



Anne Arundel County Fire Department



2019 Annual Report

Message From The Fire Chief



Welcome to the 2019 Annual Report for the Anne Arundel County Fire Department!

It has been more than ten years since our Department has issued an annual report. I am excited to reintroduce it this year and share our progress with you in my first year as Chief of your Fire Department. Please take a few minutes to review our report and see the enhancements we have made over the last year, including staffing, apparatus, and technology.

Here are a few of the highlights you will find in the report:

SAFER Grant Award - In October we accepted an \$8.5 million Staffing for Adequate Fire and Emergency Response (SAFER) grant from the Federal Emergency Management Administration. This grant will allow us to add 70 new EMT/Firefighter positions and reduce the number of instances fire apparatus responds with two personnel.

New Apparatus - In 2019, the Department took delivery of two new engines, two new ambulances as well as a heavy rescue squad, rescue engine, ladder truck and tanker. These new vehicles will enhance our service, modernize our fleet and improve our reserve apparatus fleet.

Technology - In 2019, the Department deployed new electronic records management and tracking software, upgraded the personnel payroll, leave, and overtime management program, improved station alerting and began plans for deploying Text-to-911.

We are committed to continuing our hard work and dedication to improve our service to our residents and visitors and to make Anne Arundel County “The Best Place - For All”.

Sincerely,

A handwritten signature in black ink that reads "Trisha L. Wolford". The signature is written in a cursive, flowing style.

Trisha L. Wolford
Fire Chief

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Map of Stations & Battalions

