

Please keep in mind that when public safety personnel are responding to potential life-threatening incidents requiring immediate response, their ability to notify dispatch, via CAD, of their arrival is often hindered, due to the high priority, intensity and/or severity of the situation they encounter. Therefore, CAD response time data is not always an accurate means of determining arrival times to emergency incidents.

Be advised, that the CAD system used for dispatch of CFD apparatus' was designed primarily to keep track of the location and availability of the response fleet. The system was not designed for reporting or analysis of response times to a degree of accuracy that would meet audit standards. Further, the system is not designed or expected to accurately breakdown response segments such as the time it takes crews to respond to the initial alert and "push out" from the firehouse. Such analysis would require the addition of multiple sensors and standardized electronic data collection at extreme expense. Staff variation in how the various crews press enroute buttons and radio propagation variances in the city render received data only good for status reporting and not detailed comparison of segmented response times.

Furthermore, without two-way radio traffic and event queries, the CAD data alone cannot offer a complete picture of CFD's response to an incident. CAD data that is over a year old that no longer has the corresponding radio traffic available, can lead to an unreliable representation of what may or may not have happened during an historical emergency incident. Human errors by the drivers often result in an overestimate of the response time by the CAD. Additionally, the CFD has found signals from pressing the CAD buttons in CFD vehicles are not consistently received by the CAD when transmitted from firehouses and certain parts of the city. This issue can lead to varied results that may make some otherwise accurate data 'appear' flawed. There are circumstances like a walk-in to a firehouse or a forgotten 'on scene' CAD button push that leads to inaccurate response time results as well. On occasion, a CFD apparatus will arrive on the scene of an incident but the first responders cannot locate the person needing assistance. This can occur if the address was stated incorrectly during the 9-1-1 call or if another mode of transportation was found and the victim was transported to the hospital after a 9-1-1 call was placed. In those instances, the CFD driver will wait to press the "on scene" button until he or she has located the person requesting assistance.

Again, because the CAD data can be an imperfect estimate (often an overestimate) of response times, the attached report can only offer a general review of CFD response times to an incident and not a complete picture; an accurate depiction of response times would ideally also consider the two-way radio traffic recordings, interviews with frontline personnel, and CFD "after action documentation.