

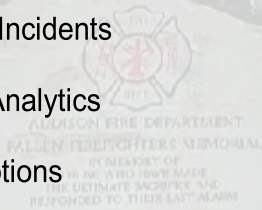
ADDISON FIRE DEPARTMENT



2017 ANNUAL REPORT

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CITY LEADERSHIP



Joe Chow
Mayor



Ivan Hughes
Mayor Pro Tempore



Jim Duffy
Deputy Mayor Pro Tempore



Al Angell
Council Member



Tom Braun
Council Member



Paul Walden
Council Member



Lori Ward
Council Member



Wes Pierson
City Manager

The role of the Council is to develop a long-term vision for the Town, to develop policies necessary to achieve the vision, and to communicate with, and seek input from, stakeholders.

ADDISON WAY

The “Addison Way” is a philosophy that serves as the cornerstone of our service delivery model to our stakeholders. The heart of the “Addison Way” is staff’s charge to find a way to say “yes” to service requests rather than responding that they cannot do something. The staff searches out all options to try and meet expectations during each customer service interaction.

The Fire Department is dedicated to protecting life and property in Addison by providing quality and innovative life safety services in the “Addison Way.”

MESSAGE FROM THE CHIEF

It is important to reflect over the year and acknowledge the evolution of our organization. The Town of Addison has a great deal of activity going on and the Fire Department continues to adapt to meet the needs of our community. We consistently strive for productivity and continual improvement.

Our leadership team has remained steadfast in supporting these beliefs: “Do your job, treat people right, give all-out effort, and have an all-in attitude.” We began the year with a commitment to excellence and established the core values and guiding principles that include Accountability, Family and Duty, also represented as AFD. Together with our membership, it is our passion to provide the best possible protection to the Town of Addison, to assure our organization is healthy and to provide an environment with opportunity to be successful.

This year the Fire Department brought on two Firefighter/Paramedics to fill vacancies with the hiring of Jeremy Hill and Chris Maxwell. They have been mentored and supported by some of the best firefighters around. A significant and beneficial change in our administrative staffing was the addition of a new Management Assistant with the hiring of former employee, Monica Hernandez. Three of our members celebrated more than 30 years with the department—Fire Equipment Operator Larry Sparks and Captain Clyde Sanders with 34 years each and Fire Equipment Operator Reagan Randall with 36 years. All our members are familiar with and embrace the Addison Way of doing business.

In addition to our organizational changes, we implemented many positive improvements. In April, we took ownership of a new Sutphen 100' aerial platform, now known as Truck 101. New cascade systems were installed at each station to provide air filling capabilities for self-contained breathing apparatus. The emergency generator was replaced at Fire Station #2. Most notably, in collaboration with our Quad City partners, the department purchased joint-ownership in the Joint Fire Training Facility. Since the grand opening in August, the department has completed over 1300 hours of live fire training at the facility. This is a tremendous improvement in the department's ability to simulate a wide variety of live fire and rescue events.

The fire service is truly the “ultimate team sport.” The culmination of teamwork, training and continuing education has led to a very productive and successful year. Three members completed Aircraft Rescue Fire Fighting school, nine attended heavy rescue training, and every member from the rank of Fire Equipment Operator to Chief has been certified as Incident Commanders through the rigorous Blue Card Command program. Additionally, multiple professional development classes were attended and hosted throughout the year at every level of our organization.

Other events that occurred during the year include collaborative efforts between the department and the Firefighter’s Association with the United States Marine Corps Reserve’s Toys for Tots Program and the Muscular Dystrophy Association’s Fill the Boot Campaign. The Fire Department also partnered with the Police Department for Santa’s Heroes and the 2nd Annual Public Safety Open House. We assisted with the Metrocrest Food Drive and contributed to Metrocrest Social Services. Our members competed in stair climbs in memory of the events on 9/11. We also had a team participate in REACT’s Adaptive Games to raise awareness for neurologic and spinal injuries. During Hurricane Harvey, the department participated in the response and recovery efforts by deploying an ambulance with paramedics to the Houston area as well as providing staffing to the Dallas Emergency Operations Center. I am proud of our membership for being active in the community and their involvement in these events along with several others.

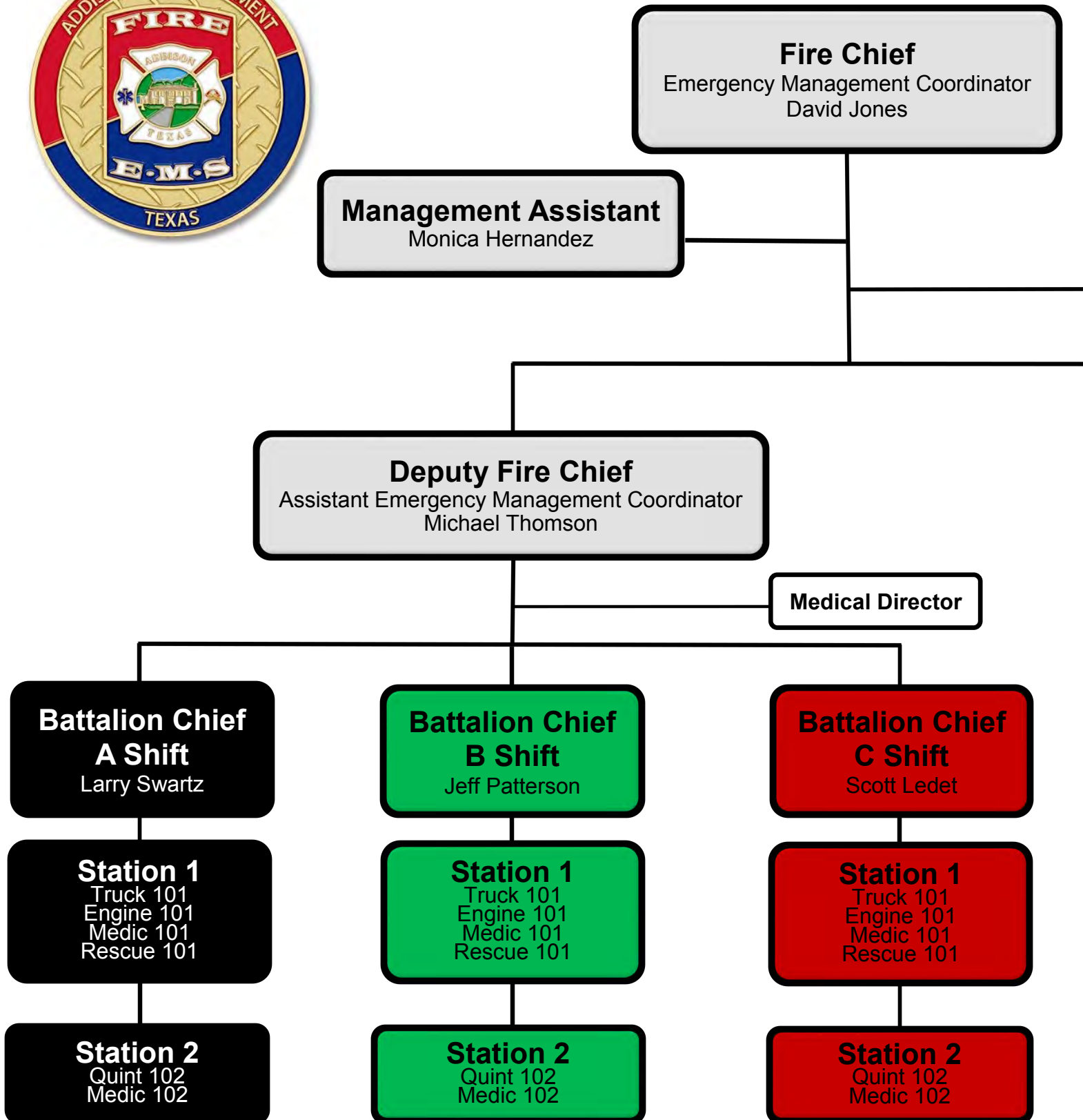
In closing, I would like to thank the City Council and Administration for their leadership and support of the Fire Department and to Public Safety. I would also like to acknowledge our members, officers, prevention staff and administration. You are the best at what you do and a positive reflection of the fire service in general. Your commitment to excellence and aggressive problem solving is what makes the Addison Fire Department an amazing place to work. I am honored to present the 2017 Annual Report.



