

2016 Annual Report



James B. Owens
Director
January 30, 2017

OVERVIEW

It is with great pleasure that I present to you the Prince George County Fire & EMS Annual Report for 2016.

The Department continues forward progress with many initiatives that have enhanced the service delivery to Prince George County citizens. The coordinated Fire and EMS system has continued to improve the ability to provide essential services to the public by providing consistent leadership across the County and standardizing many aspects of Fire and EMS.

The Prince George Fire & EMS Advisory Board has upheld its moral obligation to protect the interest of the general public, and preserve the continuity of life safety operations. Within this report, you will see an overview of the operations, outlining key components of the organization which are necessary to fulfill our mission. The actions of the Board are



intended to ensure timely, professional, Fire/Rescue emergency response in order to serve the needs of the community. The Fire and EMS advisory board has adopted many policies and procedures to strengthen the coordinated system. All policies and procedures can be found on the department's website. In addition, the Rules and Regulations are posted there as well. 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 2016. Ensuring that resources were available to meet the needs of the citizens remained a challenge. The economic situations we are facing at the local, state and federal level continue to be the catalyst that force us to change our business practices in order to more efficiently meet the demands placed on public safety.

All of these efforts contribute to the mission of the organization in providing quality services and ultimately support the continued focus on the delivery of services. Fire and EMS personnel received numerous awards for going above and beyond the call of duty as well as achievements in years of service. Overall, 2016 was filled with programs and events that focus on our greatest resource – our First Responders. Without them, the achievements of the past would be useless.

Several notable promotions took place within the department which included Firefighter/Medics Chris Taylor, Ashley Frazier, Tommy Kozak, Jeremy Bottoms, Ray Blake and Joe Turner to the position of Lieutenant. Their commitment to duty and determination will magnify the departments mission for excellence.

Station Renovations and Replacements



The county completed the next phase of renovating Fire and EMS stations. The Burrowsville Fire Station renovation grand reopening was held on July 24, 2016. The project added a two story addition to the western side of the building. The addition was much needed living quarters to the upstairs to house personnel around the clock. The downstairs portion includes

additional storage space to free up area in the cramped bays. Burrowsville Volunteer Fire Chief John

Nicol added to the project by taking on additional renovations in the station. The additional renovations replaced many outdated aspects of the interior. The upgrades will prolong the life span of the building and will allow first responders to meet the citizens' needs for many years to come.

In March, the County held the grand opening of the new Fire and EMS station in Carson. The 12,000 square foot facility replaced the existing station located on Halifax Road. The facility is capable of housing all the apparatus inside, personnel for staffing programs, and includes a community center.

Fire and EMS staff worked with the Chief of Carson Volunteer Fire Department along with other team members to keep the project on track.



Fire and EMS Staff continued efforts with County staff and The Burrowsville Volunteer Fire Chief to

secure a location for the James River Drive Fire and EMS station. The County selected a site on Moody



Road at the corner of James River Drive. The site will incorporate the most residents into a five road mile area. 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 County continues to invest in updating or replacing the Fire and EMS facilities in Prince George to assist our first responders in meeting the demands of the citizens as a modern fire and EMS organization.

Apparatus

Tanker 1 and Tanker 2 were placed in service. The two tankers have added to the water supply capacities of first arriving units responding to fires. Company 1 and Company 2 have done a great job incorporating the new Tanker/Pumper concept into operations. The purchase price of each unit was

just over a half million dollars each. Additional funds

continue to trickle into the apparatus replacement funds for future purchases. The department will



reform the apparatus replacement committee in the spring of 2017 to begin reviewing the status of the fire and EMS apparatus fleet.

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 get involved with the direction that the department is headed. A minimum training standards policy, drugs and intoxicants policy, and others were adopted to ensure safe operations within our organization.

