

Vlassopoulos, Demetrios (Jim)

From: Cynde Singer <csinger@cpse.org>
Sent: Friday, October 28, 2016 11:57 AM
To: scott.goldstein@montgomerycountymd.gov
Cc: Vlassopoulos, Demetrios (Jim)
Subject: ACR Approved!
Attachments: 2016 Montgomery County Fire and Rescue Service Statement of Findings (Dauer).docx

Dear Chief,

Congratulations! Your Annual Compliance Report has been reviewed and approved. Attached, for your records, is the statement of findings from your reviewer.

We commend you on your efforts and those of the personnel in your department. Your continued dedication to the self-assessment process will certainly result in the continued professional development of your organization and ultimately provide a positive impact to your community.

If you have any questions, please feel free to contact me at any time. Again, congratulations.

Sincerely,

Karl Ristow, CFO, MIFireE
CFAI Program Director



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STATEMENT OF FINDINGS

TO: Commission on Fire Accreditation International

FROM: Dave Dauer, Retired Battalion Chief, Toledo Fire and Rescue Department

DATE: September 24, 2016

SUBJECT: Review of the annual compliance report for Montgomery County Fire and Rescue Service, Maryland

INTRODUCTION

As the designated representative for the Center for Public Safety Excellence, Inc., I reviewed the Annual Compliance Report (ACR) for the Montgomery County Fire and Rescue Service. The purpose was to review this ACR for disposition of Strategic and Specific Recommendations made by the Peer Assessment Team and to verify that all applicable Core Competencies remain in compliance in accordance with the 8th Edition of the Fire and Emergency Service Self-Assessment Manual (FESSAM).

FINDINGS

Agency Information

The information presented is well prepared and complete. Demetrios "Jim" Vlassopoulos is the Accreditation Manager for the agency. The reviewer conducted a phone interview with the Accreditation Manager.



Agency/Jurisdiction Description

Montgomery County borders Washington, D.C. and the 500 square miles jurisdiction includes 19 incorporated municipalities. Montgomery County Fire and Rescue Service is a combination fire department of 1,163 full-time and 905 on-call volunteer personnel in 37 fire stations, covering a population of approximately 1,040,116. 33 of the fire stations are associated/owned by local volunteer fire/rescue corporations while four stations are entirely owned and operated by the Montgomery County Government and staffed only by career employees. The 2017 approved operating budget is \$217 million which is a 2.38% decrease from the FY16 approved budget. The department responded to 116,304 in 2015.

Agency Environmental Changes

The agency cited that Chief Steven E. Lohr retired as Fire Chief on December 31, 2014. Division Chief Scott Goldstein was appointed the new Fire Chief. Groundbreaking for the new Public Safety Training Academy was on February 11, 2015 and is presently under construction. The accreditation manager contract was extended.

In January of 2016 the entire agency Fire Prevention and Fire Code Compliance Section was moved to under the Montgomery County Department of Permitting Services. This decision was made to realize the efficiencies of costs and staffing. A change to the county code was made where the fire chief has delegated the authority of enforcement of fire safety code to Department of Permitting Services. The agency plans on addressing this separation within the 9th Edition FESSAM Criterion 5A.

In 2015, the agency hired a "Senior Safety Outreach Coordinator" to provide home safety evaluations, education and outreach programs to address the specific needs associated with the projected growth in the county's senior citizen population. The agency will continue this contractor position for at least two more years. The original term expired on August 5, 2016.

Changes in Compliance with Legal Requirements in Federal, State, and Local Government(s)

The agency indicates it is compliant with all applicable standards. The agency is now compliant with the new Maryland state electronic patient care reporting.

Changes in Compliance with Adopted Community / Agency Standards

The agency indicates compliance with all adopted community/agency standards.

The fiscal year 2017 Strategic Plan has been approved and the 2016-2022 master plan is complete.

Performance and Compliance with Core Competencies

The agency indicates it compliant with all Core Competencies stated in the 8th edition of the FESSAM.

Strategic and Specific Recommendations

Of the 2 strategic and 11 specific recommendations, all have been accepted and met with implementation or near implementation.

The agency has a uniformed captain assigned to recruiting and a team of diverse members who assist with marketing job opportunities to diverse groups of citizens.

Through use of an information bulletin, the department has institutionalized a process and provided department-wide access to all members of yearly goals and objectives

Other Information

The agency realized a 3.75 percent increase in calls for service in calendar year 2015 compared to 2014. The agency dealt with a historic blizzard January 1-26, 2016, which dumped over 30-inches of snow on parts of the county. 2015, was the first time in 30 years without a residential fire death. The agency cites that community outreach efforts and fire code compliance services are believed to have played a role in achieving this outcome.

All information on implementation was provided in a matrix format adjacent to each recommendation. All recommendations were addressed to identify whether they were work in progress or had been completely implemented. This is the agency's third of four ACR's.

Exhibit List

All applicable exhibits were provided and verified.

Verification

Fire Chief Scott Goldstein signed the annual compliance report.

CONCLUSION

The Montgomery County Fire and Rescue Service has demonstrated that it is in compliance with all stated benchmarks, government standards, local standards, core competencies, and performance indicators. The agency is working towards compliance with the 9th edition of the FESSAM.

RECOMMENDATIONS

I recommend that the Commission on Fire Accreditation International accept the Montgomery County Fire and Rescue Service Annual Compliance Report and that the agency retain their Accredited Agency Status.



Commission on
Fire Accreditation
International

Annual Compliance Report 8th Edition

**Montgomery County Fire and Rescue Service
100 Edison Park Drive, 2nd Floor
Gaithersburg, MD
USA 20878-3209**



**This Report Prepared on July 1, 2016
By
Demetrios Vlassopoulos, Accreditation Manager
For The
Commission on Fire Accreditation International, Inc.**

**This Report Represents The Agency's Status
As It Relates To Its Accreditation Report
Dated 08/05/2013**

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Preface

The accreditation report submitted to the Commission on Fire Accreditation International, Inc. enabled the commission to award accreditation status to your agency. Part of the requirements to retain accredited agency status is your commitment to keep the commission staff informed of any significant changes or developments in activities, direction, or programming. This is accomplished by the preparation and submission of an annual compliance report.

The accreditation report is the internal control document of the commission that establishes your agency's benchmarks. The annual compliance report is the document used by the Commission to monitor your status as it relates to your standards, procedures and practices as well as the progress made toward completing all strategic and specific recommendations.

Each section must be completed if there is any activity to report. An activity is any rate of change, direction of change, nature of change or amount of change. Appropriate documentation must accompany this report to demonstrate that official action occurred that resulted in a change to the agency's benchmarks or progress/completion of the strategic and specific recommendations. Examples of appropriate documentation are: certified copy of the governing body minutes, CEO written directives, copies of Federal or State Statutes, copies of local ordinances or resolutions, copies of purchase orders, copies of signed contracts, copies of Federal or State administrative rules, copies of Federal or State regulatory agency ordered action or settlement agreement, copies of court ordered action or settlement agreement, copies of local government charters, or copies of voter approved referendum. Copies of any supporting documentation that was used by the agency to effectuate a change should also accompany the compliance report. Examples of supporting documentation are: feasibility studies, ISO grading reports, position papers, legal opinions, recommendation memos, or consultants reports.

The annual compliance report is due 45 days before the anniversary date of your agency's most recent award of accreditation.

Any questions regarding the report, its content or length should be directed to the [CFAI Program Manager](#).

Agency Information

Agency Name: Montgomery County Fire and Rescue Services

Agency Address: 100 Edison Park Drive, 2nd Floor
Gaithersburg, MD 20878-3209

Agency Website: <http://www.montgomerycountymd.gov/mcfrs>

Agency Head: Scott Goldstein, Fire Chief

Agency Head E-Mail: Scott.Goldstein@montgomerycountymd.gov

Agency Head Phone: (240) 777-2451

Accreditation Mgr: Demetrios Vlassopoulos

Accred. Mgr. E-Mail: demetrios.vlassopoulos@montgomerycountymd.gov

Accred. Mgr. Phone: (240) 777-2405

Date of most recent
Award of Accreditation: 08/14/2013

Annual Compliance
Report due date: 07/15/2016

Annual Compliance
Report Number (1-4): 3

Current ISO Rating 3 (hydranted areas) / 6 (non hydranted areas)

Current Population 1,040,116

Agency/Jurisdiction Description

Montgomery County, Maryland is a 500 square mile jurisdiction bordering Washington, D.C. to the north. The Potomac River forms the boundaries between Montgomery County and both Fairfax and Loudoun Counties in Virginia to the west; the Patuxent River forms the boundary between Montgomery County and Howard County in Maryland to the east. Jurisdictions that border Montgomery County by land include Prince George's, Carroll and Frederick Counties in Maryland.

The county's population and building densities range from metropolitan to rural. Within Montgomery County lie 19 incorporated municipalities, ranging from less than 1 square mile to 13.5 square miles. The County's largest municipality is Rockville, which is located near its center. 84% of the County's residents live in unincorporated areas.

Based on U.S. Census State and County Quick Facts, the Montgomery County July 2015 resident population is estimated at [1,040,116](#) which is a 7% increase from the April 1, 2010 census report. The 2010 U.S. Census data has indicated Montgomery County is a majority-minority county with over 50.7 percent of residents claiming themselves as Hispanic or Latino, Black or African American, Asian, or Pacific Islander.

The Montgomery County Fire Rescue Service (MCFRS) is one of the largest career-volunteer combination fire-rescue departments in the country. MCFRS is an all-hazards agency providing EMS, fire, hazmat, river rescue, urban search and rescue, arson investigation and public education programs to its community.

In 2015 MCFRS responded to 116,304 incidents from 37 stations staffed by 1,163 sworn fire/rescue career providers, 129 civilian managerial and support employees providing administrative and technical support from 46 worksites, and 905 active operational volunteer fire/rescue and/or EMS providers. 33 of these stations are associated with local volunteer fire/rescue corporations while four stations are entirely owned and operated by the Montgomery County Government and staffed only by MCFRS career employees. All Active firefighter/rescuers and emergency medical personnel must meet applicable standards of training and experience to serve in the Montgomery County Fire and Rescue Services, and to participate in the Integrated Emergency Command System.

MCFRS personnel operate 35 engines, of which 29 maintain ALS first-responder capability, 16 aerial units, of which one maintains ALS first-responder capability, six heavy rescue squads, nine tankers, 18 ALS transport units during the day with 17 staffed at night and 24 BLS transport units staffed 24x7. MCFRS daily career operational overhead includes one duty operations assistant chief, five battalion chiefs, two EMS duty officers and one safety officer.

Montgomery County, MD is governed by a County Executive and a nine-member County Council. The MCFRS FY2017 approved operating budget is \$217 million which is a 2.38% decrease from the FY16 approved budget, although, still includes funding to increase ALS capabilities (see Other Information section). The MCFRS capital improvement projects (CIP) budget for FY2017-2022 remains funded at \$151.6 million and includes monies for several fire stations and apparatus replacements.

Agency Environmental Changes (1 of 2)

CC 2D.1 & PI 2D.2: Approved Fiscal Year 2017 Strategic Plan (Exhibit #1). The FY2017 Strategic Plan address the implementation of the MCFRS highest priorities that require initiation, continuation (with respect to carryover initiatives from the FY16 Strategic Plan), and/or completion during FY17. These priorities are related to recommendations and initiatives in the *Fire, Rescue, Emergency Medical Services, and Community Risk Reduction Master Plan* (Master Plan) and emergent needs that have arisen during the final months of FY16. The MCFRS FESSAM CC 2D.1 plan reads, "A replacement [Master] plan will be written in CY2014 and adopted in CY2015 before the existing plan sunsets in October 2015." This exhibit also includes a link to the new 2016-2022 Master Plan, which as of this writing is awaiting final Council approval.

MCFRS continues the accreditation manager (AM) contract position to 9/30/16 (Exhibit #2). A contractor AM was hired the second week of December 2013 and will be with MCFRS until at least 9/30/16.

PI 8C.1: Progress report on new Public Safety Training Academy campus (Exhibit #3). This initiative addresses the plan articulated in the FESSAM under Performance Indicator CC 8C.1 that reads:

The relocation and expansion of the PSTA is planned to start in 2014. This plan includes a larger academic building, addition of an auditorium, an expanded driving track, skid pan area, EVOC training building and many other training props.