David Jones

Fire Chief

ORGANIZATION CHART





Department Assistant
Ann Davis

Captain
Fire Prevention Specialist
Michel Mitchell

Inspector
Public Education Coordinator
Sheri Baldwin

+1
OVERFILL

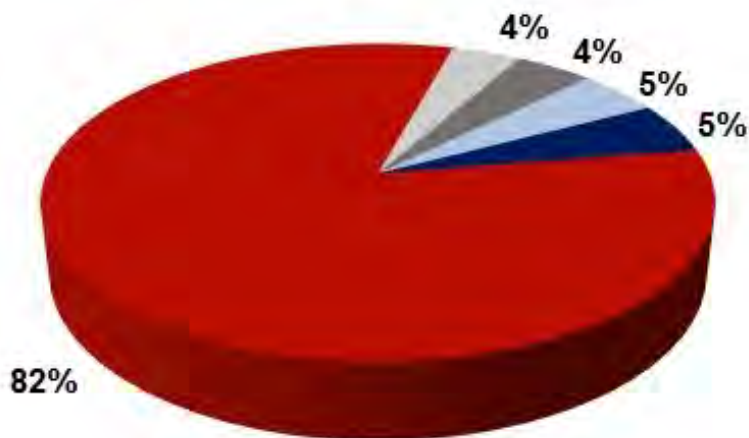
57

FULL-TIME EMPLOYEES

BUDGET OVERVIEW

With the strong support of City Council and City Management, Fire Administration was able to provide its members with the necessary tools in order to serve our citizens and visitors of Addison with outstanding service, all while conservatively managing the budget. Over the last few fiscal years, the budget has grown modestly by 3%.

2016-17 BUDGET



- Personnel Services
- Supplies
- Maintenance
- Contractual Services
- Capital Replacement/Lease

Expenditures	Budget 2014-15	Budget 2015-16	Budget 2016-17	Budget 2017-18
Personnel Services	\$5,526,654	\$5,509,642	\$5,764,700	\$6,097,088
Supplies	\$313,550	\$270,050	\$279,600	\$270,319
Maintenance	\$271,750	\$311,660	\$309,621	\$297,489
Contractual Services	\$312,480	\$349,570	\$329,020	\$316,144
Capital Replacement/Lease	\$417,080	\$367,850	\$364,534	\$362,820
Total Department Budget	\$6,841,514	\$6,808,772	\$7,047,475	\$7,343,860

BUDGET DOLLARS AT WORK

After months of construction, the Quad Cities Joint Fire Training Center was completed. A grand opening was held on August 12, 2017. The Town's first installment paid for the installation of the north drive surface and the dedication plaque. In October 2017, the Town paid its second installment, which will pay for a 4th floor burn room, 3rd floor flash/roll-over prop, and a garage burn system. Next fiscal year, the Town's final installment will be used to construct an outdoor classroom and storage room.



As part of the Capital Replacement Program, the department spec'd and purchased a new 100' aerial apparatus to replace a 2004 85' aerial apparatus. T101 was placed into service in April.

Another replacement in 2017 was the Fire Prevention Division's Inspector vehicle. I102 is a new Ford CMAX, which replaced a 2006 Ford Escape Hybrid.



BUDGET DOLLARS AT WORK



New SCBA Cascade Systems were installed at both stations. A Cascade System is a high pressure gas cylinder storage system, which is used for refilling smaller compressed gas cylinders. The new systems allow for our firefighters to fill their air bottles at the station.



New Positive Pressure Ventilation (PPV) fans were placed in service on all apparatus. PPV is a ventilation technique used to remove smoke, heat, and other combustion products from a structure.



A new emergency generator was purchased and installed at Fire Station 2 to replace an aged model that was no longer sustainable. The Fire Department appreciates the efforts of the General Services Department for handling this project.

A new gear dryer was installed at Station 1. The dryer is designed to dry turnout gear faster, after washing off contaminants. The dryer sends heated air around and inside turnout gear for thorough drying at maximum speed and efficiency. Properly drying gear helps extend the life of the gear.



Two new Lifepak 15 Monitor/Defibrillators were purchased and placed into service on Medic 101 and Medic 102. These new devices replaced old Lifepak 12s.

FIRE ADMINISTRATION DIVISION

The Fire Administration Division is responsible for the overall operation of the Fire Department by providing leadership, vision, and resources. Key responsibilities include developing the department's annual budget, personnel administration, long-term planning, and emergency management. Fire Administration is the liaison with other city departments including Human Resources, Finance, Purchasing, General Services, and the City Manager's office.

FIRE CHIEF



David Jones

DEPUTY CHIEF



Michael Thomson

MANAGEMENT ASSISTANT



Monica Hernandez

DEPARTMENT ASSISTANT



Ann Davis

FIRE ADMINISTRATION OVERVIEW

The Fire Department collaborated with the Infrastructure and GIS departments to prepare for and present data to an ISO auditor who conducted a regrading site visit in late November. We are currently awaiting results. What is ISO, you ask? It stands for Insurance Service Office and it is a group of trained, professional evaluators that use the Public Protection Classification (PPC™) program to evaluate fire departments on their ability to provide structural fire protection services for citizens and property owners. Insurance companies use PPC information to help establish fair premiums for residential and commercial property insurance. They recognize that effective fire service with adequate water supply, communications, and fire prevention should generally result in lower insurance premiums for communities with better protection.

The department proposed to hire a full time, civilian employee to help improve administrative efficiency. With the support of the City Manager and City Council approval, the department hired Monica Hernandez as a Fire Management Assistant. Some of her responsibilities include program management, process evaluation, grant administration, data analysis, and budget preparation.



EMERGENCY MANAGEMENT DIVISION

Emergency Management is the organization and management of resources and responsibilities for dealing with all humanitarian aspects of emergencies, such as preparedness, response, and recovery. The goal is to reduce the harmful effects of all hazards, including disasters.

University of North Texas student, Jasmine Garibay, joined our department as our Emergency Management (EM) Intern. During her nine month internship, Jasmine toured other Emergency Operations Centers to identify areas for improvement, worked on annexes, trained with operations, attended various EM meetings, and assisted with an EOC and Airport drill.

As a result of Hurricane Harvey's devastating aftermath, the department deployed an Emergency Medical Task Force to South Texas to assist with relief efforts. Addison Firefighter/Paramedics JD Hernandez and Allison Johnston joined forces with crews from Coppell, DeSoto, Farmers Branch, Lancaster, and Richardson Fire Departments and Careflite for a week long activation. The crews were stationed at the Houston NRG Center and provided patient care to evacuees.

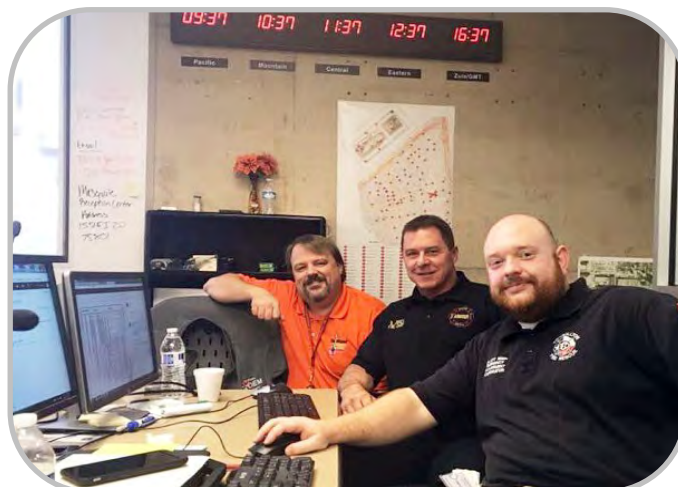
EMERGENCY MANAGEMENT OVERVIEW



In July, the department conducted an Airport EOC Tabletop Exercise with various departments in the organization. An EOC is a central command and control facility responsible for carrying out the principles of emergency preparedness and emergency management. The tabletop exercise allows for discussion regarding a simulated emergency situation.



Hurricane Harvey Emergency Medical Task Force & Strike Team
September 2017



Chief Jones (center) worked alongside Dallas County EOC Manager, Scott Greeson (left) and Carrollton's Emergency Management Coordinator, Elliott Reep (right) at the Dallas EOC Logistics Section during Hurricane Harvey.

FIRE PREVENTION DIVISION

The Fire Prevention Division is responsible for code enforcement, engineering review, fire cause determination, and public education. This division keeps busy throughout the year with just two full time personnel.

