

# Memorandum



CITY OF DALLAS

DATE September 10, 2021

TO Honorable Members of the Public Safety Committee

SUBJECT **Dallas Fire-Rescue's Single Role Paramedic Pilot Program**

As part of Dallas Fire-Rescue's (DFR) continual efforts to improve service delivery and emergency response, resource allocation, staffing strategies, and dispatch procedures are constantly being analyzed and evaluated. Ultimately, DFR has an overall goal of delivering excellent service delivery in an effective, efficient, and fiscally responsible manner.

To that end, DFR would like to announce plans to launch a pilot program in October 2021 to test a new Single Role Paramedic Career Path to allow the recruitment, employment, and advancement of individuals who desire to serve the citizens of Dallas as Paramedics rather than Firefighter / Paramedics.

As stated, this pilot is part of a larger effort to optimize the effectiveness of existing resources. For this pilot, DFR is concentrating specifically on our Peak Demand Rescues. These units are Advanced Life Support (ALS) Ambulance units that operate during peak call demand time periods and have been traditionally staffed utilizing overtime. These units have responded to emergency calls through the same methods as full-time rescues; they are placed at a particular station and are dispatched to calls within that station's area of response.

Over the last several years, however, the overtime staffing model has struggled to consistently keep these units in daily service and analysis of response times and unit hour utilization (UHU) has revealed areas for improvement in staffing and dispatch strategies.

DFR recently has completed Phase One of the Pilot Program, which was to overhaul the Peak Demand Staffing Scheduling System. Staffing rates had been 50-60% prior to this phase; after implementing the new scheduling strategy, the Peak Demands were staffed at 100% for the month of July 2021.

Beginning in October 2021, DFR will initiate Phase Two of the Pilot Program by changing the manner in which Peak Demand Rescues are dispatched to emergency calls. They will continue to be strategically placed across the city; however, these units will now be automatically filled in at pre-established prioritized station locations within areas that historically have demonstrated high call volumes. This process of proactively staging units before the call comes in rather than reacting to incidents should prove to both reduce response times and address pockets of high UHU numbers.

Phase Three of the Pilot Program will begin in the second quarter of fiscal year 2022. This phase consists of testing the staffing model utilizing existing single-role paramedics from the DFR EMS Division. This phase will provide the opportunity to test and evaluate the staffing model and work schedule of this new proposed career path.

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Finally, Phase Four of the Pilot Program will involve expansion to full implementation of the Single Role Paramedic Career Path with an anticipated increase in the number of Peak Demand Rescues.

If successful, the anticipated benefits of this program include increased departmental diversity, increased morale and performance, improved response times and resource flexibility, and improved fiscal responsibility.

We look forward to making this presentation to you. Please let me know if you have any questions or require any further information.



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Assistant City Manager

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Chris Caso, City Attorney  
Mark Swann, City Auditor  
Billerae Johnson, City Secretary  
Preston Robinson, Administrative Judge  
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