

Chapter 8 - Honolulu Emergency Services Department

The Honolulu Emergency Services Department (HESD) is comprised of four divisions: Administration, Emergency Medical Services (EMS), Ocean Safety and Lifeguard Services (OSLS), and Health Services (HS).



Administration

Provides administrative support for overall operations which includes establishing policy, overseeing the management of budgetary issues, managing public and media relations, providing guidance and training, managing and handling labor relations issues, and long range services planning.



Emergency Medical Services

Provides pre-hospital emergency medical care and advanced life support emergency ambulance services for the city. The State Department of Health contracts with the city to provide pre-hospital emergency medical care and services on O`ahu. The division's costs are eligible for 100% state reimbursement.



Ocean Safety and Lifeguard Services

Provides a comprehensive year-round ocean safety program which includes lifeguard tower services along the 198 miles of O`ahu's coastline. The program provides dispatched emergency response services utilizing all-terrain vehicles, rescue craft, and rapid response vehicles that service the beaches and ocean waters for ocean rescue and emergency medical situations.



Health Services

Conducts pre-employment, physical and annual medical evaluations for all current and prospective city employees; maintenance of licensure or physical fitness standards as mandated by the city, Occupational Safety & Health Administration, Department of Transportation or other regulating agency; and medical assistance to other city programs.

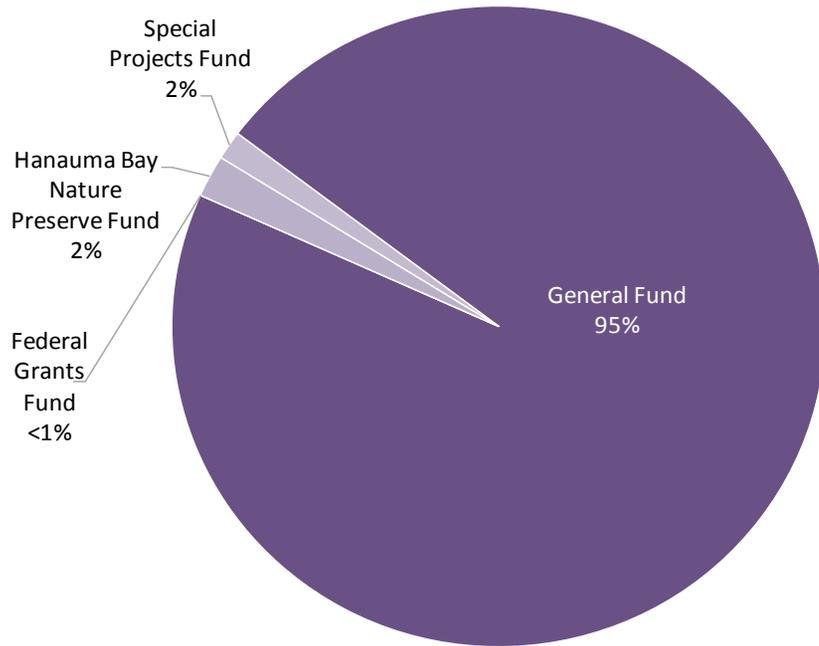


To develop programs and deliver exemplary services related to emergency medical services and lifeguard services on the island of O`ahu.

