Dear Seminole County Residents:

This past year has reminded us that challenges can bring out the best in everyone. It is clearly evident that this past year brought out the best in your Seminole County Fire Department (SCFD).

Despite the unprecedented COVID-19 pandemic, our 467 SCFD personnel came together and quickly adapted to serve our residents, businesses and visitors. When I began as SCFD’s Fire Chief in April 2020, it was understood that the Coronavirus pandemic would require the County’s most extensive emergency management response to date. SCFD proudly played an essential role in the historic public safety response.

Our team members unceasingly served on the frontlines during the pandemic. Firefighter/Paramedics, Firefighter/Emergency Medical Technicians (EMT), Emergency Communication Dispatchers and support personnel rapidly implemented new procedures to ensure continuity of care in response to all emergencies.

Many of our protocols changed, utilizing greater levels of decontamination for emergency vehicles, fire stations, and our dispatch centers, while implementing procedural safeguards for our community. For example, our “Step Outside” program requested able residents to meet responding emergency units outside to reduce exposure to both patients and first responders. In addition, a $204,000 COVID-19 Personal Protective Equipment Grant helped us ensure that our staff was well protected... so that they could protect each community member.

In our annual report, we highlight major accomplishments and our statistics from the past calendar year that showcase our work in the community. These impressive accomplishments would not be possible without the support of our Seminole County Board of County Commissioners, the County Manager’s Office, and by the dedicated professionals I am honored to lead and who are committed to providing service. From our daily service calls... to our dispatched units from 20 fire stations... to our community outreach... to fire investigations, inspections, operations and logistics, we are always ready and proud to serve Seminole County.

The future has many new initiatives on the horizon designed to meet the needs of our growing County. These include Station 11 being relocated in Altamonte Springs near the SunRail station and new fire station 99, which is in design and slated to break ground soon near Orange Boulevard and First Street in Sanford.

In my 35 years of fire and emergency service, 2020 serves as a testament to why we chose to be local public servants, and it demonstrates the essential role that public safety professionals play in our community.

From our “Fire Family” to yours, thank you on behalf of the brave men and women of the SCFD who will continue to be there to respond in your greatest time of need.

Otto Drozd III, EFO, CFO
Fire Chief
Seminole County Fire Department
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Lee Constantine  
Chairman  
District 3

Amy Lockhart  
Vice Chairman  
District 4

Bob Dallari  
District 1

Jay Zembower  
District 2

Andria Herr  
District 5
SEMINOLE COUNTY AT A GLANCE

- 345 square miles
- Population - Seminole County - 478,823
  - Unincorporated Seminole County - 224,258
- Total Households - 180,234
- Average Household Size: 3.05
- Number of Employed Residents: 236,067
- Numbers of Businesses: 14,185

SEMINOLE STATE COLLEGE
- 4 Campuses, Sanford, Oviedo, Altamonte Springs and Heathrow
- 28,879 students
- Central Florida Zoo & Botanical Gardens
  - 186 acres
  - 350 animals/100 species
  - 345 square miles
  - Population - Seminole County - 478,823
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Central Florida Zoo & Botanical Gardens
- 186 acres
- 350 animals/100 species

FIRE RESCUE FACT: Response time is essential to stop the effects of emergent medical conditions and the progress of fire, which can expand exponentially within 4 to 7 minutes.
HOW WE HAVE ADDRESSED COVID-19

- Early on we had a highly communicable pathogen protocol in place. This protocol had been well established within the department.
- We addressed new challenges previously unforeseen such as: breathing treatments and response support in closed rescue vehicles and going through the halls of emergency departments all while working closely with all EMS providers and hospitals. Early in the pandemic decisions were made to require masks and social distancing in all fire stations.
- We changed protocols to provide greater safety in transporting long-term care patients.
- Fire department personnel assisted in vaccinations across the County.
OFFICE OF THE FIRE CHIEF | OPERATIONS

Value Saved

PRE-INCIDENT VALUE
$428,692,426

LOSES
$9,336,525

VALUE SAVED
$419,355,901

# OF PERSONNEL PER SHIFT
135

FIRE RESCUE FACT: SCFDFD operates three shifts led by an Assistant Chief who operates as the Shift Commander. They are responsible for 4 Battalions each with a Battalion Chief charged with the oversight of the stations and personnel within their area.
False alarms & calls, 2,563
Hazardous Condition (no fire), 771
Rescue & Emergency Medical Service, 30,590
Good Intent Service, 6777
Fires, 697
Other, 50