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

The department experienced many difficult calls for service. Lengthy responses to EMS calls, house fires, complicated vehicle extrications, and tragic incidents continued to linger over the response system as personnel worked diligently to provide the best level of service possible. The organization continues to focus on the importance of constant reevaluation in order to adequately meet the needs of the public. In late 2014, to aid in assisting the fire companies with adequate personnel on fire incidents, the department developed a dual function process. The



dual function 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 dual function process, the County applied and was awarded a SAFER Grant to hire additional personnel to help increase the overall number of personnel on emergency incidents. The SAFER Grant personnel, hired in May of 2014 continue to assist on several incidents when staffing is thin from our current consortium of responders. Both programs continued through 2016 providing additional trained, qualified personnel on emergency incidents. In addition, some positions were reclassified to include Captains as the Shift Supervisors and Lieutenants as the Company Level Officers. Additionally, the Fire and EMS Advisory Board adopted the NFPA 1720 Standards for Fire Response. In 2016, the response times for the first arriving fire apparatus to arrive on the scene of a fire was reduced by 3 minutes compared to historical data. The goal over the next year is to reduce the response time to 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.

An analysis was conducted to determine fire districts. The GIS Department worked with staff to help identify the closest most appropriate company and/or units to respond to Fire and EMS calls. The information was distributed to the Chiefs of each district to assist them with planning responses. The



identification of Suburban Service Area and Rural Service Area help staff quickly identify geographical and demographical information. The data has assisted staff with long term planning and development of response

standards and goals.

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 merged into one agency reducing the need for multiple report types and separate incident numbers for the same incident. The data is now more streamlined to ensure a more accurate depiction of the response system.

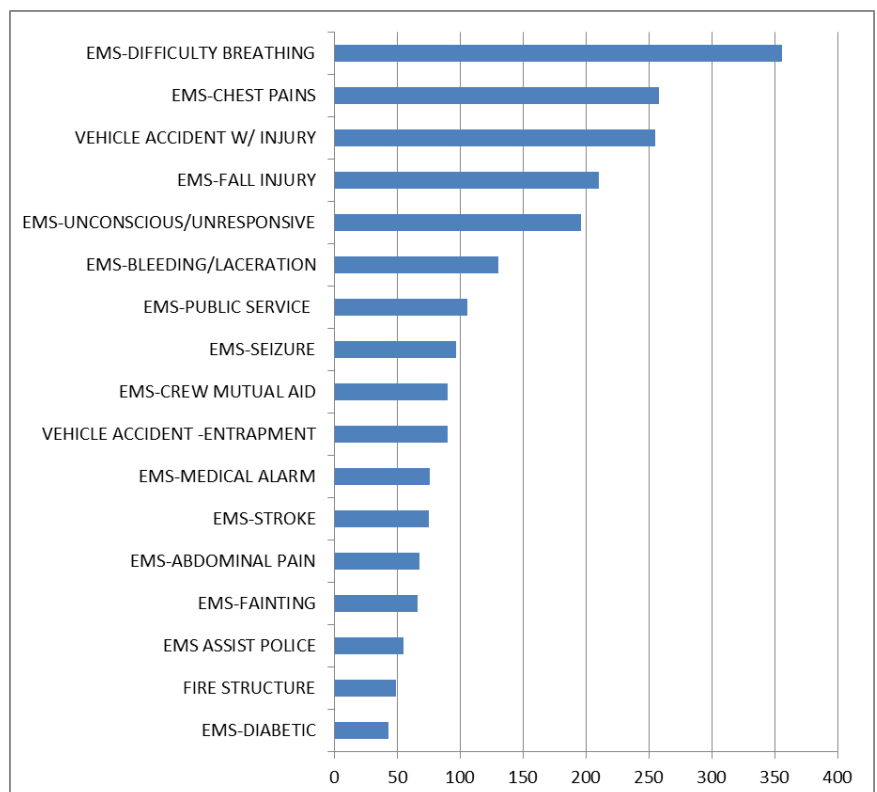
Overall in 2016, Prince George Fire and EMS handled 3021 of 3059 EMS calls for service. Surrounding jurisdictions handled 38 of those calls which is up from 37 calls handled by mutual aid in 2015. Of the 3021 calls that Prince George County units were able to handle, 38% of the response times to the scene were less than 8 minutes and 59 seconds which is the industry standard for critical EMS calls. Only 39% of the time were the response times between 9-15 minutes, leaving 23% of the calls that Prince George Fire and EMS are handled with a greater than 15 minute response time. Additionally, the 37 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 creating 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 Unit to handle the call load.

