

Person of the Year

2020

First Responders

Go Behind
the Mask with
Victoria FD

The Annual Report





Message from the Chief



This past year was like no other in recent memory. Not only was the VFD impacted by a global pandemic, but the region also had to brace for multiple tropical storms in the middle of the pandemic response. The Country was also faced with social challenges that placed the Victoria Fire Department right in the middle of landmark demonstrations and marches. The events of 2020 have taught us that our "purpose" as a Fire Department is always evolving, and we must remain dynamic and nimble to meet this purpose.



The men and women of the Victoria Fire Department once again rose to the occasion, as they have done so many times before. Our new "purpose" called for the Fire Department to lead a regional effort to test nursing home residents for the coronavirus, be the calming and protecting force during peaceful demonstrations and marches, and vaccinate thousands of people for the COVID-19 virus.

The organization's Culture of Commitment, along with the tenacity and bravery of its members, is what sees us through these difficult times. It is also the reason why our members are the "BEST in TEXAS."

CONTENTS

VICTORIA FIRE DEPARTMENT



MISSION

To preserve life and property with dedicated and caring service.

Professionalism
Leadership
Accountability
Teamwork
Employee Well-being

PANDEMIC RESPONSE

COMMUNITY SUPPORT

RESPONSE DATA

**PROMOTIONS &
RETIREMENTS**

ANNUAL AWARDS

PERFORMANCE DATA

PLANNING FOR THE FUTURE





PANDEMIC RESPONSE

EARLY ACTION

In March of 2020, the daily operations of the fire department forever changed with the threat of COVID-19. Our number one priority was and is to protect our members from the deadly disease. The fire department began to implement strict daily screening practices to ensure members did not report to work sick and potentially spread the virus. We strengthened our PPE policies to ensure responders were protected as much as possible from being exposed through patient contact. A rigorous contact tracing and testing program was initiated and managed by our EMS Chief.

REGIONAL TASK FORCE

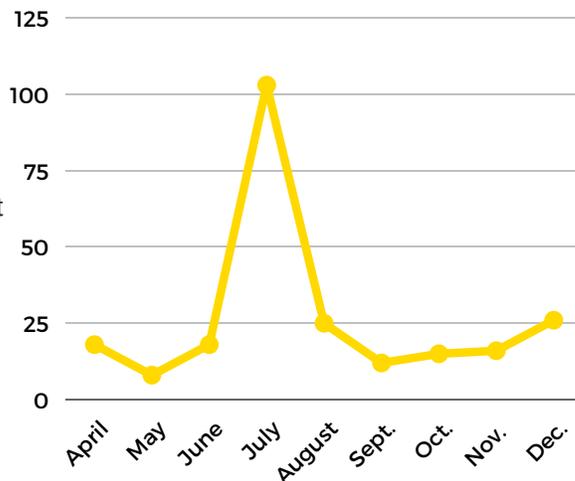
In early Summer the Victoria Fire Department received an out of an ordinary and challenging request to support the State of Texas COVID-19 response. The mission was to facilitate the COVID-19 testing of all of the Golden Crescent Region's nursing home staff and residents. The VFD stepped up to the challenge and led a regional task force that consisted of a regional hospital preparedness coordinator and area fire department staff. The task force was able to begin testing right away and serviced several nursing homes throughout the region. The Golden Crescent Nursing Home Testing Task Force was a shining example of regional collaboration and teamwork. State agencies consistently referred to the Task Force as a model for rural community collaboration.

COVID-19 VACCINATION

At the end of 2020, the Victoria Fire Department became one of the first Fire Departments in the state to receive and distribute the COVID-19 vaccine to first responders and essential personnel. The Victoria Fire Department continues to play a key role in the mass vaccination of the community into 2021.

COVID-19 Contacts

The Victoria Fire Department made its first contact with a COVID-19 positive patient in late March, with the peak number of contacts occurring in late July at 103 cases.



COMMUNITY SUPPORT



"IT'S OUR COMMITMENT"

At the Victoria Fire Department, a "Commitment to our Community" is embedded in our culture and way of life. This commitment goes beyond our day-to-day job and has pushed us to go above and beyond the call of duty.

