San Diego experienced multiple vegetation fires in the month of August—the Queen Fire burning 15 acres in the community of Banner, the Chapparal Fire burning 1,427 acres in the community of De Luz (pictured on page 3 and page 14), and the Marron Fire burning 25 acres in the border region.

Work was completed on the Sunrise Fuel Break in the community of Julian.

The Department completed joint Evacuation Planning training with the San Diego Sheriffs Office and other local Fire Departments.

San Diego County Firefighters have been deployed to large fires throughout the State including the Dixie Fire (pictured on page 8) and the Caldor Fire.

While performing fire suppression efforts on the Dixie fire Rainbow 5 Fire Crew experienced a tree strike injuring the Fire Captain and three Firefighters. Everyone involved responded to the incident admirably, immediately providing treatment to those injured.

The Department’s Battalion Chiefs met for a full day meeting to review Department Operations.

Members of the Department Leadership Team participated in the County of San Diego’s Great Shake Out event promoting earthquake awareness.

San Diego County Fire announced continued upgrades to the District’s fire protection services including relief personnel to bring the Department to 2.85 firefighters per seat, additional personnel in the Training Bureau, and a four person engine company in Otay.
Defensible Space Inspections

Fire & Life Safety Inspections

Building Plan Reviews

COMMUNITY RISK REDUCTION

The Public Education group distributed information to the community through social media platforms:

- Wildfire Prevention
- Animal Evacuation Plans
- Preparedness Terminology
- Important Public Safety Websites in San Diego County
- The Sunrise Fuel Break Project

Department personnel participated in the SDG&E Wildfire Preparedness Drive-Thru Event in Ramona.
Personnel from Monte Vista Station 20 participated in the San Diego County Sheriff Department’s National Night Out Event in Spring Valley.

The program currently has 76 active Volunteer Reserves:

- Volunteer Reserves served 78 shifts
- 24% of active Volunteer Reserves served 3 or more shifts
- 30% of active Volunteer Reserves served at least 1 shift
### TURNOUT TIME

The Department has a standard of “turning out” for an incident within 1 minute 40 seconds (1:40) of dispatch. The Department’s goal is to meet that standard on 90% of emergency incidents.

- **81%** to standard of 01:40
- **02:01** performance on 90% of emergency incidents
- **SUCCESS RATE** ▲ 2% from 2020 baseline (79%)
- **PERFORMANCE RATE** ▲ 19% from 2020 baseline (01:42)

### TOTAL RESPONSE TIME

The Department has a standard for the total response time to an incident based on the population density of the area. The Department’s goal is to meet that standard on 90% of emergency incidents.

- **76%** to respective standard
- **17:54** performance on 90% of emergency incidents
- **SUCCESS RATE** ▼ 1% from 2020 baseline (77%)
- **PERFORMANCE RATE** ▲ 28% from 2020 baseline (14:02)

<table>
<thead>
<tr>
<th>Incident Type</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical Emergency</td>
<td>545</td>
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<tr>
<td>Other</td>
<td>27</td>
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<tr>
<td>Traffic Collision</td>
<td>76</td>
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<tr>
<td>Fire</td>
<td>50</td>
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<tr>
<td>Public Assist</td>
<td>33</td>
</tr>
<tr>
<td>HazMat</td>
<td>6</td>
</tr>
<tr>
<td>Rescue</td>
<td>19</td>
</tr>
</tbody>
</table>

**TOTAL INCIDENT ACTIVITY : 756**

- ▼ 2% from last month (769)
- ▲ 5% from last year (718)

### URBAN

- Time Standard = 08:00
- Performance = 49%

### RURAL

- Time Standard = 13:00
- Performance = 82%

### OUTLYING

- Time Standard = 23:00
- Performance = 93%

### OPERATIONAL GOAL

The Department has an operational goal of responding to 70% of Medical Emergencies within ten minutes (10:00).

- **60%** to 10:00 goal
- **11:28** performance on 70% of emergency incidents
- **SUCCESS RATE** ▲ 1% from 2020 baseline (77%)
- **PERFORMANCE RATE** ▲ 28% from 2020 baseline (14:02)
Turnout Time

Operational Goal

Total Incident Activity: 7

Turnout Time

Success Rate: 0% to 01:40 Standard
Performance Rate: 01:56 on 90% of Incidents

Success: ▼ 84% from 2020 baseline (84%)
Performance: ▲ 31% from 2020 baseline (01:29)

Total Response Time

Success Rate: 100% to respective standard
Performance Rate: 18:00 on 90% of Incidents

Success: ▼ 24% from 2020 baseline (76%)
Performance: ▼ 15% from 2020 baseline (21:04)

Operational Goal

Success Rate: 0% to 10:00 Goal
Performance Rate: 17:38 on 70% of Incidents

Success: ▼ 20% from 2020 baseline (20%)
Performance: ▼ 0% from 2020 baseline (17:37)
The Department has an operational goal of responding to 70% of Medical Emergencies within ten minutes (10:00).
Battalion 5 — Central Division

### TOTAL INCIDENT ACTIVITY: 96
- ▼ 11% from last month (108)
- ▼ 16% from last year (114)

#### TURNOUT TIME
- 02:17 performance on 90% of emergency incidents
- 69% to standard of 01:40

#### TOTAL RESPONSE TIME
- 16:47 performance on 90% of emergency incidents
- 89% to respective standard

#### OPERATIONAL GOAL
The Department has an operational goal of responding to **70% of Medical Emergencies** within **ten minutes (10:00)**.

