



# Plano Fire-Rescue

Monthly Update  
September 2017

## CONFIRMED INCIDENTS

### Emergency Medical Services

^Total Cardiac Arrests	22
^Total Saves*	1
^Utstein Cardiac Arrests	2
^Utstein Saves*	1
Myocardial Infarctions	5
Strokes	6
Motor Vehicle Accidents	167
Total EMS Incidents	1,363

^ Data from August 2017 CARES Report.  
\* Discharged from hospital neurologically intact.

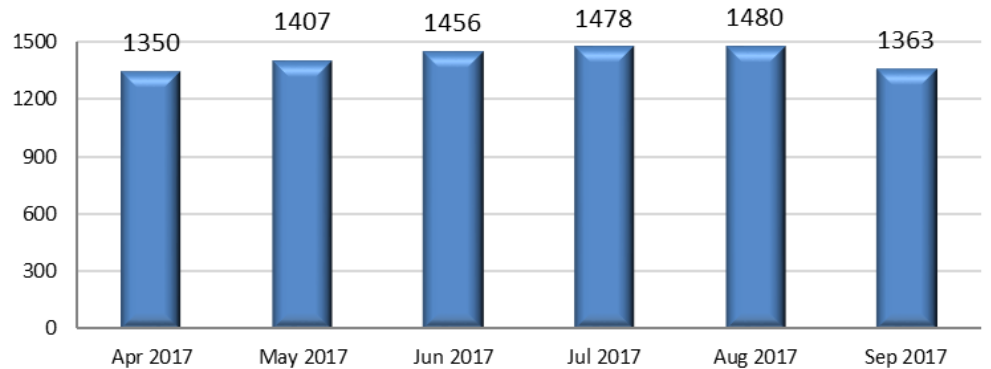
### Fire Services

Structure Fires	4
Passenger Vehicle Fires	11
Grass/Brush/Vegetation Fires	1
Other Fires	13
Total Fire Incidents	29

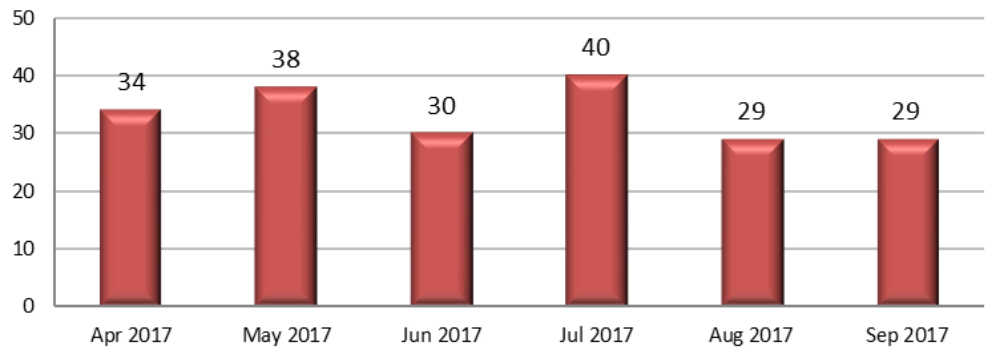
### All Incidents

Fires	29
EMS	1,363
Hazardous Conditions	36
False Alarms/Calls	131
Good Intent Calls	326
Service Calls	195
Other Incidents	0
Total Incidents	2,080

