

NOVEMBER 2018 DISPATCH SERVICES REPORT

JULIAN CUYAMACA FIRE PROTECTION DISTRICT



PREPARED BY:

MONTE VISTA INTERAGENCY COMMAND CENTER
SAN DIEGO COUNTY FIRE STRATEGIC PLANNING AND DATA UNIT

December 6th, 2018

EXECUTIVE SUMMARY

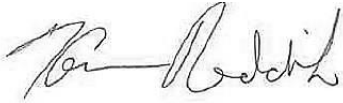
The Monte Vista Interagency Command Center is proud to serve the Julian Cuyamaca Fire Protection District. The following documents outline the dispatch services provided for November 2018:

Julian Cuyamaca Fire Protection District:	52 Dispatches
JCFPD EOA Ambulance:	75 Dispatches
Duplicate Dispatches:	(36) Dispatches
Total Dispatches:	91 Dispatches

The complete report is divided into two sections, one for the first responder agency and one for the ambulance agency. Each report is followed by the raw data that it is based upon.

Please feel free to contact us with any questions or concerns regarding this information.

Respectfully,



Herman Reddick
Program Director
San Diego County Fire



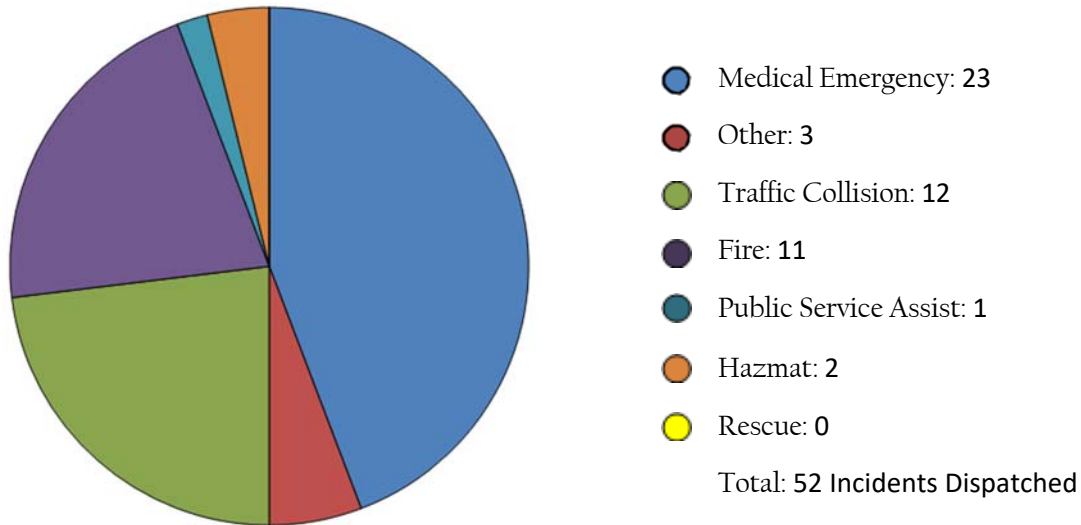
Tony Mecham
Fire Chief
San Diego County Fire

GLOSSARY OF TERMS

- Emergency Incident:** A request for service received by the Monte Vista Interagency Command Center that requires a response to deliver emergency services. Requests are received via emergency 9-1-1 calls, direct from other agencies, or via a report in the field.
- Dispatch:** An alert to an agency or to a specific unit indicating the existence of an emergency incident that requires action.
- Response:** The act of an agency or a specific unit arriving on scene at an emergency incident to begin mitigation.
- Unit:** Vehicle, equipment, or personnel identified for dispatch purposes.
- Call Answering Time:** The time interval that begins when an emergency 9-1-1 call is received at the Monte Vista Interagency Command Center and ends when the emergency 9-1-1 call is acknowledged.
- Total Call Processing Time:** The time interval that begins when the emergency incident is acknowledged at the Monte Vista Interagency Command Center and ends when the emergency incident is dispatched to responding units. This metric includes Call Taking Time and Dispatch Assignment Time.
- Call Taking Time:** The time interval that begins when the emergency incident is acknowledged at the Monte Vista Interagency Command Center and ends when the emergency incident is entered and ready for dispatch.
- Dispatch Assignment Time:** The time interval that begins when the emergency incident is ready for dispatch and ends when the emergency incident is dispatched to responding units.
- Acknowledgement Time:** The time interval that begins when the responding agency receives their dispatch and ends when a responding unit acknowledges the dispatch.
*This time metric is not applicable to all agencies.
- Station Alerting and Turnout Time:** The time interval that begins when the responding units receive their dispatch and ends when the personnel and apparatus are ready to respond.
- Travel Time:** The time interval that begins when the personnel and apparatus are ready to respond and ends when the responding unit arrives on scene at the emergency incident.
- Total Response Time:** The time interval that begins when the emergency incident is acknowledged at the Monte Vista Interagency Command Center and ends when the responding unit arrives on scene at the emergency incident. This metric includes Total Call Processing Time, Station Alerting and Turnout Time, and Travel Time.
- Commitment Time:** The time interval that begins when the responding unit arrives on scene at the emergency incident and ends when the unit is cleared from the scene.
- 80th Percentile:** Identifies the time measurement in which a metric is achieved 80% of the time.

