

# PLANO

fire  
rescue

*Professional service  
with heart — integrity always.*



# Department Functions



## **EMERGENCY SERVICES**

- Fire Suppression
- Emergency Medical Services
- Technical Rescue Services
- WMD/Hazardous Material (HazMat) Response
- Wildland Fire Fighting



## **NON-EMERGENCY SERVICES**

- Building Fire Protection Systems Engineering/Review
- Fire Code Enforcement
- Community Fire and Life Safety Education
- Community CPR Training
- Community Event Support
- Community Paramedic Practitioner Program



# Emergency Services Division

## Assistant Chief Chris Biggerstaff

### Emergency Operations Section

- Fire Suppression
- Emergency Medical Operations
- Fireground Support

### EMS Section

- EMS Training
- EMS QA/QI
- Community Paramedicine

### Special Operations Section

- SEMS (Special Event Medics)
- Hazmat
- Wildland
- TEMS (Tactical Medics)
- USAR (Special Rescue)

### Training Section

- Training and Continuing Education
- Safety
- Health/Wellness/Fitness



# Support Services Division

## Assistant Chief Jeff Moberley

Personnel Administration  
Accreditation  
Budget  
Open Records/Compliance  
Recruiting/Hiring  
Public Information  
Tactical Mapping (GIS)  
Performance Analysis

### Fire Prevention Section

- Fire Inspections  
*Existing & New Construction*
- Systems Engineering & Plan Review
- Fire Code Development & Enforcement
- Fire Investigations

### Logistics Section

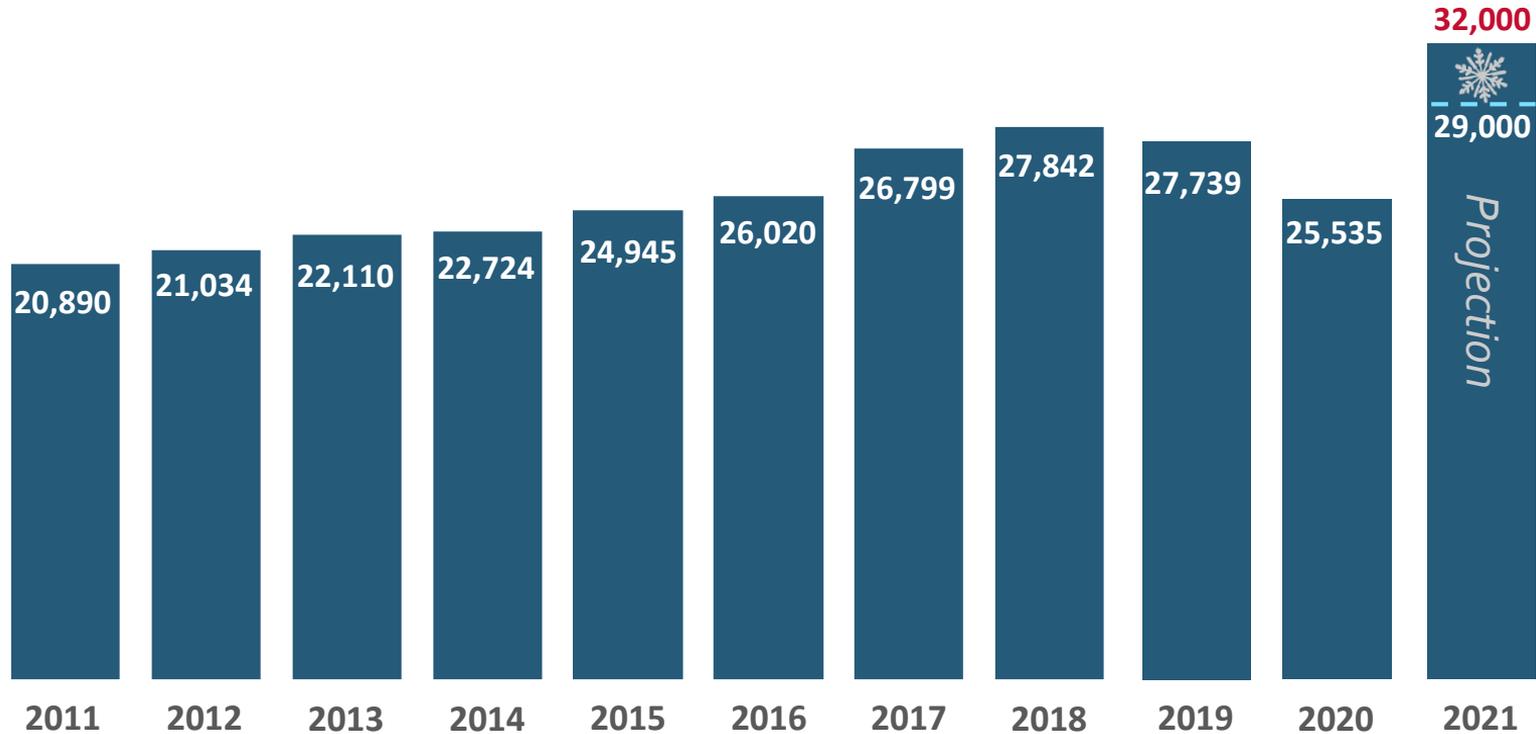
- Stations / Apparatus
- Equipment / Uniforms
- Utility Light & Air

