Marion County
Fire Rescue and EMS Advisory Board
Meeting Agenda

Wednesday, February 19, 2025   **4:00 PM**   **Marion County Fire Rescue, 2631 SE Third St., Ocala, FL**

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 - November 20, 2024

5. **Department Updates**

    5.1   **Budget Update**

    5.2   **Hospital Inter-Facility Update**

6. **Board Items**

    6.1.   FY 24/25 Quarter 1 Report

7. **Next Meeting Date: Wednesday, May 21, 2025 - 4:00 p.m.**

8. **Adjournment**

Marion County

Fire Rescue and EMS Advisory Board

Agenda Item

File No.: 2025-17972   **Agenda Date:** 2/19/2025   **Agenda No.:** 4.1.

SUBJECT:
Fire Rescue and EMS Advisory Board Minutes - November 20, 2024

DESCRIPTION/BACKGROUND:
See attached.

Marion County Fire Rescue and EMS Advisory Board
November 20, 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 November 20, 2024. Patricia Gabriel called the meeting to order at 4:03 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
   Floyd Magwood
   Erika Skula, President and CEO, AdventHealth Ocala (arrived at 4:17 pm)
   Clint Welborn, Fire Chief, Ocala Fire Rescue
   Adam Woods
   Dr. Frank Fraunfelter, Medical Director, Marion County Fire Rescue

   Members Absent:
   Erin Jones, Healthcare Development Director, Ocala/Marion County Chamber and Economic Partnership
   Alan Keesee, CEO, HCA Florida Ocala Hospital

   Others in Attendance:
   Robert Kruger, Deputy Chief of EMS, Marion County Fire Rescue
   Pam Doherty, Administrative Staff Assistant, Marion County Fire Rescue
   Barry Cannon, EMS Manager, HCA Florida Ocala Hospital
   Chad Belger, Division Chief, Marion County Fire Rescue
   James Lucas, Public Safety Information Manager, Marion County Fire Rescue
   John Gabriel

4. **Approval of Minutes** – The August 21, 2024 Marion County Fire Rescue and EMS Advisory Board minutes were submitted for approval. Dr. Fraunfelter made a motion to approve the minutes and Adam Woods seconded the motion. The motion passed unanimously 4-0.

5. **Marion County Fire Rescue Updates**

   5.1 Department Update

   Chief Kruger opened the department update discussion and presented a 32-page PowerPoint slide presentation to the Advisory Board. EMS Central's grand opening was held Wednesday, October 23, 2024. The EMS crews are enjoying the new 20,000 square foot building located in the City of Ocala. Station 22 is in the process of a kitchen remodel. Marion County Fire Rescue's growth plan includes refurbishing some of the current stations and getting them up to building code with commercial appliances, bathroom remodels and new paint.

   Marion County Fire Rescue took delivery of three new fire apparatus last quarter. Fire apparatus have gone up almost 25% in price; the surtax helps with the purchase of capital equipment.

The new employees hired last quarter are part of the non-cert program and will graduate mid-June. Marion County Fire Rescue will be approximately 10 positions away from being fully staffed once these new employees graduate.

The Medal Day celebration was held at the Reilly Arts Center, located at 500 NE 9th Street, Ocala, FL,with nearly 450 attendees, featuring a performance by Emory Robinson, a former American Idol contestant. Annual awards were handed out for FY 22/23 and FY 23/24. This was a fantastic event and everyone attending had a great time.

The 5-year Strategic Plan close out was presented to the Board of County Commissioners (BCC). The new strategic planning process will start January 2025.

Several different Marion County Fire Rescue teams deployed to Hurricane Debby, Hurricane Helene and Hurricane Milton during the months of August, September and October 2024.

Marion County wrapped a fire apparatus in pink for Breast Cancer Awareness month. This was an actual fire engine that runs calls, with a QR code linking to breast cancer awareness information.

5.2 Budget Update

Fire Fund Operational Priorities:
- Evaluate firefighter schedule changes – the 24/72 schedule would add 200 people and an additional $30 million dollars to the budget
- Add a Division Chief officer
- Add a QA Specialist in the Fire budget
- Look at workload and increase the current relief factor from 1.17 to 1.25
- Add 27 dual-certified firefighters
- Add (2) ladder companies
- Add (22) dual-certified firefighters (6 Lieutenants, 6 Driver Engineers, 10 firefighters)

EMS Fund Operational Priorities:
- Add an Associate Medical Director
- Add (3) EMS Battalion Chief positions
- Add (3) additional transports
- Add a QA Specialist in the EMS budget

5.3 Presentation

Administration and Support Priorities over the next 5 Years:
- The beginning of the design phase of the training center and the Baldwin Ranches station
- Station bathrooms and bay floor remodels
- Land purchase in Ocklawaha, Pedro, and West Port
- Acquiring the Certificate of Occupancy for Station 23's modular building in Pedro and moving in mid-December
- Working on adding Logistics personnel
- Looking at the possibility of a new Logistics building and additional administrative space

Fire Prevention Priorities:
- Looking at adding (2) Fire Inspectors and office space
- Looking for funding to increase public education for large purchase items

Chief Kruger discussed a study that is being conducted between Marion County Fire Rescue, Geographic Information Systems (GIS) and Marion County's Growth Services department regarding how construction of 100 homes in a response area would impact the department's current operations. The Sabana Farms parcel, located at 3718 NW 44th Avenue, off Highway 27 in Station 20's response zone is being used in this study. Factors that may determine impacts on operations include Insurance Services Offices (ISO) ratings, resource reliability, workload, and concurrency (the number of incidents occurring simultaneously within the service area). If the ranges of these services are in the low range, adding resources to the department's operations is not necessary. If the ranges of these services are in the high range, it may be necessary to add stations, personnel, resources and trucks.

5.4 Hospital Inter-Facility Update

The hospital inter-facility transfers have taken a large workload off Marion County Fire Rescue. The department went from 716 transfers in FY 21/22, down to 25 transfers in FY 24/25. The hospital system has provided great work to our department.

Future projects include the addition of five (5) Community Paramedic program positions; approval of the surtax; construction of EMS West on a 10-acre piece of property off State Road 200; and a strategic planning session in January 2025.

Marion County is looking at putting blood and antibiotics on critical care units, as well as adding two new ventilators to the rescues at a cost of $25,000 each. Also, the department is working towards replacing 98 LIFEPAKs currently being phased out, at a cost of $4.4 million.

6. **Board Items**

6.1 FY 23/24 Quarter 4 Report

The FY 23/24 Quarter 4 Report was provided to the Advisory Board.

7. **Next Quarterly Meeting Date** – The next quarterly meeting is scheduled for Wednesday, February 19, 2025 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 4:30 p.m.

Approved:

_____   _____
Pat Gabriel, Chairperson   Date

Marion County

Fire Rescue and EMS Advisory Board

Agenda Item

SUBJECT:
 FY 24/25 Quarter 1 Report

DESCRIPTION/BACKGROUND:
See attached.

