



Marion County

Fire Rescue and EMS Advisory Board

Meeting Agenda

Wednesday, August 21, 2024 4:00 PM Marion County Fire Rescue, 2631 SE Third St., Ocala, FL 34471

1. **Call to Order**
2. **Invocation and Pledge of Allegiance**
3. **Roll Call & Quorum Determination**
4. **Approval of Minutes**
 - 4.1. [Fire Rescue and EMS Advisory Board Minutes - May 15, 2024](#)
5. **Department Updates**
 - 5.1 **Budget Update**
 - 5.2 **Hospital Inter-Facility Update**
6. **Board Items**
 - 6.1. [FY 23/24 Quarter 3 Report](#)
7. **Next Meeting Date: Wednesday, November 20, 2024 - 4:00 p.m.**
8. **Adjournment**



Marion County

Fire Rescue and EMS Advisory Board

Agenda Item

File No.: 2024-16256

Agenda Date: 8/21/2024

Agenda No.: 4.1.

SUBJECT:

Fire Rescue and EMS Advisory Board Minutes - May 15, 2024

DESCRIPTION/BACKGROUND:

See attached.

**Marion County Fire Rescue and EMS Advisory Board
May 15, 2024 Minutes - DRAFT**

1. **Call to Order** – The Marion County Fire Rescue and EMS Advisory Board met in the Training Room at Marion County Fire Rescue Headquarters, 2631 SE Third Street, Ocala, FL 34471 on May 15, 2024. Mrs. Patricia Gabriel called the meeting to order at 4:00 p.m.
2. **Invocation and Pledge of Allegiance**
3. **Roll Call and Quorum Determination** – Roll call was taken and a quorum was met.

Members Present:

Patricia Gabriel, Chair

Erin Jones, Healthcare Development Director, Ocala/Marion County Chamber and Economic Partnership

Alan Keesee, CEO, HCA Florida Ocala Hospital

Floyd Magwood

Erika Skula, President and CEO, AdventHealth Ocala (arrived 4:13)

Clint Welborn, Fire Chief, Ocala Fire Rescue

Dr. Frank Fraunfelter, Medical Director, Marion County Fire Rescue

Members Absent:

Adam Woods

Others in Attendance:

James Banta, Fire Chief, Marion County Fire Rescue

Robert Kruger, Deputy Chief of EMS, Marion County Fire Rescue

Cassandra Li, Administrative and Financial Services Manager, Marion County Fire Rescue

Brad Olmsted, Battalion Chief, Marion County Fire Rescue

Lisa Cahill, Public Safety Communication Manager, Public Safety Communications

Pam Doherty, Administrative Staff Assistant, Marion County Fire Rescue

4. **Approval of Minutes** – The February 21, 2024 Marion County Fire Rescue and EMS Advisory Board minutes were submitted for approval. Chief Welborn made a motion to approve the minutes and Alan Keesee seconded the motion. The motion passed unanimously 5-0.

5. **Marion County Fire Rescue Updates**

Chief Banta expressed how proud and thankful he was to the partner agencies and other resources in helping manage the mass casualty incident (MCI) that occurred yesterday, May 14, 2024. An incident of this magnitude being handled so smoothly was because of the preparation, planning, training, coordination and relationship with all the agencies involved. HCA had 5 ambulances that transported from scene and AdventHealth helped run 9-1-1 calls and maintain the system.

Mr. Keesee said their staff was thrilled to be part of the mutual aid process. They will work on getting better radios and true jump bags for assisting in this type of situation. The whole process was humbling and the whole community worked together. Ms. Skula also expressed her thanks. She found the communication to be impeccable. Chief Banta is very appreciative to both of the local hospitals for how smooth everything ran.

5.1 Budget Update

Chief Banta opened the budget update discussion. The budget has been submitted to the County Administrator and the recommendations will be presented to the Board of County Commissioners at the budget workshop in July. The Fire Rescue budget has a total increase of just under 6% which includes personnel. The added positions include 1 Multimedia Technician, 1 Captain, 2 Lieutenants, 3 Driver Engineers and 15 Firefighter/EMTs. Another station will be added into the system and these personnel will staff the station, accounting for sick and vacation time relief factors. Operating increases are due to overall cost increases, inflation and adding second sets of bunker gear for firefighters.

The EMS budget increased close to 9% due to adding 6 Paramedics, 5 Community Paramedics and 4 EMTs. The 10 Paramedics and EMTs are strictly for a relief factor to add more staff to reduce overtime to help with planned vacancies. The 5 Community Paramedics will help expand the Community Paramedicine program throughout Marion County. An EMS Advanced Practitioner will be starting with Marion County Fire Rescue next week to assist in this program with the goal of keeping more patients at their homes by providing direct care without the need of transporting them to a hospital.

Dr. Fraunfelter mentioned that ultrasound machines have been added into the EMS program with practice training taking place. We will start slow with the Community Paramedics and Critical Care Paramedics and then use them as teachers for the rest of the field. The department will look at adding them into the general trucks in the next few years, which is part of the coming wave of EMS.

5.2 Hospital Inter-Facility Update

Chief Kruger advised between January 1 and April 1, 2024, Marion County Fire Rescue had a slight decrease in inter-facility transports totaling 183, with AdventHealth having 64 transports and HCA having 119 transports. With the slight decrease in transports, the system is doing exactly what it is meant to do by keeping 9-1-1 trucks running 9-1-1 calls. In March, the Board approved the two amended hospital transport agreements changing the handling of 90% of the transports to 100% of the transports.

The University of Florida (UF) will be bringing on their trucks in late July 2024. They have contracted with American Ambulance to handle their inter-facility transports. They are under the same agreement as both HCA and AdventHealth to do 100% of their transports. The Certificate of Public Convenience and Necessity (COPCN) is complete. The soft opening should occur in early-mid July 2024.

Each year, the EMS Awards Grant is awarded based on population. There was a challenge this year with the state delaying the award. The department should have these funds by July which will purchase ultrasound machines for the critical care trucks and devices for the technical rescue teams.

5.3 Blue Sky Project Update

Chief Banta discussed the Blue Sky Project 37-page handout. In November 2023, the Hospital District funded a study of firefighter resiliency. Marion County Fire Rescue is very thankful to the Hospital District for investing in this project. Some of the highlights include a change in the firefighter schedule of a standard 24/48 to a 24/72. There is a lot of research looking at sleep deprivation and the harmful effects as a result. To change to a 24/72 schedule, there would be

an annual budget increase of about \$30 million a year, plus hiring an additional 200 employees to manage this schedule. The City of Gainesville is currently transitioning to this schedule. Pasco County is also transitioning to this schedule in the next three years. Marion County will be monitoring the implementation of this progress in other counties to determine their success. In the meantime, our department will be evaluating the schedule and continuing to build our relief factor by overstaffing and moving to an eventual Kelly-type schedule that would transition to a 24/72 schedule. We could possibly use the HP single-cert staff as a study group since they already work a 3-week Kelly Day schedule and transition them to the 24/72 schedule. Approximately 10 full-time equivalents (FTEs) would be needed to accommodate this transition. Studies on sleep deprivation and its impact to health would be reviewed and a cost analysis would be conducted. We need to expand on how we look at firefighters on a physical standpoint, including looking at vitamins, minerals and bloodwork, and start treating them as athletes instead of the general public. We should implement tools to build resiliency and look at hiring practices to see if they are a good fit for this career. Marion County identifies physical ability, but not mental ability. There are seven recommendations to work through with this project. Chief Banta is appreciative of the Hospital District for their support in funding this project and going through the process.

6. Board Items

6.1 FY 23/24 Quarter 2 Report

Chief Banta said there have been no significant changes in the quarterly report, and everything is staying consistent month to month. Calls continue to grow slightly and workload grows, but we are in a good spot. The things we are doing to reduce workloads have been successful, which include the hospital partnerships and the Community Paramedicine Program. Retention is improving and some trucks have double paramedics on board. The morale in the department has improved significantly.

The fire training center is a large project with \$4 million dollars attached to it. The sales tax is a contributing factor for this project, so Marion County hopes to vote it in. The Request for Qualifications (RFQ) is being sent out for design and the redesign for the fire station model. The Citra station will be the last design with the current station model. The property has been purchased for the training center and the project will start being phased in. There is no state or federal funding for this as of yet.

Ms. Gabriel asked if there has been any feedback regarding the sales tax proposal. Mr. Keesee said the feedback from the Chamber & Economic Partnership (CEP) was all positive. Ms. Jones advised that Kevin Sheilley, President/CEO of the Ocala/Marion County Chamber and Economic Partnership, speaks to numerous groups regarding the sales tax proposal. Some local reactions have expressed they like the sales tax but they were unsure of the 20-year plan. After explaining the 20-year commitment, they seem to understand the importance and the benefits of the plan. Any changes to the fire assessment would not be addressed this year.

The new EMS Central station is being constructed quickly. The Fire Rescue and EMS Advisory Board is encouraged to stop by and visit the station.

The Fire Rescue and EMS Advisory Board members are invited to the budget workshop to show support to Chief Banta. Pam Doherty will email the date and time to the members when it becomes available.

(Ed. Note: The budget workshop is tentatively scheduled for Tuesday, July 9, 2024 at 3:30 p.m.)

