

**20TH ANNIVERSARY**

**9/11/2001**



# 2021

## ANNUAL REPORT

# TABLE OF **CONTENTS**

**4**

Letter from Chief Blythe

**6**

City Council

**8**

Call Data

**10**

Response Times

**16**

EMS Calls

**18**

Dispatch Data

**24**

WFR 20-21 Budget

**28**

Fire Marshal's Office

**32**

WFR Revenue





# WFR Mission:

"To dedicate ourselves to providing a progressive department of professionally trained and equipped personnel in order to protect the lives, property, and environment of our community."

# **Fire Chief**

## **Brandon Blythe**

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**It is with great honor and pride that I present to you the Wylie Fire Rescue's 2021 Annual Report. This year has been filled with great challenges but also filled with many accomplishments. The ongoing pandemic proved to be a whirlwind of activity for us as a city and the nation as a whole. Wylie Fire Rescue is a class 1 Insurance Services Office (ISO) rated fire department proudly serving the City of Wylie which has a population of greater than 58,000 residents. The City is located over 36 square miles in Southeastern Collin County, Texas. Our emergency and non-emergency services encompass many areas such as fire suppression, emergency medical services (EMS), hazardous material response, water rescue and operations, wildland operations, fire prevention, investigation and inspections as well as public safety communications dispatch services for the City of Wylie as well as multiple cities surrounding the greater Wylie area.**

**While the year was a challenging one for the city, Wylie Fire-Rescue did not allow the pandemic to alter any of our standards in the way we serve the citizens of Wylie. Our Emergency**





**Operations Center (EOC) was utilized to continue to support our community's needs during the pandemic. With all of these challenges, the men and women of WFR continued to provide exceptional quality service to all the citizens in need. In February of 2021, the department was again tested by Winter Storm Uri. Over 7 days the department responded to numerous calls for service, almost tripling our average monthly call volume in February. In August of 2021, the department made its first-ever, out-of-state response. Eight personnel rotated staffing Quint 143 to aid in the response to Hurricane Ida. This personnel provided tremendous aid and support to the State of Louisiana for 28 days assisting in their recovery.**

**This year the Wylie Fire Rescue also recognized the 20-year anniversary of 9/11. The department hosted an event at Old City Park to “Never Forget.” Despite our shared grief in the aftermath of 9/11, hope, resilience, and unity lifted us up as a nation. Twenty years later, these lessons are more important than ever, especially for our younger members who may not have even been born when this tragedy occurred.**

**Wylie Fire-Rescue started construction on Fire Station #4 which is scheduled to open in May of 2022. This is a tremendous undertaking by the department with many unique challenges. Additionally, the department ordered a new Quint for station #4 and continued staffing by hiring 6 additional firefighters. Once the station is operational in May of 2022, we will be able to establish additional coverage in the western part of the city and drastically decrease call response times.**

**We are so thankful to our City Council, City Manager, and most of all, to you, the citizens of the City of Wylie, for the continued support for Wylie Fire Rescue. On behalf of all of us at Wylie Fire Rescue, we thank you for taking the time to review the organizational information we have provided for the year 2021. We are very honored and proud to serve you and remain ever vigilant in providing the highest level of emergency service for our citizens.**



# 2021 WFR HIGHLIGHTS

## January

- **First Vaccines for City and WFR employees**
- **Servant Leadership Conference**

## February

- **Southeast Collin County EMS Coalition Meeting**
- **Vaccine Event**
- **Fire Station #4 Bidding**

## March

- **Vaccine Event**
- **Firefighter Interviews**
- **ISO Meeting**

## April

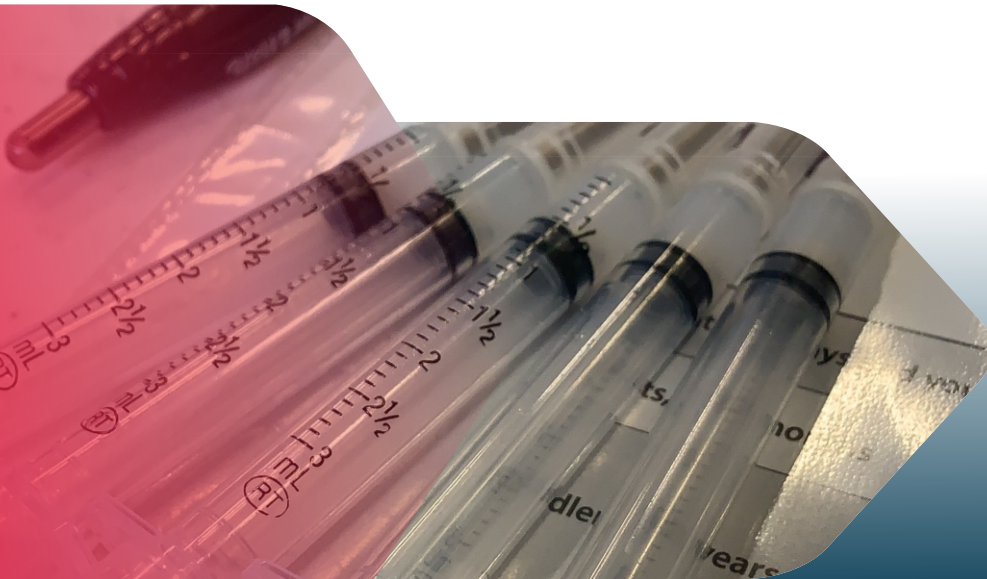
- **Vaccine Event**
- **Telecommunicators Week**
- **Fire Station #4 Groundbreaking**
- **WISD Vaccine Event**
- **New Hire Graduation**

