



VICTORIA FIRE DEPARTMENT

2014 ANNUAL REPORT



Edwin “Eddie” Ellis

In Loving Memory of Edwin “Eddie” Ellis for 34 Years of dedicated and caring service to the City of Victoria, Victoria Fire Department, and the Citizens of Victoria.



July 4, 1960 – July 13, 2014



Message From the Chief

On behalf of all the men and women of the Victoria Fire Department, I am pleased to present the 2014 Annual Report. 2014 was a year of growth for the department.

The department saw an increase of total response opportunities of 6.7% compared to 2013. Fire responses were up over 16% and EMS calls over 7% compared to 2013. The Health & Wellness Program exceeded the goal of reducing Worker's Comp claims by 50% with an actual reduction of 87%. The Support Vehicle Concept has also been a very efficient response model by reducing calls that ladders trucks would have made to the tune of 1,261 calls in 2014.

Fire station #6 was approved and funded in 2014, as well as the support personnel and apparatus. The construction of this station is well under way and we look forward to being able to move into the facility in late summer 2015.

The successes of the department are owed entirely to the men and women of the department. They represent this City and Department with humility and class each and every day and welcome the challenges that a growth environment provides. They continue to strive to be "The Leader in Emergency Service Excellence."

Taner Drake – Fire Chief



Mission

To preserve life and property with dedicated and caring service.

The members of the 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



Fire Operations

In 2014, the department fully implemented the Support Vehicle (SV) concept at Stations #1 and #4. The SVs are a Tahoe that respond to Emergency Medical events in place of the ladder trucks. In 2013, SV1 responded to 265 emergency events in place of Quint 1. In 2014, SV1 and SV4 responded to 1,261 emergency events thus dramatically reducing the wear and tear on Quint 1 and Ladder 4. The SV concept has proven to be a more efficient delivery model without sacrificing emergency response.

The department implemented a mandatory annual maintenance fitness program for all certified firefighters in 2014. The goal of the program is to help improve lifestyle choices of the firefighters and to also reduce the 3-year average of Worker's Comp claims by 50%. The department exceeded the goal by reducing the 3-year average by 87%.

The ongoing program will hold the firefighters not only accountable to each other for a high level of fitness, but also to the citizens we serve.

Fire Pro QA was implemented in 2014. The program allows the fire dispatchers to prioritize the fire response based on a series of questions and answers. Much like the Emergency Medical Dispatch program, the number of resources and response mode of those resources is pre-defined, thus reducing the number of units needed for certain call types and helping to reduce the risk of accidents with emergency response vehicles.



Medical Operations



In 2014, the department transitioned into a new electronic reporting software called ESO. The transition was made in an effort to utilize a report model that was user friendly and increase the capabilities of capturing patient data as it is happening and enabling the units to complete their reports in a timelier manner. All ambulances were outfitted with a device called a cradle point that enables Wi-Fi transmission for instant reporting. A new billing accompany (Emergicon)



was also implemented and the average transport bill was reduced from \$1600 a transport to roughly \$850 without reducing revenue.

Four Lucas II CPR machines were added to the ambulances. Three of the devices were purchased from grants and the department purchased one unit. The devices enable uninterrupted CPR from the scene to the hospital in an effort to increase the patient's chance of survival of cardiac arrest.

The department achieved the 2014 Mission: Lifeline EMS Bronze Award presented by the American Heart Association. The award reflects achievements made in the care of patients suffering from heart attacks. The award was granted to twenty-seven (27) awardees in the State of Texas.

