



CITY COUNCIL AGENDA ITEM

Date: March 26, 2013

To: Brian Kischnick, City Manager

From: William S. Nelson, Fire Chief

Subject: Fire Department and Alliance Mobile Health 2012 Annual Reports

I am pleased to submit the fire department and Alliance Mobile Health activity reports for 2012. The fire department report provides details on response and support activity for 2012, and provides comparison data from the previous year. The following are notable changes in fire activity in 2012:

- Overall responses remained essentially the same as 2011.
- Fire incidents increased by 9.6% with the largest increases in grass fires 133%.
- Cooking continues to be the most frequent cause of structure fires (28.8%)
- There were no deaths from fire, 3 civilian injuries, and 4 fire fighter injuries.
- Fire loss estimates remained essentially the same from the previous year.
- Due to the filling of a fire staff technician vacancy, the department has been able to increase the total hours committed to fire prevention.
- Volunteer firefighter staffing has remained fairly constant.

If you have any questions, please contact me.



**TROY FIRE DEPARTMENT
ANNUAL REPORT
2012**

<u>Category</u>	<u>Count</u>	<u>Percent of Total Incidents</u>	<u>Previous Year</u>	<u>Change</u>
Total Fire Incidents	182	16.76%	166	9.64%
Total Non Fire Incidents	904	83.24%	924	-2.16%
Total Incidents	1086	100.00%	1090	-0.37%

<u>Fire Incidents</u>	<u>Count</u>	<u>Percent of Total Fires</u>	<u>Previous Year</u>	<u>Change</u>
Structure Fires	66	36.26%	65	1.54%
Vehicle Fires	37	20.33%	48	-22.92%
Grass Fires	49	26.92%	21	133.33%
Refuse Fires	25	13.74%	20	25.00%
Outside Fires	0	0.00%	8	-100.00%
Other Fires	5	2.75%	4	25.00%
Total Fire Incidents	182	100.00%	166	9.64%

<u>Non Fire Incidents</u>	<u>Count</u>	<u>Percent of Total Non Fires</u>	<u>Previous Year</u>	<u>Change</u>
Overpressure/Rupture	3	0.33%	1	200.00%
Rescue / Extrication	41	4.54%	61	-32.79%
Hazardous Conditions *	151	16.72%	171	-11.70%
Public Service	52	5.76%	43	20.93%
Good Intent **	180	19.93%	171	5.26%
Cent. Sta./Malicious False Alarm	14	1.55%	11	27.27%
Alarm System Malfunction	162	17.94%	175	-7.43%
Alarm Activation Unintentional	298	33.00%	282	5.67%
Weather Standby	2	0.22%	7	-71.43%
Other Non Fire	0	0.00%	2	-100.00%
Total Non Fire Incidents	903	100.00%	924	-2.27%

* Includes spills or leaks with no fire; excess heat; arcing wires; and chemical emergencies

** Includes smoke scares; wrong locations; steam mistaken for smoke; and controlled burning

All data obtained from Oakland County Fire Records Management System unless indicated otherwise.



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<u>Structure Fires by Occupancy</u>	<u>Count</u>	<u>Percent of Structure Fires</u>	<u>Previous Year</u>	<u>Change</u>
Apartments	13	19.70%	13	0.00%
Educational	3	4.55%	0	300.00%
Industrial	4	6.06%	6	-33.33%
Institutional	2	3.03%	0	200.00%
Motel/Hotel	1	1.52%	2	-50.00%
Office	2	3.03%	5	-60.00%
Other	5	7.58%	1	400.00%
Public Assembly	4	6.06%	3	33.33%
Single Family Dwelling	25	37.88%	27	-7.41%
Storage	6	9.09%	2	200.00%
Stores/Sales	1	1.52%	6	-83.33%
Total Occupancies	66	100.00%	65	

