JOHNS CREEK
FIRE DEPARTMENT

11360 Lakefield Drive
Johns Creek, Georgia 30097
Headquarters 678-474-1640 / Fax 678-474-1644

Chris Coons, Fire Chief

Jeff Johansen, Deputy Chief- Operations Chad McGiboney, Deputy Chief-Administration

TO: Chris Haggard, Assistant City Manager
Cc: Kay Love, Assistant City Manager

FROM: Chris Coons, Fire Chief

DATE: 27 February 2025

SUBJECT: Unit# 232 Replacement-Transport Capable Rescue

In any community, the assurance of prompt and effective emergency medical services is paramount to public safety. The Johns Creek Fire Department (JCFD) operates within a framework that underscores this significance, especially when it comes to ambulance capability. Currently, JCFD operates one transport-capable ambulance as a contingency; however, recent developments necessitate a request for the replacement of this aging vehicle to ensure immediate and effective patient care in critical situations.

The history of ambulance services in North Fulton County provides a crucial backdrop for understanding the current needs of the JCFD. When the department was established in 2008, it opted to run two transport-capable rescue vehicles to address concerns regarding the adequacy of service provided by the then-ambulance contractor. Although a North Fulton county-wide Service Level Agreement (SLA) was established to set performance standards, this agreement fell short of meeting the needs of the community, leading to operational challenges for the fire department.

In 2013, a significant change occurred when the ownership of the ambulance service transitioned, prompting the adoption of a revised SLA. This updated agreement aimed to address previous shortcomings by introducing specific response time requirements and deployment standards. Under the 2013 SLA, the response time criteria mandated 12 minutes for Bravo through Echo calls and 15 minutes for Alpha calls. Furthermore, the agreement required ambulance staffing to adhere to Advanced Life Support (ALS) levels at all times and set deployment numbers to ensure sufficient coverage during peak operational hours—11 ambulances were to be deployed during peak periods and five during non-peak times for the cities involved, including Alpharetta, Johns Creek, Milton, and Roswell. Unfortunately, despite the revised SLA, the ambulance service still struggled to consistently meet the established performance standards.

Currently, JCFD's transport-capable ambulance, a 2008 Type I/Modular vehicle mounted on a 2013 Dodge chassis, is critical for emergency responses, yet it is approaching

obsolescence. An estimated cost of $500,000 is projected for a new ambulance, with a delivery timeline of approximately 24 months. Given the evolution of service requirements and increased reliance on ambulance transport, replacing Unit #232 has become imperative.

From 2008 to 2022, the JCFD only transported seven patients, which can be attributed to stringent SLA response criteria requiring faster response times, higher ambulance deployment numbers and Advanced Life Support (ALS) staffing. The overarching concerns, alongside shortcomings in compliance, underscored the necessity for JCFD to operate a reliable transport-capable vehicle. In 2024, a revised SLA was adopted that includes all North Fulton cities, including Sandy Springs. This new agreement reflects changes in response time expectations, ambulance deployment levels, and personnel training. Since this update, the ambulance provider has met system-wide compliance; however, in Johns Creek challenges with compliance persist. The revised SLA also introduced a monthly subsidy, with provisions for Medical Response Unit (MRU) transport, which is relevant to this request.

Complicating matters, the JCFD is not licensed as an ambulance service in Georgia. Instead, it operates under the capacity of a licensed fire department and Advanced Life Support Medical First Responder agency. This regulatory environment highlights the unique challenges faced by JCFD in securing comprehensive emergency medical response capabilities. Furthermore, the inclusion of Medical Response Units (MRUs) in the current SLA allows for the potential transport of patients, but effective operation necessitates reliable transport vehicles. Additionally, legislation is proposed to allow rule changes to allow fire departments to transport patients if the person is critical and a fire department ambulance is available.

In conclusion, as the community of Johns Creek continues to grow and the demands for emergency medical services increase, the JCFD faces a pivotal moment regarding its ambulance capabilities. The proposed replacement of Unit #232 is not merely a request for replacement equipment but a necessary step to ensure that the department can meet the evolving needs of the citizens it serves. Investing in a replacement transport-capable ambulance will enhance responsiveness and improve outcomes for critically ill patients, ultimately reinforcing the commitment to public safety and community well-being.

