

**Orange County Fire Authority**

**Garden Grove City Council  
February 11, 2020**



# Anatomy of a 911 call to Orange County Fire Authority



911 CALLER



GGV PD DISPATCH



OCFA ECC DISPATCHER



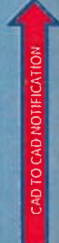
STATION ALERTING AND PAGES



OCFA STATIONS ALERTED AND UNITS PAGED



CARE AMBULANCE NOTIFIED BY CAD TO CAD AND PROCESSES REQUEST FOR AMBULANCE



CAD TO CAD NOTIFICATION



# Deployment Comparison

OCFA comparison to previous Garden Grove deployment

|                                      | Before  | After   |
|--------------------------------------|---------|---------|
| Paramedic Units                      | 3       | 7       |
| Average Paramedic Unit Response Time | 0:06:47 | 0:05:26 |