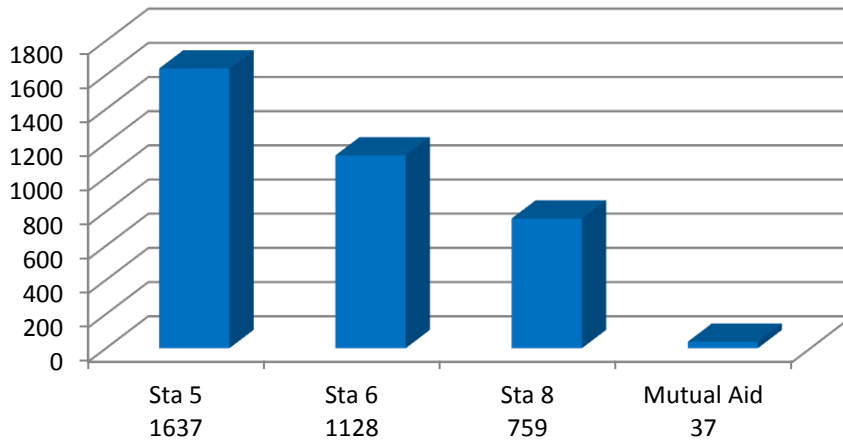
In fall of 2016 peak-time staffing was moved back to Station 8 (Prince George Emergency Crew) as the members were answering less than 3 % of the EMS calls for service. As a result, a decrease in response times by two (2) minutes was achieved in the RSA. However, the adverse effects resulted in response times increasing by 1.5 minutes in the SSA. Additionally, at the request of Carson Volunteer Fire Department, an ambulance was moved to Carson in efforts to improve EMS services in the southern portion of our RSA.

The department continued transitioning into the ImageTrend program to be the main Records Management System. This system integrates fully with CAD to export vital information in a timely manner. The group began training personnel and continues to migrate from the old RMS to ImageTrend.

