

# MARBLE FALLS FIRE RESCUE ANNUAL REPORT 2016



**“Anytime I need assistance, Marble Falls Fire Rescue is quick to respond not only to assist a patient, but provide calming support for the family members. Whether they take the time to build a one-on-one connection with a small child or hand out high fives, the crew proves time and time again that they are the real life super heroes in our community. I feel blessed to have them on my side.” - Stacey Hopkins**

## Message from the Chief

Mayor Packer, City Council, and Citizens of Marble Falls,

I am proud to present the Marble Falls Fire Rescue 2016 Annual Report. Our vision is to be the *Premier Small Texas Fire Department*. To fulfill this vision, we must concentrate our efforts on our goals, while providing the level of services expected by our citizens. This report is a highlight of our accomplishments and activities over the past year. There is a lot of work going on inside the organization, many of which citizens are not aware. To that end, this report demonstrates the outcomes for the investment you, as citizens, make in the Fire Department. Besides a list of our accomplishments, the report includes some key performance indicators of our activities.

The members of MFFR care very much about the community and they work hard each and every day to meet and exceed the expectations of our community. I am proud of every member of the Department as they work hard to carry out our mission, vision and goals. They also accomplished a great deal in a short amount of time. They make me proud to be Marble Falls' Fire Chief.

On the behalf of the members of Marble Falls Fire Rescue, I thank you for your on-going support and we look forward to remaining a vital community partner.

Sincerely,



Russell Sander



Russell Sander took over as Fire Chief on March 8, 2016. He started his career in Taylor and then served as a firefighter in Georgetown before becoming the fire chief in Missouri City outside of Houston, where he served for 12 years. As a Licensed Paramedic he brings lots of knowledge to our community. Russell is married to Tammie, who is an RN case manager for United Health Care. They have 2 sons. Justin is currently pursuing a career in the fire service working with Marble Falls VFD part time and Discount Tire in his spare time. David is currently attending Blinn College pursuing an Associate degree in Fire Science Technology.

# Department History

The Marble Falls Fire Department was established in 1936 and served 123 square miles. The first truck ever purchased was in 1973. This became the first Brush Truck and had to be pushed started. The original fire station was located in the 300 block of Main Street until 1998 when the station relocated to its current location on Avenue N. In 1998 the City began to hire full time firefighters starting with Russell Daniell and then Coy Guenter. In 2002, the City formed Marble Falls Fire Rescue to serve the City limits and the Volunteer Department as a separate entity to provide mutual aid to area cities and communities whenever necessary. Today your Fire Department has 12 full time members split into 3 shifts (1 Captain, 1 Engineer, and 2 Firefighters), a Fire Marshal, and a Fire Chief. And you better believe that Russell and Coy are still an active part of our department.



# 2016 Accomplishments

*The past year was very productive for Marble Falls Fire Rescue. One item we accomplished was to identify our strategic anchors. This is the cornerstone for the success of Marble Falls Fire Rescue. Our decisions are built around these anchors in order to be successful, thereby providing a high level service to our citizens.*

*Our accomplishments over the past year are listed under the strategic anchor it best satisfies.*

## Growth & Long-Term Planning

- Received a compliance inspection by the Texas Commission on Fire Protection with no deficiencies noted.
- Established a series of performance measures that reflect department activities and provides information for planning purposes
- Received \$3950 for the Texas Interstate Mutual Aid System as training class reimbursements
- Researched and recommended plan to develop validated entry of Fire Fighter physical ability test
- Initiated the strategic planning process
- Started a disaster finance policy through a series of classes conducted by Texas Division of Emergency Management. The process will conclude in 2017
- Implemented a new fire record management system that provides greater capabilities and data collection that went "Live" January 1, 2017.
- Developed a plan to refurbish aerial ladder truck versus replacement of truck, thereby saving approximately \$1 million

## Public Outreach

- Awarded grant and a donation to purchase environmentally friendly fire extinguisher trainer
- Conducted Fire camp with 15 kids
- Fire Prevention in the Marble Falls schools and daycares reached 1500 children
- Co-Sponsored the annual Food Drive with KBEY 103.9 Radio raising over \$1500 and 1705 pounds of food for our community
- Participated in National Night out and Children's Day Celebration

