



Plano Fire-Rescue

Annual Report

2015

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LETTER FROM THE CHIEF

FIRE CHIEF SAM GREIF



It is my pleasure to present to you the Plano Fire-Rescue Annual Report for 2015, which recaps our busiest year in the history of the Department. The information contained in this report is a reflection of the combined efforts of the outstanding men and women who proudly serve Plano Fire-Rescue and the community at large. It is through their arduous work and dedication that the Department had a successful and productive year; they are the best of the best. We are proud of the services we provide and want to share with you how well we performed last year by providing some vital statistics and major accomplishments within the City of Plano that helped us achieve our mission. Most of all we want to thank our City Council and you, the citizens of Plano, for your

unwavering support of all the members of Plano Fire-Rescue.

As the City of Excellence, Plano constantly strives to maintain its high levels of service and to ensure the best quality of life for all of its citizens. Plano Fire-Rescue is a key component in the City's efforts to provide a safe community for its residents, visitors, and businesses. Our members accept and embrace their roles, and we continue to prepare for not only the day-to-day challenges, but the ones on the horizon that we will be faced with in the future.

It is my distinct honor and privilege to lead a progressive, customer-driven, Fire/EMS department that constantly works hard to meet the fire and rescue needs of its community. I encourage you to contact us if you have any questions or if you have suggestions to improve our services to you. I also invite you to visit the City of Plano website (<http://www.plano.gov>) to find more information about your Plano Fire-Rescue Department and how we help contribute to this vibrant, progressive, responsible, and safe community for all who call Plano home.

ABOUT PLANO FIRE-RESCUE



Mission Statement

To protect and enhance the quality of life in Plano through a comprehensive program of services directed toward public education, prevention, and control in the areas of fire, rescue, medical emergencies, hazardous materials incidents, and disasters.

Vision Statement

Our very best starts today, together, and never ends in building the greatest life and property saving fire service in the country.



ABOUT PLANO FIRE-RESCUE



Values

As members of Plano Fire-Rescue, we commit our support to the following values of our Department:

I. Quality Service

We will provide our services to our citizens with the level of care, concern, and compassion that we would extend to our own families, friends, and peers.

II. Ethics/Integrity

We will conduct ourselves in an honest, forthright, and fair manner.

III. Safety

We will conduct our routine and emergency activities in such a way as to protect the health and welfare of our members.

IV. Excellence

We will strive to be the best we can be in the services we provide and will not accept less than excellence in our endeavors.

V. Commitment

We will maintain our personal and professional vested interest in Plano Fire-Rescue, its activities, and its services.

VI. Respect

We will recognize the importance and value of each individual member to our organization and treat each member as we would want to be treated.

VII. Empowerment

We will give our subordinates, and be given by our superiors, the authority, accountability, and resources to complete our tasks and assignments in an appropriate and efficient manner.

VIII. Loyalty

We will display positive support for our organization, our superiors, our peers, and our subordinates at all times.

IX. Dependability

We will perform our duties and meet our responsibilities in a consistently reliable manner.

X. Team Work

We will work as a team to accomplish the Department's mission through open communication, cooperation, and shared recognition of our successes.

ABOUT PLANO FIRE-RESCUE



History



1895 Fire

The City of Plano was founded in 1873, but Plano Fire Department was not established until 1886, five years after a large fire in the city destroyed almost 60 buildings. Firefighting equipment at this time evolved from buckets of water to water wells with hand pumps and long hoses. Prior to 1897, firemen were called to the station by a series of three pistol shots being fired into the air. In 1897, the Volunteer Fire Company of Plano purchased a large bell, mounted it over City Hall, and rang it to alert firefighters to a fire. That same fire bell now sits at the entrance to the present day Fire Station 1. In 1889, two horses named Dan and Dude were purchased to pull wagons for the water pump and hoses. The first automotive fire truck with a pump and hose-bed was hand built in 1915 by Plano citizens, firemen, and mechanics. In 1929, Plano purchased its first factory-built fire engine, a 600-gallon Peter Pirsch, which is currently on display at Fire Station 12.



1897 Fire Bell



1929 600-gallon Peter Pirsch fire engine

The Fire Department's service continued to improve through the 1930s and 40s, while the Department's size increased and its apparatus advanced. In 1953, the Department had one 4-bay fire station, three fire engines, one Ford utility truck, and twenty-five firefighters.

In 1963, the City had 188 fire hydrants in service, almost four times as many than existed in 1949. In 1967, Fire Chief Lee Mayfield and the Department moved into a new fire station on 15th Street, and the old station was torn down.

In 1971, a large fire destroyed several buildings in Plano's business district, and again in downtown in 1972. However, thanks to the advancements of the Department and faster responses by fire departments from surrounding towns, both fires were extinguished within a couple of hours.



1970s Downtown Fire

ABOUT PLANO-FIRE RESCUE HISTORY



Plano continued to operate a paid and volunteer fire department until 1972, when Plano residents voted and approved the adoption of the Civil Service Statutes. This marked the end of a volunteer service and the start of the Plano Fire Department as a fully-paid service. With three fire stations in service in 1977, the City of Plano named its newest elementary school Thomas Elementary in honor of James L. Thomas, a respected community philanthropist and the City's first black firefighter.

The year 1982 was a busy year. Chief William Peterson took the reins from Chief Mayfield, the Department enhanced its EMS service with a larger team of firefighter-paramedics, work began on a fifth fire station, and the Department took delivery of two new American LaFrance fire engines and a second aerial ladder truck.



In the late 1980s, the Department had several fire stations in service, seven fire engines, three ladder trucks, a few ambulances, and almost 200 firefighters. As Plano continued to grow through the turn of the century, so did its fire department. Now in 2015, the Department has thirteen stations, twelve fire engines, four ladder trucks, eight ambulances, and several unique operations trucks and staff vehicles. Plano Fire-Rescue currently employs over 350 uniformed personnel.



ABOUT PLANO FIRE-RESCUE



City Demographics

Sources: US Census Bureau, *City Figure

Location	33° 3' 1" N, 96° 44' 45" W
Size of City	72 square miles
Approximate 2015 Population*	271,140*
2013 Estimated Median Household Income	\$82,484

Age Range	2010 Census		2025 Projections	
	Number	Percent	Number	Percent
Under 5 years	16,378	6.3%	15,120	5.4%
5 to 9 years	18,882	7.3%	14,560	5.2%
10 to 14 years	20,047	7.7%	14,560	5.2%
15 to 19 years	17,690	6.8%	17,080	6.1%
20 to 24 years	13,648	5.3%	14,560	5.2%
25 to 34 years	35,069	13.5%	36,680	13.1%
35 to 44 years	40,991	15.8%	33,880	12.1%
45 to 54 years	43,979	16.9%	37,520	13.4%
55 to 64 years	30,102	11.6%	42,000	15.0%
65 years and over	23,055	8.9%	54,040	19.3%
TOTAL	259,841		280,000	

	1990 Census		2000 Census		2010 Census	
	Number	Percent	Number	Percent	Number	Percent
Total Population	128,713	-	222,030	-	259,841	-
Ethnicity						
Hispanic	8,019	6.2%	22,357	10.1%	38,174	14.7%
Non-Hispanic	120,694	93.8%	199,673	89.9%	221,667	85.3%
Race (Non-Hispanic, One Race)						
African American or Black	5,228	4.1%	10,989	4.9%	19,199	7.4%
Native American/Native Alaskan	392	0.3%	655	0.3%	831	0.3%
Asian	4,992	3.9%	22,518	10.1%	43,659	16.8%
Native Hawaiian/Other Pacific Islander	49	0.0%	89	0.0%	121	0.0%
Other Race	86	0.1%	317	0.2%	449	0.2%
White	109,947	85.4%	161,543	72.8%	151,629	58.4%
Race (Non-Hispanic, Two or More Races)	-	-	3,562	1.6%	5,779	2.2%

ABOUT PLANO FIRE-RESCUE



Services Offered by Plano Fire-Rescue

- ◆ Fire Suppression
- ◆ EMS (ALS) Transport
- ◆ Community Paramedicine
- ◆ Hazardous Material Response (technician level)
- ◆ Heavy and Technical Rescue
- ◆ Urban Search and Rescue
- ◆ Special Event Medical Services
- ◆ Wildland Firefighting
- ◆ Prevention / Inspection / Investigation



ACCREDITATION



Commission on Fire Accreditation International (CFAI)

- Since 2001, Plano Fire-Rescue has been accredited by the Commission on Fire Accreditation International.
- Plano Fire-Rescue is one of only eight agencies in the State of Texas to become accredited. Less than 220 agencies are accredited worldwide.



Commission on Accreditation of Ambulance Services (CAAS)

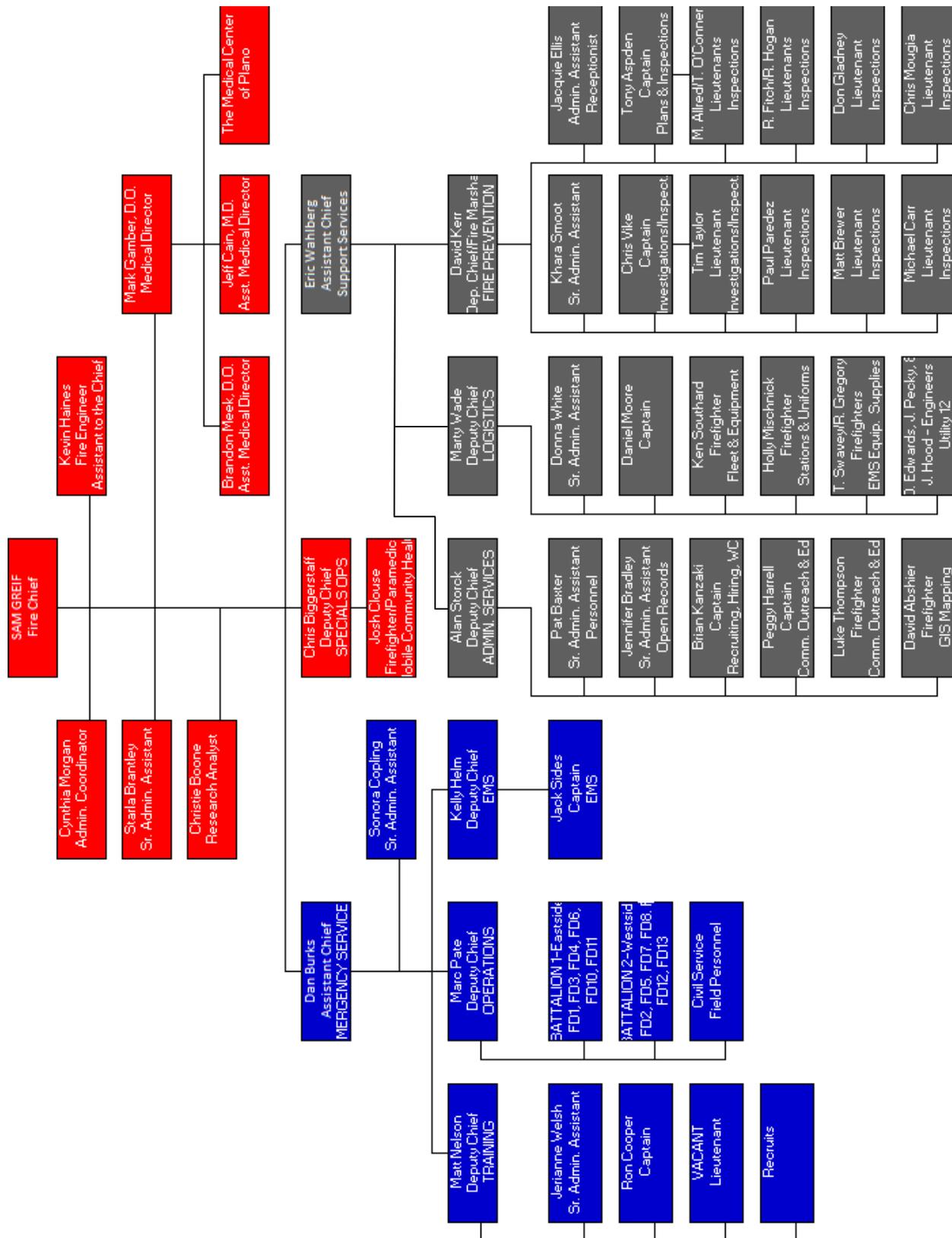
- Since 1998, Plano Fire-Rescue has had Accredited Agency status with the Commission on Accreditation of Ambulance Services (CAAS).
- Plano Fire-Rescue is one of only eight EMS services in Texas to be CAAS accredited . Less than 175 agencies are accredited worldwide.



