

# Report of Response Time Subgroup

April 14, 2016

# DEFINING “EQUITABLE” SERVICE

- Demand is key metric. We should focus on providing adequate response time to the greatest number.
- No one should have totally inadequate service, but don't focus on providing “equal” service to outlying areas where demand is low at expense of service in high demand/population areas.
- An increase in response times is acceptable so long as it remains adequate.

# CURRENT RESPONSE TIMES

- The sole region-by-region variable is travel time (TT); call-processing time (CPT) and turn-out time do not vary by call box or station.
- NFPA Goal: 4 min. TT; ACFD goal: 4-6 min. TT
- TriData: highly critical of Arl's CPT; says TT "is very good for cities we have studied."
- Arl. TT (2011): Average: 3:02 (EMS) &

# POTENTIAL PROBLEM AREAS

- Travel to 3/4 of county is physically possible w/i 4 mins., to virtually all w/i 6 mins.
- Exceptions: West Columbia Pike (10119) and far north Arlington (10310-13, 10812, 10814, 10816-18) can't be reached w/i 6 mins.
- 2015 Average “total response times” for Fireboxes in far north Arlington were between 8:28 & 11:11; 90<sup>th</sup> percentile

# EFFECT IN FAR NORTH ARLINGTON

## OF MOVING FS8 NORTH

- If move to 26<sup>th</sup> & Old Dominion, it would be physically possible to reach about  $\frac{3}{4}$  of the “problem area” w/i 6 mins.
- Impact on TT would likely be positive, but its full extent is unclear because 35% of calls w/i FS8 area are responded to by other stations.
- TT to far north Arlington for calls responded to by other stations would be unaffected by moving FS8 north.

# EFFECT ELSEWHERE IN N. ARLINGTON OF MOVING FS8 NORTH

- ACFD: Moving FS8 to 26<sup>th</sup> & Old Dominion wouldn't result in unsatisfactory TT elsewhere
- Basis for claim: maps showing that all areas w/i 6-min. TT would remain so.
- “Hot spots” in FS8's coverage area (e.g., VA Hosp. Ctr. & Glebe Rd. south of Lee Hwy) would continue to be w/i 5 minutes of either two or three stations (FS 2, 3, & 8).

# QUESTIONS ABOUT ACFD ANALYSIS

- ACFD's 6-min. map is a theoretical travel time, assuming that closest station responds.
- No computer modeling attempting to predict actual TTs if station moved.
- In areas south of current FS8, one can expect more demand than further north, so moving FS8 could slow response when multiple calls.
- Some residential areas (not hot spots) now in 4-min. range would move to 4-6

# IMPACT OF FUTURE GROWTH

- Future growth in Arlington is projected for Pentagon City, Rosslyn-Ballston, Columbia Pike and Lee Highway/Va. Hosp. Ctr. “super block”
- No significant growth is projected for far north Arlington areas with lengthy TTs.
- Projected growth should play a role in planning steps to ensure acceptable TT for the greatest number, and thus in siting new FS8.



# CALL-PROCESSING TIME

- NFPA Goal for CPT: 1 min.
- TriData highly critical of 2011 CPTs; 90<sup>th</sup> percentiles were 2:36 (Fire) & 2:27 (EMS).
- While new figures are somewhat inconsistent, there appears to be no 2015 improvement.
- County should focus on improving CPT. TriData: “Dispatch ctr technology & staffing is much less expensive than adding units & stations to reduce total response time.”

# OTHER POTENTIAL METHODS TO IMPROVE RESPONSE TIMES

- Upgrade -- Opticom Infrared Preemption System of Signal Control (Transponders)
- Motorcycle medics
- Mini-SUV first responder vehicles; add AED units to *all* county vehicles
- Mini-stations
- Shift coverage based on time of day (e.g., move coverage to residential areas and away from Rosslyn & Crystal City during night)
- Cooperative programs with Fairfax County

# Disparity Between County Goals & NFPA Goals

- NFPA Goals: 4 min. TT, 6 min. total response time
- Arlington Goal: 4-6 min. TT. Clearly, 6 min. total response time can't be met if 6 min. is allocated for TT alone.
- Analysis of whether moving FS8 north would adversely impact other areas would be different if one used NFPA's 6 min. total response time goal