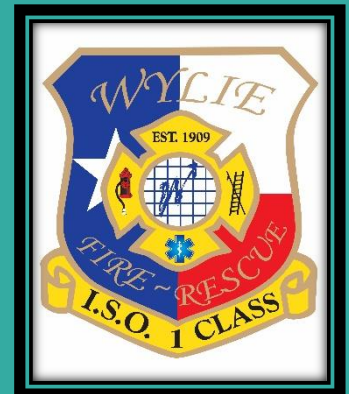

2018 Annual Report



2018

Wylie Texas Fire Rescue
Fire Chief Brent Parker



2018 Annual Report

Wylie Fire Rescue

To the Reader:

It is our pleasure to present the annual report for 2018 that recaps our activities and accomplishments. This report represents the fire departments transparent efforts to help answer any questions you may have on how your fire department conducts business. You will be amazed to learn how much your fire department impacts your community on a daily basis. The report includes a variety of facts and vitally important statistical information that is used to evaluate and plan our future services to our schools, businesses, neighborhoods, and visitors to the City of Wylie.

During 2018 the Wylie Fire Rescue responded to 5,532 Calls for Service. This represents a 7.9% increase in call volume over 2017.

Objectives

The department's objectives are to protect the lives, property, and environment of our community in the event of a man-made or natural threat and to provide Advanced Life Support Emergency Medical Services. To accomplish these objectives, the department performs the following functions:

1. Community risk reduction which includes: fire inspection, prevention, and investigation
2. Fire Suppression
3. Emergency medical response
4. Specialized programs which include: hazardous materials, water rescue, and technical rescue
5. Coordination of the community's emergency management activities

Strategic Planning Goals

Each of the departments goals for 2018 was developed under the City of Wylie's focus and guidance for strategic planning:

- Health, Safety, and Well-Being
- Community Focused Government
- Infrastructure
- Workforce Development
- Planning Management
- Community Culture

Departmental Accomplishments for 2018

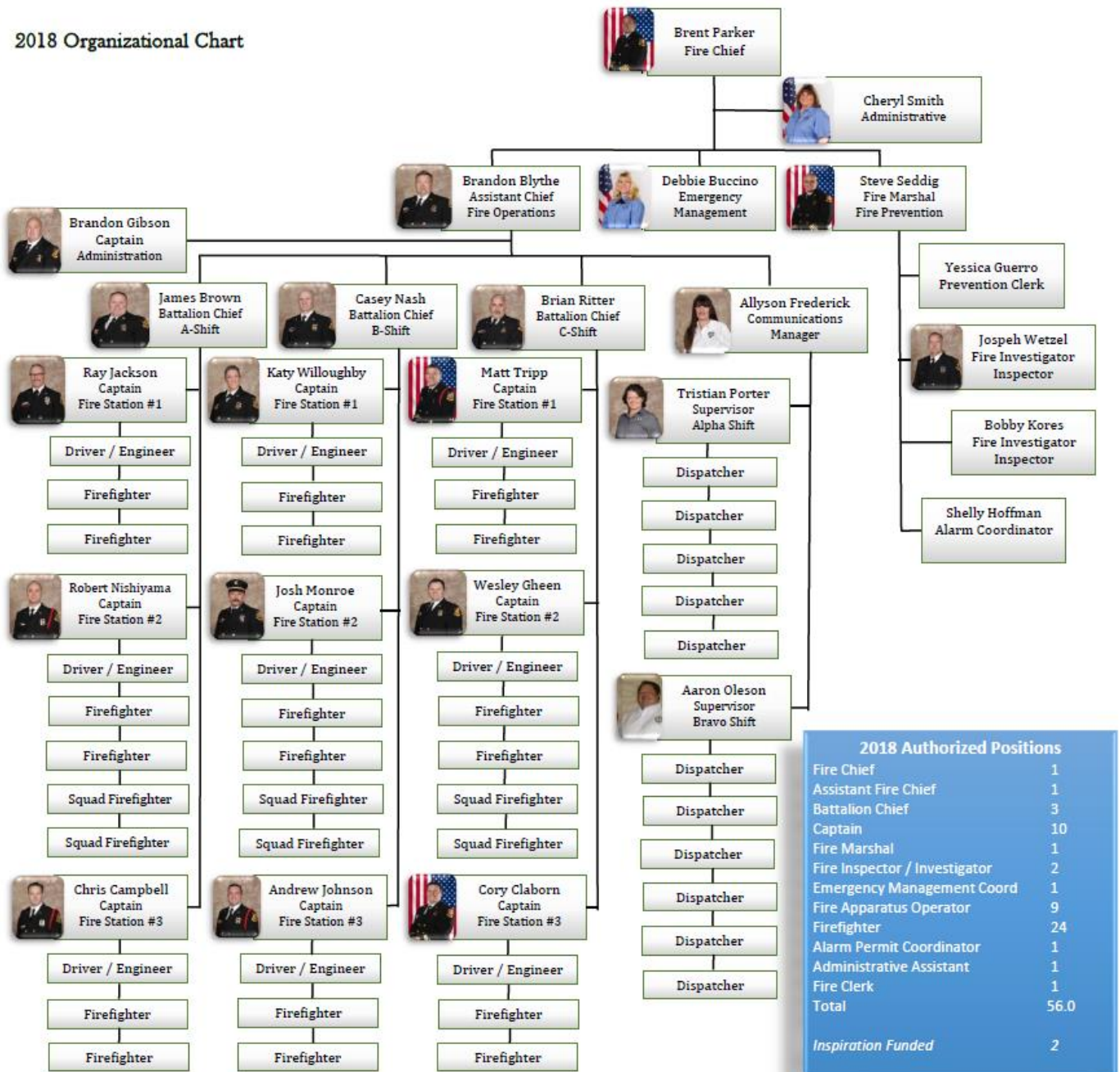
- ✓ Prevented the loss of life to fire through detectors, awareness and public education
- ✓ Achieved Recognized status through the Texas Fire Chief's Best Practices Program.
- ✓ Emergency Services provided to the community demands in accordance with ISO 1
- ✓ Maintained low incidence of fires in high-value and commercial properties.
- ✓ Placed a new Brush truck in Service



Personnel & Staffing – 56 Full Time Employees

In 2018 each shift (A,B,C) of responders was staffed with 15 personnel. These fifteen personnel staffed 3 Quint's, 1 Battalion Chief, and 1 Paramedic Squad. Daily minimum staffing was 13 Personnel on duty.

2018 Organizational Chart



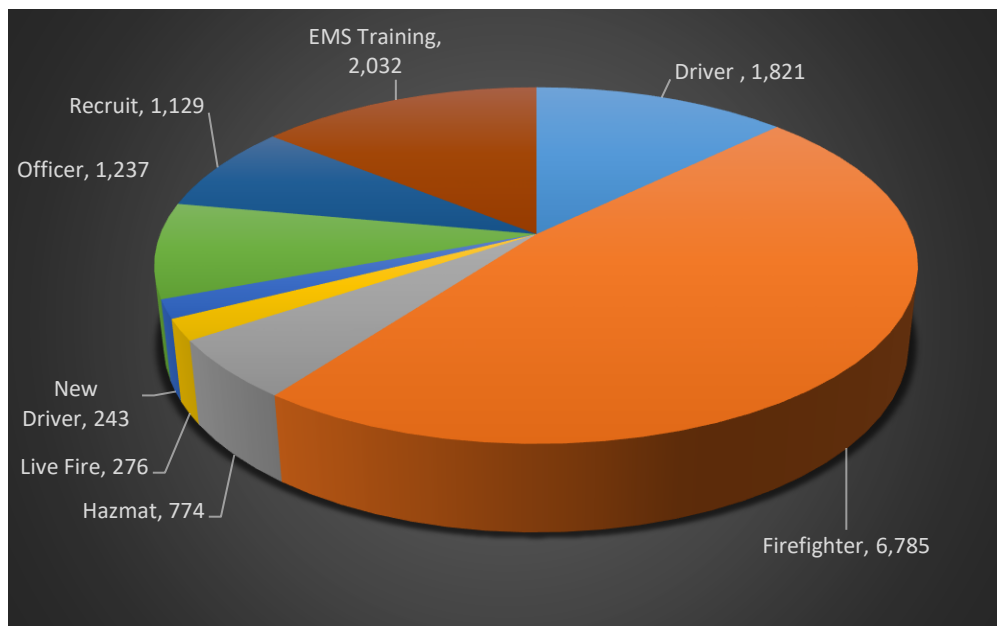
2018 Authorized Positions	
Fire Chief	1
Assistant Fire Chief	1
Battalion Chief	3
Captain	10
Fire Marshal	1
Fire Inspector / Investigator	2
Emergency Management Coord	1
Fire Apparatus Operator	9
Firefighter	24
Alarm Permit Coordinator	1
Administrative Assistant	1
Fire Clerk	1
Total	56.0
<i>Inspiration Funded</i>	<i>2</i>

Personnel Training



The Insurance Service Office (ISO) requires that firefighters complete 192 hours of fire training every year. In addition, the Texas Department of State Health Services requires paramedics to receive 36 hours of Advanced Life Support continuing education each year.

During 2018 Wylie Fire Rescue personnel completed 12,264 hours of fire training and 2,032 hours of EMS training. Each employee completed an average of 245 hours of fire training and 45 hours of EMS training.



