


CML's 93rd Annual Conference
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The contents of this presentation reflect the view of the presenter, not of CML.

**Rapid Response Quick Car Services:
Greater Efficiency and Effectiveness**




Chris Armstrong, Fire Chief



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**Major Challenges for
Emergency Services Delivery**


- **Cost Efficiency** – Citizens and public administrators expect services to be delivered in an effective and cost-efficient manner.
- **Data** – There remains a failure to collect, develop and disseminate meaningful and current fire service data that both helps inform national fire service policy and can help local government decision-makers.
- **Culture** – The environment today's fire service operates in is constantly changing.



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**Major Challenges for the Fire
Service**


- **Deployment and Staffing** – Past efforts to define how best to protect communities, especially from a deployment and staffing perspective, have improved but haven't yet answered these questions to the satisfaction of stakeholders.



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LFR Stats


- Serves 220,000 residents covering 92 sq. miles
- 8 Stations
 - 5 Transporting Medic Units
 - 6 Advanced Life Support (ALS) Engines
 - 2 ALS Aerial Ladders
 - 132 Sworn Personnel
 - 14,000 calls per year (80% EMS)



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LFR Challenges

- How do we measure the effectiveness our current service delivery model?
- Does our current service model work or can we improve it?
- What are our needs and what does the community want/expect?
- How do we keep personnel and capital costs low?




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Deployment & Staffing Model

- Priority Medical Dispatching
- All ALS units
- Medics Transport
- 48/96 schedule
- 3 Personnel on Engines/Aerials
- 2 Personnel on Transporting Medic Units

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Cost Efficiency

Gen Fund Expenditures

Category	Percentage
Fire	32%
All Others	68%

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Data Analysis

Historic Service Demand - Incident Type

Year	Fire	EMS	Other
2009	~500	~8,000	~3,800
2010	~500	~8,200	~3,800
2011	~500	~8,800	~4,500
2012	~500	~9,000	~4,500
2013	~500	~8,800	~5,000

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Incident Types - 2014

Call Types

**3639 Incidents
10 per day!**

Call Type	Count
False Alarms	1657
MVA No Injuries	463
Public Assist	839
Medical Alarm	392
Other - Non Emergent	288


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Data Analysis

Non-Transport EMS Incidents


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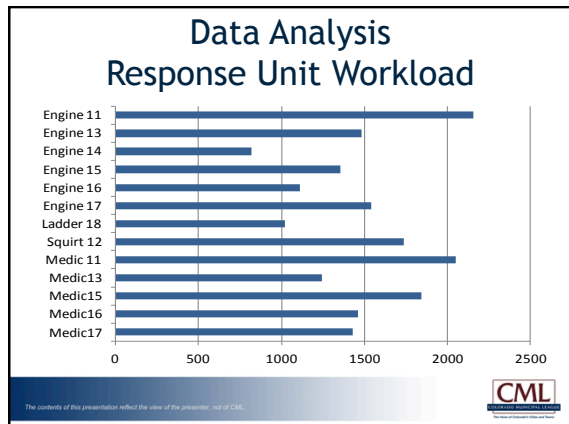
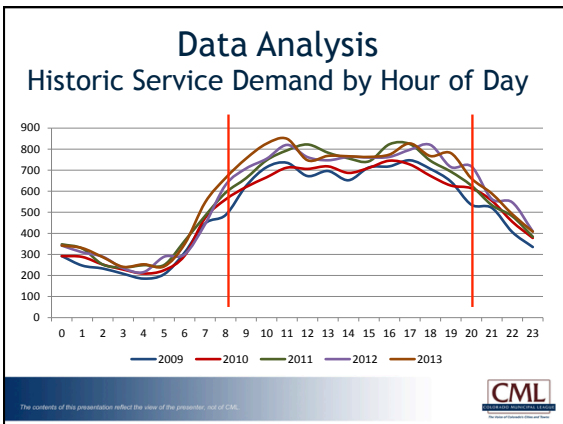
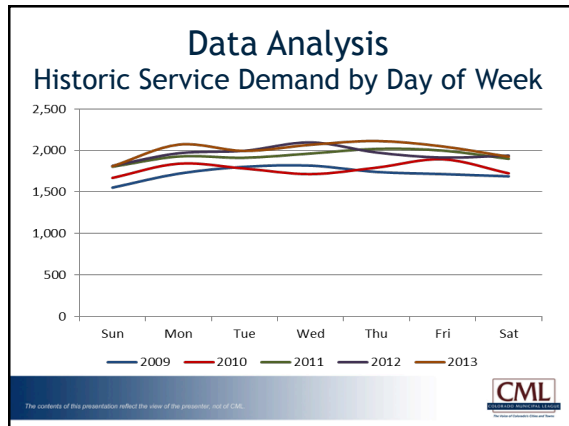
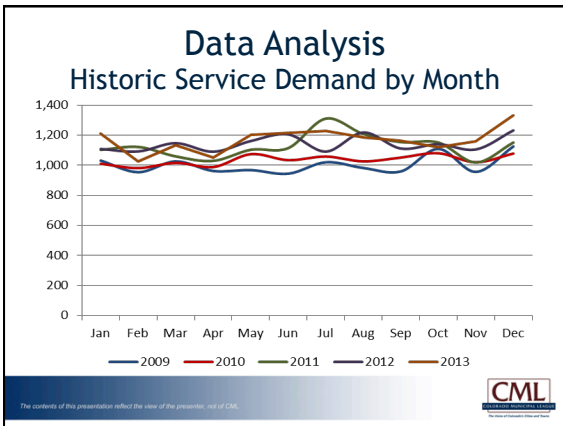
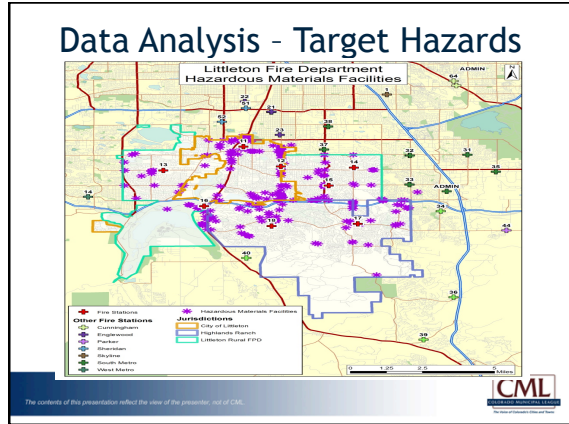
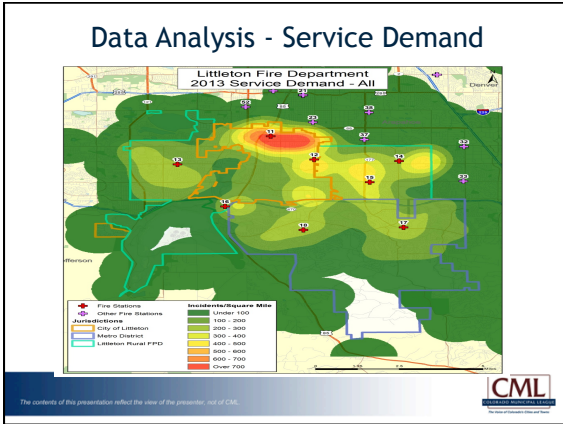


