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### MEMORANDUM

TO: Mayor and City Council  
FROM: Michael Staffopoulos, City Manager  
SUBJECT: Fire Services Agreement  
DATE: April 25, 2019

The purpose of this memorandum is to summarize the questions received by Administration from each Council member (by the cutoff date of April 18, 2019), and to provide supplemental information to Council for consideration.

#### **Summary of Questions**

As discussed at the April 15, 2019 City Council meeting, each Council member was afforded the opportunity to submit questions to staff prior to the close of business Thursday, April 18, 2019. Multiple questions were received from a majority of the Council. The questions were split into two groupings: those to be answered by City of Jacksonville Beach staff, and those that should be answered by Jacksonville Fire Rescue Department (JFRD)/City of Jacksonville (COJ). All questions and answers are provided as attachments to this memorandum.

#### **Supplemental Information**

During the public hearing process, there have been many statements made by individuals both for and against contracting services. Administration has identified that some of the information provided is not factually correct, and in other instances requires clarification. Below is a listing of several items requiring response and/or clarification.

##### *Provision of Ancillary Services*

Statements have been made that if the City of Jacksonville Beach wants certain ancillary services to remain in place (i.e., smoke detector program, car seat installations, etc.), all the City needs to do is request them, and they will remain in effect. This is not accurate based on conversations with City of Jacksonville Administration and the terms of the Agreement. The City of Jacksonville, understandably, does not wish to create exceptions for service provision at



individual fire stations within their service district. JFRD currently provides a smoke detector program with certain operating parameters, and does not provide child seat installations for cars. Jacksonville Beach can utilize the smoke detector program offered by JFRD, or provide our own service to match our current level of service. JFRD, while not providing child seat installations, would allow firefighters who are child car seat certified to continue installing seats until their certifications expire (provided they are still stationed in Jacksonville Beach). Once their certifications expire, the service will likely cease as JFRD does not offer an incentive to be child car seat certified. A more detailed list of ancillary services provided by JFRD is included in their attached response to questions.

#### 911 Cell Phone Call Routing and Impacts

Several Council members have asked questions about coming changes to the 911 system, and statements have been made by the public as to what will or won't happen to 911 calls in the future. JBPD has been monitoring this issue, and the following is a summary of current and future 911 operations.

The 911 system belongs to Duval County. When someone dials 911, the system does not know if the caller needs police or fire/rescue services. Therefore, the system routes 911 calls to the police department that serves the geographic origin of the call. The four agencies that may receive an originating 911 call are considered Primary Public Safety Answering Points (PSAP), and include:

- Jacksonville Sheriff's Office
- Atlantic Beach Police Department
- Jacksonville Beach Police Department
- Neptune Beach Police Department

Once the call is received, if police service is desired, police is dispatched immediately from that PSAP. If fire/rescue services are required, then the call is transferred to the appropriate fire/rescue department. JSO, Atlantic Beach and Neptune Beach must transfer their calls to JFRD (as a Secondary PSAP) for dispatch of fire/rescue services. Jacksonville Beach, however, dispatches fire services directly from JBPD dispatch, with a concurrent transfer to JFRD for dispatch of rescue services.

Due to technical issues with the current 911 system and cell phone providers, Duval County turned off call routing features for wireless 911 calls. This means that the majority of 911 calls made from a cell phone go to JSO, with transfer to Jacksonville Beach in the event JBFD services are required. This creates one extra step in the request for fire services under the scenario of a wireless call for fire service originating from Jacksonville Beach.

The 911 system is scheduled for upgrades by the end of 2019 (6-8 months), which will allow the call routing features for wireless 911 calls to be turned on. Once this upgrade occurs, wireless 911 calls will be routed to the commensurate Primary PSAP based upon the caller's geographical location. A wireless 911 call originating in Jacksonville Beach will be routed to Jacksonville Beach dispatchers. They would dispatch police or fire units directly, with a call transfer specific for a rescue unit. If, however, fire services are contracted to JFRD, all fire and EMS related calls would be transferred from the JBPD dispatch center to JFRD for dispatch of both fire and EMS units.

#### Turnover in Jacksonville Beach Fire Department

Statements have been made giving the impression there is high turnover in the JBFD. This is not factual. Over the last five years, 3 firefighters have been hired due to retirements of Chief Frazier and Captain Machurick, and the passing of Captain Rabon. One of these three hires left the organization after an 18 month period. That position was filled in February 2018.

Additionally, a Collective Bargaining Agreement (CBA) was recently ratified by the IAFF, and approved by City Council for a three year period retroactive to FY 2017. The CBA included adjustments to salary ranges for unionized positions, and annual increases to maintain competitiveness between JBFD and neighboring jurisdictions (particularly the City of Jacksonville and St. Johns County).

#### Mandatory Overtime and Staffing

Overtime within a fire department can typically occur under two different scenarios:

1. Calls for service increase, and additional units must be put in service, either temporarily or permanently;
2. Work shifts are vacant because of staffing shortages, and another employee must cover the vacant shift to meet minimum staffing levels. Staffing shortages can be caused either by vacancies (open positions) within the department, or employees being unavailable.

