

**STAFF REPORT**  
**CITY OF PALM DESERT**  
**ADMINISTRATIVE SERVICE DEPARTMENT**

MEETING DATE: May 14, 2020

PREPARED BY: Stephen Y. Aryan, Risk Manager

REQUEST: Consideration to staff and purchase a Paramedic Squad at Fire Station No. 71, as part of the Fire Department's Fiscal Year 2020/21 budget request.

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**Recommendation**

By Minute Motion, provide direction to staff on the staffing and purchase of a Paramedic Squad at Palm Desert Fire Station No. 71.

**Commission Action**

The Public Safety Commission will review this matter on May 13, 2020. Staff will provide an update on their recommendation at the City Council meeting.

**Strategic Plan Objective**

This matter is related to the Public Safety and Emergency Services section of the Palm Desert Strategic Plan, specifically under *Priority 1: Enhance the Delivery of Public Safety Services*. The priority's strategy is to expand the existing superlative services provided by the fire and police departments to address future growth and safety concerns. One of the action steps is to identify public safety needs including new equipment.

**Executive Summary**

The Riverside County Fire Department/Cal Fire (Department) seeks approval to increase the operational staffing at Fire Station No. 71 (73995 Country Club Drive) by adding one Paramedic Squad (referred to as Squad 71) for the purpose of reducing response time and alleviating workload at this station. Station 71's engine has the highest call volume of any unit in the County, and the station as whole is second in number of responses. Since 2015, calls for service have increased 17%, resulting in increased response times and straining crews.

**Background Analysis**

A paramedic squad consists of a dedicated Advanced Life Support (ALS) vehicle, and a crew of two staff, an engineer and paramedic, per shift. This vehicle does not provide patient transport, however, if approved Squad 71 will supplement existing resources and alleviate demand on the emergency response system. It is being recommended as an adaptable and lower cost solution to respond to the City's increasing calls for service within this station's

operational area. This will free up Department resources to respond to other incidents throughout the City. This vehicle is all-purpose with response capabilities for all emergency incidents, with an emphasis on those requiring Advanced Life Support (ALS). Squad 71 will provide additional coverage in the most-densely populated area of the City, which has many sub-acute and skilled nursing facilities that increase call volume and response times. Although primarily for ALS responses, the squad will simultaneously provide additional staffing for emergency incidents, add redundancy to the center of the City, decreasing response times, and be capable of providing ALS during medical emergencies. Having a Fire Apparatus Engineer on board also allows for a company officer to act as Incident Commander (IC) for more complex calls, or assist the IC already on scene to mitigate the emergency.

As build out in the University Park/Northern Sphere comes to fruition, it is anticipated that a fourth fire station will be required to meet the demands for service and respond within 5 minutes from the time of dispatch. Once this new station is complete, the staffing from Squad 71 will be moved to the new station, completing approximately half of the required personnel for the new station.

### **Station No. 71 Response Times**

The City's three fire stations are strategically positioned in an attempt to maximize resource response times. Industry standards allow for a four minutes or less response time 90% of the time. The County currently follows a response time protocol of five minutes or less 90% of the time. The following table below shows the response time for Station No. 71 over the last five years, within its jurisdiction. This data includes both the medic unit (ambulance) and fire engine. Please note that for several months in 2018, there was a second ambulance temporarily assigned to Station No. 71 because of a remodel at Indian Wells' fire station. This second ambulance accounts for the three percent increase that year.

#### **RESPONSE TIMES FIVE (5) MINUTES OR LESS**

<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>
84.6%	83.9%	83.5%	86.5%*	82.8%

The response time has gradually diminished over the last five years and is currently approximately 10% under the County's five minute standard. In 2019, only 3,075 of the 3,714 Code Three calls for service met the response time goal, leaving 639 calls exceeding County Fire standards. Code Three calls include, but are not limited to, cardiac emergencies, strokes, and diabetic emergencies.

Calls for service are anticipated to continue increasing, further draining existing resources, reducing the response time percentage, and most importantly, negatively impacting public safety. Calls generated from the nine assisted living/skilled nursing facilities, within the station's jurisdiction, constitute approximately thirty percent (30%) of all 2019 call volume.

### **Personnel Impacts**

Another issue of growing concern is the deleterious effect that such high-call volume takes on personnel. Station 71 is currently staffed by a total of five personnel on a shift and has two units (one fire engine and a City owned medic unit). In 2019, Station 71 ran 5,202 calls for service an increase of 4.2% over the previous year. To provide a comparison of this call volume, it is approximately half of the runs conducted by the busiest fire stations in Minneapolis, MN and Boston, MA, which have three units each and a population in the hundreds of thousands (per a 2018 national run survey conducted by Firehouse Magazine).

An average fire station in the County runs approximately 1,800 calls for service and staff generally spends 3.5 hours on average responding to calls. The personnel at Station No. 71 spend the following amount of time illustrated below during their shift on a typical day.

<b>TASK</b>	<b>HOURS P/DAY</b>
Responding to calls for service	9.5 Hours
Returning to Station from calls for service	1.5 Hours
Getting Fuel	.5 Hours
Training	2.0 Hours
Paperwork (e.g. patient care reports, EMS cost Recovery, etc.)	2.5 Hours
Station upkeep/meal preparation	1.0 Hours
State and Federally Mandated Apparatus and equipment check out	1.0 Hours
Mandatory Physical Training	1.0 Hours
Breakfast/Lunch/Dinner	1.0 Hours
Sleep (not continuous)	4.0 Hours
<b>TOTAL</b>	<b>24 Hours</b>

The total hours attributable to sleeping is not continuous, as calls are generated throughout the day and evening. Personnel are averaging 12 hours of interrupted sleep over three days, which diminishes their operational readiness. If no mitigating action is implemented at this station, there will be a negative impact to the safety of firefighters and the public.

The addition of Squad 71 will relieve the call volume of the fire engine, making it available for response to fires or additional medical emergencies, adding redundancy into the system. One example of how this redundancy is advantageous would be if Squad 71 and Medic 71 are committed on a medical emergency, when an additional emergency call for service comes in. Engine 71 can respond as an ALS engine (i.e. paramedic on board) with the second closest medic unit to the new emergency and still have a paramedic on scene within the response time window, instead of a delayed response through an outside engine.

Another example would be Squad 71 being available with Engine 71 as the closest second resource to a fire allowing for the "2 in 2 out" staffing to be on scene within the response window. Medic 71 can act as the second closest unit for a fire when they are available. However, as they are a transporting unit, it takes time to transport to the hospital and transfer

patient care, causing them to have a longer down time throughout the day. During these times they are considered committed and unavailable for additional emergency response.

**Fiscal Analysis**

The advantage to the paramedic squad is that it will allow for a tiered level of response for both medical and fire emergencies. Squad 71 will be staffed with a Fire Apparatus Engineer and a Firefighter II Paramedic at all times and require a total of four personnel to run the different shifts.

The personnel cost to cover the paramedic squad seven days a week is estimated at \$867,600 annually. This proposal will increase staffing by four full time equivalents (FTE) and provide six days a week staffing. A vacation relief position will cover the seventh day, as it is a good utilization of an already existing and funded position.

<b>POSITIONS (Burdened Rate)</b>	<b>COST</b>	<b>QUANTITY</b>	<b>TOTAL</b>
Fire Apparatus Engineer	\$217,923 p/position	2	\$435,846
Firefighter II Paramedic	\$215,877 p/position	2	\$431,754
Paramedic Squad Vehicle	\$235,000 (estimated)	1	\$235,000
Service & Delivery Costs	\$90,000	1	\$90,000
			<b>\$1,192,600*</b>

***\*Annual reoccurring cost after year one estimated to be \$957,600***

Unlike the Police Department Budget, there are no special teams or ancillary services we can reduce that would not affect basic public safety services, with the exception of (1) having local direct County Fire Marshal staff at City Hall and (2) City provided emergency medical ambulatory response. Staff provided the County with the required 120 day notice that the City wished to opt out of locally direct Fire Marshal services, which will reduce the fire budget by approximately \$500,000.

Staff does not recommend eliminating locally provided emergency medical transport, as such services would then be provided by an outside entity. The City would have no direct control over service quality and response times. The City's Emergency Medical Services (EMS) Cost Recovery Program would also terminate and residents would be charged for EMS response/transports by the new provider.

