



**City of Dallas**

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

**Public Safety Committee  
September 13, 2021**

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Dallas Fire Rescue Department  
City of Dallas

# Presentation Overview



- To provide a high-level overview of the Dallas Fire-Rescue (DFR) Peak Demand Rescue Staffing Proposal:
  - Background
  - Historical Data
  - Current Resources, Staffing, and Challenges
  - Work Group Recommendations
  - Single Role Paramedic Career Path



# Background



- DFR's primary function is Emergency Response
  - Calls for service for both Fire and Emergency Medical Services (EMS)
  - Breakdown of call types (2020)
    - Fire: 36,037
    - EMS: 210,754



# Background



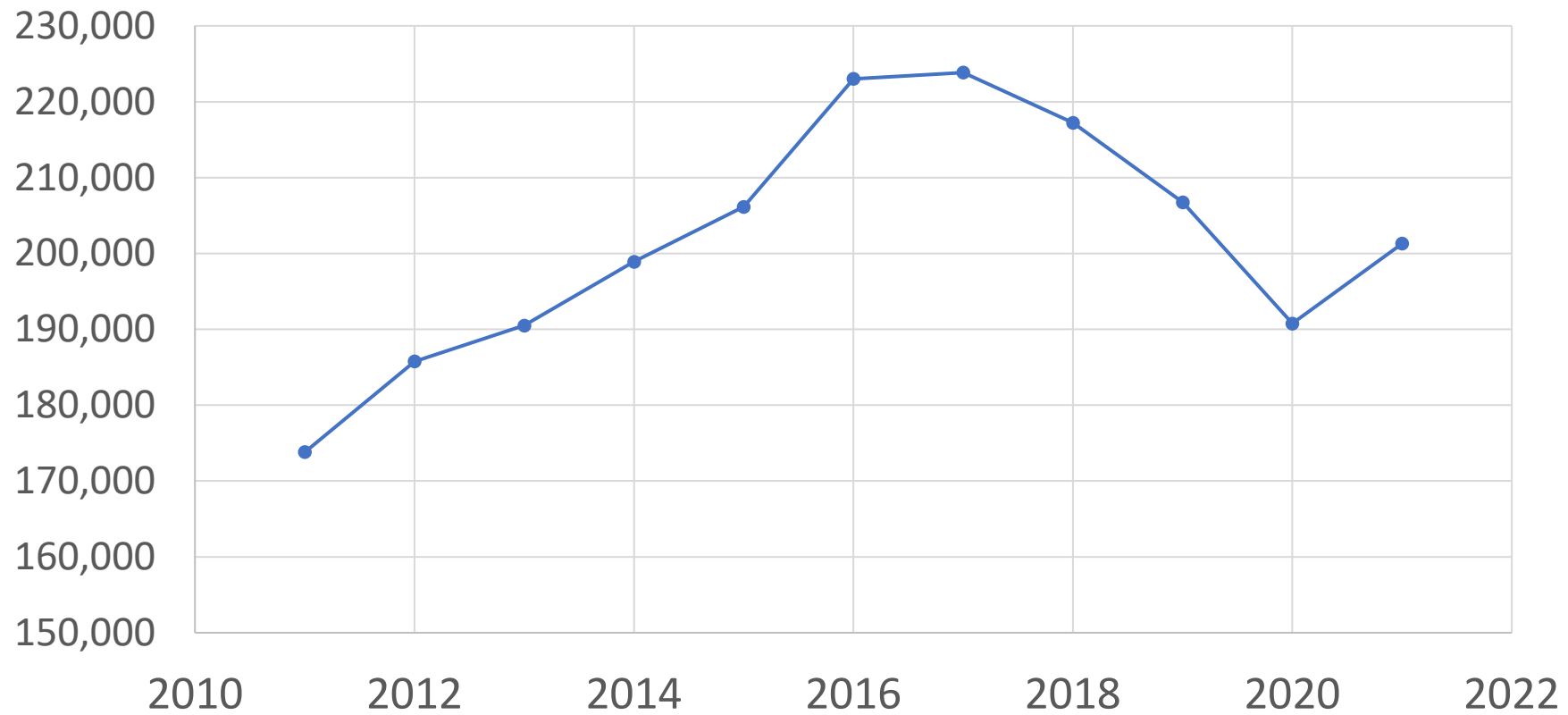
- DFR strives to provide Emergency Response with special attention to these guiding principals:
  - Safety
  - Effectiveness
  - Efficiency
  - Fiscal Responsibility



