

Robert Yager

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Sent: Wednesday, January 3, 2018 7:49 PM
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Subject: EMS Response Time
Attachments: FOIA 1770 - Copy of RUN STATISTICS.xlsx; Chief Monthly Reports.xlsx

Paul Strelchuk

Fire Chief and Emergency Manager

Oakland Township

Oakland Township EMS /ALS Ambulance Response Time

As you know, historically Oakland Township has measured and reported the time it took for the first fire department member (officer) who has a radio to arrive on the scene. This officer reports his/her arrival by radio and Pontiac dispatch notes the time. Non-officers do not have radios, so their arrival time is not recorded. Officers may be among the volunteers. A monthly report is given by the Fire Chief to the Township Manager each month with the average response time for the month of the first person to arrive on scene with a radio.

A sample monthly report is shown here, obtained by FOIA request.

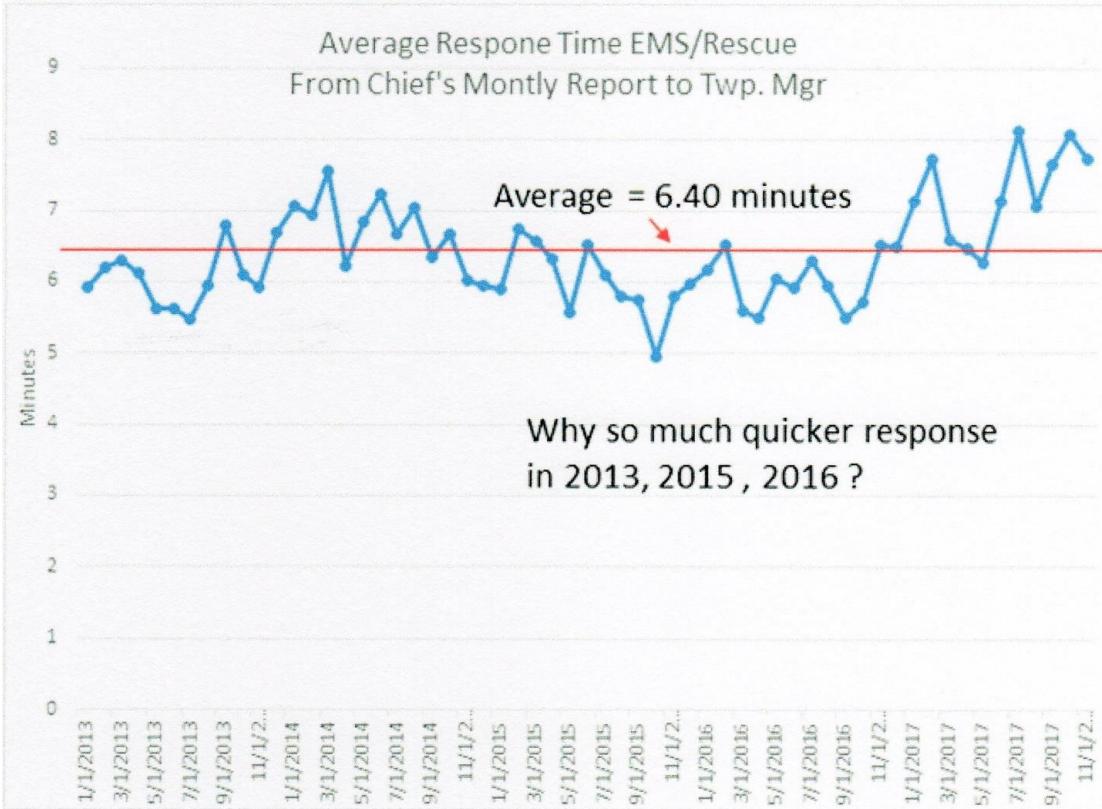
Incident Summary by Incident Type

Date Range: From 10/1/2017 To 10/31/2017

Incident Type(s) Selected: All

Incident Type	Incident Count	Used in Ave. Resp.	Average Response Time hh:mm:ss	Total Loss	Total Value
EMS/Rescue	34	31	00:08:05	\$0.00	\$0.00
Hazardous Condition	6	6	00:09:08	\$0.00	\$0.00
Service Call	7	3	00:04:49	\$0.00	\$0.00
Good Intent	8	3	00:10:43	\$0.00	\$0.00
False Call	10	5	00:06:16	\$0.00	\$0.00
Totals	65	48		\$0.00	\$0.00

Plotting this data for EMS/Rescue for nearly 4 years (1/1/2013 to 10/31/2017) gives this graph with an average of 6.40 minutes. The graph raises questions.