Breakdown of Training Hours by Discipline

Stations & Apparatus - 3 Fire Stations Staffed 24/7

Fire Administration: 300 Country Club Rd. Suite 100

Fire Chief Brent Parker

Assistant Chief Brandon Blythe

Administrative Captain Brandon Gibson

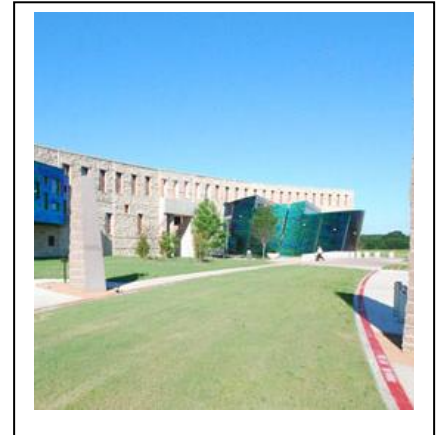
Alarm Clerk Shelly Henning-Hoffman

Fire Marshal Steve Seddig

Fire Investigator / Inspector Joe Wetzell

Fire Investigator / Inspector Robert Kores

Emergency Management Coordinator Debbie Buccino



Fire Station #1 – 1401 S. Ballard Ave.

Quint 141 - 2013 Rosenbauer 68' Quint – Staffed with 4 Personnel

Brush 141 - 2018 Ford Blanchat Brush Truck – *Not Staffed*

Medic 141 2015 Ford F450 Ambulance – *Not Staffed*

EMS 141 - 2017 Kawasaki EMS Cart – *Not Staffed*

Support 141 - 2004 Chevrolet Pickup – *Not Staffed*



Fire Station #2 – 555 Country Club Rd.

Quint 142 - 2007 General 75' Quint – Staffed with 4 Personnel

Squad 142 - 2016 Chevy EMS Pickup – Staffed with 2 Personnel

Medic 990 – Ambulance – Paramedics Plus EMS Provider

Quint 149 – 2006 Reserve 65' *Ready "Equipped" Reserve Quint*

Quint 149R – 1999 Reserve 65' Quint – *Not Staffed*

Medic 142 – 2007 Reserve Ambulance – *Not Staffed*



Fire Station #3 – 210 N. W.A. Allen Blvd.

Quint 143 - 2013 Rosenbauer 68' Quint – Staffed with 4 Personnel

Battalion 140 – 2012 Chevy Command Pickup – Staffed with 1 Personnel

Medic 991 – Ambulance – Paramedics Plus EMS Provider

Rescue 143 – 2017 Ford F550 Rescue – *Not Staffed*

Hazmat 143 – 2002 Performax Hazmat Trailer – *Not Staffed*

Marine 143 – 2012 Brunswick Rescue Boat – *Not Staffed*

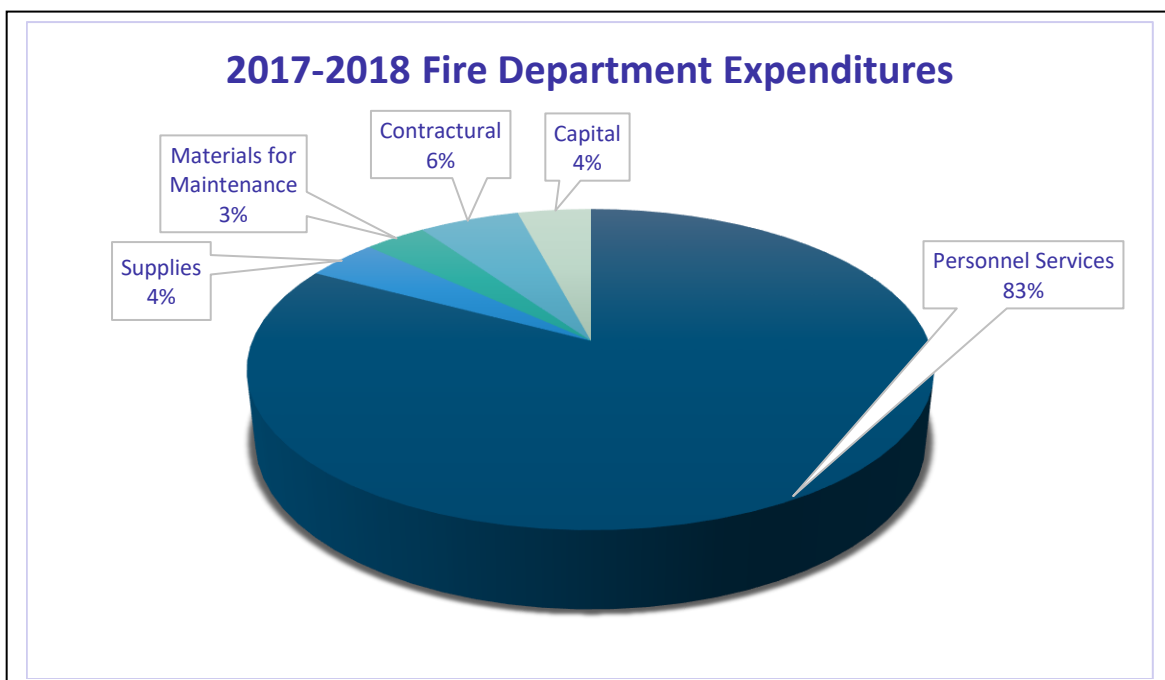


Financials - \$8,042,940 Expended in 2018

The fire department is primarily funded through General fund budget. General fund revenues primarily come from sales tax and property tax.

- The departments FY2017-2018 budget was \$8,569,190.
- The department came in under budget by 6.1% in 2018 spending \$8,063,894.
- 2018 Estimated Population - 52,003 = and estimated cost per capita of \$155.07
- 2018 Estimated Households = 16,000

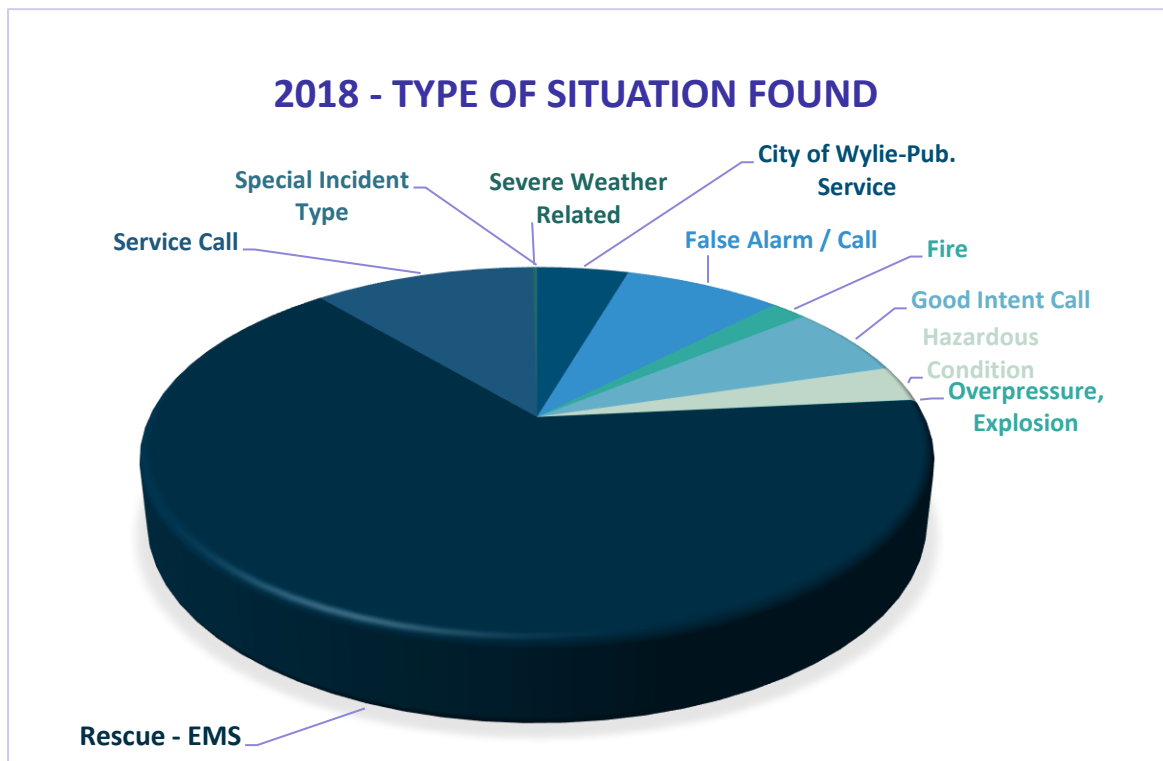
Expenditure Category	2017-2018 Final Budget	2017-2018 Expenditures	% Utilized
Personnel Services	7,125,278	6,659,693	93.5%
Supplies	349,384	324,044	92.7%
Materials for Maintenance	300,130	278,899	92.9%
Contractual	464,923	450,830	97.0%
Capital	329,475	329,475	100.0%
Total	8,569,190	8,042,940	93.9%



