

1. As it currently stands today (2014) most Rochester Hills paid-on-call members commit to 24-hours of shift..." What are the exceptions? How do you anticipate this changing?

(Reference Question 3 Under POC Retention) Currently the minimum requirements of POC members is to Log-in for 25 hours per week and attend a two (2) training sessions per month, which averages three (3) hours per session. The "Staffing" of shifts is not required and there are POC members that do not participate in the staffing of units. However when members do staff they are limited and governed by the hours identified in the Affordable Care Act limiting total hours per week to 30. This limits the POC members that do staff to no more than 24 hours (two 12-hour shifts) per week. This is also within the collective bargaining agreement of the MAFF Local 50 contract (Rochester Hills POC members)

2. In your previous positions, were exit interviews conducted? Do you see value in them?

I have not worked for any fire and emergency services organization that performed an official exit interview, including most recently my former department. My personnel belief is that there are pros and cons to exit interviews depending upon the method used. Another factor that comes into play with an exit interview is the overall attitude of the interviewee. Some people believe that the organization is sincerely interested in their input, while others have very little trust in anyone in the organization and believe that the exit interview is just a formality with no outcome. Currently Rochester Hills only does exit interviews with full-time employees.

3. Even though the question was asked and answered regarding the annual cost of training POC members, it's still not clear to me why that number is not/or hasn't been tracked?

The department is able to track the initial cost of hiring a POC member to include training, equipment and uniforms. However continued tracking of POC training costs is difficult to provide outside of the personnel cost associated with their hourly rate.

4. What is the pay scale for each of these positions: EMT, Paramedic, Firefighter/EMT, and Firefighter/Paramedic

All pay scales are determined through collective bargaining. POC Pay scales were included on page 2 of the questions and answers documents. Full-time pay scales are also negotiated through collective bargaining with a job classification of Firefighter / Paramedic with a pay scale of \$44,716 to \$69,327 (recent contract). Outside of both collective bargaining agreements the department has two (2) EMT Basics that work four (4) 10-hour days (Monday through Thursday) with a salary scale of \$15.06 to \$19.49.

5. Are transfers utilizing EMT's exclusively?

No, it depends on the type of transfer ALS vs BLS.

6. I asked how many EMS rigs do we currently have in service and I believe the answer was 3 staffed with a total of 7 units potentially available. On P9 #2 it states 3ALS ambulances and 1 BLS ambulance staffed 24hrs/day. Additionally, the city has 1 BLS ambulance from 0600-2300. I'd like to ask you to please reclarify this.

The City of Rochester Hills cross-staffs fire apparatus and EMS units. This means that the on-duty full-time staff takes the appropriate unit for the incident. Currently we cross-staff three (3) Advanced Life Support- Paramedic units 24-hours a day. If Bravo Staffing (POC Staffing) allows we cross-staff a Basic Life Support- EMT Unit 24-hours a day. Additionally the department has two (2) EMT Basics that work four (4) 10-hour days Monday through Thursday from 06:00 to 15:00. During these hours this unit is an EMS only unit. If POC staffing allows this unit is then staffed from 15:00 to 23:00 Monday through Thursday and 06:00 to 23:00 Friday, Saturday and Sunday. Depending on the training of the POC members staffing, will determine if this unit is cross-staffed. It should be noted that in the Staffing and Facilities Report it was identified that at times due to the lack of POC manning this unit and station (Station 5) were closed.

Additionally the department maintains two (2) reserve units for use during maintenance and mechanical issues with our front-line units.

7. What does IDLH stand for?

IDLH is an acronym for Immediately Dangerous to Life or Health, and is defined by the US National Institute for Occupational Safety and Health (NIOSH) as exposure to airborne contaminants that is "likely to cause death or immediate or delayed permanent adverse health effects or prevent escape from such an environment." Examples include smoke or other poisonous gases at sufficiently high concentrations.

8. I would like to clarify this point. We changed our rates in 2008 and they are currently still considered to be industry comparable. Is that correct?

Yes, according to our EMS Billing Company the current fee schedule coincides with today's market. Remembering that certain EMS billing reimbursement is established by Medicare and Medicaid and are outside of our control. (Reference Question 7 EMS Service and Deployment of Questions and Answers)

9. The question read "surrounding communities" yet I didn't see any local reference, only national references. in Fig 1 - we don't have anything available that is more recent than 2004? in Fig 2 - do we have data that shows days of the week along with the hours of the day?

The reason that national information was provided is that our surrounding neighboring departments differ in the comparison to Rochester Hills in several ways to include call volume, demographics, and population, department structure, etc. The City of Rochester Hills is very comparable to the national average of response trends. The information was part of a report

completed in 2007 by the United States Fire Administration, and a similar updated report has not been done. Information in reference to time and day for incidents was provided in the initial Staffing and Facilities Report on page 9. Additionally, a survey was sent out to members of the MABAS 3201 group, which includes most Oakland County Fire Departments. This survey was conducted through "Survey-Monkey" and found that out of 20 departments that responded 94% have their most calls for service Monday through Friday, with 77% encountering most incidents between 07:00 and 19:00.

10. What is the percentage of false runs relative to the total call volume encountered?

2012- 6%

2013- 6%

2014- (as of 6/30/2014)- 7%

11. We're using (slow) response times as an important variable in hiring additional staff, yet this answer seems to indicate that although state and federal officials have collected the times since the mid-1980's--data quality issues have not received much scrutiny. This leads me to question the accuracy of our numbers. Can you explain how are our quoted response times generated?

The information provided is maintained and generated through the Oakland County Sheriff's Department Dispatch Center. Response times and general incident information is maintained through the Oakland County Fire Records Management System, which for dispatch information is integrated together. Times for the incident are generated through the Computer Aided Dispatch System and are automatically entered into the Fire Records Management System.

12. What are the stats in previous years for us providing Mutual Aid?

Mutual Aid Received

2012- 94

2013- 80

2014- (as of 6/30/2014)- 37

Mutual Aid Given

2012- 65

2013- 68

2014- (as of 6/30/2014)- 28

13. On average, how many people show up to a medical call?

This is dependent on the type and severity of the incident, which could dictate as few as two (2) responders and as many as five (5)

14. Do we have data for the previous 3-5 years?

Yes, much of that information was provided in the Staffing and Facilities Report.