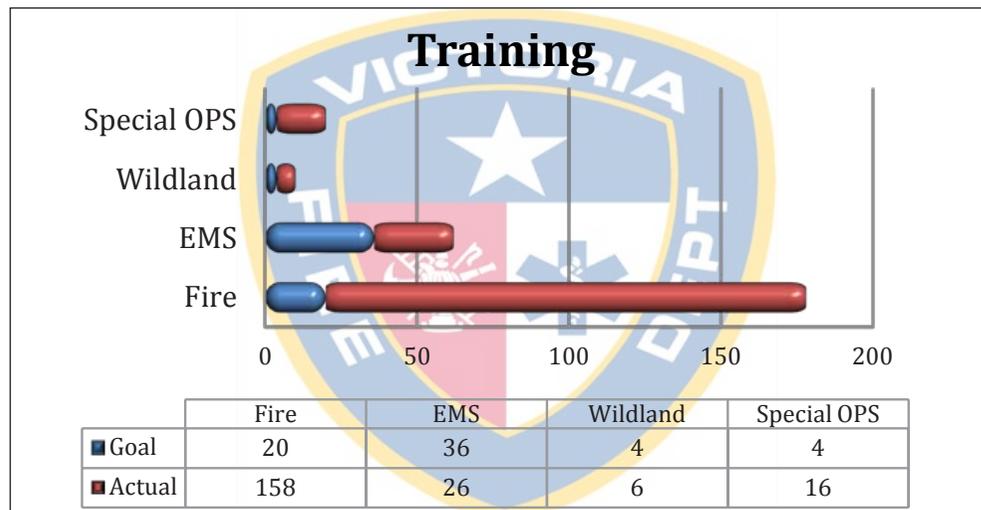
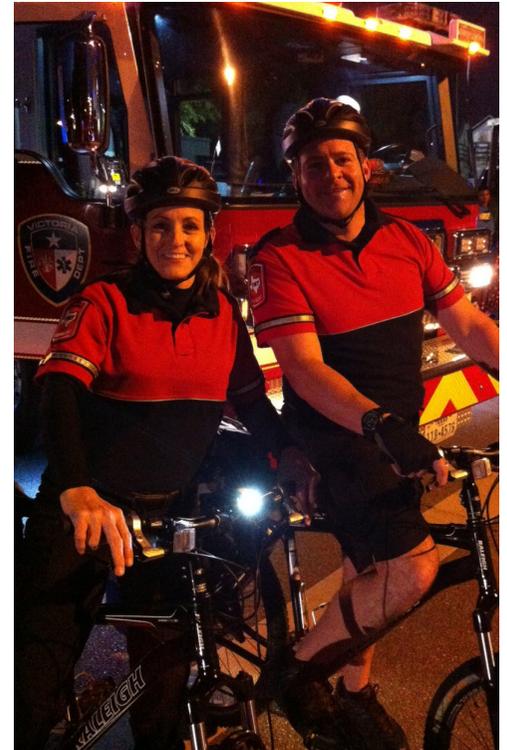


Training

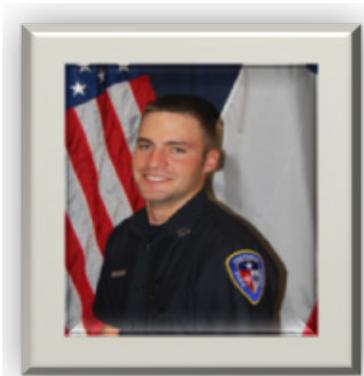
In 2014, the Training Division took on the task of building a robust and advanced driver training program. The program is developed so that each employee has spent a pre-identified number of hours operating the different types of apparatus the department utilizes. Each employee has a workbook they are working through before they are certified by the department as having met the criteria necessary to operate emergency vehicles.

Six (6) additional members were added to the Swift Water Rescue Team by attending the TEEX Swift Water Tech I and II courses. Four (4) additional members went through International Mountain Bike Association EMS cyclist course to gain the training necessary to be part of the Bike Team. The Training Division also taught the first in-house Fire Service Instructor II course to department members and received over \$53,000 in grants for equipment and training.

The department logged over 11,624 total hours of training in 2014.



