

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

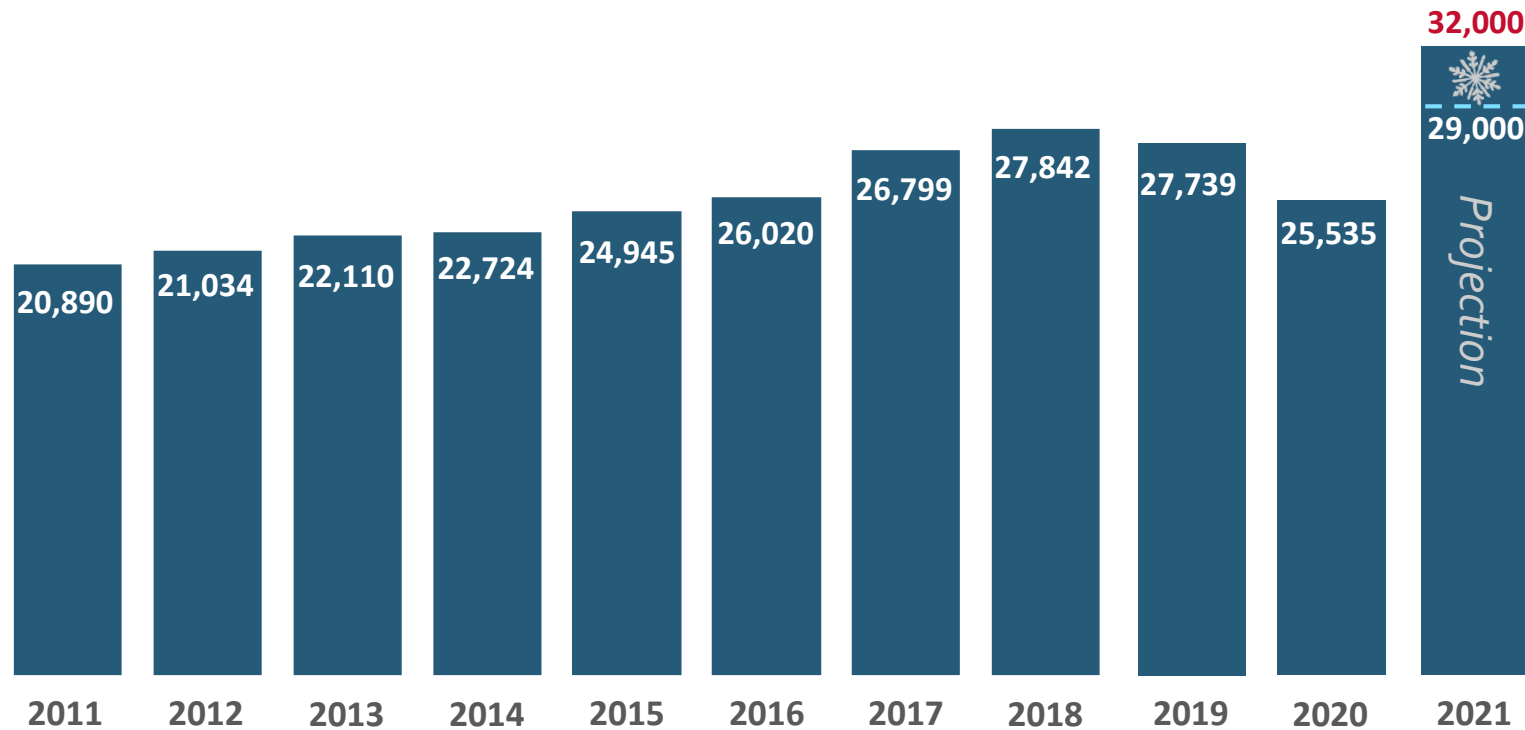
- Stations / Apparatus
- Equipment / Uniforms
- Utility Light & Air

