

**SUBMITTAL TO THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**



FROM: Supervisor Bob Buster

SUBMITTAL DATE: July 26, 2011

SUBJECT: Evaluation of Riverside County's Dispatch System for Medical Aid Calls

RECOMMENDED MOTION: That the Board of Supervisors:

- 1) Direct the Riverside County Emergency Medical Services Agency to research and develop a plan for the integration of computer aided dispatch (CAD) system to increase efficiency and decrease response times to medical aid calls.
- 2) Direct the Riverside County Emergency Medical Services (EMS) Agency to review Riverside County's medical-aid dispatch procedures with the goal of transitioning to a more effective and cost-efficient emergency medical dispatch priority system, similar to those used by EMS agencies across the United States.
- 3) That the Board Direct the EMS Agency to facilitate a Board Workshop in September to discuss improvements to the Riverside County Emergency Medical System.

BACKGROUND:

More than 80 percent of 911 calls to the Riverside County/Cal-Fire Department are for medical aid and many of those calls stem from non-emergent and non-life threatening incidents. Currently, 911 calls are first received by the Riverside County Sheriff's Communication Center. The Sheriff dispatcher transmits fire and medical aid calls to the Riverside County Fire Department/Cal Fire, which subsequently transmits medical aid calls via radio to the county's ambulance service provider.

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Bob Buster
Supervisor, 1st District

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Benoit, seconded by Supervisor Ashley and duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as recommended and a workshop is set for October 17, 2011 at 9:00 a.m.

Ayes: Buster, Tavaglione, Stone, Benoit and Ashley
Nays: None
Absent: None
Date: August 16, 2011
xc: Supvr. Buster, EMS

Kecia Harper-Ihem
Clerk of the Board

By:
Deputy

Prev.Agn.ref

Dist.

AGENT NO. **3.2**

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SUBJECT: Evaluation of Riverside County's Dispatch System for Medical Aid Calls

July 26, 2011

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This outmoded system results in potentially critical delays in ambulance deployment and patient transport to a hospital emergency room. Implementing a state-of-the-art integrated public safety Computer Aided Dispatch (CAD) system would streamline the call process from the initiation of the incident by eliminating duplication of efforts and delays associated with radio transmission to ambulance responders. An integrated CAD system utilizing Medical Priority Dispatch System (MPDS) protocols would allow Emergency Medical Service (EMS) providers to immediately identify the nature of the emergency and share automated data concerning the location of the caller, thus decreasing ambulance dispatch and response times. It is well known in a true medical emergency that every minute counts and that the rapid treatment and transfer of patients with conditions such as critical traumatic injuries, heart attacks, stroke and cardiac arrest to the care of an emergency room physician improves patient outcomes and saves lives. A CAD system utilizing MPDS protocols can be enhanced and made even more beneficial to 911 callers and EMS agencies with the safe and competent delivery of EMS. This begins with EMS dispatch by matching EMS resources to the needs of the 911 caller. In jurisdictions across the country and locally in the cities of Riverside, Corona and San Bernardino, dispatchers are trained to use the regimented interrogation system provided for through MPDS protocols to ascertain the caller's needs and provide callers with EMS pre-arrival instructions. A medical physician routinely inspects the responses to ensure that protocols are followed. A MPDS system enables the dispatcher to coach bystanders on how to deliver immediate lifesaving measures such as CPR until paramedics arrive, resulting in saved lives and improved patient outcomes. By appropriately matching EMS resource response to a patient's medical needs MPDS also enables dispatchers to efficiently deploy necessary resources while allowing additional assets to remain ready to respond to another emergency call. The result is overall improved EMS system efficiency and a significant financial savings for EMS provider agencies. Presently, Riverside County Fire Department deploys a full cadre of assets; fire engine, advanced life saving (ALS) equipment, two firefighters and a fire fighter/paramedic responding with red lights and siren to all medical aid calls whether or not there is a need to deploy significant resources. Additionally, an ambulance staffed by a paramedic and EMT with ALS capacity is also deployed on each medical aid call. Responding with a full array of assets with red lights and siren to every medical aid call – many of which first responders call "band-aid calls" takes emergency response units out of service unnecessarily and contributes to increased response times in life-threatening emergencies when units located farther away must be dispatched. Dispatch priority systems have been used by EMS agencies for more than a decade and have had time to evolve into state-of-the-art programs. As Riverside County searches for ways to enhance public safety and reduce costs, it makes sense to explore measures that EMS agencies across the country have implemented successfully, and to the benefit of 911 callers and taxpayers.