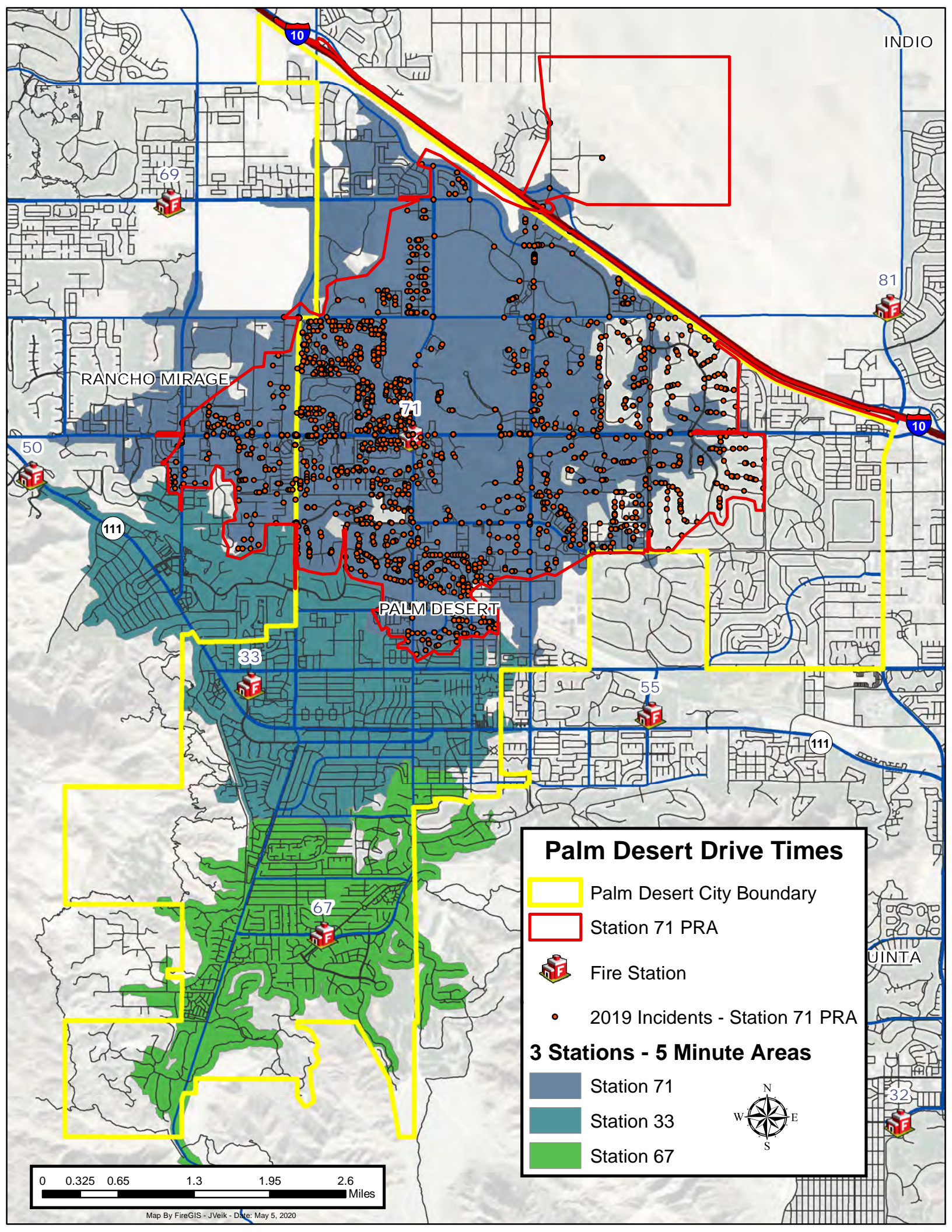
This program is anticipated to bring in approximately \$2.5 million dollars in cost recovery this fiscal year and does not bill residents. The program has kept the annual fire service general fund transfer at about \$2 to \$3 million. For the FY 2020-2021, considering the current economic conditions, Staff is recommending the use of fund balance in the Fire Fund to offset all but \$1 million of the gap from the total fire service cost and the projected overall Fire Fund revenues (noted below).

Staff recommends a Fire Budget of \$14.6 million for FY 2020/21, which is approximately a 3% increase from FY 2018/19 actual expenditures. This amount includes approximately \$180,000 for annual costs associated with the Federal Quarterly Assurance Fee the City has to pay as an EMS provider. As noted, Fire Fund revenues assist in offsetting the cost for fire services and includes (1) an annual Fire Tax credit from the County, which is comprised of structural fire taxes & estimated redevelopment pass through funds; (2) the 1980 voter approved \$60 per dwelling unit City Fire Tax for upgrading fire prevention and protection services; and (3) ladder truck reimbursement from the Cities of Rancho Mirage and Indian Wells.

In closing, Staff took a collective approach in developing the public safety budgets and considered them in their totality. The police and fire budget adjustment amounts to \$4.4 million without a negative impact to operational efficiency. Staff respectfully recommends that along with these requested modifications, the public safety budgets include an expenditure for three additional Police Community Services Officers and the paramedic squad with a collective cost of approximately \$1.6 million.

LEGAL REVIEW	DEPT. REVIEW	FINANCIAL REVIEW	ASSISTANT CITY MANAGER
N/A	<i>Lori Carney</i>	<i>Janet M. Moore</i>	N/A
Robert W. Hargreaves City Attorney	Lori Carney Director of Admin. Services	Janet M. Moore Director of Finance	Andy Firestine Assistant City Manager
City Manager Lauri Aylaian: <i>LA</i>			

ATTACHMENTS: Fire Department Documentation

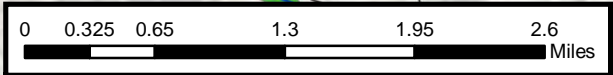


### Palm Desert Drive Times

- Palm Desert City Boundary
- Station 71 PRA
- Fire Station
- 2019 Incidents - Station 71 PRA

### 3 Stations - 5 Minute Areas

- Station 71
- Station 33
- Station 67





RIVERSIDE COUNTY



FIRE

## 2019 Top 10 Primary Response Areas (PRA)

07 - Sun City	6663	3.92%
71 - North Palm Desert	5201	3.06%
37 - Desert Hot Springs	5075	2.98%
06 - Towngate	5032	2.96%
25 - San Jacinto	4997	2.94%
20 - Beaumont	4010	2.36%
02 - Sunnymeade	3926	2.31%
86 - Indio	3862	2.27%
65 - Kennedy Park	3659	2.15%
90 - North Perris	3334	1.96%

## 2019 Top 10 Unit Response

E71	5,113	2.01%
E37	4,770	1.87%
E65	4,153	1.63%
MPTL7	4,053	1.59%
E86	3,947	1.55%
E101	3,908	1.53%
E2	3,906	1.53%
E20	3,708	1.45%
MS25	3,694	1.45%
E91	3,678	1.44%



# CAL FIRE/Riverside County Fire Department

## Unit Response Statistics \*

\*The numbers provided on this report are actual Unit Responses and not Incident Counts. To obtain Incident Counts use the Incident Report.



**Shawn C. Newman**

**Fire Chief**

5/3/2020

**Report Provided By: Riverside County Fire Department**

**Communications and Technology Division**

**GIS Section**

Please refer to Map and Unit Responses by Battalion, Station, and Jurisdiction

**Incidents Reported for year 2019 and Station 71 and Both (Code 2, Alpha, Omega, Code 3, Charlie, Delta, Bravo, Echo)**

### Unit Responses by Battalion, Station and Jurisdiction

		Com Fire	False Alarm	Haz Mat	Medical	Multi-Fa m Dwelling	Other Fire	Other Misc	Public Service Assist	Res Fire	Rescue	Ringin g Alarm	Standby	Traffic Collision	Vehicle Fire	Wildland Fire	Total
City of Palm Desert	B10A	0	0	0	1	1	0	0	0	0	0	0	0	1	0	0	3
	B10B	0	3	0	0	0	3	0	1	0	0	0	0	0	0	0	7
	B12A	0	6	0	2	1	0	2	0	2	0	0	0	2	2	1	18
	B12B	2	3	0	3	0	0	0	0	1	0	0	1	1	0	0	11
	B14A	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1
	B3109	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
	B3116	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1
	B5	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1
	B6A	2	1	0	0	0	0	0	0	1	0	0	1	1	0	0	6
	B7A	0	0	1	0	0	0	0	1	0	0	0	1	0	0	0	3
	B7B	1	2	0	0	0	0	0	0	1	0	0	1	0	0	0	5
	BS35	2	0	0	0	0	1	0	0	2	0	0	0	0	0	0	5
	DC1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
	DC3104	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
	E17	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	2
	E2	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	2
	E20	0	2	0	1	0	0	0	0	0	0	0	0	0	0	0	3
	E22	0	3	0	5	0	0	0	0	0	1	0	0	0	0	0	9
	E24	0	0	0	5	0	0	0	0	0	0	0	0	0	0	1	6
	E26	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1
	E30	0	0	0	7	0	0	0	0	1	0	0	0	1	0	0	9
	E32	1	1	0	1	0	0	0	0	0	0	0	0	0	0	0	3
	E33	3	67	0	264	2	3	1	15	3	1	3	7	12	4	1	386
	E34	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
	E35	2	10	0	39	0	0	0	3	3	0	1	0	3	0	0	61
	E36	0	0	0	4	0	0	0	0	0	0	0	0	0	0	0	4
	E39	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	3
	E41	0	1	0	4	0	0	0	0	0	0	0	0	0	0	0	5
	E49	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
	E50	2	15	0	32	1	2	0	2	4	0	0	1	1	0	1	61
	E55	3	95	0	258	1	2	0	11	2	0	3	6	10	2	0	393
	E56	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
	E67	2	11	0	39	1	1	0	1	0	0	1	0	1	0	1	58
E69	3	70	0	161	2	2	0	15	3	0	5	2	10	1	0	274	
E70	1	0	0	2	0	0	0	0	0	0	0	0	0	0	0	3	
E71	3	251	6	2,566	2	9	3	124	4	4	11	16	76	4	1	3,080	
E76	0	1	0	2	0	0	0	0	0	0	0	0	0	0	0	3	
E77	0	1	0	12	0	0	0	1	0	0	0	0	1	0	0	15	
E8	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	
E80	2	0	0	2	0	0	0	0	1	0	0	0	1	0	0	6	
E81	1	52	0	131	1	1	0	7	1	0	3	1	5	0	0	203	

\*The numbers provided on this report may reflect multiple unit responses to a single incident.

