OVERVIEW

In 2013, the Department of Fire and EMS stretched itself beyond any boundaries ever to ensure protection for the citizens of Prince George County. As in past years, our career and volunteer personnel were constantly challenged to meet the demands of the public. Tragedies from structure fires, fatal EMS calls, thorough disaster preparation and response continue to stress the system and test the limits of our personnel. However, the resilience of our response system still remains steadfast from the people who make up the system. The first responders always have been and continue to be the strength of our system. Several briefings, committees, and work groups worked tirelessly to problem-solve these challenges. However, the key to resolving issues, the key to moving this organization forward, and the key to providing the best level of service to the citizens, visitors, and workers of Prince George is the teamwork that all of our first responders employ.

Our system also lost two great members who helped lay the foundation to where we are today in many ways. Captain William T. “Billy” Franchok’s tour of duty ended on Friday, October 3, 2013 with 54 years of dedicated service to the citizens of Prince George. William T. Franchok served in multiple ranks from Lieutenant to Assistant Chief with the last two years serving as Captain under Chief Petro, Prince George Volunteer Fire Department. Captain Franchok handled multiple functions on a daily basis, from maintenance and repair of chainsaws, flash lights and other miscellaneous tools. Captain Franchok was at the top of the list for the number of fire calls per member in the department. Captain Franchok was always dedicated to training the future of the department, assisting the training officer with live burns and other training programs. Captain Franchok would always take the future generation of drivers out training no matter what time of the day or night. Captain Franchok also assisted with numerous public education events during the week. Captain William T. Franchok was and will remain a true inspiration to all whom had the pleasure of serving with him. Captain Franchok leaves behind a wife and two sons.
Darrell G. Allen, longtime volunteer with both Prince George and Burrowsville Volunteer Departments, passed away on January 18, 2013. His volunteer firefighting service started in 1965 with Prince George Volunteer Fire Department and then when he relocated to the Burrowsville area, he joined Burrowsville Volunteer Fire Department in April, 1975. Mr. Allen remained an active member until 2003 when he began Life Membership within the department. He continued to actively support the department with fundraisers, especially the Brunswick Stews, and was also the department Chaplain for many years. He also held numerous offices within the Association. Mr. Allen always welcomed his fellow Burrowsville members from his “special” seat at the meeting room door whether it be business or training events. He was able to make a positive impact on the members of the department during his years of service. His dedication to the department, the Burrowsville community and Prince George County during a 42-year volunteer career will be greatly missed. Mr. Allen is survived by his wife, two sons and a daughter.

The importance of our members continues to be the focus of 2014. Ensuring they have the resources to meet the needs of the citizens remains 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 through the dedication of our people. This year will be filled with programs and events that focus on our greatest resource – our First Responders. Without them, the achievements of the past would be useless. Support from our volunteers for these programs is vital to successfully progress in providing the best level of service to the citizens, visitors, and workers in Prince George County.
STATION RENOVATIONS:

In an effort to address maintenance issues at the County’s public safety facilities, the Board of Supervisors recently allocated monies to begin with the Emergency Crew building. Bill Hamby, Director of General Services and the Building and Grounds team completed work on a partial roof replacement, drain pipe repair, and insulation replacement.

The heating-ventilation-air conditioning system has been completely replaced. The previous system was very old, dysfunctional, and was causing a mildew situation in the second floor living quarters. The system was converted from an electrical system to a more efficient propane fueled system.

Bathroom facilities both on the first and second floors were renovated to replace pipes protruding from the wall, cracked tiling, to provide privacy which did not exist, and much needed storage was added.

A secure and video monitored storage room was upgraded to house EMS supplies so that materials and supplies can be more effectively managed.

Painting and new carpeting have added life to the interior of the building and exterior painting replaced the previous dirty appearance. Broken soffits, gutters, and shutters were repaired and replaced as part of this effort.

The asphalt in the parking area was breaking up in front of the apparatus bays. The lot was partially dug up and repaired. The entire lot was sealed and restriped to provide clearly designated parking which long ago faded away. This part of the project will add many years to the life of the parking area. Finally, the roof over the ambulance bays was replaced adding life to the roof as well.

