

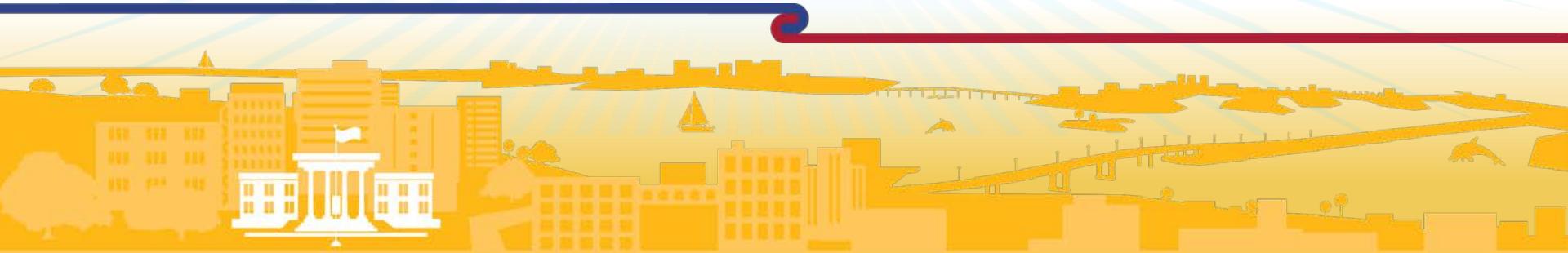


Doing Things!

