Plano Fire-Rescue

2016

End of Year Report

May 8, 2017

Sam Greif

Fire Chief



Credit: John Mouser

Mission Statement

To protect and enhance the quality of life in Plano through a comprehensive program of services directed toward public education, prevention, and control in the areas of fire, rescue, medical emergencies,
hazardous materials incidents, and disasters.

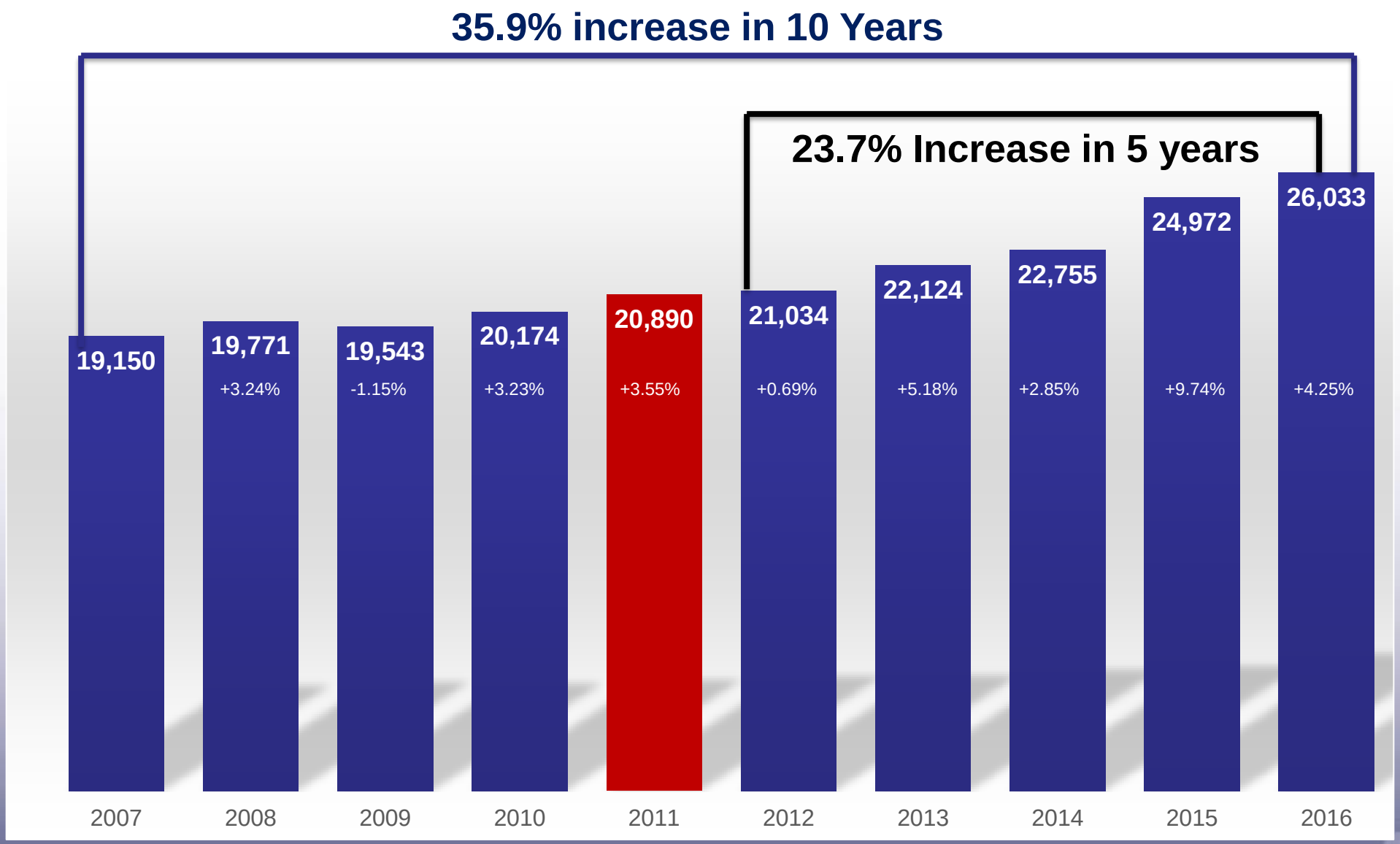
Answering the Call
Plano Fire-Rescue 2012-2016

