

PLANO fire- rescue

*Professional service
with heart — integrity always.*



annualreport 2019



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professional service integrity

heart

*Committed
to the
organization
and its
mission, the
people we
work with,
and the
people we
serve.*

*Treat all
people and
opinions
with dignity
and
courtesy.*

*Professional service
with heart — integrity always.*



serve

Professional service with heart— integrity always.



Mindful of resources in a consistent and transparent manner.

Committed to the organization and its mission, the people we work with, and the people we serve.

Treat all people and opinions with dignity and courtesy.

Embrace our past achievements while maintaining a leading edge focus on short- and long-term success.

Strive to deliver programs and services that go above and beyond.

stewardship

engaged

respectful

visionary

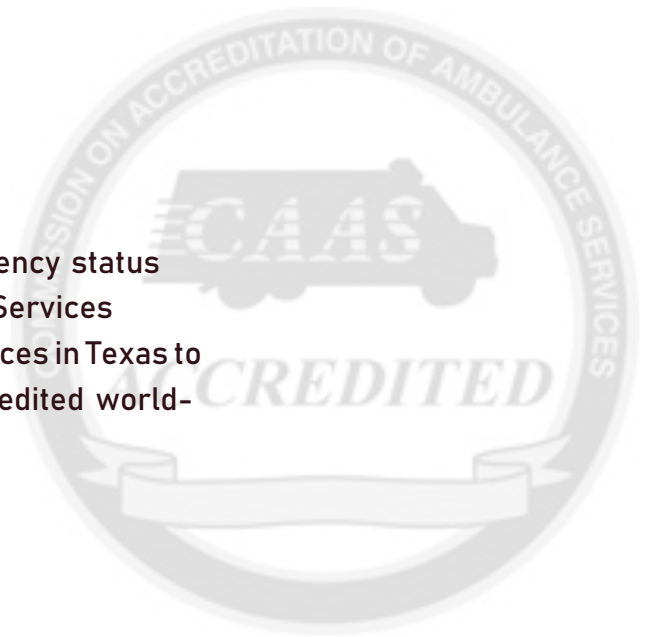
excellence

ACCREDITATION



In 2017, Plano Fire-Rescue went through the rigorous reaccreditation process with the Commission on Fire Accreditation International and was again awarded the designation of accredited agency at the Center for Public Safety Excellence (CPSE) Excellence Conference in March of 2018. This further extends the department's status of accreditation since 2001. Plano Fire-Rescue is one of only 12 agencies in the State of Texas to become accredited. Less than 250 agencies are accredited worldwide.

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 12 EMS services in Texas to be CAAS accredited. Less than 200 agencies are accredited worldwide.



