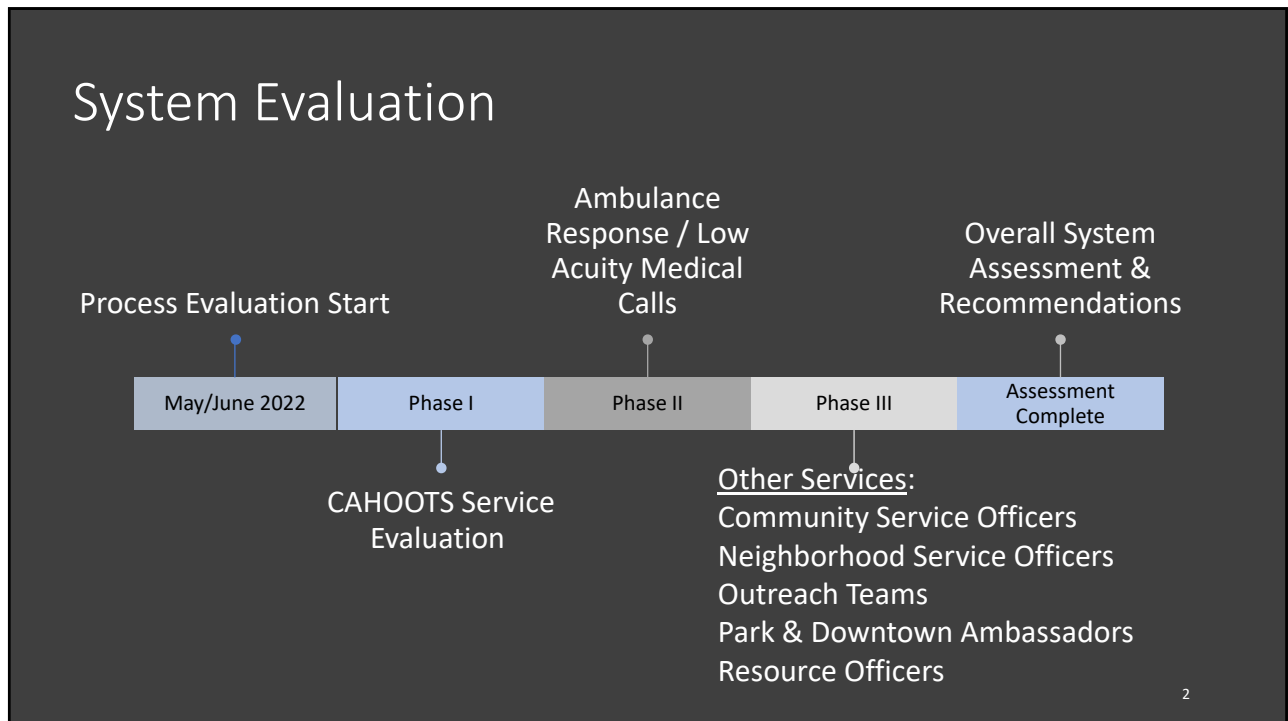




NOVEMBER 16, 2022

# Alternative Response System Phase 2 & 3 Update

1



2

## PROJECT PHASES & OVERVIEW

Phase 1 – CAHOOTS

Phase 2 – Ambulance Response / Low  
Accuity Calls

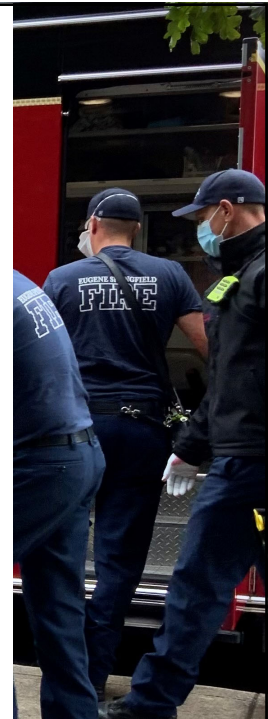
Phase 3 – Other Alternative Response  
Services

Phase 4 – Final Service System  
Report/Recommendations

3

### Phase 2 Ambulance & Low Accuity Service Response

- BerryDunn Process
- Model Review
- Observations &  
Findings



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# Eugene Springfield Fire (ESF) Redesign goals



- Address critical **system capacity**
- Increase **unit reliability**
- Actualize a **fully tiered response system**
- Provide **24-hour transport system supervision**
- **Stabilize basic life support staffing**
- **Create an EMS only career path** with opportunities for a new workforce

