



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

DIRECTORS REPORT

System Update – 5/5/2020

Reports

In the packet you will find updated reports for the past 2 months. Please note the significant decrease in mutual aid assistance needed and the continued downward trend on response times. I believe this is showing that our methods are working to improve the system. Another major factor that should be taken into consideration is the large increase in the number of volunteer participation hours. In the month of March we saw over 2760 volunteer hours and over 3700 hours in April, this is a significant accomplishment. With the approval of the Chair the incentive program funds were released to all departments (all met 3rd quarter goal-see incentive program report).

EMS Billing

We have seen a decrease in the number of calls for the past two months and had two different days of no calls (estimated it has been 10+ years since last time this occurred). As a result we would have seen another significant month of falls in revenue however as part of the stimulus funds approved, we received over \$20,000 to offset a decrease in the revenue. This stimulus has assisted in keeping with the slight upward trend in revenue for this year. To show the overall collections for the month the EOM Closing Balance Summary report has been attached.

Emergency Management

Emergency Management continues to be busy, with initial damage assessments entered into the state website and is now open in the FEMA website as well. Estimated costs currently stand at around \$22,000. Items entered into the Disaster assessments are eligible for up to 75% reimbursement by FEMA. This includes barrier protection installation for all service windows (at finance committee for review), employee costs and several PPE purchases. Daily PPE “burn rates” are entered into the state, with current local supplies holding out ok. Web EOC is currently being updated 2-3 times a week. LEMPG (standard Emergency Management yearly grant) has been updated to help with some of the costs occurred as part of the Pandemic.

COVID-19 Updates

As the pandemic continues, so does the impacts on our locality to include the state and federal governments as well. The Governor is looking at moving to a slow opening in the coming weeks, with the first phase starting on or about May 15th and lasting 2-3 weeks before the next phase. We have seen an increase in the number of cases in the Shenandoah Valley and Clarke County (see the attached graph). This trend is expected to continue for our area for at least the next 14 days.

As part of the adjustments to the COVID pandemic several different programs have been put on hold to include;

- NFPA Physicals
- MDT program
- Training – CPR, EVOG

So far reported the Volunteer Departments have seen an estimated \$11,000 in revenue.



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

PACKET

<u>Report</u>	<u>Page</u>
Director's Update Report	1
Mutual Aid	4
Fail Report – Mar. 2020	5
Fail Report – Apr. 2020	6
Response Goal	7
Yearly Response	8
Response Review	9
Response Review – Standards Committee	10
Overtime	11
Closing Balance Summary	12
COVID Case Tracking	13

STANDARDS SUBCOMMITTEE RESPONSE EVALUATION

Month: Mar-20

Total responses in question for month-	28		
11 Minute-No response(True Fail)-	22	Percent of total in question-	78.6%
Delayed Response-	2	Percent of total ALL CALLS-	8.0%
Overburden-	4		
Removed-	0		

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)-	274
Total responses in question for month-	28
Percentage of Responses for Month-	10.2%

Blue Ridge Vol. Rescue	
Total Responses-	28
11 Minute-No Response-	8
Percentage of total responses-	28.6%
Overburden-	1

Blue Ridge Vol. Fire	
Total Responses-	10
11 Minute-No Response-	0
Percentage of total responses-	0.0%
Overburden-	1

Boyce Vol. Rescue	
Total Responses-	41
11 Minute-No Response-	8
Percentage of total responses-	19.5%
Overburden-	0

Boyce Vol. Fire	
Total Responses-	20
11 Minute-No Response-	4
Percentage of total responses-	20.0%
Overburden-	2

Enders Vol. Rescue	
Total Responses-	126
11 Minute-No Response-	2
Percentage of total responses-	1.6%
Overburden-	0

Enders Vol. Fire	
Total Responses-	49
11 Minute-No Response-	0
Percentage of total responses-	0.0%
Overburden-	0

OB	Overburdened	4
TU	True Failure	22
DR	Delayed Resp.	2
RE	Removed	0
TOTAL		28

*This report reflects a system analysis **ONLY**, All calls for service where answered

True Failures (TU) – When a requested company did not respond with a unit before the 11-min failure mark or any time after.

Overburdens (OB)– When a company was tasked to respond with multiple units from a single company, but was unable respond with all requested units prior to the 11-min failure mark.

Delayed Response (DR)– When a company did respond but it was past the 11-minute failure mark but before the 20 minute mark

Removed (RE) – The information provided did not any of the above criteria and the sub-committee removed the incident from the failure list.

