

# ORANGE COUNTY FIRE RESCUE 2017/2018 ANNUAL REPORT

ORANGE COUNTY FIRE RESCUE P.O. BOX 5879, WINTER PARK, FL 32793

[www.ocfrd.com](http://www.ocfrd.com) | @OCFireRescue  



## WELCOME MESSAGE FROM THE CHIEF



Otto Drozd III, EFO, CFO, Fire Chief Orange County Fire Rescue;  
International Association of Fire Chiefs (IAFC) Second Vice President;  
Commission of Fire Accreditation International (CFAI) Commissioner  
Representative: Fire Agencies (serving populations of more than 250,000);  
Florida Fire Chief's Association: Immediate Past President



It is my pleasure to provide you with the *Orange County Fire Rescue Department (OCFRD) Annual Report* for the fiscal year of 2017/2018. It has been an incredible year here at OCFRD, and while this report captures much of what we accomplished, there is so much more to celebrate and much more planned. It is clear that OCFRD has established itself as a world-class fire department.

This year's annual report has been restructured to not only illustrate what was accomplished during fiscal year 2017/2018, but also to highlight past major accomplishments and provide insight as to where we are headed.

Orange County Fire Rescue remains one of the largest fire rescue departments in the state, running nearly 350 calls a day, serving 772 square miles and 834,983 residents, in addition to the 493,150 visitors we may host on any given day. While our focus remains on the daily needs of our community, OCFRD has become an organization that plays a much more intricate role in the community.

In 2016/2017, the men and women of OCFRD obtained an Insurance Service Office (ISO) Class One rating, solidifying Orange County Fire Rescue as one of only four agencies nationwide serving populations greater than 700,000 and to achieve two top accreditations – the Commission on Fire Accreditation International from the Center for Public Safety Excellence (CPSE), and an ISO Class One rating. All 1,325 members of the department played a significant role in attaining these designations. These accomplishments are a testament to the quality of personnel found within our department and their commitment to excellence.

In 2017/2018, the department went through the re-accreditation process with the CPSE. This is yet another example of third-party validation that the department provides the highest possible level of

service. The accreditation process has been paramount in sharpening our focus on continuous improvement.

Another key milestone in our department's history came in 2017/2018 with the opening of Fire Station 67. This momentous occasion was the result of years of data analysis and planning, as well as financial support provided by Orange County Mayor Teresa Jacobs and the entire Orange County Board of County Commissioners' INVEST initiative. With an additional station servicing east Orange County and the University of Central Florida area, travel times and service delivery to these growing communities has greatly improved. While Fire Station 67 is now open, plans for several more new stations to support the rapid growth in other areas of Orange County are underway.

Fiscal year 2017/2018 will be remembered as a year of many firsts. OCFRD expanded its role in the fight against the opioid epidemic. This effort began with a grassroots, door-to-door outreach effort, unlike anything OCFRD had participated in. The effort was in response to what was deemed a public health emergency. In latter 2017/2018, OCFRD became the first fire/EMS department in the state of Florida to launch Project Leave Behind, a program funded by the Florida Department of Children and Families that supplies fire rescue personnel with Narcan to leave behind with the loved ones of patients at high risk of opioid overdose.

This year, we nurtured young programs within OCFRD such as the dive rescue and Unmanned Aerial Vehicle (UAV) teams. Our dive rescue team grew from simply a handful of divers and rescue swimmers, to being one of the largest in the state. Our UAV fleet has grown to include 16 UAVs, multiple pilots and now even new underwater drone technology.

Also leading the way, OCFRD was the first in Central Florida to receive and distribute gear decontamination kits to personnel in the field to help mitigate the potential for exposure to dangerous toxins on the job.

Finally, the health and safety of our firefighters and their families remains paramount. OCFRD continues to go to great lengths to protect its firefighters from dangerous exposures known to cause cancer. While we have implemented several new policies, explored new tools and technologies, we continue to re-evaluate how we think and approach firefighter safety, all the way down to the design of our fire stations, our gear, apparatus, and even the placement of household items in stations. Clean is the new badge of honor. OCFRD is committed to not just meeting, but also exceeding the standard in terms of protecting its men and women. And while cancer in the fire service is at the forefront of our mind, so is protecting our firefighter's mental health, including addressing and treating more silent threats, like post-traumatic stress disorder.

I simply could not be more proud to serve the Orange County Fire Rescue Department, and to lead this incredible team of dedicated men and women. As we reflect on the accomplishments of 2017/2018, no doubt we are focused on what is yet to come for this organization and the incredible community that we serve.



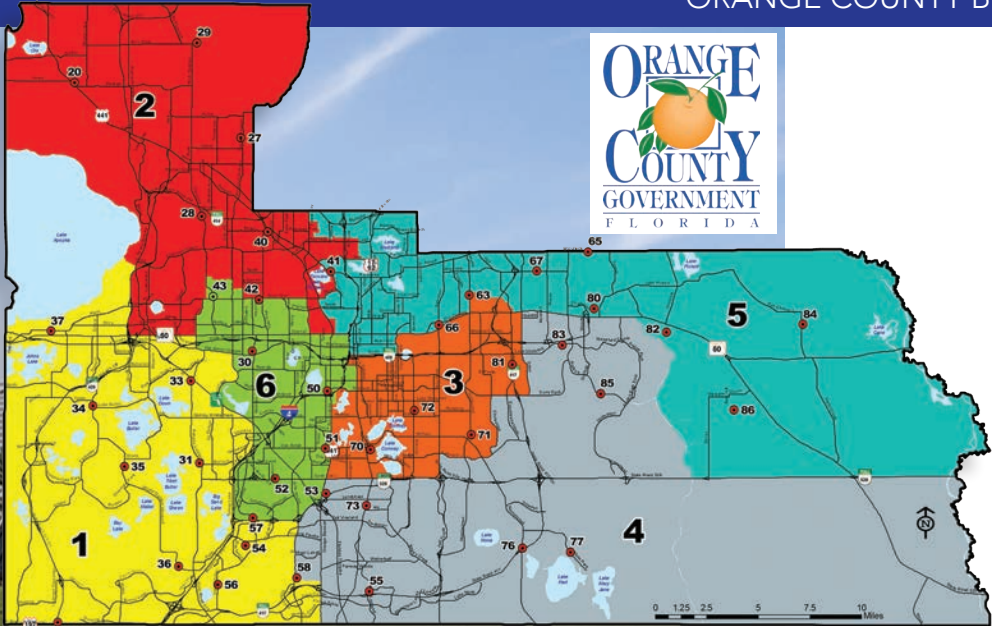
Otto Drozd III, EFO, CFO, Fire Chief Orange County Fire Rescue

