Work Session
Fire and EMS Response Standards

MAY 10, 2021

Four Standards That Could Be Used

Time from phone call to ambulance on scene.

Number of responses for medical calls.

Unit hour utilization rate measured as a percentage.

As Is – No change.

Citizen Survey Says?

Still collecting survey results.

Will provide this data at the work session.

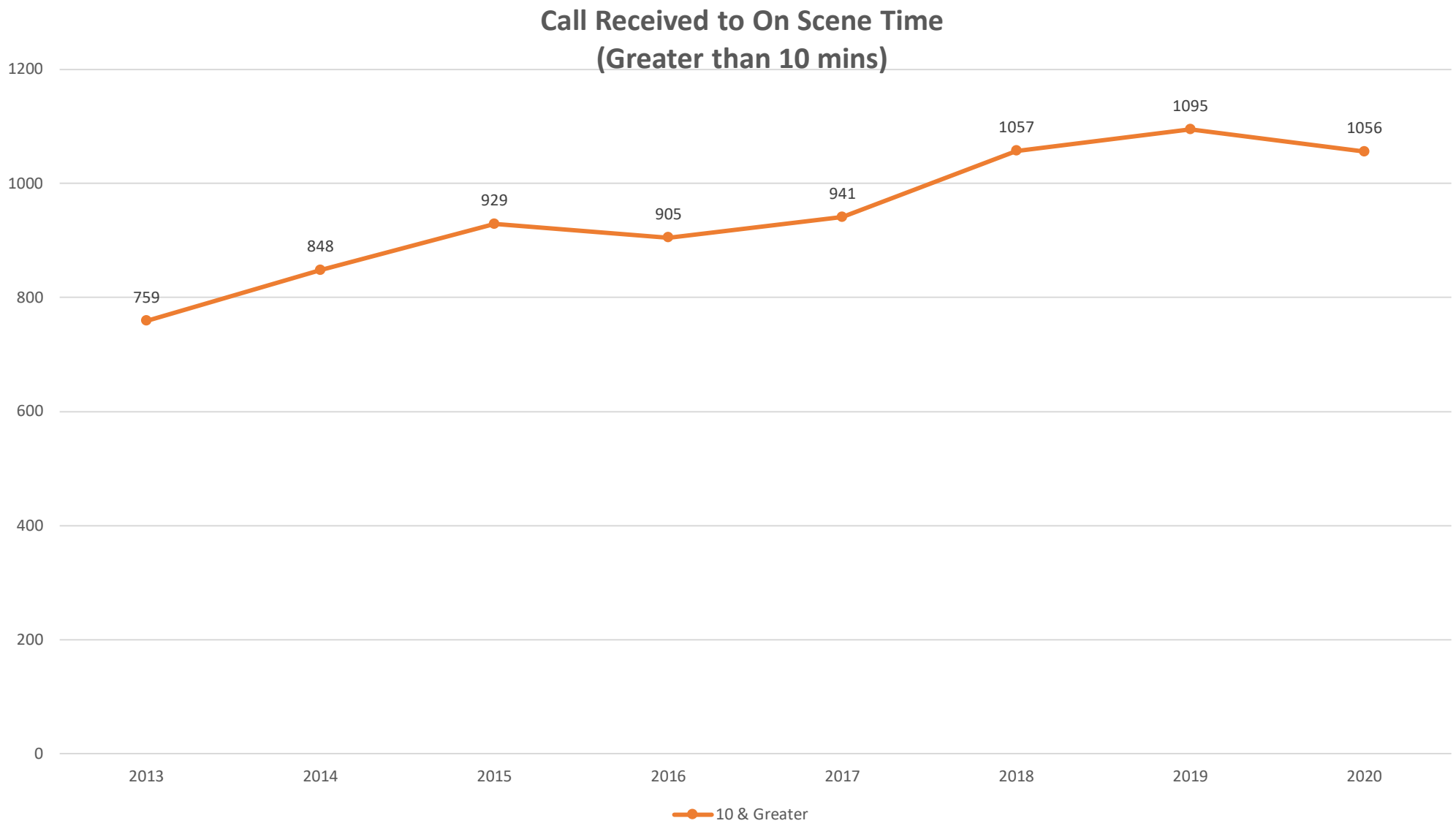
Time as the Standard

Pros

- Easily measured
- Can be tailored to multiple parameters. IE
  - Time from call to on scene
  - Time out the station
  - Time enroute

Cons

- We can’t control some of the time delays.
- If we don’t use time from call to time on scene it does not mean much for the citizen who is making the call
- Does not account for mutual aid


Call Received to On Scene Time
(Greater than 10 mins)
1200
1000
800
600
400
200
0
759
848
929
905
941
1057
1095
1056
2013
2014
2015
2016
2017
2018
2019
2020
10 & Greater

The Time Standard

When 25% of the emergency calls exceed 10 mins, from time of call to time on scene, and that exceedance is maintained for 6 months, then an additional ambulance will be budgeted. This exceedance is calculated on an annual basis, is subject to availability of SEMT funds, and can revert back to status quo if response times improve.

