

The Villages
Public Safety Department



Annual Report 2006

The Villages
Department of Public Safety

2006 ANNUAL REPORT

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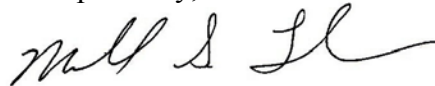
A Message from the Chief

It is my privilege to present the 2006 annual report for the Villages Public Safety Department (VPSD). This report period is from October 1, 2005 to September 30, 2006. I truly believe this report clearly articulates the hard work and dedication of the personnel that protect the residents and visitors of The Villages. As the world around us continues to change we are faced with demands for service that the traditional fire service has never before seen. It is important for everyone to understand that the fire service of today is not the fire service of yesterday. The reality is that this will not change in the near future. 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 continually 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".

Michael S. Tucker,
Chief

Mission Statement

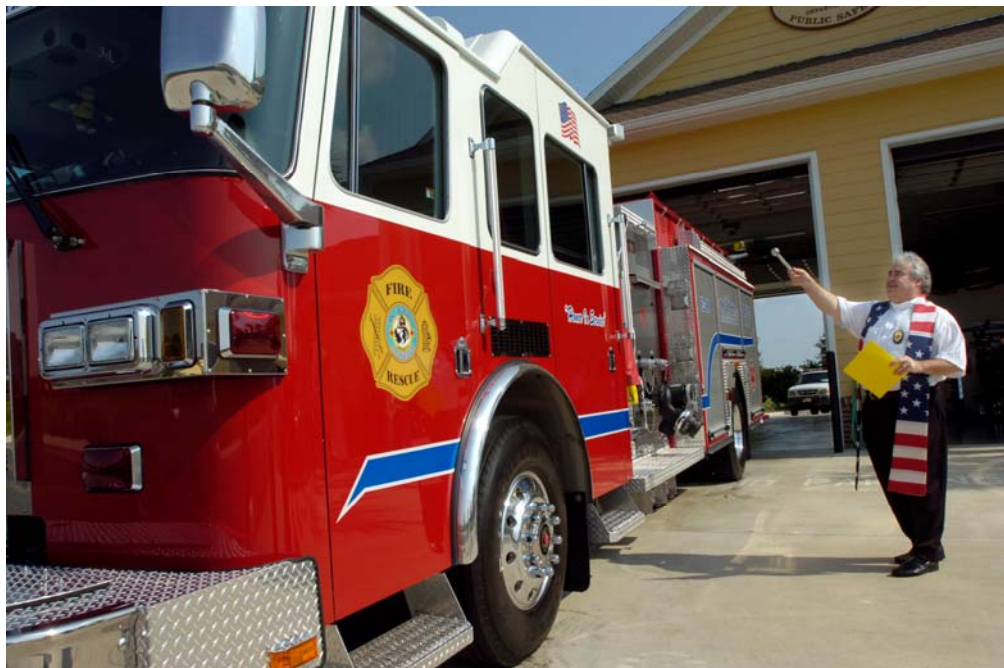
With respect and dignity, the Villages Public Safety Department will work to prevent harm, and respond to unprevented incidents in an efficient and effective manner with the best resources provided by the community.

Department Demographics

The department currently operates five stations, staffed 24 hours per day. During this reporting period the department opened its fifth fire station at the intersection of Parr Drive and Campbell Drive, and houses a first response Advanced Life Support (ALS) paramedic / engine. Officially this station is identified as Station 40. In addition to protecting our residents, this station protects one of the community's other valuable assets, our children at the Charter School Campus. In addition, this station will protect the western boundary of the community which is expected to have significant growth as more than 1.2 million square feet of commercial development is added. To complete the opening of this station the department added three staff members in accordance with its existing growth plan.

