

The background of the slide features a photograph of Vancouver City Hall, a modern building with a curved glass facade and brick accents. The words "VANCOUVER CITY HALL" are visible on the building's exterior. In the foreground, there is a blurred image of a hanging basket filled with vibrant pink and purple flowers.

# **Fire and EMS**

## **2021 Report on Service Levels**

**September 19, 2022**

**Vancouver City Council Workshop**

**Chief Blue, Vancouver Fire Department**

**Rocco Roncarati, AMR**

**Dr. Wittwer, Clark County MPD**

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**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 2021.
- 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

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

# Clinical Performance Assessment – Dr. Wittwer

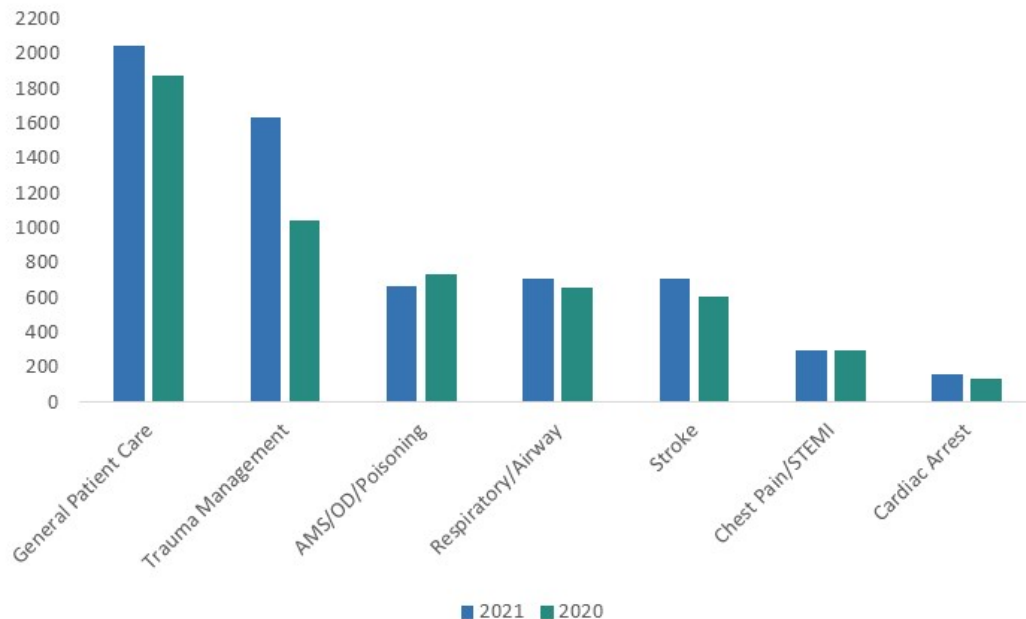
- Medical Program Director (MPD) – Responsibilities
  - Medical oversight for all clinical activities pertaining to the local EMS system
  - Quality improvement directed by key performance indicators
  - Continuing education directed by quality improvement

# Cardiac Arrest

	Out of Hospital Cardiac Arrest (OHCA)	Utstein Criteria
Total	278	33
Clark County	15.5%	54.5%
Washington	12.7%	36.8%
National	9.1%	29.0%

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

# Emergent Transports



# Innovation

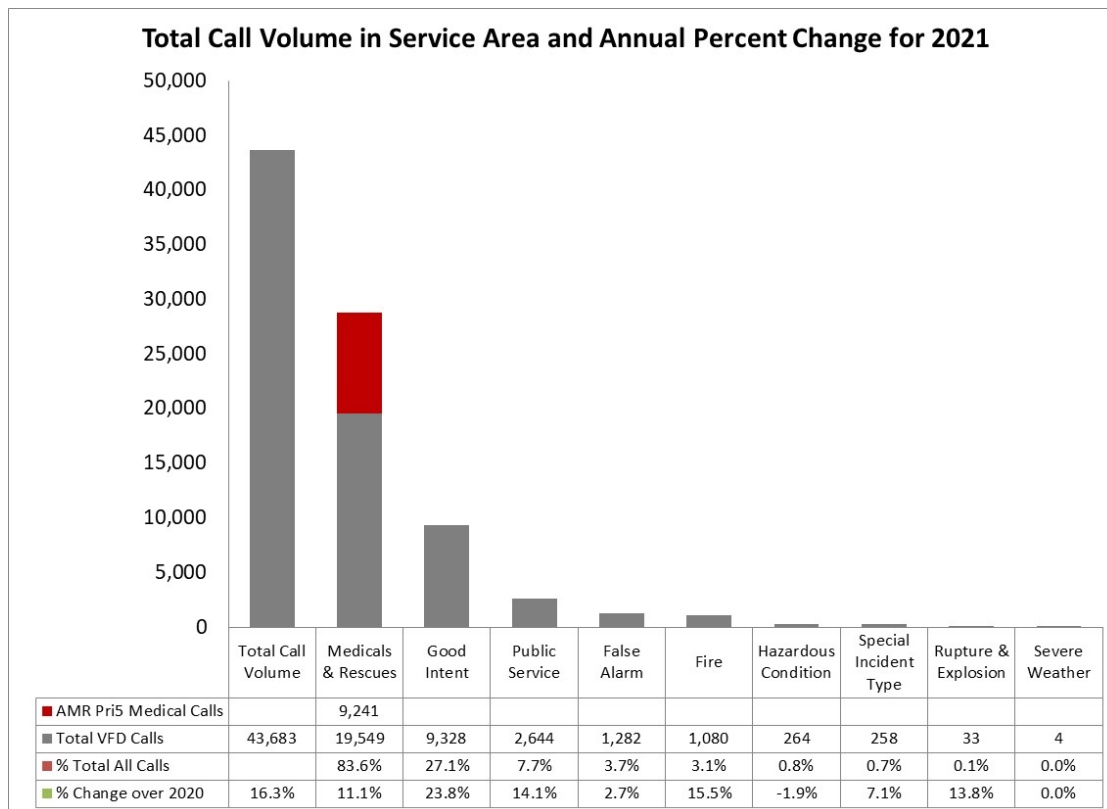
- EMS/Fire/Law COVID-19 vaccinations completed, and boosters started
  - EMS/Fire Established in-agency testing for symptomatic and/or exposed staff
- Established new response protocol for behavioral emergencies in response to HB-1310, emphasizing co-response with mental health professionals and leaving unsafe scenes to avoid escalation
- Handtevy mobile pediatric emergency standards software implementation and training within COV and FD5



