
MENLO PARK FIRE PROTECTION DISTRICT

STAFF REPORT

To: Board of Directors

Meeting Date: 9/15/2015

From: Office of the Fire Chief

Prepared By: H. Schapelhouman

**ITEM: CONSIDER, DISCUSS AND ADOPT A TIME BASED PERFORMANCE MEASURE
STANDARD FOR THE MENLO PARK FIRE PROTECTION DISTRICT**

STAFF RECOMMENDATION

1. That the Board of Directors accepts the report as presented.
2. That the Board of Directors approves the Fire Chiefs recommendation

BACKGROUND

On August 16, 2011, the Fire Board adopted Primary Emergency Response Routes for the Fire District to better address community traffic mitigation and emergency response issues from the broader perspective of community impact.

On September 26, 2013, the Fire Board accepted the Insurance Services Organization (ISO) updated Public Protection Classification report that upgraded our community insurance rating from a Class 3, to a Class 2 Fire Agency. There are approximately 47,242 Fire Agencies. At the time of the report, 61 were a Class 1, 592 were a Class 2 and 1,998 were a Class 3.

There are ten potential classifications, with 1 being the best, by moving from a 3 to a 2, the Fire District now ranks in the top 6% of all Fire Agencies nationwide based upon a Fire Suppression Rating System that included a number of categories, but applicable to this report consisted of the geographic location of fire stations, apparatus quantity and type, staffing, call volume and the ability to respond.

On August 19, 2014, as proposals to potentially modify major roadways like El Camino Real and Middlefield Road were being discussed by the Town of Atherton, City of Menlo Park and San Mateo County; the Fire Board reviewed the Primary Emergency Response Routes again with staff.

In September of 2014, the Fire District completed a yearlong upgrade and expansion to its Traffic Pre-emption System that consisted of 8 existing traffic signals, fourteen new traffic signals and upgrades to fourteen pieces of emergency equipment. This system allows responding emergency fire equipment to turn red traffic signals to green 400 feet in advance of the signal using GPS technology.

On June 16, 2015, the Fire Board received an updated Standards of Cover (SOC) Assessment that consisted of fifteen findings and two major recommendations from an independent third party consultant, Citigate Associates. The overall opinion of the Fire Districts emergency services was listed in volume 1.2 of the executive summary which said “The District today is currently meeting its needs through the use of partnerships with its neighbors in the automatic aid countywide response system. The Districts deployment system meets the District’s current demands but is becoming strained, especially east of Highway 101, and needs adjustment soon moving forward as growth occurs.”

Critical to the adoption of a time based performance standard, the assessment report further states “Traffic congestion is also an increasing problem as the communities the District protects continue to evolve”.

RECOMMENDATION

The report’s findings support a recommendation that I fully endorse which is that the District “adopt a deployment measures policy” or what we call a Time Based Performance Standard.

I recommend that the standard say “The Menlo Park Fire Protection District Fire Board directs the Fire Chief to monitor response times to all emergencies quarterly and report back to the Fire Board annually on time based unit and incident performance. The goal of first response unit shall be to arrive on the scene of all code 3 emergencies within 7 minutes, 90% of the time from the receipt of the 9-1-1 call in the dispatch center. This equates to 1 minute dispatch time, 2 minutes company turnout time, and 4 minutes response or drive time. The goal of multi-unit responses shall be to have all units on-scene within 11 minutes from the time of the 9-1-1 call in the dispatch center. This equates to 1 minute dispatch time, 2 minutes company turnout time and 8 minutes response or drive time’.

By adopting this standard, the Fire Board reinforces not only the validity of the Standards of Cover Assessment but helps to support its own adoption of Primary Emergency Response Routes and the Insurance Services Organizations Classification upgrade to a Class 2 Fire Agency by attempting to maintain a specific level of service to the community.

Monitoring and adjusting to a time based performance standard will help to guide and better frame decisions regarding, station locations, deployment, unit type and staffing of emergency services.

In order to save life and property, critical to the operations and service to the community, there are three general outcomes based upon time:

- Provide equitable response times to all similar risk neighborhoods
- Provide for the depth of response when multiple incidents occur
- Provide for a concentration of response forces in the core for high risk venues

FISCAL IMPACT

None at this time

ATTACHMENTS

- A. Executive Summary (all other materials for the Standards of Cover can be located on the Districts web-site: www.menlofire.org)