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Resource Deployment	CURRENT	PHASE 1	PHASE 2
	<div style="display: flex; flex-direction: column; align-items: center;"> <div style="display: flex; justify-content: space-around; width: 100%;">  2.4 Hr                      2.4 Hr                      2.4 Hr                      2.4 Hr                 </div> <div style="display: flex; justify-content: space-around; width: 100%;">  2.4 Hr                      2.4 Hr                      2.4 Hr                 </div> <p>7 Dual Role ALS Ambulances</p> <div style="display: flex; justify-content: space-around; width: 100%;">  2.4 Hr                      12 Hr                      12 Hr                 </div> <p>3 Single Role BLS Ambulances</p> <p><b>168 Full Time Service Hours</b>  <b>48 Peak Hours</b>  <b>216 Total Service Hours</b></p> <div style="display: flex; align-items: center;"> <div style="border: 1px solid black; padding: 2px; font-size: 8px;">                         Dual Role ALS                          Single Role ALS                          Single Role BLS                          CSI Funded                     </div> </div> </div>	<div style="display: flex; flex-direction: column; align-items: center;"> <div style="display: flex; justify-content: space-around; width: 100%;">  2.4 Hr                      2.4 Hr                      2.4 Hr                 </div> <div style="display: flex; justify-content: space-around; width: 100%;">  2.4 Hr                      2.4 Hr                 </div> <p>5 Dual Role ALS Ambulances</p> <div style="display: flex; justify-content: space-around; width: 100%;">  2.4 Hr                      2.4 Hr                 </div> <p>2 Single Role ALS Ambulances</p> <div style="display: flex; justify-content: space-around; width: 100%;">  12 Hr                      12 Hr                      12 Hr                 </div> <div style="display: flex; justify-content: space-around; width: 100%;">  12 Hr                      12 Hr                 </div> <p>5 Single Role BLS Ambulances</p> <div style="display: flex; justify-content: center; align-items: center;">  12 Hr                 </div> <p>1 Community Response Unit</p> <div style="display: flex; justify-content: center; align-items: center;">  2.4 Hr                 </div> <p>1 EMS Supervisor</p> <p><b>168 Full Time Service Hours</b>  <b>72 Peak Hours</b>  <b>24 Supervisor Hours</b>  <b>264 Total Service Hours</b></p> </div>	<div style="display: flex; flex-direction: column; align-items: center;"> <div style="display: flex; justify-content: space-around; width: 100%;">  2.4 Hr                      2.4 Hr                      2.4 Hr                 </div> <p>3 Dual Role ALS Ambulances</p> <div style="display: flex; justify-content: space-around; width: 100%;">  2.4 Hr                      2.4 Hr                      2.4 Hr                 </div> <div style="display: flex; justify-content: space-around; width: 100%;">  12 Hr                      12 Hr                 </div> <p>5 Single Role ALS Ambulances</p> <div style="display: flex; justify-content: space-around; width: 100%;">  12 Hr                      12 Hr                      12 Hr                 </div> <div style="display: flex; justify-content: space-around; width: 100%;">  12 Hr                      12 Hr                      12 Hr                 </div> <p>6 Single Role BLS Ambulances</p> <div style="display: flex; justify-content: center; align-items: center;">  12 Hr                 </div> <p>1 Community Response Unit</p> <div style="display: flex; justify-content: center; align-items: center;">  2.4 Hr                 </div> <p>1 EMS Supervisor</p> <p><b>144 Full Time Service Hours</b>  <b>108 Peak Hours</b>  <b>24 Supervisor Hours</b>  <b>276 Total Service Hours</b></p> </div>

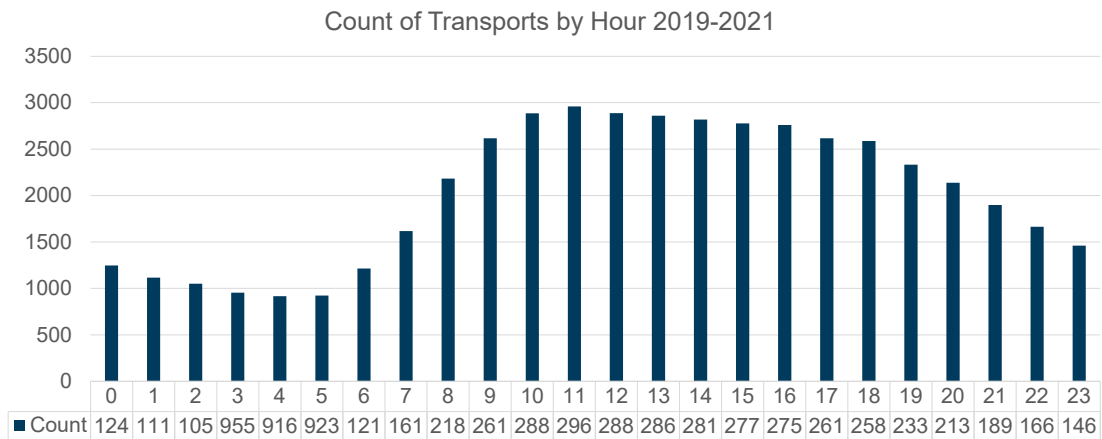
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ESF Ambulance Transports by Type 2019-2021

