

***CITY OF ORMOND BEACH***

***THE OB LIFE COMMUNITY CONVERSATION SERIES***

***PUBLIC SAFETY: POLICE, FIRE & EMERGENCY  
PREPAREDNESS***

***September 25, 2018***

***MEETING SUMMARY***

## TABLE OF CONTENTS

<b>BACKGROUND .....</b>	<b>3</b>
<b>WELCOME AND AGENDA REVIEW.....</b>	<b>4</b>
<b>PRESENTATIONS .....</b>	<b>5</b>
<b>TABLE DISCUSSIONS .....</b>	<b>8</b>
<b>WRAP-UP POLLING .....</b>	<b>11</b>
<b>OTHER COMMENTS .....</b>	<b>12</b>
<b>NEXT STEPS.....</b>	<b>12</b>
<b>APPENDIX A: WORKSHOP EVALUATION .....</b>	<b>13</b>
<b>APPENDIX B: WORKSHOP PACKET.....</b>	<b>16</b>
<b>APPENDIX C: QUESTIONS AND ANSWERS.....</b>	<b>20</b>

## BACKGROUND

On September 25, 2018 the City of Ormond Beach hosted the fourth in a series of community conversations intended to provide input to the City Commission's update of the Ormond Beach Strategic Plan in the spring of 2019. The topic of the fourth community conversation was public safety. The specific objectives of the workshop were to:

- Review Police, Fire and Emergency Preparedness services in Ormond Beach
- Explore opportunities for improvement in the area of Police, Fire and Emergency Preparedness services in Ormond Beach

Over 80 residents of Ormond Beach and the immediately surrounding communities attended the workshop. The agenda as adjusted in the course of the session was as follows:

6:00 Welcome and introductions

- The OB Life community conversations series – *Joyce Shanahan, City Manager*
- Tonight's agenda and discussion guidelines – *Rafael Montalvo, facilitator*
- Who is in the room tonight?

6:10 Presentations

- Police Services – *Chief Jesse Godfrey, Captain Chris Roos, City of Ormond Beach Police Department*
- Fire Rescue and Emergency Management Services – *Chief Richard Sievers, City of Ormond Beach Fire Department*

7:10 Questions and answers

7:30 Discussion

Table discussions (use attached worksheets)

- How could the city improve on its delivery of Public Safety services, including Police, Fire, and Emergency Management services?

Wrap-up polling

- How well do you think the City of Ormond Beach currently handles Police services?
- How well do you think the City of Ormond Beach currently handles Fire Rescue services?
- How well do you think the City of Ormond Beach currently handles Emergency Management services?

Next steps

8:00 Adjourn

## WELCOME AND AGENDA REVIEW

Mayor Partington welcomed participants and thanked them for taking the time to attend and offer their input. He emphasized the importance of engagement by residents in updating the city’s strategic plan. He then recognized other elected officials in attendance. City Manager Joyce Shanahan added her thanks and reviewed the topic for this fourth workshop and subsequent workshops in the series. She emphasized the importance of engagement by residents in updating the city’s strategic plan. She noted that the City’s elected officials have not participated in the meetings in order not to unduly influence the outcomes, but have been following the process through the videos posted on line after each meeting. Rafael Montalvo, facilitator with the Florida Institute of Government at the University of Central Florida then reviewed the agenda, guidelines for the evening, and instructions for each activity. (The complete agenda packet is provided in Appendix B of this summary.)

To provide a sense of who would be participating in the meeting, the participants answered a set of initial questions using polling devices at their tables. The questions and the percentages of participants who chose each of the possible answers offered are included below.

Where do you reside?

Ormond Beach	82.1%
Ormond by the Sea	1.8%
Holly Hill	0%
Unincorporated Volusia	8.9%
Other	7.1%

What do you feel is your strongest connection to Ormond Beach?

As a resident	78.8%
As a business owner	7.7%
I work in the city	9.6%
Other	3.8%

How long have you had your connection to Ormond Beach?

5 years or less	18.9%
6-10 years	3.8%
11-15 years	15.1%
16-20 years	7.5%
More than 20 years	54.7%

## PRESENTATIONS

### Police

Chief Jesse Godfrey and Captain Chris Roos of the City of Ormond Beach Police Department provided an overview of police services provided by the City. Topics included: staffing, numbers of calls and incidents to which the department responded, department structure, including both support services (outreach, community service, and neighborhood improvement) and operations (patrol, criminal investigations, and traffic) divisions. The presentation highlighted the department's extensive community outreach programs, the Crimeview resource coordination system, traffic enforcement, and percentage of cases the department clears each year. The full presentation is available on the City's website at [www.ormondbeach.org](http://www.ormondbeach.org) under The OB Life.

During the presentation, Chief Godfrey and Captain Roos posed the following questions.

How many times in the past 12 months have you called for assistance from the Police Department?