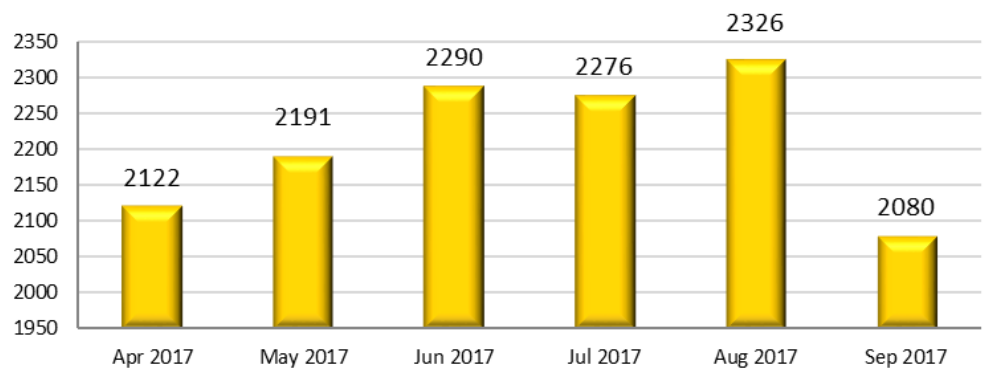
### All EMS - Previous 6 Months



### All Fires - Previous 6 Months



### All Incidents - Previous 6 Months





# RESPONSE TIMES

## ALL EMERGENT CALLS

	5 Year Average for September (2012-2016)	September 2017 Average	September 2017 90 <sup>th</sup> Percentile
Turnout—All Turnouts Dispatch to Enroute	0:55	1:02	1:38
Travel—All Units Enroute to Arrival	4:14	4:24	7:23
FD Response Dispatch to Initial Arrival	4:46	4:51	6:51

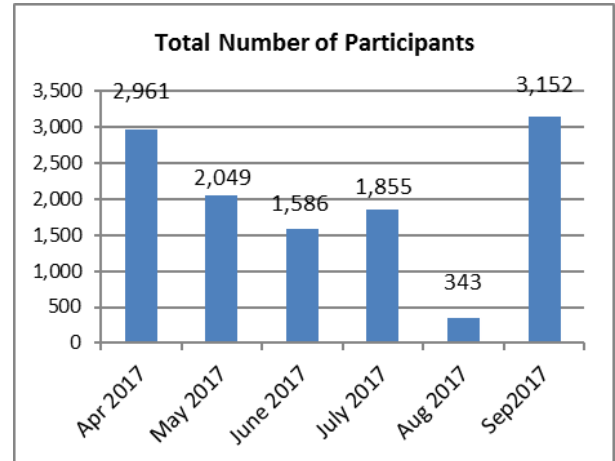
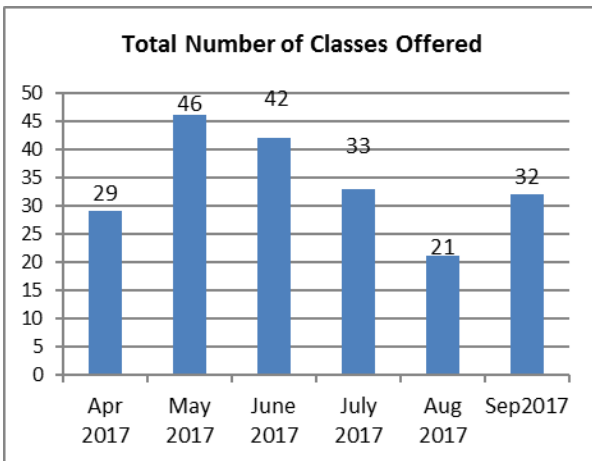
# CITIZEN SURVEY RESPONSES

## AUGUST 2017 — 24 RESPONSES OF 134 CARDS SENT

	Response Time	Quality of Service	Courtesy of Personnel	Appearance of Personnel
Exceeded	70.83%	62.50%	75.00%	62.50%
Met	29.17%	37.50%	25.00%	37.50%
Did Not Meet	-	-	-	-

# PUBLIC EDUCATION AND OUTREACH

	September 2017	April 2017—September 2017	April 2016 — September 2016
Total Number of Classes Offered	32	203	193
Total Number of Participants	3,152	11,946	10,263
Number of CPR Classes Offered	1	14	12
Number of CPR Participants	58	234	182



