



MEMORANDUM

DATE: September 19, 2022

TO: Mayor, City Council

FROM: Eric Holmes, City Manager
Brennan Blue, Fire Chief

RE: **Fire and EMS 2021 Report on Service Levels**

In recent month,s the City Council has focused attention on fire and EMS services provided by the City. During this time, multiple presenatiosn were provided to the Council regarding elvle of service, gaps and approaches to address gaps in service. This resulted in the development and passage of Propositon 2 in February 2022, which will beign implemtnation in the next biennium.

This memo is to update the City Council on the service levels provided by the Vancouver Fire Department "VFD" per City Council resolution M-3791 and the ambulance service levels provided by American Medical Response Northwest, Inc. "AMR" per Staff Report 150-14 .

Prior Council review of VFD service levels occurred separately and annually from 2014 to 2019. Prior council review of AMR service levels occurred separately and annually from 2015 – 2019. Beginning in 2020, one report combining service levels of AMR and VFD is prepared for council review.

The attached presentation provides an overview of:

- Clinical Performance
- VFD Performance
- Ambulance Contract Performance
- System Performance
- Propostion No. 2 Implementation Progress/Timeline

Clinical Performance:

The Medical Program Director (MPD) office provides medical oversight for all clinical activities pertaining to the local EMS system. This includes quality improvement directed by key performance indicators and continuing education directed by quality improvement.

Cardiac arrest data for Clark County in comparison to the state and national averages.

	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%

Fire and EMS 2021 Report on Service Levels

September 19, 2022

Page 2 of 4

Innovation within the system includes:

- 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 Performance:

All time measures are reported at the 90% fractal. This time measure represents the time for the units to arrive at 90% or less of the emergencies.

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%	9,238	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 Response Time Performance

*On June 4th, 2021, VFD added one additional engine to all Fire Suppression Full Alarm Assignments.

VFD is not meeting the established standard in four key areas:

1. Priority 1 and 2 Except Marine
2. Priority 5 Emergency Medical – Ambulance Only
3. Marine – All Calls
4. Fire Suppression Full Alarm Assignments

VFD total call volume increased 16.3% over 2020 including Priority 5 medical calls which are responded to exclusively by AMR. Call volume increases are outpacing our staffing enhancement efforts. In October 2022, Station 11 will open which will offload some call volume from Station 4 and 5.

Ambulance Contract Performance:

All time measures are reported at the 90% fractal. This time measure represents the time for the units to arrive at 90% or less of the emergencies.

Fire and EMS 2021 Report on Service Levels

September 19, 2022

Page 3 of 4

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 – EMS/2 Area Only – Inter-facility Scheduled (12 hr pre-scheduled)	≤ 15 mins	74.39%	410
Routine – EMS/2 Area Only – Inter-facility Non-scheduled (less than 12 hr pre-scheduled)	≤ 60 mins	87.77%	3,392

AMR Response Time Performance

System Performance:

VFD is the primary provider of Fire and EMS incident responses. The role of AMR is to augment ALS Response and provide patient transport. System performance takes into account the first arriving unit to the emergency regardless of agency (VFD or AMR). In 2021, the system performance for Priority 1 and 2 Except Marine is 07:45 with 91.3% of the responses meeting the standard of 07:59.

Proposition No. 2 Implementation Progress/Timeline:

In February 2022, voters approved an increase in the City of Vancouver's regular property tax levy to fund improvements to fire and emergency services, equipment and facilities.

In August 2022, Clark County Fire District 5 "FD5" voters approved a fire levy lid lift to fund their contribution to additional emergency personnel and facility renovations.

Clark County Fire District 5 contracts with the City of Vancouver for Fire and EMS services and pays a proportional share of department costs.

1. 2022

- Two Paramedic Squads ordered
- One Ladder Truck ordered
- Station 6 land acquisition in progress
- Two support staff positions in final recruitment process
- 16 Firefighter positions currently in academy

2. 2023

- Two Paramedic Squads: Expected in-service date June 2023
- One Paramedic Squad: Expected in-service date November 2023
- Station 8 Remodel: Preliminary Assessments & Project Scope to be completed
- Station 5 Remodel: Preliminary Assessments & Project Scope to be completed
- Station 6: Design to be started
- Two support staff positions to be filled
- 40 Firefighter positions to be filled

3. 2024

- Truck: Expected in-service date May 2024
- Station 5 & Station 8: Design to be completed
- Station 6: Design to be completed, begin construction

Summary:

- Strategic planning for future growth is occurring with addition of 3rd VFD Deputy Chief.

Fire and EMS 2021 Report on Service Levels

September 19, 2022

Page 4 of 4

- Wildland firefighting training has resumed, and competency is increasing.
- Continued use of total force concept utilizing available resources.
- The addition of 5 additional VFD units in the next 24 months will significantly improve response goals

Next Steps:

- Continue Proposition No. 2 implementation efforts
- Optimize VFD and AMR response resources
- Continued growth in the downtown area may require an additional unit or fire station in the future

Chief Blue, brennan.blue@cityofvancouver.us

Attachment(s):

Fire and EMS 2021 Report on Service Levels Powerpoint