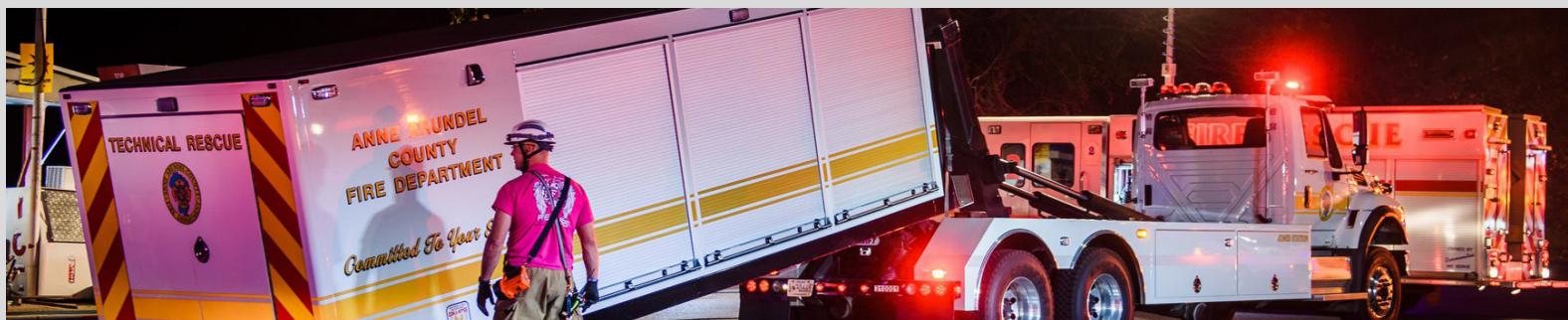


Station Services

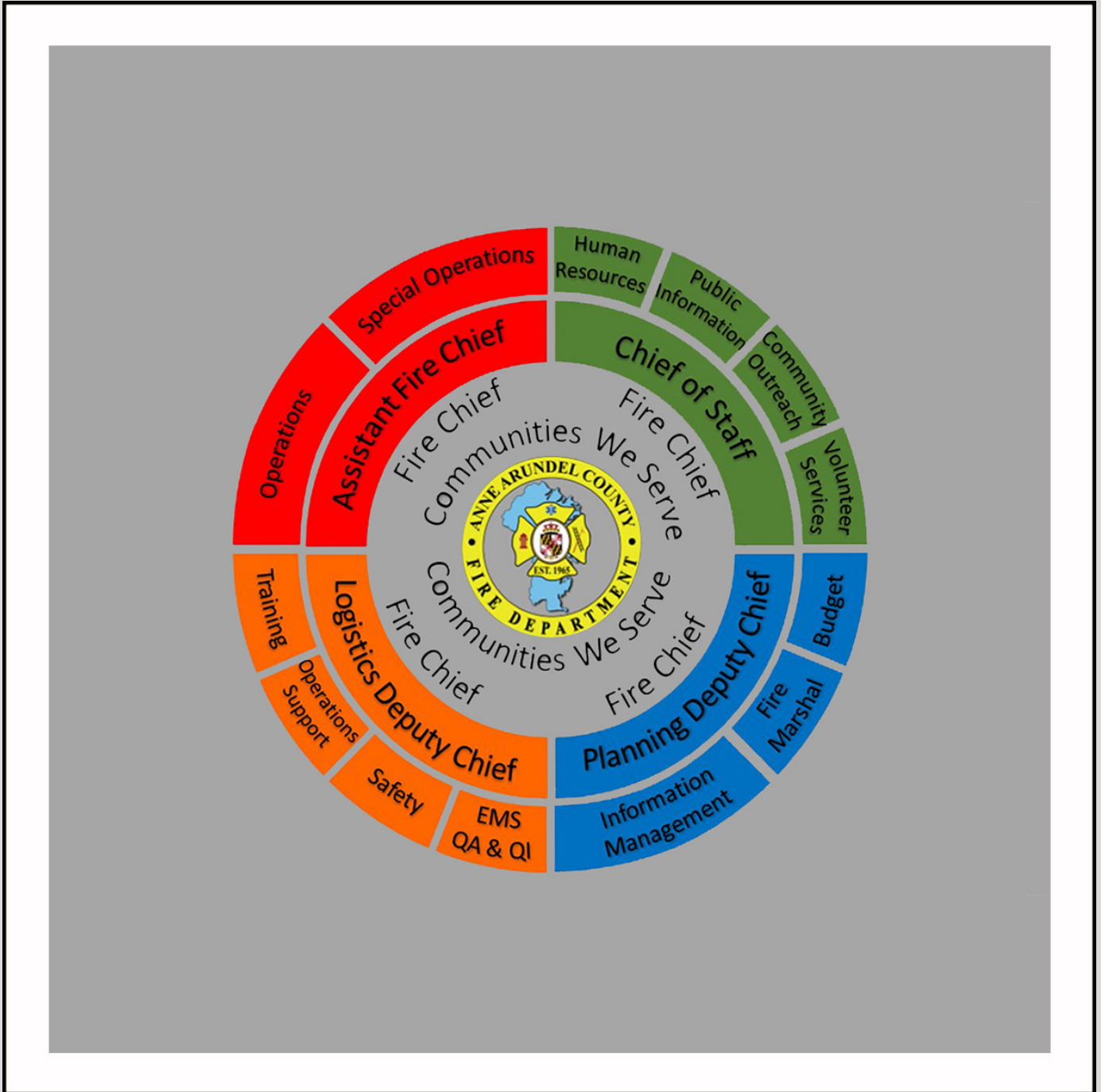
Station

Services

Station 1 Galesville	Engine, Squad, Medic, Tanker
Station 2 Woodland Beach	Engine, Squad, Medic
Station 3 Riva	Engine, Tanker, Battalion Chief
Station 4 Severn	Engine, Special Ops, Squad, Medic, Safety Officer
Station 5 Waugh Chapel	Engine, Tower, Medic, Battalion Chief
Station 6 Herald Harbor	Engine, Tanker, Medic, Ambulance
Station 7 Arundel	Engine, Squad, Ambulance
Station 8 Annapolis Neck	Dive, Pumper Tanker, Special Ops, Medic
Station 9 Harwood Lothian	Engine, Medic, EMS Supervisor
Station 10 Jacobsville	Engine, Medic
Station 11 Orchard Beach	Engine, Squad, Medic, Ambulance
Station 12 Earleigh Heights	Engine, Squad, Medic
Station 13 Riviera Beach	Engine, Truck, Medic, Ambulance
Station 17 Arnold	Engine, Medic
Station 18 Marley	Engine, Medic (2), EMS Officer
Station 19 Cape St. Claire	Engine, Fire Boat, Ambulance,
Station 20 Lake Shore	Engine, Pumper Tanker, Ambulance
Station 21 Harmans Dorsey	Engine, Medic, Ambulance, EMS Officer
Station 22 Mayo	Ambulance
Station 23 Jones Station	Engine, Special Ops, Squad, Medic
Station 26 South Glen Burnie	Engine, Truck, Medic
Station 27 Maryland City	Engine, Water Supply, Medic, Ambulance
Station 28 Odenton	Engine, Truck, Medic, Ambulance
Station 29 Jessup	Engine, Truck, Medic
Station 30 Armiger	Engine, Tower, Medic, Shift Commander, EMS Officer
Station 31 Brooklyn	Engine, Truck, Medic
Station 32 Linthicum	Engine, Medic
Station 33 Glen Burnie	Engine, Medic (2), Squad, Battalion Chief
Station 34 Ferndale	Engine, Squad, Ambulance
Station 40 West Annapolis	Engine, Tower, Ambulance, Medic, Tanker
Station 41 Avalon Shores	Engine, Fire Boat, Medic,
Station 42 Deale	Engine, Truck, Medic, Tanker