Quarter 1 Report

Fiscal Year

2024–2025

October - December

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

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OPERATIONS

Service Demand

MCFR crews responded to 24,683 calls for service during this quarter—an increase of 2.41% over the same quarter during the prior fiscal year. The greatest demand for service was for emergency medical service incidents, accounting for 68% 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
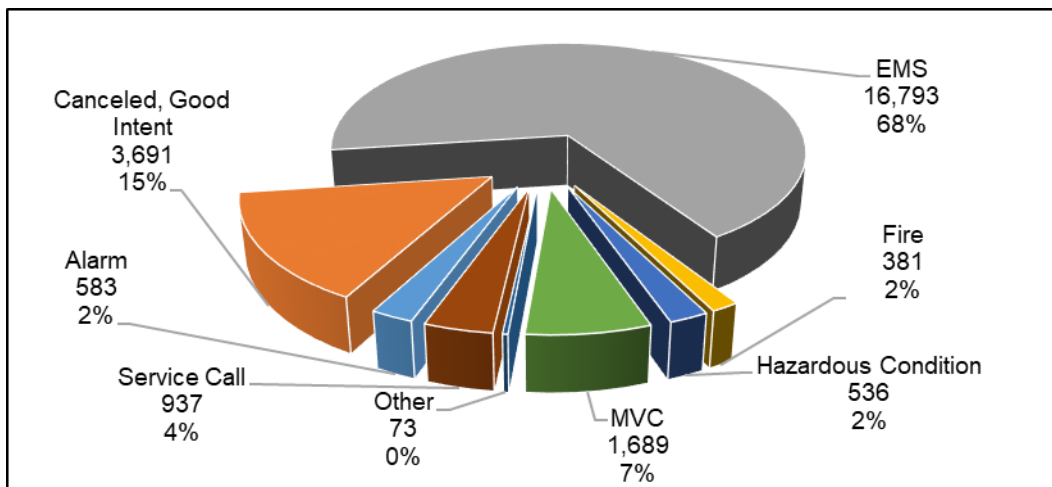
For purposes of a more in-depth view of the patients that are classified within the broader categories of medical calls and inter-facility transfers, the focus is primarily on those being transported. The following figure illustrates the categories of primary impression (the paramedic's determination 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
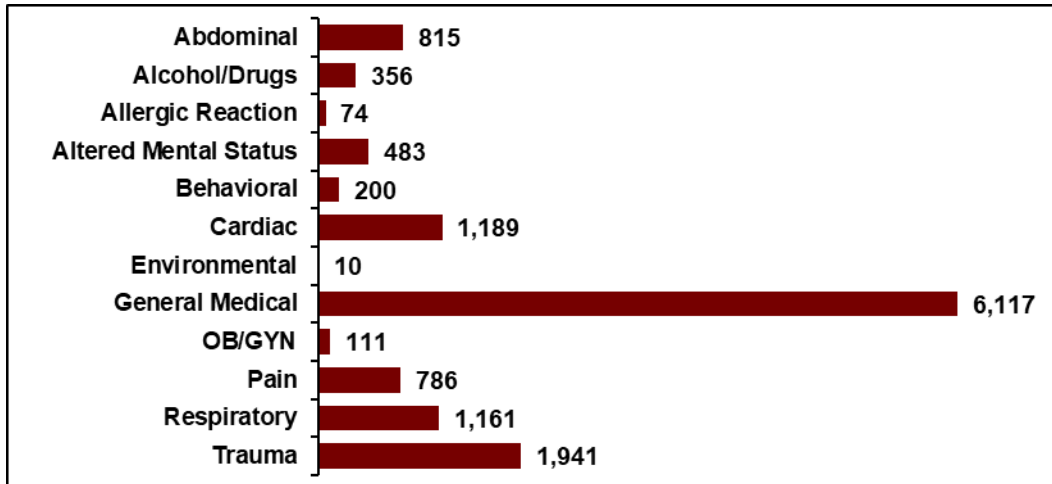
Marion County Fire Rescue works hand-in-hand with the local hospital organizations. The following figure illustrates the locations where patients were transported, with a combined total of 13,243 transports during the quarter.

Figure 3 Patient Transports by Destination
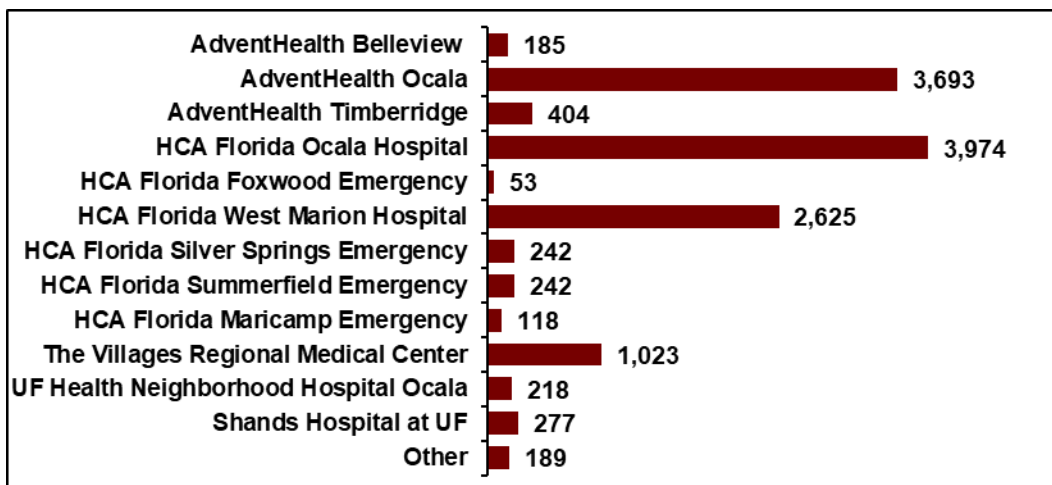
One of the most significant goals for providing emergency medical services within the community is the ability to reduce illness and death wherever possible. The metric that illustrates this well is the ability to obtain return of spontaneous circulation (ROSC) in cardiac arrest patients. ROSC means that the patient's heart began working at a level sufficient to produce a pulse.

Figure 4 Cardiac Arrest

	Transported Without ROSC	Transported With ROSC	Treated Without Transport
FY 24/25	94	36	7
FY 23/24	84	33	2

13 patients met death in field criteria upon arrival, no treatment provided
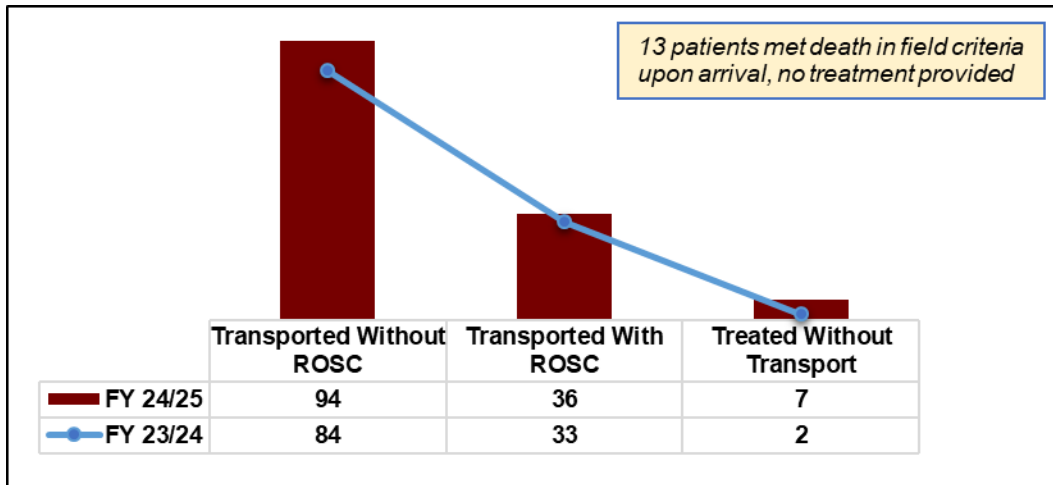
Hospital Interface

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

	AdventHealth Ocala	HCA Florida Ocala Hospital	HCA Florida West Marion Hospital	The Villages Regional Medical Center	UF Health Neighborhood Hospital Ocala (UF)	All Facilities
FY 24/25	98.45%	98.10%	97.88%	98.13%	98.16%	97.92%
FY 23/24	98.56%	95.77%	99.54%	96.35%		97.07%
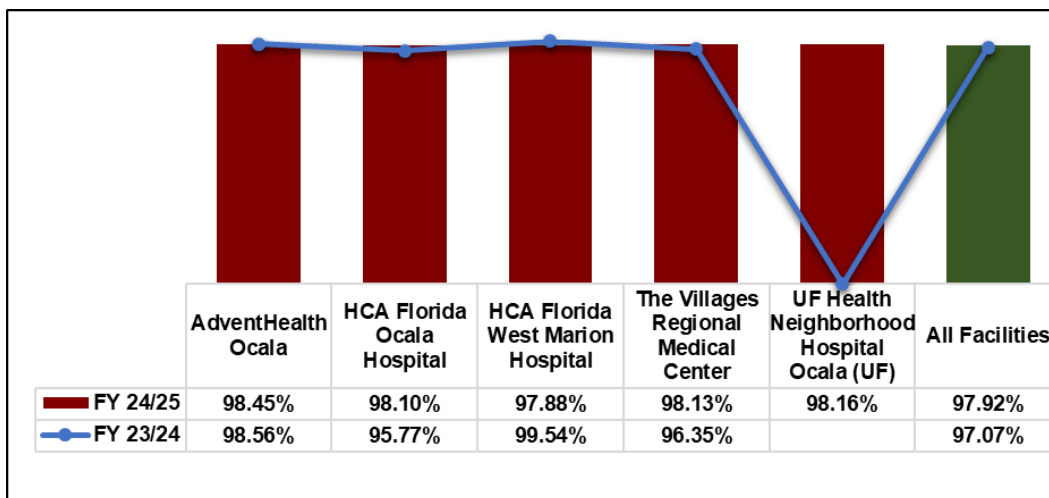
The second performance measure illustrated below provides a total count of hours Marion County Fire Rescue transport units were on bed delay at the hospital (time beyond the target measure of 30 minutes).

