

## AGENDA



Garden Grove City  
Council

Tuesday, February 11,  
2020

5:00 PM

SPECIAL MEETING -  
Community Meeting  
Center, 11300 Stanford  
Avenue, Garden Grove,  
CA 92840

**Steven R. Jones**

Mayor

**John R. O'Neill**

Mayor Pro Tem - District 2

**George S. Brietigam**

Council Member - District 1

**Diedre Thu-Ha Nguyen**

Council Member - District 3

**Patrick Phat Bui**

Council Member - District 4

**Stephanie Klopfenstein**

Council Member - District 5

**Kim B. Nguyen**

Council Member - District 6

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**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 D. NGUYEN, COUNCIL MEMBER BUI, COUNCIL MEMBER KLOPFENSTEIN, COUNCIL MEMBER K. NGUYEN, MAYOR PRO TEM O'NEILL, MAYOR JONES

1. Oral Communications
2. Update on the Orange County Fire Authority and Care Ambulance deployment and response times.
3. Adjournment

**City of Garden Grove**

**INTER-DEPARTMENT MEMORANDUM**

To: From:

Dept.: Dept.:

Subject: Update on the Orange Date:  
County Fire Authority and  
Care Ambulance deployment  
and response times.

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**ATTACHMENTS:**

<b>Description</b>	<b>Upload Date</b>	<b>Type</b>	<b>File Name</b>
OCFA PowerPoint Presentation	2/12/2020	Presentation	2-11-20_OCFA_PowerPoint_Presentation.pdf
Care Ambulance PowerPoint Presentation	2/12/2020	Presentation	2-11-20_Care_Ambulance_PowerPoint_Presentation.pdf

The background of the slide features a large, faint, light blue seal of the Orange County Fire Authority. The seal is circular with a five-pointed star in the center. The words "ORANGE COUNTY" are written in a circle around the top half of the star, and "FIRE AUTHORITY" around the bottom half. Below the star, the word "CALIFORNIA" is written. At the bottom of the seal, it says "Est. 1995".

# **Orange County Fire Authority**

## **Garden Grove City Council**

### **February 11, 2020**

Orange County Fire Authority



# Anatomy of a 911 call to Orange County Fire Authority



911 CALLER



GGV PD DISPATCH



OCFA ECC DISPATCHER



STATION ALERTING AND PAGES



OCFA STATIONS ALERTED AND  
UNITS PAGED



CARE AMBULANCE NOTIFIED  
BY CAD TO CAD AND  
PROCESSES REQUEST FOR  
AMBULANCE

# Deployment Comparison

*OCFA comparison to previous Garden Grove deployment*

	Before	After
Paramedic Units	3	7
Average Paramedic Unit Response Time	0:06:47	0:05:26

Orange County Fire Authority





# Care Ambulance and City of Garden Grove Ambulance Contract

6 Month Check-Up Since OCFA Service Transition



## Check Up Topics

- Brief history of Care Ambulance Service
- Ambulance Contract Review from 2001
- Specific Ambulance Contract Requirements
- Actual Contract Performance Data
- Compare Response Time Data to other Care City / County contracts
- Address Council Concerns
- Conclusion and Recommendation

