



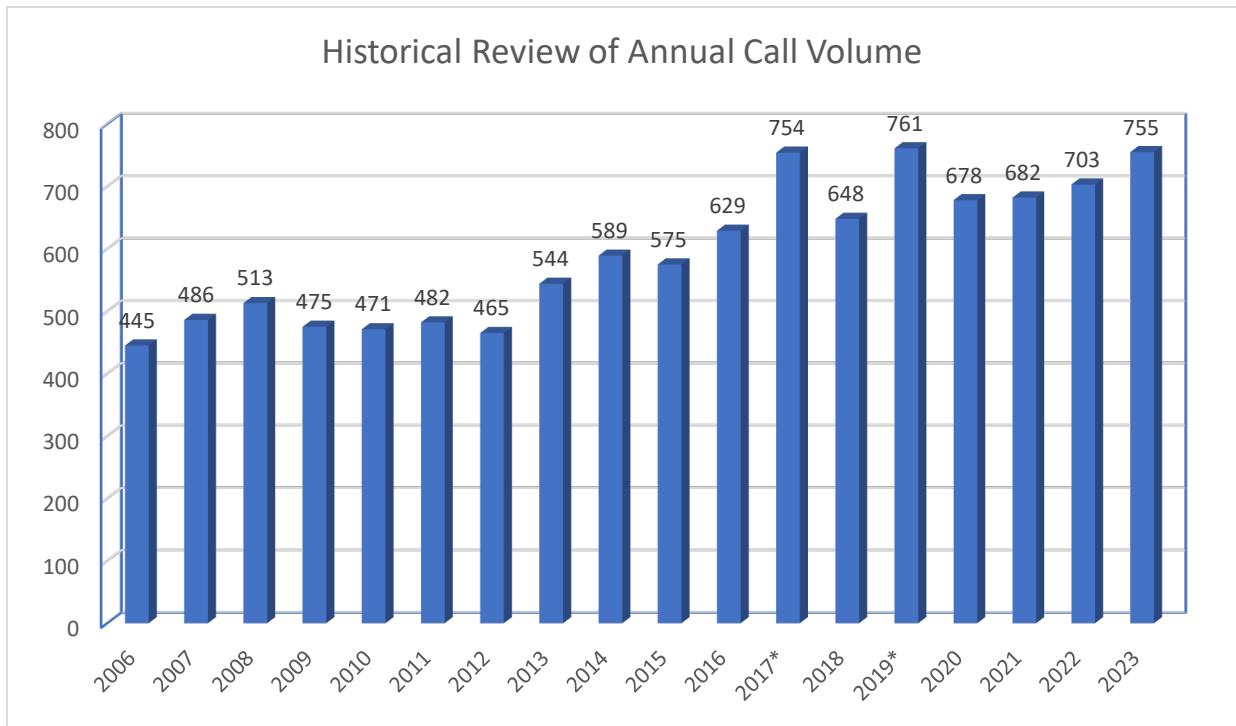
2023 Requests for Service Review

Presented By:

Special Projects Manager Jim Galli

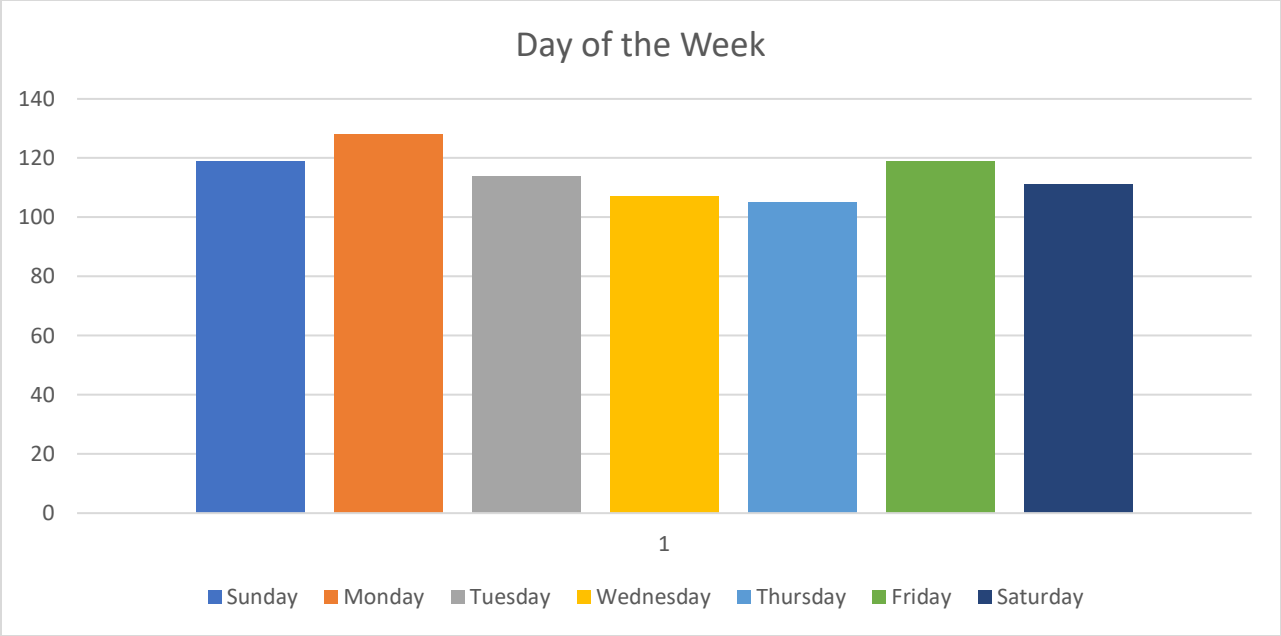
Overview:

This 2023 report will provide a comprehensive breakdown of calls for service statistics. The data includes information on the number of medical aid calls, structure fires, vehicle accidents, hazardous materials incidents, and other emergencies responded to by the fire district personnel. This detailed analysis allows for a thorough understanding of the types of incidents that the fire district has been called upon to address, providing valuable insights for future planning and resource allocation. The statistics also highlight the dedication and commitment of the fire department in serving the community, ensuring public safety, and responding to a wide range of emergency situations. This data will be instrumental in informing decision-making processes and enhancing the effectiveness of the Schell Vista Fire District's emergency response capabilities.