0	73.5%
1-3	18.4.0%
4-6	4.1%
7+	4.1%

Which code enforcement area, if any, is of greatest concern in your neighborhood?

Overgrown landscaping	11.1%
Outdoor storage	9.3%
Long-term storage of RVs	5.6%
Automobiles parked on the front lawn	20.4%
Short-term rentals	9.3%
Other	13.0%
None	31.5%

Do you lock your car at night?

Always	75.0%
Most of the time	7.1%
Rarely	7.1%
Never	10.7%
Not sure	0.0%

What percentage of burglarized cars in Ormond Beach in 2018 were unlocked?

0-25%	3.8%
26-50%	19.2%
51-75%	26.9%
76-100%	50.0%

Captain Roos noted that the actual number was 81%.

### **Fire/Rescue and Emergency Preparedness**

Chief Richard Sievers of the City of Ormond Beach Fire Department provided an overview of the Fire/Rescue and Emergency Preparedness services provided by the City. Topics included services provided, fire station locations, staffing, community outreach, numbers and types of fire-related and emergency medical incidents handled, medical transport, and emergency management and preparedness. The full presentation is available on the City's website at [www.ormondbeach.org](http://www.ormondbeach.org) under The OB Life.

During his presentation, Chief Sievers posed the following questions.

How many times have you called for assistance from the Fire Rescue Service?

0	74.5%
1-3	19.1%
4-6	6.4%
7+	0.0%

How often do you change the battery in your smoke alarm(s)?

Every six months	21.4%
Every year	23.2%
When it chirps	42.9%
Never	12.5%

Do you have a working fire extinguisher in your home?

Yes	64.3%
No	26.8%
Not sure	8.9%

How prepared do you feel for an emergency?

Very informed	63.0%
Somewhat informed	25.9%
Not at all informed	11.1%
Not sure	0.0%

How do you get the majority of your information during a natural disaster/emergency situation?

Television	62.3%
Radio	17.0%
City website/social media	5.7%
Internet/social media	7.5%
Code Red	3.8%
Other	3.8%

### Questions and Answers

Before the presentations, the facilitators asked participants to write down any questions they might have on cards provided at each table. They asked participants to place the cards in bowls in the center of each table. After the presentations, co-facilitator Hal Beardall went to each table in turn, pulled out a card at random from the bowl and read the question on it aloud. The appropriate presenter then answered the question. One question was answered from each table in the room.

Because of the limited time available, the facilitators emphasized that any questions not answered during the meeting would be answered online by staff after the workshop.

All questions submitted during the meeting, together with the written answers provided by staff, are provided in Appendix C of this report, and also online at [www.ormondbeach.org](http://www.ormondbeach.org) under The OB Life.

## TABLE DISCUSSIONS

Participants next engaged in discussions at each table to answer the following question.

- *How could the city improve on its delivery of Public Safety services, including Police, Fire, and Emergency Management services?*

The facilitators asked each table group to allow all of its members to answer the question before any of its members spoke a second time. The facilitators also emphasized that the discussion was for purposes of helping participants understand the perspectives of fellow residents, and perhaps expand their own as a result. They would be asked to answer the question individually, writing as many answers as they wanted on post-its and placing those on easel paper at the table: they were not being asked to agree on a single answer for each table. (The detailed instructions for this activity can be found in the agenda packet in Appendix B.)

The compiled individual answers to the question appear on the pages that follow.

### **Transport (13)**

- Emergency transport license for fire services multi-functional fire service vehicle for transport to ER!
- What is the process for the city to obtain licensing to transport EVAC?
- Ormond needs to look into the required licensing so that we can transport EVAC
- Privatize (consider) ambulance services
- Fire based EVAC should be highly considered
- Now that EMS is a topic of discussion, should we not remove the conversation from the political arena and allow the professionals an opportunity to resolve the issues they know.
- Investigate best practices for fire and ambulance services
- Ensuring timely transport is available to the citizens of Ormond Beach by keeping a unit in city and beachside.
- Why doesn't the city purchase an ambulance? EVAC in the county is a problem.
- We suggest OB fire take over our ambulance service
- After that, Ormond should purchase an ambulance so we can be better prepared for emergencies
- Provide transport services for best service to citizens
- Purchase own ambulance just like Port Orange did

### **Personnel (11)**

- Analyze factors causing turn over
- Variable work schedule - 3 days on, 2 off - impact
- Evaluate 12 hr. shifts impact on staffing

- 8 hour shifts
- Hire more police and fire personnel and equipment
- Then, the budget needs to better allow for new/more equipment and personnel
- Hire more staff (police officers and fire fighters)
- Fire Dept. seems to be light with admin staff, especially compared to police dept.
- Fire Dept. does not have fire prevention office. We need to bring it back (was cut years ago).
- Fire inspectors were also taken from Fire Dept. Building Dept. has taken this role. Needs to go back to Fire Dept.
- Initiate and provide better public safety training, and training facility to receive proper ISO credit.