Criterion 5B: MCFRS completed the civilianization of 18 uniformed inspectors to non-uniformed inspectors in the Fire Prevention and Fire Code Compliance Section as referenced in 2014 & 2015 ACRs. However, in January of 2016 a determination was made that the whole MCFRS Fire Prevention and Fire Code Compliance Section shall be moved to the Montgomery County Department of Permitting Services (DPS). This decision was made to realize the efficiencies of costs and staffing, and thus reduce reliance on County general fund resources to cover gaps in Fire Prevention and Code Compliance operations. An additional efficiency is to provide a complete permitting one-stop shop for better customer service and reduced costs (Exhibit #4). Additionally, since current regulations dictate the Office of the Fire Marshal and subsequent duties fall under MCFRS, a change to County Code will need to be initiated and the Fire Chief has delegated the authority of enforcement of fire safety code to DPS. MCFRS will need to address this separation within the 9th Edition FESSAM Criterion 5A.

PI 5C.2: 2015 ACR documented the hiring of a Senior Safety Outreach Coordinator contractor to address the FESSAM plan. MCFRS will continue this contractor position for at least two more years (Exhibit #5).

PI 1A.7: Fire Chief implemented an organizational "mini" restructuring (Exhibit #6). The reasons for this organizational realignment are included within the exhibits. The MCFRS FESSAM plan for this PI reads, "MCFRS continues to re-evaluate the Department's organization structure to meet the service needs of the community."

Agency Environmental Changes (2 of 2)

PI 7B.2: MCFRS has now met the 2013 Reaccreditation Report specific recommendation pertaining to this PI, which reads, "It is recommended that the department assess the human resources assigned to manage, market, and recruit diverse citizens of Montgomery County and surrounding areas." MCFRS now has a uniformed captain assigned to recruiting and a team of diverse MCFRS members who also assist with marketing job opportunities to diverse groups of citizens. An example of a biannual event targeting female recruitment is also provided (Exhibit #7).

PI 2A.6: MCFRS has now met the 2013 reaccreditation report specific recommendation pertaining to this PI, which reads, "It is recommended that the department incorporate additional economic indicators other than that of Insurance Service Office (ISO) into the standards of cover." MCFRS has provided updated exhibits for now three ACRs in a row of updated County economic indicators that will be included in the next SOC (Exhibit 8).

PI 3B.2: MCFRS has now met the 2013 reaccreditation report specific recommendation pertaining to this PI, which reads, "It is recommended that the department publish and communicate goals and objectives that are uniform for all levels of the organization." Through MCFRS Information Bulletin 16-03 the Department has institutionalized a process and provided department-wide access to all members of these yearly goals and objectives (Exhibit 9) via the Quicklinks website.

PI 5G.9: MCFRS has now met the 2013 reaccreditation report specific recommendation pertaining to this PI, which reads, "It is recommended that the department develop a process to retrieve patient outcome data from the area receiving hospitals in an effort to facilitate the retrieval of data that helps to track the effectiveness of provider interventions." MCFRS Captain Robert Lindsey of the EMS Section, Office of Quality Improvement has documented this effective process in Exhibit #10a. The effectiveness of provider interventions are routinely shared with not only the Medical Director and operational leadership but with all MCFRS members through the EMS Operations Blog (Exhibit #10b & 10c). Additionally, Captain Lindsey is spearheading an effort to have all receiving hospitals enrolled in the national Cardiac Arrest Resuscitation to Enhance Survival (CARES) database, which will streamline the retrieval of patient outcome data. The aforementioned addresses the 5G.9 plan written in the FESSAM, "MCFRS will continue to refine its EMS data analysis abilities with the goal of measuring patient outcomes from the instant the 911 call is received through the point of patient discharge from the receiving facility."

PI 2A.6: MCFRS is planning to cooperate with ISO on a 2016 evaluation of public fire protection in an effort to determine fire insurance classification(s) that may be used to calculate property insurance premiums (Exhibit #11). MCFRS 2A.6 FESSAM plan states, "MCFRS will continue using ISO ratings as an economic indicator in the planning process."

CC 2A.3: Updated population density zone maps for performance program analysis (Exhibit #16).

Changes in Compliance With Legal Requirements in Federal, State and Local Government(s)

1. Is your agency in compliance with all standards applicable to the agency at its most recent accreditation, or last annual compliance report, whichever is the most recent? Examples of standards are ADA, OSHA, Fair Labor Standards Act., etc.

Yes

Montgomery County Fire Rescue Service (MCFRS) continues to remain in compliance with all applicable standards, as articulated in the July 1, 2015 CFAI Annual Compliance Report.

However and as documented in the Environmental Changes section of this report pertaining to Criterion 5B, a rewrite of County Code Chapter 22 is needed; and until then a Delegation of Authority from the Fire Chief to the Director of Permitting Services has been exercised. All of this documentation is provided within Exhibits 4a thru 4e.

Changes in Compliance With Adopted Community/Agency Standards

1. Is your agency in compliance with all community/agency standards at its most recent accreditation, or last annual compliance report, whichever is the most recent? Examples of community/agency standards are: established response time, minimum staffing, any NFPA standard adopted or used that is not mandated by the Federal or State governments, labor contracts, etc.

Yes

MCFRS remains compliant with all local community and agency standards. Numerous exhibits are provided within this ACR outlining MCFRS' continued commitment to self assessment, evaluation, and excellence. These exhibits document agency standards such as achieving CFAI reaccreditation report strategic and/or specific recommendations.

Additionally, adopted community and agency standards, goals, and initiatives for MCFRS are clearly outlined within the 2016-2022 Fire, Rescue, EMS and Community Risk Reduction Master Plan (Exhibit #1b). This Master Plan and subsequent annual Strategic Plans provide a clear path-forward framework for MCFRS to work toward achieving programmatic emergency services goals and objectives.

Exhibit #13 documents successful initiatives and compliance with adopted community and agency standards through the FY17 Montgomery County Executives proposed (budget now fully approved) MCFRS operating budget document.

Changes in Compliance With Self-Assessment Core Competencies

1. Is your agency in compliance with all self-assessment core competencies since its most recent accreditation, or last annual compliance report, whichever is the most recent?

Yes

MCFRS continues to remain compliant with all core competencies, both since achieving reaccreditation in 2013 and continually since then and as documented in the last ACR.

The one strategic recommendation from the 2013 MCFRS CFAI Reaccreditation Report that is still being worked on is CC 5A.7 recommending the development of a formal appraisal process for several programs. An excerpt from the MCFRS FY17 Strategic Plan (Exhibit 1a) beginning on page 26 is pasted below documenting the agency's commitment to having this process formalized in FY17 (7/1/16 – 6/30/17).

Program Appraisal

Priority in Brief: To enhance the department's assessment capabilities, MCFRS will continue the development of a uniform program appraisal process for all departmental programs and will continue development of additional headline performance measures to be reported at regular intervals to the CountyStat Office.

Priority's Importance: MCFRS assessment capabilities should be improved to meet accreditation requirements, to assist the department in self-assessment for the purpose of continuous improvement, and to better track and report performance to the County's Chief Administrative Officer through the CountyStat Office.

Changes in Compliance with Core Competencies Within the Self-Assessment Process

In Compliance	No Longer In Compliance	Core Competency		
		No.	Partial Description	Change in Performance Measure/Benchmark
X		1A.1	The agency is legally established.	No change
X		1B.3	compliance with legal requirements	No change
X		2A.3	analyzes by service area/population density	Updated population density zone map (Ex.16)
X		2B.1	Each planning zone and population area is analyzed and evaluated	No change
X		2B.5	travel time objectives for fire response conform to industry best practices	No change
X		2B.6	standards of response coverage strategy is established	No change
X		2B.8	formal process to assess the balance between fire suppression capabilities and fire risks	No change
X		2C.1	Each planning zone and population area is analyzed and evaluated	No change
X		2C.5	travel time objectives conform to industry best practices	No change
X		2C.6	standards of response coverage strategy is established	No change
X		2D.1	agency has a published strategic plan	FY17 Strategic Plan approved & 2016-2022 Master Plan done & close to being approved by Council. (Ex. #1)
X		3A.1	general organizational goals specific objectives are published	2016-2022 Master Plan Ex.# 1 & Division-Section Goals and Objectives Ex.# 9
X		3B.1	management process identified	No change: Implemented recommendation in 2014
X		3C.1	examined and modified at least annually	Yes: see new Master Plan (Ex. #1) & FY17 Strategic Planning Meeting Report (Ex. 14)
X		4A.2	Policies, guidelines and processes for developing the annual budget	No change
X		4B.5	financial audits are conducted annually for the prior fiscal year	No change
X		4C.1	Programs based on anticipated revenues	No change
X		5A.1	agency meets its deployment objectives fire suppression emergency incidents	No change
X		5A.4	Current standard operating procedures in place	No change
X		5A.5	incident command/management system	No change
X		5A.7	appraisal is conducted	Yes but a formal process is still being developed
X		5B.1	adopted fire prevention code	No change
X		5B.2	compliance with applicable fire protection law	Fire Code Section transferred to other agency. Delegation of Authority submitted Ex.# 4
X		5B.3	adequate staff with specific expertise to meet program goals	Yes but now under another agency Ex.# 4
X		5B.8	appraisal is conducted	Yes prior to 2016; now another agency Ex.# 4
X		5C.4	targets specific risks and risk audiences	No change
X		5C.5	Current standard operating procedures in place	No change
X		5C.7	appraisal is conducted	No change
X		5D.1	fire investigation program is authorized	No change
X		5D.2	scientific method utilized	No change
X		5D.3	adequate staff with specific expertise	No change
X		5D.6	current standard operating procedures in place	No change
X		5D.8	appraisal is conducted	No change
X		5E.1	agency meets its deployment objectives technical rescue emergency incidents	No change
X		5E.4	standard operating procedures in place	No change
X		5E.7	appraisal is conducted	No change
X		5F.1	agency meets its deployment objectives hazardous materials emergency incidents	No change
X		5F.4	Current standard operating procedures in place	No change
X		5F.7	appraisal is conducted	No change
X		5G.1	agency meets its deployment objectives emergency medical incidents	No change

In Compliance	No Longer In Compliance	Core Competency		
		No.	Partial Description	Change in Performance Measure/Benchmark
X		5G.4	Standard operating procedures or general guidelines, and standing orders/protocols, are in place	No change
X		5G.6	created and maintained for each patient	No change
X		5G.7	HIPAA compliance program in place all personnel have been properly trained	No change
X		5G.10	appraisal conducted, at least annually	No change
X		5H.1	an all-hazards plan appropriate multi-agency organizational structure is identified	No change
X		5H.4	current standard operating procedures in place	No change
X		5H.5	interoperability with other public safety agencies in the field	No change
X		5I.1	agency meets its deployment objectives aviation emergencies	No change
X		5I.4	Current standard operating procedures in place	No change
X		5I.6	appraisal is conducted	No change
X		5J.1	agency meets its deployment objectives marine and shipboard emergency incidents	No change: Not applicable
X		5J.4	Current standard operating procedure in place	No change: Not applicable
X		5J.6	An appraisal is conducted	No change: Not applicable
X		5K.1	Meets staffing, response time, apparatus, objectives for US&R related events	No change
X		5K.4	Current SOGs/Guidelines in place to direct US&R	No change
X		5K.6	Appraisal conducted, at least annually, to determine effectiveness of US&R program	No change
X		6A.2	involved in the planning for physical facilities	No change
X		6B.3	Physical facilities are adequate	No change
X		6B.4	Facilities comply	No change
X		6C.1	located strategically to accomplish the stated standards of response coverage	No change
X		6D.1	maintenance program is established	No change
X		6D.5	Current standard operating procedures in place	No change
X		6E.3	maintenance, testing, and inspections are conducted by qualified personnel	No change
X		6F.1	Safety equipment is identified and distributed	No change
X		7A.1	human resources manager is designated	No change
X		7B.3	Processes and screening/qualifying devices used for recruitment and selection are job related and comply with requirements	No change
X		7B.6	probationary process is used to evaluate new and promoted members	No change
X		7C.1	Personnel policies are current and communicated	No change
X		7C.2	policy defines and prohibits harassment, bias, and unlawful discrimination	No change
X		7D.1	position classification system process by which jobs are audited and modified are in place	No change
X		7E.1	Rates of pay and compensation are published	No change
X		7F.5	occupational health and safety training program is established	No change
X		7G.1	provides for initial, regular, and rehabilitative medical and physical fitness evaluations	No change
X		7G.5	Current policies in place	No change
X		8A.1	process in place to identify training needs	No change
X		8B.4	evaluation through performance-based measurements	No change
X		8C.1	training facilities and apparatus are provided	No change
X		8C.7	Training materials are evaluated	Training Academy passes MFSPQB ATRA site visit & recommends reaccreditation for Pro Board (Ex.17)
X		9A.1	establishes minimum fire flow requirements	No change
X		9A.2	adequate and reliable fixed or portable water supply	No change
X		9B.1	system is in place to ensure communications in the field	No change
X		9B.5	Standard operating procedures in place	No change

