

Fire and EMS Department Level of Service

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Fire – Rescue Chief

May 3, 2016

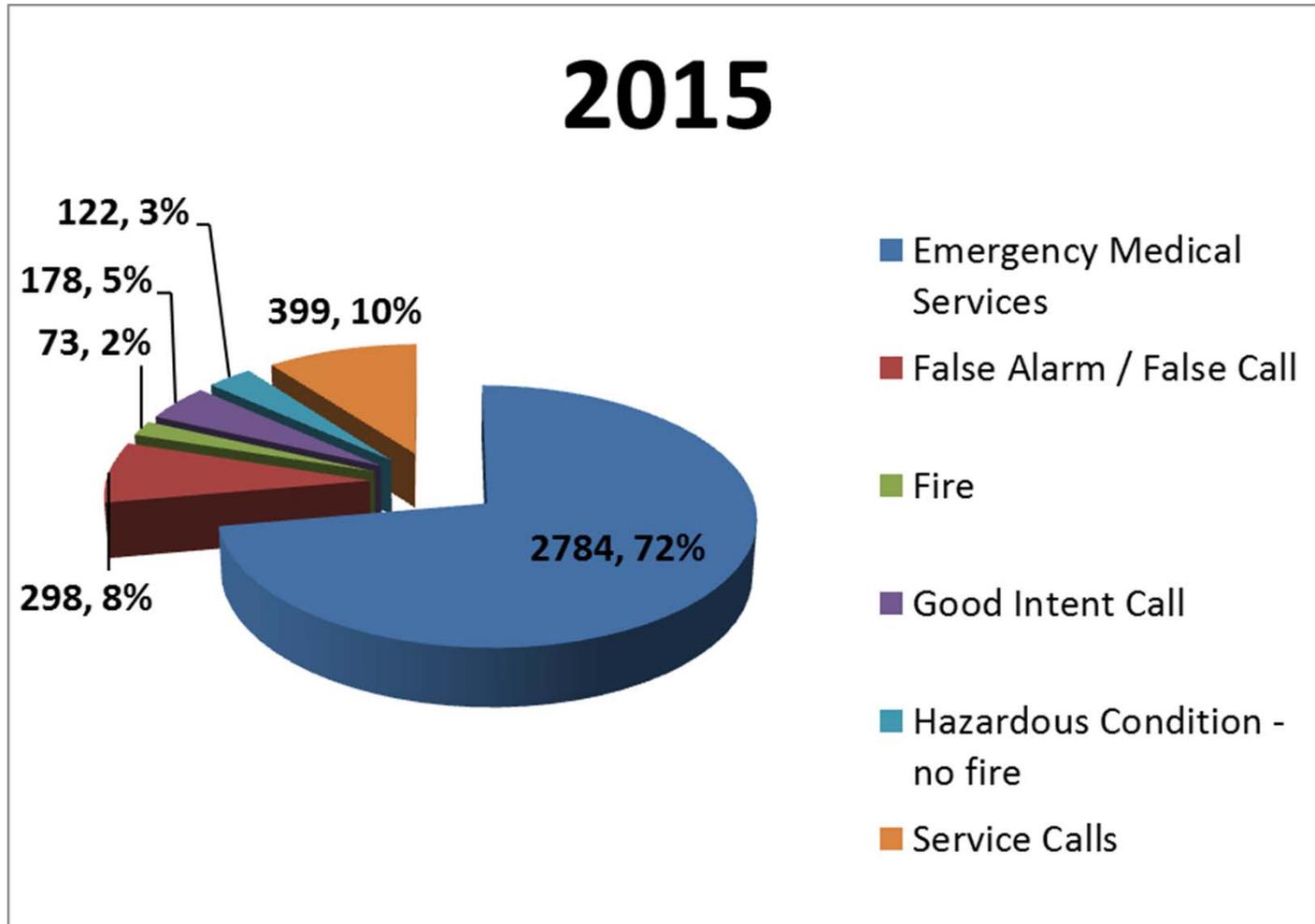


What does good look like?



**Our people strive to
deliver great service!**

What services are delivered?