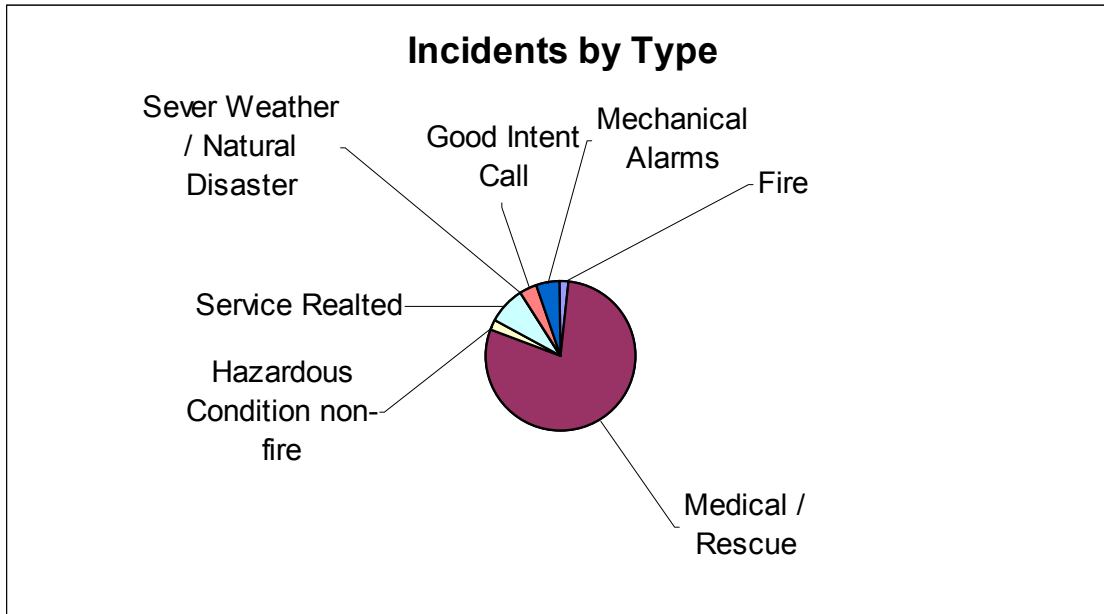
The department's other stations also provide first response ALS units. In addition to a paramedic fire suppression apparatus the department also uses quick attack and quick response paramedic units to respond to, and mitigate, medical emergencies.

The department currently employs 39 full-time firefighter / medic or firefighter / EMTs and continues to operate a three platoon shift rotation of 13 personnel per shift. In Fiscal year 06 / 07, the department will be adding a shift command officer (battalion captain) to each platoon and 6 additional staff members to the department. These additions are part of a proactive growth plan which calls for the addition of three firefighters for every 2,250 homes built. In addition the department also employs a Fire Chief, Administrative Captain, Fire Inspector, EMS Training Officer, and Administrative Assistant. Because the VPSD is a first-response ALS 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.



Father Mark Niznik christens new Engine 40 "Naomi"

Fiscal Year 2005–2006 Incidents by Type



Alarm Responses

During this reporting period, the department responded to 5,418 calls for service. Approximately 2% of these calls were for fire related events (structure, vegetation, etc.). Another 12% were service related calls (citizen assist, trapped animals, good intent, etc). The bulk of the call volume was for medical related events an accounted for 79% of the responses.

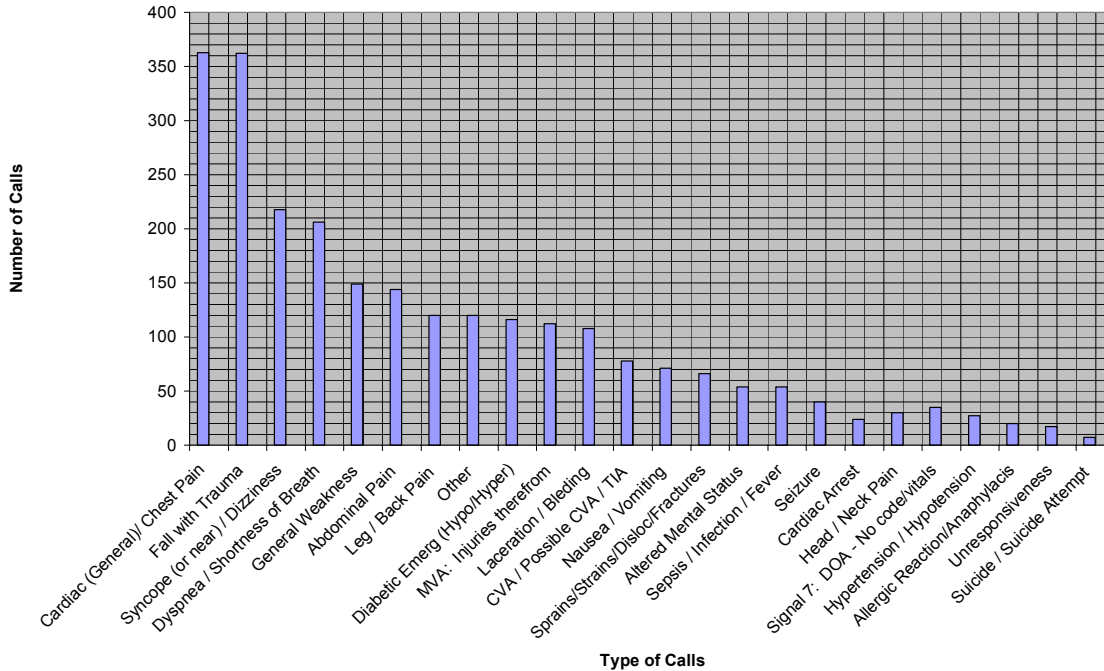
The call volume for this reporting period is an increase of 10.43% from previous reporting period. During fiscal year 2004 – 2005, the department responded to 4,911 calls for service. During that period the department’s fire related calls accounted for 1.5% of the calls, and 9% were service related, while 68% were medically related.

