



**Clarke County Fire & EMS Commission**  
**101 Chalmers Court, Suite B**  
**Berryville, Virginia 22611**  
**(540) 955-5132**

AGENDA

June 14th, 2018

6:30pm

Clarke County Government Center – Meeting Room AB

1. Approval of Agenda
2. Public Comment
3. Approval of Minutes – May 10th, 2018
4. Committee Reports – Information Only
  - Standards – See attached report
  - Technology – No report prior to meeting
  - Budget/Preparation
    - i. Budget Update – Recommendation
5. Unfinished Business
  - Volunteer Incentive Program-(see attached) - Vote
  - Blue Ridge Staffing Request Costs & Review - Recommendation
6. Report from the Fire and Rescue Association – Information Only
7. Report from the Director of Fire and EMS – Information Only
8. New Business
9. Adjourn

All meeting documents will be distributed at meeting. Next meeting is on July 12th, 2018 at 6:30pm in the Clarke County Government Center – Meeting Room AB



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MINUTES

May 10<sup>th</sup>, 2018 6:30pm

Clarke County Government Center – Meeting Room AB

Attendees: Matt Hoff, Chairman  
David Weiss  
Tony Roper  
Jacob White  
Diane Harrison  
Van Armacost  
Bryan Conrad  
Andrew Nicholson

Absent: None

Staff: Brian Lichty  
Pam Hess  
David Ash  
Terri Catlett- Board of Supervisors

Chairman Hoff called the meeting to order at 6:30pm. (recording started at 6:32pm)

1. Mr. Conrad made a motion to approve the agenda. The motion was passed with all in favor.
2. Public Comment – Chief Jason Burns thanked Mr. Roper for his motion for the increase in stipends but wanted to express frustrations that Blue Ridge has concerning more proficient systems/processes especially when dealing with grants, if salaries are increasing, personnel changing from part time to full time, vehicles being bought but the County states that they never have any money questions arise. The additional revenue from Fee for Service-Blue Ridge is adamantly against this and understands that there could be repercussions if they refuse to abide but this was not what was originally planned. They only want to provide the best service

The attached minutes are DRAFT minutes. While every effort has been made to ensure the accuracy of the information, statements and decisions recorded in them, their status will remain that of a draft until such time as they are confirmed as a correct record at the subsequent meeting.



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they can but doesn't feel it should impact the residents this way. They feel that the direction this is going especially with the growth of the County will have a huge impact on Fire and EMS, especially EMS. He suggests that if the Commission is going to be as involved as they have been in the last year with day to day operations then read the packets ahead of time, ask questions, come to the stations and meet the people that are there getting to know what is going on. He concluded with a request to look at the stats for the Blue Ridge staff request stating that one person will not provide better service, compare to Boyce, one person is not enough.

3. Mr. Conrad made a motion to approve the minutes from the April 12<sup>th</sup>, 2018 meeting. The motion was passed with all in favor.
4. Committee Reports –
  - Standards – (see attached reports) No questions or comments.
    - i. Response Evaluation Report – page 14 in packet-recommendation is needed-Mr. Armacost questioned on recommendation #2 what would the plan of improvement be and the difficulties behind it. Mr. Lichty explained that it could be establishing a duty crew or duty officer to help with responses. Mr. Roper asked what is the process for implementation, does it go back to Association/Chiefs. Mr. Lichty stated that depending on what it was it could, but if there are certain days/times that could be committed to that would help with coverage. The five options presented from the subcommittee group are just that options to choose from. Converting the box numbers to ESN numbers is to better help respond to a locations geographical area. Mr. Roper made a motion to adopt all 5 recommendations with Mr. Lichty to report and document back to Commission. Chairman Hoff asked if there was anything else to discuss or questions. Mr. Conrad suggested that the Standards Committee should come back with reporting for measuring progress. Mr. Weiss asked Mr. Armacost if he thought that the volunteers won't buy into this program. Mr. Armacost was

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hopeful but it's a struggle when everyone has to work their regular jobs and Mr. Roper commented that this is an opportunity to look at everything and see what's working or what actions need to be taken for adjustments. Mr. Armacost asked for further explanation on option #4. Mr. Lichty explained that it would give a realistic number for response to calls or potentially a board approved expectation-not adopted at this time just been used to track and measure. Mr. White confirmed that everything would still come back to this commission prior to making any changes. Mr. Armacost asked if the response time would be raised and Mr. Lichty confirmed that the goal is to lower the time not raise it. Ms. Harrison and Mr. Conrad explained that this would be an implementation to move forward to see what will work. Mr. Roper's motion was confirmed and the motion was passed with all in favor.