Incidents	2012	2013	2014	2015	2016	% of 2016 Incidents	% Increase 2015 to 2016
Fires	422	370	356	368	384	1.5%	4.3%
Rescue & EMS	13,662	14,301	14,648	15,679	16,452	63.2%	4.9%
Hazardous conditions	577	609	535	637	657	2.5%	3.1%
Service Calls	1,794	1,730			2,365	9.1%	3.3%
Good Intent	3,184	3,526	3,318	4,117	4,222	16.2%	2.6%
False Alarm/ False Calls	1,401	1,541	1,754	1,824	1,892	7.3%	3.7%
Total	21,034	22,124	22,755	24,972	26,033	100%	**4.25%**

4.25%

Totals are from RMS confirmed incidents

Historic Incident Volume



What is driving these calls?

- EMS

Incidents	2012	2013	2014	2015	2016	% of 2016 Incidents	% Increase 2015 to 2016
Rescue & EMS	**13,662**	**14,301**	**14,648**	**15,679**	**16,452**	63.2%	4.9%











What is driving these calls?

- Aging population

Age	2010	% of population	2016 Transports	Percentage of patients transported
65 years and over	23,055*	8.9%*	4,298	40.4%

Source: 2010 US Census

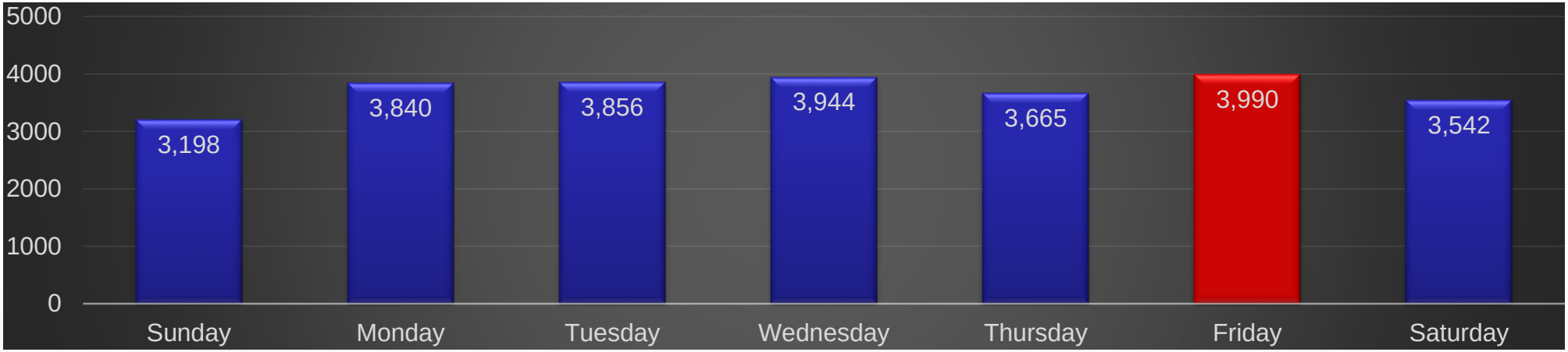
What is driving these calls?

