



City Hall | 425 N. El Dorado Street | Stockton, CA 95202-1997 | [www.stocktonca.gov](http://www.stocktonca.gov)

## **Meeting Summary**

The following is a summary of the topics discussed in the FireSTAT meeting on 12/22/2020. Analysis is provided by the Office of Performance and Data Analytics. Information in the memo has been edited to protect Personal Identifiable Information (PII) and ensure accuracy. Note that the data and visuals included in this memo reflect a specific period in time, and as a result, information below can be subject to change.

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**What is success?**

The definition of success for the fire department is rooted in the concept that we continually strive to become our very best on all levels, exceeding the community’s expectations. Building upon this concept applies to three core areas, Community, Department, and Interdepartmental.

**Community**

At the community level, fire department success is demonstrated by:

1. Decreasing average response times through:
  - Implementation of new fire station alerting technology, improved turn-out time.
  - Implementation of Automatic Vehicle Location (AVL) for resource dispatching.
  - Reopening of Engine Company 1.
2. Reducing false fire alarm responses by 10%
  - Reinstigate bimonthly false alarm billing
  - Increase fire prevention education specific to false alarms.
3. Reducing emergency responses to homeless encampments
  - Continue HOT Team project, with emphasis on risk reduction

**Department**

At the department level, success focuses on our most valuable asset, our personnel.

1. Reducing the frequency of on-duty injuries to maintain a healthy workforce.
  - Review of physical fitness programs
  - Review of mental health and wellness tools and training
  - Review of the department’s annual wellness physical program to better address cardiac and musculoskeletal injuries.
2. Reduce the number of vacant positions

- Helps to ensure personnel has adequate time off and the ability to decompress.
  - Lateral Firefighter Academy
3. Assessing the distribution of work, including call volume.
- Identify opportunities to increase daily suppression staffing.
  - Assess staffing needs at companies responding to more than 5,000 calls for service annually.

### Interdepartmental

At the interdepartmental level, fire department success is:

1. Increased collaboration:
- Continue to build upon valuable relationships.
  - Help prepare all departments for Emergency Operation Center activations.

### November Calls for Service

#### Overview

Total Calls: 3605

Total Responses Triggered: 4734

Type of Call	Responses Triggered	Total Calls for Service
<b>Fire</b>	<b>957</b>	<b>412</b>
Chimney Fire	8	2
Fire Watch	3	1
Still Alarm	363	312
Structure Fire	514	55
Vehicle Fire	36	34
Vehicle Fire 2nd	33	8
<b>Fire Alarm</b>	<b>215</b>	<b>192</b>
Fire Alarm	10	1
Fire Alarm Still	205	191
<b>Grass Fire</b>	<b>121</b>	<b>71</b>
Grass Fire	121	71
<b>Hazard</b>	<b>64</b>	<b>53</b>
Hazmat Incident Still Alarm	64	53
<b>Medical</b>	<b>2725</b>	<b>2469</b>
Ambulance	3	3

Type of Call	Responses Triggered	Total Calls for Service
Medic	2281	2101
Medic/Transport	158	144
Person Shot/Stabbed	67	31
Rescue/Medical RT2	82	76
Transport Only	120	111
Water Rescue	14	3
<b>Other</b>	<b>50</b>	<b>41</b>
Advised	2	2
AMR Request	1	1
Elevator Calls	9	3
Engine	5	4
Fill Quarters	33	31
<b>Prevention/Public Assistance</b>	<b>175</b>	<b>150</b>
Fire Prevention Activities	1	1
Public Assistance	174	149
<b>Vehicle</b>	<b>427</b>	<b>217</b>
Collision w/Person Trapped	127	32
High Speed Collision	8	2
Slow Speed Collision	175	154
Vehicle Accident-Freeway	117	29
<b>Grand Total</b>	<b>4734</b>	<b>3605</b>