7. **Next Quarterly Meeting Date** – The next quarterly meeting is scheduled for Wednesday, August 21, 2024 at 4:00 p.m. in the Training Room at Marion County Fire Rescue, 2631 SE Third Street, Ocala, FL 34471.
8. **Adjournment** – There being no further business to come before the committee, the meeting adjourned at 4:47 p.m.

Approved:

Pat Gabriel, Chairperson

Date



Marion County

Fire Rescue and EMS Advisory Board

Agenda Item

File No.: 2024-16257

Agenda Date: 8/21/2024

Agenda No.: 6.1.

SUBJECT:

<FY 23/24 Quarter 3 Report

DESCRIPTION/BACKGROUND:

See attached.



Quarter 3 Report Fiscal Year 2023–2024

April - June



We proudly protect life and property with honor, compassion and respect.



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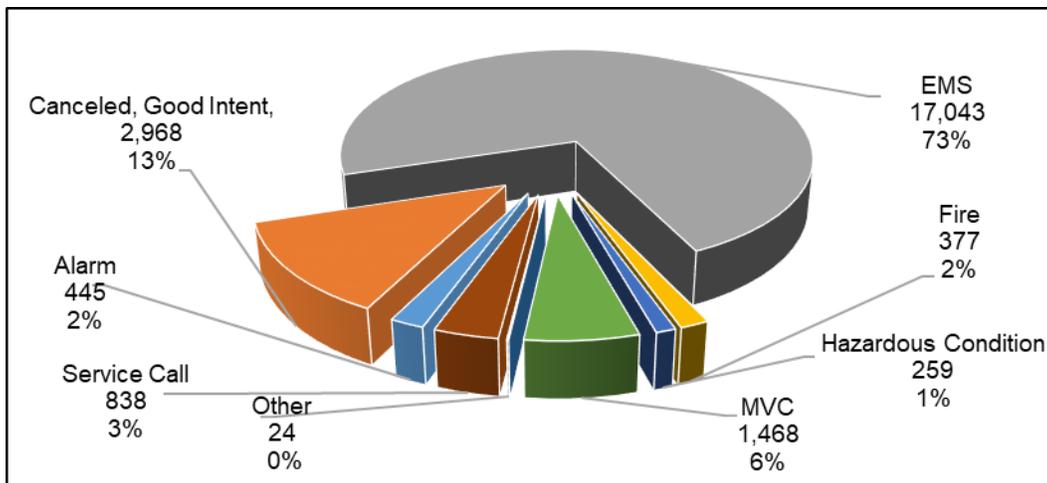


OPERATIONS

Service Demand

MCFR crews responded to 23,422 calls for service during this quarter—a decrease of .3% over the same quarter during the prior fiscal year. The greatest demand for service is for emergency medical service incidents, accounting for 73% of overall service demand. The following figure illustrates the percentages of service demand based upon the categories within the National Fire Incident Reporting System (NFIRS).

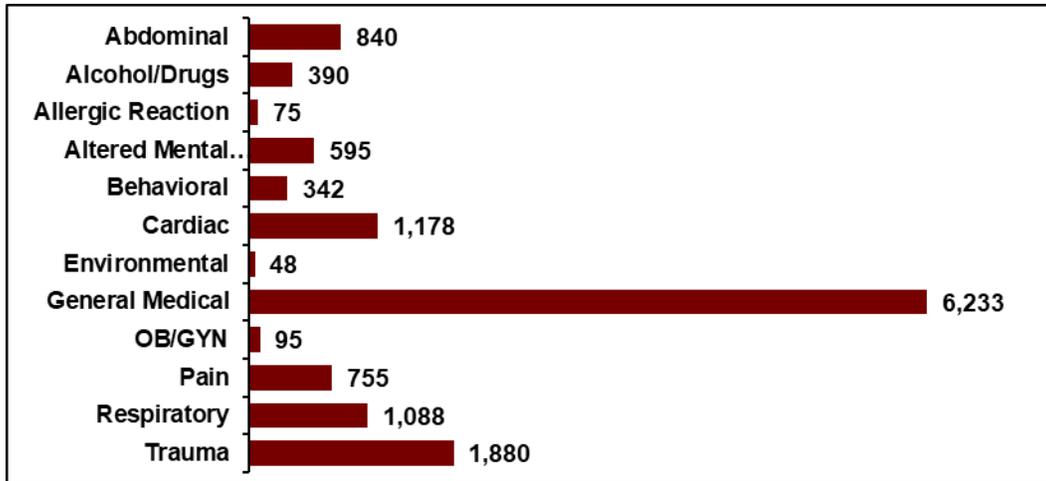
Figure 1 MCFR Service Demand by NFIRS Incident Type





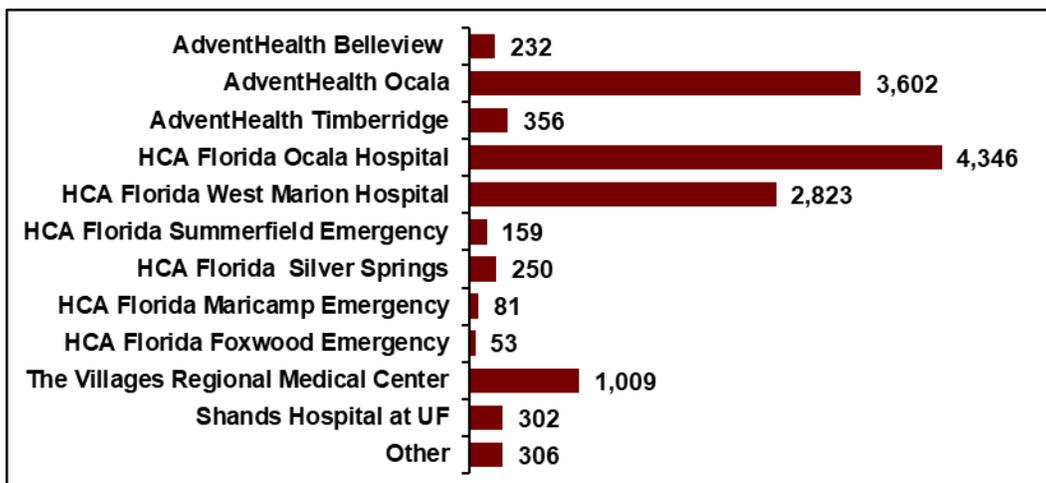
For purposes of a more in-depth view of the patients that are classified within the broader categories of medical calls and inter-facility transfers, the focus is primarily on those being transported. The following figure illustrates the categories of primary impression (the paramedic’s determination of complaint based on gathering patient information and assessing the patient) for all patients transported within the quarter.

Figure 2 Patient Transports by Primary Impression



Marion County Fire Rescue works hand-in-hand with the local hospital organizations. The following figure illustrates the locations where patients were transported, with a combined total of 13,519 transports during the quarter.

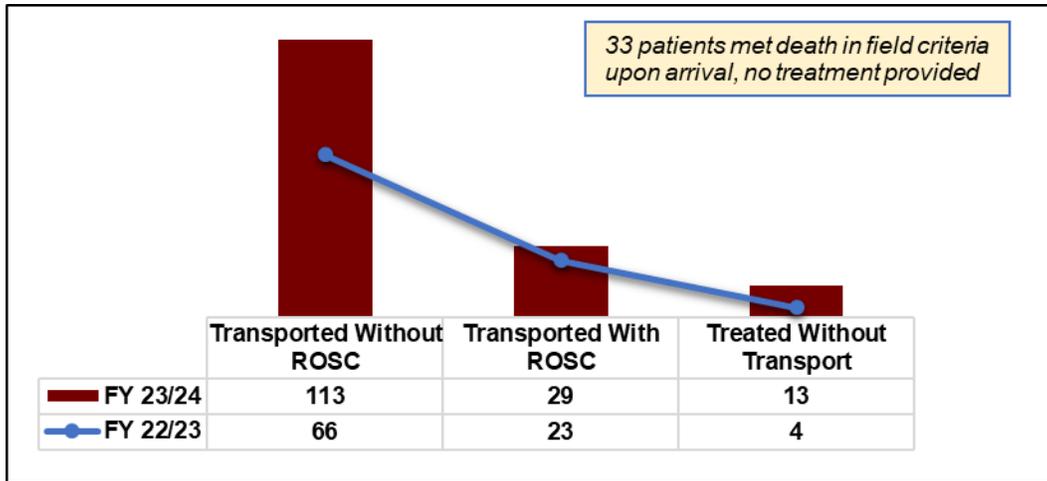
Figure 3 Patient Transports by Destination





One of the most significant goals for providing emergency medical services within the community is the ability to reduce illness and death wherever possible. The metric that illustrates this well is the ability to obtain return of spontaneous circulation (ROSC) in cardiac arrest patients. ROSC means that the patient’s heart began working at a level sufficient to produce a pulse.

