

Clarke County Fire and EMS Commission – Performance Metrics Subcommittee

Minutes – September 28, 2015 2:30-3:30pm

Attendance: Matt Hoff, Frank Davis, Beth Leffel

Minutes from the August 25, 2015 meeting were approved.

1. Determination of standards for “times”

- a. Response Time – defined as the time from which a call is dispatched to the time a unit is responding. Note: currently all calls are dispatched initially, a 2nd dispatch at 5 minutes if no response and a 3rd dispatch at 8 minutes. If there is still no response at 8 minutes, then the 2nd due company is dispatched (SOP# O-11-01 Section 730).
 - i. ALS – fully staffed unit must respond within 5 minutes, 90% of calls. Calls are re-dispatched at 7 minutes and response should occur 100% of the time.
 - ii. BLS – fully staffed unit must respond within 8 minutes, 90% of calls. Calls are re-dispatched at 10 minutes and response should occur 100% of the time
 - iii. Fire - fully staffed unit must respond within 8 minutes, 90% of calls. Calls are re-dispatched at 10 minutes and response should occur 100% of the time
- b. Time-to-Patient – defined as the time from which a unit (not necessarily fully staffed) is responding until a certified provider reaches the patient
 - i. ALS, BLS, Fire – X minutes, 90% of calls
This is based on the average time currently because that accounts for geographical differences across the County
- c. Public Service Access Point (PSAP) – subcommittee discussed this at length and decided not to recommend it be used as a metric. The Fire/EMS providers have no control over how long it takes Dispatch to receive and then dispatch a call, therefore could never show improvement in this area. For example, if there is a bad storm and the 911 center receives several calls for downed power lines, a brush fire, a heart attack and a fall, the calls are prioritized and dispatched accordingly.

2. Definitions of “fully staffed units” – The subcommittee recommends that SOP# O-10-02 “Station Staffing” be followed. At the annual review, consideration should be given to changing the definition for a fully staffed BLS to include 2 EMT-B staff; ALS calls include an EMT-B and ALS provider; Fire call include driver/operator and 2 certified firefighters

3. Determination of appropriate Customer Service – Suggest that once a year (perhaps in the tax bill), a survey card be mailed to citizens. Goal is 100% satisfaction.

Meeting was adjourned at 3:30pm.

Table 1: Summary of Recommended Performance Standards and Metrics

Performance Standard	Metric	Goal for Success
ALS Response Time	≤ 5 minutes re-dispatch ≤ 7 minutes	90% of calls 100% calls
BLS Response Time	< 8 minutes re-dispatch ≤ 10 minutes	90% of calls 100% calls
Fire Response Time	< 8 minutes re-dispatch ≤ 10 minutes	90% of calls 100% calls
Time-to-Patient	X minutes	90% of calls
ALS Fully Staffed Unit ¹	Driver and ALS provider	100% calls
BLS Fully Staffed Unit ¹	Driver and EMT-B	100% calls
Fire Fully Staffed Unit ¹	Pump Operator/Driver and 1 certified firefighter	100% calls
Customer Service	Survey cards	100% satisfaction

¹in accordance with SOP# O-10-02