Formally Adopted Service Level Objectives

- The 2013 Matrix Study Recommended establishment of **baseline and benchmark response time objectives** as published by the Commission on Fire Accreditation International for 'Suburban' communities 90% of the time.
 - Adopted by Council on December 19, 2013

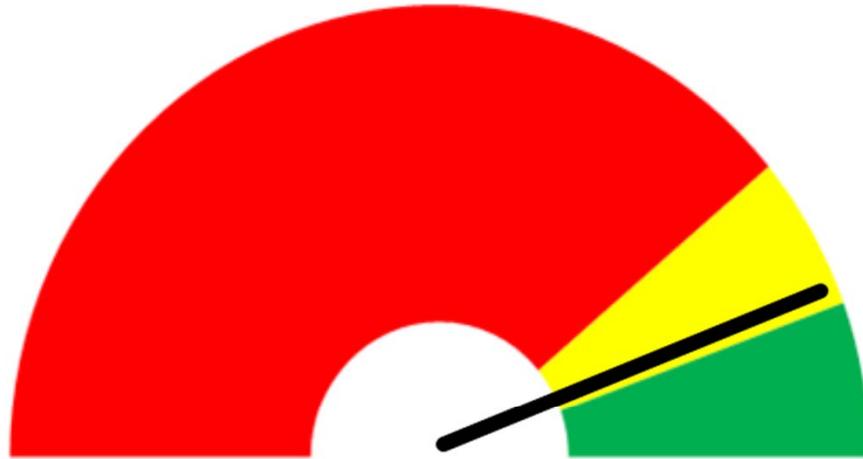
Baselines vs. Benchmarks

- **Benchmarks** are those times identified as a high standard and used to plan future efforts.
- **Baselines** are the standard which the Department commits to perform at and evaluate compliance.
- As **Baselines** are achieved consistently, the standard will move upward towards the **Benchmark** goal.

Key Performance Objectives

- 'Call Handling Time'
 - *for the processing by the Fayette County 911 Center of an incoming emergency 911 phone call, including the dispatching of fire response units*
- **Baseline:** Ninety (90) seconds no less than 90% of the time

911 Call Handling in 90 Seconds

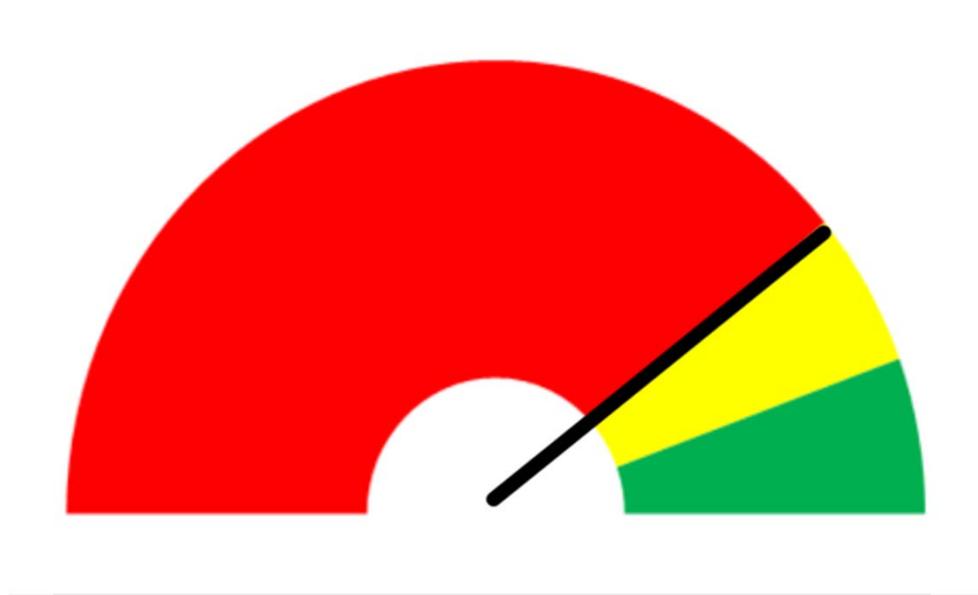


88% of all calls

Key Performance Objective

- 'Turn Out Time'
 - *(time between dispatch notification and unit response)*
- **Baseline**: Ninety (90) seconds no less than 90% of the time

