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### 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.

### MESSAGE FROM THE CHIEF

On behalf of the men and women of the Prince George County Fire and EMS Department, we are honored to present our 2021 annual report. As Chief, I am incredibly proud of the Prince George Fire Department members' work this past year. It was a busy year here in Prince George with emergency calls, requests for services, and adapting to a changing world, but our members responded to the challenges with the utmost dedication, integrity, compassion, and professionalism that can make our community proud. It is our shared values that the mission of service to the community always comes first, and our members are our most vital resource. Subsequently, our recruitment and retention programs focus on hiring those candidates who possess the attributes and qualities promulgated in our department's mission statement and core values.



The coronavirus continues to generate challenges for our department, our community, and our nation with increasing calls for service that positions our department in a manner where we have to re-think how we deliver service. Unlike many other professions, we cannot work from home or close. Instead, we continue to adapt and transform how we respond to emergencies in a manner that protects those we serve, providing treatment to those who need our help and still work to protect firefighters and their families from contracting the virus. The Prince George Fire and EMS Department members have done an incredible job responding to this challenge and demonstrated a level of creativity and resilience that facilitates us to continue to provide excellent customer service.

As Prince George County continues to evolve and transform over time, your Fire and EMS Department has also changed. There is an ongoing effort to improve our services, effectiveness and efficiency through innovation and ongoing analysis of our output and outcomes in all aspects of department operations. In 2021, the Prince George Fire/EMS department reached unprecedented calls for service as we responded to a record-breaking increase in calls by 17%, over prior year with 5,031 calls for service. We received and placed into service four (4) new fire apparatus, increased our staffing within the career side by adding three (3) new positions, increased our volunteer membership, ensured the safety of our members through the identification and removal of unsafe turnout gear and other equipment, and reduced expenditures on various supplies with the development of the fire department logistics department to name a few.

Finally, I want to thank The Prince George Board of Supervisors and our County Administration for their leadership and commitment to public safety and for giving our team the ability to be innovative in our approach to continue providing the best service to Prince George County. It is impossible to fully capture the many ways our department has positively impacted others in an annual report. We continually examine ways to impact others positively each day, and this report is intended to capture just some of those highlights. Whether by saving someone's life, treating their medical problems, or simply helping a stranded motorist, we are here to serve our community and surrounding area.

My entire team and I are grateful to serve you.

and Beanan

Paul Beamon

Chief of Fire & EMS

### FIRE & EMS

Prince George Fire and EMS Department is a combined department of paid and volunteer firefighters, and we operate with 30 full-time firefighters and approximately 142 volunteer's members available to provide supplemental staffing to the Fire and EMS Department's career personnel. The full-time firefighters are divided into three shifts (A, B, and C shifts) that work 24-hour shifts and staff four (4) stations throughout the county. A Career Captain fills the Shift Commander role, supervises each shift, handles the daily staffing issues, schedules training, and other activities for their shift, and is responsible for command and control of most emergency incidents in the county.

They also act as the liaison between the shift and the Fire Administration. Prince George Fire & EMS (PGFEMS) also produces and delivers numerous programs intended to promote and teach fire safety, CPR/AED, basic first aid skills, Stop The Bleed programs, and emergency preparedness.



There are five Prince George County volunteer stations throughout the county that work in partnership with the career members to provide additional equipment, apparatus, and volunteer support to the community. All volunteer departments are financially supported by the county under the Prince George County Fire and EMS budget that provides all the necessary apparatus and equipment to respond to calls for service.

Prince George County is geographically divided into eight sections, known as response zones. Each response zone has one or two fire stations within its boundaries. Four fire stations in the county contain a minimum of a fire engine and ambulance. Many stations throughout the county have more than one fire response vehicle, such as tanker trucks, backup fire engines, brush units, etc.. PGFEMS includes the following career and/or volunteer stations:

- 1. PGFEMS Prince George Volunteer Fire Department, Company 1
- 2. PGFEMS Disputanta Volunteer Fire Department, Company 2
- 3. PGFEMS Carson Volunteer Fire Department, Company 3
- 4. PGFEMS Burrowsville Volunteer Fire Department, Company 4
- 5. PGFEMS Jefferson Park Volunteer/Career Fire Department, Company 5
- 6. PGFEMS Carson Volunteer/Career Fire Department, Sub-Station 6
- 7. PGFEMS Moody Road Career and System Volunteer Fire Department, Company 7
- 8. PGFEMS Career Fire Department, Company 8

Representing the Five (5) volunteer stations is the Volunteer Fire Advisory Board. The Advisory Board consists of the highest-ranking operational leader of each volunteer organization and the county fire and EMS Chief, who serves as the chairman of the board. The Advisory Board works with and advises the fire and EMS Chief on the delivery of fire, rescue, and emergency medical services as representatives of the volunteer companies.