### **Public Safety Strategies (8)**

- Good idea to monitor traffic data
- Perhaps foot patrol or bike patrol in higher crime areas
- Are jaywalkers being ticketed?
- What can we do to make it safer for our pedestrians?
- Place more emphasis on increased PD and FD call volume increases instead of the city growth - they do not correlate
- Police: maximize visibility in neighborhoods - day and night - randomize
- Prioritize building an effective city EOC in a new location out of the flood zone and velocity zone
- Does the police department offer a self-defense course for women?

### **Outreach (6)**

- Citizens encouraged to participate in early detection and awareness and implement a structure for citizens to communicate with proper authorities - i.e., "text to #" app - alternative to 911 - bypass Volusia call center. There could be outreach about this awareness to the schools
- More, broader outreach to the community on what police, fire and emergency services exist - like what we learned tonight
- Better use of social media outlets
- Coordination of efforts at each public event
- Can the city help my community (Chelsea Place) establish a neighborhood watch program?
- What is current website to find predators?

### **Station Location (3)**

- Police sub-stations and fire stations should be located where needed
- Add stations and personnel.
- Relocate Station 94 to 40/Tymber Creek area to reduce average response times and to relieve Station 92's call volumes

**Non-Emergency Call Handling (3)**

- Should city develop a non-emergency medical model?
- The few times I've called the non-emergency # (248-1777) it goes thru a series of options and I have not been able to talk to anybody. Why doesn't it go to a live person?
- There is too long of a wait to answer the "non-emergency" phone calls to report suspicious activity

**Equipment (3)**

- Get better/new equipment
- Replace the back up fire trucks from 2000. Three mechanics can't keep them running.
- Add ambulance vehicles to each fire station to avoid using the large fire trucks

**Public Tracking of Calls (2)**

- Actual calls/active calls public motive of where to find
- Add to OBPD website an "active call" feature like the Sheriff Dept. has. Also an app to have on your phone.

**Fees and Expenses (2)**

- Update and raise percentage of fees and apply that money for public safety services
- How can city recoup financial expense due to auto accidents? (clean up, etc.)

**Other (4)**

- Responses have been excellent from police
- Should you have a fence between your front yard and back yard for safety? (No H.O.A. available)
- I dispute only 60% of fire department calls are EMS
- Truant services: are they available?

## WRAP-UP POLLING

To wrap-up the conversation, participants individually answered the following questions posed by the facilitators, using polling devices placed at each seat.

How well do you think the City of Ormond Beach currently handles Police Services?

1 Great	53.7%
2	12.2%
3	22.0%
4	2.4%
5 Neutral	7.3%
6	0.0%
7	0.0%
8	0.0%
9 Terribly	2.4%

How well do you think the City of Ormond Beach currently handles Fire Rescue Services?

1 Great	53.8%
2	15.4%
3	15.4%
4	5.1%
5 Neutral	10.3%
6	0.0%
7	0.0%
8	0.0%
9 Terribly	0.0%

How well do you think the City of Ormond Beach currently handles Emergency Management Services?

1 Great	36.8%
2	15.8%
3	15.8%
4	2.6%
5 Neutral	21.1%
6	5.3%
7	2.6%
8	0.0%
9 Terribly	0.0%

## **OTHER COMMENTS**

Throughout the meeting, a “Comment Wall” was available on both sides of the meeting hall. This consisted of paper on which participants could write or post (using post-its) more extensive additional comments than were appropriate as part of the table discussions. No comments were posted.

## **NEXT STEPS**

City Manager Joyce Shanahan again thanked participants for attending and offering their perspectives, and noted that the next workshop in the Community Conversations series would take place on October 23, 2018 and address topics related to leisure and culture. Facilitator Rafael Montalvo emphasized again that all questions and input received in the course of the workshop, whether read aloud or submitted in writing, would be included in the meeting summary.

## APPENDIX A: WORKSHOP EVALUATION

### CITY OF ORMOND BEACH OB LIFE COMMUNITY CONVERSATION SERIES Police, Fire & Emergency Preparedness September 25, 2018

#### MEETING EVALUATION

The ratings and comments below are based on responses received from 36 of the participants at the OB Life Police, Fire & Emergency Preparedness meeting. The following statements were rated on a scale of 1 to 5, where 1 means totally disagree and 5 means totally agree.