Figure 6 Bed Delay Hours

	AdventHealth Ocala	HCA Florida Ocala Hospital	HCA Florida West Marion Hospital	The Villages Regional Medical Center	UF Health Neighborhood Hospital Ocala (UF)	All Facilities
■ FY 24/25	9	15	7	3	1	48
● FY 23/24	6	42	1	26	0	75
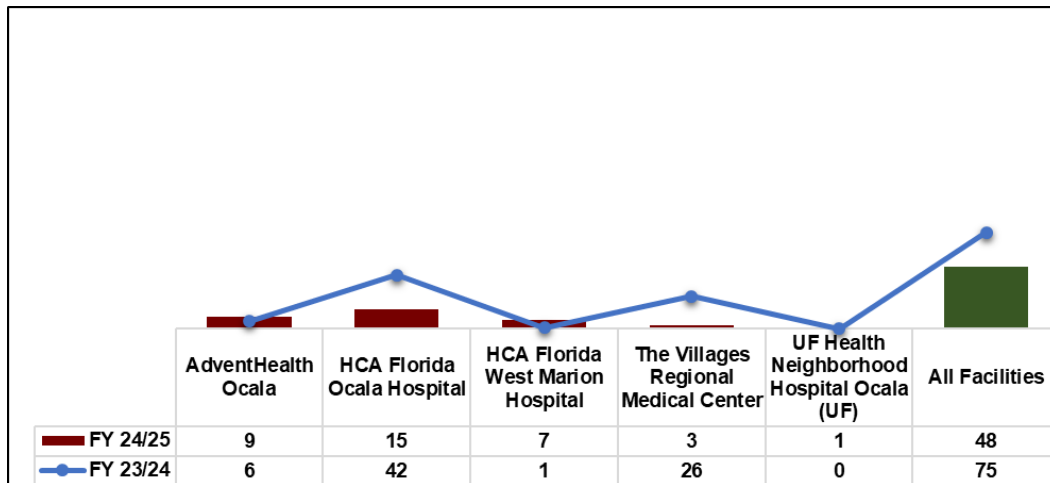
The final performance measure illustrated below provides a total count of hours where receiving hospitals requested transport unit diversion. Diversion occurs when a particular receiving facility encounters a patient surge and they request that patients be transported to other facilities. The destination 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

	AdventHealth Ocala	HCA Florida Ocala Hospital	Villages Regional Hospital	HCA Florida West Marion Hospital	Total
▬ FY 24/25	0:00	0:00	0:00	0:00	0:00
● FY 23/24	0:00	0:00	0:00	0:00	0:00
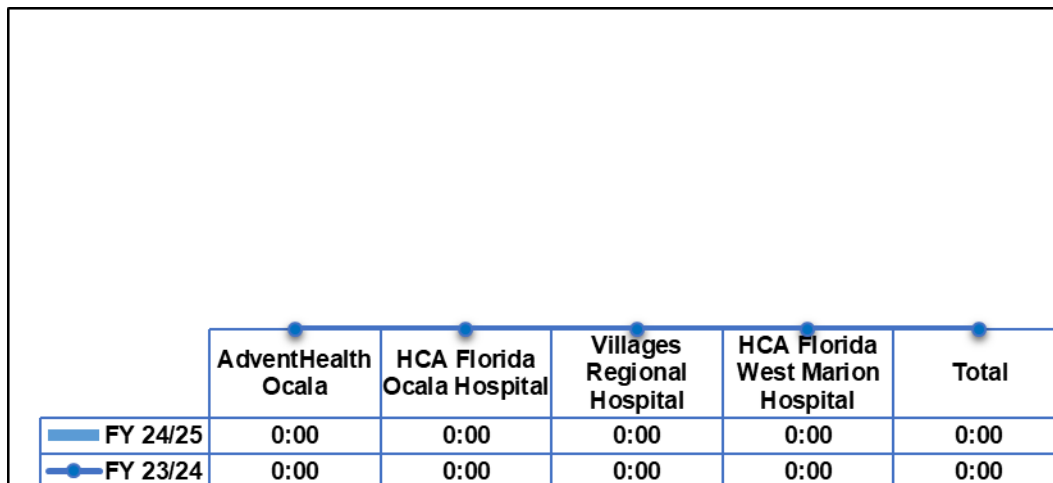
Response Time Performance

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 1,0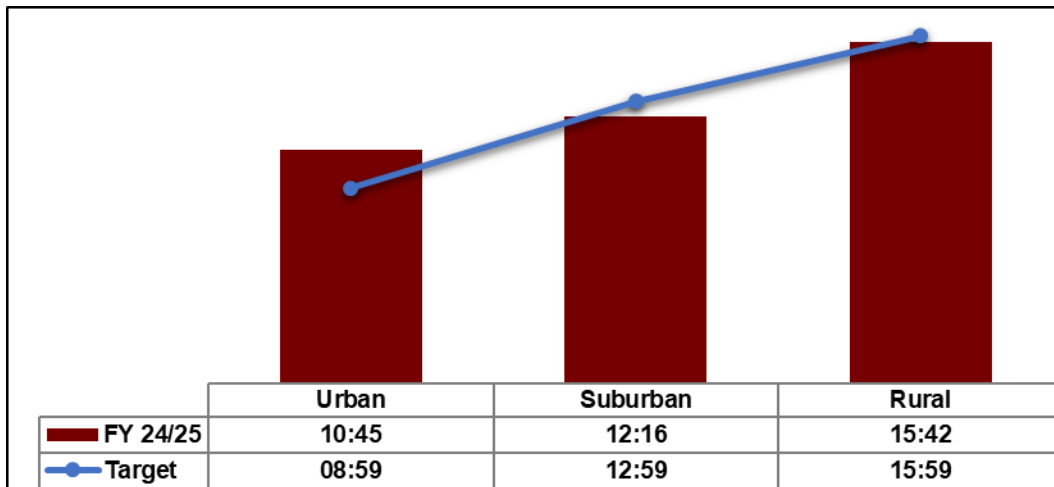00 persons per square mile and rural is less than 500 persons per square mile. The following figure illustrates the performance for the current quarter based on population density.

Figure 8 First Arriving Unit

	Urban	Suburban	Rural
FY 24/25	10:45	12:16	15:42
Target	08:59	12:59	15:59

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

	Ocala	Urban	Suburban	Rural
FY 24/25	12:21	11:38	13:25	18:40
Target	08:59	08:59	12:59	15:59
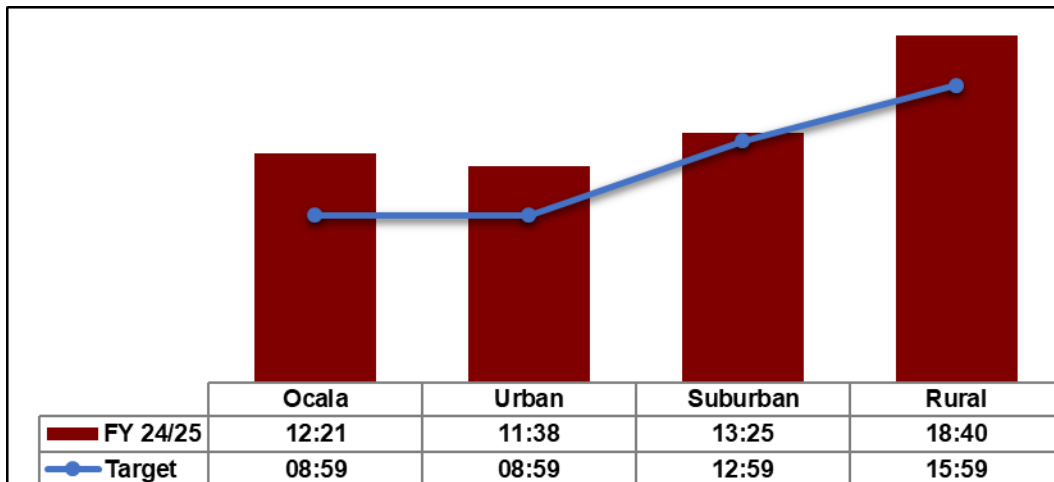
Temporal Analysis of Service Demand

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 Thursdays.