In Compliance	No Longer In Compliance	Core Competency		
		No.	Partial Description	Change in Performance Measure/Benchmark
X		9C.1	administrative support services are appropriate for the agency's size, function, complexity, and mission, and are adequately staffed and managed	No change
X		10A.1	develops and maintains outside relationships	No change
X		10B.1	agreements are current and support organizational objectives	No change

Strategic Recommendations

Recommendation	ACCEPTED	IMPLEMENTED	REJECTED
<p>3B.1: It is recommended that the department establish and publish a formal and uniform process to track program goals.</p>		<p>ACR 2014: A management process to track program goals, objectives and performance has been established department-wide in the form of program dashboards updated by each program manager at least quarterly</p>	
<p>5A.7: It is recommended that the department further improve its current practices by conducting and documenting a formal appraisal process, at least annually, for its fire suppression, fire prevention and life safety, technical rescue, hazardous materials, aviation rescue and fire fighting and bomb squad programs.</p>	<p>2016: The agency has incorporated the goal to formalize and adopt this process in the FY17 Strategic Plan. This formal process will be completed and documented in the 2017 ACR (Exhibit 1a, page 26, #3 Program Appraisal)</p>		

Specific Recommendations

Recommendation	ACCEPTED	IMPLEMENTED	REJECTED
<p>2A.4: It is recommended that the department consolidate all fire loss assessment into the standards of cover and improve its current processes concerning fire loss through periodic appraisals and training.</p>	<p>2014 & 2015: Fire losses will be included in the next SOC and an assessment on standardizing fire loss estimates is being considered</p>		
<p>2A.6: It is recommended that the department incorporate additional economic indicators other than that of Insurance Service Office (ISO) into the standards of cover.</p>		<p>ACR 2016: This is the third ACR where updated economic indicators for this county have been provided. These will be included in the next SOC (Exhibit 8)</p>	
<p>3B.2: It is recommended that the department publish and communicate goals and objectives that are uniform for all levels of the organization.</p>		<p>ACR 2016: These yearly goals and objectives are now uniformly articulated and made available to all levels of the organization & institutionalized through a Departmental Information Bulletin (Exhibit 9)</p>	
<p>5F.2: It is recommended that the department recover the cost of consumables used on the scenes of hazmat incidents.</p>	<p>2014 & 2015: Majority of consumables used are small amounts of absorbent. Department will consider policy of reimbursement for large amounts of foam/absorbent, etc. if expended during mitigation efforts.</p>		

Specific Recommendations			
Recommendation	ACCEPTED	IMPLEMENTED	REJECTED
5G.9: It is recommended that the department develop a process to retrieve patient outcome data from the area receiving hospitals in an effort to facilitate the retrieval of data that helps to track the effectiveness of provider interventions.		ACR 2016: Captain Robert Lindsey of the EMS Office of Quality Improvement has documented this effective process in Exhibit #10. Effectiveness of interventions are also shared with all providers through the EMS Ops Blog also shared as exhibits.	
6D.3: It is recommended that the department continue to seek and implement technology to provide department-wide records management for collecting and analyzing apparatus and equipment maintenance.		ACR 2014: FASTER fleet management system is used to track & analyze app. & equip. maintenance including ladder & hose testing & County implementing fuel management system	
6D.4: It is recommended that the department move forward with a staffing model for the fleet section and plan for budgetary allocations to allow the department to have adequate trained and certified personnel to meet its maintenance needs.		ACR 2014: Past three years additional staffing requested and in FY12 two add'l mechanic technicians were funded. In 2014 HR reclassified crew chiefs and mechanics to Emergency Vehicle Crew Chiefs and Mechanics ensuring positions meet NFPA 1071 standards	

Specific Recommendations			
Recommendation	ACCEPTED	IMPLEMENTED	REJECTED
6E.4: It is recommended that the department implement an electronic inventory control system that will allow the analysis of data input and reduce or eliminate dependency on the current mix of differing databases, paper records and other reporting methods.		ACR 2014: Montgomery County's Oracle-based Enterprise Resource Planning System modified to track & analyze tools, equipment, hose, & appliances for MCFRS	
7A.2: It is recommended that the department analyze staffing needs to better share workloads and provide for increased efficiencies.		ACR 2015: As documented in the 2014 ACR, an assessment was conducted and a list provided to the Fire Chief. Evidence of balancing workloads is documented with numerous examples of additional civilian support hiring bolstering efficiencies. Exhibits 4, 5, 8	
7B.2: It is recommended that the department assess the human resources assigned to manage, market, and recruit diverse citizens of Montgomery County and surrounding areas.		ACR 2016: MCFRS now has assigned a uniformed recruiting captain and is aggressively marketing fire service job opportunities to a targeted diverse array of citizens in an effort to increase diversity (Exhibit 7)	

Specific Recommendations			
Recommendation	ACCEPTED	IMPLEMENTED	REJECTED
7G.3: It is recommended that the department assess the need for an exercise physiologist who can educate, develop programs, monitor performance and coach its members to maintain fitness.		ACR 2016: MCFRS has assessed and determined it meets/continues to meet the criteria of PI 7G.3 through a multi-pronged strategy without hiring an exercise physiologist and managed by the Division of Human Resource's Health and Wellness Section. (Exhibit 15)	

Other Information

MCFRS realized a 3.75% increase in calls for service in calendar year 2015 compared to 2014.

Montgomery County deals with historic blizzard 1/22/16 thru 1/26/16 which dumped over [30-inches of snow](#) on parts of the county. Chief Goldstein [out in front educating public](#) and directing MCFRS leadership to develop an [Incident Action Plan](#) to guide impending critical service delivery operations during event. Chief Goldstein provides [daily documentation](#) of events and increased service demand during storm.

CY2015 marks first time in 30 years without a residential fire death (Exhibit #12). Community outreach efforts and fire code compliance services are believed to have played a role in achieving this outcome.

On May 5th and 6th 2016 three high-profile shootings occurred resulting in the death of three people. On May 5th a woman was shot to death in neighboring Prince George's County and on May 6th in Montgomery County two separate shooting incidents leaving two more dead and another two injured. These incidents were all related and garnered [much local](#) and [national news](#) media attention. MCFRS responded to the two incidents within the County and treated and transported the injured. MCFRS also supported Montgomery County Police (MCPD) Public Information efforts. The incident deescalated on May 6th when MCPD arrested the suspect without incident.

MCFRS FY17 (7/1/16 to 6/30/17) budget officially approved on 5/26/16 with the following highlights ([see press release](#) about halfway down the page and look for Fire and Rescue Service header). Also see [Chief Goldstein's department wide email](#).

- Approved budget for the Montgomery County Fire and Rescue Service of \$217.0 million, a reduction of \$5.3 million from the FY16 approved budget. A significant portion of the decrease is related to a decrease in the amount required to be contributed to the retirement fund.
- Increased recruit class, to start in January, to maximum 85 members, including 16 additional firefighter paramedics.
- Advanced Life Support (ALS) services will be expanded to the Cabin John, Glen Echo and Bethesda Democracy Boulevard fire stations.
- Added \$1.68 million to restore staffing for paramedic engine at Hyattstown Fire Station No. 9. (This staffing was never cut...only proposed during initial drafts)
- Added \$714,000 to restore staffing for aerial unit at Hillandale Fire Station No. 24. (This staffing was never cut...only proposed during initial drafts)
- \$735,000 to expand integrated staff to reduce FTR's at Burtonsville FS No. 15
- \$640,000 to increase recruit class size to address attrition

Exhibit List

- Exhibit #1: CC 2D.1 & PI 2D.2: Approved Fiscal Year 2017 Strategic Plan & 2016-2022 Master Plan
- Exhibit #2: MCFRS continues accreditation manager contract position to 9/30/16.
- Exhibit #3: CC 8C.1: Progress report on new Public Safety Training Academy
- Exhibit #4: Criterion 5B: Fire Prevention & Code Compliance Section is transferred from MCFRS to the Montgomery County Department of Permitting Services
- Exhibit #5: PI 5C.2: MCFRS Senior Safety Outreach Coordinator contractor extension planned
- Exhibit #6: 1/1/16 Organizational "Mini" Restructuring took affect
- Exhibit #7: PI 7B.2: 2013 Reaccreditation Report specific recommendation 7B.2 has been met
- Exhibit #8: PI 2A.6: 2013 Reaccreditation Report specific recommendation 2A.6 has been met.
- Exhibit #9: PI 3B.2: 2013 Reaccreditation Report specific recommendation 3B.2 has been met.
- Exhibit #10: PI 5G.9: 2013 Reaccreditation Report specific recommendation 5G.9 has been met.
- Exhibit #11: ISO to visit to evaluate public fire protection & insurance classification(s).
- Exhibit #12: CY2015 marks first time in 30 years without a residential fire death
- Exhibit #13: Documents successful initiatives and compliance with adopted community and agency standards
- Exhibit #14: Report of the proceedings from the FY2017 Strategic Planning Meeting
- Exhibit #15: PI 7G.3: 2013 Reaccreditation Report specific recommendation 7G.3 has been met.
- Exhibit #16: CC 2A.3: Updated population density zone maps for performance program analysis
- Exhibit #17: CC 8C.7: Training Academy passes MD Fire Service Personnel Qualifications Board Accredited Training Review Agency (ATRA) peer assessment site visit recommending reaccreditation to teach Pro Board courses through the MD Fire Rescue Institute (MFRI)

MCFRS CFAI 2016 ACR Environmental Change EXHIBIT #1a

Link to FY17 Strategic Plan preceded by additional supporting documents:

https://www.montgomerycountymd.gov/frs-ql/Resources/Files/Accreditation/ACR/ACR_2016/FY17_STRATEGIC_PLAN-with_FC_Memo-June_2016.pdf

Link to only the FY17 Strategic Plan:

http://www.montgomerycountymd.gov/frs-ql/Resources/Files/ofc/FY2017_STRATEGIC_PLAN.pdf

FY2017 runs from 7/1/16 to 6/30/17

FY2017 STRATEGIC PLAN FOR IMPLEMENTATION OF FIRE, RESCUE, EMERGENCY MEDICAL SERVICES AND COMMUNITY RISK REDUCTION MASTER PLAN PRIORITIES



A handwritten signature in black ink that reads "Scott Goldstein".

FIRE CHIEF, SCOTT E. GOLDSTEIN

**PREPARED BY:
SCOTT GUTSCHICK, MANAGER, PLANNING & ACCREDITATION SECTION**

MCFRS CFAI 2016 ACR Environmental Change EXHIBIT #1b

https://montgomerycountymd.gov/frs-ql/Resources/Files/Accreditation/ACR/ACR_2016/2016_2022_MCFRS_Master_Plan_Final_Approved.pdf

2016-2022 FIRE, RESCUE, EMERGENCY MEDICAL SERVICES AND COMMUNITY RISK REDUCTION MASTER PLAN



JUNE 28, 2016

A handwritten signature in black ink that reads 'Scott Goldstein'.

FIRE CHIEF, SCOTT E. GOLDSTEIN

For individual links to each of the Master Plan appendices please click on the following link:

<http://www.montgomerycountymd.gov/MCFRS/MasterPlan2015/MasterPlan.html>

MCFRS CFAI 2016 ACR Environmental Change EXHIBIT #1c



OFFICE OF THE COUNTY EXECUTIVE
ROCKVILLE, MARYLAND 20850

Isiah Leggett
County Executive

MEMORANDUM

October 20, 2015

TO: George Leventhal, President
Montgomery County Council

FROM: Isiah Leggett 
County Executive

SUBJECT: Fire, Rescue, Emergency Medical Services, and Community Risk
Reduction Master Plan

I am pleased to submit the attached *2016-2022 Fire, Rescue, Emergency Medical Services, and Community Risk Reduction Master Plan* for consideration by the County Council. This plan replaces the 2005-2015 *Fire, Rescue, and Emergency Medical Services, and Community Risk Reduction Master Plan* adopted by the County Council on October 11, 2005. The new plan addresses a six-year time frame, a more appropriate time frame than the previous ten-year plan as it will coincide with the time frame of the FY17-22 Capital Improvements Plan.