<u>Structure Fires by Cause</u>	<u>Count</u>	<u>Percent of Structure Fires</u>	<u>Previous Year</u>	<u>Change</u>
Act of Nature	1	1.52%	4	-75.00%
Cooking	19	28.79%	17	11.76%
Equipment Failure	12	18.18%	10	20.00%
Intentional	1	1.52%	3	-66.67%
Other	4	6.06%	2	100.00%
Under Investigation *	2	3.03%	10	-80.00%
Undetermined	10	15.15%	12	-16.67%
Unintentional	18	27.27%	11	63.64%
Total Causes	66	72.73%	65	

* As of 03/01/13



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<u>Total Casualties</u>	<u>Number</u>	<u>Percent</u>	<u>Previous Year</u>	<u>Change</u>
Civilian Injury	3	75.00%	3	0.00%
Civilian Death	0	0.00%	0	0.00%
Firefighter Injury	1	25.00%	0	100.00%
Firefighter Death	0	0.00%	0	0.00%
Total Casualties	4	100.00%	3	33.00%

<u>Total Estimated Fire Loss</u>	<u>Amount</u>	<u>Percent</u>	<u>Previous Year</u>	<u>Change</u>
Structure Value	\$202,828,883.00	100.00%	\$231,038,902.00	-12.21%
Property Loss	\$527,185.00	0.26%	\$508,800.00	3.61%
Contents Loss	\$322,843.00	0.16%	\$338,400.00	-4.60%
Total Loss	\$850,028.00	0.42%	\$847,200.00	0.33%
Total Saved	\$201,978,855.00	99.58%	\$230,191,702.00	-12.26%



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Response Time Analysis

<u>Fire Dept Response *</u>	<u>Count</u>	<u>Cumulative Response</u>	<u>Percent</u>	<u>Cumulative Percent</u>
0 - 1 Minute	2	2	0.34%	0.34%
1 - 2 Minutes	6	8	1.03%	1.37%
2 - 3 Minutes	22	30	3.76%	5.13%
3 - 4 Minutes	51	81	8.72%	13.85%
4 - 5 Minutes	74	155	12.65%	26.50%
5 - 6 Minutes	105	260	17.95%	44.44%
6 - 7 Minutes	82	342	14.02%	58.46%
7 - 8 Minutes	75	417	12.82%	71.28%
8 - 9 Minutes	60	477	10.26%	81.54%
9 - 10 Minutes	41	518	7.01%	88.55%
10 + Minutes	67	585	11.45%	100.00%
Total Emergency Responses	585		53.87% of total responses	
Total Nonemergency Responses	501		46.13% of total responses	
Total Responses	1086			

** Dispatch to arrival as recorded by the dispatch center.*

<u>Dispatch Processing</u>	<u>Alarm to Dispatch</u>	<u>Cumulative Response</u>	<u>Percent</u>	<u>Cumulative Percent</u>
0 - 1 Minute	583	583	99.66%	99.66%
1 - 2 Minutes	1	584	0.17%	99.83%
2 - 3 Minutes	1	585	0.17%	100.00%
3 - 4 Minutes	0	585	0.00%	100.00%
4 - 5 Minutes	0	585	0.00%	100.00%
5 - 6 Minutes	0	585	0.00%	100.00%
6 - 7 Minutes	0	585	0.00%	100.00%
7 - 8 Minutes	0	585	0.00%	100.00%
8 - 9 Minutes	0	585	0.00%	100.00%
9 - 10 Minutes	0	585	0.00%	100.00%
10 + Minutes	0	585	0.00%	100.00%
Total Emergency Incidents	585			