I request the Board of Supervisors to direct the Riverside County Emergency Medical Services Agency to initiate implementation of an integrated public safety computer aided dispatch system and to review Riverside County's medical aid dispatch protocols with the goal of transitioning to a medical dispatch priority system within two years.

**Riverside County Board of Supervisors
Request to Speak**



Submit request to Clerk of Board (right of podium),
Speakers are entitled to three (3) minutes, subject
Board Rules listed on the reverse side of this form.

SPEAKER'S NAME: Christina Bivona-Tellez

Address: HASC
(only if follow-up mail response requested)

City: _____ **Zip:** _____

Phone #: _____

Date: AUGUST 16th **Agenda #** 3.2

PLEASE STATE YOUR POSITION BELOW:

Position on "Regular" (non-appealed) Agenda Item:

Support **Oppose** **Neutral**

Note: If you are here for an agenda item that is filed
for "Appeal", please state separately your position on
the appeal below:

_____ **Support** _____ **Oppose** _____ **Neutral**

I give my 3 minutes to: _____

**Riverside County Board of Supervisors
Request to Speak**

Submit request to Clerk of Board (right of podium),
Speakers are entitled to three (3) minutes, subject
Board Rules listed on the reverse side of this form.

SPEAKER'S NAME: BARRY TALBOT

MAYOR, CITY OF CANYON LAKE

Address: _____
(only if follow-up mail response requested)

City: _____ **Zip:** 92587

Phone #: 951 796-5721

Date: 8-16-11 **Agenda #** 3.2

PLEASE STATE YOUR POSITION BELOW:

Position on "Regular" (non-appealed) Agenda Item:

Support **Oppose** **Neutral**

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_____ **Support** _____ **Oppose** _____ **Neutral**

I give my 3 minutes to: _____

**Riverside County Board of Supervisors
Request to Speak**

Submit request to Clerk of Board (right of podium),
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Board Rules listed on the reverse side of this form.

SPEAKER'S NAME: Lori Mason

Address: _____

(only if follow-up mail response requested)

City: _____

Zip: _____

Phone #: 951 903 6037

Date: 8/16/11

Agenda # 3.2

PLEASE STATE YOUR POSITION BELOW:

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Speakers are entitled to three (3) minutes, subject
Board Rules listed on the reverse side of this form.

SPEAKER'S NAME: David Waltemeyer

Address: 400 S. Vicentia
(only if follow-up mail response requested)

City: Corona **Zip:** 92882

Phone #: 951 736 2379

Date: 8-16-11 **Agenda #** 3.2 and 3.109

PLEASE STATE YOUR POSITION BELOW:

Position on "Regular" (non-appealed) Agenda Item:

Support **Oppose** **Neutral**

Note: If you are here for an agenda item that is filed
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the appeal below:

Support **Oppose** **Neutral**

I give my 3 minutes to: _____

City of Canyon Lake, Mayor Barry Talbot -Address to the Riverside County Board of Supervisors, August 16, 2011

Delivery of Emergency Services to City of Canyon Lake

Good Morning Mr. Chair... Supervisors

I thank you for the opportunity to rise in support of Supervisor Buster's proposal to evaluate the dispatch system for medical services in our county.

During these exceptionally grueling economic conditions, it is appropriate to review the effectiveness of systems that have an impact on the majority of county expenses...and also the expenses of each city within the county. The EMS (emergency medical services) dispatch system directs delivery of critical medical services to citizens suffering potentially life threatening problems.

Procedures for this EMS system currently require that first responses be provided by one or more fully staffed Fire Engines, each with 3 or 4 firemen and includes two or more qualified a Paramedics. This Fire Engine is almost always closely trailed by a separate 2 member AMR ambulance team, which includes one EMT and one paramedic. In other words, each call is routinely responded to by anywhere from 3 to 8 firemen, including at least 1 paramedic, and 2 AMR staff with one qualified as EMT and the other as a Paramedic.