Plan initiatives and priorities address service delivery improvements, facility needs, fleet and equipment reliability, community risk reduction, agency accreditation, and the training, safety and wellness needs of Fire and Rescue Service personnel. I believe the benefits derived from the recommended improvements will outweigh the associated costs and allow our Fire and Rescue Service to adequately prepare for and respond to the anticipated level of fire, rescue and emergency medical services (EMS) risk and related demand for services through 2022.

Considering the recent change in Fire Chief, lengthy review process to date, and the upcoming County Council recess from December 8 – January 11, I suggest that Council consider extending the sunset date of the existing Master Plan to allow Council additional opportunity for review and subsequent approval of the plan. A short-term extension of the existing plan should not adversely impact the continued delivery of effective and efficient fire, rescue and EMS services to our customers.

Council President Leventhal
October 20, 2015
Page 2 of 2

I am also submitting the attached Public Hearing Report summarizing the August 26, 2015 Public Hearing, public record, and recommendation of the Hearing Officer.

I look forward to Council approval of this comprehensive master plan addressing the next six years of fire, rescue, EMS, and community risk reduction services.

IL:ld

Attachments

cc: Timothy L. Firestine, Chief Administrative Officer
Scott E. Goldstein, Fire Chief



Client Addendum – FRS Accreditation

THIS ADDENDUM is entered into this 1st day of February 2016, by and between Training Outreach (hereinafter, "**CLIENT**"), a woman-owned Maryland corporation with offices at 12321 Old Canal Road, Potomac, Maryland 20854 and subcontractor Demetrios (Jim) Vlassopoulos (hereinafter "**DEMETRIOS VLASSOPOULOS**") who lives in Frederick, Maryland 21702-2611, whereas the **CLIENT** will continue to retain **DEMETRIOS VLASSOPOULOS** to act as a subcontractor to **CLIENT** on the terms and conditions set forth in the **ORIGINAL** agreement, and **DEMETRIOS VLASSOPOULOS** wishes to be so retained.

- The services by **DEMETRIOS VLASSOPOULOS** will be extended from the period of February 1, 2016 to March 31, 2016.

This Addendum is constitutes the changes to the **ORIGINAL** agreement between the parties with respect to the subject matter contained in the **ORIGINAL** agreement. No modification or amendment of this Addendum or the **ORIGINAL** agreement shall be valid unless in writing and signed by the parties hereto.

IN WITNESS WHEREOF, and intending to be legally bound hereby, the parties have caused this Addendum to be executed and delivered as of the day and year first above written.

WITNESS:

Training Outreach

A handwritten signature in blue ink that reads "Laura Johnson". Below the signature is a horizontal line.

Name: Laura Johnson
Title: President and Managing Director

WITNESS:

Demetrios Vlassopoulos

A handwritten signature in black ink that reads "Demetrios Vlassopoulos". Below the signature is a horizontal line.

Name: Demetrios Vlassopoulos
Title: N/A



Client Addendum – FRS Accreditation

THIS ADDENDUM is entered into this 5th day of May 2016, by and between Training Outreach (hereinafter, "**CLIENT**"), a woman-owned Maryland corporation with offices at 12321 Old Canal Road, Potomac, Maryland 20854 and subcontractor Demetrios (Jim) Vlassopoulos (hereinafter "**DEMETRIOS VLASSOPOULOS**") who lives in Frederick, Maryland 21702-2611, whereas the **CLIENT** will continue to retain **DEMETRIOS VLASSOPOULOS** to act as a subcontractor to **CLIENT** on the terms and conditions set forth in the **ORIGINAL** agreement, and **DEMETRIOS VLASSOPOULOS** wishes to be so retained.

- The services by **DEMETRIOS VLASSOPOULOS** will be extended from the period of April 1, 2016 to September 30, 2016.

This Addendum is constitutes the changes to the **ORIGINAL** agreement between the parties with respect to the subject matter contained in the **ORIGINAL** agreement. No modification or amendment of this Addendum or the **ORIGINAL** agreement shall be valid unless in writing and signed by the parties hereto.

IN WITNESS WHEREOF, and intending to be legally bound hereby, the parties have caused this Addendum to be executed and delivered as of the day and year first above written.

WITNESS:

Training Outreach

A handwritten signature in blue ink that reads "Laura Johnson". Below the signature is a horizontal line.

Name: Laura Johnson
Title: President and Managing Director

WITNESS:

Demetrios Vlassopoulos

A handwritten signature in black ink that reads "Demetrios Vlassopoulos". Below the signature is a horizontal line.

Name: Demetrios Vlassopoulos
Title: N/A

MCFRS CFAI 2016 ACR Environmental Change EXHIBIT #3

For complete progress report on new Public Safety Training Academy campus click:

<http://mcfrs.blogspot.com/2016/03/new-public-safety-training-academy.html>

Tuesday, March 15, 2016

New Public Safety Training Academy Campus Progress

By: Michael Clemens
Assistant Chief (Ret) MCFRS

After months of hard work, the new Public Safety Training Academy is starting to look like a campus. Total completion is still several months away but we have come a long way since the ground breaking in February of 2015.

Below is a series of photos highlighting just how far we have come in the process.

In this photo we can see that the six story fire building (on the left) is half way up. This will be used for simulated fires and other emergencies in a high-rise building. Next to it is the single family burn structure that is almost complete.





MEMORANDUM

January 12, 2016

TO: Timothy Firestine
Chief Administrative Officer

FROM: Scott E. Goldstein, Fire Chief *Scott Goldstein*
Montgomery County Fire and Rescue Service (MCFRS)

Diane Schwartz Jones, Director *Diane A. Jones*
Department of Permitting Services (DPS)

SUBJECT: Decision Memorandum - Transfer of Fire Code Compliance from MCFRS to the DPS

Objective

The MCFRS and DPS seek to transfer the civilian staffed Fire Code Compliance (FCC) unit at MCFRS to DPS. This transfer is intended to accomplish several objectives including:

1. Realize efficiencies of costs and staffing by combining similar positions (plans reviewers and inspectors) that are administering the same National Fire Protection Association (NFPA) code and providing opportunities for combined existing building inspections with construction related tenant fit-out inspections;
2. Realize consistency of code interpretations by combining into a division and to optimize consistent interpretations with related construction codes;
3. Realize cost efficiencies through use of existing permit and inspections infrastructure including for the processing and tracking of applications, scheduling of inspections, collection of and accounting for revenue;
4. Free up MCFRS resources to focus on core mission objectives; and
5. Reduce MCFRS reliance on general fund resources to cover cost of FCC operations.

MCFRS CFAI 2016 ACR Environmental Change EXHIBIT #4b

Timothy L. Firestine, CAO
January 12, 2016
Page 2 of 3

Background

When DPS was created in 1996, construction and development related plan review and inspections, with the exception of inspections of fire protection systems, were assigned to DPS as a "one stop shop." Thereafter, in March, 2012, the responsibility for all newly constructed fire protection systems was transferred from MCFRS to DPS which already had responsibility for review and approval of plans for fire protection systems. This move further enhanced the concept of a "one stop shop," gained operational efficiencies, resulted in improved levels of service and reduced costs for customers. After the March 2012 transfer, MCFRS retained responsibility for enforcement of the NEPA fire code in existing buildings, however, there was a recognition that code compliance permits and inspections of existing buildings could be revisited at a future time. The Departments, at the request of the Office of Management and Budget, have looked at the feasibility of moving the FCC unit from MCFRS to DPS.

The parties have been reviewing responsibilities and structures and think that transfer of the FCC staff and functions from MCFRS to DPS presents opportunities for efficiencies as identified above in the Objectives discussion.

Recommendation

After review and consideration by both DPS and MCFRS, it is the recommendation of the Fire Chief and Director of DPS that the FCC unit staff and functional responsibilities for enforcing the fire safety code be transferred to DPS to streamline the permit process for existing buildings and use DPS permitting and inspection infrastructure to gain efficiencies.

While the FCC is revenue generating, it is not currently generating sufficient revenues for full cost recovery and is resulting in the general fund subsidizing FCC permit and inspections operations by approximately \$1.4 million in FY17 and thereafter. The Departments expect that through use of DPS infrastructure and work coordination, cost savings can be realized, revenue recovery can be improved and work may be performed more efficiently. This will reduce the drain on MCFRS resources and allow MCFRS to focus on its core mission while improving customer service.

When Fire Protection Systems was transferred to DPS in 2012, consolidation of these services was urged by the building industry, businesses, and residents. Transfer will complete that effort.

Implementation

To implement a transfer of the FCC and optimize the potential for efficiencies to be gained, DPS proposes to create a new division that will include DPS's Fire Protection Systems and FCC. Placing these two sections together at DPS in a new division creates the opportunity for efficiencies in operations and costs and improved coordination and

MCFRS CFAI 2016 ACR Environmental Change EXHIBIT #4c

Timothy L. Firestine, CAO
January 12, 2016
Page 3 of 3

consistency in application of codes. The transfer will enable the current FCC function to operate more efficiently by incorporating its permit issuance and inspections into existing systems supported by established administrative services for matters such as revenue collection and reconciliation, permit issuance, inspection scheduling, IT support, etc. To assure most efficient operations DPS proposes creation of a Division Chief position who will be responsible for both new construction and existing buildings. Moreover, this will enable improved deployment of resources and coordinated inspections where construction is occurring within an existing building. DPS has also included in its budget funding to cover the costs of establishing the Division and creating workspaces in DPS for the FCC section.

Plan Details

- All personnel in FCC, with the exception of one Administrative Specialist II and one Principal Administrative Aide, will be transferred from MCFRS to DPS effective **April 4, 2016**.
- The Principal Administrative Aide and the Administrative Specialist II will remain with MCFRS.
- Vehicles and equipment used to perform FCC activities will be transferred from MCFRS to DPS.
- The budget for each department will be constructed for FY17 reflecting the changes made on April 4, 2016.
- FCC personnel will co-locate with DPS at 255 Rockville Pike as of April 4, 2016.
- IT systems and inspection activities will be adjusted to gain economies of scale and work-flow efficiency.
- A proposal to change Chapter 22 of the County Code will be made to include language that reflects the transfer of the Office of the Fire Marshal to DPS in addition to other necessary changes.
- The Fire Chief will delegate authority to DPS for enforcement of the fire safety code until such time as changes can be made to Chapter 22.

CAO Decision

- Concur with the recommendation
- Do not concur with the recommendation



Timothy Firestine, Chief Administrative Officer

1/12/16

MCFRS CFAI 2016 ACR Environmental Change EXHIBIT #4d



MONTGOMERY COUNTY FIRE AND RESCUE SERVICE

Isiah Leggett
County Executive

Scott Goldstein
Fire Chief

MEMORANDUM

April 1, 2016

To: Diane Schwartz Jones, Director
Department of Permitting Services

From: Scott E. Goldstein 
Fire Chief

Subject: Delegation of Authority

Pursuant to Section 22-6 of the Montgomery County Code, I hereby delegate the authority granted to the Fire Chief in Chapter 22 of the Montgomery County Code to the Director of the Department of Permitting Services. This delegation of authority is meant to be plenary and is undertaken for the purpose of empowering the Director and designated employees of the Department of Permitting Services to fully carry-out and enforce the provisions of Chapter 22.

In addition, I hereby designate the Director and designated employees of the Department of Permitting Services as representatives of the Montgomery County Fire and Rescue Service for purposes of carrying-out and enforcing the provision of Chapter 22.