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<u>Activities</u>	<u>Count</u>	<u>Percent</u>	<u>Previous Year</u>	<u>Change</u>
Fire Station Service Requests	875	53.16%	817	7.10%
Fire Investigations	45	2.73%	52	-13.46%
In-Service Training Provided	554	33.66%	490	13.06%
Specialty Team Training Provided	60	3.65%	59	1.69%
Fire Academy Training Provided	112	6.80%	142	-21.13%
Subtotal	1,646	100.00%	1,560	5.51%
Plans Reviewed	879	5.11%	794	10.71%
Permits Issued	532	3.09%	448	18.75%
Inspections	2,881	16.73%	2,421	19.00%
Violations Issued	1,831	10.64%	1,424	28.58%
Violations Cleared	1,051	6.10%	689	52.54%
Hydrant Flow Tests Conducted	30	0.17%	20	50.00%
Public Education Programs	125	0.73%	130	-3.85%
Public Education Participants	8,336	48.42%	7,801	6.86%
HAPIS Computer Entries	1,031	5.99%	637	61.85%
Alarms Registered *	520	3.02%	701	-25.82%
Subtotal	17,216	100.00%	15,065	14.28%
Total Activities	18,862		16,625	13.46%

* Paid registrations as of the date printed

<u>Activity Hours</u>	<u>Count</u>	<u>Percent</u>	<u>Previous Year</u>	<u>Change</u>
Administrative **	2,048.00	15.19%	3,283.15	-37.62%
Fire Prevention **	6,248.75	46.35%	4,289.55	45.67%
Supportive **	5,185.05	38.46%	4,066.00	27.52%
Training ***	17,858.00	132.46%	20,512.00	-12.94%
Total Hours	13,481.80	100.00%	11,638.70	15.84%

** Career staff-hours only. Does not include leave time.

*** Includes staff hours + volunteer hours



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Staffing

<u>Volunteer</u>	<u>Station 1</u>	<u>Station 2</u>	<u>Station 3</u>	<u>Station 4</u>	<u>Station 5</u>	<u>Station 6</u>	<u>Total</u>	<u>Trend</u>	<u>Cumulative</u>
2008	29	30	29	24	31	32	175	NA	0.00%
2009	29	27	28	24	31	25	164	-6.29%	-6.29%
2010	29	27	29	32	30	26	173	5.49%	-1.14%
2011	29	27	28	31	29	24	168	-2.89%	-4.00%
2012	27	27	26	29	31	25	165	-1.79%	-5.71%
<u>5 Yr. Avg.</u>	28.6	27.6	28.0	28.0	30.4	26.4	169.0	-1.09%	-3.43%
<u>2 Yr. Avg.</u>	28.0	27.0	27.0	30.0	30.0	24.5	166.5	-2.34%	-4.86%

<u>Career</u>	<u>Chief</u>	<u>Assistant Chief</u>	<u>Staff Lieutenant</u>	<u>Staff Technician</u>	<u>Secretary</u>	<u>Total</u>	<u>Trend</u>	<u>Cumulative</u>
2008	1	2	7	2	1	13	NA	0.00%
2009	1	2	6	2	1	12	-7.69%	-7.69%
2010	1	2	6	2	1	12	0.00%	-7.69%
2011	1	1	5	3	1	11	-8.33%	-15.38%
2012	1	1	5	3	1	11	0.00%	-15.38%
<u>5 Yr. Avg.</u>	1.0	1.6	5.8	2.4	1.0	11.8	-3.21%	-9.23%
<u>2 Yr. Avg.</u>	1.0	1.0	5.0	3.0	1.0	11.0	-4.17%	-15.38%