- Aging population

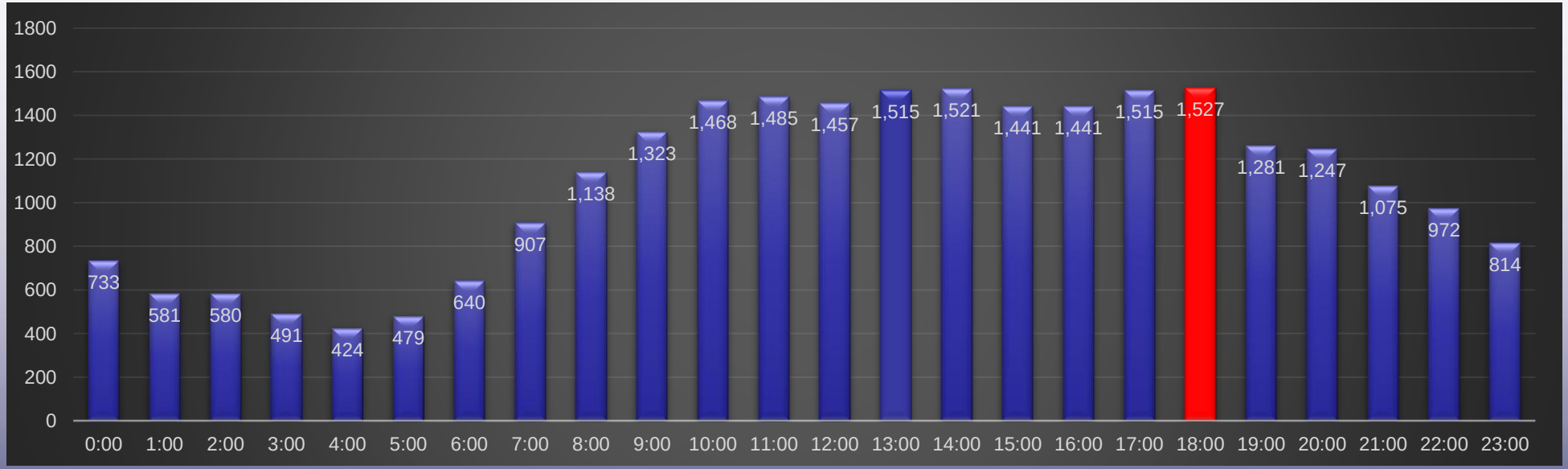
Year	2010	2020	2030	2040
Residents over 65	23,055	45,600*	71,600*	88,500*
% of Plano population	8.9%	15.9*	24.5*	29.5*