Event Type	ALS Transports					BLS Transports			Mid-Valley Transports			Total
	1	2	3	4	Sub-Total	1	2	Sub-Total	1	2	Sub-Total	
Alarm - Medical	266				266	290		290	4		4	560
ALS Transport	769				769				1		1	770
Assault with Injury	171	14	3		188	118		118				306
BLS Transport	2				2	24		24	150		150	176
Deceased	2				2							2
Disorderly Medical Transport	9				9	9		9	36		36	54
Fire	57	2	3		62	7		7				69
General Medical	7841	18			7859	11529	8	11537	2031	2	2033	21429
ILS Medical Transport	3				3				36		36	39
Lift Assist	9				9	13		13	3		3	25
Mental Health	310	2			312	37		37	2		2	351
Motor Vehicle Crash	988	122	24	4	1138	80		80				1218
Patient Evaluation	148				148	200		200	10		10	358
Police Assist	1099	14	3		1116	315		315	10		10	1441
Public Assist	36	4			40	15		15	1		1	56
Serious Medical	18504	28	6		18538	2327	4	2331	211		211	21080
Transport - Medical	1				1				1		1	2
Transport Priority	672	2			674	5		5	3		3	682
Unconscious/Unknown	24				24	8		8				32
<b>Grand Total</b>	<b>30911</b>	<b>206</b>	<b>39</b>	<b>4</b>	<b>31160</b>	<b>14977</b>	<b>12</b>	<b>14989</b>	<b>2499</b>	<b>2</b>	<b>2501</b>	<b>48650</b>

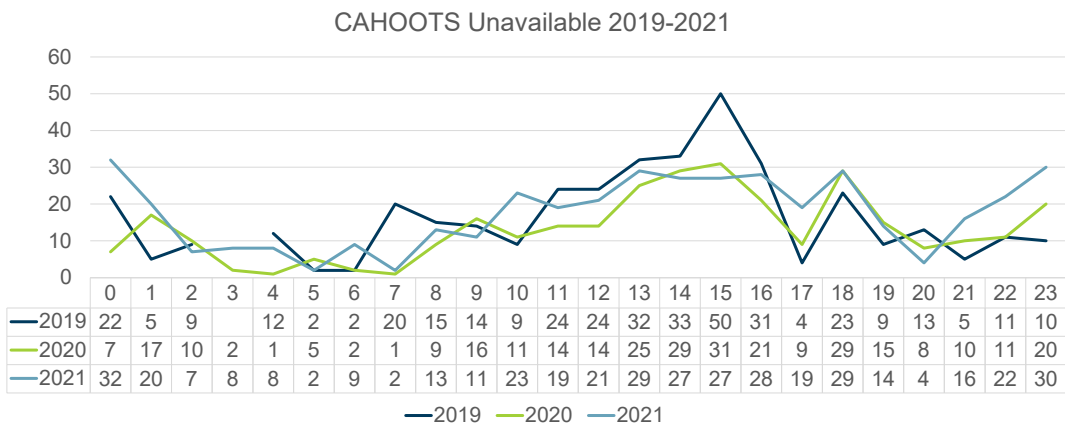
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ESF Ambulance Transports by Hour 2019-2021



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CAHOOTS Unavailable for ESF Assist



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ESF/CAHOOTS Assistance Response 2019-2021

ESF Assist to CAHOOTS	
Category	Count
Assault with Injury	13
Deceased	2
Disorderly Medical Transport	1
Fire	2
General Medical	307
Lift Assist	2
Mental Health	6
Motor Vehicle Crash	2
Patient Evaluation	12
Police Assist	579
Public Assist	18
Serious Medical	144
Unconscious/Unknown	2
<b>Grand Total</b>	<b>1090</b>

CAHOOTS to Assist ESF	
Category	Count
Assault with Injury	64
Deceased	20
Fire	474
Found Syringe	1
General Medical	161
Mental Health	302
Motor Vehicle Crash	44
Police Assist	353
Serious Medical	105
Transport - Medical	51
Unconscious/Unknown	59
Unknown	32
<b>Grand Total</b>	<b>1666</b>

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## Phase 3 Other Alternative Response Services

- BerryDunn  
Assessment Process
- Model Review &  
Analysis
- Observations



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## Alternative Response Public Works ROW/Public Spaces

### Right-of-Way

- Safety & Debris  
Removal

### Parks

Park Ambassadors  
Clean-Up Teams



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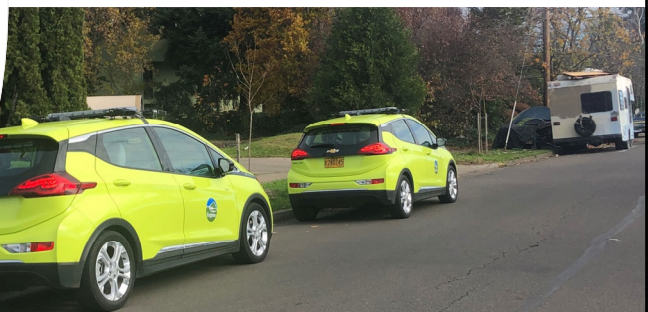
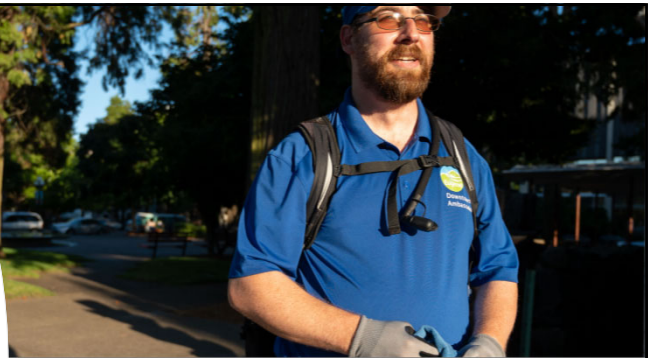
## Team & Response

