



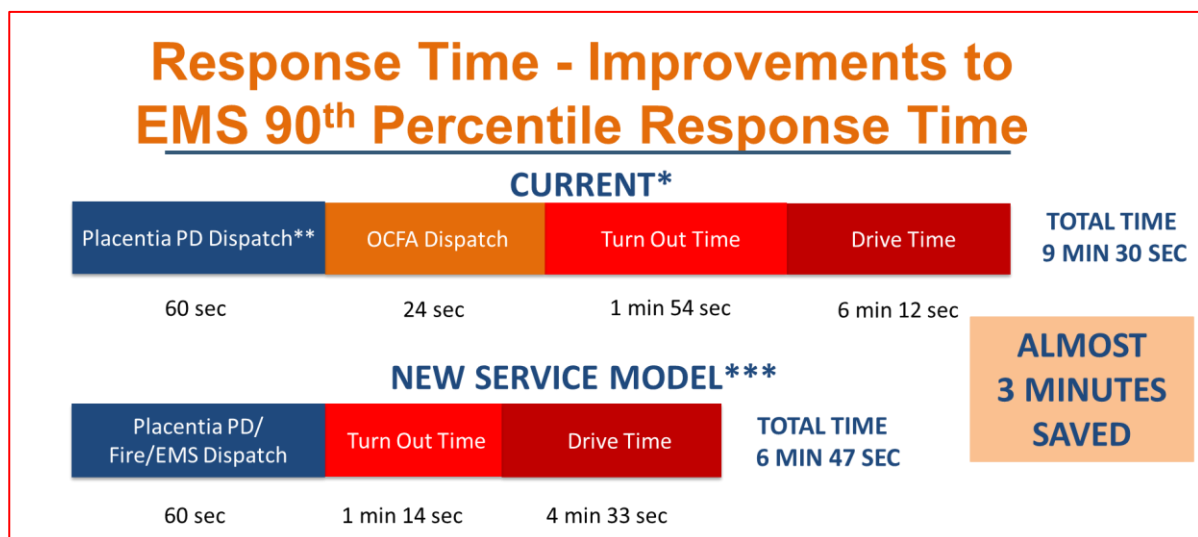
FACT SHEET

RESPONSE TIME



The City of Placentia Fire and Life Safety Department service model will reduce response times by almost 3 minutes, saving lives, time and increasing safety. Below are the facts about response time improvements based upon the new Placentia Fire Department model for our residents and businesses:

- Our 911 paramedic service model will deliver response times faster than the national standard of 8 minutes 59 seconds.
- Paramedic units will be posted closer to the high-volume call areas based upon using the latest mapping technology.
- Placentia will implement the Opticom system, an advanced communication device that is placed into emergency response vehicles and communicates with traffic signals to give temporary right-of-way. This reduces drive time by up to 25%, which allows first responders to get to homes more quickly, saving lives, time and risk to first responders.
- Placentia Dispatch will handle all 911 calls. By eliminating the transfer to a second dispatcher, call-intake time will be reduced, and will eliminate the possibility of a call being dropped in an emergency situation.
- Turn out time (time to get into uniform) will be reduced since paramedics will already be in uniform versus fire personnel often having to put on a uniform when responding to a call.



* Orange County Fire Authority (OCFA) reports total response time without Placentia Public-Safety Answering Point (PSAP) in Workload Analysis Report. Placentia PSAP added for complete picture of total and actual response time

**Avg Placentia PSAP call time is 60-90 seconds to hand off 9-1-1 call to OCFA Dispatch; As reported by Placentia Police Department

***Proposed response time reduced as a result of eliminating OCFA Dispatch handoff, reduced turn out time (as reported by Lynch's proposal; Avg 1 min 14 sec in 2018), and utilization of traffic signal preemption device (25% reduction in drive time)

6/20/2019