\*Incidents are shown based on the units that responded.

		Com Fire	False Alarm	Haz Mat	Medical	Multi-Fa m Dwelling	Other Fire	Other Misc	Public Service Assist	Res Fire	Rescue	Ringing Alarm	Standby	Traffic Collision	Vehicle Fire	Wildland Fire	Total
City of Palm Desert	E86	0	0	0	8	0	0	0	1	1	0	0	0	0	0	0	10
	E88	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	2
	E93	3	10	0	16	1	0	0	0	1	0	0	0	1	1	0	33
	E95	0	0	0	6	0	0	0	0	0	0	0	0	0	0	0	6
	E96	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
	HM234	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
	M255	2	0	0	330	0	1	0	2	0	0	0	0	10	1	0	346
	M33	0	1	0	345	0	0	0	2	0	0	0	0	9	1	0	358
	M50	0	0	0	75	0	0	0	0	1	0	0	0	3	0	0	79
	M55	1	3	0	350	0	1	0	0	1	0	0	0	11	1	0	368
	M67	0	1	0	63	0	0	0	0	0	0	0	0	2	0	0	66
	M69	0	2	0	260	0	0	0	3	0	0	0	0	15	0	0	280
	M71	2	18	4	2,110	2	2	0	15	4	0	0	5	60	0	1	2,223
	SQ33	0	3	0	12	0	0	0	2	0	0	0	0	0	0	0	17
	SQ36	0	1	0	3	0	0	0	0	0	0	0	0	0	0	0	4
	SQ86	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
	T33	3	54	1	143	2	2	0	9	4	4	4	3	5	2	1	237
	T86	1	0	0	1	0	0	0	1	1	0	0	0	0	0	0	4
	WT1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
	City of Rancho Mirage	B10A	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0
B12A		0	1	0	1	0	0	0	0	0	0	0	0	0	1	0	3
B12B		0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1
B3116		0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1
B6A		0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1
BS35		0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1
DC3108		0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1
E17		0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	2
E20		0	0	0	5	0	0	0	0	0	0	0	0	0	0	0	5
E22		0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	2
E24		0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
E30		0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	2
E33		0	8	0	87	0	0	0	3	1	0	0	0	3	2	0	104
E35		0	2	0	10	0	0	0	0	1	0	0	0	0	1	0	14
E41		0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
E50		0	9	0	72	0	0	0	3	2	0	0	0	0	2	0	88
E55		0	0	0	3	0	0	0	1	2	0	0	0	0	0	0	6
E67		0	1	0	10	0	0	0	1	2	0	0	0	0	1	0	15
E69		0	12	0	105	0	0	0	6	2	0	0	0	1	1	0	127
E70		0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
E71	0	41	0	738	0	0	0	23	2	0	1	0	13	2	0	820	
E75	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	
E77	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	
E78	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	
E80	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	

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City of Rancho Mirage	E81	0	1	0	4	0	0	0	0	0	0	0	0	0	0	0	5
	E86	0	0	0	4	0	0	0	0	0	0	0	0	0	0	0	4
	E88	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1
	E93	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	2
	M255	0	0	0	27	0	0	0	0	0	0	0	0	0	0	0	27
	M33	0	0	0	120	0	0	0	0	1	0	0	0	4	0	0	125
	M50	0	0	0	91	0	0	0	0	1	0	0	0	4	0	0	96
	M55	0	0	0	18	0	0	0	0	0	0	0	0	0	0	0	18
	M67	0	0	0	26	0	0	0	0	0	0	0	0	0	0	0	26
	M69	0	0	0	167	0	0	0	1	0	0	0	0	1	1	0	170
M71	0	1	0	598	0	0	0	5	1	0	0	0	9	0	0	614	
T33	0	6	0	38	0	0	0	1	2	0	0	0	1	1	0	49	
T86	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	
Riverside County Unincorporated Area	B10A	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	2
	B10B	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1
	B12A	0	1	0	0	0	0	0	0	0	0	0	0	2	0	0	3
	B12B	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
	B3110	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1
	B6A	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1
	B7A	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
	E22	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1
	E33	0	1	0	0	0	0	0	0	0	0	0	0	1	0	1	3
	E35	0	8	0	0	0	1	0	1	0	0	0	0	12	2	0	24
	E36	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1
	E50	0	1	0	0	0	0	0	0	0	0	0	0	1	0	1	3
	E55	0	1	0	0	0	0	0	0	0	0	0	0	2	0	1	4
	E67	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1
	E69	0	4	0	1	0	0	0	0	0	0	0	0	10	1	2	18
	E71	0	11	0	8	0	0	0	1	0	0	0	0	25	5	3	53
	E77	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1
	E80	0	0	0	0	0	1	0	0	0	0	0	0	2	0	0	3
	E81	0	4	0	7	0	1	0	0	0	0	0	0	20	5	1	38
	E87	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1
E9	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	
E93	0	0	0	0	0	1	0	0	0	0	0	0	1	0	0	2	
M80	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	
SQ33	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	
SQ36	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	
T33	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	2	
T86	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
<b>Grand Total</b>		<b>47</b>	<b>811</b>	<b>14</b>	<b>9,428</b>	<b>18</b>	<b>35</b>	<b>9</b>	<b>261</b>	<b>68</b>	<b>10</b>	<b>32</b>	<b>45</b>	<b>361</b>	<b>46</b>	<b>19</b>	<b>11,204</b>

\*The numbers provided on this report may reflect multiple unit responses to a single incident.

Last Updated 5/3/2020 3:1

\*Incidents are shown based on the units that responded.

## ***Station 71 Call Volume and Industry Standard Response Time Comparison***

<b>Station 71's First Due - This section shows how many calls were generated in 71's First due regardless of jurisdiction</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>Change + or -</b>
City of Palm Desert	3458	3722	3915	3922	4033	↑ 17%
Rancho Mirage	998	892	930	1016	1086	↑ 9%
Riverside County	56	56	52	54	83	↑ 48%
Total calls generated. In 71's First Due	4512	4670	4897	4992	5202	↑ 15%
<b>This Table shows how many calls Engine 71 ran in their First Due. It is important to note that the jurisdictions listed below are within the 4 minute bubble for Station 71 and the Dept. dispatches the closest most appropriate resource regardless of jurisdiction</b>						
City of Palm Desert	2713	3003	3321	3106	3080	↑ 14%
Rancho Mirage	765	681	732	790	820	↑ 7%
Riverside County	39	41	40	32	53	↑ 36%
Total calls run by E71 in their first due	3517	3725	4093	3928	3953	↑ 12%
Total calls run by E71 all Jurstidcions	4232	4632	4937	4849	5040	↑ 19%

<p><b>This Table shows the difference between calls generated in 71's First Due and those run by E71. This table further represents other resources regardless of jurisdiction running calls into 71's First Due</b></p>						
City of Palm Desert	745	719	594	816	953	↑ 28%
Rancho Mirage	233	211	198	226	266	↑ 14%
Riverside County	17	15	12	22	30	↑ 76%
<p><b>Total Request for Outside Resources - This line represents how many times an engine other than Engine 71 ran an emergency response in 71'a area.</b></p>	995	945	804	1064	1249	↑ 26%
<p><b>% of 'code 3' calls 0 - 5 Minutes within PD Jurisdiction - This line represents the % of calls where an emergency vehicle arrives within 0 - 5 minutes to 'code 3' calls within the entire City of Palm Desert. Global View</b></p>	85.2%	84.7%	84.3%	83.9%	81.8%	
<p><b>% of 'code 3' calls 0-5 Minutes Station 71's Jurisdiction - This line represents the % of calls that an emergency vehicle arrives within 0 - 5 minutes within Station 71's Jurisdiction. <b>**Note**</b> several months during 2018, a second ambulance was temporarily assigned to Station 71 due to a remodel at the Indian Wells Fire Station. This accounts for the 3% increase.</b></p>	84.6%	83.9%	83.5%	86.5%	82.8%	
<p><b>% of 'code 3' calls 0-5 Minutes Engine 71, in 71's Jurisdiction - This line Represents % of calls where E71 arrived within 0 - 5 Minutes in Station 71's Jurisdiction. This line reinforces that Station 71 is in the right location but that the amount of redundant calls (calls at the same time as Engine 71 where another Engine has to handle) is steadily lowering the percentage of calls where an emergency vehicle arrives within 0 - 5 minutes</b></p>	89.5%	88.7%	88.2%	91.4%	88.7%	

# RIVERSIDE COUNTY FIRE DEPARTMENT / *CAL FIRE*

## Pandemic and Influenza Disease Plan

Convalescent Homes, Urgent Care Centers, Doctor Offices,  
Dentist Offices, Surgery Centers, Dialysis Centers,  
Rehabilitation Facilities, Psychiatric Facilities

Response Guidelines



## **INTRODUCTION**

This document, *Pandemic and Influenza Disease Plan-Skilled Nursing Facilities, Assisted Living, Acute Care Rehab guidelines* provides a guidance and recommended actions when responding to a SNF/Acute Care Rehab facility during the current COVID-19 pandemic. The recommendation stated in this document are to decrease chances of transmission of the COVID-19 disease to patients as well as first responders.

