

**ORANGE COUNTY BOARD OF COMMISSIONERS**

**JOINT MEETING WITH THE  
ORANGE COUNTY CHIEF'S ASSOCIATION**

**AGENDA**

BOCC/Chief's Association Joint Meeting  
October 2, 2014  
Meeting – 7:00 p.m.  
Richard Whitted Meeting Facility  
300 West Tryon Street  
Hillsborough, NC

- (7:00 – 7:10) Welcome and Introductions – BOCC Vice Chair Earl McKee
- (7:10 – 7:35) 1. Status Updates
- a) Emergency Medical Services/9-1-1 Update – Jim Groves
  - b) Update on Coverage for Insurance Issues (Remaining Areas Outside Six (6) Road Miles) – Jason Shepherd & Chiefs
- (7:35 – 8:05) 2. Training
- a) Collaboration with Durham Technical Community College – All
  - b) Opportunity for County Training Facility – Vice Chair McKee & Chiefs
- (8:05 – 9:00) 3. Open Discussion
- a) VIPER Radio System
  - b) Emergency Medical Services Co-location
  - c) False Alarm Discussion
  - d) Other

**ORANGE COUNTY BOARD OF COMMISSIONERS  
ORANGE COUNTY CHIEF'S ASSOCIATION**

**JOINT MEETING AGENDA ITEM ABSTRACT**

**Meeting Date:** October 2, 2014

**SUBJECT:** Joint BOCC/Chief's Meeting Discussion Items

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**DEPARTMENT:** Emergency Services

**PUBLIC HEARING:** (Y/N)

No

**ATTACHMENT(S):**

Attachment 1: EMS/9-1-1 Update

**INFORMATION CONTACT:**

Jim Groves, 919-245-6140

Jason Shepherd, 919-245-6151

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**PURPOSE:** To provide an opportunity for the Board of Commissioners and the Chief's Association to receive information on several topics of interest and to review and discuss those topics.

**BACKGROUND:** The BOCC has met with the Fire and Rescue Chiefs in previous years to discuss ongoing emergency service operations, budgets, initiatives, etc. This meeting provides the opportunity for those conversations to continue between the BOCC and the Chiefs. The items for update and discussion include the following:

**1. Status Updates**

This item provides the opportunity for the BOCC and Chiefs to receive an update on the Comprehensive Assessment of EMS & Communications Center Operations. In addition an update will be provided on areas in Orange County that either are, or have been, outside a six (6) mile Fire Department district.

- a) Emergency Medical Services/9-1-1 Update** – A report dated October 2012 was prepared by Solutions for Local Government, Inc. (also known as the Allen Report) regarding improvements needed to the Orange County Emergency Medical Services (EMS) and Communications Center Operations. This update will address EMS and 9-1-1 response times, as well as provide a status update for each of the 19 recommendations identified in the report.
- b) Update on Coverage for Insurance Issues (Remaining Areas Outside Six (6) Road Miles)** – An update will be provided on several initiatives that are underway that will help homeowners realize reduced insurance premiums by developing agreements between Fire Departments that will put the majority of homeowners in Orange County within six (6) road miles of a fire station. Those areas outside of the six (6) mile area will also be addressed.

## 2. Training

This item provides the opportunity for discussion between the Fire Chiefs and the BOCC relating to training issues and opportunities.

- a) **Collaboration with Durham Technical Community College** – Fire continuing education through Durham Technical Community College has seen a reduction in funding, and as a result, continuing education courses within Orange County have been reduced. According to Durham Tech representatives, the funding reductions occurred at the State level.
- b) **Opportunity for County Training Facility** – The need for a local training facility was discussed during the last Chief’s meeting. The need for a local training facility was considered by the BOCC several years ago, but a final resolution was never determined. This topic will provide an opportunity to re-open those conversations.

