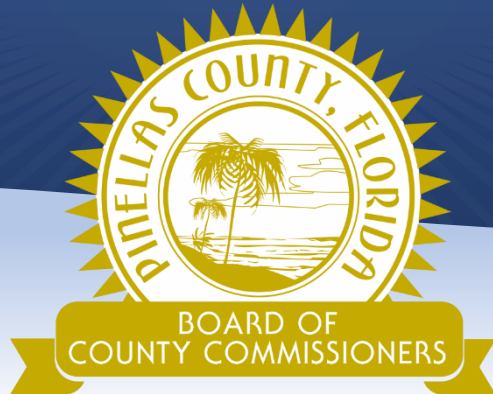


Doing Things!

To Serve the Public

Safety and Emergency Services



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

Doing Things! Presentation

Presented by Jim Fogarty

March 5, 2019



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



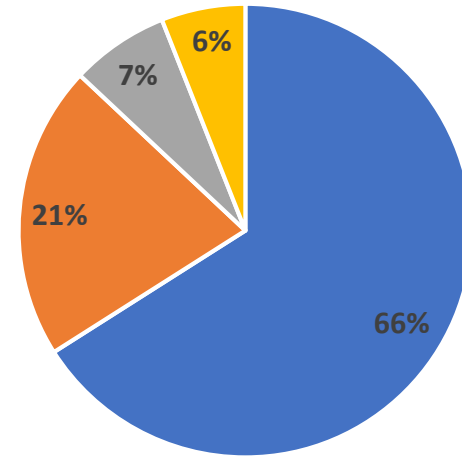
Who We Are



Safety & Emergency Services

- **198.7 FTE, 9.3% of County Administrator Workforce**
- **Four Divisions-One Department**
 - Regional 911
 - Ambulance billing & financial services
 - Radio & technology
 - Fire & EMS administration

% by FTE



■ Regional 911 ■ Ambulance billing ■ Radio/Tech ■ Fire/EMS Admin



Regional 911

- **Single countywide answering point for all 911**
- **1.1M+ calls processed annually**
- **Dispatch all Fire/EMS**
- **Pinellas County Sheriff's Office (PCSO) Dispatch co-location**
- **911 equipment & networks for six centers**



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





Radio and Technology

- **Countywide intergovernmental radio system**
- **Secure computer network**
- **Computer Aided Dispatch (CAD)**
- **Wireless dispatch software**
- **National Fire Incident Reporting System (NFIRS)**
- **ESRI geographic mapping – multiple interfaces**

