

# Saint John Fire Service Differential Response DMAIC



SAINT JOHN

## Problem Statement

Five apparatuses and twenty firefighters are available for deployment from five fire stations located throughout Saint John each shift. Firefighters and apparatuses were being deployed to calls where Fire presence is not required. In 2016, there were 583 responses to automated fire alarms. Ninety-nine percent of the alarm calls were for false alarms. There were also 640 responses to EMS calls where no services were required by the Fire Service.



**Fire apparatus and associated crew dispatched for all calls.**



**PSCC dispatches by call type.**



**SJFD dispatched to calls where fire presence is needed.**

## Executive Summary/Process Improvement

- PSCC dispatches by call type
- Better response for fire-related calls
- Further examination of EMS calls required

**Project savings: \$159,985**

\$48,439 (hard savings)

\$108,545 (soft savings)

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