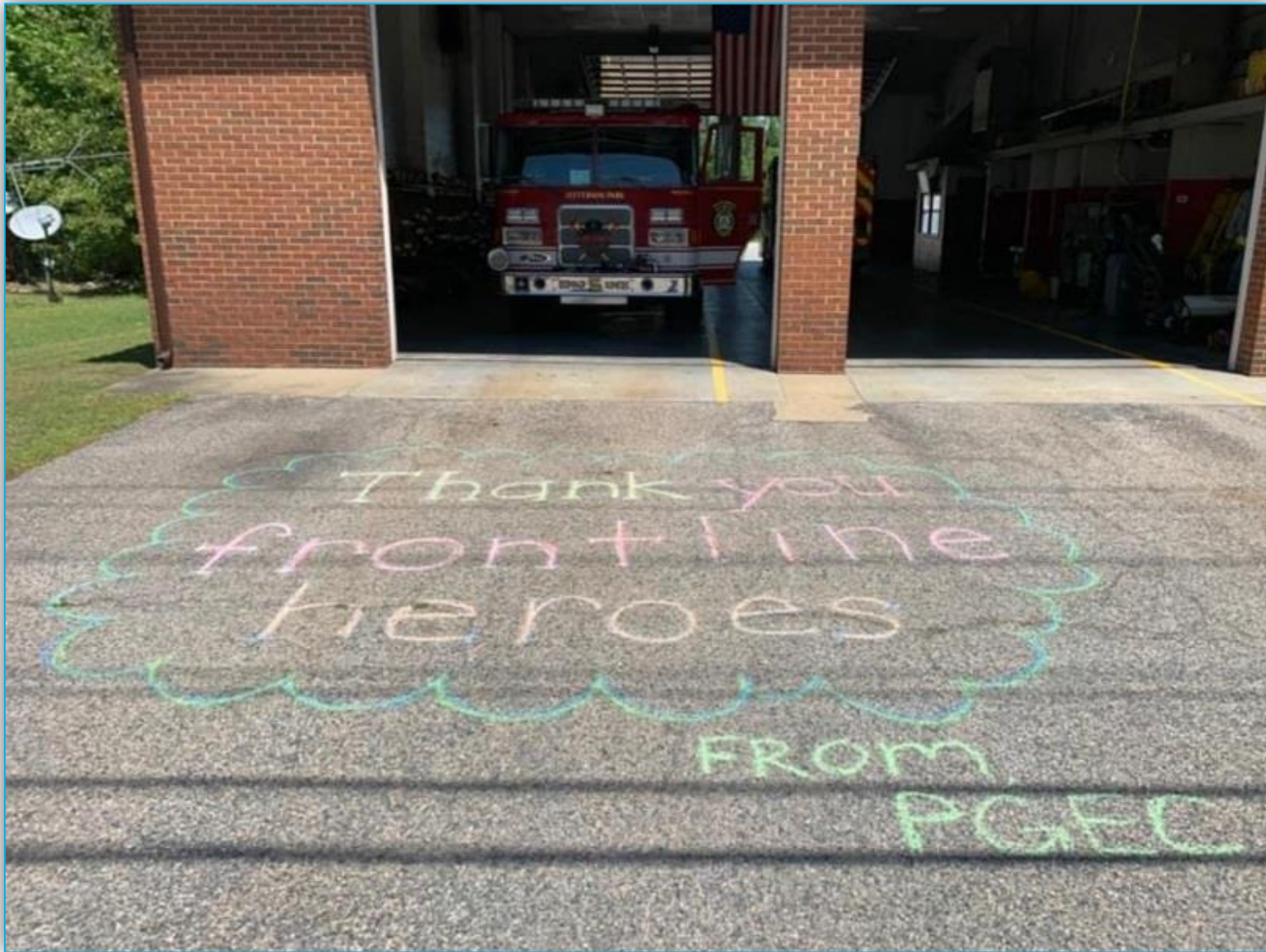


# 2020 Fire & EMS Annual Report



# 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

The men and women of Prince George County Fire & EMS are proud to serve our community. Our organization is made up of many talented and dedicated career and volunteer members. We work to provide a 'seamless' service, recognizing that 'professionalism' is not necessarily defined as someone who receives a paycheck. Calendar year 2020 was a very challenging time for our organization as we realize it was for many of you.

