



FIRE-RESCUE DEPARTMENT

2023 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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TO OUR COMMUNITY

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 Cultural Beliefs.

We continue our 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 and growth 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 bridges the gap between emergency care and everyday health care needs. You can learn more about this program by visiting our website.

On March 26, 2024, Milton Fire Rescue successfully earned the Commission on Fire Accreditation International Accreditation. Milton joins a worldwide elite group of 324 accredited fire departments, only 13% of the U.S. Population is protected by an accredited agency. This achievement will further strengthen our community-focused services and future needs.

The City of Milton is experiencing unprecedented growth. 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 2024, Milton Fire-Rescue is in the midst of accomplishing the 2021-2025 Strategic Plan goals and objectives, one of which is the building of Station 45, this will significantly enhance response time to the central area of the city.

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

Gabe Benmoussa
Fire Chief



PURSuing EXCELLENCE THROUGH STANDARDS

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 with a fifth station being built to meet the needs of the community. Milton Fire Rescue is an ISO Class 2 Department. Once Station 45 is operational, Milton Fire Rescue will be reassessed by Verisk in 2025 for the next review cycle. This is an incredible achievement and demonstrates the professionalism of this department and its members.

Accreditation is an international recognition of achievement and is an all-hazard, quality improvement model based on risk analysis and self-assessment that promotes the establishment of community-adopted performance targets for fire and emergency service agencies. It shows to your community that your agency continually self-assesses, looks for opportunities for improvement, and is transparent and accountable through third party verification and validation. Accredited agencies are often described as being community-focused, data-driven, outcome-focused, strategic-minded, well organized, properly equipped, and properly staffed and trained.

In November of 2021 Milton Fire Rescue successfully developed the 2021-2025 Strategic Plan, and in 2022, the Community Risk/ Standards of Cover document, and in 2023 the Self-Assessment Manual to make the department ready to start the Peer Review process to achieve accredited status. In February 2024, Milton Fire-Rescue officially became an International Accredited agency. There are only 324 accredited agencies worldwide.



HIGHLIGHTS

EXPANDED MILTON FIRE C.A.R.E.S. COMMUNITY PARAMEDICINE

The program achieved over **60** percent reduction in 911 utilization for low acuity calls, fire engines units were canceled 40 times, and the rescue unit was canceled 19 times over the year, leaving valuable resources available to respond to higher acuity calls. The C.A.R.E.S unit averaged a **3** minutes and **10** seconds response time.

PROVIDED ENHANCED COMMUNITY RISK REDUCTION SERVICES AND EDUCATION

We provided fall prevention classes for seniors in partnership with North Fulton Hospital and Milton's nursing homes. We partnered with the Parks and Recreation Department to provide CPR, AED and Stop the Bleed classes, coordinated programs with homeowners' associations and the equestrian committee for barn safety.

RESPONDED TO A RECORD NUMBER OF CALLS FOR SERVICE

We responded to **3,547** incidents recorded, topping our 2022 call volume by **6** percent. We also reduced our average response time from **7:10** to **6:10** through the efforts of our firefighters and through technology such as dispatch through an automatic vehicle locator system, so the closest unit responds.

ENHANCED THE CITY'S EMERGENCY MANAGEMENT PROGRAM

We completed the continuity of operations and the safety and security plans, conducted advanced disaster preparedness and response training for City Staff.

LAUNCHED THE MENTAL HEALTH CO-RESPONSE PROGRAM

The Community Crisis Assistance Team pairs Fire C.A.R.E.S. paramedics with Milton Police officers to respond to mental health calls, providing support and resources.

COMPLETED 100% OF OUR FIRE PREVENTION INSPECTIONS

in this changing city to include **1,095** inspections, **291** plan reviews, **2,971** hydrant inspections, **426** incident pre-plans, **256** community outreach events and **4** fire investigations. We also deployed NFPA's Community Risk Assessment Insight Generator (CRAIG) 1300 program, which is a dashboard that overlays our data with local community features to enhance our community risk reduction plan development in the coming years.