Turn-Out in 90 Seconds

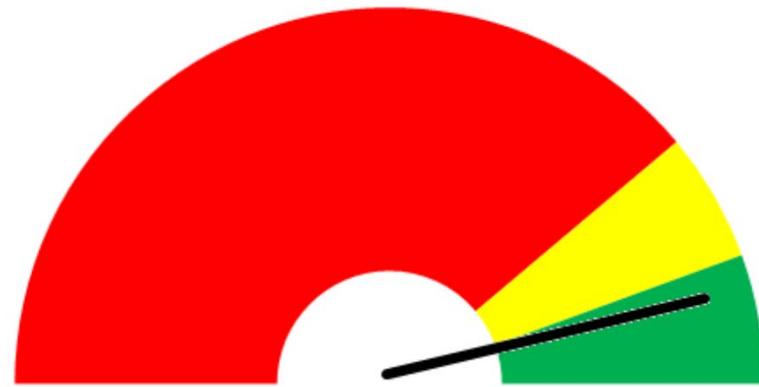


80% of all calls

Key Performance Objective

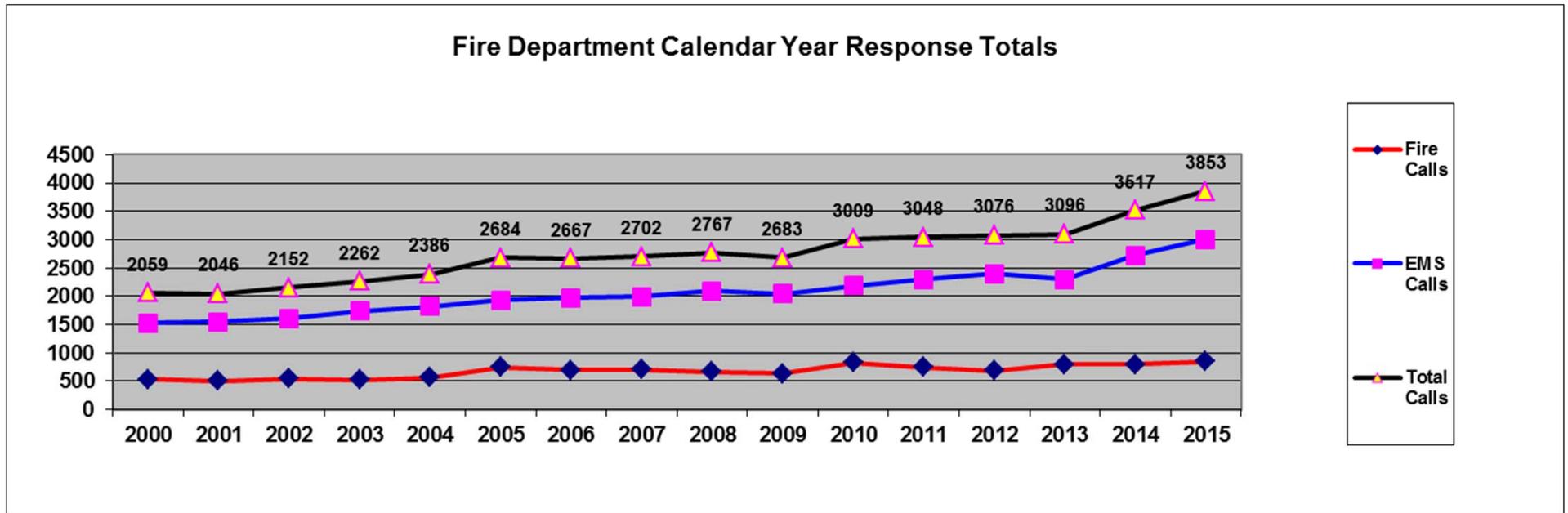
- 'Travel Time'
 - time for the arrival of the primary company to a fire suppression incident or emergency medical incident
- **Baseline**: Six and ½ minutes (390 seconds) or less 90% of the time.