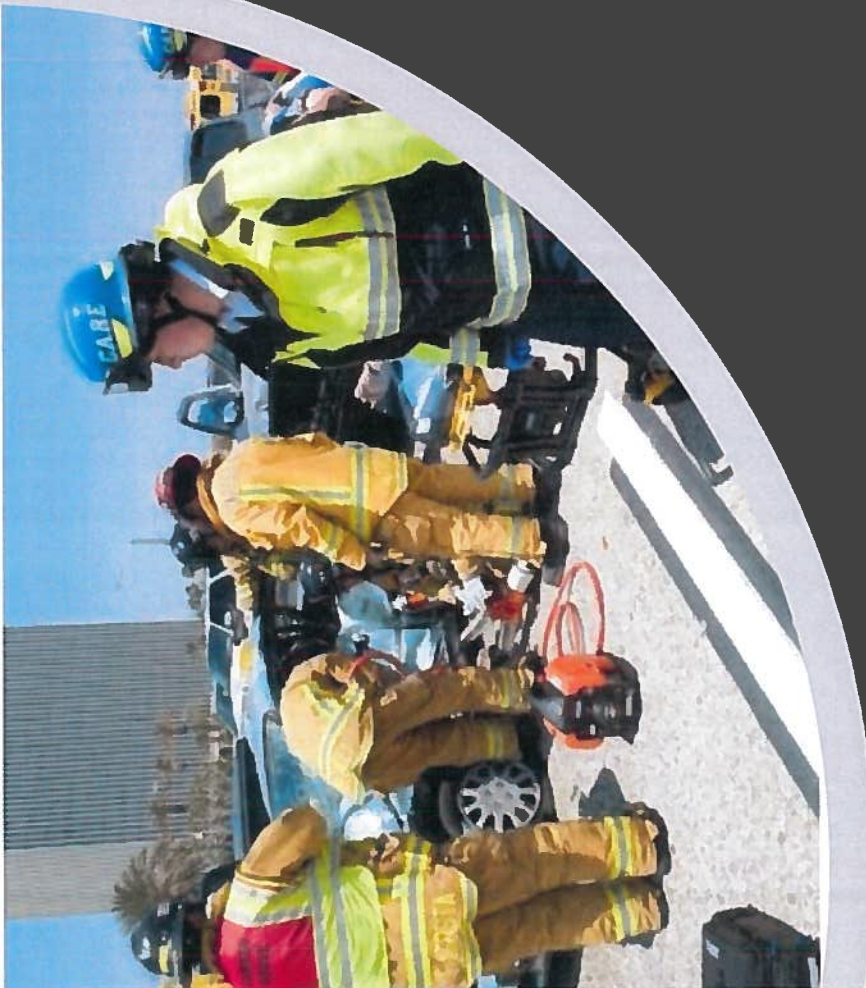


# Brief History of Care Ambulance

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- Started here in Garden Grove in 1969
- Just celebrated 50 years of providing emergency ambulance services to Orange and Los Angeles Counties.
- Providing Basic Life Support (BLS), Advanced Life Support (ALS) and Critical Care Nurse Transport Services.
- Serving over 5 million residents in Orange and Los Angeles Counties
- in 2019 – Provided over 395,000 ambulance responses and 280,000 patient transports.
- Largest provider of ambulance services in Southern California.
- Unmatched disaster capabilities.





## Garden Grove Ambulance Contract Review

- Following RFP process, Care Ambulance was first selected as City's Emergency Ambulance Provider in 2001. Contract was extended in 2003.
- In 2004, contract was re-bid and Care Ambulance prevailed. Contract extended in 2009 and 2014.
- In 2017, contract again was re-bid with Care Ambulance prevailing. This is the current ambulance contract.
- Care has never asked for a call exception, never missed our monthly contracted response time requirements and never turned a call for service to another ambulance service.

# Specific Contract Requirements

- Contracts from 2001 and 2004 Identical
  - City of Garden Grove is treated as a single response zone
  - Care Ambulance dispatched ambulances
  - Response times measured fractally, Code 3 = 90% at 10 minutes and 90% Code 2 at 15 minutes
  - Response times reported quarterly to Fire Chief
  - Care served the City with 3 emergency ambulances
- Contract in 2017
  - City of Garden Grove still treated as a single response zone.
  - **Garden Grove Fire through “Metro Net” JPA dispatched ambulances**
  - Response times still measured fractally, Code 3 = 90% at 10 minutes and 90% Code 2 at 15 minutes
  - Response times reported quarterly to Fire Chief. Now to City Manager
  - **Care serves the City with 4 emergency ambulances**



## Care's Actual Contract Performance with Care Dispatching

### 2001 to 2017

- 3 GG Ambulances
- Contract Requirement
  - Code 3 (lights and siren) = 90% at 10 minutes
  - Code 2 (no lights or siren) = 90% at 15 minutes

### Actual Contract Performance

- Code 3 (lights and siren) = 95.74% compliance
- Code 2 (no lights or siren) = 97.47% compliance







## Care's Actual Contract Performance With Metro Net JPA Dispatching

### 2017 to 2019

- 4 GG Ambulances
- Contract Requirement
  - Code 3 (lights and Siren) = 90% at 10 minutes
  - Code 2 (no lights or siren) = 90% at 15 minutes

### Actual Contract Performance

- Code 3 (lights and siren) = **91.74 % compliance**
- Code 2 (no lights or siren) = 96.74 % compliance