Office of the Fire Chief

100 Edison Park Drive, 2nd Floor • Gaithersburg, Maryland 20878-3204 • 240-777-2400 • 240-777-0725 TTY • 240-777-2443 FAX
www.montgomerycountymd.gov

MCFRS CFAI 2016 ACR Environmental Change EXHIBIT #4e



DEPARTMENT OF PERMITTING SERVICES

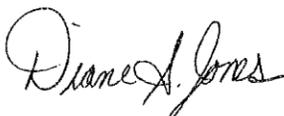
Isiah Leggett
County Executive

Diane R. Schwartz Jones
Director

MEMORANDUM

April 18, 2016

TO: Isiah Leggett, County Executive
Timothy Firestine, Chief Administrative Officer
Scott Goldstein, Fire Chief, MCFRS
Tom Manger, Chief, MCPD

FROM: Diane Schwartz Jones, Director 

SUBJECT: Appointment of Fire Code Official and Montgomery County Fire Marshal

Following the transfer of the Fire Code Compliance (FCC) Section from Montgomery County Fire and Rescue Services (MCFRS) to the Department of Permitting Services (DPS) on April 4, 2016, and pursuant to the Delegation of Authority Memo, in which the Fire Chief delegated plenary authority for Chapter 22 in the Montgomery County Code to the Director of DPS, I make the following appointments:

Mr. Hemal Mustafa will serve as the Fire Code Official in addition to his existing duties and responsibilities.

Mr. Richard E. Merck will serve as the Montgomery County Fire Marshal.

cc: Nancy Floreen, Council President and PHED Committee Chair
Marc Elrich, Councilmember and Public Safety Committee Chair
Marc Hansen, County Attorney
Clarence Snuggs, Director, DHCA
Earl Stoddard, Chief, OEMHS
Hadi Mansouri, Chief Operating Officer, MCDPS
Hemal Mustafa, Manager, Special Projects, MCDPS
Rick Merck, Manager, FCC, MCDPS



MCFRS CFAI 2016 ACR Environmental Change EXHIBIT #5

From: Olaciregui, Andres
Sent: Wednesday, May 04, 2016 3:19 PM
To: Vlassopoulos, Demetrios (Jim)
Cc: Del Pozzo, Dominic
Subject: Emergency Medical Services Medical Director

Jim,

Dominic asked me to forward the attached RFP for the Emergency Medical Services Medical Director.

Also the **County contract for Senior Citizens Fire Safety Education, Outreach Services** and Assessment and Correction of Potential Fire Hazards was executed on August 6, 2015 and the first term expires on August 5, 2016 **with two one year option renewals.**

Please let me know if I can be of further assistance,

Andy Olaciregui, CPPB, MBA
Manager III
Procurement Section
Montgomery County Fire and Rescue Service
Work: 240-777-2481.

MCFRS CFAI 2016 ACR Environmental Change EXHIBIT #6a

From: Goldstein, Scott
Sent: Sunday, January 03, 2016 6:52 PM
To: #FRS.ALL
Subject: Implemented - MCFRS Organization - Mini-Restructure

All MCFRS Personnel,

Effective January 1st 2016, the mini-restructure took effect. I outlined the major points of the changes in my email of November 3rd 2015[5]. While the two positions are currently vacant (Fiscal Management Division Chief and the Community Outreach Section Manager) and have been advertised by the County's Office of Human Resources, the other organizational changes have taken effect.

Attached is an organization chart that shows the new structure and the division, section, and unit leaders.

At this time Dominic Del Pozzo is the acting Fiscal Management Division Chief and Beth Anne Nessel is the acting manager of the community outreach section.

Any questions please direct them to the appropriate division chief or myself.

Scott E. Goldstein
Fire Chief
Montgomery County Fire & Rescue Service
100 Edison Park Drive, 2nd Floor
Gaithersburg, Maryland 20878
Office 240-777-2464
Fax 240-777-2415
Cell - 240-832-2598
scott.goldstein@montgomerycountymd.gov

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From: Goldstein, Scott
Sent: Tuesday, November 03, 2015 4:41 PM
To: #FRS.ALL <#FRS.ALL@montgomerycountymd.gov>
Subject: MCFRS Organization - Mini-Restructure

All MCFRS Personnel,

The final approval phase of the Mini-Restructuring Plan of MCFRS is being completed by Office of Management and Budget and the Office of Human Resources. These actions are critical to my planned implementation of staffing assignments within our Divisions. Once the final approval is obtained and positions advertised with OHR, an implementation date of the plan will be announced to all MCFRS personnel.

MCFRS CFAI 2016 ACR Environmental Change EXHIBIT #6b

This restructuring plan better aligns work units that are currently situated in separate divisions: These changes will be accomplished by:

- Aligning all responsibilities involving personnel (hiring, health, safety, training, and labor relations) under the Human Resources Division.
- Aligning all MCFRS support service responsibilities (logistics, fleet/apparatus, IT, and facilities) under a Support Services Division
- Align all facets pertaining to financial aspects of MCFRS into a Fiscal Management Division
- Aligning community outreach responsibilities (outreach, code compliance, and volunteer services) into the Volunteer and Community Services Division.
- The organization chart (attached) outlines Fire Code Compliance section within the Volunteer and Community Services Division. Currently, discussions are underway with executive leadership from the Department of Permitting Services (DPS) and fire rescue to transition the Fire Code Compliance office into DPS. This proposal is in the planning and research phase with no definitive implementation date for action.
- In the preliminary discussions with the DPS Director, I am requesting the customer service expectations of Fire Code Compliance with MCFRS, will remain the same excellent service as we receive today. We will require the same level of service pertaining to radio and phone/in-person support for nuisance system and alarm calls for service.

An organizational chart is attached which depicts the restructure and new Division Chief assignments with the addition of a M-2 Manager to oversee the financial management division.

As I have worked these proposed changes for MCFRS through the executive branch offices, I have also included the changes into the Master Plan revision.

Please direct questions through your chain of command.

Scott E. Goldstein
Fire Chief
Montgomery County Fire & Rescue Service
100 Edison Park Drive, 2nd floor
Gaithersburg, Maryland 20878
Office 240-777-2464
Fax 240-777-2415
Cell - 240-832-2598
scott.goldstein@montgomerycountymd.gov

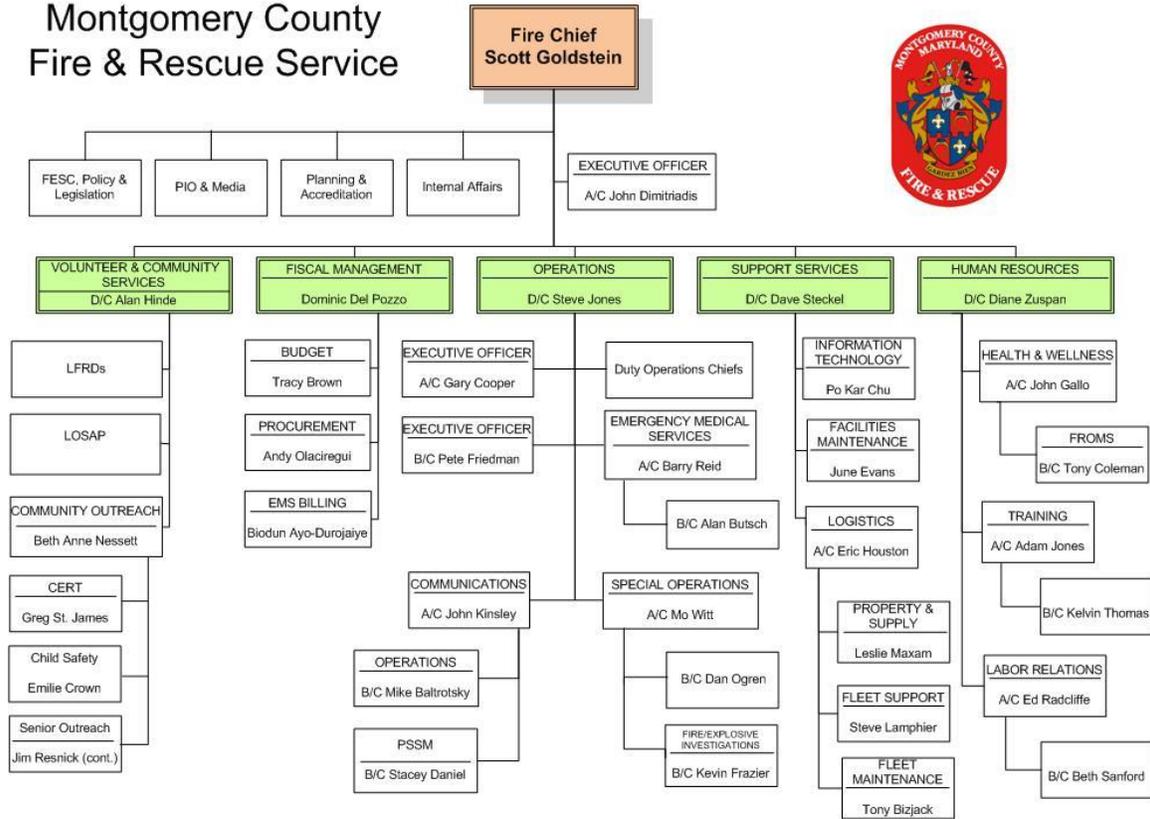
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MCFRS CFAI 2016 ACR Environmental Change EXHIBIT #6c

For a PDF of this organizational chart representing the mini-restructuring click:

https://www.montgomerycountymd.gov/MCFRS/Resources/Files/MCFRS_Org_Chart_May_2016.pdf

Montgomery County Fire & Rescue Service



Revised – May 9th 2016

MCFRS CFAI 2015 ACR Environmental Change EXHIBIT #7a

The following documents the MCFRS commitment of assigning a uniform fire officer to recruitment:

<http://www.montgomerycountymd.gov/frs-ql/Resources/Files/swsj/pa/2015/15-14.pdf>



MONTGOMERY COUNTY FIRE AND RESCUE SERVICE
MONTGOMERY COUNTY, MARYLAND

PERSONNEL ACTION

NUMBER 2015-14
 November 30, 2015

TO: All MCFRS Personnel
FROM: Fire Chief Scott E. Goldstein *Scott E. Goldstein*
SUBJECT: Personnel Actions

<u>PROMOTION</u>	<u>FROM</u>	<u>TO</u>	<u>EFFECTIVE</u>
McNeal, Jerry Y.	Firefighter II	Firefighter III	11/01/15

<u>TRANSFER</u>	<u>FROM</u>	<u>TO</u>	<u>EFFECTIVE</u>
Captain Foster, Thomas C.	Battalion 3 Float D	Recruiting-D	10/18/15

Master Firefighter	FROM	TO	EFFECTIVE
Damskey, Michael R.	Battalion 3 Float A	20A	11/01/15
Freeman, Gerald Q.	15A	2A	11/01/15
Kurtz, Jason M.	12A	18A	11/01/15
Murabito, Michael J.	33B	Battalion 3 Float A	11/15/15
Ortiz-Cruz, Nelson	05D	R2D	01/10/16

Firefighter II	FROM	TO	EFFECTIVE
Clark, Kyle E.	26B	04B	12/23/15
DeVries, Nicholas C.	12B	15B	11/01/15
Gotschall, Joseph E.	03D-OV	10D	12/13/15
Magee, Gregory C.	10D	26B	12/13/15
Obando Rodriguez, Mario	10C	08B	11/29/15
Ord, Joel A.	ECC-C	19B	11/29/15
Pecoraro, Nicholas W.	17C-OV	34C	11/29/15

MCFRS CFAI 2015 ACR Environmental Change EXHIBIT #7b

This is an example of a biannual event that targets potential female firefighters

<http://mcfrs.blogspot.com/2016/05/ladies-night-out-events-success.html>



From: Foster, Thomas
Sent: Tuesday, March 29, 2016 7:38 AM
To: Vlassopoulos, Demetrios (Jim)
Subject: Re: recruitment plan rough draft attachments-1

This event was run in August of 2015. We are running a second one in April on the 29th. It is a bi-annual event to recruit women. We demonstrate the CPAT course, answer questions about the career, and it is predominantly run by female employees.

