



Fire and EMS

2020 Report on Service Levels

April 26th, 2021

Vancouver City Council Workshop

Chief Blue, Vancouver Fire Department

Rocco Roncarati, AMR

Dr. Wittwer, Clark County MPD

CITY OF
Vancouver
WASHINGTON

Presentation Overview

Objectives of Presentation:

- Meet the reporting requirements of RCW 35.103.040.
- Inform the Council of the service levels provided by the Fire Department in 2020.
- Update Council and community on the annual results of the ambulance services agreement.
 - City's overview of performance benchmarks
 - Clinical performance assessment
 - Provider's perspective

Prior Council Review

- 2013 – Council Adopted the Standard of Cover
- 2014 – 2019 Annual Report on Service Levels
- 2015 – 2019 Annual Report on Ambulance Service and Outcomes
- 2020 – First combined Annual Report – VFD & Ambulance

Presentation Overview

- Initial Observations
- Clinical Performance
- VFD Performance
- Ambulance Contract Performance
- System Performance
 - Response time performance
 - VFD
 - AMR
 - System

Initial Observations

- VFD is a well functioning Fire/EMS Agency with dedicated staff.
- Currently meeting our call volume needs; however, little margin for surge capacity or concurrent large incidents.
- Strategic planning for future growth is critical.
- Wildland firefighting training and preparedness needs improvement.
- Continued use of total force concept utilizing available resources.

Clinical Performance Assessment – Dr. Wittwer

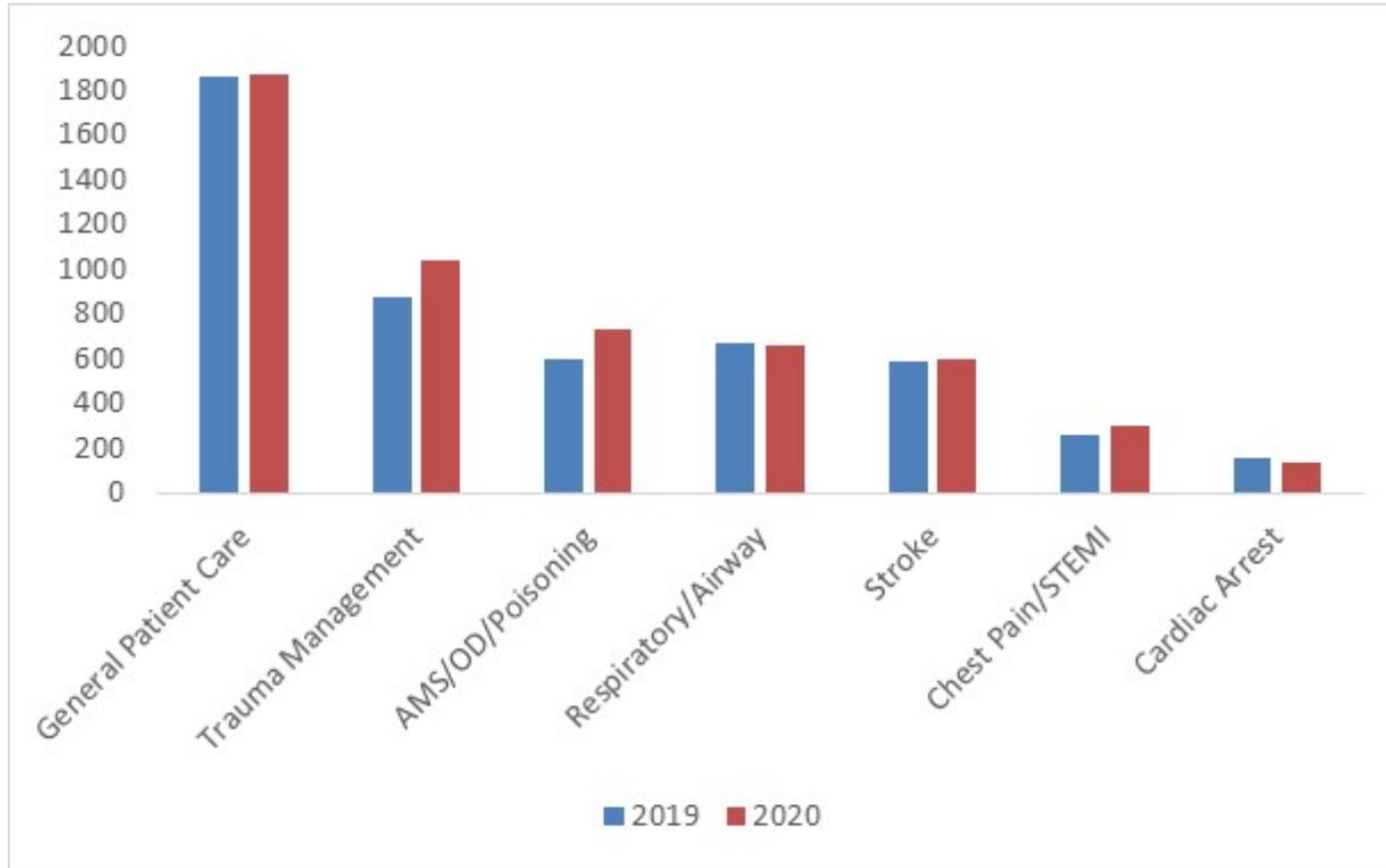
- Medical Program Director (MPD) – Responsibilities
 - Medical oversight for all clinical activities pertaining to the local EMS system
 - Quality improvement directed by key performance indicators
 - Continuing education directed by quality improvement

