



# 2012 YEAR-END REPORT



# VICTORIA

# FIRE DEPARTMENT

# Message From the Chief

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The Fire Department is proud to present the 2012 year-end report that captures the accomplishments of the organization. The department continues to strive for excellence by continuously reviewing the operations and services provided.

I believe working through change and exploring a creative thought process creates a more dynamic department. As you view the pages of this report, I hope you will pay close attention to the Critical Care benchmarks that went into place in 2012. We are really proud of the members of the department for embracing the benchmarking process and working extremely hard to strive for improved patient outcomes.

The department will always be in a continuous state of review. It is important that we learn from the things we do well and look for opportunities of improvement every step of the way.

I commend the members of the fire department for a job well done. I look forward to 2013 and the opportunity to partner with the department members in providing an even higher level of “Service Excellence.”

*- Taner Drake  
Victoria Fire Chief*



# Operational Changes



## **OPERATIONAL CHANGES IN 2012:**

- New Dispatch Guideline that moves all critical response communications to a tactical operational radio channel
- Started Conversion to 45-Minute SCBA Air Bottles
- Moved to a “Single” point of EMS supply distribution
- Implemented Phase I of a fire hydrant maintenance program
- SCBA on all medics
- 1,000 gallon water tanks on fire engines
- 14’ ambulance for increased workable space

## **OPERATIONAL ENHANCEMENTS:**

- Took delivery of Engine #2 (1,000 gallon water tank)
- Mobile Data Terminals (MDTs) installed on all emergency response vehicles
- Supplied air-cart for confined space rescue
- Haz-Mat ID 360 and Multi-Threat detectors and monitors for hazardous materials calls
- 45-minute SCBA bottle conversion
- Voice amplifiers for officers to enhance communications on the fireground; to name a few.

# EMS

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In 2012, the department implemented a program called “Critical Care”. The program allows the department to benchmark their performance on critical medical calls – Stroke, Chest Pains, and Trauma. The first 6-months data indicates that the department is doing a remarkable job of meeting the established performance indicators, thus providing the highest chance of recovery for our citizens.

The EMS Division is also continuing our pursuit to be the “Leader in Emergency Service Excellence” by sending a select number of Paramedics through the very tough Critical Care-EMT certification program that will enhance the “skill set” of the Paramedics in the field.

The Quality Assurance (QA) Program continues to be a huge success in getting all of our community medical partners together to review critical medical cases, with an emphasis on creating a structured non-adversarial learning environment.

**Enhancements:** The department took delivery of Medic 4 that has a 14’ Box for increased maneuverability and storage, purchased Video Laryngoscopes for all front-line ambulances, moved medical supplies to a common location to allow the medic crews the ability to resupply themselves after medical calls; to name a few.