Travel Time in 390 Seconds



92% of all calls

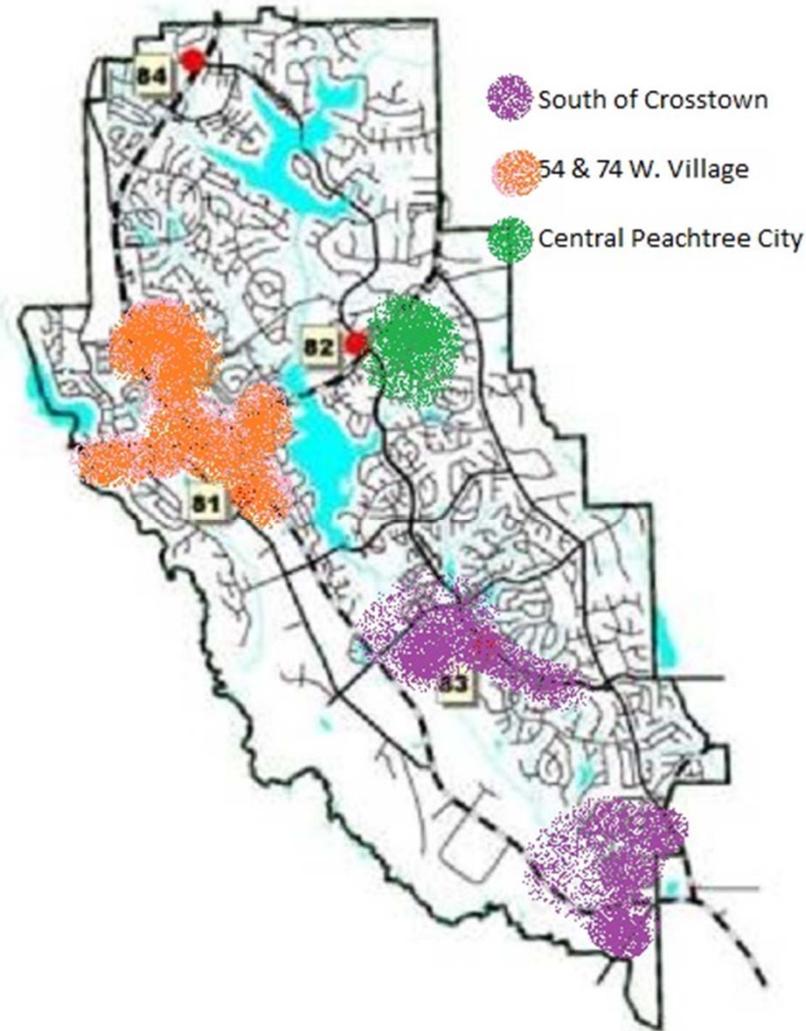
Demand for Service Trends



Calls at the Same Time?

- In March the second or third closest responder needed to respond because the primary unit was on another call **15%**
- Response to Assisted Living Facilities account for nearly **20%** of all calls for service

Where are our Calls?

