

Greeley Fire Department

Fire Department Update including
911 EMS Transport System

April 26, 2022



Strategic Plan Overview

The department’s strategic plan was adopted in 2019 for the purposes of providing short-term direction to the department through 2024.

Core Programs of the Greeley Fire Department			
Fire Suppression		Emergency Medical Services	Technical Rescue
Community Medical Unit		Hazardous Materials Mitigation	Community Risk Reduction
Disaster Preparedness Planning and Response	Wildland Fire Services	Fire Investigation	Public Fire and Life Safety Education

Greeley Fire Department’s Strategic Initiatives			
EMS Service Delivery	Internal Communications	External Communications	Training
Health, Wellness, and Safety	Human Resources	Physical Resources	Accreditation

Department Priorities

Prevent loss of life and property

- Enhance community risk assessment efforts
- Increase public fire and life safety education
- Fire code compliance, plans review, inspections

Prepare for emergencies

- Provide adequate staffing and resources
- Build and maintain an effective workforce
- Increase training and education to enhance response effectiveness

Respond efficiently and effectively to emergencies

- Reduce response times
- Increase operational capabilities
- Customer satisfaction



GFD's SERVICE AREA

- 64 Square Miles / 115,000 Residents
 - Includes Western Hills Fire Protection District

OPERATIONS - SERVICES PROVIDED

- Fire Response
 - Structure, wildfire, vehicle, oil and gas
- Medical
 - Advanced Life Support - Paramedic Level
 - Community Paramedic program
- Specialized Rescue
 - Vehicle, machinery, water, confined space, building collapse
- Hazardous Materials
 - Transportation, industrial, environmental and terrorism
 - Oil and gas

