



# Flagler County Fire Rescue Annual Report for 2013



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## Fire Rescue Chief's Message

On behalf of Flagler County Fire Rescue, I am pleased to present the annual report for 2013. I commend all of the men and women who dedicate themselves to making Flagler County a better place to live and work. They are committed to saving lives and property through effective fire suppression, emergency medical services, technical rescue, flood water and marine rescue, fire inspection and investigation and public education.

Flagler County Fire Rescue will continue to meet the needs of our diverse community. To that end, we challenge our employees to do their best everyday and to continually strive to better assist the residents and visitors of Flagler County.

*Don Petito*

Don Petito

Fire Rescue Chief

Flagler County Fire Administrative Offices located in the Emergency Operations Center

1769 East Moody Blvd. Bldg. #3, Bunnell Florida 32110

386-313-4200



## **Mission Statement**

To protect and enhance the quality of life of the residents and guests through effective and efficient delivery of emergency and non-emergency services.

## **Vision**

We are committed to providing highly trained professionals and volunteers who are well equipped to carry out the mission statement.

## **Department Goals**

Customer Focus – Monitors operation to enhance customer service and raise the quality of fire and EMS services.

- Develop department members to provide quality service, through training and by encouraging and supporting college education.
- Foster total quality customer service through employee empowerment, customer oriented service and loyalty to county services.

Financial Stability – Foster a correlative relationship between function and process of fire and EMS services in order to live within financial resource limits.

- Promote an awareness of fiscal responsibilities.
- Complete fiscal year with a balanced budget.

Future Vision – Strategically identify and respond to critical opportunities and challenges to enhance services provided and quality of life.

- Enhance the services provided by continually assessing the needs of the community and keeping pace with growth.
- Providing a force with the ability to respond with proficiency to any hazards presented.

## Department Values

Integrity – Defined as being honest, moral, upright and sincere. Public trust can only exist with our integrity and respect for one another. The foundation of Flagler County Fire Rescue is the high level of integrity of its employees.

Professionalism – Recognizing the changing and diverse needs of the community, Flagler County Fire Rescue promotes and encourages a policy of professional and individual excellence which is delivered and enhanced by continuing education and training.

Commitment to Employees – The department recognizes that its employees are the vital component to the successful delivery of fire and EMS services. We believe we can achieve our highest potential by actively involving our employees in problem solving and improving fire and EMS services. We support an organizational climate of mutual trust and respect.

Loyalty – Department members shall strive to maintain their allegiance to the department's beliefs, mission and vision, while creating open lines of communication and continuing to work hard.

We realize fully the expression of ideas is meaningless unless actively practiced. The integrity and professionalism demanded of members of the Flagler County Fire Rescue shall ensure the proper, lawful, and unbiased application of fire and EMS services.



*Crews operating at a house fire*



## Introduction

Flagler County Fire Rescue provides comprehensive fire, emergency medical and special operations response services to the residents of the county and cities through inter-local service agreements. The Fire-Rescue Department also provides emergency medical transport service countywide, public education, inspection and plan review services are also provided.

## Purpose

The purpose of this report is to provide the commissioners, administrators, employees and residents of Flagler County a summary of the activities and projects that have been completed during the calendar year.

## Scope

This report contains information about the emergency responses, training, personnel and nonemergency activities that had an impact on Flagler County Fire Rescue and the residents of our service area during 2013.