Team	Department	Geographic Area	Respond and Investigate Crimes	Parking Incidents	Assist Investigations	Community Education and Prevention	Collect data	Responding to Resident Inquiries	Locate and recover stolen property	Testimony Presentation	Conducts research	Take non-emergency calls	Cross department or agency liaison	Take reports	Explain and monitor license certifications	Conduct Welfare Checks	Vending Permits	Voluntary Compliance	Posting illicit camping	Provide Food and Supplies	Business Checks	Unhoused Outreach	Community Outreach	Animal Calls	Traffic Incidents	Community Events	Illegal Dumping	Camp Debris Cleanup
Downtown Officers (sworn)	EPD	Downtown																										
Housing Support Officers (sworn)	EPD	Citywide																										
Park Resource Officers (sworn)	EPD	Parks																										
Community Service Officers	EPD	Citywide																										
Downtown Ambassadors	PDD	Downtown																										
Neighborhood Service Officers*	PDD	Rights-of-way/Public Spaces																										
Park Ambassadors	PW	Parks																										
Right of Way Cleanup team	PW	Rights-of-way																										
Parks Illicit Activity Cleanup	PW	Parks and Natural Areas																										

\*Neighborhood Services Officers are in process to expanding to Parks.

## Alternative Response Planning & Development

- Neighborhood Service Officers
- Parking Control
- Downtown Ambassadors
- Homeless Outreach Services
- 'Red Caps' Downtown Guides



## Alternative Response Eugene Police Department

- Police Officers
- Community Service Officers (CSO)
- Housing Service Officers (HSO)
- Downtown Police Team



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Two-Year Rolling Requests for Service and Work Orders by Unit and Type:  
Nov 1, 2020 – Oct 31, 2022

TEAM	Unestablished Camping	72 Hr Notice Issued	72 Hr Notice State Lands	Storage on Streets	OTHER	TOTAL
Established Parks Team Work Orders (WO)	0	237	8	0	5	250
Parks Illicit Activity Cleanup	271	1,182	58	0	7	1,518
Not Assigned	17	38	0	21	41	117
Park Ambassadors	586	2,377	25	0	4	2,992
Neighborhood and Parking Service Officers	0	0	0	2,894	99	2,993
Right of Way Cleanup Team	0	51	1	0	3,404	3,456
Stormwater Infrastructure Maintenance Team	0	2	0	0	157	159
<b>Total Requests</b>	<b>5</b>	<b>3,222</b>	<b>58</b>	<b>16,109</b>	<b>3,948</b>	<b>23,342</b>
<b>Total Work Orders</b>	<b>874</b>	<b>3,887</b>	<b>92</b>	<b>2,915</b>	<b>3,717</b>	<b>11,485</b>
Nov 1, 2020 - Oct 31, 2021 WO Created	1	2,346	70	1,868	1,125	5,410
Nov 1, 2021 - Oct 31, 2022 WO Created	873	1,541	22	1,047	2,592	6,075

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## Two-Year Rolling Activity by Type/Team: Average Duration in Hours

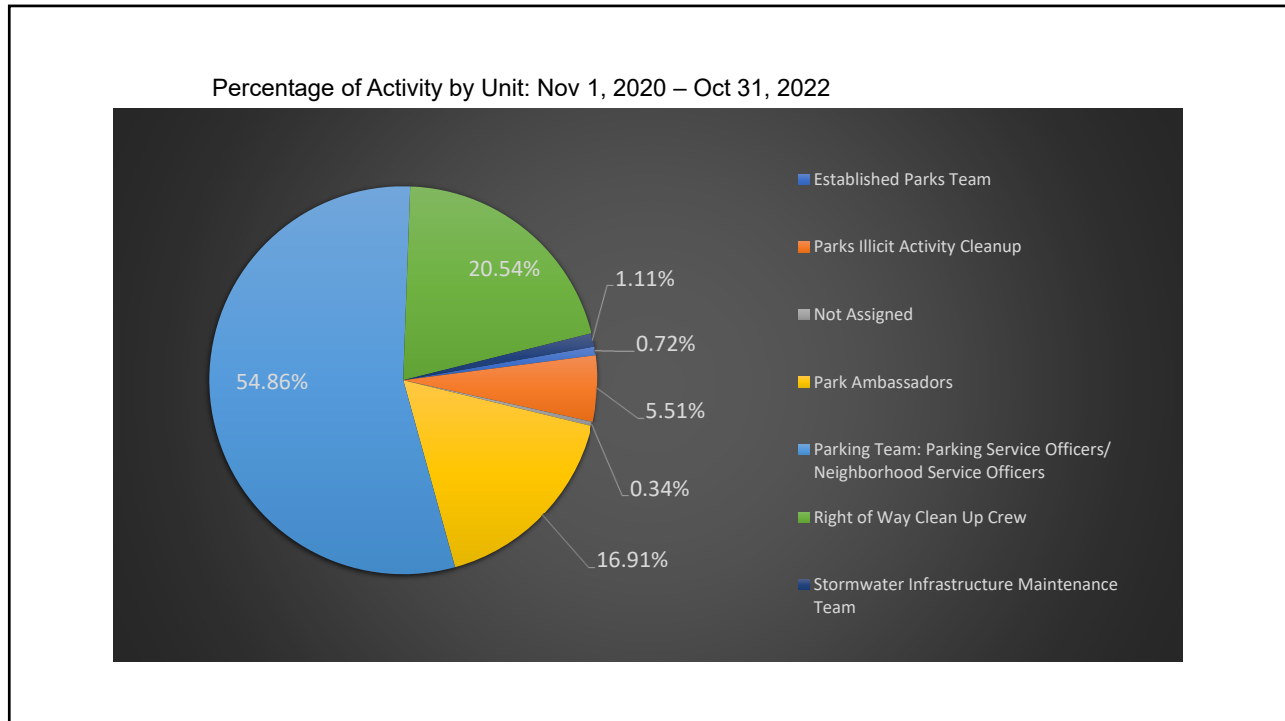
Activity	Average of Hours: Start to Finish	Team	Average of Hours: Start to Finish
Unestablished camp (less than 24 hours since placed)	32.84	Established Parks Team	96.15
72-hour notice issued	38.38	Parks Illicit Activity Cleanup	75.91
72-hour notice on Dept. of State Lands Issued (River Islands within City Limits)	86.35	Not Assigned	61.11
Parking Complaints: Neighborhood Service Officers (NSO) Parking Service Officers (PSO)	57.90	Park Ambassadors	47.92
Right of Way Clean Up Team	53.28	Parking Team: Neighborhood Service Officers (NSO) Parking Service Officers (PSO)	38.44
Stormwater Infrastructure Maintenance Team	80.48	Right of Way Clean Up Team	53.55
<b>*Grand Total</b>	<b>45.76</b>	Stormwater Infrastructure Maintenance Team	80.79
*Excludes incidents over 168 hours (7 days) old		<b>Grand Total</b>	<b>45.76</b>

