



SAN ANTONIO FIRE DEPARTMENT

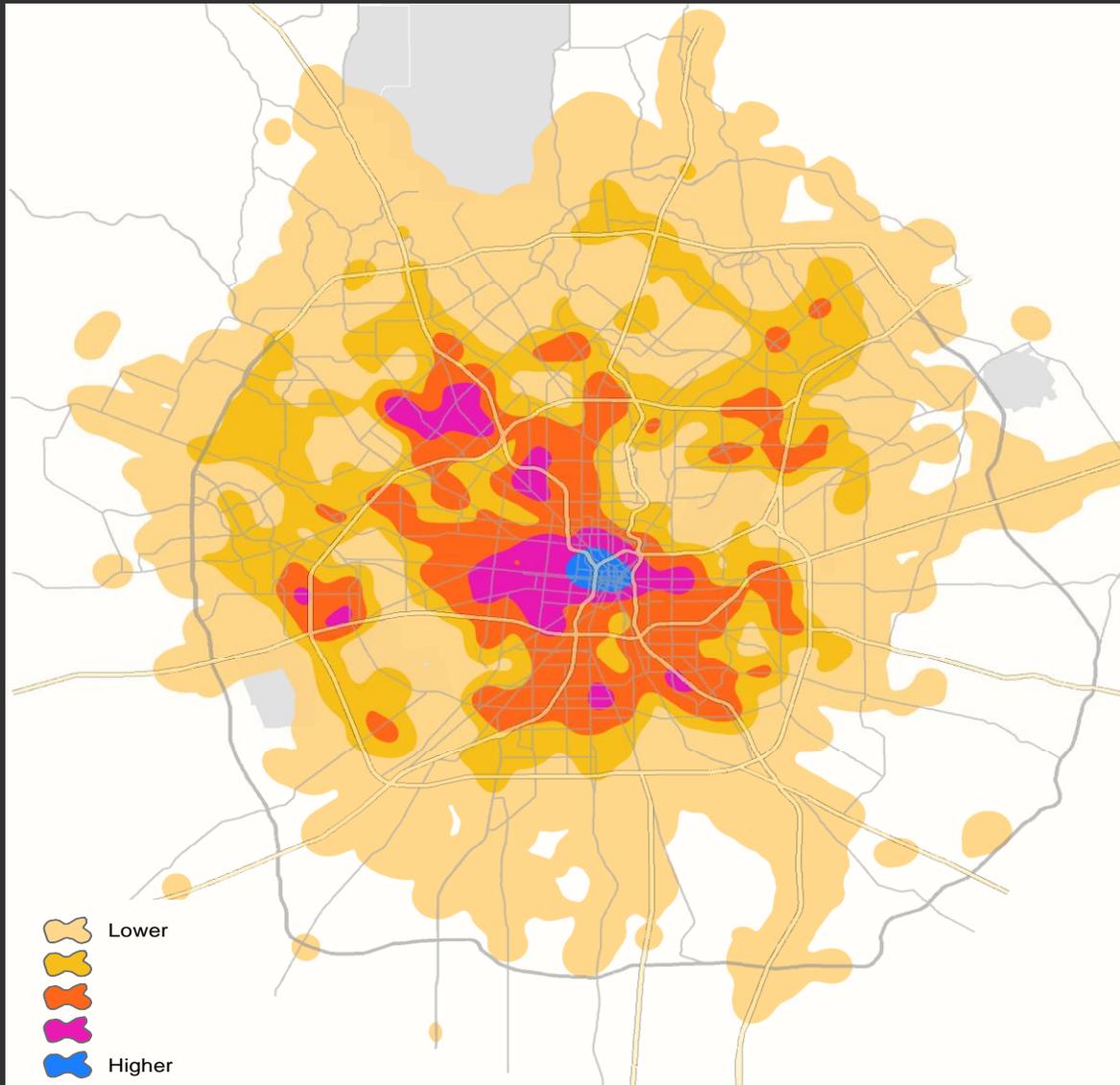
GoodSAM Application and Clinical Dispatcher Program

