



# Doing Things!

**Safety and Emergency Services**

**February 28, 2017**

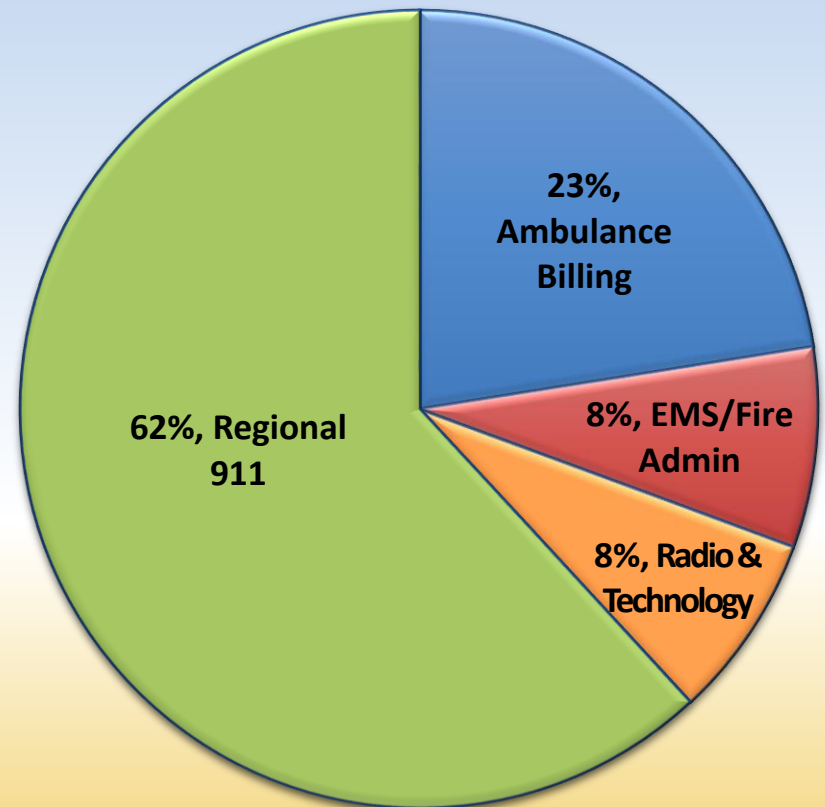




# Who We Are

180 FTE, 9% of County Administrator Workforce

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





# What We Do

- **Ambulance Billing & Financial Services**
  - Ambulance services billing and collection
  - FirstCare Ambulance Membership Plan
  - Federal/state healthcare regulations compliance
  - Develop/monitor SES department budget
  - Process accounts payable
  - Coordinate audits



# What We Do

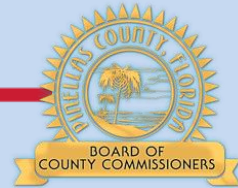
## ■ Radio and Technology

- Countywide Intergovernmental Radio System – Over 10,000 users / 80 agencies
- Secure computer network – 70 sites linked to regional 911
- Computer aided dispatch
- Wireless dispatch software – over 285 mobile data computers in EMS/fire and command staff vehicles
- ESRI geographic mapping – multiple interfaces

# What We Do

- **Fire Administration and EMS**
- ALS First Responder (15%↑)
- Ambulance (transports 9%↑)
- Fire Protection-  
Unincorporated Districts
- EMS Medical Director
- Continuing Medical Education
- Special Operations-  
HazMat; Technical &  
Water rescue



