



# Albemarle County

## Legislation Text

---

**File #:** 19-316, **Version:** 1

---

**AGENDA DATE:** 6/5/2019

**TITLE:**

Albemarle County Fire Rescue Standards of Response Coverage

**SUBJECT/PROPOSAL/REQUEST:** Albemarle County Fire Rescue Standards of Response Coverage

**ITEM TYPE:** Consent Action Item

**STAFF CONTACT(S):** Richardson, Walker, Kamptner; Eggleston, Farley, Puckett, Mezzoni

**PRESENTER (S):** Dan Eggleston

**LEGAL REVIEW:** Yes

**REVIEWED BY:** Jeffrey B. Richardson

**BACKGROUND:** In 2016, Albemarle County Fire Rescue (ACFR) contracted with Fitch & Associates (Fitch) to evaluate the fire department's operations, deployment, and staffing and develop a comprehensive deployment and staffing plan referred to as a Standards of Response Coverage (SOC). Fitch followed the standards set out by the Commission on Fire Accreditation International (CFAI) Standards of Cover process, which uses a systems approach for deployment rather than a "one-size-fits-all" prescriptive formula. This comprehensive approach allows agencies to match local community needs (risks and expectations) with the appropriate level of service to operate in a safe, efficient and effective manner.

During the study, Fitch met with a variety of ACFR career and volunteer leadership to gather information about the system and our existing response model. Using national, state, and local standards, as well as information guidelines set forth by organizations such as the CFAI, the National Fire Protection Association (NFPA), and the Insurance Services Organization (ISO), Fitch evaluated the current response model, as well as the risk profile of Albemarle County, to develop a risk-based, data-driven staffing and deployment plan for ACFR.

At the July 5, 2018 Board meeting, ACFR staff and members of Fitch presented the results of the Standard of Cover Analysis and recommended performance measures. At that time, the Board raised concerns about Fire and EMS (FEMS) Board support for the service objectives in the SOC. Since that meeting, ACFR leadership has worked closely with FEMS Board leadership, as well as other key volunteer personnel, on the data and service objectives that are included in the SOC. The objectives recommended to the Board of Supervisors today were approved unanimously by the FEMS Board at its April 24, 2019 meeting.

**STRATEGIC PLAN:** Quality Government Operations: Ensure County government's capacity to provide high quality service that achieves community priorities

**DISCUSSION:** The SOC is a set of adopted, written policies and procedures that determines the distribution, concentration and reliability of fixed and mobile response forces for fire, emergency medical services, hazardous materials and other forces of technical response. It is a tool that:

- evaluates and defines an agency's baseline of operations;

- identifies benchmarks for achieving an agency's goals and objectives;
- determines levels of service; and
- measures an agency's performance over different budget or operational years.

This SOC was developed through a collaborative process that included internal and external stakeholders, as well as industry experts. It includes a thorough risk assessment of the community, an evaluation of the current capabilities of ACFR, and a specific set of service level objectives to measure performance. Adopting the service level objectives included in the SOC ensures that ACFR provides a safe and effective response force for emergency medical services, fire suppression, and specialty response situations.

**BUDGET IMPACT:** This request will have no impact on the FY 20 operating budget. Additionally, this request does not obligate the Board of Supervisors to appropriate funds. Instead, this will allow the Board of Supervisors to consider objective performance measures, community risk, and appropriate service levels.

**RECOMMENDATION:**

Staff recommends that the Board adopt the following service objectives:

Type of Measure	Performance Metric*	Development	Rural	Review Period
Station/Unit Performance	Response Time	≤8 Min at 90%	≤21 Min at 90%	Quarterly
	Travel Time	≤6 Min at 90%	≤15 Min at 90%	Quarterly
	Minimum Engine Staffing	≥3 Firefighters	≥3 Firefighters	Daily
	Minimum Ambulance Staffing	≥1 EMT and ≥1 EVOC	≥1 EMT and ≥1 EVOC	Daily
	Minimum ALS Staffing	≥1 EMT-Intermediate or Paramedic	≥1 EMT-Intermediate or Paramedic	Daily
	Percentage of Calls with a "failed response"	≤3%	≤3%	Quarterly
System Design and Performance	District Risk Rating	Increases in Risk to Moderate or High	Increases in Risk to Moderate or High	Annually
	Reliability	≥90%	≥90%	Quarterly
	Call Concurrency	≤15%	≤15%	Quarterly
	Call Volume	3,000 – Initial 500 – Ongoing	1,800 – Initial 300 – Ongoing	Annually
	Unit Hour Utilization	≤0.25 on 24-hour units ≤0.50 on 12-hour units	≤0.25 on 24-hour units ≤0.50 on 12-hour units	Quarterly
	Cross-Staffing	<1,800 annual calls and <15% Call Concurrency	<1,800 annual calls and <15% Call Concurrency	Annually

\* Non-emergent incidents are excluded from the performance analysis.

**ATTACHMENTS:**

A - Standard of Cover Report

B - Standard of Cover Data Report