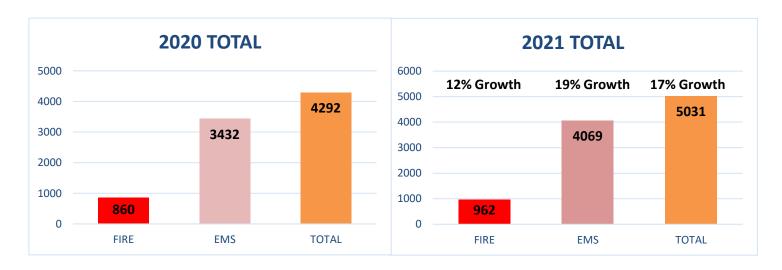
The PGFEMS career-staffing model currently consists of two (2) paid providers at four (4) stations. The firefighters at these stations operate in a dual function role. Duel function is a term used when the two (2) firefighters are stationed at a fire station to staff more than one fire vehicle. The firefighter will staff the ambulance when a request for medical assistance is made, and when a request for a fire engine is made, the team will take the fire engine and leave the ambulance at the station. Prince George Fire and EMS remains committed to our community and continually strives to increase our volunteer membership to supplement our staffing and ensure adequate personnel on fire incidents through the department's dual function/cross-staffing program.

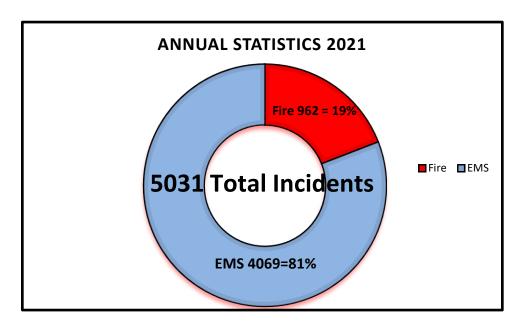


NEIGHBORS HELPING NEIGHBORS

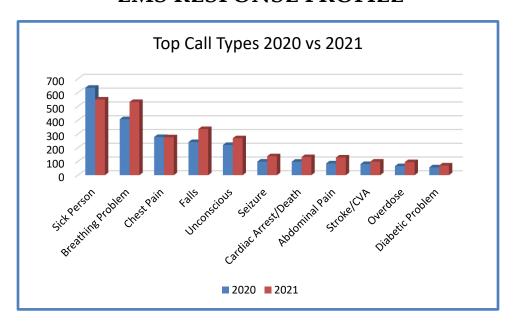
### 2021 OPERATIONS

In 2021, the Prince George Fire/EMS department reached unprecedented calls for service as we responded to a record-breaking volume of calls that resulted in a 17% increase, over the prior year with a total of 5,031 calls. As we start in 2022, the department seems to be continuing this growth trend. Upon in-depth analysis of our computer-aided dispatching system and our Fire and EMS reporting platform, the department 2021 calls for service found that fire responses increased by 12% over the prior year with a total of 962 responses. EMS saw the highest growth and increased acuity levels with 19% over the previous year with 4069 calls for service.





#### **EMS RESPONSE PROFILE**



Calls into our 911 communications center for Emergency Medical calls account for approximately 82% of all calls received by the Fire and EMS department. Our First Responders, EMTs, and Paramedics answer many types of calls that range from BLS or ALS in nature and have standard medical orders that they follow under the direction of the department's medical director.

