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Government & Education | Economics & Public Finance | Health & Human Services | Nonprofits & Communities

# Town of Victor: Public Safety Services Evaluation

Baseline Report Presentation – September 7, 2016

# Agenda for the Evening

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- Project Overview
- Survey Results
- Service Area Overview
- Key Findings
- Future Steps

# Project Overview

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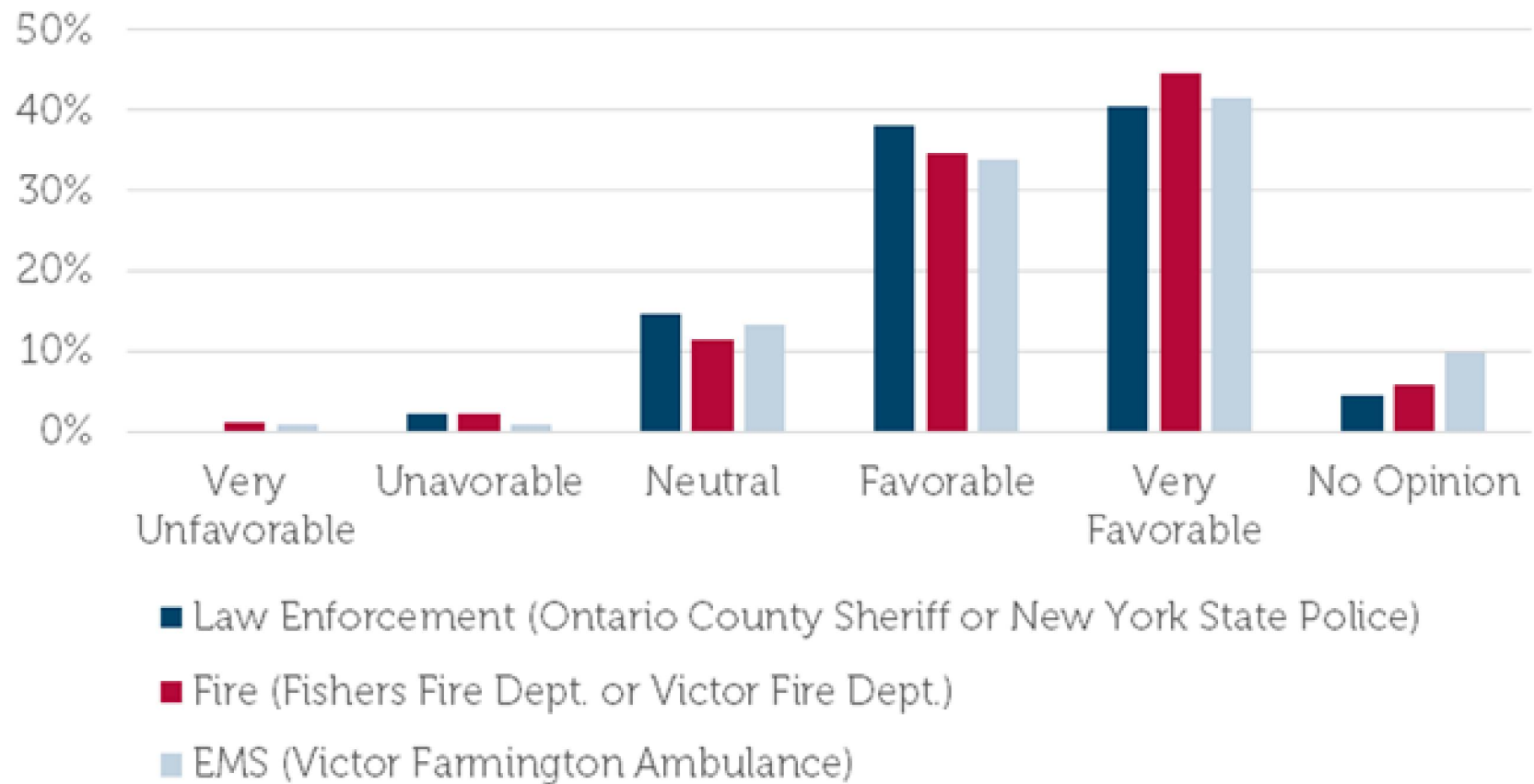
- Provide information to the Steering Committee and Victor residents regarding the current state of Victor's public safety & emergency services and will provide recommendations for potential changes.
- Project Started in March of 2016
- Baseline Phase is essentially complete
  - Interviews
  - Survey of Residents
  - Information Gathering and Analysis
  - Report on existing situation
- Options Phase is next

# Survey Results

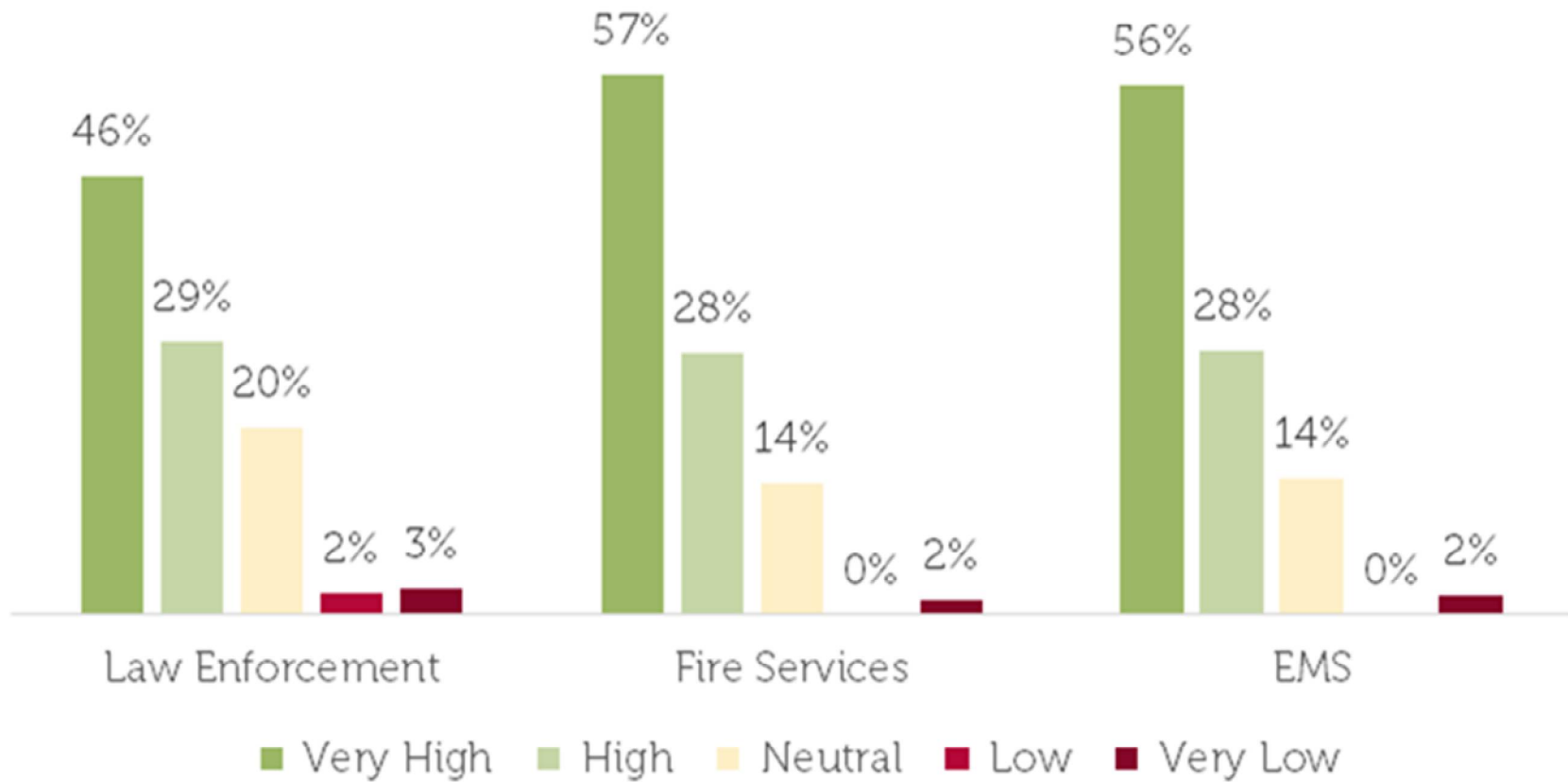
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- 400 households responded to the survey, representing over 1114 people, which was approximately 7% of town households and 8% of the town's population.
- 22.6% of the responders had households with residents aged 65+, a higher rate than the overall 65+ population in the Town of Victor (16.6%).
- 22.4% of the responders had households with children under the age of 18, less than 26.1% overall in the Town of Victor.
- Those who have lived in Victor 10 or more years were overrepresented, submitting 71.1% of the responses, compared to the overall town rate of 31.6%
- A non-representative, convenience sample

