



Anne Arundel County Fire Department



2020 Annual Report

Message From The Fire Chief

Welcome to the 2020 Annual Report for the Anne Arundel County Fire Department!

I am excited to share our progress in my second year as Chief of *your* fire department. Please take a few minutes to review our report and see the enhancements we have made over over the last year, including staffing enhancements, apparatus acquisition, and technology. Here are a few highlights from the year that bring me a sense of pride.



SAFER Grant - The implementation of the \$8.5 million Staffing for Adequate Fire and Emergency Response (SAFER) grant from the Federal Emergency Management Administration allowed us to independently staff paramedic units in six stations while also ensuring three firefighters are available for fire responses. We also upgraded one paramedic unit staffing from day work, 40 hours a week, to shift work, for 24-hour availability, seven days a week.

New Apparatus - In 2020, the Department took delivery of a new ladder truck, a tanker, a mini pumper, seven ambulances, and several other support vehicles.

The 2020 Annual Report wouldn't be complete without mentioning COVID-19 and the effects of a global pandemic on our community and fire department. The sense of pride and gratitude I feel for all the members of the Department is immense. Thank you for all you have done and continue to do for our community. It has been a difficult year yet we still have accomplished so much. This report is a testament to why and how we serve.

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 fluid and cursive, written over a light-colored background.