Award Winners



Ben Becker
Rookie of the Year



Lonnie Drost
Firefighter of the Year



Roger Hempel
Officer of the Year



Joel Gomez
Medic of the Year



Guadalupe Delagarza
Teinert Scholarship



Joel Aguirre
Teinert Scholarship

Crew of the Year



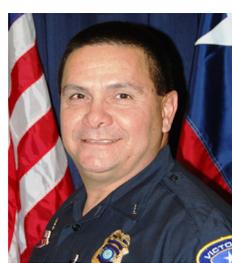
Elaine Mayer



Thomas Legler



Kevin Lamprecht



Frank Naranjo



Stacey Alley

Fire Chief Commendation



Dale Hartman



Roger Hempel



Lonnie Drost

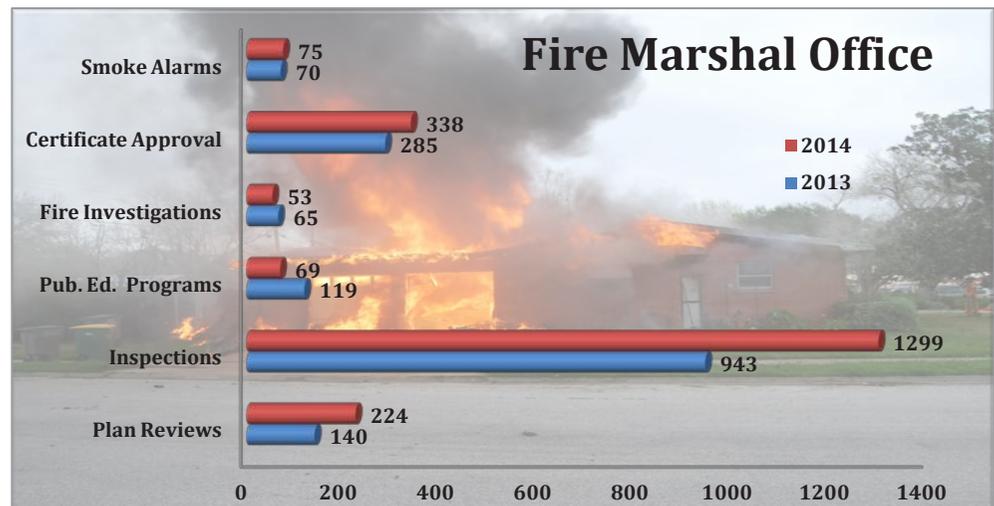


Fire Marshal's Office

In 2014, the FM Office implemented the Compliance Engine to manage annual inspections of all fire protection systems in the city. Service providers submit their inspection reports electronically to the Compliance Engine for review by the FM Office. During 2014, 246 inspections were submitted through the Compliance Engine and 87% of those were compliant during the annual inspection conducted by the fire protection service contractors. This transition has proved to be a much more efficient process for the Inspectors and business owners.

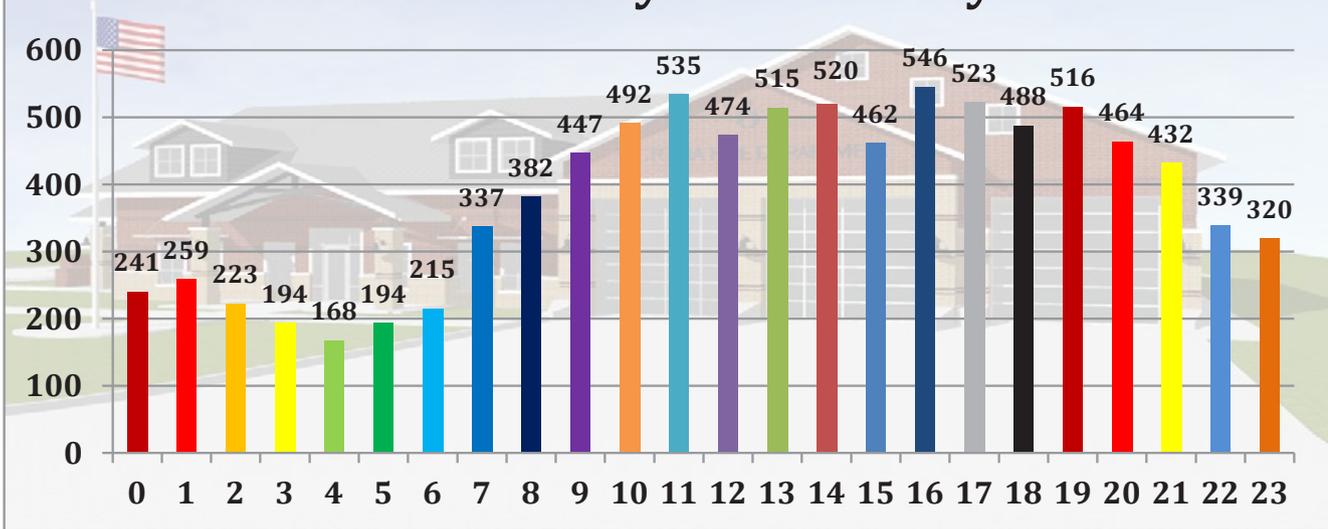
Public education continues to be a core element of the FM Office. This year they put on a show called Oztoberfest, which was based on the Wizard of Oz and Dorothy's travels down the Yellow Brick Road learning different fire safety lessons. The program was delivered at the VISD Fine Arts Center to over 4300 students throughout the Golden Crescent Region. Overall, the VFD provided fire and life safety courses and educated over 8,300 people in 2014.