	<u>Disagree</u>				<u>Agree</u>	
	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	<u>= Avg</u>
<b>1. Please assess the following aspects of the meeting.</b>						
The agenda packet was very useful.	0	2	2	12	18	= 4.35
The presentations were clear and informative.	0	2	1	11	21	= 4.46
The objectives for the meeting were made clear at the outset.	1	1	1	9	22	= 4.47
Overall, I am very satisfied with the meeting.	1	0	0	12	22	= 4.54
<b>2. Do you agree that each of the following meeting objectives was achieved?</b>						
Review Police, Fire and Emergency Preparedness services in Ormond Beach	0	0	1	11	25	= 4.76
Explore opportunities for improvements in the area of Police, Fire and Emergency Preparedness services in Ormond Beach	0	1	2	13	19	= 4.56
<b>3. Please tell us how well the facilitators helped the participants engage in the retreat.</b>						
The facilitators made sure all perspectives were heard and respected.	1	1	2	8	23	= 4.46
The facilitators helped us arrange our time well.	1	0	2	7	25	= 4.57
<b>4. What did you like best about tonight's meeting?</b>						
<ul style="list-style-type: none"> <li>• Learning experience</li> <li>• Presentations were very complete and clear</li> <li>• The fact that all services were present</li> <li>• Informative presentations</li> <li>• The presentations were very clear. The visuals were clear and easy to read</li> <li>• All good</li> <li>• All of it</li> </ul>						

- Questions from the bowl
- The interactive polling
- Good presentations
- Police and Fire Departments got to speak
- Question and answer period
- Excellent review of the departments
- Opportunity to ask questions - written
- Gaining confidence
- The information presented
- Crime stats and fire stats
- Learning about the "insides" of each department
- The ability to ask questions
- Questions
- PD crime data tracking
- Meeting moved along very well

**5. How could the meeting have been improved?**

- More information of crime prevention
- A shorter explanation of the agenda and how to use the devices
- Maybe a few more audience questions
- Perhaps share some specific challenges to the City
- Hear more from the City Manager
- Shorten to 90 min and/or make the meetings quarterly instead of monthly
- Mayor and Commissioners should be here!
- Police Department should have talked about property crime rates which run up the overall crime rate in Ormond. The UCFC, FBI.gov is not accurate without property crime.
- Address the HVASC more
- Pretty good as is
- Allow for more questions to be read
- Stay as is, please!
- The City of Ormond as a whole has not answered how they will handle emergency services with all of the new businesses and residential development being built. People are very nervous about this!
- More open discussion

**6. Do you have any other comments that you would like to add (Please use back of form if needed)?**

- I enjoyed hearing about our city
- Not at this time
- Great presentations!
- It is very good to see the people who lead our city face to face
- Yet I doubt her 1% growth comment

- This is a great concept. Would be nice to see this continue. Need more marketing/outreach to improve attendance. Perhaps send an email blast 24 hours prior asking residents to rsvp with their questions, then provide answers at the meeting.
- Love the Police and Fire Department. The City doesn't support them. Shame on the Commissioners for allowing back up fire trucks from the year 2000 that 3 mechanics can hardly keep running. When was the last time a Commissioner went on a drive along or went to a fire station? They need equipment. Why doesn't the city purchase an ambulance? Port Orange purchased one to cover their citizens. If Ormond stopped spending money on ridiculous things they would have more money to purchase equipment, hire police officers, and purchase an ambulance.
- Thanks
- Well done!
- Good job!
- I came especially because I want to have a "neighborhood watch" in my neighborhood and also we must have a list of our elder senior citizens and a method of keeping an eye on them.

## APPENDIX B: WORKSHOP PACKET



**The OB Life**  
**CITY OF ORMOND BEACH**  
**PUBLIC SAFETY:**  
**POLICE, FIRE & EMERGENCY PREPAREDNESS**  
**SEPTEMBER 25, 2018**

### Objectives

- Review Police, Fire and Emergency Preparedness services in Ormond Beach
- Explore opportunities for improvement in the area of Police, Fire and Emergency Preparedness services in Ormond Beach

### 6:00 Welcome and introductions

- The OB Life community conversations series – *Joyce Shanahan, City Manager*
- Tonight’s agenda and discussion guidelines – *Rafael Montalvo, facilitator*
- Who is in the room tonight?

### 6:10 Presentations

- Police Services – *Chief Jesse Godfrey, Captain Chris Roos, City of Ormond Beach Police Department*
- Fire Rescue and Emergency Management Services – *Chief Richard Sievers, City of Ormond Beach Fire Department*

### 6:50 Questions and answers

### 7:10 Discussion

#### Polling questions

#### Table discussions (use attached worksheets)

- How could the city improve on its delivery of Public Safety services, including Police, Fire, and Emergency Management services?

#### Wrap-up polling

- How well do you think the City of Ormond Beach currently handles Police services?
- How well do you think the City of Ormond Beach currently handles Fire Rescue services?
- How well do you think the City of Ormond Beach currently handles Emergency Management services?

#### Next steps

### 8:00 Adjourn

## **DISCUSSION GUIDELINES**

Expect and respect perspectives different from your own

Speak to be understood, not to persuade

Explain your assumptions

Ask questions to understand

Focus on issues, not individuals

To be heard, be willing to listen

Share the airtime ! ! !