Trisha L. Wolford
Fire Chief

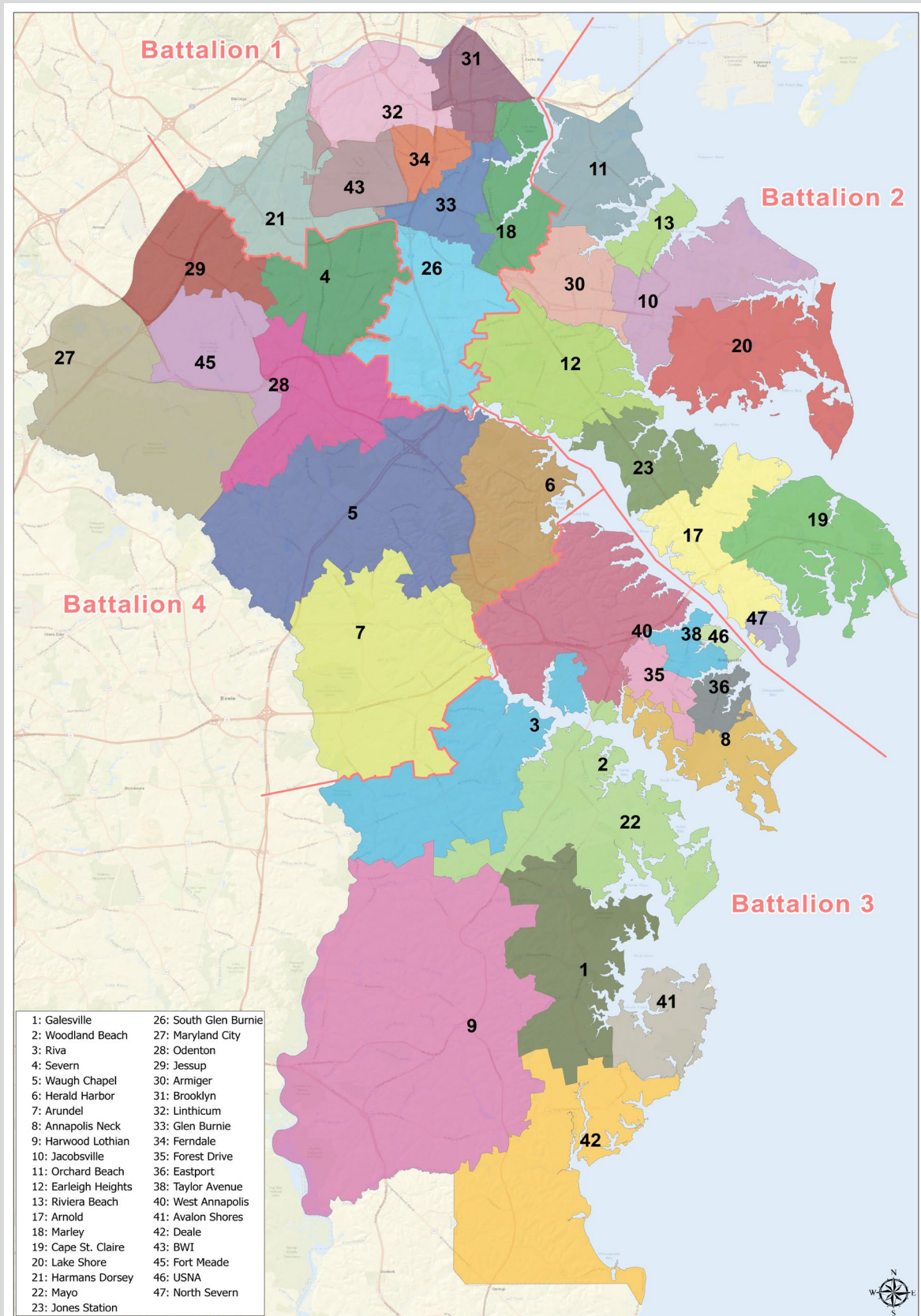


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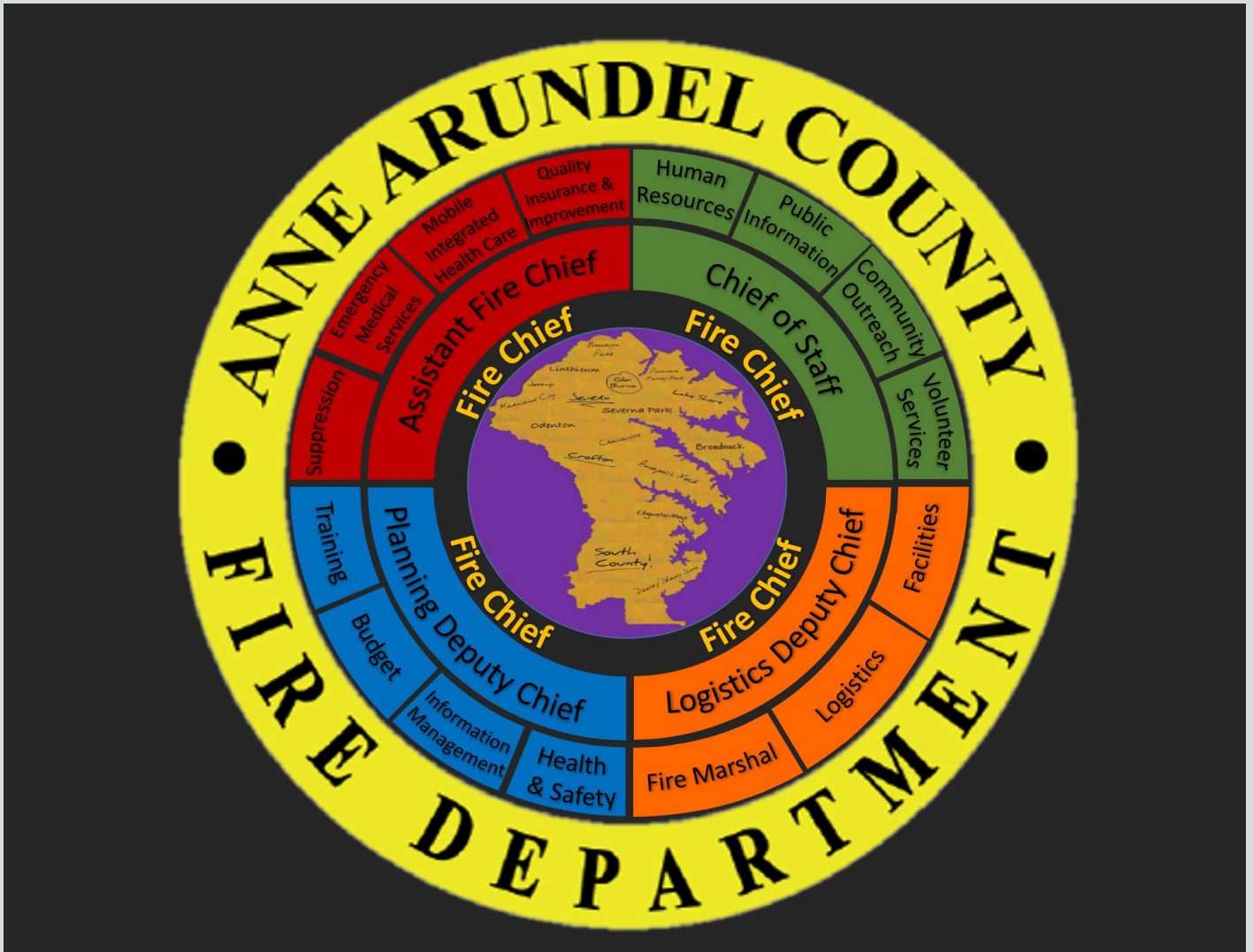
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Map of Stations & Battalions



Organizational Chart



What Happened in 2020

- The increased staffing from the **SAFER** grant enabled the department to independently staff paramedic units in Galesville, Herald Harbor, Orchard Beach, Lake Shore, Avalon Shores, and Deale while also assuring three fire-fighters are available for suppression staffing. It also allowed the department to upgrade the paramedic unit at Jones Station to 24 hours.
- The **Galesville Fire Station** replacement project was completed and was opened in June. The new, 11,000 square foot station, replaced a station that was built in 1929 and cost \$6,775,000.
- **Recruit Class #60**, comprised of 59 recruits from Anne Arundel County, Annapolis, BWI Thurgood Marshall Airport, and the United States Coast Guard.