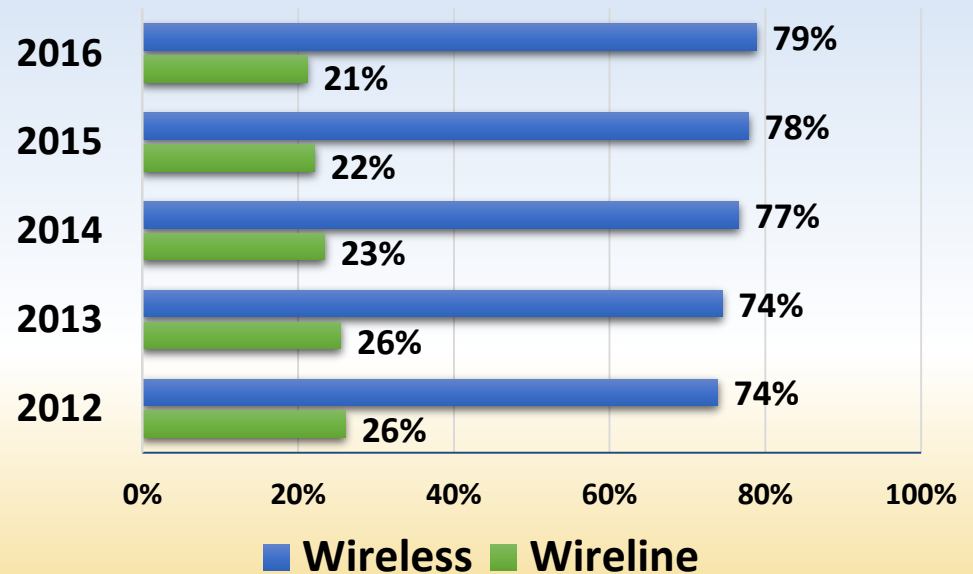


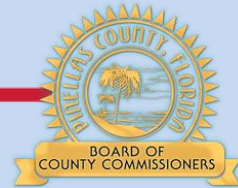
# What We Do

## ■ Regional 911

- 1.2M+ calls processed annually
- Dispatch fire/EMS
- PCSO & contracted cities
- 911 equipment & networks

911 Call Volume Wireless vs. Wireline





# Things Done



## ■ Ambulance Billing & Financial Services

- Over \$50M & 170K Claims
- External Billing Vendor
- Marketing Plan- Sunstar FirstCare Membership
- Medicaid Public Emergency Medical Transportation
- Clean Audits

# Doing Things



## ■ Ambulance Billing & Financial Services

- Billing services - hybrid model RFP
- Sunstar FirstCare Ambulance Membership
- Medicaid Public Emergency Medical Transportation (PEMT)
- Compliance program expansion