### Julian
- TOTAL INCIDENT ACTIVITY: 49
  - ▼ 16% from last month
  - ▼ 20% from last year

| Category        | Count | Performance
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
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<tr>
<td>Other</td>
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<tr>
<td>Traffic Collision</td>
<td>11</td>
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<tr>
<td>Fire</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>Public Assist</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>HazMat</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Rescue</td>
<td>0</td>
<td></td>
</tr>
</tbody>
</table>

**Turnout Time**
- Success: ▼ 7% from 2020 baseline (76%)
- Performance: ▲ 29% from 2020 baseline (01:46)

**Total Response Time**
- Success: ▲ 3% from 2020 baseline (86%)
- Performance: ▲ 0% from 2020 baseline (16:47)

**Operational Goal**
- Success: ▲ 39% to 10:00 Goal
- Performance: ▲ 11% from 2020 baseline (11:32)

### Warner Springs
- TOTAL INCIDENT ACTIVITY: 10
  - ▲ 11% from last month
  - ▲ 150% from last year

| Category        | Count | Performance
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
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<td>Other</td>
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<tr>
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</tr>
<tr>
<td>Fire</td>
<td>1</td>
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<tr>
<td>Public Assist</td>
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<td></td>
</tr>
<tr>
<td>HazMat</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Rescue</td>
<td>0</td>
<td></td>
</tr>
</tbody>
</table>

**Turnout Time**
- Success: ▲ 56% to 01:40 Standard
- Performance: ▲ 01:32 on 90% of Incidents

**Total Response Time**
- Success: ▲ 4% from 2020 baseline (85%)
- Performance: ▲ 02:24 on 90% of Incidents

**Operational Goal**
- Success: ▲ 57% to 01:40 Standard
- Performance: ▲ 02:22 on 90% of Incidents

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### Battalion 5 — Community Performance Data

#### Shelter Valley

**TOTAL INCIDENT ACTIVITY:** 7

- **Medical Emergency:** 10
- **Other:** 1
- **Traffic Collision:** 0
- **Fire:** 1
- **Public Assist:** 1
- **HazMat:** 0
- **Rescue:** 0

<table>
<thead>
<tr>
<th>Category</th>
<th>Success Rate</th>
<th>Performance Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Turnout Time</td>
<td>Success: 57% to 01:40 Standard</td>
<td>Performance: 02:04 on 90% of Incidents</td>
</tr>
<tr>
<td>Total Response Time</td>
<td>Success: 80% to Standard</td>
<td>Performance: 17:17 on 90% of Incidents</td>
</tr>
<tr>
<td>Operational Goal</td>
<td>Success: 60% to 10:00 Goal</td>
<td>Performance: 14:31 on 70% of Incidents</td>
</tr>
</tbody>
</table>

- **Turnout Time:** 46% from last month, 75% from last year

#### Ocotillo Wells

**TOTAL INCIDENT ACTIVITY:** 2

- **Medical Emergency:** 0
- **Other:** 0
- **Traffic Collision:** 2
- **Fire:** 0
- **Public Assist:** 0
- **HazMat:** 0
- **Rescue:** 0

<table>
<thead>
<tr>
<th>Category</th>
<th>Success Rate</th>
<th>Performance Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Turnout Time</td>
<td>Success: 50% to 01:40 Standard</td>
<td>Performance: 01:46 on 90% of Incidents</td>
</tr>
<tr>
<td>Total Response Time</td>
<td>Success: 100% to Standard</td>
<td>Performance: 06:57 on 90% of Incidents</td>
</tr>
<tr>
<td>Operational Goal</td>
<td>Success: 100% to 10:00 Goal</td>
<td>Performance: 06:57 on 70% of Incidents</td>
</tr>
</tbody>
</table>

- **Turnout Time:** 50% from last month, 50% from last year

#### Ranchita

**TOTAL INCIDENT ACTIVITY:** 3

- **Medical Emergency:** 1
- **Other:** 0
- **Traffic Collision:** 1
- **Fire:** 1
- **Public Assist:** 0
- **HazMat:** 0
- **Rescue:** 0

<table>
<thead>
<tr>
<th>Category</th>
<th>Success Rate</th>
<th>Performance Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Turnout Time</td>
<td>Success: 100% to 01:40 Standard</td>
<td>Performance: 00:53 on 90% of Incidents</td>
</tr>
<tr>
<td>Total Response Time</td>
<td>Success: 100% to Standard</td>
<td>Performance: 18:27 on 90% of Incidents</td>
</tr>
<tr>
<td>Operational Goal</td>
<td>Success: 50% to 10:00 Goal</td>
<td>Performance: 14:55 on 70% of Incidents</td>
</tr>
</tbody>
</table>

- **Turnout Time:** 63% from last month, 70% from last year

#### Sunshine Summit

**TOTAL INCIDENT ACTIVITY:** 25

- **Medical Emergency:** 18
- **Other:** 0
- **Traffic Collision:** 3
- **Fire:** 1
- **Public Assist:** 3
- **HazMat:** 0
- **Rescue:** 0

<table>
<thead>
<tr>
<th>Category</th>
<th>Success Rate</th>
<th>Performance Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Turnout Time</td>
<td>Success: 86% to 01:40 Standard</td>
<td>Performance: 01:43 on 90% of Incidents</td>
</tr>
<tr>
<td>Total Response Time</td>
<td>Success: 100% to Standard</td>
<td>Performance: 13:43 on 90% of Incidents</td>
</tr>
<tr>
<td>Operational Goal</td>
<td>Success: 63% to 10:00 Goal</td>
<td>Performance: 11:35 on 70% of Incidents</td>
</tr>
</tbody>
</table>

- **Turnout Time:** 56% from last month, 0% from last year

---

*Chief’s Report  Page 6  August 2021*
The Department has an operational goal of responding to 70% of Medical Emergencies within ten minutes (10:00).

