



Honorable Mayor and Members of the Hermosa Beach City Council

LOS ANGELES COUNTY FIRE SERVICES AND MCCORMICK AMBULANCE 2024 SEMI-ANNUAL REVIEW

(Emergency Management Coordinator Maurice Wright)

Recommended Action:

Staff recommends City Council receive and file the 2024 Los Angeles County Fire Services and McCormick Ambulance reports for January through June 2024.

Executive Summary:

The 2024 semi-annual review of the fire and ambulance transport services provided by Los Angeles County Fire Department and McCormick Ambulance, respectively, provides an overview of service level provided from January through June 2024. Staff continues to monitor the service trends to ensure the highest level of services for our community.

Background:

On December 31, 2017, the City of Hermosa Beach transitioned fire and emergency transport services to Los Angeles County Fire Department and McCormick Ambulance.

At its February 11, 2020 meeting, City Council modified the frequency of reporting from quarterly to semi-annually, with the inclusion of the call transfer data in the monthly reports. Additionally, City Council requested monthly reports be placed onto the City Council agenda under consent calendar. On the July 14, 2020 City Council agenda, the monthly reports began to appear. The enclosed semi-annual report reflects the services from January through June 2024.

Past Board, Commission, and Council Actions

Meeting Date	Description
February 11, 2020	Council directed staff to provide the Fire and Ambulance services review semi-annually and to include call transfer data into the monthly report to be added to the consent calendar.

Analysis:

Los Angeles County Fire Department (LACoFD) Calls for Service

The South Bay Regional Public Communications Authority, known as RCC, is the initial public-safety answering point (PSAP) for police and fire services within the City of

Hermosa Beach. When RCC receives a call for service, the dispatcher collects critical data including name, phone number, address, and nature of the emergency. For police related incidents, RCC continues to gather additional information from the caller and dispatches police personnel as necessary. For fire related incidents, the critical data is collected, and the caller is transferred to the Los Angeles County Fire Department (LACoFD) dispatch center. Once received, a LACoFD dispatcher gathers all information needed to dispatch fire and EMS personnel. The critical data is collected by RCC, as a safeguard, prior to transferring the call to LACoFD. Should the call be dropped during the transfer and/or there is a change in the status of the patient calling for assistance, RCC can try to reconnect with the caller and relay the information to LACoFD, who can dispatch resources based on the information gathered. Total call time begins when the call is initiated with RCC to the arrival of units on scene.

From January through June 2023, RCC transferred 425 calls for service to LACoFD dispatch with an average transfer time of 54 seconds. For the same time period in 2024, RCC transferred 381 calls for service to LACoFD dispatch with an average transfer time of 56 seconds. Based on the data, there was a decrease of 44 calls for service year-over-year during this time period. **Attachment 1** provides the RCC call transfer time data for January through June 2024. **Attachment 2** provides the average call answer time once the dispatch is transferred to LACoFD for call processing for the same time period.

Table 1 below shows that from January through June 2024, Los Angeles County Fire Department responded to 903 calls for service with an average response time of 4 minutes and 32 seconds. Los Angeles County Fire Department defines average response time as the time that the first-arriving units, which excludes the Lifeguard units, are enroute and arrive at each incident and includes emergency and non-emergency calls. The time necessary to dispatch and the time necessary for the crews to leave the station are not included in the average response time data.

**Table 1: Los Angeles County Fire Department Incidents
January–June 2024**

Incident Type	Number of Incidents	Average Response Time
Fire, Explosion	6	4:36
Rescue, EMS	535	4:10
Hazardous Condition	3	3:57
Service Call	11	5:14
Good Intent Call	330	5:00
False Alarm, False Call	11	3:48
Special or Other Incident Type	7	4:43
Grand Total	903	4:32

In comparison, from January through June 2023, Los Angeles County Fire Department responded to 949 calls for service with an average response time of 4 minutes and 39

seconds. **Attachments 3 and 4** provide average response times by incident type from January through June 2024.

Automatic Aid

Automatic aid is a critical partnership between Los Angeles County Fire Department and the Area G jurisdictions of El Segundo, Manhattan Beach, Redondo Beach, and Torrance. From January through June 2023, Los Angeles County Fire Department responded 23 times into surrounding jurisdictions to provide automatic aid, while LACoFD received aid 63 times. During the same period in 2024, LACoFD responded 5 times to provide aid and received aid 42 times. **Attachment 5** illustrates auto aid responses provided by both the fire district (Los Angeles County Fire Department) and Area G cities (El Segundo, Manhattan Beach, Redondo Beach, and Torrance Fire Departments) from January through June 2024.

Special Events

Station 100 provided station tours and visits to Hermosa View and Hermosa Valley Elementary Schools. Station crews also participated in community events including Fiesta Hermosa, Be Ready Emergency Preparedness Symposium for Residents, Be Ready Lunch and Learn for businesses cosponsored by the Hermosa Beach Chamber of Commerce, and the International Surf Festival.

