



DEKALB COUNTY FIRE RESCUE DEPARTMENT

Darnell D. Fullum, Director/Fire Chief
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Phone: 678-406-7731 Fax: 678-406-7805



City of Dunwoody March, 2022

First Unit Arrival Responses and Performance – City of Dunwoody - 2018 MOU

DeKalb County’s “First-on-the-Scene Model of Care” is a dual emergency response system that prioritizes providing immediate lifesaving care. This fully integrated system is designed to ensure that properly trained personnel and equipment are on the scene as soon as possible. DeKalb County Fire Rescue units are a critical component of this care as all firefighters are certified EMT’s or paramedics who can perform the equivalent level of care as the responding ambulance.

The information below contains an analysis of medical calls for service for the first arriving unit on scene average response times and 90th percentile response times for incidents that occurred in the City of Dunwoody during the month of March, 2022. In addition, the responses in this performance analysis are characterized as either ALS or BLS responses.

| Total Calls | Overall Average Response Time | ALS Average Response Times | ALS % of Calls under 9 minutes | ALS 90% Percentile Response Times | BLS Average Response Times | BLS % of Calls under 15 minutes | BLS 90% Percentile Response Times |
|-------------|-------------------------------|----------------------------|--------------------------------|-----------------------------------|----------------------------|---------------------------------|-----------------------------------|
| 293 | 06:54 | 06:07 | 86% | 09:56 | 10:10 | 80% | 20:31 |

AMR Responses and Performance – City of Dunwoody

The information below contains an analysis of AMR’s medical calls for service, average response times, 90th percentile response times, and a fractile response time analysis for incidents that occurred in the City of Dunwoody during the month of March, 2022. The data was gathered by aggregating CAD and RMS data and then geocoding the incidents to determine which incidents were within the city boundaries. In addition, the responses in this performance analysis are characterized as either ALS or BLS responses.

| Total Calls | Overall Average Response Time | ALS Average Response Times | ALS % of Calls under 9 minutes | ALS 90% Percentile Response Times | BLS Average Response Times | BLS % of Calls under 15 minutes | BLS 90% Percentile Response Times |
|-------------|-------------------------------|----------------------------|--------------------------------|-----------------------------------|----------------------------|---------------------------------|-----------------------------------|
| 269 | 10:56 | 10:32 | 50% | 19:24 | 11:38 | 72% | 20:31 |

AMR Call Distribution – City of Dunwoody – March 2022

| Units | Number of Calls | Percentage |
|--|-----------------|---------------|
| NM60, 75 (Station 18D) | 37 | 13.8% |
| NM65, 73 (Station 12) | 49 | 18.2% |
| NM 55 (Station 21) | 48 | 17.8% |
| NM59, 74, 76, 79 (Station 18) | 27 | 10.0% |
| B40 (City Center) | 0 | 0.0% |
| Temporary Assignments | 2 | 0.7% |
| Non-city posted units responding into City | 106 | 39.4% |
| Total | 269 | 100.0% |



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In 2020 DeKalb County and AMR established a new contractual agreement with variable performance standards for AMR based upon the priority level of the medical event. Priority levels 1-3 requires AMR to arrive on scene in under 12 minutes at the 90th percentile. Priority 4 in under 15 minutes and Priority 5-6 in under 30 minutes at the 90th percentile respectively.

First on Scene Responses and Performance – City of Dunwoody - Current AMR Contract

DeKalb County’s “First-on-the-Scene Model of Care” is a dual emergency response system that prioritizes providing immediate lifesaving care. This fully integrated system is designed to ensure that properly trained personnel and equipment are on the scene as soon as possible. DeKalb County Fire Rescue units are a critical component of this care as all firefighters are certified EMT’s or paramedics who can perform the equivalent level of care as the responding ambulance. The information below contains an analysis of medical calls for service for the first arriving unit on scene average response times and 90th percentile response times for incidents that occurred in the City of Dunwoody during the month of March, 2022.