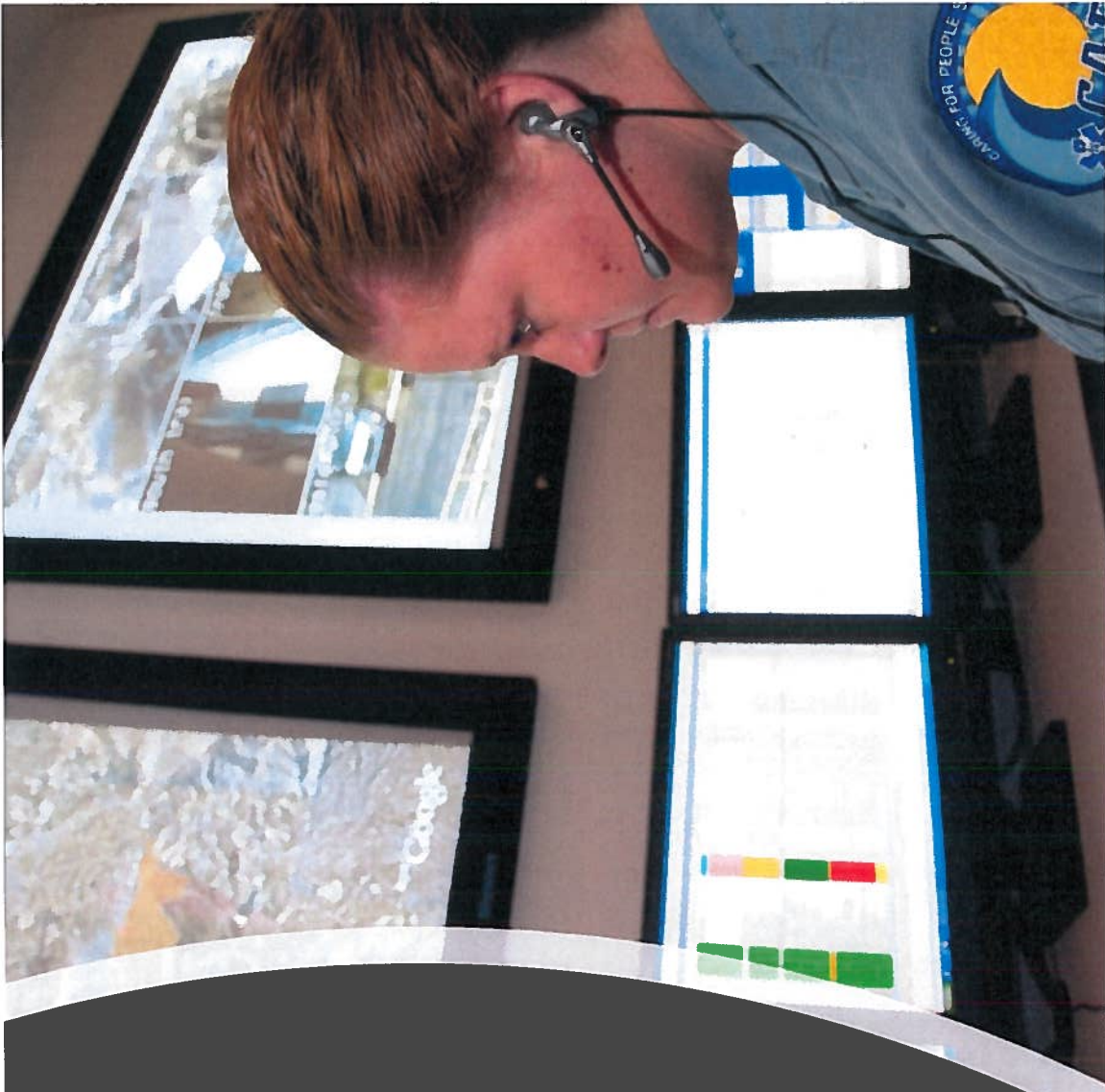
## Care's Actual Contract Performance With Care Dispatching – Since OCFA Transition

### August 17, 2019 to Present

- 4 GG Ambulances
- Contract Requirement
  - Code 3 (lights and siren) = 90% at 10 minutes
  - Code 2 (no lights or siren) = 90% at 15 minutes

### Actual Contract Performance

- Code 3 (lights and siren) = 98.90 % compliance
- Code 2 (no lights or siren) = 97.76 % compliance





**Dedicated  
Garden Grove  
Ambulances**









# 2019 4<sup>th</sup> Quarter Data – Care Contracts

OC EMS Region D	98.61%	LA EOA 3	96.33%
<b>Garden Grove</b>	<b>97.99%</b>	OC EMS Region C	96.03%
Buena Park	97.66%	LA EOA 2	95.89%
Santa Ana	97.24%	La Habra	95.76%
OC EMS Region E	97.23%	OC EMS Region B	95.56%
LA EOA 4	96.62%	Westminster	95.45%
LA EOA 5	96.57%	San Clemente	94.88%
Fountain Valley	96.47%		
<b>Mean</b>	<b>96.55%</b>	<b>Median</b>	<b>96.47%</b>

