



2017

# Community Risk Assessment and Standards of Cover



Effective January 1, 2017

Revised June 6, 2017



Note:

The June 2017 Revision for the 2017 Standards of Cover corrects several content errors that have been found in the document and incorporates some improvements recommended by peer reviewers:

- Replaces the station demand zone tables on pages 43 – 84 to correct the availability calculations,
- Replaces the baseline performance statements on pages 113 – 119 for all service types to a format similar to the CFAI template.
- Updates the technical rescue and aircraft rescue and firefighting (ARFF) baseline performance tables on pages 118 and 120.
- Replaces benchmark statements and tables on pages 191 – 195.





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# EPFD

# Community Risk Assessment

# and Standards of Cover

# 2017

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## Mission

The mission of the El Paso Fire Department is to provide emergency response, prevention, preparedness, and education to residents, businesses and visitors of our city so they can live safely and prosper in a hazard resilient community.

## Vision

The EPFD will be a leader in the fire and rescue service in support of a safe community and vibrant regional economy.

## Values

Professionalism

Respect

Integrity

Duty

Excellence





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## Introduction

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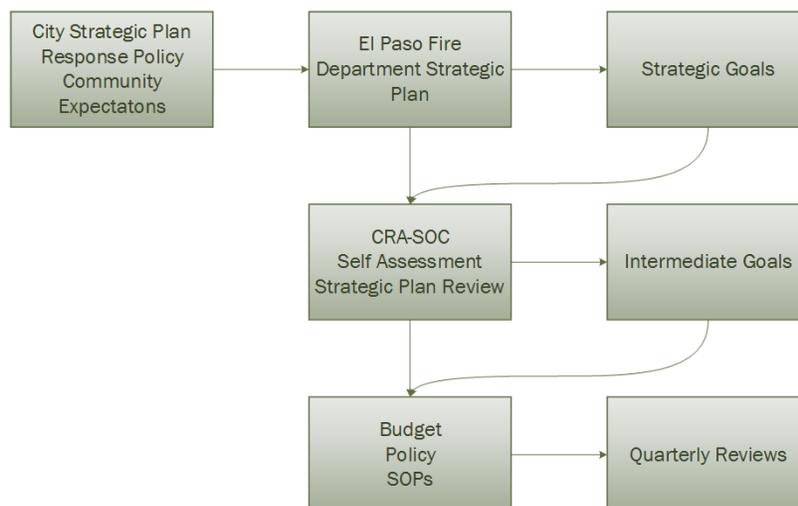
The El Paso Fire Department (EPFD) *Community Risk Assessment and Standards of Cover 2017* has been revised from previous editions of this work. While it is still the result of a comprehensive deployment analysis conducted by the EPFD, it has been rewritten to follow the guidelines in *Community Risk Assessment: Standards of Cover, 6<sup>th</sup> Edition* and is in compliance with the Center for Public Safety Excellence's (CPSE) new 9<sup>th</sup> edition accreditation model.

The community risk assessment and standards of cover process is a constant cycle of deployment monitoring, evaluation, and modification. The true value of this document lies in the process undertaken in creating it. The EPFD identified the boundaries and unique characteristics of its jurisdictional area, identified the types and levels of risk present within, and evaluated the service demand for each risk type. It then evaluated its ability to deliver the resources needed to handle these identified risks against best practice standards. Areas in need of improvement were identified and a plan made to improve the deployment ability of each.

A change was made to the numbering scheme for this edition. Previous editions of the EPFD Community Assessment and Standards of Cover were named after the year that analysis began, which was the end of the fiscal year (FY) of the data. For this edition the data used was from FY2016, comprising September 1, 2015 to August 31, 2016. Rather than name this edition the 2016 Update the decision was made to make this document effective January 1, 2017 and make this the 2017 edition.

The ultimate goal of the EPFD is to promote a high quality of life for the citizens and visitors of the City of El Paso. This can only be done by delivering a high level of service. The information provided within these pages will assist the department provide better service to the citizens and visitors of the City of El Paso and help make it a safer and more hazard resilient community.

## EPFD Strategic Improvement Model





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## Executive Summary

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EPFD has proudly, under legal authority, provided fire protection services for the past 135 years. Since its December 18, 1882 inception, EPFD has grown into a full service fire department, employing 936 uniformed and 195 non-uniformed men and women. The City of El Paso is comprised of 35 fire stations organized into 6 battalions. In total EPFD has 31 pumpers, 9 quints, 5 ladders, 27 rescues, 4 medics, 1 squad, 1 hazmat, 2 decons, 5 ARFF, 2 rehab vehicle units and 1 water rescue unit.

The mission that drives EPFD to assemble and publish its annual Community Risk Analysis and Standards of Cover (CRA-SOC) is to provide emergency response, prevention, preparedness and education to residents, businesses and visitors of El Paso so they can live safely and prosper in a hazard resilient community. EPFDs CRA-SOC is an in-depth compilation of data collected throughout the year to showcase department strengths and areas of improvement within current operations by incorporating community risk trio of analyzation, mitigation and prevention.

The CRA-SOC community risk trio is determined by each battalions' coverage area divided up by the station locations that belong to its territory. Within this document EPFD presents its risk assessment, department and system performance, drive time analysis, established baselines, benchmarks and service level objectives for each emergency service provided and an explanation of the methodologies incorporated in this data compilation.

EPFDs CRA-SOC is an annual strive towards achieving and maintaining its mission and to continually improve with each year.



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## 1. Community Risk Assessment

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### 1.1 Community Characteristics

El Paso is the largest metro area on the U.S./Mexican border and the largest international metroplex in the world. It is located at the furthest western tip of Texas, where New Mexico and the Mexican state of Chihuahua meet. The total regional population exceeds more than 2.5 million within a 50-mile radius. El Paso has been rated the safest city of its size and came in at the #3 spot as one of the nation's Top Cities to Raise a Family.



#### A Brief History of El Paso, Texas

In 1581 Spanish conquistadores first found their way across the Rio Grande River into what is now the United States and named the passage El Paso del Rio del Norte (the pass through the river of the north). This area on the river had already been home to native cultures for many centuries. In 1598, Don Juan de Oñate colonized the area, officially naming it El Paso del Norte.

In 1659, the first Spanish-Indian settlement was founded in the area that is now call Ciudad Juárez, Mexico and in 1827, Juan Ponce de Leon establishes a hacienda in what is now downtown El Paso.

By late 1849, aided by the gold rush to California, five settlements had been founded along the North bank of the Rio Grande. Northernmost was Frontera, established by T. Frank White; then the flour mill known as El Molino, founded by Simeon Hart; the mercantile store of Benjamin Franklin Coons, located on the ranch which he purchased from Ponce de León; Magoffinsville, built by the veteran Chihuahua trader; and the property of Hugh Stephenson, later called Concordia, an estate that had belonged to his wife's family. In addition, the three Mexican towns of Ysleta, Socorro, and San Elizario were declared to be in the United States; thus by 1850 the bicultural, bilingual foundations of the future El Paso, Texas, were clearly established.

A number of important developments during the 1850s shaped the character of the area north of the river. A settlement on Coons' Rancho called Franklin became the nucleus of El Paso, Texas. El Paso County was established in March 1850, with San Elizario as the first county seat. A military post called Fort Bliss was established in 1854, and the Butterfield Overland Mail arrived in 1858. A year later pioneer Anson Mills completed his plat of the town of El Paso, a name that resulted in endless confusion until the name of the town across the river, El Paso del Norte, was changed to Ciudad Juárez in 1888.



**Figure 1 - El Paso circa 1908**

Most authorities agree that the arrival of the railroads in 1881 and 1882 was the single most significant event in El Paso history, as it transformed a sleepy, dusty little adobe village of several hundred inhabitants into a flourishing frontier community that became the county seat in 1883 and reached a population of more than 10,000 by 1890. El Paso's era of gunfighters, cattle rustlers, saloons, famous marshals and Texas Rangers occurred between 1881 and 1887

After 1900 El Paso began to shed its frontier image and develop as a modern municipality and significant industrial, commercial, and transportation center. The city grew from 15,906 in 1900 to 39,279 in 1910 and 77,560 in 1925. Factors making this rapid

development possible included El Paso's geographic location as a gateway to Mexico; its proximity to the mining areas of Mexico, New Mexico, and Arizona; its plentiful natural resources; and an abundant supply of cheap Mexican labor.

The exodus of refugees fleeing the disruption of the Mexican Revolution contributed heavily to the city's population growth during this period. It was from El Paso, in 1916, that General "Black Jack" Pershing began his expedition against the Mexican revolutionary Pancho Villa.

For more than 130 years Fort Bliss has played a significant role in local, national, and international affairs, and the relationship between the city and the post has always been close. The military establishment was responsible for much of El Paso's growth during the 1940s and 1950s. In 1986 military personnel made up one-fourth of the city's population and accounted for one out of every five dollars flowing through El Paso's economy. Textiles, tourism,



**Figure 2 - El Paso Today**

the manufacture of cement and building materials, the refining of metals and petroleum, and food processing were El Paso's major industries in 1980, with wholesale and retail tradespeople accounting for 23.3 percent of the local work force, professionals 20.8 percent, and government employees 20.9 percent. Prominent local brands included Tony Lama boots and Farah slacks

## Local Government

### City of El Paso

The city of El Paso operates under a council-manager form of government. This system combines the strong political leadership of elected officials, in the form of eight council members, with the strong managerial experience of an appointed local government manager to carry out its directives and oversee the delivery of public services.

The mayor and council members serve staggered four-year terms. El Paso is the largest U.S. city to adopt this government type, forging a new path for the municipality to follow.

### El Paso County

The Commissioners Court is at the heart of county government. Voters in each precinct elect a county commissioner every four

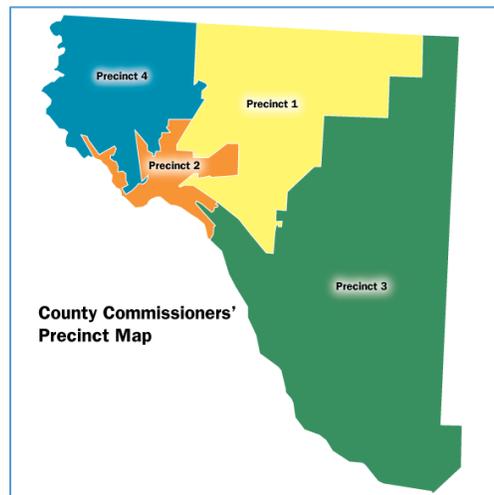


Figure 4 - El Paso County Precincts

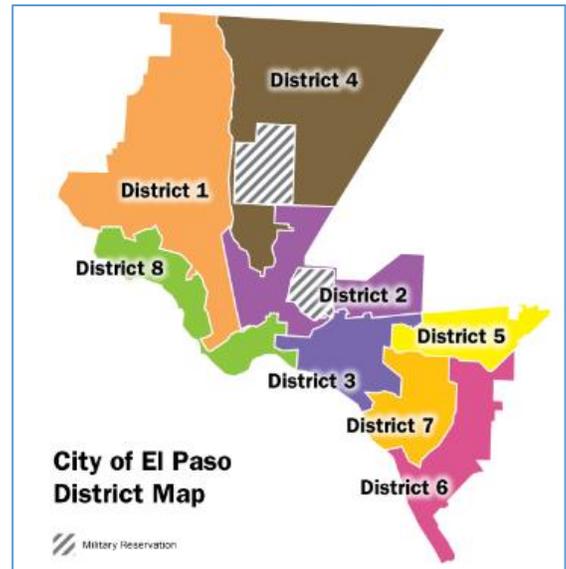


Figure 3 - City of El Paso Rep Districts

years to represent them. By state statute, El Paso County has four electoral precincts. The county judge is elected countywide for the same term as commissioner and presides over the Commissioners Court, which meets every week.

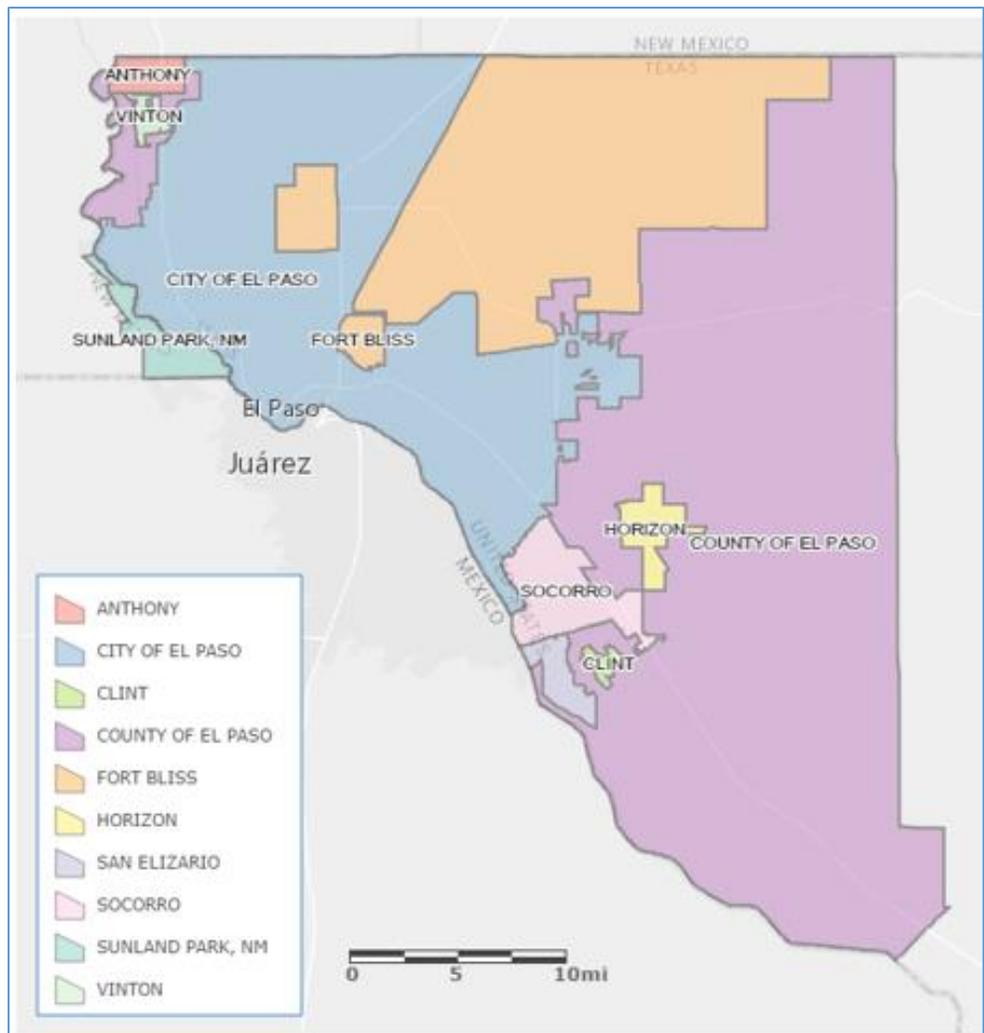
The court conducts the general business of the county, including all financial matters. To prevent abuses, the county constitution established a strong system of checks and balances by creating other elective offices in each county. Voters in each precinct elect county attorneys, county and district clerks, county treasurers, sheriffs, tax assessor-collectors, justices of the peace and constables. Counties also have an auditor appointed by the district courts.

### Jurisdictional Area

The service area jurisdiction of the EPFD is the city limits of the City of El Paso, Texas. The City of El Paso has grown in area from approximately 2 square miles in 1873 to the current size of approximately 260 square miles. Annexations to city limits occur by adoption with approval by El Paso City Council and are identified by metes and bounds definitions. The Planning department maintains city limits data in electronic format through a *geographic information system (GIS)*. EPFD uses this information to ensure accurate identification of city limits.

### Surrounding Jurisdictions

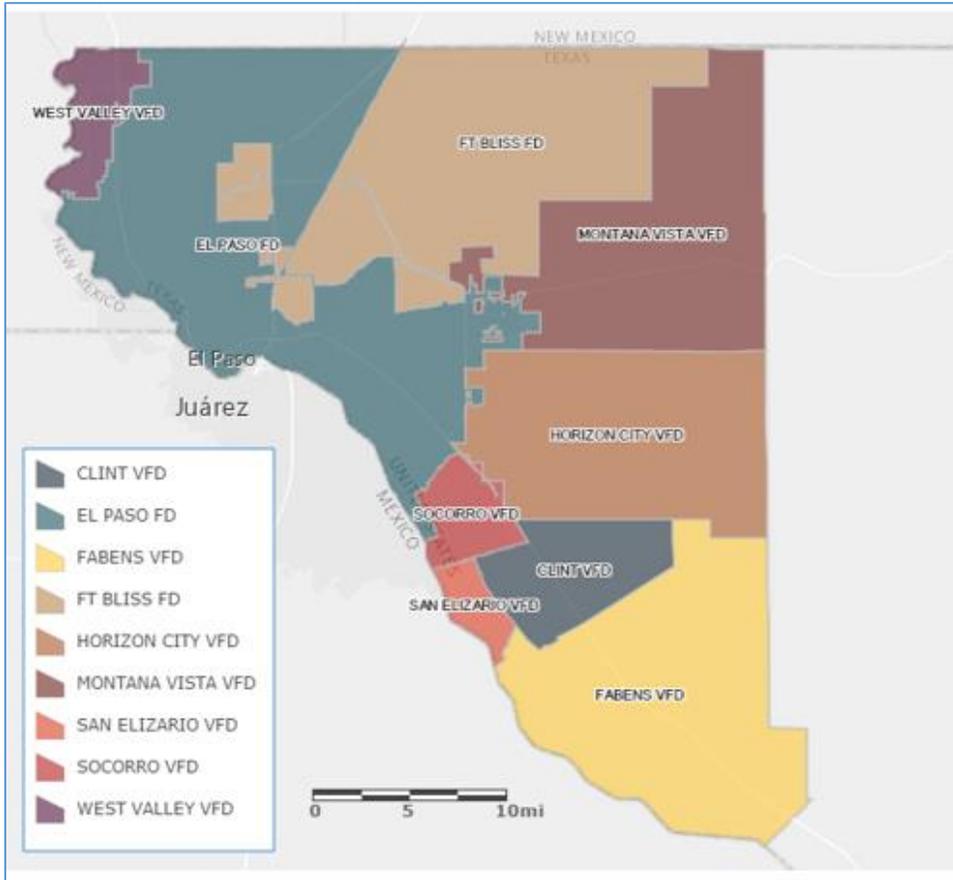
Although 80% of the population of El Paso County lies within the



**Figure 5 - El Paso City Limits and Surrounding Communities**

City of El Paso itself, the metropolitan area contains an estimated 2.5 million people. The El Paso–Juárez region is the largest bilingual, binational work force in the Western Hemisphere. Juárez, Mexico is the most populous area in the region. Because of the political and logistical problems of crossing the border, there has been no history of the two cities sharing emergency response resources. A Memorandum of Understanding (MOU) exists with Juárez to provide technical assistance and training for hazardous materials, but prohibits sending emergency response personnel across the border into Mexico.

The remaining population is spread between Fort Bliss Army Installation, several incorporated small towns, unincorporated county areas, and several communities within New Mexico. The communities in El Paso County fall under two Emergency Service Districts (ESDs), both of which have interlocal agreements with EPFD. These



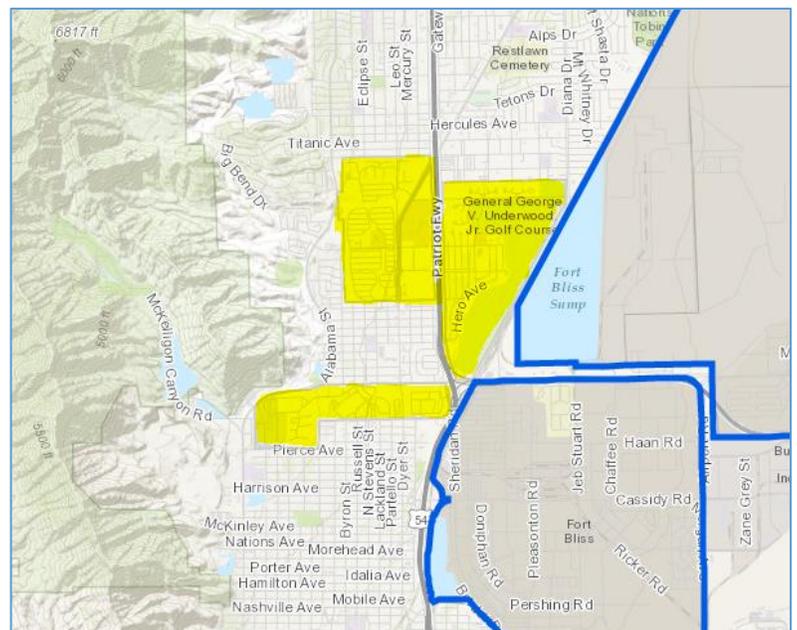
agreements are also in place with Sunland Park, New Mexico and Dona Ana County New Mexico, as well as Ysleta del Sur Pueblo, a federally recognized Native American tribe and sovereign nation whose land lies within the City of El Paso.

The largest surrounding jurisdiction is Fort Bliss, lying to the Northeast of the city. Fort Bliss has its own fire and rescue department and runs its own ambulances. Within the El Paso city limits lies several areas of Fort Bliss land that are under their jurisdiction. An Automatic Aid Agreement exists between EPFD and Fort Bliss

**Figure 6 - El Paso and Surrounding Fire Jurisdictions**

Fire and Rescue to respond each agencies resources to specified areas within the other's jurisdictions. Additionally, a MOU exists that both agencies will assist upon request.

EPFD, in coordination with the El Paso Office of Emergency Management, will continue to maintain and enhance existing relationships with partnering agencies and will actively seek relationships with new agency partners as the opportunity arises. This effort includes the timely annual renewal of all interlocal agreements. A report on agency participation is provided by the Emergency Management Coordinator to the Fire Chief and County Commissioner's Court each quarter detailing EPFD's relationship with outside agencies.



**Figure 7 - Fort Bliss Properties Within El Paso City Limits (Highlighted Yellow)**



### Demographic Characteristics

Average population density per square mile based on U.S. Census 2010 figures is approximately 2,544. Census data also indicates that 80 percent of El Paso’s population considers themselves Hispanic or Latino; 15 percent white; 2.6 percent black or African American; and 1.2 percent Asian. A Native American community (Ysleta Del Sur Pueblo) within El Paso is registered with the state and federal governments and makes up 0.3 percent of El Paso’s population.

City of El Paso: 682,250

El Paso County: 856,423

Hispanic	81.2%
Non-Hispanic	13.3%
African-American	4%
Asian	1.3%
Native Hawaiian, Other	0.2%

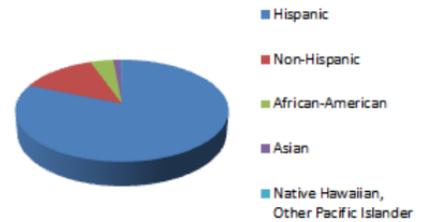


Figure 8 - El Paso Racial Breakdown

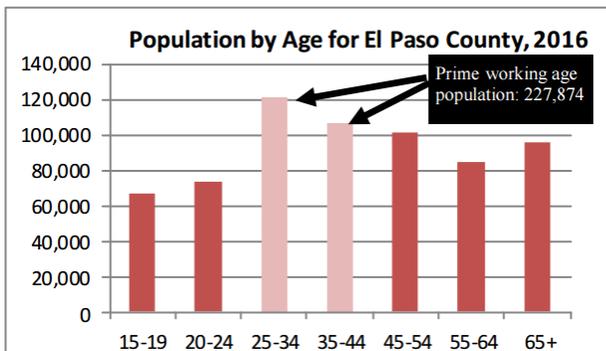


Figure 9 - El Paso Age Breakdown

The influx at Ft. Bliss, due to the implementation of the Base Realignment and Closure (BRAC) in 2005 by the Department of Defense, has had a large impact on El Paso’s demographics. According to the El Paso Regional Growth Management Plan (2008), an additional 37,000 troops and their families were reassigned to Ft. Bliss since 2005. The BRAC-driven growth has led to an increase in housing and school construction.

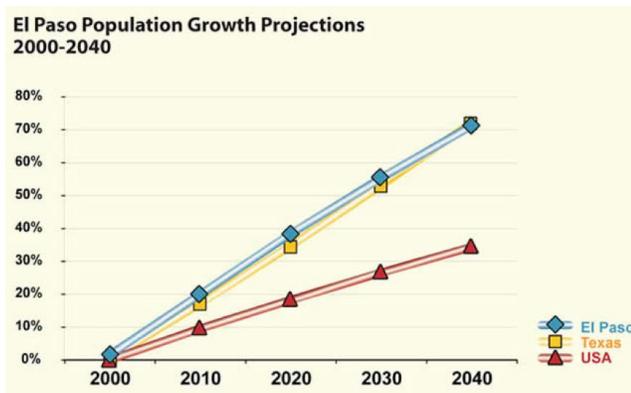


Figure 10 - El Paso Growth Projections

Civilian labor force:	355,537
Employment:	338,197
Unemployment:	4.9% (December 2016)

Figure 11 - El Paso Labor Force Statistics

## Geography

The City of El Paso is located in far west Texas at latitude and longitude 31 48' 40" N 106 22' 33" W. It lies at the intersection of three states (Texas, New Mexico, and Chihuahua) and two countries (the USA and Mexico). Located at an elevation of 3,800 feet (1,140 m) above sea level, El Paso is unlike most of its similarly sized municipal counterparts elsewhere in the state.

The only major river in the region is the Rio Grande, which runs through the heart of El Paso and defines the border between El Paso and Ciudad Juárez, Mexico to the south. The Rio Grande river is also a natural border between Texas and Mexico to the South and Texas and New Mexico to the West. River flow is heavily restricted by dams in New Mexico and its normal depth is only a few feet by the time it reaches El Paso.



**Figure 12 - Rio Grand River in West El Paso**

In terms of overall geography, the city is almost completely bisected north-south by the Franklin Mountain Range, which press southward to pinch El Paso's downtown to only a few miles wide against old Mexico.

North Franklin Peak registers an elevation of approximately 7,200 feet and is part of a region approximately 23 miles long, 3 miles wide that extend from El Paso, Texas north into New Mexico.



**Figure 13 - Aerial view of El Paso from the South showing the Franklin Mountain Range and the Rio Grande**

The Franklins were formed due to crustal extension related to the Cenozoic Rio Grande rift. Much of the range is part of the Franklin Mountains State Park. The mountains are composed primarily of sedimentary rock with some igneous intrusions. Geologists refer to them as tilted-block fault mountains and in them can be found 1.25 billion-year-old Precambrian rocks, the oldest in Texas.

## Transportation Networks

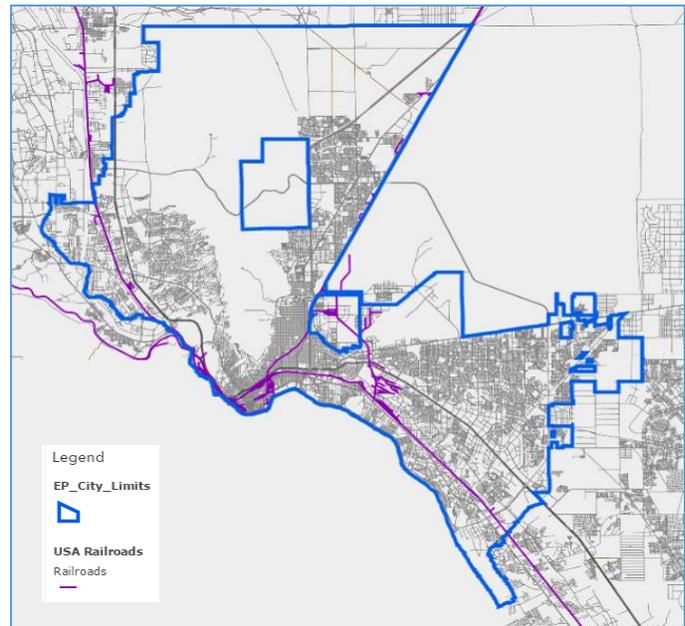
El Paso is served by the El Paso International Airport, Amtrak, Interstate 10, U.S. Highway 54, Spur 601, U.S. Highway 180, U.S. Highway 62 (Montana Avenue), U.S. Highway 85 (Paisano Drive), Loop 375, Loop 478 (Copia Street-Pershing Drive-Dyer Street), numerous Texas Farm to Market Roads and State Highway 20.

The city also shares 4 international bridges and one rail bridge with Ciudad Juárez, Mexico.

Railroad lines cross through multiple locations in El Paso. Burlington Northern Santa Fe (BNSF) and Union Pacific (UP) are the major rail operators in town each with its own rail yard in different parts of the city. At both locations, cargo interchange with Mexican railroads takes place.

Hazardous cargo routes have been established on all the major thoroughfares through and around the city. Figure 2 highlights where non-radioactive hazardous materials are directed to travel through the city.

Currently the City of El Paso is installing a streetcar system in the downtown area. This is a rail based system with overhead electrical cables. The 4.8-mile route will connect the international bridges, retail areas, government buildings, convention center, downtown ballpark, University of Texas at El Paso and several historic neighborhoods.



**Figure 14 - Railroads**

## Climate

El Paso's climate is characterized by an abundance of sunshine throughout the year, high daytime summer temperatures, very low humidity, scanty rainfall, and a relatively mild winter season. On average, the sun shines more than 300 days per year, earning El Paso its "Sun City" nickname.

Rainfall throughout the year is light, insufficient for any growth except desert vegetation. Irrigation is necessary for crops, gardens, and lawns. Dry periods lasting several months are not unusual. Almost half of the precipitation occurs in July through September from brief but often heavy thunderstorms. Average yearly precipitation is less than 10 inches.

However, many parts of El Paso are subject to occasional flooding during intense summer monsoonal thunderstorms. In late July and early August 2006, up to 10 in of rain fell in a week, the flood-control reservoirs overflowed and caused major flooding citywide. The city staff estimated damage to public infrastructure at \$21 million, and to private property (residential and commercial) at \$77 million. Much of the damage was associated with development in recent decades in arroyos protected by flood-control dams and reservoirs, and the absence of any storm drain utility in the city to handle the flow of rain water.

Daytime summer temperatures are high, frequently above 90 degrees and occasionally above 100 degrees. Summer nights are usually comfortable, with temperatures in the 60s. Winter daytime temperatures are mild, mostly in the 50s. Winter nighttime temperatures often drop below freezing. The flat, irrigated land of the Rio Grande Valley in the vicinity of El Paso is noticeably cooler, particularly at night, than the airport or the city



proper, both in summer and winter. This results in more comfortable temperatures in summer but increases the severity of freezes in winter. The cooler air in the Valley also causes marked short-period fluctuations of temperature and dew point at the airport with changes in wind direction, especially during the early morning hours.

Dust and sandstorms are a common feature of the weather in El Paso. While wind velocities are not excessively high, the soil surface is dry and loose and natural vegetation is sparse, so moderately strong winds raise considerable dust and sand. A tabulation of dust storms for a period of 20 years shows that they are most frequent in March and April, and comparatively rare in the period July through December; prevailing winds are from the north in winter and the south in summer.

**Table 1 - Climate Data for the City of El Paso**

Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Year
Record high °F	80	86	93	98	105	114	112	108	104	96	87	80	114
Average high °F	57.7	63.1	70.3	78.6	87.8	95.5	94.7	92.4	87.6	78.2	66.2	57.1	77.4
Average low °F	32.5	37.1	42.9	50.7	60.0	68.0	70.9	69.7	63.3	52.0	40.	32.5	51.6
Record low °F	-8	1	14	23	31	46	56	52	41	25	1	-5	-8
Average precipitation inches	0.40	0.46	0.26	0.23	0.47	0.94	1.55	2.01	1.51	0.61	0.49	0.78	9.71
Average snowfall inches	1.3	0.6	0.3	0.8	0	0	0	0	0	trace	0.8	3.1	6.9
Average precipitation days (≥ 0.01 in)	3.8	3.4	2.4	1.9	2.7	3.9	8.3	8.7	6.3	4.7	3.1	3.9	53.1
Average snowy days (≥ 0.1 in)	1.0	0.4	0.1	0.2	0	0	0	0	0	0.1	0.3	1.1	3.2
Average relative humidity (%)	50.5	41.6	32.4	26.9	27.1	29.9	43.9	48.4	50.5	47.1	46.1	51.5	41.3
Mean monthly sunshine hours	254.5	263.0	326.0	348.0	384.7	384.1	360.2	335.4	304.1	298.6	257.6	246.3	3,762.5
Percent possible sunshine	80	85	88	89	90	90	83	81	82	85	82	79	85

Measure at El Paso International Airport/ Source: NOAA



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## 1.2 Risk Assessment Methodology

### Risk Assessment Methodology

EPFD recognizes that there are hazards in the community that pose a risk to life and property. These potential hazards include fires, medical emergencies, hazardous materials, technical rescue situations, and aircraft emergencies. An incident refers to an active hazard requiring the intervention of public safety resources to minimize loss or harm. A hazard's level of risk is described by the probability of an incident occurring and the resulting impact. EPFD considers the impact on both the community and the agency.

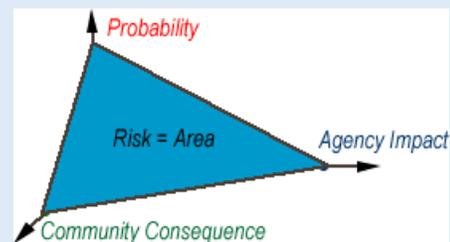
EPFD utilizes three factors in the calculation of risk:

- The probability of an incident occurring
- The impact of an incident on the community
- The impact of an incident on the EPFD resources to mitigate that incident and provide consistent coverage across the service area

The EPFD jurisdiction is assessed for the risk of these five hazards using a standardized methodology:

- Risk assessment is parcel based, using GIS parcel data defined by the El Paso Central Appraisal District.
- GIS layers are selected as risk data and assessed within the parcels.
- Weights are given to these risk categories for each parcel based on the relative impact each had on the overall risk. area as a function of the probability, community consequence, and agency impact risk scores.
- In this model, a score in each of the three risk areas is represented as a point on the corresponding axis of a Cartesian coordinate system. The function in the figure below is derived from the area of the tetrahedron resulting from connecting these three points.
- Given that  $p$  = probability,  $i$  = agency impact and  $c$  = community consequence, the formula used to calculate the risk score is:

$$Risk = \sqrt{\frac{(pc)^2}{2} + \frac{(ci)^2}{2} + \frac{(ip)^2}{2}}$$



- The risk score of each parcel was then reclassified into a risk level using the goodness of variance fit method which attempts to maximize homogeneity within groups and minimize the impact of extreme values. This was done to group similar values most efficiently and maximizes the differences between classes.

Figure 15 - EPFD Risk Assessment Methodology



## Risk Assessment Data

The following data were used in the form of GIS feature classes (map layers) to assess the level and type of risk at individual locations.

**Table 2 - Risk Assessment Data Matrix**

Risk Assessment Factor	Category	Rationale	Fire	Medical	Hazmat	Tech Rescue	ARFF
Major Employers	Community Consequence	Incidents affecting the building or the welfare of the occupants may require long term or permanent closure of these facilities, resulting in large scale loss of productivity that may impact the community economy.	x	x	x	x	x
Infrastructure	Community Consequence	Incidents at these locations may have some level of impact on the continuity of government or services throughout the community.	x	x	x	x	x
General Hospitals Mental Health Facilities	Community Consequence	Incidents at these locations affecting the building or the welfare of the occupants may have an impact on the availability of medical care for the community	x		x		x
Cultural/ Historic Landmarks	Community Consequence	Locations posing a potential historic or cultural loss to the community.	x		x		x
Residential Areas	Community Consequence	Some incidents in residential structures will lead to the need for relocation of individuals/ families, with the community impact increasing as more of these structures are affected.	x		x		x
Schools	Agency Impact	Special needs population, increased difficulty in evacuation and rescue	x	x	x	x	x
Fire Hydrants Water Mains	Agency Impact	Available water supply for fire fighting and decon	x		x		x
Fire Protection Systems Fire Detection Systems	Agency Impact	Earlier detection and/or suppression of fire can positively impact fire incident mitigation efforts	x				
High Rise Buildings	Agency Impact	Buildings over eight stories and beyond the reach of EPFD aerial apparatus, requiring additional resources	x			x	x



Risk Assessment Factor	Category	Rationale	Rationale				
			Fire	Medical	Hazmat	Tech Rescue	ARFF
Target Hazards	Agency Impact	Locations requiring permits by fire prevention code for hazardous processes or conditions, contributing to the danger, or complexity of mitigation, of an incident	x		x	x	
Station Drive Times	Agency Impact	Number of minutes from nearest fire station based on street network and speed limits , impacting the distribution of response to incidents	x	x	x	x	
Assembly occupancies	Agency Impact	Major assembly locations resulting in increased difficulty in evacuation and rescue	x				
Effective Response Force	Agency Impact	Number of personnel available in eight minutes' drive time from neighboring fire stations	x				
Flood Zones Waterways	Probability	Areas identified as flood zones and rivers, canals, and drain areas have an increased likelihood of water rescue incidents.				x	
Populated Areas	Probability	Increased likelihood of emergency incidents in populated areas in correlation to human factors in incident cause	x	x	x	x	x
Poverty Levels	Probability	Community correlation between low poverty levels and fire and medical rates	x	x			
Populations Over 65	Probability	Community correlation between elderly populations and fire and medical incident rates	x	x			
Agency Incident History	Probability	Incident density calculated from number of fire incidents per unit area; increased likelihood incidents in future based on past history	x	x	x	x	x
Industrial Areas	Probability	Industrial areas are more likely to employ processes that involve hazardous materials and pose risk of need of specialized rescue			x	x	



### Community Safety and Remediation Programs

EPFD has identified the following safety and remediation programs effective within the City of El Paso:

- EPFD Line Company Inspections – EPFD, operations personnel, conducts yearly inspections and walk throughs at each commercial location in the City of El Paso. The information gathered therein help EPFD keep apprised of the building occupancies, construction types and conditions.
- Permitting Inspections - Additionally, each permit required by the International Fire Code requires an inspection by an EPFD certified inspector. The information gathered helps EPFD keep apprised of the building occupancies, construction type and conditions.
- Community Outreach Programs – The EPFD distributes and installs smoke detectors as well as conducts free vaccination clinics.
- Community Education – EPFD and Fort Bliss Fire and Rescue conduct fire safety education to sites within the community.
- Community risk reduction – EPFD targets communities, where fires have occurred, for intensive door to door public education, smoke detector inspection and in cases where no smoke detector is found one is provided and installed.

### Community Fire Protection and Detection Systems

Information about each commercial location is assessed yearly by a walk through inspection conducted by operations personnel. During this inspection information about fire protection and detection systems is collected and kept in the company's building record book. Additionally, this information is entered in the EPFD inspection data management system. From this system the fire protection and detection system information are each converted to GIS layers and used in the calculation of location risk.



## Population Categories

Each station demand zone is subdivided into fire districts, which are assigned a population category of urban or rural. Several factors have been taken into account in assigning these categories:

- District population densities were calculated by using U.S. Census Bureau Census block data from 2010. These block areas were combined with the districts and the resulting area divided by the district area in square miles.
- Census populations are based on residential areas, and a census area of high density commercial development without any residential areas would be calculated as a low density population category using a density only approach. Because of this, densely populated nonresidential areas were upgraded to reflect the use of the area, the type of buildings present, and the risk present.
- It is understood that the population flow between various land use types during the day varies greatly. For example, downtown El Paso is densely populated during the day but becomes low density at night.
- The population of El Paso fluctuates daily as population commutes back and forth across the border.

Some areas have a mixture of high and low density areas. Because these areas lower the mean population density calculation, their classification may calculate much lower than neighboring areas (See Figure 25). In these cases, the classifications have been elevated to reflect only the populated portion of the district. These districts will be further subdivided to more accurately reflect land use in the coming year, and will be used for future analysis.

## Planning Zone Methodology

EPFD utilizes planning areas called *station demand zones* to analyze risk, deployment, and demand. Station demand zones are defined by the area closest to each EPFD station by drive time, using a geographic information system that considers speed limits, one way streets, and intersections.

### Creation Process:

- Ensure El Paso City Limits definition is updated upon each city land annexation
- Ensure Fire Districts are updated to reflect updated City Limits and development.
- Create a drive-time service area around each fire station to show the area closest to that station without overlaps or gaps (create service areas in ArcGIS Network Analyst)
- Correlate Fire Districts with service areas to form groups assigned to each station (assign station to the SDZ fields of the district)
- Form station demand zones from outer bounds of the groupings (dissolve tool in ArcGIS)

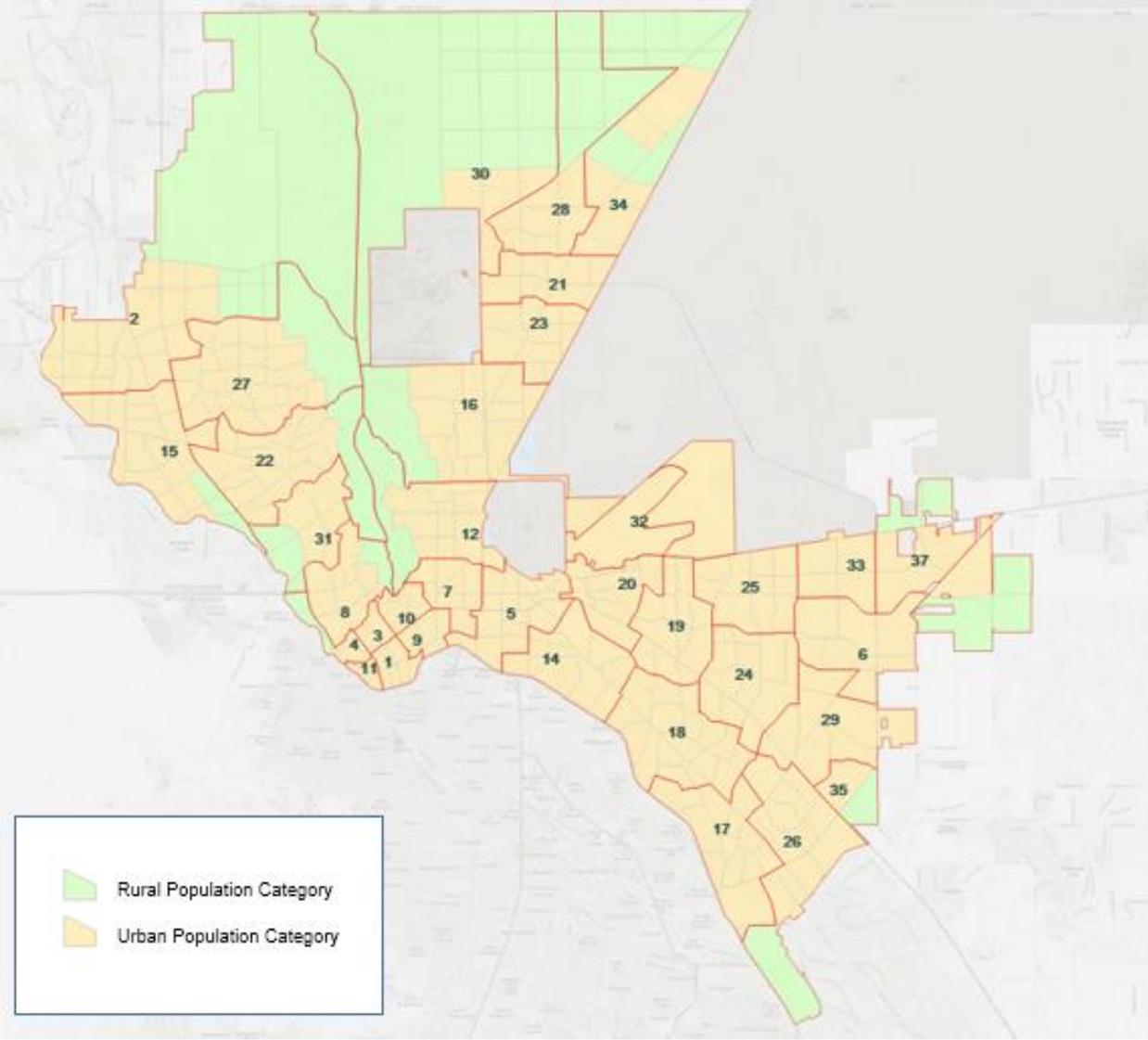


Figure 16 - Population Category Areas in El Paso

### 1.3 Community-Wide Risk

#### Wind

In December 2016 wind gusts were reported in El Paso at over 70 miles per hour, with 110 miles per hour at nearby St. Augustin Pass. Two semi-trucks reportedly rolled over from the wind. Such gusty wind storms are a fairly common occurrence, with corresponding damage to vehicles, structures, and infrastructure. Because of the dry climate and sparse vegetation such winds often lead to sand storms and low visibility.

#### Hail



On September 16, 2009, two large supercell thunderstorms developed over El Paso County. Both of these storms produced golf ball-sized hail. The second of the two storms moved across the heart of El Paso's east side, and then moved to the southeast along Interstate 10. Damage from the storm is estimated at over \$150 million. This would make it the costliest hail storm in the history of El Paso.

In November 2014 a homeless woman died when caught in an arroyo during a hail storm which buried her under three feet of hail.

#### Drought

El Paso has faced serious water shortages, and has effected measured to be drought resistant. El Paso has the largest inland desalination plant in the world, which allows the city access to an enormous underground aquifer. It is estimated to contain enough water underground to last it at least a hundred years if the plant is run at full capacity, and it is normally run at less than 20% capacity.

#### Flooding

On average, El Paso gets about 9.69" of rain in a year. In 2006, El Paso registered an annual rainfall of 17.51", with over 15" falling in one week. July 31 – August 1 that year the city received 3.52", estimated to be a 100-year flood for the city. El Paso suffered approximately \$100 million in damages and as many as 300 homes were destroyed. The city was declared a disaster area by President Bush. The record rainfall for the city was 6.5" on July 9, 1881.



#### Winter Storms

Because winters in El Paso are commonly very mild, the city is not well equipped to handle extreme winter weather.

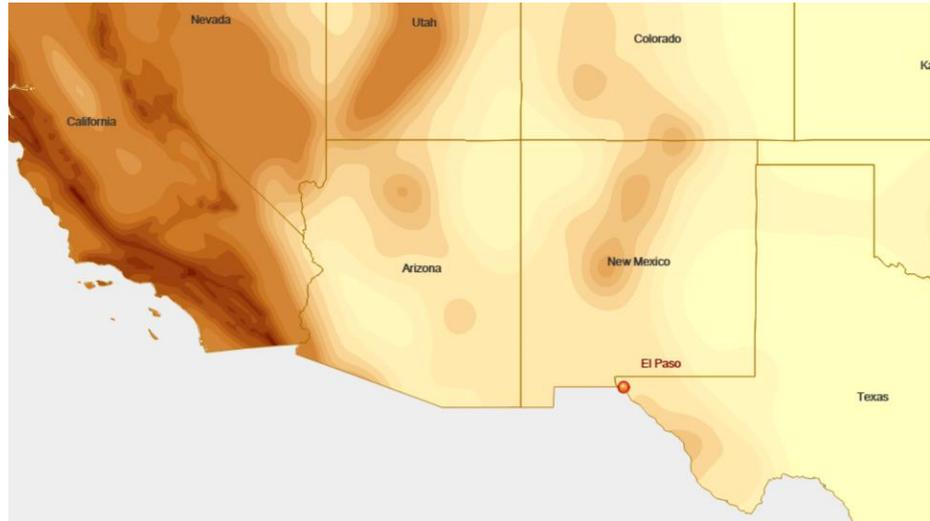
Weather systems have produced over a foot of snow on several occasions. In the 1982–1983 winter season, three major snowstorms produced record seasonal snowfall. On December 25–26, 1982, 6.0 inches of snow fell, producing a white Christmas for the city. This was followed by another 7.0 inches on December 30–31, 1982. On April 4–7, 1983, 16.5 inches of snow fell on El Paso, bringing the seasonal total to nearly 30 inches. On December 13–14, 1987, a record storm dumped over 22 inches of snow on El Paso, and two weeks later (December 25–26), another three inches fell, bringing the monthly total for December 1987 to an all-time record high of 25.9 inches.

El Paso experienced a severe freeze February 2011 which caused municipal utilities to go into a crisis. The high temperature on February 2, 2011 was 15 °F (–9 °C), the lowest daily maximum on record. In addition, the low temperature on February 3 was 1 °F (–17 °C), breaking the 5 °F (–15 °C) monthly record low set during the cold

wave of 1899. Two local power plants failed, forcing El Paso Electric to institute rolling blackouts over several days, and electric wires were broken, causing localized blackouts. The temperatures caused damage to the water distribution system, pump stations, and wells, and as many as 20,000 homes and many businesses went without water for several days.

## Earthquake

Since El Paso lies on a fault line there, on average, a felt earthquake in the magnitude 3.0 to 4.0 range occurs every 10 years. The last earthquake to be felt in El Paso occurred on December 8, 1972 (magnitude 3.0) near Newman on the Texas-New Mexico border. Although we do not feel earthquakes frequently in El Paso, the seismic observatory on the UTEP campus records about one local earthquake every month. A



large fault located at the base of the east side of the Franklin Mountains shows evidence of about 9 feet of vertical movement during the last earthquake that occurred along it, about 5000 years ago. Researchers do not know when the next movement of this fault will occur.

On May 3, 1887 a major earthquake (magnitude 7.2) occurred near Bavispe, Sonora, Mexico. The surface fault was over 30 miles long with an average vertical displacement of 9 feet. Over 200 miles away it was felt in El Paso and a number of building were severely damaged. On August 16, 1931, an earthquake of magnitude 6.5 occurred about 100 miles southeast of El Paso in Valentine, Texas. This was felt in El Paso, although no damage was reported. Although we do not feel earthquakes frequently in El Paso, the seismic observatory on the UTEP campus records about one local earthquake every month.