**Since 2022, the department has invested over $31,000 to keep the vehicle in working order. The vehicle is now out of service needing over $6,000 in repairs.*

2013-Ambulance SLA

SERVICE LEVEL AGREEMENT

Description of Services:

1) **Response Time Standards:** Implement a system-wide twelve (12) minute response time for Emergency Medical Responses (Bravo - Echo), and a system-wide fifteen (15) minute response time for Emergency Alpha-Level Responses. System-wide compliance will be measured at the 90th percentile threshold. Response time starts when a Rural Metro ambulance is notified of the call for service.

2) **Priority Posting Plan:** Implement a Priority Posting Plan Model approved by EMROC and Rural/Metro, as the same may be modified from time to time by agreement of the parties. The Priority Posting Plan will incorporate the integration of two separate Emergency Medical Response systems - General Transport ("GT") and 911. The Priority Posting Plan will safeguard the 911 Emergency Medical Response System while allowing each ambulance to respond to either 911 or GT requests, thus providing an increase in the number of available ambulances and maximizing efficiencies.

3) **Minimum/Maximum Deployment Level:** Implement the maximum deployment of eleven (11) Advanced Life Support ("ALS") ambulances during peak hours and a minimum deployment of five (5) ALS ambulances during non-peak hours. Additional units will be added to the system as the demand for 911 and/or GT services increases. Peak and non-peak hours will be determined monthly by comparing the demand for services of the previous twenty (20) weeks on an hour by hour basis. Rural/Metro agrees to notify the Cities of any changes to its deployment model.

2024-Ambulance SLA

EXHIBIT A

Operational Standards

1. **Response Time:** AMR will provide a system-wide twelve (12) minute response time for Bravo, Charlie, Delta, and Echo level calls with ALS or BLS resources, however, should an ALS resource capable of providing patient care, arrive on scene prior to the transport unit, for Bravo and Charlie calls, the transport unit will be measured on a 15-minute response standard. AMR will provide a system-wide twenty (20) minute response time, in aggregate, for all Alpha and Omega level calls with ALS or BLS resources. The system wide benchmark will be measured by a system-wide ninety percent (90%) response time for Bravo, Charlie, Delta, and Echo level calls (in aggregate) and eighty-five percent (85%) for Alpha and Omega level calls (in aggregate). The response time starts when AMR is notified of the call for service with a valid address and the response time stops when the ambulance arrives on-scene with wheels stopped.

   The Cities and AMR agree that response times are not the sole measure of EMS performance and will consider incorporating additional patient clinical outcome data into the overall system performance evaluations within the first six (6) months of the Effective Date. Consistent with the Georgia Regional Zone requirements, the parties agree to evaluate and implement system enhancements that will enhance services delivery, public safety, and patient outcomes. The Cities will create the forum for evaluation, and the costs of such systems will be evaluated and shared as needed for the betterment of the system.

2. **Response Time Measurement:** For purposes of measuring response time, response time shall be measured as the elapsed time between the time AMR is notified of the call for service with a valid address and the time an AMR ambulance arrives on the scene with wheels stopped. AMR shall provide response time measurement reports to the Cities monthly for review and accountability no later than the tenth day of the month.

   a. In case of a multiple response incident, (i.e., where more than one (1) ambulance is requested to the same incident), only the response time of the first arriving ambulance shall be counted.

5. **Minimum/Maximum Deployment Level.** For the purposes of this agreement, "ALS-level units" means an ambulance staffed with a minimum of one paramedic. AMR's ambulance deployment should not intentionally schedule less than ninety percent (90%) ALS-level units with a goal to provide one hundred percent (100%) ALS-level units. AMR shall also deploy, as part of its deployment strategy, one (1) paramedic EMS Battalion Chief with vehicle and provide appropriate ambulance Unit Hours per day of coverage within the combined service area of the Cities. The AMR EMS Battalion Chief shall not be included as minimum unit staffing. This will be distributed between day and night shifts as called for using demand analysis. This demand analysis will be evaluated on a quarterly basis. AMR will bring change recommendations to the Cities for discussion. AMR's deployment plan should account for no less than 85,983Unit Hours (UH) per year.