Overtime for JBFD is occurring due to scenario 2. As indicated in *Turnover*, JBFD does not suffer from an inability to fill all authorized positions; staffing shortages are occurring due to employees being unable to work for various reasons. As an example, even though the Department is at full staffing, for the week of April 15, 2019, JBFD had five (5) front line employees unavailable for work (out of a total of 25 Firefighter/Engineers and Lieutenants):

- 1 on Family and Medical Leave Act (FMLA),
- 2 with an on the job injury (OJI)

- 2 on Administrative Leave

This represents 20% of the front line staff (Firefighter/Engineers and Lieutenants) being unavailable for work, and places a stress on the remaining staff for coverage. When multiple employees are out at the same time, the remaining employees must cover those shifts. JBFD also has a smaller pool of firefighters in comparison to large departments (such as JFRD), making each individual count for a higher percentage of the total department staff, which exacerbates the impact when absent.

Compounding this issue is the City's staffing model. Organizations use different staffing models, with one of the more common models being one day on, two days off. This is a direct correlation to having three shifts (A, B and C), where all shifts work in a rotation. In this model, each shift receives 48 hours of rest/time off between their shifts. As an example:

Monday – A shift  
Tuesday – B shift (time off for A, 24 hours)  
Wednesday – C shift (time off for A, 24 hours)  
Thursday – A shift

The City of Jacksonville Beach, however, uses a model where shifts work one day on, one day off for three full shifts, then receive four days off. In this model, each shift only receives 24 hours of rest/off time between their shifts. As an example, the following are shifts scheduled for May 13 to May 22, 2019:

Monday – A shift  
Tuesday – B shift (time off for A, 24 hours)  
Wednesday – A shift  
Thursday – C shift (time off for A, 24 hours)  
Friday – A shift  
Saturday – C shift (time off for A, 24 hours)  
Sunday – B shift (time off for A, 24 hours)  
Monday – C shift (time off for A, 24 hours)  
Tuesday – B shift (time off for A, 24 hours)  
Wednesday – A shift

While this model provides each employee with the opportunity for four consecutive days off (96 hours) after completing three shifts, it creates only a 24 hour window between their normal three shifts. When overtime is either volunteered for or assigned, it can result in an employee working the 24 hour period between their shifts, resulting in working 72 hours (3 days) straight.

Fire Administration and City Administration support changing the service model to one day on, two days off, to minimize the potential for employees working 72 hours straight. However, no changes to the service model will be made until a decision on the Department's disposition is made by Council.

#### NFPA Recommended Standards

Questions have been raised as to whether National Fire Protection Association (NFPA) standards are recommended or required for the operation of a fire department. NFPA standards are recommended, not required. Additionally, NFPA is a nonprofit organization, with no enforcement or regulatory control over individual fire departments. The following is information taken directly from the NFPA web page ([www.nfpa.org/overview](http://www.nfpa.org/overview)):

##### **“NFPA Overview**

The National Fire Protection Association (NFPA) is a global self-funded nonprofit organization, established in 1896, devoted to eliminating death, injury, property and economic loss due to fire, electrical and related hazards.

NFPA delivers information and knowledge through more than 300 consensus codes and standards, research, training, education, outreach and advocacy; and by partnering with others who share an interest in furthering our mission. Our mission is to help save lives and reduce loss with information, knowledge and passion.

##### **Codes and Standards**

NFPA is widely known as a codes and standards organization – that's the backbone of what we do, and it always will be. Our mission is to provide you with the information and knowledge you need to do your job well in today's ever-changing environment. Our 300 codes and standards are designed to minimize the risk and effects of fire by establishing criteria for building, processing, design, service, and installation around the world. The more than 250 technical committees, comprised of approximately 9,000 volunteers, review public inputs and vote on the revisions in a process that is accredited by the American National Standards Institute. NFPA provides free online access to its codes and standards.”

#### **City Manager Comments**

City Council has heard from many individuals during public input on this issue. Two particular comments were from family members of firefighters, urging the Council to bring this issue to a close by making a decision one way or the other. I concur with that sentiment. What I have observed in a relatively short period of

time is a department in conflict, with no clear direction on its future. The longer the department goes without a decision, the worse its condition will become.

Several members of the public have suggested putting this decision to a referendum. I have asked the City Clerk to contact the Supervisor of Elections to determine the next available voting window, and the cost to the City to perform a special election for just this issue. It is currently too late to utilize the May elections; and while the City of Jacksonville is considering a special election in November, a formal decision has not been made. Therefore, the next regularly scheduled election is the Presidential primary election in March, 2020. The City could either wait until that election, or schedule a special election. A special election could cost between \$20,000 and \$25,000 for a traditional polling station election, and approximately \$15,000 for a mail ballot election only.