## 1.4 Community Loss and Save Information

**Table 3 - Civilian Fire Casualties**

Civilian Fire Casualties	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	Total
Minor	15	34	46	32	47	38	15	18	18	10	<b>273</b>
Moderate	3	9	12	13	12	21	7	7	4	4	<b>92</b>
Severe	0	3	1	3	4	2	1	1	2	1	<b>18</b>
Life-Threatening	1	0	0	2	3	2	1	0	0	4	<b>13</b>
Death	3	2	3	10	9	4	0	5	10	6	<b>52</b>
<b>Total</b>	<b>22</b>	<b>48</b>	<b>62</b>	<b>60</b>	<b>75</b>	<b>67</b>	<b>24</b>	<b>31</b>	<b>34</b>	<b>25</b>	<b>448</b>

**Table 4 - Incident Loss by Fiscal Year**

Fiscal Year	Property Loss	Contents Loss
2012	\$6,090,151.00	\$2,052,006.00
2013	\$7,181,806.00	\$3,525,162.00
2014	\$5,891,308.00	\$6,101,137.00
2015	\$7,588,051.00	\$1,632,245.00
2016	\$23,682,210.00	\$3,290,186.00

**Table 5 - Fire Confined to Room of Origin**

	September	October	November	December	January	February	March	April	May	June	July	August
FY2014	81.82%	47.06%	76.19%	71.43%	60.00%	73.33%	84.62%	59.09%	63.64%	63.16%	43.48%	76.92%
FY2015	66.67%	83.33%	76.47%	68.42%	60.00%	47.06%	63.64%	56.00%	47.06%	71.43%	63.64%	64.29%
FY2016	40.00%	70.00%	65.00%	42.86%	62.50%	65.22%	53.85%	60.87%	50.00%	85.71%	50.00%	61.11%

**Table 6 - Percent of Cardiac Arrest Patients with Return of Spontaneous Circulation**

Year	Percent
FY2013	16.89%
FY2014	17.54%
FY2015	14.53%
FY2016	21.35%

## 1.6 Risk by Response Category

Table 7 - Incident Responses by Category and Fiscal Year

AccreditationCategory	FY2012	FY2013	FY2014	FY2015	FY2016
ARFF Incidents	46	51	69	50	40
Fire Incidents	730	742	679	604	622
Haz Mat Incidents	656	633	939	1007	823
Medical Incidents	47998	49808	50836	51855	53217
Non-Emergency Calls	18730	20907	21428	22966	23595
Other Emergencies	1890	1797	1550	1519	1560
Tech Rescue Incidents	91	97	98	121	114

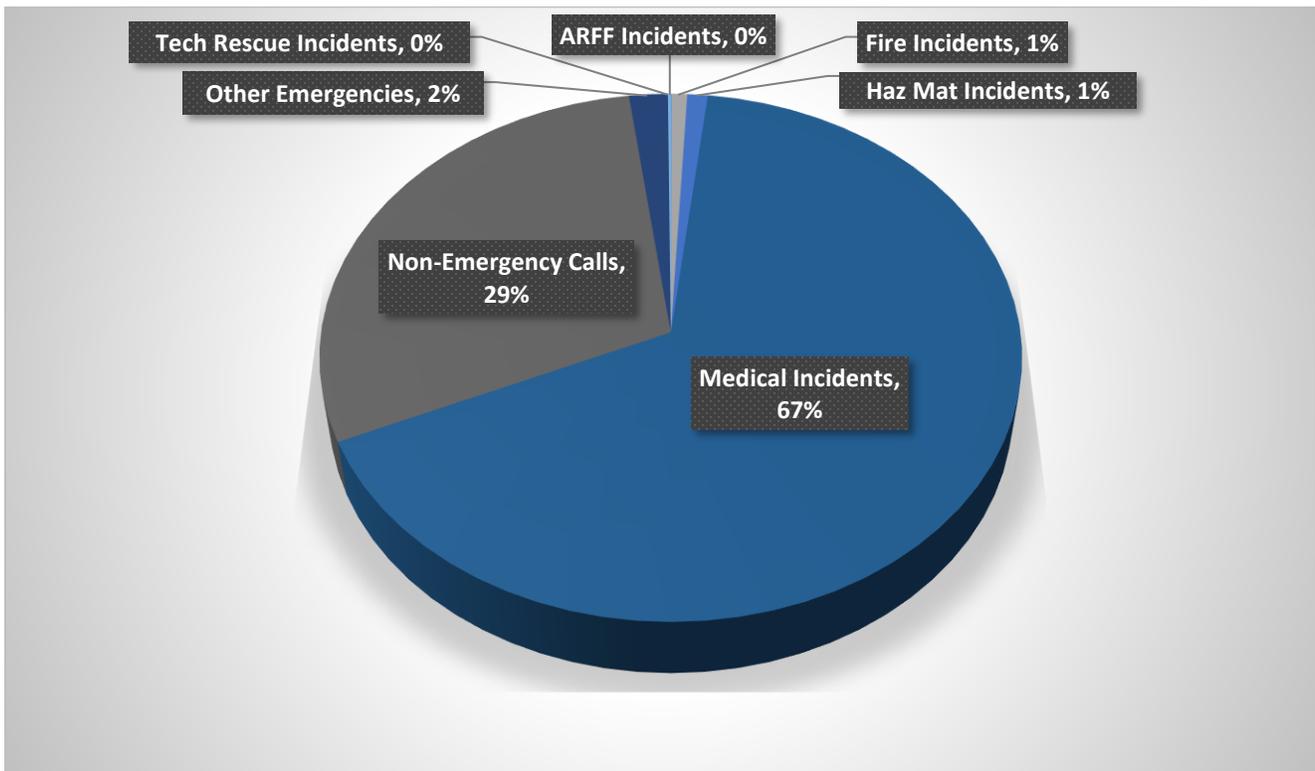


Figure 17 - EPFD Incident Responses FY2016



Table 8 – Incident Counts by Risk Type and Hour of Day (FY2016)

	ARFF Incidents	Fire Incidents	Haz Mat Incidents	Medical Incidents	Non-Emergency Calls	Other Emergencies	Tech Rescue Incidents	Grand Total
12AM-1AM	1	11	14	1563	741	47	3	2380
1AM-2AM	1	15	18	1376	706	32	3	2151
2AM-3AM	2	13	15	1427	733	27	2	2219
3AM-4AM	0	16	17	1130	584	25	2	1774
4AM-5AM	0	14	13	1005	494	16	2	1544
5AM-6AM	0	13	9	942	472	23	1	1460
6AM-7AM	0	9	13	1209	584	28	4	1847
7AM-8AM	2	14	26	1774	875	46	3	2740
8AM-9AM	0	22	35	2301	1017	45	7	3427
9AM-10AM	0	28	54	2516	1056	58	3	3715
10AM-11AM	4	25	52	2703	1105	54	8	3951
11AM-12PM	4	24	49	2961	1138	64	7	4247
12PM-1PM	4	29	61	2951	1120	74	6	4245
1PM-2PM	3	29	48	2998	1186	78	7	4349
2PM-3PM	1	28	52	2930	1270	70	4	4355
3PM-4PM	5	35	45	2967	1309	95	8	4464
4PM-5PM	2	41	37	3098	1356	125	8	4667
5PM-6PM	0	46	47	3055	1318	103	9	4578
6PM-7PM	3	30	40	2909	1280	117	7	4386
7PM-8PM	1	32	43	2684	1191	106	3	4060
8PM-9PM	3	56	46	2561	1188	113	6	3973
9PM-10PM	1	40	37	2405	1040	93	5	3621
10PM-11PM	3	24	37	2038	1001	73	4	3180
11PM-12PM	0	28	15	1714	831	49	2	2639
<b>Grand Total</b>	<b>40</b>	<b>622</b>	<b>823</b>	<b>53217</b>	<b>23595</b>	<b>1561</b>	<b>114</b>	<b>79972</b>



Table 9 - Incident Counts by Station Demand Zone and Hour of Day (FY2016)

	12AM-1AM	1AM-2AM	2AM-3AM	3AM-4AM	4AM-5AM	5AM-6AM	6AM-7AM	7AM-8AM	8AM-9AM	9AM-10AM	10AM-11AM	11AM-12PM	12PM-1PM	1PM-2PM	2PM-3PM	3PM-4PM	4PM-5PM	5PM-6PM	6PM-7PM	7PM-8PM	8PM-9PM	9PM-10PM	10PM-11PM	11PM-12PM	Grand Total
1	102	90	96	79	63	61	70	100	135	144	153	159	165	175	186	156	188	201	176	150	148	143	127	98	3165
2	43	36	42	36	24	34	37	55	81	98	110	111	105	108	103	137	123	108	104	109	105	87	58	46	1900
3	35	31	33	23	14	16	16	32	45	60	67	57	60	72	70	63	69	50	47	64	42	45	45	32	1088
4	30	25	28	26	7	17	20	17	32	35	34	35	43	30	45	35	28	56	37	43	51	30	43	32	779
5	154	109	135	94	83	87	99	148	181	224	261	275	268	279	310	288	296	263	286	226	223	245	175	136	4845
6	81	71	97	46	46	45	68	118	122	109	138	134	147	180	152	185	178	168	167	165	147	110	107	94	2875
7	80	53	63	53	36	33	48	75	93	102	112	132	123	145	120	113	158	140	122	105	119	112	117	101	2355
8	39	22	47	32	30	28	37	39	61	68	78	87	85	88	82	86	88	86	78	60	75	53	69	51	1469
9	46	37	40	36	27	19	30	41	49	45	52	53	69	58	62	81	74	70	47	73	59	60	57	60	1245
10	56	49	45	35	38	34	45	64	91	108	130	152	141	132	112	126	129	130	95	108	116	89	78	50	2153
11	71	62	77	37	33	29	47	55	56	75	82	86	83	109	89	87	119	112	111	99	110	98	102	84	1913
12	83	71	81	50	48	67	71	91	116	117	123	129	131	140	132	146	162	153	141	125	138	140	128	103	2686
14	64	50	64	41	40	50	43	86	95	117	102	125	99	126	110	123	117	114	116	110	143	113	103	78	2229
15	67	51	59	42	39	47	70	67	98	114	119	98	122	131	121	106	120	129	128	110	103	100	73	64	2178
16	134	112	123	99	95	81	85	132	162	173	232	219	259	217	205	216	255	232	234	206	193	238	198	173	4273
17	107	85	69	67	55	63	75	107	143	145	158	157	160	151	150	167	170	151	159	162	175	134	123	115	3048
18	117	97	91	83	62	65	79	148	188	188	187	221	194	191	232	239	215	233	240	212	216	180	154	138	3970
19	89	85	94	64	63	51	80	109	149	150	160	170	213	189	168	187	203	201	171	159	165	119	111	97	3247
20	74	77	56	47	51	41	64	87	118	146	145	179	150	164	161	180	176	167	151	147	120	105	100	78	2784
21	82	62	58	56	47	54	67	97	120	138	150	124	160	140	165	148	172	161	148	138	125	119	98	89	2718
22	79	92	71	70	59	49	87	120	146	164	164	185	197	190	186	187	195	193	180	160	172	162	99	91	3298
23	85	77	55	84	65	60	62	88	95	132	144	165	144	144	167	150	166	152	159	149	132	118	116	86	2795
24	73	80	87	63	58	60	66	99	176	179	174	210	204	196	202	197	204	186	158	158	150	111	107	85	3283
25	93	116	100	97	85	64	77	141	153	132	144	161	150	140	148	166	160	172	181	151	152	142	134	122	3181
26	65	63	78	57	65	44	49	82	89	86	95	113	101	110	96	119	118	124	123	113	98	108	89	79	2164
27	66	53	50	37	41	43	56	80	97	104	94	121	87	118	120	128	125	119	113	112	109	103	64	72	2112
28	45	55	53	56	29	30	41	72	78	88	60	98	88	95	109	88	87	88	101	87	81	82	62	45	1718
29	100	127	108	69	57	46	81	109	138	140	119	142	153	166	146	183	146	181	174	154	135	138	127	96	3035
30	30	24	24	33	24	19	31	40	56	47	64	50	66	62	67	58	58	63	67	72	62	43	44	25	1129
31	34	51	35	28	29	26	28	43	54	68	84	64	63	62	70	69	71	86	55	71	57	43	61	39	1291
32	4	2	3	3	2	1	9	7	6	15	13	15	16	19	8	18	12	10	8	5	10	8	8	5	207
33	33	35	39	36	26	37	34	64	67	61	51	60	58	56	70	65	85	72	76	74	73	69	59	55	1355
34	28	18	27	15	31	11	22	26	38	35	32	32	28	38	52	39	37	59	54	37	48	41	36	31	815
35	17	17	14	16	12	8	9	20	22	14	21	19	14	23	30	22	23	17	30	29	21	17	15	15	445
37	72	65	76	63	58	39	41	79	73	91	96	104	94	101	103	103	132	128	142	112	96	115	92	70	2145
Other	2	1	1	1	2	1	3	2	4	3	3	5	5	4	6	3	8	3	7	5	4	1	1	4	79
Total	2380	2151	2219	1774	1544	1460	1847	2740	3427	3715	3951	4247	4245	4349	4355	4464	4667	4578	4386	4060	3973	3621	3180	2639	79972



## Fire Incidents

EPFD responds to all types of fires within the jurisdiction. Those fires classified as fire suppression incidents for the community risk assessment and standards of cover are structure fires or those that occur in a structure. Many of the fires EPFD responds to are classified as other incidents because of this reason.

**Table 10 – Fire Suppression Incidents by Type FY2016**

Fire Type	Code	Number of Incidents FY2016
Trash or rubbish fire, contained	118	239
Building fires	111	177
Cooking fire, confined to container	113	158
Fires in structures other than in a building	112	24
Fire, other	100	9
Fire in portable building, fixed location	123	4
Chimney or flue fire, confined to chimney or flue	114	3
Fuel burner/boiler malfunction, fire confined	116	3
Commercial Compactor fire, confined to rubbish	117	1
Fire in motor home, camper, recreational vehicle	122	1
Fire in mobile property used as a fixed structure, other	120	1
Incinerator overload or malfunction, fire confined	115	1
Fire in mobile home used as fixed residence	121	1
<b>All Fire Incidents</b>		<b>622</b>

## Emergency Medical Incidents

EPFD provides paramedic and ambulance service to the community. A medical director oversees the operation of the division and ensures a high-degree of emergency medical service is delivered. EPFD uses a combination of full time ambulances and peak time transport units staffed by both firefighters and paramedics providing ALS and MICU within city limits.

**Table 11 - Emergency Medical Incidents by Type FY2016**

Medical Emergency Type	Code	Number of Incidents FY2016
EMS call, excluding vehicle accident with injury	321	45249
Motor vehicle accident with no injuries.	324	4124
Vehicle accident with injuries	322	3357
Motor vehicle/pedestrian accident (MV Ped)	323	282
Medical / MANPOWER assist, assist EMS crew	311	156
Emergency medical service incident, other	320	41
Rescue, emergency medical call (EMS) call, other	300	8
<b>All Medical Emergency Incidents</b>		<b>53217</b>



## Hazardous Materials

EPFD has a single dedicated hazmat task force that is comprised of a designated entry group, a decon group, and an ambulance. This task force has the capability to make protective responses in the event of an incident involving the transport, storage, usage, or manufacture of hazardous materials.

**Table 12 - Hazardous Materials Incidents by Type FY2016**

HazMat Incident Type	Code	Number of Incidents
		FY2016
Gas leak (natural gas or LPG)	412	594
Gasoline or other flammable liquid spill	411	96
Oil or other combustible liquid spill	413	95
Chemical spill or leak	422	17
Flammable gas or liquid condition, other	410	7
Biological hazard, confirmed or suspected	451	6
Chemical hazard (no spill or leak)	421	4
Refrigeration leak	423	2
Radioactive condition, other	430	1
Toxic condition, other	420	1
<b>All HazMat Incidents</b>		<b>823</b>



## Technical Rescue

Technical rescue services include swift water and still water rescue, rope rescue, confined space rescue, trench rescue and industrial extrication. The special rescue team is housed at Fire Station 11. In some cases, the team will respond to the county as well if requested by the Sheriff's Office.

**Table 13 - Technical Rescue Incident by Type FY2016**

Technical Rescue Incident Type	Code	Number of Incidents
		FY2016
Removal of victim(s) from stalled elevator	353	28
Extrication of victim(s) from vehicle	352	23
Search for person on land	341	14
Extrication, rescue, other	350	8
Search, other	340	8
Swift water rescue	363	6
Search for person in water	342	6
Rescue or EMS standby	381	6
Extrication of victim(s) from building/structure	351	4
High angle rescue	356	3
Trench/below grade rescue	354	3
Extrication of victim(s) from machinery	357	3
Trapped by power lines	372	1
Electrocution or potential electrocution	371	1
<b>All Technical Rescue Incidents</b>	<b>371</b>	<b>1</b>
		<b>115</b>

## Airport Rescue and Firefighting (ARFF)

EPFD delivers specialized emergency response in the event of an aircraft accident or disaster on or near the El Paso International Airport (EPIA). Provided by the EPIA, this aircraft rescue and firefighting (ARFF) response is intended to exceed the minimum requirements for such operations as set forth in the Airport Certification Manual (ACM) and Federal Aviation Regulations (FAR) Part 139 whenever possible. Designated as a Class I Airport, the EPIA is certified to serve scheduled operations of large air carrier aircraft as well as unscheduled passenger operations of large carrier aircraft and/or scheduled operations of small carrier aircraft. See Appendix K for a map of airport property boundaries.

**Table 14 - ARFF Incidents by Type FY2016**

ARFF Incident Type	Code	Number of Incidents
		FY2016
Aircraft standby	462	40
<b>All ARFF Incidents</b>		<b>40</b>



Other Emergency Incidents

**Table 15 - Other Emergency Incidents by Type**

Other Emergency Incident Type	Code	Number of Incidents
		FY2016
Passenger vehicle fire	131	201
Lock-in (if lock out , use 511 )	331	168
Arcing, shorted electrical equipment	445	151
Brush, or brush and grass mixture fire	142	140
Electrical wiring/equipment problem, other	440	133
Power line down	444	100
Outside rubbish, trash or waste fire	151	96
Dumpster or other outside trash receptacle fire	154	75
Grass fire	143	75
Outside rubbish fire, other	150	63
CO incident (Carbon Monoxide)	424	43
Mobile property (vehicle) fire, other	130	43
Overheated motor	442	35
Vehicle accident, general cleanup	463	29
Natural vegetation fire, other	140	29
Heat from short circuit (wiring), defective/worn	441	20
Outside equipment fire	162	17
Excessive heat, scorch burns with no ignition	251	16
Road freight or transport vehicle fire	132	15
Building or structure weakened or collapsed	461	9
Hazardous condition, other	400	9
Overpressure rupture of air or gas pipe/pipeline	221	8
Special outside fire, other	160	8
Outside storage fire	161	7
Flood assessment	812	7
Wind storm, tornado/hurricane assessment	813	6
Explosion (no fire), other	240	6
Light ballast breakdown	443	5
Chemical reaction rupture of process vessel	231	4
Attempted burning, illegal action, other	480	4
Accident, potential accident, other	460	4
Lightning strike (no fire)	814	4
Cultivated trees or nursery stock fire	173	4
Garbage dump or sanitary landfill fire	152	3
Attempt to burn	481	3



Other Emergency Incident Type	Code	Number of Incidents
		FY2016
Severe weather or natural disaster standby	815	2
Overpressure rupture from air or gas, other	220	2
Threat to burn	482	2
Fireworks explosion (no fire)	243	2
Explosive, bomb removal (for bomb scare, use 721)	471	2
Overpressure rupture of steam pipe or pipeline	211	1
Camper or recreational vehicle (RV) fire	137	1
Outside stationary compactor/compacted trash fire	155	1
Construction or demolition landfill fire	153	1
Blasting agent explosion (no fire)	242	1
Cultivated vegetation, crop fire, other	170	1
Outside gas or vapor combustion explosion	163	1
Air or gas rupture of pressure or process vessel	223	1
Off-road vehicle or heavy equipment fire	138	1
Cultivated grain or crop fire	171	1
<b>All Other Emergency Incidents</b>		<b>1560</b>



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### 1.7 Risk by Demand Zone

In assessing risk within each station demand zone (SDZ), EPFD looked at the geographic and demographic characteristics of the area and the type of buildings, infrastructure, and processes that occur within that area. Counts of incidents within the SDZ were by incident type and were independent of the units responding. The availability assessment measured what percentage of the incidents made within each SDZ were made by that SDZ's own station (e.g. an incident in station 2's SDZ having a unit from station 2 responding.) The first unit responses table measures the stations that most frequently respond into the SDZ. Unless otherwise noted, all data is from FY2016.

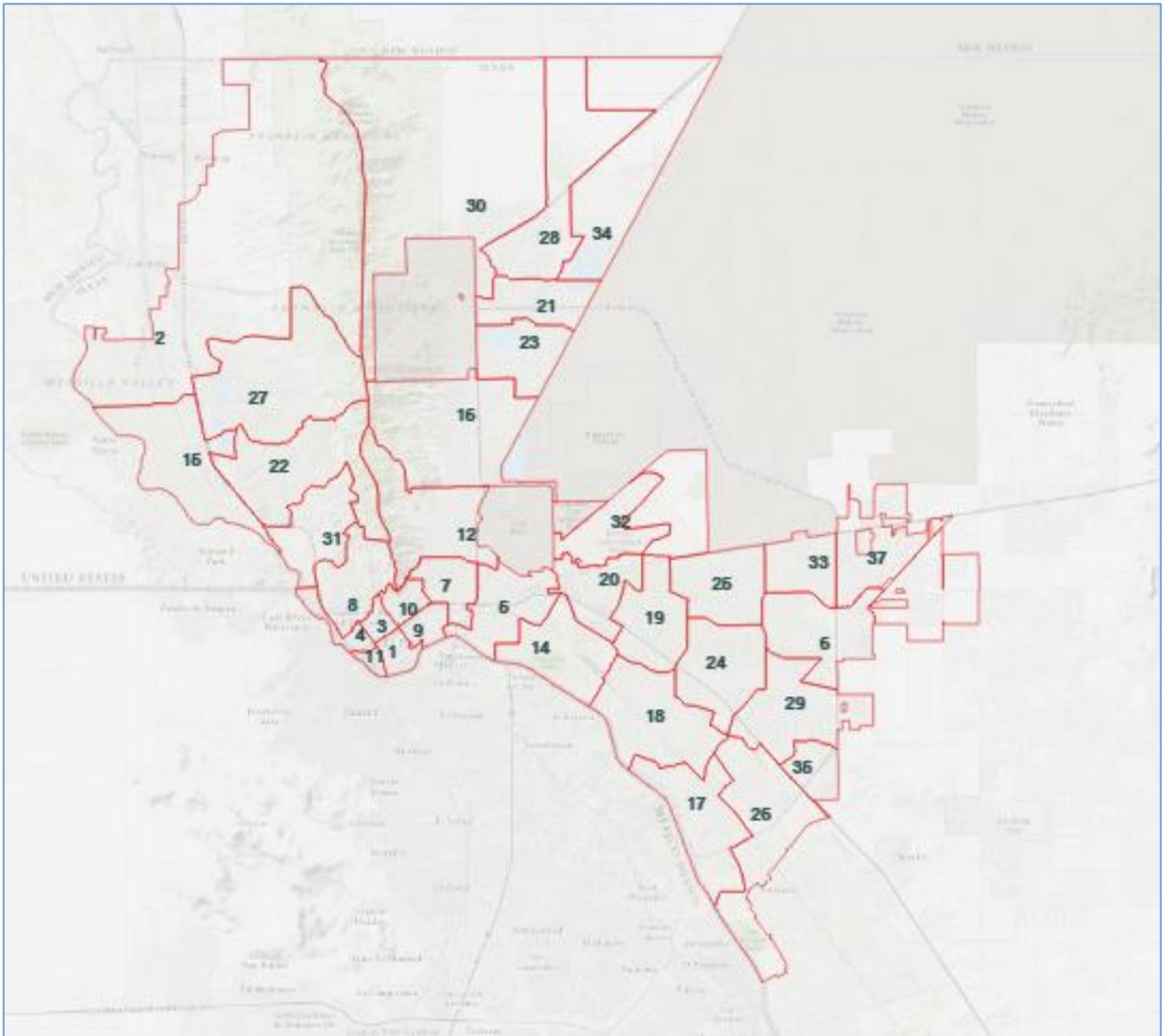


Figure 18 – All Station Demand Zones Within the EPFD Jurisdiction



**SDZ Incident Counts:** The count of incidents within a station demand zone considers all incidents that occur within the demand zone boundaries regardless of who responded. These are divided into the 5 service types analyzed as well as other emergency types and non-emergency incidents.

**Availability:** The emergency response units in a fire station are only able to handle emergencies when they are available to respond. Many factors can take a unit out of service and make them unavailable for response, such as already being on another incident, training, and mechanical issues. The El Paso Fire Department expresses availability by the percent of incidents within their station demand zone that at least one unit from that station responded to. In this context arrival order is not taken into consideration.

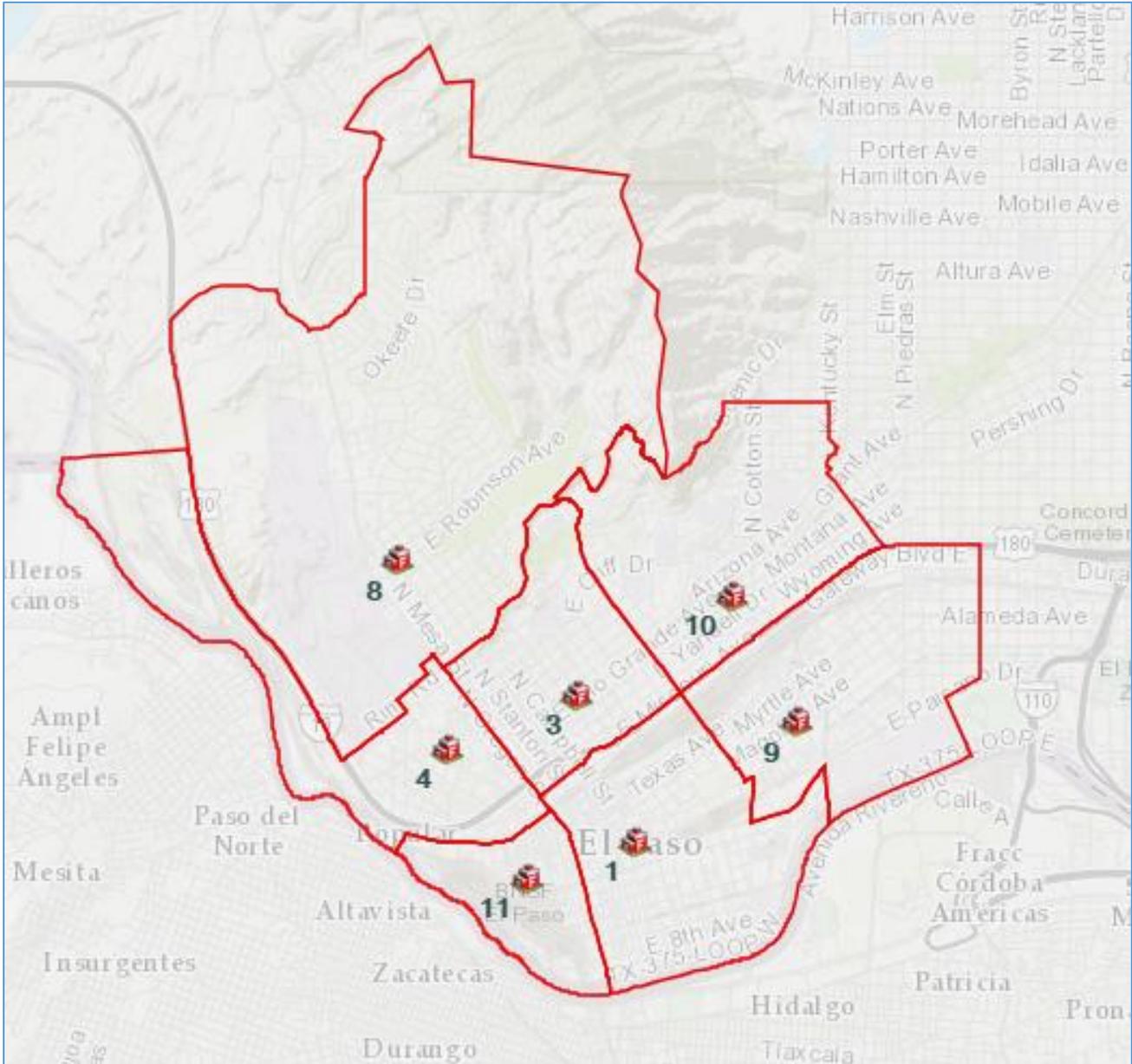
To understand availability, the following factors must be taken into consideration:

- The actual location of a station's units: this method supposes that all units are in quarters. The reality is that they are available while driving and that the CAD software that recommends units for dispatch uses their actual location. This means that units driving may be closer to incidents and respond into other station demand zones, even when that zone's units are in their station.
- The station's call volume: the more calls units from a station make, the more often they are out of service and the lower their availability tends to be.
- Neighboring station's call volume: units will get pulled into neighboring demand zones more often for stations with busy neighbors and be unavailable for calls within their own demand zone.
- The number of units in a station: the more units there are in a station the more likely a unit from that station will be available to respond within its demand zone.

**1<sup>st</sup> Unit responses into the station demand zone:** It is important to understand who is responding into the demand zone when the station units are not available or out of location. In this context the unit arrival order is important to isolate the closest unit on the call (since the station unit may still respond from a further location and arrive after the back-up unit.)

**Battalion 1**

Battalion 1 covers the downtown and central area of El Paso and is typically comprised of older construction and less defined residential and commercial areas. It contains the majority of major hospitals, high rise structures, government facilities, as well as three international bridges. The University of Texas at El Paso lies to the northern edge of Battalion 1's area.



**Figure 19 - Battalion 1 Station Demand Zones**

### Central Fire Station Demand Zone

Fire station 1, best known as Central Fire Station, was built in 1988 and is located at 201 S. Florence. The station has seven bays and services an area comprised of several high rise buildings which include the El Paso County Jail, both Federal and County Courthouses, city government buildings, businesses that handle hazardous materials, schools and an international bridge. Central Fire Station was once home to fire headquarters, is one of the few fire stations left with fire poles, and is amongst the tallest of the fire stations containing 3 stories and a basement.

**Typical Risk: Multit-story, commercial buildings**  
**Maximum Risk: High rise buildings**



Station Units
601 (Deputy Chief)
Battalion 1
Pumper 1
Ladder 1
Rescue 1



Incidents In Demand Zone (FY2016)	Count
Fire Incidents	18
Haz Mat Incidents	21
Medical Incidents	2090
Other Emergencies	44
Tech Rescue Incidents	6
Non-Emergency Calls	985
<b>Total</b>	<b>3164</b>

Year	Station SDZ Calls	Station Responses	Station Availability
2012	3125	2094	67.01 %
2013	2987	2043	68.40 %
2014	3085	2188	70.92 %
2015	3332	2728	81.87 %
2016	3164	2654	83.85 %



- High Rise
- Telephone Facilities
- Government Buildings
- Hospitals
- Hazardous Materials
- Water System Locations
- School
- Natural Gas Facilities
- High Fire Flow
- Communications Towers
- International Bridges
- EP Electric Facilities
- Major Assembly

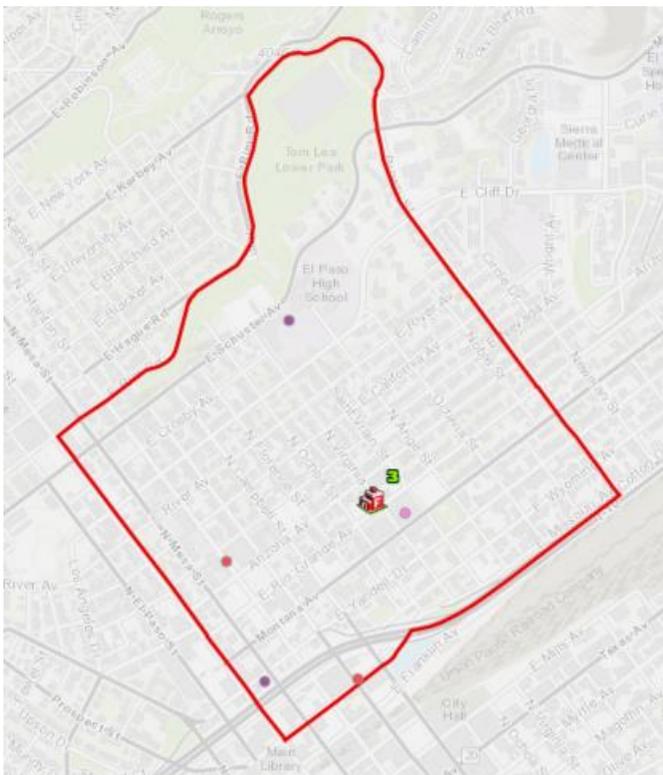
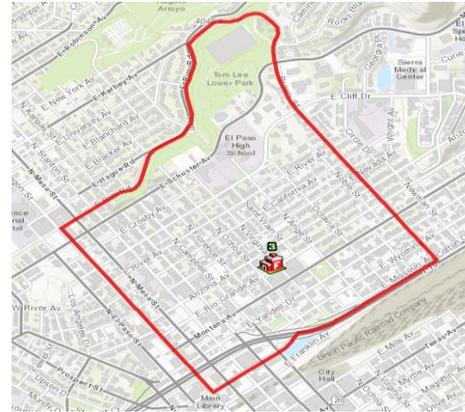
1st Unit Responses into SDZ (FY2016)	
Station	Responses
1	2417
9	389
11	161
3	49
4	16
10	15
5	8
8	5
31	4

### Fire Station 3 Demand Zone

Fire Station 3 was built in 1930 and is located at 721 E. Rio Grande. The station has three bays and services mainly residential, recreational and some commercial areas including a hospital, schools and high rise buildings. Fire station 3 still showcases an old gas pump once used to fuel its units.

**Typical Risk: Single family homes**

**Maximum Risk: High Rise**



- High Rise
- Government Buildings
- Hazardous Materials
- School
- High Fire Flow
- International Bridges
- Major Assembly
- Telephone Facilities
- Hospitals
- Water System Locations
- Natural Gas Facilities
- Communications Towers
- EP Electric Facilities

Station Units
Pumper 3
Rescue 3
Water Rescue 3



Incidents In Demand Zone (FY2016)	Count
Fire Incidents	6
Haz Mat Incidents	20
Medical Incidents	712
Other Emergencies	16
Non-Emergency Calls	334
<b>Total</b>	<b>1088</b>

Year	Station SDZ Calls	Station Responses	Station Availability
2012	944	729	77.22 %
2013	1065	803	75.40 %
2014	1072	850	79.29 %
2015	1127	898	79.68 %
2016	1088	842	77.39 %

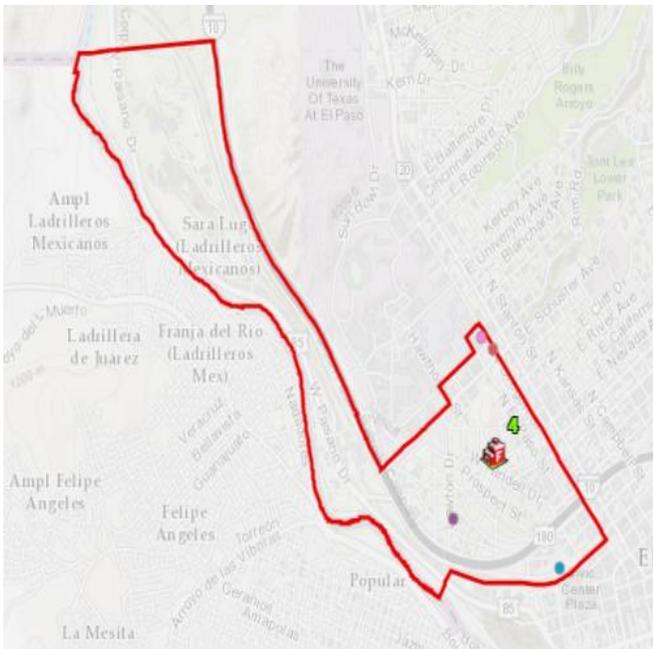
1st Unit Responses into SDZ (FY2016)	
Station	Responses
3	780
1	82
8	63
10	46
4	26
11	21
9	4
7	3
28	1

### Fire Station 4 Demand Zone

Fire station 4 was built in 1905 and is located at 1218 Randolph. The station has one bay and services homes residing in the historical Sunset Heights area, commercial areas, government buildings, a school, a high rise building and a hospital. A hay loft, hitching rail and horse nibbled windows can still be found at the station.

**Typical Risk: Single family homes**

**Maximum Risk: Hospital**



- High Rise
- Government Buildings
- Hazardous Materials
- School
- High Fire Flow
- International Bridges
- Major Assembly
- Telephone Facilities
- Hospitals
- Water System Locations
- Natural Gas Facilities
- Communications Towers
- EP Electric Facilities

Station Units
Rescue 4



Incidents In Demand Zone (FY2016)	Count
Fire Incidents	25
Haz Mat Incidents	6
Medical Incidents	424
Other Emergencies	23
Tech Rescue Incidents	4
Non-Emergency Calls	297
<b>Total</b>	<b>779</b>

Year	Station SDZ Calls	Station Responses	Station Availability *
2012	724	264	36.46 %
2013	733	309	42.16 %
2014	730	313	42.88 %
2015	817	371	45.41 %
2016	779	309	39.67 %

1st Unit Responses into SDZ (FY2016)	
Station	Responses
11	358
4	120
3	100
8	77
1	21
31	5
5	2
9	2
22	1

\* This is the only station that has an ambulance as the only unit, which tend to run more calls and stay out of service longer.

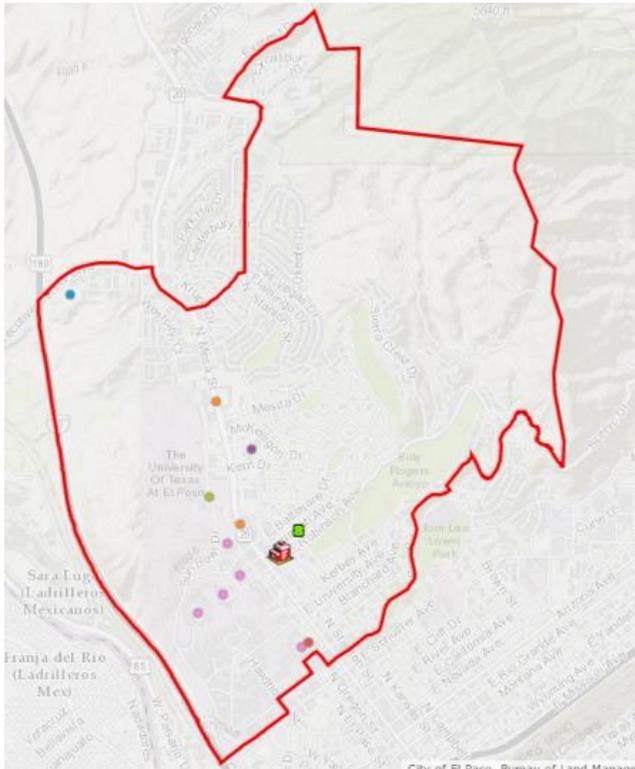
## Fire Station 8 Demand Zone

Fire station 8 was built in 1950 and is located at 301 E. Robinson. The station has one bay and services both residential and commercial areas such as shopping centers. High occupancy areas are also serviced including hospitals, nursing homes and University of Texas at El Paso (UTEP) as well as a building housing hazardous material. Fire station 8 camouflages well amongst its neighboring homes leading many to believe, at first site, it is one of the resident homes.



**Typical Risk: Single family homes**

**Maximum Risk: High occupancy buildings**



- High Rise
- Telephone Facilities
- Government Buildings
- Hospitals
- Hazardous Materials
- Water System Locations
- School
- Natural Gas Facilities
- High Fire Flow
- Communications Towers
- International Bridges
- EP Electric Facilities
- Major Assembly

Station Units
Pumper 8



Incidents In Demand Zone (FY2016)	Count
Fire Incidents	5
Haz Mat Incidents	14
Medical Incidents	932
Other Emergencies	21
Tech Rescue Incidents	2
Non-Emergency Calls	495
<b>Total</b>	<b>1469</b>

Year	Station SDZ Calls	Station Responses	Station Availability
2012	1340	984	73.43 %
2013	1336	835	62.50 %
2014	1430	854	59.72 %
2015	1430	844	59.02 %
2016	1469	895	60.93 %

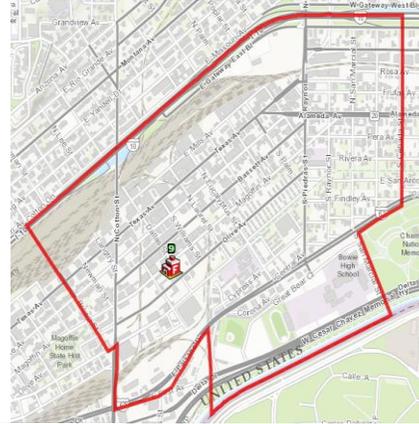
1st Unit Responses into SDZ (FY2016)	
Station	Responses
8	790
31	331
4	82
3	72
11	34
1	23
22	15
2	5
10	4

## Fire Station 9 Demand Zone

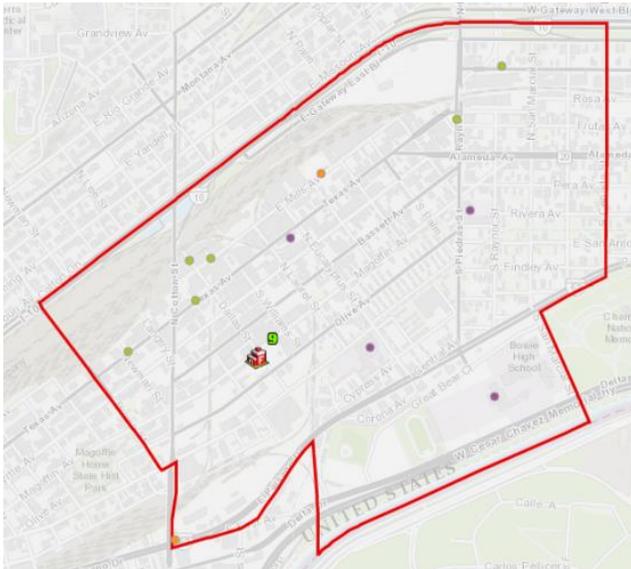
Fire station 9 was originally built in 1939, was redone in 2001, and is located at 47 Dallas. The station has 1 bay and services a heavily industrialized and commercial area consisting of buildings containing hazardous materials, several schools and a small residential area. The modernized station stands out amongst the vast warehouses that surround it. However, having been originally built in 1939, a shed used to keep horses can still be found behind the station.

**Typical Risk: Commercial warehouses**

**Maximum Risk: Industrial plant**



Station Units
Pumper 9
Rescue 9
Medic 9



- High Rise
- Telephone Facilities
- Government Buildings
- Hospitals
- Hazardous Materials
- Water System Locations
- School
- Natural Gas Facilities
- High Fire Flow
- Communications Towers
- International Bridges
- EP Electric Facilities
- Major Assembly

Incidents In Demand Zone (FY2016)	Count
Fire Incidents	21
Haz Mat Incidents	12
Medical Incidents	824
Non-Emergency Calls	352
Other Emergencies	34
Tech Rescue Incidents	2
<b>Total</b>	<b>1245</b>

Year	Station SDZ Calls	Station Responses	Station Availability
2012	1368	993	72.59 %
2013	1337	992	74.20 %
2014	1364	991	72.65 %
2015	1233	912	73.97 %
2016	1245	974	78.23 %

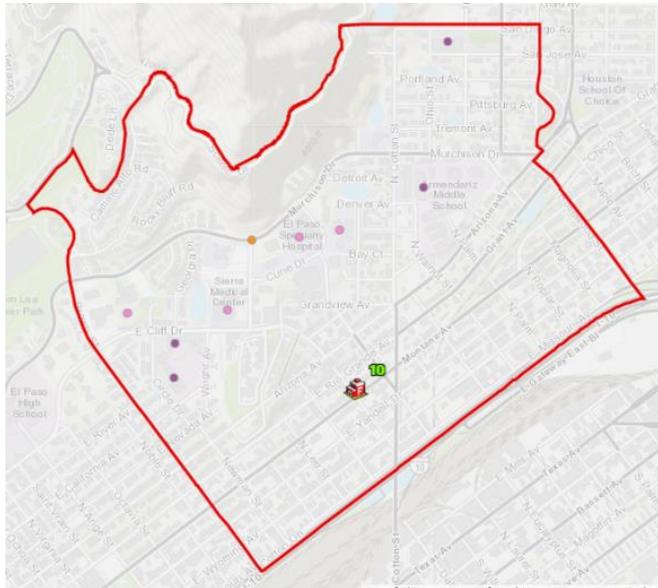
1st Unit Responses into SDZ (FY2016)	
Station	Responses
9	889
1	138
7	119
10	41
5	10
3	7
11	4
4	2
23	2

### Fire Station 10 Demand Zone

Fire station 10 was built in 1930 and is located at 1801 Montana. The station has 1 bay and services a mixture of residential, industrial and commercial areas that include strip malls, apartment complexes, warehouses and several hospitals. Pieces of the boiler can still be found in the basement as well as an old porcelain sink inside a bay closet.

**Typical Risk: Single family homes**

**Maximum Risk: General hospitals**



- High Rise
- Telephone Facilities
- Government Buildings
- Hospitals
- Hazardous Materials
- Water System Locations
- School
- Natural Gas Facilities
- High Fire Flow
- Communications Towers
- International Bridges
- EP Electric Facilities
- Major Assembly

Station Units
Pumper 10



Incidents In Demand Zone (FY2016)	Count
Fire Incidents	10
Haz Mat Incidents	16
Medical Incidents	1607
Other Emergencies	28
Tech Rescue Incidents	7
Non-Emergency Calls	485
<b>Total</b>	<b>2153</b>

Year	Station SDZ Calls	Station Responses	Station Availability
2012	1539	1071	69.59 %
2013	1622	1143	70.47 %
2014	1817	1277	70.28 %
2015	1915	1318	68.83 %
2016	2153	1534	71.25 %

1st Unit Responses into SDZ (FY2016)	
Station	Responses
10	1459
3	263
7	171
9	85
1	20
4	11
8	10
5	9
12	7

### Fire Station 11 Demand Zone

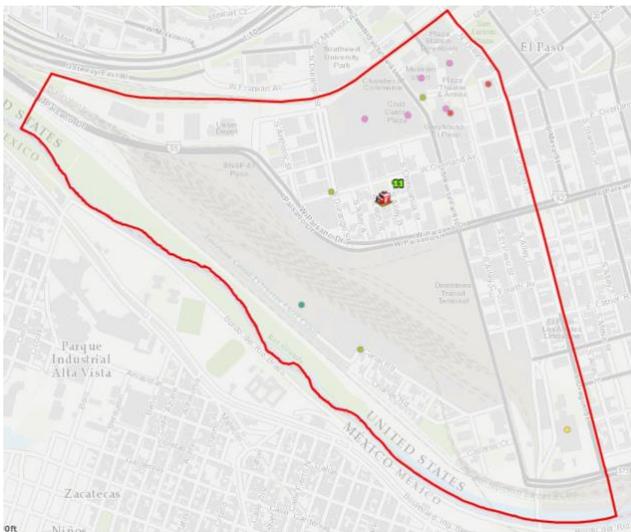
Fire station 11 was built in 1999 and is located at 314 S. Leon. The station has 3 bays and services residential, commercial and industrial areas. The areas include buildings that house hazardous materials, an international bridge, high rise, as well as government and major assembly buildings. The station's surrounding area also showcases the Firefighter's Memorial Park.

**Typical Risk: Multistory commercial**

**Maximum Risk: Major assembly buildings**



Station Units
Pumper 11
Ladder 11
Special Rescue 11



- High Rise
- Telephone Facilities
- Government Buildings
- Hospitals
- Hazardous Materials
- Water System Locations
- School
- Natural Gas Facilities
- High Fire Flow
- Communications Towers
- International Bridges
- EP Electric Facilities
- Major Assembly

Incidents In Demand Zone (FY2016)	Count
Fire Incidents	10
Haz Mat Incidents	10
Medical Incidents	1387
Non-Emergency Calls	486
Other Emergencies	16
Tech Rescue Incidents	4
<b>Total</b>	<b>1913</b>

Year	Station SDZ Calls	Station Responses	Station Availability
2012	1652	1355	82.02 %
2013	1672	1400	83.73 %
2014	1645	1402	85.23 %
2015	1843	1590	86.27 %
2016	1913	1666	87.09 %

1st Unit Responses into SDZ (FY2016)	
Station	Responses
11	1563
1	173
4	64
3	18
9	8
8	7
5	4
15	3
13	2

## Battalion 2

Battalion 2 covers the west side of El Paso, an area largely isolated from the rest of the city by the Franklin Mountain range. The northern end of this area is largely undeveloped and extends to the New Mexico state line. Major industrial parks lie to the northern end also. The main entrance to Franklin Mountain State Park lies on Transmountain Blvd, which connects this area to Northeast El Paso. Interstate 10 and Mesa Avenue are the major thoroughfares in this area. The Rio Grande plays a major role in shaping the character of Battalion 2's area, with the area around the river referred to as the Upper Valley.

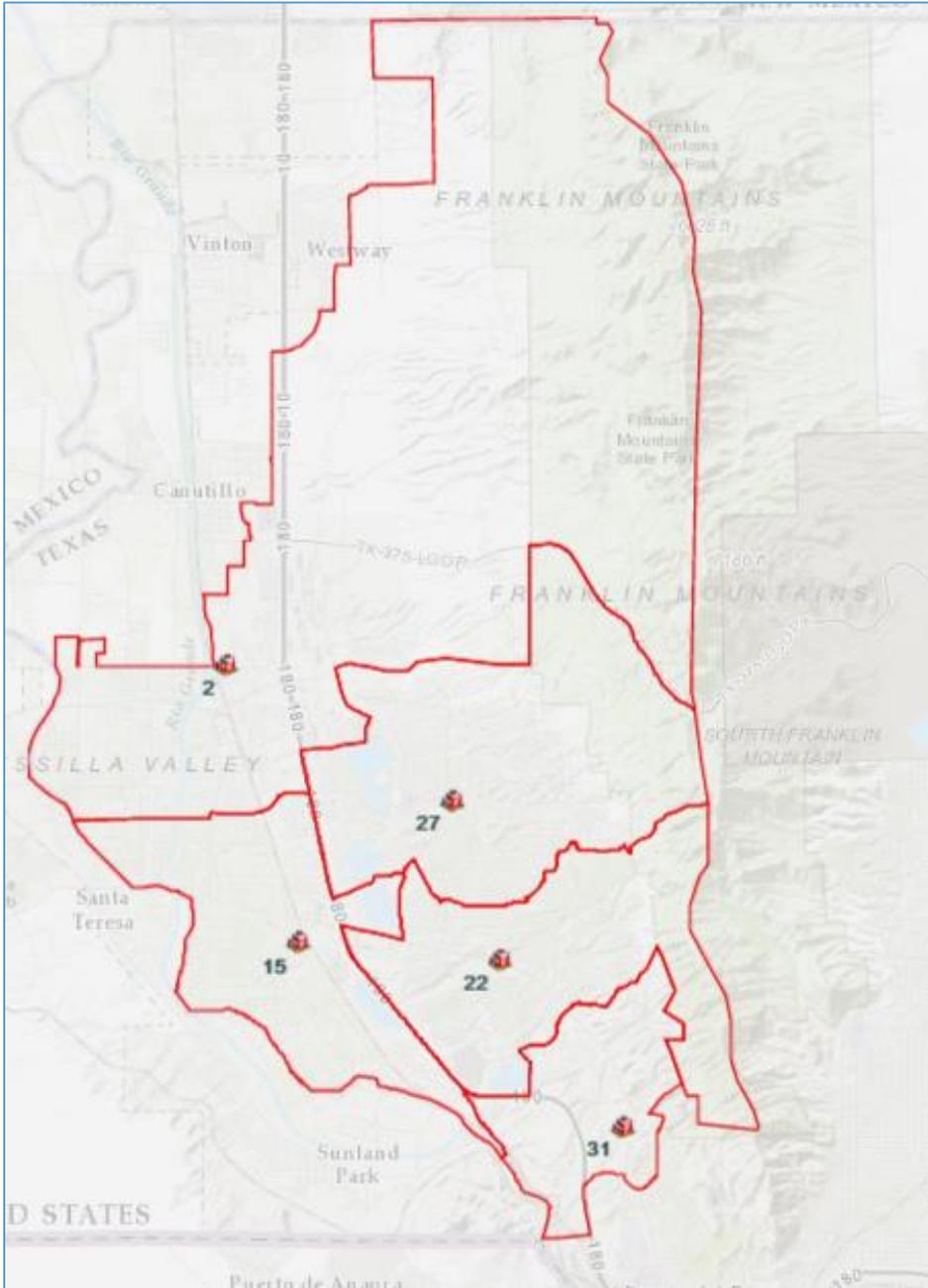


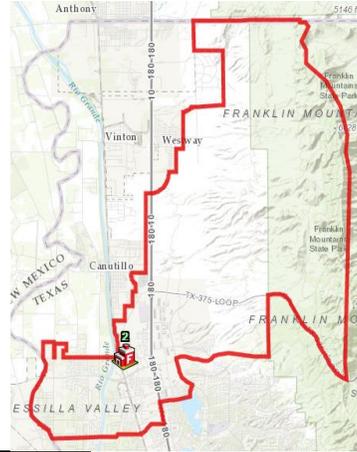
Figure 20 - Battalion 2 Station Demand Zones

### Fire Station 2 Demand Zone

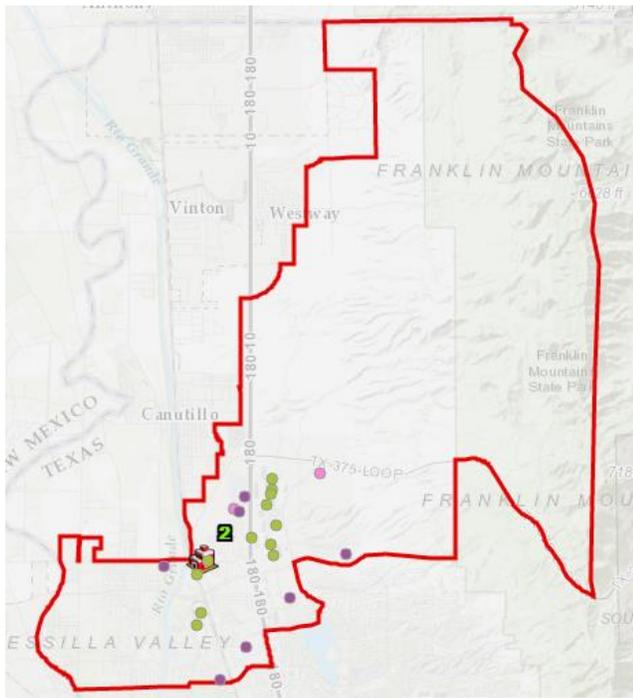
Fire station 2 was built in 1999 and is located at 111 E. Borderland. The station has 3 bays and services residential, commercial and industrial areas. The areas consist of schools, warehouses, an outdoor outlet mall, and several buildings housing hazardous materials.

**Typical Risk: Single family homes**

**Maximum Risk: Industrial plants, high pile warehouse**



Station Units
Pumper 2
Rescue 2
Attack 2



- High Rise
- Government Buildings
- Hazardous Materials
- School
- High Fire Flow
- International Bridges
- Major Assembly
- Telephone Facilities
- Hospitals
- Water System Locations
- Natural Gas Facilities
- Communications Towers
- EP Electric Facilities

Incidents In Demand Zone (FY2016)	Count
Fire Incidents	17
Haz Mat Incidents	24
Medical Incidents	1212
Non-Emergency Calls	577
Other Emergencies	59
Tech Rescue Incidents	11
<b>Total</b>	<b>1900</b>

Year	Station SDZ Calls	Station Responses	Station Availability
2012	1357	1076	79.29 %
2013	1401	1112	79.37 %
2014	1494	1193	79.85 %
2015	1684	1355	80.46 %
2016	1900	1509	79.42 %

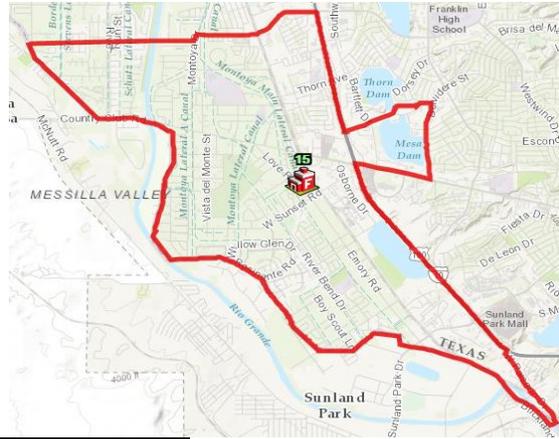
1st Unit Responses into SDZ (FY2016)	
Station	Responses
2	1430
27	168
15	156
22	19
21	6
31	3
75	1
5	1
3	1

## Fire Station 15 Demand Zone

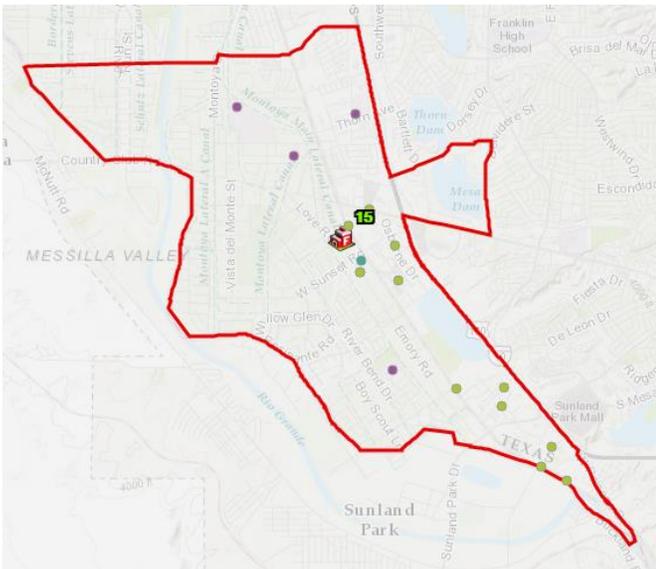
Fire Station 15 was built in 1960 and is located at 115 Shorty Lane. The station has 2 bays and services a vast residential area as well as an industrial one that makes up roughly 25% of their total coverage area. The industrial section introduces buildings containing hazardous materials, there are also several schools and a government building. The station surroundings include a park in front and a wildlife refuge behind the station.

**Typical Risk:** Single family homes

**Maximum Risk:** Industrial plant, high pile warehouses



Station Units
Pumper 15
Pumper 51



- High Rise
- Government Buildings
- Hazardous Materials
- School
- High Fire Flow
- International Bridges
- Major Assembly
- Telephone Facilities
- Hospitals
- Water System Locations
- Natural Gas Facilities
- Communications Towers
- EP Electric Facilities

Incidents In Demand Zone (FY2016)	Count
Fire Incidents	17
Haz Mat Incidents	30
Medical Incidents	1360
Non-Emergency Calls	715
Other Emergencies	54
Tech Rescue Incidents	2
<b>Total</b>	<b>2178</b>

Year	Station SDZ Calls	Station Responses	Station Availability
2012	1709	1382	80.87 %
2013	1832	1419	77.46 %
2014	2186	1567	71.68 %
2015	2113	1519	71.89 %
2016	2178	1584	72.73 %

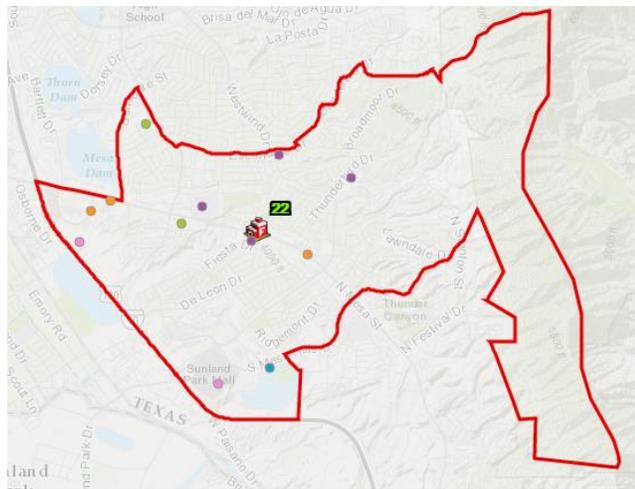
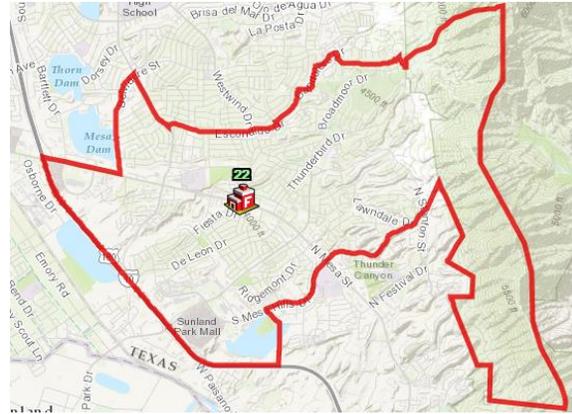
1st Unit Responses into SDZ (FY2016)	
Station	Responses
15	1500
22	303
2	139
27	82
31	11
11	3
8	1
5	1
4	1

### Fire Station 22 Demand Zone

Fire Station 22 was built in 1960 and is located at 6500 N. Mesa. The station has 3 bays and services residential and commercial areas. The areas include a government building, several schools, major assembly buildings and buildings containing hazardous materials.

