

MISSION STATEMENT:

**FAITHFUL TO
OUR COMMUNITY.**

READY TO RESPOND.

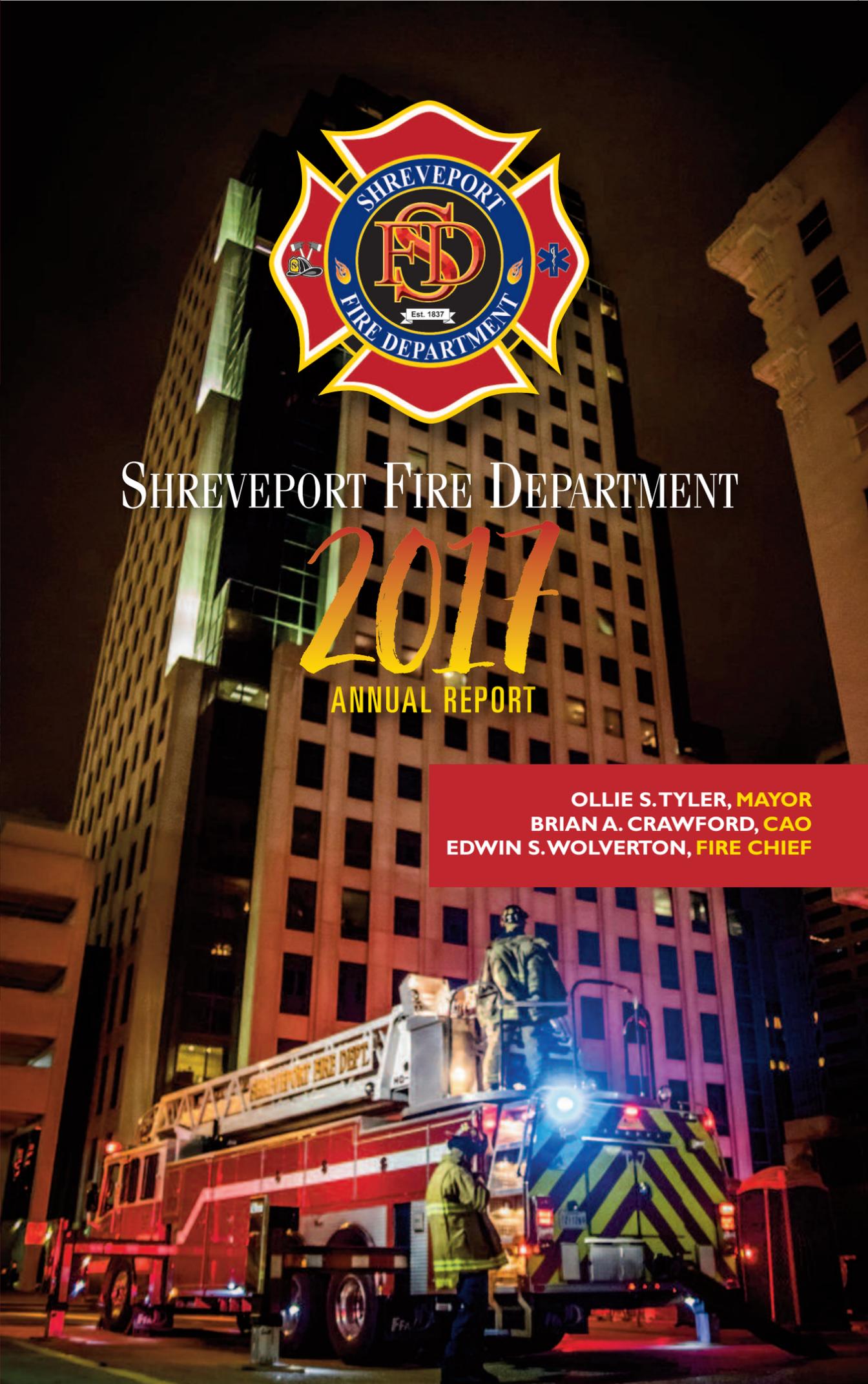
**WILLING TO EDUCATE, AND
DEDICATED TO SERVE.**



SHREVEPORT FIRE DEPARTMENT

2017
ANNUAL REPORT

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 Wolverson

Edwin Scott Wolverson

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 with 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 43,277 calls, of which nearly 80% 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 1213 patient reports. Skills tracking by Performance Management recorded *EMS Operations performed 231 Intubations, 104 King LT airway devices 10,653 IVs and transported 324 Cardiac Arrests and 3,329 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 34,564 EMS calls dispatched. EMS provided 18,009 emergency transports. The response time for BLS care is 4 minutes, 58 seconds, and the ALS care response time is 5 minutes, 53 seconds. The EMS operations for all City special events are planned and staffed through the EMS Division. A total of 127 special service events were worked with 682 personnel staffed for a total of 4,472 man-hours worked. The EMS office provides assistance through a program called PALs (Public Assistance Link). The total number of PALs calls was 42 cases with a total of 71.25 on scene hours and an approximate total of 140 hours. As of the end of the year, 36 cases had been closed and 6 cases remain open. PALs is a community paramedic program that is a link between EMS, hospitals and patients who may need social services rather than EMS services.





