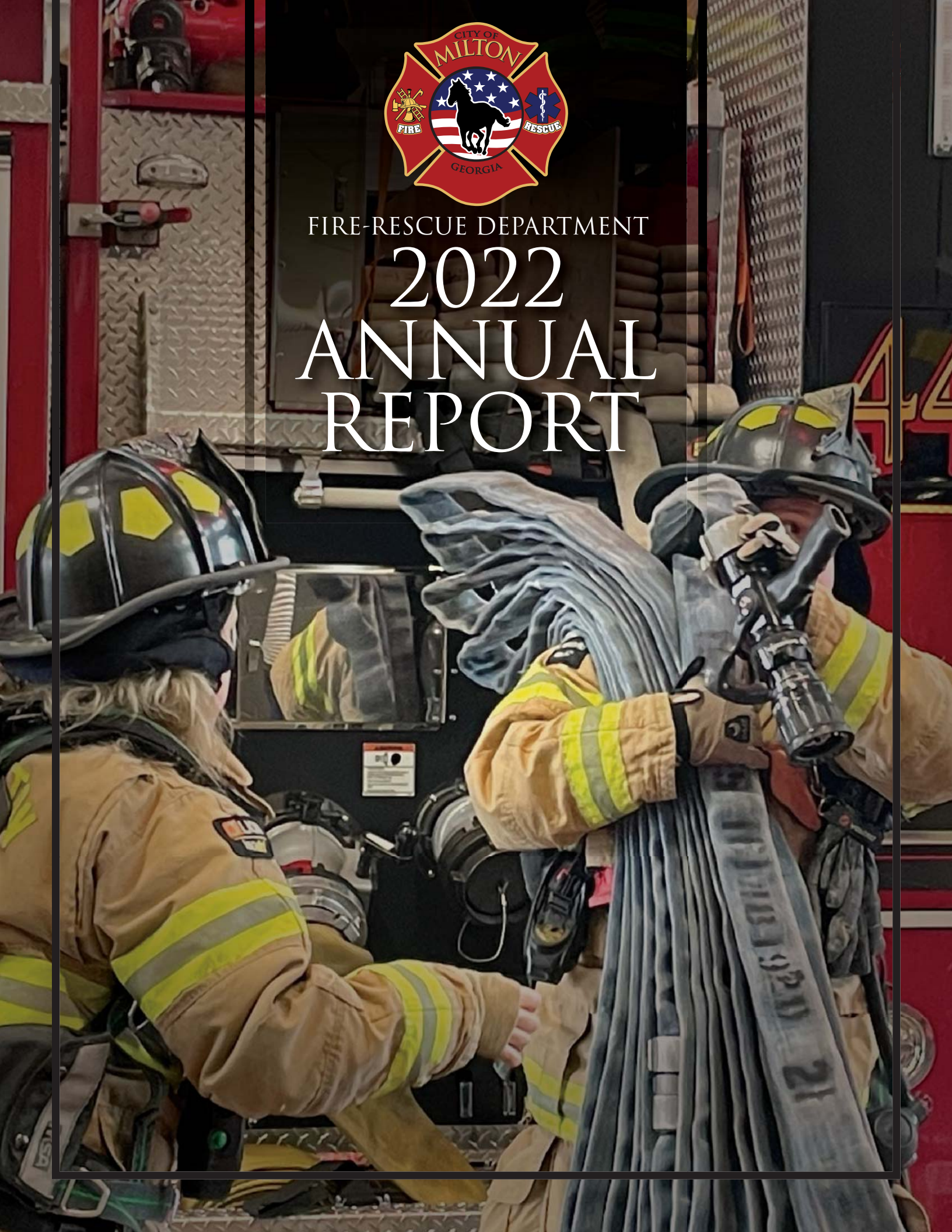




FIRE-RESCUE DEPARTMENT

# 2022 ANNUAL REPORT



# MISSION, VISION, CULTURAL BELIEFS



## MISSION



We put our community first  
for a stronger and safer tomorrow.

## VISION



The Milton Fire-Rescue Department  
is committed to excellent customer service  
and will be an adaptive, dynamic  
and innovative organization.

## CULTURAL BELIEFS



### ONE DEPARTMENT

We promote teamwork, respect and unity

### TAKE PRIDE

We display passion through ownership

### BE TRANSPARENT

We operate with complete honesty and trust

### STAY ACCOUNTABLE

We lead through actions and shared values

### BE EMPOWERED

We foster an environment of success

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# FROM THE FIRE CHIEF



Milton Fire-Rescue is a unique and dynamic organization of dedicated professionals that go the extra mile to provide our community the highest level of all-hazard response, community risk reduction and preparedness services.

Our team works every day with an unrelenting dedication and commitment to genuinely deliver efficient, innovative and dynamic services to Milton that align with our mission, vision and values.

At the beginning of 2022, we embarked on a journey to improve our response times by adopting new technology and data analysis systems. Strategies included streamlining dispatch procedures, station alerting systems, firefighter and apparatus readiness, and computer aided dispatch system enhancements to make informed decisions and meet the needs of our community. We use data to continue to refine our operational deployment. Much of the data, progress and accomplishments are highlighted in this annual report.