- Technology – Nothing to report at this time.
- Budget/Preparation
  - i. Budget Update – Mr. Lichty stated that the BOS passed and set the new tax rate. All of the Fire and EMS requests were approved. Regarding the budget, Mr. Weiss brought to everyone's attention the Fee for Service utilization, that it is a written policy (attached in packet), and that the Fee for Service money is all documented and spent on EMS services to clear any misconceptions that are out there.

5. Unfinished Business

- Volunteer Incentive Program-(see attached) – Recommendation-There were questions and discussions on if there were any surplus of the amount designate-where would it go, overall appears that options 3 & 4 are the better of the choices, defining an operational member, reporting thru IAM responding for tracking and clarification that the incentive amount is set as a whole pot not divided equally between the 3 stations and done as a reward. Mr. White made a motion to adopt option 2 with a request from the committee on how the funds will be divided. Further discussion regarding

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clarification on the money, what the main goal is, rewarding for improvements, should it be based on people at the station or improving response times, tracking, this is to incentivize activity in all stations. Mr. White withdrew his motion. Mr. Conrad made a motion to direct Mr. Lichty to come up with more detailed descriptions of how each option would be divided and table this discussion until next month. Voting For-Mr. Conrad. Voting Against-Mr. Roper, Ms. Harrison, Mr. White, Mr. Armacost, Mr. Nicholson. Abstained-Mr. Weiss. Motion failed. Mr. Roper made a motion to accept option number 3 as it is listed. Voting For-Mr. Roper, Mr. Armacost, Mr. Nicholson, Mr. Conrad. Voting Against-Mr. White, Ms. Harrison. Abstained-Mr. Weiss. Motion passed.

- Blue Ridge Staffing Request Costs & Review – Recommendation-Mr. Roper stated that after looking over the options provided that he had misunderstood some of the previous discussions. Mr. Roper asked Chief Burns to confirm his statement during Public Comments that he stated that one person would not help. Chief Burns explained that he will accept whatever help is given but statistically he doesn't believe one person will help to get response times down if that is the main goal. Mr. Lichty went through all of the options with further explanation (see attached) and expressed that Blue Ridge is the main priority right now but still need to evaluate the system as a whole, trying to find the best resolution. Further discussion regarding how to monitor/controlling placement of staffing, new full time career positions to help take over burden from part time availability, the volunteer's crucial role to help fill the gaps, and implementation with evaluation. Mr. Lichty stated that the BOS wants a recommendation from the commission, not saying that it may have to come back for reworking. This is a system approach to Blue Ridge's request. Mr. Roper made a motion to submit the average monthly cost of \$5497.50 for 12 hour coverage daily for 30 days with evaluation monthly to the BOS assuming the money can be funded. Further discussion regarding what criteria would be used for monthly evaluation, look at how this person is being used, response times for the system, better to stay on the lower end of the financial cost for now and evaluate later as well. Voting For-

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Mr. Nicholson, Ms. Harrison, Mr. Conrad, Mr. White, Mr. Roper. Voting Against-Mr. Armacost. Abstained-Mr. Weiss. Motion passed.

6. Report from the Fire and Rescue Association – Mr. Lichty and Mr. Conrad reported that there were discussions about the Fee for Service changes, that there are a lot of people upset with the patient balance billing part and that there needs to be a better understanding of the process, a gas meter grant has been submitted, dispatch changes from ESN to box numbers, the Career staff receiving a new iPad for paperless tracking & damage assessments, quarterly reports to be submitted to include recruitment and retention, schedule changes going to 24/48 for career staff effective July 1, 2018, new house bags like Boyce's, county wide BLS precepting policy, EMS orientation, FireFighter I class in process, Chief Burns had asked for the Fee for Service revenue to be reviewed and divided based on his formula, and two members of Boyce were recognized for saving a life at Outback Steakhouse. Mr. Weiss commented that Fee for Service was looked at by the Finance Committee for any additional options in the hopes to help with coverage of expenses, that Blue Cross Blue Shield is now covering Treated not Transported incidents and a specific definition will be used for billing designation. Mr. White commented that part of the issue is how this all came to light. That it was only discussed with the Commission lightly. Mr. Weiss commented that no one can make someone tell others what is going on, that the same issues arose when Fee for Service started originally, it's a legitimate revenue source and unless there is some other way to make it more palatable to the personnel running the calls then the BOS is in favor of this.
7. Report from the Director of Fire and EMS – (see attached) Reviewed by Mr. Lichty. Mr. Roper asked for page 34 of this packet regarding the budgetary/financial request guidance, what is the date of this document and have a outlined process. Mr. Lichty explained that everyone has to wait for Mr. Judge but he will try to have at least timeline and have a better guide to the Commission for the process. Discussion of who will do the outlining and define the procedures, process goes through the Budget Sub Committee as well since they are part of this