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<u>Station</u>	<u>Incident Category</u>	<u>Incident Count</u>	<u>Percent of Category</u>	<u>Percent of Total Count</u>	<u>Previous Year Count</u>	<u>Change</u>
1	Fire	41	22.53%	3.78%	29	41.38%
	Rescue/Extrication	9	21.95%	0.83%	5	80.00%
	False Alarm	87	18.32%	8.01%	78	11.54%
	All Other	77	19.85%	7.09%	58	32.76%
	Sub Total	214	19.71%	19.71%	170	25.88%
2	Fire	11	6.04%	1.01%	15	-26.67%
	Rescue/Extrication	5	12.20%	0.46%	7	-28.57%
	False Alarm	33	6.95%	3.04%	49	-32.65%
	All Other	42	10.82%	3.87%	43	-2.33%
	Sub Total	91	8.38%	8.38%	114	-20.18%
3	Fire	47	25.82%	4.33%	45	4.44%
	Rescue/Extrication	12	29.27%	1.10%	13	-7.69%
	False Alarm	125	26.32%	11.51%	135	-7.41%
	All Other	69	17.78%	6.35%	94	-26.60%
	Sub Total	253	23.30%	23.30%	287	-11.85%
4	Fire	31	17.03%	2.85%	46	-32.61%
	Rescue/Extrication	5	15.63%	0.46%	21	-76.19%
	False Alarm	125	26.32%	11.51%	106	17.92%
	All Other	67	17.27%	6.17%	73	-8.22%
	Sub Total	228	20.99%	20.99%	246	-7.32%
5	Fire	30	16.48%	2.76%	11	172.73%
	Rescue/Extrication	4	9.76%	0.37%	5	-20.00%
	False Alarm	18	3.79%	1.66%	24	-25.00%
	All Other	36	9.28%	3.31%	25	44.00%
	Sub Total	88	8.10%	8.10%	65	35.38%
6	Fire	13	7.14%	1.20%	12	8.33%
	Rescue/Extrication	5	12.20%	0.46%	10	-50.00%
	False Alarm	46	9.68%	4.24%	42	9.52%
	All Other	39	10.05%	3.59%	54	-27.78%
	Sub Total	103	9.48%	9.48%	118	-12.71%
8	Fire	9	4.95%	0.83%	7	28.57%
	Rescue/Extrication	1	2.44%	0.09%	0	100.00%
	False Alarm	41	8.63%	3.78%	35	17.14%
	All Other	58	14.95%	5.34%	48	20.83%
	Sub Total	109	10.04%	10.04%	90	21.11%
Total		1086	100.00%	100.00%	1090	-0.37%



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Supplemental

<u>Valid Alarm Activations</u>	<u>Count</u>	<u>Percent of Total Incidents</u>	<u>Previous Year</u>	<u>Change</u>
Cooking	20	1.83%	20	0.00%
Fire	5	0.46%	7	-28.57%
Smoke	3	0.28%	5	-40.00%
Overheat	3	0.28%	2	50.00%
Electrical	0	0.00%	3	-300.00%
Steam	0	0.00%	1	-100.00%
Total Valid Alarms	31	2.85% of Total Incidents	38	-18.42%
		6.13% of Total Alarm Activations		

<u>False Alarm Activations</u>	<u>Count</u>	<u>Percent of Total Incidents</u>	<u>Previous Year</u>	<u>Change</u>
Unintentional	298	27.34%	282	5.67%
Malfunction	162	14.86%	175	-7.43%
Other	1	0.09%	0	100.00%
Malicious	14	1.28%	11	300.00%
Total False Alarms	475	43.74% of Total Incidents	468	1.50%

<u>Structure Fires With Significant Loss</u>	<u>Date</u>	<u>Stations / Apparatus</u>	<u>Alarms</u>	<u>Estimated Loss*</u>	<u>Summary</u>
30 E Big Beaver	5/9/2012	1, 3, 2, Rescue 4	2	\$268,768.00	Commercial Restaurant
2451 Elliott	5/19/2012	4, 1, Air Tender 3	1	\$153,577.00	Commercial Building
2605 E Wattles	5/20/2012	5, 1, Rescue 4, Air Tender 3	1	\$100,000.00	Single Family Dwelling

**Replacement Cost of Real & Personal Property*

<u>Mutual Aid</u>	<u>Date</u>	<u>Stations / Apparatus</u>	<u>Alarms</u>	<u>Type</u>	<u>Summary</u>
1200 Kempar, Madison Heights	2/14/2012	Air Tender 3	2	Provided Air	Commercial Building Fire
11 Mile at Greenfield, Oak Park	7/16/2012	Air Tender 3	2	Provided Air	Fuel Tanker Leak

Emergency Medical Services City of Troy 2012 Annual Report



Alliance Mobile Health

2045 Austin Dr

Troy, MI, 48083

About Your Ambulance Provider – Alliance Mobile Health

Alliance Mobile Health (AMH) has been in business 12 years this month. AMH is organized as a 501C3 non-profit corporation.

