



## City of Tumwater Fire Department

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- Conduct pump operator training

FOLLOW UP RESPONSIBILITY: Fire Chief, Training Officer

### ***EMERGENCY RESPONSE***

### ***SECTION 10***

*GOAL: To deliver emergency services in a safe and efficient manner, with a response time (turnout time plus travel time) to arrival on scene of 7 minutes or less, 90% of the time, emphasizing a safety culture at all time.*

Currently the department's goal is to attain a 7 minute response time or less, 90 % of the time. With the addition of the planned full time staffing of Station T-2, we will be able to reach this goal and even reduce our response time to a lower level on a more consistent basis as identified in the 2009 Master Plan.

Emergency response represents the most visible aspect of the department's mission. A major consideration in the delivery of effective emergency services is the time frame in which they are delivered. Emergency response time is defined as the elapsed time from when a call is received in the fire communications center, until the first unit arrives on the scene. Included are the components of alarm processing time, actual dispatch, turnout time, and travel time to the incident. Our definition of response time, and consequently our response time standard coincides with the response time definition as prescribed by the Commission on Fire Accreditation International.

A critical component of response time is turnout time (the amount of time that passes between firefighters being alerted and the time that fire apparatus is enroute). The department turnout goals are as follows:

- For calls not requiring protective clothing, such as EMS: 40 seconds or less
- For calls requiring protective clothing, such as structure fires: 60 seconds or less

The basis of the aforementioned goals is to be on the road to the emergency within a specified timeframe once we receive the alarm from dispatch. The quicker we are turning out to respond from the station, the faster our response time will be. Usually for EMS calls, it is not a requirement to put on full bunker pants, boots, helmet and coat. Putting on clothing for full structure fire response adds additional time. Obviously we want to make sure everyone is safe yet reminding ourselves that response time can be a matter of life and death.

Our Department is dispatched by T-COMM 9-1-1, which has an average for processing calls (the elapsed time from answering the phone until dispatch) of 1:06 seconds. This time is not included in the turnout and travel time described in the above paragraph, but is part of the response time



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Automatic / Mutual Aid (dispatch of the closest apparatus) regardless of political jurisdiction has been in place in our area for over 25 years. Such a process is having a positive impact on response times in all areas as well as overall improvement in delivery of Emergency Services for all of Thurston County.

<b>2013 – 2014</b>		
<b>Emergency Responses</b>		
	<u>2013</u>	<u>2014</u>
Fire Responses	68	88
Emergency Medical Calls	2,145	2,400
Other Incidents	711	873
Total Emergency Incidents	2,924	3,361

Automatic Aid is strongly supported by a regional communications and dispatch center operated by Thurston County. With the exception of Washington State Patrol, all Thurston County fire and law enforcement agencies are dispatched out of that center.

Another major component of the emergency response sequence is the safety of the response. It is imperative that the response is made as safely as possible for the protection of both Department members and citizens.

The Opticom “traffic signal preemption” system, which allows fire vehicles to control traffic signals during response, has been completed for many years. All intersections in Tumwater are equipped with this technology. Traffic signal preemption allows for a reduction in response time, as emergency vehicles will not encounter red lights and cars will not “stack up” in intersections. Additionally, utilization of this technology improves emergency response safety for both Fire Department members and the public.

On occasion, the opticom signal at Israel and Capital does not actuate causing delays through the intersection however; for the most part it is clear that Opticom accomplishes what it is intended to do.

The continued installation of roundabouts in the city must take into account the width of modern fire apparatus so that such apparatus can maneuver through these areas without slowing or significant delay. The fire department and public works should work on this endeavor as additional roundabouts are installed throughout the city.

### Radio System

On January 1, 2013, a narrow band Private Line (PL) with a continuous coded squelch system was installed for each agency. Such an installation has allowed each agency to have their own tone which has prevented bleedover and interference when multiple calls are occurring.



## **2016 -2021 ACTION PLAN OBJECTIVES**

- Develop a better process of reporting and testing opticom units with public works
- Monitor and publish turnout times to all members
- Explore alternative ways to measure turnout and travel times utilizing data and technology to manage resources
- Establish a response time committee to evaluate the turnout and travel components of emergency response
- Study the apparatus on – scene until patient contact is established time for emergency medical incidents
- Evaluate historical response data for 2014 and 2015
- Review and work toward changing dispatch protocols if needed and required for faster processing time
- Work with Public Works on the installation of roundabouts and other road projects that allows for quick seamless response

FOLLOW UP RESPONSIBILITY: Fire Chief

## **EMERGENCY MEDICAL SERVICES**

## **SECTION 11**

*GOAL: To save lives, reduce suffering and speed recovery from injury and illness by delivering basic life support (BLS), advanced life support (ALS/Paramedic), pre-hospital care, emergency medical services, and emergency transportation for the sick and injured throughout the community and the region.*

The delivery of emergency medical services to the citizens of Tumwater plays a major role in the operation of the Tumwater Fire Department. Currently, 72% of our emergency response activity is emergency medical in nature. Department members answer more than 2,500 calls for emergency medical service (EMS) each year. Approximately 34% of EMS Calls require advanced life support (paramedic) intervention, and over 50% of all EMS calls result in an ambulance transport.

Existing Programs and opportunities that are provided by the EMS Section Include:

- Emergency medical technician training for all members
- Paramedic and EMT Certification and Re-certification program
- EMS documentation training for probationary firefighters and all emergency response personnel
- Conduct research to evaluate new medical equipment
- Quality assurance programs for emergency medical technicians and paramedics