



THE PRINCE GEORGE'S COUNTY GOVERNMENT

Fire/EMS Department Headquarters

Angela D. Alsobrooks
County Executive

Office of the Fire Chief

July 15, 2024

Mr. S.M. Fazlul Kabir
Mayor, City of College Park
7401 Baltimore Avenue, Suite 201
College Park, Maryland

Dear Mayor Kabir,

Thank you for taking the time to meet and discuss the Prince George's County Fire/Emergency Medical Services (EMS) Department's summer staffing updates on July 2, 2024. As discussed, the Department has compiled and analyzed the data pertaining to the summer staffing overtime mitigation plan and is providing the data for your review.

As you know, the Fire/EMS Department faces a critical staff shortage and mandatory overtime, such as holdovers and callbacks, has become extreme, creating concern for personnel's health, safety, and wellness. In calendar year 2023, firefighters were required to work a total of 45,601 hours of mandatory overtime, compared to just over 20,000 hours in calendar year 2021. Over 47% of those mandatory overtime hours, or 21,484 hours total, were worked during peak leave season. As such, a temporary summer staffing overtime mitigation plan was needed to relieve some of the burden on our firefighters during the summer months.

There are two phases to the mitigation plan, the first of which began in May. This consisted of the scheduled deployment of sworn firefighters in office positions to the Emergency Services Command, allowing them to fill vacancies at stations. Numerous station daywork (7:00am-3:00pm) personnel were reassigned to shiftwork, and several new strategies were implemented for the filling of overtime to allow for flexibility for personnel. Phase two of the Department's summer staffing mitigation plan involved a temporary redeployment the 55 members assigned to four (4) stations: Station 814 (Berwyn Heights), Station 835 (Greenbelt), Station 839 (Bowie-Belair), and Station 855 (Bunker Hill).

I am pleased to announce that these mitigation strategies implemented in the Summer Staffing Plans have resulted in significant downward trends in the Department's mandatory holdover and callback hours:

Phase 1 (2023 vs. 2024 Comparison) – 10.9% reduction in mandatory holdovers/callbacks

- 2023 – June 4, 2023, through July 1, 2023 (28 days) – 3,408 hours
- 2024 – June 2, 2024, through June 29, 2024 (28 days) – 3,038 hours

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Phase 2 (2023 vs. 2024 Comparison) – 46.9% reduction in mandatory holdovers/callbacks

- 2023 – July 2, 2023, through July 8, 2023, (7 days) – 845 hours.
- 2024 – June 30, 2024, through July 6, 2024, (7 days) – 448 hours.

I understand that one of the main concerns with phase two of the Summer Staffing Overtime Mitigation Plan was that the response times to emergencies would be impacted. The Fire/EMS Department has done an extensive analysis of calls that took place between the designated timeframe in 2023 (July 2, 2023 through July 8, 2023) and the equivalent timeframe for 2023 (June 30, 2024 through July 6, 2024), which is detailed in the table below:

| Call Type Category | Incident Responses 2023 | Average Response Time 2023 | Incident Responses 2024 | Average Response Time 2024 |
|---------------------------|--------------------------------|-----------------------------------|--------------------------------|-----------------------------------|
| Advanced Life Support | Total: 12 | Average: 3:16 | Total: 11 | Average: 6:18 |
| Basic Life Support | Total: 8 | Average: 10:36 | Total: 6 | Average: 11:00 |
| Fire | Total: 5 | Average: 13:24 | Total: 6 | Average: 4:39 |
| Non-Emergency | Total: 6 | Average: 4:53 | Total: 6 | Average: 4:04 |
| Rescue | Total: 2 | Average: 0:40 | Total: 3 | Average: 1:15 |
| Special | Total: 0 | Average: - | Total: 10 | Average: 2:53 |

On average, emergency response times in Station 812’s first due area fall within the Department’s eight (8) minute response time standard, except for the Basic Life Support call type. Most Basic Life Support (BLS) call types are “proceed” calls only, which means that the ambulance continues towards the incident location within normal traffic flow, while obeying all traffic laws, speed limits, signals, signs, and devices, which is why the response time is above eight (8) minutes for both the 2023 and 2024 time periods.

Another reported concern is the potential that reallocation of career staff from stations would also impact the neighboring stations, including Station 812. We have also completed an extensive analysis of calls that took place between the designated timeframe in 2023 (July 2, 2023 through July 8, 2023) and the equivalent timeframe for 2023 (June 30, 2024 through July 6, 2024), which is detailed in the table on the next page.

| Stations that Responded to Calls for Service in Station 812's First Due Area | | | | | |
|---|----------------------------|----------------------|-----------------|----------------------------|----------------------|
| 2023 | | | 2024 | | |
| Stations | Number of Responses | Responses (%) | Stations | Number of Responses | Responses (%) |
| 812 | 27 | 64.30% | 812 | 30 | 81.10% |
| 834 | 3 | 7.10% | 814 | 2 | 5.40% |
| 841 | 3 | 7.10% | 830 | 2 | 5.40% |
| 801 | 2 | 4.80% | 801 | 1 | 2.70% |
| 831 | 2 | 4.80% | 833 | 1 | 2.70% |
| 833 | 2 | 4.80% | 841 | 1 | 2.70% |
| 814 | 1 | 2.40% | Total | 37 | 100% |
| 844 | 1 | 2.40% | | | |
| 855 | 1 | 2.40% | | | |
| Total | 42 | 100% | | | |

This data analysis shows that Station 812 has actually responded to a greater percentage of calls in their first due after the career staffing reallocation from Station 814, compared to the same time period in 2023.

Overall, our data shows not only a significant decrease in the amount of overtime hours worked for the first week of the summer staffing reallocation, it also shows that the reallocation of these resources did not result in delayed or lack-of service provisions to the residents of Greenbelt and surrounding areas.

The Department will continue to monitor and assess the effectiveness of the Summer Staffing Plan and will modify the mitigation efforts as needed throughout the coming months. If you have any questions or concerns during this temporary staffing reallocation, please don't hesitate to reach out to me. Thank you for your cooperation in ensuring that our Department can continue to provide efficient and effective service while simultaneously prioritizing the health and safety of our members.

Sincerely,

Tiffany D. Green
Fire Chief