Safety and Emergency Services

James Fogarty, Director

February 15, 2018

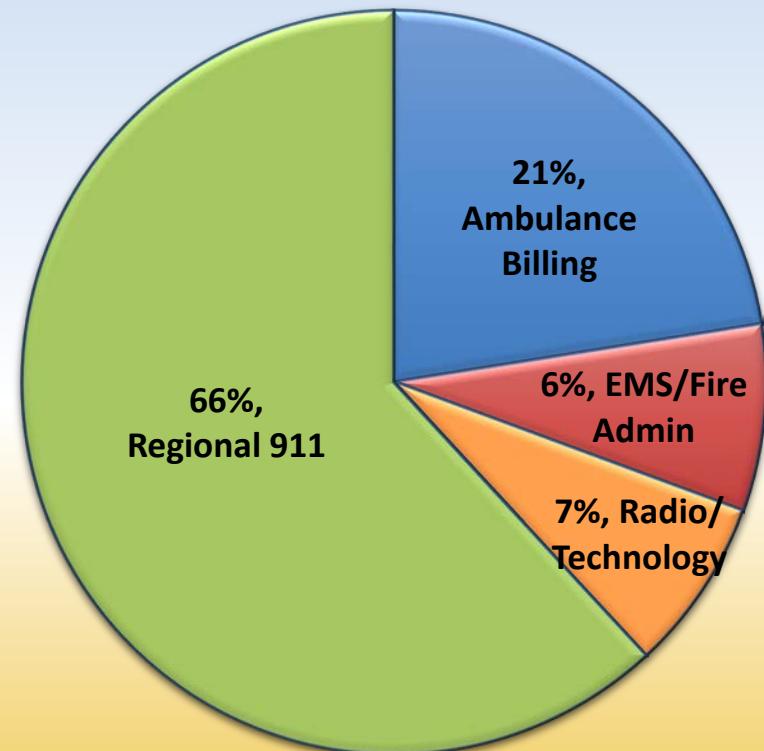




Who We Are

197.7 FTE, 9.5% of County Administrator Workforce

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



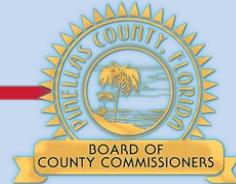


What We Do

■ 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

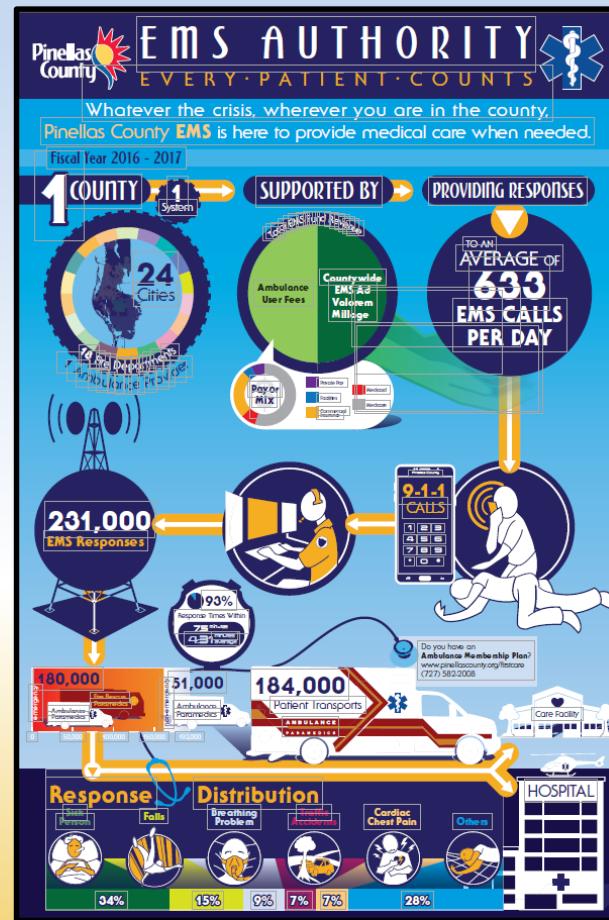
■ Radio and Technology

- 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



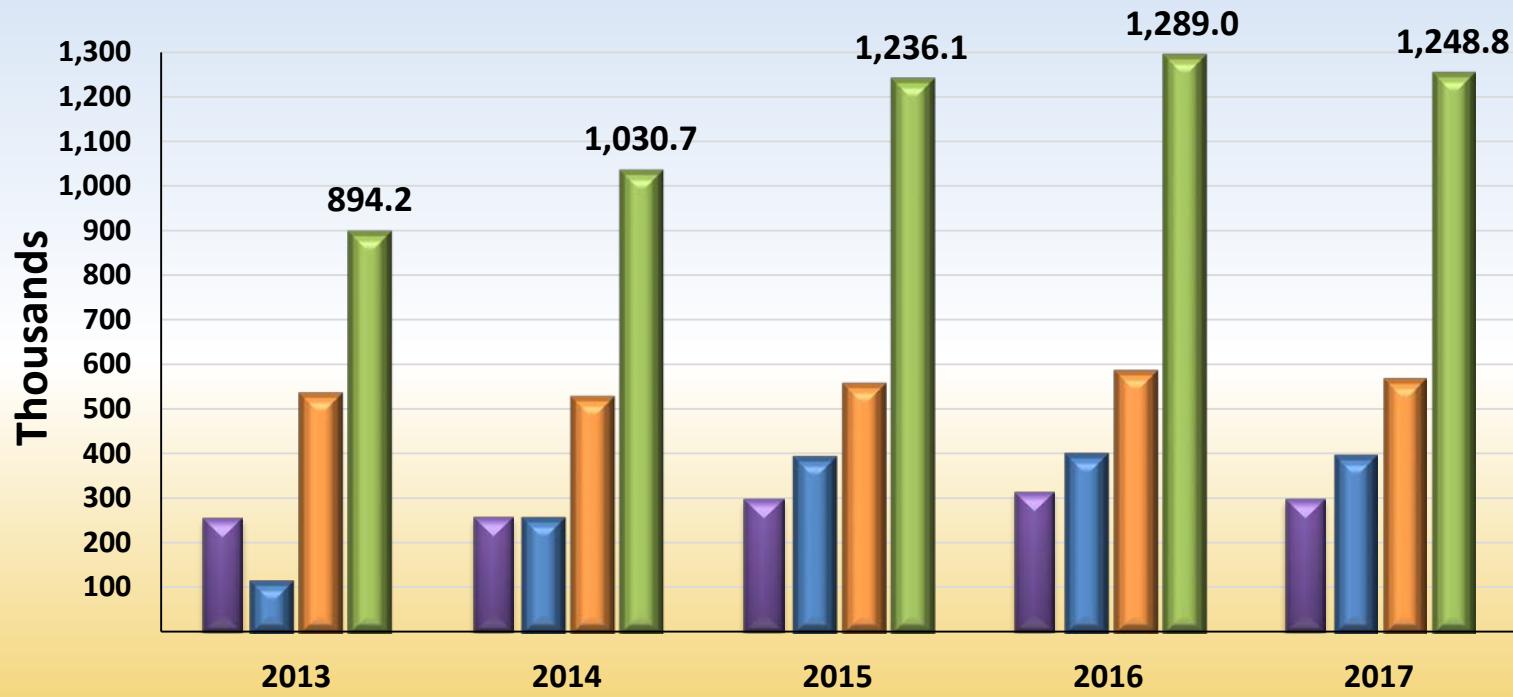


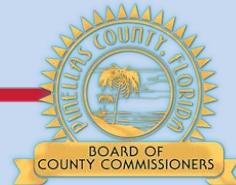
Things Done



Regional 911: 5 Year Call Volume

■ Outbound ■ 10 Digit ■ 911 Calls ■ All Calls





Things Done

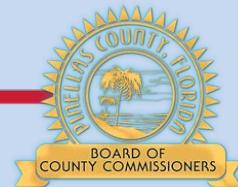


- **Regional 911**
 - Partnering-
Backup Positions Inside
R911 for St. Pete PD;
Backup Positions Outside
@ EMS for 911/PCSO/SS
 - Countywide Address
Database Synchronization



DISPATCH MAINTENANCE SYSTEM STREETS FILE MAINTENANCE									
STREET NAME: VALEMOOR DR									
LOWEST VALID HOUSE NUMBER: 3101		GRID	FD	F	AREA	H	HYNUM1	TRACT	H
LINE	O	UPPER	CROSS STREET		MAP	PG	PD	P	AREA
1.		3101 RIDGEMOOR BL	X:	Y:	102A	26			
2.		3118	X:	Y:	215	25			
3.		3119 RIDGEMOOR BL	X:	Y:	102A	26			
4.		3136	X:	Y:	215	25			
5.		3137 RIDGEMOOR BL	X:	Y:	102A	26			
6.		3153	X:	Y:	215	25			
					NA				

