

# 2019 Fire & EMS Annual Report



James B. Owens  
Director  
January 31, 2020

# 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 2019.

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 was placed in service in June of 2019 and has proven to provide quicker services to over 1600 homes in an area that has seen lengthy responses times for years now. The ceremonial ground breaking took place for Fire and EMS Station 5 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 2019. 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



Fire and EMS Station 7 located at Moody Road and James River Drive is officially protecting the community. The additional station has reduced the response times in the service area as well as lowered the Public Protection Classification issued by the Insurance Services Organization. The previous 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 square foot facility has 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.

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 Jefferson Park Fire and EMS Station (Station 5) ceremonial ground breaking took place. The station is being replaced due to the conditions of the current 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 OPERATIONS DIVISION



NEIGHBORS HELPING NEIGHBORS

# PRINCE GEORGE COUNTY FIRE & EMS

## 2019 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.

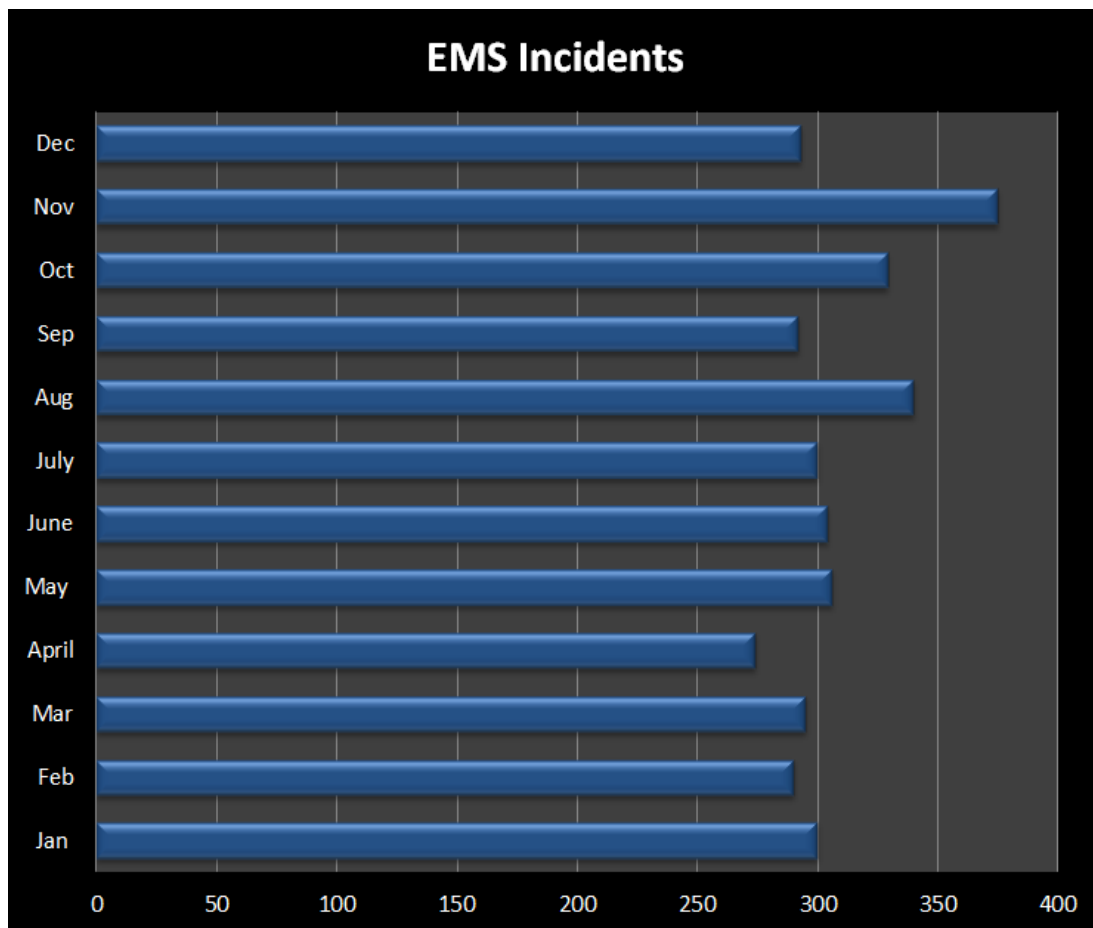
The Computer Aided Dispatch system was reviewed based on new response districts, nature codes, and response plans. Fire and EMS nature codes were modified at the request of the advisory board to help ensure adequate resources were on the initial alarms while ensuring that an excessive activation of our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