Fire and Life Safety Inspections are now being performed utilizing Firehouse Inspector for iPad. The application provides the FMO staff the ability to see scheduled and completed inspections at a glance. It is also a mostly paperless system as most business owners receive inspection reports via email. While handwritten reports will never completely disappear, the iPads have reduced the amount of paperwork and data entry time, thus improving efficiency.

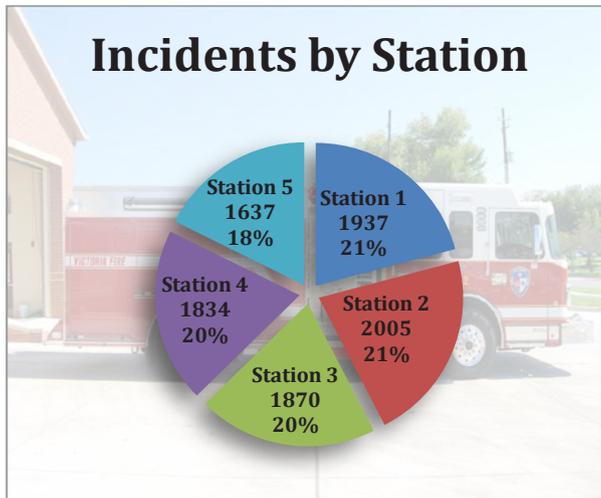


Response Data

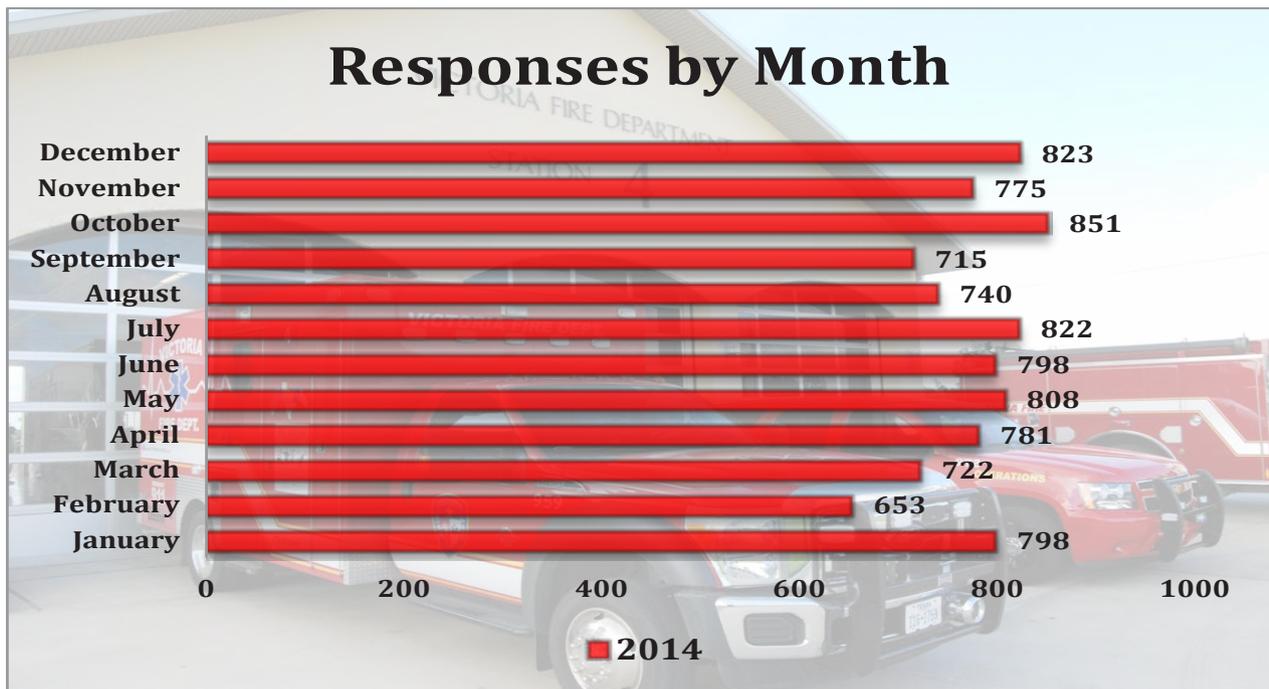
Incidents by Time of Day



Incidents by Station



Responses by Month



Station #6

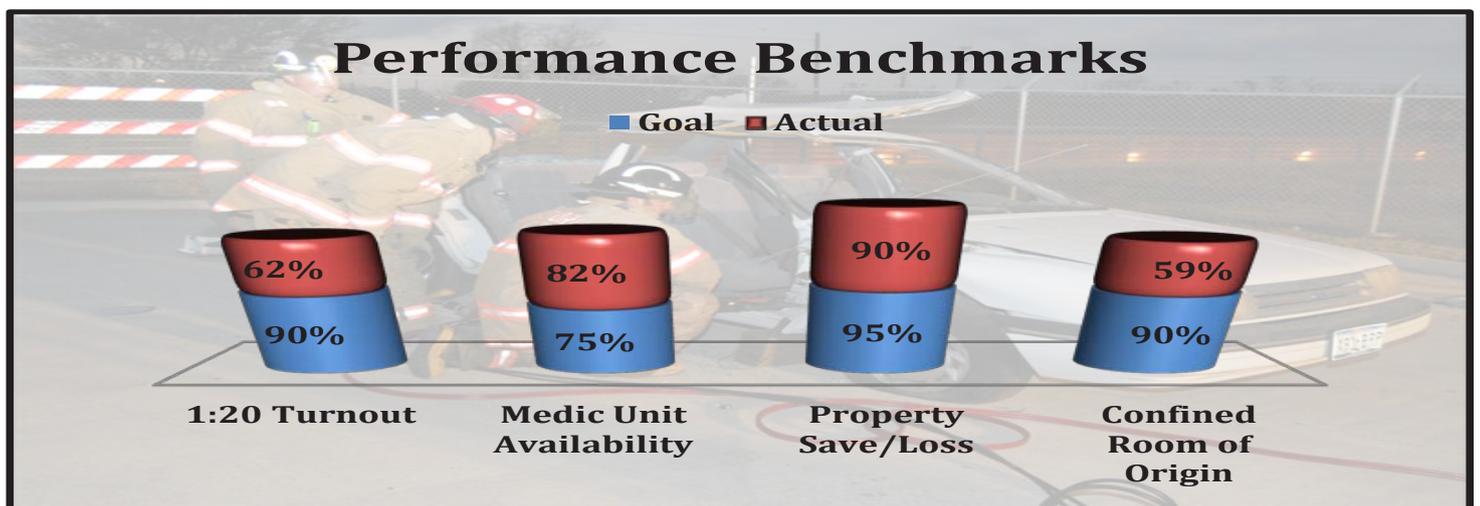
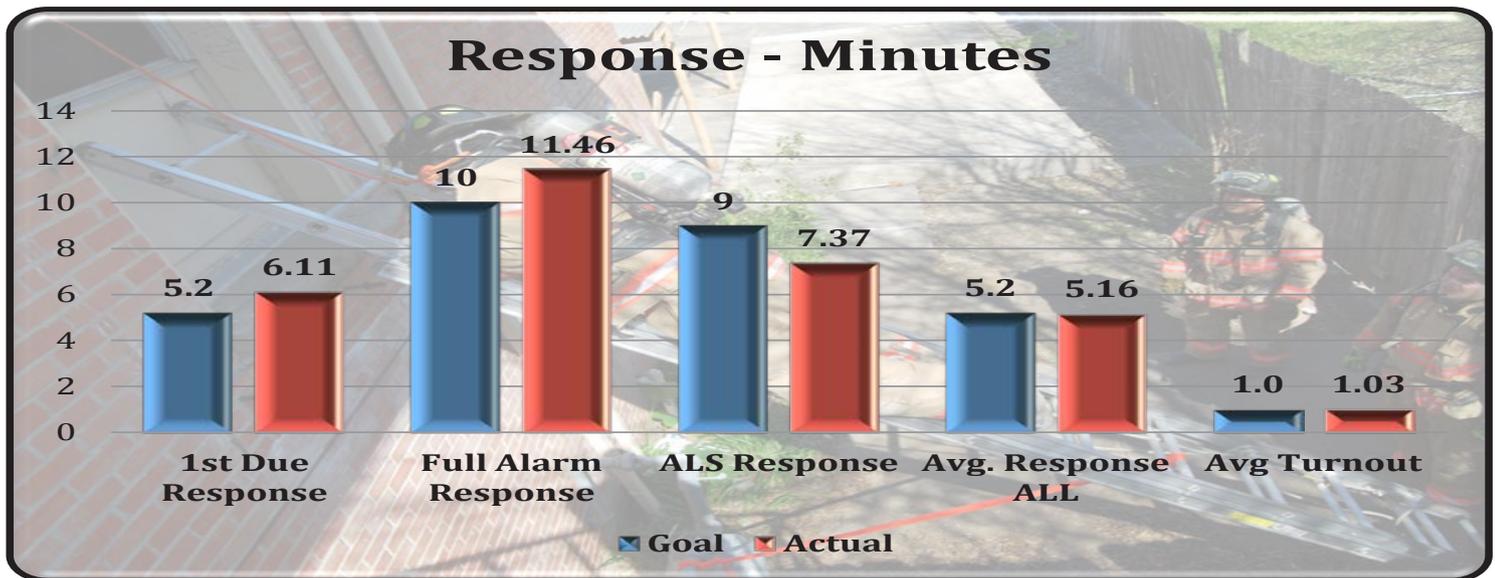