CAPTAIN



Michel Mitchell

INSPECTOR



Sheri Baldwin

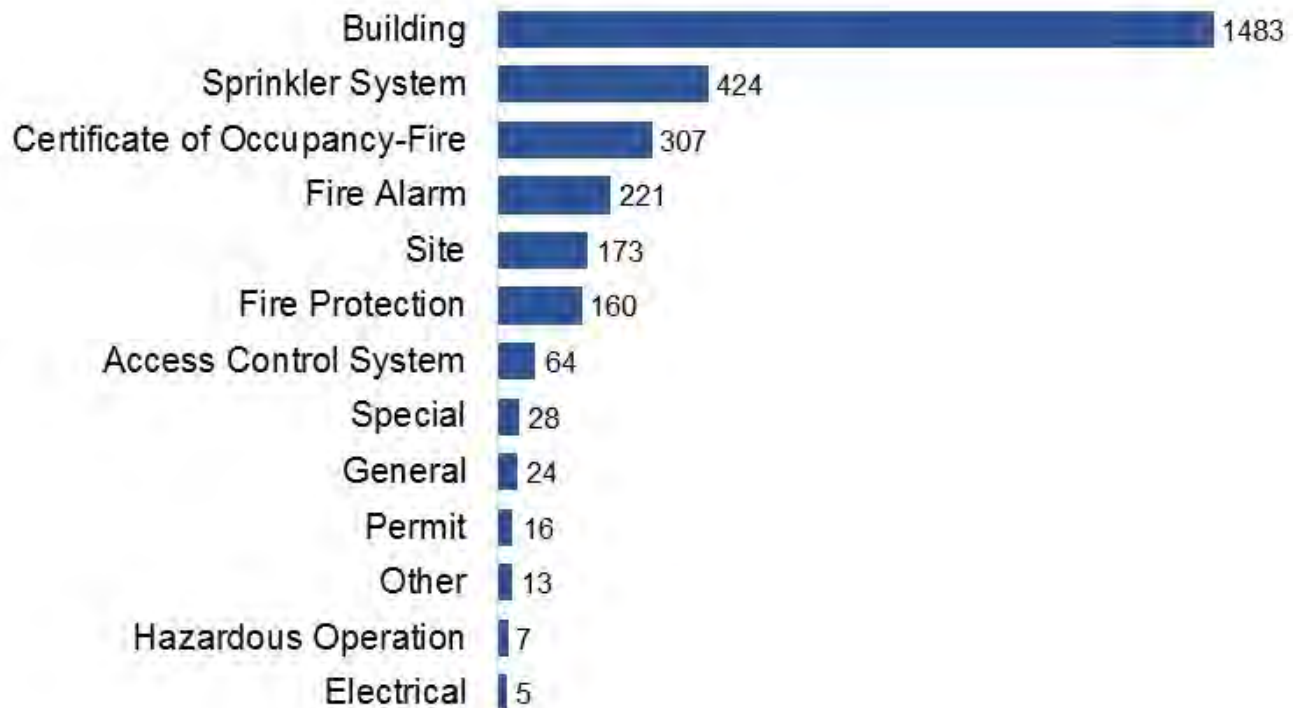
The Addison Fire Department places much emphasis on Community Outreach as it helps to ensure we serve a greater purpose—to protect the lives and property of those who live and work in Addison. In 2017, the Fire Prevention Division joined forces with Operations to provide public education to over 7,000 adults and 2,800 children. A total of 453 staff hours were spent on fire safety presentations, station tours, fire drills, severe weather drills, fire extinguisher training, fire warden training, and community events, such as our Open House, Fall Festival and Citizen's Academy.

In addition to our public education programs, the department continued its highly anticipated Smoke Detector Battery Replacement Program in October. The program involves crews visiting single-family homes to install new batteries in smoke detectors. There is no charge for this service and residents really seem to appreciate this perk. This past year the department installed 1,670 batteries and visited 362 homes. In addition, 171 home safety surveys were conducted.

Lastly, crews conducted 188 Pre-Incident Plans. Pre-Incident Plans are a planning tool that crews use to gather and record data about a target hazard, in order to identify problem areas. Some of the categories evaluated are fire protection systems, building construction, contents, and operating procedures. The plans are used by crews to effectively manage emergencies.

FIRE PREVENTION OVERVIEW

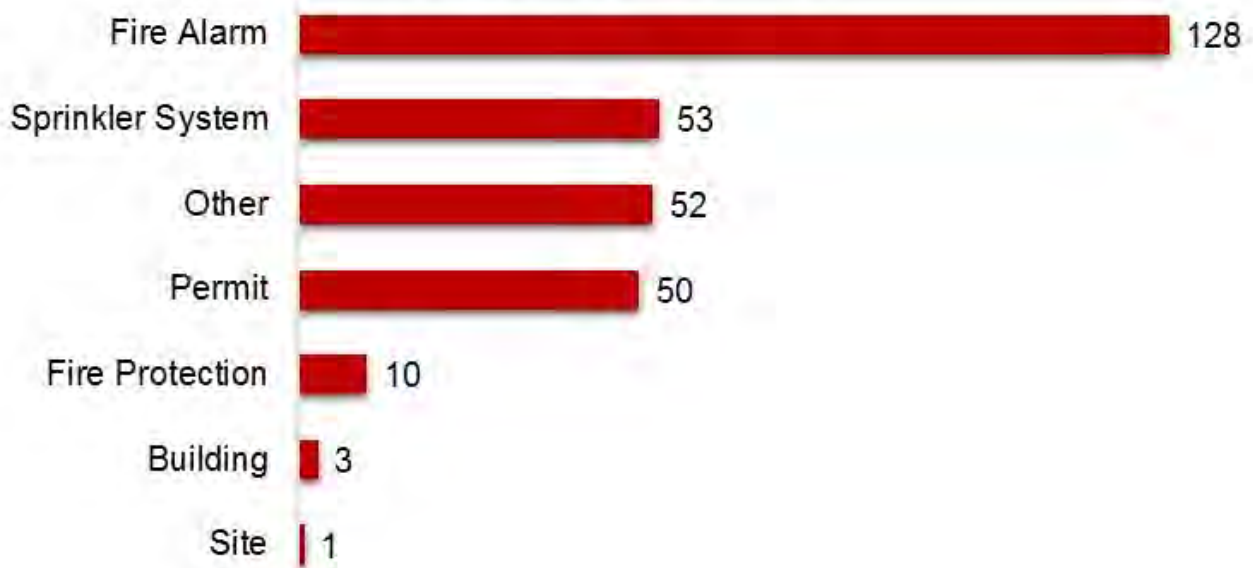
2017 INSPECTIONS



Inspection Violations Corrected: 589

Inspection Violations Discovered: 1534

2017 PLAN REVIEWS



FIRE PREVENTION OVERVIEW



Fire Safety Presentation at Bush Elementary



Open House 2017
Children Spraying Water



Ambulance Demonstration



Firefighters are Friends!



T101 Compartment Demonstration



Demonstration of Firefighter Gear



Vehicle Extrication Demonstration



Max Fire Box Demonstration Shows Fire and Smoke Behavior



Citizen's Academy Students Spraying Water

OPERATIONS DIVISION

The Fire Operations Division is made up of three shifts—A, B, and C. Each shift works 24 hours on and 48 hours off, starting at 7:00am. Each shift is managed by a Battalion Chief who oversees a crew of one captain, two lieutenants, three driver operators, and ten firefighters, for a total of 17 personnel (14 is the minimum daily staffing requirement). All personnel are cross trained as paramedics.

This division serves the community by providing fire and emergency medical services (EMS), aircraft crash fire and rescue (ARFF), and basic technical rescue services. During calendar year 2017, crews responded to 3127 calls, which is an increase of 3.5% from the previous year and an increase of 16.3% over the last five years.

The division operates one Engine, one Quint, one Truck, two ambulances, one ARFF Rescue, one Utility, and a command vehicle from two strategically placed fire stations.