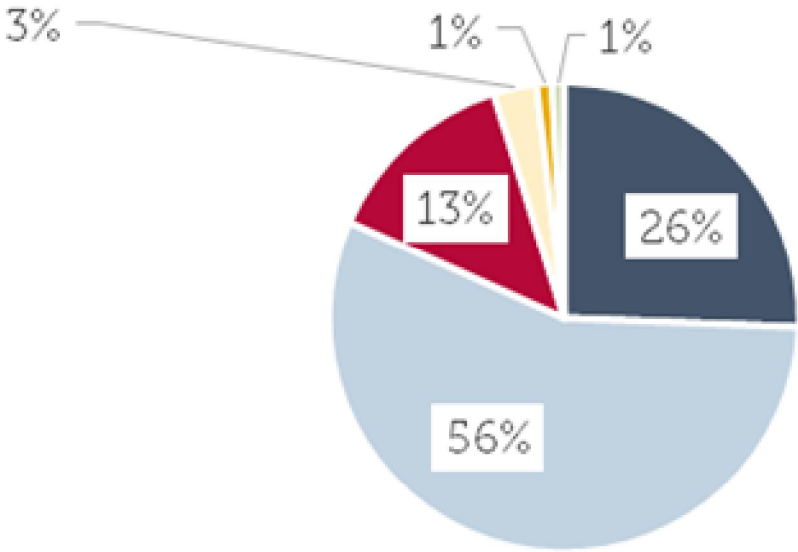
## Public Opinions of Public Safety



### Quality of Interaction (% within each service)

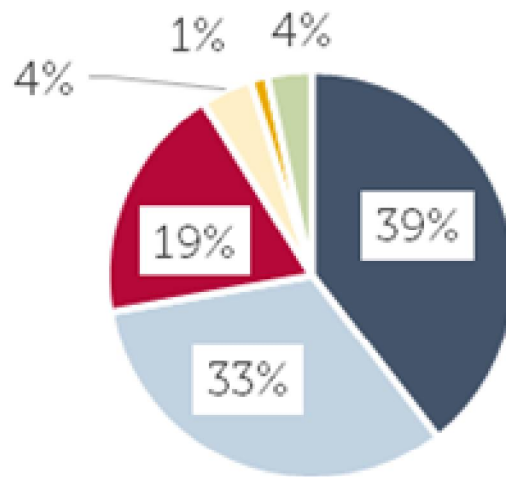


In my home, I feel safe and that if I needed help it would be there quickly.



- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- No Opinion

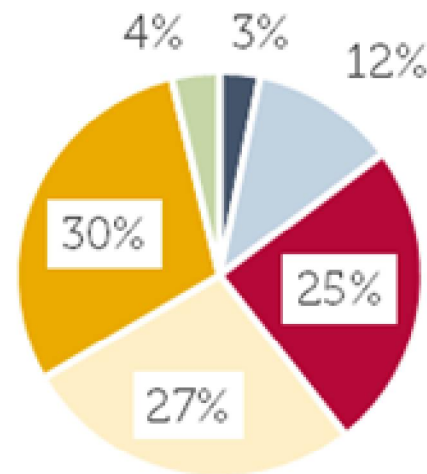
## Helping the Victor Fire Department continue to have fully volunteer firefighters is very important.



- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- No Opinion

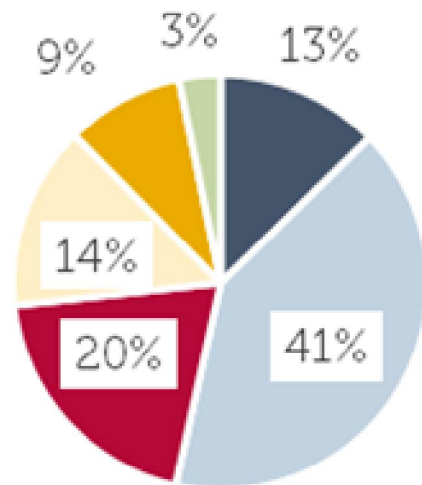


I would be willing to pay 50% more in fire department tax to have a paid fire department.



- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- No Opinion

It is acceptable for Victor Farmington Ambulance to bill for services that don't involve transport to the hospital .



- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- No Opinion

# Open Ended Questions - Positive

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<b>Positively Themed Responses</b>	<b>Count</b>	<b>% of Grand Total (651 responses)</b>
No changes needed	192	29.5%
Satisfied with coverage/presence	46	7.1%
No interaction w/services but confident in their ability	15	2.3%
Professional	7	1.1%
Pleased with town management	6	0.9%
Good/adequate response time	3	0.5%
Satisfied with community involvement (i.e. Open Houses, town celebrations)	3	0.5%
<b>Total</b>	<b>272</b>	<b>41.8%</b>

# Open Ended Questions - Negative

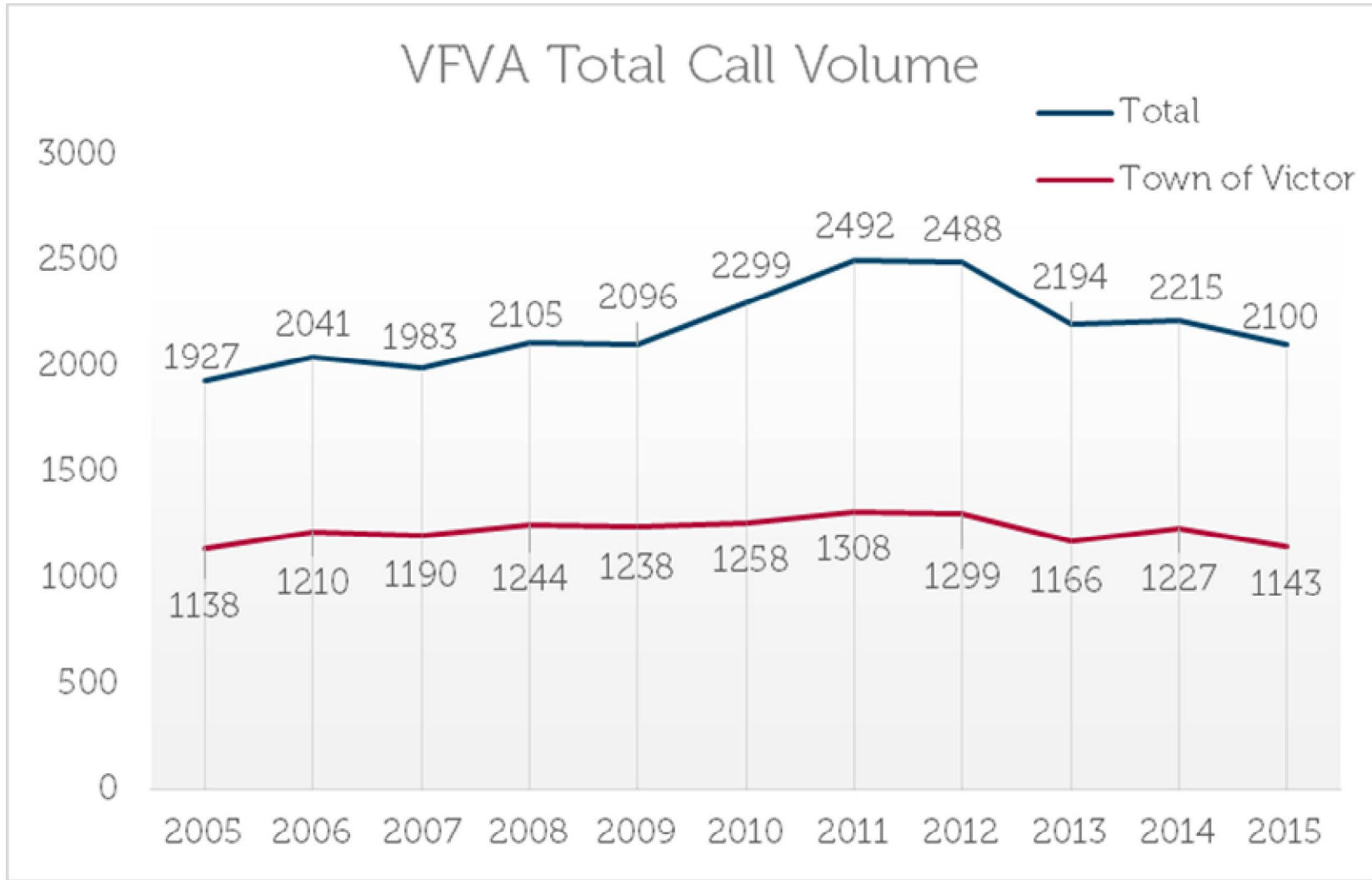
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<b>Unfavorable View of Service Responses</b>	<b>Count</b>	<b>% of Grand Total (651 responses)</b>
Would like greater police presence	53	8.1%
Traffic issues	11	1.7%
Inadequate/poor response time	11	1.7%
Confusion on coverage areas	3	0.5%
Dissatisfied with police services	3	0.5%
Would like more community involvement i.e. Open Houses, town celebrations	2	0.3%
Should have more coordination of all services	2	0.3%
<b>Grand Total</b>	<b>85</b>	<b>13.1%</b>