Community Outreach & Education Section

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



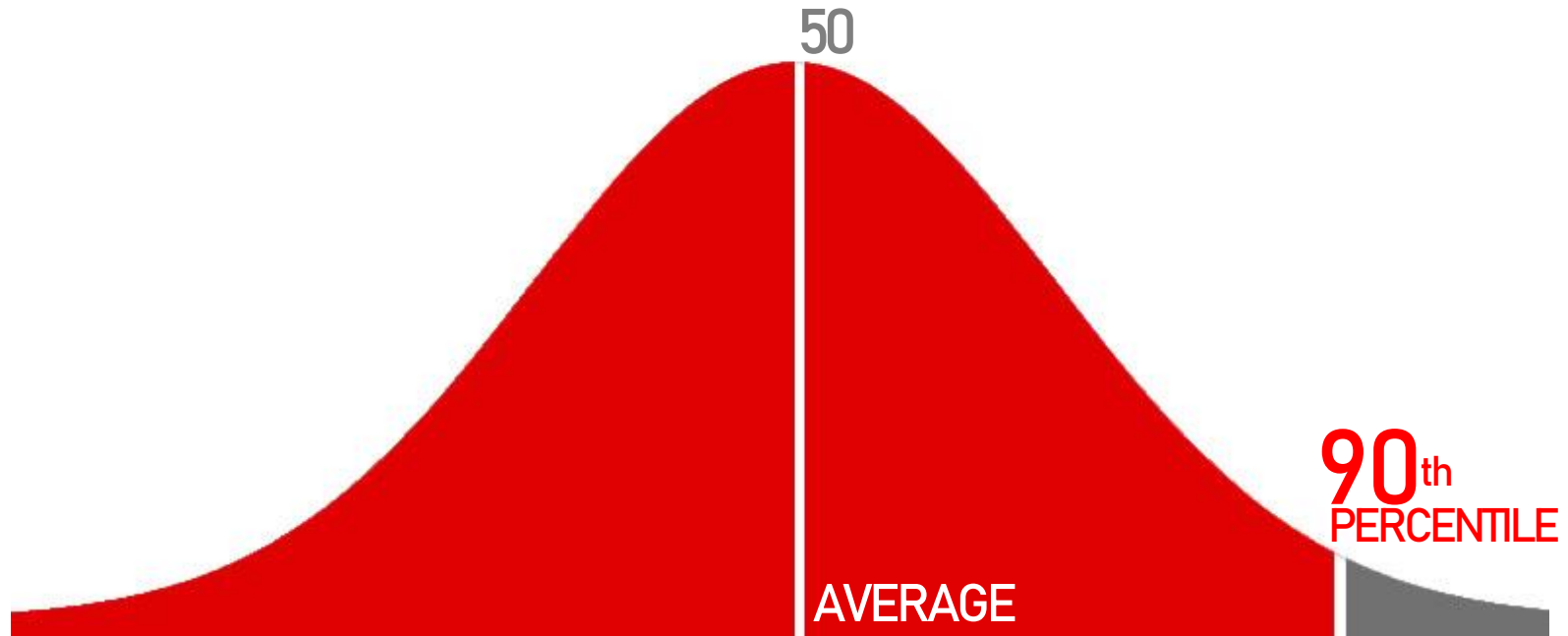
Call Volume



2020 Calls by Station

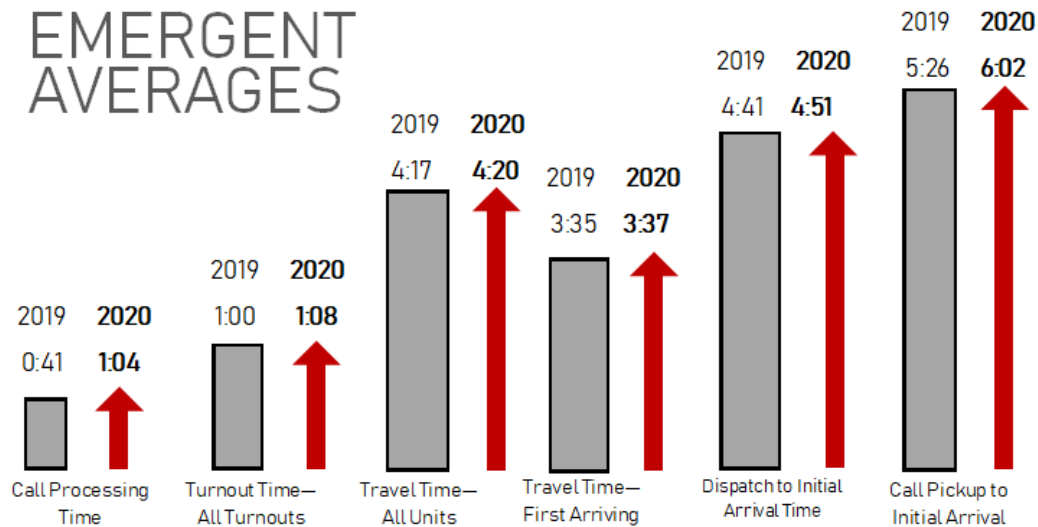