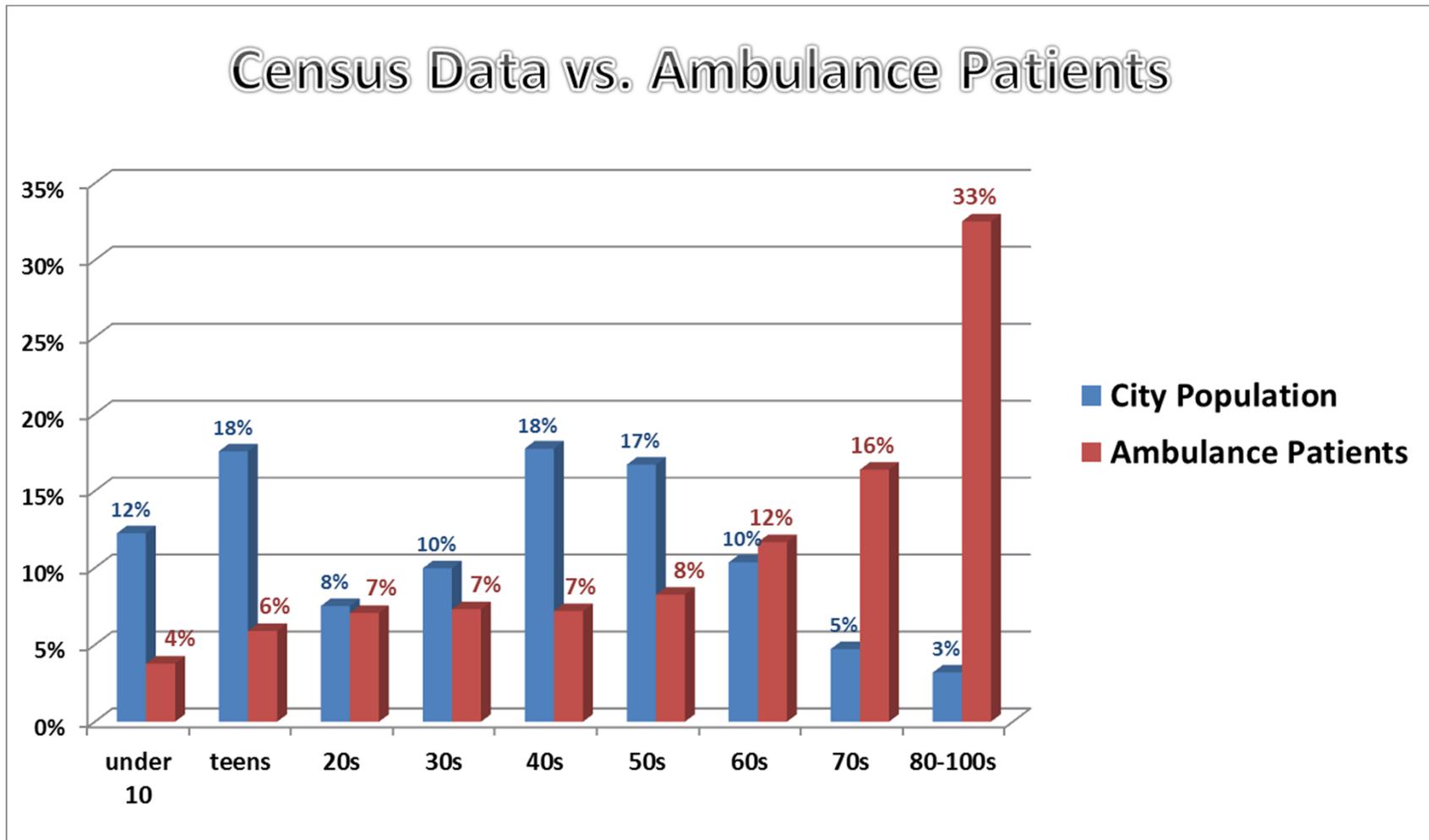


The Future?

- We expect the demand for Emergency Medical Services will continue to rise as the population ages
- As properties age, the risk of fire loss will increase.
 - We must work to improve prevention, encourage safer construction methods and enforce life safety codes.

What is driving the recent increased demand?

Impact of Aging Population on demands for ambulance service



Impact of Aging Population on demands for ambulance service



What impact can be expected with 1,500 additional homes in McDuff development?

- How do we deliver service at the same level to the new homes without degrading our service delivery to the rest of the City?

