

# CALL VOLUME AND RESPONSES

SEATTLE FIRE DEPARTMENT

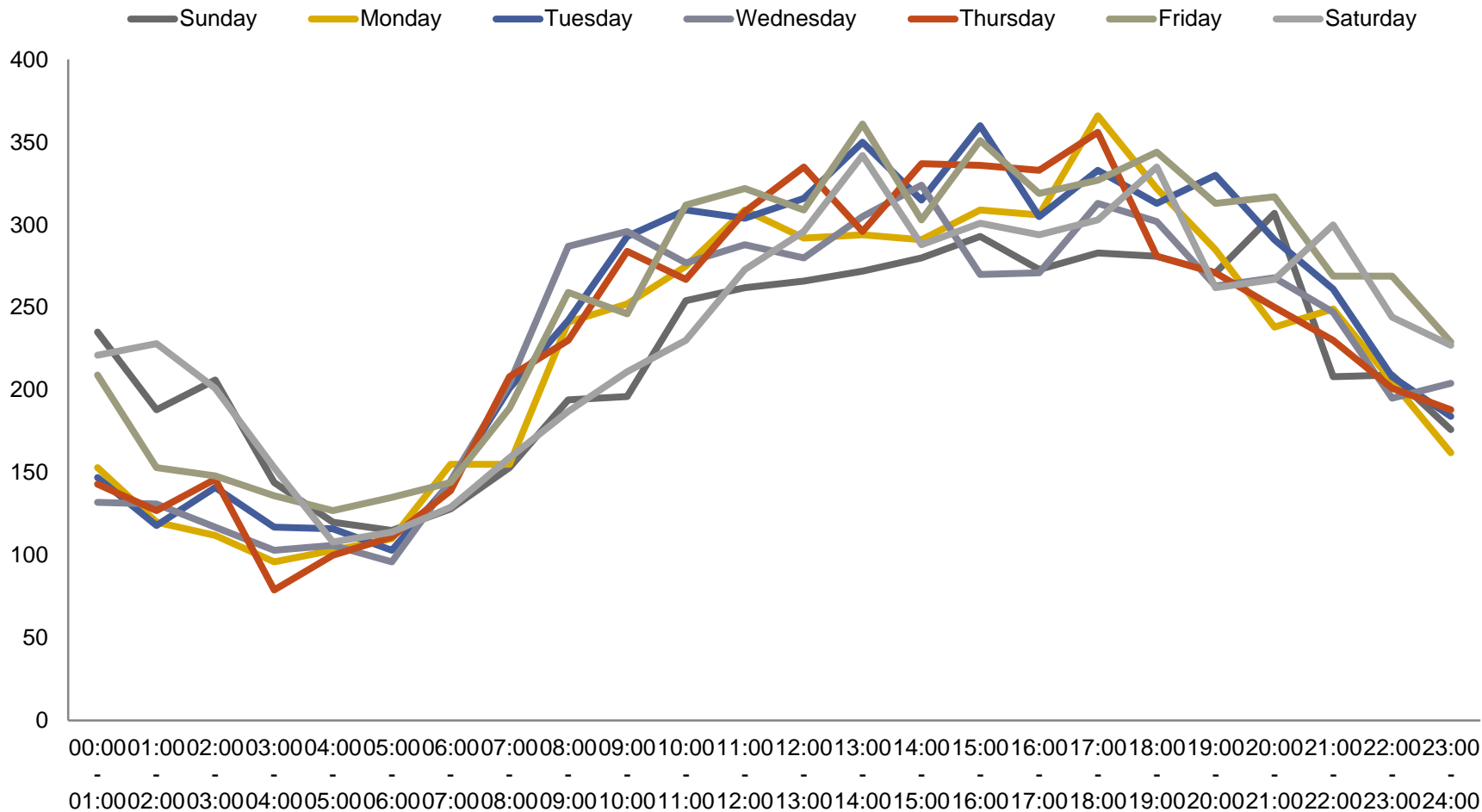


# HISTORICAL DATA & CALL TYPES

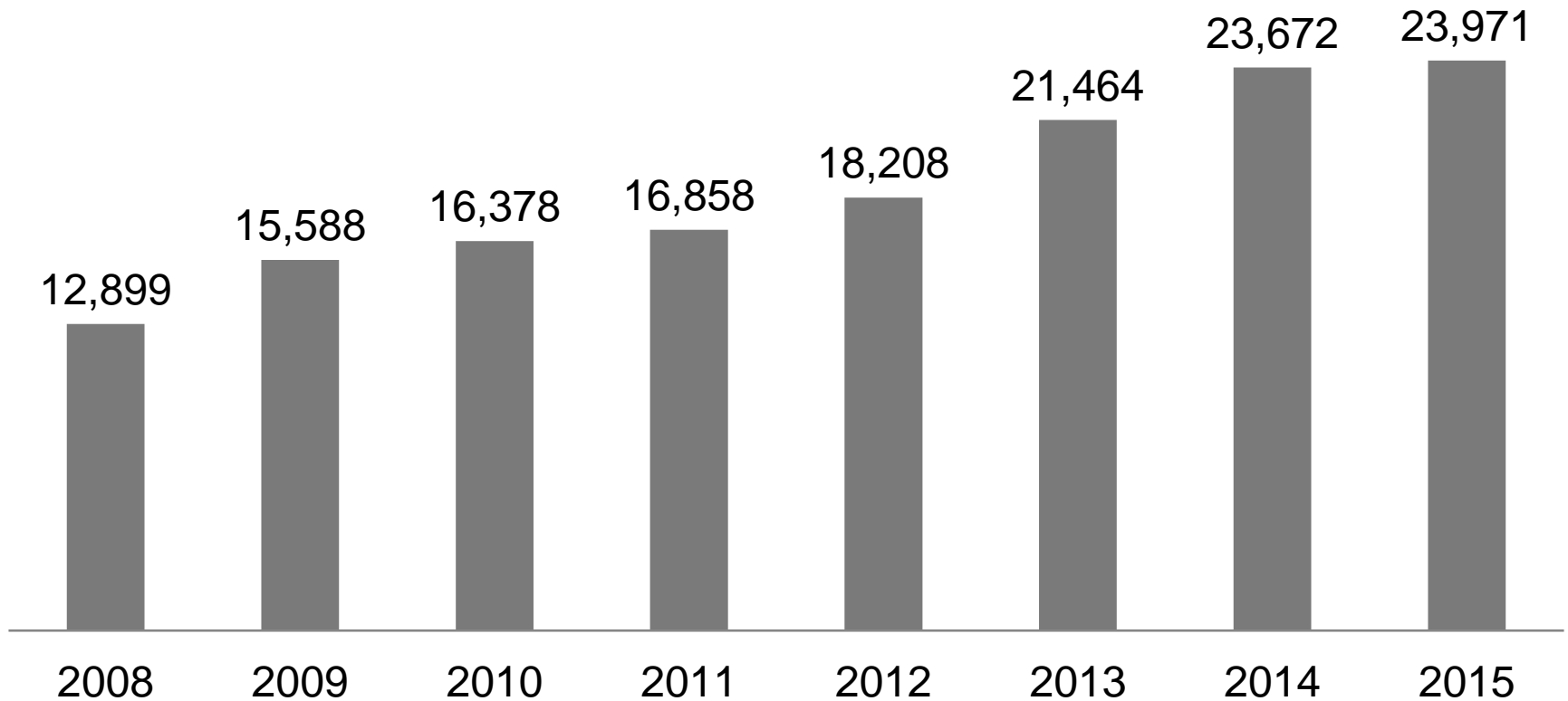


Response Type	2011	2012	2013	2014	2015
<b>Basic Life Support</b> Firefighter/EMTs provide emergency medical care	45,822	49,696	53,028	56,464	57,876
<b>Advanced Life Support</b> Firefighter/Paramedics provide emergency pre-hospital care	18,773	19,386	18,920	19,256	19,897
<b>Fire</b>	12,709	12,651	13,388	14,260	15,079
<b>Total</b>	<b>77,304</b>	<b>81,733</b>	<b>85,733</b>	<b>89,980</b>	<b>92,852</b>

