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January 26, 2012

The Honorable Glenn Barbour, Chair, Mecklenburg County Board of Supervisors  
The Honorable Welton Tyler, Chair, Brunswick Board of Supervisors  
The Honorable James Hester, Chair, Northampton County Board of Commissioners  
The Honorable James Pierce, Chair, Halifax County Board of Commissioners  
The Honorable Ulysses Ross, Chair, Warren County Board of Commissioners

Dear Chairpersons,

The purpose of this correspondence is to provide an Executive Summary and forward LGA's Report of the 2011 Five County Emergency Medical Services (EMS) and Emergency Communications (E-911) Review to each county's officials. This report is being provided for your Board's consideration of recommendations to further enhance EMS Services for the total population in all districts of the five counties surrounding Lake Gaston. The LGA is prepared to assist in any way to facilitate enhancement of services in the counties.

The mission of the Safety Committee of the Lake Gaston Association (LGA) is "to network with emergency services, law enforcement and other organizations on land and water safety issues, working to achieve or improve: increased law enforcement, boating safety, emergency medical service (EMS), fire protection, buoy maintenance, and Neighborhood Watch programs." Further, the LGA membership has a keen interest in high quality EMS/E-911 for all the residents of each county.

From January 2011 through July 2011, members of the LGA Safety Committee coordinated with personnel responsible for various aspects of EMS/E-911 within the five counties of Lake Gaston. The primary purpose of this coordination was to gain a better understanding of how each county manages its EMS/E-911. Specifically, the LGA is interested in learning about each county's call volume, jurisdiction, overlap coverage, agreements with other agencies, as well as any other pertinent information. This coordination included an EMS First Responder Breakfast in March 2011, LGA visits to each of the E-911 Centers, and correspondence with personnel responsible for EMS/E-911 in each county.

Whereas some counties are performing better than others, the following overall recommendations for EMS/E-911 enhancement are offered:

- Ensure periodic reviews of EMS personnel training/certification records are conducted to verify compliance and currency. It is our understanding that the respective state Office of EMS conducts periodic reviews. If not already implemented, peer reviews should be initiated at all levels to ensure the use of Best Practices and overall enhancement initiatives. Some counties are conducting these reviews whereas others are not.
- Ensure a formal, systematic performance-based review of EMS personnel is implemented during the performance of their duties. Ensure after action analysis of urgent care responses is being conducted.

- Implement standardized training/certification for all E-911 telecommunications/dispatch personnel among the counties, particularly those counties within the same state.
- Ensure a formal, systematic performance-based review of E-911 telecommunications/dispatch personnel is employed by supervisors and managers.
- Review comparability of pay and benefits for EMS and E-911 personnel to assess equitability, and potential for retention and recruitment.
- With a growing volume in emergency calls in all counties, a reassessment of the funding priority for EMS/E-911 expenses may be in order to serve all the citizens of the counties.
- Where compatible with state laws, EMS full time professional and volunteer units should execute mutual aid agreements with neighboring units where none are currently present.

In conclusion, the LGA believes that while each county's EMS and E-911 organizations are performing to state requirements in their counties, enhancements are possible that would benefit the citizens. Each respective Board of Commissioners and Board of Supervisors is strongly urged to implement the recommendations listed above and detailed in the attached report. Upon request, the Safety Committee will provide a detailed presentation of the information gathered on that county. If there are any questions or comments on this report or other matters related to the safety mission of the LGA, please contact the LGA Safety Committee Chairman, Al Hartley at (252) 578-2628 or [Safety@lakegastonassoc.com](mailto:Safety@lakegastonassoc.com).

Sincerely,

Doug Hughes  
President

Cc: County Administrators and Managers  
Clerk to the Boards  
EMS Directors  
North Carolina Office of EMS  
Virginia Office of EMS  
LGA Members

Enclosure

← LGA Mission... to identify issues affecting our members and pursue resolution with the responsible organizations. →

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