

Doing Things!

Safety and Emergency Services

James Fogarty, Director

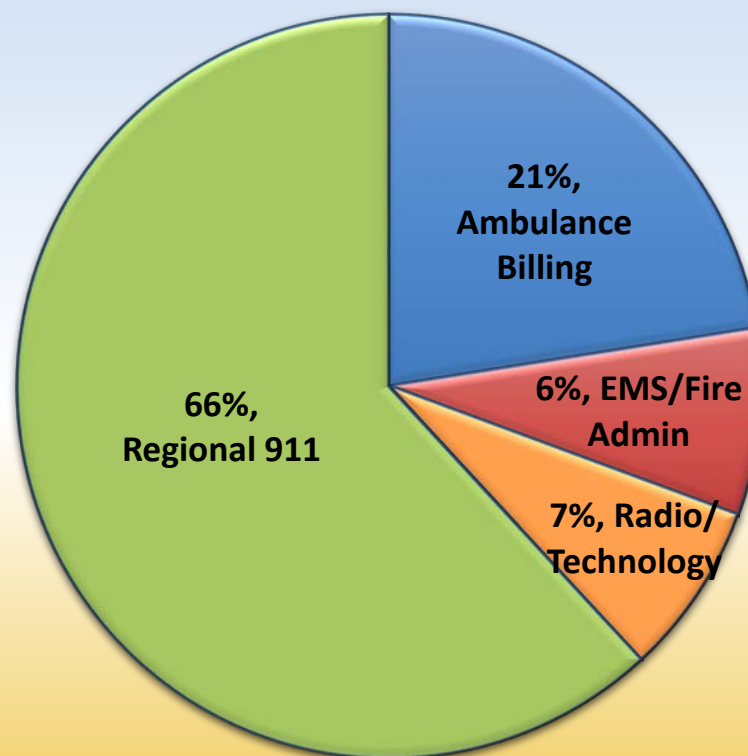
February 15, 2018



Who We Are

197.7 FTE, 9.5% of County Administrator Workforce

- Ambulance Billing & Financial Services
- Radio & Technology
- Fire Administration & EMS
- Regional 911

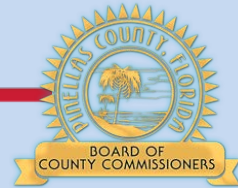


What We Do

■ Regional 911

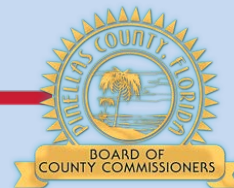
- 1.2M+ Calls Processed Annually
- Dispatch Fire/EMS
- PCSO & Contracted Cities
- 911 Equipment & Networks





What We Do

- **Ambulance Billing & Financial Services**
 - Ambulance Services Billing and Collection
 - FirstCare Ambulance Membership Plan
 - Federal/State Health Care Regulations Compliance
 - Develop/Monitor SES Department Budget
 - Process Accounts Payable
 - Coordinate Audits