## May

- **Promotional and Firefighters hired in 2020 Badge Pinning**
- **WISD 2nd Vaccine Event**
- **Alarm Coordinator promoted to Administrative Assistant II**
- **Taste of Wylie**

## June

- **WFR 2020 Annual Banquet**
- **Administrative Assistant I Interviews**
- **Wylie Fire-Rescue Driver Assessment Center**
- **Bluegrass on Ballard**
- **Hired New Administrative Assistant/Alarm Coordinator**
- **Battle of the Badges Carter Bloodcare Blood Drive**



# 2021 WFR HIGHLIGHTS

## July

- PSB Grand Opening
- Wylie Fire-Rescue Driver
- Assessment Center
- TEEX Fire School

## August

- Fire Department Instructors Conference
- EMS Work Session at City Council Meeting
- Quint 149 Deployed to Louisiana Hurricane Ida

## September

- 20-Year Anniversary of 9/11
- 2nd Deployment to Louisiana Hurricane Ida
- Forensic Fire Death Investigation Class



## October

- New Hire Written Exam and Agility
- National Night Out
- Captain Promotions
- Hired Two Firefighters
- Fire Prevention Week
- Prevention Shows
- Firefighter Interviews
- ALERRT Conference
- Boo on Ballard

## November

- Q144 Aerial Inspection Trip
- Annual City of Wylie Thanksgiving Lunch hosted by WFR
- Lutz Family Thanksgiving Lunch
- New Hire Graduation

## December

- Texas Fire Chief Workshop
- Department PAT
- Firefighter Chief Interviews



# **WYLIE** **CITY COUNCIL**



**Mayor  
Matthew Porter**



**Dave Strang  
Place 2**



**David R. Duke  
Place 1**



**Jeff Forester  
Mayor Pro Tem**



**Scott Williams  
Place 4**



**Dr. Timothy T. Wallis  
Place 5**



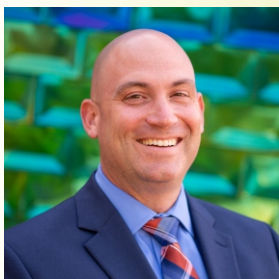
**Garrett Mize  
Place 6**



# How Does Wylie's Government Work?

The City of Wylie is governed by a Council-Manager form of government in which the Council establishes City policy through ordinances and resolutions, and the City Manager carries out City policy and is responsible for City operations.

The Wylie City Council consists of the Mayor and six Council members. The Mayor and Council are elected at-large, which means they represent the entire city, and all registered voters may vote for all seven places. Following each election, the Council selects a fellow Council member to serve as Mayor pro tem.



**Brent Parker**  
Asst. City Manager



**Chris Holstead**  
City Manager



**Renae Ollie**  
Asst. City Manager



# CALLS BY YEAR

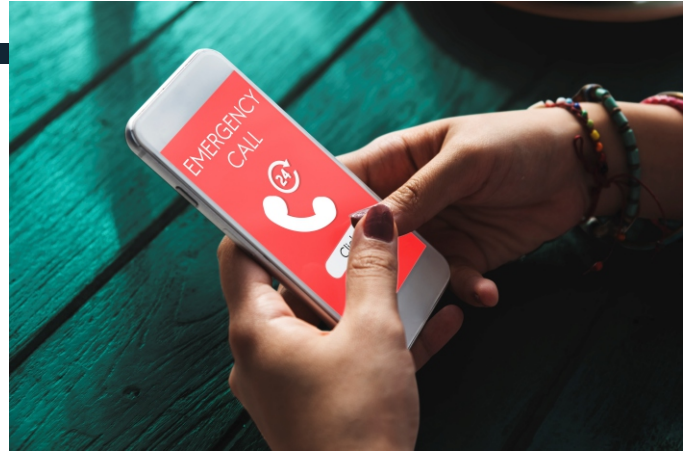
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**2019 - 6015**