In 2020, the Victoria Fire Department received a Community Development Block Grant to vaccinate the homeless and vulnerable populations of Victoria for the flu virus. Multiple clinics were established to provide easy access to the flu vaccine. Through a partnership with Christ's Kitchen, Mid-Coast Family Services, the Homeless Coalition, and the City of Victoria Development Services, the program was able to vaccinate over **100** residents of Victoria for the seasonal flu. The experience helped prepare the VFD for the mass vaccination clinics that were needed to vaccinate the community for the COVID-19 Virus.

During the City of Victoria South-side Clean-up event, the Victoria Fire Department was able to protect its citizens from the dangers of fire by installing over 100 free smoke alarms in one day. This initiative is part of our Fire Safe 2025 program, with a goal of having a working smoke detector in 90% of the single-family dwellings in Victoria by the year 2025.

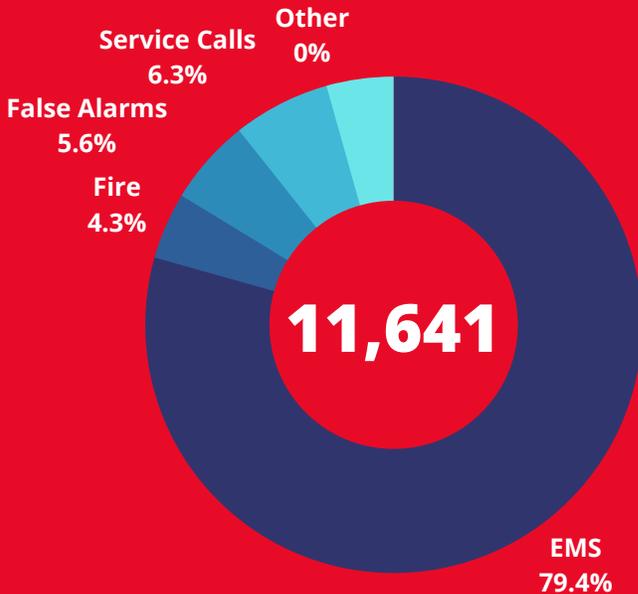
This Holiday Season, the Victoria Fire Fighter's Association adopted eight families and provided a Christmas of a Lifetime for some very deserving families. Each station raised over \$1,000 for its adopted family.



"The Leader in Emergency Service Excellence."

RESPONSE DATA

2020



INCIDENT TYPE

Our EMS response continues to dominate our total call volume with 8,414 calls for service. The global pandemic only increased that service demand in 2020.

Lift Assist calls (597) continue to increase year after year. The COVID-19 virus slowed our progress to reduce this call for service. The 911 Avoidance Program is working to maximize our resources utilized on those types of calls. We can then attempt to assist in connecting habitual users to other support services, such as Meals on Wheels and other home health programs that are able to more appropriately meet their needs.

FIRE RESPONSE

- Structure Fires - 66
- Vehicle Fires - 68
- Grass/Wildland Fires - 167
- Fires (Other) - 150

EMS RESPONSE

- Medical Emergencies - 7,732
- Motor Vehicle Crashes - 632
- Extrication/Rescue - 23
- Whole Blood Units Administered - 22

OTHER RESPONSE

- False Alarms - 585
- No Incident Found - 1,172
- Call for Assistance - 670
- Weather Incident - 1



PROMOTIONS



Several of our members were promoted to the rank of Fire Medic in 2020. This promotion signifies their certification as Fire Fighters as well as Paramedics with the State of Texas. These members also had to complete an extensive internal qualification process to earn this promotion. These members now serve as lead paramedics when assigned to a medic unit. We look forward to their leadership and service in 2021.



PAMELA YANTA



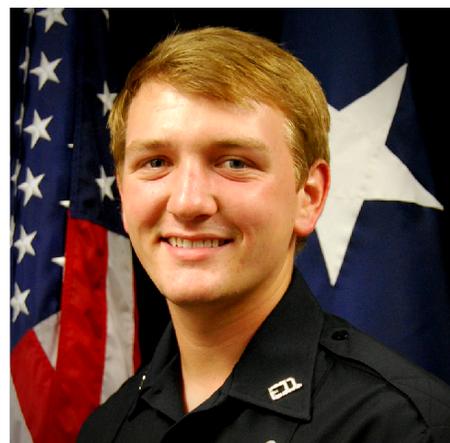
ANDREW MOON



WILLIAM STOLLE



JUSTIN TUNCHEZ



DEVON LYSSY

"The Leader in Emergency Service Excellence."