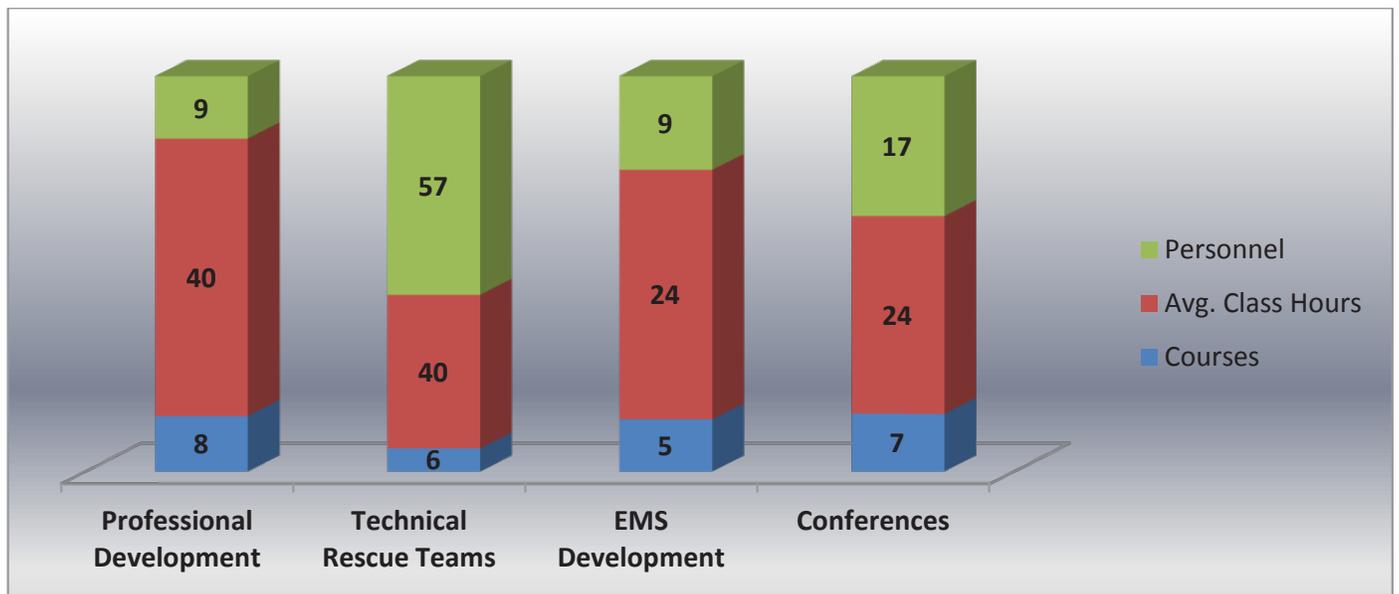
# Training

The Training Division was really challenged in 2012 to seek out and deliver more professional and accredited levels of training. In particular, the department's "Specialty Teams" were targeted to increase their skill set and enhance and commit to their development. The Training Division coordinated and provided Specialty Team training in the following areas: Hazardous Materials Operations and Technician; Basic Wildland Firefighting; Rope Rescue I, and Confined Space I & II certifications.

The Training Division was also very instrumental in the design and project oversight of the new Training Facility at 1411 SW Ben Jordan. The Training Facility is a 4-Story Tower with a 2-Story Residential and 1-Story Burn Room Annex. The Facility has high-angle rescue props, a maze configuration, vertical ventilation simulator, standpipe operations, two temperature regulated burn rooms, and a forcible entry simulator.



