

# APPENDIX V.1.F. FIRE AND EMERGENCY SERVICES 911 CENTERS SIDE-BY-SIDE COMPARISON

Fire and Emergency Services Committee Report (Updated 03/22/06)

<b>ORANGE COUNTY FIRE RESCUE DEPARTMENT</b> (Updated 03/22/06)	<b>ORLANDO FIRE DEPARTMENT</b> (Updated 03/22/06)
---	--

<u>ORGANIZATION</u>	<u>ORGANIZATION</u>																																
<p><b>DEPARTMENT:</b> Orange County Fire Rescue Department</p> <p><b>DIVISION:</b> Fire Communications</p> <p><b>MANAGER:</b> Chief Barry Luke</p> <p style="text-align: center;"><b><u>2005 STAFF</u></b></p> <p><b>TOTAL:</b> 52</p> <ul style="list-style-type: none"> <li>• <b>Professionals:</b> 52</li> <li>• <b>Support staff:</b> n/a</li> <li>• <b>Covered by Collective Bargaining:</b> 52</li> </ul> <p><b>At the end of FY 2005, how many FTEs did your 911 Center have in the following categories?</b></p> <p><b>TOTAL:</b> 52</p> <ul style="list-style-type: none"> <li>• Operators and/or dispatchers: 47</li> <li>• Supervisors and managers: 5</li> <li>• Information systems and/or technical support: n/a</li> <li>• Clerical support: n/a</li> </ul> <p>Other: n/a</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th colspan="4" style="text-align: center;">WORKFORCE COVERED BY COLLECTIVE BARGAINING</th> </tr> <tr> <th style="text-align: center;">Section</th> <th style="text-align: center;">Permanent Employees</th> <th style="text-align: center;">Covered</th> <th style="text-align: center;">Non-Covered</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Communications</td> <td style="text-align: center;">52</td> <td style="text-align: center;">52</td> <td style="text-align: center;">0</td> </tr> <tr> <td style="text-align: center;"><b>TOTAL:</b></td> <td style="text-align: center;">52</td> <td style="text-align: center;">52</td> <td style="text-align: center;">0</td> </tr> </tbody> </table> <p style="text-align: center; margin-top: 20px;"><b><u>FINANCIAL INFORMATION</u></b></p> <p><b>FY 2004 Budget (actual):</b> \$3,084,000</p> <p><b>FY 2005 Budget (actual):</b> \$3,776,000</p> <p><b>Pay plan:</b> IAFF Contract            Communications Manager = \$66,477 - \$104,915            Comm. Asst. Mgr (Battalion Chief) = \$57,865 - \$85,662            Dispatcher Supervisor = \$28,122 - \$51,958 plus incentives            Dispatcher II = \$25,459 - \$47,008 plus incentives            Dispatcher I = \$24,544 - \$43,638 plus incentives</p>	WORKFORCE COVERED BY COLLECTIVE BARGAINING				Section	Permanent Employees	Covered	Non-Covered	Communications	52	52	0	<b>TOTAL:</b>	52	52	0	<p><b>DEPARTMENT:</b> Orlando Fire Department</p> <p><b>DIVISION:</b> Communications</p> <p><b>MANAGER:</b> Assistant Chief Rudolph Johnson</p> <p style="text-align: center;"><b><u>2005 STAFF</u></b></p> <p><b>TOTAL:</b> 29</p> <ul style="list-style-type: none"> <li>• <b>Professionals:</b> 3 (managers)</li> <li>• <b>Support staff:</b> 1 (part time Quality Assurance person)</li> <li>• <b>Covered by Collective Bargaining:</b> 25 (24 communications supervisors and operators, and 1 technician)</li> </ul> <p><b>At the end of FY 2005, how many FTEs did your 911 center have in the following categories?</b></p> <p><b>TOTAL:</b> 29</p> <ul style="list-style-type: none"> <li>• Operators and/or dispatchers: 21</li> <li>• Supervisors and managers: 6</li> <li>• Information systems and/or technical support: 1</li> <li>• Clerical support: 0</li> <li>• Other: 1</li> </ul> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th colspan="4" style="text-align: center;">WORKFORCE COVERED BY COLLECTIVE BARGAINING</th> </tr> <tr> <th style="text-align: center;">Section</th> <th style="text-align: center;">Permanent Employees</th> <th style="text-align: center;">Covered</th> <th style="text-align: center;">Non-Covered</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Communication s</td> <td style="text-align: center;">29</td> <td style="text-align: center;">25</td> <td style="text-align: center;">4</td> </tr> <tr> <td style="text-align: center;"><b>TOTAL:</b></td> <td style="text-align: center;">29</td> <td style="text-align: center;">25</td> <td style="text-align: center;">4</td> </tr> </tbody> </table> <p style="text-align: center; margin-top: 20px;"><b><u>FINANCIAL INFORMATION</u></b></p> <p><b>FY 2004 Budget:</b> \$1,806,000</p> <p><b>FY 2005 Budget:</b> \$1,877,000</p> <p><b>Pay plan:</b> IAFF Contract            Communications Manager: \$43,326.40 - \$72,186.80            Comm. Assistant Manager: \$39,561.60 - \$65,936.00            Comm. Technician: \$32,177.60 - \$48,318.40            Comm. Supervisor: \$30,076.80 - 45,136.00            Emergency Comm. Specialist III: \$29,078.40 - \$43,659.20            Emergency Comm. Specialist II: \$27,248.00 - \$40,809.60            Emergency Comm. Specialist I: \$25,417.60 Plus incentives</p>	WORKFORCE COVERED BY COLLECTIVE BARGAINING				Section	Permanent Employees	Covered	Non-Covered	Communication s	29	25	4	<b>TOTAL:</b>	29	25	4
WORKFORCE COVERED BY COLLECTIVE BARGAINING																																	
Section	Permanent Employees	Covered	Non-Covered																														
Communications	52	52	0																														
<b>TOTAL:</b>	52	52	0																														
WORKFORCE COVERED BY COLLECTIVE BARGAINING																																	
Section	Permanent Employees	Covered	Non-Covered																														
Communication s	29	25	4																														
<b>TOTAL:</b>	29	25	4																														