## **RIVERSIDE COUNTY FIRE DEPARTMENT/ CAL FIRE**

As the number of Community acquired COVID-19 continues to grow, Riverside County Fire/CAL FIRE, has implemented a COVID-19 response algorithm to help decrease chance of exposure to our firefighters, their families, and residents of Riverside County. Riverside County Fire/CAL FIRE has implemented changes such as having patients meet fire crew's outside of their residence and wait for responders. We have implemented the one rescuer approach to decrease unnecessary crew members who may get exposed, and we have implemented responding to all calls with our PPE due to the unknown threat of a positive COVID-19 patient who are in the contagious period unaware. All measures have been implemented to help decrease chance of exposure and transmission to other patients. The Skilled Nursing Facilities, Assisted Living, as well as Acute Care Rehab are home, to High-Risk COVID-19 patients. In an effort to reduce the rate of transmission, and flatten the curve, Riverside County Fire Department would like to introduce the concept of a "HAZARD REDUCTION ZONE" in these facilities so that EMS crew members may meet the healthcare workers in a designated entrance and the handover of care can be completed in a safe and controlled manner.

## **RISK ASSESSMENT**

### **Risk of Exposure:**

- The immediate risk of being exposed to this virus is still low for most Americans, but as the outbreak expands, that risk will increase. Cases of COVID-19 and COVID-19 community spread are being reported in a growing number of states.
- People in places where ongoing community spread of the virus that causes COVID-19 has been reported are at elevated risk of exposure, with the level of risk dependent on location. Currently in Riverside County we are seeing more cases that are community acquired.
- Healthcare workers caring for patient with COVID-19 are at elevated risk of exposure.
- Close contact of persons with COVID-19 also are at elevated risk of exposure.



### **Risk Factors for Severe Illness:**

- Older adults, with risk increasing by age
- People who have serious chronic medical conditions like:
  - Heart Disease
  - Diabetes
  - Lung Disease

### **Signs and Symptoms**

- Symptoms may appear 2-14 days after exposure.
- Fever (may or may not be present)
- Cough (may be a dry cough)
- Shortness of breath

## **EMERGENCY RESPONSE GUIDELINES**

### **Skilled Nursing Facility/Assisted Living/Assisted Living Acute Care Rehabilitation General Guidance**

All patients must be presumed HIGH risk for COVID-19 due to the presence of community spread in Riverside County. Situational awareness must be heightened with any call that ask for medical aid that is not musculoskeletal in nature. (examples: unknown medical illness, sick, flu-like symptoms, cardiac arrest, respiratory distress/arrest, cough, fever). Skilled Nursing Facilities/Assisted Living/ Acute Care Rehabilitation facilities are home to a vulnerable population; we must make all attempts at limiting the risk of transmission to patients as well as exposure to EMS crews. Implementing a “HAZARD REDUCTION ZONE” where EMS and healthcare providers may coordinate the hand-off of patients will help decrease chance of transmission for both healthcare teams.

### **Prior to Arrival on Scene**

1. Prior to responding to SNF/Assisted Living/Acute Care Rehabilitation Facilities, Riverside County Fire Department will coordinate with local facilities to determine the “HAZARD REDUCTION ZONE” where handoff of patient care can be done. “HAZARD REDUCTION ZONE” is a safe way for EMS crews to receive report and transport patients without entering the SNF/Acute Care Rehabilitation facility.
2. All responding rescuers will place their PPE on prior to patient contact (N95 mask, safety glasses, gloves). PPE should be worn correctly. Assess patient.
3. High Risk Procedure-intubation/Nebulizer/BVM/Suctioning require ALL crew members within 6 feet to wear N95/Gloves/Safety Glasses (Gown if available). Review REMSA policy 3307-A

### **Approaching the Patient**

1. If Riverside County Fire Department is first on scene, single rescuer will be ready to enter “HAZARD REDUCTION ZONE” in full PPE (N95 mask, Safety glasses, gloves and gown when available). Second Rescuer (BUC) will be awaiting single rescuer direction with PPE.
2. If transporting agency is first on scene, stand by and coordinate with transporting agency the need for additional staff. If needed single rescuer don PPE (N95 mask, gloves, safety glasses, and gown if available).
3. Second rescuer (BUC) stand by with PPE and awaiting further direction.

### **Patient Care Guidelines**

1. Coughing patient should have a mask placed on them immediately. With the “HAZARD REDUCTION ZONE” implemented, placing a mask on the patient greatly decreases transmission.
2. Patient contact should be minimized as much as possible. ALL crew members within 6 feet must have PPE on.
3. If patient requires a nasal cannula (NC), a facemask should be worn over the nasal cannula. Alternatively, an oxygen mask can be used if clinically indicated.
4. Cough-generating procedures (mechanical ventilation, nebulizer treatment) should be avoided during prehospital care unless patient presentation requires intervention.
5. Coordinate with transporting agency.
6. All personnel should avoid touching their face while working.

### **AFTER PATIENT CONTACT**

After patient contact is completed (before transport, after transfer of care), all personnel shall remove and bag infection control PPE at distance of greater than six (6) feet from the patient and transport vehicle. Special attention to Donning and Doffing is a critical step to decreasing chance of transmission after patient contact.

Once PPE is removed and bagged:

1. Place bag at least six (6) feet from the ambulance where the patient is receiving care and being prepared for transport.
2. Communicate with ambulance transport crew from a distance of at least six (6) feet to have them take the contaminated bagged infection control PPE, with them to the hospital for proper disposal. If RSO/detention center medical staff can dispose of contaminated PPE properly utilize this option as well.
3. After doffing of infection control PPE and departure of the ambulance, crews should perform hand hygiene prior to re-gloving to clean equipment or apparatus.

Other required aspects of Standard Precautions (e.g., injection safety, hand hygiene) are not emphasized in this document but can be found in the guideline titled Guideline for Isolation Precautions: Preventing Transmission of Infectious Agents in Healthcare Settings ([www.cdc.gov](http://www.cdc.gov)).

## Station 33's I.A.

### -Large S.N.F's

**1. Atria Hacienda**

44600 Monterey Ave.  
Palm Desert, CA 92260  
Contact: Tara Gonzalez (760) 296-2230

**2. Atria Senior Living**

44300 San Pascual Ave.  
Palm Desert, CA 92260  
Contacts: Primary- Denise Flores, Secondary- Sandy Randall (760) 469-4478

**3. Monterey Palms Healthcare**

44610 Monterey Ave.  
Palm Desert, CA 92260  
Contact: Dylan Thomas (909) 645-2442

**4. Legend Gardens**

73685 Catalina Way  
Palm Desert, CA 92260  
Contact: Anna Marie (760) 636-2563

### -Smaller (Residential) Senior Assisted Living Facilities

**1. Trinity Gardens**

44277 Portola Ave.  
Palm Desert, CA 92260  
Contact: Otto Holta (760) 408-5587

**2. Britannia Lodge**

73433 Juniper St.  
Palm Desert, CA 92260  
Contact: Pat Honnsell (760) 567-0602

**3. Avatar Retirement Home**

44645 San Onofre Ave.  
Palm Desert, CA 92260  
Contact: Yolanda Alkawass (760) 340-5191, Cell# (760) 403-2604

## Station 69's I.A.

1. **Rancho Mirage Terrace (Atria Senior Living Community)**  
34560 Bob Hope Drive  
Rancho Mirage, CA 92270  
760 422-5717 no contact person, lady stated they can't disclose that info
2. **Vibra Rehabilitation Hospital of Rancho Mirage**  
70077 Ramon Rd.  
Rancho Mirage, CA 92270  
Main line: 760 895-6600 (Kylie Cooper) Dir. of Quality Control

## Station 71's I.A.

1. **Bella Villaggio**  
40-235 Portola Ave  
Palm Desert, CA 92260  
(760) 607-5200
2. **Manor Care**  
74-350 Country Club Dr  
Palm Desert, CA 92260  
(760) 341-0261
3. **Segovia**  
39905 Via Scena  
Palm Desert, CA 92260  
(760) 565-5234
4. **Brookdale Mirage Inn**  
72750 Country Club Dr  
Rancho Mirage, CA 92270  
(760) 346-7772
5. **Rancho Mirage Health and Rehab**  
39950 Vista Del Sol  
Rancho Mirage, CA 92270  
(760) 340-0053

**6. Brookdale Rancho Mirage**

72201 Country Club Dr,  
Rancho Mirage, CA 92270  
(760) 340-5999

**7. The Fountains at The Carlotta**

41505 Carlotta Dr  
Palm Desert, CA 92211  
(760) 600-5904

**8. Indio Nursing & Rehabilitation Center**

47763 Monroe Street  
Indio CA 92201  
(760)347-0750  
Nurse Administration: Monica Aragon (760)831-8805 (cell)

**9. Desert Springs Healthcare**

82262 Valencia Avenue,  
Indio CA 92201  
(760)347-6000  
Nurse Administrator: Mark Hanson

## COVID-19 Response Algorithm

### Mandatory Response Action Plan

#### Skilled Nursing Facilities/Assisted Living Facilities/Sub-Acute Care Facilities/Urgent Care

- Interfacility transfer (IFT) calls shall be ran by **REMSA approved BLS ambulance provider only**.
- EMD-Code 2 (Alpha/Omega) calls shall be ran by **Transporting Ambulance Company provider only**.
- EMD-Code 3 (Charlie) calls shall be ran by **Transporting Ambulance Company**
- EMD-Code 3 (Delta) No response modifications.