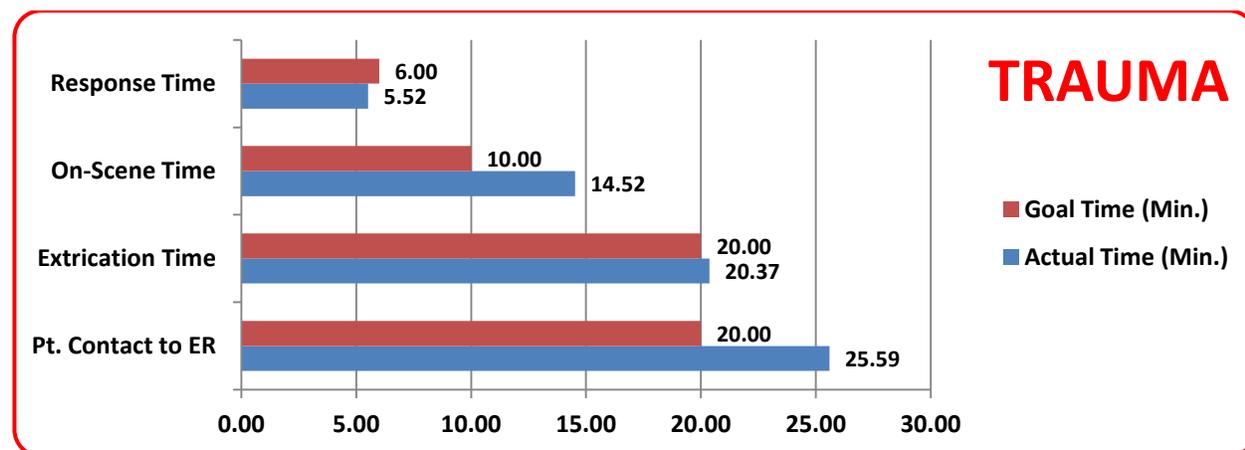
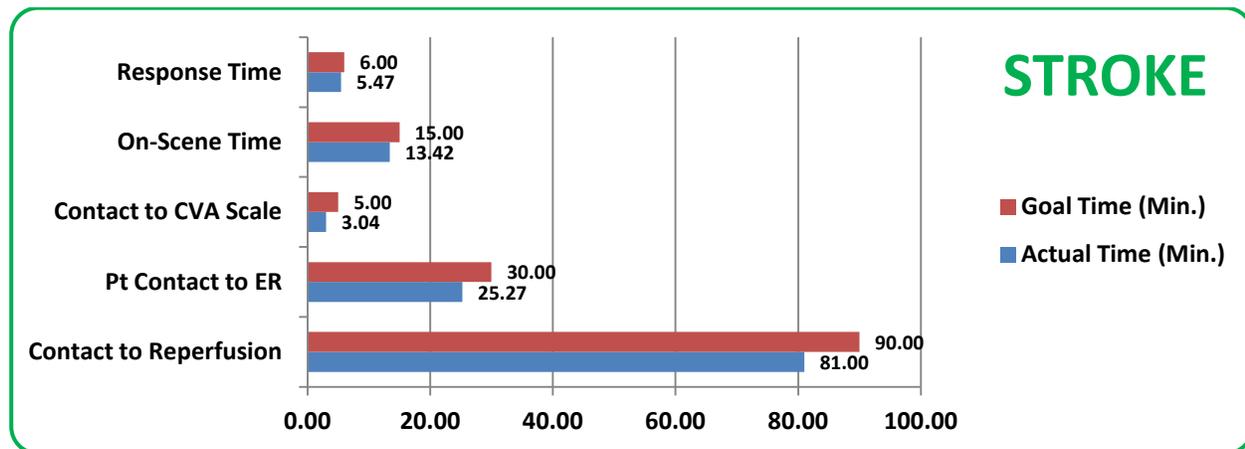
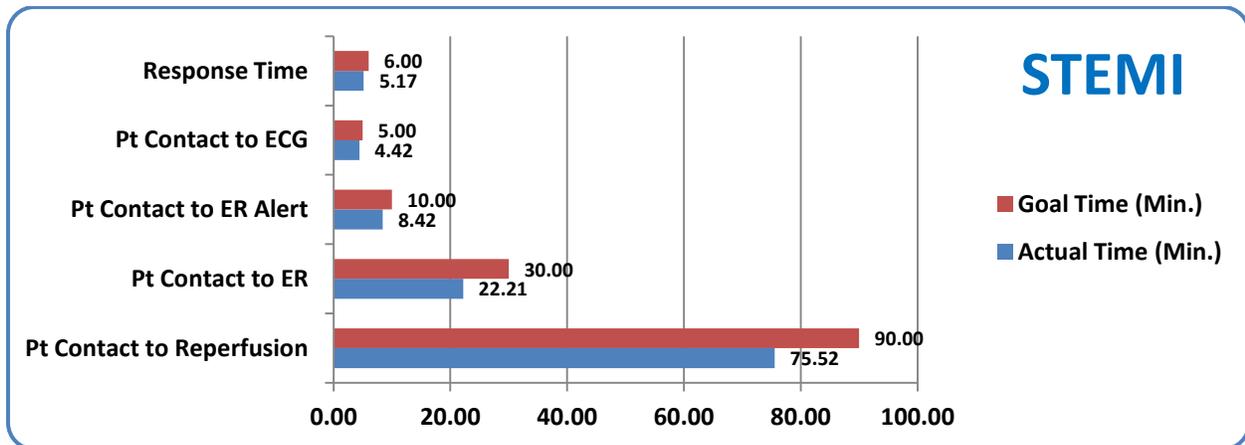
**Enhancements:** Transitioned to a new medical supply program, purchased two advanced training props for intubations, and changed to a more interactive medical CE program software, to name a few.



# Critical Care Data

The department continues to explore opportunities of improvement in the services delivered to the citizens of the City and County of Victoria. Benchmarking has become a critical element in helping the department identify strengths and explore areas of improvement, and to measure the performance of services delivered.