# RUN VOLUME BY THE HOUR



# LOW ACUITY ALARM ESTIMATE

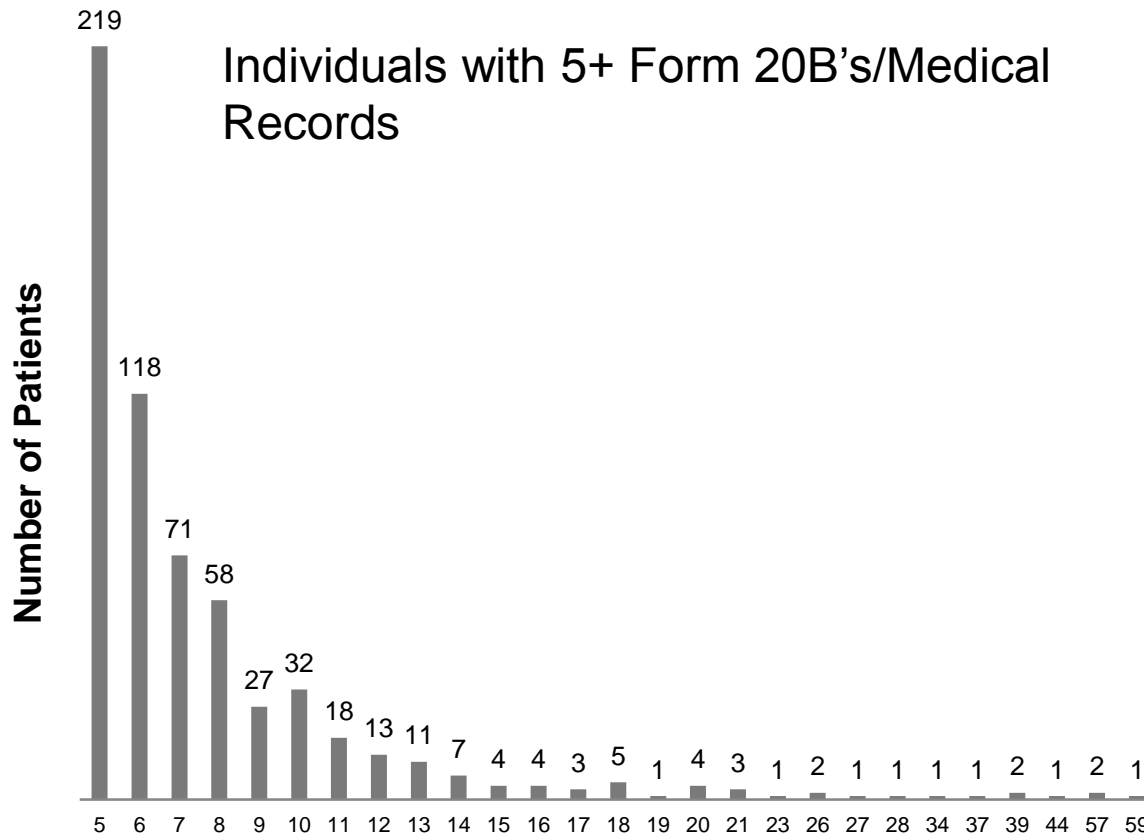


*Number of Low Acuity Alarms per year 2005-2015 (\*2015 estimated)  
(No Patient, Code Green, Cancel & Form 20B 500 Series Type Codes)*

# HIGH-UTILIZING INDIVIDUALS



Individuals with 5+ Form 20B's/Medical Records



Number of Form 20B's/Medical Records -2014

***Patients need coordinated services to address their specific conditions:***

High-utilizers typically suffer from combinations of chronic medical disease, psychiatric disorders, drug and alcohol dependence, and in-home difficulties due to aging or disabilities.