# 2016 Accomplishments

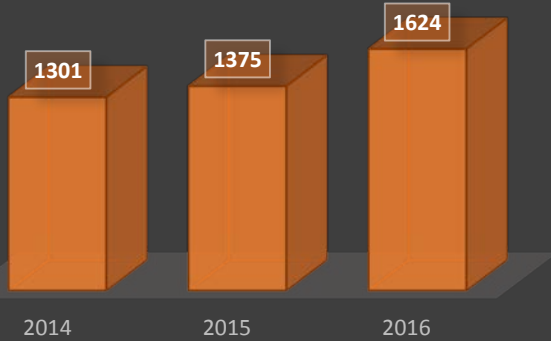
## Investment in Personnel

- STEP program completed by Captain Harrison and Captain Guenter
- The Fire Chief and three Captains attended the Line of Duty Death Conference and utilized information to implement improvements in the Department
- Three members attended the Texas EMS conference to stay abreast of patient care.
- Developed several processes to improve communications between shifts and between administration and the shift personnel
- Hosted Preventing Shift Wars and Improving Accountability within Fire Departments classes
- With area departments, developed and tested, via training, a regional firefighter mayday policy to provide assistance for firefighters who become lost or disoriented in a building fire
- Captain Harrison completed the Texas Fire Chief Academy earning a Certified Fire Executive designation
- Develop new fire fighter onboarding process
- Conducted hiring process for full time and part time firefighters
- Hired Fire Marshal to fill the vacancy created by the retirement of the Fire Marshal
- Developed a training plan to meet ISO requirements thereby standardizing the process for all 3 shifts
- Developed a Driver/ Engineer performance proficiency manual and process
- Captain Guenter attended the Texas Fire Chief Association Company Officer Symposium
- The Fire Chief and Captain Stacks attended the Fire Rescue International Conference

## Emergency Response

- In coordination with our medical director, revised medical standing orders
- Develop staffing plan for the Emergency Operations Center (EOC)
- Created fire call response plans in the Computer Aided Dispatch (CAD) system to improve resource management
- Develop and completed plan to replace unsupported cardiac monitors while increasing medical care capabilities resulting in budgetary savings over the replacement cost of the monitor
- Completed mandated Texas Commission on Fire Protection protective gear risk assessment
- Inventoried and marked all the equipment on all fire apparatus thereby improving inventory controls
- Participated in two drills with Huber in the mine facilities
- Revised department policies and operations guidelines
- Participated in Baylor Scott & White Mass Casualty Exercise