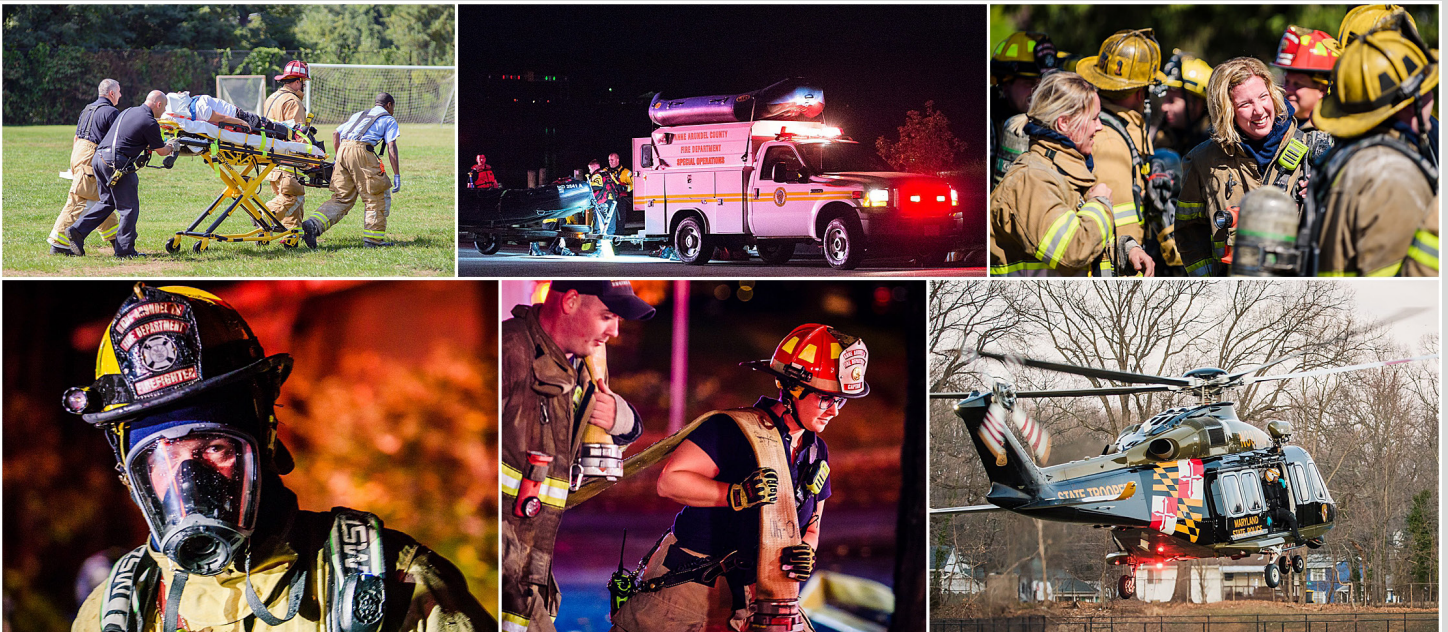


Organizational Chart



Department Quick Facts

- The Anne Arundel County Fire Department includes 1512 volunteer personnel affiliated with 19 fire stations and the Anne Arundel Alarmers. This includes 710 riding members with administrative members making up the balance. (page 9)
- Calls for service increased by 2.4% from 2018 to 2019 and by 6.4% from 2015 to 2019. (page 13)
- Our community outreach program had interactions with more than 19,000 people during 2019. (page 14)
- In 2019, over 56,650 hours of training were logged through Target Solutions, the Department's learning management system. (page 15)
- Our Fire Communications Center dispatches an average of 240 calls for service, per day for Anne Arundel County and the City of Annapolis. (page 16)
- The Fiscal Year 2020 Fire Department budget included 991 budgeted positions, comprised of 931 uniformed personnel and 60 civilians. (page 17)



What's New in 2019

Operations:

- SAFER Grant- In the Fall of 2019 the Fire Department was awarded a Federal Emergency Management Agency (FEMA) Staffing for Adequate Fire & Emergency Response (SAFER) Grant. The SAFER grant supports up to 70 new positions by contributing up to \$8.5 million in federal funding over three years.
- Recruit Class #58- Forty-three new firefighters graduated from the Anne Arundel County Fire Training Academy on September 20th. Thirty of these firefighters joined our Department while the remainder joined our public safety partners - nine going to the Annapolis Fire Department and four to the BWI Fire & Rescue Department.