A new Workforce Development Initiative was set into motion by the Director. The department's focus will be developing a talent pipeline over the next few years to feed our volunteer system as well as developing a top notch employee base. This initiative was kicked off with the announcement of the department's Explorers program. So far 22 students from the high school have engaged in the program.

# PRINCE GEORGE COUNTY FIRE & EMS

## 2019 OPERATIONS

### ANNUAL RESPONSE PROFILE MONTHLY CALL REPORT



### EMS RESPONSE TIMES

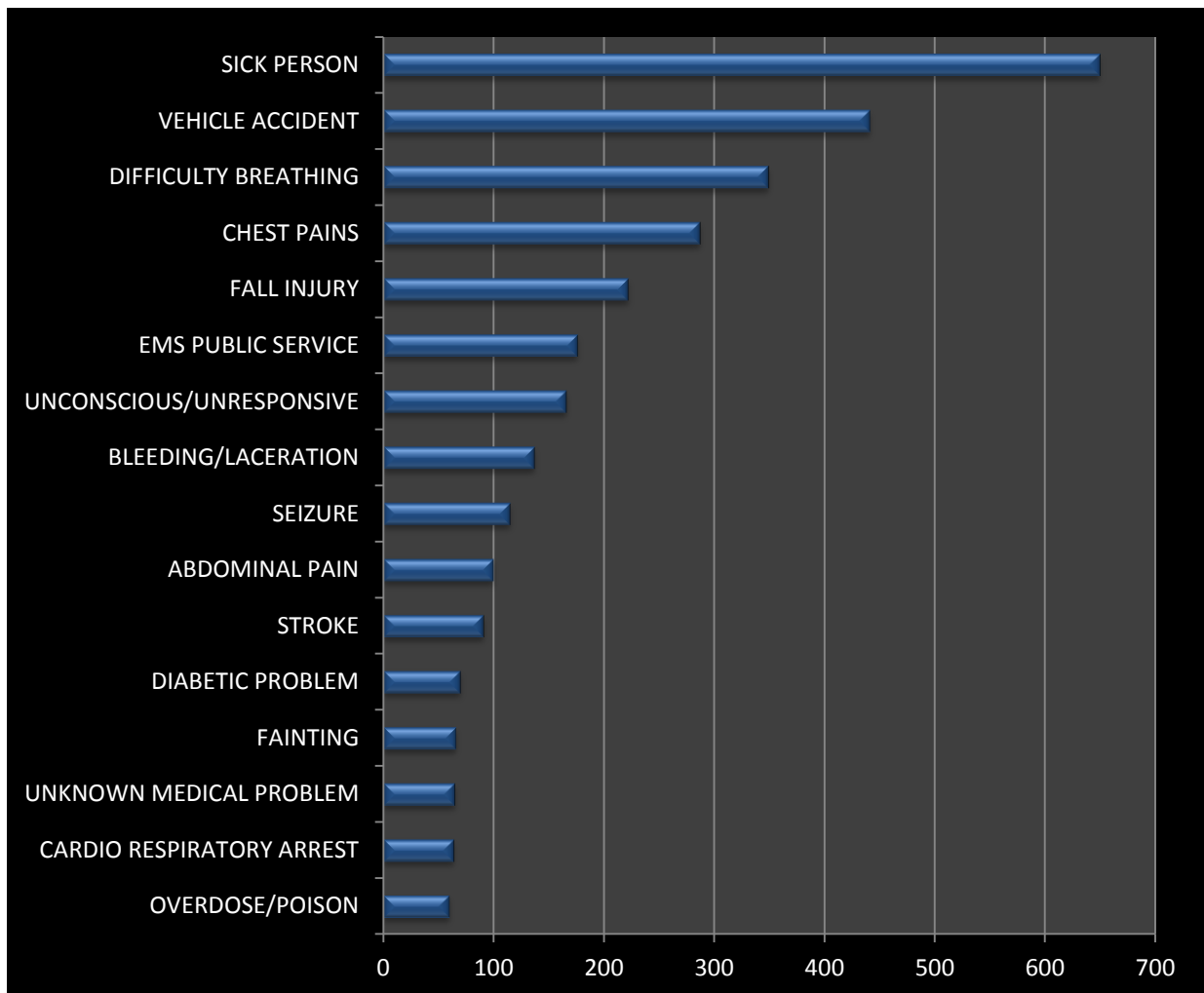
In 2019, Prince George Fire and EMS handled 3698 calls for service that required one or more EMS units which is an 11% increase from 2018. Overall mutual aid into the county for EMS is less than 1%. However, surrounding jurisdictions handled 27 of those calls which is a 32% decrease from 40 calls handled by mutual aid in 2018. Of the 3698 calls that Prince George County units were able to handle, response times improved by one (2) minutes for Priority 1 (critical) EMS calls 90% of the time.