INCIDENTS DISPATCHED, VOLUME BY INCIDENT TYPE

This chart identifies the number of emergency incidents dispatched within the jurisdictional boundaries of the Julian Cuyamaca Fire Protection District. This data does not consider whether a response was completed.



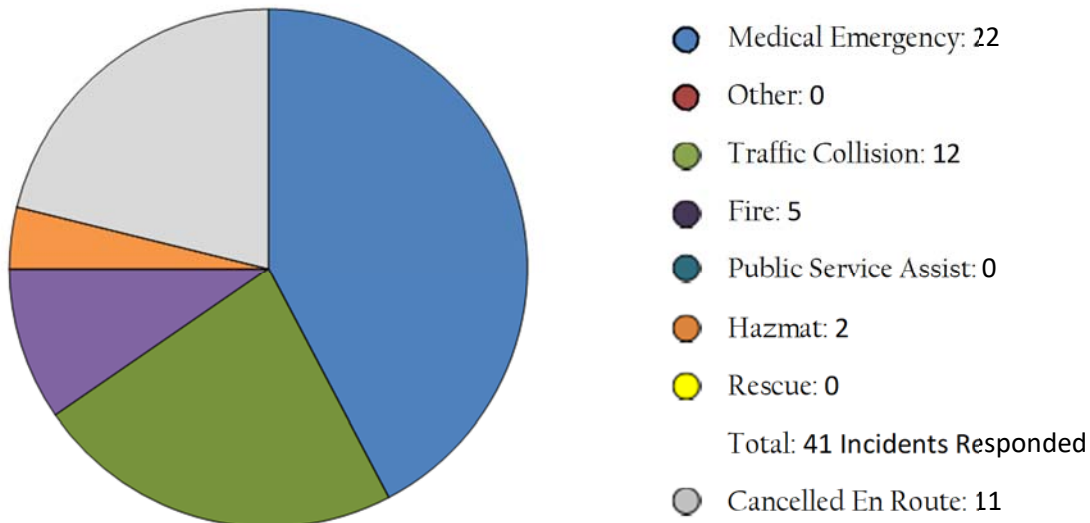
UNITS DISPATCHED, VOLUME BY INCIDENT TYPE

This chart identifies the number of emergency incident dispatches received by each JCFPD unit within the jurisdictional boundaries of the Julian Cuyamaca Fire Protection District. This data does not consider whether a response was completed.

	Medical Emergency	Other	Traffic Collision	Fire	Public Service	HazMat	Rescue	Totals
E56	0	0	3	5	0	0	0	8
E57	0	0	0	0	0	0	0	0
R56	2	0	0	0	0	0	0	2
R57	18	0	8	3	0	1	0	30
BR56	0	0	0	0	0	0	0	0
S57	0	0	0	0	0	0	0	0
B56	0	0	0	0	0	0	0	0
B57	2	0	4	0	0	0	0	6
Totals	22	0	15	8	0	1	0	46

INCIDENTS RESPONDED, VOLUME BY INCIDENT TYPE

This chart identifies the number of emergency incidents responded to within the jurisdictional boundaries of the Julian Cuyamaca Fire Protection District. This data does not consider whether the response was completed by Julian Cuyamaca Fire Protection District personnel.



UNITS RESPONDED, VOLUME BY INCIDENT TYPE

This chart identifies the number of emergency incident responses performed by each JCFPD unit within the jurisdictional boundaries of the Julian Cuyamaca Fire Protection District.