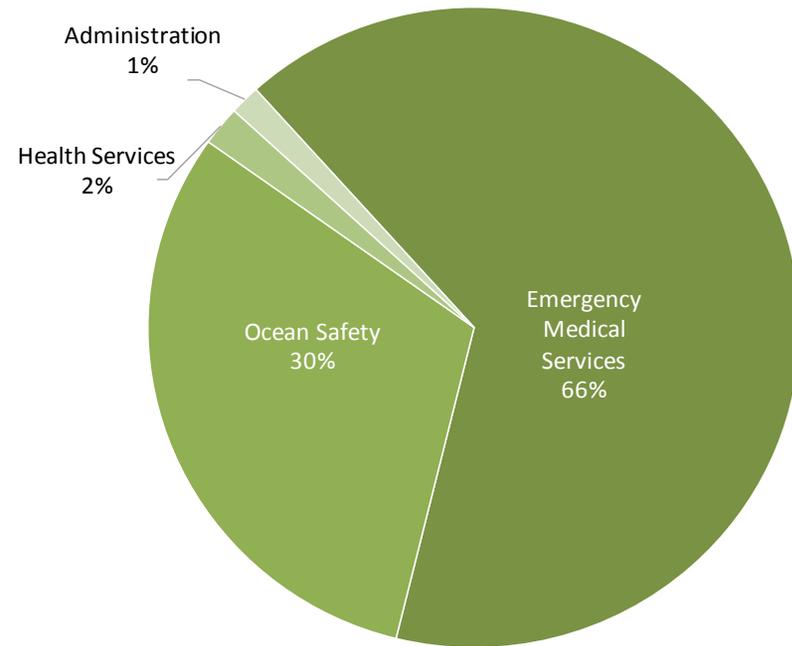
Mission Statement

Spending and Staffing

Fund Sources¹



Fund Uses¹



	Operating Expenditures (\$ millions)	Revenue (\$ millions)	Staffing			Overtime Expenditures ³	
			Authorized FTE	Vacant FTE	Cost Per FTE ²	Total (\$ millions)	Non-Holiday (\$ millions)
FY 2015	\$37.23	\$34.46	476.2	50.0	\$78,180	\$5.78	\$4.45
FY 2016	\$38.26	\$35.58	490.2	41.0	\$78,042	\$5.25	\$3.88
FY 2017	\$43.85	\$39.66	486.2	48.5	\$90,185	\$5.85	\$4.18
FY 2018	\$45.31	\$38.67	497.2	47.0	\$91,139	\$6.10	\$4.42
FY 2019	\$48.38	\$42.01	505.2	52.0	\$95,758	\$7.24	\$5.40
Change from last year	7%	9%	2%	11%	5%	19%	22%
Change over last 5 years	30%	22%	6%	4%	22%	25%	21%

Source: Department of Budget and Fiscal Services. ¹Percentages do not total 100% due to rounding. ²Cost Per FTE = Total Operating Expenditures/Total Authorized FTE. ³Overtime pay is established by bargaining unit agreement, as applicable.

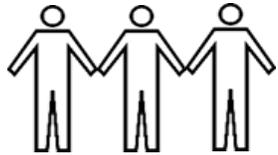
Spending and Staffing



Operating Expenditures

\$48.38 M ▲ 7%

The department's operating expenditures increased 7% over the last year due to increases in Ocean Safety and Lifeguard Services operating expenses.



Vacant FTE

52 FTE ▲ 11%

The department's vacant FTE increased 11% over the last year due to the addition of the Salt Lake EMS Unit, which created 12 new positions. The new positions along with typical attrition cycles are responsible for the increase in vacant FTE.

Five Year Trends



- HESD operating expenditures increased 30% from \$37.23 million in FY 2015 from \$48.38 million in FY 2019.



- HESD revenues totaled \$42.01 million in FY 2019, which was a 22% increase from \$34.46 million in FY 2015.

FY 2019 ACCOMPLISHMENTS

- Honolulu EMS Salt Lake unit began operations January 1, 2019
- Honolulu EMS purchased and received nine new ambulances and, to date, 43% of the frontline ambulances replaced
- Honolulu Ocean Safety's pilot project to extend hours was fully implemented at Hanauma Bay
- Reorganization of Honolulu Ocean Safety was implemented
- Act 140 was signed by Governor David Ige to enhance the EMS system and improve payment collection

CHALLENGES MOVING FORWARD — FY 2020

- *The ability to provide EMS as call volumes increase*
- *Counteracting the use of social media by visitors who are directed to remote beach, shoreline, and off shore island locations*

Emergency Medical Services

The state Department of Health contracts with the city to provide emergency medical services on O`ahu. All 21 EMS paramedic units are Advanced Life Support ambulances with two crew members, including at least one paramedic. The EMS Division has five support elements: Communications, Specialty Services, Equipment, Supplies and Vehicle Maintenance.