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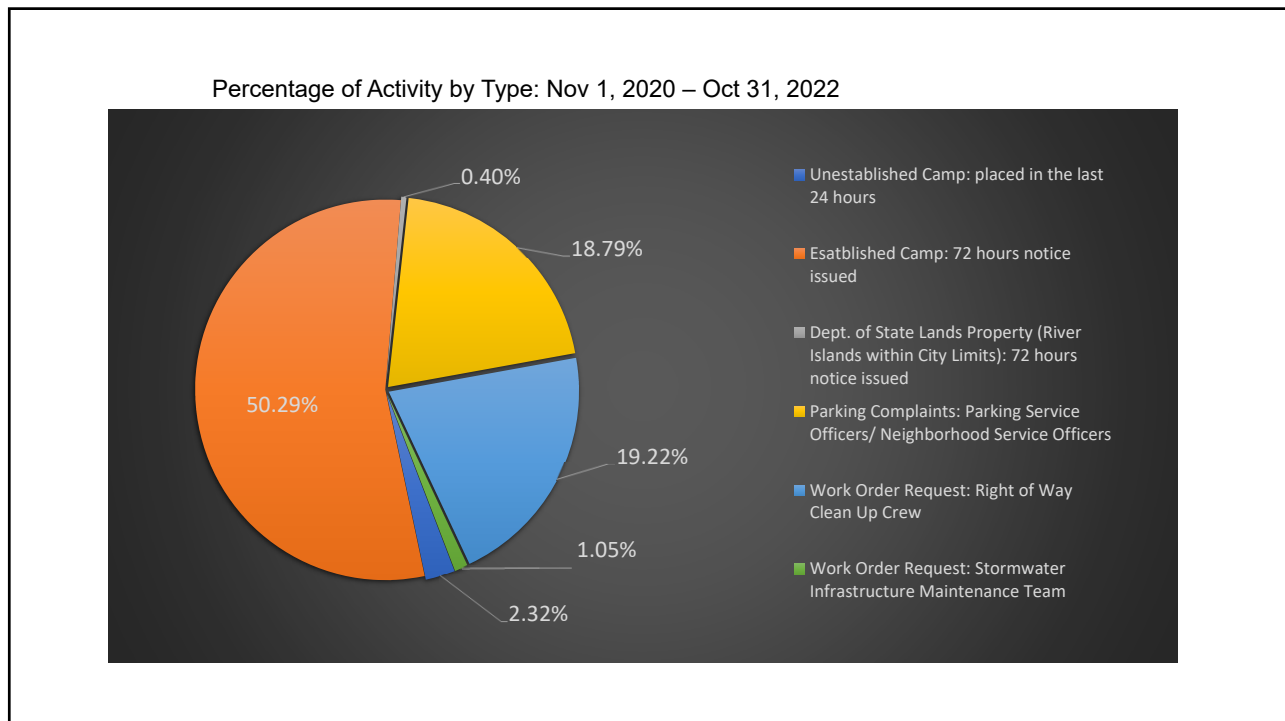
## Two-Year Rolling Activity by Type/Team: Average Duration in Days