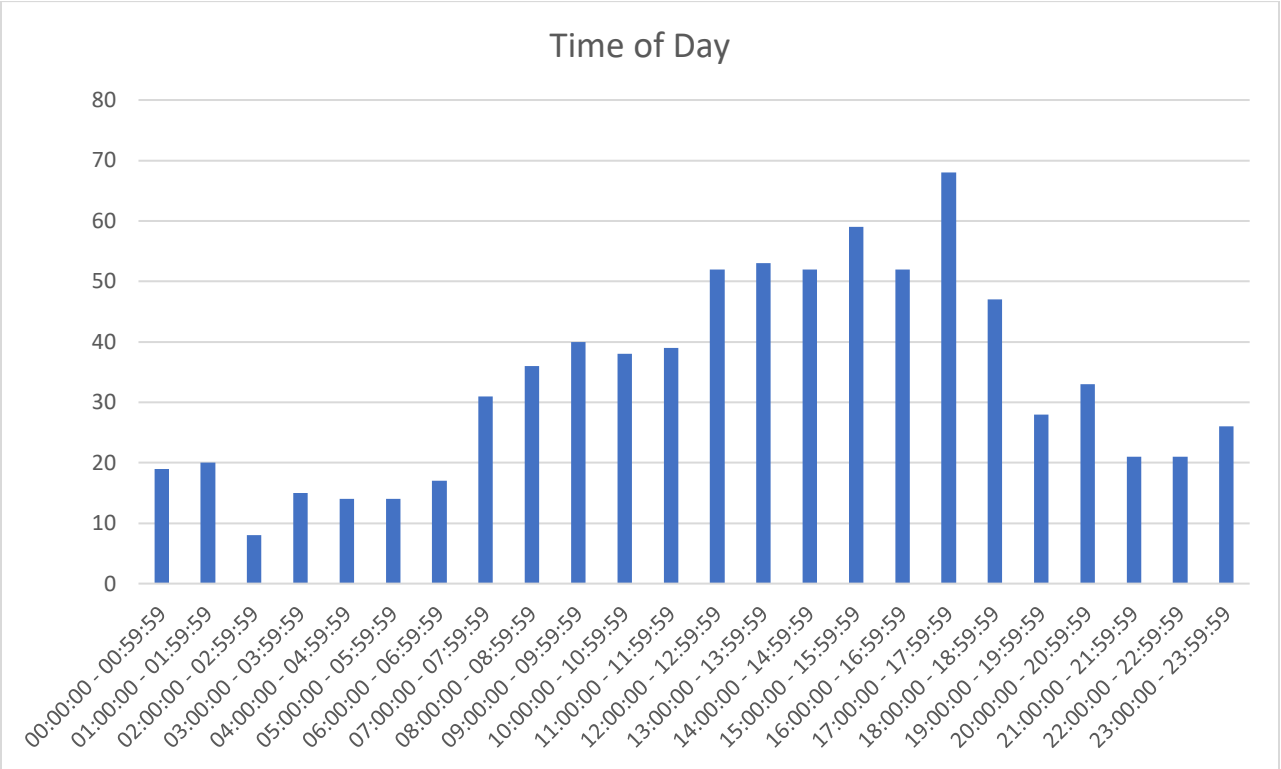
Historical Review of Annual Call Volume:

2023 the district responded to 755 calls for service. The data indicates a consistent increase in calls for service over the years.



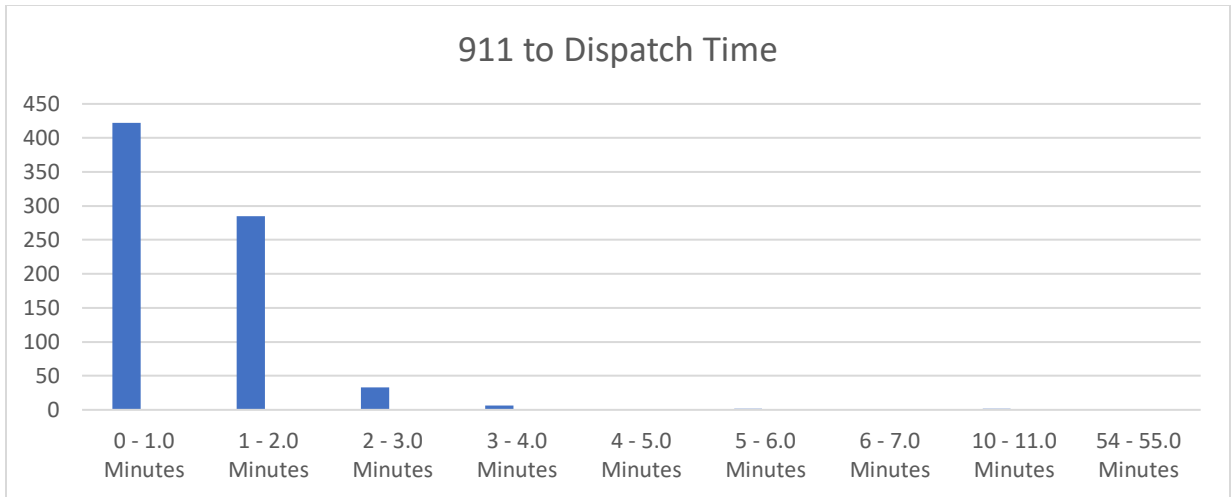
Day of the Week:

Calls for service are evenly distributed throughout the week.



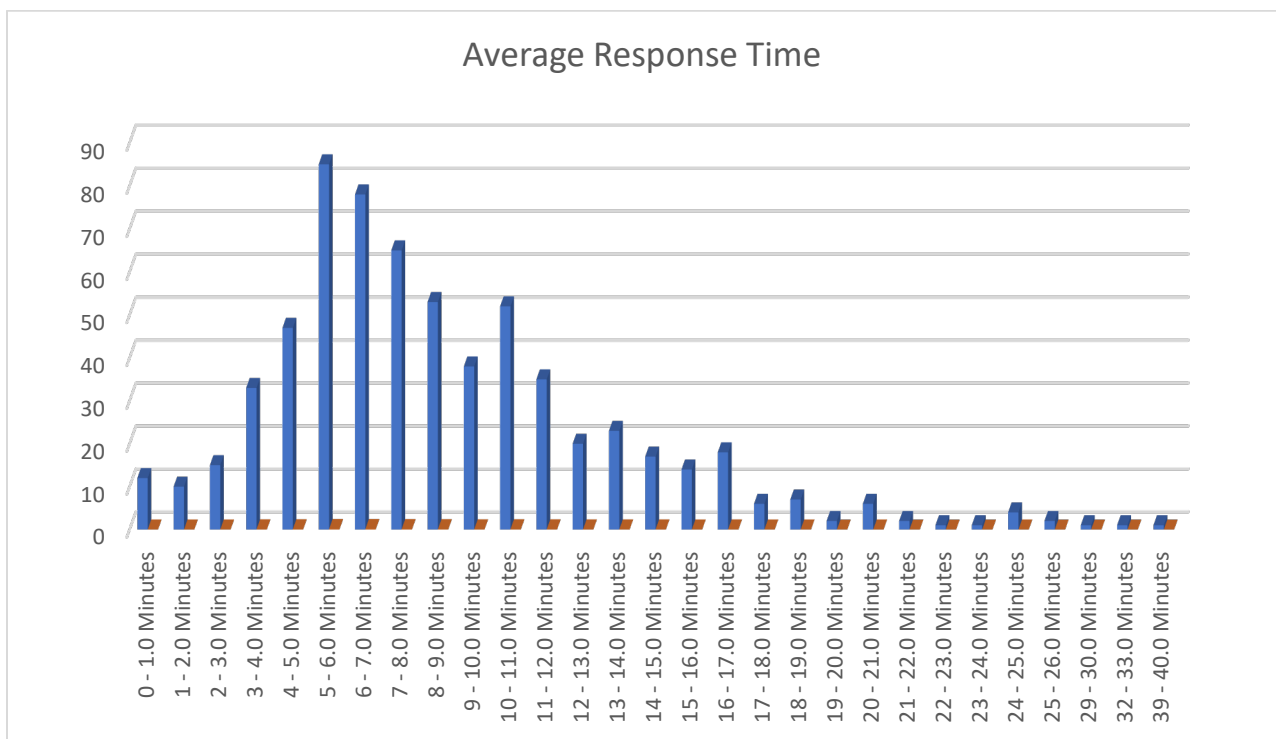
Time of Day:

This graph indicates as the population starts moving around on or about 7am the call volume increases till 8pm. This trend suggests that there is a relationship between the two variables, with population movement potentially influencing the demand for calls.



