

# 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, October 20, 2015, 6:00 p.m.**  
(or as soon thereafter as possible)

**Location:** **Council Chambers**  
**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 2015-052 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 FISCAL YEAR 2014-2015
6. Items from the Audience
7. Adjournment

**Posted: October 13, 2015**

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

**July 21, 2015, 6:30 p.m.**

City Council Chambers, 333 Civic Center Plaza

Web Site: [www.ci.tracy.ca.us](http://www.ci.tracy.ca.us)

1. Chairperson Rickman called the meeting to order at 6:30 p.m.
2. Roll call found Directors Maciel, Muniz, Smith and Chairperson Rickman present.
3. Items from the Audience – There were none.
4. Approval of the Minutes – It was moved by director Maciel and seconded by Director Smith to adopt the regular meeting minutes of April 21, 2015 and special meeting minutes of May 12, 2015. Voice vote found Directors Maciel, Smith and Chairperson Rickman in favor. Director Muniz abstained.
5. AUTHORIZE THE FIRE CHIEF TO SIGN AN AGREEMENT BETWEEN THE CALIFORNIA DEPARTMENT OF FORESTRY AND FIRE PROTECTION, CAL FIRE, SANTA CLARA UNIT (CALFIRE SCU), AND THE SOUTH COUNTY FIRE AUTHORITY (SCFA) FOR MUTUAL AID AND INTER-JURISDICTIONAL FIRE PROTECTION SERVICE, EMERGENCY MEDICAL AND RESCUE AND FIRST RESPONSE SERVICES

Andrew Kellogg, Fire Division Chief, presented the staff report.

It was moved by Director Maciel and seconded by Director Muniz to adopt SCFA Resolution 2015-003 authorizing the Fire Chief to sign an agreement between the California Department of Forestry and Fire Protection, Cal Fire, Santa Clara Unit and the South County Fire Authority for mutual aid and inter-jurisdictional fire protection service, emergency medical and rescue and first response services. Voice found all in favor; passed and so ordered.

6. Items from the Audience – There were none.
7. Adjournment – It was moved by Director Maciel and seconded by Director Smith to adjourn. Voice vote found all in favor; passed and so ordered. Time: 6:35 p.m.

The above agenda was posted at the Tracy City Hall on July 16, 2015. The above are action minutes. A recording is available at the Office of the City Clerk.

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Chairperson

ATTEST:

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Secretary

SCFA AGENDA ITEM 5

REQUEST

**ACCEPT A REPORT ON THE SOUTH COUNTY FIRE AUTHORITY EMERGENCY RESPONSE PERFORMANCE FOR FISCAL YEAR 2014-2015**

EXECUTIVE SUMMARY

The following report is a summary of emergency response performance for fiscal year 2014/2015. The total number of fire department incidents in the South County Fire Authority during fiscal year 2014/2015 increased by 5.71% or 368 calls compared to fiscal year 2013/2014. Response time performance for the fiscal year was on par in the City of Tracy and in the Mountain House Community Services District. However, response time performance for the fiscal year was above par in the Tracy Rural Fire Protection District as a result of a clock synchronization issue between mobile data terminals and dispatch computers.

DISCUSSION

This report presents historical fire department response information for fiscal year 2014/2015.

There were a total of 6,811 incidents in the South County Fire Authority during fiscal year 2014/2015. Of the 6,811 incidents, 4,681 occurred in the City of Tracy (up 5.6% from fiscal year 2013/2014), 1,161 in the Tracy Rural Protection District (up 6.9%), 421 in Mountain House (up 9.9%), 304 on area freeways (up 14.3%), and 244 in areas outside of the South County Fire Authority (down 11.3%).

Emergency medical service calls accounted for 73.1% of all of the calls that the South County Fire Authority was dispatched to during fiscal year 2014/2015. Reported Fire Alarms accounted for 9.5%, Fire Incidents 9.5%, Hazardous Conditions 3.9%, Service calls 3.6%, and all Other types of incidents accounted for .4%.

Engine Company 96 was the busiest company during the fiscal year. They responded to 2,082 incidents during the fiscal year.

During fiscal year 2014/2015, the fire department was dispatched to 154 structure fires in all areas of the South County Fire Authority. Forty-five of those 154 structure fires turned out to be working fires upon arrival of firefighters.

- 113 of the 154 structure fire dispatches were in the City of Tracy, 33 of those were working fires upon arrival that required action by firefighters to extinguish.
- 24 of the 154 structure fire dispatches were in the Tracy Rural Fire Protection District, 7 of those were working fires.
- 17 of the 154 structure fire dispatches occurred in Mountain House, 5 of those were working fires.

The total structure fire loss in the South County Fire Authority during fiscal year 2014/2015 was \$2,300,225 (including property and content loss).

Total structure fire loss for fiscal year 2014/2015 by jurisdiction was:

- City of Tracy Structure Fire Loss: \$921,851
- Tracy Rural Fire Protection District Structure Fire Loss: \$1,304,099
- Mountain House Community Services District: \$74,275

The most significant residential structure fires in the City of Tracy during fiscal year 2014/2015 were a duplex fire on Wall Street on December 15, 2014, an attic fire that occurred in a single family home on Standridge Road on February 7, 2015, a kitchen fire that extended to the attic on Perry Court on November 12, 2014, and a commercial fire that occurred at the In-Shape Health Club on West Eleventh Street on March 5, 2015.