We are (equally) owned by Mobile Medical Response in Saginaw, MI and Huron Valley Ambulance in Ann Arbor, MI. Both agencies are also non-profit 501C3 ambulance providers.

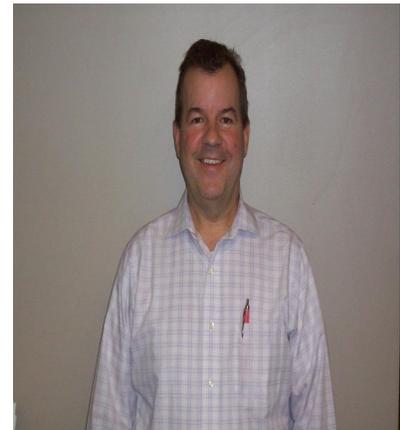


AMH has been contracted to provide paramedic level ambulance responses in the city of Troy since October 2003. We also provide paramedic ambulance services in the surrounding communities of Clawson, Beverly Hills, Oak Park and Berkeley

In December 2012, AMH's Executive Director, Laurie Thiel, left the organization. She has been replaced by Stewart Slipiec.

Stewart has an undergraduate degree in Business and has worked in the medical field for 30 years.

His experience ranges from working in administrative capacities at the Detroit Medical Center and St. Joseph Mercy Hospital in Clinton to 25 years in the ambulance field as a licensed EMT.



Stewart has been associated with Ruehle's Ambulance and Medstar Ambulance in Mt. Clemens, MI as their CEO.

Stewart relocated here from Napa, California where he served as the General Manager of the Napa Ambulance Service.

How the EMS system works in the City of Troy

The Emergency Medical Service (EMS) system in the City of Troy is provided by a private ambulance provider selected by the City of Troy through a request for proposal (RFP). The contract requires both a first responder service as well as an ambulance service.

The first response units are staffed with one paramedic and respond to emergency 911 calls in a Ford Expedition or Chevrolet Tahoe type vehicle.

The unit is called a “PFR” – Paramedic First Response vehicle



PFR's are dispatched in conjunction with a paramedic ambulance and arrive on-scene ahead of the responding ambulance. PFR's are scheduled 24 hours a day and 7 days per week. Monday through Friday there are three PFR units deployed during the day and two units deployed at night.



On weekends, there are two PFR units deployed day and night. PFR units are dedicated to the city at all times and must respond to all emergency medical calls in 5 minutes 00 seconds with 90% reliability. The PFR service is provided by Alliance Mobile Health and is paid for by the City of Troy.

The ambulance service provided is required by contract to be advanced life support. This means that the ambulance is staffed with two paramedics capable of providing ECG monitoring, IV therapy, advanced airway interventions, and can administer medications. ‘

While these units are not dedicated to the City of Troy, a response time of 8 minutes 00 seconds is required for all emergency calls with 90% reliability. This service is not subsidized by the City of Troy. This service is paid for by the patients that utilize the services. In most cases, the services are covered by insurance companies.

When a citizen calls *911* for a medical emergency, the call is answered by the City of Troy’s communication center. Once the information about the call is obtained by Troy, the call is transferred to Alliance Mobile Health’s communication center.

When Alliance Mobile Health’s communication center receives a transferred call from the City of Troy, the call taker asks the caller a series of questions to determine the appropriate response (emergency or nonemergency).