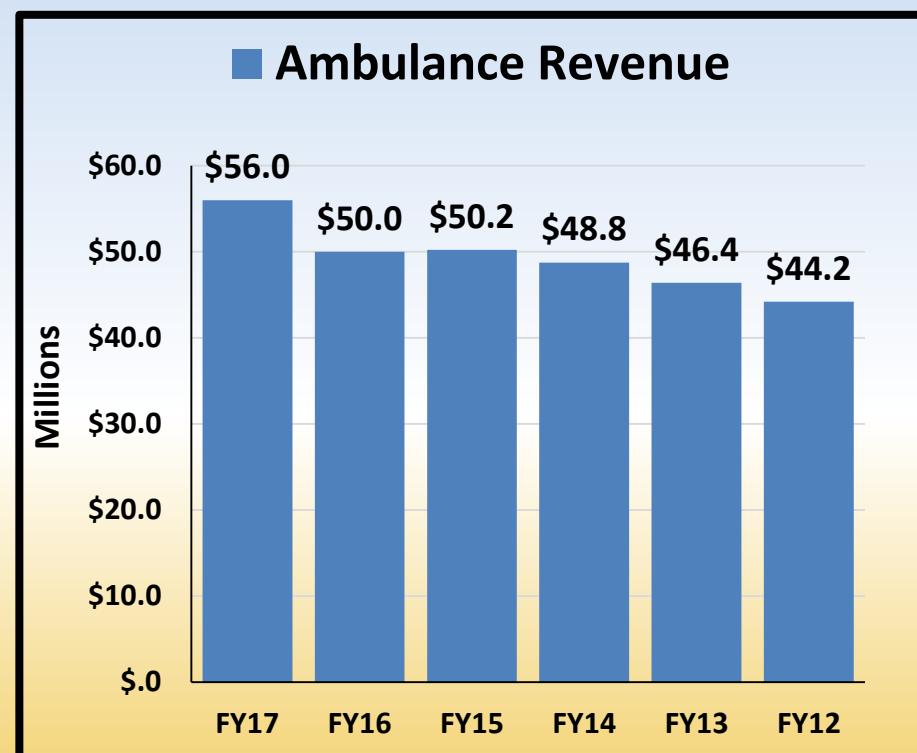
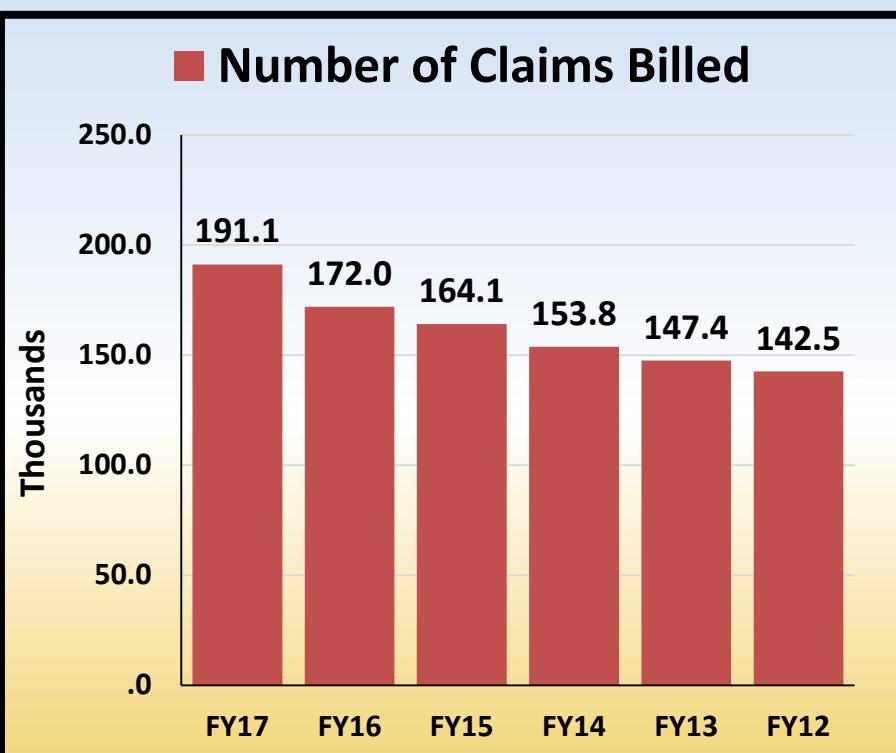
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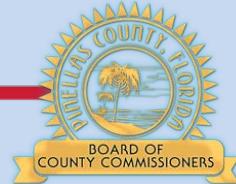