	Medical Emergency	Other	Traffic Collision	Fire	Public Service	HazMat	Rescue	Totals
E56	0	0	0	1	0	0	0	1
E57	0	0	0	0	0	0	0	0
R56	0	0	0	0	0	0	0	0
R57	13	0	4	1	0	1	0	19
BR56	0	0	0	0	0	0	0	0
S57	0	0	0	0	0	0	0	0
B56	0	0	0	0	0	0	0	0
B57	2	0	4	0	0	0	0	6
Totals	15	0	8	2	0	1	0	26

DISPATCH CENTER PERFORMANCE

These charts identify the San Diego County Fire and EMS Dispatch Center performance* for all emergency incidents within the jurisdictional boundaries of the Julian Cuyamaca Fire Protection District. *The data for 9-1-1 answer time is a dispatch center total and is not specific to the JCFPD jurisdictional area and is not included in the total call processing time.

Call Answering Time	98.76% of all 9-1-1 calls are answered within the first ten seconds
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	Call Taking Time	Dispatch Assignment Time	Total Call Processing Time
Average	0:01:15	0:00:33	0:01:48
80th Percentile	0:01:42	0:00:59	0:02:44

JURISDICTIONAL AREA PERFORMANCE

This chart identifies the response time performance for all emergency responses within the jurisdictional boundaries of the Julian Cuyamaca Fire Protection District. This data includes response measures from all responding units and does not take into account whether mutual or automatic aid was provided.

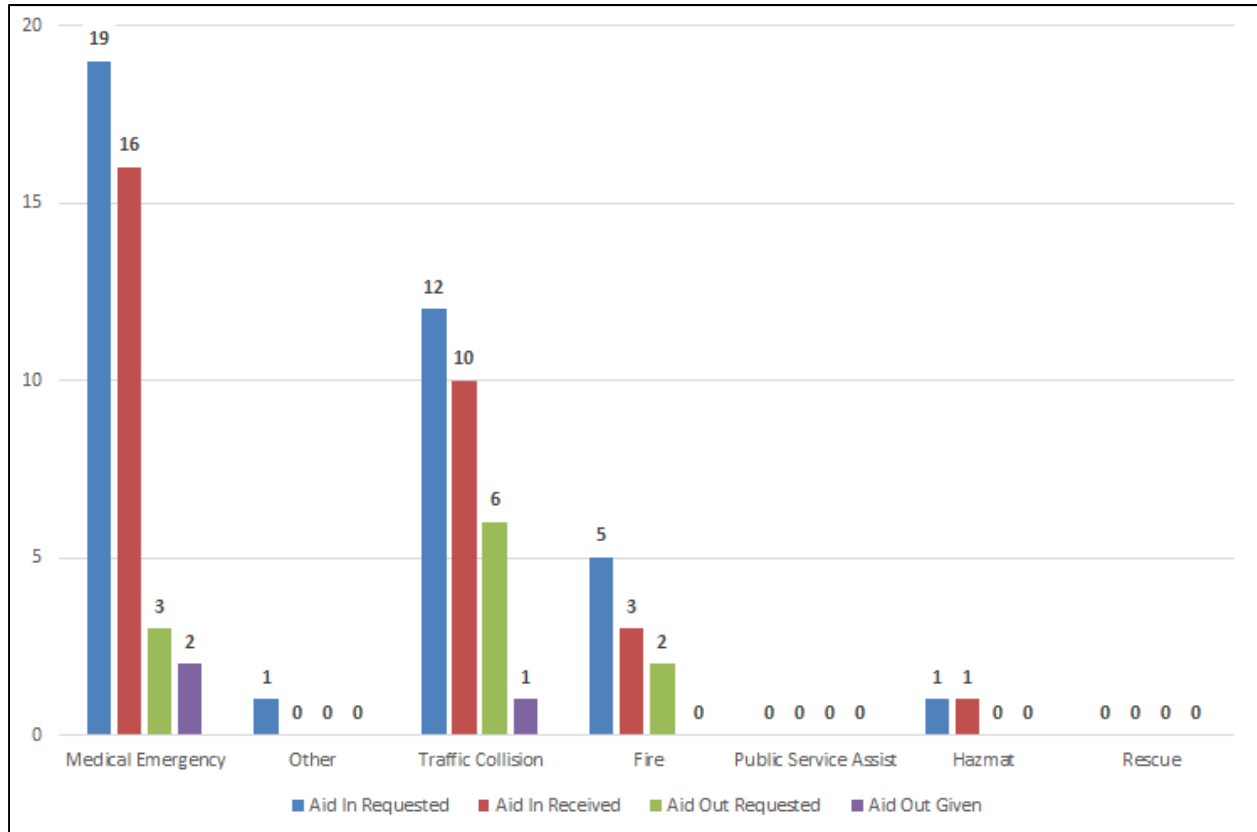
	Station Alerting and Turnout Time	Travel Time	Total Response Time
Average	0:01:57	0:06:31	0:10:01
80th Percentile	0:02:19	0:08:00	0:13:05

This chart identifies the response time performance for each JCFPD unit within the jurisdictional boundaries of the Julian Cuyamaca Fire Protection District.