The COVID-19 pandemic has been a unique but not a new experience for us. Though we often have the pleasure of interacting with our customers in 'non-emergent' situations, the majority of our calls for service are 'emergent' in nature. As has been often stated over the previous twelve months, we live in the world of 'nasty'. Most citizens, business owners, or guests to our County do not dial 911 because everything is okay. Dealing with COVID has presented its own challenges but our men and women have stepped up, continued to serve our community, and tackled this new challenge with a fervor they can be proud of. It is not a job for the majority of our members but a 'calling'. It takes a special person to be willing to work under constant stress and assist others in the midst of what may be the most difficult times of their lives.

The regulations and requirements to serve as a firefighter and/or medic have become more stringent and demanding over the years. This equates to a significant amount of training and a commitment of time. It is getting more difficult to attract quality members as all of the surrounding municipalities are competing for that same pool of quality people. As our County grows, so does our call volume. This places a demand on our personnel (especially in the case of our volunteers) to dedicate more time in preparation for the next emergency as well as responding to our requests for service. Through it all, we have been able to maintain the majority of our ancillary services, as well as inheriting some new responsibilities.

We are fortunate to have County leadership who supports our mission. New facilities in the form of a fire and emergency medical services station as well as a training burn building are being pursued. The station will improve coverage and response times in the County. The training facility will be the only one of its kind in the Tri-City area. For the first time in the County, we will have a dedicated facility to train our personnel in the practical aspects of our job. We have five new pieces of fire apparatus in-bound that should arrive in the next couple of months and have recently placed an additional new ambulance in service. We are currently working on the upgrade of our communications system. All of these enhancements are expensive and require the understanding and dedication of not only our leadership but you, the citizens as well. For that, we are very grateful.

As we move forward anticipating the challenges that 2021 will present, we are continually modifying our operations to model 'best business practices' in our profession. We do so with a renewed commitment to continue to provide 'customer first' services to those we serve. We thank you for your continued support and we want you to know that it is truly an honor to serve you.

Paul W. Mauger  
Director of Fire & EMS



# PRINCE GEORGE COUNTY FIRE & EMS



# PRINCE GEORGE COUNTY FIRE & EMS

## 2020 OPERATIONS

2020 was a challenging year for operations in Fire & EMS. We started the year off with the start of the COVID 19 pandemic, which affected the way we do business throughout the entire year. During the initial phase of the pandemic, call volume decreased drastically. As the year progressed, our call volume steadily increased back to normal or above normal daily call volume. The total number of responses in 2020 was 4,410 down approximately 10 percent from 4,906 in 2019. 2020 was the first full year of data for the Moody Road Station, which answered 734 calls for service. This year also brought about a higher number of cardiac arrests and cardiac related calls. Units responded to 413 cardiac related incidents compared to 285 in 2019.

Motor Vehicle Accidents topped our fire incident responses at 453 responses, 44 of those included persons entrapped in the vehicle. The department responded to 61 reported structure fires in the County in 2020. Medic 5, responding out of the Jefferson Park Station responded to 1,240 calls for service, and was the highest responding unit in the County. EMS 1 (shift commander) responded to 1,184 calls for service.

