



Talking Points...

- Current Staffing Levels
- Ambulance Patient Offloading Delays (APOD) and Staffing
- Opportunities and Solutions







Department Overview...







Cause and Effect...

Optimal





- Increased level of service
- Shorter response times
- Mutual Aid deployments
- Fewer employee injuries (physical and mental)
- Decreased forced hiring
- Better employee retention

Employee
Quality of
Life



Cause and Effect...

Current



37% Increase since 2008

Staffing Levels

- **Decreased level of service**
- **Longer response times**
- **No Mutual Aid deployments**
- **Increased employee injuries** (physical and mental)
- **Increased forced hiring**
- **Increased employee resignations**

Employee Quality of Life





Current Staffing...

Fire Captains down 7% (Injuries)

Engineers down 17% (Injuries)

Firefighters down **25%** (Injuries + Vacancies)

Paramedics down 19% (Injuries + Vacancies)

Full Time AOs down 53% (Vacancies)

Part Time AOs down 61% (Vacancies)







Current Staffing...

Sworn Personnel

Reason	2018	2019	2020	2021	2022	Total
Resigned - Other Employment	0	1	0	4	2	7
Resigned - Personal	1	0	1	2	5	9
Resigned - Relocation	0	1	0	0	0	1
Service Retirement	16	9	8	9	8	50
Term - Probationary Dismissal	1	2	3	0	1	7
Term - Discipline Pending	1	1	0	0	1	3
Dismissal	1	0	0	0	0	1
Deceased	1	1	0	0	1	3
Industrial Disability	0	1	0	3	0	4
	21	16	12	18	18	85



Ambulance Operators

Class	Hired	Resigned	LOA*	Working
2023A	Anticipating 45	0	0	0
2022A	31	13	2	16
2021B	8	8		0
2021A	8	7	1	0
2020C	33	29	2	2

*LOA = leave of absence

57 (Over 71% of the 80 that were hired)





Current Staffing...Firefighters

Firefighters down 25% (Injuries + Vacancies)

- 20+ Firefighters currently in Paramedic School
- Standard schedule is ten 24-hour shifts per month
- Firefighters are projected at five extra 24-hour shifts this month
- Projected to work a total of <u>15</u> 24-hour shifts in a month





Current Staffing...Paramedics

Paramedics down 19% (Injuries + Vacancies)

- Standard schedule is ten 24-hour shifts per month
- Currently projected at four extra 24-hour shifts
- Projected to work a total of <u>14</u> 24-hour shifts a month







Current Staffing...Ambulance Operators

Full Time AOs down <u>53%</u> (Leave of absence + Vacancies)

Part Time AOs down 61% (Leave of absence + Vacancies)

Budgeted Staffing

• 3 x 24hr BLS units plus 2 x 12hr BLS units

<u>Unbudgeted Staffing</u>

- 1 additional 24hr BLS unit
- 1 x 12hr BLS unit switched to 24hr
- Added due to call volume, APODs, and impact on ALS units

Current Situation

- 3 x 24hr BLS units plus 1 x 12hr BLS unit or
- 3 x 24hr BLS units
- BLS2, BLS14, & BLS16 daily call volume has increased by 17-18%
- On Average, AOs are getting force hired 7 times a month





Ambulance Patient Offloading Delays (APOD)

California State EMSA monitors the APOT (time) interval between arrival of an ambulance patient at an emergency medical department (ED) and the time the patient is transferred to the ED's gurney

In the last six month,

- Total Number of Transports: 13,238
- Transports waiting more than 45 minutes
 - 2,114 total (16% of all transports)
 - 6380 hours and 52 minutes were spent "holding the wall"

	Total						
Receiving Facility	Transports	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23
Dignity Health - St. Mary Medical Center (SMM)	2014:24	205:47	173:28	248:59	117:21	136:53	135:51
Long Beach Memorial Medical Center (LBM)	1972:15	183:22	269:10	262:07	151:37	158:28	126:11
College Medical Center (PLB)	761:37	70:13	75:07	80:03	76:36	58:03	71:07
Lakewood Regional Medical Center (DHL)	928:40	45:04	136:43	127:24	76:09	108:18	90:02
Los Alamitos Medical Center (LAG)	268:02	25:35	28:36	23:46	30:58	22:59	21:59
Other Receiving Facilities	435:54	24:24	60:18	44:17	45:40	26:37	41:46
Total	6380:52	554:25	743:22	786:36	498:21	511:18	486:56

FY2023: On track for Approximately \$540,000+ labor cost while waiting at the hospital

State Assembly Bill 40 (AB 40) would establish a 20-minute standard 90% of the time for APOT





Opportunities and Solutions

Ambulance Operators

- Onboarding 45 Ambulance Operators
 - 2 from the current Civil Service list
 - 43 Non Career
- Large pool of employees to work BLS shifts and reduce the amount of overtime shifts
- Shorter academy
- Exploring various incentives
- Place additional BLS units into service as staffing is available
- Exploring alternative work schedules
 - Including cross-filling other EMT classifications
- In partnership with Civil Service, a recruitment will be released in May 2023





Opportunities and Solutions

Firefighters

- Planning for a large than normal Fire Recruit Academy in August 2023
- Attempt to hire locally through our Pathway Programs
- Currently restructuring the Fire Recruit Academy curriculum





Opportunities and Solutions

Paramedics

- 20+ Firefighters currently participating in a multi-month Paramedic education program
- Paramedic staffing committee
- Researching alternative response models
- Out of rank opportunities











Thank you!

Jeff Hardin Deputy Chief Operations Bureau



