

# 2017 Annual Report



James B. Owens  
Director  
January 30, 2018

## OVERVIEW

It is with great pleasure that I present to you the Prince George County Fire & EMS Annual Report for 2017.

The Department continues forward progress with many initiatives that have enhanced the service delivery to Prince George County citizens. The coordinated Fire and EMS system has continued to improve the ability to provide essential services to the public by providing consistent leadership across the County and standardizing many aspects of Fire and EMS. The Prince George Fire and EMS Advisory Board has upheld its moral obligation to protect the interest of the general public, and preserve the continuity of life safety operations. Within this report, you will see an overview of the operations, outlining key components of the organization which are necessary to fulfill our mission. The actions of the Board are intended to ensure timely, professional, Fire/Rescue emergency response in order to serve the needs of the community. The Fire and EMS Advisory Board has adopted many policies and procedures to strengthen the coordinated system. Fire and EMS Administration continues to remind all personnel that the latest versions of the SOP Rules and Regulations, as well as other documents can be found on the Fire and EMS Website.

Our most important resource, our people, continued to be our main focus in 2017. Ensuring that resources were available to meet the needs of the citizens remained a challenge. The economic situations we are facing at the local, state and federal level continue to be the catalyst that force us to change our business practices in order to more efficiently meet the demands placed on public safety. All of these efforts contribute to the mission of the organization in providing quality services and ultimately support the continued focus on the delivery of services. Fire and EMS personnel received numerous awards for going above and beyond the call of duty as well as achievements in years of service. Overall, 2017 was filled with programs and events that focused on our greatest resource – our emergency

responders. Without them, the achievements of the past would be useless. Their commitment to duty and determination will magnify the department's mission for excellence.

Despite the continued movement in a forward progress, the department was met with great challenges.

The death of a few pioneers who paved the way to where the organization is today caused great heartache during this past year. They were honored for the contributions and sacrifices they made to ensure our citizens were protected.



They will be greatly missed, and we are forever in their debt for the dedication they gave to public safety.



Jerry J. Skalsky  
February 20, 1943 - May 24, 2017  
47 years of service



Henry K. Walker  
January 17, 1949 - August 21, 2017  
4 Years of Service



Douglas C. Sprague  
November 2, 1953 - October 24, 2017  
27 Years of Service

John H. Emory  
April 18, 1949 - October 30, 2017  
17 years of Service



Charles D. Story, Jr.  
July 7, 1932 - November 15, 2017  
57 Years of Service



John I. Romaine  
September 4, 1937 - December 28, 2017  
3.5 Years of Service



## Fire and EMS Facilities



**COMING FALL 2018  
PRINCE GEORGE FIRE AND EMS  
STATION 7**

The County Board of Supervisors agreed to fully fund a complete Fire and EMS station to be located at Moody Road and James River Drive. The additional station will reduce the response times in the service area as well as lower the Public



Protection Classification issued by the Insurance Services Organization. The current PPC rating for the area is a class 10 - meaning no fire protection by ISO. The additional station will reduce the PPC to a 5Y which is the same rating enjoyed by other residents

currently within five road miles of a station. The

new 10,800 sq. ft. facility will contain three (3) drive through bays, living quarters for volunteer and career personnel, a training area, and a cancer risk reduction/detoxification room to rid firefighters of the harmful elements of a fire that have been linked to high rates of cancer in the fire service. The

county conducted the ceremonial groundbreaking event for Station 7 in October, and the facility is scheduled to be completed in the fall of 2018.



Fire And EMS continues working on a state of the art training facility capable of allowing our emergency response personnel to conduct live fire training scenarios that will reinforce their knowledge, skills, and abilities. The 4,800 square foot facility will have three separate levels to conduct live fire scenarios, as well as a five (5)

story tower for aerial operations, rope rescue and other rescue operations. The facility will be located on Wells Station Road near County Drive. The project is expected to be completed by the end of 2018.

## Operations

The Prince George Fire and EMS Advisory Board implemented several policies and procedures to strengthen the organization. The process of rolling out new ideas, policies, and programs continues to add value to the time invested and ensures everyone has been provided an opportunity for involvement with the direction that the department is headed.