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

EXPENDITURES

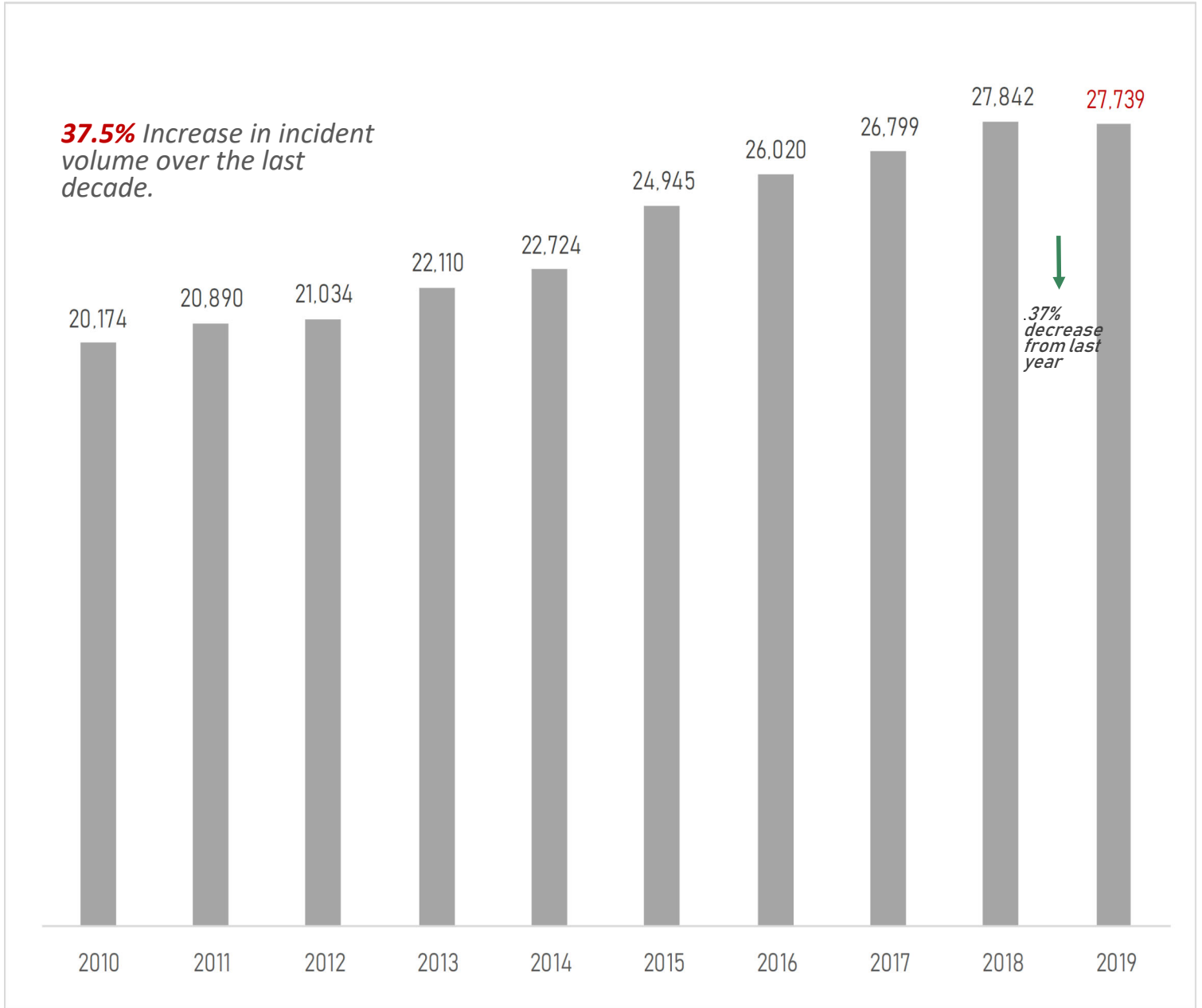
BUDGET

	<i>Fire</i>	<i>Fire-Civilian</i>	<i>Total</i>
Total Operating Budget	\$64,621,418.00	\$798,436.00	\$65,419,854.00
<i>Salaries and Benefits</i>	<i>\$56,007,932.00</i>	<i>\$735,162.00</i>	<i>\$56,743,094.00</i>
<i>Operations and Maintenance</i>	<i>\$7,835,386.00</i>	<i>\$63,274.00</i>	<i>\$7,898,660.00</i>
<i>Reimbursements</i>	<i>\$0.00</i>	<i>\$0.00</i>	<i>\$0.00</i>
<i>Capital Outlay</i>	<i>\$778,100.00</i>	<i>\$0.00</i>	<i>\$778,100.00</i>

REVENUES

	FY 2018-2019 Budget Estimate	Revenues	% Realized
LICENSES AND PERMITS			
Fireworks Permits	\$ 2,500.00	\$ 2,180.00	87.20%
Fire Inspection Fees	\$ 301,256.00	\$ 308,955.00	102.56%
In-Home Day Care Permits	\$ 2,400.00	\$ 1,500.00	62.50%
Flammable Liquid Storage Permits	\$ 1,000.00	\$ 60.00	6.00%
Fire Protection Plan	\$ 327,928.00	\$ 300,996.00	91.79%
	\$ 635,584.00	\$ 614,191.00	96.63%
FEES AND SERVICE CHARGES			
Ambulance Service	\$ 4,975,044.00	\$ 4,816,981.00	96.82%
Hazardous Materials Cost Recovery	\$ 30,000.00	\$ 81,275.00	270.91%
False Alarms	\$ 27,000.00	\$ 32,400.00	120.00%
Re-inspection Fees	\$ -	\$ -	0.00%
After Hours Inspections	\$ 49,000.00	\$ 59,400.00	121.00%
Other Taxable Sales	\$ 600.00	\$ 904.00	150.67%
Miscellaneous Fees and Charges	\$ 18,000.00	\$ 19,707.00	109.48%
	\$ 5,099,644.00	\$ 5,010,667.00	98.26%
INTERGOVERNMENTAL			
Collin County Interlocal Grants	\$ 1,503.00	\$ 1,503.00	100.00%
State Grant Receipts	\$ -	\$ 5,751.00	-
Federal Grant Receipts	\$ -	-	-
	\$ 1,503.00	\$ 7,254.00	482.63%
MISCELLANEOUS REVENUES			
Contributions	\$ 8,900.00	\$ 9,900.00	111.24%
Insurance/Damage Receipts	\$ 34,918.00	\$ 75,712.00	216.83%
	\$ 43,818.00	\$ 85,612.00	195.38%
TOTAL REVENUES	\$ 5,780,549.00	\$ 5,717,724.00	98.91%