The most significant structure fires that occurred in the Tracy Rural Protection District during the fiscal year included a glass furnace fire at the Owens-Brockway Glass plant (\$650,000 property and content loss) on December 15, 2014, a large barn fire that occurred on Lammers Road near Tracy Boulevard on June 24, 2015, a residential fire that ran the attic of a home on Bates Road on March 2, 2015, and a Storage/Office Building fire on Koster Road on July 17, 2014.

Mountain House had two residential structure fires during fiscal year 2014/2015. One of those fires occurred on October 9, 2014 at a home on Joseph Street. The other occurred in a residence on Santa Clara Drive on February 23, 2015. At the Santa Clara fire, the home's built-in residential fire sprinkler system kept the fire in check until the fire department arrived. Two civilians were burned as a result of that fire.

One of the Department's goals is to confine residential structure fires to the room of origin or less 90% of the time. During fiscal year 2014/2015, that goal was met 87% of the time in the City (20 of 23 structure fires that occurred in residential occupancies were confined to the room), 50% of the time in the Tracy Rural Fire District (1 of 2 structure fires in residential), and 100% of the time in the Mountain House Services District (3 of 3 were confined to the room of origin).

The Average Response time for all "code 3" incidents during fiscal year 2014/2015 was:

- City of Tracy: 4:48
- Tracy Rural Fire Protection District 7:07
- Mountain House Community Services District 5:09

The South County Fire Authority has had formally agreed upon response standards since consolidation in 1999. On April 15, 2008, the South County Fire Authority Board agreed to modify those standards to what they are today.

The response standard for first-arriving units includes four response time segments, "Call Processing," "Turnout Time," "Travel Time," and the "Total Reflex Time." Pages 8, 9, and 10 of the Annual Response Performance Report display fire department response

time performance for each jurisdiction for fiscal year 2014/2015. Those pages show each of the response time components by percentage and percentile time and compare them to both the desired benchmarks and to the acceptable baselines.

During fiscal year 2014/2015 the department responded to 34% of all emergency incidents inside of the City of Tracy within the desire "benchmark" total reflex performance objective of 6.5 minutes. It responded to 79% of all incident types within the acceptable 8:12 "baseline" total response time. The 90<sup>th</sup> percentile for all incidents in the City was 9 minutes and 37 seconds (9:37) meaning 90% of all code 3 incidents were responded to in 9:37 or less.

In September 2015 the fire department became aware of a problem with Tracy Rural fire apparatus mobile computers being out of synchronization with the dispatch centers computers. This problem was found to have begun during the fourth quarter of the fiscal year 2014/2015 and resulted in increases in turnout times (up :48 from the previous year and reduced the objective being met by 8%). In fiscal year 2014/2015 the department met the "benchmark" total reflex performance objective of 10 minutes 58% of the time for all incident types inside of the Tracy Rural Fire Protection District. The acceptable "baseline" objective of 14:00 for all incident types was met 96% of the time. The 90<sup>th</sup> percentile for all incidents in the Rural area was 13 minutes and 25 seconds (13:25). The clock synchronization issue was resolved during the last week of September 2015.

"Benchmark" response performance in the Mountain House Community Services District was 28% for all incident types within the total reflex performance objective of 6.5 minutes and 68% for the "baseline" objective of 8:12. The 90<sup>th</sup> percentile for all incidents was 9 minutes and 52 seconds (9:52).

#### 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 Annual Response Performance Report for fiscal year 2014/2015.

Prepared by: Steve Hanlon, Project Specialist  
Reviewed by: David Bramell, Interim Fire Chief  
Approved by: Troy Brown, Executive Director

Attachment: South County Fire Authority Annual Response Performance Report - Fiscal Year 2014/2015



# South County Fire Authority Annual Response Performance Report

**Fiscal Year 2014/2015**  
(July 1, 2014 through June 30, 2015)

This report reflects incident responses for all jurisdictions of the South County Fire Authority during Fiscal Year 2014/2015. 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, an analysis of the residential structure fires confined to the room of origin or less, a summary of the major fires that have occurred, and a detailed chart on response performance during Fiscal Year 2014/2015.

## **Incidents by Type – Fiscal Year 2014/2015**

The following table displays the percentage of incident types dispatched in each jurisdiction of the South County Fire Authority during Fiscal Year 2014/2015.