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ORANGE COUNTY BOARD OF COUNTY COMMISSIONERS



Teresa Jacobs  
ORANGE COUNTY MAYOR



Betsy VanderLey  
DISTRICT 1



Rod A. Love  
DISTRICT 2



Pete Clarke  
DISTRICT 3



Jennifer Thompson  
DISTRICT 4



Emily Bonilla  
DISTRICT 5



Victoria P. Siplin  
DISTRICT 6

# ORANGE COUNTY AT A GLANCE

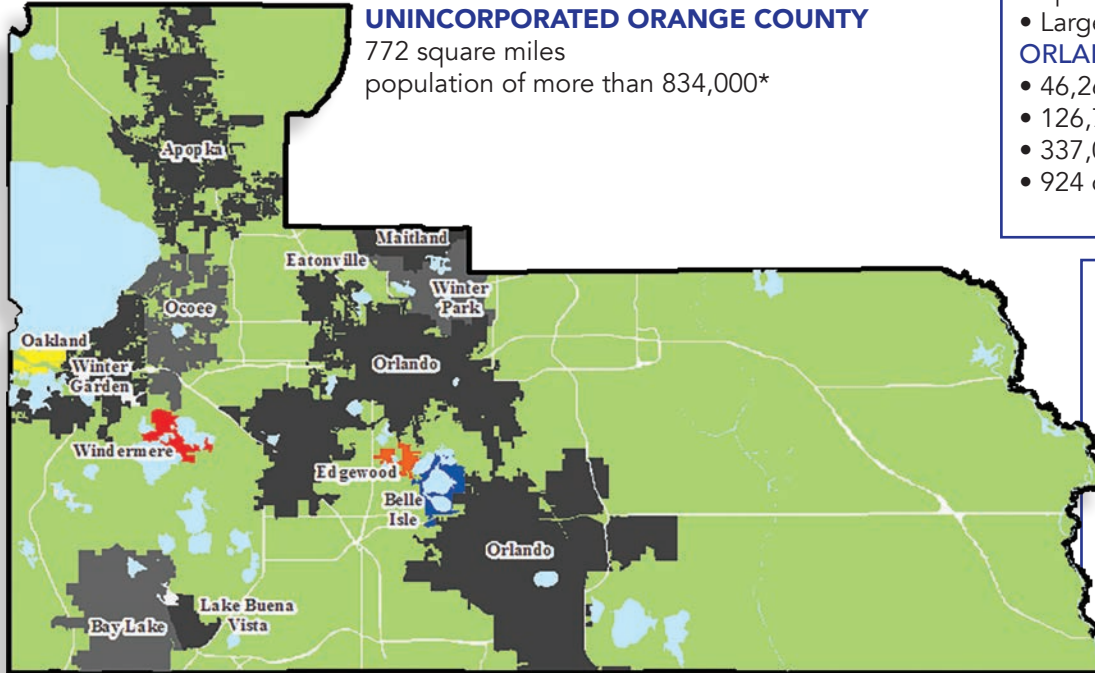
## ORANGE COUNTY

1,003 square miles  
population of 1.3M\*

\*U.S. CENSUS BUREAU

## UNINCORPORATED ORANGE COUNTY

772 square miles  
population of more than 834,000\*



## ORANGE COUNTY CONVENTION CENTER

- 7 million square feet (2nd largest convention center in United States)
- 200+ events annually, 1.4M attendees

## UNIVERSITY OF CENTRAL FLORIDA

- Spans more than 1,415 acres
- Largest university by enrollment

## ORLANDO INTERNATIONAL AIRPORT

- 46,261,000 annual passengers
- 126,743 daily passengers
- 337,000 annual arrivals/departures
- 924 daily annual arrivals/departures

Home to seven of the top 11 **Theme Parks** in North America (by attendance)\* (2017 TEA/AECOM Theme Index attendance report)

- Walt Disney World Magic Kingdom (20.4M+)
- Disney's Animal Kingdom (12.5M+)Epcot (12.2M+)
- Universal Studios Florida (10.1M+)
- Islands of Adventure (9.5M+)
- Sea World Orlando (3.9m+)

**CONTRACT SERVICE AREAS**

**BELLE ISLE**

5.1 square miles in size  
population: more than 5,900\*

**EDGEWOOD**

1.5 square miles in size  
population: more than 2,600\*

**OAKLAND**

2.1 square miles in size  
population: more than 2,600\*

\*U.S. CENSUS BUREAU

**SPECIALTY ATTRACTIONS**

**ICON ORLANDO 360**

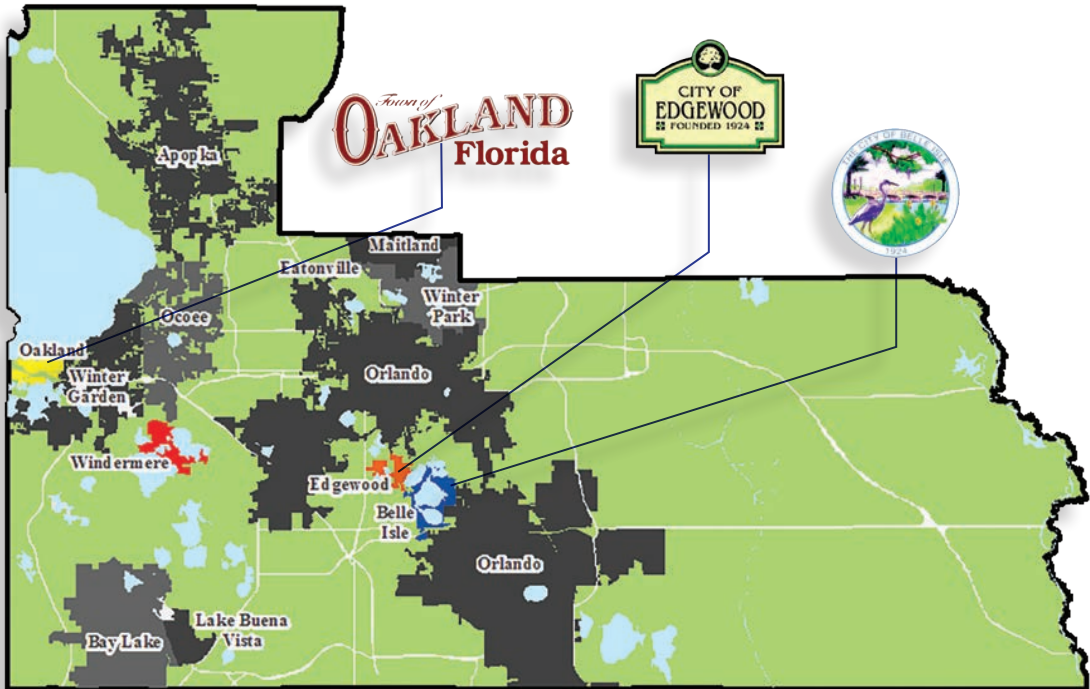
- Tallest observation wheel on the United States East Coast
- 400 feet tall with 30 capsules