#### Skilled Nursing Facilities/Assisted Living Facilities/Sub-Acute Care Facilities/Urgent Care Facilities

### COVID-19 RESPONSE ALGORITHM

- Facility to met EMS crew at "**HAZARD REDUCTION ZONE**".
- Turnover of care completed within designated "**HAZARD REDUCTION ZONE**".
- Single Rescuer approach to "**HAZARD REDUCTION ZONE**" with N95/Safety Glasses/Gloves (gown if available).
- **Second rescuer** (BUC) stand by (> 6ft away) with N95/Gloves/Safety Glasses. Await initial single rescuer direction prior to patient contact.
- **PPE to be worn correctly** with ALL PATIENT CONTACT: N95/Gloves/Safety Glasses (Gown if available).
- Coordinate with **Transporting Agency**. Eliminate unnecessary personnel.
- **Contact RUHS Base Hospital** for all possible/positive COVID-19 patients. Contact receiving hospital Complete documentation.
- Follow **Donning and Doffing** of PPE references. **\*\*Critical step after patient contact.**
- Self-**Decontaminate** as soon as possible.



- ♦ **Transporting with ambulance company**-> maintain PPE and assist with patient. Coordinate with receiving hospital to meet EMS in **Hazard Reduction Zone**. At hospital Remove PPE appropriately and discard as directed.
- ♦ Perform **Self Decontamination**.
- ♦ **Not transporting with ambulance company**-> wash hands, remove PPE outside of patient's home, use outside trash cans, sanitize/wash hands.
- ♦ Perform **Self Decontamination**.

\*\*\*\*\*Review Donning and Doffing of PPE\*\*\*\*\*

**NFPA<sup>®</sup>**

# 1710

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**Standard for the  
Organization and Deployment  
of Fire Suppression Operations,  
Emergency Medical Operations,  
and Special Operations to the  
Public by Career Fire Departments**

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**2020**



**3.3.64.4 Alarm Transfer Time.** The time interval from the receipt of the emergency alarm at the PSAP until the alarm is first received at the communication center.

**3.3.64.5\* Initiating Action/Intervention Time.** The time interval from when a unit arrives on the scene to the initiation of emergency mitigation.

**3.3.64.6\* Total Response Time.** The time interval from the receipt of the alarm at the primary PSAP to when the first emergency response unit is initiating action or intervening to control the incident.

**3.3.64.7 Travel Time.** The time interval that begins when a unit is en route to the emergency incident and ends when the unit arrives at the scene.

**3.3.64.8 Turnout Time.** The time interval that begins when the emergency response facilities (ERFs) and emergency response units (ERUs) notification process begins by either an audible alarm or visual annunciation or both and ends at the beginning point of travel time.

**3.3.65 Total Response Time.** See 3.3.64.6.

**3.3.66 Travel Time.** See 3.3.64.7.

**3.3.67 Turnout Time.** See 3.3.64.8.

**N 3.3.68 Urban.** An incorporated or unincorporated area with a population of over 30,000 people and/or a population density over 1,000 people per square mile but less than 2,999.

**N 3.3.69 Wildland.** An area in which development is essentially nonexistent except for roads, railroads, powerlines, and similar transportation facilities with structures widely scattered.

**N 3.3.70 Wildland Urban Interface (WUI).** The line or zone where structures and other development meet or intermingle with undeveloped wildland or vegetative fuels and the area within or adjacent to private and public property where mitigation actions can prevent damage or loss from wildfire.

## Chapter 4 Organization

### 4.1 Fire Department Organizational Statement.

**4.1.1\*** The authority having jurisdiction (AHJ) shall maintain a written statement or policy that establishes the following:

- (1) Existence of the fire department
- (2) Services that the fire department is required to provide
- (3) Basic organizational structure
- (4) Expected number of fire department members
- (5) Functions that fire department members are expected to perform

**4.1.2\*** The fire department organizational statement shall provide service delivery objectives, including specific time objectives for each major service component [i.e., fire suppression, emergency medical services (EMS), special operations, aircraft rescue and fire fighting, marine rescue and fire fighting, and/or wildland fire fighting] and objectives for the percentage of responses that meet the time objectives.

**Δ 4.1.2.1** The fire department shall establish the following performance objectives for the first-due response zones that are identified by the AHJ:

- (1) Alarm handling time completion in accordance with 4.1.2.3
- (2) 80 seconds turnout time for fire and special operations response and 60 seconds turnout time for EMS response
- (3)\* 240 seconds or less travel time for the arrival of the first engine company at a fire suppression incident
- (4) 360 seconds or less travel time for the arrival of the second company with a minimum staffing of 4 personnel at a fire suppression incident
- (5) For other than high-rise, 480 seconds or less travel time for the deployment of an initial full alarm assignment at a fire suppression incident
- (6) For high-rise, 610 seconds or less travel time for the deployment of an initial full alarm assignment at a fire suppression incident
- (7) 240 seconds or less travel time for the arrival of a unit with first responder with automatic external defibrillator (AED) or higher-level capability at an emergency medical incident
- (8) 480 seconds or less travel time for the arrival of an advanced life support (ALS) unit at an emergency medical incident, where this service is provided by the fire department provided a first responder with an AED or basic life support (BLS) unit arrived in 240 seconds or less travel time

**4.1.2.2** The fire department shall document the initiating action/intervention time.

#### 4.1.2.3 Alarm Handling.

**4.1.2.3.1** The fire department shall establish a performance objective of having an alarm answering time of not more than 15 seconds for at least 95 percent of the alarms received and not more than 40 seconds for at least 99 percent of the alarms received, as specified by NFPA 1221.

**Δ 4.1.2.3.1.1** Any call not answered within 20 seconds shall be routed to a secondary answering (alternate) center if the primary center is full.

**N 4.1.2.3.1.2** An alarm shall sound if a call is not answered (not processed, just answered) within 60 seconds.

**4.1.2.3.2** When the alarm is received at a public safety answering point (PSAP) and transferred to a secondary answering point or communication center, the agency responsible for the PSAP shall establish a performance objective of having an alarm transfer time of not more than 30 seconds for at least 95 percent of all alarms processed, as specified by NFPA 1221.

**4.1.2.3.3** The fire department shall establish a performance objective of having an alarm processing time of not more than 64 seconds for at least 90 percent of the alarms and not more than 106 seconds for at least 95 percent of the alarms, as specified by NFPA 1221.

**4.1.2.3.3.1** Emergency alarm processing for the following call types shall be completed within 90 seconds 90 percent of the time and within 120 seconds 99 percent of the time:

- (1) Calls requiring emergency medical dispatch questioning and pre-arrival medical instructions
- (2) Calls requiring language translation
- (3) Calls requiring the use of a TTY/TDD device or audio/video relay services
- (4) Calls of criminal activity that require information vital to emergency responder safety prior to dispatching units



# 2018

**PART 3**

# National Run Survey

By Kevin Roche

For the 38<sup>th</sup> year, the career fire service takes to the pages of *Firehouse Magazine* to share and compare statistics about company and department levels, funding, staffing and pay. A total of 248 fire departments took part in this year's survey, representing 45 states, the District of Columbia and four Canadian provinces. The departments represented in this latest survey protect 82,354,804 people, and they have budgets totaling more than \$13.7 billion. They provide the services with 3,752 engine companies, 1,408 ladder companies, 2,200 ambulances and numerous specialized units. They responded to 1.3 million fire calls, 8.9 million EMS calls and 13.2 million total calls in 2018. Part 3 looks at Busiest Chief, Busiest Station, Busiest Chief, Busiest Ambulance Busiest Hazmat Busiest Heavy Rescue