Construction is currently underway at the Disputanta Fire Station. The project will include repairing and replacing the bay doors and floors along with other maintenance needs.
OPERATIONS:

Fire

The Chiefs Management Committee continued with several improvements in organizational operations this past year. The committee implemented several policies and procedures to strengthen the organization. The most significant improvement was the adoption of a County-wide Incident Management System. The committee approved moving forward with developing company level operational assignments. 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 the department is headed.

The Strategic Plan was adopted by the Chiefs Management Committee and was delivered to all Fire and EMS companies as well as the Board of Supervisors. The delivery was well received by all parties and the road map to the future of Fire and EMS for Prince George County is well laid out.

The County conducted a Future Station Location Study. An ad-hoc committee was established to review call load data and other statistics to help determine future station needs in the County. A report was generated and will be delivered to the Board of Supervisors in January 2014 for consideration.

The department experienced many difficult calls for service. Delayed responses to EMS calls, house fires, complicated vehicle extrications, and tragic incidents that claimed the lives of our youth all contributed to the organization as a whole to remember the importance of constant reevaluation in order to adequately meet the needs of the public.
Fire Calls by Day of the Week

Fire Calls by Hour of the Day
The EMS Advisory Council is comprised of one representative from each of the Volunteer Fire and EMS Companies, Career Staff, John Randolph Medical Center, Southside Regional Medical Center, The County’s Operational Medical Director, Emergency Communications, Police Department, and a Citizen at Large. The council meets every other month or as needed. In 2013, the council provided a tremendous amount of guidance in shaping the EMS system for Prince George County. The development of a Quality Control program was important for establishing a baseline to build on.

Dr. Eric Bachrach joins the department as the Operational Medical Director. The department will be working on new initiatives to enhance the overall operation of Fire and EMS. The department partnered with the Police Department and Communications to implement the County’s first Emergency Medical Dispatching program. The program is set to go live January 28, 2014.

Efforts continued to focus on staffing and handling EMS Calls for service within an acceptable time frame. In 2013, Prince George Fire and EMS handled 2,810 of 2,944 EMS calls for service with 232 calls for service being dispatched with no staffed unit readily available to handle the call. Ultimately, the system was able to cover 98 of those calls and surrounding jurisdictions handled 134 of them. Through many efforts to enhance the EMS response system, the department was able to reduce the average response time from 12:50 minutes to 11:45 minutes. Of the 2,810 EMS calls that Prince George County was able to handle, only 31% of the response times to the scene were less than 8 minutes and 59 seconds which is the National Standard, an increase of 11% over 2012. Only 40 % of the time were the response times between 9-15 minutes, leaving 29 % of the calls that Prince George Fire and EMS are handling with a greater than 15 minute response time. Additionally, the 134 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 is in excess of 30 minutes. Data from our records management system show that the peak times of 9am – 9pm which is when 64% of our calls for service are dispatched.
EMS Calls by Type

- ABDOMINAL/BACK PAIN
- BLEEDING/LACERATION
- BURNS
- CHOKING
- DIFFICULTY BREATHING
- FALL INJURY
- HEADACHE
- MVA
- OTHER
- PUBLIC SERVICE
- STROKE
- SUBJECT SHOT
- UNCONSCIOUS/UNRESPONSIVE
EMS Calls by Day of the Week

EMS Calls by Hour of the Day
Other Operational Information

Volunteer members continue working with the Police Department on the Water Rescue Team. Major improvements in the process continue to be made and the cohesion still improves between the Police Department and Fire/EMS Department members. The department responded to three water rescues in 2013. A Life Safety Award was presented to the responders that saved a near drowning victim.

Fire and EMS worked with Communications to begin implementing the Active 911 program. The Active 911 program will allow our first responders to have critical information such exact location, type of call, and responding to help aid in response to emergency situations.

Upgrades are expected to take place to the records management system which will include increased capabilities of reporting in the field. This upgrade will enable the department to more accurately report data about the Fire and EMS response system.

The Board of Supervisors voted to support a $0.02 tax increase that is tied directly to Public Safety. One penny was designated towards the Apparatus Replacement Fund for future purchases and the other penny was designated towards hiring three additional Fire-Medics. Additional apparatus was received and training has begun to get those units in service. The three Fire-Medic positions were filled and are staffing an ambulance during our peak hours at Station 6 the Carson Sub-Station.
ADMINISTRATION:

Recruitment and Retention

The Department continued supporting recruitment and retention campaign efforts. A billboard, located on County Drive, was negotiated at a reduced rate to advertise for Volunteer Firefighters and EMT’s. The department also took out a half page add in the high school newspaper.