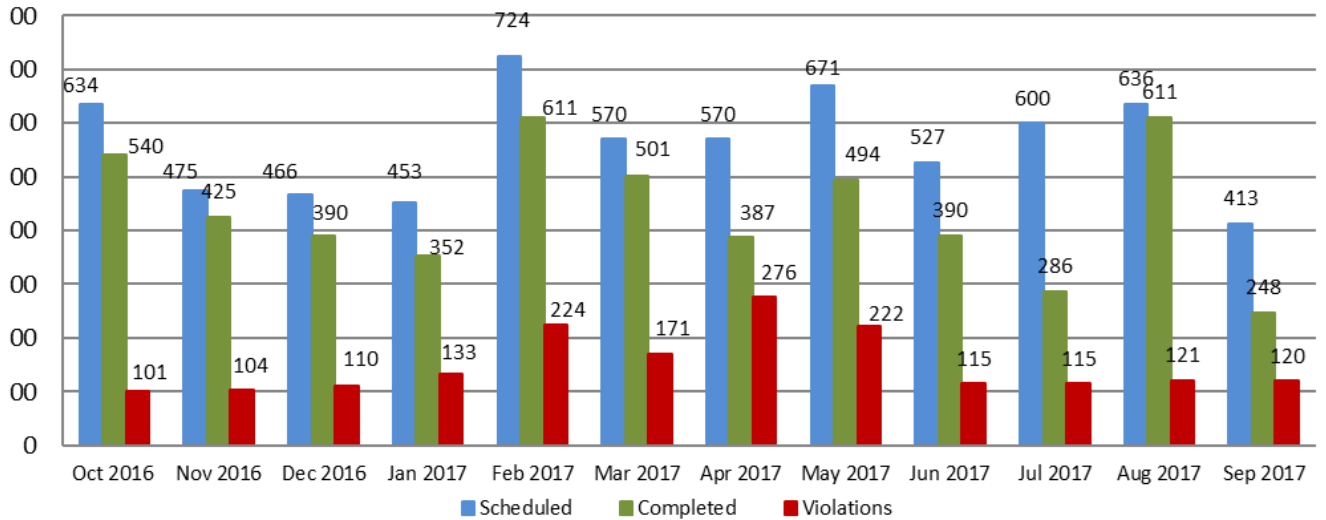
SEPTEMBER 2017



# EXISTING BUILDING INSPECTIONS

	September 2017	September 2016
Scheduled	413	358
Completed	248	321
Violations	120	178

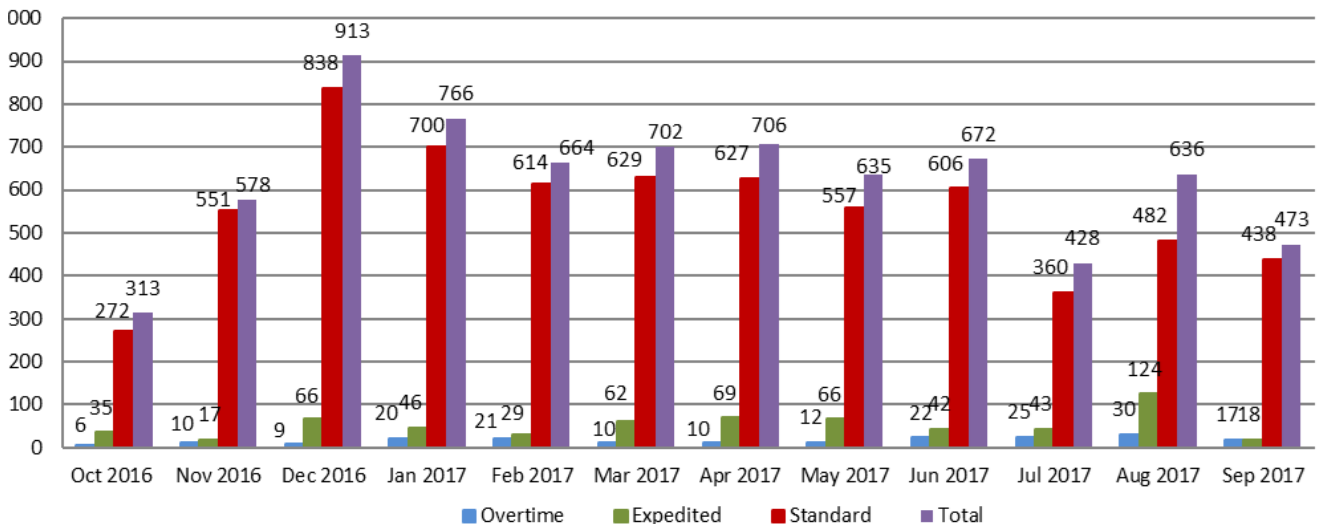
Existing Building Inspections - Previous 12 Months