**2020 - 5953**

**2021 - 7336**

**23% increase**



## **Fire District 1**

**2020 - 1129**

**2021 - 1329**

## **Fire District 2**

**2020 - 1893**

**2021 - 1564**

## **Fire District 3**

**2020 - 971**

**2021 - 1268**

## **Fire District 4**

**2020 - 818**

**2021 - 1105**

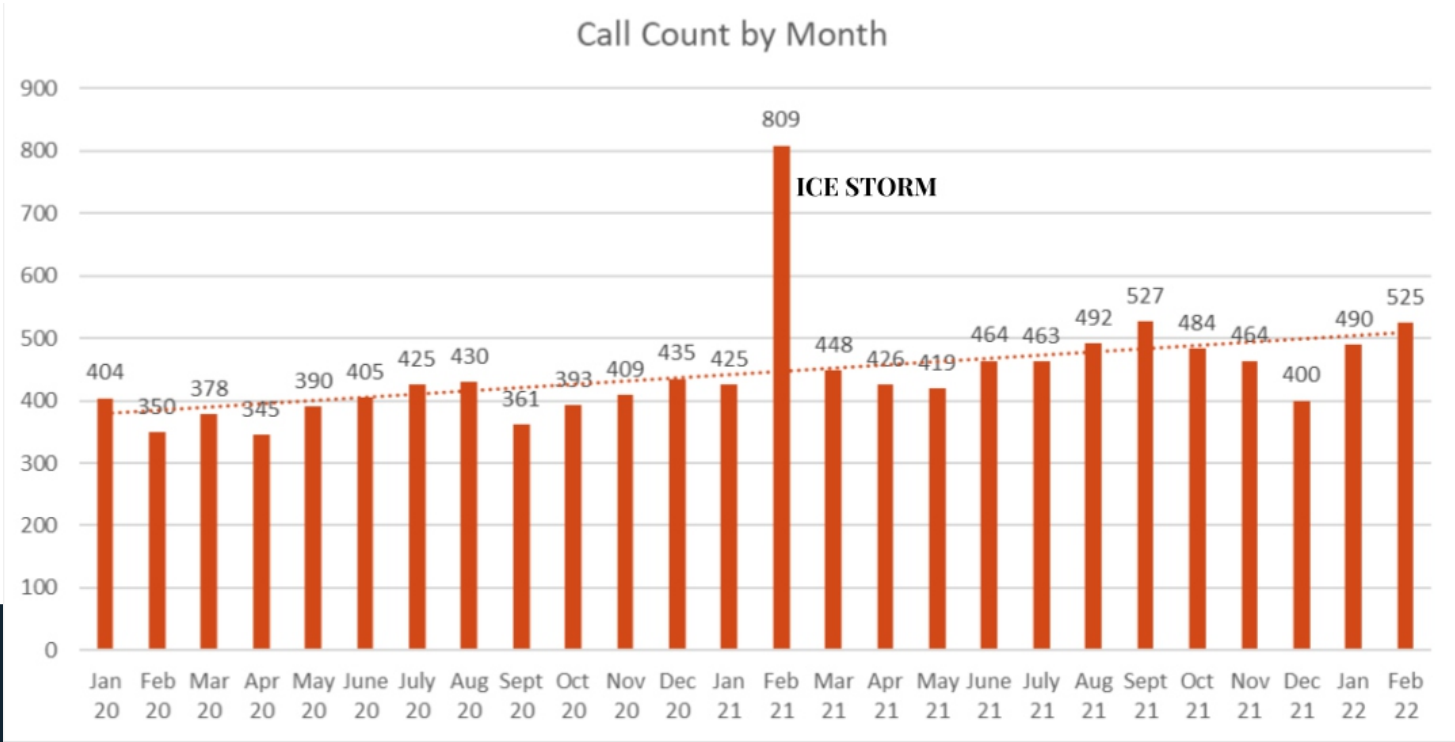
## **First District 5**

**2020 - 357**

**2021 - 461**



# CALLS BY MONTH





# CALLS BY DISTRICT



District	Call Count
District 1	1329
District 2	1564
District 3	1268
District 4	1105
District 5	461
Collin County	241
Inspiration	120
St. Paul	101
Grand Total	6189