**ORLANDO STARFLYER**

- World's tallest swing ride standing at 450 feet

**SEAWORLD SKYTOWER**

- Tallest observation tower in Florida
- 400 feet tall

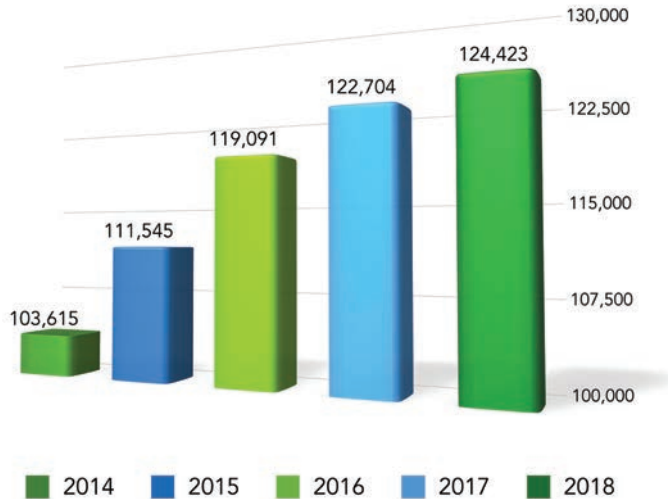


**TOTAL ORANGE COUNTY COVERAGE**

780 square miles  
population of more than 845,000\*

\*U.S. CENSUS BUREAU

TOTAL OCFRD CALLS FOR SERVICE



**124,423**  
TOTAL CALLS FOR SERVICE\*

**4.6%**  
INCREASE FROM 2017

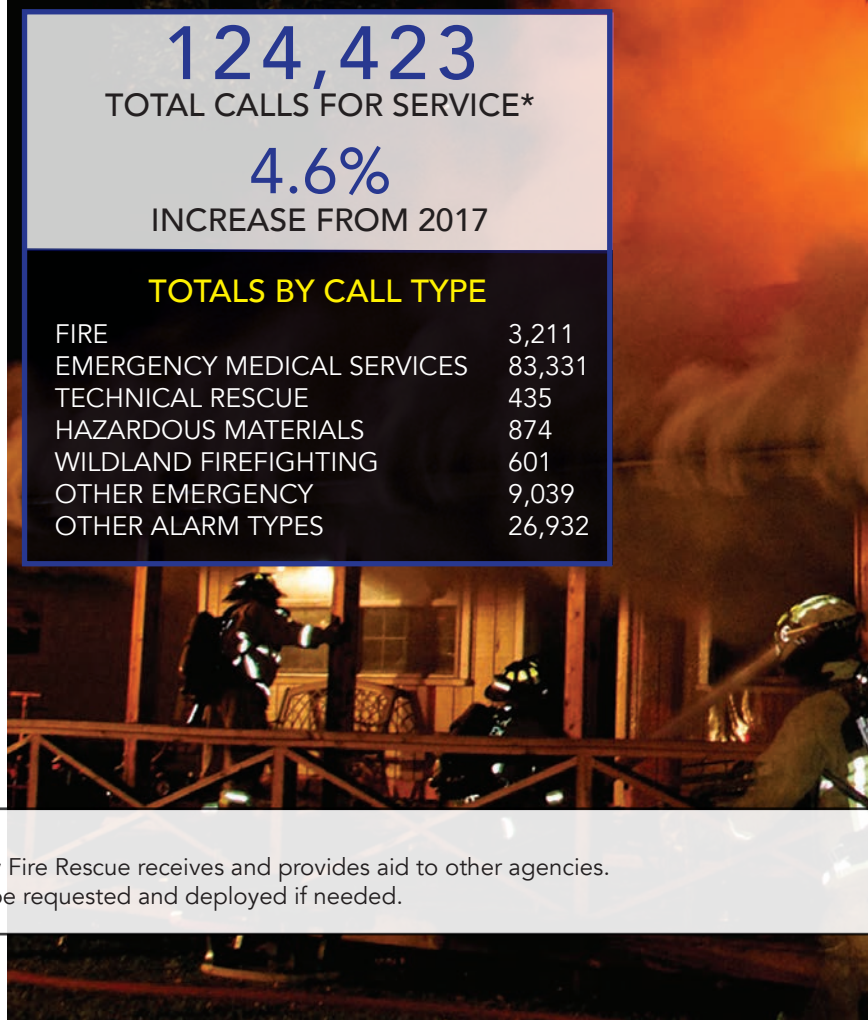
**TOTALS BY CALL TYPE**

|                            |        |
|----------------------------|--------|
| FIRE                       | 3,211  |
| EMERGENCY MEDICAL SERVICES | 83,331 |
| TECHNICAL RESCUE           | 435    |
| HAZARDOUS MATERIALS        | 874    |
| WILDLAND FIREFIGHTING      | 601    |
| OTHER EMERGENCY            | 9,039  |
| OTHER ALARM TYPES          | 26,932 |

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

**FIRE FACT:**

Through automatic and mutual aid agreements, Orange County Fire Rescue receives and provides aid to other agencies. These agreements ensure emergency resources can efficiently be requested and deployed if needed.





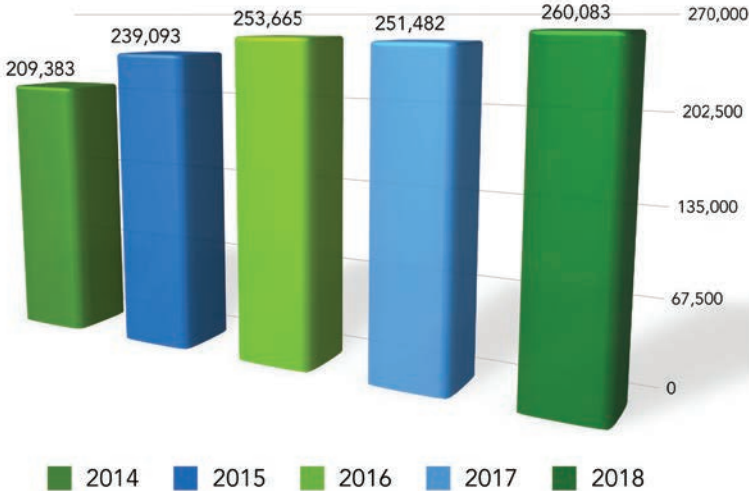


**260,083**  
TOTAL UNIT RESPONSES\*

FIRE FACT:

One of the ways Orange County Fire Rescue works to minimize response times is by Automatic Vehicle Location (AVL). Vehicle positions are monitored using Global Positioning Satellites (GPS) to dispatch the closest units to emergencies.

TOTAL OCFRD UNIT RESPONSES



\*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.

## OUR LEADERSHIP VALUES AND PRINCIPLES

### DUTY

We respond when called upon to assist our community in its time of need. We demonstrate self-discipline even when no one is listening or watching.

### RESPECT

We hold life in the highest regard. We treat all citizens and colleagues with dignity and respect, and are fair and impartial as we perform our duties. We openly and effectively communicate with the public and each other by sharing information and soliciting feedback to accomplish the department's vision and mission.

### INTEGRITY

We recognize the complexity of public safety and exercise discretion in ways that are beyond reproach and worthy of public trust. We value honesty and truthfulness.

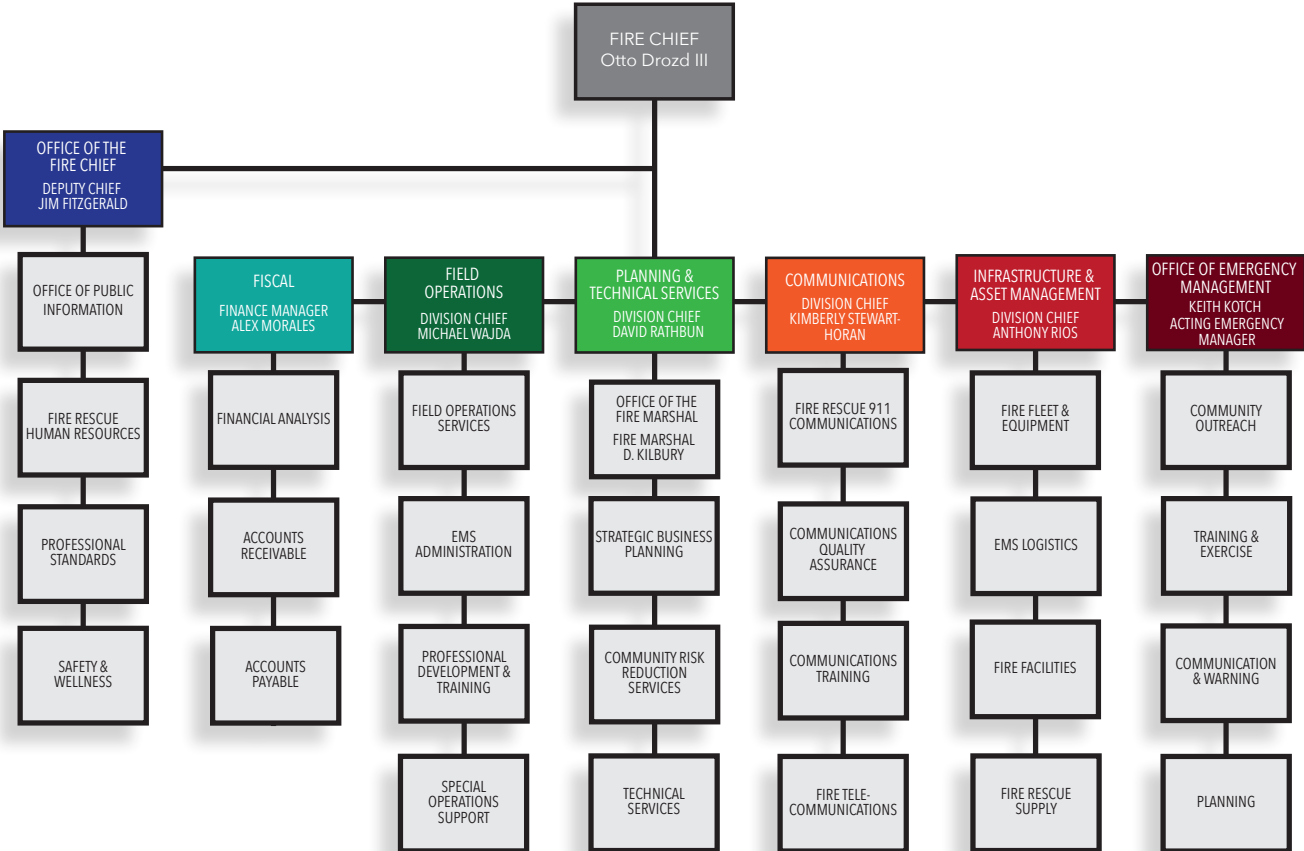


### MISSION STATEMENT

We exist to provide life-saving and property protection delivered with compassion, respect and integrity so that our community and visitors can enjoy a high quality of life.

#### FIRE FACT:

The Orange County Fire Rescue motto is, *"Serving you when it matters most."*



## OFFICE OF THE FIRE CHIEF



Jim Fitzgerald  
Deputy Chief

The purpose of the Office of the Fire Chief Division is to provide community outreach and leadership services to the residents and guests of Orange County so they can experience a high quality of life and leisure in an emergency resilient community through the dedicated and values-driven men and women of Orange County Fire Rescue. The division also provides oversight to the Office of Public Information, Professional Standards, Safety & Wellness, and Fire Rescue Human Resources.