| Fiscal Year | Call Volume | Percentage Increase |
|-------------|-------------------------|---------------------|
| 1999 / 2000 | 1040 | N/A |
| 2000 / 2001 | 1,110 | 6.73% |
| 2001 / 2002 | 1,696 | 52.8% |
| 2002 / 2003 | 2,042 | 20.4% |
| 2003 / 2004 | 4,115 (added Lady Lake) | 50.4% |
| 2004 / 2005 | 4,911 | 19.4% |
| 2005 / 2006 | 5,418 | 10.3% |

Emergency Medical Services

EMS Call Response / Cardiac Arrests

Villages Public Safety Department (Fire-Rescue) EMS Response Data: 10/1/05 to 09/30/06
 Total Number of EMS Patients Treated During the Data Period: 2541



As the chart above indicates, more than half of the department’s calls for medical service continue to fall into five categories: falls with trauma, general cardiac or chest pain, syncope / fainting or dizziness, dyspnea or shortness of breath, and general weakness.

The department has historically experienced a significantly high cardiac arrest save rate. During the previous reporting period the department’s save rate was 16.75% while the national average was between 5 % and 10%. During this reporting period however, the department’s save ratio increased to 25%. Departmental staff managed 31 cardiac arrests and achieved a “code save” in 8 situations. While the increase from 6 to 8 in saves is significant, the department is pleased that the actual occurrences of cardiac arrest dropped from 36 to 31. It is believed that the department’s aggressive public education in relation to citizen action (early activation of 911, AED, and CPR) in the event of suspected cardiac related chest pain played a significant role in this fact.

Quality Assurance

In an effort to continue the delivery of high quality medical response, the department has developed an aggressive quality assurance program. All medical calls are reviewed by the EMS Training Officer and, if necessary by the Department’s Medical Director. VPSD medics and EMT’s work under medical protocols prepared and endorsed by the Medical Director, so

call review is performed to insure both compliance with those standing orders and to insure the highest level of service to our patients. Staff members meet with the Medical Director on a regular basis to review performance. While EMS training can be remedial when necessary, much time is spent on innovations in prehospital emergency medicine and how “what’s new” can be incorporated in current protocol.

Fire calls receive the same type of review by the Department’s fire officers. All major incidents are subject to both review and evaluation. Critique sessions are held with all personnel to allow for discussion of incidents. When necessary, outside experts may participate in the critique to provide additional input.

Whether it’s medical or fire, quality assurance is performed to insure that we are continually working toward quality improvement.

Customer Satisfaction

The VPSD continued to conduct its customer satisfaction survey during this reporting period. The department feels that this survey is one of the key performance indicators of the department’s effectiveness in meeting the needs of the community. The survey continues to be conducted on a random basis by selecting 5 calls per week and mailing the card to the home of the patient. As in the previous year’s survey no effort was made to choose specific calls. During this reporting period 440 surveys were mailed and 286 were returned. This equated to a response rate of 65% and is considered statistically exceptional. Of a possible 1430 points the department received 1387 points. This produced a satisfaction rating of 98.06% which is an improvement from the previous year’s rating 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:

“The Villages is lucky to have your excellent crew. Thank you for your care!”

“I couldn’t have asked for better service or more courteous or knowledgeable people.”

“We were very pleased with the EMTs and paramedics. They were very professional.”

“They were wonderful. They saved my life!”

“My husband had an allergic reaction to fire ants. They saved his life!”

“When frightened, its very reassuring to have a staff as capable as the one who came to my rescue.”