Insurance Services Office (ISO)

- Since 1998, the City has carried a Class 1 Public Protection Classification from the Insurance Services Office.
- Plano was the first city in Texas to receive the Class 1 rating.

ORGANIZATIONAL CHART



ANNUAL BUDGETS



Plano Fire-Rescue Operating Budgets:

FY Oct 2014—Sept 2015 Budget			
	Fire	Fire-Civilian	Total
Total Operating Budget	\$49,848,101	\$797,866	\$50,645,967
Salaries and Benefits	\$44,462,425	\$739,718	\$45,202,143
Capital Expenditures	\$14,000	\$0	\$14,000
Professional Contracts	\$4,035,550	\$23,347	\$4,058,897
Materials and Supplies	\$1,168,252	\$32,062	\$1,200,314
Sundry	\$167,874	\$2,739	\$170,613

FY Oct 2015—Sept 2016 Budget			
	Fire	Fire-Civilian	Total
Total Operating Budget	\$51,585,512	\$781,466	\$52,366,978
Salaries and Benefits	\$45,750,824	\$724,335	\$46,475,159
Capital Expenditures	\$0	\$0	\$0
Professional Contracts	\$4,411,278	\$20,666	\$4,431,944
Materials and Supplies	\$1,255,161	\$33,726	\$1,288,887
Sundry	\$168,249	\$2,739	\$170,998

ANNUAL REVENUES



Plano Fire-Rescue FY 2014-2015 Revenues:

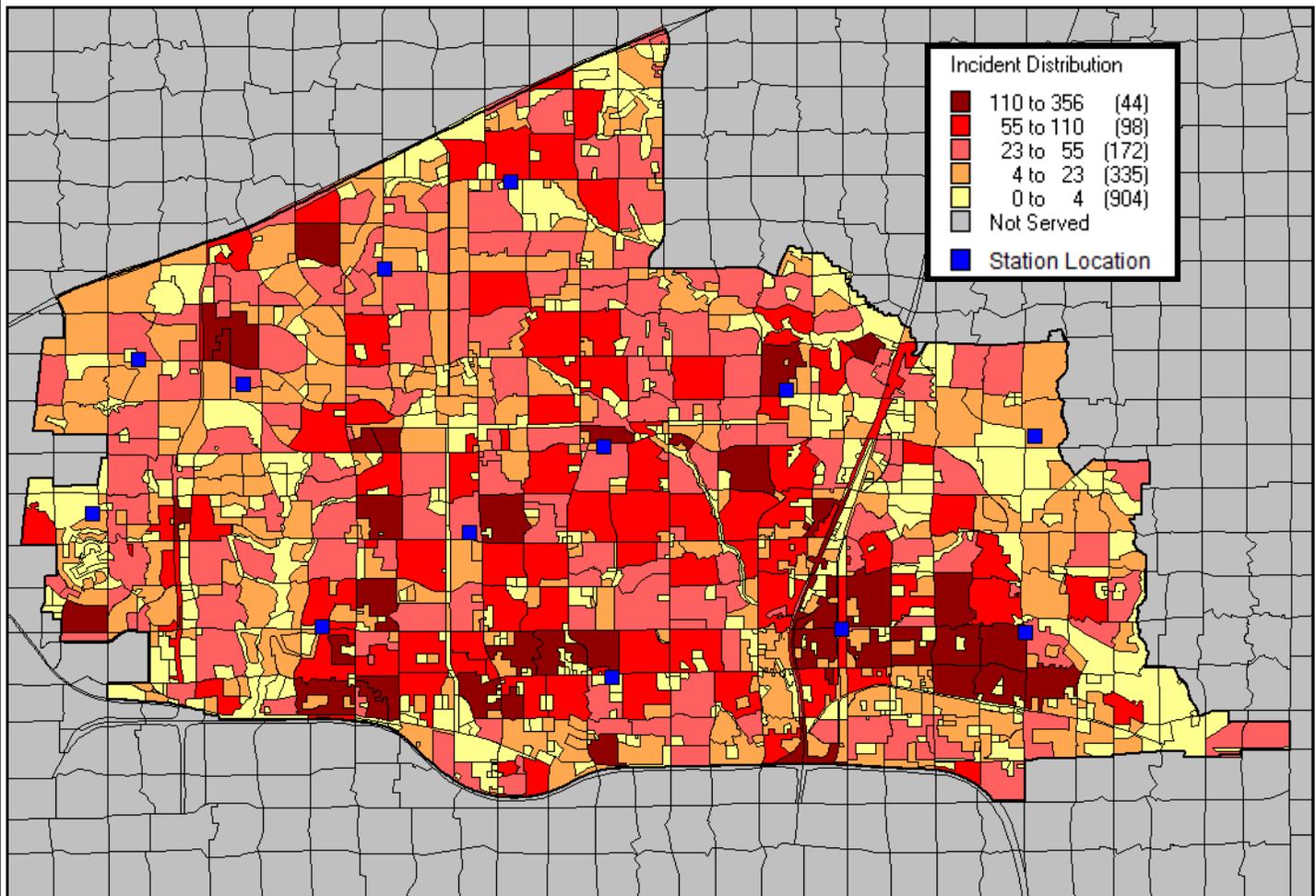
	Council Budget	FY 2014-2015 Budget	Revenues	Actual % of Working Budget
LICENSES AND PERMITS				
Fireworks Permits	\$4,000	\$5,750	\$6,050	105.2%
Fire Inspection Fees	\$326,500	\$306,061	\$274,420	89.7%
Alarm Permits	\$0	\$0	\$100	-
In-Home Day Care Permits	\$2,400	\$2,400	\$2,550	106.3%
Flammable Liquid Storage Permits	\$3,000	\$3,000	\$1,382	46.1%
Fire Protection Plan	\$280,761	\$372,032	\$433,653	116.6%
LICENSES AND PERMITS	\$616,661	\$689,243	\$717,955	104.2%
FEES AND SERVICE CHARGES				
Ambulance Service	\$3,880,565	\$3,985,402	\$4,296,715	107.8%
Hazardous Materials Cost Recovery	\$5,000	\$16,345	\$13,288	81.3%
Restamp, Lost Plans, Other	\$0	\$0	\$180	-
False Alarms	\$25,000	\$25,190	\$25,400	100.8%
Re-inspection Fees	\$3,000	\$2,000	\$1,600	80.0%
After Hours Inspections	\$10,000	\$32,025	\$33,975	106.1%
Other Taxable Sales	\$300	\$300	\$272	90.8%
Miscellaneous Fees and Charges	\$2,000	\$2,000	\$2,982	149.1%
FEES AND SERVICE CHARGES	\$3,925,865	\$4,063,262	\$4,374,412	107.7%
INTERGOVERNMENTAL				
Collin County Interlocal Gr.	\$1,000	\$1,804	\$1,804	100.0%
State Grant Receipts	\$0	\$0	\$3,265	-
INTERGOVERNMENTAL	\$1,000	\$1,804	\$5,069	281.0%
MISCELLANEOUS REVENUES				
Contributions	\$2,000	\$1,600	\$2,625	164.1%
Insurance/Damage Receipts	\$0	\$8,266	\$12,596	152.4%
MISCELLANEOUS REVENUES	\$2,000	\$9,866	\$15,221	154.3%
TOTAL REVENUES	\$4,545,526	\$4,764,175	\$5,112,657	107.3%

2015 ANNUAL STATISTICS



Incidents

01/01/2015 to 12/31/2015

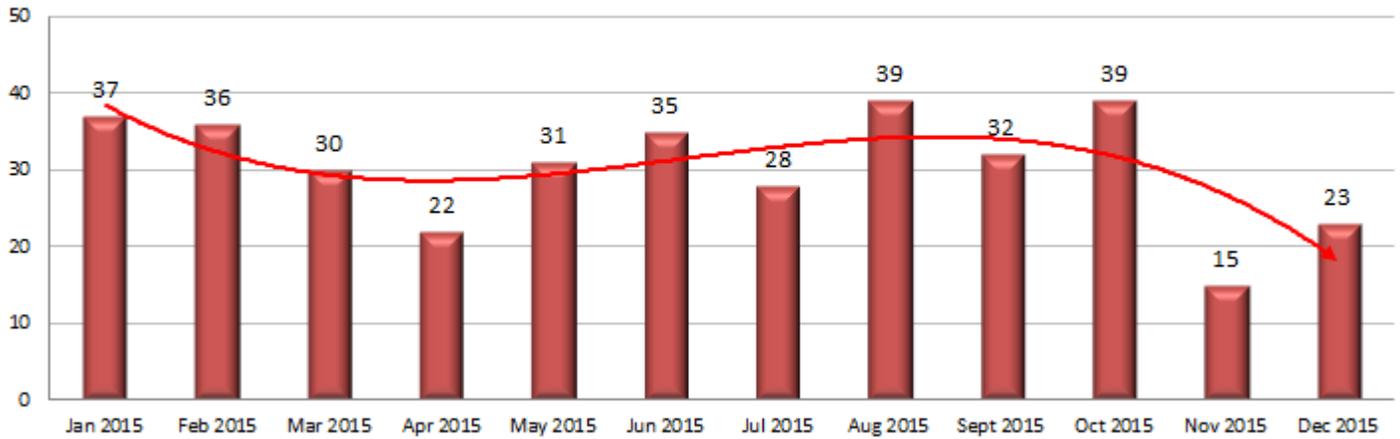


Number of incidents in 2015	24,972
Month with the most incidents	October
Day of the week with most incidents	Friday
Time of day with most incidents	12:00pm -6:00pm
Busiest Station	Station 1 (4,455 calls)
Busiest Engine	Engine 1 (2,280 calls)
Busiest Truck	Truck 8 (1,384 calls)
Busiest Ambulance	Medic 12 (3,092 calls)