# Victor Farmington Volunteer Ambulance

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- Covers both Victor and Farmington with paramedic ambulances
- About 8 full time and 25 part time employees with around 20 volunteers
- 4 ambulances and 2 support vehicles
- Operating budget of about \$1.25 million with less than 2% from taxes
- Slightly more than 3 calls per day on average in Victor



**Percent of High Priority EMS Calls with First Response (EMS or Fire) Under 480 Seconds by Time of Day and Location**

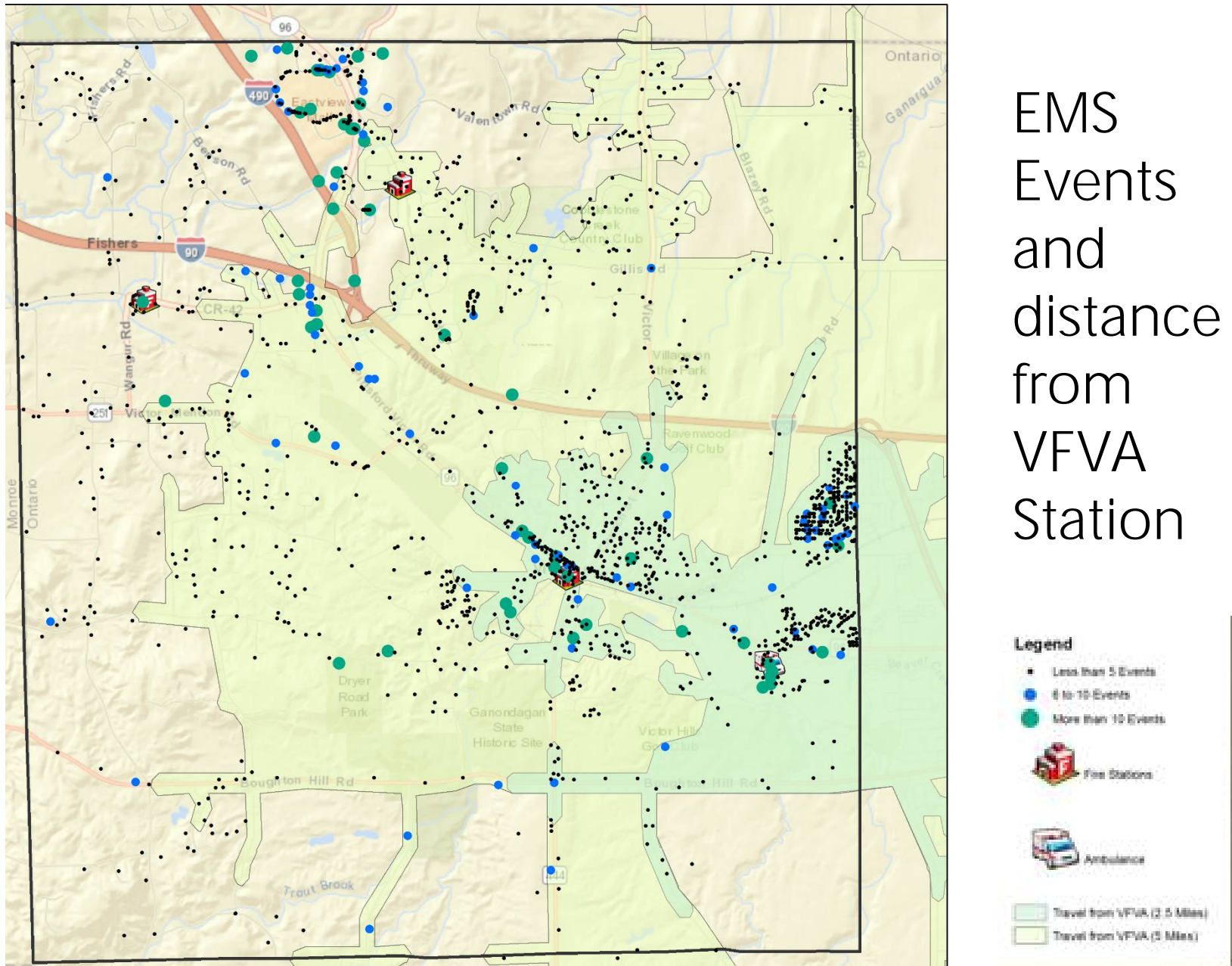
	Fishers FD Area	Victor FD Area	<b>Total</b>
Midnight to 3:59 AM	50%	62%	<b>56%</b>
4:00 AM to 7:59 AM	73%	63%	<b>68%</b>
8:00 AM to 11:59 AM	76%	92%	<b>84%</b>
Noon to 3:59 PM	81%	87%	<b>83%</b>
4:00 PM to 7:59 PM	77%	79%	<b>78%</b>
8:00 PM to 11:59 PM	73%	79%	<b>75%</b>
<b>Total</b>	<b>75%</b>	<b>81%</b>	<b>78%</b>

## Percent of High Priority EMS Calls with Ambulance Response Under 480 Seconds by Time of Day and Location

	Fishers FD Area	Victor FD Area	<b>Total</b>
Midnight to 3:59 AM	14%	57%	<b>38%</b>
4:00 AM to 7:59 AM	28%	57%	<b>44%</b>
8:00 AM to 11:59 AM	37%	80%	<b>60%</b>
Noon to 3:59 PM	38%	75%	<b>54%</b>
4:00 PM to 7:59 PM	28%	71%	<b>47%</b>
8:00 PM to 11:59 PM	18%	68%	<b>39%</b>
<b>Total</b>	<b>31%</b>	<b>72%</b>	<b>50%</b>