STANDARDS SUBCOMMITTEE RESPONSE EVALUATION

Month: Apr-20

Total responses in question for month-	12		
11 Minute-No response(True Fail)-	7	Percent of total in question-	58.3%
Delayed Response-	0	Percent of total ALL CALLS-	3.4%
Overburden-	5		
Removed-	0		

DEFINITIONS

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

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

Total Responses for Month (all Companies)-	205
Total responses in question for month-	12
Percentage of Responses for Month-	5.9%

Blue Ridge Vol. Rescue	
Total Responses-	21
11 Minute-No Response-	3
Percentage of total responses-	14.3%
Overburden-	1

Blue Ridge Vol. Fire	
Total Responses-	5
11 Minute-No Response-	0
Percentage of total responses-	0.0%
Overburden-	0

Boyce Vol. Rescue	
Total Responses-	28
11 Minute-No Response-	2
Percentage of total responses-	7.1%
Overburden-	1

Boyce Vol. Fire	
Total Responses-	16
11 Minute-No Response-	1
Percentage of total responses-	6.3%
Overburden-	3

Enders Vol. Rescue	
Total Responses-	106
11 Minute-No Response-	1
Percentage of total responses-	0.9%
Overburden-	0

Enders Vol. Fire	
Total Responses-	29
11 Minute-No Response-	0
Percentage of total responses-	0.0%
Overburden-	0

OB	Overburdened	5
TU	True Failure	7
DR	Delayed Resp.	0
RE	Removed	0
TOTAL		12

*This report reflects a system analysis **ONLY**, All calls for service where answered

True Failures (TU) – When a requested company did not respond with a unit before the 11-min failure mark or any time after.

Overburdens (OB)– When a company was tasked to respond with multiple units from a single company, but was unable respond with all requested units prior to the 11-min failure mark.

Delayed Response (DR)– When a company did respond but it was past the 11-minute failure mark but before the 20 minute mark

Removed (RE) – The information provided did not any of the above criteria and the sub-committee removed the incident from the failure list.

DISPATCH RESPONSE INFORMATION 2020 April

	Dispatch to Enroute	Dispatch to On Scene	Dispatch to Hospital
Blue Ridge - Rescue	5.19	10.52	54.30
Blue Ridge - Fire	6.24	21.00	NA
Boyce-Rescue	6.25	11.51	43.28
Boyce - Fire	6.80	14.09	NA
Enders - Rescue	2.14	8.4	51.03
Enders - Fire	3.16	9.27	NA
Average (all)-	4.96	12.47	NA
Average (Rescue)-	4.53	10.14	49.54
Average (Fire) -	5.40	14.79	NA

DISPATCH RESPONSE INFORMATION - ALL MONTHS

		Blue Ridge - Rescue	Blue Ridge - Fire	Boyce-Rescue	Boyce - Fire	Enders - Rescue	Enders - Fire
FEB	Dispatch to Enroute	5.36	5.55	4.16	5	3.32	5.66
	Dispatch to On Scene	11.92	15.96	10.15	15.7	7.65	14.45
MAR	Dispatch to Enroute	6.89	6.88	4.64	6.05	3.49	5.2
	Dispatch to On Scene	12.97	12.22	10.61	12.32	8	14.71
APR	Dispatch to Enroute	6.45	7.62	5.226	4.64	4.39	2.86
	Dispatch to On Scene	14.86	17.01	11.97	12.08	6.72	8.91
May	Dispatch to Enroute	5.52	5.98	4.63	3.92	2.98	5.32
	Dispatch to On Scene	12.02	23.13	12.05	11.37	7.83	13.77
Jun	Dispatch to Enroute	4.59	3.36	3.13	5.21	2.47	5.12
	Dispatch to On Scene	11.35	12.55	11.28	11.45	7.1	12.36
Jul	Dispatch to Enroute	6.43	5.44	3.44	3.48	2.45	5.34
	Dispatch to On Scene	13.29	15.38	11.39	9.43	6.47	12.32
Aug	Dispatch to Enroute	5.19	6.38	3.38	4.43	2.37	5.05
	Dispatch to On Scene	11.29	15.04	10.42	14.51	7.55	11.08
SEPT	Dispatch to Enroute	5.42	5.05	4	4.58	3.01	4.48
	Dispatch to On Scene	13.43	13.42	9.34	15.35	7.59	10.55
OCT	Dispatch to Enroute	5.19	7.25	3.56	2.51	2.44	4.47
	Dispatch to On Scene	11.29	16.58	9.33	12.02	8.2	12.02
NOV	Dispatch to Enroute	6.48	6.09	4.13	4.15	4.01	5.07
	Dispatch to On Scene	13.33	16.26	11.09	13.59	8.12	11.01
DEC	Dispatch to Enroute	6.07	5.17	4.08	4.18	6.17	5.29
	Dispatch to On Scene	14.19	15.59	10.53	10.07	7.51	12.24
JAN	Dispatch to Enroute	6.16	6.35	3.3	4.01	3.05	4.49
	Dispatch to On Scene	10.29	17.05	11.03	12.57	7.17	10.26
FEB	Dispatch to Enroute	5.55	5.17	3.39	1.47	2.51	4.14
	Dispatch to On Scene	13.57	15.08	9.17	16.44	9.17	16.44
MAR	Dispatch to Enroute	7.01	7.05	4.5	6	2.57	3.54
	Dispatch to On Scene	12.02	20.32	11.45	16.21	7.52	10.2
APR	Dispatch to Enroute	5.19	6.24	6.25	6.8	2.14	3.16
	Dispatch to On Scene	10.52	21	11.51	14.09	8.4	9.27
Average Enroute		5.83	5.97	4.12	4.43	3.16	4.61
Average On Scene		12.42	16.44	10.75	13.15	7.67	11.97

