

The Villages
Public Safety Department



Annual Report 2007

The Villages
Department of Public Safety

2007 ANNUAL REPORT

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Chief Michael S. Tucker

A Message from the Chief:

It is my privilege to present the 2007 annual report for the Villages Public Safety Department (VPSD). This report period is from October 1, 2006 to September 30, 2007. 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, E.F.O.
Chief

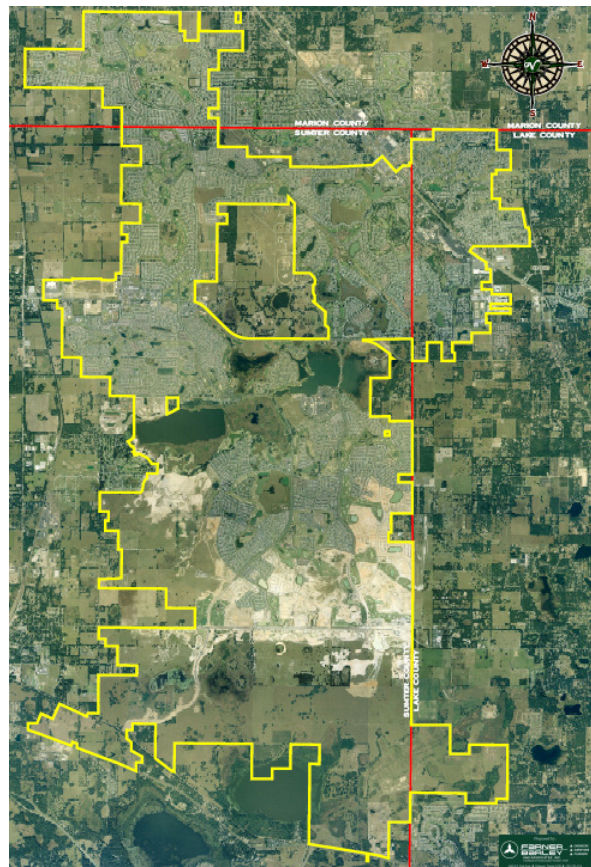
Mission Statement

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, and be nice.

Department Demographics

The department currently operates five stations, staffed 24 hours per day. Staffing for the department includes 45 full-time firefighter / medic or firefighter / EMTs and continues to operate a three-platoon shift rotation of 15 personnel per shift. In fiscal year 06 / 07, the department added a battalion chief as a shift command officer to each platoon and six additional staff members to the department. These additions were part of a proactive growth plan which calls for the addition of three firefighters for every 2,250 homes built. During fiscal year 07 / 08 the department will add an additional three staff members to the department to keep pace with the community growth. In addition the department also employs a Fire Chief, Deputy Chief, Captain of Fire Prevention, Captain of EMS Training and Quality Assurance, and an 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.

The department's five stations also house fire and first response ALS units. All fire units in the fleet, whether a quick-attack, engine, or ladder truck, have dual capabilities: fire suppression and paramedic-level advanced life support. This dual-service capability allows the Department to get the most out of every tax dollar. During the 06 / 07 fiscal year, the department also added an on-scene mobile breathing air support system to its inventory. Prior to this addition the department utilized mutual-aid for this resource.

