Division 01 Administration and Organization

Chapter 02– Fire/EMS Department Organization

January 2010

POLICY

This General Order shall establish a means to identify the current organizational structure of the Prince George's County Fire/Emergency Medical Services (EMS) Department, commanded by the Fire Chief.

DEFINITIONS

Our Mission - The Fire/EMS Department strives to improve the quality of life in Prince George's County by promoting safety, and providing the highest quality of fire prevention, fire protection, emergency medical services, and community outreach programs.

Our Vision - The actions of the Fire/EMS Department will be guided by an understanding of the needs of our customers, while we ensure the highest commitment to safety, professionalism, integrity, and care.

PROCEDURES

1. General Guidelines

The Fire/EMS Department's Administration is organized into the Office of the Fire Chief and four major commands: the Management Services Command (MSC), the Support Services Command (SSC), the Administrative Services Command (ASC), and the Emergency Operations Command (EOC). Each Command is under the direct supervision of a lieutenant colonel.

Commands are subdivided to define the scope of operations necessary to provide an efficient delivery of service to the citizens we serve.

Each command officer and/or civilian commander is responsible to ensure the peak performance of his or her area of responsibility.

The following sections provide a synopsis of each of the segments within the Fire/EMS Department.

2. Office of the Fire Chief (OFC)

The Office of the Fire Chief organizes and directs the efforts of the County Fire/EMS Department, both career and volunteer, augmenting the four lieutenant colonels. The Fire Chief's staff is comprised of a uniformed fire major, serving as Executive Officer, and various civilian and uniformed support staff. The Office of the Fire Chief is the main point of contact for citizen and government inquiries.

Executive Officer to the Fire Chief

The Executive Officer to the Fire Chief is the senior staff member responsible for the coordination and management of the day-to-day operations and activities of the Office of the Fire Chief and other functions related to Fire/EMS Department Headquarters.

Employee & Volunteer Assistance Programs

The Employee and Volunteer Assistance Programs provide a vital service to the members of the Prince George's County Fire/EMS Department, and to their immediate families. These programs coordinate a wide-range of support functions for the members of the Department.

Legal Affairs

The Department Attorney, which is a civilian position, is the primary legal counsel to the Fire Chief, and is responsible for the coordination and administration of various legal affairs that impact the Department. He or she also serves as the liaison between the County Office of Law and departmental personnel.

Public Information Office (PIO)

The Public Information Officer(s), which is civilian or career, is responsible for:

- The coordination and management of the day-to-day operations and dissemination of information to the public through the news media
- The Public Information Officer(s) responds on all major incidents and assists the Incident Commander by providing accurate and timely information to media representatives
- Coordinates the activities of the Graphic Arts/Production Coordinator

Community Outreach

Community Outreach is commanded by a civilian manager. The office is responsible for:

- Community outreach and educational programs for the citizens and residents of Prince George's County
- Creating awareness to internal and external customers on methods to improve fire prevention for all citizens
- Promoting fire and life safety to prevent fires and save lives through community involvement
- Promoting existing, as well as developing new programs to meet the needs of the community

Office of Professional Standards

The Office of Professional Standards is overseen by a major and is responsible for:

- The administration of the inspectional services for fire stations and personnel
- The disciplinary process within the Fire/EMS Department.
- The implementation of recommendations to ensure the operational readiness of all the emergency services of the Department

Equal Employment Opportunity Officer (EEOO)

The EEOO shall be responsible for:

- Investigating and interpreting the EEO, ADA, FLSA, and FMLA laws for the Department
- Serving as a liaisons with the Office of Law and attorneys with outside agencies
- Overseeing the administration of the Department's EEO policies
- Conducting investigations of all formal EEO complaints
- Providing support functions through peer mediation, which helps to ensure a healthy work force, both physically and mentally, with the key to the success being the dedication and commitment to confidentiality and professionalism

3. Management Services Command (MSC)

Management Services is commanded by a lieutenant colonel. This Command is responsible for the supervision of the following segments of the Fire/EMS Department.

Fiscal Affairs

Fiscal Affairs is commanded by a civilian manager, who is charged with the following:

- Fiscal and budgetary management of the Fire/EMS Department
- Payroll
- Timesheets
- Grants/Contracts
- Transport Fees

Apparatus Maintenance

Apparatus Maintenance is commanded by a civilian manager, who is responsible for the maintenance and repairs associated with the Department's vehicle fleet and equipment.

Logistics & Supply

Logistics & Supply is commanded by a civilian manager, who is responsible for:

- The procurement of all supplies and equipment for the Department.
- Tracking of Personal Protective Equipment and career personnel uniforms.
- Assisting with building maintenance needs and major construction projects for the Department.
- Providing the mail courier service for the Department.