### Community Outreach & Education Section

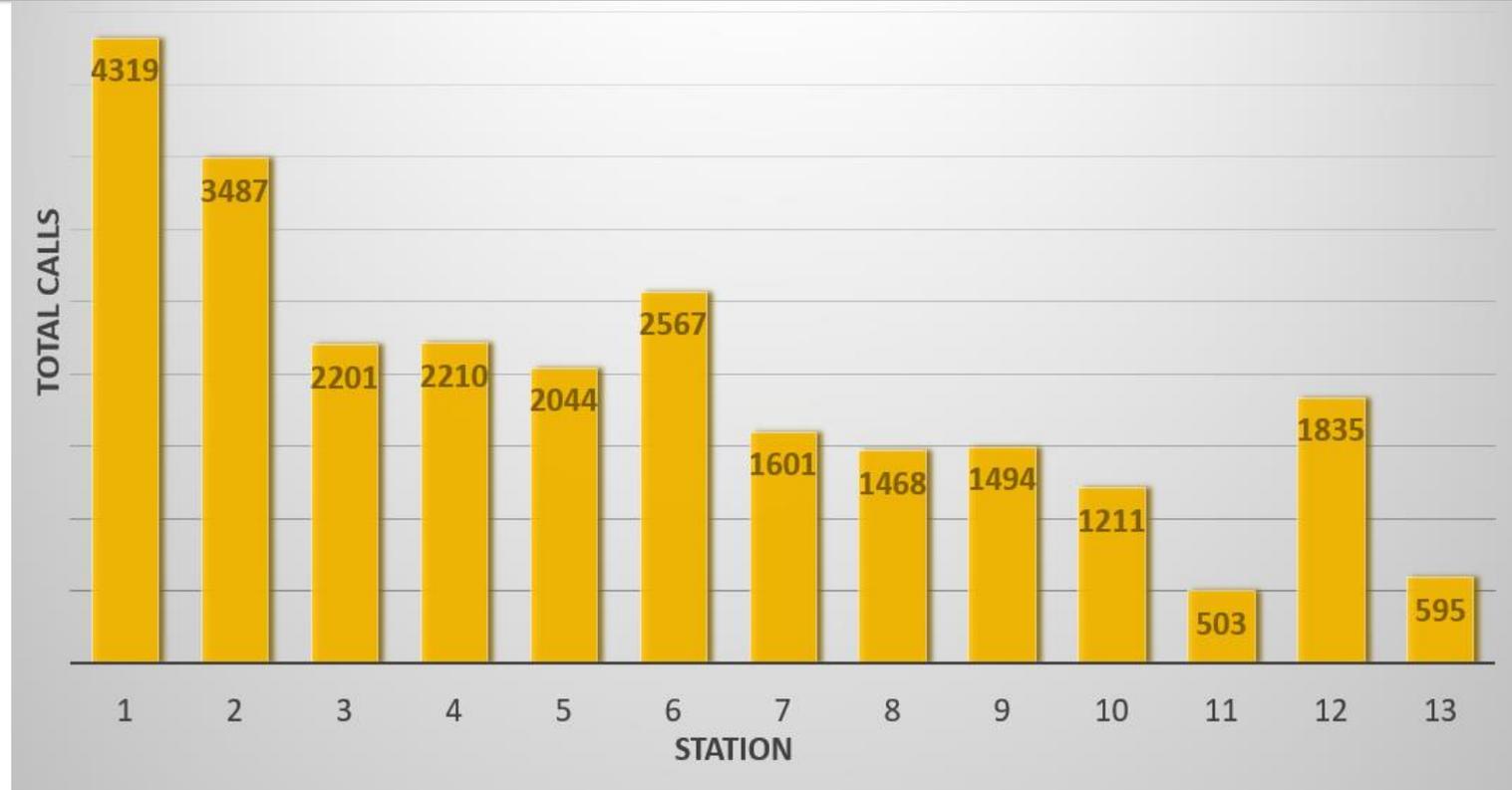
- Fire and Life Safety Education
- Hands-Only CPR & AED Training
- Smoke Alarm Checks & Installation
- Special Events



