

Brea Fire Department

Fire Department Response Times Overview

The Fire Department contributes to the mission of protecting our citizens by responding to calls for service within the City of Brea. Most calls for service are for emergencies such as structure fires, medical emergencies, vehicle accidents, hazardous material incidents, and other life-threatening situations. We also respond to a variety of non-emergent situations which involve assisting our citizens during their time of need.

All fire suppression personnel are CA State certified Emergency Medical Technicians (EMT) with 21 members serving as CA State licensed Paramedics (PM). EMTs provide Basic Life Support (BLS) while PMs provide Advanced Life Support (ALS). This allows us to provide the best possible care and intervention to our citizens in need of prompt medical attention.

When someone calls 9-1-1, the call is first routed through the City's Police Dispatch Center also known as the Public Safety Answering Point (PSAP), who quickly determines if it is a police or fire/medical issue.

If it is a fire/medical issue, then the PSAP connects the caller to Metro Net, who determines the nature of the call and confirms the address/location.

Metro Cities Fire Authority, also known as Metro Net Fire Dispatch, is an emergency communications center located in Anaheim, California and provides 9-1-1 fire and EMS dispatch services to more than 1.3 million people in an area of approximately 210 square miles. Under a Joint Powers Authority (JPA) agreement, Metro Net Fire Dispatch serves the cities of Anaheim, Brea, Fountain Valley, Fullerton, Garden Grove, Huntington Beach, Newport Beach, and Orange.

Metro Net dispatches the closest fire apparatus based upon the calling party's location. This closest unit concept is done for all Advanced Life Support calls and for fires by Automated Vehicle Location or AVL. Once the crews receive the dispatch, they put on the appropriate gear for the call and respond in their apparatus to the given location. Performance Objectives are based upon the **NFPA (National Fire Protection Association) Standard 1710** titled, Organization and Deployment of Fire Suppression Operations, EMS, and Special Operations in Career Fire Departments. Below are the performance objectives for both Metro Net and the Brea Fire Department:

Metro Net Performance Objectives:

PSAP Alarm Answering Time (the time when a citizen first dials 9-1-1 and is answered by the Brea PSAP)-

- To answer the call within 15 sec. 95% of the time
- To answer the call within 40 sec. 99% of the time

Metro Net Alarm Answering Time (the time when Metro Net answers the transferred call from the Brea PSAP)-

- To answer the call within 15 sec. 95% of the time

- To answer the call within 40 sec. 99% of the time

Alarm Processing Time (when Metro Net gathers pertinent information from the caller creating an alarm; appropriate emergency resources are then dispatched)-

- To process the caller's info. within 64 sec. 90% of the time
- To process the caller's info. within 106 sec. 95% of the time

Brea Fire Department Performance Objectives:

Firefighter Turnout Time-

- Medical Calls: To put on the appropriate gear and get on the fire apparatus for a medical call, crews have 60 sec. from time of dispatch
- Fire/Traffic Accidents: To put on the appropriate gear and get on the fire apparatus for a fire or traffic accident, crews have 80 sec. from time of dispatch

First Fire Apparatus to Arrive on Scene-

- From the time the first fire apparatus leaves the station until the time they arrive at the given location, crews have 240 sec. or 4 min.

Initial Full Alarm to Arrive on Scene-

- For a multi-unit response such as a house fire, 1 Ful/Bre Battalion Chief, 3 fire engines, and 1 ladder truck will be dispatched. The time for these emergency resources to arrive on scene is 480 sec. or 8 min.

Total Response Time is defined as the time from the call being received at the Brea PSAP to the point at which emergency personnel and apparatus arrive and intervention begins. This would be combined data from both Metro Net and Brea Fire Department Performance Objectives.

Please see the attached data for 2018: Metro Net Alarm Answering Time, Metro Net Alarm Processing Time, and Brea Fire Department Average Monthly Turnout/Arrival Times.

Please see the attached data comparing 2018 to 2019 for Brea Fire Department Average Monthly Turnout/Arrival Times.