Cardiac Arrest

| | Out of Hospital Cardiac Arrest (OHCA) | Utstein Criteria |
|--------------|---------------------------------------|------------------|
| Total | 272 | 41 |
| Clark County | 14.0% | 43.9% |
| Washington | 13.7% | 37.9% |
| National | 9.0% | 29.2% |

Utstein criteria definition per the Cardiac Arrest Registry to Enhance Survival = Witnessed by bystander and found in shockable rhythm.

Emergent Transports



Innovation

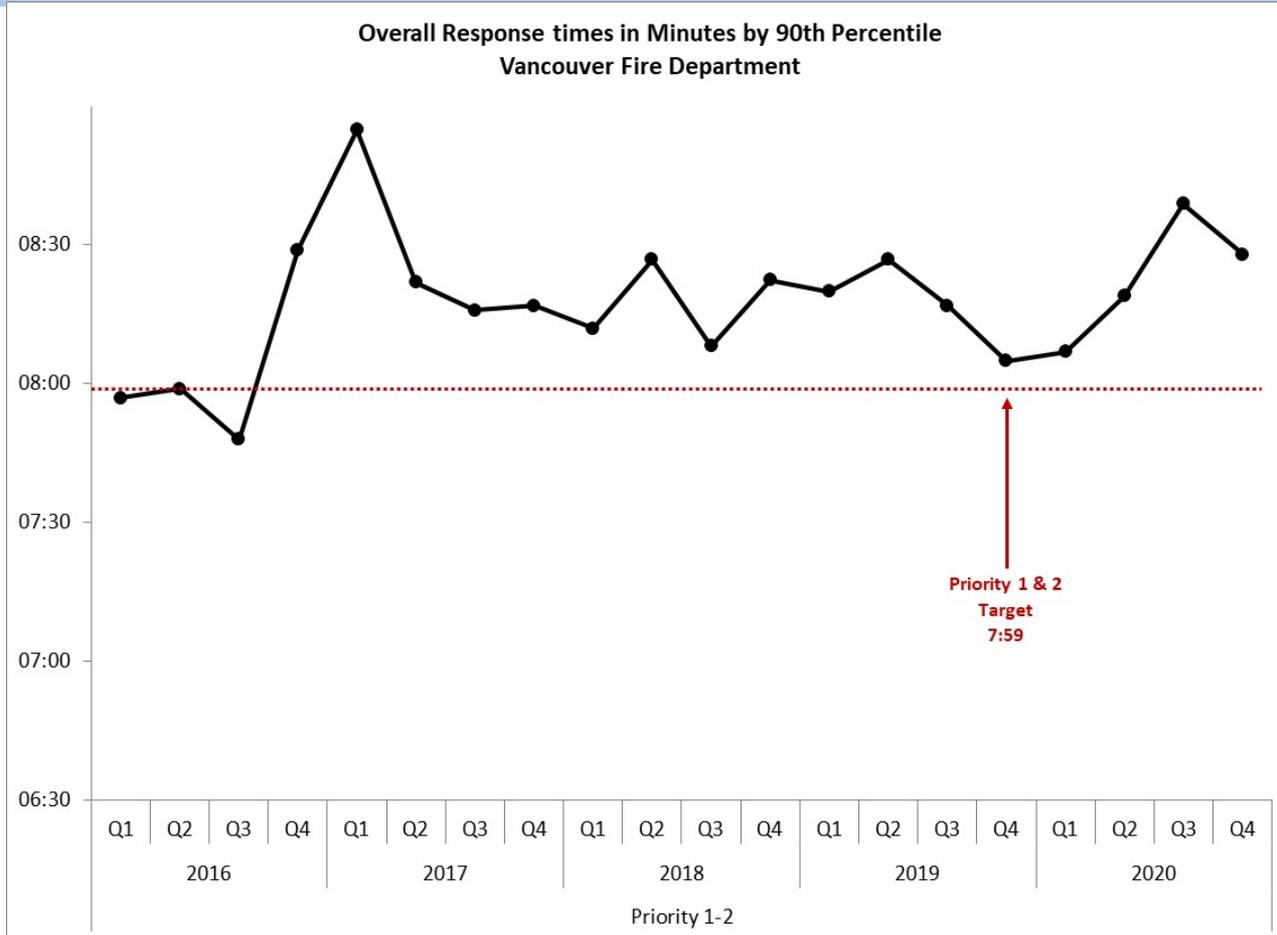
Innovations were based on response to the pandemic:

- Created response guidelines that allowed for the same level of patient care while providing the highest level of provider safety
- Coordinated the implementation strategy for enhanced EMS dispatch/triage response during the pandemic
- EMS/Fire/Law COVID-19 Phase 1a vaccinations

VFD Response Time Performance

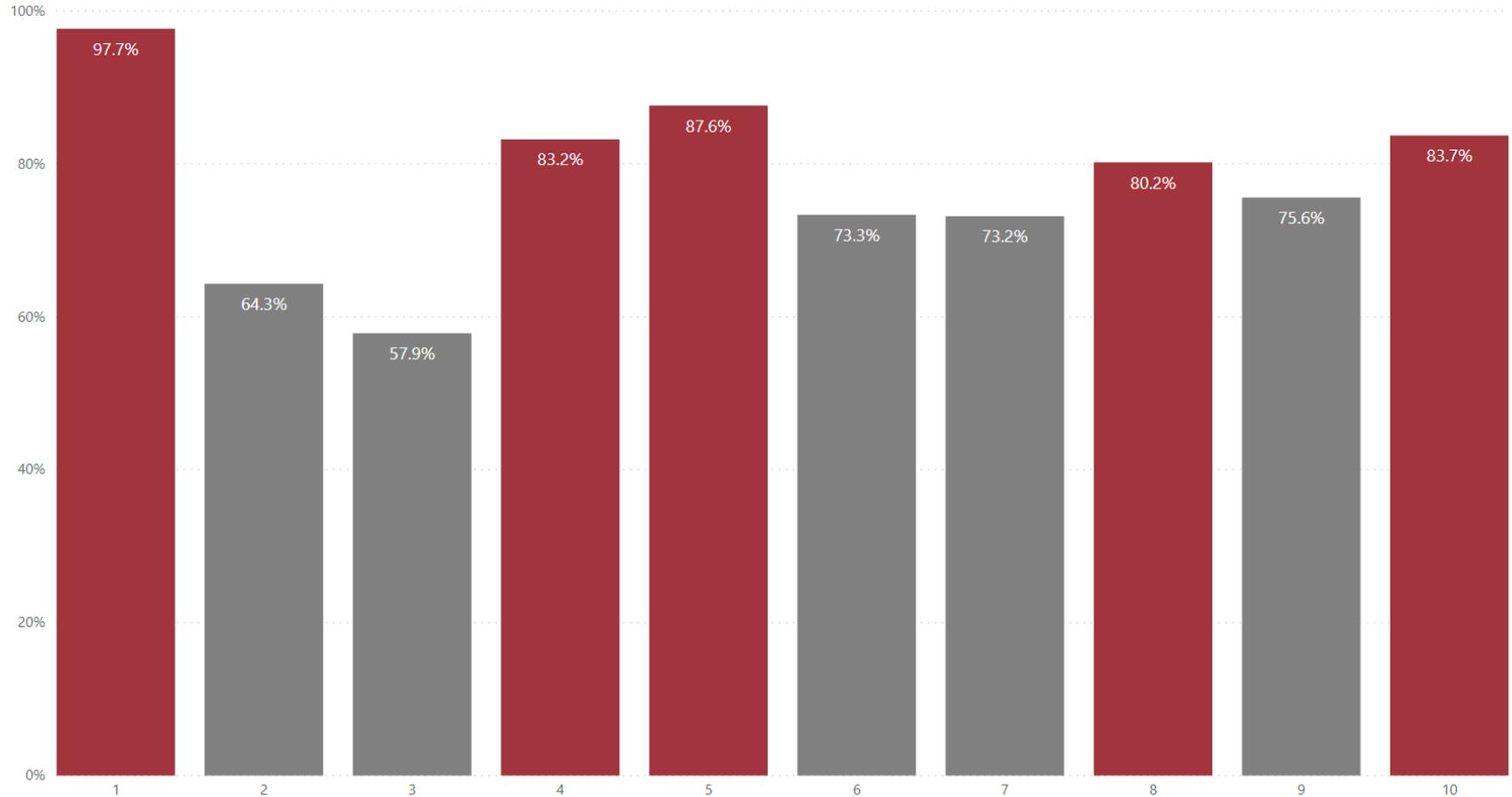
| Alarm Type | Standard | 2020 | 2020 % met Standard | Number of Calls Received in 2020 | % Change over 2019 |
|---|----------|-------|---------------------|----------------------------------|--------------------|
| Priority 1 and 2 Except Marine | 7:59 | 8:23 | 87.22% | 12,160 | 0.0% |
| Priority 3 and 4 Except Marine | 10:59 | 8:31 | 94.91% | 8,307 | -1.1% |
| Priority 5 Non-Medical | 15:59 | 10:54 | 97.91% | 3,974 | -11.6% |
| Priority 5 Emergency Medical - Ambulance Only | 17:59 | 16:15 | 94.22% | 8,444 | -6.5% |
| Marine – All Calls | 19:59 | 40:42 | 20.00% | 15 | -11.8% |
| Fire Suppression Full Alarm | 15:59 | 18:45 | 85.39% | 89 | 45.9% |
| Aircraft Rescue and Firefighting | 15:59 | N/A | N/A | 0 | 0 |
| Technical Rescue | 60:00 | N/A | N/A | 0 | 0 |
| Hazardous Materials | 60:00 | N/A | N/A | 0 | 0 |