Things Done



■ Ambulance Billing





Things Done



■ Ambulance Billing & Financial Services

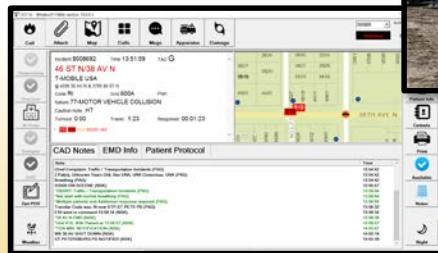
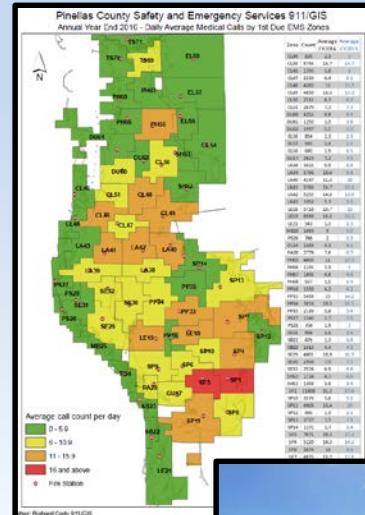
- Generated Over \$56M – Processed Over 184K Claims
- Created Hybrid Billing Model
- Sunstar FirstCare Membership
- Medicaid Public Emergency Medical Transportation
- Clean Audits

Things Done



■ Radio and Technology

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

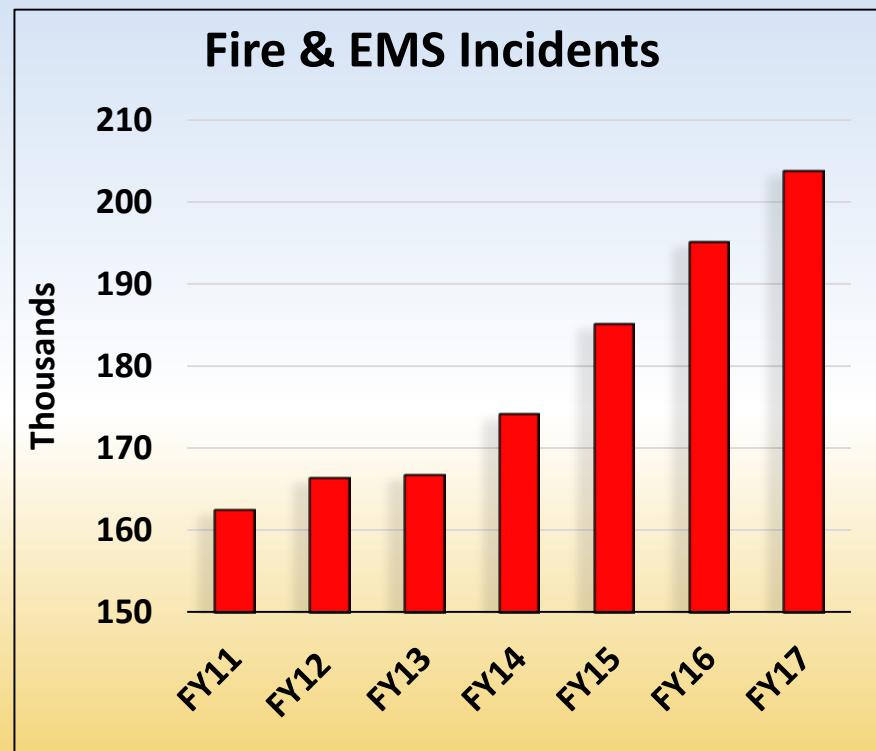
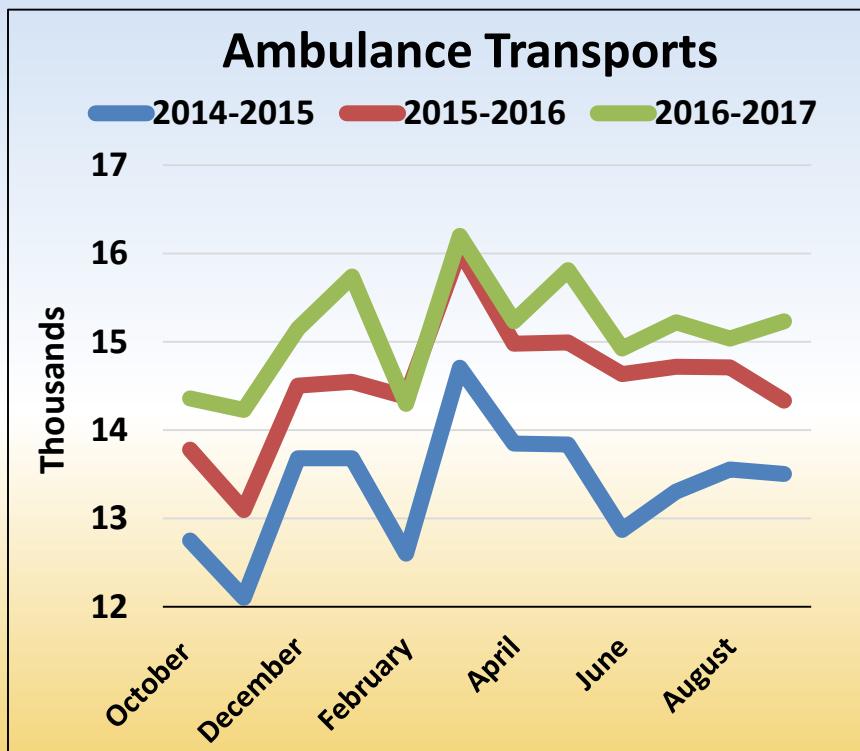