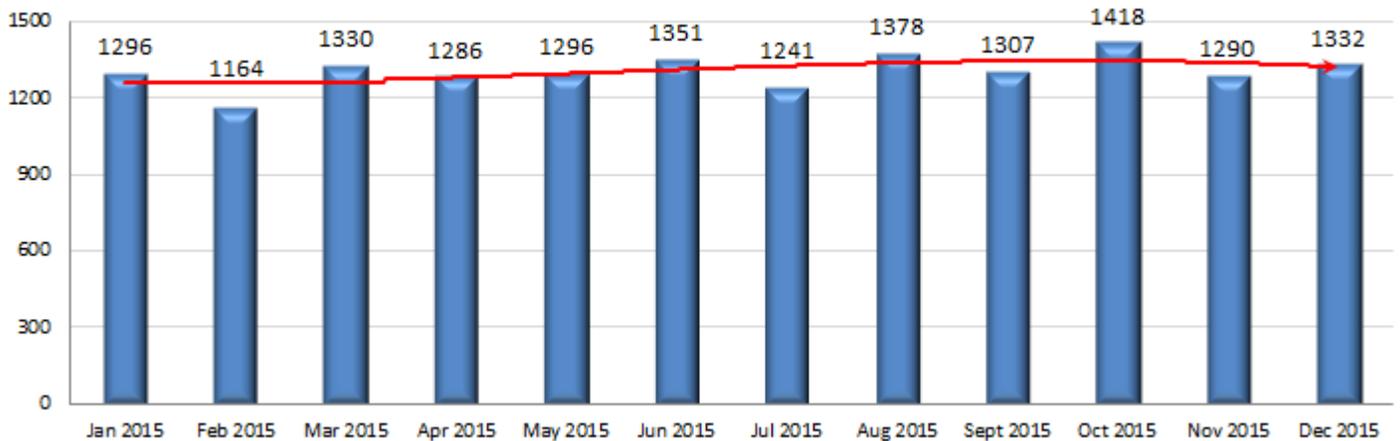
2015 ANNUAL STATISTICS INCIDENTS



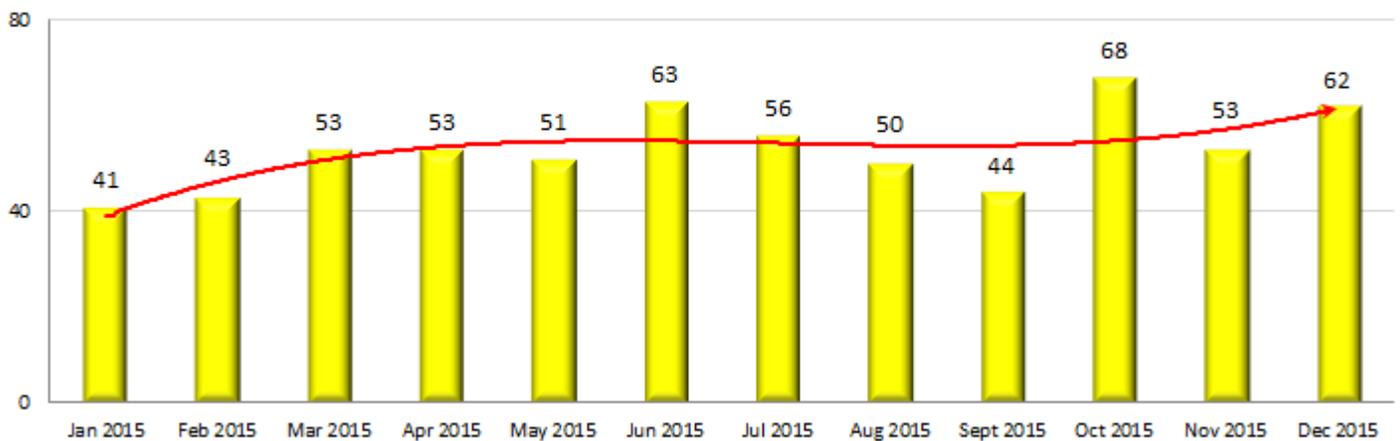
Fires



EMS



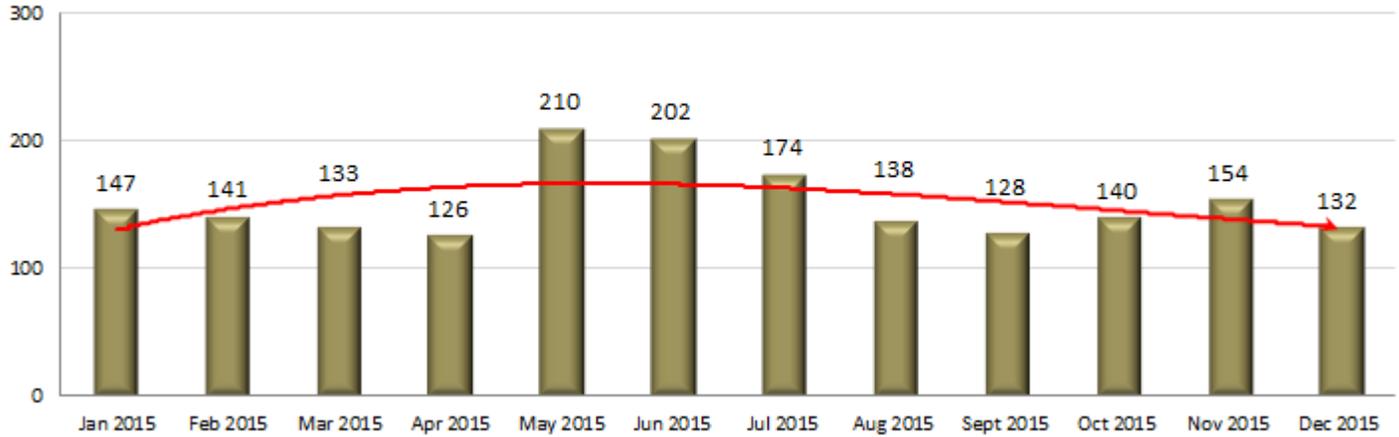
Hazard



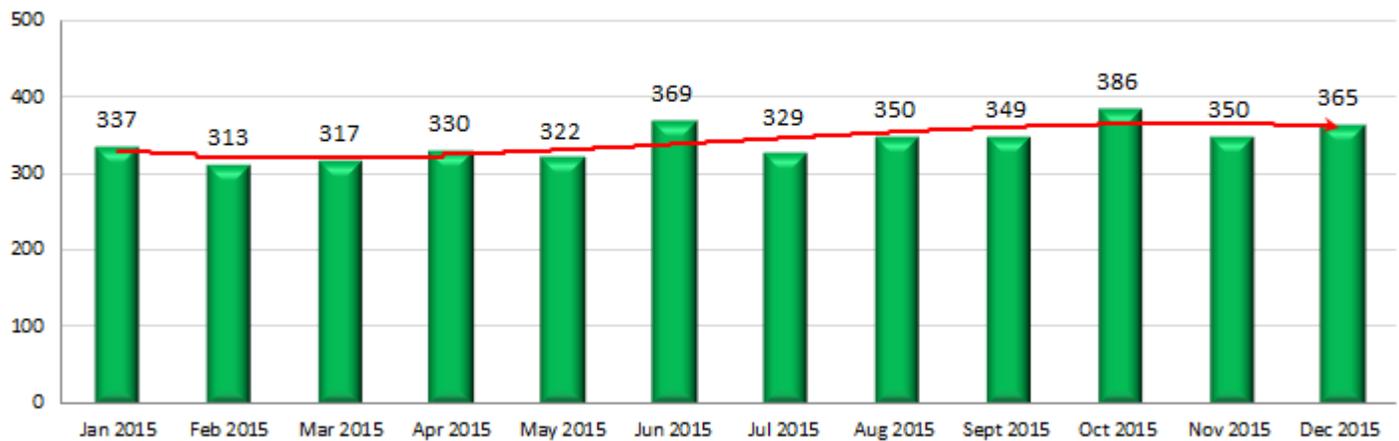
2015 ANNUAL STATISTICS INCIDENTS



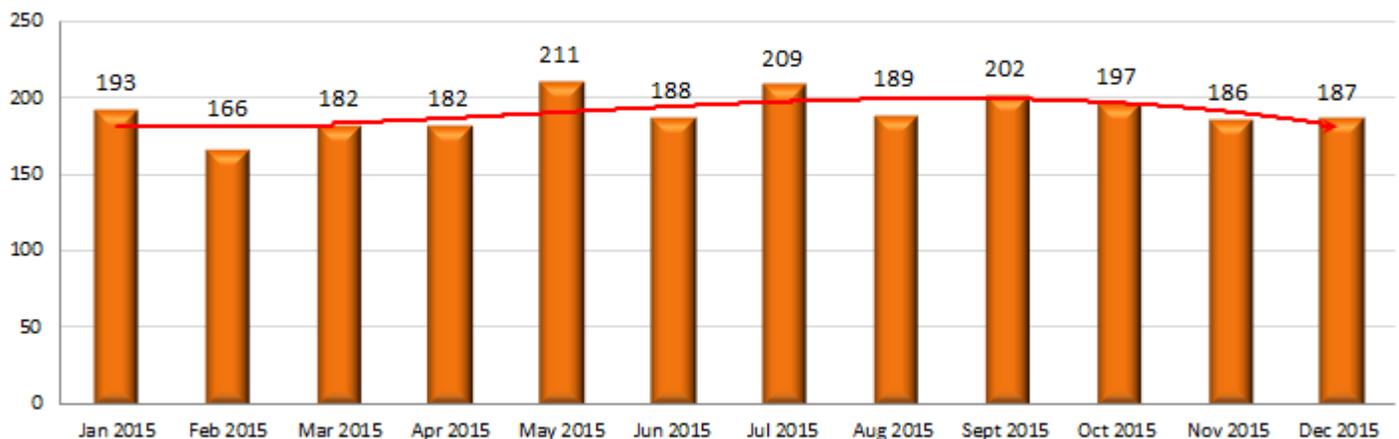
False Alarm / Call



Good Intent



Service Call





Fires



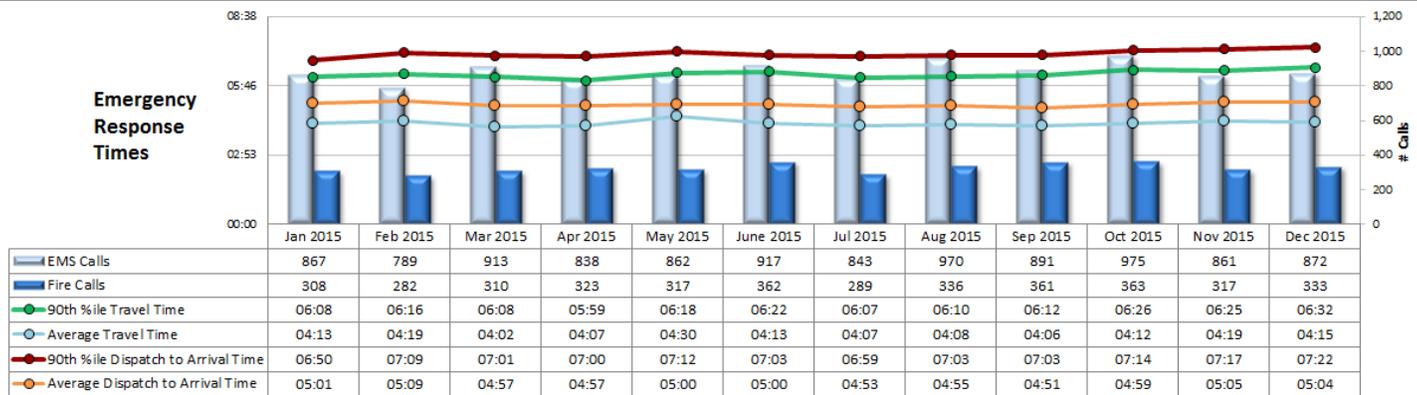
FIRES—2015	
Structure Fires	144
Passenger Vehicle Fires	87
Grass/Brush/Vegetation/Wildland Fires	67
Other Fires	69
TOTAL FIRES	367