Activity	Average of Days to Finish	Team	Average of Days to Finish
Unestablished camp (less than 24 hours since placed)	4.34	Established Parks Team	4.82
72-hour notice issued	11.63	Parks Illicit Activity Cleanup	9.30
72-hour notice on Dept. of State Lands Issued (River Islands within City Limits)	7.01	Not Assigned	14.03
Parking Complaints: Neighborhood Service Officers (NSO) Parking Service Officers (PSO)	6.36	Park Ambassadors	5.16
Right of Way Clean Up Team	6.38	Parking Team: Neighborhood Service Officers (NSO) Parking Service Officers (PSO)	11.60
Stormwater Infrastructure Maintenance Team	15.40	Right of Way Clean Up Team	6.30
<b>*Grand Total</b>	<b>9.30</b>	Stormwater Infrastructure Maintenance Team	15.98
*Includes all data		<b>Grand Total</b>	<b>9.30</b>

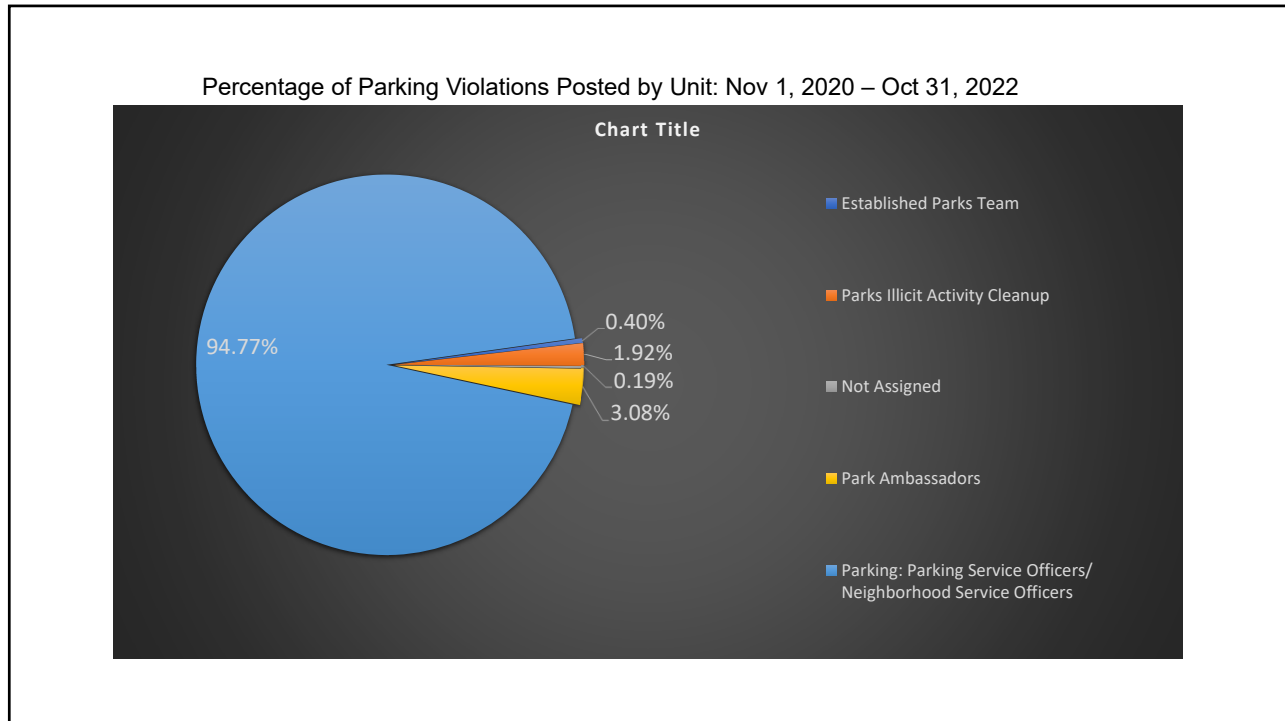
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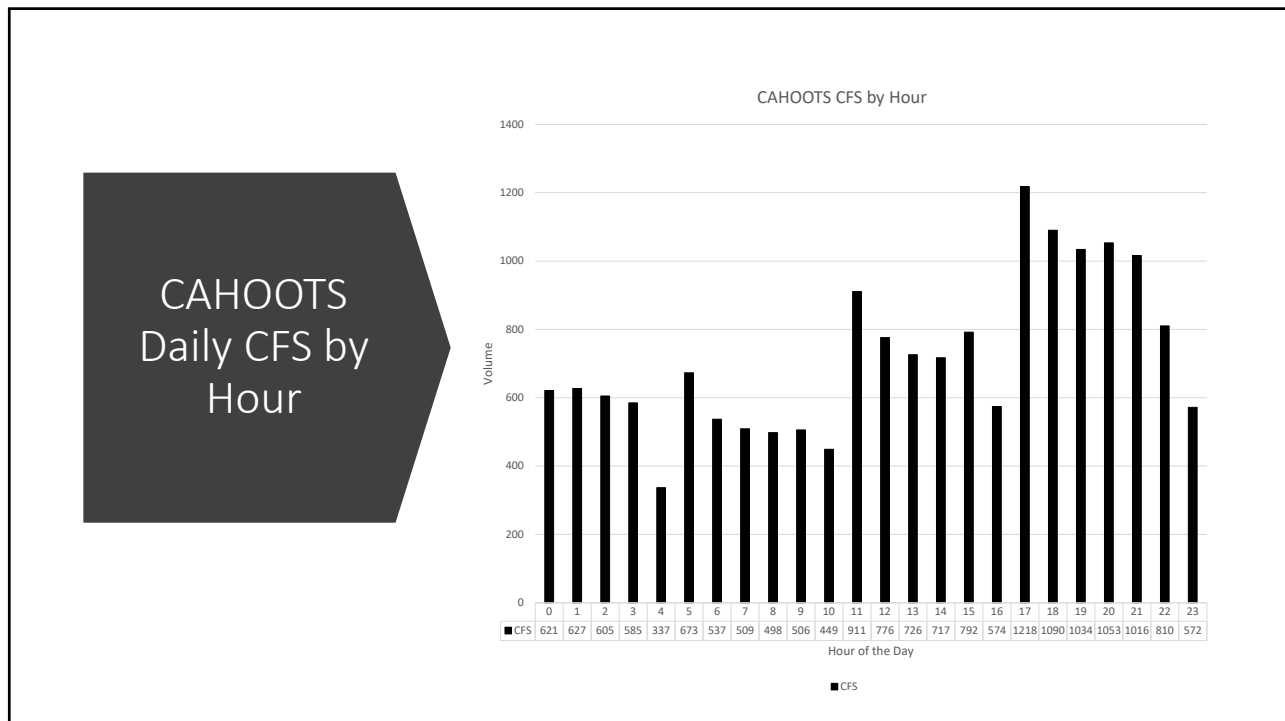


