

DISCUSSION ON THE ORANGE COUNTY FIRE AUTHORITY PERFORMANCE
STANDARDS (F: 61.1)

City Manager Stiles overviewed the purpose of holding the Special Study Session to provide the City Council with current information on the performance standards and comparison between the Garden Grove Fire Department and the Orange County Fire Authority (OCFA). He also introduced OCFA Fire Chief Brian Fennessey.

PowerPoint presentations were provided by Acting Fire Chief TJ McGovern that focused on the Garden Grove Fire Department's standards for response time, and by Stewart Gary with Citygate Associates, LLC that focused on best practices and time metric comparisons between Garden Grove Fire Department and OCFA.

Following City Council questions and comments, Eric Thorson with the Garden Grove Fire Local 2005 spoke in favor of the City contracting with OCFA.

Overview

GGFD

Standards of Coverage

Standards of Coverage

- Adopted written policies and procedures that determine the distribution, concentration, and reliability of fixed and mobile response forces for fire, Emergency Medical Services (EMS), Hazardous Materials, and other technical responses.
- Purpose of Standards of Coverage:
 - Defining baseline emergency response performance standards.
 - Measuring service delivery performance.

Strategies for Improving Response Times

- To improve First Unit Onscene (FUOS)
 - Increase # of Fire Stations
- To improve Effective Emergency Medical Services (EEMS)
 - All Apparatus have (2) paramedics assigned to them
- To improve Effective Fire Force (EFF)
 - All Apparatus is staffed with 4/0 (4 Personnel on Fire Engine)

National Fire Protection Association

NFPA 1710 (Standard)

- **First Unit Onscene**
 - 6 Minutes
 - 1 Minute = Dispatch
 - 1 Minute = Turnout
 - 4 Minutes = Drive Time
- **Effective EMS Force**
 - 2 Paramedics Onscene
 - 8 Minutes
- **Effective Fire Force**
 - 15 Firefighters Onscene
 - 8 Minutes

How Deployment Times Were Calculated

- Tasked to Develop a Standards of Coverage, based off the following criteria:
 - Took NFPA 1710 Standard
 - Took 12 Months of Response Data from Metro Net
 - 90% Bench Mark with Average Times
- Response times were calculated based off Average Times not Fractile Measurements.

Daily Staffing Comparison All Models (29 On-Duty)

<u>#1 Current GGFD</u>	
7 Fire Stations	
9 Pieces of Equipment	
• 7 Engines	
• 1 Truck	
• 1 PM Squad	
• 1 Battalion Chief	
• 8 Captains	
• 8 Engineers	
• 12 Firefighters	
10 Certified Paramedics	
FUOS 65%	Average 3:47
EEMS 28.20%	Average 4:29
EFF 30%	Average 8:05
POT	Average 4:22

<u>#2 Comparable GGFD</u>	
7 Fire Stations	
7 Pieces of Equipment	
• 5 Engines	
• 2 Quints	
• 1 Battalion Chief	
• 7 Captains	
• 7 Engineers	
• 14 Firefighters	
14 Certified Paramedics	
FUOS 63%	Average 3:50
EEMS 63%	Average 3:50
EFF 90%	Average 6:09
POT	Average 3:50

<u>#3 OCFA FSP</u>	
7 Fire Stations	
7 Pieces of Equipment	
• 5 Engines	
• 2 Quints	
• 1 Battalion Chief	
• 7 Captains	
• 7 Engineers	
• 14 Firefighters	
14 Certified Paramedics	
FUOS 63%	Average 3:50
EEMS 63%	Average 3:50
EFF 90%	Average 6:09
POT	Average 3:50

Current GGFD Deployment Model

vs

OCFA Deployment Model

- OCFA Deployment Model
 - No Change in FUOS — (First Unit Onscene)
 - Improved Response Times for EEMS — (Effective Emergency Medical Services)
 - Improved Response Times for EFF — (Effective Fire Force)
 - Will not require (2) pieces of Fire Apparatus to respond to a medical aid.
 - Currently, When GE1, GE3, GE4, GE6, and GE7 responds to an Advanced Life Support (ALS) call, it requires (2) pieces of Fire Apparatus to respond, to form up the paramedic component.