Community Safety

Balanced Distribution of Resources throughout City

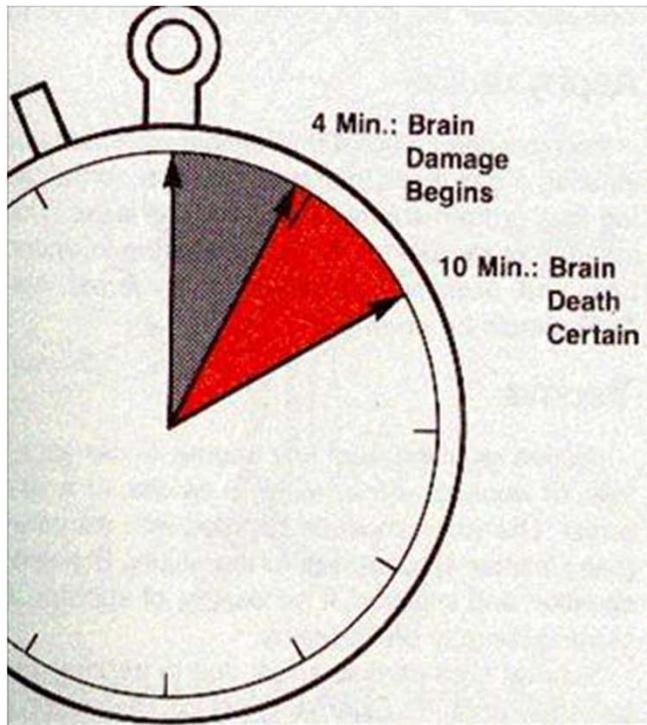
- Allows for shortest possible response times:
 - Prevent loss of life in cardiac arrest
 - Meet community's high expectation

Ability to quickly gather an Effective Firefighting Force of 15 firefighters

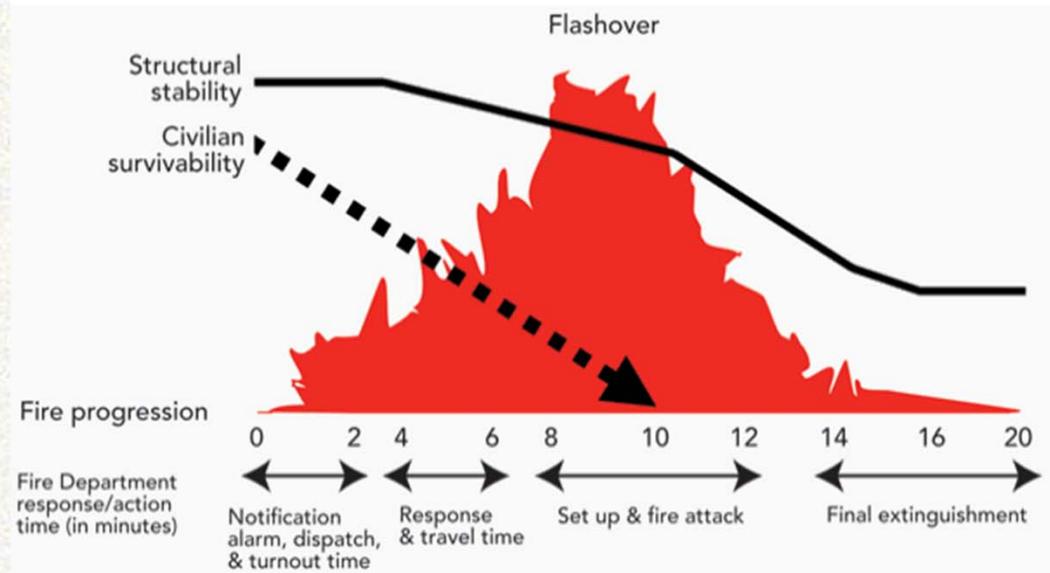
- Allow for the simultaneous performance of essential firefighting duties:
 - Search and Rescue
 - Extinguishing Fire
 - Water Supply
 - Command and Safety

Consequences of delayed response

Emergency Medical Care



Fire Suppression



Impact Fees

- Allow financial burden of expanding government services including public safety capacity (stations and apparatus) to be paid by those responsible for the increased demand for service

Use of Impact Fees is Limited by Law

- Not permitted to be expended on personnel or operating expenses
- These costs should be supported by the growth of the tax base

Peachtree City's Impact Fee Program

- Fire and EMS Service receives a portion of the collected Impact Fees for all new construction.
- In the case of a single family home, Fire Protection is assigned \$615 for each new home constructed

When to Expand Services?