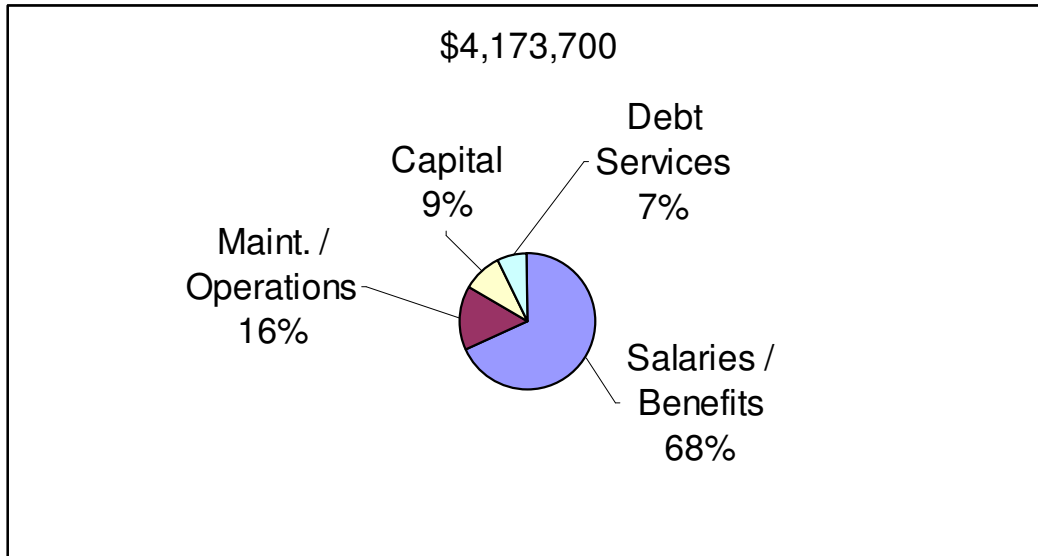


Administration

A major aspect of the Administration division is the preparation and oversight of the Department's annual budget. The significance of this is that the budget is the financial representation of the VCCDD and VPSD formal policies. As a guiding document it helps to keep the organization focused on specific goals and actions.

As an informational document, the budget helps the citizens we serve to understand where their tax dollars are being invested. The budget also provides the elected official and public administrator with information to assist in allocating limited funding dollars. The budget also provides information to the VPSD staff as they work to support the overall mission of the VCCDD in providing paramedic and fire services to the citizens of The Villages.

During this fiscal year, the VPSD operated with a budget of \$4,173,700 which came through general fund transfers and fire assessment dollars from the various governing bodies served by VPSD. \$2,835,000 of this amount was spent for salaries and benefits of VPSD staff. This results in 68% allocation of citizens' dollars and is well below the industry norms of almost 80%. Maintenance and operations accounted for 16% (\$653,700) of the budget. Capital expenditures accounted for 9% (\$385,000), and debt services accounted for 7% (\$300,000).



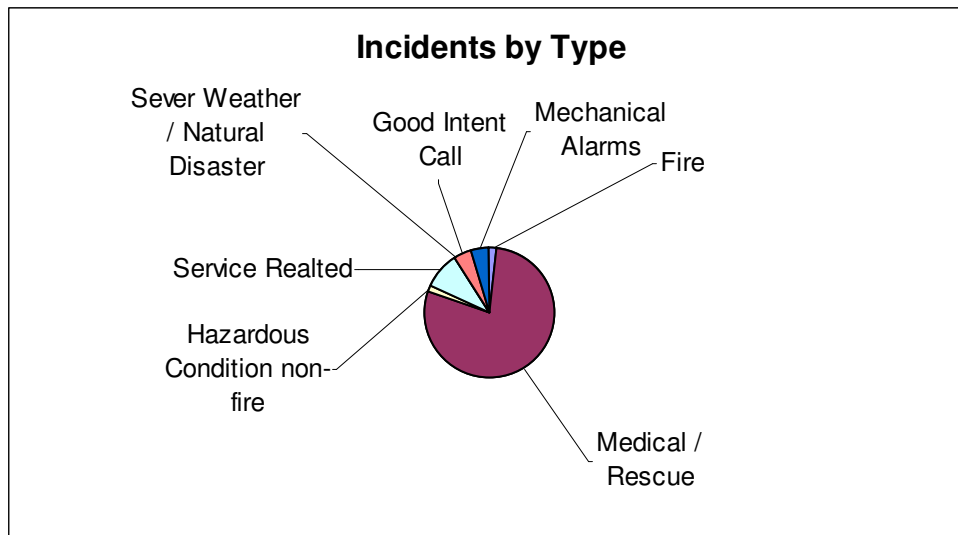
The department staff continues to identify areas where budget process and expenditures can be improved. As the state of Florida continues to wrestle with property tax reform we will continually be faced with revenue streams that are limited and finite. These same revenues are subject to the needs of competing governmental services (i.e. parks and recreation).

