

# 2018 Fire & EMS Annual Report



James B. Owens  
Director  
January 31, 2019

# PRINCE GEORGE COUNTY FIRE & EMS

## MISSION STATEMENT

To provide quality services through the dedication of our people

### OUR CORE VALUES

***Honor-*** we believe in honesty, fairness, and integrity.

***Respect-*** we will embrace the diversity of others and be courteous.

***Accountability-*** we will hold ourselves and all members of the organization responsible for our actions.

***Integrity-*** we will conduct ourselves in a manner that will not bring discredit to the organization.

***Trust-*** we will earn the trust of each other and to all we serve by fulfilling our obligations.

***Compassion-*** we will be understanding to others feelings, needs, and concerns, and strive to alleviate others distress.

***Quality Customer Service-*** we will do everything in our ability to meet the needs of and accommodate the citizens, patrons, and visitors of Prince George County.

### OUR VISION

To be foremost in public safety by providing first-class fire, rescue, and emergency services to our citizens, as well as to create a resilient community that can recover from all disasters. We will maintain a “customer first” service model to our internal and external customers while representing, supporting, and maintaining our image to the community with pride and honor.

# PRINCE GEORGE COUNTY FIRE & EMS

## DIRECTOR'S REPORT



It is with great pleasure that I present to you the Prince George County Fire & EMS Annual Report for 2018.

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. Since 2014, when the coordinated Fire and EMS system went into effect, the department has reduced the County's ISO rating which equates to reducing out of pocket expenses to homeowners and business owners by lowering their property insurance premiums. Response times to critical calls for service have been reduced while simultaneously adding more trained, qualified Fire and EMS personnel on emergency incidents mainly through grants which have very little up front, out-of-pocket expenses to the citizens. Fire and EMS Station 7 on James River Drive and Moody Road will be completed in the spring/summer of 2019 and will provide quicker services to over 1600 homes in an area that has seen lengthy responses times for years now. There is potential to replace Fire and EMS Station 5 next year which serves the busiest area of our County. Many of the department's processes and much of our equipment has been standardized so that we are deploying resources as consistently as we can when providing services to our citizens. In order to accomplish these things, it has required us to change the way we do business.

The Prince George Fire and EMS Advisory Board continues to be the main source of input and collaborative efforts to protect the interests 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 and EMS responses 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 2018. Ensuring that resources were available to meet the needs of the citizens remained a challenge. The limited availability of responders, volunteer and paid, is a situation every fire and EMS department across the nation is facing. This issue constantly challenges the department to review and modify as necessary our business practices in order to more efficiently meet the demands placed on public safety.

# PRINCE GEORGE COUNTY FIRE & EMS

## DIRECTOR'S REPORT

Our first responders' commitment to duty, determination, and focus on delivery of service magnify the department's mission for excellence. Our Fire & EMS personnel received numerous awards for going above and beyond the call of duty and some attained milestones in years of service.

So as we move forward and continue to improve the services we deliver, it is important to make sure we are meeting modern service demands with a modern Fire and EMS organization. This requires change which is often difficult at times. In order to better facilitate the change needed, the department remains committed to developing new opportunities to continue partnerships with all stakeholders (volunteers, employees, citizens, and businesses) to ensure we are providing the best level of service possible for our citizens.

James B. Owens  
Director Fire & EMS



# PRINCE GEORGE COUNTY FIRE & EMS

## FIRE & EMS FACILITIES

Work continues on Fire and EMS Station 7 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 facility will

be 10,800 square feet with three (3) drive through bays, living quarters for volunteer and career personnel, a training area, and a cancer risk reduction/detoxification room where firefighters can remove the harmful elements of a fire that have been linked to high rates of cancer in the fire service. The county's planning



team continues working with HBA Architectural and Engineering to keep the project on task. Kenbridge Construction is the general contractor and the project is on schedule to be completed in the late spring of 2019.

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 Department was met with several challenges from the Virginia Department of Fire Programs' consulting firm and grant administration program. Despite the challenges, the Fire and EMS Department continues pushing forward for the 4,800 square foot facility with 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 Board of Supervisors has expressed interest in replacing the Jefferson Park Fire and EMS Station (Station 5) due to the current conditions of the building and repair issues that the building has encountered for the past several years. Staff is working with the volunteers to see if the current station model of Station 7 can be modified to meet their needs. The project is still in the conceptual phase and no timelines have been created.

# THE OPERATIONS DIVISION



NEIGHBORS HELPING NEIGHBORS

# PRINCE GEORGE COUNTY FIRE & EMS

## 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 to become involved with the direction that the department is headed.

Strategic planning was conducted and the approved plan is being implemented as we move to the new calendar and fiscal year. Continued funding for capital projects and operating budgets 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 dual function/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 hired additional personnel through the SAFER Grant to help increase the overall number of personnel on emergency incidents. The SAFER Grant personnel will continue to assist on several incidents when staffing is thin from our current consortium of responders. The SAFER programs assist the locality tremendously by providing additional trained, qualified personnel on emergency incidents.