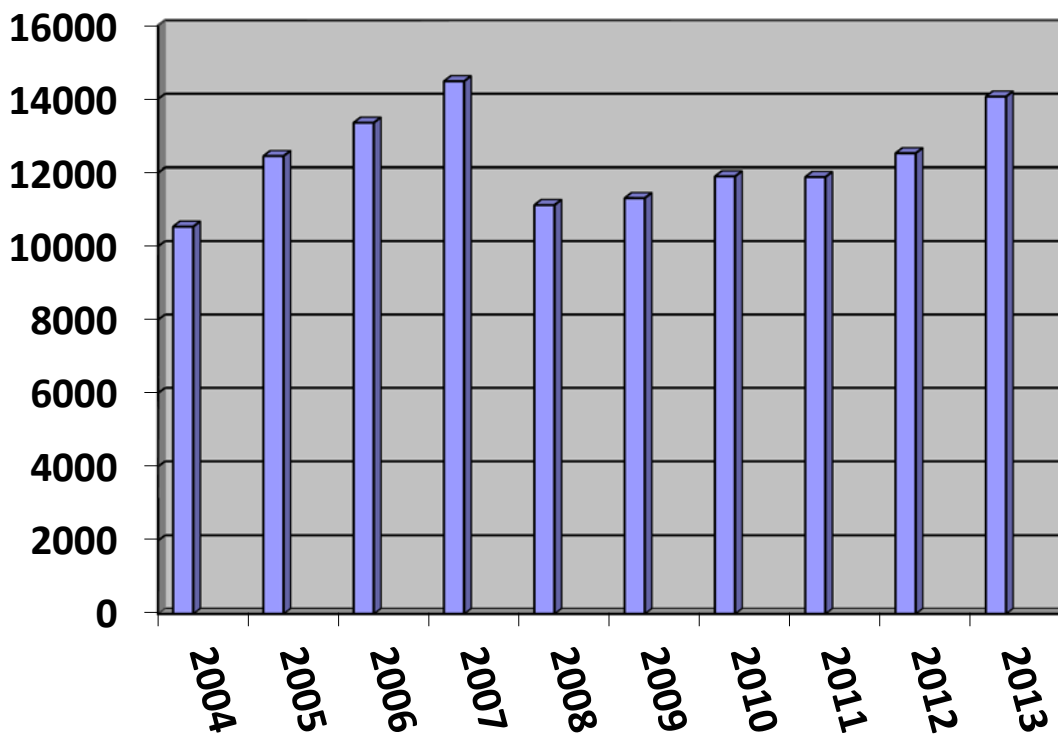


*Crews use the Jaws of Life to free a victim in this badly damaged vehicle*

## Emergency Response

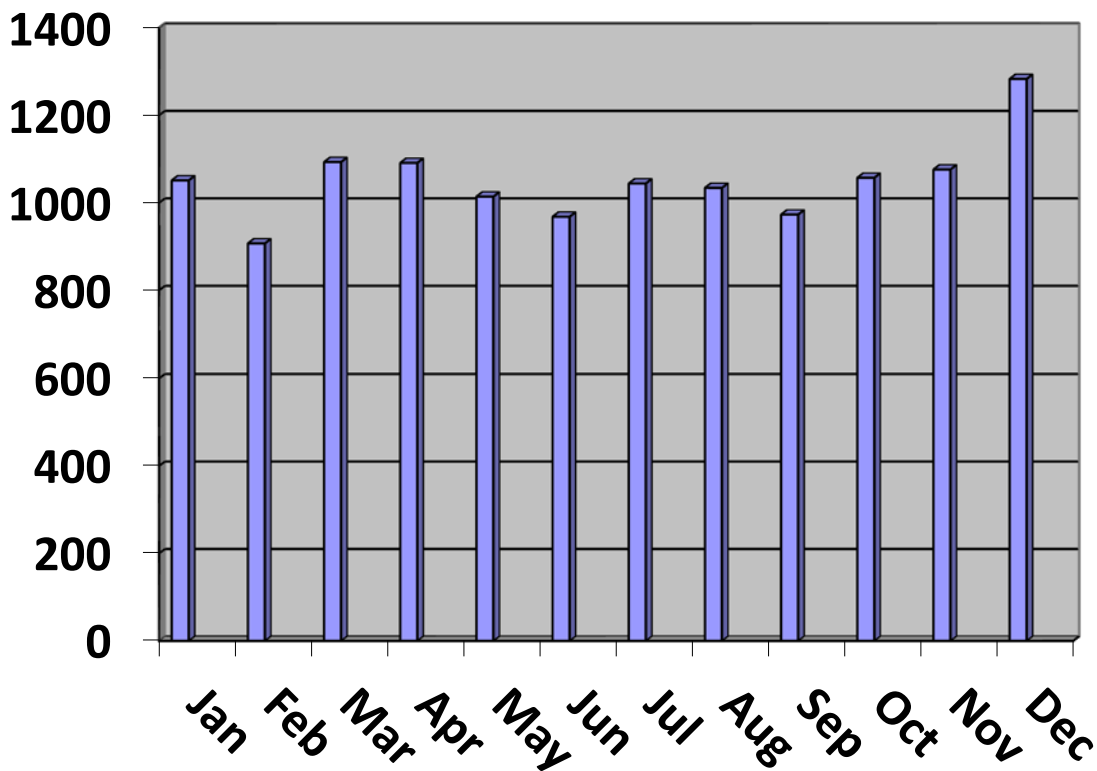
Flagler County Fire Rescue responded to 14,062 calls for emergency service during 2013. 9,477 calls were in Palm Coast, 774 in Flagler Beach, and 1,132 in Bunnell. This represents an 11% increase from the 12,519 calls in the previous year. Over the ten (10) year period from 2004 to 2013, the total emergency call volume increased an average 11.76%.

Year	Fire	EMS	Total	% +/-
2004	1,740	8,795	10,535	84.67%
2005	1,954	10,487	12,441	18.09%
2006	1,807	11,544	13,351	6.82%
2007	1,907	12,511	14,481	8.46%
2008	1,557	9,567	11,124	-23.18%
2009	1,962	9,351	11,313	1.70%
2010	1,893	10,012	11,905	5.23%
2011	1,487	10,243	11,887	-0.151%
2012	1,446	11,073	12,519	5%
2013	1,688	12,374	14,062	11%
<b>Average</b>	<b>1,744</b>	<b>10,595.7</b>	<b>12,361.8</b>	<b>11.76%</b>



