



Fire Department
#49-24

DATE: March 28, 2024

TO: All Fire Personnel

FROM: Amanda Slovic, Senior Management Analyst

SUBJECT: **Monthly Report: February 2024**

Members,
The attached report is a summary of performance outcomes for the month of February 2024.

Please let me know if there are any questions.

Thank you.



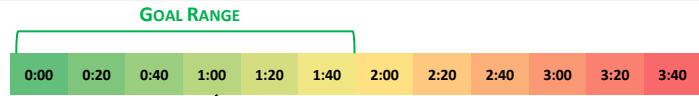
MOUNTAIN VIEW FIRE DEPARTMENT MONTHLY REPORT

REPORT DASHBOARD

* EMS

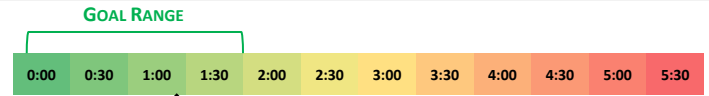
🔥 FIRE/RESCUE/ALL OTHER INCIDENT TYPES

TURNOUT TIME GOAL 2:00



FEBRUARY AVERAGE TURNOUT TIME 1:01

TURNOUT TIME GOAL 2:00



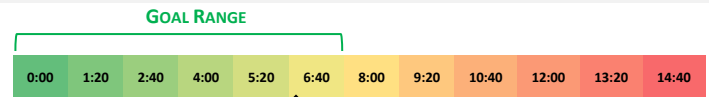
FEBRUARY AVERAGE TURNOUT TIME: 1:13

RESPONSE TIME (FIRST IN) GOAL 4:00



FEBRUARY AVERAGE FIRST IN RESPONSE TIME 5:14

RESPONSE TIME (ALL UNITS) GOAL 8:00



FEBRUARY AVERAGE FIRST IN RESPONSE TIME: 6:12

AID GIVEN



AID RECEIVED

Year-to-Date, there have been 3 Strike Team and Single Resource Deployments. There were 26 incidents in which MVFD was called to provide aid services to communities including Sunnyvale, Los Altos, and Palo Alto.

MVFD responded to a total of 5 Fire-type incidents, 20 Emergency Medical or Rescue calls, and 1 Service Call.

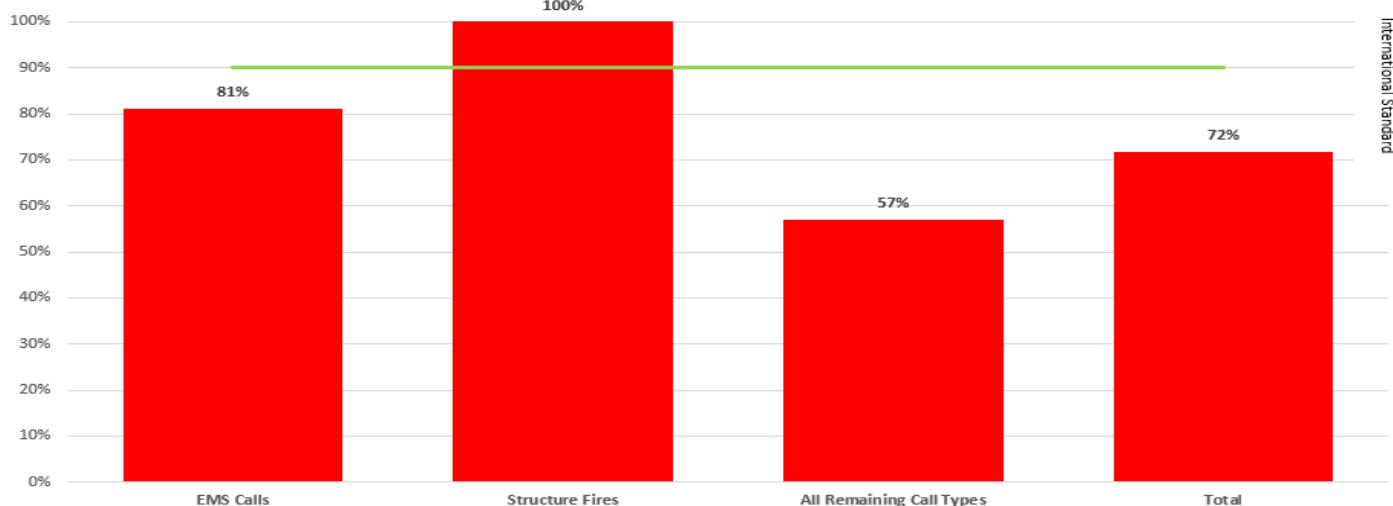
There were 14 incidents in which MVFD received automatic and/or mutual aid services from departments including Sunnyvale, Palo Alto, Central Fire District, or other local Departments.

Aiding departments assisted in 7 Fire-type incident, 5 Emergency Medical or Rescue calls, and 2 Service Calls.

INCIDENT TYPE

| | |
|------------------------------|-----|
| 🔥 FIRES, ALL TYPES | 3% |
| * EXPLOSIONS | 0% |
| * EMERGENCY MEDICAL SERVICES | 66% |
| ☠️ HAZARDOUS MATERIALS | 3% |
| 👷 SERVICE CALLS | 6% |
| 🕒 GOOD INTENTION | 11% |
| 🚫 FALSE ALARM | 8% |
| ! OTHER | 3% |