Presented by Charles Hood, Fire Chief



City Council
December 10, 2020

SAFD TOTAL INCIDENT HEAT MAP



FY 2020 Number of Incidents

Non-Medical	40,767	20%
Medical	166,677	80%
Total Incidents	207,444	



GoodSAM

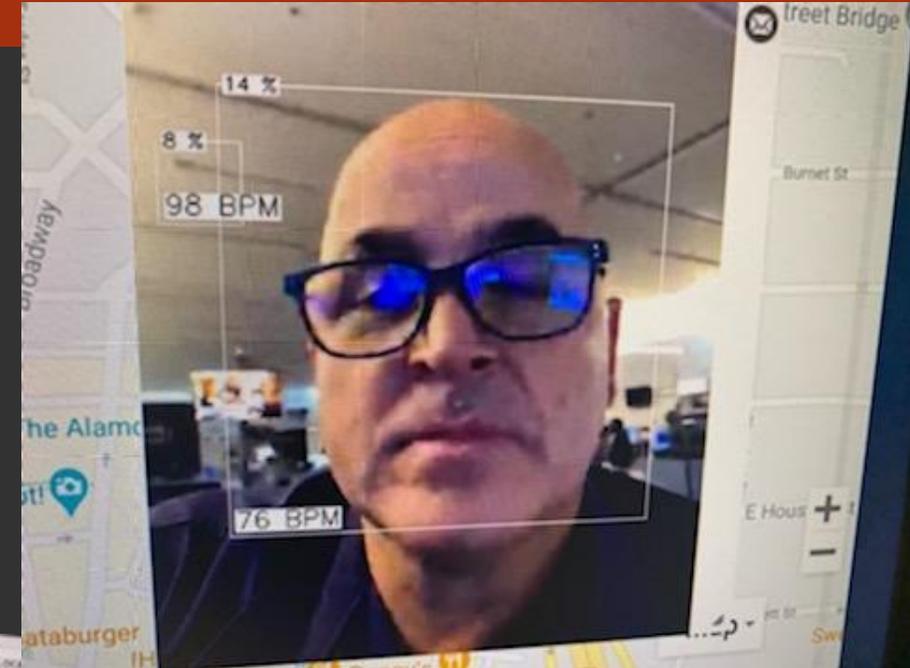


- Application Developed and widely used in the United Kingdom:
 - Allows dispatchers to activate the camera on a callers cell phone with permission
 - Artificial Intelligence reads the pulse rate of the caller.
 - Can be used on any phone without downloading an application
 - 1 way or 2 way video services available



CLINICAL DISPATCHER PROGRAM

- Pilot Program initiated in October 2020.
- Specially trained dispatchers are assigned low acuity 911 calls to determine if SAFD resources are needed.
- GoodSAM application utilized to perform video conferencing consultation.
- Virtual Taxi Voucher program also initiated.