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Commission, a timeline showing what to be presented when and itemizing or just bulk amount of stipend increase. Mr. Weiss stated that this Commission should discuss how they want this all approached and determined to go forward to the Finance Committee. The BOS then uses an organized manner to address the whole system. The BOS knew the first year was going to be hard and will work for better understanding for next year forward; it's a work in progress. Mr. Armacost requested that budget submissions should be in no later than October annually for the Commissions review. Mr. Lichty will make sure the process is completely understood by all. Ms. Harrison requested to add this discussion to the next meetings agenda.

8. New Business – Mr. Armacost stated that Enders did not apply for the ambulance grant due to missing the deadline, but may still apply next cycle depending on their financial situation. Ms. Harrison stated that at the Town council meeting on Tuesday, May 8, 2018 the developer contracted for new assisted living facility has announced they will be giving a one-time proffer of \$150,000 to Enders. Mr. Weiss summarized that the BOS was very supportive of everyone and all the stations are seriously relied on and the dedication from all. The budget process was finalized and the request for two of the stations to receive a supplemental appropriation of \$250,000 was denied. The BOS did not feel that it was an appropriate action. The board is focused on a system wide approach. Ms. Terri Catlett, BOS, was introduced and commented that there was a fair amount of discussion and all of the BOS members expressed their appreciation for everyone but the letter may not have been the right way to approach, everyone has to work as a team, some confusion regarding the communications of needs when the Commission acted and the Association then acted in contradiction. Mr. White clarified that even though the BOS didn't feel that it was a system request-two of the stations requested the increase and the third didn't want it. Mr. Conrad clarified that Boyce didn't say that weren't in any need of additional funds from the County, that they just didn't support the increase request that was being submitted. Mr. Weiss explained that with that type of confusion the BOS can't figure it out. That's why they ask for specifics as a recommendation, a motion and then a vote. This should be looked at as lesson learned, stand together as a whole not against each other, for the Association to go to Commission who then goes to the BOS, not the other way around, follow the correct process.

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9. Mr. Conrad made a motion to adjourn. The motion was passed with all in favor at 8:26pm.

Next meeting is on June 14<sup>th</sup>, 2018 at 6:30pm in the Clarke County Government Center – Meeting Room AB

DRAFT

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**County of Clarke, Virginia**  
**Department of Fire, EMS and Emergency Management**  
**Director Brian Lichty**

**DIRECTORS REPORT**

**Month-June 2018 (updated 6/12//2018)**

Standard Reports

- Response Report – Sub-Committee to meet Tuesday June 12<sup>th</sup>
- Billing Report –May collections \$29,003.51

Updates-

-Career staff –

- Top 3 categories for Errors – This replaces the top 3 reason non-billable which remains the same.
  - Narrative
  - Signatures
  - No 3rd
- Current SOGs for review;
  - None
- Upcoming SOGs
  - Special Events
  - Minimum Staffing

-Emergency Management

- In 2017 LEMPG project is complete. There is now wifi in both Blue Ridge and Boyce had, currently working on trying to set up a test day for the video conferencing. Final report has been submitted to the state for reimbursement of the \$7,500. – **Update- Notification of acceptance received and payment processing.**
- The town of Berryville water project-**Update – the project is slightly behind schedule, the first invoice that includes the months of April (1/2 month) and May has been sent to town.**
- Working to develop a table top exercise in November for EOC activation, this will be a tornado in the Shenandoah Retreat area.
- Have presented to the BOS updates to the Regional Hazard Mitigation Plan, possible adoption at the June or July BOS meeting, this was postponed due to changes made

by State. **Update – State adjustments made and is now in 45 day review period with FEMA**