What We Do

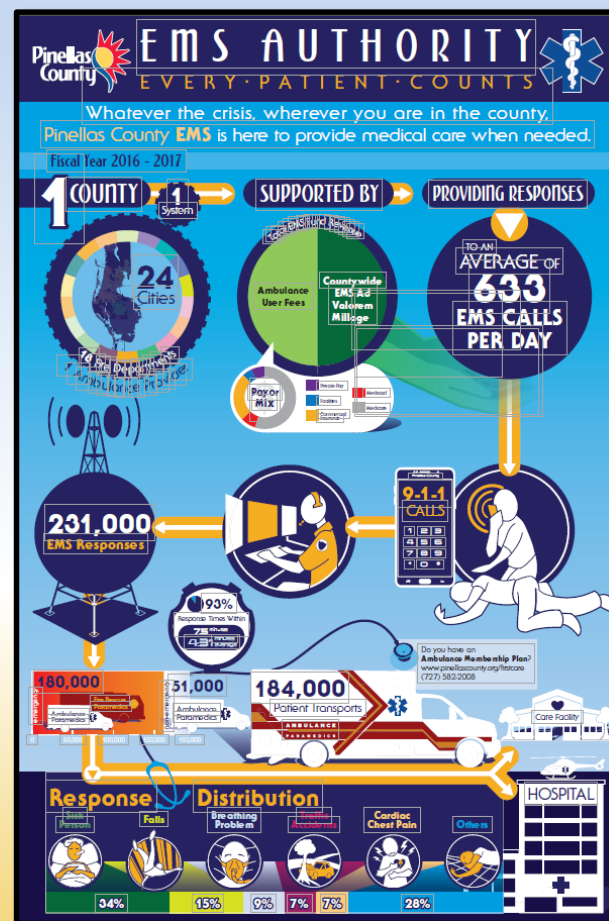
■ Radio and Technology

- Countywide Intergovernmental Radio System
- Secure Computer Network
- Computer Aided Dispatch
- Wireless Dispatch Software
- National Fire Incident Reporting System (NFIRS)
- ESRI Geographic Mapping – Multiple Interfaces

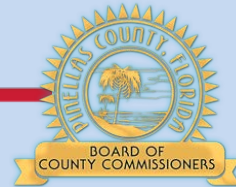
What We Do

■ EMS & Fire Administration

- Fire First Responder
- Ambulance Responder
- Fire Protection
- Medical Direction
- Continuing Education
- Special Operations

