

**From:** [Joshua Overholt](#)  
**To:** [Helene Calci](#); [Timothy Tieperman](#); [Bryan Bortnichak](#); [John Pearson](#); [Laurie Higgins](#)  
**Subject:** RE: EMS Incentive program  
**Date:** Thursday, January 25, 2018 2:17:51 PM

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Hi Helene.

As I read over the idea I couldn't help think about how this could be a good plan for our fire responses. With our current volunteer system of responding from home, to the fire station, then responding on the fire truck, it takes quite a bit of time to arrive at emergencies. That said I love the idea to help facilitate changing our fire service delivery model to a staffed fire station thing.

Here are the current 2017 fire department averages that support why we need to change our model.

\*average times from dispatch to arrival\*

|                            |               |
|----------------------------|---------------|
| Collegeville Fire Co. (34) | 12:59 minutes |
| Trappe Fire Co. (77)       | 11:24 minutes |
| UPFES (93)                 | 6:12 minutes  |
| Royersford Fire Dept. (98) | 12:21 minutes |
| BRVFC (99)                 | 11:35 minutes |

The interesting thing to note from above is that the Township's engine (staffed) has a quicker arrival time by almost 6 minutes. With our goal of 10 Firefighters on scene within 10 minutes, 90% of the time (NFPA) it's clear that our response model needs to change by staffing an actual fire station. This can be accomplished through a combination of career and volunteer firefighters. The trick however to making this work is to have a call volume that's high enough to keep the crews from getting bored within the station(s). Currently each station only runs a portion of the Township's call. Typically only 250-300 calls per station (collectively within their portion of the Twp. and Boro). The Township runs overall, last year ~ 650 calls. Studies indicate that 600 or more calls per year are what are needed to make in station staffing work. Here is where the centralized station comes into play, running every call as the Township fire engine does now. The centralized station would have a call volume that is high enough, and is centrally located to keep response times low.

All that said I guess the point is that we need to be responding from the station, not from home. Using a system of this nature could provide a helpful bonus (incentive) to the FD's to get staff in stations over night until we get a central station. All stations currently have some sort of overnight capability/bunk room(s).

With all that fire stuff said, EMS is already in station (Staffed). Realistically there probably isn't any way to really shave their times down other than for them to drive faster. Obviously that really isn't feasible or really the safest thing. I wouldn't want to encourage anyone to drive unsafe (not that you implied this:)). Regarding response times specifically, an additional ambulance maybe the only way to actually better the current times as the geography/size of the township plays a big part. The State says EMS shall be on scene within 10 minutes. NFPA indicates EMS has 8 minutes to arrive provided an AED equipped responder is on scene within 4 minutes. In our scenario, an AED equipped responder arrives occasionally in 4 minutes and as you can see below, an already staffed EMS unit really doesn't arrive within 8 minutes. Here to, a centralized station with an ambulance would be helpful to meet/support our goals.

These are the current 2017 EMS times:

\*average times from dispatch to arrival\*

|                         |              |
|-------------------------|--------------|
| Lower Providence (322A) | 9.4 minutes  |
| Trappe Fire EMS         | 8.6 minutes  |
| Friendship EMS          | 7.15 minutes |
| Trappe (Phoenixville)   | 8.6 minutes  |

Any who, just my thoughts :)

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-----Original Message-----

From: Helene Calci  
Sent: Wednesday, January 24, 2018 7:22 PM  
To: Timothy Tieperman; Joshua Overholt; Bryan Bortnichak; John Pearson; Laurie Higgins  
Subject: EMS Incentive program

Hi All,

I know we're all been thinking about the EMS + fire situation lately. Here's just a kernel of an idea to improve the timing of UPT EMS agencies and their performance. Many of the details and measurements would need to be hammered out; perhaps this is just a pilot and we try it for 6 months.

EMS incentive program

Problem: What are some cost-effective options to improve EMS performance?

One Potential Solution:

\* Come up with a dollar amount for example; \$120,000 a year in 2018. Have a monthly goal and if the goal is met, then the \$10,000 monthly bonus gets paid out. If the goal is not met, then no bonus money is paid out the next month's goal begins. For example, the township goal for the EMS providers is to have the EMS on the scene 7.5 minutes on average. If for the month the goal is met then the \$10,000 bonus is paid out and divided up by the percentage of calls each provider responded to. If the goal is not met, then the township keeps the money.

\* Private industry often uses a Performance Metric to drive employee behavior to help the business achieve a particular goal. The S.M.A.R.T. approach is often used. That is, Specific, Measurable, Attainable, Reliable and Timely. An example can include something like this:

\* Specific: For example, an EMS vehicle is on the scene of the call within 7.50 minutes of the calls for the month 90% of the time.

\* Measurable: how is this going to be measured to avoid cheating? What are the severe consequences if caught cheating?

\* Attainable: the goal must be something that has been achieved some of the time using average skill, average effort, etc.

\* Reliable: how do we maintain high integrity in how this is measured? How is this currently measured and do you have a very high confidence in the reporting?

\* Timely: we are doing this to provide the best possible EMS service to the residents of UPT.

Helene