

## Fire and EMS Assessment Recommendations

Recommendations			Status	
13-01	Standard of Cover and Response Time	Establish a Service Delivery Statement which indicates the types of services to be provided, the area to be covered, and the delegation of authority to perform those services. This will also serve as the basis for development and implementation of a mission statement, vision statement, and development of annual goals, objectives and funding requests. Consistent with the development of these documents is a Standard of Response Cover for use in Currituck County as a method to define a service expectation the community will accept. This will also serve as a benchmark to determine when and where career staff is needed for firefighting services.	Implemented	Contract provision: Response standard: 4 personnel on scene within 14 minutes of dispatch, 80% of the time
13-02	Administration & Management	A standardized approach to incident reporting should be established.	Implemented	Contract provision: Departments must transmit NFIRS fire reports electronically; standardizes fire reporting countywide
13-03	Administration & Management	Each agency should complete an annual report for release to the public, and submission to the public safety office for inclusion in county wide annual report.	Implemented	Contract provision: Departments shall submit annual audit by last working day of October; does not apply to Corolla Fire Rescue
13-04	Standard of Cover and Response Time	Based upon the current and projected growth within the county, begin a three step process for long term management of services to improve the long-term performance of the delivery of emergency services in the county. The three step process involves a transition plan to move from "current status" to an "interim recommended status" to a "long term suggestion". These are characterized/ defined as follows: Step 1 — Current status of the department Step 2— A transitional approach to management/funding/operations model to move between Step 1 and 3. Consideration must be given to assuring the operational and funding processes are defined in place before full transition occurs. Step 3 — Long term (estimated three to five year objective) to serve as the delivery system for that fire response area.	Not Implemented	
13-05	Insurance Services Review	Once the new 800 MHZ radio system is fully operational, contact the NCOSFM for reevaluation of the NC-DOI (ISO) recommendations for the County Communications Center (related to telephone lines, number of operators, and emergency power supply for alarm dispatch circuits) to determine the potential to receive full NC-DOI (ISO) credit.	Implemented	
13-06	Apparatus, Fire Stations, & Station Locations	Point of capture diesel exhaust systems should be installed in all fire stations that do not have them currently. A county-wide grant should be submitted to the Assistance to Firefighter Grant Program to fund this effort.	Not Implemented	Not addressed system wide; new recommendation - central exhaust unit
13-07	Apparatus, Fire Stations, & Station Locations	New Fire/EMS stations are planned for and should be built to provide for service enhancement and insurance rate reduction as follows: Carova Beach Fire Department, Moyock Fire Department, Crawford Fire Department— Maple Station.	Partially Implemented	Carova Beach is moving forward with the construction of a second station.
13-08	Operations	Three used military vehicles were obtained, one each by the Crawford Fire Department, Corolla Fire Department, and the Lower Currituck Fire Department. The three units are all housed outside, require minimal maintenance, and provide an invaluable resource during times of high water. However, the three units are operated in individual fashion, yet offer immense value if operated in a team fashion. A joint dispatch and operations procedure should be developed to gain full value of these unique, seldom-used, but highly effective "tools."	Not Implemented	
13-09	Operations	Continued effort should be expended on development, revision, and distribution to automatic aid agencies of pre-emergency plans for target hazards in local agency districts.	Partially Implemented	
13-10	Insurance Services Review	While the hydrant system is expanding in the county, tanker utilization for water supply will remain both a primary and supplemental need for fire protection in the future. As a result, a tanker task force concept is recommended. A sample policy is provided in the Appendix section of the report	Implemented	

13-11	Apparatus, Fire Stations, & Station Locations	A long-term capital funding model is recommended. A projected plan for apparatus to be purchased at the rate of one engine per year, one rescue-engine per year, one aerial device every other year, one heavy rescue every three years, one brush truck every year and two small vehicles each year is a general average purchase resulting in a related funding requirement. The decision is whether this would be the responsibility of the buying agency or through the county purchasing system. In either case, the funding would come from some tax-based source.	Not Implemented	
13-12	Apparatus, Fire Stations, & Station Locations	A process for determining replacement fire apparatus needs to be implemented. An evaluation should be completed for each piece of apparatus in the fleet. This will help determine potential longevity of the apparatus as well as help in determining financing operations.	Not Implemented	
13-13	Strategic Planning	Going forward, in concert with any funding provided by the county, assurance should be made that a signed contract is secured with each responding agency.	Implemented	Five year contracts executed; CFR agreement 1 year
13-14	Finances	Establish a single fire tax rate for non-municipal tax districts in order to assist citizen to receive consistent service capability throughout the county.	Not Implemented	
13-15	Strategic Planning	The Fire/EMS Advisory Board should be focused upon: Budget review/approval, Operational Guideline Approval, and Capital Purchasing.	Implemented	FEAB assists the 5 non-profit volunteer fire departments, Knotts Island paid fire department and the County Department of Fire-EMS with strategic planning, budgeting, bulk purchasing, equipment standardization, standard operating procedures, and benefit issues.
13-16	Finances	As part of the contract for provision of fire services between the county and the local service agency, the contract should be updated periodically (every five years or upon required change need) and a dissolution clause should be included in each agency's bylaws and a copy of said bylaws should be kept on file with the contract.	Implemented	Five year contracts executed; includes dissolution clause; do not have copy of bylaws
13-17	Finances	Group purchasing should be implemented for reduced purchase costs, enhanced interoperability and standardization.	Implemented	Group purchasing implemented for SCBA
13-18	Personnel, Staffing & Training	Locally, in each agency, develop a recruitment and retention plan.	Partially Implemented	Training and Volunteer Recruitment position approved in 2015; plan in draft
13-19	Personnel, Staffing & Training	Standardized data for inclusion in personnel files should be established.	Not Implemented	
13-20	Personnel, Staffing & Training	Background checks should be conducted on all full-time, part-time and volunteers to include 50-state, criminal check and motor vehicle records check.	Partially Implemented	Session Law 2022-4
13-21	Insurance Services Review	Long-term a single county-wide training facility should be constructed. A site is identified and there is both need and value in such a facility.	In Progress	
13-22	Personnel, Staffing & Training	A physicals program should be implemented for all Fire/EMS personnel.	Implemented	Implemented in 2020 for county staff
13-23	Personnel, Staffing & Training	Update Personnel Policy Manual.	Implemented	
13-24	Operations	Using identified gaps in current performance, develop a comprehensive approach to enhancing operations using identified operational expectations established by NFPA Standards 1710/ 1720. Develop actions locally to enhance local agency performance and interoperability	Implemented	In current contracts
13-25	Operations	Develop a process for the development, distribution, and training of pre-emergency plans for target locations as identified in the risk assessment process. This should include water supply information, as well as a hydrant out-of-service notification process. The fire chiefs office should serve as an integral part of this process.	Implemented	Can improve distribution