New Vehicles:

- E-One Rescue Squad (Station 4)
- E-One Rescue Squad (Station 23)
- E-One Ladder Truck (Station 23)
- Freightliner/UST 4000 Gal Tanker (Station 9)
- 2 Pierce 1500 Gal Engines (Station 9 & 10)
- 2 F550/Horton Ambulances (Station 21 & 28)

Information Management Division:

- PowerDMS: Added electronic records management and tracking software to consolidate all key information in a single location
- TeleStaff: Upgraded from a server-based to a cloud-based version to streamline personnel payroll, leave, and overtime management.
- Radios: Deployed all-new mobile and portable radios in preparation to enhance communications with mutual aid partners by incorporating their talkgroups in our radios.
- Emergency Medical Dispatch/Emergency Fire Dispatch (EMD/EFD): Instituted the National process for quality assurance, also upgraded to version 13.2 of EMD/EFD.



Volunteer Personnel

Volunteer members serve in administrative, support, and operational capacities. Volunteer members supplement aspects of fire and EMS services as well as carrying on a long tradition of service to members of their communities.

In 2019, the Anne Arundel County Fire Department included 1512 volunteers in twenty-four different stations. Of these, 710 are operational (riding) members, the remainder consist of administrative and support volunteers, including the Ladies Auxiliary and the Anne Arundel Alarmers Association. The Alarmers provide fire ground rehabilitation and canteen units for responders involved in large scale incidents.



In 2019, Volunteer companies purchased the following equipment. This was possible in part to community support of volunteer fundraisers such as bingos and crab feasts.

- Station 11 (Orchard Beach): 2019 E-One Cyclone Engine and 2019 Ford F550 Ambulance
- Station 20 (Lake Shore): 2019 KME Rescue Pumper

Emergency Medical Services

The Anne Arundel County Fire Department has a robust emergency medical services (EMS) cadre consisting of Basic Life Support (BLS) Emergency Medical Technicians (EMT) and Advanced Life Support (ALS) Paramedics, with over 1000 clinicians throughout the county. ALS personnel also staff 9 medic-engines equipped with ALS equipment.

The office of EMS Quality Assurance and Quality Improvement (QA/QI) constantly monitors the efforts of our personnel and performs a 100% review of all medical responses. This is accomplished through field EMS Supervisors and QA/QI leadership at headquarters, including an actively engaged medical director. In the past year, we have added an associate medical director and our field coverage increased to allow for two 24-hour supervisors and 2 day-work supervisors, providing increased coverage geographically around the county. Personnel are proactive in the community and work with County agencies to provide care and connect citizens to appropriate resources.

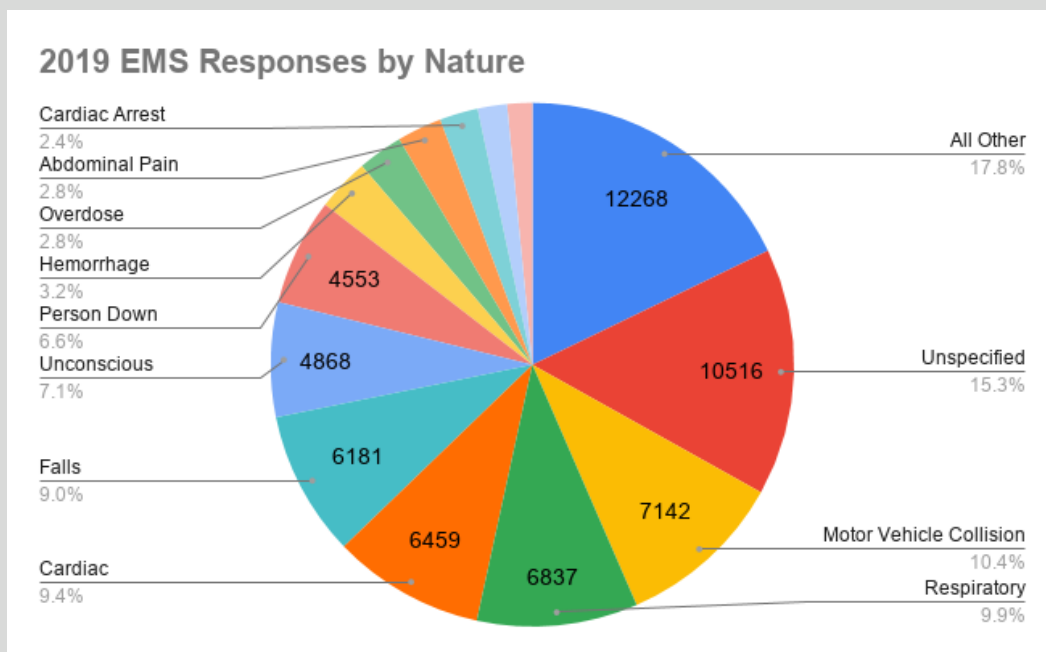
Our personnel utilize the latest in medical technology for the various medical emergencies they encounter. If a patient is experiencing chest pain, a 12-lead EKG is acquired with a cardiac monitor which can transmit wirelessly to the emergency department while en route to the hospital. In the event of a cardiac arrest, personnel utilize a LUCAS™ chest compression device which provides continuous CPR and develops a level of safety for our providers. Aggressive airway stabilization is provided through the use of Rapid Sequence Induction (RSI) and video intubation equipment which allows a clinician to sedate a patient and then visualize the airway through the use of a laryngoscope blade and camera. Soon, the Department will deploy ultra-sound devices which will exponentially increase the already robust skills and equipment utilized every day.