## BUSIEST CHIEF

DEPARTMENT	BUSIEST CHIEF	RUNS	DEPARTMENT	BUSIEST CHIEF	RUNS
1. New York, NY	BC9	5,615	33. Hollywood, FL	BC5	1,652
2. Hartford, CT	D1	4,875	33. St. George FPD, LA	C604	1,652
3. New Orleans, LA	DC502	4,801	35. Tacoma, WA	B8	1,640
4. San Francisco, CA	B2	3,268	36. Stockton, CA	B1	1,582
5. Lauderdale, FL	B57	3,069	37. Orange County, FL	B2	1,575
6. Denver, CO	C2	3,023	38. Prince George's County, MD	BC883	1,574
7. Chicago, IL	B1	2,967	39. Auburn, AL	B1	1,534
8. Bakersfield, CA	B2	2,924	40. Jacksonville, FL	FIRE4	1,515
9. St. Louis, MO	BC805	2,890	41. DeKalb County, GA	B5	1,484
10. Newton, MA	C2	2,494	42. Missoula, MT	BC110	1,440
11. Philadelphia, PA	B11	2,490	43. Omaha, NE	B1	1,424
12. Fort Lauderdale, FL	B2	2,489	44. Los Angeles City, CA	BC11	1,366
13. Wilmington, DE	BC2	2,475	45. Virginia Beach, VA	BAT5	1,363
14. Reading, PA	C7	2,265	46. Glenview, IL	B6	1,342
15. Washington, DC	BC3	2,197	47. Baltimore City, MD	BC3	1,334
16. Asheville, NC	B1	2,164	48. Ridge Road Fire District, Rochester, NY	2C45	1,279
17. Charlotte, NC	B1	2,080	49. Brockton, MA	C56	1,257
18. Charleston, SC	B103	2,071	50. Albuquerque, NM	B1	1,254
19. Worcester, MA	C3	2,054	51. Columbia/Richland County, SC	B5	1,243
20. Edison, NJ	C8	2,032	52. Meriden, CT	C3	1,211
21. Stamford, CT	U4	1,990	53. Frisco, TX	B2	1,202
22. Newburgh, NY	C4	1,956	54. Fairfax County, VA	BC404	1,193
23. Minneapolis, MN	BC1	1,882	55. Colorado Springs, CO	BC1	1,187
24. Knoxville, TN	C81	1,872	56. Peabody, MA	C2	1,179
25. Hackensack, NJ	BC311	1,841	57. Sacramento Metro, CA	BC7	1,168
26. Phoenix, AZ	BC2	1,819	58. Wichita, KS	B1	1,157
27. Cambridge, MA	D1	1,785	59. Waukegan, IL	B1	1,127
28. Paterson, NJ	B3	1,776	60. Gwinnett County, GA	B4	1,118
29. St. Paul, MN	DC2	1,772	61. Hemet, CA	B1	1,101
30. Danbury, CT	C30	1,735	62. Peoria, IL	B3	1,071
31. High Point, NC	B2	1,698	63. Boston, MA	D9	1,067
32. Nashville, TN	FDC9	1,680	64. Ocala, FL	BC22	1,061

# BUSIEST CHIEF

DEPARTMENT	BUSIEST CHIEF	RUNS	DEPARTMENT	BUSIEST CHIEF	RUNS
65. St. Charles, MO	9406	1,058	120. York, PA	C99-5	599
66. Las Vegas, NV	B1	1,050	121. Miami, FL	C2	598
66. Fitchburg, MA	ShftCmdr	1,050	122. Toledo, OH	BC1	583
68. Memphis, TN	B3	1,042	123. Lewisville, TX	B160	568
69. Richmond, VA	BC1	1,031	124. Vancouver, WA	BC1	562
70. Los Angeles County, CA	BC13	1,019	125. San Bernardino County, CA	BC148	560
71. Miami-Dade County, FL	BC12	1,012	126. Burton Fire District, SC	BAT81	553
72. Portland, ME	C5	998	127. Helena, MT	B1	544
73. Burlington, VT	B1	990	128. Streamwood, IL	B9	539
74. St. Petersburg, FL	DC5	986	129. Portsmouth, VA	B1	526
75. Mesa, AZ	East Valley DC	976	130. Leesburg, FL	B60	518
75. Lakeland, FL	BC2	976	131. Honolulu, HI	BN1	514
77. Pasco County, FL	B1	975	132. Miami Beach, FL	300	493
78. Fayetteville, AR	B1	966	133. San Antonio, TX	BC8	454
79. Scottsdale, AZ	BC601	959	134. Carrollton, TX	B111	437
80. Houston, TX	D68	954	135. Greeley, CO	B1	424
81. Elgin, IL	BC1	946	136. Tampa, FL	C1	423
82. Florence, KY	C130	919	137. Gilbert, AZ	B251	421
83. Henrico County, VA	BC3	907	138. Salt Lake City, UT	B1	398
84. Lansing, MI	B41	902	139. The Villages, FL	B51	394
85. Chandler, AZ	BC282	895	140. Surprise, AZ	BC301	391
86. Atlanta, GA	BC5	887	141. Farmers Branch, TX	B131	384
87. Shreveport, LA	B4	881	142. Lincoln, NE	B1	380
88. Greater Naples, FL	B70	878	143. Cedar Rapids, IA	B1	379
89. Rockford, IL	D2	872	144. Tucson, AZ	B1	376
90. Madison, WI	C31	866	145. Shawnee, KS	BC71	369
91. Raleigh, NC	FBATT5	853	146. Cape Coral, FL	B2	358
91. Longview, TX	BC2	853	147. Sandy Springs, GA	B5	353
93. Arlington County, VA	B111	851	148. El Paso, TX	B3	340
94. Lafayette, LA	U53	823	149. Guthrie, OK	C2	331
95. Fresno, CA	BC1	811	150. Springfield, OH	B1	330
96. Greensboro, NC	C2	807	151. Palm Bay, FL	DC2	324
96. Chula Vista, CA	B51	807	152. El Mirage, AZ	B121	306
98. Fargo, ND	B1	806	153. San Marcos, CA	B141	290
99. Dunedin, FL	D60	804	154. Punta Gorda, FL	BC1	287
100. Corpus Christi, TX	B2	789	155. Casa Grande, AZ	BC501	276
101. Compton, CA	B404	786	156. Kansas City, KS	C32	268
102. Utica, NY	C204	750	157. Rio Rancho, NM	B2	264
103. Sanford, FL	B31	747	158. Redlands, CA	BC704	236
104. Orange County, CA	B9	740	159. Lawton, OK	A Shift Major	213
105. Dallas, TX	BC1	723	160. Bryan, TX	B1	208
106. Palm Beach County, FL	BC91	713	161. Cedar Park, TX	B1	198
106. Oshkosh, WI	C15	713	161. St. Joseph, MO	BC43	198
108. Des Moines, IA	DC1	705	163. Titusville, FL	B1	197
109. Hammond, IN	BC4701	694	164. Henderson, NC	C4	187
110. Montgomery County, MD	BC703	682	165. Sioux Falls, SD	B1	159
111. Midland, TX	B1	659	166. Dunkirk, NY	C1	150
112. South Metro, Centennial, CO	BC32	657	167. Independence, MO	C5	136
113. Waukesha, WI	B10	644	168. Sierra Vista, AZ	BN203	120
114. Montgomery, AL	C31	640	169. DePere, WI	C102	117
115. Clayton County, GA	B2	634	170. Muscatine, IA	BC333	85
116. Spokane, WA	BC21	628			
117. Chesterfield County, VA	B1	622			
118. Austin, TX	B6	619			
119. Bedford, TX	B15	601			