Call Processing % Compliance to Standard



Commission on Fire Accreditation
International Standard

INCIDENT RESPONSES BY UNIT

MOUNTAIN VIEW FIRE DEPARTMENT

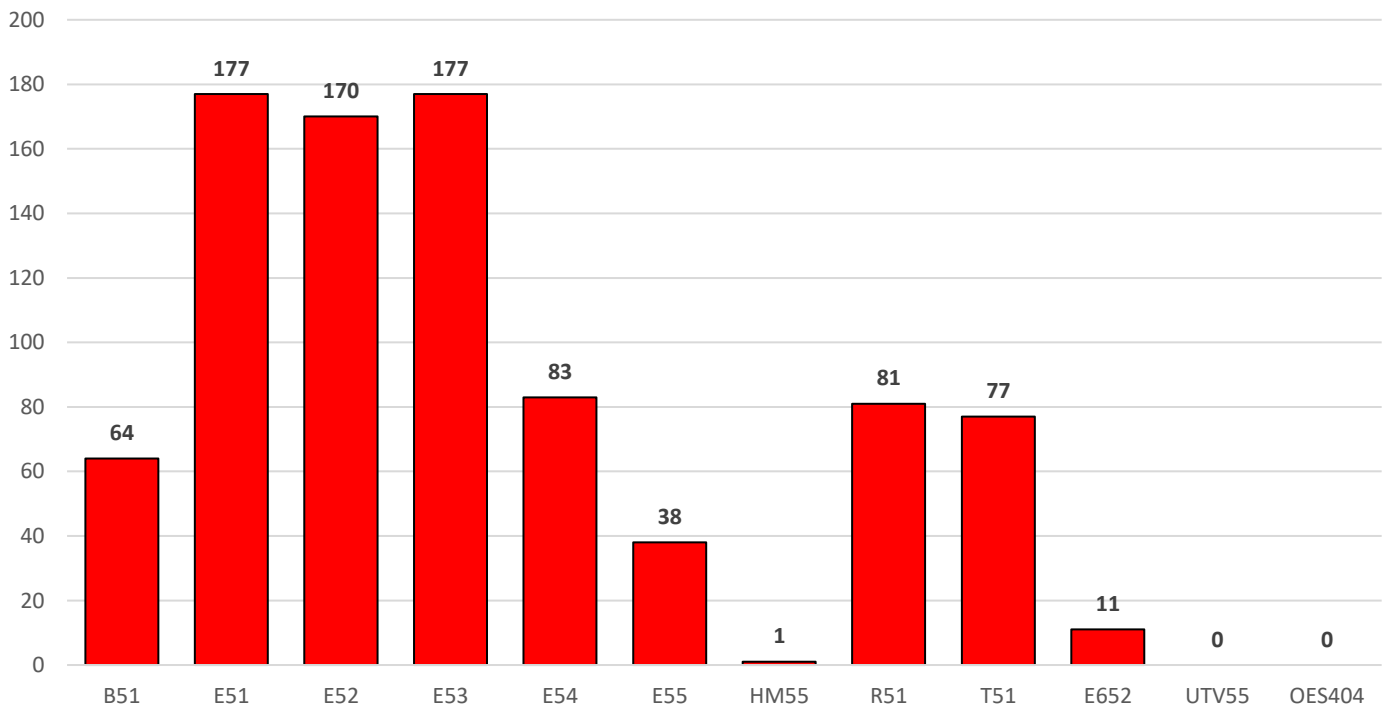
Monthly Report – February 2024

Responses By Unit

| | Jan. 2023 | Feb. 2023 | Mar. 2023 | * | Dec. 2023 | Jan. 2024 | Feb. 2024 |
|--------------|-------------|-------------|------------|---|------------|------------|------------|
| B51 | 77 | 59 | 77 | | 69 | 58 | 64 |
| E51 | 207 | 159 | 196 | | 196 | 180 | 177 |
| E52 | 196 | 179 | 203 | | 168 | 166 | 170 |
| E53 | 175 | 161 | 189 | | 186 | 165 | 177 |
| E54 | 142 | 89 | 104 | | 97 | 87 | 83 |
| E55 | 39 | 44 | 38 | | 42 | 49 | 38 |
| HM55 | 1 | 0 | 2 | | 1 | 0 | 1 |
| R51 | 96 | 75 | 90 | | 84 | 75 | 81 |
| T51 | 103 | 76 | 93 | | 65 | 86 | 77 |
| E652 | 1 | 0 | 5 | | 0 | 0 | 11 |
| UTV55 | 0 | 0 | 0 | | 0 | 0 | 0 |
| OES404 | 0 | 1 | 0 | | 0 | 0 | 0 |
| TOTAL | 1037 | 843 | 997 | | 908 | 866 | 879 |
| | 7% | -19% | 18% | | -9% | -5% | 2% |

% change from previous month

Unit Response Count



*Gap in monthly data due to non-production of monthly report.

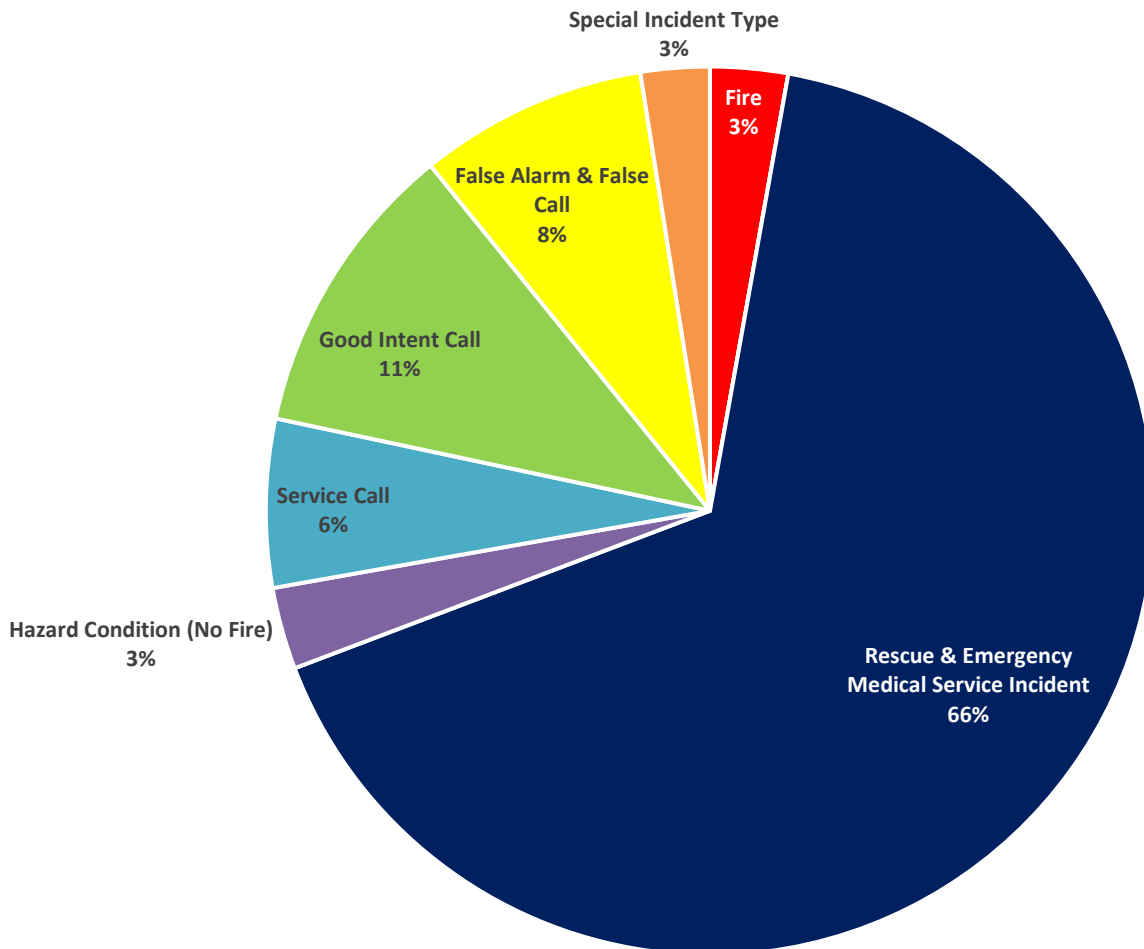
INCIDENT COUNT

Incident Count by Type

| | Jan. 2023 | Feb. 2023 | Mar. 2023 | * | Dec. 2023 | Jan. 2024 | Feb. 2024 |
|---|------------|------------|------------|---|------------|------------|------------|
| Fire | 25 | 10 | 15 | | 12 | 15 | 18 |
| Overpressure Rupture, Explosion, Overheat (No Fire) | 0 | 0 | 0 | | 0 | 1 | 0 |
| Rescue & Emergency Medical Service Incident | 493 | 444 | 459 | | 488 | 450 | 423 |
| Hazard Condition (No Fire) | 45 | 11 | 37 | | 16 | 14 | 19 |
| Service Call | 45 | 55 | 52 | | 42 | 33 | 39 |
| Good Intent Call | 48 | 47 | 54 | | 68 | 55 | 69 |
| False Alarm & False Call | 65 | 49 | 67 | | 38 | 57 | 53 |
| Special Incident Type | 1 | 5 | 32 | | 0 | 0 | 16 |
| TOTAL | 722 | 621 | 716 | | 664 | 625 | 637 |
| | 9% | -14% | 15% | | -7% | -6% | 2% |

% change from previous month

% Per Incident Type



*Gap in monthly data due to non-production of monthly report.