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.

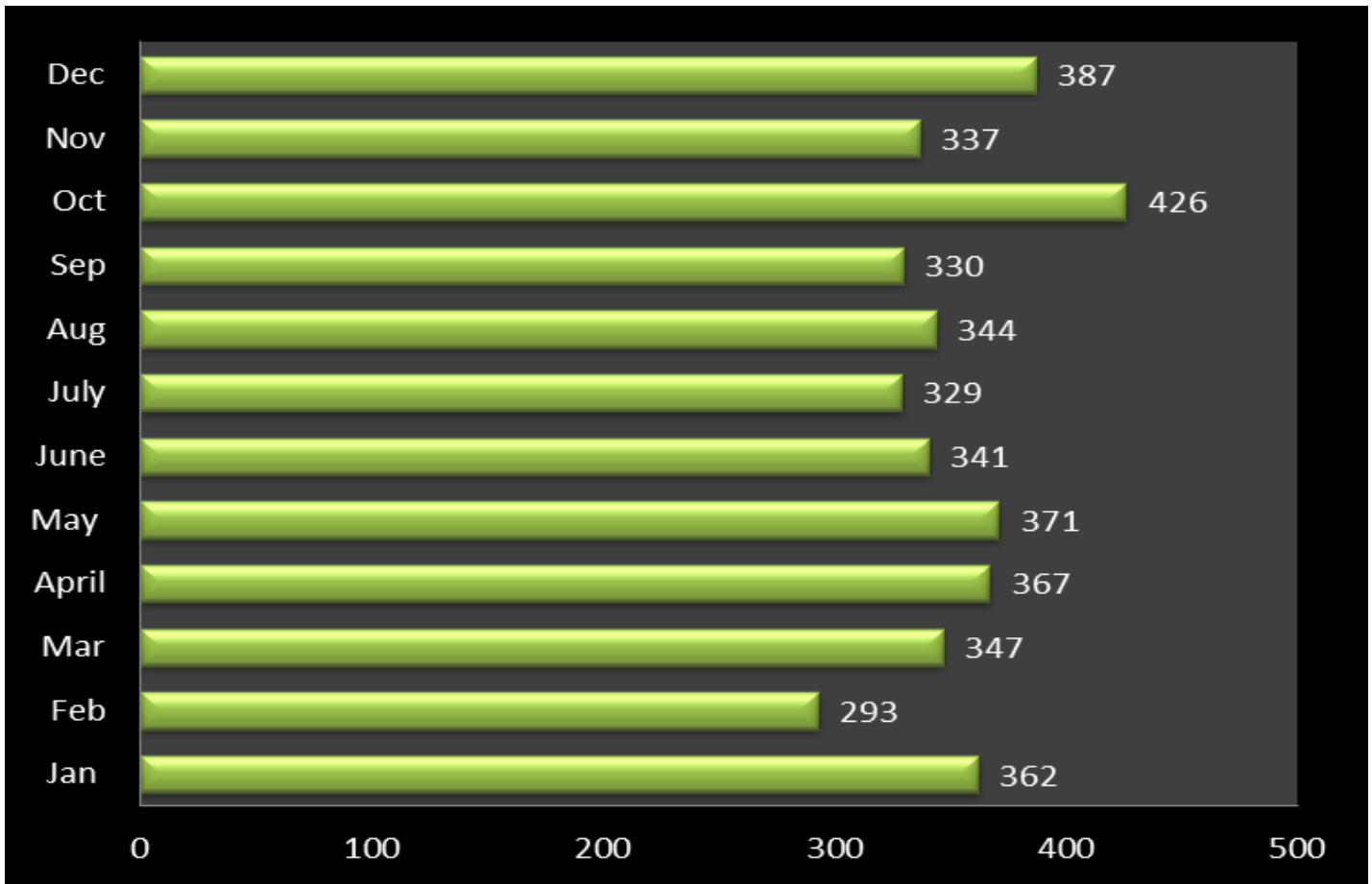
The Computer Aided Dispatch system was reviewed based on new response districts, nature codes, and response plans. Fire and EMS nature codes were modified at the request of the advisory board to help ensure adequate resources were on the initial alarms while ensuring that an excessive activation of our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