## -Budget

- RSAF Grant for fall 2017-**Update – All items are now in and invoice will be sent out shortly. First invoices sent did not deduct the amount (50/50) state contribution. Corrected Invoice given to each chief. A modification was approved for remaining funds, Blue Ridge has agreed to pay remainder of balance (if other companies do not want to); total will be around \$1100.00 before 50/50 of every company agrees, each company portion would be around \$185.00-this is for bags for new scopes, and drugs for RSI . Most of these items are now in.**
- Submitted a grant to REC for 7-8 gas meters (replacements), this will be to replace existing gas meters in the stations. The total for the grant is around \$6,000. **–I have not heard anything back as of yet.**
- Anticipate FY 2020 Fire-Rescue Budget to kick off in August. As part of this process it is my goal to look back at successful grants for FY18 and unsuccessful grants (how we can do better). **– Update – This sub-committee met, please see attached memo.**
- As part of the Budget for FY19 the BOS decided to include the Treated and no Transport (TNT) flat rate fee of \$150.00 and patient balance billing (soft) to the EMS billing process. This will include;
  - TNT – Providers obtaining either a driver’s license copy (scanned or picture) and attached to the report. Looking at establishing a two procedure process before a bill would be created **Updated – testing has begun on scanner to scan insurance cards and tests complete for picture uploads to reports all working well.**
  - Patient balance billing – Sending upto 3 bills for a patient balances (after insurance has paid)
  - There will be 3 informational meeting scheduled for both Providers and the Public in June to help answer any questions-emails have been sent to each company for scheduling. The BOS is receiving monthly updates on this process. There will be such things as early pay discounts, hardship wavers, ect. **– Update – 3 sessions have been schedule, one at each station.**

## -Strategic Goals

### 1) Strategic Vision and Effective Leadership

- A review of the Dispatch procedures has begun, looking at changing ESN’s to Box numbers, the first draft of the ESN to Box numbers in now complete. We are now looking at run orders. **Update – ESNs almost complete, one station remaining.**

- Blue Ridge Staffing request - **Update – The recommendation of the Commission was forwarded to the Board of Supervisors and they have approved. Please see the attached memo that was given to the Board on how to manage and evaluate this process. I have not yet sat down with Chief Burns to discuss the matter further.**
- A draft update is currently being reviewed by the Chiefs (first stage), this is the agreement that was signed in 2015 – **Update – change being reviewed by Association**
- In an effort to help us evaluate the systems performance on larger scale incidents I have created a Post Incident Analysis form. The first one was done for the fire on Mount Carmel Rd on 5/25/18 and also on fire 6/8/18. **THIS FORM IS TO HELP US EVALUATE OUR SYSTEM ONLY!!**
- I will be working to draft a memo to the Association requesting their recommendations on the 3 appointments to the Commission, which expire soon.
- I will be working to draft a memo to the Association requesting their support for replacing Chief Burns on the LFEMS Council to our Jurisdictional Coordinator Wade Wilson.
- The deadline for comments about the Incentive program was Friday June 8<sup>th</sup>, with 1-2 comments received. Please see the Incentive Program update for those adjustments

## 2) Fire and EMS Operations

- Working on updating the Mutual Aid agreement with Jefferson County WV (last updated in '97) – **Update – This is with WV personnel for review.**
- The Chapter 32 EMS changes are not posted yet on Town Hall website
- Reports – **Update – We still need to improve on how quickly we are completing reports. EMS reports we do a pretty good job with, fire reports we have problems.**
- We have purchased as part of the LEMPG grant, an IPAD for the personnel stationed at Company 1. This IPAD is for entering in unit check sheets, inventories, deficiency reports (copy will be sent to department representative). This will also have Crisis Track on it. – **Update this is currently in place and is being tested.**
- A new Precepting/Interning EMS calendar has been established on a google account to keep track of personnel precepting/interning. Each Chief was sent an invite to view this calendar.
- Currently working on recommendations from the Standards Sub-Committee-see attached report

## 3) Recruitment and Retention

- There is a quarterly report that will be required for each department to complete each quarter of the fiscal year. The information in this report will help us in determining the success of recruitment and retention in the county, it includes any recruitment information and 4-for life & fire programs funds. This has been out in draft form for some time and will take into effect July 1 (start of fiscal year). I will email this to the Chiefs again and to each departments treasure.
- Blue Ridge has started starting an in-house fire firefighter class; there are members from Blue Ridge, Boyce, Enders and Gainsboro in the class. As part of this class we were able to get a state funded hazmat class to coincide with this class. Please see Chief Burns for any questions. – **Update almost complete, Hazmat class is complete and final burns are on June 24<sup>th</sup>.**
- 2 Sets of PPE have been ordered for this year’s replacement

#### 4) Resource Management

- The WC and AD&D insurance – **Update – additional beneficiary information sheets still need to be turned in but have received more.**
- Boyce VFD had to make some temporary accommodations for the loss of several heating/AC units. I am currently working with them to determine if it falls within any possible insurance claims. – **Update – This has been preliminarily approved by the insurance company, we are currently working with them to get costs for repair and replace to get a final claim amount.**
- We have recently signed a memorandum of Agreement with Associates in Emergency Care (AEC) and Blue Ridge Community College to intern students going through classes.