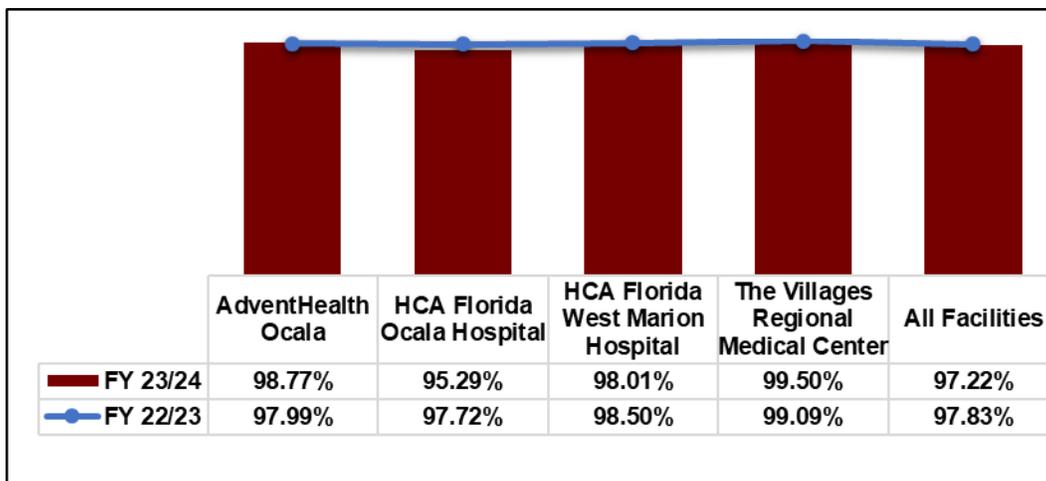
Figure 4 Cardiac Arrest



Hospital Interface

The ability for Marion County Fire Rescue units to be available to respond to additional calls for service is impacted by the time spent at the receiving hospital. Working with the local hospitals, the first performance measure illustrated below is the transfer of patient care to hospital staff within 30 minutes of transport unit arrival at the hospital—with a target of 30 minutes or less for 90% of patients.

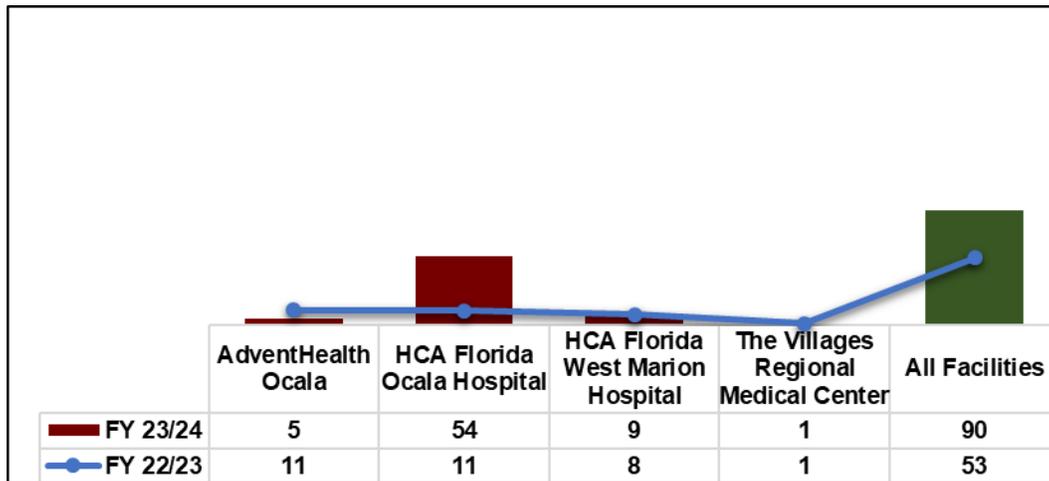
Figure 5 Transfer of Care Less Than 30 Minutes





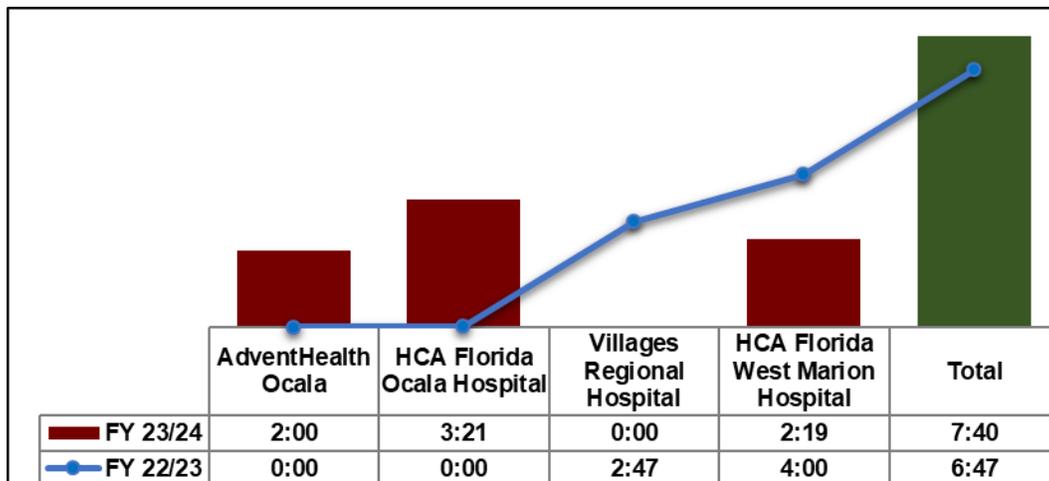
The second performance measure illustrated below provides a total count of hours Marion County Fire Rescue transport units were on bed delay at the hospital (time beyond the target measure of 30 minutes).

Figure 6 Bed Delay Hours



The final performance measure illustrated below provides a total count of hours where receiving hospitals requested transport unit diversion. Diversion occurs when a particular receiving facility encounters a patient surge and they request that patients be transported to other facilities. The destination decision is still up to the patient so it does not completely stop additional patients from being transported to the on-divert facility.

Figure 7 Hospital Diversion

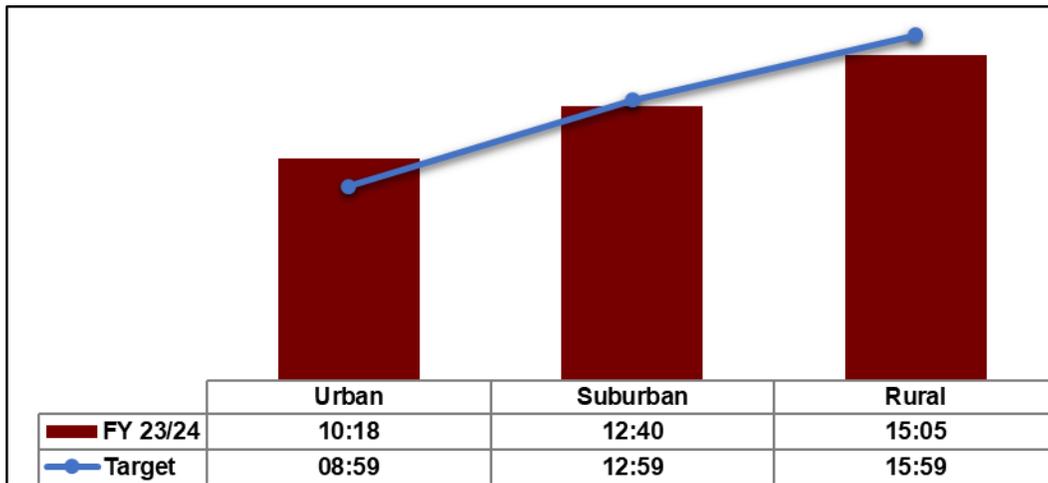




Response Time Performance

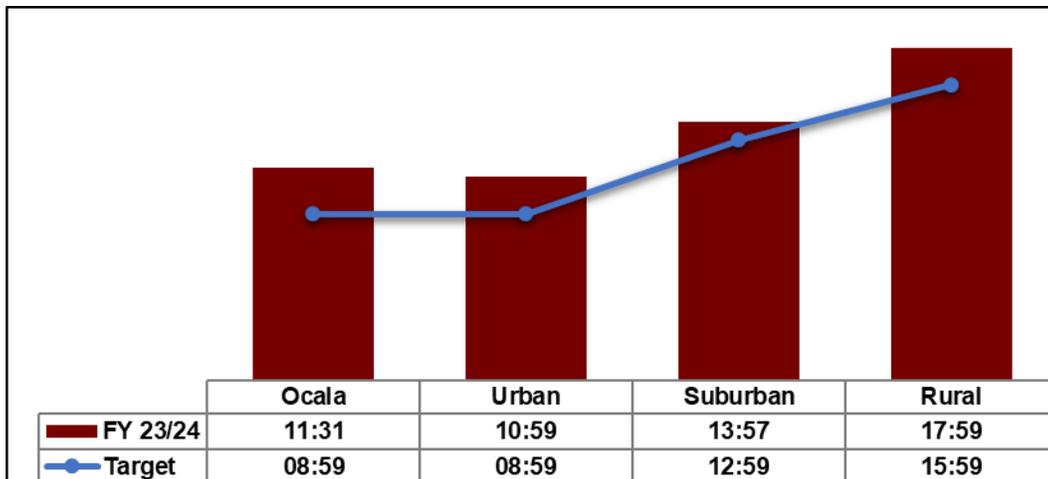
The ability to decrease damage and injury from incidents of all types is impacted by the time it takes for units to arrive. Generally, this is best calculated using only those incidents that were emergency response (lights and sirens). Performance is categorized by population density and the City of Ocala. Urban population density is greater than 1,000 persons per square mile, suburban is 500 to 1,000 persons per square mile and rural is less than 500 persons per square mile. The following figure illustrates the performance for the current quarter based on population density.

