

The Villages
Public Safety Department



Annual Report 2005

The Villages
Department of Public Safety

2005 ANNUAL REPORT

Table of Contents

A Message from the Chief	Page #1
Department Mission Statement	Page #1
Department Demographics	Page #2
Fiscal Year 2004-2005 Incidents by Type	Page #3
911 Service	Page #3
Department Alarm Responses	Page #3
Customer Satisfaction	Page #5
Training	Page #6
Public Education: CERT	Page #6
Public Education: CPR	Page #7
Fire Prevention Bureau	Page #7
Grant Funding	Page #8
Appendix #1: Fire Stations and Assigned Crews As of September 30, 2005	Page #9

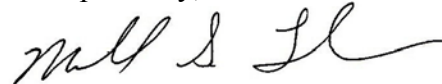
A Message from the Chief

Welcome to the 2005 annual report for the Villages Public Safety Department (VPSD). This report period is from October 1, 2004 to September 30, 2005. It is my sincere desire that this report clearly articulates the hard work and dedication of the personnel that protect the residents and visitors of The Villages. The rapidly changing face of the community mixed with the ever-changing demands of the world around us constantly places new demands on emergency responders. The fire service of today is not the fire service of yesterday, and this dynamic cycle does not appear to be ending anytime soon. The staff of the VPSD has risen to the occasion and has continued to deliver high quality service.

I am proud of the staff and the service they have delivered. The VPSD has become known as an organization that delivers high quality patient care and customer service in all aspects of the job performed by VPSD personnel. It is an honor to lead this group of professionals.

Please take the time to review the information contained in this report. As with all reports, questions can be raised. I ask that anyone having questions contact me for further clarification.

Respectfully,

A handwritten signature in black ink, appearing to read "Michael S. Tucker". The signature is fluid and cursive, with the first name "Michael" being the most prominent part.

Michael S. Tucker,
Chief

Mission Statement

With respect and dignity, the Villages Public Safety Department will work to prevent harm, and respond to unprevented incidents in an efficient and effective manner with the best resources provided by the community.

Department Demographics

The department currently operates out of four stations. During this report period the department opened a new headquarters facility (Station #51) at the intersection of Buena Vista Blvd. and Bonita Blvd. This station houses the administrative offices of the Chief, Captain, Fire Inspector, and Training Officer, and a training center classroom that can double as an emergency operations center during times of disaster. The Department's new 95' aerial platform, a quick response vehicle, and our specialized rescue trailer repond from this location. Crew quarters, capable of housing up to 12 individuals, along with storage space for specialized equipment, make up the balance of the station. This station was built in anticipation of growth in Lake Sumter Landing and other areas south of Hwy 466.

The department also operates three additional stations. Station #41 is located at Morse Blvd. and Hwy 466 at the Sumter County Government Annex. This station houses a medical-engine and a quick response vehicle. A reserved medical engine is permanently housed at Station #41, but is utilized at other locations as needed. Station #42 is located on Belle Meade Circle in the Marion County portion of the Villages. The smallest of our facilities, this station houses a quick attack vehicle (or mini-pumper) equipped to handle both fire and medical emergencies.