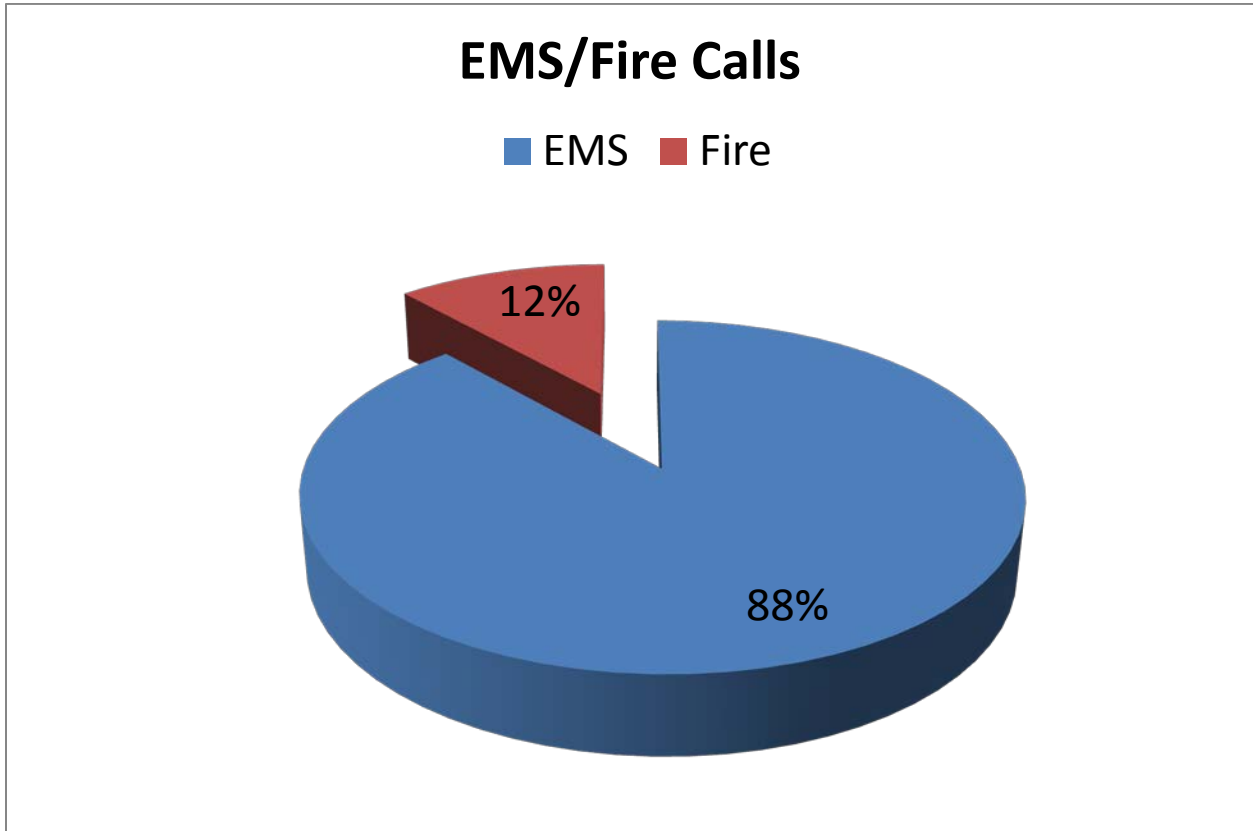
The table below represents the distribution of calls per month. The monthly call volume ranged from a high of 1,269 calls in March to a low of 1,049 calls in November. There were 12 months that the call volume exceeded 1,000 calls per month in 2013 as opposed to 9 months in 2012, and 6 months in 2011. There are an average of 1,172 calls per month responded to by FCFR in 2013 as opposed to 1,043 calls per month in 2012.

Month	Number of Calls
January	1,251
February	1,119
March	1,269
April	1,201
May	1,217
June	1,130
July	1,265
August	1,208
September	1,079
October	1,168
November	1,049
December	1,106





Emergency medical calls for service account for 88 percent of the call load for Fire Rescue. Fire calls for service account for 12 percent of our call load. Fire calls can be broken down into multiple categories such as false alarms, smell of smoke, fire alarms, trash fires, building fires, vehicle fires, wildfires and motor vehicle accidents.