We are also enthusiastic about the success of our Milton Fire C.A.R.E.S (Community Advocates for Referral and Education Services) community paramedicine mobile unit that provides proactive health care services and education that bridge the gap between emergency care and everyday health care needs. You can learn more about this program by visiting our website.

Today's modern fire service focuses heavily on health and wellness for first responders. Firefighters have a 9% higher risk of cancer diagnosis and a 14% higher risk of cancer-related death than the general U.S. population. It's imperative that we take care of those who take care of our community. With your support, we adopted and implemented a full comprehensive health and wellness program that meets the highest national standards and includes both physical and mental health wellness.

The City of Milton is experiencing unprecedented growth and our department's Community Risk Reduction Division aligned and focused its goals to assess and provide solutions to this growing community to help minimize risk and prevent loss, injuries and other hazards through engineering, education, and enforcement.

As we begin 2023, Milton Fire-Rescue is in the midst of accomplishing the 2021-2025 Strategic Plan goals and objectives, one of which includes achieving the Center of Public Safety Excellence international accreditation. This achievement will further strengthen our community-focused services and future needs.

On behalf of Milton Fire-Rescue, we thank you for your continued support and trust.



*Gabe Benmoussa*  
*Fire Chief*

# DEPARTMENT OVERVIEW



## ABOUT MILTON FIRE-RESCUE

Established in 2007, Milton Fire-Rescue is an all-hazard organization providing fire suppression, paramedic emergency medical services, and community risk reduction. Our 69 member team operates out of four (4) fire stations to meet the needs of the community. The department is currently pursuing accreditation and holds a Class 2 rating from the Insurance Services Office (ISO).

## WORKING TOGETHER

Milton Fire-Rescue collaboratively works with other city and county departments.



Alphaletta  
Fire Department



Roswell  
Fire Department



Sandy Springs  
Fire Department



Johns Creek  
Fire Department



Forsyth  
County Fire



Cherokee County  
Fire & Emergency Services



# DEPARTMENT OVERVIEW



## MILTON FIRE-RESCUE ISO PUBLIC PROTECTION CLASSIFICATION RATING

Community investment in fire and emergency services has helped Milton Fire-Rescue earn a Class 2 ISO rating. Ensuring this continued level of service requires shared effort and responsibility among the fire department, local leaders, business owners, and residents. ISO analyzes a community's fire department data and awards a Public Protection Classification of 1 to 10. Class 1 generally represents superior property fire protection, and class 10 indicates that the area's fire suppression program does not meet ISO's minimum criteria. Fire departments that have achieved higher PPC ratings have generally established procedures, processes and best practices that can serve as examples to other communities.

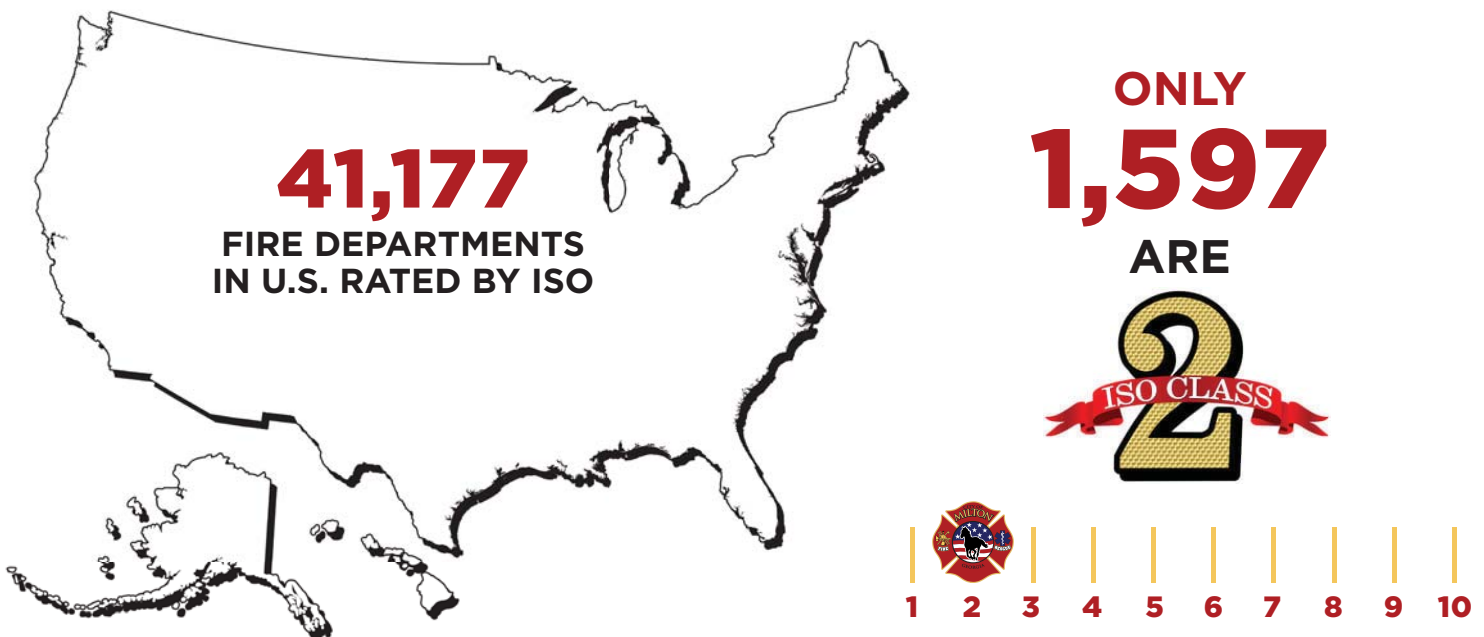
### WHAT IS ISO?