The City broke ground on Fire Station #6 on October 24, 2014. The station will provide service to the Northeast portion of the community beginning in late summer 2015. The station will house 5 personnel daily providing Fire and EMS services.



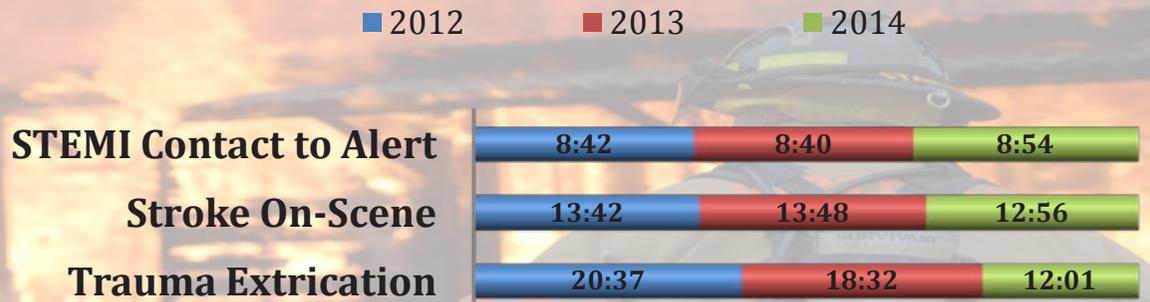
Annual Response Numbers

Emergency Responses	2012 All Calls	2013 All Calls	2014 All Calls	2012 County	2013 County	2014 County
Fires - Includes Structures, Vehicles, Grass, Trash, etc.	355	356	426	147	165	211
Overpressure - Includes Fireworks, Excessive heat, etc.	65	48	35	2	1	3
Rescue & EMS - Includes EMS calls, MVA, Rescue, etc.	6762	6657	7184	1179	1217	1306
Hazardous Conditions - Includes Arcing, Power Line Down, etc.	311	273	300	38	45	43
Service Calls - Includes Assist Pt., Assist Police, Unauthorized Burning, etc.	225	224	212	28	16	16
Good Intent Call - Includes Cancelled Enroute, No Incident Found, etc.	694	726	730	258	296	254
False Alarm - Includes Alarm System, Smoke Detector, Sprinklers, etc.	375	378	397	12	22	25
Severe Weather - Includes Wind, Lightning, etc.	1	0	1	0	0	0
Special Incident - Includes Other, Citizen Complaint, etc.	0	3	1	0	0	0
Totals	8788	8665	9286	1664	1762	1858
Percent of total calls into the county.				19%	20.3%	20%