**Typical Risk: Single family homes**

**Maximum Risk: Large shopping**



- High Rise
- Government Buildings
- Hazardous Materials
- School
- High Fire Flow
- International Bridges
- Major Assembly
- Telephone Facilities
- Hospitals
- Water System Locations
- Natural Gas Facilities
- Communications Towers
- EP Electric Facilities

Station Units
Battalion 2
Pumper 22
Ladder 22
Rescue 22
Medic 22



Incidents In Demand Zone (FY2016)	Count
Fire Incidents	18
Haz Mat Incidents	53
Medical Incidents	2023
Non-Emergency Calls	1131
Other Emergencies	64
Tech Rescue Incidents	9
<b>Total</b>	<b>2167</b>

Year	Station SDZ Calls	Station Responses	Station Availability
2012	3162	2500	79.06 %
2013	3078	2442	79.34 %
2014	2986	2460	82.38 %
2015	3260	2729	83.71 %
2016	3298	2734	82.90 %

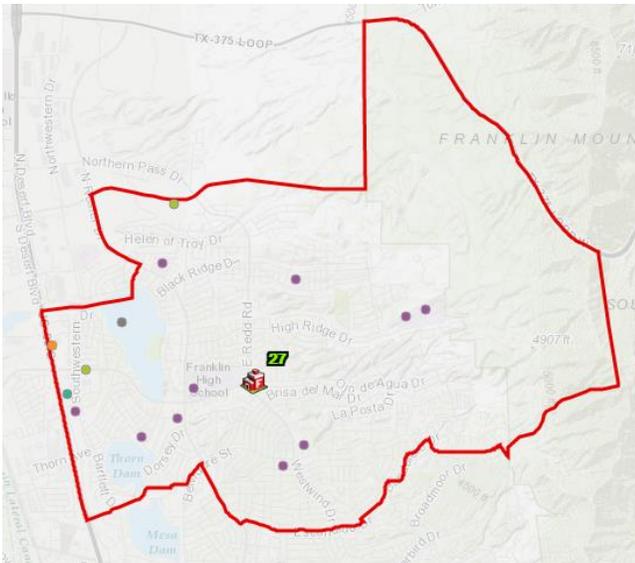
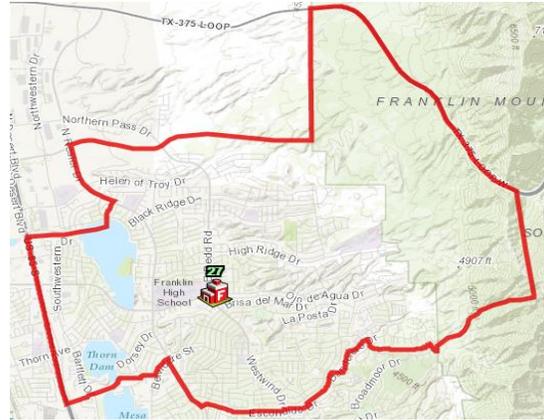
1st Unit Responses into SDZ (FY2016)	
Station	Responses
22	2589
15	289
31	110
27	92
2	16
8	10
10	4
3	3
18	1

### Fire Station 27 Demand Zone

Fire Station 27 was built in 2000 and is located at 6767 Ojo de Agua. The station has 3 bays and services both residential and commercial areas that include several schools, government buildings, nursing homes and a significant population of alzheimers sufferers. This station is one of the few that offers individual bedrooms for crew members.

**Typical Risk: Single family homes**

**Maximum Risk: High pile warehouse**



- High Rise
- Government Buildings
- Hazardous Materials
- School
- High Fire Flow
- International Bridges
- Major Assembly
- Telephone Facilities
- Hospitals
- Water System Locations
- Natural Gas Facilities
- Communications Towers
- EP Electric Facilities

Station Units
Pumper 27
Rescue 27



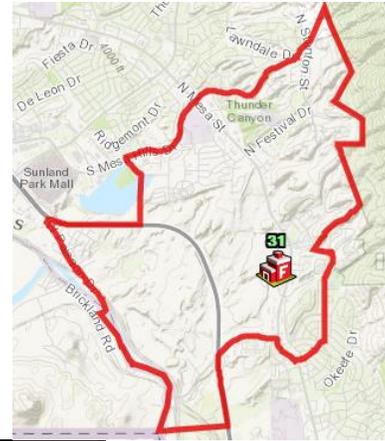
Incidents In Demand Zone (FY2016)	Count
Fire Incidents	19
Haz Mat Incidents	28
Medical Incidents	1287
Non-Emergency Calls	729
Other Emergencies	45
Tech Rescue Incidents	4
<b>Total</b>	<b>2112</b>

Year	Station SDZ Calls	Station Responses	Station Availability
2012	1783	1348	75.60 %
2013	1855	1405	75.74 %
2014	2007	1609	80.17 %
2015	2061	1657	80.40 %
2016	2112	1676	79.36 %

1st Unit Responses into SDZ (FY2016)	
Station	Responses
27	1626
22	200
2	90
15	66
31	7
8	3
20	2
16	1
13	1

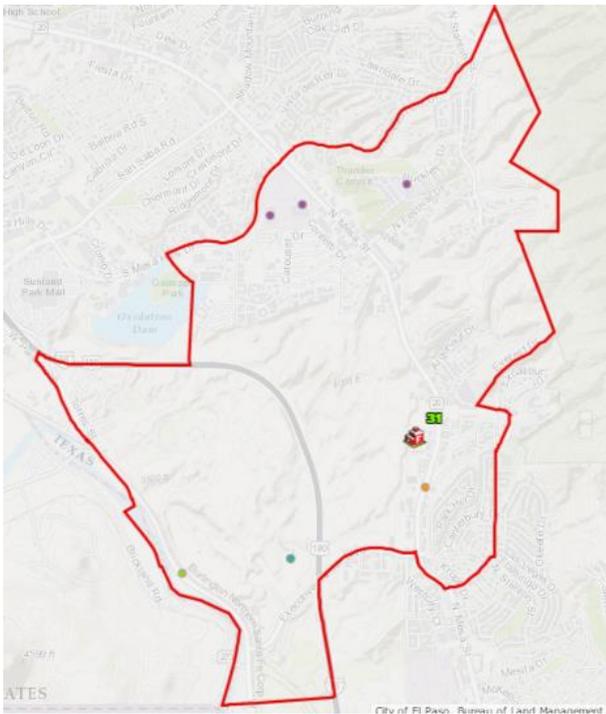
### Fire Station 31 Demand Zone

Fire Station 31 was built in 2012 and is located at 122 Mesa Park. The station has 2 bays with one large enough to fit two units and services both residential and commercial areas. There are several schools under their coverage, apartment complexes, government buildings, and at least one building containing hazardous materials. This station is among the few that offer individual bedrooms to its crew members.



**Typical Risk: Single family homes**

**Maximum Risk: Apartments, schools**



- High Rise
- Telephone Facilities
- Government Buildings
- Hospitals
- Hazardous Materials
- Water System Locations
- School
- Natural Gas Facilities
- High Fire Flow
- Communications Towers
- International Bridges
- EP Electric Facilities
- Major Assembly

Station Units
Quint 31
Rescue 31
ROC 31



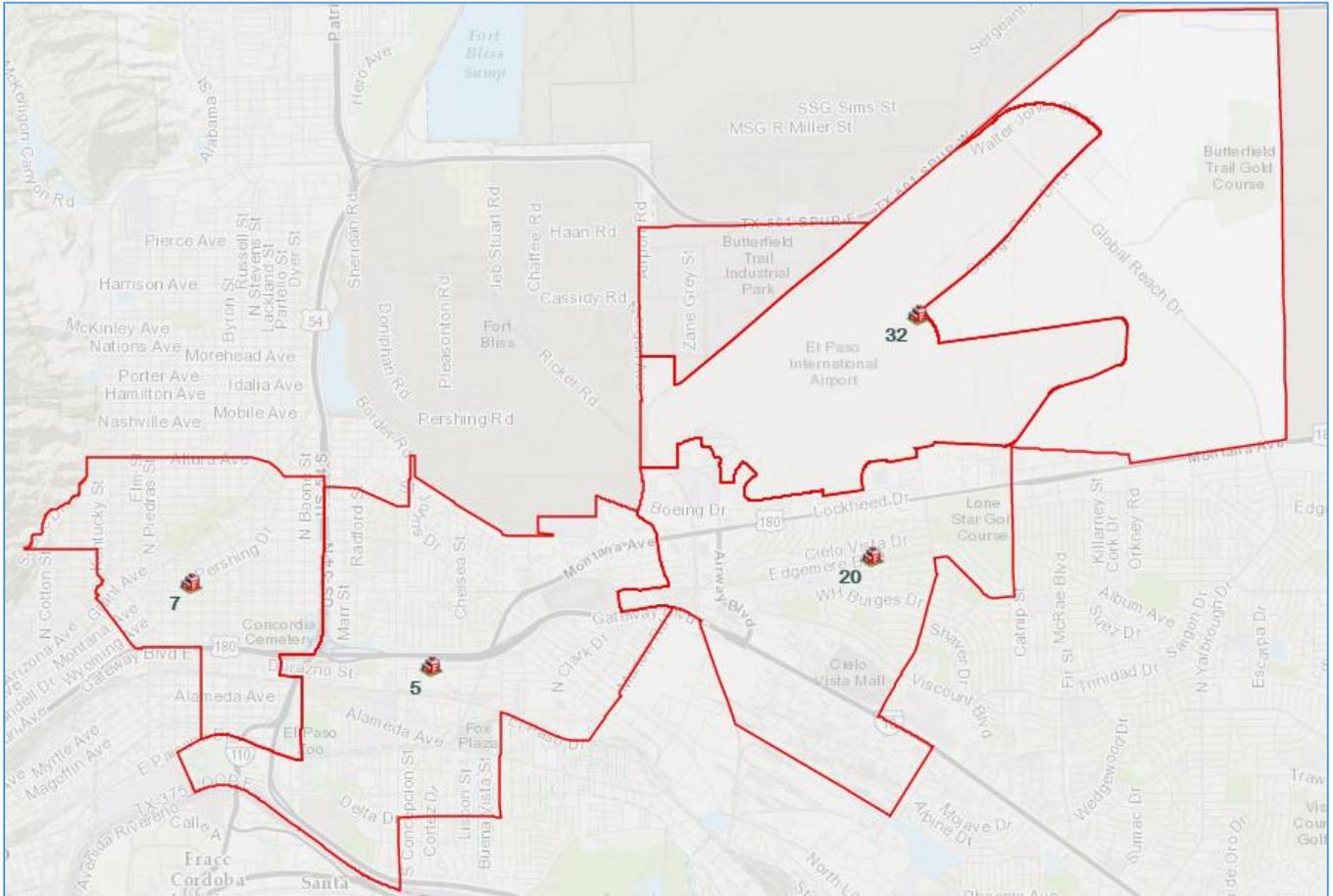
Incidents In Demand Zone (FY2016)	Count
Fire Incidents	19
Haz Mat Incidents	19
Medical Incidents	831
Non-Emergency Calls	390
Other Emergencies	29
Tech Rescue Incidents	3
<b>Total</b>	<b>1291</b>

Year	Station SDZ Calls	Station Responses	Station Availability
2012	Not in service		
2013	1190	583	48.99 %
2014	1126	782	69.45 %
2015	1237	905	73.16 %
2016	1291	923	71.49 %

1st Unit Responses into SDZ (FY2016)	
Station	Responses
31	853
22	237
8	78
11	26
3	12
4	9
15	7
1	4
27	3

**Battalion 3**

Battalion 3's area contains an international bridge, two major refineries, and the El Paso International Airport. The Texas Tech University Medical School, University Medical Center, and El Paso Children's Hospital form a large complex in the center of the area. The El Paso Zoo and Colliseum event center also are centrally located in Battalion 3's area. This area adjoins Fort Bliss to the North and Mexico to the South. Two of the city's largest shopping complexes, Cielo Vista and Bassett malls, also lie in this area. The major throughfares are Interstate 10 and Montana Avenue.



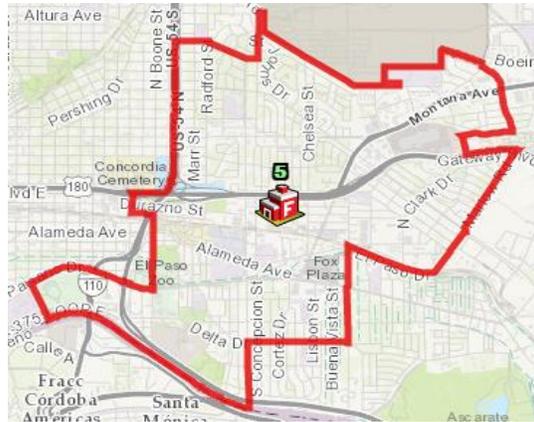
**Figure 21 - Battalion Station Demand Zones**

### Fire Station 5 Demand Zone

Fire Station 5 had a new location built that went in service in 2014 and is located at 400 Revere St. The new station combined stations 5 and 13, two crews from Central Fire Station and the Battalion Chief from Station 7. The station has 7 bays and services residential, commercial and industrial properties including UMC, Western Refinery, a water treatment plant, Texas Tech Medical School, city government health department buildings, area schools and Bassett Place Mall. This station houses crew members trained and certified in ARFF, water, mountain and rope rescue. Station 5 is also home to the hazmat taskforce that responds to hazmat situations not only throughout El Paso but in nearby cities as well.

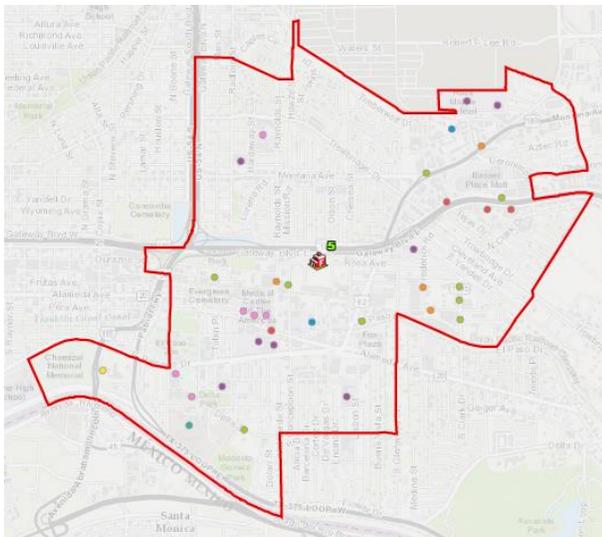
**Typical Risk: Single family homes**

**Maximum Risk: General Hospitals, water treatment plant**



Station Units
Battalion 3
Pumper 5
Ladder 5
Pumper 13
Rescue 5
Hazmat 1
Squad 1
Ebola Response Unit

Incidents In Demand Zone (FY2016)	Count
Fire Incidents	37
Haz Mat Incidents	42
Medical Incidents	3128
Non-Emergency Calls	1533
Other Emergencies	90
Tech Rescue Incidents	15
<b>Total</b>	<b>4845</b>



- High Rise
- Telephone Facilities
- Government Buildings
- Hospitals
- Hazardous Materials
- Water System Locations
- School
- Natural Gas Facilities
- High Fire Flow
- Communications Towers
- International Bridges
- EP Electric Facilities
- Major Assembly

Year	Station SDZ Calls	Station Responses	Station Availability
2012	4145	1627	39.25 %
2013	4157	2148	51.67 %
2014	4326	2230	51.55 %
2015	4614	3014	65.32 %
2016	4845	3289	67.88 %

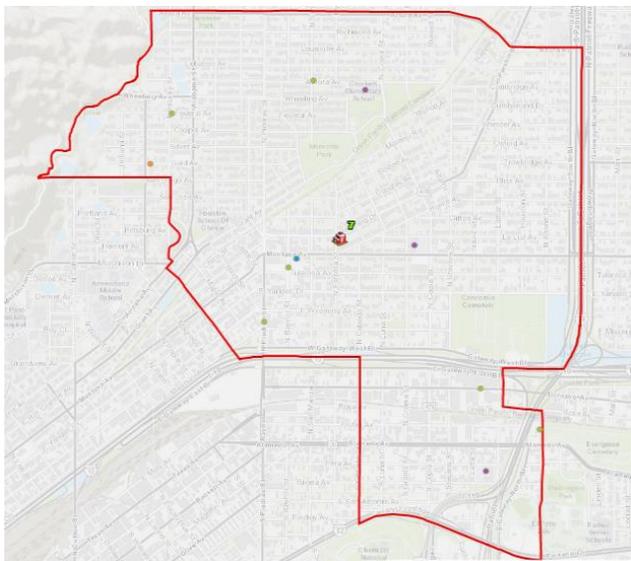
1st Unit Responses into SDZ (FY2016)	
Station	Responses
5	2900
13	762
9	399
14	218
7	186
20	64
1	62
12	25
10	7

### Fire Station 7 Demand Zone

Fire Station 7 was built in 1950 and is located at 3200 Pershing. The station has 3 bays and services both industrial and residential areas that include the Manhattan Heights Historical District, in-home nursing homes, several schools, a government building and a few buildings containing hazardous materials. The station was initially a converted home with only 1 bay.

**Typical Risk: Single family homes**

**Maximum Risk: Industrial plant**



- High Rise
- Government Buildings
- Hazardous Materials
- School
- High Fire Flow
- International Bridges
- Major Assembly
- Telephone Facilities
- Hospitals
- Water System Locations
- Natural Gas Facilities
- Communications Towers
- EP Electric Facilities

Station Units
Pumper 7
Quint 7
Rescue 7



Incidents In Demand Zone (FY2016)	Count
Fire Incidents	18
Haz Mat Incidents	41
Medical Incidents	1539
Non-Emergency Calls	710
Other Emergencies	46
Tech Rescue Incidents	1
<b>Total</b>	<b>2355</b>

Year	Station SDZ Calls	Station Responses	Station Availability
2012	2212	1554	70.25 %
2013	2222	1565	70.43 %
2014	2323	1685	72.54 %
2015	2242	1716	76.54 %
2016	2355	1872	79.49 %

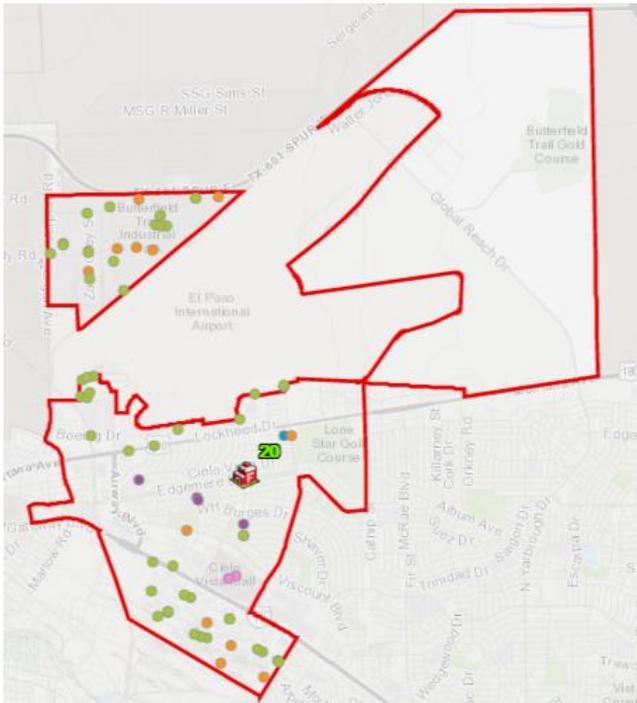
1st Unit Responses into SDZ (FY2016)	
Station	Responses
7	1792
12	152
5	142
9	83
10	48
13	26
3	10
14	4
1	3

### Fire Station 20 Demand Zone

Fire Station 20 was built in 1960 and is located at 8301 Edgemere. The station has 2 bays and services residential, commercial and industrial areas that include several schools, government buildings, buildings containing hazardous materials. The coverage area also surrounds the Airport area.

**Typical Risk: Single family homes**

**Maximum Risk: Airport**



- High Rise
- Government Buildings
- Hazardous Materials
- School
- High Fire Flow
- International Bridges
- Major Assembly
- Telephone Facilities
- Hospitals
- Water System Locations
- Natural Gas Facilities
- Communications Towers
- EP Electric Facilities

Station Units
Pumper 20
Quint 20
Rescue 20
Rehab 20



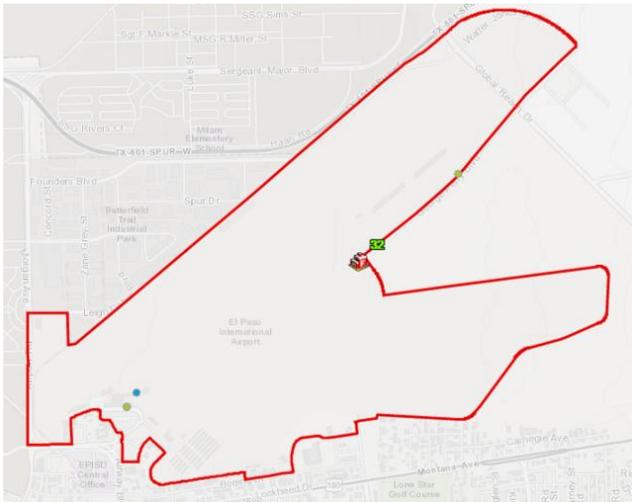
Incidents In Demand Zone (FY2016)	Count
ARFF Incidents	2
Fire Incidents	13
Haz Mat Incidents	31
Medical Incidents	1651
Non-Emergency Calls	1026
Other Emergencies	59
Tech Rescue Incidents	2
<b>Total</b>	<b>2784</b>

Year	Station SDZ Calls	Station Responses	Station Availability
2012	2540	1949	76.73 %
2013	2884	2194	76.07 %
2014	2829	2097	74.13 %
2015	2748	2152	78.31 %
2016	2784	2096	75.29 %

1st Unit Responses into SDZ (FY2016)	
Station	Responses
20	1985
5	179
19	96
13	65
0	48
32	34
12	32
25	11
18	9

### Fire Station 32 Demand Zone

Fire Station 32, also known as ARFF, was built in 1992 and is located at 101 George Perry. The station has 5 bays, a rescue that responds to outside districts and units that respond to hazmat situations as well. The main responsibility of the ARFF unit is to respond in the event of a plane crash, fuel spills, medical emergencies and standbys for refueling if a plane has an unambulatory patient aboard. All ARFF crew members are aircraft certified and they are the only fire department members able to enter an aircraft on fire. The ARFF station is uniquely positioned in the middle of the airport runways.



- High Rise
- Telephone Facilities
- Government Buildings
- Hospitals
- Hazardous Materials
- Water System Locations
- School
- Natural Gas Facilities
- High Fire Flow
- Communications Towers
- International Bridges
- EP Electric Facilities
- Major Assembly

Station Units
ARFF 1
ARFF 2
ARFF 3
ARFF 4
ARFF 5
ARFF 6
Rescue 32



Incidents In Demand Zone (FY2016)	Count
ARFF Incidents	38
Haz Mat Incidents	8
Medical Incidents	118
Non-Emergency Calls	39
Other Emergencies	4
ARFF Incidents	38
<b>Total</b>	<b>207</b>

Year	Station SDZ Calls	Station Responses	Station Availability
2012	269	246	91.45 %
2013	286	260	90.91 %
2014	308	271	87.99 %
2015	254	235	92.52 %
2016	207	196	94.69 %

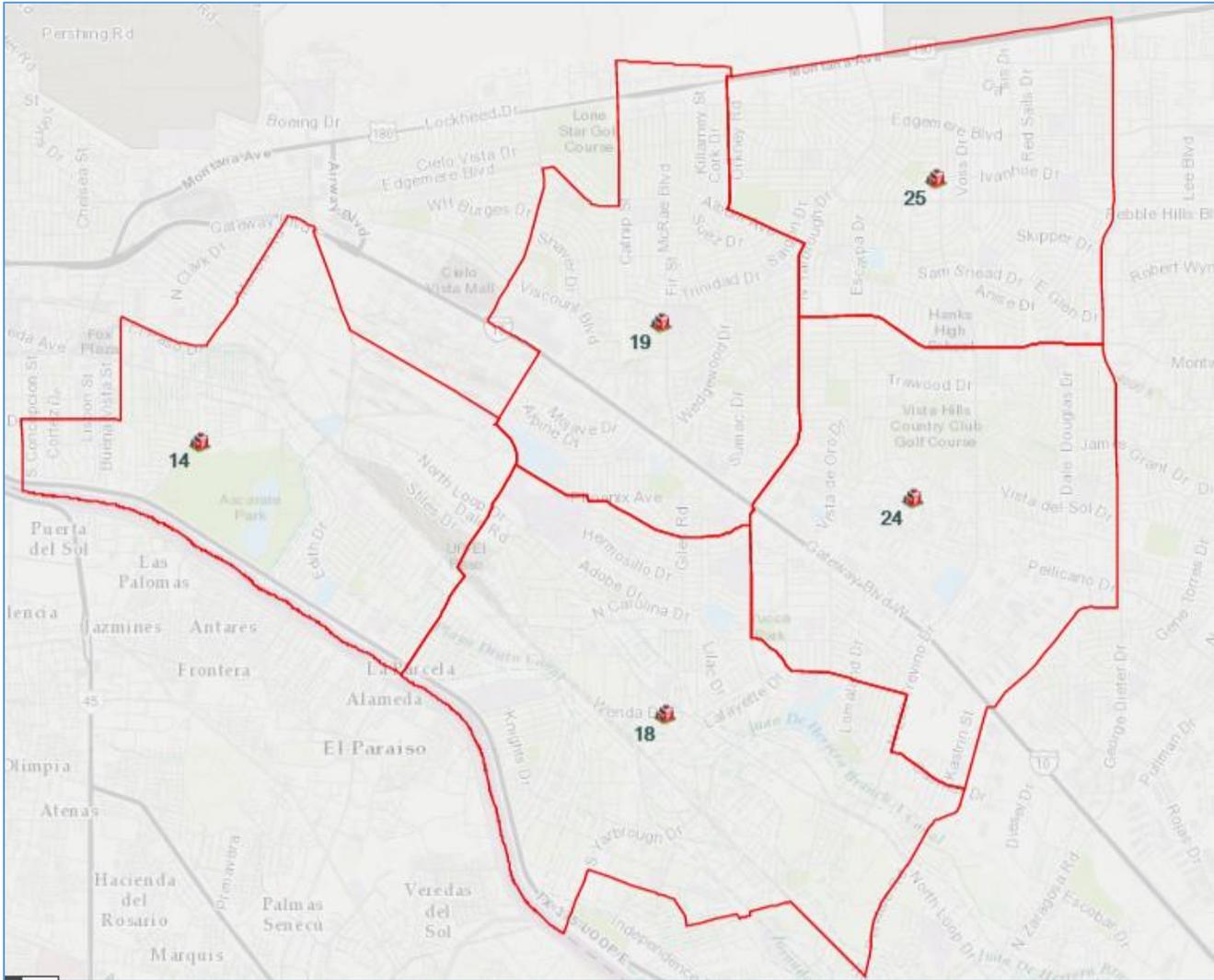
1st Unit Responses into SDZ (FY2016)	
Station	Responses
32	209
20	9
25	2
7	1
19	1



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### Battalion 4

Battalion 4 covers a large area of El Paso stretching along the Mexico border on the South to Montana Avenue to the North. This area contains large residential developments, apartment complexes and commercial and industrial facilities. This area is bisected by Interstate 10 and has several major arterial roads connecting east El Paso to this highway.



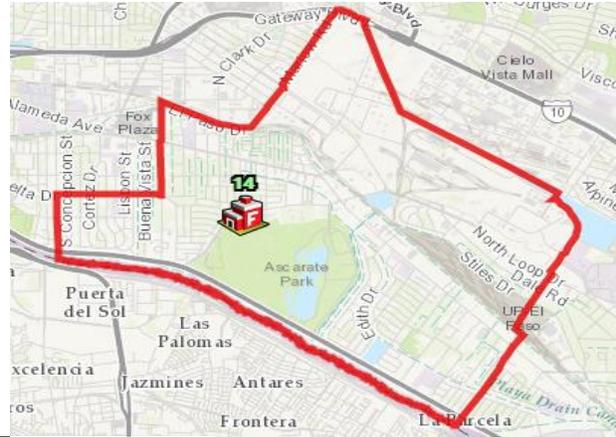
**Figure 22 - Battalion 4 Station Demand Zones**

### Fire Station 14 Demand Zone

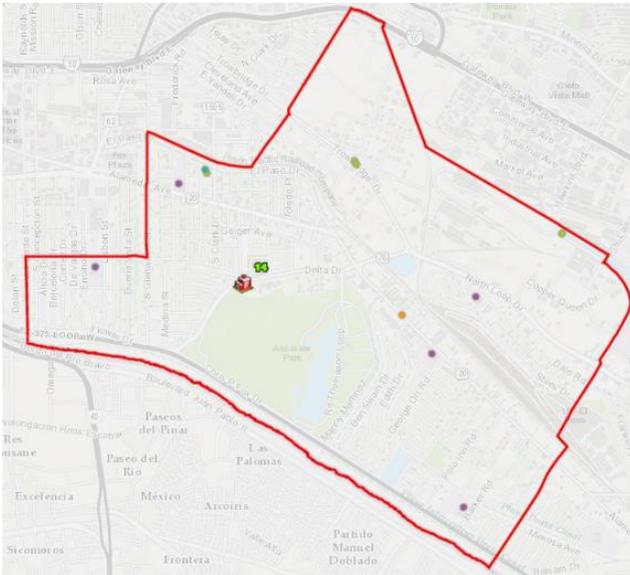
Fire Station 14 was built in 1955 and is located at 6300 Delta. The station has 2 bays and services residential, commercial and industrial areas that include schools, at least one government building, and buildings that house hazardous materials.

**Typical Risk: Single family homes**

**Maximum Risk: Refinery, copper plant**



Station Units
Pumper 14
Rescue 14



- High Rise
- Telephone Facilities
- Government Buildings
- Hospitals
- Hazardous Materials
- Water System Locations
- School
- Natural Gas Facilities
- High Fire Flow
- Communications Towers
- International Bridges
- EP Electric Facilities
- Major Assembly

Incidents In Demand Zone (FY2016)	Count
Fire Incidents	9
Haz Mat Incidents	29
Medical Incidents	1538
Non-Emergency Calls	609
Other Emergencies	43
Tech Rescue Incidents	1
<b>Total</b>	<b>2229</b>

Year	Station SDZ Calls	Station Responses	Station Availability
2012	2057	1542	74.96 %
2013	2110	1572	74.50 %
2014	2256	1740	77.13 %
2015	2068	1625	78.58 %
2016	2229	1711	76.76 %

1st Unit Responses into SDZ (FY2016)	
Station	Responses
14	1636
18	214
5	167
13	56
8	21
19	13
20	10
16	7
07	7

### Fire Station 18 Demand Zone

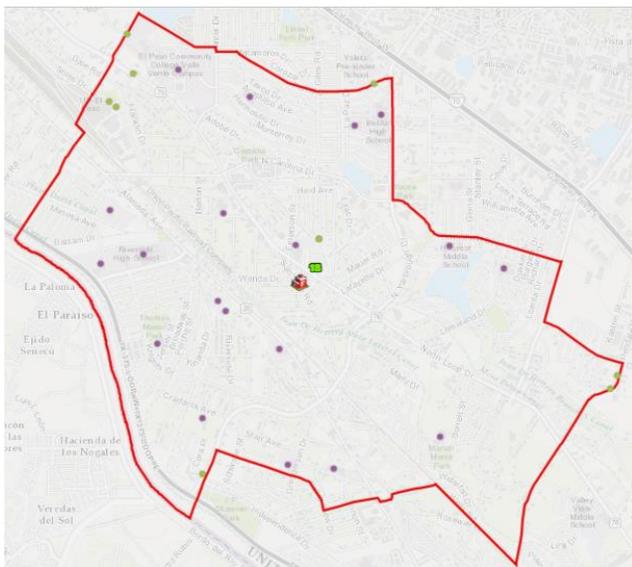
Fire Station 18 was built in 1958 and is located at 7901 San Jose. The station has 4 bays and services residential, some commercial and industrial areas that include several elementary, middle and high schools as well as El Paso Community College. The station also services buildings in the Copper Queen area that house hazardous materials. A 911 memorial statue was donated to the station by a community member and is now on display in front of the station. The station is now home to the Annual 911 Memorial.

**Typical Risk: Single family homes**

**Maximum Risk: Community college, schools**



Station Units
Pumper 18
Quint 18
Rescue 18
Medic 18



- High Rise
- Government Buildings
- Hazardous Materials
- School
- High Fire Flow
- International Bridges
- Major Assembly
- Telephone Facilities
- Hospitals
- Water System Locations
- Natural Gas Facilities
- Communications Towers
- EP Electric Facilities

Incidents In Demand Zone (FY2016)	Count
Fire Incidents	38
Haz Mat Incidents	53
Medical Incidents	2867
Non-Emergency Calls	920
Other Emergencies	91
Tech Rescue Incidents	1
<b>Total</b>	<b>3970</b>

Year	Station SDZ Calls	Station Responses	Station Availability
2012	3717	2963	79.71 %
2013	3900	3190	81.79 %
2014	3860	3092	80.10 %
2015	3886	3289	84.64 %
2016	3970	3208	80.81 %

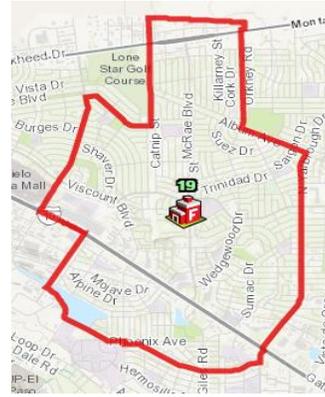
1st Unit Responses into SDZ (FY2016)	
Station	Responses
18	2953
8	284
17	213
24	204
19	93
14	49
26	18
7	10
20	3

### Fire Station 19 Demand Zone

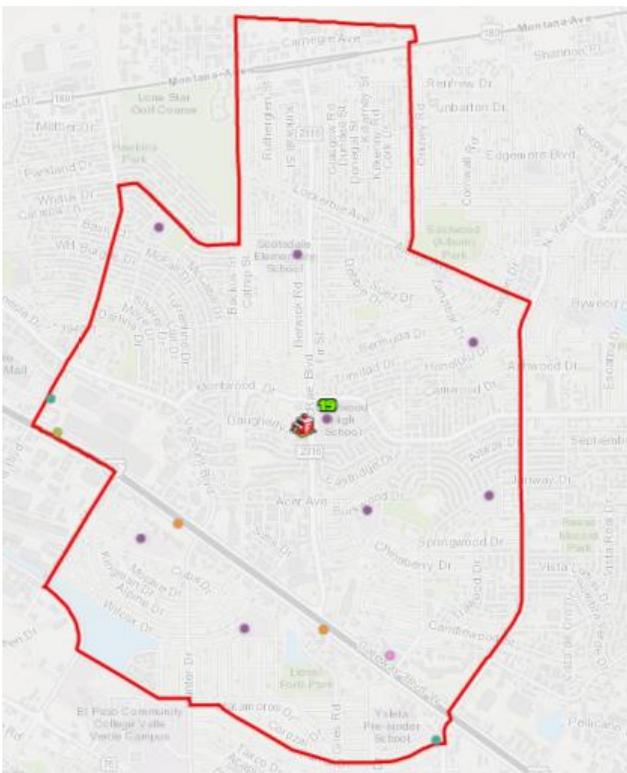
Fire Station 19 was built in 1960 and is located at 2405 McRae. The station has 1 bay and services a vast residential area featuring a large elderly population and many adult foster homes. The station’s coverage also includes several schools, a hospital, government buildings, buildings housing hazardous materials, and malls. The station showcases a large star, created by a firefighter just before his retirement, in its yard which can be seen if searching for the station through Google Maps.

**Typical Risk: Single family homes**

**Maximum Risk: General hospital**



Station Units
Pumper 19
Rescue 19



- High Rise
- Government Buildings
- Hazardous Materials
- School
- High Fire Flow
- International Bridges
- Major Assembly
- Telephone Facilities
- Hospitals
- Water System Locations
- Natural Gas Facilities
- Communications Towers
- EP Electric Facilities

Incidents In Demand Zone (FY2016)	Count
Fire Incidents	27
Haz Mat Incidents	28
Medical Incidents	2171
Non-Emergency Calls	959
Other Emergencies	60
Tech Rescue Incidents	2
<b>Total</b>	<b>3247</b>

Year	Station SDZ Calls	Station Responses	Station Availability
2012	2698	1905	70.61 %
2013	2994	2077	69.37 %
2014	2942	2067	70.26 %
2015	3121	2155	69.05 %
2016	3247	2342	72.13 %

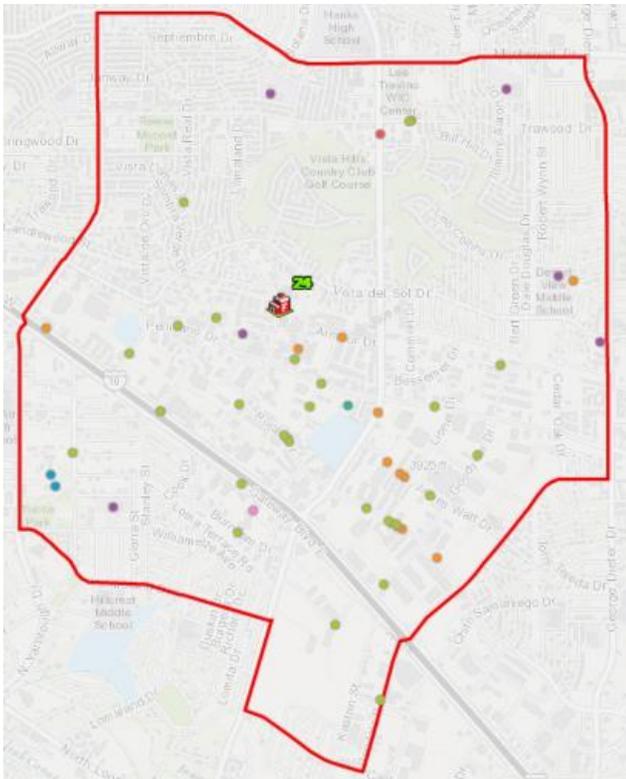
1st Unit Responses into SDZ (FY2016)	
Station	Responses
19	2179
20	427
24	268
18	97
25	72
5	18
13	7
15	5
29	5

### Fire Station 24 Demand Zone

Fire Station 24 was built in 1975 and is located at 1498 Lomaland. The station has 3 bays and services residential, commercial and industrial areas that include a few schools, government buildings, warehouses and several buildings that house hazardous materials.

**Typical risk: Single family homes**

**Maximum risk: Industrial plants, high pile warehouse**



- High Rise
- Government Buildings
- Hazardous Materials
- School
- High Fire Flow
- International Bridges
- Major Assembly
- Telephone Facilities
- Hospitals
- Water System Locations
- Natural Gas Facilities
- Communications Towers
- EP Electric Facilities

Station Units
Battalion 4
Pumper 24
Ladder 24
Rescue 24
Decon 24



Incidents In Demand Zone (FY2016)	Count
Fire Incidents	27
Haz Mat Incidents	25
Medical Incidents	2149
Non-Emergency Calls	1018
Other Emergencies	59
Tech Rescue Incidents	5
<b>Total</b>	<b>3283</b>

Year	Station SDZ Calls	Station Responses	Station Availability
2012	2902	2242	77.26 %
2013	3101	2379	76.72 %
2014	3125	2376	76.03 %
2015	3275	2558	78.11 %
2016	3283	2505	76.30 %

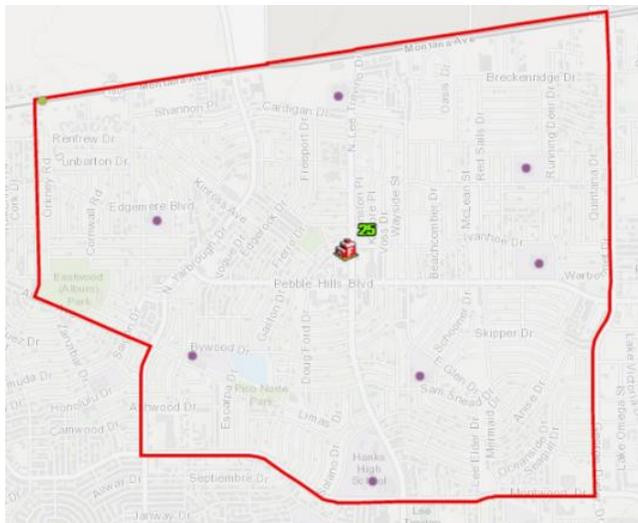
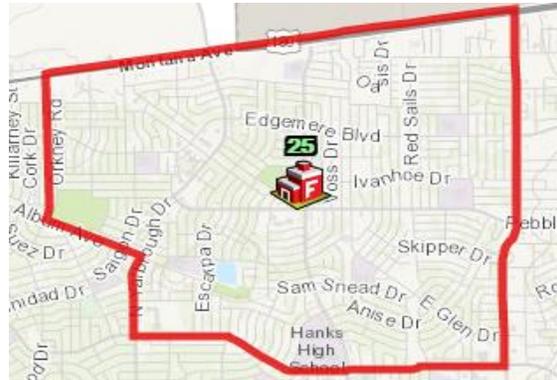
1st Unit Responses into SDZ (FY2016)	
Station	Responses
24	2423
25	192
29	169
19	164
18	112
6	10
8	9
26	8
35	7

### Fire Station 25 Demand Zone

Fire Station 25 was built in 1978 and is located at 10834 Ivanhoe. The station has 2 bays and services largely residential areas populated by several schools and apartment complexes.

**Typical Risk: Single family homes**

**Maximum Risk: Apartments, schools**



Station Units
Pumper 25
Rescue 25



Incidents In Demand Zone (FY2016)	Count
Fire Incidents	26
Haz Mat Incidents	21
Medical Incidents	2145
Non-Emergency Calls	928
Other Emergencies	60
Tech Rescue Incidents	1
<b>Total</b>	<b>3181</b>

Year	Station SDZ Calls	Station Responses	Station Availability
2012	2804	2256	80.46 %
2013	3018	2300	76.21 %
2014	3073	2344	76.28 %
2015	3430	2582	75.28 %
2016	3181	2446	76.89 %

- High Rise
- Telephone Facilities
- Government Buildings
- Hospitals
- Hazardous Materials
- Water System Locations
- School
- Natural Gas Facilities
- High Fire Flow
- Communications Towers
- International Bridges
- EP Electric Facilities
- Major Assembly

1st Unit Responses into SDZ (FY2016)	
Station	Responses
25	2352
24	283
19	197
33	132
20	73
6	13
32	6
29	4
18	3

Battalion 5

Battalion 5 lies to the Northeast area of El Paso and is mostly defined by the Franklin Mountains to the West, Fort Bliss to the East, and the New Mexico State line to the North, U.S. Highway 54 is the main throughfare, running North/South from New Mexico to Interstate 10. This area has a large military population due to its proximity to Fort Bliss. The far northern portion is relatively undeveloped and contains the area's major electrical generation plant, a tank farm, and some industrial areas. The area is a mixture of new development to the North to older residential areas to the south. Several areas of Battalion 5 are under the jurisdiction of Fort Bliss, including William Beaumont Army Medical Center and Chapin High School.

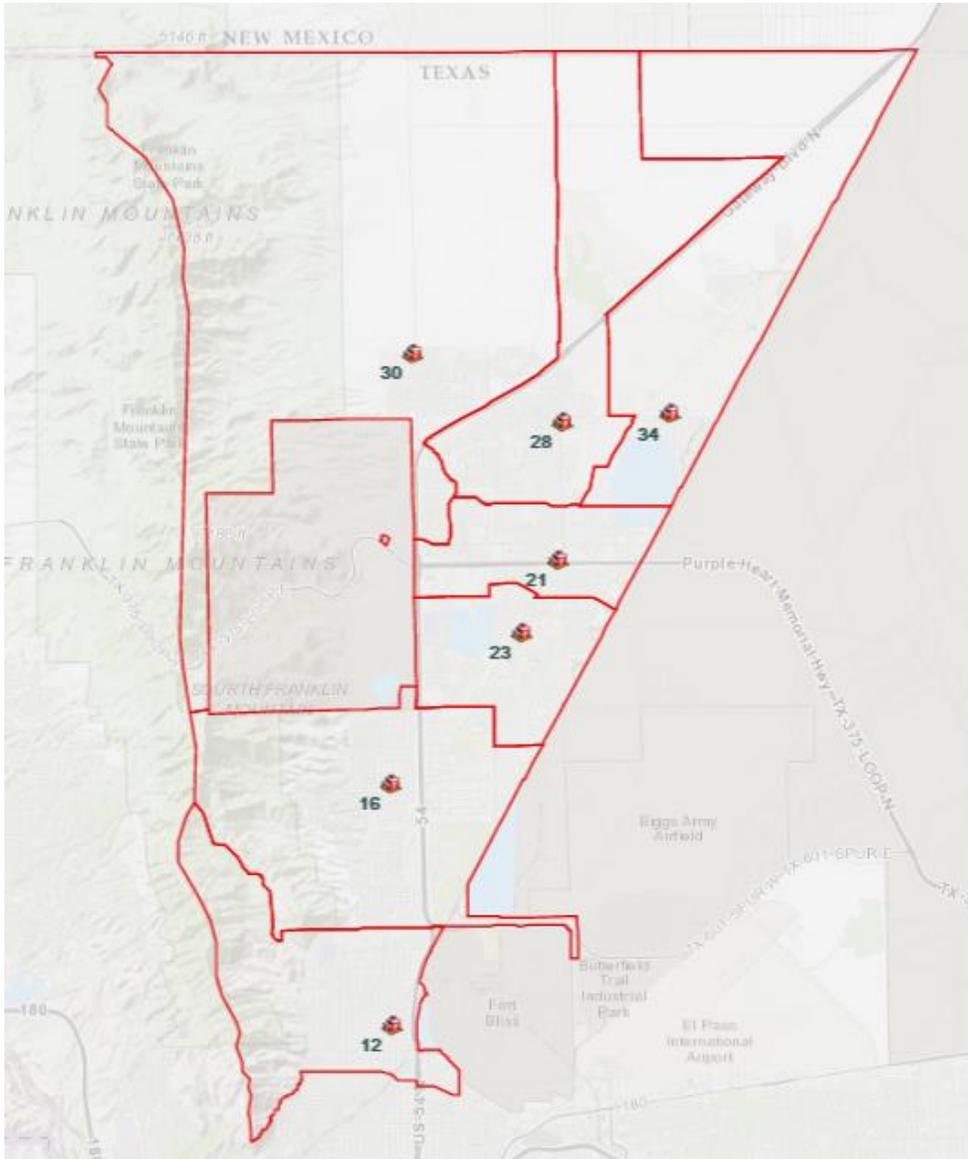


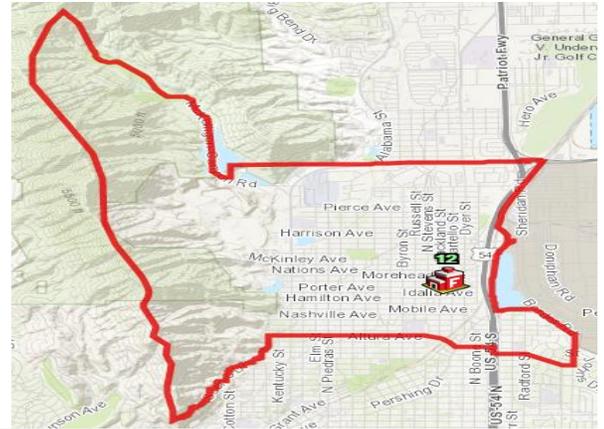
Figure 23 - Battalion 5 Station Demand Zones

### Fire Station 12 Demand Zone

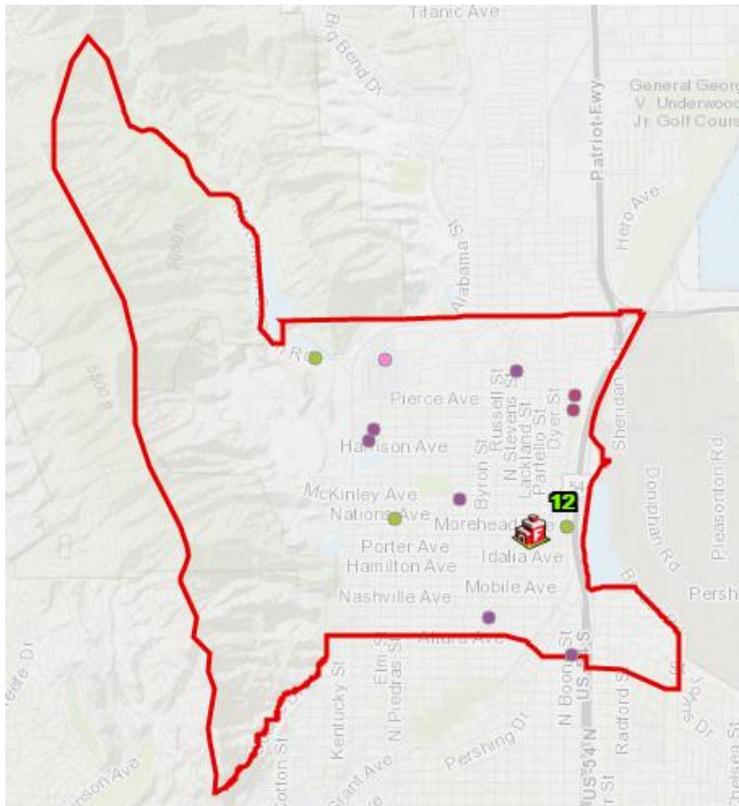
Fire Station 12 was built in 1947 and located at 3801 Fort Blvd. The station has 1 bay and services largely residential area with some commercial properties. The coverage area includes a hospital, several schools and a few buildings that house hazardous materials.

**Typical Risk: Single family homes**

**Maximum Risk: General Hospital**



Station Units
Pumper 12
Rescue 12



- High Rise
- Government Buildings
- Hazardous Materials
- School
- High Fire Flow
- International Bridges
- Major Assembly
- Telephone Facilities
- Hospitals
- Water System Locations
- Natural Gas Facilities
- Communications Towers
- EP Electric Facilities

Incidents In Demand Zone (FY2016)	Count
Fire Incidents	21
Haz Mat Incidents	22
Medical Incidents	1867
Non-Emergency Calls	705
Other Emergencies	61
Tech Rescue Incidents	10
<b>Total</b>	<b>2686</b>

Year	Station SDZ Calls	Station Responses	Station Availability
2012	2466	1933	78.39 %
2013	2659	2069	77.81 %
2014	2658	2090	78.63 %
2015	2755	2192	79.56 %
2016	2686	2122	79.00 %

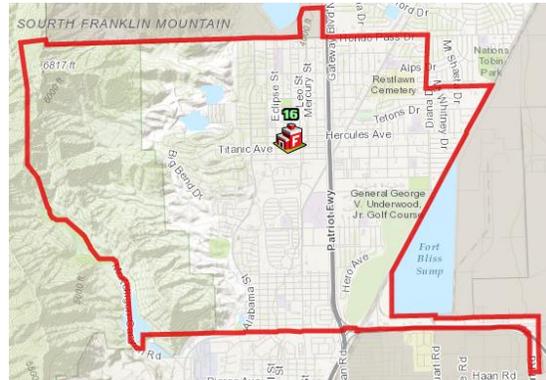
1st Unit Responses into SDZ (FY2016)	
Station	Responses
12	2027
7	390
16	89
5	44
10	15
13	13
32	9
3	4
9	3

## Fire Station 16 Demand Zone

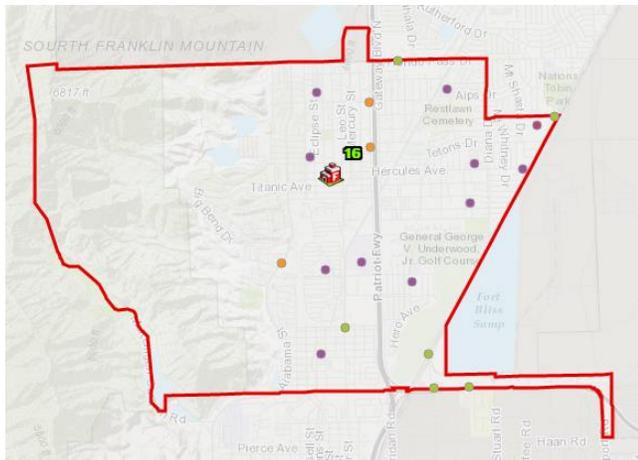
Fire Station 16 was built in 1969 and is located at 3823 Hercules. The station has 3 bays and services a primarily residential area with some commercial properties. The coverage area includes several schools, and a few buildings that house hazardous materials. The station is home to an original wooden ladder and old coins that were once found in the station.

**Typical Risk: Single family homes**

**Maximum Risk: Natural gas facility**



Station Units
Pumper 16
Quint 16
Rescue 16
Decon 16



- High Rise
- Government Buildings
- Hazardous Materials
- School
- High Fire Flow
- International Bridges
- Major Assembly
- Telephone Facilities
- Hospitals
- Water System Locations
- Natural Gas Facilities
- Communications Towers
- EP Electric Facilities

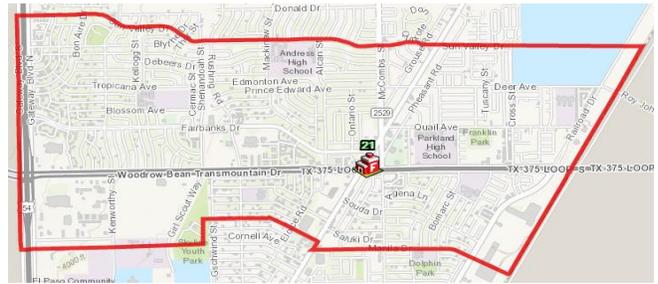
Incidents In Demand Zone (FY2016)	Count
Fire Incidents	45
Haz Mat Incidents	39
Medical Incidents	2970
Non-Emergency Calls	1137
Other Emergencies	77
Tech Rescue Incidents	5
<b>Total</b>	<b>2473</b>

Year	Station SDZ Calls	Station Responses	Station Availability
2012	3648	2839	77.82 %
2013	3792	2883	76.03 %
2014	3990	2840	71.18 %
2015	4069	3066	75.35 %
2016	4273	3302	77.28 %

1st Unit Responses into SDZ (FY2016)	
Station	Responses
16	3138
12	462
23	426
21	48
6	31
7	12
28	11
5	4
30	3

## Fire Station 21 Demand Zone

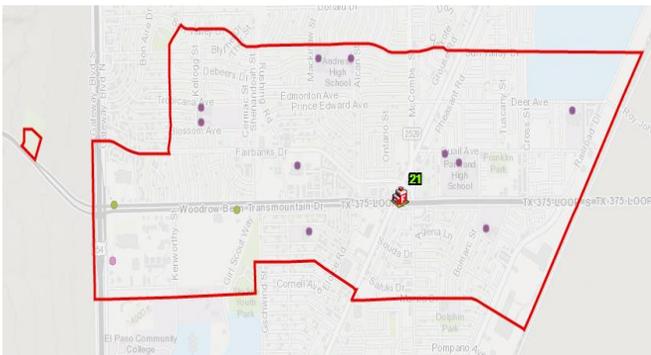
Fire Station 21 was built 1960 and is located at 10000 Dyer. The station has 2 bays and services residential, industrial and commercial areas that include Loop 375, Fort Bliss (eastbound), several schools and buildings containing hazardous materials. The station has a patch collection from around the world that is on display in their living room.