INCIDENT COUNTS



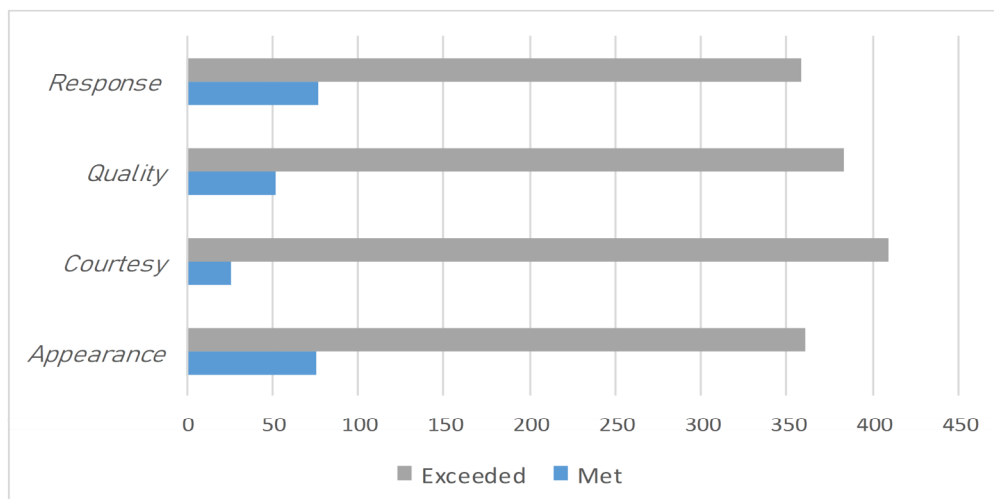
NFIRSCATEGORIES

	FIRES	HAZARDOUS	GOOD INTENT	RESCUE/ EMS	SERVICE CALLS	FALSE ALARMS
2019	360	758	3081	18,438	2,921	2,142
2018	413	656	3,885	17,745	2,986	2,111