Figure 8 First Arriving Unit



For medical incidents, the first arriving unit may be a transport unit or a non-transport unit but both are staffed by paramedics and are able to provide lifesaving care. However, the ability to transport the patient to a receiving facility so that they can receive definitive treatment is the second goal. The following figure illustrates the performance for the current quarter based on population density.

Figure 9 First Arriving Transport

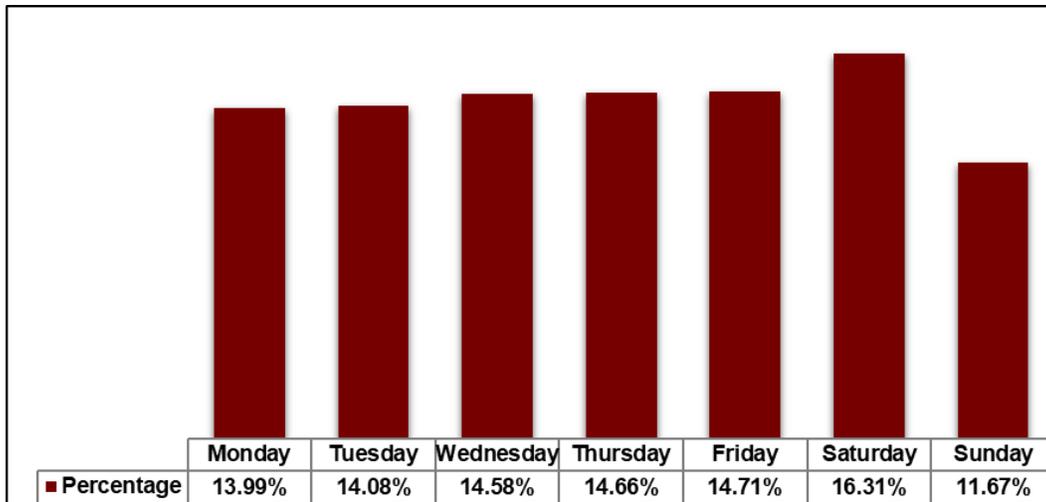




Temporal Analysis of Service Demand

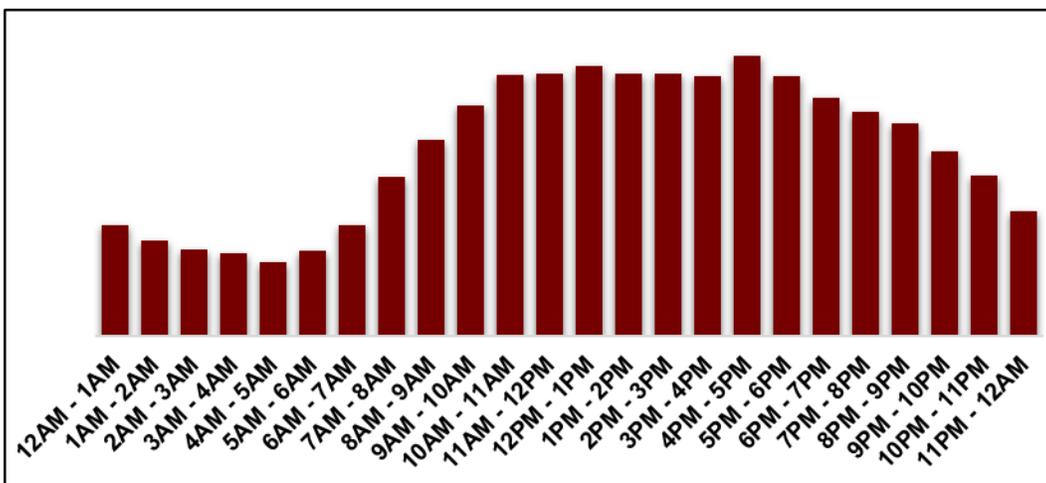
Another component in understanding the nature of service demand is the day of the week and the time of day that calls occur. For this quarter, the following figure illustrates the demand based on the day of week with the lowest demand on Sundays and the highest demand on Saturdays.

Figure 10 Service Demand by Day of Week



The following figure illustrates the service demand by time of day. As illustrated, the trend for service demand coincides with the movement of the population throughout the day. As the activity of the population increases, so does the demand for service.

Figure 11 Service Demand by Time of Day





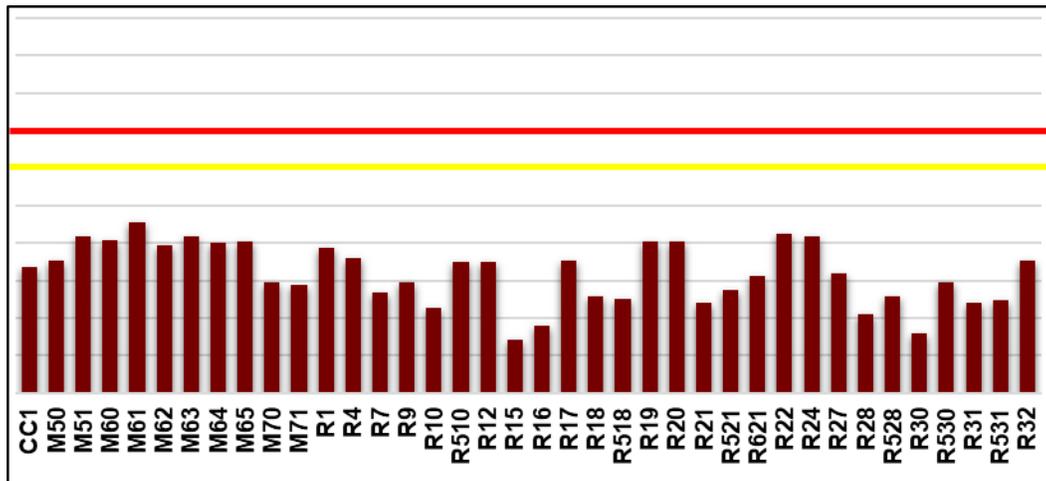
Workload and Concurrency

Workload is a measurement of the percentage of hours spent assigned to incidents as relative to the hours in service. Marion County Fire Rescue has adopted the following benchmarks as it relates to unit hour utilization.

Unit Hour Utilization	Reference
0.30 or Less	Unit has an acceptable workload.
0.31 to 0.34 (Yellow Line)	Unit has an increased workload.
0.35 or Greater (Red Line)	Unit has a concerning workload.

While non-transport units are active with incident responses, none of them reach an increased workload. In contrast, the majority of transport units spend many more hours assigned to incidents. The following figure illustrates the workload for the transport units for the current quarter.

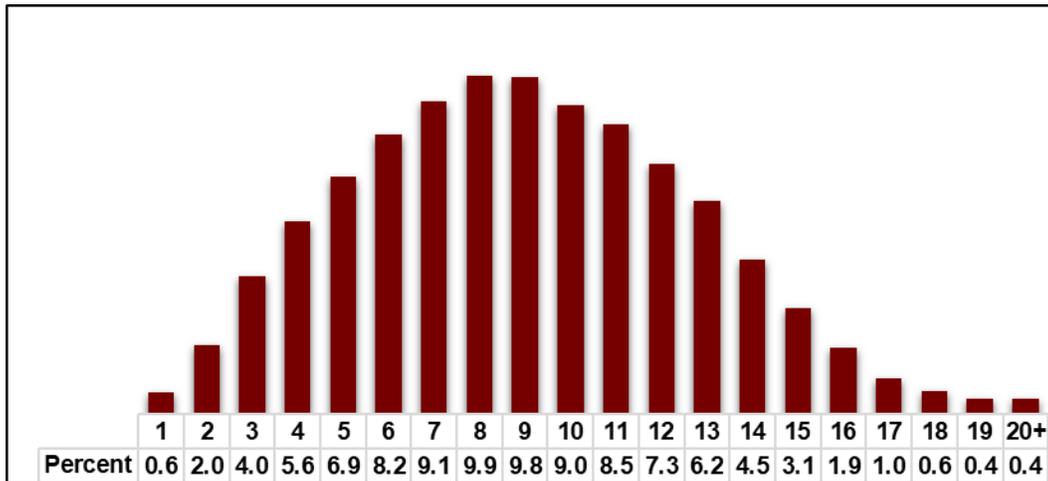
Figure 12 Unit Hour Utilization





The department’s ability to respond to incidents may be impacted by the number of incidents occurring simultaneously. This measure is referred to as call concurrency and is illustrated in the following figure. As concurrency increases, there are fewer units available to respond to additional calls for service.