90th Percentile



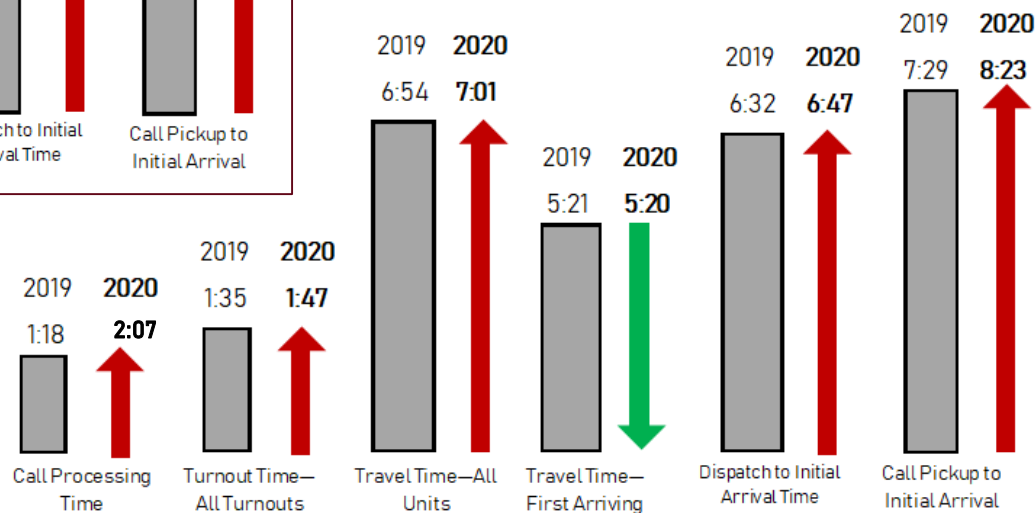
Response Times

EMERGENT AVERAGES



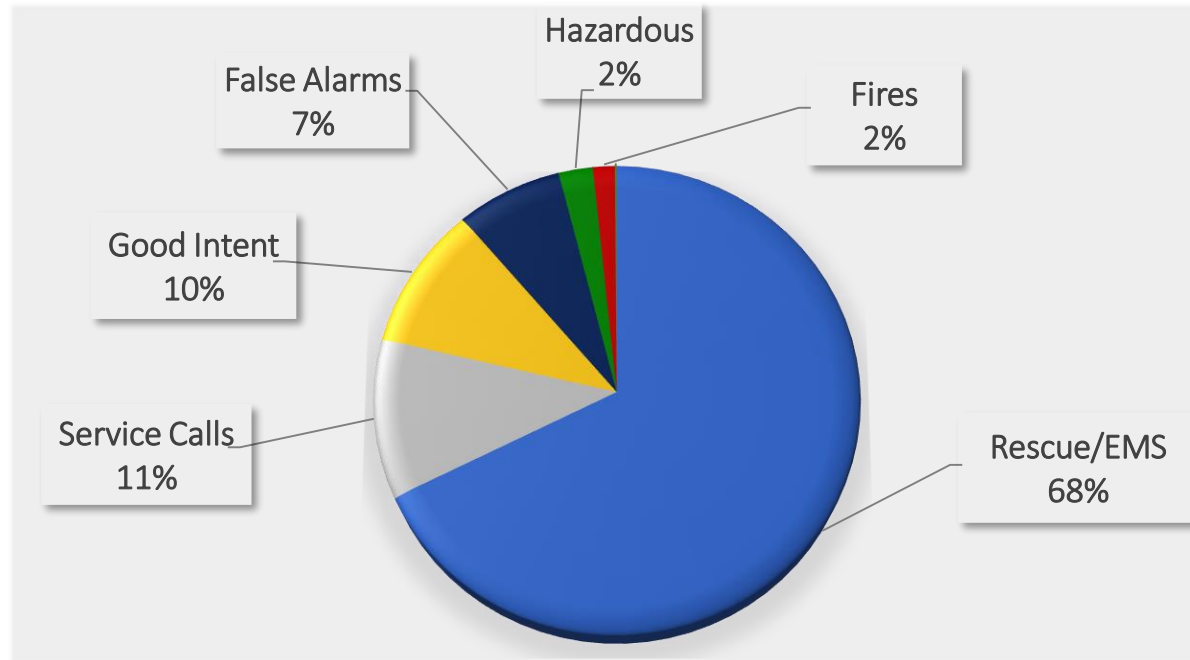
Call Processing times were dramatically impacted by COVID-19 patient screenings.