Additionally, the 27 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 additional EMS Transport Units to handle the call load.

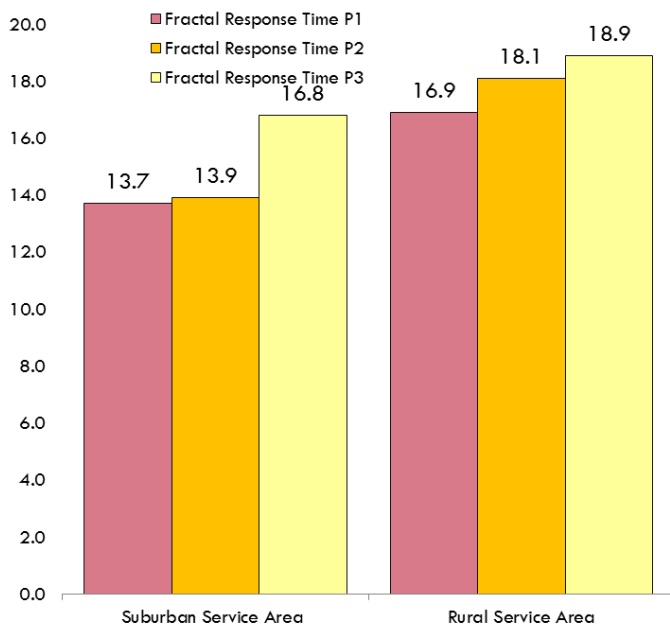


# PRINCE GEORGE COUNTY FIRE & EMS

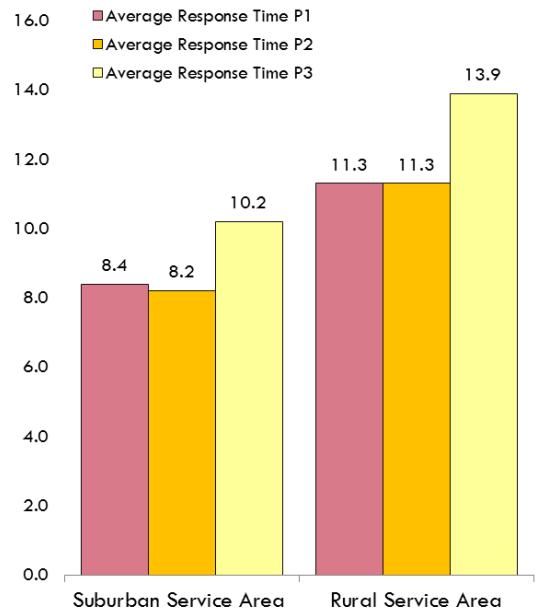
## ANNUAL EMS RESPONSE PROFILE



Fractal Response Times by Priority Class and Service Area  
January - December 2019