| Total Calls | | Overall Average Response Times | |
|-------------------------------------|---|---------------------------------|--|
| 293 | | 06:54 | |
| Priority 1-3 Average Response Times | Priority 1-3 % of Incidents under 12 minutes | Priority 1-3 90th Percentile | |
| 06:04 | 97% | 09:41 | |
| Priority 4 Average Response Times | Priority 4 % of Incidents under 15 minutes | Priority 4 90th Percentile | |
| 06:24 | 98% | 10:06 | |
| Priority 5-6 Average Response Times | Priority 5-6 % of Incidents under 30 minutes | Priority 5-6 90th Percentile | |
| 12:46 | 97% | 22:31 | |

AMR Responses and Performance – City of Dunwoody

The information below contains an analysis of AMR’s medical calls for service, average response times, 90th percentile response times, and a fractile response time analysis for incidents that occurred in the City of Dunwoody during the month of March, 2022. The data was gathered by aggregating CAD and RMS data and then geocoding the incidents to determine which incidents were within the city boundaries.

| Total Calls | | Overall Average Response Times | |
|-------------------------------------|---|---------------------------------|--|
| 269 | | 10:56 | |
| Priority 1-3 Average Response Times | Priority 1-3 % of Incidents under 12 minutes | Priority 1-3 90th Percentile | |
| 11:02 | 62% | 19:45 | |
| Priority 4 Average Response Times | Priority 4 % of Incidents under 15 minutes | Priority 4 90th Percentile | |
| 09:44 | 85% | 17:35 | |
| Priority 5-6 Average Response Times | Priority 5-6 % of Incidents under 30 minutes | Priority 5-6 90th Percentile | |
| 12:27 | 96% | 22:03 | |

DeKalb County Ambulance Response Times in Dunwoody
Since Memo of Understanding Agreement Inception on November 5, 2018

| Month & Type of Call: Advanced Life Support (ALS) or Basic Life Support (BLS) | Required Time (90th Percentile) | Actual Time (90th Percentile) | MOU Contract Compliant? |
|--|---|---|------------------------------------|
| November 2018 | | | |
| ALS | 9:00 minutes or less | 11:25 minutes | Noncompliant |
| BLS | 15:00 minutes or less | 14:47 minutes | Compliant |
| December 2018 | | | |
| ALS | 9:00 minutes or less | 8:56 minutes | Compliant |
| BLS | 15:00 minutes or less | 20:48 minutes | Noncompliant |
| January 2019 | | | |
| ALS | 9:00 minutes or less | 11:37 minutes | Noncompliant |
| BLS | 15:00 minutes or less | 12:54 minutes | Compliant |
| February 2019 | | | |
| ALS | 9:00 minutes or less | 12:16 minutes | Noncompliant |
| BLS | 15:00 minutes or less | 15:02 minutes | Noncompliant |
| March 2019 | | | |
| ALS | 9:00 minutes or less | 12:44 minutes | Noncompliant |
| BLS | 15:00 minutes or less | 16:06 minutes | Noncompliant |
| April 2019 | | | |
| ALS | 9:00 minutes or less | 13:11 minutes | Noncompliant |
| BLS | 15:00 minutes or less | 16:10 minutes | Noncompliant |
| May 2019 | | | |
| ALS | 9:00 minutes or less | 13:21 minutes | Noncompliant |
| BLS | 15:00 minutes or less | 18:05 minutes | Noncompliant |
| June 2019 | | | |
| ALS | 9:00 minutes or less | 13:00 minutes | Noncompliant |
| BLS | 15:00 minutes or less | 15:15 minutes | Noncompliant |
| July 2019 | | | |
| ALS | 9:00 minutes or less | 11:10 minutes | Noncompliant |
| BLS | 15:00 minutes or less | 13:56 minutes | Compliant |
| August 2019 | | | |
| ALS | 9:00 minutes or less | 13:45 minutes | Noncompliant |
| BLS | 15:00 minutes or less | 15:28 minutes | Noncompliant |
| September 2019 | | | |
| ALS | 9:00 minutes or less | 14:42 minutes | Noncompliant |
| BLS | 15:00 minutes or less | 15:48 minutes | Noncompliant |
| October 2019 | | | |
| ALS | 9:00 minutes or less | 13:05 minutes | Noncompliant |
| BLS | 15:00 minutes or less | 16:33 minutes | Noncompliant |
| November 2019 | | | |
| ALS | 9:00 minutes or less | 13:12 minutes | Noncompliant |
| BLS | 15:00 minutes or less | 14:29 minutes | Compliant |
| December 2019 | | | |
| ALS | 9:00 minutes or less | 14:07 minutes | Noncompliant |
| BLS | 15:00 minutes or less | 15:56 minutes | Noncompliant |
| January 2020 | | | |
| ALS | 9:00 minutes or less | 16:41 minutes | Noncompliant |
| BLS | 15:00 minutes or less | 18:33 minutes | Noncompliant |