Calls for Service – 5,532 Calls Responded to in 2018

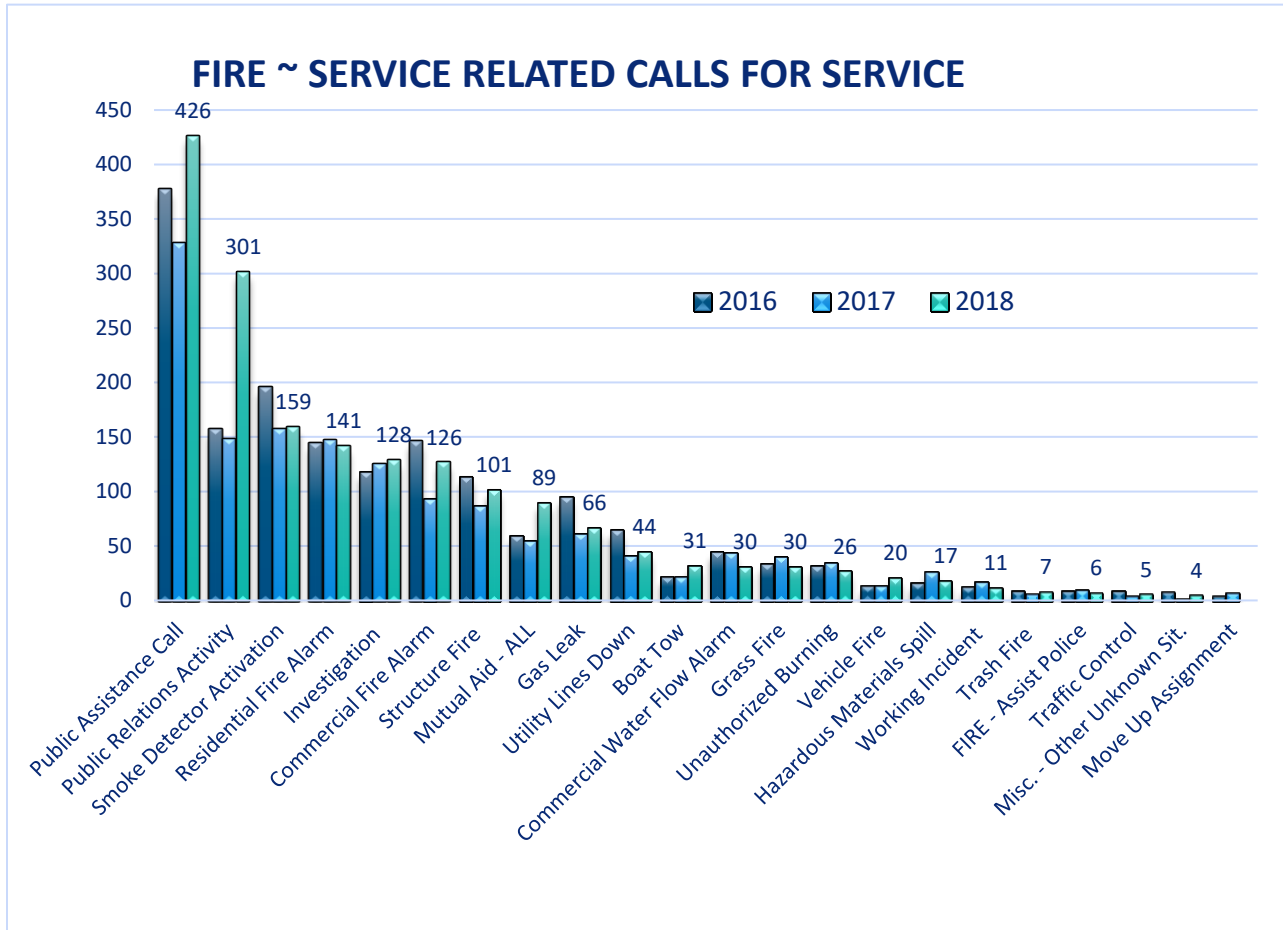
Calls for Emergency Medical Services represented the majority of the calls. 65%

MAJOR CATEGORY OF CALL	2017	2018
City of Wylie-Pub. Service	148	250
False Alarm / Call	446	430
Fire	104	99
Good Intent Call	173	345
Hazardous Condition	176	171
Overpressure, Explosion	0	2
Rescue - EMS	3624	3620
Service Call	442	603
Severe Weather Related	6	8
Special Incident Type	6	4
Grand Total	5125	5532

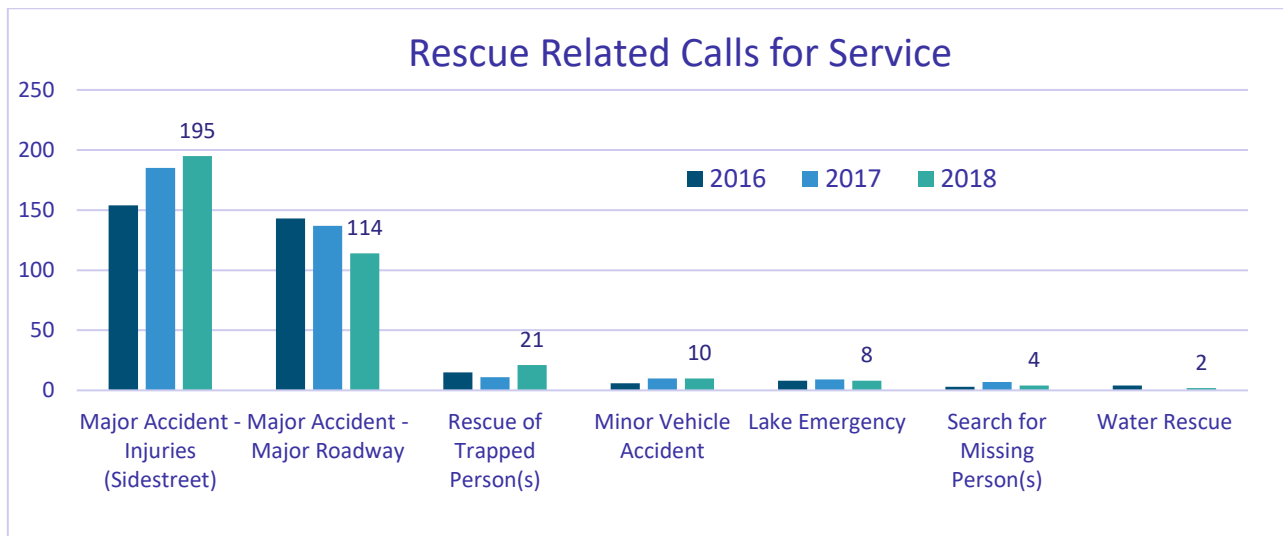


Breakdown of Calls for Service

Calls for Public assistance continue to be the number 1 call for Fire related services.



Calls involving rescue of trapped or injured persons



Fire Incidents

In 2018 Wylie Fire Rescue responded to 101 Reported Structure Fires.

85 total Fires were extinguished by the Fire department in 2018

There were 10 major fires in Wylie in 2018. They are listed below

Date	Time	Address	Street Name	Grid	District	Occupancy
02/16/18	19:08:57	820	HEATHERWOOD	3104	3	House
03/21/18	20:09:08	1107	HALL	1503	1	House
03/25/18	17:33:37	3208	BLUE HAVEN	5105	5	House
04/25/18	5:30:25	3400	MCMILLEN	4204	4	Apartment
05/18/18	2:25:14	2807	LAKE VISTA	5105	5	House
09/01/18	13:10:59	911	HENSLEY	1203	1	Business
10/24/18	16:49:37	2233	COLBY	3501	3	House
10/25/18	0:04:19	211	BALLARD	3102	3	Business
12/25/18	2:59:57	1905	STONE	C3506	3	House
12/26/18	14:14:25	3500	CATALPA	4212	4	House

Dollars lost versus Saved Table

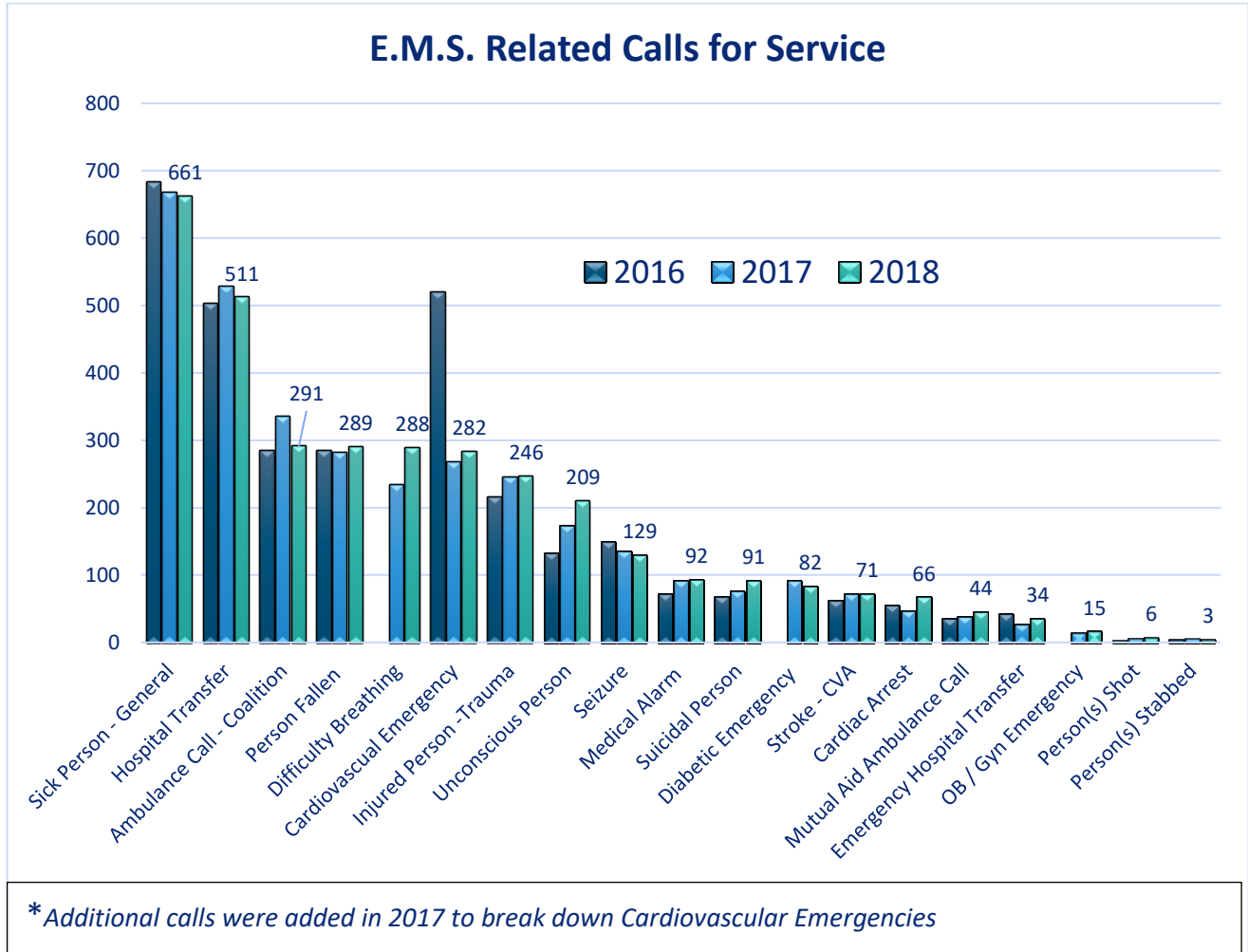
Address	Pre-Incident Property Value	Property Lost	Pre-Incident Contents Value	Contents Lost
HEATHERWOOD	\$197,768	\$10,000	\$20,000	\$2,000
HALL	\$295,874	\$47,339	\$75,000	\$20,000
BLUE HAVEN	\$448,100	\$403,290	\$105,963	\$63,577
MCMILLEN	\$3,800,000	\$10,000	\$380,000	\$5,000
LAKE VISTA	\$220,310	\$4,000	\$73,435	\$1,000
HENSLEY	\$1,000,000	\$400	\$200,000	\$0
COLBY	\$169,269	\$50,000	\$55,858	\$5,000
BALLARD	\$751,250	\$187,812	\$247,912	\$61,978
STONE	\$55,000	\$55,000	\$18,150	\$4,500
CATALPA	\$348,988	\$226,842	\$115,166	\$23,033
Totals	\$7,286,559	\$994,683	\$1,291,484	\$186,088
	Property Value Saved		Value of Contents Saved	
Value Saved	\$6,291,876		\$1,105,396	
% SAVED	86.3%		85.6%	