# HOT SPOTS THROUGHOUT CITY



**More than 50 responses**

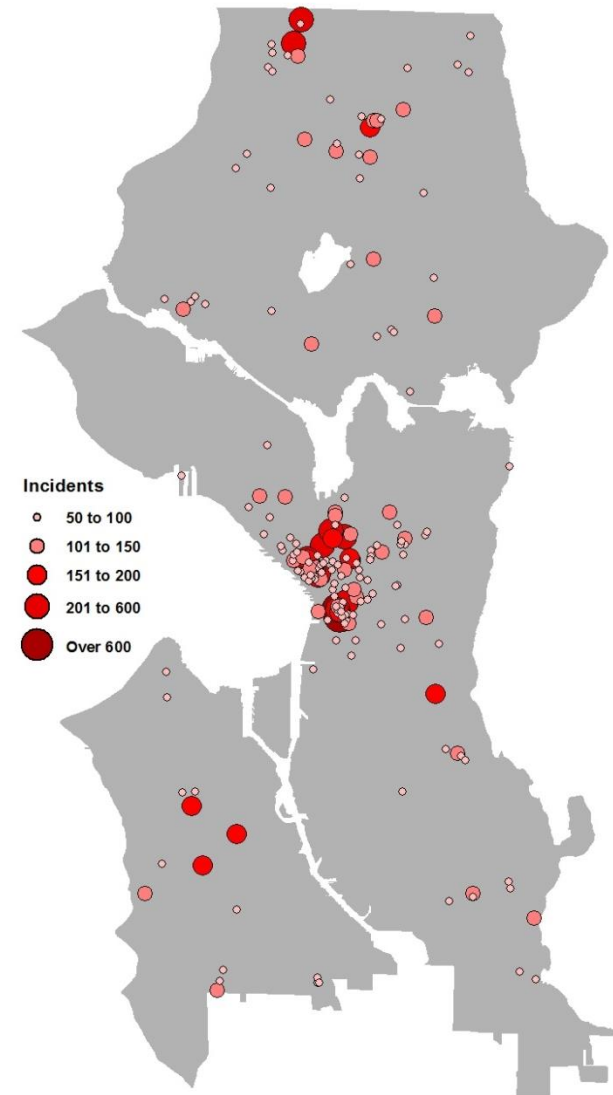
193 locations = 20.7%

**More than 100 responses**

60 locations = 10.9%

**More than 150 responses**

22 locations = 6%



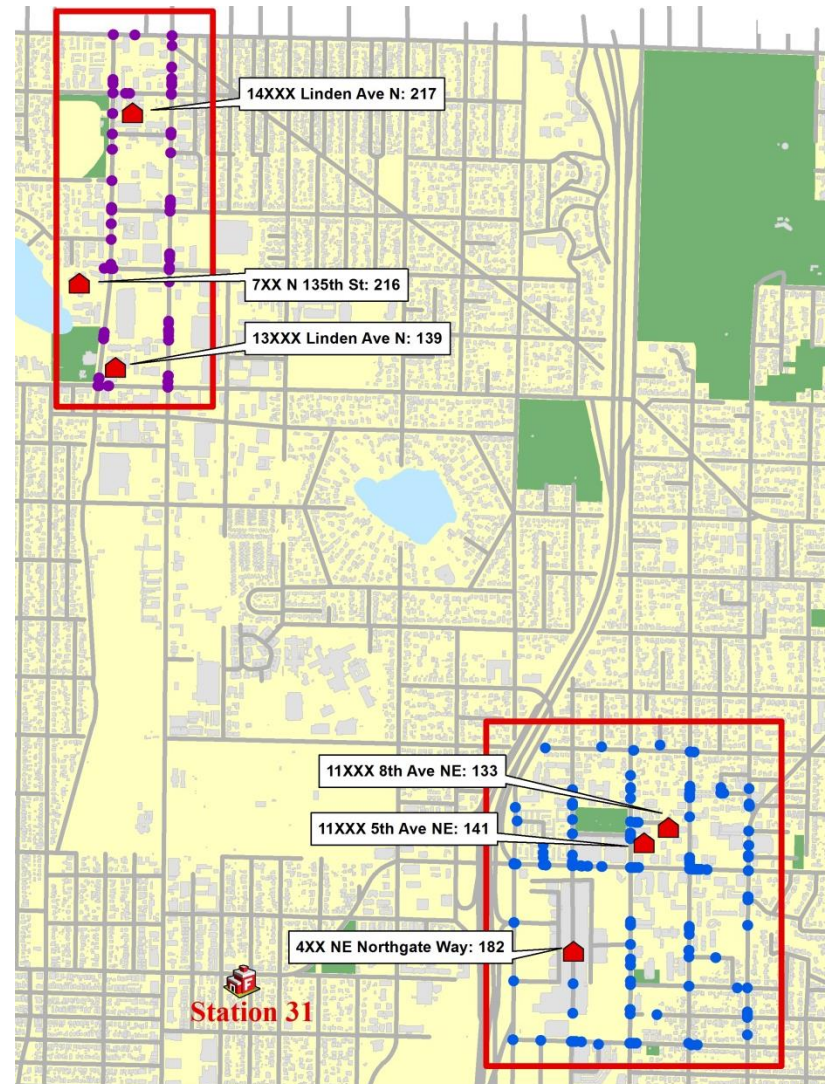
# NORTHGATE & AURORA



**North Linden/Aurora**  
= 1,114 responses

**Northgate**  
= 1,192 responses

**SPD North Precinct**  
= 129 responses



# I-5 & EAST DUWAMISH GREENBELT



Last five years:

**Fire**

= 250 responses

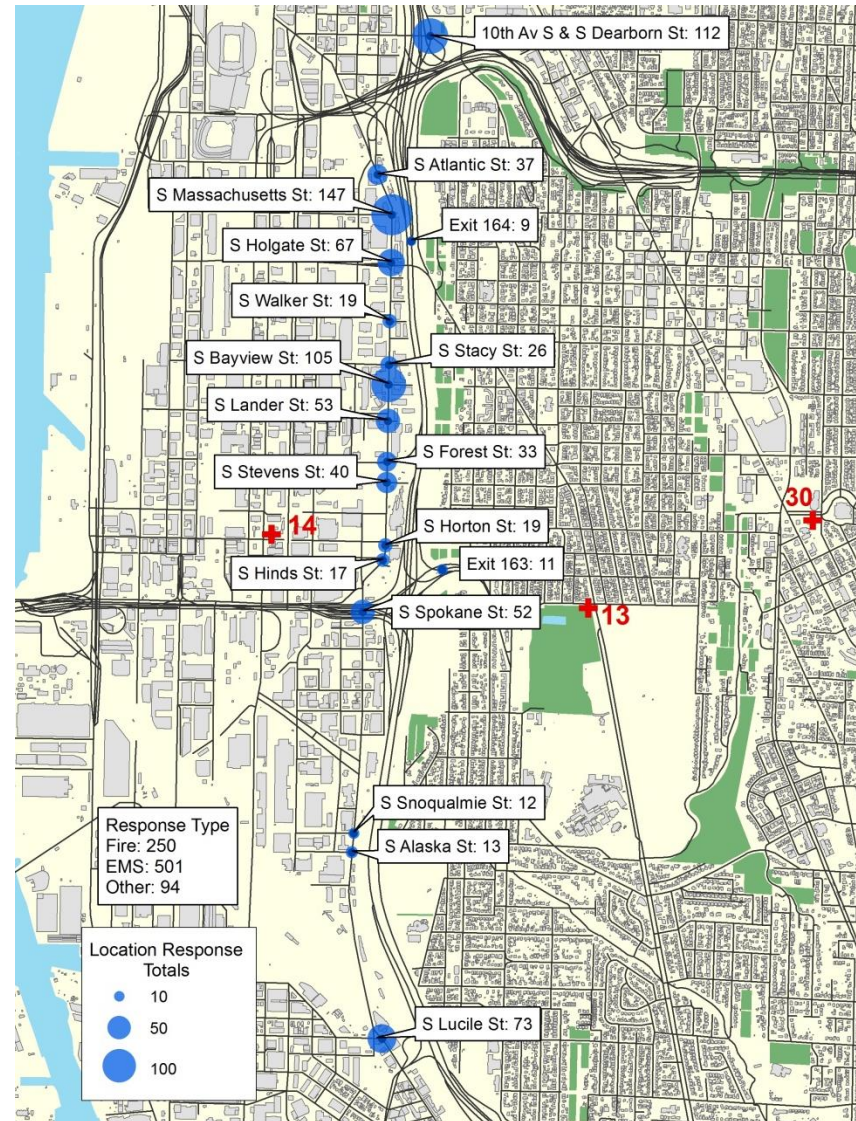
**EMS**

= 500 responses

**June 6, 2016:**

12 fires set

= 7 responses (18 units)





