

NOTICE OF REGULAR MEETING

Pursuant to Section 54954.2 of the Government Code of the State of California, a Regular meeting of the **SOUTH COUNTY FIRE AUTHORITY** is hereby called for:

Date/Time: **Tuesday, January 21, 2014, 5:00 p.m.**
(or as soon thereafter as possible)

Location: **Council Chambers, City Hall**
333 Civic Center Plaza, Tracy

Government Code Section 54954.3 states that every public meeting shall provide an opportunity for the public to address the South County Fire Authority on any item, before or during consideration of the item, however no action shall be taken on any item not on the agenda.

1. Call to Order
2. Roll Call
3. Items from the Audience - *In accordance with Procedures for Preparation, Posting and Distribution of Agendas and the Conduct of Public Meetings, adopted by Resolution 2008-140 any item not on the agenda brought up by the public at a meeting, shall be automatically referred to staff. If staff is not able to resolve the matter satisfactorily, the member of the public may request a Board Member to sponsor the item for discussion at a future meeting.*
4. Approval of Minutes
5. ACCEPT A REPORT ON THE SOUTH COUNTY FIRE AUTHORITY EMERGENCY RESPONSE PERFORMANCE FOR THE SECOND QUARTER OF FISCAL YEAR 2013-2014
6. TO ELECT A CHAIRPERSON AND VICE-CHAIRPERSON OF THE SOUTH COUNTY FIRE AUTHORITY BOARD OF DIRECTORS FOR THE 2014 CALENDAR YEAR
7. APPROVAL OF LETTER TO THE JOINT RADIO USERS GROUP AND SAN JOAQUIN COUNTY EMERGENCY MEDICAL SERVICES AGENCY REGARDING DISPATCHING PROTOCOL AND THE DELAY IN RESPONSE TIMES, AND AUTHORIZE THE CHAIRMAN TO SIGN THE LETTER
8. Items from the Audience
9. Adjournment

January 16, 2014

The City of Tracy is in compliance with the Americans with Disabilities Act and will make all reasonable accommodations for the disabled to participate in public meetings. Persons requiring assistance or auxiliary aids in order to participate, should call City Hall (209-831-6000), at least 24 hours prior to the meeting.

Any materials distributed to the majority of the South County Fire Authority regarding any item on this agenda will be made available for public inspection in the City Clerk's office located at 333 Civic Center Plaza, Tracy, during normal business hours

October 15, 2013, 5:45 p.m.

Council Chambers, 333 Civic Center Plaza

Web Site: www.ci.tracy.ca.us

1. Chairperson Rickman called the meeting to order at 5:45 p.m.
2. Roll Call found Directors Maciel, Thoming, Vieira and Chairperson Rickman present.
3. Items from the Audience - None.
4. Approval of Minutes – It was moved by Director Maciel and seconded by Director Thoming to adopt the regular meeting minutes of July 16, 2013. Voice vote found all in favor; passed and so ordered.
5. RECEIVE AND ACCEPT THE FIRE CHIEF'S INFORMATIONAL UPDATE – Fire Chief Al Nero provided the report. At the July 16, 2013, South County Fire Authority (SCFA) meeting, the Board inquired about sending a letter to the Joint Radio Users Group (JRUG) regarding using the most efficient method to dispatch SCFA units to reduce the call processing time. Fire Chief Nero indicated staff will prepare a draft letter to be added to the January, 2014, SCFA meeting agenda for the Board's consideration.

Bill Sartor, Assistant City Attorney, indicated that the item was not agendized.

Fire Chief Nero continued with the Informational Update.

Fire Chief Nero stated the fire governance was discussed at Local Agency Formation Commission (LAFCo) during their August, 2013, meeting. The item was continued to the October 18, 2013, meeting. Staff is waiting on proposals from consultants who will verify financial data and help to develop an implementation plan. Staff intends to pursue strengthening the SCFA while determining the option of the Tracy Rural Fire Protection District (TRFPD) annexing the City into the District. Staff will provide detailed updates and seek direction from the SCFA.

Mountain House Community Service District (MHCSO) has provided notice to TRFPD of their intent to terminate their contract for fire services. TRFPD will begin discussions with MHCSO. Staff will keep the SCFA Board informed. The governance plan includes offering MHCSO a full membership in the SCFA. Fire Chief Nero stated SCFA may want to consider this option, pending the results of the TRFPD discussions with MHCSO.

The Fire Department received a letter from the Emergency Medical Services Authority (EMSA) Director stating they intend to terminate the contract with SCFA to provide ALS service. Fire Chief Nero stated he had been in discussions with the Director of EMSA and was advised that a draft updated contract would be delivered on October 17, 2013, for consideration.

Director Maciel asked what alternatives were being sought for SCFA.

Fire Chief Nero responded MHCSO staff was seeking a reduction in costs such as staffing and volunteers. Fire Chief Nero stated the contract with TRFPD will be discussed in a couple of weeks.

Robert Tanner asked if Mountain House Community Service District goes away, will MHCSO buy the current station. Mr. Tanner also asked if the annexation would become a vote of the citizens or strictly Council. Mr. Sartor responded that if at least 25% of residents object, then the annexation will go to vote of the people.

Mr. Tanner asked if the citizen's vote is required, would it be widely announced that people need to vote. Mr. Sartor responded that all agencies would have public hearings which would be noticed in all areas.

The South County Fire Authority accepted the informational report.

6. ACCEPT A REPORT ON THE SOUTH COUNTY FIRE AUTHORITY EMERGENCY RESPONSE PERFORMANCE FOR THE FIRST QUARTER OF FISCAL YEAR 2013/2014 – Division Chief Steve Hanlon provided the staff report. This report presents historical Fire Department response information for the first quarter of fiscal year 2013/2014. There were a total of 1571 incidents in the South County Fire Authority (SCFA) during the first quarter of fiscal year 2013/2014. This is a decrease of 118 incidents compared to the same quarter last fiscal year, but an increase of 151 incidents from the first quarters of 2011/2012 and an increase of 182 from 2010/2011. There were 24 structure fires in the South County Fire Authority during the first quarter of 2013/2014. This is an increase of 18 compared to the same quarter last fiscal year. Thirteen occurred in the City of Tracy, ten in the Tracy Rural Fire Protection District (TRFPD), and one in the Mountain House Community Services District (MHCSO). The loss from structure fires in the City was also up considerably. Structure fire loss in the City limits during the first quarter of fiscal year 2013/2014 was \$2,654,080 (property and content loss). The majority of that loss was attributed to fires in two manufacturing facilities, and one residential structure fire. A foam manufacturer on North MacArthur Drive suffered a \$2,090,697 loss after two fires that occurred on August 13 and 15, 2013. A Larch Road maker of semiconductor instruments suffered a \$355,000 loss on July 3, 2013, when one of their machines burned, and a single family residence on Lincoln Boulevard suffered a \$90,000 loss. The Department's goal is to confine residential structure fires to the room of origin or less 90% of the time. During the first quarter of 2013/2014, that goal was met 73% of the time in the City. There were no residential structure fires in the Rural area during the quarter, and the one structure fire in the MHCSO did not extend to the residence.