Strategic planning remains a high priority as the County advances. Continued funding for capital projects has been the Director's focus to help enhance the fire and EMS service delivery.

The department experienced many difficult calls for service. Lengthy responses to EMS calls, house fires, complicated vehicle extrications, and tragic incidents continued to linger over the response system as personnel worked diligently to provide the best level of service possible. The organization continues to focus on the importance of constant reevaluation in order to adequately meet the needs of the public. Prince George Fire and EMS remains committed to assisting the volunteer fire companies with adequate personnel on fire incidents through the department's cross



staffing program. The cross staffing program allows us to utilize cross trained Firefighter/Medics in any capacity within the incident command system to safely meet the needs of the incident. In conjunction with the cross staffing process, the County applied for and was awarded a SAFER Grant to hire additional personnel to help increase the overall number of personnel on emergency incidents. The SAFER-funded Grant personnel will continue to assist on incidents when staffing is inadequate from our current consortium of

responders. The SAFER programs assist the locality tremendously by providing additional trained, qualified personnel on emergency incidents. In addition, the County received a second SAFER Grant for recruitment, retention, and training of volunteer





Fire and EMS personnel. The goal of both SAFER Grants is to assist the County in meeting the NFPA 1720 Standards for Fire Response adopted by the PGFEMS Advisory Board in 2016.

In 2017, the response times for the first arriving fire apparatus to arrive on the scene of a fire increased by two (2) minutes compared to last 2016 data. The goal over the next year is to implement performance measures and standards that reduce the response times and ensure 10 firefighters are on the scene of structure fires and accidents with entrapments within 10 minutes in the suburban service area and 6 firefighters within 14 minutes in the rural areas.

The County continues to implement initiatives to reduce the public protection classification program with the Insurance Services Organization. The County's current ISO rating is a

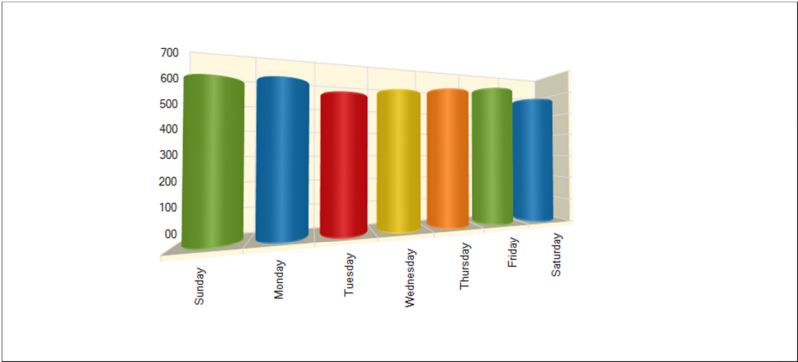


5/5Y. Continuous steps are being made to improve the delivery of services to our community which will result in further reducing the County's ISO rating.

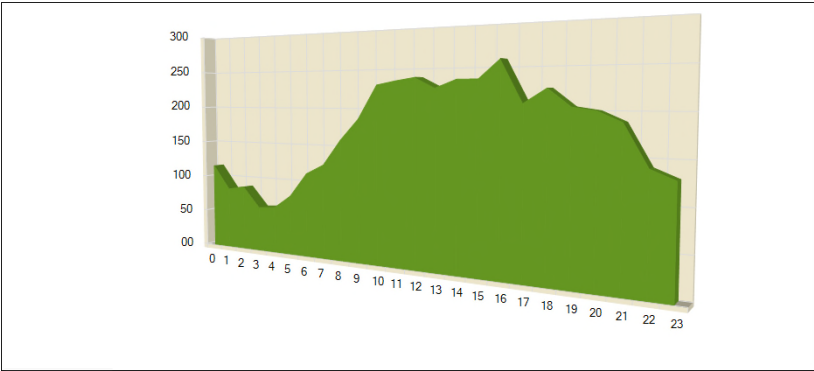
The Computer Aided Dispatch system was reviewed based on new response districts, nature codes, and response plans. Fire and EMS nature codes were modified at the request of the advisory board to help ensure adequate resources were on the initial alarms while ensuring that an excessive activation of our volunteers was eliminated.