2015 ANNUAL STATISTICS



Response Times

Time Targets		
Type of Call	Turnout	Travel Time
Bunk Out (Fire)	1:20	4:00
No Bunk Out (EMS)	1:00	4:00



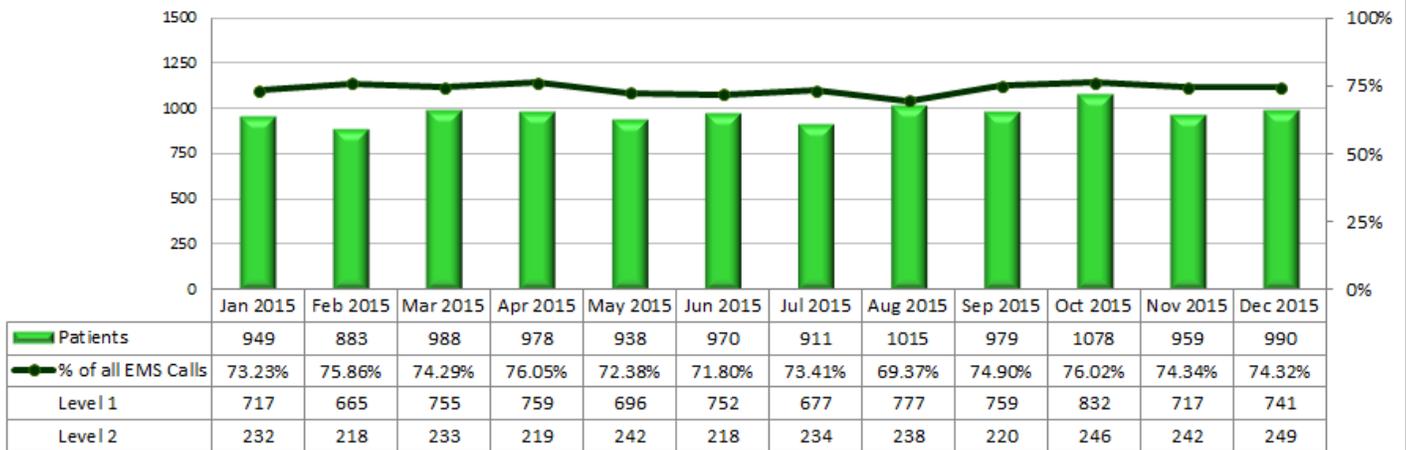
2015 Overall	
90th Percentile Turnout Time	1:14
Average Turnout Time	0:49
90th Percentile Travel Time	6:15
Average Travel Time	4:12
90th Percentile Dispatch to Arrival Time	7:07
Average Dispatch to Arrival Time	4:59

2015 ANNUAL STATISTICS



Medical Transports

EMS Patient Transports



Percentage of Patients Transported to Local Hospitals—2015

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Medical Center of Plano	49.21%	42.81%	50.81%	49.08%	51.40%	46.70%	50.16%	50.74%	48.83%	49.63%	48.59%	52.83%
Presbyterian Hospital Plano	18.55%	20.50%	18.42%	19.33%	20.68%	21.75%	18.00%	17.54%	22.27%	20.87%	21.06%	17.98%
Baylor Hospital Plano	9.59%	12.00%	10.83%	8.38%	9.03%	10.31%	11.20%	9.95%	9.40%	8.16%	7.51%	8.79%
Methodist Richardson Medical Center	8.22%	9.63%	7.69%	8.49%	9.38%	7.94%	7.90%	8.18%	7.56%	9.09%	10.95%	8.69%
Other Hospitals	14.43%	15.06%	12.25%	14.72%	9.51%	13.30%	12.74%	13.59%	11.94%	12.25%	11.89%	11.71%