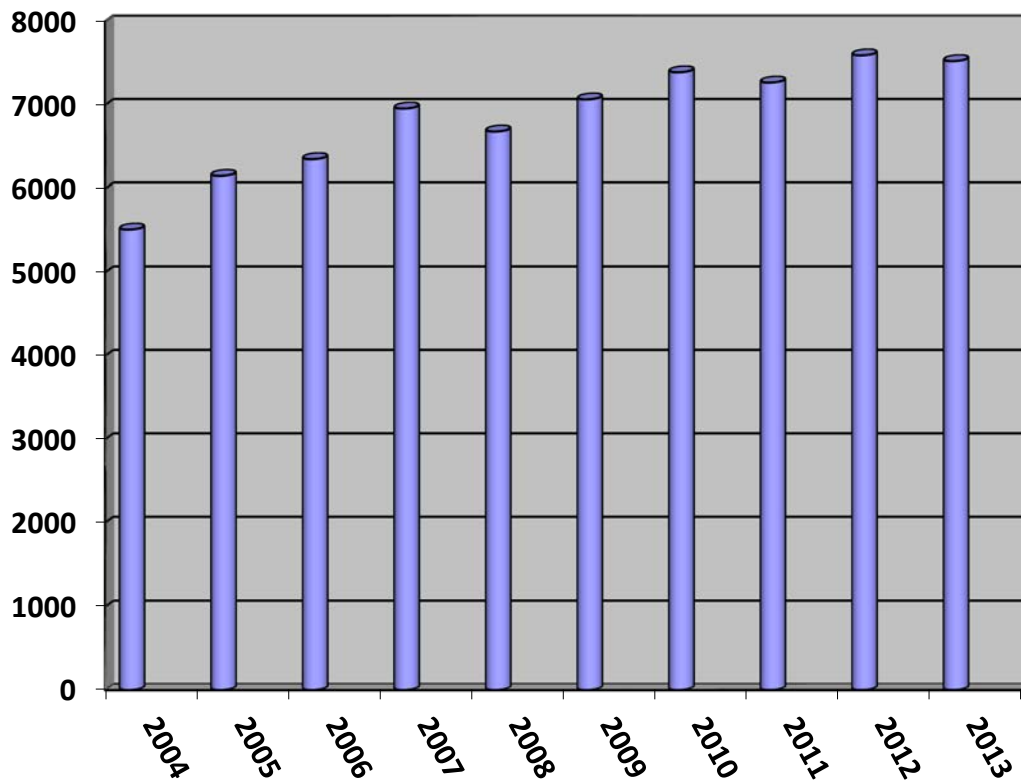


**Rescue 41**

## Medical Transports

Not every person who calls 911 for a medical emergency is transported to the hospital. Some people that call just want to be checked out and/or assisted. Either way we are required to respond when someone calls. We may see 8,000 patients and only transport 7,000 to the hospital. FCFR averages 6,848 transports per year using the last ten years transport numbers. The number of transports increases an average of 5 percent per year.

Year	Number of Transports	%+/-
2013	7524	-1%
2012	7593	4%
2011	7,267	-2%
2010	7,390	4%
2009	7,065	5%
2008	6,680	-4%
2007	6,955	9%
2006	6,349	3%
2005	6,149	10%
2004	5,512	

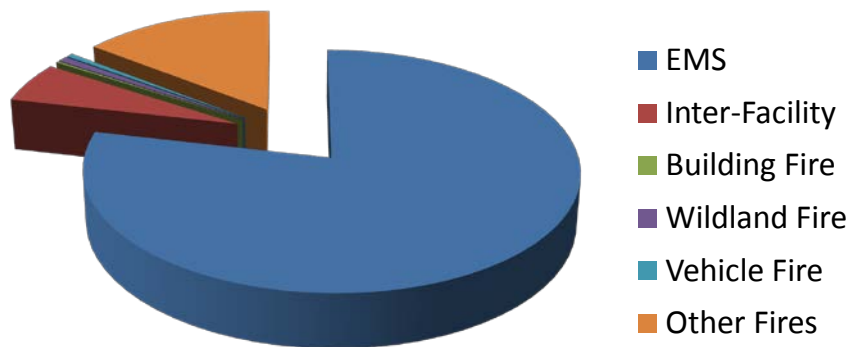


## Call Distribution

Call distribution by call sub-type for 2013 is represented by the chart below. Emergency Medical and inter-facility transport account for all EMS related calls for service. There were 27 building fires, 73 vehicle fires and 107 wildfires responded to by FCFR. Other fires account for responses to anything not classified as a listed category.

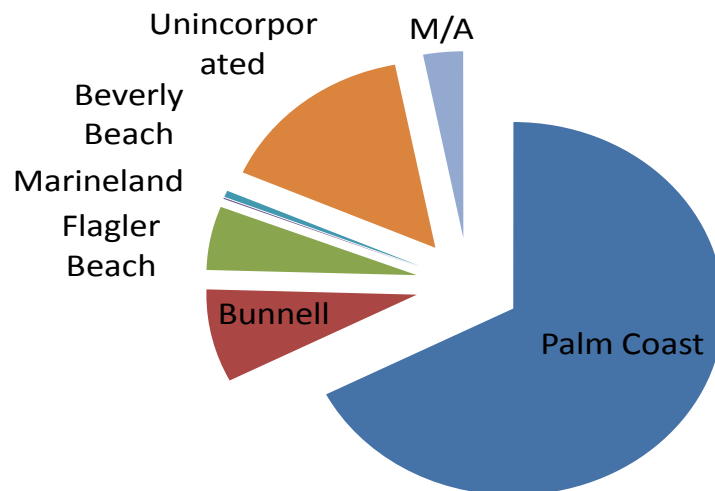
Type of Call	Number of Calls
<b>Emergency Medical</b>	11,555
<b>Inter-facility</b>	819
<b>Building Fires</b>	27
<b>Wildland Fires</b>	107
<b>Vehicle Fires</b>	73
<b>Other</b>	1481

**Call Distribution**



Flagler County Fire Rescue responds to emergencies countywide for fire, EMS and special rescue related calls for service. The table below represents the distribution of the call load by each city and the unincorporated areas of the county. Responses to the City of Palm Coast account for 67.39 percent of the call load for FCFR, a majority of those calls were EMS related with very few fires. The City of Bunnell accounted for 8.05 percent, Flagler Beach accounted for 5.5 percent, Marineland accounted for 0.575 percent, Beverly Beach accounted for 0.1 percent and the unincorporated accounted for 15.32 percent of the call load. There were 432 (3.07%) mutual aid calls outside of the county mostly to Volusia County.