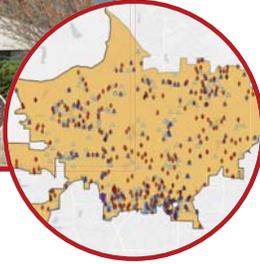
LAUNCHED THE PULSEPOINT APPLICATION TO EMPOWER CPR-TRAINED CITIZENS

The program helped improve patient outcomes and save lives by reducing collapse-to-CPR and collapse-to-defibrillation times. When citizens are more aware of and engaged with the health of their community, they become better partners with your agency—and a stronger link in your response efforts.

MILTON FIRE RESCUE AT A GLANCE

FIRE STATION 41

12670 Arnold Mill Road



FIRE STATION 42

15240 Thompson Road



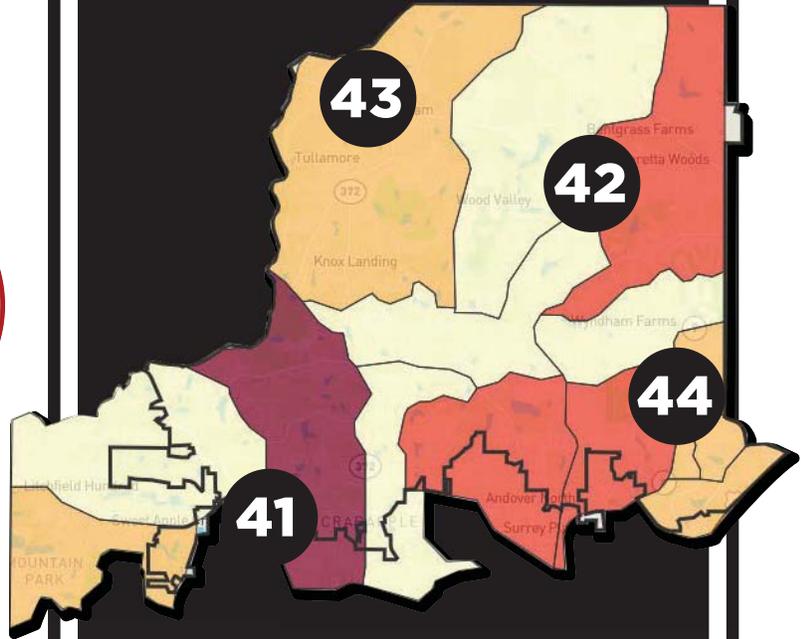
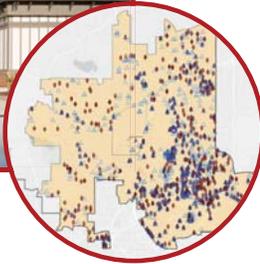
FIRE STATION 43

750 Hickory Flat Road



FIRE STATION 44

13690 Highway 9



THE COMMUNITY WE SERVE

4

FIRE STATIONS

15,536

HOUSING UNITS

41,062

POPULATION

39.2

SQ MILES LAND AREA

OVER \$82B

ASSESSED PROPERTY
PROTECTED

OUR ORGANIZATION

THE ADMINISTRATION AND SUPPORT SERVICES 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. Emergency 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 services to Milton and those in surrounding mutual/automatic aid communities.

ADMINISTRATION AND SUPPORT SERVICES DIVISION includes the Professional Standards and Logistics Bureaus and is responsible for the department's budget financial management, fire training compliance, logistics, purchasing, accreditation, planning and data analysis, and for coordinating the maintenance of the department's fleet of fire engines, trucks, rescues and administrative vehicles as well as all of its critical firefighting equipment.

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.

THE EMERGENCY MANAGEMENT OFFICE is responsible for Coordinating 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.