Emergency Medical Calls for Service

Emergency Medical calls represent the majority of calls for the Fire Department.

EMS call volume grew by 2.9% over the previous year.

Total EMS Calls responded to was 3,410.



The City of Wylie contracts with Paramedics Plus EMS for two Mobile Intensive Care Units staffed 24/7. Medic 990 responds from Station #2. Medic 991 responds from station #3.

Emergency Medical Services

In 2018 there was 4,154 patient encounters by Wylie EMS. This represents a 3% growth in the number of patients over 2017.

68.5% of the patient's encountered were transported to the hospital.

PATIENT DISPOSITION – (Action Taken)	COUNT	%
Transported No Lights/Siren	2,731	65.6%
Patient Evaluated, No Treatment/Transport Required	587	14.1%
Patient Treated, Released (AMA)	579	13.9%
Transported Lights/Siren	113	2.7%
Patient Dead on Scene - No Resuscitation Attempted (No Transport)	34	0.8%
Patient Treated, Transported by Law Enforcement	27	0.6%
Cancelled (No Patient Contact)	23	0.6%
Cancelled (Prior to Arrival at Scene)	19	0.5%
Standby - Public Safety, Fire, or EMS Operational Support Provided	14	0.3%
Patient Dead on Scene - Resuscitation Attempted (Without Transport)	11	0.3%
Transported No Lights/Siren, Upgraded	7	0.2%
Patient Treated, Transported by Private Vehicle	6	0.1%
Cancelled on Scene/No Patient Found	3	0.1%

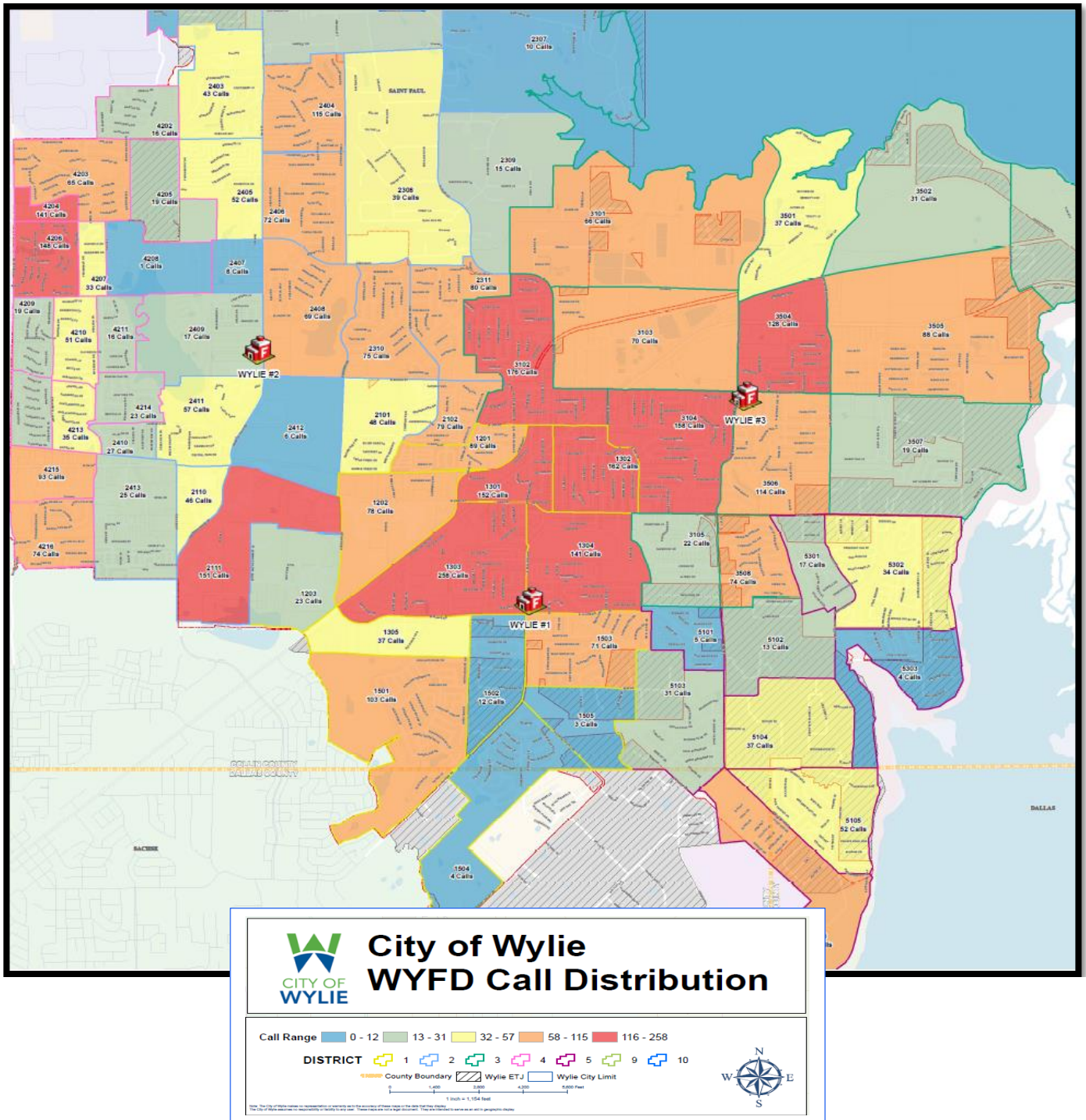
Transport Destination:

HOSPITAL TRANSPORT DESTINATION	
METHODIST RICHARDSON - RENNER	33.4%
LAKE POINTE ROWLETT	21.0%
MEDICAL CENTER OF PLANO	12.1%
LAKE POINTE WYLIE	8.3%
BAYLOR PLANO	6.8%
CHILDRENS LEGACY	3.7%
BAYLOR PLANO - HEART HOSPITAL	2.5%
MEDICAL CITY DALLAS	1.6%
PRESBY PLANO	1.6%
MEDICAL CENTER MCKINNEY	1.1%
THER HOSPITALS	7.4%

Call Distribution:

The map below is provided to show where the fire department calls for service are occurring. The calls are broken down by geographical service areas. (Known as Grids).

A quick review shows a direct correlation between population density and call volume.

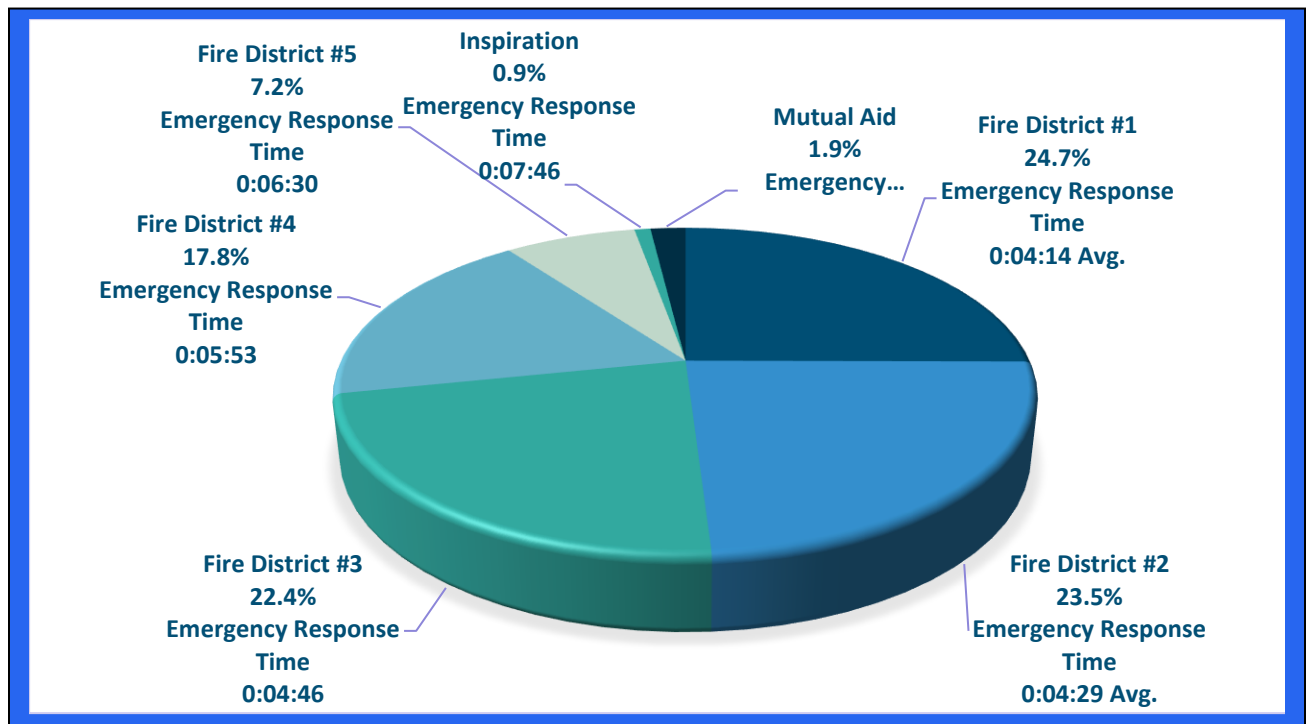


Evaluation of Calls for Service by District, and Response Time

The table below is a comparison of call volume and the response time to those districts.