Fire and EMS hosted an EMS Appreciation picnic for all EMS first responders in the County. The Fire and EMS coordinated the new Awards and Recognition Program. The new program recognized over 50 of our first responders and was well received. The department is currently seeking personnel to serve on the review committee. To further help enhance the delivery of services, an EMS Volunteer Incentive Plan was presented to the Board of Supervisors and approved. This program will give a small monetary reward for staffing ambulances.

<table>
<thead>
<tr>
<th>Company</th>
<th>Volunteer of the Year</th>
<th>EMS/FF Volunteer of Year</th>
<th>35 years</th>
<th>30 years</th>
<th>25 years</th>
<th>20 years</th>
<th>15 years</th>
<th>10 years</th>
<th>5 years</th>
<th>1 year</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Jim Flanagan</td>
<td>Ron Koser</td>
<td>Allen Sullivan</td>
<td>Kevin Foster</td>
<td>Allen Sullivan</td>
<td>Timmy Flynn</td>
<td>James Thacker III</td>
<td>Michael Williams</td>
<td>Jonathan Tyncha</td>
<td>Doug Jones Jr</td>
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<tr>
<td>2</td>
<td>Justin Bulfant</td>
<td>Sean Myers</td>
<td>Carole Lee</td>
<td></td>
<td></td>
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<tr>
<td>3</td>
<td>Blake Gilliam</td>
<td>Becky Decker</td>
<td>Brenda Skalsky</td>
<td></td>
<td></td>
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<td></td>
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<tr>
<td>4</td>
<td>Jake Marshall</td>
<td></td>
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<td></td>
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<tr>
<td>5</td>
<td>Shane Thompson</td>
<td></td>
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<tr>
<td>6</td>
<td>Sergio Nardi</td>
<td></td>
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Emergency Crew: Carole Lee, Brenda Skalsky

Career Volunteer of the Year: Jim Flanagan, Justin Bulfant

EMS/FF Volunteer of Year: Ron Koser, Sean Myers

5 years: Allen Sullivan, Timothy Flynn

20 years: James Thacker III

10 years: Michael Williams

5 years: Jonathan Tyncha, David Irvin, Brent Johnson, Timothy Seitz

1 year: Doug Jones Jr, Wayne Buchanan, Brett Bishop, Aubrey Taylor, Christopher Mitchell, Donnie Deaver, Chris Jones, Cliff Crawford, Cameron Walker, Johnathan Mobley, Shaunelle Debraux

1 year: Michael Story, Anthony Gottschalk, Sherrie Deaver, Shawn Bray, Tanya Hopson, Greg Simms, Bobby Merricks, William Comer III, Sean Myers, Travis Stokes
Grants

The department continues to pursue grant funding opportunities and was awarded an increase of $124,000 over the amounts awarded in FY 2012. The following list indicates grants that were awarded in 2013:

<table>
<thead>
<tr>
<th>Grant Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aid to Localities</td>
<td>$90,329.00</td>
</tr>
<tr>
<td>Four for Life</td>
<td>$32,112.60</td>
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<tr>
<td>LEMPG</td>
<td>$25,000.00</td>
</tr>
<tr>
<td>RSAF</td>
<td>$21,000.00</td>
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<tr>
<td>RSAF</td>
<td>$60,100.00</td>
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<tr>
<td>VFIRS Grant</td>
<td>$1,000.00</td>
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<tr>
<td>VA Dry Hydrant Grant</td>
<td>$3,500.00</td>
</tr>
<tr>
<td>Radiological Response Grant</td>
<td>$3,500.00</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$236,541.60</strong></td>
</tr>
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</table>
Community Outreach, Fire Prevention and Life Safety

Fire and EMS Staff worked with the Building Official, and the General Services Manager to conduct a Fire Safety Sweep of all buildings in the Administration Complex. The sweep helped identify code violations and recommendations to improve Fire and Life Safety for employees and the general public.

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

Fire and EMS participated in the 2013 J.O.B.S. program. Fire and EMS Director Owens assisted with teaching student techniques on time management, responsibility, and interview skills.