- Think beyond tomorrow
- Continually monitor Key Performance Objectives to determine if service demand is impacting service delivery
- Expanding service is expensive
- Building a Fire Truck is a 1 year process
- Building a Station from the ground up is a 2 year process

Phases of Expanding EMS and Fire Service – Building Station

- **Phase 1:** Acquire Property for Fire/EMS Station
- **Phase 2:** Bid the Design and Engineering of the Station *(30 days)*
- **Phase 3:** Award the Design and Engineering to a qualified contractor *(30 days)*

Expanding EMS and Fire Service

- **Phase 4:** Have staff work with Architect and Engineer to design a Station to meet anticipated community needs over the next 50 years. *(90 - 120 days)*
- **Phase 5:** Finalize design plans and prepare bid documents for construction *(30 days)*

Expanding EMS and Fire Service

- **Phase 6:** Monitor building permits for appropriate trigger point to start construction (time dependent on rate of construction)
- **Phase 7:** Bid the construction project (30 days)
- **Phase 8:** Research bidders and award construction contract (30 days)

Expanding EMS and Fire Service

- **Phase 9:** Construct station under the supervision of a professional Construction Manager (1 year)
- **Phase 10:** Accept new station and prepare living space to be occupied 24 hours per day (30 days)

Expanding EMS and Fire Service

- **Phase 11:** Use existing Quick Response Vehicle and Staff to provide initial minimal coverage to underserved areas with long response times
- **Phase 12:** As development continues, bid and construct additional response vehicle(s) as specific needs become clear (1 year)

Expanding EMS and Fire Service

- **Phase 13:** Continue to monitor the demand for EMS and Fire Protection as home construction continues for a second trigger point that would require (and financially support) additional staff (2/shift or 6 total) (time dependent on rate of construction)

2017 Budget Highlights

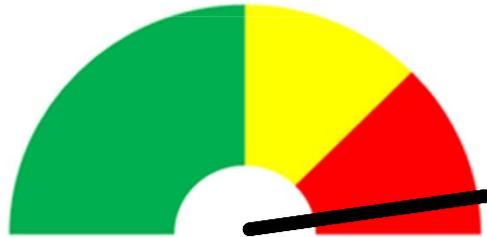
- Replace a 16 year old fire engine within the **PIP capital budget**
- Design and Engineering of McDuff Station from **Impact Fees**

QUESTIONS?

How are we doing on Turn-Out Time?

2012

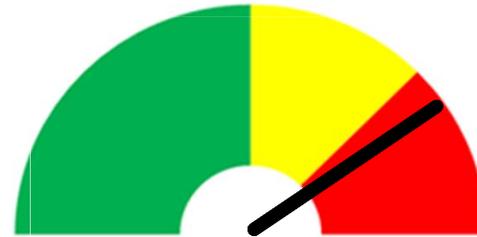
114 seconds



Benchmark
Baseline

2016

115 seconds



< 60 Sec
< 90 Sec

How are we doing on Travel Time?

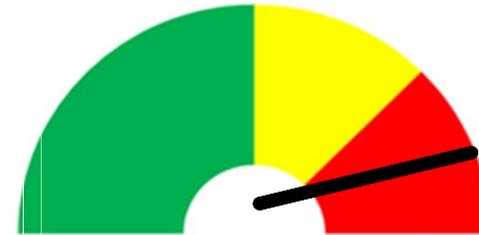
2012

345 seconds



2016

364 seconds



Benchmark
Baseline

< 240 Sec
< 390 Sec

How is the Fayette County 911 Center doing at Call Handling Time?

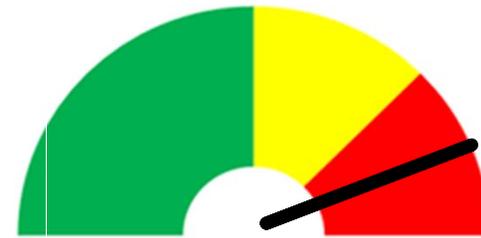
2012

95 seconds



2016

105 seconds



Benchmark
Baseline

< 60 Sec
< 90 Sec