Figure 13 Concurrent Incidents



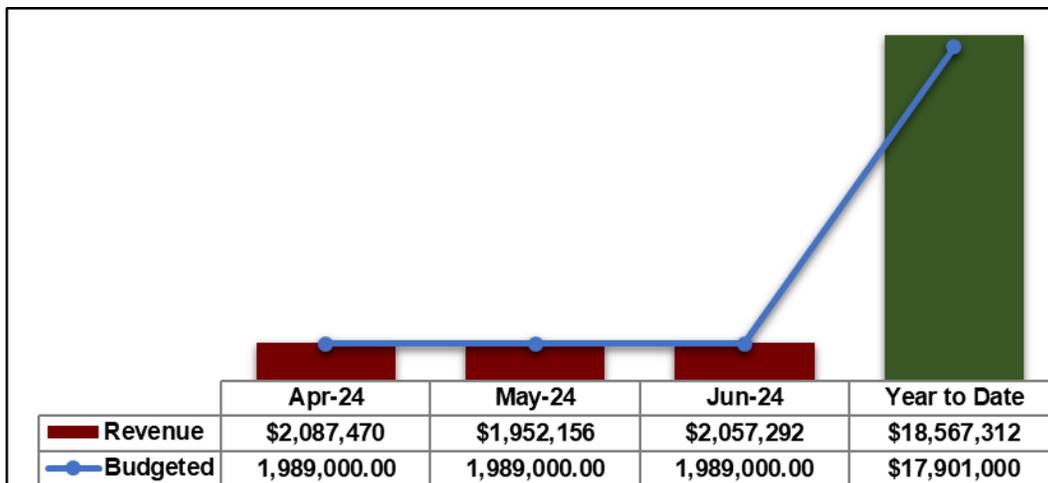


AMBULANCE BILLING

Charts

Marion County Fire Rescue transport units (equipment and staffing) are primarily funded within the General Fund of Marion County. This budget each year presumes an estimated amount of revenue that will be received through billing for transported patients. As illustrated in the following figure, the total revenues for the third quarter bring the year-to-date total revenues \$666,312 higher than the budgeted amount for the fiscal year.

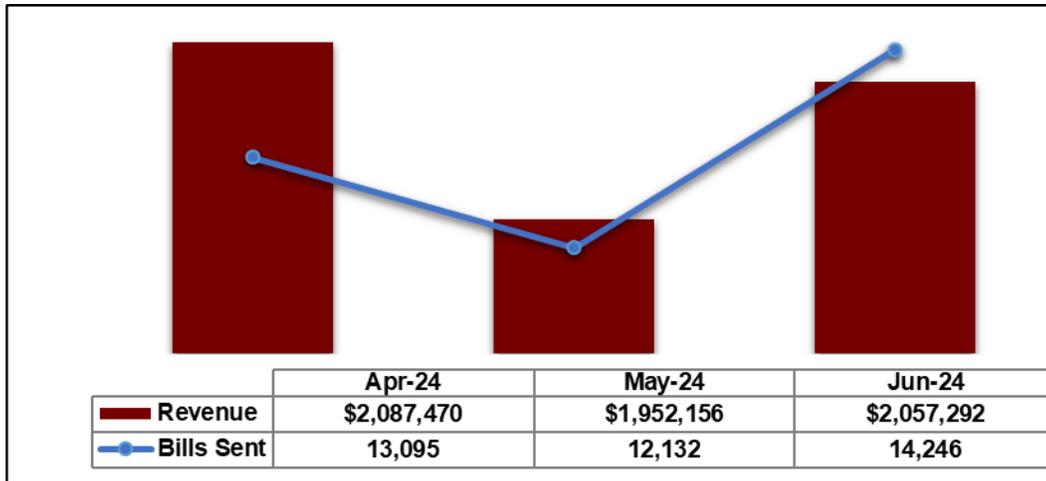
Figure 14 Revenue





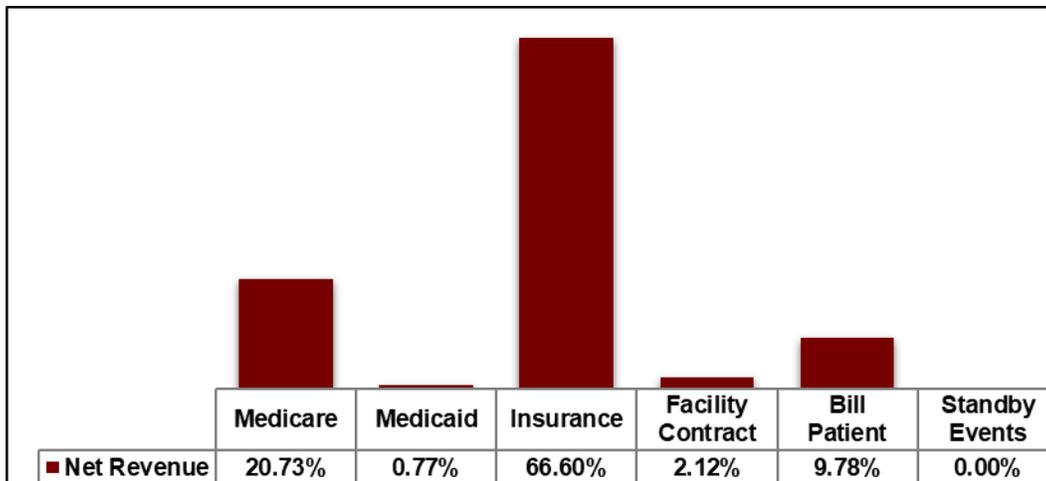
Marion County Fire Rescue Billing staff works with many insurance companies, Medicaid, Medicare, Veterans Administration and others as well as directly billing the patient. This often results in more than one bill sent for each transport until full payment is received, as illustrated in the following figure.

Figure 15 Revenue Received/Bills Sent



The following figure illustrates the various sources of revenue that account for the total revenue received during the quarter.

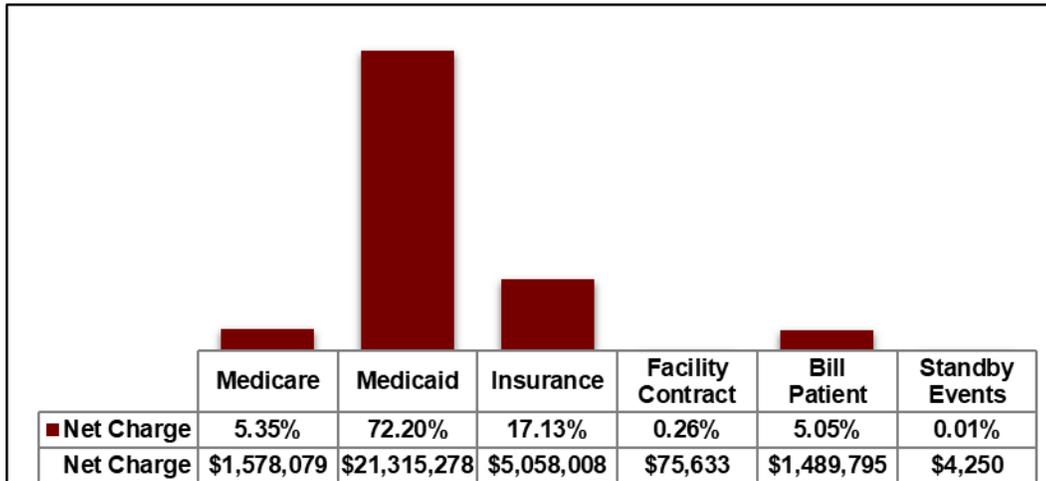
Figure 16 Revenue by Payor Type





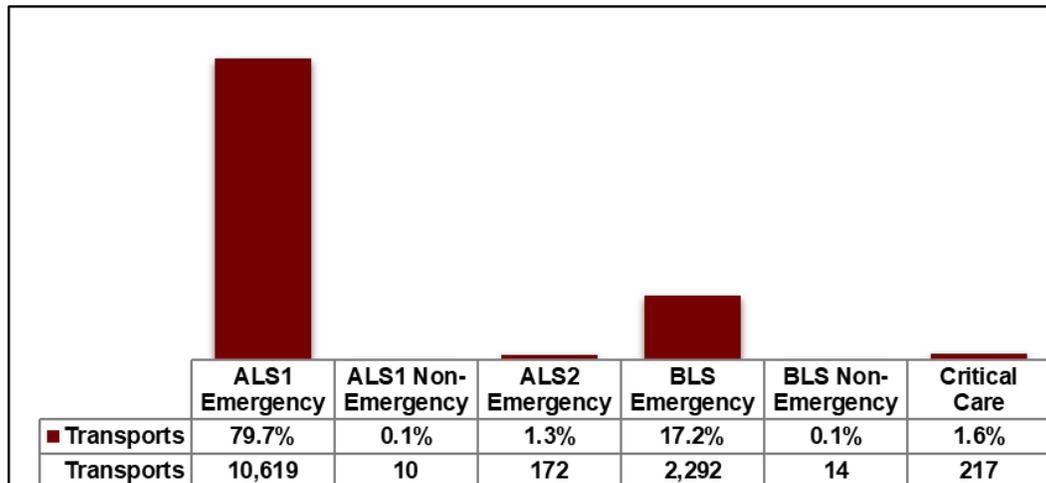
The following figure illustrates the various sources of charges that account for the total bills sent during the quarter.