| | | | |
|-----------------------|-----------------------|---------------|---------------------|
| February 2020 | | | |
| ALS | 9:00 minutes or less | 15:24 minutes | Noncompliant |
| BLS | 15:00 minutes or less | 18:11 minutes | Noncompliant |
| | | | |
| March 2020 | | | |
| ALS | 9:00 minutes or less | 13:23 minutes | Noncompliant |
| BLS | 15:00 minutes or less | 16:59 minutes | Noncompliant |
| | | | |
| April 2020 | | | |
| ALS | 9:00 minutes or less | 13:25 minutes | Noncompliant |
| BLS | 15:00 minutes or less | 16:33 minutes | Noncompliant |
| | | | |
| May 2020 | | | |
| ALS | 9:00 minutes or less | 13:14 minutes | Noncompliant |
| BLS | 15:00 minutes or less | 13:18 minutes | Compliant |
| | | | |
| June 2020 | | | |
| ALS | 9:00 minutes or less | 15:20 minutes | Noncompliant |
| BLS | 15:00 minutes or less | 14:34 minutes | Compliant |
| | | | |
| July 2020 | | | |
| ALS | 9:00 minutes or less | 17:14 minutes | Noncompliant |
| BLS | 15:00 minutes or less | 16:06 minutes | Noncompliant |
| | | | |
| August 2020 | | | |
| ALS | 9:00 minutes or less | 15:52 minutes | Noncompliant |
| BLS | 15:00 minutes or less | 14:37 minutes | Compliant |
| | | | |
| September 2020 | | | |
| ALS | 9:00 minutes or less | 15:46 minutes | Noncompliant |
| BLS | 15:00 minutes or less | 15:55 minutes | Noncompliant |
| | | | |
| October 2020 | | | |
| ALS | 9:00 minutes or less | 16:53 minutes | Noncompliant |
| BLS | 15:00 minutes or less | 17:47 minutes | Noncompliant |
| | | | |
| November 2020 | | | |
| ALS | 9:00 minutes or less | 18:37 minutes | Noncompliant |
| BLS | 15:00 minutes or less | 17:02 minutes | Noncompliant |
| | | | |
| December 2020 | | | |
| ALS | 9:00 minutes or less | 18:02 minutes | Noncompliant |
| BLS | 15:00 minutes or less | 18:56 minutes | Noncompliant |
| | | | |
| January 2021 | | | |
| ALS | 9:00 minutes or less | 19:45 minutes | Noncompliant |
| BLS | 15:00 minutes or less | 21:43 minutes | Noncompliant |
| | | | |
| February 2021 | | | |
| ALS | 9:00 minutes or less | 16:22 minutes | Noncompliant |
| BLS | 15:00 minutes or less | 18:58 minutes | Noncompliant |
| | | | |
| March 2021 | | | |
| ALS | 9:00 minutes or less | 18:10 minutes | Noncompliant |
| BLS | 15:00 minutes or less | 21:32 minutes | Noncompliant |
| | | | |
| April 2021 | | | |
| ALS | 9:00 minutes or less | 20:35 minutes | Noncompliant |
| BLS | 15:00 minutes or less | 17:22 minutes | Noncompliant |
| | | | |
| May 2021 | | | |
| ALS | 9:00 minutes or less | 18:42 minutes | Noncompliant |
| BLS | 15:00 minutes or less | 22:01 minutes | Noncompliant |
| | | | |
| June 2021 | | | |
| ALS | 9:00 minutes or less | 18:51 minutes | Noncompliant |
| BLS | 15:00 minutes or less | 21:41 minutes | Noncompliant |
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|-----------------------|-----------------------|---------------|---------------------|
| July 2021 | | | |
| ALS | 9:00 minutes or less | 19:06 minutes | Noncompliant |
| BLS | 15:00 minutes or less | 20:37 minutes | Noncompliant |
| | | | |
| August 2021 | | | |
| ALS | 9:00 minutes or less | 20:24 minutes | Noncompliant |
| BLS | 15:00 minutes or less | 22:03 minutes | Noncompliant |
| | | | |
| September 2021 | | | |
| ALS | 9:00 minutes or less | 20:58 minutes | Noncompliant |
| BLS | 15:00 minutes or less | 24:17 minutes | Noncompliant |
| | | | |
| October 2021 | | | |
| ALS | 9:00 minutes or less | 20:56 minutes | Noncompliant |
| BLS | 15:00 minutes or less | 24:31 minutes | Noncompliant |
| | | | |
| November 2021 | | | |
| ALS | 9:00 minutes or less | 18:47 minutes | Noncompliant |
| BLS | 15:00 minutes or less | 20:22 minutes | Noncompliant |
| | | | |
| December 2021 | | | |
| ALS | 9:00 minutes or less | 20:56 minutes | Noncompliant |
| BLS | 15:00 minutes or less | 24:56 minutes | Noncompliant |
| | | | |
| January 2022 | | | |
| ALS | 9:00 minutes or less | 22:28 minutes | Noncompliant |
| BLS | 15:00 minutes or less | 21:15 minutes | Noncompliant |
| | | | |
| February 2022 | | | |
| ALS | 9:00 minutes or less | 20:37 minutes | Noncompliant |
| BLS | 15:00 minutes or less | 23:41 minutes | Noncompliant |
| | | | |
| March 2022 | | | |
| ALS | 9:00 minutes or less | 19:24 minutes | Noncompliant |
| BLS | 15:00 minutes or less | 20:31 minutes | Noncompliant |
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Source: DeKalb County Fire Chief