A BLS call stands for Basic Life Support. These patients only require a basic level of medical treatment such as minor

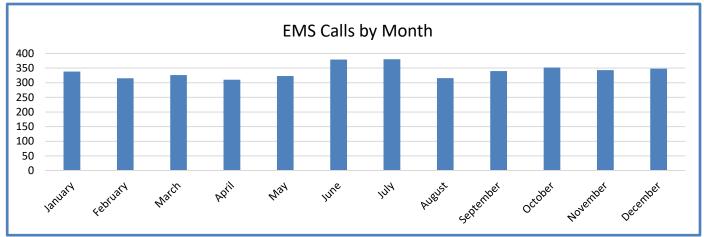
bleeding control or splinting of an injured limb that our many First Responder and EMTs safely treat. An ALS call stands for Advanced Life Support. These calls, determined by the Advanced level EMT or Paramedics and standing medical orders, need a higher level of medical care. ALS care consists of a cardiac monitor to check a person's heart rhythm, IV therapy and medications to treat specific medical conditions, and supplemental oxygen, if indicated. Many invasive procedures that the emergency department performs consist of the same treatment that your Prince George Firefighter also serves in the field.

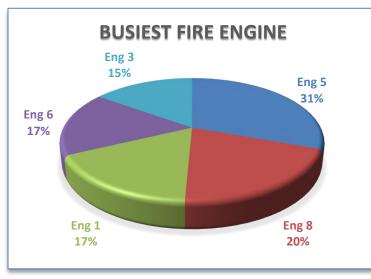


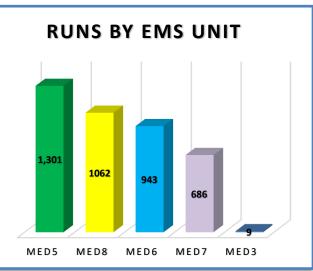
Our EMS component of the fire department is comprised of 8 Paramedics, 22 Basic and Advanced Level Emergency Medical Technician (EMTs), and many first responders from the Volunteer stations. The ambulance will respond to medical calls and fire/rescue calls. On fire/rescue calls, the medic units provide ALS care for victims, if needed. Additionally, medic units offer rehabilitation services for fire/rescue personnel and provide transport, if necessary. Medic units (ambulances) also provide additional personnel to the fire suppression companies.

A company officer and a fire engine often respond with an ambulance on medical calls for several reasons. First, the fire department is committed to providing an emergency response within an established response goal, and the closest department unit must respond to meet our response goals to meet this goal. Secondly, additional personnel may be needed to perform specific treatments or procedures, move patients down flights of stairs, carry equipment, and provide prompt, effective, and efficient treatment and transport to a medical facility.

The year 2021 was undoubtedly a challenging year for all of us pertaining to COVID-19. We worked together as a team to overcome these challenges. The Prince George Fire/EMS Department established protocols and procedures to limit employee exposure for possible and confirmed cases of COVID-19. These protocols also helped us conserve personal protective equipment (PPE) when not needed while maintaining proper patient care under medical orders. Patient care remained the utmost priority while keeping our members safe and following CDC guidelines. Personal protective equipment (PPE) was obtained through receiving hospitals, multiple EMS vendors, and the Virginia State Office of EMS.



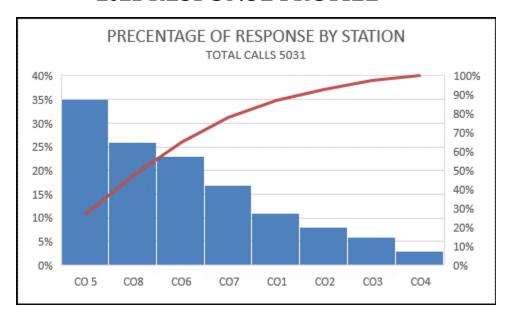




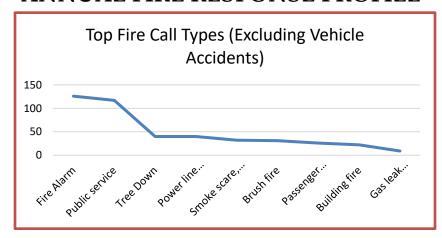
Engine 5 was top Fire apparatus – 423 Responses

