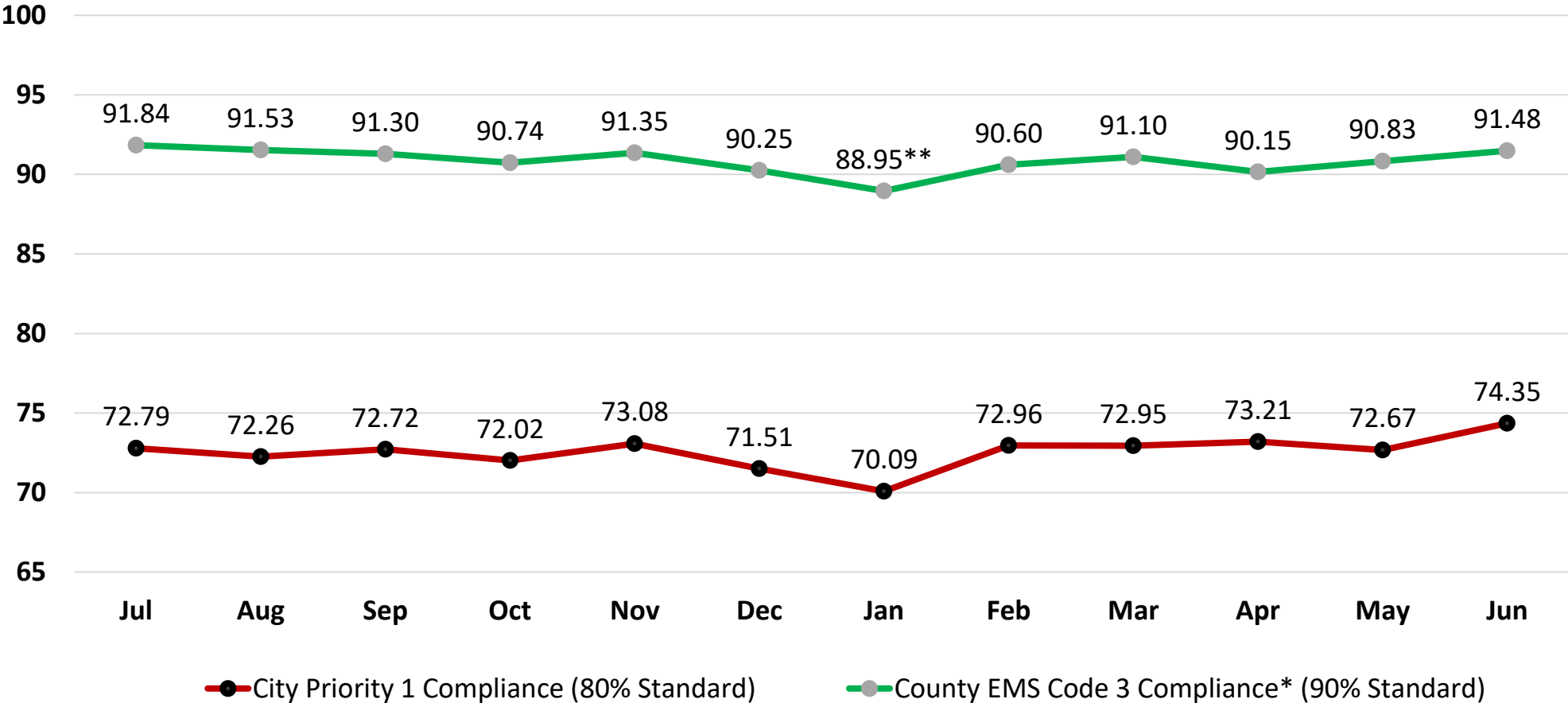
July 2019 – June 2020

Response Time Performance



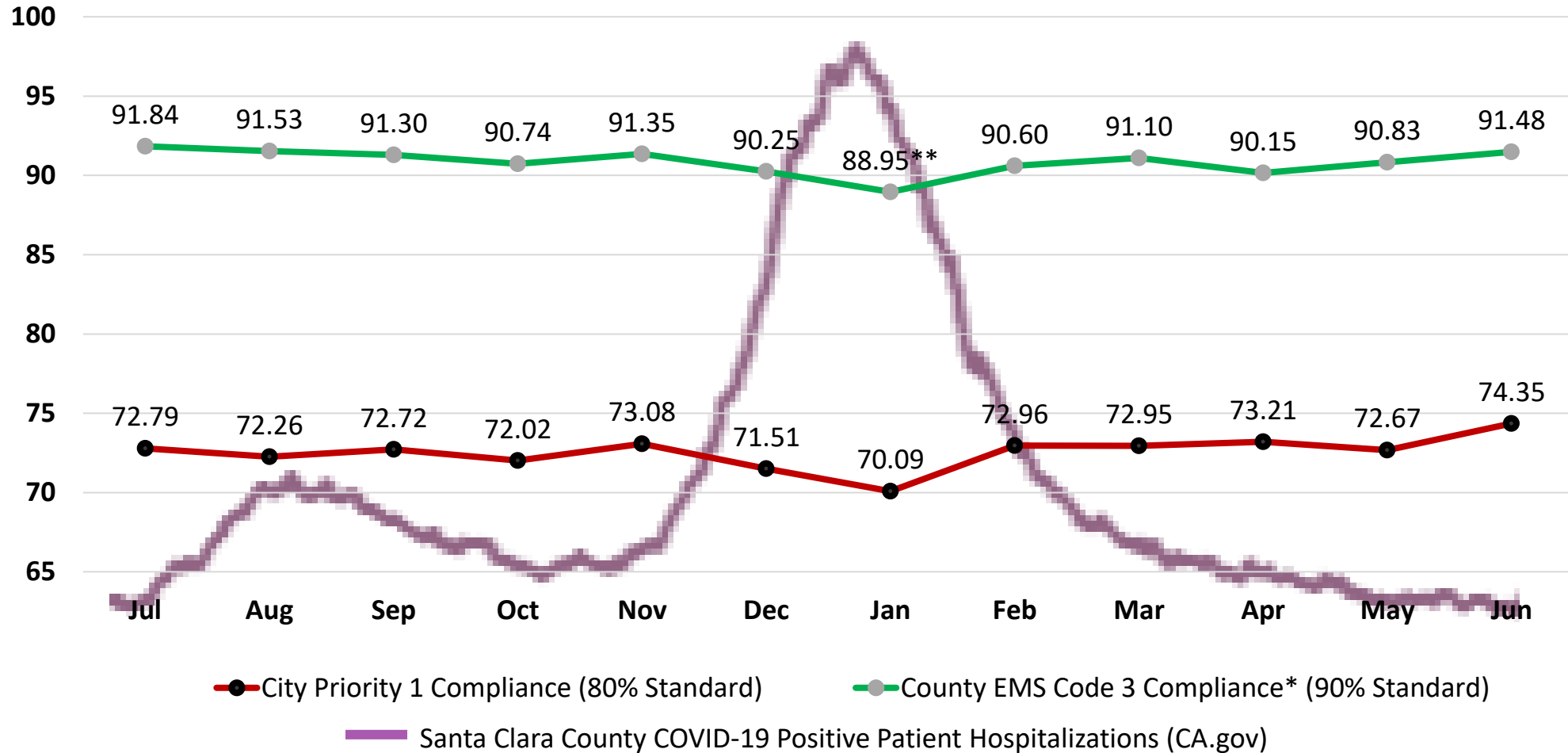
**Compliance standard reflects performance reported to County EMS adjusted for allowable exemptions*

July 2020 – June 2021 Response Time Performance



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***Final adjusted performance was reconciled 90.53% for January 2021.*