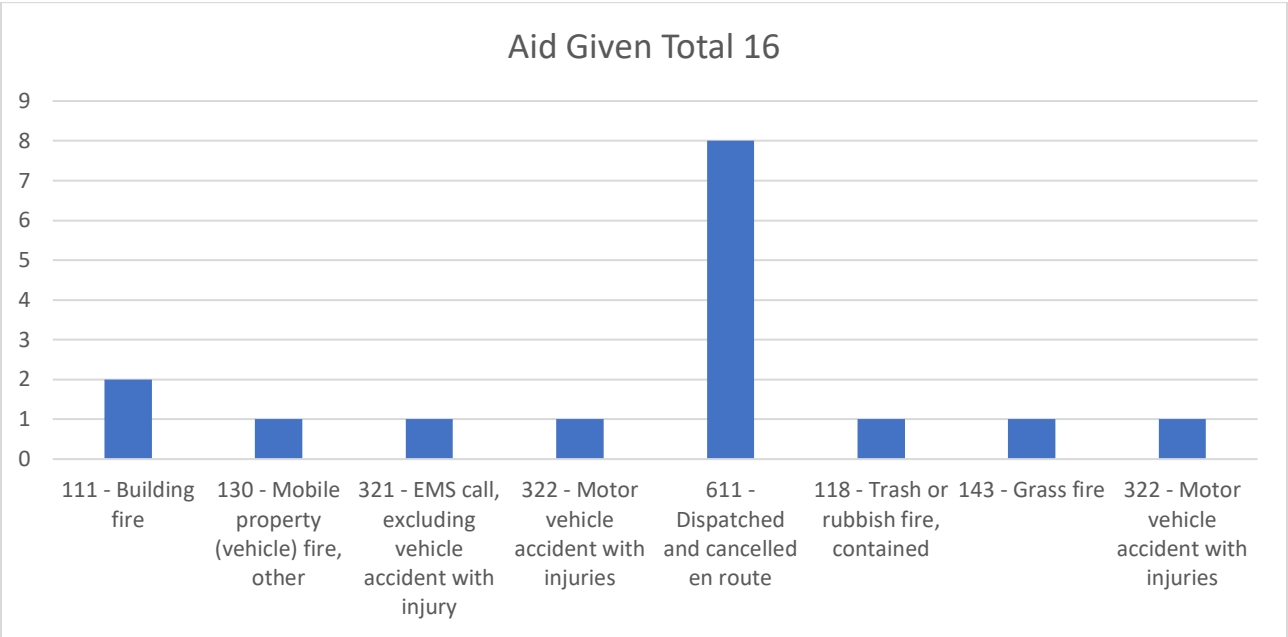
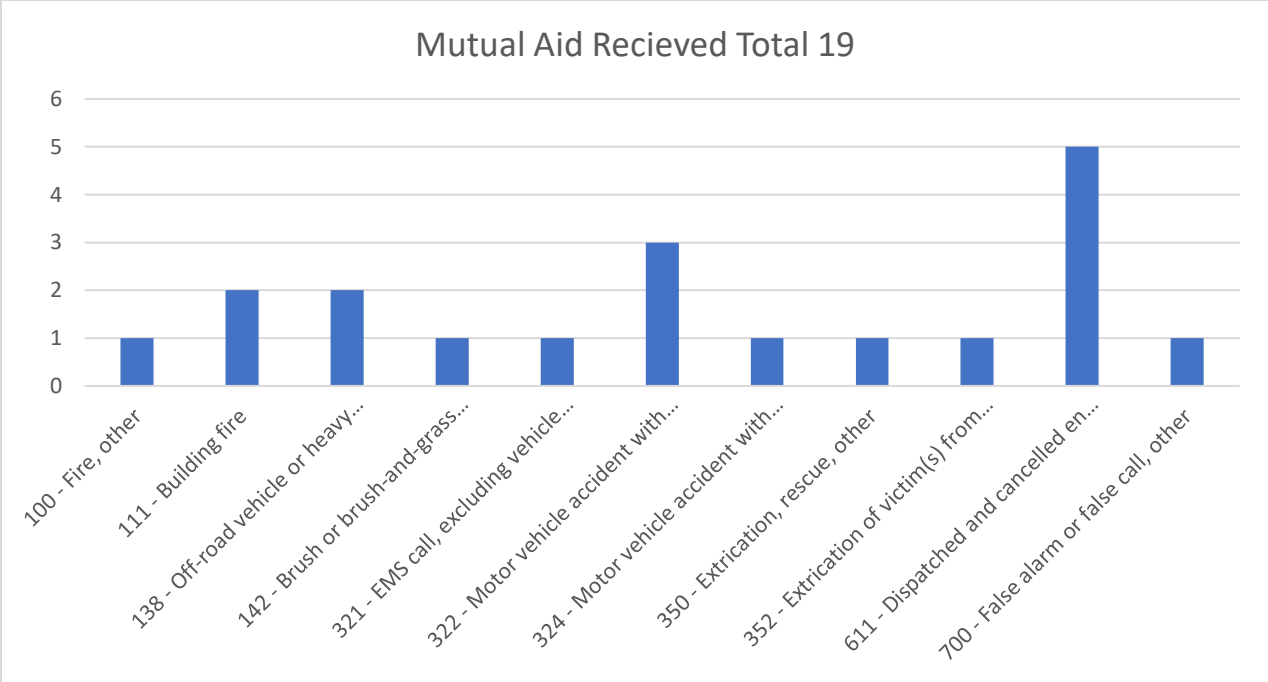
911 to Dispatch Time:

This is the reaction time for the second the 911 center receives a call till it is dispatched. This type of call reacting time will vary per the type of event. This falls within the parameters of Policy 2002*.



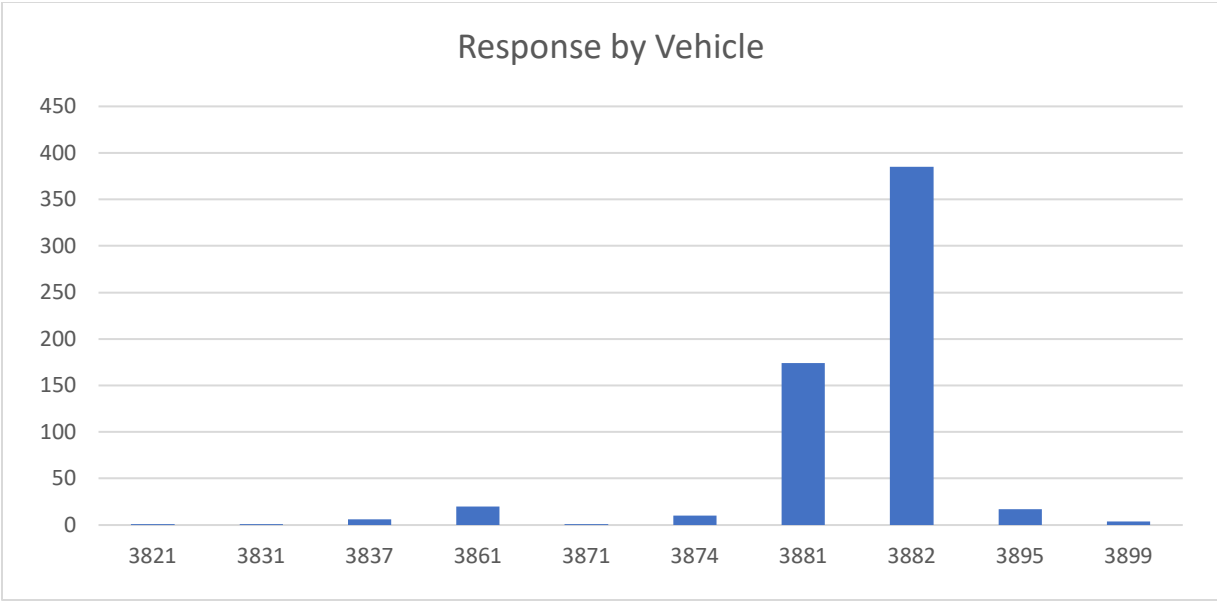
Average Response Time:

The average response time for the first due company to arrive at the scene of the request is a critical metric. In 2023, approximately 340 out of 755 calls for service requested a standard response time goal of 8 minutes or less, as outlined in Schell Vista policy 2002.3*. However, with the district boundaries now covering 100 square miles, it is important to note that response times exceeding 9 minutes are primarily observed in the extremely rural areas of the district, including Napa and Solano Counties. Given these observations, it may be prudent for the district to reevaluate the response times outlined in policy 2002*.



Mutual Aid Received and Given:

The district received assistance from another agencies in 19 instances, while the crews responded to 16 calls for assistance to another agencies. These figures are consistent with the trends observed in the past 5 years.



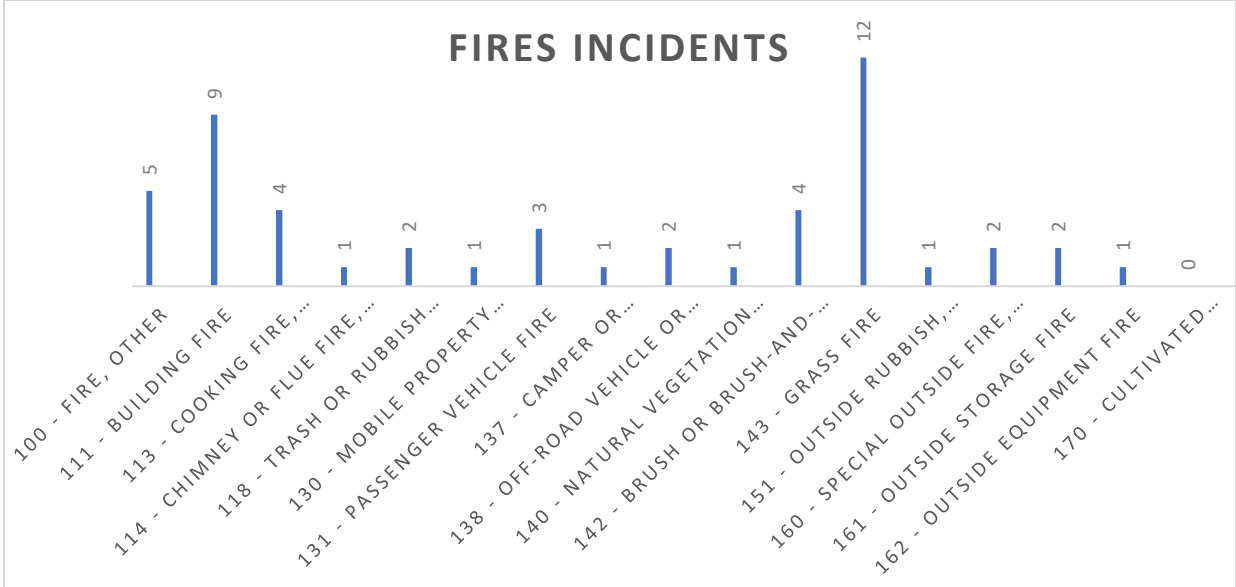
Response by Vehicle:

The Type 1 Engines 3881 and 3882 emerge as the primary responders to a majority of the calls for service, highlighting their crucial role within the fleet. Type 3 Engines 3861, 3871, and 3874 are deployed for wildland fires.



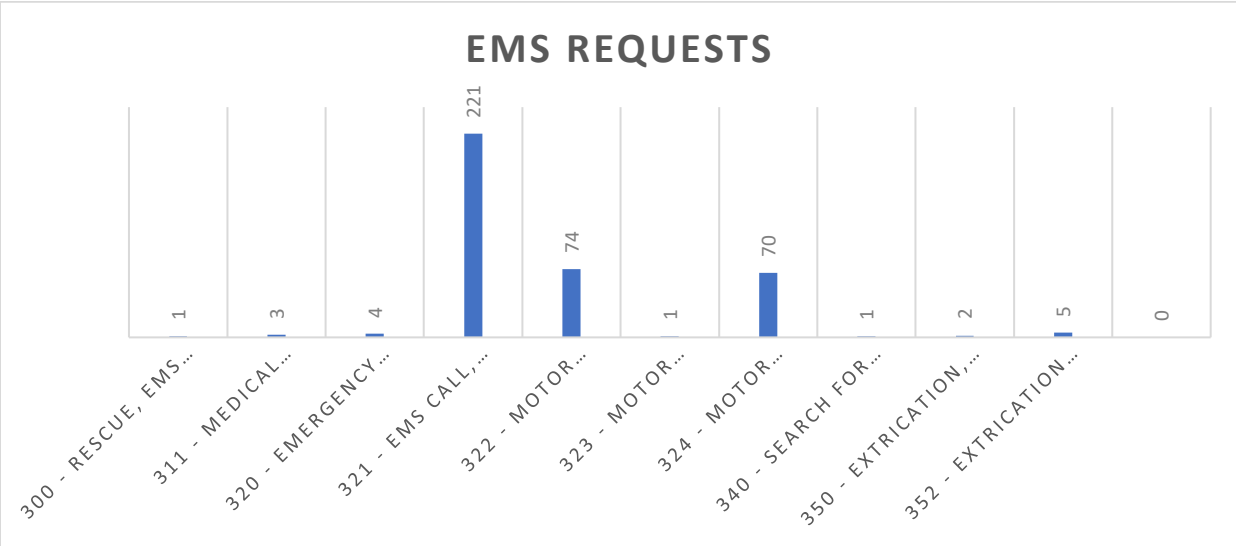
Fire Loss:

The total fire loss in 2023 amounted to \$2,211,540, comprising \$525,040 in content loss and \$1,686,500 in property loss. It is important to note that these figures are estimates provided by the engine company office in their reports.