Fire Only Incident Count by Unit (Series Type 100)

| | Jan. 2023 | Feb. 2023 | Mar. 2023 | * | Dec. 2023 | Jan. 2024 | Feb. 2024 |
|------------------------------|-----------|-----------|-----------|---|-----------|-----------|-----------|
| B51 | 14 | 3 | 7 | | 7 | 10 | 8 |
| E51 | 14 | 5 | 5 | | 5 | 7 | 11 |
| E52 | 10 | 1 | 2 | | 3 | 2 | 5 |
| E53 | 7 | 4 | 10 | | 6 | 8 | 7 |
| E54 | 7 | 1 | 1 | | 3 | 6 | 5 |
| E55 | 2 | 0 | 2 | | 2 | 3 | 3 |
| HM55 | 0 | 0 | 0 | | 0 | 0 | 0 |
| R51 | 12 | 2 | 6 | | 4 | 9 | 7 |
| T51 | 16 | 3 | 8 | | 6 | 9 | 9 |
| TOTAL | 82 | 19 | 41 | | 36 | 54 | 55 |
| | 55% | -77% | 116% | | -12% | 50% | 2% |
| % change from previous month | | | | | | | |

EMS Only Incident Count by Unit (Series Type 300)

| | Jan. 2023 | Feb. 2023 | Mar. 2023 | * | Dec. 2023 | Jan. 2024 | Feb. 2024 |
|------------------------------|------------|------------|------------|---|------------|------------|------------|
| B51 | 33 | 35 | 36 | | 42 | 35 | 29 |
| E51 | 147 | 112 | 120 | | 149 | 129 | 116 |
| E52 | 130 | 143 | 152 | | 120 | 120 | 123 |
| E53 | 108 | 105 | 104 | | 134 | 107 | 115 |
| E54 | 95 | 56 | 71 | | 65 | 66 | 51 |
| E55 | 21 | 23 | 16 | | 22 | 27 | 14 |
| HM55 | 1 | 0 | 0 | | 0 | 0 | 1 |
| R51 | 57 | 52 | 55 | | 63 | 49 | 52 |
| T51 | 37 | 41 | 40 | | 32 | 33 | 32 |
| TOTAL | 629 | 567 | 594 | | 627 | 566 | 533 |
| | -2% | -10% | 5% | | 6% | -10% | -6% |
| % change from previous month | | | | | | | |

*Gap in monthly data due to non-production of monthly report.

Fire-Specific Incident Count by Unit

| SERIES | FIRE TYPE | B51 | E51 | E52 | E53 | E54 | E55 | R51 | T51 | E652 | TOTAL |
|--------|---|----------|-----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| 100 | Fire, other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 111 | Building fire | 2 | 2 | 0 | 2 | 2 | 1 | 2 | 2 | 0 | 13 |
| 112 | Fires in structure other than in a building | 1 | 0 | 0 | 1 | 0 | 1 | 1 | 1 | 0 | 5 |
| 113 | Cooking fire, confined to container | 4 | 5 | 3 | 4 | 1 | 0 | 4 | 5 | 0 | 26 |
| 114 | Chimney or flue fire, no extension to structure | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 115 | Incinerator overload or malfunction, fire confined | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 116 | Fuel burner/boiler malfunction, fire confined | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 118 | Trash or rubbish fire, contained | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 121 | Fire in mobile home used as fixed residence | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 122 | Fire in motor home, camper, RV (currently used as an occupancy) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 123 | Fire in portable building, fixed location | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 130 | Mobile property (vehicle) fire, other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 131 | Passenger vehicle fire | 1 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 3 |
| 132 | Road freight or transport vehicle fire | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 136 | Motor home or RV fire | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 137 | Camper or recreational vehicle (RV) fire | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 140 | Natural vegetation fire, other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 141 | Forest, woods or wildfire | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 142 | Brush or brush-and-grass mixture fire | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 143 | Grass fire | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 150 | Outside rubbish fire, other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 151 | Outside rubbish, trash or waste fire | 0 | 2 | 1 | 0 | 1 | 1 | 0 | 1 | 0 | 6 |
| 154 | Dumpster or other outside trash receptacle fire | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| 160 | Special outside fire, other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 161 | Outside storage fire | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 162 | Outside equipment fire | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 163 | Outside gas or vapor combustion explosion | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 164 | Outside mailbox fire | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| 173 | Cultivated trees or nursery stock fire | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | TOTAL | 8 | 11 | 5 | 7 | 5 | 3 | 7 | 9 | 0 | 55 |

MVFD Personnel Enroute to Hospital

| Date | Number | Type | Code | Shift | Was an ambulance dispatched to this call? | Ambulance Status | MVFD personnel retained care enroute to hospital due to BLS ambulance on scene? |
|-----------|------------|---------------------------------------|------|-----------|---|---|---|
| 2/1/2024 | MF24032006 | EMS call, excluding vehicle accidents | 321 | A - Shift | Yes | BLS ambulance arrived on scene | Yes |
| 2/12/2024 | MF24043003 | EMS call, excluding vehicle accidents | 321 | C - Shift | Yes | BLS ambulance arrived on scene | Yes |
| 2/13/2024 | MF24044004 | EMS call, excluding vehicle accidents | 321 | C - Shift | Yes | BLS ambulance arrived on scene | Yes |
| 2/13/2024 | MF24044013 | EMS call, excluding vehicle accidents | 321 | A - Shift | Yes | BLS ambulance arrived on scene | Yes |
| 2/16/2024 | MF24047012 | EMS call, excluding vehicle accidents | 321 | C - Shift | Yes | BLS ambulance arrived on scene | Yes |
| 2/22/2024 | MF24053009 | EMS call, excluding vehicle accidents | 321 | C - Shift | Yes | BLS ambulance arrived on scene | Yes |
| 2/22/2024 | MF24053014 | EMS call, excluding vehicle accidents | 321 | C - Shift | Yes | BLS ambulance arrived on scene, BLS ambulance dispatched - MVFD upgraded to ALS | Yes |
| 2/25/2024 | MF24056011 | EMS call, excluding vehicle accidents | 321 | A - Shift | Yes | BLS ambulance arrived on scene | Yes |

UNIT UTILIZATION

NON-EMERGENCY UTILIZATION

| TRAINING | |
|----------|---------------------------------|
| Unit | % of Time Committed to Training |
| B51 | 16.667% |
| E51 | 7.049% |
| E52 | 4.105% |
| E53 | 7.085% |
| E54 | 4.933% |
| E55 | 2.736% |
| R51 | 3.711% |
| T51 | 4.464% |

| ACTIVITIES | |
|------------|---------------------------------|
| Unit | % of Time Committed To Activity |
| B51 | 16.667% |
| E51 | 13.649% |
| E52 | 2.910% |
| E53 | 4.310% |
| E54 | 3.947% |
| E55 | 2.408% |
| R51 | 3.161% |
| T51 | 15.877% |

EMERGENCY UTILIZATION

TIME COMMITTED TO INCIDENT

| Unit | % of Time Committed to Incident |
|------|---------------------------------|
| B51 | 3.594% |
| E51 | 8.319% |
| E52 | 9.719% |
| E53 | 10.177% |
| E54 | 4.699% |
| E55 | 2.841% |
| R51 | 4.129% |
| T51 | 4.295% |

TOTAL UTILIZATION

TIME COMMITTED TO INCIDENTS, TRAINING, AND ACTIVITIES

| Unit | % of Committed Time |
|------|---------------------|
| B51 | 36.928% |
| E51 | 29.017% |
| E52 | 16.734% |
| E53 | 21.572% |
| E54 | 13.579% |
| E55 | 7.985% |
| R51 | 11.001% |
| T51 | 24.636% |

CALL FREQUENCY BY ADDRESS

| Rank | Address | Count | Percent of All Incidents (637) | Most Frequent Incident Type Recorded at Address |
|------|------------------------------|-------|--------------------------------|---|
| 1 | 701 East EL CAMINO REAL Road | 21 | 3.29% | EMS Call |
| 2 | 2530 SOLACE Place | 17 | 2.66% | EMS Call |
| 3 | 1949 GRANT Road | 14 | 2.19% | EMS Call |