July 2020 – June 2021 Response Time Performance

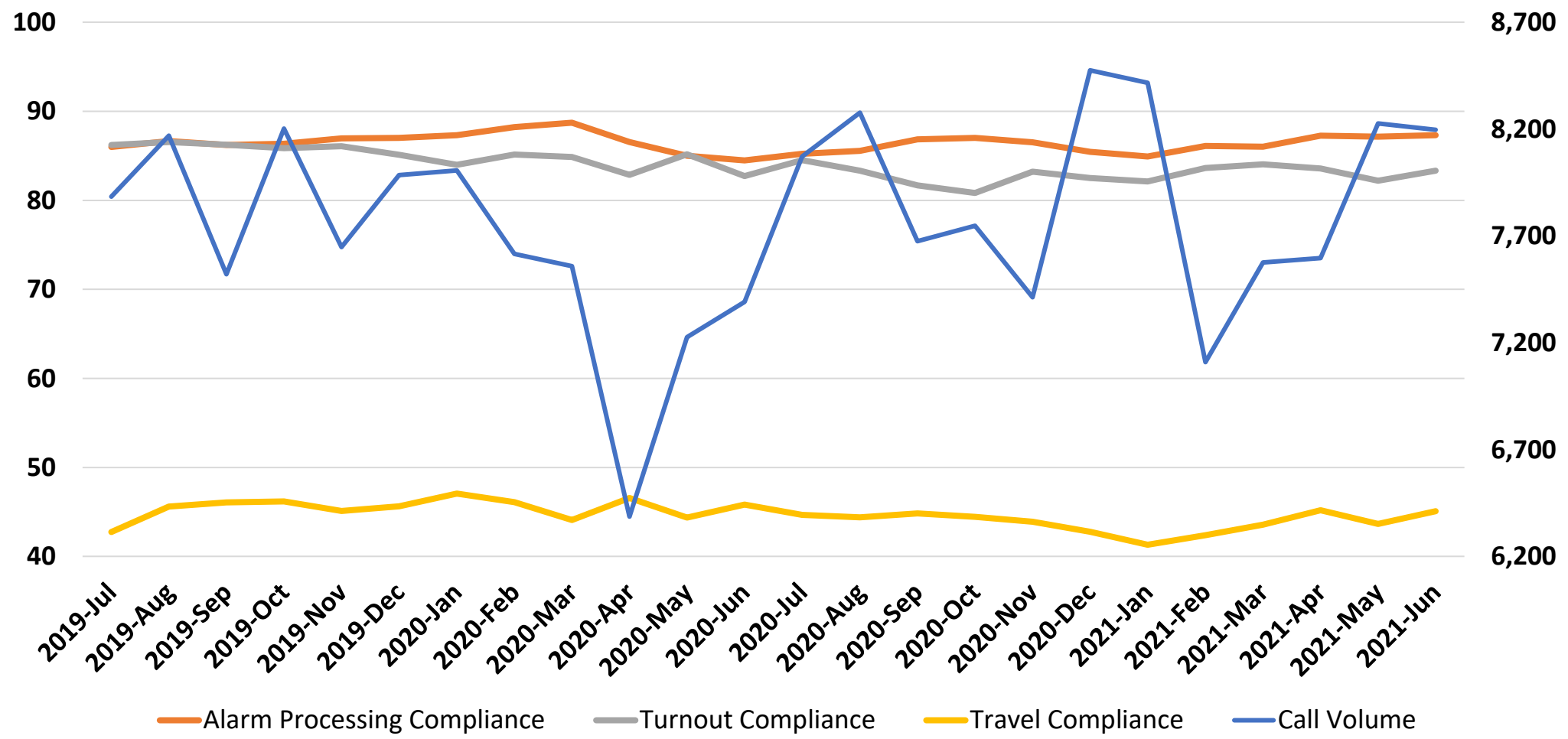


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