EMS Data & Statistics



Overall, the Anne Arundel County Fire Department responded to 53,433 EMS related incidents in 2019. The Department has transported approximately 30,000 patients to various hospitals. These transports are based on patient criticality and need. In some cases, patients are transported to specialty cardiac, stroke, and trauma centers via ground transport (medic unit) or air transport via the Maryland State Police Aviation Division and US Park Police. All of these patients receive the highest quality care available and many of our providers have been recognized both locally and at the state level for their life-saving interventions.



Operations



The Operations Bureau is responsible for the daily staffing of thirty-one (31) stations located throughout the County, staffed by over 900 career and 700 volunteer firefighters and EMS personnel. We are proud that all personnel are nationally certified at their rank in accordance with National Fire Protection Association standards.

Currently, the Department operates twenty-eight (28) Advanced Life Support (ALS) transport units, sixteen (16) Basic Life Support (BLS) transport units, thirty-one (31) engine companies (nine of which are paramedic engines), ten (10) ladder companies and eight (8) squad companies.

The Department provides fire protection, BLS, ALS, hazardous materials response and mitigation, collapse rescue, confined space rescue, dive rescue, and marine operations. The Department continues to evolve to meet the ever-changing needs of our citizens. We are always looking to the future to reduce risks and minimize the devastating effects of man-made and natural disasters.

Suppression – Is responsible for responding to calls for service involving fire suppression, medical calls as first responders, and various rescue scenarios.

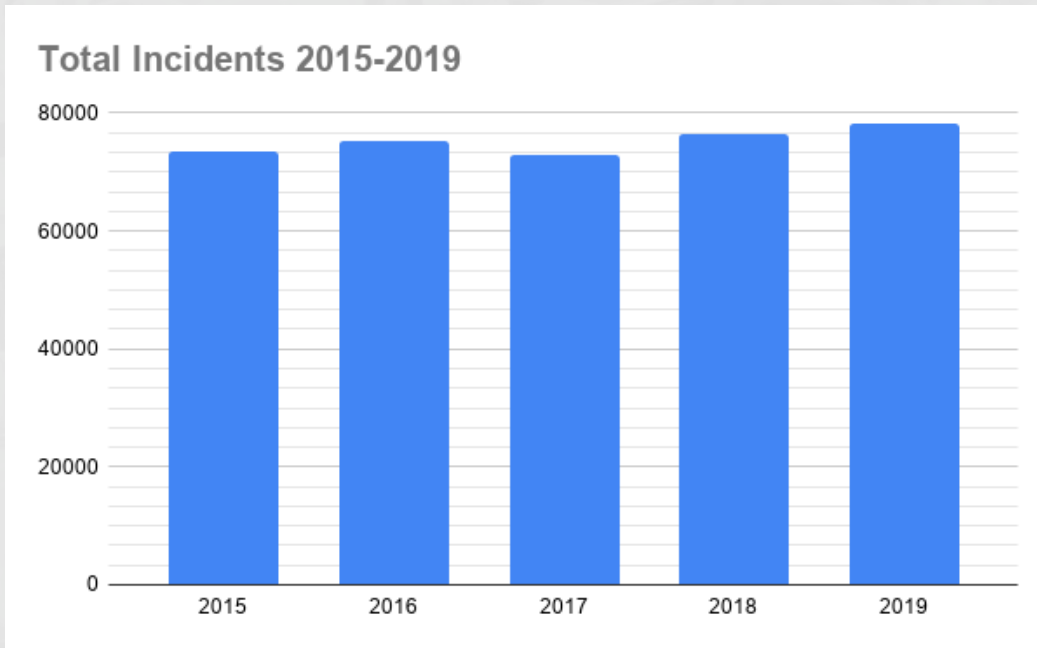
Basic Life Support – Provides response to medical emergency calls where protocol indicates basic life support and response to major fire incidents to provide medical backup/transportation.