**NOTE:** These data are not exactly comparable because of variability of accounting, organizational structure, and services provided

**APPENDIX V.1.F. FIRE AND EMERGENCY SERVICES 911 CENTERS SIDE-BY-SIDE COMPARISON**

**Fire and Emergency Services Committee Report (Updated 03/22/06)**

ORANGE COUNTY FIRE RESCUE DEPARTMENT (Updated 03/22/06)	ORLANDO FIRE DEPARTMENT (Updated 03/22/06)																																								
<p><b>Benefits plan:</b> IAFF Contract Incentives = EMT - \$0.12 p/hr, Paramedic - \$0.24 p/hr Battalion Chief – 27.32% Others – 15.87% Health insurance per person - \$6,650</p> <p><b>Operating Expenditures (FY 2004):</b> <b>TOTAL: \$2,705,000</b></p> <ul style="list-style-type: none"> <li>Employee salary: \$1,849,000</li> <li>Overtime: \$309,000</li> <li>Benefits: \$547,000</li> <li>Training: n/a</li> <li>Allowances: n/a</li> <li>Equipment and maintenance (including systems and software support): n/a</li> <li>Facility use and maintenance: n/a</li> <li>Other: n/a</li> </ul> <p><b>Operating Expenditures (FY 2005)</b> <b>TOTAL: \$2,850,000</b></p> <ul style="list-style-type: none"> <li>Employee salary: \$1,939,000</li> <li>Overtime: \$299,000</li> <li>Benefits: \$612,000</li> <li>Training: n/a</li> <li>Allowances: n/a</li> <li>Equipment and maintenance (including systems and software support): n/a</li> <li>Facility use and maintenance: n/a</li> <li>Other: n/a</li> </ul> <table border="1"> <thead> <tr> <th colspan="5">BUDGET AND PERSONNEL OVERVIEW</th> </tr> <tr> <th>Section</th> <th>FY 04 Budget</th> <th>FY 05 Budget</th> <th>Permanent Employment</th> <th>FTEs</th> </tr> </thead> <tbody> <tr> <td>Communi-cations</td> <td align="right">\$3,100,000</td> <td align="right">\$3,800,000</td> <td align="center">52</td> <td align="center">52</td> </tr> <tr> <td><b>TOTAL:</b></td> <td align="right"><b>\$3,100,000</b></td> <td align="right"><b>\$3,800,000</b></td> <td align="center"><b>52</b></td> <td align="center"><b>52</b></td> </tr> </tbody> </table> <p><b>Funding obtained from:</b> Municipal Service Taxing Unit (MSTU) and 911 tax</p> <p align="center"><b><u>OPERATING DATA</u></b></p> <p><b>How many operators and/or dispatchers did you usually have on duty during the following shifts:</b></p> <ul style="list-style-type: none"> <li><b>Day shift:</b> 13 (10 usually on duty)</li> <li><b>Night shift:</b> 13 (10 usually on duty)</li> <li>(4 squads rotate through 12 hour shifts)</li> </ul>	BUDGET AND PERSONNEL OVERVIEW					Section	FY 04 Budget	FY 05 Budget	Permanent Employment	FTEs	Communi-cations	\$3,100,000	\$3,800,000	52	52	<b>TOTAL:</b>	<b>\$3,100,000</b>	<b>\$3,800,000</b>	<b>52</b>	<b>52</b>	<p><b>Benefits plan:</b> 36.10%</p> <p><b>Operating Expenditures (FY 2004):</b> <b>TOTAL: \$1,680,000</b></p> <ul style="list-style-type: none"> <li>Employee salary: \$1,143,000</li> <li>Overtime: \$76,000</li> <li>Benefits: \$365,000</li> <li>Training: n/a</li> <li>Allowances: n/a</li> <li>Equipment and maintenance (including systems and software support): \$66,000</li> <li>Facility use and maintenance: n/a</li> <li>Other: \$30,000</li> </ul> <p><b>Operating Expenditures (FY 2005)</b> <b>TOTAL: \$1,810,000</b></p> <ul style="list-style-type: none"> <li>Employee salary: \$1,162,000</li> <li>Overtime: \$122,000</li> <li>Benefits: \$376,000</li> <li>Training: n/a</li> <li>Allowances: n/a</li> <li>Equipment and maintenance (including systems and software support): \$106,000</li> <li>Facility use and maintenance: n/a</li> <li>Other: \$44,000</li> </ul> <table border="1"> <thead> <tr> <th colspan="5">BUDGET AND PERSONNEL OVERVIEW</th> </tr> <tr> <th>Section</th> <th>FY 04/05 Budget</th> <th>FY 05/06 Budget</th> <th>Permanent Employment</th> <th>FTEs</th> </tr> </thead> <tbody> <tr> <td>Communi-cations</td> <td align="right">\$1,836,000</td> <td align="right">\$1,837,000</td> <td align="center">29</td> <td align="center">29</td> </tr> <tr> <td><b>TOTAL:</b></td> <td align="right"><b>\$1,836,000</b></td> <td align="right"><b>\$1,837,000</b></td> <td align="center"><b>29</b></td> <td align="center"><b>29</b></td> </tr> </tbody> </table> <p><b>Funding obtained from:</b> General Fund and 911 tax</p> <p align="center"><b><u>OPERATIONAL DATA</u></b></p> <p><b>How many operators and/or dispatchers did you usually have on duty during the following shifts:</b></p> <ul style="list-style-type: none"> <li><b>Day shift:</b> minimum 5, including supervisor</li> <li><b>Evening shift:</b> minimum 5, including supervisor</li> <li><b>Night shift:</b> minimum 4, including supervisor</li> </ul>	BUDGET AND PERSONNEL OVERVIEW					Section	FY 04/05 Budget	FY 05/06 Budget	Permanent Employment	FTEs	Communi-cations	\$1,836,000	\$1,837,000	29	29	<b>TOTAL:</b>	<b>\$1,836,000</b>	<b>\$1,837,000</b>	<b>29</b>	<b>29</b>
BUDGET AND PERSONNEL OVERVIEW																																									
Section	FY 04 Budget	FY 05 Budget	Permanent Employment	FTEs																																					
Communi-cations	\$3,100,000	\$3,800,000	52	52																																					
<b>TOTAL:</b>	<b>\$3,100,000</b>	<b>\$3,800,000</b>	<b>52</b>	<b>52</b>																																					
BUDGET AND PERSONNEL OVERVIEW																																									
Section	FY 04/05 Budget	FY 05/06 Budget	Permanent Employment	FTEs																																					
Communi-cations	\$1,836,000	\$1,837,000	29	29																																					
<b>TOTAL:</b>	<b>\$1,836,000</b>	<b>\$1,837,000</b>	<b>29</b>	<b>29</b>																																					

**NOTE:** These data are not exactly comparable because of variability of accounting, organizational structure, and services provided