While the option of going to a referendum may appear viable, I would like to identify major issues this would create for the organization:

1. Until this issue is resolved, a new permanent Fire Chief cannot be hired. In my opinion, no serious candidate would be willing to accept a Fire Chief position, perhaps relocating to the area, for what may be a temporary position. This will create a gap in leadership within the department.
2. Prolonging a decision, and lacking a permanent Fire Chief, may impact our ability to recruit for the department. This has not been an issue to date because we are at full staffing. However, the longer the status quo continues, the higher the probability that candidates for the fire department will not want to come here, knowing that the department may not exist in the near future and no permanent leadership structure is in place.
3. Prolonging a decision will continue to erode the morale and relationships of department staff. This issue has been discussed for numerous years, and as it has gotten closer to a decision, the conflict between unionized and non-represented employees has increased. Keeping conflict at this heightened level for a prolonged period of time, without a permanent Chief in place to provide leadership and guidance, will be detrimental to the long-term success of the department.

If the Council decides a referendum will be held, and the time frame for that referendum is longer than I deem reasonable, I will request the authorization to hire a contractual Fire Chief for an indeterminate amount of time to provide some level of stability within the department.

**Attachments**

1. Summary of Questions (Answers provided by Jacksonville Beach)
2. Questions for Jacksonville Fire Rescue Department (Answers provided by JFRD)
3. 2018 Benchmarks (Provided by JFRD)
4. ALS Engine Company Cost Spreadsheet (Provided by JFRD)
5. Rescue Company Cost Spreadsheet (Provided by JFRD)

## **Summary of Questions (answers provided by Jacksonville Beach)**

### Apparatus and Staffing

Q: How many personnel, and what associated cost, would be necessary for current JBFD apparatus to be NFPA compliant?

A: Changing minimum staffing for JBFD to 3 personnel/Engine and 4 personnel/Ladder would add nine (9) positions: three (3) Lieutenants and six (6) Firefighters. This staffing would still result in one (1) leave slot per shift. The cost to add these nine (9) positions is approximately \$1M/year for salary and benefits.

Q: What would be the cost savings to JBFD to provide staffing and apparatus that match the proposed agreement with COJ?

A: Changing minimum staffing for JBFD to 3 personnel on one engine, and 4 personnel on one Ladder, with elimination of one Engine, would result in the reduction of one (1) Engine, and three (3) Firefighter/Engineers. The estimated annual savings from moving to this staffing model is \$343,000 (\$323,000 for personnel costs, and \$20,000 per year for one Engine amortized over a 25 year life cycle).

Q: Why does the first year of the contract not provide a credit for the new \$400,000 engine just purchased?

A: All apparatus and equipment being turned over to Jacksonville under this Agreement is cost averaged. We are providing some materials at end of useful life, and others at or near the start of useful life, without differentiation of such.

Q: Can the City eliminate overtime by hiring additional firefighters, and if so, how many and at what cost?

A: No. Overtime is a function of employees taking time off during their normal shift. Any time an employee schedules vacation, is out sick, or uses FMLA, another employee must fill that shift to meet minimum staffing levels. While the City could hire additional personnel and add additional leave slots for any given day, it does not take into account concurrent absences of staff.

Q: What staffing and cost is required to allow for at least two vacancies per shift so up to two firefighters can take days off without mandatory overtime?

A: The addition of three (3) Firefighters would create one additional leave slot per shift, bringing the total to two per shift. The cost of adding (3) Firefighter/Engineers is estimated at \$323,000.

Q: Will some of the JBFD employees be required to move out of JBFD stations due to changes in rank?

A: Yes. The Agreement, as structured, replaces 28 positions with 21. Based on the reduction of one personnel per shift, and the ranks of positions required, some personnel currently serving in JBFD stations (possibly as many as 13) will require relocation to other stations.

Q: Are support staff contemplated in the Agreement for transfer to JFRD?

A: No. The one support position for the Department is a contractual position, started in August 2018. The previous incumbent (who was a full-time employee of the City) sought and obtained a different full-time position within the City.

### Agreement

Q: What are the incentives for the City of Jacksonville to fully comply with the Agreement?

A: While there are no contractual incentives for the City of Jacksonville to fully comply with the Agreement, it is their reputation as an organization and their Department's ISO rating that is at stake with regard to how they perform under any contractual obligation or service provision.

Q: Are there penalties to the City of Jacksonville for failure to comply with the Agreement?

A: There are no penalties to the City of Jacksonville for failure to comply with the Agreement. The City of Jacksonville Beach has the ability to cancel the Agreement with a two year notice, and reconstitute the department.

Q: Would the City of Jacksonville be willing to perform for a trial period of three years, with the City of Jacksonville Beach Fire Department having the ability to repossess equipment and apparatus if the trial does not work out?