New vehicles delivered

- E-One ladder truck - \$979,124 (Station 31)
- Freightliner/UST 4,000 gallon tanker - \$477,642 (Station 9)
- Ford/Pierce Mini-pumper - \$265,916 (Station 21)
- 7 Freightliner/Horton medic units - \$316,998 (Stations 1, 3, 4, 5, 17, 29, 40)
- 5 Ford Explorers - \$213,175
- Ford F-250 (MICH) - \$37,878
- Chevrolet 4500HD box truck- \$57,010 (Supply Section)

Other enhancements to services:

- Completed purchase of second set of turnout gear for all uniformed personnel - \$1,797,149.32 (\$2,084.86/set).
- Completed purchase and distribution of Butterfly ultrasound equipment for EMS Supervisors.
- Started upgrade of Lucas devices to Lucas 3.
- Purchased Aeroclave disinfection units for FD facilities and vehicles.
- Incorporated Aeroclave technology into new medic units currently under construction.
- Upgraded Truck-31's Holmatro rescue tools to battery-powered tools.
- Placed three medic units (5, 17 & 40) in service with Stryker Powerload systems to reduce lifting injuries. This will be standard in all new units.
- Upgraded six litters to Powerload technology for interoperability with the new units.
- Placed a hydraulic hose coupling machine in service, which can now repair hose sections and make short shots in-house.
- Increased storage capacity at the warehouse (additional pallet racking) to accommodate increased PPE supplies for COVID responses.
- Piloting Bluetooth connection between MSA G1 facepiece and portable radio for clearer radio communications in IDLH.



Volunteer Personnel



The volunteer component of the fire department represents an essential part of our combination department. Volunteer members serve in many roles including operational, administrative, and support. These volunteer members supplement many aspects of fire and EMS services as well as carrying on a long tradition of service to members of their communities.

At the end of 2020, the Anne Arundel County Fire Department included 1652 volunteers in 24 different stations. Of these, 753 are operational (riding) members and the remainder consist of administrative and support volunteers. This includes members of the ladies auxiliary and the Anne Arundel Alarmers Association, a group that provides fire ground rehabilitation and canteen units for responders involved in large-scale incidents.

In addition to providing personnel, the volunteer corporations also support the department through the following ways:

- Offer community support of volunteer fundraisers
- Volunteer companies placed the following equipment in service in 2020:
 - Woodland Beach VFD (Company 2)- Fireboat 2, surplus Coast Guard 25-foot Defender-class boat modified for fire and rescue
 - Arundel VFD (Company 7)- Ambulance 79, 2020 Ford F550 - \$315,000
 - Glen Burnie VFC (Company 33)- Rescue Squad 33, 2021 Pierce Arrow XT Heavy Duty Walk-In Rescue Squad



Emergency Medical Services

The Anne Arundel County Fire Department has a robust Emergency Medical Services (EMS) system consisting of Basic Life Support (BLS) Emergency Medical Technicians (EMT) and Advanced Life Support (ALS) paramedics, with over 1,000 clinicians throughout the County. The department utilizes a fleet of 28 ALS units and 15 BLS units to transport the sick and injured. In addition, ALS personnel staff nine ALS-equipped medic engines.

In the past year, we have:

- Added an assistant medical director.
- Increased our field coverage to allow for two 24-hour supervisors and two day-work supervisors.

All clinicians provide care based on the Maryland State Protocols as set forth by the Maryland Institute for Emergency Medical Services Systems (MIEMSS). Many of the QA/QI personnel are actively engaged in the development and creation of these protocols at the state level. The department also participates in many pilot protocol programs, allowing our clinicians the ability to practice at a higher level.

Our personnel use the latest in medical technology for the various medical emergencies they encounter.