## Benchmarks



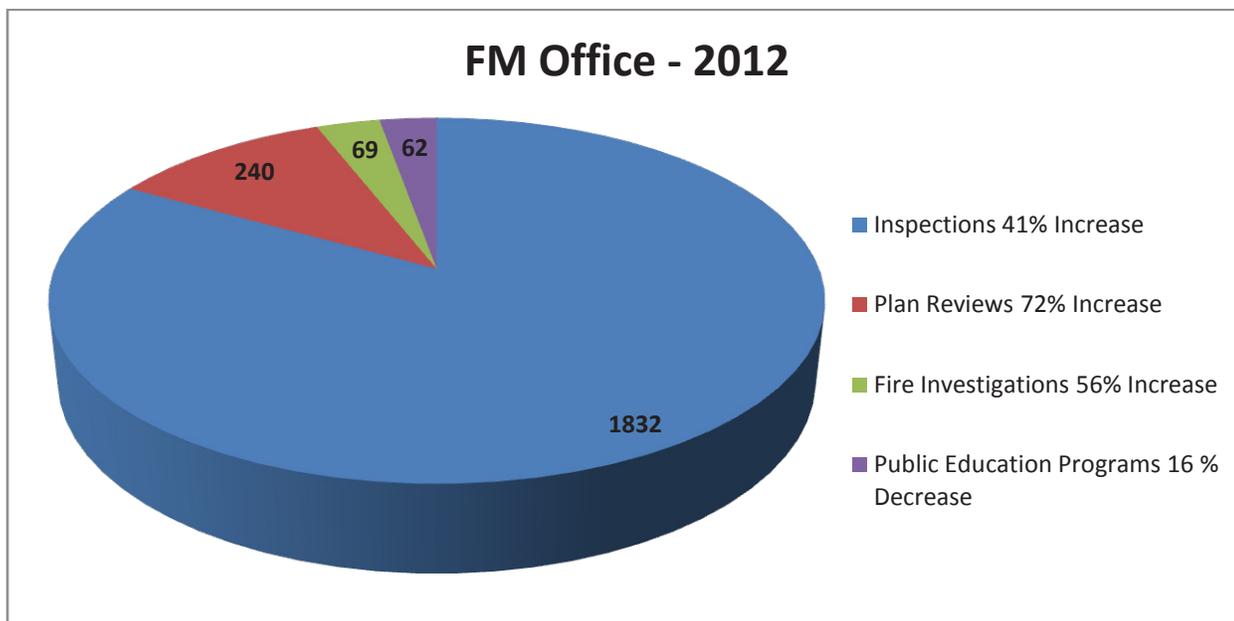
# Fire Marshal Office



The Fire Marshal Office (FMO) had a busy year in 2012. The FMO core functions are: inspections, construction plan reviews, fire alarm testing, automatic sprinkler system inspection and testing, fire cause investigations, and public education. The FMO performed a very popular program called “The Safety Scouts” that was delivered to over 1,700 children on the topics of safety and prevention.