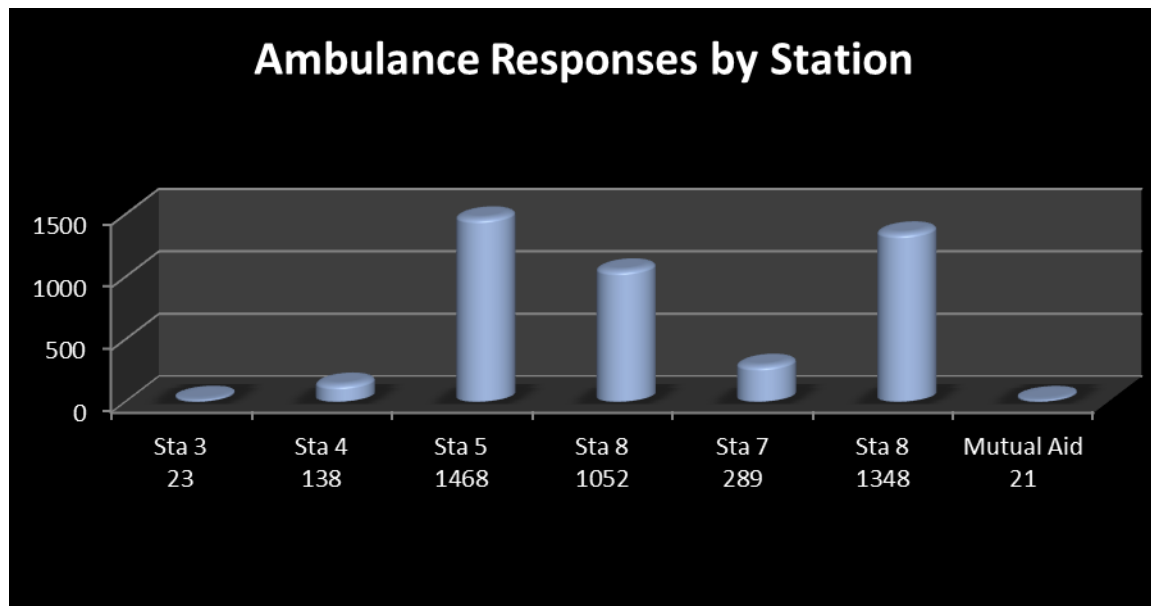
Average Response Times by Priority Class and  
Service Area January - December 2019



