



THE CITY OF CALGARY OFFICE OF THE MAYOR

Application to the City of Calgary Council Innovation Fund

Date: September 18, 2014

Name of Project: Medical Response Unit Pilot

Sponsor: Councillor Diane Colley-Urquhart **Phone Number:** 403-268-1624

Address: 4124 - 11 Street S.E. Calgary, Alberta T2G 3H2

Affected Business Unit(s) and/or Departments: Calgary Fire Department

Amount of Funds Requested: \$175,000.00

Summary Description of Project (Max 1 page):

Over the last few years, since the transition of Calgary Emergency Medical Services to Alberta Health Services, the Calgary Fire Department (CFD) has responded to an increasing number of calls for medical assistance, particularly life-threatening medical incidents. The annual number of calls for medical assistance increased 32 per cent between 2009 and 2013, so that these calls now account for half of CFD's responses. This increase, especially in high call-volume station locations can have a negative impact on the response of CFD to other incident types, most significantly on the reliability of services, measured as the ability of a district engine to be available to respond to calls within their district, related to building/structure fire incidents. The project described below is intended to determine whether a lower cost alternative to medical call response can contribute to improved response times and improve the reliability of all units to all call types.

The CFD proposes to introduce Medical Response Units (MRU) in high medical call-volume station locations across the city in order to use the engine units more efficiently. The objective is to reduce the use of engine units by using a regular vehicle, with relatively minor modifications, to respond to medical calls, freeing engines to respond to fire and rescue incident calls. This would have the dual effect of improving response performance and reliability, and decreasing the wear and tear on the larger apparatus. The smaller, lighter units would be staffed by two firefighters, resourced for the pilot from within the existing CFD budget, and would respond more quickly to emergency medical calls enhancing patient outcomes while increasing efficiency/utilization of the MRU and the engine.

To assess the effectiveness and viability of using two-person MRUs to reduce the impact of medical calls on engine units, CFD will conduct a pilot project that puts two MRUs into operation, starting in late 2014. One will be located in the Forest Heights Station #12 and the other in the downtown Station #01. These two stations are the busiest locations for both medical incidents and overall call volume. The response times of the MRUs and the availability of engines to respond to other types of calls will

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be tracked to determine the effectiveness of these units, as will the availability of staff resources for the MRU teams, and the overall implications for effectiveness, resources and costs. Results, and corresponding conclusions and recommendations arising, would be presented to Council through the Priorities and Finance Committee, in 2015 September.

Proposed Timeline (including proposed date of final report):

September 2014: Implement first two Medical Response Units.

September 2015: Report to Council on the evaluation of the pilot project.

How does this project meet the criteria of the fund as set out in the Terms of Reference for the Council Innovation Fund?

This project addresses criteria

- a) One-time start up of “seed” funds for initiatives or programs which will support or contribute to Council’s priorities.

It supports Council’s Priority Area 1, “Ensuring every Calgarian lives in a safe community and has the opportunity to succeed” (BPBC3 2012-2014), and future Action Plan 2015-2018 Priorities including, “Every Calgarian lives in a safe, mixed and just neighbourhood, and has the opportunity to participate in civic life.”

C5. Maintain Calgary standards for fire safety and coverage. (BPBC3 2012-2014)

N1. Keep communities safe by meeting and maintaining standards for crime prevention, fire response, and enforcement. (Action Plan 2015-2018).

What does success look like and how will it be measured?

The anticipated successful outcomes of this initiative are:

1. CFD will enhance engine utilization/efficiency and will maintain or improve response performance to building/structure fire incidents with a sufficient number of firefighters.
2. By employing alternative medical response service delivery, response times for life-threatening emergency medical calls will be maintained or improved as Calgary’s population and calls for services increase.

The response times for the MRUs and the availability of the engines at Stations 1 and 12 to respond to building/structure fire incidents will be tracked in order for the CFD and Council to determine the success of the pilot program.

Attachment: Medical Response Unit Pilot Budget

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Attachment 1

Medical Response Unit Pilot Budget

Per One Vehicle and Team:

Chevy Tahoe/GMC Yukon	\$52,000.00
Emergency Lighting/Siren	\$9,200.00
Paint (Fire Red) and Decals	\$9,500.00
Radio/CAD mount	\$5,300.00
Commissioning	<u>\$1,500.00</u>
Total per unit	\$77,500.00
Total for two units	

Medical Equipment:

This includes a wide variety of supplies including but not limited to:

back boards

scoop stretcher

medical kit

automatic external defibrillator (AED)

oxygen tank

Total per unit	\$10,000.00
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Total per unit	<u>\$87,500.00</u>
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Total funds requested for two units	<u>\$175,000.00</u>
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REPORT

COUNCIL INNOVATION FUND APPLICATION – MEDICAL RESPONSE UNIT PILOT,
PFC2015-0384

RECOMMENDATION OF THE PRIORITIES AND FINANCE COMMITTEE, DATED 2015 APRIL 21:

That Council approve the Council Innovation Fund Application – Medical Response Unit Pilot in the amount of \$175,000, **after correction**, as follows:

- **On Page 2, 1st paragraph by deleting the date “2015 September” following the words “Priorities and Finance Committee”, and by substituting with the date “2016 June”**
 - **On Page 2, under the Heading “Proposed Timeline (including proposed date of final report)” by deleting the date “September 2015” before the words “Report to Council on the evaluation” and by substituting with the date “June 2016”**
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Excerpt from the Minutes of the Regular Meeting of Priorities and Finance, dated
2015 April 21:

“3.7 COUNCIL INNOVATION FUND APPLICATION - MEDICAL RESPONSE UNIT PILOT,
PFC2015-0384

CLERICAL CORRECTION

At the request of Councillor Colley-Urquhart, clerical corrections were noted to Report
PFC2015-0384, as follows:

- On Page 2, 1st paragraph by deleting the date “2015 September” following the words “Priorities and Finance Committee”, and by substituting with the date “2016 June”
- On Page 2, under the Heading “Proposed Timeline (including proposed date of final report)” by deleting the date “September 2015” before the words “Report to Council on the evaluation” and by substituting with the date “June 2016”.

SPEAKER

Steve Dongworth, Fire Chief, Calgary Fire Department

APPROVE, Moved by Councillor Colley-Urquhart, that the Recommendation contained in Report PFC2015-0384 be approved, **after amendment**, as follows:

That the Priorities and Finance Committee recommends that Council approve the Council Innovation Fund Application – Medical Response Unit Pilot in the amount of \$175,000, **after correction**, as follows:

- **On Page 2, 1st paragraph by deleting the date “2015 September” following the words “Priorities and Finance Committee”, and by substituting with the date “2016 June”**
- **On Page 2, under the Heading “Proposed Timeline (including proposed date of final report)” by deleting the date “September 2015” before the words “Report to Council on the evaluation” and by substituting with the date “June 2016”**

And further, that the In Camera discussions remain confidential pursuant to Section 27(1)(a) of the *Freedom of Information and Protection of Privacy Act*.

ROLL CALL VOTE:

For:

A. Chabot, S. Chu, D. Colley-Urquhart, J. Magliocca, R. Pootmans, N. Nenshi

Against:

P. Demong, W. Sutherland

CARRIED”