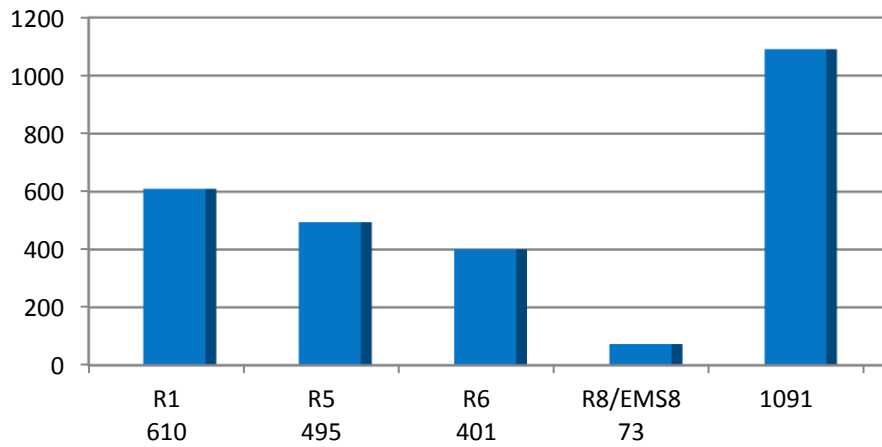
TOTAL EMS CALLS FOR SERVICE - 3059



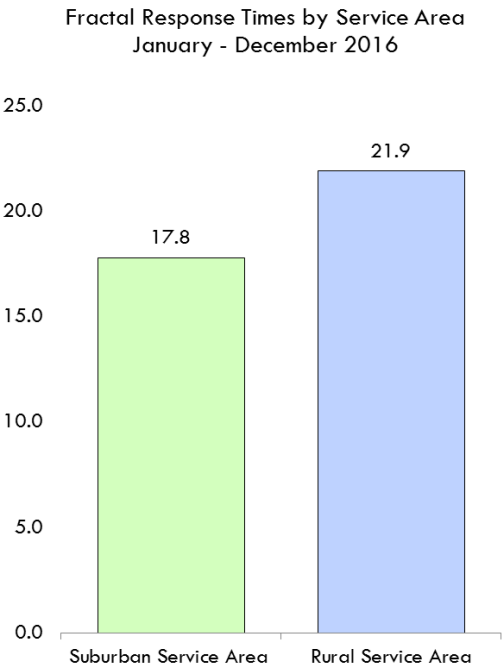
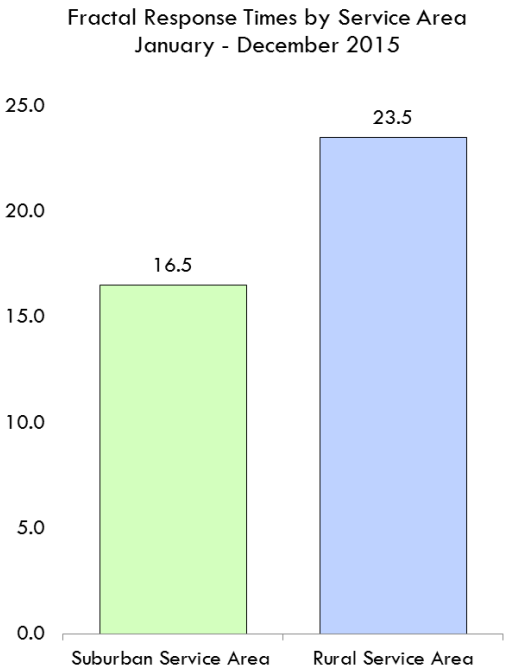
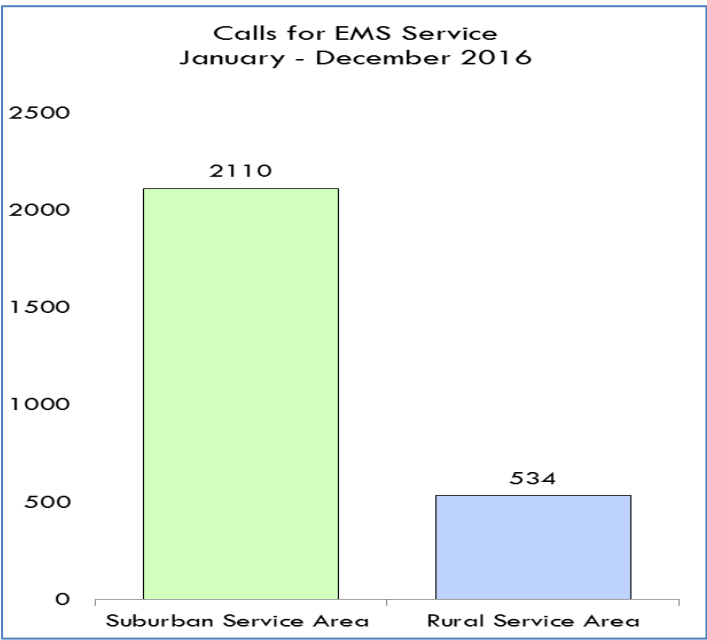
Ambulance Responses by Station