FIRST NAME	LAST NAME	RANK	YEARS OF SERVICE
Reagan	Randall	FEO / Paramedic	36
Clyde	Sanders	Captain / Paramedic	34
Larry	Sparks	FEO / Paramedic	34
Jeff	Cockrill	Firefighter / Paramedic	23
Jared	Schreher	Lieutenant / Paramedic	20
John	Lage	Captain / Paramedic	18
Rick	Johnson	Lieutenant / Paramedic	18
Chad	Gruver	FEO / Paramedic	18
John	Tisdale	Lieutenant / Paramedic	17
Rod	Williams	Captain / Paramedic	17
Scott	Wigley	Captain / Paramedic	17
Scott	Ledet	Battalion Chief / Paramedic	17
Keith	Davis	Lieutenant / Paramedic	16
Jeff	Patterson	Battalion Chief / Paramedic	16
Shawn	Ainsworth	Firefighter / Paramedic	15
Tim	Tomlinson	FEO / Paramedic	15
Jonathan	Crist	FEO / Paramedic	14
John	Peskuski	FEO / Paramedic	13
Darin	Jones	Lieutenant / Paramedic	13
JJ	Kaiser	FEO / Paramedic	12
Josh	Bethel	FEO / Paramedic	12
Jason	Burke	Firefighter / Paramedic	12
Dustin	Davis	FEO / Paramedic	11
Darryl	Johnson	Firefighter / Paramedic	11
Zach	Crise	Lieutenant / Paramedic	11
Petr	Lukas	Firefighter / Paramedic	10
Matt	Ferguson	Firefighter / Paramedic	10
Nick	Keen	Firefighter / Paramedic	9
Troy	Ayres	Firefighter / Paramedic	9
JohnDavid	Hernandez	Firefighter / Paramedic	6
Bryan	Murley	Firefighter / Paramedic	6
Adam	Montgomery	Firefighter / Paramedic	5
Jake	Metdker	Firefighter / Paramedic	5
Kameron	Russey	Firefighter / Paramedic	5
Juston	Love	Firefighter / Paramedic	4
Deborah	Schwartz	Firefighter/Paramedic	4
Tommy	Williams	Firefighter / Paramedic	4
Curt	Sanders	Firefighter / Paramedic	3
Joey	Kracheck	Firefighter/Paramedic	3
Kevin	West	Firefighter/Paramedic	3
Bradley	Nelson	Firefighter/Paramedic	3
Larry	Swartz	Battalion Chief / Paramedic	3
Zach	Avants	Firefighter/Paramedic	3
Jake	Anderson	Firefighter/Paramedic	3
Erick	Esquivel-Nunez	Firefighter/Paramedic	3
Allison	Johnston	Firefighter/Paramedic	2
Austin	Simmons	Firefighter/Paramedic	2
Steven	Martinez	Firefighter/Paramedic	1
Nelson	Cruz	Firefighter/Paramedic	1
Cody	Clemons	Paramedic/Paramedic	1
Jeremy	Hill	Firefighter/Paramedic	<1
Chris	Maxwell	Firefighter/Paramedic	<1

OUR VALUES AND OUR CREWS

ACCOUNTABILITY

- We are responsible to and for each other and our community.
- We own our mistakes.
- We never walk past a problem we can solve.
- We are honest with each other.

FAMILY

- We are inclusive and respectful.
- We are loyal to each other.
- We respect our retirees. We owe it to them and they did it all with less.
- We will learn from our past.

DUTY

- We are prepared mentally, physically, mechanically and procedurally.
- We respond quickly, cautiously, and effectively.
- We strive to be the best part of someone's worst day.
- We have the courage to do the right thing.
- We deliver services consistently, without prejudice or bias.
- We don't take shortcuts.



A-SHIFT



B-SHIFT



C-SHIFT

FIRE STATIONS & APPARATUS

Station One

4 7 9 8
Airport
Parkway



Engine 101

Rescue 101

Battalion 101



Truck 101

Utility 101

Medic 101

Station Two



**3 9 5 0
Beltway
Drive**

Quint 102



Medic 102

OPERATIONS OVERVIEW



The Quad Cities' Training Tower officially opened in August. All Live Fire Instructors were trained extensively on the use of the Fireblast Gas-Fired Props. Crews began training in October.



We activated the official **Town of Addison Fire Department** Facebook Page on May 24th. By the end of the year, our page had reached nearly 1,000 likes!

All officers and drivers completed the 80-hour Blue Card Incident Commander Program, which included a skills simulation lab. The Blue Card Program is designed to instruct, train, evaluate, and certify officers on standardizing incident operations across the organization.



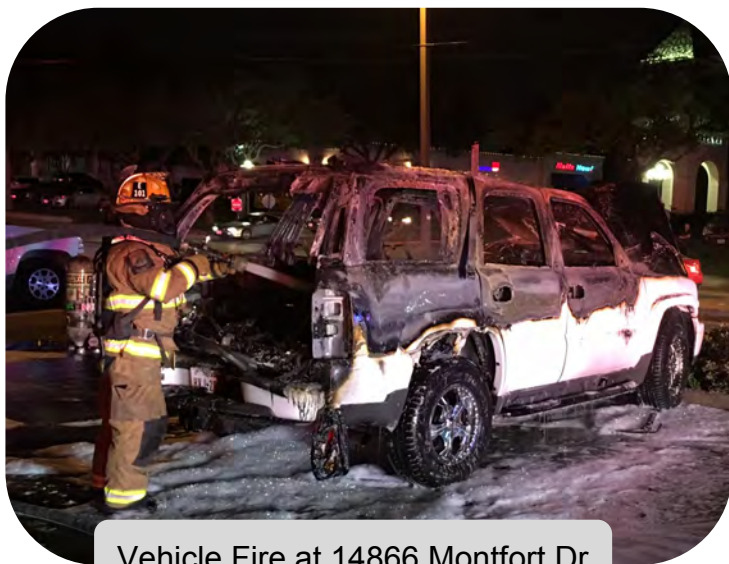
New Challenge Coins were designed and distributed to all personnel.

New badges were designed and distributed to all personnel. Each badge is unique with the individual's title and seniority in the department.



T101 was placed into service. A Push In Ceremony was held on April 7th.