13-26	Operations	Implement a long-term system to assure a firefighting force is deployed to all calls. A north, central and south response system should be implemented using career staffing and smaller, efficient apparatus to affect timely response in each region. This will require hiring staff and purchasing equipment to accomplish the objective. The two-person team of qualified, cross-trained to all fire and emergency medical requirements, would be assigned to a to-be-purchased mini-pumper with compressed air foam capability, enabling them to arrive in more time efficient fashion, begin a fire attack from the exterior, begin a rescue preparation process, or treat a victim requiring advanced life support. Simultaneously dispatched, (depending on the nature of the incident) would be the appropriate fire or EMS stations and apparatus, according to the proposed mutual aid response protocols	Not Implemented	
13-27	Planning - Administration & Management	Establish and implement a county-wide strategic guideline for operations.	Partially Implemented	Response Matrix Workgroup - lack of participation
13-28	Operations	Continue development and implementation of county-wide Standard Operating Procedure/Guidelines using Currituck County procedures/guidelines as the basic data/model. Develop a prioritization for development and revision, using the information provided in this section as a guideline. It is suggested that a team be established with no less than five members from county fire departments to develop these SOP/ SOGs. As a start to this process, the study team is providing under separate cover, three suggested documents to be modified as appropriate for use in Currituck County. These include a: Strategic Guideline, Incident Command Guideline, Water Shuttle Guideline.	Partially Implemented	Accountability/Incident Command Guideline established; Tanker Task Force SOP for entire system
13-29	Operations	All apparatus operators should be required to complete a vehicle rollover prevention training program. A copy of such a program is being provided to each agency that took part in this project.	Not Implemented	
13-30	Mutual & Auto Aid	To standardize deployment to properties in Currituck County, the following "box system" methodology for structure fires should be applied: For single family dwelling fires, a dispatch involving a complement of two engines from the two closest stations, as well as one service piece and one tanker for areas where a reliable water supply is not available. For commercial structures, educational facility (non-residence), non-habitational, three engines and one ladder/service from the four closest stations plus two tankers For health care, educational residence facilities, and industrial facilities four engines and two ladders/service companies from the four closest stations plus two tankers For automatic fire alarms, one engine from the two closest stations. When a water supply deficiency is identified a tanker/tanker task force should be included The long term goal should be to intelligently identify when equipment beyond two engines is required on single family residential fires, based on hazard, structure size, and level of internal protection.	Not Implemented	Response Matrix Workgroup - lack of participation
13-31	Planning - Administration & Management	Because Automatic/Mutual Aid agreements have not been signed for a number of years. They should be revisited and re-signed in 2014 on a five-year cycle thereafter.	Implemented	Mutual aid with Camden and South Mills, Moyock working agreement with NW and Chesapeake, mutual aid with each other, LCVFD with Southern Shores and KH
13-32	Operations	Staffing models need to be constantly reviewed particularly the number of EMS " covers" required when an EMS member is committed to performing fire services, as well as the travel times supervisors are required to travel versus contact time with staff	Implemented	
13-33	Operations	Fire/EMS career administrative staff should be located in a single location for organizational efficiency.	Implemented	Public Safety Center
13-34	Operations	Standard Operating Guidelines should be developed for Technical Rescue Operations that serve as the basis for interagency operational training and performance. A long term approach to handling technical rescue and hazardous materials operations using assets closer than two-hours away is suggested.	In Progress	County is lead agency
13-35	Strategic Planning	Consideration should be given to implementing an ordinance for residential fire sprinkler system installation and monitored smoke detection systems in all new properties in Currituck County, in order to enhance the potential for property protection and life safety.	Not Implemented	No authority
13-36	Operations	Fire departments receive property plans, inspection information, and hazard detail from the Fire Marshal and building inspection staff, however, they do not have a single process in place to receive, maintain, educate staff, and retrieve pre-planning information on a regular basis. A comprehensive process for managing pre-plan information should be implemented in the fire departments.	In Progress	Proposed ESO software