# CALLS BY DISTRICT

# of Calls in St. Paul

1.6%

# of Calls in Inspiration

1.9%

# of Calls in Collin County

3.9%

# of District 5 Calls

7.4%

# of District 4 Calls

17.9%

# of District 3 Calls

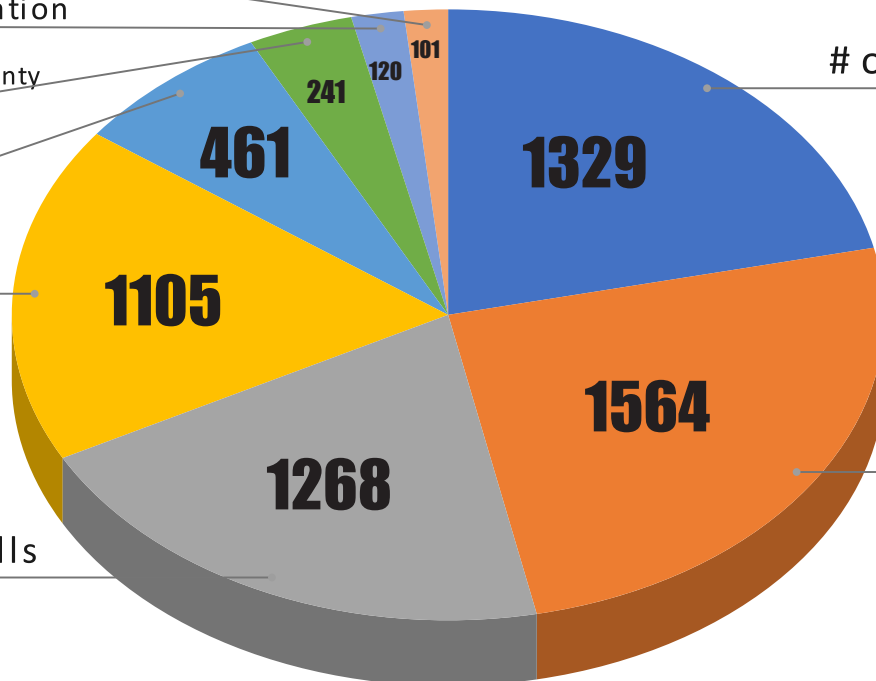
20.5%

# of District 1 Calls

21.5%

# of District 2 Calls

25.3%



1

Fire District #2 is currently the busiest district.

2

District 4 is currently covered by Fire Station #2. Combined Fire, Station 2 has 43% of the calls.

3

Fire Station 4 is projected to have the same call volume as Fire District 3 by the time it opens in late Spring of 2022.