## 3. Open Discussion

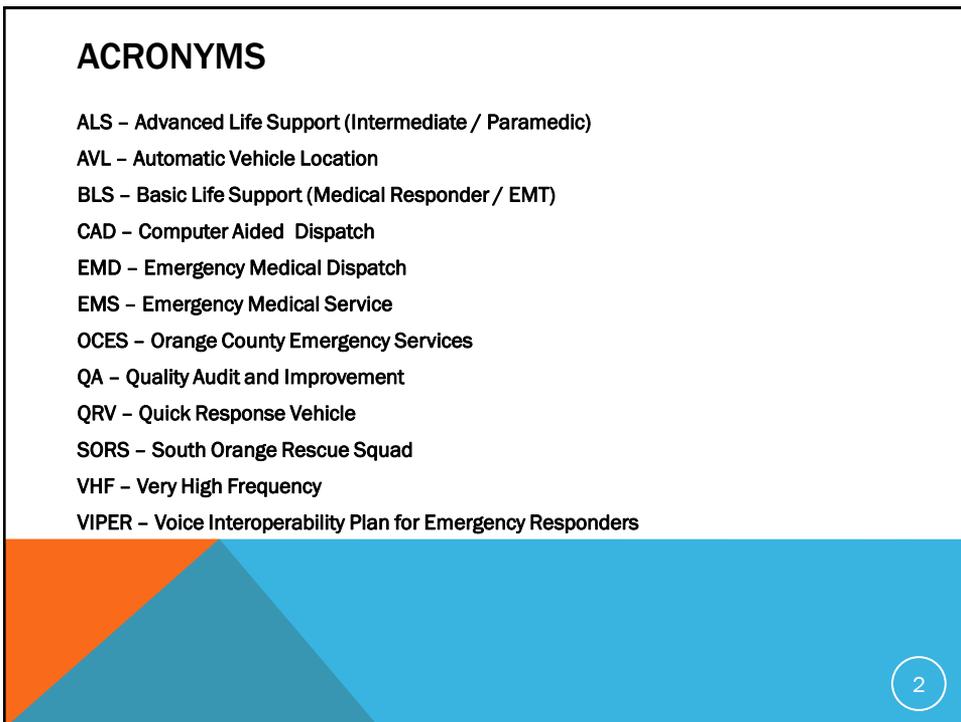
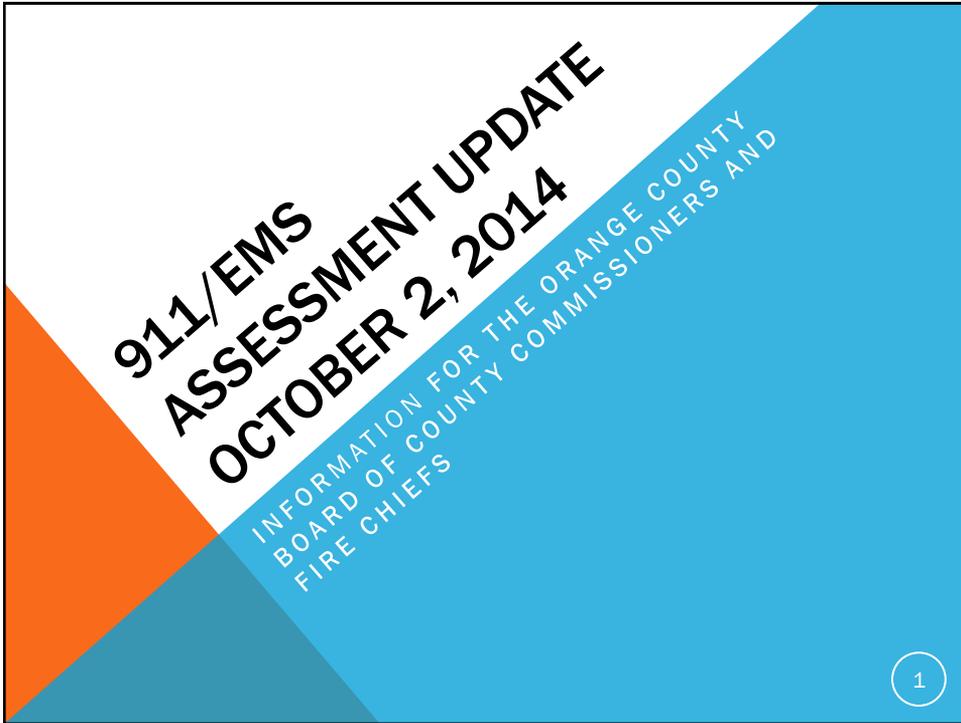
This item provides an opportunity to discuss several issues and opportunities relating to Fire Department response.

