



AGENDA

Garden Grove City
Council

Monday, March 4, 2019

5:30 PM

SPECIAL STUDY
SESSION - Community
Meeting Center 11300
Stanford Avenue Garden
Grove California 92840

Steven R. Jones

Mayor

George S. Brietigam

Council Member - District 1

John R. O'Neill

Council Member - District 2

Thu-Ha Nguyen

Council Member - District 3

Patrick Phat Bui

Council Member - District 4

Stephanie Klopfenstein

Mayor Pro Tem - District 5

Kim B. Nguyen

Council Member - District 6

Meeting Assistance: Any person requiring auxiliary aids and services, due to a disability, to address the City Council, should contact the City Clerk's Office 72 hours prior to the meeting to arrange for accommodations. Phone: 714) 741-5040.

Agenda Item Descriptions: Are intended to give a brief, general description of the item. The City Council may take legislative action deemed appropriate with respect to the item and is not limited to the recommended action indicated in staff reports or the agenda.

Documents/Writings: Any revised or additional documents/writings related to an item on the agenda distributed to all or a majority of the Council Members within 72 hours of a meeting, are made available for public inspection at the same time (1) in the City Clerk's Office at 11222 Acacia Parkway, Garden Grove, CA 92840, during normal business hours; (2) on the City's website as an attachment to the City Council meeting agenda; and (3) at the Council Chamber at the time of the meeting.

Public Comments: Members of the public desiring to address the City Council are requested to complete a **pink speaker card** indicating their name and address, and identifying the subject matter they wish to address. This card should be given to the City Clerk prior to the start of the meeting. General comments are made during "Oral Communications" and should be limited to matters under consideration and/or what the City Council has jurisdiction over. Persons wishing to address the City Council regarding a Public Hearing matter will be called to the podium at the time the matter is being considered.

Manner of Addressing the City Council: After being called by the Mayor, you may approach the podium, it is requested that you state your name for the record, and proceed to address the City Council. All remarks and questions should be addressed to the City Council as a whole and not to individual Council Members or staff members. Any person making impertinent, slanderous, or profane remarks or who becomes boisterous while addressing the City Council shall be called to order by the Mayor. If such conduct continues, the Mayor may order the person barred from addressing the City Council any further during that meeting.

Time Limitation: Speakers must limit remarks for a total of (5) five minutes. When any group of persons wishes to address the City Council on the same subject matter, the Mayor may request a

spokesperson be chosen to represent the group, so as to avoid unnecessary repetition. At the City Council's discretion, a limit on the total amount of time for public comments during Oral Communications and/or a further limit on the time allotted to each speaker during Oral Communications may be set.

PLEASE SILENCE YOUR CELL PHONES DURING THE MEETING.

STUDY SESSION

ROLL CALL:

COUNCIL MEMBER BRIETIGAM, COUNCIL MEMBER O'NEILL, COUNCIL MEMBER T. NGUYEN, COUNCIL MEMBER BUI, COUNCIL MEMBER K. NGUYEN, MAYOR PRO TEM KLOPFENSTEIN, MAYOR JONES

1. Oral Communications
2. Discussion on the Orange County Fire Authority Performance Standards.
3. Adjournment

Overview

GGFD

Standards of Coverage

Standards of Coverage

- Adopted written policies and procedures that determine the distribution, concentration, and reliability of fixed and mobile response forces for fire, Emergency Medical Services (EMS), Hazardous Materials, and other technical responses.
- Purpose of Standards of Coverage:
 - Defining baseline emergency response performance standards.
 - Measuring service delivery performance.

Strategies for Improving Response Times

- To improve First Unit Onscene (FUOS)
 - Increase # of Fire Stations
- To improve Effective Emergency Medical Services (EEMS)
 - All Apparatus have (2) paramedics assigned to them
- To improve Effective Fire Force (EFF)
 - All Apparatus is staffed with 4/0 (4 Personnel on Fire Engine)

National Fire Protection Association

NFPA 1710 (Standard)

- First Unit Onscene
 - 6 Minutes
 - 1 Minute = Dispatch
 - 1 Minute = Turnout
 - 4 Minutes = Drive Time
- Effective EMS Force
 - 2 Paramedics Onscene
 - 8 Minutes
- Effective Fire Force
 - 15 Firefighters Onscene
 - 8 Minutes

How Deployment Times Were Calculated

- Tasked to Develop a Standards of Coverage, based off the following criteria:
 - Took NFPA 1710 Standard
 - Took 12 Months of Response Data from Metro Net
 - 90% Bench Mark with Average Times
- Response times were calculated based off Average Times not Fractile Measurements.