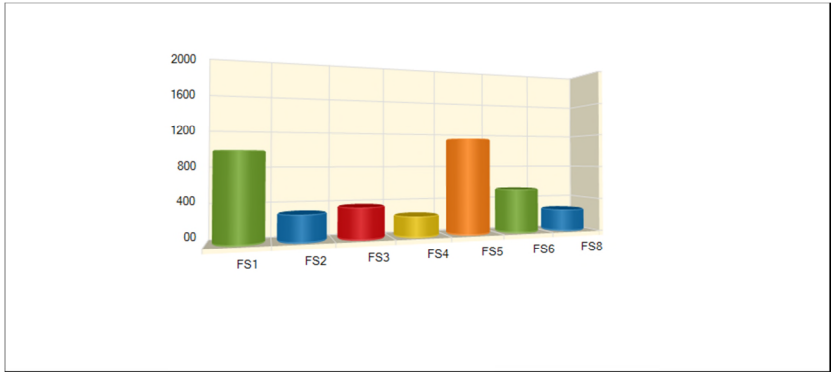
Calls by day of the week



Calls by time of day



Calls by station/district



## EMS Response Times

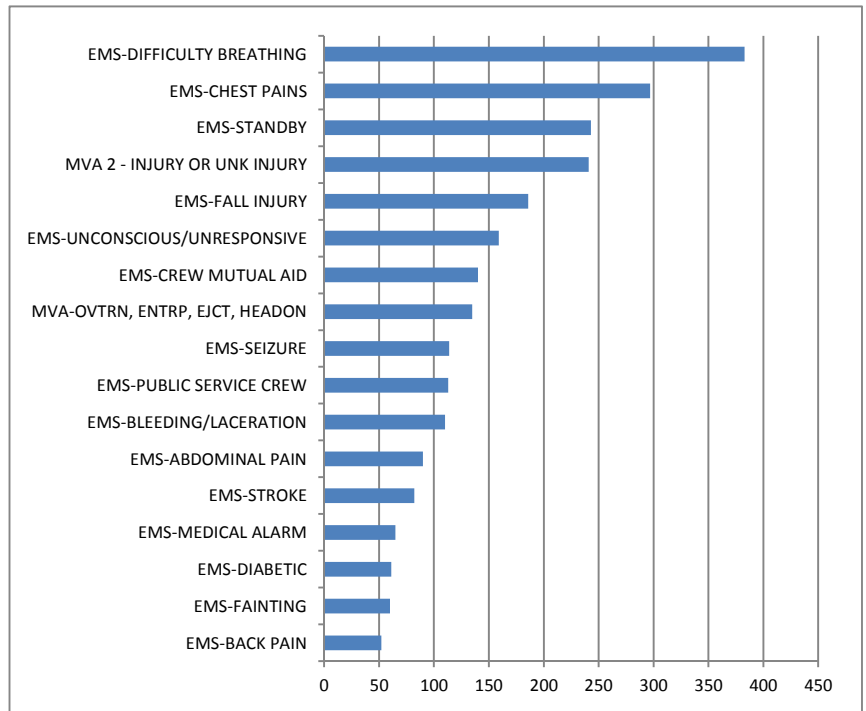
In 2017, Prince George Fire and EMS handled 3433 of 3517 calls for service that required one or more EMS units. This equates to a 15 % increase from 2016. Overall mutual aid into the county for EMS is less than 2.5%. However, surrounding jurisdictions handled 84 of those calls which is a 225% increase from 38 calls handled by mutual aid in 2016. Of the 3433 calls that Prince George County units were able to handle, fractal response times were improved by four minutes 90% of the time.

Additionally, the 84 calls that mutual aid agencies handled took a minimum of 6 minutes to get a unit dispatched and enroute (in their respective jurisdictions) and enroute to the call in Prince George County. This created a response from the time a citizen dialed 911 until medical attention arrived to their door in excess of 30 minutes. As the EMS calls for service continue to increase, it is vital that we provide staffing for an additional EMS Transport Unit to handle the increasing call load.