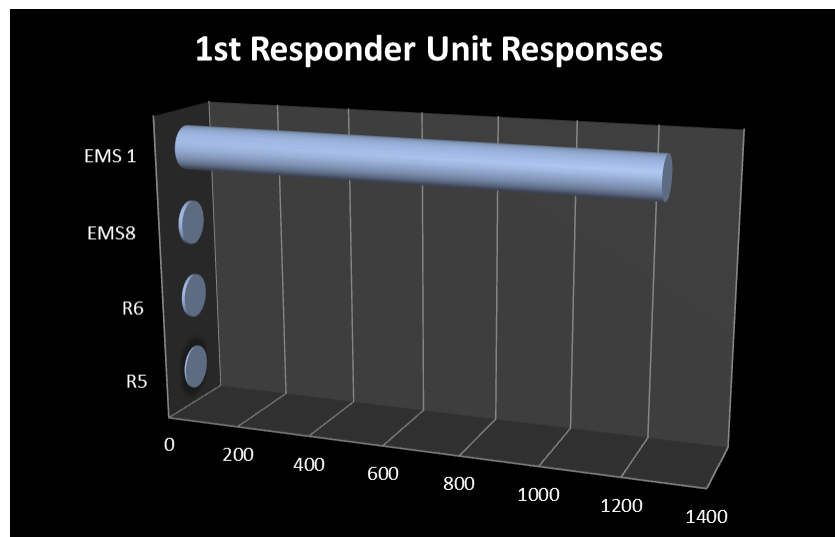
# PRINCE GEORGE COUNTY FIRE & EMS

## 2019 EMS RESPONSE PROFILE

In June of 2019, the peak-time ambulance placed in service 9am to 9pm each day at the Burrowsville Fire and EMS Station (Station 4) was moved to the new station 7 and transitioned to a 24 hour staffed unit to help combat lengthy response times in the area. Between the two stations units responded to 427 calls for service last year. The placement of this unit in service has resulted in response times from 24 minutes in this area to around 12 minutes. Additionally, the unit has contributed to an overall reduction in response times 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.



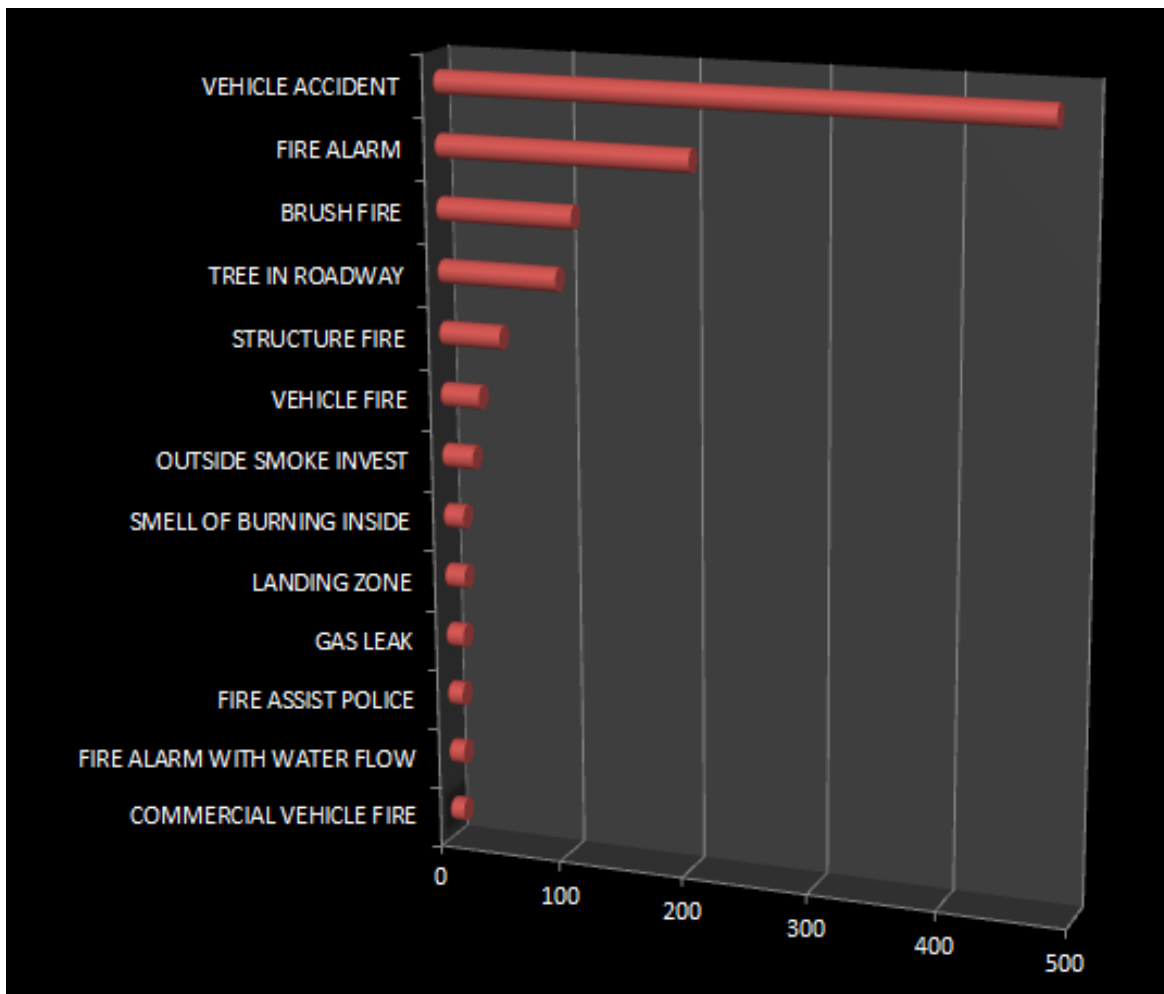
Full time employees at Station 8 (Prince George Emergency Crew) have continued to provide the EMS response from that station when dispatched to respond. The medic unit placed in service at the Carson Volunteer station has handled a few more calls for service than last year. Last year, 23 calls for service were handled by the unit which is a 130% increase. 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