Average calls/day: 120

Average responses triggered/day: 158

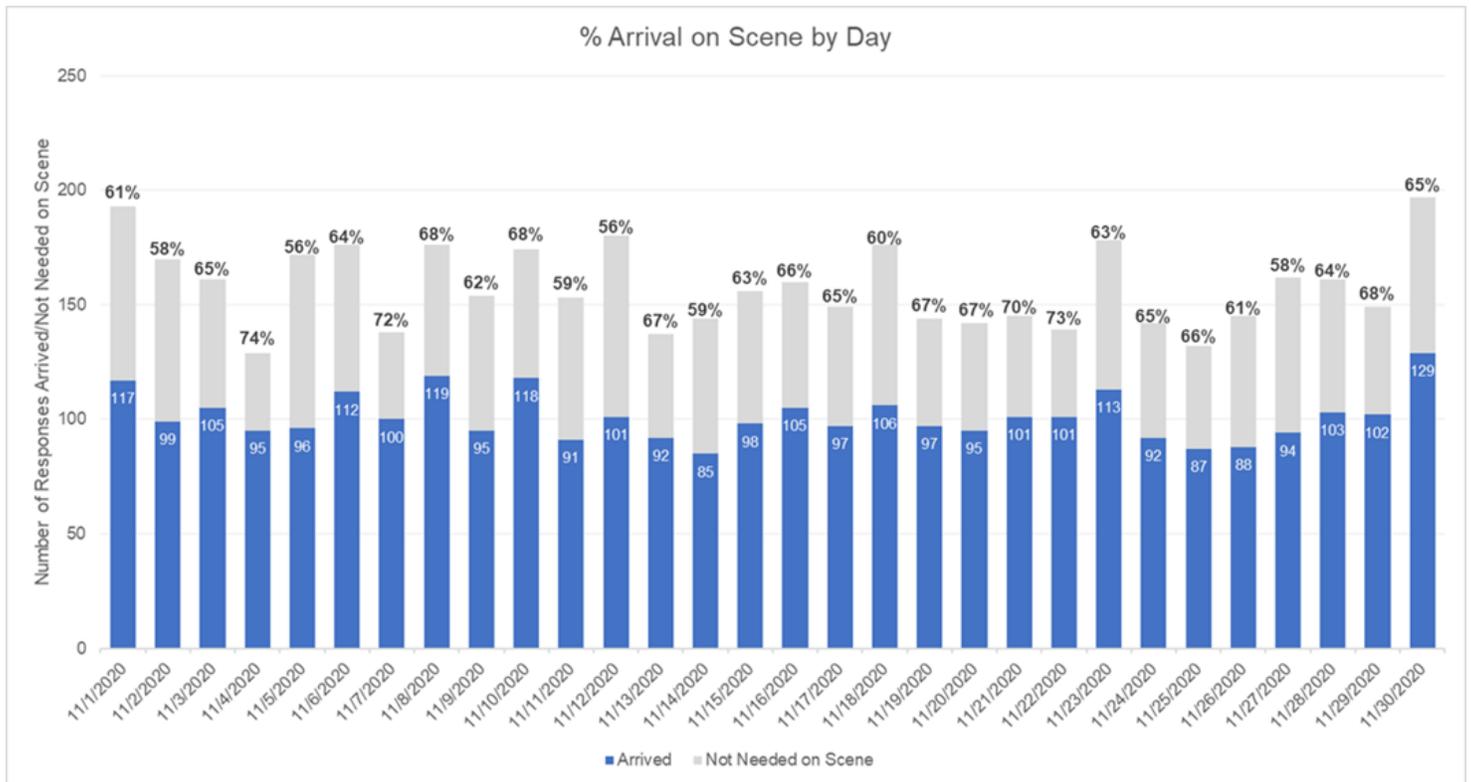
Minimum response/call: 1

Maximum response/call: 15

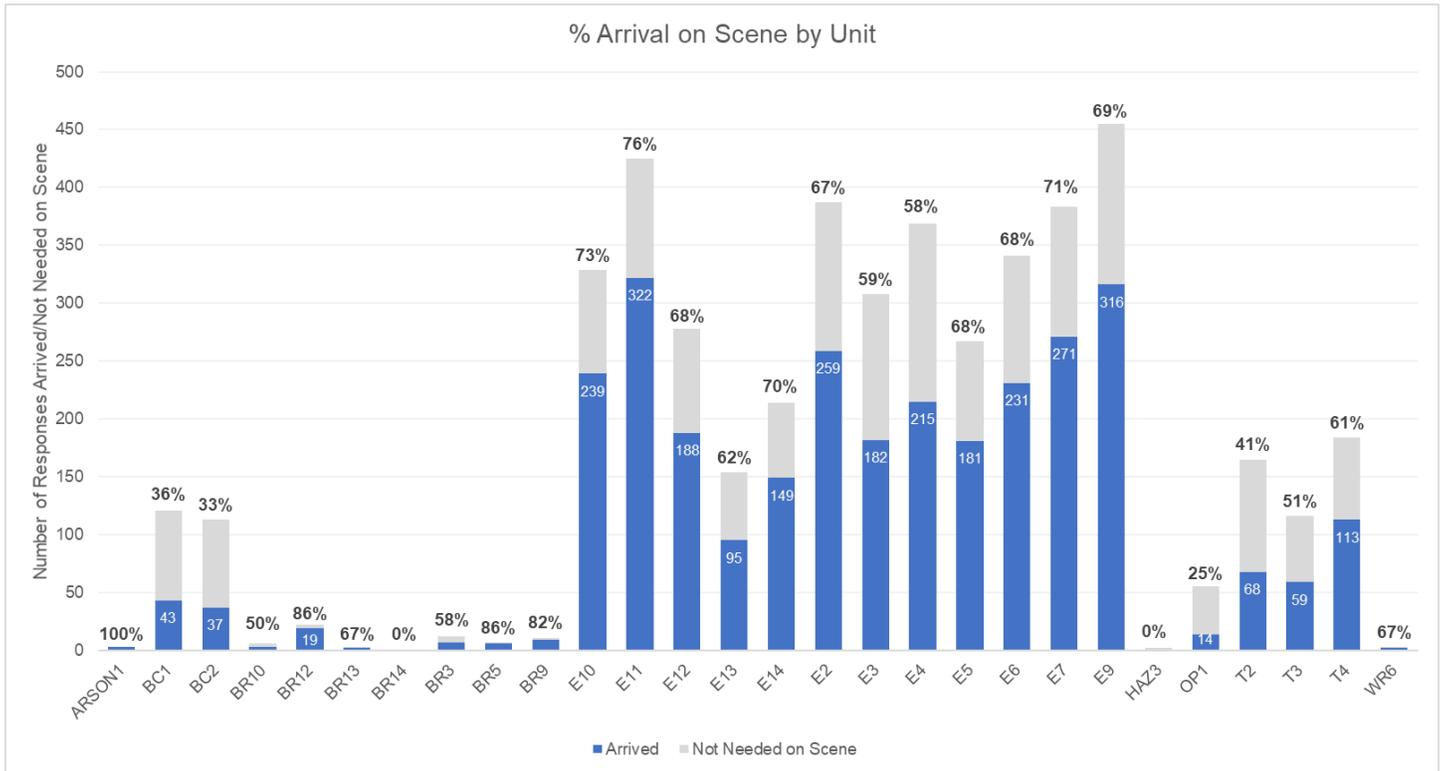
Not all responses arrive on scene. For example, when the first responder arrives it may become clear that the call does not require the full response and other responders are canceled enroute or before they leave a station. Alternatively, while enroute a unit could be re-routed to another emergency.