A: A trial period for this type of Agreement would not be feasible. Once equipment, apparatus and personnel are transferred to Jacksonville, their future disposition is no longer guaranteed. Equipment and apparatus may be moved to another station, sold or disposed based on age and/or compatibility with JFRD standards. Some personnel, as discussed previously, will require transfer to other Fire Stations. This is why the Agreement contains a two-year notice period for cancellation; this is how much time would be needed to reconstitute the department (as discussed below). It is not common for a City that has moved to contracted fire services to reconstitute its department at a later date.

Q: If the Agreement is canceled at some future time, what would be the cost to reconstitute the department?

A: There would be both hard and soft costs associated with reconstituting the Fire Department. The hard cost would be associated with repurchasing equipment and apparatus. Equipment is estimated at \$1M, with apparatus estimated at \$1.7M (2 Engines, 1 Ladder, and 3 staff vehicles), for an estimate of \$2.7M hard cost. The time frame for ordering new apparatus and receiving it is about one year. The ordering of apparatus and equipment, however, would not occur until at least a new Chief and Command staff have been hired, a process that would likely take at least six months or more.

The soft costs are associated with the expenditure of funds from the personnel perspective (as stated above), and the cost to continue contracted services while the Department is being reconstituted. Contracted services would be required for 18 to 24 months following the start of reconstituting the Department (it is for this reason that a two year notice is required for either party to terminate the Agreement). During this period, the City would be paying a gradually increasing salary base, along with the contract with JFRD, until the Department is fully staffed and has all equipment and apparatus necessary to respond to calls for service. The contractual component (in today's dollars) would be up to \$4.4M. The salary component could be anywhere from \$3M to \$5M, assuming that critical positions will require hiring individuals with substantive experience. Therefore, the total cost to reconstitute the Department over a 24 month period could be anywhere from \$10.1M to \$12.1M.

Q: Why is there no language requiring JB be listed as an additional insured, with a copy of insurance provided each year?

A: The City of Jacksonville is self-insured. The language provided in the Agreement was provided by the City of Jacksonville, and is the language they would approve for the Agreement to move forward.

*Ancillary, Emergency Response and Special Event Services*

Q: What is the cost (personnel and operating) for Jacksonville Beach to provide ancillary services that JFRD will provide either in part, or not provide?

A: Staff has proposed \$10,000 be added to the FY 2020 budget to accommodate handling ancillary services that JFRD will provide either in part, or not provide. The two most prominent of these services is smoke detectors and child car seat installations. We believe that this dollar amount would allow the purchase of necessary equipment and materials (ladders, car seats, etc.), and incentivize the appropriate certifications (car seat installations) to allow staff to provide these services. While the City would likely not go door to door for smoke detectors, and the public may need to go to an alternate location for car seat installation assistance, we believe both of these programs could be provided effectively.

*911 Dispatch and Response Times*

Q: If JFRD is contracted, can anything be done to address the delay in routing 911 calls from Jacksonville Beach to Jacksonville Fire Rescue?

A: No. Please see the *911 Cell Phone Call Routing* section of the memorandum for a detailed explanation.

Q: What is the time to transfer a call from Jacksonville Beach dispatch to JFRD?

A: It depends. There is an inherent time component for JBPD dispatch to determine the nature of the call, and decide if it is to be handled by Police or Fire/EMS. If it is Fire/EMS, the call will be transferred to JFRD. The time it will take for JFRD to determine the needs of the caller and dispatch accordingly will be determined by the nature of the call, and the dispatcher receiving the call.

### Miscellaneous

Q: If the City kept JBFD, where would funds come from, outside of a millage rate increase, to improve the department?

A: To provide additional or enhanced services in the Fire Department, the following funding options could be considered:

- Adjust the millage rate
- Reduce the level of services in other programs within the general fund
- Establish a fire assessment fee for property owners (commercial & residential) in Jacksonville Beach
- Reduce the tax increment trust fund allocation to the South Beach Community Redevelopment Trust Fund to provide additional General Fund tax revenues

\*General Fund Reserves could be used for initial capital purchases or program startup costs, but staff does not recommend using reserves to pay for ongoing operating expenses.

Q: Is any equipment and apparatus at JBFD currently in need of updating; if so, what is the cost?

A: Overall, the JBFD is in a relatively good position with apparatus and equipment. NFPA recommends apparatus be used in frontline service for up to 15 years and then be placed in reserve for up to an additional 10 years, for a total useful life of approximately 25 years. JBFD has the following apparatus in service:

#### Frontline Apparatus:

- 2006 E-One Pumper (move to reserve in 2021 per CIP)
- 2010 Ferrara 75' Ladder Truck
- 2018 Rosenbauer Pumper (placed in service February 2019)

#### Reserve Apparatus:

- 2003 Pierce Pumper (to be sold in 2021 per CIP)
- 2006 Pierce Pumper

#### Staff Vehicles:

- 2003 Ford Excursion (to be replaced in 2019 CIP, \$48,000)
- 2011 Chevy Tahoe (Command Vehicle)
- 2017 Ford F-150 (Training Lt. Vehicle)
- 2018 Ford F-150

Equipment is continuously in the process of being acquired, updated or replaced. Self-Contained Breathing Apparatus (SCBA) were purchased new in 2014. All

frontline apparatus are equipped with hydraulic rescue tools, ranging from 10 to 15 years old, service tested annually, and meet required specifications. A new set of Hurst E-draulics (\$32,000 for the set, received through the Firehouse Subs grant) will be placed in service in May 2019 (Note: there is not a rescue tool on the market that will cut Boron Steel).