During the first quarter of fiscal year 2013/2014, the department responded to 54% of all emergency incidents inside of the City of Tracy within the total reflex performance objective of 6.5 minutes. The 90th percentile for all incidents in the City was 9 minutes and 15 seconds (9:15) meaning 90% of all incidents were responded to in 9:15 or less. In the first quarter of fiscal year 2013/2014, the Fire Department responded to 61% of all emergency incidents in the TRFPD within the total reflex performance objective of 10 minutes. The 90th percentile for all incidents in the rural area was 14 minutes and 57 seconds; 90% of all incidents were responded to within 14:57 or less. Response

performance in the MHCSD was 41% for all emergency incidents within the total reflex performance objective of 6.5 minutes. The 90th percentile for all incidents was 9 minutes and 57 seconds (10:07).

Director Maciel asked if the major losses financially were predominantly industrial. Division Chief Hanlon responded yes.

Director Maciel stated the fire service always looks for possible preventive measures, but in an industrial situation it is limited. Division Chief Hanlon responded in the case of the foam manufacturer it was not. Division Chief Hanlon added that the City's engineering staff were on the scene the next day assisting the manufacturer. The property owner and Prologis are working together to improve their fire protection, both housekeeping and the system.

Director Maciel added there were lessons to be learned, but primarily in house by the manufacturer. Division Chief Hanlon responded yes.

Director Rickman asked about the progress of the Hazmat team. Fire Chief Nero responded there is one additional person to train and seven trained Hazmat personnel will be deployed effective January 1, 2014.

The South County Fire Authority accepted the Emergency Response Performance Report for the first quarter of fiscal year 2013/2014.

7. Items from the Audience - None
8. Adjournment – It was moved by Director Maciel and seconded by Director Thoming to adjourn. Voice vote found all in favor; passed and so ordered. Time: 6:00 p.m.

The above are summary minutes. The above agenda was posted at Tracy City Hall on October 10, 2013.

Chairperson

Attest:

Secretary

SCFA AGENDA ITEM 5

REQUEST

ACCEPT A REPORT ON THE SOUTH COUNTY FIRE AUTHORITY EMERGENCY RESPONSE PERFORMANCE FOR THE SECOND QUARTER OF FISCAL YEAR 2013-2014

EXECUTIVE SUMMARY

The following report is a summary of emergency response performance for the second quarter of fiscal year 2013/2014. The total number of fire department incidents in the South County Fire Authority for the second quarter increased by 3.4% compared to the same quarter in fiscal year 2012/2013. Response performance remains on par and consistent.

DISCUSSION

This report presents historical fire department response information for the second quarter of fiscal year 2013/2014.

There were a total of 1,637 incidents in the South County Fire Authority (SCFA) during the second quarter of fiscal year 2013/2014. This is an increase of 54 incidents compared to the same quarter last fiscal. After four straight years of a gradual decrease in call volume (between fiscal years 2007/2008 and 2010/2011), the SCFA has seen an increase over the past two fiscal years.

Emergency medical service calls account for 69% of all calls dispatched in the SCFA during the past quarter. Hazardous condition and service calls accounted for 5% each of the total. Twelve percent were fire alarms and 6% were fires.

During this past quarter, there were 15 structure fires in the SCFA. That was an increase of six structure fires compared to the same quarter last fiscal year. Thirteen occurred in the City of Tracy and two in the Tracy Rural Fire Protection District (TRFPD). There were no structure fires in the Mountain House Community Services District during the quarter.

The estimated dollar loss from structure fires in the City during the second quarter of fiscal year 2013/2014 was \$423,028 (property and content loss). The majority of that loss was attributed to two single family dwelling fires. One occurred on 11/29/13 at 1334 Crossroads Drive and the other on 12/27/13 at 2935 Elsinore Drive. Both of those fires had significant fire damage and both had a civilian injured as a result of each fire.

Structure fire dollar in the Rural area during the second quarter of fiscal year 2013/2014 totaled \$77,078. A working bedroom fire at a single family residence located at 3807 W. Eleventh Street on 12/11/13, accounted for the majority of that loss at \$71,078 (property and content loss). A 11/13/13 fire in a produce warehouse located at 16900 W. Schulte Road had a loss of \$6,000. That fire was contained by the built-in fire sprinkler system.

The Department's goal is to confine residential structure fires to the room of origin or less 90% of the time. For the first two quarters of 2013/2014 that goal was met 67% of the time in the City. There were no residential structure fires in the Rural or Mountain House areas during the second quarter. However, that goal was met 100% of the time in both jurisdictions during the first quarter of this fiscal year. Another goal of the department is to respond to all emergencies quickly.

The South County Fire Authority response time performance is broken down into four components, "Call Processing," "Turnout Time," "Travel Time," and the "Total Reflex Time." The Response Performance Report displays each of these time components of time by percentage and percentile and compares them to both the desired benchmarks and to the acceptable baselines.

During the second quarter of fiscal year 2013/2014, the department responded to 42% of all emergency incidents inside of the City of Tracy within the total reflex performance objective of 6.5 minutes. The 90th percentile for all incidents in the City was 8 minutes and 59 seconds (8:59) meaning 90% of all incidents were responded to in 8:59 or less.

In the second quarter of fiscal year 2013/2014 the fire department responded to 58% of all emergency incidents in the TRFPD within the total reflex performance objective of 10 minutes. The 90th percentile for all incidents in the rural area was 13 minutes and 25 seconds (13:25); 90% of all incidents were responded to within 13:25 or less.

Response performance in the Mountain House Community Services District was 24% for all emergency incidents within the total reflex performance objective of 6.5 minutes. The 90th percentile for all incidents was 8 minutes and 50 seconds (8:50).

FISCAL IMPACT

There is no fiscal impact related to receiving this report

RECOMMENDATION

Staff recommends the Board of Directors accept the South County Fire Authority Response Performance Report for the second quarter of fiscal year 2013/2014.