Fire Prevention

Los Angeles County Fire Department personnel assigned to Station 100 are responsible for the annual business fire inspection program. Station personnel conduct fire and life safety inspections at businesses both large and small to ensure compliance with the Fire Code. Table 2 shows the results of the business fire inspection program.

Table 2: Business Fire Inspection Program

Inspection Category	Number of Inspections
Passed	577
Reinspection's	0
Vacant	55
Closed	8
Total	640

Film Permits

From January through June 2024, the Community Resources Department and Los Angeles County Fire Department coordinated and approved eight film permits. **Attachment 6** provides detail regarding the film permit issued. **Table 3** below provides a breakdown of the permits by month with location information.

Table 3: Annual Film Permits

Month	Day	Event	Location
January		None	
February	8	Tocaya Organica	Commercial Residence: 1018 Hermosa Ave. Hermosa Beach, CA 90254
February	24	Outer Circle Media LLC, Ismo stand-up special	Private residence
March	19	Porch House	Private Residence: 2059 Monterey Blvd Hermosa Beach, CA 90254
March	20	KT Tape x Sara Hughes	Beach Volleyball Courts, North of Pier (Commercial Zone)
April	1	Chipotle unwrapped x Sara Hughes	Beach Volleyball Courts, South of Pier (Commercial Zone)
April	22-28	LA Rams Draft Experience	Beach, South of Pier (Commercial Zone) & Private Residence: 1901 Manhattan Ave
May	13	Instant Hydration	Beach, South of Pier (Commercial Zone), the Pier, and the Strand
June	12	NBC Sports	Beach Volleyball Courts, North of Pier (Commercial Zone)

McCormick Ambulance

From January through June 2024, McCormick Ambulance completed 382 emergency transports and received 255 calls that were subsequently cancelled. During the same period in 2023, McCormick completed 385 emergency transports and received 245 calls that were subsequently cancelled. There was a decrease of three transports completed during the previous time period. **Attachment 7** provides details regarding McCormick Ambulance Transports from January through June 2024.

**Table 4: McCormick Ambulance Transports
January–June 2024**

Month	Number of Completed Transports	Number of Cancelled Transports
January-June 2024	382	255
July-December 2024	-	-
Total	382	255

In addition to providing basic transport data, recent monthly reports have discussed call arrival delays. From January through June 2024, the report indicated that 47 calls resulted

in delayed Code 3 responses. A Code 3 response is one where the responding emergency units are driving with lights and sirens to a presumed life-threatening emergency, which is typically classified as an ALS call. According to the McCormick Ambulance contract, “response time must not exceed eight (8) minutes, fifty-nine (59) seconds” for a Code 3 incident.

There were 13 delayed Code 2 responses from January through June 2024. A Code 2 response is one where the responding emergency units are driving with lights and sirens to an emergency classified as a basic life support or BLS call. According to the McCormick Ambulance contract, “response time must not exceed fifteen (15) minutes, zero (0) seconds” for a Code 2 incident.

As discussed in the monthly reports, delay causes include distance from the dispatched location; multiple calls received at the same time; or extended wait times at the local hospital emergency departments. McCormick Ambulance is working with stakeholders from the hospitals and Los Angeles County Emergency Medical Services Agency (EMS) to develop solutions to decrease patient transfer of care times and ensure ambulance personnel have returned to the field to respond to the next call for service.

While arrival delays for patient transport are a customer service issue that needs to be mitigated, from a critical patient care standpoint, Los Angeles County Fire Department is providing care to patients and ensuring life saving measures are provided in a quick and efficient manner while McCormick is enroute to the patient’s location.

General Plan Consistency:

This report and associated recommendation have been evaluated for their consistency with the City’s General Plan. Relevant policies are listed below:

Governance Element

Goal 1. A high degree of transparency and integrity in the decision-making process.

Policy:

- **1.6 Long-term considerations.** Prioritize decisions that provide long-term community benefit and discourage decisions that provide short-term community benefit but reduce long-term opportunities.

Safety Element

Goal 5. High quality police and fire protection services provided to the residents and visitors.

Policies:

- **5.1 High level of response.** Achieve optimal utilization of allocated public safety resources and provide desired levels of response and protection within the community.

- **5.4 Adequate emergency access.** Require new development to be designed to provide adequate emergency access and to maintain current levels of emergency services

Fiscal Impact:

Fire and ambulance services are contracted and accounted for during the annual budget process.

Attachments:

1. RCC Call Transfer Report, January–June 2024
2. LA County Fire Call Transfer Report, January–June 2024
3. LA County 3rd and 4th Quarter Response Report
4. LA County Fire and McCormick Ambulance Incident Report
5. Automatic Aid Report, January–June 2024
6. Film Permit Report, January–June 2024
7. McCormick Ambulance Report January-June 2024

Respectfully Submitted by: Maurice Wright, Emergency Management Coordinator

Concur: Brian Kane, Los Angeles County Fire Department, Acting Assistant Fire Chief

Noted for Fiscal Impact: Brandon Walker, Administrative Services Director

Legal Review: Patrick Donegan, City Attorney

Reviewed by: Angela Crespi, Deputy City Manager

Approved: Suja Lowenthal, City Manager