



COMMUNICATIONS DIVISION

The Communications Division is the emergency call center for Caddo 9-1-1 which dispatches Fire/EMS events for all Caddo Parish Fire Districts. Last year, communications officers answered and processed 280,950 emergency 9-1-1 calls of which a total of 48,825 Fire/EMS emergencies were processed throughout Caddo Fire Districts.

The division is comprised of three sections: Administration, Operations and Information Technology (IT). The IT staff processed over 600 requests for service. Since 2003, this division has been the only fire communications center in the nation accredited through the Commission on Accreditation for Law Enforcement Agencies (CALEA). In addition to first responder duties, this division is responsible for the Department's events records, statistical reports and communications equipment.

All communications officers are trained to the Association for Public Safety Communications Official (APCO) national training standards established for telecommunicators and emergency medical dispatchers.

EMERGENCY MEDICAL SERVICES (EMS) DIVISION

The EMS Division is responsible for planning, development, implementation and clinical oversight of all Basic Life Support and Advanced Life Support medical care for the City of Shreveport. The EMS Division manages the Continuous Quality Improvement (CQI) and Performance Management (PM) section for the Department. The CQI/PM team reviews and analyzes system performance with the goal of improving patient care and reducing clinical risk. This section researches and provides comprehensive data analysis, develops statistical reports, tracks and documents investigations of clinical concern, manages medical records, maintains biomedical equipment and actively coordinates with the EMS Billing and revenue program. The EMS Division conducted system audit reviews on 2,388 patient reports. Skills tracking by Performance Management recorded EMS Operations performed 294 intubations, 112 King Lt Advanced airways, 10,350 IV's and worked 331 Cardiac Arrests.

The EMS Staff includes the Chief of EMS, Assistant Chief of EMS, three EMS Officers, two Stock Clerks and an Administrative Assistant.

The Fire Department EMS operations currently utilize ten paramedic Advanced Life Support (ALS) medic units. Two EMS Supervisors provide continuous field oversight and respond to all cardiac arrests and major incidents. EMS incidents accounted for 73% of the total fire department 9-1-1 requests with 27,602 EMS Calls Dispatched. EMS provided 16,645 emergency transports. The average response time for Basic Life Support (BLS) care is 4 minutes, 58 seconds, and the average ALS care response time is 4 minutes, 58 seconds. The EMS operations for all City special events are planned and staffed through the EMS Division. A total of 98 special service events were worked with 654 personnel staffed for a total of 4,263 man-hours worked.

EMERGENCY OPERATIONS DIVISION

The Emergency Medical Services Division consists of the Chief of EMS, Assistant Chief of EMS, three EMS Officers, two Stock Clerks and an administrative assistant. The division is responsible for planning, development, implementation and clinical oversight of all Basic Life Support and Advanced Life Support medical care for the City of Shreveport.

The division manages the Continuous Quality Improvement (CQI) and Performance Management (PM) section for the Department. The CQI/PM team reviews and analyzes system performance with the goal of improving patient care and reducing clinical risk. The EMS Division conducted system audit reviews on 1659 patient reports. Skills tracking by PM recorded EMS Operations performed 307 intubations, 104 King Lt Advanced airways, 8760 IV's and worked 313 Cardiac Arrests.

Currently, EMS operations has 10 paramedic ALS medic units along with two (2) EMS Supervisors who provide continuous field oversight and respond to all cardiac arrests and major incidents. EMS incidents accounted for more than 70% of the total fire department 9-1-1 requests with 26,818 EMS calls dispatched. EMS provided 16,218 emergency transports. The average response time for BLS care is 4 minutes, 58 seconds, and the average ALS care response time is 5 minutes, 15 seconds.

The EMS services are used ALL City of Shreveport special events. A total 4,091 man-service hours were rendered to support 104 special service events last year.

EMERGENCY OPERATIONS DIVISION

The Emergency Operations Division consists of Fire Suppression, EMS, Hazardous Material Response, Heavy Rescue, Water Rescue and Recovery, Special Technical Rescue, and

Aviation Fire Rescue Task Force. This division responded to 38,043 emergency calls in 2013. These calls included 1,254 fires (410 structural & 844 non-structural), 215 vehicle fires and 7 multi-alarm fires requiring extra manpower and equipment to bring the fire under control.

Each Fire Company is staffed with firefighters/EMTs or Firefighter/Paramedics and carry a minimum of Basic Life Support equipment to include automated external defibrillators (AED). Many of these companies can provide Advance Life Support with trained personnel and required equipment assigned. Three companies are Single Paramedic Rapid Intervention Non-Transport (SPRINT). These three SPRINT companies allow for rapid Advance Life Support Response and responded to 6,582 EMS incidents. The Department has 10 Medic Units strategically located across the city to ensure rapid response and transport for definitive patient care at the many hospitals available in the Shreveport metropolitan community.

Safety is our top priority. The Department has 113 company officers certified as Incident Safety Officers. These safety officers are utilized at all incident scenes to ensure the safety of all firefighters and citizens. There were 54 work related injuries recorded in 2013. Injuries consisted of cuts/contusions, strains/sprains, burns, heat exhaustion, cardiac related events, and several exposures to diseases.

FIRE PREVENTION DIVISION

The Fire Prevention Division is divided into 3 sections: Public Education, Inspections and Investigations. The Division is responsible for the prevention of injuries to persons and losses of property that are caused by fire and other emergencies.

The Public Education Section presented 267 fire safety programs to 16,310 attendees, distributed 18,093 fire safety pamphlets, facilitated 7 fire and life safety drills and installed 580 FREE smoke detectors in area homes.