Top Call Frequency by Address per Apparatus

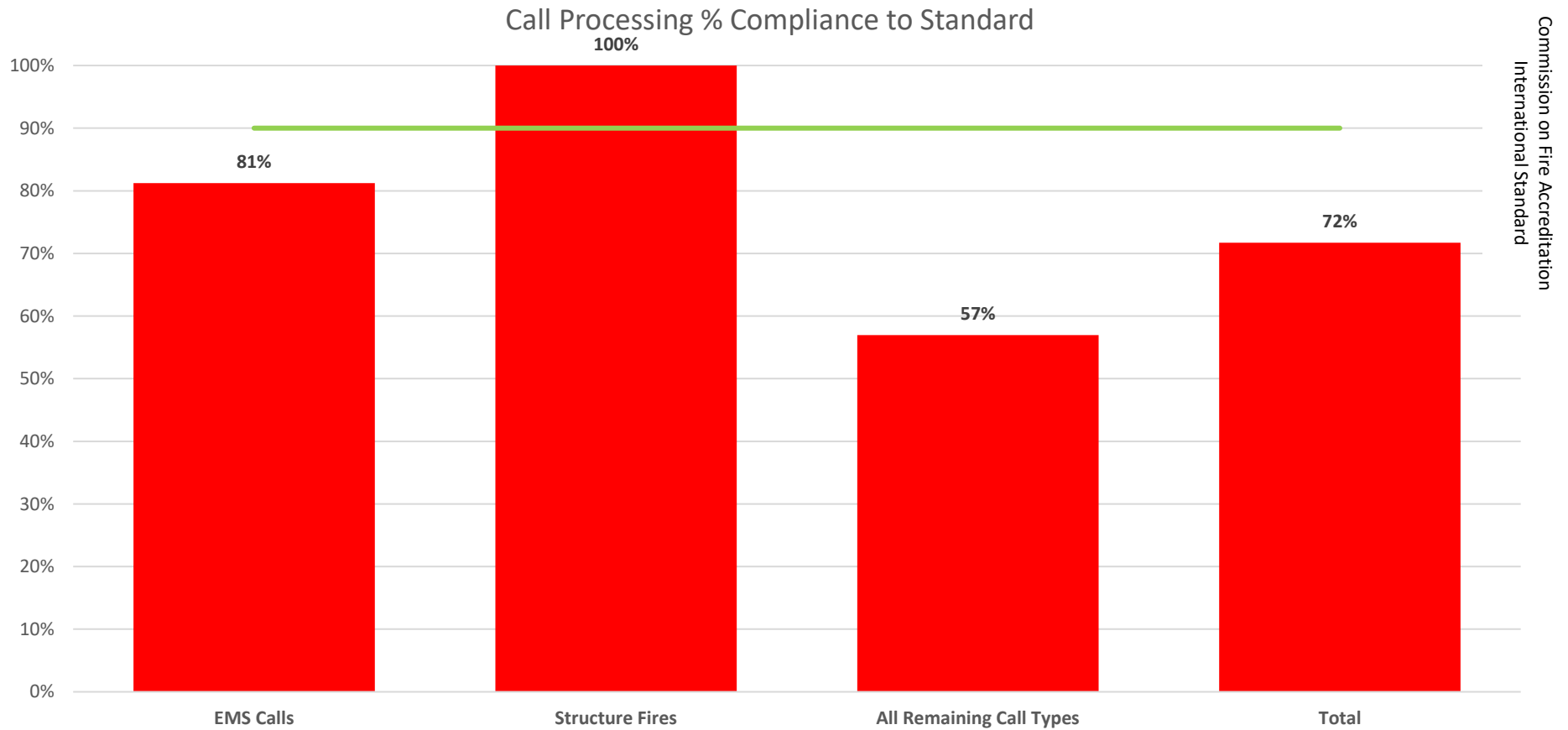
| Apparatus | Address | Count | % of Total Calls |
|-----------|---|---------|------------------|
| E51 | 80 MERCY Street | 7 | 3.95% |
| E52 | 701 East EL CAMINO REAL Road/2530 SOLACE Place | 19 each | 9.41% |
| E53 | 375 OAKTREE Drive | 7 | 3.95% |
| E54 | 433 SYLVAN Avenue | 6 | 7.22% |
| E55 | 2000 North SHORELINE Boulevard /1075 SPACE PARK Way | 2 each | 5.26% |
| R51 | 840 East EL CAMINO REAL Road | 3 | 3.70% |
| T51 | N/A | N/A | N/A |

Top Incident Type Reported and Top Address per Incident

| Top Incident Type and Addresses | | | | |
|---------------------------------|--|----------------------|---------------------------------|---------------------------|
| | Type | Total Incident Count | Top Address with Incident Count | Incident Count at Address |
| 1 | EMS call, excluding vehicle accidents | 384 | 2530 SOLACE Place | 17 |
| 2 | Dispatched and cancelled en route | 44 | 701 East EL CAMINO REAL Road | 8 |
| 3 | Alarm system activation, no fire - unintentional | 27 | 1040 GRANT Road | 2 |

CALL PROCESSING

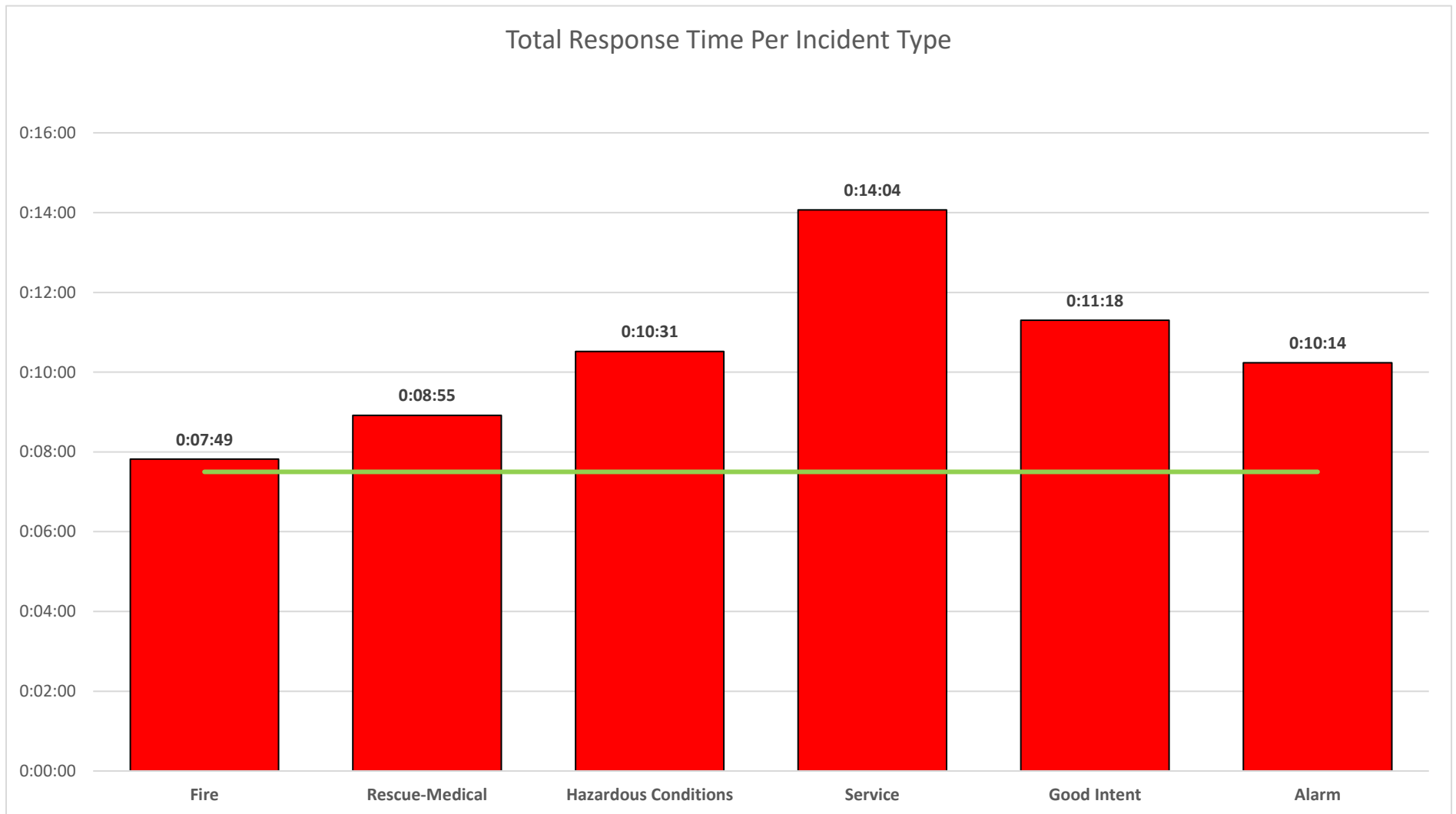
| Call Type | Average Time | Total Number | # Compliance at 90 seconds | % Compliance at 90 seconds |
|--------------------------|----------------|--------------|----------------------------|----------------------------|
| EMS Calls | 0:01:10 | 383 | 311 | 81% |
| Structure Fires | 0:01:00 | 2 | 2 | 100% |
| All Remaining Call Types | 0:01:59 | 251 | 143 | 57% |
| Total | 0:01:29 | 636 | 456 | 72% |