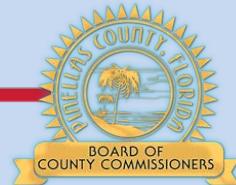


Things Done



■ 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

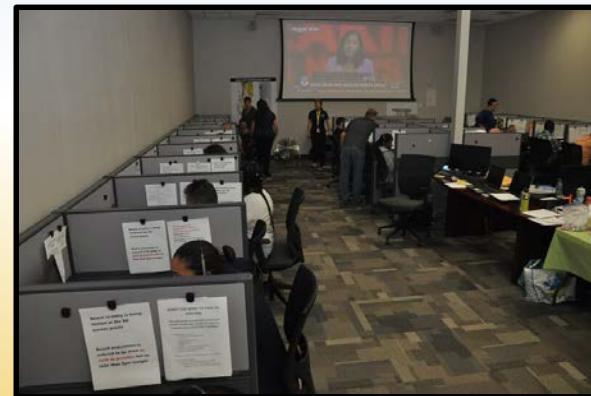


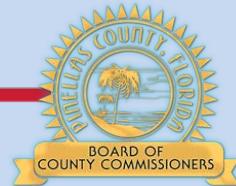


Things Done



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

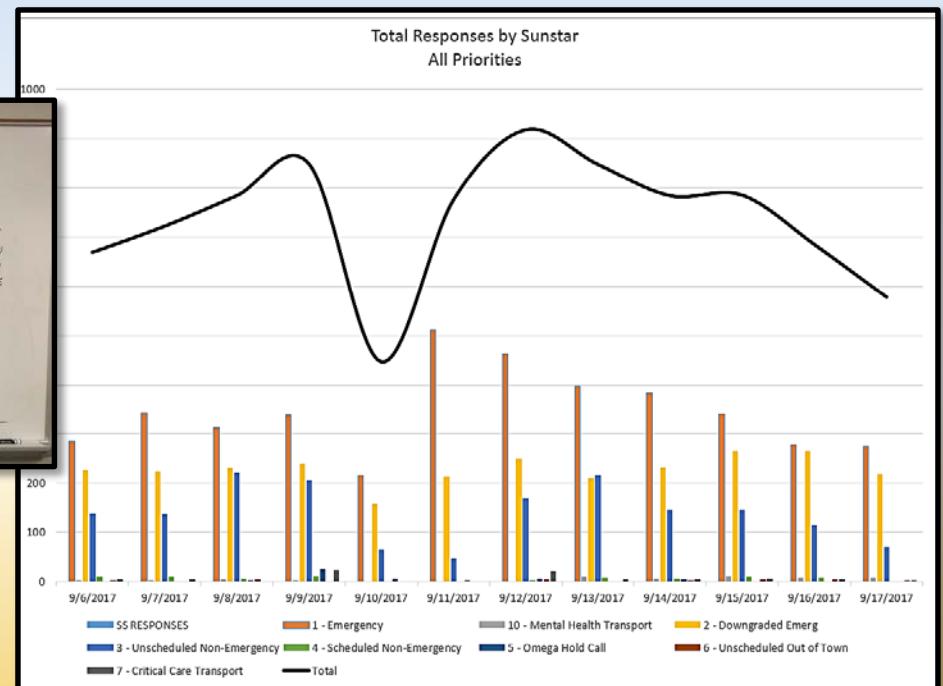
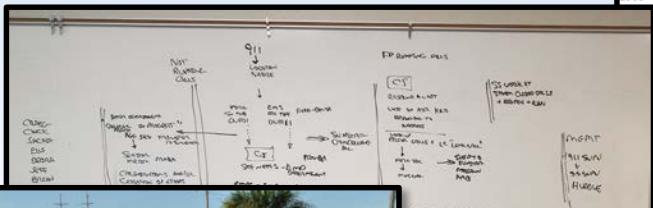