MAJOR INCIDENTS



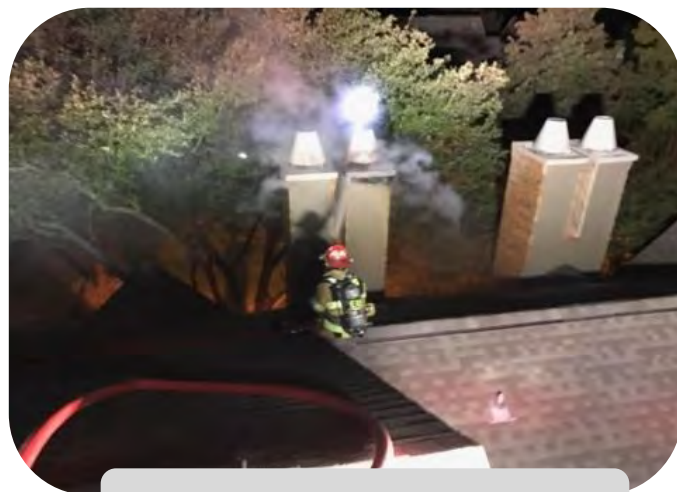
Vehicle Fire at 14866 Montfort Dr



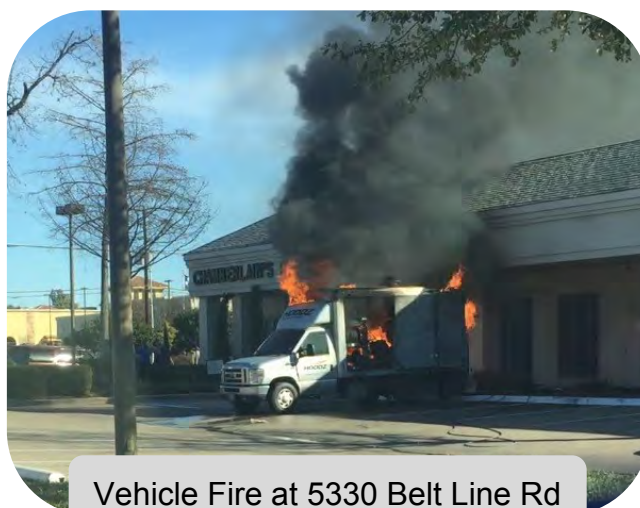
Structure Fire at 14835 Inwood Fire



Structure Fire at
17200 Westgrove Dr, Bldg 17



Structure Fire at 14700 Marsh Ln



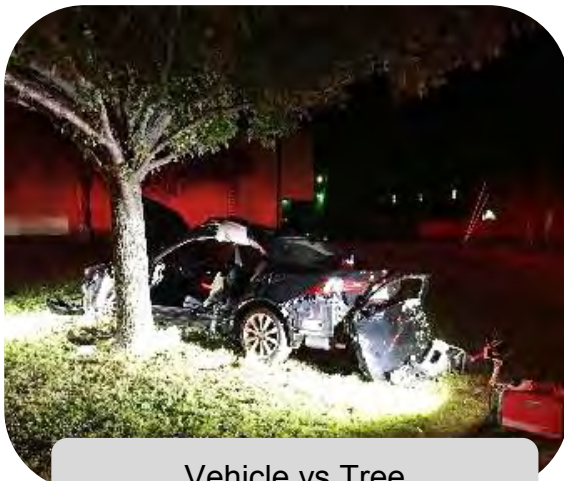
Vehicle Fire at 5330 Belt Line Rd



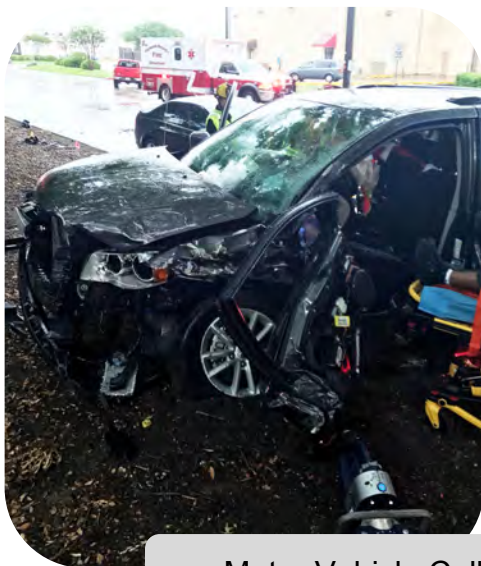
Vehicle Collision with Chico's Store



Rescue at a Construction Site



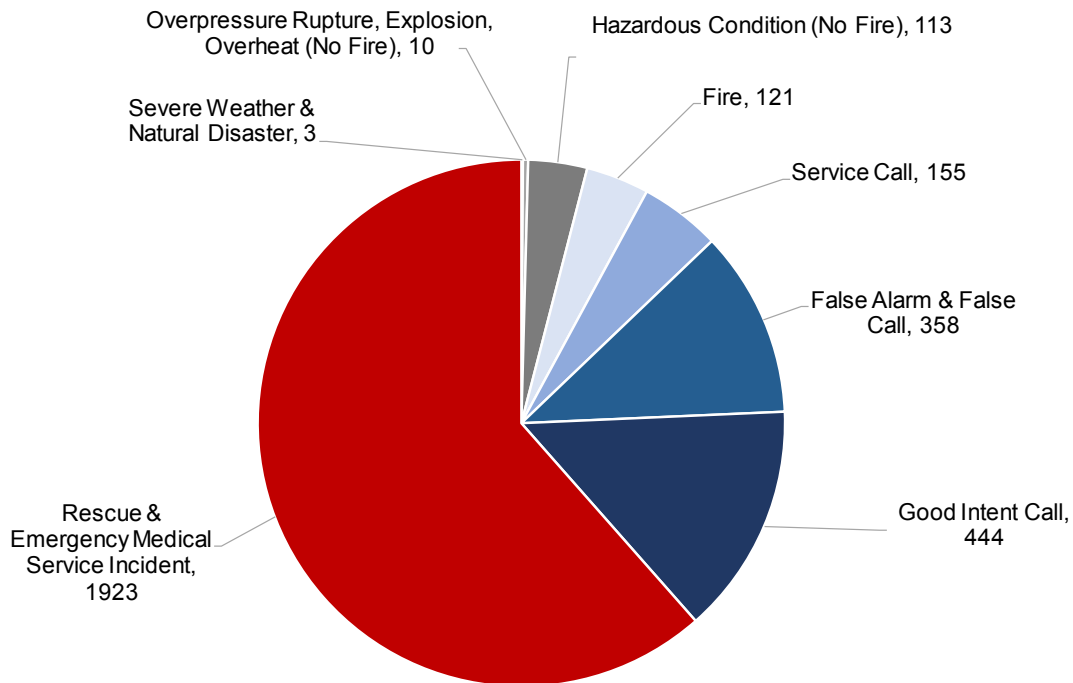
Vehicle vs Tree



Motor Vehicle Collisions with Extrication

OPERATIONS DATA ANALYTICS

TYPE & NUMBER OF INCIDENTS IN 2017



Addison Calls: 2596

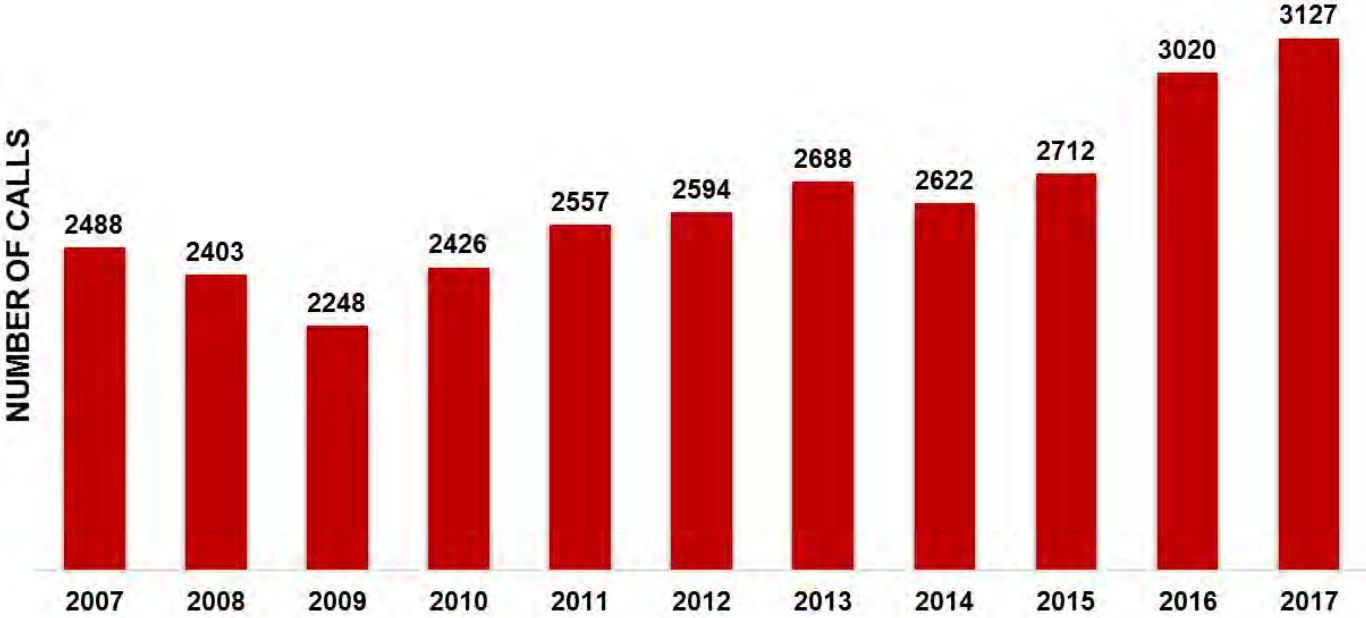
Mutual Aid Given: 531

Total Calls: 3127

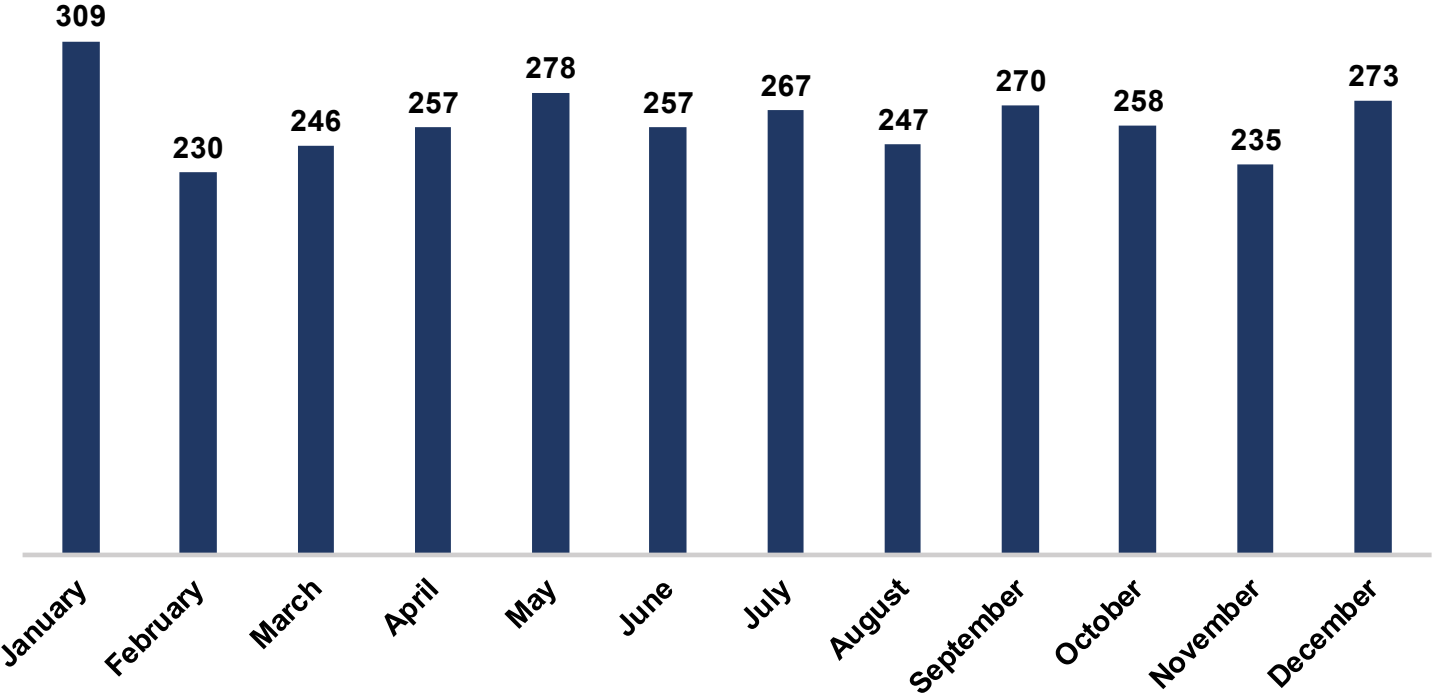
TYPE & NUMBER OF INCIDENT SINCE 2014

INCIDENT TYPE	2014		2015		2016		2017	
FIRE	69	2.63%	56	2.06%	72	2.38%	121	3.87%