- a) **VIPER Radio System** – The State owned and operated Voice Interoperability Plan for Emergency Response (VIPER) radio system is not meeting the needs of emergency response agencies within Orange County. This topic provides an opportunity for an open discussion between the Fire Chiefs and the BOCC regarding the need for a robust and resilient radio communications system.
- b) **Emergency Medical Services Co-location** – On March 19, 2013 the BOCC approved an agreement with the Orange Rural Fire Department to co-locate one (1) EMS unit at the Phelps Road Station. Subsequently the BOCC has approved agreements with Orange Grove, Carrboro, and New Hope Fire Departments to co-locate EMS units at their stations as well. This item provides an opportunity for the BOCC to hear from the Fire Chiefs on how the co-location initiative is working out.
- c) **False Alarm Discussion** – Many times the Fire Departments are dispatched to false alarms, often occurring at the same address. The Fire Departments and Orange County Emergency Services (OCES) Fire Marshals Division has limited options to encourage a facility owner to correct an issue with a faulty alarm system (or homeowner/employee error in activating/deactivating the system). This topic provides an opportunity for the BOCC to hear from the Fire Chiefs and OCES Fire Marshal regarding potential solutions.
- d) **Other** – This item provides the opportunity for the Board and Chiefs to discuss any other items that may be of interest.

**FINANCIAL IMPACT:** This is no financial impact anticipated as a result of these discussions on the topics listed above.

**RECOMMENDATION(S):** The Manager recommends that the Board and Chiefs receive updates on the identified issues and opportunities noted above and discuss as necessary.

## ATTACHMENT 1



# EMS Operations

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## EMS STATISTICS

### Call Volume Comparison By Year

- 2014 = 8,763 (year to date)
  - Projecting 11,864 for 2014, w/o severe weather or significant event
- 2013 = 12,369
  - Reduction in call volume is because the number of move-ups is now limited with the addition of M-9 (Orange Grove FD) as well as the geographic dispersion of our co-located units.
- 2012 = 13,445

### Average Response Time Comparison By Year (Chute + Travel)

- 2014 = 8:19 (year to date)
  - 90<sup>th</sup> percentile is 14:55 (first time below 15 minutes!)
- 2013 = 9:00
- 2012 = 10:30

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## EMS RECOMMENDATIONS

### R-1 Adjust M-5 and M-8 Coverage Hours (complete)

- Based on recent geographic call data (North/South)
  - M-5 coverage remained 6am-6pm (unchanged)
  - M-8 coverage changed to 6pm-6am

### R-2 Add additional ambulance 9am-9pm (complete)

- M-9 added 8am-8pm based on recent geographical call data
  - Co-located at Orange Grove FD

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## EMS RECOMMENDATIONS

### R-3a&b Use SORS for BLS and bring on BLS ambulance (on-going)

- EMD data does not support implementation
- Discussions to utilize SORS from 6pm-6am for BLS calls with EMS supervisor “chasing” calls potentially as early as 1/1/2015
  - If Alpha or Bravo turn into something more serious, the EMS supervisor can be there to provide ALS patient care

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## EMS RECOMMENDATIONS

### **R-4 Assess Fire Department capabilities for First Responder (on-going)**

- With the EMS co-location initiatives with the Fire Departments, this recommendation may become null

### **R-5a Implement Fire Department First Responder Initiative (on-going)**

- With the EMS co-location initiatives with the Fire Departments, this recommendation may become null
- Working with the Orange County Medical Director to enable Fire Departments that wish to provide ALS (EMT Intermediate) to do so. Implementation may begin 15/16

### **R-5b QRV Initiative (null)**

- Offered as an alternate recommendation to R-5a

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## EMS RECOMMENDATIONS

### **R-6 Staff & Equip six (6) ALS ambulances (on-going)**

- OCES is requesting one new (1) ambulance each year to replace older units
- Monitoring effectiveness of program each year
- Intent is to not over-purchase or over-staff
  - Call volume and response times drive units and staffing
  - M-5 6:00am-6:00pm (co-located at Orange Rural Phelps Road Station) will become a 24 hour unit in 15/16 (if current data holds true)