TOTAL RESPONSE TIME

Total Response Time measures the time that the 911 call is answered until the first-due unit arrives on-scene.

The Total Response Time Standard is 7 minutes 30 seconds.



SUPPRESSION PERFORMANCE METRICS

| | METRIC | Goal | Feb. 2024 |
|---|--|------|-----------|
| For Prehospital medical emergencies, rescues, and small fires: | Turnout time of two minutes. | >90% | 100% |
| | Travel time of four minutes for the first-due unit. | >90% | 28% |
| | The first-due unit should arrive within 7 minutes 30 seconds of the time from the receipt of the 9-1-1 call. | >90% | 89% |
| For building fires: | Turnout time of two minutes. | >90% | 100% |
| | Travel time of eight minutes for all units. | >90% | 60% |
| | Multiple-unit effective response force (ERF) of 15 personnel should arrive within 11 minutes 30 seconds from the time of the 9-1-1 call receipt. | >90% | 100% |

TURNOUT TIME

En Route – Dispatch = Turnout Time

EMS Incident Type (Incident Type 321): Compliance Standard is 0:02:00 at 90% of the time for all units.

Month of February

| EMS | SHIFT A | | | SHIFT B | | | SHIFT C | | | TOTAL | | |
|--------------------------------|----------------------|------------|--------------------|----------------------|------------|--------------------|----------------------|------------|--------------------|--------------------|-------------|--------------------|
| | Average Turnout Time | Count | Total % Compliance | Average Turnout Time | Count | Total % Compliance | Average Turnout Time | Count | Total % Compliance | Unit Total Average | Total Count | Total % Compliance |
| E51 | 0:01:07 | 28 | 100% | 0:01:04 | 42 | 100% | 0:01:11 | 33 | 97% | 0:01:07 | 103 | 99% |
| E52 | 0:01:17 | 28 | 96% | 0:01:10 | 27 | 96% | 0:01:14 | 50 | 98% | 0:01:14 | 105 | 97% |
| E53 | 0:00:53 | 31 | 100% | 0:00:57 | 39 | 100% | 0:00:53 | 34 | 100% | 0:00:54 | 104 | 100% |
| E54 | 0:01:11 | 14 | 100% | 0:00:56 | 8 | 100% | 0:01:05 | 11 | 91% | 0:01:04 | 33 | 97% |
| E55 | 0:01:37 | 2 | 100% | 0:01:01 | 6 | 100% | 0:00:23 | 1 | 100% | 0:01:00 | 9 | 100% |
| R51 | 0:01:15 | 9 | 100% | 0:00:45 | 8 | 100% | 0:00:48 | 8 | 100% | 0:00:56 | 25 | 100% |
| T51 | 0:01:03 | 4 | 100% | 0:00:47 | 8 | 100% | 0:00:46 | 5 | 100% | 0:00:52 | 17 | 100% |
| SHIFT TOTAL AVERAGE/SUM | 0:01:12 | 116 | 99% | 0:00:57 | 138 | 99% | 0:00:54 | 142 | 98% | 0:01:01 | 396 | 99% |

Fire/Rescue/All Other Incident Types: Compliance Standard is 0:02:00 at 90% of the time for all units.

Month of February

| Fire/Rescue/All Other Incident Types | SHIFT A | | | SHIFT B | | | SHIFT C | | | TOTAL | | |
|--------------------------------------|----------------------|------------|--------------------|----------------------|-----------|--------------------|----------------------|------------|--------------------|--------------------|-------------|--------------------|
| | Average Turnout Time | Count | Total % Compliance | Average Turnout Time | Count | Total % Compliance | Average Turnout Time | Count | Total % Compliance | Unit Total Average | Total Count | Total % Compliance |
| E51 | 0:01:14 | 25 | 100% | 0:01:07 | 16 | 100% | 0:00:56 | 28 | 100% | 0:01:06 | 69 | 100% |
| E52 | 0:01:30 | 15 | 93% | 0:01:22 | 15 | 93% | 0:01:06 | 19 | 95% | 0:01:19 | 49 | 94% |
| E53 | 0:01:08 | 17 | 100% | 0:01:39 | 24 | 83% | 0:00:53 | 23 | 96% | 0:01:13 | 64 | 93% |
| E54 | 0:01:19 | 9 | 100% | 0:01:26 | 7 | 100% | 0:01:10 | 24 | 96% | 0:01:18 | 40 | 99% |
| E55 | 0:01:54 | 5 | 80% | 0:01:15 | 6 | 100% | 0:00:54 | 10 | 100% | 0:01:21 | 21 | 93% |
| R51 | 0:01:05 | 16 | 100% | 0:01:20 | 11 | 82% | 0:01:00 | 22 | 100% | 0:01:08 | 49 | 94% |
| T51 | 0:01:18 | 15 | 87% | 0:00:52 | 14 | 100% | 0:00:59 | 23 | 100% | 0:01:03 | 52 | 96% |
| SHIFT TOTAL AVERAGE/SUM | 0:01:21 | 102 | 94% | 0:01:17 | 93 | 94% | 0:01:00 | 149 | 98% | 0:01:13 | 344 | 95% |

RESPONSE TIME

Arrival – Dispatch = Response Time

EMS Incident Type (Incident Type 321): Compliance Standard is 0:04:00 at 90% of the time for the first-due unit.

Month of February

| EMS | SHIFT A | | | SHIFT B | | | SHIFT C | | | TOTAL | | |
|--------------------------------|-----------------------|------------|--------------------|-----------------------|------------|--------------------|-----------------------|------------|--------------------|--------------------|-------------|--------------------|
| | Average Response Time | Count | Total % Compliance | Average Response Time | Count | Total % Compliance | Average Response Time | Count | Total % Compliance | Unit Total Average | Total Count | Total % Compliance |
| E51 | 0:05:00 | 28 | 21% | 0:05:24 | 41 | 15% | 0:05:43 | 33 | 27% | 0:05:22 | 102 | 21% |
| E52 | 0:05:01 | 29 | 24% | 0:04:01 | 27 | 44% | 0:04:55 | 50 | 22% | 0:04:39 | 106 | 30% |
| E53 | 0:05:30 | 31 | 16% | 0:04:54 | 39 | 29% | 0:04:40 | 33 | 27% | 0:05:01 | 103 | 24% |
| E54 | 0:04:55 | 14 | 29% | 0:06:18 | 8 | 25% | 0:05:27 | 11 | 18% | 0:05:33 | 33 | 24% |
| E55 | 0:05:10 | 2 | 0% | 0:05:20 | 6 | 17% | 0:06:03 | 1 | 0% | 0:05:31 | 9 | 6% |
| R51 | 0:06:02 | 5 | 20% | 0:06:17 | 6 | 0% | 0:07:03 | 4 | 0% | 0:06:27 | 15 | 7% |
| T51 | 0:03:24 | 4 | 50% | 0:04:06 | 7 | 43% | 0:04:40 | 5 | 20% | 0:04:03 | 16 | 38% |
| SHIFT TOTAL AVERAGE/SUM | 0:05:00 | 113 | 23% | 0:05:11 | 134 | 25% | 0:05:30 | 137 | 16% | 0:05:14 | 384 | 21% |

Fire/Rescue/All Other Incident Types: Compliance Standard is 0:08:00 at 90% of the time for all units.

