

# COUNTY MANAGER'S ANNUAL REPORT



# DEPARTMENT ACCOMPLISHMENTS

# 2015

## PUBLIC SAFETY DEPT

### BRUCE MCMENEMY, INTERIM DIRECTOR

The Public Safety Department is composed of multiple functions intended to provide for the safety and welfare of the public through the preservation of life, health, property and the environment. The largest component of the Public Safety Department is the Seminole County EMS/Fire/Rescue Division (SCFD). The SCFD is a metropolitan sized organization that responds to all hazards that include emergency medical services, fire suppression, rescue, hazardous materials and domestic terrorism. SCFD has 19 fire stations and 427 personnel. Service areas include all of unincorporated Seminole County as well as the Cities of Altamonte Springs, Casselberry, and Winter Springs. SCFD also provides emergency dispatching for both unincorporated and municipalities located in Seminole County. After-hours the communications center also dispatches personnel and services for other County departments. Dispatchers are trained to assist 911 callers in emergencies by providing medical instructions.



Other services provided by the Public Safety Department include:

- **Addressing** - *The Addressing Team is responsible for assigning new addresses, processing number or street name changes, and maintaining the central address database used by Emergency Communications, and other County Departments and agencies;*
- **Adult Probation** - *The Seminole County Probation Division is comprised of several independent yet interrelated work programs that provide services and supervision to offenders in a cost-effective, community-based manner. The Division supervises over 6,500 offenders in the community annually.*
- **Animal Services** - *Seminole County Animal Services enforces the Seminole County Code regulations related to animals and fowl. Animal Services is also responsible for the capture, confinement and care of nuisance and stray animals, issuing County Pet Licenses, inspecting and issuing Commercial Kennel Licenses, investigating animal cruelty/neglect complaints, and investigating animal bites;*
- **E-911** - *The Seminole County E-911 Administration is the administrative/managing arm of the Emergency 911 system for Seminole County. This office provides technical and fiscal administration of the County's E-911 System.*
- **Emergency Management** - *The Office of Emergency Management (OEM) is responsible for performing technical work in the development, implementation, and management of countywide disaster prevention, protection, response, recovery, and mitigation activities. OEM staff provides countywide 9-1-1 administration; addressing; disaster planning; radio telecommunication; and emergency training and exercise programs in order to be prepared for natural, technological, and/or man-made emergencies; and*
- **Telecommunications** - *The Telecommunications Team is responsible for all emergency and non-emergency telecommunications services as it relates to radio communications, mobile data applications, satellite links and audio video services. This team is also directly responsible for all telecommunications cabling within the County Services building and outside plant cable infrastructure.*

In 2015, the County's Addressing, E-911, and Telecommunications functions were moved into the Office of Emergency Management.

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In 2015, the SCFD responded to 34,486 alarms in both the urban and rural areas. Seventy percent (70%) were medical responses. Average response times were 5 minutes in the urban areas and 11 minutes in the rural areas. The SCFD responsibilities were expanded in 2015 when the Casselberry Fire Department and Emergency Communications merged into the County's organization. A total of 71,304 calls were processed in the Emergency Communications Center. Additionally, the Fire Prevention Section completed 3,293 fire inspections and 1,935 permit reviews. Fire investigations were re-implemented to enhance fire prevention and safety throughout our community. In 2015, the agency took delivery of 8 engines, 6 rescues and 1 tower. From a community outreach standpoint, the Citizens Fire Academy graduated 54 attendees in 2015. SCFD and American Red Cross partnered and installed 147 10-year smoke alarms, and the Fire-EMS Training Center opened up its EMS Simulation Lab to train paramedics in advanced skills. Over 60,000 citizen contacts were made through community education and relations programs. Medical and fire standbys at community events provided coverage for over 200,000 attendees.

The Office of Emergency Management revised the Floodplain Management Plan, Local Mitigation Strategy and County's Comprehensive Emergency Management Plan in 2015. The Office also conducted 34 emergency training programs, and coordinated 17 disaster related exercises. The Seminole County 911 system processed 240,220 calls for assistance in 2015, and the 911 Administration staff processed 12,114 database inquiry forms. Addressing processed 19,467 GIS address edits; reviewed 434 development projects, replied to 2,157 address inquiries, reviewed 1,531 building permits, assigned 804 new addresses, processed 58 readdresses and advised 34 residents to post their address. The Telecommunications Division completed the migration of an 18 channel digital P25 radio system for all First Responders and essential governmental services personnel in Seminole County. All 5500 users will now be able to utilize a more efficient and effective means of communications because the new system design increased the reliability of coverage to 96%, vastly improved the audio quality of the signal between responders, and minimized the need to repeat the call conversation between users. Telecommunications Division also completed and closed out the mandated FCC Spectrum Reallocation Project ( aka Rebanding) thus recovering \$824K of reimbursable cost and minimized the need for general fund to procure additional equipment due to wise and clever negotiations with the vendor on the legacy analog equipment.

In 2015, the Animal Services Division celebrated a 15% overall decrease in shelter intakes and a 28% decrease in owner-surrendered intakes. While intakes to the County's shelter facilities decreased, the rate of adoptions increased by 3%, and Animal Services staff saw a 1% increase in the number of pets returned to their original owners. Additionally, more than 320 pets were adopted in December, breaking previous records for the most animals adopted in a single month. Many factors have helped Seminole County to reduce the number of animal intakes at its shelter. These include, but are not limited to, initiatives undertaken by local organizations such as Spay-n-Save and Dolly's Foundation, as well as the support received from the County's regional partner, The Pet Alliance, an organization that assists with accepting intakes of owned animals. The County's shelter has directly assisted in this overall reduction, through changes in out of county intakes, to ensure that the shelter supports only those animals received from Seminole County residents. In addition, the issuance of pre-registered microchips for all animals adopted from the shelter, and increased focuses toward pet licensing and the enforcement of County codes have helped to reduce the number of at-large animals that are impounded and to improve the ability of the County to return lost pets to their owners.

### LOOKING FORWARD

**In 2016, the Public Safety Department will:**

- *Pursue procurement and installation of a new computer-aided dispatch system to increase the efficiency and effectiveness of emergency responses;*
- *Continue implementation of the recommendations included within the Tri-Data Management Assessment;*
- *Advance an update plan and strategy to accomplish the construction of Station 29;*
- *Continue to advance upgrades to the EMS/Fire/Rescue Fleet;*
- *Revise the Disaster Housing Plan, Post Disaster Recovery Plan, and Continuity of Operations Plan and upgrade alerting technology for residents;*
- *Refresh all of the 911 system equipment and convert the analog 911 trunk line to a digital format, in an effort to establish capabilities within the 911 system to receive text messages by end of 2016;*
- *Complete mandated statewide radio identification number realignment within the state; and*
- *Improve the analog 800MHz, VHF and UHF Mutual Aid System(s) by reallocating equipment onto new radio towers thus bring the coverage reliability to greater than 95% outdoor signal strength thus increasing the reliable coverage.*