



Ambulance Operator Program

2023 Program Report



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Program Introduction



In November 2022 the Orange City Fire Department established an Ambulance Operator (AO) Program in response to increased calls for service in the city. The introduction of the AO program added a fifth ambulance transport to the city, and restored Truck Company staffing levels to the National Fire Protection Association (NFPA) recommended levels.

The AO Program operates two full-time ambulances stationed at Station 3 and Station 5. These transports operate 24 hours per day, 365 days per year, and provide emergency transportation for patients within the City of Orange. AO's are licensed Emergency Medical Technician (EMT) professionals and work a shift schedule that mirrors Fire Suppression personnel. Beyond transporting capabilities, AO's are equipped to provide basic lifesaving procedures and first aid. Staffing ambulances with AO's allows for the expansion of emergency transport vehicles in the city without decreasing the level of service or losing billable revenue.

The integration of the program has delivered numerous benefits to both the Fire Department and the city, enhancing operational efficiency and increasing cost recovery.

Since the program's inception, there has been an increase in the availability of ambulances for EMS emergencies, staffing levels are now at the NFPA recommended levels, and there has been an overall improvement in the ability to manage and control emergencies in the city when multiple requests for service occur.

Program Accomplishments



REDUCED RESPONSE TIMES

In 2023, response times were reduced by 24% across all transporting stations, an average of 1 minute per incident. The addition of a new transport increased fleet availability within the city, significantly enhancing patient outcomes by ensuring timely access to medical care.



BALANCING THE CALL DISTRIBUTION

The department responded to a total of 10,290 EMS incidents in 2023, an increase of 7% from 2022. The introduction of an additional transport helped manage the increase, ensuring a more equitable distribution of calls across the department. This balanced approach enhanced our service delivery and fostered a more sustainable working environment for our team.

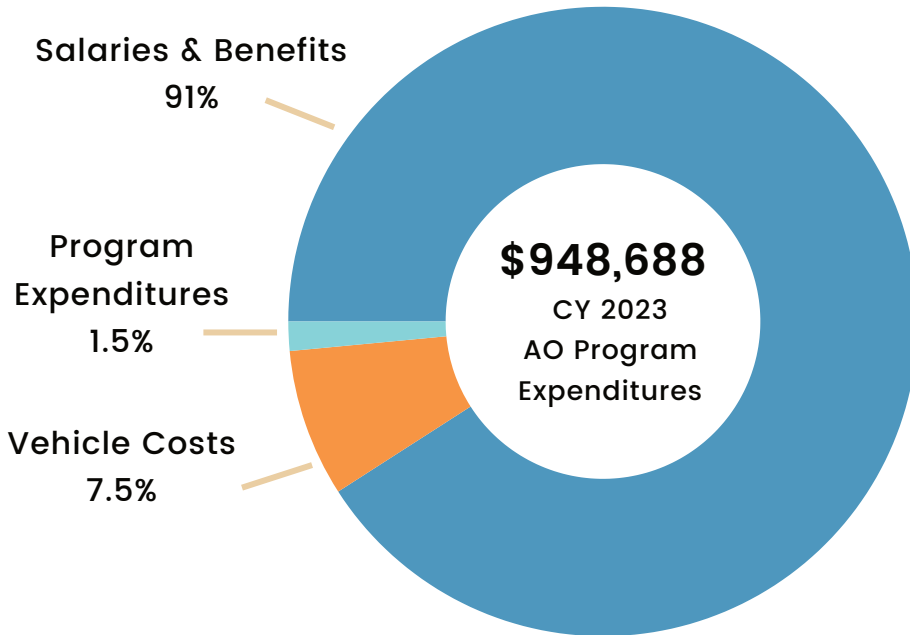


PROFESSIONAL DEVELOPMENT & SUCCESSION PLANNING

The program has established an environment that fosters mentorship, professional development, and career advancement within the fire service. Nine out of the ten program alumni, or 90%, have left for promotional opportunities in outside fire agencies. Additionally, the program establishes a pool of potential qualified candidates for future firefighter openings in the City of Orange.

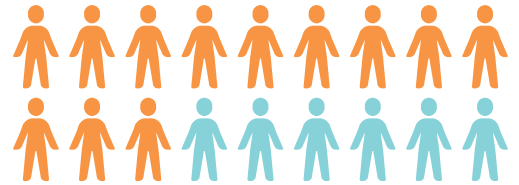
AO Program Cost Breakdown

The budget allocation for the AO program covers the salaries and benefits of both full-time and part-time employees, vehicle maintenance and fuel costs, and program expenditures, including costs for training academies, uniforms, and safety equipment.