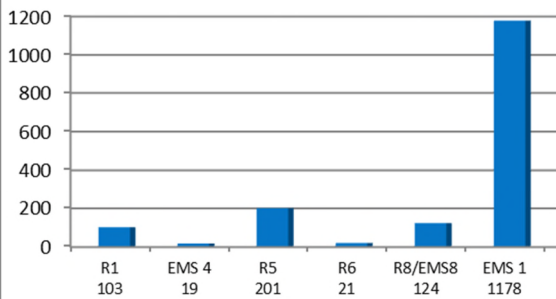
In the fall of 2016 peak-time at Station 8 (Prince George Emergency Crew) has continued to handle most of the EMS calls for service that the Emergency Crew is dispatched to respond. Membership participation in responding ambulances to emergency calls has not improved and contributes to less than 1% of the overall response system. The medic unit placed in service at the Carson Volunteer station, has seen a slow start. Roughly 23 calls for service were handled by the unit. The leadership within Carson continues to push towards a more staffing/duty based system to keep the unit in service answering calls.

Lastly, in December, the department implemented a first response EMS unit to be placed in service 9am to 5pm Monday through Friday at Burrowsville to help combat lengthy response times in the area.

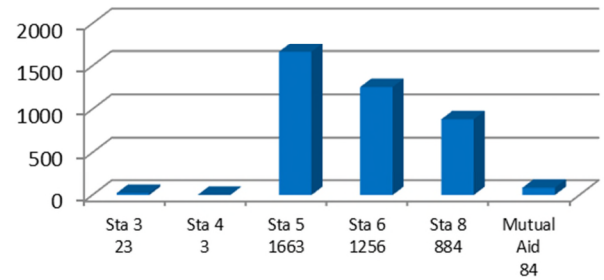