**Typical Risk: Single family homes**

**Maximum Risk: Industrial plants, high pile warehouses**

Station Units
Pumper 21
Rescue 21
Medic 21



- High Rise
- Telephone Facilities
- Government Buildings
- Hospitals
- Hazardous Materials
- Water System Locations
- School
- Natural Gas Facilities
- High Fire Flow
- Communications Towers
- International Bridges
- EP Electric Facilities
- Major Assembly

Incidents In Demand Zone (FY2016)	Count
Fire Incidents	14
Haz Mat Incidents	19
Medical Incidents	1735
Non-Emergency Calls	883
Other Emergencies	65
Tech Rescue Incidents	2
<b>Total</b>	<b>2718</b>

Year	Station SDZ Calls	Station Responses	Station Availability
2012	2708	2030	74.96 %
2013	2723	2094	76.90 %
2014	2620	2132	81.37 %
2015	2702	2174	80.46 %
2016	2718	2209	81.27 %

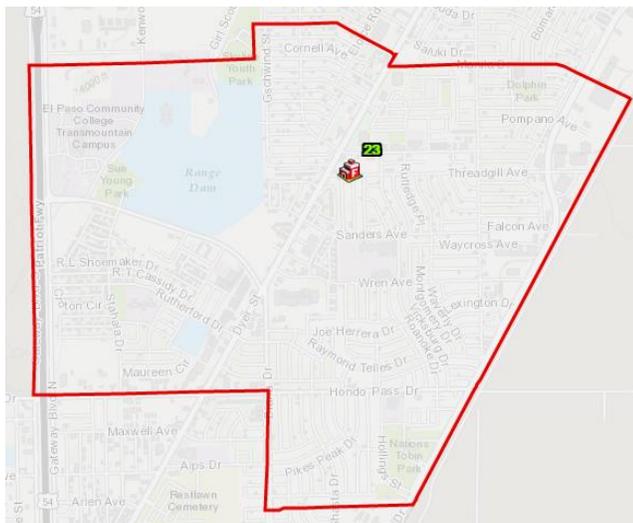
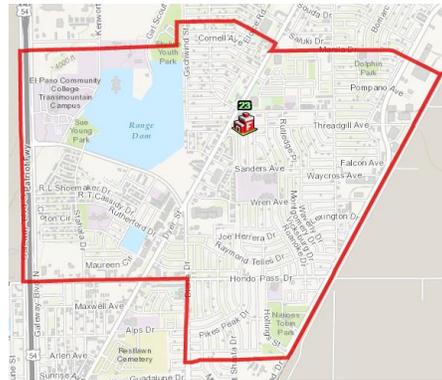
1st Unit Responses into SDZ (FY2016)	
Station	Responses
21	2118
23	256
28	132
30	49
34	34
16	32
33	8
2	3
37	2

### Fire Station 23 Demand Zone

Fire Station 23 was built in 1967 and is located at 5315 Threadgill. The station has three bays and services residential, commercial and industrial areas that include schools, Newman Electrical, Kinder Morgan and Cohen Stadium.

**Typical Risk: Single family home**

**Maximum Risk: Industrial plants, high pile warehouses**



- High Rise
- Government Buildings
- Hazardous Materials
- School
- High Fire Flow
- International Bridges
- Major Assembly
- Telephone Facilities
- Hospitals
- Water System Locations
- Natural Gas Facilities
- Communications Towers
- EP Electric Facilities

Station Units
Battalion 5
Pumper 23
Rescue 23



Incidents In Demand Zone (FY2016)	Count
Fire Incidents	26
Haz Mat Incidents	30
Medical Incidents	1886
Non-Emergency Calls	793
Other Emergencies	59
Tech Rescue Incidents	1
<b>Total</b>	<b>2795</b>

Year	Station SDZ Calls	Station Responses	Station Availability
2012	2615	1923	73.54 %
2013	2753	2032	73.81 %
2014	2831	2037	71.95 %
2015	2845	2095	73.64 %
2016	2795	2059	73.67 %

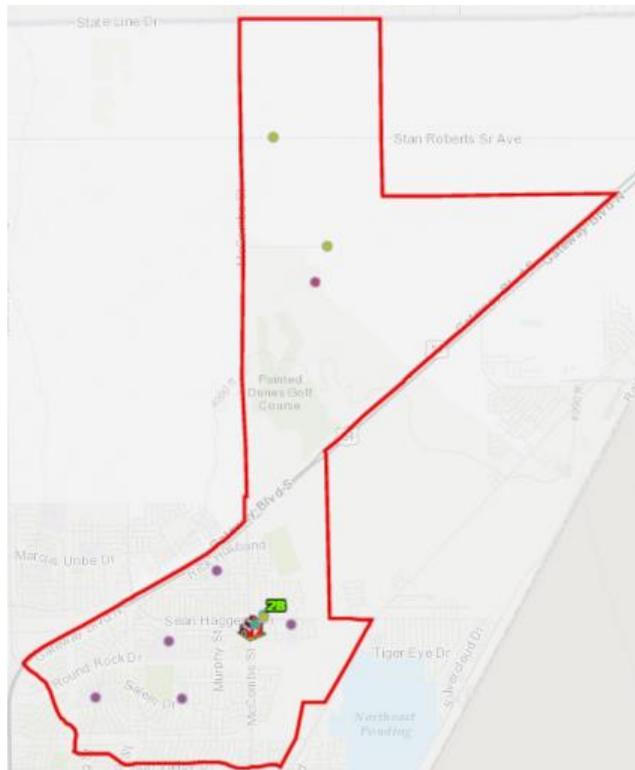
1st Unit Responses into SDZ (FY2016)	
Station	Responses
23	1942
21	516
16	199
28	22
30	11
34	9
12	4
6	3
7	2

### Fire Station 28 Demand Zone

Fire Station 28 was built in 1986 and is located at 10820 McCombs. The station has 3 bays and services residential, commercial and industrial areas including several schools, Texas Gas, Sierra Providence Northeast a water relay pump station and responds to incidents all the way up to the state line.

**Typical Risk: Single family homes**

**Maximum Risk: Industrial, schools**



- High Rise
- Government Buildings
- Hazardous Materials
- School
- High Fire Flow
- International Bridges
- Major Assembly
- Telephone Facilities
- Hospitals
- Water System Locations
- Natural Gas Facilities
- Communications Towers
- EP Electric Facilities

Station Units
Quint 28
Rescue 28



Incidents In Demand Zone (FY2016)	Count
Fire Incidents	20
Haz Mat Incidents	8
Medical Incidents	1155
Non-Emergency Calls	482
Other Emergencies	53
Fire Incidents	20
<b>Total</b>	<b>1718</b>

Year	Station SDZ Calls	Station Responses	Station Availability
2012	1487	1130	75.99 %
2013	1711	1306	76.33 %
2014	1706	1287	75.44 %
2015	1699	1214	71.45 %
2016	1718	1304	75.90 %

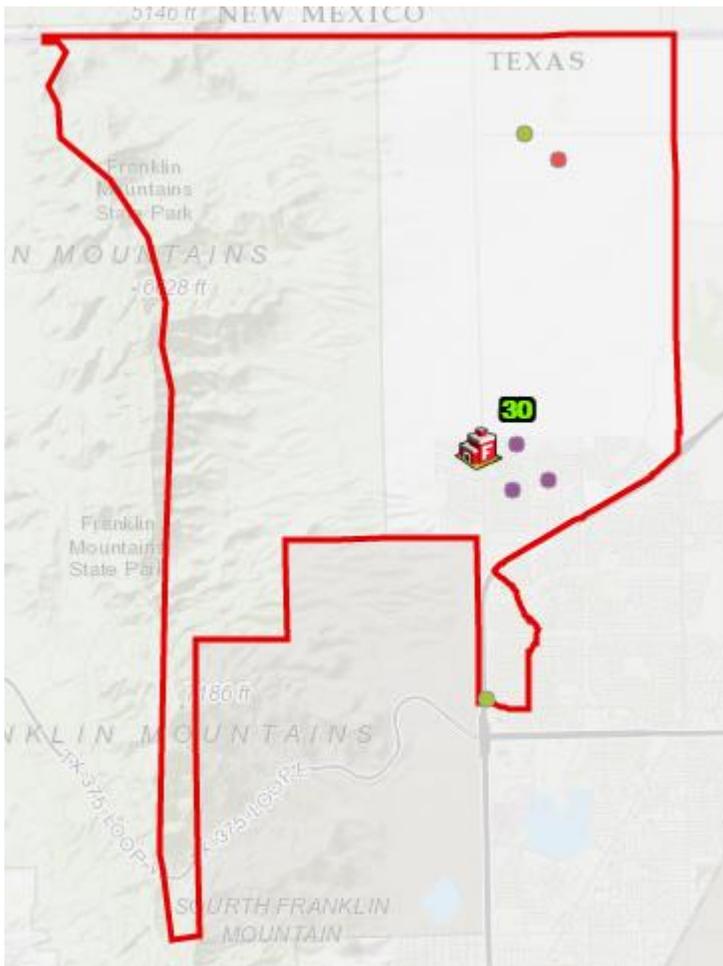
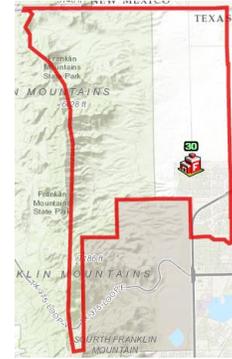
1st Unit Responses into SDZ (FY2016)	
Station	Responses
28	1190
21	277
30	154
23	17
34	15
16	7
5	2
75	1

### Fire Station 30 Demand Zone

Fire Station 30 was built in 2001 and is located at 4451 Loma Clara. The station has 3 drive through bays and services residential and commercial areas including schools, strip malls, a nursing home and an electrical plant.

**Typical Risk: Single family homes**

**Maximum Risk: Electric plant**



- High Rise
- Government Buildings
- Hazardous Materials
- School
- High Fire Flow
- International Bridges
- Major Assembly
- Telephone Facilities
- Hospitals
- Water System Locations
- Natural Gas Facilities
- Communications Towers
- EP Electric Facilities

Station Units
Pumper 30
Attack 30



Incidents In Demand Zone (FY2016)	Count
Fire Incidents	8
Haz Mat Incidents	14
Medical Incidents	793
Non-Emergency Calls	283
Other Emergencies	29
Tech Rescue Incidents	2
<b>Total</b>	<b>1129</b>

Year	Station SDZ Calls	Station Responses	Station Availability
2012	961	652	67.85 %
2013	1077	757	70.29 %
2014	1017	742	72.96 %
2015	1047	745	71.16 %
2016	1129	804	71.21 %

1st Unit Responses into SDZ (FY2016)	
Station	Responses
30	752
28	187
21	109
23	15
16	4
34	4
5	1
2	1
11	1

### Fire Station 34 Demand Zone

Fire Station 34 was built in 2006 and is located at 6565 S. Angora Loop. The station has 3 drive through bays, and services residential and industrial areas including schools, the city's largest apartment complex and several buildings housing hazardous materials. The station stands out amongst its surroundings as it is one of the newest stations built in Battalion 5.

**Typical Risk: Single family homes**

**Maximum Risk: Tank farm, industrial plant**



- High Rise
- Government Buildings
- Hazardous Materials
- School
- High Fire Flow
- International Bridges
- Major Assembly
- Telephone Facilities
- Hospitals
- Water System Locations
- Natural Gas Facilities
- Communications Towers
- EP Electric Facilities

Station Units
Pumper 34



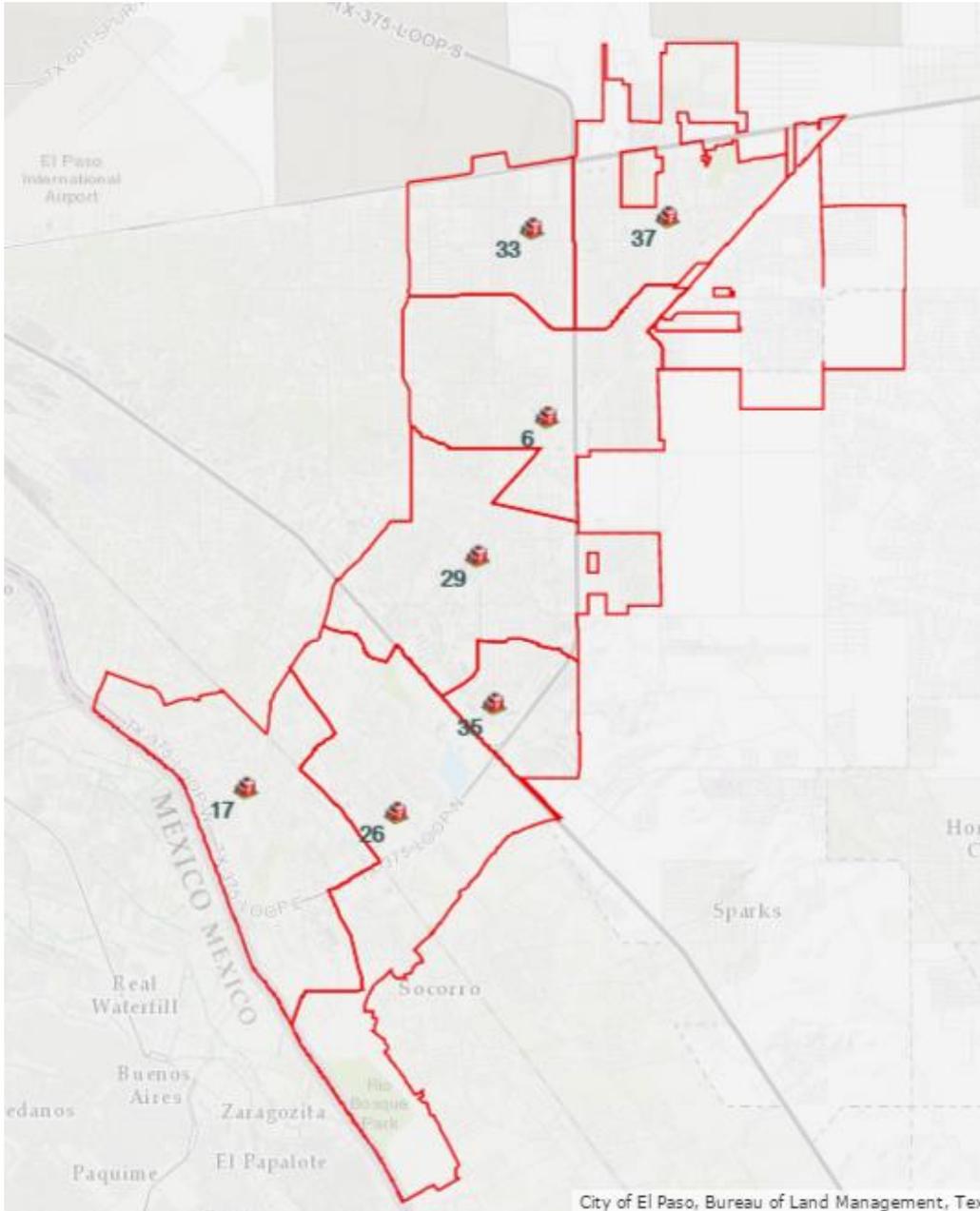
Incidents In Demand Zone (FY2016)	Count
Fire Incidents	8
Haz Mat Incidents	12
Medical Incidents	479
Non-Emergency Calls	299
Other Emergencies	16
Tech Rescue Incidents	1
<b>Total</b>	<b>815</b>

Year	Station SDZ Calls	Station Responses	Station Availability
2012	653	437	66.92 %
2013	657	428	65.14 %
2014	619	461	74.47 %
2015	673	489	72.66 %
2016	815	578	70.92 %

1st Unit Responses into SDZ (FY2016)	
Station	Responses
34	553
21	127
28	89
23	3
5	1
30	1
16	1

**Battalion 6**

Battalion 6 contains large residential and industrial areas and is the fastest growth region of El Paso. This area contains a large general hospital. The major thoroughfare is Loop 375 which connects to Northeast El Paso in the North and Border Highway in the South. The southern part of Battalion 6's territory along the Rio Grande is referred to as the Lower Valley and bounds the town of Socorro. Additionally, the Ysleta del Sur Pueblo tribal lands lies in this area. To the North lies a Texas Army National Guard armory that EPFD responds to as a result of an automatic aid agreement with Fort Bliss.



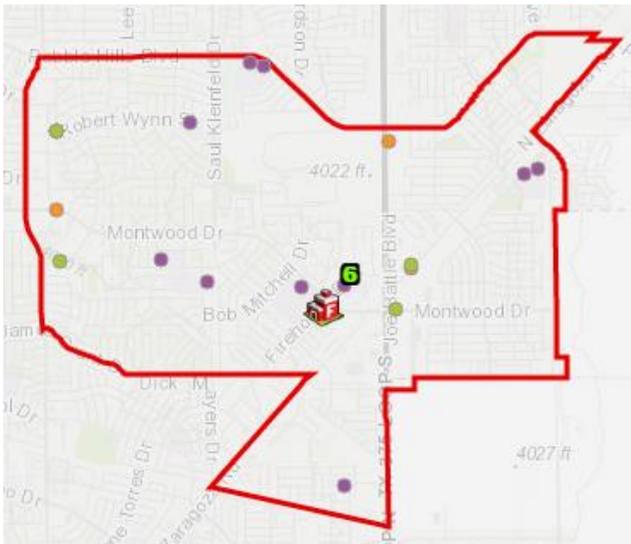
**Figure 24 - Battalion 6 Station Demand Zones**

### Fire Station 6 Demand Zone

Fire Station 6 was built in 1992 and is located at 1850 Firehouse. The station has 3 bays and services residential, commercial and industrial areas that include several schools and buildings that house hazardous materials.

**Typical Risk: Single family homes**

**Maximum Risk: high pile warehouses**



- High Rise
- Government Buildings
- Hazardous Materials
- School
- High Fire Flow
- International Bridges
- Major Assembly
- Telephone Facilities
- Hospitals
- Water System Locations
- Natural Gas Facilities
- Communications Towers
- EP Electric Facilities

Station Units
Pumper 6
Rescue 6



Incidents In Demand Zone (FY2016)	Count
Fire Incidents	16
Haz Mat Incidents	22
Medical Incidents	1900
Non-Emergency Calls	868
Other Emergencies	69
Fire Incidents	16
<b>Total</b>	<b>2875</b>

Year	Station SDZ Calls	Station Responses	Station Availability
2012	2518	1701	67.55 %
2013	2621	1711	65.28 %
2014	2653	1747	65.85 %
2015	2714	1831	67.46 %
2016	2875	2014	70.05 %

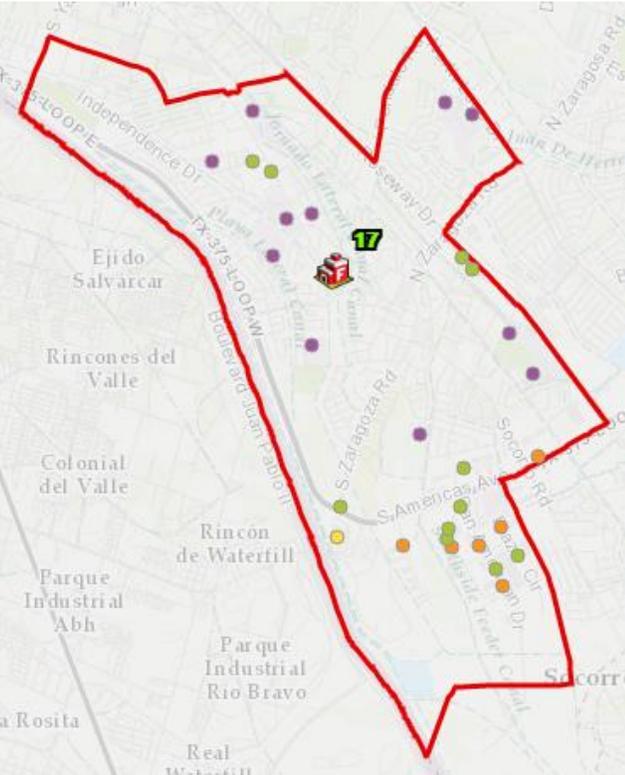
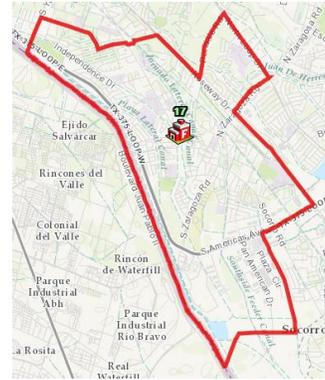
1st Unit Responses into SDZ (FY2016)	
Station	Responses
6	1914
33	314
29	238
25	144
37	78
24	43
35	13
7	3
26	2

### Fire Station 17 Demand Zone

Fire Station 17 was built in 1958 and is located at 8803 Alameda. The station has 2 bays and services residential and some commercial areas including apartment complexes, several schools, a gas depot and the Ysleta Port of Entry. The station still showcases its original plaque marking the initial year it was opened.

**Typical Risk: Single family homes**

**Maximum Risk: International bridge**



- High Rise
- Government Buildings
- Hazardous Materials
- School
- High Fire Flow
- International Bridges
- Major Assembly
- Telephone Facilities
- Hospitals
- Water System Locations
- Natural Gas Facilities
- Communications Towers
- EP Electric Facilities

Station Units
Pumper 17
Quint 17
Rescue 17



Incidents In Demand Zone (FY2016)	Count
Fire Incidents	16
Haz Mat Incidents	21
Medical Incidents	2189
Non-Emergency Calls	778
Other Emergencies	42
Tech Rescue Incidents	2
<b>Total</b>	<b>3048</b>

Year	Station SDZ Calls	Station Responses	Station Availability
2012	2660	2204	82.86 %
2013	3002	2495	83.11 %
2014	3110	2599	83.57 %
2015	2920	2508	85.89 %
2016	3048	2515	82.51 %

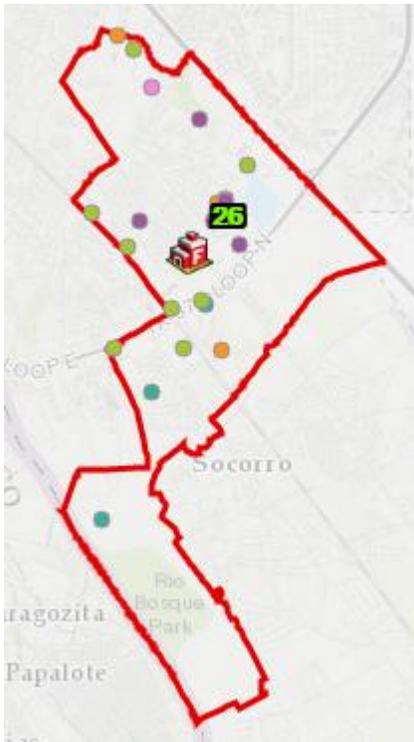
1st Unit Responses into SDZ (FY2016)	
Station	Responses
17	2373
26	345
7	140
18	74
35	7
8	7
6	3
5	1
33	1

Fire Station 26 Demand Zone

Fire Station 26 was built in 1980 and is located at 9418 North Loop. The station has 2 bays and services a largely residential area, as well as a commercial and industrial area including shopping centers, several schools, government buildings and buildings containing hazardous materials.

**Typical Risk: Single family homes**

**Maximum Risk: Industrial plants, high pile warehouses**



- High Rise
- Government Buildings
- Hazardous Materials
- School
- High Fire Flow
- International Bridges
- Major Assembly
- Telephone Facilities
- Hospitals
- Water System Locations
- Natural Gas Facilities
- Communications Towers
- EP Electric Facilities

Station Units
Pumper 26
Rescue 26
Attack 26



Incidents In Demand Zone (FY2016)	Count
Fire Incidents	12
Haz Mat Incidents	17
Medical Incidents	1587
Non-Emergency Calls	502
Other Emergencies	43
Tech Rescue Incidents	3
<b>Total</b>	<b>2164</b>

Year	Station SDZ Calls	Station Responses	Station Availability
2012	1775	1395	78.59 %
2013	2007	1525	75.98 %
2014	2166	1643	75.85 %
2015	2211	1739	78.65 %
2016	2164	1656	76.52 %

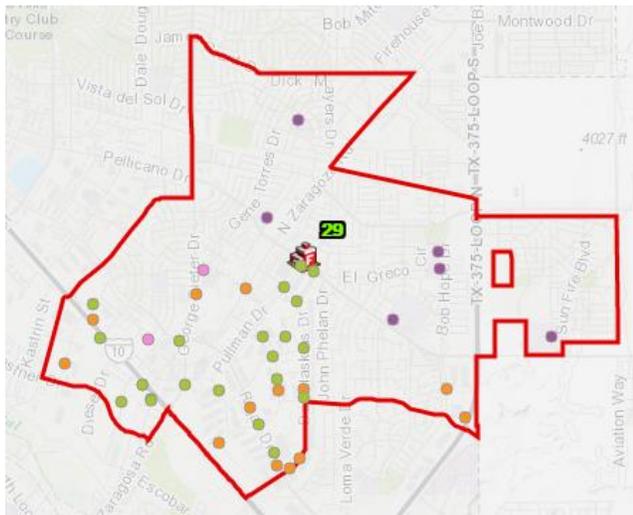
1st Unit Responses into SDZ (FY2016)	
Station	Responses
26	1581
17	198
29	175
35	73
24	20
18	15
7	10
5	5
33	1

### Fire Station 29 Demand Zone

Fire Station 29 was built in 2001 and is located at 11977 Pelicano. The station has 3 bays and services residential, commercial and industrial areas including several schools, apartment complexes, adult foster and nursing homes, hospitals, strip malls and several warehouses that contain hazardous materials. The station is amongst the top five busiest stations.

**Typical Risk: Single family homes**

**Maximum Risk: Industrial plants, high pile warehouse**



- High Rise
- Government Buildings
- Hazardous Materials
- School
- High Fire Flow
- International Bridges
- Major Assembly
- Telephone Facilities
- Hospitals
- Water System Locations
- Natural Gas Facilities
- Communications Towers
- EP Electric Facilities

Station Units
Pumper 29
Rescue 29



Incidents In Demand Zone (FY2016)	Count
Fire Incidents	22
Haz Mat Incidents	39
Medical Incidents	1987
Non-Emergency Calls	950
Other Emergencies	36
Tech Rescue Incidents	1
<b>Total</b>	<b>3035</b>

Year	Station SDZ Calls	Station Responses	Station Availability
2012	2405	1784	74.18 %
2013	2687	1978	73.61 %
2014	2758	2013	72.99 %
2015	2872	2022	70.40 %
2016	3035	2185	71.99 %

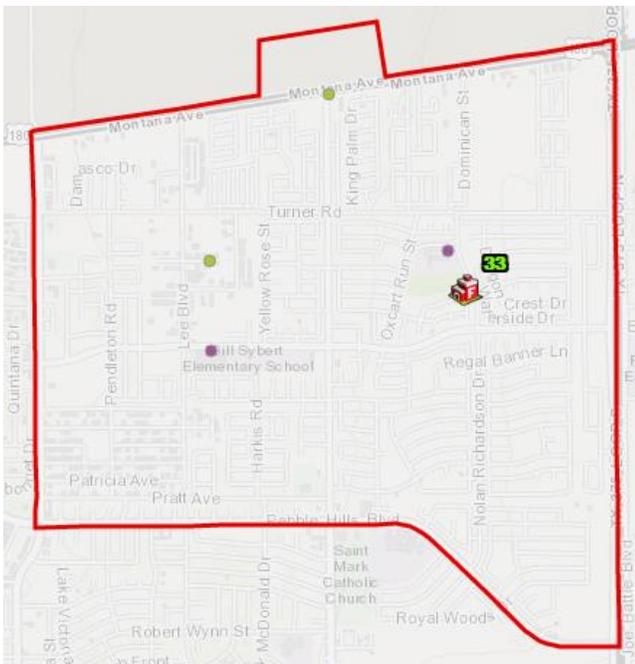
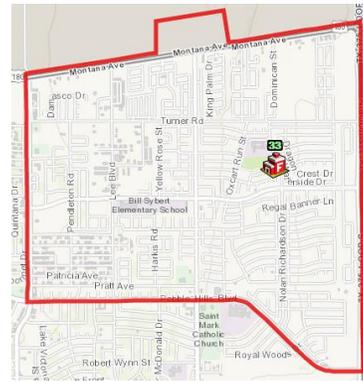
1st Unit Responses into SDZ (FY2016)	
Station	Responses
29	2024
6	300
24	240
35	199
26	42
33	14
5	12
17	8
37	5

### Fire Station 33 Demand Zone

Fire Station 33 was built in 2005 and is located at 3475 Nolan Richardson. The station has 3 bays and services a large residential area and some industrial areas including schools, warehouses with hazardous material, and hospitals.

**Typical Risk: Single family homes**

**Maximum Risk: General hospitals**



- High Rise
- Government Buildings
- Hazardous Materials
- School
- High Fire Flow
- International Bridges
- Major Assembly
- Telephone Facilities
- Hospitals
- Water System Locations
- Natural Gas Facilities
- Communications Towers
- EP Electric Facilities

Station Units
Pumper 33
Rescue 33
ROC 33



Incidents In Demand Zone (FY2016)	Count
Fire Incidents	8
Haz Mat Incidents	22
Medical Incidents	904
Non-Emergency Calls	396
Other Emergencies	24
Tech Rescue Incidents	1
<b>Total</b>	<b>1355</b>

Year	Station SDZ Calls	Station Responses	Station Availability
2012	1288	1000	77.64 %
2013	1374	1013	73.73 %
2014	1302	1021	78.42 %
2015	1357	1052	77.52 %
2016	1355	1065	78.60 %

1st Unit Responses into SDZ (FY2016)	
Station	Responses
33	1023
37	92
25	87
6	52
21	14
24	4
35	3
23	3
29	2

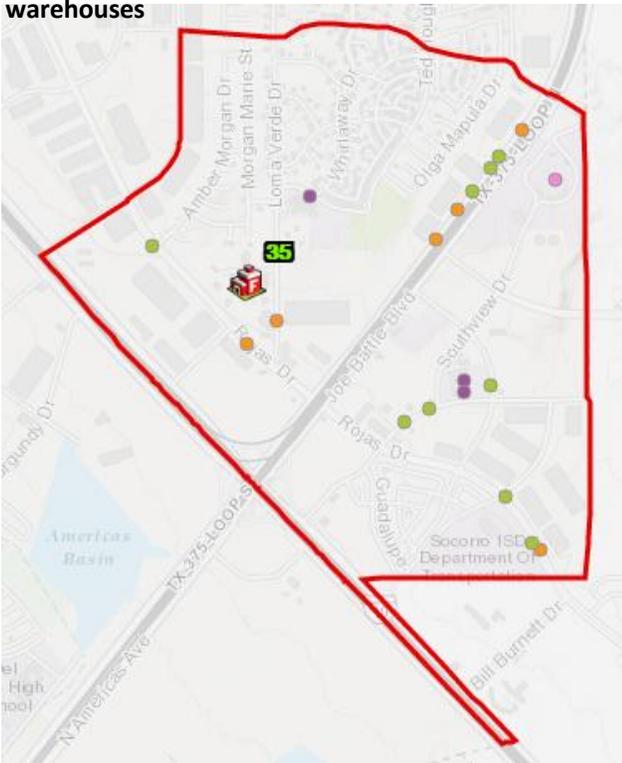
### Fire Station 35 Demand Zone

Fire Station 35 was built in 2006 and is located at 12230 Pine Springs. The station has 3 bays and services residential and industrial areas including schools, major assembly buildings and medical sterilization buildings containing hazardous materials.



**Typical Risk: Single family homes**

**Maximum Risk: Industrial plants, high pile warehouses**



- High Rise
- Government Buildings
- Hazardous Materials
- School
- High Fire Flow
- International Bridges
- Major Assembly
- Telephone Facilities
- Hospitals
- Water System Locations
- Natural Gas Facilities
- Communications Towers
- EP Electric Facilities

Station Units
Battalion 6
Quint 35



Incidents In Demand Zone (FY2016)	Count
Fire Incidents	2
Haz Mat Incidents	5
Medical Incidents	295
Non-Emergency Calls	140
Other Emergencies	3
<b>Total</b>	<b>445</b>

Year	Station SDZ Calls	Station Responses	Station Availability
2012	383	311	81.20 %
2013	358	289	80.73 %
2014	373	264	70.78 %
2015	411	279	67.88 %
2016	445	315	70.79 %

1st Unit Responses into SDZ (FY2016)	
Station	Responses
35	292
29	47
26	43
5	25
6	7
17	2
24	2
37	1
33	1

### Fire Station 37 Demand Zone

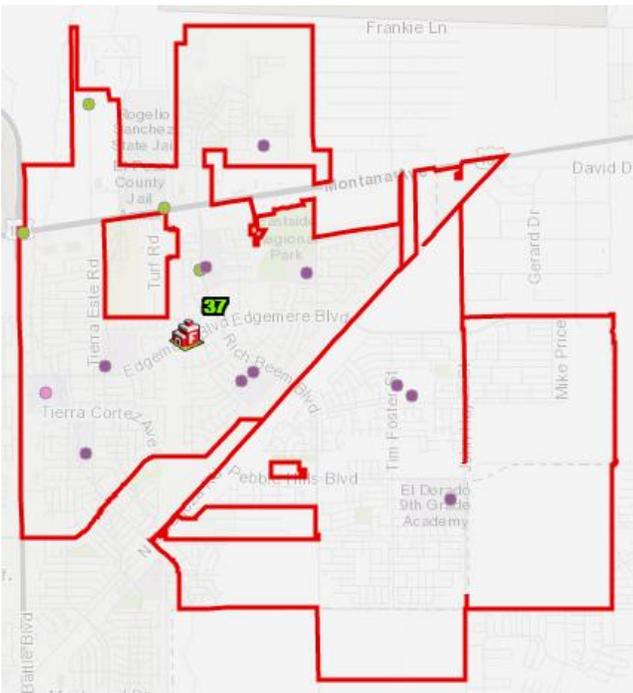
Fire Station 37 was built in 2013 and is located at 12950 R.C. Poe. The station has 3 bays and services a large residential, commercial and a few industrial areas containing hazardous materials. The coverage areas include a hospital, state penitentiary, several schools, apartment complexes, condo communities and strip malls. The station is one of the few stations that have rapid roll up bay doors and its own exhaust system with air monitor within the bay as well as a back-up generator.

**Typical Risk:** Single family homes

**Maximum Risk:** State penitentiary, schools



Station Units
Quint 37
Rescue 37



- High Rise
- Telephone Facilities
- Government Buildings
- Hospitals
- Hazardous Materials
- Water System Locations
- School
- Natural Gas Facilities
- High Fire Flow
- Communications Towers
- International Bridges
- EP Electric Facilities
- Major Assembly

Incidents In Demand Zone (FY2016)	Count
Fire Incidents	21
Haz Mat Incidents	22
Medical Incidents	1452
Non-Emergency Calls	614
Other Emergencies	35
Tech Rescue Incidents	1
<b>Total</b>	<b>2145</b>

Year	Station SDZ Calls	Station Responses	Station Availability
2012	Not in Service		
2013	1624	127	7.82 %
2014	1640	1105	67.38 %
2015	1965	1350	68.70 %
2016	2145	1497	69.79 %

1st Unit Responses into SDZ (FY2016)	
Station	Responses
37	1442
33	360
6	181
7	11
29	9
25	7
20	3
35	2
5	2

## 2. Standards of Cover

### 2.1 Contributing Factors

#### EPFD History

The City of El Paso, originally known as Franklin, was incorporated in 1873. It was not until January 18, 1882, that El Paso Fire Company No. 1, consisting of volunteer fire fighters, was formed. Lacking a water supply system, Fire Company No. 1 never saw active service. Despite the original company's quick demise, the city recognized the need to provide for fire protection and movement began early to provide the infrastructure to do so. In the early 1880's, city leaders granted a charter and contract to Mr. Sylvester Watts to build a water supply system for the city. On August 22, 1882, as the water system neared completion, a meeting was called and El Paso Hose Company No. 1 was formed and officers were elected. City council approved the elected fire company officers at its next official meeting.

The newly created fire department's first test came on November 11, 1882 when a pair of one-story, frame lodging houses was destroyed by fire. The infant department had



**Figure 25 - El Paso Volunteer Hose Company No. 1**



**Figure 26 - Grand Central Hotel Fire, July 4, 1896**

only one-hundred (100) feet of hose and could do little more than splash water on the front doors of the buildings. Ironically, newly elected Assistant Fire Chief, W.H. Carter owned one of the buildings. The following week, a re-organization meeting was held and Hose Company No. 2 and Hook and Ladder No. 1 were formed. Later, in December 12, 1882, city council passed the Fire Department Ordinance that created and regulated the department. Three members of the council became the city's first fire commissioners.

The young volunteer department received its first permanent station in 1888. The department continued to grow and

struggled to provide fire protection. The city experienced several destructive fires resulting in the purchase of the department's first steam fire engine in 1892. City council purchased a Silsby fire engine at a cost of \$3,800, and it arrived in the city in November of 1892. With the arrival of the new fire engine came the need to purchase stronger, 3-ply fire hose, which was subsequently acquired. The city also approved the hiring of its first engineer at a salary

of \$90 per month. Jimmy Greaves, an ex-fireman from Waco, Texas, was the city's first paid fireman. His fire protection duties included cleaning the city jail.

The department continued to grow in size and equipment concomitant with city growth and became a fully paid department February 1909. The office of fire marshal was later created by city council in June 1910. In 1916, El Paso's Mayor, Tom Lea, pushed for many city charter changes. Notable among these changes was an effort to raise the employment protections of El Paso's public safety professionals by granting them civil service status. Employees of the fire department were already very active as labor advocates. In fact, a local chapter of the International Association of Firefighters (IAFF) had been established since 1918, the first year of the IAFF's existence. Local 51 continues to advocate for all EPFD firefighters with the exception of the fire chief.



**Figure 27 - EPFD Station 9**

The EPFD service milestones within the past ten years include:

- 2007
  - Fire Station 35 was built
- 2012
  - Achieved International Accreditation by Commission Fire Accreditation International
  - Received a Public Protection Classification rating of 1/10 by the Insurance Services Office, Inc.
  - Fire Station 31 was completed with Quint 31 and Rescue 31 placed into service.
  - Placed Rescue 5 in service and three additional Rescue units as staffing permitted
- 2013
  - Fire Station 37 was completed with Quint 37 and Rescue 37 placed into service.
  - Quint 6 was moved to Station 35 and became Quint 35
  - Pumper 35 was moved to Station 6 and became Pumper 6
- 2014
  - Achieved NFPA compliant ALS travel time performance level
- 2015
  - New Station 5 opened
  - Station 5 and Station 13 units were moved to new location.
- 2016
  - Rescue 7 placed in service at Station 7.



## Department Organization and Staffing

The City of El Paso ordinance establishing the EPFD on December 12, 1882 was to provide structural fire protection within the city. The scope of services to which the department is now tasked has expanded significantly over the years, including the acquisition of Emergency Medical Services and Aircraft Rescue and Firefighting.

Currently, the City of El Paso operates under a council-manager form of government. Elected representatives, representing eight different city districts, serve in conjunction with a mayor. All power is concentrated in the elected council, which hires a professionally trained manager to carry out its directives and oversee the delivery of public services.

Under administrative direction of the city manager, the fire chief manages, directs, and controls the fire department through subordinate district and division commanders. The City of El Paso is bounded by incorporated and unincorporated areas of El Paso County. Figure 1 displays the political boundaries in the El Paso Area. Mutual aid and automatic aid agreements have been executed with all surrounding entities.

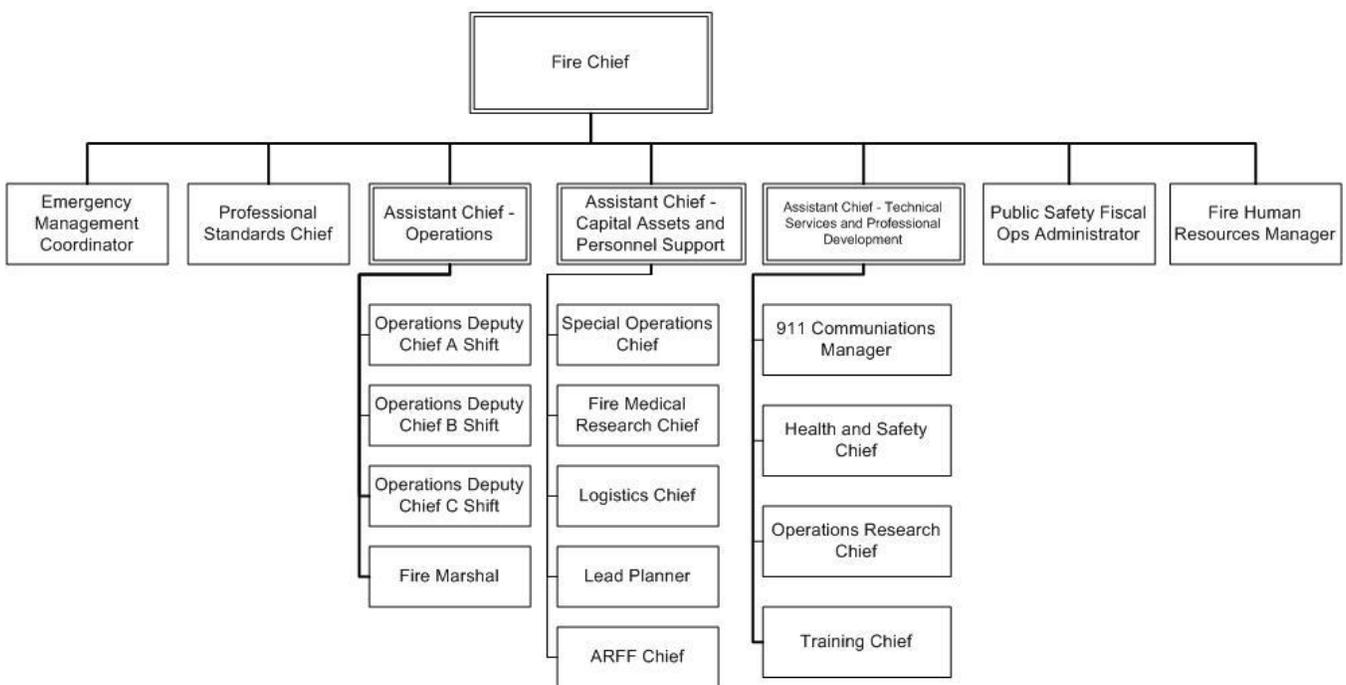


Figure 28 - EPFD Organizational Chart



Table 16 - EPFD Resource Types and Staffing

Resource Type	Description	# of Units	Staffing Per Unit	Full-Time On-Duty Staffing
<b>601</b>	Operations Deputy Chief	1	1	<b>1</b>
<b>Battalions</b>	Operations Battalion Chiefs / drivers	6	2	<b>12</b>
<b>Pumpers</b>	Pumper (engine) apparatus	31	3	<b>93</b>
<b>Quints</b>	Quint (engine/ aerial) apparatus	9	3	<b>27</b>
<b>Ladders</b>	Ladder (aerial) apparatus	5	3	<b>15</b>
<b>Hazmat</b>	Full time staffed hazardous material response unit	1	3	<b>3</b>
<b>Squad</b>	Full time staffed firefighting resource response unit	1	3	<b>3</b>
<b>Full Time Ambulances</b>	Rescue (2 structural certified personnel) Light Rescue (1 structural certified/1 not-certified) Medic (2 not-structural certified personnel)	27	2	<b>54</b>
<b>Peak Hour Ambulances</b>	Peak hour ambulance units are from 11:00 hrs to 1900 hrs M-F. They are not structural.	4	2	<b>0</b>
<b>Rescue Operations Captains (ROC)</b>	Rescue Operations Captain – ops medical supervisor	2	1	<b>2</b>
<b>Decons</b>	Cross staffed	2	0	<b>0</b>
<b>ARFF\staffed crash units</b>	Full time staffed crash truck	2	1	<b>2</b>
<b>ARFF\additional crash unit</b>	Unit staffed if available	1	0	<b>0</b>



<b>ARFF\command\rescue</b>		2	2	<b>4</b>
<b>Water Rescue Unit</b>	Cross Staffed	1	0	<b>0</b>
<b>Wildland Pumpers</b>	Cross Staffed	2	0	<b>0</b>
<b>Mobile Air Supply Unit</b>	Staffed by shop personnel	1	0	<b>0</b>
<b>Rehab Unit</b>	Cross staffed	2	0	<b>0</b>
<b>Mobile Command Vehicle</b>	Cross staffed	1	0	<b>0</b>
<b>Search and Rescue Unit</b>	Cross staffed	1	0	<b>0</b>
<b>Foam Supply Truck</b>	Cross staffed	1	0	<b>0</b>
<b>Trench Rescue Unit</b>	Cross staffed	1	0	<b>0</b>
<b>Reserve Battalions</b>	Reserve unit	2	0	<b>0</b>
<b>Reserve Pumpers</b>	Reserve unit	11	0	<b>0</b>
<b>Reserve Quints</b>	Reserve unit	4	0	<b>0</b>
<b>Reserve Ladders</b>	Reserve unit	2	0	<b>0</b>
<b>Reserve Ambulances</b>	Reserve unit	11	0	<b>0</b>
<b>Reserve HazMat</b>	Reserve unit	1	0	<b>0</b>
<b>Total</b>		<b>134</b>		<b>216</b>



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## 2.2 Consistent Provision of Services Across the Jurisdiction

The EPFD is committed to providing a consistently high level of service for citizens in all areas of its jurisdiction, in all service types. In order to provide this excellence and consistency EPFD measures its performance against benchmark goals.

### Service Provision Methodology

The findings of the *community risk assessment* present a picture of the level, types, and locations of risk across the jurisdiction. The *standards of cover* process analyzes the resources available by the EPFD to handle those risks. The methodology used by the department follows a five step process:

- Conduct a critical task analysis for each type of service provided at each risk level
- Measure baseline performance for each type of service provided at each risk level, for both the entire jurisdiction and for each station demand zone
- Set benchmark objectives for each type of service provided at each risk level
- Analyze baseline performance against benchmark objectives
- Set goals for improvement



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## 2.3 Deployment Considerations

### Computer Aided Dispatch (CAD) System

The 911 Communications Center uses Intergraph iCAD software to receive emergency calls, create events, route to the appropriate agencies, recommend units to respond, and dispatch those units. This software uses unit location and shortest travel time routing to recommend the best units to respond. Unit and personnel capabilities are tracked by the CAD and are also considered in the recommendation process.

### Unit Types and Staffing

Pumper, Quint, Ladder, HazMat, and Squad units are staffed with **three** certified firefighters – an officer, a fire suppression technician, and a firefighter. All members will be at a minimum certified as Emergency Medical Technicians.

Rescue units are staffed with **two** certified firefighters. All members will be at a minimum certified as Emergency Medical Technicians with at least one being a paramedic.

Battalion units are staffed with **two** certified firefighters - a battalion chief and a fire suppression technician. All members will be at a minimum certified as Emergency Medical Technicians.

Rescue Operations Captain (ROC) units are staffed with **one** certified firefighter - a certified paramedic.

The Deputy Chief unit is staffed with **one** certified firefighter.

Table 17 - EPFD Unit Staffing

Company Type	Number of Units	Minimum Staffing	Personnel	Apparatus Capability
Pumper	31	3	Officer, driver, and firefighter	1500 GPM pump, 500 gallon booster tank, 40 gallon foam tank
Quint	9	3	Officer, driver, and firefighter	1500 GPM pump, 75-100 foot aerial, and a full complement of NFPA 1901 compliant ground ladders
Ladder	5	3	Officer, driver, and firefighter	100 foot aerial and a full complement of NFPA 1901 compliant ground ladders
Rescue	27	2	At least one paramedic	Mobile intensive care unit
Battalion	6	2	Battalion chief and driver	Command vehicle
HazMat	1	3	Officer, driver, and firefighter/ all hazmat technicians	
ROC	2	1	Rescue operations captain, certified as paramedic	
Squad	1	3	Officer, driver, and firefighter	
Deputy Chief	1	1	Shift deputy chief	Command vehicle

**Total minimum operational staffing per shift: 206**



## Response Levels

- A *single response* shall be dispatched to an incident that is minor in intensity, magnitude or scope and may be effectively handled by one company.
- A *double response* shall be dispatched to an incident similar in nature to a single response, but where the presence of a Battalion unit or another unit is necessary due to the need of specialized equipment or the complexity of the situation. A double response is generally a combination of any two Fire Department units.
- A *primary response* shall be dispatched to an incident that would require resources or equipment beyond the capabilities of a double response, such as a report of a structure fire. A primary response may be upgraded to a full response by an officer or dispatcher based upon additional information, their judgment of the nature, or relative seriousness of the incident or occupancy.

A primary response is the next due assignment or line of companies, including backup companies to replace companies out-of-service, according to the run cards. All fire suppression primary responses will be assigned a minimum of 3 pumpers, 2 aerials, 1 rescue unit, and 1 battalion unit.

- A *full response* shall be dispatched to an incident that is significant in intensity, magnitude or scope and will require resources or equipment beyond the capabilities of the primary response, such as condition III or IV incidents.

A full response will upgrade a primary response so that the next due pumper, ambulance, and two battalion units will be dispatched and assigned to the incident. All full responses will be assigned, at a minimum, 4 pumpers, 2 aerials, 2 ambulances (1 of which shall be a rescue), and 3 battalion units.

- A *multiple alarm* is an alarm where additional assignments of companies, according to the CAD or the run card, are dispatched to the same location as a previous full response. Transmittal of a multiple alarm will automatically upgrade the primary response to a full response, if not already upgraded. A second alarm and each subsequent alarm assignment will include an additional three pumpers and one aerial.

Table 18 - EPFD Response Levels

Risk Level	Response Level	CAD Response Plan
Low Risk	Single Response	EPFD 10S SINGLE RESPONSE 1 PUMPER
	Double Response	EPFD 10D DOUBLE RESPONSE 1 BATTALION, 1 PUMPER
Moderate Risk	Primary Response	EPFD 10P PRIMARY RESPONSE 1 BATTALION, 2 AERIALS, 3 PUMPERS, 1 RESCUE
High Risk	Full Response	EPFD COND 3 RESPONSE 3 BATTALIONS, 2 AERIALS, 4 PUMPERS 1 SQUAD, 1 HAZMAT, 1 RESCUE, 1 TRANSPORT
Maximum Risk	2nd Alarm	EPFD COND4/2ND ALARM 3 BATTALIONS, 3 AERIALS, 7 PUMPERS, 1 SQUAD, 1 HAZMAT, 1 RESCUE, 1 TRANSPORT



## Resiliency

*Resiliency* is the ability of a public safety response system to maintain daily operations during major incidents as well as training and other planned events without negative impact on response time performance.

As defined by the Center for Public Safety Excellence (CPSE) in its Community Risk Assessment: Standards of Cover, 6<sup>th</sup> Edition, resiliency consists of three components:

- *Resistance*: The ability to deploy only the resources necessary to safely mitigate an incident
- *Absorption*: The ability to quickly add resources to the city at times of heavy call volume or incidents of high magnitude
- *Restoration*: The ability to quickly return resources to normalcy and units back in service.

The EPFD manages all elements of its system resiliency through a combination of response policy and the CAD system. Resistance is managed through the stepped use of resources, based on the information reported by the caller and then by oncoming companies. Depending on the information received about the level of risk for the particular hazard, the initial dispatch can be a single, double or primary response. In cases of maximum risk, the appropriate action may be to send a full or multi-alarm initially.

Absorption is accomplished by upgrading responses as additional information is achieved, initially by the dispatcher and then by the incident commander. The system has the ability to add a full or partial off duty call-out to increase the resources at the scene or to strengthen areas of the jurisdiction that may be lacking resources. Reserve apparatus are kept in an operational state with at least minimum equipment for being placed in service if staffed as a reserve company.

The timing and order of restoration is done at the discretion of the incident commander for resources at the scene and the deputy chief for city wide coverage. Relocated companies are tracked by the communications center and sent back to their own station once coverage is restored. For those units returned from the scene of an emergency the first priority is to put the crew, apparatus and equipment back in condition to resume an in-service status.



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## 2.4 Critical Task Analysis

### Fire Suppression

#### Low Risk Fire Incidents

Low risk fires usually involve the response of single fire unit with pump capabilities. These types of fire incidents should normally be minor in intensity, magnitude or scope and may be effectively handled by one company. Low risk fires usually involve brush, dumpster, and vehicle fires with no exposure threats to structures. The following table depicts the critical tasking and staff necessary for mitigation and the resources assigned to low risk fires.

**Table 19 - Critical Task Analysis for Low Risk Fire Incidents**

Critical Task	Minimum Personnel	Dispatched Units	Crew
Command	1	1 Pumper	3
Pump Operator	1		
Attack Line	1		
<b>Total ERF Needed</b>	<b>3</b>	<b>Dispatched</b>	<b>3</b>

#### Moderate Risk Fire Incidents

Moderate risk fires will typically involve the response of a primary first alarm assignment. These types of fire incidents are usually confined to a single room or involve only contents. Moderate risk fires usually involve a single family home or residence with little risk of extension to surrounding exposures. The following table depicts the critical tasking and staff necessary for mitigation and the resources assigned to moderate risk fires.

**Table 20 - Critical Task Analysis for Moderate Risk Fire Incidents**

Critical Task	Minimum Personnel	Dispatched Units	Crew
Command/Accountability	1	1 Battalion	2
Safety/Atmospheric Monitoring	1	2 Ladder	6
Fire Attack w/ water supply	3	3 Pumper	9
Utilities/Ventilation/Ground Ladders	3	1 Rescue	2
Search & Rescue/Forcible Entry	2		
Back-up Line	2		
RIC	3		
<b>Total ERF Needed</b>	<b>15</b>	<b>Dispatched</b>	<b>19</b>

### High Risk Fire Incidents

Like moderate risk fires, high risk fires also involve an initial full primary alarm assignment, but with the addition of one pumper, one ambulance and two battalion units. Additionally, either the HazMat or Squad will respond for manpower. High risk fires have the potential to involve not only an entire structure, but exposures as well. Often, high risk fires will involve the request for additional alarm assignments, though those additional resources are not reflected in the CTA. The following table depicts the critical tasking and staff necessary for mitigation and the resources assigned to high risk fires.



**Table 21 - Critical Task Analysis for High Risk Fire Incidents**

Critical Task	Minimum Personnel
Command	1
Accountability	1
Safety	1
Water Supply	2
Fire Attack	4
Back-up	2
Utilities/Vent./Ground Ladder	4
Search & Rescue/Forcible Entry	4
RIC	4
Medical	2
<b>Total ERF Needed</b>	<b>25</b>

Dispatched Units	Crew
4 Pumpers	12
2 Aerials	6
1 HazMat or Squad	3
3 Battalions	6
2 Rescue	4
<b>Dispatched</b>	<b>31</b>



### Maximum Risk Fire Incidents

Maximum risk fire incidents involve a high risk fire incident response with additional alarm assignments. This may also include off-duty personnel recall and manning of reserve apparatus as additional companies to maintain sufficient coverage across the jurisdiction. The following table depicts the critical tasking and staff necessary for mitigation and the resources assigned to maximum risk fires.