Figure 10 Service Demand by Day of Week

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
■ Percentage	15.06%	14.44%	14.37%	15.16%	14.87%	13.52%	12.57%
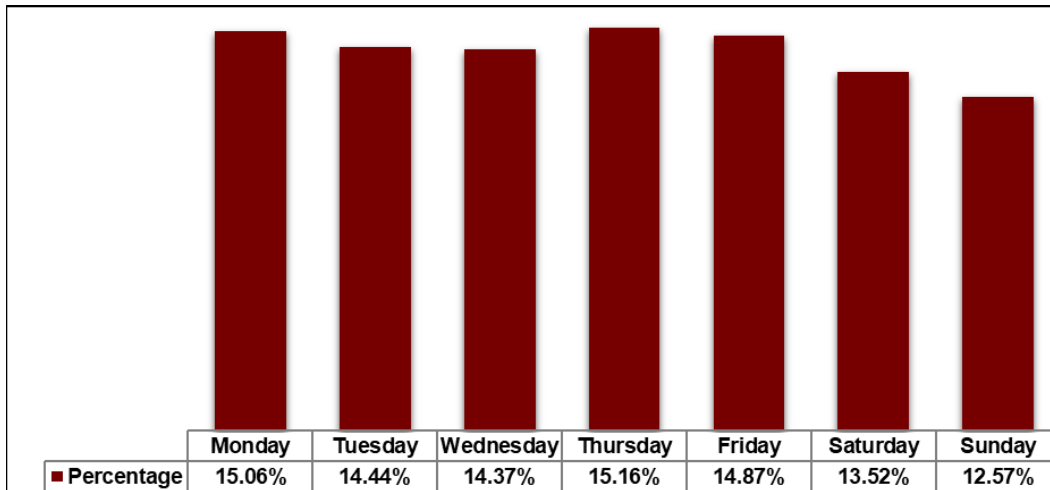
The following figure illustrates the service demand by time of day. As illustrated, the trend for service demand coincides with the movement of the population throughout the day. As the activity of the population increases, so does the demand for service.

Figure 11 Service Demand by Time of Day
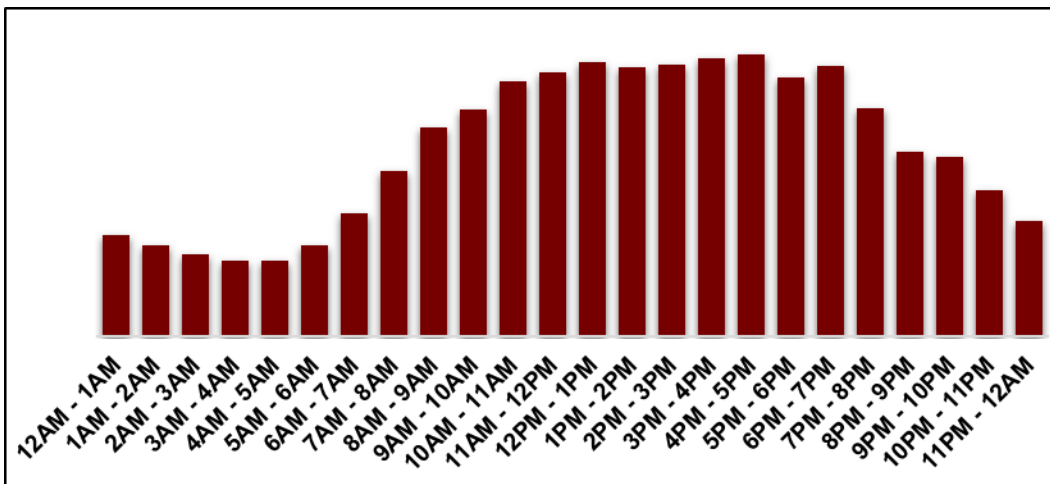
Workload and Concurrency

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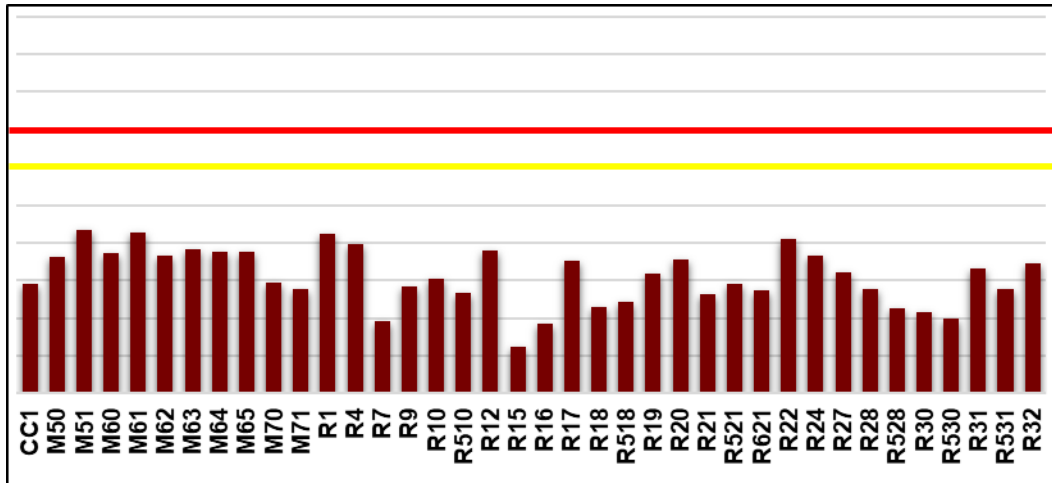
The department's ability to respond to incidents may be impacted by the number of incidents occurring simultaneously. This measure is referred to as call concurrency and is illustrated in the following figure. As concurrency increases, there are fewer units available to respond to additional calls for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

Figure 13 Concurrent Incidents

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20+
Percent	0.5	1.9	4.2	6.2	7.4	8.4	8.8	9.3	10.	9.3	7.9	6.8	5.9	4.3	3.0	2.1	1.4	0.9	0.4	0.4
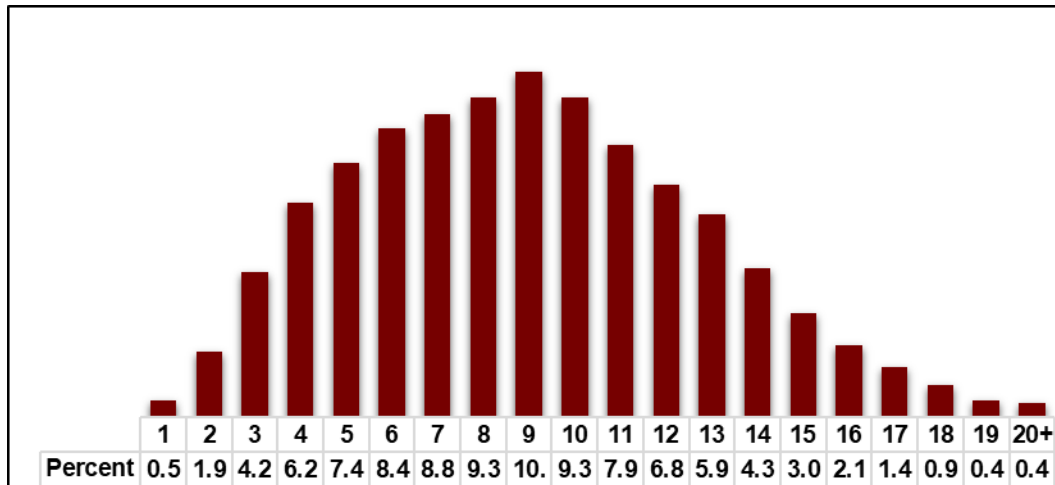
AMBULANCE BILLING

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 first quarter bring the year-to-date total revenues $996,057 lower than the budgeted amount for the fiscal year.