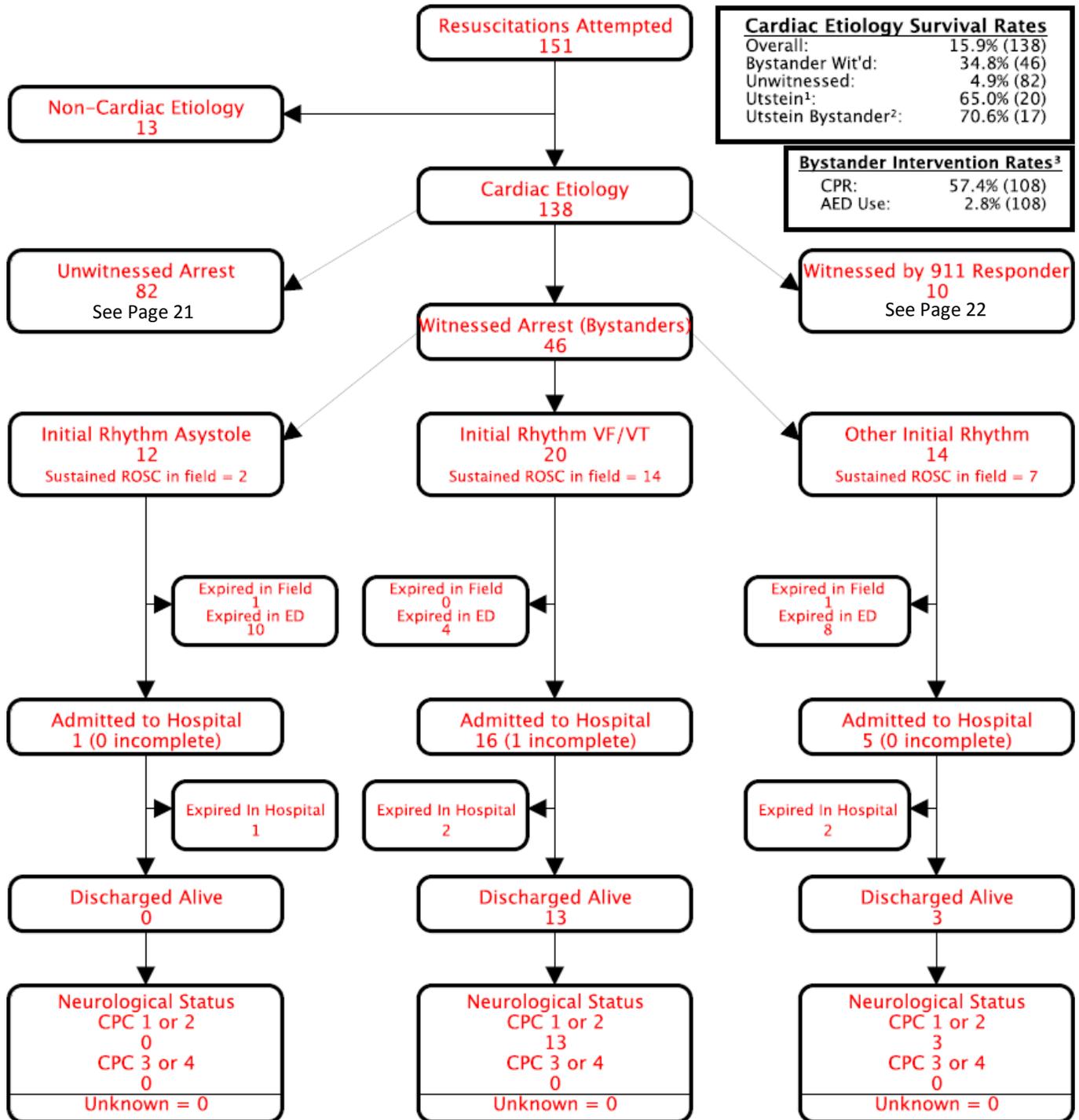


2015 ANNUAL STATISTICS



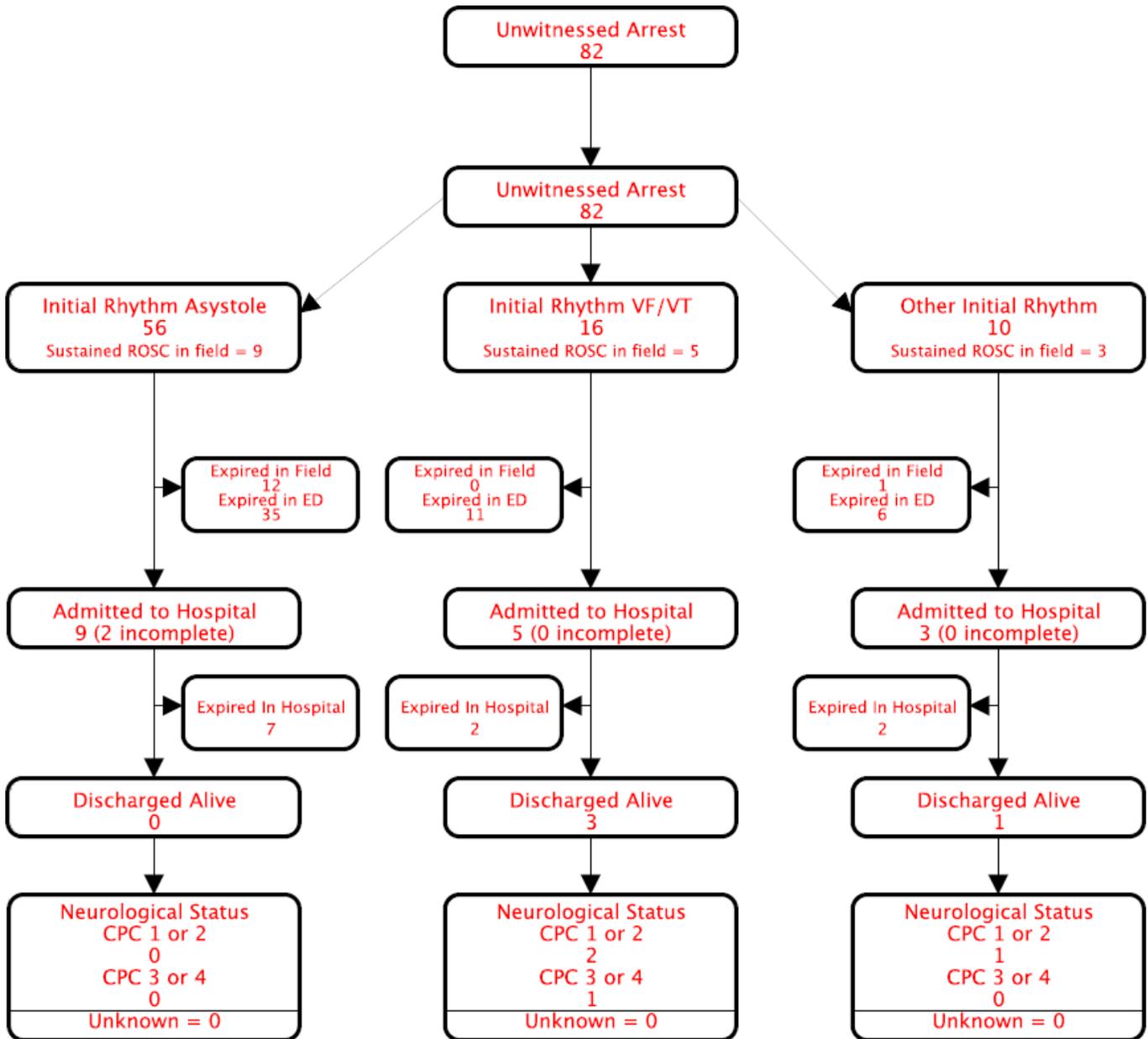
Cardiac Arrest Survival Summary

01/01/2015 to 12/31/2015



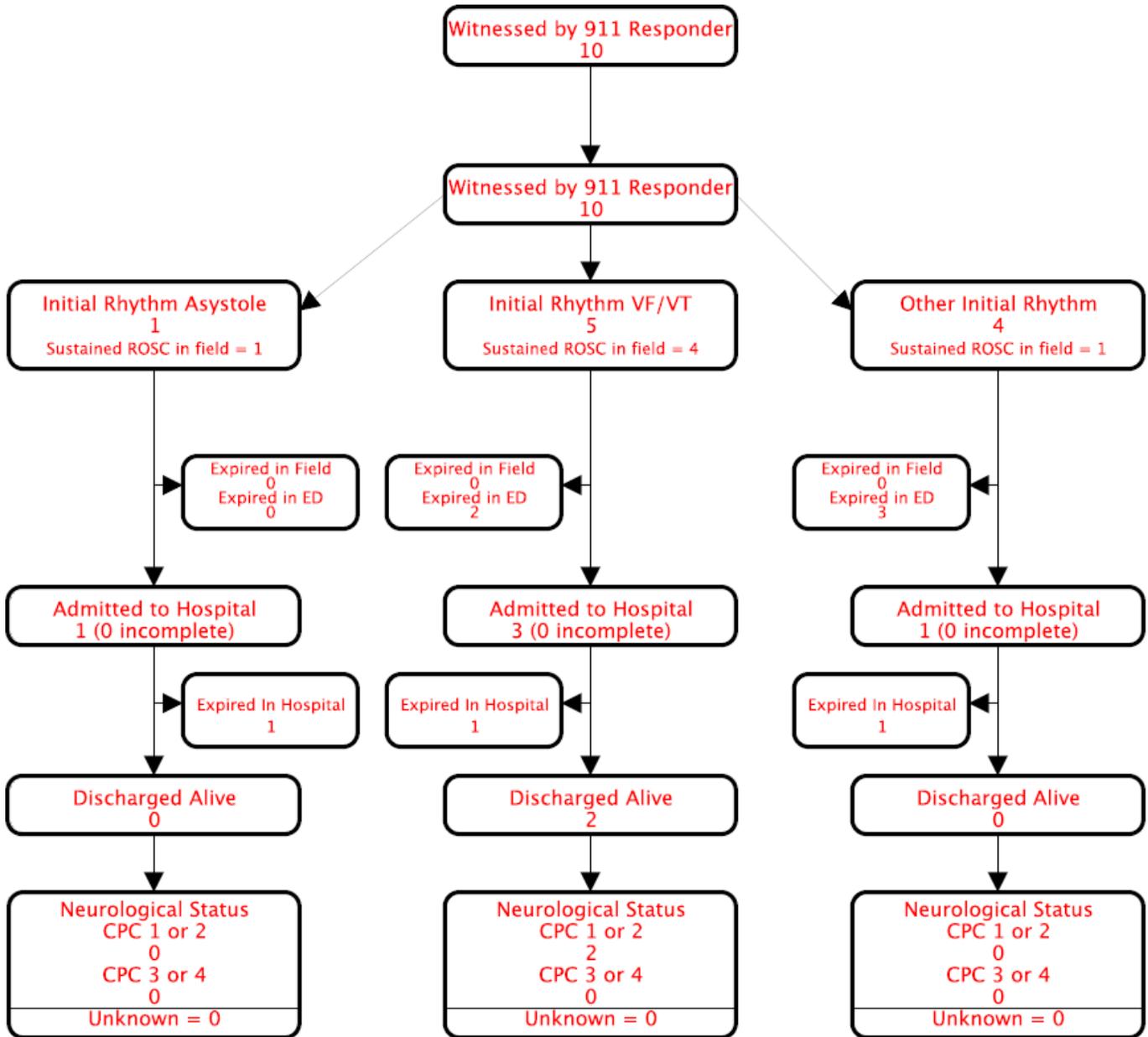
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2015 ANNUAL STATISTICS CARDIAC ARREST SURVIVAL SUMMARY



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2015 ANNUAL STATISTICS CARDIAC ARREST SURVIVAL SUMMARY



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EMERGENCY SERVICES DIVISION

A S S I S T A N T C H I E F D A N B U R K S



The Emergency Services Division of Plano Fire-Rescue (PFR) includes the EMS, Operations, and Training/Safety Sections. The division is directed by an Assistant Chief Danny Burks, and each section is managed by a Deputy Chief. The division is responsible for preparation, training, and end service delivery of emergency services to the public. The hard work performed by the division helps ensure PFR maintains our nationally recognized ISO Class 1, Center for Public Safety Excellence (CPSE), and Commission on Accreditation of Ambulance Services accreditations. This commitment to excellence has resulted in PFR becoming a world class department that other departments around the country look to for benchmarking purposes.

Deputy Chief Kelley Helm leads the EMS Section, which is responsible for supporting the delivery of emergency medical services. The section collaborates with local hospitals, surrounding departments, and state and national organizations to ensure our services are cutting edge. PFR has taken part in several medical trial studies to help improve patient outcomes. In October 2015 we began the TXA trial to test a new drug for treating traumatic head injuries. (Tranexamic Acid, or TXA, helps to stop excess bleeding.) The section also oversees the delivery of medical equipment, medications and medical protocols to the Department.

Deputy Chief Marc Pate leads the Operations Section, which is responsible for day-to-day emergency service delivery to the public. The section includes approximately 310 field personnel operating out of 13 fire stations on three shifts. Service is delivered via 12 engines, 4 ladder trucks, 8 MICUs and one rescue squad, all capable of providing advanced life support. Supervision in the field is provided by two shift Battalion Chiefs. The section has met the 2015 challenge of a 10% increase in call volume, resulting in approximately 25,000 total calls for service.

Deputy Chief Matt Nelson leads the Training /Safety Section, which is responsible for the delivery of fire training and the department's safety program. Ongoing training is required to meet our accreditations, state and national requirements, and most importantly to ensure we have highly-trained personnel. The safety component involves accident and injury prevention and education. This year we introduced a cancer prevention, suicide and PTSD awareness program to our personnel.

EMERGENCY SERVICES DIVISION

EMERGENCY MEDICAL SERVICES

DEPUTY CHIEF KELLY HELM



The Emergency Medical Services section, led by Deputy Chief Kelly Helm, had several on-going projects throughout 2015, as well as multiple accomplishments:

- PFR renewed its CAAS accreditation (The Commission on Accreditation of Ambulance Services) in January 2016 during an onsite visit.
- PFR sent four firefighters to paramedic training at Emergency Medical Training Services (EMTS) due to the new staffing matrix, which includes a goal of 99 firefighter medics within the Department.
- EMS Deputy Chief Kelly Helm was appointed and trained as the Department's Privacy Officer in order to ensure HIPAA compliance.
- The Texas Department of State Health Services (TDSHS) Compliance Survey & Questionnaire was completed and submitted. PFR is currently awaiting TDSHS to perform an onsite visit.
- PFR awarded the contract for medical control to QuestCare Partners and Dr. Mark Gamber.



EMERGENCY SERVICES DIVISION EMERGENCY OPERATIONS

DEPUTY CHIEF MARC PATE



The Emergency Operations Section of Plano Fire-Rescue reports directly to the Assistant Chief of Emergency Services Division. The Deputy Chief of Emergency Operations Section directly supervises six on-shift Battalion Chiefs who are responsible for 13 fire stations, 28 front line apparatus, and 300+ personnel. The City is divided into East and West side battalions on three identical shifts.

Together, the Emergency Operations Section provides emergency and non-emergency services 24 hours a day, 365 days a year, to the citizens of Plano. Plano Fire-Rescue provides an all-hazards response, including fire suppression, advanced life support medical treatment and transportation, special rescue capabilities, hazardous material mitigation, and wildland firefighting.

The Emergency Operations Section is currently on pace to respond to approximately 25,000 incidents in 2015. The Emergency Operations Section proudly supports the overall mission of Plano Fire-Rescue through preparedness, response, prevention and mitigation of emergencies.



EMERGENCY SERVICES DIVISION TRAINING AND SAFETY

DEPUTY CHIEF MATT NELSON



PFR and Safety Section staff consists of one Deputy Chief, one Captain, and one Lieutenant. This staff develops and delivers training to more than 320 uniformed personnel and civilians within the Department. This training satisfies educational requirements mandated by the Texas Commission on Fire Protection, as well as other accreditation agencies.

PFR personnel received over 95,000 hours of training throughout 2015, and included fire suppression, driving, officer, EMS, and hazardous materials training. Many also received career development training, including certification classes such as Fire Instructor I & II, Fire Officer I & II, Driver/Operator certification, and federally-mandated National Incident Management System ICS classes. Command Staff Chief Officers also completed Fire Officer III & IV certification classes. Several Chief Officers completed varied courses at the National Fire Academy in Emmitsburg, Maryland. Fire Engineers and Firefighters had the opportunity to train with a pumping simulator. This simulator allows the pump operator to supply water to multipole fire lines simultaneously and gives the opportunity to hone the firefighters' problem-solving skills by being presented with difficult situations that can occur while pumping at a fire. Pump simulators allow the Training Section to provide invaluable training to pump operators by flowing enormous amounts of water, which is returned back into a water tank on the simulator for conservation purposes.

In 2016, PFR Training Section hopes to add additional programs to an already busy schedule. Certification courses will be developed and submitted for approval to the Texas Commission on Fire Protection. By getting course approval for these classes, many of the certification courses we currently contract with outside agencies can instead be taught in-house, allowing the Department to be proactive in career development by providing this training to personnel before they promote.

The Training Section is also working with Department Administration to develop a plan for acquiring a dedicated training facility within Plano's city limits. PFR is the largest metropolitan fire department in the state of Texas without a dedicated training facility. This facility would not only provide a venue for invaluable fire suppression training to PFR personnel, but it would also provide smaller neighboring departments a venue to conduct training for a reasonable fee. This facility will also give PFR the ability to conduct Recruit Academies to allow newly hired individuals to obtain state certification, instead of hiring only those that have already obtained this certification. This would provide a greater opportunity to the demographic make-up of the City's population.

EMERGENCY SERVICES DIVISION TRAINING AND SAFETY



The City of Plano is expecting accelerated growth in the coming years with the arrival of Toyota's North American Headquarters, as well as other corporate leaders relocating to Plano. This growth will require PFR to prepare for a greater number of service calls, thus requiring an increase in the number of firefighters that respond to those calls. To ensure that these firefighters receive proper training to provide the service excellence the citizens of Plano have come to expect, the Training Section will be working with Fire Administration on a plan to increase the Training Section staffing by two positions over the next three years. Additional staffing will allow the Training Section to reach the goals that have been set for the coming years. These positions will manage the career development classes discussed earlier in this document, as well as facilitate the Recruit Academies for newly hired, untrained employees.