#### 5) Health and Safety

- There is a new bill (SB670) that addresses Mental Health Awareness training for Firefighters and EMTs has now passed and is a required training. We will be working to role this training out to everyone shortly after the start of the Fiscal Year. – **Update should have this out before July 1**

#### 6) Employee Development

- Reminder we will be changing our work schedule sometime after the start of the fiscal year dependent on hiring process and who is hired. This will be a 24/48 hour schedule
- There is a scheduled Rappahannock Electric class for Thursday June 14<sup>th</sup>, the next one will be in October at Blue Ridge.

- Each full-time employee has been set up with a County desktop/log-in to streamline work and effectiveness.

## 7) Community Outreach

- With spring quickly approaching we will be scheduling a couple more of the smoke detectors in the community events. The next one will be scheduled for Boyce.
- A BLS Crew from Enders assisted with the graduation. I thank them for helping.

Other remarks

DRAFT



**County of Clarke, Virginia**  
**Department of Fire, EMS and Emergency Management**  
**Director Brian Lichty**



**MEMORANDUM**

To: All Fire-EMS Commission Members

From: Brian Lichty, Director Fire, EMS and Emergency Management  
Diane Harrison, Fire-EMS Commission Member

Cc:

Date: June 9, 2018

RE: Fiscal Year 2020 Budget Process Recommendations

A meeting of the budget sub-committee was held on June 5<sup>th</sup>, 2018; in attendance was Director Lichty and Mrs. Harrison. The purpose of this meeting was to establish a recommendation to the Fire-EMS Commission for the 2020 fiscal year budget process.

It is the recommendation of the sub-committee that all three volunteer fire companies present their budget requests through the Association. A representative from the Fire-Rescue Association will then present the budget (consisting of all three companies) to the Fire-EMS Commission budget sub-committee at the October 2018 meeting. In addition Director Lichty will also submit his budget request at this meeting.

Furthermore, these recommendations should include a detailed line item budget on how funds will be distributed. For example, apparatus payments, building utilities, recruitment and capital items (SCBAs, radios, etc.).

The sub-committee will then make their recommendations to the Commission no later than the December 2018 meeting. The full Commission will have the months of December and January to discuss and prepare their recommendation to the Board of Supervisors. At the January 2019 meeting the Fire-EMS Commission will finalize recommendations and submit a combined budget to the Board of Supervisors Finance Committee as per the Clarke County budget process.





**County of Clarke, Virginia**  
**Department of Fire, EMS and Emergency Management**  
**Director Brian Lichty**



**MEMORANDUM**

To: David Ash, County Administrator

From: Brian Lichty, Director Fire, EMS and Emergency Management

Cc:

Date: June 1, 2018

RE: Blue Ridge Staffing Request – Fire-EMS Commission Recommendation

In the May 2018 Fire-EMS Commission meeting the members voted to recommend \$5,497.50, for one 12-hour per day part-time employee to assist with the Blue Ridge Volunteer Fire Department staffing request. This amount is an estimate only and could fluctuate depending on personnel working. Additionally, the effectiveness of this position would be evaluated monthly by the Commission.

If the Board of Supervisors approves this recommendation it is my intent to evaluate the effectiveness of this position in the following ways;

- Each day the employee working would complete an evaluation form. This form would consist of the following;
  - Date
  - Staffing Time (start and stop times)
  - Volunteers in the station staffing
  - Volunteers not in the station but assisting with calls
- As part of the current daily call review, the following would be evaluated;
  - Did this help the system (quicker response, higher level of care, closer location to call, etc.)?
  - Did any calls occur within the first due area during this time?
  - Was there staffing in other stations?
  - Was this employee on scene alone for an extended period of time?
- A cost evaluation of the number of calls and cost of employee;
  - Dividing the number of calls by the employee cost per day (ex. 5 calls/ \$250.00 cost of employee for day = \$50.00 per call cost.
  - This time would be compared to the current cost of employee per call at the Enders VFD

In order to effectively manage this position the following steps would need to be followed by Blue Ridge;