2017	421	562	4,103	17,167	2,495	2,010
2016	381	657	4,216	16,447	2,368	1,891
2015	361	637	4,101	15,688	2,292	1,826
2014	350	535	3,307	14,645	2,081	1,750

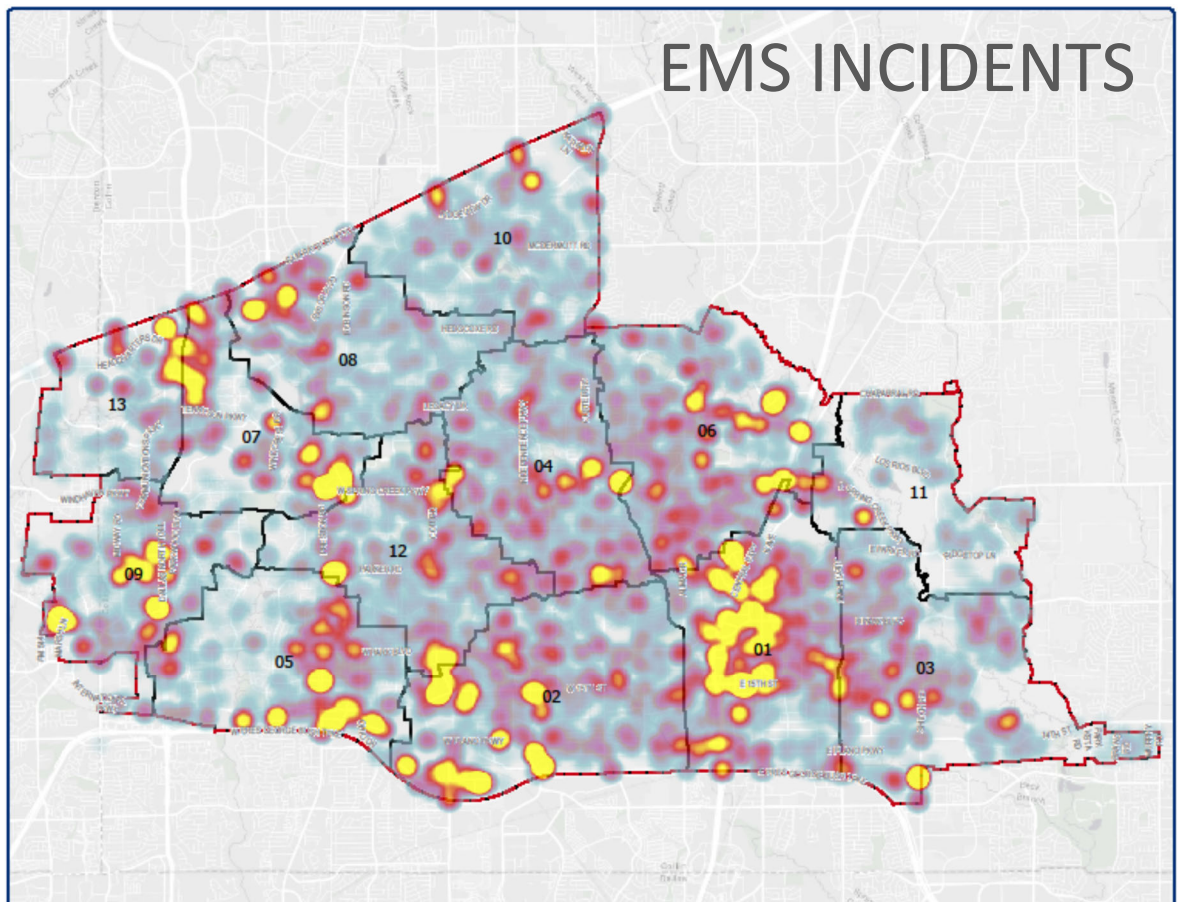
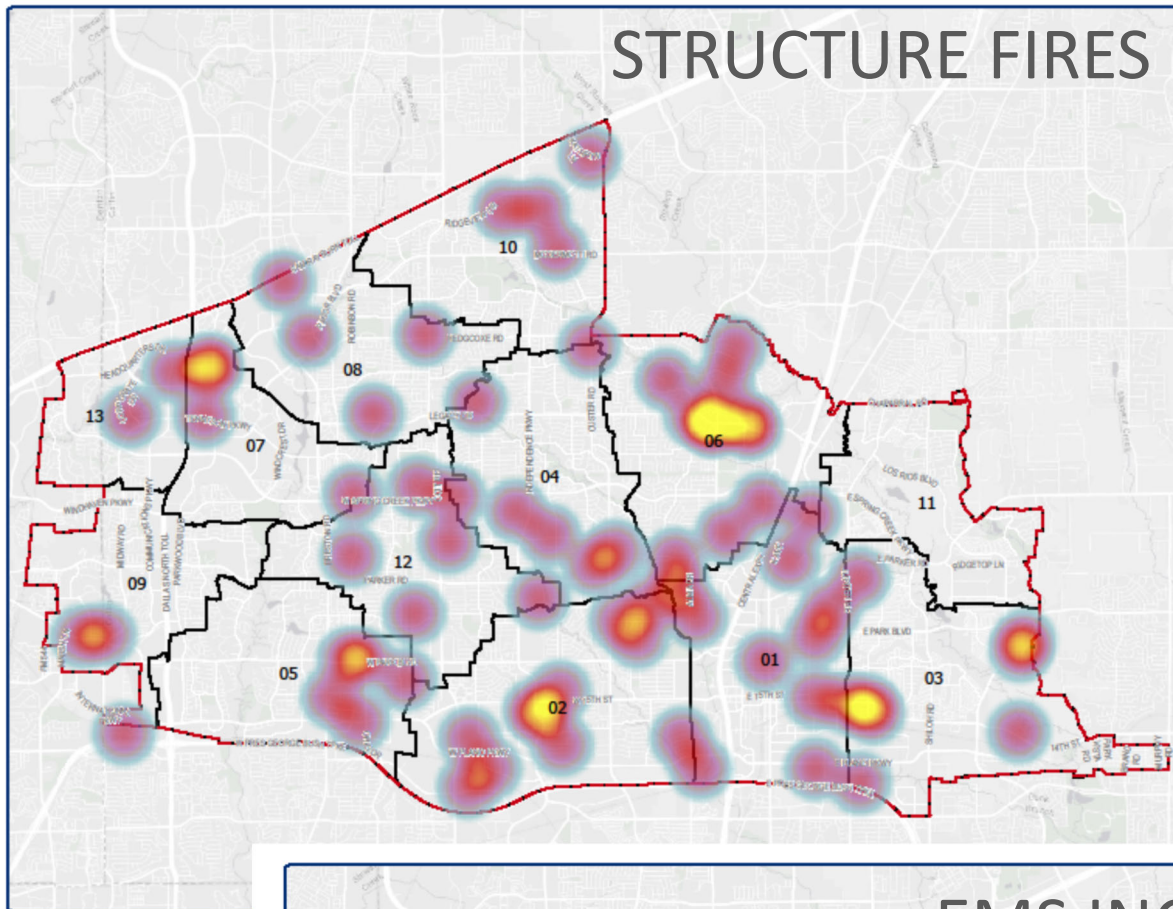