Insurance Services Office (ISO) is a leading source of information about property/casualty risk. The organization provides statistical, actuarial, underwriting, and claims data for a broad spectrum of commercial and personal lines of insurance.

### WHY ARE ISO RATINGS IMPORTANT?

About every two years ISO evaluates municipal fire-protection efforts in communities throughout the United States using the Public Protection Classification (PPC) program... PPC is used in several ways:

- Helps insurance companies establish premiums for fire insurance.
- Used by many communities to measure the effectiveness of their fire protection services.
- Serves as a tool that helps communities plan for budget, and justify improvements.





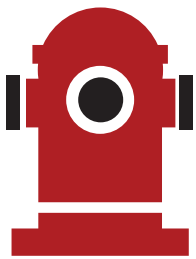
## WHAT DOES A CLASS 2 COMMUNITY LOOK LIKE?



### Fire Department

Analysis of a community's fire suppression capabilities based on fire department's first-alarm response and ability to minimize potential loss. Includes review of:

- Engine Companies/Ladder or service Companies
- Geographic deployment of fire companies
- Equipment/reserve equipment
- Automatic Aid Agreements
- Pumping Capacity
- Personnel and Training



### Water Supply

Evaluation of a community's water supply system to determine the adequacy for fire suppression

- Hydrant size, type, and installation
- Frequency and completeness of hydrant inspection and flow testing programs



### Emergency Communications Systems

Includes:

- Facilities for the public to report fires
- Staffing, Training Certification of telecommunicators
- Facilities for dispatching fire departments



### Community Efforts

Local efforts to reduce the risk of fire, including:

- Fire Prevention Codes and Enforcement
- Public Fire Safety Education
- Fire Investigation Programs

# MILTON FIRE-RESCUE AT A GLANCE



## FIRE STATION 41

12670 Arnold Mill Road



## FIRE STATION 42

15240 Thompson Road



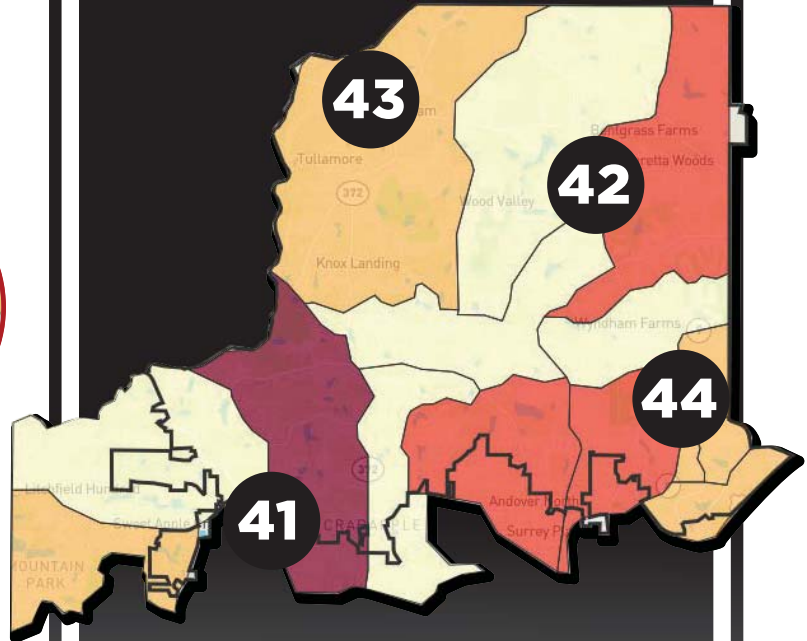
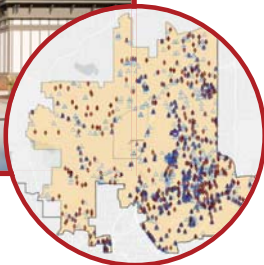
## FIRE STATION 43