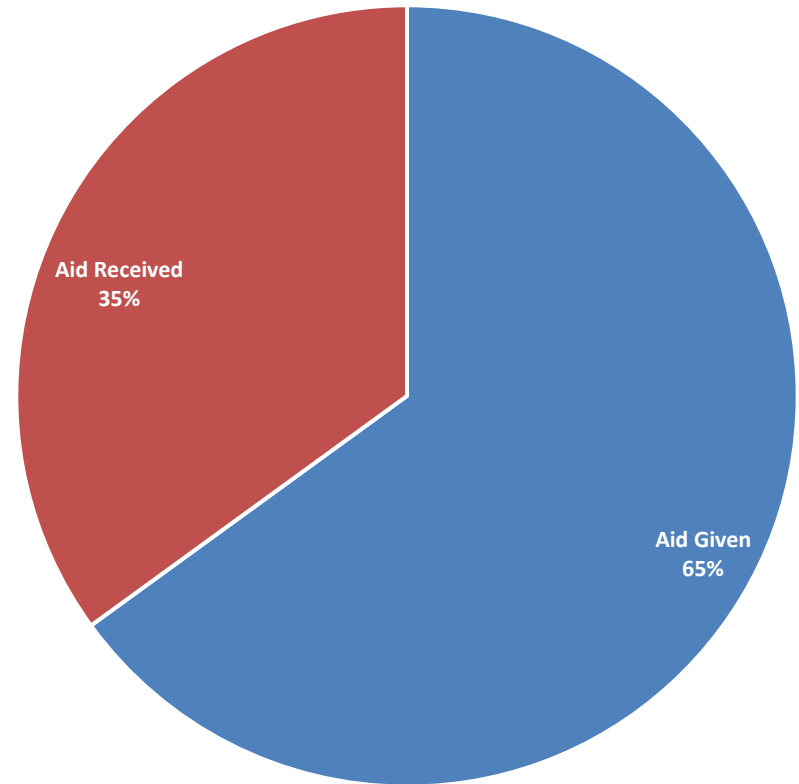
Month of February

| Fire/Rescue/All Other Incident Types | SHIFT A | | | SHIFT B | | | SHIFT C | | | TOTAL | | |
|--------------------------------------|-----------------------|-----------|--------------------|-----------------------|-----------|--------------------|-----------------------|------------|--------------------|--------------------|-------------|--------------------|
| | Average Response Time | Count | Total % Compliance | Average Response Time | Count | Total % Compliance | Average Response Time | Count | Total % Compliance | Unit Total Average | Total Count | Total % Compliance |
| E51 | 0:05:12 | 19 | 95% | 0:05:52 | 13 | 85% | 0:05:46 | 24 | 83% | 0:05:37 | 56 | 88% |
| E52 | 0:05:42 | 12 | 100% | 0:06:37 | 11 | 82% | 0:06:06 | 15 | 73% | 0:06:08 | 38 | 85% |
| E53 | 0:05:25 | 16 | 94% | 0:05:45 | 20 | 90% | 0:05:09 | 20 | 90% | 0:05:26 | 56 | 91% |
| E54 | 0:05:18 | 8 | 100% | 0:06:11 | 6 | 83% | 0:06:06 | 23 | 78% | 0:05:52 | 37 | 87% |
| E55 | 0:05:32 | 5 | 100% | 0:08:06 | 5 | 60% | 0:04:59 | 11 | 91% | 0:06:12 | 21 | 84% |
| R51 | 0:06:01 | 11 | 91% | 0:08:05 | 10 | 60% | 0:06:11 | 19 | 68% | 0:06:46 | 40 | 73% |
| T51 | 0:07:49 | 11 | 55% | 0:07:11 | 12 | 58% | 0:07:04 | 21 | 67% | 0:07:21 | 44 | 60% |
| SHIFT TOTAL AVERAGE/SUM | 0:05:51 | 82 | 91% | 0:06:50 | 77 | 74% | 0:05:54 | 133 | 79% | 0:06:12 | 292 | 81% |

AID

| | |
|---------------------|-----------|
| Aid Given | 26 |
| Aid Received | 14 |
| TOTAL | 40 |

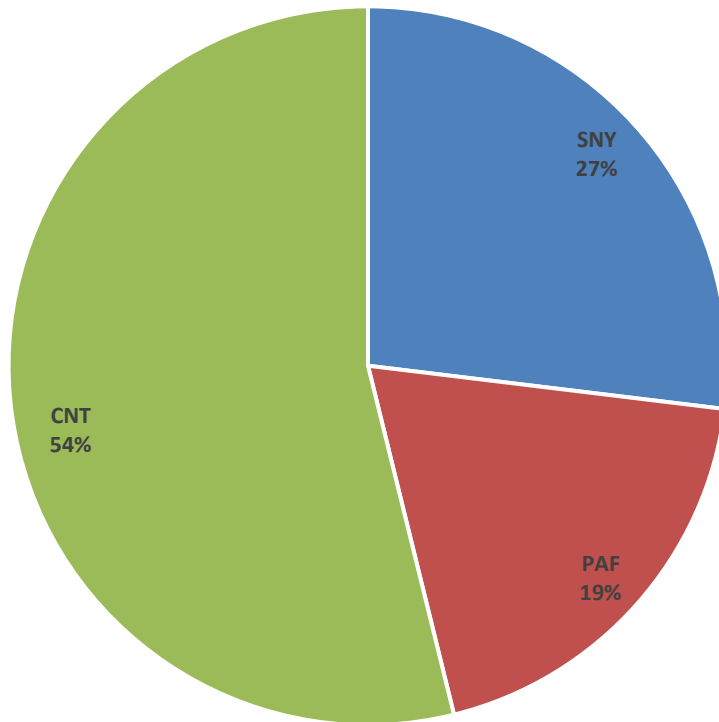
| STRIKE TEAM DEPLOYMENTS YTD FISCAL YEAR 2023-24 | |
|--|---|
| INCIDENT NAME | RESOURCE PROVIDED |
| SOUTH FORK COMPLEX | SINGLE RESOURCE (1) |
| SMITH RIVER COMPLEX | OES404 (4) SINGLE RESOURCE (1) |
| RRU MEMORIAL SERVICE | SINGLE RESOURCE (1) |