Met or Exceeded Expectations

CITIZEN
SURVEY
RESPONSES 436



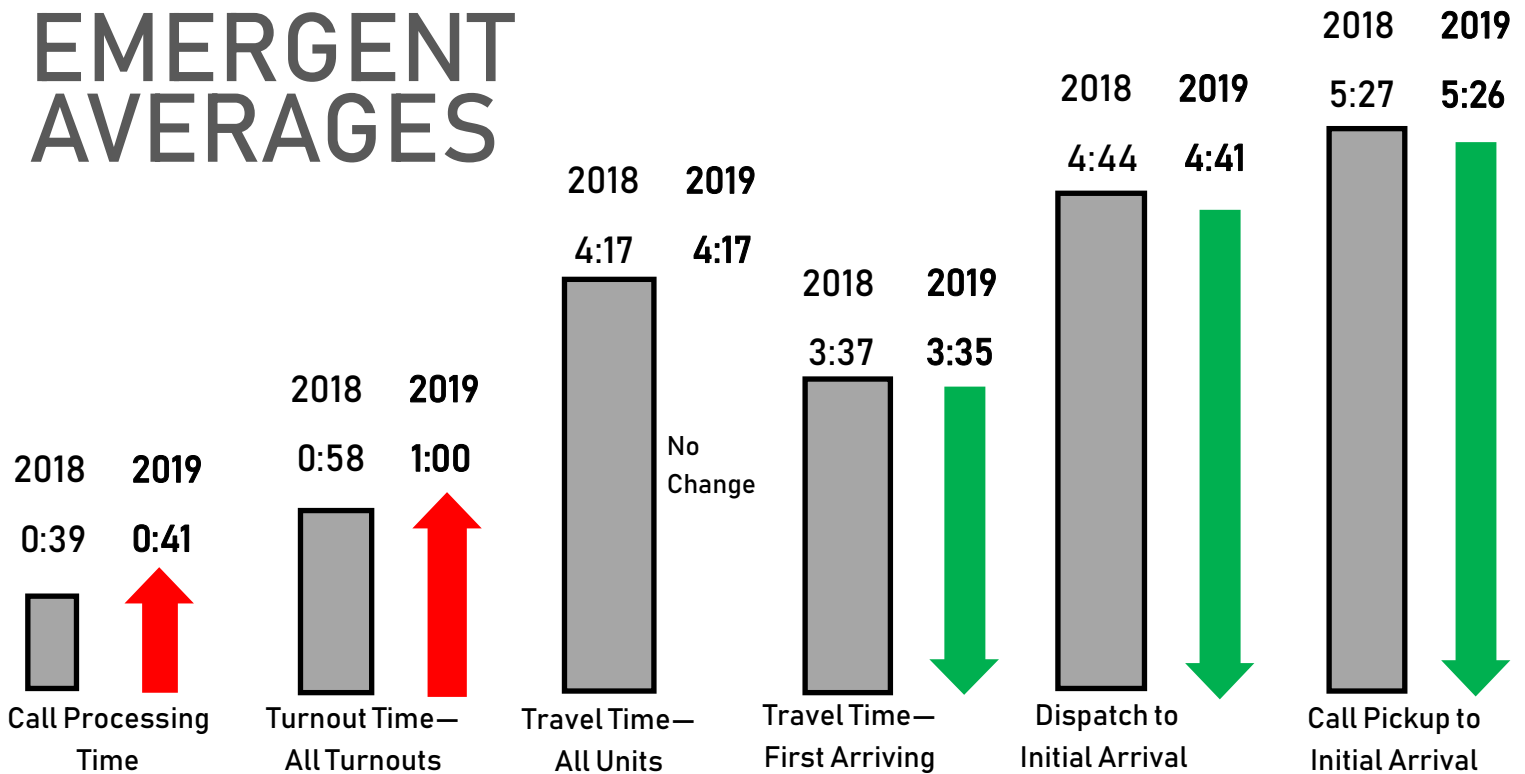
INCIDENT MAPS



Maps produced by Business Intelligence/GIS, City of Plano

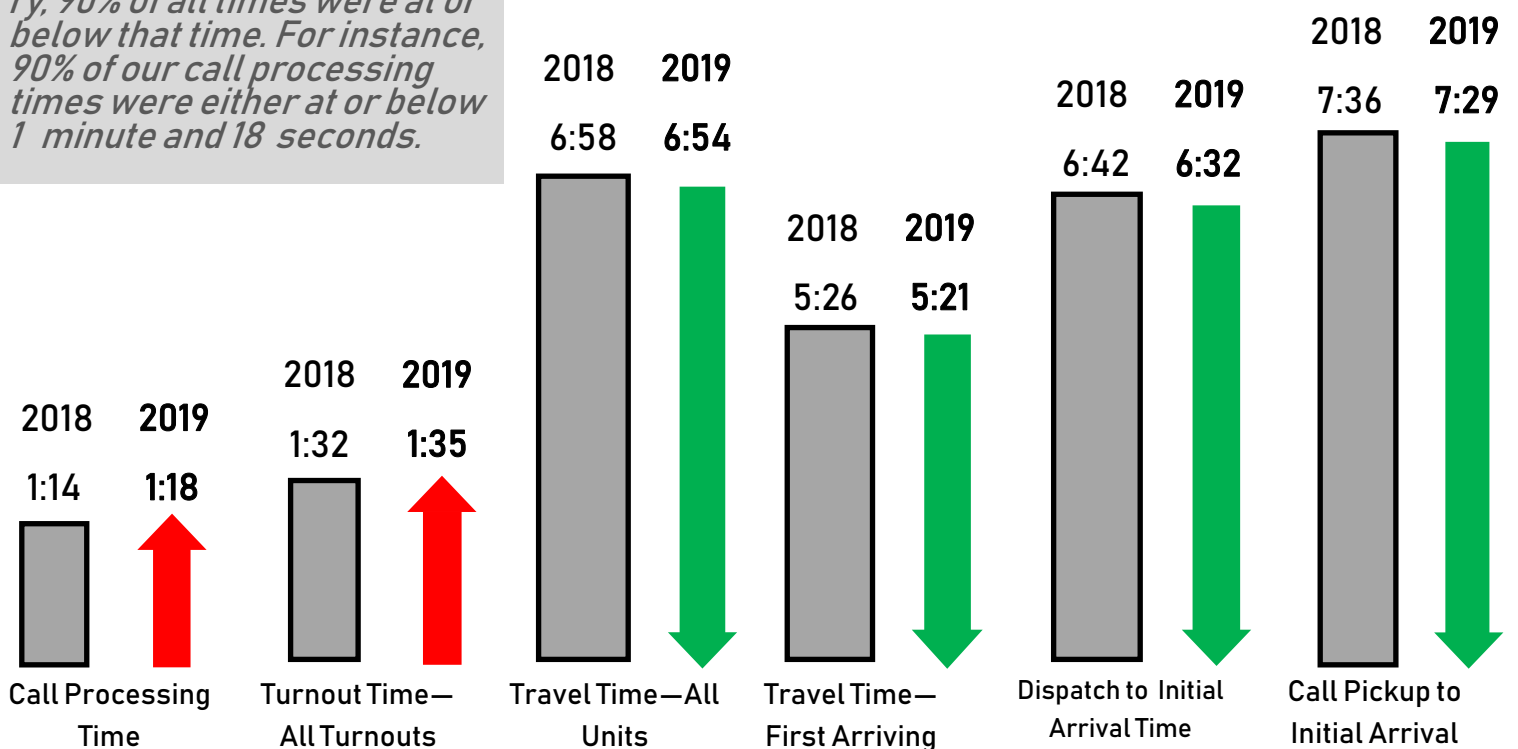
RESPONSE TIMES

EMERGENT AVERAGES



The 90th percentile is another way of examining data to evaluate real world trends. This statistic tells us that within the associated category, 90% of all times were at or below that time. For instance, 90% of our call processing times were either at or below 1 minute and 18 seconds.

EMERGENT 90TH PERCENTILES





STRUCTURE

Chris
Biggerstaff

Assistant Chief
Emergency
Services Division

Ron
Cooper

Deputy Chief
Emergency
Operations
Section

Steve
Poe

Deputy Chief
Special
Operations
Section

Marc
Pate

Deputy Chief
Training
Section

Danny
Burks

Assistant Chief
Support
Services Division

Kelly
Helm

Deputy Chief
Administrative
Services
Section

Chris
Vike

Deputy Chief
Fire Marshal
Fire
Prevention
Section

Matt
Higginbotham

Deputy Chief
Logistics
Section



EMERGENCY OPS

Emergency Operations began conducting weekly Officer Skype meetings. This platform allows the Operations Chief to update the rank and fill in the field with updates on various programs/projects being worked on as well as providing a platform for PFR officers to ask questions and provide feedback. This program has been well-accepted and will be continued.

The new eTRG program was implemented in 2019. This program has digitalized the department's tactical response guides which before were hard copy books that were carried on the apparatus. This program was developed using the ArcGIS program currently used by the City's GIS team. The tactical response guide provides responding units with critical fire protection features of the building and their locations within the structure. The eTRG program provides the ability to build and view this guide using smart devices on the apparatus. All existing TRGs in place prior to this system going live have been entered into this platform. All companies are currently being assigned to complete eTRGs on one building in their alarm district each month until all buildings with a High or Maximum Risk assessment have this information loaded into the platform.