750 Hickory Flat Road



## FIRE STATION 44

13690 Highway 9



THE COMMUNITY WE SERVE

**4**

FIRE STATIONS

**15,123**

HOUSING UNITS

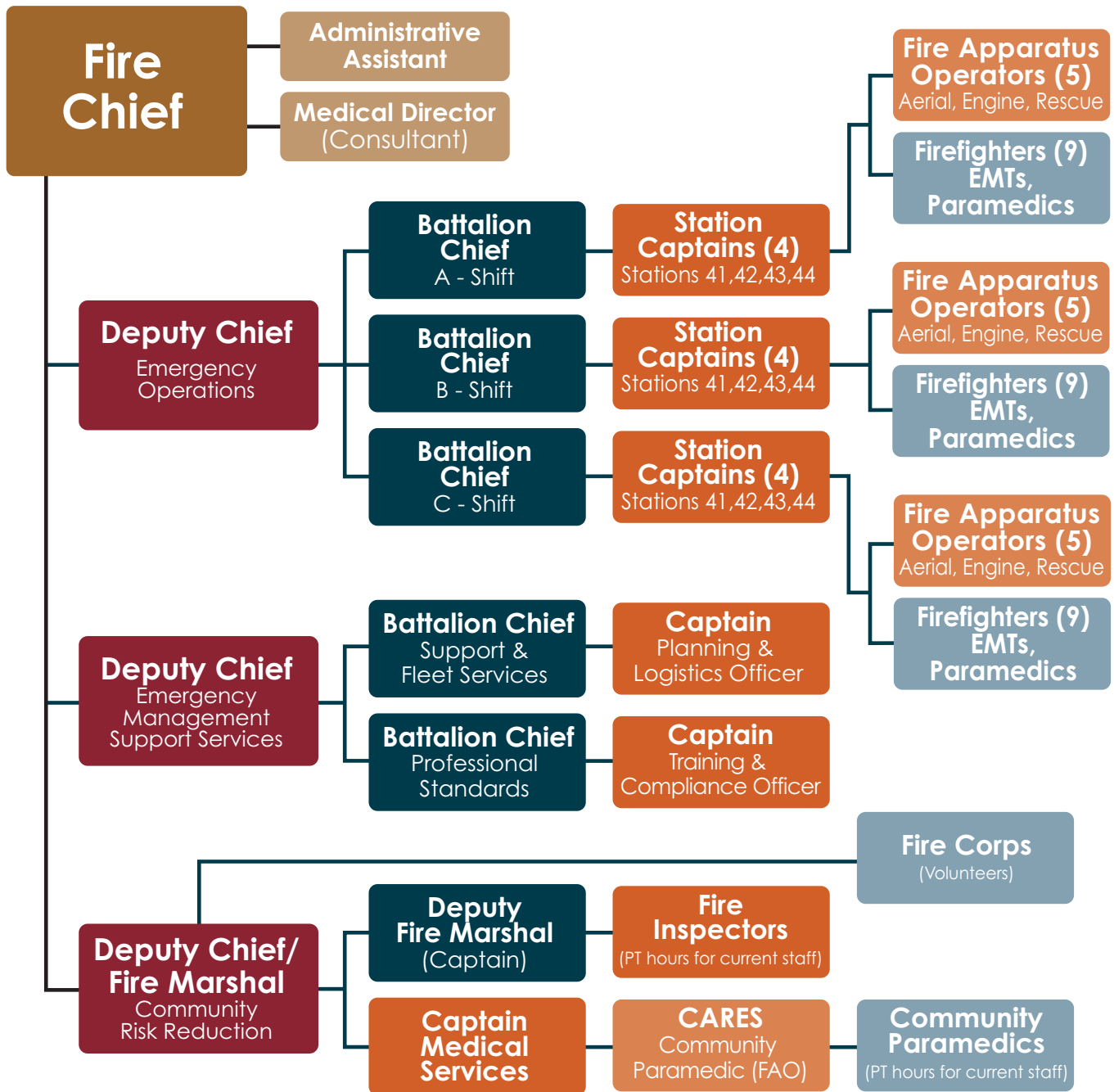
**41,062**

POPULATION

**39.2**

SQ MILES LAND AREA

# ORGANIZATIONAL CHART





# VITAL STATISTICS



## 2022 BY THE NUMBERS

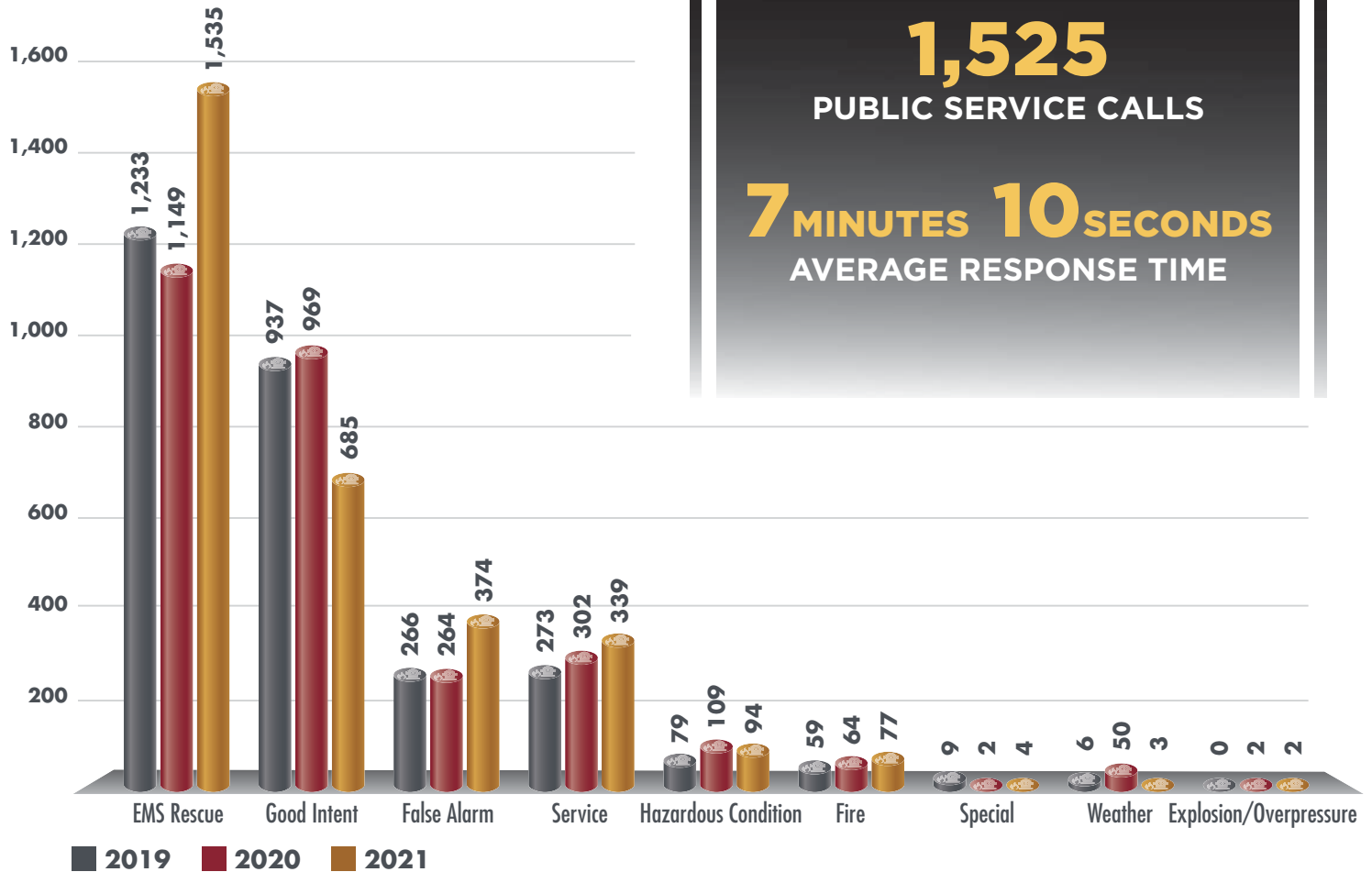
INCIDENTS BY CATEGORY, YEARLY

PROPERTY SAVED IN DOLLARS

**\$720,118** FY2022

PROPERTY LOSS IN DOLLARS

**\$100,000** FY2022



TOTAL CALLS

**3,347**

**1,762**

EMS CALLS

**60**

FIRE CALLS

**1,525**

PUBLIC SERVICE CALLS

**7 MINUTES 10 SECONDS**

AVERAGE RESPONSE TIME

# EMERGENCY OPERATIONS DIVISION



The Emergency Operations Division is the Department's largest unit. It includes three shifts of firefighters who cover the city's 40-square-mile territory at all times — 24 hours a day, 365 days a year.

Fire Operations consists of shift firefighters and officers on the Department's fire engines, ladder trucks, as well as rescue and various support vehicles. A Battalion Chief commands each of Milton's shifts, overseeing the operational activities as well as coordinating many logistical operations that keep the Department running smoothly. The firefighters' primary responsibility is to provide fire, rescue and paramedic emergency medical service to Milton and those in surrounding mutual/automatic aid communities.



## ACCOMPLISHMENTS

- **Implemented the Automatic Vehicle Locator System (AVL)**

AVL utilizes GPS technology to track the real-time movements of emergency apparatus, helping dispatchers more accurately deploy resources based on real-time location rather than first-due response area.

- **Adopted the Blue Card Incident Command System Standards**

We certified Milton Fire-Rescue personnel to the best standard command practices for local, strategic tactical emergency operations conducted on National Incident Management System (NIMS) Type 4 & Type 5 events.

- **Automatic Aid Agreement with North Fulton Cities Fire Departments**

The automatic aid agreement was expanded to include Alpharetta, Roswell, Johns Creek and Sandy Springs Fire Departments. The agreement streamlines emergency response, standard operating procedures, training practices and resource sharing.

- **Implemented First Due Response Platform and Record Management System**

End-to-end suite of applications to bring all of Fire & EMS data, incident reporting, preplanning and community response engagement into a single platform to curb inefficiencies, save valuable time and money, enhance firefighter and community safety and resilience.