Operations

During this reporting period, the department responded to 5,907 calls for service. As in previous years, approximately 2% of these calls were for fire related events (structure, vegetation, etc.). Another 9.34% were service related calls (citizen assist, trapped animals, good intent, etc). The bulk of the call volume was for medical related events and accounted for 78.35% of the responses.

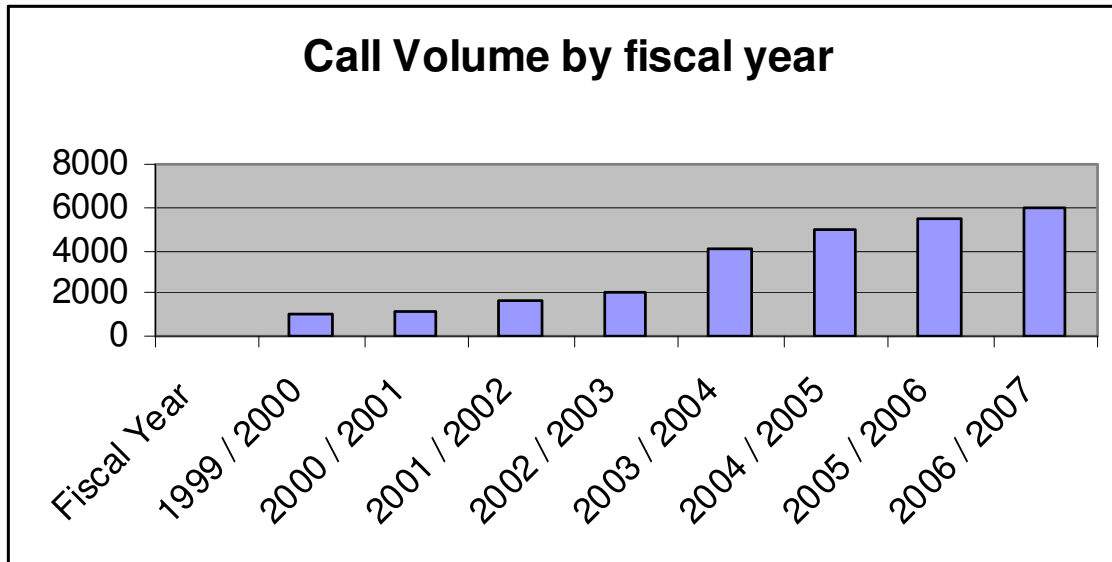
The call volume for this reporting period is an increase of 9% from the previous reporting period. During fiscal year 2005 – 2006, the department responded to 5,418 calls for service. During that period the department’s fire related calls accounted for 1.91% of the calls, and 12% were service related, while 79% were medically related

Fiscal Year 2006–2007 Incidents by Type



Alarm responses by fiscal year

| 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% |
| 2006 / 2007 | 5,907 | 9.00% |



Emergency Medical Services

EMS Call Response / Cardiac Arrests

| Villages Public Safety Department | | | | | |
|---|--------|---------|----------------------------------|--------|---------|
| Call Statistics: 10/01/07 to 09/30/07 | | | | | |
| Type of Call | Number | Percent | Type of Call | Number | Percent |
| Fall with Trauma | 460 | 15.26% | Laceration / Bleeding | 88 | 2.92% |
| Cardiac (General) / Chest Pain | 381 | 12.64% | Nausea / Vomiting | 80 | 2.65% |
| Syncope (or near) / Dizziness | 298 | 9.89% | Altered Mental Status | 71 | 2.36% |
| Dyspnea / Shortness of Breath | 253 | 8.39% | Sprains/Strains/Disloc/Fractures | 53 | 1.76% |
| Other | 197 | 6.54% | Hypertension / Hypotension | 47 | 1.56% |
| General Weakness | 170 | 5.64% | Cardiac Arrest | 44 | 1.46% |
| Abdominal Pain | 161 | 5.34% | Signal 7: DOA - No code/vitals | 40 | 1.33% |
| Back Pain / Leg Pain | 130 | 4.31% | Seizure | 33 | 1.09% |
| MVA: Injuries therefrom | 125 | 4.15% | Head Pain / Neck Pain | 30 | 1.00% |
| Diabetic Emerg (Hypo/Hyper) | 122 | 4.05% | Allergic Reaction/Anaphylaxis | 16 | 0.53% |
| CVA / Possible CVA / TIA | 98 | 3.25% | Unresponsiveness | 13 | 0.43% |
| Sepsis / Infection / Fever | 98 | 3.25% | Suicide / Suicide Attempt | 6 | 0.20% |
| Total Number of EMS Reported Calls: 3014 | | | | | |