# PRINCE GEORGE COUNTY FIRE & EMS

## 2018 OPERATIONS

### ANNUAL RESPONSE PROFILE

#### MONTHLY CALL REPORT



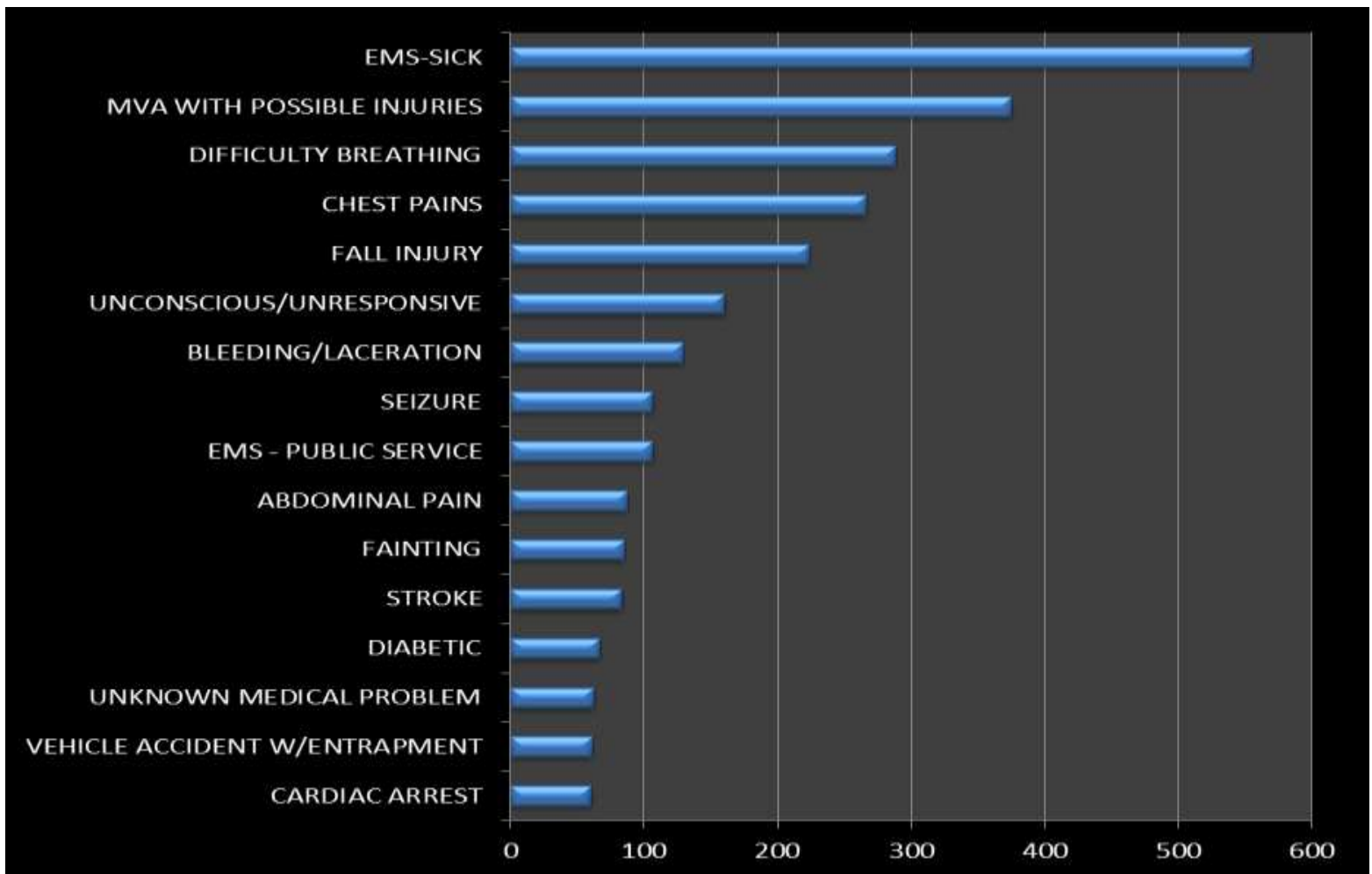
### EMS RESPONSE TIMES

In 2018, Prince George Fire and EMS handled 3322 calls for service that required one or more EMS units which is a slight decrease from 2017. Overall mutual aid into the county for EMS is less than 2%. However, surrounding jurisdictions handled 40 of those calls which is a 50% decrease from 84 calls handled by mutual aid in 2017. Of the 3322 calls that Prince George County units were able to handle, response times improved by two (2) minutes for Priority 1 (critical) EMS calls 90% of the time.

Additionally, the 40 calls that mutual aid agencies handled took a minimum of 6 minutes to get a unit on the street (in their respective jurisdictions) and enroute to the call in Prince George County. This created a response from the time a citizen dials 911 until medical attention arrives 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 Units to handle the call load.