VFD 2020 Service Levels



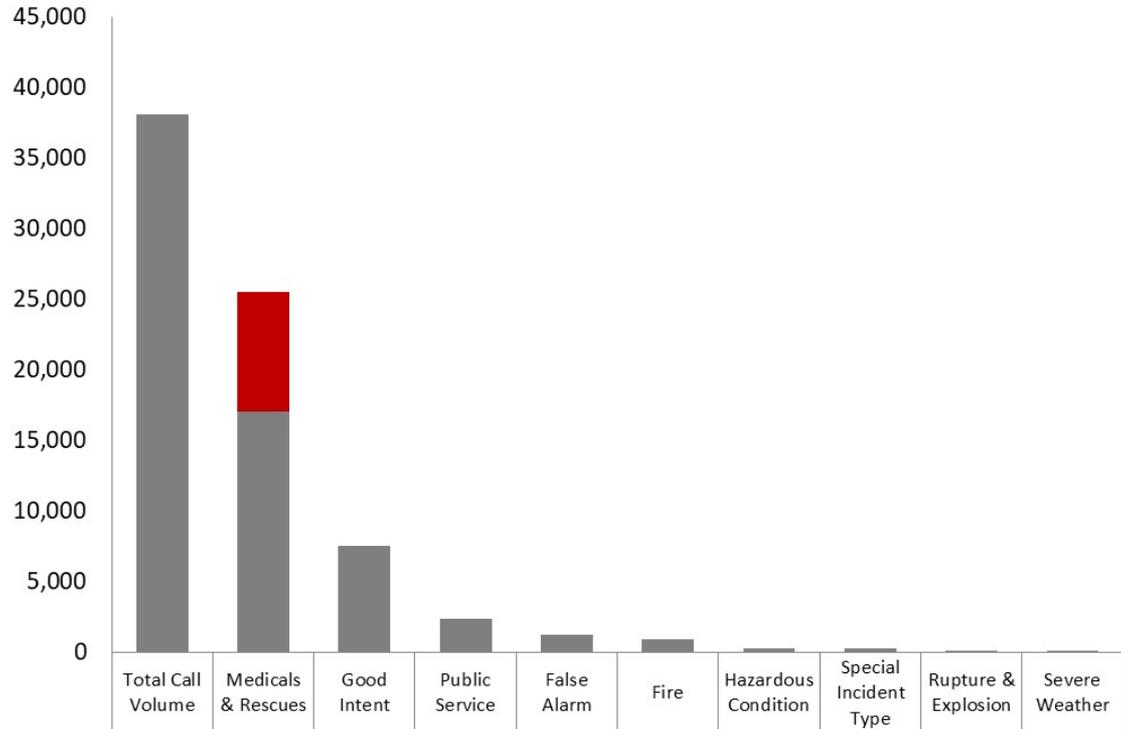
VFD 2020 Station Reliability

Reliability by Station Area Number



VFD 2020 Call Volume – AMR & VFD

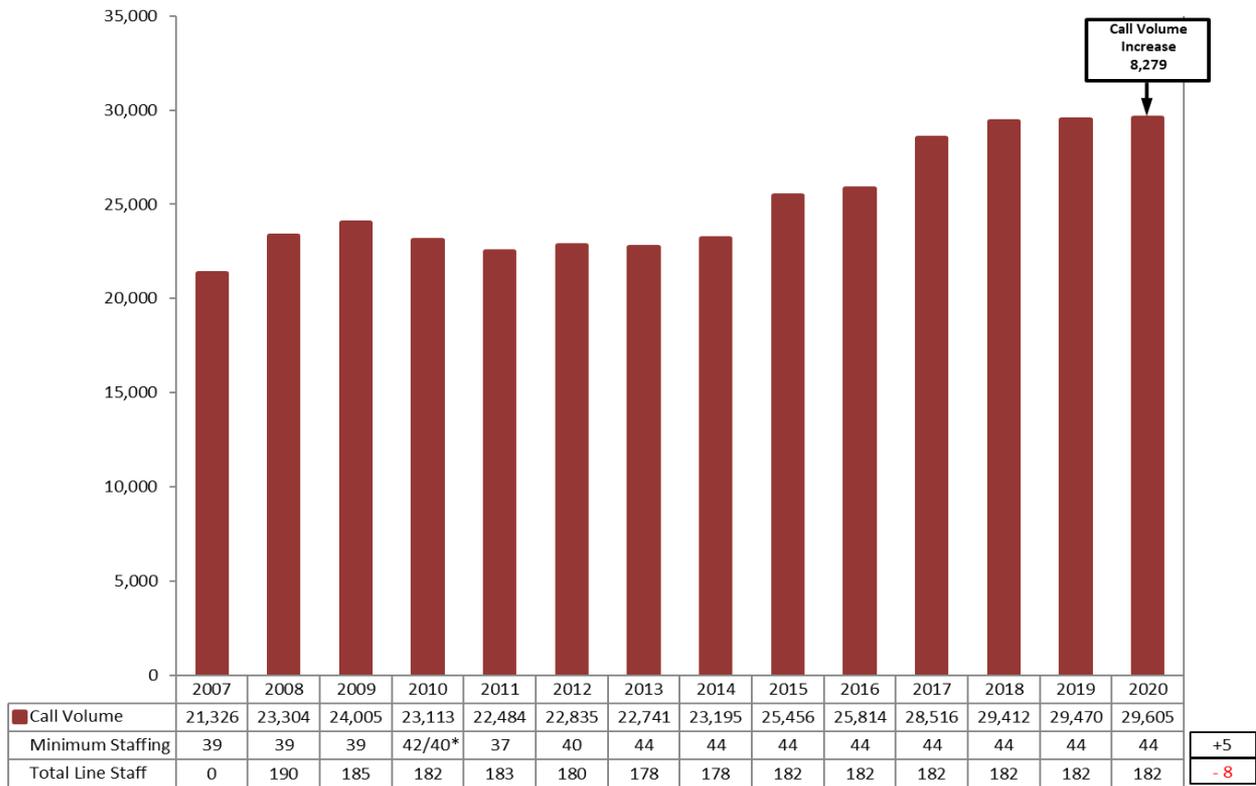
Total Call Volume in Service Area and Annual Percent Change for 2020



| | | | | | | | | | | |
|--------------------------|--------|--------|-------|-------|-------|-------|-------|--------|------|--------|
| ■ AMR Pri5 Medical Calls | | 8,493 | | | | | | | | |
| ■ Total VFD Calls | 38,098 | 17,024 | 7,534 | 2,317 | 1,248 | 935 | 269 | 241 | 29 | 8 |
| ■ % Total All Calls | | 67.0% | 19.8% | 6.1% | 3.3% | 2.5% | 0.7% | 0.6% | 0.1% | 0.0% |
| ■ % Change over 2019 | 3.1% | 1.6% | 2.9% | 6.8% | 7.6% | 19.3% | -3.9% | -11.4% | 0.0% | 300.0% |