Prepared by: Steve Hanlon, Fire Division Chief

Reviewed by: Al Nero, Fire Chief

Approved by: R. Leon Churchill, Jr., Executive Director

ATTACHMENT

Attachment A: South County Fire Authority Quarterly Response Performance Report



South County Fire Authority Quarterly Response Performance Report

Second Quarter - Fiscal Year 2013/2014 (October 1, 2013 through December 31, 2013)

This report reflects incident responses for all jurisdictions of the South County Fire Authority during the second quarter of Fiscal Year 2013/2014. It includes fire department response for the City of Tracy, the Tracy Rural Fire Protection District, and the town of Mountain House.

Tables and charts display the numbers of incidents occurring in each jurisdiction of the South County Fire Authority, responses per company, the total number of incident for the past year, response performance, and a summary of the major fires that have occurred during the second quarter of Fiscal Year 2013/2014.

Incidents by Type – Second Quarter FY 2013/2014

The following table displays the percentage of incident types dispatched in each jurisdiction of the South County Fire Authority during the second quarter of Fiscal Year 2013/2014.

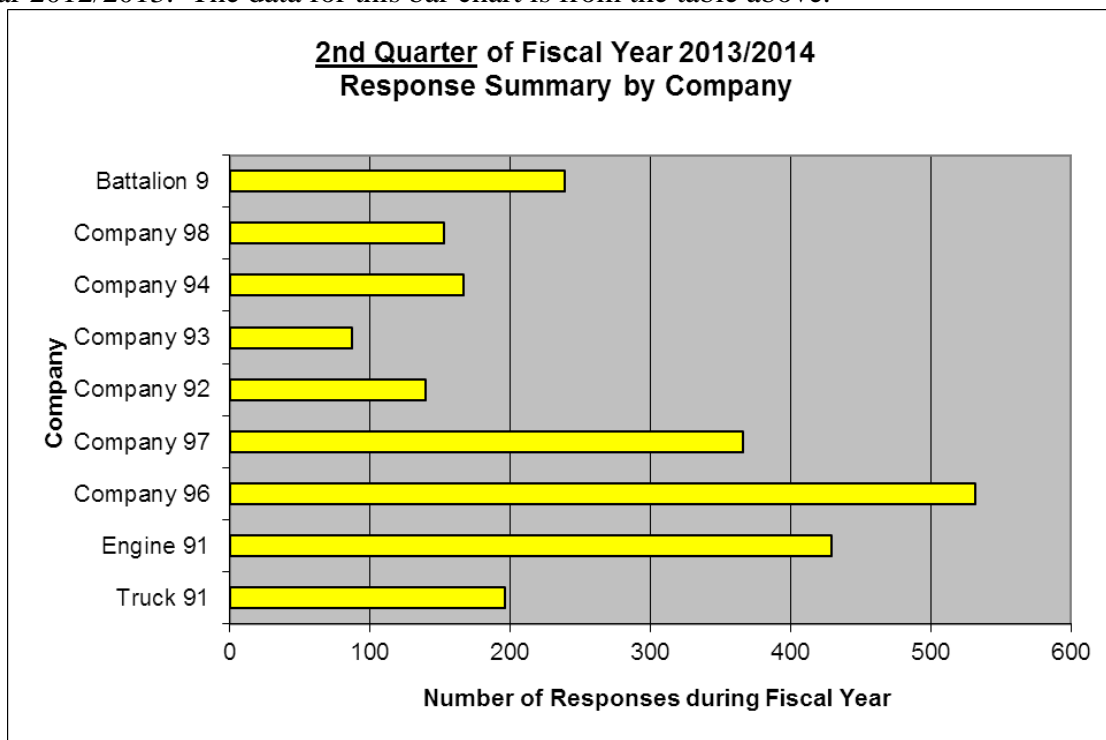
Call Type	City	Rural	Mt. House	Freeway	Other	TOTALS
Fires	5.1%	14.2%	2%	19%	31%	8%
EMS/Rescue	71.8%	58.3%	78%	73%	62%	69%
Hazardous Condition	3.4%	11.9%	5%	6%	5%	5%
Service	5.3%	5.1%	5%	2%	0%	5%
Alarm	13.6%	9.8%	10%	0%	2%	12%
Other	0.9%	0.7%	0%	0%	0%	1%
TOTALS	1141	295	81	62	58	1637
Percentage of Total	70%	18%	5%	4%	4%	

Responses by Company of the South County Fire Authority

This table shows the number of responses that each fire unit was attached to during the second quarter of Fiscal Year 2013/2014. These responses incorporate multiple units that have responded to a single incident.

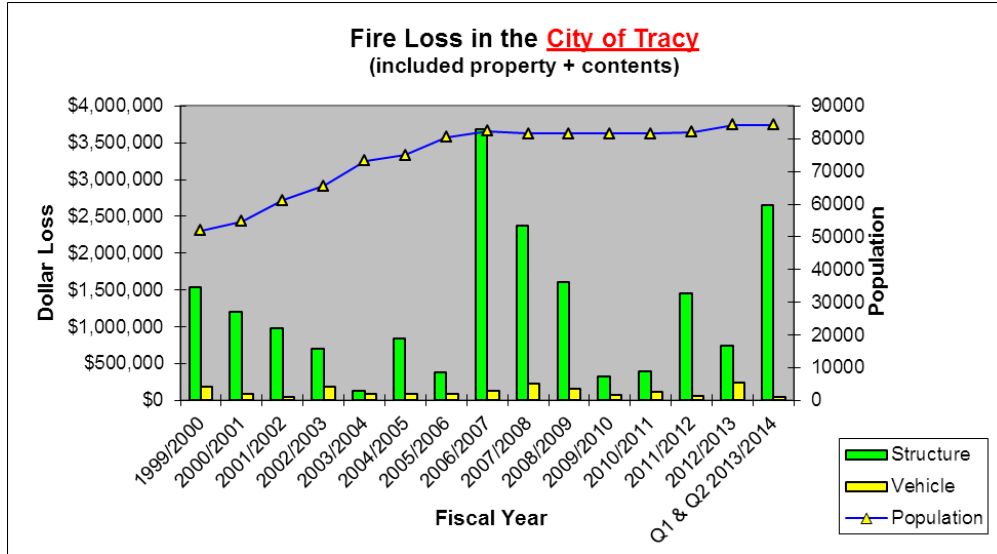
Company	City	Rural	Mt. House	Freeway	Other	TOTALS
Truck 91	141	32	5	18	0	196
Engine 91	354	52	5	17	1	429
Company 96	439	74	1	14	4	532
Company 97	288	62	0	15	1	366
Company 92	55	63	0	9	13	140
Company 93	20	54	0	11	2	87
Company 94	51	53	12	24	27	167
Company 98	23	31	70	10	19	153
Battalion 9	116	78	5	36	4	239
TOTALS	1487	499	98	154	71	2309
Percentage of Total	64%	22%	4%	7%	3%	100%
Reserve Engine 95	242	56	4	13	1	316
Reserve Engine 90	15	22	0	2	1	40
Haz-Mat 9	1	1	0	0	0	2
OES 349	3	1	1	0	1	6

The chart below displays the number of responses per company during the second quarter of Fiscal Year 2012/2013. The data for this bar chart is from the table above.