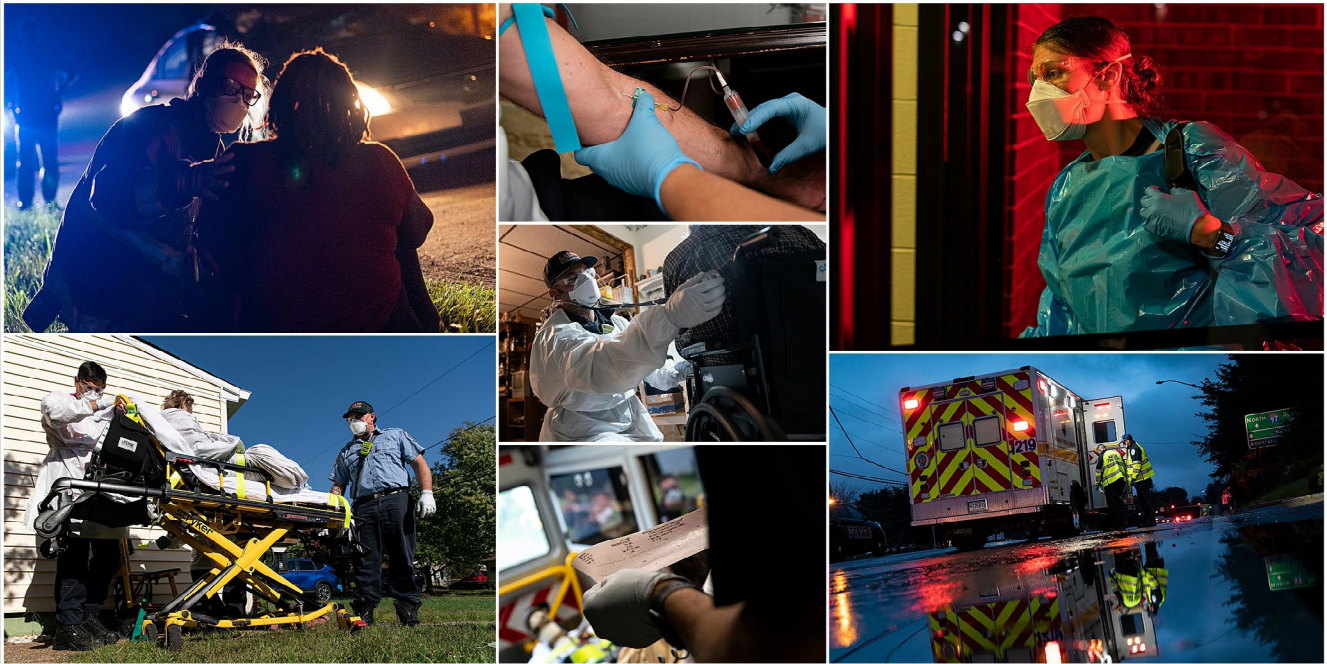
- LUCAS chest compression device for patients in cardiac arrest
- Rapid Sequence Induction (RSI) for critical patients with difficult to manage airways
- Video intubation equipment to assist clinicians in visualizing airways during intubation
- Ultrasound devices for early detection of internal injuries

Mobile Integrated Community Healthcare (MICH)

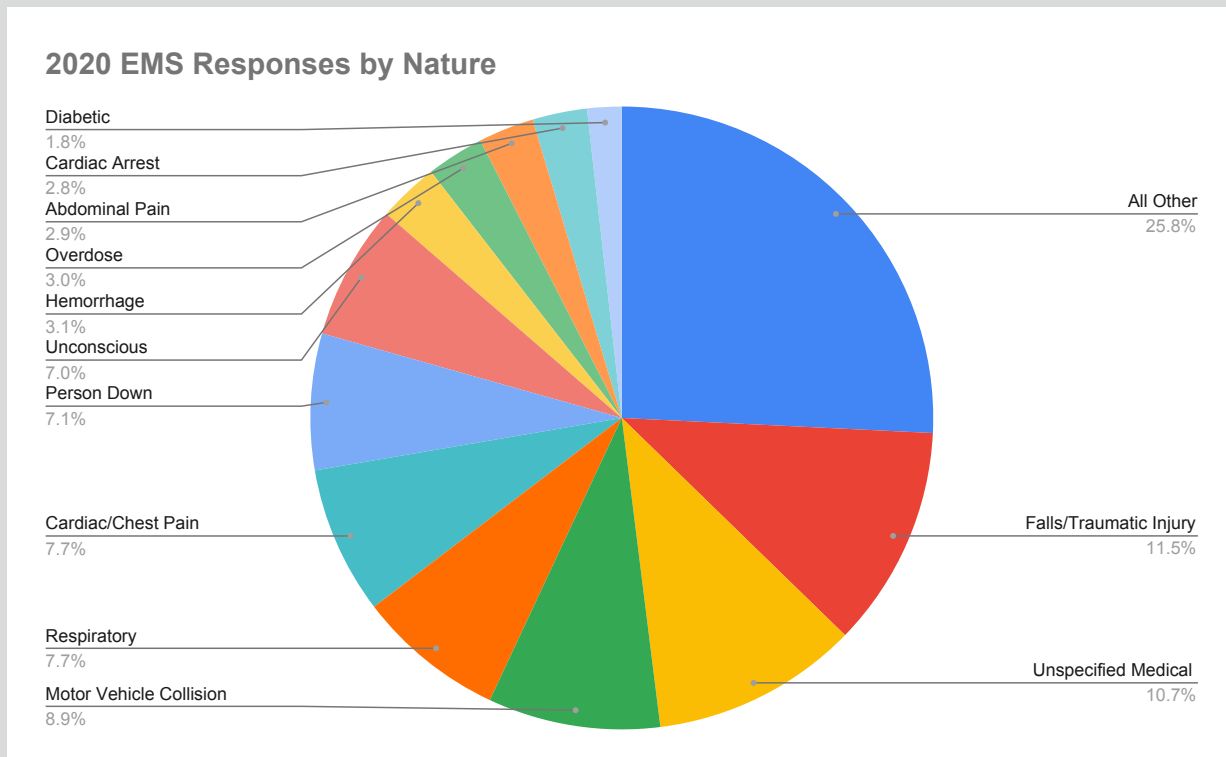
This year the fire department introduced a new program, Mobile Integrated Community Healthcare (MICH). This program is a collaborative effort between the fire department, Anne Arundel County Department of Aging and Disabilities, and both County hospitals. The intent is to decrease unnecessary 911 calls and emergency transports by aligning community members with the appropriate care and services to best suit their needs. The team approach combines a paramedic with a social worker who looks at the totality of a citizen's needs and makes long-term plans for assistance. This is different than the normal 911 response. The team utilizes in-person and telehealth components to interact with their clients and maintain contact and provide peace of mind for some of the most vulnerable in the community.



