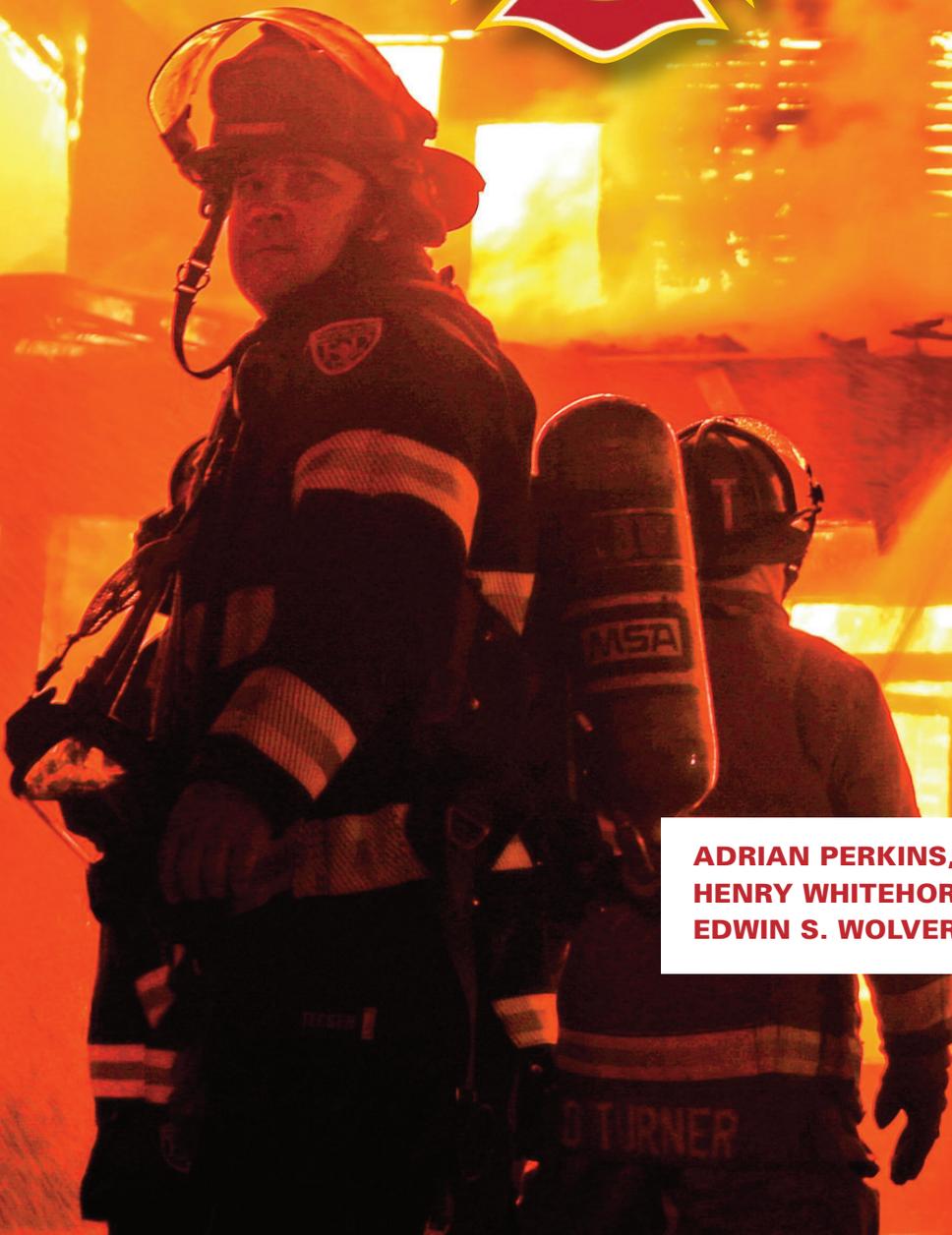


SHREVEPORT FIRE DEPARTMENT

ANNUAL REPORT

2020



ADRIAN PERKINS, MAYOR
HENRY WHITEHORN, CAO
EDWIN S. WOLVERTON, FIRE CHIEF

DEAR CITIZENS,

It is my pleasure to present to you the 2020 Shreveport Fire Department Annual Report. The 2020 year has been filled with many challenges. In addition to making our normal emergency responses, your firefighters have been on the frontline in the response to the COVID-19 pandemic. We have endured this national emergency and lost many of our citizens, family members, friends, and one of our very own firefighters along the way. It has been said that the trials and struggles you go through in life will make you stronger. I believe that and look forward to a brighter 2021 for SFD along with the entire City of Shreveport.