	Acknowledgement Time		Station Alerting and Turnout Time		Travel Time		Commitment Time	
	Average	80 th %	Average	80 th %	Average	80 th %	Average	80 th %
E56	0:00:58	0:00:00	0:04:11	0:04:11	0:09:10	0:09:10	0:16:34	0:23:01
E57	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
R56	0:02:26	0:01:34	0:04:03	0:04:03	N/A	N/A	0:03:30	0:05:06
R57	0:03:56	0:03:44	0:02:16	0:03:12	0:06:26	0:08:26	0:31:23	0:34:22
BR56	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
S57	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
E256	N/A	N/A	0:02:16	0:02:49	0:05:54	0:07:26	0:29:05	0:41:21
PT56	N/A	N/A	0:01:34	0:02:18	0:15:20	0:20:52	1:06:53	1:38:42

MUTUAL / AUTOMATIC AID VOLUME

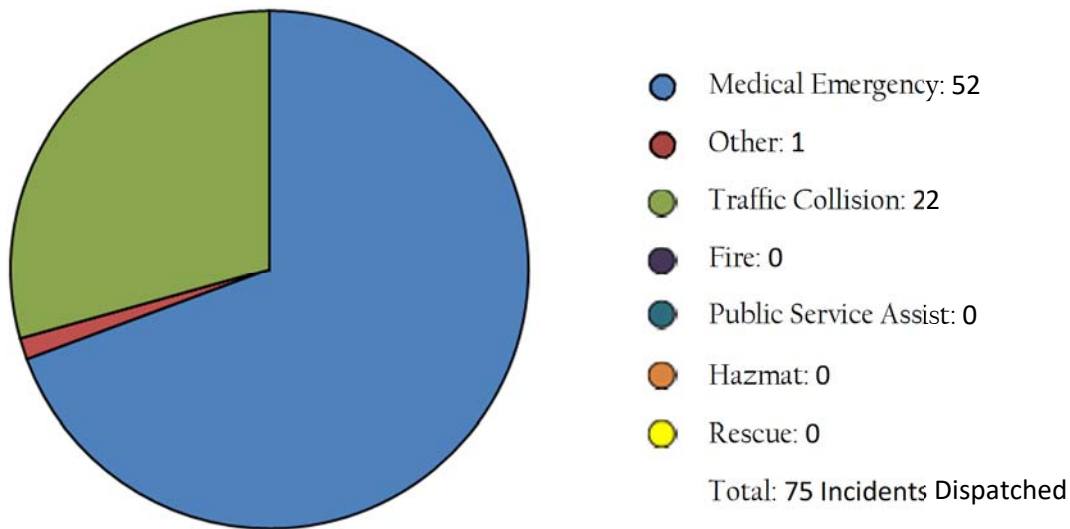
This chart identifies the emergency incident volume, by type, for mutual / automatic aid received by JCFPD within the jurisdictional boundaries of the Julian Cuyamaca Fire Protection District and the mutual / automatic aid provided by JCFPD outside of the jurisdictional boundaries of the Julian Cuyamaca Fire Protection District.



Mutual / Automatic Aid Received			Mutual / Automatic Aid Given		
Agency	# Units Dispatched	# Units Responded	Unit	# of Dispatches	# of Responses
CAL FIRE	54	34	E256	7	3
County Fire	8	3	E56	1	1
Santa Ysabel	1	1	PT56	4	0
			R57	1	0

INCIDENTS DISPATCHED, VOLUME BY INCIDENT TYPE

This chart identifies the number of emergency incidents, requiring an ambulance, dispatched within the jurisdictional boundaries of the Julian Cuyamaca Fire Protection District EOA. This data does not consider whether a response was completed.