# DOWNTOWN & PIONEER SQUARE

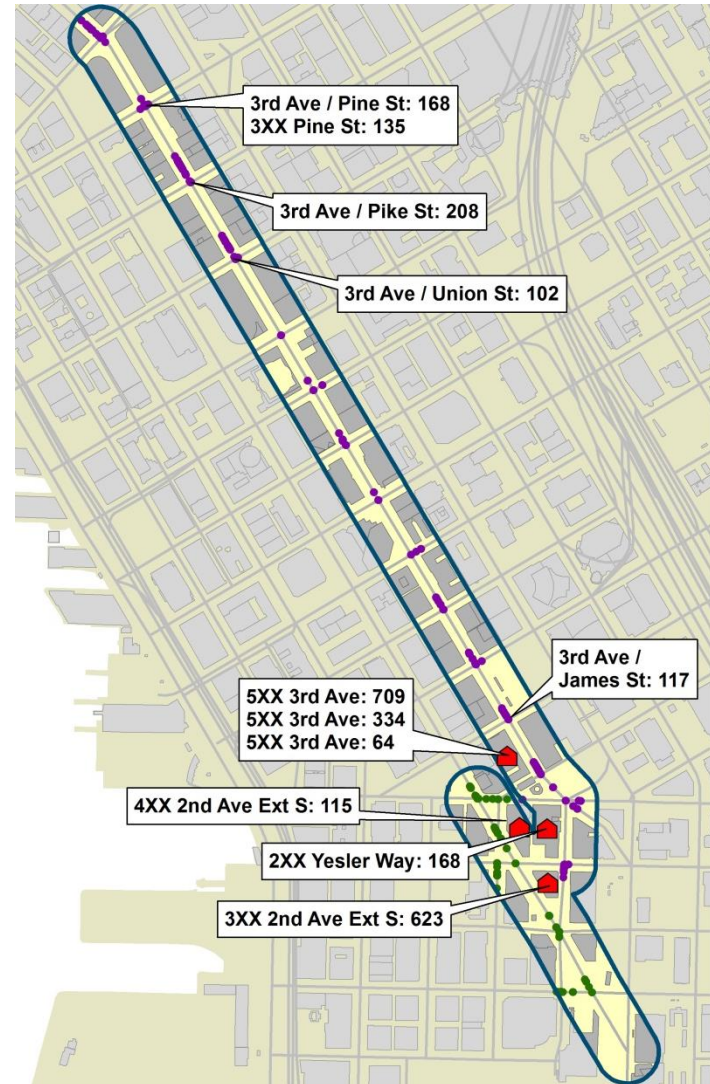


## 3<sup>rd</sup> Avenue

(from Stewart to Jackson)  
= 3,207 responses

**Corner of 3<sup>rd</sup> Avenue/Pine Street & 300 Pine Street**  
= 303 responses

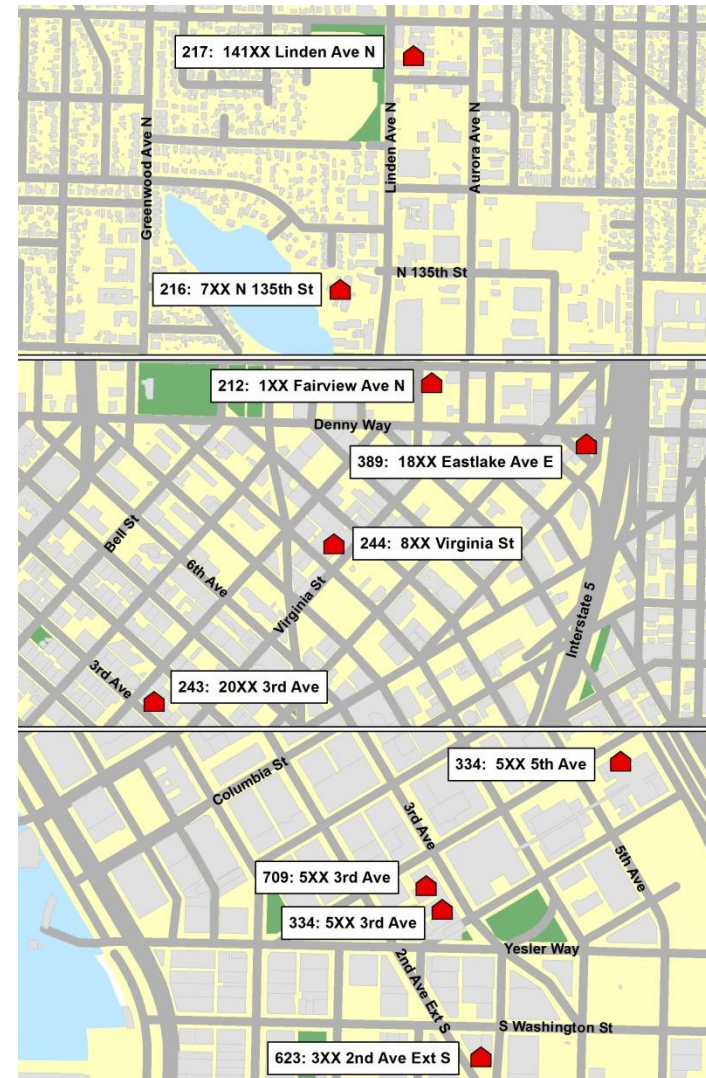
**2<sup>nd</sup> Avenue Ext. S.**  
= 1,184 responses