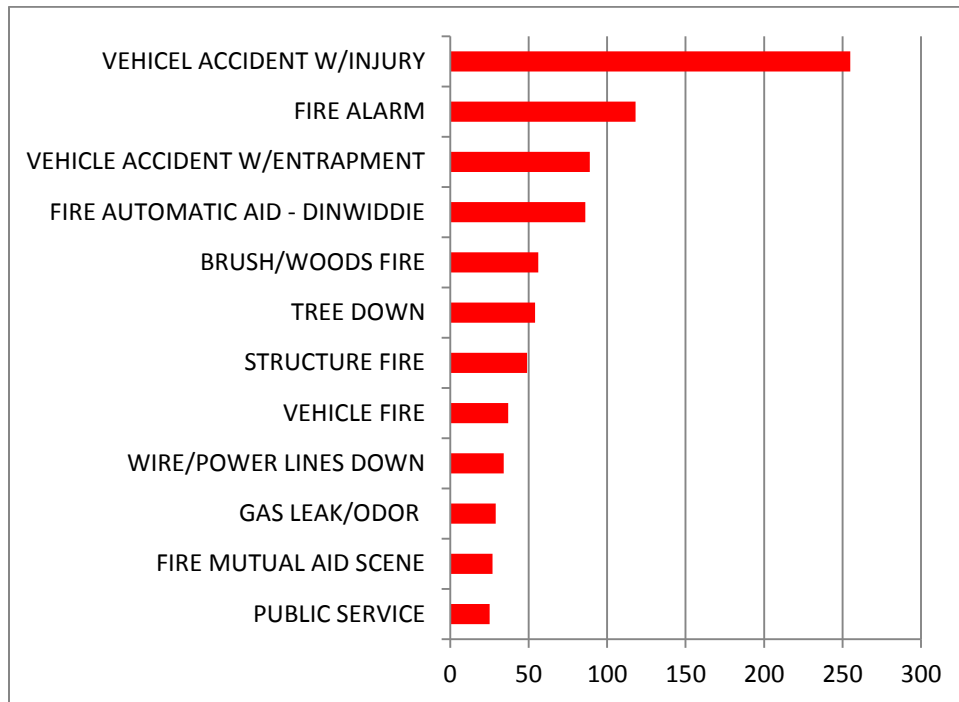
1st Responder Unit Responses



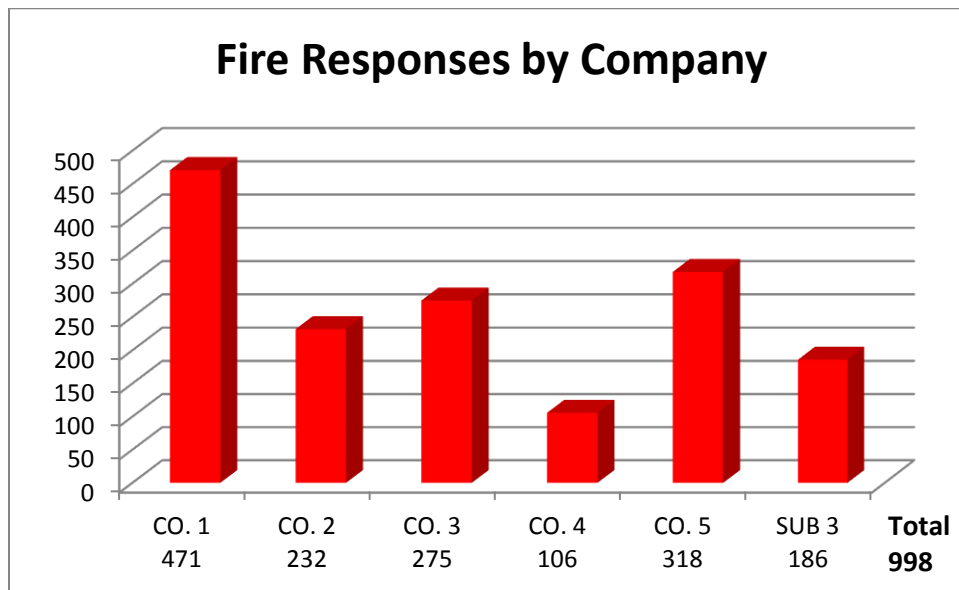
EMS Response Times

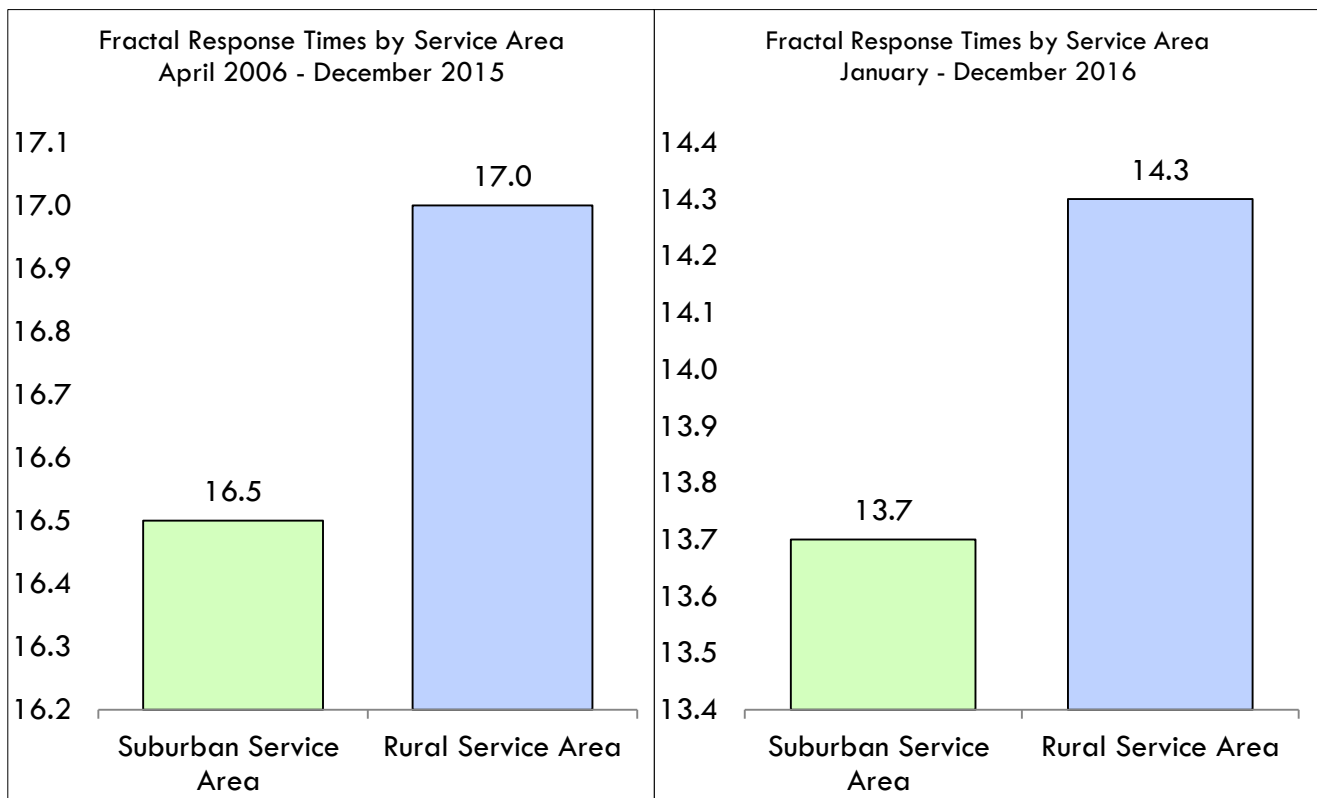


TOTAL FIRE CALLS FOR SERVICE - 998



Fire Responses by Company





Emergency Management

Join us for Survivor Day:

United In Crisis – Are You Ready?