4. Support Services Command (SSC)

Support Services is commanded by a lieutenant colonel. The Command is responsible for the supervision of the following segments of the Fire/EMS Department:

Research & Planning

Research, Planning and Development is commanded by a major who is responsible to oversee the following:

- Promotional Testing
- Recruitment
- Building Maintenance
- Capital Improvement Project

Information Management

Information Management is commanded by a civilian manager, who has the following major areas of responsibility:

- Maintains an up-to-date Fire/Rescue Incident Tracking System (FRITS)
- Processes all requests for Fire/EMS reports. These requests come from the public, insurance companies, attorneys, and other agencies, as well as the court system
- Provides Fire/EMS statistics for management, the public, and other fire departments and government agencies
- Processes all computer-related requests in the Department. This includes analyzing all hardware and software requests
- Translates user requirements into detailed system specifications and assists in implementing the appropriate system
- Acts as a liaison between the Fire/EMS Department and the County's Information Technology Division and OAO, the County's Facility Management Contractor

Office of the Fire Marshal

The Office of the Fire Marshal is commanded by a lieutenant colonel. This office is responsible for the supervision of the following segments of the Fire/EMS Department:

Fire Prevention Office

The Fire Prevention Office is commanded by a fire major. The office is responsible for:

- The administration of the Department's code enforcement and inspections programs, as mandated by Subtitle 11 (Fire Safety Law) of the Prince George's County Code and the State of Maryland Fire Prevention Code
- The implementation and coordination of programs designed to reduce and eliminate the loss of life and financial losses due to fires and other hazards
- The annual inspection and enforcement of all fire prevention codes for full compliance
- The coordination of all hazardous materials incidents for safe mitigation
- The review of all adequate public facilities

Fire Investigations Office

Fire Investigations Office is commanded by a fire major. The office is responsible for:

- The enforcement of the fire and explosives laws of the State of Maryland and Prince George's County
- The reduction/elimination of arson, bombings, and other fire service related crimes

- The determination of the cause and origin of all incidents involving fire and/or explosions within the County
- Bringing to justice all violators of the fire and explosive laws of the State of Maryland and Prince George's County

5. Emergency Operations Command (EOC)

Emergency Operations is commanded by a lieutenant colonel. The Command is responsible for the supervision of the following segments of the Fire/EMS Department:

Duty Chiefs (Operations)

Each shift is commanded by a Major, and is responsible for:

- Emergency operations associated with the protection of life and property
- The operational readiness of each respective division
- Performance of fire prevention activities

The Radio Designation for the Duty Chief is "Duty Chief 800".

Advanced Emergency Medical Services (AEMS)

The Advanced Emergency Medical Services office is commanded by a major, and is responsible for:

- All the operations associated with the Advanced Emergency Medical Services
- All operations associated with Advance Life Support Operations including oversight pertaining to paramedic ambulance and paramedic engines within the Department.

Operational Safety

- Operational Safety is responsible to respond to emergency incidents and assist the incident commander as the incident safety officer.
- The Operational Safety Officer is responsible to initiate an investigation

of injuries and accidents and ensure proper follow-up regarding accidents and injuries.

The Radio Designation of the Career Operational Safety Officer is "Safety Officer 800"

Volunteer Operations

Volunteer Operations is commanded by a volunteer major and is responsible for the coordination and scheduling of the volunteer division chiefs and the volunteer safety officers.

The radio designation for the Volunteer Major is "Bureau Chief 820".

The radio designation of the volunteer division chiefs are "Division Chief "followed by the appropriate number i.e. "Division Chief 801"

The radio designation of the volunteer safety officer is "Safety Officer" followed by the appropriate number i.e. "Safety Officer 801" for the north side of the County and "Safety Officer 802 for the south side of the County.

6. Administrative Services Command (ASC)

Administrative Compliance

The Administrative Compliance Office is responsible for facilitating and coordinating the development, maintenance, and dissemination of all Departmental policies and procedures.

Fire/EMS Training Academy

The Fire/EMS Training Academy is commanded by a major. The Academy is responsible for:

- The development and presentation of Fire/EMS training programs for the Department
- The administration of the Department's firefighter apprenticeship program
- Preparation and publishing of the Departmental Training Bulletin

Risk Management

Risk Management is commanded by a major who is charged with the following:

- Developing programs which focus on the identification, analysis, and abatement of hazards, human acts, and attitudes that may cause accidents, injuries, and property loss
- Monitors OSHA, MOSH, ANSI, NIOSH, NFPA and other standards, which effect the Department
- Processes Worker's Compensation Claims
- The administration of the Department's Risk Management Program
- Coordinates the records of all Departmental accidents and injuries, and recommends action to prevent, reduce, and eliminate accidents and injuries
- Coordinates the Department's infectious control policies and procedures
- Coordinates the Department's annual physical examinations

Human Resources

Human Resources is commanded by a civilian manager, who is charged with the following:

- Coordination of all Departmental personnel matters, including the hiring process, position and performance management, and maintenance of employee records
- Public Safety Personnel Investigations
- Liaison between the Fire/EMS Department and the County's Office of Human Resource Management

Fire/EMS Call Center

The Fire/EMS Call Center is managed by a civilian coordinator. The Operations Center is a 24 hour operation responsible for:

- Security of the Fire Services Building, and gym facility at Station 830
- Assisting the Office of Emergency Preparedness in the event of an EOC activation
- Monitoring all Fire /EMS radio channels, television news, FEMA/MEMA broadcasts, and National Weather
- Notifications of emergency and non-emergency incidents via email, phone, and paging system, as well as notifications to EAP, the Infection Control Officer for personnel exposures, and for post accident testing
- Fire/EMS accident and injury flash reports, as well as handling and disseminating information of citizen complaints for resolution
- Station maintenance requests, and repair requests of emergency radios and telephones
- After hours tow truck requests and tire repairs, fuel lock out notifications, emergency building repairs, press inquiries, and handling personnel calling out for sick leave for their shift (unscheduled leave)

REFERENCES

N/A

FORMS/ATTACHMENTS

Prince George's County Fire/EMS Department Organization Chart