**Table 22 - Critical Task Analysis for Maximum Risk Fire Incidents**

Critical Task	Minimum Personnel
Command	2
Safety Officer	1
Water Supply	2
Fire Attack	6
RIC	4
Search & Rescue/Forcible Entry	4
Interior Operations Command	2
Evacuation Team	4
Elevator Support	1
Interior Staging	1
Rehab	2
Utilities/Ventilation/Ground Ladders	4
Lobby Control	1
Equipment Transport	2
External Base	1
Medical	4
<b>Total ERF Needed</b>	<b>41</b>

Dispatched Units	Crew
3 Battalion	6
3 Ladder	9
7 Pumper	21
1 Squad	3
1 Hazmat	3
1 Rescue	2
1 Transport	2
<b>Dispatched</b>	<b>46</b>

### Emergency Medical Incidents

Incidents requiring emergency medical treatment and possible transport that are not classified as technical rescue were considered for this section. As a fire-based EMS service provider, the EPFD is responsible not only for first responder or BLS response, but also ALS response and transport to emergency medical facilities. EPFD is currently licensed for 35 Mobile Intensive Care Units (MICU). Like fire emergencies, the risk assessment for emergency medical incidents has been categorized as low, moderate, or high risk.



### Low Risk Emergency Medical

Low risk medical emergencies typically will involve minimal intervention on the part of response resources. One crew of two or three personnel is often sufficient to establish contact and assess the patient. The following table depicts the critical tasking and staff necessary for mitigation and the resources assigned a low risk medical emergency.

**Table 23 - Critical Task Analysis for Low Risk Emergency Medical Incidents**

Critical Task	Minimum Personnel
Command	1
Treatment	1
<b>Total ERF Needed</b>	<b>2</b>

Dispatched Units	Crew
1 Structural	3
<b>Or</b>	
1 Ambulance	2
<b>Dispatched</b>	<b>2 or 3</b>

### Moderate Risk Emergency Medical

Moderate risk medical emergencies will involve more intervention on the part of response resources. Two crews with four or five personnel is often sufficient to assess and treat the patient. The following table depicts the critical tasking and staff necessary for mitigation and the resources assigned a moderate risk medical emergency.

**Table 24 - Critical Task Analysis for Moderate Risk Emergency Medical Incidents**

Critical Task	Minimum Personnel
Command	1
ALS	1
BLS	1
Transport	1
<b>Total ERF Needed</b>	<b>4</b>

Dispatched Units	Crew
1 Structural	3
1 Ambulance	2
<b>Dispatched</b>	<b>5</b>

### High Risk Emergency Medical

High risk emergency medical incidents include a larger number of patients and would require an upgrade to a primary response. The following table depicts the critical tasking and staff necessary for mitigation and the resources assigned a high risk medical emergency.



**Table 25 - Critical Task Analysis for High Risk Emergency Medical Incidents**

Critical Task	Minimum Personnel
Command	1
Safety	1
Triage	3
ALS	2
BLS	9
Transport Officer	1
<b>Total ERF Needed</b>	<b>17</b>

Dispatched	
Units	Crew
1 Battalion	2
1 Ladder	3
3 Pumper	9
1 Transport	2
1 ROC	1
<b>Dispatched</b>	<b>17</b>

**Maximum Risk Emergency Medical**

Maximum risk medical emergencies are those events that would require the presence of enough personnel to handle multiple patients or tasks associated with complex rescues. In many situations, this would necessitate a full response in accordance with EPFD dispatch procedures. Table 12 lists the CTA for high risk medical emergency incidents and the resources typically dispatched.

**Table 26 - Critical Task Analysis for Maximum Risk Emergency Medical Incidents**

Critical Task	Minimum Personnel
Command	2
Safety	1
Staging	1
Evacuation	3
Triage	3
ALS	2
BLS	12
Transport	1
<b>Total ERF Needed</b>	<b>25</b>

Dispatched Units	Crew
3 Battalion	6
2 Ladder	6
4 Pumper	12
1 Rescue	2
1 Transport	2
1 ROC	1
<b>Dispatched</b>	<b>29</b>

## Hazardous Material Incidents

### Low Risk Hazardous Materials

Limited emergency condition which can be controlled by a single unit response. The incident is confined to a small area, and does not require evacuation of other than the involved structure or the immediate outdoor area. This incident will not require the use of specialized chemical protective clothing. EPFD HazMat Condition 2.



**Table 27 - Critical Task Analysis for Low Risk Hazardous Materials Incidents**

Critical Task	Minimum Personnel
Command/ Safety	1
Mitigation	2
<b>Total ERF Needed</b>	<b>3</b>

Dispatched Units	Crew
1 Suppression	3
<b>Dispatched</b>	<b>3</b>

### Moderate Risk Hazardous Materials

Limited emergency condition which can be controlled by a primary response. The incident is confined to a small area, and does not require evacuation of other than the involved structure or the immediate outdoor area. This incident will not require the use of specialized chemical protective clothing. EPFD HazMat Condition 2.

**Table 28 - Critical Task Analysis for Moderate Risk Hazardous Materials Incidents**

Critical Task	Minimum Personnel
Command/Accountability	1
Safety	1
Water Supply	3
Mitigation	6
Decon	2
Rehab	2
Air Monitoring	1
<b>Total ERF Needed</b>	<b>16</b>

Dispatched Units	Crew
1 Battalion	2
3 Pumper	9
1 Ladder	3
1 Rescue	2
<b>Dispatched</b>	<b>16</b>



### High Risk Hazardous Materials

Emergency condition involving a greater hazard or larger area which poses a potential threat to life or property and may require a limited evacuation or protection in place of the surrounding area. Specialized chemical protective clothing may be required. EPFD HazMat Condition 3.

**Table 29 - Critical Task Analysis for High Risk Hazardous Materials Incidents**

Critical Task	Minimum Personnel
Command	1
Safety	1
Accountability	1
Water Supply	6
Air Monitoring	1
Rehab	2
Decon Team	2
Research	2
Mitigation Support	6
Evacuation	6
<b>Total ERF Needed</b>	<b>28</b>

Dispatched Units	Crew
3 Battalion	6
4 Pumper	12
2 Ladder	6
1 Rescue	2
1 Squad	3
1 HazMat	3
1 Transport	2
<b>Dispatched</b>	<b>34</b>



Maximum Risk Hazardous Materials

Emergency condition involving a severe hazard or large area which poses an extreme threat to life and property and will probably require a large scale evacuation. Specialized chemical protective clothing may be required. EPFD HazMat Condition 4.

**Table 30 - Critical Task Analysis for Maximum Risk Hazardous Materials Incidents**

Critical Task	Minimum Personnel	Dispatched Units	Crew
Command	1	3 Battalion	6
Safety	1	4 Pumper	12
Accountability	1	2 Ladder	6
Water Supply	6	1 Hazmat	3
Air Monitoring	1	1 Squad	3
Rehab	3	1 Rescue	2
Task Force Leader	1	1 Decon	6
Entry Team Officer	1	1 Entry	6
Entry Team	2	1 Transport	2
Entry Team Support	2	<b>Dispatched</b>	<b>46</b>
Back Up Team	2		
Back Up Team Support	2		
Decon Team	3		
Medical Evaluation	2		
Research	2		
Mitigation Support	3		
Decon Support	3		
Evacuation Team	6		
<b>Total ERF Needed</b>	<b>42</b>		

### Technical Rescue

Technical rescue covers a variety of circumstances that require specialized skills and equipment. EPFD has dedicated teams for water rescue, search and rescue (COMSAR) and special rescue (confined, high angle and trench rescue).



### Low Risk Technical Rescue

Limited rescue condition which can be handled by a single or double unit response.

**Table 31 - Critical Task Analysis for Low Risk Technical Rescue Incidents**

Critical Task	Minimum Personnel
Command/ Safety	1
Rescue	2
<b>Total ERF Needed</b>	<b>3</b>

Dispatched Units	Crew
1 Suppression	3
<b>Dispatched</b>	<b>3</b>

### Moderate Risk Tech Rescue

Rescue condition which can be controlled by a primary response. The incident may require specialized knowledge and equipment but not the assembly of a specialized team.

**Table 32 - Critical Task Analysis for Moderate Risk Technical Rescue Incidents**

Critical Task	Minimum Personnel
Command	1
Safety	1
Triage	3
ALS	2
BLS	9
Transport Officer	1
<b>Total ERF Needed</b>	<b>17</b>

Dispatched Units	Crew
1 Battalion	2
1 Ladder	3
3 Pumper	9
1 Transport	2
1 ROC	1
<b>Dispatched</b>	<b>17</b>



High Risk Technical Rescue

Complex rescue condition that will likely be extended in duration and require the use of specialized knowledge and resources with the assembly of a specialized team.

**Table 33 - Critical Task Analysis for High Risk Technical Rescue Incidents**

Critical Task	Minimum Personnel
Command	1
Accountability	1
Decon	2
Safety	1
Entry Team Officer	1
Task Force Leader	1
Attendant	1
Entry Team	2
Backup Team	2
ALS	1
BLS	1
Medical Evaluation	2
Air Monitoring/Ventilation	2
COMMS System	1
Air Supply Team	2
Rope System Team	4
<b>Total ERF Needed</b>	<b>25</b>

Dispatched Units	Crew
1 Battalion	2
2 Pumpers	6
1 Ambulance	2
Pumper 11 (SR11)	3
Ladder 11 (SR11)	3
1 Decon Team	6
Squad 1	3
Hazmat 1	3
<b>Dispatched</b>	<b>28</b>



**Maximum Risk Technical Rescue**

Rescue condition involving a severe hazard or large area which poses an extreme threat to life and property and will probably require a large scale rescue effort. Will require the use of specialized knowledge and resources with the assembly of a specialized team. A maximum risk technical incident adds an additional alarm response.

**Table 34 - Critical Task Analysis for Maximum Risk Technical Rescue Incidents**

Critical Task	Minimum Personnel	Dispatched Units	Crew
Command	1	1 Battalion	2
Accountability	1	5 Pumpers	15
Search/ Triage	8	1 Ladder	3
Decon	2	1 Ambulance	2
Safety	1	Pumper 11 (SR11)	3
Entry Team Officer	1	Ladder 11 (SR11)	3
Task Force Leader	1	1 Decon Team	6
Attendant	1	Squad 1	3
Entry Team	2	Hazmat 1	3
Backup Team	2	<b>Dispatched</b>	<b>40</b>
ALS	1		
BLS	5		
Medical Evaluation	2		
Air Monitoring/Ventilation	2		
COMMS System	1		
Air Supply Team	2		
Rope System Team	4		
<b>Total ERF Needed</b>	<b>37</b>		

Aircraft Rescue and Firefighting (ARFF)



Aircraft Rescue and Firefighting (ARFF) – Low Risk

**Table 35 - Critical Task Analysis for Low Risk ARFF Incidents**

Critical Task	Minimum Personnel
Station Standby	4
<b>Total ERF Needed</b>	<b>4</b>

Dispatched Units	Crew
ARFF Units	6
1 Rescue	2
<b>Dispatched</b>	<b>8</b>

Aircraft Rescue and Firefighting (ARFF) – Moderate Risk

**Table 36 - Critical Task Analysis for Moderate Risk ARFF Incidents**

Critical Task	Minimum Personnel
Runway Standby	4
<b>Total ERF Needed</b>	<b>4</b>

Dispatched Units	Crew
ARFF Unit	6
1 ARFF Rescue	2
<b>Dispatched</b>	<b>8</b>

Aircraft Rescue and Firefighting (ARFF) – High Risk

**Table 37 - Critical Task Analysis for High Risk ARFF Incidents**

Critical Task	Minimum Personnel
Command	1
Safety	1
Extinguishment	2
Rescue Standby	2
Medical/ Support	16
<b>Total ERF Needed</b>	<b>22</b>

Dispatched Units	Crew
ARFF Unit	6
1 ARFF Rescue	2
1 Battalion	2
2 Ladder	6
3 Pumper	9
1 Rescue	2
<b>Dispatched</b>	<b>27</b>



Aircraft Rescue and Firefighting (ARFF) – Maximum Risk

**Table 38 - Critical Task Analysis for Maximum Risk ARFF Incidents**

Critical Task	Minimum Personnel
Command	1
Safety	1
Extinguishment	2
Rescue Standby	2
Medical/ Support	28
<b>Total ERF Needed</b>	<b>34</b>

Dispatched Units	Crew
ARFF Unit	6
1 ARFF Rescue	2
3 Battalion	6
2 Ladder	6
4 Pumper	12
1 Squad	3
1 Hazmat	3
1 Rescue	2
<b>Dispatched</b>	<b>40</b>



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## 2.5 Baseline Performance

### Performance Monitoring Methodology

#### Response Metrics

*First-in* measures the time of the first unit to arrive on the scene of an emergency incident. This unit will be able to assume incident command, perform a scene size-up, give an initial report and make assignments to other responding companies.

*Initial attack force (IAF)* measures the time of the second structural fire suppression unit to arrive on the scene of a fire suppression incident. This is to meet the requirements of EPFD's 2-in 2-out policy, that at the initial stages of an incident "a minimum of four individuals is required consisting of two individuals working as a team in the hazard area and two individuals present outside this hazard area for assistance or rescue" *EPFD Operational Procedures Manual, 6.6.1.1*. Since the minimum staffing of structural firefighting units on EPFD is 2 or 3 depending on the unit type, two units on the scene will fulfill this requirement.

*Effective Response Force (ERF)* measures the time of the accumulation of personal and resources to meet the effective response force defined in the *critical task analysis* documented in this Standards of Cover. The *ERF response* is the unit that meets this ERF requirement when it arrives and whose times are measured

#### Total Response Time Components

EPFD measures baseline performance in terms of *total response time*, which is the time it takes from the call to be received at the 911 Communications Center until the first unit arrives on the scene of the emergency incident. Total response time is measured for all first-in, IAF (for fire fire suppression incidents), and ERF responses. Total response time is composed of *call-processing time*, *turnout time*, and *travel time*.

*Call-processing time* is the time from the call being received at the 911 Communication Center to the dispatching of the first EPFD unit. This time is measured for all emergency incidents.

*Turnout time* is the elapsed time from when a unit is dispatched until that unit changes their status to 'responding'. Per EPFD policy, this is when the unit begins moving out of the station. This time is measured for all first-in units that are dispatched to an emergency incident.

*Travel time* is the elapsed time from when a unit begins to respond to its arrival on the scene. This time is measured for all first-in, IAF (fire fire suppression incidents), and ERF responses.



## Performance Monitoring Methodology (cont.)

### Population Categories

During the community risk assessment all areas of the jurisdiction were designated as urban and rural. Because rural areas generally have a lower probability and magnitude of risk, the number of emergency incidents is lower in these areas, and these areas are further from EPFD resources, baseline performance was measured separately for rural and urban population categories. This two tier baseline evaluation resulted in a set of benchmark objectives being set for each population category.

### Hazard Types

On recommendation of the Commendation for Public Safety Excellence (CPSE), EPFD evaluates emergency response performance in five service types: Fire Suppression, Emergency Medical, Hazardous Materials, Technical Rescue, and Airport Rescue and Firefighting (ARFF). The remainder of the calls made by EPFD have been categorized as other emergency or non-emergency calls. This was done on a 'type found' rather than a 'type dispatched' bases and used the NFIRS 5 incident type codes from each incident.

### Risk Levels

Risks for each type of incident are expressed in terms of low, moderate, high, and maximum risk. The meanings of these categories are defined in section 2.4 of this document, Critical Task Analysis.



## System Wide

### Fire Suppression Services

For 90 percent of all fire suppression incidents, the total response time for the arrival of the first due unit, staffed with minimum 3 fire personnel, is: 9 minutes and 06 seconds in urban areas; and 11 minutes and 56 seconds in rural areas.

For 90 percent of all moderate risk fire suppression incidents, the total response time for the arrival of the effective response force (ERF), staffed with minimum 15 fire personnel is: 14 minutes and 24 seconds in urban areas and 17 minutes and 00 seconds in rural areas.

For 90 percent of all high risk fire suppression incidents, the total response time for the arrival of the ERF, staffed with minimum 25 fire personnel is: 20 minutes and 21 seconds. There were not sufficient incidents to rural areas to report a baseline measure.

For 90 percent of maximum risk fire suppression response incidents the total response time for the arrival of the ERF, staffed with minimum 41 fire personnel is: not enough data to record for urban and rural areas.



Table 39 - All Areas Fire Suppression Performance-

<b>Moderate and High Risk Structure Fires- 90th Percentile Times- Baseline Performance</b>			<b>Bench mark</b>	<b>2012-2016</b>	<b>2016</b>	<b>2015</b>	<b>2014</b>	<b>2013</b>	<b>2012</b>
<b>Alarm Processing</b>	Pick-Up to Dispatch		1:04	1:55	2:08	1:53	1:26	1:28	2:33
<b>Turnout Time</b>	Turnout Time- All Units	Urban	1:20	1:46	1:04	2:11	1:54	1:50	1:33
		Rural		1:39	1:15	2:05	1:34	2:55	1:39
<b>Travel Time</b>	Travel Time 1st Unit <b>Distribution</b>	Urban	4:00	6:04	6:14	5:59	6:15	5:59	5:51
			n = 3053	547	548	607	676	675	
		Rural	10:00	9:12	8:12	11:48	9:27	7:12	7:25
			n = 97	45	23	10	10	9	
	Travel Time Initial Attack Force <b>Distribution</b>	Urban	5:00	6:29	6:43	6:03	6:19	6:38	6:35
			n = 1474	271	283	284	312	324	
		Rural	11:00	10:23	7:51	13:30	9:15	11:01	6:25
			n = 40	17	9	6	5	3	
	Travel Time Moderate Risk ERF <b>Concentration</b>	Urban	8:00	11:05	10:51	11:01	10:40	11:05	11:38
			n = 942	175	190	187	180	210	
		Rural	12:00	14:01	13:58	13:44	17:42	10:50	14:49
			n = 32	15	7	5	2	3	
Travel Time High Risk ERF <b>Concentration</b>	Urban	12:00	17:26	16:52	17:26	17:53	17:10	17:22	
		n = 128	29	28	20	29	22		
	Rural	16:00	19:49	11:31	Null	19:49	Null	Null	
		n = 3	2	Null	1	Null	Null		
<b>Total Response Time</b>	Total Response Time 1st Unit On Scene <b>Distribution</b>	Urban	6:24	9:04	8:48	9:01	8:51	8:24	10:01
			n = 2899	520	520	580	641	638	
		Rural	12:24	11:56	11:50	12:41	11:14	10:58	21:59
			n = 78	32	18	10	9	9	
	Total Response Time Initial Attack Force <b>Distribution</b>	Urban	7:24	9:31	9:10	9:31	8:53	9:19	9:31
			n = 1474	271	283	284	312	324	
		Rural	13:24	13:39	11:37	17:41	12:51	13:23	10:26
			n = 40	17	9	6	5	3	
	Total Response Time Moderate Risk ERF <b>Concentration</b>	Urban	10:24	14:24	13:40	14:37	13:36	14:18	14:36
			n = 933	175	181	187	180	210	
		Rural	14:24	17:00	16:46	17:55	27:39	18:26	16:52
			n = 29	13	6	5	2	3	
Total Response Time High Risk ERF <b>Concentration</b>	Urban	14:24	20:21	19:03	21:50	20:11	19:39	20:17	
		n = 128	29	28	20	29	22		
	Rural	18:24	21:51	13:42	Null	21:22	NULL	NULL	
		n = 3	2	Null	1	Null	Null		



## Emergency Medical Services

For 90 percent of all EMS responses, the total response time for the arrival of the first-due unit, staffed with minimum 3 fire personnel is: 9 minutes and 18 seconds in urban areas; and 11 minutes and 36 seconds in rural areas.

For 90 percent of all moderate risk EMS response incidents, the total response time for the arrival of the effective response force (ERF), staffed with minimum 3 fire personnel and 1 paramedic is: 10 minutes and 40 seconds in urban areas; and 12 minutes and 42 seconds in rural areas.

For 90 percent of all high risk EMS response incidents the total response time for the arrival of the ERF, staffed with minimum 17 fire personnel is: 19 minutes and 54 seconds in urban areas. There were not sufficient incidents to rural areas to report a baseline measure.

For 90 percent of all maximum risk EMS response incidents the total response time for the arrival of the ERF, staffed with minimum 25 fire personnel is: not enough data to record for urban and rural areas.



Table 40 - All Areas Emergency Medical Performance

Moderate and High Risk Medical Incidents- 90th Percentile Times- Baseline Performance			Bench mark	2012-2016	2016	2015	2014	2013	2012
Alarm Processing	Pick-Up to Dispatch		1:30	1:56	1:56	1:40	1:14	1:10	3:16
Turnout Time	Turnout Time- All Units	Urban	1:00	1:46	1:07	2:01	1:56	1:51	1:39
		Rural		1:49	1:11	2:10	1:57	1:53	1:46
Travel Time	Travel Time 1st Unit Distribution	Urban	4:00	6:13	6:10	6:06	6:10	6:14	6:26
			n =	217114	45312	44392	43677	42702	41031
		Rural	10:00	8:28	8:01	7:48	8:05	9:31	9:03
			n =	3751	910	777	687	700	677
	Travel Time Moderate Risk ERF Concentration	Urban	8:00	7:33	6:49	6:53	7:04	7:43	9:56
			n =	199099	42695	42231	41373	39434	33366
		Rural	12:00	9:20	8:24	8:33	8:59	10:04	11:27
			n =	3234	813	692	609	612	508
	Travel Time High Risk ERF Concentration	Urban	12:00	16:15	17:18	13:36	11:11	13:59	16:24
			n =	56	10	12	13	9	12
		Rural	16:00	13:50	10:25	9:23	Null	7:10	13:50
			n =	9	1	1	Null	2	5
Total Response Time	Total Response Time 1st Unit On Scene Distribution	Urban	6:30	9:18	8:48	9:08	8:43	8:40	10:47
			n =	217115	45312	44391	43677	42704	41031
		Rural	12:30	11:36	10:33	10:48	10:28	10:01	13:24
			n =	3751	910	777	687	700	677
	Total Response Time Moderate Risk ERF Concentration	Urban	10:30	10:40	9:26	9:50	9:33	10:13	14:14
			n =	199099	42695	42231	41373	39434	33366
		Rural	14:30	12:42	10:55	11:33	11:25	12:33	16:01
			n =	3234	813	692	609	612	508
	Total Response Time High Risk ERF Concentration	Urban	14:30	19:54	21:35	17:14	13:58	15:56	21:42
			n =	56	10	12	13	9	12
		Rural	18:30	18:27	12:45	11:46	Null	17:41	18:31
			n =	8	1	1	Null	2	4



### Hazardous Materials Services

For 90 percent of all hazardous materials incidents, the total response time for the arrival of the first-due unit, staffed with minimum 3 fire personnel, is: 10 minutes and 16 seconds in urban areas; and 12 minutes and 58 seconds in rural areas.

For 90 percent of all moderate risk hazardous materials response incidents, the total response time for the arrival of the effective response force (ERF) including the hazardous materials response team, staffed with minimum 16 fire personnel, is: 15 minutes and 45 seconds in urban areas. There was not enough data to record for rural areas.

For 90 percent of all high risk hazardous materials response incidents, the total response time for arrival of the ERF, staffed with minimum 28 fire personnel, is: not enough data to record for urban and rural areas.

For 90 percent of all maximum risk hazardous materials response incidents, the total response time for arrival of the ERF, staffed with minimum 42 fire personnel, is: not enough data to record for urban and rural areas.



Table 41 - All Areas Hazardous Materials Performance

Moderate and High Risk HazMat Incidents- 90th Percentile Times- Baseline Performance			Bench mark	2012-2016	2016	2015	2014	2013	2012
<b>Alarm Processing</b>	Pick-Up to Dispatch		1:04	1:55	2:08	1:53	1:26	1:28	2:33
<b>Turnout Time</b>	Turnout Time- All Units	Urban	1:20	1:46	1:02	2:13	1:46	1:46	1:33
		Rural		1:49	:51	2:38	1:53	2:11	1:35
<b>Travel Time</b>	Travel Time 1st Unit Distribution	Metro-Urban	4:00	7:09	6:37	7:11	7:13	7:19	7:22
			n =	3433	694	860	793	534	552
		Rural	10:00	9:58	7:44	11:49	9:19	10:10	7:30
			n =	89	20	22	25	9	13
	Travel Time Moderate Risk ERF Concentration	Metro-Urban	10:00	12:43	11:36	13:11	12:31	13:59	13:28
			n =	780	158	215	186	107	114
		Rural	14:00	19:53	16:28	19:53	24:28	16:32	14:43
			n =	18	4	4	6	1	3
	Travel Time High Risk ERF Concentration	Metro-Urban	25:00	30:31	15:32	30:12	7:40	30:31	Null
			n =	9	3	3	1	2	Null
		Rural	34:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
<b>Total Response Time</b>	Total Response Time 1st Unit On Scene Distribution	Metro-Urban	6:54	10:16	9:32	10:24	9:58	9:52	11:07
			n =	3433	694	860	793	534	552
		Rural	12:54	12:58	10:25	14:17	12:09	12:28	10:11
			n =	89	20	22	25	9	13
	Total Response Time Moderate Risk ERF Concentration	Metro-Urban	12:54	15:45	14:29	16:12	15:15	16:58	16:47
			n =	780	158	215	186	107	114
		Rural	16:54	22:55	19:33	22:53	26:03	19:25	17:31
			n =	18	4	4	6	1	3
	Total Response Time High Risk ERF Concentration	Metro-Urban	33:14	34:57	18:08	32:33	10:54	34:30	Null
			n =	9	3	3	1	2	Null
		Rural	48:14	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null



Technical Rescue Services

For 90 percent of all technical rescue incidents, the total response time for the arrival of the first-due unit, staffed with a minimum of 3 fire personnel, is: 14 minutes and 41 seconds in urban areas; and 17 minutes and 05 seconds for rural areas.

For 90 percent of all moderate risk technical rescue incidents, the total response time for the arrival of the effective response force (ERF), staffed with a minimum 17 fire personnel, is: 23 minutes and 37 seconds in urban areas. There was not enough data to record for rural areas.

For 90 percent of all high risk technical rescue incidents, the total response time for the arrival of the ERF, staffed with a minimum 25 fire personnel, is: not enough data to record for urban and rural areas.

For 90 percent of all maximum risk technical rescue incidents, the total response time for the arrival of the ERF, staffed with a minimum 37 fire personnel, is: not enough data to record for urban and rural areas.

Table 42 - All Areas Technical Rescue Performance

Moderate and High Risk Tech Rescue Incidents- 90th Percentile Times- Baseline Performance			Bench mark	2012- 2016	2016	2015	2014	2013	2012
Alarm Processing	Pick-Up to Dispatch		1:04	1:55	2:08	1:53	1:26	1:28	2:33
Turnout Time	Turnout Time- All Units	Urban	1:20	1:57	0:59	2:22	1:47	1:59	1:31
		Rural		1:43	1:22	1:36	2:33	1:19	1:43
Travel Time	Travel Time 1st Unit Distribution	Metro-Urban	4:00	8:28	7:37	9:13	9:04	8:28	7:53
			n =	396	82	90	77	76	71
		Rural	10:00	11:39	NA	NA	NA	NA	NA
			n =	18	5	6	2	4	1
	Travel Time Moderate Risk ERF Concentration	Metro-Urban	10:00	20:58	16:05	15:06	22:52	21:19	20:05
			n =	85	20	15	19	21	11
		Rural	14:00	NA	NA	NA	NA	NA	NA
			n =	7	2	2	1	2	0
	Travel Time High Risk ERF Concentration	Metro-Urban	25:00	NA	NA	NA	NA	NA	NA
			n =	9	1	4	3	1	0
		Rural	34:00	NA	NA	NA	NA	NA	NA
			n =	0	0	0	0	0	0
Total Response Time	Total Response Time 1st Unit On Scene Distribution	Metro-Urban	6:54	14:41	11:41	14:58	13:55	15:19	15:15
			n =	397	82	91	77	76	71
		Rural	12:54	17:05	NA	NA	NA	NA	NA
			n =	18	5	6	2	4	1
	Total Response Time Moderate Risk ERF Concentration	Metro-Urban	12:54	23:37	21:28	19:08	24:41	23:21	22:47
			n =	85	20	15	19	21	11
		Rural	16:54	NA	NA	NA	NA	NA	NA
			n =	7	2	2	1	2	0
	Total Response Time High Risk ERF Concentration	Metro-Urban	33:14	112:11	NA	NA	NA	NA	NA
			n =	11	1	7	2	1	0
		Rural	48:14	NA	NA	NA	NA	NA	NA
			n =	0	0	0	0	0	0



**Aircraft Rescue and Firefighting Services (ARFF)**

For 90 percent of all low (alert one), moderate, high or maximum aircraft rescue and firefighting response incidents, the total response time for the arrival of the first-due unit, staffed with minimum 1 fire personnel, is 4 minutes and 36 seconds.

For 90 percent of all moderate risk (alert two) aircraft rescue and firefighting response incidents, the total response time for the arrival of the effective response force (ERF), staffed with minimum 4 fire personnel, is 6 minutes and 41 seconds.

For 90 percent of all high risk aircraft rescue and firefighting response incidents, the total response time for the arrival of the ERF, staffed with minimum 19 fire personnel, is: not enough data to record for urban and rural areas.

For 90 percent of all maximum risk aircraft rescue and firefighting response incidents, the total response time for the arrival of the ERF, staffed with minimum 29 fire personnel, is: not enough data to record for urban and rural areas.

**Table 43 - All Areas ARFF Performance**

<b>Moderate and High Risk ARFF Incidents- 90th Percentile Times- Baseline Performance</b>			<b>Bench mark</b>	<b>2012-2016</b>	<b>2016</b>	<b>2015</b>	<b>2014</b>	<b>2013</b>	<b>2012</b>
<b>Turnout Time</b>	Turnout Time- All Units	Urban	1:00	0:42	0:35	0:47	0:46	1:19	0:32
<b>Travel Time</b>	Travel Time 1st Unit <b>Distribution</b>	Urban	2:00	3:32	3:03	3:13	1:46	3:24	4:46
			n =	232	44	48	43	51	46
	Travel Time Moderate Risk ERF <b>Concentration</b>	Urban	3:00	6:12	7:33	Null	8:22	4:37	4:42
			n =	61	13	Null	14	17	14
	Travel Time High Risk ERF <b>Concentration</b>	Urban	8:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
<b>Total Response Time</b>	Total Response Time 1st Unit On Scene <b>Distribution</b>	Urban	3:00	4:36	3:08	6:38	4:15	5:50	5:55
			n =	232	44	48	43	51	46
	Total Response Time Moderate Risk ERF <b>Concentration</b>	Urban	4:00	6:41	7:50	Null	8:26	6:39	6:02
			n =	61	13	Null	14	17	14
	Total Response Time High Risk ERF <b>Concentration</b>	Urban	10:24	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null



Battalion 1

Fire Station 1 (Central) Demand Zone

Table 44 - SDZ 1 Fire Suppression Performance

<b>Moderate and High Risk Structure Fires- 90th Percentile Times- Baseline Performance</b>			<b>Bench mark</b>	<b>2012-2016</b>	<b>2016</b>	<b>2015</b>	<b>2014</b>	<b>2013</b>	<b>2012</b>
<b>Turnout Time</b>	Turnout Time	Urban	1:20	1:58	1:12	2:18	1:54	1:58	1:58
		Rural		Null	Null	Null	Null	Null	Null
<b>Travel Time</b>	Travel Time 1st Unit Distribution	Urban	4:00	4:20	4:24	4:29	4:20	5:13	3:43
			n =	135	17	18	25	27	48
		Rural	10:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Travel Time Initial Attack Force Distribution	Urban	5:00	3:58	3:58	4:46	2:25	15:16	2:38
			n =	36	8	6	7	7	8
		Rural	11:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Fire Travel Time Moderate Risk ERF Concentration	Urban	8:00	5:30	7:31	5:30	6:24	5:14	3:31
			n =	30	5	4	9	5	7
		Rural	12:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
Travel Time High Risk ERF Concentration	Urban	12:00	19:26	14:10	19:26	12:02	6:39	Null	
		n =	8	2	2	3	1	Null	
	Rural	16:00	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	
<b>Total Response Time</b>	Total Response Time 1st Unit On Scene Distribution	Urban	6:20	7:25	7:05	6:43	6:34	9:00	8:03
			n =	135	17	18	25	27	48
		Rural	12:20	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Total Response Time Initial Attack Force Distribution	Urban	7:20	15:29	30:49	8:45	8:47	21:29	18:51
			n =	36	8	6	7	7	8
		Rural	13:20	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Fire Total Response Time Moderate Risk ERF Concentration	Urban	10:20	11:12	11:01	11:58	11:07	17:11	10:51
			n =	30	5	4	9	5	7
		Rural	14:20	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
Total Response Time High Risk ERF Concentration	Urban	14:20	34:51	26:16	34:36	19:28	16:28	Null	
		n =	8	2	2	3	1	Null	
	Rural	18:20	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	



Table 45 - SDZ 1 Emergency Medical Performance

<b>Moderate and High Risk Medical Incidents- 90th Percentile Times- Baseline Performance</b>			<b>Bench mark</b>	<b>2012- 2016</b>	<b>2016</b>	<b>2015</b>	<b>2014</b>	<b>2013</b>	<b>2012</b>
<b>Turnout Time</b>	Turnout Time	Urban	1:00	1:56	1:21	2:14	2:01	2:01	1:44
		Rural		Null	Null	Null	Null	Null	Null
<b>Travel Time</b>	<b>Travel Time 1st Unit Distribution</b>	Urban	4:00	4:33	4:36	4:27	4:32	4:30	4:42
			n =	9511	1872	2025	1924	1791	1899
		Rural	10:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	<b>Travel Time Moderate Risk ERF Concentration</b>	Urban	8:00	6:42	5:34	6:06	6:19	7:05	8:17
			n =	8824	1780	1941	1823	1691	1589
		Rural	12:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	<b>Travel Time High Risk ERF Concentration</b>	Urban	12:00	8:39	Null	Null	Null	Null	8:39
			n =	1	Null	Null	Null	Null	1
Rural		16:00	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	
<b>Total Response Time</b>	<b>Total Response Time 1st Unit On Scene Distribution</b>	Urban	6:30	8:03	7:29	7:46	7:29	7:30	0
			n =	9517	1873	2027	1926	1792	1899
		Rural	12:30	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	<b>Total Response Time Moderate Risk ERF Concentration</b>	Urban	10:30	16:25	14:26	15:20	15:38	16:15	21:28
			n =	11616	2856	2941	2536	2143	1140
		Rural	14:30	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	<b>Total Response Time High Risk ERF Concentration</b>	Urban	14:30	21:34	Null	Null	Null	Null	21:34
			n =	7	Null	Null	Null	Null	7
Rural		18:30	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	



Fire Station 3 Demand Zone

Table 46 - SDZ 3 Fire Suppression Performance

Moderate and High Risk Structure Fires- 90th Percentile Times- Baseline Performance			Bench mark	2012-2016	2016	2015	2014	2013	2012
Turnout Time	Turnout Time	Urban	1:20	2:48	1:20	3:12	2:52	2:13	1:39
		Rural		Null	Null	Null	Null	Null	Null
Travel Time	Travel Time 1st Unit Distribution	Urban	4:00	3:52	3:23	3:26	4:18	4:24	3:29
		n =	38	6	13	4	9	6	
	Rural	10:00	Null	Null	Null	Null	Null	Null	Null
		n =	Null	Null	Null	Null	Null	Null	Null
	Travel Time Initial Attack Force Distribution	Urban	5:00	3:40	3:23	3:40	3:18	7:06	2:26
		n =	26	4	9	2	6	5	
	Rural	11:00	Null	Null	Null	Null	Null	Null	Null
		n =	Null	Null	Null	Null	Null	Null	Null
	Fire Travel Time Moderate Risk ERF Concentration	Urban	8:00	5:51	5:49	6:01	5:51	5:37	5:04
		n =	20	5	7	1	4	3	
	Rural	12:00	Null	Null	Null	Null	Null	Null	Null
		n =	Null	Null	Null	Null	Null	Null	Null
Travel Time High Risk ERF Concentration	Urban	12:00	12:46	Null	12:46	Null	10:40	Null	
	n =	2	Null	1	Null	1	Null		
Rural	16:00	Null	Null	Null	Null	Null	Null	Null	
	n =	Null	Null	Null	Null	Null	Null	Null	
Total Response Time	Total Response Time 1st Unit On Scene Distribution	Urban	6:20	8:20	7:22	8:05	6:26	7:41	9:25
		n =	38	6	13	4	9	6	
	Rural	12:20	Null	Null	Null	Null	Null	Null	Null
		n =	Null	Null	Null	Null	Null	Null	Null
	Total Response Time Initial Attack Force Distribution	Urban	7:20	11:43	8:27	9:16	11:21	11:29	12:57
		n =	26	4	9	2	6	5	
	Rural	13:20	Null	Null	Null	Null	Null	Null	Null
		n =	Null	Null	Null	Null	Null	Null	Null
	Fire Total Response Time Moderate Risk ERF Concentration	Urban	10:20	19:02	17:24	18:07	12:46	21:41	19:51
		n =	24.00	6.00	3.00	1.00	8.00	6.00	
	Rural	14:20	Null	Null	Null	Null	Null	Null	Null
		n =	Null	Null	Null	Null	Null	Null	Null
Total Response Time High Risk ERF Concentration	Urban	14:20	21:09	Null	16:30	Null	20:55	Null	
	n =	2	Null	1	Null	1	Null		
Rural	18:20	Null	Null	Null	Null	Null	Null	Null	
	n =	Null	Null	Null	Null	Null	Null	Null	



Table 47 - SDZ 3 Emergency Medical Performance

Moderate and High Risk Medical Incidents- 90th Percentile Times- Baseline Performance			Bench mark	2012-2016	2016	2015	2014	2013	2012
Turnout Time	Turnout Time	Urban	1:00	1:55	1:12	2:13	2:12	1:53	1:49
		Rural		Null	Null	Null	Null	Null	Null
Travel Time	Travel Time 1st Unit Distribution	Urban	4:00	4:33	4:27	11:10	4:41	4:23	4:43
			n =	3142	629	624	664	646	579
		Rural	10:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Travel Time Moderate Risk ERF Concentration	Urban	8:00	5:30	4:40	4:51	4:59	6:00	8:13
			n =	2802	588	585	610	568	451
		Rural	12:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Travel Time High Risk ERF Concentration	Urban	12:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
		Rural	16:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
Total Response Time	Total Response Time 1st Unit On Scene Distribution	Urban	6:30	8:01	7:12	7:43	7:45	7:18	0
			n =	3145	630	624	664	648	579
		Rural	12:30	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Total Response Time Moderate Risk ERF Concentration	Urban	10:30	15:37	14:01	14:59	14:30	16:10	20:32
			n =	3930	963	938	945	747	337
		Rural	14:30	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Total Response Time High Risk ERF Concentration	Urban	14:30	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
		Rural	18:30	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null



Fire Station 4 Demand Zone

Table 48 - SDZ 4 Fire Suppression Performance

Moderate and High Risk Structure Fires- 90th Percentile Times- Baseline Performance			Bench mark	2012-2016	2016	2015	2014	2013	2012
Turnout Time	Turnout Time	Urban	1:20	2:02	1:13	1:55	2:25	2:04	1:47
		Rural		1:54	1:54	3:05	Null	1:35	:37
Travel Time	Travel Time 1st Unit Distribution	Urban	4:00	4:56	5:03	10:07	3:58	5:03	2:56
			n =	73	18	9	15	11	20
		Rural	10:00	9:13	7:32	11:50	Null	5:30	3:45
			n =	42.00	27.00	9.00	Null	4.00	2.00
	Travel Time Initial Attack Force Distribution	Urban	5:00	4:56	3:40	3:43	4:05	6:38	3:28
			n =	27	7	2	5	5	8
		Rural	11:00	13:30	7:51	23:02	Null	Null	Null
			n =	10	8	2	Null	Null	Null
	Fire Travel Time Moderate Risk ERF Concentration	Urban	8:00	7:42	8:54	5:47	6:40	7:42	6:32
			n =	24	7	2	4	4	7
		Rural	12:00	12:55	12:55	Null	Null	Null	Null
			n =	9	9	Null	Null	Null	Null
Travel Time High Risk ERF Concentration	Urban	12:00	13:26	13:26	Null	Null	13:15	Null	
		n =	2	1	Null	Null	1	Null	
	Rural	16:00	11:31	11:31	Null	Null	Null	Null	
		n =	2	2	Null	Null	Null	Null	
Total Response Time	Total Response Time 1st Unit On Scene Distribution	Urban	6:20	9:45	7:10	13:15	10:00	9:31	6:59
			n =	73	18	9	15	11	20
		Rural	12:20	12:36	10:36	17:50	Null	8:45	6:52
			n =	42	27	9	Null	4	2
	Total Response Time Initial Attack Force Distribution	Urban	7:20	8:31	8:34	7:44	10:50	9:34	8:35
			n =	26	7	2	5	5	7
		Rural	13:20	38:29	13:50	133:31	Null	Null	Null
			n =	10	8	2	Null	Null	Null
	Fire Total Response Time Moderate Risk ERF Concentration	Urban	10:20	11:19	11:16	9:07	13:59	11:50	10:32
			n =	24	7	2	4	4	7
		Rural	14:20	18:32	18:32	Null	Null	Null	Null
			n =	9	9	Null	Null	Null	Null
Total Response Time High Risk ERF Concentration	Urban	14:20	87:08	87:11	Null	Null	17:56	Null	
		n =	2	1	Null	Null	1	Null	
	Rural	18:20	29:31	29:31	Null	Null	Null	Null	
		n =	2	2	Null	Null	Null	Null	



Table 49 - SDZ 4 Emergency Medical Performance

Moderate and High Risk Medical Incidents- 90th Percentile Times- Baseline Performance			Bench mark	2012-2016	2016	2015	2014	2013	2012
Turnout Time	Turnout Time	Urban	1:00	1:55	1:14	2:06	2:01	2:03	1:43
		Rural		2:08	1:27	2:22	2:21	2:25	1:38
Travel Time	Travel Time 1st Unit Distribution	Urban	4:00	5:16	5:12	5:10	5:17	5:20	5:20
			n =	3267	625	753	670	630	589
		Rural	10:00	7:02	6:30	7:21	8:29	6:15	6:16
			n =	802	139	179	141	148	195
	Travel Time Moderate Risk ERF Concentration	Urban	8:00	5:57	5:19	5:36	5:33	6:41	7:15
			n =	1487	286	355	319	289	238
		Rural	12:00	8:23	6:12	8:43	9:13	6:32	10:01
			n =	380	66	88	71	73	82
	Travel Time High Risk ERF Concentration	Urban	12:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
		Rural	16:00	5:59	Null	Null	Null	Null	5:59
			n =	2	Null	Null	Null	Null	2
Total Response Time	Total Response Time 1st Unit On Scene Distribution	Urban	6:30	8:45	8:07	8:32	8:04	8:24	0
			n =	3275	627	753	672	632	591
		Rural	12:30	10:42	9:34	11:32	11:49	8:34	0
			n =	802	139	179	141	148	195
	Total Response Time Moderate Risk ERF Concentration	Urban	10:30	16:25	15:17	15:42	14:42	16:41	20:27
			n =	4046	864	1120	965	735	362
		Rural	14:30	16:18	10:30	15:30	15:53	14:05	26:36
			n =	380	66	88	71	73	82
	Total Response Time High Risk ERF Concentration	Urban	14:30	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
		Rural	18:30	17:56	Null	Null	Null	Null	17:56
			n =	20	Null	Null	Null	Null	20



Fire Station 8 Demand Zone

Table 50 - SDZ 8 Fire Suppression Performance

Moderate and High Risk Structure Fires- 90th Percentile Times- Baseline Performance			Bench mark	2012-2016	2016	2015	2014	2013	2012
Turnout Time	Turnout Time	Urban	1:20	1:42	1:39	2:13	1:35	1:40	1:31
		Rural		Null	Null	Null	Null	Null	Null
Travel Time	Travel Time 1st Unit Distribution	Urban	4:00	7:47	11:51	5:14	9:45	5:40	7:47
			n =	38	5	4	11	13	5
		Rural	10:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Travel Time Initial Attack Force Distribution	Urban	5:00	7:08	8:50	5:24	4:39	7:08	6:28
			n =	22	2	2	4	11	3
		Rural	11:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Fire Travel Time Moderate Risk ERF Concentration	Urban	8:00	8:58	7:51	7:02	8:46	12:15	8:58
			n =	14	2	1	3	5	3
		Rural	12:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
Travel Time High Risk ERF Concentration	Urban	12:00	19:37	Null	19:37	Null	Null	Null	
		n =	1	Null	1	Null	Null	Null	
	Rural	16:00	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	
Total Response Time	Total Response Time 1st Unit On Scene Distribution	Urban	6:20	10:31	18:01	8:25	11:59	9:06	11:30
			n =	38	5	4	11	13	5
		Rural	12:20	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Total Response Time Initial Attack Force Distribution	Urban	7:20	11:38	11:41	9:11	7:35	12:11	10:25
			n =	22	2	2	4	11	3
		Rural	13:20	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Fire Total Response Time Moderate Risk ERF Concentration	Urban	10:20	13:58	13:49	10:51	13:53	17:00	13:40
			n =	14	2	1	3	5	3
		Rural	14:20	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
Total Response Time High Risk ERF Concentration	Urban	14:20	37:47	Null	37:47	Null	Null	Null	
		n =	1	Null	1	Null	Null	Null	
	Rural	18:20	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	



Table 51 - SDZ 8 Emergency Medical Performance

Moderate and High Risk Medical Incidents- 90th Percentile Times- Baseline Performance			Bench mark	2012-2016	2016	2015	2014	2013	2012
Turnout Time	Turnout Time	Urban	1:00	1:54	1:19	2:13	1:58	1:56	1:48
		Rural		Null	Null	Null	Null	Null	Null
Travel Time	Travel Time 1st Unit Distribution	Urban	4:00	6:13	6:13	6:00	6:12	6:17	6:28
			n =	3720	810	745	751	719	695
		Rural	10:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Travel Time Moderate Risk ERF Concentration	Urban	8:00	8:05	7:05	7:29	7:41	8:35	10:02
			n =	3300	756	678	668	644	554
		Rural	12:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Travel Time High Risk ERF Concentration	Urban	12:00	5:50	Null	5:50	Null	Null	Null
			n =	1	Null	1	Null	Null	Null
Rural		16:00	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	
Total Response Time	Total Response Time 1st Unit On Scene Distribution	Urban	6:30	9:35	8:56	9:22	9:04	8:51	11:08
			n =	3727	811	745	754	720	697
		Rural	12:30	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Total Response Time Moderate Risk ERF Concentration	Urban	10:30	17:45	15:35	17:01	17:07	18:35	22:18
			n =	3040	808	702	667	562	301
		Rural	14:30	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Total Response Time High Risk ERF Concentration	Urban	14:30	18:56	Null	18:56	Null	Null	Null
			n =	7	Null	7	Null	Null	Null
Rural		18:30	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	



Fire Station 9 Demand Zone

Table 52 - SDZ 9 Fire Suppression Performance

<b>Moderate and High Risk Structure Fires- 90th Percentile Times- Baseline Performance</b>			<b>Bench mark</b>	<b>2012-2016</b>	<b>2016</b>	<b>2015</b>	<b>2014</b>	<b>2013</b>	<b>2012</b>
<b>Turnout Time</b>	Turnout Time	Urban	1:20	2:15	1:16	2:48	2:23	2:32	1:41
		Rural		Null	Null	Null	Null	Null	Null
<b>Travel Time</b>	Travel Time 1st Unit <b>Distribution</b>	Urban	4:00	4:40	5:39	4:12	5:08	4:05	4:34
			n = 88	19	18	17	18	16	
		Rural	10:00	Null	Null	Null	Null	Null	Null
			n = Null	Null	Null	Null	Null	Null	Null
	Travel Time Initial Attack Force <b>Distribution</b>	Urban	5:00	5:14	4:19	5:41	7:22	5:09	5:40
			n = 43	8	10	9	9	7	
		Rural	11:00	13:30	7:51	23:02	Null	Null	Null
			n = 10	8	2	Null	Null	Null	
	Fire Travel Time Moderate Risk ERF <b>Concentration</b>	Urban	8:00	7:18	5:47	12:08	5:43	7:18	10:55
			n = 33	5	7	5	9	7	
		Rural	12:00	12:55	12:55	Null	Null	Null	Null
			n = 9	9	Null	Null	Null	Null	
Travel Time High Risk ERF <b>Concentration</b>	Urban	12:00	18:23	13:42	18:23	4:58	16:14	23:47	
		n = 13	3	3	2	4	1		
	Rural	16:00	Null	Null	Null	Null	Null	Null	
		n = Null	Null	Null	Null	Null	Null		
<b>Total Response Time</b>	Total Response Time 1st Unit On Scene <b>Distribution</b>	Urban	6:20	7:59	8:11	7:30	7:45	7:06	8:32
			n = 88	19	18	17	18	16	
		Rural	12:20	Null	Null	Null	Null	Null	Null
			n = Null	Null	Null	Null	Null	Null	
	Total Response Time Initial Attack Force <b>Distribution</b>	Urban	7:20	9:54	7:26	9:39	20:18	8:11	9:02
			n = 43	8	10	9	9	7	
		Rural	13:20	Null	Null	Null	Null	Null	Null
			n = Null	Null	Null	Null	Null	Null	
	Fire Total Response Time Moderate Risk ERF <b>Concentration</b>	Urban	10:20	16:25	8:54	17:59	21:05	16:59	17:14
			n = 34	5	7	6	9	7	
		Rural	14:20	Null	Null	Null	Null	Null	Null
			n = Null	Null	Null	Null	Null	Null	
Total Response Time High Risk ERF <b>Concentration</b>	Urban	14:20	28:44	28:47	31:12	13:53	20:31	26:47	
		n = 13	3	3	2	4	1		
	Rural	18:20	Null	Null	Null	Null	Null	Null	
		n = Null	Null	Null	Null	Null	Null		



Table 53 - SDZ 9 Emergency Medical Performance

Moderate and High Risk Medical Incidents- 90th Percentile Times- Baseline Performance			Bench mark	2012-2016	2016	2015	2014	2013	2012
Turnout Time	Turnout Time	Urban	1:00	2:00	1:15	2:11	2:12	2:09	1:49
		Rural		Null	Null	Null	Null	Null	Null
Travel Time	Travel Time 1st Unit Distribution	Urban	4:00	5:27	5:35	5:30	5:06	5:22	5:38
			n =	4044	746	708	828	845	917
		Rural	10:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Travel Time Moderate Risk ERF Concentration	Urban	8:00	7:39	6:11	7:39	6:26	7:27	9:36
			n =	3830	715	692	805	810	808
		Rural	12:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Travel Time High Risk ERF Concentration	Urban	12:00	7:22	Null	Null	Null	7:22	Null
			n =	1	Null	Null	Null	1	Null
Rural		16:00	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	
Total Response Time	Total Response Time 1st Unit On Scene Distribution	Urban	6:30	8:44	8:13	8:49	8:04	8:08	10:05
			n =	4046	746	709	829	845	917
		Rural	12:30	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Total Response Time Moderate Risk ERF Concentration	Urban	10:30	17:15	15:22	16:07	15:43	16:57	21:08
			n =	4973	1166	1017	1180	1028	582
		Rural	14:30	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Total Response Time High Risk ERF Concentration	Urban	14:30	26:12	Null	Null	Null	26:12	Null
			n =	10	Null	Null	Null	10	Null
Rural		18:30	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	



Fire Station 10 Demand Zone

Table 54 - SDZ 10 Fire Suppression Performance

Moderate and High Risk Structure Fires- 90th Percentile Times- Baseline Performance			Bench mark	2012-2016	2016	2015	2014	2013	2012	
Turnout Time	Turnout Time	Urban	1:20	2:24	1:13	4:09	2:08	1:26	1:48	
		Rural		Null	Null	Null	Null	Null	Null	
Travel Time	Travel Time 1st Unit Distribution	Urban	4:00	8:43	10:27	10:37	4:16	8:43	5:20	
			n =	45	9	6	11	10	9	
		Rural	10:00	Null	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null	Null
	Travel Time Initial Attack Force Distribution	Urban	5:00	4:23	28:08	4:16	4:08	4:23	5:19	
			n =	23	4	6	5	3	5	
		Rural	11:00	Null	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null	Null
	Fire Travel Time Moderate Risk ERF Concentration	Urban	8:00	7:19	9:12	7:19	4:45	6:44	7:48	
			n =	20	2	4	4	4	6	
		Rural	12:00	Null	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null	Null
Travel Time High Risk ERF Concentration	Urban	12:00	10:10	Null	1:39	Null	10:10	Null		
		n =	2	Null	1	Null	1	Null		
	Rural	16:00	Null	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	Null	
Total Response Time	Total Response Time 1st Unit On Scene Distribution	Urban	6:20	11:08	13:24	14:47	10:52	10:10	8:24	
			n =	47	9	7	11	11	9	
		Rural	12:20	Null	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null	Null
	Total Response Time Initial Attack Force Distribution	Urban	7:20	17:49	32:14	28:51	10:54	17:35	13:56	
			n =	23	4	6	5	3	5	
		Rural	13:20	Null	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null	Null
	Fire Total Response Time Moderate Risk ERF Concentration	Urban	10:20	15:30	12:23	11:01	13:06	22:36	16:19	
			n =	20	2	4	4	4	6	
		Rural	14:20	Null	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null	Null
Total Response Time High Risk ERF Concentration	Urban	14:20	48:05	Null	15:09	Null	48:05	Null		
		n =	5	Null	1	Null	4	Null		
	Rural	18:20	Null	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	Null	



Table 55 - SDZ 10 Emergency Medical Performance

Moderate and High Risk Medical Incidents- 90th Percentile Times- Baseline Performance			Bench mark	2012-2016	2016	2015	2014	2013	2012
Turnout Time	Turnout Time	Urban	1:00	1:59	1:16	2:18	2:16	2:03	1:49
		Rural		Null	Null	Null	Null	Null	Null
Travel Time	Travel Time 1st Unit Distribution	Urban	4:00	6:02	6:02	5:59	5:59	5:52	6:19
			n =	18525	3930	3688	3598	3527	3782
		Rural	10:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Travel Time Moderate Risk ERF Concentration	Urban	8:00	7:15	6:39	6:39	7:01	7:41	8:56
			n =	5182	1327	1099	1030	930	796
		Rural	12:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Travel Time High Risk ERF Concentration	Urban	12:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
		Rural	16:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
Total Response Time	Total Response Time 1st Unit On Scene Distribution	Urban	6:30	8:36	7:57	8:26	7:58	8:10	9:49
			n =	5485	1367	1126	1076	977	939
		Rural	12:30	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Total Response Time Moderate Risk ERF Concentration	Urban	10:30	15:27	13:16	14:35	14:24	16:47	21:00
			n =	7139	2049	1763	1620	1162	545
		Rural	14:30	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Total Response Time High Risk ERF Concentration	Urban	14:30	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
		Rural	18:30	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null



