Fire Department Call Processing and Response Time Metrics Definitions:

**Fire Department Call Processing Time**: The time interval that starts when the call is created in CAD by a Fire Dispatcher until the initial Fire or EMS\(^2\) unit is dispatched.

**Turnout Time**: The time interval between the activation of station alerting devices to when first responders put on their PPE\(^3\) and are aboard apparatus and en-route (wheels rolling). Both station alarm and en-route times are required to measure this for each unit that responds.

**Travel Time**: The time interval that begins when the first unit is en route to the incident and ends upon arrival of any of the units first on scene. This requires one valid en-route time and one valid on-scene time for the incident. Travel time can differ considerably amongst stations. Many factors, such as traffic, topography, road width, public events and unspecified incident locations, may impact travel time.

**Incident Count**: The number of incidents that result in one or more LAFD units being dispatched, regardless of record qualification.

**Qualified Data**: Only qualified data is used to calculate the Fire Department Call Processing Time, Turnout Time, and Travel Time. Qualified data meets the following criteria:

- Data with negative values are removed if it involves the computed time variables (call processing, turnout and travel time).
- Occasionally, multiple time stamps can occur due to multiple button presses. The time stamp recorded with the first button push will be used for the analysis.
- Non-emergency responses are removed. Only emergency responses are included.
- Airport and Port resources (Fire Stations 80, 110, 111 and 114) are excluded because they are not dispatched through the LAFD CAD system.
- Turnout time measurement is restricted to QTR (in quarters) dispatch status.
- Data that is considered to be an outlier is removed.\(^4\)
  - Fire Department Call Processing Time in excess of 10 minutes.
  - Turnout Time in excess of 5 minutes.
  - Travel Time in excess of 30 minutes.

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\(^1\) Fire Department Call Processing Time: The analysis we are currently reporting does not include the initial 911 call time stamp or the transfer time interval of that 911 call to the LAFD. Around 25% of calls that come in to the dispatch center are not from 911. Therefore, we use the creation time to start the call processing so we include all incoming calls. This metric is shown on the City-wide report.

\(^2\) EMS = Emergency Medical Service

\(^3\) PPE = Personal Protective Equipment, EMS category includes incident types that require minimum PPE and a Turnout Time of 60 seconds. The majority of these incidents are medical in nature and do not require fire suppression tools and equipment to mediate. The NON-EMS category includes incidents that require full PPE and a Turnout Time of 80 seconds. The majority of these incidents require fire suppression tools and equipment to mediate and may result in patients that require medical evaluation and treatment.

\(^4\) An outlier is a data point that is outside defined norms and is inconsistent with and further away from other data points. Values that are far away from the mean are likely a result of a separate type of error – coding problems, transcription errors, equipment failures, etc. The presence of outliers can distort the "true picture" of the measure of interest. Using outliers may lead to incorrect or misleading conclusions.