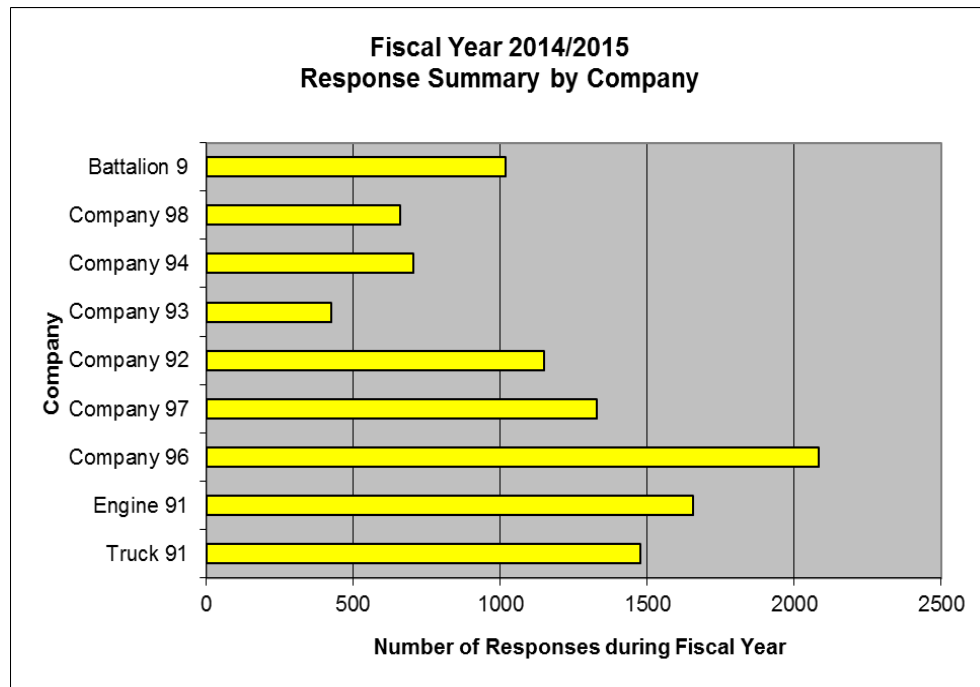
<b>Call Type</b>	<b>City</b>	<b>Rural</b>	<b>Mt. House</b>	<b>Freeway</b>	<b>Other</b>	<b>TOTALS</b>
Fires	4.9%	19.1%	9.5%	27.3%	28.3%	9.47%
EMS/Rescue	76.4%	64.5%	69.4%	64.1%	67.6%	73.09%
Hazardous Condition	3.0%	5.9%	5.9%	7.2%	3.3%	3.91%
Service	3.8%	3.1%	5.9%	1.0%	0.8%	3.58%
Alarm	11.3%	6.7%	9.3%	0.0%	0.0%	9.48%
Other	0.5%	0.6%	0.0%	0.3%	0.0%	0.47%
<b>TOTALS</b>	<b>4681</b>	<b>1161</b>	<b>421</b>	<b>304</b>	<b>244</b>	<b>6811</b>
Percentage of Total	69%	17%	6%	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 Fiscal Year 2014/2015. These responses incorporate multiple units that have responded to a single incident.

<b>Company</b>	<b>City</b>	<b>Rural</b>	<b>Mt. House</b>	<b>Freeway</b>	<b>Other</b>	<b>TOTALS</b>
<b>Truck 91</b>	992	278	49	136	22	1477
<b>Engine 91</b>	1387	177	30	45	18	1657
<b>Company 96</b>	1555	242	28	237	20	2082
<b>Company 97</b>	1003	269	1	42	14	1329
<b>Company 92</b>	719	254	2	107	66	1148
<b>Company 93</b>	47	296	0	53	28	424
<b>Company 94</b>	135	188	71	102	209	705
<b>Company 98</b>	57	102	380	44	78	661
<b>Battalion 9</b>	403	330	44	188	52	1017
<b>TOTALS</b>	<b>6298</b>	<b>2136</b>	<b>605</b>	<b>954</b>	<b>507</b>	<b>10500</b>
Percentage of Total	60%	20%	6%	9%	5%	100%
Reserve Engine 95	501	135	17	51	31	735
Reserve Engine 90	7	2	1	0	0	10
Haz Mat 9	0	0	0	0	0	0
OES 349	19	2	0	3	11	35

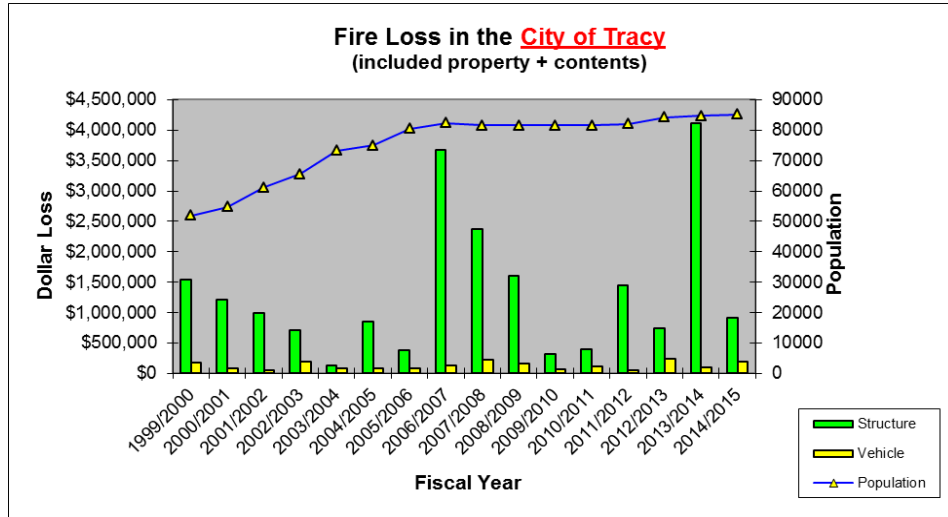
The chart below displays the number of responses per company during Fiscal Year 2014/2015. The data for this bar chart is from the table above.