# VFD Response Time Performance

Alarm Type	Standard	2021	2021 % met Standard	Number of Calls Received in 2021	% Change over 2020
Priority 1 and 2 Except Marine	7:59	08:24	87.02%	13,672	12.4%
Priority 3 and 4 Except Marine	10:59	09:12	95.23%	10,368	24.8%
Priority 5 Non-Medical	15:59	10:53	98.04%	4,491	13.0%
Priority 5 Emergency Medical - Ambulance Only	17:59	19:11	89.05%	9,241	9.4%
Marine – All Calls	19:59	39:26	40.91%	22	46.7%
Fire Suppression Full Alarm*	15:59	21:17	80.68%	88	-1.1%
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 2021 Call Volume – AMR & VFD

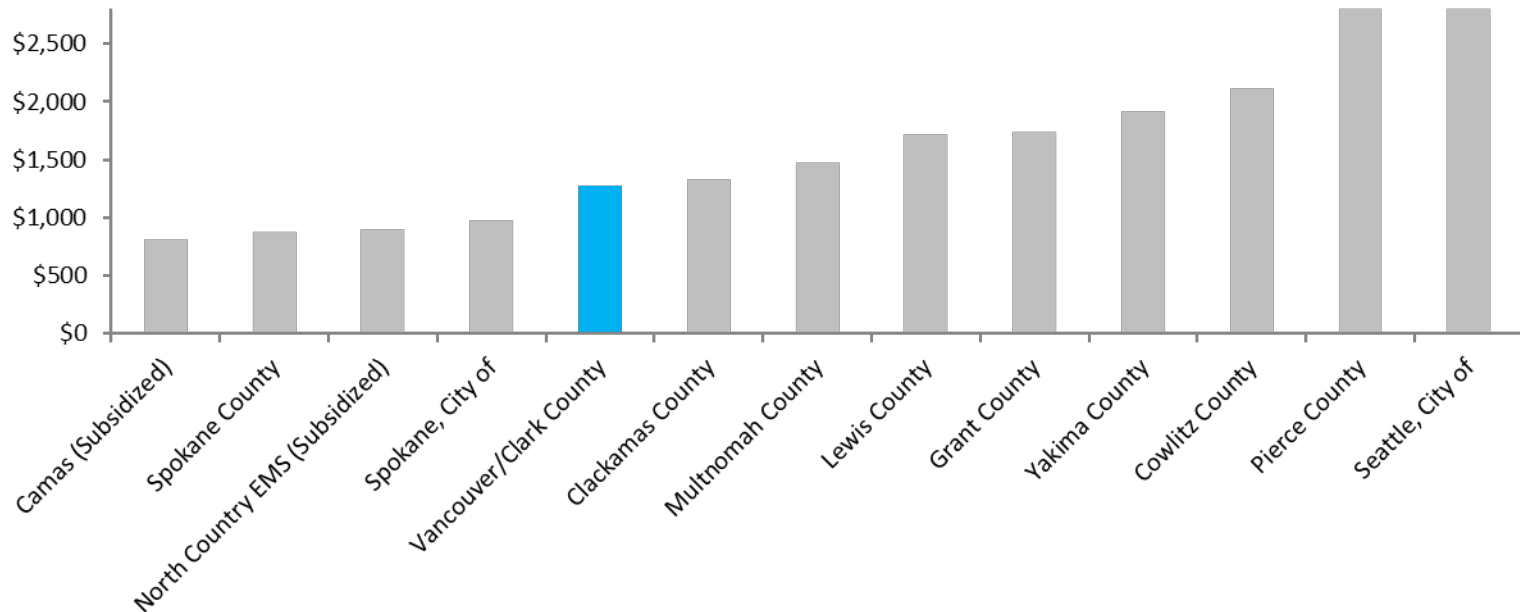


# AMR Response Time Performance – Contractual Compliance Requirement $\geq 90\%$

Alarm Type	Standard Response Time	2021 Actual Compliance %	Number of Calls Received in 2021
Priority 1 and 2 – High Density	9:59	89.83%	20,490
Priority 1 and 2 – Low Density	19:59	91.89%	2,023
Priority 3 and 4 – High Density	12:59	93.87%	15,856
Priority 3 and 4 – Low Density	19:59	92.85%	1,539
Priority 5 and 6 – High Density	17:59	92.59%	12,625
Priority 5 and 6 – Low Density	29:59	94.97%	955
Routine – EMSD2 Area Only – Inter-facility Scheduled (12 hr pre-scheduled)	$\leq 15$ mins	74.39%	410
Routine – EMSD2 Area Only – Inter-facility Non-scheduled (less than 12 hr pre-scheduled)	$\leq 60$ mins	87.77%	3,392

# Ambulance Financial Review – Rate Comparison

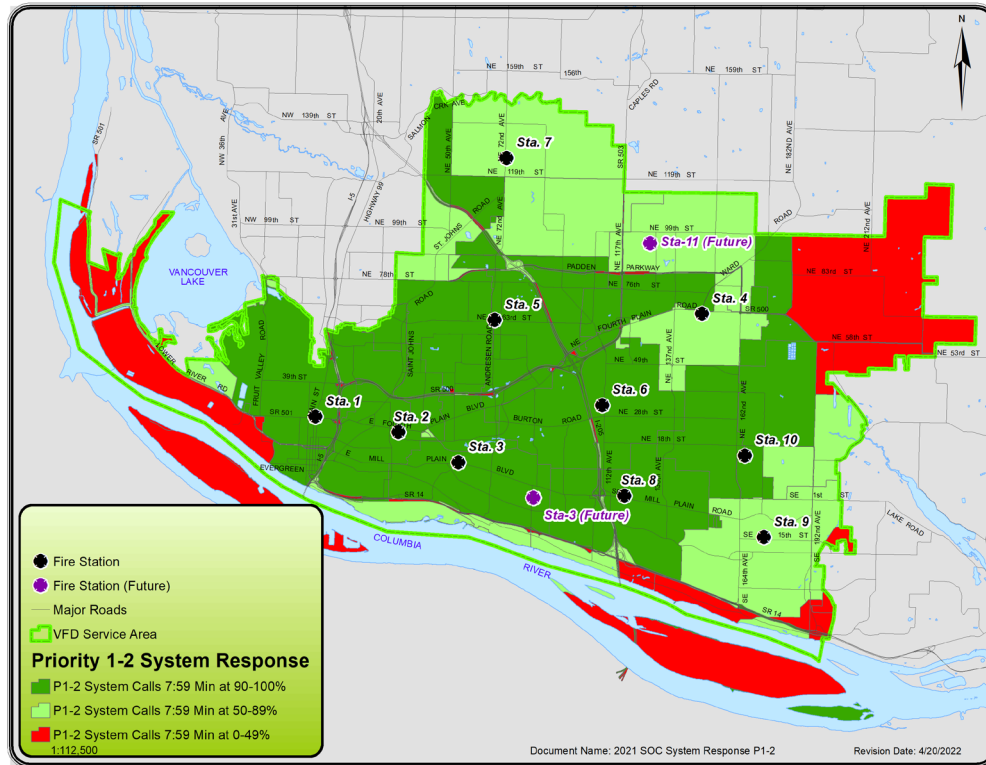
**ALS Emergency Rates - 2021**



# Public Relations / Community Education

Topic	Attendance/ Donated Items	Hours	County