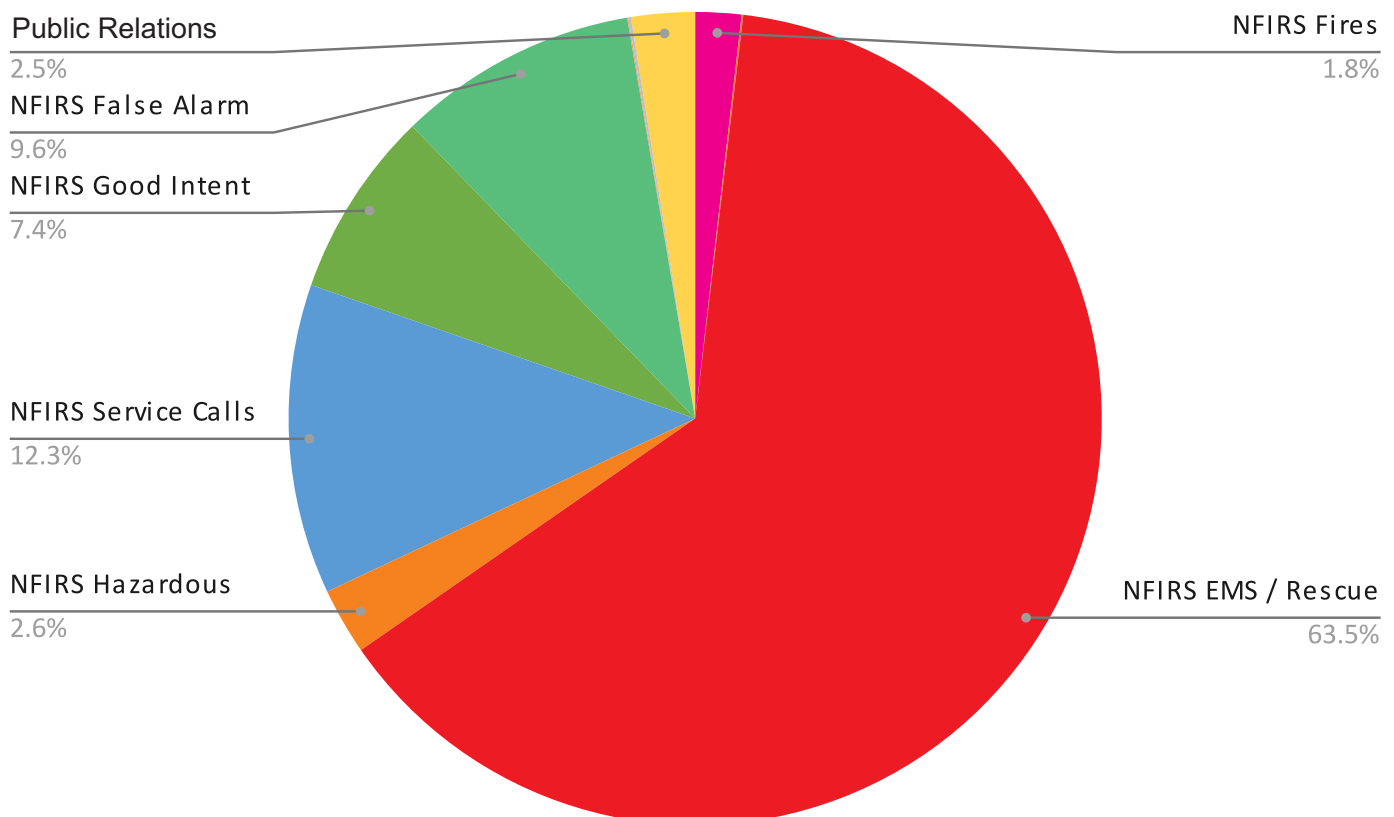
# Calls for 2021

23.2% Increase

Total Calls 6,189

That's an average of 1 call every

84 minutes









# FIRE LOSS

Annual Property Saved



Pre-Fire Values  
**\$54,429,651**

Total Saved:

**\$53,353,352**

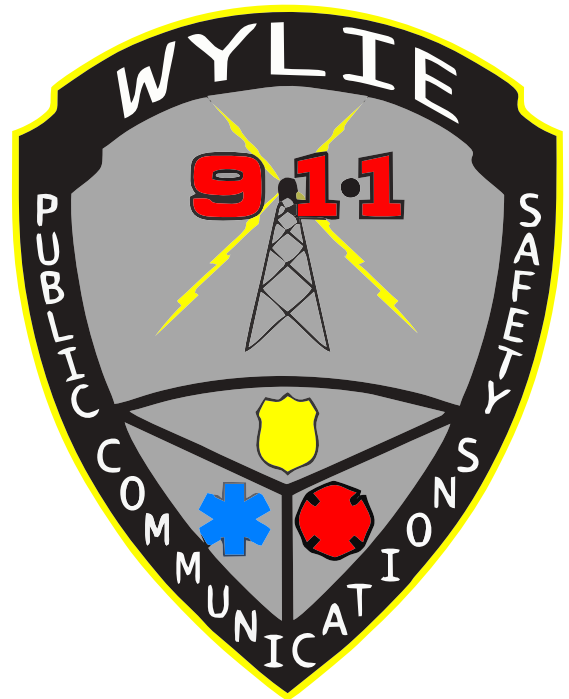
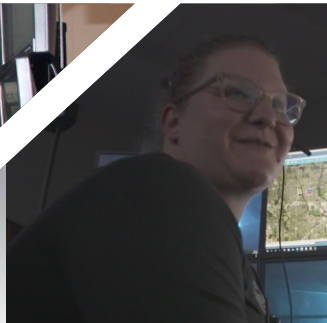


**98% Property Savings**





# Wylie Public Safety Communications



**Allyson Frederick**  
**Communications**  
**Manager**

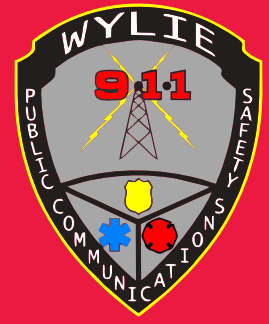


## Dispatcher Data

Name	CFS	% of Total	Rec to Que	Que to Dispatch
Lisa Laird	3,186	8.7	0:35	1:43
Tristian Porter	2,035	5.6	0:51	1:18
Barbie Morrow	3,236	8.9	0:32	1:29
Robin Livingston	2,104	5.8	0:43	1:22
Sara Zenger	3,227	8.9	0:31	1:05
Karsen Knight	2,855	7.8	0:19	0:56
Alexa Marks	2,474	6.8	0:19	0:37
Amanda Larmer	3,530	9.7	0:40	0:36
Kim Capalad	2,746	7.5	0:49	0:39
Julia Maschmann	1,537	4.2	0:43	1:13
David Ramirez	2,084	5.7	0:23	0:47
Rory Strain	2,775	7.6	0:33	1:17
Blair Pearce	2,284	6.3	0:56	0:40
Paige Gentry	2,285	6.3	1:12	1:34
Other	74	0.2	0:47	1:20