TRAINING DIVISION

The Shreveport Fire Training Division continues its role of providing support and ongoing training through hands-on instruction and dynamic lectures on topics relevant to the needs of the Department. In 2017, the Training Division accomplished its training goals in the area of EMT refreshers, Special Operations, and Pump Operators, as well as providing Conflict Resolution training courses.

The Training Division, with the assistance of other Department stakeholders, successfully graduated 31 recruits in the 63rd Basic Training Class. In addition to VFIS (Volunteer Firemen's Insurance Service) 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.



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 43,277 calls for service in 2017. These calls included 1,249 fires (694 Structural & 555 Non-structural), and 191 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 Live 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 5,930 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 2017.



COMMUNICATIONS DIVISION

The Shreveport Fire Communications Division is the first and only fire communications center accredited by CALEA (Commission on Accreditation for Law Enforcement Agencies) 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 2017, there were **308,602** calls to Caddo 9-1-1. Of those calls, **45,213** events were dispatched for SFD and **13,852** events were dispatched for the Caddo Fire Districts.

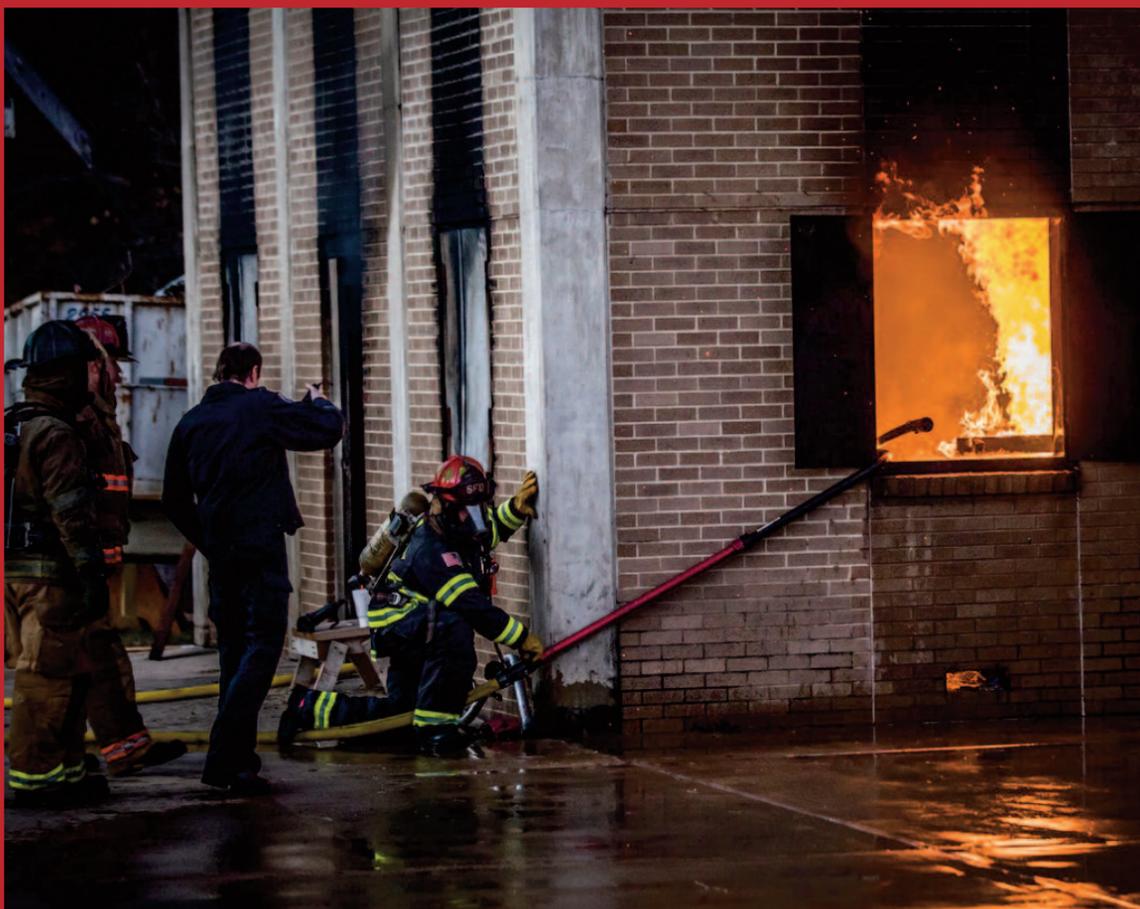
All communications equipment such as: phones, radios, computers, tablets, mobile data, pagers, 9-1-1 audio recorder, and fire station alerting systems for the Shreveport Fire Department is purchased, managed, and maintained by Communications IT. Our IT section processed over **1600** calls for service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

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 2017, the Fire Prevention Division's Public Education Section presented 290 fire safety programs to 8,606 attendees. The division provided 2,958 copies of fire safety literature to citizens; conducted 14 fire drills that included recommendations toward fire and life safety; and provided 490 free smoke detectors for installation in area homes.