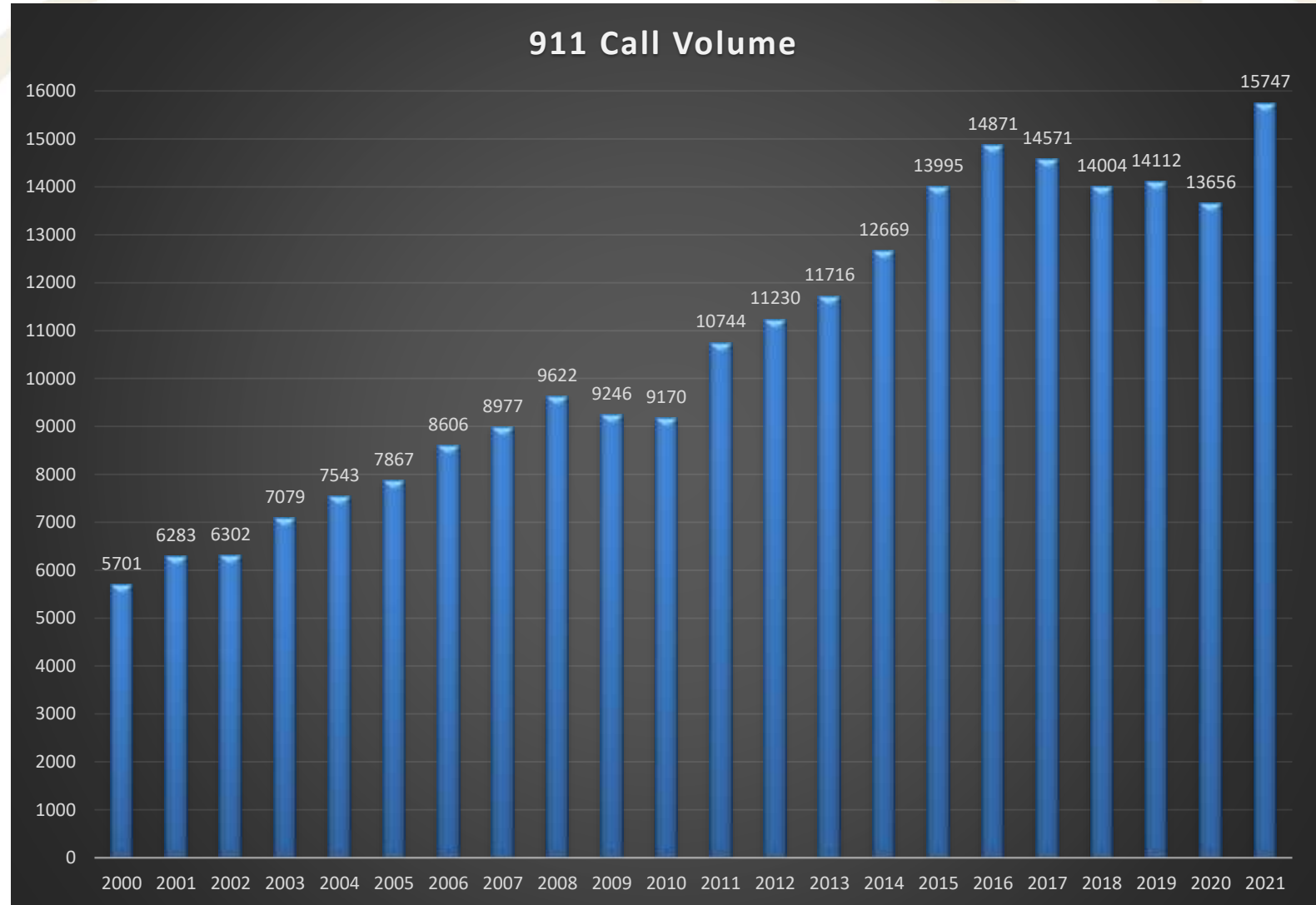
RESOURCES

- 131 Employees
- 7 Fire Stations
- 11 Fire Engines
- 2 Aerial Ladder Trucks
- 2 Water Tenders
- 2 Brush Trucks
- 1 Heavy Rescue Truck
- 1 Hazardous Materials Unit
- 1 Dive Boat



Calls for Service

- 2021 – 15,747
- 2001 – 6,238
- 176.2% increase since 2001
- Over 75% of all calls for service are EMS



Calls for Service – by incident type

*NFIRS Code	Incident Type	2019	2020	2021
100	Fires	222	318	301
200	Overpressure / Rupture/ Explosions	10	6	13
300	EMS	9,407	10,767	12,157
400	Hazardous Conditions / Hazmat	229	235	255
500	Service Calls	715	550	671
600	Good Intent Calls	2,654	963	1,368
700	False Alarms	809	770	905
800	Weather / Natural Disaster	4	1	9
900	Special Incident Type / Other	62	46	68
	Total Call Volume	14,112	13,656	15,747

** NFIRS – National Fire Incident Reporting System*

Performance Measures

GFD Response Time Compliance								2021		
Description	Target	2016	2017	2018	2019	2020	2021	Emergent	Non-Emergent	Combined
EMS Response to Service Calls within 5 Minutes	75.0%	70.0%	71.0%	68.7%	66.6%	65.7%	72.10%	83.10%	62%	72.10%
Average EMS Response Time	<5 Minutes	4m 24s	4m 22s	4m 25s	4m 46s	4m 27s	4m 16s	3m 36s	4m 53s	4m 16s
Respond to Fire Incidents within 5 Minutes	75.0%	73.0%	74.0%	75.0%	74.7%	80.7%	74.70%	77.60%	60.80%	74.70%
Average Fire Incident Response Time	<5 Minutes	5m 37s	5m 32s	5m 24s	5m 37s	4m 22s	3m 58s	3m 50s	4m 32s	3m 58s

EMS System Update

Goal #1:

To enhance the department's EMS service delivery to ensure excellence in patient care and outcomes.

- April 15, 2021 – Competitive process initiated
- December 1, 2021 – UCH begins service as the City's exclusive provider of 911 Ambulance Transport Services



UCHealth Overview

- Experience - 40+ years of experience supporting 911 ambulance services in Northern Colorado
- Leadership - 50+ years of combined Fire and EMS System Management
- Accreditation – Commission on Accreditation of Ambulance Services (CAAS) – “Gold Standard”
- Established Community Paramedic Program – Hospital discharge follow-up
- Established Critical Care Transport Team
- System Performance Enhancement – MARVLIS and First Watch Technology
- Clinical Care Performance Improvement Systems – QA/QI – First Pass Technology
- Two Medical Directors





Greeley City Council- System Update

Ryan C. McLean – Sr. Director of Pre-Hospital Care

Kevin Waters – Director of 911 Services

Dr. Darren Tremblay – Medical Director

Our approach...

Public safety mindset

Patient first

Provider focused

Progressive approach to service

5 Pillars of clinical excellence

This is how we make a difference!



Outcomes...

A story of success!