OVERPRESSURE, RUPTURE, EXPLOSION, OVERHEAT (NO FIRE)	10	0.38%	11	0.41%	7	0.23%	10	0.32%
RESCUE & EMS INCIDENTS	1687	64.34%	1793	66.11%	1889	62.55%	1923	61.50%
HAZARDOUS CONDITION (NO FIRE)	118	4.50%	131	4.83%	123	4.07%	113	3.61%
SERVICE CALL	205	7.82%	177	6.53%	197	6.52%	155	4.96%
GOOD INTENT CALL	169	6.45%	189	6.97%	346	11.46%	444	14.20%
FALSE ALARM & FALSE CALL	363	13.84%	353	13.02%	386	12.78%	358	11.45%
SPECIAL INCIDENT TYPE	1	0.04%	0	0.00%	0	0.00%	0	0.00%
SEVERE WEATHER & NATURAL DISASTER	0	0.00%	2	0.07%	0	0.00%	3	0.10%
TOTAL	2622		2712		3020		3127	

HISTORY OF CALLS SINCE 2007

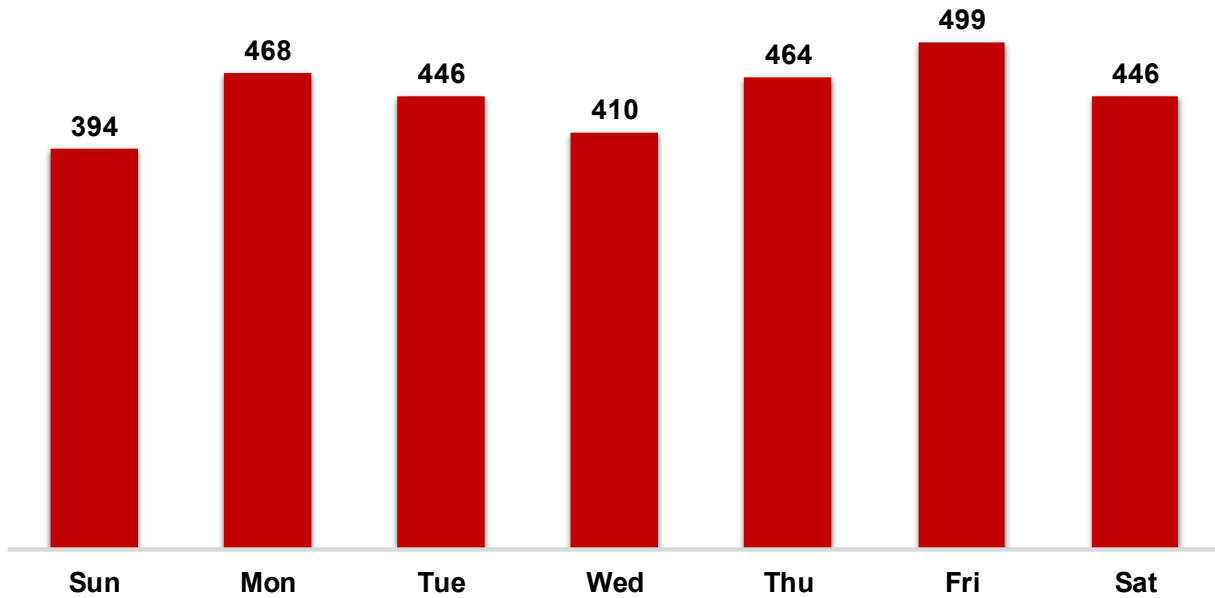


NUMBER OF CALLS BY MONTH

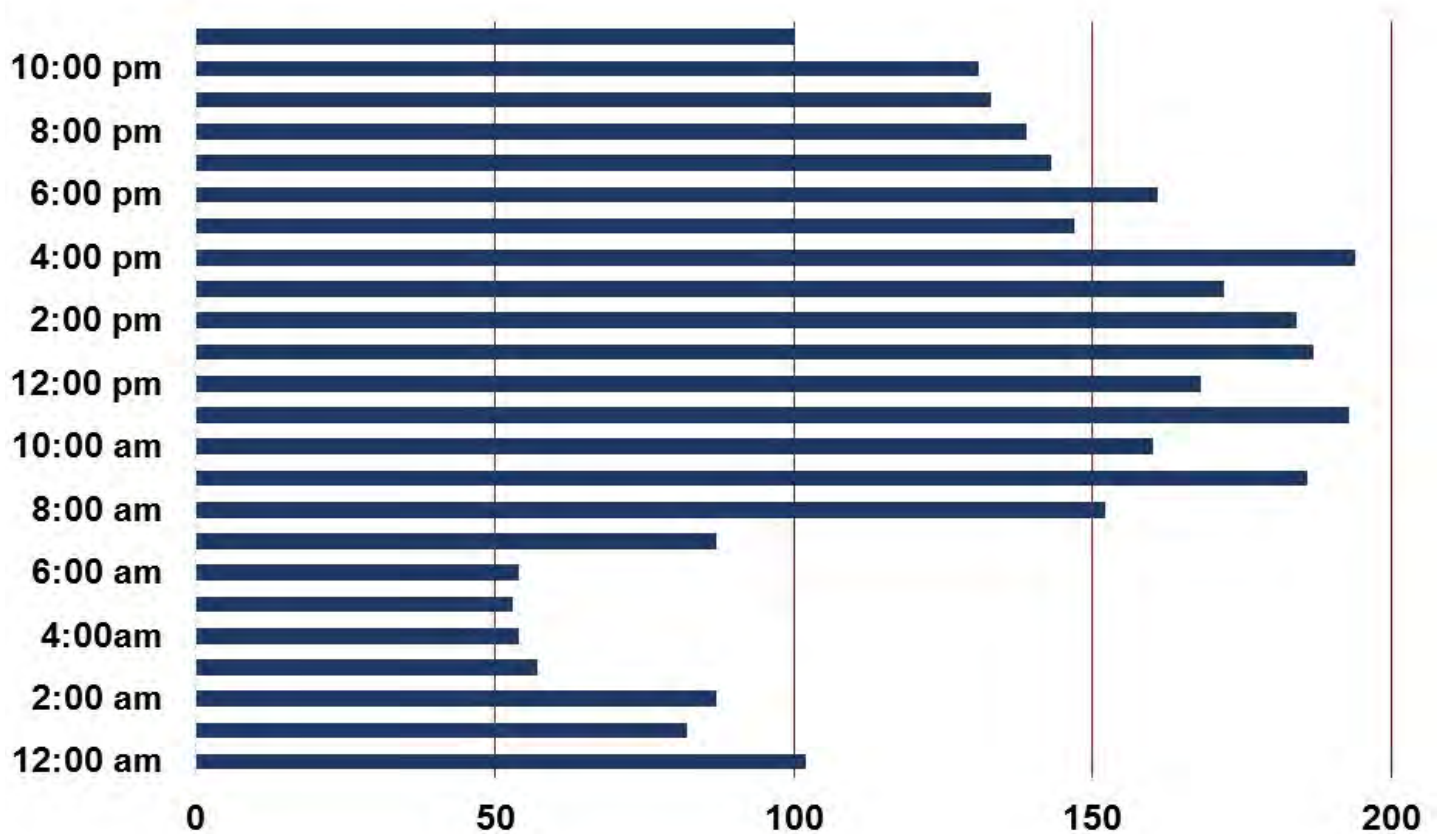


OPERATIONS DATA ANALYTICS

NUMBER OF CALLS BY DAY OF THE WEEK



NUMBER OF CALLS BY HOUR OF THE DAY



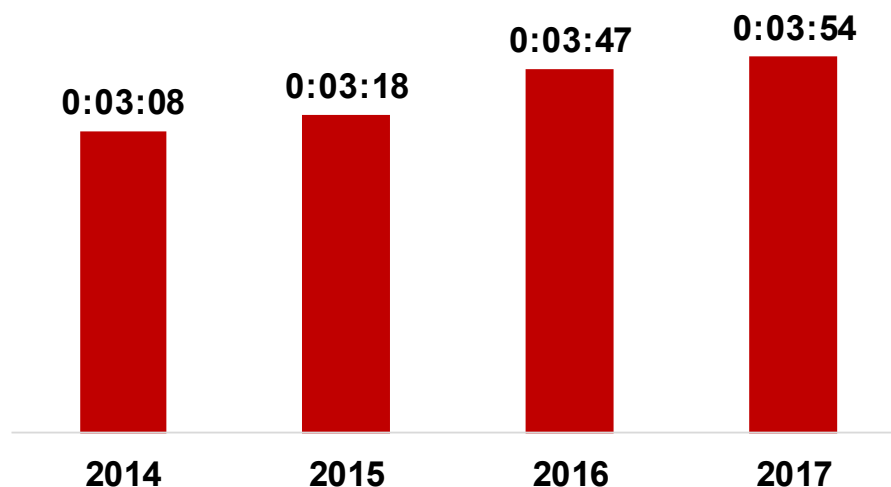
The number of times a specific apparatus is dispatched to an incident.