**Total/Average**    **36,432**    **100%**    **0:39**    **1:06**

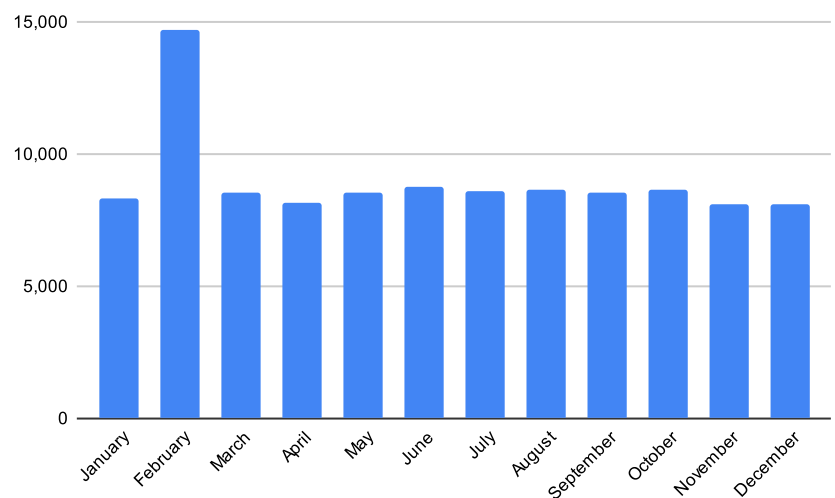
# DISPATCH DATA



**99% of Calls Answered**  
**<10 Seconds**

**INCREASE**  
**IN 911 CALLS** **14.5%**

**TOTAL**  
**CALLS**  
**ANSWERED**







**Personnel completed a combined total of 773 TCOLE training hours. The below personnel achieved the following certificates:**

- **Lisa Laird - Master Telecommunicator**
- **Karsen Knight - Advanced Telecommunicator**
- **David Ramirez - Intermediate Telecommunicator**
- **Blair Pearce - Advanced Telecommunicator**
- **Robin Livingston - Communications Training Officer**

**Personnel processed approximately 5,198 alarms within the Communications Center**

- **5,084 were priority 1-4 (Burglary, Fire, Medical, and Panic)**
- **114 were priority 5 and greater (Timer tests, battery issues, etc.)**

**Facilitated with the entry of approximately 553 misdemeanor warrants issued from the Wylie Municipal Court and cleared 481 warrants**

**Collected \$443,244.33 in 9-1-1 fees**

- **Wireless Fees = \$276,023.87**
- **Land line Fees = \$167,220.46**

# What does a Dispatcher Do?

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- **Answers multi-line telephones; takes 911 calls. Quickly analyzes complex information in an emergency or dangerous situations and makes decisions of a life or death nature.**
- **Provides Emergency Medical Dispatch (EMD) rescue assistance; triages in-coming requests for emergency medical service to determine the level of response; provides pre-arrival instructions to the caller including but not limited to cardiac arrest, airway management, control of bleeding, and assisting with childbirth. Must use established Emergency Medical Dispatch protocols to immediately provide help to the victim or other party; operate within an established quality assurance standard of service.**

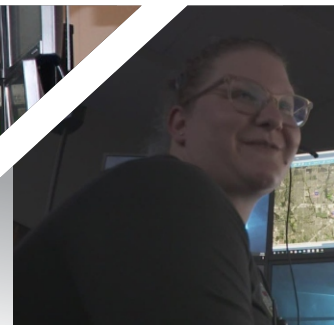




- Communicates effectively, courteously, and clearly in English, both verbally and in writing, speaking distinctly, responding promptly. Communicates with irate, hysterical, aggressive, and/or abusive individuals while maintaining composure and attempting to verbally calm them.
- Simultaneously listens to and comprehends both telephone and radio traffic.
- Assists and records requests for police, fire, and emergency medical services from the public and departmental personnel via telephone, radios, and in person.
- Comprehends and applies city ordinances, policies and procedures.
- Adheres strictly to the Department Code of Conduct and directives.
- Documents all activity, locations, and status in the computer-aided dispatch system for public safety personnel, quickly disseminating any additional information.
- Operates computer terminals for specialized access with various automated data banks in compliance with all applicable laws.
- Works in a confined area for 12 hours and remains seated for long periods of time entering data into various computer systems on a constant basis.
- Simultaneously inputs retrieve and maintain the information, reading from multiple computer screens and printouts while operating multiple keyboards.
- Operates multi-channel public safety radio system.
- Assigns appropriate public safety personnel for routine and emergency calls for service.
- Concentrates on tasks through many distractions.
- Operates and performs maintenance of equipment, e.g., video, audio, and printing equipment.
- Attends training/schools/seminars and other City-related events requiring travel.
- Supports other departments during non-standard business hours.
- Subject to a call-out on occasion.
- Knowledge of TLETS computer system.
- Knowledge of how to perform vehicle registration checks.
- Ability to answer multiple telephone lines.
- Knowledge of 911 PSAP.



# Response Times



## ANATOMY OF A 911 CALL

Total response time



Fire Department response time

### Call

Community members call 911

### Dispatch

911 center processes the call and dispatches units

### Turnout

Time from when the unit is dispatched to when the crew is dressed in gear and in the vehicle, ready to go

### Travel

Time from when the unit starts moving to when it arrives on scene



## HOW WE MEASURE OBJECTIVES

Wylie Fire uses the standards outlined in section 4.1.2.1 of the [National Fire Protection Agency \(NFPA\) 1710](#) “Standard for the Organization and Deployment of Fire Suppression Operations, Emergency Medical Operations, and Special Operations to the Public by Career Fire Departments” for its response time reporting. Those standards are listed as our objectives on the following page.

Time calculations were performed on emergency level dispatches (Priority 1-3) of Fire and EMS units on calls inside the city limits.