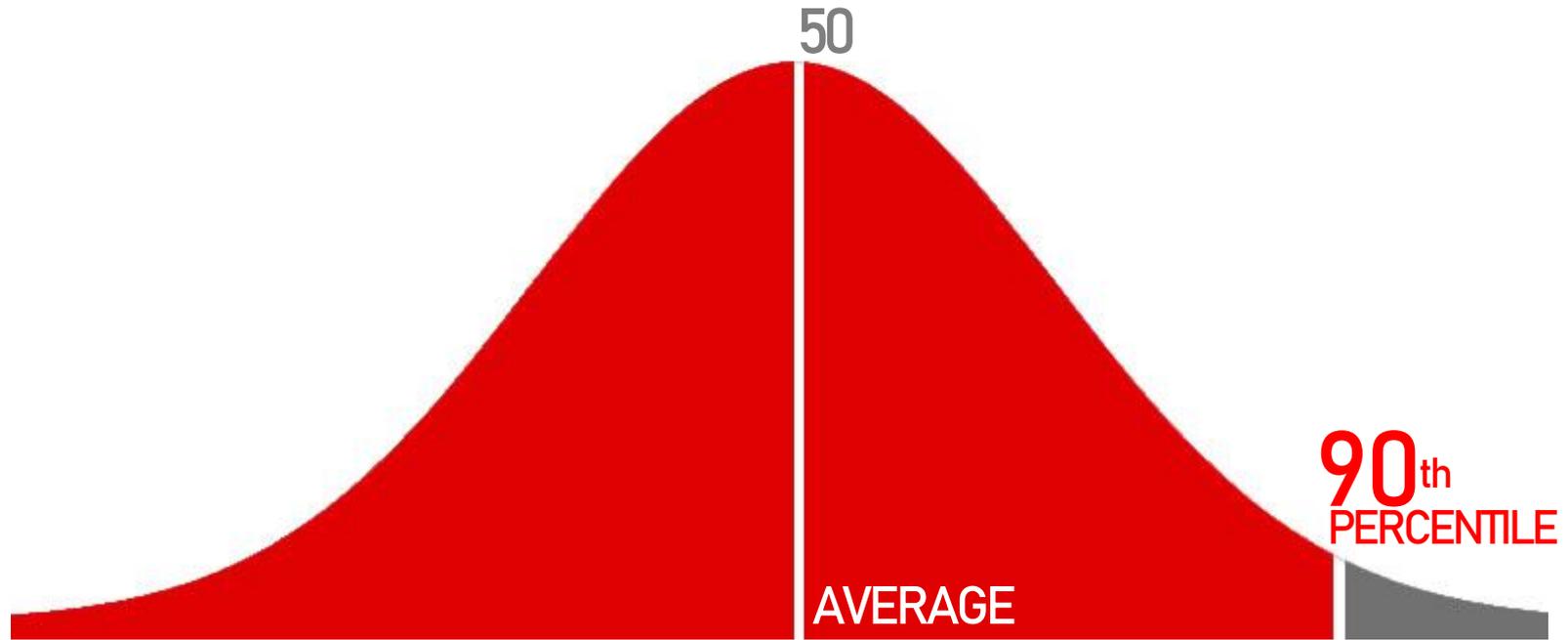
# Call Volume



# 2020 Calls by Station

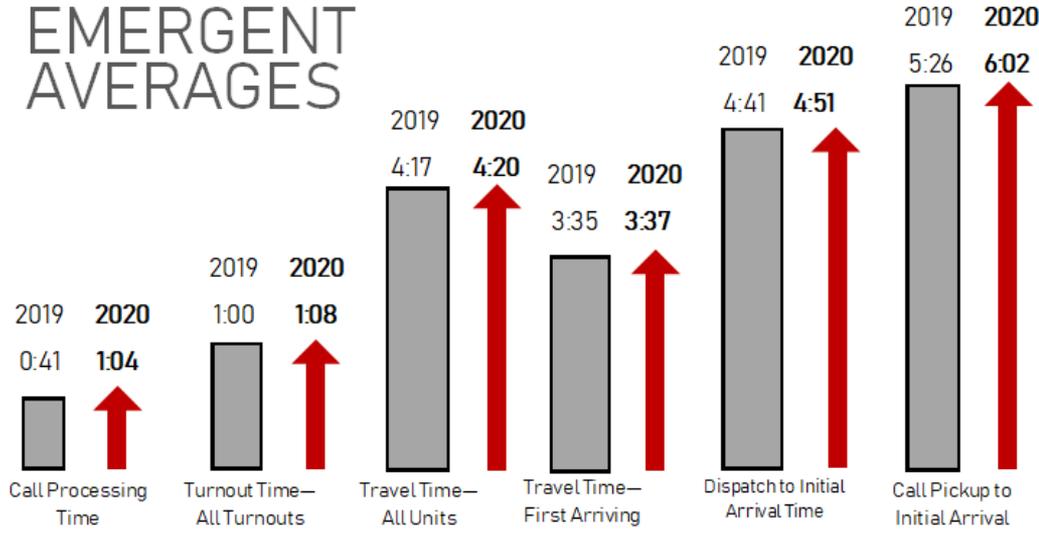


# 90<sup>th</sup> Percentile