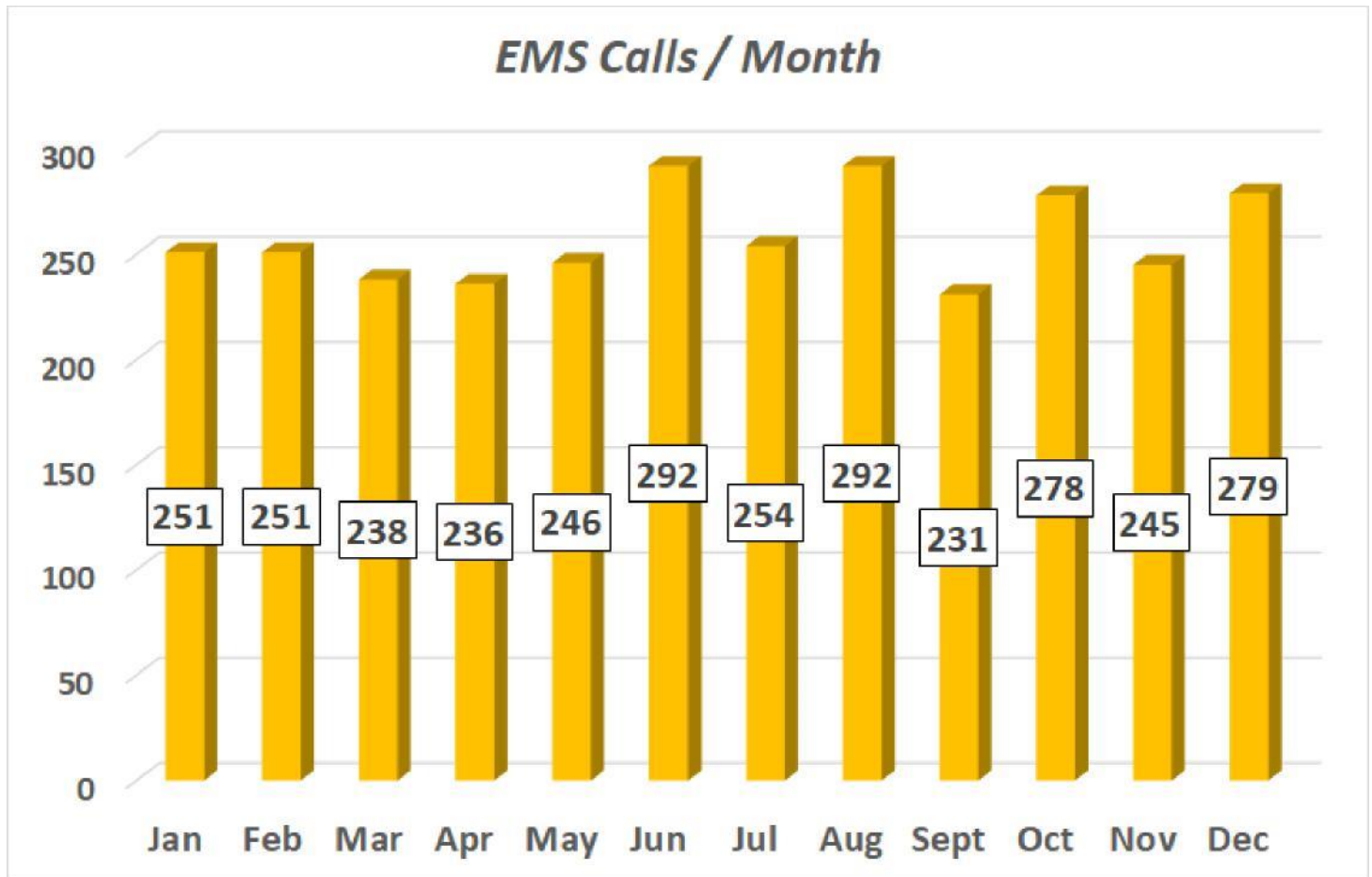
This year we were able to implement the Emergency Medical Dispatch program with our partners in the Emergency Communications Center. The training they received better serves our citizens by providing instructions to callers experiencing a medical emergency. These protocols are based on nationally accepted practices and customized for our County, with the approval of our Operational Medical Director. This allows for more accurate call types when dispatching fire and EMS units, and provides our personnel with the most pertinent information while responding to emergencies.