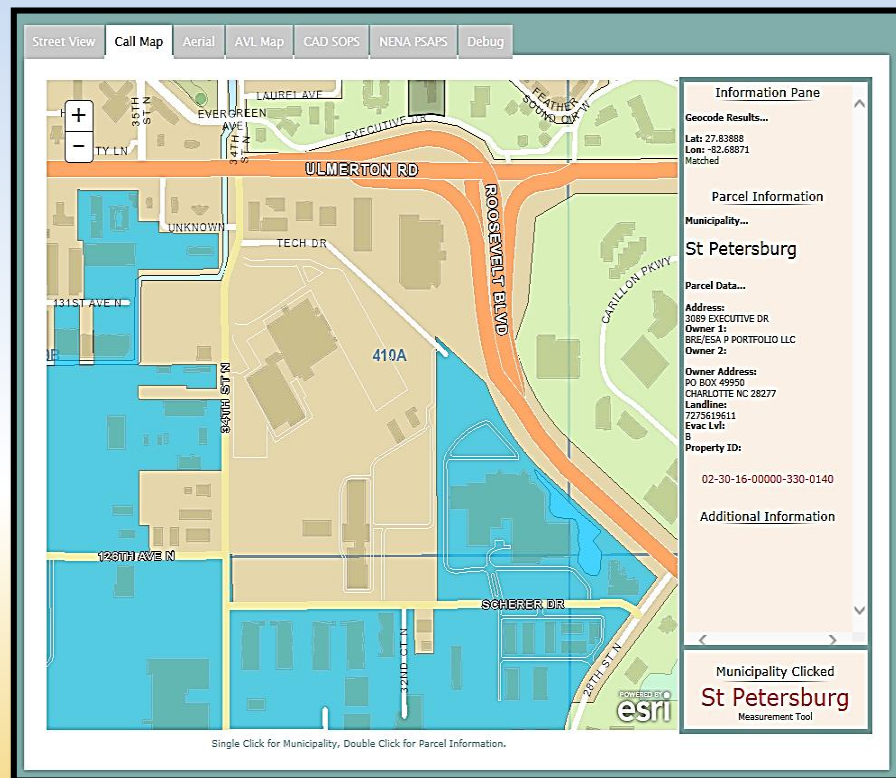


# Things Done



## Radio and Technology

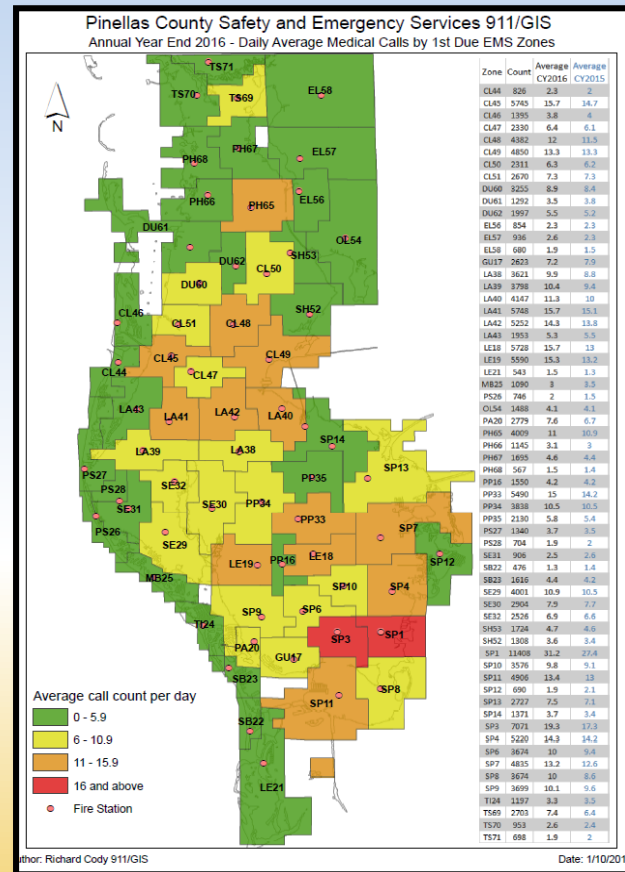
- ESRI Mapping Enhancements
- 5 Hurricane- Hardened Radio Tower Replacements



# Things Done



- **Radio and Technology**
  - Leveraging Technology/GIS for Strategic, Transparent, and Data-Driven Decisions

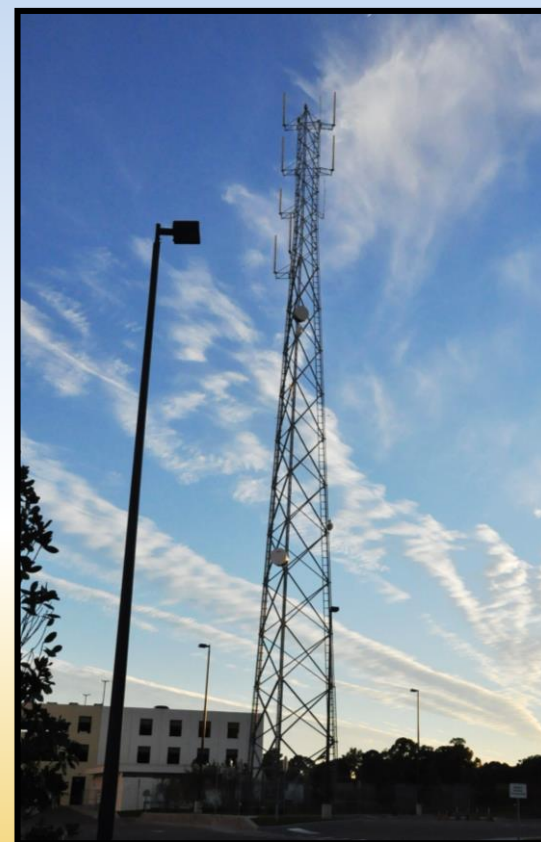


# Doing Things



## ■ Radio and Technology

- Tower/shelter system redundancy- south zone
- Connect with Hillsborough- Urban Area Security Initiative
- Public safety broadband- Long Term Evolution; FirstNet
- Support fire departments - Accreditation; ISO ratings



