

Emergency Services Advisory Council
January 18, 2023 Meeting Minutes

Members Present: Rick Baker, Michael Robinson, Michael Guerin, Dan Plunkert, Michael Karolenko, Robert Buckley, Eddie Ruch, Linas Saurusaitis, Lynn Karr-Kratz, David Coe, Brett Six, Dr. John Murphy, Dr. Stephanie Kemp

Members Absent: Bruce Fleming

Guests: Ryan Dyson- VP IAFF Local 5184, Susan Mott- 1st VP CCVESA, Mike Stoner- EMS Officer DFEMS

Vice Chairman Linas Saurusaitis opened the meeting at 19:01 with the Pledge of Allegiance followed by roll call and introduction of guests.

Eddie Ruch made a motion to approve the November meeting minutes. David Coe seconded. The motion was passed.

Board Member Comments:

Rick Baker commented that he has written a draft of the SOP for Purchase of New or Replacement Apparatus.

Public Comments:

Ryan Dyson commented that he is opposed to the proposed bylaw change.

Susan Mott commented that she is looking forward to working with the new Commissioners.

Director/Chief's Report:

- Chief Robinson provided an update on the hiring process. There are currently 19 candidates still going through the process for the 16 Lieutenant positions with a potential start date of February 16, 2023. He plans to have staff in the first three fire stations (Westminster, Taneytown, Sykesville) by June 1st, 2023.

-Applications are currently being accepted for FADO, Firefighter/EMT, Firefighter/Paramedic and Paramedic positions. Information sessions are planned for January 21st and 24th.

-Chief Robinson emphasized the need to move to a single silo for Emergency Reporting System (ERS). This will merge all 14 fire stations' information into one location. This will also improve fire/EMS information, reporting and statistics.

- Chief Robinson discussed plans for EMS billing. He would like for DFEMS to take over EMS billing for all fire companies at once. This will improve the rate of return for the county and for volunteer stations until they transition. He emphasized the importance of a second EMS billing position within DFEMS.
- Chief Robinson shared that the second EMS billing position and the Data Analyst position that DFEMS requested are currently not being considered for inclusion in the FY24 budget.

Commissioner's Report:

- Commissioner Guerin commented that he is glad to be a part of ESAC and is looking forward to working with everyone. He also spoke about the need to incentivize people to join the volunteer fire service.

Medical Director's Report:

- Dr. Kemp reported that she and EMS Officer Mike Stoner continue to work on Quality Assurance/Quality Improvement (QA/QI) and have developed Advanced Life Support (ALS) skills sessions. They are also working to standardize equipment so that all stations will have the same devices/equipment. This is one way to help reduce errors.
- Dr. Kemp assisted with the position specific training for the Shift Commander candidates last week. She and Mike Stoner did mega codes with the candidates to evaluate their medical decision making and procedural skills.
- Dr. Kemp reported that she meets frequently with Carroll Hospital Center regarding the ongoing issues including transfer of care times. She noted that the hospital has been coming up with creative ways to improve off-loading times. She emphasized that EMS providers need to input accurate information in their reports.
- She noted that these problems are not unique to Carroll County and that it is a failure of the entire hospital system. Progress is being made but the issues are nowhere near solved.

Eddie Ruch asked if there is anything that can be done about the frequent nursing home calls. Dr. Kemp said that the Mobile Integrated Health program that was proposed by Chief Robinson would help with this issue. She also suggested training with the nursing home staff could help.

CCVESA President's Report: Not present.

Committee Reports:

FROPS- Eddie Ruch reported that Chief 4 and Kevin Fox are working on turnout gear. FROPS is working on the structural firefighting policy and fireground communications policy. ICS training for all officers is coming soon. In Frederick County there are a number of new policies taking effect in February as a result of the recent line-of-duty death report.

EMSOPS- Nothing to report

Linas Saurusaitis made a recommendation that hot-button issues be moved to smaller groups for discussion.

Review of action items from last meeting:

1. Chief Robinson will provide an informed answer regarding how ambulance clubs would work with the County handling EMS billing.
-The EMS Billing Technician was not able to attend this meeting to give a report. Chief Robinson still does not recommend ambulance clubs.
2. Chief Robinson will get a firm date for the “Fire 101” introduction to fire/EMS for the new Commissioners.
-No progress on this item.
3. Chief Robinson will follow up about scheduling the meeting between IT, Public Safety and members of the fire service to discuss statistics.
-No meeting date at this time.

Old Business:

- Hospital Update- This issue has already been discussed during Dr. Kemp’s report. Linas Saurusaitis asked for clarification on the way the median transfer of care time is calculated. Dr. Kemp responded that all the data is used including the outliers.
- SOP Review- ESAC reviewed three DFEMS policies and made corrections.
 1. MAYDAY policy
- Rick Baker suggested the use of a flowchart for this policy. He was advised this is in the new command binders.
 2. Duties and Responsibilities of Employees

-Clarification is needed to say that this policy only applies to employees and not volunteers.

3. Social Media policy

- Dan Plunkert had concerns about how this policy will affect volunteer fire companies' ability to post videos/photos of incidents on their own websites and social media pages. Language changes were suggested to clarify.

-Grammar and minor wording changes were made to all three policies. The intent in all were not changed.

-David Coe suggested adding an applicability section to all DFEMS SOPs.

-Callie will send out new copies of the SOPs showing the corrections in red. ESAC members will share the corrected SOPs with those they represent and seek input. ESAC will vote on the SOPs at the next meeting.

- Bylaw Change

-Linas Saurusaitis verified that the proposed bylaw change was submitted in the proper timeframe.

-Bruce Fleming is not present to discuss the proposal and explain his intent.