Figure 14 Revenue

	Oct-24	Nov-24	Dec-24	Year to Date
Revenue	$2,031,233	$2,087,143	$1,748,067	$5,866,443
Budgeted	2,287,500	2,287,500	2,287,500	$6,862,500
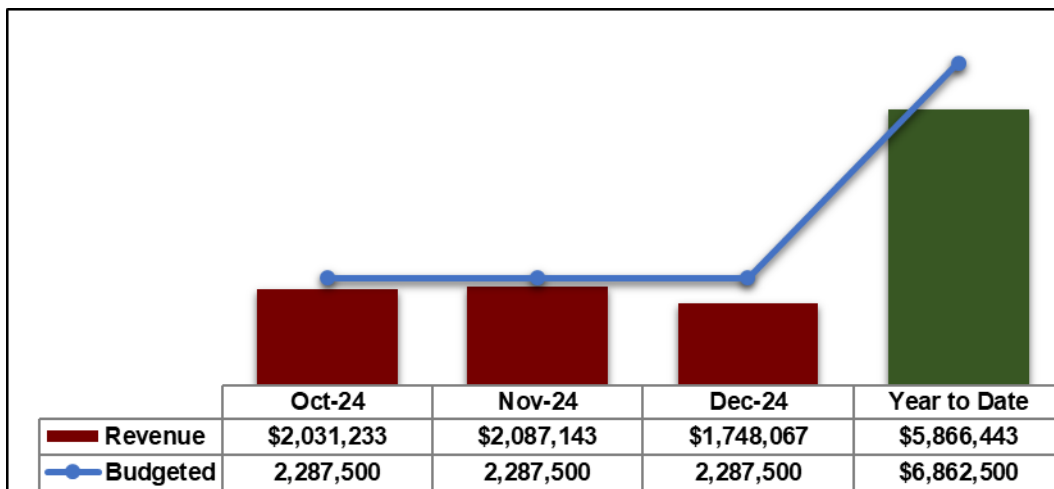
Marion County Fire Rescue Billing staff works with many insurance companies, Medicaid, Medicare, Veterans Administration and others as well as directly billing the patient. This often results in more than one bill sent for each transport until full payment is received, as illustrated in the following figure.

Figure 15 Revenue Received/Bills Sent

	Oct-24	Nov-24	Dec-24
Revenue	$2,031,233	$2,087,143	$1,748,067
Bills Sent	13,609	10,197	10,314
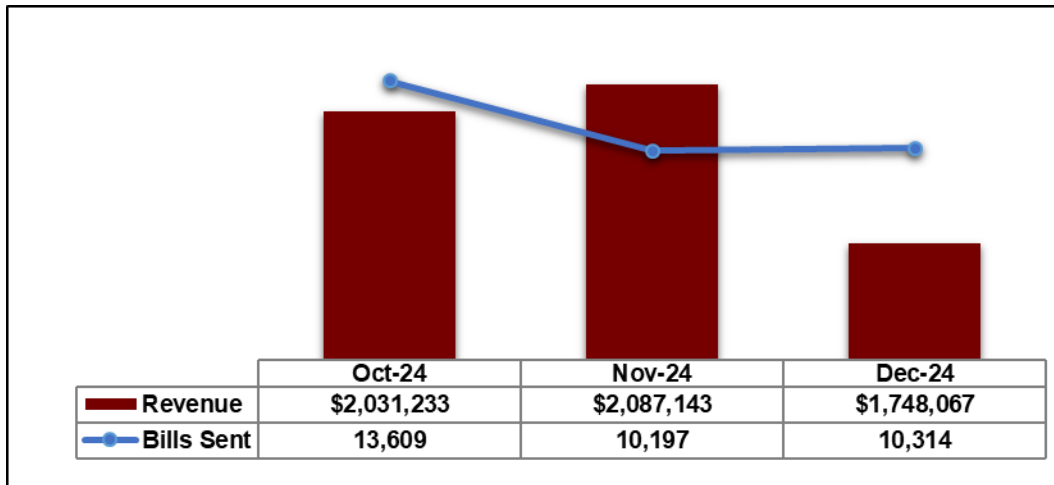
The following figure illustrates the various sources of revenue that account for the total revenue received during the quarter.

Figure 16 Revenue by Payor Type

	Medicare	Medicaid	Insurance	Facility Contract	Bill Patient	Standby Events
Net Revenue	20.60%	0.96%	68.84%	1.62%	7.98%	0.00%
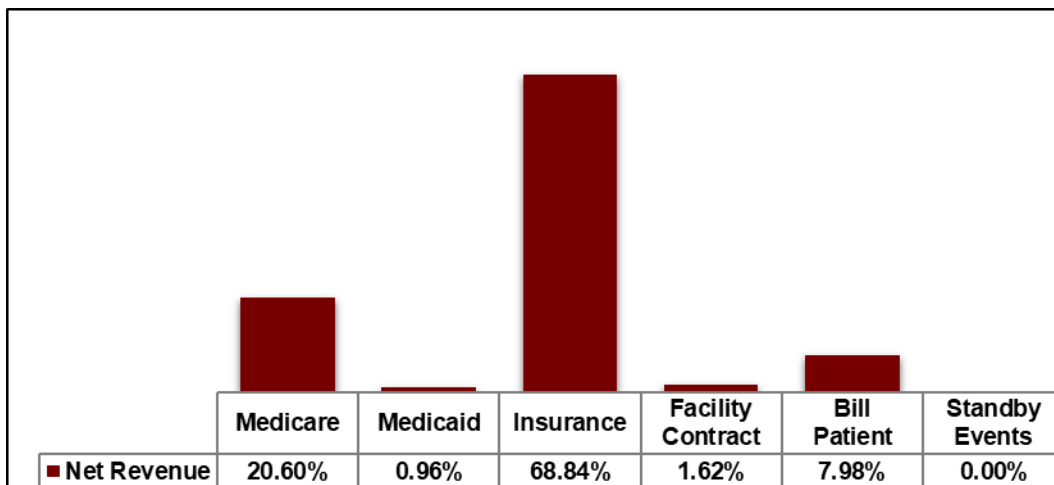
The following figure illustrates the various sources of charges that account for the total bills sent during the quarter.