AMR Response Time Data/Compliance in Johns Creek:

August 2024 Data

Johns Creek Fire Department

Call Type	#	Late	Exempt	Comp.
Omega & Alpha	102	1	N/A	99.02%
Bravo & Charlie	145	10	N/A	93.10%
Delta & Echo	75	10	N/A	86.67%

North Fulton Cities

Call Type	#	Late	Exempt	Comp.
Omega & Alpha	812	12	N/A	98.52%
Bravo & Charlie	1,167	35	N/A	97.43%
Delta & Echo	655	44	N/A	93.28%

September 2024 Data

Johns Creek Fire Department

Call Type	#	Late	Exempt	Comp.
Omega	1	0	0	100.00%
Alpha	73	3	0	95.89%
Bravo	60	5	1	93.33%
Charlie	60	4	1	95.00%
Delta	64	15	7	87.50%
Echo	7	2	0	71.43%

North Fulton Cities

Call Type	#	Late	Exempt	Comp.
Omega	12	1	0	91.67%
Alpha	738	16	4	98.37%
Bravo	636	30	7	96.38%
Charlie	450	21	4	96.22%
Delta	539	59	19	92.58%
Echo	31	3	0	90.32%

October 2024 Data

Johns Creek Fire Department

Call Type	#	Late	Exempt	Comp.
Omega	1	0	0	100.00%
Alpha	77	1	1	100.00%
Bravo	74	6	2	94.59%
Charlie	58	8	1	87.93%
Delta	71	22	5	76.06%
Echo	4	0	0	100.00%

North Fulton Cities

Call Type	#	Late	Exempt	Comp.
Omega	11	0	0	100.00%
Alpha	794	19	6	98.36%
Bravo	688	44	15	95.78%
Charlie	491	38	11	94.50%
Delta	572	88	22	88.46%
Echo	34	0	0	100.00%

November 2024 Data

Johns Creek Fire Department

Call Type	#	Late	Exempt	Comp.
Omega	2	0	0	100.00%
Alpha	77	1	0	98.70%
Bravo	61	4	2	96.72%
Charlie	52	0	0	100.00%
Delta	73	15	3	83.56%
Echo	6	2	0	66.67%

North Fulton Cities

Call Type	#	Late	Exempt	Comp.
Omega	13	0	0	100.00%
Alpha	713	6	3	99.58%
Bravo	642	41	25	97.51%
Charlie	487	17	9	98.36%
Delta	526	46	19	94.87%
Echo	36	2	0	94.44%

December 2024 Data

Johns Creek Fire Department

Call Type	#	Late	Exempt	Comp.
Omega	1	0	0	100.00%
Alpha	84	0	0	100.00%
Bravo	60	7	3	93.33%
Charlie	61	6	2	93.44%
Delta	76	17	4	82.89%
Echo	3	1	0	66.67%

North Fulton Cities

Call Type	#	Late	Exempt	Comp.
Omega	15	1	0	93.33%
Alpha	776	11	5	99.23%
Bravo	693	48	16	95.38%
Charlie	561	28	14	97.50%
Delta	597	50	12	93.63%
Echo	49	1	0	97.96%

January 2025 Data				
Johns Creek Fire Department				
Call Type	#	Late	Exempt	Comp.
Omega	2	0	0	100.00%
Alpha	71	0	3	100.00%
Bravo	62	5	1	93.55%
Charlie	61	9	1	86.88%
Delta	68	12	6	91.18%
Echo	3	0	0	100.00%