**San Pasqual**

**TOTAL INCIDENT ACTIVITY : 8** ▲ 33% from last month ▲ 60% from last year

- **Medical Emergency**: 5
- **Other**: 1
- **Traffic Collision**: 0
- **Fire**: 2
- **Public Assist**: 0
- **HazMat**: 0
- **Rescue**: 0

**Turnout Time**

- Success Rate: 86% to 01:40 Standard
- Performance Rate: 01:36 on 90% of Incidents

**Total Response Time**

- Success Rate: 60% to Standard
- Performance Rate: 32:16 on 90% of Incidents

**Operational Goal**

- Success Rate: 0% to 10:00 Goal
- Performance Rate: 18:15 on 70% of Incidents

**Intermountain**

**TOTAL INCIDENT ACTIVITY : 36** ▼ 10% from last month ▲ 9% from last year

- **Medical Emergency**: 20
- **Other**: 1
- **Traffic Collision**: 6
- **Fire**: 5
- **Public Assist**: 4
- **HazMat**: 0
- **Rescue**: 0

**Turnout Time**

- Success Rate: 86% to 01:40 Standard
- Performance Rate: 01:44 on 90% of Incidents

**Total Response Time**

- Success Rate: 100% to Standard
- Performance Rate: 14:48 on 90% of Incidents

**Operational Goal**

- Success Rate: 22% to 10:00 Goal
- Performance Rate: 13:55 on 70% of Incidents

**OPERATIONAL GOAL**

The Department has an operational goal of responding to **70% of Medical Emergencies** within ten minutes (10:00).
### Four Corners

<table>
<thead>
<tr>
<th>Emergency Type</th>
<th>Success Rate</th>
<th>Performance Rate</th>
<th>Success Rate % from 2020 Baseline</th>
<th>Performance Rate % from 2020 Baseline</th>
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<tbody>
<tr>
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</tr>
<tr>
<td>Other</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Traffic Collision</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fire</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Public Assist</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>HazMat</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rescue</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Turnout Time**
- Success Rate: 100% to 01:40 Standard
- Performance Rate: 00:36 on 90% of Incidents

**Total Response Time**
- Success Rate: 0% to Standard
- Performance Rate: 36:10 on 90% of Incidents

**Operational Goal**
- Success Rate: N/A to 10:00 Goal
- Performance Rate: N/A on 70% of Incidents

**TOTAL INCIDENT ACTIVITY : 2**

- 60% from last month
- 83% from last year

**Four Corners TOTAL INCIDENT ACTIVITY : 2**

- 0 Medical Emergency
- 0 Other
- 0 Traffic Collision
- 1 Fire
- 0 Public Assist
- 0 HazMat
- 1 Rescue

**Turnout Time**
- Success: ▲ 10% from 2020 baseline (90%)
- Performance: ▼ 56% from 2020 baseline (01:23)

**Total Response Time**
- Success: ▼ 87% from 2020 baseline (87%)
- Performance: ▲ 125% from 2020 baseline (16:06)

**Operational Goal**
- Success: ▼ N/A from 2020 baseline (13%)
- Performance: ▲ N/A from 2020 baseline (15:31)
### Battalion 2 — South Western Division

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
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<tbody>
<tr>
<td>Medical Emergency</td>
<td>20</td>
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<tr>
<td>Other</td>
<td>1</td>
</tr>
<tr>
<td>Traffic Collision</td>
<td>10</td>
</tr>
<tr>
<td>Fire</td>
<td>1</td>
</tr>
<tr>
<td>Public Assist</td>
<td>2</td>
</tr>
<tr>
<td>HazMat</td>
<td>1</td>
</tr>
<tr>
<td>Rescue</td>
<td>2</td>
</tr>
</tbody>
</table>

#### Total Incident Activity: 37

- ▲ 16% from last month (32)
- ▲ 61% from last year (23)

### Turnout Time

- 91% performance on 90% of emergency incidents
  - **01:37**
  - Success Rate: 16% from 2020 baseline (75%)
  - Performance Rate: 10% from 2020 baseline (01:48)

### Total Response Time

- 97% performance on 90% of emergency incidents
  - **11:18**
  - Success Rate: 7% from 2020 baseline (90%)
  - Performance Rate: 5% from 2020 baseline (11:56)

### Operational Goal

- The Department has an operational goal of responding to 70% of Medical Emergencies within ten minutes (10:00).

### Harbison Canyon

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
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<tbody>
<tr>
<td>Medical Emergency</td>
<td>17</td>
</tr>
<tr>
<td>Other</td>
<td>1</td>
</tr>
<tr>
<td>Traffic Collision</td>
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<tr>
<td>Fire</td>
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<tr>
<td>Public Assist</td>
<td>2</td>
</tr>
<tr>
<td>HazMat</td>
<td>1</td>
</tr>
<tr>
<td>Rescue</td>
<td>2</td>
</tr>
</tbody>
</table>

#### Total Incident Activity: 32

- ▲ 28% from last month
- ▲ 33% from last year

### Turnout Time

- Success Rate: 90% to 01:40 Standard
  - 01:33 on 90% of Incidents
- Performance Rate: ▲ 16% from 2020 baseline (74%)
  - Performance: ▼ 11% from 2020 baseline (01:45)

### Total Response Time

- Success Rate: 96% to Standard
  - 11:14 on 90% of Incidents
- Performance Rate: ▲ 7% from 2020 baseline (89%)
  - Performance: ▼ 1% from 2020 baseline (11:22)

### Operational Goal

- Success Rate: 86% to 10:00 Goal
  - 08:48 on 70% of Incidents
- Performance Rate: ▲ 9% from 2020 baseline (77%)
  - Performance: ▼ 10% from 2020 baseline (09:47)