Non-Traumatic Etiology Survival Rates

Overall:	9.0% (127376)
Bystander Wit'd:	13.3%(47206)
Unwitnessed:	4.1% (63820)
Utstein ¹ :	29.2% (12241)
Utstein Bystander ² :	33.0% (7269)

National Average

Non-Traumatic Etiology Survival Rates

Overall:	19.3% (109)
Bystander Wit'd:	25.0%(40)
Unwitnessed:	13.8% (58)
Utstein ¹ :	71.4% (7)
Utstein Bystander ² :	100.0% (3)

NLCERA

EMS Total Call Volume Comparison

Banner Health as Transport Provider

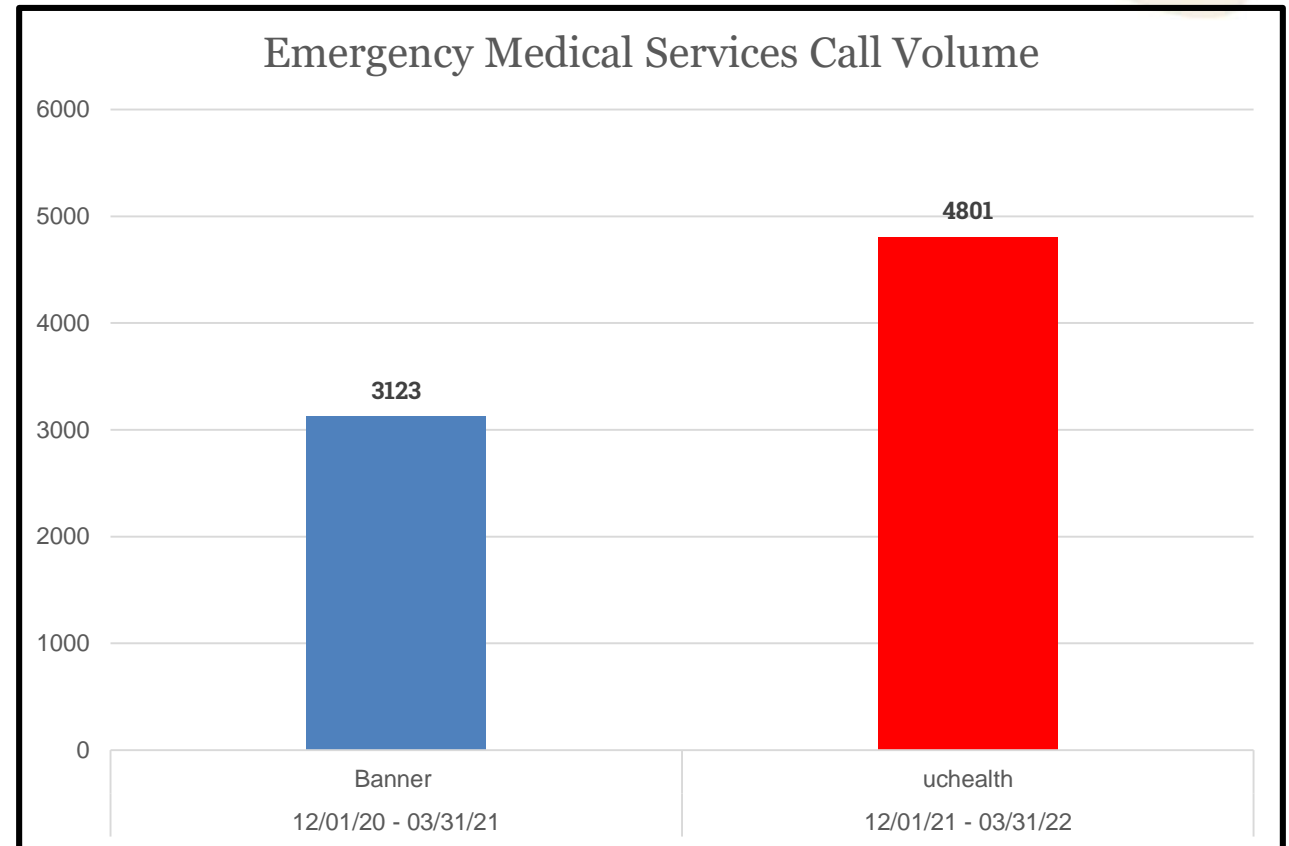
- December 1, 2020 – March 31, 2021
- 3,123 total calls