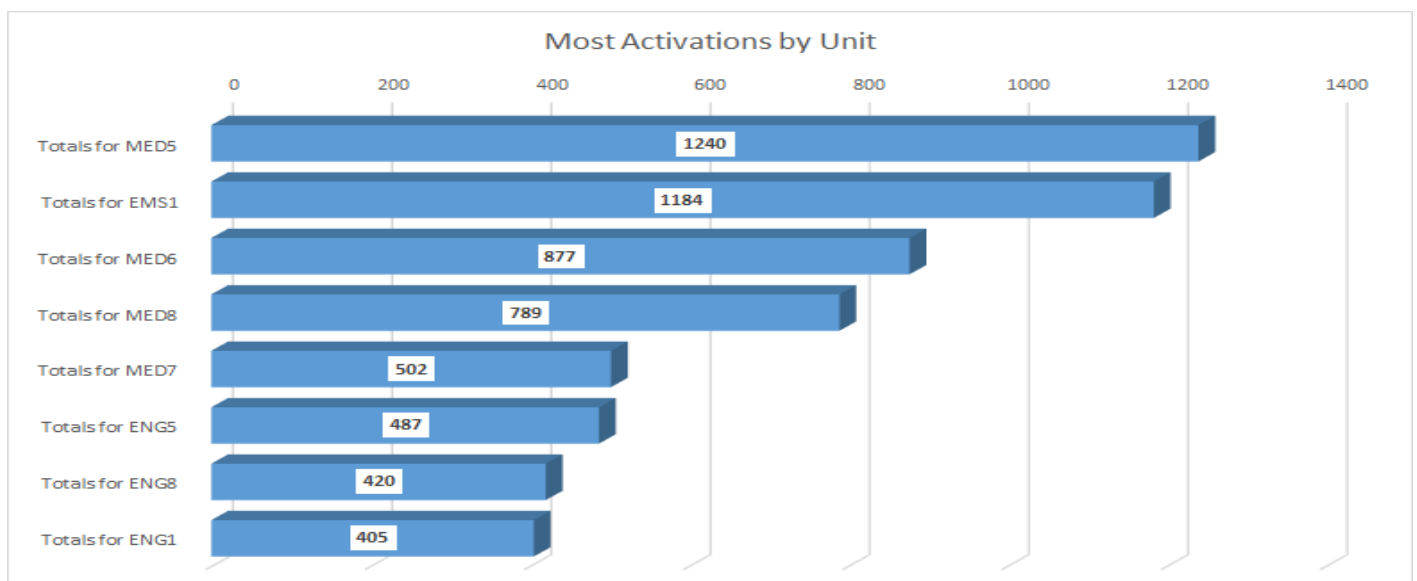
The department was fortunate to have been allotted funding through the CARES (Coronavirus Aid, Relief and Economic Security) Act, which allowed the purchasing of state of the art equipment such as new Zoll cardiac monitors, AutoPulse CPR devices, and stretchers with automated lifting capabilities. We continue to strive for top-level performance through our training and equipment purchases. Each of these items directly affects those who call for our services by equipping our personnel with state of the art equipment, and allowing for the best technology when providing services to the community.