Daily Staffing Comparison

All Models (29 On-Duty)

#1 Current GGFD

7 Fire Stations

9 Pieces of Equipment

- 7 Engines
- 1 Truck
- 1 PM Squad
- 1 Battalion Chief
- 8 Captains
- 8 Engineers
- 12 Firefighters

10 Certified Paramedics

FUOS 65% Average 3:47

EEMS 28.20% Average 4:29

EFF 30% Average 8:05

POT Average 4:22

#2 Comparable GGFD

7 Fire Stations

7 Pieces of Equipment

- 5 Engines
- 2 Quints
- 1 Battalion Chief
- 7 Captains
- 7 Engineers
- 14 Firefighters

14 Certified Paramedics

FUOS 63% Average 3:50

EEMS 63% Average 3:50

EFF 90% Average 6:09

POT Average 3:50

#3 OCFA FSP

7 Fire Stations

7 Pieces of Equipment

- 5 Engines
- 2 Quints
- 1 Battalion Chief
- 7 Captains
- 7 Engineers
- 14 Firefighters

14 Certified Paramedics

FUOS 63% Average 3:50

EEMS 63% Average 3:50

EFF 90% Average 6:09

POT Average 3:50

Current GGFD Deployment Model VS OCFA Deployment Model

- OCFA Deployment Model

- No Change in FUOS — (First Unit Onscene)
- Improved Response Times for EEMS — (Effective Emergency Medical Services)
- Improved Response Times for EFF — (Effective Fire Force)
- Will not require (2) pieces of Fire Apparatus to respond to a medical aid.
 - Currently, When GE1, GE3, GE4, GE6, and GE7 responds to an Advanced Life Support (ALS) call, it requires (2) pieces of Fire Apparatus to respond, to form up the paramedic component.

Response Time Measures Briefing

City of Garden Grove

Presented on March 4, 2019



CITYGATE ASSOCIATES, LLC
FIRE & EMERGENCY SERVICES

The Business of Better Government



Fire Service Delivery Policy Choices

- There are no mandatory federal or state regulations directing the level of fire service response times and outcomes. Thus, communities have the level of service they desire and can afford.
- The body of regulations on the fire service provides that *if fire services are provided at all, they must be done so with the safety of the firefighters and citizens in mind.*
- Deployment is about the **speed** and **weight** of the response:
 - **Speed** = single neighborhood-based units
 - **Weight** = multiple units amassing quickly enough to stop serious fires



Service-Level Goals

- Time-temperature curve in building fires
- EMS survivability in cardiac arrest (CPR)
- Suppress other outdoor fires before they spread to buildings and wildland areas
- Keep small fires small
- Save people with potentially fatal medical emergencies
- Policy goal – Provide adequate response times *to all similar risk and population density neighborhoods*

Deployment Best Practices Advice

- Insurance Services Office (ISO)
- National Fire Protection Association (NFPA)
- Commission on Fire Accreditation
- Recommendation is for each community to adopt a council policy for desired outcomes for types of risk
- Example – keep building fire to or near room of origin
 - The outcome needs a quantity of firefighters in time to be effective – “Response Time”



Current Urban Best Practice Time Metrics

- ***Call Processing/Dispatch***
 - NFPA: 90 seconds or less (90%)
- ***Crew Turnout***
 - NFPA: 80 seconds or less (90%)
 - Citygate: 2:00 minutes or less (90%)
- ***First-Due Travel***
 - NFPA: 4:00 minutes or less (90%)
- **Total Response Time = 7:30 minutes/seconds**
- ***1st Alarm Travel***
 - NFPA: 8:00 minutes or less (90%); 11:30 Total Response

Garden Grove Measures History

- Late 2008 General Plan 2030
- Goal – SAF-IMP-5I – Adopt standards that set the number of personnel per response and response times (NFPA 1710)

(NFPA 1710 recommends 4-minute travel for the first arriving fire unit 8-minute multi-unit travel to serious fires.)

Fire Chiefs 2016 Deployment Review

- Six minutes *total* time for EMS incidents appears to be based on 4-minute travel + 2 minutes for dispatch and turnout = 6 minutes
- City Council action was to “accept” the report and increase PM staff; no mention of response times
- The report did not include dispatch processing time

Measure O Response Time – Mid-2018

- City webpage on Measure O references 6 minutes for critical medical events
- Given the 2016 Chief's report, the 6 minutes appears to be *from crew notify*, not 9-1-1 receipt
- By the 6th minute, 38% reached but no mention of the time to 90%

Council Response Time Update – Sept. 2018

- Discussion of a 6-minute ***total*** EMS response time @ 90%, but divided into:
 - 1:45-minute dispatch + 1-minute crew turnout + 4-minute travel = **6:45**
 - Referenced NFPA 1710 and use of 90% fractile