EMS Data & Statistics



The Anne Arundel County Fire Department responded to 64,465 EMS-related incidents in 2020. The department transported more than 37,000 patients to local hospitals and specialty referral centers. Transports are based on patient criticality and specialized needs. In some cases, patients are transported to specialty cardiac, stroke, and trauma centers by our paramedic units or are transported by air utilizing the Maryland State Police Aviation Command or United States Park Police. All of these patients receive the highest quality care available and many of our providers are recognized both locally and regionally 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, fifteen (15) 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 community. We are always looking to the future to reduce risks and minimize the devastating effects of man-made and natural disasters.

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

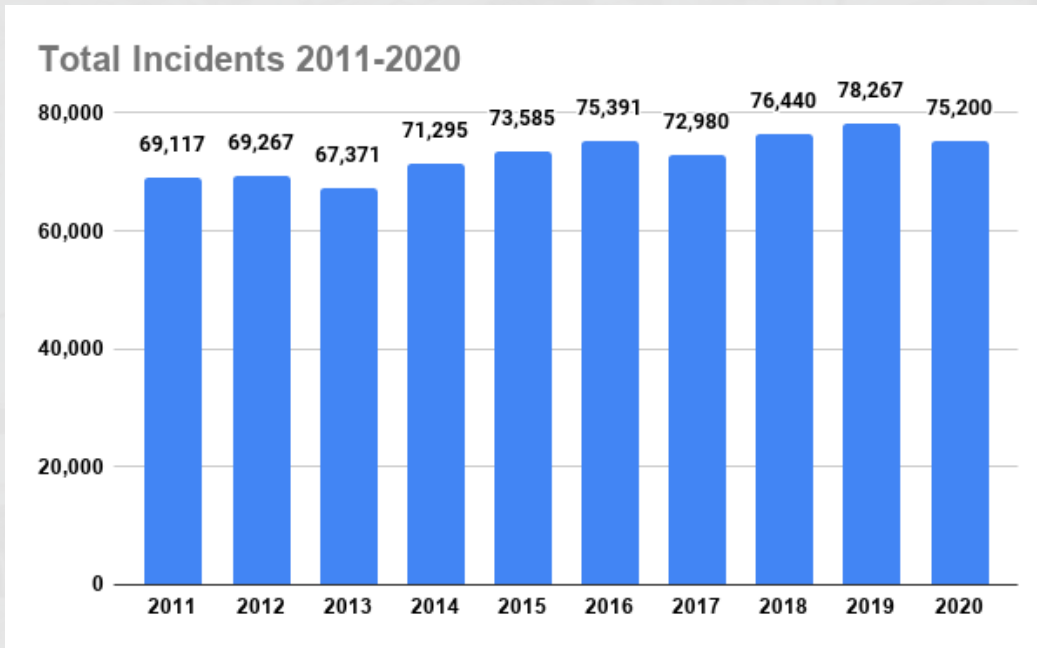
Basic Life Support – Provides response to medical emergency calls where protocol indicates basic life support and response to major fire incidents to provide medical backup/transportation.