Emergency Ops rolled out the first round of Motorola APX-8000 portable radios with the Scott Bluetooth voice amp. The voice amp provides wireless communication through personnel's SCBA masks making radio transmission clearer. This equipment was distributed to all officer positions on engines and trucks with plans to have all portable radios converted by budget year 2021/2022.

*All **16** new recruits successfully participated in the Plano Fire-Rescue Mentorship Program with progression to paramedic internship.*

Emergency Ops began the process of rebuilding the Operational Field Guides for the Department. These guides provide responding units with a quick, bullet point list of roles/responsibilities of various assignments they may be given on an array of incidents. These guides were originally in pdf format which were difficult to update. They were rebuilt using Microsoft Publisher, making them easier to amend/update as needed. These guides should be published by March of 2020 with electronic versions being accessible on smart devices carried on the apparatus.

Emergency Ops obtained Flammable Gas monitors for all apparatus. This equipment provides companies the ability to determine if any flammable gas/vapors are present in the atmosphere. Personnel were trained in their use and the equipment was placed into service in March of 2019.

The Unmanned Aerial Vehicle (drone) program obtained an additional UAV into the fleet in 2019. The Mavic Enterprise UAV provides an infrared camera that can detect heat signatures from above. This FLIR (forward looking infrared) capability is crucial for wide-area search as well as detecting hot spots in structures during fires. It will also assist command staff with tracking personnel around the perimeter of incidents at night.



EMS

EMS personnel participated in multiple training opportunities including EMS on the Hill, EMS World Expo and other local events.

*The Community Paramedic Program saw an increase in patient population to **185** and the addition of **2** new programs; High Risk Readmission and Mental Health. All programs combined, a total of **1,337** patient assessments were completed. The highest program population consisted of **83** High Utilizer patients. Total revenue generated was \$132,284 from two contributing hospitals.*

A grant was received from the RAC to purchase two iStats, which allow us to complete in-home lab work. Due to recent changes with the FDA, we are currently working towards certification as a CLIA (Clinical Laboratory Improvement Amendments) compliant lab affiliated with a local hospital.

