

2016



SHREVEPORT FIRE DEPARTMENT

2016 **ANNUAL REPORT**

MISSION STATEMENT:

Faithful to our Community.
Ready to Respond.
Willing to Educate, and
Dedicated to Serve.

OLLIE S. TYLER, MAYOR
BRIAN A. CRAWFORD, CAO
EDWIN S. WOLVERTON, FIRE CHIEF



Dear Citizens,

THIS ANNUAL REPORT provides a variety of information about the activities of the Shreveport Fire Department for the fiscal year 2016. In keeping with our Mission, Vision, and Core Values, Shreveport Fire Department Firefighters have consistently demonstrated a personal commitment to protect the quality of life and to protect property in Shreveport.

This has been a busy year for the Shreveport Fire Department. In addition to fighting fires, we also respond to and prepare for various other types of emergencies.

Thank you for the support and trust you have exhibited to our department over the past year. I also would like to thank Mayor Ollie S. Tyler and the Shreveport City Council for their continued support for public safety.

Thank you for allowing me to serve as your Fire Chief. God has richly blessed me in many ways including the opportunity and ability to serve in this capacity. I do not take my responsibilities lightly and constantly strive to meet the expectations of the citizens of Shreveport. It is truly an honor to serve you and I look forward to future years of providing quality service!

Yours Truly

Edwin Scott Wolverton

Edwin Scott Wolverton

2016: ABOUT THE DEPARTMENT

Shreveport, a culturally-diverse 122 square-mile metropolitan community with a population of 201,000, is the third largest city in the state of Louisiana. The 600 member Class One fire department operates 22 fire stations from a \$52.8 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 41,869 calls, of which more than 72% were medical in nature.

EMS DIVISION

The EMS Division is responsible for planning, development, implementation and clinical oversight of all Basic Life Support (BLS) and Advanced Life Support (ALS) 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 1533 patient reports. Skills tracking by Performance Management recorded EMS Operations performed 247 Intubations, 70 King LT airway devices 8,629 IV's and transported 271 Cardiac Arrests and 3,627 trauma patients.

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 ALS medic units. Two EMS Supervisors provide continuous field oversight and respond to all cardiac arrests and major incidents. EMS incidents accounted for 80% of the total fire department 911 requests with 33,040 EMS calls dispatched. EMS provided 16,984 emergency transports. The response time for BLS care is 4 minutes, 38 seconds, and the ALS care response time is 6 minutes, 36 seconds. The EMS operations for all City special events are planned and staffed through the EMS Division. A total of 128 special service events were worked with 716 personnel staffed for a total of 4,683 man-hours worked.





TRAINING DIVISION

The Shreveport Fire Training Division continues its role of providing support and on-going training through hands-on instruction and dynamic lectures on topics relevant to the needs of the Department. In 2016, the Training Division accomplished its training goals in the area of EMT refreshers, Special Operations, Pump Operators, as well as providing Conflict Resolution training courses.

The Training Division with the assistance of other Department stakeholders successfully graduated 25 recruits in the 61st Basic Training Class. In addition to VFIS Driver Training, the Division utilized the state-of-the-art Driving Simulator to assist in reducing accidents and insurance rates. The Training Division is proud of the success attained through high rise drills and multiple certifications of Training Officers from L.S.U. Fire Emergency Training Institute.



The Training Division provided educational opportunities for the community and corporate partners such as Shreveport Police Department, SPAR, Southern University and Shreveport Green. The Training Division remains committed to providing competent and current training to assure the Department delivers the highest level of service to the citizens of Shreveport and to ensure that "Everyone Goes Home."

EMERGENCY OPERATIONS DIVISION

The Emergency Operations Division is comprised of the following responsibilities: Fire Suppression, Emergency Medical Service, Safety, Aviation Fire Rescue Task Force and Special Operations Response (Hazardous Material, Water Rescue, Technical Rescue, K-9 Search and Rescue, La USAR Taskforce #3).

This division responded to 41,869 calls for service in 2016. These calls included 1,291 fires (579 Structural & 712 Non-structural), and 223 Vehicle fires.

Each Fire Company is staffed with firefighter/EMTs or Firefighter/Paramedics and carries a minimum of Basic Life Support (BLS) equipment to include automated external defibrillators (AED). Many of these companies can provide Advanced Life Support (ALS) with personnel trained to the Paramedic level and the required ALS equipment. Three companies are Single Paramedic Rapid Intervention Non-transport (SPRINT) and are strategically located throughout the city. These 3-SPRINT vehicles responded to 5,818 EMS incidents. The department has 10-ALS Medic Units located across the city to ensure a rapid response and transport for definitive patient care at the many hospitals available in the Shreveport metropolitan community.