# EMERGENCY MANAGEMENT AND SUPPORT SERVICES DIVISION



Milton Fire Rescue's Support Services and Emergency Management Division is responsible for fire training, logistics, accreditation, planning and data analysis, and for coordinating the City's emergency management program. The maintenance of the department's fleet of fire engines, trucks, rescues and administrative vehicles as well as all of its critical firefighting equipment is the responsibility of Support Services. Stemming from this, purchasing and capital planning, and budgeting is primarily managed by the Logistics Staff.

The Professional Standards bureau is responsible for ensuring that our firefighters receive the 200+ hours of training every year required to maintain our skills proficiency and advanced classes to continue to enhance the level of service provided to our Milton community. Additionally, policy administration, accreditation, and ensuring certification maintenance are the responsibilities of this bureau.

The Division also coordinates the City's emergency management program in conjunction with the Atlanta Fulton County Emergency Management Agency (AFCEMA) and our north Fulton partners. This includes city-wide planning for catastrophic events, response to disruptions like snow events or severe weather, and management of the City's emergency operations center when it is needed.



## ACCOMPLISHMENTS

- **Completion of the Department's Comprehensive Risk Assessment (CRA) and Standards of Covers**  
The main purpose of the two documents is to provide data for local decision-makers so that they can make better-informed decisions on the planning and implementation of risk reduction measures. The CRA helps to understand the community's perception of risk, which plays a major role in the decision-making process for mitigation efforts.
- **Apparatus Replacement**  
Purchased and provided staff training, and deployment of a new rescue-ambulance and a new quint (ladder-engine) apparatus.
- **Emergency Management and Disaster Preparedness**  
Completion, submission to FEMA, and approval of the 5-year update of the County-Wide Hazard Mitigation Plan along with AFCEMA and the other municipalities in Fulton County.
- **Transition to First Due and Deployment of Community Connect**  
Engage directly with our community, businesses, schools, and other target hazards. Enable them to provide critical emergency-related information and collaborate with Milton Fire-Rescue before, during, and after an incident.
- **Achieved 100% Compliance Training with Georgia State Public Safety Training and Standards**  
Every member of the Department met and exceeded the required hours of annual training to maintain certification.
- **Blue Card Incident Command Instructor and Certification Training**  
Several members achieved instructor certification, enabling the department to provide in-house certification and continuing education.

# EMERGENCY MANAGEMENT AND SUPPORT SERVICES DIVISION



## PROFESSIONAL STANDARDS AND TRAINING BUREAU

The Professional Standards and Training Bureau is designed to provide training and opportunities for personal and professional growth of department members throughout their career. Programs delivered by the Bureau include Fire Officer Development Academy, Fire Apparatus Operator and Officer Task Books, Blue Card Incident Command Training Center, virtual learning management system platform and leadership. All programs meet or exceed national standards for fire service career development standards. The Bureau oversees certification, re-certification and compliance with State and Federal rules and regulations.

## ACCOMPLISHMENTS

- Hosted Regional Active Shooter Hostile Event Response Training
- Coordinated and Participated in Active Shooter Training with Milton Police
- Provided Professional Development Courses to Milton Fire-Rescue Members

**13,435**  
HOURS OF TRAINING

**100%**  
COMPLIANCE TRAINING  
ACHIEVED

**100%**  
INCIDENT COMMAND  
CERTIFICATION



# COMMUNITY RISK REDUCTION DIVISION



The Community Risk Reduction Division includes the Fire Marshal's Office and the Medical Services Bureau. The Division aims to promote proactive measures to prevent the negative impacts of fire risk through education, engineering and enforcement. The Medical Services Bureau manages the department's emergency medical services and Milton Fire C.A.R.E.S Mobile Community Paramedic Unit.

## ACCOMPLISHMENTS

- **Milton Community Risk Reduction Analysis Dashboard**

Adopted the National Fire Protection Association Standard 1300 on Community Risk Assessment and Risk Reduction Plan Development to identify and prioritize local risks, followed by the integrated and strategic investment of resources to reduce their occurrence and impact.

- **Hazards Pre-Plan Data Exchange Interoperability with Alpharetta Fire**

Milton and Alpharetta adopted the First Due Incident Pre-Plan platform, enabling both departments to access Pre-Incident plans for effective interoperable response and incident mitigation.

- **Arson Fire Investigation Cases**

Successfully investigated, charged and referred to the Fulton County Prosecutor's Office one Arson suspect.

**1,158**  
INSPECTIONS

**480**  
INCIDENT PRE-PLAN

**308**  
PLAN REVIEWS

**146**  
COMMUNITY OUTREACH

**2971**  
HYDRANT INSPECTIONS

**5**  
FIRE INVESTIGATIONS





## MEDICAL SERVICES BUREAU

The Medical Services Bureau is responsible for the oversight of all medical services delivered by Milton Fire-Rescue. This Bureau ensures all members are trained to deliver high quality medical services to the citizens in Milton. The purchasing, and tracking of medical equipment and pharmaceuticals, and the regular maintenance and testing of EMS equipment. The Bureau is tasked with ensuring State compliance for equipment, vehicles, and personnel, along with maintaining current licensing for all members as well as the management of the Milton Fire C.A.R.E.S.