## TOTAL EMS CALLS FOR SERVICE - 3517



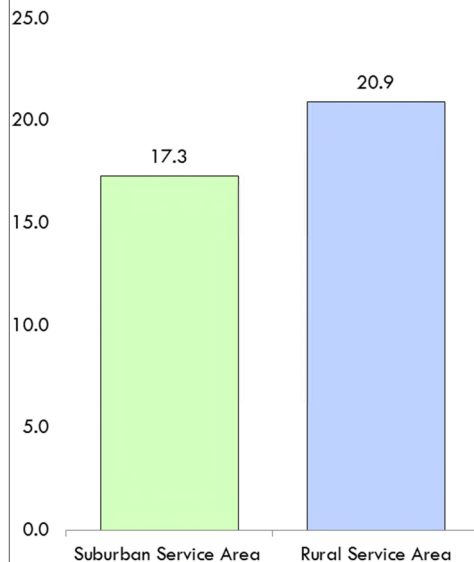
### 1st Responder Unit Responses



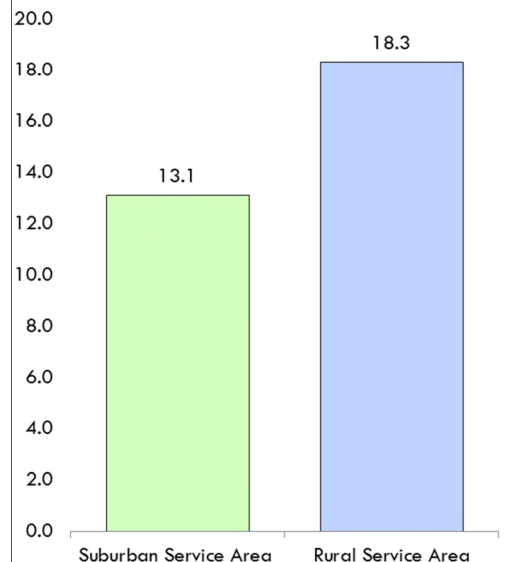
### Ambulance Responses by Station



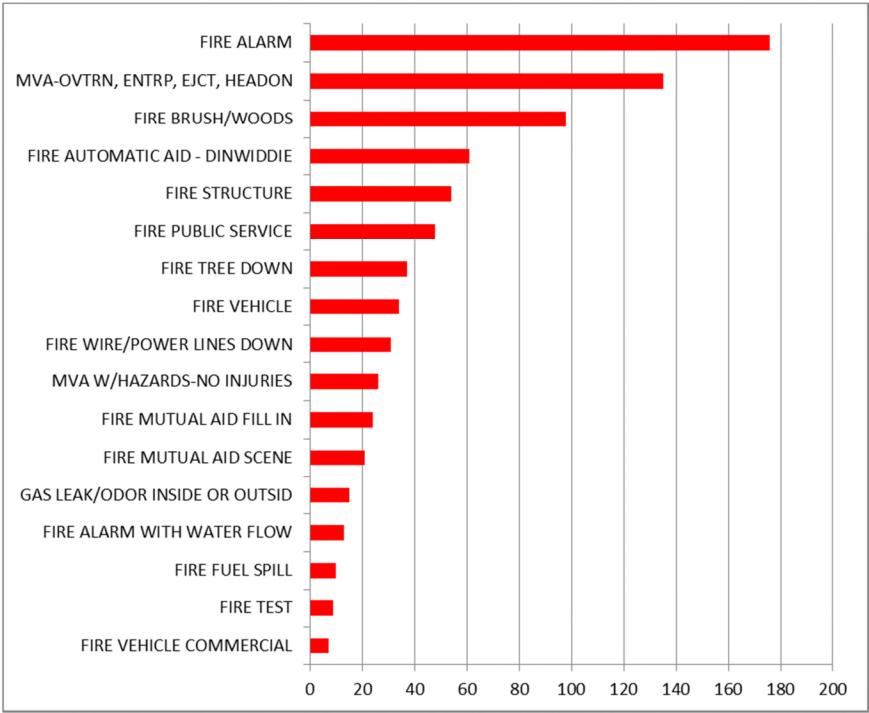
### EMS Fractal Response Times by Service Area January - December 2016



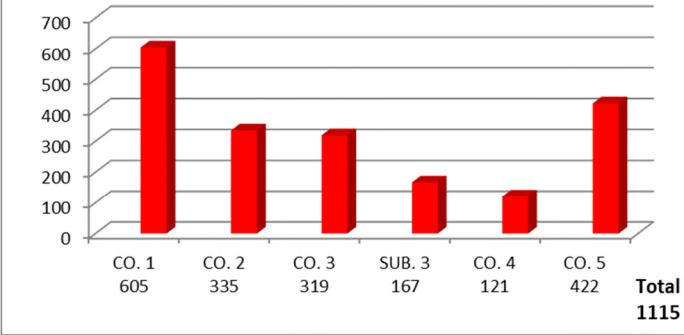
### EMS Fractal Response Times by Service Area January - December 2017



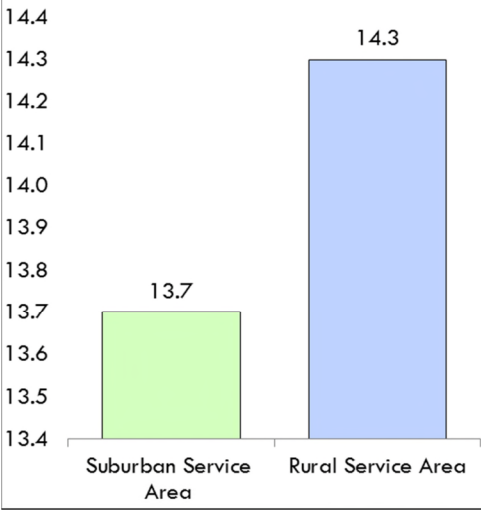
TOTAL FIRE CALLS  
FOR SERVICE - 1115



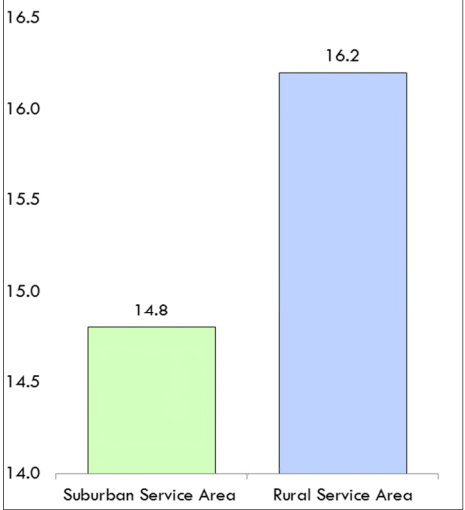
Activiations per Fire Company



Fire Fractal Response Times by Service Area  
January - December 2016



Fire Fractal Response Times by Service Area  
January - December 2017





## Emergency Management



The Emergency Management continued to implement effective ways to meet the citizen's needs during a disaster.