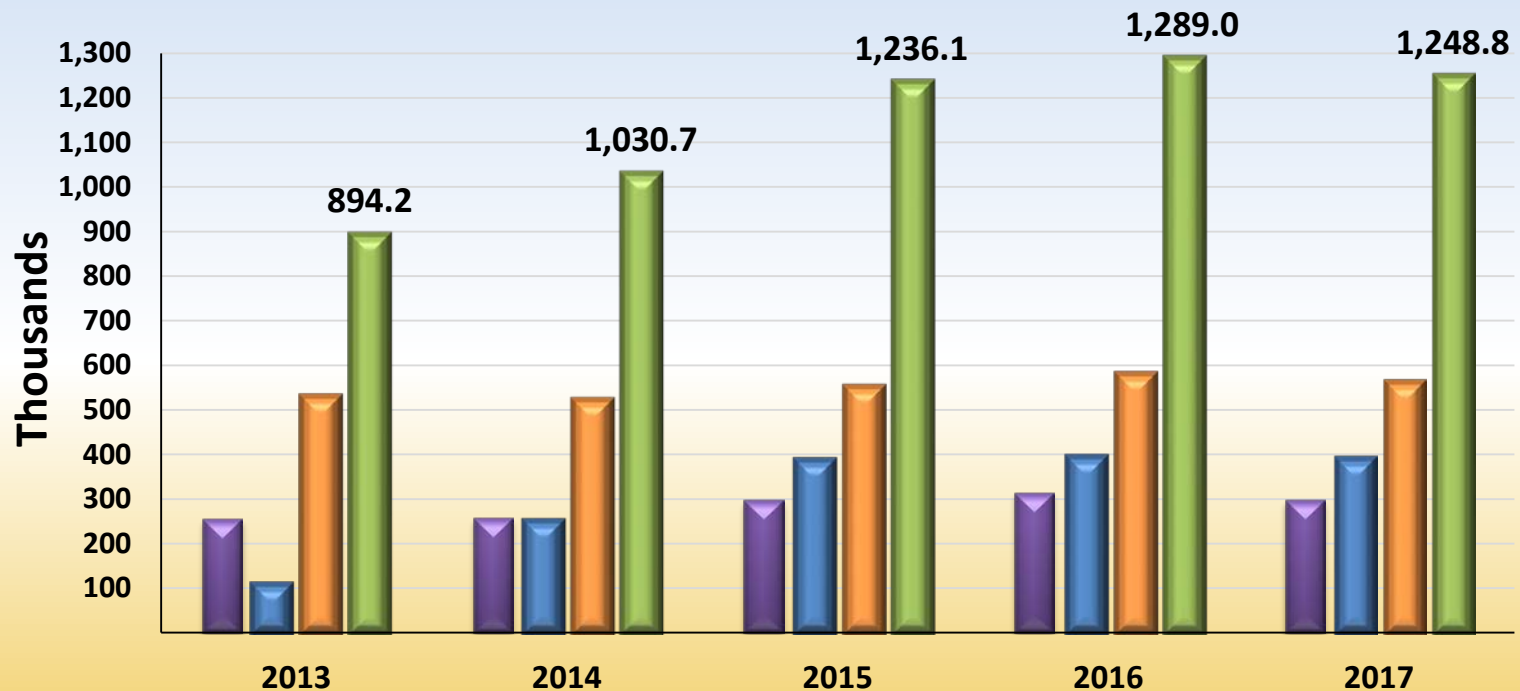


Things Done



Regional 911: 5 Year Call Volume

■ Outbound ■ 10 Digit ■ 911 Calls ■ All Calls



Things Done



■ Regional 911

- Partnering-
Backup Positions Inside
R911 for St. Pete PD;
Backup Positions Outside
@ EMS for 911/PCSO/SS
- Countywide Address
Database Synchronization



DISPATCH MAINTENANCE SYSTEM
STREETS FILE MAINTENANCE

STREET NAME: VALEMOOR DR

LOWEST VALID HOUSE NUMBER: 3101

LINE	O	UPPER	CROSS STREET	GRID MAP	PG	PD	F P	AREA	HYNUM1 HYNUM2	TRACT ZIP	H D
1.		3101	RIDGEMOOR BL	102A		26					
		X:	Y:	215		25					
2.		3118		NA							
		X:	Y:								
3.		3119	RIDGEMOOR BL	102A		26					
		X:	Y:	215		25					
4.		3136		NA							
		X:	Y:								
5.		3137	RIDGEMOOR BL	102A		26					
		X:	Y:	215		25					
6.		3153		NA							
		X:	Y:								

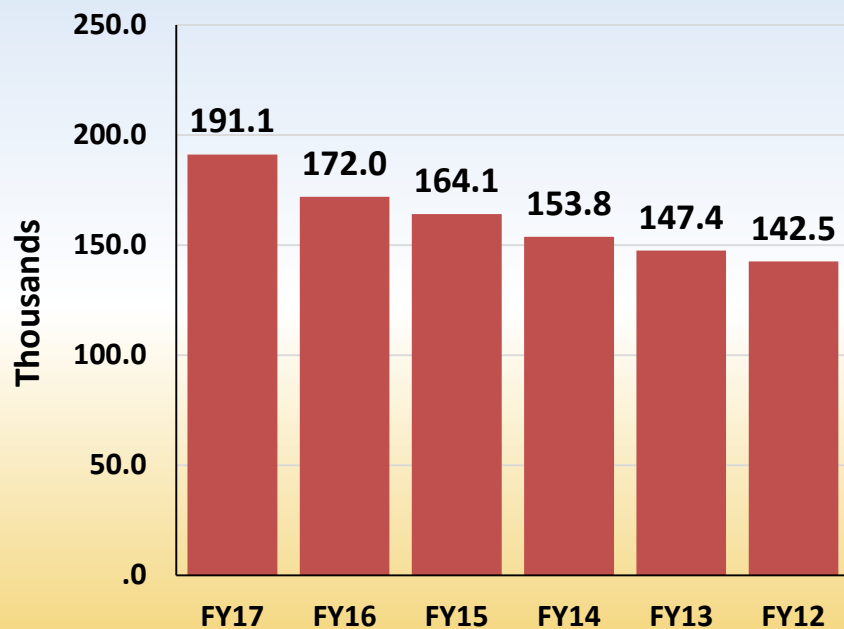
LINE#,RETURN,Back,Insert,Delete,File,exit,'?' for other commands: _____