### Sycamore Canyon

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
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</thead>
<tbody>
<tr>
<td>Medical Emergency</td>
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<td>Fire</td>
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</tr>
<tr>
<td>Public Assist</td>
<td>0</td>
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<tr>
<td>HazMat</td>
<td>0</td>
</tr>
<tr>
<td>Rescue</td>
<td>0</td>
</tr>
</tbody>
</table>

#### Total Incident Activity: 5

- ▼ 29% from last month
- ▲ 150% from last year

### Turnout Time

- Success Rate: 100% to 01:40 Standard
  - 01:32 on 90% of Incidents
- Performance Rate: ▲ 35% from 2020 baseline (65%)
  - Performance: ▲ 3% from 2020 baseline (01:29)

### Total Response Time

- Success Rate: 100% to Standard
  - 11:07 on 90% of Incidents
- Performance Rate: ▲ 11% from 2020 baseline (89%)
  - Performance: ▼ 6% from 2020 baseline (11:46)

### Operational Goal

- Success Rate: 0% to 10:00 Goal
  - 11:02 on 70% of Incidents
- Performance Rate: ▼ 13% from 2020 baseline (13%)
  - Performance: ▼ 2% from 2020 baseline (11:10)
Battalion 3 — South Western Division

**TOTAL INCIDENT ACTIVITY:** 302
- ▼ 6% from last month (321)
- ▲ 18% from last year (257)

### TURNOUT TIME
- **89%** to standard of 01:40
- 01:43 performance on 90% of emergency incidents

### TOTAL RESPONSE TIME
- **61%** to respective standard
- 16:41 performance on 90% of emergency incidents

### OPERATIONAL GOAL
The Department has an operational goal of responding to **70% of Medical Emergencies** within ten minutes (10:00).

**SUCCESS RATE**
- ▲ 5% from 2020 baseline (84%)

**PERFORMANCE RATE**
- ▲ 11% from 2020 baseline (01:33)

**SUCCESS RATE**
- ▼ 4% from 2020 baseline (65%)

**PERFORMANCE RATE**
- ▲ 33% from 2020 baseline (12:32)

---

### Dulzura

**TOTAL INCIDENT ACTIVITY:** 21
- ▼ 19% from last month
- ▼ 5% from last year

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
<th>Turnout Time</th>
<th>Total Response Time</th>
<th>Operational Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical Emergency</td>
<td>12</td>
<td>Success Rate: 65% to 01:40 Standard</td>
<td>Performance Rate: 02:08 on 90% of Incidents</td>
<td>Success: ▼ 9% from 2020 baseline (74%)</td>
</tr>
<tr>
<td>Other</td>
<td>3</td>
<td></td>
<td></td>
<td>Performance: ▲ 19% from 2020 baseline (01:47)</td>
</tr>
<tr>
<td>Traffic Collision</td>
<td>2</td>
<td>Success Rate: 93% to Standard</td>
<td>Performance Rate: 15:04 on 90% of Incidents</td>
<td>Success: ▼ 0% from 2020 baseline (93%)</td>
</tr>
<tr>
<td>Fire</td>
<td>0</td>
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<td>Performance: ▼ 9% from 2020 baseline (16:29)</td>
</tr>
<tr>
<td>Public Assist</td>
<td>0</td>
<td></td>
<td></td>
<td>Success: ▼ 3% from 2020 baseline (41%)</td>
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<tr>
<td>HazMat</td>
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<td></td>
<td>Performance: ▼ 22% from 2020 baseline (14:37)</td>
</tr>
<tr>
<td>Rescue</td>
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</tbody>
</table>