RETIREMENTS



Several of our members retired from the Victoria Fire Department in 2020. Each of these members had over 20 years of service to the department and the community, with a combined service of 103 years. They each contributed to the success of the organization and VFD family through their hard work and sacrifice. Their knowledge, skill and experience will definitely be missed for years to come. On behalf of a grateful organization and community, we want to wish them well in their retirement.



RICHARD KING

28 Years of Service



PATRICK MCLAUGHLIN

20 Years of Service



RAUL LIENDO

28 Years of Service



JOEL GOMEZ

27 Years of Service

"The Leader in Emergency Service Excellence."

ANNUAL AWARDS

2020



MEMBER OF THE YEAR

EMS Chief Tim Hunter

This year the Victoria Fire Department honors Chief Tim Hunter as the Member of the Year. This award is given out each year to the member that goes above and beyond the call of duty. In 2020, Chief Hunter led the VFD's response to the COVID-19 Pandemic. His efforts and leadership have helped keep the VFD members and patients as safe as possible from COVID-19. His actions and effort regarding contact tracing and employee well-being have been a model for all departments to follow. There is no doubt that our response to the COVID-19 Pandemic would not have been as successful without Chief Hunter's leadership and effort.

ROOKIE OF THE YEAR

FF/EMT Angelo Stafford

Nobody works alone when Angelo is around. It doesn't matter what truck he's on, he is there to lend a hand. Angelo displays a positive image of the department at all times, regardless of what Fergie says about his Mohawk. Angelo is an exceptional addition to the Victoria Fire Department and has a bright future here.

PARAMEDIC OF THE YEAR

FF/Medic Gary Daniels

Gary continues to do a great job as a Fire Medic on the Northside of town. He has been a pleasure to watch and work with. He has also done an exceptional job mentoring and coaching our newer medics over the past year. Gary has also participated in recent new hire processes as an interview panelist.

FIRE FIGHTER OF THE YEAR

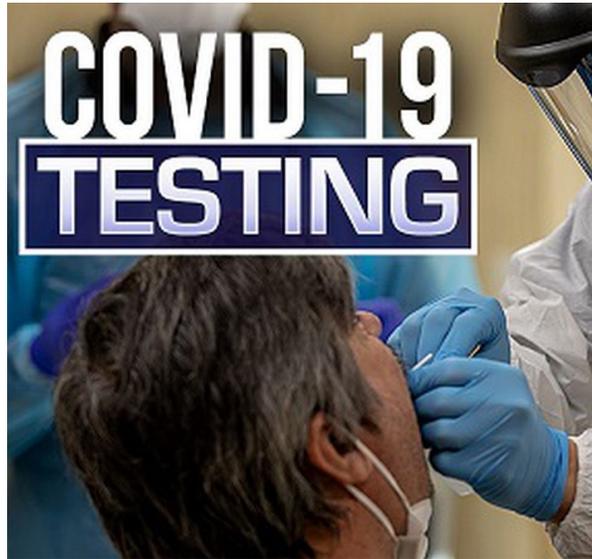
Fire Engineer Ronnie Pesek

Ronnie has been with the VFD for 29 and a half years. His crew has complete trust in him with driving, pumping, and aerial operations with that truck. He is always willing to teach someone what he has learned. On scene, Ronnie is there watching over everyone, making sure it's done right and safely. His opinion is valued by everyone. He points out hazards and tasks that might be overlooked by a new officer. He helps guide everyone to where they need to be.



ANNUAL AWARDS

2020



COMMITMENT TO EXCELLENCE AWARD

Nursing Home Testing Task Force

Each year the VFD honors a person or team that has gone above and beyond to advance the Mission of the Organization or the Profession of Public Safety. This year the VFD honors the unprecedented effort by the COVID-19 Nursing Home Testing Task Force. The team was able to quickly assemble and put a plan together that served not only Victoria but the Region. In just under 20 days, the Team was able to test over 1,000 nursing home residents for COVID-19. This was a crucial step in the State's effort to fight the COVID-19 virus.