**90.2%**  
OF CITIZEN INQUIRES  
RESPONDED TO  
WITHIN 24 HOURS



Orange County Fire Rescue's Honor Guard team was awarded "2018 Best Dressed Public Safety Department" in the First Responders, Large Department category by the North American Association of Uniform Manufacturers & Distributors

United  
Way



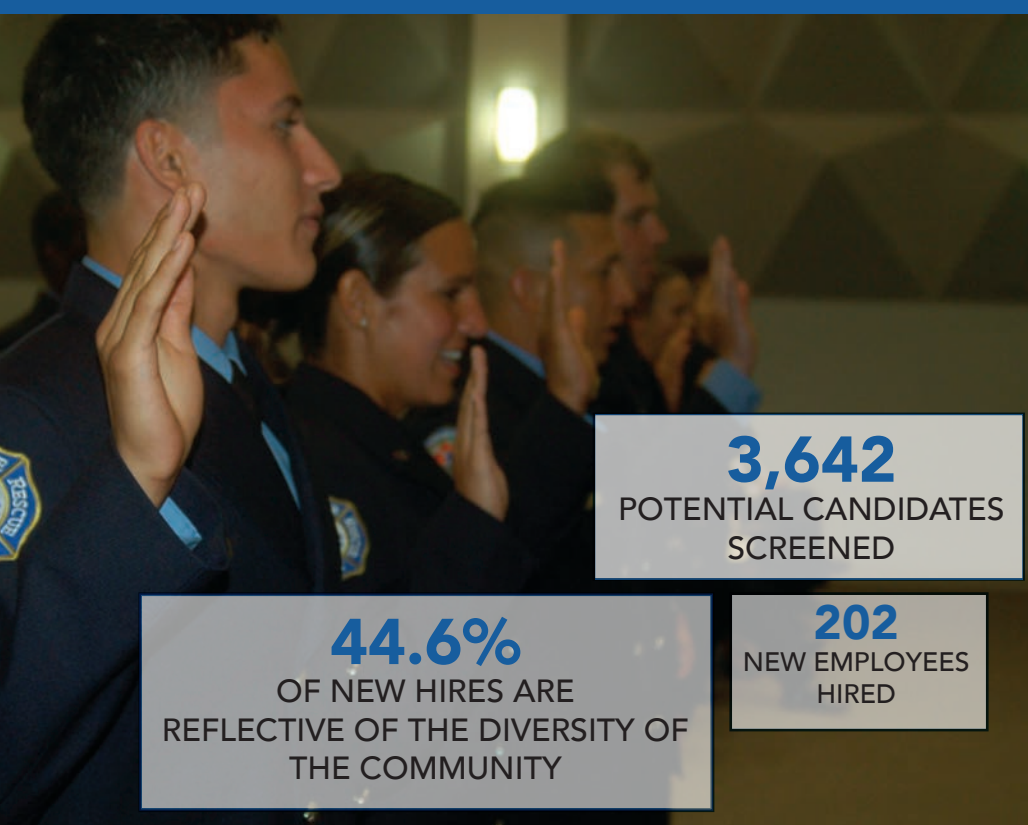
Heart of Florida United Way

Through multiple initiatives and events, Orange County Fire Rescue has collected more than **\$67,000** in support of Heart of Florida United Way.



### FIRE FACT:

Orange County Fire Rescue utilizes a DriveCam program in the vehicle fleet to identify unsafe driving behaviors, coach drivers to improve and reduce risk.



**3,642**  
POTENTIAL CANDIDATES  
SCREENED

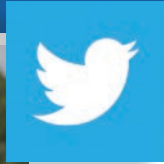
**44.6%**  
OF NEW HIRES ARE  
REFLECTIVE OF THE DIVERSITY OF  
THE COMMUNITY

**202**  
NEW EMPLOYEES  
HIRED

Through the Staffing for Adequate Fire and Emergency Response (SAFER) Grant program, Orange County Fire Rescue received **\$5,312,891** for hiring new firefighters to increase the number of front-line staffing.

FIRE FACT:

Orange County Fire Rescue's Recruitment Office is committed to fostering an inclusive recruitment program for motivated individuals who are physically fit and possess good moral character. Orange County Fire Rescue strives to have our workforce reflect the diversity of the community we serve. For more information, visit <http://www.ocfl.net/careers>.



**3,569**  
PUBLIC RECORDS  
REQUESTS RECEIVED

**96.3%**  
REQUESTS SATISFIED WITHIN  
14 CALENDAR DAYS

**2,300**  
MEDIA INQUIRIES

**2.4M+**  
SOCIAL MEDIA  
IMPRESSIONS

**FIRE FACT:**

Orange County Fire Rescue can provide individuals with Fire reports, EMS/Medical transport reports, OCFRD standard public records and reports, and 911 calls dispatched to OCFRD which are retained up to one year from date received. Public record requests can be submitted through the Orange County Public Record Unit by emailing [PublicRecordRequest@ocfl.net](mailto:PublicRecordRequest@ocfl.net).

28

Critical Incident Stress Management (CISM) Call-outs Completed



Cancer has quickly become the leading cause of firefighter line-of-duty-deaths according to a recent NIOSH study. The Safety and Wellness Section is leading the initiative to institute our Gross Decontamination Process. This initiative included conducting department-wide training. The decon process focuses on reducing our members' exposure to the carcinogens encountered in IDLH environments. Decontamination kits will be placed on front-run suppression units.

Since the Stryker Power Load System and training roll out, Orange County Fire Rescue had a 71% reduction in stretcher related injuries over this fiscal year.



SAFETY & WELLNESS  
DELIVERED  
**230 CLASSES TO  
3,442 PARTICIPANTS**  
BY **61 PEER  
FITNESS TRAINERS**

FIRE FACT:

Several national studies have shown that firefighters, dispatchers and other public safety personnel are not immune to the effects of PTSD. One study found that approximately 20% of all emergency service workers had signs and symptoms that were consistent with Post Traumatic Stress Disorder (PTSD).

## FISCAL



Alex Morales  
Division Manager

The Fiscal & Operational Support Division ensures compliance of all fiscal, procurement and organizational regulations as they pertain to the finances of the Fire Rescue Department. It assists Division Managers in planning, developing, and monitoring their operational and capital budgets, and facilitates the expenditures of the Fire Rescue Department. It also acts as a liaison with the Comptroller's Office, the Office of Management and Budget, and the Procurement Division of Orange County Government.

FIRE RESCUE IS THE  
RECIPIENT OF THE 2015-2016  
STAFFING FOR ADEQUATE  
FIRE & EMERGENCY  
RESPONSE (SAFER) GRANT.



FISCAL PROCESSED

**60,000+**

EMS TRANSPORT BILLING  
COLLECTIONS RESULTING IN

**\$18 MILLION+**

IN COLLECTED REVENUE

### FIRE FACT:

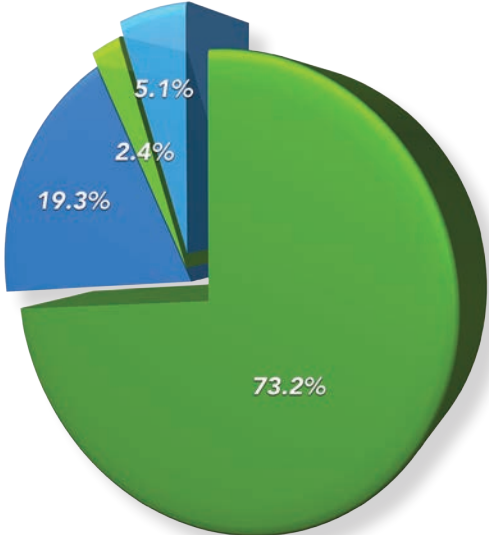
Orange County Fire Rescue is primarily funded by ad valorem taxes, EMS billing and fees for services.





**\$175,620,322**  
TOTAL EXPENDED  
DOLLARS MANAGED

TOTAL DOLLARS EXPENDED



|                     |               |       |
|---------------------|---------------|-------|
| ● PERSONAL SERVICES | \$128,570,424 | 73.2% |
| ● OPERATING         | \$33,929,486  | 19.3% |
| ● CAPITAL           | \$4,128,187   | 2.4%  |
| ● CIP               | \$8,992,225   | 5.1%  |

FIRE FACT:

Orange County Fire Rescue is the recipient of \$30M INVEST in Our Home For Life initiative.