# NEW CONSTRUCTION INSPECTIONS

	September 2017	September 2016
Overtime	17	5
Expedited	18	26
Standard	438	367
Total	473	398

New Construction Inspections - Previous 12 Months



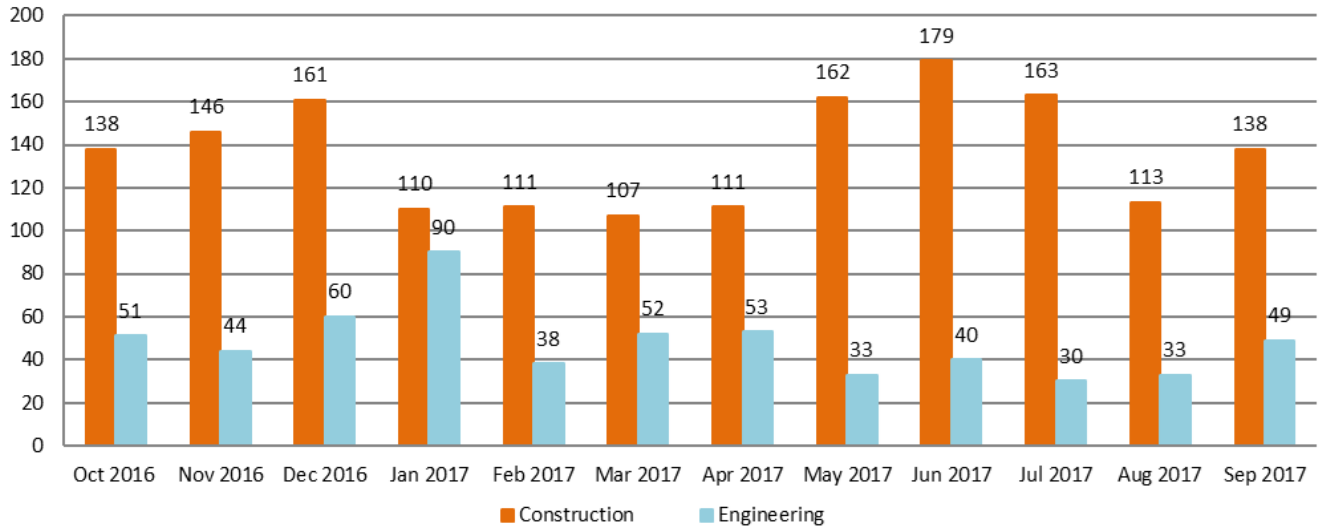
SEPTEMBER 2017



# PLAN REVIEWS

	September 2017	September 2016
Construction	138	301
Engineering	49	57

Plan Reviews - Previous 12 Months



# FIRE LOSSES AND INVESTIGATIONS

	September 2017	September 2016
Investigations	5	3
Fires > \$10K Loss	10	2

# ITEMS OF INTEREST

Plano Fire-Rescue was represented at ToyotaFest, the large festival held by Toyota on September 30 for their new Plano employees. It was a huge success with more than 12,000 people in attendance. PFR's Community Outreach & Education staff was on hand staffing a tent at the entrance where employees and their family members stopped to get fire and life safety information. Attendees were also welcomed by Hank the Inflatable Hydrant and Sparky the Fire Dog.