**Operational Goal**
Success Rate: 38% to 10:00 Goal
Performance Rate: 11:28 on 70% of Incidents

---

### Potrero

**TOTAL INCIDENT ACTIVITY:** 56
- ▼ 2% from last month
- ▲ 12% from last year

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
<th>Turnout Time</th>
<th>Total Response Time</th>
<th>Operational Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical Emergency</td>
<td>40</td>
<td>Success Rate: 87% to 01:40 Standard</td>
<td>Performance Rate: 01:43 on 90% of Incidents</td>
<td>Success: ▲ 10% from 2020 baseline (77%)</td>
</tr>
<tr>
<td>Other</td>
<td>5</td>
<td></td>
<td></td>
<td>Performance: ▼ 0% from 2020 baseline (01:43)</td>
</tr>
<tr>
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<td>3</td>
<td>Success Rate: 39% to Standard</td>
<td>Performance Rate: 15:17 on 90% of Incidents</td>
<td>Success: ▼ 4% from 2020 baseline (43%)</td>
</tr>
<tr>
<td>Fire</td>
<td>5</td>
<td></td>
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<td>Performance: ▲ 30% from 2020 baseline (11:47)</td>
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<tr>
<td>Public Assist</td>
<td>1</td>
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<td></td>
<td>Success: ▲ 7% from 2020 baseline (58%)</td>
</tr>
<tr>
<td>HazMat</td>
<td>1</td>
<td></td>
<td></td>
<td>Performance: ▼ 1% from 2020 baseline (10:41)</td>
</tr>
<tr>
<td>Rescue</td>
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</tr>
<tr>
<td>Location</td>
<td>TOTAL INCIDENT ACTIVITY: N</td>
<td>▲ ▼% from last month ▲ ▼% from last year</td>
<td></td>
<td></td>
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<tr>
<td>--------------</td>
<td>-----------------------------</td>
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<tr>
<td>Lyons Valley</td>
<td>20</td>
<td>54% from last month 67% from last year</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Battalion 3</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Medical Emergency</td>
<td>12</td>
<td>Other</td>
<td>0</td>
<td>Traffic Collision</td>
</tr>
<tr>
<td>Turnout Time</td>
<td>Success Rate: 69% to 01:40 Standard</td>
<td>Performance Rate: 02:10 on 90% of Incidents</td>
<td>Success: ▼ 7% from 2020 baseline (76%)</td>
<td>Performance: ▲ 30% from 2020 baseline (01:40)</td>
</tr>
<tr>
<td>Total Response Time</td>
<td>Success Rate: 69% to Standard</td>
<td>Performance Rate: 29:01 on 90% of Incidents</td>
<td>Success: ▼ 22% from 2020 baseline (91%)</td>
<td>Performance: ▲ 61% from 2020 baseline (17:58)</td>
</tr>
<tr>
<td>Operational Goal</td>
<td>Success Rate: 0% to 10:00 Goal</td>
<td>Performance Rate: 23:44 on 70% of Incidents</td>
<td>Success: ▼ 23% from 2020 baseline (23%)</td>
<td>Performance: ▲ 51% from 2020 baseline (15:43)</td>
</tr>
<tr>
<td>Jamul</td>
<td>76</td>
<td>▼ 15% from last month ▲ 25% from last year</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Battalion 3</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Medical Emergency</td>
<td>44</td>
<td>Other</td>
<td>4</td>
<td>Traffic Collision</td>
</tr>
<tr>
<td>Turnout Time</td>
<td>Success Rate: 91% to 01:40 Standard</td>
<td>Performance Rate: 01:29 on 90% of Incidents</td>
<td>Success: ▲ 14% from 2020 baseline (77%)</td>
<td>Performance: ▼ 12% from 2020 baseline (01:41)</td>
</tr>
<tr>
<td>Total Response Time</td>
<td>Success Rate: 85% to Standard</td>
<td>Performance Rate: 16:34 on 90% of Incidents</td>
<td>Success: ▼ 6% from 2020 baseline (91%)</td>
<td>Performance: ▲ 37% from 2020 baseline (12:08)</td>
</tr>
<tr>
<td>Operational Goal</td>
<td>Success Rate: 67% to 10:00 Goal</td>
<td>Performance Rate: 10:09 on 70% of Incidents</td>
<td>Success: ▼ 0% from 2020 baseline (67%)</td>
<td>Performance: ▼ 3% from 2020 baseline (10:25)</td>
</tr>
<tr>
<td>Deerhorn Valley</td>
<td>7</td>
<td>▼ 42% from last month ▼ 61% from last year</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Battalion 3</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Medical Emergency</td>
<td>6</td>
<td>Other</td>
<td>0</td>
<td>Traffic Collision</td>
</tr>
<tr>
<td>Turnout Time</td>
<td>Success Rate: 83% to 01:40 Standard</td>
<td>Performance Rate: 02:03 on 90% of Incidents</td>
<td>Success: ▲ 8% from 2020 baseline (75%)</td>
<td>Performance: ▲ 25% from 2020 baseline (01:39)</td>
</tr>
<tr>
<td>Total Response Time</td>
<td>Success Rate: 80% to Standard</td>
<td>Performance Rate: 20:26 on 90% of Incidents</td>
<td>Success: ▼ 4% from 2020 baseline (84%)</td>
<td>Performance: ▲ 6% from 2020 baseline (19:18)</td>
</tr>
<tr>
<td>Operational Goal</td>
<td>Success Rate: 60% to 10:00 Goal</td>
<td>Performance Rate: 14:56 on 70% of Incidents</td>
<td>Success: ▲ 28% from 2020 baseline (12%)</td>
<td>Performance: ▼ 8% from 2020 baseline (16:18)</td>
</tr>
<tr>
<td>Otay</td>
<td>122</td>
<td>▼ 2% from last month ▲ 16% from last year</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Battalion 3</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Medical Emergency</td>
<td>115</td>
<td>Other</td>
<td>4</td>
<td>Traffic Collision</td>
</tr>
<tr>
<td>Turnout Time</td>
<td>Success Rate: 94% to 01:40 Standard</td>
<td>Performance Rate: 01:22 on 90% of Incidents</td>
<td>Success: ▲ 4% from 2020 baseline (90%)</td>
<td>Performance: ▼ 2% from 2020 baseline (01:23)</td>
</tr>
<tr>
<td>Total Response Time</td>
<td>Success Rate: 50% to Standard</td>
<td>Performance Rate: 12:49 on 90% of Incidents</td>
<td>Success: ▼ 6% from 2020 baseline (56%)</td>
<td>Performance: ▲ 22% from 2020 baseline (10:32)</td>
</tr>
<tr>
<td>Operational Goal</td>
<td>Success Rate: 82% to 10:00 Goal</td>
<td>Performance Rate: 08:43 on 70% of Incidents</td>
<td>Success: ▲ 7% from 2020 baseline (75%)</td>
<td>Performance: ▼ 5% from 2020 baseline (09:13)</td>
</tr>
</tbody>
</table>
**Battalion 4 — South Eastern Division**

**Total Incident Activity:** 223

- **181** Medical Emergency
- **3** Other
- **12** Traffic Collision
- **14** Fire
- **7** Public Assist
- **4** HazMat
- **2** Rescue

**Operational Goal**
The Department has an operational goal of responding to **70% of Medical Emergencies** within ten minutes (10:00).