Things Done



- Fire Administration and EMS
 - Stories from the Storm



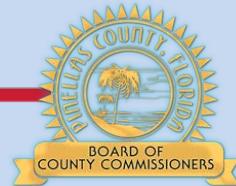


Doing Things



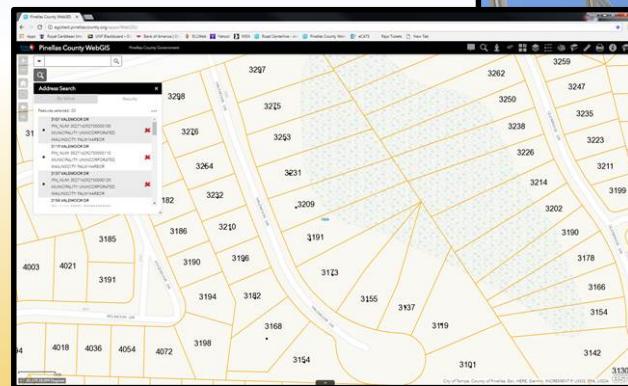
■ Safety & Emergency Services





Doing Things

- **Safety & Emergency Services**
 - Tower/Shelter System
 - Hillsborough- Urban Area Security Initiative
 - Public Safety Broadband FirstNet



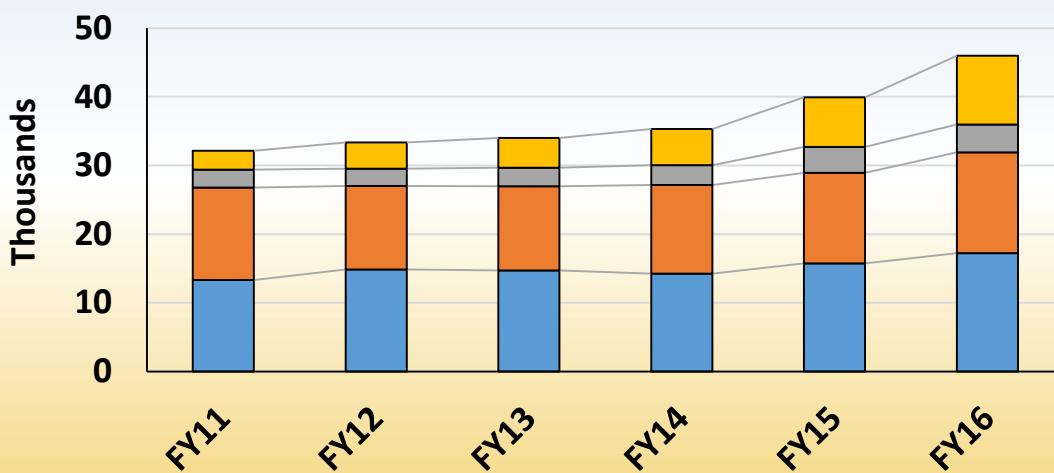


Doing Things