**APPENDIX V.1.F. FIRE AND EMERGENCY SERVICES 911 CENTERS SIDE-BY-SIDE COMPARISON**

**Fire and Emergency Services Committee Report (Updated 03/22/06)**

<b>ORANGE COUNTY FIRE RESCUE DEPARTMENT</b> (Updated 03/22/06)	<b>ORLANDO FIRE DEPARTMENT</b> (Updated 03/22/06)
<p><b>Approximately how many fire/EMS units did your operators and/or dispatchers usually dispatch during the following shifts:</b> 280 calls per day</p> <p>Note: includes Maitland, Ocoee, and Winter Garden</p> <p><b>Number of dispatch consoles:</b> 14</p> <p><b>Daily call volume:</b> 280 alarms</p> <p><b>Total number of 911 calls in FY 2003:</b> 81,485</p> <p><b>Average 911-answering time, FY 2003:</b> 5.1 seconds</p> <p><b>Total number of 911 calls in FY 2004:</b> 92,247</p> <p><b>Average 911-answering time, FY 2004:</b> 7.9 seconds</p> <p><b>Total number of 911 calls in FY 2005:</b> 94,069 (estimated)</p> <p><b>Average 911 answering time, FY 2005:</b> 5.4 seconds</p> <p><b>Number of events resulting in the dispatch of fire/EMS units in FY 2003:</b> 77,000</p> <p><b>Average call processing time, FY 2003:</b> 45 seconds</p> <p><b>Approximately what percentage of time were operators and/or dispatchers performing other duties during the following shifts:</b></p> <ul style="list-style-type: none"> <li>• Day shift: 0%</li> <li>• Night shift: 0%</li> </ul> <p><b>Approximately what was the percentage of calls transferred to another 911 center for their action:</b> Not tracked, &lt;1%</p> <p><b>Number of FY 2005 unit responses:</b> 184,000</p>	<p><b>Approximately how many fire/EMS units did your operators and/or dispatchers usually dispatch during the following shifts:</b> 126 calls per day</p> <p>Note: These averages do not include Rural Metro Ambulance (RMA) units and other support agencies</p> <p><b>Number of dispatch consoles:</b> 8, plus 2 training</p> <p><b>Daily call volume:</b> Average 145 alarms, 540 phone calls on average</p> <p><b>Total number of 911 calls in FY 2003:</b> 27,294</p> <p><b>Average 911-answering time, FY 2003:</b> 5 seconds</p> <p><b>Total number of 911 calls in FY 2004:</b> 30,581</p> <p><b>Average 911-answering time, FY 2004:</b> 5 seconds</p> <p><b>Total number of 911 calls in FY 2005:</b> 33,353 (200,000 total calls in Center, includes other than just 911)</p> <p><b>Average 911-answering time, FY 2005:</b> 4 seconds</p> <p><b>Number of events resulting in the dispatch of fire/EMS units in FY 2003:</b> 42,163 (alarms in CAD system created 47,315)</p> <p><b>Average call processing time, FY 2003:</b> 28 seconds</p> <p><b>Approximately what percentage of time were operators and/or dispatchers performing other duties during the following shifts:</b></p> <ul style="list-style-type: none"> <li>• Day shift: 4%</li> <li>• Evening shift: 4%</li> <li>• Night shift: 4%</li> </ul> <p><b>Approximately what was the percentage of calls transferred to another 911 center for their action:</b> 4%</p> <p><b>Number Of FY 2005 unit responses:</b> 83,000 (88,789 in 2004)</p>

**NOTE:** These data are not exactly comparable because of variability of accounting, organizational structure, and services provided