Area of Response	Number of Calls
City of Palm Coast	9,477
City of Bunnell	1,132
City of Flagler Beach	774
Town of Marineland	14
Town of Beverly Beach	79
Unincorporated	2,154
M/A Out of County	432

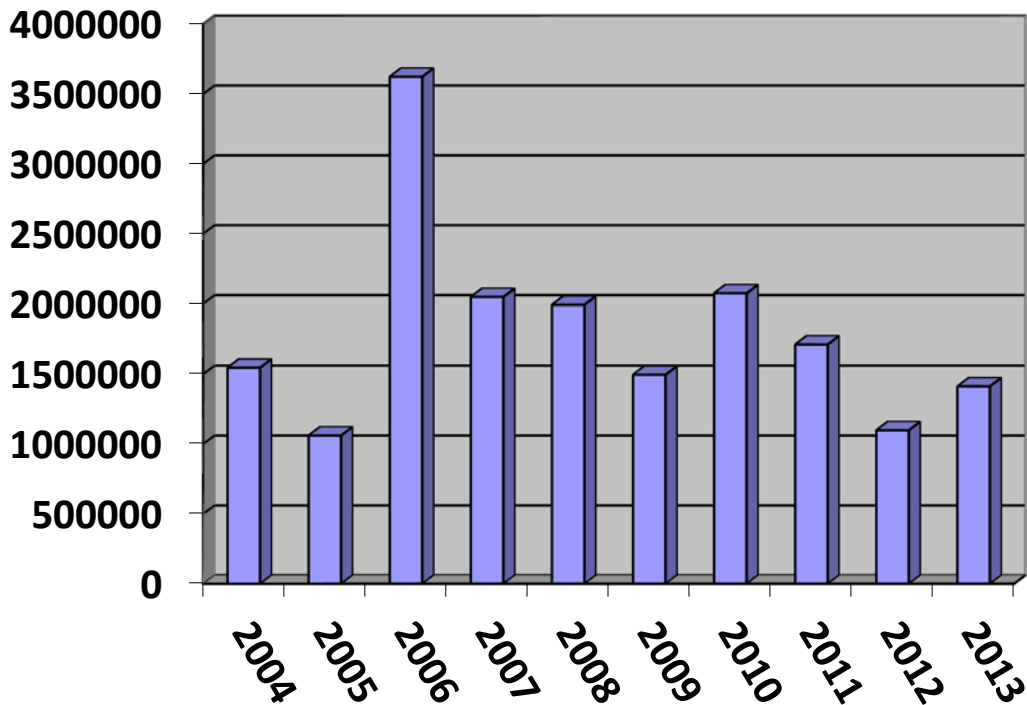


## Dollar Loss

FCFR reports dollar loss as a result of fire using our fire reporting system. The reporting system downloads the information to the Florida Fire Marshal's Office into the Florida Fire Incident Reporting System (FFIRS). FFIRS will then send the information to the National Fire Incident Reporting System (NFIRS) for national statistics. Dollar loss represents building damage, content of the building damage or vehicle damage caused by fire that we were alerted to and extinguished.

<b>YEAR</b>	<b>DOLLAR LOSS</b>	<b>%+/-</b>
<b>2013</b>	\$1,411,723.00	22%
<b>2012</b>	\$1,097,852.00	-56%
<b>2011</b>	\$1,711,573.00	-21%
<b>2010</b>	\$2,073,581.00	28%
<b>2009</b>	\$1,494,959.00	-33%
<b>2008</b>	\$1,991,600.00	-3%
<b>2007</b>	\$2,047,225.00	-77%
<b>2006</b>	\$3,622,645.00*	71%
<b>2005</b>	\$1,060,178.00	46%
<b>2004</b>	\$1,545,320.00	0%
<b>AVERAGE</b>	<b>\$1,805,665.00</b>	<b>11%</b>

\*Year 2006 is the year the Shark House Restaurant burned down in Beverly Beach.



## Major projects completed by Fire Rescue

### Updated Fleet

FCFR specified, ordered and received a new Class A Type 1 Engine. This engine was placed in service at Station 92 at the airport. The engine from the airport will be moved to the Halifax Fire Station 16. The engine from Station 16 will be placed in reserve.



FCFR specified, ordered and received a new 17 foot Technical Rescue Team Trailer. This trailer is capable of stowing all of the state/county owned technical rescue equipment used by our technical rescue team. The trailer and equipment is used to respond to specialty rescue situations where special equipment is needed.