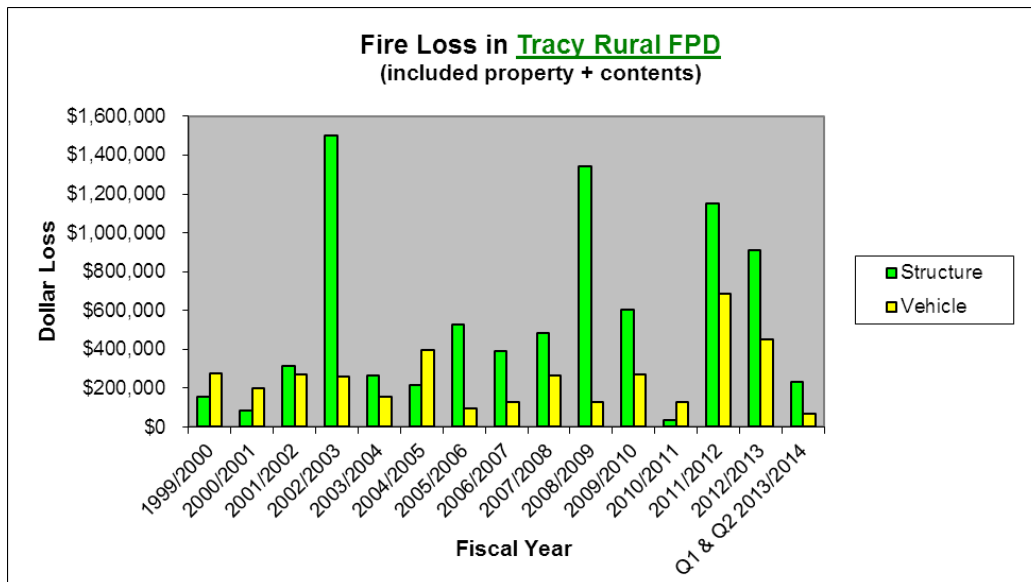


Structure Fire Loss

During the second quarter of Fiscal Year 2013/2014 the Fire Department was dispatched to 37 structure fires in the City of Tracy. Total structure fire loss in the City of Tracy during the quarter was \$423,028. Six of the 37 fires turned out to be working fires upon the arrival of the fire department. The two most significant were both single family dwellings. One occurred on 11/29/13 at 1334 Crossroads Drive and the other on 12/27/13 at 2935 Elsinore Drive. Both of those fires had significant fire damage and both had one civilian injured as a result of each fire.



The Fire Department was dispatched to eight structure fires in the Tracy Rural Fire Protection District during the second quarter of Fiscal Year 2013/2014. One was a working fire upon arrival of the fire department and a second fire controlled by fire sprinklers. The working fire was a bedroom fire at a single family residence located at 3807 W. Eleventh Street on 12/11/13. That fire loss was \$71,078. Total structure fire loss in the Rural during the first quarter of Fiscal Year 2013/2014 was \$77,078.



Structure Loss

The following table lists the most significant dollar loss fires that occurred during the second quarter of Fiscal Year 2013/2014. This list includes only fires with over \$10,000 in combined property and content loss.

City of Tracy Structure Fire Loss

Tracy Rural FPD Structure Fire Loss

Date	Address	Dollar Loss	Date	Address	Dollar Loss
10/26/2013	820 Palm Circle	\$30,000	12/11/2013	3807 W. Eleventh Street	\$71,078
11/24/2013	2929 N. Mac Arthur Dr.	\$11,000			
11/29/2013	1334 Crossroads Dr.	\$215,864			
12/19/2013	2095 Foothill Ranch Dr.	\$29,056			
12/26/2013	762 Katlin Ct.	\$16,000			
12/27/2013	2935 Elsinore Drive	\$114,208			

MHCSD Structure Fire Loss

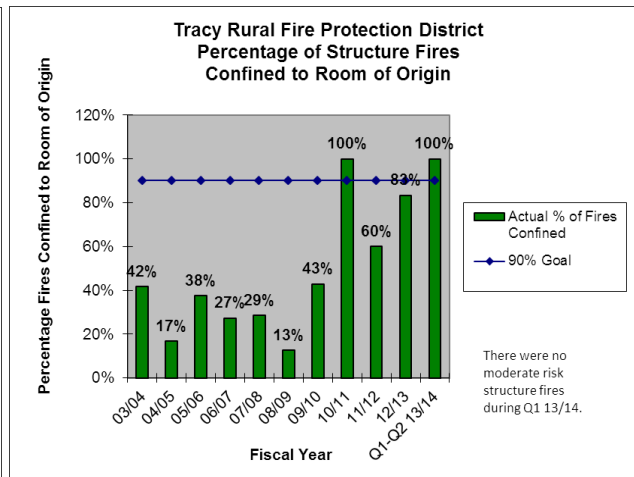
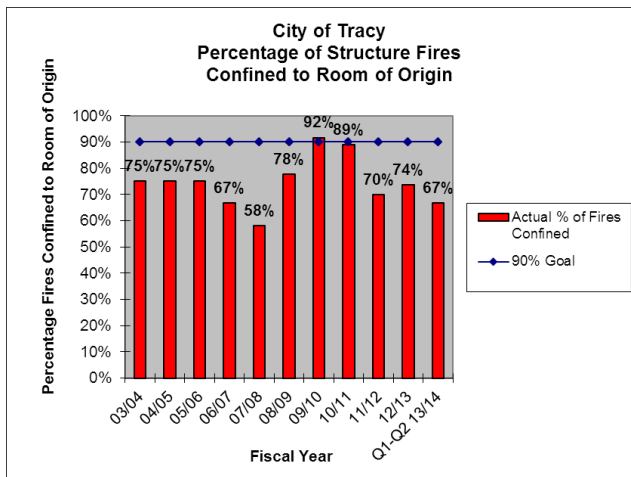
Date	Address	Dollar Loss
No fires over \$10K in loss during Q1		

“Moderate Risk” Structure Fires Confined to Room of Origin

The majority of structure fires in the South County Fire Authority occur in residential structures. When an effective response force can be assembled to safely mitigate these types of fires, the outcome is usually positive. The following are the South County Fire Authority Moderate risk structure fire objectives:

- To confine “moderate risk” structure fires to the room of origin or less 90% of the time in the City.
- To confine “moderate risk” structure fires to the room of origin or less 90% of the time in the District.