November Total Responses Triggered: 4734  
 Total Arrivals on Scene: 3033  
 Average arrivals on scene/day: 101

In November, there was a daily average arrival on scene rate of 64%, meaning that 64% of responses triggered by calls ended up on scene. Fire calls have an average daily arrival rate of 67%. Medical calls have an average daily arrival rate of 68%. Other call categories that were not analyzed and affect the overall average include Fire Alarm, Grass Fire, Hazard, Other, Prevention/Public Assistance, and Vehicle.



Looking at arrival on scene further by unit shows that units responding to calls end up on scene an average of 59% of the time. Fire response units have an average arrival rate of 69%. Medical response units have an average arrival rate of 64%. Other call categories that were not analyzed and affect the overall average include Fire Alarm, Grass Fire, Hazard, Other, Prevention/Public Assistance, and Vehicle.



## Alarms

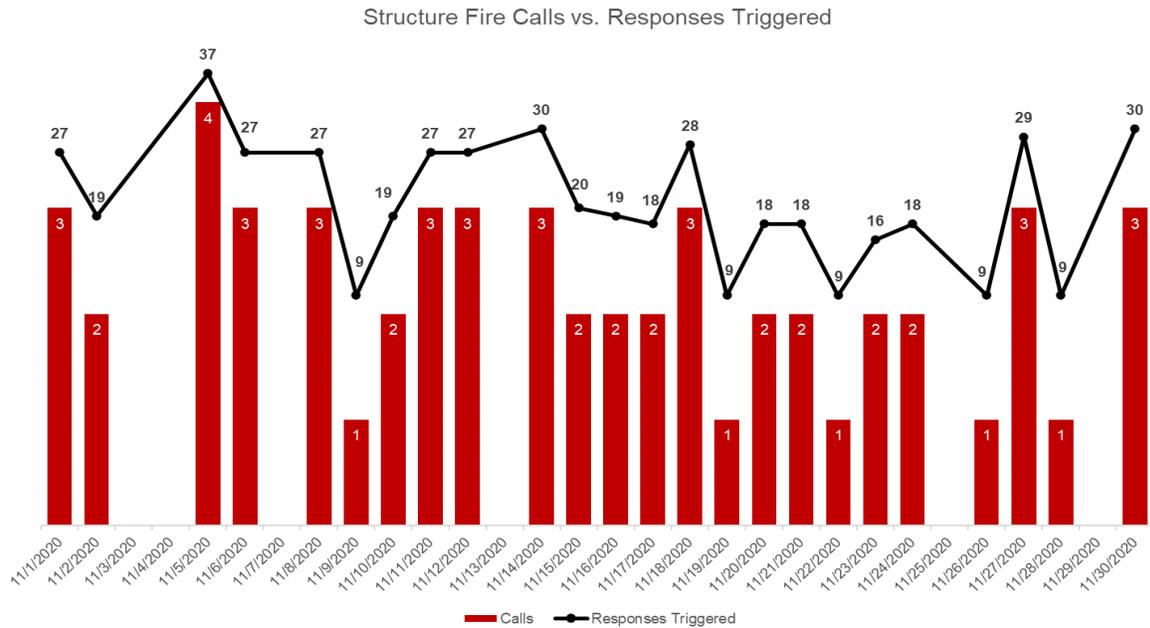
### Structure Fire

Structure fire calls (Incident Code S): 54

Average 2.25/day

Total Structure fire responses triggered: 499

Average responses triggered: 21/day



### Structure Fire 3 alarm

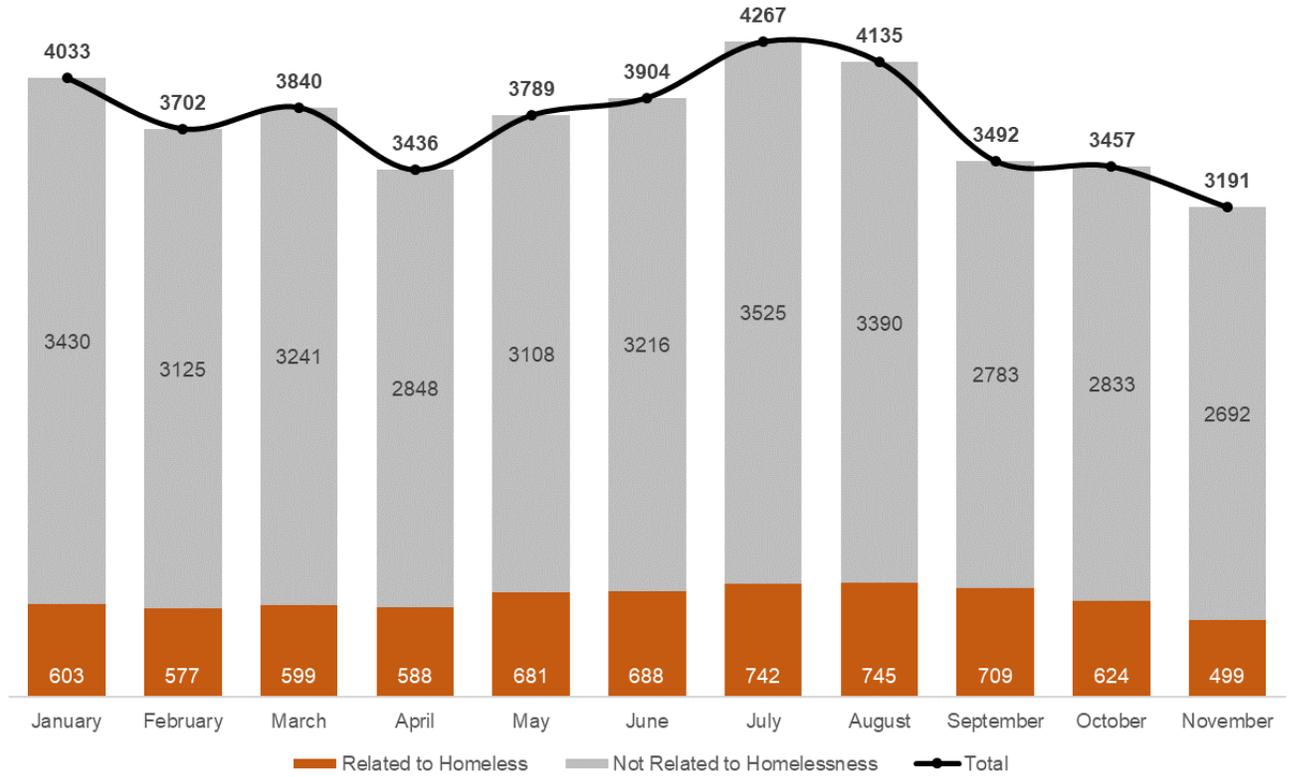
Structure fire 3 alarm call (Incident Code S3): 1

Structure fire 3 alarm responses: 15

Units Responding to 3 Alarm Structure Fire	Total Responses Triggered
ARSON1	1
BC1	1
BC2	1
E11	1
E12	1
E13	1
E2	1
E3	1
E4	1
E6	1
E9	1
OP1	1
T2	1
T3	1
T4	1
<b>Grand Total</b>	<b>15</b>

## Homelessness

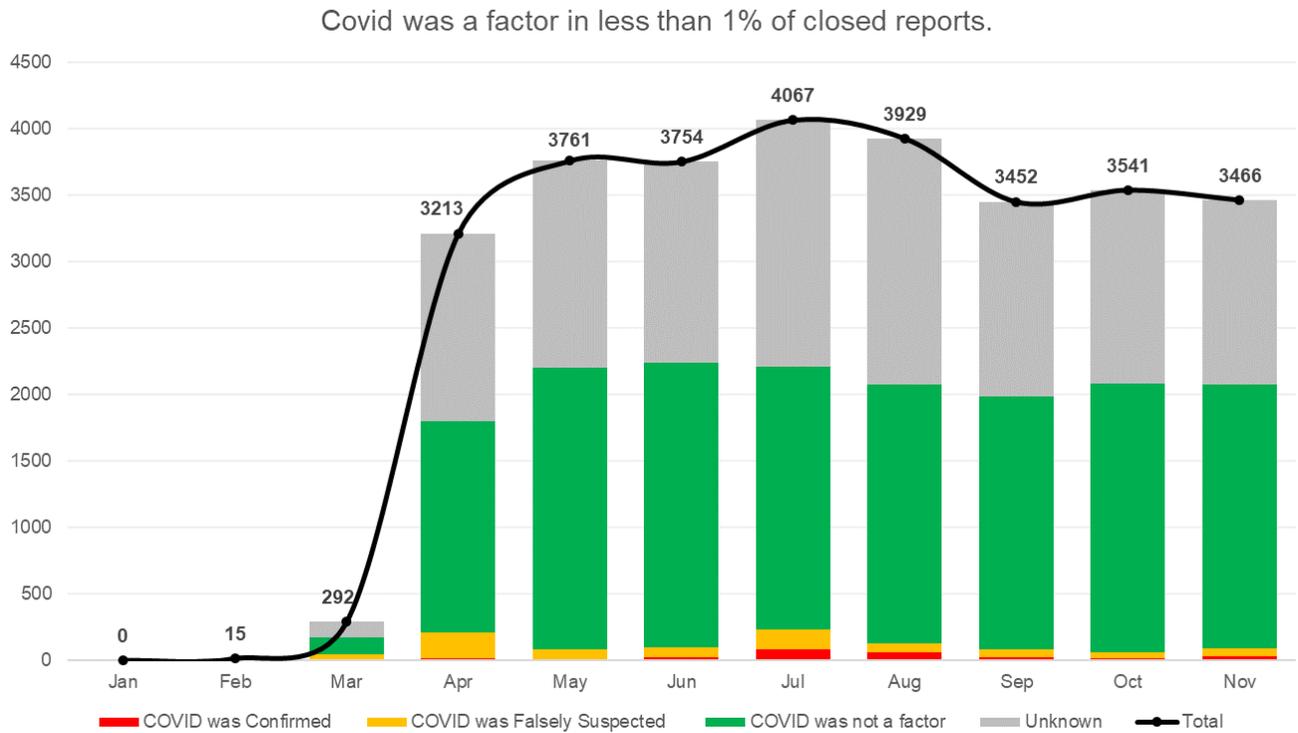
17% of all calls in 2020 have related to homelessness.



Note that the monthly totals might not match calls for service totals because these numbers are based on closed and reviewed reports. Not all calls within the calls for service data set represent closed and reviewed reports.