Captain Thomas Foster
Montgomery County Fire and Rescue
Recruitment Division
301-704-7114 cell
240-777-2238 office

MCFRS CFAI 2015 ACR Environmental Change EXHIBIT #7c

This exhibit reinforces MCFRS' commitment to this initiative and thus PI 7B.2. This PSA was aired live on Washington, DC News WJLA ABC Channel 7 on 4/28/16 marketing "Ladies Night Out". The url was retrieved on 5/9/16 and the video can be viewed at: <http://wjla.com/features/good-morning-washington/montgomery-co-fire-and-rescue-ladies-night-out>

NEWS WEATHER TRAFFIC SPORTS TOYS NEWS8 FEATURES TEXT ALL MORE... WATCH LIVE

ADVERTISEMENT



Montgomery Co. Fire and Rescue 'Ladies Night Out'

BY GOOD MORNING WASHINGTON | THURSDAY, APRIL 28TH 2016



ADVERTISEMENT



TRENDING

-  Amber Alert canceled; 3-year-old boy found alive, safe; father located
-  4 injured after employee crashes car into Silver Diner in Tysons Corner

A

MCFRS CFAI 2015 ACR Environmental Change EXHIBIT #8

Specific Recommendation for PI 2A.6 will be implemented in the next MCFRS SOC. The link provided with this exhibit is a 2016 example of additional economic indicators that will be used (in addition to ISO) and is a different report than what was included in both the 2014 & 2015 ACRs.

http://www.montgomerycountymd.gov/Finance/Resources/Files/data/economic/Economic_Indicators_CountyCouncil_040416.pdf

Montgomery County, Maryland

ECONOMIC INDICATORS

Montgomery County Council

Department of Finance



April 12, 2016

MCFRS CFAI 2015 ACR Environmental Change EXHIBIT #9

Please click on the following link or actual image below to navigate to PDF of Bulletin.
Once at the actual PDF, Hyperlinks within the actual Bulletin are operable

<http://www.montgomerycountymd.gov/frs-ql/Resources/Files/swsj/IB/2016/16-03.pdf>

Montgomery County Fire and Rescue Service Information Bulletin From the Office of the Fire Chief

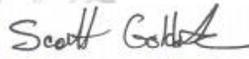
NUMBER: 16-03

June 1, 2016

Page 1 of 1

TO: All MCFRS Personnel

From: Fire Chief Scott E. Goldstein



SUBJECT: Posting MCFRS Division and Office Goals on Quicklinks

In an effort to maintain openness and transparency with every MCFRS member, each Division, Section, and office manager's yearly goals and objectives for their area(s) of responsibility will now be posted on Quicklinks. This initiative will also assist MCFRS achieve recommendation 3B.2 from the [2013 Reaccreditation Report](#) (page 25) which reads:

The goals and objectives are disseminated among the chiefs in the organization, but are not sent to all the personnel within the programs. It is recommended that the department publish and communicate goals and objectives that are uniform for all levels of the organization.

Therefore, effective June 1, 2016, members may review yearly MCFRS Division and Section Goals and Objectives by navigating to the Fire Chief's tab within [Quicklinks](#) and under the Planning/Accreditation area choose [Division & Section Goals/Objectives](#).

All questions should be addressed directly to Planning Manager Scott Gutschick at 240-777-2417 or Scott.Gutschick@montgomerycountymd.gov

MCFRS CFAI 2015 ACR Environmental Change EXHIBIT #10a

From: Lindsey, Robert
Sent: Monday, May 09, 2016 11:58 AM
To: Vlassopoulos, Demetrios (Jim)
Subject: Cooperation with hospitals

Jim,

With patients who have suffered an out-of-hospital cardiac arrest I have people in each hospital whom I e-mail each month for feedback on the final outcomes of these patients. We are also in the process of getting all six of the hospitals in Montgomery County plus Sibley in DC to enroll in the Cardiac Arrest Registry to Enhance Survival (CARES) Program. This is a national data base which is maintained by Emory University School of Medicine in cooperation with the Centers for Disease Control and Prevention (CDC) that helps local communities identify and track cares of out-of-hospital cardiac arrest and identify opportunities for improvement in the treatment and ultimate survival of such events. Once fully implemented in this county I will be able to retrieve this data from a single source that I now receive from a representative in each of the hospitals.

With patients who have an ST Elevation Myocardial Infarction (STEMI), which is a specific type of heart attack that can be treated in a hospital designated by The Maryland Institute of Emergency Medical Services Systems (MIEMSS) as a Cardiac Intervention Center (CIC), I meet monthly with physicians and nurses from the Emergency Department, the Cath lab team, Cardiology, and interventional Cardiologists to discuss each of the cases from the previous month. We examine what was done and look for ways to improve our care of future patients.

In addition to the specialty care centers already mentioned I have contacts at the Trauma Center along with contacts at each hospital from whom I can receive patient updates as needed for any patient we have transported to them regardless of the chief complaint of the patient.

I along with others in the EMS section meet every two months with representatives from each of the hospitals to discuss how we can all better work together.

Hope that helps and let me know if you need anything else.

Bob Lindsey
Captain
Office of Quality Improvement
Montgomery County Fire and Rescue Services
100 Edison Park Drive, 2nd Floor
Gaithersburg, Maryland 20878
Office 240-777-2420
Cell 301-915-5469
robert.lindsey@montgomerycountymd.gov

MCFRS CFAI 2015 ACR Environmental Change EXHIBIT #10b

<http://mcemsops.blogspot.com/>

MCFRS EMS OPS BLOG

EMS Matters May 9, 2016

Pasted below is our performance from the month of April.

ROSC % by shifts:

Shift	Codes	ROSC	DOA/DN R	TOR	Traum a	Unknow n	Saves	YTD Saves
A	20	6	13	8	0	6	30	
B	21	7	12	9	1	5	33.33	
C	20	7	8	5	1	8	35	
Apr Total	61	20	33	22	2	19	32.79	29.23

STEMI documented KPI & Times % – remember we're aiming for at least 90%

	April
Scene ≤15 min	77.42
E2D ≤30 min	87.1
Acquire 12-lead	96.77
Transmit EKG	87.1
Aspirin	90.3
Consult	87.1

ACS documented KPI & Times % - remember we're aiming for at least 90%

ACS documented KPI & Times % - remember we're aiming for at least 90%

	April
Scene ≤15 min	85.41
E2D ≤30 min	78.97
Acquire 12-lead	98.28
Transmit EKG	54.94
Aspirin	80.69

MCFRS CFAI 2015 ACR Environmental Change EXHIBIT #10c

<http://mcemsops.blogspot.com/>

MCFRS EMS OPS BLOG / EMS Matters March 7, 2016

Pasted below are the results of the codes from February; we are a little better than last month and still just shy of our average for last year.

Shift	Codes	ROSC	DOA/DNR	TOR	Trauma	Unknown	Saves	YTD Saves
A	23	5	7	14	0	4	21.73913	
B	24	10	14	8	2	6	41.66667	
C	22	3	17	9	2	6	13.63636	
Feb Total	69	18	38	31	4	16	26.08696	26.47059

February results for KPI compliance with patients identified as having acute coronary syndrome – our goal is to be at least 90% in all measurement categories. I know the choice for transmission does not come up here as it does in STEMI, but we’re working to get that changed. Until then, please indicate in your narrative when you transmit.

Acquire	Transmit				
12-Lead	12-Lead	ASA	Scene	E2D	
99.16%	39.24%	85.34%	87.34%	79.33%	

February results for KPI compliance with patients identified as having STEMI – goal is at least 90%. Scene times were a little longer than normal this month.

Acquire	Transmit		Scene	E2D	
12-Lead	12-Lead	Consult	ASA	<15min	<30min
100%	93.55%	90.32%	96.80%	70.97%	80.65%

February results for KPI compliance with patients identified as having a stroke – again >90%. Please concentrate more on the first three measurements; scene times and transport times were on target.

TOD				
seen			Scene	E2D
Normal	BGL	Consult	<15min	<30min
73.08%	80.77%	66.68%	92.31%	93.59%

As always please remember to make the time to be kind and pass on information.

Thanks,

Bob Lindsey
 Captain
 Office of Quality Improvement

MCFRS CFAI 2015 ACR Environmental Change EXHIBIT #10d

This exhibit acknowledges MCFRS' success story of increased cardiac arrest save rates documented through the retrieval of patient outcome data and analysis of provider interventions. Click on link below for Washington DC News Radio story.

<http://wtop.com/montgomery-county/2015/08/high-performance-cpr-means-more-lives-saved-in-montgomery-county/>



Pete Piringer@mcfrsPIO

'High-performance #CPR' means more lives saved in Montgomery Co MD. Great work @mcfrs & bystander Chain of Survival wtop.com/montgomery-cou.....

6:07 AM - 30 Aug 2015

MCFRS CFAI 2015 ACR Environmental Change EXHIBIT #11



INSURANCE SERVICES OFFICE, INC.

1000 Bishops Gate Blvd, Suite 300, P.O. Box 5404, Mt. Laurel, New Jersey 08054
Phone: (856) 787-0412 or (800) 444-4554 FAX 1-800-777-3929

OFFICE OF THE
FIRE CHIEF
2016 MAR -1 A 5:40

February 26, 2016

Mr. Isiah Leggett, County Executive
Montgomery County
101 Monroe St., 2nd Floor
Rockville, MD 20850

RE: Public Fire Protection
Montgomery, County, MD

Dear Mr. Leggett:

As a continuing program to keep insurance classifications up-to-date, Insurance Services Office, Inc. periodically evaluates all communities and areas that have public fire protection to assure that existing public fire protection is available to individual property owners. This insurance classification number is one of several elements used in developing property insurance premium calculations for many individual properties in your county. The last survey for Montgomery County was in 2012; therefore, we would like to visit your county some time in the near future to verify that the current insurance Class 3/10 & 6/10 is correct.

The purpose of this visit is to gather information needed to determine a fire insurance classification that may be used in the calculation of property insurance premiums. It is not for property loss prevention or life safety purposes and no life safety or property loss prevention recommendations will be made.

Our representative will collect data about many items and features that will make up our overall evaluation for Montgomery County. We will study the water supply and distribution system, including some actual hydrant flow tests. In the fire department, our data will include manning, equipment and training. We will also study the means for receiving and handling fire alarms.

We will contact you so that a definite appointment can be made for our visit. Please call us if you have any questions about our work. Your cooperation and assistance in helping us collect this data will be greatly appreciated.

Very truly yours,

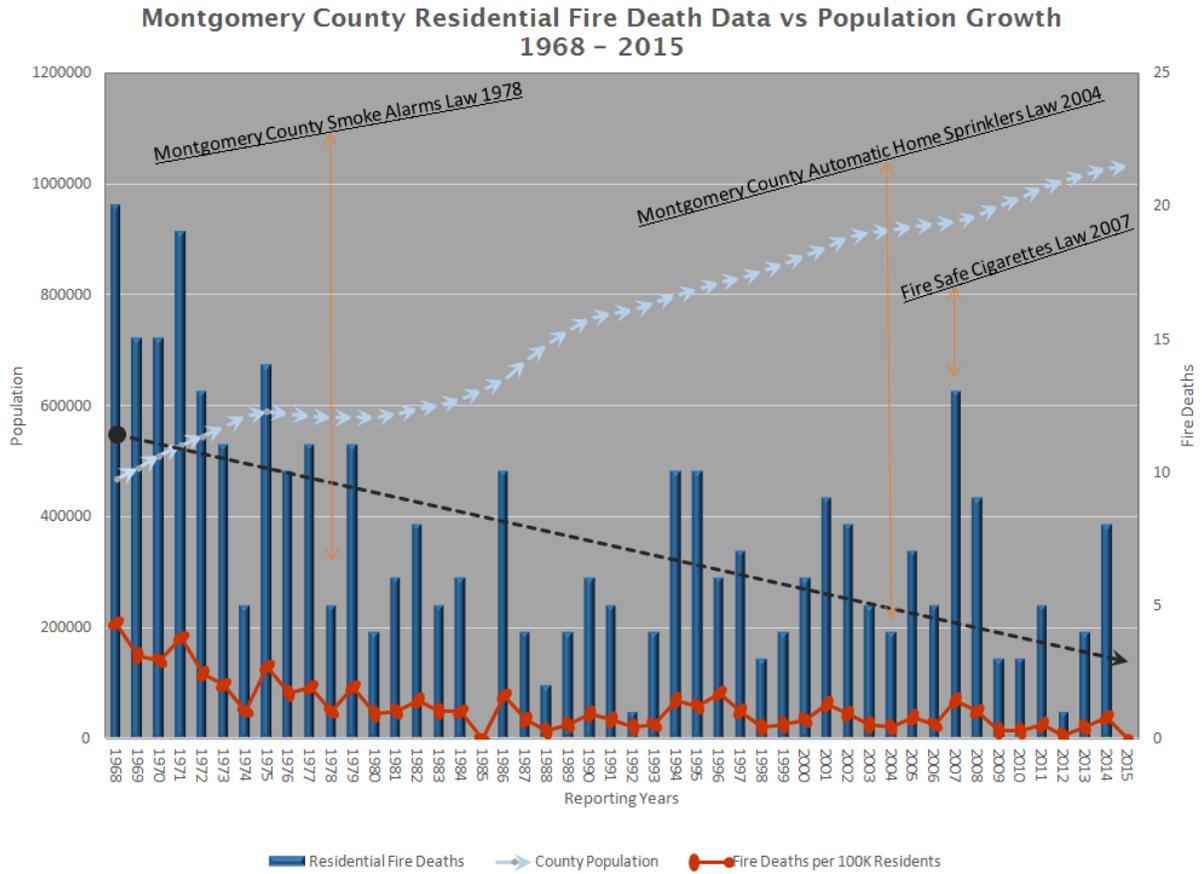
Phillip Leitma
Senior Field Representative
Email: PLEITMA@ISO.COM
(240)344-0115