Team Members:

- Chief Jeff Cowan -
- Captain Dustin Ferguson -
- FF/Medic Pamela Yanta -
- FF/Medic Jose Carvajal -
- FF/Medic Roman Mancias -
- Sarah Quick (STRAC) -

CREW OF THE YEAR

Tactical EMS Unit

The VFD Tactical EMS Unit formed in 2019. Since then the Team has become a vital part of the Victoria PD's SWAT operations. The Team has deployed on several missions, providing vital Emergency Medical support in hostile events. For their efforts, the VFD Tactical EMS Unit has been recognized as the VFD Crew of the Year.

TEAM MEMBERS

- Brandy Marek -
- Roman Mancias -
- Ray Gregory -
- William Rolf -
- Jose Carvajal -



CERTIFICATE OF MERIT

Flu Vaccination Task Force

A special group of VFD members were recognized with a Certificate of Merit for their effort to support the VFD's first-ever pop-up flu vaccine clinic. This mission was targeted to help Victoria's most vulnerable population, those that did not have access to a flu vaccine. The team administered over 100 vaccines to this vulnerable population.

TEAM MEMBERS

- Brandy Marek -
- Pamela Yanta -
- Jorge Mora -
- Chief Tim Hunter -
- Rebekah Thompson -
- Gabriel Balcorta -





FIRE MARSHAL'S OFFICE

UP TO THE CHALLENGE

The pandemic presented our Fire Marshal's Office (FMO) with unique challenges and obstacles they had to overcome in 2020. They used their creativity to find new ways to "get the job done" and used their skills and knowledge to adapt to life during a pandemic.

The FMO spearheaded a task force to ensure that all businesses in Victoria were complying with health and safety orders issued due to the pandemic. They spent countless hours assisting businesses to determine how they could continue to operate under the rules and regulations set in place to ensure customer safety from the COVID-19 virus. The team was awarded the Fire Chief's Commendation for their efforts and success.

The FMO was also able to create a unique platform to ensure that children received education on the importance of fire safety. They challenged each fire station to develop an educational video that would teach a lesson on fire safety. The result was nothing less than outstanding. The videos were shared on social media and became a big hit with all the viewers. Just another example of how determination can lead to success.

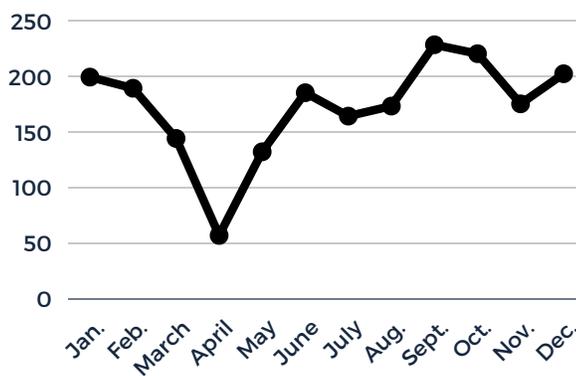


GRANTS RECEIVED

- Lyondellbasel Industries - \$2,000 for smoke alarms
- FM Global - \$1,667 for hydrocarbon detector
- State Farm - \$12,250 for fire extinguisher training simulator

INSPECTIONS

Inspections of commercial property is a critical mission of the Victoria Fire Marshal's Office. Even during the pandemic, the FMO was able to inspect over 2,000 buildings to ensure occupant safety.