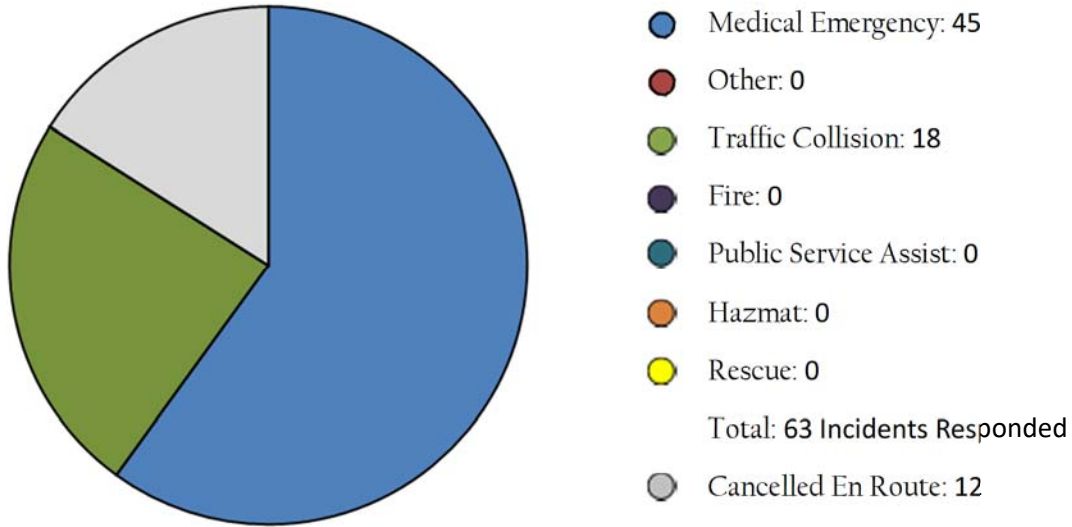
UNITS DISPATCHED, VOLUME BY INCIDENT TYPE

This chart identifies the number of emergency incident dispatches received by each JCFPD ambulance within the jurisdictional boundaries of the Julian Cuyamaca Fire Protection District EOA. This data does not consider whether a response was completed.

	Medical Emergency	Other	Traffic Collision	Fire	Public Service	HazMat	Rescue	Totals
M56	45	0	16	0	0	0	0	61
M256	1	0	0	0	0	0	0	1
Totals	46	0	16	0	0	0	0	62

INCIDENTS RESPONDED, VOLUME BY INCIDENT TYPE

This chart identifies the number of emergency incidents, requiring an ambulance, responded to within the jurisdictional boundaries of the Julian Cuyamaca Fire Protection District EOA. This data does not consider whether the response was completed by Julian Cuyamaca Fire Protection District personnel.



UNITS RESPONDED, VOLUME BY INCIDENT TYPE

This chart identifies the number of emergency incident responses performed by each JCFPD ambulance within the jurisdictional boundaries of the Julian Cuyamaca Fire Protection District EOA.

	Medical Emergency	Other	Traffic Collision	Fire	Public Service	HazMat	Rescue	Totals
M56	36	0	13	0	0	0	0	49
M256	1	0	0	0	0	0	0	1
Totals	37	0	13	0	0	0	0	50

DISPATCH CENTER PERFORMANCE

These charts identify the San Diego County Fire and EMS Dispatch Center performance* for all emergency incidents within the jurisdictional boundaries of the Julian Cuyamaca Fire Protection District EOA. *The data for 9-1-1 answer time is a dispatch center total and is not specific to the JCFPD EOA and is not included in the total call processing time.

Call Answering Time	98.76% of all 9-1-1 calls are answered within the first ten seconds
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	Call Taking Time	Dispatch Assignment Time	Total Call Processing Time
Average	00:01:15	00:00:33	00:01:48
80th Percentile	00:01:42	00:00:59	00:02:44

JURISDICTIONAL AREA PERFORMANCE

This chart identifies the response time performance for all ambulance responses within the jurisdictional boundaries of the Julian Cuyamaca Fire Protection District EOA. This data includes response measures from all responding ambulance units and does not take into account whether mutual or automatic aid was provided.