# HIGH-UTILIZING FACILITIES



Address	Responses
5XX 3 <sup>rd</sup> Avenue	709
3XX 2 <sup>nd</sup> Avenue Ext. S.	621
18XX Eastlake Avenue	389
5XX 5 <sup>th</sup> Avenue	334
5XX 3 <sup>rd</sup> Avenue	334
8XX Virginia Street	244
2XXX 3 <sup>rd</sup> Avenue	243
14XXX Linden Avenue N.	217
7XX N. 135 <sup>th</sup> Street	216
1XX Fairview Avenue N	212



# IMPACT OF ON-SITE MEDICAL CARE – Q1 2016



**5XX 3<sup>rd</sup> Avenue – Nurse, Mon-Fri, 7:30 a.m. – 5 p.m.**

Incidents	Outside of Healthcare Hours	During Healthcare Hours	Resulting Transports by SFD
Aid	150	32	1
Medic	57	9	8
Fire	2		

**5XX 3<sup>rd</sup> Avenue – Nurse, M, W, F, 8:30 a.m. – 4 p.m.**

Incidents	Outside of Healthcare Hours	During Healthcare Hours	Resulting Transports by SFD
Aid	64	6	
Medic	26	3	2
Fire	13		

# TYPES OF CALLS TO HIGH-UTILIZERS – Q1 2016



Call Type	5XX 3 <sup>rd</sup> Avenue	5XX 3 <sup>rd</sup> Avenue
Abdominal Pain	6	6
Altered / Decreased LOC	5	4
Assault Without Weapons (Notify SPD)	4	1
Breathing	26	6
Chest Discomfort / Heart Problem	25	12
Diabetic	4	1
Fainting Dizzy	12	3
Falls	24	12
Injuries	5	3
Overdose/Poisoning	2	7
Person Down	4	
Psychiatric Problem	3	1
Seizures / Convulsions	18	3
Sick Unknown	44	14

# LOW ACUITY EFFORTS INCLUDE



## Low Acuity Alarm Program

- Steering Committee – includes internal/external members
- Program Manager starts 7/18
- Case Manager starts 7/1

## Partner Pilots

- Mobile Crisis Team/Crisis Solutions Center (Station 10) – started 6/1
- Pre-dispatch Nurse Line (DESC) – starts 10/1

