LEON COUNTY E.M.S.

Standard Operating Guideline

Title:	System Status Management & Resource Utilization
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I. GUIDELINE:

LCEMS utilizes the principles of System Status Management (SSM) to effectively utilize the resource of the department. Adherence to policy and procedure is necessary for system performance success.

II. GENERAL INFORMATION:

1. It is essential that all Communications Personnel function similarly and as consistently as possible in order to eliminate variation based on the individual dispatcher.

2. This system includes mechanisms to monitor and modify procedures to achieve consistent levels of performance.

3. The LCEMS plan includes Flexible Deployment which is a combination of fixed station geographic deployment and Demand Deployment.

4. Two components of System Status Management:

   Geographic Coverage - Similar to the type of coverage provided by fixed location deployment systems. Geographic coverage is relatively static, in that it does not vary significantly based on time-of-day and system activity levels.

   Demand Coverage - This component of coverage is highly variable. It is designed to incorporate enough capacity to accommodate the normal demand experienced by the service. Demand posts can be identified by the analysis of historical patterns and are often identifiable by the time of day and day of week.

These two components are designed to match resources to demand while providing excess capacity to geographic coverage requirements. This type of coverage is designed to allow the services to respond to requests within the defined response time standards and provides a margin of safety by utilizing the capacity of geographic coverage to address periods of exceptional demand.

5. Staffing - The staffing plan is driven by the historical call data by time of day and the day of the week. The plan, which is reviewed at least bi-annually, will dictate the various staffing hours and patterns needed to meet the demand. Staff schedules will be adjusted accordingly, to meet the needs of the plan. If an unexpected demand arises, such as a

large public service event, natural disaster, etc. then staff will either be scheduled over and above what the plan requires or staff will be called in to assist. Extra planned events, such as public services, are usually well thought out and planned with regards to staffing needs.

6. Field providers may from time to time have a question about an assignment or their workload statistics. It is important that they be given as much insight as possible for the situation in question. A brief explanation can lead to a great deal of understanding and cooperation.

7. The on-duty System Status Controller (SSM) or on-duty supervisor will make the final decision regarding any non-emergency or post assignment that may be questioned by a crew.

III. POST IDENTIFICATION:

1. Post Locations

Headquarters	- 1800-2 N Blair Stone Rd
Post 1	- 2626 Capital Medical Blvd
Post 2	- 2825 Municipal Way
Post 3	- Orange Ave & South Monroe St
Post 4	- 1300 Miccosukee Rd
Post 5	- 27 North (Monroe St) & I-10
Post 6	- Apalachee Parkway & Blair Stone Rd
Post 7	- Copeland & Tennessee St
Post 8	- Thomasville Rd & Timberlane
Post 9	- Thomasville Rd & Kerry Forest Parkway
Post 10	- Blairstone Rd & SE Capital Circle
Post 11	- North Monroe St and Fred George Rd.
Post 12	- Chaires Fire Station
Post 13	- Woodville Fire Station
Post 14	- Fort Braden Fire Station
Post 15	- Tallahassee Regional Airport
Post 16	- 3401 W. Tharpe St.

Units shall remain within a ½ mile of their assigned post location. Crews are permitted to exceed this ½-mile restriction for meals and other instances approved by the system controller or supervisor.

IV. POSTING PROCESS:

Posting - The primary premise of posting is to maintain adequate coverage to the areas with highest numbers of calls.

1. Based on historical data, a post plan has been developed and placed in the CAD.

2. LCEMS uses the positioning post plan as a guide for resource deployment. LCEMS uses the posting plan in the city of Tallahassee on a 24/7 basis. The rural posts will be reposted when the plan gets down to one available ambulance in the city.

3. Repositioning of a unit will not take place until

   A. Dispatch is confident the responding unit is going to transport based on information received during the initial call

   OR

   B. The unit on scene advises that they are going to transport.

4. If resource posting is necessary, Controllers must use their judgment and common sense. For instance, if the CAD recommends repositioning a unit to a post that another unit is closer to then a domino type move is to be made moving the closer unit to the vacant post and refilling the closer units post with the CAD recommended unit. As an example, Post 2 becomes vacant. The CAD says send Post 4 to Post 2 but Post 1 is covered, it is recommended that the controller move the Post 1 crew to Post 2, then move the Post 4 crew to Post 1. **DO NOT REPOSITION A UNIT PAST AN OCCUPIED POST!** (Exceptions: see Workload Management).

5. It is important to understand how the geo posts are identified in developing the deployment plan. No service area can be analyzed as an isotopic plane in that a vehicle cannot move from one location to another in a straight line or at the same speed for all possible locations.

6. A unit's response time range is the distance it can travel within a specified time frame. In the post location study for Leon County, this travel time period was set at six minutes. The six minutes standard allows for an eight minute response time given a one minute dispatch and a one minute out-of chute time component. HOW DOES A UNIT'S RESPONSE TIME RANGE CHANGE? Even though posts are selected primarily on a basis of coverage, distance, and time, other factors impact the distance which can be covered in a given period of time. The two most obvious factors are weather and traffic. For example, at 8:00am during rush hour, traffic flow into the city makes travel in that direction by an ambulance difficult. Therefore, the unit's response time range is decreased in that direction. At 3:00 am the unit's response time range may be at its maximum because of negligible traffic. Inclement weather can also decrease a unit's range, as can physical obstruction such as trains, traffic accidents, parades, etc.

7. Use moving units to improve coverage by assigning routes to available units, it is possible to improve coverage. Having units travel through areas in which there are no ambulances available en route to their post will enhance coverage. Likewise, avoid utilizing limited access roadways such as Interstate 10 to move from post to post as a unit on the interstate is essentially “out of the plan.”

8. The post plan is programmed so that the most important post to be filled for that hour is listed first. Lower priority posts are listed by their importance for coverage. A copy of the post plan is available in the dispatch office for reference.

9. At shift change, during the times for posting, use the CAD to fill the most important post first and lower priorities next.

10. If a post plan issue develops, it is to be referred to the Deputy Chief of Operations for guidance.

V. VISUALIZATION:

A key skill for the Dispatcher is to learn to visualize the system. Part of that visualization process includes thinking in terms of unit range rather than a unit at a particular location. As units move and the system changes, response time ranges move, expanding and contracting. The Dispatch CAD is being utilized to facilitate our system visualization process. Many computer systems are limited in what they show and the reliability of that information. For example, the system currently being utilized at LCEMS is dependent upon the controller/dispatcher to update and enter the unit's location. For that reason, there is no way to accurately locate a unit in transit and the reliability of a unit's location is dependent upon the frequency in which updated location information is entered.