The safety of our customer and fire crews is our top priority. The department has 18 Dedicated Safety Officers with 6-Battalion Safety Officers (BSO) on duty each shift. Each Battalion Safety Officer has received training through the National Fire Academy and each BSO is trained to NFPA 1521: Standard for Fire Department Safety Officer Professional Qualification. There were 56 work related injuries recorded in 2016.



COMMUNICATIONS DIVISION

The Shreveport Fire Communications Division is the first and only fire communications center accredited by CALEA through its prestigious Public Safety Communications Accreditation Program. This accreditation is assurance for our citizens that when they call 9-1-1 for help, the Shreveport Fire Communications officers are qualified and professional. SFD Communications is the primary answering point (PSAP) for 9-1-1 in Caddo Parish and dispatches all Fire and EMS calls within the parish. In 2016, there were 387,198 calls to Caddo 9-1-1. Of those calls, 41,623 events were dispatched for SFD and 10,986 events were dispatched for the Caddo Fire Districts.

All communications equipment such as: phones, radios, computers, tablets, mobile data, pagers, 9-1-1 audio recorder, and fire station alerting systems for the Shreveport Fire Department is purchased, managed, and maintained by Communications IT. Our IT section processed over 1600 calls for service this year and spent a great deal of their time training Fire Operations personnel on pre-plans, incident reporting, and MDC Operations. Statistical analysis and reporting for the fire department is routinely processed within this division, as well.

In SFD Communications there are ten peer-driven committees who work with Communications Administration to maintain the division's standard of excellence. The men and women of SFD Communications will strive to build on our accomplishments and exemplify the honor, pride and long standing history of providing quality and caring service. Our aim is to exceed your expectations.

FIRE PREVENTION DIVISION

The Fire Prevention Division is responsible for the prevention of injuries to persons and losses of property that are caused by fire and other emergencies. In 2016, the Fire Prevention Division's Public Education Section presented 220 fire safety programs to 12,916 attendees. The division provided 2,159 copies of fire safety literature to citizens; conducted 17 fire drills that included recommendations toward fire and life safety; and provided 1063 free smoke detectors for installation in area homes.

The Inspections Section performed 10,068 existing commercial building inspections; conducted 1,215 new construction inspections at different stages of completion; performed 281 plan reviews; and reviewed and approved 96 applications for permits as required by ordinance for different activities during this past year. Additionally, 63 citizen complaints were resolved and 200 special duty assignments were performed.

The Investigations Section investigated 308 fires in 2016, of which 67 were determined to be intentionally-set fires. Investigators arrested 9 citizens for fire or explosive violations. The bomb squad responded to 23 bomb threats and investigated 19 suspicious items as potential improvised explosive devices.

MAINTENANCE DIVISION

The Mission Statement of the Maintenance Division is to ensure that the Shreveport Fire Department and the citizens of Shreveport have the most qualified and skilled personnel. We are committed to providing Fire and EMS equipment, repairs, and maintenance, which enables our fire service personnel to save life and property.

The Shreveport Fire Department Maintenance Division currently maintains and services fire and medical equipment for the Shreveport Fire Department. Firefighting gear and fire hose are purchased, distributed, tested, and inventoried. This Division is also responsible for the purchase and distribution of firefighter clothing and custodial supplies. Other responsibilities include auxiliary generators; fire equipment; EMS equipment; building repairs for 22 fire stations, and the Maintenance garage.

The Maintenance Division consists of the Chief of Maintenance, Assistant Chief of Maintenance, six Emergency Vehicle Technicians (EVTs), a Stock Clerk II, an Office Associate, and an Administrative Assistant. Fire apparatus, medic units, and automobiles were maintained in a skilled and professional manner. More than 2,500 work orders were completed and, at any given time, 97% of the fleet was operational.

A total fleet of 200 vehicles were maintained by the Maintenance Division: 29 Pumpers; 9 Aerials; 3 AARF vehicles; 3 Rescue vehicles; 15 Medic units; 81 cars, light trucks, and vans; 6 Sprint Vehicles; 1 USAR truck; a forklift, 10 ATVs, 8 boats, a backhoe and 2 carts, 21 trailers; and 11 specialty trucks - Bomb Truck, Salvage truck, Air Supply trailer, Trench and Confined Space Rescue truck and trailer, Water Rescue unit, Hazardous Material truck and trailers, K-9 Unit, and the Children's Fire Safety House.

MAINTENANCE DIVISION

2016 Statistical Report

TOTAL MAINTENANCE - ALL VEHICLES

TOTAL MILEAGE
1,458,260

TOTAL FUEL (IN GALLONS)

198,608.72

COST OF FUEL
\$390,777.48

COST OF MAINTENANCE

(PREVENTATIVE MAINTENANCE WORK ORDERS)

\$156,952.56

COST OF REPAIRS

\$644,728.57