Critical Care

Critical Care - Performance Times



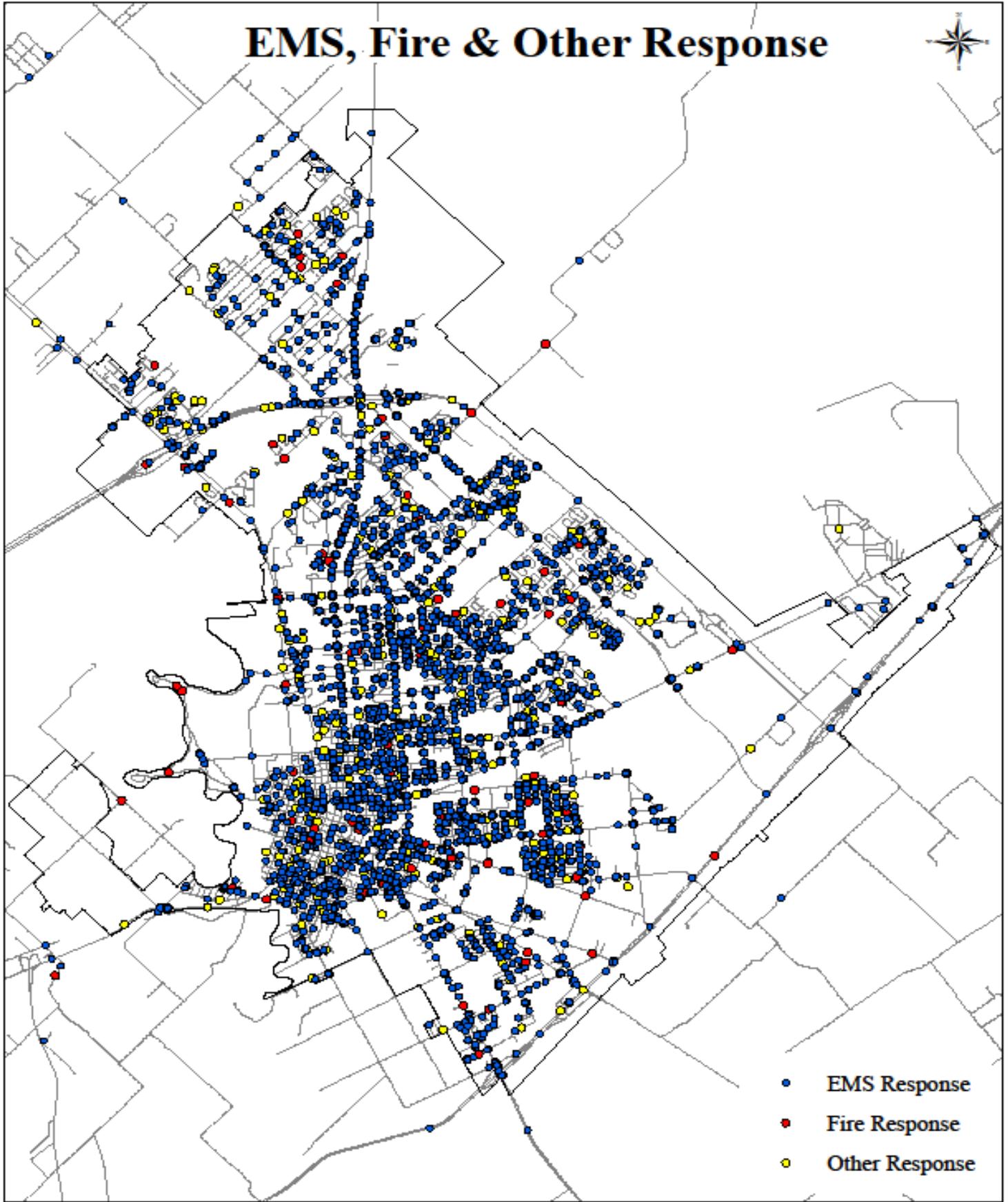
Critical Care Response Times



Critical Care - Contact to ER



Response Map



Volunteer Support

The Victoria Fire Department is extremely thankful to have such wonderful volunteer agencies that provide services to the members of the department in their time of need. It is nice to know that if we need a cool drink and snack after a hot fire or just someone to talk to about our experiences, these agencies provide a wonderful service.