A majority of the department's calls for medical service continue to fall into six categories: falls with trauma, general cardiac or chest pain, syncope / fainting or dizziness, dyspnea or shortness of breath, "other" (medical calls for assistance that don't fit any specific category), and general weakness. These six types of calls account for almost 60% of our responses.

The department continues to experience a significantly high, out-of-hospital cardiac arrest save rate. In 2004-2005 the department's save rate was 16.75% while the national average was approximately 6%. Last year (2005-2006) the department's save rate increased to 25%. This past year the department's staff managed 44 cardiac arrests and achieved a "code save" in 15 situations for a save rate of just over 34% (while the national average remains at about 6%). The Department has aggressively instituted new CPR and cardiac arrest treatment guidelines and coupled that training with a major public education push in relation to citizen action (early activation of 911, CPR, and use of an AED).

Training / Quality Assurance

Quality Assurance

In an effort to continue the delivery of high quality medical response, the department has developed an aggressive quality assurance program. 100% of medical calls are reviewed by the EMS Training / Quality Assurance Officer and, if necessary by the Department's Medical Director. VPSD medics, firemedics, 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 continue to 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 to incorporate relevant procedures and technologies in current protocol. Basic skills are also reviewed, as all team members are reminded that advanced life support care begins with basic life support measures. Every member of the Department is expected to demonstrate a full set of basic and advanced skills, under the supervision of the Training Officer and/or medical director, on an annual basis.

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.

QA and QI: Whether it's medical or fire, *quality assurance* is performed to insure that we are continually working toward *quality improvement*.

State BEMS Inspection: The Villages Public Safety Department underwent a "surprise" inspection by representatives of The Florida Department of Health, Bureau of Emergency Medical Services in January, 2007. These unscheduled inspections are held

periodically to insure that State Certified Advanced Life Support service providers meet or exceed state regulations in every aspect of their service. Equipment is checked. Personnel records are reviewed. Training hours are audited. Every portion of the ALS services' operation is scrutinized. At the end of this "surprise" inspection, The Villages Public Safety Department received an A+ rating with no deficiencies noted.

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 in a random basis by selecting approximately five 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 (2006–2007), 253 surveys were mailed and 164 were returned. This equated to a response rate of 64.82% and is considered statistically exceptional. Of a possible 820 points the department received 806 points. This produced a satisfaction rating of 98.29% which is an improvement from the previous year's rating of 98.06%.

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:

"Top notch! This was my first heart attack. The firemen made me relax and not be afraid. I have every confidence in them."

"Frankly, I'd like to give all tens!"

"Efficient, precise, positive action was taken! They saved my life."

"The paramedics and EMT's were very professional! I am a retired RN, and I know quality when I see it. They are super!"

"The staff was prompt, knowledgeable, and courteous. I couldn't ask for more!"

Training

During this reporting period the department once again conducted more than 1,558 man-hours in continuing education training for paramedic and EMT recertification. During the reporting year, all of the treatment protocols for cardiac patients and pediatric patients were updated and EMT's and medics were "brought up to speed" with regard to those new treatment modalities. Other subjects that were included in the Department's continuing medical education program were:

- Treatment of the acute abdomen patient
- 12-lead EKG interpretation
- Trauma care and trauma scenario training
- Dealing with the mass casualty incident
- Patient assessment in the field
- The difficult airway: Improving intubation skills
- Pre-hospital pharmacology
- Communicable diseases
- Applying the cardiac protocols
- Florida triage guidelines
- Home medications
- Call review and evaluation

In addition to the refresher (or new) 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

The Department was once again fortunate to receive training through the mobile simulation laboratory operated by Emergency Medicine Learning and Resource Center in Orlando. This lab features life-like mannequins capable of presenting with a wide variety of medical signs and symptoms. The cost of this lab was more than \$250,000 and has proven to be valuable in training the department staff. The Sim-Lab training also allowed the department to join with personnel from Marion County and Lake County Fire Rescue Departments as well as Lake-Sumter EMS. This type of joint-venture training goes a long way toward insuring cooperation between departments when faced with a real, multi-jurisdictional crisis.