Medic 5 ran the most EMS calls – 1301 Responses

#### **2021 RESPONSE PROFILE**

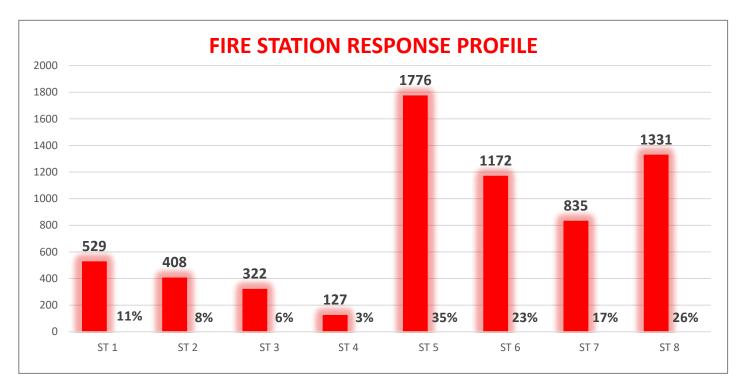


#### ANNUAL FIRE RESPONSE PROFILE



In 2021, the County responded to just over 950 total Fire responses (excluding EMS and Motor Vehicle Accidents). Of those incidents, our highest call volumes are shown above.

Members of the Department are trained for all-hazards emergency response. Essentially, the department's core functions are fire suppression, emergency medical response, hazardous materials response, fire prevention, and education. Members of the department respond to all major events such as ice storms, snowstorms, major electrical outages, floods, and any other emergent need from community members. Other programs offered by the department include Stop the Bleed training, CPR and defibrillator training, along with fire extinguisher training. A firefighter also answers calls for medical assistance that may not involve fire and use their training as a First Responder, EMT, or Paramedic to care for the sick or injured. Our department also works to educate the public and aid the public in preventing fires. In addition to firefighting responsibilities, a firefighter must maintain fire apparatus and engage in regular drilling or training. They must also stay in excellent physical shape to endure the physical demands of their job.

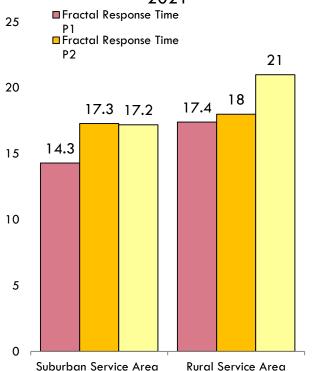


The 2021 fire station response profile illustrates the total number of times that a station responded to a call for service. Most of the time, a call for service will have more than one station or fire apparatus respond to that call for service, which is why we show a total here of 6,500 responses to a total of 5031 calls for service. Prince George Fire and EMS's busiest fire stations are as follows:

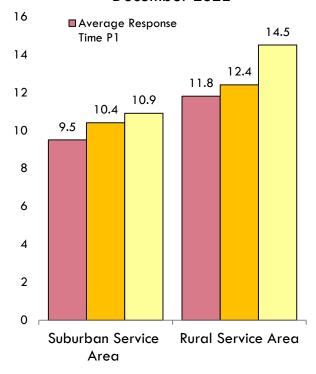
- Station 5, Prince George Fire/EMS Jefferson Park Fire/EMS, Career & Volunteer Station with 1,776 Responses
- 2. Station 8, Prince George Fire/EMS Career Station with 1,331 Responses
- 3. Station 6, Prince George Fire/EMS Career Station (Carson Sub Station 3) with 1,172 Responses
- 4. Station 7, Prince George Fire/EMS Career Station with 835 Responses
- 5. Station 1, Prince George Fire/EMS Volunteer Station with 529 Responses
- 6. Station 2, Prince George Disputanta Fire/EMS Volunteer Station with 408 Responses
- 7. Station 3, Prince George Carson Fire/EMS Volunteer Station with 322 Responses
- 8. Station 4, Prince George Burrowsville Volunteer Fire/EMS Station with 127 Responses

#### All Calls (Fire & EMS) Fractal Responses 2021

Fractal Response Times by Priority Class and Service Area January - December 2021