10 new firefighters trained by Paramedic Trainers

3 additional Community Paramedics added to the program for a total of **9**

The Squad program's two main priorities in 2019 were emergency response and training. The primary training objective was coordinating the internship process for Plano Fire-Rescue's newest firefighters. Focused on process improvement, Squad personnel supported the trials of new medical devices which included the McGrath video laryngoscope. Based on feedback from Operations, the list of call types dispatched to Squad were reviewed and expanded. Squad personnel will continue to work with the EMS section and lead the department in all facets of EMS.

The EMS section trialed new product innovations that resulted in critical equipment additions including McGrath video laryngoscopes and the Binder lift device which makes lifting patients safer for our firefighters and is more comfortable for those patients being lifted.

Represented Plano Fire-Rescue at multiple meetings, including North Central Texas Trauma Regional Advisory Council (The RAC).

SPECIAL OPS



TEMS (Tactical Medics)

Responded to **122** SWAT and Bomb Callouts.

1 sent to TECC (Tactical Emergency Casualty Care) Instructor Course.

5 sent to Tactical Medical School

2 sent to Advanced Tactical Medical School

Competed in the national Tactical Medic Competition and received **#5** world ranking

2 attended the SOMA (Special Ops Medical Association) Assembly

4 recertified in TCCC (Tactical Combat Casualty Care).

Hosted a regional Tactical Training Day with Dr. Brandon Meek, Assistant EMS Medical Director

USAR (Urban Search and Rescue)

Deployed to Dallas following October tornado for search and aerial grid-ding with drone

Hosted and participated in various training: heavy rescue, trench, ropes, structural collapse, boat operations, canine teams, paratech raker, shoring, GPS navigation, and inter-op communications

Completed specification and build of Task Force Type 1 Swift Water Rescue boat package

Trained with various fire departments and agencies

HAZMAT

Responded to incidents in Sherman, Princeton, McKinney, Carrollton, Richardson, and Dallas

2 Texas Task Force Hazmat Techs deployed

Initiated build of spill truck and 22' trailer

19 Hazmat certification classes

Hosted various trainings and outreach with numerous agencies:

- ♦ NTX Council of Governments
- ♦ Counter Terrorism Operational Support Team
- ♦ DART
- ♦ North Texas Municipal Water District
- ♦ Texas Instruments
- ♦ NTTA
- ♦ DFW area fire departments

SEMS (Special Event Medics)

Specified and built Plano Fire-Rescue's newest EMS cart SEM1 for special events.

Began revision of City Ordinance and the City special event application process to include availability of our SEM program.

8 sent to IPMBA Mountain Bike Certification

2 sent to Medical Response to Bombing

WILDLAND

1 Wildland Paramedic Unit deployed as the first deployment used by Texas Intrastate Fire Mutual Aid System and the Emergency Medical Task Force 2 Program to Integrate paramedicine with wildland firefighting

Hosted East Regional Wildland Training with various local fire departments

Completed Arduous Pack Tests for **35** Wildland Members

29 Core Competency Certification Classes



TRAINING

Conducted two recruit orientation classes and graduation ceremonies for **16** members.

Produced **12** editions of Training Section Monthly. Identified articles, created quick drills and table-talk scenarios for each issue.

48 live training events with **1,023** participants.

Recorded **15** live training videos.

Secured **2** acquired structures for training.

The pump-operator simulator, funded by the Assistance to Firefighter Grant (AFG), provided training for **309** PRF members and **88** Richardson FD members.

Added Texas Commission on Fire Protection/National Incident Management System training requirements to **31** department job specification procedures.

- ◆ Renewed TCFP certifications for **384** members
- ◆ Processed **240** training requests
- ◆ Scheduled **60** training vehicles
- ◆ Assigned mandatory training and processing new TCFP certifications for **74** members
- ◆ Delivered **3** Driver classes for **29** drivers and 3 Officer classes for **39** officers
- ◆ Constructed a SCBA maze
- ◆ Guest speaker presented to **78** members

The Training Section received a surprise visit from the Texas Commission on Fire Protection (TCFP). During the visit a representative from TCFP conducted a full audit of the Training Section. The inspector requested to see department training procedures, training schedules, individual training files, current training hours, and training records. The Training Section produced all required documents and provided a detailed description of the annual training plan, and monthly magazine. After a detailed inspection the TCFP representative stated that the Plano Fire-Rescue Training Section received an "Exceptional Rating." The TCFP representative also suggest that the Plano Fire-Rescue Training Section is a model program.

Transitioned the department's SOPs to Target Solutions. Target Solutions was also used to validate and record training and update training folders.



ADMINISTRATIVE

Completed cost reports for the Ambulance Supplemental Payment Program (ASPP), resulting in **\$956,010.20** additional funds received.

14
firefighters retired

3
captains promoted

A city-wide online records system, GovQA, was implemented which allows citizens to easily request records on the website and keep more accurate receipts of their requests. The system has also assisted City personnel with tracking requests from various departments. PFR completed over **1,200** open records requests for the year.

16
new recruits hired in 2019

3
lieutenants promoted

12
recruits hired with a class start date of February 2020

5
engineers promoted



In Loving Memory of

Brent Cuba, PFR Engineer

December 23, 1969 - October 17, 2019

13 years of service with Plano Fire-Rescue

12
firefighters to be hired in 2020

The Will for Heroes, a free estate planning service for first responders will continue through 2020 with the next estate planning scheduled in March 2020.

