

CLARK COUNTY FIRE DISTRICT 6

8800 NE Hazel Dell Avenue
Vancouver, Washington 98665



RESPONSE TIME OBJECTIVES COMPLIANCE REPORT for **FISCAL YEAR 2007**

March 25, 2008

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ATTACHMENTS

Fire District 6 Board Resolution 2006-03: Policy Statements and Response Objectives

INTRDUCTION

On May 10, 2005, the Washington State Governor signed HB 1756 which required cities and fire protection districts to establish service-delivery and response-time objectives. Fire districts are required to evaluate their level of service, deployment delivery and response time objectives on an annual basis.

Beginning in 2007, fire districts were required to issue an annual written report based on the annual evaluations. The annual report is to contain the predictable consequences of any deficiencies and address the steps necessary to achieve compliance with the District's established objectives.

On February 21, 2006, the Fire District 6 Board of Fire Commissioners adopted Resolution 2006-03 which established certain policy statements and response time performance objectives as official policy for compliance with Washington State Law and for determining emergency medical, fire and rescue resource deployment.

RESPONSE-TIME COMPLIANCE

Based on the performance policy and objectives outlined in House Bill 1756 as signed by the Governor of Washington State and identified elements deemed appropriate in the Department's emergency services deliver, a statistical data analysis was conducted. This staff report has been prepared to meet the requirements of Board Resolution 2006-03 adopted on February 21, 2006.

TURNOUT TIME – COMBINED FIRE AND EMERGENCY MEDICAL

Turnout Time is a measurement of the elapsed time from dispatch to an incident and apparatus responding to the incidents.

Fire District 6 adopted a turnout time objective of sixty (60) seconds, which the department should meet ninety percent (90%) of the time.

The objective of sixty (60) seconds was achieved sixty-four percent (64.22%) of the time (2,140 out of 3,322 incidents). A turnout time of one hundred-fifteen (115) seconds was required to achieve the ninety percent (90%) objective (2,990 out of 3,322 incidents). The incidents where turnout time objectives were met, increased by 7.72% from 2006 with an overall reduction in time of six (6) seconds.

**TURNOUT TIME:
FIRE & EMS INCIDENTS**



Target: 60 seconds 90 percent of the time

RESPONSE TIME

Response Time is a measurement of the elapsed time beginning with responding to the incident and ending with the arrival on scene of the incident.

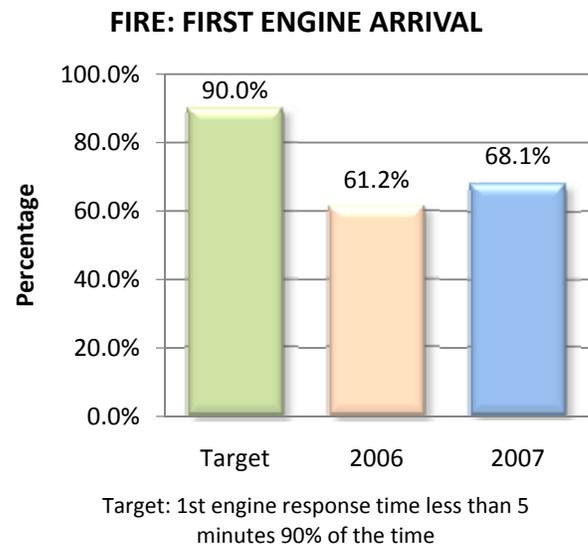
RESPONSE TIME – FIRE SUPPRESSION INCIDENT: FIRST ARRIVING UNIT

Fire District 6 adopted a response/travel time objective of five (5) minutes for the arrival of the first engine company to a fire suppression incident, which the department should meet ninety (90%) of the time.

The objective of five (5) minutes was achieved sixty-eight point one six percent (68.16%) of the time (364 out of 534 incidents). A response/travel time of six minutes and thirty-one seconds (6:31) was required to achieve the ninety percent (90%) objective (481 out of 534 incidents).

This represents a 35 second reduction in time for the first arriving unit to reach the scene as compared to 2006, an improvement of 11.37%.

The number of incidents meeting the response time objective decreased from 2006 by 60, however the total number of incidents meeting the review criteria also decreased by 142.