**Turnout Time**
- **02:14** performance on 90% of emergency incidents

- **SUCCESS RATE**
  - ▲ 2% from 2020 baseline (74%)
  - ▲ 22% from 2020 baseline (01:50)

- **Performance Rate**
  - ▲ 4% from 2020 baseline (01:46)

**Total Response Time**
- **18:56** performance on 90% of emergency incidents

- **SUCCESS RATE**
  - ▼ 1% from 2020 baseline (84%)
  - ▼ 30% from 2020 baseline (14:32)

- **Performance Rate**
  - ▼ 5% from 2020 baseline (01:33)

**Campo**
- **TOTAL INCIDENT ACTIVITY:** 55
  - ▲ 67% from last month
  - ▲ 38% from last year

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
<th>Change from Last Month</th>
<th>Change from Last Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical Emergency</td>
<td>48</td>
<td>▲</td>
<td>▲</td>
</tr>
<tr>
<td>Other</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Traffic Collision</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fire</td>
<td>3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Public Assist</td>
<td>2</td>
<td>▲ 4% from 2020 baseline</td>
<td>▲ 26% from 2020 baseline</td>
</tr>
<tr>
<td>HazMat</td>
<td>0</td>
<td>▲</td>
<td>▲</td>
</tr>
<tr>
<td>Rescue</td>
<td>0</td>
<td>▲</td>
<td>▲</td>
</tr>
</tbody>
</table>

**Turnout Time**
- **02:13** on 90% of incidents

**Total Response Time**
- **17:21** on 90% of incidents

**Operational Goal**
- **48%** to 10:00 Goal
- **13:32** on 70% of incidents

**Lake Morena**
- **TOTAL INCIDENT ACTIVITY:** 18
  - ▼ 25% from last month
  - ▲ 13% from last year

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
<th>Change from Last Month</th>
<th>Change from Last Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical Emergency</td>
<td>16</td>
<td>▼</td>
<td>▲</td>
</tr>
<tr>
<td>Other</td>
<td>0</td>
<td>▼</td>
<td>▲</td>
</tr>
<tr>
<td>Traffic Collision</td>
<td>1</td>
<td>▼</td>
<td>▲</td>
</tr>
<tr>
<td>Fire</td>
<td>1</td>
<td>▲ 12% from 2020 baseline</td>
<td>▲ 6% from 2020 baseline</td>
</tr>
<tr>
<td>Public Assist</td>
<td>0</td>
<td>▼</td>
<td>▲</td>
</tr>
<tr>
<td>HazMat</td>
<td>0</td>
<td>▼</td>
<td>▲</td>
</tr>
<tr>
<td>Rescue</td>
<td>0</td>
<td>▼</td>
<td>▲</td>
</tr>
</tbody>
</table>

**Turnout Time**
- **01:28** on 90% of incidents

**Total Response Time**
- **12:22** on 90% of incidents

**Operational Goal**
- **80%** to 10:00 Goal
- **08:31** on 70% of incidents
### Battalion 4 — Community Performance Data

#### Battalions

<table>
<thead>
<tr>
<th>Battalion</th>
<th>Total Incident Activity</th>
<th>% from Last Month</th>
<th>% from Last Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jacumba</td>
<td>27</td>
<td>▲ 23%</td>
<td>▲ 50%</td>
</tr>
<tr>
<td>Pine Valley</td>
<td>43</td>
<td>▲ 16%</td>
<td>▲ 10%</td>
</tr>
<tr>
<td>Descanso</td>
<td>37</td>
<td>▼ 10%</td>
<td>▲ 16%</td>
</tr>
<tr>
<td>Boulevard</td>
<td>37</td>
<td>▲ 3%</td>
<td>▲ 16%</td>
</tr>
</tbody>
</table>

#### Medical Emergency

<table>
<thead>
<tr>
<th>Battalion</th>
<th>Total Incident Activity</th>
<th>% from Last Month</th>
<th>% from Last Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jacumba</td>
<td>24</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pine Valley</td>
<td>33</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Descanso</td>
<td>31</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Boulevard</td>
<td>27</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### Traffic Collision

<table>
<thead>
<tr>
<th>Battalion</th>
<th>Total Incident Activity</th>
<th>% from Last Month</th>
<th>% from Last Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jacumba</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pine Valley</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Descanso</td>
<td>4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Boulevard</td>
<td>3</td>
<td></td>
<td></td>
</tr>
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</table>

#### Fire

<table>
<thead>
<tr>
<th>Battalion</th>
<th>Total Incident Activity</th>
<th>% from Last Month</th>
<th>% from Last Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jacumba</td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pine Valley</td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Descanso</td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Boulevard</td>
<td>3</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### Public Assist

<table>
<thead>
<tr>
<th>Battalion</th>
<th>Total Incident Activity</th>
<th>% from Last Month</th>
<th>% from Last Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jacumba</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pine Valley</td>
<td>3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Descanso</td>
<td>0</td>
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<td></td>
</tr>
<tr>
<td>Boulevard</td>
<td>1</td>
<td></td>
<td></td>
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#### HazMat

<table>
<thead>
<tr>
<th>Battalion</th>
<th>Total Incident Activity</th>
<th>% from Last Month</th>
<th>% from Last Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jacumba</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pine Valley</td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Descanso</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Boulevard</td>
<td>2</td>
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</table>

#### Rescue

<table>
<thead>
<tr>
<th>Battalion</th>
<th>Total Incident Activity</th>
<th>% from Last Month</th>
<th>% from Last Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jacumba</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pine Valley</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Descanso</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Boulevard</td>
<td>0</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### Immediate Turnout Time

- **Jacumba**
  - Success Rate: 74% to 01:40 Standard
  - Performance Rate: 01:58 on 90% of Incidents
  - Success: ▲ 4% from 2020 baseline (70%)
  - Performance: ▲ 11% from 2020 baseline (01:46)

- **Pine Valley**
  - Success Rate: 60% to Standard
  - Performance Rate: 21:15 on 90% of Incidents
  - Success: ▼ 20% from 2020 baseline (80%)
  - Performance: ▲ 78% from 2020 baseline (11:57)

- **Descanso**
  - Success Rate: 55% to 10:00 Goal
  - Performance Rate: 10:55 on 70% of Incidents
  - Success: ▼ 16% from 2020 baseline (71%)
  - Performance: ▲ 7% from 2020 baseline (10:15)