# Things Done



- **Fire Administration and EMS**
  - Implemented peak, non-transport medic units (SP)
  - Forward Looking Infrared (FLIR) added to water rescue resources
  - City-funded ALS units transferred to EMS Authority funding
  - Partnerships for fire station capital improvements

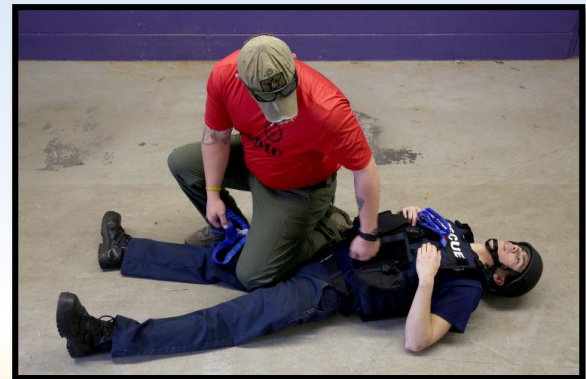


# Doing Things



## ■ Fire Administration and EMS

- Increasing Basic Life Support ambulances
- Hostile situation training and gear
  - for First Responders
- CPR training
- Expanding water rescue
- Implementing “Direct to Cath Lab” paramedics protocol
- Collaborating with Fire Chiefs for key data driven decisions