RESPONSE TIME – FIRE SUPPRESSION INCIDENT: FULL COMPLEMENT FIRST ALARM

Fire District 6 adopted a response/travel time objective of eight (8) minutes for the arrival of the full complement of a 1st alarm response to a fire suppression incident, which the department should meet ninety percent (90%) of the time.

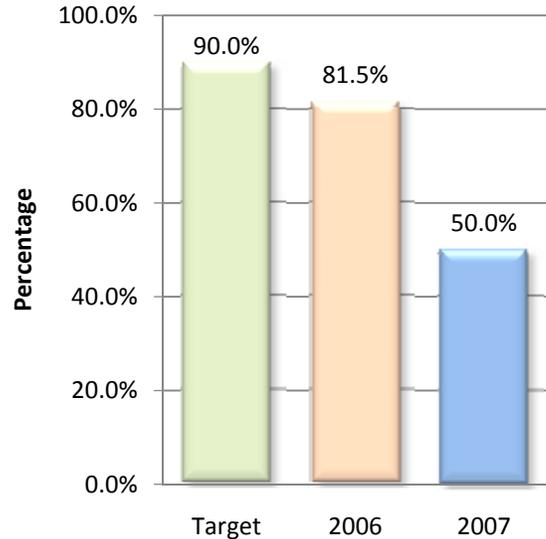
The objective of eight (8) minutes was achieved fifty percent (50%) of the time (16 out of 32 incidents). A response/travel time of thirteen minutes and forty-nine seconds (13:49) was required to achieve the ninety percent (90%) objective (29 out of 32 incidents).

The percentage of incidents meeting the response/travel time objectives of apparatus for a full complement shows a dramatic change from 2006 due to a revision of response guidelines and the number of apparatus required on incidents by the District.

The 2006 report did not include a truck response or a potential fourth engine from automatic aid departments that are now included in a full complement. This year's report does include these additional apparatus.

The changes made to include these automatic aid responses will reflect a more accurate picture for this objective now and into the future.

FIRE: FULL FIRST ALARM ASSIGNMENT ARRIVAL



Target: Full 1st Alarm compliment response time less than 8 minutes 90% of the time

RESPONSE TIME - EMERGENCY MEDICAL INCIDENT: BASIC LIFE SUPPORT 1ST ARRIVING UNIT

Fire District 6 adopted a response/travel time objective of 5 minutes for the arrival of the first emergency medical unit with appropriately trained personnel on board to an emergency medical incident ninety (90%) of the time.

The objective of five (5) minutes was achieved eighty-four point ninety-five percent (84.95%) of the time (2,620 out of 3,084 incidents). A response/travel time of five minutes and thirty-three seconds (5:33) was required to achieve the ninety percent (90%) objective (2,776 out of 3,084 incidents).

A decrease in meeting the objective time of 1.25% from the 2006 report occurred, with an increase of eight (8) seconds to meet the criteria for the objective.

EMERGENCY MEDICAL: FIRST BLS UNIT ARRIVAL

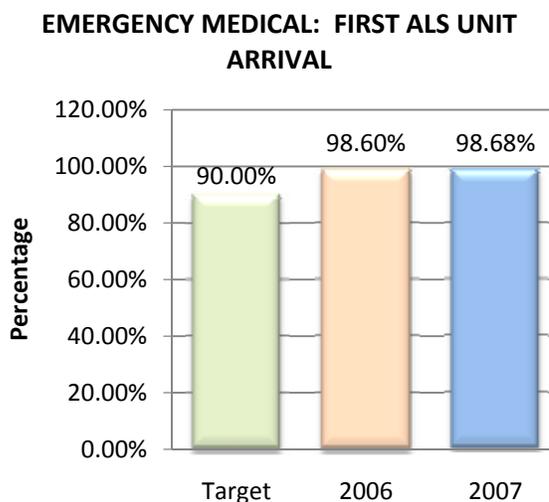


Target: 1st Basic Life Support unit response time less than 5 minutes 90% of the time

RESPONSE TIME – EMERGENCY MEDICAL INCIDENT: ADVANCED LIFE SUPPORT ARRIVING

Fire District 6 adopted a response/travel time objective of eight (8) minutes for the arrival of an advanced life support unit with appropriately trained personnel (paramedics) on board to an ALS emergency medical incident ninety percent (90%) of the time.