Training

During this reporting period the department conducted more than 1250 hours in continuing education training for paramedic and EMT recertification. The subject matter included:

Spinal Trauma

12 lead EKG interpretation

Burns

Endocrinology / Diabetic emergencies

Patient assessment in the field

The severe respiratory patient: assessment and management

Pre-hospital pharmacology

Communicable diseases

Allergic reactions

Blunt and penetrating trauma

Triage

Behavioral emergencies

Home medications

Call review and evaluation

In addition to the refresher training mentioned above, the department also conducted coursework in the following areas:

Cardiac Critical Care Course (C4)

Cardio-pulmonary resuscitation (Basic and Advanced)

Mobile Simulation Laboratory

Stroke guidelines for pre-hospital care

Helicopter transport of critical patients

Treatment of nerve agent poisoning

Of particular interest in the training program during this time was the opportunity to conduct training using a mobile simulation lab operated by Emergency Medicine Learning and Resource Center in Orlando. The department was able to receive this training as a result of a state grant to bring the lab to the VPSD. This lab features life-like mannequins capable of demonstrating a wide variety of medical signs and symptoms. The cost of this lab was more than \$250,000 and proved to be valuable in training the department staff. The department also opened the training opportunity up for members of the Marion County and Lake County Fire Rescue Departments as well as Lake Sumter EMS. In all more than 30 individuals from outside of the VPSD took advantage of the training.

The department also participated in quarterly training sessions at the Bragg Safety Complex in Tavares. This training is designed to involve firefighters from other fire departments, and better allows firefighters to network and learn operational procedures used by other agencies. These training sessions involved firefighter survival, fire attack procedures, and victim rescue. The sessions have been credited with improving interagency communications and prompting changes within the operating practices of several departments. The department's staff also continued to attend fire related coursework at the Florida State Fire College (Ocala), Bragg Safety Complex, and Citrus Fire Academy (Lecanto). Finally, two members of the department were able to participate in resident courses at the National Fire Academy in Emmittsburg, MD.

The Department is also fortunate to have in its ranks a number of Florida certified fire instructors. This capability has allowed us to do state-certified training in areas such as hydraulics, pump operations, emergency vehicle operations, and firefighter safety and survival on an in-house basis.

Public Education

CERT (Community Emergency Response Team)

The Department continues to sponsor The Villages Community Emergency Response Team (CERT), a group of approximately 140 individuals who stand ready to assist in the event of a catastrophic emergency where fire and EMS may not be able to respond. During the reporting period, the Department held an introductory CERT class for 32 new members. As a part of that CERT training, participants are taught basic first aid, CPR/AED, basic fire suppression, use of a fire extinguisher, disaster psychology, basic search and rescue, and disaster preparedness. To culminate the training – and to allow all of our CERT personnel and opportunity to “practice” – the team conducted a major disaster drill at the Hibiscus Recreation Center. Sixty-seven community volunteers participated as “victims” of a building collapse following a tornado. Nearly seventy-five CERT members helped to search for, extricate, triage, and treat the injured. The “victim volunteers” included nearly thirty students from The Villages Charter High School. The entire drill exercise was supervised by Emergency Management personnel from the Marion County Sheriff's Office.

CERT is an ongoing program of the VPSD with training courses being held both in the fall and spring. CERT captains meet regularly with their teams to insure readiness. CERT membership and training – at no cost to the participants – is open to all residents of The Villages.

Cardio-Pulmonary Resuscitation (CPR)

VPSD staff conducted monthly training CPR classes for the general public. These classes included Citizen CPR as well as CPR Pro and more than 300 individuals participated. In addition, the department also trained more than 100 employees of the Village Center Community Development District (VCCDD) and Sumter Landing Community Development District (SLCDD) in Citizen CPR. This included Staff from Neighborhood Watch, Villages Watch, and the Recreation Department. All individuals received training in the usage of an Automatic External Defibrillator (AED).

Hurricane Preparation

The department conducted an inaugural Hurricane Preparation expo and exhibit in June of this year. The idea for the expo was developed as a result of input received from a citizen inquiring as to the steps to take in preparing for hurricane season. The event was held at the Savannah Center on June 30, with more than 20 vendors exhibiting their respective products and services. In addition, each of the County Emergency Managers (Lake, Sumter, and Marion) participated in the event. More than 2,000 residents took advantage of the opportunity to learn more about hurricane preparation procedures.

AED Donation and Placement

During the reporting year (and for some time before), the Department has been actively involved in a donation program for the placement of automatic external defibrillators (AED) in District owned recreation centers and sports pools. Because of this program, donated AED's, all compatible with the Department's emergency cardiac equipment, have been placed in every recreation center and sports pool north of CR 466. Currently, six of the centers south of CR 466 are so equipped, and the Department has AED's ready for placement in four additional facilities as soon as they become District property. Donations for these AED's have come from Villages' clubs and organizations, churches, and businesses. Over a dozen of these life-saving machines have been generously donated by Villages' realtors. The Department's eventual goal is to make AED's available throughout the community – wherever Villagers gather to socialize or play!