Response Time Measures Briefing

City of Garden Grove

Presented on March 4, 2019



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Fire Service Delivery Policy Choices

- There are no mandatory federal or state regulations directing the level of fire service response times and outcomes. Thus, communities have the level of service they desire and can afford.
- The body of regulations on the fire service provides that *if fire services are provided at all, they must be done so with the safety of the firefighters and citizens in mind.*
- Deployment is about the **speed** and **weight** of the response:
 - **Speed** = single neighborhood-based units
 - **Weight** = multiple units amassing quickly enough to stop serious fires



Service-Level Goals

- Time-temperature curve in building fires
- EMS survivability in cardiac arrest (CPR)
- Suppress other outdoor fires before they spread to buildings and wildland areas
- Keep small fires small
- Save people with potentially fatal medical emergencies
- Policy goal – Provide adequate response times to *all similar risk and population density neighborhoods*



Deployment Best Practices Advice

- Insurance Services Office (ISO)
- National Fire Protection Association (NFPA)
- Commission on Fire Accreditation
- Recommendation is for each community to adopt a council policy for desired outcomes for types of risk
- Example – keep building fire to or near room of origin
 - The outcome needs a quantity of firefighters in time to be effective – “Response Time”

Current Urban Best Practice Time Metrics

- ***Call Processing/Dispatch***
 - NFPA: 90 seconds or less (90%)
- ***Crew Turnout***
 - NFPA: 80 seconds or less (90%)
 - Citygate: 2:00 minutes or less (90%)
- ***First-Due Travel***
 - NFPA: 4:00 minutes or less (90%)
- **Total Response Time = 7:30 minutes/seconds**
- ***1st Alarm Travel***
 - NFPA: 8:00 minutes or less (90%); 11:30 Total Response

Garden Grove Measures History

- Late 2008 General Plan 2030
- Goal – SAF-IMP-5I – Adopt standards that set the number of personnel per response and response times (NFPA 1710)

(NFPA 1710 recommends 4-minute travel for the first arriving fire unit 8-minute multi-unit travel to serious fires.)

Fire Chiefs 2016 Deployment Review

- Six minutes *total* time for EMS incidents appears to be based on 4-minute travel + 2 minutes for dispatch and turnout = 6 minutes
- City Council action was to “accept” the report and increase PM staff; no mention of response times
- The report did not include dispatch processing time

Measure O Response Time – Mid-2018

- City webpage on Measure O references 6 minutes for critical medical events
- Given the 2016 Chief's report, the 6 minutes appears to be *from crew notify*, not 9-1-1 receipt
- By the 6th minute, 38% reached but no mention of the time to 90%

Council Response Time Update – Sept. 2018

- Discussion of a 6-minute **total** EMS response time @ 90%, but divided into:
 - 1:45-minute dispatch + 1-minute crew turnout + 4-minute travel = **6:45**
 - Referenced NFPA 1710 and use of 90% fractile