## Structure Fire Loss – City of Tracy

During Fiscal Year 2014/2015 the Fire Department was dispatched to 113 reported structure fires inside of the City of Tracy. Thirty-three of those 113 dispatches turned out to be working fires that required actions by the Fire Department to extinguish. Total property and content structure fire loss in the City of Tracy during Fiscal Year 2014/2015 was \$921,851. The average annual structure fire loss in the City of Tracy over the past five fiscal years was \$1,525,703.

The following chart displays Structure Fire and Vehicle Fire loss in the City of Tracy for each fiscal year since 1999.



The following table lists all of the structure fires that had over \$10,000 in combined property and content loss inside of the City of Tracy during Fiscal Year 2014/2015.

### City of Tracy Structure Fire Loss

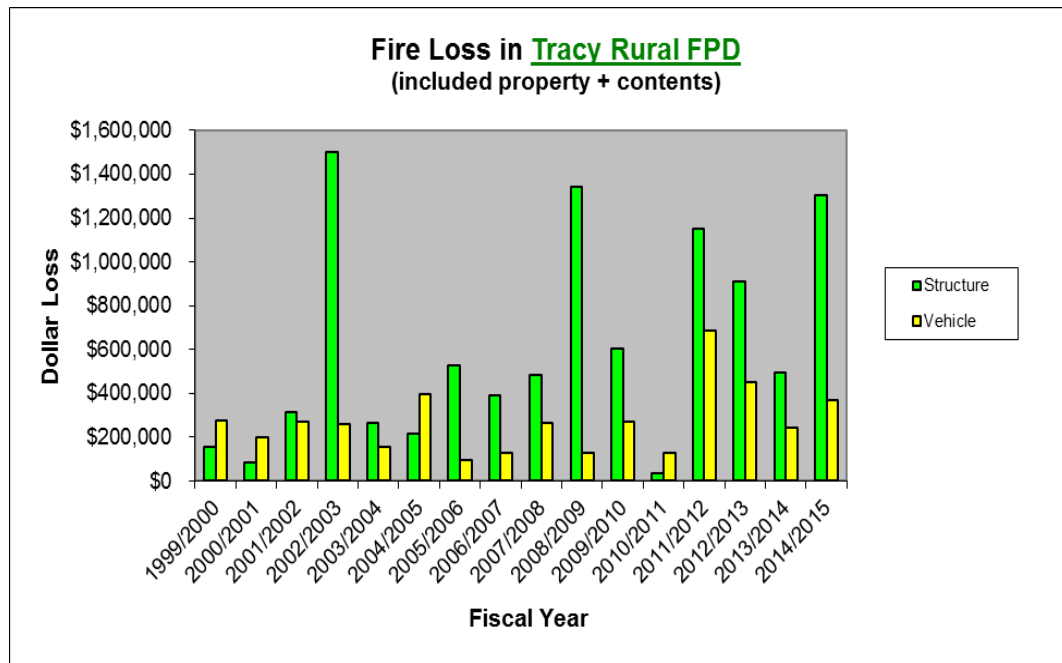
<u>Date</u>	<u>Address</u>	<u>Dollar Loss</u>
7/7/2014	82 W. First St.	\$21,000
7/22/2014	1910 Notre Dame Ct.	\$15,000
8/26/2014	2972 Holly Dr.	\$10,000
9/5/2014	4315 Tropaz Ln.	\$23,100
9/8/2014	760 Potsgrove Pl.	\$20,000
11/12/2014	1316 Perry Rd.	\$110,000
12/7/2014	2643 W. Evelyn Ct.	\$45,000
12/15/2014	1524 Wall St.	\$274,078
2/7/2015	2001 Standridge Rd.	\$190,000
2/7/2015	1363 Ferngrove Ln.	\$20,000
2/23/2015	940 Bryce Wy.	\$10,500
3/5/2015	239 W. 11th St.	\$121,723



## Structure Fire Loss – Tracy Rural Fire Protection District

During Fiscal Year 2014/2015 the Fire Department was dispatched to 24 reported structure fires in the Tracy Rural Fire Protection District. Seven of those 24 dispatches turned out to be working fires upon arrival of the Fire Department. Total property and content structure fire loss in the Tracy Rural Fire Protection District during Fiscal Year 2014/2015 was \$1,304,099. The average annual structure fire loss in the Tracy Rural Fire Protection District over the past five fiscal years was \$777,993.

The following chart displays Structure Fire and Vehicle Fire loss in the Tracy Rural Fire Protection District for each fiscal year since 1999.



The following table lists all of the structure fires that had over \$10,000 in combined property and content loss inside of the Tracy Rural Fire Protection District during Fiscal Year 2014/2015.