# PRINCE GEORGE COUNTY FIRE & EMS

## ANNUAL EMS RESPONSE PROFILE

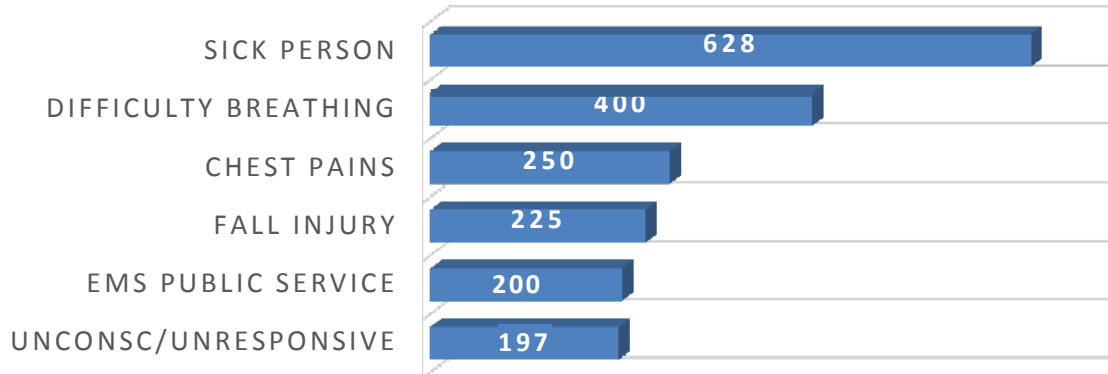


## TOP ACTIVATIONS BY UNIT

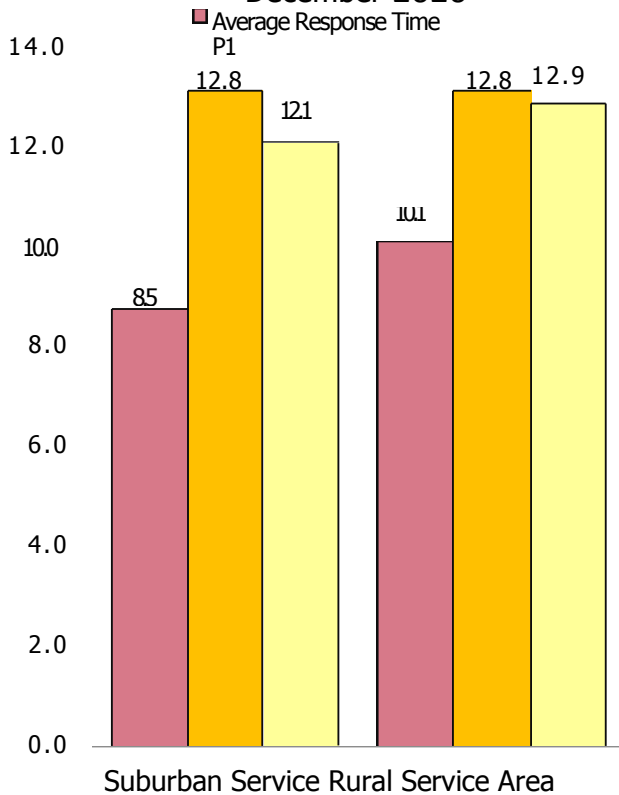


# PRINCE GEORGE COUNTY FIRE & EMS

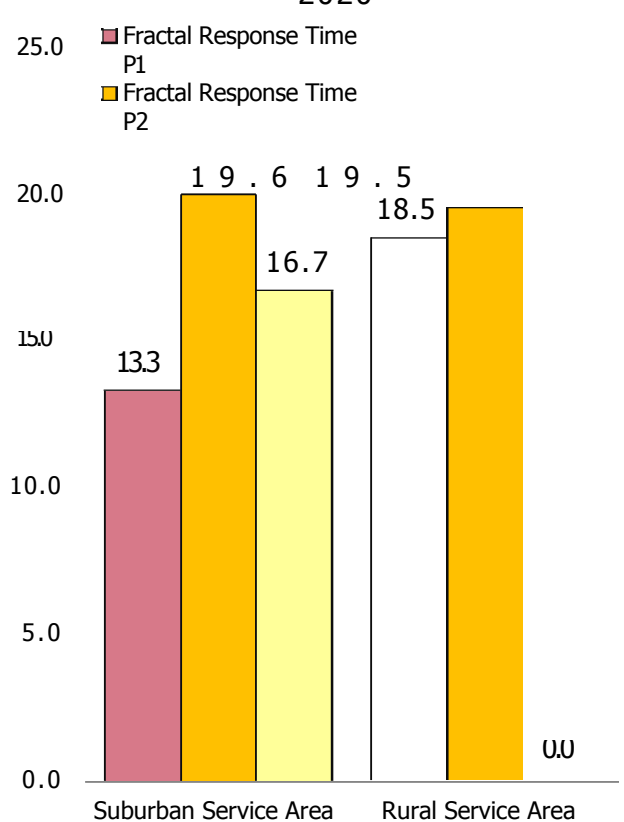
## TOP EMS ACTIVATIONS BY CALL TYPE



Average Response Times by Priority Class and Service Area January - December 2020



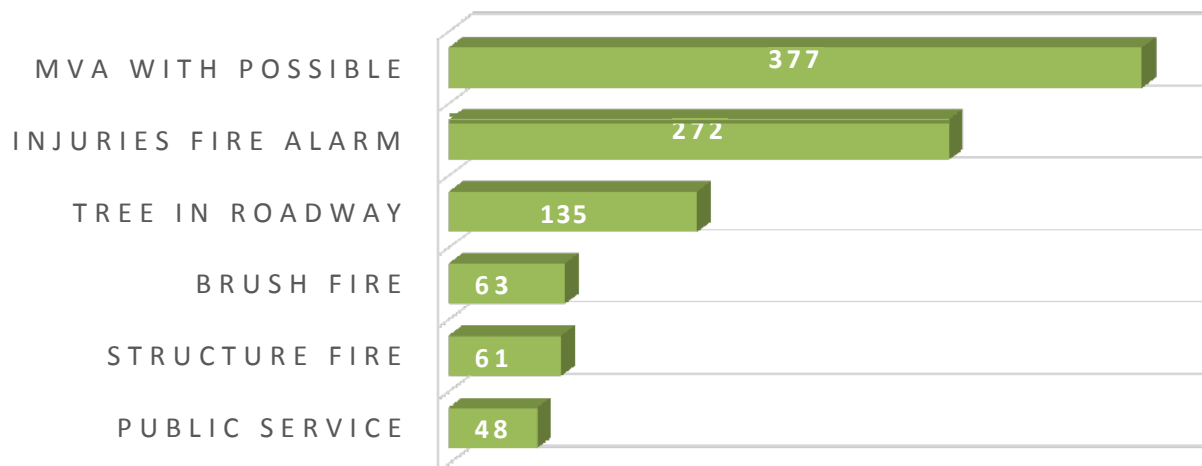
Fractal Response Times by Priority Class and Service Area January - December 2020