Things Done

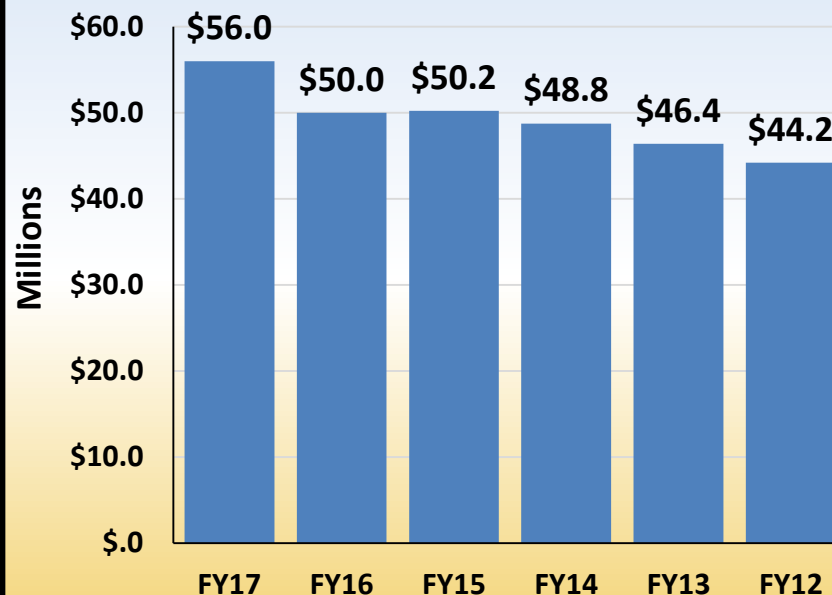


■ Ambulance Billing

■ Number of Claims Billed



■ Ambulance Revenue



Things Done



■ Ambulance Billing & Financial Services

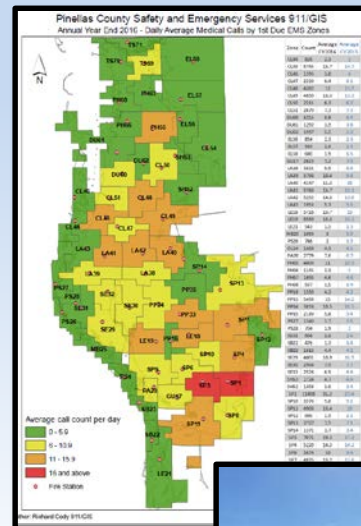
- Generated Over \$56M – Processed Over 184K Claims
- Created Hybrid Billing Model
- Sunstar FirstCare Membership
- Medicaid Public Emergency Medical Transportation
- Clean Audits