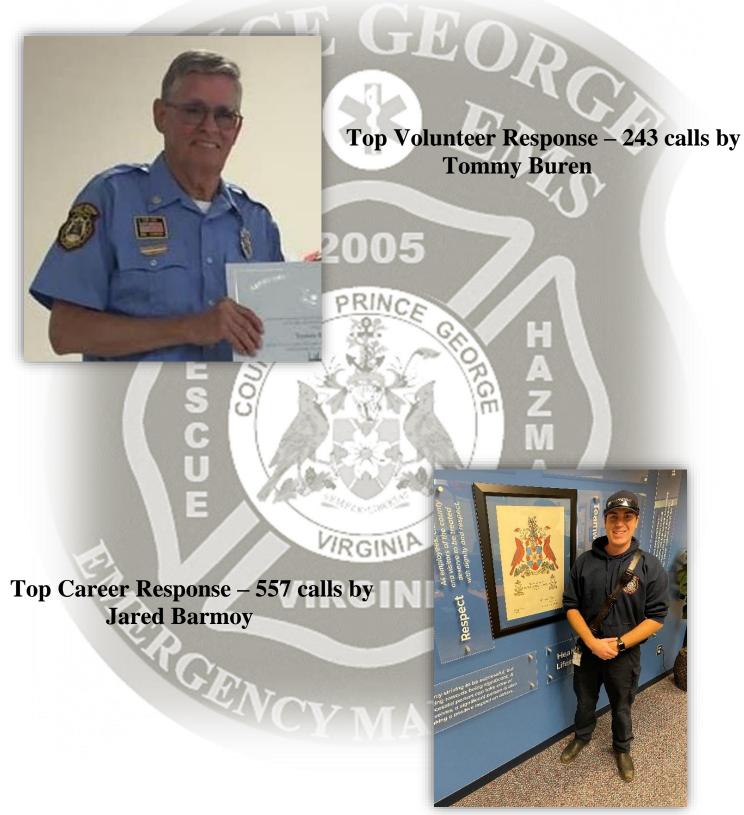
Average Response Times by Priority Class and Service Area January -December 2021



- P1 Priority 1 (life threatening emergency)
- P2 Priority 2 (Emergency but not usually life threatening)
- P3 Priority 3 (non-emergency)

The fractal response times represent the amount of time from when an incident is reported to the time the first unit arrives on scene, 90 percent of the time. These numbers show an increase in response times due to the increased call volume, requiring a further unit to respond to handle the emergency due to the closer unit(s) handling other calls for service. An increase in staffing (additional response unit) at our busier station(s) would result in a lower response time across the County. This data is reflecting that calls for service are having an increase in arrival times throughout the County.

## TOP CALLS





### 2021 TRAINING

The training division worked to continue offering opportunities throughout 2021 while working through state and local obstacles due to COVID19. We were able to hold a successful complete Fire Fighter 1 and 2 academy, EMT academy, and continued to work directly with the county's HR department to provide CPR and fire extinguisher training to the members of the Prince George County Team. We also worked hard to become an AHA training site so that we can continue to provide the necessary classes to our team and the community.

#### **Recruitment and Retention Commercial:**

From 11-27-2017 through 12-31-2020, PGFEMS averaged 39 new volunteer members per calendar year. From 1-01-2021 through 12-31-2021, we processed 48 new volunteers into our system.

PGFEMS members and Channel 8 worked side by side to create a commercial for Recruitment and Retention of new members that began airing in January of 2022.





#### Fire Academy:

Fourteen students attended the 2021 Prince George Fire and EMS Fire Academy. During this intense five-month course students earned the following Virginia Department of Fire Programs accredited certifications; Firefighter I, Firefighter II, and HAZMAT Operations. Each student attended more than 290 instructional hours and that does not include all of their individual study time. The academy provided the students with the minimum qualifications needed to perform as a firefighter in the Commonwealth of Virginia. The certifications earned allows them to enter into a structure fire or other hazardous environments, thus adding needed trained personnel to our growing department.



#### **EMS Academy:**

Twelve students attended the 2020, 2021 Prince George Fire and EMS EMT Basic Academy. Each student attended more than 280 of instructional hours and numerus hours of individual study time. This course provided each student with the knowledge and skills needed to test at the national level to become Emergency Medical Technicians.