- A “district” is a fire stations fixed response area.
- District 4 and 5 are future fire station districts.
- National recommendations suggest that in order to be effective, agencies should respond to all emergencies within 4-6 minutes.
- Districts with a fire station are meeting, and in some cases exceeding the departments long established response goals.
- Average emergency response time is calculated on Priority 1 emergency lights and siren responses only and does not include lower priority calls for service

District of Call	Total Incidents Reported	% of Total Call Volume	Avg. Emergency Response Time
Fire District #1	1189	24.7%	0:04:14
Fire District #2	1134	23.5%	0:04:29
Fire District #3	1079	22.4%	0:04:46
Fire District #4	859	17.8%	0:05:53
Fire District #5	345	7.2%	0:06:30
Inspiration	42	0.9%	0:07:46
Mutual Aid	92	1.9%	N/A

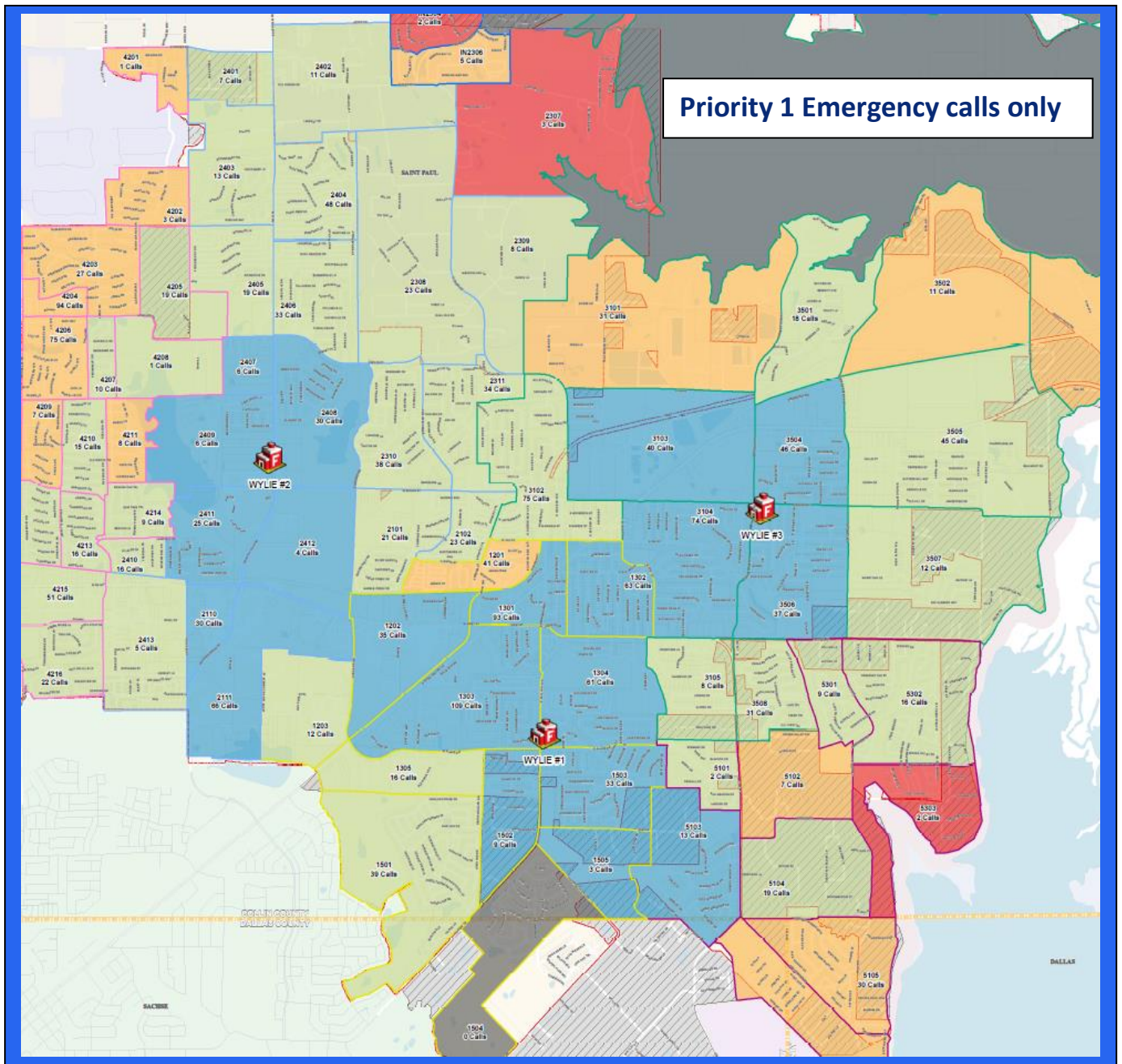
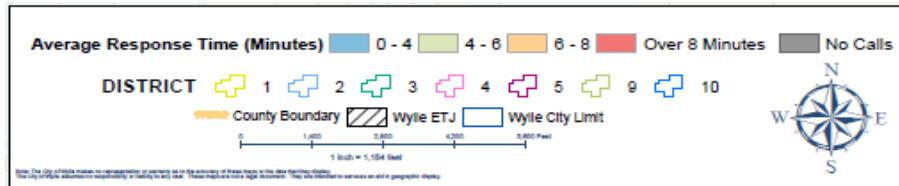


Emergency Response Time:

The map below demonstrates response times to various grids within the fire district.

The department's goal is 4-6 minutes from Dispatch for Emergencies.

The departments average response time to emergencies is 5 minutes 10 seconds.

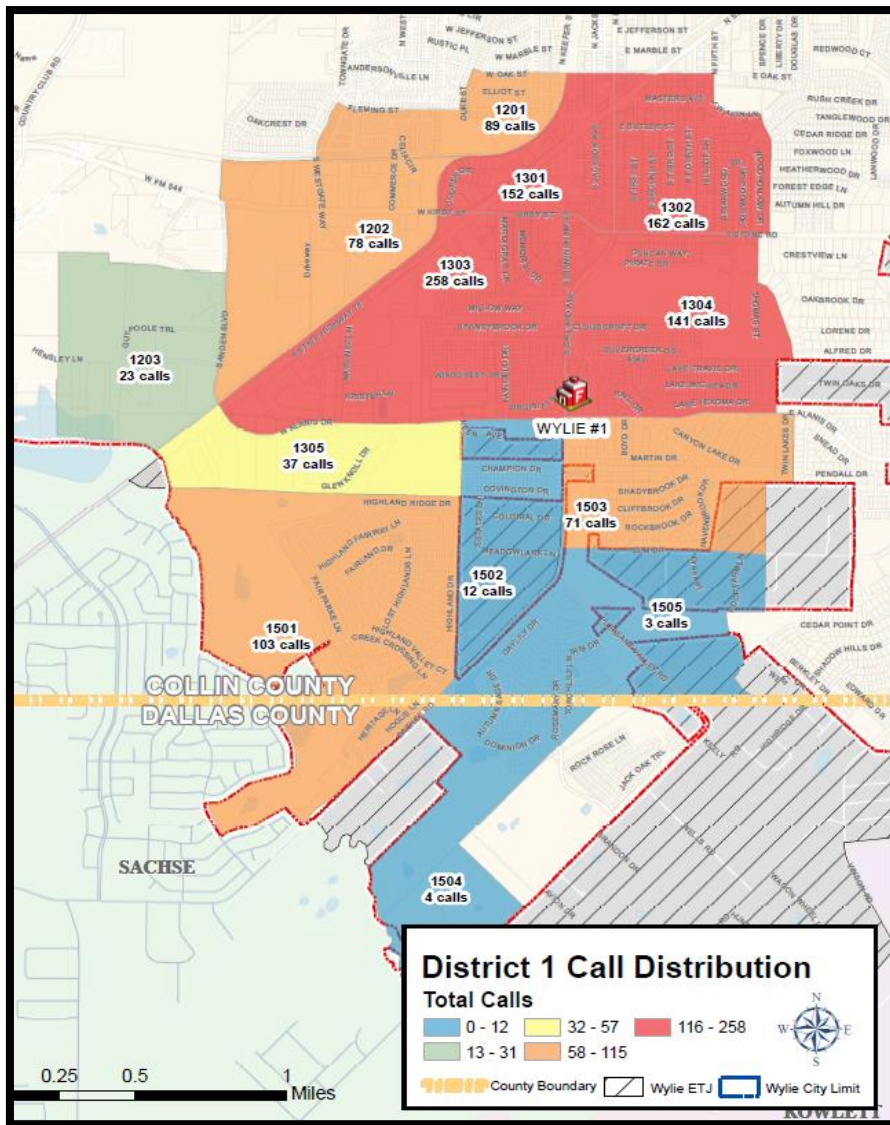


District and Grid Call Distribution

District #1 - Fire Station #1 – 1401 N. Ballard

1189 Incidents Reported in District #1 and represents 24.7% of the total call volume
 503 Emergency (Priority 1) Calls for Service – 85.6% answered in under 6 minutes