## TOTAL INCIDENTS

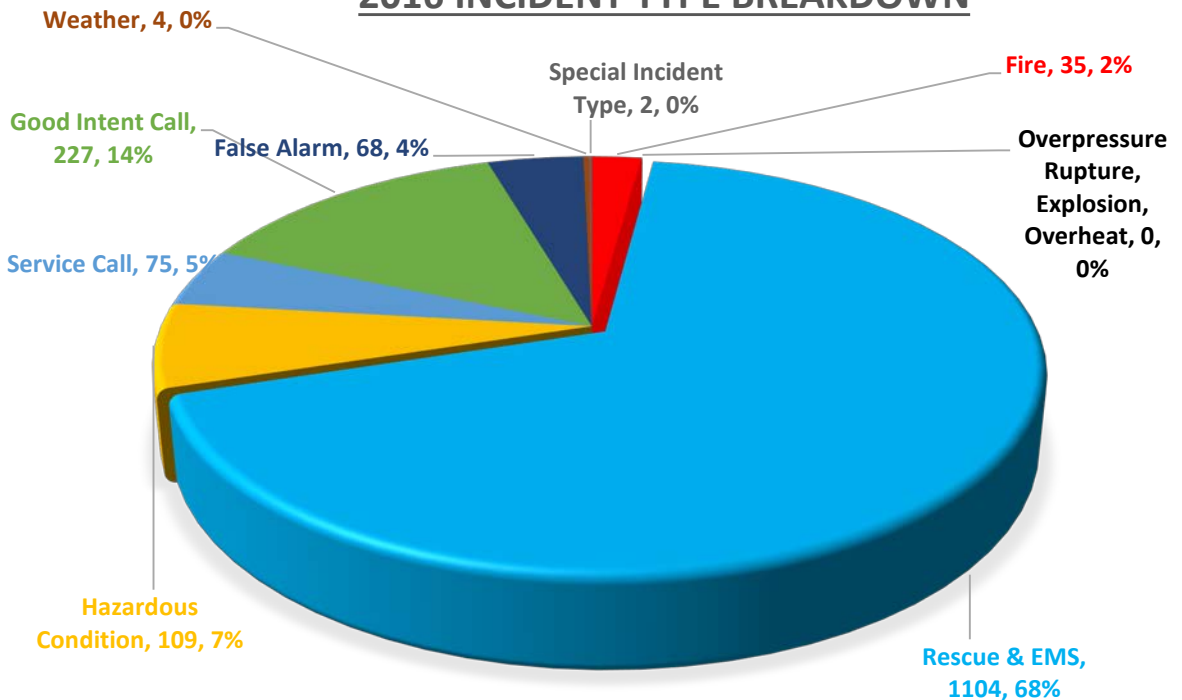


## Response Data

Total response incidents for 2016 are at an all time high. The increase in incidents year after year are directly related to population and traffic growth.

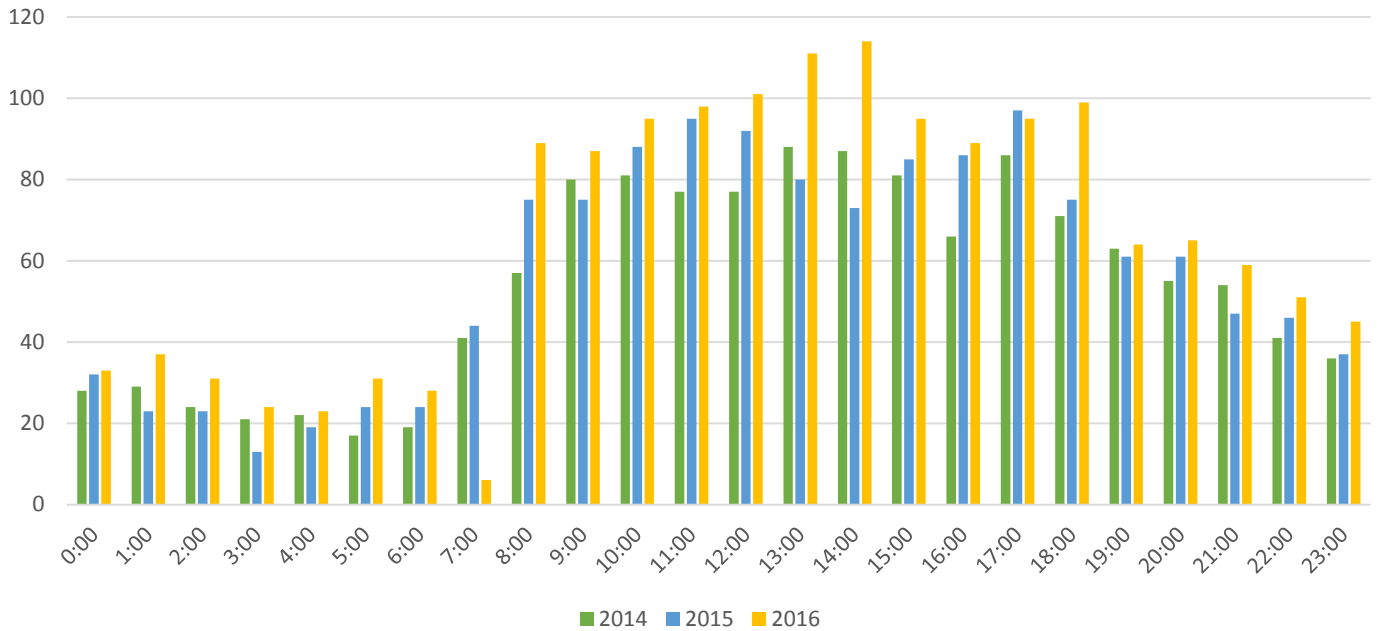
## Most incidents responded to are Rescue and EMS related.