Total SCFD Calls for Service by Calendar Year

<table>
<thead>
<tr>
<th>Year</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calls</td>
<td>41,846</td>
<td>41,568</td>
<td>41,077</td>
<td>40,905</td>
<td>40,500</td>
</tr>
</tbody>
</table>

Total SCFD Responses by Calendar Year

<table>
<thead>
<tr>
<th>Year</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Responses</td>
<td>79,419</td>
<td>79,746</td>
<td>78,446</td>
<td>78,143</td>
<td>78,172</td>
</tr>
</tbody>
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Average Response Time

- **2017**: 0:05:28
- **2018**: 0:05:10
- **2019**: 0:05:09
- **2020**: 0:05:12

*A call for service is an incident prompting a unit response.
*A unit response is when a unit responds to an incident.
The call type and acuity level dictates the number of units that respond to a single incident.

**Fire Rescue Fact**: One of the most frequently asked questions is why do fire engines respond to medical calls.
Answer: All SCFD fire engines have a Firefighter/Paramedic and advanced life support medical equipment assigned to the unit, therefore they can administer the same emergency medical services, except for transport to the hospital.

**Fire Rescue Fact**: Seminole County Fire Department works to minimize response time by utilizing an Automatic Vehicle Location (AVL). The emergency vehicles are equipped with global position satellites (GPS) to dispatch the closest units to emergencies.
• Fire & EMS Training Hours – 138,925
• Live burn building went operational
• Implemented a successful social media recruitment campaign increasing diversity in the Department
• Two orientation classes totaling 42 recruits completed training
• Continuation of quarterly joint-training program with all Fire Departments within Seminole County.

Professional Standards & Training Calendar Year 2020

Training Hours by Category

Driver/Operator Training – 20,604 hours
EMS Training – 8,910 hours
Firefighter Training – 40,727 hours
Hazardous Materials Training – 8,007 hours
Officer Training – 10,257 hours
Recruit Training – 9,360 hours
Training Drills – 18,378 hours
**EMS logistics**, including the ordering and distribution of personal protective equipment and medications

- Purchasing and distributing equipment for both disinfecting and decontamination
- The administration and distribution of COVID-19 vaccines
- Reaccreditation for the Commission on Accreditation of Ambulance Services (CAAS)

**FIRE RESCUE FACT:** All Seminole County Rescue units can transport patients to the hospitals to provide continuity of care to the patient.
Grants
$177,980 Fire Prevention and Safety Grant from Department of Homeland Security for smoke alarms
$204,401 COVID 19 Personal Protective Equipment Grant from the Assistance to Firefighter Grant
$66,745 EMS Trust Fund Grant to enhance equipment and training

486 Personnel
Budget $74+ Million

Budget Breakdown

<table>
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<th>FY20 Adopted Budget</th>
<th>FY20 Expenditures</th>
<th>FY20 Expenditures AS % of Total</th>
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<tr>
<td>501 Personnel Services</td>
<td>$57,757,007</td>
<td>$55,548,441</td>
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<tr>
<td>530 Operating Expenditures</td>
<td>$11,423,347</td>
<td>$9,049,736</td>
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<tr>
<td>560 Capital Outlay</td>
<td>$5,060,689</td>
<td>$5,636,225</td>
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<tr>
<td>580 Grants &amp; Aids</td>
<td>$290,414</td>
<td>$343,524</td>
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<tr>
<td>Total</td>
<td>$74,531,656</td>
<td>$70,577,926</td>
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Logistics
Cares Act – Personal Protection and Response Equipment
1 million+ – Requisitions processed for COVID 19 and response equipment

• Ambulance Bus – Capable of treating and transporting up to 18 patients simultaneously
• Aeroclave – A misting decontamination system
• Personal Protective Equipment – Masks, gowns, eye protection etc.