Things Done



■ Radio and Technology

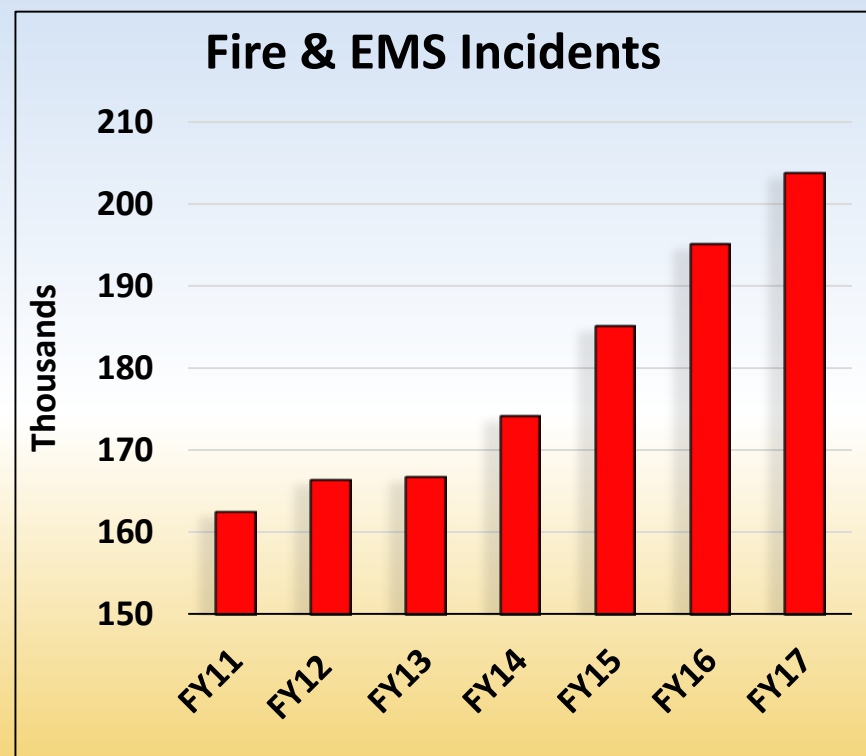
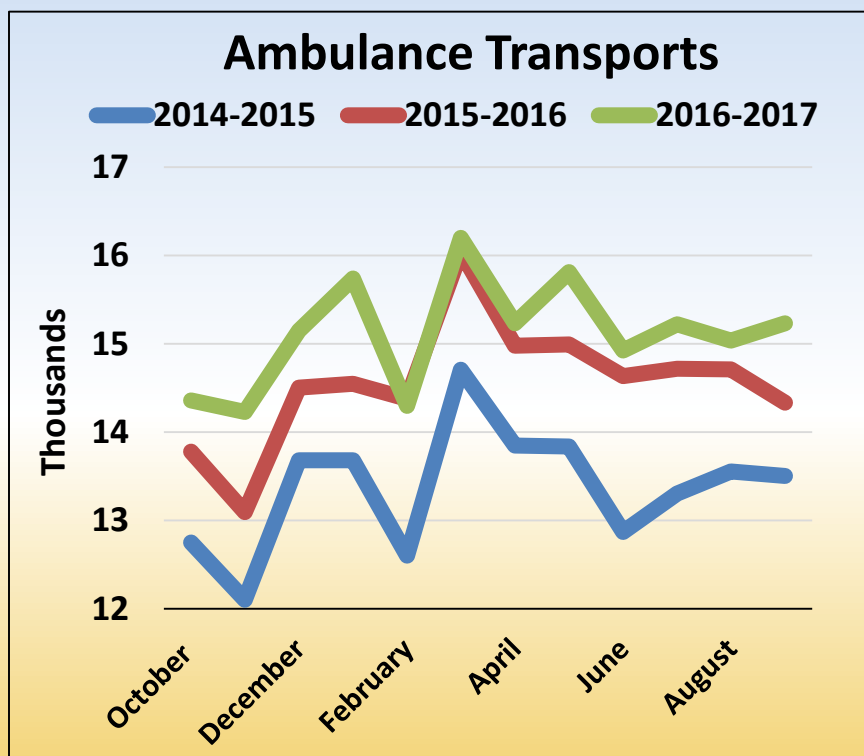
- Creation of Data and Visual Reports
- Radio Tower Project
- Leveraging Technology/GIS-ESRI Mapping Enhancements



Things Done



■ Fire Administration and EMS



Things Done



■ Fire Administration and EMS

System Enhancements

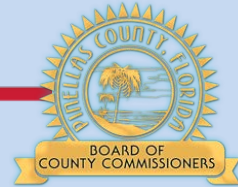
- Peak, Non-transport Medic Units (SP)
- 4 ALS Units Transferred to EMS Authority Funding
- Simulation Mannequins

Capital Project Partnerships

- Fire Stations
- Special Ops Vehicles
- Forward Looking Infrared (FLIR) Added to Water Rescue Resources



Things Done



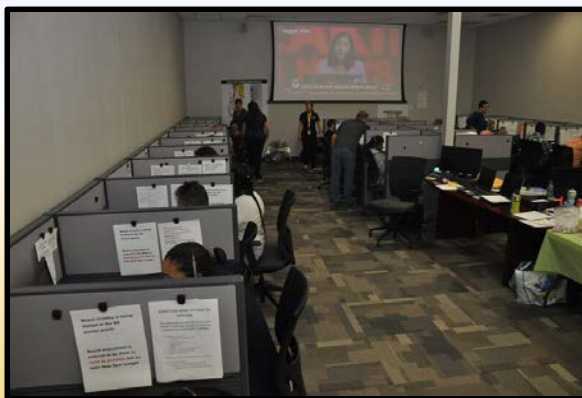
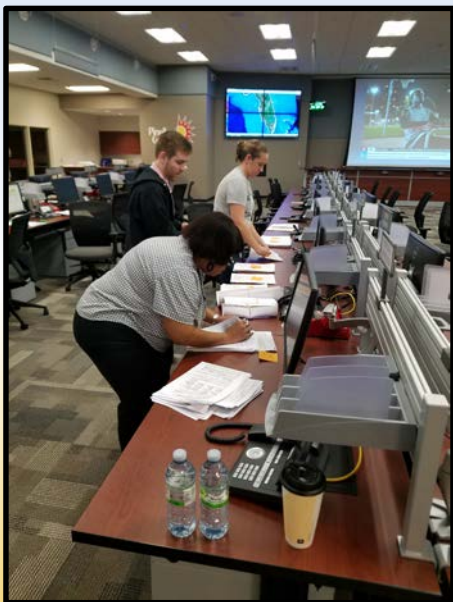
- **Regional 911**
 - Stories from the Storm