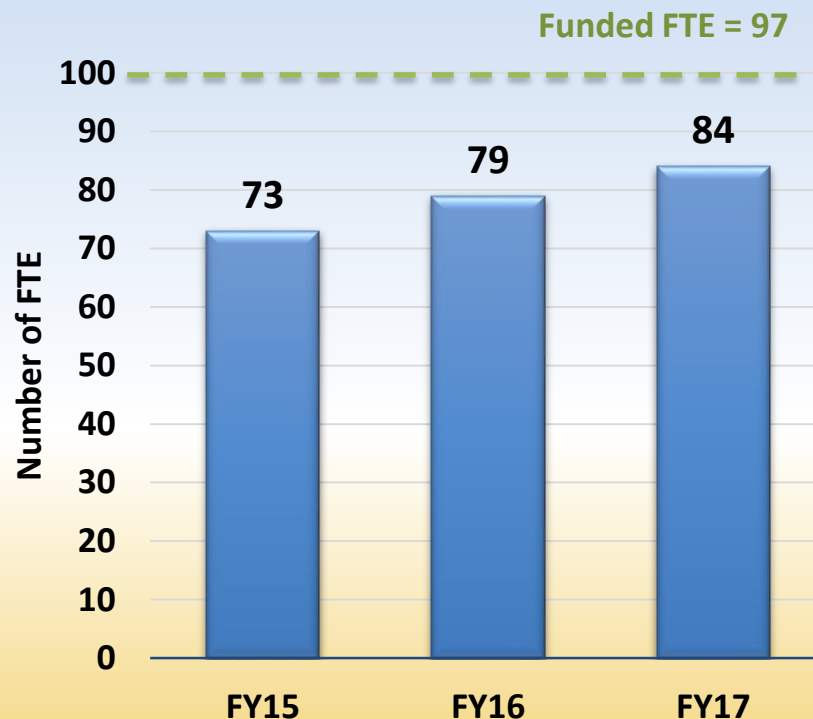
# Things Done



## ■ Regional 911

- Employee Retention
- 15 FTE Added to 911
- Staffing
- PSAP Back-up with
- SPPD

### Regional 911 Staffing

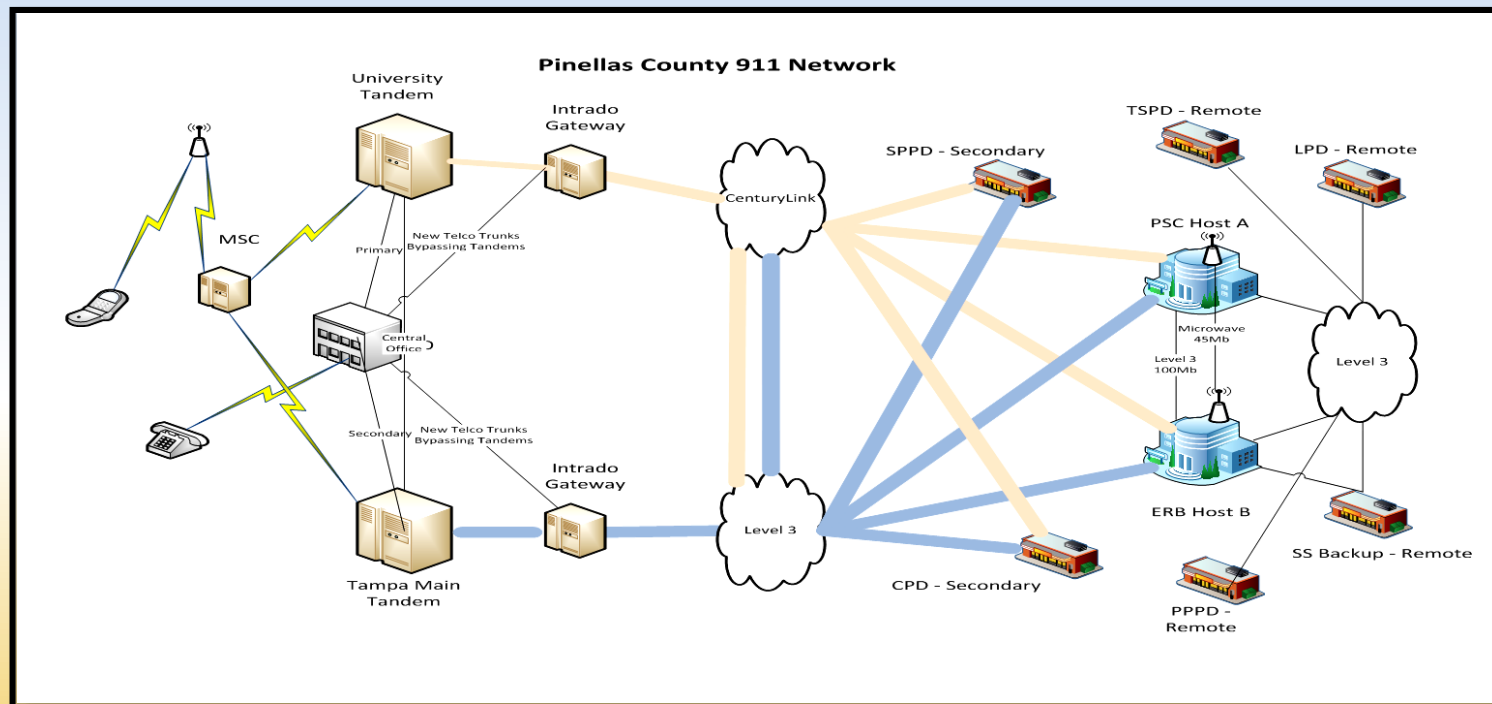




# Things Done



- Text-to-911 — NG911 Network and Equipment



# Doing Things



## ■ Regional 911

- Increase retention for better customer service
- Implement staffing improvements in collaboration with HR





# Doing Things

- Install NG911 Equipment/Network Upgrades for St. Pete PD and Clearwater PD - Completes Requirements for Text-to-911



# Thank you!