## **INSTRUCTIONS FOR QUESTION AND ANSWER SESSION**

Please write your questions on the 3 x 5 cards provided, and place the cards in the bowl on your table. We will take one card at a time, at random, from each table in turn and answer the question on it. We will repeat this as many times as the available time allows.

Any questions not answered during the meeting tonight will be answered on-line after the meeting.

## **POLLING INSTRUCTIONS**

Please follow the facilitator's instructions for the use of the polling devices at your table. Polling may be conducted before and after the table discussions.

## TABLE DISCUSSION INSTRUCTIONS

During this part of the agenda, you will be asked to discuss a question with others at your table before sharing your individual answers with the room as a whole. Please follow the steps outlined below for this discussion.

You will have about 30 minutes for the table discussion.

***How could the city improve on its delivery of Public Safety services, including Police, Fire, and Emergency Management services?***

1. Find the person at your table with the **birthday closest to September 25**. They will speak first. If two or more people have the same birthday, the one **who traveled furthest** to the meeting tonight goes first.
2. Go around the table and allow everyone to offer an answer in turn. Please allow everyone to speak before anyone takes a second turn.
3. Listen for the facilitator's announcement that it is time to move on to the next steps. (You don't have to wait for the announcement before moving is on if your group is ready to do so.)
4. Write your answers to the question using the post-its and markers at your table, and place your post-its on the easel-pad paper on your table. You may write as many answers and use as many post-its as you like.

All answers will be transcribed and included in the report of tonight's meeting.

**NOTES**

**CITY OF ORMOND BEACH  
PUBLIC SAFETY:  
POLICE, FIRE AND EMERGENCY PREPAREDNESS  
September 25, 2018**

**MEETING EVALUATION**

*Please see Appendix A*

## APPENDIX C: QUESTIONS AND ANSWERS

Please note, answers to these questions have been posted by city staff to [www.ormondbeach.org](http://www.ormondbeach.org).

### **Police:**

1. Is there a curfew for our youth?

The City of Ormond Beach Code of Ordinances, Chapter 14, Article III, incorporates the provisions of Florida Statute 877.20-877.24. This statute addresses restrictions on minors in public places and establishments during certain hours and can be found at: [http://www.leg.state.fl.us/Statutes/index.cfm?App\\_mode=Display\\_Statute&URL=0800-0899/0877/Sections/0877.22.html](http://www.leg.state.fl.us/Statutes/index.cfm?App_mode=Display_Statute&URL=0800-0899/0877/Sections/0877.22.html)

2. Is there a website citizens can access to monitor crime in Ormond Beach?

Crime mapping reflects current, preliminary crime reporting and is available on the City website, Police Department webpage at: <https://fl-ormondbeach2.civicplus.com/529/Crime-Mapping>  
Crime statistics for all counties and cities in Florida can be found on the Florida Department of Law Enforcement website at: <http://www.fdle.state.fl.us/FSAC/FSAC-Home.aspx>

3. How do you deal with homeless & panhandlers in the City?

The Police Department deals with the homeless and panhandlers in several ways. The Police Department regularly makes contact with homeless individuals in the city to identify those individuals and offer information regarding services and assistance. The Police Department may take enforcement action in circumstances where the homeless individual commits a crime.

4. Why is Ormond crime rate average below 20% nationwide?

There are multiple websites not associated with City, County, or State agencies that offer crime rate information and statistics. Based on the question as worded we are not sure what the percentage is referring to. While we cannot speak to the content or accuracy of unofficial resources, the City provides information through County and State resources, which can be found on the City website at: <https://fl-ormondbeach2.civicplus.com/529/Crime-Mapping>.  
Statistics for all counties and cities in Florida can be found on the Florida Department of Law Enforcement website at: <http://www.fdle.state.fl.us/FSAC/FSAC-Home.aspx>

According to the Florida Department of Law Enforcement (FDLE), of the cities in Volusia County that participate in Uniform Crime Reporting (UCR), Ormond Beach has the seventh lowest crime rate and is .07% above the average crime rate within the County.

- a. What is planned to change this?

Without knowing which source and data the question refers to, it is difficult to respond. The FDLE UCR report indicates that the crime rate in Ormond Beach during the last reported year, 2017, fell 12.5% compared to the previous reporting period in 2016.

To further decrease local crime rates, the Police Department has implemented crime prevention programs, including several that specifically target the highest category of crimes in the city: property theft. For example, in 2018, 81% of all burglarized cars in Ormond Beach were unlocked. In response to this issue, the Police Department instituted a communication strategy called “#9PMROUTINE” on the department Facebook page that reminds residents to lock their vehicles every night. Police Officers also identify at risk vehicles containing unsecured property, and issue courtesy notices asking citizens to lock vehicles and secure valuables at all times.

5. Why is Ormond in the bottom 19% crime rate in the nation?

See question #4.

- a. What are the plans to change this? Property crime rates are high – theft and break ins

See question #4.