The department also continues to participate in quarterly training sessions at the Bragg Safety Complex in Tavares. This training is designed to integrate Villages firefighters with firefighters from other fire departments, and better allows firefighters to network and learn operational procedures used by other agencies. These training sessions involve

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). The Department has also continued its long-standing practice of sending Villages personnel to the National Fire Academy in Emmetsburg, MD for advanced training in all aspects of the emergency service. There is no question that this National Fire Academy training helps us to maintain a leadership position in the fire service.

In addition to the continuing EMS training, the department completed 8,259 man-hours of fire and rescue training. A number of our personnel continue to maintain their Florida certification as 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. Of specific interest for this reporting period is the department's initial offering of "Command School" for all company officers. This training was conducted in a three day session during which command procedures, tactics and strategies, and "mayday" procedures were reviewed and practiced using fire simulation software. In addition to the company officers the course was also opened for all other interested staff members in subsequent sessions.

Public Education

CERT (Community Emergency Response Team)

The Department continues to sponsor The Villages Community Emergency Response Team (CERT), a group of approximately 180 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, our CERT team did much more than "stand ready," however. The "Groundhog Day" tornadoes in early February put the CERT team to the ultimate test. Would the volunteers actually come forward and perform? The answer was an unqualified, "YES!" While the CERT team was not deployed immediately following the tornadoes, team members were "called up" for the five-day period following the disaster. Over 1000 man-hours were spent surveying damage, checking in with all residents of the area, and assisting those homeowners who found themselves overwhelmed. CERT assisted FEMA in its activities by interacting with affected homeowners. There is no question that The Villages CERT team earned an A+ for their efforts and dedication.

Also during the reporting period the Department held an original CERT class for 32 new members, teaching such basics as 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 Polo Fields. Over seventy community volunteers participated as "victims" of a weather-related disaster. (The term "tornado" hit too close to home!) 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. The volunteer “commander” is Charles Miner, who has done a yeoman’s job in organizing and orchestrating the team’s activities. Training courses are generally 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 – are open to all residents of The Villages.



Members of the Community Emergency Response Team participate in a disaster drill at the Colony Cottage Regional Recreation Center

Cardio-Pulmonary Resuscitation (CPR) / AED Training

The VPSD has made community CPR/AED training a major part of its day-to-day operation. Basic courses for the general public are conducted monthly, but special classes are also held for organizations, groups, and social groups. During the reporting period, well over 500 individuals received CPR/AED training through the Villages Public Safety Department. These community CPR efforts are tremendously important because

it's bystander CPR that is so very integral to cardiac survival when someone suffers a cardiac arrest.

In addition to the citizen/resident CPR, the department also trained more than 400 employees of the Districts' Recreation Department, Village Watch, and Neighborhood Watch. All individuals also receive training in the usage of an Automatic External Defibrillator (AED).

Hurricane Preparation

During the reporting period, the department conducted its 2nd Annual Hurricane Preparation Expo and Exhibit. 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 and included a number of 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 period, one of the VPSD's long-standing goals became a reality: placement of an AED (Automatic External Defibrillator) in every recreation center and sports pool in The Villages. As has been the case in the past, every one of these AED's has been donated, with nearly 60% of the donations being made by Villages realtors! We've also had donations from Villages' clubs and organizations, churches, and businesses. 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 continued to be popular on the "speaking circuit" in The Villages. During the reporting period, members of the Department spoke to nearly 2000 residents from every type of social and service group imaginable. Personnel were asked to speak on subjects such as: departmental operations, hurricane preparedness, departmental growth, fire safety, lightning protection, CPR and AED awareness, advanced directives, and "what to do before help arrives." These speaking opportunities give Department personnel an "up-close-and-personal" opportunity to get feedback from the community about our operations. The department continues to believe 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 its weekly "Safety Corner" in The Villages *Daily Sun*. This forum allows us the opportunity to speak to safety and health issues that should be of importance to every resident 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

