

Brea Fire Department

Metro Net Alarm Answering Time*

9-1-1 Calls			
Seconds	Standard	Percentage	Count
0 - 15	95.00%	99.82%	83,031
0 - 40	99.00%	100.00%	948
41+	100.00%	100.00%	11
Abandoned Calls	<i>Calls disconnected prior to answer and calls not answered during high volume events.</i>		1,052
Total:			85,042

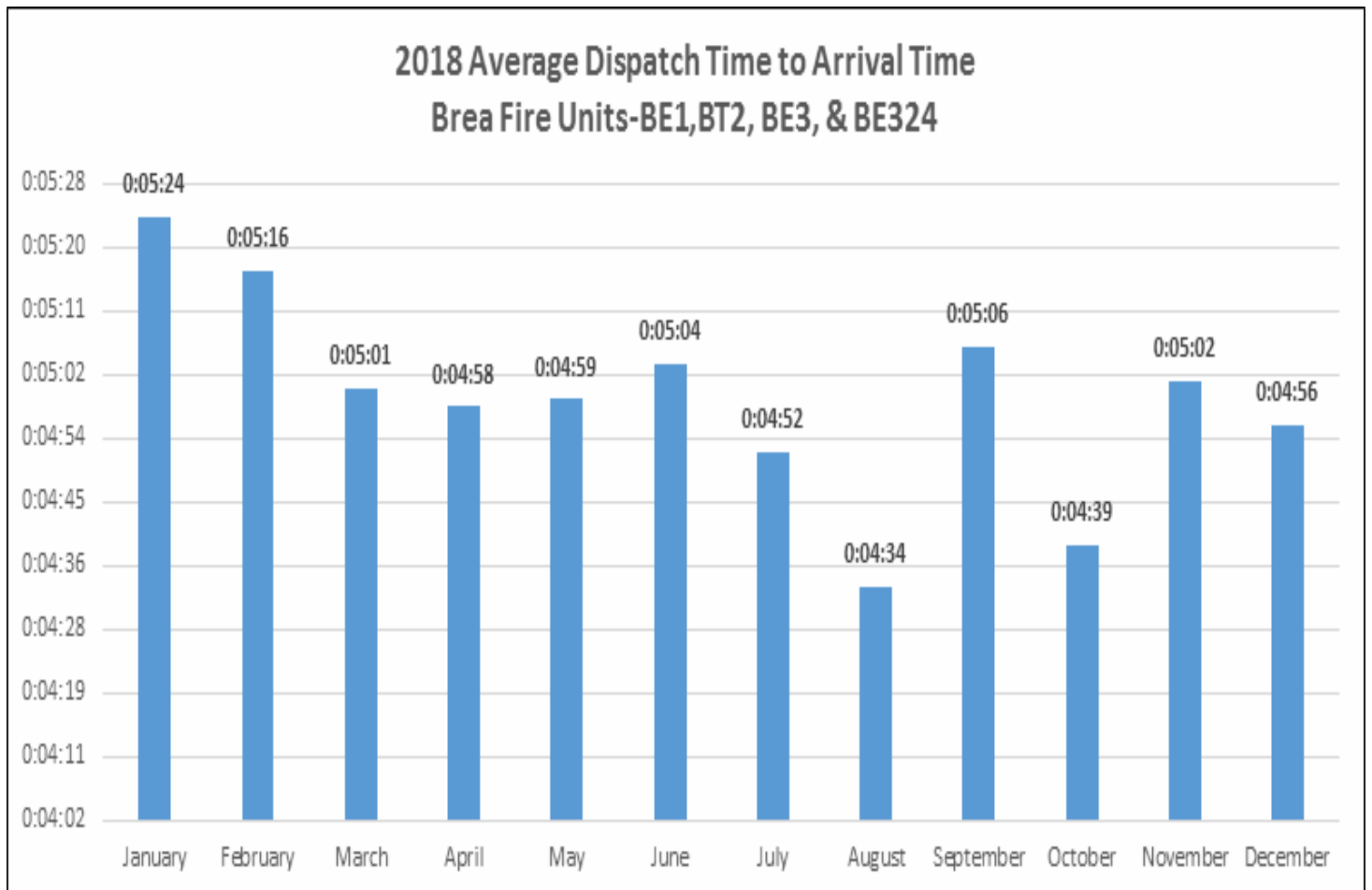
Note: 1 ring = 6-10 seconds
 9-1-1 calls answered within 1 ring **98.86%**
 Wireless calls account for **69.92%** of all calls
 Total Emergency Call Volume: **113,170** includes 9-1-1 and 7-digit emergency lines