The Inspections Section performed 13,745 existing commercial building inspections; conducted 1,406 new construction inspections at different stages of completion; performed 390 plan reviews; and reviewed and approved 93 applications for permits as required by ordinance for different activities during this past year. Additionally, 67 citizen complaints were resolved and 1,317 special duty assignments were performed.

The Investigations Section investigated 311 fires in 2017, of which 91 were determined to be intentionally-set fires. Investigators arrested 20 citizens for fire or explosive violations. The bomb squad responded to 5 bomb threats and investigated 33 suspicious items as potential improvised explosive devices.



MAINTENANCE DIVISION

The Shreveport Fire Department Maintenance Division 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. The Division maintains a total fleet of nearly 200 vehicles including 29 Pumpers; 9 Aerials; 3 ARFF (Aircraft Rescue Fire Fighting) vehicles; 3 Rescue vehicles; 15 Medic units and more than 100 staff and special units.





INCIDENT RESPONSE SUMMARY

2017 HIGHLIGHTS

Total Incidents Reported in Fire RMS (Records Management System) **43,277** (incl 24 exposure events)

INCIDENTS BY INCIDENT TYPES (REPORTED VIA FIRE RMS)

Rescue & Emergency Medical Service	29,202	(67.48% of inc rept'd)
EMS:	29,102	
Rescue:	100	
Fires	1,249	(2.88% of inc rept'd)
Structure Fires:	694	
NonStructure Fires:	555	
Vehicle Fires:	191	
Good Intent Calls	6,435	(14.87% of inc rept'd)
Service Calls	3,574	(8.26% of inc rept'd)
Hazardous Conditions	785	(1.81% of inc rept'd)
Hazardous Material Rels	130	
False Alarms/False Calls	1,800	(4.16% of inc rept'd)
Overpressure Rupture, Explosion, Overheat	26	(0.06% of inc rept'd)
Severe Weather & Natural Disaster Standby	20	(0.05% of inc rept'd)
Other (incl Special & Undetermined Incident Types)	186	(0.43% of inc rept'd)

INCIDENT RESPONSE TIMES

Avg Unit Response Time ("hot response" only)	5 min(s), 35 sec(s)
Response - Fires	5 min(s), 08 sec(s)
Response - EMS	5 min(s), 53 sec(s)
BLS unit avg. response time = 4 mins, 58 sec	
Percentage of incidents <= 5 minute criteria = 75.77%	
ALS unit avg. response time = 5 mins, 02 sec	
Percentage of incidents <= 9 minute criteria = 96.96%	

STATION INFORMATION

Busiest Fire Station	F09	7,945 responses
Busiest Fire Battalion	FB04	20,248 incidents
Busiest Engine Company	FE17	3,479 incidents
Busiest Ladder Company	FT07	1,484 incidents
Busiest Battalion Chief Car	FBC04	802 incidents
Busiest Medic Unit	FM04	4,190 incidents
Busiest Sprint Unit	FS08	2,226 incidents
Busiest Rescue Unit	FR09	1,574 incidents
Most HazMat Responses	FR09	51 incidents

APPARATUS WORKLOAD FY 2017

STATION 1
263 N. Common
Engine 11,701
Truck 1547
Rescue 11,136
Battalion 1643
EMS Supvr C-82.....1,288
Sprint 11,995

STATION 2
4575 N. Market
Engine 2729

STATION 3
1421 E. 70th
Engine 32,679
Medic 33,528

STATION 4
220 Milam
Engine 42,937
Medic 44,190
Battalion 2725

STATION 5
240 E. Stoner
Engine 52,635
Medic 54,010

STATION 6
2027 David Raines
Engine 61,681
Medic 61,931

STATION 7
751 Wilkinson
Engine 72,893
Truck 71,484

STATION 8
3406 Velva
Engine 82,115
Truck 8800
Sprint 82,226

STATION 9
7009 St. Vincent
Engine 92,705
Truck 91,155
Rescue 91,574
Battalion 4802
Sprint 91,709

STATION 10
763 Oneonta
Engine 101,924
Medic 103,614

STATION 11
3736 Youree Dr.
Engine 112,320

STATION 12
6610 Woolworth
Engine 12812
Truck 12334

STATION 13
5915 W. 70th
Engine 131,768
Medic 132,216
Battalion 6332

STATION 14
3830 Greenwood
Engine 142,582
Medic 143,944

STATION 15
3206 W. 70th
Engine 152,983
Medic 153,829

STATION 16
5105 Hollywood
Engine 161,359
Truck 16715
Battalion 3441

STATION 17
2890 Southland Park
Engine 173,479
Medic 172,776

STATION 18
3501 Pines
Engine 181,044

STATION 19
9336 Ellerbe
Engine 191,633
Medic 192,281
EMS Supvr C-83914

STATION 20
804 E. flournoy Lucas
Engine 201,583
Truck 20678
Battalion 5215

STATION 21
7050 Challenger
Charlie 121
Charlie 218
Charlie 31
Charlie 468
Charlie 544

STATION 22
2022 Southern Loop
Engine 22510