Things Done



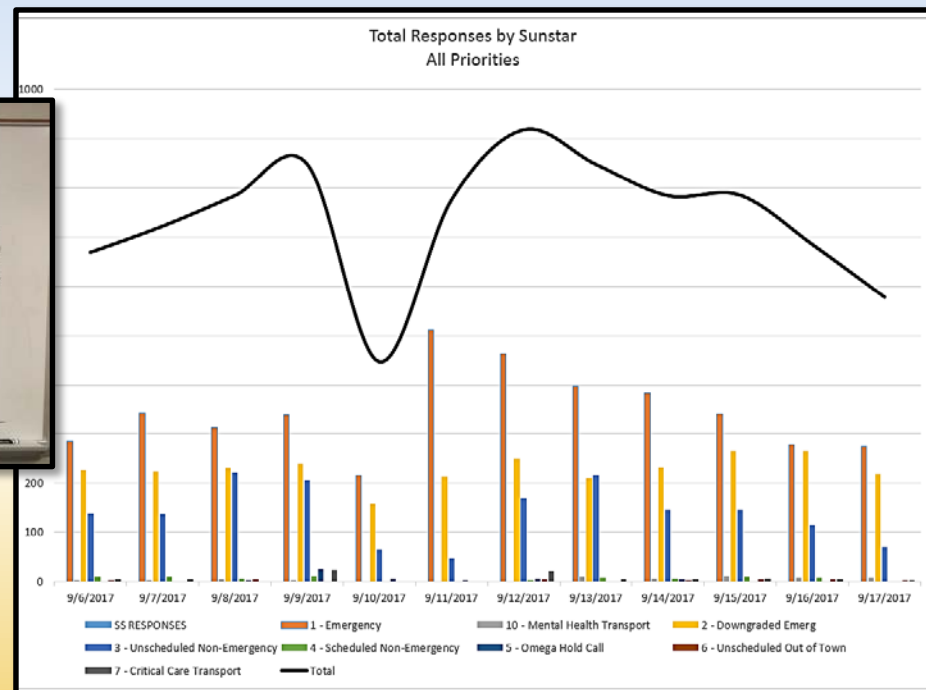
- **Radio and Technology**
 - Stories from the Storm



Things Done



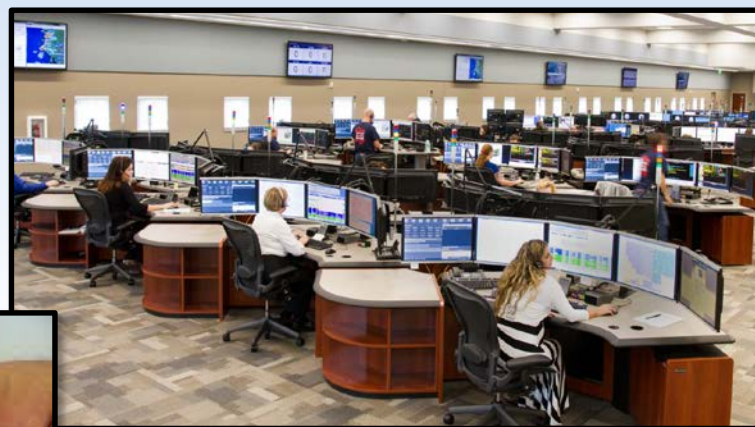
- Fire Administration and EMS
 - Stories from the Storm