Over 3,350 people were reached during a series of Public Education Events in the County. Volunteers put in 176 hours in education the public about fire safety and injury prevention.
Training

Fire and EMS provided over 500 instructional hours of EMS Continuing Education Training within the department.

The department provided company level training to help strengthen on-scene operations. The Engine Company Operations and Truck Company Operations program were both well received. Our first responders were able to experience the importance of crew integrity while operating at incidents with coordinate and accountable strategies and tactics.

The 2013 Basic Fire Academy graduated 13 new firefighters.

In addition to the EMS Continuing Education Training, the department provided 6 community and first responder CPR training classes with over 75 people taught for a total of 300 hours of instruction.

<table>
<thead>
<tr>
<th>Training Hours by Company</th>
<th>Company 1</th>
<th>Company 2</th>
<th>Company 3</th>
<th>Company 4</th>
<th>Company 5</th>
<th>Emergency Crew</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>669</td>
<td>140</td>
<td>403</td>
<td>353.5</td>
<td>394</td>
<td>131</td>
</tr>
</tbody>
</table>
Emergency Management

The Department of Fire and EMS hired a part time Deputy Coordinator for Emergency Management as well as its first Emergency Management Intern.

Fire and EMS Director Owens and Deputy Coordinator Hunter participated in FEMA’s Surry Power Plant Ingestion Pathway on June 4th. This exercise was a controller inject provided scenario. This scenario sought to test the County’s ability to implement protective actions for its citizens, agriculture, water, and food supplies; evacuation, relocation, and reentry, if needed; and provide emergency information and instructions to the public and news media in a timely manner.

A social media presence was launched through the creation of a Facebook page and a Twitter page. Creating these pages enhances the capability of mass communication in a timely manner. Facebook and Twitter are utilized to disseminate weather warnings, safety tips, and preparedness measures.

The Director of Fire and EMS as well as the Deputy Coordinator and several Volunteers participated in the Tri-Cities Communications Exercise: Operation “Can You Hear Me Now?” This exercise follows the direction set forth by the U.S. Department of Homeland Security (DHS) Homeland Security Exercise and Evaluation Program (HSEEP) and was sponsored by the Virginia Department of Emergency Management.

In conjunction with Operation “Can You Hear Me Now?," the County held an Emergency Operations Center (EOC) activation drill on October 24th. The goal of this drill was to test the startup capabilities of the EOC and Emergency Management Team as well as to identify strengths and weaknesses of the team without the normal Emergency Management Team Leaders in place.

The County continued to upgrade the EOC. The upgrade included: a new coat of paint, adding a third monitor, replacing and adding dry erase boards, and updating the chairs.
County Staff participated in the 2013 Statewide Tornado Drill and the Statewide Earthquake Drill.

The application to become a StormReady Community was submitted.

The County began its partnership with the Homeland Security and Emergency Preparedness (HSEP) graduate program at Virginia Commonwealth University (VCU). The County hosted graduate students from a HSEP service-learning class with the goal of creating a Continuity of Operations Plan (COOP) for the Department of Social Services. The graduate students presented their written COOP to the Deputy Coordinator, the Director of Social Services, and other Social Services employees.

A Departmental Continuity of Operations Plan (COOP) is intended to formalize informal department procedures to ensure the department is able to continue its essential functions during events such as losing access to its normal facility, a reduction in the workforce, and losing access to equipment. Each department’s COOP contains vital operational data to support the department. The departments within the County were given COOP worksheets to fill out and return to Emergency Management in order to facilitate the creation of a COOP for each department. The COOP creation process is lengthy and can be costly; however, the Homeland Security and Emergency Preparedness graduate program at Virginia Commonwealth University offers an alternative that is free to the County.

This alternative pairs a group of HSEP graduate students from the service-learning class, Private Sector Issues, with different localities to create a COOP for each locality while giving hands-on experience to the graduate students. The County was chosen as one of the localities to participate in this partnership. A group of three graduate students researched and created a departmental COOP for the Department of Social Services. The group conducted a presentation of the departmental COOP to the Deputy Coordinator, Director of Social Services, and several Social Services employees. The partnership between the County and VCU will continue annually and provide the County with departmental COOPs as well as an overall County COOP.

First responders continued to step up and help the County during potential disaster events. Last year the Volunteers staffed their respective station numerous times in anticipation of weather related events impacting the quality of life for the citizens in Prince George County.
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. 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.