



CITY COUNCIL WORKSHOP

CITY OF FAIR OAKS RANCH, TEXAS

AGENDA TOPIC: Standards of Cover and Utilization Analysis for Fire & EMS services.
DATE: June 6, 2024
DEPARTMENT: Public Safety, CPSM
PRESENTED BY: Tim Moring, Chief of Police
Joe Pozzo, Senior Manager for Fire and EMS, Center for Public Safety Management

INTRODUCTION/BACKGROUND:

In July 2023, the City contracted with the Center for Public Safety Management LLC (CPSM) to complete a utilization and service level analysis of the city's Fire and Emergency Medical Services (EMS) services, which are delivered through contractual services by Emergency Services District No. 4 (ESD-4: fire protection services) and Acadian Ambulance Services (EMS). The scope of work for this project also included components of a Standards of Cover (SOC). An SOC analysis is a systematic way of examining the basic service provided by fire and EMS agencies, the risks they face and must prepare for, and how fire and EMS agencies align with national benchmarking and best practices.

The key elements in a Standards of Cover document include:

- A community risk assessment identifying the population, building, transportation, environmental, fire and EMS, and other risks the community both the fire and EMS agencies are exposed to.
- An analysis of levels of service provided to the areas protected by the fire and EMS agencies.
- An analysis of the agency's current response capability in terms of staffing, equipment, and response time performance.

The report and analysis are intended as an examination of the level of service provided by fire and EMS emergency services agencies in Fair Oaks Ranch as compared to national best practices and standards. Also, this analysis provides data and relevant information to be utilized for future planning and self-review of service levels for continued improvement. This will ensure that the agencies can meet community expectations and mitigate emergencies effectively and efficiently.

The report also contains a series of observations, assessments, fire and EMS service alternatives, and recommendations provided by CPSM which are intended to help the city understand the level of fire and EMS services they are receiving, the reasonableness of the contract costs, and alternatives the city may consider moving forward.

Most importantly, and after review of this analysis, what needs to be achieved by the city going forward is a reliable and sustainable Fire and EMS service delivery system. Alternatives moving forward for fire and EMS services include:

- maintaining the status quo.
- contracting with ESD-4 for Fire & EMS services.
- developing and implement Fair Oaks Ranch Fire & EMS City services.
- Develop and implementing a Public Safety Officer department that delivers law enforcement, fire, and EMS emergency services.

Also included in this analysis is a review of the city's draft Emergency Operations Plan.

POLICY ANALYSIS/BENEFIT(S) TO CITIZENS:

This report reflects the strategic action plan under 4.2.1 and 4.3.1 on developing a standards of cover and utilization study for fire and EMS services.

LONGTERM FINANCIAL & BUDGETARY IMPACT:

Alternative 1 – Status Quo – maintain current service contracts with associated costs adjusted year to year.

Alternative 2 – Contract with ESD-4 for Fire & EMS – Current FY 2024 contract with ESD-4 for fire services is \$565,605 coupled with the current FY 2024 Acadian contract at \$73,500. This alternative would increase the contract with ESD-4 to include EMS services with the Acadian contract no longer being needed.

Alternative 3 – City Fire and EMS Services – estimated capital start-up and first year personnel costs are \$5,291,695 to \$5,300,095.

Alternative 4 – Public Safety Administration model – estimated capital start-up and first year personnel costs are \$4,806,417.