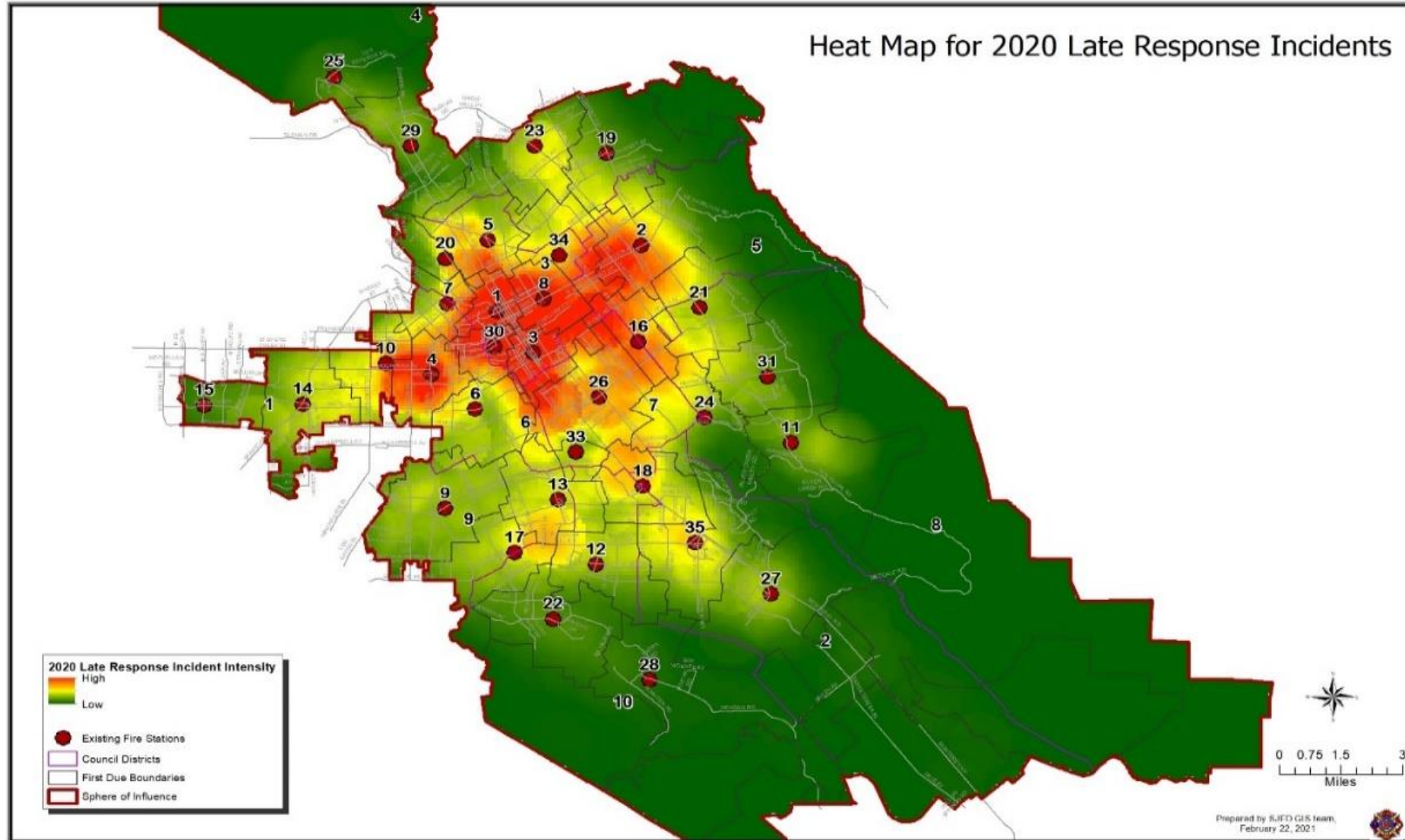
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Jul 2019 – June 2021