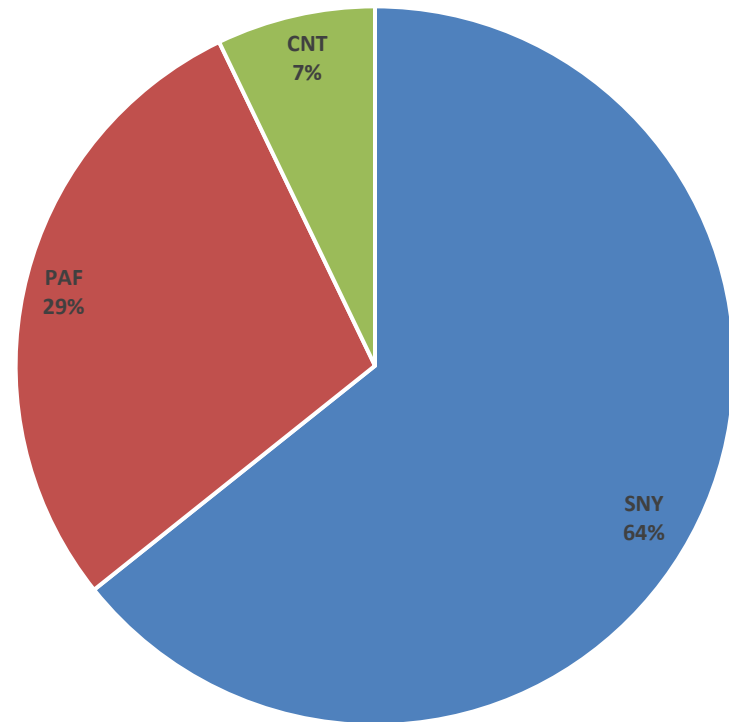
Aid Count by Location Department

| DEPARTMENT | GIVEN | RECEIVED |
|--------------|-----------|-----------|
| SNY | 7 | 9 |
| PAF | 5 | 4 |
| CNT | 14 | 1 |
| TOTAL | 26 | 14 |

Aid Given by Department



Aid Recieved by Department



Aid Count by Location of Incident

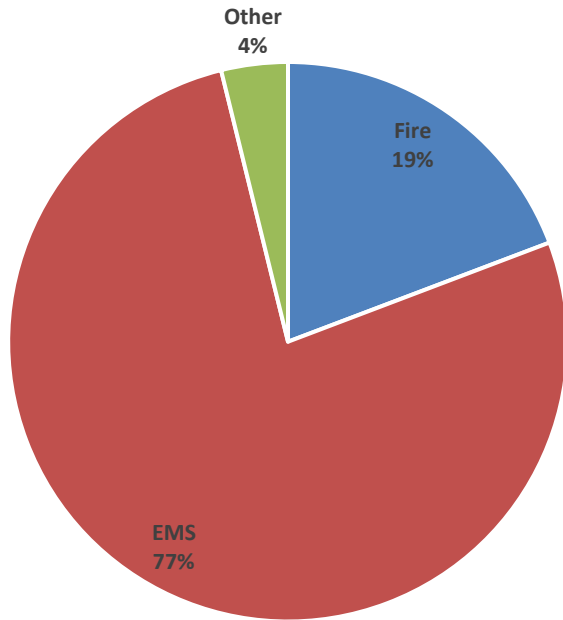
| | GIVEN | |
|--------------|-----------|------------------------------|
| | Freeway | Commercial/Residential/Other |
| SNY | 7 | 0 |
| PAF | 4 | 1 |
| CNT | 0 | 14 |
| TOTAL | 11 | 15 |

| | RECEIVED | |
|--------------|----------|------------------------------|
| | Freeway | Commercial/Residential/Other |
| | 5 | 4 |
| | 1 | 3 |
| | 0 | 1 |
| TOTAL | 6 | 8 |

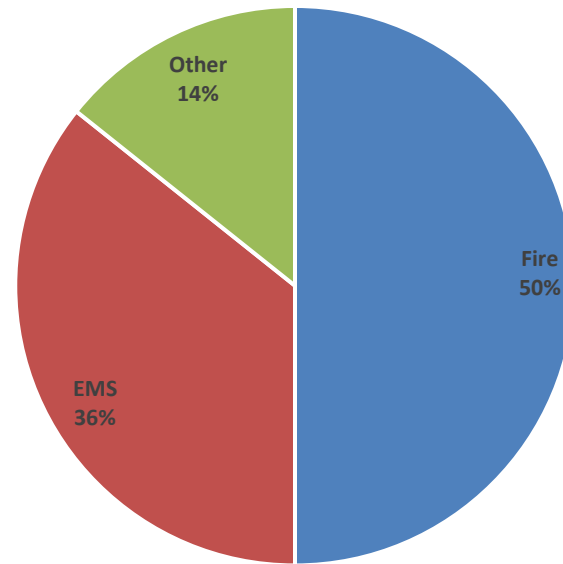
Aid Count by Incident

| Incident Type | GIVEN | RECEIVED |
|---------------|-----------|-----------|
| Fire | 5 | 7 |
| EMS | 20 | 5 |
| Other | 1 | 2 |
| Total | 26 | 14 |

Aid Type Given by Incident



Aid Type Received by Incident



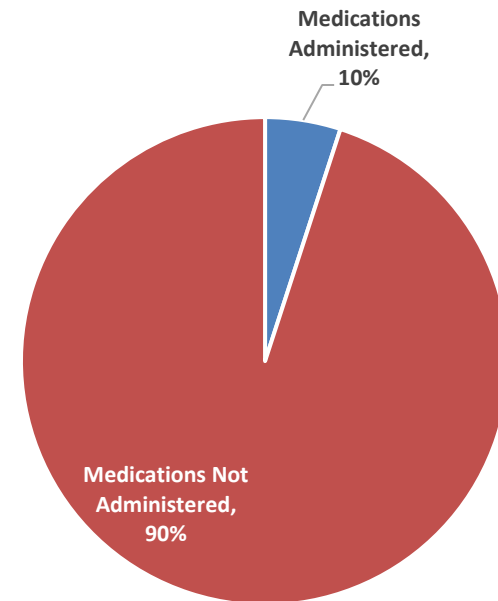
PATIENT CARE REPORT

Measurement: Medication and Controlled Substances

| | |
|---|------------|
| # OF INCIDENTS WITH PCR | 453 |
| # of Incidents involving medication administration | 43 |
| # of total medications administered | 198 |
| % of incidents where ALS was provided | 10% |
| # of Incidents involving narcotic administration (Morphine/Versed) | 4 |
| % of times when a narcotic was administered and the pain score was recorded | 25% |

| TOTAL MEDICATIONS ADMINISTERED (198) | | |
|--------------------------------------|------------|-------------|
| MEDICATION | COUNT | % OF TOTAL |
| Normal saline | 67 | 34% |
| Epinephrine 1:10,000 | 28 | 14% |
| Oxygen | 26 | 13% |
| Nitroglycerin | 17 | 9% |
| Amiodarone | 15 | 8% |
| Aspirin | 14 | 7% |
| Morphine | 7 | 4% |
| Ondansetron (Zofran) | 7 | 4% |
| Naloxone (Narcan) | 6 | 3% |
| Atropine | 4 | 2% |
| Dextrose 10 % in 250 ML | 4 | 2% |
| Albuterol | 2 | 1% |
| Midazolam (Versed) | 1 | 1% |
| TOTAL | 198 | 100% |

Out of 453 incidents, medications were administered 10% of the time



Measurement: Cardiac Arrest

| # OF INCIDENTS WITH PCR | 453 |
|---|-----|
| # of Cardiac Arrest incidents | 8 |
| # of Traumatic Cardiac Arrest incidents | 0 |
| # of Non-Traumatic Cardiac Arrest incidents | 7 |
| # of reported "Obvious Death" incidents | 1 |
| # of Cardiac Arrest incidents with ROSC outcome (total) | 0 |
| | |
| # of Cardiac Arrest incidents with attempted resuscitation via advanced airway | 3 |
| # of Cardiac Arrest incidents with attempted resuscitation via advanced airway leading to ROSC outcome | 0 |
| | |
| # of Cardiac Arrest incidents with attempted resuscitation via intraosseous cannulation | 2 |
| # of Cardiac Arrest incidents with attempted resuscitation via intraosseous cannulation leading to ROSC outcome | 0 |
| | |
| # of Cardiac Arrest incidents with attempted resuscitation via mechanically assisted chest compressions | 0 |
| # of Cardiac Arrest incidents with attempted resuscitation via mechanically assisted chest compressions leading to ROSC outcome | 0 |
| | |
| # of Cardiac Arrest incidents with attempted resuscitation via medication administration | 3 |
| # of Cardiac Arrest incidents with attempted resuscitation via medication administration leading to ROSC outcome | 0 |

