



Managing the Growth of Emergency Services

April 2023

Presenter: James Fogarty—Bureau Director Safety and Emergency Services

Growth Management : Workshop and Discussion

Agenda

- Goals of the Program
- Update on Progress
- Examples of Current Efforts/Areas of focus



GOAL

“Reduce “Growth Rate” of Emergency Services to equal to or less than Population Growth (measured annually) while providing quality Services”

Strategy

1. Use data to focus efforts.
2. Use existing programs/resources before developing new ones
3. Prevent, Respond, Mitigate is the priority order.
4. Timely sharing of information locally focused and targeted
5. Right service at the right time toward right issue
6. ADDs Resources only when required

Emergency Services:

- **Expensive, Risky and Necessary.**
 - **911 telecommunicator \$84,000yr (20 openings)**
 - **Rescue Vehicle \$1.5M yr./\$12 M forecast period**
 - **Unit hour of an ambulance \$135 hr./\$3240 day**
- **Not always practical/possible**
- **Assure availability when urgently needed**

Fact or Fiction

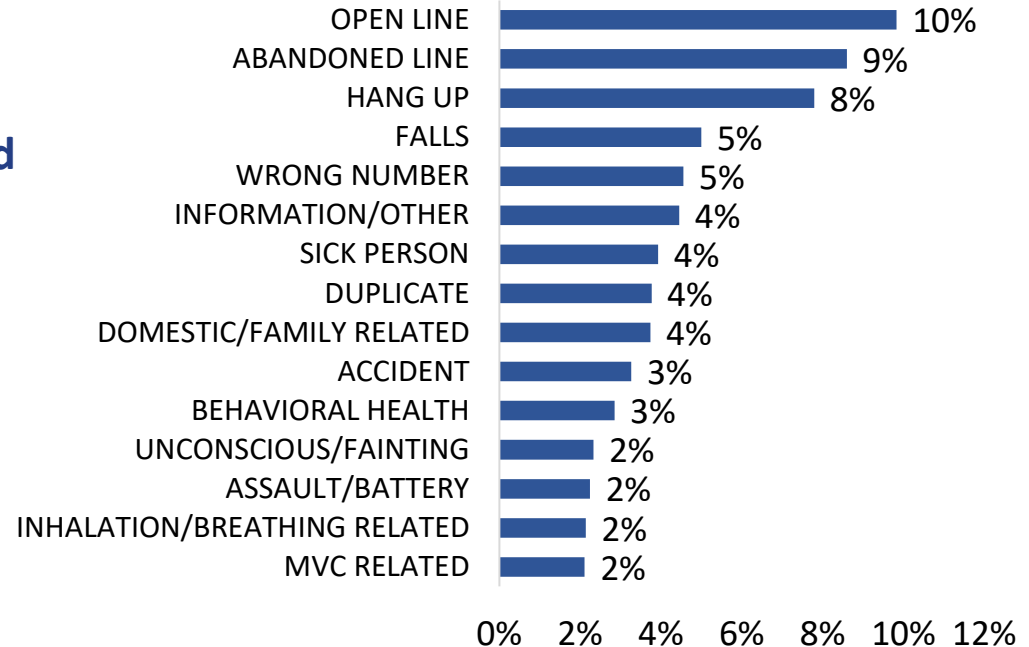
- **There are more people in Pinellas !**
- **There are more 911 calls being made!**
- **It takes longer for response vehicles to arrive!**
- **Some problems are increasing faster than others**
- **Tasks of responders take longer !**

- **Standardizing Data Sets**
- **Creating information from Data**
- **Making connections**
- **Understanding what is growing and why is that?**

- **Always leads to more questions**

What can be done about it?