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

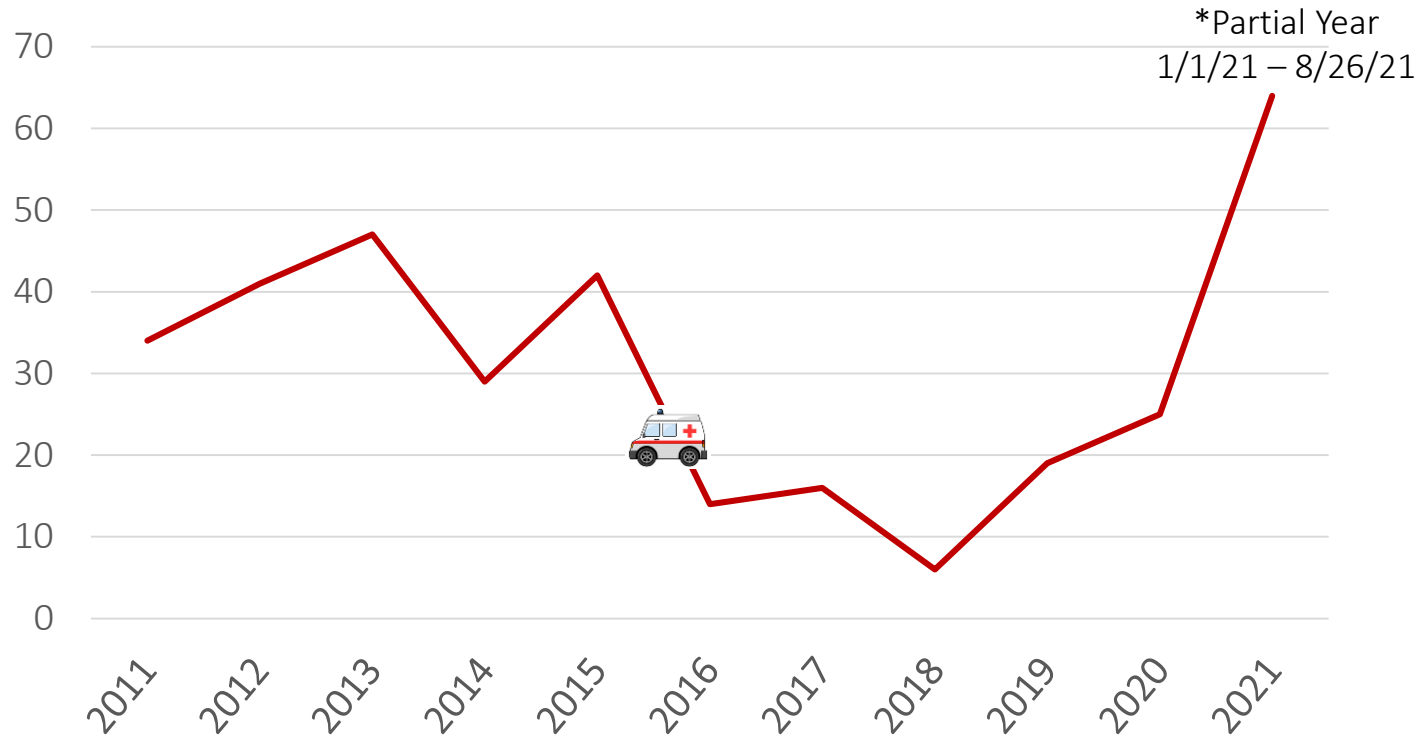


EMS Transports

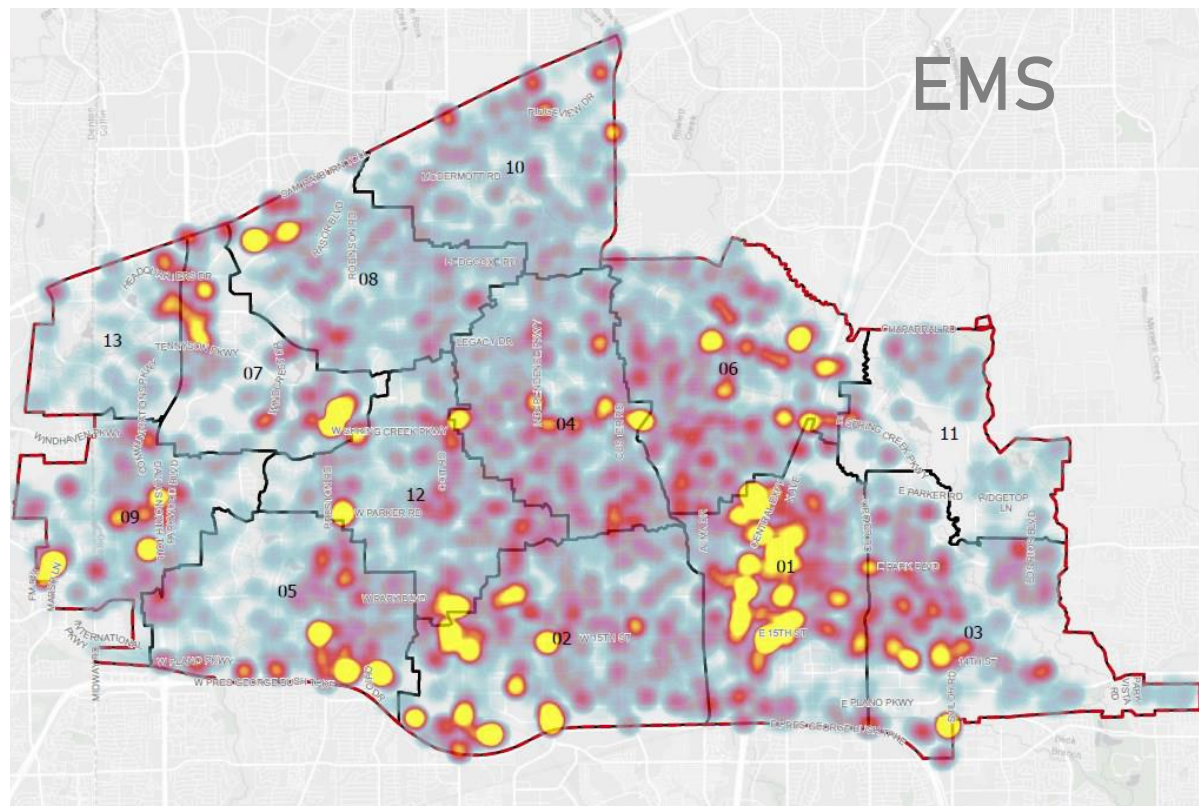
	2019	2020	2021 <i>Projection</i>	% Increase 2019 to 2021
Total	12,925	11,865	13,917	6%
Patients 65 and Over	6,036	5,691	6,738	11%