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## EMS RECOMMENDATIONS

### R-7 Hire Paramedic Level Shift Supervisor 24/7 (Complete)

- Four (4) Assistant Supervisors implemented 1/1/2014
  - Asst. Supervisors will be reclassified to Supervisors on 1/1/2015
  - This tiered approach enables the Asst. Supervisors to be mentored for one year before being released

### R-8 Prepare a space needs assessment (90% complete)

- Stewart Cooper Newell awarded contract on 10/1/2013
- Staff met with firm the week of 10/7/2013 to begin space needs assessment
- Draft space needs assessment presented to OCES on 3/5/2014
- Revised space needs assessment presented to OCES on 5/20/2014

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## EMS RECOMMENDATIONS

### R-9 Identify nine (9) strategic locations for future EMS base (in-process)

- Integral part of the Stewart Cooper Newell discussions
- Co-location or co-build with Fire Departments may require modification of this recommendation due to the success of the co-locations thus far
  - Orange Rural
  - Orange Grove
  - Carrboro
  - New Hope
  - Hillsborough/Orange Rural (potential co-build in 15/16 and 16/17)
    - In 14/15 CIP
  - Chapel Hill (co-location/co-build in 15/16 and 16/17)
    - In 14/15 CIP

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## EMS RECOMMENDATIONS

### **R-10 Obtain sites for development (not started)**

- Based on outcome of R-8 and R-11

### **R-11 Procure EMS planning and design services (not started)**

- Co-build with Chapel Hill and Hillsborough/Orange Rural
  - In 14/15 CIP for year two (2) and three (3)
- Stand-alone EMS station in 14/15 CIP for year five (5)

### **R-12 Advertise, bid, construct EMS facilities (not started)**

- Based on outcome of R-8, R-10 and R-11

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# 9-1-1 Operations

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## 9-1-1 COMMUNICATIONS STATISTICS

### Call Comparison By Year

- **2014** (year to date)
  - Incoming = 70,371 (year to date)
    - Project over 93,000 calls by the end of year
    - Average Dispatch Time = **1:33**
      - New NFPA 1221 Standard (July 2013) is 1:36
    - 9-1-1 Call Answer Time = % answer time < 15 sec = **99.06%**
      - New NFPA 1221 Standard (July 2013) is < 15 sec 95%
- **2013** (Changed CAD from Logisys to SunGuard OneSolution in July 2013)
  - Incoming = 87,007 & Average Dispatch Time = 1:25
- **2012** (Logisys CAD)
  - Incoming = 83,476 & Average Dispatch Time = 1:52

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## 9-1-1 RECOMMENDATIONS

### R-13 Hire full time Data Systems Manager (complete)

- Craig Blackwood was promoted to Data Systems Manager
  - Mr. Blackwood retired 9/27/2013
  - Mr. Kevin Medlin was promoted to Data Systems Manager on 10/18/2013

### R-14 Hire full time Training/Quality Assurance Officer (complete)

- Josh Robinson promoted from Telecommunicator to Training/QA Officer

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## 9-1-1 RECOMMENDATIONS

### R-15 Hire additional Training/QA Officer (complete)

- Ms. Laurie Piche was hired at began employment on 4/21/2014

### R-16 & 17 Hire Telecommunicator positions (in-process/on-going)

- Hired four (4) new Telecommunicators in January, 2014
- Completed interviews 6/5/2014 and made offers to four (4) candidates
  - With these (4) candidates on-board, 9-1-1 still has nine (9) Telecommunicator vacancies due to attrition/retirement/performance
- Telecommunicator advertisement open through October 2014 to fill vacancies
- Five (5) additional Telecommunicator positions are proposed to be added FY 16/17 and seven (7) more Telecommunicator positions in FY 18/19
  - The proposed staffing need in FY 18/19 may be reduced based on operational efficiencies realized by new technology implementation in the 9-1-1 Center

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## 9-1-1 RECOMMENDATIONS

### R-18 Purchase AVL hardware for new EMS vehicles (complete)

- All units outfitted with AVL
- All new units will be outfitted with AVL

### R-19 Provide informational meetings with emergency responders to share new software capabilities (complete/on-going)

- 9-1-1 Users Group re-activated
  - Members of each response organization are represented
- Information shared during Chiefs Association meeting

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**QUESTIONS OR COMMENTS?**

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