Number of Responses as the Standard

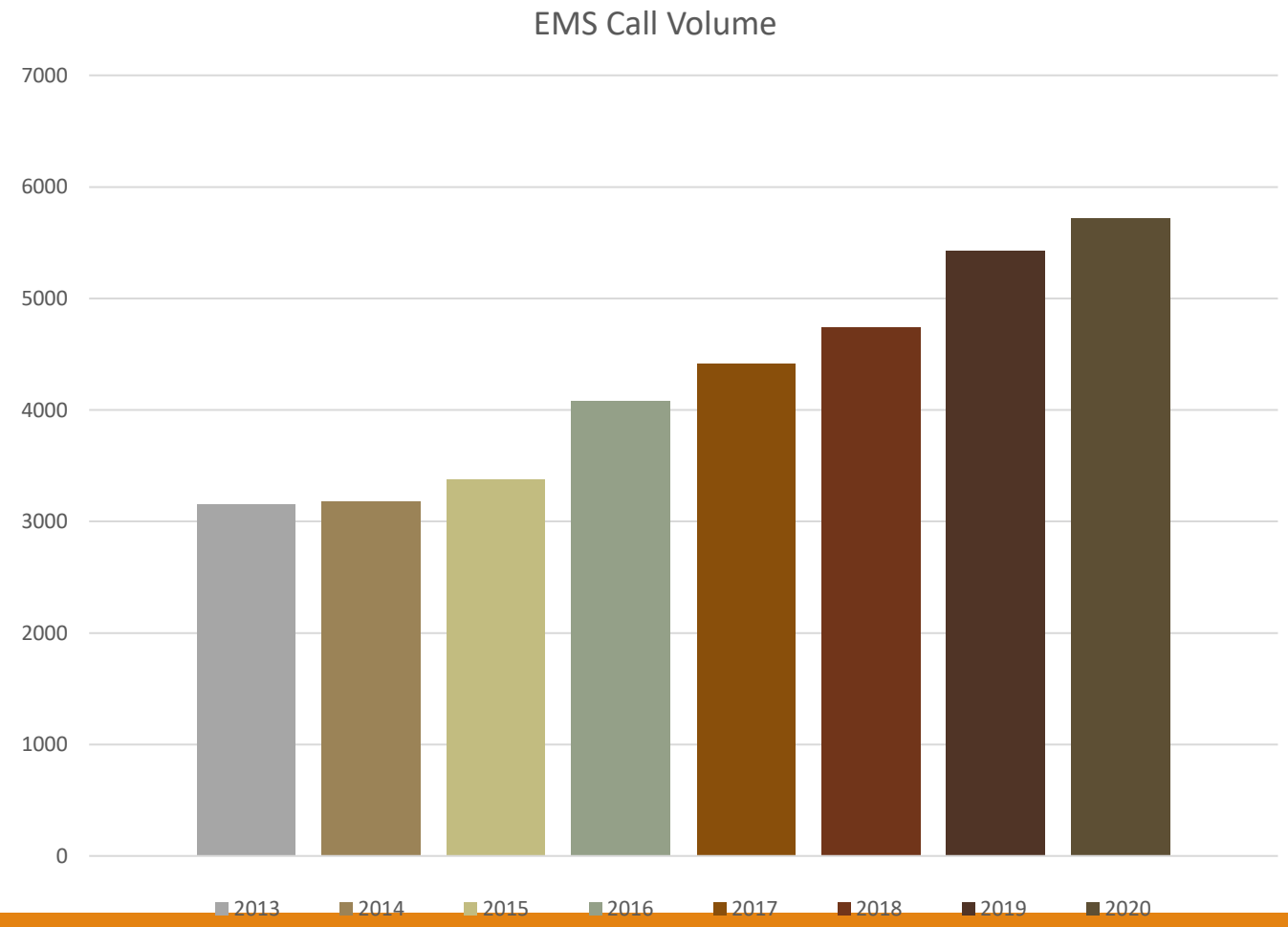
Pros

- Easily calculated
- Most people can understand the increase and the requirement to meet that increase

Cons

- Easy analysis but does not address workload or time impacts

EMS calls 2013 – 2020



Number of Responses as the Standard

When the number of responses, for medical, exceed 6000 in a year, then at the next annual fiscal budget an additional ambulance will be added. This exceedance is calculated on an annual basis, is subject to availability of SEMT funds, and can revert back to status quo if the number of responses decrease.

Unit Hour Utilization Rate as the Standard

Pros

- Has a clear workload component associated with the numbers

Cons

- Does not translate well with citizens
- Relies on constant data input.

Unit Hour Utilization (UHU)

- UHU is a metric developed to measure the efficiency and effectiveness of resources for a given task. It is derived by dividing the minutes in a day by the minutes the task uses. This gives a percentage of time the task utilizes. The table below shows current data for FFD.

	Medic UHU %	Engine UHU %	Medic Hours/Day	Engine Hours/Day
Emergency Calls	0.21	.10	5.04	2.4
Fire Training	0.083	0.083	2	2
EMS Training	0.05	0.02	1	.5
Physical Training	0.05	0.05	1	1
All other (Maintenance, meetings, projects, etc.)	0.17	0.19	4	4.5
	0.563	0.443	13.04	10.4

Unit Hour Utilization (UHU)

- The consensus of the subject matter experts in the field of municipal emergency response determined that the following table is the recognized standard for resource utilization.

	MEDICS	ENGINE
Under Utilized	0 - .16	0-.5
Ideal	.16 - .26	.05 - .15
Additional Unit Needed	➢.26	➢.15

Unit Hour Utilization Rate as the Standard

When the vehicle utilization rate exceeds 28% for a period of 6 months, then for the next fiscal year the money will be programed for an additional ambulance. This exceedance is subject to availability of SEMT funds and can revert back to status quo if the Unit Hour Utilization Rate drops.

The “As Is” Standard

Pros

- No potential increase in costs

Cons

- Response standards will only get worse
- Employee impacts will be felt at Dispatch and at the Fire Department
- Expected mutual aid will be reduced or withdrawn

“As Is” as the Standard

A press release should be given to the public explaining response time increasing due to number of calls and not willing to increase funding

Public Education campaign on when 911 should be used