It is important to reduce unnecessary emergency responses to stable patients for both safety reasons and to ensure ambulances are available for life threatening emergencies.

Alliance Mobile Health’s communication center staff then can provide instruction to the caller before the . This assists the caller in rendering immediate aid to the patient before the first responder unit arrives.

This pre-arrival care can range from controlling bleeding to cardiopulmonary resuscitation (CPR). The first responder unit and an ambulance are then dispatched to the address by Alliance Mobile Health’s communication center. The dispatcher stays on the line with the caller until

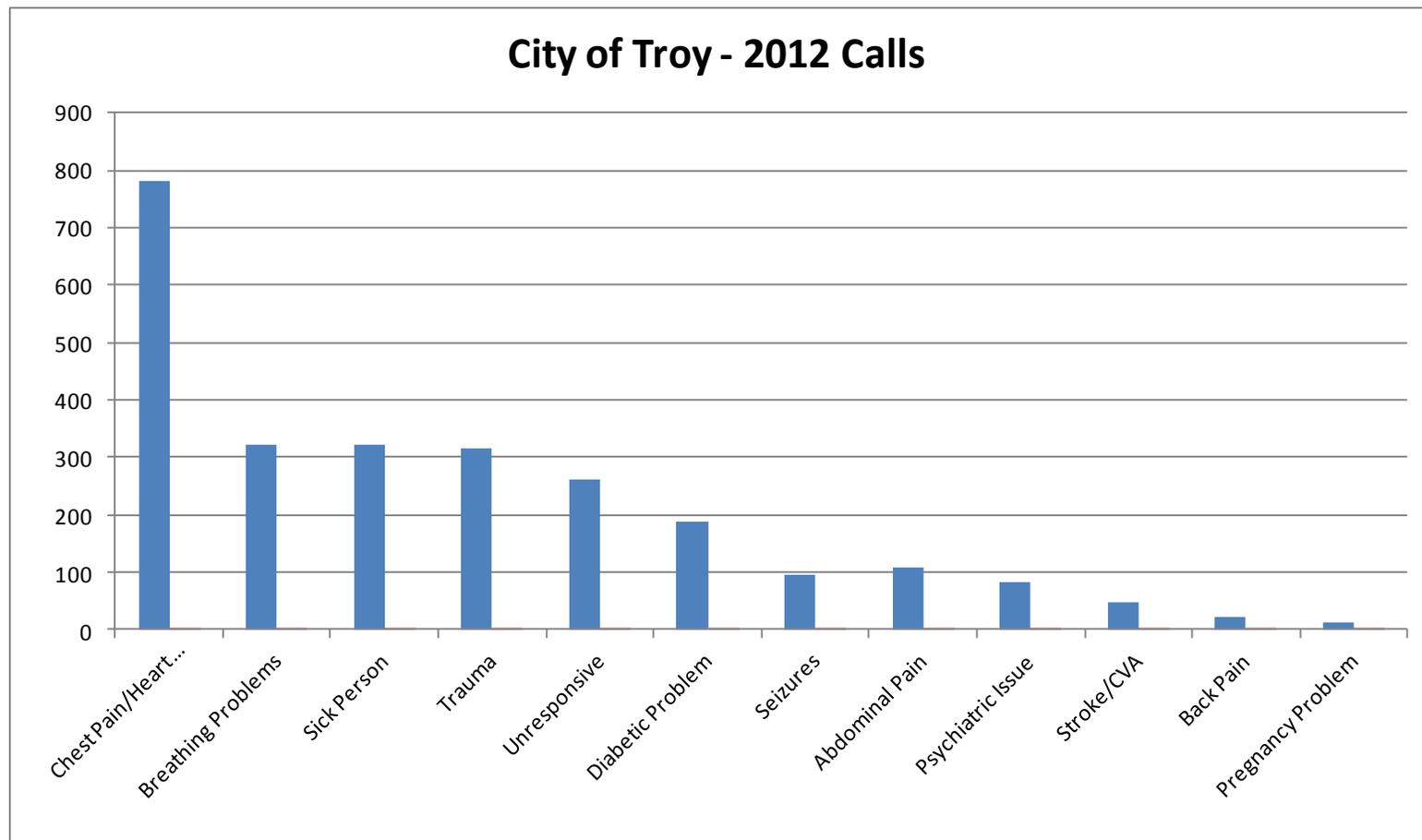
The Troy Police and Fire Departments and Alliance Mobile Health have regular communication about the EMS performance. Alliance Mobile Health provides monthly reports and an annual report on the ambulance and PFR response performance.