# PRINCE GEORGE COUNTY FIRE & EMS

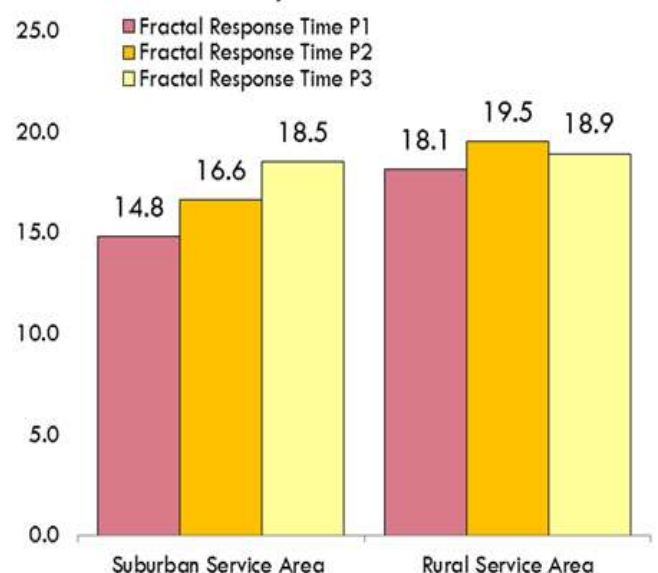
## ANNUAL EMS RESPONSE PROFILE



Average EMS Response Times by Service Area  
January - December 2018



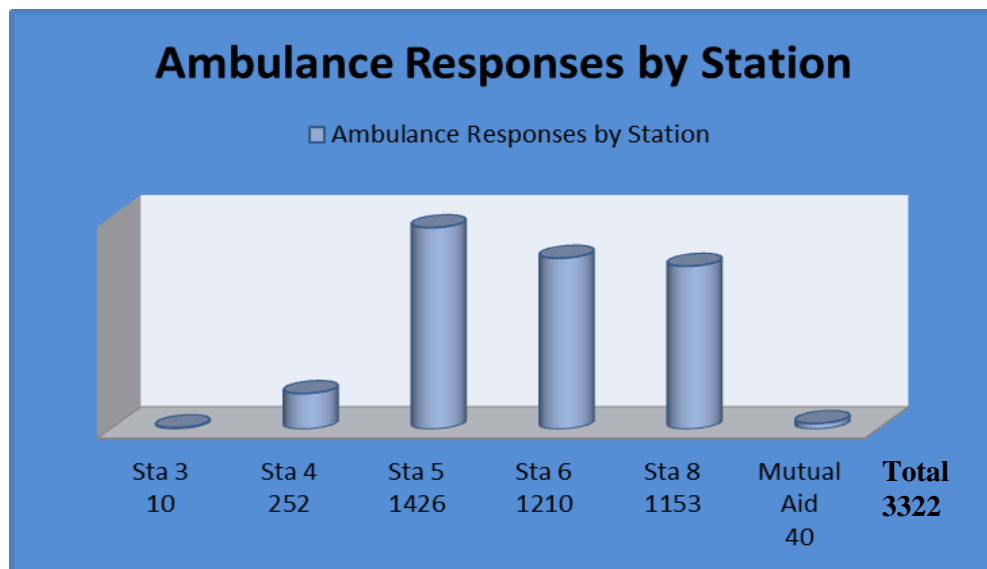
90% Fractal EMS Response Times by Service Area  
January - December 2018



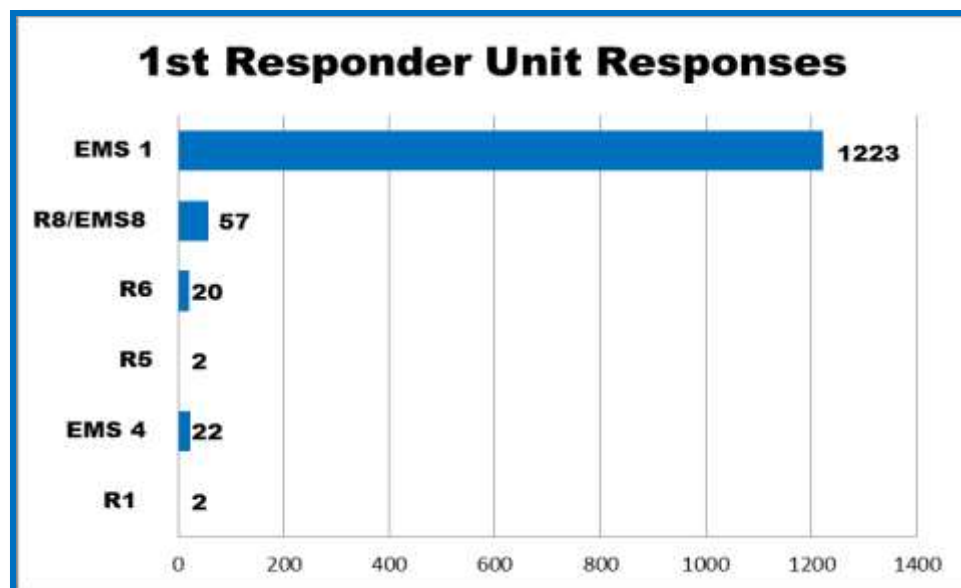
# PRINCE GEORGE COUNTY FIRE & EMS

## 2018 EMS RESPONSE PROFILE

In March of 2018, the department implemented a peak-time ambulance to be placed in service 9am to 9pm each day at the Burrowsville Fire and EMS Station (Station4) to help combat lengthy response times in the area. The Ambulance responded to 252 calls for service last year. The placement of this unit in service has resulted in response times from 24 minutes in the Burrowsville area to around 12 minutes. Additionally, the unit has contributed to an overall reduction in response times by four (4) minutes for Priority 1 (critical) EMS calls in the Rural Service Area of the County. Fire and EMS Administration continues working with the leadership at Burrowsville to improve services in that area.