Figure 17 Charges by Payor Type



Within guidelines set by the Centers for Medicare & Medicaid Services (CMS), patient bills are categorized into specific levels of service—advanced life support (ALS), basic life support (BLS) and critical care. This is illustrated below for those patients billed during the quarter.

Figure 18 Transports by Level of Care





To fully understand the overall charges/revenue, the above service levels are combined with the rates below. Marion County Fire Rescue performs an annual ambulance rate survey and provides a recommendation as to whether or not to propose a rate change. Medicare and Medicaid rates are set by CMS without any input from transport agencies.

Figure 19 Current Ambulance Rate

Level of Care	Marion County 12/20/2022 to Present	Medicare 2024	Medicaid 8/1/2013 to Present
BLS Non-Emergency	\$550.00	\$266.22	\$136.00
BLS Emergency	\$600.00	\$425.95	\$136.00
ALS1 Non-Emergency	\$650.00	\$319.46	\$190.00
ALS1 Emergency	\$700.00	\$505.81	\$190.00
ALS2 Emergency	\$850.00	\$732.10	\$250.00
SCT (Critical Care)	\$1,125.00	\$865.21	\$295.00
Standard Mileage	\$12.50	\$8.94	\$3.00
SCT Mileage	\$13.75	\$7.63	\$3.00

Notes:
 Medicare only pays 80% of listed rate.
 Medicaid only pays mileage for out-of-county transports.

The final analysis takes into account each of the preceding data points and provides a view of the actual net revenue received based on the gross charges submitted. The following figure illustrates the average collection rate for Marion County Fire Rescue.

Figure 20 Marion County Ambulance Collection Rate

Analysis Date	Analysis Range	Amount Billed	Amount Collected	Collection Rate
04/03/2024	11/01/2022–10/31/2023	\$31,502,339	\$24,331,661	77.24%
05/06/2024	12/01/2022–11/30/2023	\$31,541,680	\$24,593,178	77.97%
06/06/2024	01/01/2023–12/31/2023	\$31,842,719	\$24,570,869	77.16%
Overall Average				77.46%

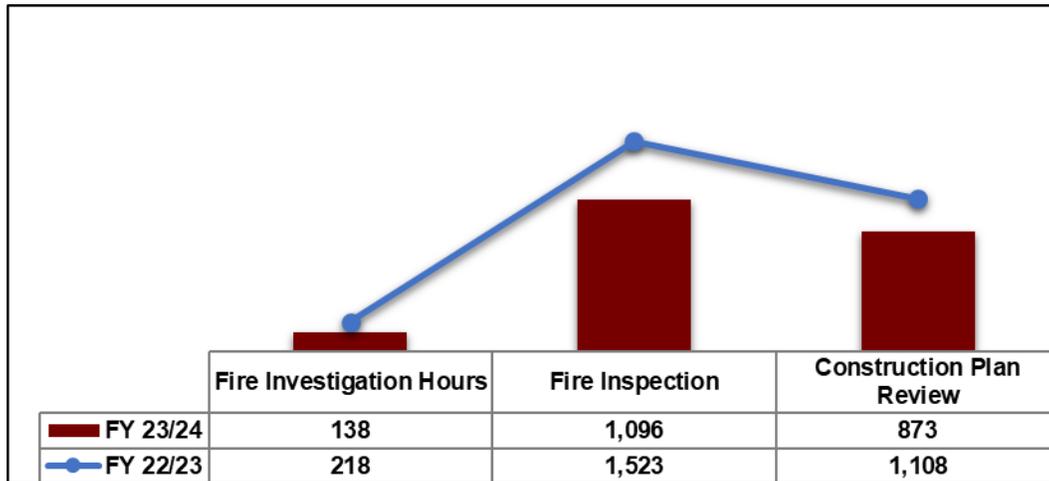
Analysis is based on revenue received specifically for the same patients billed and excludes other revenues received during the analysis range.



FIRE PREVENTION

Charts

Figure 21 Fire Prevention Activity



Development

The Marion County Fire Rescue (MCFR) Fire Prevention team continues to work with our community partners by managing the sustained increase in construction projects. Many projects are underway which involve a considerable amount of staff time to review plans and perform inspections in the interest of public safety.



Figure 22 Project Update

Project	Status
World Equestrian Center	<ul style="list-style-type: none"> • Construction continues on the four-story event center which will host multiple dining options and meeting rooms. • Final inspections are underway on a new arena which will be the 9th arena venue at the complex. • Construction is underway for the outdoor mall and retail space expected to have many different options for visitors.
Ocala South Logistics	<ul style="list-style-type: none"> • The facility is preparing for its tenant and is a cannabis cultivation facility.
West Shire Village	<ul style="list-style-type: none"> • Phase one construction is complete. • Several buildings in Phase 02 are expected to be completed in the next quarter. • A second community is preparing to build near the Villages providing over 500 residential units.
Elementary School W	<ul style="list-style-type: none"> • Marion County School Board has started construction of a new elementary school in Marion Oaks. Underground and site work is underway with an expected opening for the 2025 school year.
Dollar Tree Distribution Center	<ul style="list-style-type: none"> • Dollar Tree Distribution Center completed its 800,000 square foot expansion making this center one of the largest in the Southeast. • Additional projects, such as a recycling building and maintenance facility, are under construction.
U-Haul Storage	<ul style="list-style-type: none"> • Final inspections are in progress for the new three-story, self-storage facility.
Fuel Stations	<ul style="list-style-type: none"> • Several new fuel stations are underway from Wawa and 7-Eleven.
Coyote Crossings	<ul style="list-style-type: none"> • Construction will begin on three new warehouses in 2024 ranging from 250,000 to 1.2 million square feet. • Plans for several additional warehouse spaces have been received and are under review. • A residential/light commercial section has been proposed.
Residential Construction	<ul style="list-style-type: none"> • Residential construction remains active and strong. • Several infill projects have begun along the SW Highway 200 corridor. • Southeast and Southwest Marion County are currently experiencing the highest growth to meet the housing demand.
Apartments/Townhomes	<ul style="list-style-type: none"> • Pointe Grande Apartments off SW 60th Avenue is under construction with expected completion in Fall 2024. • Spires Apartments off Highway 27 is under construction with expected completion in Fall 2024. • Several other townhome and apartment communities are under construction.



Fire Investigation

The MCFR Fire Prevention Division continues to support the Fire Operations Division with a local fire investigation program. A member of the Fire Prevention Division is on-call to provide investigative services 24/7. Fire Prevention works closely with many different partners in order to accomplish investigations including the Bureau of Fire Arson and Explosive Investigation (BFAEI), the State Attorney, and other law enforcement agencies.

MCFR Fire Prevention was requested to investigate 21 fires in the third quarter of FY 2023/2024. A total of 138 staff hours were spent during the third quarter on fire investigation activities including on-scene investigations, follow ups, court testimony, and report writing.

During this quarter, MCFR's fire investigators processed three incidents involving burn injuries to citizens. Many of the fires investigated this month were determined to be accidental in nature. Based on the investigative findings, future community risk reduction messages are created to hopefully prevent future incidents. MCFR Community Risk Reduction is ready to support and provide education throughout the community.

Staffing Update

During this quarter, one fire inspector successfully completed their task book and is conducting inspections on their own. A second inspector is nearing the end of their field training and will be conducting inspections in the field alone. In order to meet the demands of plans review, a staff member has been cross trained during this quarter. This cross training allows for increased customer service and reduces plan review times. Finally, a fire investigator trainee is near the end of their training and completion is expected within the next 60 days. The cross training of staff allows for Fire Prevention to meet the needs of our citizens.

Annual Inspection Program

The MCFR Fire Prevention Division continues to conduct annual inspections and has been successful during this quarter. Annual fire inspections are critical to identify and educate businesses of any potential fire code issues prior to a fire. The annual inspection program has been assigned one inspector who is responsible for the initial inspection and any follow up items. The program is designed to provide education and guidance to businesses to reduce loss in the event of a fire. The fire inspector assigned to the annual inspection program has completed 697 fire inspections since October 01, 2023.



Public Education/Community Risk Reduction

Marion County Fire Rescue Public Education has been very active in the community during the past quarter. During the third quarter, public education has reached over 6,000 residents. Education offered includes fire safety presentations to numerous homeowners' associations, veterans' groups, associations, and churches. Additionally, over 1,000 elementary children were educated on fire safety, when to call 911, and that firefighters are their friends. Our fire safety programs are offered during the summer months to private day cares, home schools and churches. In order to extend our community outreach and safety programs, the public educator has become certified as a car seat fitter technician and instructor for Stop the Bleed Program.

New partnerships have been formed with the Community Traffic Safety Team, 1-800 Board Up, Marion County Veterans Honor Guard, and Vets Helping Vets. In addition, Fire Prevention has maintained a solid continuous relationship with numerous community organizations including Marion Public Schools Community Engagement, Ocala/Marion County Community Foundation, Marion County Public Relations, and American Red Cross to name a few. Public Education has participated in several community events such as 2024 PTSD Walk, Water/Swimming Safety with Florida Aquatics Swimming and Training (F.A.S.T.), Marion Oaks Family Fun Day, and the McIntosh Methodist Church Vacation Bible School Bash. MCFR has an ongoing partnership with the American Red Cross and we have continued the "Sound the Alarm, Save a Life" Program. This quarter we have installed 232 smoke alarms throughout Marion County.