Emergency Medical Services operating expenditures increased 6% in FY 2019 from \$29.85 million in FY 2018 to \$31.69 million, and a 21% increase from \$26.27 million in FY 2015.

Total 911 calls for ambulance service decreased to 123,253 in FY 2019, which is a 4% decrease from 127,911 in FY 2018, and a 53% increase over the last five years.

The 2019 National Community Survey asked residents to rate ambulance or emergency medical services in Honolulu. A total of 80% rated services as *excellent or good*. This rating is similar to percentages reported nationwide and among communities with populations over 300,000.

Paramedic Units



Source: Honolulu Emergency Services Department

	Operating Expenditures (\$ millions)	Total 911 Calls for Ambulance Service	Total EMS Transports	Total Ambulances in Service	Average EMS Transports Per Ambulance	Ambulance Response Time Met (Percentile) ¹	Community Survey (% Excellent or Good)
FY 2015	\$26.27	80,696	49,904	20	2,495	80%	77%
FY 2016	\$26.58	106,042	54,539	20	2,727	80%	81%
FY 2017	\$29.26	114,138	56,119	20	2,806	78%	80%
FY 2018	\$29.85	127,911	58,607	20	2,930	82%	88%
FY 2019	\$31.69	123,253	53,599	21	2,552	N/A ²	80%
Change from last year	6%	-4%	-9%	5%	-13%	--	-8%
Change over last 5 years	21%	53%	7%	5%	2%	--	3%

Source: Honolulu Emergency Services Department, Department of Budget and Fiscal Services, and 2019 National Community Survey. ¹State Department of Health Ambulance Response Times: Urban (10 minutes); Urban/Rural (15 minutes); and Rural (20 minutes). ²FY 2019 statistic unavailable.

Ocean Safety and Lifeguard Services operates a comprehensive program along the 198 miles of O`ahu’s coastline. Lifesaving services performed by city lifeguards include ocean rescues, emergency medical treatment, mobile patrol and response, and educational/prevention strategies directed toward 24 million beachgoers on O`ahu every year.

Ocean Safety and Lifeguard Services expenditures have steadily increased 53% from \$9.77 million in FY 2015 to \$14.99 million in FY 2019. The department attributes the increase to implementing rescue craft mobile response programs at three additional locations (Leeward, Windward, South Shore) since 2015, as well as salary increases. The department also attributes the rise in operating expenditures to a 20% increase in collective bargaining agreement expenses by the creation of Bargaining Unit 14.

In FY 2019 there was a 36% decrease in ocean rescues from 3,375 in FY 2018 to 2,148. The department attributes this to overall decreased beach attendance at the 41 locations where tower lifeguard service is provided. The 6% drop in beach attendance and correlated 5% drop in public contacts means that there were fewer opportunities to provide services at these locations. Attendance figures are not available at the 140 beach serviced by mobile operations, however, increasing visitor arrivals would indicate that attendance at these locations is increasing.

Shoreline Erosion



Source: Honolulu Emergency Services Department

	Operating Expenditures (\$ millions)	Ocean Rescues	Preventive Actions ¹	Public Contacts ² (million)	First Aid - Major ³	Beach Users (millions)
FY 2015	\$9.77	2,752	898,528	1.39	1,218	17.34
FY 2016	\$10.38	3,375	963,881	1.49	1,424	20.97
FY 2017	\$12.98	3,340	1,029,923	1.53	1,318	23.86
FY 2018	\$13.99	3,375	1,081,928	1.55	1,357	23.97
CY 2019 ⁴	\$14.99	2,148	1,000,415	1.48	1,020	22.56
Change from last year	7%	-36%	-8%	-5%	-25%	-6%
Change over last 5 years	53%	-22%	11%	7%	-16%	30%

Source: Honolulu Emergency Services Department and Department of Budget and Fiscal Services. ¹Preventive Action means any action taken to prevent an accident or serious injury from happening. ²Public Contact means any verbal interaction with a member of the public. ³Major First Aid means any injury requiring ambulance (EMS) assistance. ⁴Ocean safety data provided by the department is by calendar year for 2019.