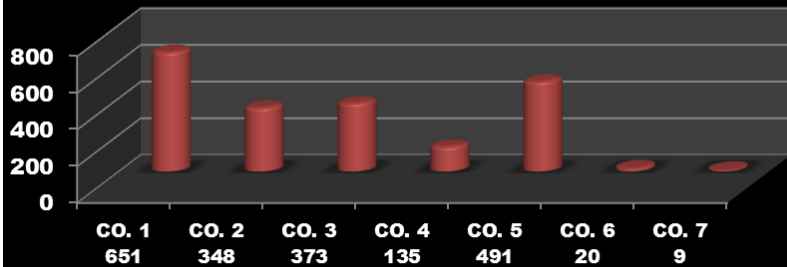
In 2019, the response times for the first arriving fire apparatus on the scene of a fire improved by two (2) minutes compared to last year's data to the 1,208 calls that required a fire company to be activated. The implementation of the cross staffed engine program along with volunteer staffing programs has contributed greatly to this improvement. The department continues to be focused on reducing 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.



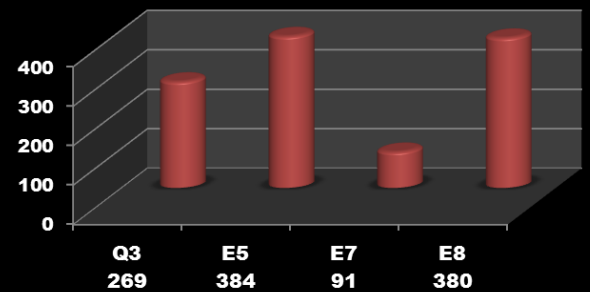
# PRINCE GEORGE COUNTY FIRE & EMS

## ANNUAL FIRE RESPONSE PROFILE

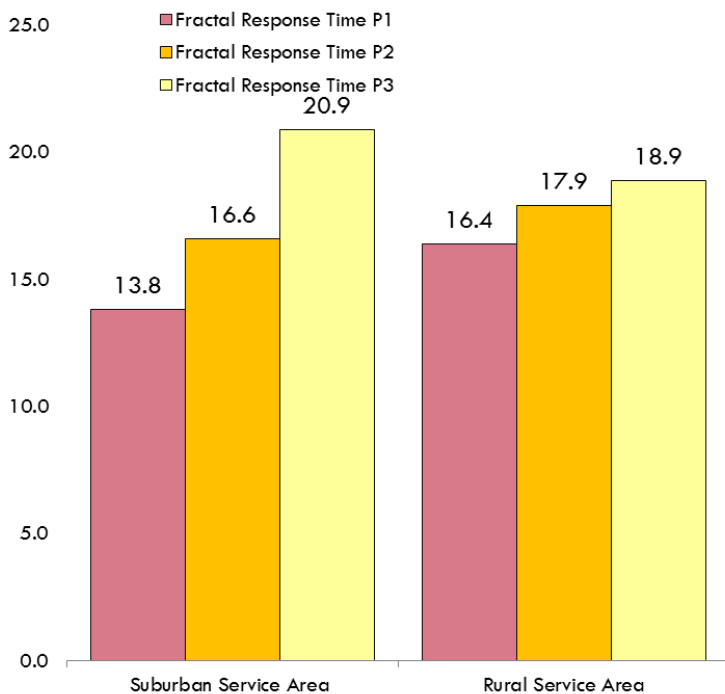
### Activations per Fire Company



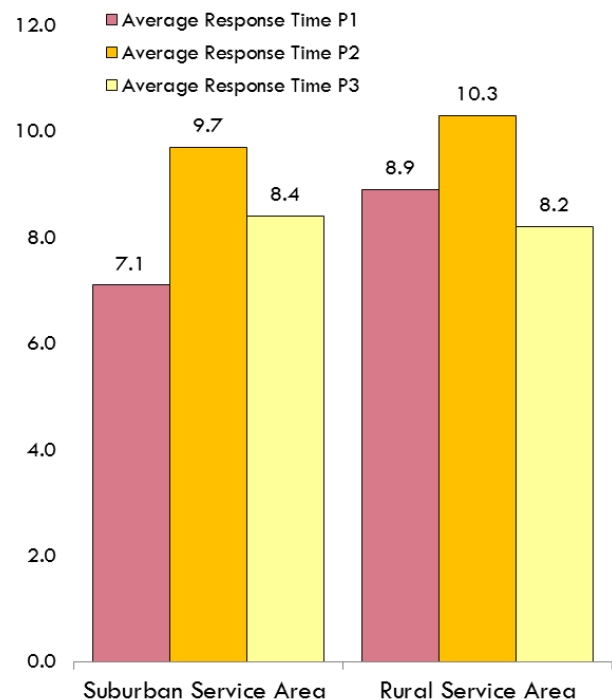
### Activation per Cross Staffed Engine



### Fractal Response Times by Priority Class and Service Area January - December 2019



### Average Response Times by Priority Class and Service Area January - December 2019





# THE TRAINING DIVISION



SAFETY