# Council Concern – EMT Training

- Typically one semester College course with approx. 200 hours of training, same course as firefighter
- Care layers on an additional 180 hours of training
- EMT duties consist of:
  - Patient Assessment
  - Rescue and emergency care, CPR & AED
  - Airway Management and Oxygen Administration
  - Trauma care, bleeding control, tourniquet usage
  - Spinal Immobilization
  - Patient transport
  - Emergency Medicine Administration
    - Nitroglycerin, Aspirin, Epinephrine, Albuterol, Oral Glucose, and Narcan







## Council Concern – Garden Grove is Paying for 4 Ambulances

- The City of Garden Grove pays nothing for ambulance services from Care Ambulance
- Pass Thru Model:
  - ALS Transports = 53.70%
  - BLS Transports = 46.30%
- For ALS and Non-resident fees, In FY 2018/2019, Care Ambulance collected and paid to the City of Garden Grove, **\$671,544**
- GG Fire Medical Supplies = \$165,063
- **Total Paid FY 2019/2019= \$836,607**

# Council Concern – Possible Unequally Distribution of Response Times

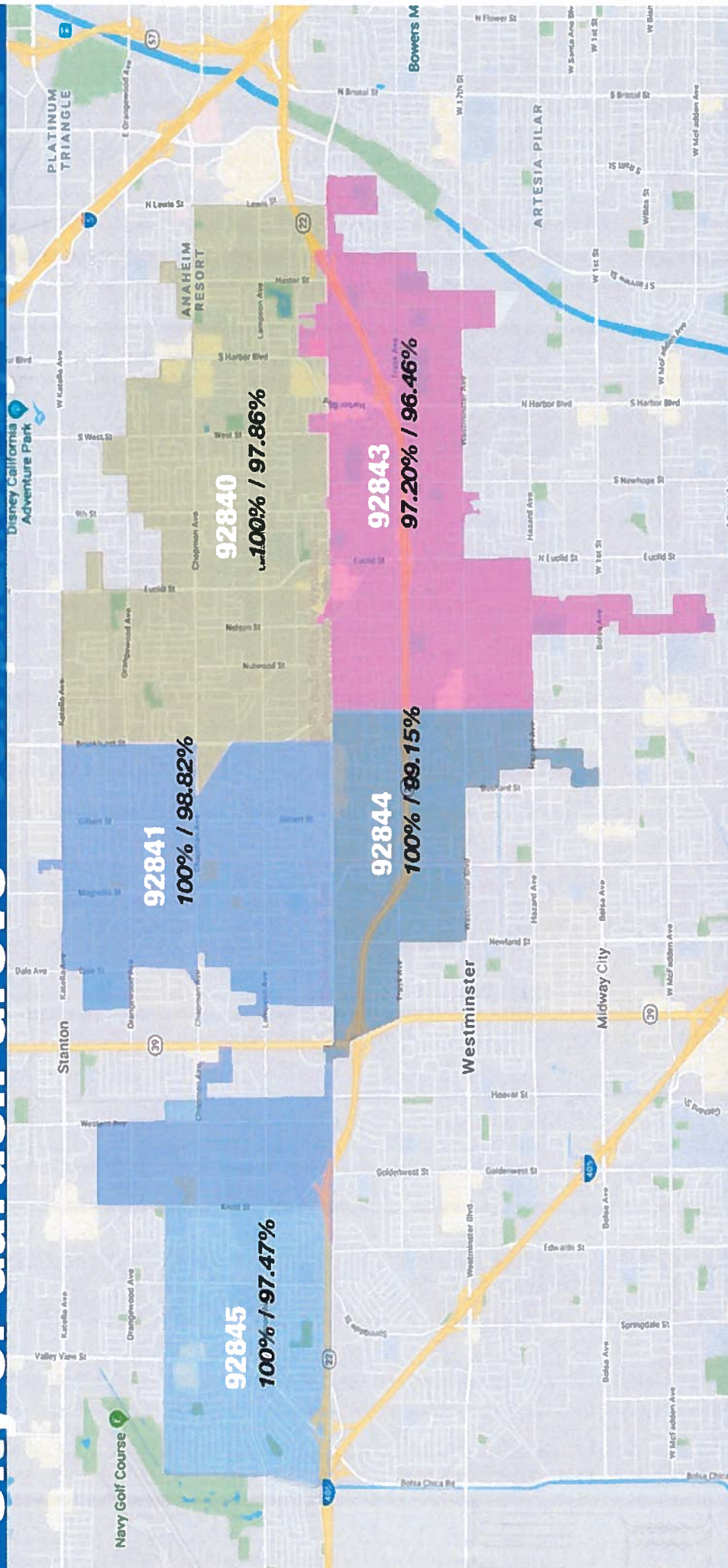
- Prior to Care’s contract with City of Garden Grove the City was divided into 2 response zones. One zone east of Beach and other zone West of Beach
- Garden Grove ambulances usage outside City of GG, 4<sup>th</sup> Quarter 2019
  - Used outside = **464**
  - Other ambulances used inside GG = **882**
  - **Almost Double – 190% higher usage inside Garden Grove**