### 2016 INCIDENT TYPE BREAKDOWN



## Response Data

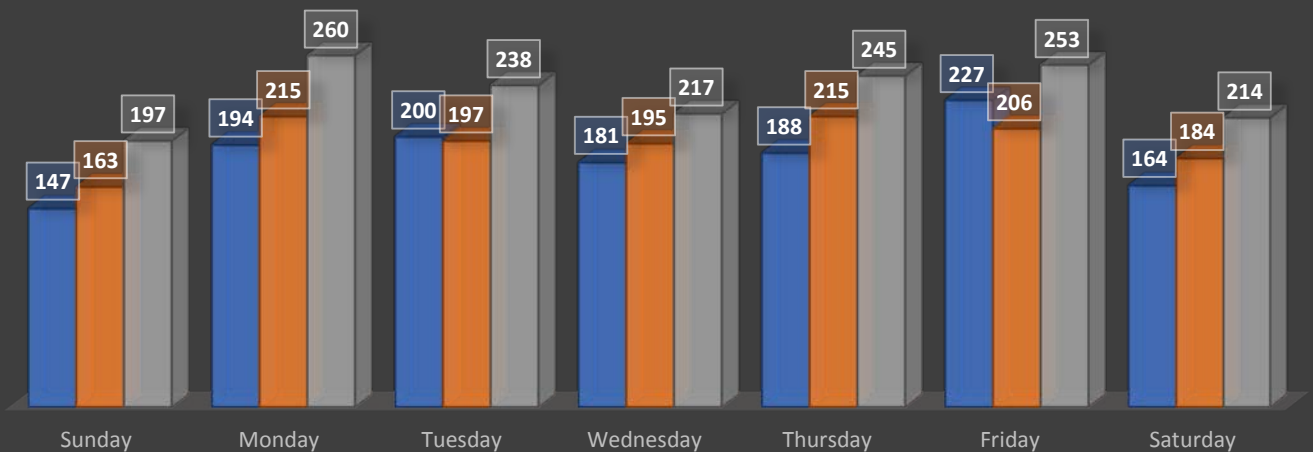
Alarm by Time of Day - All Incidents



Peak time for all calls is during normal business hours 8-5, Monday thru Friday. At times, this becomes a strain on resources. With the growth of the community, we are researching alternative response models and developing plans to address these situations.