Public Relations

Department staff fulfilled many speaking engagements throughout the year, presenting to a variety of clubs and social groups. The subjects included: departmental operations, hurricane preparedness, departmental growth, fire safety, lightning protection, CPR and AED awareness, advanced directives, and “what to do before help arrives.” In total more than 2,000 people attended these events and many people provided positive feedback as to the information they were able to gather and take back to their friends and neighbors. The department believes these public relations events are key in transmitting the mission and vision of the department in a forum that fosters understanding.

In addition to the speaking opportunities, the department also presented a weekly “Safety Corner” article designed to remind the residents of the community. In total these safety

articles went to more than 80% of the homes in the community. The department continually receives positive feedback concerning the content and design of these articles. Residents have also been significant contributors of article ideas and information.

Fire Prevention Bureau

The fire prevention bureau has continued to work with the Architectural Review Committee appointed by the Sumter County Board of Commissioners and the Technical Review Team established by the Town of Lady Lake to plan for the growth impact of the community. These committees review fire hydrant placement, needed fire flow calculation, fire detection and automatic suppression systems, as well as access for emergency vehicles.

The department also conducted fire prevention programs for more than 1,000 children in the local schools during this reporting period. Departmental staff worked with these children during the annual Fire Prevention Week. In addition to the school based programs, departmental staff also conducted fire prevention and fall programs targeted at the senior population in the community. The senior based program included issuing smoke detectors to homes in need.

During this reporting period Fire Prevention staff continued to develop the department's annual inspection program. This included inspecting all healthcare and assisted living facilities in the district, as well as the five schools in the district. The department also inspected high hazard and target facilities to insure continued compliance with the Florida Fire Prevention Code. The community's AED's have recently been added to the bureau's regular inspection list. Each AED is checked to insure that it is ready to perform in the event of a cardiac emergency.

Emergency Management

The department is also charged with emergency management responsibilities in The Villages. These responsibilities include working with the Emergency Management Directors for each of the respective Counties, Local Emergency Planning Councils (LEPC), health departments and Regional Domestic Security Task Forces (RDSTF).

Because the community exists in three different counties, the department must meet on a regular basis with the Emergency Management Directors for Lake, Sumter, and Marion Counties. The department meets on a continual basis with the Emergency Management Coordinator from Marion County to identify various training opportunities needed for the department and the community. Training sessions conducted during this year include assistance with CERT team disaster drills and National Incident Management System (NIMS) training for supervisory personnel. Marion County Emergency Management also sponsored VPSD departmental representatives to attend the annual Florida Emergency Preparedness Association conference as well as the Florida CERT Association Conference. These conferences provided training in mass casualty incidents (MCI) as well as disaster response, and legislative updates and actions.

VPSD personnel also participated in four Emergency Operations Center meetings with Lake County Emergency Management (LCEM). These sessions provided an overview of LCEM expected activities in the event of an EOC activation as well as the expected activities of each municipality in Lake County. While the VCCDD is not an incorporated municipality, LCEM has recognized the important role the special purpose local government plays in emergency management functions. VPSD personnel also participated in two avian flu / pandemic flu planning sessions with LCEM.

Again, because of the tri-county location of The Villages, it is necessary for the VPSD to interact with two different Local Emergency Planning Councils (Appendix "A"). LEPC 5 includes Marion and Sumter counties, while LEPC 6 includes Lake County. This requires VPSD personnel to attend a variety of meetings in differing places to insure that the community remains in sync with all planning functions conducted by each LEPC. The LEPC is key in providing resources to the communities in their respective jurisdiction. These resources include training as well as assistance in planning and conducting large scale drills. The VPSD participated in a large scale disaster drill in Marion County during this reporting period. The drill include emergency response agencies from Sumter, Marion, Citrus, and Levy counties as well as the hospitals from each of these counties.

While the VPSD personnel must attend multiple meetings as a result of the separation of the RDSTF (Appendix "B") and LEPC, the VPSD is only assigned to one State Department of Emergency Management (DEM) zone (Appendix "D"). The department attended each of the quarterly meetings which rotate through the various county Emergency Management offices. The EM zone in which the VPSD zone is assigned to is known as EM zone five and includes Marion, Lake, Sumter, Orange, Osceola, Brevard, Seminole, and Volusia Counties.

The department also interacts with the Florida Fire Chiefs Association (FFCA) (Appendix "C") which is assigned the responsibility of managing the State of Florida's Emergency Response Plan (SERP). The FFCA is designed around the DEM zones and is designed so the fire and rescue and Urban Search and Rescue (USAR) assets respond on a regional basis. The FFCA takes the lead in managing Emergency Support Functions (ESF) four and nine during all activations of the State Emergency Operations Center (EOC). During hurricane season this requires VPSD staff to participate in all regional conference calls to plan for response to regional and state request for assistance.