NFPA recommends replacing bunker gear every 10 years, and JBFD conforms to that schedule. JBFD does not provide a second set of assigned bunker gear specific to each member, but does possess extra bunker gear that can be changed into after a structure fire. Based on the actual number of structure fires responded to each year, the necessity of a designated second set of bunker gear per member is questionable.

The following equipment/tools are slated for replacement or purchase in the current CIP (scheduled for FY 2019):

- Automatic Defibrillators (\$40,000 each)
- SCBA Compressor/Fill Station (\$36,000)
- Extractor Washing Machine for bunker gear (\$15,000)

Q: What would be the cost to JBFD to use JFRD training facilities?

A: The training facility that JBFD would use is not actually owned by JFRD. The facility is located as Florida State College at Jacksonville (FSCJ), and open to any agency wishing to use the facility. Sending a shift to the training facility would require overtime to staff two (2) 3-man engines for the block of time needed to complete the training. This would result in overtime costs of approximately \$2,200 per shift for training. The cost for using the Burn Building (4 hour block) is \$1,000; the cost for using the Training Tower (4 hour block) is \$250.

## Summary of Questions (answers provided by JFRD)

1. What are the variety of options for adding a third ALS capable apparatus or unit, and its cost (i.e., Engine, Rescue, Brush Truck, etc.)? **We do not have ALS brush trucks. All engines, ladders, marine units, and rescues are Advanced Life Support. Cost of adding one ALS engine company is \$1,467,737 and a Rescue Unit is \$1,040,871 annually. See attached worksheet for cost breakdown.**
2. Can language be added to the Agreement that would allow for the addition of a third ALS capable apparatus or unit upon notification from the City at a later date?—**Yes with an adjusted contract amount for associated costs.**
3. Can there be a contractual requirement to keep an engine in JB at all times; to keep a third apparatus (engine) in Jacksonville Beach as a reserve; and have Stations 1 and 2 added to JFRD's SOG for critical stations (similar to Atlantic Beach and the Airport stations)?—**There are two engines on the island adjoining Jax Bch (41 & 55) and a third engine (59) on San Pablo at JTB. The problem with guarantees is not knowing the next emergency. We could have two major calls at the same time pulling resources into Jax Bch or away from Jax Bch. Yes on keeping a spare engine in Jax Bch and yes on the SOG change to include at least one engine for Jax Bch coverage.**
4. What is the frequency/program descriptions for the auxiliary services to be provided by JFRD (Article 4. (c) of the agreement); would all JB residents be eligible?
  4. (c) Jacksonville shall provide the following auxiliary services for Jacksonville Beach:
    - a) Blood pressure checks at the Fire Facilities for the Community. **In Jacksonville these services are listed on a fire station sign as available Monday through Saturday 0800-2000. However, we do not turn people away after hours or on Sundays. For example, people ring our door bell at 11 o'clock at night for help reading glucose monitors or to check their BP because they're not feeling well. This is common and not an issue for us.**
    - b) Annual fire hydrant inspection of all fire hydrants in the City, in accordance with ISO Guidelines. **We would inspect all Jax Bch hydrants once a year for ISO compliance.**
    - c) Tours for school and community organizations. **JFRD companies are involved in a myriad of activities at DCPS and private schools including familiarization tours, reading to children events, career days, and other activities as invited (drills, exercises, fire alarms, etc.). The same would be true for Jax Bch.**
    - d) CPR and public safety seminars to Jacksonville Beach employees at no additional cost to Jacksonville Beach. **JFRD Training Academy not only recertifies all JFRD paramedics and EMT's for CPR but they host seminars at City Hall and other locations around town. We are fully committed to training or re-certifying Jax Beach employees. As for seminars, just let us know what is needed or requested.**
    - e) Annual smoke detector program and other auxiliary services mutually agreed to by the Jacksonville Fire Department and City Manager. **COJ has the Mayors Home Fire-**

Safety Program in Ordinance 420.116 where we install smoke detectors and batteries in one-family or two-family dwelling at no charge. I don't see why this wouldn't continue in Jax Bch.

- f) Biannual Pre-fire planning of businesses. As agreed to, we would conduct Pre-Incident Planning in 100 percent of all Jax Bch businesses every two years or 50% per year. It's my understanding this is your current practice. Per NFPA 1620 the business must give consent prior to us conducting so this may alter numbers a bit.