Calendar Year 2020 - Logistics
• Laundered 400 sets of PPE (1600 pcs.)
• Delivered/processed 1628 uniform orders.
• Involved directly and indirectly in the purchase of materials and equipment totaling $17,102,452 via purchase orders.
• Involved directly and indirectly in purchase of materials and equipment totaling $216,039 via purchase card.
• Prepared uniforms and PPE for two new hire classes totaling 42 people.
SCFD ADMINISTRATION | FIRE SUPPORT | FACILITIES

Fire Station

SCFD ADMINISTRATION | FIRE SUPPORT | FLEET

# OF FRONT LINE UNITS

- ENGINES: 18
- MARINE UNITS: 8
- AERIALS: 4
- RESCUES: 21
- BRUSH TRUCKS: 8
- UTVS: 3
- TANKERS: 4
- SPECIAL HAZARDS & OPERATIONS UNIT (SHOT): 1
- MOBILE COMMAND UNIT: 1
- BARIATRIC UNIT: 1
- REHAB: 1

# OF RESERVE UNITS

- ENGINES: 10
- AERIALS: 2
- RESCUES: 10
- 6X6 EVACUATION UNITS: 2

NEW UNITS:

- TANKER 43 – SERVING CHULUOTA
- TOWER 25
- AMBU BUS
Cares Act Technology

- Tablets - $3,579
- Emergency Communications Consoles for secondary site - $395,777
- Text to speech technology - $268,889
- Remote call takers program - $100,275

DON HARKINS
ASSISTANT CHIEF
PLANNING & ANALYTICS

Pre-alert System

The pre-alert system was designed and implemented to reduce call processing time. In its initial stage call processing time has been reduced from 2:56 to 1:27 seconds, saving precious time that can help save lives and property.

121,133 TOTAL CALLS

Emergency Communications Calls

- 45,815 911
- 40,482 Inbound non-emergency calls
- 32,918 Outbound non-emergency calls

45,815 911

*The Emergency Communications Center workload is based on many factors including the number of calls received and made, the multitude of radio transmissions, and CAD (Computer Aided Dispatch) related tasks in support of a single incident. One incident can generate multiple calls within the ECC.


FIRE RESCUE FACT: Call processing time is the time segment from when the alarm is received at the emergency communication center until the response information begins to be transmitted to emergency response units.

SUZANNE LADD DEFILLIPS
PROGRAM MANAGER
EMERGENCY COMMUNICATIONS
Seminole County Fire Marshal Christina Diaz was honored as the 2020 Fire Marshal of the Year, which was awarded by the Florida Fire Marshals and Inspectors Association (FFMIA). Diaz joined SCFD in 2016 as a Fire Inspector II and became Fire Marshal in October 2018. She became a Fire Inspector almost 14 years ago and has been the backbone of SCFD’s Fire Prevention Department and spearheaded many programs and initiatives that benefit both Seminole County businesses and residents.

“Fire Marshal Diaz sets the example for fire prevention and life safety. She is a true subject matter expert in understanding written code and applying it to real-world situations. She is also a champion for Fire Safety and always available to provide assistance. She serves as an outstanding leader who others naturally follow and want to emulate.”

-Michael Johansmeyer, CFO, EFO Deputy Chief of Administration, Seminole County Fire Department
Due to COVID-19, Community Outreach looked a little different in 2020:

- Hospital Parades
- Birthday Drive-by’s
- Story time

FIRE RESCUE FACT: PulsePoint is an application in which CPR trained citizens can receive alerts for residents that experience sudden cardiac arrest in a public location.
ACCOMPLISHMENTS, GOALS & INITIATIVES

STATION 11 BEGINS CONSTRUCTION

CONSTRUCTION SMOKE ALARM RALLY - WEATHERSFIELD IN ALTAMONTE SPRINGS

TANKER 24 & 43

DRONE PROGRAM

STEP OUTSIDE CAMPAIGN

DRONE PROGRAM

TOWER 25

REMOTE 911

STATION 39 DESIGN PHASE

30

31

ACCOMPLISHMENTS, GOALS & INITIATIVES

EMERGENCY MEDICAL SUPERVISOR (EMS) ESTABLISHED

INSTRAGRAM ACCOUNT

PRE-ALERT SYSTEM

STATION 39 DESIGN PHASE

BURN BUILDING

SMOKE ALARM GRANT 177,000

COVID-19 PPE GRANT 204,000

PHASE

CHANGE

VACCINE TRAINING

FUNDING

AEROCLAVE PURCHASE

VACINE TRAINING