

PLANO CITY COUNCIL

WILL CONVENE INTO EXECUTIVE SESSION AT 5:00 P.M. ON FEBRUARY 25, 2013, FOLLOWED BY THE PRELIMINARY OPEN MEETING IN THE PLANO MUNICIPAL BUILDING, 1520 K AVENUE, IN COMPLIANCE WITH VERNON'S TEXAS CODES ANNOTATED, GOVERNMENT CODE CHAPTER 551 (OPEN MEETINGS ACT), AS FOLLOWS:

Mission Statement: The City of Plano is a regional and national leader, providing outstanding services and facilities through cooperative efforts that engage our citizens and contribute to the quality of life in our community.

EXECUTIVE SESSION

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| I. | Legal Advice
Respond to questions and receive legal advice on agenda items | Wetherbee | 5 min. |
| II. | Economic Development
Discuss a financial offer or other incentive to a business prospect to locate, stay, or expand in Plano and consider any commercial and financial information from the business prospect. | Glasscock | 15 min. |

PRELIMINARY OPEN MEETING

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| I. | Consideration and action resulting from Executive Session discussion | Council | 5 min. |
| II. | Medical Priority Dispatch | Chief Crawford /Timmons | 15 min. |
| III. | Retail Incentive Framework | Glasscock/Bane | 15 min. |
| IV. | Discussion and Direction re revising the requirement for a private club permittee to submit a certification instead of an annual audit | Glasscock | 10 min. |
| V. | Council items for discussion/action on future agendas | Council | 5 min. |

In accordance with the provisions of the Open Meetings Act, during Preliminary Open Meetings, agenda items will be discussed and votes may be taken where appropriate.

Municipal Center is wheelchair accessible. A sloped curb entry is available at the main entrance facing Avenue L, with specially marked parking spaces nearby. Access and special parking are also available on the north side of building. The Council Chamber is accessible by elevator to the lower level. Requests for sign interpreters or special services must be received forty-eight (48) hours prior to the meeting time by calling the City Secretary at 972-941-7120.



MEMORANDUM

From the Office of the Fire Chief

Date: February 25, 2013
To: City Council Members
From: Brian Crawford, Fire Chief
Subject: Medical Priority Dispatch System Action Plan

For thirty years, Plano Fire-Rescue (PFR) has used a “one-size fits all” approach to dispatching emergency units to medical calls. The Department routinely sends a minimum of one major apparatus (engine or truck), along with an ambulance, to every emergency medical call. Additionally, all units respond with lights and sirens, regardless of the call type. While this dispatch and response system has been well regarded in the past, it has come under scrutiny by outside sources over the last few years and is no longer considered among industry best practices. Among the issues cited are concerns that PFR’s current method of dispatching units to medical calls is antiquated, inefficient, and fraught with considerable and unnecessary risk.

Today, a more contemporary, intelligent, and scientifically-supported emergency medical dispatch mode exists - Medical Priority Dispatch System (MPDS). This system is a medically-approved, unified system used to dispatch appropriate aid to medical emergencies, including systematized caller interrogation and pre-arrival instructions. MPDS is neither a new concept nor process, but rather a medical dispatch methodology that is currently being used in a number of cities across the United States. According to the 2010 JEMS (Journal of Emergency Medical Services) 200 City Survey, 82.7% of the top 200 most populous cities in the United States reported having a protocol-driven dispatch process and 68.1% indicate they objectively triage every call. The City of Plano routinely participates in this annual survey, and according to the above survey results, is counted among the minority of cities that *do not* have a protocol-driven dispatch process currently in place.

MPDS starts with the Public Safety Communications (PSC) dispatcher asking the caller key questions. These questions allow the dispatcher to categorize the call by chief complaint into a set of determinant levels or codes ranging from “Minor” to “Immediately Life Threatening,” as it relates to the severity of the patient’s condition. Once the determinant code is identified, the proper resource(s) is matched to the call type and dispatched accordingly. While the caller interrogation process for minor or low acuity calls may take additional time on the front end, more emergent or high acuity calls are identified and dispatched with no delay. By matching the right resource with the patient’s need, the Department will be able to better ensure that only the necessary resources are dispatched, thus leaving other units in their assigned districts and available for more critical calls as they occur. Intuitively, PFR anticipates that the implementation of MPDS will result in an increase in the availability of responding units, and a subsequent decrease in overall response times.

Additionally, while MPDS is designed to appropriately match the responding resource to the identified medical need, it also ensures that the dispatched resources respond in the proper mode – i.e., “COLD” - normal traffic or “HOT” - using lights and sirens. While running “HOT” to emergency calls is the norm for most fire and EMS agencies, there is no clear evidence that doing so results in better overall patient outcomes. Conversely, running HOT has been associated with significant risk for increased vehicle collisions involving emergency units – a risk to responders and the general public. Fort Worth Med Star, a local third-party EMS agency, reported that up to 72% or more of their motor vehicle collisions involving emergency units were related to units responding HOT, whereas collisions involving a COLD response were significantly less.

Clearly, MPDS is a progressive medical dispatch system that provides several inherent advantages in the way of resource management, efficiency, and risk reduction:

- Ensures that the “right-size” response is dispatched for the call type, resulting in fewer emergency resources being deployed.
- Increases the availability of emergency units for high acuity calls due to fewer resources needing to be deployed.
- Decreases overall response times due to increased unit availability from sending fewer units to low acuity calls.
- Reduces the risk of vehicle collisions involving emergency units by ensuring the proper response mode is assigned to each call.

On March 18, 2013, PFR will begin responding to medical calls using MPDS. Medical calls will be assigned by PSC to one of the following four categories or response levels, depending on the information received by the PSC call taker.

