FITCH FIRE AND DISPATCH REPORTS

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Are the right resources going to the right calls?

Are all the resources that are sent appropriate?

Dispatch review

Fire/EMS review
CURRENT SYSTEM IMPROVEMENTS

AUTOMATED DISPATCH

TRAFFIC SIGNAL PREEMPTION
FIRE/EMS SYSTEM FINDINGS

Strong response times, especially travel

AMT responded 1:46 behind Fire Department

Significant system capacity, Fitch advised 3 machines could be removed

Rescue 1 and 2 removed in FY2019 budget
Medical Priority Dispatch System findings:

- Fire/AMT review 1300+ different EMS calls
- Use Medical Priority Dispatch System in ECC
- Lower severity calls to AMT
- Fire respond to high-priority incidents
- Introduce BLS transport units - AMT
- Transport performance target from 8:59 to 10:59

Implementation pending Dispatch Center staffing upgrades
DISPATCH CENTER WORKFLOW

- Conduct EMS call intake by certified personnel using the EMDS software
- Migrate from a paper version to a software version of EMDS
- Consolidate radio talkgroups onto as few radio consoles as possible

- Peoria County ETSB funded the EMDS software for the ECC in 2019
Dispatch Center Staffing

- Increase call intake performance by an additional position filled 24 hours per day.

- Increase needed staffing in the ECC by five (5) positions. Current staffing is seven (7) positions below full staffing.

- Recruitment efforts are underway to fill needed dispatch positions.
Rescue 1 and Rescue 2 removed during 2019 budget

Purchase of EMDS Software
PENDING RECOMMENDATIONS

Additional staffing in Dispatch

Introduction of BLS transport ambulances

Transport performance target adjustment from 8:59 to 10:59

Implementation of revised EMS response protocols
15% reduction in lower acuity EMS calls responded to by the Fire Department

Transport performance target adjustment allows Fire Department to use their ALS skills on high priority calls