Data was organized by call type as identified at dispatch. This may or may not correspond to what was found when a crew arrived on scene, but is the best representation of how crews prepared and responded in terms of gear and safety requirements.

While analyzing the data set, upper and lower thresholds were established to exclude outliers. Outliers are generally the result of missing data or data entry errors.

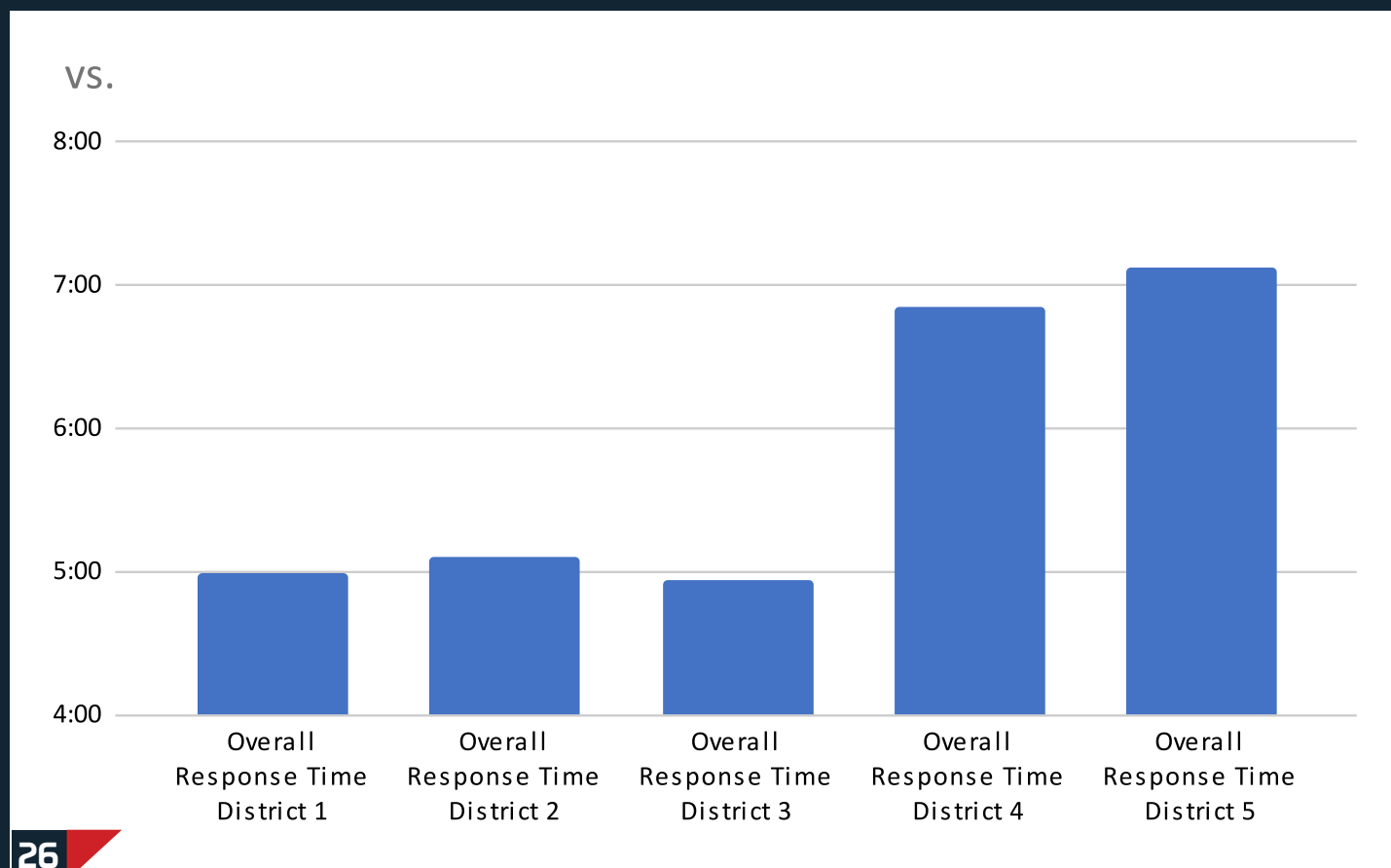
# The Average Response to an Emergency in 2021 was 5 minutes 06 seconds