The Prince George Local Emergency Planning Committee presents a series of community preparedness workshops
Saturday, June 18, 2016
9 a.m. to noon
Registration begins at 8 a.m.
JEJ Moore Middle School
Boy and Girl Scouts who participate will earn a Survivor Day patch

PG SURVIVOR DAY
Drawings
Bingo
Trivia
Free Survivor backpacks

Highlights:
Pet preparedness
Weather presentation
Winter car preparation
Gun Safety
How to build a kit

Community Partnership fair:
Prince George LEPC
Local law enforcement
Neighborhood Watch
Red Cross
Pharmacy
Terrorism task force
Power company

And much, much more

You do not have to be a Prince George resident to attend

One Free Survivor Starter Kit per family with completed survey

Do you know what you need to survive at home without power for at least 72 hours? Or what to take with you if you had to leave in a hurry? Emergency and Community Response professionals will show you how to prepare for these threatening situations.

Register at <http://www.survivorday.com>
Or email DEHester@princegeorgecountyva.gov
Call 804-722-8614 for more information

Event Location: Prince George
JEJ Moore Middle School
11465 Prince George Drive
Disputanta, VA 23842

The Emergency Management division achieved many milestones last year. The County continued to implement effective ways to meet the citizen's needs during a disaster.

Through grant funding sources, numerous upgrades continue to improve the County's ability to respond to all hazards that the community faces. Enhancements in technology, 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, 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 first Community Emergency Response Team was formed. CERT training began for members of the Local Emergency Planning Committee and is being expanded into the community.

Grants

2015 determined to be another successful year for Prince George Fire and EMS with securing grant funding.

Aid to Localities	\$ 115,932.00
Four for Life	\$ 34,209.76
LEMPG	\$ 25,231.00
VDEM	\$ 31,266.00
RSAF	\$ 61,131.00
Total	\$ 267,769.76

EMS 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 2016, \$571,845.64 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.

Community Outreach Initiatives

The department coordinated the second annual Youth Fire and EMS summer camp with 12 participants in June. The participants received CPR and first aid training, fire extinguisher training, disaster preparedness tips, as well as observed vehicle extrications and what a Firefighter/Medic's job involves.



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



public.

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

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



Over 200 public education events took place last year including the National Night Out event. Overall, 7,000 adults and 6,000 children were reached. Fire & EMS personnel contributed 1,172 hours as they worked to educate the public about fire safety and injury prevention.

Training

Prince George Fire and EMS coordinated with police special operations members and prompted training at a new EMS level of response. The training conducted was centered on 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.



The 2016 Basic EMS Academy was completed in December. The Academy had 17 students enrolled and will be eligible for state testing in January of 2017.

Prince George Fire and EMS personnel completed the Basic Fire Academy.

The Advanced Fire Academy was carried out successfully with 9 passing and 1 failure. We had to cancel the Mayday and Introduction to Technical Rescue Module 2 portions of the academy due to state instructor availability. Training staff continues working with the state to get these needed classes provided for our first responders.



Prince George Fire and EMS is currently working to improve the EMS precept program. Even with the program being remolded 10 volunteer and career team members of the Prince George Fire and EMS completed the current precept program.

Fire and EMS continues to offer assistance to the Volunteer fire and EMS companies to provide accurate training reports. Unfortunately, training may be taking place at the company level but the lack of accurate reporting reflects in the annual data that is presented in this report as well as to ISO. The negative impacts on the lack of documented training will be felt during the next ISO review.

Total Personnel Hours of Company Training

PG Station 1	Prince George		37
PG Station 2	Disputanta		0
PG Station 3	Carson		165
PG Station 4	Burrowsville		4
PG Station 5	Jefferson Park		136
PG Station 6	Carson Sub-Station		65.5
PG Station 8	Emergency Crew		41
PGFEMS Staff			431