

# STRATEGY RECOMMENDATIONS

## Prepared for UDCOG

Strategic Plan Objectives and Outcomes

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# Strategy Recommendations

# Communications

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

### **Recommended Actions**

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

## Strategy Recommendations

# Stakeholder Committee

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**Objective 2:** Formalize Municipal Government Stakeholder Committee

### Recommended Actions

- Finalize municipal representation framework
- Develop service agreements for designated 9-1-1 EMS providers
- Develop performance expectations for designated 9-1-1 EMS providers
- Determine reporting requirements for designated 9-1-1 EMS providers

## Strategy Recommendations

# Municipal Governance Entity

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**Objective 3:** Establish municipal government governance entity

### Recommended Actions

- Pursue a regional approach to governance and management of EMS
- Form EMS Authority to manage and fund the day-to-day operations and staffing needs of the participating EMS departments
- Authority members should be diverse group of local stakeholders
- If Authority disbands, assets will be returned to the participating agencies

## 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
- Increase funding immediately or incrementally over 2-3 consecutive years

## Strategy Recommendations

# Community EMS Advisory Committee

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**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

## Strategy Recommendations

# New Partnership Opportunities

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

### Recommended Actions

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

## Strategy Recommendations

# Workforce Recruitment and Retention

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

### Recommended Actions

- 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



# Strategy Recommendations

# The Future

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

### **Recommended Actions**

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

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## Questions?