



2016

GMOC
Joint
Workshop



Jim Geering
Fire Chief

Harry Muns
Deputy Fire Chief



FIRE and EMS Response Times

Review Period	Call Volume	% of All Calls Responded to Within 7 Minutes	Average Response Time for all Calls ²	Average Travel Time	Average Dispatch Time	Average Turn-out Time
FY 2016	13080	78.8	5:49	3:55	0:51	1:03
FY 2016 QTR 4	3311	76.2	5:49	4:03	0:53	0:57
FY 2016 QTR 3	3341	79.0	5:50	3:59	0:51	1:00
FY 2016 QTR 2	3143	80.1	5:50	3:51	0:50	1:09
FY 2016 QTR 1	3285	80.1	5:49	3:51	0:50	1:08
FY 2015	12,561	78.3	6:14	3:51	1:12	1:10
FY 2014	11,721	76.5	6:02	3:34	1:07	1:21

Threshold Standard: 80%





FIRE and EMS Response Times (By Geography)

	Call Volume			% of All Calls Responded to Within 7 Minutes			Average Response Time for all Calls ²			Average Travel Time			Average Dispatch Time			Average Turn-out Time		
	E	W	E/W	E	W	E/W	E	W	E/W	E	W	E/W	E	W	E/W	E	W	E/W
FY 2016	2315	7116	3649	57.9	85.7	78.7	7:03	5:23	5:54	5:02	3:30	4:06	0:48	0:53	0:49	1:12	1:01	1:01
FY 16 Q 4	570	1809	932	61.1	80.9	76.3	6:53	5:27	5:53	5:01	3:42	4:14	0:43	0:55	0:54	1:09	0:55	0:55
FY 16 Q 3	620	1785	936	57.1	87.0	78.4	7:08	5:21	5:53	5:05	3:30	4:09	0:52	0:53	0:48	1:11	0:58	0:56
FY 16 Q 2	578	1685	880	58.8	86.8	81.4	7:08	5:24	5:48	5:01	3:26	3:53	0:52	0:50	0:50	1:15	1:08	1:05
FY 16 Q 1	547	1836	902	54.6	88.1	78.7	7:04	5:20	6:01	5:03	3:21	4:07	0:46	0:54	0:44	1:15	1:05	1:10
FY 2015	2,014	6,970	3,577	58.4	92.5	73.3	7:48	5:40	6:27	4:53	3:21	4:15	1:36	1:13	0:58	1:19	1:06	1:14

Note: “East” = Calls responded to east of I-805 (Fire Stations 6, 7 and 8).
 “West” = Calls responded to west of I-805 (Fire Stations 1 and 5).
 “E/W” = Calls responded to citywide (Fire Stations 2, 3, 4 and 9).

Threshold = 80%





FIRE and EMS Call Volume (By Geography)

Review Period	East		West		East / West	
	#	% change	#	% change	#	% change
FY 2016	2315	15.0	7116	2.1	3649	2.0
FY 2015	2,014	6.2	6,970	11.1	3,577	-1.6
FY 2014	1,890	-4.6	6,198	-7.6	3,633	-0.1
FY 2013	1,976	-	6,670	-	3,670	-

Note:

“East” = Calls responded to east of I-805 (Fire Stations 6, 7 and 8).

“West” = Calls responded to west of I-805 (Fire Stations 1 and 5).

“East /West” = Calls responded to citywide (Fire Stations 2, 3, 4 and 9).





TOTAL \$ 878,407

Calls For Service

FISCAL YEAR	Total Call Volume	TYPES OF CALLS RESPONDED TO			% Change
		% OF CALLS FOR FIRE SERVICE	% OF CALLS FOR EMERGENCY MEDICAL SERVICES	% OF OTHER CALLS	
2016	19,626	1.8 (347)	67.8 (13306)	30.4 (5973)	6.1
2015	18,503	2.1 (400)	80.3 (12724)	17.6 (5379)	8.6
2014	16,918	2.5 (417)	70.2 (11875)	27.3 (4626)	5.4
2013	16,011	2.6 (419)	66.8 (10699)	30.6 (4893)	2.5
2012	15,613	2.4 (371)	64.3 (10045)	33.3 (5197)	1.5
2011	15,373	2.2 (334)	66.0 (10143)	31.9 (4897)	0.9
2010	15,234	2.3 (356)	64.7 (9852)	33.0 (5023)	