**180 HRS**  
**IN-PERSON MEDICAL TRAINING**

**25**  
**GA EMS RECERTIFICATION**

**21**  
**NATIONAL REGISTRY  
EMS RECERTIFICATION**

## ACCOMPLISHMENTS

- **Implemented the 2022 Fulton County Clinical Care Guidelines**  
After providing input and creating several new medical protocols specific to Milton, MFR worked to adopt and implement the 2022 Fulton County Clinical Care Guidelines. Training was held for each shift to inform all personnel of the updates and advances in patient care. These new protocols were then downloaded into the Handtevy mobile app in order to provide access for our personnel whenever needed.
- **First in North Fulton to Adopt the Enhanced Myocardial Infarction Protocol for Heart Attacks, Administering Anticoagulant Medication in the Field.**  
MFR reviewed best practices and direction from doctors in the field of cardiology and created an enhanced protocol for STEMI care (ST Elevation Myocardial Infarction). MFR is the first Fulton County EMS agency to administer Brilinta and Heparin in the field when a confirmed STEMI is found on scene. The ambulance provider for our region (AMR) has now followed suit in providing Heparin on these calls. It is our hope that other agencies will implement something similar as we strive to keep up to date with evolving best practices in healthcare.
- **Evaluated, Purchased and Deployed AutoPulse Mechanical CPR Devices.**  
MFR began to beta test the AutoPulse mechanical CPR device in late 2021. In 2022 we received training from Zoll manufacturer reps on best practices. The AutoPulse provides the ability to perform continuous CPR, even when moving a patient up or downstairs, onto a stretcher, or when carrying a patient in an area that is hard to access. This has proven invaluable when providing quality care to our citizens.
- **Evaluated, Purchased and Deployed New ZOLL X Series Advanced Cardiac Monitors.**  
MFR had utilized a different brand of cardiac monitor up until 2022. As these had reached the end of their life cycle, MFR changed to Zoll X Series Advanced. These monitors are made to communicate with the AutoPulse, assisting in identifying cardiac rhythms during cardiac arrest. They provide real-time feedback when performing CPR and rescue breaths. All of this and a more cost-effective option when compared to our previous model of cardiac monitor.
- **Adopted and Implemented The Advanced Cardiac Resuscitation Protocol**  
Advanced Resuscitation places an emphasis on continuous, high-quality CPR, an elevation of the torso to optimize circulation to the brain, and obtaining a secure airway to deliver oxygen early when working a cardiac arrest. MFR received instruction from Zoll reps on how to implement a team-based approach (similar to a pit crew) to working cardiac arrests. This was all implemented with the goal of improving cardiac arrest survivability in our community.

# MILTON FIRE C.A.R.E.S COMMUNITY PARAMEDIC PROGRAM



Milton Fire CARES is a mobile integrated health program that provides health care services to those in need in Milton. The aim of this outreach and assistance program strives to bridge the gap between emergency care and everyday health care needs. The focus is better care, resulting in better health.

## ACCOMPLISHMENTS

- **Transitioned CARES From Part-time to Full-time Service Model.**

CARES began with a part time model; as the program gained traction, a full time model was quickly needed. This model would serve citizens 5 days a week instead of the 2 that was previously on the part time model. The program performs based on the community needs assessment.

- **Administered Over 2,161 Vaccines.**

During the pandemic, CARES found a need that was not being delivered, COVID-19 vaccines. CARES assisted Milton Fire in becoming one of the first Fire Departments in Georgia to offer this service outside of the Department of Health. During the early start of Omicron and mandatory requirements, local pharmacies were unable to keep up with the demand for vaccinations.

- **Conducted Assisted Living Facility Patient Referrals and 911 Utilization Education.**

CARES saw a strong uptick in emergency calls from nearby assisted living facilities for issues that could be deemed non-emergency. Vitality partnered with CARES in delivering education for the staff members on what happens during a 911 response and how to better utilize our resources. CARES provided assistance with the facility to check on their patients after being discharged from the hospital to keep their residents out of the emergency room.

- **Partnered with Northside Forsyth and North Fulton Hospitals Care Coordination Teams For Patient Follow Up and Referrals.**

Using our main hospital systems, CARES works with Care Coordinators from both hospitals to better assist discharged Milton citizens.

- **Partnered with Revue Pharmacy for Telepharmacy Services.**

Revue Pharmacy offered to assist CARES with questions or needed assistance with medications that our paramedics could not provide. CARES is able to provide telepharmacy services to citizens with questions about medications and provided a source for citizens to fill their prescriptions, if needed.