# Historical Data



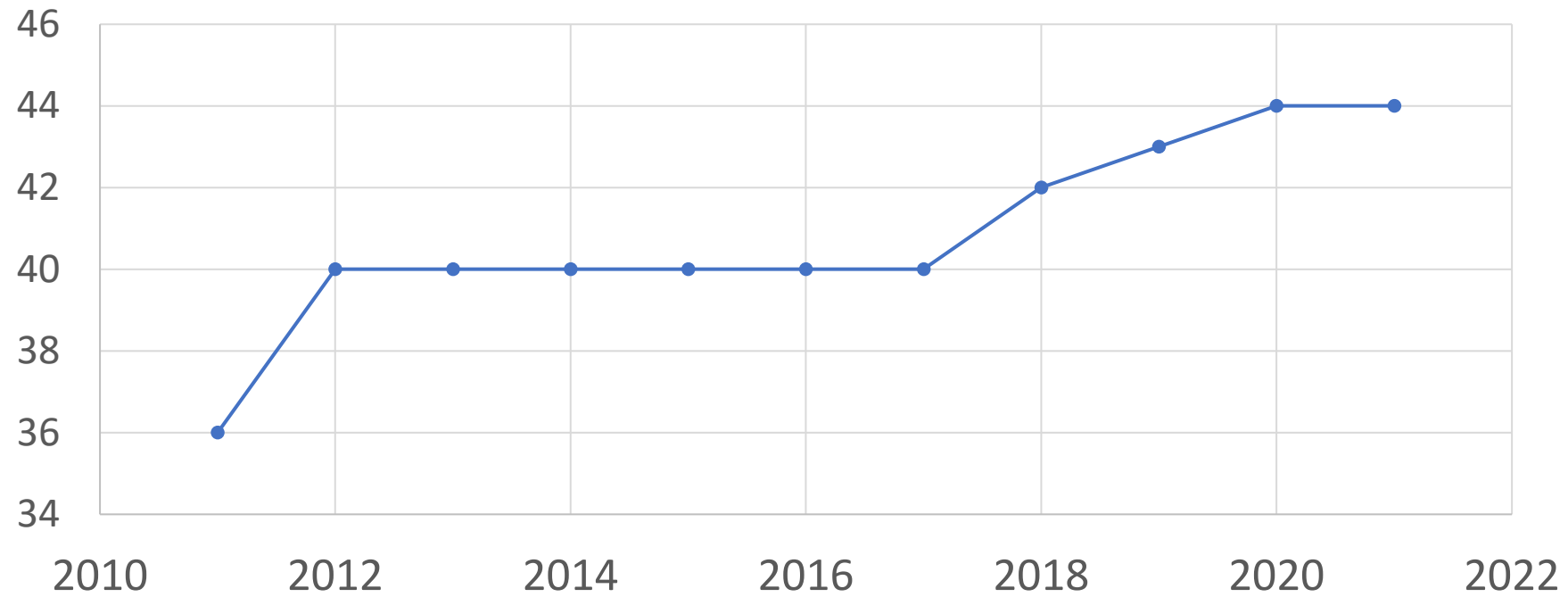
## Rescue Run Volume



# Historical Data

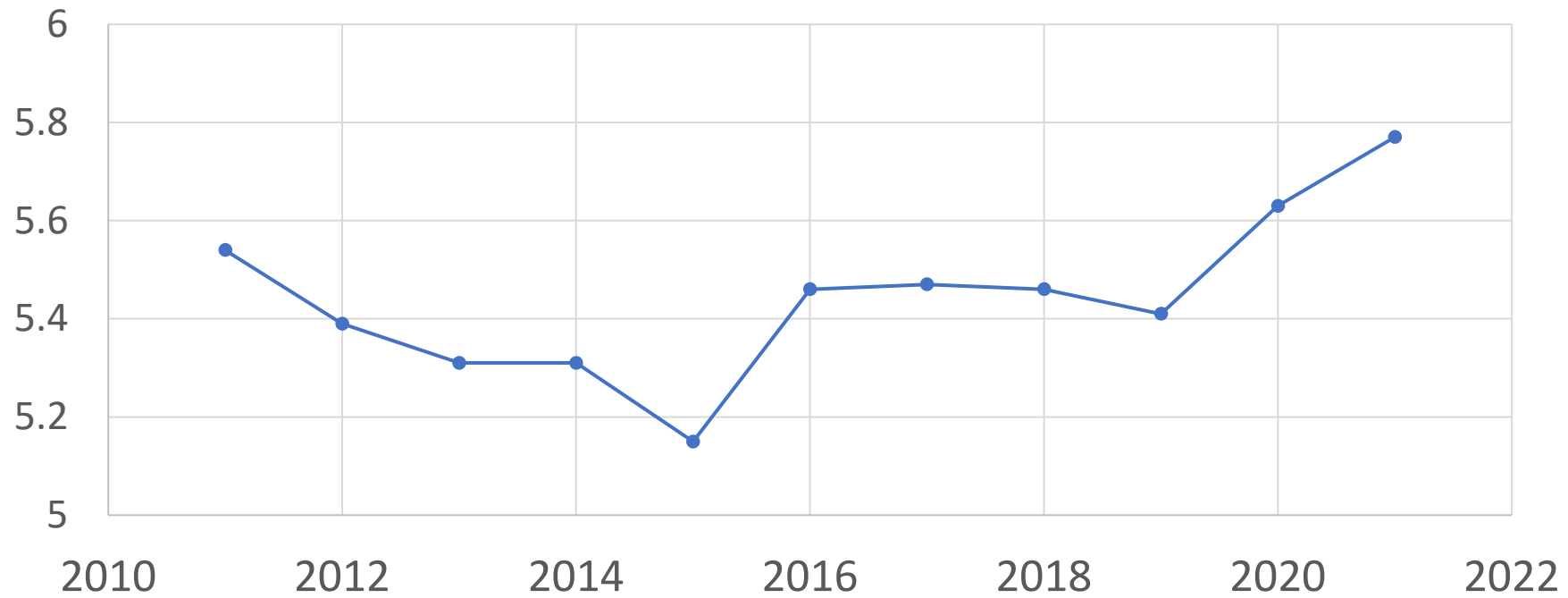


## Front Line Rescue





## Rescue Response Times



# Current Resources / Staffing



- DFR EMS Response
  - 44 Front Line Rescues
    - Each staffed by two uniformed full-time employees (FTEs), both paramedics
  - 57 Fire Engines
    - Each staffed by four uniformed FTEs
    - At least one of which is a paramedic
  - 5 Peak Demand Rescues
    - Each staffed by two paramedic members on overtime (OT)