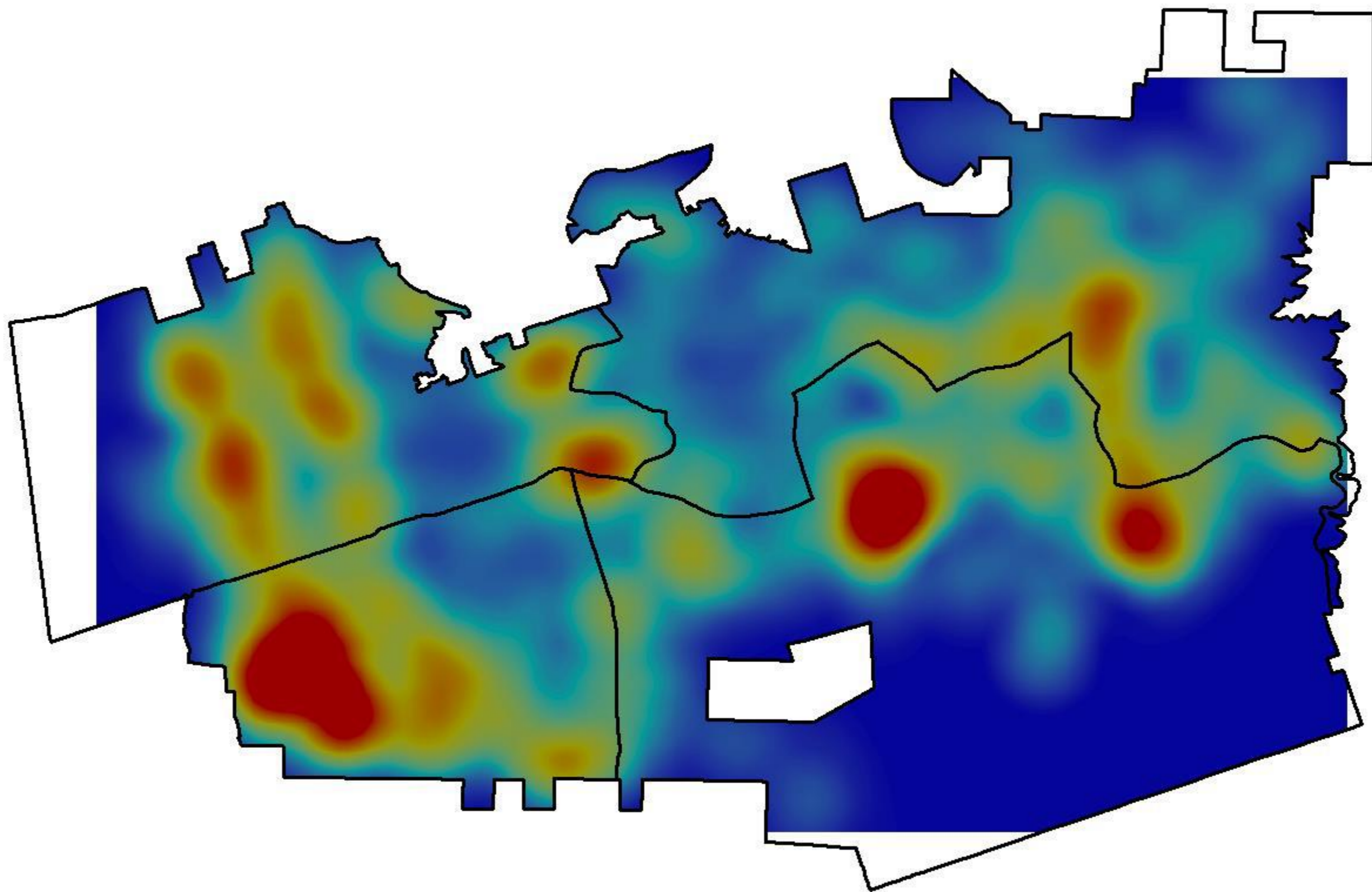


TOTAL \$ 878,407

NFPA COMPLIANCE

	FY 2016						FY 2015				
	# of Calls	Dispatch	Turnout	Travel	Total Response		# of Calls	Dispatch	Turnout	Travel	Total Response
EMS - 1st Unit	12,960						12,240				
Standard		1:00	1:00	4:00	6:00			1:00	1:00	4:00	6:00
Ave Time		0:51	1:03	3:55	5:56			0:50	1:10	3:50	6:09
% Compliance		80.0	51.4	61.8	63.4			77.0	41.4	64.7	62.9
Fire - 1st Unit	277						320				
Standard		1:00	1:20	4:00	6:20			1:00	1:20	4:00	6:20
Ave Time		1:19	1:06	4:15	7:14			1:30	1:08	4:44	8:59
% Compliance		48.7	66.8	49.8	50.2			18.8	49.0	46.3	42.5
Effective Fire Force - 14FF	32						39				
Standard		1:00	1:20	8:00	10:20			1:00	1:20	8:00	10:20
Ave Time		1:42	1:10	5:34	8:28			2:36	1:16	8:04	11:56
% Compliance		38.6	62.7	85.5	37.5			15.4	43.6	76.9	46.2





Council District Heat Map showing incidents from 3/1/2015 through 2/29/2016 with response times greater than 07:00.



Questions?



Jim Geering, FIRE CHIEF / Harry Muns, DEPUTY CHIEF