

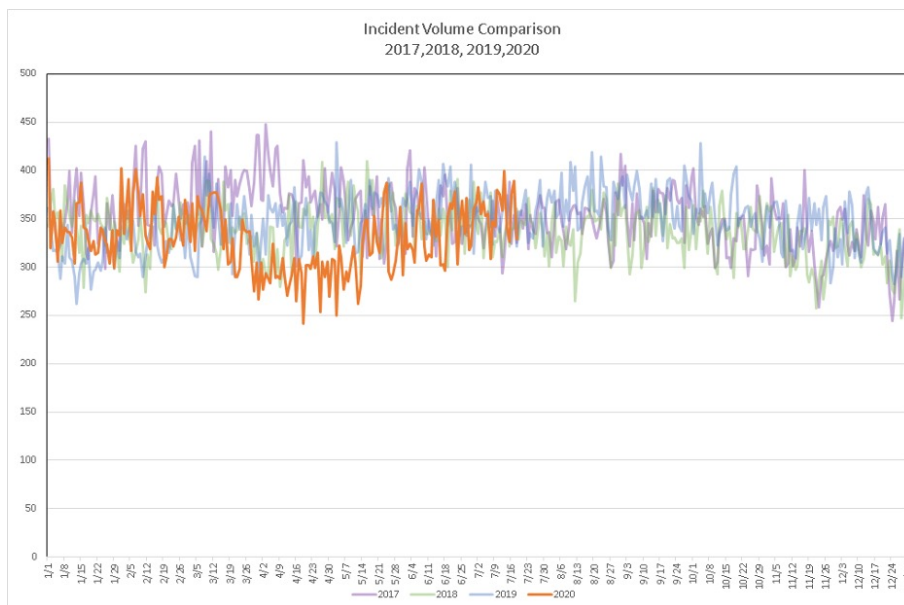


TO: Mayor and Council Members
FROM: Ernesto Rodriguez, EMS Chief *ERodriguez*
DATE: July 22, 2020
SUBJECT: EMS Plans to Address Increased Call Volume in Central Region of Austin

The purpose of this memorandum is to provide a response to the increased number of calls for service, particularly within the central area of Austin.

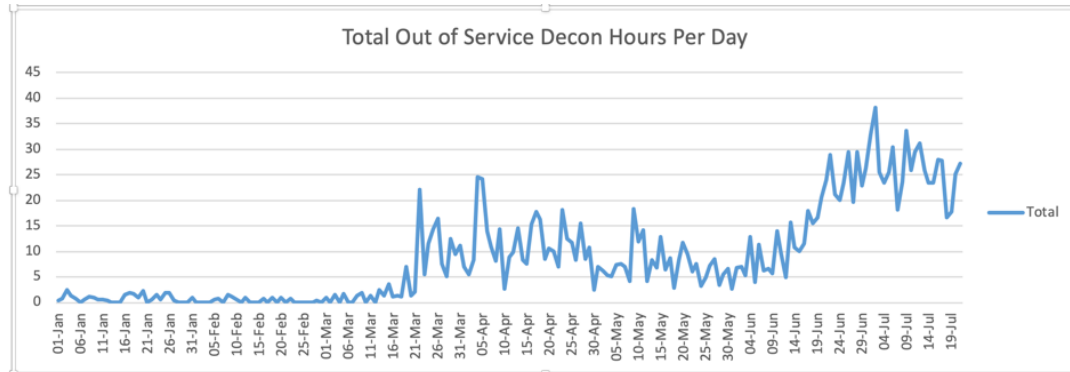
Background

In order to better understand and address the increased need for additional ambulances in the central area of Austin, the department compared call volume with previous years. The following chart shows a comparison of call volume and reflects the experience in a reduction in call volume in March, April, and most of May followed by a resurgence in mid-June and into July.



When analyzing call duration and a measure EMS refers to as Task-Time, there is an increase in the time required for each call for cleaning, disinfection, uniform changes, and personal hygiene. EMS calls this process Decontamination or “Decon.” The second chart shows a sharp increase in

Decon Time in mid-June into early July. The net result is that it is taking longer to recover from EMS calls in mid-June into July.



Actions to Address the Increased Call Volume

To help address the current loads of call volume with extended task time in the central region of Austin, the EMS department is making changes in unit deployment utilizing peak load Ambulances (Demand Units) beginning Tuesday of next week and the addition of overtime ambulances beginning this weekend.

Demand Units are ambulances that are staffed and added to the deployment plan during periods of anticipated increased call demand. Demand units are placed in various stations throughout the community to provide a safe parking location for the ambulance and a work-home for the medics assigned to them. These units can be moved throughout the community to improve coverage and do not necessarily stay within a response district and are not limited in where they can be deployed during their shift. The department uses a real-time Move Up Module that is integrated with the EMS Computer Aided Dispatch (CAD) system to determine where ambulances need to be relocated.

The following changes in location of Demand Units is designed to help address longer task times and an increasing call volume that we are experiencing due to the Covid-19 Pandemic.

- Demand 2, currently located at 12101 Brodie Ln (Shady Hollow), will move to EMS Station 1 at 3601 South 1st St. This move will help the South-Central corridor.
- Demand 5, currently located at 11612 Four Irons Dr (Research/Spicewood Springs), will move to the AMLI building in the heart of downtown Austin.
- Demand 6, currently located at 1021 W. Braker Ln (EMS Station 18), will be relocated to EMS Station 5 at 5710 North Lamar. This will help with the demand in the North-Central corridor.

Starting this Friday and Saturday and until further notice 2 additional Demand units will be made available and staffed with staff who want to work overtime or administrative staff (i.e. Continuing Education Instructors, Academy Instructors, Injury Prevention Instructors, etc.) that have been released from other State assignments. The department is careful about the use of overtime due to the extra workload on personnel and reduction in rest and recovery time. The

department will staff units when personnel are available and avoid forcing staff to work extra hours. The overtime units will be on-duty from 9:30am to 9:30pm and will be placed in the downtown area.

EMS Chief of Staff Jasper Brown and I are available to answer questions you may have.

Cc: Spencer Cronk, City Manager
Rey Arellano, Assistant City Manager