

These are responses to questions from the city council meeting December 2, 2014.

**Question #1**

RE: Concern that a policy exists that required ambulances to stage and possibly cause a delay their response to the scene.

**Response:**

Several years prior to the 2011 contract, it was a practice to have ambulances stage prior to the arrival of the Fire Department. After careful review of this practice, it was determined that this was not providing the highest level of service to our community and was discontinued. For approximately the past 6 years, the City's EMS transportation provider responded directly to the incident scene and initiated their certified level of patient care in an effort to improve our overall service to the community. Occasionally, the Fire Department stages units responding to an incident in the interest of personal safety, such as hazardous material incidents and police matters. This includes ambulance units as well as Fire Department units.

**Question #2**

Re: Concern of Code 2 (normal driving) versus Code 3 (Red lights and siren) response by ambulances.

**Response:**

This item is covered by contract with the transportation provider. In the contract it states that all responses will be made Code 2 unless directed by the TFD and/or the City's Public Safety Communications Center to upgrade the response to Code 3.

The Fire Department responds Code 3 to all emergencies. As the Fire Department responds, the EMS transport provider is notified by the City's Public Safety Communications Center that an ambulance is needed at the response location. In turn, the transport provider's dispatch center notifies their resources to begin their Code 2 response to the reported address. Based on the Fire Department's assessment of the patient's condition, response to the scene by an ambulance may be upgraded to Code 3 by the on-scene Incident Commander. Conversely, if the on-scene resources determine transportation is not needed, the responding ambulance will be cancelled.

**Question #3**

Re: Concern that the Torrance Fire Department requests(-ed) a further (distance away) ambulance rather than a unit closer to the incident.

**Response:**

The Torrance Fire Department does not have any input as to which unit the ambulance provider assigns to respond to an emergency. Current practice is for the Public Safety Communications Center to contact the ambulance provider and request a unit to begin responding to the incident. The ambulance provider's dispatcher determines which unit is closest to the incident. The Torrance Fire Department has no control over which ambulance unit is being sent to the emergency incident. Occasionally, the ambulance provider will change the unit responding to the incident during a response. This is followed up by the ambulance provider's dispatch notifying the Public Safety Communications Center of the change.