UCHealth as Transport Provider

- December 1, 2021 – March 31, 2022
- 4,801 total calls

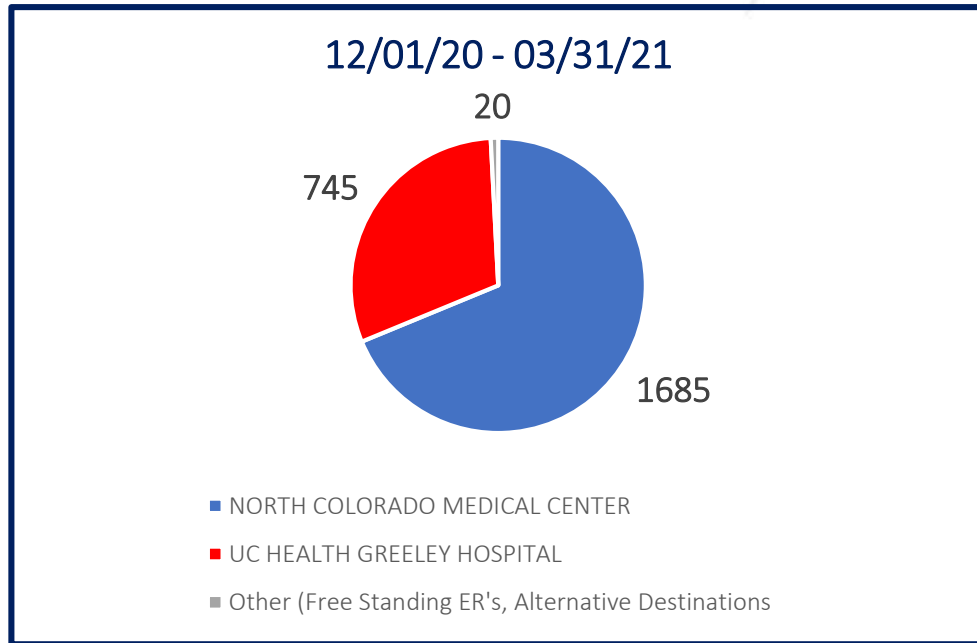
120-day time slice comparison

- 54% increase in total EMS calls
- Difference of 1,678 total calls



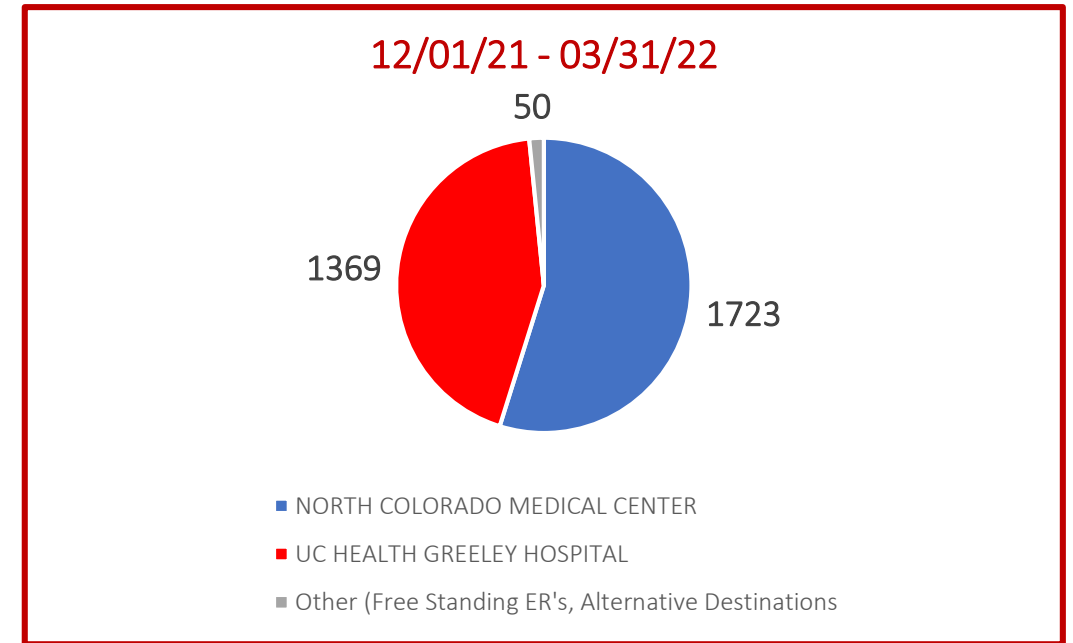
Transport Destination Comparison

Banner Health as Transport Provider



Total Transports – 2,450
~ 69% of transports to Banner Health

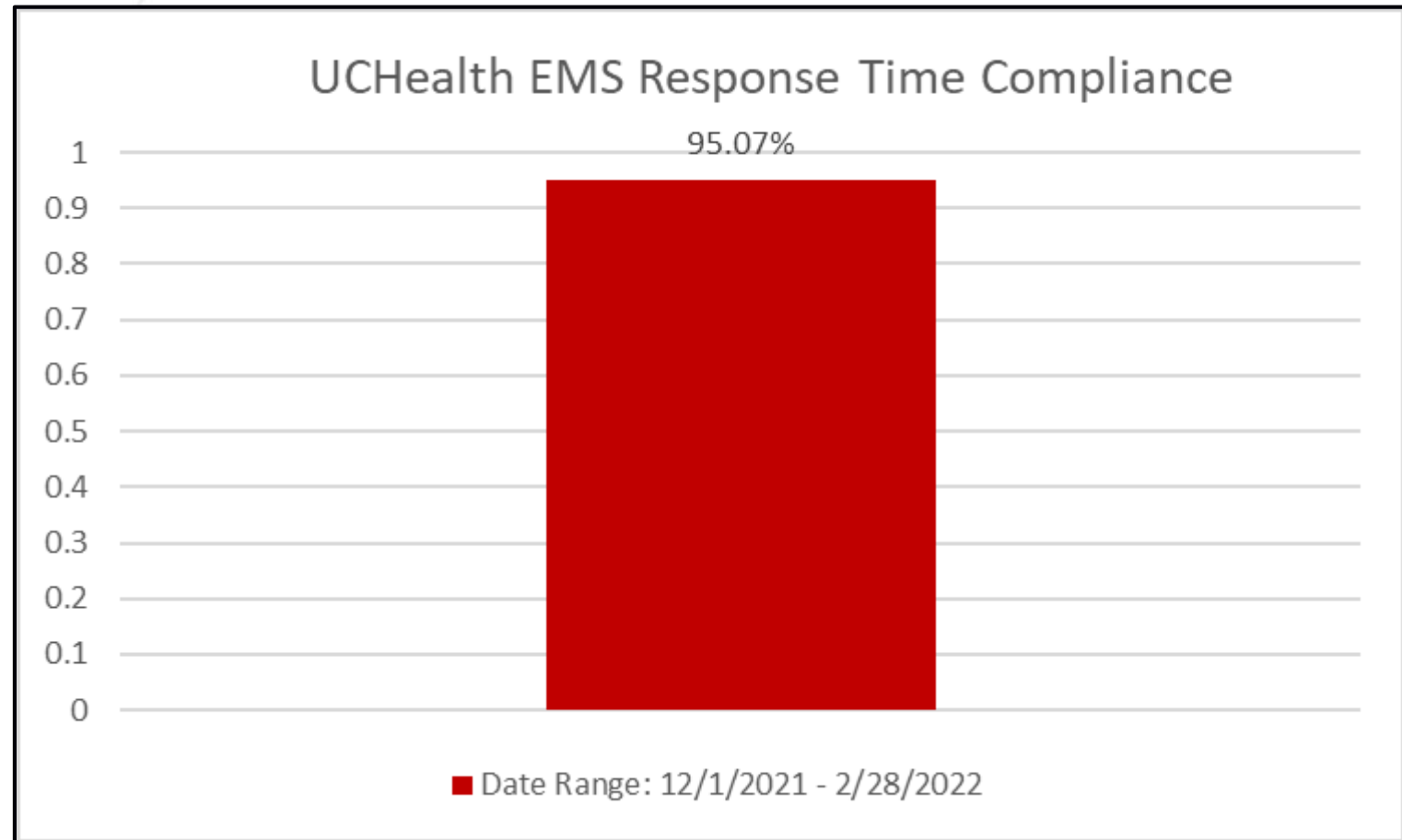
UCHealth as Transport Provider



Total Transports – 3,142
~ 55% of transports to Banner Health

EMS Response Time Compliance

Ambulances shall arrive on scene within eight minutes zero seconds (8:00) ninety percent (90%) of the time on all Emergency responses.



Summary

UCHealth has demonstrated its commitment to meet the service demands of our community and a commitment to ensuring excellence in patient care and outcomes.

- Collaboration
- Service delivery enhancements
- Clinical quality improvement processes



Questions