Through grant funding sources, numerous upgrades continue to improve the County's ability to respond to all hazards that the community faces. Enhancements in technology, that allow decision makers to have real time data, and sheltering improvements to house mass quantity of people are just a few to receive improvements that were made in 2017.

The Emergency Management division continues leading several outreach initiatives within the county such as conducting the statewide tornado drill, Survivor Day program and statewide earthquake drill with various departments and agencies in the County. Other disaster preparedness initiatives for 2017 were



winter weather campaigns, severe weather campaigns, and standardized weather bulletins during warning events. The County's Community Emergency Response Team continues moving forward. CERT training continued and over 40 people have been trained in the program.

## Grants

2017 was another successful year for Prince George Fire and EMS in securing grant funding.

SAFER	\$ 1,468,000.00
Aid to Localities	119,434.00
Four for Life-	\$ 34,209.76
LEMPG	\$ 25,231.00
VDEM	71,650.00
<b>Total</b>	<b>\$ \$1,718,524.76</b>

## EMS Revenue Recovery

The EMS Revenue Recovery program continues to be a successful endeavor for the County. Ms. Franchok, Fire and EMS Business Manager, has increased the amount of collections substantially from what the County had been receiving previously. In 2017, \$693,486.97 was collected in EMS transport fees. Ms. Franchok continues to work with Medicare and other insurance agencies to ensure claims are successfully approved. Ms. Franchok continues to work with the EMS leadership and first responders to ensure that the documentation of our patient care records is adequate to process for payments. Fire and EMS continues to search for new ventures in recovering the cost of providing services to the community.



## Community Outreach Initiatives

The department coordinated the second annual Youth Fire and EMS summer camp with 21 participants in June. The participants received CPR and first aid training, fire extinguisher training, disaster preparedness tips, as well as observed vehicle extrications and what a Firefighter/Medic's job involves.



Hands only CPR training program in conjunction with Southside Regional Medical Center and the American Heart Association continued. Over 100 citizens were trained on how to render aid to the public.

Four (4) Pre-Fire Building Plans were conducted by members of the department.

Fire and EMS personnel continued to provide fire extinguisher training programs reaching over 200 people in the community.

Over 50 public education events took place last year including the National Night Out event. Several



thousand adults and children were reached. Fire & EMS personnel contributed numerous hours as they worked to educate the public about fire safety and injury prevention.

## Training

Prince George Fire and EMS coordinated with police special operations members and prompted training at a new EMS level of response. Over 500 training courses were conducted with 1,032 training hours by



personnel. The training conducted was centered on numerous topics including mental health, driver operations, and the ability of a tactical medic to operate within the structure of law enforcement operations. The training included an awareness level of police strategies, priorities, and language; with rapid medical interventions and patient removal.

The 2017 Basic EMS Academy was completed in December. The Academy had 17 students enrolled and 12 will be eligible for state testing in January of 2018.

Prince George Fire and EMS personnel completed the Basic Fire Academy. Additionally, three Leadership classes were conducted to help our officers learn new ways to motivate personnel. The training staff continues to work with the State to get these needed classes for our first responders.

Prince George Fire and EMS is currently working to improve the EMS precept program. Even with the



program being remolded, 10 volunteer and career team members of the Prince George Fire and EMS completed the current precept program.

Fire and EMS continues to offer assistance to the Volunteer fire and EMS companies to provide accurate training reports. Unfortunately, training may be taking place at the company level but the lack of accurate reporting reflects in the annual data that

is presented in this report as well as to ISO. The negative

impacts on the lack of documented training will be realized during the next ISO review.