*Source: Steve Sims, Senior Planner

When are we responding to incidents 2016



Totals are from RMS confirmed incidents

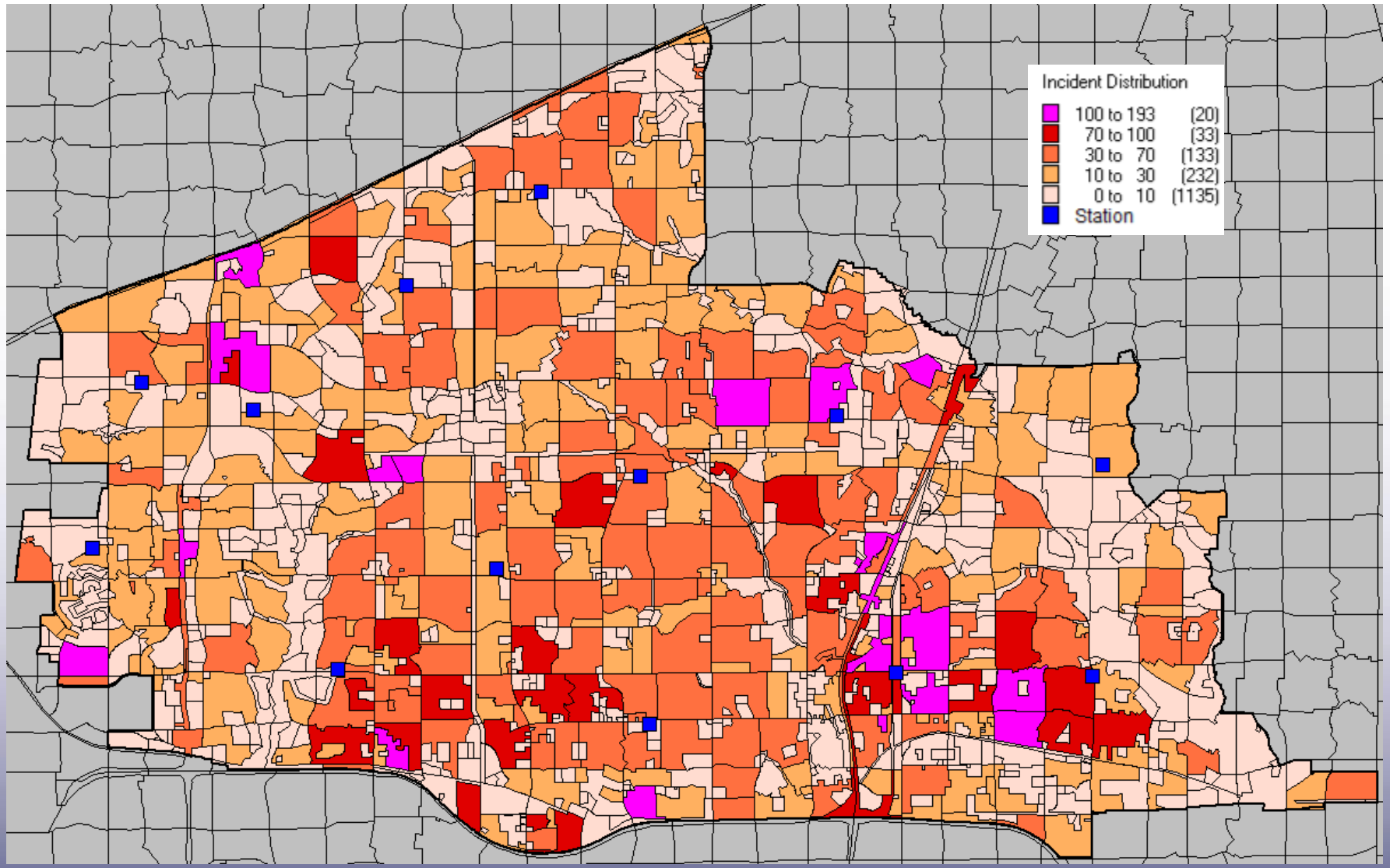


Totals are from RMS confirmed incidents

Responses By Station

Station	Apparatus	Total Responses
Station 1	ENG1, TRK1, MED1	7,030
Station 2	ENG2, MED2	5,376
Station 3	ENG3, MED3	3,572
Station 4	ENG4, TRK4, SQD1, MED81, MED82, MED83	3,816
Station 5	ENG5, TRK5	3,158
Station 6	ENG6, MED6, BATT1	4,921
Station 7	ENG7, MED7	4,032
Station 8	TRK8	1,488
Station 9	ENG9, MED9	3,039
Station 10	ENG10, MED10	2,807
Station 11	ENG11	586
Station 12	ENG12, MED12, BATT2	5,301
Station 13	ENG13	673

Where are we responding to calls 2016



All calls from CAD included in graphic

Dispatch to Arrival Times

Calls	2012	2013	2014	2015	2016	Change in FD Response Time 2012 to 2016
Structure Fire Calls (Avg)	5:08	4:55	4:53	5:19	5:03	-0:05
Structure Fire Calls (90%)	6:47	6:43	6:40	7:22	7:16	+0:29
EMS Calls (Avg)	4:42	4:41	4:37	4:44	4:50	+0:08
EMS Calls (90%)	6:29	6:43	6:33	6:40	6:48	+0:19

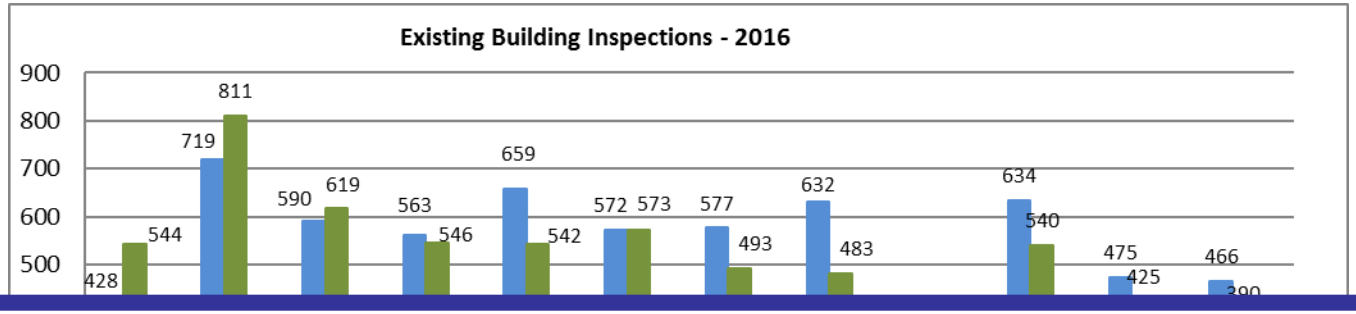
- FD Response Time is measured from Initial Dispatch to First Unit Arrival
- Times calculated from ±2σ of responses to the specified CAD call type

Call Pickup to Arrival Times

Calls	2012	2013	2014	2015	2016	Change in Total Response Time 2012 to 2016
Structure Fire Calls (Avg)	6:03	5:57	6:13	6:23	6:02	-0:01
Structure Fire Calls (90%)	7:49	7:50	8:23	9:15	8:23	+0:34
EMS Calls (Avg)	6:05	6:21	6:07	5:28	5:30	-0:35
EMS Calls (90%)	8:32	8:58	6:33	7:34	7:38	-0:54

