

## 2017-2018 BUDGET QUESTION

### *Response to Request for Information*

**DEPARTMENT:** Emergency Medical Services

**REQUEST NO.:** 2

**REQUESTED BY:** Houston

**DATE REQUESTED:** 2/10/17

**DATE POSTED:** 2/21/17

**REQUEST:** For 9-1-1 calls, is it possible to send only one unit as opposed to both Austin Fire Department (AFD) and Emergency Medical Services Department (EMS) units?

**RESPONSE:** EMS and AFD do not respond on every 9-1-1 Medical Emergency. AFD only responds as a First Responder on high priority medical calls where the patient is determined to be in a potentially life threatening medical emergency. AFD's role as a First Responder is to provide Basic Life Support (BLS) until EMS arrives, ensure all Firefighters are at a minimum Emergency Medical Technicians (EMTs) and carry Automatic External Defibrillators (AEDs), and to provide advanced airway intervention and Cardio Pulmonary Resuscitation (CPR).

EMS reviewed multiple years of data to compare responses with resources and made changes at the end of FY 2015 to reduce the number of times AFD is sent on medical emergencies. The goal is to send the right resources to the right patient in the right amount of time. EMS is currently in the process of reviewing the changes made to ensure there have been no adverse impacts to the patient and will recommend making further adjustments as necessary.

There are some incidents that are classified as a medical emergency and require AFD for other reasons such as traffic accidents, incidents involving hazardous chemicals or toxins and rescue calls.

Fiscal Year	Incident Priority	ATCEMS Incidents	AFD Medical Incidents
FY2015	Priority 1	7,820	7,773
	Priority 2	28,917	28,785
	Priority 3	18,736	12,371
	Priority 4	42,033	13,144
	Priority 5	12,360	1,678
<b>FY2015 Total</b>		<b>109,866</b>	<b>63,751</b>
FY2016	Priority 1	8,639	8,606
	Priority 2	24,356	24,204
	Priority 3	22,634	7,886
	Priority 4	42,598	13,627
	Priority 5	12,153	1,368
<b>FY2016 Total</b>		<b>110,380</b>	<b>55,691</b>

In 2013, a survey was done with other cities to see how First Response was utilized and the results varied by system and the systems vary in how they triage 9-1-1 calls. EMS uses Medical Priority Dispatch (MPD) and is an Accredited Center of Excellence (ACE) since 2000 while others have their own triage system or use a product from the Association of Public Safety Officials (APCO).

## Utilization of Fire for First Response by other Systems

- Alameda County 100% FD
- Albuquerque 100%
  - P1-2 get 2 FD units
  - P3-5 get 1
- Atlanta no % given
  - All P1-P2; Some P3-P4
- Cleveland 50%
  - All P1-P2; Some P3
  - Extended EMS response
- Washington DC
  - 18% of P4-P5
  - 97% P1-P3
- Dallas 17% (APCO)
  - Major MVC, heart attack, stroke, unconscious
  - Extended amb response
- New Orleans 32%
  - P1 most P2
  - Extended response
- NYC 20%
  - Home grown process
- Portland 90% (APCO)
- San Diego (88%)
- St Louis (45%)
  - All P1-P2

Based on best practices, EMS will continue to evaluate the resources sent on medical emergencies including who is sent and if they are responding with lights and sirens. Currently, AFD is sent on only 50.45% of all calls.

- 99% of all Priority 1 (P1) and P2 calls
- 35% of P3 calls
- 28% of all P4 and P5 calls