



THE PRINCE GEORGE'S COUNTY GOVERNMENT

Fire/EMS Department Headquarters

Angela D. Alsobrooks
County Executive

Office of the Fire Chief

July 18, 2024

The Honorable Ingrid S. Watson
Council Member, District 4
1301 McCormick Drive, 2nd Floor
Largo, Maryland 20774

Dear Council Member Watson,

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 17, 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 (7:00 am - 3:00 pm) 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 of 55 members assigned to four (4) stations, including Station 835 (Greenbelt).

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) – 57.7% reduction in mandatory holdovers/callbacks

- 2023 – June 30, 2023 through July 13, 2023 (14 days) – 1487 hours
- 2024 – June 30, 2024, through July 13, 2024 (14 days) – 629 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 June 30 and July 13 in both 2023 and 2024, which is detailed in the tables below:

Station 835 First Due Call Types & Response Times				
June 30 through July 13				
Call Type Category	Incident Responses 2023	Average Response Time 2023	Incident Responses 2024	Average Response Time 2024
Advanced Life Support	Total: 37	Average: 5:30	Total: 40	Average: 7:36
Basic Life Support	Total: 31	Average: 8:17	Total: 33	Average: 8:59
Fire	Total: 4	Average: 4:07	Total: 13	Average: 4:37
Non-Emergency	Total: 13	Average: 5:16	Total: 6	Average: 4:39
Rescue	Total: 47	Average: 3:31	Total: 57	Average: 5:22
Special	Total: 0	Average: -	Total: 9	Average: 2:10

Emergency response times in the first due area of Station 835, on average, fall within the eight (8) minute response time standard, except for the Basic Life Support (BLS) call type. Most BLS calls 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. The Department is looking at all calls to determine the location of the responding ambulance and any operational changes that need to be made. With this relatively small sample size of incidents, the Department will analyze whether varying circumstances in a particular incident(s) contributed to an average response time outside our performance metric.

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

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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