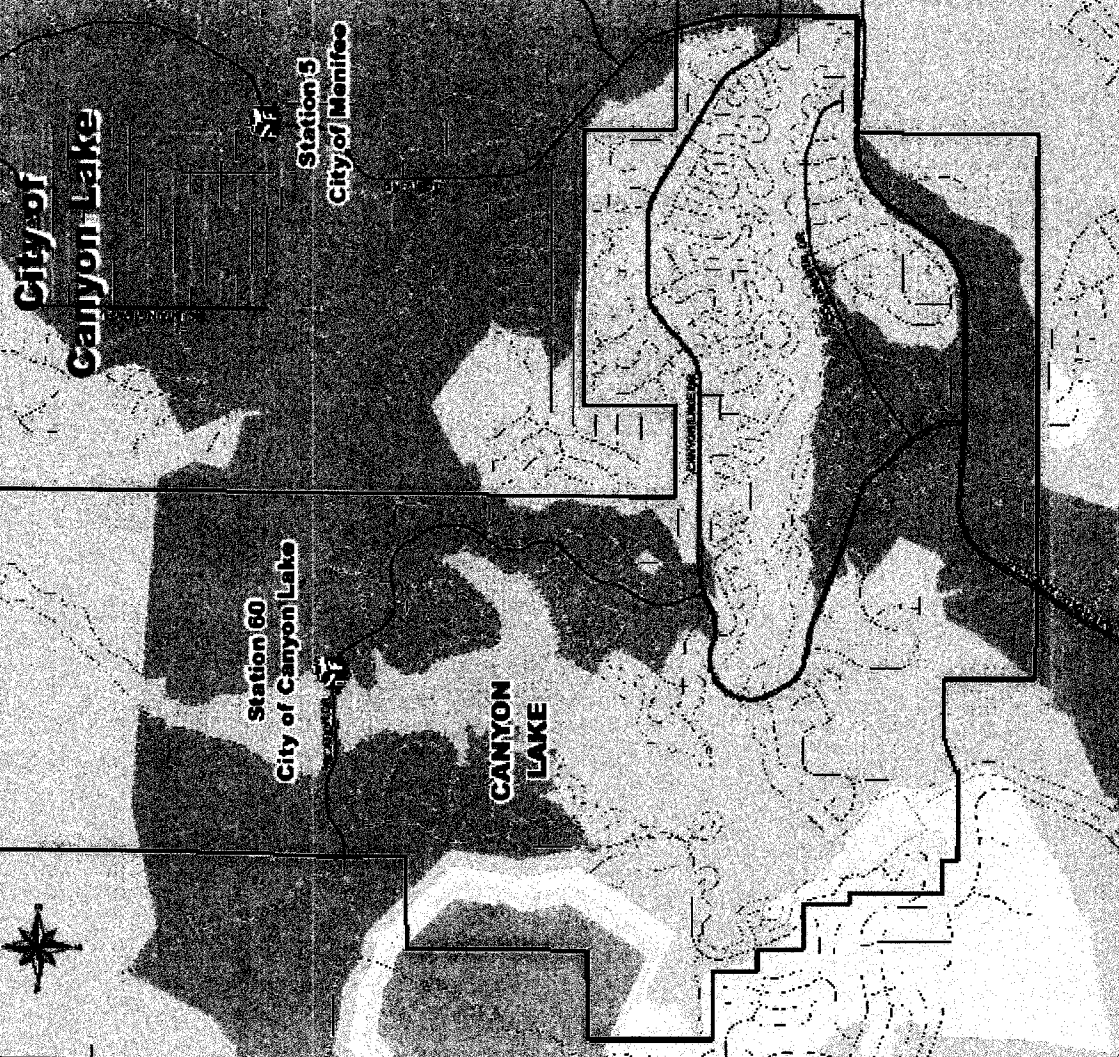
8-16-2011 3.2



August 16, 2011

- ▶ Time has come to re-evaluate the delivery system...
 - Huge financial burden to City
 - More than \$700,000 out of Canyon Lake general fund in FY 2010/11 to balance Fire Budget
 - Canyon Lake fire structure tax is over \$400,000 less than required to provide service in FY 2011/12
 - Challenging City's survival
 - Chief Hawkins suggests closing Station 60 (Californian, August 11, 2011)