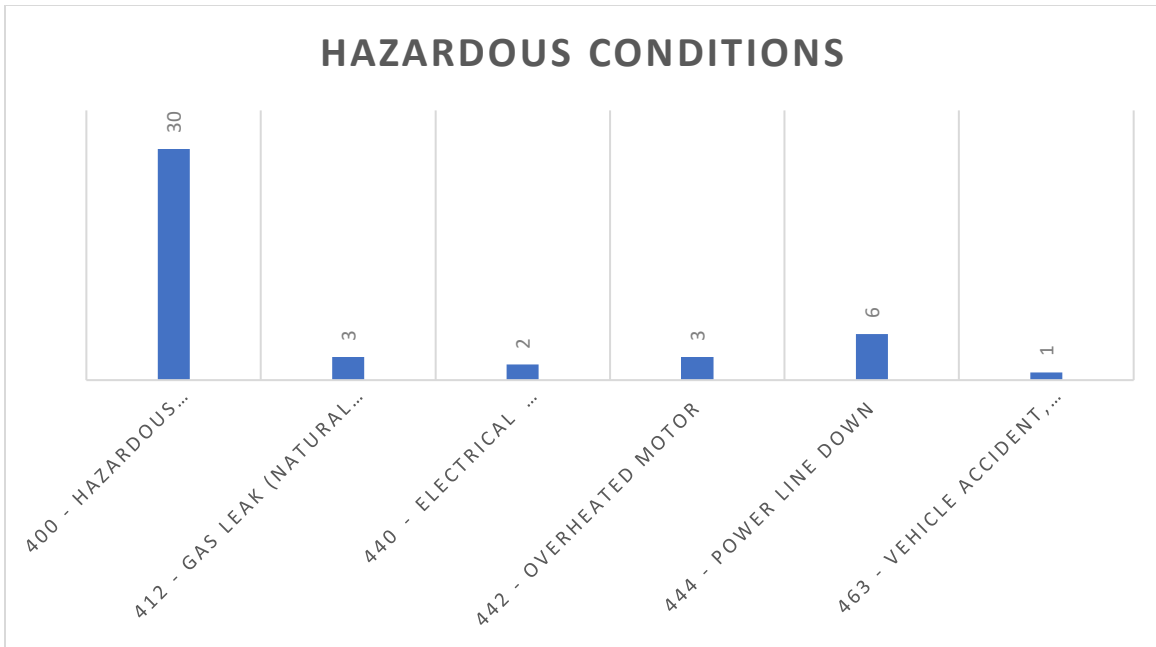
Fire Incidents:

There were a total of 51 fire-related incidents in 2023, accounting for approximately 0.93% of the total calls for service.



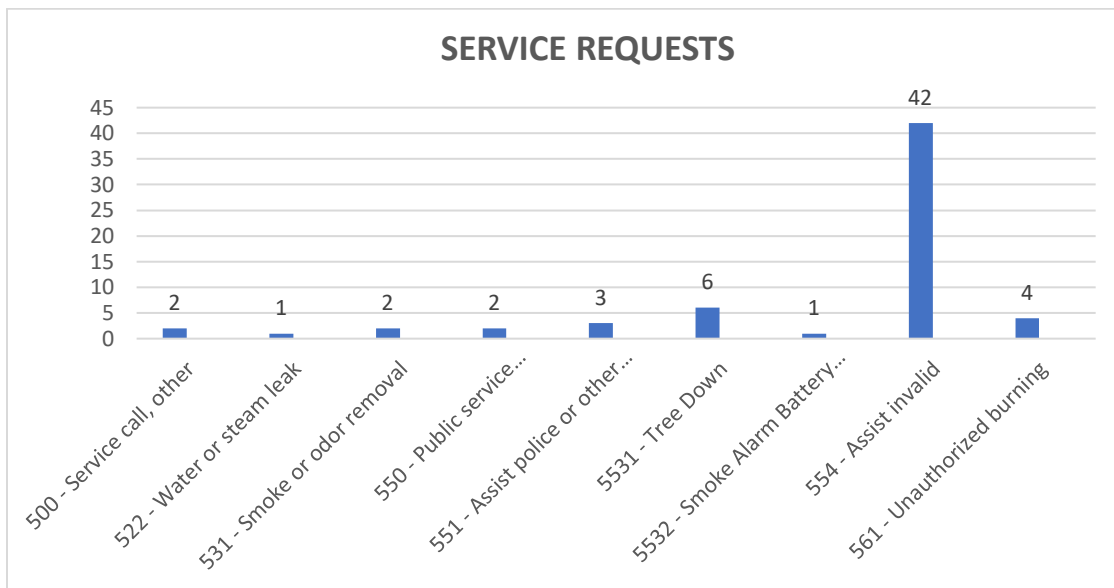
EMS Requests:

A significant portion of the calls for service, totaling 382 requests, pertained to medical assistance, representing 49.40% of all calls. It is noteworthy that such medical calls constitute a substantial percentage of the overall call volume, aligning with the trend observed in fire agencies where medical calls often comprise a significant majority of around 80% of calls for service. This category will continue to increase as the district’s population increases.



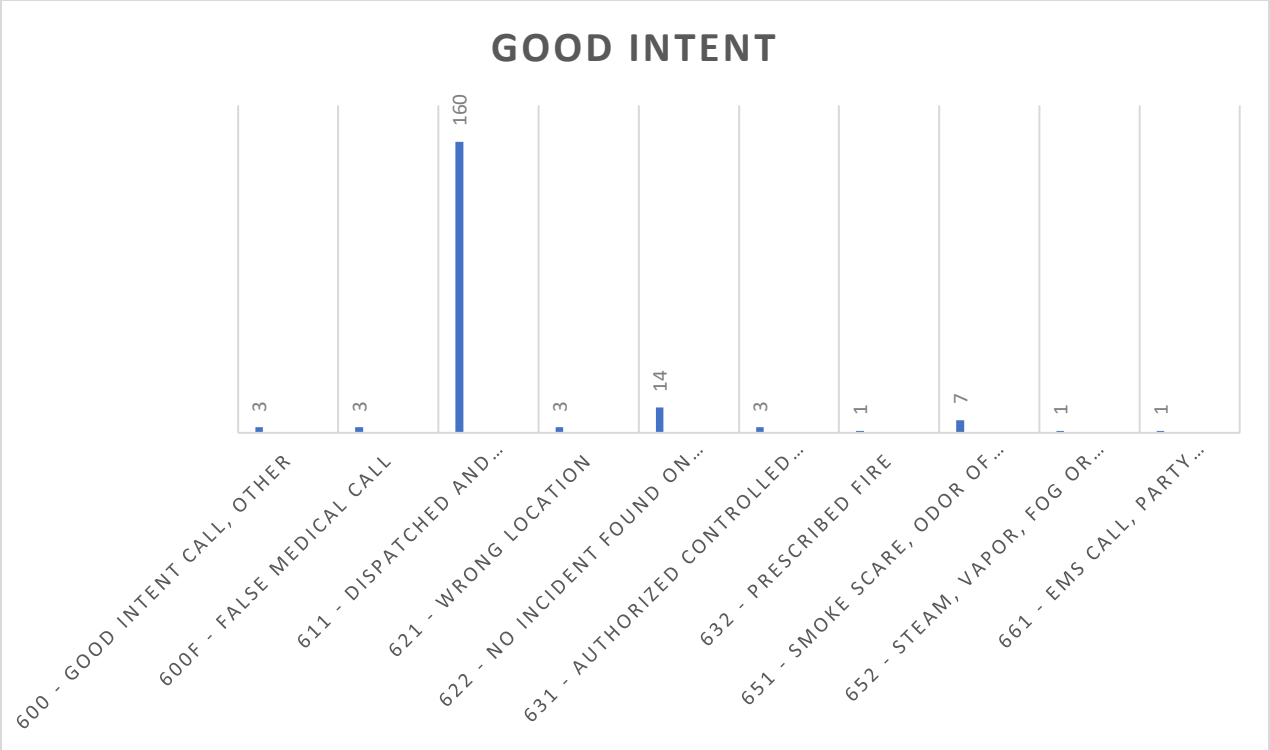
Hazardous Conditions:

The majority of calls related to hazardous conditions involved instances of trees and wires causing potential hazards.