Figure 17 Charges by Payor Type

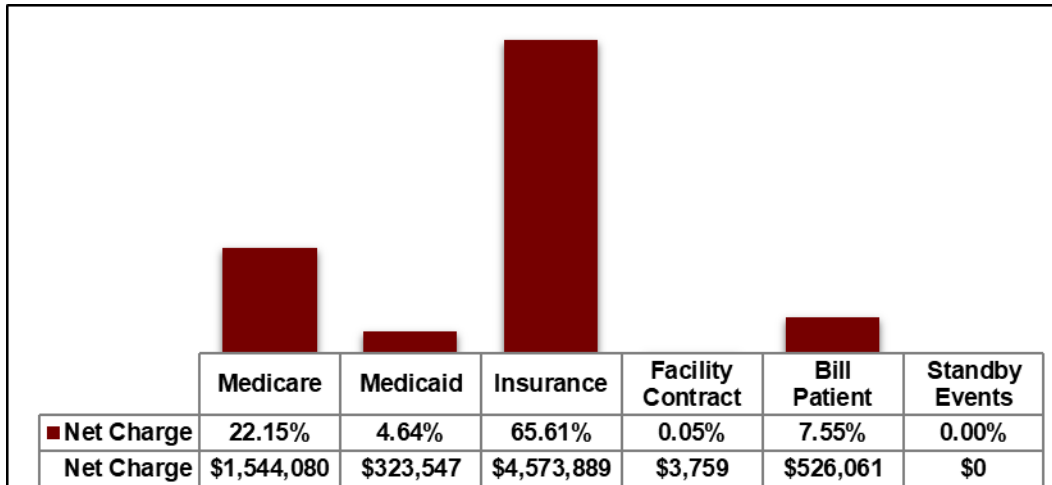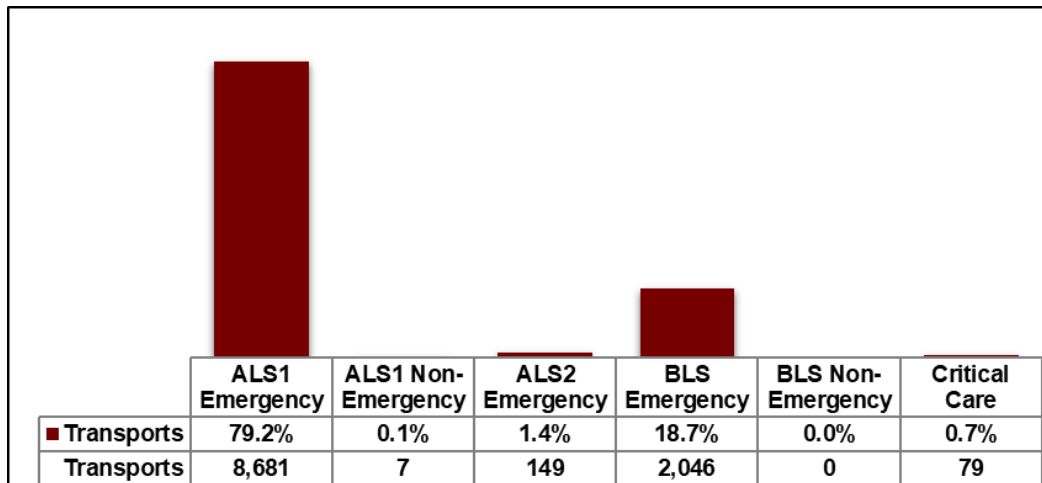|	Medicare	Medicaid	Insurance	Facility Contract	Bill Patient	Standby Events
■ Net Charge	22.15%	4.64%	65.61%	0.05%	7.55%	0.00%
Net Charge	$1,544,080	$323,547	$4,573,889	$3,759	$526,061	$0

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

	ALS1 Emergency	ALS1 Non-Emergency	ALS2 Emergency	BLS Emergency	BLS Non-Emergency	Critical Care
■ Transports	79.2%	0.1%	1.4%	18.7%	0.0%	0.7%
Transports	8,681	7	149	2,046	0	79

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 PENDING

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
10/14/2024	05/01/2023–04/30/2024	$32,077,356	$24,788,625	77.28%
11/07/2024	06/01/2023–05/31/2024	$32,396,660	$24,906,973	76.88%
12/11/2024	07/01/2023–06/30/2024	$32,336,762	$24,941,091	77.13%
			Overall Average	77.10%
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

	Fire Investigation Hours	Fire Inspection	Construction Plan Review
FY 24/25	120	1,357	717
FY 23/24	149	1,514	865
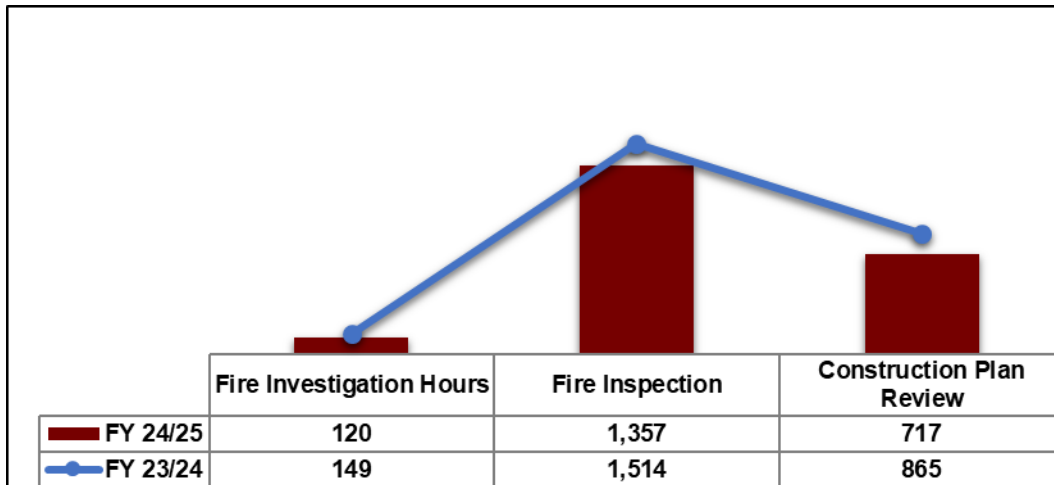
Development

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	• Construction continues on the WEC Event Center. Interior work has begun with expected opening in September 2025. • A new maintenance building is complete at the location. • Final inspections are in progress on a second laundry facility.
Tractor Supply	• Construction continues on a new Tractor Supply in the Ocala National Forest. Construction should be complete in 2025. • Plans are under review for another new location near Highway 27 and Highway 326.
West Shire Village	• Final inspections are complete on approximately 80 buildings. • The location has five more buildings in progress to complete the project.
Marion County Fire Rescue Fire Station Projects	• Final fire inspections are complete for Station 23 Majestic Oaks off SW 49th Avenue Road. • Final inspections are complete for kitchen renovations at Station 22 Rainbow Springs. • Construction continues for the new Station 2 in Citra. • Preliminary inspections for the demolition work are complete for Station 20 Golden Ocala.
Marion County School Board	• Liberty Middle School expansion is complete which will increase student capacity. • Construction continues at Elementary School W with expected occupancy in August 2025. • Ground breaking is complete for a new high school in Marion Oaks with expected completion in 2026. • Plans are approved for a new middle school in Silver Springs Shores.
Multiple Self Storage Centers	• The U-Haul self-storage facility on Highway 200 was completed this quarter. • A new storage facility and an expansion of existing storage facilities are under construction.
Fueling Stations	• Three new fuel stations received final inspections this quarter including WAWA, 7-Eleven, and Happy Dave's store. • Three additional fuel stations are under construction with anticipated final inspections in Spring 2025.

Residential Construction	• Residential construction continues to remain active and strong. • Summerpointe Village is under constriction off Highway 42 with over 500 units. • Auroua Oaks continues construction off SW 60th Avenue with over 300 units. • Belhaven off SE 92nd Street near Belleview is expected to have several hundred homes in multiple phases.
Apartment/ Townhomes	• Pointe Grande Apartments off SW 60th Avenue has completed final inspections on two of the buildings. • Spires Apartments off Highway 27 has completed final inspections on four of the buildings. • Hillpointe near SW Hwy 200/SW Hwy 484 has completed final inspection on three of the buildings.

Fire Inspector Deployment

MCFR fire inspectors were asked to deploy to Pinellas County to support the recovery mission after Hurricanes Helene and Milton. During Hurricane Helene, Fire Prevention Supervisor Nathan Wallace and Fire Inspector Seth Gage deployed with 50 other fire inspectors from across the state. Fire Marshal Ken McCann deployed with the team and served as the Operations Section Chief leading the team of inspectors throughout the municipalities. The fire inspection team conducted damage survey assessments of 1,750 occupancies to help local fire officials prioritize efforts. The goal of the assessments was to identify immediate life safety hazards and help the community businesses reopen safely. This mission was cut short due to the impeding threat of Hurricane Milton.

For Hurricane Milton, Fire Marshal Ken McCann and Fire Prevention Supervisor Nathan Wallace were requested to return to Pinellas County as part of the fire inspection deployment team. Fire Marshal McCann again served in the role as Operations Chief and Fire Prevention Supervisor Nathan Wallace served as an assistant team leader. A team of 26 inspectors conducted over 2,200 field survey damage assessments in just over one week. The information assisted local officials with making critical decisions in the community. Additionally, the fire inspection teams had many positive interactions with the local community providing support and public education.

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.

Fire Prevention was requested to investigate 33 fires in the first quarter of FY 2024/2025. A total of 147 staff hours were spent during the first quarter on fire investigation activities including on-scene investigations, follow ups, court testimony, and report writing.

During this quarter, MCFR fire investigators processed eight incidents involving burn injuries to citizens. The majority of the fires investigated were determined to be accidental in nature. MCFR fire investigators worked four commercial structure fires this quarter. MCFR continues to work closely with all partners and uses investigative findings to guide community risk reduction programs.