The objective of eight (8) minutes was achieved exactly ninety-eight point six eight percent (98.68%) of the time (2,476 out of 2,509 incidents). An increase of eight one-hundredths of a percent over 2006 was achieved.



Target: 1st Advanced Life Support unit response time less than 8 minutes 90% of the time

RESPONSE TIME – TECHNICAL RESCUE: OPERATIONS AND TECHNICIAN PERSONNEL ARRIVAL

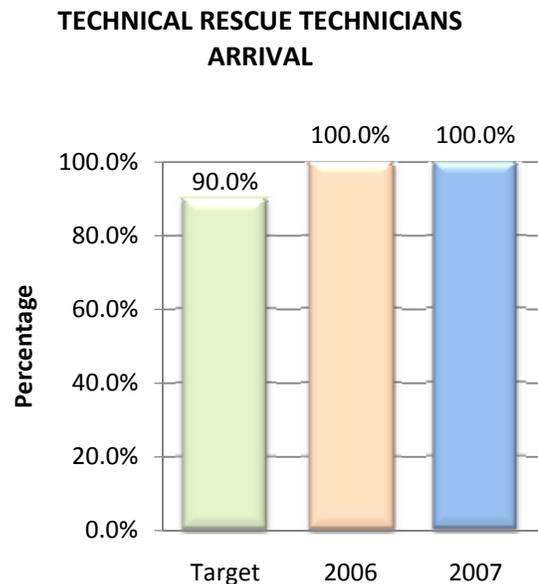
Fire District 6 adopted a response/travel time objective of eight (8) minutes for the arrival of the first unit with personnel trained at the Technical Rescue Operations level to a technical rescue incident ninety percent (90%) of the time. The Fire District also adopted a thirty minute arrival time for sufficient numbers of appropriately trained Technical Rescue Technicians to perform operations at a technical rescue incident ninety percent (90%) of the time. There were no incidents within the response area of the Fire District during this reporting period.

There were four responses made by the Technical Rescue Team to areas outside the boundaries of the Fire District during this reporting period. Although responses outside the Fire District are not considered requirements of NFPA 1710, statistical data is being included in this report in order to capture response information for the Technical Rescue Team. The response time average for the four incidents was five (5) minutes. The response/arrival time for the Technical Rescue Team was twenty-six (26) minutes.

RESPONSE TIME – TECHNICAL RESCUE: TECHNICIAN-LEVEL PERSONNEL ARRIVAL

Fire District 6 adopted a response/travel time objective of thirty (30) minutes for the arrival of a sufficient number of appropriately trained and equipped Technical Rescue Technicians to perform operations at a technical rescue incident ninety percent (90%) of the time.

The objective of thirty (30) minutes was achieved one hundred percent (100%) of the time.



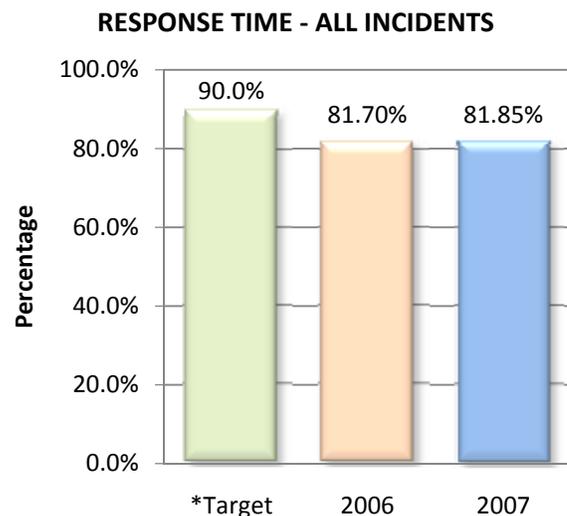
Target: Technician-level personnel arrive <30 minutes 90% of the time

RESPONSE TIME – ALL INCIDENTS

A response time for all incidents was not an objective required by NFPA1710; however if it were, this would be a valuable measurement tool for the overall response within Fire District 6.

It can reflect a more complete picture for the level of service provided by Fire District 6 to its citizens, but too many factors can affect its viability and usefulness as an actual objective. The District, therefore, has not adopted an objective for overall response time.