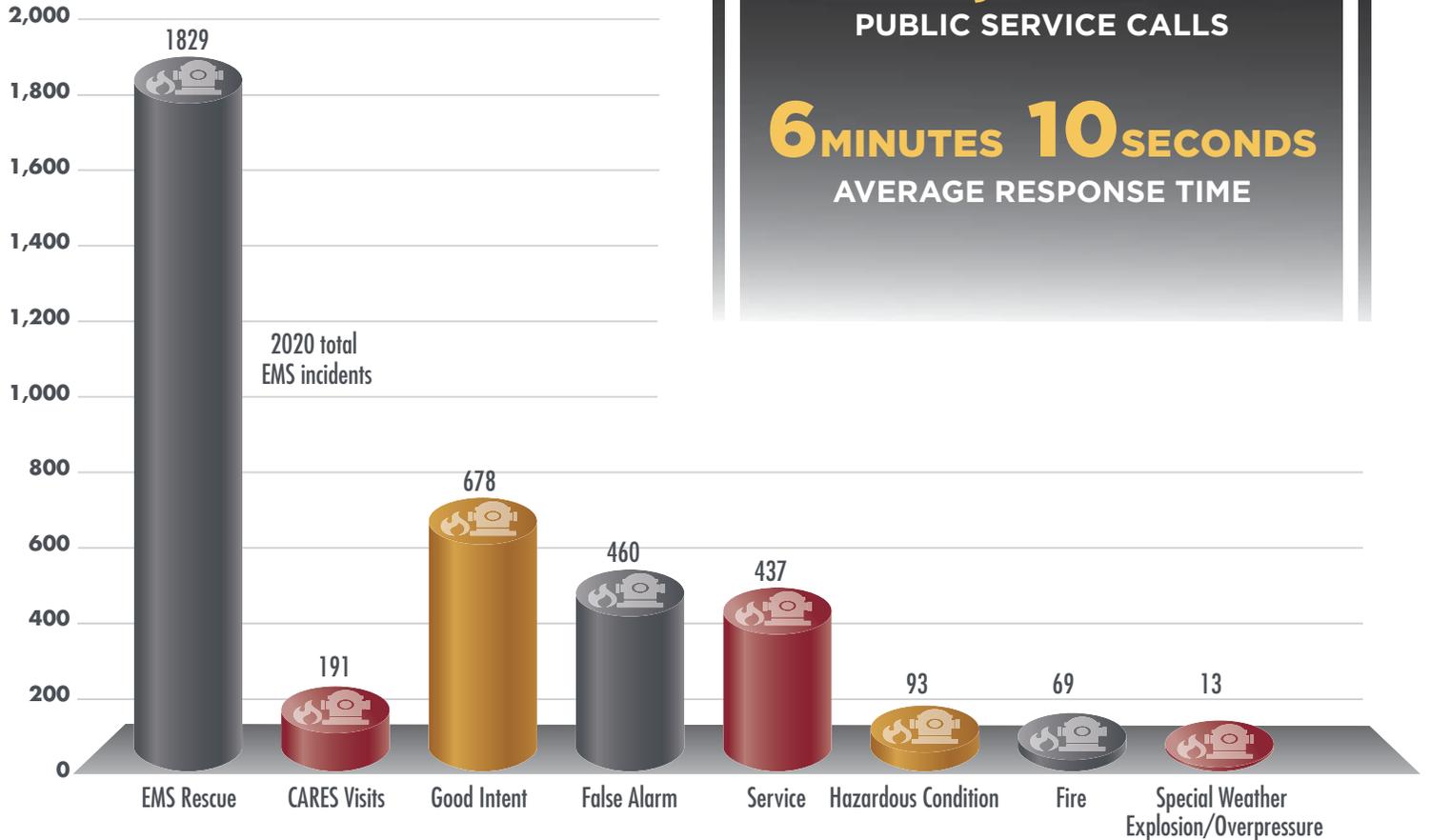


VITAL STATISTICS

2023 BY THE NUMBERS INCIDENTS BY CATEGORY, YEARLY

PROPERTY SAVED IN DOLLARS
\$2,081,000 FY2023

PROPERTY LOSS IN DOLLARS
\$521,700 FY2023



TOTAL CALLS
3,547

1,799
EMS CALLS

63
FIRE CALLS

1,525
PUBLIC SERVICE CALLS

6 MINUTES 10 SECONDS
AVERAGE RESPONSE TIME

VITAL STATISTICS

PREVENTION, TRAINING, ETC

16,821 HOURS OF TRAINING

100% COMPLIANCE TRAINING ACHIEVED

100% INCIDENT COMMAND CERTIFICATION ACHIEVED

1158

INSPECTIONS

489

INCIDENT PRE-PLAN

308

PLAN REVIEWS

2971

HYDRANT INSPECTIONS

5

FIRE INVESTIGATIONS



MEDICAL SERVICES

RESPONDED TO 1746 EMS CALLS IN 2023

- ✓ All our firefighters are Emergency Medical Technicians (EMTs), with approximately 43% trained to Paramedic standards.
- ✓ The EMS Division conducted 112 hours of classroom instruction. Milton Fire CARES instructed 362 citizens on healthcare topics.
- ✓ The EMS division rolled out Pulse Point for the community. This program alerts citizens trained in CPR that a cardiac arrest occurred nearby. Increasing the chances of receiving early CPR.

ROSC** (Return of Spontaneous Circulation) after chest compressions is as follows for non-traumatic arrests:

ROSC	33.3%	50%	80%	0%	50%	0%