# Current Challenges



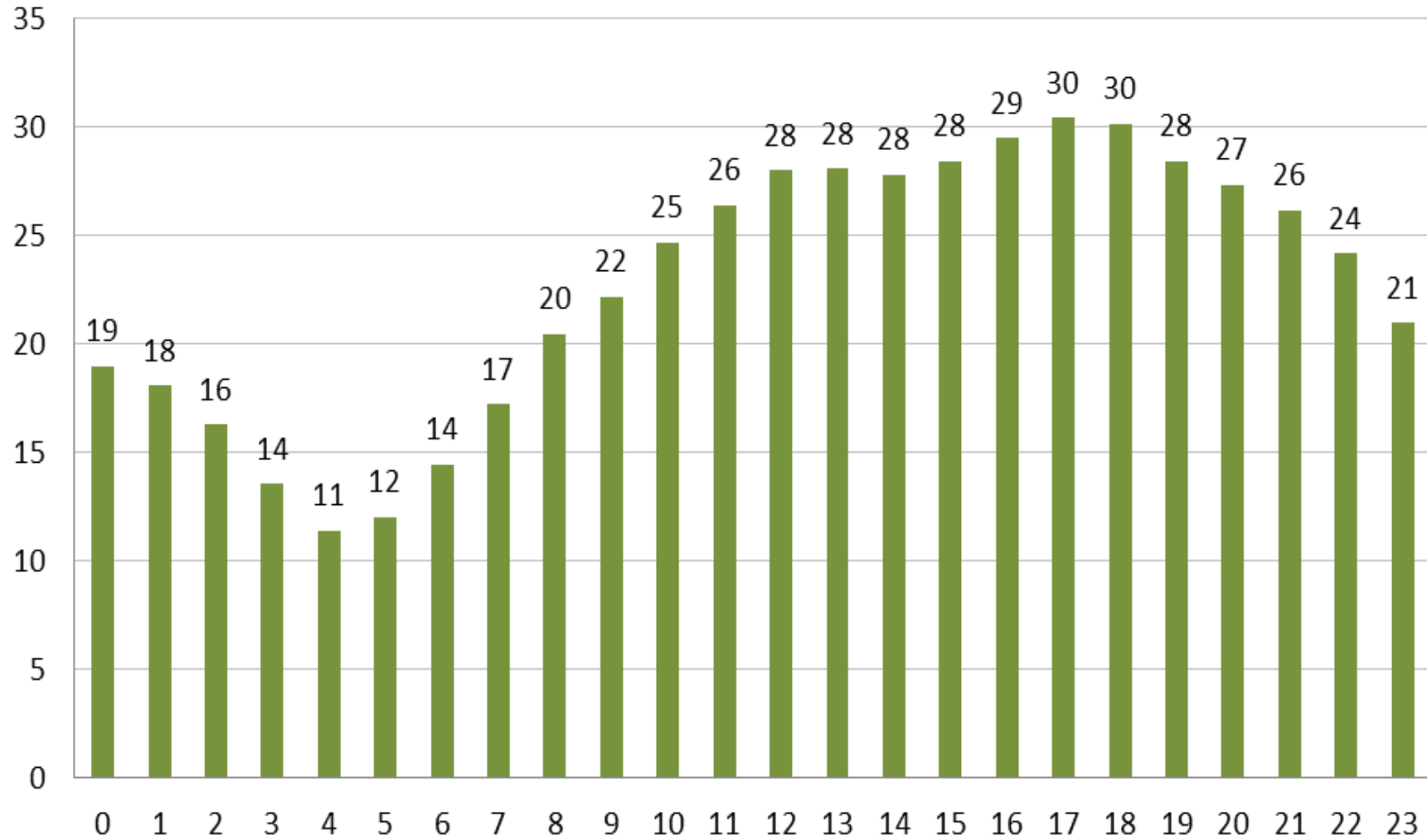
- Keep up with demand
  - Decrease Response Times
    - Achieve and maintain 9:00 response time 90% of the time
  - Maintain acceptable UHU levels
    - Front Line Rescues: 30-35%
    - Peak Demand Rescues: 60-70%
  - Improve fiscal responsibility