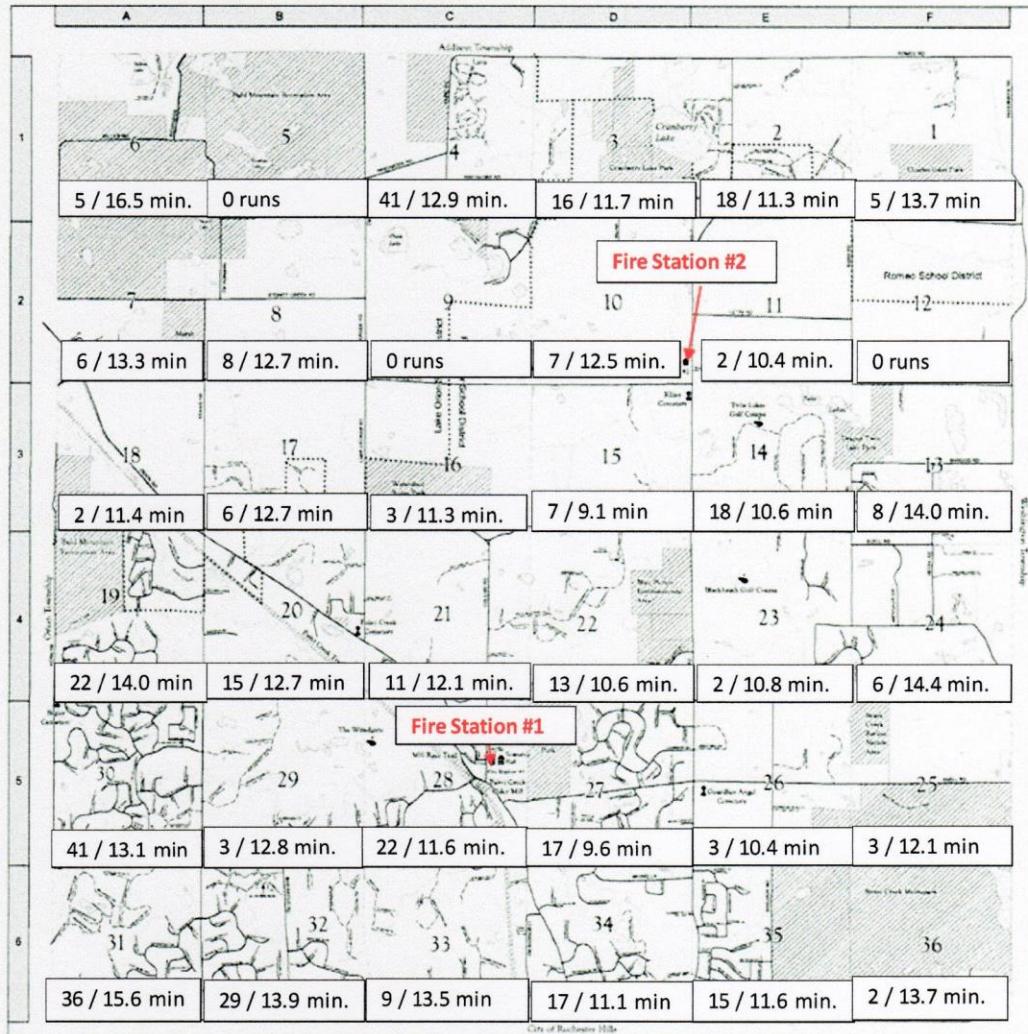


When the first person arrives on scene is likely very important. The first person can do something to help the patient, while waiting for paramedics with a fully equipped mini-emergency room (an ALS, Advanced Life Support ambulance). The reported response time data is likely worse than actual performance as sometimes the first person on the scene is a non-officer who has no radio to report his/her arrival. Per you, radios are expensive, so we do not provide them to non-officer volunteers.