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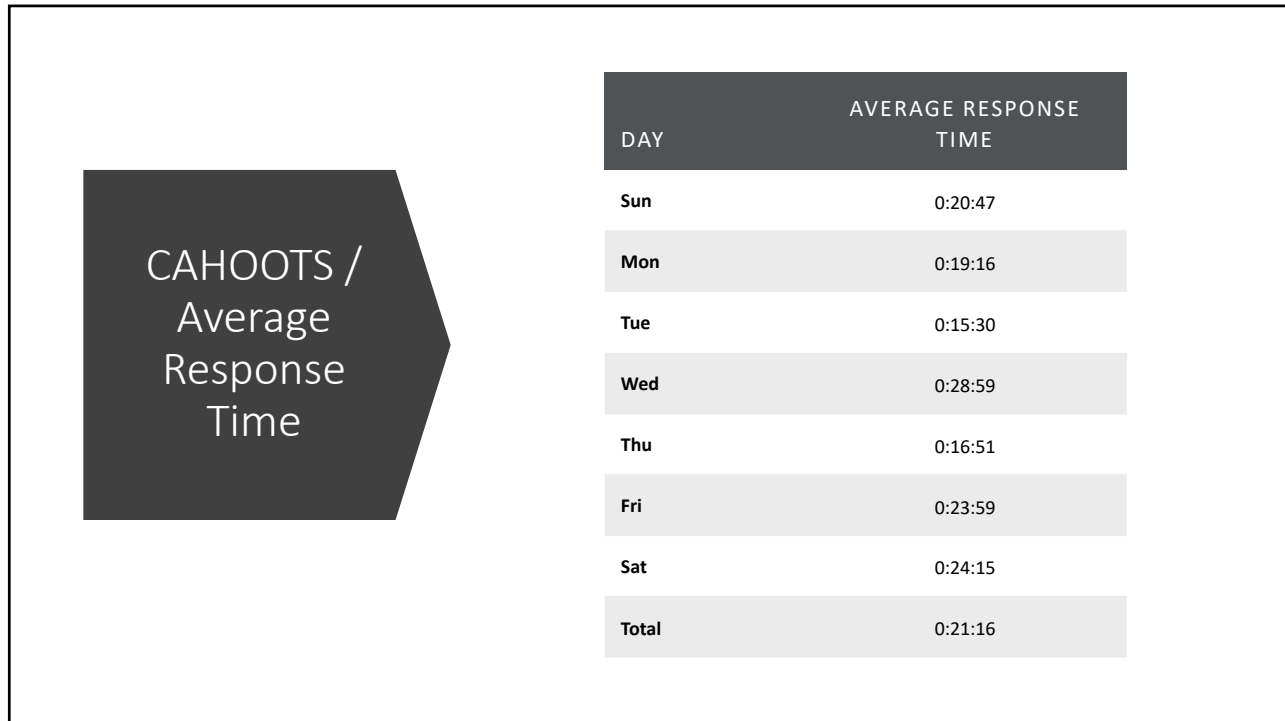
## CAHOOTS 2021 / Time on Scene by Month

Month	Time on Scene
<b>Jan</b>	459:58:05
<b>Feb</b>	815:44:21
<b>Mar</b>	911:59:41
<b>Apr</b>	884:44:11
<b>May</b>	955:33:16
<b>Jun</b>	1154:45:30
<b>Jul</b>	963:26:56
<b>Aug</b>	1005:55:59
<b>Sep</b>	1100:25:11
<b>Oct</b>	1044:13:10
<b>Nov</b>	943:14:44
<b>Dec</b>	929:43:07
<b>Total</b>	11169:44:11