### Tracy Rural Fire Protection District Structure Fire Loss

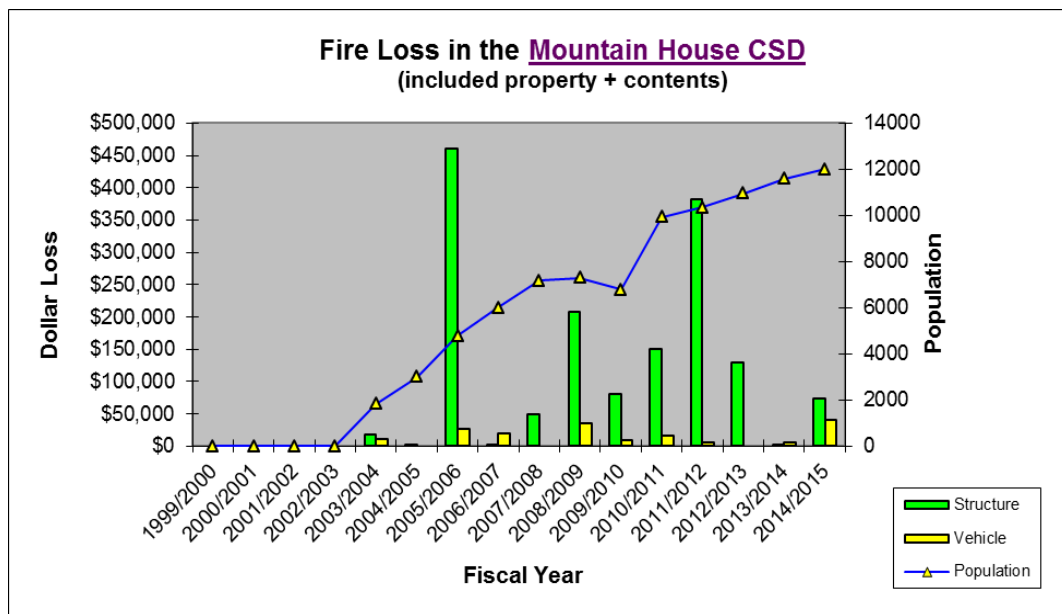
Date	Address	Dollar Loss
7/17/2014	34111 S. Koster Rd.	\$120,000
10/31/2014	8830 W. Linne Rd.	\$106,000
12/15/2014	14700 W. Schulte Rd.	\$650,000
3/2/2015	8540 Bates Rd.	\$90,599

**Structure Fire Loss – Mountain House Community Services District**

The South County Fire Authority began serving the Mountain House Community Services District with two personnel per shift from Fire Station 94 on July 15, 2003. On December 8, 2005 the Mountain House Fire Station 98 opened and staffing was increased to three per shift.

The Department was dispatched to 17 structure fires inside of the Mountain House Community Services District during Fiscal Year 2014/2015. Five of those seventeen turned out to be a working residential structure fires that required actions by the Fire Department to extinguish. The total property and content structure fire loss in the Mountain House Community Services District during Fiscal Year 2014/2015 was \$74,275. The average annual structure fire loss in the Mountain House Community Services District over the past five fiscal years was \$147,882.

The following chart displays Structure Fire and Vehicle Fire loss in the Mountain House Community Services District for each fiscal year since 2003.



The following table lists all of the structure fires that had over \$10,000 in combined property and content loss during Fiscal Year 2014/2015.

**MHCSD Structure Fire Loss**

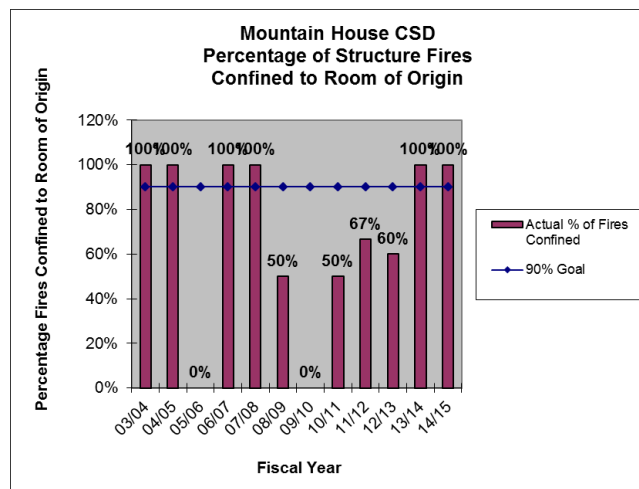
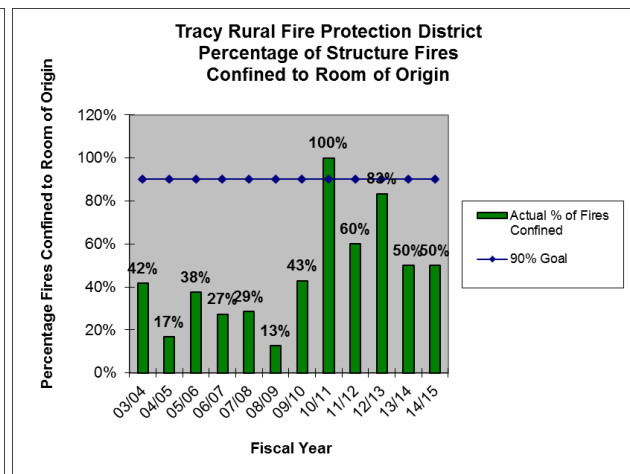
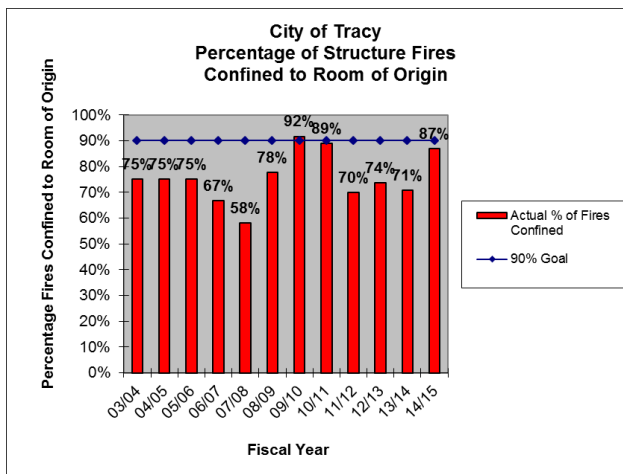
<u>Date</u>	<u>Address</u>	<u>Dollar Loss</u>
10/9/2014	809 Joseph St..	\$50,500
2/23/2015	263 W. Santa Clara Dr.	\$21,500