Advanced Life Support – Provides response to medical emergencies where protocol indicates an advanced life support provider and response to major fire incidents.

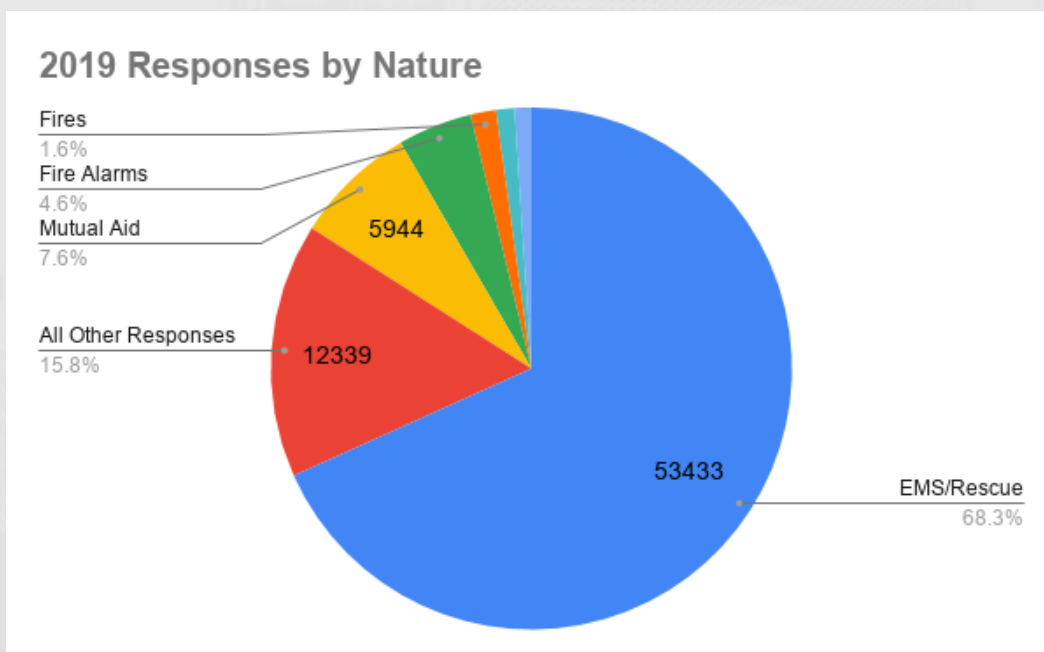
EMS Training and Quality Assurance – Provides emergency medical training for both career and volunteer personnel and Quality Assurance of all medical providers through the use of EMS Supervisors.



Operations Data & Statistics



Fire department responses continue to increase yearly. The 78,267 responses in 2019 represent a 2.39% increase from 2018 and a 15.9% increase from 2009. Nearly 70% of fire department responses are related to calls for Emergency Medical Services.



Community Outreach

The Anne Arundel County Fire Department's Public Education Office is committed to preventing injury and loss of life through awareness and education. We promote understanding of regulations and available technologies that can improve safety within the homes, businesses, and institutions of our County residents.

We coordinate with all 31 fire stations in order to work with the local communities and support community events. This helps to promote knowledge of fire safety, prevention and to build trust between the community and the Anne Arundel County Fire Department. Furthermore, we work to educate the public about how to prevent fires and how to safely react in the event of a fire. In 2019, we had interactions with more than 12,000 residents. Our safety and fire education curriculum was developed to deliver age-appropriate educational presentations to elementary students from kindergarten through fifth grade. We are currently working on a curriculum for higher grade levels.



Training



The Training Academy provides training opportunities for all career and volunteer emergency responders. This includes the initial training of all career fire recruits, initial paramedic education, Advanced and Basic Life Support continuing education and quality assurance/quality improvement training. Recruit Class #58 graduated in September. This 30-week training academy included 42 Recruits from Anne Arundel County, Annapolis, and BWI Thurgood Marshal Airport. It included 642 instructional hours and provided recruits the training required to meet nine Maryland Fire Service Personnel Qualifications Board certifications. That same month, Recruit Class #59 started with Recruits who were previously career firefighters in other agencies. These Recruits graduated in February of 2020. The paramedic program saw eight firefighters enter the paramedic program at Anne Arundel Community College and 10 firefighters graduate from paramedic programs and earn their paramedic licenses. Advanced Life Support continuing education reached 395 students, totaling 2,994 instructional hours. Basic Life Support continuing education reached 1950 students, totaling 6,158 hours of training. The Academy also hosted 85 other non-EMS courses totaling 2,579 hours, including 48 MFRI courses and 9 Academy Status courses. In 2019, over 56,650 hours of training were logged through Target Solutions, the Department's learning management system, maintained by the Training Academy. The Academy also manages a cadre of over 100 CPR instructors. In 2019, those instructors taught over 2200 people CPR.