- Submit staffing request (which days of the week and times) a minimum of 2 weeks prior to the first date requested. If no staffing is requested no employee will be scheduled. If no time is given the default time will be from 0600 – 1800.
- Clear any non-drivers as quickly and effectively as possible to insure the most effective staffing.
- By the end of each month a written response from the Chief on the effectiveness of this position. This should be reviewed by the membership prior to completion.
- Create a response outline to set expectations of the position. This would include the following;
  - What vehicle and equipment checks should be done each day
  - What house duties should be completed daily (trash taken out daily, sweep floors, etc.)
  - If the employee is alone and it is a medical call, they would respond in the EMS chase vehicle. If vehicle is OOS the employee would respond in an ambulance.
  - If the employee is working with a volunteer (either in station or committed to responding to calls) and a medical call, they would respond in an Ambulance.
  - If a fire call and they are alone, they would respond in the Tanker.
  - If a fire call and volunteers are staffing (either in the station or committed to responding) the employee would respond in the unit outlined by the Chief.

As expressed at the Fire-EMS Commission, this single employee staffing is to provide immediate assistance and in no way is a commitment to long term staffing decisions.



**Division of Fire and Rescue Services**

**Response Review Report**

**May 1, 2018 – May 31, 2018**

<b>Station</b>	<b>AM Count</b>	<b>PM Count</b>	<b>WK Count</b>	<b>Total Count</b>	<b>AM Fail Count</b>	<b>PM Fail Count</b>	<b>WK Fail Count</b>	<b>Total Fail Count</b>	<b>AM Pct.</b>	<b>PM Pct.</b>	<b>WK Pct.</b>	<b>Total Pct.</b>
Enders-Fire	18	15	9	42	1	1	0	2	5.6%	6.7%	0%	4.8%
Enders-EMS	47	31	30	108	1	1	1	3	2.1%	3.2%	3.3%	2.8%
Boyce-Fire	7	7	9	23	1	5	4	10	14.3%	71.4%	44.4%	43.5%
Boyce-EMS	20	13	16	49	5	4	1	10	25%	31%	6.3%	20.4%
Blue Ridge-Fire	9	6	3	18	0	1	0	1	0%	16.7%	0%	5.6%
Blue Ridge-EMS	8	5	5	18	3	0	3	6	37.5%	0%	60%	33.3%



***Division of Fire and Rescue Services  
Response Review Report  
Year to Date 2017-2018***

<b><i>EMS - Month</i></b>	<b><i>Total Count</i></b>	<b><i>Total Fail Count</i></b>	<b><i>Total Pct.</i></b>
July 2017	199	18	9.04%
August 2017	203	17	8.37%
September 2017	194	15	7.73%
October 2017	217	12	5.52%
November 2017	222	20	9.0%
December 2017	205	22	10.7%
January 2018	192	14	7.2%
February 2018	179	6	3.3%
March 2018	193	16	8.2%
April 2018	194	17	8.8%
May 2018	175	10	5.7%
June 2018			

<b><i>Fire - Month</i></b>	<b><i>Total Count</i></b>	<b><i>Total Fail Count</i></b>	<b><i>Total Pct.</i></b>
July 2017	82	2	2.4%
August 2017	73	6	8.21%
September 2017	60	0	0%
October 2017	58	4	6.89%
November 2017	81	1	1.23%
December 2017	74	7	9.45%
January 2018	80	9	11.25%
February 2018	50	4	8.0%
March 2018	79	9	11.3%
April 2018	73	5	6.8%
May 2018	83	10	12.0%
June 2018			

***\*This report reflects changes made by the Standards Sub-Committee***



**County of Clarke, Virginia**  
**Department of Fire, EMS and Emergency Management**  
**Director Brian Lichty**



**Post Incident Analysis**

**Address: 706 Mount Carmel Rd, Paris**

Incident Number: 2018006742

Time of Dispatch: 03:52:49

Red Cross used: Yes

ESN: 176

Incident Command – Capt. 21

Units Initial Dispatch:

Time to reach target of 17 personnel-  
33 minutes

MAECO6  
 E1105  
 ECO4  
 ECO21  
 TRK21  
 K1105  
 K4  
 K1  
 SQ4  
 MARCO6  
 ALS1105  
 K8

Units @ 33 minutes

MA E6 (2)  
 K1105 (2)  
 TRK21 (4)  
 K1 (2)  
 EMS4 (2) – 1<sup>st</sup> arriving EMS  
 W1 (2)  
 SRV 4(?)  
 E1105 (3)