NUMBER OF CALLS BY APPARATUS SINCE 2014

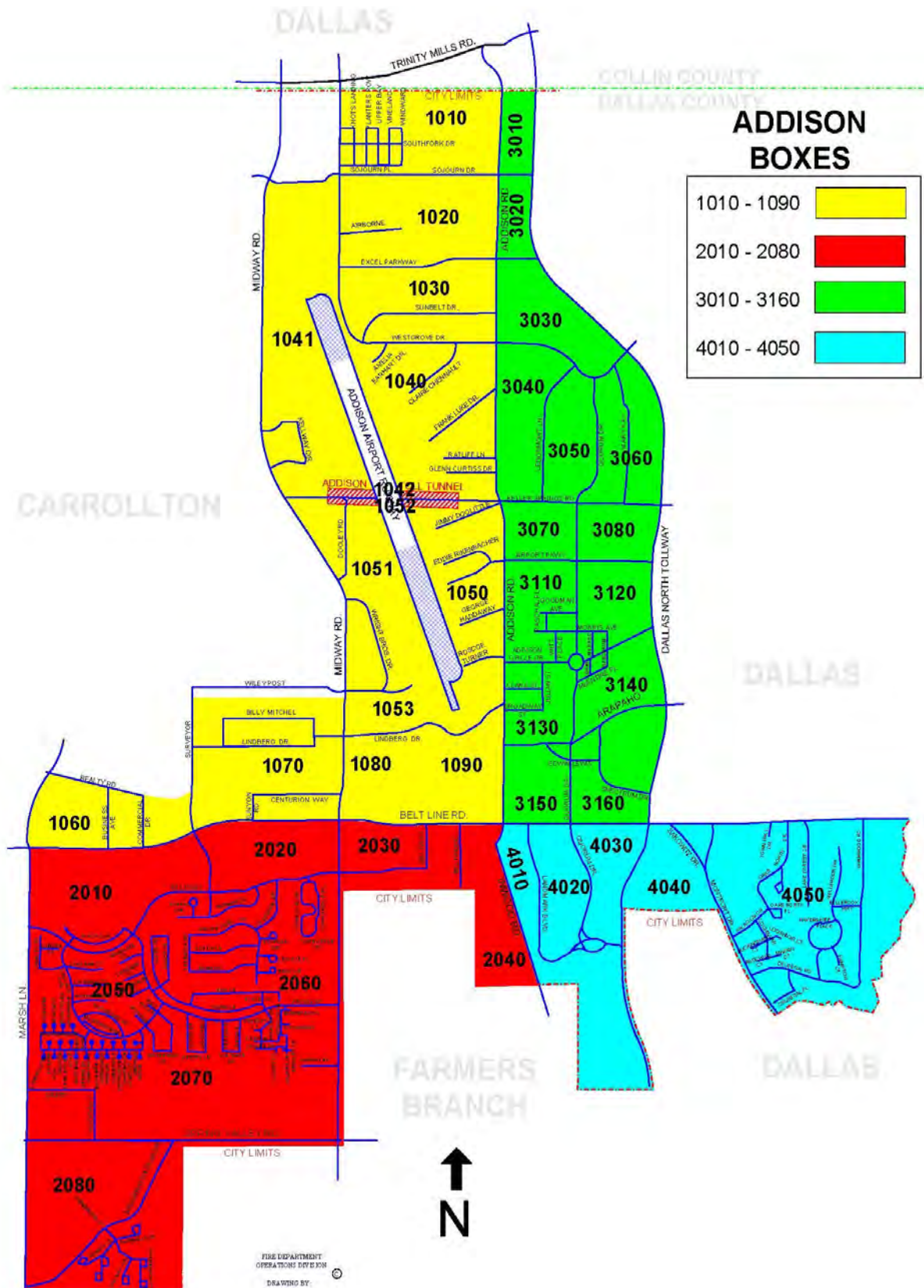
APPARATUS	2014	2015	2016	2017
B101	735	749	892	832
E101	1402	1477	1489	1411
E102	1256	1038	0	0
M101	947	1031	1065	1047
M102	964	940	1100	1129
M103	4	5	1	1
Q102	0	184	1367	1466
R101	42	43	46	24
T101	697	673	784	818
TOTAL	6047	6140	6744	6728

The Average Response times below represent *Dispatch to On-Scene* in Addison only.

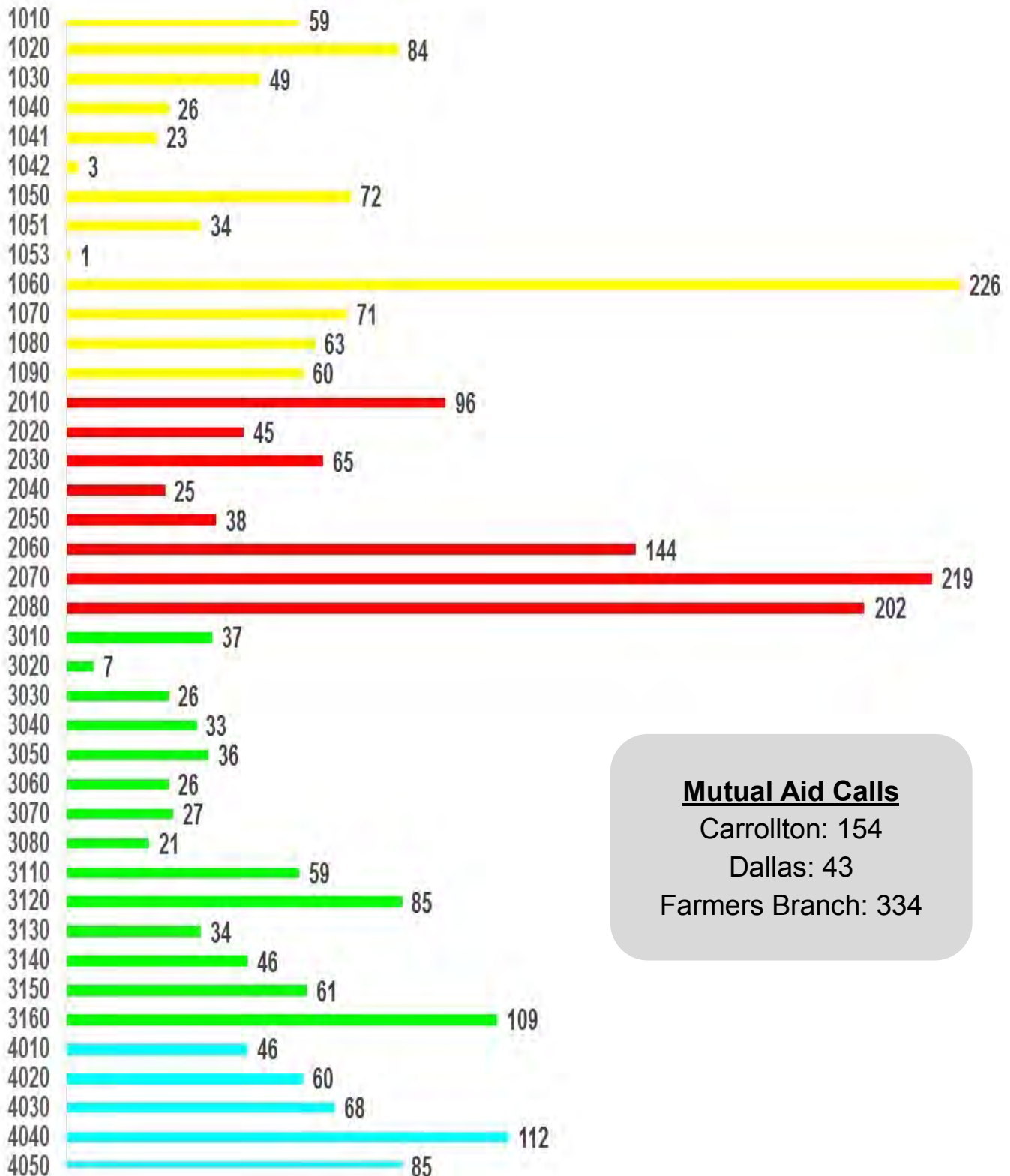
AVERAGE RESPONSE TIMES SINCE 2014



OPERATIONS DATA ANALYTICS



The Box Map to the left and corresponding graph below represent the number of calls made to a specific zone (box) in Addison. Mutual aid calls to Carrollton, Dallas, and Farmers Branch are not represented.