6. Why is Ormond in the bottom 19% of crime rate for American cities?

See Question #4

- a. And what plans are in place to change this?

See Question #4

- b. What is the process for the City to obtain licensing to transport EVAC?

The County is responsible for EVAC transport. Currently, municipalities may only provide transport if the County issues the City a license for that purpose. Licenses issued by the County require that the City utilize its vehicle and staff to respond to calls anywhere in the County, thus impacting the availability of that vehicle to respond to calls from its residents. EVAC transport is currently being reviewed by the County, and Ormond Beach, as well as other cities in Volusia County, continue to monitor response times and alternate options.

7. What is being done to improve the answer time for the “non-emergency” phone line?

Volusia County Sheriff’s Office is responsible for all dispatch, including non-emergency calls. More information can be found at the Sheriff’s website: <http://www.volusiasheriff.org/>

8. Does the City of Ormond (Police) have any plans to add an “active calls app” to let citizens know if we hear sirens in the area, what is going on?

Volusia County provides an active calls page on its website that lists active calls for service, including the type of call and the general location. For example, you can view information such as: civil complaint/Daytona Beach/5:12 a.m. The webpage does not list specific locations, details, or follow up information and only relates to calls handled by the Volusia

County Sherriff's Office. The information is updated every 60 seconds and only includes calls in an active status. There is no ability to search for previous calls. At present the City does not have any plans to add this information, but will evaluate suggestions for additional services as part of its strategic planning process.

The Volusia County active calls webpage can be found at:

<http://www.vcso.us/ActiveCalls/>

9. We have wild coyotes in our neighborhood. What can be done about them?

Please refer to the Florida Wildlife Commission's website below for more information on living with coyotes. FWC partners with the City to host wildlife information sessions in Ormond Beach. More information can be found on the FWC website:

<http://myfwc.com/conservation/you-conserve/wildlife/coyotes/>

10. I really appreciate the effort put into social media i.e. "9 o'clock check in" on Facebook. What's next w/social media?

The department does not have any specific social media promotions in the works, however the department regularly posts community events, department activities, staffing updates, and public service announcements.

- a. Is it possible to "broadcast" about the Public "ride-alongs"?  
Information on Police Department programs and activities are available on the City's website and Facebook page.

- b. Have we conducted any research such as what PO has done?

Thank you for your question, although it does not refer to a specific program, both the City's Fire and Police departments work cooperatively with peer cities on emerging trends and issues.

- c. Are we looking into directed EMS services in OB?

See question #6

11. Do you (have) a method for tracking/solving old unsolved crimes?

The City does not have assigned "Cold case" homicide investigator(s). Tracking methods and investigation status is determined primarily based on the level of activity and nature of the crime and varies on a case by case basis.

12. For Chief Godfrey or Captain Ross – Have you implemented civil citation for juvenile, and if so how is that working?

Yes, the City has been utilizing civil citations for juveniles when appropriate for several years with positive results.

13. What is the cost to close a street/sidewalk – how is it done?

Costs vary significantly based on several factors such as location, barricading, usage, signage, etc. Street and sidewalk closings may require coordination between City

departments such as public works and police, as well as county and state agencies. Many streets in Ormond Beach are County or State roads which the City has no control over.

- a. Do the police monitor water days/hours?

No.

- b. Why does the Fire Dept & EVAC ambulances show up at the same time?

Volusia County EVAC dispatches all calls for service. Volusia County EVAC response times are dependent on the location of the dispatched vehicle and are not related to the response time of the Fire Department. The City Fire Department is dispatched to provide immediate medical assistance until the patient care is transferred to the County/EVAC. The City's Fire Department average response time is four and a half minutes.

- c. What is considered at (a) legitimate 911 call?

A 911 emergency is when someone needs help right away because of an injury or immediate danger, for example: a fire, difficulty breathing, choking, witnessing a crime, or witness a serious car accident. All other, non-emergency, calls should use the non-emergency county dispatch number: (386) 252-4911 to avoid overloading the 911 system.

More information can be found on the National 911 program website:

<https://www.911.gov/using911appropriately.html>

14. Why does our police station close at night?

The police station operates 24 hours a day, 365 days per year. The police station lobby is also unlocked and open 24 hours a day, but is unstaffed weeknights from 6:00 p.m. to 8:00 a.m. and on weekends and holidays. A 911 phone line is located outside of the lobby for emergencies.

15. Is there any way we can take dispatch back to remedy confusion with calls? Maybe?

Dispatch is currently the responsibility of Volusia County, we are not aware of any plans by the County to restructure this process. Volusia County assumed fire and law enforcement dispatch duties for the City of Ormond Beach in 2007. The County completed its unified countywide consolidation of public safety communications in 2011, and currently dispatches services for all law enforcement, fire, and emergency medical services under the Sheriff's Office's operations. The City of Ormond Beach no longer has the resources or equipment to provide this service.