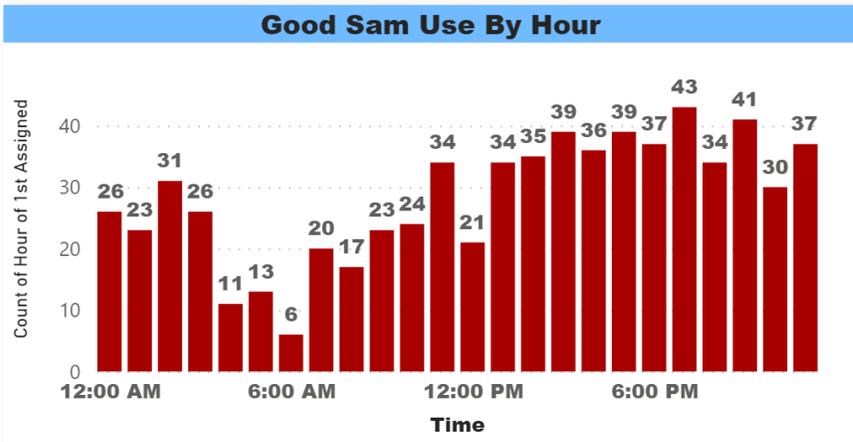
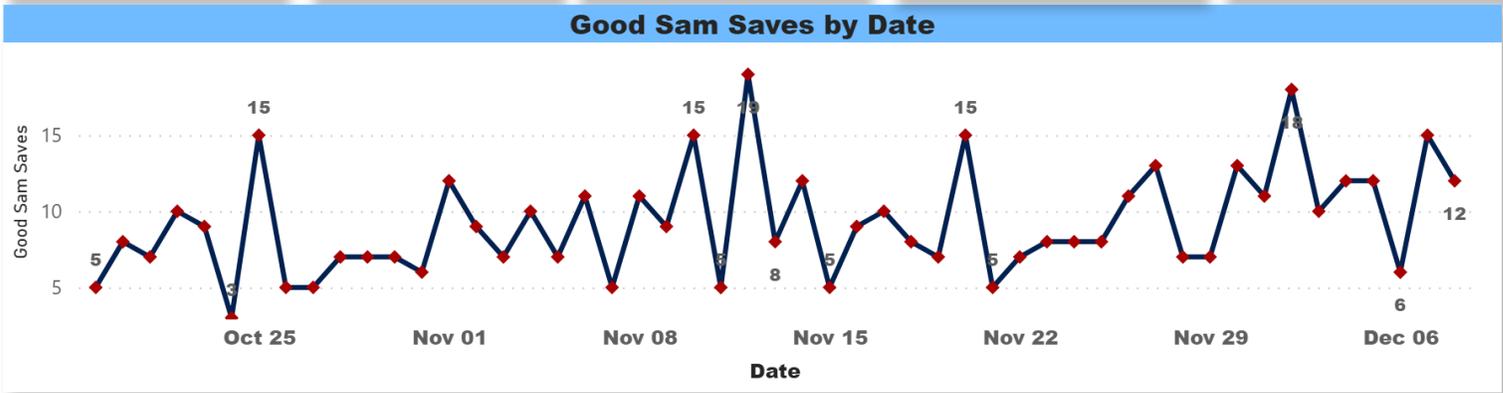


CLINICAL DISPATCHER PROGRAM



SAFD Good Sam Utilization 10/19/2020 to Present

Good Sam Used 704	Good Sam Saves 471	Good Sam Escalated to send Fire/EMS 233	Average Good Sam Call Time 00:14:38	Good Sam Dispatcher Unavailable 162
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Outcome of Saves	Incident Ct.
V-Taxi Voucher	88
No Resource Assigned^	383
Total	471