374 Civil Service personnel completed wellness physicals in 2019. The wellness program will continue through March 6, 2020.



COMMUNITY OUTREACH & EDUCATION

All fire personnel have completed training and are qualified to teach Stop the Bleed™ classes to the public. The department has partnered with Texas Health Presbyterian Hospital Plano and Medical City Plano to provide trainers when classes are held at these facilities.

The **41st** and **42nd** Citizens Fire Academies were held in 2019 with **61** citizens graduating the course.

Plano Fire-Rescue's Facebook page reached **10,000** LIKES in

Plano Fire Explorer Post 215 contributed **480** work hours during the summer inspecting and maintaining **1,246** fire hydrants in the city as part of their annual service project.

Networking meetings were conducted to inform and engage local organizations about the services provided by Plano Fire-Rescue. Representatives from Community Outreach & Education, EMS, Fire Prevention and Operations staff presented at these meetings. Included in the meetings were corporate facilities and personnel from JPMorgan, Toyota, Liberty Mutual, Frisco Lay and other entities on the west side of town. Meetings were also held with multi-family housing complexes and assisted living/elder care facilities. More meetings will be scheduled in 2020.

Outreach **Lieutenant John Barrett** was the recipient of the William H. Spurgeon, III Award. This award is presented to individuals who have made an outstanding contribution to the youth of a community through Exploring. Lt. Barrett was honored at the 6th Annual Whitney M. Young, Jr. & Character Luncheon in Dallas in December.

During the renovation of Fire Admin and Station 1, a brick sidewalk leading from the front doors of Fire Admin to the front apron of Station 1 was installed. The blank red bricks are gradually being replaced with bricks that are engraved with the names and years of service of all retired Plano firefighters, including volunteers who have served the citizens of Plano since the inception of the fire department in 1886. In addition, two stone benches have been installed on both sides of the sidewalk and crepe myrtle trees have been planted that create a colorful canopy over the sidewalk. The retiree sidewalk is funded through the sales of the bricks and donations to Plano Fire-rescue Associates (PFRA), the non-profit support organization made up of graduates of the department's Citizens Fire Academy.





FIRE PREVENTION

The Fire Marshal's office implemented a new electronic plan review system which allows customers to submit plans through the City of Plano website. Plans are now submitted, reviewed, and returned electronically which has proven to be more efficient and timely. With the transition to online plan review, the office was able to purchase larger computer monitors to aid plan reviewers in their work. Also new in 2019 was an online inspection request system that allows contractors to schedule inspections faster and easier than calling an automated inspection line.

The FMO collaborated with Plano Police to establish a program that includes regular firearm training and access to online classroom training through PoliceOne for the department's Arson Investigators.

*Also implemented was a process to review and inspect Air Replenishment Systems which are now required in Plano buildings **5** or more stories high and 500,000 or more square feet. These systems provide bottle refill stations inside the structure to ease the physical demand of hauling air bottles during a fire attack.*

***3** new fire inspectors were certified in 2019.*

***2** of our personnel attended a post blast fire investigation class sponsored by the ATF.*

***2** fire marshals attended a Fire Sprinkler Design School in Dallas. This school provided invaluable knowledge to assist plan reviewers in reviewing sprinkler designs.*

Fire Prevention personnel worked alongside other fire service agencies around the country to prevent a proposed change to the 2021 International Residential Code. The proposed change would have allowed flammable refrigerants to be used in residential heating ventilation and air conditioning equipment. Prudent testing has not been fully conducted on flammable refrigerants and at this time. Testing needs to be completed to identify all the potential risks and identify mitigation measures to those risks prior to allowance.



LOGISTICS

PPE (Personal Protective Equipment) issued in 2019:

*Boots — **46** pairs*

*Hoods — **200+***

*Helmets — **36***

*PPE Ensemble — **55** sets*

704** uniform orders processed in 2019 resulting in expenditures of **\$185,642.

***3** Wildland Team and **11** Tactical Medic personnel were issued additional protective clothing.*

Motorola APX 8000 portable radios and Bluetooth-connected amplifiers were added on all frontline apparatus to improve fireground communications.

***2** reserve med units were added to the fleet.*

*Truck **8** and Hazmat **5** were replaced with new apparatus.*

*Reserve equipment to stock **2** engines was purchased to the purpose of supporting apparatus deployments.*

Hydraulic rescue tools were added to all engines.

*A grant totaling **\$79,164** from UASI (Urban Areas Security Initiative) for Go Bags was awarded to the Special Ops/Rescue unit. Supplies included BDU pants and shirts, rain coats, rain pants, dry suits, boots, coveralls, NIMROD fire packs, insulated underwear, headlamps, flashlights, helmets and storage bags for **38** personnel.*

*Reserve equipment to stock **2** engines was purchased for the purpose of supporting apparatus deployments.*

plano fire- rescue

planofire.org

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Plano

City of Excellence