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

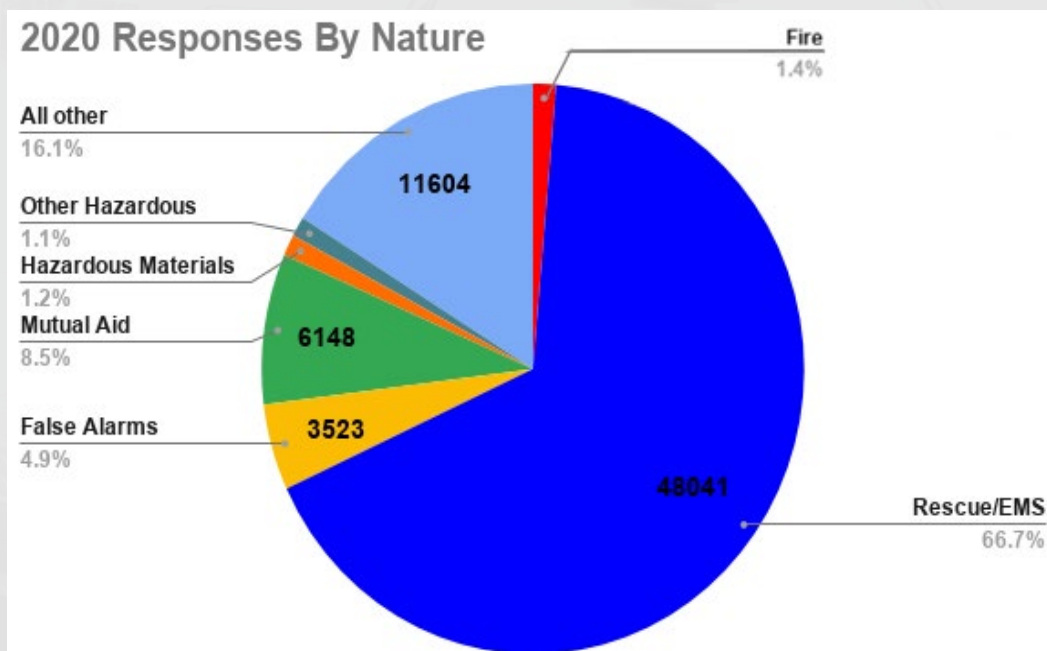
EMS Training and Quality Assurance – Provides emergency medical training for both career and volunteer personnel and Quality Assurance of all medical providers through the use of EMS Supervisors.



Operations Data & Statistics



The 75,200 responses in 2020 represent a decline from the previous year and bring to an end the increase in responses seen over the last three years. The decrease in calls is related to a decrease in emergency medical responses and transports, partly attributable to COVID-19.



Professional Standards



Office of Professional Standards

The Department understands the importance of cultivating and maintaining a positive and professional organizational culture and standard of beliefs with its members. The Professional Standards Office is responsible for maintaining good order and discipline throughout the Department by delivering various programs intended to train, educate, and bring awareness to all Department members.



Policies & Procedures

In 2020, the Department made a huge stride in completing the much-needed project of updating its Rules & Regulations and policies. Several hundred work hours and countless discussions were invested into updating the R&Rs, which has resulted in a transition from “Rules & Regulations and Operational Procedural Manuals” to a singular group of “Policies & Procedures.” A new format and cataloging system has been developed and implemented, which groups policies according to subject areas. Capitalizing on PowerDMS, the department’s web-based document management system, we are able to publish and assign the updated policies and procedures, providing accessibility and accountability to all members.



Professional Standards Newsletter

This publication is a medium that the Professional Standards Office uses to convey valuable articles, topics, and information to reinforce the expected level of professionalism throughout the Department. Several Department members contribute to this effort by serving as guest writers or contributors of different topics relating to leadership, professionalism, integrity, ethics, etc., to ensure the continuance of a safe, successful, and harmonious work environment.



Equal Employment Opportunity Team

The Professional Standards Office oversees the Department’s Equal Employment Opportunity (EEO) team, which consists of 18 uniform, volunteer, and civilian members of the Department committed to excellence and fair treatment of all. The EEO team continually discusses the Department’s climate and provides recommendations on improving awareness/matters relating to discrimination, harassment, and workplace bullying. Members of the EEO team also work collaboratively with Anne Arundel County’s Diversity Council, appointed to review current policies and practices and identify and recommend opportunities to improve and enhance diversity, equity, and inclusion throughout Anne Arundel County government.



Investigations

The Professional Standards Office and the EEO team respond to any credible allegations regarding unprofessional behavior or misconduct by fire department members committed both on and off-duty. The Fire Chief may authorize an internal administrative investigation relating to allegations of harassment, discrimination, workplace bullying, or criminal and civil charges which call the member’s character or conduct into question. This may include alcohol or drug-related offenses, assault, restraining orders, and other criminal charges.



Training

The Training Academy provides training opportunities for all career and volunteer emergency responders. This includes the initial training of:

- All career fire recruits
- Volunteer classes and support
- Continuing fire education for incumbent firefighters
- Initial paramedic education, Advanced and Basic Life Support continuing education, and quality assurance/quality improvement training

COVID-19 provided unique challenges as courses were reimagined to accommodate restrictions associated with the pandemic. Recruit Class #60 graduated 59 recruits from Anne Arundel County, Annapolis, BWI Thurgood Marshall Airport, and the United States Coast Guard on September 19th. Academy staff takes pride in the fact during the pandemic, they continued in-person learning following distancing guidelines and did not experience any COVID-19 transmissions during the 31 weeks of training. The program included 603 instructional hours and provided recruits the training to meet nine Maryland Fire Service Personnel Qualifications Board certifications.