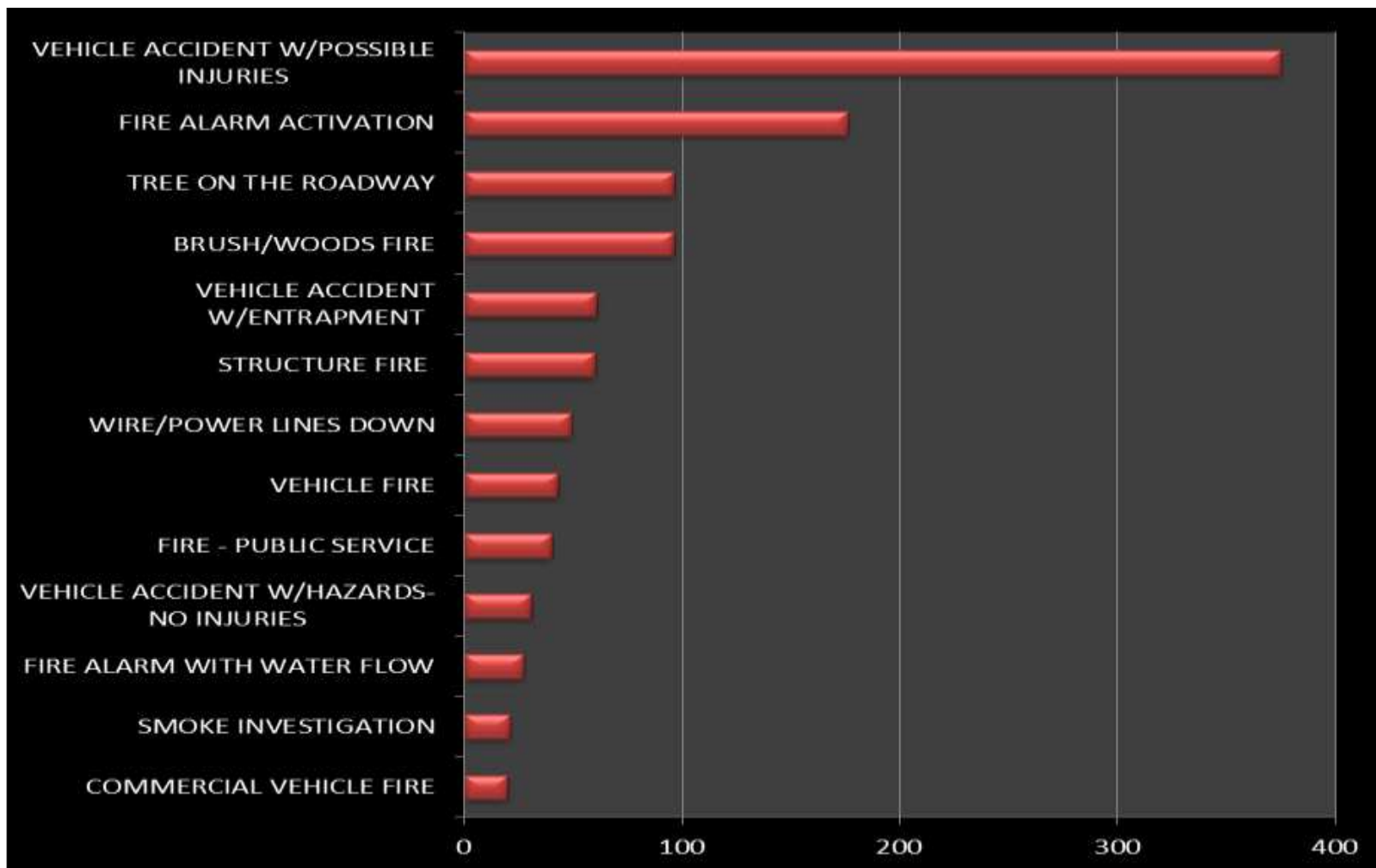
Full time employees at Station 8 (Prince George Emergency Crew) have continued to provide the EMS response from that station when dispatched to respond. The medic unit placed in service at the Carson Volunteer station, has seen a slow start. Roughly 10 calls for service were handled by the unit. The leadership within Carson continues to push towards a more staffing/duty based system to keep the unit in service answering calls.