## INCIDENTS BY DAY OF WEEK

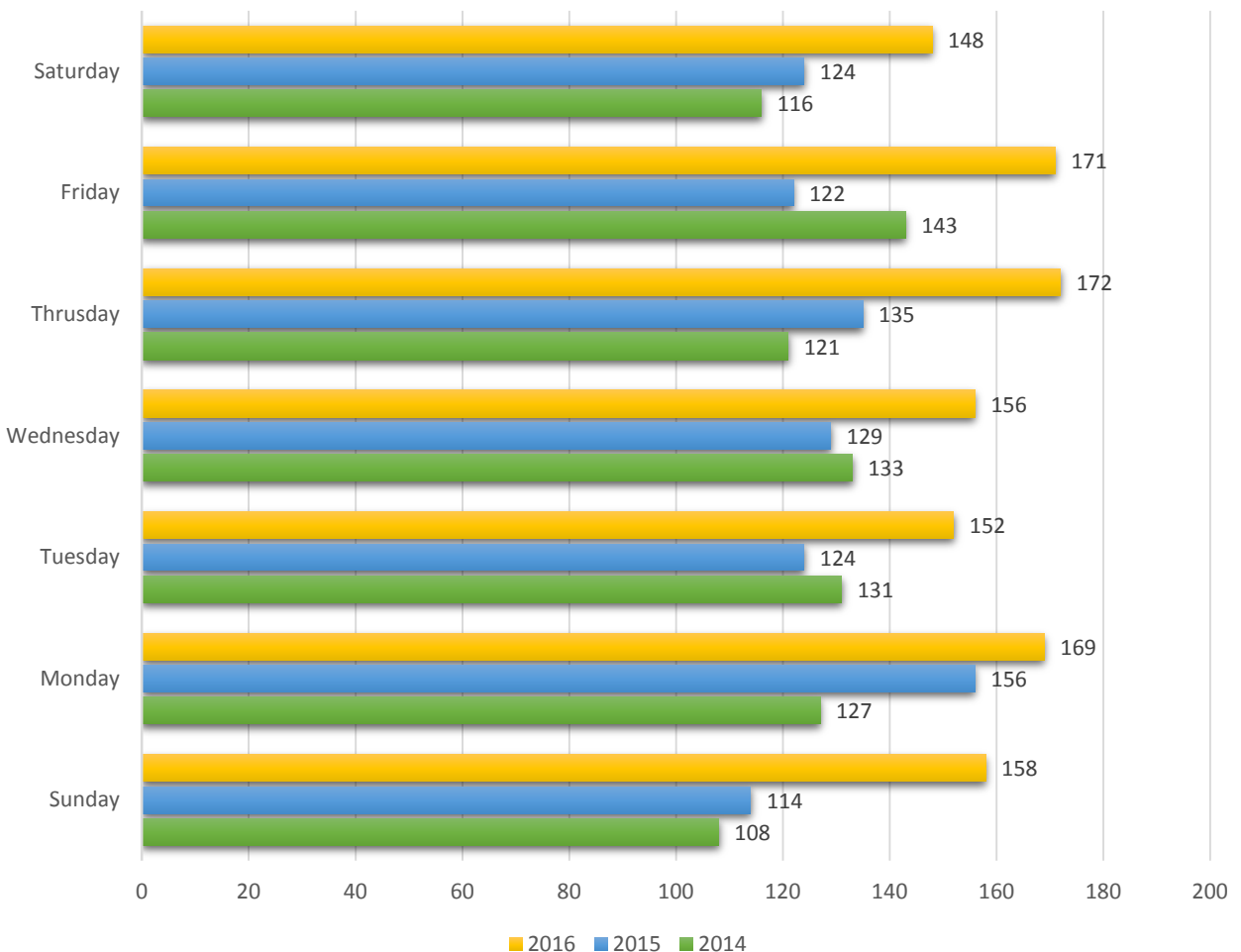
2014 2015 2016



## Response Data

Medical and Motor Vehicle incidents are on the rise along with other calls. This year we saw a significant increase in these types of calls due to growth as well as a change in dispatching. With these stats, we are looking at models for distributing resources more efficiently, including using the capabilities of the Computer Aid Dispatch (CAD) system to utilize resources more efficiently.

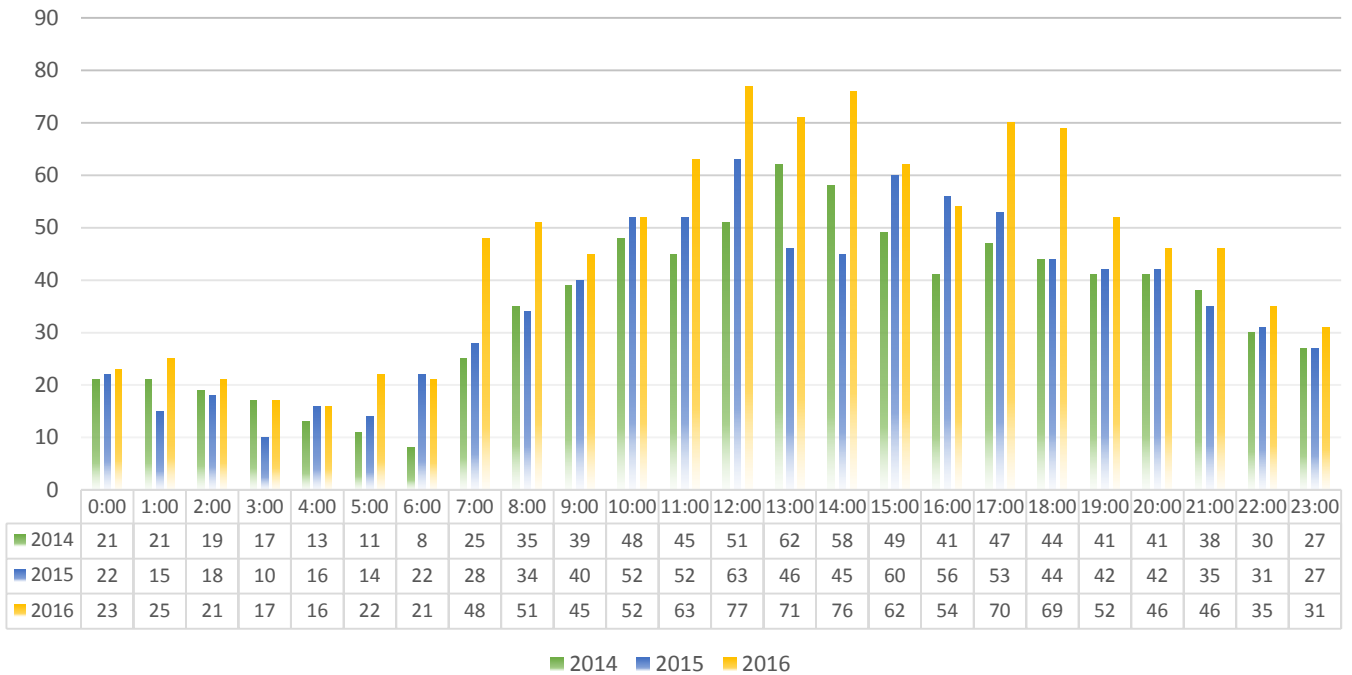
### Medical and Motor Vehicle Incidents by Day of Week