Plano LAFS programs in September 2017 (not included on pg 2):

Programs = 6

Audience = 1,680

SEPTEMBER 2017



# BATTALION 1 RESPONSE TIMES

**SEPTEMBER 2017**

	Count Emergent Non-Bunkout Turnouts (±2σ)	90th %ile Non-Bunkout Turnout (1:10 Target) (±2σ)	Count Emergent Bunkout Turnouts (±2σ)	90th %ile Bunkout Turnout (1:30 Target) (±2σ)	Count Travel - Emergent EMS (±2σ)	90th %ile Travel - Emergent EMS (±2σ)	Count Dispatch to Arrival - Emergent EMS (±2σ)	90th %ile Dispatch to Arrival - Emergent EMS (±2σ)	Count Travel - Structure Fire (±2σ)	90th %ile Travel - Structure Fire (±2σ)	Count Dispatch to Arrival - Structure Fire (±2σ)	90th %ile Dispatch to Arrival - Structure Fire (±2σ)
ENG1A	62	01:42	16	01:31	59	04:33	59	06:20	1	02:39	1	04:10
ENG1B	42	01:52	10	01:49	45	06:11	45	07:05	1	06:13	1	06:59
ENG1C	51	01:35	17	01:32	58	05:40	58	07:24	0	-	0	-
MED1A	67	01:15	11	01:12	68	05:46	68	06:46	2	03:03	2	04:43
MED1B	46	01:32	11	01:22	54	08:19	56	09:22	0	-	0	-
MED1C	58	01:41	14	01:48	67	08:01	69	09:19	0	-	1	00:55
TRK1A	12	01:16	8	01:22	11	08:20	11	09:17	2	03:42	2	05:03
TRK1B	11	01:18	13	01:43	13	05:43	13	07:10	1	05:09	1	06:41
TRK1C	10	01:32	8	01:50	15	04:52	15	06:15	1	03:32	1	05:10
ENG3A	28	01:43	12	01:36	27	04:55	27	05:54	0	-	0	-
ENG3B	26	01:13	10	01:18	28	05:53	28	06:48	1	02:03	1	03:26
ENG3C	24	01:35	10	01:26	23	04:50	23	05:48	1	05:55	1	07:53
MED3A	36	01:20	3	01:08	36	06:13	37	07:27	0	-	0	-
MED3B	31	01:19	8	01:03	33	07:28	32	08:08	1	03:32	1	04:07
MED3C	42	01:06	4	01:01	40	07:56	41	08:46	0	-	0	-
ENG4A	20	01:11	9	01:08	28	04:50	28	06:03	2	05:50	2	06:12
ENG4B	31	01:26	6	01:28	29	05:44	30	06:54	0	-	0	-
ENG4C	19	01:29	6	01:29	16	05:53	16	06:36	0	-	0	-
DMEDA	20	01:06	4	00:58	27	09:37	27	10:30	0	-	0	-
DMEDB	14	01:19	5	01:13	19	08:42	19	09:56	0	-	0	-
DMEDC	9	01:10	2	01:28	8	10:00	8	10:52	0	-	0	-
TRK4A	6	01:48	4	01:30	6	03:48	6	04:45	2	06:06	2	07:14
TRK4B	8	01:34	4	01:46	7	05:41	7	07:04	0	-	0	-
TRK4C	9	01:16	6	01:55	10	07:22	10	08:17	1	13:24	1	15:23
SQD1A	19	01:17	5	01:07	13	08:29	14	09:21	1	00:47	1	00:53
SQD1B	17	01:06	7	01:08	16	09:12	17	09:47	1	00:05	1	00:26
SQD1C	12	01:13	3	01:24	9	08:13	10	08:39	2	10:14	2	11:19