PFR has long been recognized as a leader in Fire Service, providing excellent service and quality EMS care to the citizens of Plano. With the goals set forth by the Training Section, PFR will be the place for other departments to send their personnel to receive quality, state-of-the-art fire service training.

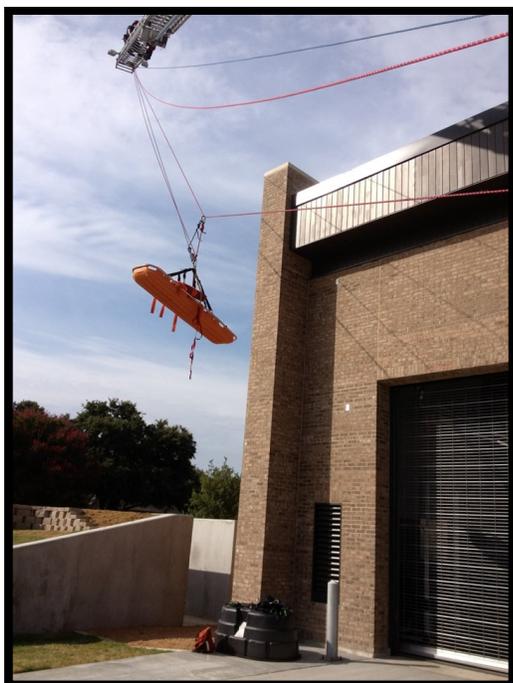
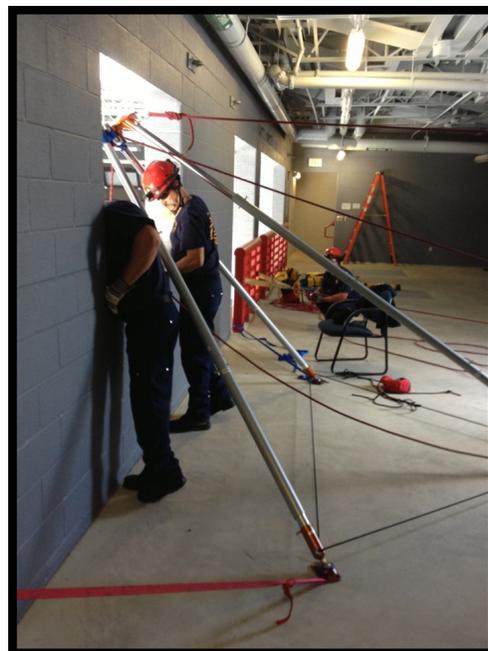




SPECIAL OPERATIONS DIVISION

DEPUTY CHIEF CHRIS BIGGERSTAFF

The Special Operations Division is responsible for all programs outside of the normal EMS and Firefighting operations. These programs include HazMat, High Angle Rescue, Swift Water Rescue, Trench Rescue, Confined Space Rescue, Tactical Emergency Medical Services Unit, Special Event Medics, and the Community Paramedicine program. Each of these programs has coordinators that act as a liaison between the field personnel and the Deputy Chief of Special Operations.



SPECIAL OPERATIONS DIVISION

SPECIAL OPERATIONS TEAMS

DEPUTY CHIEF CHRIS BIGGERSTAFF



Special Rescue Team

Plano Fire-Rescue's Special Rescue Team (SRT) is made up of high angle, trench and swiftwater rescue technicians. The rescue team is located at Station 4 and has between 6-8 rescue technicians on duty each shift. Engine 4 and Truck 4 have matching equipment that can be used for high angle rescue. Station 4 also has a truck and trailer for trench rescue, as well as a truck and Zodiac boat for water rescue. Although, the number of special rescue calls for 2015 was only four, a great deal of training and preparation went into maintaining the team's readiness. The SRT would like to increase its capabilities in 2016 by training all team members in heavy vehicle rescue.

Hazmat/Confined Space Team

Plano Fire-Rescue's Hazmat/Confined Space Team consists of one entry team located at Station 5. The team is made up of 6-8 certified hazmat technicians on duty each day. Station 5 has an engine, ladder truck, and Hazmat Vehicle, each of which have special equipment for hazmat and confined space. The Hazmat/Confined Space Team is the primary hazmat response team for the City of Plano and is the backup team for the City of Dallas. Each member of the team is required to hold certifications in hazmat, rope operations, confined space, weapons of mass destruction, and Hazmat IQ. The members are also required to do continuing education in each one of these disciplines yearly. The Confined Space Team responded to 71 calls in 2015.

Wildland Team

Plano Fire-Rescue's Wildland Team is made up of 28 members that are certified with basic wildland firefighting (FFT2). Each member of the team is also required to pass the Pack Test each year. Eleven members of the Wildland Team have completed other advanced certifications. At this time several members are in the process of completing task books to gain Engine Boss Certifications. Fire Station 13 is the hub of the Wildland Program. Station 13 has one Type 1 engine and two Type 2 engines available for response. The Wildland Team is prepared to respond to wildland emergencies within the City of Plano, within the North Texas Region, and throughout the state. The Wildland Team assists with fireworks displays, the Annual Balloon Festival, and music events and responded to 15 wildland calls during 2015.

SPECIAL OPERATIONS DIVISION SPECIAL OPERATIONS TEAMS



Tactical Emergency Medical Support Team

Plano Fire-Rescue provides Tactical Emergency Medical Support (TEMS) for Plano Police Department. This includes responses with SWAT, negotiators, EOD (Bomb Squad), narcotics officers and high risk events such as dignitary protection. The TEMS medics are also responsible for all emergency medical instruction provided to the Plano Police Department. The team is made up of nine tactical medics that operate under the direction of Dr. Gamber and Dr. Cain. The tactical medics are not assigned to one station. They respond when needed from their assigned station or from home. The TEMS Team assisted PD with 16 events in 2015.

Special Event Medics

PFR uses the Special Event Medics (SEMs) at all events, both public and private, that require a different EMS response than our normal 9-1-1 system. The SEMs Team is made up of a group of firefighters, engineers and officers that volunteer to work at special events. This group operates under the medical control of Dr. Gamber and is able to provide different medications than standard PFR medics. These medics deliver this service on bicycles, in carts, at first aid stations, and on med units. The team is made up of 28 medics and provided medical care for 26 special events in 2015.

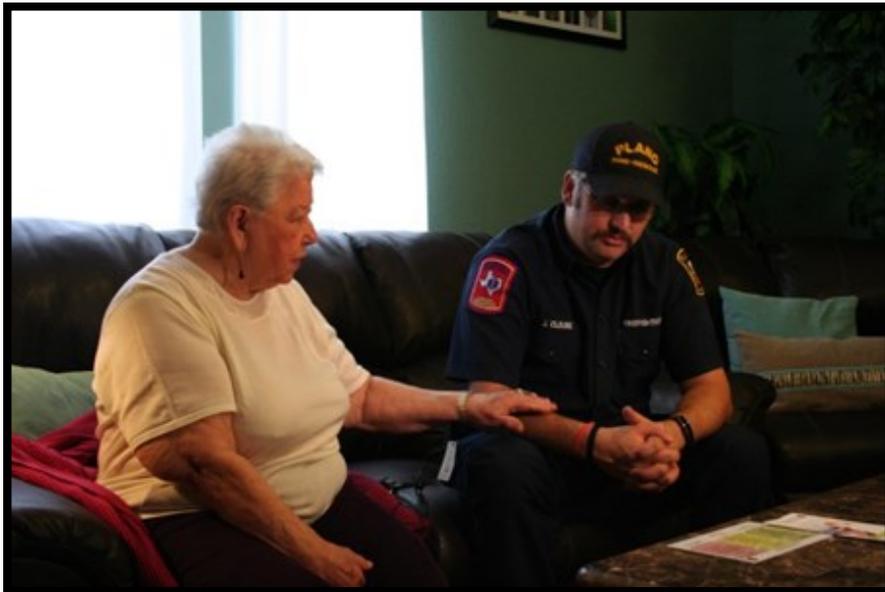




Program Coordinator Joshua Clouse

Outreach

The PFR Community Paramedicine Program had a very successful first year. A total of 76 patients had direct contact from a PFR Community Paramedic and received help either for a medical issue, social issue, or both. Outreach is a top priority within Plano. The CP program was actively involved in the Collin County Homeless Coalition, legislative advocacy, numerous hospital committees, senior citizen advisory board, and the new MIH Outcomes Workgroup.



High Utilizer Group (HUG)

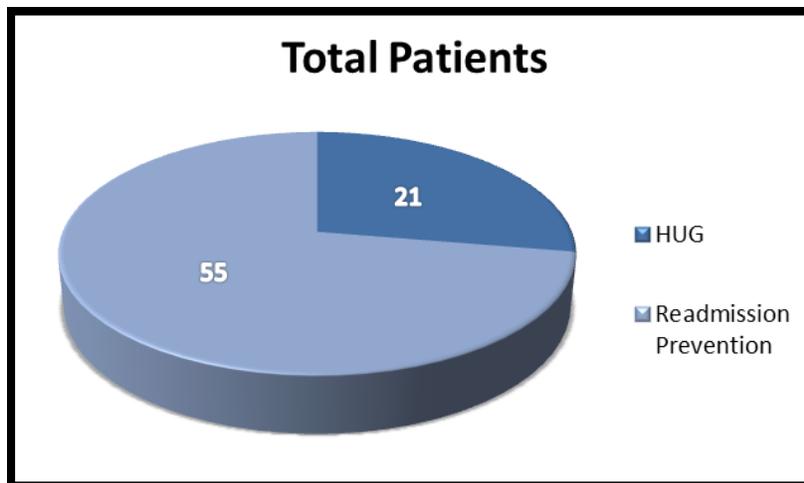
The HUG program was fully launched in late summer 2015. HUG patients are identified by Community Paramedicine staff and through field referrals for various reasons, including frequent 9-1-1 usage, chronic medical conditions, social issues, and mental health conditions. HUG patients have direct contact with a community paramedic as resources become available. Of the patients already seen by PFR's community paramedic, 70% have had their medical issues resolved and no longer need community paramedic services. The remainder receive continued support and care coordination for up to 90 days.



Readmissions Prevention Program

The Readmissions Prevention Program is now one year old, and 33 of the 55 participants have successfully graduated. PFR's Community Paramedicine Program boasts a very successful 18.75% readmission rate for patients who are classified in the "high risk of readmission" category. Two patients were readmitted for heart failure; all others were for unrelated causes. Furthermore, there have been no adverse outcomes as a result of Community Paramedicine intervention.

Within the next two years, this program hopes to expand the Readmission Prevention Program into other high-risk disease processes. Examples include: diabetes, heart attack, COPD, and fall injuries in the elderly. Additionally, finalizing the contract with Children's Health in early 2016 is expected, with hopes of helping 20 high-risk asthma patients.



SUPPORT SERVICES DIVISION

ASSISTANT CHIEF ERIC WAHLBERG



The three sections that form the Support Services Division of Plano Fire-Rescue provide administrative and logistical support for emergency response personnel, community outreach and education, and community risk reduction services.

The Administrative Services Section, led by Deputy Chief Alan Storck, manages payroll and records, recruits and hires new personnel, and performs numerous other functions in support of PFR's mission.

The Logistics Section, led by Deputy Chief Martin Wade, supplies and services nearly all PFR equipment and apparatus. In addition, Logistics works hand in hand with several City departments to facilitate maintenance, purchasing and other service issues for PFR.