# of Patients ROSC Total # of Patients	1/3	2/4	4/5	0/5	1/2	0/3
Event Type	Witnessed bystander Asystole	Witnessed bystander VF/VT	Witnessed bystander other rhythm	Unwitnessed bystander Asystole	Unwitnessed bystander VF/VT	Unwitnessed bystander other rhythm
	Asystole - lack of heart rhythm		VT - fast heart rhythm			
	VF - abnormal heart rhythm		Other - any other abnormal rhythm outside of VF/VT			

CARDIAC ARREST ROSC/ SURVIVALS*

Patient ROSC Rate	34.8%	63.6%	30%	13%	8.4%
# of Patients	23	11	-	3/23	-
Event Type	MFR ROSC rates total	ROSC when witnessed by bystander	National Average ROSC rates	Milton survival to hospital discharge	National Average survival to hospital discharge

* This includes ROSC and survival through hospital discharge

** **ROSC** is a major metric we focus on. It is based on EMS performance on scene.

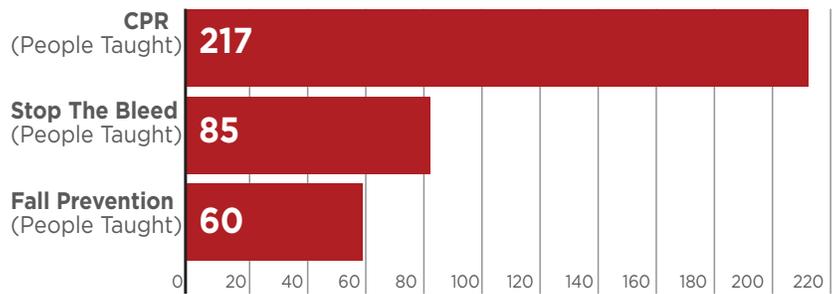
The above metrics relate how important bystander CPR is in impacting survival in out of hospital cardiac arrest

MILTON FIRE C.A.R.E.S.

C.A.R.E.S. EDUCATION

- C.A.R.E.S. increased those receiving healthcare classes in the community by 268 citizens in 2023.

C.A.R.E.S. Community Education Classes



C.A.R.E.S. RESPONSE

- The cost for C.A.R.E.S. to respond to a medical call is \$150 less than the average fire engine
- C.A.R.E.S. 911 response time is 3:10