Staffing Update

The MCFR Fire Prevention Division is currently advertising to hire a fire inspector. The position replaces a current employee who is transferring to the Operations Division as an EMT trainee. Interviews will be conducted in early 2025 with a goal of having the person on board by March 1, 2025.

Annual Inspection Program

The MCFR Fire Prevention Division continues to develop the annual inspection program. Performing annual inspections allows fire inspectors the opportunity to meet with business owners to assist them in identifying and correcting any deficiencies. This proactive program is intended to provide fire safety guidance and positive public relations. The annual inspection program is assigned to one inspector who is assisted by other inspectors as time allows. For the first quarter of 2024/2025, fire inspectors completed 676 annual inspections. The annual inspections resulted in 299 reinspections to ensure identified concerns were addressed. Currently, 75 locations have open violations which fire inspectors are actively working to assist the owners in coming into compliance with the fire code. The efforts of this program increase safety awareness, reduce risk, and provide public education benefits.

Community Risk Reduction/Public Education

Marion County Community Risk Reduction (CRR) continues to partner with our community to provide educational programs. During this quarter, Community Risk Reduction and Fire Operations were actively involved in teaching children about fire safety. Fire Prevention Month education was delivered to 37 schools reaching over 11,000 children. Additionally, public education programs were provided to many other organizations including churches, daycares, private schools, and others. The goal of Fire Prevention Month is to reach as many individuals as possible to spread the word about fire safety.

Additionally, Fire Prevention continues its partnership with the American Red Cross to install smoke alarms in the community. The Red Cross Sound the Alarm Program is a cooperative effort between Marion County Fire Rescue and the American Red Cross. Agency partners go into communities and install smoke detectors free of charge. A large community event is scheduled in January 2025 with the goal of reaching several hundred citizens. Working smoke detectors significantly increase the chance of survival in the event of a fire.

A few years ago, MCFR partnered with the Marion County Tax Collector to promote fire safety messages. The Marion County Tax Collector has provided space in the annual tax notice for fire prevention safety messages. This partnership allows community risk reduction messages to reach many households throughout the County. Many key points were discussed in the section with a focus of not letting a fire ruin your holidays. MCFR is appreciative of the cooperation and support from the Marion County Tax Collector for this valuable partnership.

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

	Abandonment Rate	Wait Time Less than 10 Seconds
FY 24/25	2.6%	95.0%
Target	6.0%	90.0%
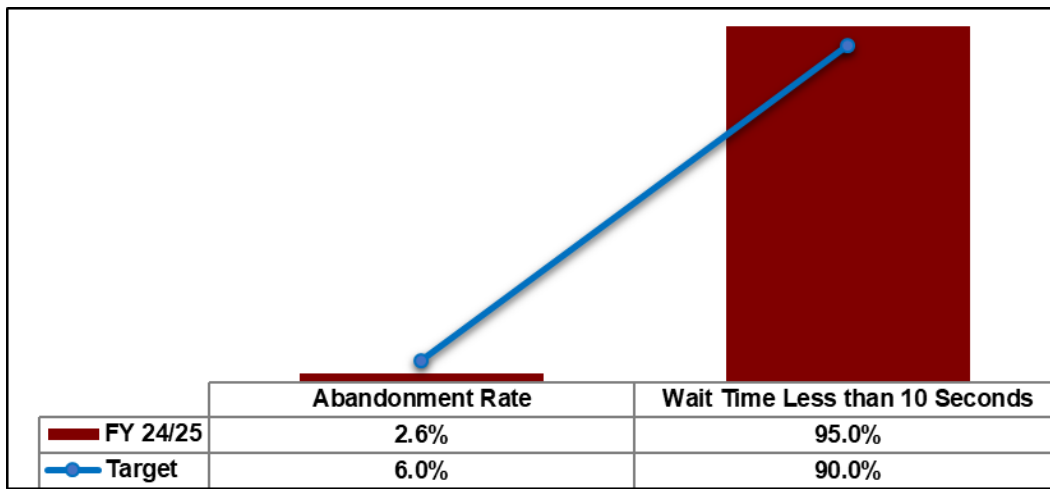
The following figure illustrates the total incoming and outgoing call volume for PSC.

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

|	Emergency Inbound	Routine Inbound	Routine Outbound	Total
FY 24/25	37,020	37,675	25,264	99,959
FY 23/24	39,259	37,677	24,648	101,584
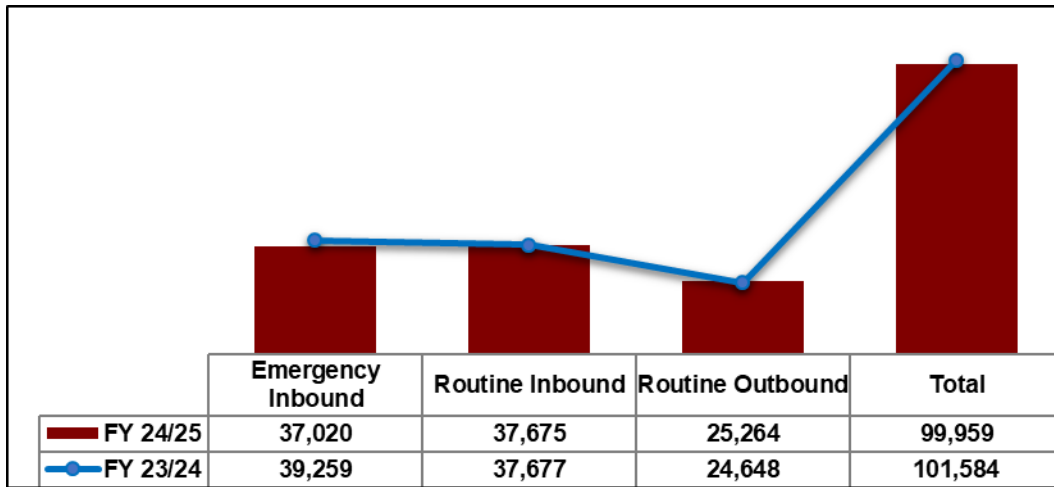
Calls for service (CFS) which are law enforcement related are grouped into two categories; ETC Initiated and Field Initiated and is illustrated in the following figure.

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

	ETC Intiated	Field Initiated	MCSO Total
FY 24/25	46,055	34,773	80,828
FY 23/24	47,426	36,003	83,429
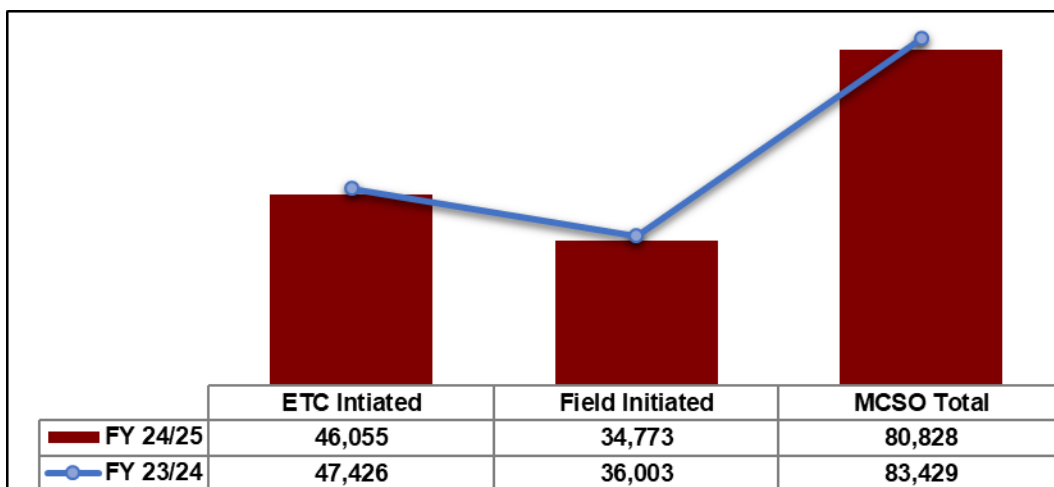
MCFR calls for service are broken down into two types, Fire and Medical. These are the call types within CAD and organized using the call priority, rather than the nature/problem and are illustrated in the following figure.