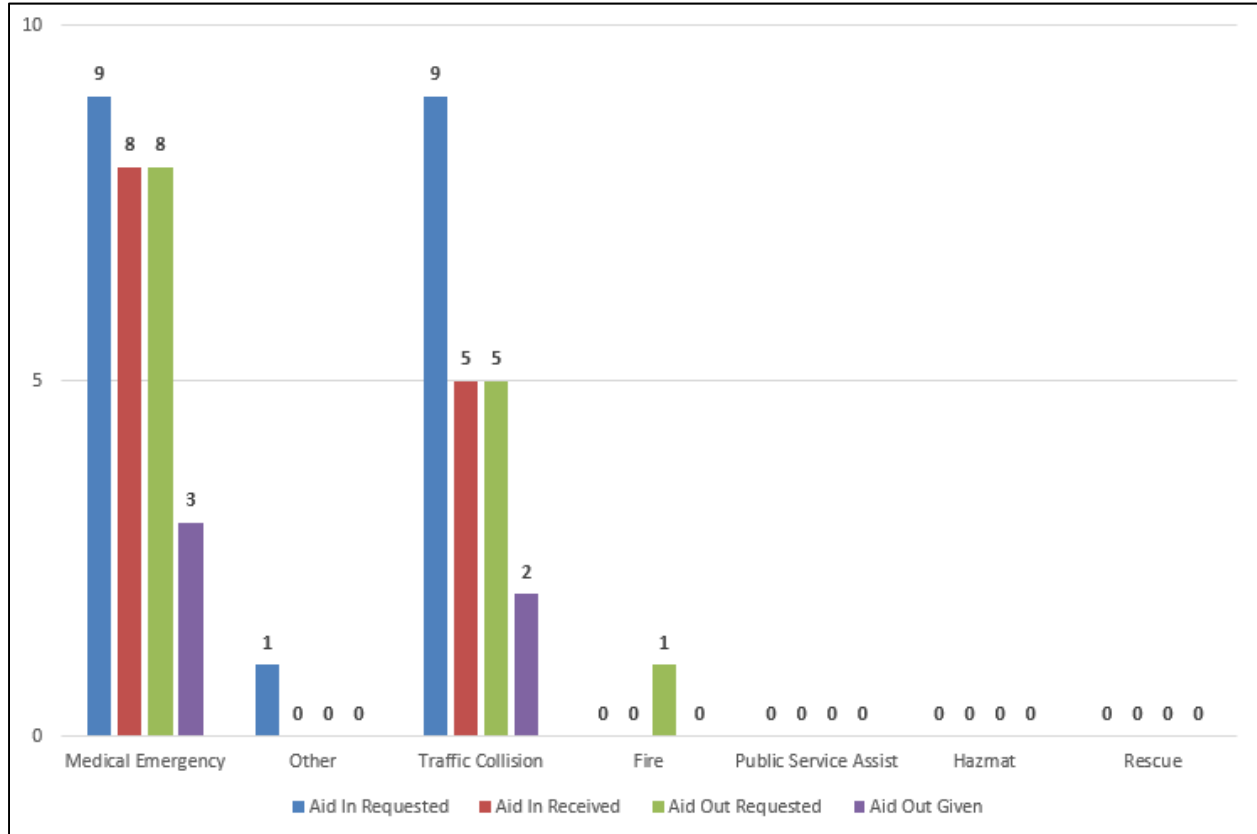
	Station Alerting and Turnout Time	Travel Time	Total Response Time
Average	0:02:04	0:17:40	0:21:20
80th Percentile	0:02:27	0:25:23	0:28:53

This chart identifies the response time performance for each JCFPD ambulance units within the jurisdictional boundaries of the Julian Cuyamaca Fire Protection District EOA.

	Station Alerting and Turnout Time		Travel Time		Commitment Time	
	Average	80 th %	Average	80 th %	Average	80 th %
M56	0:02:10	0:02:29	0:15:39	0:22:57	1:58:24	3:12:32
M256	0:04:24	0:04:24	3:51:09	3:51:09	0:00:00	0:00:00

MUTUAL / AUTOMATIC AID VOLUME

This chart identifies the emergency incident volume, by type, for ambulance mutual / automatic aid received by JCFPD within the jurisdictional boundaries of the Julian Cuyamaca Fire Protection District EOA and the mutual / automatic aid provided by JCFPD ambulance units outside of the jurisdictional boundaries of the Julian Cuyamaca Fire Protection District EOA.



Mutual / Automatic Aid Received			Mutual / Automatic Aid Given		
Agency	# Units Dispatched	# Units Responded	Unit	# of Dispatches	# of Responses
Valley Center EOA	10	1	M56	13	4
Grossmont EOA	5	1	M256	1	1
Ramona EOA	6	2			