## COVID

Since January Covid has been suspected 1017 times out of 29,490 and confirmed 243 times (0.8%).



Note that the monthly totals might not match calls for service totals because these numbers are based on closed and reviewed reports. Not all calls within the calls for service data set represent closed and reviewed reports.

## Appendix 1 – Definitions

### Stockton Fire Department Glossary

<b>Term</b>	<b>Definition</b>
2 in – 2 out	The policy of two-in, two-out refers to United States Occupational Safety and Health Administration (OSHA) policy 29 CFR 1910.134(g)(4)(i)[1] that mandates that firefighters never go into a dangerous situation in a fire or rescue incident alone, and that there be two firefighters outside the hazard area to initiate a rescue of the firefighters inside, should they become in trouble, during the initial stages of the incident where only one crew is operating in the hazard area. Once a second crew is assigned or operating in the hazard area, the incident is no longer considered in the initial stages and a dedicated firefighter assist and search team or rapid intervention crew is required.
Administration Division	A division of the Fire Department responsible for the day to day administration of personnel activities and regulations including budget preparation, purchasing, personnel management, record keeping, facilities management, contract services, and logistics.
Advanced Cardiac Life Support (ACLS)	Paramedic level certification by the American Heart Association for heart related issues.
Advanced Life Support (ALS)	Emergency medical treatment beyond basic life support that provides for advanced airway management including intubation, advanced cardiac monitoring, defibrillation, establishment and maintenance of intravenous access, and drug therapy.
Alarm Answering Time	The time interval that begins when the alarm is received at the communication center and ends when the alarm is acknowledged at the communication center. <b>Goal</b> – Not more than 15 seconds 95% of the time. <b>Goal</b> – Not more than 40 seconds 99% of the time.
Alarm Handling Time	The time interval from the receipt of the alarm at the primary Public Safety Answering Point (PSAP) until the beginning of the transmittal of the response information via voice or electronic means to station or units in the field.
Alarm Processing Time	The time interval from when the alarm is acknowledged at the Communication Center until response information begins to be transmitted via voice or electronic means to stations or units in the field. For standard calls: <b>Goal</b> – not more than 64 seconds 90% of the time. <b>Goal</b> – not more than 106 seconds 95% of the time. For calls involving Emergency Medical Dispatch, TTY/TTD, incidents involving criminal activity, hazardous materials incidents, technical rescue, text message, or difficulty in determining location: <b>Goal</b> – not more than 90 seconds 90% of the time. <b>Goal</b> – not more than 120 seconds 99% of the time.
Alarm Transfer Time	The time interval from the receipt of the emergency alarm at the Public Safety Answering Point (PSAP) until the alarm is first received at the Communication Center.
Automatic Aid	A plan developed between two or more fire departments for immediate joint response on first alarms.
Basic Life Support (BLS)	A specific level of prehospital medical care provided by trained responders, focused on rapidly evaluating a patient's condition; maintaining a patient's airway, breathing, and circulation; controlling external bleeding; preventing shock; and preventing further injury or disability by immobilizing potential spinal or other bone fractures.

<b>Term</b>	<b>Definition</b>
Battalion	The Stockton Fire Department divides its resource management into two distinct battalions – North and South. This is done to maintain accountability and a manageable span of control. Each battalion is managed by a battalion chief that is staffed 24/7 and works the same shift pattern as line personnel. Battalion 1 generally covers the south part of the City while Battalion 2 covers the north, with a general dividing line of the Calaveras River. Battalions are comprised of all fire stations and companies within the battalion: Battalion 1 – E2, E3, E5, E6, E9, E12, T2, T3 Battalion 2 – E4, E7, E10, E11, E13, E14, T4
Battalion Chief	A 24/7 shift position that oversee a battalion. Two Battalion Chiefs a day are responsible for the day to day operations of their battalion and emergency scene management at major incidents including structure fires, vehicle accidents, shootings/stabbings, multiple casualty incidents, and any call the company officer requires assistance. Battalion Chiefs report to the Deputy Chief of Operations.
Brush Rig	An emergency response resource with the primary function of extinguishing grass and trash fires. A Brush Rig is built on a pickup chassis and has a pump and small water tank (200 gallons). This unit does not have assigned staff and is cross staffed, usually from an engine company. Sometimes referred to as a dispatch. (unknown etymology)
CAD	Computer Aided Dispatch system is a software solution that prioritizes and records incidents, identifies the status and location of responder in the field and effectively recommends units for response.
Call	A generic term used to include any type of request for emergency assistance (RFEA), and is not limited to voice.
Cardiac Arrest	Cardiac arrest is a sudden loss of blood flow resulting from the failure of the heart to pump effectively. If not treated within minutes, it typically leads to death.
Chief Officer	Upper management in the fire department including Battalion, Division, Deputy, and the Fire Chief.
Chiefs Operator	A 24/7 position that works the same shift pattern as suppression crews. The Chiefs Operator, commonly just referred to as the Operator, assists the Battalion Chiefs with emergency scene accountability and manages Fire Department staffing. The staffing responsibilities include interacting with all employees for requests for time off including vacation, shift trades, sick and injury leave and then filling all open positions to maintain mandatory constant staffing of 51 positions per day. Filling positions includes using personnel in the relief pool, hiring members that signed up in TeleStaff for voluntary overtime, and, as a last resort, mandating personnel.
Company	<ol style="list-style-type: none"> <li>1. The physical location of the fire station.</li> <li>2. A group of members usually organized and identified as an Engine or Truck Company operating with that one piece of fire apparatus.</li> </ol>
Company Officer	Company officers, or Captains, manage the day to day operations of a fire company (or unit) to include emergency operations, scheduling, training, inspections, and house maintenance. Company officers supervise two to three personnel assigned to engine or truck companies and report to the on-duty Battalion Chief of their district.
Deputy Chief	Senior management positions reporting directly to the Fire Chief. Duties are subdivided into two distinct areas – operations and administration.