The Inspections Section performed 14,108 existing commercial building inspections; conducted 1,095 new construction inspections at different stages of completion; performed 263 plans reviews; and reviewed and approved 96 applications for permits as required by ordinance for different activities. Additionally, 71 citizen complaints were resolved and 935 special duty assignments were performed.

The Investigations Section investigated 279 fires, of which 81 were determined to be intentionally set fires. Investigators arrested 29 citizens for fire or explosive violations. The bomb squad responded to 3 bomb threats and investigated 27 suspicious items as potential improvised explosive devices.

MAINTENANCE DIVISION

The Maintenance Division consists of the Chief of Maintenance, Assistant Chief of Maintenance, 6 Emergency Vehicle Technicians (EVTs), a Stock Clerk II, and an Administrative Assistant.

This division maintains all fire and medical equipment with skilled mechanics to ensure the Department responds to all emergency and non-emergency calls as rapidly and safely as possible.

This Division is also responsible for the purchase and distribution of firefighter clothing, personal protective equipment and custodial supplies. Other responsibilities include auxiliary generators; fire equipment; EMS equipment; and building repairs for 22 fire stations, and the Maintenance garage.

More than 1,800 work orders were completed to assure front-line vehicles and reserve fleet remained operational. The division maintains a total of 189 vehicles including 26 Pumpers; 8 Aerials; 4 AARF vehicles; 3 Rescue vehicles; 15 Medic units; and more than 100 staff and auxiliary vehicles.

TRAINING DIVISION

The Training Division provides continuous support, coordination and on-going training to meet the professional and developmental needs of its employees through training opportunities such as emergency medical services, fire tactics, hazardous materials operations, special operations, diversity and sensitivity, as well as leadership.

The training division provided professional development classes that added value to the various ranks of employees; including fire officer 1; VFIS driver safety training; high-rise drills; STEMI Cardiac Arrest awareness training and customer service training. Additionally, all Department members maintained their certifications through EMT and Paramedic refreshers.

The division also welcomed outside training opportunities by continuing to lead the way with local corporate partnerships by providing training and certifications for Southern University, Calumet Industries and other businesses in the community. To assure other local government employees were prepared to assist during possible medical emergencies, this division provided training in CPR and first aid for members of SPAR as well as the Shreveport Police Department.

The Shreveport Fire Training Academy stands ready to make sure the Department remains safe and capable of the best in Emergency response to our citizens.

2013 STATISTICAL SUMMARY

Population Served	200,000
Protection Area in Square Miles	122
Number of Personnel	600
Number of Fire Stations	22
Operating Budget	\$50 million
Capital Project Budget	\$1 million

Incident Types (% of total incidents responded to)	
Total number of incidents	38,043
EMS	26,818 (70%)
Fires	1,254 (3%)
Structure Fires	410
Non-structure fires	844
Vehicle Fires	215
Multi-Alarm Fires	7
Good intent calls	4,291 (11%)
Service calls	2,582 (7%)
Hazardous Material	936 (3%)
False Alarms	1937 (5%)
Severe Weather or Special Incident	23 (1%)

Incident Response Times	
Average "Hot" (lights and siren) response	5 min. 21 sec.
Response - Fires	5 min. 15 sec.
Response - EMS	5 min. 26 sec.
BLS	4 min. 41 sec.
<5 minute criteria	62.27%
ALS	4 min. 41 sec.
<9 minute criteria	97.83%
Average 911 call processing time	0 min. 53 sec.

Station Information	
Busiest Fire Station	Station-9 (9,319 incidents)
Busiest Engine Co.	Engine-4 (2,926 incidents)
Busiest Ladder Co.	Truck-7 (1,156 incidents)
Busiest Medic Unit	Medic 4 (3,824 incidents)
Busiest Heavy Rescue	Rescue 9 (2,841 incidents)
Busiest Battalion	Batt. 4 (19,987 incidents)
Busiest Battalion Chief	Batt. 4 (1,280 incidents)

Fire Prevention	
Fire Deaths	7
Fire Prevention Programs Delivered	267
Attendance for Fire Prevention Programs	16,310
Smoke Detectors Giveaway/Installed	580
Fire Investigations	279
Commercial Building Inspections	15,203

Training	
Training Hours	600,000 +

For more information about the Shreveport Fire Dept. visit

www.shreveportfire.org

or  [shreveportfire](https://twitter.com/shreveportfire)

Shreveport, a culturally diverse 122 square-mile metropolitan community with a population of 200,000 and is the third largest city in the state of Louisiana. The 600 member Class One fire department operates 22 fire stations from a \$50 million operating budget while providing various disciplines of labor including: fire suppression; EMS-ALS transport; hazardous material response; enhanced 911 communications; fire prevention and education bureau; arson investigation and bomb task force; heavy rescue; and aviation task force operations. Last year the department responded to more than 38,043 calls, of which more than 70% were medical in nature.

ADMINISTRATION

The Administrative Division is responsible for the overall management of the public safety operations of the Fire Department and its personnel; coordination of a \$50 million operating and a \$1 million capital project budget; development of policy and procedures; and processing and maintaining fire reports. Following the Department's goals, mission and vision, Administration is responsible for creating and executing the department's five-year rolling Master Plan, a strategic plan designed to address the current and future department needs. The Administrative Division is comprised of the Fire Chief, Deputy Fire Chief, Administrative Assistant to the Fire Chief, Chief of Special Operations and Safety, Aircraft Rescue Fire Fighting Coordinator, Secretary to the Fire Chief, and the fiscal and clerical staff.