On behalf of all members of the Victoria Fire Department, I am pleased to present the 2016 Annual Report. In 2016, the department began full-time operations in Fire Station #6 and is now well-positioned to provide emergency services to the northern corridor of our community. The department also purchased land for a future Fire Station #5 relocation. There were advancements in technology as special vending machines were purchased and are now being utilized for EMS supply dispensing.

Calls for service increased by 3.5% for a total of 10,144 calls compared to 9,790 in 2015. EMS calls increased by 1.6% from 7,544 calls to 7,667 calls. Fire calls increased 18% from 308 calls to 364 calls. This year’s calls for service represent the most the department has ever responded. The firefighters had an exceptional property saved vs. loss ratio of 99% in the city and 96% for the city and county combined (95% Goal).

The department also continues to meet or exceed the benchmarks for the Critical Care Program. Overall, 86% of STEMI patients had the occlusion relieved in under 90 minutes. The average patient contact to transport for trauma cases was 10 minutes and 35 seconds and the goal is under 15 minutes.

The department also had a full alarm response (All fire apparatus arrived on-scene) to structure fires in under 9 minutes and 30 seconds 89% of the time. 2016 was a very challenging year for emergency responses. The department handled each of these cases with great poise and grace, and I commend our members for their display of the highest levels of professionalism.

The department continues to set high standards, identify areas of improvement and highlight great achievements.

Our employees are the backbone of our organization and are proud of the services they deliver in our community each and every day. The start of 2017 has been very busy and we look forward for opportunities to continue to strive to be The Leader in Emergency Service Excellence!

Taner Drake – Fire Chief

**Message From the 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 2016, the department began operating out of Fire Station #6 on Ball Airport Road providing all essential services. The new location allows the department to have that footprint in the northern corridor of the community, which also reflects a higher percentage of the growth of the community. Looking to the future, the City purchased land for the future relocation of Fire Station #5 to Kehr Boulevard.

All officers in the department have gone through the initial Blue Card Incident Command Training and will complete the certification process in 2017.

The department installed bunker gear dryers in three stations which significantly enhances our ability to clean and dry dirty gear and return to service the same day. The department also added portable Self-Contained Breathing Apparatus (SCBA) fill stations at two stations that has decreased the turnaround time of getting SCBA packs back in service.

The members continue to be involved in the community through their support of Habitat for Humanity and the Fill the Boot campaign for the Muscular Dystrophy by helping raise over $21,000.
In 2016, the EMS Division significantly enhanced the protocols in which the EMTs and Paramedics operate. In particular, the following protocols were incorporated: rapid sequence intubation, behavioral emergencies, surgical airway, active shooter response and after-hours medical control, just to name a few.

The Division was awarded the Mission Lifeline – Gold Award for meeting the metrics of caring for patients suffering chest pain.

The Division also now has Lucas II CPR machines on all front-line ambulances ensuring perfect CPR 100% of the time. Medical supply vending machines were introduced as a supply cost efficiency measure as well as a medical grade oxygen generating machine.

The benchmarks established for the Critical Care program were improved in several areas from 2015: 3-minute reduction from medical contact to STEMI Alert to the hospitals and a 3-minute and 41 second reduction from 911 call to ER for trauma calls, as examples.

The partnership between the medical community and the VFD continues to grow resulting in improved patient outcomes.
The Training Division is responsible for providing unique and challenging training to the members of the department in an ever-changing response environment.

Overall, department members logged over 10,000 hours of training in 2016. The Training Division provided over 100 hours of hands-on firefighting continuing education and more than 50 hours of hands-on EMS continuing education. They also provided CPR/AED training to over 270 community members.

The department received over $49,000 in grants for training and equipment to include AED’s for police vehicles and a drone with thermal imaging technology. The Training Division continues to conduct the department’s online fire academy with great success.
The Fire Marshal’s Office took the opportunity this year to match their database with the Utility Billing database ensuring all businesses/occupancies were recorded accurately and inspected within the city. This correction resulted in a 33.6% increase in the number of inspections conducted in 2016.

The number of fire investigations increased by 75% in 2016.

In 2016, the FMO conducted two fire prevention shows that delivered fire and life safety messages to over 8,000 students in the Crossroads area.

The FMO also received a very generous grant from State Farm to purchase smoke detectors for community members in need. Over 190 smoke detectors were installed in 2016, protecting an additional 300 citizens.

The FMO continues to work with internal partners to identify and photograph known hazardous buildings in the city for the benefit of the public safety and to enhance firefighter safety.
2016 Award Recipients

Firefighter of the Year
Skylar Byers

Rookie of the Year
Tim Decker

Member of the Year
Allen Carroll

Medic of the Year
Nathan Ojeda

Officer of the Year
Dustin Ferguson

Fire Chief Commendation
Chaplain Mike Singenstreu

Crew of the Year - Honor Guard Members
Joel Gomez and Emilio Reyes. Not pictured: Ray Gregory, Jason Posey, Kyle Pantel, William Welch, Raul Liendo, Allen LaFlamme & William Gerald

Citizens Merit Award
Jeanie Fossati, Fire Corp.