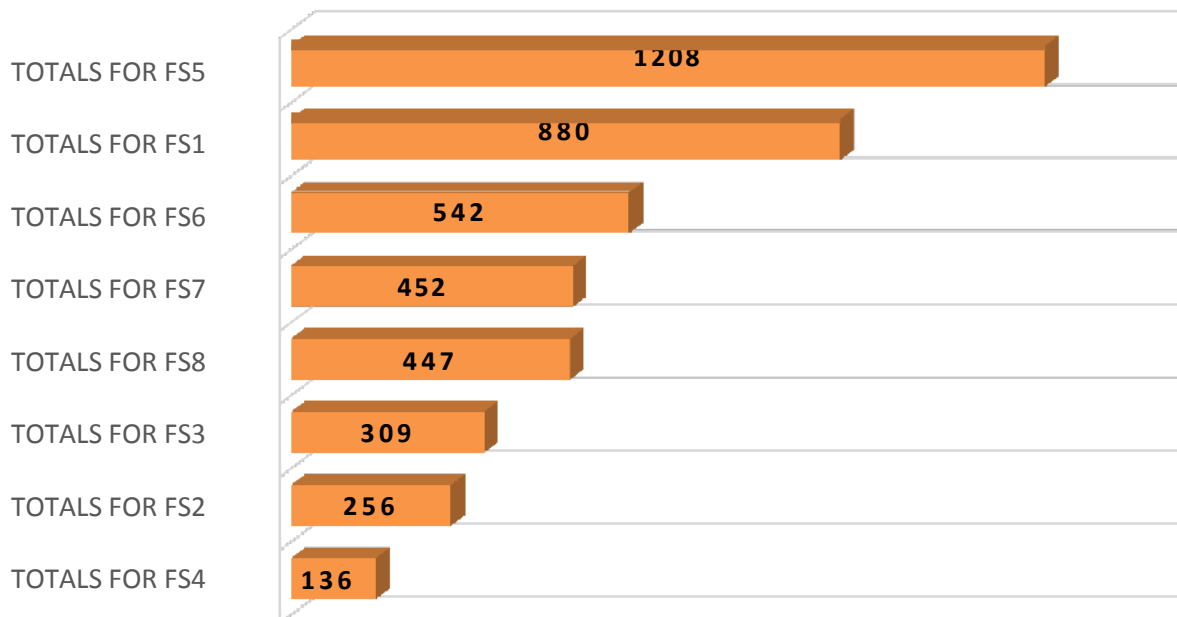
# PRINCE GEORGE COUNTY FIRE & EMS

## ANNUAL FIRE RESPONSE PROFILE

### TOP FIRE ACTIVATIONS BY CALL TYPE

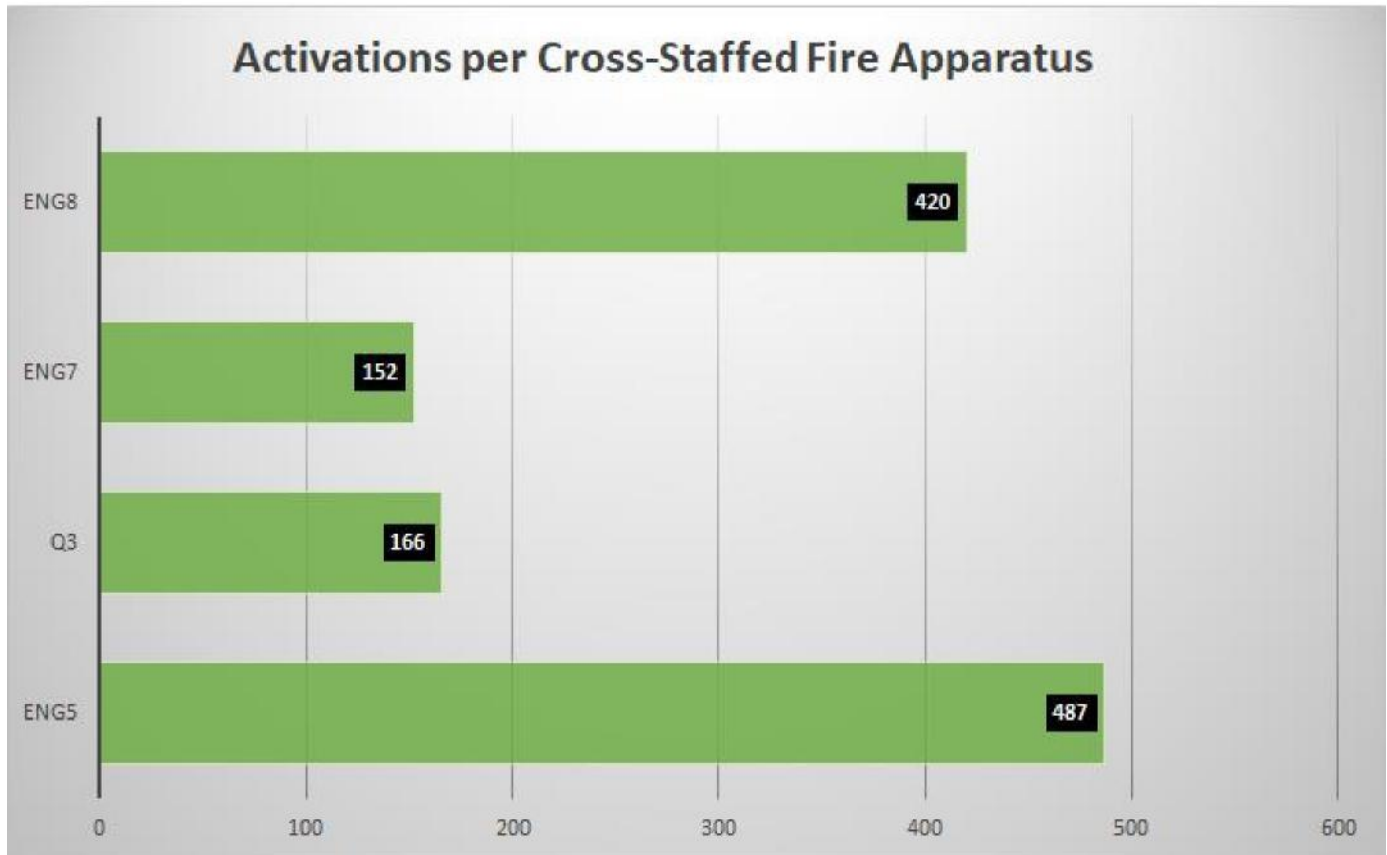


### CALLS FOR SERVICE BY DISTRICT

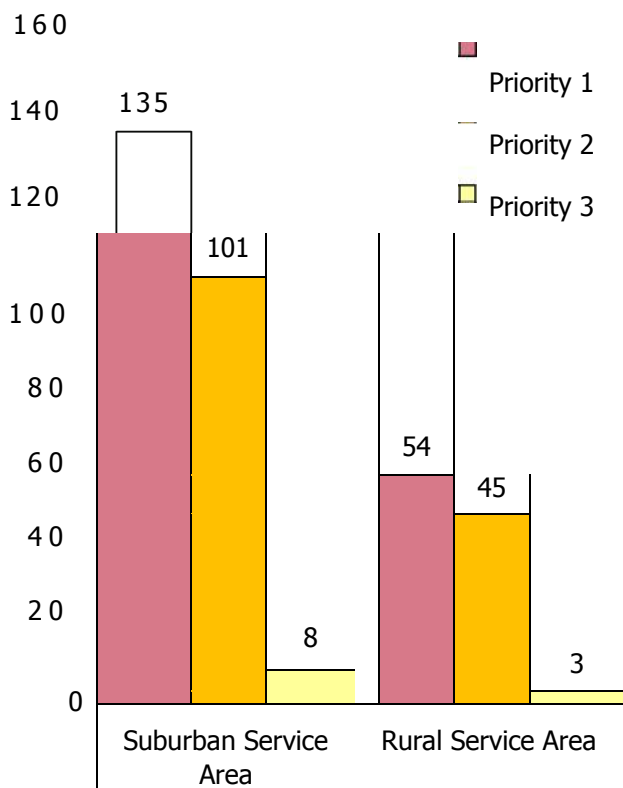




# PRINCE GEORGE COUNTY FIRE & EMS



Fire Service Calls by Priority Class and Service Area January - December 2020



# PRINCE GEORGE COUNTY FIRE & EMS

## 2020 TRAINING



The training division began the year with normal expectations for training and development of staff. In March of 2020, the entire country was shocked by the COVID-19 Pandemic and multiple restrictions were placed on all agencies. As the Pandemic progressed and we learned more about how to work under the new restrictions and limitations, training slowly started again in the county. In 2020 the training division focused on new candidate development and strengthening EMS capabilities. The training division also assisted with implementation of COVID-19 rules and regulations, along with distribution of PPE.

### **EMS Training Programs:**

Prince George Fire and EMS career and volunteer staff were able to complete much of their training for the year by utilizing online classes for continuing education. The online training was made available with the utilization of Target Solutions. Most in person classes were temporarily suspended due to the Pandemic. Later in the year, these classes began again with COVID-19 restrictions. All Prince George Fire and EMS staff were trained by vendor representatives on the new ZOLL monitors and Autopulses that were obtained through the CARES grant.