Measurement: Patient Disposition

| # OF INCIDENTS WITH RECORDED PATIENT DISPOSITION | | 451 | |
|---|--------------|-----------------------------|-------------------|
| TRANSPORTED - PATIENT DISPOSITION | COUNT | % OF TRANSPORTED | % OF TOTAL |
| Transport by Another EMS Unit | 268 | 94% | 59% |
| Transport by Another EMS Unit, with a Member of This Crew | 17 | 6% | 4% |
| TOTAL | 285 | 100% | 63% |
| NOT TRANSPORTED - PATIENT DISPOSITION | COUNT | % OF NOT TRANSPORTED | % OF TOTAL |
| No Transport | 73 | 72% | 16% |
| Patient Refused Transport | 29 | 28% | 6% |
| TOTAL | 102 | 100% | 23% |
| OTHER - PATIENT DISPOSITION | COUNT | % OF OTHER | % OF TOTAL |
| Not Applicable | 64 | 100% | 14% |
| TOTAL | 64 | 100% | 14% |
| TOTAL OF ALL PATIENT DISPOSITION | 451 | 100% | 100% |

Measurement: Suspected Myocardial Infarction

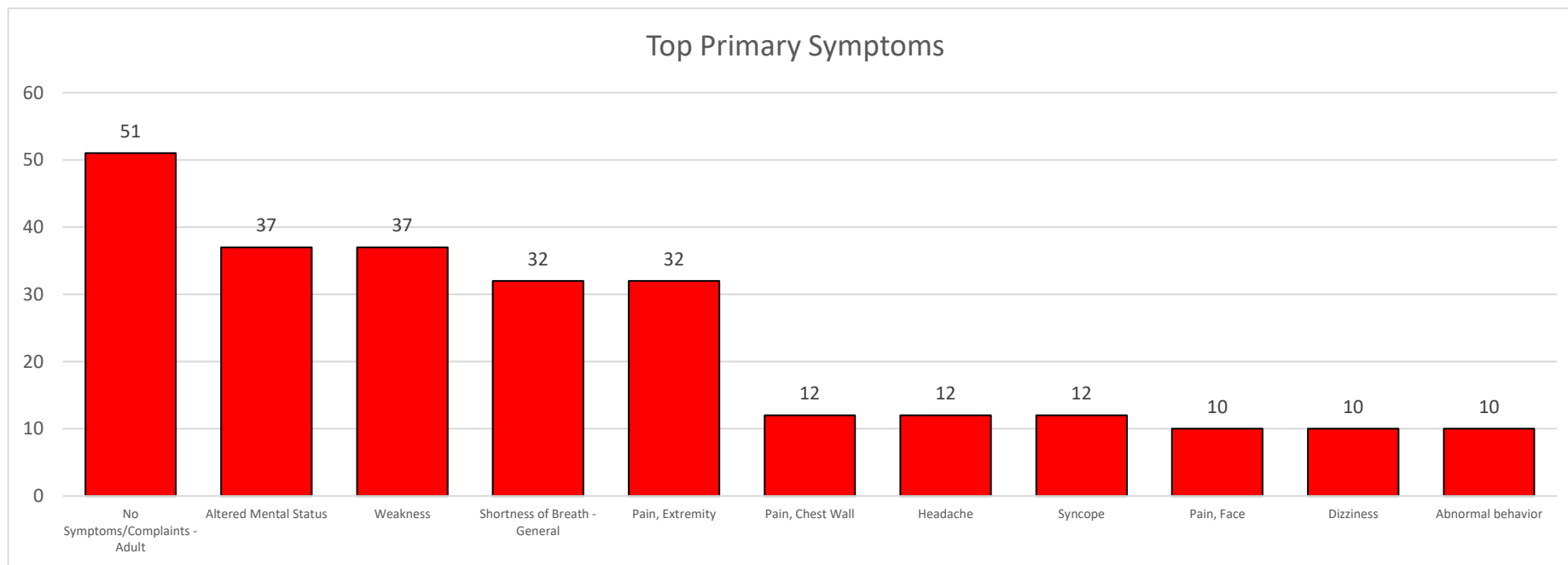
| # OF INCIDENTS WITH PCR | 453 |
|--|-----|
| # of "Chest Pain – Suspected Cardiac" | 7 |
| # of "Chest Pain – Suspected Cardiac" where the patient received ECG - 12 Lead | 5 |
| # of "Chest Pain – Suspected Cardiac" where medication was administered | 3 |
| # of "Chest Pain – Non Cardiac" | 8 |
| # of "Chest Pain – Non Cardiac" where the patient received ECG - 12 Lead | 1 |
| # of "Chest Pain – Non Cardiac" where medication was administered | 0 |

Measurement: Stroke, Cerebrovascular Accident (CVA), and Transient Ischemic Attack (TIA)

| # OF INCIDENTS WITH PCR | 453 |
|---|-----|
| # of Stroke and ALOC incidents | 22 |
| # of Stroke and ALOC incidents that included a Stroke Assessment (BG Level) | 17 |

*Approximately 22% of the 51 "No Symptoms/Complaints" in the bar chart below are likely attributed to incidents with the Type code Description: "Assist Invalid".

Measurement: Top "Primary Symptom" on Patient Care Reports



OFFICE OF EMERGENCY SERVICES (OES)

The following information is a summary of OES Volunteer Hours for February 2024.

| Event | Hours |
|------------------------------|--------------|
| Amateur Radio | 214.5 |
| Neighborhood CERT Activities | 118 |
| CERT Committee | 66 |
| Radio Class | 64 |
| Total Hours | 462.5 |

FIRE & ENVIRONMENTAL PROTECTION DIVISION (FEPD)

The following information is a summary of Outreach Events for February 2024.

| Date | Location | Approximate Number of Attendees | Event |
|-----------|-----------------|---------------------------------|--|
| 2/13/2024 | Station 3 | 7 | Creative Imagination Preschool |
| 2/15/2024 | Station 4 | 50 | Station tour for Vargas Elementary 2nd grade |
| 2/19/2024 | 1750 Miramonte | Various | Assistance with torn flag |
| 2/22/2024 | Station 4 | 20 | Station tour for German School Pre-K |
| 2/24/2024 | Station 1 | 6 | Station visitors and pub ed |
| 2/27/2024 | Station 1 | 25 | Station tour for Gabriela Mistral Pre-K |
| February | PD / Fire Admin | Various | lobby med bin plus sharps |

| Metric - Fire/Environmental Services | Jul-23 | Aug-23 | Sep-23 | Oct-23 | Nov-23 | Dec-23 | Jan-24 | Feb-24 |
|--|--------|--------|--------|--------|--------|--------|--------|--------|
| Number of medical calls for inhabited cars/RVs or those without an address | 35 | 20 | 21 | 40 | 36 | 35 | 36 | 45 |
| Number of illegal waste dumping incidents related to inhabited cars/RVs | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Number of responses to inhabited car/RV spills | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| Number of citations given for illegal dumping related to inhabited cars/RVs | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Number of leaks noted related to inhabited cars/RVs | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Number of other issues related to inhabited cars/RVs or those without an address | 2 | 8 | 1 | 6 | 5 | 5 | 5 | 4 |
| Estimated staff hours spent on illegal waste incidents related to inhabited cars/RVs | 35 | 30 | 21 | 39 | 45 | 45 | 45 | 48 |