# APPENDIX V.1.F. FIRE AND EMERGENCY SERVICES 911 CENTERS SIDE-BY-SIDE COMPARISON

## Fire and Emergency Services Committee Report (Updated 03/22/06)

ORANGE COUNTY FIRE RESCUE DEPARTMENT (Updated 03/22/06)					ORLANDO FIRE DEPARTMENT (Updated 03/22/06)				
PERFORMANCE MEASURES/ RESULTS					PERFORMANCE MEASURES				
Measure	Standard	FY 2003	FY 2004	FY 2005	Measure	Standard	FY 2003	FY 2004	FY 2005
Percentage of Day shift calls answered within standard	10 seconds	See below	See below	See below	Percentage of Day shift calls answered within standard	10 seconds	97%	98%	99%
Percentage of Night shift calls answered within standard	10 seconds	See below	See below	See below	Percentage of Evening shift calls answered within standard	10 seconds	98%	97%	99%
<b>Average percentage of all shifts, calls answered within standard</b>	10 seconds	92%	92%	92%	<b>Average percentage of all shifts, calls answered within standard</b>	10 seconds	97%	97%	99%
Percentage of Day Shift emergency calls dispatched within standard	<60 seconds	See below	See below	See below	Percentage of Day Shift emergency calls dispatched within standard	<60 seconds	99%	99%	99%
Percentage of Night Shift emergency calls dispatched within standard	<60 seconds	See below	See below	See below	Percentage of Evening Shift emergency calls dispatched within standard	<60 seconds	99%	99%	99%
<b>Average percentage of all shifts emergency calls dispatched within standard</b>	<60 seconds	90%	91%	91%	<b>Average percentage of all shifts emergency calls dispatched within standard</b>	<60 seconds	99%	99%	99%
Total response time for first unit arriving on emergency scene	6 minutes or less 90% of time				Total response time for first unit arriving on emergency scene	6 minutes or less 90% of time	99%	99%	99%
Water on the fire for 1 and 2 family dwelling fires	Within 3 minutes of arrival on scene, 90% of time				Water on the fire for 1 and 2 family dwelling fires (measured from time unit arrives until unit announces water on fire)	Within 3 minutes of arrival on scene, 90% of time	66%	65%	64%
Completion of primary search for 1 and 2 family dwelling fires	Within 4 minutes of arrival on scene				Completion of primary search for 1 and 2 family dwelling fires (measured from time unit arrives until unit announces all clear)	Within 4 minutes of arrival on scene	56%	50%	55%
Containment of fire loss to 20% of structure for 1 and 2 family dwelling fires	?				Containment of fire loss to 20% of structure for 1 and 2 family dwelling fires (physical square footage of structure undamaged by fire, typically if fire is confined to room of origin)	Confined to room of origin	84%	80%	81%
Value of property saved from fire	80% of insured value				Value of property saved from fire (insured value versus loss)	80% of insured value	NA	98%	95%

**NOTE:** These data are not exactly comparable because of variability of accounting, organizational structure, and services provided

**APPENDIX V.1.F. FIRE AND EMERGENCY SERVICES 911 CENTERS SIDE-BY-SIDE COMPARISON**

Fire and Emergency Services Committee Report (Updated 03/22/06)

