

# STRATEGY RECOMMENDATIONS

## NORTHERN DAUPHIN COUNTY EMS

Strategic Plan Objectives and Actions

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Presented by

**ROBB CONSULTING, LLC**

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# Strategy Recommendations

# Communications

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## **Objective 1:** Implement Communications and Messaging Plan

### **Recommended Actions**

- Determine key audiences
- Implement communication strategies and tactics to:
  - Raise awareness of the EMS crisis
  - Build support for a public solution

## Strategy Recommendations

# Communications

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### **Calls-to-Action (What we want stakeholders to do)**

#### ***Build support for the future of EMS!***

- Learn more about the issue and project by visiting UDCOG's website
- Attend UDCOG meetings to stay informed and have a voice in the project
- Contact their local municipal elected officials to voice support for developing a long-term solution to Northern Dauphin's EMS crisis

## Strategy Recommendations

# Organizational Governance

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### **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

## Strategy Recommendations

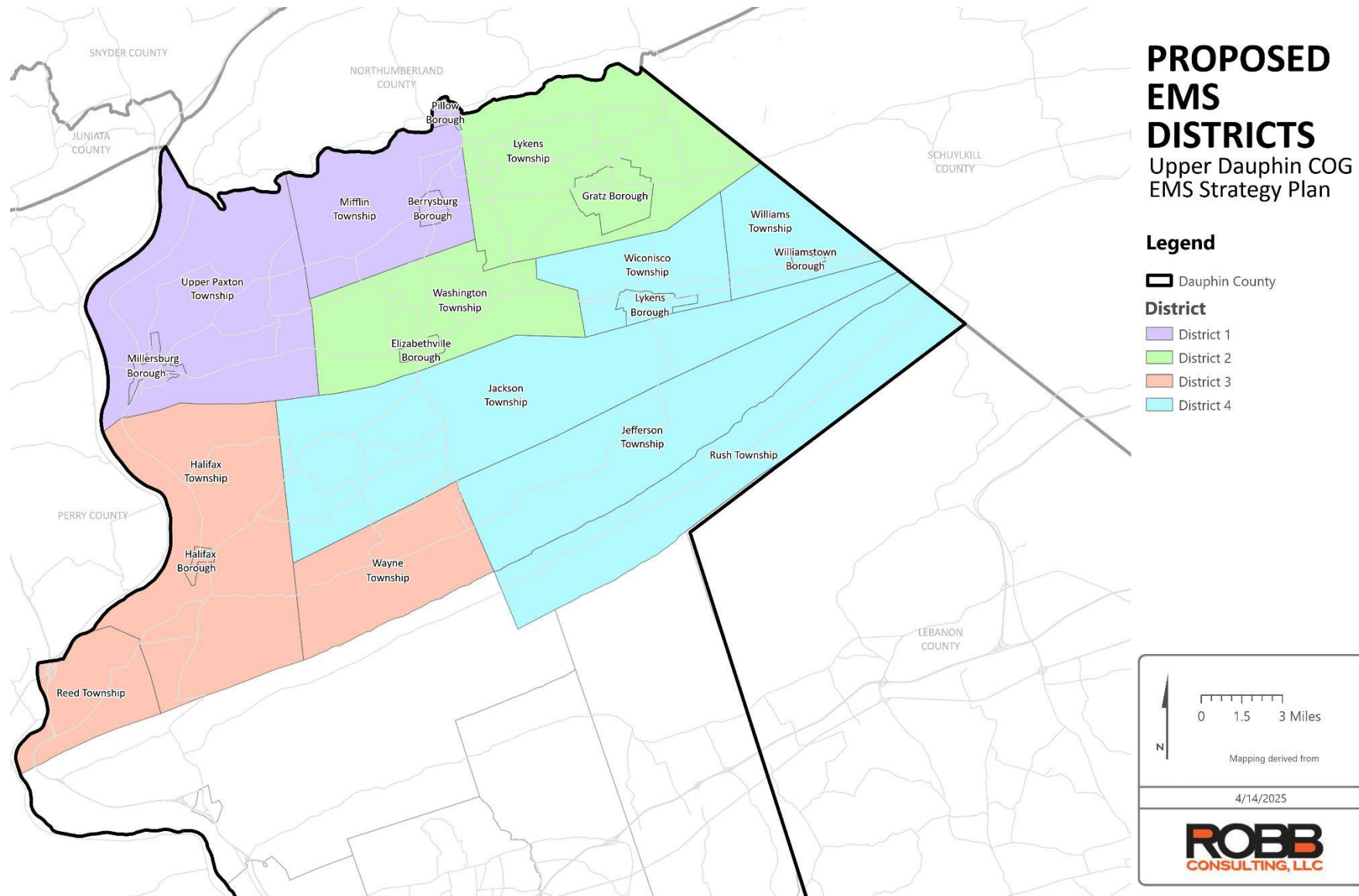
# Organizational Governance

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**Objective 3:** Establish municipal emergency services authority

### Recommended Actions

- Pursue a 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



# Strategy Recommendations

# Organizational Governance

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## Sample Regional EMS Authority District Members

Authority Service Districts	Municipal Members
EMS District Service Area 1	Berrysburg Borough, Mifflin Township, Millersburg Borough, Pillow Burrow, Upper Paxton Township
EMS District Service Area 2	Elizabethville Borough, Gratz Borough, Lykens Township, Washington Township,
EMS District Service Area 3	Jackson Township, Jefferson Township, Lykens Borough, Wiconisco Township, Williams Township, Williamstown Borough
EMS District Service Area 4	Halifax Borough, Halifax Township, Reed Township, Wayne Township
Council of Governments Member-at-Large	Selected At-large from CoG participating municipalities

## Strategy Recommendations

# Organizational Governance

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### Sample Regional EMS Authority Board Members

