Emergency Communications/E-911/Medical Quality Assurance
Population increases create an annual 8% increase in requests for emergency calls. Federal legislation requires that all 911 systems provide location information for wireless 911 calls. To meet this mandate, existing equipment must be updated in each Public Safety Answering Point (PSAP) in Seminole County. During the past year, a consultant firm was brought under contract to assist with compliance with Wireless Phase II requirements. We are in the second year of this process, with complete compliance for Wireless Phase II expected in the next fiscal year. A new computer aided dispatch system designed to meet legislative requirements was implemented in the Emergency Communications Center in September 2002.

Emergency Management
The Emergency Operations Center (EOC) has been upgraded with cameras and video broadcasting equipment, thereby allowing for interactive communications throughout the State; i.e., the State EOC and other alternate sites. The enhancement will assist in getting damage assessment information to the State and Federal levels.

The Division has also secured grant funding to provide window and door wind protection to seven community schools. The Division also enjoys a very successful Community Emergency Response Team (CERT) program. This program assists local area communities to deal with and respond in a limited fashion until professional help arrives.

EMS/Fire/Rescue Division
The past year was another successful one for the EMS/Fire/Rescue Division. The Altamonte Springs Fire Department was merged into the organization and the City of Oviedo joined the 1st Response System which means that all of the City fire departments and the County fire department now participate in this efficient program. The program ensures that the closest unit of the type needed is dispatched to an emergency regardless of the jurisdiction.

Due to growth in the Chuluota area, three additional personnel were added, enabling the Division to field both an Engine and Rescue unit out of our station in that community. Our EMS transport program continued to work well with over one million dollars in revenue being generated while providing excellent customer service.

The Division, along with the other emergency response agencies across the Country, had to increase focus on domestic security and terrorism preparedness issues following the September 11, 2001 attack on the United States. Grant funding was used to secure additional response equipment to deal with terrorist incidents including specialized equipment that will make our Special Hazards and Operations Team one of 27 regional teams throughout the State with enhanced response capabilities.

Animal Services Division
This past year Animal Services completed a full year with a contract veterinarian which resulted in 5,045 animals receiving direct veterinary care. This enhanced service also produced $20,123 General Fund revenue through the administration of rabies vaccinations and the sale of pet licenses for all outgoing animals. Animal Services installed a new shelter management software program that is easier to operate and provides comprehensive cross referencing of historical data. The Division has and will continue to promote a strong education program through SGTV, school programs, shelter tours and our web site.