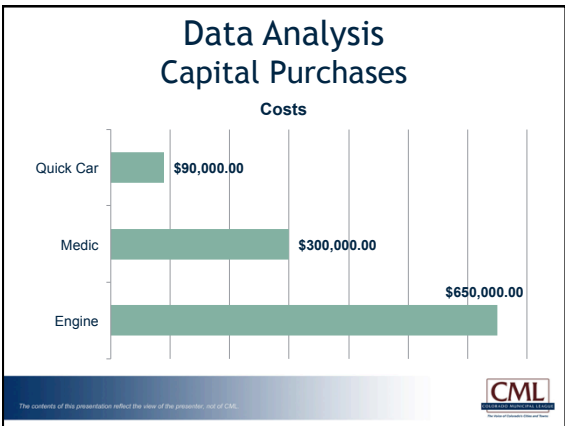
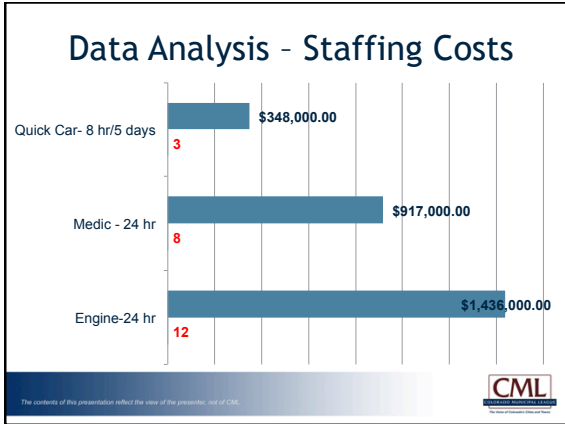
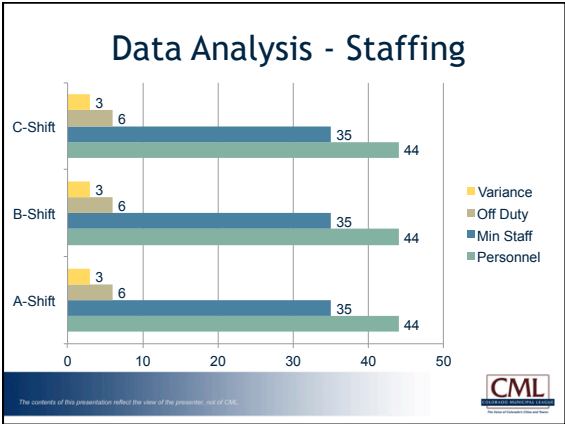
Data Analysis

False Fire Alarms

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Challenges & Results

- Challenges
 - Major Culture Change
 - Dynamic staffing not well received by firefighters
- Results
 - Well accepted by public and policy makers
 - Improved service delivery
 - Expect to expand in 2016

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