# PRINCE GEORGE COUNTY FIRE & EMS

## **Fire Training Programs:**

Prince George Fire and EMS career and volunteer staff were able to complete much of their training for the year by utilizing online classes for continuing education. The online training was made available with the utilization of Target Solutions. In person and online training was made available through the Virginia Department of Fire Programs. Again, in person classes were available later in the year with COVID-19 restrictions in place.



## **Driver Pump Operations Training Program:**

The training division revised the driver pump operations training program in 2020. All aspects of the program were reviewed and many changes to skills and classroom instruction were implemented. A new test was developed to determine working knowledge, and actual driving time was increased. All changes to this program will be finalized in January 2021.

## **New candidate book:**

The training division determined that a new recruit introduction book was needed for all newly hired candidates. The purpose of the book is to introduce the new candidate to Prince George County. This book includes, but is not limited to, locations of stations, maps of the county, and practices of Prince George Fire and EMS. This book will also set monthly benchmarks for the candidate to show proof of the new knowledge. It will take the candidate approximately one year to complete the book, ensuring the candidate's capabilities for the Department and the County.

## **Fire and EMS Academy:**

Prince George Fire and EMS conducted a basic Fire and EMS Academy. The Fire Academy began in January of 2020 and was met with the COVID-19 restrictions in March. With patience and perseverance, the staff and academy participants were able to complete this academy successfully. The EMS Academy was also completed under COVID-19 restrictions; however, they did not graduate until January 2021.

The training division has been diligent in preparing for a new academy to start in February 2021 with COVID-19 restrictions in place. The EMS Academy is anticipated to start sometime in late summer or fall 2021. It has become routine to work with the COVID-19 restrictions in place, so we anticipate graduations to be on time.



# PRINCE GEORGE COUNTY FIRE & EMS

## **Building Partnerships:**

The training division has continued to build its relationship with the Human Resources Department. Fire extinguisher training and CPR/AED training is planned semi-annually throughout the year. The training division began to assist the Virginia Department of Health with COVID-19 testing and implementation of the clinics for the COVID-19 vaccine. A flu clinic was held for the citizens and employees of Prince George County by the training division and VDH administered the vaccines. The training division began talks with the Hopewell Bureau of Fire to train personnel on the proper use of N95 masks. This training will be held in 2021.



## **Public Event Planning:**

The training division began the year with normal expectations for public events. Historically, Prince George Fire and EMS is very involved in community activities. Prince George Fire and EMS participated with the Prince George County Public School system in two events at the first of the year. In March of 2020, all community events were cancelled due to the COVID-19 Pandemic. As community events begin to resume, the training division will begin planning events.



# PRINCE GEORGE COUNTY FIRE & EMS

## 2020 RECRUITMENT & RETENTION

The **SAFER (staffing for adequate fire and emergency response) Grant** for recruitment, retention, and training of volunteer Fire and EMS personnel remains on going. The goal of the 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.

## 2020 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 2020, **\$751,974.25** 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.



# PRINCE GEORGE COUNTY FIRE & EMS

**Grants:** 2020 determined to be another successful year for Prince George Fire and EMS with securing grant funding.

|   |                     |
|---|---------------------|
| SAFER GRANT   | \$462,019.00        |
| Aid to Localities                                     | \$130,116.00        |
| Four-for-Life   | \$36,869.04         |
| Local Emergency Management Preparedness Grant         | \$25,231.00         |
| VA Department of Emergency Management                 | \$12,250.00         |
| Cameron Foundation                                    | \$30,566.00         |
| Emergency Management Preparedness Grant- Supplemental | \$99,608.00         |
| John Randolph Foundation Grant                        | \$30,565.00         |
| <b>Total</b>  | <b>\$827,224.04</b> |

## 2020 EMERGENCY MANAGEMENT

The Emergency Management team continued to implement effective ways to meet the citizens' needs during the COVID pandemic. This year EM assisted the Crater Health district with registering the members of EMS/Fire both volunteer and employed to receive the Vaccine to counter COVID-19. Currently our office is maintaining a list of residents who need their name submitted to the Crater Health District for vaccinations. Several COVID-19 drive through test sites were stationed around different locations in the county and most recently tests have been administered at the CWC several times a month.

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.

# PRINCE GEORGE COUNTY FIRE & EMS

## 2020 IN REMEMBRANCE

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.



*“Neighbors helping Neighbors”*