Med Unit Overloads



Incident “Heat” Map

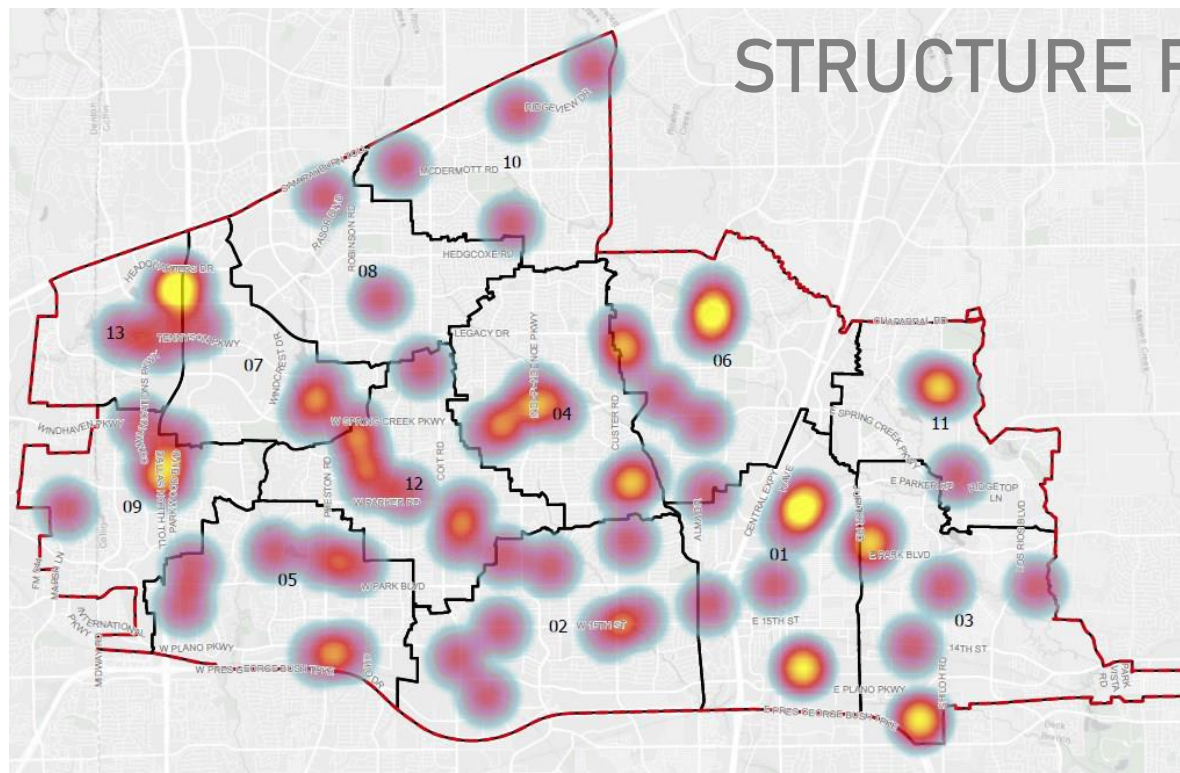


10/18/2021

Fire Incidents



Incident “Heat” Map



STRUCTURE FIRES



10/18/2021

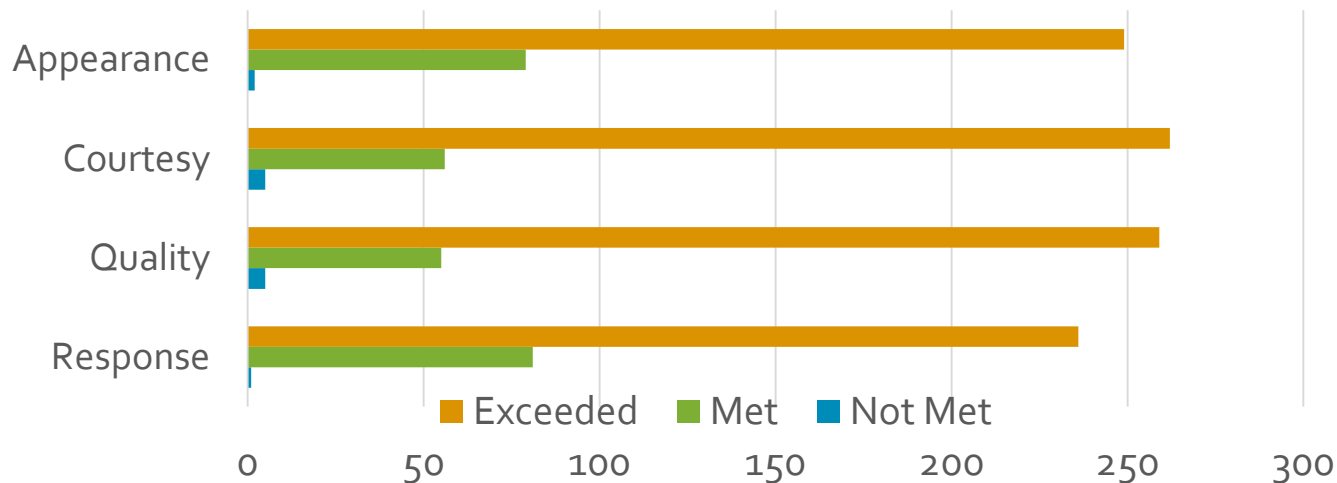
2020