Fire Station 11 Demand Zone

Table 56 - SDZ 11 Fire Suppression Performance

Moderate and High Risk Structure Fires- 90th Percentile Times- Baseline Performance			Bench mark	2012-2016	2016	2015	2014	2013	2012
Turnout Time	Turnout Time	Urban	1:20	2:16	1:11	2:42	6:11	1:52	2:13
		Rural		Null	Null	Null	Null	Null	Null
Travel Time	Travel Time 1st Unit Distribution	Urban	4:00	4:35	3:19	2:23	4:35	4:22	6:55
			n =	38	9	3	4	12	10
		Rural	10:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Travel Time Initial Attack Force Distribution	Urban	5:00	3:15	3:45	2:22	Null	2:24	3:15
			n =	11	3	3	Null	1	4
		Rural	11:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Travel Time Moderate Risk ERF Concentration	Urban	8:00	7:17	10:05	5:42	Null	Null	6:19
			n =	11	3	3	Null	Null	5
		Rural	12:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
Travel Time High Risk ERF Concentration	Urban	12:00	8:45	3:48	8:45	Null	Null	3:19	
		n =	4	1	1	Null	Null	2	
	Rural	16:00	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	
Total Response Time	Total Response Time 1st Unit On Scene Distribution	Urban	6:20	8:55	6:47	6:43	9:26	6:35	10:34
			n =	38	9	3	4	12	10
		Rural	12:20	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Total Response Time Initial Attack Force Distribution	Urban	7:20	7:27	8:01	7:12	NULL	5:01	6:51
			n =	11	3	3	Null	1	4
		Rural	13:20	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Total Response Time Moderate Risk ERF Concentration	Urban	10:20	10:43	16:36	9:06	Null	Null	11:32
			n =	11	3	3	Null	Null	5
		Rural	14:20	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
Total Response Time High Risk ERF Concentration	Urban	14:20	46:07	11:04	32:28	Null	Null	46:45	
		n =	4	1	1	Null	Null	2	
	Rural	18:20	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	



Table 57 - SDZ 11 Emergency Medical Performance

Moderate and High Risk Medical Incidents- 90th Percentile Times- Baseline Performance			Bench mark	2012-2016	2016	2015	2014	2013	2012	
Turnout Time	Turnout Time	Urban	1:00	1:53	1:12	2:10	2:04	1:58	1:49	
		Rural		Null	Null	Null	Null	Null	Null	
Travel Time	Travel Time 1st Unit Distribution	Urban	4:00 n =	1:56 5570	1:18 1204	2:12 1170	2:01 1072	2:05 1099	1:46 1025	
		Rural	10:00 n =	Null Null	Null Null	Null Null	Null Null	Null Null	Null Null	
	Travel Time Moderate Risk ERF Concentration	Urban	8:00 n =	6:35 5312	6:03 1174	5:46 1153	6:12 1045	6:58 1057	8:24 883	
		Rural	12:00 n =	Null Null	Null Null	Null Null	Null Null	Null Null	Null Null	
	Travel Time High Risk ERF Concentration	Urban	12:00 n =	10:16 2	Null Null	10:16 2	Null Null	Null Null	Null Null	Null Null
		Rural	16:00 n =	Null Null	Null Null	Null Null	Null Null	Null Null	Null Null	
Total Response Time	Total Response Time 1st Unit On Scene Distribution	Urban	6:30 n =	8:10 5580	7:23 1206	7:59 1171	7:42 1074	7:35 1103	9:39 1026	
		Rural	12:30 n =	Null Null	Null Null	Null Null	Null Null	Null Null	Null Null	
	Total Response Time Moderate Risk ERF Concentration	Urban	10:30 n =	15:27 7579	13:43 1835	13:53 1957	14:12 1701	15:44 1432	22:45 654	
		Rural	14:30 n =	Null Null	Null Null	Null Null	Null Null	Null Null	Null Null	
	Total Response Time High Risk ERF Concentration	Urban	14:30 n =	26:36 18	Null Null	26:38 18	Null Null	Null Null	Null Null	Null Null
		Rural	18:30 n =	Null Null	Null Null	Null Null	Null Null	Null Null	Null Null	



Battalion 2

Fire Station 2 Demand Zone

Table 58 - SDZ 2 Fire Suppression Performance

<b>Moderate and High Risk Structure Fires- 90th Percentile Times- Baseline Performance</b>			<b>Bench mark</b>	<b>2012-2016</b>	<b>2016</b>	<b>2015</b>	<b>2014</b>	<b>2013</b>	<b>2012</b>	
<b>Turnout Time</b>	Turnout Time	Urban	1:20	1:59	:59	2:13	1:24	2:11	2:00	
		Rural		:59	Null	Null	Null	Null	:59	
<b>Travel Time</b>	<b>Travel Time 1st Unit Distribution</b>	Urban	4:00	8:04	11:21	5:25	13:18	7:26	7:52	
			n =	59	14	12	8	13	12	
		Rural	10:00	4:48	Null	Null	Null	Null	Null	NA
			n =	1.00	Null	Null	Null	Null	Null	1.00
	<b>Travel Time Initial Attack Force Distribution</b>	Urban	5:00	10:40	10:43	8:59	6:52	10:40	10:24	
			n =	38	9	8	3	9	9	
		Rural	11:00	5:48	Null	Null	Null	Null	5:48	
			n =	1	Null	Null	Null	Null	1	
	<b>Fire Travel Time Medium Risk ERF Concentration</b>	Urban	8:00	15:25	11:43	11:01	8:47	17:06	15:25	
			n =	24	6	3	1	8	6	
		Rural	12:00	11:13	Null	Null	Null	Null	11:13	
			n =	1	Null	Null	Null	Null	1	
<b>Travel Time High Risk ERF Concentration</b>	Urban	12:00	17:12	Null	12:53	Null	Null	17:12		
		n =	2	Null	1	Null	Null	1		
	Rural	16:00	Null	Null	Null	Null	Null	Null		
		n =	Null	Null	Null	Null	Null	Null		
<b>Total Response Time</b>	<b>Total Response Time 1st Unit On Scene Distribution</b>	Urban	6:20	11:09	14:08	8:00	15:41	12:02	11:32	
			n =	59	14	12	8	13	12	
		Rural	12:20	8:15	Null	Null	Null	Null	8:15	
			n =	1	Null	Null	Null	Null	1	
	<b>Total Response Time Initial Attack Force Distribution</b>	Urban	7:20	14:57	15:00	120:42	9:50	13:08	16:28	
			n =	38	9	8	3	9	9	
		Rural	13:20	20:44	Null	Null	Null	Null	20:44	
			n =	1	Null	Null	Null	Null	1	
	<b>Fire Total Response Time Medium Risk ERF Concentration</b>	Urban	10:20	19:02	17:24	18:07	12:46	21:41	19:51	
			n =	24	6	3	1	8	6	
		Rural	14:20	28:23	Null	Null	Null	Null	28:23	
			n =	1	Null	Null	Null	Null	1	
<b>Total Response Time High Risk ERF Concentration</b>	Urban	14:20	26:52	Null	24:04	Null	Null	27:30		
		n =	2	Null	1	Null	Null	1		
	Rural	18:20	Null	Null	Null	Null	Null	Null		
		n =	Null	Null	Null	Null	Null	Null		



Table 59 - SDZ 2 Emergency Medical Performance

Moderate and High Risk Medical Incidents- 90th Percentile Times- Baseline Performance			Bench mark	2012-2016	2016	2015	2014	2013	2012
Turnout Time	Turnout Time	Urban	1:00	1:44	:58	1:56	1:48	1:55	1:47
		Rural		1:32	:56	1:48	1:34	1:44	1:19
Travel Time	Travel Time 1st Unit Distribution	Urban	4:00	7:42	7:39	7:28	7:26	8:00	7:54
			n =	3952	960	891	749	685	667
		Rural	10:00	8:26	4:58	6:27	9:31	8:38	8:26
			n =	102	31	17	18	22	14
	Travel Time Medium Risk ERF Concentration	Urban	8:00	9:16	8:52	8:41	8:38	9:39	10:56
			n =	3585	878	844	706	607	550
		Rural	12:00	10:22	10:17	10:10	11:36	10:30	8:53
			n =	88	27	17	16	19	9
	Travel Time High Risk ERF Concentration	Urban	12:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
		Rural	16:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
Total Response Time	Total Response Time 1st Unit On Scene Distribution	Urban	6:30	11:00	10:22	10:29	10:12	10:54	1
			n =	3962	962	893	752	688	667
		Rural	12:30	11:33	10:00	9:30	11:20	12:54	13:23
			n =	102	31	17	18	22	14
	Total Response Time Medium Risk ERF Concentration	Urban	10:30	15:33	13:14	14:17	15:42	15:59	23:41
			n =	1347	441	353	274	195	84
		Rural	14:30	22:51	35:47	18:05	24:52	24:14	19:06
			n =	88	27	17	16	19	9
	Total Response Time High Risk ERF Concentration	Urban	14:30	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
		Rural	18:30	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null



Fire Station 15 Demand Zone

Table 60 - SDZ 15 Fire Suppression Performance

<b>Moderate and High Risk Structure Fires- 90th Percentile Times- Baseline Performance</b>			<b>Bench mark</b>	<b>2012-2016</b>	<b>2016</b>	<b>2015</b>	<b>2014</b>	<b>2013</b>	<b>2012</b>
<b>Turnout Time</b>	Turnout Time- All Units	Urban	1:20	2:01	1:12	2:01	1:46	2:11	2:40
		Rural		2:00	1:15	2:09	2:06	1:52	Null
<b>Travel Time</b>	Travel Time 1st Unit <b>Distribution</b>	Urban	4:00	6:53	4:48	8:01	7:57	5:55	6:56
			n =	58	11	10	13	12	12
		Rural	10:00	5:58	6:28	5:58	5:49	3:36	Null
			n =	11	5	3	2	1	Null
	Travel Time Initial Attack Force <b>Distribution</b>	Urban	5:00	7:29	6:01	9:00	6:35	7:29	6:21
			n =	39	6	8	6	13	6
		Rural	11:00	11:01	4:58	3:58	3:58	11:01	Null
			n =	4	1	1	1	1	Null
	Travel Time Moderate Risk ERF <b>Concentration</b>	Urban	8:00	12:41	8:22	11:02	11:13	12:55	14:05
			n =	22	2	3	3	9	5
		Rural	12:00	8:17	8:17	Null	7:46	Null	Null
			n =	2	1	Null	1	Null	Null
Travel Time High Risk ERF <b>Concentration</b>	Urban	12:00	9:33	Null	Null	Null	Null	9:33	
		n =	2	Null	Null	Null	Null	2	
	Rural	16:00	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	
<b>Total Response Time</b>	Total Response Time 1st Unit On Scene <b>Distribution</b>	Urban	6:20	11:08	9:26	10:19	10:49	9:00	56:19
			n =	63	11	10	13	14	15
		Rural	12:20	8:21	13:53	8:06	8:00	6:05	Null
			n =	11	5	3	2	1	Null
	Total Response Time Initial Attack Force <b>Distribution</b>	Urban	7:20	11:14	10:03	12:34	9:30	12:12	11:10
			n =	39	6	8	6	13	6
		Rural	13:20	21:50	9:30	8:38	8:29	21:36	Null
			n =	4	1	1	1	1	Null
	Total Response Time Moderate Risk ERF <b>Concentration</b>	Urban	10:20	17:54	11:10	14:52	14:05	18:00	19:16
			n =	22	2	3	3	9	5
		Rural	14:20	12:36	12:39	Null	11:06	Null	Null
			n =	2	1	Null	1	Null	Null
	Total Response Time High Risk ERF <b>Concentration</b>	Urban	14:20	21:17	Null	Null	Null	Null	21:17
			n =	2	Null	Null	Null	Null	2
		Rural	18:20	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null



Table 61 - SDZ 15 Emergency Medical Performance

Moderate and High Risk Medical Incidents- 90th Percentile Times- Baseline Performance			Bench mark	2012-2016	2016	2015	2014	2013	2012
Turnout Time	Turnout Time	Urban	1:00	1:55	1:11	2:07	2:03	2:00	1:49
		Rural		1:49	1:20	2:00	1:52	1:57	1:48
Travel Time	Travel Time 1st Unit Distribution	Urban	4:00	7:03	6:50	7:13	7:03	6:56	7:26
			n =	4961	1061	1047	1098	912	843
		Rural	10:00	7:12	6:45	7:25	7:10	7:25	7:09
			n =	642	148	113	119	116	146
	Travel Time Moderate Risk ERF Concentration	Urban	8:00	10:09	8:58	8:55	9:36	10:58	12:19
			n =	4377	971	958	1003	780	665
		Rural	12:00	10:01	9:10	7:37	9:57	9:47	11:20
			n =	533	123	92	107	99	112
Travel Time High Risk ERF Concentration	Urban	12:00	6:05	6:05	Null	Null	Null	Null	
		n =	1	1	Null	Null	Null	Null	
	Rural	16:00	6:44	Null	Null	Null	Null	6:44	
		n =	1	Null	Null	Null	Null	1	
Total Response Time	Total Response Time 1st Unit On Scene Distribution	Urban	6:30	10:16	9:25	10:08	9:47	9:44	1
			n =	4969	1061	1048	1103	912	845
		Rural	12:30	10:40	9:27	10:17	10:15	10:08	12:15
			n =	642	148	113	119	116	146
	Total Response Time Moderate Risk ERF Concentration	Urban	10:30	20:22	17:11	18:13	19:38	21:27	27:27
			n =	5260	1342	1296	1295	861	466
		Rural	14:30	20:55	17:41	18:20	20:23	19:17	25:59
			n =	533	123	92	107	99	112
Total Response Time High Risk ERF Concentration	Urban	14:30	24:45	24:45	Null	Null	Null	Null	
		n =	9	9	Null	Null	Null	Null	
	Rural	18:30	22:51	Null	Null	Null	Null	22:51	
		n =	7	Null	Null	Null	Null	7	



Fire Station 22 Demand Zone

Table 62 - SDZ 22 Fire Suppression Performance

<b>Moderate and High Risk Structure Fires- 90th Percentile Times- Baseline Performance</b>			<b>Bench mark</b>	<b>2012-2016</b>	<b>2016</b>	<b>2015</b>	<b>2014</b>	<b>2013</b>	<b>2012</b>
<b>Turnout Time</b>	Turnout Time	Urban	1:20	2:14	1:22	2:45	2:00	2:21	1:55
		Rural		Null	Null	Null	Null	Null	Null
<b>Travel Time</b>	<b>Travel Time 1st Unit Distribution</b>	Urban	4:00	5:27	5:27	3:27	5:18	5:58	7:14
			n =	86	17	9	21	20	19
		Rural	10:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	<b>Travel Time Initial Attack Force Distribution</b>	Urban	5:00	6:19	10:09	6:08	4:49	5:11	7:49
			n =	54	11	6	12	11	14
		Rural	11:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	<b>Travel Time Moderate Risk ERF Concentration</b>	Urban	8:00	11:28	11:12	10:48	11:28	12:29	12:49
			n =	33	8	5	9	7	4
		Rural	12:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
<b>Travel Time High Risk ERF Concentration</b>	Urban	12:00	23:16	23:16	16:24	12:25	16:10	Null	
		n =	9	2	2	2	3	Null	
	Rural	16:00	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	
<b>Total Response Time</b>	<b>Total Response Time 1st Unit On Scene Distribution</b>	Urban	6:20	9:33	9:24	6:55	8:40	9:07	10:48
			n =	86	17	9	21	20	19
		Rural	12:20	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	<b>Total Response Time Initial Attack Force Distribution</b>	Urban	7:20	11:24	14:58	11:09	8:16	11:52	11:58
			n =	54	11	6	12	11	14
		Rural	13:20	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	<b>Total Response Time Moderate Risk ERF Concentration</b>	Urban	10:20	16:05	18:23	14:45	15:09	16:04	17:23
			n =	33	8	5	9	7	4
		Rural	14:20	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	<b>Total Response Time High Risk ERF Concentration</b>	Urban	14:20	102:52	102:55	31:49	24:42	27:23	Null
			n =	9	2	2	2	3	Null
		Rural	18:20	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null



Table 63 - SDZ 22 Emergency Medical Performance

Moderate and High Risk Medical Incidents- 90th Percentile Times- Baseline Performance			Bench mark	2012-2016	2016	2015	2014	2013	2012
Turnout Time	Turnout Time	Urban	1:00	1:56	1:18	2:13	2:04	2:02	1:51
		Rural		Null	Null	Null	Null	Null	Null
Travel Time	Travel Time 1st Unit Distribution	Urban	4:00	6:33	6:15	6:10	6:36	6:48	6:51
			n =	8685	1708	1873	1679	1649	1776
		Rural	10:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Travel Time Moderate Risk ERF Concentration	Urban	8:00	8:27	7:26	6:46	7:12	8:52	11:09
			n =	7750	1536	1753	1565	1461	1435
		Rural	12:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Travel Time High Risk ERF Concentration	Urban	12:00	17:18	17:18	Null	Null	13:59	Null
			n =	2	1	Null	Null	1	Null
Rural		16:00	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	
Total Response Time	Total Response Time 1st Unit On Scene Distribution	Urban	6:30	9:54	9:00	9:25	9:24	9:30	11:28
			n =	8698	1710	1879	1681	1649	1779
		Rural	12:30	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Total Response Time Moderate Risk ERF Concentration	Urban	10:30	18:00	16:19	16:00	15:59	18:23	23:47
			n =	9916	2067	2612	2269	1944	1024
		Rural	14:30	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Total Response Time High Risk ERF Concentration	Urban	14:30	29:13	26:01	Null	Null	34:20	Null
			n =	14	7	Null	Null	7	Null
Rural		18:30	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	



Fire Station 27 Demand Zone

Table 64 - SDZ 27 Fire Suppression Performance

<b>Moderate and High Risk Structure Fires- 90th Percentile Times- Baseline Performance</b>			<b>Bench mark</b>	<b>2012-2016</b>	<b>2016</b>	<b>2015</b>	<b>2014</b>	<b>2013</b>	<b>2012</b>
<b>Turnout Time</b>	Turnout Time	Urban	1:20	2:00	1:14	2:15	2:00	2:00	1:47
		Rural		Null	Null	Null	Null	Null	Null
<b>Travel Time</b>	<b>Travel Time 1st Unit Distribution</b>	Urban	4:00	8:09	7:47	6:09	7:35	10:42	5:10
			n = 92	18	12	25	25	12	
		Rural	10:00	Null	Null	Null	Null	Null	Null
			n = Null	Null	Null	Null	Null	Null	Null
	<b>Travel Time Initial Attack Force Distribution</b>	Urban	5:00	7:36	7:53	7:13	7:36	6:52	7:09
			n = 58	11	10	16	12	9	
		Rural	11:00	Null	Null	Null	Null	Null	Null
			n = Null	Null	Null	Null	Null	Null	Null
	<b>Travel Time Moderate Risk ERF Concentration</b>	Urban	8:00	12:56	14:39	12:42	11:40	11:24	15:20
			n = 31	4	4	10	6	7	
		Rural	12:00	Null	Null	Null	Null	Null	Null
			n = Null	Null	Null	Null	Null	Null	Null
<b>Travel Time High Risk ERF Concentration</b>	Urban	12:00	22:50	Null	17:12	22:50	15:48	Null	
		n = 6	Null	2	3	1	Null		
	Rural	16:00	Null	Null	Null	Null	Null	Null	
		n = Null	Null	Null	Null	Null	Null	Null	
<b>Total Response Time</b>	<b>Total Response Time 1st Unit On Scene Distribution</b>	Urban	6:20	11:22	11:50	8:25	10:43	13:07	10:36
			n = 95	18	13	26	25	13	
		Rural	12:20	Null	Null	Null	Null	Null	Null
			n = Null	Null	Null	Null	Null	Null	Null
	<b>Total Response Time Initial Attack Force Distribution</b>	Urban	7:20	11:56	12:23	9:49	11:57	11:25	11:13
			n = 58	11	10	16	12	9	
		Rural	13:20	Null	Null	Null	Null	Null	Null
			n = Null	Null	Null	Null	Null	Null	Null
	<b>Total Response Time Moderate Risk ERF Concentration</b>	Urban	10:20	18:08	18:22	16:54	19:51	15:08	20:28
			n = 31	4	4	10	6	7	
		Rural	14:20	Null	Null	Null	Null	Null	Null
			n = Null	Null	Null	Null	Null	Null	Null
<b>Total Response Time High Risk ERF Concentration</b>	Urban	14:20	49:48	Null	49:48	32:24	28:21	Null	
		n = 6	Null	2	3	1	Null		
	Rural	18:20	Null	Null	Null	Null	Null	Null	
		n = Null	Null	Null	Null	Null	Null	Null	



Table 65 - SDZ 27 Emergency Medical Performance

Moderate and High Risk Medical Incidents- 90th Percentile Times- Baseline Performance			Bench mark	2012-2016	2016	2015	2014	2013	2012
Turnout Time	Turnout Time	Urban	1:00	1:52	1:14	2:05	1:54	2:01	1:47
		Rural		Null	Null	Null	Null	Null	Null
Travel Time	Travel Time 1st Unit Distribution	Urban	4:00	7:15	7:16	6:54	6:54	:29	7:48
			n =	4381	1161	1143	0	1062	1015
		Rural	10:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Travel Time Moderate Risk ERF Concentration	Urban	8:00	8:30	8:19	7:13	7:12	8:53	11:20
			n =	5069	1066	1093	1087	1008	815
		Rural	12:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
Travel Time High Risk ERF Concentration	Urban	12:00	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	
	Rural	16:00	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	
Total Response Time	Total Response Time 1st Unit On Scene Distribution	Urban	6:30	10:40	10:11	9:57	9:31	10:25	12:37
			n =	5530	1162	1145	1145	1063	1015
		Rural	12:30	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Total Response Time Moderate Risk ERF Concentration	Urban	10:30	16:53	15:54	15:12	14:44	17:01	22:47
			n =	4974	1061	1252	1201	1064	396
		Rural	14:30	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
Total Response Time High Risk ERF Concentration	Urban	14:30	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	
	Rural	18:30	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	



Fire Station 31 Demand Zone

Table 66 - SDZ 31 Fire Suppression Performance

<b>Moderate and High Risk Structure Fires- 90th Percentile Times- Baseline Performance</b>			<b>Bench mark</b>	<b>2012-2016</b>	<b>2016</b>	<b>2015</b>	<b>2014</b>	<b>2013</b>	<b>2012</b>
<b>Turnout Time</b>	Turnout Time	Urban	1:20	2:08	:58	3:12	2:20	2:05	1:45
		Rural		2:07	:28	2:33	Null	3:34	Null
<b>Travel Time</b>	<b>Travel Time 1st Unit Distribution</b>	Urban	4:00	6:09	5:27	5:15	7:07	6:09	8:09
			n =	59	15	9	13	13	9
		Rural	10:00	7:12	6:26	7:12	Null	5:11	Null
			n =	5	2	2	Null	1	Null
	<b>Travel Time Initial Attack Force Distribution</b>	Urban	5:00	7:12	8:25	11:31	5:16	5:57	7:14
			n =	41	11	6	6	11	7
		Rural	11:00	7:09	6:59	7:09	Null	5:49	Null
			n =	4	2	1	Null	1	Null
	<b>Travel Time Moderate Risk ERF Concentration</b>	Urban	8:00	15:21	9:43	15:21	27:22	22:30	12:30
			n =	25	5	4	6	6	4
		Rural	12:00	12:50	7:58	12:50	Null	10:50	Null
			n =	5	1	3	Null	1	Null
<b>Travel Time High Risk ERF Concentration</b>	Urban	12:00	59:57	Null	9:46	Null	59:57	10:36	
		n =	3	Null	1	Null	1	1	
	Rural	16:00	29:12	Null	29:12	Null	Null	Null	
		n =	2	Null	2	Null	Null	Null	
<b>Total Response Time</b>	<b>Total Response Time 1st Unit On Scene Distribution</b>	Urban	6:20	9:37	8:34	8:41	9:13	9:23	10:40
			n =	59	15	9	13	13	9
		Rural	12:20	11:09	11:12	10:29	Null	8:56	Null
			n =	5	2	2	Null	1	Null
	<b>Total Response Time Initial Attack Force Distribution</b>	Urban	7:20	12:44	20:39	15:10	8:30	10:33	14:16
			n =	41	11	6	6	11	7
		Rural	13:20	12:39	12:42	10:43	Null	9:38	Null
			n =	4	2	1	Null	1	Null
	<b>Total Response Time Moderate Risk ERF Concentration</b>	Urban	10:20	19:10	12:59	18:44	32:12	27:02	19:59
			n =	25	5	4	6	6	4
		Rural	14:20	15:29	12:43	15:29	Null	14:33	Null
			n =	5	1	3	Null	1	Null
<b>Total Response Time High Risk ERF Concentration</b>	Urban	14:20	267:34	Null	13:43	Null	267:34	21:52	
		n =	3	Null	1	Null	1	1	
	Rural	18:20	37:55	Null	37:55	Null	Null	Null	
		n =	1	Null	1	Null	Null	Null	



Table 67 - SDZ 31 Emergency Medical Performance

Moderate and High Risk Medical Incidents- 90th Percentile Times- Baseline Performance			Bench mark	2012-2016	2016	2015	2014	2013	2012
Turnout Time	Turnout Time	Urban	1:00	1:54	1:33	2:01	1:53	2:01	1:56
		Rural		1:51	1:29	1:58	1:38	1:59	1:53
Travel Time	Travel Time 1st Unit Distribution	Urban	4:00	6:54	6:37	6:32	6:23	7:05	7:51
			n =	3095	650	641	585	602	617
		Rural	10:00	9:22	9:23	8:37	8:31	8:27	11:53
			n =	188	42	37	26	47	36
	Travel Time Moderate Risk ERF Concentration	Urban	8:00	8:29	6:57	6:57	6:48	8:30	11:34
			n =	2762	604	575	528	548	507
		Rural	12:00	10:32	8:54	10:25	9:12	9:43	13:31
			n =	142	36	29	17	41	19
Travel Time High Risk ERF Concentration	Urban	12:00	16:24	5:16	Null	Null	Null	16:24	
		n =	2	1	Null	Null	Null	1	
	Rural	16:00	7:10	Null	Null	Null	7:10	6:31	
		n =	2	Null	Null	Null	1	1	
Total Response Time	Total Response Time 1st Unit On Scene Distribution	Urban	6:30	10:20	9:33	9:31	9:14	10:00	12:27
			n =	3096	650	641	585	603	617
		Rural	12:30	13:01	12:14	12:39	11:27	11:51	16:19
			n =	152	42	37	26	47	36
	Total Response Time Moderate Risk ERF Concentration	Urban	10:30	19:01	16:25	16:35	15:47	18:12	30:26
			n =	2348	555	527	529	480	257
		Rural	14:30	21:21	20:09	15:56	19:45	20:50	37:35
			n =	142	36	29	17	41	19
Total Response Time High Risk ERF Concentration	Urban	14:30	158:35	23:54	Null	Null	Null	168:38	
		n =	26	9	Null	Null	Null	17	
	Rural	18:30	120:06	Null	Null	Null	171:07	23:40	
		n =	16	Null	Null	Null	7	9	



Battalion 3

Fire Station 5 Demand Zone

Table 68 - SDZ 5 Fire Suppression Performance

Moderate and High Risk Structure Fires- 90th Percentile Times- Baseline Performance			Bench mark	2012-2016	2016	2015	2014	2013	2012		
Turnout Time	Turnout Time	Urban	1:20	2:00	1:14	2:36	2:02	2:03	1:41		
		Rural		Null	Null	Null	Null	Null	Null		
Travel Time	Travel Time 1st Unit Distribution	Urban	4:00 n =	5:31	5:20	5:13	7:39	5:09	4:53		
				274	50	60	49	70	45		
		Rural		10:00 n =	Null	Null	Null	Null	Null	Null	Null
				Null	Null	Null	Null	Null	Null	Null	
	Travel Time Initial Attack Force Distribution	Urban	5:00 n =	5:42	5:23	5:42	6:44	5:45	5:35		
		68		19	12	15	14	8			
	Rural	11:00 n =	Null	Null	Null	Null	Null	Null	Null		
		Null	Null	Null	Null	Null	Null	Null			
	Fire Travel Time Moderate Risk ERF Concentration	Urban	8:00 n =	8:14	7:53	12:30	8:14	9:07	7:17		
		57		17	9	15	10	6			
	Rural	12:00 n =	Null	Null	Null	Null	Null	Null	Null		
		Null	Null	Null	Null	Null	Null	Null			
Travel Time High Risk ERF Concentration	Urban	12:00 n =	15:02	43:42	14:14	15:02	4:50	Null			
	13		3	3	5	2	Null				
Rural	16:00 n =	Null	Null	Null	Null	Null	Null	Null			
	Null	Null	Null	Null	Null	Null	Null				
Total Response Time	Total Response Time 1st Unit On Scene Distribution	Urban	6:20 n =	8:47	8:30	8:32	10:05	7:56	8:48		
		277		50	63	49	70	45			
	Rural	12:20 n =	Null	Null	Null	Null	Null	Null	Null		
		Null	Null	Null	Null	Null	Null	Null			
	Total Response Time Initial Attack Force Distribution	Urban	7:20 n =	10:27	9:10	9:00	10:51	10:13	10:07		
		68		19	12	15	14	8			
	Rural	13:20 n =	Null	Null	Null	Null	Null	Null	Null		
		Null	Null	Null	Null	Null	Null	Null			
	Fire Total Response Time Moderate Risk ERF Concentration	Urban	10:20 n =	12:31	11:11	16:31	12:34	12:28	28:50		
		57		17	9	15	10	6			
	Rural	14:20 n =	Null	Null	Null	Null	Null	Null	Null		
		Null	Null	Null	Null	Null	Null	Null			
Total Response Time High Risk ERF Concentration	Urban	14:20 n =	103:45	164:56	27:17	103:29	20:48	Null			
	13		3	3	5	2	Null				
Rural	18:20 n =	Null	Null	Null	Null	Null	Null	Null			
	Null	Null	Null	Null	Null	Null	Null				



Table 69 - SDZ 5 Emergency Medical Performance

Moderate and High Risk Medical Incidents- 90th Percentile Times- Baseline Performance			Bench mark	2012-2016	2016	2015	2014	2013	2012
Turnout Time	Turnout Time	Urban	1:00	1:55	1:13	2:14	2:09	2:04	1:43
		Rural		Null	Null	Null	Null	Null	Null
Travel Time	Travel Time 1st Unit Distribution	Urban	4:00	6:02	6:02	5:59	5:59	5:52	6:19
			n =	18525	3930	3688	3598	3527	3782
		Rural	10:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Travel Time Moderate Risk ERF Concentration	Urban	8:00	7:48	7:03	6:53	7:02	7:45	9:49
			n =	11124	2451	2280	2232	2137	2024
		Rural	12:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Travel Time High Risk ERF Concentration	Urban	12:00	7:39	Null	7:39	7:01	3:22	27:38
			n =	11	Null	4	2	2	3
		Rural	16:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
Total Response Time	Total Response Time 1st Unit On Scene Distribution	Urban	6:30	9:22	8:55	9:17	8:34	8:32	0
			n =	18537	3935	3689	3603	3528	3782
		Rural	12:30	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Total Response Time Moderate Risk ERF Concentration	Urban	10:30	17:55	16:18	16:40	16:34	17:10	23:01
			n =	22642	5409	5257	5222	4520	2234
		Rural	14:30	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Total Response Time High Risk ERF Concentration	Urban	14:30	52:46	Null	60:58	37:23	37:27	58:17
			n =	96	Null	29	18	29	20
		Rural	18:30	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null



Fire Station 7 Demand Zone

Table 70 - SDZ 7 Fire Suppression Performance

Moderate and High Risk Structure Fires- 90th Percentile Times- Baseline Performance			Bench mark	2012-2016	2016	2015	2014	2013	2012
Turnout Time	Turnout Time	Urban	1:20	1:56	:50	2:09	2:16	2:12	1:39
		Rural		Null	Null	Null	Null	Null	Null
Travel Time	Travel Time 1st Unit Distribution	Urban	4:00	4:24	4:50	4:44	4:02	4:18	4:28
			n =	130	20	30	25	26	29
		Rural	10:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Travel Time Initial Attack Force Distribution	Urban	5:00	5:25	13:53	5:25	5:56	4:53	4:30
			n =	56	8	9	10	15	14
		Rural	11:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Fire Travel Time Moderate Risk ERF Concentration	Urban	8:00	8:49	8:49	7:43	9:07	20:34	7:28
			n =	43	7	9	8	9	10
		Rural	12:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
Travel Time High Risk ERF Concentration	Urban	12:00	16:35	11:19	9:50	8:11	20:38	:02	
		n =	11	2	2	3	3	1	
	Rural	16:00	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	
Total Response Time	Total Response Time 1st Unit On Scene Distribution	Urban	6:20	8:13	8:25	8:43	6:27	7:20	8:27
			n =	131	20	30	25	26	30
		Rural	12:20	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Total Response Time Initial Attack Force Distribution	Urban	7:20	12:12	15:49	10:14	11:40	13:43	12:08
			n =	56	8	9	10	15	14
		Rural	13:20	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Fire Total Response Time Moderate Risk ERF Concentration	Urban	10:20	13:56	18:11	10:40	11:58	439:32	11:25
			n =	43	7	9	8	9	10
		Rural	14:20	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
Total Response Time High Risk ERF Concentration	Urban	14:20	222:16	222:19	16:00	32:04	939:24	43:26	
		n =	11	2	2	3	3	1	
	Rural	18:20	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	



Table 71 - SDZ 7 Emergency Medical Performance

Moderate and High Risk Medical Incidents- 90th Percentile Times- Baseline Performance			Bench mark	2012-2016	2016	2015	2014	2013	2012
Turnout Time	Turnout Time	Urban	1:00	1:52	1:07	2:04	2:04	2:01	1:46
		Rural		Null	Null	Null	Null	Null	Null
Travel Time	Travel Time 1st Unit Distribution	Urban	4:00	5:07	5:18	5:17	4:47	4:54	5:18
			n =	7571	1531	1504	1540	1484	1512
		Rural	10:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Travel Time Moderate Risk ERF Concentration	Urban	8:00	7:47	6:48	7:09	7:11	7:50	9:31
			n =	5967	1255	1218	1224	1156	1114
		Rural	12:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Travel Time High Risk ERF Concentration	Urban	12:00	:06	Null	Null	Null	Null	:06
			n =	1	Null	Null	Null	Null	1
		Rural	16:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
Total Response Time	Total Response Time 1st Unit On Scene Distribution	Urban	6:30	8:28	8:09	8:21	7:28	7:46	10:00
			n =	7577	1532	1505	1543	1485	1512
		Rural	12:30	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Total Response Time Moderate Risk ERF Concentration	Urban	10:30	17:33	15:47	16:40	16:39	16:52	22:24
			n =	8820	2184	2067	1951	1698	920
		Rural	14:30	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Total Response Time High Risk ERF Concentration	Urban	14:30	21:26	Null	Null	Null	Null	21:26
			n =	10	Null	Null	Null	Null	10
		Rural	18:30	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null



Fire Station 20 Demand Zone

Table 72 - SDZ 20 Fire Suppression Performance

<b>Moderate and High Risk Structure Fires- 90th Percentile Times- Baseline Performance</b>			<b>Bench mark</b>	<b>2012-2016</b>	<b>2016</b>	<b>2015</b>	<b>2014</b>	<b>2013</b>	<b>2012</b>
<b>Turnout Time</b>	Turnout Time	Urban	1:20	1:58	1:11	2:06	1:54	2:12	1:44
		Rural		Null	Null	Null	Null	Null	Null
<b>Travel Time</b>	<b>Travel Time 1st Unit Distribution</b>	Urban	4:00	6:01	4:29	5:51	6:04	5:31	6:22
			n =	102	12	22	22	29	17
		Rural	10:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	<b>Travel Time Initial Attack Force Distribution</b>	Urban	5:00	6:11	6:11	5:46	5:43	7:56	6:19
			n =	57	9	13	9	17	9
		Rural	11:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	<b>Travel Time Moderate Risk ERF Concentration</b>	Urban	8:00	11:26	9:35	13:51	11:37	10:38	11:34
			n =	43	10	9	5	10	9
		Rural	12:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
<b>Travel Time High Risk ERF Concentration</b>	Urban	12:00	14:45	12:12	13:09	Null	14:45	13:10	
		n =	8	2	1	Null	4	1	
	Rural	16:00	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	
<b>Total Response Time</b>	<b>Total Response Time 1st Unit On Scene Distribution</b>	Urban	6:20	10:01	10:04	9:20	8:35	10:31	10:59
			n =	102	12	22	22	29	17
		Rural	12:20	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	<b>Total Response Time Initial Attack Force Distribution</b>	Urban	7:20	11:54	10:01	10:36	14:43	12:20	11:32
			n =	57	9	13	9	17	9
		Rural	13:20	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	<b>Total Response Time Moderate Risk ERF Concentration</b>	Urban	10:20	14:56	13:58	16:40	14:23	14:53	16:52
			n =	43	10	9	5	10	9
		Rural	14:20	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
<b>Total Response Time High Risk ERF Concentration</b>	Urban	14:20	149:29	28:37	32:52	Null	149:15	93:39	
		n =	8	2	1	Null	4	1	
	Rural	18:20	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	



Table 73 - SDZ 20 Emergency Medical Performance

Moderate and High Risk Medical Incidents- 90th Percentile Times- Baseline Performance			Bench mark	2012-2016	2016	2015	2014	2013	2012
Turnout Time	Turnout Time	Urban	1:00	2:04	1:16	2:17	2:14	2:10	1:56
		Rural		Null	Null	Null	Null	Null	Null
Travel Time	Travel Time 1st Unit Distribution	Urban	4:00	6:31	6:26	6:32	6:45	6:17	6:33
			n =	7294	1405	1443	1537	1580	1329
		Rural	10:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Travel Time Moderate Risk ERF Concentration	Urban	8:00	8:49	8:14	8:22	8:26	8:50	10:35
			n =	6446	1253	1306	1419	1404	1064
		Rural	12:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Travel Time High Risk ERF Concentration	Urban	12:00	11:11	Null	Null	11:11	Null	7:15
			n =	3	Null	Null	2	Null	1
Rural		16:00	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	
Total Response Time	Total Response Time 1st Unit On Scene Distribution	Urban	6:30	9:55	9:28	9:46	9:28	9:09	11:11
			n =	7302	1408	1443	1538	1584	1329
		Rural	12:30	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Total Response Time Moderate Risk ERF Concentration	Urban	10:30	18:52	16:55	18:04	16:53	18:14	25:49
			n =	7547	1559	1685	1861	1656	786
		Rural	14:30	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Total Response Time High Risk ERF Concentration	Urban	14:30	25:55	Null	Null	28:23	Null	17:25
			n =	23	Null	Null	16	Null	7
Rural		18:30	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	



Fire Station 32 Demand Zone

Table 74 - SDZ 32 Fire Suppression Performance

<b>Moderate and High Risk Structure Fires- 90th Percentile Times- Baseline Performance</b>			<b>Bench mark</b>	<b>2012-2016</b>	<b>2016</b>	<b>2015</b>	<b>2014</b>	<b>2013</b>	<b>2012</b>		
<b>Turnout Time</b>	Turnout Time	Urban	1:20	:17	Null	Null	:17	Null	Null		
		Rural		Null	Null	Null	Null	Null	Null		
<b>Travel Time</b>	<b>Travel Time 1st Unit Distribution</b>	Urban	4:00 n =	5:28 2	Null	Null	5:28 2	Null	Null		
				Rural	10:00 n =	Null	Null	Null	Null	Null	Null
		<b>Travel Time Initial Attack Force Distribution</b>	Urban			5:00 n =	Null	Null	Null	Null	Null
				Rural	11:00 n =		Null	Null	Null	Null	Null
	<b>Travel Time Moderate Risk ERF Concentration</b>	Urban	8:00 n =			Null	Null	Null	Null	Null	Null
				Rural	12:00 n =	Null	Null	Null	Null	Null	Null
		<b>Travel Time High Risk ERF Concentration</b>	Urban			12:00 n =	Null	Null	Null	Null	Null
				Rural	16:00 n =		Null	Null	Null	Null	Null
	<b>Total Response Time</b>	<b>Total Response Time 1st Unit On Scene Distribution</b>	Urban			6:20 n =	7:15 2	Null	Null	6:59 2	Null
				Rural	12:20 n =		Null	Null	Null	Null	Null
			<b>Total Response Time Initial Attack Force Distribution</b>			Urban	7:20 n =	Null	Null	Null	Null
				Rural	13:20 n =			Null	Null	Null	Null
<b>Total Response Time Moderate Risk ERF Concentration</b>		Urban				10:20 n =	Null	Null	Null	Null	Null
				Rural	14:20 n =		Null	Null	Null	Null	Null
		<b>Total Response Time High Risk ERF Concentration</b>	Urban			14:20 n =	Null	Null	Null	Null	Null
				Rural	18:20 n =		Null	Null	Null	Null	Null



Table 75 - SDZ 32 Emergency Medical Performance

Moderate and High Risk Medical Incidents- 90th Percentile Times- Baseline Performance			Bench mark	2012-2016	2016	2015	2014	2013	2012
Turnout Time	Turnout Time	Urban	1:00	2:21	1:17	2:17	2:41	2:36	2:00
		Rural		Null	Null	Null	Null	Null	Null
Travel Time	Travel Time 1st Unit Distribution	Urban	4:00	6:32	6:32	6:23	6:11	7:38	5:24
			n =	794	112	154	181	180	167
		Rural	10:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Travel Time Moderate Risk ERF Concentration	Urban	8:00	9:21	8:21	9:43	8:43	10:33	8:26
			n =	720	101	148	167	163	141
		Rural	12:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Travel Time High Risk ERF Concentration	Urban	12:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
Rural		16:00	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	
Total Response Time	Total Response Time 1st Unit On Scene Distribution	Urban	6:30	10:13	9:19	9:34	9:58	10:39	10:52
			n =	798	113	154	184	180	167
		Rural	12:30	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Total Response Time Moderate Risk ERF Concentration	Urban	10:30	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
		Rural	14:30	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Total Response Time High Risk ERF Concentration	Urban	14:30	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
Rural		18:30	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	



Battalion 4

Fire Station 14 Demand Zone

Table 76 - SDZ 14 Fire Suppression Performance

<b>Moderate and High Risk Structure Fires- 90th Percentile Times- Baseline Performance</b>			<b>Bench mark</b>	<b>2012-2016</b>	<b>2016</b>	<b>2015</b>	<b>2014</b>	<b>2013</b>	<b>2012</b>
<b>Turnout Time</b>	Turnout Time- All Units	Urban	1:20	2:11	:36	2:42	2:16	1:44	1:50
		Rural		Null	Null	Null	Null	Null	Null
<b>Travel Time</b>	Travel Time 1st Unit Distribution	Urban	4:00	5:52	8:28	6:04	5:41	5:45	4:25
		n =	77	9	12	14	19	23	
		Rural	10:00	9:00	Null	Null	Null	Null	Null
		n =	0.00	Null	Null	Null	Null	Null	
	Travel Time Initial Attack Force Distribution	Urban	5:00	5:58	6:18	4:57	6:40	4:48	6:36
		n =	47	6	10	9	11	11	
		Rural	11:00	Null	Null	Null	Null	Null	Null
		n =	Null	Null	Null	Null	Null	Null	
	Travel Time Moderate Risk ERF Concentration	Urban	8:00	9:10	8:31	8:56	9:42	8:54	9:40
		n =	33	3	8	6	7	9	
		Rural	12:00	Null	Null	Null	Null	Null	Null
		n =	Null	Null	Null	Null	Null	Null	
Travel Time High Risk ERF Concentration	Urban	12:00	16:08	Null	16:08	:56	Null	10:52	
	n =	5	Null	2	1	Null	2		
	Rural	16:00	Null	Null	Null	Null	Null	Null	
	n =	Null	Null	Null	Null	Null	Null		
<b>Total Response Time</b>	Total Response Time 1st Unit On Scene Distribution	Urban	6:20	9:12	11:01	8:57	8:17	8:17	9:08
		n =	78	9	13	14	19	23	
		Rural	12:20	Null	Null	Null	Null	Null	Null
		n =	Null	Null	Null	Null	Null	Null	
	Total Response Time Initial Attack Force Distribution	Urban	7:20	10:41	11:51	9:51	23:28	10:32	10:02
		n =	47	6	10	9	11	11	
		Rural	13:20	Null	Null	Null	Null	Null	Null
		n =	Null	Null	Null	Null	Null	Null	
	Total Response Time Moderate Risk ERF Concentration	Urban	10:20	15:45	12:31	15:05	29:06	17:31	14:14
		n =	34	3	8	7	7	9	
		Rural	14:20	Null	Null	Null	Null	Null	Null
		n =	Null	Null	Null	Null	Null	Null	
	Total Response Time High Risk ERF Concentration	Urban	14:20	29:58	Null	29:43	18:05	Null	19:21
		n =	5	Null	2	1	Null	2	
		Rural	18:20	Null	Null	Null	Null	Null	Null
		n =	Null	Null	Null	Null	Null	Null	



Table 77 - SDZ 14 Emergency Medical Performance

Moderate and High Risk Medical Incidents- 90th Percentile Times- Baseline Performance			Bench mark	2012-2016	2016	2015	2014	2013	2012
Turnout Time	Turnout Time	Urban	1:00	1:51	1:04	2:09	2:04	1:51	1:44
		Rural		Null	Null	Null	Null	Null	Null
Travel Time	Travel Time 1st Unit Distribution	Urban	4:00	6:28	6:18	6:15	6:38	6:31	6:45
			n =	6562	1377	1204	1346	1303	1332
		Rural	10:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Travel Time Moderate Risk ERF Concentration	Urban	8:00	7:28	6:23	6:12	6:48	7:21	10:02
			n =	6082	1310	1162	1298	1235	1077
		Rural	12:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Travel Time High Risk ERF Concentration	Urban	12:00	10:47	Null	8:51	Null	10:47	8:51
			n =	3	Null	1	Null	1	1
Rural		16:00	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	
Total Response Time	Total Response Time 1st Unit On Scene Distribution	Urban	6:30	9:45	8:56	9:20	9:26	9:09	11:22
			n =	6581	1378	1208	1349	1309	1337
		Rural	12:30	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Total Response Time Moderate Risk ERF Concentration	Urban	10:30	16:33	14:30	14:55	15:34	16:39	22:57
			n =	8915	2241	1990	2069	1838	777
		Rural	14:30	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Total Response Time High Risk ERF Concentration	Urban	14:30	24:03	Null	21:54	Null	23:32	27:55
			n =	25	Null	9	Null	8	8
Rural		18:30	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	



Fire Station 18 Demand Zone

Table 78 - SDZ 18 Fire Suppression Performance

<b>Moderate and High Risk Structure Fires- 90th Percentile Times- Baseline Performance</b>			<b>Bench mark</b>	<b>2012-2016</b>	<b>2016</b>	<b>2015</b>	<b>2014</b>	<b>2013</b>	<b>2012</b>
<b>Turnout Time</b>	Turnout Time	Urban	1:20	1:56	1:11	2:13	2:27	1:46	1:45
		Rural		Null	Null	Null	Null	Null	Null
<b>Travel Time</b>	<b>Travel Time 1st Unit Distribution</b>	Urban	4:00	5:48	5:39	6:04	5:16	5:47	6:07
			n =	190	34	33	39	42	42
		Rural	10:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	<b>Travel Time Initial Attack Force Distribution</b>	Urban	5:00	5:51	6:31	5:48	5:48	5:45	5:25
			n =	88	15	18	17	18	20
		Rural	11:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	<b>Travel Time Moderate Risk ERF Concentration</b>	Urban	8:00	10:14	10:49	9:34	8:41	9:02	11:18
			n =	56	10	10	10	11	15
		Rural	12:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
<b>Travel Time High Risk ERF Concentration</b>	Urban	12:00	12:39	6:46	10:24	12:39	Null	6:18	
		n =	7	1	1	2	Null	3	
	Rural	16:00	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	
<b>Total Response Time</b>	<b>Total Response Time 1st Unit On Scene Distribution</b>	Urban	6:20	8:55	8:21	10:11	7:52	8:06	10:08
			n =	191	34	34	39	42	42
		Rural	12:20	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	<b>Total Response Time Initial Attack Force Distribution</b>	Urban	7:20	10:50	9:28	12:52	9:55	10:06	10:58
			n =	88	15	18	17	18	20
		Rural	13:20	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	<b>Total Response Time Moderate Risk ERF Concentration</b>	Urban	10:20	14:27	14:00	14:14	11:55	12:16	15:43
			n =	56	10	10	10	11	15
		Rural	14:20	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	<b>Total Response Time High Risk ERF Concentration</b>	Urban	14:20	25:42	16:14	19:39	21:50	Null	26:20
			n =	7	1	1	2	Null	3
		Rural	18:20	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null



Table 79 - SDZ 18 Emergency Medical Performance

Moderate and High Risk Medical Incidents- 90th Percentile Times- Baseline Performance			Bench mark	2012-2016	2016	2015	2014	2013	2012
Turnout Time	Turnout Time	Urban	1:00	1:53	1:09	2:09	2:08	1:53	1:46
		Rural		Null	Null	Null	Null	Null	Null
Travel Time	Travel Time 1st Unit Distribution	Urban	4:00	6:08	6:05	5:56	6:12	6:07	6:23
			n =	12276	2575	2538	2448	2459	2256
		Rural	10:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Travel Time Moderate Risk ERF Concentration	Urban	8:00	6:51	6:21	6:14	6:40	7:03	8:38
			n =	11216	2405	2410	2334	2280	1787
		Rural	12:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Travel Time High Risk ERF Concentration	Urban	12:00	9:04	9:04	Null	Null	Null	Null
			n =	4	4	Null	Null	Null	Null
Rural		16:00	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	
Total Response Time	Total Response Time 1st Unit On Scene Distribution	Urban	6:30	9:25	8:53	8:54	9:00	8:47	11:00
			n =	12287	2576	2541	2450	2462	2258
		Rural	12:30	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Total Response Time Moderate Risk ERF Concentration	Urban	10:30	16:25	14:46	15:16	15:11	16:36	21:16
			n =	15635	3687	3780	3596	3226	1346
		Rural	14:30	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Total Response Time High Risk ERF Concentration	Urban	14:30	30:27	30:27	Null	Null	Null	Null
			n =	18	18	Null	Null	Null	Null
Rural		18:30	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	



Fire Station 19 Demand Zone

Table 80 - SDZ 19 Fire Suppression Performance

<b>Moderate and High Risk Structure Fires- 90th Percentile Times- Baseline Performance</b>			<b>Bench mark</b>	<b>2012-2016</b>	<b>2016</b>	<b>2015</b>	<b>2014</b>	<b>2013</b>	<b>2012</b>
<b>Turnout Time</b>	Turnout Time	Urban	1:20	1:54	1:24	2:18	1:54	1:53	1:39
		Rural		Null	Null	Null	Null	Null	Null
<b>Travel Time</b>	<b>Travel Time 1st Unit Distribution</b>	Urban	4:00	6:13	6:59	3:36	6:07	5:43	5:08
			n =	110	22	25	16	19	28
		Rural	10:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	<b>Travel Time Initial Attack Force Distribution</b>	Urban	5:00	5:57	6:05	5:40	5:58	5:25	5:40
			n =	64	12	13	9	12	18
		Rural	11:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	<b>Travel Time Moderate Risk ERF Concentration</b>	Urban	8:00	9:30	9:30	10:44	12:14	8:20	10:27
			n =	51	10	8	8	7	18
		Rural	12:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
<b>Travel Time High Risk ERF Concentration</b>	Urban	12:00	17:09	15:08	Null	17:09	40:58	12:31	
		n =	12	5	Null	2	2	3	
	Rural	16:00	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	
<b>Total Response Time</b>	<b>Total Response Time 1st Unit On Scene Distribution</b>	Urban	6:20	9:28	9:47	9:37	10:21	9:18	8:44
			n =	112	24	25	16	19	28
		Rural	12:20	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	<b>Total Response Time Initial Attack Force Distribution</b>	Urban	7:20	11:48	10:09	9:41	15:46	11:34	10:27
			n =	64	12	13	9	12	18
		Rural	13:20	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	<b>Total Response Time Moderate Risk ERF Concentration</b>	Urban	10:20	14:48	13:40	24:32	21:02	15:04	15:17
			n =	51	10	8	8	7	18
		Rural	14:20	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	<b>Total Response Time High Risk ERF Concentration</b>	Urban	14:20	32:23	32:26	Null	27:58	145:05	25:55
			n =	12	5	Null	2	2	3
		Rural	18:20	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null



Table 81 - SDZ 19 Emergency Medical Performance

Moderate and High Risk Medical Incidents- 90th Percentile Times- Baseline Performance			Bench mark	2012-2016	2016	2015	2014	2013	2012
Turnout Time	Turnout Time	Urban	1:00	1:49	1:07	2:02	2:01	1:51	1:45
		Rural		Null	Null	Null	Null	Null	Null
Travel Time	Travel Time 1st Unit Distribution	Urban	4:00	5:56	5:40	5:58	6:10	5:53	6:07
			n =	8678	1863	1753	1691	1743	1628
		Rural	10:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Travel Time Moderate Risk ERF Concentration	Urban	8:00	6:42	6:11	6:34	6:16	6:24	8:40
			n =	7965	1733	1661	1632	1609	1330
		Rural	12:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
Travel Time High Risk ERF Concentration	Urban	12:00	14:18	7:12	5:31	10:44	9:16	14:18	
		n =	6	1	1	2	1	1	
	Rural	16:00	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	
Total Response Time	Total Response Time 1st Unit On Scene Distribution	Urban	6:30	9:18	8:24	9:09	8:59	8:37	10:44
			n =	8697	1867	1759	1696	1746	1629
		Rural	12:30	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Total Response Time Moderate Risk ERF Concentration	Urban	10:30	16:49	15:25	16:21	15:23	15:47	23:19
			n =	11122	2558	2515	2678	2398	973
		Rural	14:30	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
Total Response Time High Risk ERF Concentration	Urban	14:30	31:44	20:32	22:38	45:41	39:19	20:34	
		n =	53	9	9	17	9	9	
	Rural	18:30	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	



Fire Station 24 Demand Zone

Table 82 - SDZ 24 Fire Suppression Performance

<b>Moderate and High Risk Structure Fires- 90th Percentile Times- Baseline Performance</b>			<b>Bench mark</b>	<b>2012-2016</b>	<b>2016</b>	<b>2015</b>	<b>2014</b>	<b>2013</b>	<b>2012</b>
<b>Turnout Time</b>	Turnout Time	Urban	1:20	2:01	1:11	2:21	2:17	1:55	1:43
		Rural		Null	Null	Null	Null	Null	Null
<b>Travel Time</b>	<b>Travel Time 1st Unit Distribution</b>	Urban	4:00	5:35	7:00	4:50	5:39	5:27	5:04
			n =	100	25	19	16	20	20
		Rural	10:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	<b>Travel Time Initial Attack Force Distribution</b>	Urban	5:00	5:58	5:17	6:36	6:01	6:35	4:39
			n =	68	13	16	12	16	11
		Rural	11:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	<b>Travel Time Moderate Risk ERF Concentration</b>	Urban	8:00	9:36	8:36	9:36	7:45	8:29	13:01
			n =	47	11	13	6	12	5
		Rural	12:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
<b>Travel Time High Risk ERF Concentration</b>	Urban	12:00	25:31	10:34	25:31	Null	9:34	Null	
		n =	8	3	2	Null	3	Null	
	Rural	16:00	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	
<b>Total Response Time</b>	<b>Total Response Time 1st Unit On Scene Distribution</b>	Urban	6:20	8:32	9:50	7:34	9:16	7:32	8:57
			n =	101	25	19	16	20	21
		Rural	12:20	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	<b>Total Response Time Initial Attack Force Distribution</b>	Urban	7:20	11:12	12:23	9:55	10:56	12:26	11:23
			n =	68	13	16	12	16	11
		Rural	13:20	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	<b>Total Response Time Moderate Risk ERF Concentration</b>	Urban	10:20	15:23	20:11	12:40	14:19	14:16	30:44
			n =	47	11	13	6	12	5
		Rural	14:20	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
<b>Total Response Time High Risk ERF Concentration</b>	Urban	14:20	41:36	20:12	41:21	Null	30:00	Null	
		n =	8	3	2	Null	3	Null	
	Rural	18:20	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	