The following charts display the percentage of moderate risk structure fires confined to the room of origin or less since Fiscal Year 2003/2004.



Queuing

Queuing is a term used to describe the occurrence of simultaneous calls in one fire company's first-due area. When simultaneous calls are dispatched in one company's first-due area, a response from another company is required. This pulls resources from another area thus creating a void in the service delivery system and potentially creating a delay in response. A certain level of queuing is anticipated for fire department units relative to a static response system.

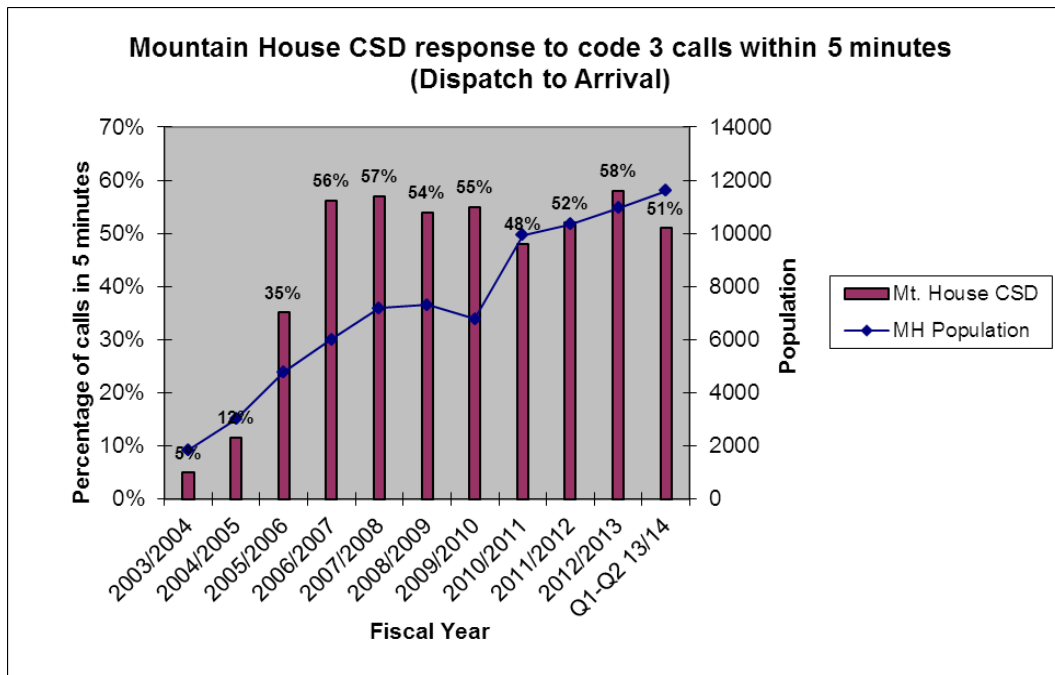
The following table displays the queuing percentages in each fire station's response area since Fiscal Year 2006/2007.

South County Fire Authority Queuing

Station Response Area	% of incidents handled by non-first due FY 2008/2009	% of incidents handled by non-first due FY 2009/2010	% of incidents handled by non-first due FY 2010/2011	% of incidents handled by non-first due FY 2011/2012	% of incidents handled by non-first due FY 2012/2013	% of incidents handled by non-first due Q-1 & Q-2 FY 2013/2014
91	8%	8%	5%	4%	3%	3%
92	10%	8%	3%	3%	3%	3%
93	6%	3%	2%	2%	1%	1%
94	15%	9%	4%	3%	2%	3%
96	10%	8%	7%	6%	6%	6%
97	9%	6%	6%	5%	5%	5%
98	5%	3%	3%	3%	2%	2%

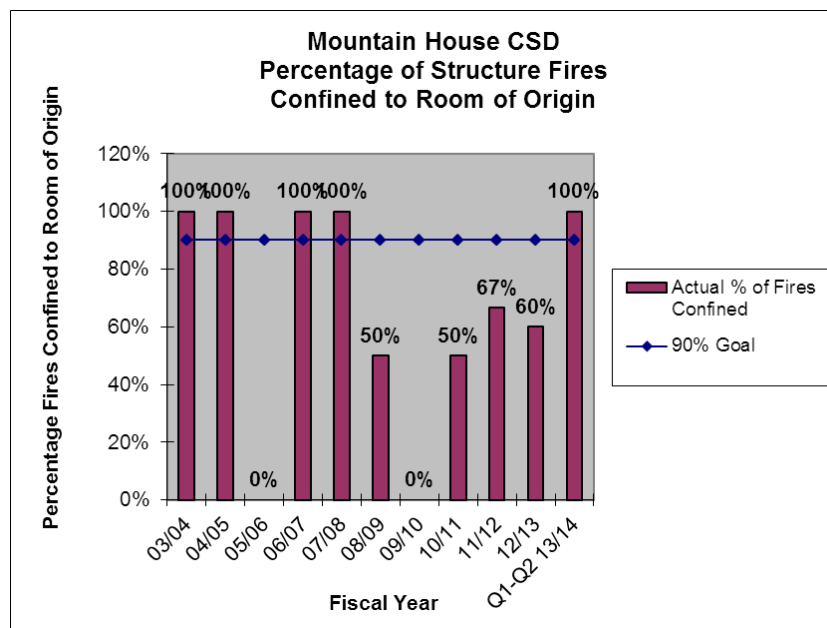
Mountain House Community Services District Response Performance

The charts below display the Mountain House Community Services District response performance and the percentage of “moderate risk structure fires confined to the room of origin or less since the 2003/2004 Fiscal Year.



“Moderate Risk” Structure Fires Confined to Room of Origin

There were no structure fire response in the Mountain House Community Services District during the second quarter of Fiscal Year 2013/2014. The Department was dispatched to three structure fires during the first quarter of Fiscal Year 2013/2014 and only one of those turned out to be a residential fire on San Marcos Drive that was quickly confined to one room by the Fire Department.



Components of Response Time

The tables on the following pages display each of the components of response time for the second quarter of fiscal year 2013/2014 and for fiscal year 2012/2013. The components of response time are “call processing,” “turnout time,” “travel time,” and the sum of the three, “total reflex time.”