# EMS Events and distance from VFVA Station

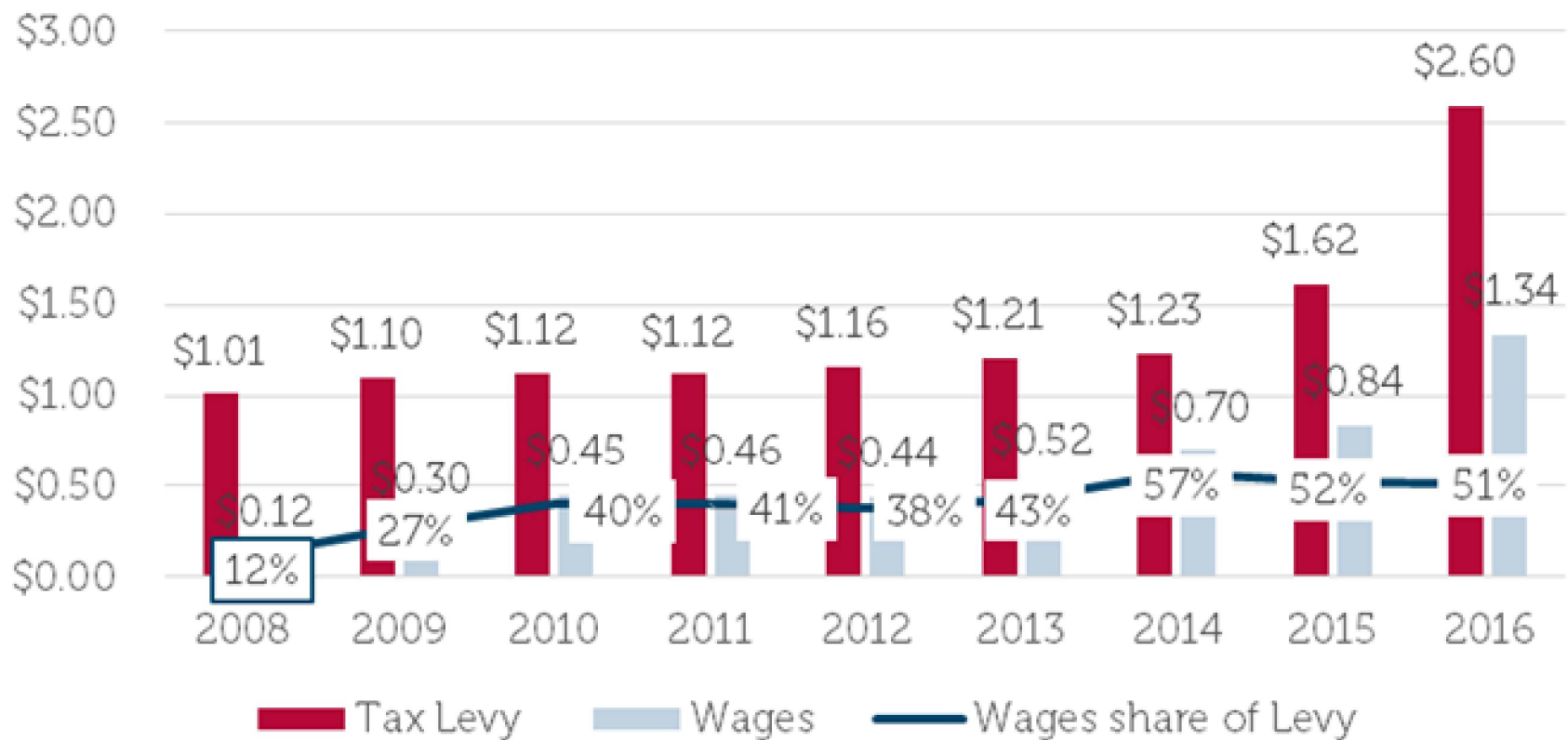


# Fishers Fire District

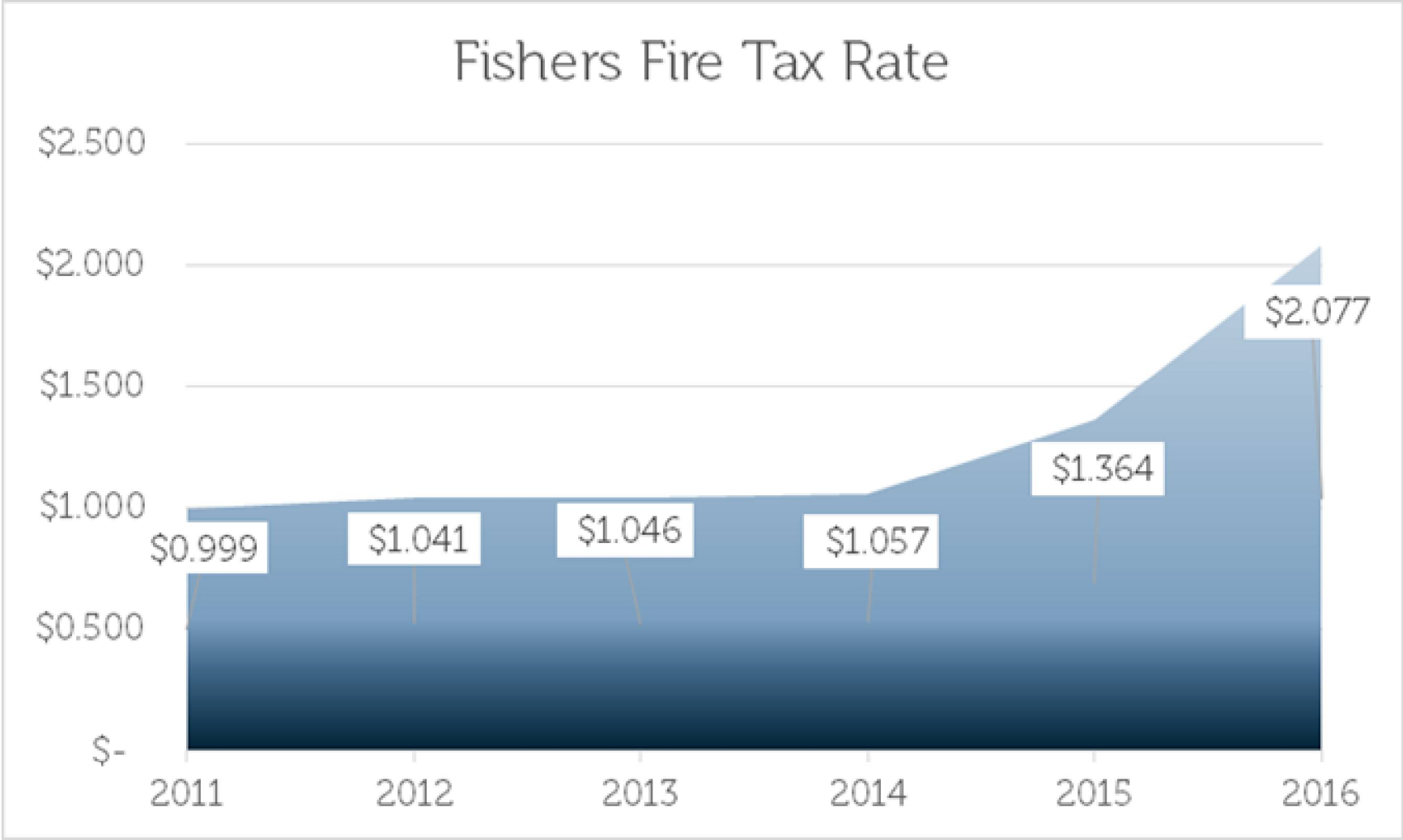
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- Serves western portion of town
- Separately elected fire commission governs district
- 16 paid firefighters (4 on duty) and about 9 volunteers
- 2 stations
- 2 engines, 1 quint, a heavy rescue and support vehicles
- About \$3.7 million budget in 2016 including a \$1.1 in capital fund expenses
- About \$2.6 million in property tax levy with rate of \$2.077 per thousand TAV

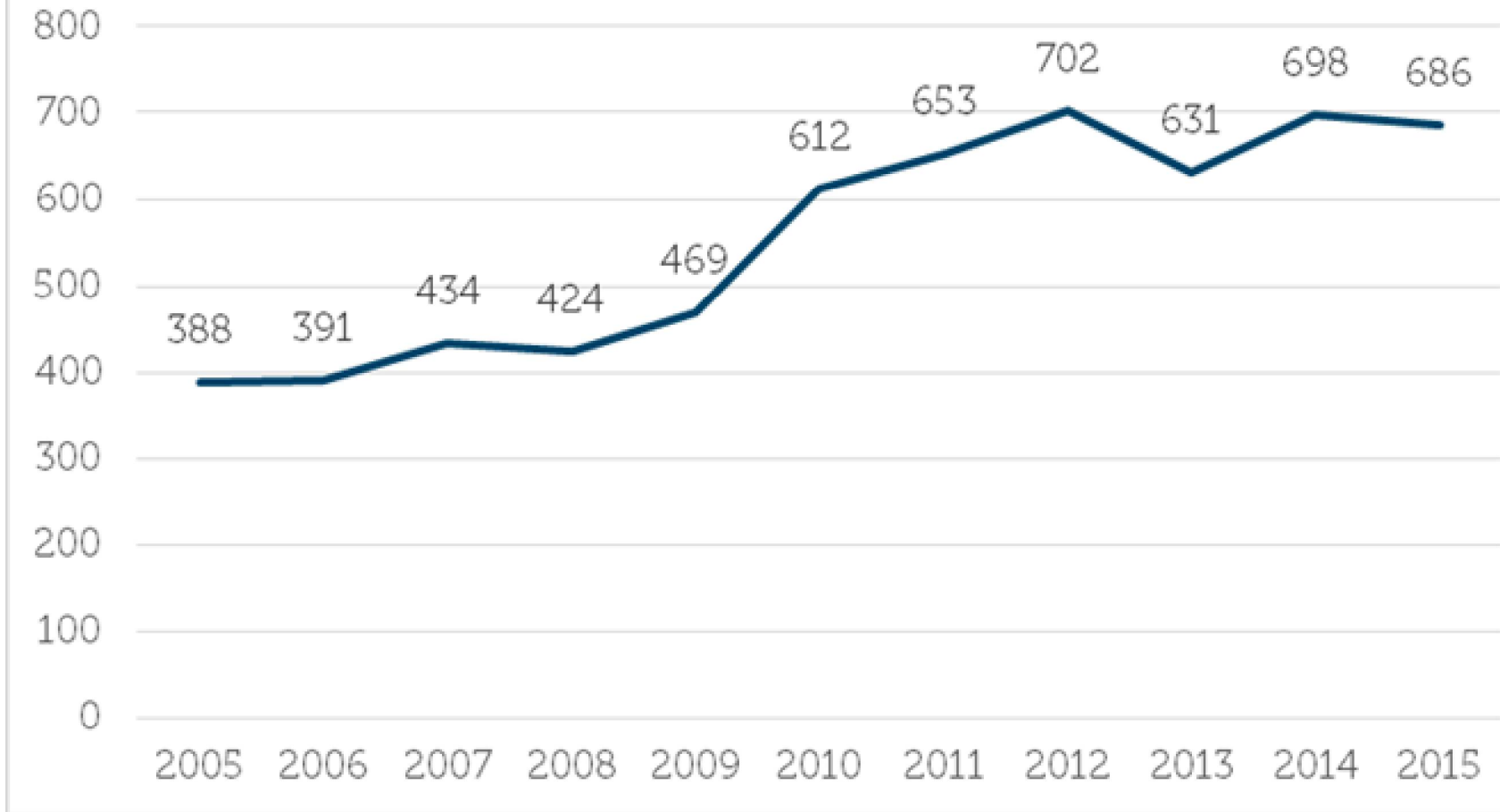
## Levy, Wages and Wage Share of Tax Levy (Inflation Adjusted, in millions)