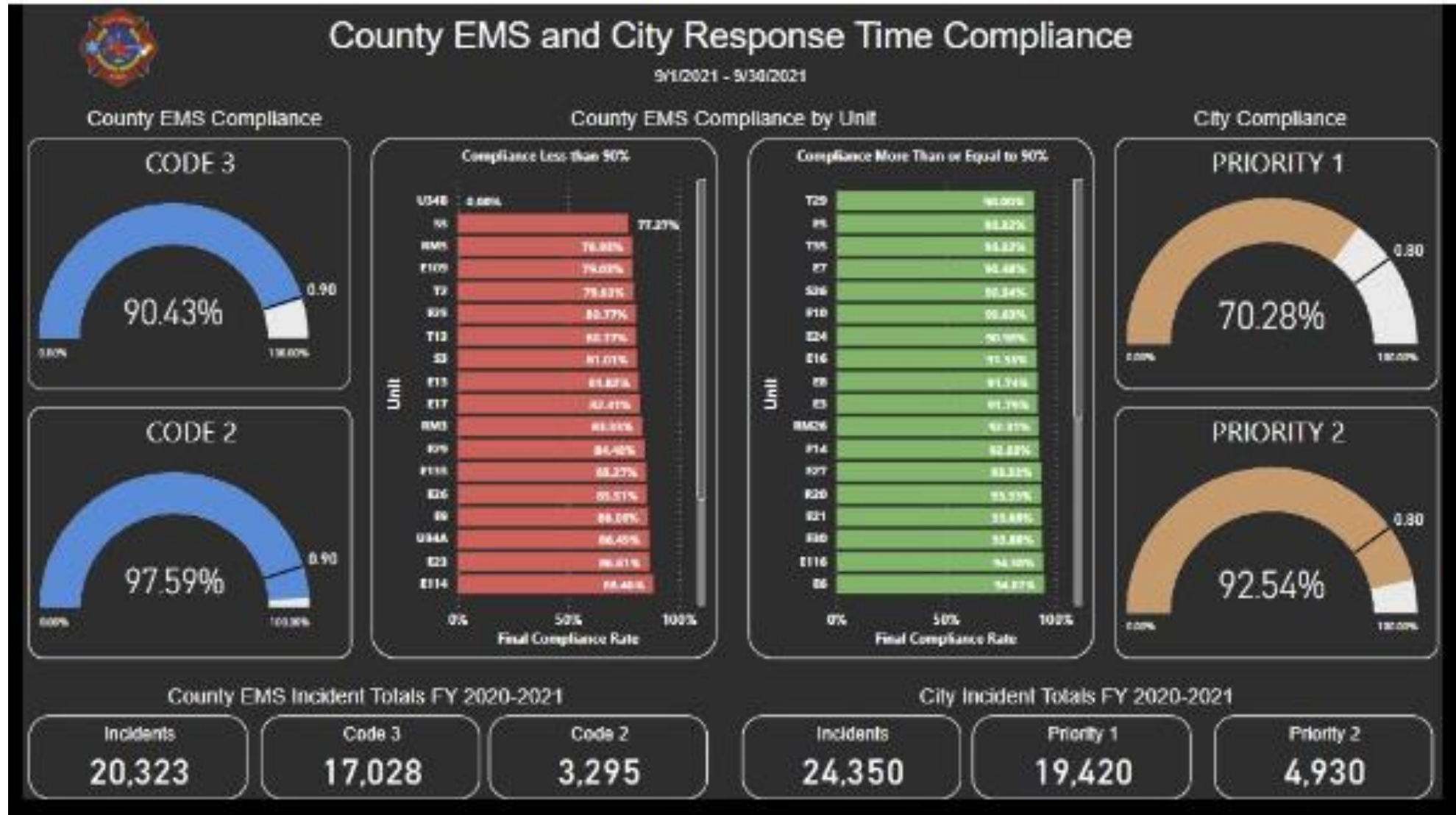
City Standard: Priority 1 Compliance Segments



Late Response Heat Map 2021



Business Intelligence



Key Strategies



Projects	Segment	Status
Resourcing		
Deployment Refinements (real-time move-ups & backfill for training)	Travel Time	In Process, Ongoing
Deployment of Rescue-Medic (“Squad”) 20, Engine 37, Engine 32, Engine 36	Travel Time	In Process, January 2022 through 2028
Fire Communications Staffing Study	Alarm (Call) Processing Time	June 2022
Border Drops	Travel Time	Following CAD to CAD Dispatch Links
Technology		
CAD to CAD Dispatch Link(s)	Alarm (Call) Processing Time, Travel Time	Pending agency readiness
Closest Unit Dispatch	Travel Time	In Process, Fall 2022
Navigation / Situational Awareness Technology	Travel Time, Resourcing	Ongoing
Analytics		
Business Intelligence	Alarm (Call) Processing Time, Turnout Time, Travel Time	In Process, Ongoing

Questions?

Robert Sapien, Jr., Fire Chief
Fire Department

John Healy, Deputy Fire Chief
Fire Department, Bureau of Field Operations

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