# PRINCE GEORGE COUNTY FIRE & EMS

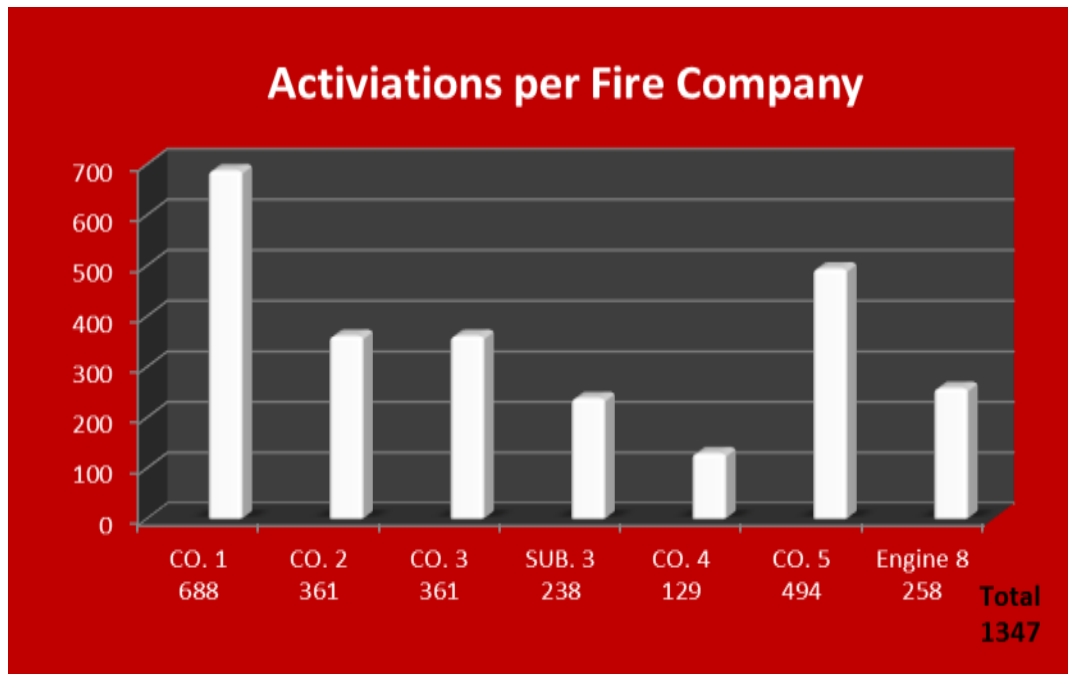
## ANNUAL FIRE RESPONSE PROFILE

In 2018, the response times for the first arriving fire apparatus on the scene of a fire increased by three (3) minutes compared to last year's data. The goal over the next year is 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.

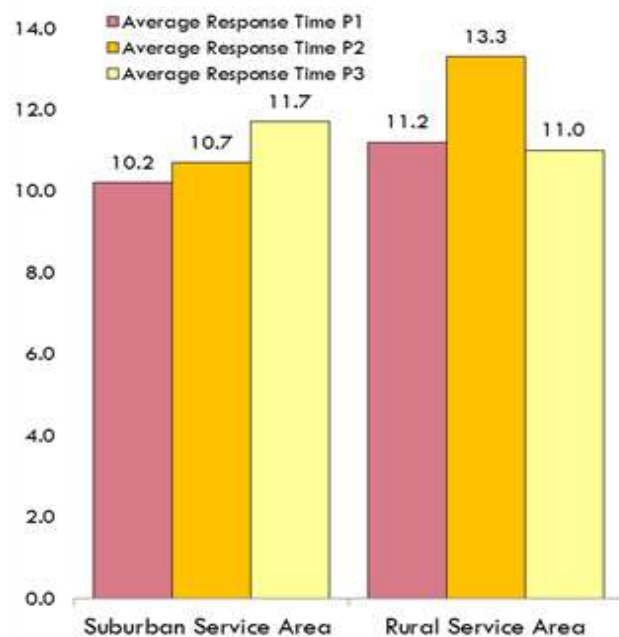


# PRINCE GEORGE COUNTY FIRE & EMS

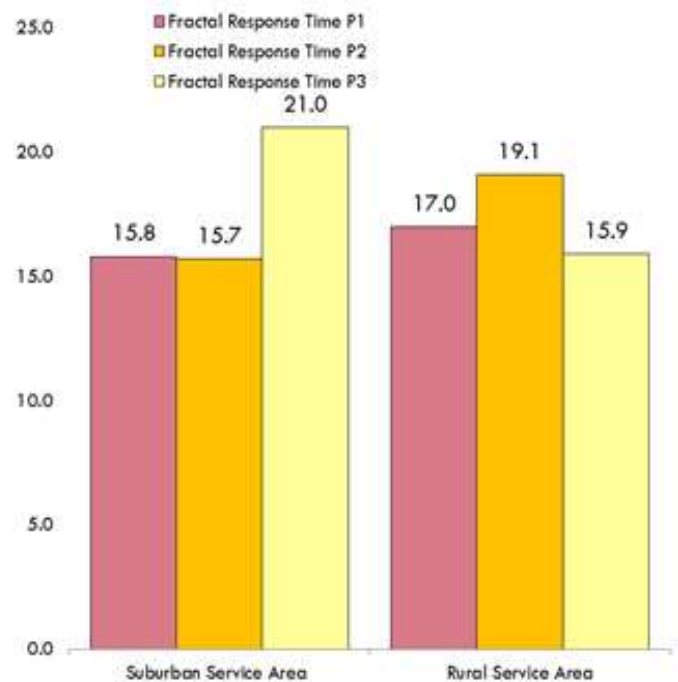
## ANNUAL FIRE RESPONSE PROFILE



Average Response Times by Priority Class and Service Area January - December 2018