Date

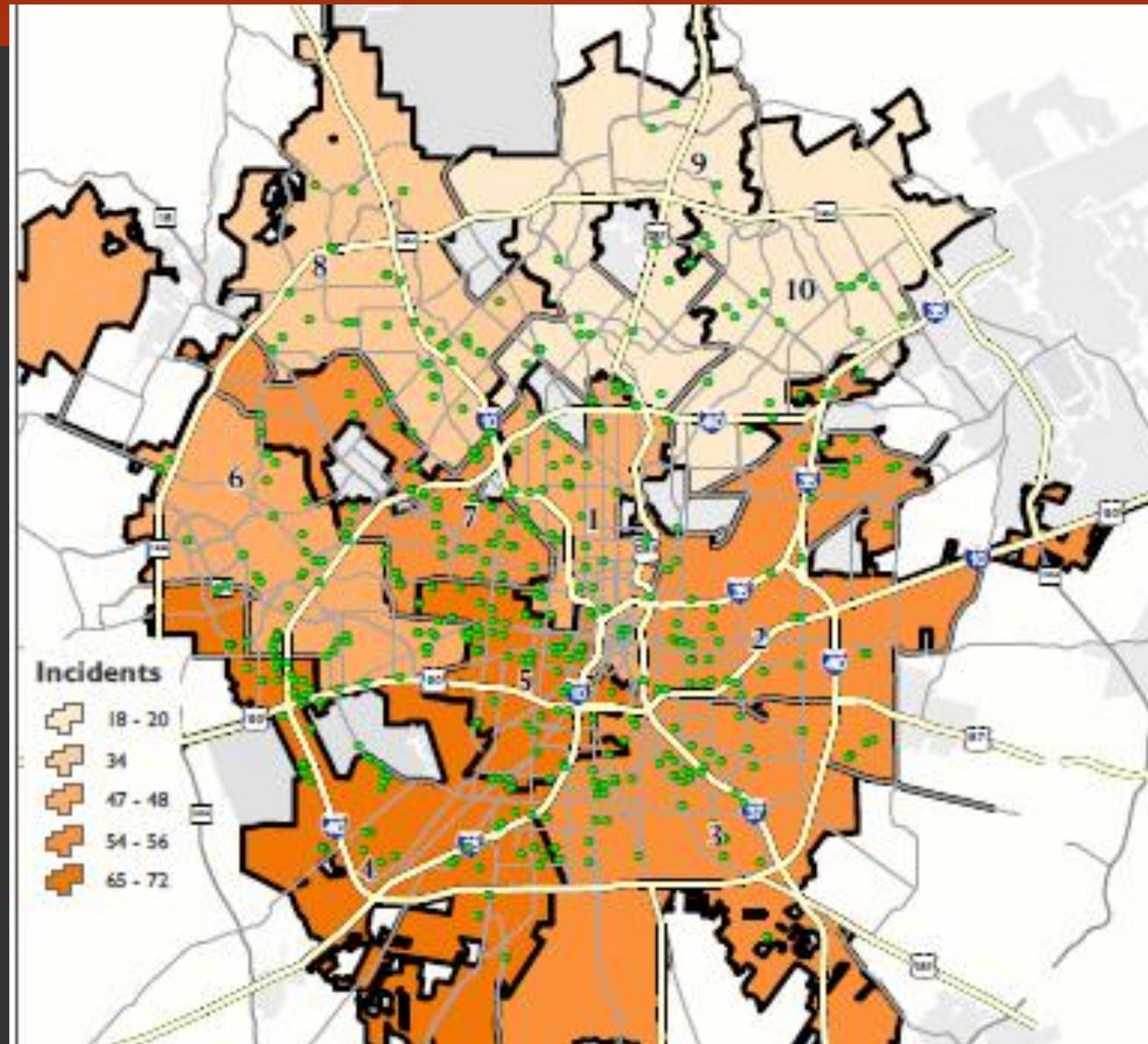
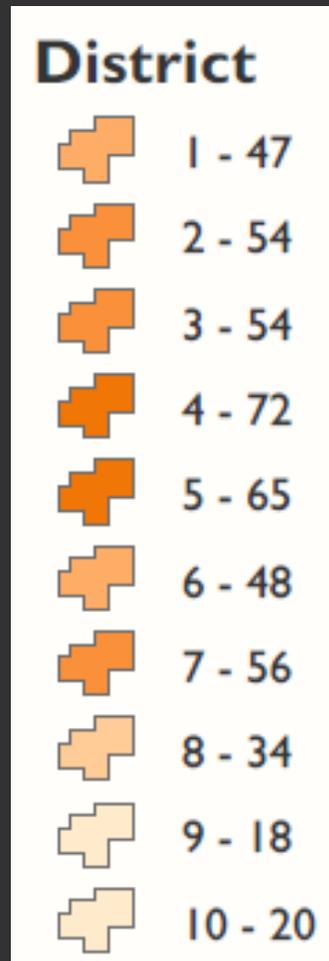
All

- In the First 7 Weeks:
 - No FD resources are dispatched approx. 66% of the time
 - Saving an average 9 Fire/EMS incidents per day.

Full Time SAFD EMS units average 4,100 responses per year.

SAFD Fire Units respond to 81% of all medical incidents

COUNCIL DISTRICT IMPACT





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