What We Do

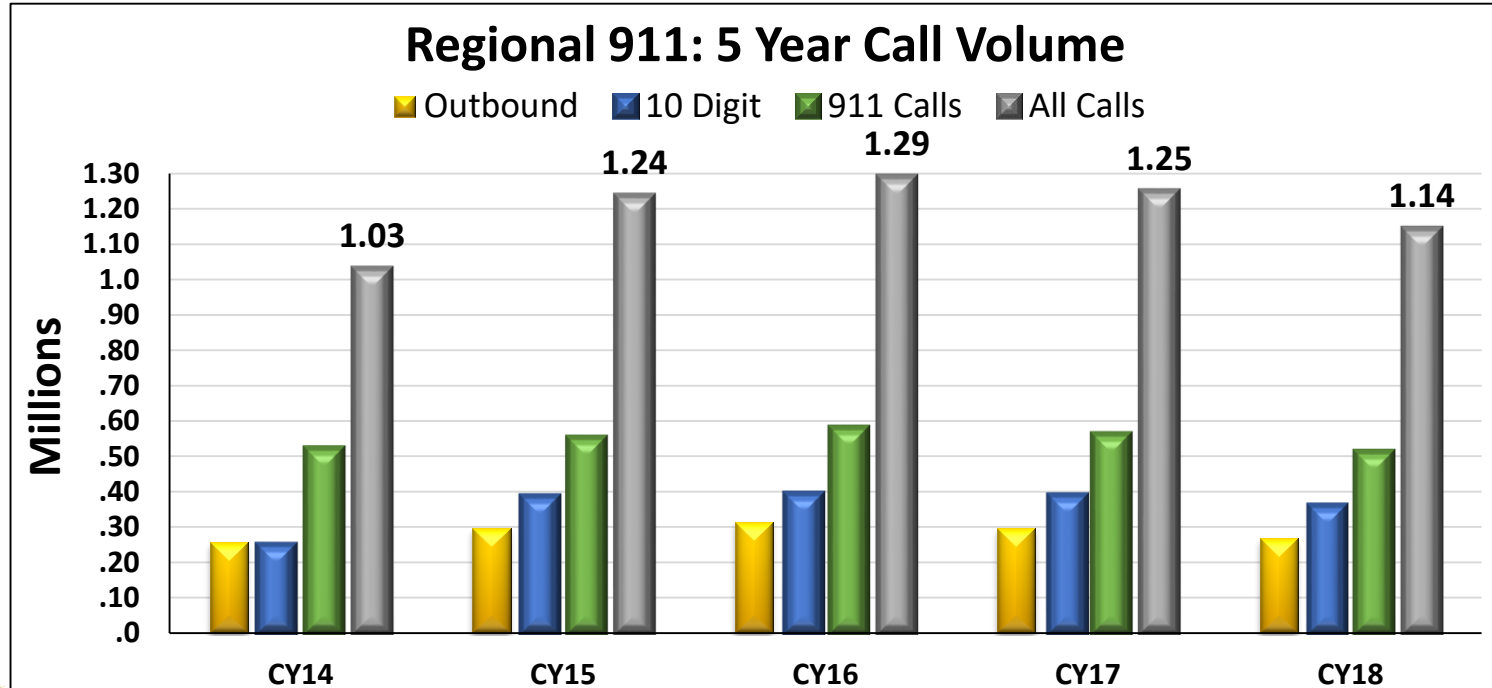


EMS & Fire Administration

- Fire first responder
- Ambulance transport
- Coordinate fire protection
- Coordinate medical direction
- Direct provision continuing education
- Coordinate Special Operations



Things Done



Things Done



Regional 911

- **Text-to-911**
- **Rapid SOS**
 - Provides more accurate location data for wireless calls
- **Improved 911 answer time**
 - 93% within 10 seconds
- **Police partnerships**
 - Largo (co-locate for 3 months)
 - PP outage backup



- **Elli Childs** - PSAP's Finest Line Supervisor of the Year, Nice Systems
- **Margaret Dohrman** – EMD of the Year, International Association of Emergency Dispatch (IAED)
- **Chuck Freeman** – Director of the Year, APCO & NENA



Fire Administration and EMS

- **System Enhancements**

- Growth Management Initiatives and Agreement underway
- Active Assailant Memorandum of Understanding (MOU) by PCSO with all Police/Fire/EMS Agencies

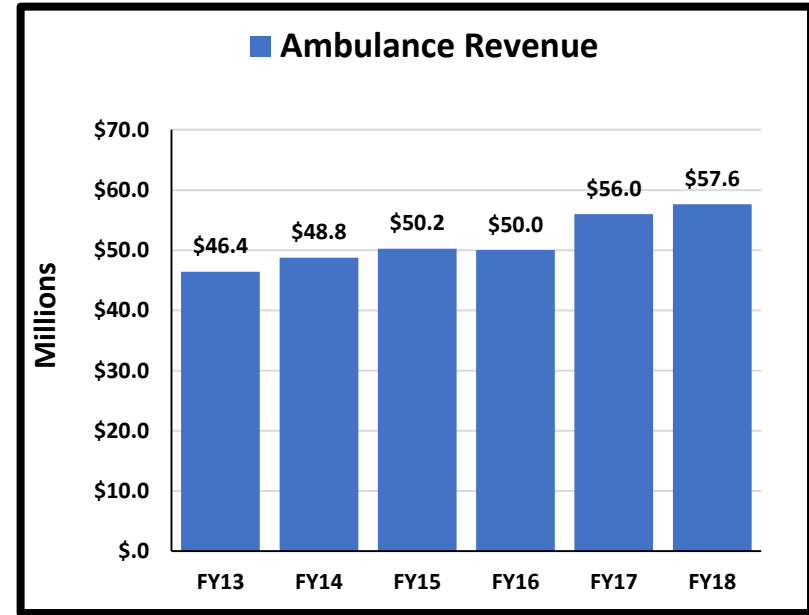
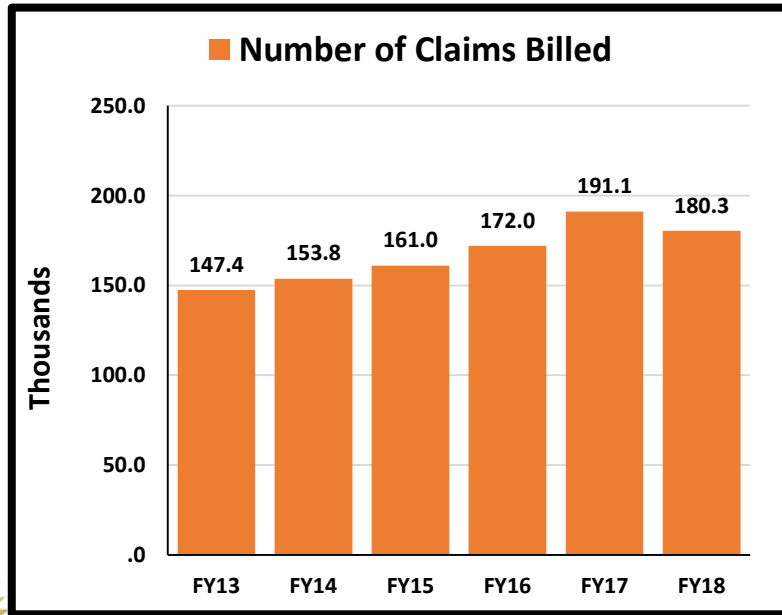
- **Capital Project Partnerships**