The following data is provided for information purposes only, as though Fire District 6 had adopted a response/travel time objective of five (5) minutes for all incidents 90% of the time.



*For informational purposes, the target would be a response time of less than 5 minutes 90% of the time

The objective of five (5) minutes would have been achieved eighty-one point seven percent (81.85%) of the time (3,288 out of 4,017 incidents). This represents an increase of fifteen one-hundredths of a percent over 2006. A response time of five minutes and forty-seven seconds (5:47) was required to achieve a ninety percent (90%) objective (3,615 out of 4,017 incidents). This represents a four (4) second increase over last year.

GEOGRAPHICAL AREAS OF CONCERN

- **RESPONSE TIME – FIRE SUPPRESSION INCIDENT: FIRST ARRIVING UNIT.** This objective was mapped and really indicates only one major area of incidents that showed the first arriving unit to exceed the objective; that being in an area north of NE 88th Street and east of I-5 (NW corner of Map Page 2102). The remainder of the incidents exceeding this objective are for the most part, can be attributed to simultaneous calls at the time of the fire incident. There is a scattering of incidents in the far northwest corner and extreme southern end of the District's response areas as well that correlate to distance traveled.

Station 61 coverage area has the highest number of deficiencies for this objective (70), however it directly relates to being the busiest station with a higher percentage of simultaneous incidents.

- **RESPONSE TIME – FIRE SUPPRESSION INCIDENT: FULL COMPLEMENT FIRST ALARM.** This objective was mapped and shows that all three station response areas are subject to deficiencies because of travel distance. Of special note, the 2007 objective includes response from automatic aid departments that are included on first alarms. These units were not included in the 2006 report, therefore a 31.5% reduction of incidents meeting the objective was realized for this report.

The highest level of deficiencies for this objective is in the Station 61 area (9). Station 62 had five (5) incidents and Station 63, two (2) incidents. It is difficult to state an exact reason for the deficiencies, however travel distance, traffic congestion and simultaneous incidents are typical reasons.

- **RESPONSE TIME – EMS INCIDENT: BASIC LIFE SUPPORT 1ST ARRIVING UNIT.** This objective was mapped and shows a fairly consistent percentage of incidents not meeting the objective through the three station response areas when based on overall incidents within each assigned geographical area.

A potential increase in response times can be attributed to the temporary closures of the Salmon Creek Bridge on Highway 99 followed by a permanent closure in early December. It is difficult to capture a definitive number of incidents that have been affected and the increase in time. A few seconds on these calls could often push them above the threshold set for meeting the objective and possibly contributing to the 1.25% decrease in incidents meeting the standard. The department also experienced a 1.16% increase in the number of simultaneous incidents over 2006 potentially creating a delayed response from another station requiring a longer travel distance to reach the emergency scene.

- **RESPONSE TIME – EMS INCIDENT: ADVANCED LIFE SUPPORT ARRIVING.** This objective was met 98.68% of the time and the map shows all incident locations not meeting the objective. The map shows the most significant area of deficiencies

being located within the northeast section of the District. This requires the longest travel distance for Station 63 crews within in their response area. With only a single career unit staffed at Station 63, simultaneous incidents could dramatically affect the objective being met as response would be required from Station 61.

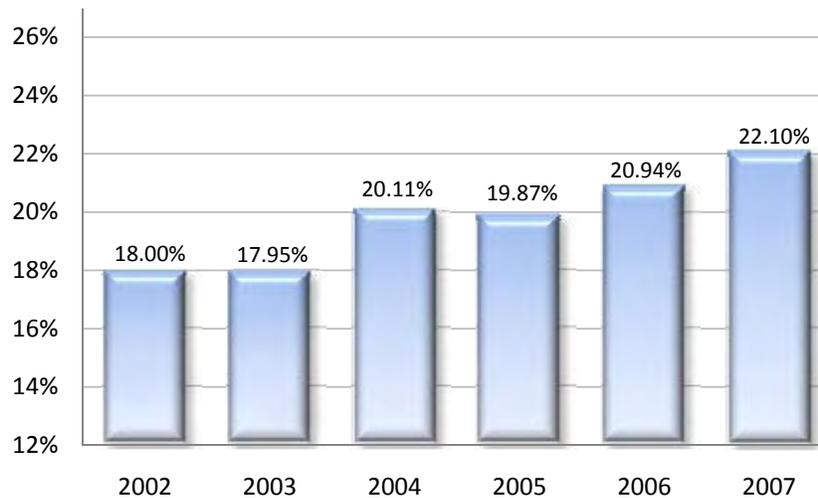
- **RESPONSE TIME – TECHNICAL RESCUE: OPERATIONS PERSONNEL ARRIVAL.** This objective was not mapped since no incidents occurred within the District’s jurisdictional boundaries for this report.
- **RESPONSE TIME – TECHNICAL RESCUE: TECHNICIAN-LEVEL PERSONNEL ARRIVAL.** This objective was met 100% of the time. Four incidents occurred within this reporting period, however they were outside the District’s jurisdictional boundaries and therefore are not mapped.