Unit Commendation
Joel Moncado

Unit Commendation
Robert Bayer

Unit Commendation
Mark Martyn
# Response & Critical Care Data

<table>
<thead>
<tr>
<th>Emergency Responses</th>
<th>2014 All Calls</th>
<th>2015 All Calls</th>
<th>2016 All Calls</th>
<th>2014 County</th>
<th>2015 County</th>
<th>2016 County</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Fires</strong> - Includes Structures, Vehicles, Grass, Trash, etc.</td>
<td>426</td>
<td>308</td>
<td>364</td>
<td>211</td>
<td>146</td>
<td>180</td>
</tr>
<tr>
<td><strong>Overpressure</strong> - Includes Fireworks, Excessive Heat, etc.</td>
<td>35</td>
<td>49</td>
<td>51</td>
<td>3</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td><strong>Rescue and EMS</strong> - Includes EMS calls, MVA, Rescue, etc.</td>
<td>7184</td>
<td>7544</td>
<td>7667</td>
<td>1306</td>
<td>1432</td>
<td>1409</td>
</tr>
<tr>
<td><strong>Hazardous Conditions</strong> - includes Arcing, Power Line Down, etc.</td>
<td>300</td>
<td>354</td>
<td>327</td>
<td>43</td>
<td>47</td>
<td>59</td>
</tr>
<tr>
<td><strong>Service Calls</strong> - Includes Assist Pt., Assist Police, Unauthorized Burning, etc.</td>
<td>212</td>
<td>215</td>
<td>371</td>
<td>16</td>
<td>28</td>
<td>47</td>
</tr>
<tr>
<td><strong>Good Intent Call</strong> - Includes Cancelled Enroute, No Incident Found, etc.</td>
<td>730</td>
<td>870</td>
<td>1023</td>
<td>254</td>
<td>281</td>
<td>318</td>
</tr>
<tr>
<td><strong>False Alarm</strong> - Includes Alarm System, Smoke Detector, Sprinklers, etc.</td>
<td>397</td>
<td>446</td>
<td>339</td>
<td>25</td>
<td>45</td>
<td>36</td>
</tr>
<tr>
<td><strong>Severe Weather</strong> - Includes Wind, Lightning, etc.</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td><strong>Special Incident</strong> - Includes Other, Citizens Complaint, etc.</td>
<td>1</td>
<td>3</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>Totals</strong></td>
<td>9286</td>
<td>9790</td>
<td>10,144</td>
<td>1858</td>
<td>1981</td>
<td>2050</td>
</tr>
</tbody>
</table>

Percent of total calls into the County: 20.0% 20.2% 20.2%

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
<th>Performance Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Category 1 Trauma Patients</td>
<td>98%</td>
<td>90%</td>
</tr>
<tr>
<td>Category 2 Trauma Patients</td>
<td>71%</td>
<td>90%</td>
</tr>
<tr>
<td>Transport Mode: Ground / Air</td>
<td>71%</td>
<td>90%</td>
</tr>
<tr>
<td>Average Dispatch to ER</td>
<td>86%</td>
<td>90%</td>
</tr>
<tr>
<td>Average time to 1st EMC to Reperfusion</td>
<td>86%</td>
<td>90%</td>
</tr>
<tr>
<td>% STEMI Patients with 1st EMC to Device in ≤ 90 min.</td>
<td>86%</td>
<td>90%</td>
</tr>
<tr>
<td>Average Time for 1st EMC to Device</td>
<td>1:08:43</td>
<td>90%</td>
</tr>
<tr>
<td>Average time to 1st EMC to Transport ≤ 10 Min.</td>
<td>1:08:43</td>
<td>90%</td>
</tr>
<tr>
<td>Average time to 1st EMC to 12-Lead</td>
<td>1:08:43</td>
<td>90%</td>
</tr>
<tr>
<td>Average time to 1st EMC to STEMI Alert</td>
<td>1:08:43</td>
<td>90%</td>
</tr>
</tbody>
</table>
Volunteer Response Teams

The VFD is really proud to be associated with several agencies that help provide services to our members from time-to-time as requested. These agencies do a wonderful job and we are proud to have them on the VFD Team.

Chaplain’s Program
One of the Core Values of the department is Employee Well-Being. The Chaplains help the department achieve that core value by providing encouragement, helping to support family life, offering spiritual counseling and providing critical stress debriefing. This year, Chaplain Mike Singenstreu was recognized with the Fire Chief Commendation Award for his 15 years of dedicated service to the VFD.

Fire Corp.
The Fire Corp. provided a lot of support to the department this year. They were called out to provide rehabilitation services for 24 extended emergencies and provided over 1,100 hours of support for these call outs. They are counted on heavily to provide rehab support for our employees and for new hire candidates when hiring processes are being held. We appreciate their quick response and willingness to provide relief.

Medical Director
Dr. John McNeill has served as the VFD Medical Director for many years and we appreciate his leadership, support, and guidance as we work to be the Leader in Emergency Service Excellence!
Fire Personnel
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 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.