

Clarke County Fire and EMS Commission – Performance Metrics Subcommittee

Meeting Minutes from August 25, 2015 (9:00am)

Present: Beth Leffel, Matt Hoff, Jacob White, Frank Davis

- I. Establish the objective of the subcommittee: “Provide the basis for system evaluation of the Clarke County Department of Fire, EMS, and Emergency Management.”
- II. Establish categories of standards to be measured.
 - A. The subcommittee discussed many different ways to divide topics for evaluation. After preparing a list of metrics that should be monitored and frequently evaluated, it was apparent that natural groupings could be developed.
 - B. Three main groups of metrics were identified, with specific items within each group. They are:
 1. Response Time
 - a. Public Service Access Point (PSAP)
 - b. Dispatch Time
 - c. Unit Response Time; for further discussion is how to define a “unit” – by staffing level
 2. Unit Staffing
 - a. BLS
 - b. ALS
 - c. Fire
 - d. On-scene
 3. Customer Service
 - a. Time to patient with proper staff
 - b. Patient/family Feedback
- III. Items for next meeting
 - A. Finalize main groups of standards and metrics within
 - B. Review Clarke County SOPs and begin drafting metrics for each category; use national and state guidelines as reference (set standards at or above, as appropriate)

Meeting adjourned at 10:00am