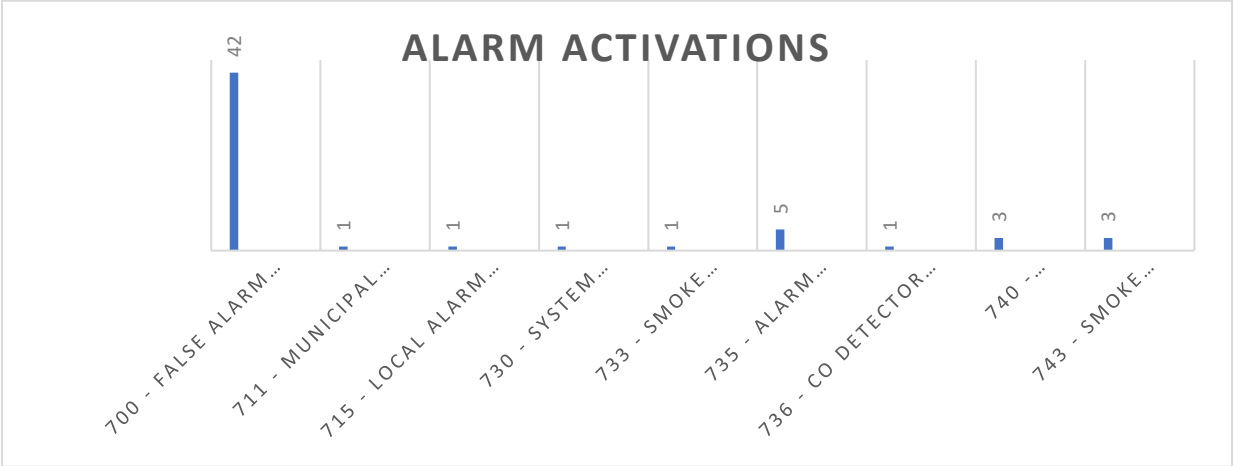
Service Requests:

The category "Assist Invalid" emerged as the most frequent service request, indicating a need within the aging population of the district for occasional assistance such as lifting from the floor or other forms of aid.



Good Intent:

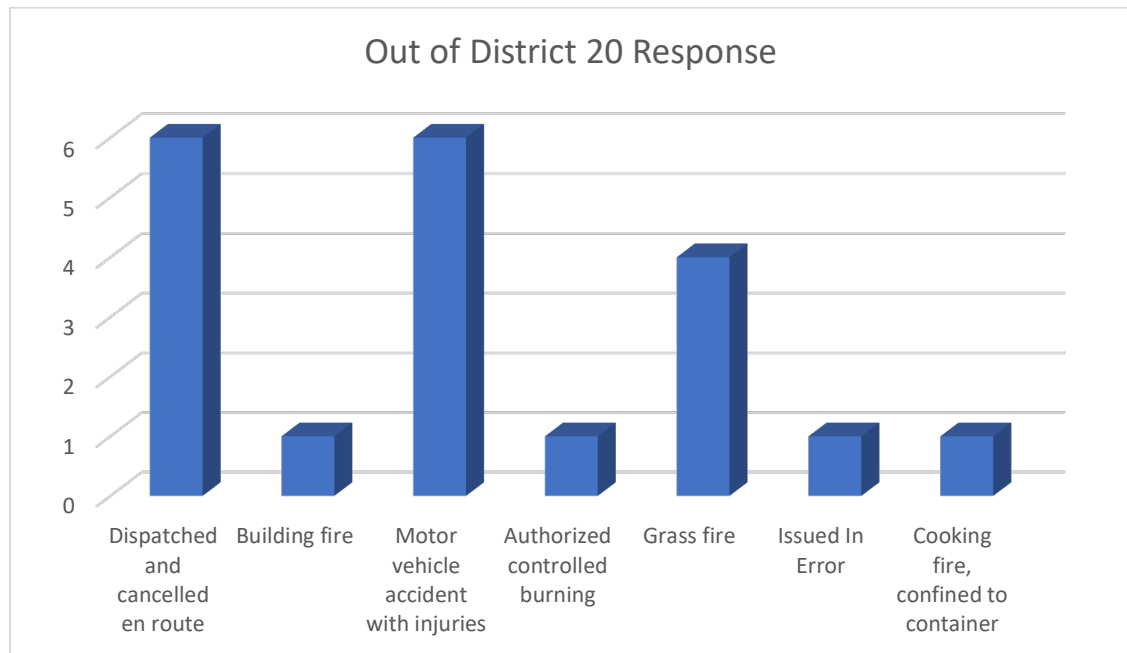
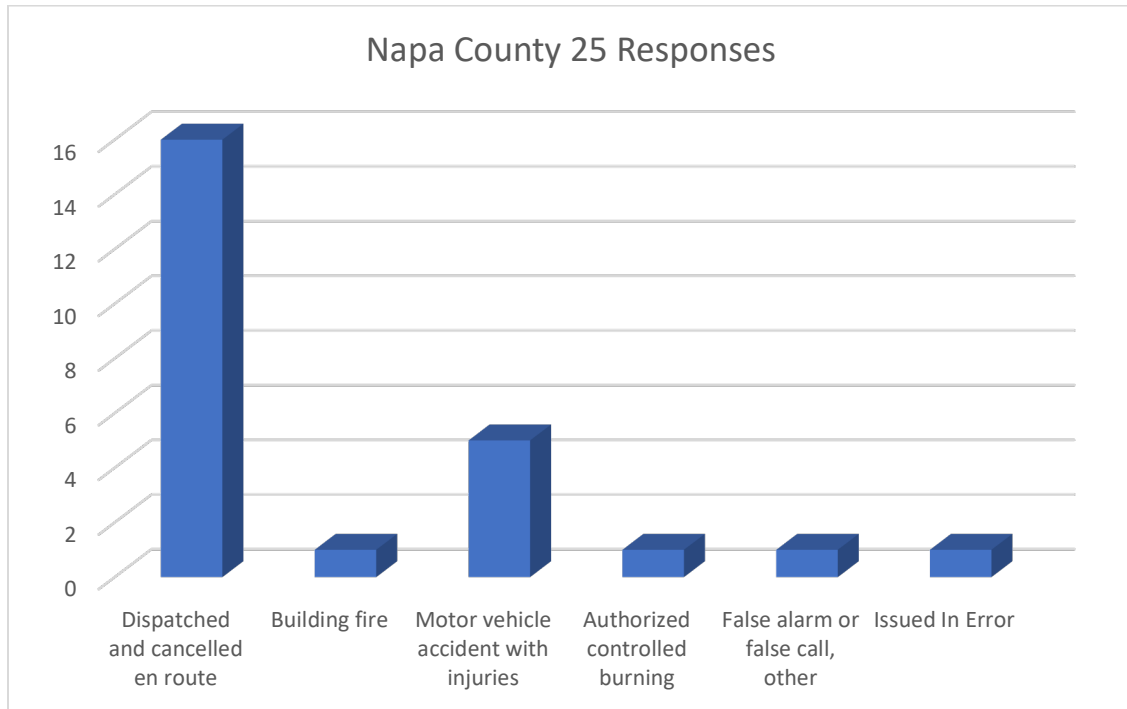
This category encompasses a diverse range of calls, including those that are dispatched but subsequently cancelled while enroute to an incident with no action taken.

