

# Response Time Measures Briefing

## City of Garden Grove

Presented on March 4, 2019



CITYGATE ASSOCIATES, LLC  
FIRE & EMERGENCY SERVICES

The Business of Better Government



# Fire Service Delivery Policy Choices

- There are no mandatory federal or state regulations directing the level of fire service response times and outcomes. Thus, communities have the level of service they desire and can afford.
- The body of regulations on the fire service provides that *if fire services are provided at all, they must be done so with the safety of the firefighters and citizens in mind.*
- Deployment is about the **speed** and **weight** of the response:
  - **Speed** = single neighborhood-based units
  - **Weight** = multiple units amassing quickly enough to stop serious fires

# Service-Level Goals

- Time-temperature curve in building fires
- EMS survivability in cardiac arrest (CPR)
- Suppress other outdoor fires before they spread to buildings and wildland areas
- Keep small fires small
- Save people with potentially fatal medical emergencies
- Policy goal – Provide adequate response times *to all similar risk and population density neighborhoods*

# Deployment Best Practices Advice

- Insurance Services Office (ISO)
- National Fire Protection Association (NFPA)
- Commission on Fire Accreditation
- Recommendation is for each community to adopt a council policy for desired outcomes for types of risk
- Example – keep building fire to or near room of origin
  - The outcome needs a quantity of firefighters in time to be effective – “Response Time”

# Current Urban Best Practice Time Metrics

- ***Call Processing/Dispatch***
  - NFPA: 90 seconds or less (90%)
- ***Crew Turnout***
  - NFPA: 80 seconds or less (90%)
  - Citygate: 2:00 minutes or less (90%)
- ***First-Due Travel***
  - NFPA: 4:00 minutes or less (90%)
- **Total Response Time = 7:30 minutes/seconds**
- ***1<sup>st</sup> Alarm Travel***
  - NFPA: 8:00 minutes or less (90%); 11:30 Total Response

# Garden Grove Measures History

- Late 2008 General Plan 2030
- Goal – SAF-IMP-5I – Adopt standards that set the number of personnel per response and response times (NFPA 1710)

*(NFPA 1710 recommends 4-minute travel for the first arriving fire unit 8-minute multi-unit travel to serious fires.)*

# Fire Chiefs 2016 Deployment Review

- Six minutes *total* time for EMS incidents appears to be based on 4-minute travel + 2 minutes for dispatch and turnout = 6 minutes
- City Council action was to “accept” the report and increase PM staff; no mention of response times
- The report did not include dispatch processing time

# Measure O Response Time – Mid-2018

- City webpage on Measure O references 6 minutes for critical medical events
- Given the 2016 Chief's report, the 6 minutes appears to be *from crew notify*, not 9-1-1 receipt
- By the 6<sup>th</sup> minute, 38% reached but no mention of the time to 90%



# Council Response Time Update – Sept. 2018

- Discussion of a 6-minute ***total*** EMS response time @ 90%, but divided into:
  - 1:45-minute dispatch + 1-minute crew turnout + 4-minute travel = **6:45**
  - Referenced NFPA 1710 and use of 90% fractile