# Fishers Fire Tax Rate

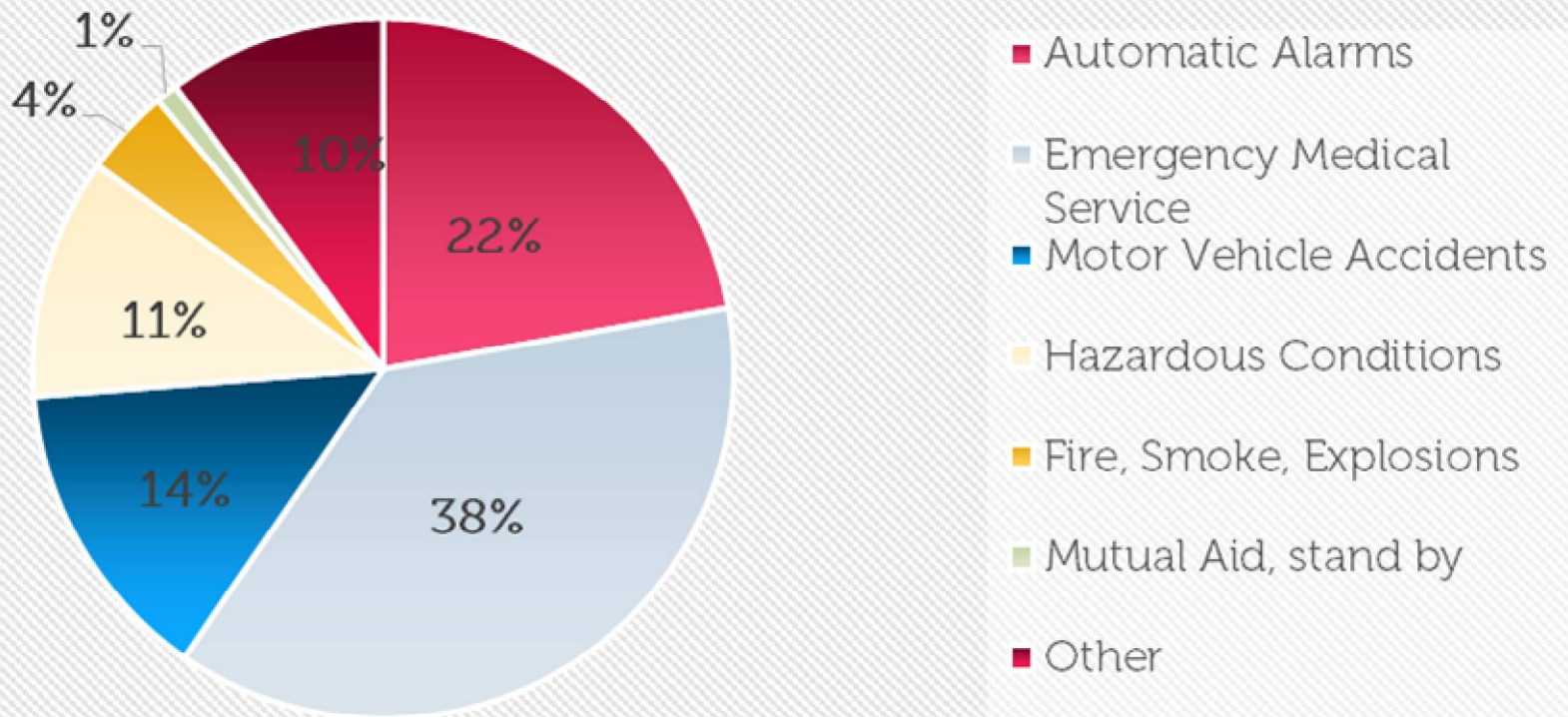


## Fishers Fire Calls for Service





## Apportionment of Calls, 2014

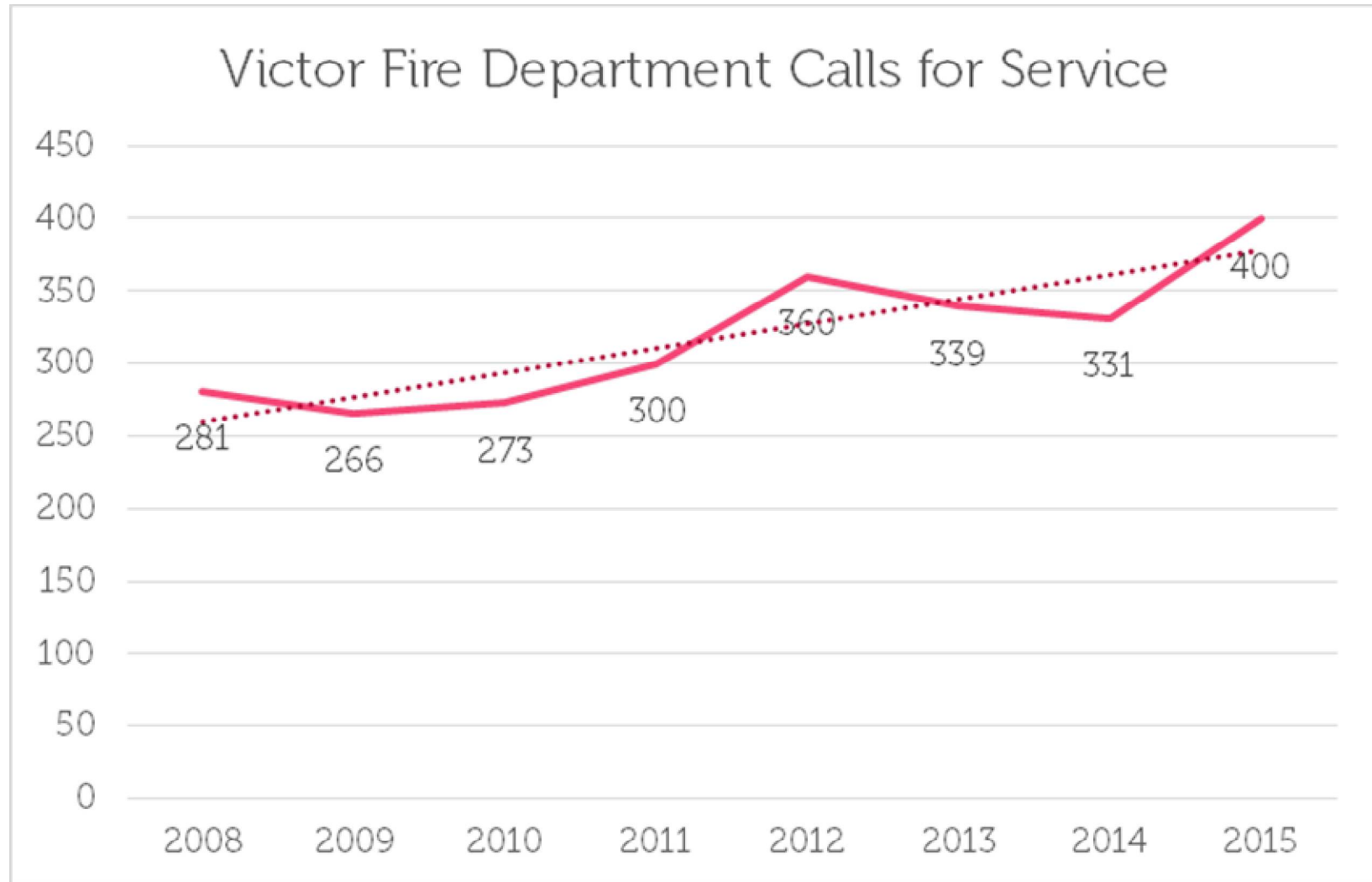


# Victor Fire Department

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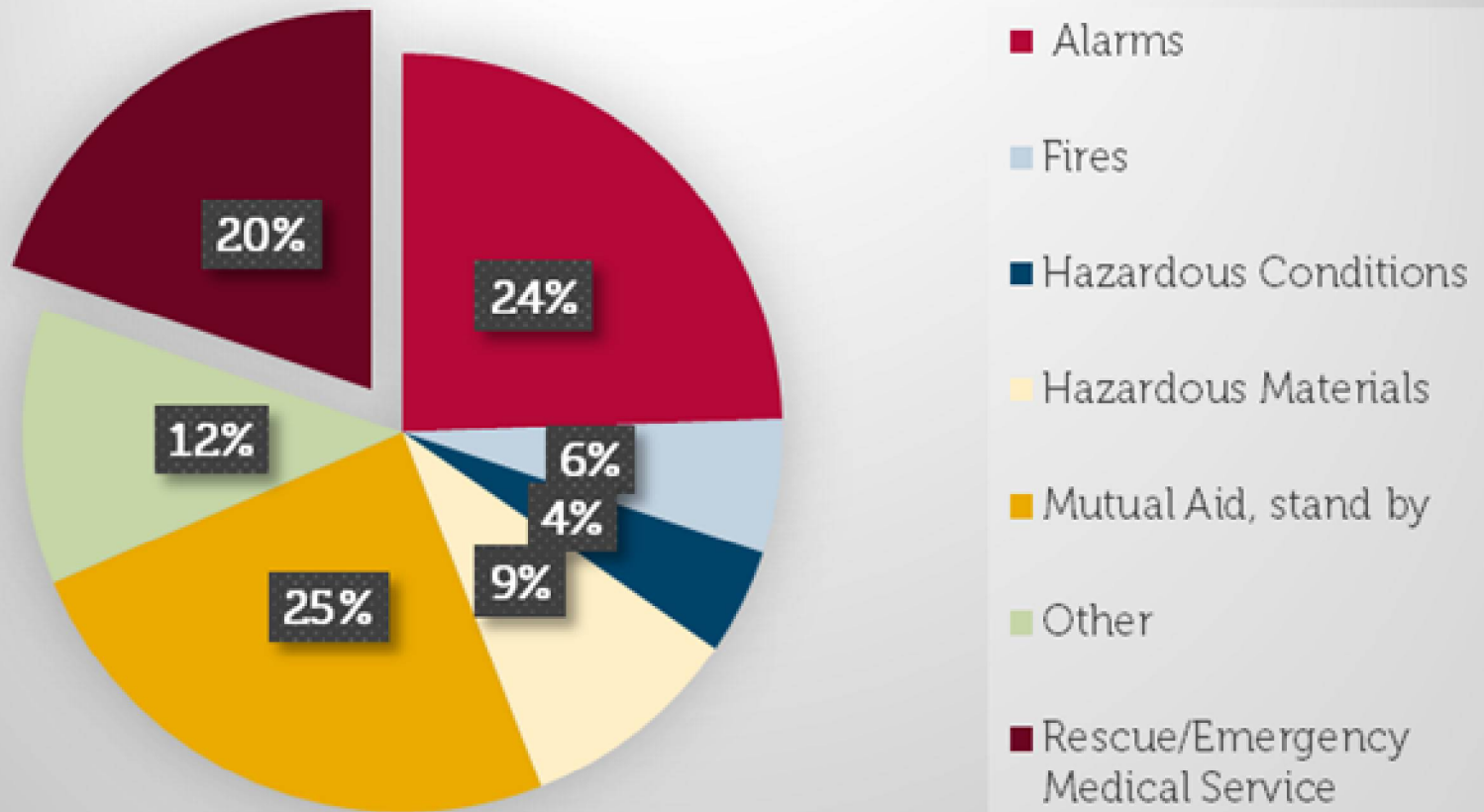
- Serves Village of Victor and the Victor Fire Protection District in the eastern portion of the town
- Department of the village but a sizeable portion (74%) comes from the town
- About 45 volunteers
- 2 engines, 1 quint, 1 heavy rescue and support vehicles
- Total budget is about \$660,000
- Both village and town raise \$0.912 per thousand TAV

## Victor Fire Department Calls for Service





# Victor Apportionment of Calls



# Mutual Assistance and Automatic Aid

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Location of FFD Calls				Location of VFD Calls		
	Fishers	Victor	<b>Total</b>	Fishers	Victor	Total
2012	673	13	<b>686</b>	38	262	<b>300</b>
2013	601	9	<b>611</b>	35	252	<b>287</b>
2014	656	18	<b>674</b>	31	256	<b>287</b>
2015	623	42	<b>665</b>	67	265	<b>332</b>
2016 (to 6/14)	320	38	<b>358</b>	70	121	<b>191</b>
<b>Total</b>	<b>2,873</b>	<b>120</b>	<b>2,994</b>	<b>241</b>	<b>1,156</b>	<b>1,397</b>

# Response Times

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## Percent of Fire Calls with First Unit Under 300 Seconds by Time of Day and Location

	Fishers	Victor	Total
Midnight to 3:59 AM	21%	18%	<b>20%</b>
4:00 AM to 7:59 AM	32%	39%	<b>34%</b>
8:00 AM to 11:59 AM	39%	45%	<b>41%</b>
Noon to 3:59 PM	37%	42%	<b>39%</b>
4:00 PM to 7:59 PM	37%	51%	<b>43%</b>
8:00 PM to 11:59 PM	44%	46%	<b>45%</b>
<b>Total</b>	37%	<b>44%</b>	<b>39%</b>