Hydrants: Currently the area protected by The Villages Public Safety Department has 2,228 fire hydrants. One of the most frequently asked questions by Villages' residents is, "Are the hydrants in my neighborhood ever tested? I've never seen anyone perform a test." As a result of this common concern, the Fire Prevention Bureau (with assistance from administration) has established a hydrant data base on the Department's web page. All hydrants in The Villages are tested/flowed at least twice each year. Records of these tests appear on web page data base. As a result every resident can check to see when your neighborhood hydrants were last tested.

The Development Review Committee (DRC): The Sumter County Development Review Committee (DRC) meets four times per month and a representative of The Villages Public Safety Department sits as a voting member of the committee. It is the DRC's responsibility to review all plans for growth in the County. The Department representative from the Fire Prevention Bureau provides input as to fire safety concerns and fire code compliance for these growth plans. This may involve types of construction, availability of water, general location of structures – anything that may affect the safety of our community.

Plans Review: During the past year, The Villages Fire Marshal conducted review of nearly 300 sets of construction plans for all types of commercial occupancies. The review process, done jointly with Sumter County and the Town of Lady Lake, is an essential part of the Fire Prevention Bureau's work. By reviewing actual plans prior to construction, the Department is better able to insure the safety of our residents who patronize these commercial establishments.

Annual Inspections: 822 existing commercial occupancies underwent inspection and pre-fire planning twice during the past year – a total of 1644 inspections or pre-plans. These activities are essential to the Department's fire fighting capability. Inspections guarantee that the occupancy's fire safety and suppression equipment is working correctly and that it is in compliance with current fire codes. Pre-planning helps prepare Villages firefighters for incidents in those commercial occupancies. Specific hazards can be noted. Unusual or atypical construction modalities can be identified. These pre-plans are readily available to VPSD personnel for periodic review and updating.

School Safety Programs: Representatives of the Department and Bureau visit and interact with over 1500 elementary school children each year (in October) as a part of Fire Prevention Week. These prevention program help reinforce messages regarding safe use of fire, how to conduct exit drills in the home (EDITH), "stop-drop-roll" techniques

in the even of a personal fire emergency, and the dangers of playing with fire. Students get an opportunity to see fire trucks and firefighters in a friendly, familiar environment.

Significant Incidents

On February 2, 2007 the community was struck by an F3 tornado at approximately 3:08 a.m. As a result of this tornado 1,145 homes were damaged and the families displaced. Of these damaged homes 165 suffered major damage or were destroyed, and 200 were significantly damaged. The remaining homes while livable did require extensive repairs to remain livable.

The initial response to the tornado consisted of five fire departments, two ambulance services, and four law enforcement agencies. The fortunate aspect to the event was that only 10 individuals were transported to the local hospital and none of those injuries were life-threatening. All fire department operations were coordinated under the Florida Fire Chief's Association State Emergency Response Plan. Under this plan more than 160 firefighters and paramedics coordinated an extensive search and rescue effort that proved successful.



Governor Charlie Crist tours the community following the tornado of February 2, 2007

Department Goals Completed

The VPSD added three Battalion Chiefs to the department to serve as shift commanders. Each of these individuals brought with them more than 20 years of experience from previous fire departments.

Added six new firefighter and paramedic positions to the department.

Added Air 51 to the department inventory for emergency scene operations.

Added Rescue 510 for disaster response. This unit is a 4 x 4 off-road utility vehicle donated by the Villages Homeowners' Association and purchased as a result of donations received following the tornado of February 2, 2007.

Entered into an Interlocal agreement with Lake County Board of Commissioners (BOCC) to operate on the upcoming 800 mhz radio system. Lake BOCC has offered all municipalities the opportunity to operate on the system with all initial costs being paid by the BOCC.

Entered into an Interlocal agreement with the city of Fruitland Park to provide automatic / mutual aid service.