- Multi-purpose facility
- Studies completed for Bay Pines, Tyrone Square and West Lealman
- Special Operations Vehicles (H33 and TE48)
- Urban Flooding – 18 Jon Boats /protective equipment
- Redington Beach





Ambulance Billing





Ambulance Billing & Financial Services

- **Generated \$57.6M in ambulance revenue**
- **Over 180K claims to Medicare, Medicaid, Insurance carriers**
- **Administered the Pinellas County Sunstar FirstCare Membership plan to 2,758 enrolled members**
- **Secured \$423,280 through participation in the Public Emergency Medical Transportation Program (PEMT)**

Doing Things

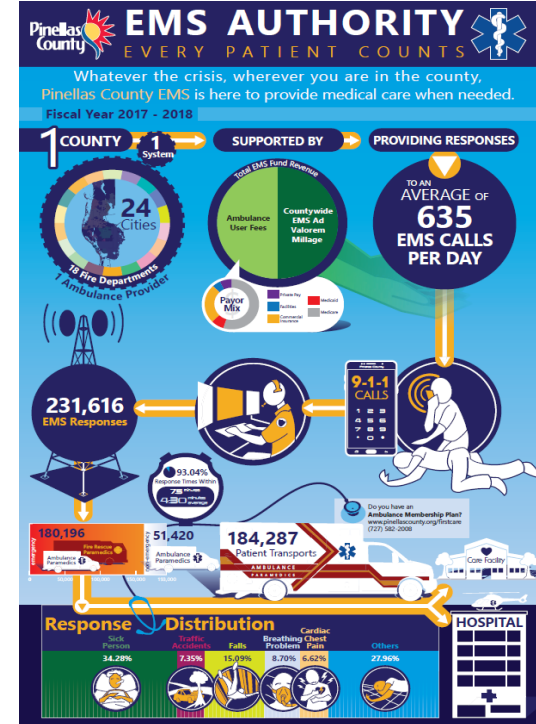


Safety & Emergency Services

- Four Divisions-One Department



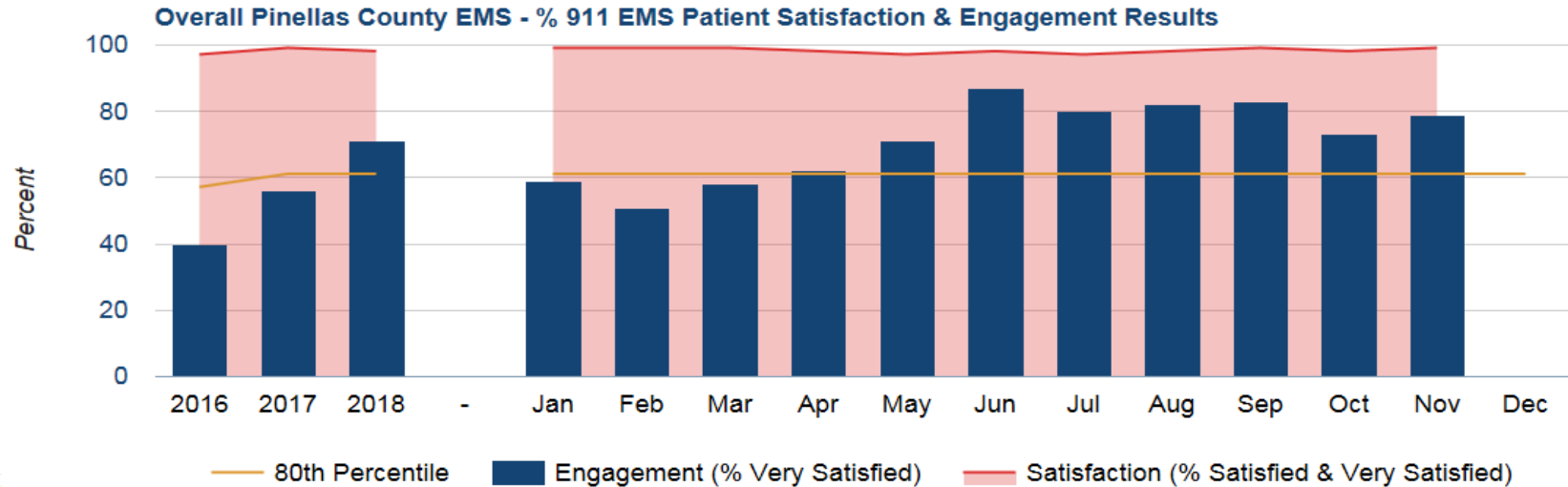
Our Vision: To Be the Standard for Public Service in America.





