

Field Visit to Prince George's County Maryland  
January 17, 2007

In attendance from Gloucester County:

Freeholder Helene Reed  
Gerald White – Boro/Township Administrator's  
Charlene Vitale – EMS Career Chiefs  
J. Thomas Butts - Emergency Response Coordinator  
Michelle Pandolfo – Special Projects

The exploratory committee visited Prince George's (PG) County Maryland to learn about their regionalized system, the system of a neighboring county – Charles, and the state of Maryland's role in EMS. PG put together a panel of leaders to candidly answer questions and provide insight to the challenges of regionalization. Here are highlights from the visit:

**Maryland:**

- In Maryland, BLS and ALS services are under medical direction.
- Maryland also offers a volunteer incentive through a \$3500 deduction on state income taxes.
- The State is divided into regions. Charles and PG are part of the same region.

**Prince George's:**

- Has 41 stations serving 24 municipalities. The municipalities, with the exception of one, generally do not own the infrastructure or capital. Some offer a stipend and none regulate the services in their jurisdiction. 10 of the 41 are owned by the county. The stations are Fire/EMS.
- Response time target for BLS is 6 minutes. The clock starts when the call is entered into the CAD and stops when the unit pulls up to the scene.
- Stations locations are generally within a 6 minute travel time radius. Some are much closer than that, especially in their northwest corner of the county where it is more densely populated.
- DNRs – 1 minute lapse till next call-out and goes by NFPA standard of 1 minute for acceptable turn-out time.
- Is lead by an operations side and a clinical side.
- Has a Volunteer Liaison position. This person meets monthly with the volunteers to discuss protocols, field issues, discipline.
- Recommended utilizing a consultant to provide an unbiased, outside, professional point-of-view.

**Charles County:**

- EMS is separate from Fire.
- Was completely volunteer EMS until 5 years ago.
- The volunteers recognized there was a service delivery issue. An incident took 40+ minutes calling for an ambulance, dispatch went through the entire roll call, and the patient ended up being transported in a civilian's suburban. The patient survived; however, the patient's son started a letter writing campaign. The volunteers and the county decided that career supplements to the existing volunteer force were needed to make the system better.
- DNRs – 90 second minute lapse till next call-out and volunteers allotted 5 minute turn-out time.
- The medical director is a strong leader in this county.
- Recommended that both career and volunteers receive the same training. Everyone is held to the same standard of training and performance.

**Both:**

- Both counties share a regional medical director
- Locations of stations for both county systems have evolved from historical locations as well as service gaps. Both counties have static locations.