VFD 2020 History of Call Volume and Staffing

History of Call Volume and Minimum Staffing - VFD

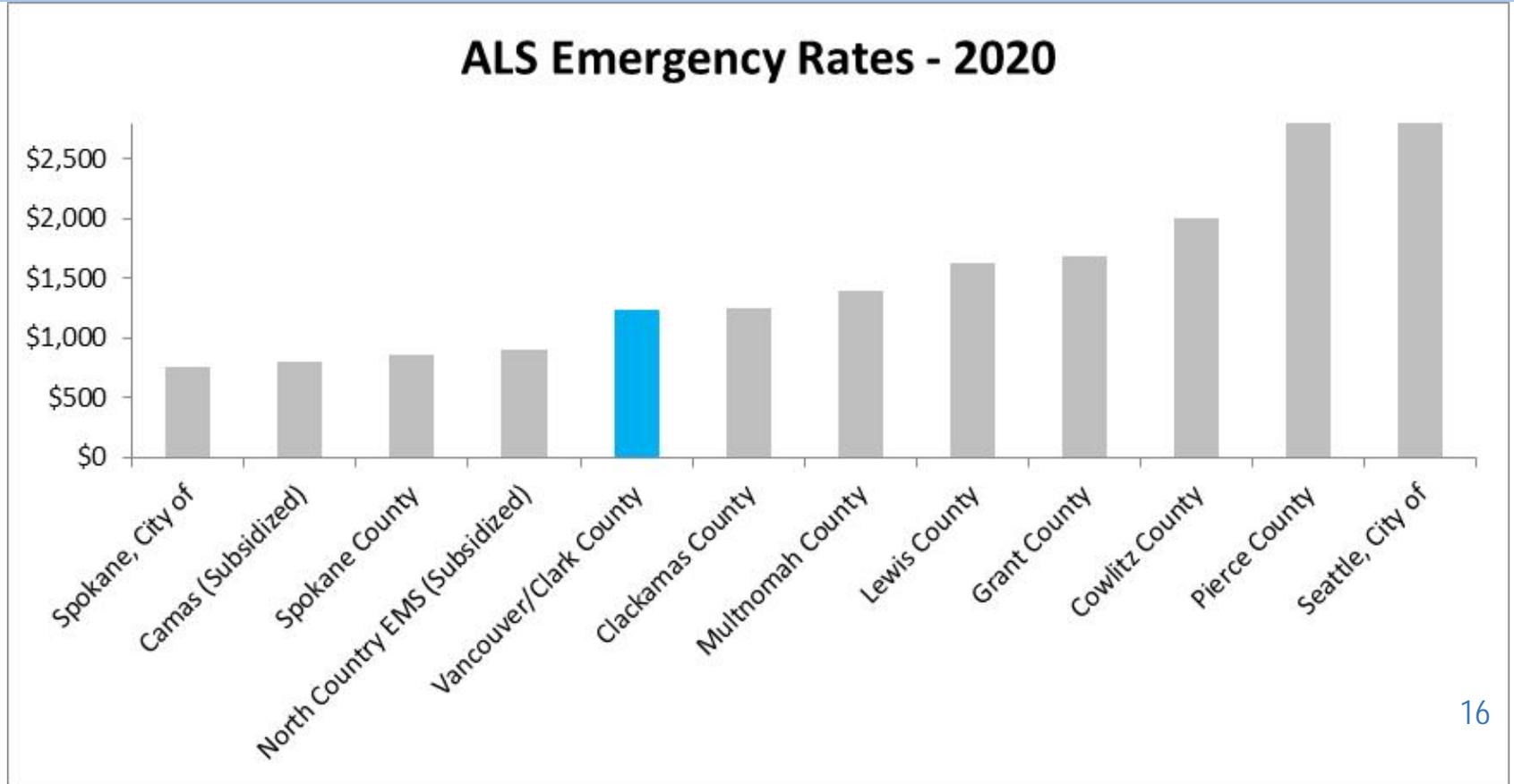


* Minimum Staffing reduced to 40 Staff after March of Year

AMR Response Time Performance – Contractual Compliance Requirement $\geq 90\%$

| Alarm Type | Standard Response Time | 2020 Actual Compliance % | Number of Calls Received in 2020 |
|--|------------------------|--------------------------|----------------------------------|
| Priority 1 and 2 – High Density | 9:59 | 90.60% | 18,059 |
| Priority 1 and 2 – Low Density | 19:59 | 93.70% | 1,746 |
| Priority 3 and 4 – High Density | 12:59 | 94.74% | 13,205 |
| Priority 3 and 4 – Low Density | 19:59 | 94.47% | 1,319 |
| Priority 5 and 6 – High Density | 17:59 | 94.14% | 11,640 |
| Priority 5 and 6 – Low Density | 29:59 | 96.56% | 871 |
| Routine – EMSD2 Area Only – Inter-facility Scheduled (12 hr pre-scheduled) | ≤ 15 mins | 75.19% | 262 |
| Routine – EMSD2 Area Only – Inter-facility Non-scheduled (less than 12 hr pre-scheduled) | ≤ 60 mins | 90.14% | 3,944 |