16. What are cases cleared by special exception?

In certain situations, elements beyond law enforcement's control prevent the Police Department from arresting and formally charging an offender. When this occurs, the agency can clear the offense exceptionally. Law enforcement agencies must meet the following four conditions in order to clear an offense by exceptional means. The agency must have:

- Identified the offender.

- Gathered enough evidence to support an arrest, make a charge, and turn over the offender to the court for prosecution.
- Identified the offender's exact location so that the suspect could be taken into custody immediately.
- Encountered a circumstance outside the control of law enforcement that prohibits the agency from arresting, charging, and prosecuting the offender.

Examples of exceptional clearances include, but are not limited to, the death of the offender (e.g., suicide); the victim's refusal to cooperate with the prosecution after the offender has been identified; or the denial of extradition because the offender committed a crime in another jurisdiction and is being prosecuted for that offense. In the UCR Program, the recovery of property alone does not clear an offense.

17. The police station should be open 24-7. Why is it not? I hope it's not because of money.

See question #14

18. How can we find out if homeless have settled on absentee owner property? Should owner not be notified?

When a homeless camp or homeless settlement is located, the Police Department conducts a search through the property appraiser's website to identify and contact the property owner. The Police Department requests that the property owner complete a trespass affidavit giving the Police authority to take enforcement action by trespassing individuals off the property.

19. Do we need \$1500 radios or \$3500 radios for 800 system? More information please.

The City of Ormond Beach follows public safety industry standards which recommend emergency responders be equipped with both portable radios (hand held) and mobile radios (installed in vehicles). The dual system allows public safety employees to be dispatched to and receive information relating to current operations, emergency situations, and natural disasters. Volusia County is responsible for the radio system and dispatch for all public safety departments located in the County; in order to facilitate cross communication and provide mutual aid in emergency situations, equipment coordination among all agencies is critical. As such, the City has been utilizing Enhanced Digital Access Communication (EDACS) radios that provide non-disrupted communication and adhere to the Federal Communications Commission (FCC) standards. Recently, Volusia County announced plans to upgrade its radio system to a P-25 system in compliance with higher FCC standards. The P-25 system provides cross-compatibility on all features, including audio, data, and emergency situations, ensuring the fastest and most secure communication between local, state, and federal agencies. The City of Ormond Beach is continuing to monitor the County's transition and research equipment options to ensure its radios will be the most efficient and effective under the new system.

20. The paper listed 1 EVAC/10,000 people as a gold standard? If so, how does Volusia stack up?

EVAC is the responsibility of the County, please refer to the County website at <https://www.volusia.org/services/public-protection/emergency-medical-services/>

**Fire/Emergency Response:**

21. Who is the City's Emergency Mgr?

In the City of Ormond Beach the Fire Chief serves as the emergency manager.

22. Is this Calvary Church a hurricane shelter? & if not, why not?

The Calvary Church is a privately own building and would not be considered by Volusia County as a shelter. The shelters are designated by the County and must meet certain wind load standards. In Ormond Beach there are two designated hurricane shelters, Ormond Beach Middle School and Pathways Elementary School

23. What input will the City have regarding the EMS response time discussions now occurring?

The City has and will continue to participate in discussions with the Fire Chiefs Association of Volusia County and the City Managers group to improve the County's EVAC response times.

a. Have we conducted any research such as what PO has done?

See above.

b. Are we looking into directed EMS services in OB?

See Question #6.

24. What input will the City have regarding the EMS response time discussions now occurring?

See question #23.

25. What is EVAC response time (from time call for help is made to time ambulance shows up)?

See question #13.

26. Does the OB Fire Department want the ability to transfer?

See question #6.

27. With all the current and future growth within Ormond, especially with a large percentage being over 55 population, how does the City plan to keep pace with the growth with our Fire/EMS service?

Public safety services and prompt response times are continually monitored; changes and enhancements will also be considered as part of the City Commission's 2019 Strategic Plan Update.

28. Does the OB Fire Department want to transport?

See question #6.

29. Why do the personnel in the Fire Dept have to all go to get lunch/dinner? Why not just send one out to get food and not include the truck?

In-service personnel travel as a unit so as to allow immediate dispatch and maintain the City's high standard of care and prompt response times.

30. Where & when are (is) CPR training?

The city offers public CPR/AED training every quarter, January, April, July and October. It's held on the second Saturday at Station-92, located at 189 S. Nova Road.

31. Where & when are CPR training?

Please refer to question #30.

32. Is Ormond in favor of merging EVAC with fire services?

Please refer to question #6.

33. How does the EVAC response time from your old job (Fire Chief) compare to the response time in Volusia?

Broward County has a combined system with Fire and EVAC under one jurisdiction, the Sheriff's office. Here, there is a different structure in which Ormond Beach provides Fire services and the County is responsible, so it is difficult to compare the two.