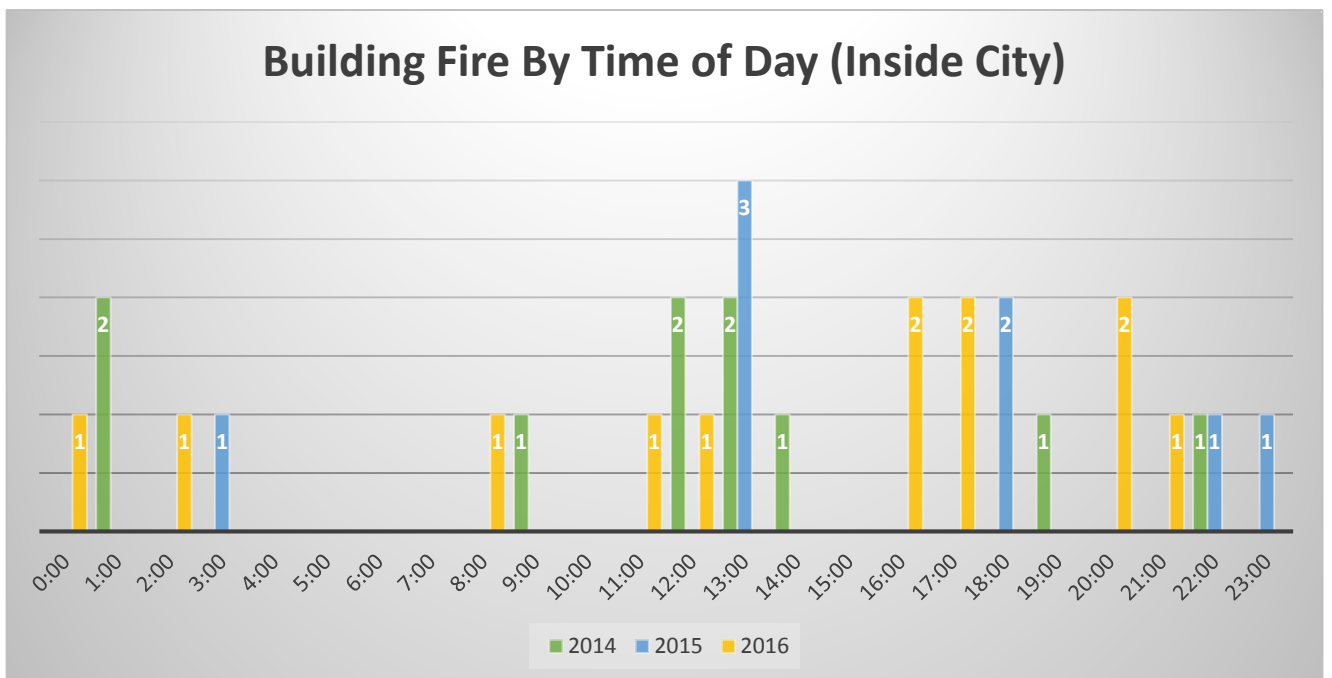
## Response Data

When breaking down calls by major types, they also correlate with the previous data that most calls are Monday thru Friday 8-5.