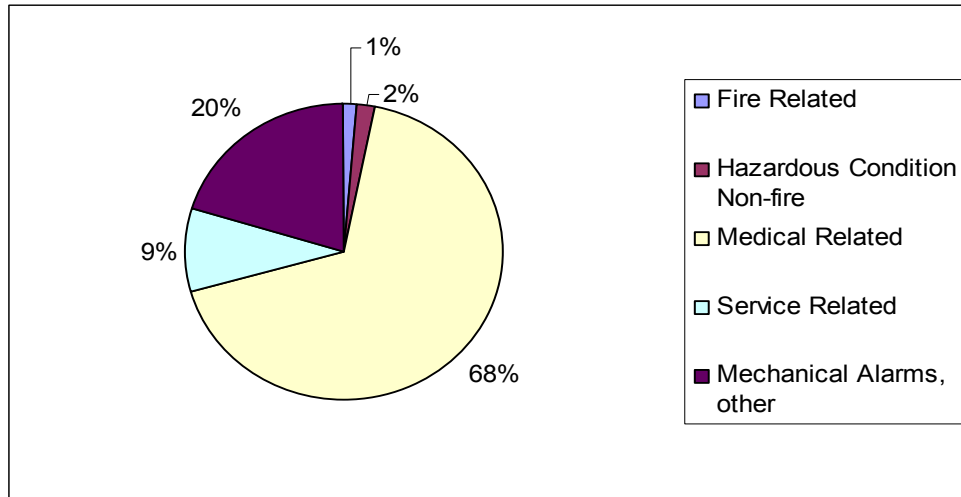


Dedication Ceremonies for Station #51 in January 2005

Station #43 is located next to the Paradise Recreation Center in the Lady Lake portion of The Villages and houses a medical engine and quick attack vehicle. This station also has a small classroom that can serve as a back-up emergency ops center. In fiscal year 2005–2006, the department will begin operating a fifth fire station (Station #40) in the area of Hwy 466 and Belevedere Boulevard on Parr Drive. This station will house a paramedic engine and crew.

The department employs 36 full-time firefighter/medics or firefighter/EMTs operating a three-platoon shift rotation of 12 firefighters per shift. In addition, the department also employs a Fire Chief, Administrative Captain, Fire Inspector, Administrative Assistant, and a part-time EMS Training Officer. Because The VPSD is a first-response advanced life support provider operating under a State issued Certificate of Need, the Department also contracts with a board certified emergency physician to oversee medical operations and to serve as the Department's medical director.

Fiscal Year 2004–2005 Incidents by Type



Alarm Responses

The department responded to 4,911 calls for service during this reporting period. Approximately 1.5% of these calls were fire related (structure, vegetation, etc.), 9% were service related (citizens assist, good intent, etc.), while the bulk of our responses (68%) were for medical calls. The remaining calls involved the investigation of automatic fire alarms, bomb scares, carbon monoxide detector activations, weather related emergencies, and other activations of the 911 system.

The call volume of this reporting period is an increase of 19% from the 2003–2004 reporting period. During the previous reporting period the department responded to 4,124 calls for service. 2.5% were fire related and 79% were medical. The department experienced a small drop in the percentage of fire related events as well as a significant decrease in the percentage of medical calls.

911 Service

Individuals seeking EMS or fire service within the department's service area call 911. Those telephone calls are answered by a primary service answering point in one of the three Villages' counties: Lake, Marion, or Sumter. If the call originates from Lake or Sumter Counties, the call is immediately transferred to the department's dispatch center, which is a part of the Lake-Sumter EMS dispatch system in Mount Dora. Call-takers will ask a brief series of questions and, at the same time, dispatch Villages units from the closest station. First response service in Marion County is provided by Marion County Fire Rescue (MCFR), but by inter-local agreement, initiated during the 2005 calendar year, the VPSD responds on all Villages of Marion calls to insure a timely response by emergency personnel. This mutual-aid agreement with MCFR is expected to become an automatic-aid agreement in FY 05 – 06 to better serve the residents. The VPSD also has inter-local agreements in place with Lake and Sumter Counties for mutual aid response when needed.