EVEN WITH A CHALLENGE FILLED YEAR, SFD WAS STILL ABLE TO ACHIEVE MANY ACCOMPLISHMENTS; SOME OF THOSE INCLUDED:

- ▶ 10 Firefighters graduated and became certified Paramedics.
- ▶ We secured a land donation for new Fire Station #8 and will begin construction in February 2021.
- ▶ We were awarded a Staffing for Adequate Fire and Emergency Response (SAFER) grant totaling \$2.4 million. This grant will fully fund salaries and benefits for 15 firefighters for 3 years.
- ▶ City Administration and City Council worked together to provide many of our Firefighters a much needed 4% base pay raise and a paramedic pay increase. This blessing will hopefully help retain and recruit members to meet our staffing needs.

I have to give much praise and commendation to all the members of the Department for their dedicated service throughout 2020. They went above and beyond during this challenging year. Your Department responded to nearly 45,000 calls for service in 2020. We have several citizens who were rescued from house fires that occurred in 2020 and many lives were saved through emergency medical services. Our commitment is to continue to serve and seek better ways to improve our services to save even more lives.

Lastly, I want to thank our City Administration and our City Council for their support of the Department. Even more, I want to thank our citizens who support us so much. We only exist because of you and your needs. We are honored and privileged to serve every individual throughout the area with a sincere heart and a respectful attitude. Thank you for allowing me to serve as your Fire Chief and may God Bless you all and our city.

SERVING WITH HONOR, INTEGRITY, AND RESPECT.

Edwin Scott Wolverton



2020 ANNUAL INCIDENT RESPONSE SUMMARY

SHREVEPORT FIRE DEPARTMENT HIGHLIGHTS

Total Incidents Reported in Fire RMS 44,902 (incl 31 exposure events)

INCIDENTS BY INCIDENT TYPES (REPORTED VIA FIRE RMS)

Rescue & Emergency Medical Service	29,808	(66.39% of incidents reported)
EMS:	29,723	
Rescue:	85	
Fires	1,150	(2.56% of incidents reported)
Structure Fires:	663	
Residential	488	
Commercial	175	
Non Structure Fires:	487	
Vehicle Fires:	190	
Good Intent Calls	7,422	(16.53% of incidents reported)
Service Calls	3,470	(7.73% of incidents reported)
Hazardous Conditions	749	(1.67% of incidents reported)
Hazardous Material Rels	103	
False Alarms/False Calls	2,114	(4.71% of incidents reported)
Overpressure Rupture, Explosion, Overheat	15	(0.03% of incidents reported)
Severe Weather & Natural Disaster Standby	47	(0.10% of incidents reported)
Other (Includes Special & Undetermined Incident Types)	127	(0.28% of incidents reported)

APPARATUS RESPONSE ANALYSIS

Avg. Travel Response Time ("hot" only)	5 min(s), 16 sec(s)
Avg. Unit(s) Turnout Time ("hot" only)	1 min(s), 58 sec(s)
Travel Response - FIRE	4 min(s), 44 sec(s)
Unit(s) Turnout Time - FIRE =	1 min(s), 34 sec(s)
Travel Response - EMS	5 min(s), 05 sec(s)
Unit(s) Turnout Time - EMS =	1 min(s), 42 sec(s)
BLS unit avg. response time =	6 mins, 17 sec(s)
Percentage of incidents <= 5 minute criteria =	32.53%
ALS unit avg. response time =	5 mins, 30 sec(s)
Percentage of incidents <= 9 minute criteria =	96.59%

STATION INFORMATION

Busiest Fire Station	F09	7,933 Responses
Busiest Fire Battalion	FB04	22,355 Responses
Busiest Engine Company	FE09	3,989 Responses
Busiest Ladder Company	FT08	1,519 Responses
Busiest Battalion Chief Car	FBC04	863 Responses
Busiest Medic Unit	FM14	4,373 Responses
Busiest Rescue Unit	FR09	1,843 Responses
Most HazMat Responses	FT16H	716 Responses

Total Personnel Count during 2020	571
Total Multiple Alarms Incidents during 2020	5
Total Aid Responses	255

- Mutual Aid Received Responses = 73
- Mutual Aid Given Responses = 79
- Automatic Aid Received Responses = 63
- Automatic Aid Given Responses = 39
- Other Aid Given Responses = 1

(Dispatched Enroute incidents have been removed from the final counts)



ADMINISTRATION:

The Administration Division is responsible for the overall management of the public safety operations of the Department and its personnel; coordination of a \$56.8 million operating 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 four year rolling Master Plan, a strategic plan designed to address current and future Department needs. The Administration Division is comprised of the Fire Chief, Deputy Fire Chief, Administrative Assistant to the Fire Chief, Chief of Special Operations and Safety, Secretary to the Fire Chief, and the fiscal and clerical staff.