PUBLIC SAFETY COMMUNICATIONS

Marion County Public Safety Communications (PSC) is a dual-Accredited Center of Excellence (ACE) and accredited by the International Academies of Emergency Dispatch (IAED) in call processing of Emergency Medical Dispatch (EMD) and Emergency Fire Dispatch (EFD). As a dual ACE, PSC is required to maintain or exceed a high level of service and compliance with protocols. The IAED ACE accreditation covers the call-taking aspect of the communications center using compliance to protocols as the primary focus.

PSC is also accredited by the Florida Telecommunications Accreditation Commission (FLA-TAC) which is a division of the Florida Police Accreditation Coalition (FLA-PAC). This is a policy driven accreditation which covers all aspects of the communications center ranging from administrative topics, to training and dispatch protocols. The accreditation has over 110 standards.

PSC is approved through the Florida Department of Health (DOH) to instruct the state required 911 Public Safety Telecommunicator (PST) training program. As an approved training center through the DOH, PSC routinely hosts other agency's Emergency Telecommunicators (ETCs) for this training. This training program is a minimum of 232 hours covering various topics of Emergency Medical, Fire, and Police dispatch and call processing.

Marion County, Florida currently operates a 7-RF-site, 12-channel, trunked simulcast ASTRO 25 (P25) system. The existing infrastructure has served the County well for many years but as the County has grown, the needs of the public service providers have also grown. The goal of this ASTRO 25 expansion project is to enhance the coverage performance of the radio system from countywide mobile radio coverage to countywide portable radio coverage. The addition of three (3) new simulcast sub-sites coupled with the conversion of the existing Dunnellon Water Tower site from a standalone ASR to a simulcast RF subsite will provide the county with 95% portable outside radio coverage countywide.

Marion County is purchasing three hundred seventy-eight (378) APX NEXT XE devices for Marion County Fire Rescue. APX NEXT XE devices are a next-generation P25 platform, purpose-built for first responders to access and act on information while maintaining their focus in critical situations. With natural and accessible touch interface, best-in-class audio optimized for high-noise environments, and extended coverage through broadband connectivity, APX NEXT XE devices deliver actionable intelligence to the point of engagement for personnel to stay connected and in control wherever the mission takes them. In addition, APX NEXT XE devices deliver all of this in a form factor designed for extreme environments.

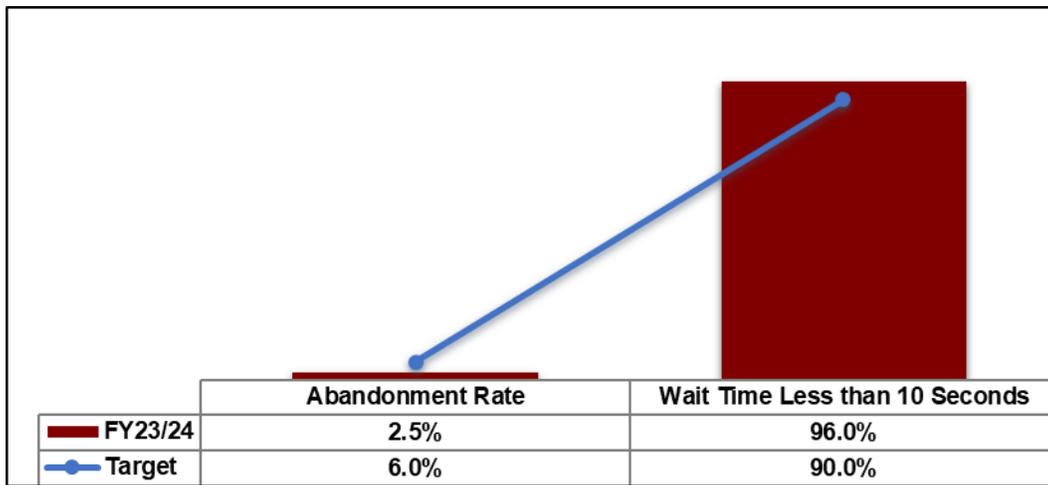


Charts

The following figure illustrates two key performance measures for the answering of 911 calls by the public safety answering point (PSAP) at PSC.

Abandonment rate describes those instances where the call is not answered within the PSC PSAP, either being transferred to another PSAP or the call disconnects prior to PSC having the ability to answer. The target for this measure is 6% or less and correlates directly with the second target measure of answering at least 90% of 911 calls in 10 seconds or less.

Figure 23 PSC Performance Benchmarks



The following figure illustrates the total incoming and outgoing call volume for PSC.

Emergency Inbound represents the number of 911 calls that are routed to the PSAP at PSC.

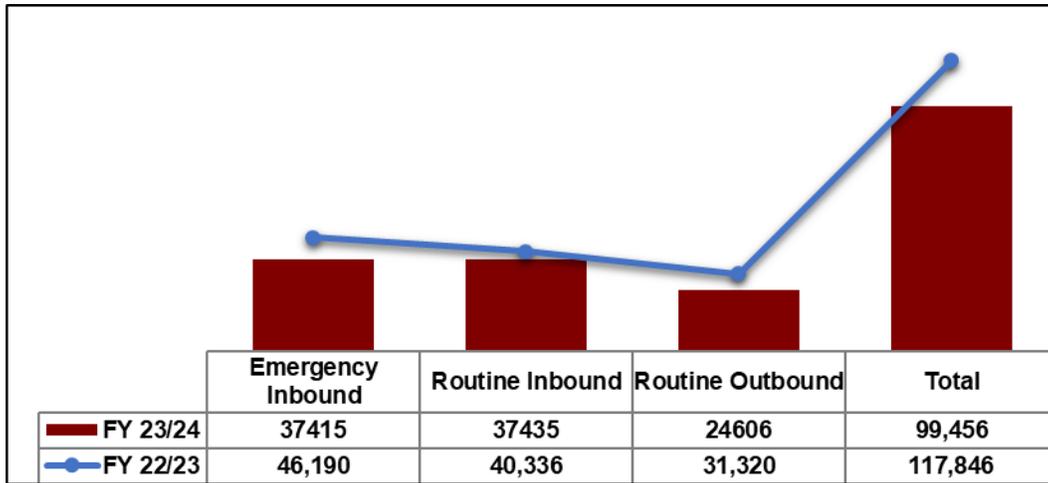
Routine Inbound represents the number of phone calls received by PSC on the non-emergency lines. These lines are used for calls from alarm companies, medical facilities, hospitals, other public safety/service agencies, MCFR personnel and the public to speak with PSC ETCs.

Routine Outbound represents the number of phone calls that originate from within the PSAP. These calls include call-backs to 911 disconnects, calling local agencies, calls to MCFR personnel, etc.

Total represents all three categories combined. This total is one of the key factors used to show the call volume workload of PSC ETCs.



Figure 24 PSC Phone Calls

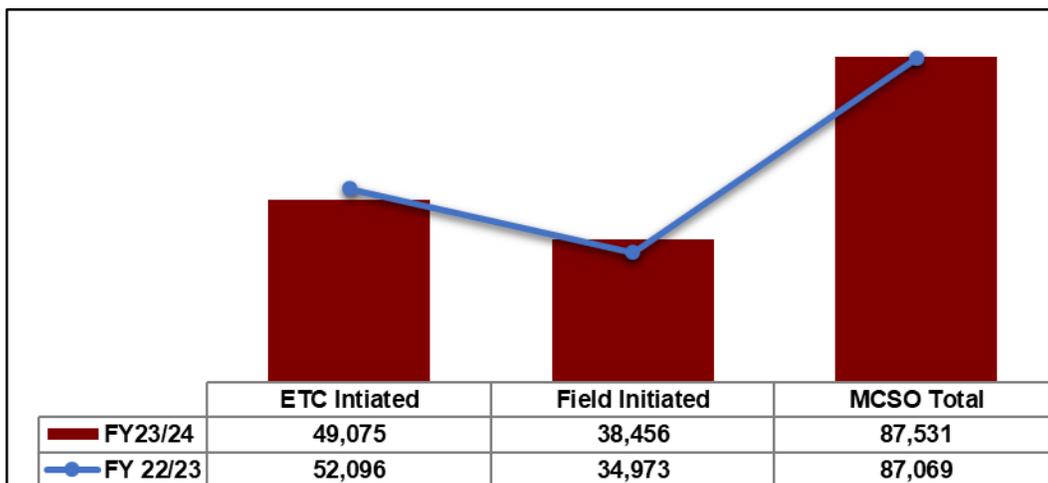


Calls for service (CFS) which are law enforcement related are grouped into two categories; ETC Initiated and Field Initiated and is illustrated in the following figure.

ETC Initiated calls for service are those calls that are created in the Computer Aided Dispatch (CAD) system and were processed by an ETC.

Field Initiated law calls for service are those that are created as a result of an action by a deputy. These are calls such as a traffic stop or any other call for service that is initiated by the deputy and not originating from within the PSAP.