FCFR received a new Multi Casualty Incident Trailer through a grant in the amount of \$119,000.00 from the Metropolitan Medical Response System which is part of the Urban Area Security Initiative. This trailer stows enough medical supplies to render aid to 150 patients in the event of a large scale incident that incurs multiple injuries.



### **WiFi Hotspots**

FCFR purchased Verizon MiFi units for each of the frontline units to turn them into WiFi hotspots. This program helps keep the computers and connectivity working in the field so the crews can complete field reports in a timely manner.

### **AHA Contract**

FCFR renewed the contract for the department to maintain the regional training center for the American Heart Association. The training center allows FCFR to train its members in advanced cardiac life support and CPR to help maintain paramedic licenses. It also allows its members to train the public in CPR and first aid.

### **Local Emergency Planning Committee**

The Operations Chief was appointed to serve on the Local Emergency Planning Committee Region 4 representing Northeast Florida. The Training Chief has been on the committee for four years and The Operations Chief and The Training Chief are voting members

## **Response Zone Map Upgrade**

FCFR staff assisted with the upgrade of the fire and EMS response zone map that has been downloaded into the Computer Aided Dispatch Center. The map outlines closest unit response and secondary response vehicle for all areas of the county.

## **Run Card Upgrades**

FCFR staff assisted with the upgrade of the fire and EMS run card application for the Computer Aided Dispatch Center. The run cards dictate the appropriate response vehicle for particular call types. The response zone map works in conjunction with the run card application.

## **Critical Incident Stress Management Team**

The FCFR Critical Incident Stress Management Team was established in 2013 to assist emergency service personnel, including dispatchers, who have experienced a critical incident such as line of duty death, death of a child, multiple casualty/fatality scenes, or any other horrific incident.

The education, services and intervention strategies provided by the team have been proven to return the emergency worker to duty faster and healthier. Comprised of peers and selected members of the clergy (chaplains) trained in these strategies and mental health professionals (MHP) cross trained to emergency service agencies, these teams are available within the county on a 24-hour basis.

## **Field Training Officer Position**

The Field Training Officer Position was developed in order to guide the training process of new employees and current employees at Flagler County Fire Rescue. The Field Training Program is a complex management system with the goal of improving the department's overall effectiveness, efficiency, and clinical practice. The program enhances the field training with daily on-the-job observations and feedback. There are 9 approved positions with 3 on each of the shifts.

## **Florida Administrative Code 69A-62.001 OSHA Adoption**

The Florida Division of Fire Marshal, Fire Standards, Training and Safety Section administered an OSHA Compliance inspection on the department. After inspecting nearly 700 items, FCFR was found to be compliant with all aspects of 29 CFR 1910 and FAC 69A – 62.001.

## Ladder testing and inspection NFPA 1932

On a yearly basis, all of the ladders used by the department must be tested to the National Fire Protection Agencies specifications for the Standard on Use, Maintenance and service testing of in-service fire department ground ladders. The department hires a third party company to test the ladders. Those ladders that fail the test must be removed from service and either repaired or replaced. All 600 feet of ladders passed.



## Stretcher

On a quarterly basis, the department has all of the ambulance patient stretchers inspected, maintained and tested to the manufacturer's specifications. The process ensures that our patient transports (stretchers) are safe for the people we see.



## Powered Rescue Equipment

On a yearly basis, all of the powered rescue equipment (Jaws of Life) used by the department must be tested to the National Fire Protection Agencies specifications for testing of powered rescue tools and their components. NFPA 1936: Standard on Powered Rescue Tools establishes criteria for the design, performance, and testing of powered rescue tools and their components that perform spreading, lifting, holding, crushing, pulling, or cutting functions. Those units that fail the test must be removed from service and either repaired or replaced. All 8 complete units passed



## Training

One of the most difficult things we must do in the fire service is to train firefighters for something they may never do. Fighting fires and providing medical care is a given. Other requirements mandated by federal or state organizations are a bit more challenging for firefighters. For example, firefighters need to attend at least 8 hours of confined space rescue training. We may never have to perform a confined space rescue, but we need to know the basics just in case.

Other certifications require a certain amount of hours of recertification time. Most fire certifications are recertified on a yearly basis while a paramedic certification recertifies every two years. Most of the training performed is to keep certifications current.

Fire training requirements add up to at least 20 hours a month for each firefighter and up to 24 hours a year for paramedics.

Fire certifications include training for structural firefighting, wildland firefighting, SCBA training, Task performances, hazardous materials, confined space, terrorism, officer training, incident command training, apparatus driver training and aerial ladder training. Each one of these categories can be broken down to sub-categories such as apparatus driver. As an apparatus driver, rules and regulations, driving a cone course, driving a designated road course, operating the pump and knowing where all the equipment is and how to operate each piece of equipment is a yearly task performance.

Emergency medical certifications are recertified on a two-year cycle usually on the even year. Emergency medical certifications include emergency medical technician, paramedic, pre-hospital trauma life support (PHTLS), advanced cardiac life support (ACLS), cardio pulmonary resuscitation (CPR), bloodborne pathogens, infectious disease, pediatric advanced life support (PALS) and advanced respiratory techniques.