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

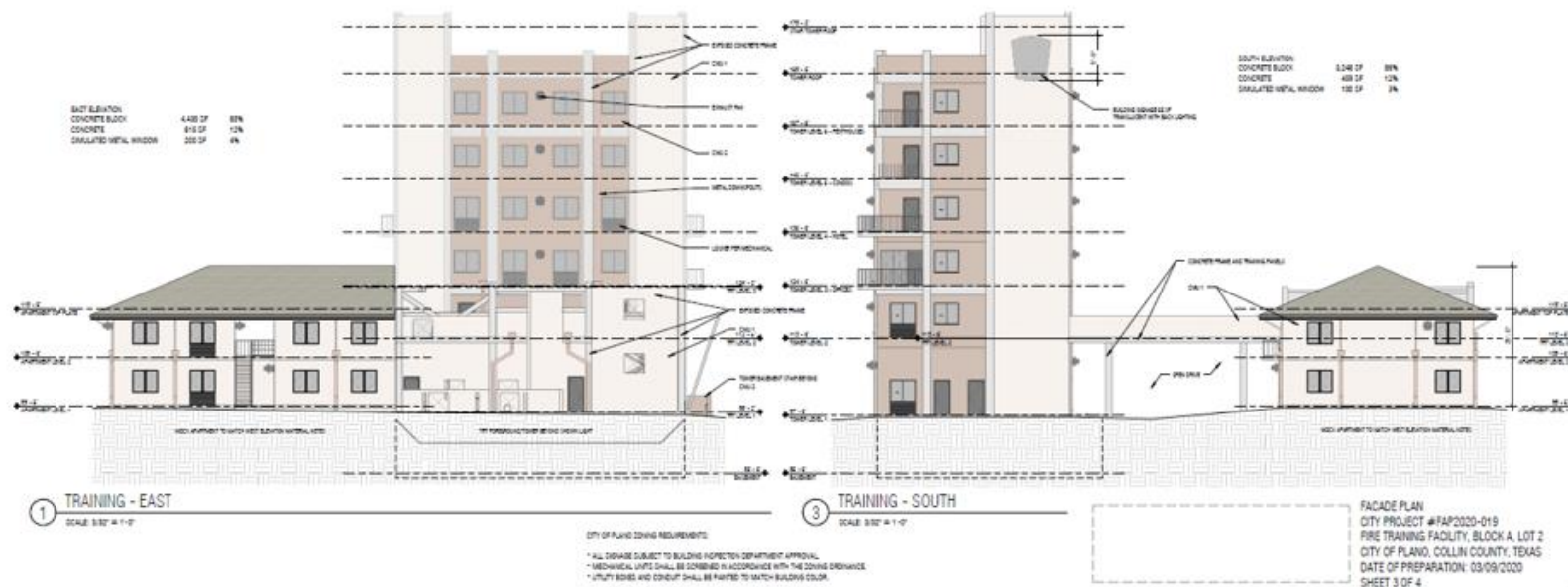
Training Center



Training Center



Training Center



④ SINGLE FAMILY - EAST (FRONT)

Training Center Drone Footage



Questions?

