



THE PRINCE GEORGE'S COUNTY GOVERNMENT

Fire/EMS Department Headquarters

Office of the Fire Chief

Angela D. Alsobrooks
County Executive

November 1, 2024

Mr. Kyle J. Snyder
Town Manager, Town of Berwyn Heights
5700 Berwyn Road
Berwyn Heights, Maryland 20740

Dear Mr. Snyder,

As discussed in our previous meetings, I am providing you with an update on the reallocation of career staffing Station 814 (Berwyn Heights Volunteer Fire Department & Rescue Squad, Inc.) as part of the Fire/Emergency Medical Services (EMS) Department's staffing plan.

I am pleased to announce that the staffing reallocations continue to yield significant downward trends in the Department's mandatory holdover and callback hours:

(2023 vs. 2024 Comparison) – **72.35% reduction in mandatory holdovers/callbacks**

- 2023 – June 30, 2023, through October 26, 2023 – 22,538.00 hours
- 2024 – June 30, 2024, through October 26, 2024 – 6,232.75 hours

I understand that one of the main concerns with the staffing reallocations was that the response times to emergencies would be impacted. We have done an extensive analysis of calls that took place between June 30 through October 26 for both 2023 and 2024, which is detailed in the table below:

Station 814 First Due Call Types & Response Times				
June 30 through October 26				
Call Type Category	Incident Responses 2023	Average Response Time 2023	Incident Responses 2024	Average Response Time 2024
Advanced Life Support	Total: 345	Average: 6:14	Total: 427	Average: 6:52
Basic Life Support	Total: 311	Average: 7:14	Total: 351	Average: 7:19
Fire	Total: 200	Average: 2:45	Total: 237	Average: 3:10
Non-Emergency	Total: 55	Average: 4:41	Total: 51	Average: 7:22
Rescue	Total: 163	Average: 2:40	Total: 172	Average: 3:55

9201 Basil Court, 4th Floor East
Largo, Maryland 20774
VOICE - (301) 883-5200 FAX - (301) 883-5212 TDD - (301) 925-5167



The average response time for all emergency call types is 5 minutes and 38 seconds. Our data shows not only a significant decrease in the amount of overtime hours worked during the staffing reallocation, but also that the reallocation of these resources did not result in delayed or inadequate service provisions to the residents of Berwyn Heights and surrounding areas. The Department will continue to monitor and assess the effectiveness of the Staffing Plan and will modify the mitigation efforts as needed throughout the coming months.

Another reported concern would be the impact that the reallocation of career staff from Station 814 would have on neighboring stations. We have conducted an analysis of stations that were dispatched to Station 814's first due area between the designated timeframe in 2023 (June 30, 2023, through October 26, 2023) and the equivalent timeframe for 2024 (June 30, 2024, through October 26, 2024), which is detailed in the table below:

Stations that Responded to Calls for Service in Station 814's First Due Area					
2023			2024		
Stations	Number of Responses	Responses (%)	Stations	Number of Responses	Responses (%)
801	18	1.5%	801	17	1.2%
802	1	0.1%	802	0	0.0%
806	5	0.4%	806	8	0.6%
807	1	0.1%	807	0	0.0%
809	11	0.9%	809	12	0.8%
810	0	0.0%	810	3	0.2%
811	66	5.3%	811	128	9.0%
812	174	14.1%	812	335	23.4%
813	1	0.1%	813	0	0.0%
814	528	42.7%	814	490	34.3%
816	0	0.0%	816	1	0.1%
818	9	0.7%	818	25	1.7%
819	0	0.0%	819	3	0.2%
828	2	0.2%	828	2	0.1%
830	4	0.3%	830	4	0.3%
831	43	3.5%	831	89	6.2%
833	2	0.2%	833	2	0.1%
834	12	1.0%	834	17	1.2%
835	241	19.5%	835	8	0.6%
838	0	0.0%	838	5	0.3%

841	49	4.0%	841	52	3.6%
844	4	0.3%	844	5	0.3%
846	1	0.1%	846	1	0.1%
848	42	3.4%	848	85	5.9%
849	0	0.0%	849	1	0.1%
855	16	1.3%	855	11	0.8%
858	0	0.0%	858	100	7.0%
Other	6	0.5%	Other	26	1.8%
Total	1,236	100%	Total	1,430	100%

Finally, as discussed in the update letter provided on October 11, 2024, the Fire/EMS Department committed to utilizing system status management to deploy fire suppression resources into the Berwyn Heights area as needed beginning on Sunday, October 13, 2024. Between Sunday, October 13, 2024, through today, the Berwyn Heights Volunteer Fire Department and Rescue Squad, Inc. has only requested that County fire suppression crews be placed at Station 814 five (5) times. The fire suppression services will remain available to be moved to Station 814 when needed.

If you have any questions or concerns during this 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