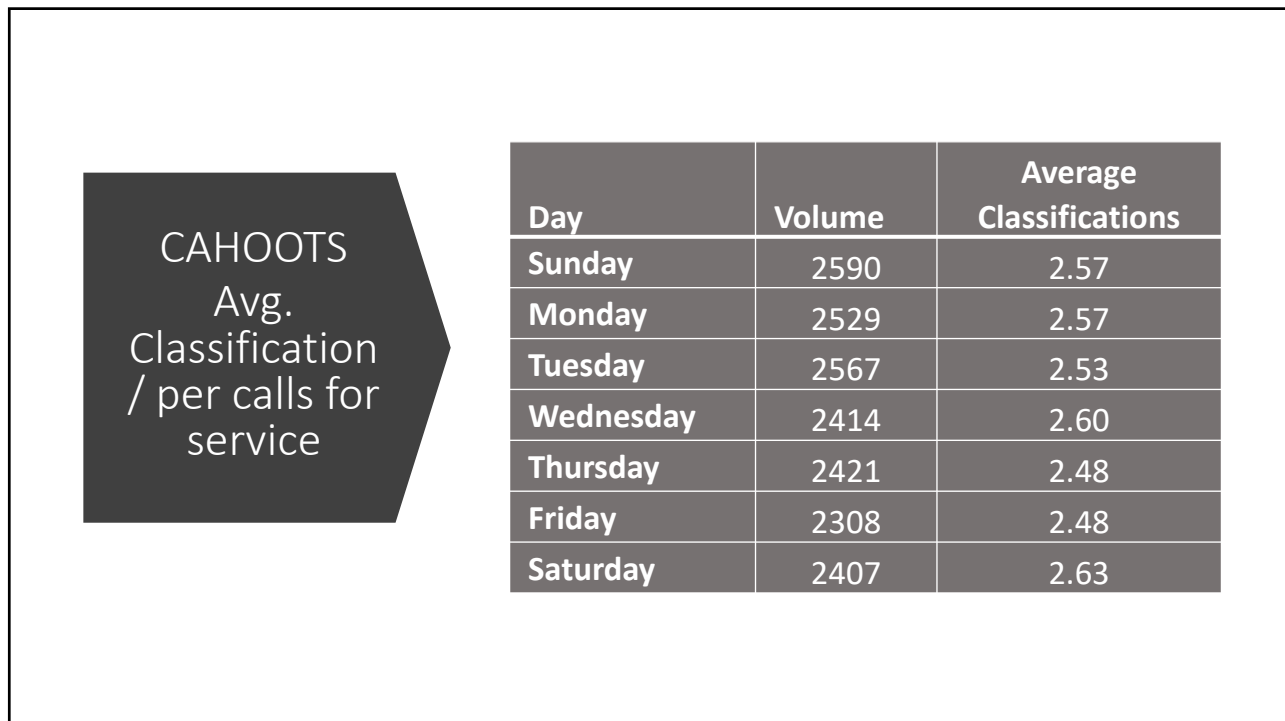
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## EPD 2021 Call Volume Totals

Call Category	Count of Calls	% of Total Calls	Sum of Time Spent (Hours)	% of Total Time Spent
Crime	48,230	38.39%	29,225	41.67%
Motor Vehicle Crash	2,938	2.34%	2,707	3.86%
Service	52,506	41.79%	32,211	45.93%
Traffic	21,970	17.49%	5,994	8.55%
<b>Total</b>	<b>125,644</b>	<b>100.00%</b>	<b>70,137</b>	<b>100.00%</b>

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### EPD 2021 Incidents by Type without Recorded Response

Incident Type	Community	Officer	Total
Theft From Vehicle	3,310		3,310
Illegal Camping	2,939	3	2,942
Theft	2,636		2,636
Check Welfare	2,537	5	2,542
Assist Public – Police	2,355	40	2,395
Criminal Trespass	2,387	5	2,392
Reckless Driving	2,326	1	2,327
Alarm	1,697		1,697
Audible Alarm	1,457		1,457
Attempt to Locate Drunk Driver	1,363		1,363
Criminal Mischief	1,307	2	1,309
Incomplete Call	1,278		1,278
Hit and Run	1,193		1,193
Disorderly Subject	1,133	5	1,138
Traffic Hazard	1,021	1	1,022
<b>Subtotal</b>	<b>28,939</b>	<b>62</b>	<b>29,001</b>
<b>Total</b>	<b>49,591</b>	<b>209</b>	<b>49,800</b>

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### PRELIMINARY EXPLORATION OF RECOMMENDATIONS

- System Coordinator
- Geographic service delivery
- Calls for Service Evaluation and Inventory
- CFS Resource Alignment and PSAP Protocol Adjustments
- Community Education on the City's Unhoused Response
- Develop/Expand Alternative Responses for Key Calls for Service Types
- Support Pathway Programs for Staff Development

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### Next Steps

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- Job Task Analysis Review
- Essential CFS Inventory & Alignment
- Existing Data Review
- System Map
- Additional Data Analysis
- Final Recommendations and Report
- Council Update in January

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