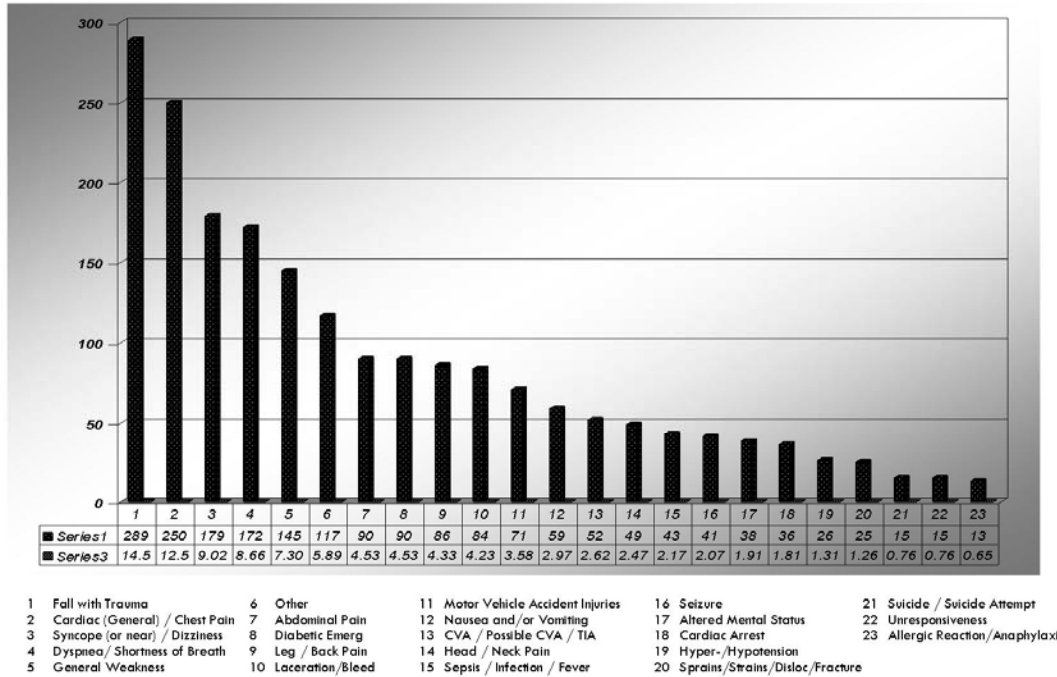
EMS Call Response / Cardiac Arrests

The Villages Department of Public Safety (Fire-Rescue) EMS Response Data: 10/1/04 through 09/30/05

Total Number of EMS Patients Treated During the Data Period: 1985

Series 1 = Number of Calls in the Group

Series 3 = Percent of Total



As the chart above shows, over half of the department’s medical calls fall into five categories: falls with trauma, general cardiac or chest pain, syncope/fainting or dizziness, dyspnea or shortness of breath, and general weakness.

Of specific interest for the VPSD is the cardiac arrest save rate. During this reporting period, the department responded to 36 individuals in full cardiac arrests. Of these 36 incidents the department was successful in achieving a “save” in six of these cases. This equates to a save rate of 16.7%. The national average according to the American Heart Association and the American Medical Association is between 5% and 10%. The department continues to feel further success can be realized through added emphasis on public education and prevention in relation to cardiac disease prevention and the early recognition of cardiac signs and symptoms.

Customer Satisfaction

The VPSD began a customer satisfaction campaign during fiscal year 2004-2005. The department has continually received positive anecdotal feedback pertaining to its performance. However, prior to this time no valid data existed to quantitatively describe the satisfaction level of the department in the eyes of the community. This survey has been conducted on an entirely random basis by choosing five calls per week. No effort has been made to choose types of calls, or to influence the possible positive or negative feedback of the respondent. During this period prior to this report, 200 surveys were mailed and 110 surveys were returned. This equated to a return rate of 55%, and under statistical analysis criteria this is considered to be a good return rate. Of a possible 550 points the department received 536 points. This produced a customer satisfaction rate of 97.45%

Items surveyed (rating of 5 to 1 with 5 being excellent and 1 being poor):

- Courtesy of department staff
- Response time
- Overall knowledge of staff regarding this medical or fire related emergency
- Staff willingness to answer questions or provide help dealing with this emergency
- Overall rating of the service provided by the Villages Public Safety Department

Along with the numerical rating of the above items, respondents were asked to make comments, state concerns, or make suggestions.

Sample responses:

“I will be forever grateful for the knowledge of the staff. Their caring response was very much appreciated.”