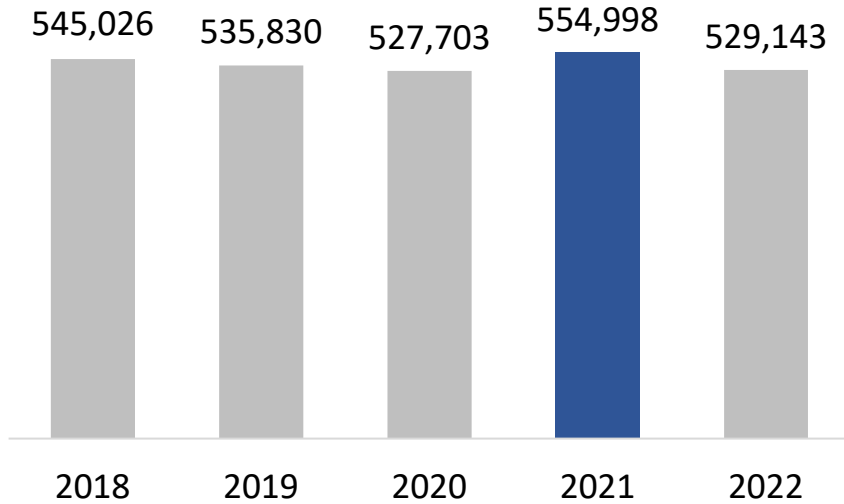
Top 15 Nature Codes



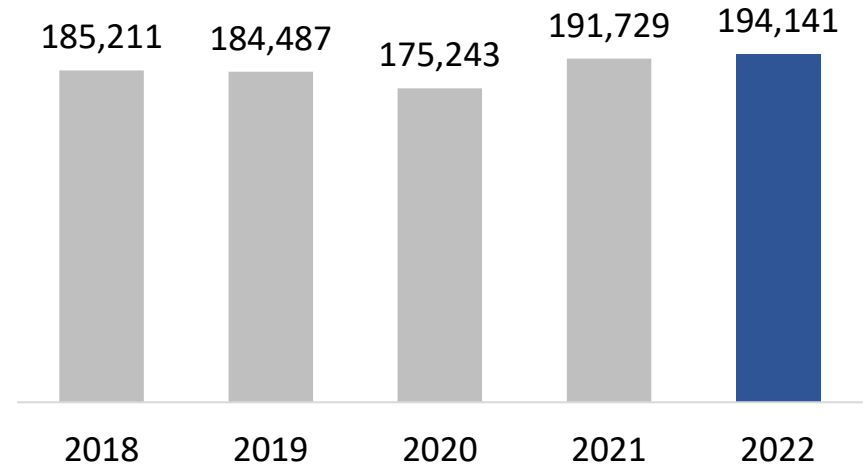
911 Calls vs FIRE/EMS Responses



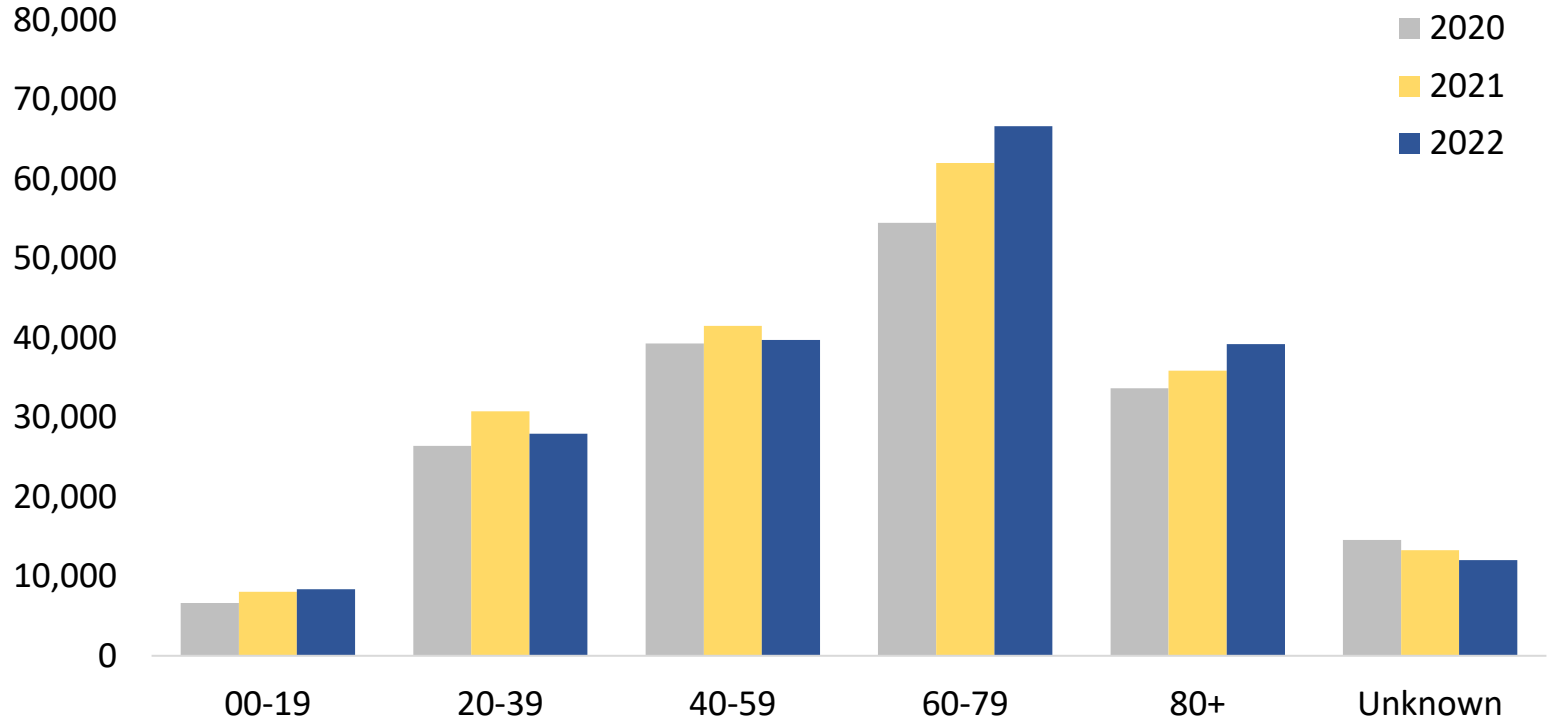
911 Call Volume



Emergency Responses



Emergency Responses by Age Group



Programs, Outreach, & Education

Current Programs

- Community Group Presentations
- Fall Prevention Program
- Complex Populations Initiatives
- **Behavioral Health Initiatives** – Human Services Connection
- **Overdose Programs** – Human Services Connection
- Traffic Flow Improvements
- Abandon Call Study

Potential Programs

- Health Buddies
- Nurse Navigation Program
- Make the Right Call Campaign
- Resource Access Program
- Time on Task Review



Fall Prevention



Fall Prevention Presentations

Denying Gravity Play

Steps to Senior Safety Educational Book

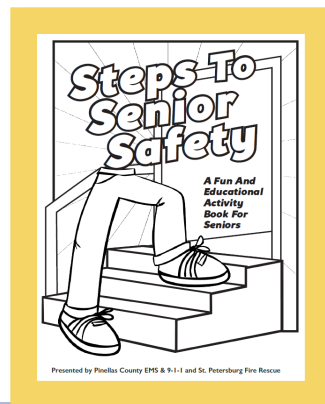
Library Education Displays

Reporting to Fire Department Educators

Night Light Campaign

Fall Prevention Information Bags

Pinellas County Committees



Prevent the Fall,
Prevent the Call

Falls Prevention Symposium

Where: EMS and Fire Administration Building (12490 Ulmerton Rd, Largo, FL 33774)

When: May 3, 2023 from 9:00am-12:00pm (Registration from 8:30am-9:00am)

Who should attend: Those interested in learning more about falls prevention: to include Safety Educators, Care Facilities, Caregivers, and anyone involved in Senior Services

