

Tacoma Fire Department
LESA Processing Time, Calls by Year: 2006 & 2007

Sum of Count		Year		
Code	Performance Type	2006	2007	Grand Total
1	0 to 30 seconds	308	246	554
2	30 to 60 seconds	9,551	8,808	18,359
3	60 to 90 seconds	9,450	8,456	17,906
4	90 to 120 seconds	4,769	4,170	8,939
5	120 to 150 seconds	2,746	2,425	5,171
6	150 to 180 seconds	1,530	1,487	3,017
7	180 seconds and longer	3,434	2,997	6,431
Grand Total		31,788	28,589	60,377

Percent of Calls

0.92%

30.41%

29.66%

14.81%

8.56%

5.00%

10.65%

Percent over 1 min.
68.68%

Percent over 2 min.
24.21%

LESA Statement on factors impacting transfer times

Times of transfer varies,

- Depending on if it is a police matter that turns into a medical or fire matter.
- Getting all of the information from the caller.
- Urgency of call.
- Miscommunication of location.
- Verifying location from cell calls.
- Establishing police control of situation before transfer.
- Caller indecision on need of medical aid.
- Verifying jurisdiction of who to transfer to (mostly cell phone).
- 911 hang up and subsequent call back.
- Auto accident/fight calls that start as non injury and are later reported with injuries.