Count	Incident#	Initial Call Type	Final Call Type	Address	City	Response Area	Source	Hour of Day	Day of Week	Regional Category	Incident Time	First Dispatched	First En Route	First On Scene	Incident Closed	Turnout Time	Travel Time	Total Response Time
56	2018017599	MEDICAL	MEDICAL	14925 GREAT STHRN OVRLND S	AGUA_CALIENTE	C8	911	13	Friday	Outlying	2018-11-23 13:18	2018-11-23 13:19	2018-11-23 13:21	2018-11-23 13:51	2018-11-23 16:40	0:01:58	0:30:15	0:33:12
57	2018017624	MEDICAL	MEDICAL	569 K Q RANCH RD	JULIAN	C17	911	19	Friday	Outlying	2018-11-23 19:07	2018-11-23 19:08	2018-11-23 19:10	2018-11-23 19:16	2018-11-23 19:51	0:01:29	0:06:28	0:09:28
58	2018017632	MEDICAL	MEDICAL	7878 GREAT STHRN OVRLND S	SHELTER_VALLEY	C9	911	23	Friday	Outlying	2018-11-23 23:44	2018-11-23 23:46	2018-11-23 23:50		2018-11-24 02:20	0:03:48		
59	2018017638	MEDICAL	MEDICAL	3452 WYNOLA RD	JULIAN	C14	911	6	Saturday	Outlying	2018-11-24 06:13	2018-11-24 06:14	2018-11-24 06:18	2018-11-24 06:27	2018-11-24 10:46	0:04:22	0:09:21	0:14:43
60	2018017650	MEDICAL	MEDICAL	110 E HWY 78	SHELTER_VALLEY	C9	911	10	Saturday	Outlying	2018-11-24 10:47	2018-11-24 10:50	2018-11-24 10:52	2018-11-24 11:10	2018-11-24 13:40	0:02:08	0:17:26	0:22:21
61	2018017679	MEDICAL	MEDICAL	23676 LADRIDO LN	PAMO_VALLEY	T1F	911	16	Saturday	Outlying	2018-11-24 16:00	2018-11-24 16:02	2018-11-24 16:05	2018-11-24 16:40	2018-11-24 17:26	0:02:26	0:35:35	0:40:46
62	2018017681	MEDICAL	MEDICAL	23676 LADRIDO LN	PAMO_VALLEY	T1F	1615	16	Saturday	Outlying	2018-11-24 16:09	2018-11-24 16:10	2018-11-24 16:12	2018-11-24 16:41	2018-11-24 19:15	0:01:35	0:29:10	0:32:24
63	2018017685	MEDICAL	MEDICAL	3129 SALTON VISTA DR	JULIAN	C13	911	17	Saturday	Rural	2018-11-24 17:25	2018-11-24 17:26	2018-11-24 17:28		2018-11-24 21:15	0:01:24		
64	2018017687	MEDICAL TRAFFIC COLLISION	MEDICAL TRAFFIC COLLISION	1303 MANZANITA DR	JULIAN	C13	911	17	Saturday	Rural	2018-11-24 17:45	2018-11-24 17:47	2018-11-24 17:48		2018-11-24 18:38	0:01:26		
65	2018017696	MEDICAL TRAFFIC COLLISION	OTH, MISCELLANEOUS	700 HACIENDA DR	JULIAN	C13	RAD	19	Saturday	Rural	2018-11-24 19:14	2018-11-24 19:16	2018-11-24 19:17		2018-11-24 19:22	0:01:18		
66	2018017723	MEDICAL	MEDICAL	2434 HWY 78	JULIAN	C13	1615	14	Sunday	Outlying	2018-11-25 14:09	2018-11-25 14:13	2018-11-25 14:15	2018-11-25 14:18	2018-11-25 14:21	0:01:54	0:03:03	0:08:52
67	2018017736	MEDICAL	MEDICAL - UNRESPONSIVE	36190 HWY 78	VALLECITO	C10	1615	16	Sunday	Outlying	2018-11-25 16:38	2018-11-25 16:41	2018-11-25 16:43	2018-11-25 16:58	2018-11-25 17:30	0:01:45	0:14:24	0:19:30
68	2018017746	MEDICAL	MEDICAL	27427 SLAUGHTERHOUSE RD	WITCH_CREEK	S7	911	20	Sunday	Outlying	2018-11-25 20:03	2018-11-25 20:03	2018-11-25 20:08	2018-11-25 20:29	2018-11-25 23:21	0:04:33	0:21:24	0:26:40
69	2018017776	MEDICAL TRAFFIC COLLISION	MEDICAL TRAFFIC COLLISION		SHELTER_VALLEY	C9	911	11	Monday	Outlying	2018-11-26 11:52	2018-11-26 11:53	2018-11-26 11:55	2018-11-26 12:14	2018-11-26 13:02	0:01:19	0:19:43	0:22:40
70	2018017795	MEDICAL	MEDICAL	21123 SUTHERLAND DAM RD	WITCH_CREEK	S8	911	16	Monday	Outlying	2018-11-26 16:41	2018-11-26 16:42	2018-11-26 16:44	2018-11-26 17:15	2018-11-26 19:22	0:01:57	0:31:34	0:34:16
71	2018017798	MED - TC WITH EXTRICATION	MED - TC WITH EXTRICATION	29691 HWY 78	SANTA_YSAHEL	S6	911	16	Monday	Outlying	2018-11-26 16:46	2018-11-26 16:52	2018-11-26 16:53	2018-11-26 16:55	2018-11-26 20:08	0:00:53	0:01:41	0:09:11
72	2018017813	MEDICAL	MEDICAL	27330 HWY 78	WITCH_CREEK	S10	1615	7	Tuesday	Outlying	2018-11-27 07:50	2018-11-27 07:51	2018-11-27 07:53	2018-11-27 08:11	2018-11-27 10:34	0:02:11	0:18:06	0:20:43
73	2018017862	MEDICAL	MEDICAL	21959 MESA GRANDE RD	MESA_GRANDE	S4	911	22	Tuesday	Outlying	2018-11-27 22:42	2018-11-27 22:43	2018-11-27 22:45	2018-11-27 23:01	2018-11-28 01:59	0:02:45	0:15:08	0:18:48
74	2018017882	MEDICAL	MEDICAL	2721 WASHINGTON ST	JULIAN	C13	911	10	Wednesday	Urban	2018-11-28 10:46	2018-11-28 10:48	2018-11-28 10:50	2018-11-28 11:12	2018-11-28 13:55	0:02:18	0:22:05	0:26:38
75	2018017881	MEDICAL TRAFFIC COLLISION	MEDICAL TRAFFIC COLLISION	34520 ENGINEERS RD	JULIAN	E3	1615	10	Wednesday	Outlying	2018-11-28 10:46	2018-11-28 10:48	2018-11-28 10:49	2018-11-28 11:58	2018-11-28 12:34	0:01:21	1:08:56	1:11:51