VCFAAA



The Victoria Civilian Fire Academy Alumni Association is a wonderful partner in assisting the department in any way possible. Their ability to quickly roll a rehabilitation truck to the scene of an extended event greatly assists the department in being able to carry out their primary function. The City of Victoria was able to donate an older ambulance to the VCFAAA

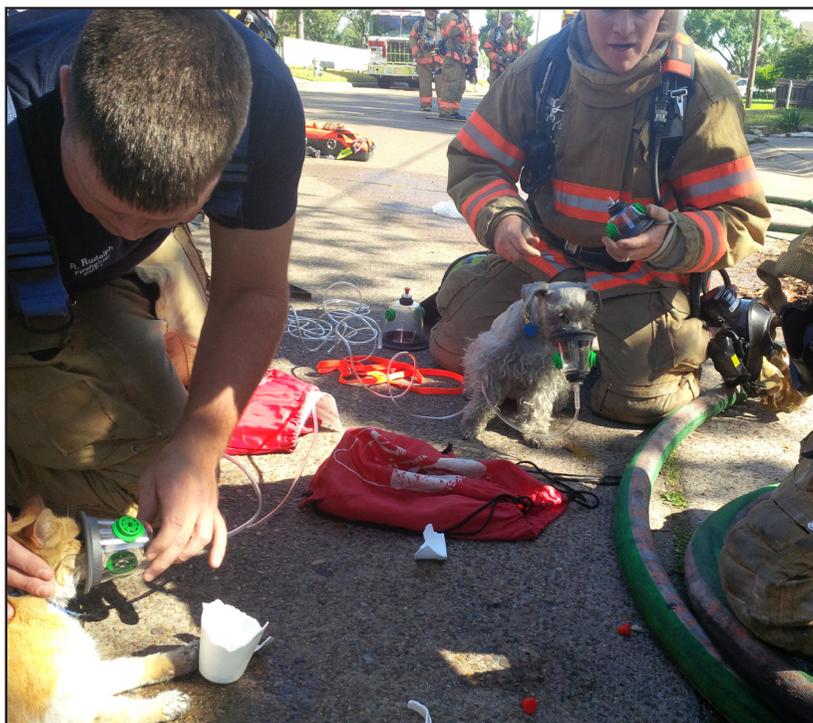
in 2014. The unit should be up and functional in the 1st Quarter of 2015. The VFD is lucky to have such a wonderful community partner in the VCFAAA.



Chaplain's Program

The Chaplain's Program has been in place for many years and is always able to respond to any need the department might have at a moment's notice. They are a great support team for all first responders and are a critical piece of the Critical Stress debriefing process. The VFD is proud to have the Chaplain's on their team.

Mike Singenstreu - Chaplain



VICTORIA FIRE DEPARTMENT

Mission

To Preserve Life and Property with Dedicated and Caring Service.

Vision

The Leader in Emergency Service Excellence.

Response Goals

- Turnout Time of ≤ 80 Seconds for Fire Calls – 90% of Time
- Turnout Time of ≤ 60 Seconds for EMS Calls – 90% of Time
- Response Time of ≤ 4 Minutes for Priority Emergency Calls (City) – 90% of Time
- Full Alarm Response to Structure Fires (City) ≤ 9 Minutes – 90% of Time
- Response Time of ≤ 4 Minutes, for the arrival of the 1st Unit capable of delivering BLS Care – 90% of Time
- Response Time of ≤ 8 Minutes, for the arrival of the 1st Unit capable of delivering ALS Care – 90% of Time

Performance Goals

- Confine Fires to the Room of Origin at Incipient Level Fires (City) – 90% of Time
- Emergency Unit Availability – 75% of Time
- Maintain a Property Saved to Loss Ratio (City) – Greater than 95%
- Achieve Critical Care Benchmarks – 90% of Time
- Achieve Fire Stat Benchmarks – 90% of Time
- Call Processing Time for 911 Calls ≤ 90 Seconds – 90% of Time
- Reduce 3-Year Average of Worker's Comp Paid Claims by 50% by implementing a Health & Wellness Program

PHILOSOPHY OF OPERATIONS

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.

Professionalism - Acting with honesty, integrity and respect.

Leadership - Showing the way with a positive attitude and open communication.

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

Teamwork - All members working together to achieve a common goal.

Employee Well-being - Employee wellness and fitness.

Employee education and professional development.

Encourage and support of employee family life.