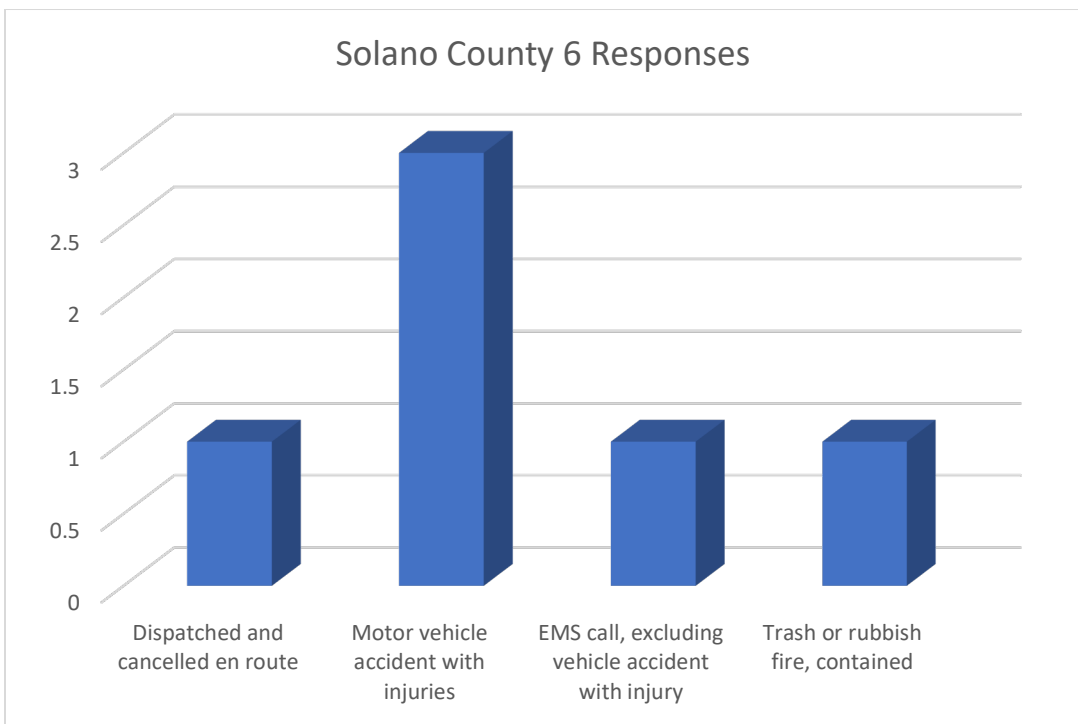
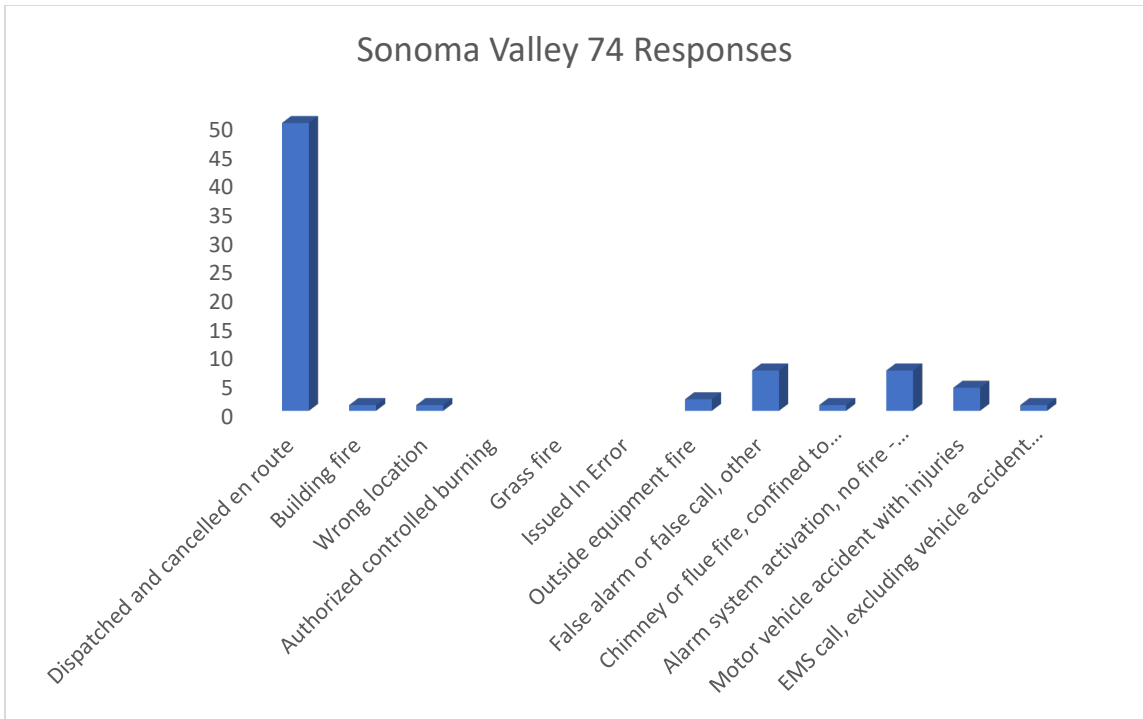


Alarm Activations:

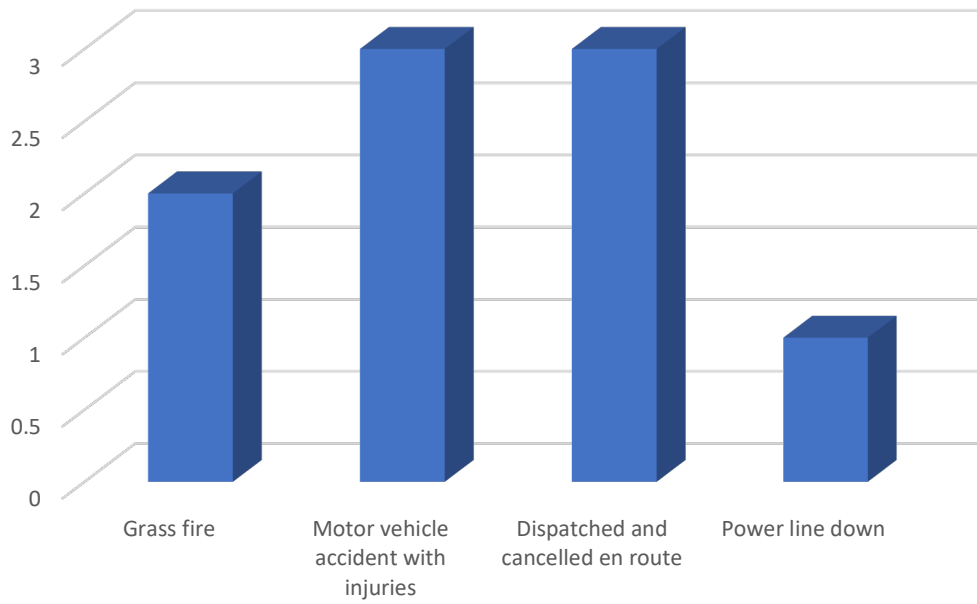
All 58 alarm activations reported in 2023 were attributed to various alarm systems, with a high percentage being false alarms. It is anticipated that this category will increase with the ongoing growth in the district, particularly with the installation of commercial and residential alarms monitored by alarm companies.