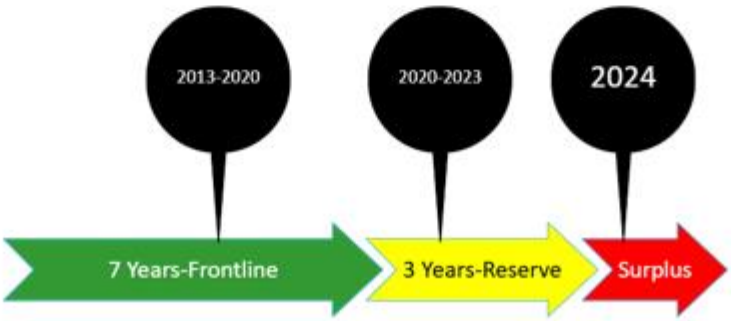
North Fulton Cities				
Call Type	#	Late	Exempt	Comp.
Omega	11	0	0	100.00%
Alpha	779	12	8	99.49%
Bravo	597	29	24	99.16%
Charlie	574	31	14	97.04%
Delta	616	46	19	95.62%
Echo	42	2	1	97.62%

JCFD-Vehicle/Apparatus Information Form

Date of Form: 21 February 2025

Unit Number	232
Manufacture Year	2008(box)-2013(chassis)
Manufacturer	Medtec/Dodge
Model	Dodge 4x4 3500/Type I
VIN#	3C7WRTBL1DG605075
Type	Ambulance
Color	White
Purchase Price	$185,000
Estimated Value	<$25,000
Replacement Cost	≈$485,000
Engine/Motor	Cummins
Water Tank	n/a
GPM	n/a
Aerial	n/a
Misc.	Ambulance
Surplus/Replacement Year	2024

Vehicle/Apparatus Condition	Out of Service
	>$31,000 spent on this vehicle since 1/1/2022
	Major A/C and other repairs made late 2024 ($8,681)
	Needed due to new SLA for critical transports w/ long EMS ETAs
	Suspension air bag(s) inoperable



Johns Creek Fire Department Apparatus & Vehicle Replacement Assumptions

Apparatus/Vehicle Type	Age	Mileage	Hours
Fire Engine	12 Years Frontline & 3 Years as a Reserve	N/A	8,000
Aerial/QUINT	15 Years Frontline & 3 Years as a Reserve	N/A	6,000
Rescue/SQUAD	7 Years Frontline & 3 Years as a Reserve	N/A	9,000
Rescue Boat	10 Years Frontline & 3 Years as a Reserve	N/A	2,500
Air & Light Unit	15+ Years	N/A	6,000
Special Operations or SWIFTWATER Truck	12 Years Frontline & 3 Years as a Reserve	N/A	6,000
Staff Vehicle (Pick-up or SUV)	7 Years Frontline & 3 Years as a Reserve	>100k	N/A
Battalion Vehicle	7 Years Frontline & 3 Years as a Reserve	>75k	N/A
UTV/ATV	10 Years Frontline & 3 Years as a Reserve	N/A	1,500
Enclosed Trailer	12+ Years	N/A	N/A
Utility Trailer	12+ Years	N/A	N/A

https://www.atlantanewsfirst.com/2023/02/10/new-state-house-bill-would-allow-all-ambulances-take-patients-hospital/

https://thechampionnewspaper.com/ems-changes-made-while-brookhaven-petitions-for-service-control/

https://www.firehouse.com/ems/news/21113208/ga-officials-consider-changes-to-ems-rules

https://www.gacities.com/Legislative-Session/Bill/HB124

https://www.legis.ga.gov/api/legislation/document/20232024/213109

Medical Response Unit Program

In an attempt to collaborate and provide the very best in service to the citizens and visitors of the Cities, during extenuating circumstances, AMR and the Cities desire to implement a medical response unit ("MRU") supplemental transport program. The use of such program is outlined in the Georgia Health Code 31-11-1(a)(6) Findings; Declaration of Policy.

Responsibilities of the Cities:

1. The Cities agree that if they choose to operate an MRU it will be operated in accordance with Georgia Health Code 31-11-1(a)(6) and Georgia Rules and Regulations 511-9-2-.09.

   If a City's Georgia certified paramedic on-scene determines it necessary to operate an MRU, the City will notify AMR.