There are two sets of tables for the City and two sets for the Tracy Rural Fire Protection District. The two tables above the center line display how the fire department has performed during the past quarter compared to the “benchmark” and the “baseline.” The two tables below the center line display the “benchmark” and the “baseline” for fiscal year 2012/2013.

Benchmarks are the desired level of service.

Baselines are the lower end of the acceptable best practices range (established by the Commission on Fire Accreditation International).

90th percentile time means that for a set of values at least ninety percent (90%) of them are less than or equal to the time displayed.

City of Tracy Response Performance - Second Quarter FY 2013/2014 and FY 12/13

SCFA Existing Response Performance Objectives (BENCHMARKS)

City of Tracy - Second Quarter Fiscal Year 2013/2014

EMS Incidents		90th Percentile	Structure Fire Incidents		90th Percentile	All Incident Types		90th Percentile
Call Processing	4% @ 1:00	3:08	Call Processing	22% @ 1:00	1:56	Call Processing	10% @ 1:00	3:15
Turnout Time	41% @ 1:00	1:57	Turnout Time	33% @ 1:00	2:17	Turnout Time	65% @ 1:00	2:01
Travel Time	76% @ 4:00	5:13	Travel Time	78% @ 4:00	4:04	Travel Time	73% @ 4:00	5:37
Total Reflex Time	43% @ 6:00	8:49	Total Reflex Time	44% @ 6:00	7:39	Total Reflex Time	42% @ 6:00	8:59

SCFA Existing Response Performance Objectives (Urban BASELINES from CFAI)

City of Tracy - Second Quarter Fiscal Year 2013/2014

EMS Incidents		90th Percentile	Structure Fire Incidents		90th Percentile	All Incident Types		90th Percentile
Call Processing	26% @ 1:30	3:08	Call Processing	56% @ 1:30	1:56	Call Processing	30% @ 1:30	3:15
Turnout Time	78% @ 1:30	1:57	Turnout Time	56% @ 1:30	2:17	Turnout Time	90% @ 1:30	2:01
Travel Time	90% @ 5:12	5:13	Travel Time	100% @ 5:12	4:04	Travel Time	87% @ 5:12	5:37
Total Reflex Time	84% @ 8:12	8:49	Total Reflex Time	89% @ 8:12	7:39	Total Reflex Time	83% @ 8:12	8:59

SCFA Existing Response Performance Objectives (BENCHMARKS)

City of Tracy - Fiscal Year 2012/2013

EMS Incidents		90th Percentile	Structure Fire Incidents		90th Percentile	All Incident Types		90th Percentile
Call Processing	13% @ 1:00	3:22	Call Processing	29% @ 1:00	3:12	Call Processing	17% @ 1:00	2:59
Turnout Time	42% @ 1:00	1:49	Turnout Time	32% @ 1:00	2:09	Turnout Time	67% @ 1:00	1:55
Travel Time	77% @ 4:00	4:58	Travel Time	77% @ 4:00	5:03	Travel Time	74% @ 4:00	5:14
Total Reflex Time	53% @ 6:00	8:26	Total Reflex Time	42% @ 6:00	8:07	Total Reflex Time	50% @ 6:00	8:38

SCFA Existing Response Performance Objectives (Urban BASELINES from CFAI)

City of Tracy - Fiscal Year 2012/2013

EMS Incidents		90th Percentile	Structure Fire Incidents		90th Percentile	All Incident Types		90th Percentile
Call Processing	37% @ 1:30	3:22	Call Processing	58% @ 1:30	3:12	Call Processing	40% @ 1:30	2:59
Turnout Time	80% @ 1:30	1:49	Turnout Time	71% @ 1:30	2:09	Turnout Time	92% @ 1:30	1:55
Travel Time	91% @ 5:12	4:58	Travel Time	94% @ 5:12	5:03	Travel Time	90% @ 5:12	5:14
Total Reflex Time	89% @ 8:12	8:26	Total Reflex Time	94% @ 8:12	8:07	Total Reflex Time	87% @ 8:12	8:38

Tracy Rural Fire Protection District Response Performance - Second Quarter FY 2013/2014 and FY 12/13

SCFA Existing Response Performance Objectives (BENCHMARKS)								
Tracy Rural Fire Protection District - <u>Second Quarter Fiscal Year 2013/2014</u>								
EMS Incidents		90th Percentile	Structure Fire Incidents		90th Percentile	All Incident Types		90th Percentile
Call Processing	40% @ 1:00	3:08	Call Processing	0% @ 1:00	1:02	Call Processing	7% @ 1:00	3:18
Turnout Time	33% @ 1:00	1:59	Turnout Time	0% @ 1:00	1:24	Turnout Time	57% @ 1:00	2:05
Travel Time	78% @ 7:30	8:50	Travel Time	100% @ 7:50	3:42	Travel Time	78% @ 7:30	9:12
Total Reflex Time	59% @ 9:30	13:02	Total Reflex Time	100% @ 9:30	7:07	Total Reflex Time	58% @ 9:30	13:25

SCFA Existing Response Performance Objectives (Rural BASELINES from CFAI)								
Tracy Rural Fire Protection District - <u>Second Quarter Fiscal Year 2013/2014</u>								
EMS Incidents		90th Percentile	Structure Fire Incidents		90th Percentile	All Incident Types		90th Percentile
Call Processing	26% @ 1:30	3:08	Call Processing	100% @ 1:30	1:02	Call Processing	28% @ 1:30	3:18
Turnout Time	71% @ 1:30	1:59	Turnout Time	0% @ 1:30	1:24	Turnout Time	88% @ 1:30	2:05
Travel Time	99% @ 13:00	8:50	Travel Time	100% @ 13:00	3:42	Travel Time	97% @ 13:00	9:12
Total Reflex Time	8% @ 16:00	13:02	Total Reflex Time	100% @ 16:00	7:07	Total Reflex Time	95% @ 16:00	13:25

*there was one structure fire in the Tracy Rural Fire Protection District during the second quarter of FY 12/13

SCFA Existing Response Performance Objectives (BENCHMARKS)								
Tracy Rural Fire Protection District - <u>Fiscal Year 2012/2013</u>								
EMS Incidents		90th Percentile	Structure Fire Incidents		90th Percentile	All Incident Types		90th Percentile
Call Processing	13% @ 1:00	3:22	Call Processing	18% @ 1:00	3:02	Call Processing	13% @ 1:00	3:27
Turnout Time	33% @ 1:00	1:53	Turnout Time	45% @ 1:00	2:00	Turnout Time	57% @ 1:00	1:57
Travel Time	83% @ 7:30	8:34	Travel Time	82% @ 7:30	8:09	Travel Time	80% @ 7:30	8:55
Total Reflex Time	69% @ 9:30	12:39	Total Reflex Time	55% @ 9:30	11:24	Total Reflex Time	66% @ 9:30	13:02