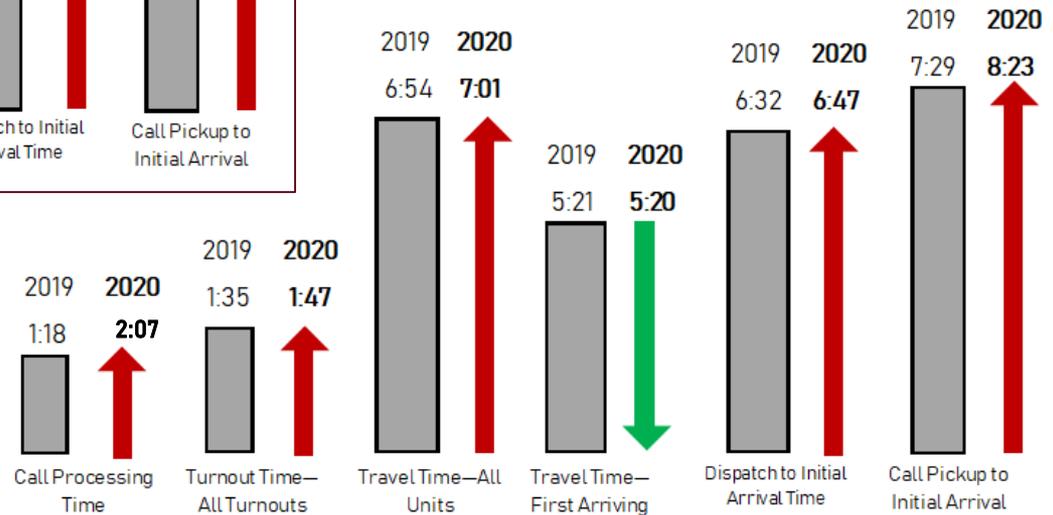
# Response Times

## EMERGENT AVERAGES



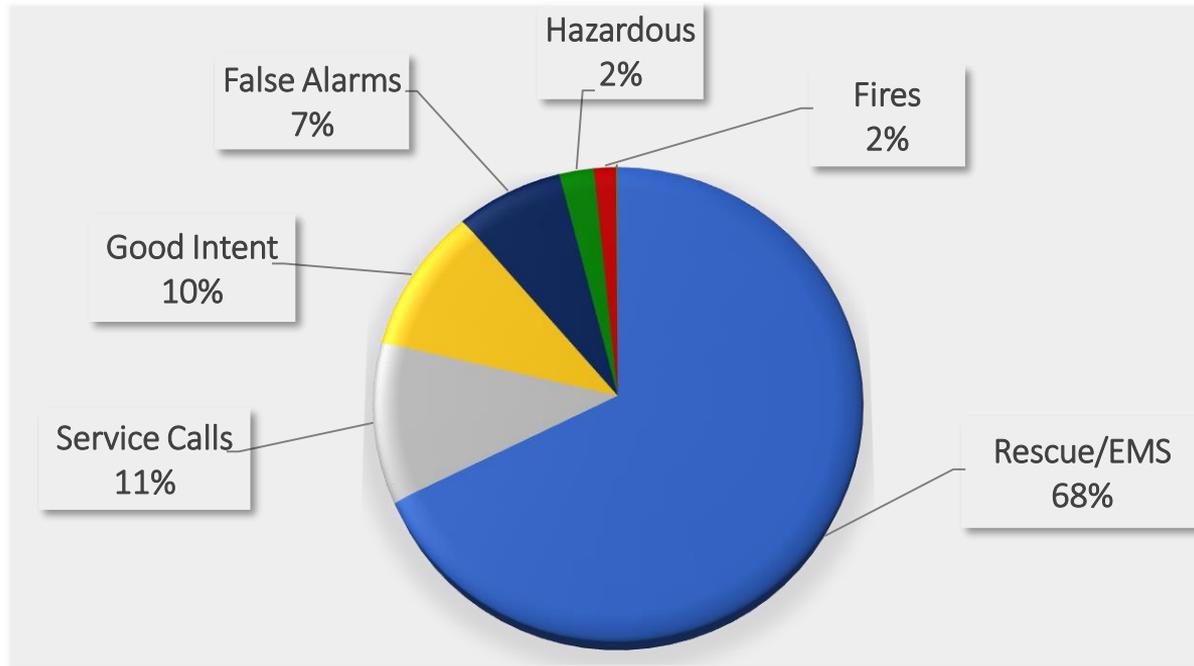
Call Processing times were dramatically impacted by COVID-19 patient screenings.

## EMERGENT 90TH PERCENTILES



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 2 minutes and 7 seconds.