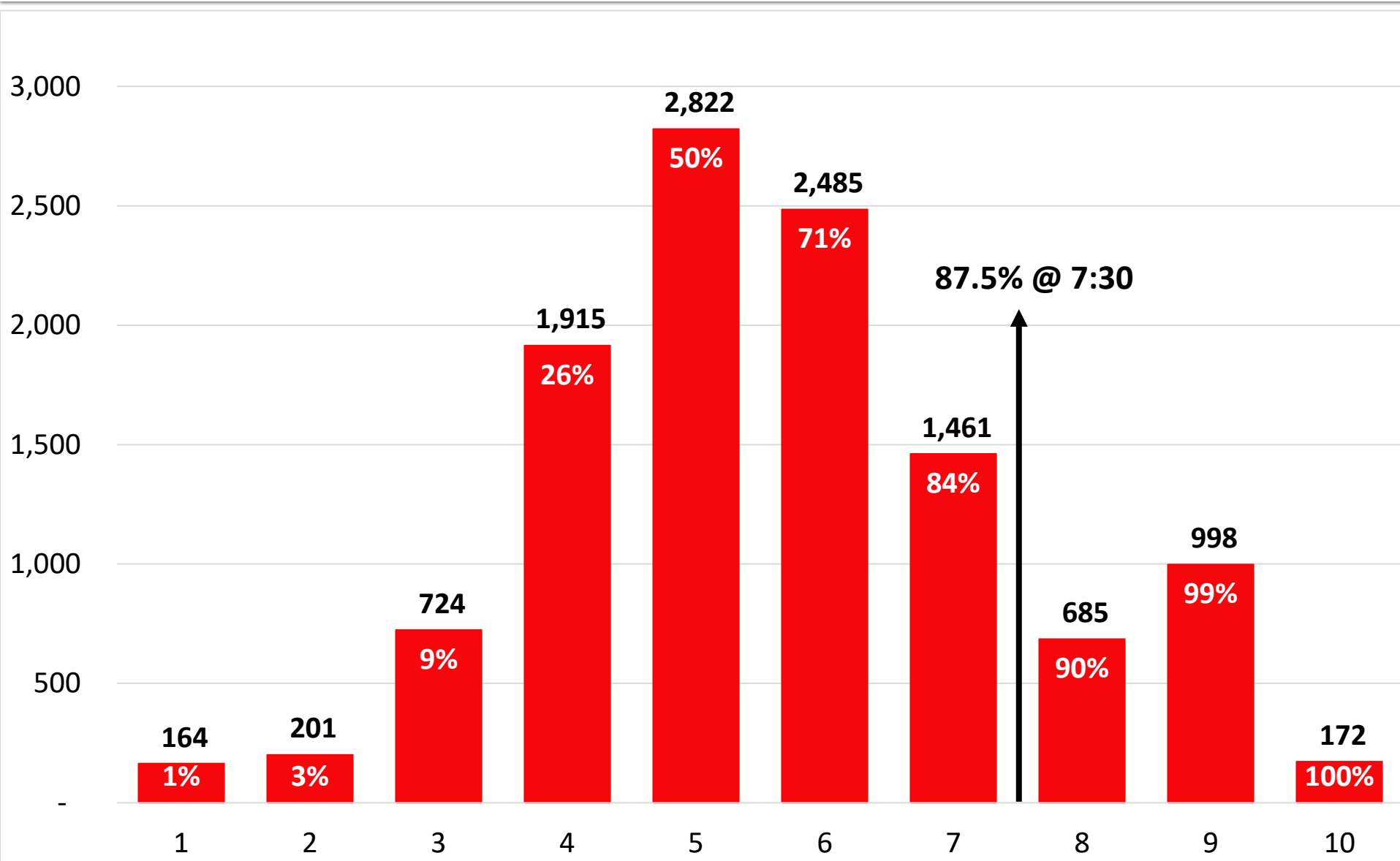
# 2018 Garden Grove Response Time Data

- **1<sup>st</sup> Due Unit @ 90%**
  - Call processing 1:23 minute/seconds
  - Crew turnout 1:24 minute/sec
  - Travel 6:22 minutes/sec
  - *Citywide Total Time* 8:20 minutes/sec
  
- OCFA 1<sup>st</sup> Unit Goal – 7:22 @ 80%

# 2016-2018 Garden Grove Response Time Data

- **1<sup>st</sup> Due Unit @ 90%**
  - Call processing 1:31 minute/seconds
  - Crew turnout 1:41 minute/sec
  - Travel 6:13 minutes/sec
  - *Citywide Total Time* 8:23 minutes/sec
  
- OCFA 1<sup>st</sup> Unit Goal – 7:22 @ 80%

# Total Response Time by Minute



# Deployment Measures Summary

- A total response time measure for Garden Grove should begin with 9-1-1 answer
- A best practices goal would be 7:30 minutes
- Current City measure is 8:20 minutes @ 90% due to longer travel times
- But over 87.5% are reached by 7:30 minutes
- The OCFA proposal does not change station locations so travel times stay the same
- Given other unit type changes, OCFA should have the same or slightly better times

# Discussion