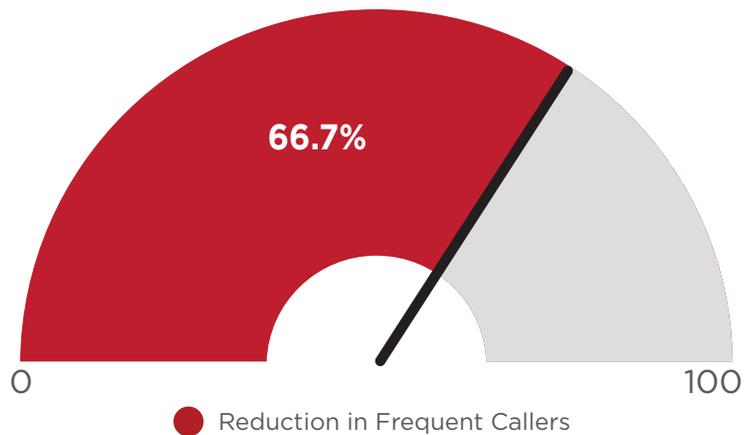
Units canceled by C.A.R.E.S.



C.A.R.E.S. PREVENTION

- C.A.R.E.S. performed 221 Prevention and Wellness visits in 2023.
- 54 additional Milton citizens accessed the C.A.R.E.S. program.
- C.A.R.E.S. patients accessing 911 dropped from thirty-four 911 calls before C.A.R.E.S. visits, to only eleven 911 calls after C.A.R.E.S. visits.
- This is a 66.7% reduction!

Reduction in 911 Utilization from C.A.R.E.S. Patients



CITY STRATEGIC PLAN

STRATEGIC PRIORITY 1

ENSURE MILTON'S SUSTAINABILITY AND RESILIENCY

GOAL 2

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

OUTCOMES

- ✓ Community Connect
- ✓ COOP Plan
- ✓ City Incident Management Team (80%)
- ✓ Hostile Events Training
- ✓ EM Public/Private Partnerships
- ✓ EM Exercise (2024) Scheduled

GOAL 4

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

OUTCOMES

- ✓ MIH/Fire Cares
- ✓ Joint FD/PD SCIT Task force
- ✓ Safety Crisis Intervention Team Training
- ✓ Hazard Risk Analysis



CITY STRATEGIC PLAN

STRATEGIC PRIORITIES

ENSURE MILTON'S SUSTAINABILITY AND RESILIENCY

Community Resiliency

GOAL

Standardize IC
Build City IMT

OUTCOMES

- IC Certification
- HSEEP Standard
- City IMT (80%)

Community Risk Reduction

GOAL

CRR Assessment
Tech Integration
Reorganization

OUTCOMES

- CRR Programs
- RMS/CE/City View
- CRR Realignment

Enhanced Service Delivery

GOAL

AVL/Auto Aid
Response Area
Milton Fire Corps

OUTCOMES

- North Fulton Auto Aid Agreement
- Increased Cardiac Arrest Survival
- Fire Corps Deployment
- Build ST 45 (50%)

CFAI Accreditation

GOAL

International Accreditation

OUTCOMES

- Community Risk Analysis Study
- Standards of Cover
- Accreditation Peer Assessment
- Full Accreditation (100%)

Milton Fire Cares

GOAL

Needs Analysis
Launch MHI/CP

OUTCOMES

- MIH Response Integration
- Full-Time Staffing

Increase TRT Response Capabilities

GOAL

TRT Training
TLAER Training

OUTCOMES

- TLAER Training
- TRT Training
- Replace TLAER Truck

Health & Wellness

GOAL

Annual Physicals
Peer Support

OUTCOMES

- Health & Wellness Committee
- Annual NFPA 1582 Medical Physicals
- Peer Mental Health Team

Professional Standards

GOAL

Increase Training
FTO Program
Holistic Learning

OUTCOMES

- 100% Compliance
- FTO/MTO
- Professional Leadership Academy
- Increased Training 200%

FIRE CORPS

Milton Fire Corps is a volunteer organization made up of community members that support the City's Fire-Rescue Department.

Our Milton Corps is affiliated with Fire Corps, a national organization dedicated primarily to supporting firefighters at emergency scenes.

Corps volunteers help hydrate and feed firefighters, give them a place to rest, refill their air packs and provide decontamination at fire scenes, enhancing firefighter health and safety.

Basically, they serve those who risk their lives trying to save others. Milton Fire Corps not only serves the first responders, but they also serve the entire community when called upon to assist.