## “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.



## Average Response Times

The following are the average response times for each jurisdiction of the South County Fire Authority for Fiscal Year 2014/2015. This time begins at dispatch and stops when the first arriving unit is at the scene. It only includes “code 3” emergency incidents.

- City of Tracy

FY 13/14 - **4:48**

- Tracy Rural Fire Protection District

FY 13/14 - **7:07**

- Mountain House Community Services District

FY 13/14 - **5:09**

## A Detailed Look at all of the Components of Response Time

The tables on the following pages display each of the components of response time for fiscal year 2014/2015 and for fiscal year 2013/2014. 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 fiscal year 2014/2015 compared to the “benchmark” and the “baseline.” The two tables below the center line display the “benchmark” and the “baseline” for fiscal year 2013/2014.

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 - FY 2014/2015 and FY 2013/2014**

**SCFA Existing Response Performance Objectives (BENCHMARKS)**

**City of Tracy - Fiscal Year 2014/2015**

EMS Incidents		90th Percentile	Structure Fire Incidents		90th Percentile	All Incident Types		90th Percentile
Call Processing	9% @ 1:00	<b>3:18</b>	Call Processing	7% @ 1:00	<b>2:14</b>	Call Processing	10% @ 1:00	<b>3:19</b>
Turnout Time	36% @ 1:00	<b>1:54</b>	Turnout Time	32% @ 1:00	<b>2:39</b>	Turnout Time	62% @ 1:00	<b>1:58</b>
Travel Time	72% @ 4:00	<b>5:24</b>	Travel Time	79% @ 4:00	<b>5:13</b>	Travel Time	70% @ 4:00	<b>5:40</b>
Total Reflex Time	35% @ 6:00	<b>9:33</b>	Total Reflex Time	41% @ 6:00	<b>8:19</b>	Total Reflex Time	34% @ 6:00	<b>9:37</b>

**SCFA Existing Response Performance Objectives (Urban BASELINES from CFAI)**

**City of Tracy - Fiscal Year 2014/2015**

EMS Incidents		90th Percentile	Structure Fire Incidents		90th Percentile	All Incident Types		90th Percentile
Call Processing	23% @ 1:30	<b>3:18</b>	Call Processing	52% @ 1:30	<b>2:14</b>	Call Processing	26% @ 1:30	<b>3:19</b>
Turnout Time	75% @ 1:30	<b>1:54</b>	Turnout Time	64% @ 1:30	<b>2:39</b>	Turnout Time	91% @ 1:30	<b>1:58</b>
Travel Time	89% @ 5:12	<b>5:24</b>	Travel Time	90% @ 5:12	<b>5:13</b>	Travel Time	87% @ 5:12	<b>5:40</b>
Total Reflex Time	80% @ 8:12	<b>9:33</b>	Total Reflex Time	90% @ 8:12	<b>8:19</b>	Total Reflex Time	79% @ 8:12	<b>9:37</b>

**SCFA Existing Response Performance Objectives (BENCHMARKS)**

**City of Tracy - Fiscal Year 2013/2014**

EMS Incidents		90th Percentile	Structure Fire Incidents		90th Percentile	All Incident Types		90th Percentile
Call Processing	10% @ 1:00	<b>3:15</b>	Call Processing	8% @ 1:00	<b>2:42</b>	Call Processing	11% @ 1:00	<b>3:16</b>
Turnout Time	41% @ 1:00	<b>1:50</b>	Turnout Time	31% @ 1:00	<b>2:24</b>	Turnout Time	64% @ 1:00	<b>1:55</b>
Travel Time	74% @ 4:00	<b>5:15</b>	Travel Time	77% @ 4:00	<b>5:13</b>	Travel Time	72% @ 4:00	<b>5:28</b>
Total Reflex Time	42% @ 6:00	<b>8:56</b>	Total Reflex Time	41% @ 6:00	<b>8:32</b>	Total Reflex Time	40% @ 6:00	<b>9:07</b>