Drive thru Community Events	~1,500	16	Clark
Independent and Virtual Car Seat Installations	68 virtual 14 in person 39 seats donated	53	Clark
Safe Kids	25	5	Clark
Apollo Activities	1,600	15	Clark
Total	3,246	89	

# System Performance - 2021



All Agencies – VFD Service Area

91.3% met standard 07:59

90<sup>th</sup> Percentile 07:45

# Summary

- VFD continues to implement objectives outlined in Proposition 2.
- Currently meeting our call volume needs in some categories; however, call volume increases are outpacing our staffing enhancement efforts.
- Strategic planning for future growth is occurring with addition of 3<sup>rd</sup> VFD Deputy Chief.
- Wildland firefighting training has resumed, and competency is increasing.
- Continued use of total force concept utilizing available resources.
- Continued growth in the downtown area may require an additional unit or station in the future
- Fall 2022 opening of FS# 11 will have positive impact on Station 4 and 5 call load
- System performance is meeting standard
- The addition of 5 additional VFD units in the next 24 months will significantly improve response goals

# Next Steps

- Station 11 Opens October, 2022
- Prop 2
  - Implement the squad program
- Optimizing VFD and AMR response resources
- Social Equity



# Questions and Discussion

- Brennan Blue, Fire Chief – [Brennan.blue@cityofvancouver.us](mailto:Brennan.blue@cityofvancouver.us)