

The purpose of the assessment, facilitated by the Upper Dauphin Council of Governments (UDCOG), was to evaluate Northern Dauphin County's existing 9-1-1 emergency medical services (EMS) agencies and coordinate with local stakeholders to identify the optimal administrative and operational goals for the long-term success of the region's EMS services.

## OBJECTIVES AND RECOMMENDED ACTIONS

This section details the objectives and recommended actions that have been developed as a result of the evaluation. It also includes a customized implementation plan for each objective. As every organized group works differently, more than one objective can be advanced at the same time, and the implementation dates can be adjusted based on positive progress with the objectives and recommended outcomes.

| OBJECTIVES  | DATE FOR IMPLEMENTATION |
|---|-------------------------|
| 1. Implement Communications and Messaging Plan  | Year 1                  |
| 2. Formalize Municipal Government Stakeholder Committee                                     | Year 1                  |
| 3. Establish municipal emergency services authority   | Year 1                  |
| 4. Determine long-term funding solution   | Years 1-2               |
| 5. Establish a community EMS advisory committee   | Years 1-2               |
| 6. Pursue new partnership opportunities with existing 9-1-1 basic life support EMS agencies | Years 2-3               |
| 7. Develop a workforce recruitment and retention plan                                       | Years 2-3               |
| 8. Create Plan for Future of the Volunteer Fire Service                                     | Year 3                  |

### OBJECTIVE 1: Implement Communications and Messaging Plan

#### Recommended Actions

- Determine key audiences
- Build support for the future of EMS
- Implement appropriate communication strategies

### OBJECTIVE 2: Formalize Municipal Government Stakeholder Committee

#### Recommended Actions

- Transition UDCOG EMS Study Committee to Municipal Stakeholder Committee
- Finalize municipal representation framework
- Develop oversight and service agreements

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## **OBJECTIVE 3: Establish municipal emergency services authority**

### **Recommended Actions**

- Pursue regional approach for the coordination and oversight of participating EMS agencies
- Municipalities would be represented by four service districts and one member-at-large from the UDCOG.

## **OBJECTIVE 4: Determine long-term funding solution**

### **Recommended Actions**

- Review available funding models
- Adopt a fair and equitable funding model to support EMS staffing and operations
- Increase funding immediately or incrementally over two to three consecutive years

## **OBJECTIVE 5: Establish a community EMS advisory committee**

### **Recommended Actions**

- Increase communication
- Build better relationships
- Membership shall include a diverse mix of citizens, community leaders, business leaders, and school district leaders
- Shall meet quarterly and report to the regional EMS governance entity

## **OBJECTIVE 6: Pursue new partnership opportunities with existing 9-1-1 basic life support EMS agencies**

### **Recommended Actions**

- Work towards more collaboration and new partnerships
- Opportunities may include governance, administration, purchasing, staffing (career and volunteer), training

## **OBJECTIVE 7: Develop a workforce recruitment and retention plan**

### **Recommended Actions**

- Engage local EMS agencies, fire departments, school districts, and business groups to develop the next generation of first responders in the region
- Improve both volunteer and career workforce recruitment and retention
- Adopt Act 174 tax credit program
- Pursue the new state tuition and recruitment reimbursement program
- Develop a high school and return-to-work workforce training program

## **OBJECTIVE 8: Future of the Volunteer Fire Service**

### **Recommended Actions**

- Develop a plan for the future for Northern Dauphin County's volunteer-staffed fire service