There are 82 positions classified as combat positions where the employee is certified as a firefighter and/or a paramedic. Hours of training required for each employee keeps the single training officer busy.

Training per employee equated to 264 hours of training for a total of 21,648 hours of training for 2013. Not included in those hours of training are some special classes held.

FCFR hosted G-400 FEMA class for 12 FCFR officers and specialty team members.

Eight firefighters received marine rescue training in 40 hour sessions.



FCFR hosted a Safe Response to Propane Emergencies class to all area fire agencies with all Flagler County Firefighters attending 328 hrs.

FCFR hosted a 1 year long paramedic class, taught by FCFR certified paramedic instructors.

FCFR hosted 8 State Certified Fire Officer Classes to 10 future officer candidates for a total of 3,200 hrs.

FCFR conducted New Apparatus Training for our current Tender Operators on the latest technology built in to our New 3000 gallon mobile water supply Tender/Fire Engine for a total of 144 hrs.

FCFR conducted New Apparatus training for our current Driver/Operators on the latest technology built in to our New 1250gpm Fire Engine for a total of 180 hrs.

FCFR Training Division trained and approved 8 new Fire Engine Operators.

FCFR Training Division trained and approved 6 new Water Supply Tender Operators.

FCFR Training Division trained and approved 8 new Aerial/Ladder Operators.

7 Fire Officers attended the Fire Rescue East Hazardous Materials Symposium for a total of 168 hrs.

2 Fire Paramedics completed Basic SWAT Training for a total of 80 hrs.

FCFR additions to Fire Tower Training Center facility;

- Installed reusable Dumpster fire training Prop
- Installed reusable Propane fueled car fire Prop
- Installed reusable 250 gallon Propane Vapor Tank fire Prop
- Obtained a donated 40' shipping container to store USAR/TRT Team Training wood
- Raised the window sill height on 14 tower windows to meet new State code
- K-12 Target Saw Training Props -Station 41 and Training tower

FCFR trainers deliver training sessions to the general public and the medical community on a monthly basis. Public education on key issues such as CPR and applied health is helpful to keeping the community safe.

There were over 500 people certified in Cardio Pulmonary Resuscitation by FCFR trainers. Those certified include Flagler County Sheriffs Employees, Citizens, Hospital Staff, Paramedics and EMT's.



FCFR trainers also delivered training sessions on particular topics such as Advanced Cardiac Life Support, Pediatric Advanced Life Support, First Aid, and intermediate medical training for the CERT Volunteers.

FCFR taught firefighter level 1 class to 6 Road and Bridge Employees for a total of 1272 hrs.

FCFR taught firefighter level 1 class to 2 Station 81 Volunteer applicants for a total of 424 hrs.

5 Officers attended the “Art of Reading Smoke” class for a total of 50hrs.

6 future fire officers completed & obtained State Fire Officer I Certification for a total of 720 hrs.

4 Fire Lieutenants obtained State Fire Officer 1 Certification for a total of 480 hrs.

2 Chief Officers obtained State Fire Officer II Certification for a total of 240 hrs.

2 Fire Lieutenant Instructors upgraded to Live Fire Instructor Certifications for a total of 80 hrs.

4 Safety Committee members attended Infection Control Officer Conference for a total of 64 hrs.

2 Paramedic obtained EMD (Emergency Medical Dispatcher Instructor) certifications.



## Fire Inspections

The fire inspections division is staffed with a single fire inspector that is also the fire marshal. The fire marshal performs multiple functions including his assigned duties, public education and special events. The fire marshals activity report serves as performance measurement.

<b>The Fire Marshall Performed:</b>	
<b>Annual Fire Safety Inspections</b>	170
<b>Fire Re-inspections</b>	42
<b>Fire Final Inspections</b>	41
<b>TRC Meetings</b>	9
<b>Application Reviews</b>	15
<b>Fire Plan Reviews</b>	90
<b>Fire Investigations</b>	2

The fire marshal developed a smoke detector program that engages the citizenry in fire prevention and detection. Several large corporations were solicited for donations of smoke detectors and 9 volt batteries to start the program. There were 1,100 - 9 volt batteries donated and 131 smoke detectors, including 29 hearing impaired smoke detectors donated. During 2013, the fire marshal visited 103 homes installing 21 smoke detectors (three for the hearing impaired) and 322 batteries.

There were 68 special events this year that fire rescue participated in from parades to medical standby for large events. The fire marshal developed a special event calendar and is charged with staffing those events with the properly qualified employees.

The fire marshal is also a state certified fire instructor. He assists with many of our training events including teaching the crews about fire protection and detection equipment located in large buildings.

## **Personnel**

FCFR has 86 personnel assigned to its department. There were 6 separations from employment and 6 new hires. There were also 4 promotions.