District #1 – Total Calls by Grid



EMERGENCY CALLS ONLY

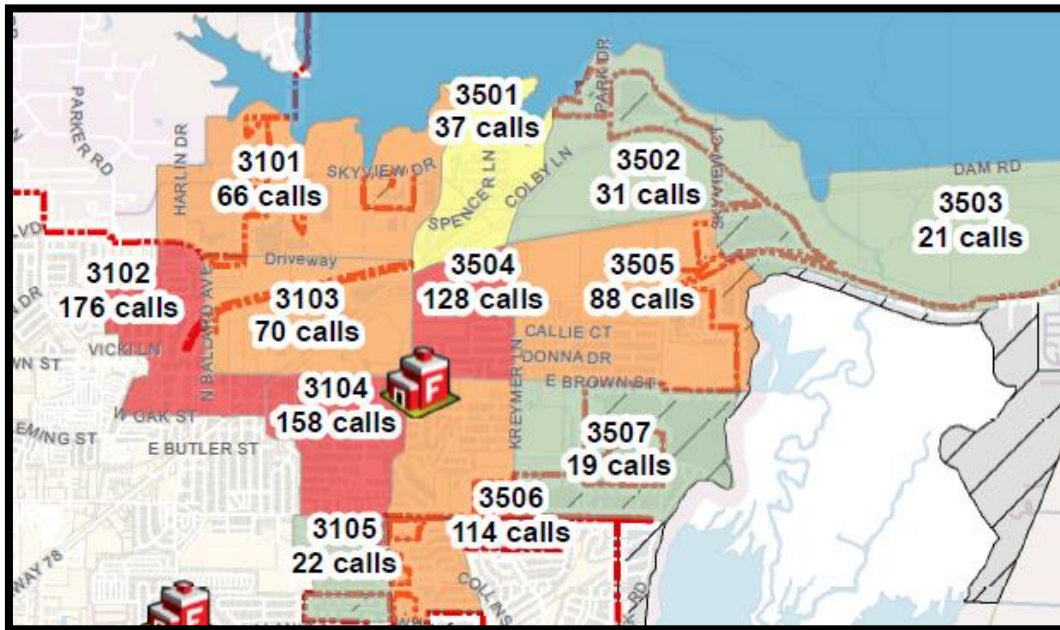
FIRE DISTRICT #1		
Grid	Emergency Calls	Avg Emergency Response Time
1201	48	0:06:34
1202	38	0:03:38
1203	12	0:05:14
1301	62	0:03:37
1302	61	0:03:57
1303	102	0:03:40
1304	68	0:03:24
1305	16	0:05:01
1501	41	0:05:24
1502	5	0:03:34
1503	35	0:03:48
1504	4	0:07:04
Collin County 1502	7	0:04:30
Collin County 1505	1	0:04:01
Dallas County 1504	3	0:07:33

District and Grid Call Distribution

District #3 - Fire Station #3 – 210 N. WA Allen Blvd.

1079 Incidents Reported in District 3 and represents 22.4% of the total call volume
 450 Emergency (Priority 1) Calls for Service – 79.9% answered in under 6 minutes

District #3 – Total Calls by Grid



EMERGENCY CALLS ONLY

Fire District #3					
Grid	Emergency Calls	Avg Emergency Response Time	Grid	Emergency Calls	Avg Emergency Response Time
3102	86	0:04:32	3101	9	0:08:10
3104	77	0:04:09	Collin County 3502	9	0:06:38
3504	41	0:03:45	Collin County 3503	9	0:05:58
3505	39	0:04:26	3300	8	0:09:55
3506	34	0:02:30	3105	6	0:04:55
3508	33	0:05:12	3502	3	0:07:34
3103	22	0:03:53	Collin County 3506	3	0:04:41
Collin County 3101	20	0:06:42	Collin County 3105	2	0:05:37
3501	19	0:05:40	Collin County 3505	2	0:05:24
3503	14	0:06:46	3111	1	-
Collin County 3507	11	0:05:28	3507	1	0:04:14
			Collin County 3508	1	0:04:00

District and Grid Call Distribution

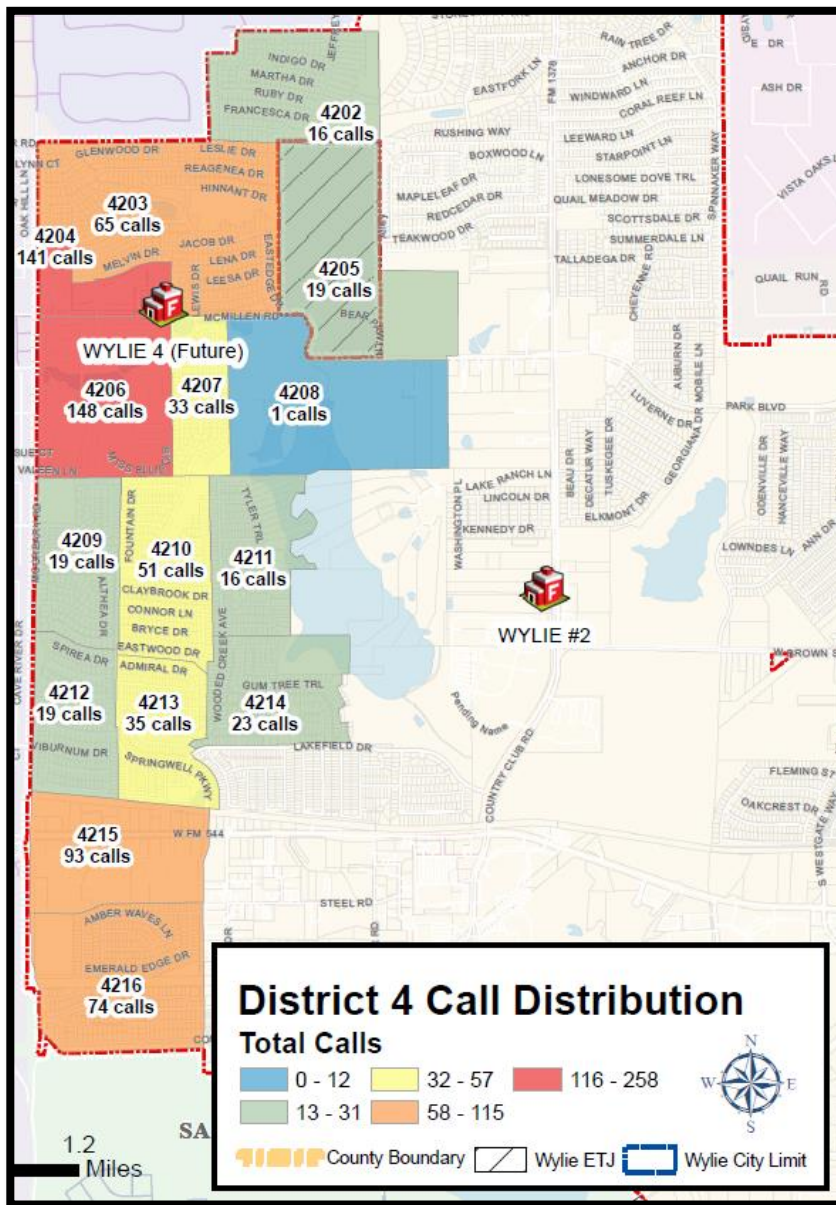
District #4 – FUTURE Fire Station #4 – McMillen Road.

Currently Covered by Fire Station #2

859 Incidents Reported in District 4 and represents 17.8% of the total call volume

407 Emergency (Priority 1) Calls for Service – 54.14% answered in under 6 minutes

District #4 – Total Calls by Grid



EMERGENCY CALLS ONLY

Fire District #4		
Grid	Emergency Calls	Avg Emergency Response Time
4204	103	0:06:04
4215	99	0:04:56
4206	82	0:07:03
4203	29	0:06:41
4213	18	0:05:10
4208	15	0:04:10
4210	15	0:05:51
4212	10	0:04:35
4207	9	0:05:54
4211	9	0:06:00
4209	7	0:06:51
4214	7	0:05:23
4202	3	0:07:55
4201	1	0:06:47

