

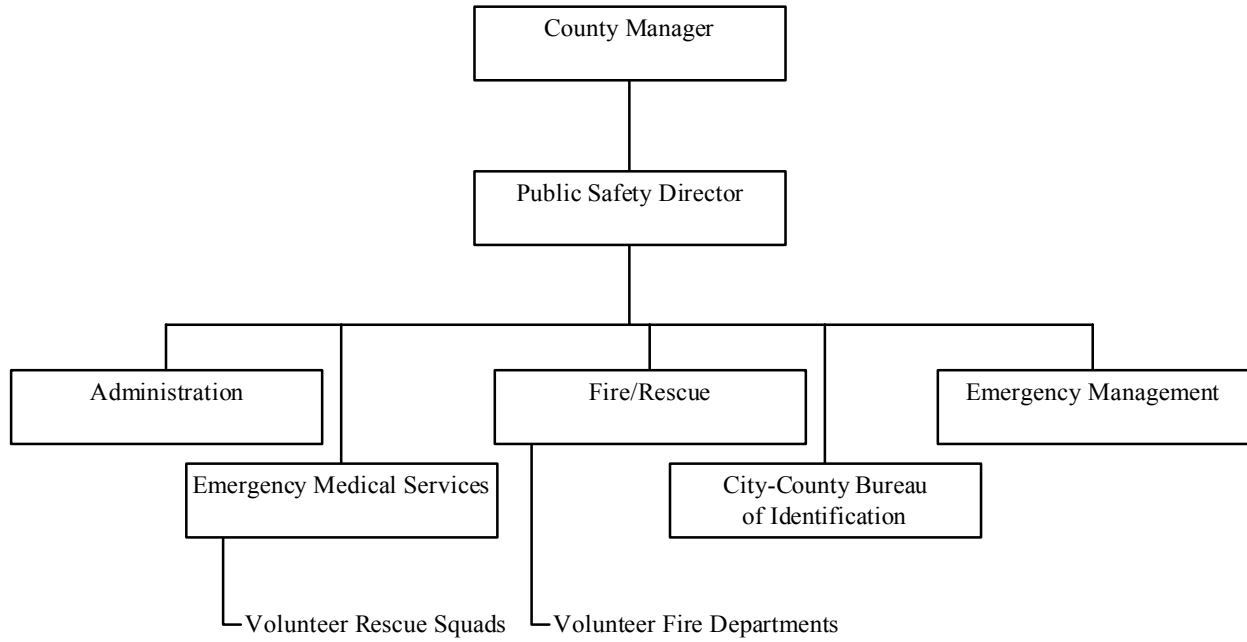
## Public Safety

---

Public Safety Organizational Chart .....	126
Public Safety .....	127
Wake County Volunteer Fire Department-Special Revenue Fund .....	133

---

## Public Safety Organization Fiscal Year 2003-2004



## Public Safety

---

### Budget Summary

	<b>FY2001-2002</b>	<b>FY2002-2003</b>	<b>FY2003-2004</b>	<b>FY2003-2004</b>
	<b>Actuals</b>	<b>Current Budget</b>	<b>Recommended</b>	<b>Adopted</b>
Personal Services	\$10,927,058	\$11,574,423	\$11,863,294	\$11,863,294
Operating Expenses	\$5,432,956	\$6,215,830	\$7,270,939	\$7,270,939
Capital Outlay	\$108,039	\$408,086	\$207,430	\$207,430
<b>Expenditure Totals</b>	<b>\$16,468,053</b>	<b>\$18,198,339</b>	<b>\$19,341,663</b>	<b>\$19,341,663</b>
Intergovernmental Revenue	\$539,129	\$578,779	\$583,118	\$583,118
Fees & Other Revenues	\$5,214,184	\$6,895,094	\$6,052,741	\$6,052,741
<b>Revenue Totals</b>	<b>\$5,753,313</b>	<b>\$7,473,873</b>	<b>\$6,635,859</b>	<b>\$6,635,859</b>

### Position Count

	<b>FY2001-2002</b>	<b>FY2002-2003</b>	<b>FY2003-2004</b>	<b>FY2003-2004</b>
	<b>Actuals</b>	<b>Current</b>	<b>Recommended</b>	<b>Adopted</b>
Number of FTE's	210.00	209.00	209.00	209.00

### Department Description

The Public Safety department has four primary service delivery divisions: Emergency Medical Services, Fire/Rescue Services, Law Enforcement (functioning by statute as the City-County Bureau of Identification, or CCBI), and Emergency Management. In addition, the Public Safety department is responsible for general coordination of public safety issues among the county, the municipalities, the criminal justice system, and appropriate outside agencies.