# 2020 Incident Breakdown



# EMS Incidents

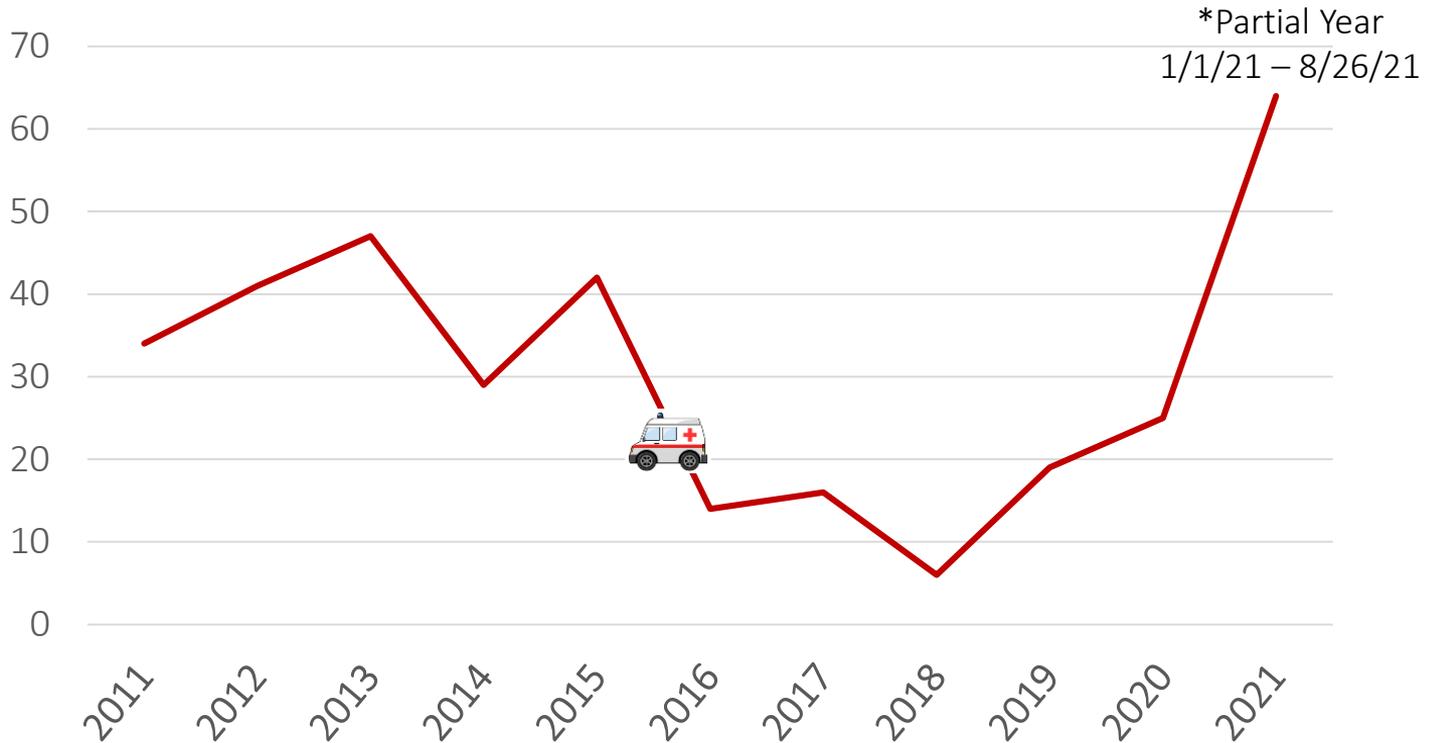


# EMS Transports

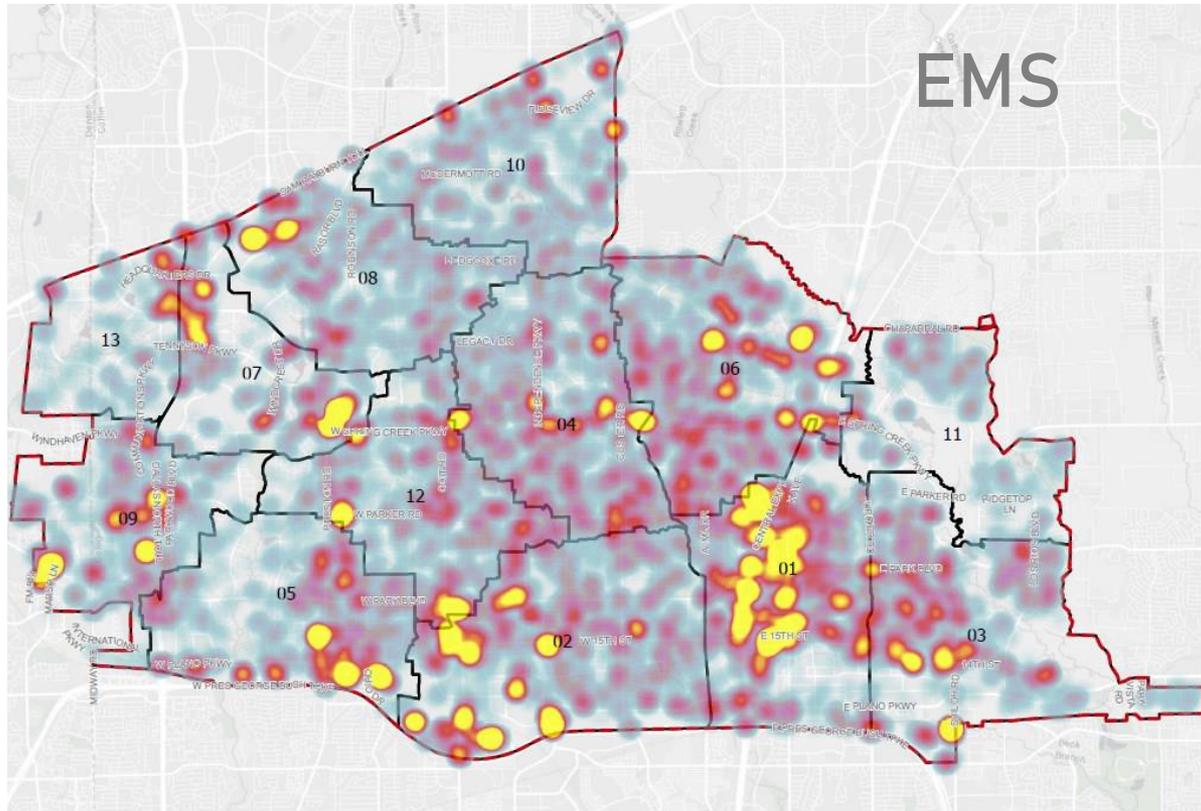
	2019	2020	2021 <i>Projection</i>	% Increase 2019 to 2021
Total	12,925	11,865	13,917	6%
Patients 65 and Over	6,036	5,691	6,738	11%



# Med Unit Overloads



# Incident "Heat" Map



# Fire Incidents





2020

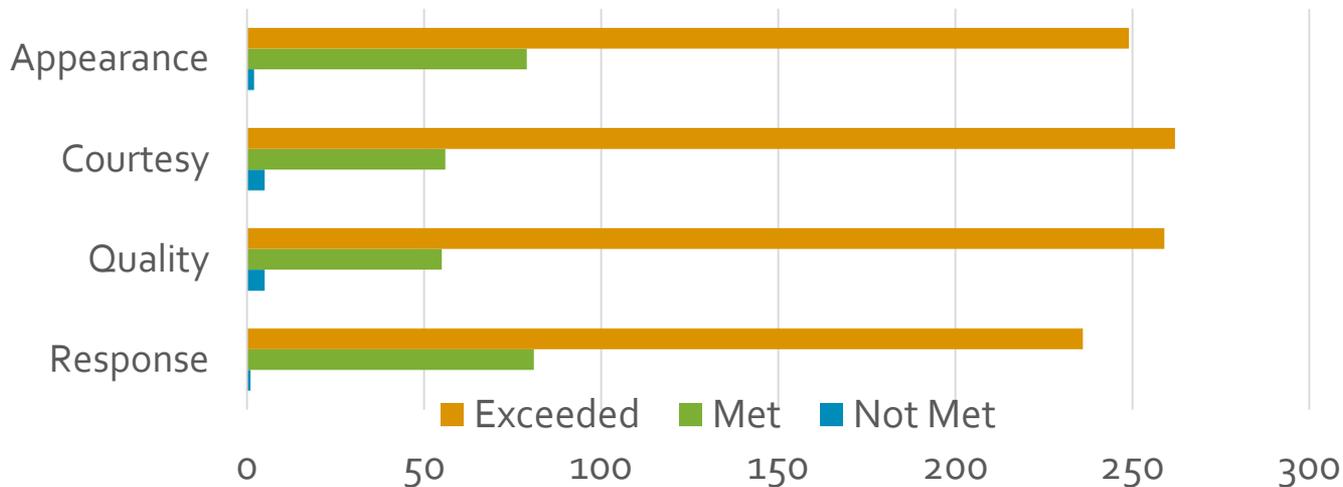
# Customer Satisfaction



# 98.39%

Met or Exceeded Expectations

Citizen Survey Responses **310**



# Training Center



# Training Center Background

## Area Growth

- PFR has grown to 399 members.
- Travel times to out of City training has increased.
- Changing service needs:  
    Hazmat & Special Rescue

## Evolution of Fire & EMS Training

- Move away from live fire training in acquired structures.
- Focus on safe, realistic, environmentally friendly training.
- Addt'l specialties require addt'l training.