SCFA Existing Response Performance Objectives (Rural BASELINES from CFAI)								
Tracy Rural Fire Protection District - <u>Fiscal Year 2012/2013</u>								
EMS Incidents		90th Percentile	Structure Fire Incidents		90th Percentile	All Incident Types		90th Percentile
Call Processing	37% @ 1:30	3:22	Call Processing	55% @ 1:30	3:02	Call Processing	38% @ 1:30	3:27
Turnout Time	74% @ 1:30	1:53	Turnout Time	91% @ 1:30	2:00	Turnout Time	92% @ 1:30	1:57
Travel Time	98% @ 13:00	8:34	Travel Time	82% @ 13:00	8:09	Travel Time	97% @ 13:00	8:55
Total Reflex Time	98% @ 16:00	12:39	Total Reflex Time	100% @ 16:00	11:24	Total Reflex Time	97% @ 16:00	13:02

Mountain House Community Services District Response Performance - Second Quarter FY 2013/2014 and FY 12/13

SCFA Existing Response Performance Objectives (BENCHMARKS)

Mt. House CSD - Second Quarter Fiscal Year 2013/2014

EMS Incidents		90th Percentile	Structure Fire Incidents		90th Percentile	All Incident Types		90th Percentile
Call Processing	6% @ 1:00	3:22	Call Processing	0% @ 1:00	0:00	Call Processing	7% @ 1:00	3:19
Turnout Time	28% @ 1:00	2:58	Turnout Time	0% @ 1:00	0:00	Turnout Time	64% @ 1:00	2:00
Travel Time	58% @ 4:00	5:24	Travel Time	0% @ 4:00	0:00	Travel Time	58% @ 4:00	5:23
Total Reflex Time	24% @ 6:00	8:48	Total Reflex Time	0% @ 6:00	0:00	Total Reflex Time	24% @ 6:00	8:50

SCFA Existing Response Performance Objectives (Urban BASELINES from CFAI)

Mt. House CSD - Second Quarter Fiscal Year 2013/2014

EMS Incidents		90th Percentile	Structure Fire Incidents		90th Percentile	All Incident Types		90th Percentile
Call Processing	24% @ 1:30	3:22	Call Processing	0% @ 1:30	0:00	Call Processing	27% @ 1:30	3:19
Turnout Time	76% @ 1:30	2:58	Turnout Time	0% @ 1:30	0:00	Turnout Time	92% @ 1:30	2:00
Travel Time	90% @ 5:12	5:24	Travel Time	0% @ 5:12	0:00	Travel Time	88% @ 5:12	5:23
Total Reflex Time	76% @ 8:12	8:48	Total Reflex Time	0% @ 8:12	0:00	Total Reflex Time	77% @ 8:12	8:50

*there were no structure fires in the Mountain House Community Services District during the second quarter of FY 13/14

SCFA Existing Response Performance Objectives (BENCHMARKS)

Mt. House CSD - Fiscal Year 2012/2013

EMS Incidents		90th Percentile	Structure Fire Incidents		90th Percentile	All Incident Types		90th Percentile
Call Processing	12% @ 1:00	3:22	Call Processing	20% @ 1:00	2:14	Call Processing	12% @ 1:00	3:25
Turnout Time	40% @ 1:00	1:41	Turnout Time	40% @ 1:00	2:08	Turnout Time	67% @ 1:00	1:48
Travel Time	61% @ 4:00	6:01	Travel Time	100% @ 4:00	2:18	Travel Time	60% @ 4:00	6:04
Total Reflex Time	40% @ 6:00	9:55	Total Reflex Time	20% @ 6:00	8:09	Total Reflex Time	39% @ 6:00	9:43

SCFA Existing Response Performance Objectives (Urban BASELINES from CFAI)

Mt. House CSD - Fiscal Year 2012/2013

EMS Incidents		90th Percentile	Structure Fire Incidents		90th Percentile	All Incident Types		90th Percentile
Call Processing	34% @ 1:30	3:22	Call Processing	40% @ 1:30	2:14	Call Processing	39% @ 1:30	3:25
Turnout Time	81% @ 1:30	1:41	Turnout Time	60% @ 1:30	2:08	Turnout Time	94% @ 1:30	1:48
Travel Time	85% @ 5:12	6:01	Travel Time	100% @ 5:12	2:18	Travel Time	84% @ 5:12	6:04
Total Reflex Time	77% @ 8:12	9:55	Total Reflex Time	80% @ 8:12	8:09	Total Reflex Time	76% @ 8:12	9:43

January 21, 2014

SCFA AGENDA ITEM 6

REQUEST

TO ELECT A CHAIRPERSON AND VICE-CHAIRPERSON OF THE SOUTH COUNTY FIRE AUTHORITY BOARD OF DIRECTORS FOR THE 2014 CALENDAR YEAR

EXECUTIVE SUMMARY

Annually the Board of Directors will elect a Chairperson and Vice-Chairperson from its members. These positions rotate from each member agency and the Chairperson and Vice-Chairperson shall not be appointed from the same member agency.

DISCUSSION

Per the Joint Exercise of Powers Agreement of the South County Fire Authority, the governing board shall be administered by a board of Directors consisting of four members. Two members shall be Tracy City Council members and two members shall be Tracy Rural Fire Protection District Board members.

The Board of Directors will elect annually a Chairperson and Vice-Chairperson from its members. The Chairperson and Vice-Chairperson shall rotate from each member agency, and the Chairperson and Vice-Chairperson shall not be appointed from the same member agency.

As the previous election of a Chairperson for the South County Fire Authority Board was conducted during the January 15, 2013 meeting, with the Chairperson being elected from the City of Tracy and the Vice-Chairman being elected from Tracy Rural Fire Protection District, the Board must rotate the 2014 election and the Chairperson will be elected from the Tracy Rural Fire Protection District and the Vice-Chairperson will be elected from the City of Tracy.

In the event of the disqualification, or permanent inability to serve as the Chairperson during the year, another member from the same agency shall be appointed Chairperson to fulfill the one-year term.

The Chairperson shall sign all contracts on behalf of the Authority and shall perform other duties that may be imposed by the Board of Directors. The Vice-Chairperson shall act, sign contracts, and perform all of the Chairperson's duties in the temporary absence of the Chairperson.

FISCAL IMPACT

There is no fiscal impact related to this item.

RECOMMENDATION

That the Board of Directors of the South County Fire Authority, by motion, elect for calendar year 2014 a Chairperson from the Tracy Rural Fire Protection District and a Vice-Chairperson from the City of Tracy.