34. I know the answers in the past but it is wrong – why are we still sending paramedics out in a gas gussler ladder fire truck when other cities have & are putting those individuals into a fixed out Tahoe or suburban. The amount of diesel & gas we are wasting – it's time we move into the future & what multiple other cities are doing all over the country.

The county-wide dispatch system governed by Volusia County receives all emergency calls for service and then, by using standard protocols, sends the appropriate unit. The City units are all dual purpose and can respond to fire incidents as well as a medical calls. We would be much less efficient if we split up our staff. On fire incidents we would not be able to respond with a workable response force, and on a medical call, such as a cardiac event, we would not be able to treat the patient efficiently with one medical person.

35. What percentage of medical calls are residents vs. non?

We do not track this category as the department responds to all locations within the city limits and does not qualify a response based on resident/non-resident status.

36. Does OB Fire train in wildfire suppression in the urban interface?

Yes, all our Firefighter are training on wildland firefighting. This training starts at the academy level to be certified as a firefighter in the state of Florida.

37. How many medical incidents involved delivery of ALS services by OB Fire?

Medical calls tracked in the department reporting software system do not differentiate between ALS (Advance Life Support) amd BLS (Basic Life Support).

38. Do all firefighters work 24hr shifts?

All operational personnel work 24 hours on shift and 48 hours off for a 56 hour workweek, with the exception of the Fire Chief, who is scheduled for 8 hour days, Monday through Friday.

- a. Why not vary staffing with demand?

Staffing is scheduled to handle as many scenarios as possible, based on the area and population.

39. Do you see future change in Fire Services delivery to reflect the need for non-emergency services?

The Fire Chief continuously monitors service delivery and performance metrics to ensure high standards are maintained. The City does not have plans to modify service delivery at this time, however, the Fire Chief monitors alternative methods and developments in other areas for future consideration.

40. I heard that over 80% of FIRE calls are medical – the charts didn't seem to indicate this high level of medical vs. fire.

Data indicates that 60% of the City's Fire Department call volume is for medical calls.

41. How does the City plan to deal with the consistent 15-20 minute responses to emergency medical calls by EVAC ambulance?

Please refer to question #13 & #23.

**Emergency Management:**

42. What is the plan to handle all of the new communities being built in an emergency situation? Fire, Police, Ambulance; also, shelters for hurricane.

The city evaluates the demand for emergency services during the planning process for new developments and has established impact fees that fund new services when needed.

43. If Florence made landfall at Ormond Beach, are we ready?

The City emergency management plan is exercised and enhanced on an annual basis and following any significant event, as was done after hurricanes Matthew and Irma. The City was well prepared and responded successfully to the two recent events and continues to improve the emergency management plans to ensure continued preparation and response efforts.

44. Based on Florence, has the City done modeling to predict impact & response on direct hurricane impact?

The city has modeling of the tidal surge and areas that are low and prone to flooding and works extensively with our partners at the County EOC and State and Federal governments in this area.

More information can be found on our website, including a link to the FEMA Map Service Center which helps residents determine the flood zone for individual properties:

<https://www.ormondbeach.org/Faq.aspx?QID=66>

45. What improvements are needed to better deal with emergencies and catastrophes including those caused by hurricanes, what are the constraints, and when will the improvements be implemented?

The City is evaluating its EOC (Emergency Operation Center) location to determine whether an alternate location would prove more reliable and resilient. Staff also continues to strengthen relationships with other agencies at the County and State level to ensure it is prepared and responsive before and after any event.

46. Can OB keep up realistically with residential growth and maintain staff levels or a plan to increase staffing?

Please refer to question #42.

47. Future EOC will it move West?

Please refer to question #45.

48. With all the new housing developments, how are police, fire, & emergency services going to take care of the added population?

Please refer to question #42.

49. Will 4 stations and a Chief and office person be able to keep up with the growth in Ormond Beach?

Please refer to question #42.

50. How do we educate the public on proper use of 911?

Please refer to question #13.

51. How do you plan to fix the incredibly high turnover rate in both PD and FD?

The City's turnover rate is comparable to peer cities as well as national averages. The City utilizes several strategies to ensure continuity in our workforce by improving both recruiting and retention efforts. For example, our Fire Department explorer's program mentors local young adults interested in fire service careers and our Police Department partners with Daytona State College to provide scholarship opportunities and actively engage with police officer candidates.

**Other:**

52. You are concerned about removal of one tree – How about hundreds of tree(s)?

Thank you for your comment.

53. Excellent presentation; really like the electronic survey keypads; it keeps people engaged. May I recommend shortening these meetings to 90 min & make them quarterly to attract more people? Would like to keep this going.

Thank you for your comment.

54. How is Granada going (to) handle the traffic when Margarita' is finished?

Please see questions #2 and #52 on The OB Life Environment & Transportation Questions and Answers from the 07/24/2018 meeting.

55. Why did City Manager want to leave OB?

Thank you for your comment.