In 2023, Milton Fire Corps Volunteers provided the community with over 1,200 hours of service. We truly appreciate and thank our volunteers for their service and commitment to our first responders and community.



COMMUNITY OUTREACH & PUBLIC ENGAGEMENT

IN OUR SCHOOLS

- CAREER DAY
a learning opportunity about the fire service.
- HOME FIRE SAFETY
promoting fire and life safety practices.
- CPR FOR HIGH SCHOOLERS
promoting a HeartSafe community

IN OUR COMMUNITY

- Hands-Only CPR and Pulse Point
- Car Seat Safety Checks
- Home Safety Evaluations
- Smoke and Carbon Monoxide Detectors Installation
- Barn Safety Evaluations
- Fire Extinguisher Training

145
COMMUNITY
OUTREACH
EVENTS



AWARDS

FIRE CHIEF COMMENDATION



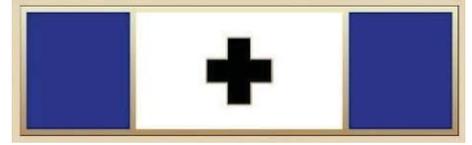
Captain Russ Womack
Deputy Chief Mark Stephens
Deputy Chief Alex Fortner

UNIT CITATION



Captain Shane Black
Captain Cory Dutton
FAO Lee Sanders
FAO Chelsea MacDonald
FAO Dana Braden
Firefighter Chris Seay
Firefighter Travis Long
Firefighter Agata Sarkis
Battalion Chief Roth Hutcheson

LIFE SAVING AWARD



FAO Jeff Bardugon
Firefighter Chris Lohmuller
Firefighter Brandigayle Sadowski
Firefighter Andrew Akers
FAO Timothy Farnell
Captain. Ryan James
FAO Sid Davis
Firefighter James Binkley
Firefighter Logan Meadows
Battalion Chief Roth Hutcheson

PROMOTIONS TO ENGINEER



Firefighter Tanner Herron



Firefighter Wesley Korsch

RETIREMENTS

Firefighter Auggie Mascioli



THANK YOU FOR YOUR DEDICATED SERVICE TO MILTON FIRE RESCUE
AND GOOD LUCK ON YOUR FUTURE ENDEAVORS!

THE NEXT CHAPTER

FIRE STATION 45 CONSTRUCTION

Milton Fire Station construction is scheduled to start August 2024. This new station allows us to better serve and reduce response times in the central Milton area. The station will be located at the Birmingham Highway and Providence Road roundabout and will house a fire engine, a rescue unit, a battalion chief and will be home to the Community Risk Reduction Division, Medical Services, and Milton Fire C.A.R.E.S. office and clinic.



PULSE POINT

PULSEPOINT RESPOND

THE CHAIN OF SURVIVAL IS ONLY AS STRONG AS WE MAKE IT

Create a culture of action in your community.

A CALL TO ACTION

Sudden cardiac arrest can happen to anyone, at any time, but PulsePoint Respond empowers CPR-trained citizens to help improve patient outcomes and save lives by reducing collapse-to-CPR and collapse-to-defibrillation times. And when citizens are more aware of and engaged with the health of our community, they become better partners with our department—and a stronger link in our response efforts.

PROXIMITY TO VICTIM

For extremely time-sensitive emergencies like cardiac arrest, notifying community first responders that are in the immediate vicinity of an event, simultaneously with the conventional Fire/EMS response, offers the potential to improve outcomes. By expanding situational awareness beyond the purview of a traditional witnessed arrest radius, the opportunity to instantly draw skilled individuals, including off-duty health care professionals, grows, enabling critical life-sustaining BLS interventions to begin sooner and more often, and potentially of higher quality.

PUBLIC INTEREST ALERTS

Improving situational awareness with PulsePoint can help build safer, stronger, and more resilient communities.