## OPERATIONS

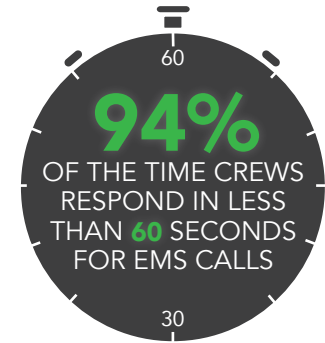


Michael Wajda  
Division Chief

The Operations Division responds to emergency calls with personnel who are trained both as firefighters and Paramedics/Emergency Medical Technicians (EMTs). The division provides primary patient transportation throughout Orange County. The division has mutual aid agreements and/or first response arrangements with other municipalities. Operations is also responsible for conducting both certified and non-certified recruit training and is responsible for the training of all field personnel — from orientation through probationary status to ongoing career training and officer development.

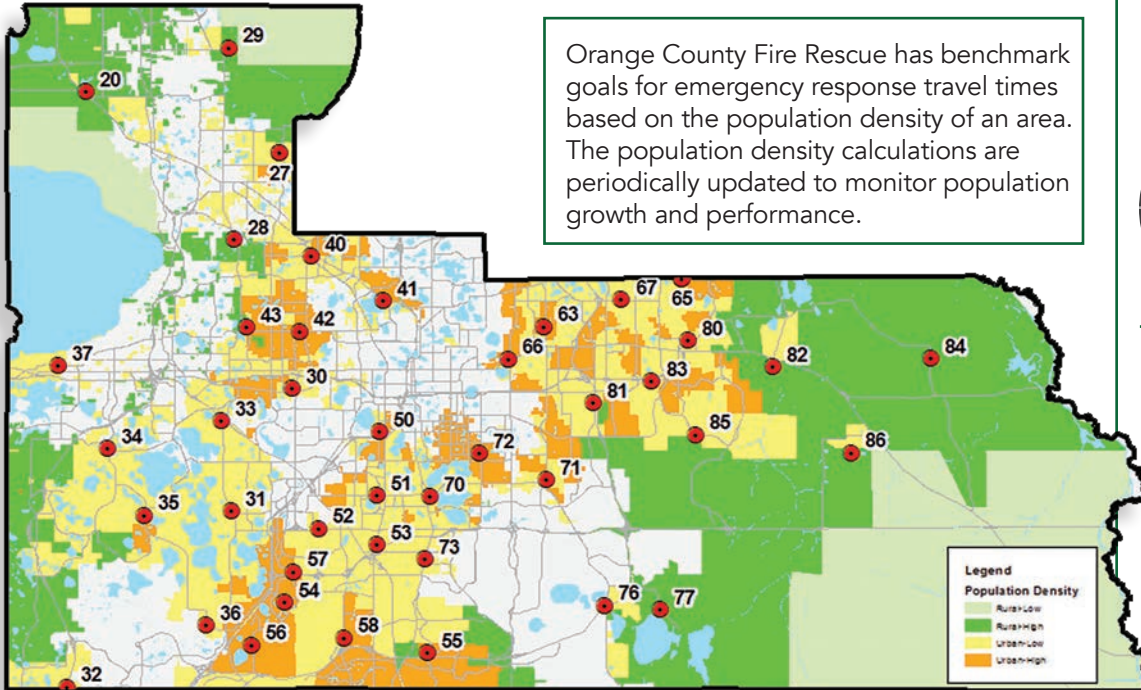


### EMERGENCY TURNOUT TIMES



#### FIRE FACT:

National Fire Protection Association Standard 1710 sets benchmarks for emergency response turnout times. Emergency Medical Service responses are 60 seconds and 80 seconds for fire and special operations responses.

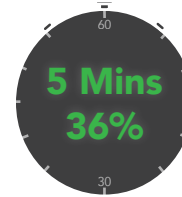


Orange County Fire Rescue has benchmark goals for emergency response travel times based on the population density of an area. The population density calculations are periodically updated to monitor population growth and performance.

EMERGENCY TRAVEL TIMES  
BENCHMARKS &  
PERFORMANCE

URBAN

HIGH DENSITY



LOW DENSITY



RURAL

HIGH DENSITY



LOW DENSITY





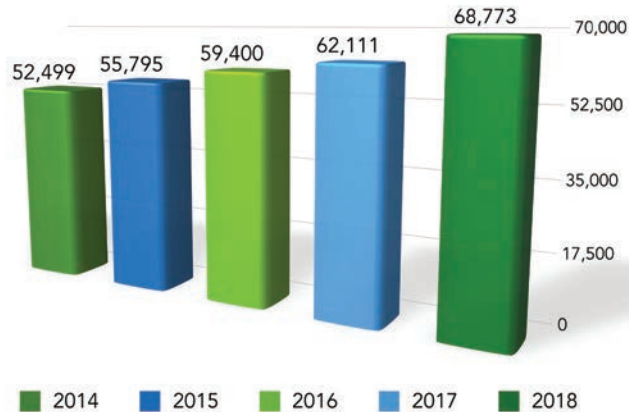
One of the ways Orange County Fire Rescue reduces employee and patient exposure to dangerous pathogens is by using aeroclave units that utilize an EPA-approved hospital disinfectant to decontaminate rooms, vehicles and equipment as an adjunct to gross decontamination.

ORANGE COUNTY FIRE RESCUE  
GAINED **78** PARAMEDICS,  
A **21%** INCREASE OVER LAST  
FISCAL YEAR

**68,773**  
EMERGENCY MEDICAL  
TRANSPORTS  
**10.7%**  
INCREASE OVER LAST  
FISCAL YEAR



TOTAL OCFRD TRANSPORTS



FIRE FACT:

All Orange County Fire Stations have special containers to safely dispose of used needles. You can also pick up a sharps box for your personal use. This service is free.

## PROFESSIONAL DEVELOPMENT & TRAINING

PROFESSIONAL DEVELOPMENT &  
TRAINING CONDUCTED **6**  
MULTI-COMPANY DRILLS

**48** ACLS CLASSES FOR  
**231** PARAMEDICS

HELD **2**  
**4-WEEK**  
LT ACADEMIES

**427,000+**  
HOURS OF TRAINING COMPLETED  
THROUGHOUT THE DEPARTMENT

### SUCCESSFUL DRIVER CHECK-OFFS

|                    |     |
|--------------------|-----|
| AIR LIGHT .....    | 9   |
| ENGINE .....       | 22  |
| REHAB .....        | 3   |
| RESCUE .....       | 121 |
| TANKER .....       | 10  |
| VACUUM TANKER..... | 4   |
| WOODS .....        | 22  |



### FIRE FACT:

In 2018, 118 new personnel trained in the Recruit Firefighter Orientation Academy. During orientation, our new firefighters polish their skills before they are released to field operations.

## SPECIAL OPERATIONS SUPPORT

Our Special Operations Program includes 322 members with advanced training in mitigating incidents involving hazardous materials, technical and dive rescues. For the 2017-2018 fiscal year, Orange County had 61 Squad Technicians, 222 Truck Technicians, 35 Rescue Climbers and 145 Rescue Divers. Each year our Special Operations Program devotes 20,727 training hours to maintain certifications and certify new technicians.



# SPRAT®

Society of Professional Rope Access Technicians

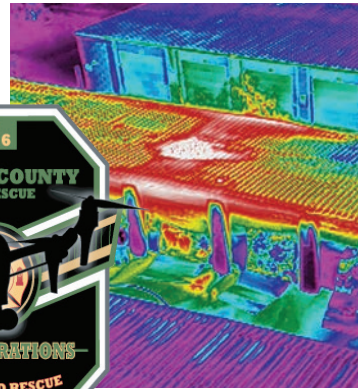
The Rescue Climber Team is certified by the Society of Professional Rope Access Technicians (SPRAT) and provides public safety services to the residents and guests of Orange County at our attractions and unique structures.

### FIRE FACT:

Orange County Fire Rescue has expanded the Rescue Dive Program with 147 certified divers and 425 Rescue Swimmers to provide specialized Self-Contained Underwater Breathing Apparatus (SCUBA) Divers to nine (9) units covering approximately 88 square miles of water in Orange County.