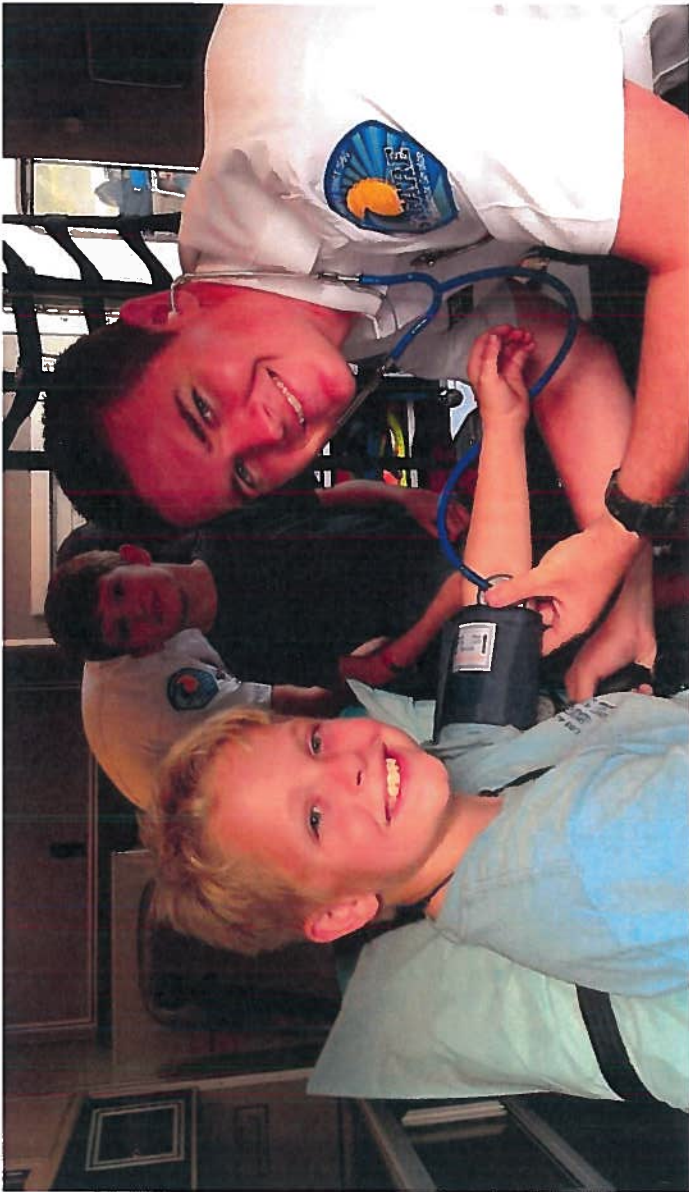
2001 to 2017	2017 to 2019 - Metro Net	2019 to Current
<b>EAST GG</b>		
<b>Code 3</b>	<b>Code 3</b>	<b>Code 3</b>
95.92%	92.76%	99.43%
<b>Code 2</b>	<b>Code 2</b>	<b>Code 2</b>
97.54%	96.88%	97.75%
<b>WEST GG</b>		
<b>Code 3</b>	<b>Code 3</b>	<b>Code 3</b>
93.66%	<b>77.44%</b>	98%
<b>Code 2</b>	<b>Code 2</b>	<b>Code 2</b>
96.75%	94.21%	97.87%



# City of Garden Grove

compliance by Zip Code





- The transition of ambulance dispatch has been very successful
- Ambulance response times have improved, especially into West Garden Grove
- Future Suggestions to improve
  - Communicate, communicate, communicate
  - Copy OCFA on Quarterly Response Time reports
  - Amend Quarterly Response Time reports to include data on number of times ambulance leave GG and number of times other ambulances come into GG
- Meet every 6 months with City Manager to discuss ambulance operations
- Enhance our Community Education Program in GG

## Conclusion and Recommendations