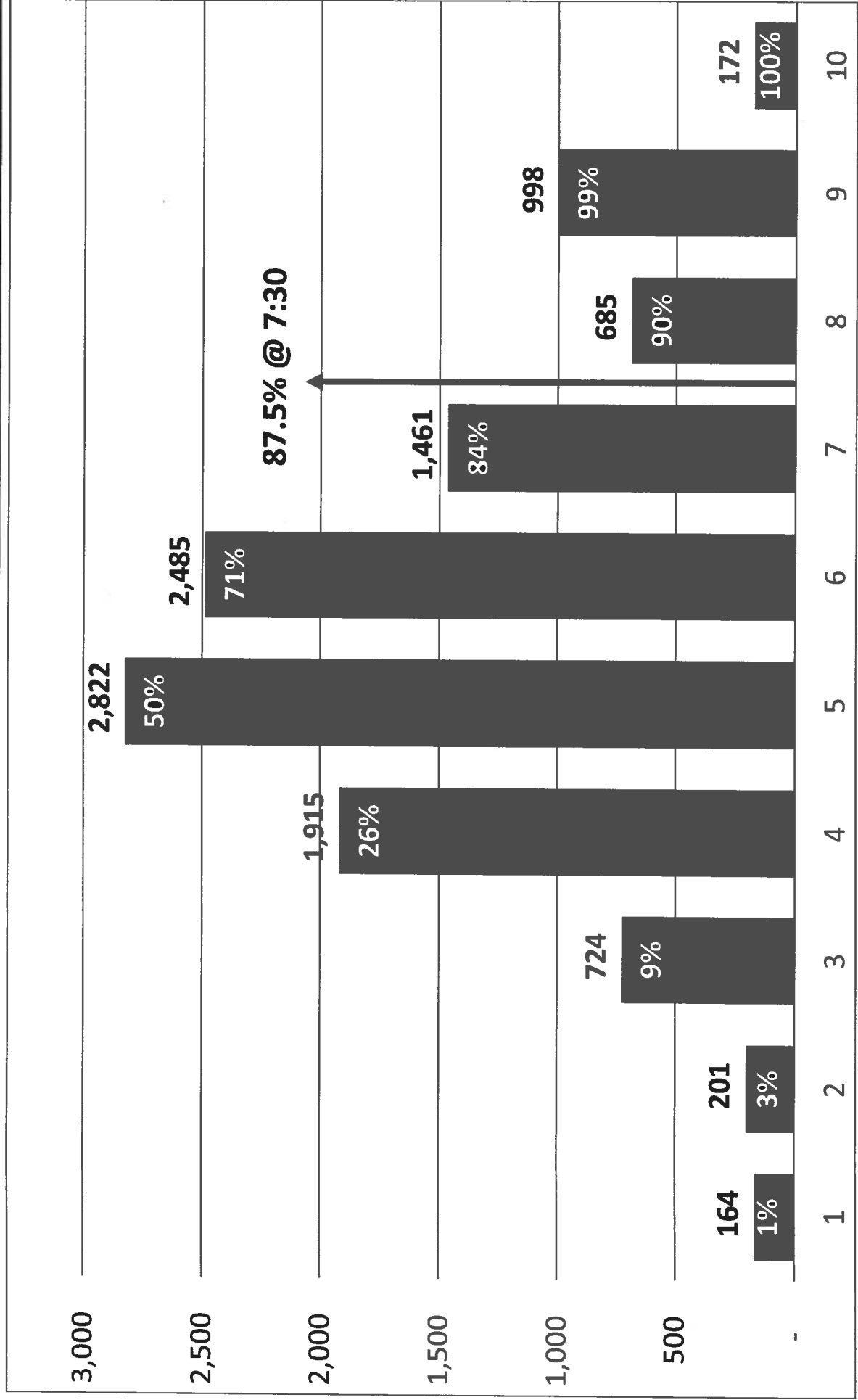
2018 Garden Grove Response Time Data

- **1st Due Unit @ 90%**
 - Call processing 1:23 minute/seconds
 - Crew turnout 1:24 minute/sec
 - Travel 6:22 minutes/sec
 - *Citywide Total Time* 8:20 minutes/sec
- **OCFA 1st Unit Goal – 7:22 @ 80%**

2016-2018 Garden Grove Response Time Data

- **1st Due Unit @ 90%**
 - Call processing 1:31 minute/seconds
 - Crew turnout 1:41 minute/sec
 - Travel 6:13 minutes/sec
 - *Citywide Total Time* 8:23 minutes/sec
- **OCFA 1st Unit Goal – 7:22 @ 80%**

Total Response Time by Minute



Deployment Measures Summary

- A total response time measure for Garden Grove should begin with 9-1-1 answer
- A best practices goal would be 7:30 minutes
- Current City measure is 8:20 minutes @ 90% due to longer travel times
- But over 87.5% are reached by 7:30 minutes
- The OCFA proposal does not change station locations so travel times stay the same
- Given other unit type changes, OCFA should have the same or slightly better times

Discussion