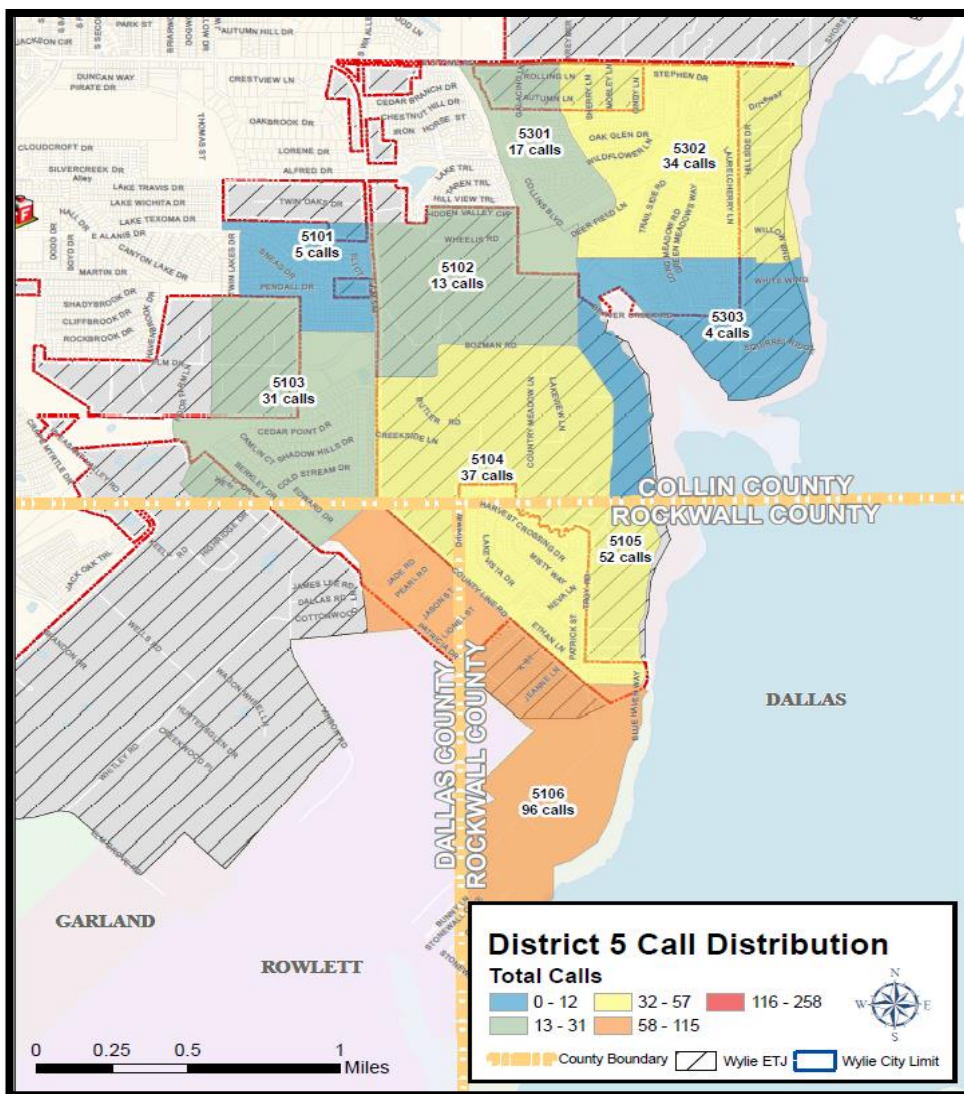
District and Grid Call Distribution

District #5 – FUTURE Fire Station #5 – Wylie Southeast Currently Covered by Fire Station #1

345 Incidents in District 5 and represents 7.2% of the total call volume

171 Emergency (Priority 1) Calls for Service – 31.9% answered in under 6 minutes

District #5 – Total Calls by Grid



EMERGENCY CALLS ONLY

FIRE DISTRICT #5		
Grid	Emergency Calls	Avg Emergency Response Time
5106	61	0:06:46
5105	33	0:06:51
C5104	15	0:07:00
5302	12	0:05:37
Collin County 5302	12	0:05:52
Rockwall County 5106	11	0:07:47
5103	9	0:05:16
5101	6	0:04:31
5301	6	0:06:05
Collin County 5102	4	0:04:18
5303	1	0:06:21
Collin County 5303	1	0:07:59

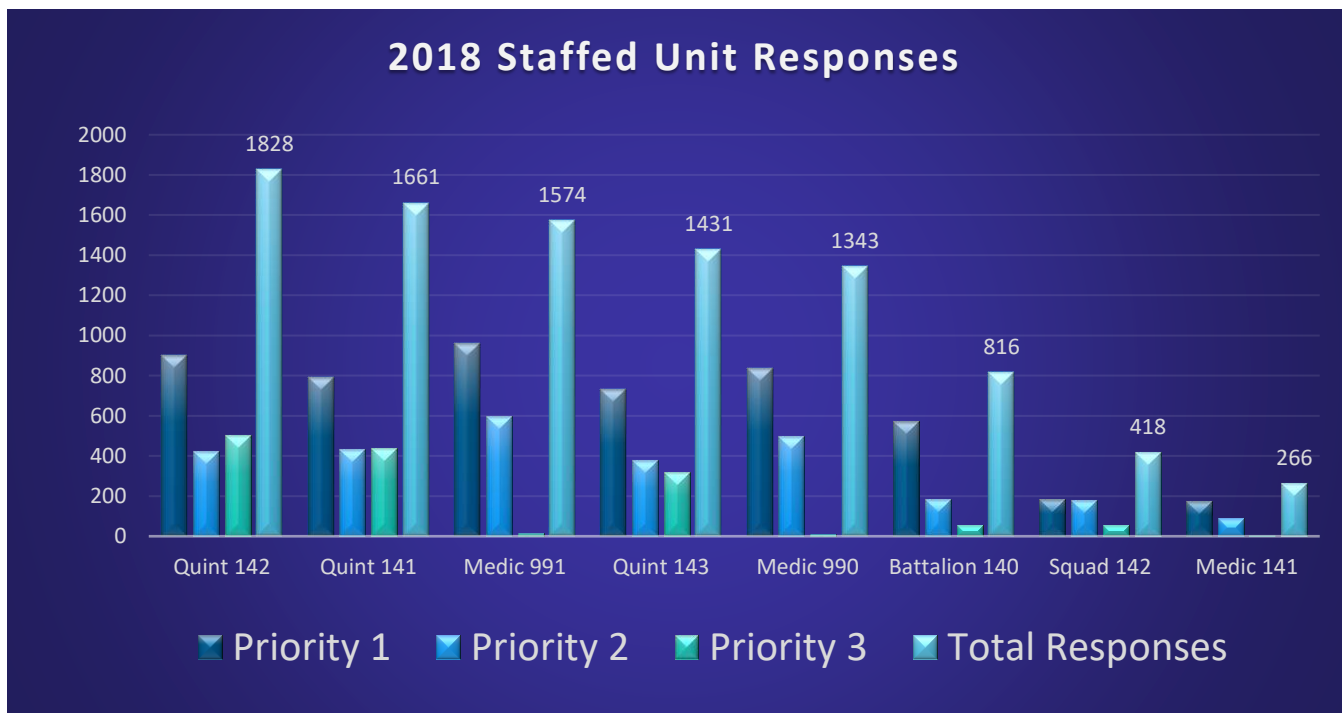
Responses

There was 6,658 fire/service primary unit responses to 5,532 incidents in 2018.

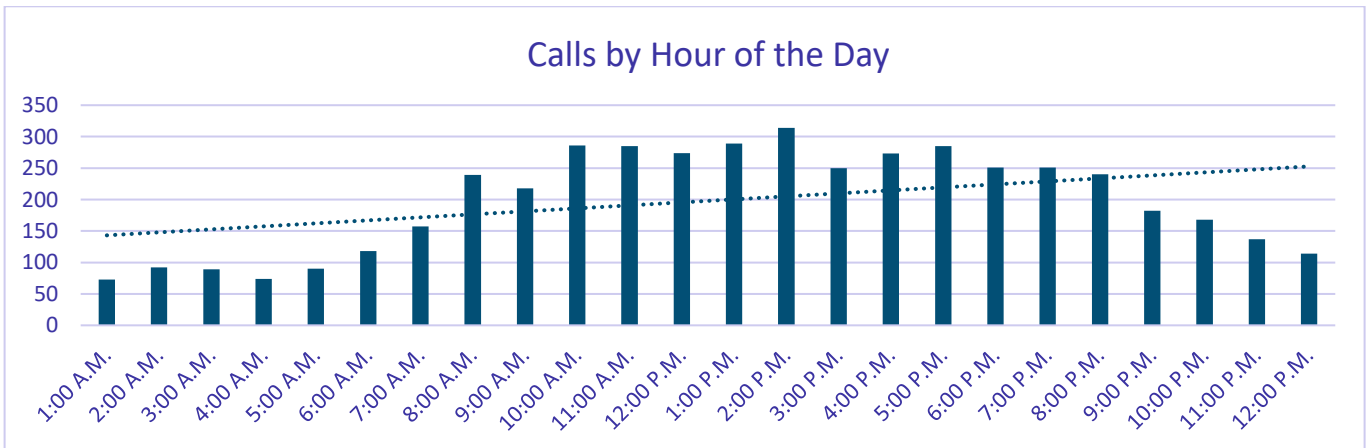
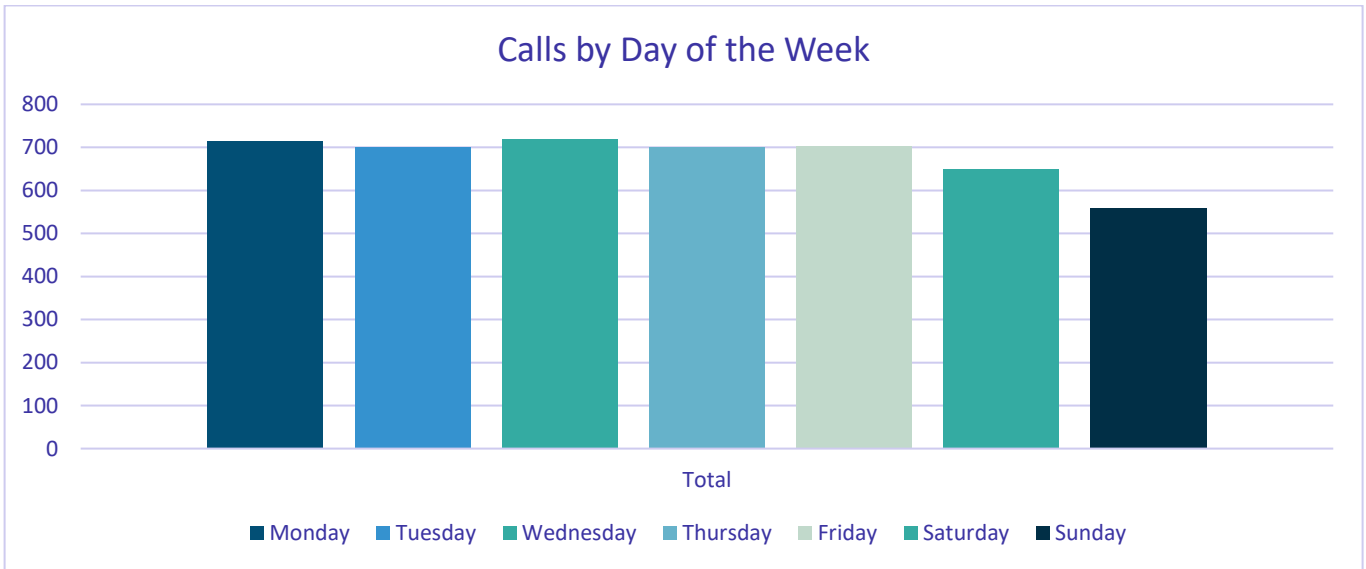
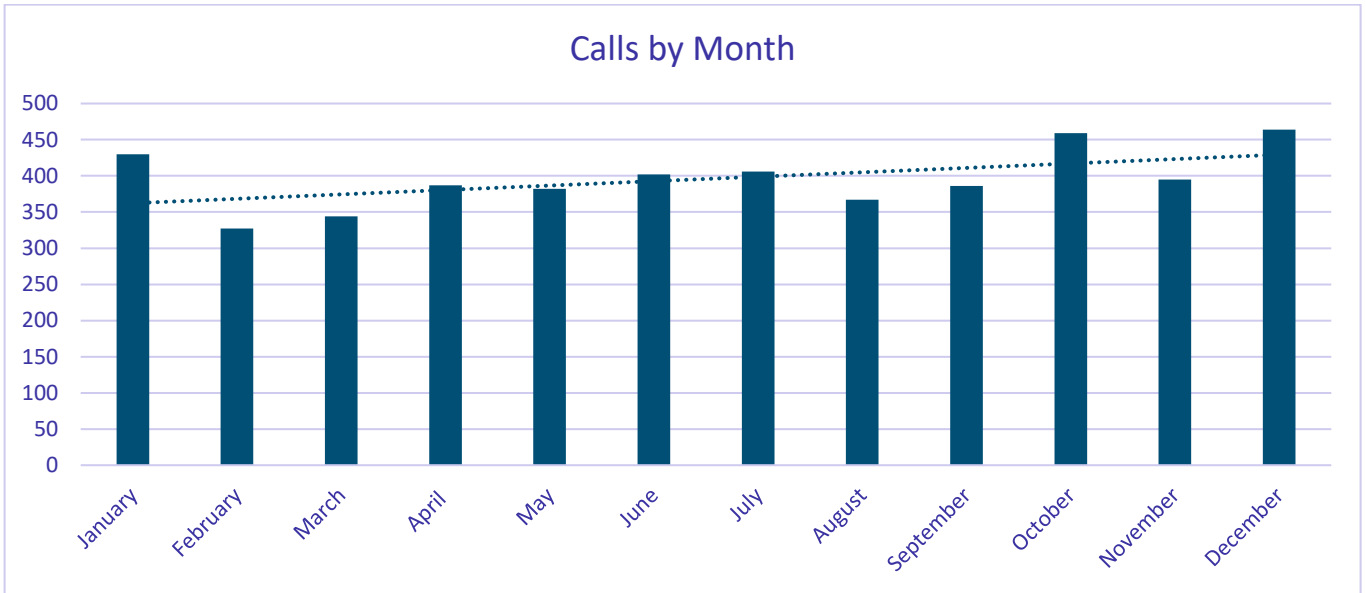
Many incidents require multiple units to respond to handle the emergency