Dan Plunkert made a motion to table the discussion. David Coe seconded. The motion was passed.

- Strategic Plan Update

-Rick Baker and Callie Williams met to create a stoplight chart showing which of the goals/objectives in the strategic plan have been completed, which are in progress and which have not been started. This chart will be sent out to Chief Robinson and President Fleming first before being sent to the group.

-Rick Baker noted that he will be counting the number of times data or statistics are mentioned in order to show the need for a Data Analyst position.

New Business:

- Meeting between ESAC and BOCC
 - Chief Robinson and Callie will work on setting up a date. The goal is to meet in March.
- Chief Robinson shared information about the Chamber of Commerce Public Safety Awards Breakfast on May 15th at Pleasant Valley's Fire Hall. He encouraged people to nominate others for awards.

Below is a link where nominations can be submitted.

<https://carrollcountychamber.org/carroll-county-public-safety-awards/>

Action Items:

1. ESAC will come up with a prioritized list of items that should be added back into the budget including the Mobile Integrated Health program, the Data Analyst position and the EMS Billing position.

Eddie Ruch made a motion to adjourn. David Coe seconded. The meeting was adjourned at 21:30.

January Meeting Report

Department of Fire & EMS



Presented to ESAC

January 18, 2023

Chief Michael W. Robinson, MA, CFO, NRP
Director-Department of Fire & EMS

OVERVIEW:



- Welcome to Commissioner Michael Guerin
- Hiring Status
- 2022 Response Data
- ED wait time for EMS
- EMS billing-RFP/Company impact
- Radios/issues
- Fy-24 Budget

Commissioner Michael R. Guerin



Welcome to ESAC!

Hiring Process:



- Has begun 11/30/22- 16 Lieutenants/92 applicants
- 19 finalists- backgrounds/physical/psych: Selection/ hired to start 2/16/23
- Work with individual companies for smooth transition?
- Applications accepted now for FADO, PM, FF/PM, FF/EMT: All on board by 7/10/23
- Information sessions this Saturday next Tuesday, Testing/process: 2/1-5/31/23
- Approximately 200 applicants as of today
- By June 1, 2023 (88 positions) followed by July 1! (60 positions-budget based/4 PMs)

Hiring Process: Challenges

- Supply chain issues (PPE, Uniforms, IT)
- Awaiting vehicles- upfitting and placement
- Location of ALS “chase” cars- negotiating
- Running assignments
- Warehousing- have created a temporary site/renovation
- Medical supplies-Vending machines for meds/
- Construction of shift commander quarters
- Orientation/training (time limits) O.C.S. for lieutenants



2022 Response Statistics:



2022 Worksheet

		Monthly Avg.	Daily Avg.
Medical	16911	1409.3	46.3
Fire	2987	248.9	8.2
Rescue	1070	89.4	2.9
Mutual Aid	2991	249.3	8.2
CY22 Total	23962	1996.8	65.6
CY21	23489		
Increase	3375	2% Increase	

Mutual Aid Calls

Frederick County	834
Baltimore County	1187
York County	439
Howard County	198
Adams County	190
Montgomery Co	112
Other Not Listed	31
	2991 1% Increase

Facilities	173
Humane Society	106
Permits and Inspections	51
Roads	586
Utilities	73
CY22 Total	989 8.8% increase
CY21 Total	909

Municipal	20,536 (MTA 7,069, MP 2,725, HP 1,742)		
WPD	9,016 (23-07)		
Sheriff	58,741		
CY22 Total	88,293	7.63% increase	
CY21 Total	82,029		

Monthly Avg	7,357.8
Daily Avg	241.9

			Month Avg	Daily Avg
9-1-1	2022	57399	4,783.3	157.3
6.9% inc.	2021	53695		

Text9-1-1	2022	138	11.5	.4
28.7% Inc.	2021	101		

Admin/Bus	2022	21890	1824.2	59.9
5.5% Inc.	2021	20743		

Police	2022	26930	2,244.2	73.8
7.5% Inc.	2021	25041		

Outgoing	2022	335210	2,934.2	96.4
8% Inc.	2021	33057		

	Totals:	Mo Avg:	Daily:
2022	141,567	11,797.3	387.9
2021	132,637	11,053.1	363.4
	6.7% increase in total phone activity		

CHC- EMS/Wait Times

- Receive weekly reports
- You have copies
- Wait times continue in excess of 2hrs!
- 219 mins= 3hrs, 39 mins
- “Reroute” is a temporary solution!
- Looking for solutions at the state and regional level
- Meeting with CHC/ED on Friday
- Chief meets with CEO monthly



EMS Billing: Update

- A few implementation issues/ Received CMS #
- Must due OIG/CMS 100% backgrounds on all employees/members?
- Terminating contract with AdvantEdge-current vendor
- Writing a new RFP for billing contractor?
- Would like to bring on all VFCs with new RFP by 6/1/23



Radio Issues:

- Procurement -\$247K for new microphones
- Had a potential radio issue with “Mayday”
- Creating a “work group” to replicate/identify and resolve radio issues
- DFEMS, DPS, two vols, career rep,
- Recommendations within 1 month?





FY-24 Budget:

- Finalized yesterday for FY 24 Operational budget
- 61 positions total
- 1 additional chase car- 4 FF/PMs
- 1 Logistics technician-Quartermaster (civilian)
- 1 Data analyst-(part time) or full time-not funded
- 1 Mobile integrated health paramedic-not funded
- 1 additional billing technician-not funded
- 1 SUV, 1 passenger van, 2 ambulances- 4 on order
- Ongoing Replacement equipment: EMS, SCBA, PPE, (cycle)

QUESTIONS?

More to follow?