Encl.

cc: Mr. Scott Goldstein, Chief, Montgomery Co Fire & Rescue Services
Ms. Carla Reid, General Manager, Washington Suburban Sanitary Commission
Mr. Craig Simoneau, Director, City of Rockville Public Works
Mr. Wade Yost, Town Manager, Town of Poolesville

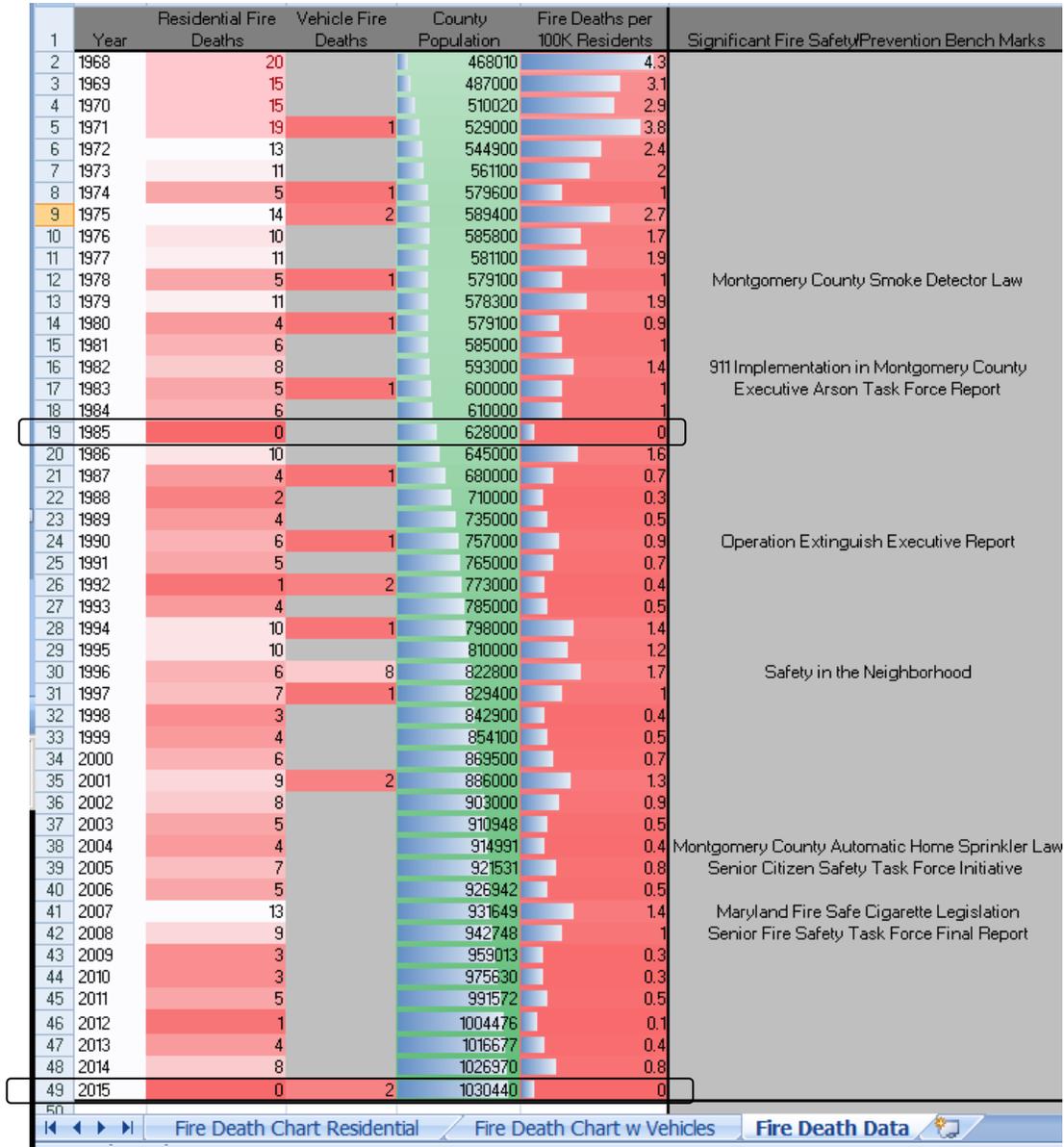
MCFRS CFAI 2015 ACR Environmental Change EXHIBIT #12a

CY2015 marks first time in 30 years without a residential fire death



MCFRS CFAI 2015 ACR Environmental Change EXHIBIT #12b

CY2015 marks first time in 30 years without a residential fire death



MCFRS CFAI 2015 ACR Environmental Change EXHIBIT #13a

This is the Montgomery County Executive's proposed FY2017 MCFRS Operating Budget document. It is provided to document MCFRS successful initiatives and compliance with adopted community and agency standards. Please go to the following link and review pages 1 through 3 for a list of initiatives, accomplishments, & productivity improvements:

<http://www.montgomerycountymd.gov/OMB/Resources/Files/omb/pdfs/FY17/psprec/43-FRS.pdf>



Fire and Rescue Service

Mission Statement

The mission of the Montgomery County Fire and Rescue Service (MCFRS) is to protect lives, property, and the environment with comprehensive risk reduction programs and safe, efficient and effective emergency response provided by skilled, motivated, and compassionate career and volunteer service providers representing Montgomery County's diverse population.

MCFRS consists of the Office of the Fire Chief, Division of Operations; Division of Human Resources; Division of Fiscal Management; Division of Support Services; Division of Volunteer and Community Services; the Fire and Emergency Services Commission; and 19 Local Fire and Rescue Departments (LFRD). MCFRS operates 37 fire and rescue stations and several satellite offices.

Budget Overview

The total recommended FY17 Operating Budget for the Montgomery County Fire and Rescue Service is \$213,211,431, a decrease of \$9,087,957 or 4.09 percent from the FY16 Approved Budget of \$222,299,388. The primary driver of this decrease is the reduced required County contribution into retirement plans as a result of revised actuarial assumptions and changes to the amortization period based on the County's five year experience study. Personnel Costs comprise 81.41 percent of the budget for 1,276 full-time positions and one part-time position, and a total of 1,227.76 FTEs. Total FTEs may include seasonal or temporary positions and may also reflect workforce charges to or from other departments or funds. Operating Expenses account for the remaining 18.59 percent of the FY17 budget.

The Debt Service for the Fire Tax District Fund is appropriated in the Debt Service Fund and is, therefore, not displayed in this section. To pay for the Debt Service, a transfer of funds from the Fire Tax District Fund to the Debt Service Fund of \$7,491,440 for general obligation debt and \$5,517,600 for other debt is required.

In addition, this department's Capital Improvements Program (CIP) requires Current Revenue funding.

Linkage to County Result Areas

While this program area supports all eight of the County Result Areas, the following is emphasized:

- ◆ Safe Streets and Secure Neighborhoods

Department Performance Measures

Performance measures for this department are included below (where applicable), with multi-program measures displayed at the front of this section and program-specific measures shown with the relevant program. The FY16 estimates reflect funding based on the FY16 approved budget. The FY17 and FY18 figures are performance targets based on the FY17 recommended budget and funding for comparable service levels in FY18.

Initiatives

- ★ Begin improving Advanced Life Support response time by adding a Paramedic to engines at Bethesda, Cabin John, and Glen Echo stations and by adding a Paramedic Chase Unit at Bethesda (Democracy Boulevard).
- ★ Replace and upgrade all Self Contained Breathing Apparatus to improve responder safety.

Accomplishments

- ☑ Increased Sandy Spring Fire Station 40's staffing level to improve response times; enhanced service levels included much needed Advanced Life Support (ALS) capabilities provided through a paramedic engine company. This collaboration with the Sandy Spring Volunteer Fire Department empowers them to limit potential response failures through additional, diversified riding opportunities for volunteer personnel.

MCFRS CFAI 2015 ACR Environmental Change EXHIBIT #13b

These tables are found on page 3 on the aforementioned Montgomery County Executive's proposed FY2017 MCFRS Operating Budget document providing additional documentation of compliance with adopted community and agency standards.

Program Performance Measures	Actual FY14	Actual FY15	Estimated FY16	Target FY17	Target FY18
Commission on Fire Accreditation International (CFAI) core competencies met during FY14-FY18 accreditation cycle	98.8%	98.8%	98.8%	100%	100%

Program Performance Measures	Actual FY14	Actual FY15	Estimated FY16	Target FY17	Target FY18
EMS cardiac care: Percentage of STEMI patients with door-to-balloon (D2B) time less than or equal to 90 minutes	97.2%	94.8%	94.5%	94.3%	94.0%
90th percentile arrival time for first Advanced Life Support (ALS) unit in metropolitan areas of the county	10:53	10:43	10:40	10:35	10:30
90th percentile arrival time for first Advanced Life Support (ALS) unit in urban areas of the county	11:46	12:05	11:55	11:45	11:35
90th percentile arrival time for first Advanced Life Support (ALS) unit in suburban areas of the county	11:59	11:57	11:55	11:50	11:45
90th percentile arrival time for first Advanced Life Support (ALS) unit in rural areas of the county	12:07	12:05	12:05	12:00	12:00
90th percentile arrival time for first engine to structure fire in metropolitan areas of the county	7:34	8:56	8:45	8:35	8:30
90th percentile arrival time for first engine to structure fire in urban areas of the county	8:21	9:32	9:15	9:00	8:45
90th percentile arrival time for first engine to structure fire in suburban areas of the county	8:34	9:49	9:35	9:25	9:15
90th percentile arrival time for first engine to structure fire in rural areas of the county	10:30	12:00	11:50	11:40	11:30
Percent of residential structure fires confined to the room of origin	76%	74%	75%	75%	76%
Number of residential fire deaths per 100,000 residents	0.4	0.4	0.4	0.4	0.4
Number of residential fire injuries per 100,000 residents	6.0	2.6	2.5	2.3	2.2

Fire and Rescue Service

Public Safety **43-3**

MCFRS CFAI 2015 ACR Environmental Change EXHIBIT #14

Please click on the following link to view the report:

http://www.montgomerycountymd.gov/frs-qi/Resources/Files/Accreditation/ACR/ACR_2016/FY2017_StrategicPlanningMeeting-Report.pdf

FY2017 PLANNING MEETING MARCH 29, 2016

REPORT OF PROCEEDINGS



**PREPARED BY:
SCOTT GUTSCHICK
PLANNING & ACCREDITATION SECTION MANAGER**

MCFRS CFAI 2015 ACR Environmental Change EXHIBIT #15a

Please see the MCFRS Wellness & Fitness Section Website by clicking on the following link:

<http://www.montgomerycountymd.gov/frs-ql/wellness/>

Division of Risk Reduction, Training & Safety

Wellness & Fitness Section

Tony Coleman

Battalion Chief

240-315-8408

Tony.Coleman@montgomerycountymd.gov

Mike Glazier

Captain

240-773-8901

Michael.Glazier@montgomerycountymd.gov

Fitness

Although MCFRS does not currently have a dedicated Fitness Manager, BC Coleman and CA Glazier are continuing to run the program:

- Training and coordinating the activities of our IAFF/ACE Certified Peer Fitness Trainers
- Coordinating Fitness Equipment recommendations, specifications and purchasing
- Coordinating exercise programs for CPAT Mentoring, Recruit Classes, Officer Training Officer Programs, Officer Candidate School
- Reviewing injury statistics and providing recommendations for prevention
- Meeting with all aspects of the fire and rescue community
- Coordinating the annual fitness assessments

MCFRS CFAI 2015 ACR Environmental Change EXHIBIT #15b

From: Coleman, Tony
Sent: Wednesday, May 18, 2016 2:54 PM
To: Vlassopoulos, Demetrios (Jim)
Subject: Re: FROMS Injury Prevention Consultation Program

Good afternoon,

I hope you have a great day! I have attached a form showing the initiatives we are doing with the goal meeting the criteria. Below you will find a link to the blog mentioned in the attachment. Please keep the link to yourself for now... The blog is not up and running. Take care

<http://mcfrsfitness.blogspot.com/>

Battalion Chief Tony Coleman
Montgomery County Fire and Rescue
Occupational Medical Services
240-777-5083, office
240-773-8950, fax
Tony.Coleman@montgomerycountymd.gov

The following two accomplishments are listed on page two of the Montgomery County Executive's proposed FY2017 MCFRS Operating Budget document. See the following link for access to the document:

<http://www.montgomerycountymd.gov/OMB/Resources/Files/omb/pdfs/FY17/psprec/43-FRS.pdf>

- Instituted Fire and Rescue Occupational and Medical Services (FROMS) injury prevention consultation program, which includes discussion during annual medical examination of injury prevention, healthy lifestyle and proper fitness level; evaluating back flexibility and following up with firefighters who do not demonstrate sufficient flexibility; and identifying, evaluating and treating lingering orthopedic injuries before they worsen to the point that they result in lost time from work.
- Instituted injury prevention program in the recruit school curriculum that features training on the most common causes of firefighter injuries and on how to prevent those injuries. Designed recruit physical training to simulate common firefighter tasks to reduce the likelihood of injury when performing these tasks in the field.