### MEDICAL CALLS BY TIME OF DAY

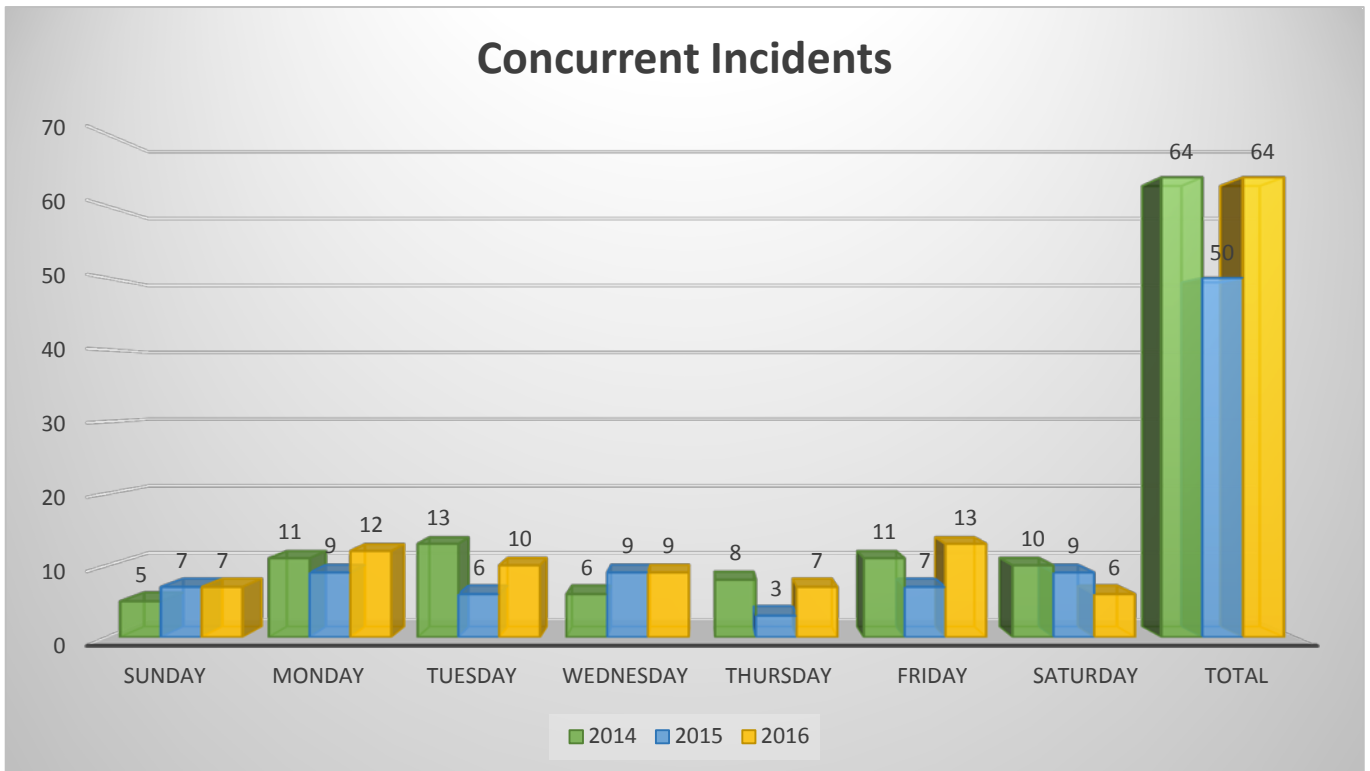


### Building Fire By Time of Day (Inside City)

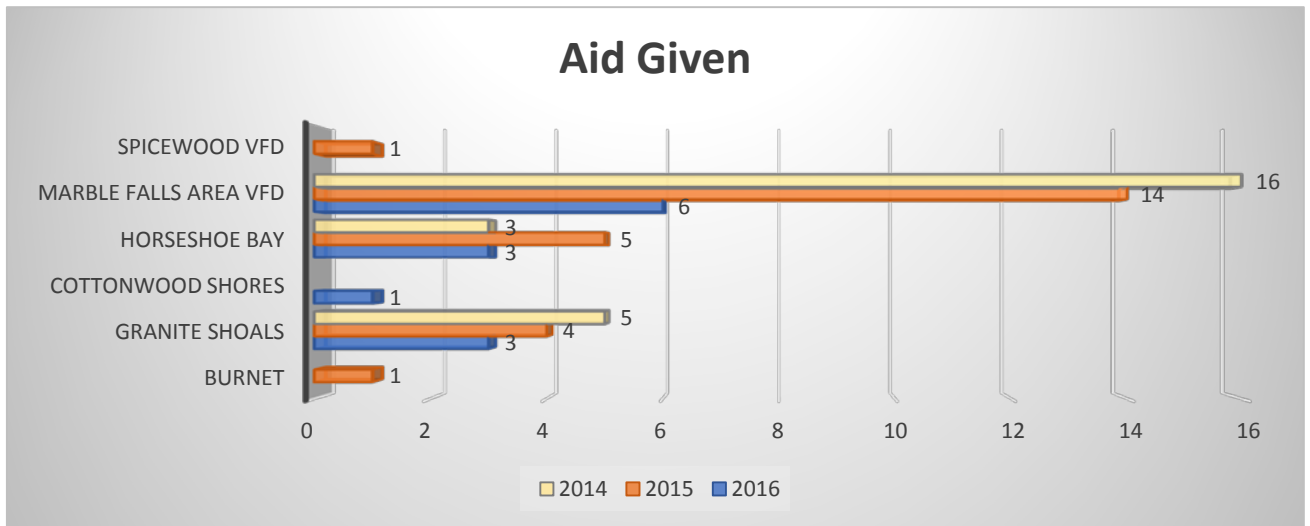


## Overlapping Calls

Overlapping calls occur when firefighters are on a call and a second incident is received. Over the years, these numbers have slowly increased. Most of these incidents occur during the week day. With the increasing incidents of overlapping calls we rely on mutual aid to respond to the second call.