ACTIVITY



Plan Reviews
168



Permits
110



Investigations
105

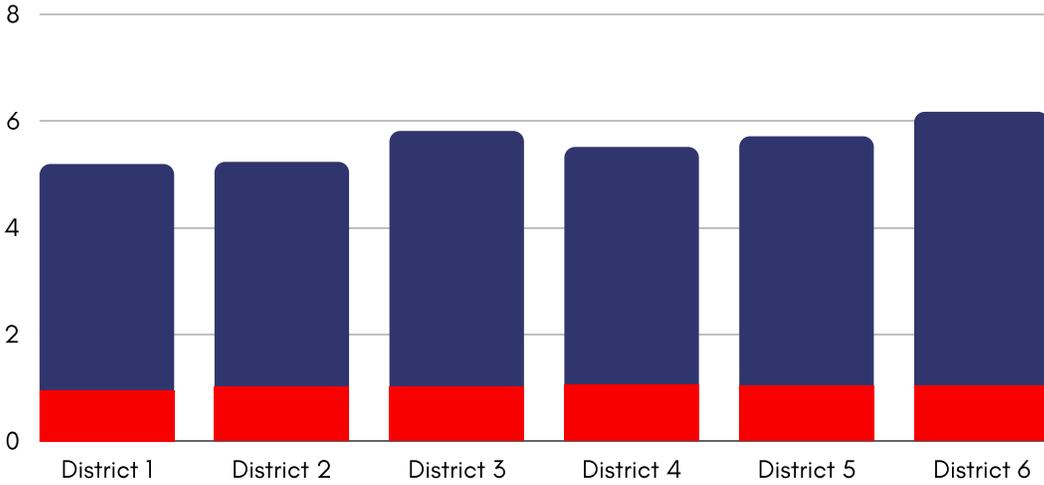


Smoke Alarms
148



PERFORMANCE DATA

District Avg. Turnout/Response Times



AVERAGE TIME TO DISPATCH

90

SECONDS

AVERAGE TIME TO TURNOUT

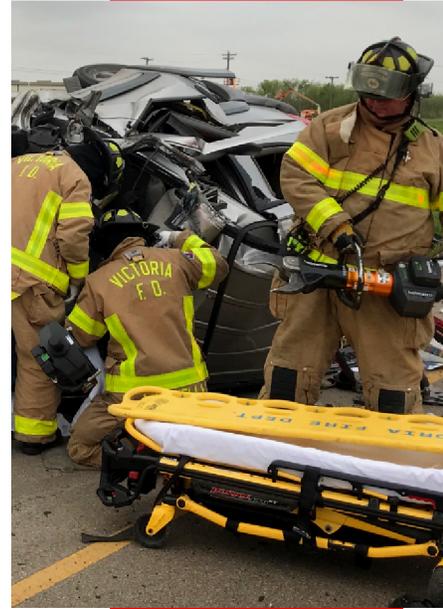
60

SECONDS

AVERAGE TIME TO RESPOND

4.58

MINUTES



REVENUE

The VFD took measures in late 2019 and 2020 to increase revenue without dramatically impacting our customers. EMS billing fees were increased, and a new billing program for motor vehicle crashes was implemented in 2020. The Fire Department also conducted it's third public fire academy during 2020.

NEW EMS BILLING REVENUE

\$207,000

MOTOR VEHICLE CRASH BILLING REVENUE

\$48,000

FIRE ACADEMY REVENUE

\$25,000





PLANNING FOR THE FUTURE

COV COMPREHENSIVE PLAN 2035



2020 ISO REPORT

As part of the Comprehensive Plan 2035, the Victoria Fire Department conducted an ISO evaluation in 2020. An ISO evaluation is conducted every ten (10) years to determine a community's Fire Suppression Rating. This rating is based on a scale from 1 to 10 with (1) being the highest or best possible score. The Fire Suppression Rating evaluates the community's water system, emergency dispatch capabilities, and fire department station locations and staffing. The City of Victoria received a Fire Suppression Rating of an ISO Class 2. This rating sets the City of Victoria up for prime economic development opportunities and maintains residential and commercial insurance premiums at a lower rate. In the evaluation, the City of Victoria's water system and telecommunications system received almost perfect scores and an overall score of 88.2.

The ISO Report also provides a guide for the future. The 2020 Report indicated that, by 2030, the Victoria Fire Department would need to add one (1) fire station, relocate an existing station and add approximately twenty-four (24) firefighters to man the new station and improve current staffing models.

"The Leader in Emergency Service Excellence."



THE 2020 VFD ANNUAL REPORT IS DEDICATED TO ALL FIRST RESPONDERS, NURSES AND HEALTHCARE WORKERS THAT ANSWERED THE CALL DURING THE GLOBAL PANDEMIC. YOUR HEROISM SHALL FOREVER BE REMEMERED.



WWW.VICTORIAFIRE-EMS.COM