MEMORANDUM OF UNDERSTANDING BETWEEN DEKALB COUNTY GEORGIA AND
THE CITY OF DUNWOODY RELATED TO THE ADMINISTRATION OF EMERGENCY
MEDICAL SERVICES IN DEKALB COUNTY, GEORGIA

October 30, 2018

DeKalb County, Georgia and the City of Dunwoody, Georgia hereby agree to the following terms related to the administration of emergency medical services in DeKalb County as follows:

1. A nine (9) minute or less, 90% response time for Advance Life Support (ALS) calls and a 15 minute or less, 90% response time for Basic Life Support (BLS) calls can be achieved. DeKalb County will provide a monthly report to the City of Dunwoody that tracks response times for ALS and BLS calls.
2. DeKalb County will enhance countywide medical response services by maintaining one static ambulance unit at each of the three Dunwoody fire stations: Station 12, Station 18, and Station 21. The coverage area for the ambulance units will mirror the service areas of the aforementioned fire stations. All static ambulance units including Station 17 in Stonecrest will remain within the assigned service areas, except as warranted to respond to catastrophic events or upon the consent of the highest law enforcement official in the city where the ambulance units are statically stationed. With these enhanced deployments, the County will be able to maintain a high level of service countywide. In addition to the three (3) aforementioned static units to be located at the fire stations, an additional ambulance unit will serve Dunwoody during the peak hours of 9:00 a.m. to 9:00 p.m. Monday-Friday in order to meet the needs required by the increased daytime population in the Perimeter Center area.
3. Shift changes will occur at Stations 12, 18 and 21.
4. DeKalb County will have a posting plan that ensures countywide coverage for all county residents, including the residents of Dunwoody.
5. Traffic signal preemption equipment for emergency vehicles serving Dunwoody will be provided, with costs to be shared equally between the City of Dunwoody and DeKalb County.
6. DeKalb County will work with the City of Dunwoody and ChatComm to ensure medical calls are processed efficiently through CAD to CAD interface.
7. DeKalb County, working with the City and the DeKalb County EMS provider, will have EMS vehicles stationed in Dunwoody equipped with radio-frequency identification

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MEDICAL SERVICES IN DEKALB COUNTY, GEORGIA

October 30, 2018

(RFID) gate access, with the City of Dunwoody supplying the equipment for installation in the vehicles serving Dunwoody. Gated communities within the City of Dunwoody are currently equipped with the necessary equipment. DeKalb County will include this in a potential EMS contract extension, as well as in a 2019 request for proposal (RFP) for DeKalb Emergency Transport Services.