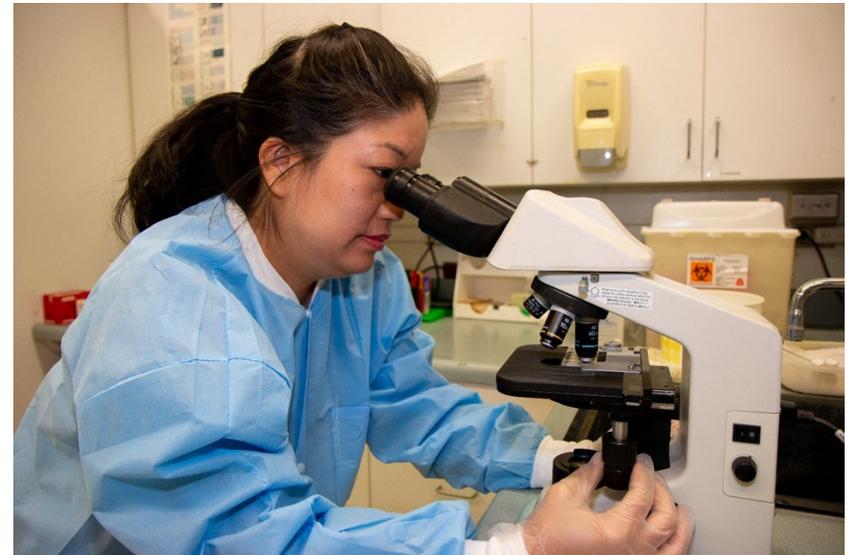
Health Services

Health Services (HS) performs pre-employment screening and physical examinations for prospective city employees. HS staff administers vaccinations to city employees and tests for a variety of diseases; provides answers to physical and mental health concerns; and provides counseling to assist employees having difficulty attaining medical clearance.

Health Services' operating expenditures increased 18% from \$814,585 in FY 2018 to \$964,509 in FY 2019. The department performed 879 State Department of Transportation (DOT) physicals per medical examiner in FY 2019.

Medical review officer random testing assessments totaled 2,681 in FY 2019, which was a decrease from 3,516 in FY 2018. DOT Physicals and Department of Parks and Recreation's Summer Fun Program Drug Screens both had an 8% decrease during the same time period from FY 2018 to FY 2019.

Medical Examiners



Source: Honolulu Emergency Services Department

	Total						
	Operating Expenditures	Pre-employment and Annual Medical Evaluations ¹	DOT Physicals	Medical Examiners	DOT Physicals Performed per Medical Examiner ²	MRO ³ Random Testing Assessments	DPR's Summer Fun Program Urine Drug Screens ³
FY 2015	\$645,184	2,390	819	1	819	3,908	1,079
FY 2016	\$711,790	2,663	864	1	864	4,262	1,093
FY 2017	\$978,988	2,677	962	1	962	3,469	1,056
FY 2018	\$814,585	2,562	960	1.5	960	3,516	1,048
FY 2019	\$964,509	3,027	879	1.5	879	2,681	965
Change from last year	18%	18%	-8%	0%	-8%	-24%	-8%
Change over last 5 years	49%	27%	7%	50%	7%	-31%	-11%

Source: Honolulu Emergency Services Department and Department of Budget and Fiscal Services. ¹HS administers a drug screening program for new hires and random testing for selected employees. ²Number of DOT Physicals/Number of Medical Examiners. ³Medical Review Officer (MRO) provides pre-employment testing; random drug testing for the Honolulu Police Department and the Honolulu Fire Department, and urine drug screening for Department of Parks and Recreation's Summer Fun Program candidates.