

CONTEMPORARY CHALLENGES FOR EMERGENCY SERVICE ORGANIZATION (ESO)TRUSTEES

Montana Fire
Trustees
Association -
2018
Conference



October 5-7th, 2018
Fairmont Hot
Springs



Presenter- Don Cox

Retired Fire
Chief/Paramedic

▣ Education Specialist
for Montana - VFIS



Why Are We Here?

It's All About **Relationships** which is All About **Communications**

- ▣ Emergency Service Organizations (ESO) are Critical to Public Safety in our Country
- ▣ Healthy Working Environments Between ESO Officers and Fire Protection Trustees are Vital
- ▣ Changing Community Demographics
- ▣ Greater Expectations for Our Service



Why Are We Here?

- ▣ Media Focus
- ▣ Increased Number of Scandals – (“10 Ways”)
- ▣ Legal Issues
- ▣ Data Driven Decision-Making
- ▣ Greater Accountability

The Role of the Fire Department (ESO)

.....the traditional role continues to change

1960s

- Firefighting
- Assistance Calls
- Fundraising

1990s

- Firefighting
- Rescue
- EMS
- HazMat
- Water Rescue
- Public Education
- Disaster Assistance
- Assistance Calls
- Fundraising

2020s

- Firefighting
- Rescue
- Technical Rescue/USAR
- EMS
- HazMat
- Water Rescue
- Public Education
- Disaster Assistance
- Terrorism
- All Hazard Response
- Community Paramedicine
- Assistance Calls
- Fundraising



<http://fire-engine-photos.com.s3.amazonaws.com/5256.jpg>



<http://websites.firecompanies.com/corneliusfd/files/2013/11/dsc01892.jpg>



http://hp.blogspot.com/-7SDM/T2KhtYw-AAAAAD5c/Uj7teOOWPjI/c1600-concept_becati

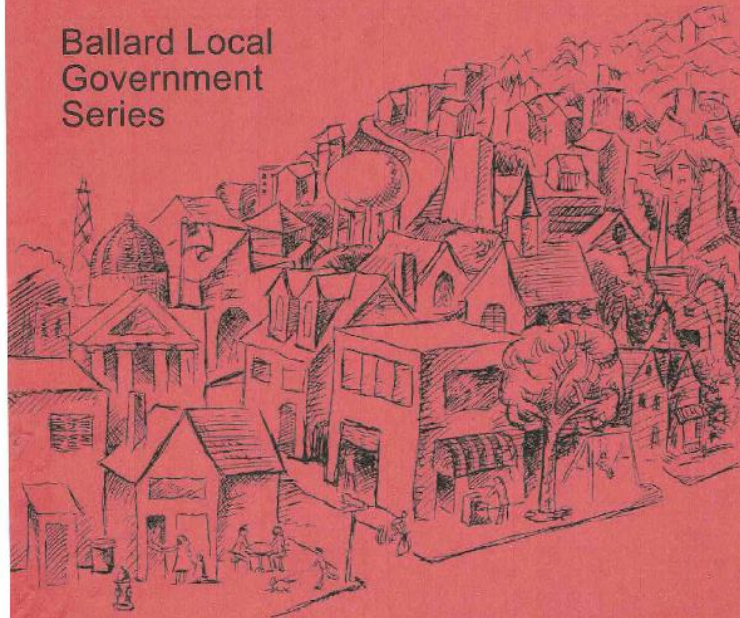
“The Noblest Pleasure is the
Joy of Understanding”

▣Leonard da Vinci

Know The “RULES”

Rules for Missouri **Fire Protection Districts**

Ballard Local
Government
Series



University of Missouri Extension
Local Government Partnership

DM4002



Communication

- ▣ Based on tradition
- ▣ People “centric” not process driven
- ▣ Rumors
- ▣ Modern methods of complaining – FB, Blogs, Tweets, “Faming” e-mails

IT'S ALL ABOUT TRUST

EARNED
FACE TO FACE
TEAM APPROACH



Interaction From Trustees

- ▣ Invited to training events and graduations
- ▣ Of course – banquets
- ▣ Recognize their importance
- ▣ Keep them informed

Public Events

- ▣ Citizens Fire Academy
- ▣ Attend neighborhood (development) events
- ▣ Open house (Fall and Spring)
- ▣ Holiday events (Santa Runs)
- ▣ “After the Fire” Neighborhood Session

COMMUNICATIONS

▣ Trustees

- ▣ What do you Need to Know? (from whom)
- ▣ What do you Need to Do?
- ▣ Why Should You Care??