Other accomplishments in 2020:

- Thirteen firefighters entered the paramedic training program
- Seven firefighters graduated from the paramedic program and obtained their National Registry certification and Maryland Paramedic license
- The ALS training program reached 2,864 students totaling 20,807 training hours
- The BLS training program reached 1,160 students totaling 12,743 training hours
- The academy hosted 86 other courses including 48 MFRI courses and 9 Academy Status courses
- More than 56,934 hours of training were logged through the Department's learning management system
- Managed more than 100 CPR instructors who taught CPR to 704 students in 115 classes



Fire Alarm

The Anne Arundel County Fire Communications Center, better known as “Fire Alarm,” provides fire and emergency medical dispatch communications for all of Anne Arundel County and the City of Annapolis. For 2020, the center received and dispatched an average of 225 emergency calls per day, for a total of over 82,000 incidents. They also coordinate emergency response with more than a dozen different agencies in the region.

Twenty-eight Fire Communications Operators (FCO) and eight lieutenants staff Fire Alarm on a 24/72 shift schedule. Eleven newly hired FCOs and four lieutenants were trained in 2020 to make this staffing model a reality. The 24/72 schedule, which started in January, 2020, has improved morale, and improved efficiency by creating continuity between field and personnel members. FCO’s receive more than 1,000 hours of initial training, including certification in Emergency Medical Dispatch and Emergency Fire Dispatch.



Community Outreach

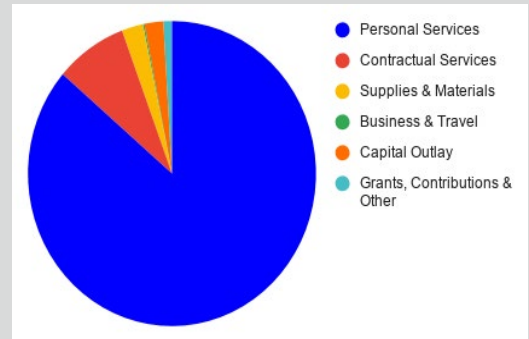
The Anne Arundel County Fire Department’s Public Education Office is committed to preventing injury and loss of life through awareness and education. This awareness is done through the promotion of regulations, in both english and spanish, as well as available technologies improving safety within homes, businesses, and institutions.

In 2020, the focus changed to digital content by creating a digital station spotlighting fire stations and apparatus tours. “Dan Dan The Pub Ed Man” also began with a series of safety tips. This new digital station has reached more than 3,500 residents and has been viewed almost 23,000 times. The safety and fire education curriculum was developed to deliver age-appropriate educational presentations to elementary students. Fire science classroom presentations were also delivered to middle and high school students.

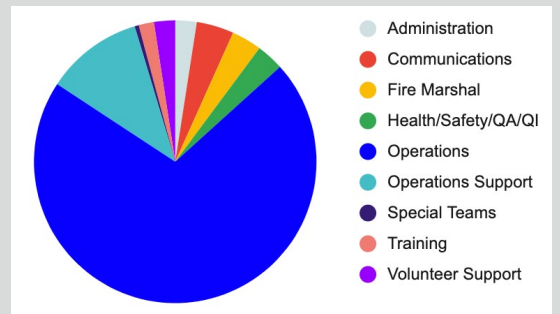


Budget, Staffing & Data

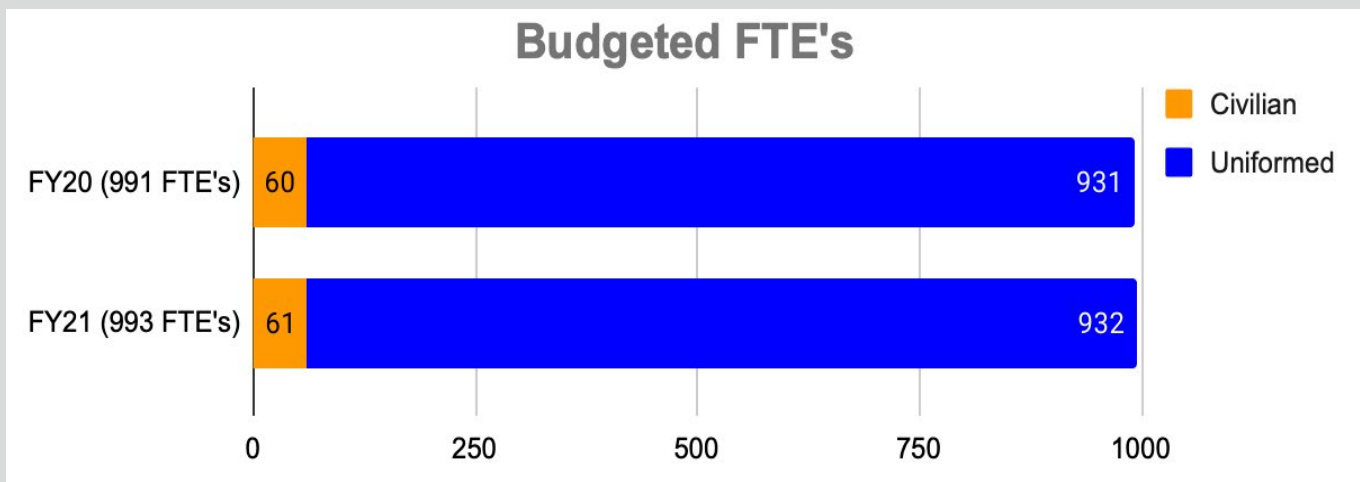
Business Unit	FY2020	FY2021
Personal Service	\$112,141,100	\$103,191,500
Contractual Services	\$10,169,800	\$10,482,700
Supplies & Materials	\$3,835,800	\$3,118,700
Business & Travel	\$214,200	\$224,800
Capital Outlay	\$2,741,300	\$3,441,300
Grants, Contributions & Other	\$1,794,400	\$1,249,800
Grand Total	\$122,647,000	\$129,958,400