### **New hires**

Guy Dirmeir      Jarrod Lanza      Matthew Morgan  
Joe King      Kevin Ware

### **Service Awards**

#### **15 years**

Caryn Prather

#### **10 years**

Jeff Olsen      Steve Palmer      Marilyn Franco  
Eileen Lee      Mike Bazanos

#### **5 years**

Jon Moscowitz      Stephen King

## **FireFlight**

Flagler County Fire Rescue operates a county owned helicopter assigned for multiple missions. FireFlight is an American Eurocopter AS350B3 AStar helicopter purchased in January 2002 with Landfill Bond monies which were designated for countywide fire suppression. The aircraft has a top speed of 150 mph, a range of 430 miles, and a seating capacity of one pilot and five passengers.

FireFlight is Flagler County's first line of defense against wildfires starting in remote and difficult to access areas of the County. FireFlight is able to reach any area of the County in under 15 minutes with a 210 gallon water bucket to quickly suppress and slow a fire before it can potentially build into an out of control wildfire similar to the wildfires of 1985 and 1998.

FireFlight is a State Certified Air Ambulance and responds directly to trauma related accident scenes with a Flight Paramedic. Patients are quickly loaded into the helicopter and flown to the nearest appropriate hospital reducing the transport time by at least half compared to ground ambulances.

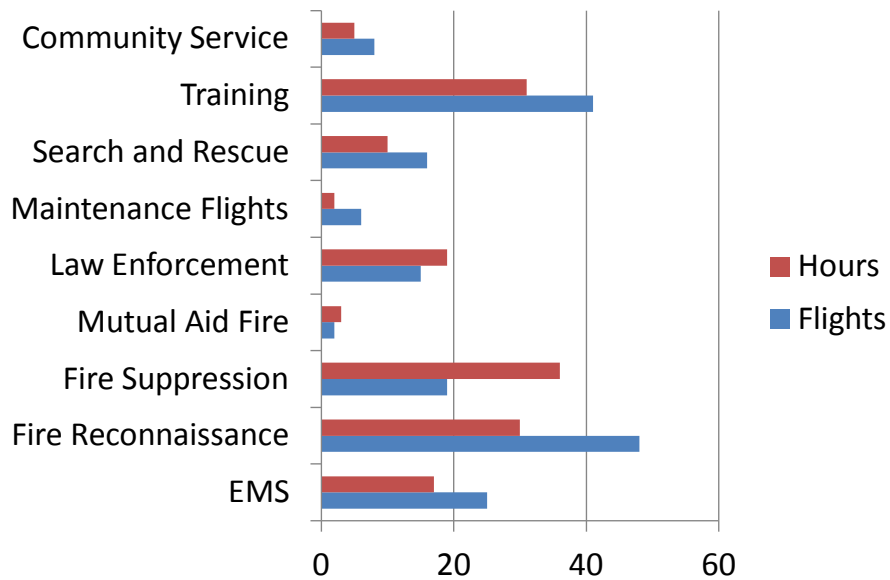
FireFlight provides aerial support to the Flagler County Sheriff's Office, as well as other state, county, and city law enforcement agencies. FireFlight is equipped with the latest hi-tech devices including a FLIR infrared camera and a 30,000,000 candle power NightSun spot light. The crewmembers are equipped with night vision goggles.

FireFlight is equipped and ready to assist for most search and rescue missions that might be requested. In addition to the FLIR, NightSun and night vision goggles, FireFlight has an airborne deployable 4-man life raft, rescue basket and we are currently developing a short-haul rescue program that utilizes a 100 foot line under the helicopter with a rescuer on the end.

FireFlight provides mutual aid to our surrounding neighbors in the region.

FireFlight made 180 Flights in 2013 flying 153 hours. Over 40% of the hours flown were for wildfire suppression. Fireflight dropped a total of 81,230 gallons of water. Without having this capability, more fires would have become out of control and damage to homes would have most certainly occurred.

	Flights	Hours	Gallons
EMS	25	17	
Fire Reconnaissance	48	30	
Fire Suppression	19	36	74,030
Mutual Aid Fire	2	3	7,200
Law Enforcement	15	19	
Maintenance Flights	6	2	
Search and Rescue	16	10	
Training	41	31	
Community Service	8	5	
<b>Total</b>	<b>180</b>	<b>153</b>	<b>81,230</b>



- Both pilots attended the yearly training at the Eurocopter Training Center in Grand Prairie Texas, Night Vision Goggle training here at the Flagler County Airport and annual check rides with the FAA.
- All 6 flight medics completed annual Air Crewmember and Night Vision Goggle training.
- Flight Operations passed an FAA base inspection, maintenance records check and FAA/DOT Drug/Alcohol Program Inspection.
- Trained 16 Marine Rescue personnel on rescue swimmer and short haul procedures.
- Mechanic Paul Collins completed two 100 hour inspections, one engine module modification, repainted the tail boom and one annual inspection.
- Both pilots and all the flight medics completed our in house water survival training course.
- Participated in community service events including the Home Show, the Flagler County Airshow, the mock DUI crash at Flagler Palm Coast High School, National Night Out and flew the American flag over the Memorial Day, 9/11 and Veterans Day services.
- Trained FCSO and other law enforcement K9 units on helicopter operations.
- In December FireFlight was taken out-of-service to have a much needed state-of-the-art avionics upgrade completed which will bring it into compliance for current and imminent FAA regulations as well as enhancing safety dramatically.