▣ Fire Officers

- ▣ What do you Want them (who) to know?
- ▣ What do you Want them to Do?
- ▣ Why do you think they Should Care?

2018 Chiefs' Convention

- ▣ Good Opportunity for Us as I will be there later this week.
- ▣ What Do You Want Me to Share!
- ▣ My program with them - Harassment in the Fire Hall and if time- 10 Ways to Ruin Your Life and Your ESO

Trustee Questions

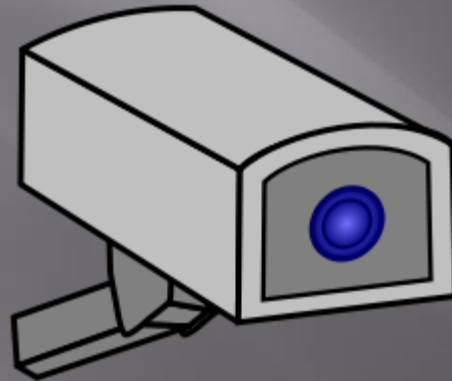
- ▣ How many volunteer respond to calls?
- ▣ How much money do you get from donations?
- ▣ Why do you need so many trucks?
 - ▣ Ambulance, Engine, Truck, Rescue
- ▣ What is your plan for the future?

What are you not asking?

- ▣ The condition/ages of your fleet?
- ▣ How much \$ do the F/Fs make?
- ▣ What type of emergencies are most common?
- ▣ How many cardiac arrests have you saved?
- ▣ “Show Me the Data”

MEDIA FOCUS

EVERYTHING IS RECORDED !!!



W...W...Y..T.....?



LOOK OUTSIDE YOUR WINDOW

What's the Focus
Nationally??

What are Society's Issues ?

What are the ESO Issues?



What Do You Think Is HOT??



What's Hot?

▣ Harassment –



▣ Fraud/Accountability



▣ Performance/Responsiveness –

▣ F/F Health/Wellness-



INCREASED NUMBER OF SCANDALS

Can't Always Avoid a CNN Event but
You Can Try!



Code of Conduct

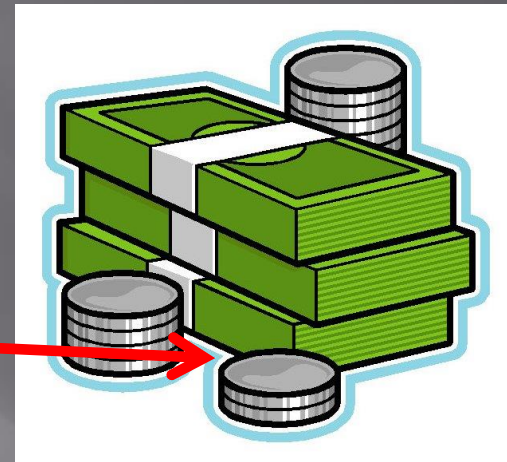
- ▣ Do You Have One ?
- ▣ Do We Really Need Them ?
- ▣ What Happens When They Don't Abide?