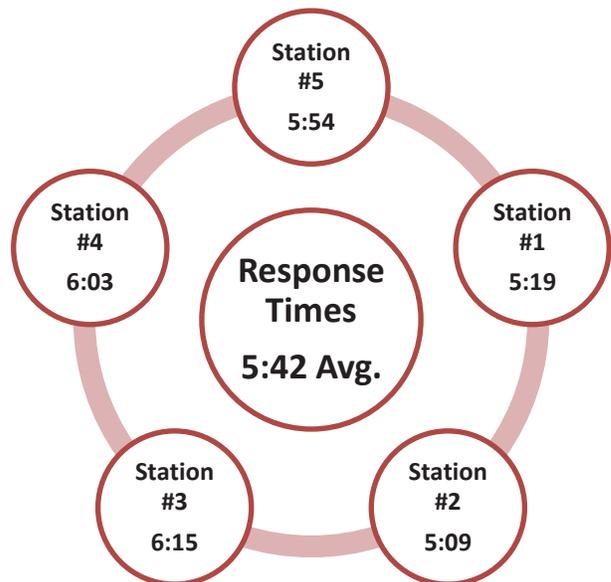
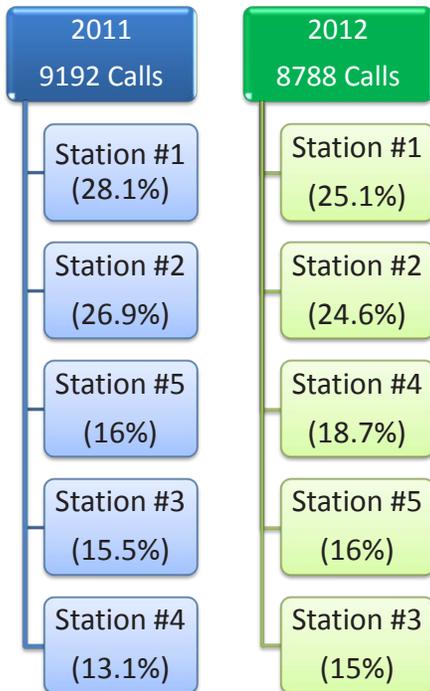
As the community continues to see an increase in growth and new construction, the FMO continues to experience increases in inspections, plan reviews, fire investigations, and permit fees collected.

The FMO implemented a program for a more thorough analysis and method of calculating property value vs. property loss from the effects of a structure fire. The program allows the department the ability to more accurately benchmark the firefighter’s performance on building fires. The department saved over 95% of the property that was involved in a building fire.