PREDICTABLE CONSEQUENCES

Areas of the District will continue to see deficiencies in response times at locations farthest from stations. Transportation routes to the most rural areas often do not allow for quick access due to absence of a direct route, narrow lanes and other factors. Address identification signs are often nonexistent which can delay the arrival of units.

As the District continues to grow, more incidents will be dispatched increasing the number of simultaneous (back to back) emergencies, as evidenced by the chart below. The percentage of simultaneous emergencies has been steadily increasing over the past six years, from 18% in 2002 to 22.1% in 2007. The District is dispatched to a secondary emergency 22% of the time when already on another emergency.

Percentage of Simultaneous Emergency Calls
(also known as "back to back" calls)



Simultaneous incidents stress response capabilities of the District. Back-to-back incidents typically create longer overall response times since an apparatus from another station location or station area must respond a longer distance to cover the incident for the apparatus which is on another emergency.

PLAN FOR ACHIEVING COMPLIANCE

In the course of compiling the data for this report, the District identified deficiencies in compliance with certain established objectives. To address these, the District will consider the following steps to improve compliance:

- **Automatic On-Scene (AOS) Capture.** The technology is already in place via Automatic Vehicle Locator (AVL) units mounted on seven of the nine engines and both squads/brush vehicles. When the two oldest engines in the fleet get replaced, this technology will be installed in them as well. The replacement of these engines is not scheduled for 2008.
- **New/Updated Computer Aided Dispatching (CAD) System.** The 911 Center is in the process of purchasing a new Computer Aided Dispatch (CAD) system which is expected to be placed into service the summer of 2009. The new system will have more functionality at Clark Regional Emergency Services Agency (CRESA, the 911 Dispatch Center) for dispatching, providing detailed information and assurance in capturing time stamps with a higher accuracy percentage than the current system.
- **Software Enhancements/Improvements to our Incident Reporting System.** The District will continue to make improvements in our Incident Reporting / Records Management System fields for “automatic requirements” of needed information to ensure necessary data is captured.
- **Track Specific Areas of Deficiency.** The District will continue monitoring turnout and response times sorted by shift and station to determine where deficiencies exist and those will be addressed to ensure improvements when possible.
- **Track Response Times for Specific Time Periods.** The District will continue monitoring incident turnout and response times during 0800-1700, 1701-2400 and 0001-0759 to see if there is a trend in response times specific to time of day.
- **Monitor the Level of Back to Back (Simultaneous) Incidents.** Continued monitoring of simultaneous (back-to-back incidents) for historical trends.
- **Monitor Environmental (Weather-Related) Issues Impacting Responses.** Capturing data and monitoring environmental issues affecting response times, such as snow, ice, etc through the use of the department’s emergency reporting program.
- **Unit Staffing.** The District will examine current levels of available staffed units to determine if any solutions or enhancements need consideration for the future. The District has contracted services with ESCi to provide a master plan for 2008 which will include unit hour utilization (based upon the average time a unit spends on emergency incidents) data. As stated in this report, the number of simultaneous or back-to-back incidents is steadily increasing. Staffing of additional apparatus at other stations to reduce deficiencies may ultimately be necessary as the percentage

of simultaneous incidents increases along with the overall increase in emergency incidents.