90% Fractal Fire Company Response Times by Service Area January - December 2018



# THE TRAINING DIVISION



SAFETY

SKILLS

READINESS

# PRINCE GEORGE COUNTY FIRE & EMS

## 2018 TRAINING

Prince George Fire and EMS coordinated with police special operations members and prompted training at a new EMS level of response. 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 awareness level police strategies, priorities, and language; with rapid medical interventions and patient removal.

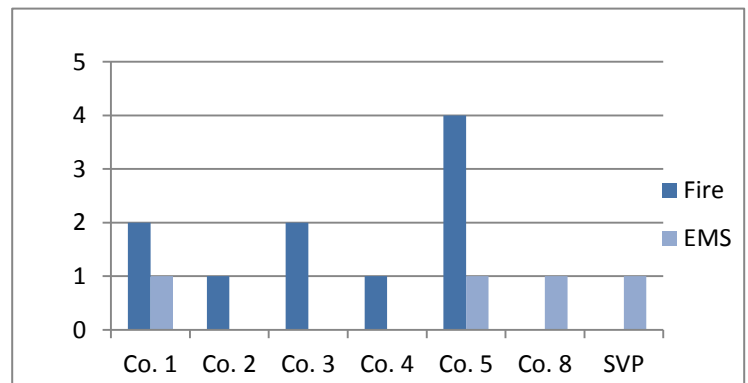


Twenty-seven (27) students were registered for the 2018 Fire Academy. Twenty-one (21) recruits showed up on the first day of class. After injuries, failures and drop outs the Fire academy graduated 10 recruits. The EMS academy had four (4) PGFEMS graduates and two (2) from outside of the system. The current EMS academy has started with 14 students and currently has 11. The current EMS class will graduate in 2019.



Prince  
George

Fire and EMS finished and implemented the newly overhauled EMS precepting program. In 2018, seven (7) volunteer and career team members of the Prince George Fire and EMS completed the 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 felt during the next ISO review.

# PRINCE GEORGE COUNTY FIRE & EMS

## 2018 TRAINING

The training division conducted quarterly in-service fire training and monthly EMS continuing education training. All personnel received advanced training in medical care, fire suppression, and special operations. The division also worked with VCU Life Evac and Crater Criminal Justice Academy to provide specialized EMS training. Other programs to maintain competency in their field, such as Target Solutions was utilized to coordinate and deliver standardized training. We will be utilizing this platform to introducing continuing education opportunities in the coming year.

Additionally, three Leadership classes were conducted to help our officers learn new ways to motivate personnel. The training staff continues working with the state to get these needed classes provided for our first responders.

Classes included but were not limited to:

- Driver operator
- Officer development
- Leadership
- Vehicle extrication
- Air management
- Rapid intervention
- Ventilation and forcible entry
- Enter and search
- Live fire
- EMS



### **Driver Training Program:**

The Training Division began a driver training program in 2018 for all firefighter/medics. It is a complex program that included maintenance, apparatus knowledge, equipment familiarization, emergency and non-emergency driving, and pump operator skill evaluations. The program had two important goals: 1) Determine the readiness of new driver/operators. 2) Ensure department personnel are trained in pump and apparatus operations. The program is ongoing and has been successful thus far.

# PRINCE GEORGE COUNTY FIRE & EMS



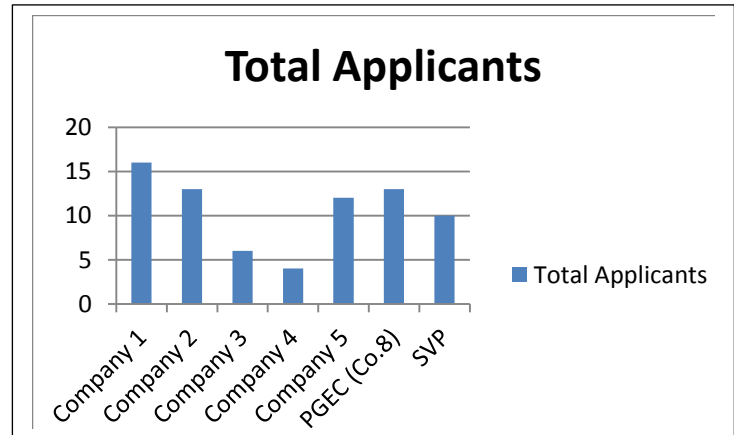
# PRINCE GEORGE COUNTY FIRE & EMS

## 2018 RECRUITMENT & RETENTION

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.