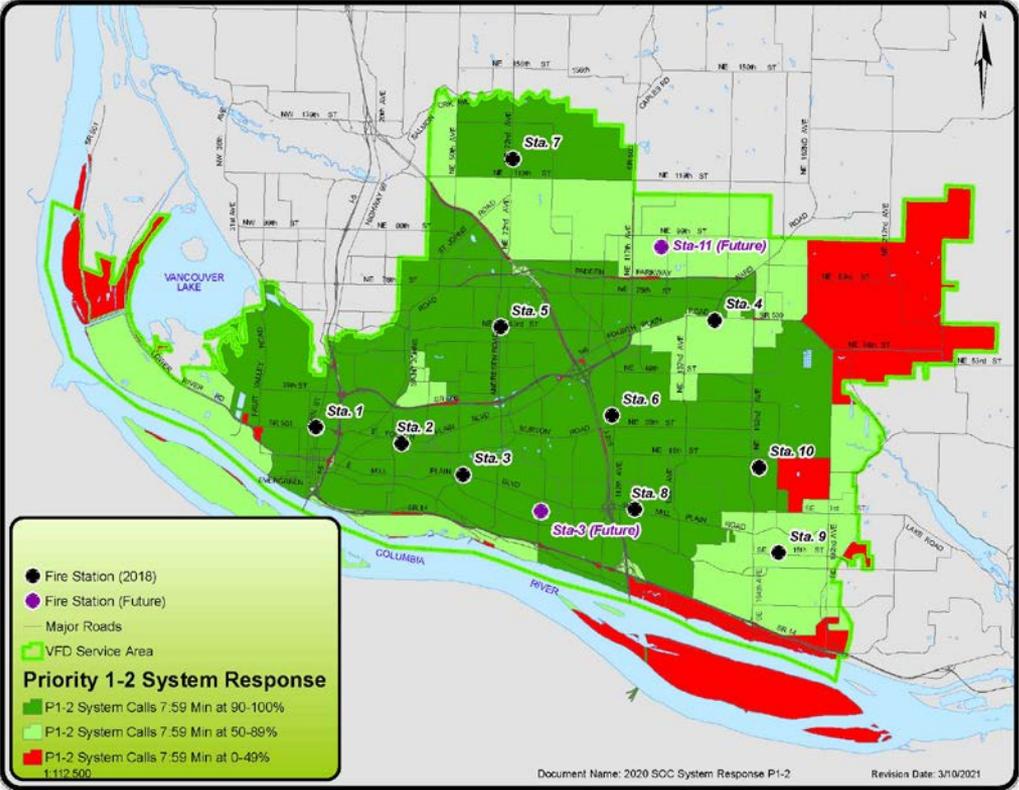
Ambulance Financial Review – Rate Comparison