Term	Definition
District	<ol style="list-style-type: none"> <li>1. A geographical area surrounding a fire station in which a company from that station is projected to be the first to arrive on the scene of an incident.               <ol style="list-style-type: none"> <li>a. All districts are divided into three number districts and then subdivided into smaller districts denoted with a letter after the three-number id.</li> <li>b. Districts begin in the 100's and increase in 100' blocks increments from North to South.</li> <li>c. District are divided into east and west with odd numbered districts to the west and even numbered districts to the east with El Dorado Street as the dividing line between east and west.</li> </ol> </li> <li>2. There are 12 engine company districts and three truck company districts.</li> </ol>
Division Chief	A 9/80 staff position that oversees divisions within the Fire Department including Training, Fire Prevention, and Technology/Special Projects. Division Chiefs report to Deputy Chiefs or the Fire Chief, based on assignment.
Effective Response Force	<p>The minimum number of firefighters and equipment that must reach a specific emergency incident location within a maximum prescribed travel [driving] time. The maximum prescribed travel time acts as one indicator of resource deployment efficiency. AN effective response force, per NFPA 1710 is:</p> <p><b>Goal</b> – minimum of 16 personnel at a single-family dwelling fire initial assignment</p> <p><b>Goal</b> – minimum of 27 personnel at an open-air strip shopping center fire initial assignment</p> <p><b>Goal</b> – minimum of 27 personnel at an apartment structure fire initial assignment</p> <p><b>Goal</b> – minimum of 42 personnel at a high rise initial alarm assignment</p>
EKG	Electrocardiogram (commonly referred to as EKG or ECG) is a visual representation of the electrical activity of the heart. Within the Stockton Fire Department, this is captured using the EKG monitor manufactured by Zoll.
Electronic Patient Care Record (EPCR)	Required reporting mechanism mandated by National, State, and Local requirements to properly document all patient contacts and care. This is a legal document.
Emergency Communication Division	The Emergency Communications Division (ECD) is responsible for processing emergency and non-emergency requests for assistance and sending the appropriate resources for five distinct fire agencies including the Cities of Stockton, Lodi, and Manteca as well as the South San Joaquin County Fire Authority and the Lathrop-Manteca Fire District. This process involves answering 911 phone calls transferred from the Public Safety Answering Point (PSAP) then utilizing a nationally standardized Medical Priority Dispatch system (MPDS) to send resources based on call type and acuity. Stockton ECD is the 129 <sup>th</sup> center in the world to have earned the International Academies of Emergency Dispatch's (IAED) recognition as an Accredited Center of Excellence.
Emergency Medical Technician (EMT)	Emergency Medical Technicians (EMTs) are the basic level of emergency medical care in the Stockton Fire Department. EMT's receive at least 160 hours of training in basic emergency medicine including CPR.
Emergency Reporting	This is Stockton's record management system (RMS) in which personnel are responsible for maintaining records of incidents, responses, electronic patient care records, vehicle checks, and track daily activities.
Engine Company	Emergency response resource staffed with three personnel (Company Officer, Engineer, and one firefighter) with the primary functions to pump and deliver water and perform basic firefighting at fires, including search and rescue. All Stockton Fire Engine Companies are staffed with two paramedics and can provide advanced life support medical aid.
Engineer	The Engineer drives, operates, and maintains the heavy fire apparatus. The Engineer reports to the Company Officer and in their absence, assumes the role of supervisor for the remaining crew members.

<b>Term</b>	<b>Definition</b>
Fire Alarm	A fire alarm is a unit made of several devices, which uses visual and audio signalization to warn people about a possible fire, smoke, or carbon monoxide occurrence in the area of coverage. For the Stockton Fire Department, the Emergency Communications Division (ECD) receives the signal from a person on site reporting the issue via 9-1-1 or by an alarm monitoring company that sense the signal and then notifies ECD via a phone call.
Fire Marshall	The Division Chief responsible for the administration of the Fire Prevention Bureau including fire code enforcement, fire inspections, and fire investigation to determine the cause and origin of all fires.
Fire Prevention	Fire prevention safeguards the lives, welfare, and economy of the community through code enforcement, fire safety education, fire investigation, and special services such as plan checking and fire code operational permits.
Firefighter	Entry level position in the fire department. Assigned to either an engine or truck company. Can be either an EMT or a paramedic. Also, a catch all term to identify personnel in the fire service.
Hazardous Materials Unit	A heavy apparatus designed to respond to and mitigate hazardous materials events that could include chemical leaks, spills, and containment. This unit does not have assigned staff but is cross staffed with members of the Hazardous Materials Response Team located at Company 3.
Heavy Rescue Unit	A heavy apparatus designed to respond to emergencies that require specialize specialized technical skills and equipment including incidents such as building collapse, confined space, trench, high angle, and mass transportation. This apparatus does not have assigned staff but is cross staffed from members of the urban search and rescue team located at Company 2.
Incident	An incident is any request for service that the Fire Department assigns resources to. An incident is counted as one regardless of the number of responding/arriving resources.
Incident Commander (IC)	The person responsible for all aspects of an emergency response; including quickly developing incident objectives, managing all incident operations, application of resources as well as responsibility for all persons involved. The incident commander sets priorities and defines the organization of the incident response teams and the overall incident action plan. The role of incident commander may be assumed by senior or higher qualified officers upon their arrival or as the situation dictates. Even if subordinate positions are not assigned, the incident commander position will always be designated or assumed. The incident commander may, at their own discretion, assign individuals, who may be from the same agency or from assisting agencies, to subordinate or specific positions for the duration of the emergency.
International Academies of Emergency Dispatch (IAED)	The International Academy of Emergency Dispatch (IAED) is an international agency that develops and maintains advanced protocol for emergency call taking. IAED provides training, education, and certification for all Stockton telecommunicators as well as the international certification for ECD as an Accredited Center of Excellence (ACE).
Mandatory Overtime	Overtime in which members are required to work or stay at work. This is determined by first, utilizing members on duty the days immediate proceeding the mandates and the last time the member was mandated to work with the longest period of time between mandates first up to work.
Medical Priority Dispatch System (MPDS)	Medical Priority Dispatch System (MPDS) is a science based, time tested approach that establishes a globally recognized standard that minimizes subjective interpretation of high-pressure calls, helping telecommunicators provide a consistent lifeline of support. The International Academy of Emergency Dispatch (IAED) is an international agency that develops and maintains advanced protocol for emergency call taking. IAED provides training, education, and certification for all Stockton telecommunicators as well as the international certification for Stockton ECD as an Accredited Center of Excellence (ACE)