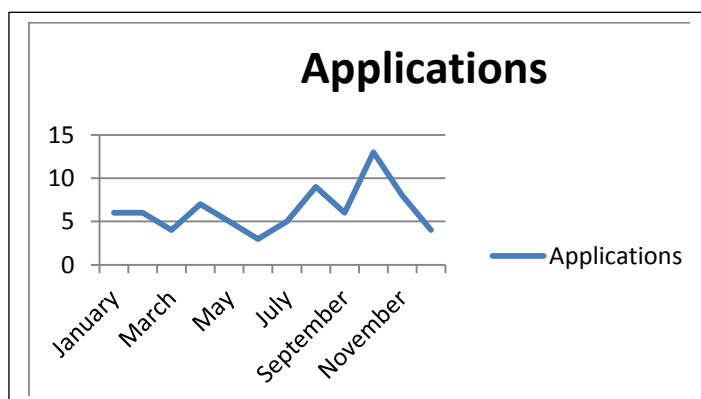
Number of applicants for 2018: 74

- Company 1= 16
- Company 2= 13
- Company 3= 6
- Company 4= 4
- Company 5= 12
- PGEC = 13
- County-wide System Volunteers = 10



Currently 38 of the applicants are affiliated. Those who are not currently affiliated fall into one of the following categories: pending, withdrawn by self, or withdrawn by company. As of the date that this document was prepared, three (3) applications were withdrawn by the company and the rest are in a pending status. Of the 38 affiliated in 2018, none have been terminated; however, one (1) 2017 applicant was terminated by the company for personnel reasons. There were two (2) resignations this year for reasons of job transfer.

The following chart shows the trend of received applications throughout the year. Note that there is a noticeable increase to 13 in October and a noticeable decrease to 3 in June. This data along with the data from each company will help us with targeting recruitment initiatives.



# PRINCE GEORGE COUNTY FIRE & EMS

## 2018 EMERGENCY MANAGEMENT

The Emergency Management team continued to implement effective ways to meet the citizens' 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, allowing decision makers to have real time data, sheltering improvements to house mass quantity of people are just a few to receive improvements.

The Emergency Management division continues leading several outreach initiatives within the county such as conducting the statewide tornado drill, Pillow Case Project, Survivor Day program and statewide earthquake drill with various departments and agencies in the County. Other disaster preparedness initiatives were the 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 with over 40 people trained in the program.



## 2018 REVENUE RECOVERY

The **EMS Revenue Recovery** program continues to be a successful endeavor for the County. Ms. Franchok has increased the amount of collections substantially from what the County had been receiving previously. In 2018, **\$687,168.94** was collected in EMS transport fees. The Revenue Recovery Program manager 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.

**Grants** 2018 determined to be another successful year for Prince George Fire and EMS with securing grant funding.

SAFER GRANT	\$ 462,019.00
Aid to Localities	\$ 119,434.00
Four for Life-	\$ 43,019.97
LEMPG	\$ 25,231.00
Total	\$ 649,703.97

# PRINCE GEORGE COUNTY FIRE & EMS

## 2018 COMMUNITY OUTREACH INITIATIVES

### **PUBLIC SAFETY YOUTH SUMMER CAMP**

The department coordinated the third annual Youth Fire and EMS summer camp with 22 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.



### **PUBLIC EDUCATION OUTREACH TOTALS**

**10,288 people 47 events 115 hours**

**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 500 people in the community.



The department continues to promote a strong mental health program for emergency responders through training programs and outreach initiatives. The foundation of that program hinges heavily around our **Chaplains** led by Chaplain Jason Cashing. The program continues to offer a support network for emergency service personnel to vent the frustrations that linger after major incidents that may include fatalities. Chaplains Kirk and Hess have moved on due to their employment requirements and the department is actively seeking qualified personnel to fill those voids.

# PRINCE GEORGE COUNTY FIRE & EMS

## Educational Programs for the Community



The department continued its educational programs for the community by offering fire and life safety presentation topics such as:

Heartsaver CPR/AED	Blood pressure checks	Fire station tour	Community Emergency Response Team	General home and office fire safety
Healthcare provider CPR/AED	Fire extinguishers training	Preschool fire safety curriculum	Parade participation	Severe weather education
Hands only CPR and AED discussion	Educational and First aid literature booth	Elementary fire safety curriculum	File of Life/Medical ID packets and education	Social Media
Heartsaver CPR/first aid	Falls prevention and fire safety for adults	High School fire service career curriculum	Friendly Firefighters-know not to hide	Santa delivery via fire engine



# PRINCE GEORGE COUNTY FIRE & EMS

## 2018 IN REMBERANCE

As we move forward recognizing those who went above and beyond as well those who continue answering the call, and elevating our organization to new levels, we must pause and remember those who paved the way to where we are today. The death of a few pioneers who helped blaze those trails 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 their dedication service to public safety.