5. What personnel type, number, and function would be provided at the JBEOC? We would fill the requested position with qualified and credentialed staff including but not limited to Planners, Logistics, Operations, and / or Finance as requested by Jax Bch. These positions would be in constant contact with Duval County EOC.
6. What would JFRD personnel do to support Jacksonville Beach in the event of a natural disaster (pre and post)? Jax Beach would receive the same level of service the rest of the county receives based on needs. For example, for hurricanes and tropical storms JFRD personnel actively go out and conduct windshield assessments and report back to the EOC. We stage Emergency Road Access Teams or ERAT in key places around the county. These teams consist of Public Works, Power Utility, LEA, and trained JFRD chainsaw teams to rapidly clear roadways from debris. This is in addition to life safety and fire responses. JFRD, through its Ground Support Unit or GSU, assists in setting up Points of Distribution or POD's to pass out water and MRE's as needed. The same GSU delivered water, food, and tarps to areas of town impacted by long power outages in the past two hurricanes.
7. Are Special Event staffing costs included in the base cost of the contract? Generally speaking, the promoter pays for any additional Special Events staffing as required by Ordinance 191.113. Any additional rescue and/or fire apparatus responses to emergencies occurring as a result of the event are not billed back to the promoter. For example, the SMG will pay for 42 EMS personnel to manage a Jaguar game. On a typical hot day, we may transport 20-30 individuals from a game. We do not bill SMG for the 20-30 ambulances responding to the game nor the seven units on standby. If a special event such as the Opening of the Beaches or 4<sup>th</sup> of July would cause an increased footprint, JFRD would use on-duty companies and re-assign those resources to the beaches for surge capacity. This is similar to the Air Show at NAS Jax, 4<sup>th</sup> of July Downtown, FL-GA Game, and others.
8. What would occur if JFRD identifies a hydrant that does not pass inspection; how would JB be notified? Currently JFRD inputs the inspection into an Excel spreadsheet that if a discrepancy exists such as a missing cap, broke stem, or other issue, the file auto-notifies JEA that same day. How you would like us to notify your utility is up to you. We can modify our file to email you vs. JEA based on the hydrant location.
9. Can an annual (or more frequent) report be provided showing the results of hydrants inspected? Yes. We inspect all hydrants annually and reports can automatically be emailed daily, weekly, monthly, etc. through SQL as requested.
10. Define what JFRD will do for pre-fire planning of businesses; and confirm it will be done bi-annually (every two years)? NFPA 1620 Pre-Incident Planning would be followed. A

fillable PDF form will be created and the crews would have this on their FTP site (File Transfer Protocol) on their Mobile Dispatch Terminals or MDT's. This allows any unit to pull up documents and fill-out information, which in this case is the Pre-Incident Plan template. Once the document is complete, the Officer in Charge hits "send" and our database captures the info for all companies to see in the event they respond to a fire at that location. Jax Bch administration could have access to this information as requested.

11. Can JB receive response times for units E50, E55, E58, and E59? Yes, see attached. However if you want to compare territories similar in size to Jax Bch (Jax bch is 7.3 square miles serviced by two stations, then look at similar territories of that size. Fire District 50 alone is over 16 square miles. For a more similar comparison I also listed FS 1, 2, 5, 12 and 18 which are similar in size to one-half Jax Bch. Attached is our Performance Benchmarks for 2018.

- What were the average response times (turnout and travel) for each unit in 2018?
- What was the percentage of calls for which response times were 4 minutes or less for each of these units in 2018?
- What was the percentage of calls for which the response times were 6 minutes or more for each of these units in 2018?

APPARATUS	AREA (mi <sup>2</sup> )	AVG RESPONSE TIME	≤ 04:00 TIME	≥ 06:00 TIME
ENGINE 1	2.55	3:35	66%	9%
ENGINE 2	2.04	3:49	63%	8%
ENGINE 5	2.83	4:40	38%	17%
ENGINE 18	2.96	3:49	62%	8%
ENGINE 50	16.31	5:52	18%	45%
ENGINE 55	6.47	4:14	46%	12%
ENGINE 58	12.21	5:46	18%	44%
ENGINE 59	11.97	6:32	11%	53%
SQUAD 12	3.54	4:07	53%	12%

*Excludes non-emergency runs and excludes outliers, maintaining that 99.73% of values are within normal distribution*

12. Why does the proposed agreement reduce apparatus to one ladder, one engine? The negotiated agreement has one 4 person quint / ladder and one 3 person engine. The staffing is in line with other JFRD companies.