### List of Major Services

- Emergency Medical Services (EMS) Division
- Fire/Rescue Division
- City County Bureau of Identification (CCBI)
- Emergency Management Division
- Administration Division

**The Emergency Medical Services (EMS) division** is responsible for the administration, training and support of EMS operations in the county. These responsibilities include providing basic and advanced life support services, and transporting persons to area medical facilities in emergency situations. EMS services are provided to sick or injured individuals that live, work, visit, or travel through Wake County. The Wake County emergency response area includes the City of Raleigh and a portion of the County outside all municipal limits. Beyond responding to calls for emergency dispatches, the EMS division maintains continuing medical education activities and currently oversees billing users of ambulance services, filing insurance claims for Medicare and Medicaid, and marketing the membership/subscription program in the

## Public Safety

---

county. In addition to Wake County EMS, there are eight nonprofit EMS/rescue squad corporations with whom the County contracts to provide services across Wake County.

**The Fire/Rescue division** has five key program areas: fire/rescue administration, emergency response, fire/rescue training, fire code enforcement/fire prevention, and fire suppression. The division provides 24-hour/365 day a year emergency response staff to assist volunteer fire departments, rescue squads, and local law enforcement agencies. Staff responds to emergency scenes to provide scene management, technical expertise, and fire investigations services. Fire/Rescue staff operates the Fire/Rescue Training Center to provide training in emergency operations and management to career and volunteer firefighters in the county. The division inspects new and existing commercial facilities within the county jurisdiction, contracting municipalities, and in all public school buildings countywide. The division also administers, monitors and supports all fire protection and emergency service contracts with 19 fire protection providers throughout the county, and serves as a liaison between Wake County government and the rural departments to provide system-wide planning and coordination. The Fire/Rescue division also provides personnel for fire suppression services for several rural fire districts and coordinates countywide HAZMAT services. Through a collaborative arrangement with contracting agencies, the division provides weekday staffing for fire and emergency response in the Rolesville, Western Wake and Stony Hill fire districts.

**The City County Bureau of Identification (CCBI)** provides identification services to County law enforcement agencies with partial funding support from the City of Raleigh. CCBI services vary from managing and circulating arrest information, investigating crime scenes, photographing evidence, to laboratory analysis of suspected illegal drugs, administering "Breathalyzer" chemical tests for alcohol, maintaining criminal fingerprint cards, and giving expert court testimony. Customers of these services include law enforcement agencies, the judicial system, attorneys, the general public, and other governmental agencies. CCBI investigation services include responding to crime scenes to identify, photograph, collect and analyze physical evidence, preparing evidence and developing crime scene videos, diagrams, courtroom exhibits and computer graphs for court. CCBI prepares and analyzes latent fingerprints, tire and shoe tracks, and glove impressions against those of suspects. The division also completes computerized entry of latent prints for comparison with state files via an automated fingerprint identification system, and analyzes unknown controlled drug substances in the drug lab. Staff also testify as experts in court on all findings. In addition to criminal identification and investigation services, CCBI offers fingerprint and photograph services to civilians for various licensing, job requirements and legal mandates.

**The Emergency Management division** coordinates and plans for emergencies that occur in Wake County, including each of its municipalities. Through emergency response and preparedness training, the division responds to emergencies on a 24-hour basis. These response efforts are focused on maintaining the continuity of fire, law enforcement, EMS/rescue, and municipalities in emergency situations. Activities may include maintaining readiness of 9-1-1 telephone system/dispatch, emergency radio systems, coordinating efforts in an emergency operations center, evacuating persons from homes or businesses whose lives or property are threatened by an emergency situation, and giving informed recommendations on emergency protective actions and emergency response procedures. Key program areas involve the Harris Nuclear Power Plan and the county's homeland defense programs and public safety communications projects.

**The Administration division** manages and directs the implementation of policies and activities necessary to achieve broad public safety goals for Wake County. The division also controls detention costs through criminal justice planning efforts with various community partners.