ORANGE COUNTY FIRE RESCUE DEPARTMENT (Updated 03/22/06)	ORLANDO FIRE DEPARTMENT (Updated 03/22/06)																																								
<p><b>Number of events resulting in the dispatch of fire/EMS units in FY 2004:</b> 86,000</p> <p><b>Average call processing time, FY 2004:</b> 46 seconds</p> <p><b>Number of events resulting in the dispatch of fire/EMS units in FY 2005:</b> 96,000</p> <p><b>Average call processing time, FY 2005:</b> 46 seconds</p> <table border="1" data-bbox="240 745 792 877"> <thead> <tr> <th colspan="4">WORKLOAD DATA</th> </tr> <tr> <th>Measure</th> <th>FY 2003</th> <th>FY 2004</th> <th>FY 2005</th> </tr> </thead> <tbody> <tr> <td>911 Calls</td> <td>73,500</td> <td>86,700</td> <td>82,400</td> </tr> <tr> <td>Alarms Dispatched</td> <td>77,000</td> <td>86,000</td> <td>96,000</td> </tr> <tr> <td>Average Dispatch Time</td> <td>45</td> <td>44</td> <td>46</td> </tr> </tbody> </table> <p><b>Dispatch breakdown:</b> 77% EMS, 23% Fire</p> <p><b>Number of FY 2005 radio calls:</b> Not tracked</p> <p><b>Costs per 911 call processed:</b> Not tracked</p> <p><b>Interoperability (DEFINTION OF INTEROPERABILITY - In real time, two or more centers are able to communicate and share information) possible with center(s) located within Orange County:</b> Yes - multiple access methods (console patch, MOTOBRIDGE, and shared talk groups)</p> <p><b>Percentage of all FY 2005 emergency calls that are from wireless phones:</b> 45%</p> <p><b>Reasons to not consolidate centers:</b> None</p>	WORKLOAD DATA				Measure	FY 2003	FY 2004	FY 2005	911 Calls	73,500	86,700	82,400	Alarms Dispatched	77,000	86,000	96,000	Average Dispatch Time	45	44	46	<p><b>Number of events resulting in the dispatch of fire/EMS units in FY 2004:</b> 45,661 (alarms created 51,842)</p> <p><b>Average call processing time, FY 2004:</b> 31 seconds</p> <p><b>Number of events resulting in the dispatch of fire/EMS units in FY 2005:</b> 48,347 (alarms created 54,228)</p> <p><b>Average call processing time, FY 2005:</b> 28 seconds</p> <table border="1" data-bbox="829 745 1382 877"> <thead> <tr> <th colspan="4">WORKLOAD DATA</th> </tr> <tr> <th>Measure</th> <th>FY 2003</th> <th>FY 2004</th> <th>FY 2005</th> </tr> </thead> <tbody> <tr> <td>Phone calls</td> <td>251,756</td> <td>232,153</td> <td>212,719</td> </tr> <tr> <td>Alarms Dispatched</td> <td>42,163</td> <td>45,661</td> <td>48,347</td> </tr> <tr> <td>Radio Transmissions</td> <td>834,972</td> <td>820,000</td> <td>800,000</td> </tr> </tbody> </table> <p><b>Dispatch breakdown:</b> 61% EMS, 39% Fire</p> <p><b>Number of FY 2005 radio calls:</b> 800,000</p> <p><b>Costs per 911 call processed:</b> \$11.35 (4<sup>th</sup> quarter 2005) (determined by communications budget attributed to dispatch/number of calls processed) \$11.88 (2004-2005)(above cost per call averaged over two years) [salary and operations costs divided by number of alarms processed]</p> <p><b>Interoperability (DEFINTION OF INTEROPERABILITY - In real time, two or more centers are able to