FIRE PREVENTION DIVISION:

The Fire Prevention Division is responsible for the prevention of injuries to persons, and losses of property caused by fire and other emergencies. In 2020, Fire Prevention Public Educators presented 37 fire safety programs to 982 attendees. The Division provided 1,267 copies of fire safety literature to citizens; conducted 0 home inspections and 10 fire drills; that included recommendations toward fire and life safety; over all the SFD installed 173 smoke alarms in 2020.

Fire Prevention Inspectors performed 2,930 existing commercial building inspections; conducted 417 new construction inspections at different stages of completion; performed 681 new construction finals; performed 946 general building inspections; performed 239 plan reviews; and reviewed and approved 130 applications for permits as required by ordinance for different activities, during this past year. Additionally, 14 citizen complaints were resolved.

Fire Prevention Investigators investigated 317 fires in 2019, of which 88 were determined to be incendiary set fires. Investigators arrested 22 citizens for fire or explosive violations. The bomb squad responded to 11 bomb threats and investigated 39 suspicious items as potential improvised explosive devices. There were 14 fire injuries and 3 fire deaths.





MAINTENANCE DIVISION:

The Maintenance Division consists of the Chief of Maintenance, Assistant Chief of Maintenance, five Emergency Vehicle Technicians (EVTs), one EVT II, Stock Clerk II, Office Associate 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.

This Division is also responsible for the purchase and distribution of firefighter uniforms, 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 2020 work orders completed to assure front-line vehicles and reserve fleet remained operational. The Division maintains 189 vehicles including 26 Pumpers; 8 Aerials; 4 AARF vehicles; 3 Rescue vehicles; 15 Medic units; and more than 100 staff and auxiliary vehicles.

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 44,902 emergency calls in 2020. These calls included 1,150 fires (663 structural & 487 non-structural), 190 vehicle fires and 5 multi-alarm fires requiring additional human resources and equipment to bring the fire under control.

Fire Company respond with firefighters/EMTs or Firefighter/Paramedics and carry a minimum of Basic Life Support equipment to include automated external defibrillators (AED). Many fire companies can provide Advance Life Support with trained personnel and required equipment assigned. The Department's 10 Medic Units strategically located throughout the city to ensure rapid response, transported 18,279 for definitive patient care at the many hospitals available in the Shreveport metropolitan community.

Safety is our top priority. The Department has 120 company officers certified as Incident Safety Officers. Safety Officers respond to all hazardous incidents to ensure the safety of firefighters and citizens. There were 36 work related injuries recorded in 2020. Injuries consisted of cuts/contusions, strains/sprains, burns, heat exhaustion, cardiac related events, and several exposures to diseases.



TRAINING DIVISION:

The Training Division includes the Chief of Training, Assistant Chief of Training, five Training Officers, one management assistant, and one administrative assistant. The Training Division provides continuous support, coordination and ongoing 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, urban search and rescue, diversity as well as leadership. The Chief of Training is responsible for overseeing all recruitment and hiring.

The Training Division provides continuous support, coordination and ongoing 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, urban search and rescue, diversity as well as leadership.

The Training Division provided professional development classes that added value to the various ranks of employees, including fire cause determination for the fire officer; fire service leadership, VFIS driver safety training; various fire ground drills; fire fighter safety. Additionally, all Department members maintained their certifications through CPR, 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, Providence House, Safety Town 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, Shreveport City Marshalls Office and the Shreveport Police Department. The Training Division answered the call from the City of Ruston La and the Ruston Fire Department and trained 9 Ruston Fire Recruits.

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

EMERGENCY MEDICAL SERVICES (EMS) DIVISION:

The Emergency Medical Services Division includes the Chief of EMS, Assistant Chief of EMS, three EMS Officers, two Stock Clerks and an administrative assistant. 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. The EMS Division conducted system audit reviews on 1,663 patient reports. Skills tracking by PM recorded EMS Operations performed 191 intubations, 211 King Lt. Advanced airways, 13,298 IV's and worked 420 cardiac arrests and 360 possible strokes.

Currently, EMS Operations has ten paramedic ALS medic units along with two EMS Supervisors who provide continuous field oversight and respond to all cardiac arrests and major incidents. EMS incidents accounted for more than 82% of the total Fire Department 9-1-1 requests with 36,635 Initial EMS calls dispatched. EMS provided 18,279 emergency transports. The average response time for "cold response" care is 6 minutes, 17 seconds, and the average ALS/BLS care response time is 5 minutes, 30 seconds.

The EMS services are used for all City of Shreveport special events. A total of 1,274 man-service hours were employed to support 63 special service events for the year.