Safety & Emergency Services

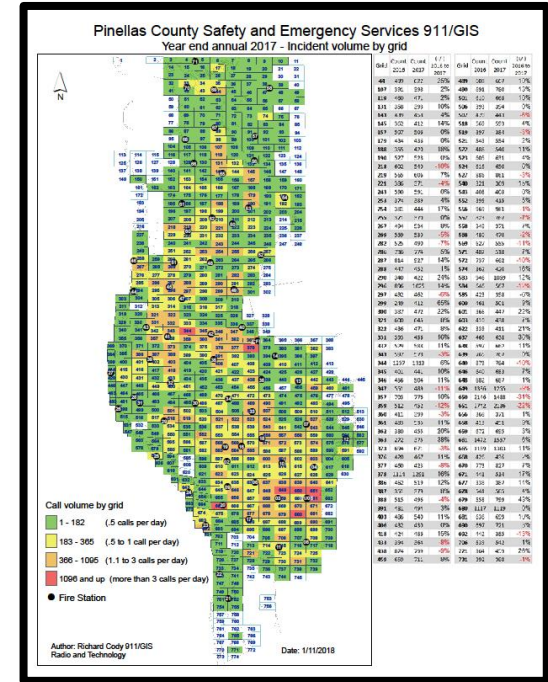
- **Four Divisions-One Department**





Safety & Emergency Services

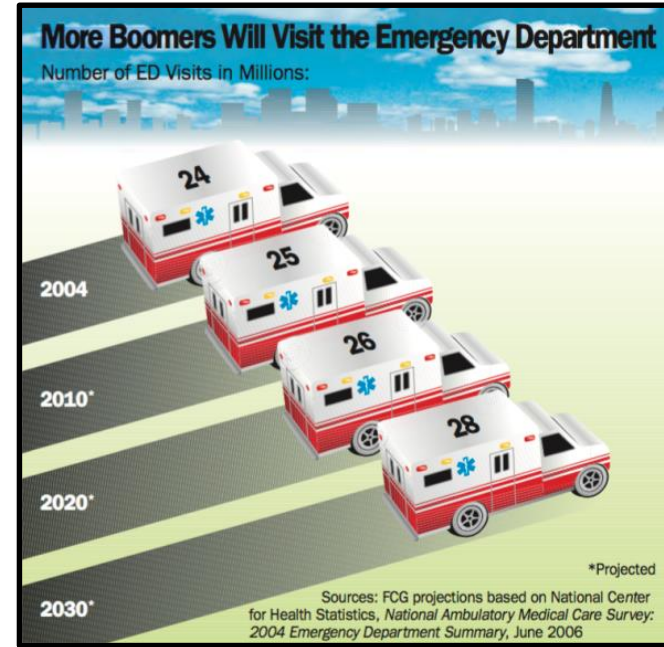
- Regional planning of capital projects
- Fire/EMS/Regional 911 operational improvements
- Quality improvements/research
- Analyzing Non-Emergency Transport Sector
- Developing updated service models for specialized situations/facilities





Safety & Emergency Services

- **Managing the Growth of Emergency Services**
 - Preventing specific events
 - Targeted outreach
 - Data driven
- **Dealing with non-life threat event**
 - Interagency partnerships
 - Developing service options
- **Dealing effectively with the life-threat event**
 - Foundational coverage
 - Appropriate growth





Safety & Emergency Services

- **Specific Projects**

- **Partnering with St. Pete Police Department (SPPD) to open their new communications center**
- **Improve 1-3 year employee retention of Telecommunicators**
- **Final Phase of Radio Towers/Shelters Upgrade**
- **Analysis of Non-Emergency Transportation Services**
- **Evaluation of public safety education systems**
- **Improvement in Logistics and costs of consumable/durable goods**
- **Continuation of Data Driven Focus Group**



Thank you!



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