#### **Training Opportunities**

As many know over the past year, everyone has struggled to obtain continuing education hours to maintain their EMS certifications. With the approaching deadline for National Registry recertification in March of 2022 Prince George Fire and EMS has collaborated with HCA Hospitals and Crater Criminal Justice Academy to create RECHARGE EMS Education Series. This series has and will provide multiple opportunities to obtain the necessary hours for both national and state recertification. This series will bring in Doctors and Instructors from as far away as Las Vegas. Our goal is to continue this partnership for years to come to insure our EMS community receives the needed training hours.





#### **Driver Training Programs**

We have continued to offer Driver and Pump Operator training in 2021. Both Career and Volunteer departments have come together to train both new and seasoned operators. Improvements to the DPO program have allowed the instructors to deliver the program in a consistent manner.

## New Arrivals in 2021

The County took possession of 4 new units - 2 Engines, 1 Rescue and 1 Tanker. We also placed an order for a new medic with a scheduled completion date of February 2022.





Engine 5

Tanker 4





Rescue 3

Engine 1

### **Facilities**

The PGFEMS department continues to invest in our infrastructure and in 2021 started a process of evaluating of some of our existing stations and the possible need for remolding or upgrades. PGFEMS collaborated with an architectural firm and conducted a feasibility study on Prince George Station 1. The study performed will determine the potential for station expansion or remodeling. PGFEMS Jefferson Park Station 5 received an in-depth evaluation on renovation that will consist of roof replacement, expansion of common areas and plumbing. With the evaluation completed, station 5 project is projected to start in a few months.



#### **Department Communications:**



In efforts to improve communications within the department, each station was upgraded with a monitor to display and scroll departmental messages. New policies, announcements, upcoming training classes, and station work orders are some of the items that are displayed on the monitors.

### 2021 LOGISTICS DIVISION

During the last six months of 2021, the PGFEMS Department developed a logistics team that provides various services that allow members of the department to function with equipment, uniforms, fleet, supplies, and logistical planning. The logistics team currently consists of members of the Fire Department that have taken on the challenges with our inventory as an additional aspect of their current fire response duties. Logistics coordinates all things within the agency that require support to Operations, Training, and Administration in both the fire and EMS divisions. The use of multiple programs for streamlined reporting, disposable purchasing and deployment, uniform purchasing and deployment, preventable maintenance, repairs and inspections, and purchase and upkeep of all equipment plays a part in the daily workings of Logistics. All members of the team utilize it. In addition to in-house support, Logistics works closely with all of the local fire departments, hospitals, law enforcement agencies, and other departments within the County that require medical equipment/supplies.

During 2021, The Prince George Fire and EMS Logistics Division, implemented several changes that were pivotal in ensuring each member has safe and effective gear/uniforms. First, we adopted the National Fire Protection Association (NFPA) 1851- Standard on Selection, Care, and Maintenance of Protective Ensembles for Structural Fire Fighting and Proximity Fire Fighting. Utilizing this standard provided a guide for the implementation of our current turn out gear policy and the development of turn out gear inspections. During the process of departmental turn out gear inspections, we were able to identify and remove over 300 expired or damage turn out gear items, ensuring each member is responding to emergencies in safe, compliant gear and reducing the expenditure of that line item by 52%.



### 2021 EMERGENCY MANAGEMENT

This year Emergency Management continued to implement effective ways to meet the needs of Citizens, both in our county and neighbors as well. Probably the most challenging was the COVID crises! We began in 2020 with testing and education to organizing vaccination "Points of Distribution" (PODs) into 2021. There were several testing sites across the County from Carson Fire station, Disputanta, and Burrowsville libraries and a primary site at the CWC to name a few. To roll out the testing, this required volunteers from CERT, MRC, and county employees as well as citizens in general. This graduated into organizing Vaccine PODs starting weekly at the PG High School where their personnel were highly supportive. Each of these PODs (100 – 300 each Saturday) began with 7:30 a.m. set up to often running after 5 pm. There were PD and EMS personnel on standby at each of these events. To get as many vaccines out as possible, the County established a Call Center where citizens could call to schedule appointments. The Center staffed by CERT, county staff, and other volunteers served Prince George, Sussex, and Surry Counties. As more people needed vaccines and staff was limited, we joined with Hopewell EM and used a vacant store in Cavalier Square to accommodate as many as 1094 citizens.