Call Volume and Response Time Analysis 2012

In 2011, Alliance Mobile Health responded to **a total of 3,131 ambulance requests** in the City of Troy.

Of those, 2559 were 911 emergencies (lights and siren response). This averages about 8.6 calls per day. A comparison in volume, on-time percentage, and average response times is shown below

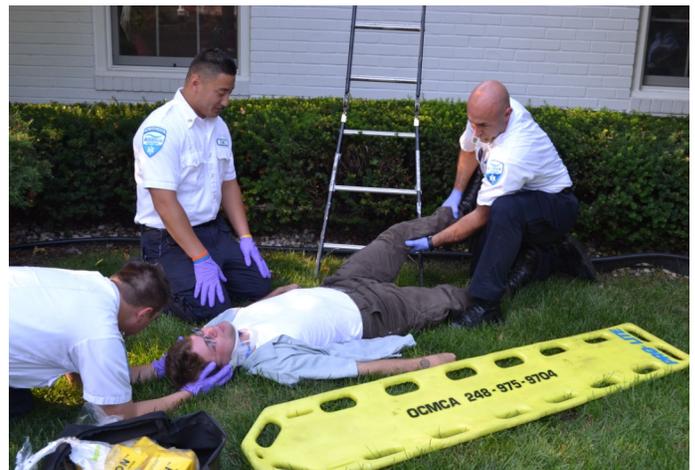
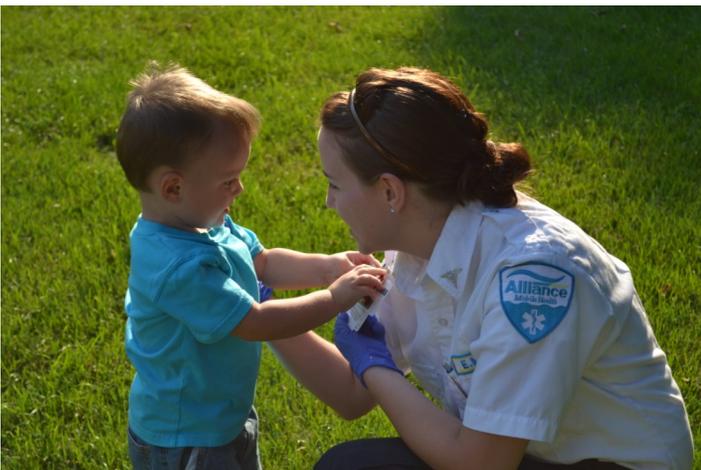




Three year comparison of EMS performance

	Ambulance			First Response Unit		
	2010	2011	2012	2010	2011	2012
Total Emergency Calls	2,852*	2,783*	2,559	2,439*	2,557*	2,419
Percentage within the Time Standard	90.57%	92.99%	93.10%	90.20%	89.83%	90.03%
50th Percentile Response Time	0:06:07	0:06:06	0:06:03	0:04:04	0:04:02	0:04:03

*Not including exceptions for weather, construction or dangerous scenes.



Patient Satisfaction Surveys

Beginning in 2012, Alliance Mobile Health made a change in how we measure our patient's satisfaction. Previously, we had used an Alliance specific survey which we mailed to each of our patients. This gave us the ability to compare how Alliance performed over a (long) period of time. However, this methodology did not tell us how we compared to other similar ambulance organizations. The new methodology we are currently using to measure



our patient's satisfaction involved contracting with an outside agency – EMS Survey Team.