2 Ambulance Transport Vehicles

(2 frontline ambulances, 2 reserve ambulances)



18 Ambulance Operators

(12 full-time and 6 part-time employees, 4 AO's on duty per day)

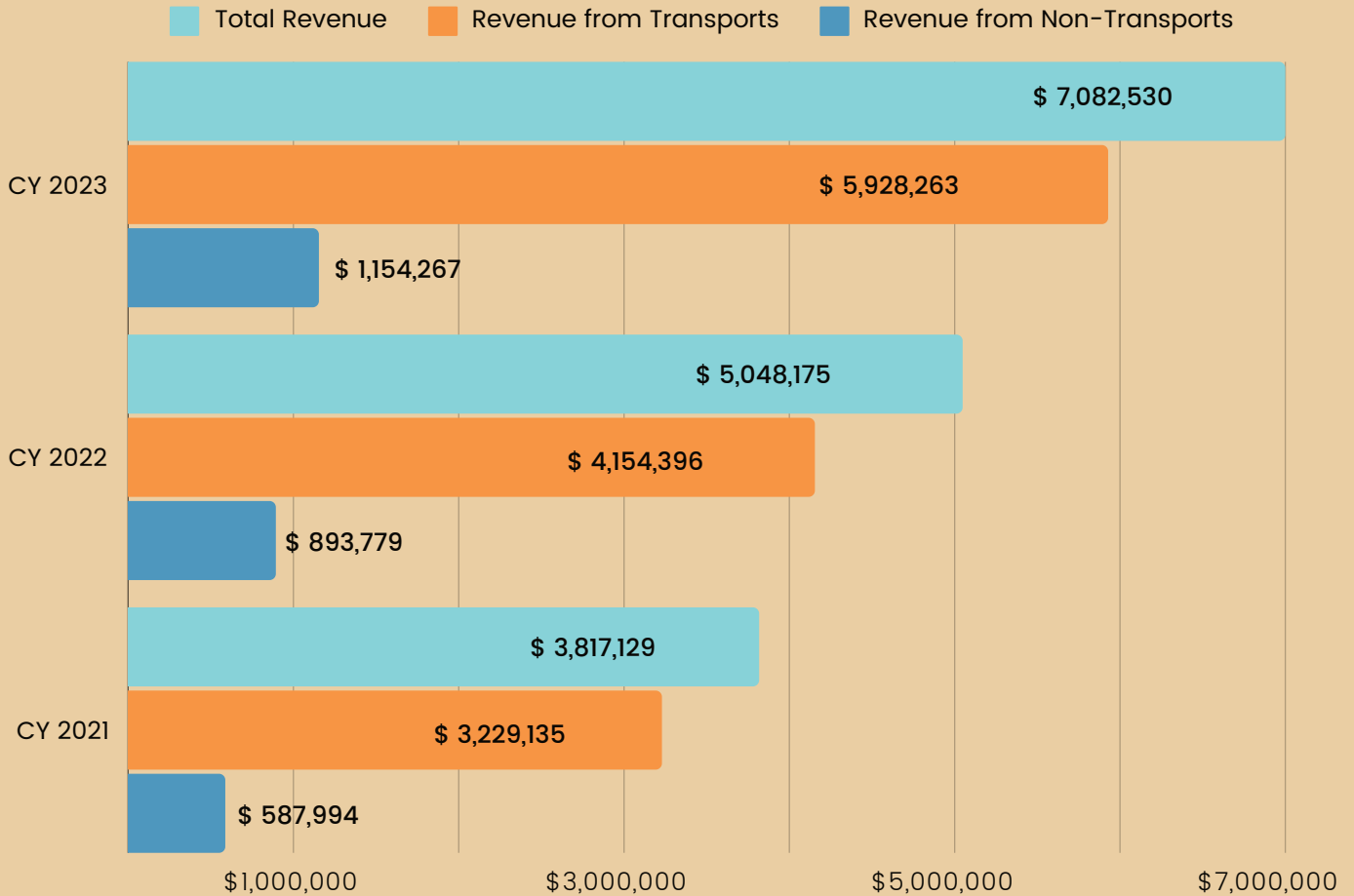
The AO program introduced a new transport at Station 5 and replaced the paramedic rescue at Station 3 with an ambulance staffed by AO's.

Staffing ambulances with AO's allows for the expansion of the transport program without decreasing the level of service or billable revenue.

AO PROGRAM COST BREAKDOWN		
Expense Category	CY 2022 (2-months)	CY 2023
Salaries & Benefits	\$ 105,086	\$ 862,478
Vehicle Costs	\$ 12,000	\$ 72,000
Program Expenses	\$ 14,520	\$ 14,210
Total:	\$ 131,606	\$ 948,688

Measuring the Fiscal Impact

In Calendar Year (CY) 2023 the department responded to a total of 10,290 EMS incidents, resulting in a 7% increase compared to CY 2022. The total revenue generated from all billed incidents amounted to over \$7 million dollars. This total reflects a 34% increase in revenue compared to CY 2022.



The total increase in revenue from EMS billable incidents in 2023 was:

\$2,034,355

REVENUE COLLECTED FROM EMS INCIDENTS			
Revenue Source	CY 2021	CY 2022	CY 2023
Revenue from Transports	\$ 3,229,135	\$ 4,154,396	\$ 5,928,263
Revenue from Non-transports	\$ 587,994	\$ 893,779	\$ 1,154,267
All EMS Incidents	\$ 3,817,129	\$ 5,048,175	\$ 7,082,530

AO Program Impact

The fiscal impact of the AO program can be measured by accounting for the increase in revenue received from Stations 3 and 5. The combined increase in revenue collected from these stations amounted to \$1,536,582.