“The Best”

“Very satisfying to know this type of service is available and handled by a “know how” staff

“Pat yourselves on the back. Good people. An outstanding job by one and all. I appreciate your efforts and expertise”

“I am most grateful that this service is available in my area. The responders are pleasant, knowledgeable, and extremely patient and courteous. Thank them”

“The staff rated a 5 in every category. I am proud to live in a community that has such service. Keep up the good work”

Training

The department has continued to conduct training sessions involving neighboring department and jurisdictions. This involves in-service training with staff from Marion County Fire Rescue, Lake County Fire Rescue, and Sumter County Fire Rescue.

The department's 40 paramedics and Emergency Medical Technicians also continue to participate in EMS training sessions necessary to refine and improve their respective medical skills. This involved nearly 1200 hours of in-service medical training led by public safety staff and was overseen by the Department's medical director. By utilizing our own staff to conduct this training, we can design the training sessions to fit the specific needs of The Villages residents. This training also allows all staff members to fulfill required continuing education requirements to renew Paramedic and Emergency Medical Technician certificates every two years as required by the State of Florida.



Villages Firefighters conduct water flow training

During the year, the Department also was also subject to a “surprise” State inspection by the Department of Health Bureau of Emergency Medical Services. The State inspector reviewed personnel records, patient care statistics, and individual paramedic and EMT training records. The resulting review indicated that the Department's operation and record keeping were both “exemplary.”

In addition to the standard in-service training conducted at the company (station) level, the department also conducted 720 hours of fire service hydraulics and fire pump operations training for staff. This on-premises education allowed staff to complete required training without having to travel to the Florida State Fire College (Ocala), Bragg Safety Complex (Tavares), or Citrus Fire Academy (Lecanto). This also allowed the department staff to receive training tailored to the needs of this community and to not receive training generic to the fire service.

Public Education / CERT

Every Florida community faces the possibility of hurricanes or other natural disasters that may overwhelm emergency services. Because of that, the VPSD has worked closely with The Villages Homeowners Association to establish an active and vibrant Community Emergency Response Team (CERT). The team, made up of Villages residents with diverse interests and backgrounds, has undergone training in basic search and rescue, first aid, fire suppression, and disaster psychology. CERT personnel understand that they may be called upon to provide emergency service when disaster hits and emergency response by the VPSD or other agencies is impossible. During the 2004 hurricane season, Villages CERT personnel were asked to assist emergency management personnel in both Lake and Sumter Counties.

Also, during the past year, VPSD training personnel conducted two CERT classes, bringing the total number of CERT members to nearly 150 in The Villages. To give responders an opportunity to practice what they have learned, a major disaster drill was held in May 2005 at the polo fields. Team members were able to experience the aftermath of a tornado-like event with nearly 40 victims, limited resources, and lots of common sense and ingenuity. Throughout the year, CERT members are encouraged to meet regularly in their own neighborhood groups to practice and share ideas. Additional CERT classes and disaster drills are scheduled for the coming months.

Public Education: Cardio-Pulmonary Resuscitation (CPR)

The VPSD training staff has been actively involved in providing CPR and AED training to all residents of the community. Numerous CPR/AED awareness and training sessions have been conducted for area churches, social groups, clubs, and organizations. The department has worked hand-in-hand with the VCCDD's Recreation Department to train over 125 recreation attendants including the entire supervisory staff. Additional training for participants in specific recreational activities is being schedule as needed, with the first sessions already calendared for participants and umpires in the VCCDD's softball program.

Certified CPR classes (community and professional responder) are held regularly at fire headquarters for a nominal fee to cover training and certification costs.

Fire Prevention Bureau

During this reporting period the Fire Prevention Bureau, headed by Lieutenant Dan Hickey, began the process of conducting plans review and fire inspection services for The Villages portion of Lady Lake. This was done in response to a request from the Town of Lady Lake. Prior to beginning this operation the department was responsible only for providing annual fire inspection services to existing businesses located within The Villages portion of the Town. With the addition of the Rolling Acres Plaza, the Town believed the department could be much more responsive and effective than the previous plans review process allowed.