RISK AWARENESS

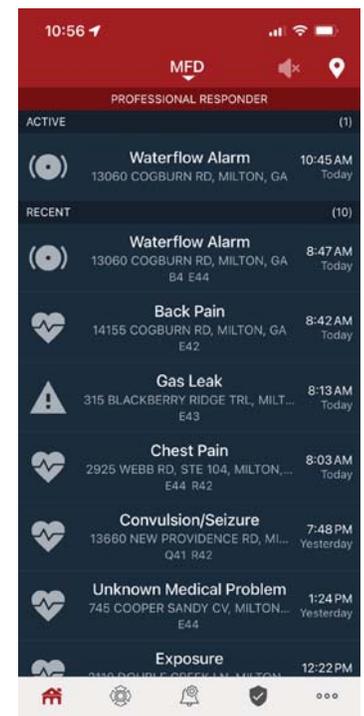
Public interest alerts allow community members to stay mindful of important incident activity that may be impactful. These informational notifications provide an early and automatic heads-up to local threats such as weather events, wildland fires, flooding and utility emergencies. Making the public aware of risks and helping them be prepared is an essential component of community risk reduction.

DAILY USEFULNESS IS KEY TO ENGAGEMENT

Users share the daily usefulness of PulsePoint with neighbors, family, and friends, and in turn, they help build and sustain a dynamic and reliable network of CPR-trained individuals.



Download the
Pulse Point App
www.pulsepoint.org



COMMUNITY CONNECT

WHAT IS COMMUNITY CONNECT?

Community Connect is a free, secure, and easy to use platform that allows you to share critical information about your households with your Milton firefighters.

Data that you provide Community Connect is 100% secure and is used only for the purpose of better serving you during emergency situations. Your information is never used for any other purpose.

By providing information about your household that you feel is important for us to know about at the time of an emergency, we can ensure you and everything you care about is protected to the best of our ability.



HOW DOES IT WORK?

1. Create an account

Sign in for free and get started doing your part. It just takes your email, phone number and address.

2. Enter the info that matters most

Enter valuable information that can help us assist more effectively during an emergency.

3. Help your Fire Department when seconds count

That's it. Just keep us updated when things change overtime so we can always be prepared.

WHAT KINDS OF INFORMATION CAN I PROVIDE?

Any information you provide through Community Connect is completely voluntary and based on what you are comfortable sharing. We have made it easy for you to know what may be important by organizing your secure portal into buckets of information you can enter.



Your Property

Understanding critical information such as your residence type, whether or not you have fire sprinklers, or designated family meeting places, improves our ability to respond and make decisions during an emergency.



Your People

Let us know who is best to contact in case of an emergency. Your contacts can help us with everything from access, to how to deal with potential hazards or locate occupants. Getting in touch helps us better communicate at the time when it's needed most.



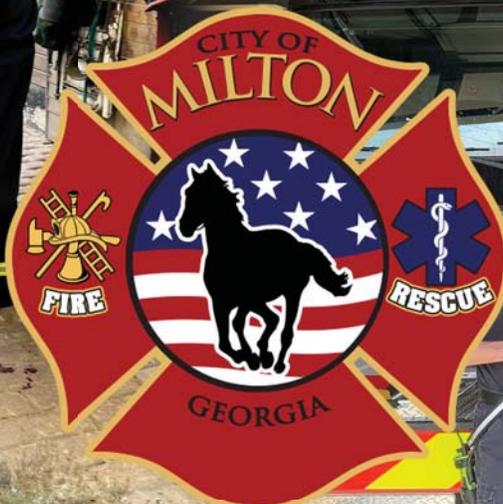
Your Needs

If you or members of your family have mobility or other types of functional needs that may require additional assistance, letting us know means we can plan accordingly and respond more quickly to those needs.



Your Pets

Your pets are part of the family too. We want to make sure that we are able to evacuate pets and best handle them as best we can during an incident. Tell us about any type of pet at your residence – even take a photo so we can spot them easily!



FOLLOW US!



@cityofmiltonfirerescuedepartment



@miltongafire

To learn more about us Scan the qr code or visit our website: miltonga.gov/government/fire