**SCFA Existing Response Performance Objectives (Urban BASELINES from CFAI)**

**City of Tracy - Fiscal Year 2013/2014**

EMS Incidents		90th Percentile	Structure Fire Incidents		90th Percentile	All Incident Types		90th Percentile
Call Processing	25% @ 1:30	<b>3:15</b>	Call Processing	44% @ 1:30	<b>2:42</b>	Call Processing	29% @ 1:30	<b>3:16</b>
Turnout Time	77% @ 1:30	<b>1:50</b>	Turnout Time	69% @ 1:30	<b>2:24</b>	Turnout Time	92% @ 1:30	<b>1:55</b>
Travel Time	89% @ 5:12	<b>5:15</b>	Travel Time	90% @ 5:12	<b>5:13</b>	Travel Time	88% @ 5:12	<b>5:28</b>
Total Reflex Time	83% @ 8:12	<b>8:56</b>	Total Reflex Time	87% @ 8:12	<b>8:32</b>	Total Reflex Time	83% @ 8:12	<b>9:07</b>

**Tracy Rural Fire Protection District Response Performance - FY 2014/2015 and FY 2013/2014**

SCFA Existing Response Performance Objectives (BENCHMARKS)								
Tracy Rural Fire Protection District - Fiscal Year 2014/2015								
EMS Incidents		90th Percentile	Structure Fire Incidents		90th Percentile	All Incident Types		90th Percentile
Call Processing	8% @ 1:00	<b>3:28</b>	Call Processing	0% @ 1:00	<b>2:01</b>	Call Processing	8% @ 1:00	<b>3:31</b>
Turnout Time	28% @ 1:00	<b>2:52</b>	Turnout Time	0% @ 1:00	<b>2:11</b>	Turnout Time	48% @ 1:00	<b>2:50</b>
Travel Time	83% @ 7:30	<b>8:25</b>	Travel Time	83% @ 7:50	<b>6:07</b>	Travel Time	81% @ 7:30	<b>8:40</b>
Total Reflex Time	60% @ 9:30	<b>13:11</b>	Total Reflex Time	50% @ 9:30	<b>13:26</b>	Total Reflex Time	58% @ 9:30	<b>13:25</b>

SCFA Existing Response Performance Objectives (Rural BASELINES from CFAI)								
Tracy Rural Fire Protection District - Fiscal Year 2014/2015								
EMS Incidents		90th Percentile	Structure Fire Incidents		90th Percentile	All Incident Types		90th Percentile
Call Processing	22% @ 1:30	<b>3:28</b>	Call Processing	67% @ 1:30	<b>2:01</b>	Call Processing	26% @ 1:30	<b>3:31</b>
Turnout Time	61% @ 1:30	<b>2:52</b>	Turnout Time	67% @ 1:30	<b>2:11</b>	Turnout Time	79% @ 1:30	<b>2:50</b>
Travel Time	99% @ 13:00	<b>8:25</b>	Travel Time	83% @ 13:00	<b>6:07</b>	Travel Time	98% @ 13:00	<b>8:40</b>
Total Reflex Time	96% @ 16:00	<b>13:11</b>	Total Reflex Time	100% @ 16:00	<b>13:26</b>	Total Reflex Time	96% @ 16:00	<b>13:25</b>

SCFA Existing Response Performance Objectives (BENCHMARKS)								
Tracy Rural Fire Protection District - Fiscal Year 2013/2014								
EMS Incidents		90th Percentile	Structure Fire Incidents		90th Percentile	All Incident Types		90th Percentile
Call Processing	10% @ 1:00	<b>3:41</b>	Call Processing	13% @ 1:00	<b>2:12</b>	Call Processing	12% @ 1:00	<b>3:48</b>
Turnout Time	32% @ 1:00	<b>1:55</b>	Turnout Time	38% @ 1:00	<b>2:41</b>	Turnout Time	56% @ 1:00	<b>2:02</b>
Travel Time	79% @ 7:30	<b>9:03</b>	Travel Time	88% @ 7:50	<b>6:29</b>	Travel Time	78% @ 7:30	<b>9:32</b>
Total Reflex Time	61% @ 9:30	<b>13:27</b>	Total Reflex Time	88% @ 9:30	<b>8:56</b>	Total Reflex Time	60% @ 9:30	<b>14:04</b>