Units correctly dispatched (by ESN)–  
Yes

Closest Clarke County Company  
(CCC)– Boyce

Arrival of Closest (Pumper) – no  
response

First Arriving Unit –  
MA E6 04:05:43 (13 Minutes)

Deaths on scene: None

Units on scene at 10 minutes:  
NA

FF Injuries on scene: None

Units on scene at 15 minutes:  
MA E6 (2)

Occupants Transported: 1 (Female)-  
Minor

Units on scene at 20 minutes:  
MA E6 (2)  
 K1105 (2)  
 TRK21 (4)

Smoke Detectors Present: None found

Insurance on Building/Home: No

Concerns brought up by Incident Command:

-EMS Unit on scene but personnel abandoned unit, assumed crew was with the unit when the renter – stated she was injured – Crew had to be assembled in order to help patient

-Trouble in establishing water supply, tried to use nearby pond (too much mud) had to divert to alternative site, water at bridge near by

Other Notes:

-3 Dogs, 6-8 puppies, and 1 Cat died





**County of Clarke, Virginia**  
**Department of Fire, EMS and Emergency Management**  
**Director Brian Lichty**



**Post Incident Analysis**

**Address: 401 Page Brook Ln, Boyce**

Incident Number: 2018007401

Time of Dispatch: 14:02:13

Red Cross used: No

ESN: 186

Incident Command – Chief 4/200

Units Initial Dispatch:

ECO1  
 E4  
 FRED ENG21  
 FRED TRK18  
 TRK 21  
 K1  
 K8  
 K4  
 WARR SQD 1  
 RCO4  
 EMS1

FRED ENG21 (3)  
 EMS1 (2)  
 FRED TRK 18 (3)  
 W1 (4)  
 K1 (1)  
 K4 (1)

Time to reach target of 17 personnel-  
 20 minutes

Units @ 20 minutes

E4 (2)  
 200 (1)  
 FRED ENG21 (3)  
 EMS1 (2)  
 FRED TRK 18 (3)  
 W1 (4)  
 K1 (1)  
 K4 (1)

Units correctly dispatched (by ESN)–  
 Yes

First Arriving Unit –  
 E4 (5 Minutes)

Closest Clarke County Company  
(CCC)– Boyce

Units on scene at 10 minutes:  
 E4 (2)  
 200 (1)

Arrival of Closest (Pumper)  
 E4 – 5 minutes

Units on scene at 15 minutes:  
 E4 (2)  
 200 (1)  
 FRED ENG21 (3)  
 EMS1 (2)

Deaths on scene: None

FF Injuries on scene: None

Units on scene at 20 minutes:  
 E4 (2)  
 200 (1)

Occupants Transported:  
 None

Smoke Detectors Present:  
Yes-did not activate

Insurance on Building/Home:  
Yes

Concerns brought up by Incident Command:

-First arriving company made decision to commence fire attack to minimize damage to home with limited crew (1). Fire was knocked down quickly with 5 minutes of initial hose deployment

-Rehab; did not have units go through rehab

Other Notes:

Quick attack minimized damage done to home, overhaul and cause and origin caused extended on scene times for crews.

# STANDARDS SUBCOMMITTEE RESPONSE EVALUATION

Month: May-2018

<b>Total responses in question for month-</b>	32		
11 Minute-No response(True Fail)-	23	Percent of total in question-	71.9%
Delayed Response-	3	Percent of total ALL CALLS-	8.9%
Overburden-	5		
Removed-	1		

## DEFINITIONS

**11 Minute-No response** -Prime requested unit did not respond within 11 minutes

**Overburden** -Multiple units for single incident from same Company requested; not

Total Responses for Month (all Companies)-	258
Total responses in question for month-	32
Percentage of Responses for Month-	12.4%

<b>Blue Ridge Vol. Rescue</b>	
Total Responses-	18
11 Minute-No Response-	2
Percentage of total responses-	11.1%
Overburden-	1

<b>Blue Ridge Vol. Fire</b>	
Total Responses-	18
11 Minute-No Response-	1
Percentage of total responses-	5.6%
Overburden-	0

<b>Boyce Vol. Rescue</b>	
Total Responses-	49
11 Minute-No Response-	6
Percentage of total responses-	12.2%
Overburden-	1

<b>Boyce Vol. Fire</b>	
Total Responses-	23
11 Minute-No Response-	8
Percentage of total responses-	34.8%
Overburden-	1