Fire Alarm

The Anne Arundel County Fire Communications Center (also known as “Fire Alarm”) provides fire, emergency medical dispatch and communications for all of Anne Arundel County and Annapolis City. On average, the center receives and dispatches over 240 emergency calls per day. For 2019, Fire Alarm processed and dispatched more than 87,000 incidents. They also coordinate emergency response with more than a dozen different agencies.

Fire Alarm is staffed by 31 personnel on a 24/72 shift schedule. This schedule was implemented in January, 2020 to increase employee retention and morale, improve efficiency and create continuity between field and communications personnel. Fire Communication Operators each receive more than 1,000 hours of initial training, including certification in Emergency Medical Dispatch (EMD) and Emergency Fire Dispatch (EFD).



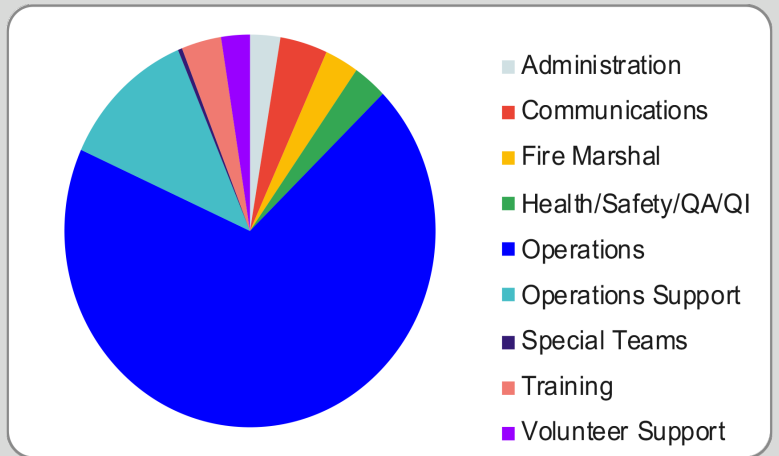
Professional Standards

The Anne Arundel County Fire Department strives to provide excellent customer service in the delivery of fire and emergency medical services to the public and community members throughout the County. As with any large organization, with a workforce of approximately 1,500 employees and volunteers, it is important to ensure the mission of the Fire Department meets the fundamental requirements and expectations of a safe and secure work environment. The EEO/Professional Standards Team is able to promote high standards of professionalism, honesty, and integrity by handling complaints, conducting investigations, offering mediation sessions, and deliver training.

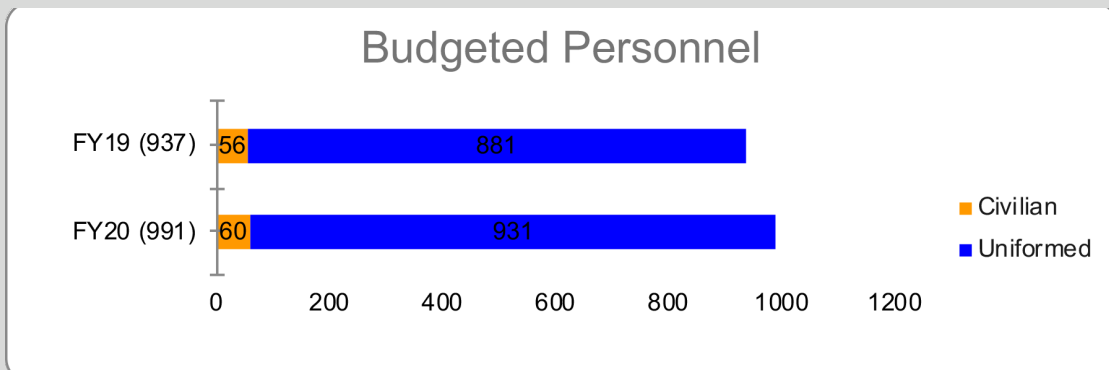
Budget, Staffing & Data

The 2020 Fiscal Year budget reflected an 8.15% increase over Fiscal Year 2019. Most of this is attributable to a nearly eight million dollar increase in personnel costs for 70 new firefighters. The SAFER grant awarded to the Department in 2019 will offset cost for the next several years.

