

Dear Council Chairman Lennon and Members of the Cape Elizabeth Town Council:

Subject: Rescue Per-Diem Program - Update

It is hard to believe that we are already six months into the rescue per-diem program. As a result, I want to take the opportunity to provide a brief recap on how the program is working; by providing a few key response statistics from this time period.

As you recall this program was implemented on January 1st of this year to ensure that a provider licensed at the paramedic or intermediate level would be available during daytime hours. In the past, we had been relying on a small core of members to cover our daytime calls and often found ourselves utilizing mutual aid more frequently, especially when these individuals were not available to respond. Additionally, lengthy response times were a subject of concern for many.

During the calendar year of 2011, the rescue responded to a total of 492 calls for service, which is statically normal over past years. However in just the first six months of 2012 alone, we have answered 310 calls for EMS related emergencies. Of those calls, 171 have occurred during the hours covered by the per-diem (8am to 5pm). Crews established through our night-duty coverage system (10pm to 6am) have been able to answer another 50 calls with the remainder occurring during uncovered hours. You will find a complete breakdown of these statistics attached to this letter.

By using these numbers and seeing the improved level of service first hand, I feel that the first six months of this program have been very successful. Not only have we improved our response times, we have significantly reduced our reliance on our mutual aid communities to the point we are providing more mutual aid assistance than we receive. It is also important to point out that during these past six months, we have had 28 instances where more than one EMS call has been active. With the use of our existing rescue company and occasional help from our fire companies, we have been able to cover them without requesting an outside ambulance.

Overall the program is working as we had envisioned and I feel that we are in a better position to provide our community with a high level of service while still maintaining an on-call rescue company.

Respectfully Submitted,

Chief Peter H. Gleeson

2011 Stats (Calendar Year)

Total EMS Calls: 492
Average 1.34 calls a day

Average Turnout Time (all hours): 06m 03s
Average Response Time (all hours): 10m 15s
Average Total Call Time (all hours): 1h 23m 54s

Calls in Engine 1 District: 230
Calls in Engine 2 District: 249

Daytime Calls (0600-2200): 416
Night Duty Calls (2200-0600): 76

Number of times we have been requested to supply an ambulance to other communities: 7 calls
Number of times Cape Elizabeth has requested an out of town ambulance: 12 calls
Most calls receiving aid (by nature of call): Cardiac

Simultaneous EMS Calls: 42 instances (automatic Fire Dept. response)

2012 Stats (Jan 1-June 30)

Total EMS Calls: 310
Average 1.70 calls a day

Average Turnout Time (all hours): 4m 0s
Average Response Time (all hours): 7m 22s
Average Total Call Time (all hours): 1h 18m 37s

Per-Diem Shift Average Turnout Time: 1m 43s
Per-Diem Shift Average Response Time: 5m 01s
Per-Diem Shift Average Total Call Time: 1h 19m 14s

Calls in Engine 1 District: 128
Calls in Engine 2 District: 173

Uncovered Shift Calls (0600-0800 and 1700-2200): 89
Per-Diem Shift Calls (0800-1700): 171
Night Duty Calls (2200-0600): 50

Number of times we have been requested to supply an ambulance to other communities: 7 calls
Number of times Cape Elizabeth has requested an out of town ambulance: 4 calls
Most calls receiving aid (by nature of call): Varies

Simultaneous EMS Calls: 28 instances (automatic Fire Dept. response)

*Turnout Time: The time from when the call is first dispatched until the ambulance is responding