DISPATCH TO ON SCENE WITH CREW STANDARD

EMS 8 MIN-	EMS 10 MIN-	EMS 15 MIN-	FIRE 10 MIN-	FIRE 15 MIN-	FIRE 20 MIN-
NA	72.44%	86.51%	NA	69.23%	84.62%
NA	65.49%	85.71%	NA	50.00%	66.67%
NA	71.07%	84.91%	NA	33.33%	33.33%
NA	70.00%	88.67%	NA	60.00%	60.00%
NA	68.53%	83.22%	NA	38.46%	53.85%
NA	67.94%	87.02%	NA	27.27%	50.00%
NA	62.59%	77.55%	NA	37.50%	58.33%
NA	62.39%	78.90%	NA	25.00%	50.00%
NA	60.00%	78.71%	NA	47.37%	47.37%
NA	60.61%	73.48%	NA	40.00%	63.64%
NA	60.67%	79.33%	NA	50.00%	66.70%
NA	65.77%	83.44%	NA	53.84%	76.92%
NA	65.55%	87.50%	NA	61.54%	83.33%
NA	73.73%	90.00%	NA	60.00%	70.00%
NA	78.13%	90.72%	NA	80.00%	90.00%
NA	66.99%	83.71%	NA	48.90%	63.65%
NA	NA	NA	NA	NA	NA

	Current Mo.	Past Mo.	Eval
Average all Enroute-	4.69	4.67	(0.02)
Average all On Scene-	12.07	12.04	(0.03)
Avg. Enroute Rescue-	4.37	4.36	(0.01)
Avg. Enroute Fire-	5.00	4.98	(0.02)
Avg. On Scene Rescue-	10.28	10.29	0.01
Avg. On Scene Fire-	13.85	13.79	(0.06)



Division of Fire and Rescue Services

Response Review Report

April 1, 2020 – April 30, 2020

<i>Station</i>	<i>AM Count</i>	<i>PM Count</i>	<i>WK Count</i>	<i>Total Count</i>	<i>AM Fail Count</i>	<i>PM Fail Count</i>	<i>WK Fail Count</i>	<i>Total Fail Count</i>	<i>AM Pct.</i>	<i>PM Pct.</i>	<i>WK Pct.</i>	<i>Total Pct.</i>
Enders-Fire	16	6	7	29	0	0	0	0	0%	0%	0%	0%
Enders-EMS	50	29	27	106	0	0	1	1	0%	0%	3.7%	.9%
Boyce-Fire	8	5	3	16	1	3	0	4	12.5%	60%	0%	25%
Boyce-EMS	17	7	4	28	2	1	0	3	11.8%	14.3%	0%	10.7%
Blue Ridge-Fire	2	2	1	5	0	0	0	0	0%	0%	0%	0%
Blue Ridge-EMS	9	7	5	21	0	1	3	4	0%	14.3%	60%	19.1%



***Division of Fire and Rescue Services
Response Review Report
Year to Date 2019-2020***

<i>EMS - Month</i>	<i>Total Count</i>	<i>Total Fail Count</i>	<i>Total Pct.</i>
February 2019	214	11	5.1%
March 2019	220	13	5.9%
April 2019	221	14	6.3%
May 2019	225	14	6.2%
June 2019	229	18	7.8%
July 2019	204	12	5.8%
August 2019	236	20	8.5%
September 2019	170	18	10.6%
October 2019	222	23	10.4%
November 2019	226	19	8.4%
December 2019	237	26	11.0%
January 2020	224	20	8.9%
February 2020	200	11	5.5%
March 2020	195	18	9.2%
April 2020	155	6	3.8%