Incidents within EOA	Incidents within FPD	Count
2018016345	#N/A	1
2018016425	2018016425	
2018016508	#N/A	2
2018016514	#N/A	3
2018016557	2018016557	
2018016575	#N/A	4
2018016676	2018016676	
2018016696	2018016696	
2018016713	2018016713	
2018016738	#N/A	5
2018016773	2018016773	
2018016783	#N/A	6
2018016795	2018016795	
2018016814	2018016814	
2018016816	#N/A	7
2018016824	#N/A	8
2018016826	2018016826	
2018016831	2018016831	
2018016849	#N/A	9
2018016869	#N/A	10
2018016887	#N/A	11
2018016898	#N/A	12
2018016902	2018016902	
2018016938	2018016938	
2018016948	2018016948	
2018016998	2018016998	
2018017007	2018017007	
2018017080	#N/A	13
2018017101	#N/A	14
2018017136	2018017136	
2018017141	#N/A	15
2018017155	#N/A	16
2018017172	#N/A	17
2018017216	#N/A	18
2018017258	#N/A	19
2018017261	2018017261	
2018017274	#N/A	20
2018017279	#N/A	21
2018017298	2018017298	
2018017306	2018017306	
2018017318	#N/A	22
2018017320	#N/A	23

Ambulance Emergency Incident Dispatch Reconciliation

Each ambulance dispatch within the JCFPD EOA was compared to all incidents within the jurisdictional boundaries of the Julian Cuyamaca Fire Protection District. It was found that of the 75 incidents to which an ambulance was dispatched within the JCFPD EOA, 36 were within the jurisdictional boundaries of the Julian Cuyamaca Fire Protection District. These incidents will be counted as duplicate incidents. The remaining 39 emergency incidents will be added to the Julian Cuyamaca Fire Protection District total for incidents dispatched.

2018017361	2018017361	
2018017366	#N/A	24
2018017375	2018017375	
2018017445	#N/A	25
2018017480	2018017480	
2018017500	#N/A	26
2018017508	2018017508	
2018017519	2018017519	
2018017528	#N/A	27
2018017538	2018017538	
2018017551	2018017551	
2018017557	2018017557	
2018017570	2018017570	
2018017599	#N/A	28
2018017624	2018017624	
2018017632	#N/A	29
2018017638	2018017638	
2018017650	#N/A	30
2018017679	#N/A	31
2018017681	#N/A	32
2018017685	2018017685	
2018017687	2018017687	
2018017696	2018017696	
2018017723	2018017723	
2018017736	#N/A	33
2018017746	#N/A	34
2018017776	#N/A	35
2018017795	#N/A	36
2018017798	#N/A	37
2018017813	#N/A	38
2018017862	#N/A	39
2018017882	2018017882	
2018017881	2018017881	