■ Safety & Emergency Services

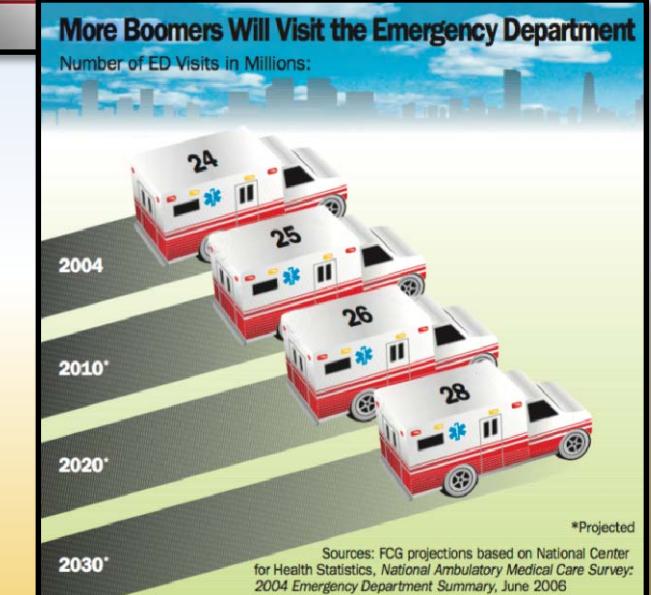
Non-Emergency Transports

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



Source: Elliot-Zoll

Our Vision: *To Be the Standard for Public Service in America*

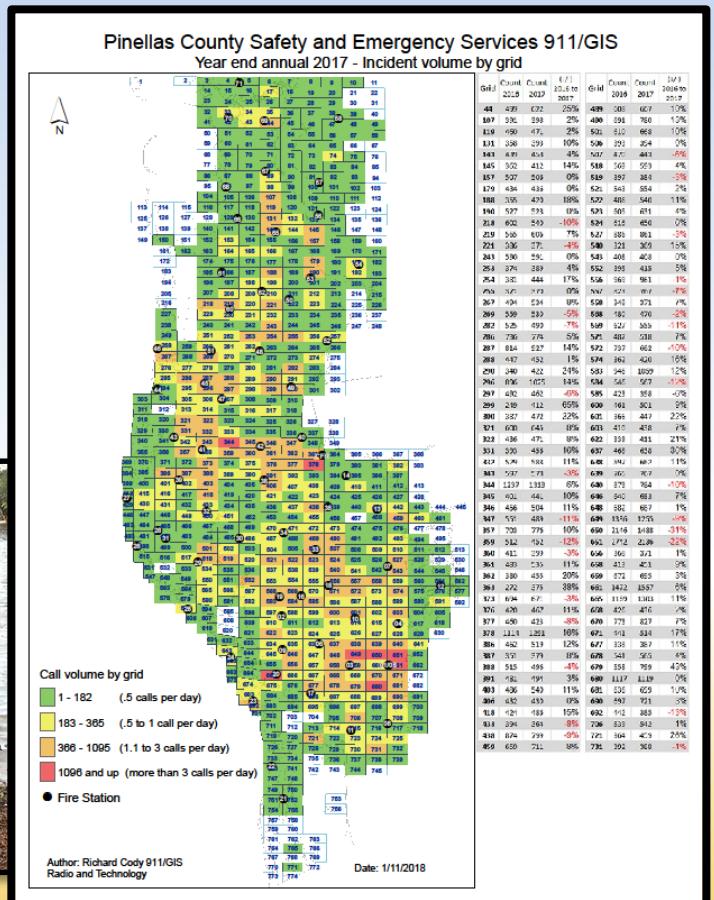




Doing Things



- Safety & Emergency Services
 - Regional Planning
 - Operational Improvements
 - Quality Improvements





Thank you!