Grant Funding

The department received \$11,666 in grant money from the State of Florida's Bureau of EMS for the acquisition of training materials. These funds are derived as part of the moving violations for each county. These dollars have helped the department purchase training equipment for community CPR and First Aid courses. The department has also purchased medical reference materials for the use by staff members.

The department was also successful in obtaining an \$8,748 state grant for the instruction of 44 individuals in Community Emergency Response Team (CERT) and all of the associated equipment. In addition, these funds are to be used for first aid and CPR refresher training of the existing 140+ CERT team members.

The Villages
Public Safety Department

Department Personnel

(As assigned by Station during the reporting period: October 1, 2005 through September 30, 2006)

Station #51 – Fire Headquarters - Administration
1231 Bonita Boulevard
(352) 205-8280 ~ Fax: (352) 205-8290

Chief Michael S. Tucker, EMT-P, E.F.O.
Captain Edmund A. Cain, EMT-P
Lt. Dan Hickey, EMT, Fire Inspector
EMS Training Officer Gail J. Lazenby, EMT-P
Gina Lambert, Staff Assistant

Station #40
2455 Parr Drive
(352) 750-0445

Lt. Don Neebling, EMT-P
Lt. John Townsend, EMT-P
Lt. Jerry Marrison, EMT-P
Jeff Loder, EMT
Rob Aleski, EMT
Bill Miller, EMT

Station #43
1419 Paradise Drive
(352) 751-3520

Lt. Barry Pettingill, EMT-P
Lt. John Longacre, EMT-P
Lt. Dan Torchia, EMT-P
Loretta Goodlett, EMT-P
Chris Bradford, EMT-P
Michael Zipperer, EMT-P
Dave Shumate, EMT
Jason Laub, EMT
Joey Cole, EMT

Station #42
17202 Belle Meade Circle
(352) 751-1683

Jason Croom, EMT-P
Lisa Oates, EMT-P
Lori Bottalico, EMT-P
Steve McCullars, EMT
Matt D'Andrea, EMT
Mike Wood, EMT