SKILLS

READINESS

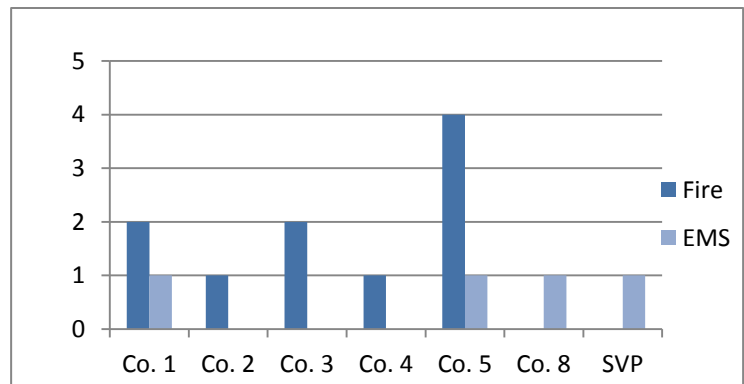
# PRINCE GEORGE COUNTY FIRE & EMS

## 2019 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. 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 introduce continuing education opportunities in the coming year.

### EMS Training Programs:

Prince George Fire and EMS was able to partner with the American Safety and Health institute (ASHI) to improve delivery of CPR classes to county employees and our community. This partnership will also better delivery of Advanced Cardiovascular Life Support and Pediatric Advance Life Support to EMS providers.



Training Division was able to provide higher EMS educational opportunities to staff members and increase EMS certifications of providers; and greatly improves EMS services to the community.