The Fire Prevention Section, led by Deputy Chief and Fire Marshal David Kerr, provides plan review for new and remodeled buildings, sprinkler and alarm system inspections, annual fire inspections, and fire and arson investigations.





Community Outreach & Education Office

The Community Outreach & Education Office is currently staffed with a Captain and a Firefighter. This subsection schedules and coordinates all fire and life safety education/outreach events. The COE Office keeps a master calendar of events and provides and supports on-duty crews with the resources and materials needed to provide quality programs for our citizens. In addition, the COE Office conducts many outreach programs including those that require a dedicated (not subject to emergency calls) presenter. Special programs include:

- One Citizens Fire Academy course per year (March to May) for 30 participants
- Hands-Only CPR and AED training for employees and citizens
- PFR LAFS Clowns – October programs at Plano elementary schools and other programs
- Coordinate Special events and programs: Plano Balloon Festival, Fire Prevention Week, CPR recognitions, parades, health/safety fairs, Vacation Safety School, Suburban Dare, How to Become a Plano Firefighter hiring seminar, Plano After Dark, Plano Fire Rescue Associates, Liaison to OEM for CERT program, Workplace Cares Liaison, PISD and Plano private school Fire and Life Safety instruction/Firefighter visits, and City Hall Display Case
- Schedule/Deliver training/services: Fire Warden Training, Fire Extinguisher Training, Home Safety Checks, and Smoke Alarm program & Hotline
- The CO&E Captain also serves as the Department's Public Information Officer responsible for the following duties:
 - Writing and distributing press releases
 - Working with City's Director of Media to promote PFR and the City of Plano
 - Serving as Administrator for the Plano Fire-Rescue Facebook page and Twitter account
 - Answering media questions

Personnel Captain

- Coordinate the recruiting and hiring process for new Civil Service employees
- Coordinate the Fire Department entry-level testing and promotional testing by working with HR in selecting dates and study materials
- Manage the Department SOP process to ensure that Department SOPs are reviewed/revise in an organized and timely manner to meet accreditation standards
- Liaison for personnel on Workers Comp and light duty to ensure that their needs and the Department needs are being met
- Coordinate Department medical physicals with Department personnel and Concentra for HazMat, promotional, and entry level physicals, along with making sure the billing is correct
- Liaison with the Fire Department Honor Guard to ensure that the Department is represented at appropriate services and functions
- Liaison with the Fire Department Pipe & Drum Band to ensure that the Department is represented at appropriate services and functions

SUPPORT SERVICES DIVISION ADMINISTRATIVE SERVICES



GIS/Tactical Mapping

GIS/Tactical Mapping manages the development and maintenance of the Street Book/Project, Apartment Book/Project (Multi-Family), Tactical Response Guide Book/Project (Pre-Plans), and the School Book/Project. It also provides a variety of specialty maps and Pub-Ed posters.

Personnel and Payroll / Open Records

Personnel and Payroll serves as the liaison between PFR and the City's Human Resources Department, maintaining personnel and medical files for all 356 Civil Service and Civilian employees, while Open Records responds to requests for medical and billing records, incident reports, subpoenas, and reduction letters.



SUPPORT SERVICES DIVISION ADMINISTRATIVE SERVICES

DEPUTY CHIEF ALAN STORCK

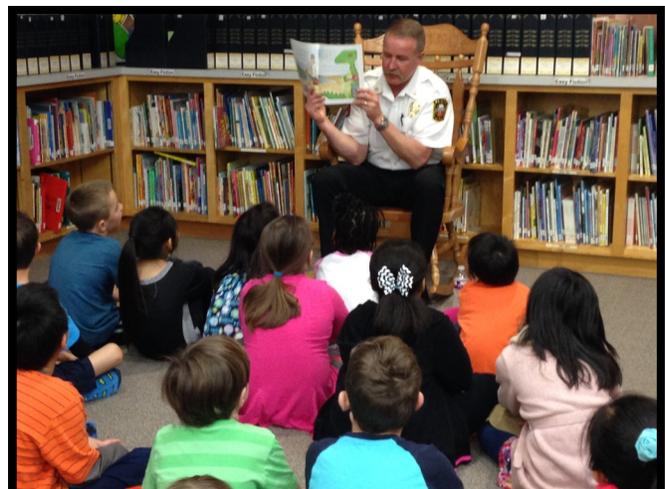


Community Outreach and Education

CAPTAIN PEGGY HARRELL

Plano Fire-Rescue has a long and tenured history of providing the citizens of Plano with the information and resources needed to reduce injuries and deaths from fire and other risks. The Community Outreach & Education Office works to ensure that the most current information is shared with the Plano community.

The Community Outreach & Education staff coordinates programs and presentations daily while also serving as a resource for the field firefighters who conduct the majority of fire and life safety education presentations.



SUPPORT SERVICES DIVISION—ADMIN. SERVICES COMMUNITY OUTREACH & EDUCATION



In 2015, Plano Fire-Rescue reached almost 33,000 adults and children with fire and life safety education through the following events and programs:

- Firefighter classroom fire safety, falls prevention and water safety visits to private and public schools
- Station tours
- Boy Scout and Girl Scout safety badge presentations
- Preschool fire safety and Community Helper presentations
- Senior fire safety and falls prevention presentations
- Homeowner Association presentations and block parties
- Vacation Safety School and Suburban Dare
- Plano LAFS (Life And Fire Safety) Clowns and Characters
- Citizens Fire Academy
- Fire Prevention Week/Month Activities
- Fire Station Open House
- Smoke Alarm D2D (Door-to-Door) Program and Smoke Alarm Hotline
- City events – July 4th and Christmas Parades, 5K events and Kids Night Out, AsiaFest and Plano International Festival



Some of our accomplishments in 2015:

- Trained more than 1,300 people in Hands-Only CPR and AED use
- Hosted more than 700 citizens at our Fire Prevention Week Fire Station Open House
- Conducted 550 fire and life safety education programs
- The LAFS Clowns and Characters visited 34 elementary schools in Plano to present their 2015 Time Travel show to more than 12,000 students and school staff.
- Recognized several CPR bystander saves

SUPPORT SERVICES DIVISION
ADMINISTRATIVE SERVICES
 DEPUTY CHIEF ALAN STORCK



Media Relations

CAPTAIN PEGGY HARRELL

As another function of the Community Outreach & Education Office, Plano Fire-Rescue's Public Information duties are varied but the goal is focused – to reach as many citizens and visitors to Plano as possible with information on the wide array of news, whether hard or soft, as possible.

PFR's Public Information Officer handles daily media requests, writes and distributes press releases, and coordinates with the City's Media Director on press conferences and major events. After-hours scene response for media relations is handled by the PIO and other administrative officers on a rotating "on-call" schedule.

Social Media is fast becoming the public's most popular and chosen source for news and Plano Fire-Rescue has turned to Facebook and Twitter to communicate and share the great work of Plano firefighters and keep Plano citizens informed of events, programs, and important safety messages.

PFR is proud of the relationship it has forged with the area media outlets and works to highlight the department, its work and its people.





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NEWS RELEASE

For More Information Contact:
 Captain Peggy Harrell, PIO
 Plano Fire-Rescue
 972-941-7421

For Immediate Release:
 Date: Monday, November 30, 2015
 Time: 11:00 a.m.

**Plano Fire-Rescue's Dr. Mark Gamber Selected as
 2015 EMS Medical Director of the Year**

Plano Fire-Rescue's EMS Medical Director, Dr. Mark Gamber, was selected as the 2015 EMS Medical Director of the Year by the Texas Department of State Health Services. The award was presented to Dr. Gamber at this year's Texas EMS Conference held in Dallas last week.

Each year the Texas Department of State Health Services presents the EMS Director Award to a physician who has served as a medical director for an EMS organization and who continually demonstrates a commitment to excellent patient care.

A graduate of Texas A&M University and the University of North Texas Health Science Center, Dr. Gamber has practiced Emergency Medicine in North Texas for 12 years and has served as Plano Fire-Rescue's EMS Medical Director since October 2007. He has led the department in several innovative programs including several to increase the survival of cardiac arrest patients. Programs such as induced hypothermia, Hands-Only CPR training, AED placement and training, and several cardiac prehospital trial studies have increased Plano's cardiac arrest survival rate to better than double the national average. Dr. Gamber is board certified in both Emergency Medicine and Emergency Medical Services. In 2010, Dr. Gamber became the first physician to obtain the Center for Public Safety Excellence's Chief EMS Officer designation. In addition to Plano Fire-Rescue, Dr. Gamber serves as the Medical Director for the cities of Frisco, Rowlett and Murphy.

"Dr. Gamber works tirelessly to ensure the citizens of Plano receive the best possible care," said Fire Chief Sam Greif. "We consider our department extremely fortunate to have someone as knowledgeable and dedicated to excellence as Dr. Gamber is serving our community. He is constantly looking forward in his quest to keep Plano Fire-Rescue on the forefront of innovative and quality prehospital care."

In the attached photo left to right is: Assistant Chief Lee Glover (Frisco Fire), Fire Chief Mark Pland (Frisco Fire), Dr. Mark Gamber, Fire Chief Sam Greif (Plano Fire), Deputy Chief Marty Wade (Plano Fire), and Deputy Chief Chris Biggerstaff (Plano Fire).

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Harry Laffel/Plano Mayor	Mike Smith Atty Gen	Ben North Deputy Mayor	Angela Miller City Manager	Rick Grady City Manager	Ben Robby City Manager	Tom Hamilton City Manager	David Brown City Manager	Bruce B. Glasscock City Manager
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Recruiting and Hiring

CAPTAIN BRIAN KANZAKI

Recruitment

Plano Fire-Rescue is constantly seeking avenues to expose fire service career opportunities to the diverse community it serves. In 2014 we restarted our Explorer Program. The Explorer Program is available to students aged 16-21.



The program was established so that young men and women could learn about the fire service while providing community service opportunities. Explorers will be exposed to fire department operations, including structural firefighting, emergency medical services, hazardous materials, special rescue, and the 9-1-1 emergency operations center. The Post gives youths the opportunity to explore firefighting and emergency medical services to determine if it is a career they would be interested in pursuing.

PFR is below national average for diversity in the firefighting profession per the US Bureau of Labor Statistics and is low when considering Plano's diverse population. The Administrative Services Division has participated and recruited at cultural fairs, as well as high school and college career fairs in an effort to increase interest in fire service as a career.

	Black	Hispanic	Asian	Women
USA Census 2010	12.2%	16.30%	4.70%	50.80%
Plano 2010	7.40%	14.70%	16.80%	51.1%
Firefighting Profession US Bureau of Labor Statistics	8.40%	8.60%	1.30%	5.10%
Plano Fire-Rescue 2014	1.14%	3.13%	3.13%	1.90%
Plano Police Department 2014	7.34%	7.91%	7.91%	11.58%

In 2015 PFR increased eligibility requirements from EMT-Basic to Paramedic so that all of the firefighters hired in 2016 will be certified Firefighter/Paramedics. With this increase, we expect fewer applicants will meet the qualification to take the entrance exam and are aware that this may adversely affect diversification within the Department.

SUPPORT SERVICES DIVISION—ADMIN. SERVICES RECRUITING AND HIRING



Hiring

In 2015 Plano Fire-Rescue hired eight entry-level firefighters. By year's end, we anticipate having four vacancies, along with even more in 2016 due to personnel retirements. Our hope is that a successful Civil Service Entry-Level Firefighter Exam in January will make that a non-issue.