Table 83 - SDZ 24 Emergency Medical Performance

Moderate and High Risk Medical Incidents- 90th Percentile Times- Baseline Performance			Bench mark	2012-2016	2016	2015	2014	2013	2012
<b>Turnout Time</b>	Turnout Time	Urban	1:00	1:51	1:07	1:59	2:05	1:56	1:49
		Rural		Null	Null	Null	Null	Null	Null
<b>Travel Time</b>	Travel Time 1st Unit <b>Distribution</b>	Urban	4:00	5:46	5:45	5:45	5:43	5:43	6:03
			n =	9004	1838	1875	1765	1783	1743
		Rural	10:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Travel Time Moderate Risk ERF <b>Concentration</b>	Urban	8:00	6:35	6:04	6:16	6:11	6:34	8:29
			n =	8149	1706	1771	1663	1645	1364
		Rural	12:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
Travel Time High Risk ERF <b>Concentration</b>	Urban	12:00	17:49	17:49	8:20	Null	Null	Null	
		n =	4	3	1	Null	Null	Null	
	Rural	16:00	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	
<b>Total Response Time</b>	Total Response Time 1st Unit On Scene <b>Distribution</b>	Urban	6:30	9:03	8:28	8:45	8:23	8:19	10:48
			n =	9013	1841	1878	1765	1786	1743
		Rural	12:30	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Total Response Time Moderate Risk ERF <b>Concentration</b>	Urban	10:30	15:44	14:52	14:35	14:19	15:10	21:43
			n =	11583	2702	2859	2671	2375	976
		Rural	14:30	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Total Response Time High Risk ERF <b>Concentration</b>	Urban	14:30	41:20	41:05	19:14	Null	Null	Null
			n =	33	25	8	Null	Null	Null
Rural		18:30	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	



Fire Station 25 Demand Zone

Table 84 - SDZ 25 Fire Suppression Performance

<b>Moderate and High Risk Structure Fires- 90th Percentile Times- Baseline Performance</b>			<b>Bench mark</b>	<b>2012-2016</b>	<b>2016</b>	<b>2015</b>	<b>2014</b>	<b>2013</b>	<b>2012</b>
<b>Turnout Time</b>	Turnout Time	Urban	1:20	1:58	1:05	2:03	2:11	2:10	1:46
		Rural		Null	Null	Null	Null	Null	Null
<b>Travel Time</b>	<b>Travel Time 1st Unit Distribution</b>	Urban	4:00	6:07	6:23	5:40	5:07	7:13	5:47
			n =	119	24	17	21	32	25
		Rural	10:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	<b>Travel Time Initial Attack Force Distribution</b>	Urban	5:00	6:02	6:17	5:22	4:54	7:07	6:18
			n =	65	16	10	9	16	14
		Rural	11:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	<b>Travel Time Moderate Risk ERF Concentration</b>	Urban	8:00	10:28	10:28	9:58	13:06	15:15	9:03
			n =	41	8	8	7	9	9
		Rural	12:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
<b>Travel Time High Risk ERF Concentration</b>	Urban	12:00	20:09	16:19	11:08	Null	20:09	12:00	
		n =	6	2	1	Null	2	1	
	Rural	16:00	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	
<b>Total Response Time</b>	<b>Total Response Time 1st Unit On Scene Distribution</b>	Urban	6:20	8:51	11:30	7:44	7:38	9:24	9:29
			n =	119	24	17	21	32	25
		Rural	12:20	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	<b>Total Response Time Initial Attack Force Distribution</b>	Urban	7:20	9:59	9:07	9:07	9:02	16:21	12:23
			n =	65	16	10	9	16	14
		Rural	13:20	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	<b>Total Response Time Moderate Risk ERF Concentration</b>	Urban	10:20	14:59	13:38	15:44	18:32	22:23	13:48
			n =	41	8	8	7	9	9
		Rural	14:20	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
<b>Total Response Time High Risk ERF Concentration</b>	Urban	14:20	33:56	33:59	28:38	Null	22:48	19:00	
		n =	6	2	1	Null	2	1	
	Rural	18:20	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	



Table 85 - SDZ 25 Emergency Medical Performance

Moderate and High Risk Medical Incidents- 90th Percentile Times- Baseline Performance			Bench mark	2012-2016	2016	2015	2014	2013	2012
Turnout Time	Turnout Time	Urban	1:00	1:54	1:08	2:08	2:10	1:56	1:41
		Rural		Null	Null	Null	Null	Null	Null
Travel Time	Travel Time 1st Unit Distribution	Urban	4:00	6:19	6:26	:29	6:25	6:10	5:56
			n =	9889	1934	2164	1985	1930	1876
		Rural	10:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Travel Time Moderate Risk ERF Concentration	Urban	8:00	7:01	6:32	6:55	7:06	6:49	8:05
			n =	9094	1852	2084	1877	1773	1508
		Rural	12:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
Travel Time High Risk ERF Concentration	Urban	12:00	8:45	Null	Null	8:45	Null	6:17	
		n =	4	Null	Null	2	Null	2	
	Rural	16:00	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	
Total Response Time	Total Response Time 1st Unit On Scene Distribution	Urban	6:30	9:34	9:03	9:34	9:12	8:47	10:21
			n =	9910	1937	2172	1988	1932	1881
		Rural	12:30	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Total Response Time Moderate Risk ERF Concentration	Urban	10:30	16:23	15:01	15:34	16:26	15:26	20:53
			n =	12496	2988	3288	2601	2539	1080
		Rural	14:30	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
Total Response Time High Risk ERF Concentration	Urban	14:30	24:55	Null	Null	24:55	Null	24:26	
		n =	27	Null	Null	13	Null	14	
	Rural	18:30	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	



Battalion 5

Fire Station 12 Demand Zone

Table 86 - SDZ 12 Fire Suppression Performance

<b>Moderate and High Risk Structure Fires- 90th Percentile Times- Baseline Performance</b>			<b>Bench mark</b>	<b>2012-2016</b>	<b>2016</b>	<b>2015</b>	<b>2014</b>	<b>2013</b>	<b>2012</b>
<b>Turnout Time</b>	Turnout Time- All Units	Urban	1:20	1:55	1:19	2:31	2:05	2:11	1:42
		Rural		Null	Null	Null	Null	Null	Null
<b>Travel Time</b>	Travel Time 1st Unit <b>Distribution</b>	Urban	4:00	5:48	4:44	5:20	7:55	6:14	4:09
			n =	127	19	21	23	22	42
		Rural	10:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Travel Time Initial Attack Force <b>Distribution</b>	Urban	5:00	6:04	5:41	6:53	6:49	5:57	6:04
			n =	74	12	11	15	9	27
		Rural	11:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Travel Time Moderate Risk ERF <b>Concentration</b>	Urban	8:00	10:26	10:47	10:02	11:24	10:22	10:26
			n =	58	9	9	13	9	18
		Rural	12:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
Travel Time High Risk ERF <b>Concentration</b>	Urban	12:00	15:27	14:26	Null	7:10	Null	15:27	
		n =	6	3	Null	1	Null	2	
	Rural	16:00	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	
<b>Total Response Time</b>	Total Response Time 1st Unit On Scene <b>Distribution</b>	Urban	6:20	8:41	8:16	9:14	9:45	8:31	8:14
			n =	127	19	21	23	22	42
		Rural	12:20	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Total Response Time Initial Attack Force <b>Distribution</b>	Urban	7:20	10:48	9:05	11:01	9:41	11:17	12:09
			n =	74	12	11	15	9	27
		Rural	13:20	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Total Response Time Moderate Risk ERF <b>Concentration</b>	Urban	10:20	14:58	14:23	14:32	15:11	20:47	14:58
			n =	58	9	9	13	9	18
		Rural	14:20	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
Total Response Time High Risk ERF <b>Concentration</b>	Urban	14:20	84:12	84:15	Null	18:31	Null	20:43	
		n =	6	3	Null	1	Null	2	
	Rural	18:20	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	



Table 87 - SDZ 12 Emergency Medical Performance

Moderate and High Risk Medical Incidents- 90th Percentile Times- Baseline Performance			Bench mark	2012-2016	2016	2015	2014	2013	2012
Turnout Time	Turnout Time	Urban	1:00	1:53	1:09	2:03	1:58	1:59	1:56
		Rural		Null	Null	Null	Null	Null	Null
Travel Time	Travel Time 1st Unit Distribution	Urban	4:00 n =	6:04 7911	6:06 1591	5:57 1590	6:03 1602	5:59 1608	6:11 1520
		Rural	10:00 n =	Null Null	Null Null	Null Null	Null Null	Null Null	Null Null
	Travel Time Moderate Risk ERF Concentration	Urban	8:00 n =	8:17 7335	6:43 1535	7:26 1510	7:37 1515	8:17 1479	10:58 1296
		Rural	12:00 n =	Null Null	Null Null	Null Null	Null Null	Null Null	Null Null
	Travel Time High Risk ERF Concentration	Urban	12:00 n =	26:53 4	Null Null	Null Null	26:53 2	Null Null	16:15 2
		Rural	16:00 n =	Null Null	Null Null	Null Null	Null Null	Null Null	Null Null
Total Response Time	Total Response Time 1st Unit On Scene Distribution	Urban	6:30 n =	9:21 7919	8:49 1593	8:59 1593	8:40 1602	8:42 1611	11:01 1520
		Rural	12:30 n =	Null Null	Null Null	Null Null	Null Null	Null Null	Null Null
	Total Response Time Moderate Risk ERF Concentration	Urban	10:30 n =	17:49 8259	15:19 2149	16:18 1866	16:26 1858	17:31 1620	25:46 766
		Rural	14:30 n =	Null Null	Null Null	Null Null	Null Null	Null Null	Null Null
	Total Response Time High Risk ERF Concentration	Urban	14:30 n =	58:12 39	Null Null	Null Null	117:30 25	Null Null	37:53 14
		Rural	18:30 n =	Null Null	Null Null	Null Null	Null Null	Null Null	Null Null



Fire Station 16 Demand Zone

Table 88 - SDZ 16 Fire Suppression Performance

<b>Moderate and High Risk Structure Fires- 90th Percentile Times- Baseline Performance</b>			<b>Bench mark</b>	<b>2012-2016</b>	<b>2016</b>	<b>2015</b>	<b>2014</b>	<b>2013</b>	<b>2012</b>
<b>Turnout Time</b>	Turnout Time- All Units	Urban	1:20	2:07	1:03	2:24	2:19	2:09	1:36
		Rural		Null	Null	Null	Null	Null	Null
<b>Travel Time</b>	Travel Time 1st Unit <b>Distribution</b>	Urban	4:00	5:24	6:43	5:32	4:44	5:13	5:24
			n =	185	40	34	35	38	38
		Rural	10:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Travel Time Initial Attack Force <b>Distribution</b>	Urban	5:00	5:18	5:20	5:01	4:37	6:12	5:31
			n =	80	12	21	19	12	16
		Rural	11:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Travel Time Moderate Risk ERF <b>Concentration</b>	Urban	8:00	10:30	9:57	10:35	10:16	10:56	10:30
			n =	42	7	13	12	5	5
		Rural	12:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
Travel Time High Risk ERF <b>Concentration</b>	Urban	12:00	9:31	Null	9:31	Null	Null	:07	
		n =	2	Null	1	Null	Null	1	
	Rural	16:00	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	
<b>Total Response Time</b>	Total Response Time 1st Unit On Scene <b>Distribution</b>	Urban	6:20	8:48	9:30	8:33	8:11	8:30	9:29
			n =	186	41	34	35	38	38
		Rural	12:20	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Total Response Time Initial Attack Force <b>Distribution</b>	Urban	7:20	9:49	9:18	9:10	8:35	10:09	11:46
			n =	81	13	21	19	12	16
		Rural	13:20	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Total Response Time Moderate Risk ERF <b>Concentration</b>	Urban	10:20	16:16	14:36	16:12	14:46	26:36	17:07
			n =	42	7	13	12	5	5
		Rural	14:20	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
Total Response Time High Risk ERF <b>Concentration</b>	Urban	14:20	31:51	Null	31:36	Null	Null	29:55	
		n =	2	Null	1	Null	Null	1	
	Rural	18:20	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	



Table 89 - SDZ 16 Emergency Medical Performance

Moderate and High Risk Medical Incidents- 90th Percentile Times- Baseline Performance			Bench mark	2012-2016	2016	2015	2014	2013	2012
Turnout Time	Turnout Time	Urban	1:00	1:48	1:05	1:58	1:56	1:57	1:46
		Rural		Null	Null	Null	Null	Null	Null
Travel Time	Travel Time 1st Unit Distribution	Urban	4:00	6:01	6:02	6:00	5:54	6:01	6:07
			n =	12204	2639	2456	2481	2382	2246
		Rural	10:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Travel Time Moderate Risk ERF Concentration	Urban	8:00	7:37	6:40	6:37	7:27	7:53	10:38
			n =	11225	2509	2355	2349	2180	1832
		Rural	12:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Travel Time High Risk ERF Concentration	Urban	12:00	12:14	11:11	8:53	8:40	12:14	Null
			n =	5	1	2	1	1	Null
Rural		16:00	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	
Total Response Time	Total Response Time 1st Unit On Scene Distribution	Urban	6:30	9:19	8:45	9:00	8:40	8:49	10:55
			n =	12225	2644	2464	2484	2386	2247
		Rural	12:30	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Total Response Time Moderate Risk ERF Concentration	Urban	10:30	17:48	16:11	15:59	17:10	17:36	24:21
			n =	15263	3942	3584	3335	2994	1408
		Rural	14:30	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Total Response Time High Risk ERF Concentration	Urban	14:30	39:37	23:55	61:21	32:26	39:06	Null
			n =	40	7	14	11	8	Null
Rural		18:30	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	



Fire Station 21 Demand Zone

Table 90 - SDZ 21 Fire Suppression Performance

Moderate and High Risk Structure Fires- 90th Percentile Times- Baseline Performance			Bench mark	2012-2016	2016	2015	2014	2013	2012
Turnout Time	Turnout Time	Urban	1:20	2:09	1:24	3:27	2:06	2:04	1:55
		Rural		Null	Null	Null	Null	Null	Null
Travel Time	Travel Time 1st Unit Distribution	Urban	4:00	4:58	4:51	4:28	5:35	5:17	4:58
			n =	108	13	15	26	23	31
		Rural	10:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Travel Time Initial Attack Force Distribution	Urban	5:00	5:19	6:28	3:54	4:23	6:30	5:19
			n =	59	8	9	16	9	17
		Rural	11:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Travel Time Moderate Risk ERF Concentration	Urban	8:00	10:18	10:18	11:28	10:28	8:11	9:27
			n =	32	6	4	8	4	10
		Rural	12:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
Travel Time High Risk ERF Concentration	Urban	12:00	23:09	18:46	23:09	:01	11:48	Null	
		n =	7	3	2	1	1	Null	
	Rural	16:00	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	
Total Response Time	Total Response Time 1st Unit On Scene Distribution	Urban	6:20	8:34	8:00	8:56	7:49	8:20	9:17
			n =	108	13	15	26	23	31
		Rural	12:20	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Total Response Time Initial Attack Force Distribution	Urban	7:20	9:19	8:56	9:04	8:24	9:54	9:57
			n =	58	8	9	16	9	16
		Rural	13:20	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Total Response Time Moderate Risk ERF Concentration	Urban	10:20	15:29	17:23	15:25	14:26	12:32	14:50
			n =	30	5	3	8	4	10
		Rural	14:20	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Total Response Time High Risk ERF Concentration	Urban	14:20	103:56	37:09	32:35	103:40	20:51	Null
			n =	7	3	2	1	1	Null
		Rural	18:20	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null



Table 91 - SDZ 21 Emergency Medical Performance

Moderate and High Risk Medical Incidents- 90th Percentile Times- Baseline Performance			Bench mark	2012-2016	2016	2015	2014	2013	2012
Turnout Time	Turnout Time	Urban	1:00	1:49	1:05	2:08	1:55	1:52	1:45
		Rural		Null	Null	Null	Null	Null	Null
Travel Time	Travel Time 1st Unit Distribution	Urban	4:00	5:50	5:30	5:42	5:45	6:01	6:06
			n =	7843	1492	1471	1513	1736	1631
		Rural	10:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Travel Time Moderate Risk ERF Concentration	Urban	8:00	6:39	5:40	5:52	5:54	7:00	10:19
			n =	7170	1415	1395	1460	1605	1295
		Rural	12:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
Travel Time High Risk ERF Concentration	Urban	12:00	7:02	Null	Null	7:02	Null	Null	
		n =	1	Null	Null	1.00	Null	Null	
	Rural	16:00	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	
Total Response Time	Total Response Time 1st Unit On Scene Distribution	Urban	6:30	9:07	8:03	8:49	8:16	8:46	10:56
			n =	7855	1493	1473	1518	1737	1634
		Rural	12:30	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Total Response Time Moderate Risk ERF Concentration	Urban	10:30	16:17	14:10	14:44	15:11	16:03	22:33
			n =	10450	2354	2345	2435	2365	951
		Rural	14:30	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
Total Response Time High Risk ERF Concentration	Urban	14:30	24:46	Null	Null	24:46	Null	Null	
		n =	8	Null	Null	8	Null	Null	
	Rural	18:30	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	



Fire Station 23 Demand Zone

Table 92 - SDZ 23 Fire Suppression Performance

<b>Moderate and High Risk Structure Fires- 90th Percentile Times- Baseline Performance</b>			<b>Bench mark</b>	<b>2012-2016</b>	<b>2016</b>	<b>2015</b>	<b>2014</b>	<b>2013</b>	<b>2012</b>
<b>Turnout Time</b>	Turnout Time	Urban	1:20	1:48	1:05	1:50	2:03	1:57	1:25
		Rural		Null	Null	Null	Null	Null	Null
<b>Travel Time</b>	Travel Time 1st Unit <b>Distribution</b>	Urban	4:00	5:36	4:14	6:50	9:43	4:35	4:35
			n =	100	24	15	16	27	18
		Rural	10:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Travel Time Initial Attack Force <b>Distribution</b>	Urban	5:00	4:53	8:02	4:16	4:12	5:00	4:53
			n =	42	9	3	7	14	9
		Rural	11:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Travel Time Moderate Risk ERF <b>Concentration</b>	Urban	8:00	10:37	9:04	10:37	6:16	11:05	8:03
			n =	25	4	4	3	9	5
		Rural	12:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
Travel Time High Risk ERF <b>Concentration</b>	Urban	12:00	13:14	Null	13:14	Null	10:02	11:19	
		n =	2	Null	1	Null	0	0	
	Rural	16:00	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	
<b>Total Response Time</b>	Total Response Time 1st Unit On Scene <b>Distribution</b>	Urban	6:20	8:53	7:00	9:55	112:01	7:22	8:40
			n =	100	24	15	16	27	18
		Rural	12:20	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Total Response Time Initial Attack Force <b>Distribution</b>	Urban	7:20	9:34	11:39	10:16	7:17	9:27	10:12
			n =	42	9	3	7	14	9
		Rural	13:20	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Total Response Time Moderate Risk ERF <b>Concentration</b>	Urban	10:20	14:51	12:36	16:10	9:21	14:48	13:19
			n =	25	4	4	3	9	5
		Rural	14:20	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
Total Response Time High Risk ERF <b>Concentration</b>	Urban	14:20	189:22	Null	17:50	Null	189:08	24:27	
		n =	8	Null	1	Null	4	3	
	Rural	18:20	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	



Table 93 - SDZ 23 Emergency Medical Performance

Moderate and High Risk Medical Incidents- 90th Percentile Times- Baseline Performance			Bench mark	2012-2016	2016	2015	2014	2013	2012
<b>Turnout Time</b>	Turnout Time	Urban	1:00	1:48	1:06	1:56	2:00	1:55	1:42
		Rural		Null	Null	Null	Null	Null	Null
<b>Travel Time</b>	Travel Time 1st Unit <b>Distribution</b>	Urban	4:00	5:38	5:37	5:29	5:38	5:35	5:51
			n =	8452	1691	1699	1676	1725	1661
		Rural	10:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Travel Time Moderate Risk ERF <b>Concentration</b>	Urban	8:00	6:23	5:54	5:45	6:00	6:21	9:46
			n =	7755	1582	1631	1594	1627	1321
		Rural	12:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
Travel Time High Risk ERF <b>Concentration</b>	Urban	12:00	19:14	Null	Null	19:14	Null	Null	
		n =	2	Null	Null	2	Null	Null	
	Rural	16:00	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	
<b>Total Response Time</b>	Total Response Time 1st Unit On Scene <b>Distribution</b>	Urban	6:30	8:54	8:18	8:33	8:18	8:25	10:21
			n =	8468	1692	1702	1682	1728	1664
		Rural	12:30	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Total Response Time Moderate Risk ERF <b>Concentration</b>	Urban	10:30	16:30	15:03	14:39	15:31	16:15	23:14
			n =	10767	2259	2580	2531	2415	982
		Rural	14:30	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
Total Response Time High Risk ERF <b>Concentration</b>	Urban	14:30	36:53	Null	Null	36:53	Null	Null	
		n =	15	Null	Null	15	Null	Null	
	Rural	18:30	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	



Fire Station 28 Demand Zone

Table 94 - SDZ 28 Fire Suppression Performance

<b>Moderate and High Risk Structure Fires- 90th Percentile Times- Baseline Performance</b>			<b>Bench mark</b>	<b>2012-2016</b>	<b>2016</b>	<b>2015</b>	<b>2014</b>	<b>2013</b>	<b>2012</b>
<b>Turnout Time</b>	Turnout Time	Urban	1:20	2:17	1:54	2:31	2:41	2:12	1:33
		Rural		Null	Null	Null	Null	Null	Null
<b>Travel Time</b>	<b>Travel Time 1st Unit Distribution</b>	Urban	4:00	6:15	5:09	5:04	5:02	6:15	7:22
			n = 76	18	13	14	11	20	
		Rural	10:00	Null	Null	Null	Null	Null	Null
			n = Null	Null	Null	Null	Null	Null	Null
	<b>Travel Time Initial Attack Force Distribution</b>	Urban	5:00	5:41	5:09	5:41	5:10	5:25	8:09
			n = 45	11	7	8	6	13	
		Rural	11:00	Null	Null	Null	Null	Null	Null
			n = Null	Null	Null	Null	Null	Null	Null
	<b>Travel Time Moderate Risk ERF Concentration</b>	Urban	8:00	12:45	12:45	10:34	8:27	10:11	13:21
			n = 23	4	5	3	4	7	
		Rural	12:00	Null	Null	Null	Null	Null	Null
			n = Null	Null	Null	Null	Null	Null	Null
<b>Travel Time High Risk ERF Concentration</b>	Urban	12:00	14:20	Null	Null	Null	Null	14:20	
		n = 1	Null	Null	Null	Null	Null	1	
	Rural	16:00	Null	Null	Null	Null	Null	Null	
		n = Null	Null	Null	Null	Null	Null	Null	
<b>Total Response Time</b>	<b>Total Response Time 1st Unit On Scene Distribution</b>	Urban	6:20	9:53	9:54	8:31	8:02	10:09	12:04
			n = 76	18	13	14	11	20	
		Rural	12:20	Null	Null	Null	Null	Null	Null
			n = Null	Null	Null	Null	Null	Null	Null
	<b>Total Response Time Initial Attack Force Distribution</b>	Urban	7:20	11:28	10:21	19:31	8:20	12:06	12:06
			n = 45	11	7	8	6	13	
		Rural	13:20	Null	Null	Null	Null	Null	Null
			n = Null	Null	Null	Null	Null	Null	Null
	<b>Total Response Time Moderate Risk ERF Concentration</b>	Urban	10:20	18:21	18:58	24:25	11:35	18:05	19:10
			n = 28	6	5	4	5	8	
		Rural	14:20	Null	Null	Null	Null	Null	Null
			n = Null	Null	Null	Null	Null	Null	Null
<b>Total Response Time High Risk ERF Concentration</b>	Urban	14:20	22:36	Null	Null	Null	Null	22:36	
		n = 1	Null	Null	Null	Null	Null	1	
	Rural	18:20	Null	Null	Null	Null	Null	Null	
		n = Null	Null	Null	Null	Null	Null	Null	



Table 95 - SDZ 28 Emergency Medical Performance

Moderate and High Risk Medical Incidents- 90th Percentile Times- Baseline Performance			Bench mark	2012-2016	2016	2015	2014	2013	2012
Turnout Time	Turnout Time	Urban	1:00	1:55	1:15	2:08	2:05	1:55	1:52
		Rural		1:58	1:32	2:00	2:17	2:03	1:28
Travel Time	Travel Time 1st Unit Distribution	Urban	4:00	5:47	5:45	5:44	5:59	5:34	5:59
			n =	5127	1035	1036	1069	1044	943
		Rural	10:00	9:45	6:56	8:11	8:35	10:51	9:20
			n =	99	12	18	21	24	24
	Travel Time Moderate Risk ERF Concentration	Urban	8:00	7:09	6:12	6:24	6:55	7:28	9:42
			n =	4699	977	977	1004	957	784
		Rural	12:00	12:01	7:19	11:13	10:09	10:55	16:11
			n =	77	11	13	18	17	18
Travel Time High Risk ERF Concentration	Urban	12:00	60:00	Null	60:00	Null	Null	Null	
		n =	1	Null	1	Null	Null	Null	
	Rural	16:00	6:39	Null	Null	Null	6:39	Null	
		n =	1	Null	Null	Null	1	Null	
Total Response Time	Total Response Time 1st Unit On Scene Distribution	Urban	6:30	9:03	8:33	8:50	8:37	8:17	10:40
			n =	5130	1035	1037	1071	1044	943
		Rural	12:30	12:46	10:00	11:19	10:10	13:15	13:50
			n =	99	12	18	21	24	24
	Total Response Time Moderate Risk ERF Concentration	Urban	10:30	16:50	15:04	15:07	16:26	17:15	22:04
			n =	6213	1533	1456	1486	1179	559
		Rural	14:30	20:39	17:02	26:16	12:23	19:39	26:36
			n =	77	11	13	18	17	18
Total Response Time High Risk ERF Concentration	Urban	14:30	66:32	Null	66:32	Null	Null	Null	
		n =	8	Null	8	Null	Null	Null	
	Rural	18:30	28:04	Null	Null	Null	28:04	Null	
		n =	9	Null	Null	Null	9	Null	



Fire Station 30 Demand Zone

Table 96 - SDZ 30 Fire Suppression Performance

<b>Moderate and High Risk Structure Fires- 90th Percentile Times- Baseline Performance</b>			<b>Bench mark</b>	<b>2012-2016</b>	<b>2016</b>	<b>2015</b>	<b>2014</b>	<b>2013</b>	<b>2012</b>
<b>Turnout Time</b>	Turnout Time	Urban	1:20	2:07	1:09	2:18	1:59	2:35	1:44
		Rural		2:47	1:18	3:12	Null	Null	Null
<b>Travel Time</b>	<b>Travel Time 1st Unit Distribution</b>	Urban	4:00	6:29	4:52	6:29	12:16	5:28	6:08
			n =	46	7	11	9	9	10
		Rural	10:00	10:23	10:23	8:56	Null	Null	Null
			n =	3	1	2	Null	Null	Null
	<b>Travel Time Initial Attack Force Distribution</b>	Urban	5:00	8:23	6:43	7:25	12:20	6:51	8:23
			n =	28	3	6	4	6	9
		Rural	11:00	10:23	9:48	10:23	Null	Null	Null
			n =	3	1	2	Null	Null	Null
	<b>Travel Time Moderate Risk ERF Concentration</b>	Urban	8:00	12:30	12:30	12:15	8:11	10:43	13:16
			n =	14	2	2	1	3	6
		Rural	12:00	13:58	13:58	12:50	Null	Null	Null
			n =	3	1	2	Null	Null	Null
<b>Travel Time High Risk ERF Concentration</b>	Urban	12:00	13:18	13:18	Null	Null	Null	Null	
		n =	1	1	Null	Null	Null	Null	
	Rural	16:00	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	
<b>Total Response Time</b>	<b>Total Response Time 1st Unit On Scene Distribution</b>	Urban	6:20	10:31	8:58	9:28	14:41	8:24	11:09
			n =	46	7	11	9	9	10
		Rural	12:20	13:33	13:36	12:48	Null	Null	Null
			n =	3	1	2	Null	Null	Null
	<b>Total Response Time Initial Attack Force Distribution</b>	Urban	7:20	18:29	9:07	10:55	38:05	18:15	16:34
			n =	28	3	6	4	6	9
		Rural	13:20	17:24	14:19	17:09	Null	Null	Null
			n =	3	1	2	Null	Null	Null
	<b>Total Response Time Moderate Risk ERF Concentration</b>	Urban	10:20	17:03	12:08	16:59	Null	11:54	18:18
			n =	11	1	3	Null	2	5
		Rural	14:20	20:44	18:50	20:44	Null	Null	Null
			n =	3	1	2	Null	Null	Null
<b>Total Response Time High Risk ERF Concentration</b>	Urban	14:20	35:32	35:32	Null	Null	Null	Null	
		n =	1	1	Null	Null	Null	Null	
	Rural	18:20	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	



Table 97 - SDZ 30 Emergency Medical Performance

Moderate and High Risk Medical Incidents- 90th Percentile Times- Baseline Performance			Bench mark	2012-2016	2016	2015	2014	2013	2012
Turnout Time	Turnout Time	Urban	1:00	1:52	1:09	2:06	2:01	1:54	1:51
		Rural		1:57	1:17	2:20	1:58	1:56	1:48
Travel Time	Travel Time 1st Unit Distribution	Urban	4:00	6:26	6:13	6:33	6:15	6:20	6:45
			n =	3220	698	648	625	657	592
		Rural	10:00	10:26	8:13	23:14	11:00	8:19	7:05
			n =	28	6	4	6	6	6
	Travel Time Moderate Risk ERF Concentration	Urban	8:00	8:13	6:51	6:57	7:32	8:27	10:48
			n =	2989	671	630	604	608	476
		Rural	12:00	13:18	8:13	23:14	13:40	9:56	13:18
			n =	23	5	4	5	6	3
	Travel Time High Risk ERF Concentration	Urban	12:00	7:53	7:53	Null	Null	Null	Null
			n =	1	1	Null	Null	Null	Null
Rural		16:00	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	
Total Response Time	Total Response Time 1st Unit On Scene Distribution	Urban	6:30	9:47	8:56	9:37	9:07	9:10	0
			n =	3226	699	648	629	657	593
		Rural	12:30	13:59	10:50	26:37	13:51	10:24	10:47
			n =	28	6	4	6	6	6
	Total Response Time Moderate Risk ERF Concentration	Urban	10:30	17:38	16:09	15:37	16:58	17:28	25:09
			n =	4446	1134	1120	983	867	342
		Rural	14:30	21:01	20:46	26:37	15:57	13:07	26:59
			n =	23	5	4	5	6	3
	Total Response Time High Risk ERF Concentration	Urban	14:30	21:22	21:22	Null	Null	Null	Null
			n =	8	8	Null	Null	Null	Null
Rural		18:30	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	



Fire Station 34 Demand Zone

Table 98 - SDZ 34 Fire Suppression Performance

Moderate and High Risk Structure Fires- 90th Percentile Times- Baseline Performance			Bench mark	2012-2016	2016	2015	2014	2013	2012
Turnout Time	Turnout Time	Urban	1:20	1:58	:43	2:50	1:58	1:40	1:23
		Rural		1:37	1:33	1:15	1:37	Null	2:53
Travel Time	Travel Time 1st Unit Distribution	Urban	4:00	9:46	5:46	9:56	9:46	10:21	6:41
			n =	47	3	12	11	14	7
		Rural	10:00	9:00	5:01	9:00	5:50	Null	5:19
			n =	9	4	1	2	Null	2
	Travel Time Initial Attack Force Distribution	Urban	5:00	7:12	6:59	22:01	Null	6:40	5:49
			n =	15	3	6	Null	4	2
		Rural	11:00	7:14	7:11	Null	7:14	Null	6:24
			n =	4	2	Null	1	Null	1
	Travel Time Moderate Risk ERF Concentration	Urban	8:00	12:04	11:05	11:01	Null	12:04	11:57
			n =	8	2	3	Null	2	1
		Rural	12:00	14:49	Null	Null	10:04	Null	14:49
			n =	2	Null	Null	1	Null	1
Travel Time High Risk ERF Concentration	Urban	12:00	17:26	:01	17:26	Null	Null	Null	
		n =	2	1	1	Null	Null	Null	
	Rural	16:00	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	
Total Response Time	Total Response Time 1st Unit On Scene Distribution	Urban	6:20	12:32	11:40	12:59	12:16	13:06	9:48
			n =	47	3	12	11	14	7
		Rural	12:20	11:22	7:29	11:35	8:45	Null	12:00
			n =	10	5	1	2	Null	2
	Total Response Time Initial Attack Force Distribution	Urban	7:20	12:45	12:26	42:23	Null	12:31	10:06
			n =	15	3	6	Null	4	2
		Rural	13:20	12:55	10:20	Null	10:34	Null	13:33
			n =	4	2	Null	1	Null	1
	Total Response Time Moderate Risk ERF Concentration	Urban	10:20	16:37	16:51	14:04	Null	16:20	16:15
			n =	8	2	3	Null	2	1
		Rural	14:20	19:21	Null	Null	13:12	Null	19:21
			n =	2	Null	Null	1	Null	1
Total Response Time High Risk ERF Concentration	Urban	14:20	38:56	37:12	38:56	Null	Null	Null	
		n =	2	1	1	Null	Null	Null	
	Rural	18:20	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	



Table 99 - SDZ 34 Emergency Medical Performance

Moderate and High Risk Medical Incidents- 90th Percentile Times- Baseline Performance			Bench mark	2012-2016	2016	2015	2014	2013	2012
<b>Turnout Time</b>	Turnout Time	Urban	1:00	1:54	1:08	2:11	2:00	2:01	1:45
		Rural		1:51	1:19	2:26	1:52	2:11	1:39
<b>Travel Time</b>	Travel Time 1st Unit Distribution	Urban	4:00	6:45	7:04	6:38	6:27	6:55	6:43
			n =	1565	357	319	295	297	297
		Rural	10:00	9:21	8:11	9:21	10:08	8:08	9:51
			n =	207	70	41	30	31	35
	Travel Time Moderate Risk ERF Concentration	Urban	8:00	8:39	7:26	7:57	8:51	8:59	10:46
			n =	1437	348	300	284	279	226
		Rural	12:00	10:03	8:33	9:07	9:59	10:46	11:50
			n =	191	69	39	27	29	27
Travel Time High Risk ERF Concentration	Urban	12:00	13:36	Null	13:36	Null	Null	9:15	
		n =	2	Null	1	Null	Null	1	
	Rural	16:00	13:50	Null	Null	Null	Null	13:50	
		n =	1	Null	Null	Null	Null	1	
<b>Total Response Time</b>	Total Response Time 1st Unit On Scene Distribution	Urban	6:30	10:15	9:32	10:05	9:17	9:59	11:34
			n =	1565	357	319	295	297	297
		Rural	12:30	12:16	11:07	12:07	12:09	10:46	15:09
			n =	207	70	41	30	31	35
	Total Response Time Moderate Risk ERF Concentration	Urban	10:30	16:43	14:47	15:57	16:37	18:13	18:44
			n =	1548	439	369	322	299	119
		Rural	14:30	17:53	14:30	16:58	17:04	21:02	22:13
			n =	191	69	39	27	29	27
	Total Response Time High Risk ERF Concentration	Urban	14:30	24:54	Null	31:55	Null	Null	19:54
			n =	15	Null	8	Null	Null	7
Rural		18:30	47:12	Null	Null	Null	Null	47:12	
		n =	10	Null	Null	Null	Null	10	



Battalion 6

Fire Station 6 Demand Zone

Table 100 - SDZ 6 Fire Suppression Performance

<b>Moderate and High Risk Structure Fires- 90th Percentile Times- Baseline Performance</b>			<b>Bench mark</b>	<b>2012-2016</b>	<b>2016</b>	<b>2015</b>	<b>2014</b>	<b>2013</b>	<b>2012</b>
<b>Turnout Time</b>	Turnout Time	Urban	1:20	2:05	1:05	2:42	2:00	2:05	1:40
		Rural		Null	Null	Null	Null	Null	Null
<b>Travel Time</b>	<b>Travel Time 1st Unit Distribution</b>	Urban	4:00	7:01	7:03	7:02	5:53	5:59	8:50
			n =	104	14	20	29	20	21
		Rural	10:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	<b>Travel Time Initial Attack Force Distribution</b>	Urban	5:00	6:38	8:37	7:01	5:40	6:47	5:43
			n =	58	8	13	17	11	9
		Rural	11:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	<b>Fire Travel Time Moderate Risk ERF Concentration</b>	Urban	8:00	12:10	12:14	11:24	11:31	15:55	14:31
			n =	42	6	12	11	6	7
		Rural	12:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
<b>Travel Time High Risk ERF Concentration</b>	Urban	12:00	22:55	Null	22:55	17:53	17:56	20:59	
		n =	4	Null	1	1	1	1	
	Rural	16:00	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	
<b>Total Response Time</b>	<b>Total Response Time 1st Unit On Scene Distribution</b>	Urban	6:20	9:58	10:32	10:23	8:46	8:55	12:57
			n =	105	15	20	29	20	21
		Rural	12:20	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	<b>Total Response Time Initial Attack Force Distribution</b>	Urban	7:20	10:55	11:45	10:54	9:28	10:11	11:33
			n =	58	8	13	17	11	9
		Rural	13:20	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	<b>Fire Total Response Time Moderate Risk ERF Concentration</b>	Urban	10:20	17:43	15:37	15:53	18:11	19:26	18:32
			n =	42	6	12	11	6	7
		Rural	14:20	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
<b>Total Response Time High Risk ERF Concentration</b>	Urban	14:20	47:57	Null	42:56	47:41	26:37	41:36	
		n =	4	Null	1	1	1	1	
	Rural	18:20	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	



Table 101 - SDZ 6 Emergency Medical Performance

Moderate and High Risk Medical Incidents- 90th Percentile Times- Baseline Performance			Bench mark	2012-2016	2016	2015	2014	2013	2012
Turnout Time	Turnout Time	Urban	1:00	1:47	1:04	2:06	1:56	1:51	1:42
		Rural		Null	Null	Null	Null	Null	Null
Travel Time	Travel Time 1st Unit Distribution	Urban	4:00	6:36	6:30	6:32	6:44	6:38	6:42
			n =	7910	1673	1626	1578	1518	1515
		Rural	10:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Travel Time Moderate Risk ERF Concentration	Urban	8:00	7:04	6:39	6:52	6:54	7:05	8:24
			n =	7063	1569	1491	1452	1392	1159
		Rural	12:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Travel Time High Risk ERF Concentration	Urban	12:00	2:54	Null	Null	Null	2:54	Null
			n =	1	Null	Null	Null	1	Null
Rural		16:00	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	
Total Response Time	Total Response Time 1st Unit On Scene Distribution	Urban	6:30	9:51	9:05	9:37	9:25	9:19	11:17
			n =	7922	1677	1628	1581	1520	1516
		Rural	12:30	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Total Response Time Moderate Risk ERF Concentration	Urban	10:30	17:08	15:11	15:50	16:18	16:46	23:48
			n =	9519	2409	2151	2120	2007	832
		Rural	14:30	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Total Response Time High Risk ERF Concentration	Urban	14:30	23:42	Null	Null	Null	23:42	Null
			n =	7	Null	Null	Null	7	Null
Rural		18:30	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	



Fire Station 17 Demand Zone

Table 102 - SDZ 17 Fire Suppression Performance

<b>Moderate and High Risk Structure Fires- 90th Percentile Times- Baseline Performance</b>			<b>Bench mark</b>	<b>2012-2016</b>	<b>2016</b>	<b>2015</b>	<b>2014</b>	<b>2013</b>	<b>2012</b>
<b>Turnout Time</b>	Turnout Time	Urban	1:20	1:58	1:37	1:52	2:07	2:01	1:48
		Rural		Null	Null	Null	Null	Null	Null
<b>Travel Time</b>	<b>Travel Time 1st Unit Distribution</b>	Urban	4:00	5:41	5:41	5:07	7:54	4:53	5:36
			n = 89	15	14	19	22	19	
		Rural	10:00	Null	Null	Null	Null	Null	Null
			n = Null	Null	Null	Null	Null	Null	Null
	<b>Travel Time Initial Attack Force Distribution</b>	Urban	5:00	6:57	4:42	4:30	6:59	7:47	6:15
			n = 42	8	5	11	9	9	
		Rural	11:00	Null	Null	Null	Null	Null	Null
			n = Null	Null	Null	Null	Null	Null	Null
	<b>Travel Time Moderate Risk ERF Concentration</b>	Urban	8:00	10:29	10:26	14:32	10:12	10:29	15:45
			n = 27	6	3	8	4	6	
		Rural	12:00	Null	Null	Null	Null	Null	Null
			n = Null	Null	Null	Null	Null	Null	Null
<b>Travel Time High Risk ERF Concentration</b>	Urban	12:00	17:57	Null	Null	17:57	16:25	Null	
		n = 6	Null	Null	4	2	Null		
	Rural	16:00	Null	Null	Null	Null	Null	Null	
		n = Null	Null	Null	Null	Null	Null	Null	
<b>Total Response Time</b>	<b>Total Response Time 1st Unit On Scene Distribution</b>	Urban	6:20	8:29	8:21	7:34	11:26	7:20	9:19
			n = 90	15	14	19	23	19	
		Rural	12:20	Null	Null	Null	Null	Null	Null
			n = Null	Null	Null	Null	Null	Null	Null
	<b>Total Response Time Initial Attack Force Distribution</b>	Urban	7:20	10:58	11:01	9:36	10:53	10:01	11:34
			n = 42	8	5	11	9	9	
		Rural	13:20	Null	Null	Null	Null	Null	Null
			n = Null	Null	Null	Null	Null	Null	Null
	<b>Total Response Time Moderate Risk ERF Concentration</b>	Urban	10:20	17:09	17:23	19:04	13:24	13:52	20:30
			n = 27	6	3	8	4	6	
		Rural	14:20	Null	Null	Null	Null	Null	Null
			n = Null	Null	Null	Null	Null	Null	Null
<b>Total Response Time High Risk ERF Concentration</b>	Urban	14:20	260:49	Null	Null	260:33	58:30	Null	
		n = 6	Null	Null	4	2	Null		
	Rural	18:20	Null	Null	Null	Null	Null	Null	
		n = Null	Null	Null	Null	Null	Null	Null	



Table 103 - SDZ 17 Emergency Medical Performance

Moderate and High Risk Medical Incidents- 90th Percentile Times- Baseline Performance			Bench mark	2012-2016	2016	2015	2014	2013	2012
Turnout Time	Turnout Time	Urban	1:00	1:54	1:15	2:12	2:04	1:54	1:52
		Rural		Null	Null	Null	Null	Null	Null
Travel Time	Travel Time 1st Unit Distribution	Urban	4:00	6:13	6:15	6:02	6:14	6:08	6:26
			n =	9409	1927	1880	1989	1875	1738
		Rural	10:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Travel Time Moderate Risk ERF Concentration	Urban	8:00	7:32	7:07	6:57	6:58	7:43	9:40
			n =	8747	1845	1800	1928	1755	1419
		Rural	12:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
Travel Time High Risk ERF Concentration	Urban	12:00	10:15	Null	Null	10:15	Null	Null	
		n =	1	Null	Null	1	Null	Null	
	Rural	16:00	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	
Total Response Time	Total Response Time 1st Unit On Scene Distribution	Urban	6:30	9:28	9:05	9:02	8:55	8:45	11:05
			n =	9422	1931	1881	1992	1877	1741
		Rural	12:30	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Total Response Time Moderate Risk ERF Concentration	Urban	10:30	16:16	14:43	15:01	15:14	16:11	23:30
			n =	9469	2209	2177	2326	1949	808
		Rural	14:30	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
Total Response Time High Risk ERF Concentration	Urban	14:30	24:10	Null	Null	24:10	Null	Null	
		n =	7	Null	Null	7	Null	Null	
	Rural	18:30	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	



Fire Station 26 Demand Zone

Table 104 - SDZ 26 Fire Suppression Performance

<b>Moderate and High Risk Structure Fires- 90th Percentile Times- Baseline Performance</b>			<b>Bench mark</b>	<b>2012-2016</b>	<b>2016</b>	<b>2015</b>	<b>2014</b>	<b>2013</b>	<b>2012</b>
<b>Turnout Time</b>	Turnout Time	Urban	1:20	2:18	1:24	2:54	2:13	2:07	1:52
		Rural		Null	Null	Null	Null	Null	Null
<b>Travel Time</b>	<b>Travel Time 1st Unit Distribution</b>	Urban	4:00	8:40	8:25	6:32	7:34	11:22	8:53
			n = 78	11	18	18	15	16	
		Rural	10:00	Null	Null	Null	Null	Null	Null
			n = Null	Null	Null	Null	Null	Null	Null
	<b>Travel Time Initial Attack Force Distribution</b>	Urban	5:00	7:03	10:58	6:33	7:03	6:48	7:48
			n = 42	4	12	11	6	9	
		Rural	11:00	Null	Null	Null	Null	Null	Null
			n = Null	Null	Null	Null	Null	Null	Null
	<b>Travel Time Moderate Risk ERF Concentration</b>	Urban	8:00	11:03	11:03	23:37	10:42	9:52	13:08
			n = 28	2	7	7	5	7	
		Rural	12:00	Null	Null	Null	Null	Null	Null
			n = Null	Null	Null	Null	Null	Null	Null
<b>Travel Time High Risk ERF Concentration</b>	Urban	12:00	Null	Null	Null	Null	Null	Null	
		n = Null	Null	Null	Null	Null	Null	Null	
	Rural	16:00	Null	Null	Null	Null	Null	Null	
		n = Null	Null	Null	Null	Null	Null	Null	
<b>Total Response Time</b>	<b>Total Response Time 1st Unit On Scene Distribution</b>	Urban	6:20	12:20	11:30	10:44	12:12	14:16	13:19
			n = 78	11	18	18	15	16	
		Rural	12:20	Null	Null	Null	Null	Null	Null
			n = Null	Null	Null	Null	Null	Null	Null
	<b>Total Response Time Initial Attack Force Distribution</b>	Urban	7:20	11:57	25:19	11:42	11:04	11:23	13:49
			n = 42	4	12	11	6	9	
		Rural	13:20	Null	Null	Null	Null	Null	Null
			n = Null	Null	Null	Null	Null	Null	Null
	<b>Total Response Time Moderate Risk ERF Concentration</b>	Urban	10:20	17:03	16:01	26:33	14:33	14:19	17:52
			n = 28	2	7	7	5	7	
		Rural	14:20	Null	Null	Null	Null	Null	Null
			n = Null	Null	Null	Null	Null	Null	Null
<b>Total Response Time High Risk ERF Concentration</b>	Urban	14:20	Null	Null	Null	Null	Null	Null	
		n = Null	Null	Null	Null	Null	Null	Null	
	Rural	18:20	Null	Null	Null	Null	Null	Null	
		n = Null	Null	Null	Null	Null	Null	Null	



Table 105 - SDZ 26 Emergency Medical Performance

Moderate and High Risk Medical Incidents- 90th Percentile Times- Baseline Performance			Bench mark	2012-2016	2016	2015	2014	2013	2012
Turnout Time	Turnout Time	Urban	1:00	1:52	1:09	2:07	2:04	1:54	1:47
		Rural		2:16	:24	1:21	2:22	Null	1:57
Travel Time	Travel Time 1st Unit Distribution	Urban	4:00	7:24	7:19	7:20	7:26	7:27	7:26
			n =	6587	1411	1455	1384	1209	1128
		Rural	10:00	22:50	22:50	7:35	11:57	Null	13:36
			n =	9	1	1	3	Null	4
	Travel Time Moderate Risk ERF Concentration	Urban	8:00	7:47	7:42	7:19	7:24	7:49	9:19
			n =	5939	1327	1385	1292	1089	846
		Rural	12:00	22:50	22:50	7:35	11:57	Null	13:36
			n =	9	1	1	3	Null	4
	Travel Time High Risk ERF Concentration	Urban	12:00	24:20	24:20	6:00	7:22	10:00	Null
			n =	4	1	1	1	1	Null
Rural		16:00	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	
Total Response Time	Total Response Time 1st Unit On Scene Distribution	Urban	6:30	10:43	10:07	10:23	10:12	10:13	12:03
			n =	6597	1413	1459	1385	1211	1129
		Rural	12:30	25:10	25:10	10:36	15:36	Null	19:43
			n =	9	1	1	3	Null	4
	Total Response Time Moderate Risk ERF Concentration	Urban	10:30	17:42	16:10	15:35	17:00	17:55	24:30
			n =	6638	1494	1710	1660	1277	497
		Rural	14:30	25:10	25:10	10:36	15:36	Null	19:43
			n =	9	1	1	3	Null	4
	Total Response Time High Risk ERF Concentration	Urban	14:30	41:54	47:13	29:42	26:55	21:22	Null
			n =	35	9	9	10	7	Null
Rural		18:30	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	



Fire Station 29 Demand Zone

Table 106 - SDZ 29 Fire Suppression Performance

<b>Moderate and High Risk Structure Fires- 90th Percentile Times- Baseline Performance</b>			<b>Bench mark</b>	<b>2012-2016</b>	<b>2016</b>	<b>2015</b>	<b>2014</b>	<b>2013</b>	<b>2012</b>
<b>Turnout Time</b>	Turnout Time	Urban	1:20	1:54	1:03	2:01	2:18	1:58	1:32
		Rural		Null	Null	Null	Null	Null	Null
<b>Travel Time</b>	<b>Travel Time 1st Unit Distribution</b>	Urban	4:00	5:53	5:50	6:17	6:10	6:07	5:22
			n =	108	19	17	25	22	25
		Rural	10:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	<b>Travel Time Initial Attack Force Distribution</b>	Urban	5:00	6:16	6:52	6:04	5:53	5:11	4:49
			n =	65	13	11	16	11	14
		Rural	11:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	<b>Travel Time Moderate Risk ERF Concentration</b>	Urban	8:00	11:34	11:57	10:57	11:57	10:19	10:52
			n =	39	9	7	10	4	9
		Rural	12:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
<b>Travel Time High Risk ERF Concentration</b>	Urban	12:00	19:37	19:37	15:51	Null	Null	Null	
		n =	4	2	2	Null	Null	Null	
	Rural	16:00	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	
<b>Total Response Time</b>	<b>Total Response Time 1st Unit On Scene Distribution</b>	Urban	6:20	9:23	9:24	10:27	8:56	9:01	10:05
			n =	109	20	17	25	22	25
		Rural	12:20	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	<b>Total Response Time Initial Attack Force Distribution</b>	Urban	7:20	9:49	11:51	10:42	8:46	9:28	10:18
			n =	65	13	11	16	11	14
		Rural	13:20	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	<b>Total Response Time Moderate Risk ERF Concentration</b>	Urban	10:20	14:57	16:40	13:56	15:01	13:50	20:38
			n =	39	9	7	10	4	9
		Rural	14:20	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
<b>Total Response Time High Risk ERF Concentration</b>	Urban	14:20	88:22	32:39	88:07	Null	Null	Null	
		n =	4	2	2	Null	Null	Null	
	Rural	18:20	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	



Table 107 - SDZ 29Emergency Medical Performance

Moderate and High Risk Medical Incidents- 90th Percentile Times- Baseline Performance			Bench mark	2012-2016	2016	2015	2014	2013	2012
Turnout Time	Turnout Time	Urban	1:00	1:52	1:15	2:10	2:02	1:51	1:45
		Rural		Null	Null	Null	Null	Null	Null
Travel Time	Travel Time 1st Unit Distribution	Urban	4:00	6:23	6:30	6:26	6:24	6:13	6:18
			n =	7918	1704	1625	1628	1542	1419
		Rural	10:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Travel Time Moderate Risk ERF Concentration	Urban	8:00	6:53	6:34	6:53	6:28	6:36	8:21
			n =	7089	1587	1498	1526	1429	1049
		Rural	12:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
Travel Time High Risk ERF Concentration	Urban	12:00	6:18	Null	Null	6:18	Null	Null	
		n =	1	Null	Null	1.00	Null	Null	
	Rural	16:00	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	
Total Response Time	Total Response Time 1st Unit On Scene Distribution	Urban	6:30	9:37	9:15	9:37	9:02	8:55	10:57
			n =	7937	1710	1629	1632	1547	1419
		Rural	12:30	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Total Response Time Moderate Risk ERF Concentration	Urban	10:30	15:37	14:56	14:38	13:51	14:36	22:33
			n =	9957	2448	2223	2383	2100	803
		Rural	14:30	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
Total Response Time High Risk ERF Concentration	Urban	14:30	33:59	Null	Null	33:59	Null	Null	
		n =	10	Null	Null	10	Null	Null	
	Rural	18:30	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	



Fire Station 33 Demand Zone

Table 108 - SDZ 33 Fire Suppression Performance

Moderate and High Risk Structure Fires- 90th Percentile Times- Baseline Performance			Bench mark	2012-2016	2016	2015	2014	2013	2012
Turnout Time	Turnout Time	Urban	1:20	2:08	1:24	2:49	1:51	2:04	1:38
		Rural		Null	Null	Null	Null	Null	Null
Travel Time	Travel Time 1st Unit Distribution	Urban	4:00	6:10	7:58	5:40	8:01	4:24	7:39
			n =	71	8	18	14	14	17
		Rural	10:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Travel Time Initial Attack Force Distribution	Urban	5:00	8:03	7:04	7:56	7:02	10:13	9:55
			n =	36	5	11	5	7	8
		Rural	11:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Travel Time Moderate Risk ERF Concentration	Urban	8:00	12:27	12:57	11:39	12:27	9:50	17:15
			n =	26	5	9	4	3	5
		Rural	12:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
Travel Time High Risk ERF Concentration	Urban	12:00	17:49	Null	14:04	Null	17:49	Null	
		n =	3	Null	1	Null	2	Null	
	Rural	16:00	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	
Total Response Time	Total Response Time 1st Unit On Scene Distribution	Urban	6:20	9:28	11:21	9:09	10:05	7:19	15:58
			n =	71	8	18	14	14	17
		Rural	12:20	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Total Response Time Initial Attack Force Distribution	Urban	7:20	12:39	11:47	11:55	11:51	15:38	16:19
			n =	36	5	11	5	7	8
		Rural	13:20	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Total Response Time Moderate Risk ERF Concentration	Urban	10:20	17:33	16:54	15:38	17:28	14:12	21:48
			n =	26	5	9	4	3	5
		Rural	14:20	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
Total Response Time High Risk ERF Concentration	Urban	14:20	29:59	Null	29:59	Null	25:28	Null	
		n =	3	Null	1	Null	2	Null	
	Rural	18:20	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	



Table 109 - SDZ 33 Emergency Medical Performance

Moderate and High Risk Medical Incidents- 90th Percentile Times- Baseline Performance			Bench mark	2012-2016	2016	2015	2014	2013	2012
Turnout Time	Turnout Time	Urban	1:00	2:01	1:16	2:13	2:12	2:03	1:54
		Rural		Null	Null	Null	Null	Null	Null
Travel Time	Travel Time 1st Unit Distribution	Urban	4:00	6:27	6:30	6:24	6:25	6:14	6:49
			n =	3546	727	712	698	723	686
		Rural	10:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Travel Time Moderate Risk ERF Concentration	Urban	8:00	6:51	6:21	6:43	6:32	6:39	8:43
			n =	3150	664	648	652	643	543
		Rural	12:00	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Travel Time High Risk ERF Concentration	Urban	12:00	4:09	Null	Null	Null	4:09	Null
			n =	1	Null	Null	Null	1	Null
Rural		16:00	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	
Total Response Time	Total Response Time 1st Unit On Scene Distribution	Urban	6:30	9:50	9:18	9:30	9:17	8:54	11:33
			n =	3548	729	712	698	723	686
		Rural	12:30	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Total Response Time Moderate Risk ERF Concentration	Urban	10:30	16:44	14:58	15:19	15:51	17:10	22:57
			n =	4248	1068	973	960	856	391
		Rural	14:30	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
	Total Response Time High Risk ERF Concentration	Urban	14:30	2	Null	Null	Null	2	Null
			n =	9	Null	Null	Null	9	Null
Rural		18:30	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	