SCFA Existing Response Performance Objectives (Rural BASELINES from CFAI)								
Tracy Rural Fire Protection District - Fiscal Year 2013/2014								
EMS Incidents		90th Percentile	Structure Fire Incidents		90th Percentile	All Incident Types		90th Percentile
Call Processing	27% @ 1:30	<b>3:41</b>	Call Processing	50% @ 1:30	<b>2:12</b>	Call Processing	31% @ 1:30	<b>3:48</b>
Turnout Time	74% @ 1:30	<b>1:55</b>	Turnout Time	50% @ 1:30	<b>2:41</b>	Turnout Time	89% @ 1:30	<b>2:02</b>
Travel Time	97% @ 13:00	<b>9:03</b>	Travel Time	88% @ 13:00	<b>6:29</b>	Travel Time	95% @ 13:00	<b>9:32</b>
Total Reflex Time	95% @ 16:00	<b>13:27</b>	Total Reflex Time	100% @ 16:00	<b>8:56</b>	Total Reflex Time	94% @ 16:00	<b>14:04</b>

**Mountain House Community Services District Response Performance - FY 2014/2015 and FY 2013/2014**

SCFA Existing Response Performance Objectives ( <b>BENCHMARKS</b> )								
Mt. House CSD - <u>Fiscal Year 2014/2015</u>								
EMS Incidents		90th Percentile	Structure Fire Incidents		90th Percentile	All Incident Types		90th Percentile
Call Processing	6% @ 1:00	<b>3:26</b>	Call Processing	20% @ 1:00	<b>1:54</b>	Call Processing	7% @ 1:00	<b>3:15</b>
Turnout Time	31% @ 1:00	<b>1:59</b>	Turnout Time	40% @ 1:00	<b>1:56</b>	Turnout Time	55% @ 1:00	<b>1:59</b>
Travel Time	56% @ 4:00	<b>5:43</b>	Travel Time	80% @ 4:00	<b>5:28</b>	Travel Time	56% @ 4:00	<b>5:55</b>
Total Reflex Time	26% @ 6:00	<b>10:00</b>	Total Reflex Time	60% @ 6:00	<b>7:38</b>	Total Reflex Time	28% @ 6:00	<b>9:52</b>

SCFA Existing Response Performance Objectives (Urban <b>BASELINES</b> from CFAI)								
Mt. House CSD - <u>Fiscal Year 2014/2015</u>								
EMS Incidents		90th Percentile	Structure Fire Incidents		90th Percentile	All Incident Types		90th Percentile
Call Processing	22% @ 1:30	<b>3:26</b>	Call Processing	60% @ 1:30	<b>1:54</b>	Call Processing	25% @ 1:30	<b>3:15</b>
Turnout Time	67% @ 1:30	<b>1:59</b>	Turnout Time	80% @ 1:30	<b>1:56</b>	Turnout Time	91% @ 1:30	<b>1:59</b>
Travel Time	80% @ 5:12	<b>5:43</b>	Travel Time	80% @ 5:12	<b>5:28</b>	Travel Time	79% @ 5:12	<b>5:55</b>
Total Reflex Time	68% @ 8:12	<b>10:00</b>	Total Reflex Time	100% @ 8:12	<b>7:38</b>	Total Reflex Time	68% @ 8:12	<b>9:52</b>

\*there was one structure fire in the Mountain House Community Services District during FY 13/14

SCFA Existing Response Performance Objectives ( <b>BENCHMARKS</b> )								
Mt. House CSD - <u>Fiscal Year 2013/2014</u>								
EMS Incidents		90th Percentile	Structure Fire Incidents		90th Percentile	All Incident Types		90th Percentile
Call Processing	8% @ 1:00	<b>3:27</b>	Call Processing	0% @ 1:00	<b>1:26</b>	Call Processing	9% @ 1:00	<b>3:24</b>
Turnout Time	29% @ 1:00	<b>1:55</b>	Turnout Time	0% @ 1:00	<b>2:55</b>	Turnout Time	59% @ 1:00	<b>1:56</b>
Travel Time	60% @ 4:00	<b>5:25</b>	Travel Time	0% @ 4:00	<b>6:45</b>	Travel Time	55% @ 4:00	<b>5:55</b>
Total Reflex Time	30% @ 6:00	<b>9:15</b>	Total Reflex Time	0% @ 6:00	<b>11:06</b>	Total Reflex Time	28% @ 6:00	<b>9:41</b>

SCFA Existing Response Performance Objectives (Urban <b>BASELINES</b> from CFAI)								
Mt. House CSD - <u>Fiscal Year 2013/2014</u>								
EMS Incidents		90th Percentile	Structure Fire Incidents		90th Percentile	All Incident Types		90th Percentile
Call Processing	26% @ 1:30	<b>3:27</b>	Call Processing	100% @ 1:30	<b>1:26</b>	Call Processing	30% @ 1:30	<b>3:24</b>
Turnout Time	73% @ 1:30	<b>1:55</b>	Turnout Time	0% @ 1:30	<b>2:55</b>	Turnout Time	93% @ 1:30	<b>1:56</b>
Travel Time	88% @ 5:12	<b>5:25</b>	Travel Time	0% @ 5:12	<b>6:45</b>	Travel Time	84% @ 5:12	<b>5:55</b>
Total Reflex Time	75% @ 8:12	<b>9:15</b>	Total Reflex Time	0% @ 8:12	<b>11:06</b>	Total Reflex Time	74% @ 8:12	<b>9:41</b>