communicate and share information) possible with center(s) located within Orange County:</b> Yes - Motorola MOTOBRIDGE Interoperability computer, located in each of the local Communications Centers, allows for local interoperability when needed</p> <p><b>Percentage of all FY 2005 emergency calls that are from wireless phones:</b> 37% of 911 calls 10% of all emergency calls (minus admin)</p> <p><b>Reasons to not consolidate centers:</b></p> <ul style="list-style-type: none"> <li>o Redundancy</li> <li>o Operational Differences</li> <li>o Union agreement differences</li> <li>o Technology differences/Costs to integrate or change</li> </ul>	WORKLOAD DATA				Measure	FY 2003	FY 2004	FY 2005	Phone calls	251,756	232,153	212,719	Alarms Dispatched	42,163	45,661	48,347	Radio Transmissions	834,972	820,000	800,000
WORKLOAD DATA																																									
Measure	FY 2003	FY 2004	FY 2005																																						
911 Calls	73,500	86,700	82,400																																						
Alarms Dispatched	77,000	86,000	96,000																																						
Average Dispatch Time	45	44	46																																						
WORKLOAD DATA																																									
Measure	FY 2003	FY 2004	FY 2005																																						
Phone calls	251,756	232,153	212,719																																						
Alarms Dispatched	42,163	45,661	48,347																																						
Radio Transmissions	834,972	820,000	800,000																																						

**NOTE:** These data are not exactly comparable because of variability of accounting, organizational structure, and services provided

**APPENDIX V.1.F. FIRE AND EMERGENCY SERVICES 911 CENTERS SIDE-BY-SIDE COMPARISON**

Fire and Emergency Services Committee Report (Updated 03/22/06)

ORANGE COUNTY FIRE RESCUE DEPARTMENT (Updated 03/22/06)			ORLANDO FIRE DEPARTMENT (Updated 03/22/06)		
<b><u>PARTNERSHIPS/AGREEMENTS</u></b>			<b><u>PARTNERSHIPS/AGREEMENTS</u></b>		
Partnerships: Orange County Services Provided			Partnerships: City of Orlando Services Provided		
Municipality	Dispatch	Fire & EMS	Municipality	Dispatch	Fire & EMS
Oakland	X	X	N/A		
Edgewood	X	X			
Bell Isle	X	X			
Eatonville	X	X			
Maitland	X				
Ocoee	X				
Winter Garden	X				
Windermere	X				
<b>911 Centers/Dispatch Centers in Orange County:</b>					
<b>911 Centers:</b> <ul style="list-style-type: none"> <li>• Apopka (Apopka PD/FD, Eatonville PD, Maitland PD)</li> <li>• Winter Garden PD</li> <li>• Ocoee PD</li> <li>• Winter Park (FD/PD)</li> <li>• UCF PD</li> <li>• Orlando PD</li> <li>• Orlando FD</li> <li>• Greater Orlando Aviation Authority (PD/FD)</li> <li>• Reedy Creek</li> <li>• Florida Highway Patrol</li> </ul>					
<b>Private Ambulance Dispatch Centers</b>					
<ul style="list-style-type: none"> <li>• Rural Metro</li> <li>• Health Central Paramedics</li> </ul>					

**NOTE:** These data are not exactly comparable because of variability of accounting, organizational structure, and services provided