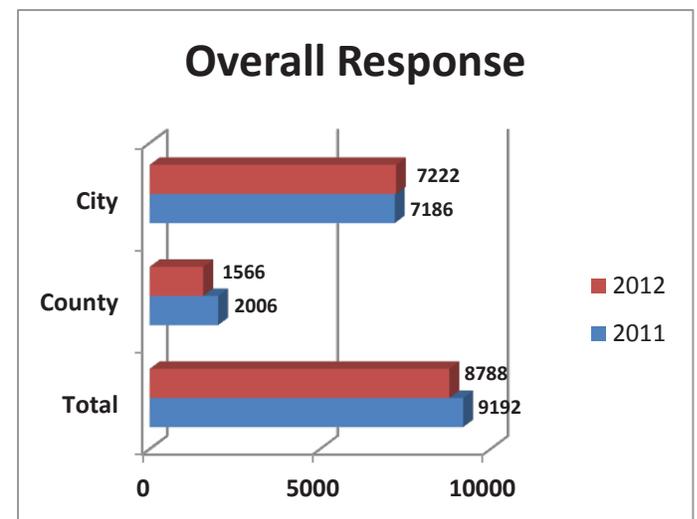
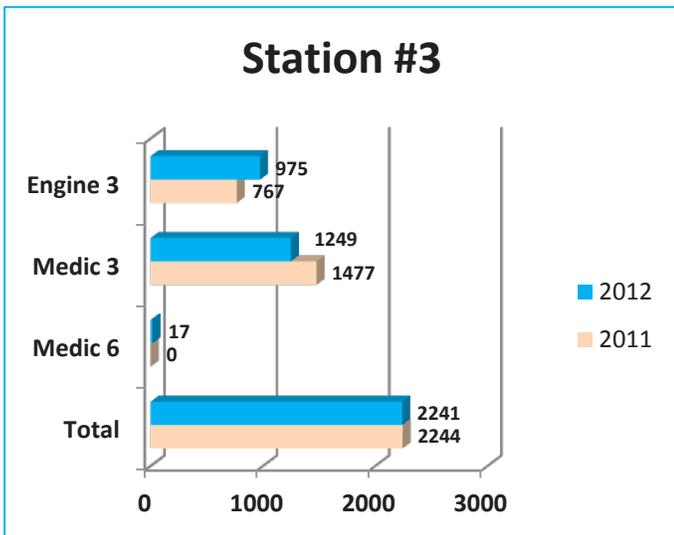
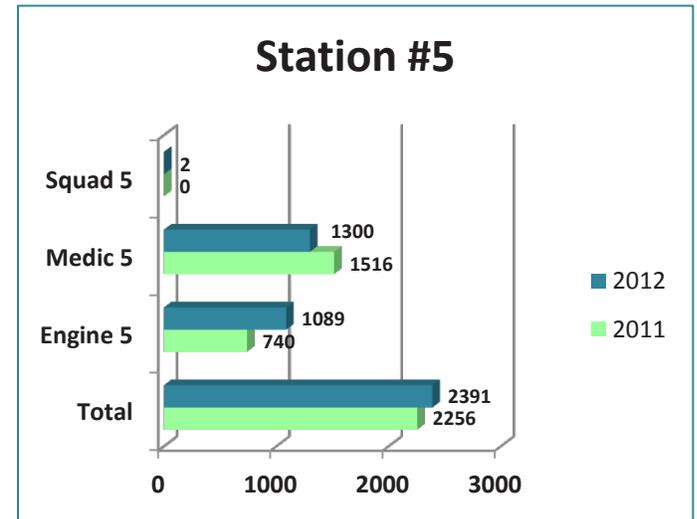
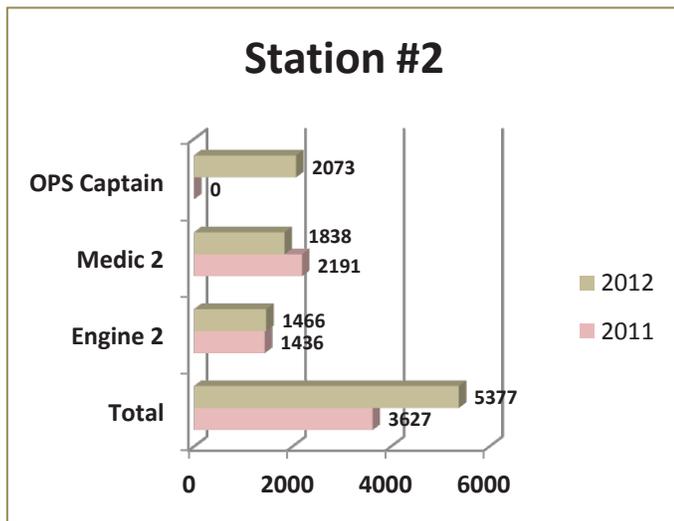
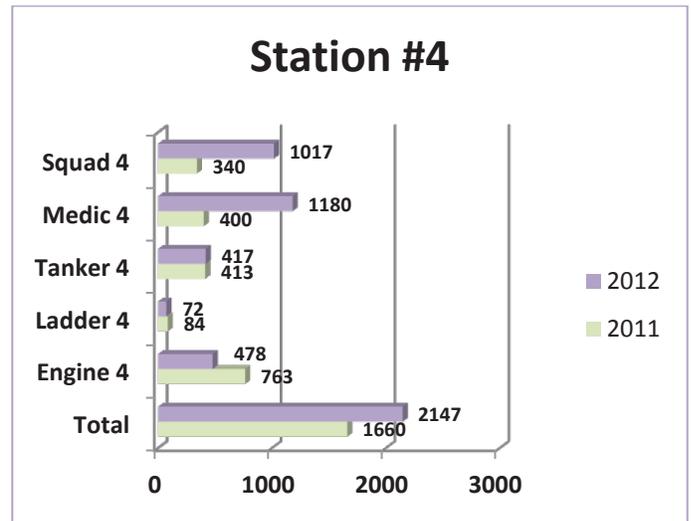
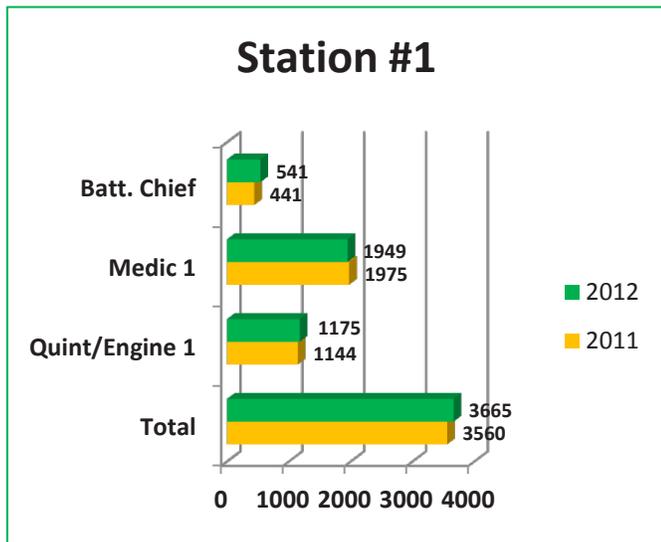