<b>Enders Vol. Rescue</b>	
Total Responses-	108
11 Minute-No Response-	2
Percentage of total responses-	1.9%
Overburden-	1

<b>Enders Vol. Fire</b>	
Total Responses-	42
11 Minute-No Response-	1
Percentage of total responses-	2.4%
Overburden-	0

OB	Overburdened	5
TU	True Failure	23
DR	Delayed Resp.	3
RE	Removed	1
<b>TOTAL</b>		<b>32</b>



## 2018 Clarke County Fire – Rescue Incentive Program



For each quarter a Department is below the 10% response goal (11-minute failure) they shall receive \$1,250. The 10% is based on the average for the quarter and is in combination of both Fire and EMS response. The Department has the potential to earn an additional \$5,000 per year. The potential cost for this program a year is \$15,000. Any funds not awarded shall go into a Capital Improvements account at the end of the fiscal year.

Example - Company X has the following response goals for the Fiscal Year –

### Quarter 1 (July – September)

July – Fire 10.5%, EMS 10.0%

August – Fire 9.0%, EMS 10.2%

September – Fire 10.0%, EMS 9.5%

Subtotal for Quarter – Fire  $(10.5 + 9.0 + 10.0 / 3) = 9.83$ , EMS  $(10.0 + 10.2 + 9.5 / 3) = 9.9$

Total Average for Quarter –  $9.83 + 9.9 / 2 = 9.865$  Earn \$1,250

### Quarter 2 (October – December)

October – Fire 10.2%, EMS 11.2%

November – Fire 9.2%, EMS 10.2%

December – Fire 10.5%, EMS 9.5%

Subtotal for Quarter – Fire  $(10.2 + 9.2 + 10.5 / 3) = 9.96$ , EMS  $(11.2 + 10.2 + 9.5 / 3) = 10.3$

Total Average for Quarter –  $9.96 + 10.3 / 2 = 10.13$  Earn \$0.00

### Quarter 3 (January – March)

January – Fire 9.2%, EMS 9.8%

February – Fire 12.5%, EMS 10.5%

March – Fire 10.5%, EMS 8.9%

Subtotal for Quarter – Fire  $(9.2 + 12.5 + 10.5 / 3) = 10.66$ , EMS  $(9.8 + 10.5 + 8.9 / 3) = 9.73$

Total Average for Quarter –  $10.66 + 9.73 / 2 = 10.19$  Earn \$0.00

Quarter 4 (April – June)

April – Fire 8.7%, EMS 10.8%

May – Fire 11.2%, EMS 9.8%

June – Fire 9.5%, EMS 9.75%

Subtotal for Quarter –Fire  $(8.7 + 11.2 + 9.5 / 3) = 9.8$ , EMS  $(10.8 + 9.8 + 9.75 / 3) = 10.11$

Total Average for Quarter –  $9.8 + 10.11 / 2 = 9.95$  Earn \$1,250

**Total Earned by Company X = \$2,500**

**Total Amount put into Capital Account = \$2,500**

\*Companies that have **County** career personnel on more than 15 days in a month, must also reach an average Dispatch to enroute time of 3 minutes or less.



# CLARKE COUNTY FIRE – RESCUE RESPONSE EVALUATION REPORT

## Update – June 2018

### Introduction

At the May 2018 Fire and EMS Commission meeting the committee voted to accept the recommendations made by the standards sub-committee. Each month a progress report on these recommendations will be completed. This document serves as the update for these recommendations.

### Recommendations

1. An evaluation of the number of units requested from one single company per incident.

**Update – This is scheduled to be reviewed in the 2018 ESN/Box Number update.**

2. Any company with three consecutive months above the 10% goal will be notified by the Director. Any company with five or more consecutive months above the 10% goal will be required to submit a plan of improvement.

**Update – Policy develop (planned, not started)**

3. The development of a system wide “station staffing” policy/plan that focuses on keeping volunteers in the stations during peak times and/or reducing times for home response as defined by the “Response Time Standard”.

**Update – Policy develop (planned, not started)**

4. Establish a “Response Time Standard” that aligns with the Strategic Plan and the expectations of the Clarke County Board of Supervisors. The recommended Response Time Standard will be further defined by the subcommittee in the 1<sup>st</sup> quarter of 2018.

**Update – Have begun evaluating calls in accordance with personnel and unit arrival times.**

5. The development of a “request for assistance policy/procedure” for departments in order to request staffing assistance from the County on known days of limited volunteers.

**Update – Policy develop (planned, not started)**