Come join other advocates to learn more about Falls Prevention and what YOU can do to help. Falls Free Florida and Regional 911/EMS fight every day to reduce falls through Education, Awareness, and Resources. Take away useful tools and materials. Let us know how else we can help! National Falls Prevention Day is in September, but every day is Falls Prevention Day, for us.

Speakers to Include:

Pinellas County Safety and Emergency Services
Pinellas County Human Services
Falls Free Florida Coalition
PACE Program
Seniors in Service
Area Agency on Aging

For more information,
contact Lori Collins at
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Utilization Review Projects



Complex Cases

(Person-Centered Approach)

911 Call Volume Demographics

EMS Encounters

EMS Transportation

Specialty Populations



Communities of Care

(Location-Based Approach)

Nursing Homes

Hotel/Motels

Homeless Shelters

Businesses

911 Utilization Efforts

911 Call “Duration” Growing

- 1) Address Verification
- 2) COVID Questions

911 Calls “Hanging Up” Growing

- 1) Abandon Call Study
- 2) 10-Sec Answer time
- 3) Automated Call Back

EMS Response Times

Response Times Growing

1. Data Driven Focus Group
2. Pilot Live 911 Call Monitor
3. Pilot of Traffic Pre-emption
4. Conducting Traffic Studies

Contacts and for more information



Questions ?