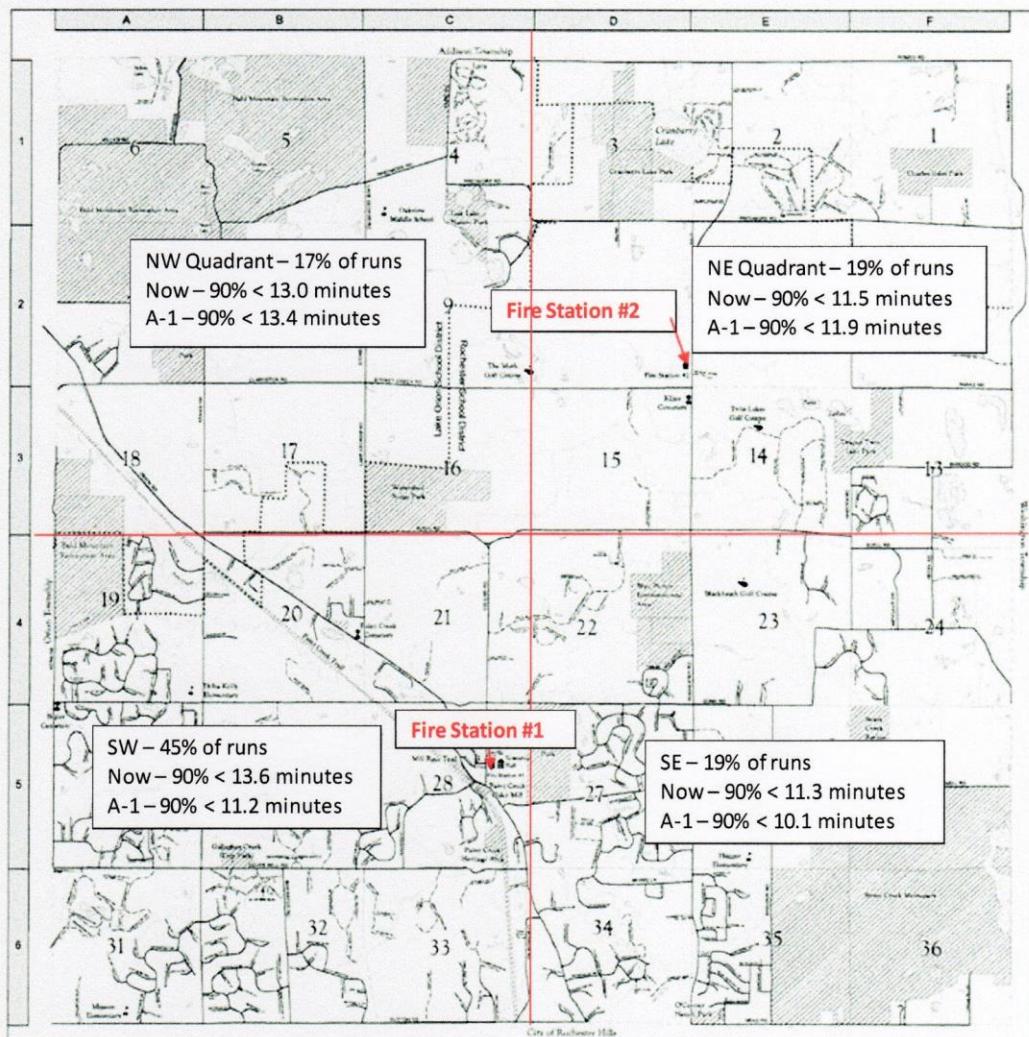
As you know our ALS ambulance service must be licensed by Oakland County Medical Control Authority (OCMCA). OTFD holds license #630171, expiring 3/31/2018. OCMCA has required protocols that paramedics must follow for patient treatment. In addition they require (Protocol 6-18) that we arrive on scene with at least one Paramedic and one EMT within 8 minutes 90% of the time. Data for 418 "runs" for the period 1/1/2017 to 11/21/2017 acquired in FOIA #1770 shows that we actually arrive in 12.6 minutes 90% of the time, 4.6 minutes late. This is about 2 minutes worse than similar data gathered in 10/2015 to 5/2016.

Analysis of the data shows that by putting both paramedics at Station #1 and stopping runs from Station #2 we can reduce response time for ALS units to 11.5 minutes. This makes sense as Station #2 is far away from the southwest quadrant which accounts for 45% of runs.

The map below shows how many runs and the 90% response time for each of the 36 one-square mile sections of Oakland Township. Note that our current slowest response is to Section #31, home to Blossom Ridge. The data, 36/15.6 minutes, for Section #31 means there were 36 runs with 90% less than 15.6 minutes.



This map below consolidates the data into quarters and shows the current two-ambulance response vs. a proposed A-1 only response. Further time gains might occur because the driver would have a "co-pilot" for navigating, etc.



My full excel spreadsheets are attached. My time to explain them is available to any township official or OTFD member working on this issue.

To me the most important issue in this whole endeavor of dealing with OCMCA required response time is to set a good example of honesty versus the following section from page 16 of the **"Oakland Township Employee Handbook"**, last revised 5/11/2010.

Employee Honesty

The Township expects all of our staff to bring four qualities to their respective jobs: diligence to duty, loyalty, knowledge, and honesty. They are the very keystone of your success as an employee.

The Township is very concerned that the people we have carefully selected as our staff remain honest. Most of them do, and in so doing, they justify our decision to hire them and justify our faith in their ability to resist the temptation to be dishonest.

At the Township, honesty is more than just the best policy; it is the only accepted policy for all employees.

And this from page 4 –

A Special Note To Supervisors And Managerial Employees

The Township expects loyalty and best efforts from all of its employees, particularly managerial and supervisory employees. The Township will not be satisfied, and does not expect you to be satisfied, with anything other than your best effort. Managers and supervisors are also leaders and are expected to act as such. You are to set the example for other employees in your actions, work habits, and attitude.

As a manager or supervisor, the Township expects you to maintain confidentiality on a number of matters including, but not limited to, wages of others, evaluations, financial information, and other sensitive information. The Township also expects you to maintain professional and ethical standards of performance. Any abuse of the Township's trust by a supervisory or managerial employee is not a trivial matter and may subject the employee to discharge.

It is possible that the OCMCA standards are not based on sound studies. It is also possible that other townships and private ambulance services do not meet these standards. However this must be confronted head-on. It may require taking the leadership to correct the entire county. If that is the case, so be it. Let is not be said that we are dishonest

Bob Yager