Even as COVID started to decline a bit, the second wave began and more folks decided to receive vaccinations; also the third and booster shots became available. We have had the opportunity to team up with Unity Baptist Church on Mt. Sinai Road in Prince George. This location is ADA compliant and has ample parking and is still be used as a POD site both for Vaccination and distributing self-administered COVID tests furnished by Crater Health District.



The Community Emergency Response Team "CERT" continued after a bit of a slow down last year. Our class had five members and we joined with five Colonial Heights new members for the class in September and November. CERT meets monthly and is involved in numerous activities from High school Graduations, the Drug Take Back program, and of course COVID response activities. The CERT team also had the opportunity in 2021 to assist the County with the Girls Softball World Series event that the County hosted.

We are starting a Teen CERT recruitment program, anyone interested can go to pgcountycert.org to sign up.





Our county Local Emergency Planning Committee "LEPC" meets every other month and continues to prepare for disasters by having yearly Tornado and Earthquake drills and posting severe weather bulletins and warnings.



### 2021 REVENUE RECOVERY

The EMS Revenue Recovery program continues to be a successful endeavor for the County. Ms. Franchok, our Revenue Recovery Program Manager, has increased the amount of collections substantially from what the County had been receiving previously. In 2021, EMS transport fees amounted to \$769,785.47. She continues to work with Medicare and other insurance agencies to ensure claims are successfully approved. Ms. Franchok also works 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.

### 2021 Grants

Prince George Fire and EMS in 2021 successfully secured grant funding as follows.

SAFER	\$ 261,296.00
Aid to Localities	\$ 136,148.00
Four for Life	\$ 35,563.00
LEMPG	\$ 25,231.00
VDEM CERT	\$ 9,157.00
Total	\$ 467,395.00

### 2021 COMMUNITY OUTREACH INITATIVES



#### **Chaplaincy Program**

Our Fire & EMS Chaplaincy program began in 2014 with the intent to have chaplains in and around each station to support and interact with our volunteer and career firefighters and EMT's. The chaplains spend time each week visiting the stations and hopefully build a bond between themselves and the members. This has helped tremendously in forming a trusting relationship. We see this as a mission that also serves to help the on-scene commanders at home fires, EMS calls, and other emergencies in reaching out to those affected and assisting in making death notifications. They also provide moral support and comfort to our members and residents and are also available for debriefing at the stations as needed.

Currently Gibby Elder and Robert Straub share the responsibilities as on-call chaplains in a 2-week duty cycle. Previously a number of other chaplains have left the program due to transfers within their church affiliation, and one chaplain passed away. Lead Chaplain Gibby Elder reports that there are two additional chaplains being recruited to expand the group. Our Chaplains represent various faiths within our community.

We see this program as a vital mission that not only supports our dedicated members, but also their families and our Community.

#### PUBLIC EDUCATION OUTREACH

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







Burrowsville VFD received a letter of gratitude from James D. Bergren, Major, VaANG Commander thanking them for their hospitality of his troops after being involved in an overturned bus accident on Rt. 10 on June 7, 2021. The membership provided troops with food, drinks, and a comfortable place to stay on a hot day.

## 2021 PROMOTIONS



Left to right: Chief Paul Beamon, Cpt. Jason Coker, Cpt. Parker Ramsey, Cpt. Chris Taylor



John Mullenix, III National Registry EMT – Paramedic



Douglas Jones, Jr. National Registry EMT - Paramedic

### 2021 FIREFIGHTER OF THE YEAR

David Millhouse received the firefighter of the year for the Prince George Fire and EMS Department. David has been a dedicated and valuable asset to the department and continues to take on some of the most challenging tasks within the department to enable our growth. David continued to mentor new career and volunteer members throughout the department and took on the challenge of or new logistics department; in doing so, he discovered that members were risking their lives by fighting fires with gear that had expired, in some cases, more than five (5) years. His efforts also discovered a tremendous amount of savings for the County through combining



inventoried gear throughout the County into one location. The effort he put into this allowed the fire department to redistribute to active members to ensure their safety and save the County a great deal of expense and unnecessary spending on those items. David's performance in his daily tasks, combined with his willingness to take on extra projects, made him highly deserving of such an award.

### 2021 RETIREES



Chris Allin Fire Medic III 7/10/2013 – 12/1/2021





## 2021 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.