Average Turnout Time

1:17

Average Response Time

5:06





# EMS Calls for Service

Total Transports 3526

BLS 1942

ALS 3280

Coalition Calls 851

EMS Calls account for 75% of the Calls for Service

5,553 EMS Calls

District 5

7.5%

District 4

17.1%

District 3

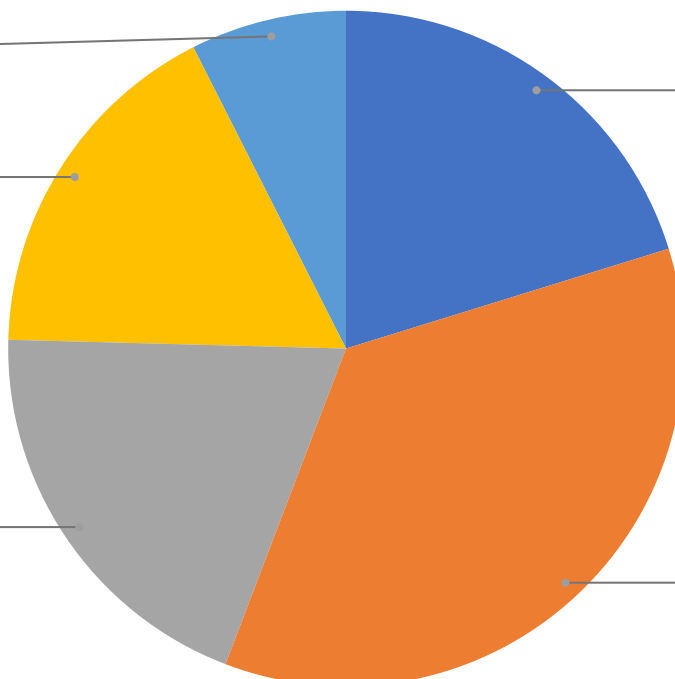
19.6%

District 1

20.2%

District 2

35.6%



# Wylie Fire Rescue Fire Marshal's Office



**Steve Seddig**  
**Fire Marshal**

## Prevention Calls For Service 2021

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Prevention 141	271
Prevention 142	1507
Prevention 143	1002
Walker - Summer Intern	533

**Total**

**3,313**



## Fire Safety Inspections 2021

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Annual Inspections	893
Annual Re-Inspections	137
Alarm System Inspections	143
Fire Life and Safety Inspections	196
Fire Life and Safety Re-Inspections	49
Fire Sprinkler Inspections (Overhead)	361
Fireworks Complaint	83
Foster Care Inspections	20
Knox Box Inspections	88
Propane Tank Inspections	2
Solar Panel Inspections	175
Temporary Use Permit Inspections	16
Underground Sprinkler Inspections	30
Other	80

**Total** **2,578**



# Fire Marshal Reviews 2021

Building Inspections	57
Fire Alarm	25
Fire Sprinkler	28
Fire Sprinkler /Underground	5
Flammable & Combustible Tank	1
Liquefied Petroleum Storage	1
Hydrant Flow Permits	25
Opticom/ Access Control Gate	1
Planning & Zoning	51
Solar Panel	244
Vent-a-hood	4

<b>Total</b>	<b>442</b>
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# Fire Preventions Investigations 2021

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• Structure Fires	30
• Vehicle Fires	6
• Grass Fires	2
• Unauthorized Burns	3
• Trash Fire	1
• Explosion	1





# Annual Fire Department Revenue

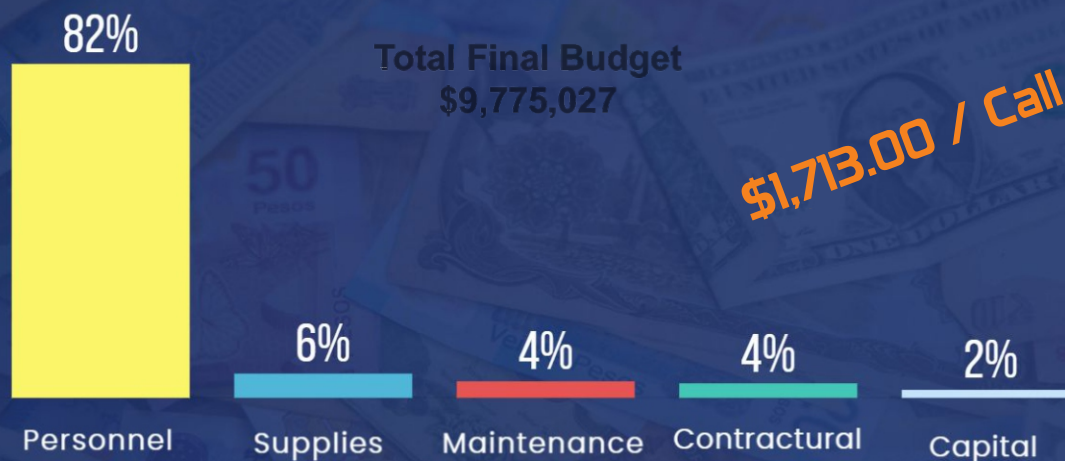
**Total Revenues**  
**\$1,682,882**





# WFR Budget Fiscal Year 20-21

## © FY20-21 Annual Budget Budget Allocation



Personnel Services	\$8,046,184
Supplies	\$588,914
Materials for Maintenance	\$398,629
Contractual Services	\$352,180
Capital	\$194,792



**GET IN  
TOUCH!**

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Wylie, Texas 75098



972-429-8110



**@WylieFireRescue**