## Benefits to the Citizens

- Improved service delivery
  - More realistic training.
  - Simulate infrequent, high-hazard events.
  - Practice new techniques in a safe, non-emergency setting.
  - PFR will not compete w/ other agencies for training dates.
- Response time improvements
  - Companies remain inside City limits.
  - Reduced training travel time.
  - Ability to rapidly release companies into service.



*"Don't train until we get it right, but train until you can't get it wrong."*

– Retired EMS Deputy Chief Ron Cooper

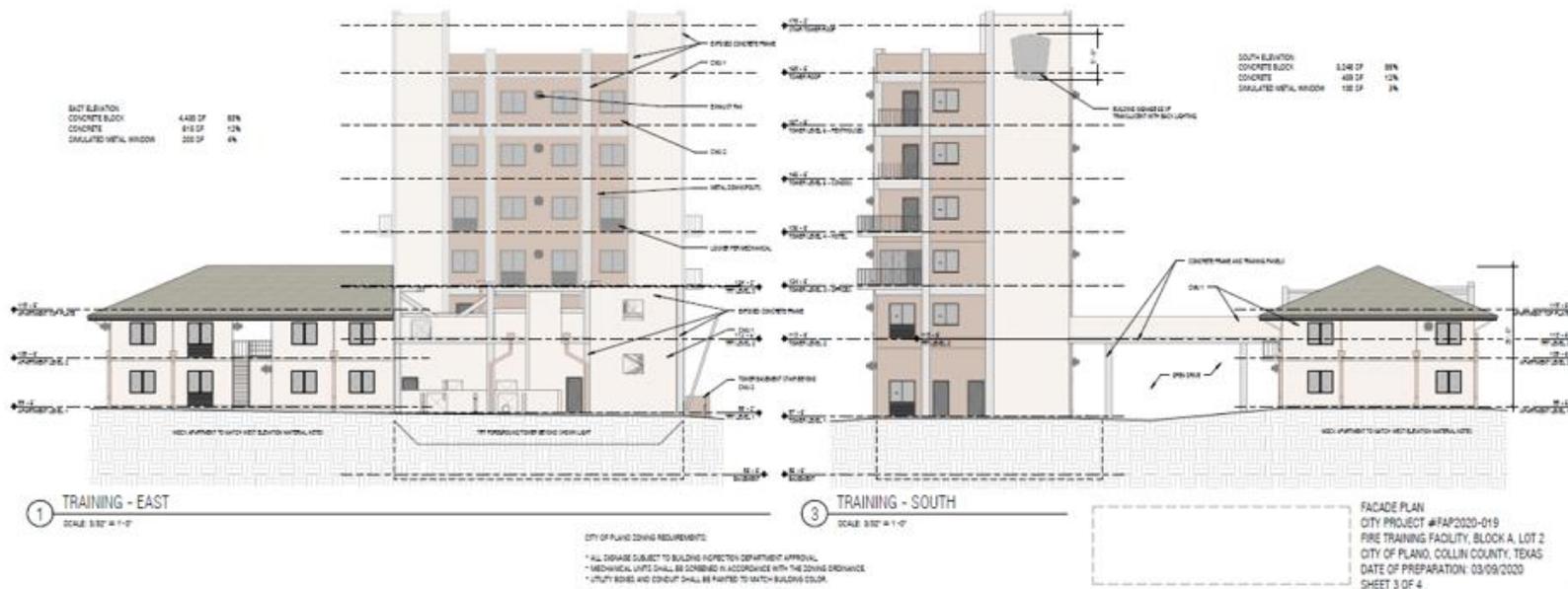
# Training Center



# Training Center



# Training Center





# Questions?