## Public Safety

---

### Business Plan Priorities

#### Emergency Medical Services

- Staff recruitment and retention
- Continuing medical education
- Resource deployment options
- Achievement and maintenance of "model system" status
- Accreditation
- Integration of CAD and 800 MHz systems into EMS operations

#### Fire/Rescue

- Fire code enforcement
- Emergency response to major incidents and fire origin and cause investigations
- Management services in support of contractual fire services
- Staff support of Wake County Fire Commission
- Fire and rescue training
- Fire suppression personnel agreement management.

#### CCBI

- Forensic crime scene investigation.
- Latent fingerprint examination
- Arrestee processing and chemical breath tests for alcohol.
- Laboratory services (includes forensic drug testing)
- Identification services for civilians (fingerprinting, backgrounds checks).
- Investigation support for local law enforcement agencies (line-ups, mug shots, computerized criminal histories).

#### Emergency Management

- Domestic Preparedness Program
- Metropolitan Medical Response System
- Volunteer "Citizens Corp" program for Wake County
- Municipal Partner Planning and Exercise Program
- Facilitator/technical-manager role in 800 MHz radio system development
- "Automatic vehicle location" (AVL) system design

### Highlights

#### Emergency Medical Services

- Established a full-time EMS System Medical Director for Wake County on January 1, 2003.
- Received NC EMS "Model System"
- Implemented a new fee schedule for services that mirrors categories of care by Medicare definition.
- Began a new, County-wide electronic patient care reporting (PCR) system
- Implemented an automated scheduling program for EMS personnel.
- Implemented "hot/cold" (emergency/non-emergency) response program dispatch

## Public Safety

---

- Additional funds are included in EMS for the purchase of a new vehicle as part of reorganizational effort. This initiative will allow staff supervisors to improve on-scene efforts of field staff and better manage part-time staff resources.

### Fire/Rescue

- Completed a USFA study of fire investigation services in Wake County
- Initiated fire station and fire truck deployment/location study
- Completed study of compensation of part- and full-time firefighters, and received Fire Commission approval of implementation strategy
- In partnership with Progress Energy, improved Fire/Rescue Training Center

### CCBI

- Continued action steps in achievement and maintenance of field-agent response time goal of less than one hour for 70% of requests for service
- Initiated a continuing-education/workshop program for technical staff
- Reorganized latent/technical services system
- Maintained 100% admission of proffered evidence in criminal prosecutions
- Funding is included in the budget to purchase 4 additional vehicles for City County Bureau of Identification agents. The purchase of additional vehicles will reduce response times.

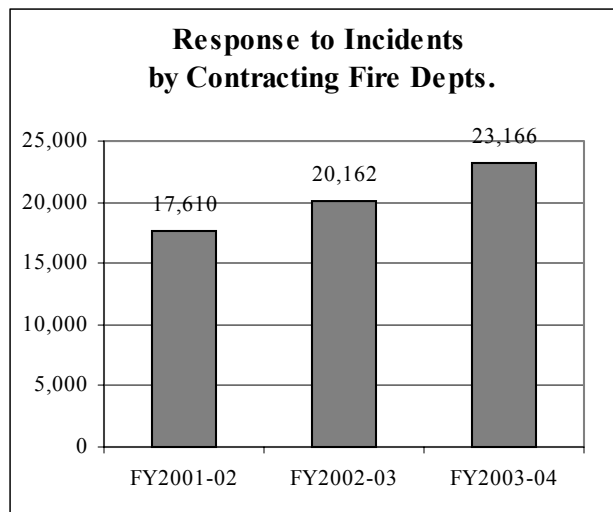
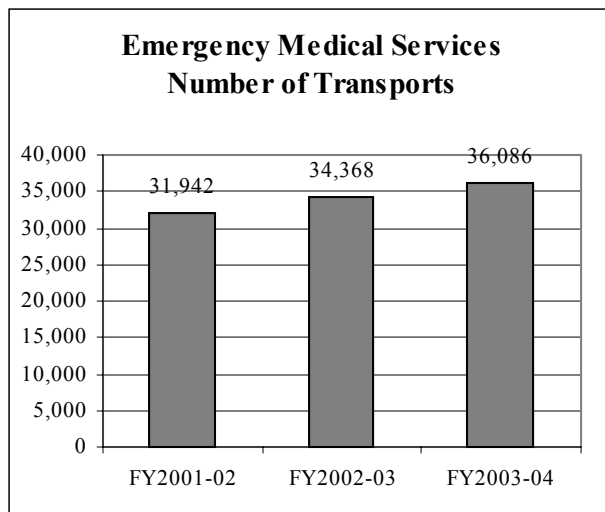
### Emergency Management