Orange County Fire Rescue is home to one of the largest fleets of Unmanned Aircraft System (UAS) programs related to public safety agencies in the United States. The program has eight pilots, all of whom are FAA 107 certified. Orange County Fire Rescue's UAS Program fleet consists of 16 UAVs, two of which are underwater capable. Each system is equipped with a camera; in addition, the program has two thermal imaging cameras which can be mounted on the aircraft to assist with gathering additional information. Since the program became operational, pilots have assisted crews on various emergency scenes, including structure fires, wildland fires, hurricane recovery/search efforts and water rescues.



### FIRE FACT:

Orange County Fire Rescue has expanded the Unmanned Aerial System (UAS) Program to a total of 16 UAV SYSTEMS, two of which have underwater viewing capabilities

## PLANNING & TECHNICAL SERVICES



David Rathbun  
Division Chief

The Planning & Technical Services Division provides strategic planning, data analysis, life safety code review and inspection, and technical support services to the department and the community so the department can make informed decisions and accurately dispatch the appropriate resources to emergency incidents, and the community can occupy safer buildings. The division also manages the Strategic Planning and Professional Compliance areas of the department. Strategic Planning is responsible for data collection, analysis, distribution, and presentation for use in pre-planning, decision-making and policy formulation for the department. The Strategic Planning area also ensures continued compliance with agency accreditation and industry standards. The division oversees the Office of the Fire Marshal.



ACHIEVED RE-ACCREDITATION  
THROUGH THE COMMISSION ON  
FIRE ACCREDITATION  
INTERNATIONAL (CFAI).

### FIRE FACT:

Orange County Fire Rescue is one of four United States Fire Departments with a population of greater than 700,000 to hold both a rating of ISO 1 and Center for Public Safety Excellence Accreditation.



EVERY MONTH  
ORANGE COUNTY FIRE RESCUE  
COMPLETES  
**10,000+**  
NATIONAL FIRE INCIDENT REPORTING  
SYSTEM (NFIRS) REPORTS



**239**  
INSURANCE OFFICE SERVICE  
REVIEWS PROVIDED  
**95.4%**  
COMPLETED WITHIN  
24 HOURS

**ISO  
CLASS ONE  
FIRE DEPARTMENT**

One of the ways Orange County Fire  
Rescue maintains an ISO Class 1  
rating is by ensuring all personnel  
receive a minimum of **216** hours of  
training annually.

FIRE FACT:

Upon request Orange County Fire Rescue will provide the Property Protection Class (PPC) rating for all residential addresses located within our service area. For more information, visit <http://www.orangecountyfl.net/EmergencySafety/FireRescue/InsuranceServicesOffice.aspx>



**David Kilbury**  
Fire Marshal

The Office of the Fire Marshal, which bases the majority of its work on the Florida Fire Prevention Code (NFPA 1 & 101) and Chapter 633 of the Florida Statutes, directs every jurisdiction to adopt minimum fire codes and establish uniform fire safety rules for certain occupancies.



**2,909**  
New construction plan reviews completed and  
**97.7%**  
were completed within 21 days

**12,948**  
PERMITS PROCESSED

## FIRE MARSHAL SAFETY MESSAGE

Smoke alarms are a key part of a home fire escape plan. When there is a fire, smoke spreads fast. Working smoke alarms give you early warning so you can get outside quickly. Please see the below tips to help keep you and your family safe:

- A closed door may slow the spread of smoke, heat and fire. Install smoke alarms in every sleeping room and outside each separate sleeping area. Install alarms on every level of the home. Install alarms in the basement. Smoke alarms should be interconnected. When one sounds, they all sound.
- Large homes may need extra smoke alarms.
- Test all smoke alarms at least once a month. Press the test button to be sure the alarm is working.
- Today's smoke alarms will be more technologically advanced to respond to a multitude of fire conditions, yet mitigate false alarms.
- A smoke alarm should be on the ceiling or high on a wall. Keep smoke alarms away from the kitchen to reduce false alarms. They should be at least 10 feet (3 meters) from the stove.
- People who are hard-of-hearing or deaf can use special alarms. These alarms have strobe lights and bed shakers.
- Replace all smoke alarms when they are 10 years old.

### FIRE FACT:

You can schedule a free home safety check and smoke alarm installation, by calling Orange County's Customer Service by calling 3-1-1 or visiting <http://www.ocfl.net/311>.



**WORLD  
HEART  
DAY**

**23,000+**

CITIZENS HAVE RECEIVED HANDS-ONLY CPR TRAINING BY ORANGE COUNTY FIRE RESCUE PERSONNEL. MORE THAN 20,000 JUST FROM WORLD HEART DAY.



**1,447** smoke alarms installed and fire safety education provided to **540** homes impacting **1,340** residents



More than **29,500** citizens have received fire safety education.

**FIRE FACT:**

You can get your child's car seat inspected by a Certified Child Passenger Safety Technician throughout the year at our Child Safety Seat Checkpoints. Contact our Community Risk Reduction Services at 407-836-8337 to schedule an appointment or for more information.

## COMMUNICATIONS

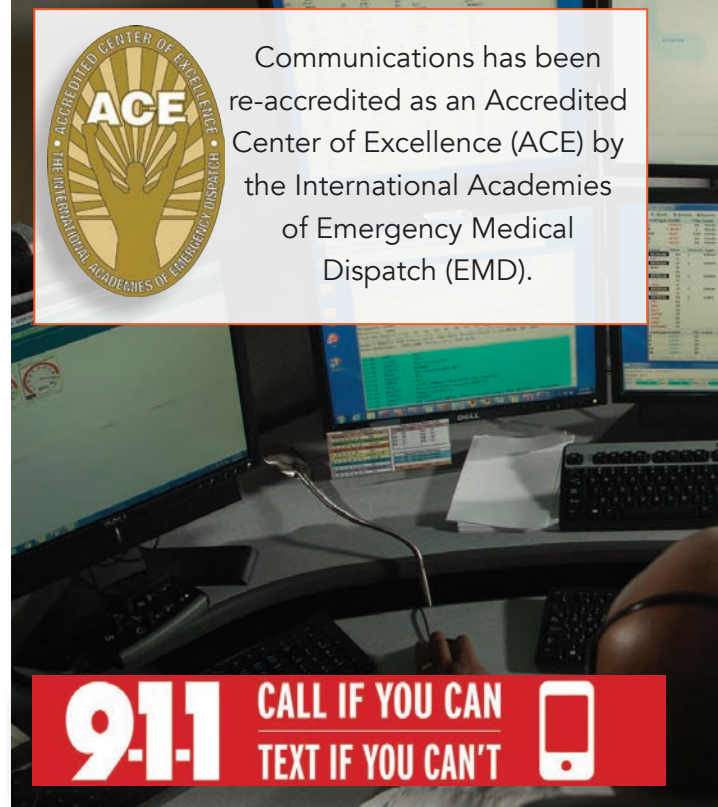


**Kimberly Stewart-Horan**  
Division Chief

The Communications Division provides public safety dispatch services for the Orange County Fire Rescue Department (OCFRD) and three (3) municipalities through contractual arrangements. Services include processing of emergency and non-emergency calls, providing lifesaving medical instructions over the phone to callers in need, coordinating the dispatch and assignment of field apparatus. Additional services include managing hospital emergency room and Emergency Medical Services (EMS) Medical Director availability for the entire County, coordinating patient flow in the event of any mass casualty incidents in the County, and functioning as the liaison between Orange County and the State Warning Point for all major incidents. The Telecommunications section provides agency-wide support for Land Mobile Radios, Dispatch consoles, Fire Station Alerting, dial tone service, and cell phones.



Communications has been re-accredited as an Accredited Center of Excellence (ACE) by the International Academies of Emergency Medical Dispatch (EMD).



**9-1-1** CALL IF YOU CAN  
TEXT IF YOU CAN'T 

### FIRE FACT:

Text-to-911 is available in Orange County. Citizens and visitors in Orange County can now send a text message to 911 during an emergency. When seconds matter, a voice call is the best and fastest way for the 911 Call Taker to retrieve and deliver life-saving information.



PulsePoint Respond is a mobile app that supports first-responding agencies like Orange County Fire Rescue. The app notifies CPR-trained citizens that an individual in a public area is experiencing sudden cardiac arrest and that they may be in a position to perform CPR until the arrival of emergency crews.