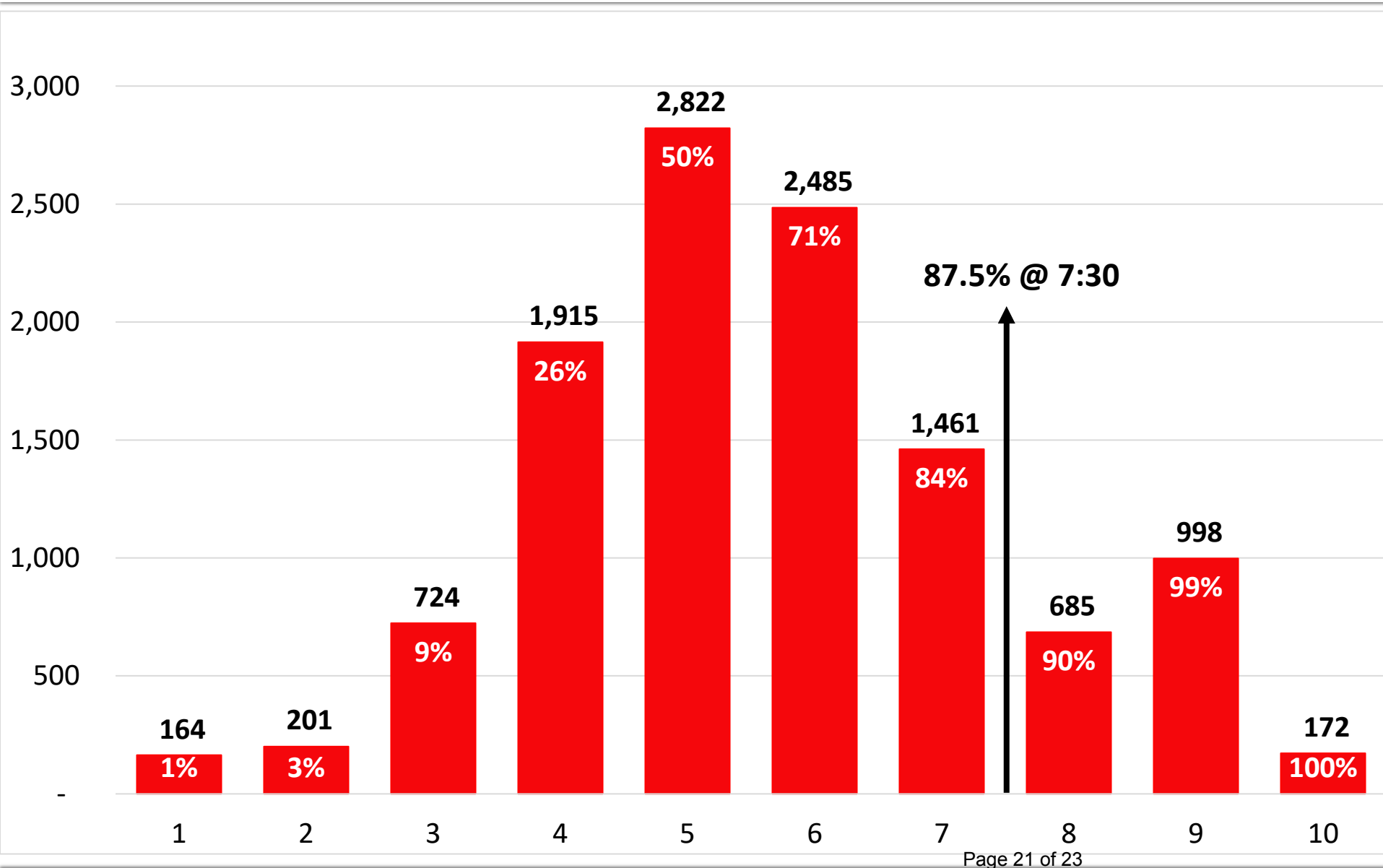
2018 Garden Grove Response Time Data

- **1st Due Unit @ 90%**
 - Call processing 1:23 minute/seconds
 - Crew turnout 1:24 minute/sec
 - Travel 6:22 minutes/sec
 - *Citywide Total Time* 8:20 minutes/sec
- OCFA 1st Unit Goal – 7:22 @ 80%

2016-2018 Garden Grove Response Time Data

- **1st Due Unit @ 90%**
 - Call processing 1:31 minute/seconds
 - Crew turnout 1:41 minute/sec
 - Travel 6:13 minutes/sec
 - *Citywide Total Time* 8:23 minutes/sec
- OCFA 1st Unit Goal – 7:22 @ 80%

Total Response Time by Minute



Deployment Measures Summary

- A total response time measure for Garden Grove should begin with 9-1-1 answer
- A best practices goal would be 7:30 minutes
- Current City measure is 8:20 minutes @ 90% due to longer travel times
- But over 87.5% are reached by 7:30 minutes
- The OCFA proposal does not change station locations so travel times stay the same
- Given other unit type changes, OCFA should have the same or slightly better times

Discussion