- Completed technical acquisition activities for pager/monitor section of 800 MHz radio project
- Completed 800 MHz radio "system configuration" at Motorola test facility
- Maintained Metro Medical Response System on time, on track and within budget
- Started installation of 800 MHz radio infrastructure with antenna construction at Hammond Road site.

<b>Performance Measurement</b>	<b>FY2001-02 Actual</b>	<b>FY2002-03 Actual</b>	<b>FY2003-04 Objective</b>
<b>EMERGENCY MEDICAL SERVICES</b>			
90% Response time for an ambulance (Wake Co.)	12:45 min	13:53 min	11:59 min
90% Response time for an ambulance (all Wake Co. responders)	14:10 min	14:37 min	11:59 min
Number of Transports	31,942	34,368	36,086
Rate of Cardiac Survival (Utstein model)*	10%	22%	27%
<b>FIRE/RESCUE</b>			
Percent of Fire Incidents in Inspectable Occupancies not caused by a condition in violation of State Code	n/a	7.10%	10%
Percent of Fire Training Center Students that scored below 70% on pre-test and above 70% on post test	n/a	100%	95%

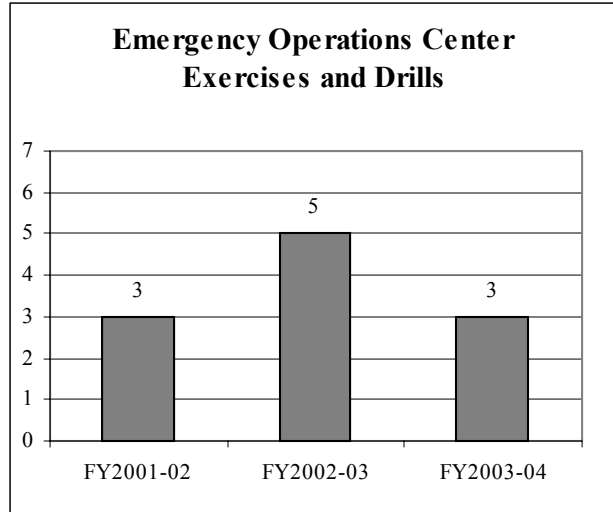
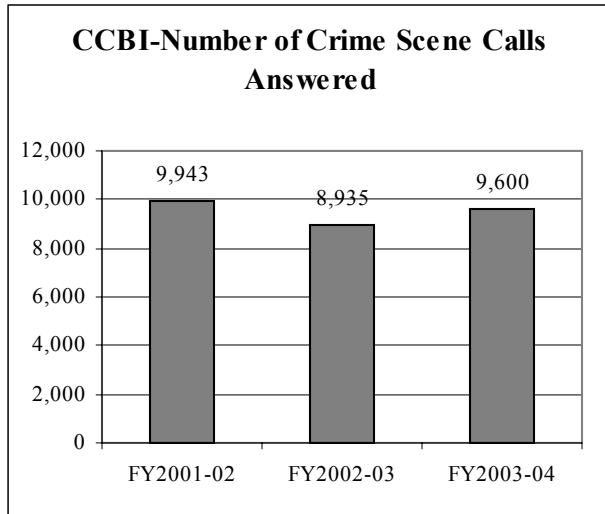
## Public Safety

<b>Performance Measurement</b>	<b>FY2001-02 Actual</b>	<b>FY2002-03 Actual</b>	<b>FY2003-04 Objective</b>
Number of Fire and Medical Incidents responded to by contracting Fire Departments	17,610	20,162	23,166
<b>CCBI</b>			
Response Time from Officer Request to CCBI agent arrival	within 1 hour 57.8% of time	within 1 hour 67.7% of time	within 1 hour 65% of time
Percentage of Time Agent Evidence is admitted at trial	92.6%	97.7%	95.2%
Number of Crime Scene calls answered	9,943	8,935	9,600
<b>EMERGENCY MANAGEMENT</b>			
Ratings Percentage of Emergency Management Programs, Plans, and/or Procedures above average	90%	91%	90%
Emergency Operations Center Exercises and Drills	3	5	3
*The Utstein Model measures success of cardiac arrest survival to discharge home for patients in ventricular fibrillation. This is the accepted standard in pre-hospital medicine.			