## **Summary of Questions Regarding Language in the Proposed Agreement (answers provided by JFRD)**

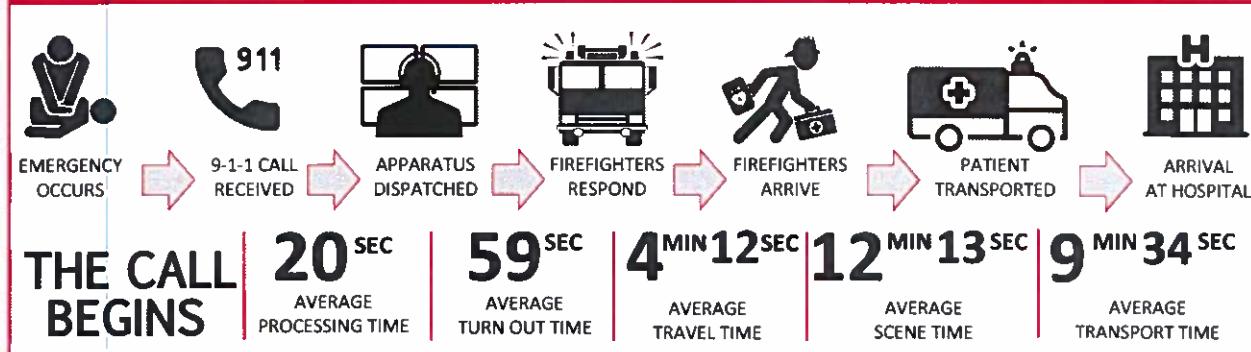
The following questions are related to contract language that is considered to be subjective:

- What is the definition of “best efforts” in Article 2(b)? JFRD will be riding out of the same stations JBFD utilizes today. No decrease in response times is expected assuming units are in quarters. Call transfer times (9-1-1 call received by JBPD will be relayed to JFRD FRCC and the station is alerted in less than 20 seconds. JFRD has committed to limiting the response of Jax Bch companies over the ICW. However, just as units from Mayport, Atlantic Beach, and other areas of town west of the ICW will respond into Jax Bch based on the severity of the call and in accordance with NPFA 1710, the same would be true for Jax Bch units responding into Neptune and Atlantic Beach if the call dictates. This is when we would move transfer companies into Jax Bch for coverage.
- What is the definition of “appropriate coverage” in Exhibit C – 1(c); and what is the minimum equipment and staffing to be provided for each? Depends on the event. A small special event may only require a two person bike team whereas an event like The Donna Marathon may require something substantially larger. For example, this year’s Donna had teams from St. Johns Fire Rescue, Jax Bch and JFRD and our staffing still exceeded 22 personnel staffing bike teams, ASAP’s (small rescues), and two rescue units. JFRD manages over 1000 special events per year without issue. The definition of appropriate coverage is what the event requires based on a number of factors: event size, number of attendees, weather, etc. as agreed upon by the promoter, City Special Events, and JFRD under Ordinance 191.114. The same consideration would be applied to Jax Bch events.
- What does “agree to assist” mean in Article 4(d); and define how JFRD will assist JB during a natural disaster? Whatever the mission calls for. Search and rescue, swift water rescue / floods, fires, wires down, building collapses, any number of other responses that typically occur during storms, tornados, floods, etc.
- What does “as much as practical” mean in Article 6(b) 1? Jax Bch firefighters will have the first right to stay assigned to Jax Bch fire stations. The ten officers would revert back to the rank of engineer and with only six engineer spots available (3 on the engine & 3 on the ladder), some would have to relocate to other JFRD fire stations. If firefighters or engineers choose to be reassigned to another JFRD station, they have that right under our policies. Otherwise they would be assigned to Jax Bch.

Would COJ be willing to take this language out of the proposed agreement, or consider revising it to clearly define the terms? **Yes**

# PERFORMANCE BENCHMARKS

## WE MOVE FAST IN AN EMERGENCY



## WHEN MINUTES MATTER



**27 MIN 18 SEC**

AVERAGE TIME  
FROM 9-1-1 CALL RECEIVED  
TO ARRIVAL AT THE HOSPITAL



### CALL PROCESSING

TIME FROM 9-1-1 CALL TO DISPATCH

**97%**  
9-1-1 CALLS DISPATCHED  
WITHIN 64 SECONDS

**99%**  
9-1-1 CALLS DISPATCHED  
WITHIN 106 SECONDS

NFPA 1221 requires that 90 percent of emergency call processing be completed within 64 seconds and 95 percent within 106 seconds.



### TURNOUT TIMES

TIME DISPATCH TO TIME UNIT ENROUTE

**99%**  
UNIT ENROUTE ON FIRE  
CALLS WITHIN 80 SECONDS

NFPA 1710 requires that turnout time be 80 seconds or less for fire incidents on 90 percent or more of fire incidents calls.

**65 SECONDS**  
AVERAGE TURNOUT TIME  
ON FIRE CALLS



### TRAVEL TIMES

FOR FIRST ARRIVING UNIT

**55%**

FIRE CALLS WITH FIRST UNIT  
ARRIVING WITHIN 4 MINUTES

**54%**

EMS CALLS WITH FIRST UNIT  
ARRIVING WITHIN 4 MINUTES

NFPA 1710 requires a 4-minute or less travel time for first arriving engine at a fire or first arriving BLS unit at an EMS incident to 90 percent of calls.