Quint 142 was the busiest fire department unit with 1,828 Unit responses.

TOTAL UNIT RESPONSES - ALL CALLS FOR SERVICE / ALL DISTRICTS / ALL PRIORITIES													
	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Unit Total
QNT142	192	140	134	159	139	128	144	127	152	184	167	162	1828
QNT141	146	103	122	131	117	153	134	160	142	138	123	192	1661
QNT143	131	108	105	101	122	108	118	104	114	155	132	133	1431
BAT140	77	53	57	59	65	63	77	75	69	82	68	71	816
SQD142	5	10	29	57	62	51	51	26	35	39	17	36	418
CHF142	10	10	9	5	6	3	8	8	5	4	6	11	85
BRU141	12	4	8	5	1	1	9	4	1	2	5	3	55
CHF141	3	1	6	1	2	4	2	4	6	1	2	7	39
CPT141	2	1	5	3	1		3		1	1		3	20
Total	592	434	494	531	534	549	574	519	536	634	535	626	6558

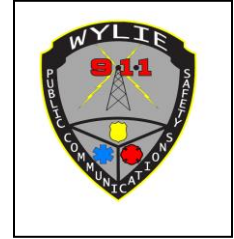


Timing of Calls – This data provides information on when the calls are occurring



Communications

Telecommunications is a division of the fire department.



- Personnel completed a combined total of 1,031 TCOLE training hours
- Communications personnel processed approximately 4,243 alarms within the Dispatch Center
- 3,739 were priority 1-4 (Burglary, Fire, Medical and Panic)
- 504 were priority 5 and greater (Timer tests, battery issues, etc.)
- Facilitated with the entry of approximately 1,022 misdemeanor warrants issued from the Wylie Municipal Court and cleared 809 of said warrants
- Collected approximately \$428,498.12 in 9-1-1 fees
- Wireless Fees = \$258,377.65
- Landline Fees = \$170,120.47

The table below shows the number of calls handled by each dispatcher and their average processing time for the dispatcher.

Name	CFS	% of Total	Rec to Que	Que to Dispatch
Laird, Lisa	2,934	8.9	0:26	0:53
Oleson, Aaron	1,673	5.1	0:31	0:45
Porter, Tristian	1,317	4.0	0:23	1:18
Morrow, Barbie	3,644	11.0	0:37	0:42
Livingston, Robin	2,955	8.9	0:36	1:28
Zerger, Sara	3,265	9.9	0:33	0:45
Hoover, Tiffany	3,190	9.6	0:33	1:46
Steadman, Lauren	3,581	10.8	0:36	0:44
Knight, Karsen	2,352	7.1	0:26	0:52
Marks, Alexa	3,116	9.4	0:33	1:06
Larmer, Amanda	3,287	9.9	0:26	0:57
Capalad, Kim	1,813	5.5	0:47	3:41
Chandler, Haley	0	0.0	0:00	0:00
TOTAL / AVERAGE	33,127	100.0	0:13	1:09

Communications

This table breaks down the individual dispatcher's telephone workload.

Name	Total Calls	% of Total	9-1-1 Calls	Admin Calls	Outgoing Calls
Laird, Lisa	8,533	9.6	1,503	5,619	1,411
Oleson, Aaron	5,187	5.8	805	3,347	1,035
Porter, Tristian	4,100	4.6	571	2,726	803
Morrow, Barbie	9,018	10.1	1,423	6,195	1,400
Livingston, Robin	7,932	8.9	1,339	5,206	1,387
Zerger, Sara	9,003	10.1	1,617	5,884	1,502
Hoover, Tiffany	8,744	9.8	1,204	5,616	1,924
Steadman, Lauren	10,374	11.7	1,519	6,911	1,944
Knight, Karsen	5,282	5.9	888	3,353	1041
Marks, Alexa	7,754	8.7	1342	5,088	1324
Larmer, Amanda	8,288	9.3	1252	5,618	1418
Capalad, Kim	4,470	5.0	426	3,483	561
Other	166	0.2	15	151	88
TOTAL	88,851	100.0	13,904	59,197	15,838

Emergency Medical Dispatcher Statistics (EMD Compliance)

This table shows our communications center compliance with nationally accepted Emergency Medical Dispatch standards. Every 911 EMS Call is evaluated and graded.

	CE	CC	KQ	PAI's	PDI's	FC	CS	Avg
Capalad (81)	93.05%	94.36%	96.60%	66.67%	97.46%	91.60%	94.40%	94.11%
Chandler (0)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Hoover (194)	97.25%	92.42%	99.01%	76.79%	99.94%	98.66%	99.88%	97.11%
Knight (144)	94.93%	92.24%	99.14%	82.14%	99.20%	96.94%	99.66%	96.32%
Laird (178)	99.00%	95.69%	99.43%	75.00%	99.43%	97.30%	99.79%	98.11%
Larmer (232)	97.46%	96.56%	99.18%	79.55%	99.39%	98.02%	99.71%	97.93%
Livingston (234)	99.17%	99.06%	99.28%	90.00%	99.72%	99.57%	99.82%	99.27%
Marks (237)	97.48%	94.46%	99.00%	100.00%	98.12%	95.36%	99.55%	96.90%
Morrow (209)	97.87%	93.62%	99.12%	87.50%	100.00%	98.47%	99.81%	97.69%
Oleson (115)	99.43%	99.42%	99.79%	100.00%	100.00%	98.61%	99.95%	99.45%
Porter (111)	99.58%	99.83%	99.95%	100.00%	100.00%	99.81%	99.92%	99.84%
Steadman (244)	97.84%	95.13%	99.76%	90.38%	99.25%	99.51%	99.19%	98.20%
Zerger (242)	97.93%	98.26%	99.95%	100.00%	100.00%	99.92%	99.76%	99.21%
TOTALS 2,221	97.76%	95.87%	99.29%	88.41%	99.43%	98.13%	99.51%	97.98%

CE=Case entry, CC=Chief Complaint, KQ=Key Questions, PAI=Pre-Arrival Instructions, PDI=Post Arrival Instructions, FC=Final Coding, CS=Customer Service.

Departmental awards for Outstanding Performance in 2018

Each year the department rewards outstanding performance by its employees. The winners of the awards are listed below.

2018 DEPARTMENTAL AWARDS	
<i>Captain of The Year</i>	<i>Administrative Employee of the Year</i>
Cory Claborn	Shelly Hoffman
<i>Chief Officer of the Year</i>	<i>Paramedic of the Year</i>
Casey Nash	William Sullivan
<i>Firefighter of the Year</i>	<i>Crew of the Year</i>
Tim Turquette	B-Shift / Station #1
<i>Dispatcher of the Year</i>	<i>Driver of the Year</i>
Lisa Llaird	Brad Campbell
<i>Rookie of the Year</i>	<i>Wylie Way Award</i>
Jerry Simmons	Gaby Gillen
<i>EMS Provider of the Year</i>	<i>Turtle Award</i>
George Watson - Paramedics Plus	Keith Jenkins