PulsePoint Respond notifies users through their mobile device which comes in the form of a push notification. The push notification is only sent by 911 operators, who simultaneously dispatch first responders. The notification targets potential citizen rescuers that are identified as being within walking distance of the event.

**PulsePoint**



**120,313**  
 911 CALLS ANSWERED

**135,328**  
 EMERGENCY CALLS DISPATCHED

FIRE FACT:

According to the National Fire Protection Association Standard 1221, 90% of emergency calls received shall be answered within 15 seconds, and 90% of emergency alarms shall be processed within 60 seconds.

## INFRASTRUCTURE & ASSET MANAGEMENT



Anthony Rios  
Division Chief

The Infrastructure & Asset Management Division is the sustainable supply arm responsible for the procurement of equipment, medications and contract management that ensures the objective of station and fire fleet readiness. In addition, the division is accountable for the strategic programming of managing capital investments, researching industry products, vehicle specification and maintenance, building construction, building renovation, and all material needs for the effective operations of the entire department.



# stryker®

Since the Stryker Power Load System and training roll out, Orange County Fire Rescue had a 71% reduction in stretcher-related injuries over last fiscal year.

**92**  
COMPREHENSIVE ELECTRICAL,  
HVAC AND PLUMBING  
PREVENTATIVE-MAINTENANCE  
SERVICES PROVIDED TO FACILITIES



### FIRE FACT:

Since 2010, Orange County Fire Rescue has increased its on-duty EMS transport capable fleet by 25% to meet the growing demand for service.

EMS LOGISTICS HAS ADDED

**6**

MEDICATION DISPENSING  
MACHINES BRINGING THE  
TOTAL UP TO

**16**

TO ASSIST IN INVENTORY  
MANAGEMENT AND DISTRIBUTION  
OF MEDICATIONS AND SUPPLIES.



In an effort to reduce our personnel's exposure to carcinogens, our Logistics section has improved the department's Personal Protective Equipment (PPE) cleaning capabilities by adding **3** new washer-extractors, **3** new heated drying racks and **3** new dryers.

**987**

SETS OF SECONDARY BUNKER GEAR  
PURCHASED FOR  
FIREFIGHTING PERSONNEL

**3,862**

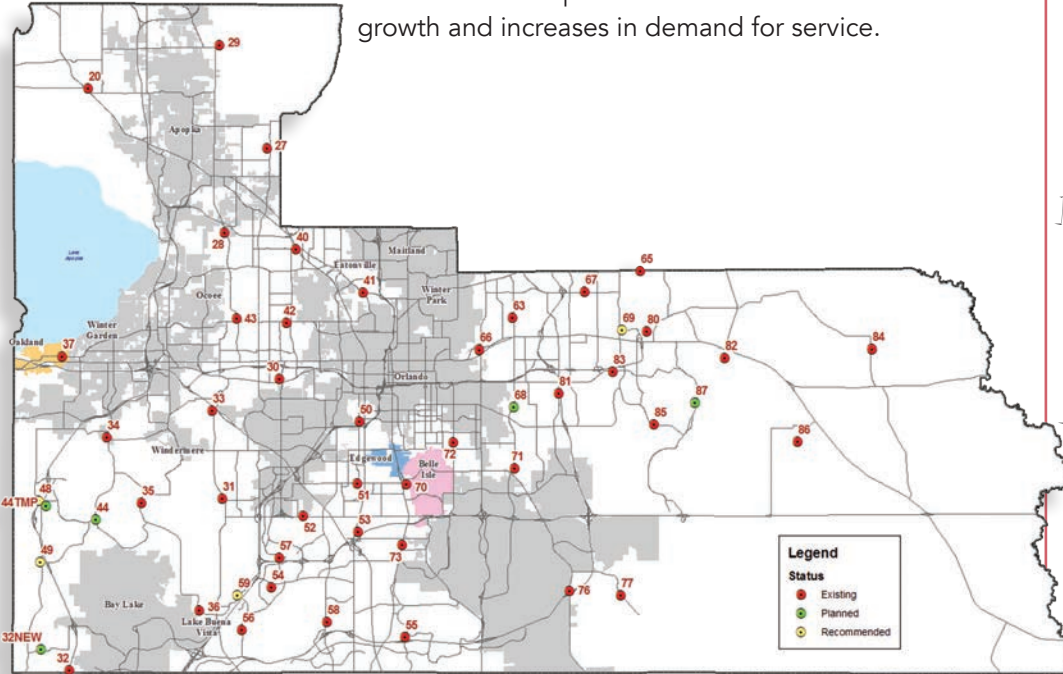
PERSONAL PROTECTIVE  
GARMENTS CLEANED  
AND INSPECTED

FIRE FACT:

National Fire Protection Association Standard 1851 establishes requirements for the selection, care and maintenance of firefighting protective ensemble to reduce health and safety risks associated with improper maintenance, contamination or damage.

# 42 FIRE STATIONS

are strategically located throughout our service area to maximize coverage and minimize response times. New stations are planned and built based on new growth and increases in demand for service.



## FUTURE FIRE STATIONS





DIRECT SOURCE  
EXHAUST CAPTURE  
SYSTEMS  
INSTALLED ON  
**100+**  
VEHICLES AND  
**27**  
FIRE STATIONS



## OCFRD FRONT RUN UNITS



36 FIRE ENGINES



48 RESCUE UNITS



8 AERIALS



12 BRUSH/WOODS TRUCKS



3 SQUADS



7 TANKERS



10 MARINE RESCUE UNITS

ADDITIONAL FRONT RUN UNITS:  
14 COMMAND VEHICLES  
1 REHAB UNIT  
1 AIR LIGHT UNIT  
1 TECHNICAL RESCUE UNIT  
1 BARIATRIC UNIT  
2 MOBILE COMMAND UNITS

## OFFICE OF EMERGENCY MANAGEMENT



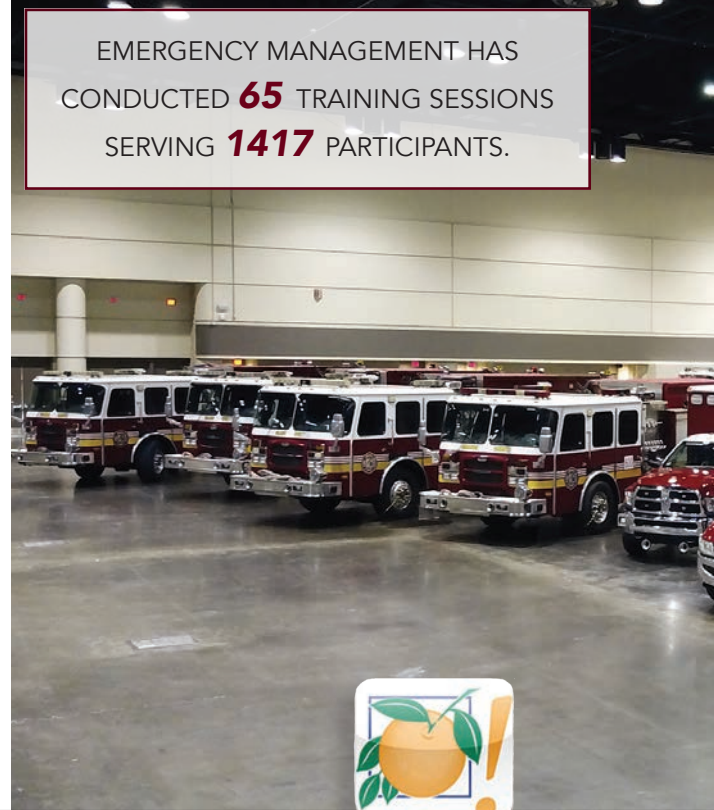
Keith Kotch  
Acting Emergency Manager



The Office of Emergency Management (OEM) Division, by federal, state and local laws, is responsible for the protection of life and property through a comprehensive emergency management program. This program consists of actions and activities that help prevent, prepare for, respond to, recover from and mitigate the effects of disasters and/or emergencies in an all-hazards (natural, technological and human-caused) approach within Orange County.

**\$378,213**  
was received and  
managed in emergency  
management  
grant funding

EMERGENCY MANAGEMENT HAS  
CONDUCTED **65** TRAINING SESSIONS  
SERVING **1417** PARTICIPANTS.



### FIRE FACT:

You can get alerted about emergencies and other important community news by signing up for [OCAAlert.net](https://www.ocalert.net). This system enables us to provide you with critical information quickly in a variety of situations, such as severe weather, unexpected road closures, missing persons and evacuations of buildings or neighborhoods.