Authority Members	Number
EMS District Service Area 1	1
EMS District Service Area 2	1
EMS District Service Area 3	1
EMS District Service Area 4	1
Council of Governments Member-at-Large	1
<b>Total:</b>	<b>5 minimum</b>



## Strategy Recommendations

# Funding

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**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 2-3 consecutive years

# Strategy Recommendations

# Funding

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2024 Ambulance Subscription Rates	
EMS Department	Adult
Halifax EMS	\$40
Millersburg EMS	\$65*
Williamstown EMS	\$25

## Ambulance Soliciation Percentage of Return for 2024

Overall Percentage of Return	34.5 %
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# Strategy Recommendations

# Funding

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## Potential Revenue Sources

- Real Estate Property Tax
- Emergency Medical Service (EMS) Tax
- Local Services Tax
- User Fee

## Strategy Recommendations

# Community Engagement

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**Objective 5:** Establish a community EMS advisory committee

### Recommended Actions

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

## Strategy Recommendations

# Community Engagement

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### **Sample Community EMS Advisory Committee Member Qualifications**

- 21 years of age and older
- Northern Dauphin County resident
- Northern Dauphin County business owner
- Knowledgeable about the local community
- Diverse background and expertise (public safety, business management, finance, human resources)

## Strategy Recommendations

# EMS Partnerships

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**Objective 6:** Pursue new partnership opportunities with existing 9-1-1 basic life support EMS organizations

### Recommended Actions

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

## Strategy Recommendations

# Workforce Development

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**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!***
- Improve both volunteer and career workforce recruitment and retention
- Adopt Act 174 tax credit program

## Strategy Recommendations

# Workforce Development

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**Objective 7:** Develop a workforce recruitment and retention plan

### Recommended Actions

- Pursue the new state tuition and recruitment reimbursement program
- Develop a high school and return-to-work workforce training program



## Strategy Recommendations

# Future Considerations

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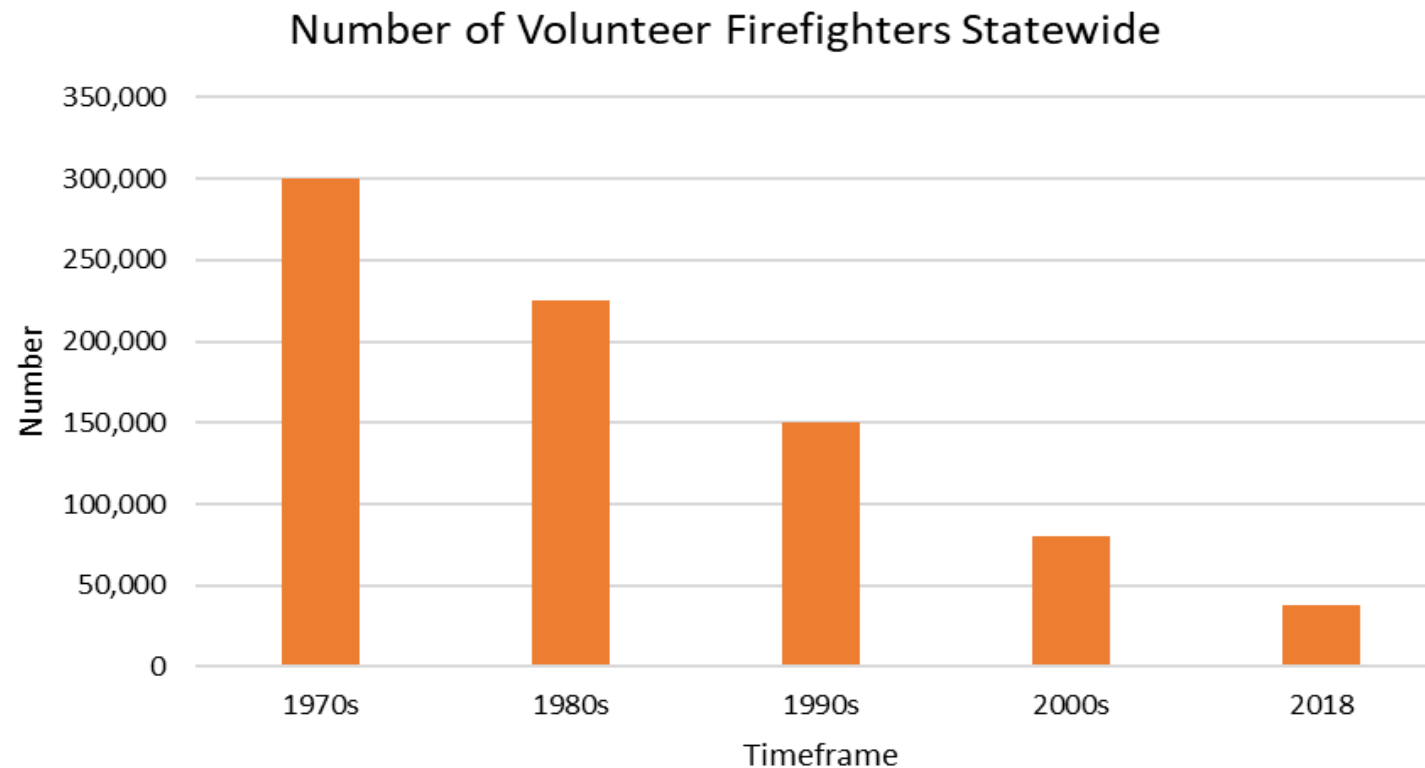
### **Objective 8:** Future of the volunteer fire service

#### **Recommended Actions**

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

## Strategy Recommendations

# Future Considerations



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## Question and Answer Segment

# NORTHERN DAUPHIN COUNTY EMS

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**Thank You for Attending**