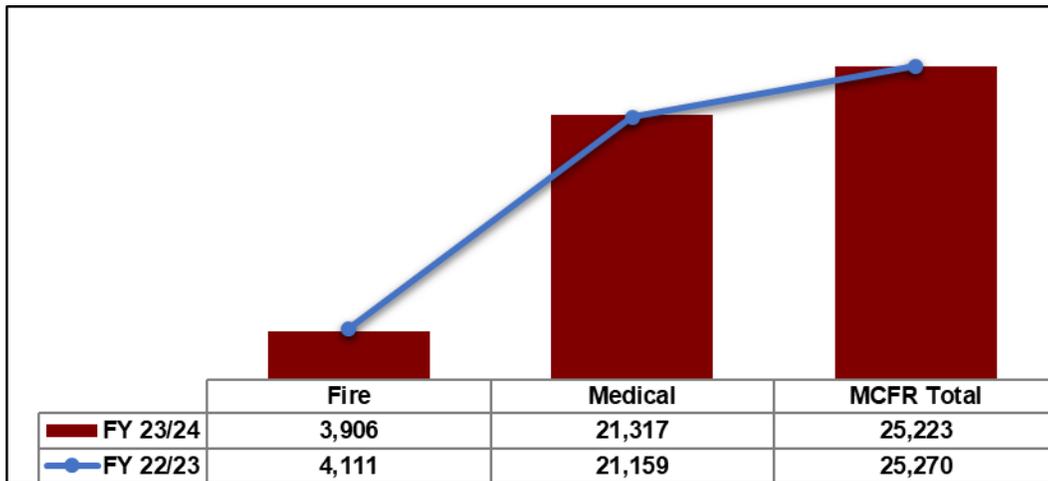
Figure 25 PSC Law Calls for Service





MCFR calls for service are broken down into two types, Fire and Medical. These are the call types within CAD and organized using the call priority, rather than the nature/problem and are illustrated in the following figure.

Figure 26 MCFR Calls for Service

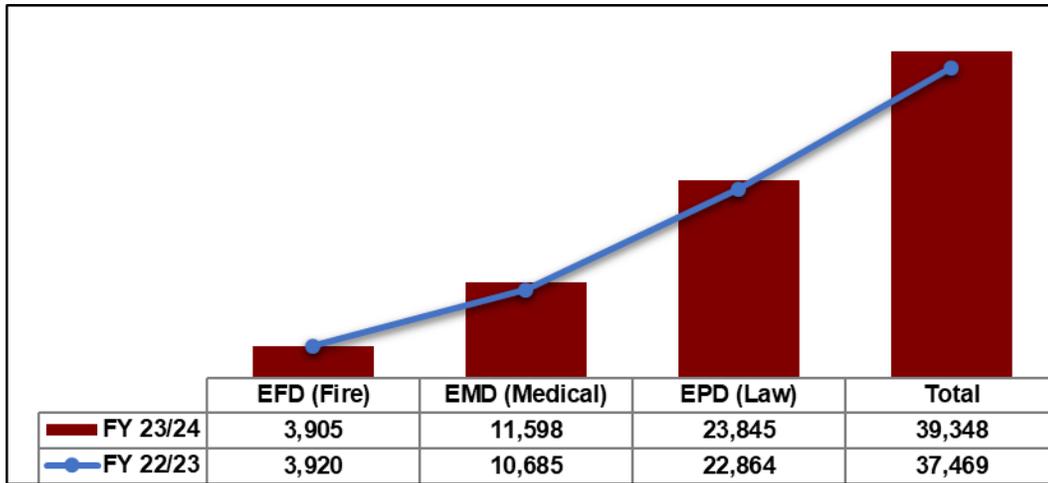


PSC utilizes ProQA software to aid in the call processing, which assists the ETC in collecting vital information for first responders and to aid in providing critical life safety and lifesaving instructions while not delaying the dispatch of first responders. This process also assists in prioritizing calls for service based upon the information gathered. For example, a caller who has fallen, is not injured, and only needs help up off the floor will be prioritized lower than someone experiencing chest pain and difficulty breathing.

Calls for service that are processed by the Ocala Police Department (OPD) PSAP, or that originate as Field Initiated MCSO calls for service are not processed through ProQA by PSC. This, along with duplicate calls for service, unit initiated calls for service, etc. contribute to the variance between total calls for service and total calls processed through ProQA as illustrated in the following figure.



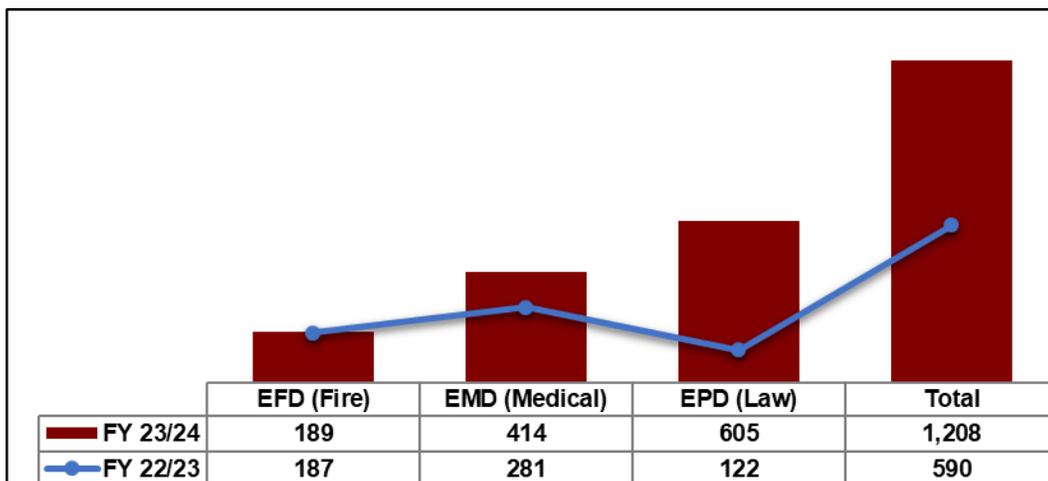
Figure 27 PSC ProQA (Priority Dispatch)



As an ACE, PSC is required to conduct a random review of calls for service processed through ProQA for EMD, EFD and EPD (emergency police dispatch). The percentage of calls reviewed for each discipline is determined by the IAED based upon total call volume for the preceding year. This ensures that PSC is maintaining or exceeding accreditation standards. These calls are selected randomly by the software program which is used for the review process.

The PSC Quality Assurance Unit also conducts focused, non-random reviews for various reasons. This can include, but is not limited to complaints received, disciplinary reasons, inquiries by other agencies or field personnel, and requests by PSC ETCs for educational purposes. The numbers are reflective of a reprioritization of our efforts during the quarter. The following figure illustrates the calls that were reviewed during the quarter.

Figure 28 PSC Quality Assurance Reviews

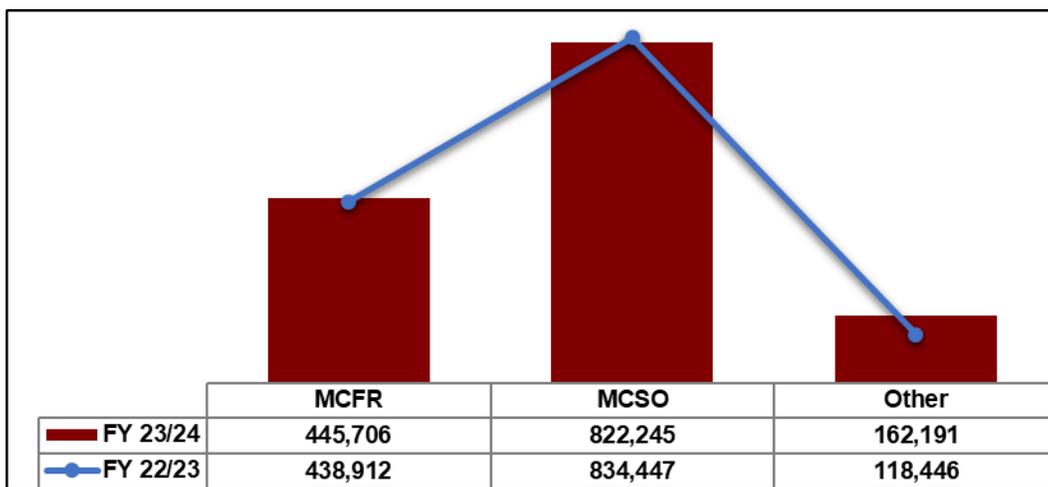




The Marion County 800 MHz Radio System is countywide and used by Marion County Fire Rescue (MCFR), Marion County Sheriff’s Office (MCSO), Belleview Police Department (BPD), Dunnellon Police Department (DPD), Marion County General Government Agencies, and Interoperability Partners, which are internal and external.

The following figure illustrates the push to talk by talkgroup each time the radio system is accessed. The talkgroups are broken down by MCFR, MCSO, which includes BPD, DPD, Marion County Jail and the Courthouse. The “Other” category includes Marion County General Government Agencies.

Figure 29 PSC Push to Talk Count (By Talkgroup)



The Marion County 800 MHz Radio Systems shows the total time the radio system is used to voice communicate over the talkgroups on the radio system as illustrated in the following figure.

Figure 30 PSC Push to Talk Hours (By Talkgroup)