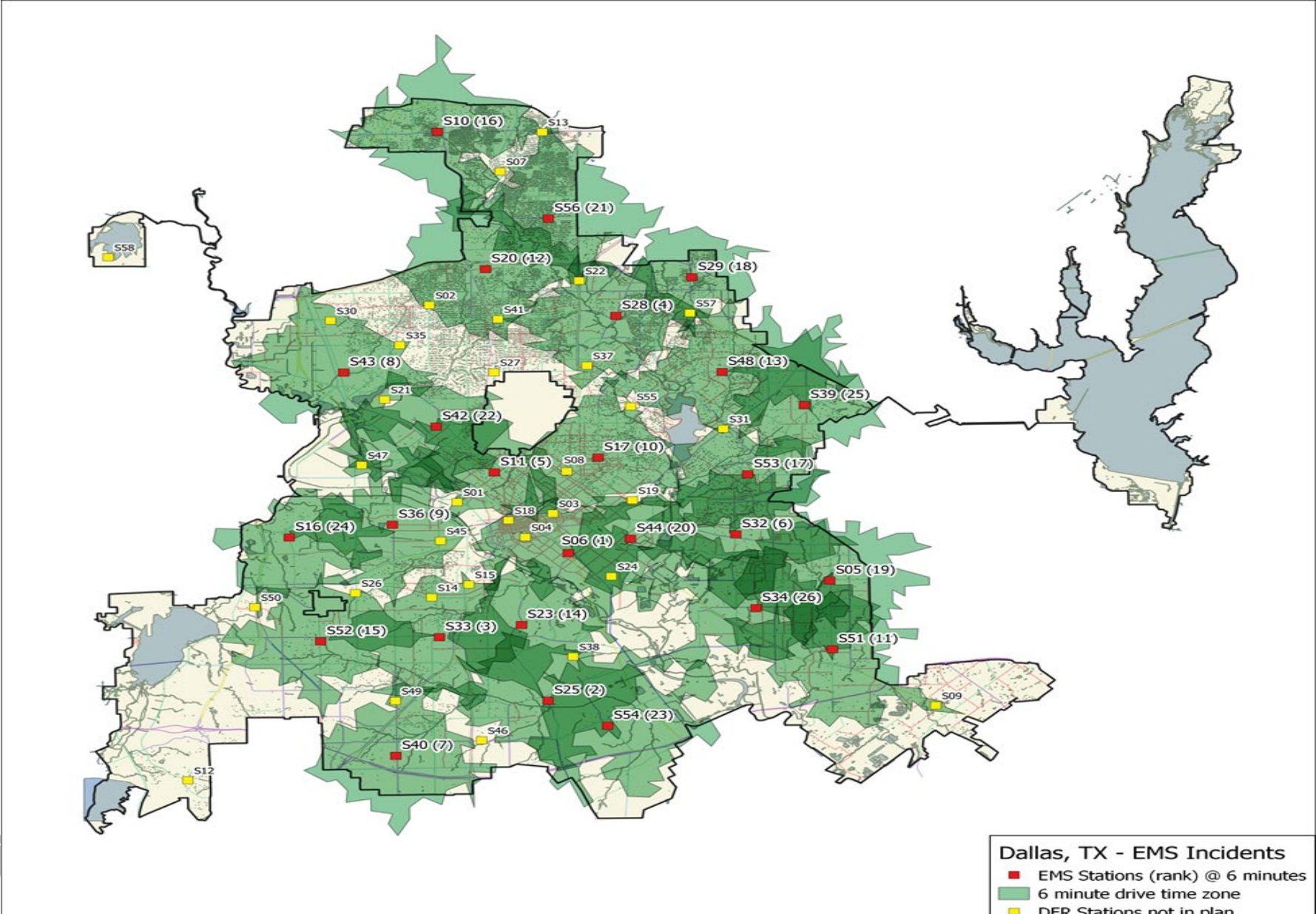
# Current Challenges



Average EMS Calls per Day by Hour



# Current Challenges



# Current Challenges



- Current Department Initiatives
  - Develop, Track, and Address Performance Measures
    - Turn-out time (1:00 is the standard)
    - At-hospital time (in development)
  - Improve Peak Demand Staffing
  - Optimize the dispatch location of Peak Demand Units





# Workgroup Recommendations



- Workgroup formed April 2021
  - Administration, EMS Leadership, and Association Reps
  - Develop, Vet, and Recommend Options to Best Staff Peak Demand Rescues
  - Determine the most efficient way to utilize our resources



# Single Role Paramedic Career Path



- Recruitment of existing civilian Paramedics
  - Provides opportunity to become uniformed employees without performing Fire Operations
  - Training time and cost reduced
  - Expansion of recruiting options
  - Possible partnership with DISD and Dallas College to build “local pipeline” for recruiting
- Advancement possibilities within EMS Division
- Potential transfer to Fire Operations





# Single Role Paramedic Career Path



- Anticipated Benefits
  - Increased departmental diversity
  - Increased departmental morale and performance
    - Personnel “want” to do the job they are performing
    - Peaks can be added more frequently than front-line units, thereby improving performance measures more efficiently (i.e., better “bang for your buck”)
  - Affords more resources and flexibility to EMS Division
    - Programs (Special Events, RIGHT Care, MCHP, Facility Imbedded Medics, etc.)



# Single Role Paramedic Career Path



- Anticipated Benefits
  - Improved efficiency and fiscal responsibility in the area of resource expansion
    - Would add units in areas and times of greatest need
    - Future additional resources would be a mix of front-line and peak demand units, which may prove more fiscally responsible.
  - Would reduce OT expenditure from Peak Demands
    - Replaced by more regular, predictable “straight-time” cost of newer employees



# Phased Implementation



- Phase 1 (Current and ongoing)
  - Improve Scheduling of Peak Demand Rescues
    - Staffing rates had been historically 50-60%
    - July 2021 was staffed at 100%
    - Will continue to track and evaluate
- Phase 2 (1<sup>st</sup> Quarter FY 22)
  - Implement Manual Fill-In Optimized Staging of Peaks
    - Peaks will be auto-filled in at pre-established prioritized stations as vacancies appear



# Phased Implementation



- Phase 3 (2<sup>nd</sup> Quarter FY 22)
  - Test Staffing Model utilizing existing single-role paramedics in EMS Division
- Phase 4 (TBD)
  - Possible further expansion with additional units





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**Public Safety Committee  
August 9, 2021**

**Questions?**