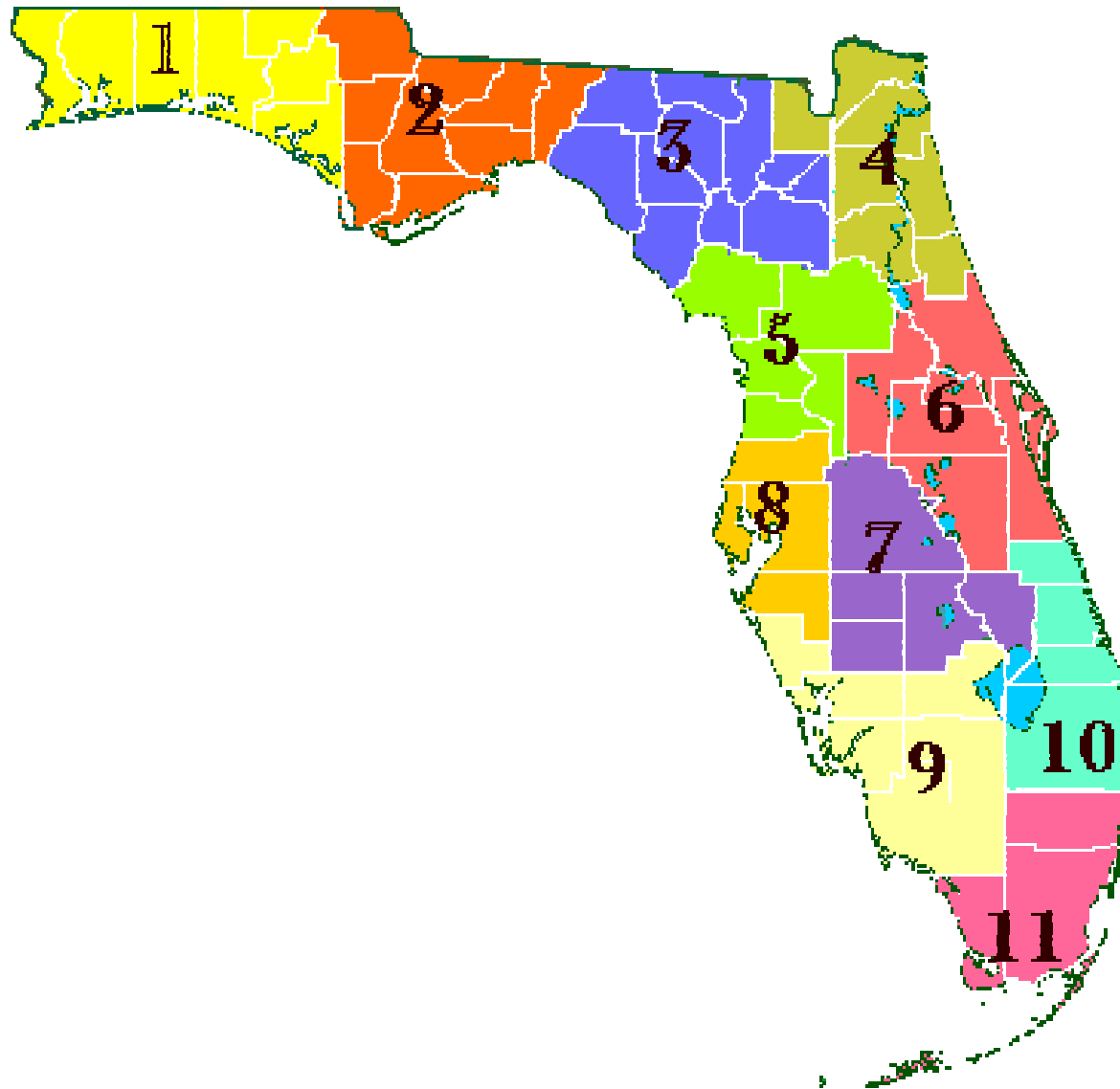
Station #41
8013 CR 466
(352) 751-3473

Lt. Paul Patterson, EMT-P
Lt. Pete Carpenter, EMT-P
Lt. Brian Cesarec, EMT-P
Keith Perry, EMT-P
Kristen O'Neal, EMT-P
Jennifer Bacon, EMT-P
Robert Henderson, EMT-P
Gary Polizzi, EMT
Chris Howard, EMT

Station #51
1231 Bonita Boulevard
(352) 205-8280

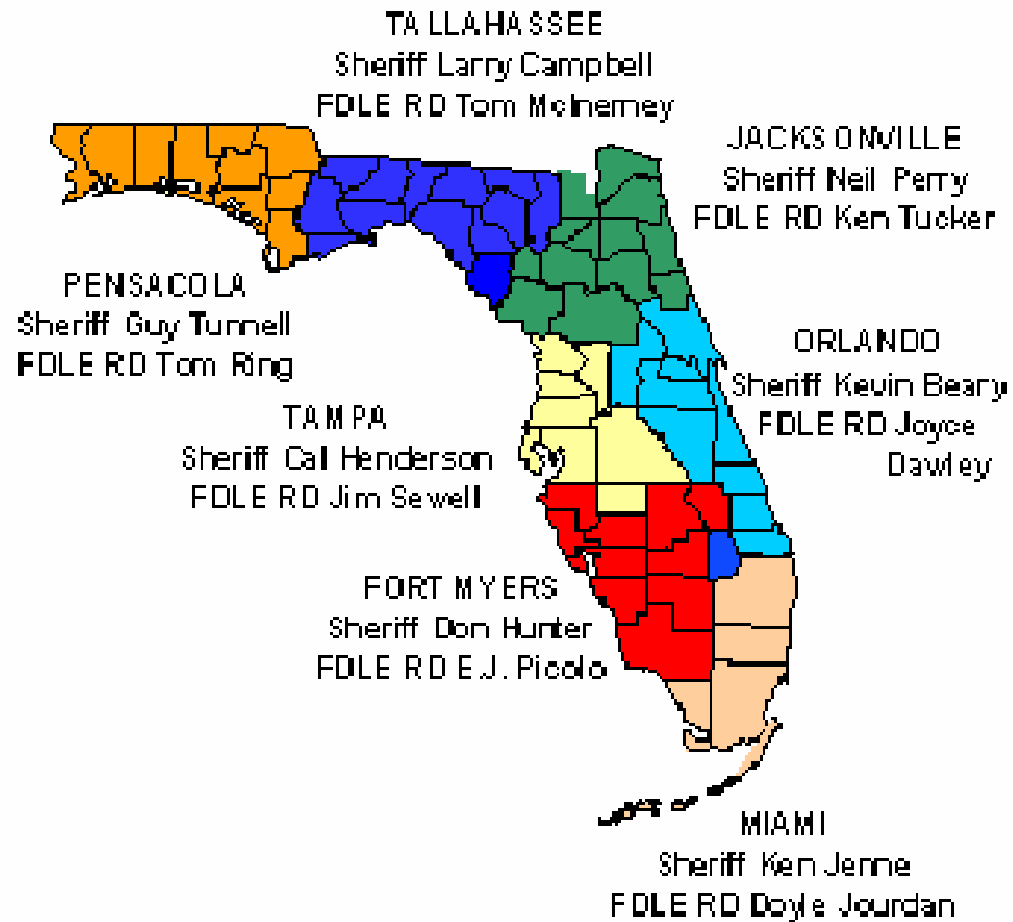
Lt. Ed Sabol, EMT-P
Lt. Bob Davis, EMT-P
Lt. Steve Kennedy, EMT-P
Kirk Escuage, EMT-P
Mike Sinopoli, EMT-P
Jackie Tuggerson, EMT-P
Jason Weis, EMT
Shane Barrett, EMT
Ben Torricelli, EMT