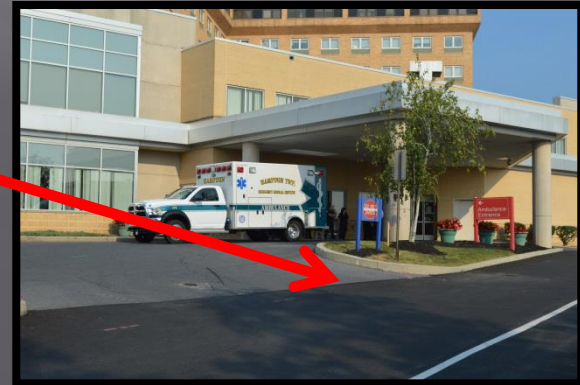
Other Challenges

▣ Funding

- Capital --
*Apparatus/Building



- Operating



Local Government Budgeting – A Systematic Process

- ▣ Planning (Most run on a calendar year)
- ▣ Month to month financial reporting
- ▣ July / August – Planning
- ▣ September – Management review
- ▣ October – Presentations, hearings
- ▣ November – Adjustments
- ▣ December – Approval

Emergency Services

- ▣ Many do not have a detailed budget
- ▣ Many do not communicate on a regular basis
- ▣ Many wait until the last minute to ask for additional funding

LEGAL ISSUES

What Standards Will You Be Held To?

IT DEPENDS....

On Judge

On Jury

On Attorney

On Expert Witnesses

PERFORMANCE

Laws – Traffic, Authority, etc.

Labor Laws

Standards:

- National Fire Protection Association
- Commission on Fire Accreditation
- Commission on Ambulance Accreditation

INSURANCE SERVICE ORGANIZATION - ISO

Evaluates:

Emergency Communications (E911)

Fire Service Operations

EMS Operations

Water Supply

Community Risk Reduction

People Problems

- ❑ Disgruntled member
- ❑ Internal conflict

Adams County Legal Journal

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No. 22, pp. 164-169

IN THIS ISSUE

ALDRICH ET AL VS. FAIRFIELD COMM. FIRE CO. ET AL

Problems

▣ Response Times



Ambulance response times vary widely in Pittsburgh area

Average response times vary from 5 minutes to 30 minutes

By Paul Van Osdol
B10 »

UPDATED 6:44 PM EST Nov 02, 2015

Text Size: A A A



SHOW TRANSCRIPT »

WEST FINLEY, Pa. — When you have a medical emergency, you want an ambulance now. But Action News Investigates has learned some communities in our area have to wait as long as a half-hour.

“THAT WOULDN’T HAPPEN HERE”
“THAT CAN’T HAPPEN HERE”

THIS Year- statewide news in Iowa
Headlines (TV, Internet and
Newspaper)

“Fire Fighter Accused of Driving
Drunk While on an Emergency Call”

“smelled of alcohol; failed two sobriety
field tests and BA was TWICE the legal
limit”



Planning

- ▣ Long term relationship building
- ▣ Recognition of the value you provide the community

What is your plan?

- ▣ Strategic planning is essential
- ▣ What do we want to be in 5 years, 10 years, 15 years?
- ▣ Internal (within the district/department) commitment
- ▣ Speaking with one voice

Write Your Plan

- ▣ Introduction
- ▣ Standard of Response
- ▣ Historical Perspective Component
- ▣ Highlight Community Service
- ▣ What you need to survive in the future

The Value of a Volunteer

\$23.07 per hour

Latest Estimated Value of Volunteer Time¹

National Value of Volunteer Time

The estimate helps acknowledge the millions of individuals who dedicate their time, talents, and energy to making a difference. Charitable organizations can use this estimate to quantify the enormous value volunteers provide.

According to the Corporation for National and Community Service, about 62.6 million Americans, or 25.4 percent of the adult population, gave 7.7 billion hours of volunteer service worth \$173 billion in 2013.² For the latest information, please see www.volunteeringinamerica.gov.

For more information on the economic impact of nonprofits by state, please visit our [state profiles portal](#).