# AUTOMATIC FIRE ALARMS – 2015

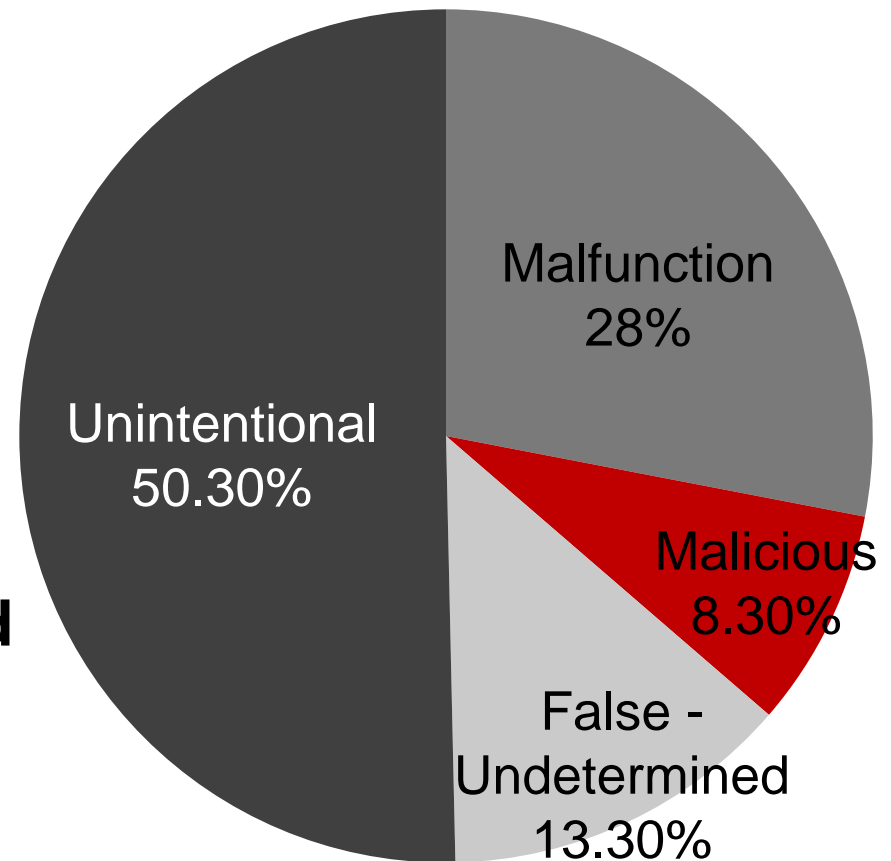


**5,015 Nuisance Alarms**

**32 locations with more than 10 alarms**

**340 locations (May-December)**  
more than one alarm/month  
resulting in Notice of Violation  
letter

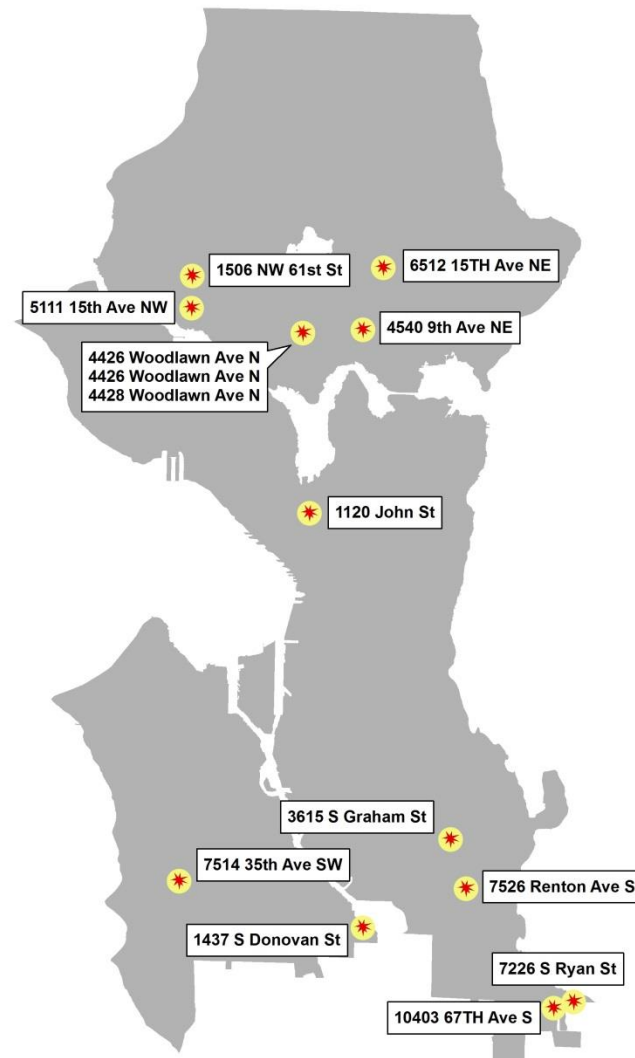
**72,167 new devices installed**  
(pull stations, heat/smoke  
detectors)



# VACANT BUILDING FIRES



Date	Address
1/25/15	1516 NW 51 <sup>st</sup>
2/7/15	1506 NW 61 <sup>st</sup>
2/21/15	3615 S. Graham Street
5/19/15	10403 67 <sup>th</sup> Avenue S
7/10/15	7526 43 <sup>rd</sup> Avenue S
8/17/15	1437 S Donovan Street
9/28/15	4426 Woodlawn Avenue N
10/15/15	7514 35 <sup>th</sup> Avenue SW
10/30/15	4426 Woodlawn Avenue N
10/31/15	4428 Woodlawn Avenue N
12/6/15	7226 S Ryan Street
12/11/15	1120 John Street
12/13/15	4529 9 <sup>th</sup> Avenue NE
12/18/15	6512 15 <sup>th</sup> Avenue NE



# **FOLLOW-UP & SUMMARY**



**Call volume and responses continue to rise**

*Busiest times: 7 a.m. – 10 p.m.*

**Hot Spots and High-Utilizers**

*22 locations = 6% of all incidents (2015)*

*32 locations = 9.6% of all nuisance alarms (2015)*

*614 individuals = 5.8% of EMS calls (2014)*

**Vacant Building Concerns**