Business Unit	FY2020	FY2021
Administration	\$13,231,100	\$3,184,000
Communications	\$5,068,400	\$5,552,100
Fire Marshal	\$33,638,900	\$4,481,700
Health/Safety/QA/QI	\$3,640,000	\$4,075,200
Operations	\$84,730,200	\$92,172,200
Operations Support	\$14,571,700	\$14,463,300
Special Teams	\$450,000	\$600,900
Training	\$4,258,600	\$2,279,500
Volunteer Support	\$3,067,700	\$3,149,500
Grand Total	\$122,647,000	\$129,958,400



The Anne Arundel County Fire Department has 932 sworn uniformed personnel and 61 civilian employees. The majority of our personnel are assigned to the Operations Bureau, responding to calls for service. The remainder are assigned to support roles including the fire marshal's office, communications, logistics, training, health & safety and volunteer support.



Fire Marshal | Investigations

The Fire Investigation Bureau (FIB) is charged with the responsibility of investigating all fires, explosions, or other emergencies within Anne Arundel County with unknown causes. FIB investigates approximately 300 fire incidents and 100 explosive incidents annually. Fire Investigators are sworn police officers who enforce fire and explosive laws of the State and County.

The Fire Investigation Bureau 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 cause and origin of all fire and/or explosive incidents within the County
- Bring to justice all violators of the fire and explosive laws of the State and County

There are multiple aspects of the investigation including scene examination, evidence collection, photography, interview & interrogation, and effecting an arrest when appropriate. During larger or more complex investigations, multiple investigators and supervisors may respond to the scene.

The Fire Investigation Bureau also operates an accelerant detection canine program. The accelerant detection canine is certified by the Bureau of Alcohol, Tobacco, Firearms and Explosives (BATF). 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. The Fire Investigation Bureau also conducts new hire background investigations, internal investigations, burn/explosive injury investigations and offers assistance to neighboring agencies requesting fire investigation services.



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 core responsibilities of the office are divided into four groups:

- New construction
- In-service program
- Plan review
- Administration

The New Construction group completed 1,587 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. The office distributed 900 inspections to field units. An additional 807 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 requests, totaled 719 in 2020. Additionally, the group performed 67 inspections on mobile food trucks.

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.

Operations Support

The Operations Support Division supports 31 fire stations, 932 sworn uniformed personnel, and 59 civilian employees. Services include:

- Procurement, warehousing, issuance/delivery of all uniforms, personal protective equipment, medical supplies, office and janitorial supplies, tools, and equipment
- Coordinating all repairs for 22 county-owned fire stations and generator and exhaust removal system service for volunteer-owned stations
- Approving specifications for all apparatus purchases (county and volunteer) and coordinating the purchase of all county-owned vehicles

Vehicles currently under construction:

- Two Pierce 1500-gallon engines
- E-One rescue engine
- Seagrave/Aerialscope tower
- Eight Freightliner/Horton medic units

Coordinating all service for the department's front-line and reserve fleets (county and volunteer-owned):

- 64 engines and pumper-tankers
- 17 trucks, quints, and towers
- 60 ambulances and medic units
- 9 rescue squads
- 19 brush trucks
- Three specialty vehicles (mobile ambulance bus, mobile command, and control unit, technical rescue pod hauler)
- Five fireboat and rescue boats
- 138 support vehicles (vans, pickups, SUV's, & sedans)

Maintenance and repair of breathing apparatus, breathing air compressors and cascade systems, including air quality testing and filling of cylinder and cascades.

Maintenance and repair of all firefighting equipment including nozzles, lighting equipment, rescue tools, powered saws and positive pressure ventilation fans.

Maintenance and repair of all bio-medical equipment including cardiac monitors, Lucas devices and stretchers.



“THE BEST PLACE - FOR ALL”



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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Connect With Us

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www.aacounty.org/departments/fire-department

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