# Response Times

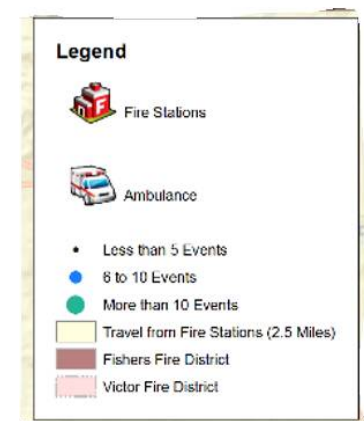
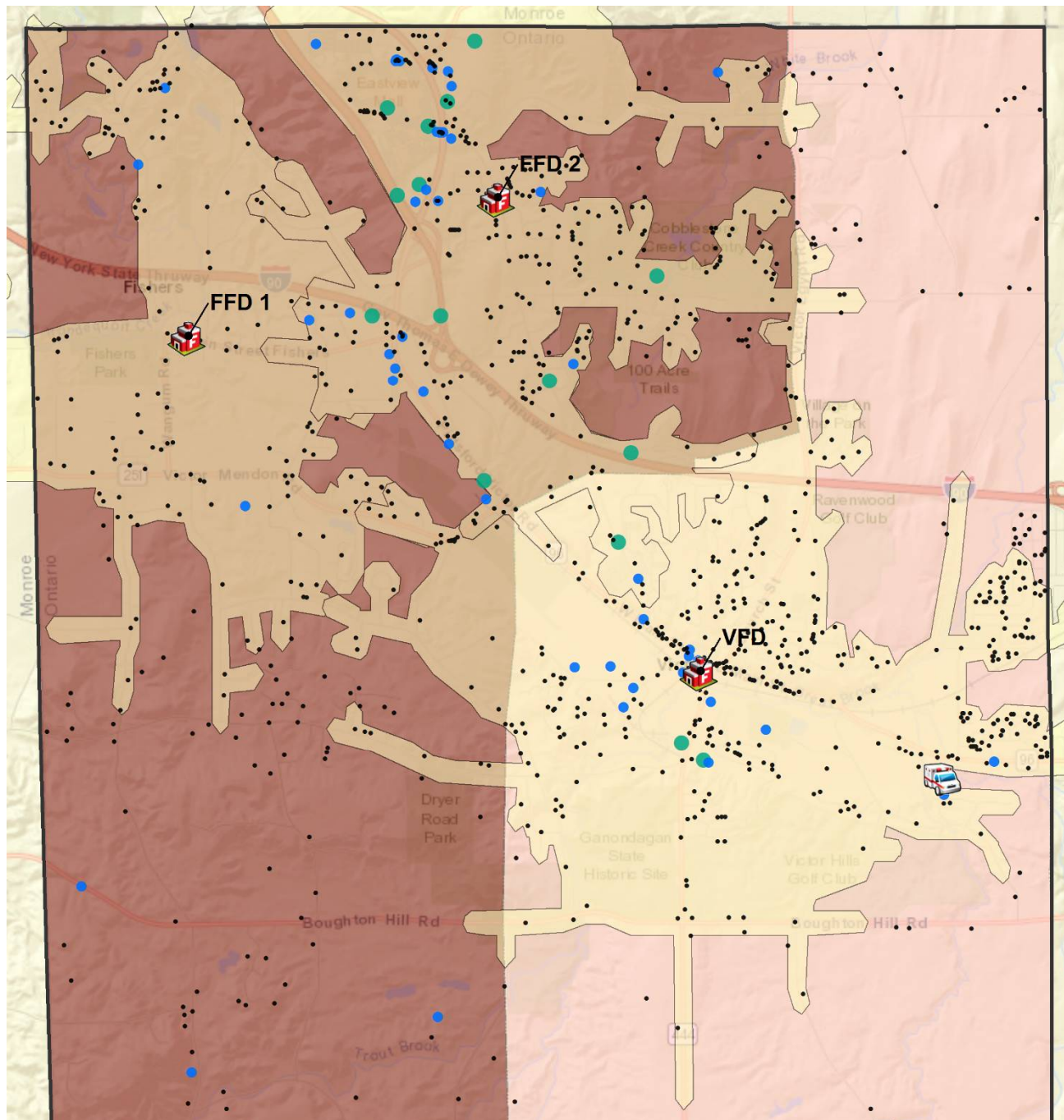
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## Percent of Fire Calls with First Unit Under 480 Seconds by Time of Day and Location

	Fishers	Victor	Total
Midnight to 3:59 AM	60%	81%	<b>68%</b>
4:00 AM to 7:59 AM	67%	82%	<b>72%</b>
8:00 AM to 11:59 AM	81%	75%	<b>79%</b>
Noon to 3:59 PM	81%	76%	<b>79%</b>
4:00 PM to 7:59 PM	80%	87%	<b>83%</b>
8:00 PM to 11:59 PM	78%	87%	<b>82%</b>
<b>Total</b>	<b>78%</b>	<b>81%</b>	<b>79%</b>

# Fire Responses in the Town of Victor

(with driving distance and district lines)



# Ontario County Sheriff's Office

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- Primary law enforcement responder for most of Ontario, including Victor
- Elected Sheriff directs the operations with some oversight from Board of Supervisors
- 67 sworn employees
- Town generally has a deputy assigned to its zone
- Eastview Mall has a contract for dedicated staff
- Also handles all 911 and public safety dispatching with 36 full time employees
- Total budget is \$11.9 million for law enforcement and \$4.2 for communications

# Crime Reports (3 year average)

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	<b>Victor</b>	<b>All Ontario County</b>	<b>Victor share of county</b>
<b>Murder</b>	<b>0</b>	<b>0</b>	<b>0%</b>
<b>Rape</b>	<b>1</b>	<b>11</b>	<b>6%</b>
<b>Robbery</b>	<b>3</b>	<b>10</b>	<b>31%</b>
<b>Assault</b>	<b>3</b>	<b>30</b>	<b>9%</b>
<b>Burglary</b>	<b>29</b>	<b>191</b>	<b>15%</b>
<b>Larceny</b>	<b>261</b>	<b>795</b>	<b>33%</b>
<b>Total Part 1</b>	<b>299</b>	<b>1051</b>	<b>28%</b>
<b>DWI</b>	<b>25</b>	<b>150</b>	<b>16%</b>
<b>Other lesser crimes</b>	<b>227</b>	<b>1816</b>	<b>13%</b>
<b>Total Part 2</b>	<b>252</b>	<b>1966</b>	<b>13%</b>

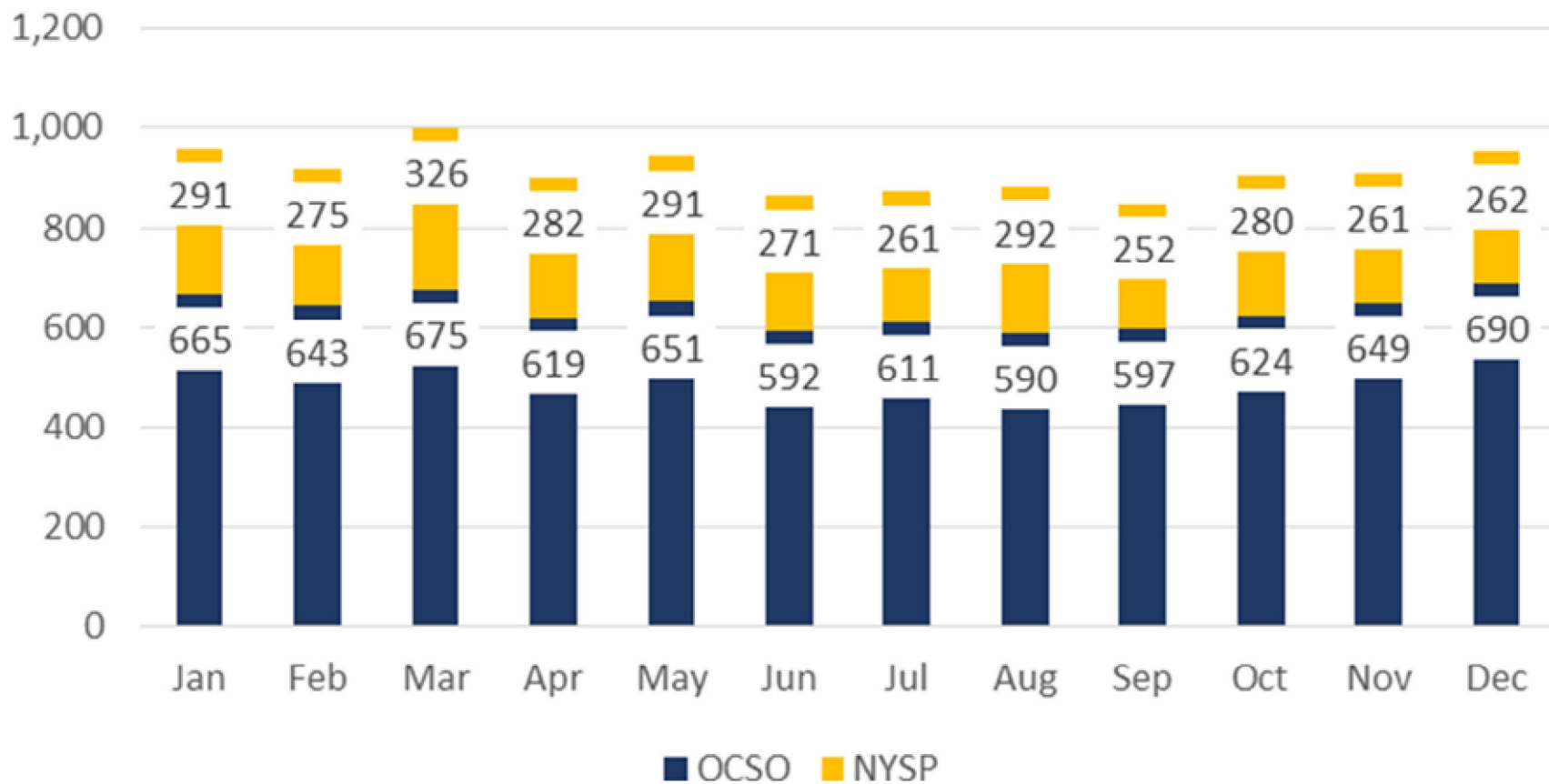
# New York State Police

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- Served by Troop E with HQ in Canandaigua
- 19 troopers and 2 sergeants assigned to Ontario County
- Assigned to calls by 911 center using a closest car(s) concept
- Work side by side with OCSO



