Doing Things!

Safety and Emergency Services

Work Session Presentation

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Who We Are

- 161 FTE (8%) in 4 divisions
  - Ambulance Billing and Financial Services
  - EMS and Fire Administration
  - Radio and Technology
  - Regional 9-1-1

What We Do

- **Ambulance Billing and Financial Services**
  - Ambulance Services $50M+ Revenue
    - 160,000+ Claims Processed in FY 15
    - Medicare/Medicaid 63%
    - Other Payers include Hospitals, Skilled Nursing Facilities, Workers Compensation, Auto Insurance
  - SES Budget Coordination and Financial Oversight

What We Do

- **EMS and Fire Administration**
  - Countywide Emergency Medical Services
    - ALS First Responder (7.1% call increase FY15)
    - Ambulance (8.5% transport increase FY15)
    - EMS Medical Director
    - Continuing Medical Education
  - Fire Protection Services in 12 Unincorporated Fire Districts
  - Special Operations (Hazardous Materials and Technical Rescue Response Teams)

What We Do

- **Radio and Technology**
  - Countywide Intergovernmental Radio System with over 10,500 Users from 80+ Agencies
  - Secure Computer Network - 72 Sites Linked to 911
  - Computer Aided Dispatch (CAD) for Regional 911
  - Wireless Dispatch Software - over 285 Mobile Data Computers in EMS/Fire and Command Staff Vehicles
  - ESRI Geographic Mapping - Multiple Interfaces

What We Do

- **Regional 911**

  Emergency Communications Call Center

  - Over 925,000 Calls Processed Annually
  - Single Primary Public Safety Answering Point (PSAP)
  - Dispatch EMS and Fire Units
  - Process Sheriff's Office Calls
  - 911 Equipment and Network Management for Primary, Backup and 5 Secondary PSAPs

Ensure Public Health, Safety, and Welfare

- 2.1 Provide planning, coordination, prevention, and protective services to ensure a safe and secure community
  - Implement Text-to-911
  - Countywide (County owned) radio site enhancements
  - Support Countywide Water Rescue Improvements

Deliver First Class Services to the Public and Our Customers

- 5.1 Maximize partner relationships and public outreach
  - Support the fire service in achieving the best possible ISO score
  - Provide back-up emergency communications for St. Petersburg Police at Regional 911
  - Enhanced Ambulance Membership Program marketing to reach broader population

Deliver First Class Services to the Public and Our Customers

- 5.2 Be responsible stewards of the public's resources
  - Quality assurance and process improvement programs
  - Fiscal and operational audit processes to ensure compliance with all applicable laws and regulations

Deliver First Class Services to the Public and Our Customers

- 5.3 Ensure effective and efficient delivery of County services and support
  - Single Primary PSAP and CAD to process 911 calls and dispatch EMS/Fire units
  - Radio system interoperability and collaboration with Hillsborough County to expand the public safety radio system

Opportunities

- Maintain 911 answer time compliance during peak and non-peak times

Doing Things:

- Develop internal strategic plan for employee retention (1.1)

Opportunities

- Sustain our EMS level of service standards Countywide

Doing Things:

- Collaborate with Partners on staffing, equipment, and training to support increased demand for services (5.1)

Opportunities

- Continue to offset reliance on tax base while maintaining 1st Class EMS Delivery System

Doing Things:

- Obtain AHCA Essential Provider designation to address payment issues with Medicaid managed care plans (5.2)

Opportunities

- Improve Radio Tower Sites

Doing Things:

- Radio Tower DHS Site Security Analysis and Equipment Shelters (5.2)

5.1 Key Measures

- Fire Departments ISO rating improvements (71% improved rates FY15)
- ALS first responses within 7:30 minutes > 95%
- Ambulance responses within 10 minutes > 93%

5.2 Key Measures

- Ambulance Billing Collection – 68%
- Ambulance Billing Costs – 7.74%
- 911 calls answered within 10 seconds > 92%
- Radio system up-time – 99.99999%

Thank you

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SAFETY AND
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