Revised Interlocal agreement with Sumter County BOCC to increase from mutual aid to automatic aid in defined areas for both agencies.

Initiated VPSD website to communicate department operations and vital information to the public.

Appendix #1

The Villages
Public Safety Department
Department Personnel

(As assigned by Station during the reporting period: October 1, 2006 through September 30, 2007)

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

Chief Michael S. Tucker, EMT-P, E.F.O.
Deputy Chief Edmund A. Cain, EMT-P
Captain Dan Hickey, EMT, Fire Marshal
Captain Gail J. Lazenby, EMT-P, EMS Training & Quality Assurance
Gina Lambert, Administrative Assistant

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

Lt. Loretta Goodlett, EMT-P
Lt. Bob Davis, EMT-P
Lt. Jackie Tuggerson, EMT-P
Chris Mitchell, EMT-P
Adelisa Luciano, EMT-P
Joe Grantham, EMT-P
Mike Wood, EMT
Dave Shumate, EMT
Chris Howard, EMT

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

Lt. Pete Carpenter, EMT-P
Lt. Brian Cesarec, EMT-P
Lt. Steve Kennedy, EMT-P
Gina McGarvey, EMT-P
Jordan Hodson, EMT-P
Chris Gayheart, EMT-P
Scott Rylski, EMT
Matt D'Andrea, EMT
Mitch Burgher, EMT

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

Brian Roberson, EMT-P
Chuck Baltzagler, EMT-P
Rob Henderson, EMT-P
Jeff Loder, EMT
Bill Miller, EMT
Brian Cassidy, EMT

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

Lt. Don Neebling, EMT-P
Lt. John Townsend, EMT-P
Lt. Mike Sinopoli, EMT-P
Tim Ratcliffe, EMT-P
Mike Zipperer, EMT-P
Ben Torricelli, EMT-P
Elisa Hurst, EMT
Steve McCullars, EMT
Vince Walczak, EMT
Justin Goodlett, EMT
Steve Johnson, EMT
Dan McGoldrick, EMT

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

Battalion Chief Scott Wilder, EMT (A)
Battalion Chief Frank Carlsson, EMT-P (B)
Battalion Chief Paul Patterson, EMT-P (C)

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Lt. John Longacre, EMT-P
Lt. Ed Sabol, EMT-P
Lt. Kirk Escuage, EMT-P
Chris Bradford, EMT-P
Jason Croom, EMT-P
Lisa Oates, EMT-P
Gary Polizzi, EMT
Jason Weis, EMT
Joey Cole, EMT

Appendix #2:

Performance Measurements at a Glance

| | |
|---|----------------------|
| Fire hydrants tested → | 4,456 |
| CPR Classes held → | 46 |
| Budget | \$4,173,700 |
| Salaries / Benefits | \$2,835,000 |
| Maintenance / Operations | \$653,700 |
| Capital | \$385,000 |
| Debt Services | \$300,000 |
| Pre-fire plans or Inspections conducted → | 1644 |
| Plans reviews conducted → | 300+ |
| Cardiac arrest saves → | 15 (34.1% save rate) |
| Intravenous lines placed → | 996 |
| Endotracheal tubes placed → | 34 |
| Medications administered → | 372 |

| Training (Man-hours) | |
|-----------------------------|--------------------|
| Fire | 6,127 |
| EMS | 1,558 |
| Rescue | 2,132 |
| Total | 9,817 hours |

Call Volume by Station

| Station | 2005 / 2006 | | 2006 / 2007 | | Increase |
|----------------|--------------------|----------|--------------------|----------|-----------------|
| | Calls | % | Calls | % | |
| 40 | 751 | 13.86 | 1021 | 17.28 | 270 |
| 41 | 925 | 17.08 | 1002 | 16.96 | 77 |
| 42 | 987 | 18.23 | 1130 | 19.12 | 143 |
| 43 | 2191 | 40.46 | 2100 | 35.55 | - 91 |
| 51 | 398 | 7.35 | 580 | 9.81 | 182 |
| Mutual Aid | 162 | 2.99 | 74 | 1.25 | - 88 |