Business Unit	FY2019	FY2020
Special Teams	\$409,600	\$450,000
Administration	\$3,014,800	\$3,231,100
Volunteer Support	\$3,084,400	\$3,067,700
Health/Safety/QA/QI	\$3,267,500	\$3,640,400
Fire Marshal	\$3,705,200	\$3,628,900
Training	\$4,343,700	\$4,258,600
Communications	\$4,704,500	\$5,068,400
Operations Support	\$13,968,300	\$14,571,700
Operations	\$76,906,400	\$84,730,200
Grand Total	\$113,404,400	\$122,647,000



The Anne Arundel County Fire Department has 861 sworn uniformed personnel and 51 civilian employees. The majority of our personnel are assigned to the Operations Buearu, responding to calls for service. The remainder are assigned to support operations including the fire marshal's office, communications, logistics, training, health, safety and volunteer support.



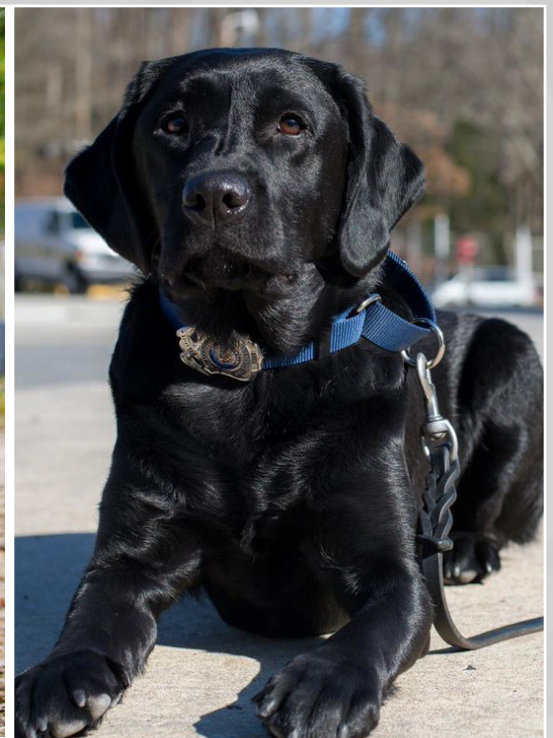
Fire Marshal | Investigations

The Fire Investigation Bureau (FIB) investigates all fires, explosions, or other emergencies within Anne Arundel County with unknown causes. Fire Investigators are sworn police officers who enforce the fire and explosive laws of the State and County.

The Fire Investigation Section is responsible for:

- The enforcement of the fire and explosives laws of the State of Maryland and Anne Arundel County
- The reduction/elimination of arson, bombings, and other fire service related crimes
- The determination of origin and cause of all fire and/or explosive incidents within the county
- Bringing to justice all violators of the fire and explosive laws of the State and County
- New hire background investigations and internal investigations

The Fire Investigation Bureau also operates an accelerant detection canine program. Canines can detect minute traces of accelerants often used in fires, and can lead investigators to a specific location where physical samples can be taken, analyzed and confirmed by special laboratories.



Fire Marshal | Code Enforcement

The Office of the Fire Marshal, Code Enforcement Division is primarily focused on the protection of the lives and property in Anne Arundel County through the enforcement of adopted fire and life safety codes. The staff consists of one Captain, four Lieutenants, six uniform Fire Inspectors, three Civilian Fire Inspectors, and two administrative civilians. The core responsibilities of the office are divided into four groups; new construction, in-service program, plan review, and administration. Additionally, many other inspections are conducted; day-care, adoptive-care, foster-care, food trucks, fireworks, tents, carnival/fairs, liquor license, multiple dwelling licenses, special events, crowd control, complaint investigations and on-call responses.

The New Construction group completed 2,369 acceptance tests of new sprinkler systems, standpipe systems, fire alarm systems, fire pumps, hood and ventilation systems, fixed suppression systems, underground water-mains, underground drafting tanks, bi-directional amplifiers, and emergency generators.

The in-service group coordinates the fire and life safety inspections of existing businesses. Our office distributed 5,745 inspections to field units. Only fourteen percent of those inspections required additional follow-up by the Code Enforcement Division. An additional 863 existing business inspections were completed by Code Enforcement staff.

The Plan Review group approves the site development plan for every new commercial building in Anne Arundel County. These reviews along with variance and modification request totaled 719 in 2019.

The Administration group works to ensure the Code Enforcement Division is prepared to enforce the provisions of the Anne Arundel County Fire Code and the Maryland State Fire Prevention Code, as well as any future challenges facing the people who live, work and visit Anne Arundel County.



AN ALL HAZARDS RESPONSE ORGANIZATION



We stand ready as an all-hazards organization to assure the safety of our communities. We respond to calls for service, fires, medical and other emergencies as well as promote fire prevention strategies and life safety programs. The Anne Arundel County Fire Department enforces fire code compliance to ensure that buildings and properties are safe.

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Lend A Hand & Save a Life

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Special Thanks to Mike Hugg Media