<i>Fire - Month</i>	<i>Total Count</i>	<i>Total Fail Count</i>	<i>Total Pct.</i>
February 2019	78	4	5.1%
March 2019	59	4	6.7%
April 2019	53	4	7.5%
May 2019	50	3	6.0%
June 2019	71	7	9.8%
July 2019	52	3	5.7%
August 2019	77	5	6.5%
September 2019	47	4	8.5%
October 2019	78	6	7.7%
November 2019	65	1	1.5%
December 2019	66	5	7.6%
January 2020	82	1	1.2%
February 2020	66	2	3.0%
March 2020	79	4	5.0%
April 2020	50	1	2.0%

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

FY 2020 OVERTIME REPORT

	Jul 19	Aug 19	Sept 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Total
Extra Shift	120	81	180	60	24	36	30	0	24	0			555
Late/Early Calls	5	2.5	0.5	2	15.25	21.5	3.25	4.75	4	22			80.75
Waiting Relief	0	0	1.5	0	0	0.25	0	0	0	0			1.75
Training	3	0	7	8	4	8	108	13.5	5.5	1			158
Other	4.5	2.5	16	25.5	21	6.5	22	5.5	4.5	0			108
Other-COVID	NA	NA	NA	NA	NA	NA	NA	NA	52	43			95
PT Over Hours	8	0	0	8	15	0	7	0	0	0			38
	140.5	86	205	103.5	79.25	72.25	170.25	23.75	90	66	0	0	1036.5

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Leave Hours(Month)	48	48	96	110	36	84	48	72	168	94			804
EL Hours(Month)	48	4	0	0	24	0	0	0	0	0			76

-Annual CEU training

Other

- Staff Meetings
- Meetings
- Grant Work
- Pub Ed events

Notes

Jul 19	7 PT employees with 0 hours, 96 total hours of leave to cover
Aug 19	6 PT employees with 0 Hours,
Sept 19	6 PT employees with 0 Hours, 96 total hours of leave to cover
Oct 19	6 PT employees with 0 Hours, 110 total hours of leave to cover
Nov 19	6 PT employees with 0 Hours, 24 hours EL (DPO Class) to cover
Dec 19	6 PT employees with 0 Hours, 84 total hours of leave to cover
Jan 20	Annual CEU training, new employee orientation, quarterly staff meeting
Feb 20	Sheriff's Office annual CPR Class
Mar 20	COVID Incident
Apr 20	COVID Incident
May 20	
Jun 20	

Clarke County Fire & EMS
FY 19-20 Closing Balance Summary

Description	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	YTD Totals
Billable Calls											
Enders (Co 1)	68	73	53	76	52	74	78	62	78	59	673
Boyce (Co 4)	15	19	14	13	18	18	17	17	10	12	153
Blue Ridge (Co 8)	6	8	2	7	8	4	9	6	4	2	56
Total # of Billable Calls	89	100	69	96	78	96	104	85	92	73	882
ALS Trips Billed	41	45	30	50	37	52	53	50	41	35	434
BLS Trips Billed	48	54	38	44	36	43	48	31	46	30	418
TNT Trips Billed	0	1	1	2	5	1	3	4	5	8	30
Total	89	100	69	96	78	96	104	85	92	73	882
Calls Dispatched											
Co 1 Career	44	39	40	43	52	47	44	60	48	30	447
Co 1 Volunteer	9	9	7	3	5	5	6	2	3	3	52
Co 1 Split	40	47	25	45	23	37	42	12	43	43	357
Co 4 Career	2	4	2	0	5	5	1	1	0	1	21
Co 4 Volunteer	11	12	9	19	15	17	18	3	7	11	122
Co 4 Split	15	19	14	11	15	8	12	20	11	3	128
Co 8 Career	0	3	5	5	3	2	0	0	0	0	18
Co 8 Volunteer	3	14	0	8	10	4	11	7	4	7	68
Co 8 Split	10	9	2	4	2	3	0	0	1	0	31
Unknown	15	19	15	21	10	26	21	27	20	13	187
Total # of Calls Dispatched	149	175	119	159	142	154	155	132	137	111	1433
Patient Payments	\$6,171.24	\$2,547.03	\$2,272.98	\$2,921.00	\$2,596.06	\$4,070.95	\$1,967.88	\$3,314.46	\$2,179.42	\$3,825.22	\$31,866.24
TNT Payments	\$285.00	\$0.00	\$0.00	\$150.00	\$0.00	\$0.00	\$112.50	\$0.00	\$0.00	\$0.00	\$547.50
COVID-19 HHS Stimulus										\$20,501.43	\$20,501.43
Total Payments	\$43,220.21	\$41,272.84	\$36,982.58	\$27,294.06	\$44,224.06	\$37,145.27	\$42,579.03	\$33,702.81	\$41,326.07	\$46,201.16	\$393,948.09

Clarke County COVID Case Trends-updated 5/5/2020