- Total Response Time is measured from Call Pickup to First Unit Arrival
- Times calculated from ±2σ of responses to the specified CAD call type

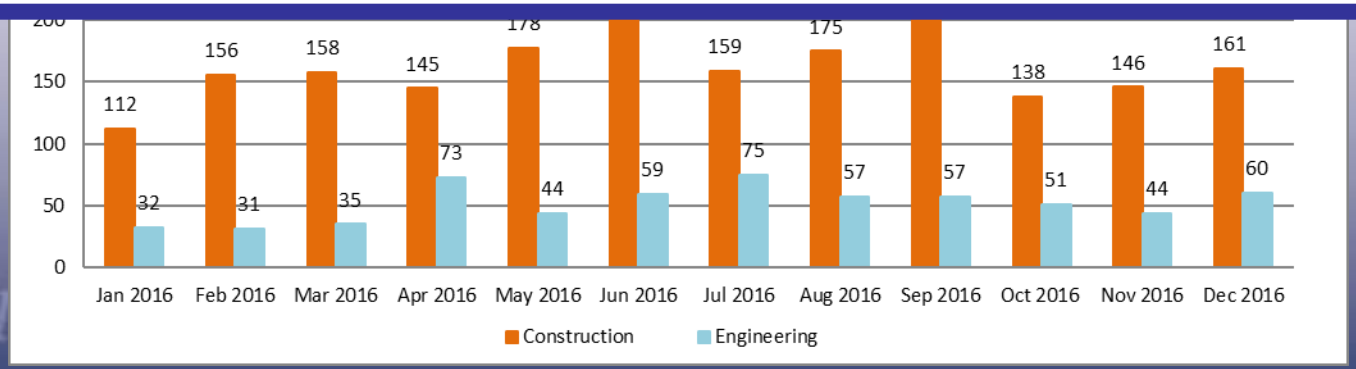
Fire Prevention



20.4% increase in New Construction Inspections 2015 to 2016

31.9% increase in New Construction Plan Reviews 2015 to 2016

0.2% decrease in existing building inspections completed 2015 to 2016



Public Education

- Nearly 33,000 adults and children educated
- Over 800 people trained in CPR
- 34 Schools and 12,500 children reached with LAFS (Life and Fire Safety)
- 468 programs given



Accomplishments

- Completed Remodels of Stations 2 and 6
  - Last remodeled in 1998 and 2002
- Hired and Trained Over 40 New Personnel
- Initiated Medical Physical Program
- ISO Rating Process
- 99.9% Customer Satisfaction Rating

Survey Responses

	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	Jun 2016	Jul 2016	Aug 2016	Sep 2016	Oct 2016	Nov 2016	Dec 2016
Number of Cards Sent	*200*	*200*	*200*	*200*	*200*	*200*	*200*	*200*	*200*	*200*	*200*	*197*
Total Responses	*52*	*41*	*52*	*39*	*46*	*51*	*43*	*42*	*26*	*28*	*32*	*36*
Response Time												
Exceeded #	42	29	41	31	37	41	32	42	22	23	25	25
Exceeded %	80.77%	70.73%	78.85%	79.49%	80.43%	80.39%	74.42%	100.00%	84.62%	82.14%	78.13%	69.44%
Met #	9	12	11	8	9	10	11	0	4	5	7	11
Met %											1.88%	30.56%
Did Not Meet #											0	0
Did Not Meet %											0.00%	0.00%
Quality of Service												
Exceeded #											28	26
Exceeded %											7.50%	72.22%
Met #											4	10
Met %											2.50%	27.78%
Did Not Meet #											0	0
Did Not Meet %											0.00%	0.00%
Courtesy of Personnel												
Exceeded #											28	27
Exceeded %											7.50%	75.00%
Met #											4	9
Met %											2.50%	25.00%
Did Not Meet #											0	0
Did Not Meet %											0.00%	0.00%
Appearance of Personnel												
Exceeded #	47	36	41	33	38	37	37	41	21	23	25	23
Exceeded %	90.38%	87.80%	78.85%	84.62%	82.61%	72.55%	86.05%	97.62%	80.77%	82.14%	78.13%	63.89%
Met #	5	5	11	6	8	14	6	1	5	5	7	13
Met %	9.62%	12.20%	21.15%	15.38%	17.39%	27.45%	13.95%	2.38%	19.23%	17.86%	21.88%	36.11%
Did Not Meet #	0	0	0	0	0	0	0	0	0	0	0	0
Did Not Meet %	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