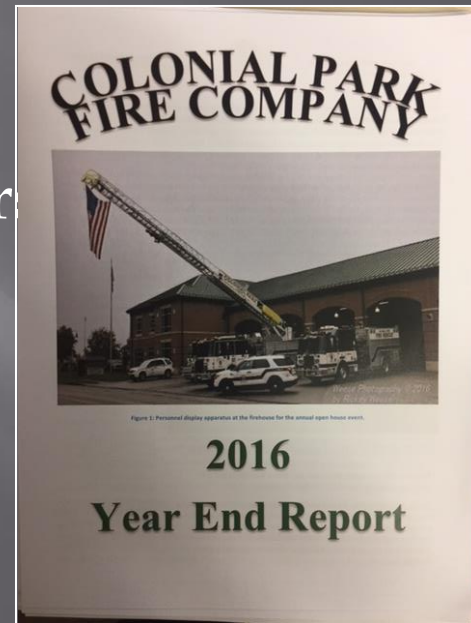
Analysis of Alike Communities

- ▣ United States Census
 - Population

- ▣ State Data
 - Municipal governments

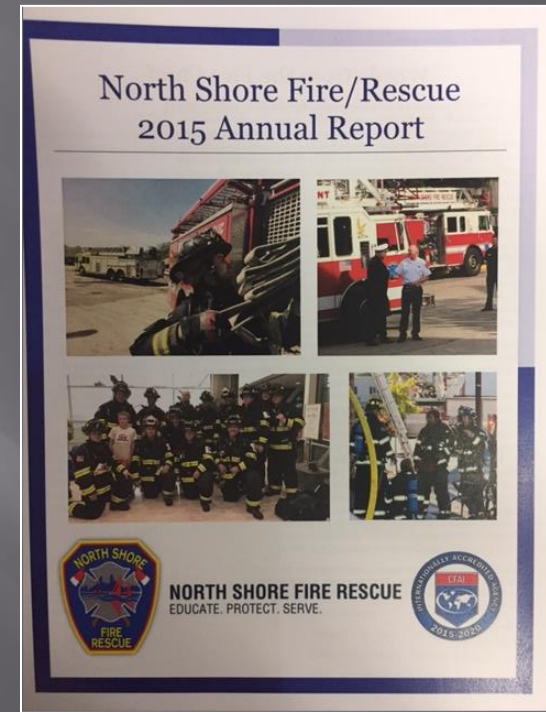
Best Practices

- Develop an annual report – communication with external stakeholders
 - Highlight members/volunteers
 - Accomplishments
 - Major incidents
 - Budget
 - Future planning



Communicate the Report

- ▣ To your members
- ▣ To elected leaders
- ▣ To local government staff
- ▣ To the public



ACCOUNTABILITY



What is your chain of command?

- ▣ Report directly to a trustee(s)?
- ▣ Report to committee?
- ▣ Report to manager or other employee?
- ▣ Whatever it is- EVERYONE needs to understand it.

Number 1 Problem

- ▣ Unclear expectations
- ▣ From the fire service and EMS
- ▣ From the local government

Role Expectations

- ▣ How do you learn what they are?
- ▣ Is the Role of the Trustee a Supervisor?
 - Definition – “To Oversee”
- ▣ Role of the Fire Officer – LEADER ,
MANAGER AND SUPERVISOR
- ▣ Expectations of the Public- Be There!

Expectations

TRUSTEES OF ESO

- Understand and acknowledge the commitment required to volunteer/perform
- Provide ongoing thanks and moral support
- Provide adequate funding
- Ask Questions !

ESO ORGANIZATION

- Response to all calls
 - Quick
 - With trained members
 - No citizen complaints
- Keep internal conflict minimal
- Provide adequate notice for funding requests
- Keep Trustees Informed

“Who Ya Gonna Call?”



What are Mrs. Smith's Expectations?

- ▣ Mrs. Smith WANTS the following:
 - She wants help fast!
 - She wants you to know what you are doing when you get there!
 - She wants you to be nice, and make the problem to go away!



Translation of Mrs. Smith's Expectations

- ▣ Fast Response Time*
 - Defined by _____?
 - Defined "how" _____?