At Station 15-1 (the fairgrounds area fire station jointly operated by Fire Districts 6, and Clark County Fire & Rescue (recent consolidation of Fire District's 11 and 12) the need for additional staffing will be studied for daytime operations between the hours of 0700-1900. Presently, the station is staffed by resident volunteer firefighters only from 7:00 p.m. to 7:00 a.m. Continued efforts of these residents and other volunteers from within the District have are being made to staff during day time hours, however it remains impractical to anticipate or expect that volunteers can staff this facility twenty-four hours a day, every day of the year.

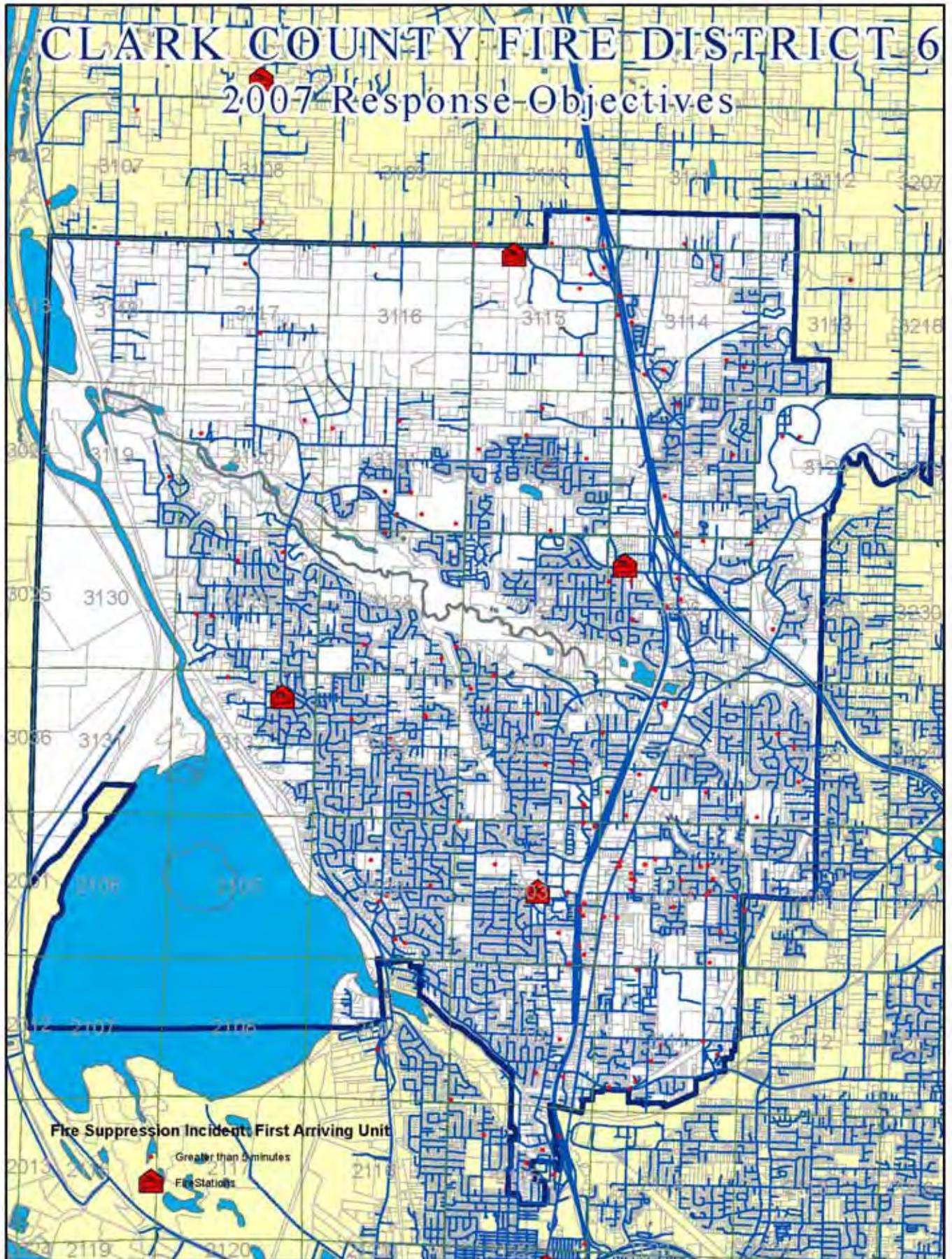
DATA RECORD SETS

Data collected for the purpose of this analysis included only incidents that occurred within Fire District 6's jurisdictional boundaries and were determined to need a Code 3 (lights/siren) emergency response by the department's personnel as dispatched by CRESA (911 Emergency Center). Non-emergency responses are not included in the calculation of the reported turnout/response times.