COMMUNICATIONS DIVISION:

The 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 citizens that when they call 9-1-1 for help, communications officers are qualified and professional. SFD Communications is the primary answering point (PSAP) for 9-1-1 in Caddo Parish. Division personnel process all Fire and EMS emergency calls for service in the City of Shreveport and all Caddo Fire Districts. In 2020, there were 319,999 calls to Caddo 9-1-1. Of those calls, 44,871 events were dispatched to SFD and 12,719 events were dispatched for the Caddo Fire Districts.

All Fire Department communications equipment (phones, radios, computers, tablets, mobile data, etc.), is purchased and maintained within this Division. The IT section processed over 2,365 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 processed within this division, as well.

The Communications Division has 10 peer-driven committees who work with Communications Administration to maintain the Division's standard of excellence. The men and women of SFD Communications work with one goal in mind and that is to provide the best service possible to our internal and external customers.



2020 APPARATUS WORKLOAD

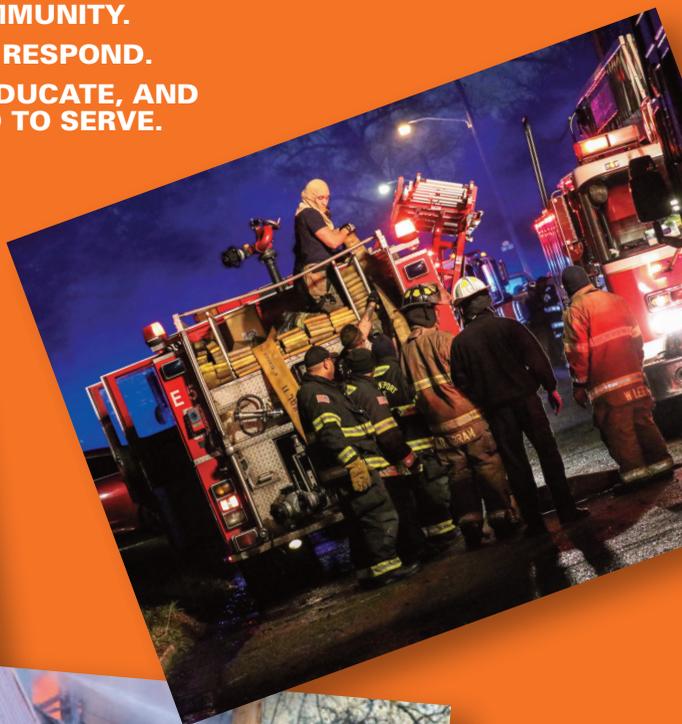
STATION 1 263 N. Common	Engine 12690 Medic 172 Truck 1750 Rescue 11151 Battalion 1610 EMS C-821372 Sprint 10	STATION 13 5915 W. 70th	Engine 132156 Medic 132561 Battalion 6423
STATION 2 4575 N. Market	Engine 2708	STATION 14 3830 Greenwood	Engine 142954 Medic 144373
STATION 3 1421 E. 70th	Engine 32670 Medic 33555	STATION 15 3206 W. 70th	Engine 153072 Medic 154104
STATION 4 220 Milam	Engine 42876 Medic 44188 Battalion 2748	STATION 16 5105 Hollywood	Engine 161648 Truck 1664 Truck 16_H730
STATION 5 240 E. Stoner	Engine 52701 Medic 53741	STATION 17 2901 Baird	Engine 173654 Medic 172921 Sprint 172 Truck 171218
STATION 6 2027 David Raines	Engine 61634 Medic 61920	STATION 18 3501 Pines	Engine 181173
STATION 7 751 Wilkinson	Engine 72972 Truck 71405	STATION 19 9336 Ellerbe	Engine 191625 Medic 192366 EMS C-83996
STATION 8 3406 Velve	Engine 83721 Truck 81519 Sprint 86	STATION 20 804 E. Flournoy Lucas	Engine 201768 Truck 2055 Truck 20_H665 Battalion 5254
STATION 9 7009 St. Vincent	Engine 93989 Truck 91166 Medic 970 Rescue 91843 Battalion 4863 Sprint 92	STATION 21 7050 Challenger	Charlie 113 Charlie 228 Charlie 31 Charlie 462 Charlie 514 Battalion 3457
STATION 10 763 Oneonta	Engine 102120 Medic 103906	STATION 22 2022 Southern Loop	Engine 22601
STATION 11 3736 Youree	Engine 112444		
STATION 12 6610 Woolworth	Engine 12807		





MISSION STATEMENT:

FAITHFUL TO
OUR COMMUNITY.
READY TO RESPOND.
WILLING TO EDUCATE, AND
DEDICATED TO SERVE.



GRAPHIC DESIGN
Williams Creative Group

PHOTOGRAPHY
Signal 51 Group