## Law Enforcement Average Call Volume by Month

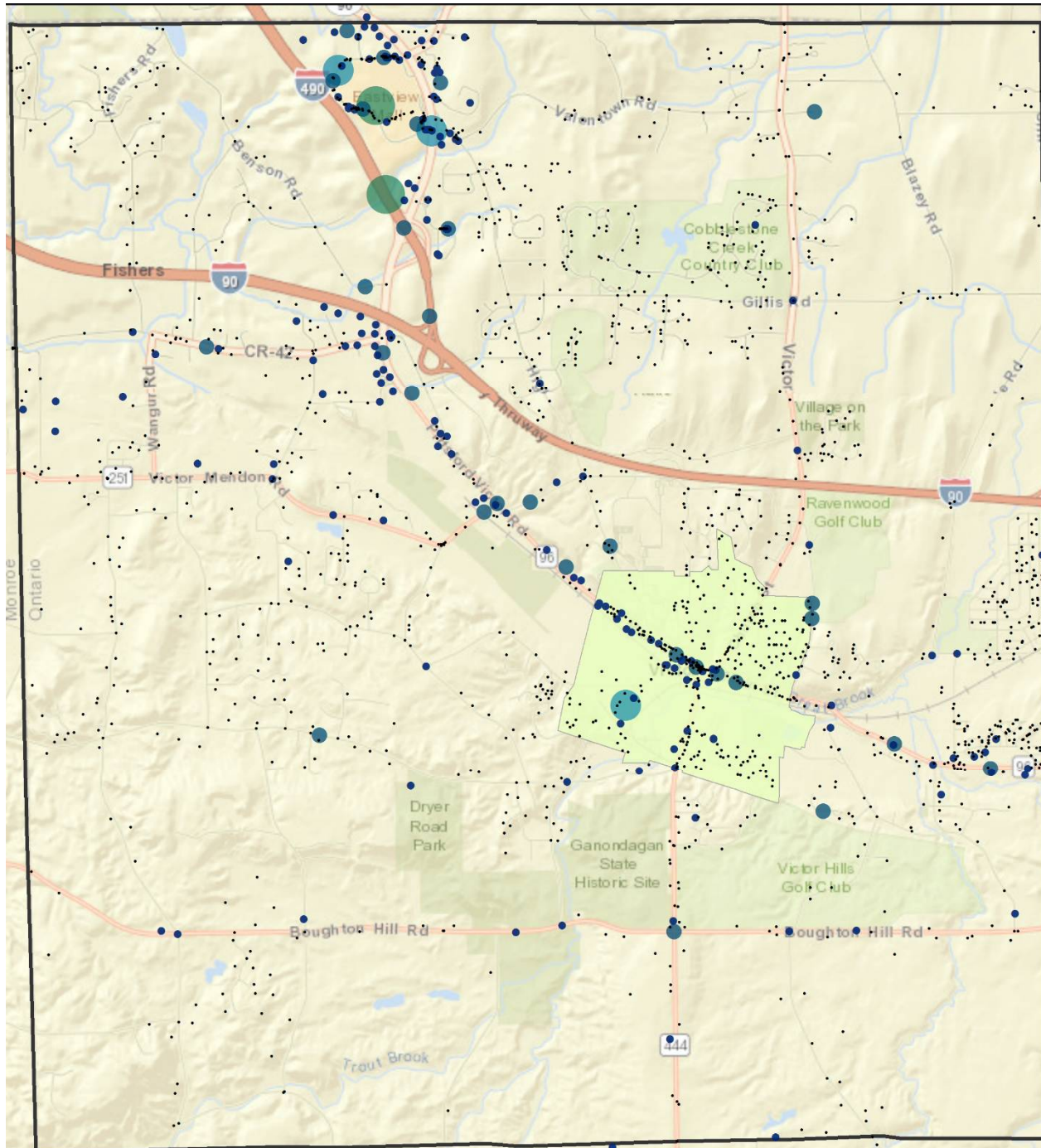


## Top 10 Ontario County Sheriff Calls by Situation Found and by Location

	Village	Town	Eastview Mall	<b>Total</b>	<b>%</b>
Stopping Vehicle	1,402	4,445	124	<b>5,976</b>	18%
Crash	344	2,164	477	<b>2,985</b>	9%
Alarm	356	2,180	338	<b>2,874</b>	8%
Property Check	332	1,739	1	<b>2,102</b>	6%
Detail	145	508	581	<b>1,237</b>	4%
Suspicious Condition	137	146	960	<b>1,243</b>	4%
Served Papers	139	575	204	<b>919</b>	3%
Larceny	95	495	395	<b>988</b>	3%
Assist Ambulance	101	615	145	<b>861</b>	3%
Hang Up 911 Call	183	598	222	<b>1,004</b>	3%
Other Call Types	2,480	7,835	3,363	13,775	41%
<b>Total</b>	<b>5,714</b>	<b>21,300</b>	<b>6,810</b>	<b>33,964</b>	<b>100%</b>

## Top 10 New York State Trooper Calls by Situation Found and by Location

	Village	Town	Eastview Mall	<b>Total</b>	%
Stopping Vehicle	856	6,412	90	<b>7,359</b>	49%
Alarm	147	964	71	<b>1,182</b>	8%
Crash	183	1,289	139	<b>1,611</b>	11%
Hang Up 911 Call	0	3	0	<b>3</b>	0%
Suspicious Condition	70	208	17	<b>298</b>	2%
Open Line 911 Call	5	8	1	<b>14</b>	0%
Disabled Vehicle	30	146	4	<b>180</b>	1%
Larceny	31	145	22	<b>199</b>	1%
Family Trouble	49	276	10	<b>335</b>	2%
Assist Ambulance	5	5	1	<b>11</b>	0%
Other Call Types	662	2,921	191	3,779	25%
<b>Total</b>	<b>2,038</b>	<b>12,377</b>	<b>546</b>	<b>14,971</b>	



# Location of Police Events in Town of Victor, 2015

## Legend

- Less than 10 Events
- 10 to 50 Events
- 51 to 150 Events
- 151 to 300 Events
- More than 300 Events
- Village of Victor

## Key Findings (1 of 3)

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- The public is generally satisfied with their public safety system, but they see room for improvement
- Fire tax rate in FFD is going up and remaining level in rest of Victor.
- Taxable assessed value is growing, particularly in FFD.
- Declining volunteerism at FFD and VFVA has led to increase in paid staff.
- VFD has been able to maintain constant level of volunteers.
- Fire protection is well rated by Insurance Service Organization

## Key Findings (2 of 3)

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- Serious property crime in Victor is relatively high compared to Ontario County, but Victor has little violent crime.
- An EMS resource responds to high priority events in eight minutes or less 78% of the time.
  - The VFVA responds to high priority events in eight minutes or less 72% of the time in the Victor Fire service area and 31 % of the time in the Fishers Fire service area.
- Older residents use the ambulance more frequently than the general population.
- Both fire departments are able to get a resource on the scene of calls in eight minutes or less 79% of the time.

## Key Findings (3 of 3)

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- The call records kept by the OCSO only record the first fire unit that arrives on scene. This prevents an analysis of when adequate resources, such as engines or ladder trucks, for fire suppression arrive on the scene.
- The location of the fire stations is good for the majority of events in Victor.
- The fire departments and VFVA have adequate funding and an appropriate plan to maintain the necessary equipment to perform their tasks.
- Substantial law enforcement resources patrol Victor and provide a prompt response.

# Next Steps

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- Additional Analysis
  - Emergency Management Preparation
  - Fire Department Response Times
  - Impact of development on the town
- Development of Options
  - Each Service Area will have some options
  - Based on steering committee feedback, some will get additional development
- Presentation of Options Report
  - October 12<sup>th</sup> at 6:00 pm is presentation of Options



# Additional Information

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- Public Safety Study Website
  - [www.cgr.org/victor](http://www.cgr.org/victor)
- Complete Baseline Report
  - Anticipated to be placed on website by 9/16
- Comments or Questions
  - [pbishop@cgr.org](mailto:pbishop@cgr.org) or 585-327-7068