- **Boulevard**
  - Success Rate: 83% to 01:40 Standard
  - Performance Rate: 01:59 on 90% of Incidents
  - Success: ▲ 12% from 2020 baseline (71%)
  - Performance: ▲ 8% from 2020 baseline (01:51)

#### Total Response Time

- **Jacumba**
  - Success Rate: 71% to 01:40 Standard
  - Performance Rate: 02:16 on 90% of Incidents
  - Success: ▼ 0% from 2020 baseline (71%)
  - Performance: ▲ 19% from 2020 baseline (01:54)

- **Pine Valley**
  - Success Rate: 83% to Standard
  - Performance Rate: 17:56 on 90% of Incidents
  - Success: ▲ 2% from 2020 baseline (81%)
  - Performance: ▲ 42% from 2020 baseline (12:37)

- **Descanso**
  - Success Rate: 78% to 10:00 Goal
  - Performance Rate: 08:53 on 70% of Incidents
  - Success: ▲ 11% from 2020 baseline (67%)
  - Performance: ▼ 13% from 2020 baseline (10:13)

- **Boulevard**
  - Success Rate: 58% to 01:40 Standard
  - Performance Rate: 02:41 on 90% of Incidents
  - Success: ▼ 13% from 2020 baseline (71%)
  - Performance: ▲ 45% from 2020 baseline (01:51)

#### Operational Goal

- **Jacumba**
  - Success Rate: 55% to 10:00 Goal
  - Performance Rate: 10:55 on 70% of Incidents
  - Success: ▼ 16% from 2020 baseline (71%)
  - Performance: ▲ 7% from 2020 baseline (10:15)

- **Pine Valley**
  - Success Rate: 78% to 10:00 Goal
  - Performance Rate: 12:26 on 70% of Incidents
  - Success: ▲ 11% from 2020 baseline (67%)
  - Performance: ▲ 3% from 2020 baseline (12:53)
### Mt. Laguna

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
<th>Success Rate</th>
<th>Performance Rate</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical Emergency</td>
<td>2</td>
<td>50% to 01:40 Standard</td>
<td>02:18 on 90% of Incidents</td>
<td>▲ 20% from last month ▼ 25% from last year</td>
</tr>
<tr>
<td>Traffic Collision</td>
<td>0</td>
<td>100% to Standard</td>
<td>17:20 on 90% of Incidents</td>
<td></td>
</tr>
<tr>
<td>Fire</td>
<td>1</td>
<td>0% to 10:00 Goal</td>
<td>16:26 on 70% of Incidents</td>
<td></td>
</tr>
<tr>
<td>Public Assist</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HazMat</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rescue</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Total Incident Activity:** 6

Success: ▲ 9% from 2020 baseline (59%)
Performance: ▼ 27% from 2020 baseline (01:49)

Success: ▲ 4% from 2020 baseline (96%)
Performance: ▲ 20% from 2020 baseline (14:27)

Success: ▼ 50% from 2020 baseline (50%)
Performance: ▲ 47% from 2020 baseline (11:13)
**TURNOUT TIME**

The Department has a standard of “turning out” for an incident within 1 minute 40 seconds (1:40) of dispatch. The Department’s goal is to meet that standard on 90% of emergency incidents.

- **86%** to standard of 01:40
- **01:52** performance on 90% of emergency incidents

**TOTAL RESPONSE TIME**

The Department has a standard for the total response time to an incident based on the population density of the area. The Department’s goal is to meet that standard on 90% of emergency incidents.

- **88%** to respective standard
- **10:25** performance on 90% of emergency incidents

**OPERATIONAL GOAL**

The Department has an operational goal of responding to 70% of Medical Emergencies within ten minutes (10:00).

- **88%** to 10:00 goal
- **07:26** performance on 70% of emergency incidents

**SUCCESS RATE**

- **0%** from 2020 baseline (86%)
- **2%** from 2020 baseline (86%)
- **30%** from 2020 baseline (01:26)
- **13%** from 2020 baseline (09:14)

**PERFORMANCE RATE**

- **83%**
- **99%**
- **95%**
<table>
<thead>
<tr>
<th>Station 80</th>
<th>TOTAL INCIDENT ACTIVITY: 228</th>
<th>▲ 8% from last month ▲ 39% from last year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical Emergency</td>
<td>166</td>
<td>Traffic Collision</td>
</tr>
<tr>
<td>Turnout Time</td>
<td>Success Rate: 87% to 01:40 Standard</td>
<td>Performance Rate: 01:49 on 90% of Incidents</td>
</tr>
<tr>
<td>Total Response Time</td>
<td>Success Rate: 93% to Standard</td>
<td>Performance Rate: 09:14 on 90% of Incidents</td>
</tr>
<tr>
<td>Operational Goal</td>
<td>Success Rate: 93% to 10:00 Goal</td>
<td>Performance Rate: 06:49 on 70% of Incidents</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Station 81</th>
<th>TOTAL INCIDENT ACTIVITY: 72</th>
<th>▲ 18% from last month ▲ 44% from last year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical Emergency</td>
<td>49</td>
<td>Traffic Collision</td>
</tr>
<tr>
<td>Turnout Time</td>
<td>Success Rate: 82% to 01:40 Standard</td>
<td>Performance Rate: 01:51 on 90% of Incidents</td>
</tr>
<tr>
<td>Total Response Time</td>
<td>Success Rate: 59% to Standard</td>
<td>Performance Rate: 11:52 on 90% of Incidents</td>
</tr>
<tr>
<td>Operational Goal</td>
<td>Success Rate: 80% to 10:00 Goal</td>
<td>Performance Rate: 08:59 on 70% of Incidents</td>
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<table>
<thead>
<tr>
<th>Station 82</th>
<th>TOTAL INCIDENT ACTIVITY: 67</th>
<th>▲ 37% from last month ▲ 40% from last year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical Emergency</td>
<td>41</td>
<td>Traffic Collision</td>
</tr>
<tr>
<td>Turnout Time</td>
<td>Success Rate: 88% to 01:40 Standard</td>
<td>Performance Rate: 01:54 on 90% of Incidents</td>
</tr>
<tr>
<td>Total Response Time</td>
<td>Success Rate: 100% to Standard</td>
<td>Performance Rate: 11:19 on 90% of Incidents</td>
</tr>
<tr>
<td>Operational Goal</td>
<td>Success Rate: 81% to 10:00 Goal</td>
<td>Performance Rate: 08:42 on 70% of Incidents</td>
</tr>
</tbody>
</table>
The Department has a standard of “turning out” for an incident within 1 minute 40 seconds (1:40) of dispatch. The Department’s goal is to meet that standard on 90% of emergency incidents.