EMS INCIDENTS BY STATION			
Station	CY 2021	CY 2022	CY 2023
HQ	2,290	2,548	2,285
2	36	88	34
3	2,062	2,218	1,990
4	1,916	2,245	2,011
5	32	271	2,174
6	1,831	2,144	1,744
7	10	12	9
8	8	10	7
All Surges	105	111	36
Total:	8,290	9,647	10,290

In 2023, Station 3 and 5 collectively responded to

4,164 EMS calls
accounting for
40% of all EMS incidents.

\$1,536,582

Increase in revenue from the AO Program in 2023,

75% of total increase in revenue received.

SURGE AMBULANCES:

In 2016, rising call volumes and the decreased availability of private ambulances prompted the Fire Department to implement surge ambulances to respond to EMS incidents. Surge ambulances are the department's reserve ambulances that, when needed, are cross-staffed by an available engine company. The result of using surge ambulances is longer response times and a decrease in the level of service. Since the implementation of the AO program, the use of surge ambulances has decreased by 67%.

REVENUE BY STATION			
Station	CY 2021	CY 2022	CY 2023
HQ	\$ 1,054,430	\$ 1,333,342	\$ 1,572,748
2	\$ 16,576	\$ 46,049	\$ 23,402
3	\$ 949,448	\$ 1,160,656	\$ 1,369,702
4	\$ 882,222	\$ 1,174,785	\$ 1,384,156
5	\$ 14,734	\$ 141,811	\$ 1,496,348
6	\$ 843,084	\$ 1,121,933	\$ 1,200,382
7	\$ 4,604	\$ 6,279	\$ 6,195
8	\$ 3,684	\$ 5,233	\$ 4,818
All Surges	\$ 48,347	\$ 58,085	\$ 24,779
Total:	\$ 3,817,129	\$ 5,048,175	\$ 7,082,530



Summarizing the Impact

The implementation of the AO program has undoubtedly made a significant impact on the department at large. In 2023, revenue from all EMS billed incidents saw a \$2,034,355 increase, representing a 40% growth compared to the prior year. This growth was impacted by the introduction of a new transport unit to the city under the AO program, which effectively captured more calls that would have typically been handled by private ambulance companies. The department responded to a total of 10,290 EMS incidents, marking a 7% rise from 2022. The strategic placement of the new transport unit at Station 5 assisted with responding to this increase, balancing the call distribution across all stations and reducing response times department wide.

The AO Program responded to 4,164 EMS incidents, accounting for 40% of all EMS calls received by the department.

Staffing ambulances with AOs enabled the department to expand its transport program at a lower cost without compromising the level of service and care provided to the community. The total cost of the AO program in CY 2023 was \$948,688. By subtracting this cost from the total revenue collected of \$2,866,050, the AO Program generated a total net revenue of \$1,917,362.

In 2023, the department recovered \$7 million from EMS billable incidents. The AO program accounted for 40% of that total.



A5

A5

E5

Pierce

WILLY

WILLO

ORANGE

Glossary Index

AMBULANCE OPERATOR

Ambulance Operators (AO) are licensed EMT professionals trained to operate the ambulance safely and efficiently during transports and can provide basic life saving procedures and first aid.

AMBULANCE TRANSPORT

An ambulance transport is an emergency transport vehicle staffed by ambulance operators who are Basic Life Support (BLS) trained.

EMERGENCY MEDICAL TECHNICIAN (EMT)

An Emergency Medical Technician (EMT) is a healthcare professional skilled in basic emergency medical procedures and trained to provide emergency medical care to individuals in a pre-hospital setting.

NATIONAL FIRE PROTECTION ASSOCIATION (NFPA)

The National Fire Protection Association (NFPA) is a global nonprofit organization dedicated to promoting fire safety through developing and publishing fire protection codes, standards, and training.

NON-TRANSPORT

A non-transport refers to a response to an EMS incident in which personnel assessed and/or treated patients but did not provide a transport to a medical facility.

PARAMEDIC

A paramedic is a licensed healthcare professional trained to provide Advanced Life Support (ALS) care to individuals in a pre-hospital setting.

PARAMEDIC RESCUE

A paramedic rescue is an emergency transport vehicle equipped to deliver Advanced Life Support (ALS) care, staffed by firefighters, of which at least one is a licensed paramedic.

SURGE AMBULANCE

Surge ambulances are the Department's reserve ambulances that, when needed, are cross-staffed by an available engine company.

TRANSPORT

A transport refers to a response to an EMS incident in which personnel assessed, treated, and/or transported patients to a medical facility.

Acknowledgements

The Orange City Fire Department expresses profound gratitude to the City Council, City Management, and esteemed community partners for their steadfast support and collaborative efforts, which have been instrumental in the success of the program.

Furthermore, the department gives special recognition to the fire suppression personnel who have generously contributed to the training and daily operations of the AO program. Their dedication to the department and outstanding contributions have significantly enhanced the program. Their unwavering commitment to excellence has played a crucial role in aligning the program's achievements with the department's objectives and goals.

**We thank you for your continued support
of the Orange City Fire Department.**

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