Public Relations / Community Education

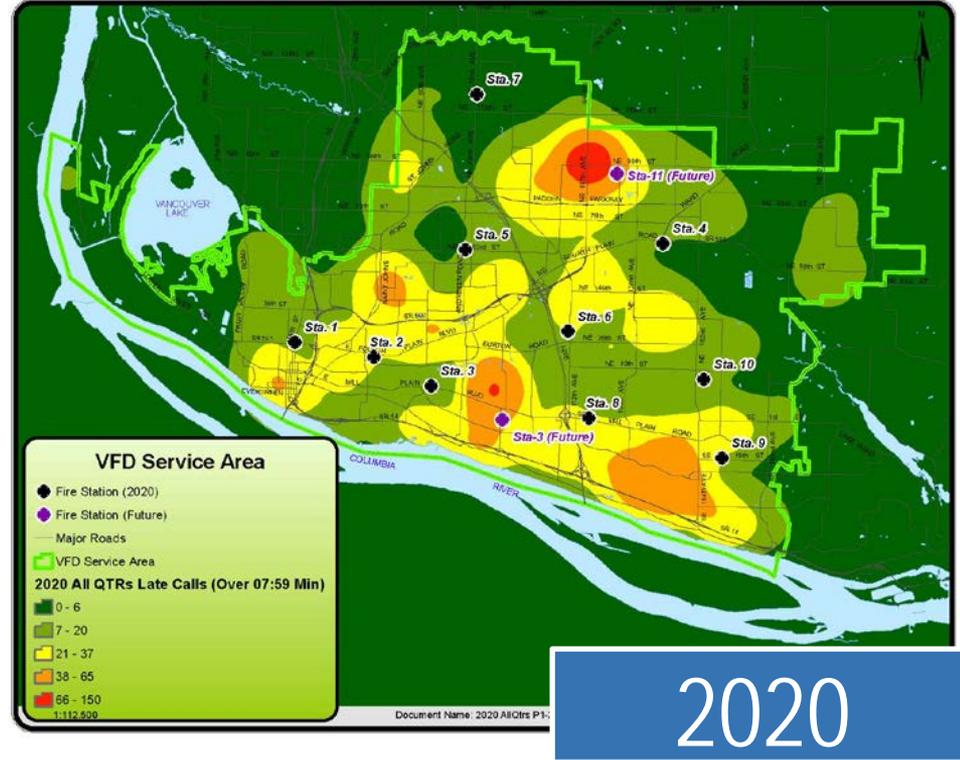
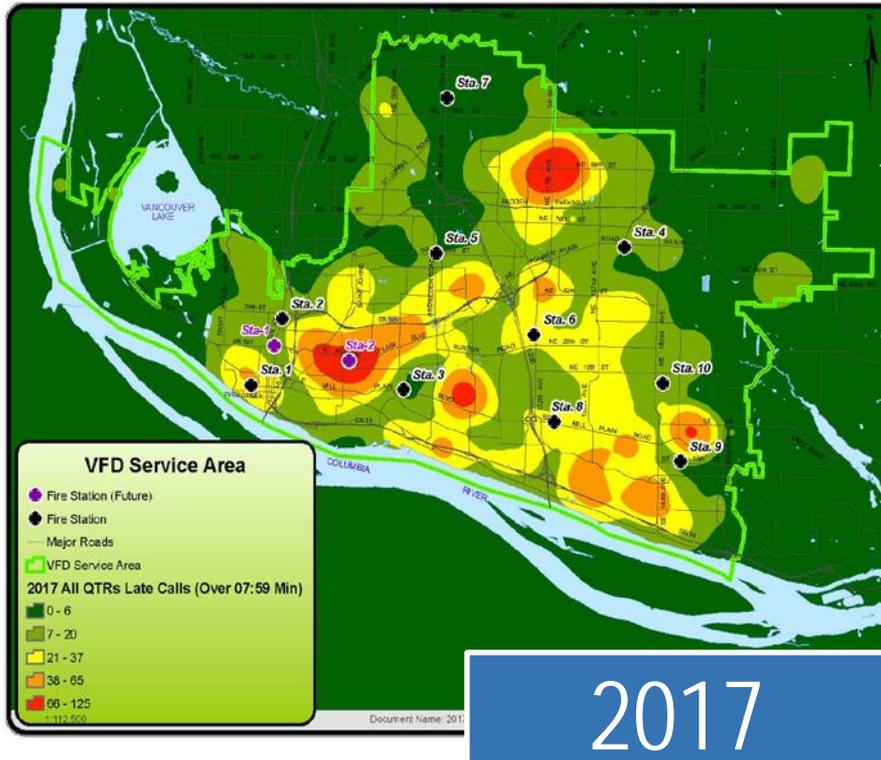
| Topic | Attendance/ Donated Items | Hours | County |
|--|-------------------------------------|-------|--------|
| Community Events Hands Only CPR | 240 | 8 | Clark |
| Life Jacket Loaner Stations | 30 donated | 5 | Clark |
| Car Seat Installation Clinics | 63 | 13.5 | Clark |
| Independent and Virtual Car Seat Installations | 40 donated | 32 | Clark |
| EMS Access and Familiarization | 32 | 3 | Clark |
| Food Deliveries to Families in Need | 2,100 pounds donated/transported | 2 | Clark |
| Safe Kids and Helmet Fittings | 80 | 8 | Clark |
| Birthday/Drive by Events/Parades | 4 | 4 | Clark |
| Apollo Activities | 20 | 1 | Clark |
| Total | 2,609 | 76.5 | |

System Performance - 2020



All Agencies – VFD Service Area
92.7% met standard 07:59
90th Fractal 07:26

Fire Station 1 & 2 Relocation



Summary

- VFD is a well functioning Fire/EMS Agency with dedicated staff.
- Currently meeting our call volume needs; however, little margin for surge capacity or concurrent large incidents.
- Strategic planning for future growth is critical.
- Wildland firefighting training and preparedness needs improvement.
- Continued use of total force concept utilizing available resources.
- Station 1 & 2 relocation having the desired impact on late calls
- Addition of Station 11 will have positive impact on Station 4 and 5
- System performance is meeting standard

Next Steps

- Station 11
- Enhance the rescue program
- COVID 19 Vaccination Clinics
- Optimizing VFD and AMR response resources
- Continue monitoring performance results
- Strategically plan for future growth
- Social Equity

Questions and Discussion

- Brennan Blue, Fire Chief – Brennan.Blue@cityofvancouver.us