### Building Partnerships:

Training also work directly with Human Resources Department and volunteer assistance to provide fire extinguisher training to members of the Prince George County Team.

In September 2019 Fire and EMS coordinated with the 34<sup>th</sup> Civil Support Team from Fort Picket VA to conduct a training exercise that involved the release of a hazardous material. This exercise built relationships with State and Federal resources.

### Fire and EMS Academy:

Training Division conducted the Basic Fire Academy and EMS Academy. These training initiatives produced 23 new team members career and volunteer from multiple companies providing fire and EMS services.



# PRINCE GEORGE COUNTY FIRE & EMS

## 2019 TRAINING

### **Driver Training Program:**

The Training Division continues to provide driver operator training to operational personnel. During the training we have identified areas improvement and will be working in 2020 to implement improvements to meet Fire and EMS needs. Areas for improvement include instructor development and training to ensure that the programs are delivered in a consistent manner.

### **Public Event Planning:**

Other Areas also assigned to the Training Division involve planning for special events. Fire and EMS work with local stake holders to ensure adequate emergency services protection during large public events. Areas of consideration involved emergency communications plans, emergency equipment staging, and accountability of personnel. Staff coordinated to ensure that Prince George High School Graduation Ceremony and the Czech Festival attendees were protected.





# PRINCE GEORGE COUNTY FIRE & EMS





# PRINCE GEORGE COUNTY FIRE & EMS

## 2019 RECRUITMENT & RETENTION

The SAFER grant for recruitment, retention, and training of volunteer Fire and EMS personnel remains on going. The goal of both SAFER grants is to assist the County in meeting the NFPA 1720 Standards for Assembly of Fire and EMS Personnel.

Fire and EMS is actively recruiting personnel for firefighting, EMS, and support positions for our responders. Twenty three new fire and EMS providers completed the minimum training requirement to work safely during an emergency incident. Also eighteen more are currently beginning their basic training. Although many more applications were received in Fire and EMS Administration, their completion through entry process was unsuccessful.

Most applicants never complete the entry process at the company level. Unfortunately many of the youth applicants realize that emergency service volunteers take on a much more important role than anticipated. The requirements to meet department activity minimums are high and the ability to manage work, family, and volunteer work can be challenging. Many of our volunteer applicants are high school students, active in sports or other school activities, and academic studies are priority.

The System Volunteer Program has been successful. This program allows volunteer personnel function in Fire/EMS responder roles and support functions. This program allows volunteers to schedule time available in their personal schedule and not be bound to a minimum emergency response requirement. This has found to be a favorable option for some volunteers.

Each volunteer company also receives applicants to assist in a support role. These personnel help with fundraisers, station maintenance, and prevention or education activities in the community. They assist with special events such as the Back to School Fair and Hometown Heroes. These personnel are not fire and EMS responders although they do have an important role in Prince George Fire and EMS and in the community.



# PRINCE GEORGE COUNTY FIRE & EMS

## 2019 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 50 people trained in the program.

## 2019 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 2019, **\$729,586.134** 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** 2019 determined to be another successful year for Prince George Fire and EMS with securing grant funding.

SAFER GRANT	\$ 462,019.00
Aid to Localities	\$ 123,655.00
Four for Life-	\$ 35,020.96
LEMPG	\$ 25,231.00
VDEM	\$ 12,250.00
Total	\$ 658,175.96

# PRINCE GEORGE COUNTY FIRE & EMS

## 2019 COMMUNITY OUTREACH INITIATIVES

### PUBLIC SAFETY YOUTH SUMMER CAMP

The department coordinated the fourth 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

**10,000+ people   54 events   125 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.



In the fall **Health & Safety classes** were taught to students at JEJ Moore middle. There were 6 classes with 180 students participating.





# PRINCE GEORGE COUNTY FIRE & EMS



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.

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

## 2019 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.