- ▣ Trained Fire and EMS Personnel

- ▣ Values and HR System in place to ensure empathy
 - * Cost effective*

 - * Defined by the AHJ*

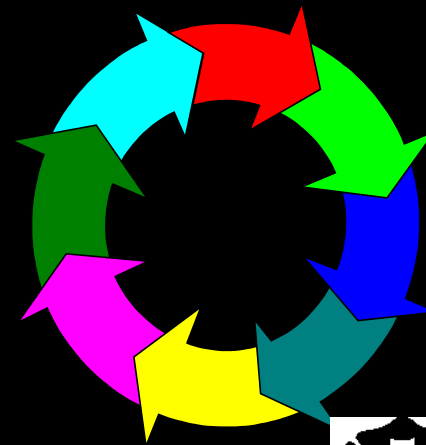
Risk Control

- Any conscious effort, action (or decision not to act) that reduces the frequency, severity or unpredictability of accidental losses.



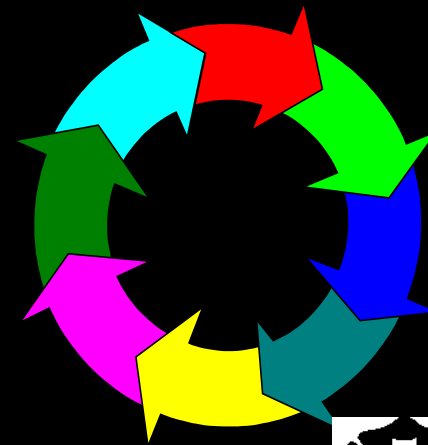
Risk Control Process

- Identify the risks
- Evaluate and prioritize the risks
- Identify risk control measures
- Implement controls
- Monitor the results



When Things Go Wrong

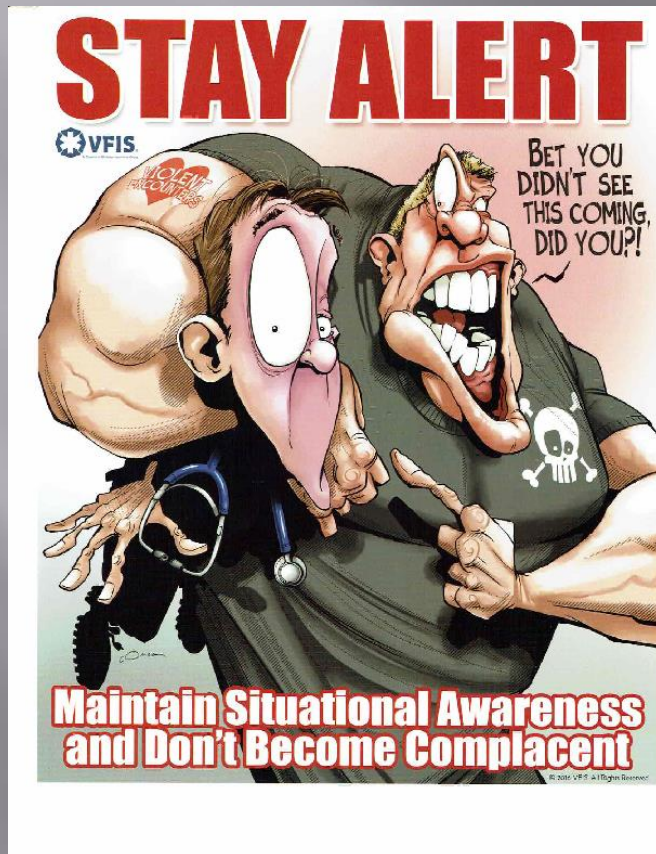
- Collect the Facts
- Create Awareness on the Issue
- Develop/Review Organizational Policy
- Conduct Training
- Take Action



Reality

- ▣ Providing fire and EMS is a partnership between the fire/EMS organization and the trustees
- ▣ Both must cooperate to ensure adequate levels of service
- ▣ Cooperation requires an ongoing effort

Comments/Questions ???



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