The Rolling Acres project involved 305,725 square feet of retail space and 16,509 square feet of restaurant space. The feedback experienced by the department was extremely positive from the builders, business owners, project managers and Town building officials. It became quite common to hear the individuals involved wishing other agencies were as positive and supportive. In a very short time frame Lieutenant Dan Hickey became known as the "Friendly Fire Inspector." This occurred because of a high degree of cooperation while all fire codes and standards were applied to the projects.

In the end, the project came in on time and with minimal trouble experienced by all individuals involved.

The department also continues to experience a positive working relationship with the Sumter County Building Department as new construction occurs in the Sumter County portion of The Villages. A department representative serves as an ad-hoc member to the Sumter County Development Review Committee providing fire service related input to new development. In this capacity the Fire Prevention Bureau has been able to help apply consistent design and construction standards to projects located within The Villages.

The Fire Prevention Bureau continued its annual work in The Villages Charter School's Pre-K through 5th grade levels and the Kindergarten through 5th grade levels at the Villages Elementary School located on Rolling Acres road. This program allowed the VPSD staff to take the prevention message to more than 1,000 children.

Grant Funding

During the report year, the VPSD Fire Prevention Bureau was successful in obtaining a Federal Fire Prevention Grant. This allowed the department to purchase more than 700 smoke detectors and distribute them to the residents of manufactured homes. In many instances this provided the homeowners with a second detector and, in some instances, this proved to be the only detector in the home.

Additional grant funds in excess of \$60,000 were received from both the State and Sumter County to purchase EMS equipment. In particular, the State funds were earmarked for purchase of three, state-of-the-art cardiac monitors. This purchase assures that the latest cardiac monitoring technology is available to all EMS patients in The Villages. The monitoring devices also allow for capnometric and capnographic readings to allow more definitive evaluation and treatment of patients with respiratory problems. As a result of this grant, The Villages Department of Public Safety becomes one of the first agencies in the area to add capnomeasuring capability to its advanced life support patient care.

The addition of this equipment has allowed the department to conduct a pilot program in these types of pre-hospital diagnostic tools. Pilot study data will be made available to the State of Florida to assist in determining the use of this type of equipment on a larger scale throughout the State.

Appendix #1
Fire Stations and Assigned Crews as of September 30, 2005

Station #51 Administration:

Chief
Michael S. Tucker, EMT-P, E.F.O.

Captain Edmund A. Cain, EMT-P	Fire Inspector Daniel Hickey, EMT	EMS Training Officer Gail J. Lazenby, EMT-P
Administrative Assistant Gina Lambert		

Station #41:

Lt./Medic Paul Patterson FF/Medic Kirk Escuage Fire/EMT Keith Perry	Lt./Medic Pete Carpenter FF/Medic Jerry Marrison Fire/EMT Gary Polizzi	Lt./Medic Brian Cesarec FF/Medic Chris Bradford Fire/EMT Chad Eason
---	--	---

Station #42:

FF/Medic Jason Croom FF/EMT Bill Miller	FF/Medic John Townsend FF/EMT John Johnson	FF/Medic Lori Bottalico FF/EMT Michael Wood
--	---	--

Station #43:

Lt./Medic Barry Pettingill FF/Medic Loretta Goodlet FF/Medic Kristyn O'Neal FF/EMT Dave Shumate	Lt./Medic John Longacre FF/Medic Jennifer Bacon FF/Medic Lisa Oates FF/EMT Jason Laub	Lt./Medic Dan Torchia FF/Medic Rob Henderson FF/Medic J. Tuggerson FF/EMT Shane Barrett
--	--	--

Station #51:

Lt./Medic Ed Sabol FF/Medic Don Neebling FF/EMT Jason Weis	Lt./Medic Robt. Davis FF/Medic Mike Sinopoli FF/EMT -Open-	Lt./Medic Steve Kennedy FF/Medic Tom Bennett FF/EMT -Open-
--	--	--