Los Angeles Fire Department
Frequently Asked Questions (FAQs) about reports and data

What is FIRESTATLA?

FIRESTATLA is a data-driven tool that assists the Los Angeles Fire Department (LAFD) in achieving its goals, measuring its performance, and enhancing its effectiveness and efficiency. Like its law enforcement predecessor, COMPSTAT, FIRESTATLA involves a process that is based on accurate and timely data, focused deployment of resources, effective tactics, and relentless follow-up.

How many fire stations are in the city of Los Angeles?
There are 106 fire stations throughout the metropolitan area.

- Stations 80 (LAX), 110 (Boat 5),111 (Boat 1) & 114 (Air Operations) have specialized missions and are not included in this process.

What are "Response Metrics"?
Response Metrics refers to the measures that are used to determine the time that it takes for fire stations to respond to a call for service. We present a series of metrics to show the entire LAFD's call processing time, turnout time, and travel time. These measures are shown by average times for the entire department and individually by fire station.

What is "Call Processing Time"?
For each emergency incident, call processing time is the time interval that starts when the call is captured by a Fire Dispatcher and ends when the first Fire or EMS unit is dispatched.

What is "Turnout Time"?
For each unit that is dispatched from quarters for an emergency incident, turnout time is the time interval that starts when the unit is dispatched and ends when the unit reports that its gear is worn and the unit has departed the station and is currently en route.

What is "Travel Time"?
For each emergency incident, travel time is the time interval that begins when the first unit reports being en route and ends when the first unit reports being on scene. The first unit en route may not be the same as the first unit on scene.

What is the "Incident Count?"
The incident count is the number of emergency incidents that result in at least one LAFD unit being dispatched.

How do you categorize an incident?

There are two categories of incidents – Emergency Management Services (EMS) and Non-Emergency Management Services (NON-EMS). The EMS category includes incident types that require minimum Personal Protective Equipment (PPE) and a Turnout Time of 60 seconds. The majority of these incidents are medical in nature and do not require fire suppression tools and equipment to mediate. The NON-EMS category includes incidents that require full PPE and a Turnout Time of 80 seconds. The majority of these incidents require fire suppression tools and equipment to mediate and may result in patients that require medical evaluation and treatment.

What is the source of the data used for these measures?

The source of the data is the Computer Aided Dispatch system (CAD) where calls for service for fire and emergency responses are recorded. CAD data include information about response time and its component parts. CAD is a 30-year old system that was upgraded in 2002. The CAD system, as currently configured, is not a reporting system, it's a dispatching system only.

What are some of the limitations to the current technology?

- The CAD system, as currently configured, is not a reporting system, it is a dispatching system only. Therefore, some information is not stored as the CAD database is dynamic and changing all the time. If the data were stored, it would keep reporting over time more consistent.
- The manual processes that are required for the MDC (mobile data computer) to update the CAD inherently introduce human error.

Are these metrics all that will be measured?

No. This is just the start of what will be measured. As the FIRESTATLA program develops, there will be other metrics to discover and explore.

Where does FIRESTATLA go from here?

We are just in the beginning stages of using and exploring LAFD data. As we move forward, our processes will continue to grow and change. This will make for better communication of the data and information for management purposes and with the public.