### TRAVEL TIMES

FOR ALL ARRIVING UNITS

**84%**

FIRE CALLS WITH ALL UNITS  
ARRIVING WITHIN 8 MINUTES

NFPA 1710 requires a 8-minute or less travel time for all responding apparatus to a fire or EMS incident to 90 percent of calls.

**94%**

EMS CALLS WITH ALL UNITS  
ARRIVING WITHIN 8 MINUTES

<b>Jacksonville Beach Fire Station (ALS Engine Company)</b>		<b>Budget</b>
<b>FRFO011JB JAX BEACH FIRE SERVICES PROJECTED BUDGET</b>		<b>\$1,467,737.97</b>
SALARIES/BENEFITS (FY 2020 Projection)		\$1,130,556.11
01401 SALARIES OVERTIME		\$38,724.69
01402 FLSA OVERTIME (FIRE)		\$12,542.04
01403 HOLIDAY OVERTIME (FIRE)		\$5,130.10
01503 LEAVE SELLBACK		\$54,938.69
01504 HOLIDAY BUYBACK		\$16,379.47
01516 OUT OF CLASS PAY - PENSIONABLE		\$4,541.98
02305 EMPLOYEE ACCIDENTAL DEATH INSURANCE		\$539.45
02401 WORKERS' COMPENSATION INSURANCE		\$31,515.45
02401A WORKERS' COMPENSATION INS-HH		\$41,570.42
04002 TRAVEL EXPENSE		\$592.34
04213 ISA-FLEET VEHICLE RENTAL		\$0.00
04216 ISA-FLEET REPAIRS/MAINT		\$28,121.34
04217 ISA-FLEET PART/OIL/GAS		\$7,063.65
04223 ISA-COMPUTER SYS MAINT/SECURITY		\$22,064.67
04225 ISA - UTILITIES ALLOCATION		\$15,020.05
04502 GENERAL LIABILITY INSURANCE		\$3,389.03
04504 MISCELLANEOUS INSURANCE		\$66.00
04931 CLOTHING, CLEAN, SHOE/TRANSFER ALLOW		\$8,369.56
05204 CLOTHING, UNIFORMS, & SAFETY EQUIPMENT		\$3,554.04
05207 FIRE HOSE/BUNKER GEAR		\$7,404.25
05215 REPAIR AND MAINTENANCE SUPPLIES		\$2,961.70
05216 OTHER OPERATING SUPPLIES		\$19,149.51
05406 EMPLOYEE TRAINING-FIRE TRAINING SCHOOL		\$7,700.42
3109 PROFESSIONAL SERVICES (Lifescan/PFT)		\$0.00
4209 ISA- RADIO		\$2,458.21
06429 CAPITAL REPLACEMENTS (FFE)		\$3,384.80

<b>Jacksonville Beach Fire Station (Rescue Company)</b>	
<b>FRFO011JB JAX BEACH FIRE SERVICES PROJECTED BUDGET</b>	<b>\$1,040,871.08</b>
SALARIES/BENEFITS (FY 2020 Projection)	\$800,758.03
01401 SALARIES OVERTIME	\$24,638.83
01402 FLSA OVERTIME (FIRE)	\$7,979.95
01403 HOLIDAY OVERTIME (FIRE)	\$3,264.06
01503 LEAVE SELLBACK	\$34,955.08
01504 HOLIDAY BUYBACK	\$10,421.54
01516 OUT OF CLASS PAY - PENSIONABLE	\$2,889.86
02305 EMPLOYEE ACCIDENTAL DEATH INSURANCE	\$343.23
02401 WORKERS' COMPENSATION INSURANCE	\$20,051.90
02401A WORKERS' COMPENSATION INS-HH	\$26,449.44
04002 TRAVEL EXPENSE	\$376.88
04213 ISA-FLEET VEHICLE RENTAL	\$0.00
04216 ISA-FLEET REPAIRS/MAINT	\$17,892.38
04217 ISA-FLEET PART/OIL/GAS	\$4,494.29
04223 ISA-COMPUTER SYS MAINT/SECURITY	\$14,038.78
04225 ISA - UTILITIES ALLOCATION	\$9,556.60
04502 GENERAL LIABILITY INSURANCE	\$2,156.29
04504 MISCELLANEOUS INSURANCE	\$42.00
04931 CLOTHING, CLEAN, SHOE/TRANSFER ALLOW	\$5,325.18
05204 CLOTHING, UNIFORMS, & SAFETY EQUIPMENT	\$2,261.28
05207 FIRE HOSE/BUNKER GEAR	\$4,711.00
05215 REPAIR AND MAINTENANCE SUPPLIES	\$1,884.40
05216 OTHER OPERATING SUPPLIES	\$37,762.99
05406 EMPLOYEE TRAINING-FIRE TRAINING SCHOOL	\$4,899.44
3109 PROFESSIONAL SERVICES (Lifescan/PFT)	\$0.00
4209 ISA- RADIO	\$1,564.05
06429 CAPITAL REPLACEMENTS (FFE)	\$2,153.60