MCFRS CFAI 2015 ACR Environmental Change EXHIBIT #15c

This is the document mentioned in the email exhibit shown above in 15b and from the Fire and Rescue Occupational Medical Services Battalion Chief (Page 1 of 2)

Injury Prevention / Return to Work Process

Recruit School Training Injury Prevention

During recruit school, MCFRS trains new firefighters in the concept of injury prevention by:

- Designing all recruit PT training programs, circuits, and exercises to simulate the essential job tasks for the Firefighter/Rescuer job classification. Simulating job-specific tasks gives the recruit exercises to use out in the field that will reduce the chance of occurring a work-related injury.
- Providing information on the following topics:
 - Injury and safety prevention in relation to exercise and job-related tasks
 - Understanding the causes of the most common firefighter injuries
 - Lifting techniques for stretchers and patients
 - Core training specific to reducing lower back injuries
 - Shin splints
 - Proper water intake and hydration methods to reduce dehydration issues during recruit school
 - Healthy nutritious meals to eat

FROMS Injury Prevention

- The FROMS Employee Medical Examiner discuss injury prevention and proper fitness levels with MCFRS Firefighters during their medical examinations
- FROMS continues to be proactive in the concept of injury prevention by establishing relations with orthopedic doctors and rehab facilities.
- If it is determined a firefighter has a lingering or old orthopedic injury that is causing a firefighter pain and concern, they are referred to Physical Medicine and Rehabilitation doctors for evaluation and possible physical therapy to address the issue. The goal is to allow the firefighter to continue working full duty and not be placed out of work for a work-related injury, by allowing the condition to worsen.
- During the annual physical examination, if a firefighter is not able to demonstrate proper back flexibility, they are emailed back flexibility articles. It is explained to the firefighter that back flexibility is crucial for injury prevention

MCFRS CFAI 2015 ACR Environmental Change EXHIBIT #15d

(Page 2 of 2)

- This is the document mentioned in the email exhibit shown above in 15b and from the Fire and Rescue Occupational Medical Services Battalion Chief (1 of 2)
 - A healthy lifestyle and regular exercise are discussed during the annual examination. An increase in body weight can also cause an increased chance of a work related injury

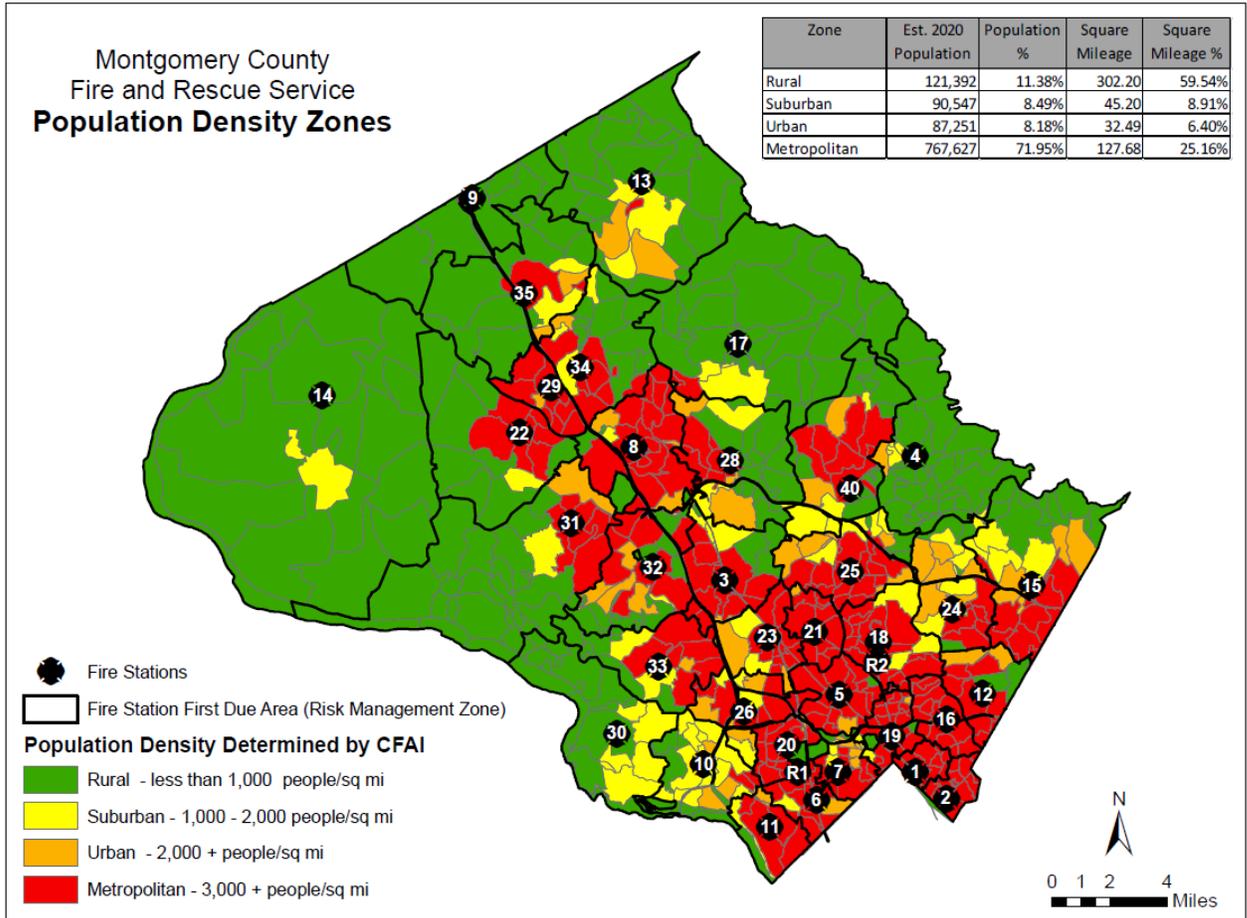
FROMS Outreach Initiatives:

- FROMS has developed a blog (<http://mcfrsfitness.blogspot.com/>) in an effort to provide outreach wellness and fitness programs to MCFRS firefighters out in the field. The fitness blog will provide the firefighters with a continuous connection to the wellness and fitness resources available to them. Providing education in topics related to firefighter health such as job specific fitness programming, wellness behavior education, injury prevention, personal activity tracking, nutritional education, cardiopulmonary health and cancer prevention. With the mission of enhancing and expanding the culture of health and fitness within MCFRS.
- In collaboration with the County's Office of Human Resources, FROMS is providing health cooking demonstrations for MCFRS fire stations on a regular basis. In addition to showing the firefighters healthy meal choices, the demonstration also discusses portion control. Evidence has shown that a firefighter who is overweight and in poor shape, has a greater chance of sustaining an injury.

MCFRS CFAI 2015 ACR Environmental Change EXHIBIT #16

Click on link or map image for PDF and additional Fire Chief approval documentation:

https://montgomerycountymd.gov/frs-ql/Resources/Files/Accreditation/ACR/ACR_2016/2016-June_Updated_Density_Zones_Map.pdf



MCFRS CFAI 2015 ACR Environmental Change EXHIBIT #17a



Maryland Fire Service Personnel Qualifications Board, Inc.

c/o Maryland Fire and Rescue Institute
University of Maryland
Building 199
College Park, Maryland 20742
(301) 226-9922 or (301) 226-9926
FAX # (301) 314-0752

To: Adam P. Jones, Assistant Fire Chief
From: Robert Rose, Certification Facilitator
Date: June 15, 2016
Re: Montgomery County Fire & Rescue ATRA Site Visit Report

On this date a site visit team conducted a site visit of the Montgomery County Fire & Rescue Service Accredited Training Review Agency (ATRA-DOA). This site visit was consistent to the operating procedures of the MFSPQB and the ATRA reaccreditation process. The site team was composed of "peer reviewers" who are also ATRA administrators within their respective jurisdictions. The review team consisted of the following individuals:

Alex Perricone, Baltimore City, Site Visit Team Chair
Robert Rose, MFRI, Site Visit Team Secretary
Jack Beall, Anne Arundel County
Tim Rostkowski, Baltimore County
Dave Barnes, Frederick County
Eric Proctor, Howard County
Ron Hassan, MFRI

The site visit team was welcomed by Assistant Fire Chief Adam Jones of the Montgomery County Fire & Rescue Service who also introduced his staff members, Captain Jay Blake and Program Manager II Amber Leizear who would be assisting with the site visit. Several copies of the Montgomery County ATRA Self Assessment / Site Visit Manual were provided to the site visit team.

An overview of the site visit process was provided. Team members in turn read each entry in the site visit manual, team members questioned and discussed issues as appropriate and provided comments on specific items as necessary. The team requested and was provided a detailed demonstration of test material security measures. Overall the site visit team determined that the Montgomery County ATRA has substantially met the elements of the "self study" document. The site visit team has identified the following areas that should be evaluated and clarified as indicated:

MCFRS CFAI 2015 ACR Environmental Change EXHIBIT #17b

Recommendations:

1. (PA1.1) Delete that portion of the response and reference to "Attachment A".
2. (PA1.2.c) Include reference to "Attachment F 'The Chart' page 5 of 5".
3. (PA4.2) Include names of organizational representatives in the response (from Attachment J).
4. (PA7.2) Change edition date listed for 1033 Fire Investigator from 2009 to 2014.
5. (TA1.1.a) Add page "x" (ten) to Attachment N.
6. (TA3.1 and other locations) Replace all references to Frederick County DFERS with a reference to Montgomery County FRTA.
7. (TA3.1 and TA3.2) Remove "ATRA" from Attachment L; cited as MFRI ATRA Academy Agreement.
8. (TA3.2) Delete Attachment X response after "...Montgomery County Fire Rescue Training Academy." The deleted portion of the response may better support criteria TA3.1.
9. (TA4.1) Correct typo. "Attachment P": MFRI Medical Clearance Policy should be listed as "Attachment T:..."
10. (TA5.1.a, TA5.1.c, and TA6.1.c) Insert "and" in place of comma as follows: "...passed the discipline skills and taken the train-the-trainer..."
11. (TA8.2) Provide a narrative of the referenced policy that answers the criteria.

Requirements:

None.

Model Practices:

None.

Based upon the comprehensive review of the Montgomery County ATRA it is the recommendation of the site visit team to the MFSPQB that the Montgomery County Fire & Rescue Service be reaccredited as an Accredited Training Review Agency (ATRA-DOA) of the MFSPQB with all the rights and privileges thereunto pertaining subject to the approval of the Verification Review Group (VRG). Your accreditation / reaccreditation shall take effect for a period of two years.

The entire Training Academy staff is to be commended for their outstanding preparation for and participation in this site visit. It is apparent that the Montgomery County Fire & Rescue Service is committed to maintaining the high standard of excellence of our voluntary state certification system as has been evidenced through this site visitation.

RLR/rlr

cc: Site Visit Team Members
MFSPQB Board of Directors
File

Verification

I verify that the information contained in this report is complete and true to the best of my knowledge.

A handwritten signature in blue ink that reads "Sath Gowd". The signature is written in a cursive style with a long horizontal stroke at the end.

Signature of Agency Head

Fire Chief

Title

23 June 2016

Date