Mutual Aid Calls
 Carrollton: 154
 Dallas: 43
 Farmers Branch: 334

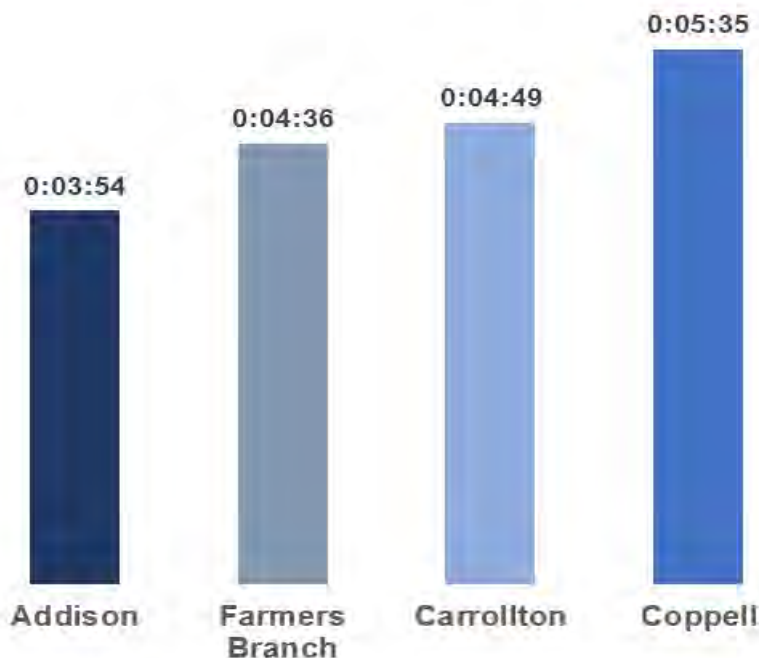
OPERATIONS DATA ANALYTICS

The chart below represents the average call volume per station, in comparison to our Quad City partners.

	# OF CALLS IN 2017	# OF STATIONS	AVG. CALLS PER STATION
ADDISON	3127	2	1564
CARROLLTON	11811	8	1476
FARMERS BRANCH	3578	3	1193
COPPELL	3223	3	1074

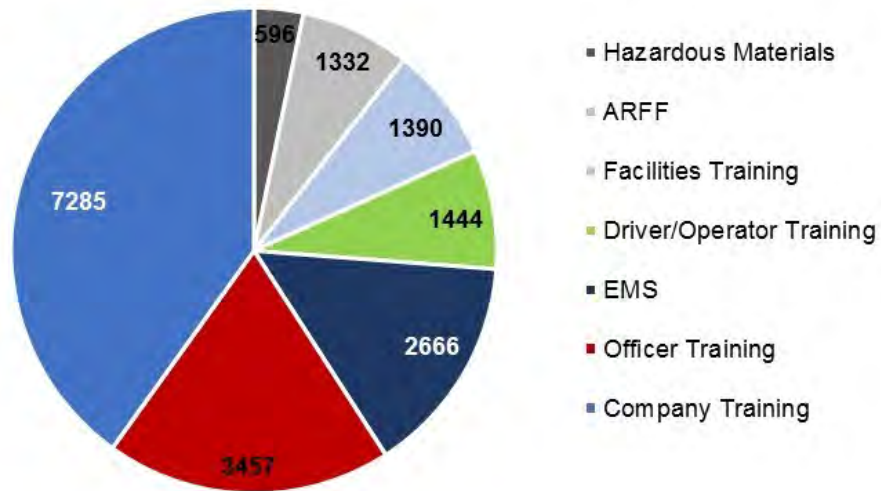
The graph below represents a comparison of the Quad Cities' Average Response Times (Dispatch to On-Scene) in 2017.

DISPATCH TO ON-SCENE AVERAGE RESPONSE TIMES



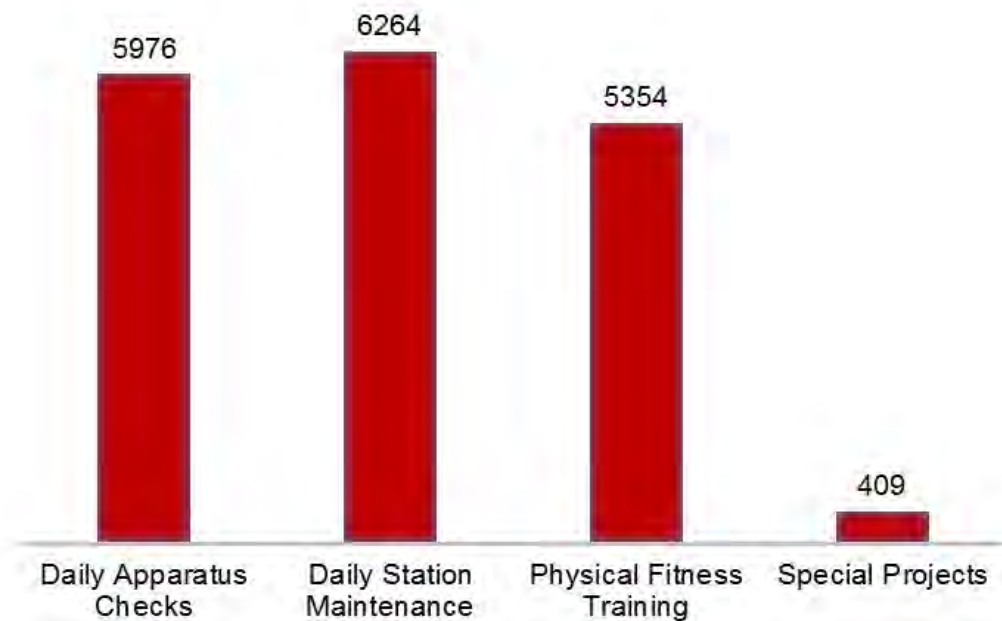
A total of 18,170 staff hours were spent on major training.

NUMBER OF HOURS SPENT ON MAJOR TRAINING



In addition to training, emergency responses, and public outreach, staff spent a total of 18,003 hours on other department activity.

NUMBER OF HOURS SPENT ON OTHER ACTIVITY



PROMOTIONS



Rod Williams
Promoted to Captain
March 11th



Zach Crase
Promoted to Lieutenant
March 11th



Jon Crist
Promoted to Driver
March 11th



John Lage
Promoted to Captain
December 30th



Darin Jones
Promoted to Lieutenant
December 30th



Josh Bethel
Promoted to Driver
December 30th

SWEAR-INS, RECOGNITIONS & AWARDS



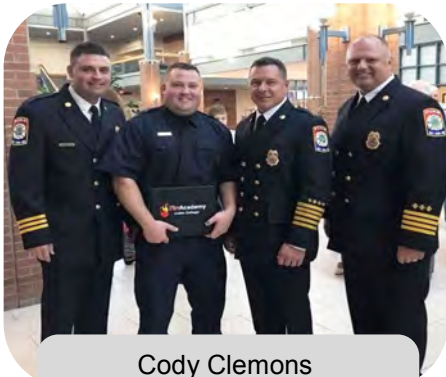
Allison Johnston, Chief Thomson, & Austin Simmons graduated from Basic ARFF School on March 6th.



Sheri Baldwin, Austin Simmons, & Allison Johnston were sworn-in on April 7th.



Lieutenant Zach Crase received a Fire & Rescue Appreciation Award from Prestonwood Rotary Club on April 19th.



Cody Clemons graduated from Fire Academy on May 11th.



Lieutenant John Tisdale graduated from Leadership Metrocrest Class XXVIII on May 22nd.



Steven Martinez was sworn-in on August 31st.



Cody Clemons & Nelson Cruz were sworn-in on November 21st.

Phoenix Award

Presented on December 19th to:

- FEO Chad Gruver
- FF Zach Avants
- FF Troy Ayres
- FF Ben Douglass
- FF Steven Martinez
- FF Kevin West



Paramedic of the Year
Allison Johnston
Firefighter of the Year
Reagan Randall

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