**TOTAL INCIDENT ACTIVITY:** 149

- **Medical Emergency:** 95
- **Other:** 4
- **Traffic Collision:** 14
- **Fire:** 19
- **Public Assist:** 16
- **HazMat:** 1
- **Rescue:** 0

**TURNOUT TIME**

- **10% from last month (166)**
- **1% from last year (147)**

**TOTAL RESPONSE TIME**

The Department has a standard for the total response time to an incident based on the population density of the area. The Department’s goal is to meet that standard on 90% of emergency incidents.

**SUCCESS RATE**

- **4% from 2020 baseline (71%)**
- **11% from 2020 baseline (01:57)**

**PERFORMANCE RATE**

- **4% from 2020 baseline (82%)**
- **34% from 2020 baseline (11:27)**

**URBAN**

- Time Standard = 08:00
- Performance = 50%

**RURAL**

- Time Standard = 13:00
- Performance = 80%

**OUTLYING**

- Time Standard = 23:00
- Performance = 100%

**OPERATIONAL GOAL**

The Department has an operational goal of responding to 70% of Medical Emergencies within ten minutes (10:00).

- **2021 performance on 90% of emergency incidents**
  - **75% to standard of 01:40**
  - **15:21 performance on 90% of emergency incidents**
  - **78% to respective standard**
  - **02:11 performance on 90% of emergency incidents**
  - **70% to 10:00 goal**
  - **10:00 performance on 70% of emergency incidents**

Chief’s Report  Page 17  August 2021
# Deer Springs Fire — Community Performance Data

## Chief's Report

### Station 11

**Total Incident Activity:** 78

- **Medical Emergency:** 51
- **Other:** 1
- **Traffic Collision:** 8
- **Fire:** 10
- **Public Assist:** 8
- **HazMat:** 0
- **Rescue:** 0

**Turnout Time**
- Success Rate: 80% to 01:40 Standard
- Performance Rate: 02:02 on 90% of Incidents

**Total Response Time**
- Success Rate: 85% to Standard
- Performance Rate: 12:11 on 90% of Incidents

**Operational Goal**
- Success Rate: 84% to 10:00 Goal
- Performance Rate: 09:16 on 70% of Incidents

- **Success:** ▲ 4% from 2020 baseline (76%)
- **Performance:** ▲ 12% from 2020 baseline (01:49)

- **Success:** ▼ 1% from 2020 baseline (87%)
- **Performance:** ▲ 13% from 2020 baseline (10:45)

- **Success:** ▲ 11% from 2020 baseline (72%)
- **Performance:** ▼ 3% from 2020 baseline (09:36)

### Station 12

**Total Incident Activity:** 43

- **Medical Emergency:** 25
- **Other:** 2
- **Traffic Collision:** 6
- **Fire:** 7
- **Public Assist:** 2
- **HazMat:** 1
- **Rescue:** 0

**Turnout Time**
- Success Rate: 81% to 01:40 Standard
- Performance Rate: 02:10 on 90% of Incidents

**Total Response Time**
- Success Rate: 66% to Standard
- Performance Rate: 15:50 on 90% of Incidents

**Operational Goal**
- Success Rate: 38% to 10:00 Goal
- Performance Rate: 13:28 on 70% of Incidents

- **Success:** ▲ 16% from 2020 baseline (66%)
- **Performance:** ▲ 7% from 2020 baseline (02:01)

- **Success:** ▼ 18% from 2020 baseline (84%)
- **Performance:** ▲ 29% from 2020 baseline (12:14)

- **Success:** ▼ 17% from 2020 baseline (55%)
- **Performance:** ▲ 20% from 2020 baseline (11:15)

### Station 13

**Total Incident Activity:** 28

- **Medical Emergency:** 19
- **Other:** 1
- **Traffic Collision:** 0
- **Fire:** 2
- **Public Assist:** 6
- **HazMat:** 0
- **Rescue:** 0

**Turnout Time**
- Success Rate: 45% to 01:40 Standard
- Performance Rate: 02:14 on 90% of Incidents

**Total Response Time**
- Success Rate: 74% to Standard
- Performance Rate: 16:04 on 90% of Incidents

**Operational Goal**
- Success Rate: 72% to 10:00 Goal
- Performance Rate: 08:50 on 70% of Incidents

- **Success:** ▼ 22% from 2020 baseline (67%)
- **Performance:** ▲ 12% from 2020 baseline (02:00)

- **Success:** ▲ 4% from 2020 baseline (69%)
- **Performance:** ▲ 44% from 2020 baseline (11:08)

- **Success:** ▲ 2% from 2020 baseline (71%)
- **Performance:** ▼ 8% from 2020 baseline (09:37)