8. Each of the three static ambulance units positioned at Stations 12, 18 and 21, as well as the additional unit serving Dunwoody during the aforementioned peak hours, will be advanced life support (ALS) units, staffed by one certified paramedic per unit. Any additional units serving Dunwoody may be either ALS or basic life support (BLS) units.
9. DeKalb County will include a tiered response system as a requirement in the 2019 RFP for DeKalb Emergency Transport Services.
10. DeKalb County is committed to setting a countywide transport rate structure that is reasonable and maintains the highest level of service.
11. DeKalb County will include an option to divide DeKalb County into smaller service areas to enhance service efficiency as an option in the 2019 RFP for DeKalb Emergency Transport Services.
12. DeKalb County will ensure the contracted ambulance provider has a signed agreement with another ambulance service as a backup provider. This agreement will have sufficient language to ensure that back up ambulances, if needed, are provided prior to reaching zero ambulances available. This requirement will also be included in the 2019 RFP for DeKalb Emergency Transport Services.
13. All ambulance units will have GPS capabilities, including, but not limited to those stationed at Fire Stations 12, 18, 21 and the additional unit serving Dunwoody during the aforementioned peak hours. DeKalb County will provide the City of Dunwoody and ChatComm with access to GPS tracking for ambulance units in Dunwoody in real-time. The City of Dunwoody shall bear all costs for purchase and installation of such capabilities.

MEMORANDUM OF UNDERSTANDING BETWEEN DEKALB COUNTY GEORGIA AND
THE CITY OF DUNWOODY RELATED TO THE ADMINISTRATION OF EMERGENCY
MEDICAL SERVICES IN DEKALB COUNTY, GEORGIA

October 30, 2018

14. A provision will be included in the 2019 RFP for DeKalb Emergency Transport Services to allow for local jurisdictions to enter into service level agreements with the selected EMS provider.
15. DeKalb County will provide opportunities for the cities within the DeKalb Municipal Association (DMA) to give input and review the 2019 RFP for DeKalb Emergency Transport Services, prior to issuance by DeKalb County.
16. Should any disputes regarding EMS arise between the City of Dunwoody and DeKalb County, both parties agree to attempt to achieve resolution through direct dialogue and negotiations. If the negotiations are unsuccessful, both parties reserve the right to bring the matter before the Region 3 EMS Council.
17. This MOU will be effective upon the signatures of the Chief Executive Officer of DeKalb County and the Mayor of the City of Dunwoody after going through their respective approval process. This MOU shall be effective for a one year term and shall be automatically renewed for successive annual terms. The City of Dunwoody and DeKalb County agree that this MOU terminates upon execution by DeKalb County of a contract with an ambulance provider after the 2019 RFP process for DeKalb Emergency Transport Services, so long as such contract, among other terms, contains material terms of this MOU or upon execution of an amendment to the Fire Services Intergovernmental Agreement between the parties which addresses EMS services within the City of Dunwoody to the satisfaction of the City of Dunwoody and DeKalb County.

[SIGNATURES ON THE NEXT PAGE]

MEMORANDUM OF UNDERSTANDING BETWEEN DEKALB COUNTY GEORGIA AND
THE CITY OF DUNWOODY RELATED TO THE ADMINISTRATION OF EMERGENCY
MEDICAL SERVICES IN DEKALB COUNTY, GEORGIA

October 30, 2018

Executed this ____ day of _____, 2018.

DEKALB COUNTY

CITY OF DUNWOODY

Michael L. Thurmond
Chief Executive Officer
DeKalb County, Georgia

Denis Shortal
Mayor
City of Dunwoody, Georgia

Attest:

Attest:

Barbara H. Sanders, CCC
Clerk
DeKalb County, Georgia

Sharon Lowery
Clerk
DeKalb County, Georgia