<b>Term</b>	<b>Definition</b>
Mutual Aid	A written intergovernmental agreement between agencies and/or jurisdictions that they will assist one another on request by furnishing personnel, equipment, and/or expertise in a specified manner.
National Fire Incident Reporting System (NFIRS)	A reporting standard that fire departments use to uniformly report and compare on a full range of activities including fires, emergency medical responses, fire prevention activities, and injuries and causalities.
National Fire Protection Agency (NFPA)	An international nonprofit that establishes codes and standards to eliminate death, injury, property, and economic loss due to fire, electrical, and related hazards.
Next Generation 9-1-1 (NG9-1-1)	NG9-1-1 is an Internet Protocol (IP)–based system comprised of managed emergency services IP networks (ESInets), functional elements (applications), and databases that replicate traditional E9-1-1 features and functions and provide additional capabilities. NG9-1-1 is designed to provide access to emergency services from all connected communications sources and provide multimedia data capabilities for public safety answering points (PSAPs) and other emergency service organizations.
Operations Division	The largest division in the department responsible for the delivery of emergent and non-emergent customer services through 12 fire stations and 15 fire apparatus, 24 hours a day, 365 days a year.
Paramedic	An advanced level of Emergency Medical Technician that requires 1,200-1,800 hours of training including lectures, hands-on skills, and clinical and field internships. When completed, Paramedics possess the knowledge, skills, and ability to provide more complex procedures including inserting IV lines, administering drugs, maintaining breathing through advanced airways and interpret EKG readings and delivering electric shocks to revive the heart. Stockton Fire strives to maintain two paramedics on all engine companies and at least one paramedic on all truck companies.
Pediatric Advanced Life Support (PALS)	Paramedic level certification by the American Heart Association for child related medical issues and traumas.
Public Safety Answering Point (PSAP)	A facility in which 9-1-1 calls are answered. The Primary PSAP's in San Joaquin County include Stockton Police, San Joaquin County Sheriff, California Highway Patrol, Lodi Police, Tracy Police, and Manteca Police. Stockton Fire ECD is a secondary PSAP and receives most calls as a direct transfer from the Primary PSAP.
Record management System (RMS)	
Relief Pool	Staff assigned to a shift but not assigned to a specific apparatus. On their assigned shift, these personnel are detailed to an apparatus that has a vacancy due to vacation, sick leave, or injury.
Response	A response is counted for every resource assigned to the incident. As an example, a structure fire response is one incident but has 9 resources responding.
Rural	An area with fewer than 500 people per square mile.
Schedule	The schedule of the Stockton Fire Department is a 48/96 which means that crews work two shifts back to back starting at 0800 the first day and ending 48 hours later. Those crews then have 96 hours, or four days off. See also- Shift