SUPPORT SERVICES DIVISION LOGISTICS

DEPUTY CHIEF MARTIN WADE



The purpose of the Support Services Fire Logistics Program is to ensure effective, efficient, and sustainable fire logistics systems and processes.

The Logistics mission statement, “We Serve Those Who Serve to Protect”, clearly speaks to what drives the Logistics work effort: provide the needed logistical support that allows fire crews to expertly do their jobs and to return home safely at the end of the day.

FY 2014-2015 Logistics Statistics

SCBA Bottles	340
Stationary Air Compressors	3
Thermal Imaging Cameras	23
LifePak 15 EKG Monitors	13
LifePak 12 EKG Monitors	18
Utility Trucks	2
Response Trailers	4
Staff Vehicles	20
SCBA	120
Uniformed Personnel	350
Fire Stations	13
Engines	17
Trucks	6
Ambulances	10
Battalion Trucks	3
Squads	2
Brush Trucks	2
Command Post	1
Haz-Mat	1
Heavy Rescue	1
Light & Air	1



Station Remodels FY 2014-2015



Remodel of Station 2 began 10/1/2015



Remodel of Station 6 began 10/1/2015

The Logistics Division oversaw the remodels of Station 4 and 7. Station 4 added four bunks into an under-utilized room on the south side of the station. This was needed to accommodate the added personnel that will be assigned to Station 4 during the major remodel of Station 6 in FY 15/16.



Station 4

At Station 7 the old training room was remodeled into a bunk room with built in bunks. The old bunkroom with the Murphy beds was changed to the workout room. A privacy wall was added to the dayroom.



Station 7



Service Requests

In January of 2015 the Logistics Section implemented a new single reporting site for all service requests. It includes requests for facilities, EMS, small equipment, PPE, and uniforms. It allows for tracking and updates of all requests. From 1/1/15 to 9/30/15 we resolved 660 facility, 390 equipment, 250 PPE and uniform, and 78 EMS requests.

Uniform Updates

The new uniform contract was finalized in February of 2015. Red The Uniform Tailor was awarded the contract to supply Blauer uniforms to PFR. The new uniform contract includes an online ordering system, where members can place their order twice per year. Class A shoes were also issued to all PFR uniformed personnel.

SCBA Updates

PFR hosted a Scott SCBA Technician class in August of 2015. The class was open to all local fire departments, and four of our own members completed it, bringing our total number of technicians to two per shift and two on staff. Additionally, PFR has committed to changing from 30-minute bottles to 45-minute bottles. The bottles were purchased in FY 14/15 and are expected to go in service in December 2015.





Logistics Section Accomplishments FY 2014-2015

- ◆ Added a staff vehicle for Assistant Chief 3
- ◆ Replaced staff trucks in Logistics and Training
- ◆ Placed the donated Toyota Tundra in service
- ◆ Purchased new Scott AV-3000HT face pieces for all personnel
- ◆ Replaced EPIC I voice amps with EPIC III
- ◆ Completed SCBA and N95 mask fit testing
- ◆ Implemented Fire Checkoffs system
- ◆ Completed uniform contract and delivered new uniforms
- ◆ Updated uniform SOP
- ◆ Replaced 40 sets of bunker gear
- ◆ Replaced 60 firefighting helmets
- ◆ Ordered 60 pairs of firefighting boots
- ◆ Outfitted 38 new hires in PPE and uniforms
- ◆ Passed state inspection of PPE and SCBA records
- ◆ Completed annual cleaning and inspection of PPE
- ◆ Completed annual hose, ladder, and pump testing
- ◆ Purchased TFT nozzles for CAFS engines
- ◆ Replaced portable suction units on Engines and Trucks
- ◆ Purchased three AEDs for staff vehicles
- ◆ Ordered five replacement full body splints
- ◆ Acquired three new portable generators from Emergency Management
- ◆ Made landscaping improvements at Stations 9,3,11, and 13
- ◆ Purchased new forcible entry prop for Training
- ◆ Purchased new rescue “Dummy” for Special Operations
- ◆ Completed Logistics update class for all personnel
- ◆ Replaced appliances: 9 dishwashers, 6 washing machines, 3 dryers, 2 microwaves, 2 ice machines and 1 refrigerator

SUPPORT SERVICES DIVISION

FIRE PREVENTION

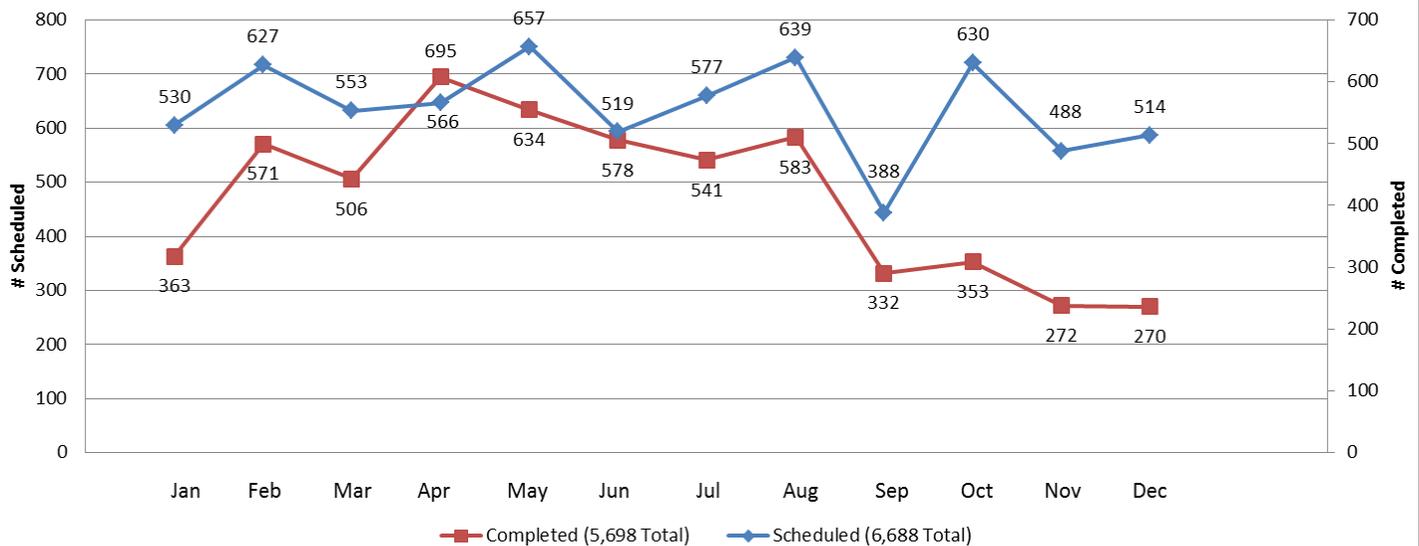
DEPUTY CHIEF / FIRE MARSHAL
DAVID KERR



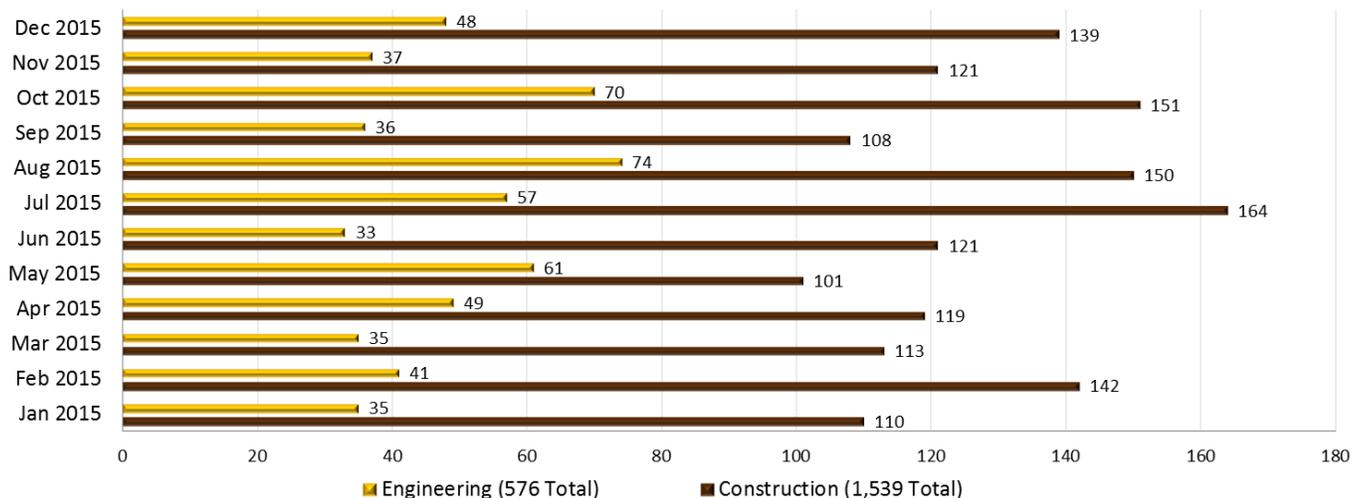
The Fire Prevention Section is responsible for enforcement, engineering, and arson investigations. Enforcement activities include issuing permits, counseling juvenile fire-setters, fire investigations, conducting target hazard inspections in selected occupancies, and providing training to Emergency Services Division personnel on fire inspections, investigations, and fire protection systems.

Fire Protection Engineering services include plan review, environmental site assessments, permits, and new and existing life safety systems inspections. Division members are involved in the development of national, state, and local codes and ordinances to ensure fire-safe facilities exist for years to come.

Existing Building Inspections - 2015



Plan Reviews



SUPPORT SERVICES DIVISION FIRE PREVENTION



	Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec
Fire Investigations	3	3	5	5	2	1	4	8	2	1	4	1
Fires with > \$10K Loss	4	2	7	1	7	3	6	2	2	4	4	0
New Construction Inspections	346	344	442	456	393	413	432	488	412	434	388	373
Existing Building Inspections: Violations	343	361	384	430	546	444	340	48	167	168	124	110

Fires With Losses—2015

Month	Count of Fires With Loss	Total Property Loss	Total Content Loss	Total Loss	Total Property Value
1/2015	17	\$149,400.00	\$57,800.00	\$207,200.00	\$2,251,700.00
2/2015	18	\$148,550.00	\$56,900.00	\$205,450.00	\$1,321,250.00
3/2015	21	\$540,600.00	\$173,300.00	\$713,900.00	\$5,928,300.00
4/2015	12	\$321,200.00	\$87,275.00	\$408,475.00	\$428,475.00
5/2015	24	\$315,500.00	\$57,800.00	\$373,300.00	\$2,225,350.00
6/2015	22	\$345,450.00	\$58,080.00	\$403,530.00	\$752,450.00
7/2015	19	\$192,150.00	\$59,050.00	\$251,200.00	\$266,250.00
8/2015	23	\$368,050.00	\$170,950.00	\$539,000.00	\$2,169,700.00
9/2015	18	\$104,500.00	\$61,400.00	\$165,900.00	\$3,712,400.00
10/2015	23	\$284,350.00	\$19,650.00	\$304,000.00	\$319,000.00
11/2015	10	\$80,000.00	\$22,400.00	\$102,400.00	\$102,400.00
12/2015	11	\$53,450.00	\$7,610.00	\$61,060.00	\$66,060.00
	218	\$2,903,200.00	\$832,215.00	\$3,735,415.00	\$19,543,335.00