Alliance is compared to 49 other ambulance agencies, nationally and locally. Patients rate different aspects of their experience in 24 different categories from helpfulness of the call taker at the communication center, skill of the medic that treated them, professionalism of the ambulance crew, cleanliness of the ambulance, etc.

The survey helps identify areas that Alliance can improve. It also provides the patient or family member an opportunity to voice concerns or praise the crew for service above and beyond the patient's expectations. A summary of the survey results are provided to the City of Troy on a quarterly basis.

In 2012, Alliance's average score overall was a 93.76% which places Alliance in the top 3% of the

49 ambulance companies surveyed. The data we are using from this survey helps us make changes to become a better ambulance provider. For example, the score Alliance received from our surveyed patients indicated that our paramedics could do a better job at "relieving their pain or discomfort". While our score did not significantly vary from the other providers, it provided us with the opportunity to let our staff know this concern and to increase the administration of morphine and fentanyl (whenever it is prudent to do so).

Alliance Mobile Health Licensure and Accreditation

Alliance Mobile Health is a licensed Paramedic ambulance provider by the State of Michigan to operate in Oakland County. Alliance is also accredited through the Commission of Accreditation for Ambulance Services (CAAS) since 2003.

This accreditation means that Alliance meets a higher standard than what the State of Michigan mandates.

CAAS is an independent accrediting agency that reviews all aspects of an ambulance operation from patient care to hiring practices.

Alliance Mobile Health was the first ambulance service in Oakland County to be accredited



Special Programs/Community Involvement

- Tactical EMS team (TEMS) - These AMH paramedics train and respond alongside the Troy tactical support team. TEMS responds to high risk situations with the Troy tactical support team to provide emergency medical attention to any officers during tactical operations.
- Paramedic bike team - AMH paramedics provide advanced life support for special events to maneuver quickly in large crowds in order to assess and treat patients. The bike team is comprised of two paramedics riding bikes which are equipped with the same capabilities as an ambulance.
- CPR, blood borne pathogens, AED, and first aid training to Troy Police and Fire Depts.



Alliance

Mobile Health

- Firefighter rehabilitation - This is conducted during significant or long term fire incidents. Paramedics provide medical monitoring, including blood pressure, oxygen saturation levels, and ECG, to all firefighters that are involved in active firefighting in accordance with NFPA standard 1584.
- Carbon monoxide (CO) monitoring- PFR units respond to CO alarm calls to perform a preliminary check for CO levels.
- Translation services - Alliance employs a telephonic interpretation service available to all paramedics to better assess and communicate with patients and family members who do not speak English and have no interpreter available.
- Social worker program - For citizens that have underlying problems that place them in need of emergency medical care, the program puts the patient or family in touch with a social worker who can connect them with available resources to help the patient or family. An example of this would be a citizen who cannot afford to buy necessary medications.
- Evidentiary blood draws - Paramedics perform evidentiary blood draws under physician direction in the Troy lock up facility for individuals suspected of being under the influence of drugs and/or alcohol. This service saves the police department from escorting the patient to the hospital for the service.
- Nursing home evacuation training - Alliance Mobile Health and the Troy Fire Department conducted joint training on how to remove elderly patients out of nursing facilities during a fire.



- Troy People Concerned Annual “Back Pack” event - Alliance hosts this annual event at their main station at 2045 Austin Dr. Alliance has several employees that participate in the event and Alliance donates to the event as well. Office space is provided for Troy People Concerned at our main building at no cost.

- Stewart Slipiec, Executive Director for Alliance, is an active Rotarian. Alliance’s is actively involved in both Rotary and Kiwanis which includes financial support as well as volunteer support in the community

- Alliance has been a business sponsor for the Troy Community Coalition Prayer Breakfast