Doing Things



- Safety & Emergency Services

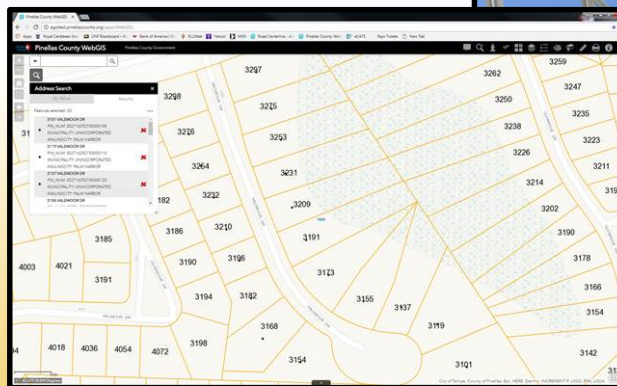
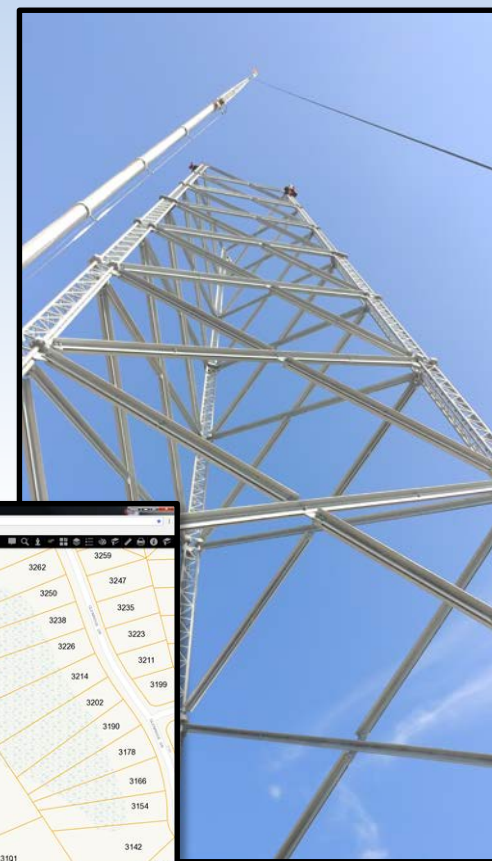


Doing Things



- **Safety & Emergency Services**

- Tower/Shelter System
- Hillsborough- Urban Area Security Initiative
- Public Safety Broadband FirstNet