# BATTALION 1 RESPONSE TIMES

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ENG6A	34	01:33	9	01:24	37	06:13	37	07:26	2	08:27	2	10:37
ENG6B	30	01:44	8	01:38	34	05:27	34	06:40	0	-	0	-
ENG6C	29	01:30	11	01:33	33	04:55	33	05:44	1	07:36	1	08:56
MED6A	42	01:27	6	01:20	46	07:20	46	08:11	1	04:52	1	06:11
MED6B	44	01:23	10	01:18	46	08:35	47	09:23	0	-	0	-
MED6C	43	01:31	11	01:44	44	08:29	44	09:17	0	-	0	-
BATT1A	0	-	4	01:35	0	-	0	-	3	08:45	3	09:40
BATT1B	2	01:54	5	01:24	3	03:14	3	04:56	2	08:51	2	10:02
BATT1C	0	-	5	01:08	0	-	0	-	1	07:11	1	08:14
ENG10A	18	01:20	5	01:10	19	06:06	19	07:34	0	-	0	-
ENG10B	13	01:29	8	01:54	16	06:04	16	07:31	1	04:47	1	06:11
ENG10C	10	01:15	5	01:21	13	05:45	14	06:30	0	-	0	-
MED10A	27	01:26	2	01:15	25	08:16	26	09:12	0	-	0	-
MED10B	27	01:22	8	01:22	33	08:18	34	09:15	2	04:31	2	05:28
MED10C	25	01:14	4	01:02	25	08:18	25	09:08	0	-	0	-
ENG11A	12	01:27	3	01:12	13	05:00	13	05:56	0	-	0	-
ENG11B	5	01:12	5	01:23	4	04:19	5	05:55	1	07:26	1	08:56
ENG11C	14	01:37	5	01:19	17	05:04	17	06:34	0	-	0	-



# BATTALION 2 RESPONSE TIMES

**SEPTEMBER 2017**

	Count Emergent Non-Bunkout Turnouts (±2σ)	90th %ile Non-Bunkout Turnout (1:10 Target) (±2σ)	Count Emergent Bunkout Turnouts (±2σ)	90th %ile Bunkout Turnout (1:30 Target) (±2σ)	Count Travel - Emergent EMS (±2σ)	90th %ile Travel - Emergent EMS (±2σ)	Count Dispatch to Arrival - Emergent EMS (±2σ)	90th %ile Dispatch to Arrival - Emergent EMS (±2σ)	Count Travel - Structure Fire (±2σ)	90th %ile Travel - Structure Fire (±2σ)	Count Dispatch to Arrival - Structure Fire (±2σ)	90th %ile Dispatch to Arrival - Structure Fire (±2σ)
ENG2A	42	01:19	10	01:24	43	05:56	43	06:58	3	05:46	3	07:46
ENG2B	29	01:38	15	01:39	36	04:54	35	06:22	1	07:42	1	09:16
ENG2C	49	01:38	10	01:27	56	04:59	56	06:36	2	06:30	2	07:58
MED2A	53	01:12	12	01:09	65	06:20	65	07:31	0	-	0	-
MED2B	45	01:17	7	01:27	46	07:22	46	08:08	1	00:15	1	02:43
MED2C	61	01:15	6	01:17	62	05:58	63	07:33	0	-	0	-
TRK2A	0	-	0	-	0	-	0	-	0	-	0	-
TRK2B	0	-	0	-	0	-	0	-	0	-	0	-
TRK2C	0	-	0	-	0	-	0	-	0	-	0	-
ENG5A	34	01:37	10	01:35	36	05:33	36	06:55	1	05:59	1	07:34
ENG5B	26	01:27	11	01:23	31	04:46	32	05:42	2	04:35	2	05:51
ENG5C	19	01:10	9	01:22	18	05:13	18	06:26	2	04:37	2	06:03
TRK5A	3	01:07	12	01:43	10	06:54	10	08:13	1	07:59	1	09:47
TRK5B	11	01:14	11	01:50	10	05:05	11	05:49	2	04:18	2	06:17
TRK5C	3	01:05	10	01:28	6	05:53	6	06:37	2	04:02	2	05:31
ENG7A	26	01:33	5	01:39	29	05:13	29	07:15	0	-	0	-
ENG7B	25	01:34	15	01:35	31	05:21	31	06:33	1	08:05	1	09:40
ENG7C	21	01:26	10	01:46	22	05:40	22	07:10	1	06:00	1	07:25
MED7A	36	01:18	9	01:21	38	09:09	38	09:45	54	-	54	-
MED7B	47	01:29	8	01:21	52	07:46	53	08:59	0	-	0	-
MED7C	38	01:19	8	01:27	41	09:03	41	10:06	59	-	59	-
ENG8A	9	01:34	4	01:39	9	05:28	9	07:16	0	-	0	-
ENG8B	22	01:26	5	01:43	24	06:05	24	06:47	2	08:04	3	08:49
ENG8C	19	01:29	7	01:37	22	04:55	22	06:22	0	-	0	-
TRK8A	6	01:04	5	01:15	11	05:41	11	06:17	0	-	0	-
TRK8B	7	01:35	9	02:15	10	05:44	10	06:57	2	02:56	3	04:43
TRK8C	4	01:20	6	01:49	8	08:33	7	06:59	2	10:03	2	11:45