Fire Stations and Response Times currently available for Canyon Lake



Legend

Response Times*
 *Including 1.4 Minute Call Processing and 1 Minute Get-Away

- 0-5 Minutes
- 5-7 Minutes
- 7-9 Minutes
- 9-11 Minutes
- 11+ Minutes

City of Canyon Lake

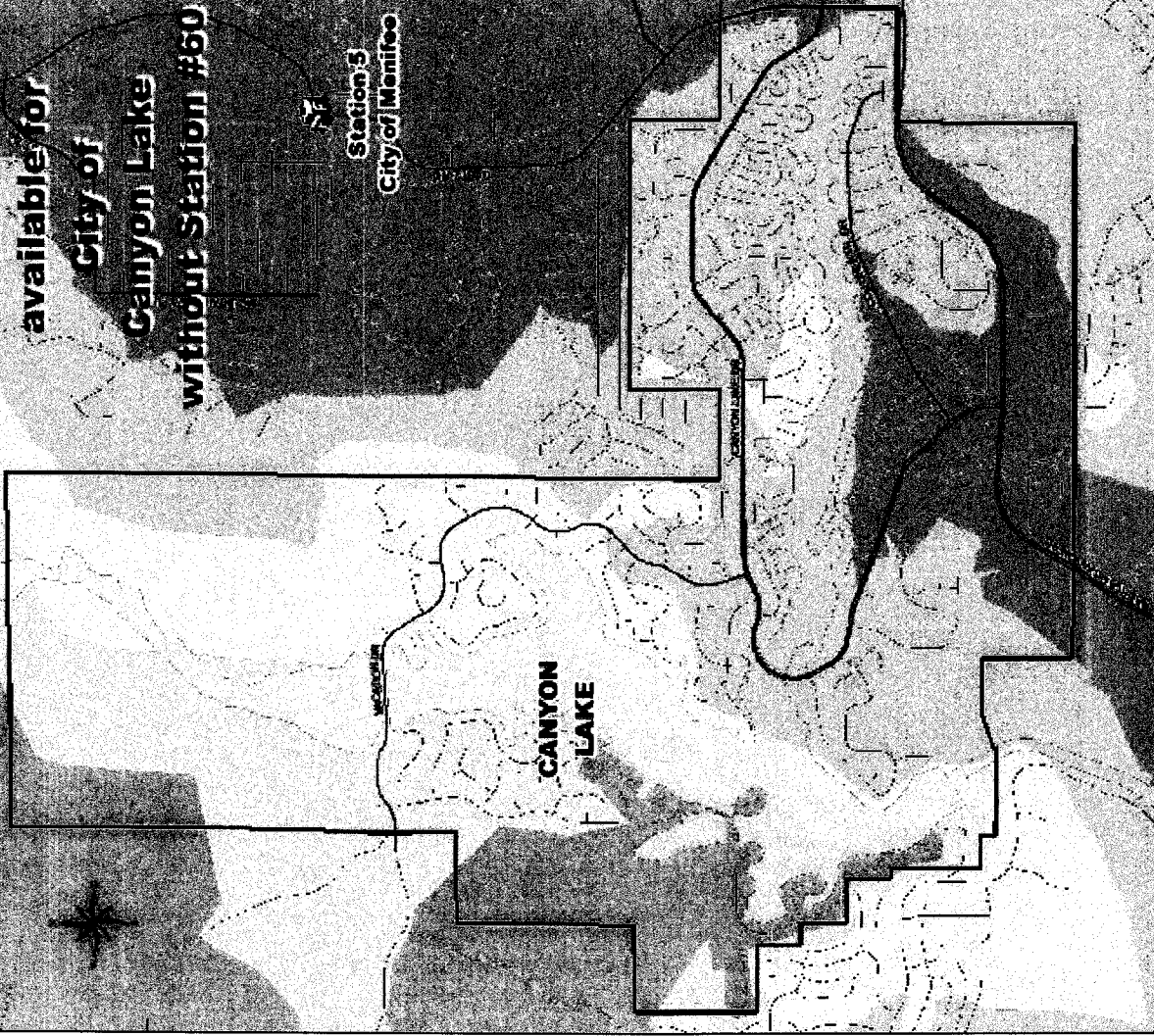
Station 60
 City of Canyon Lake

Station 94
 City of Lake Elsinore

Station 3
 City of Menifee

Scale: 0 0.1 0.2 0.4 0.5 0.8 Miles

Fire Stations and Response Times available for Canyon Lake without Station #60



Legend

Response Times*
 * Including 1.4 Minute Call Processing and 1 Minute Get-Away

- 7-9 MINUTES
- 9-11 MINUTES
- 11+ MINUTES
- City of Canyon Lake

Station 94
City of Lake Elsinore

- ▶ Changes in over-all delivery system a must...
 - Less than 2 Percent of Canyon Lake calls actually are for fire response
 - Responding to the over 84% medical calls in Canyon Lake, and the over 80% countywide with a costly fire engine is over-kill (resulting in more maintenance, slower responses)

- ▶ **Constituents deserve a logical more balanced delivery system...**
 - Don't close Station 60 – there are better alternatives
 - Honor 2006 County Fire agreement letter – take Station 60 back to two firefighter/paramedics
 - Partner with Canyon Lake and AMR on a two-year pilot project for a proactive innovative program that would work toward melding EMS with local public health needs