Prepared by: Carol Zandona, Executive Assistant
Reviewed by: David Bramell, Division Chief
Reviewed by: Alford Nero, Fire Chief
Approved by: R. Leon Churchill, Jr., Executive Director

SCFA AGENDA ITEM 7

REQUEST

APPROVAL OF LETTER TO THE JOINT RADIO USERS GROUP AND SAN JOAQUIN COUNTY EMERGENCY MEDICAL SERVICES AGENCY REGARDING DISPATCHING PROTOCOL AND THE DELAY IN RESPONSE TIMES, AND AUTHORIZE THE CHAIRMAN TO SIGN THE LETTER

EXECUTIVE SUMMARY

At the July 16, 2013 South County Fire Authority (SCFA) meeting the quarterly response statistics were presented that reflected an increase of response times from previous quarterly statistical reports. The increase was due to a change in call dispatching protocol.

DISCUSSION

The SCFA is a member of the San Joaquin Joint Radio Users Group (JRUG) that is dispatched by LifeCom, a division of American Medical Response. LifeCom dispatches all EMS calls and a majority of the fire calls in San Joaquin County.

All 911 calls originating in a given area are received by a Public Safety Answering Point (PSAP). For calls originating in the City of Tracy, the Tracy Police Department is the PSAP. The San Joaquin County Sheriff's Office is the PSAP for calls that originate in unincorporated San Joaquin County. Cell phone calls are generally answered at a CHP call center, who acts as the PSAP. Standards dictate that 911 calls will not be transferred between PSAP's more than once.

The San Joaquin County Emergency Medical Services Agency (SJEMSA) has determined, by policy that the authorized Emergency Medical Dispatching (EMD) center shall dispatch EMS resources to medical emergencies and manage the response in accordance with established response levels and modes. LifeCom is the authorized EMD center in San Joaquin County. Fire calls do not fall under this requirement and SJEMSA does not regulate fire call dispatching.

When LifeCom receives a 911 call, a dispatcher enters information provided by the caller into a call assessment system. The call assessment system determines the nature of the complaint or event, the acuity of the issue and assigns a code for each call. The system assists the dispatcher in identifying the appropriate determinant code for each call.

Prior to February 2012, SJEMSA policy required LifeCom to complete the EMD process prior to dispatching EMS resources to calls. Depending on the cooperation of the caller, the EMD process and the type of emergency situation, this could result in response delays up to two to four minutes after the initial call was received.

In February 2012, Fire Department staff and the Board of Directors of the JRUG met with the director of the SJEMSA to discuss call processing in the county. Due to the

outcome of a 2009 lawsuit filed by the City of Stockton, there had been two call processing procedures utilized, which created inconsistencies and added steps to the dispatching process at LifeCom, resulting in dispatch delays to all fire agencies outside of the Stockton city limits.

At the February meeting, it was requested that one process for the entire county be used in an effort to eliminate delays and streamline the dispatching process. This discussion resulted in a SJEMSA policy amendment that became effective November 29, 2012. The amendment designated LifeCom to dispatch all ambulance and emergency medical resources (fire) after completion of case entry and prior to reaching an EMD determinant. Once the EMD determinant is reached, the dispatch center will notify all responding resources to upgrade, reduce code of response or cancel the response.

This amendment decreased the amount of time it takes to get fire resources en route to a medical emergency and call processing improved an average of 8% or 29 seconds, allowing fire units to arrive on scene of a call faster.

In January 2013, the Stockton Fire Department requested the SJEMSA to reconsider dispatching fire units prior to reaching an EMD determinant. Stockton Fire felt the amended process was creating negative impacts on their resource deployment.

The request by Stockton Fire was also an action item at the February 6, 2013 San Joaquin County Fire Chief's Association meeting resulting in the Fire Chief's Association voting to approve returning to previous dispatching protocol. Tracy Fire was the only member that voted against reverting back to previous call processing protocol.

The SJEMSA informed the JRUG on February 14, 2013 of the agency's intention to fully implement the prior procedure. Effective March 1, 2013, dispatching protocols reverted back to dispatching fire units after an EMD determinant was met. Due to this change, it resulted in a 12% (43 second) increase in call processing, delaying a response by fire units to EMS calls.

At the July 16, 2013 South County Fire Authority meeting, the increase in response times was discussed and the board was informed about the change in dispatching protocol by the SJEMSA agency.

The SCFA Board of Directors directed the Fire Chief to draft a letter to the SJEMSA and JRUG stating the SCFA's position regarding the change in dispatch protocol and the concerns of the increase in response times to the citizens in the SCFA's response area.

FISCAL IMPACT

There is no fiscal impact related to this item.

RECOMMENDATION

That the board of directors of the South County Fire Authority, by motion, approve the letter to the Joint Radio Users Group and the San Joaquin County Emergency Medical

Services Agency regarding dispatching protocol and the delay in response times, and authorize the chairman to sign the letter.

Prepared by: Carol Zandona, Executive Assistant

Reviewed by: David Bramell, Division Chief

Approved by: Alford Nero, Fire Chief

Attachments: Letter to Joint Radio User's Group and San Joaquin County Emergency Medical Services Agency

January __, 2014

Letter will be addressed to:
San Joaquin County Emergency Services Director
Joint Radio User Group Chairperson

Dear

The South County Fire Authority (SCFA) provides fire and emergency medical response services (EMS) to the City of Tracy, the Community of Mountain House, and the adjacent rural areas. The SCFA contracts through the Joint Radio User Group (JRUG) with AMR/LifeCom for dispatch services. This letter is to request that AMR/Lifecom dispatch SCFA resources to all EMS calls for service within the SCFA service area immediately after the completion of case entry and prior to reaching an EMD determinant. After the EMD determinant is reached, AMR/Lifecom may notify the responding SCFA resources to upgrade, reduce, or cancel, as appropriate.

The reason for the request is that the current policy of dispatching EMS resources after an EMD determinant has been met resulted in an average increase of 43 seconds in call processing time, equating to a delay in response of SCFA units to EMS calls in the service area. While the SCFA agrees with the value of gaining information from the caller, we also appreciate the value of timely response and the positive effect on patient outcome.

The SCFA understands that the granting of this request would be a departure from the current San Joaquin County Emergency Medical Services Agency policy, and the practice that was resumed March 1, 2013. Your consideration of this request is appreciated.

If you have questions or concerns, please contact Fire Chief Alford Nero at (209) 831-6709.

Sincerely,

Chairman
SCFA Board of Directors

ATTACHMENT