# Incident Breakdown

	2011	2012	% Change
<b>Fires</b> - Includes structures, vehicles, grass, trash, etc.	616	355	-42%
<b>Overpressure</b> - Includes fireworks, excessive heat, etc.	58	65	12%
<b>Rescue &amp; EMS</b> - Includes EMS calls, MVA, Rescue, etc.	6,858	6,762	-1%
<b>Hazardous Conditions</b> - Includes arcing, power line down, etc.	368	311	-1%
<b>Service Calls</b> - Includes assist patient, assist police, unauthorized burning, etc.	208	225	8%
<b>Good Intent Call</b> - Includes cancelled enroute, no incident found, etc.	699	694	-1%
<b>False Alarm</b> - Includes alarm system, smoke detector, sprinklers, etc.	379	375	-1%
<b>Severe Weather</b> - Includes wind storm, lightning, etc.	3	1	-67%
<b>Special Incident</b> - Includes other, citizen complaint, etc.	8	0	-100%
<b>TOTALS</b>	<b>9,197</b>	<b>8,788</b>	<b>-4%</b>



# Response Stats



# Achievements & Recognition

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**Eric Lebedeff**  
Firefighter of the Year



**Ryan Keller**  
Officer of the Year



**Michael Wallace-Bell**  
Daniel Teinert Memorial  
Scholarship



**Dana Woodward**  
Medic of the Year



**Kyle Pantel**  
Medic of the Year



**Assistant Chief Robert Fox**  
Robert A. Kubena Regional  
Citizenship Award



**Skylar Byers**  
Rookie of the Year



**Jimmie Lou Edwards**  
Member of the Year



**Adam Luther**  
Medal of Valor

# Volunteer Support Agencies

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The Department is grateful and extremely pleased to have community partners that assist the department members and the citizens throughout the year with service opportunities. We are blessed to have such giving community partners and we thank them for their generosity in service.

## Chaplain's Program

The Chaplains have been extremely helpful with department members and citizens during times of tragedy. They also help steer the Critical Stress Debriefing process for the Department. The Chaplains stop by the stations from time to time to visit with the firemen to further develop great working relationships. It is a core value of the department to provide for our employee's wellness and the Chaplains help us to achieve that core value.



Mike Singenstreu, Chaplain



## VCFAAA

The Alumni Association is always gracious in responding to provide “rehabilitation services” to our employees when they are on extended emergency scenes. It does not matter the time of day, we call them and they are there to provide for us with a smiling face. The Alumni Association was able to acquire a very nice response vehicle this year in order to keep their supplies loaded and ready to respond in a timely manner when requested.

# Philosophy of Operations

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## MISSION

**TO PRESERVE LIFE AND PROPERTY WITH  
DEDICATED AND CARING SERVICE**

*The members of the Victoria Fire Department will achieve the Mission by maintaining a positive, productive work environment filled with a professional and highly trained staff.*



## VISION

**THE LEADER IN EMERGENCY SERVICE EXCELLENCE**

## CORE VALUES

The Victoria Fire Department is dedicated to providing excellent service to our customers. The members of the Victoria Fire Department have identified a set of core values for each member to uphold. The actions and decisions of the Victoria Fire Department will reflect these core values.



### **P**rofessionalism -

Acting with honesty, integrity and respect.

### **L**eadership -

Showing the way with a positive attitude and open communication.

### **A**ccountability -

Taking pride in our work & being responsible for our actions.

### **T**eamwork -

All members working together to achieve a common goal.

### **E**mployee Well-being -

Employee wellness and fitness.

Employee education and professional development.

Encourage and support of employee family life.