# Public Safety

---



## Wake County Volunteer Fire Departments-Special Revenue Fund

---

### Description

Wake County contracts with nineteen fire departments to provide fire protection and emergency services in the unincorporated areas of the county. Fourteen of the fire departments are incorporated nonprofit organizations while five are municipal fire departments. The fire departments provide fire suppression, medical first responder, rescue, and fire prevention services in various districts. They also respond to incidents involving the release of hazardous materials, motor vehicle accidents with persons injured, and searches for missing or lost persons. The fourteen incorporated nonprofit organizations use volunteer firefighters supplemented with paid staff for fire protection and emergency services. The volunteer firefighters donate their time and efforts to the safety of Wake County citizens. They do this by responding to emergency calls and attending numerous training sessions. By maintaining public protection classifications, the fire departments save county property owners annually on fire insurance premiums. To pay for these services, the Board of Commissioners levies a fire tax on appropriate real and personal property in a single fire tax district. The fire service tax rate is \$0.10 for fiscal year 2003-04, no increase in the rate. Of the \$0.10 tax rate, seven and one-half cents support operating budgets and two and one-half cents support capital improvements.

### Highlights

- The Apex fire department will utilize additional funding to provide stipends for volunteer coverage at Station #2 near New Hill. The department is currently providing 24/7 protection in the unincorporated area of the Hipex fire district from this station with volunteers.
- Hopkins and Stony Hill fire departments will receive funding for part-time personnel for greater staffing availability to improve response times.
- Funding is provided to begin implementation of a pay and classification plan proposed for adoption in an effort to standardize pay and classification practices among the various contracting departments.
- Completion of a station location and fire apparatus study is expected to be completed in early fiscal year 2003-2004. The results of this analysis will lead to a master plan for capital needs for the fire service delivery system of the contracting agencies.

## Wake County Volunteer Fire Departments-Special Revenue Fund

---

<b>Fire Services</b>	<b>FY2001-02 Final Appropriation</b>	<b>FY2002-03 Final Appropriation</b>	<b>FY2003-04 Adopted Appropriation</b>
Apex	\$330,782	\$361,649	\$431,282
Bay Leaf	\$703,453	\$946,866	\$1,002,636
Durham Highway	\$538,851	\$702,125	\$712,141
Fairview	\$619,598	\$770,785	\$785,166
Falls	\$177,386	\$202,019	\$269,565
Fuquay-Varina	\$652,688	\$955,788	\$960,010
Garner	\$722,407	\$817,631	\$854,636
Holly Springs	\$200,368	\$228,342	\$267,415
Hopkins	\$223,941	\$261,202	\$374,091
Knightdale	\$608,435	\$972,261	\$987,906
Morrisville	\$511,981	\$521,196	\$544,073
Rolesville	\$318,909	\$271,947	\$262,997
Six Forks (Merged with Bay Leaf FY2003)	\$233,796	\$0	\$0
Stony Hill	\$282,933	\$392,877	\$499,261
Swift Creek	\$296,814	\$333,491	\$365,561
Wake Forest	\$237,427	\$237,427	\$241,740
Wake-New Hope	\$721,724	\$737,999	\$837,064
Wendell	\$647,112	\$744,229	\$833,956
Western Wake	\$346,475	\$559,276	\$582,851
Zebulon	\$222,288	\$234,091	\$244,478
<b>Department Totals</b>	<b>\$8,597,368</b>	<b>\$10,251,201</b>	<b>\$11,056,829</b>
Capital and Improvements		\$382,112	\$150,000
Compensation study implementation			\$360,625
Toner & voice pager maintenance		\$0	\$3,225
NC Forestry			\$58,000
<b>Other Total</b>	<b>\$0</b>	<b>\$382,112</b>	<b>\$571,850</b>
<b>County Capital Appropriation Total</b>	<b>\$3,312,632</b>	<b>\$3,519,000</b>	<b>\$3,652,900</b>