# BATTALION 2 RESPONSE TIMES

**SEPTEMBER 2017**

	Count Emergent Non-Bunkout Turnouts ( $\pm 2\sigma$ )	90th %ile Non-Bunkout Turnout (1:10 Target) ( $\pm 2\sigma$ )	Count Emergent Bunkout Turnouts ( $\pm 2\sigma$ )	90th %ile Bunkout Turnout (1:30 Target) ( $\pm 2\sigma$ )	Count Travel - Emergent EMS ( $\pm 2\sigma$ )	90th %ile Travel - Emergent EMS ( $\pm 2\sigma$ )	Count Dispatch to Arrival - Emergent EMS ( $\pm 2\sigma$ )	90th %ile Dispatch to Arrival - Emergent EMS ( $\pm 2\sigma$ )	Count Travel - Structure Fire ( $\pm 2\sigma$ )	90th %ile Travel - Structure Fire ( $\pm 2\sigma$ )	Count Dispatch to Arrival - Structure Fire ( $\pm 2\sigma$ )	90th %ile Dispatch to Arrival - Structure Fire ( $\pm 2\sigma$ )
ENG9A	20	01:24	7	01:38	22	04:30	22	05:35	0	-	0	-
ENG9B	19	01:19	6	01:11	20	04:17	20	05:08	1	10:16	1	11:29
ENG9C	27	01:16	8	01:35	30	05:01	31	05:44	1	06:40	1	08:08
MED9A	28	01:13	9	01:15	31	07:04	31	08:07	0	-	0	-
MED9B	30	01:18	6	01:05	30	06:33	29	07:36	0	-	0	-
MED9C	34	01:26	6	01:08	36	07:11	37	08:13	1	05:21	1	08:00
ENG12A	18	01:37	6	01:25	17	06:08	17	07:09	1	04:16	1	05:45
ENG12B	27	01:26	5	01:25	27	05:18	27	06:44	2	04:20	2	05:41
ENG12C	27	01:39	8	01:43	27	04:29	28	06:06	2	06:29	2	08:11
MED12A	47	01:27	7	00:52	48	07:32	50	08:17	1	03:40	1	04:25
MED12B	54	01:11	10	01:02	54	08:11	53	08:38	1	04:35	1	04:50
MED12C	53	01:16	7	01:14	52	06:28	51	07:27	1	06:12	1	06:56
BATT2A	0	-	3	01:57	0	-	0	-	1	02:50	1	04:54
BATT2B	0	-	5	01:13	0	-	0	-	2	04:52	2	06:03
BATT2C	0	-	4	01:14	0	-	0	-	4	09:03	4	10:04
ENG13A	6	01:21	4	01:51	9	06:46	9	08:25	0	-	0	-
ENG13B	8	01:30	8	01:27	12	09:49	12	10:09	0	-	0	-
ENG13C	12	01:28	6	01:34	12	06:53	13	09:39	0	-	0	-