**165**  
PATIENT REFERRALS AND VISITS

**94**  
EDUCATION SERVICES

**65**  
NEW PATIENTS

**39**  
911 CALL INTERCEPT

# STRATEGIC PLANS UPDATES



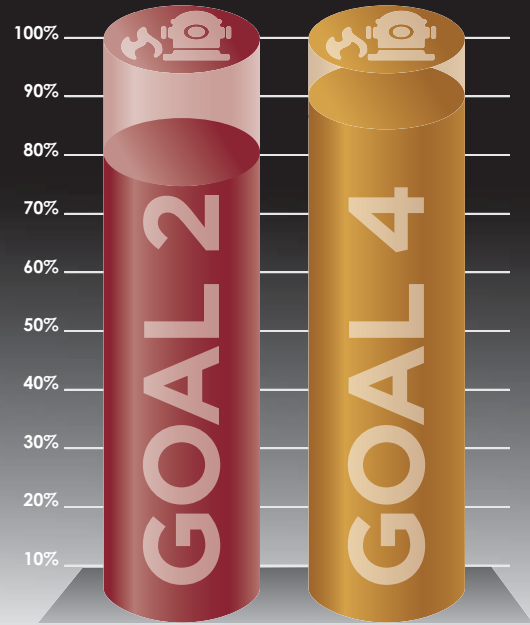
The City of Milton 's Strategic Plan has two specific goals that directly relate to Milton Fire-Rescue Department's mission. These goals are nested under the Strategic Priorities of Ensuring Milton's Sustainability and Resiliency.

## GOAL 2

Ensure Milton's readiness and preparedness to respond to disasters as well as unusual or Critical events

## GOAL 4

Maintain a secure community in which people can live, work, and play safely



The Milton Fire-Rescue Strategic Plan identified eight (8) specific priorities to be accomplished by 2025 for a Safe and Resilient Community



### PRIORITY 1

To support our community's resiliency by ensuring seamless operations throughout City departments during disaster response, mitigation and recovery.



### PRIORITY 2

Enhance overall quality of life through SMART, sustainable community risk reduction initiatives.



### PRIORITY 3

Conduct assessment to identify and recommend solutions for service delivery challenges.



### PRIORITY 4

Achieve accreditation from the Center of Public Safety Excellence's Commission on Fire Accreditation International.



### PRIORITY 5

Expand the current community paramedicine to a full service integrated mobile health, rebranded as Milton Fire C.A.R.E.S



### PRIORITY 6

Increase Response capabilities through training and professional development related to advanced technical rescue to address the external threat and incidents beyond training and resource capabilities.



### PRIORITY 7

Empower members to embrace a healthy, safe, and productive work environment and expand opportunities to improve overall health, mental and physical wellness.



### PRIORITY 8

Improve the overall quality and relevance of training for our members to better prepare them for the types and sizes of emergencies encountered while operating in the community.



# THE NEXT CHAPTER...



## NEW QUINT LADDER



**SAVE  
THE DATE**  
GRAND OPENING CEREMONY  
OF  
**STATION 42**  
MAY 23, 2023  
11:30 AM - 1:00 PM



The new Quint (short for Quintuple) aerial ladder comes equipped with five valuable firefighting tools – a pump, a water tank, a fire hose, ground ladders, and an aerial device that can reach up to 110-feet, far exceeding the 75-foot ladder extension of the 2007-model quint that it’s replacing, the added reach can be life- and property-saving as it will allow Milton firefighters to cover that much more terrain (even if the fire isn’t at a 10-story building). The quint comes packed with easily accessible compartments containing all sorts of equipment such as chainsaws, hoses, a generator, axes, an Advanced Life Support unit, and ground ladders. A special team of Milton firefighters traveled to the Wisconsin factory to work with Pierce officials to ensure that the vehicle had everything Milton needed.

## MILTON FIRE CORPS

Milton Fire Corps is a volunteer organization made up of community members that supports the City’s Fire-Rescue Department and, in so doing, those they serve on a daily basis.

The Milton group is affiliated with Fire Corps, a national organization dedicated firstly to supporting firefighters at emergency scenes – a function referred to as “Rehab.” Rehab Specialists perform a variety of tasks. When it’s hot, they may help cool firefighters (with water, wet towels, and the like).

Fire Corps volunteers can also help hydrate and feed firefighters, give them a place to rest, and refill their air packs. Basically, they serve those who risk their lives trying to save others. Milton Fire Corps not only serves the first responders, they serve the entire community when called upon to assist. In 2022, The Milton Fire Corps Volunteers have provided the community with over 1,200 hours of service. We truly appreciate and thank all the volunteers for their service and commitment to our first responders and the community.



# MILTON FIRE PROMOTION



## CONGRATULATIONS TO OUR MEMBERS ON THEIR PROMOTIONS

### FIREFIGHTER

Andrew Akers    Ashley Graves    Gillian Morris

### FIRE APPARATUS OPERATOR

Jeff Bardugon    Josh Boone    Sid Davis  
Chelsea MacDonald    Josh Payne    Mark Schulte

### CARES COORDINATOR

Derek Hofmann

### CAPTAIN

Greg Carter    Corey Dutton    Justin Steele    Russ Womack

### BATTALION CHIEF

Tim Murray

### DEPUTY CHIEF

Alex Fortner