Figure 26 MCFR Calls for Service

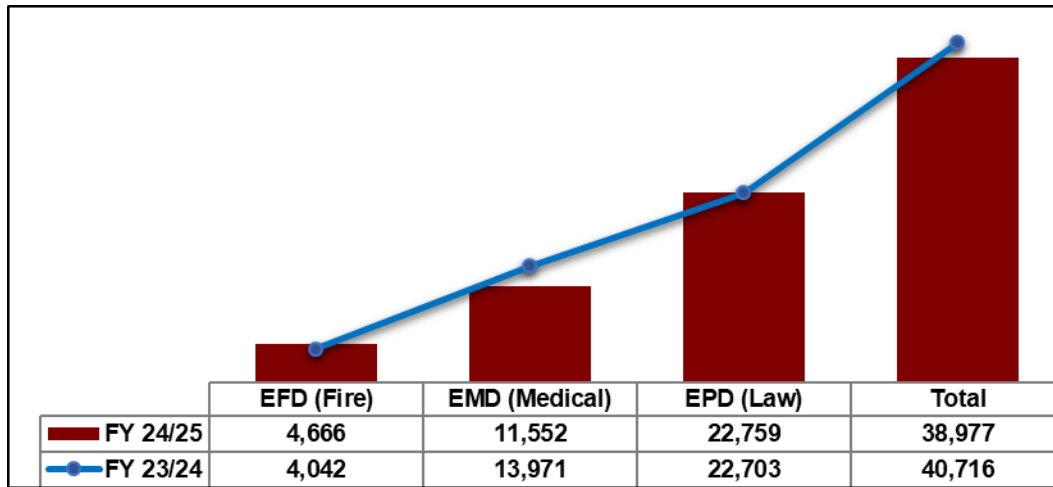|	Fire	Medical	MCFR Total
FY 24/25	4,836	21,705	26,541
FY 23/24	3,875	21,947	25,822
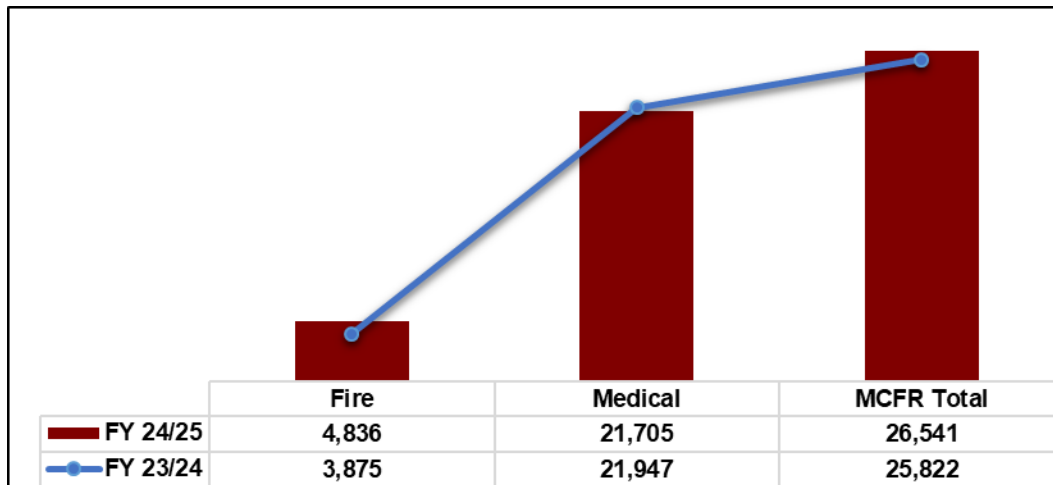
PSC utilizes ProQA software to aid in the call processing, which assists the ETC in collecting vital information for first responders and to aid in providing critical life safety and lifesaving instructions while not delaying the dispatch of first responders. This process also assists in prioritizing 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)

	EFD (Fire)	EMD (Medical)	EPD (Law)	Total
FY 24/25	4,666	11,552	22,759	38,977
FY 23/24	4,042	13,971	22,703	40,716

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**

	EFD (Fire)	EMD (Medical)	EPD (Law)	Total
FY 24/25	183	392	498	1,073
FY 23/24	189	239	271	699
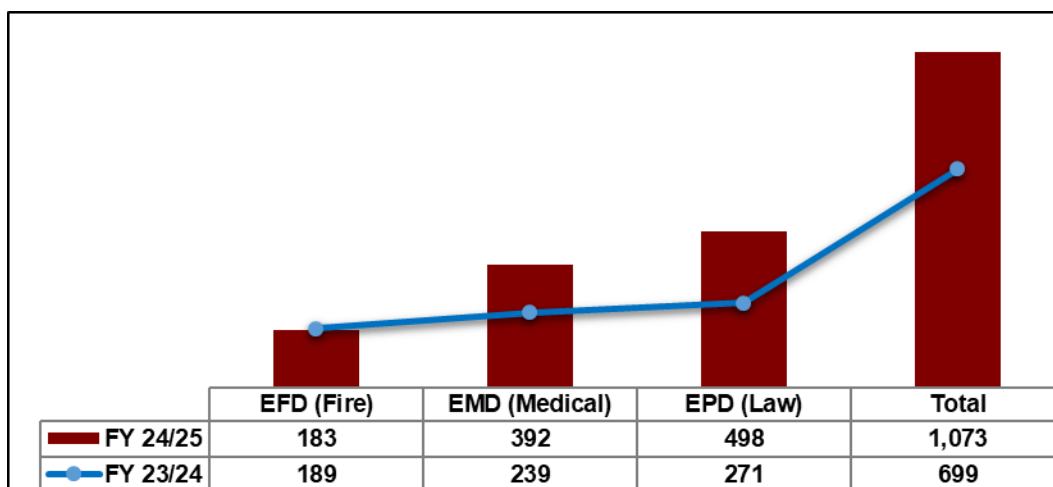
The Marion County 800 MHz Radio System is countywide and used by Marion County Fire Rescue (MCFR), Marion County Sheriff's Office (MCSO), Belleview Police Department (BPD), Dunnellon Police Department (DPD), Marion County General Government Agencies, and Interoperability Partners, which are internal 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)

	MCFR	MCSO	Other
FY 24/25	488,538	777,572	182,102
FY 23/24	452,366	807,277	114,141
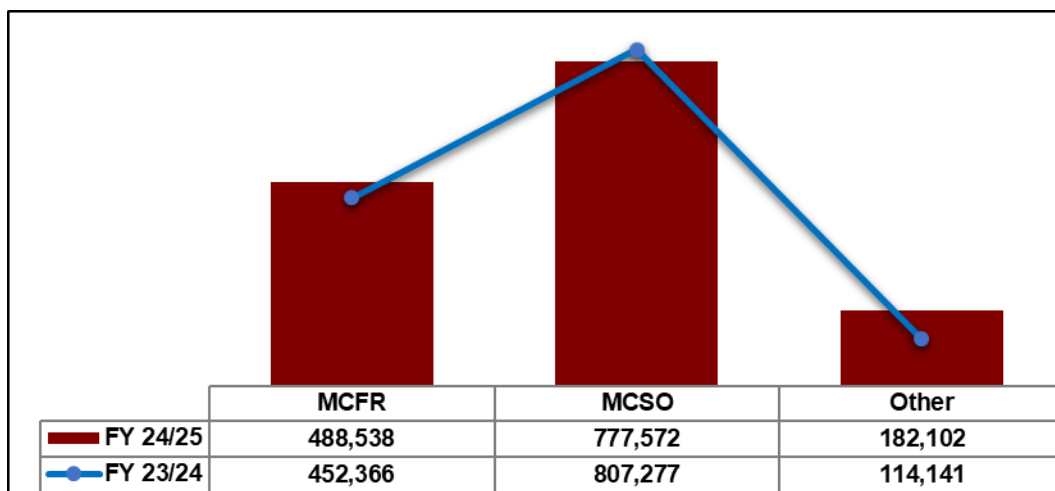
The Marion County 800 MHz Radio Systems shows the total time the radio system is used to voice communicate over the talkgroups on the radio system as illustrated in the following figure.

Figure 30 PSC Push to Talk Hours (By Talkgroup)

	MCFR	MCSO	Other
FY 24/25	577	797	326
FY 23/24	544	829	227