## OFFICE OF EMERGENCY MANAGEMENT

The People with Special Needs Program (PSN) is designed for any Orange County resident or visitor who during times of disaster evacuation has no other alternative and/or requires transportation assistance to evacuate their home and/or has a health/medical condition that requires medical attention by skilled medical professional in a shelter environment. For more information visit, [www.ocfl.net/PSNFAQ](http://www.ocfl.net/PSNFAQ).



Orange County is accredited through the Emergency Management Accreditation Program.



### FIRE FACT:

Orange County Citizen Corps consists of four programs: Citizens on Patrol, Community and Business Emergency Response Teams, Medical Reserve Corps and Neighborhood Watch. These programs offer opportunities to coordinate your efforts with those of other volunteers. For more information, please call 407 836-9140 or email [occoem@ocfl.net](mailto:occoem@ocfl.net).



Orange County Fire Rescue installed more than **160** tarps and cleared more than **80** roadways during Hurricane Irma recovery efforts.

Office of Emergency Management successfully coordinated the Orange County Emergency Response Team (OCERT) through Hurricane Irma response and recovery efforts.

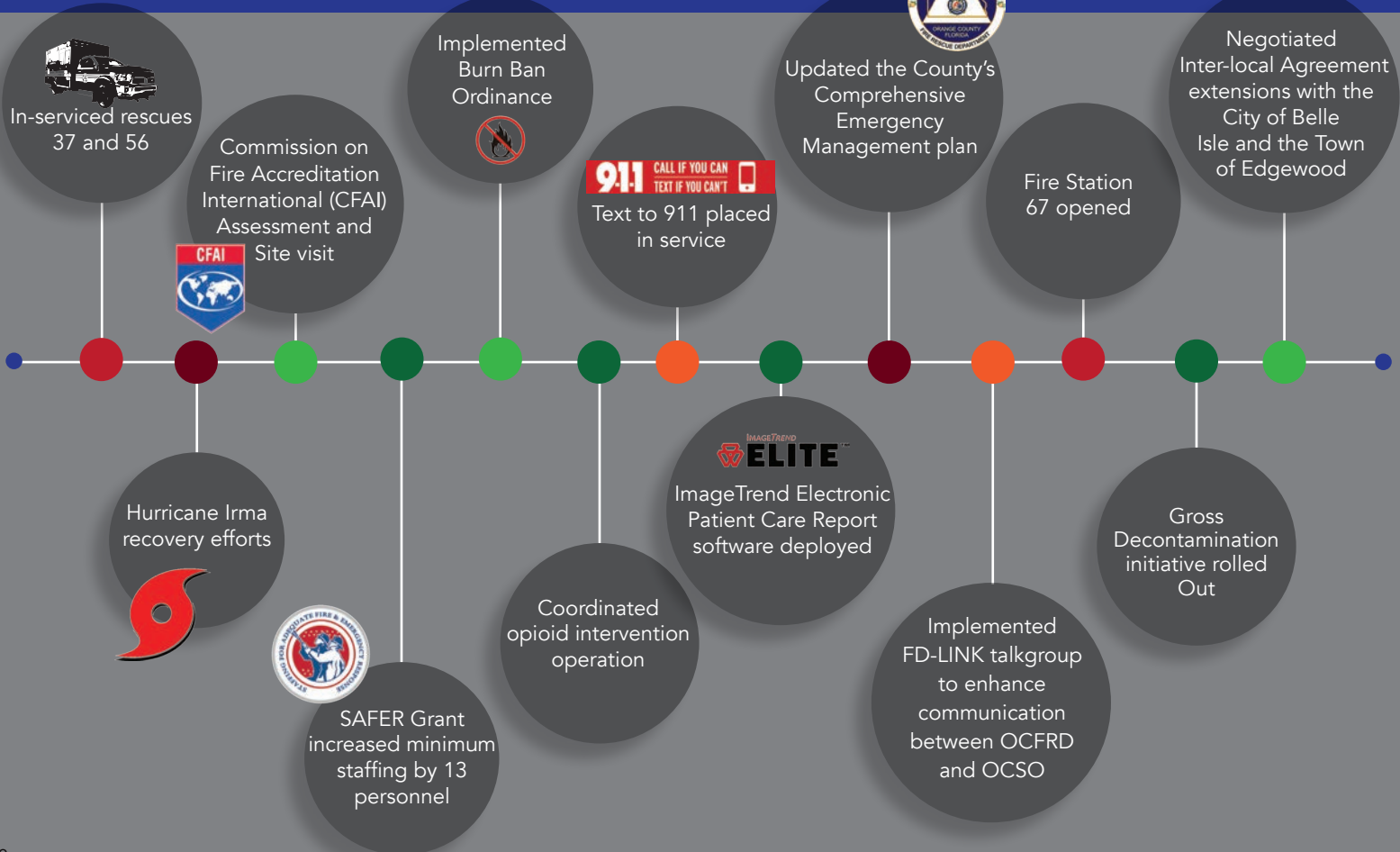


Orange County is a StormReady community. The National Weather Service's StormReady program helps arm America's communities with the communication and safety skills needed to save lives and property.





# 2017-2018 ACCOMPLISHMENTS



# 2018-2019 GOALS & INITIATIVES



Negotiated service agreement to provide coverage to the Town of Eatonville

Start of first OCFRD sponsored Fire Officer 1 & 2 Program

Open Temporary Station 44

Obtain EMAP re-accreditation



Expand use of underwater UAS with Dive Team Operations



Achieve CAAS Accreditation



In-serviced Rescues 120, 141 and 57



Engine and Rescue 29 re-designated as Engine and Rescue 44

Deploy Project Leave Behind

Begin construction of Fire Stations 32, 68 & 87

Obtain ACE recognition by IAED for emergency fire dispatch



Place multi-patient ambubus in-service for large incidents

## CHALLENGES

### AGING INFRASTRUCTURE ASSETS

- Fire station age ranges from new to more than 64 years; insufficient funding to address building needs.
- Emergency rolling stock aging fleet resulting in increased maintenance and repair costs, increased downtime in associated aging assets and a decrease in readiness of critical resources.

### INADEQUATE WORK SPACE

- An increase in specialization and equipment repairs have outgrown the shared work space at Orange County Fleet.
- Currently Fleet Maintenance and stations do not have the capacity to manage the ratio of reserve apparatus.
- Integrated services at 400 Gaston Foster are inadequate to support daily operations of EMS Logistics, Personal Protective Equipment (PPE) and Supply Management.
- The current training facilities are not able to meet the demands of staffing and the required space for props, and equipment. A lack of satellite facilities for outlying stations yield large travel times for apparatus to obtain multi-company level training.

### SERVICE-AREA ADAPTATION

- Expected population growth will drive the demand for service.

- Increased traffic and urban sprawl will suppress travel time performance.
- Special Operations impacted from new attractions will increase demand for service and additional training and equipment needs.
- Increased drug overdoses will increase the demand on EMS.
- Sustained growth in demand for services will continue to strain current resources for safety inspections, community outreach programs and other non-emergency services without staffing increase.

### UNSUSTAINABLE WORKFORCE

- Current Human Resource support is unable to meet the demand for staffing front-line field and dispatch position.
- The hiring cycle does not maintain adequate new employees, resulting in long-term vacancies in full-time positions.
- Current hiring practices do not adequately account for on-boarding and new employee training time.
- Competitive market for special skilled workforce is one of the factors resulting in high turnover rate; increased incentive to become more competitive.





Dedicated to the memory of  
Ronald B. Plummer  
(1956–2018)  
Orange County Emergency Manager







Orange County Fire Rescue personnel participated in the opioid intervention operation initiative.

Every day, 115 people die in the United States from an opioid overdose, which includes heroin and fentanyl.

FOR ADDICTION TREATMENT, DIAL 211  
24/7, completely confidential

In case of an overdose:

- 1) Call 911
- 2) Follow the 911 dispatcher instructions
- 3) Stay with the person until help arrives

For help, visit [www.ocfl.net/HeroesAgainstHeroin](http://www.ocfl.net/HeroesAgainstHeroin).

ORANGE COUNTY FIRE RESCUE P.O. BOX 5879, WINTER PARK,  
FL 32793 | [www.ocfrd.com](http://www.ocfrd.com) | @OCFireRescue on