Raw support data is on file explaining the process used from within Firehouse (record management system) to complete this report. It purposely was excluded from the report for simplicity.

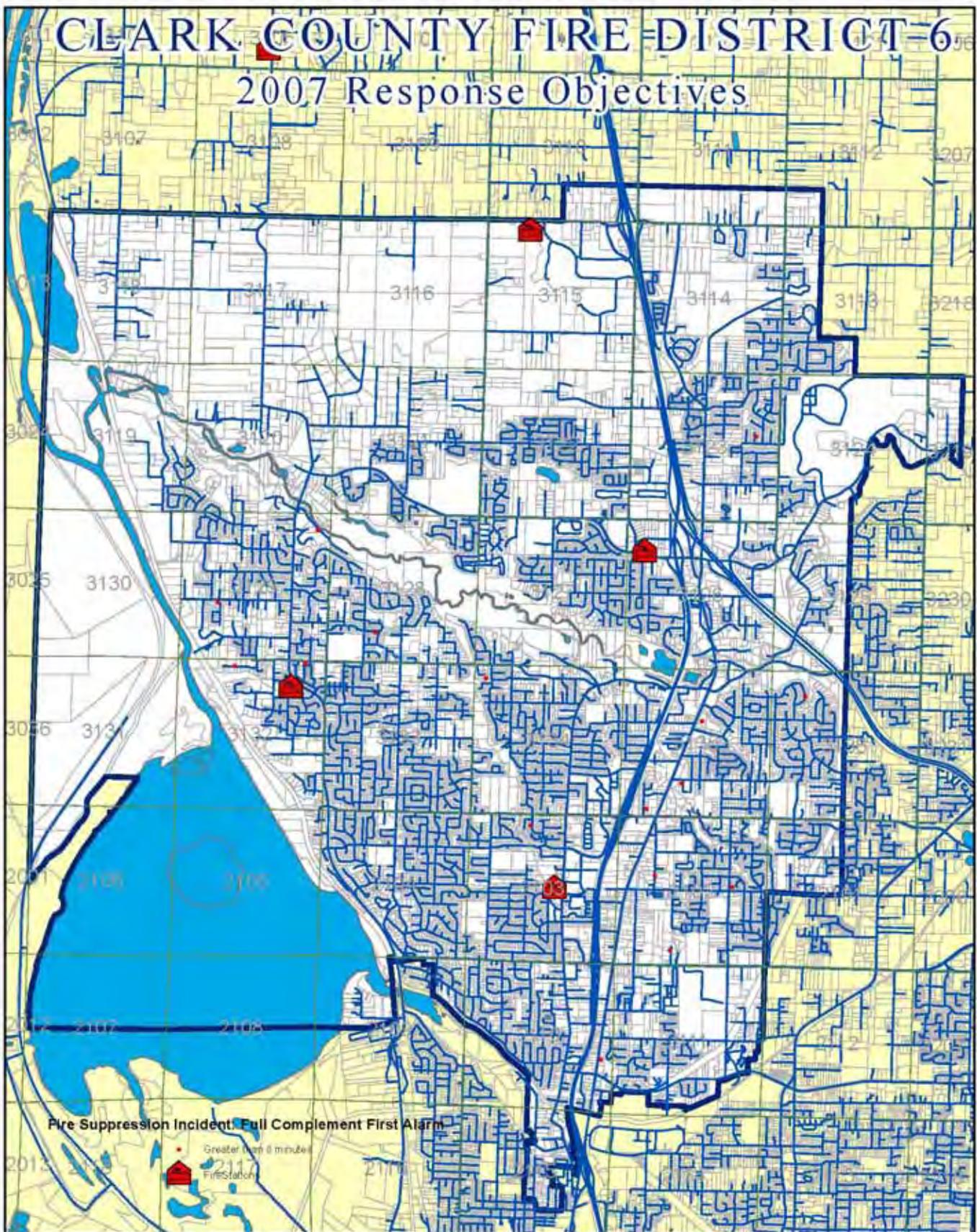
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