Overall met or exceeded Expectations

99.9%

Replacement Apparatus

- 11 Ambulances
  - Delivered in 2016



- 1 Ladder Truck
  - Station 2
  - Approved FY 2016-2017
  - Ordered in 2016
  - 1.1 million
  - Delivery late 2017

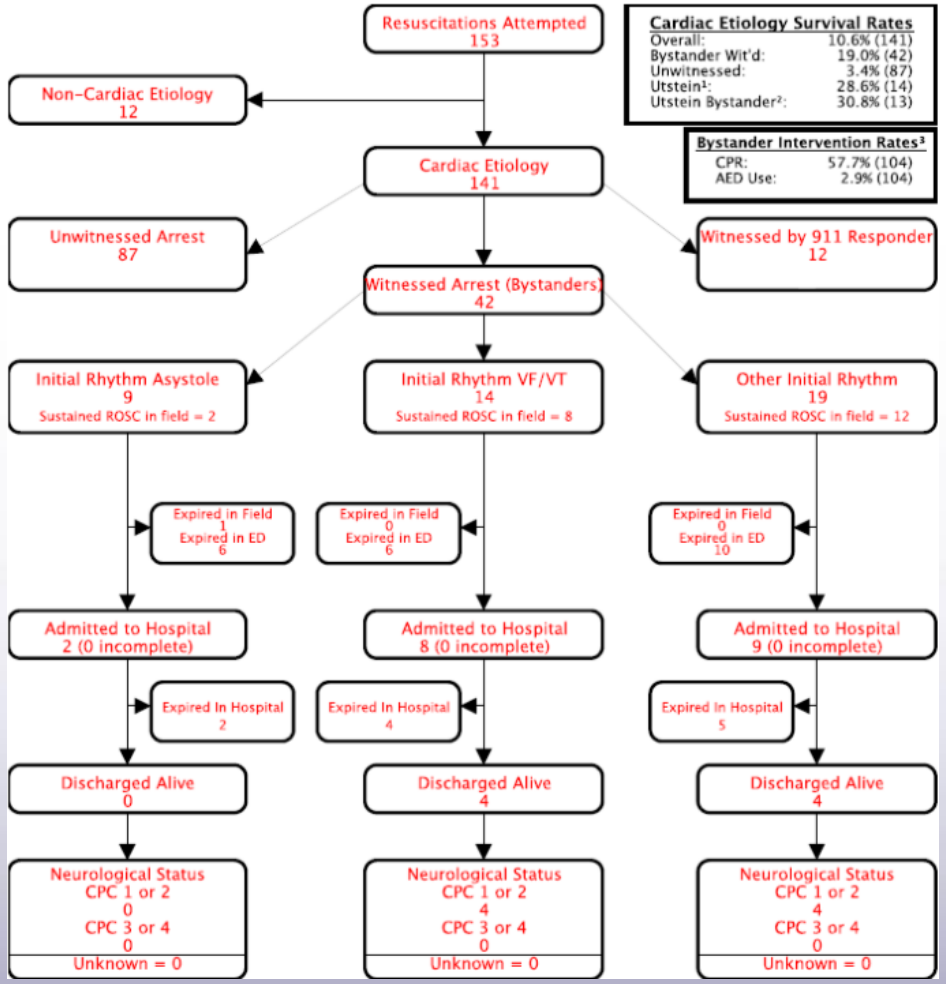


Credit: John Mouser

Cardiac Arrest

- Overall National Cardiac Arrest Survival rate ~ 5.2%
- Overall Plano Cardiac Arrest Survival rate ~ 10.6%
- Bystander witnessed arrest with bystander doing CPR National Rate ~ 31.7%
- Bystander witnessed arrest with bystander doing CPR Plano Rate ~ 30.8%

Cardiac Etiology Survival Rates	
Overall:	10.6% (141)
Bystander Wit'd:	19.0% (42)
Unwitnessed:	3.4% (87)
Utstein[1]:	28.6% (14)
Utstein Bystander[2]:	30.8% (13)



Recognition

- **Still the only agency supporting a population over 100,000 to have all three distinctions!**







Questions?

