

FIRE/EMS Department

FY 2023 Operating/Program Review Responses Summary

TRAINING

- The Department provided an update as to the various recertification requirements and hours necessary to satisfy the recertification requirements. It included modifications to the training schedule¹.

ORGANIZATION

- The agency outlined the eleven (11) work schedules (shift structures) they employ to fill all shifts. To combat overtime costs, the Department has reassigned numerous day shift personnel to cover shifts².

SERVICE DELIVERY PLAN AND PERFORMANCE

- *Goal: To provide emergency medical services to County residents and visitors in order to reduce deaths and injuries from medical emergencies and traumatic events.*
- The agency provided a breakdown of the top five (5) call for service and the top five (5) type of BLS and ALS calls within Calendar Year (CY) 2021³.
- *Goal: To provide fire suppression services to County residents and visitors in order to reduce death, injury and property loss from fire emergencies.*
- *Objective: Reduce civilian fire deaths per 100 structure fires.*
- The Department provided the number of fatalities and injuries for CY 2021. They outlined the agency's efforts to prevent and to decrease calls for fire and medical services. For the most part, a reduction of ALS & BLS calls for service is targeted through community outreach and public education programs.
- The Department highlighted its existing partnerships for the purpose of facilitating the reduction strategy of reducing 911 calls for service for non-emergency purposes.
- An update on the Mobile Integrated Healthcare Model/Community Paramedic Program (MIH) was provided. It included the purpose, objectives, number of enrollees, staffing, outreach efforts, and identified elements critical for the program's continuation.
- The Department provided information relating to the number and percentage of calls for service that involved individuals with behavioral health issues. It also provided an update about the implementation of the new 988 Crisis Hotline⁴.

PROGRAMMATIC PERFORMANCE UPDATES AND TRENDS

- Fitch and Associates has been conducting a comprehensive organizational and efficiency study. The agency provided an update as to the status of the report and plan.
- The Department outlined the challenges that are encountered and anticipated for the ensuing fiscal year. Staff attrition, retention and recruitment were highlighted as a continued challenge. Additionally, a decline in the volunteer participation, maintaining market competitiveness from a staffing

¹ Agency Responses to FY 2023 Operating / Program Review, Pages 1-2

² Agency Responses to FY 2023 Operating / Program Review, Pages 2-3

³ Agency Responses to FY 2023 Operating / Program Review, Page 3

⁴ Agency Responses to FY 2023 Operating / Program Review, Pages 4-7

standpoint, increased workload demand, apparatus repair and maintenance, and aging facilities were also cited as obstacles to efficiencies and effectiveness of the services provided by the Department⁵.

PARTNERSHIPS

- The Department provided a list of County agencies they work in collaboration with throughout the year. Additionally, it provided a list of the non-profit and community based-organizations, with which the department works⁶.

⁵ Agency Responses to FY 2023 Operating / Program Review, Pages 7-8

⁶ Agency Responses to FY 2023 Operating / Program Review, Pages 8-9