## Canada

1. Montreal, QC	BC136	1,164
2. Surrey, BC	BC1	383

# BUSIEST STATION

DEPARTMENT	BUSIEST STATION	RUNS	UNITS	DEPARTMENT	BUSIEST STATION	RUNS	UNITS
1. Los Angeles City, CA	9	35,518	8	52. Boston, MA	E14/L4/Safety	9,863	3
2. Baltimore City, MD	Steadman	30,059	11	53. Portland, ME	Bramhall	9,644	5
3. Nashville, TN	9	24,877	7	54. Tampa, FL	13	9,643	4
4. Washington, DC	30	22,319	5	55. Minneapolis, MN	6	9,535	3
5. Los Angeles County, CA	33	22,114	4	56. Portsmouth, VA	1	9,531	8
6. St. Petersburg, FL	Master Fire Station	21,005	9	57. Sanford, FL	31	9,412	6
7. Chicago, IL	E101	18,377	4	58. Des Moines, IA	1	9,397	5
8. Phoenix, AZ	18	17,981	5	59. Cambridge, MA	Lafayette Square	9,354	3
9. Houston, TX	46	17,952	5	60. El Paso, TX	5	9,306	7
10. Montgomery County, MD	708	17,617	5	61. Scottsdale, AZ	602	9,121	3
11. Orange County, FL	51	17,156	5	62. Gwinnett County, GA	15	9,086	3
12. Las Vegas, NV	1	16,954	7	63. Chula Vista, CA	1	9,065	3
13. Prince George's County, MD	829	16,087	5	64. Clayton County, GA	1	8,991	3
14. Philadelphia, PA	E50	15,393	4	65. Charlotte, NC	4	8,794	2
15. St. Louis, MO	2	14,992	4	66. Colorado Springs, CO	1	8,727	3
16. San Francisco, CA	1	14,847	3	67. Mesa, AZ	201	8,602	2
17. Lansing, MI	41	14,497	5	68. Reno, NV	1	8,575	3
18. Tucson, AZ	9	14,437	6	69. Lincoln, NE	8	8,558	3
19. San Bernardino County, CA	311	13,487	5	70. Burlington, VT	Central	8,540	4
20. San Antonio, TX	32	13,360	4	71. DeKalb County, GA	20	8,380	3
21. Omaha, NE	Central	13,353	6	72. Kansas City, KS	9	8,261	5
22. Pasco County, FL	11	13,284	3	73. Atlanta, GA	15	8,109	3
23. Paterson, NJ	Madison Ave	13,104	5	74. Shreveport, LA	4	8,065	3
24. Jacksonville, FL	31	12,682	5	75. Compton, CA	HQ	8,010	3
25. Corpus Christi, TX	3	12,629	3	76. Hackensack, NJ	HQ	7,949	4
26. Albuquerque, NM	11	12,143	3	77. Ocala, FL	1	7,918	4
27. Denver, CO	1	12,121	3	78. Arlington County, VA	104	7,911	5
28. Fairfax County, VA	411	12,027	6	79. Montgomery, AL	10	7,854	2
28. Fort Lauderdale, FL	2	12,027	9	80. Wichita, KS	1	7,840	3
30. Fitchburg, MA	HQ	11,918	5	81. Virginia Beach, VA	7	7,574	4
31. Dallas, TX	25	11,910	4	82. St. Charles, MO	5	7,360	2
32. Austin, TX	1	11,768	3	83. Rockford, IL	3	7,329	3
33. New Orleans, LA	2	11,709	3	84. Bryan, TX	1	7,262	6
34. Stockton, CA	2	11,532	4	85. Lewisville, TX	1	7,202	4
35. Miami-Dade County, FL	2	11,525	4	86. Longview, TX	6	7,153	4
36. Miami Beach, FL	2	11,395	5	87. Bakersfield, CA	1	7,099	2
37. Spokane, WA	1	11,141	6	88. Glenview, IL	6	6,964	3
38. Miami, FL	9	10,986	4	89. Knoxville, TN	HQ	6,917	4
39. Memphis, TN	29	10,933	3	90. Independence, MO	1	6,916	3
40. St. Paul, MN	8	10,901	4	91. Vancouver, WA	1	6,899	3
41. Brockton, MA	1	10,899	4	92. Richmond, VA	10	6,829	4
42. Tacoma, WA	8	10,867	4	93. Asheville, NC	1	6,753	4
43. Orange County, CA	22	10,852	3	94. Worcester, MA	South Division	6,690	3
44. Utica, NY	7	10,642	4	95. Surprise, AZ	305	6,650	3.5
45. Sacramento Metro, CA	21	10,609	5	96. Palm Beach County, FL	41	6,629	3
46. Hartford, CT	2	10,442	3	97. Lakeland, FL	3	6,438	4
47. Toledo, OH	18	10,421	4	98. Macon-Bibb County, GA	10	6,433	5
48. Lauderhill, FL	57	10,100	3	99. Carrollton, TX	2	6,428	6
49. Hollywood, FL	31	10,062	3.5	100. Sandy Springs, GA	52	6,376	5
50. Henrico County, VA	6	9,928	3	101. San Marcos, CA	1	6,335	5
51. Danbury, CT	HQ	9,913	5	102. Sierra Vista, AZ	201	6,292	3

# BUSIEST STATION

DEPARTMENT	BUSIEST STATION	RUNS	UNITS	DEPARTMENT	BUSIEST STATION	RUNS	UNITS
103. Hemet, CA	1	6,226	2	154. Farmers Branch, TX	131	3,502	3
104. Charleston, SC	Central	6,215	4	155. Casa Grande, AZ	501	3,450	1
105. Oshkosh, WI	15	6,194	6	156. St. Joseph, MO	HQ	3,411	3
106. Salt Lake City, UT	2	6,157	2	157. Fayetteville, AR	1	3,388	2
107. Palm Bay, FL	1	6,082	4	158. Hendersonville, NC	1	3,328	2
108. Wilmington, DE	1	6,063	2	159. Newburgh, NY	HQ	3,204	3
109. Greeley, CO	1	6,054	3	160. Guthrie, OK	1	3,170	16
110. Stamford, CT	Central	6,053	3	161. Columbia/Richland County, SC	1	2,931	7
111. Ridge Road Fire District, Rochester, NY	HQ	6,024	4	162. Titusville, FL	13	2,919	2
112. Raleigh, NC	1	5,917	3	163. Cape Coral, FL	2	2,913	2
113. Madison, WI	1	5,893	5	164. Sioux Falls, SD	1	2,867	3
114. York, PA	99-1	5,791	2	165. Lawton, OK	4	2,850	2
115. Newton, MA	3	5,750	3	166. Endicott, NY	1	2,760	5
116. Hammond, IN	4	5,698	3	167. Royal Oak, MI	HQ	2,658	3
117. Midland, TX	6	5,604	3	168. Harrisburg, PA	2	2,516	2
118. Peoria, IL	Central	5,443	3	169. Peabody, MA	Prospect St	2,500	2
119. Greensboro, NC	7	5,439	2	170. Punta Gorda, FL	1	2,463	2
120. Boiling Brook, IL	2	5,434	2	171. Dunkirk, NY	HQ	2,423	6
121. Muscatine, IA	Public Safety Building	5,391	5	172. Cedar Park, TX	3	2,317	2
122. Fresno, CA	9	5,368	3	173. Springfield, TN	1	2,206	4
123. Dunedin, FL	60	5,270	4	174. Gilbert, AZ	7	2,188	1
124. Cedar Rapids, IA	Central	5,034	5	175. Helena, MT	1	2,045	5
125. Waukesha, WI	1	4,912	3	176. Henderson, NC	2	1,916	2
126. Wheeling, WV	2	4,902	2	177. Lincoln, CA	35	1,900	1
127. Chandler, AZ	282	4,873	3	178. Burton Fire District, SC	81	1,548	3
128. Chesterfield County, VA	14	4,871	6	179. DePere, WI	1	1,534	3
129. Frisco, TX	1	4,849	6	180. Streamwood, IL	33	1,484	3
130. Florence, KY	1	4,840	5	181. Lafayette, LA	2	1,343	2
131. Bedford, TX	1	4,739	4				
132. South Metro, Centennial, CO	34	4,704	7				
133. Oroville, CA	1	4,596	2				
134. Leesburg, FL	61	4,568	3				
135. Rio Rancho, NM	1	4,566	6				
136. Honolulu, HI	2	4,545	4				
137. Missoula, MT	1	4,518	4				
138. Pensacola, FL	1	4,504	3				
139. El Mirage, AZ	121	4,431	3				
140. The Villages, FL	43	4,378	3				
141. Springfield, OH	1	4,320	4				
142. High Point, NC	2	4,293	3				
143. Elgin, IL	1	4,280	3				
144. Meriden, CT	2	4,266	3				
145. Reading, PA	E3/L1	4,140	2				
146. Edison, NJ	3	4,098	3				
147. Fargo, ND	1	4,090	2				
148. Auburn, AL	1	4,037	3				
149. Redlands, CA	264	3,831	3				
150. Greater Naples, FL	21	3,733	4				
151. Shawnee, KS	71	3,700	3				
152. St. George FPD, LA	61	3,629	2				
153. Waukegan, IL	1	3,577	4				