Fire Station 35 Demand Zone

Table 110 - SDZ 35 Fire Suppression Performance

Moderate and High Risk Structure Fires- 90th Percentile Times- Baseline Performance			Bench mark	2012-2016	2016	2015	2014	2013	2012
Turnout Time	Turnout Time	Urban	1:20	2:06	Null	2:15	1:42	2:05	1:18
		Rural		1:17	1:12	Null	:59	Null	1:28
Travel Time	Travel Time 1st Unit Distribution	Urban	4:00	6:05	Null	4:26	6:00	3:24	2:35
			n =	5	Null	1	2	1	1
		Rural	10:00	8:46	8:46	Null	4:44	Null	6:04
			n =	5	2	Null	1	Null	2
	Travel Time Initial Attack Force Distribution	Urban	5:00	4:31	Null	4:31	Null	3:41	4:20
			n =	3	Null	1	Null	1	1
		Rural	11:00	6:44	6:44	Null	Null	Null	6:25
			n =	2	1	Null	Null	Null	1
	Travel Time Moderate Risk ERF Concentration	Urban	8:00	11:30	Null	11:30	Null	Null	11:18
			n =	3	Null	2	Null	Null	1
		Rural	12:00	10:10	10:10	Null	Null	Null	9:50
			n =	2	1	Null	Null	Null	1
Travel Time High Risk ERF Concentration	Urban	12:00	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	
	Rural	16:00	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	
Total Response Time	Total Response Time 1st Unit On Scene Distribution	Urban	6:20	8:49	Null	7:47	8:33	5:34	6:06
			n =	5	Null	1	2	1	1
		Rural	12:20	11:20	11:20	Null	7:07	Null	10:55
			n =	5	2	Null	1	Null	2
	Total Response Time Initial Attack Force Distribution	Urban	7:20	8:32	Null	8:17	Null	8:09	7:49
			n =	3	0	1	0	1	1
		Rural	13:20	11:26	11:26	Null	Null	Null	12:12
			n =	2	1	Null	Null	Null	1
	Total Response Time Moderate Risk ERF Concentration	Urban	10:20	16:27	Null	16:27	Null	Null	14:43
			n =	3	Null	2	Null	Null	1
		Rural	14:20	14:04	14:04	Null	Null	Null	15:29
			n =	2	1	Null	Null	Null	1
Total Response Time High Risk ERF Concentration	Urban	14:20	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	
	Rural	18:20	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	



Table 111 - SDZ 35 Emergency Medical Performance

Moderate and High Risk Medical Incidents- 90th Percentile Times- Baseline Performance			Bench mark	2012-2016	2016	2015	2014	2013	2012
Turnout Time	Turnout Time	Urban	1:00	1:47	1:10	2:01	2:08	1:41	1:45
		Rural		1:47	1:10	1:57	1:54	1:46	1:53
Travel Time	Travel Time 1st Unit Distribution	Urban	4:00	6:42	6:45	6:24	6:47	6:42	7:04
			n =	589	144	121	117	97	110
		Rural	10:00	7:33	8:02	7:16	7:46	7:33	8:05
			n =	433	93	87	79	84	90
	Travel Time Moderate Risk ERF Concentration	Urban	8:00	8:34	7:47	8:07	8:42	8:43	9:04
			n =	508	126	109	108	82	83
		Rural	12:00	9:22	8:44	9:22	7:51	9:14	10:20
			n =	344	74	76	64	67	63
Travel Time High Risk ERF Concentration	Urban	12:00	Null	Null	Null	Null	Null	Null	
		n =	Null	Null	Null	Null	Null	Null	
	Rural	16:00	9:23	Null	9:23	Null	Null	Null	
		n =	1	Null	1	Null	Null	Null	
Total Response Time	Total Response Time 1st Unit On Scene Distribution	Urban	6:30	10:01	9:19	9:31	9:31	9:42	11:37
			n =	589	144	121	117	97	110
		Rural	12:30	11:03	10:29	10:56	10:17	10:53	12:27
			n =	434	94	87	79	84	90
	Total Response Time Moderate Risk ERF Concentration	Urban	10:30	19:26	19:39	18:34	17:29	17:58	26:43
			n =	676	183	163	150	117	63
		Rural	14:30	18:35	17:14	15:54	17:46	17:16	25:41
			n =	345	75	76	64	67	63
	Total Response Time High Risk ERF Concentration	Urban	14:30	Null	Null	Null	Null	Null	Null
			n =	Null	Null	Null	Null	Null	Null
Rural		18:30	23:15	Null	23:15	Null	Null	Null	
		n =	8	Null	8	Null	Null	Null	



Fire Station 37 Demand Zone

Table 112 - SDZ 37 Fire Suppression Performance

<b>Moderate and High Risk Structure Fires- 90th Percentile Times- Baseline Performance</b>			<b>Bench mark</b>	<b>2012-2016</b>	<b>2016</b>	<b>2015</b>	<b>2014</b>	<b>2013</b>	<b>2012</b>
<b>Turnout Time</b>	Turnout Time	Urban	1:20	1:59	1:41	2:45	1:50	2:15	1:33
		Rural		2:27	1:44	2:28	2:20	2:53	:20
<b>Travel Time</b>	<b>Travel Time 1st Unit Distribution</b>	Urban	4:00	7:37	8:05	5:22	7:14	7:02	9:29
			n = 63	15	10	12	11	15	
		Rural	10:00	9:27	8:12	8:23	11:49	8:24	18:23
			n = 26	5	7	6	5	3	
	<b>Travel Time Initial Attack Force Distribution</b>	Urban	5:00	8:19	11:40	5:24	8:47	8:19	8:12
			n = 40	9	6	9	6	10	
		Rural	11:00	9:36	7:02	11:42	9:15	8:42	Null
			n = 14	3	4	4	3	Null	
	<b>Travel Time Moderate Risk ERF Concentration</b>	Urban	8:00	14:23	13:56	13:44	17:04	14:11	14:23
			n = 20	4	4	4	4	4	
		Rural	12:00	17:42	13:08	13:44	17:42	10:32	Null
			n = 8	2	2	3	1	Null	
<b>Travel Time High Risk ERF Concentration</b>	Urban	12:00	26:52	16:52	Null	Null	Null	13:26	
		n = 2	1	Null	Null	Null	1		
	Rural	16:00	19:49	Null	Null	19:49	Null	Null	
		n = 1	Null	Null	1	Null	Null		
<b>Total Response Time</b>	<b>Total Response Time 1st Unit On Scene Distribution</b>	Urban	6:20	11:56	11:56	8:11	10:44	11:47	13:50
			n = 63	15	10	12	11	15	
		Rural	12:20	14::57	10:35	12:52	16:52	11:10	22:12
			n = 26	5	7	6	5	3	
	<b>Total Response Time Initial Attack Force Distribution</b>	Urban	7:20	13:36	14:56	9:00	11:30	22:54	13:07
			n = 40	9	6	9	6	10	
		Rural	13:20	25:50	13:04	50:13	25:34	12:42	Null
			n = 14	3	4	4	3	Null	
	<b>Total Response Time Moderate Risk ERF Concentration</b>	Urban	10:20	25:18	17:34	16:47	20:21	32:37	26:07
			n = 20	4	4	4	4	4	
		Rural	14:20	40:21	20:26	16:50	40:21	19:17	Null
			n = 8	2	2	3	1	Null	
	<b>Total Response Time High Risk ERF Concentration</b>	Urban	14:20	76:16	76:16	Null	Null	Null	32:17
			n = 2	1	Null	Null	Null	1	
		Rural	18:20	30:29	Null	Null	30:29	Null	Null
			n = 1	Null	Null	1	Null	Null	



Table 113 - SDZ 37 Emergency Medical Performance

Moderate and High Risk Medical Incidents- 90th Percentile Times- Baseline Performance			Bench mark	2012-2016	2016	2015	2014	2013	2012
<b>Turnout Time</b>	Turnout Time	Urban	1:00	1:58	1:15	2:17	2:02	2:03	1:55
		Rural		1:59	1:13	2:21	2:02	2:04	1:54
<b>Travel Time</b>	Travel Time 1st Unit Distribution	Urban	4:00	7:23	6:42	6:24	6:25	8:32	8:37
			n =	3393	868	813	645	607	460
		Rural	10:00	8:47	7:52	7:29	7:27	10:17	10:08
			n =	1680	442	378	320	306	234
	Travel Time Moderate Risk ERF Concentration	Urban	8:00	7:46	6:42	6:37	6:41	8:45	10:10
			n =	3027	809	751	585	529	353
		Rural	12:00	5:58	7:46	7:15	7:47	10:34	11:27
			n =	1464	405	336	285	264	174
Travel Time High Risk ERF Concentration	Urban	12:00	9:54	Null	9:54	Null	Null	Null	
		n =	1	Null	1	Null	Null	Null	
	Rural	16:00	10:25	10:25	Null	Null	Null	Null	
		n =	1	1	Null	Null	Null	Null	
<b>Total Response Time</b>	Total Response Time 1st Unit On Scene Distribution	Urban	6:30	10:44	9:34	9:24	9:14	11:20	13:23
			n =	3398	868	817	646	607	460
		Rural	12:30	12:13	10:33	10:58	10:30	13:10	14:31
			n =	1683	444	378	321	306	234
	Total Response Time Moderate Risk ERF Concentration	Urban	10:30	16:25	15:00	13:28	15:16	17:49	27:47
			n =	4081	1269	1017	778	747	270
		Rural	14:30	16:53	11:41	15:38	13:19	20:28	29:28
			n =	1464	405	336	285	264	174
	Total Response Time High Risk ERF Concentration	Urban	14:30	30:03	Null	30:03	Null	Null	Null
			n =	9	Null	9	Null	Null	Null
Rural		18:30	49:29	49:29	Null	Null	Null	Null	
		n =	8	8	Null	Null	Null	Null	



## 2.6 Benchmark Objectives

EPFD establishes these benchmark performance objectives for fire suppression, emergency medical, hazardous materials, technical rescue, and aircraft rescue and firefighting (ARFF) incidents. This is done for each response metric in terms of total response time and its components, as identified in this document. These objectives for the EPFD were developed using appropriate standards, including *NFPA 1710: Standard for the Organization and Deployment of Fire Suppression Operations, Emergency Medical Operations, and Special Operations to the Public by Career Fire Department, 2016 edition*, *NFPA 1221: Standard for the Installation, Maintenance, and Use of Emergency Services Communications Systems, 2016 edition*, as well as recommendations made by the Center for Public Center Excellence in the *CFAI: Community Risk Assessment: Standards of Cover, 6th Edition*, and the *CFAI: Fire & Emergency Service Self-Assessment Manual, 9th Edition*. ARFF operations are dictated by Federal Aviation Administration (FAA) regulations, Airport Certifications in 14 CFR Part 139.

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### All Programs

#### Call Processing Performance Objective

For all incident types, except emergency medical, in all population categories, the first alarm will be dispatched within one minute and four seconds or less call processing time ninety percent of the time. For emergency medical incidents the first alarm will be dispatched within one minute and thirty seconds or less ninety percent of the time.

#### Turnout Time Performance Objective

For all incident types, except emergency medical, in all population categories, the turnout time for all responding units will be one minute and twenty seconds or less ninety percent of the time. For all emergency medical incidents in all population categories, the turnout time for all responding units will be one minute or less ninety percent of the time.

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### Fire Suppression Services

For 90 percent of all fire suppression incidents, the total response time for the arrival of the first due unit, staffed with minimum 3 fire personnel, shall be: 6 minutes and 24 seconds in urban areas, and 12 minutes and 24 seconds in rural areas. The first due unit shall be capable of: providing 500 gallons of water and 1,500 gallons per minute (gpm) pumping capacity, initiating command, requesting additional resources, establishing and advancing an attack line flowing a minimum of 150 gpm, establishing an uninterrupted water supply, containing the fire, rescuing at-risk victims, and performing salvage operations. These operations shall be done in accordance with departmental standard operating procedures while providing for the safety of responders and the public.

For 90 percent of all moderate fire suppression incidents, the total response time for the arrival of the effective response force (ERF), staffed with minimum 15 fire personnel, shall be: 10 minutes and 24 seconds in urban areas, and 14 minutes and 24 seconds in rural areas. The ERF shall be capable of: establishing command, providing an uninterrupted water supply, advancing an attack line and a backup line for fire control, complying with the Occupational Safety and Health Administration (OSHA) requirements of two in-two out, completing forcible entry, searching and rescuing at-risk victims, ventilating the structure, controlling utilities, and performing salvage and overhaul.



For 90 percent of all high risk fire suppression incidents, the total response time for the arrival of the ERF, staffed with minimum 25 fire personnel, shall be: 14 minutes and 24 seconds in urban areas, and 18 minutes and 24 seconds in rural areas. The ERF shall also be capable of placing elevated streams into service from aerial ladders. These operations shall be done in accordance with departmental standard operating procedures while providing for the safety of responders and the public.

For 90 percent of all maximum risk fire suppression incidents, the total response time for the arrival of the ERF, staffed with minimum 41 fire personnel, shall be: 24 minutes and 24 seconds in urban areas, and 28 minutes and 24 seconds in rural areas. The ERF shall also be capable of placing elevated streams into service from aerial ladders. These operations shall be done in accordance with departmental standard operating procedures while providing for the safety of responders and the public.

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### Emergency Medical Services

For 90 percent of all EMS responses, the total response time for the arrival of the first-due unit, staffed with minimum 2 fire personnel, shall be: 6 minutes and 30 seconds in urban areas; and 12 minutes and 30 seconds in rural areas. The first-due unit shall be capable of: assessing scene safety and establishing command; sizing up the situation; conducting an initial patient assessment; obtaining vitals and patient's medical history; initiating mitigation efforts within one minute of arrival; providing first responder medical aid including automatic external defibrillation (AED); and assisting transport personnel with packaging the patient.

For 90 percent of all moderate risk EMS response incidents, the total response time for the arrival of the effective response force (ERF), staffed with minimum 3 fire personnel and 1 paramedic, shall be: 10 minutes and 30 seconds in urban areas; and 14 minutes and 30 seconds in rural areas. The ERF shall be capable of: providing incident command and producing related documentation; appointing a site safety officer; completing patient assessment; providing appropriate treatment; performing AED; initiating cardiopulmonary resuscitation (CPR); and providing intravenous (IV) access-medication administration.

For 90 percent of all high risk EMS response incidents the total response time for the arrival of the ERF, staffed with minimum 17 firefighters and officers, shall be 14 minutes and 30 seconds in urban areas and 18 minutes and 30 seconds in rural areas. The ERF shall be capable of: providing incident command and producing related documentation; appointing a site safety officer; completing patient assessment; providing appropriate treatment; performing AED; initiating cardiopulmonary resuscitation (CPR); and providing intravenous (IV) access-medication administration.

For 90 percent of all maximum risk EMS response incidents the total response time for the arrival of the ERF, staffed with minimum 25 firefighters and officers, shall be 20 minutes and 30 seconds in urban areas and 24 minutes and 30 seconds in rural areas. The ERF shall be capable of: providing incident command and producing related documentation; appointing a site safety officer; completing patient assessment; providing appropriate treatment; performing AED; initiating cardiopulmonary resuscitation (CPR); and providing intravenous (IV) access-medication administration.

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### Hazardous Materials Services

The hazardous materials service objectives apply to incidents in which the services of the hazmat task force (either the entry team or a decon team) are needed to mitigate the incident.

For 90 percent of all low, moderate, high or maximum risk hazardous materials response incidents, the total response time for the arrival of the first-due unit, staffed with minimum 3 fire personnel, shall be: 6 minutes and 24 seconds in urban areas; and 12 minutes and 24 seconds in rural areas. The first-due unit shall be capable of: establishing command; sizing up and assessing the situation to determine the presence of a potential hazardous material or explosive device; determining the need for additional resources; estimating the potential harm without intervention; and begin establishing a hot, warm, and cold zone.

For 90 percent of all moderate risk hazardous materials response incidents, the total response time for the arrival of the effective response force (ERF) including the hazardous materials response team, staffed with minimum 16 fire personnel, shall be: 12 minutes and 50 seconds in urban areas; and 16 minutes and 24 seconds in rural areas. The ERF shall be capable of: appointing a site safety officer; and providing the equipment, technical expertise, knowledge, skills, and abilities to mitigate a hazardous materials incident in accordance with department standard operating guidelines.

For 90 percent of all high risk hazardous materials response incidents, the total response time for arrival of the ERF, staffed with minimum 28 fire personnel, shall be 27 minutes and 24 seconds in urban areas and 36 minutes and 24 minutes in rural areas. The ERF shall be capable of: appointing a site safety officer; and providing the equipment, technical expertise, knowledge, skills, and abilities to mitigate a hazardous materials incident in accordance with department standard operating guidelines.

For 90 percent of all maximum risk hazardous materials response incidents, the total response time for arrival of the ERF, staffed with minimum 42 fire personnel, shall be 27 minutes and 24 seconds in urban areas and 36 minutes and 24 minutes in rural areas. The ERF shall be capable of: appointing a site safety officer; and providing the equipment, technical expertise, knowledge, skills, and abilities to mitigate a hazardous materials incident in accordance with department standard operating guidelines.

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### Technical Rescue Services

For 90 percent of all technical rescue incidents, the total response time for the arrival of the first-due unit, staffed with a minimum of three fire personnel, shall be: 6 minutes and 24 seconds in urban areas; and 12 minutes and 24 seconds in rural areas. The first-due unit shall be capable of: establishing command; sizing up to determine if a technical rescue response is required; requesting additional resources; and providing basic life support to any victim without endangering response personnel.

For 90 percent of all moderate risk technical rescue incidents, the total response time for the arrival of the effective response force (ERF), staffed with a minimum of 15 fire personnel, shall be: 12 minutes and 24 seconds in urban areas; and 16 minutes and 24 seconds in rural areas. The ERF shall be capable of: appointing a site safety officer; establishing patient contact; staging and apparatus set up; providing technical expertise, knowledge, skills, and abilities during technical rescue incidents; and providing medical support.

For 90 percent of all high risk technical rescue incidents, the total response time for the arrival of the ERF, staffed



with a minimum of 25 fire personnel, shall be 27 minutes and 24 seconds for urban and 36 minutes and 24 seconds for rural. The ERF shall be capable of: appointing a site safety officer; establishing patient contact; staging and apparatus set up; providing technical expertise, knowledge, skills, and abilities during technical rescue incidents; and providing medical support.

For 90 percent of all maximum risk technical rescue incidents, the total response time for the arrival of the ERF, staffed with a minimum of 37 fire personnel, shall be 36 minutes and 24 seconds for urban and 40 minutes and 24 seconds for rural. The ERF shall be capable of: appointing a site safety officer; establishing patient contact; staging and apparatus set up; providing technical expertise, knowledge, skills, and abilities during technical rescue incidents; and providing medical support.

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### Airport Rescue and Firefighting

ARFF incidents are aircraft related incidents that occur on El Paso International Airport property. For Aircraft Rescue and Firefighting (ARFF) benchmark objectives, the 'point' refers to a location measured from the assigned post to the midpoint of the farthest runway serving air carrier aircraft or any other specified point of comparable distance on the movement area that is available to air carriers. Indexed ARFF vehicles are those required by the Federal Aviation Administration.

For 90 percent of all aircraft rescue and firefighting response incidents, the total response time for the arrival of the first-due unit, staffed with minimum one fire personnel, shall be 3 minutes. The first-due unit shall be capable of: assessing the situation; requesting additional resource; controlling the hazards; and if possible, beginning basic life support of victims and hazard mitigation.

For 90 percent of all moderate risk aircraft rescue and firefighting response incidents, the total response time for the arrival of the effective response force (ERF), staffed with minimum 4 fire personnel shall be 4 minutes. The ERF shall be capable of: providing incident command; appointing a site safety officer; and conducting rescue operations and fire suppression in accordance with department policies and directives.

For 90 percent of all high risk aircraft rescue and firefighting response incidents, the total response time for the arrival of the ERF, staffed with minimum 19 fire personnel, shall be 14 minutes and 24 seconds. The ERF shall be capable of: providing incident command; appointing a site safety officer; and conducting rescue operations and fire suppression in accordance with department policies and directives.

For 90 percent of all maximum risk aircraft rescue and firefighting response incidents, the total response time for the arrival of the ERF, staffed with minimum 29 fire personnel, shall be 24 minutes and 24 seconds. The ERF shall be capable of: providing incident command; appointing a site safety officer; and conducting rescue operations and fire suppression in accordance with department policies and directives.

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Benchmark Objective Tables

**Table 114 - Benchmark Objectives for Urban Population Categories**

Measured at the 90th Percentile		Fire Incidents	Emergency Medical Incidents	Hazmat Incidents	Tech Rescue Incidents	ARFF Incidents
Call Processing	Pick-up to Dispatch	1:04	1:30	1:04	1:04	NA <sub>2</sub>
Turnout	Turnout Time 1st In	1:20	1:00	1:20	1:20	1:00
Travel	Travel Time 1st In	4:00	4:00	4:00	4:00	2:00
	Travel Time IAF	5:00	NA <sub>1</sub>	NA <sub>1</sub>	NA <sub>1</sub>	NA <sub>1</sub>
	Travel Time Moderate ERF	8:00	8:00	10:00	10:00	3:00
	Travel Time for High ERF	12:00	12:00	25:00	25:00	12:00
	Travel Time Maximum ERF	22:00	18:00	34:00	34:00	22:00
Total Response Time	Total Response Time 1st In	6:24	6:30	6:24	6:24	3:00
	Total Response Time IAF	7:24	NA <sub>1</sub>	NA <sub>1</sub>	NA <sub>1</sub>	NA <sub>1</sub>
	Total Response Time Moderate ERF	10:24	10:30	12:24	12:24	4:00
	Total Response Time High ERF	14:24	14:30	27:24	27:24	14:24
	Total Response Time Maximum ERF	24:24	20:30	36:24	36:24	24:24

**Table 115 - Benchmark Objectives for Rural Population Categories**

Measured at the 90th Percentile		Fire Incidents	Emergency Medical Incidents	Hazmat Incidents	Tech Rescue Incidents	ARFF Incidents
Call Processing	Pick-up to Dispatch	1:04	1:30	1:04	1:04	NA <sub>3</sub>
Turnout	Turnout Time 1st In	1:20	1:00	1:20	1:20	NA <sub>3</sub>
Travel	Travel Time 1st In	10:00	10:00	10:00	10:00	NA <sub>3</sub>
	Travel Time IAF	11:00	NA <sub>1</sub>	NA <sub>1</sub>	NA <sub>1</sub>	NA <sub>1</sub>
	Travel Time Moderate ERF	12:00	12:00	14:00	14:00	NA <sub>3</sub>
	Travel Time for High ERF	16:00	16:00	34:00	34:00	NA <sub>3</sub>
	Travel Time for Maximum ERF	26:00	22:30	38:00	38:00	NA <sub>3</sub>
Total Response Time	Total Response Time 1st In	12:24	12:30	12:24	12:24	NA <sub>3</sub>
	Total Response Time IAF	13:24	NA <sub>1</sub>	NA <sub>1</sub>	NA <sub>1</sub>	NA <sub>3</sub>
	Total Response Time Moderate ERF	14:24	14:30	16:24	16:24	NA <sub>3</sub>
	Total Response Time High ERF	18:24	18:30	36:24	36:24	NA <sub>3</sub>
	Total Response Time Maximum ERF	28:24	24:30	40:24	40:24	NA <sub>3</sub>

1 IAF time applicable to fire incidents only

2 ARFF incidents come directly from the aircraft to the air control tower to the ARFF station.

3 ARFF units remain on the premise of the El Paso International Airport to maintain indexing. Aircraft emergencies that occur outside of the airport are considered fire, medical, or technical rescue incidents as appropriate.



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## 2.7 Evaluation of Performance

The department is an organization of committed personnel working with modern and well maintained apparatus and equipment. It provides a full range of emergency and life safety services, has a dedicated fire training academy, good labor/ management relations, and an overall positive public image. Additionally, the department has been able to achieve an ISO public protection classification (PPC) rating of 1, the best available.

Despite the forgoing, the department is committed to a process of continuous improvement and to embedding this policy in its culture. The standards of cover developed herein are an effort to quantify current performance and establish concrete levels for future improvement. These standards will be evaluated continually and will be updated each year. Moreover, as previously indicated, the SOC will be a permanent part of the department's budget development and community-driven strategic planning processes.

### Evaluation Methodology

Once all SOC analysis and studies are completed, an overall system wide evaluation is conducted to identify system effectiveness in accomplishing outcomes identified in the department strategic plan. This is first accomplished by conducting a SWOT analysis (strengths, weaknesses, opportunities, and threats).

The evaluation of system performance completed in the SOC process is used to determine the system's strengths and weaknesses. Performance gaps are identified as issues with possible solutions; the combination of a performance issue with a proposed solution is referred to in this document as a scenario. Scenarios were identified with the sole purpose to improve system efficiency and effectiveness.

Additionally, opportunities and threats were analyzed to identify external forces for which the department has limited control. Again scenarios were developed to address system threats.

Once all scenarios have been identified, a four step review is conducted on each to determine its feasibility:

- 1) Technical review – What are the changes to the system and what are the probable results? How will it be accomplished?
- 2) Operational review – Is the scenario safe, and will it work in the field with available resources? What will the impact be to overall operations?
- 3) Fiscal review – Is the benefit worth the cost, and is it sustainable? What will the overall financial impact be to the department and the city?
- 4) Policy review – Does the scenario fit within the mission and values of the department? Will there be any negative community impact or reaction, and if so is the benefit worth it?

Based on this analysis, the scenarios that have the greatest likelihood for effective and efficient positive change will be presented as recommendations in a final report.



## Factors to Consider

### Plan El Paso

El Paso's comprehensive long term planning efforts are contained in the two-volume *Plan El Paso* and were considered during the evaluation of current performance to set goals and objectives in line with those of the City. The following policies in this document represent the city's planning goals for EPFD.

- Policy 5.15.1: Invest in technological advances and quality personnel to enhance the City's ability to deliver these services more efficiently and cost-effectively.
- Policy 5.15.2: Continue support and participation with other agencies in the provision of emergency preparedness. Policy
- 5.15.3: Maintain El Paso's achievement as the "Safest Large City in the United States" through strong leadership, community partnerships, dedicated officers and civilian personnel, and community volunteers.
- Policy 5.15.4: Continue responding to all fire, emergency medical, and hazardous materials calls in the City and providing mutual aid to Fort Bliss and the unincorporated county. Continue improving the specialized teams that respond to water, mountain, and technical rescues.
- Policy 5.15.5: Maintain the Fire Department's recently obtained ISO Class 1 rating.
- Policy 5.15.6: Use the fire department's strategic plan as updated from time to time to aid decision-making regarding to the physical development of the City

### City of El Paso Strategic Plan

The City Strategic Plan goal 2 is to set the standard for a safe and secure city. In achieving this goal EPFD has considered the following strategies:

- 2.1 Maintain standing as one of the nation's top safest cities
- 2.2 Strengthen community involvement in resident safety
- 2.3 Increase public safety operational efficiency
- 2.4 Improve motorist safety
- 2.5 Take proactive approaches to prevent fire/medical incidents and lower regional risk
- 2.6 Enforce Municipal Court orders
- 2.7 Maximize Municipal Court efficiency and enhance customer experience
- 2.8 Implement effective code enforcement strategies to reduce nuisances, enhance visual appearance and improve overall health and safety
- 2.9 Promote building safety

### SWOT Analysis

The Strengths, Weaknesses, Opportunities, and Threats (SWOT) Analysis is designed to have an agency candidly identify its positive and less-than-desirable attributes. The agency participated in this analysis and recognized its strengths and weaknesses, as well as the possible opportunities and potential threats.

#### *Strengths*

It is important for any organization to identify its strengths in order to assure that it is capable of providing the services requested by customers and to ensure that strengths are consistent with the issues facing the organization. Often, identification of organizational strengths leads to the channeling of efforts toward primary community needs that match those strengths. Programs that do not match organizational strengths or the primary function of the



organization should be seriously reviewed to evaluate the rate of return on precious staff time. Through a consensus process, the Internal Stakeholders identified the strengths of the EPFD as follows:

Quality apparatus and equipment	Positive public image
New fire stations are constructed and located well	Safety record
Safe but aggressive firefighting	Mobile Intensive Care Unit (MICU) capability
Insurance Services Offices (ISO) rating	Management/labor relations
Office of Emergency Management as a function of the fire department	Excellent work ethic
	New technology
Quality of support from civilian staff	Fire/emergency medical services (EMS) integration
Department loyalty	Educational opportunities
Union representation/collective bargaining	Grant procurement
Benefits	Commitment to accreditation
Wellness program	Training academy
Revenue programs	Web-based training
Standardized discipline process	Incentive pay
Employee assistance program	Mutual aid agreements

#### *Weaknesses*

Performance or lack of performance within an organization depends greatly on the identification of weaknesses and how they are confronted. While it is not unusual for these issues to be at the heart of the organization's overall concerns, it is unusual for organizations to be able to identify and deal with these issues effectively on their own.

For any organization to either begin or to continue to move progressively forward, it must not only be able to identify its strengths, but also those areas where it functions poorly or not at all. These areas of needed enhancements are not the same as threats to be identified later in this document, but rather those day-to-day issues and concerns that may slow or inhibit progress. The following items were identified by the Internal Stakeholders as weaknesses:

Internal communications	Procurement process
Policy overload (rules vs. value-based)	Small/ outdated training facilities
Women underrepresented	Uniform application of rules and regulations
Staffing to effectively accomplish mission	Apparatus maintenance
Reactive problem analysis	Lack of candidates for promotional testing
Project sustainability that was dependent on grant funding	Response times
More Fire Stations	Communications Staffing levels

#### *Opportunities*

The opportunities for an organization depend on the identification of strengths and weaknesses and how they can be enhanced. The focus of opportunities is not solely on existing service, but on expanding and developing new



possibilities both inside and beyond the traditional service area. The Internal Stakeholders identified the following potential opportunities:

Outside grants	National Fire Academy
Diverse recruitment	Cross-agency training
Participation in state and national organizations and publications	Host a local conference
Free state and federal training available	Health and safety fair screenings
Neighborhood associations and civic groups	Disaster preparedness (neighborhood associations)
Fire Station 'Open Houses'	Analysis of New Fire Station locations

### Threats

To draw strength and gain full benefit of any opportunity, the threats to the organization, with their new risks and challenges, must also be identified in the strategic planning process. By recognizing possible threats, an organization can greatly reduce the potential for loss. Fundamental to the success of any strategic plan is the understanding that threats are not completely and/or directly controlled by the organization. Some of the current and potential threats identified by the Internal Stakeholders were as follows:

Economy	Vacant buildings and urban blight
Port of entry	Interstate commerce (hazardous cargo)
Border health issues	Smart growth
Natural disasters/weather	Prolonged police responses
City growth	Terrorism
Isolation in far west Texas	

### Stakeholder Expectations

In November 2015, the EPFD held an open meeting where members of the public, or external stakeholders, provided valuable commentary and useful concerns that were collected. The discussion at the meeting revolved around customer concerns, expectations, and comments about the agency.

Additionally, Internal Stakeholder meetings were held at the EPFD Training Academy. These meetings were scheduled on shift with anonymous volunteers from each shift attending. A shift - 8 attendees, B shift - 20 attendees, C shift 5 attendees. The discussion at the meetings revolved around concerns, expectations, and comments about the department.

The following are the expectations of the community's External Stakeholders in Priority Order:

1. Response - Quick, prompt response to all emergencies
2. Duty - be there when needed; effective and efficient response to medical and fire emergencies; extinguishment of fires.
3. Community - serve the community needs; code enforcement of businesses, neighborhoods, and homes; the station should know the neighborhood they serve.



4. Professionalism - courteous service; professional service; treat each case with urgency and compassion
5. Training - highly trained personnel skilled in medical, firefighting, and rescues to serve the public
6. Service - Respond to the needs of all people and serve the community needs
7. Safety - Safe entry and rescue; maintain safety at all times
8. Equipment - Modern, high technology equipment; Well maintained and kept equipment
9. Recognition - Maintain ISO class 1 and International accreditation



Evaluation Findings

Table 116 - Fire Performance Evaluation

Metric	Time	Pop Cat	Benchmark	FY2016 Baseline	n	Time Variance	Percent Variance
Call Processing	All	All	1:04	2:08	-	1:04	100.00%
Turnout	1st Unit	Urban	1:20	1:04	-	-0:16	-20.00%
Turnout	1st Unit	Rural	1:20	1:15	-	-0:05	-6.25%
Travel	1st Unit	Urban	4:00	6:14	547	2:14	55.83%
Travel	1st Unit	Rural	10:00	8:12	45	-1:48	-18.00%
Travel	IAF	Urban	5:00	6:43	271	1:43	34.33%
Travel	IAF	Rural	11:00	7:51	17	-3:09	-28.64%
Travel	Moderate ERF	Urban	8:00	10:51	175	2:51	35.63%
Travel	Moderate ERF	Rural	12:00	13:58	15	1:58	16.39%
Travel	High ERF	Urban	12:00	16:52	29	4:52	40.56%
Travel	High ERF	Rural	16:00	11:31	2	-4:29	-28.02%
Total Response	1st Unit	Urban	6:24	8:48	520	2:24	37.50%
Total Response	1st Unit	Rural	12:24	11:50	32	-0:34	-4.57%
Total Response	IAF	Urban	7:24	9:10	271	1:46	23.87%
Total Response	IAF	Rural	13:24	11:37	17	-1:47	-13.31%
Total Response	Moderate ERF	Urban	10:24	13:40	175	3:16	31.41%
Total Response	Moderate ERF	Rural	14:24	16:46	13	2:22	16.44%
Total Response	High ERF	Urban	14:24	19:03	29	4:39	32.29%
Total Response	High ERF	Rural	18:24	13:42	2	-4:42	-25.54%



Table 117 - Medical Performance Evaluation

Metric	Time	Pop Cat	Benchmark	FY2016 Baseline	n	Time Variance	Percent Variance
Call Processing	All	All	1:30	1:56	-	0:26	28.89%
Turnout	1st Unit	Urban	1:00	1:46	-	0:46	76.67%
Turnout	1st Unit	Rural	1:00	1:49	-	0:49	81.67%
Travel	1st Unit	Urban	4:00	6:10	45312	2:10	54.17%
Travel	1st Unit	Rural	10:00	8:01	910	-1:59	-19.83%
Travel	Moderate ERF	Urban	8:00	6:49	42695	-1:11	-14.79%
Travel	Moderate ERF	Rural	12:00	8:24	813	-3:36	-30.00%
Travel	High ERF	Urban	12:00	17:18	10	5:18	44.17%
Travel	High ERF	Rural	16:00	10:25	1	-5:35	-34.90%
Total Response	1st Unit	Urban	6:30	8:48	45312	2:18	35.38%
Total Response	1st Unit	Rural	12:30	10:33	910	-1:57	-15.60%
Total Response	Moderate ERF	Urban	10:30	9:26	42695	-1:04	-10.16%
Total Response	Moderate ERF	Rural	14:30	10:55	813	-3:35	-24.71%
Total Response	High ERF	Urban	14:30	21:35	10	7:05	48.85%
Total Response	High ERF	Rural	18:30	12:45	1	-5:45	-31.08%



Table 118 - HazMat Performance Evaluation

Metric	Time	Pop Cat	Benchmark	FY2016 Baseline	n	Time Variance	Percent Variance
Call Processing	All	All	1:04	2:08	-	1:04	100.00%
Turnout	1st Unit	Urban	1:20	1:02	-	-0:18	-22.50%
Turnout	1st Unit	Rural	1:20	0:51	-	-0:29	-36.25%
Travel	1st Unit	Urban	4:00	6:37	694	2:37	65.42%
Travel	1st Unit	Rural	10:00	7:44	20	-2:16	-22.67%
Travel	Moderate ERF	Urban	10:00	11:36	158	1:36	16.00%
Travel	Moderate ERF	Rural	14:00	16:28	4	2:28	17.62%
Travel	High ERF	Urban	25:00	15:32	3	-9:28	-37.87%
Travel	High ERF	Rural	34:00	NULL	NULL	NULL	NULL
Total Response	1st Unit	Urban	6:54	9:32	694	2:38	38.16%
Total Response	1st Unit	Rural	12:54	10:25	20	-2:29	-19.25%
Total Response	Moderate ERF	Urban	12:54	14:29	158	1:35	12.27%
Total Response	Moderate ERF	Rural	16:54	19:33	4	2:39	15.68%
Total Response	High ERF	Urban	33:14	18:08	3	-15:06	-45.44%
Total Response	High ERF	Rural	48:14	NULL	NULL	NULL	NULL



Table 119 - Tech Rescue Performance Evaluation

Metric	Time	Pop Cat	Benchmark	FY2016 Baseline	n	Time Variance	Percent Variance
Call Processing	All	All	1:04	2:08	-	1:04	100.00%
Turnout	1st Unit	Urban	1:20	0:59	-	-0:21	-26.25%
Turnout	1st Unit	Rural	1:20	1:22	-	0:02	2.50%
Travel	1st Unit	Urban	4:00	7:37	82	3:37	90.42%
Travel	1st Unit	Rural	10:00	11:39	5	1:39	16.50%
Travel	High ERF	Urban	25:00	2:21	1	-22:39	-90.60%
Travel	High ERF	Rural	34:00	NULL	NULL	NULL	NULL
Total Response	1st Unit	Urban	6:54	9:32	82	2:38	38.16%
Total Response	1st Unit	Rural	12:54	10:25	5	-2:29	-19.25%
Total Response	High ERF	Urban	33:14	18:08	1	-15:06	-45.44%
Total Response	High ERF	Rural	48:14	NULL	NULL	NULL	NULL



## Recommendations

The intent of the analysis conducted in the standards of cover process was to effect real and positive change to the department and its ability to more effectively and efficiently accomplish its mission. To this end, the following recommendations are made:

- Risk assessment:
  1. Target hazard data needs to be collected at the company level to better assess risk analysis.
- Deployment:
  1. Reevaluate district divisions to more accurately assign Station Demand Zones.
  2. Evaluate areas with elongated total response times to assess the need to relocate resources.
  3. Re-evaluate resource current deployment based on needs.
  4. Follow AVL drive recommendations unless there is an obvious error.
- Performance measurement:
  1. Evaluate turn-out times by unit/shift/ station in addition to Station Demand Zones.
  2. Evaluate new traffic corridors and traffic preemptive devices on an annual basis to help improve travel time.
  3. Monthly evaluation of goals and quarterly reports.
  4. Hire more public safety communicators to address low staffing levels at communications.
  5. Add formal assessment of impact of community risk efforts.
  6. Add formal assessment of loss/save information.



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## 2.8 Plan for Maintaining and Improving Response Capabilities

The department is an organization of committed personnel working with modern and well maintained apparatus and equipment. It provides a full range of emergency and life safety services, has a dedicated fire training academy, good labor/ management relations, and an overall positive public image. Additionally, the department has been able to achieve an ISO public protection classification (PPC) rating of 1, the best available.

Despite the forgoing, the department is committed to a process of continuous improvement and to embedding this policy in its culture. The standards of cover developed herein are an effort to quantify current performance and establish concrete levels for future improvement. These standards will be evaluated continually and will be updated each year. Moreover, as previously indicated, the SOC will be a permanent part of the department’s budget development and community-driven strategic planning processes.

To ensure the agency is meeting or approaching current service level objectives, continuous monitoring of service level baselines must be conducted in a regular basis. EPFD begins the review process by conducting a community risk assessment, including the response demands within each zone and the identified risks within. Changes in community demographics and growth over the previous twelve-month period are reviewed. The team determines if there have been any changes within planning zones, changes to service demands, or changes in standards or operations that impact the service level objectives or the Standard of Cover document.



The team also reviews service level baselines and system performance. Included in the review are a summary of the results of the service level objectives, a comparison of current results to previous results and calculations of the difference in results between time periods. To aid in the collection and presentation of this information, the team works as a group to assemble all required information and assist the EPFD administration in the interpretation of data and considerations for improvement towards achieving benchmarks objectives. The service level objectives are incorporated for fire and other

emergencies, in self-assessment manual revision. Findings of the self-assessment review are translated, where needed, into budgetary requests for the coming fiscal year budget preparation.

To ensure the department is proactively addressing the recommendations made in the previous section of this document, the following goals have been set. All goals will undergo a monthly data collection and reported on a quarterly basis.



1. By December 31, 2018, all target hazard data will have been collected from all fire station companies to define a more accurate risk analysis within each station zone to identify the proper response for each specific target hazard.
2. By December 31, 2018, all district divisions will be evaluated and revised to more accurately assign station demand zones to improve response capabilities of the department.
3. By December 31, 2017, an evaluation of all response resources; to include personnel, will be conducted to identify areas or staffing levels where reallocation of resources will result in increased performance.
4. Beginning July 31, 2017, evaluate response areas with elongated response times to assess the need to relocate resources to improve performance. This evaluation will then be conducted on a biannual basis to ensure improvement in performance.
5. Beginning July 31, 2017, evaluate turn-out times by unit/shift/station to identify performance levels for each individual unit and to identify areas for improvement. This evaluation will then be conducted on a biannual basis to ensure improvement in performance.
6. By December 31, 2017, Evaluate new traffic corridors and traffic preemptive devices on an annual basis to help improve travel time.
7. By December 31, 2020, Communications will have risen to a fully staffed level to improve alarm processing times.
8. Beginning November 2018 to continue on a biennial basis, external stakeholder meetings will be conducted to provide feedback on department performance and identify areas of performance improvement.



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### 3. Appendices

#### Appendix A: Correlation of CRA-SOC Document to CFAI Accreditation Model

The EPFD Community Risk Assessment and Standards of Cover contains specific elements correlating to the Center for Public Safety Excellence 9<sup>th</sup> edition accreditation model found in the Fire and Emergency Services Self-Assessment

CFAI FESSAM 9 <sup>th</sup> Edition - Performance Indicator/ Core Competency		CRA-SOC Page(s)
	2A.1 Service area boundaries for the agency are identified, documented, and legally adopted by the authority having jurisdiction.	<a href="#">14</a>
	2A.2 Boundaries for other service responsibility areas, such as automatic aid, mutual aid, and contract areas, are identified, documented, and appropriately approved by the authority having jurisdiction.	<a href="#">14</a>
CC	2A.3 The agency has a documented and adopted methodology for organizing the response area(s) into geographical planning zones.	<a href="#">27</a>
CC	2A.4 The agency assesses the community by planning zone and considers the population density within planning zones and population areas, as applicable, for the purpose of developing total response time standards.	<a href="#">27</a>
	2A.5 Data that includes property, life, injury, environmental, and other associated losses, as well as the human and physical assets preserved and or saved, are recorded for a minimum of three (initial accreditation agencies) to five (currently accredited agencies) immediately previous years.	<a href="#">28-31</a>
	2A.6 The agency utilizes its adopted planning zone methodology to identify response area characteristics such as population, transportation systems, area land use, topography, geography, geology, physiography, climate, hazards and risks, and service provision capability demands.	<a href="#">41-84</a>
	2A.7 Significant socio-economic and demographic characteristics for the response area are identified, such as key employment types and centers, assessed values, blighted areas, and population earning characteristics.	<a href="#">18</a>
	2A.8 The agency identifies and documents all safety and remediation programs, such as fire prevention, public education, injury prevention, public health, and other similar programs, currently active within the response area.	<a href="#">26</a>
	2A.9 The agency identifies critical infrastructure within the planning zones.	<a href="#">24</a>
CC	2B.1 The agency has a documented and adopted methodology for identifying, assessing, categorizing, and classifying risks throughout the community or area of responsibility.	<a href="#">21</a>



CFAI FESSAM 9 <sup>th</sup> Edition - Performance Indicator/ Core Competency		CRA-SOC Page(s)
	2B.2 The historical emergency and non-emergency service demands frequency for a minimum of three immediately previous years and the future probability of emergency and non-emergency service demands, by service type, have been identified and documented by planning zone.	<a href="#">32</a>
	2B.3 Event consequence loss and save data that includes property, life, injury, environmental, and other losses and saves are assessed for three (initial accreditation agencies) to five (currently accredited agencies) immediately previous years.	<a href="#">31-32</a>
CC	2B.4 The agency's risk identification, analysis, categorization, and classification methodology has been utilized to determine and document the different categories and classes of risks within each planning zone	<a href="#">41-84</a>
	2B.5 Fire protection and detection systems are incorporated into the risk analysis.	<a href="#">26</a>
	2B.6 The agency assesses critical infrastructure within the planning zones for capabilities and capacities to meet the demands posed by the risks.	<a href="#">41-84</a>
CC	2C.1 Given the levels of risks, area of responsibility, demographics, and socio-economic factors, the agency has determined, documented, and adopted a methodology for the consistent provision of service levels in all service program areas through response coverage strategies.	<a href="#">89</a>
CC	2C.2 The agency has a documented and adopted methodology for monitoring its quality of emergency response performance for each service type within each planning zone and total response area.	<a href="#">187</a>
	2C.3 Fire protection systems and detection systems are identified and considered in the development of appropriate response strategies.	<a href="#">26</a>
CC	2C.4 A critical task analysis of each risk category and risk class has been conducted to determine the first-due and effective response force capabilities, and a process is in place to validate and document the results.	<a href="#">93</a>
CC	2C.5 The agency has identified the total response time components for delivery of services in each service program area and found those services consistent and reliable within the entire response area.	<a href="#">107</a>
	2C.6 The agency has identified the total response time components for delivery of services in each service program area and assessed those services in each planning zone	<a href="#">41-84</a>
CC	2C.7 The agency has identified efforts to maintain and improve its performance in the delivery of its emergency services for the past three (initial accreditation agencies) to five (currently accredited agencies) immediately previous years.	<a href="#">107</a>
	2C.8 The agency's resiliency has been assessed through its deployment policies, procedures, and practices.	<a href="#">92</a>



CFAI FESSAM 9 <sup>th</sup> Edition - Performance Indicator/ Core Competency			CRA-SOC Page(s)
CC	2D.1	The agency has documented and adopted methodology for assessing performance adequacies, consistencies, reliabilities, resiliencies, and opportunities for improvement for the total response area.	<a href="#">107</a>
	2D.2	The agency continuously monitors, assesses, and internally reports, at least quarterly, on the ability of the existing delivery system to meet expected outcomes and identifies the remedial actions most in need of attention.	<a href="#">202</a>
CC	2D.3	The performance monitoring methodology identifies, at least annually, future external influences, altering conditions, growth and development trends, and new or changing risks, for purposes of analyzing the balance of service capabilities with new conditions or demands.	<a href="#">192</a>
	2D.4	The performance monitoring methodology supports the annual assessment of the efficiency and effectiveness of each service program at least annually in relation to industry research.	<a href="#">183</a>
	2D.5	Impacts of incident mitigation program efforts, (such as community risk reduction, public education, and community service programs), are considered and assessed in the monitoring process.	<a href="#">107</a>
CC	2D.6	Performance gaps for the total response area, such as inadequacies, inconsistencies, and negative trends, are determined at least annually.	<a href="#">197</a>
CC	2D.7	The agency has systematically developed a continuous improvement plan that details actions to be taken within an identified timeframe to address existing gaps and variations.	<a href="#">202</a>
	2D.8	On at least an annual basis, the agency formally notifies the authority having jurisdiction (AHJ) of any gaps in the operational capabilities and capacity of its current delivery system to mitigate the identified risks within its service area, as identified in its standards of cover.	<a href="#">202</a>
	2D.9	On at least an annual basis, the agency formally notifies the AHJ of any gaps between current capabilities, capacity, and the level of service approved by the AHJ.	<a href="#">202</a>
	2D.10	The agency interacts with external stakeholders and the AHJ at least once every three years, to determine the stakeholders' and AHJ's expectations for types and levels of services provided by the agency.	<a href="#">202</a>

Plan for document distribution:

Authority having jurisdiction, senior staff and program managers will receive printed hard copies of the standard of cover and the departments strategic plan. Department employees will have the ability to access digital copies of both documents stored on the departments website public drive.



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## Appendix B: References

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## Appendix C: Glossary

2-in 2-out – Policy stating that at the initial stages of an incident a minimum of four individuals is required, consisting of two individuals working as a team in the hazard area and two individuals present outside this hazard area for assistance or rescue

601 – See *operations deputy chief*

Aerial- A mechanically operated ladder, 65 – 105 feet in length, mounted on a fire apparatus. The term is often used to refer to a ladder or quint apparatus

Alert 1- Minor aircraft emergency

Alert 2- Major aircraft emergency, an aircraft with an operational defect that affects normal flight operations to the extent that there is danger of an accident

Alert 3- An aircraft accident has occurred

ANI/ALI - Automatic number identification / automatic location identification

Apparatus- a vehicle that has been customized for use during firefighting operations.

Battalion- A battalion chief command unit staffed with at least two structurally firefighting certified personnel, one of whom is a battalion chief; responds to multi-unit incidents as an incident command vehicle. Has no water, pump or ladder capabilities

Call Processing Time – Elapsed time from when the call is received to when the unit is dispatched

Call Handling Time – Elapsed time from when the call is received to when an event is created

Call Dispatching Time – Elapsed time from when an event is created to when the unit is dispatched

Computer aided dispatch system (CAD) – Software used by the 911 communications center to answer, recommend and dispatch units to emergency incidents.

Condition 1 - Some smoke, fire or hazardous condition visible, not of a serious nature.

Condition 2 - Smoke, fire or hazardous condition of a serious nature that is not under control, but may be handled by an initial response assignment. Additionally, HM1 and SQ1 will be dispatched to all Condition II and greater fires.

Condition 3 - Smoke, fire or a hazardous condition of a serious nature that is not under control, but may be handled by a full response assignment. Transmittal of a condition III will automatically upgrade a primary response to a full response, if not already upgraded. This upgrade in response will include two additional battalions, one pumper, one aerial, and one ambulance.

Condition 4 - Smoke, fire or a hazardous condition of a serious nature that is not under control and may require additional companies. Transmittal of a condition IV will automatically upgrade a primary response to a full response. Additionally, 601 shall be dispatched and assigned to the incident and the next-due line shall be dispatched to Level II staging. Only three battalion units shall automatically be dispatched to any incident (Communications will notify the next due companies to stage).

Critical tasks – Tasks to be completed on the emergency scene to bring the emergency incident under control.



Double Response-A double response shall be dispatched to an incident that is similar to a single response but may require a specialized unit/equipment or battalion unit

Effective Response Force (ERF) - The number of personnel/tasks necessary to complete all of the identified critical tasks within the prescribed timeframe.

Fire District- A geographic area within the station demand zones used for administrative assignment of responsibilities and as a dispatch territory in the case of of the computer aided dispatch system failure

First-due Territory- A geographic area assigned to a given unit; normally in the immediate vicinity of the station where the unit is housed

First-Responder- A fire suppression apparatus, without transport capabilities, that responds to a medical emergency along with an ambulance

Full Response-A full response shall be dispatched to a significant incident that requires resources or equipment beyond the capabilities of a primary response; for example, condition 3 or 4 type incidents. At a minimum, 4 pumpers, 2 aerials, 2 ambulances (1 rescue unit) and 1 Battalion unit.

Hazard – a dangerous condition with the potential to cause harm to people and property and may require emergency mitigation and management; hazards assessed in this standards of cover document are fires, medical emergencies, hazardous materials emergencies, special rescue scenarios, and aircraft emergencies

Haz-Mat Condition 1 - No hazardous condition visible or occurring

Haz-Mat Condition 2 - Limited emergency condition which can be controlled by the first responding agencies. The incident is confined to a small area, and does not require evacuation of other than the involved structure or the immediate outdoor area. This incident will not require the use of specialized chemical protective clothing.

Haz-Mat Condition 3 - Emergency condition involving a greater hazard or larger area which poses a potential threat to life or property and may require a limited evacuation or protection in place of the surrounding area. Specialized chemical protective clothing may be required.

Haz-Mat Condition 4 - Emergency condition involving a severe hazard or large area which poses an extreme threat to life and property and will probably require a large scale evacuation. Specialized chemical protective clothing may be required.

Initial Attack Force – The number of personnel necessary to safely initiate internal fire attack operations in a structure fire. The EPFD maintains a 2-in 2-out rule, where for the initial entry of two personnel to occur there needs to be two personnel outside the structure to act as a rapid intervention crew should the interior crew need assistance.

Ladder (apparatus)- A fire suppression apparatus with no pump or water capability but with a complement of ladders and an aerial.

Light Rescue- An ambulance unit staffed with any combination of EMT-P and or EMT-B, with only one of the personnel having structural firefighting certification

Medic- An ambulance unit staffed with any combination of EMT-P and/or EMT-B, without structural firefighter certification

Medical Lieutenant – An equivalent rank to Fire Lieutenant, but is normally restricted to commanding an ambulance crew.



Multiple Alarm-A multiple alarm is an alarm where additional assignments of companies are dispatched to the same location as a previous full response. A second and each subsequent alarm assignment will include an additional 3 pumpers and 1 aerial.

Operations Deputy Chief – Senior operations level command personnel, one per shift. Often referred to by the unit radio call sign, 601.

Population category- The classification of areas of the city of El Paso into urban and rural based on population and building density and land use.

Primary Response-A primary response is dispatched to an incident that would require resources or equipment beyond that of a double response, for example a report of a structure fire. At a minimum, 3 pumpers, 2 aerials, 1 rescue unit, and 1 Battalion unit.

Pumper- A fire suppression apparatus with pump and water capabilities and minimal ground ladders (known as an engine in other jurisdictions)

Quint- A fire suppression apparatus with both aerial and pumper capabilities; unit can operate and respond as a ladder or a pumper

Rescue- An ambulance unit staffed by at least one EMT-Paramedic and an EMT-Basic; all assigned personnel will have structural firefighting certification

Resiliency - The ability of a public safety response system to maintain daily operations during major incidents as well as training and other planned events without negative impact on response time performance.

Response Time – Elapsed time from when the unit is dispatched to when it arrives on the scene; a sum of the turnout time and the travel time. This term is often used in the fire service and sometimes confused with total response time. It is not used within the EPFD standards of cover process.

Risk – The probability of loss occurring to people or property due to a hazard.

Risk Categories – Delineations of risk into low, Moderate, or high based on the probability of the hazard occurring, resources needed to mitigate the hazard (agency impact), and community consequence.

Run-card - Determine the order of units to dispatch in the event of an emergency. Used as a backup to the computer aided dispatch system used by the El Paso County 911 District, run cards. Run-cards use fire districts as a dispatch territory.

Service type – Type of emergency service provided. For the standard of cover document, the service types analyzed are fire, emergency medical, hazardous materials, technical rescue, and airport rescues and firefighting (ARFF) incidents.

Single Response –A single response shall be dispatched to an incident that is minor and may be handled by one company

Station Demand zone- Planning areas used for performance comparison for accreditation analysis, based on the first due territories for each station.

Total Response Time - Elapsed time from when the call is received to when the unit arrives on the scene.

Travel Time – Elapsed time from when a unit begins to respond to when it arrives on the scene

Turnout Time – Elapsed time from when a unit is dispatched until it begins to respond.



Unit- General term for an emergency response resource consisting of vehicle, equipment, and personnel.