Local Emergency Planning Councils (LEPC)
Appendix "A"

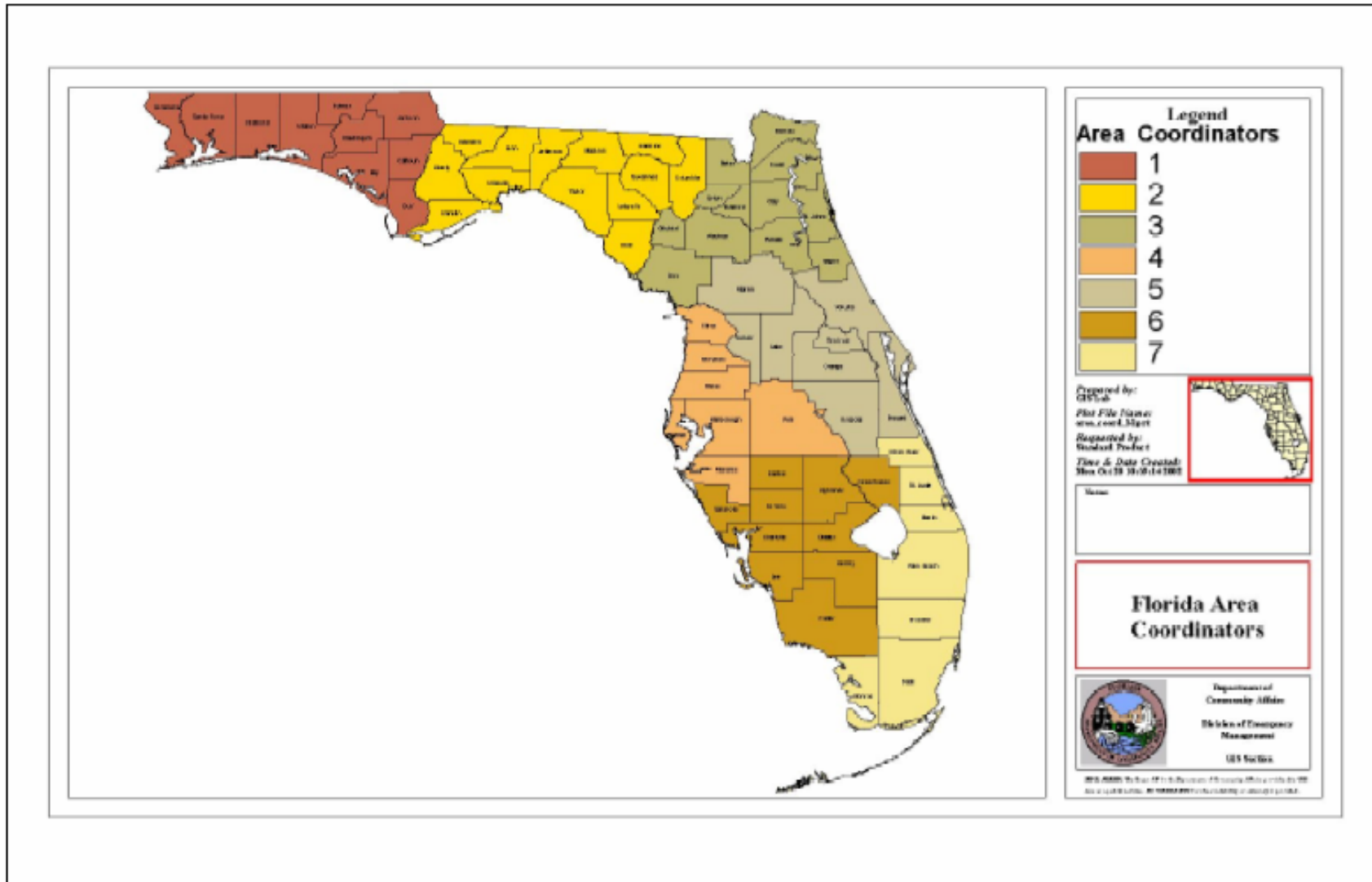


Appendix "B"

Regional Domestic Security Task Forces



Appendix "C"



Appendix “D”