Responses by Zones

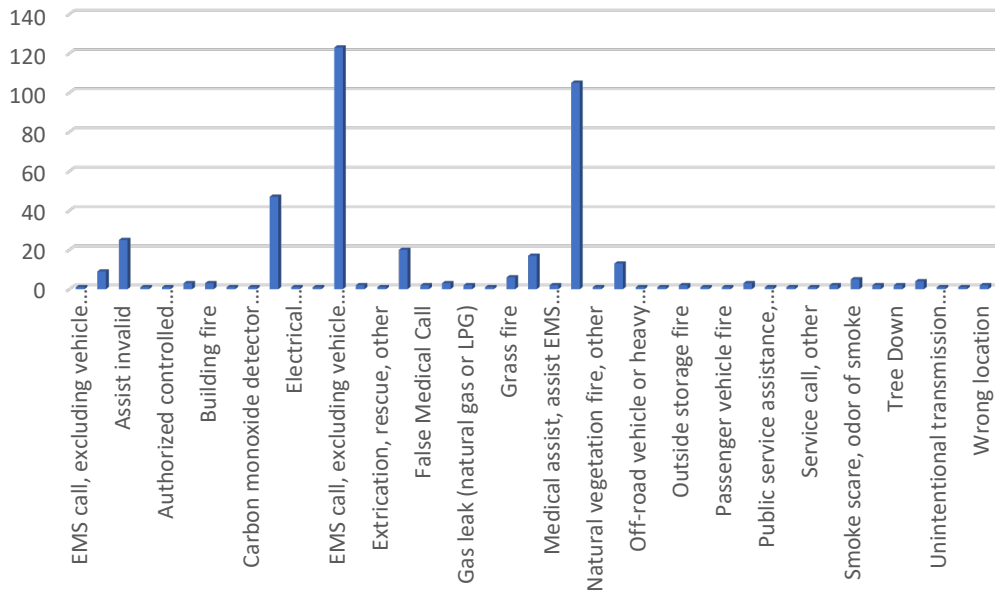


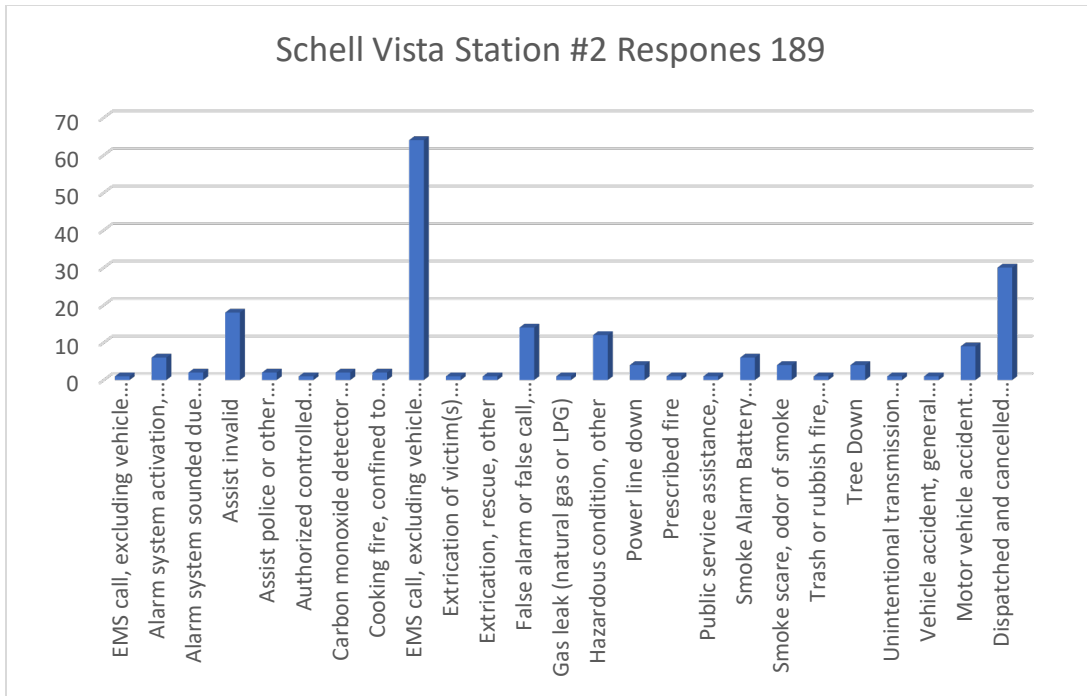


GoldRidge 9 Responses* Partial Tracking



Schell Vista Station #1 Responses 423





Conclusion:

The analysis of the 2023 calls for service trends provides valuable insights into the operational dynamics and areas of focus for future improvement within the district. The data presented here serves as a foundation for informed decision-making and strategic planning to enhance emergency response capabilities and overall service delivery.

***Schell Vista Fire District Policy 2002:**

Response Time Standards

2002.1 PURPOSE AND SCOPE

The purpose of this policy is to establish turnout, travel and response time goals and objectives for emergency incidents.

2002.1.1 DEFINITIONS

Definitions related to this policy include:

Dispatch processing time - The time elapsed between receipt of the alarm or telephone call and the dispatch of emergency response units.

Response time - The time elapsed between the dispatch center receiving the first notification of the emergency and the arrival of the first emergency response unit. Response time combines dispatch, processing, turnout and travel times.

Travel time - The time elapsed between the emergency response unit beginning travel to the emergency and when the emergency response unit arrives.

Turnout time - The time elapsed between dispatch notifying firefighters of the emergency and when

the emergency response unit begins travel.

2002.2 EVALUATIONS

The District shall annually evaluate its level of service, deployment delivery and response time objectives. The evaluation shall be based on data relating to level of service, deployment, and the achievement of each response time performance objective in the geographic area of the jurisdiction.

2002.3 PERFORMANCE OBJECTIVES

Response times should be measured at 90 percent of reaction time and reported against an established district Standards of Cover document, if available.

Performance objectives may include:

- (a) One minute or less for dispatch processing time.
- (b) One minute or less for turnout time for Emergency Medical Services (EMS) incidents.
- (c) One minute 20 seconds or less for turnout time for non-EMS incidents.
- (d) Four minutes or less for the arrival of the first engine company at a fire suppression incident.
- (e) Eight minutes or less for the arrival of a full first-alarm assignment at a fire suppression incident.
- (f) Four minutes or less for the arrival of a unit with first responder or higher-level capability at an EMS incident.
- (g) Eight minutes or less for the arrival of an advanced life support (ALS) unit at an EMS incident when this service is provided by the District.

2002.3.1 PATIENT OFFLOAD TIME

Patient offload time for transportation to a hospital emergency department should not exceed 30 minutes, 90 percent of the time, from the time of arrival at the receiving hospital until the time of transfer of care to the hospital (Health and Safety Code § 1797.120.5).