- **Level One** = Ambulance (Hot) and an Engine or Truck (Hot)
- **Level Two** = Ambulance (Cold) and an Engine or Truck (Hot)
- **Level Three** = Ambulance (Cold) [If the ambulance cannot be on scene within six (6) minutes, add Engine or Truck (Cold)]
- **Level Four** = Ambulance (Cold) [If the ambulance cannot be on scene within 10 minutes, add the closest Engine or Truck (Cold)]

It is important to note that the MPDS dispatch criteria has been reviewed and approved by PFR’s EMS Medical Director, Dr. Mark Gamber. Additionally, this program has been successfully piloted by PSC since October 1, 2012, using medical calls originating from the City’s jail.

Below is a timeline of actions taken thus far, as well as the steps needed for full implementation of MPDS citywide on March 18, 2013:

November 1, 5-9, 2012

Dr. Gamber reviewed the concept of MPDS in all 12 sessions of the November 2012 EMS CE (continuing education) and PSC was present to help answer questions. Approximately 30 minutes per class was spent reviewing the MPDS concept.

December 18-20, 2012

PFR conducted officer in-service training with all on-duty, company-level officers. Members from PSC were in attendance to answer questions.

January 24, 2013

Chief Crawford, Director Timmons, and Director Vail-Grube met to discuss the best way to alert the general public of anticipated changes in the way that PFR will respond to medical calls in the future.

February 25, 2013

Chief Crawford, Director Timmons, and Medical Director Gamber will brief City Council on the MPDS process. This presentation will explain to the Council not only the changes, but also the reasoning behind the changes. Presentations are expected to last 10-15 minutes, with additional time for questions.

February 14 and 26, 2013 and March 11, 12, 14, and 15, 2013

Chief Crawford and FRS Kevin Haines will conduct department-wide training so that all members are well educated in the MPDS response plans and the reason behind the Department’s decision. Each shift will have four classes, giving ample time for all members to attend.

March 18, 2013

With close monitoring, PFR and PSC will go “live” with the implementation of MPDS.

Monthly meetings

PFR will meet monthly with PSC to monitor the MPDS components and to ensure that all calls are receiving the proper response. Dr. Gamber will be an integral part of the monthly QI/QA process.

The Medical Priority Dispatch System is a tiered medical dispatch system designed to send the *right resource* to the *right person* in the *right way* at the *right time*. PFR fully believes that the implementation of MPDS and use of priority levels and codes to set responses more in line with the patient's condition and actual need for EMS resources will result in a safer, more efficient EMS system.



Brian A. Crawford
Fire Chief

Discussion/Action Items for Future Council Agendas

March 6 (Wednesday)

- DART Presentation
- Board/Commission Annual Appointment Process
- North Texas Municipal Water District Board Update

March 9-13 - NLC, Washington D.C.

March 11-15 – PISD Spring Break

March 25

- Briefing re 2013 Mosquito Management Program

Zoning Case 2012-53 - Request to rescind Specific Use Permit #253 for Private Club on 1.6± acres located on the north side of 15th Street and 690± feet west of U.S. Highway 75. Zoned Corridor Commercial with Specific Use Permit #253 for Private Club.

Zoning Case 2012-54 - Request to rescind Specific Use Permit #553 for Private Club on 0.1± acre located 105± feet east of Preston Road and 330± feet south of McDermott Road. Zoned Planned Development-20-Mixed Use with Specific Use Permit #553 for Private Club.

Zoning Case 2012-55 - Request to rescind Specific Use Permit #314 for Private Club on 2.0± acres located at the southeast corner of Preston Road and Preston Park Boulevard. Zoned Planned Development-186-Retail/General Office with Specific Use Permit #313 for Restaurant, Specific Use Permit #339 for Arcade, and Specific Use Permit #314 for Private Club.

Zoning Case 2012-56 - Request to rescind Specific Use Permit #420 for Private Club on 2.7± acres located on the east side of the Dallas North Tollway, 200± feet south of Park Boulevard. Zoned Regional Commercial/Dallas North Tollway Overlay District with Specific Use Permit #420 for Private Club.

Zoning Case 2012-58 - Request to rescind Specific Use Permit #558 for Private Club on 0.1± acre located 130± feet south of Park Boulevard and 50± feet west of Preston Park Boulevard. Zoned Planned Development-189-Retail/General Office/Preston Road Overlay District with Specific Use Permit #558 for Private Club.

Zoning Case 2012-59 - Request to rescind Specific Use Permit #77 for Private Club on 0.1± acre located 400± feet north of Plano Parkway and 950± feet east of Alma Drive. Zoned Corridor Commercial with Specific Use Permit #77 for Private Club.

April 8

***April 13 – Plano Police Department Award Ceremony –
Fairview Corral Barn – 6 pm***

April 18 – Telephone Town Hall Meeting – Municipal Center – 7-8 pm

April 22

- Comprehensive Monthly Financial Report

May 11 – Election Day

May 13

***May 14 – Plano Police Department Memorial Service –
Haggard Park – 11 am***

May 20

- Canvass

May 27 – Memorial Day

May 28 (Tuesday)

- Comprehensive Monthly Financial Report

June 10

- DART Report

June 20-23 – TCMA Conference, San Marcos

June 24

July 4th – Independence Day

July 22

- Comprehensive Monthly Financial Report

July 24 (Wednesday)

- Budget Presentation

August 5 – City Council Retreat – 6 pm

August 7 (Wednesday)

- Grant Worksession

August 12

- Public Hearing on Operating Budget/Community Investment Program
- Approval of Appraisal Roll
- Consider Proposed Tax Rate