Term	Definition																																
Shift	<p>A 24-hour period beginning and ending at 0800. The Fire Department maintains three shifts identified as A, B, and C shifts, rotating on a continuous basis as identified in the pattern below with one shift on duty every day:</p> <table border="1" data-bbox="423 348 1373 478"> <thead> <tr> <th>Shift</th> <th>Mon.</th> <th>Tues.</th> <th>Wed.</th> <th>Thurs.</th> <th>Fri.</th> <th>Sat.</th> <th>Sun.</th> </tr> </thead> <tbody> <tr> <td>B</td> <td>On</td> <td>On</td> <td>Off</td> <td>Off</td> <td>Off</td> <td>Off</td> <td>On</td> </tr> <tr> <td>A</td> <td>Off</td> <td>Off</td> <td>On</td> <td>On</td> <td>Off</td> <td>Off</td> <td>Off</td> </tr> <tr> <td>C</td> <td>Off</td> <td>Off</td> <td>Off</td> <td>Off</td> <td>On</td> <td>On</td> <td>Off</td> </tr> </tbody> </table>	Shift	Mon.	Tues.	Wed.	Thurs.	Fri.	Sat.	Sun.	B	On	On	Off	Off	Off	Off	On	A	Off	Off	On	On	Off	Off	Off	C	Off	Off	Off	Off	On	On	Off
Shift	Mon.	Tues.	Wed.	Thurs.	Fri.	Sat.	Sun.																										
B	On	On	Off	Off	Off	Off	On																										
A	Off	Off	On	On	Off	Off	Off																										
C	Off	Off	Off	Off	On	On	Off																										
Shift Trade	A privilege granted under the MOU that allows employees of like rank to exchange workdays. A trade is a contract between the employees and is the responsibility of the employees to ensure the shifts are covered																																
Station	The physical building and location from which Fire Department resources respond.																																
Still Alarm	Used as a catchall in the Stockton Fire Department, this can be anything from an unidentified request for assistance, smoke reported in the area, or a request for assistance that is not easily fit into another incident type code.																																
Sub District	Each fire district is broken down into smaller sub-districts identified by a letter after the three-number district identifier. Sub districts are utilized to refine response districts and create smaller geographical areas for identification.																																
Suburban	An incorporated or unincorporated area with a population between 500 and 1,000 people per square mile.																																
Tele Staff	A time keeping software solution utilized by the Fire Department to track hours, manage staffing of apparatus, maintain payroll records, allow personnel to sign up for voluntary overtime and vacation, and maintain records.																																
Telecommunicator	A public safety or 911 dispatcher that answers emergent and non-emergent phone calls, enters information into CAD, dispatches appropriate resources, maintains two-way communications with field units via radio and phone systems, and maintains records of all incidents.																																
Total Response Time	The time it takes from the call to be received at the Public Safety Answering Point (PSAP) until the first unit arrives on the scene of the emergency incident.																																
Training Division	The training division is responsible for providing department wide personnel training in all areas of the fire service including fire suppression, emergency medical services, extrication, hazardous materials response, confined space, and technical rescue. Additionally, the division is tasked with recruit academy training, promotional testing assistance, all federal, state, and local mandated training, record retention, and development of recruitment strategies.																																
Travel Time	<p>The time interval that begins when a unit is en route to the emergency incident and ends when the unit arrives at the scene. NFPA 1710 identifies the following metrics as performance goals:</p> <p><b>Goal</b> – 240 seconds or less for the arrival of the first Engine Company at a fire.</p> <p><b>Goal</b> – 240 seconds or less for the arrival at an EMS incident with Automatic External Defibrillator (AED) or higher.</p> <p><b>Goal</b> – 360 seconds or less for the arrival of the second company with a minimum staffing of 4 personnel.</p> <p><b>Goal</b> – 480 seconds or less travel time for the arrival of an initial full alarm assignment except at a high rise.</p> <p><b>Goal</b> – 480 seconds or less travel time for the arrival of an ALS unit at an EMS incident.</p> <p><b>Goal</b> – 610 seconds or less travel time for the deployment of an initial full alarm assignment at a high rise fire suppression incident.</p>																																

Term	Definition
Truck Company	Emergency response resource staffed with four personnel (Company Officer, Engineer, and two Firefighters) with the primary function of performing a variety of services associated with truck work, such as forcible entry, ventilation, search and rescue, aerial operations for water delivery and rescue, utility control, illumination, overhaul, and salvage work. Truck Companies are staffed with at least one paramedic capable of providing advanced life support medical aid.
Turnout Time	The time interval that begins when the emergency response facilities (ERFs) and emergency response units (ERUs) notification process begins by either an audible alarm or visual annunciation or both and ends at the beginning point of travel time. <b>Goal</b> – 80 seconds for fire and special operations 90% of the time <b>Goal</b> – 60 seconds for EMS response 90% of the time
Urban	An incorporated or unincorporated area with a population of over 30,000 people and/or a population density over 1,000 people per square mile but less than 2,999.
Urban Search and Rescue Team	Located at Company 2, the Urban Search and Rescue (USAR) team is composed of seven members per shift that are tasked with responding to a variety of unique rescue situations that require specialized training including low angle, high angle, trench, confined space, collapse, and mass-transportation rescues. The team currently has over 50 qualified members trained to the CALEMA level 1 (Heavy) rescue certification.
Voluntary Overtime	Overtime in which members sign up on a list to volunteer to work based on their own availability. Members are ranked based on last day worked with the member having the longest duration since last day worked placed at the top of the list.
Water Rescue Unit	A pickup truck-based response vehicle with a utility body designed to support both swift water and sub surface rescue. This apparatus does not have assigned staff but is staffed with members of the Dive Rescue Team located at Company 6.

## **Appendix B – General Response Patterns**

### Stockton Fire Department General Response Patterns

<b>Call Type</b>	<b>Engine</b>	<b>Truck</b>	<b>Battalion Chief</b>	<b>Operator</b>	<b>Other</b>
Medical Call, lift assistance, good intent, Still Alarm	1				
Shooting/Stabbing	1		1		
Vehicle Accident – Surface Street	1				
Vehicle Accident – Freeway	2	1	1		
Vehicle Fire	1				
Grass/Trash Fire	1				Brush Rig
Structure Fire – First Alarm	4	2	2	1	
Structure Fire – Second Alarm	2				CB
Structure Fire – Third Alarm	2	1			Staff/CB
Structure Fire – Fourth Alarm	2				CB/MA
Structure Fire – General Alarm	2				CB/MA

**CB** – Call back of off duty personnel to respond and assist at the incident or provide response coverage in the city.

**Staff** – Request for off duty Chief Officer staff to assist at the incident of city coverage.

**MA** – Request for mutual aid to assist at the incident or backfill stations to respond to other emergencies.