## Canada

1. Montreal, QC	5	8,054	5
2. Surrey, BC	2	6,282	3



# BUSIEST AMBULANCE

DEPARTMENT	BUSIEST AMBULANCE	RUNS	DEPARTMENT	BUSIEST LADDER	RUNS
1. Philadelphia, PA.....	M8.....	10,096	52. Bryan, TX.....	M1.....	3,439
2. Chicago, IL.....	A10.....	8,189	53. Miami Beach, FL.....	R1.....	3,338
3. St. Louis, MO.....	M10.....	7,417	54. Tacoma, WA.....	M2.....	3,292
4. Baltimore City, MD.....	M4.....	7,219	55. Tucson, AZ.....	PM8.....	3,280
5. Washington, DC.....	A6.....	6,896	56. Des Moines, IA.....	M4.....	3,186
6. Los Angeles City, CA.....	RA809.....	6,882	57. Portland, ME.....	MEDCU5.....	3,165
7. Paterson, NJ.....	A91.....	6,873	58. Florence, KY.....	S114.....	3,105
8. Corpus Christi, TX.....	M3.....	6,232	59. Burlington, VT.....	A1.....	3,082
9. Montgomery County, MD.....	A742.....	6,059	60. St. Charles, MO.....	A9457.....	3,052
10. Miami-Dade County, FL.....	R202.....	6,003	61. Fairfax County, VA.....	M422.....	2,937
11. Houston, TX.....	A7.....	5,937	62. Lewisville, TX.....	M161.....	2,936
12. Utica, NY.....	R1.....	5,887	63. Springfield, OH.....	M8.....	2,908
13. Nashville, TN.....	M9.....	5,832	64. Boiling Brook, IL.....	M2.....	2,885
14. Albuquerque, NM.....	R11.....	5,558	65. Wheeling, WV.....	SQ1.....	2,880
15. Dallas, TX.....	RE25.....	5,509	66. Waukegan, IL.....	R1.....	2,863
16. Lansing, MI.....	M411.....	5,071	67. El Paso, TX.....	R7.....	2,827
17. Memphis, TN.....	U20.....	5,050	68. Glenview, IL.....	A7.....	2,821
18. Orange County, FL.....	R51.....	4,974	69. San Bernardino County, CA.....	MA302.....	2,794
19. Reno, NV.....	SQ1.....	4,962	69. Chandler, AZ.....	M282.....	2,794
20. Prince George's County, MD.....	A829.....	4,916	71. Orange County, CA.....	M46.....	2,783
21. San Antonio, TX.....	M10.....	4,872	72. Surprise, AZ.....	M305.....	2,662
22. Sacramento Metro, CA.....	M53.....	4,860	73. Midland, TX.....	EMS6.....	2,660
22. Reading, PA.....	M1.....	4,860	74. Oshkosh, WI.....	M16.....	2,635
24. St. Petersburg, FL.....	R3.....	4,762	75. Chesterfield County, VA.....	M1.....	2,532
25. Rockford, IL.....	M3.....	4,755	76. Elgin, IL.....	A2.....	2,527
26. Omaha, NE.....	M21.....	4,602	77. Arlington County, VA.....	M102.....	2,453
27. Pasco County, FL.....	R11.....	4,442	78. Waukesha, WI.....	A51.....	2,351
28. Shreveport, LA.....	M4.....	4,332	79. South Metro, Centennial, CO.....	MED31.....	2,322
29. Kansas City, KS.....	EMS9.....	4,244	80. Carrollton, TX.....	M112.....	2,294
30. Jacksonville, FL.....	R2.....	4,179	81. Rio Rancho, NM.....	R10.....	2,282
30. Portsmouth, VA.....	M1.....	4,179	82. Royal Oak, MI.....	R91.....	2,272
32. Madison, WI.....	M8.....	4,144	83. San Marcos, CA.....	RA141.....	2,220
33. Fitchburg, MA.....	R3.....	4,097	84. Bedford, TX.....	M151.....	2,162
34. Phoenix, AZ.....	R18.....	4,079	85. Sierra Vista, AZ.....	M201.....	2,033
35. Hammond, IN.....	4464.....	4,065	86. Frisco, TX.....	M1.....	1,995
36. Clayton County, GA.....	M1.....	4,059	87. Dunkirk, NY.....	R1.....	1,884
37. Toledo, OH.....	M23.....	4,052	88. Atlanta, GA.....	M1.....	1,623
38. Miami, FL.....	R29.....	4,034	89. Streamwood, IL.....	A31.....	1,532
39. Hollywood, FL.....	R5.....	4,000	90. Muscatine, IA.....	S354.....	1,408
40. Tampa, FL.....	R13.....	3,991	91. Burlington, KY.....	A714.....	1,294
41. Lauderhill, FL.....	R57.....	3,894	92. Farmers Branch, TX.....	M132.....	1,279
42. St. Paul, MN.....	M8.....	3,884	93. DeKalb County, GA.....	R22.....	1,201
43. Longview, TX.....	M6.....	3,847	94. DePere, WI.....	A121.....	1,147
44. Palm Beach County, FL.....	R91.....	3,816	95. Guthrie, OK.....	A3.....	831
45. Gwinnett County, GA.....	M11.....	3,727	96. Gilbert, AZ.....	LA253.....	116
46. Henrico County, VA.....	F06.....	3,726			
47. Lincoln, NE.....	M2.....	3,684			
48. Danbury, CT.....	A1.....	3,678			
49. Sanford, FL.....	R31.....	3,670			
50. Fort Lauderdale, FL.....	R2.....	3,599			
51. Las Vegas, NV.....	R301.....	3,471			

**No Canadian Ambulance Reported**



# BUSIEST HEAVY RESCUE

DEPARTMENT	BUSIEST HEAVY RESCUE	RUNS	DEPARTMENT	BUSIEST HEAVY RESCUE	RUNS
1. Hartford, CT	TU1	5,169	60. Oshkosh, WI	R15	1,124
2. Brockton, MA	SQ-A	4,983	61. El Paso, TX	SQ1	1,078
3. Toledo, OH	R7	4,760	62. Sioux Falls, SD	U5	1,073
4. Baltimore City, MD	R1	4,701	63. Guthrie, OK	R1	1,050
5. New York, NY	R4	3,174	64. The Villages, FL	SQ51	1,039
6. Phoenix, AZ	SQ44	3,124	65. St. George FPD, LA	R655	1,020
7. Nashville, TN	R12	3,060	66. Knoxville, TN	R1	1,012
8. Corpus Christi, TX	R3	2,994	67. Cedar Rapids, IA	R1	968
9. New Orleans, LA	R7	2,984	68. San Antonio, TX	HR11	905
10. Utica, NY	TAC2	2,967	69. Portsmouth, VA	R1	904
11. San Francisco, CA	RS1	2,949	70. Greensboro, NC	R5	896
12. St. Paul, MN	SQ1	2,911	71. Clayton County, GA	SQ13	894
13. Washington, DC	R1	2,855	72. Shawnee, KS	R72	870
14. Orange County, FL	SQ3	2,717	73. Wichita, KS	R4	851
15. Boston, MA	R2	2,575	74. Fort Lauderdale, FL	SQ47	828
16. Columbia/Richland County, SC	R1	2,525	75. Los Angeles County, CA	USAR103	788
17. Cambridge, MA	R1	2,520	76. Danbury, CT	R1	777
18. Denver, CO	R1	2,498	77. Ridge Road Fire District, Rochester, NY	R258	702
19. Memphis, TN	R2	2,466	78. Honolulu, HI	R1	670
20. Macon-Bibb County, GA	R8	2,409	79. Los Angeles City, CA	HR3	592
21. Hackensack, NJ	R1	2,328	80. Frisco, TX	R1	487
22. DeKalb County, GA	HR24	2,297	81. Lawton, OK	SQ4	466
23. Asheville, NC	R3	2,291	82. Richmond, VA	TR10	404
24. High Point, NC	R1	2,255	83. Lakeland, FL	T73	376
25. Philadelphia, PA	R1	2,221	84. Greater Naples, FL	R63	267
26. Chula Vista, CA	USAR53	2,195	85. Jacksonville, FL	HR4	256
27. Montgomery County, MD	RS742	2,164	86. Henderson, NC	R1	247
28. Peoria, IL	R2	2,144	87. Kansas City, KS	HR1	238
29. Arlington County, VA	R104M	2,095	88. San Bernardino County, CA	R72	231
30. Austin, TX	R14	2,074	89. Cedar Park, TX	R1	187
31. Las Vegas, NV	HR44	2,050	90. Lafayette, LA	SQ1	183
32. Wheeling, WV	R1	2,022	91. Montgomery, AL	HR75	181
33. Fairfax County, VA	R421	1,983	92. St. Petersburg, FL	HR4	176
34. Minneapolis, MN	R1	1,873	93. Salt Lake City, UT	HR75	154
35. Prince George's County, MD	SQ814	1,871	94. Palm Beach County, FL	SQ34	126
36. Omaha, NE	RE33	1,702	95. Fresno, CA	R11	124
37. St. Joseph, MO	R1	1,697	96. South Metro, Centennial, CO	R34	111
38. Pasco County, FL	SQ1	1,661	97. Ocala, FL	SQ1	111
39. Chicago, IL	SQ5	1,660	98. Orange County, CA	HR6	108
40. Charlotte, NC	R10	1,653	99. Charleston, SC	R115	101
41. St. Louis, MO	RS2	1,614	100. Tampa, FL	HR1	81
42. Fayetteville, AR	R1	1,602	101. Gwinnett County, GA	TRT24	70
43. Albuquerque, NM	SQ2	1,589	102. Mesa, AZ	SQ206	63
44. Paterson, NJ	R2	1,583	103. Dallas, TX	US33	62
45. Stamford, CT	R1	1,565	104. Midland, TX	SQ5	51
46. Portland, ME	R1	1,557	105. Chandler, AZ	SQ289	45
47. Worcester, MA	R1	1,552	106. Miami, FL	TechRes	42
48. Sacramento Metro, CA	R21	1,504	107. Chesterfield County, VA	TR17	41
49. Edison, NJ	R4	1,497	108. Madison, WI	SQ8	26
50. Houston, TX	HR11	1,422	109. Tacoma, WA	R8	24
51. Shreveport, LA	R9	1,391	109. Fargo, ND	R801	24
52. Reading, PA	R1	1,348	111. Spokane, WA	R4	23
53. Henrico County, VA	S13	1,292	112. Vancouver, WA	HR5	22
54. Raleigh, NC	RFR1	1,281	113. Bryan, TX	R1	10
55. Colorado Springs, CO	HR17	1,247	114. Des Moines, IA	TR7	2
56. Virginia Beach, VA	R2	1,241	115. Tucson, AZ	HR4	1
57. Atlanta, GA	SQ4	1,234			
58. Springfield, OH	R1	1,222			
59. Newton, MA	R1	1,179			
			<b>Canada</b>		
			1. Montreal, QC	HR647	1,121