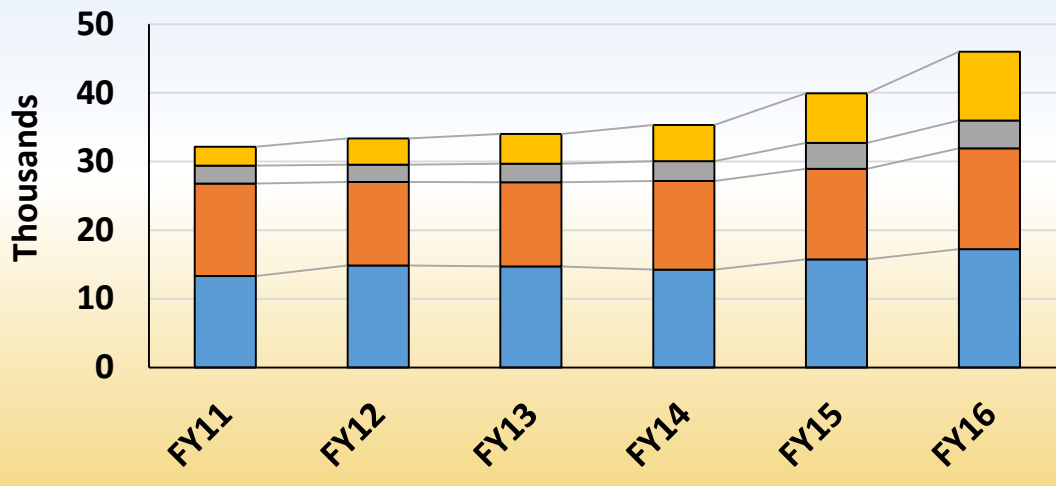
Doing Things



■ Safety & Emergency Services

Non-Emergency Transports

■ Hosp-Hosp ■ SNF-Hosp ■ Freestanding ■ Remainder

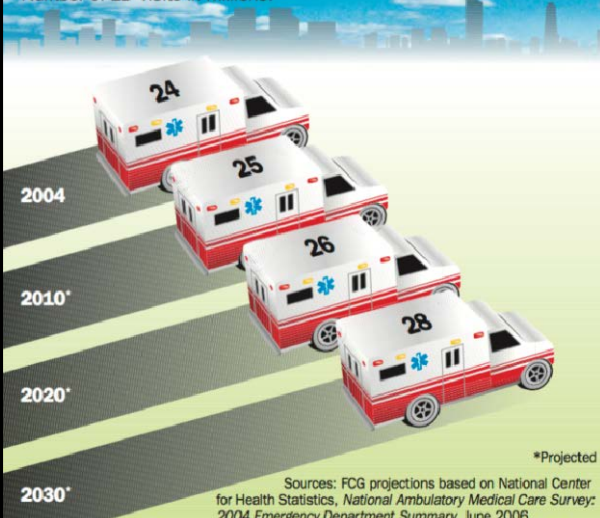


Source: Elliot-Zoll



More Boomers Will Visit the Emergency Department

Number of ED Visits in Millions:

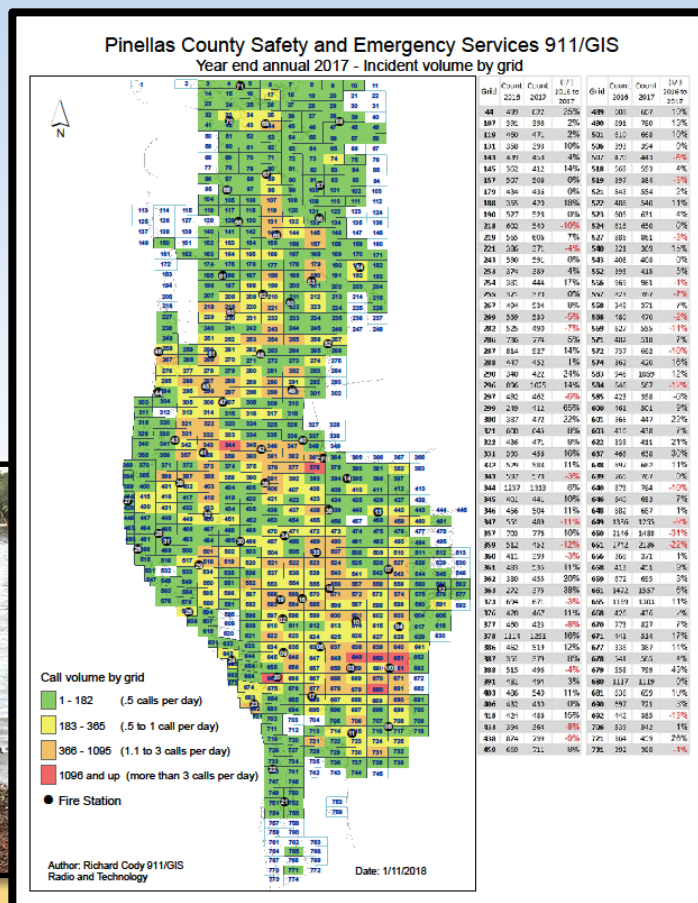
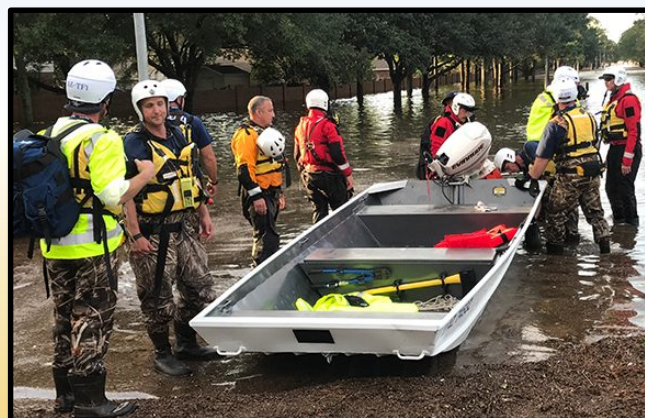


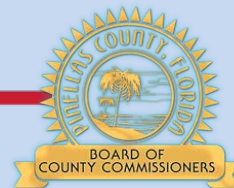
Doing Things



■ Safety & Emergency Services

- Regional Planning
- Operational Improvements
- Quality Improvements





Thank you!