**Response Time: The time from when the call is first dispatched until the ambulance reaches the scene

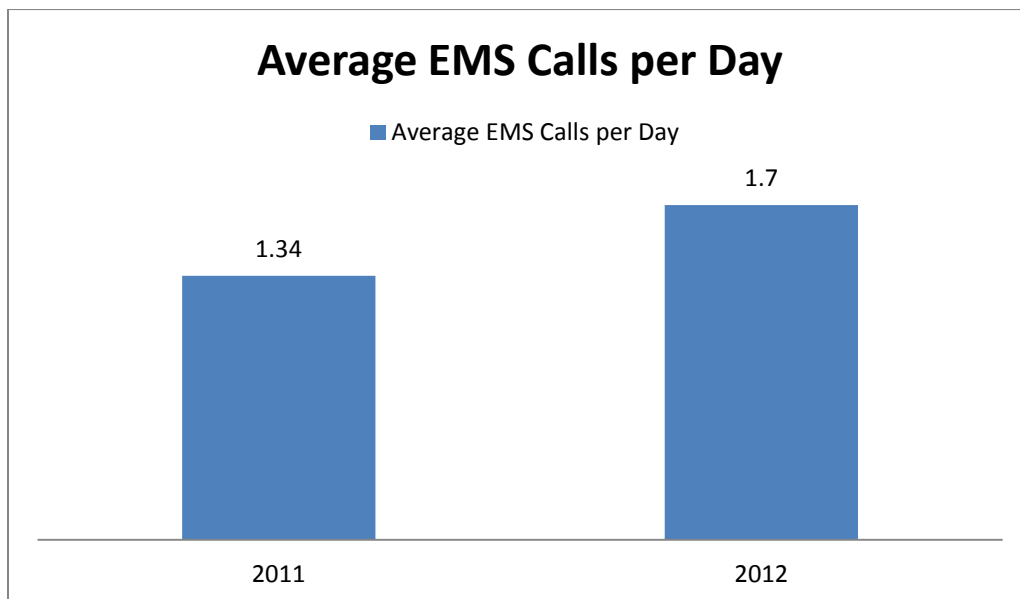
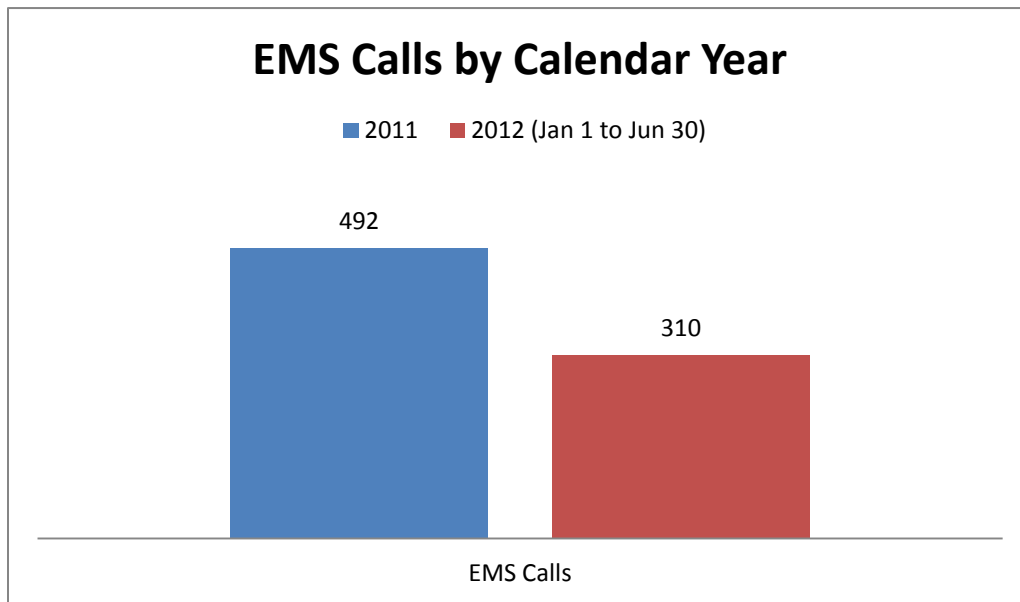
***Total Time: The time from when the call is first dispatched until the ambulance is back in service and in quarters

**Cape Elizabeth Fire-Rescue Department
2012 EMS / Per-Diem Program Update
Statistical Comparison Between 2011 and 2012 (first 6 months)**

Information provided on this page can be seen in a more detailed view on the previous page

EMS Calls:

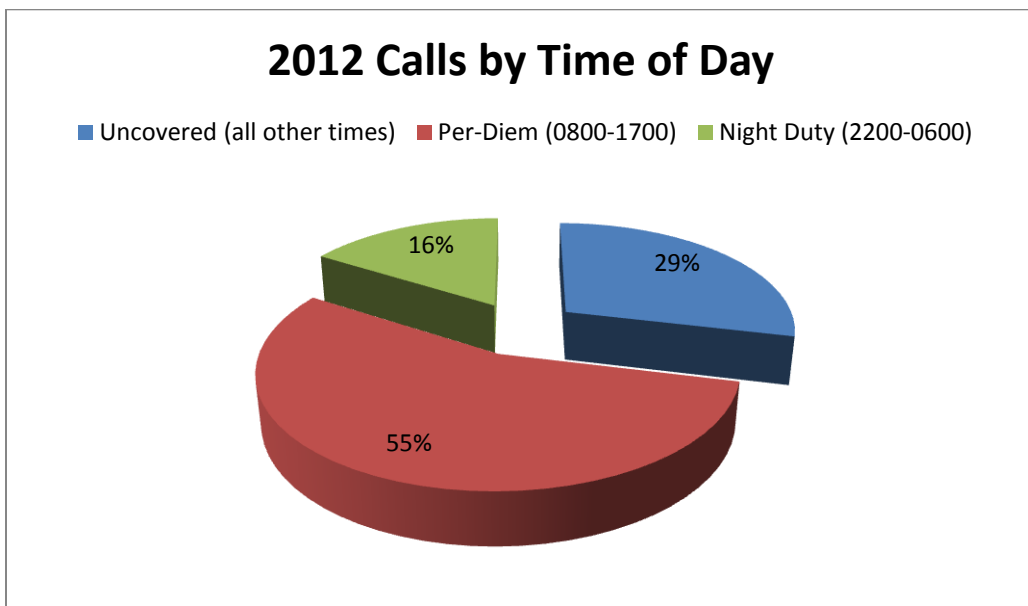
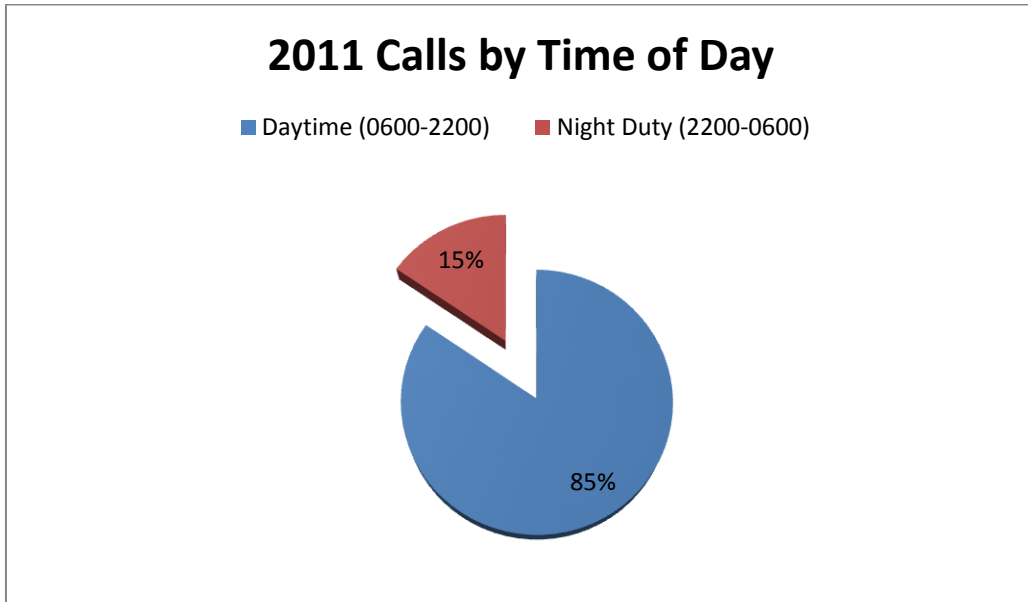
Over the last five years we as a department have seen a fairly steady number of EMS related calls. While the nature of these calls and heavy call periods has changed, the end of the year volume has stayed in the same general area. During the first six months of this year however, we have seen a total of 310 EMS related emergencies. As a result, we have seen a rise in the number of calls per day.



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Time of Day:

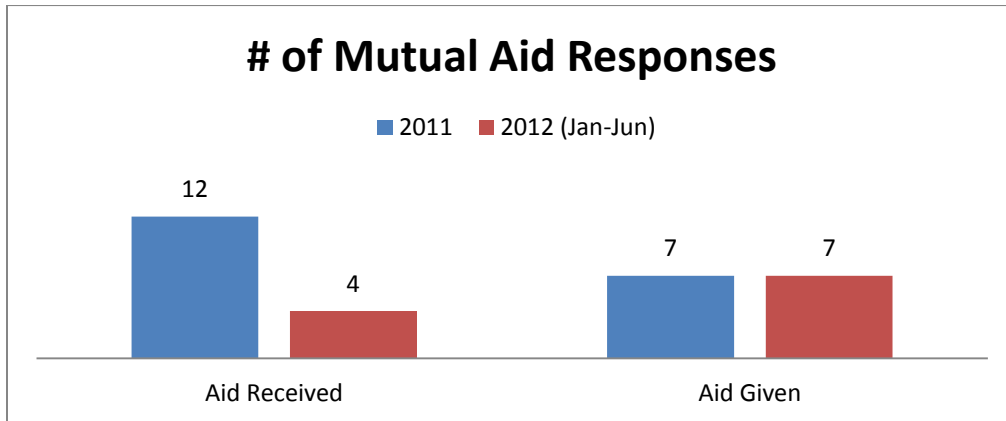
While we can certainly not predict when an emergency is going to occur, it is fairly easy to estimate the times of day in which the bulk of our calls will occur. Over the past five years or so, we have noticed that most of our calls occur during the daytime hours. The graph below shows when calls were handled based on the shift (we now have three shifts due to the addition of the daytime per-diem employee).



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Mutual Aid

Due to the implementation of the per-diem program, our statistics show that we as a department are calling on our mutual aid communities much less often. In fact, in some cases we are responding to other communities more often.



Response Times

Response times have improved significantly over the past six months. During the per-diem shift hours, the ambulance is reaching the scene in five minutes. This cuts the 2011 response time in half, as it was just over ten minutes before an ambulance would reach the scene. It must be stressed that the response time only reflects that of the arrival for the actual ambulance and not care providers. In almost all cases a police officer (every officer is at least an EMT-Basic) or a rescue company EMT reaches the scene far before the ambulance. It is also important to note that the turnout time (between time of call and the ambulance leaving the station) has decreased at all hours of the day.