Metro Net Alarm Processing Times*

METRO CITIES FIRE AUTHORITY - SERVICE LEVEL AGREEMENTS Annual 2018				
Category	Definition	Target Service Level	2017	2018
Alarm Processing Time	<i>Call answer to dispatch of first unit for all emergency alarms.</i>			
	All Emergency Calls Landline	<ul style="list-style-type: none"> 64 seconds for 90% of calls 106 seconds for 95% of all calls 	64 secs: 89% 106 secs: 98%	64 secs: 91% 106 secs: 98%
	All Emergency Calls Wireless, Text-to-911, EMD, Translation	<ul style="list-style-type: none"> 90 seconds for 90% of calls 120 seconds for 99% of all calls 	90 Secs: 91% 120 secs: 96%	90 Secs: 93% 120 secs: 98%

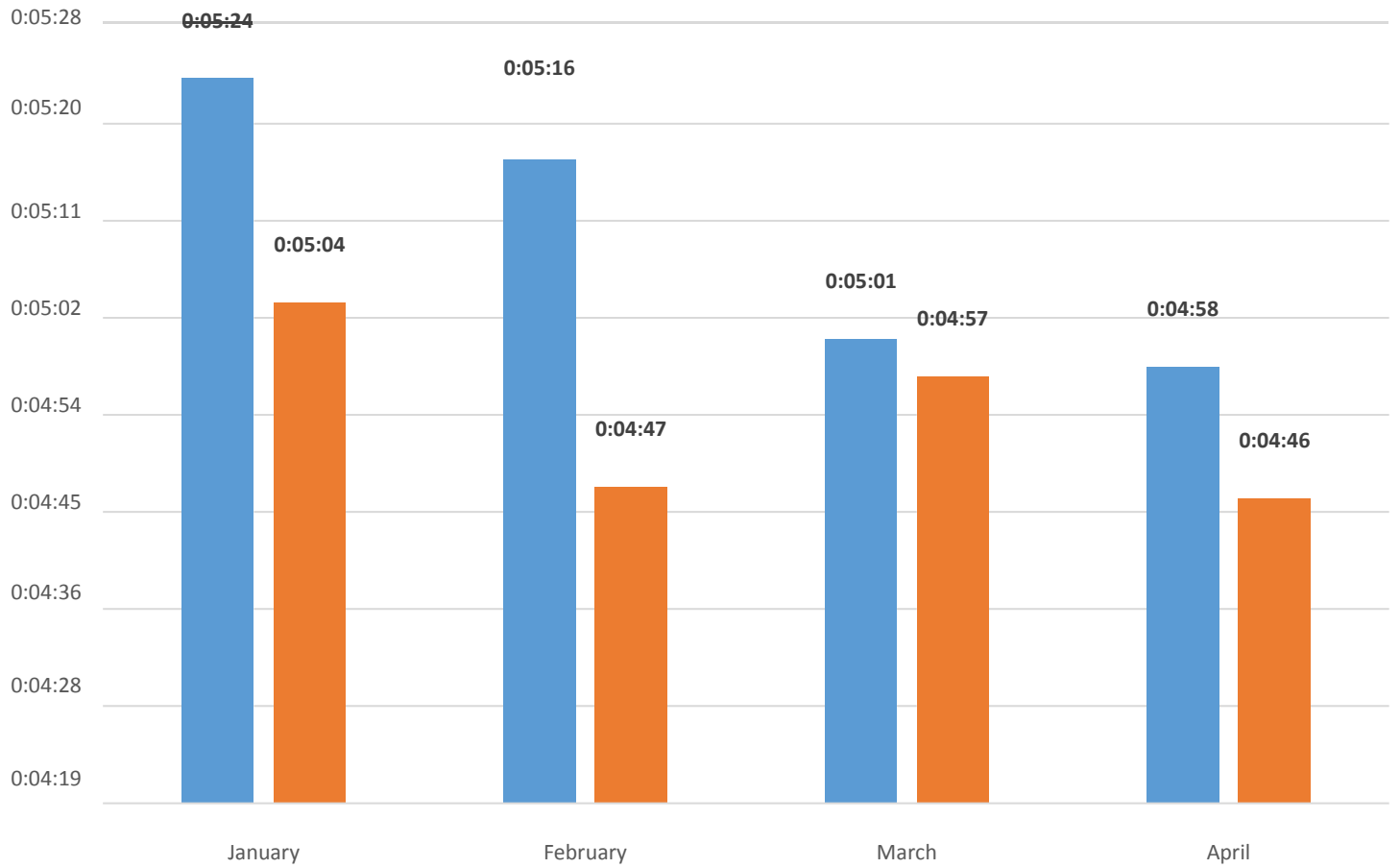
*According to 2018 Metronet Annual Report based upon total calls received by all participating agencies.

Brea Fire Department 2018 Average Monthly Turnout/Arrival Times



**Average Monthly Turnout/Arrival Time for
Brea Fire Units-BE1, BT2, BE3 & BE324**

2018 Data
2019 Data



**Brea Fire Department 2018/2019 Comparison of Average Monthly
Turnout/Arrival Times**