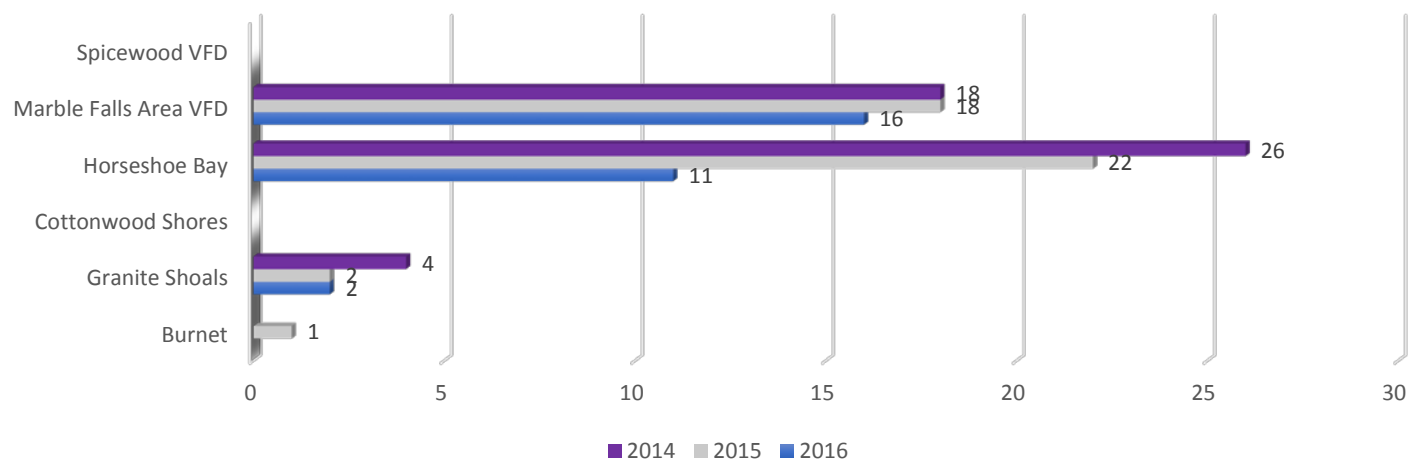


## Mutual Aid



The Marble Falls Fire Rescue has mutual aid agreements with Burnet, Horseshoe Bay, Cottonwood Shores, Spicewood, and Granite Shoals. This agreement authorizes our department to aid other cities when they request help. In turn, we have the same option to request help from neighboring cities when we need assistance.

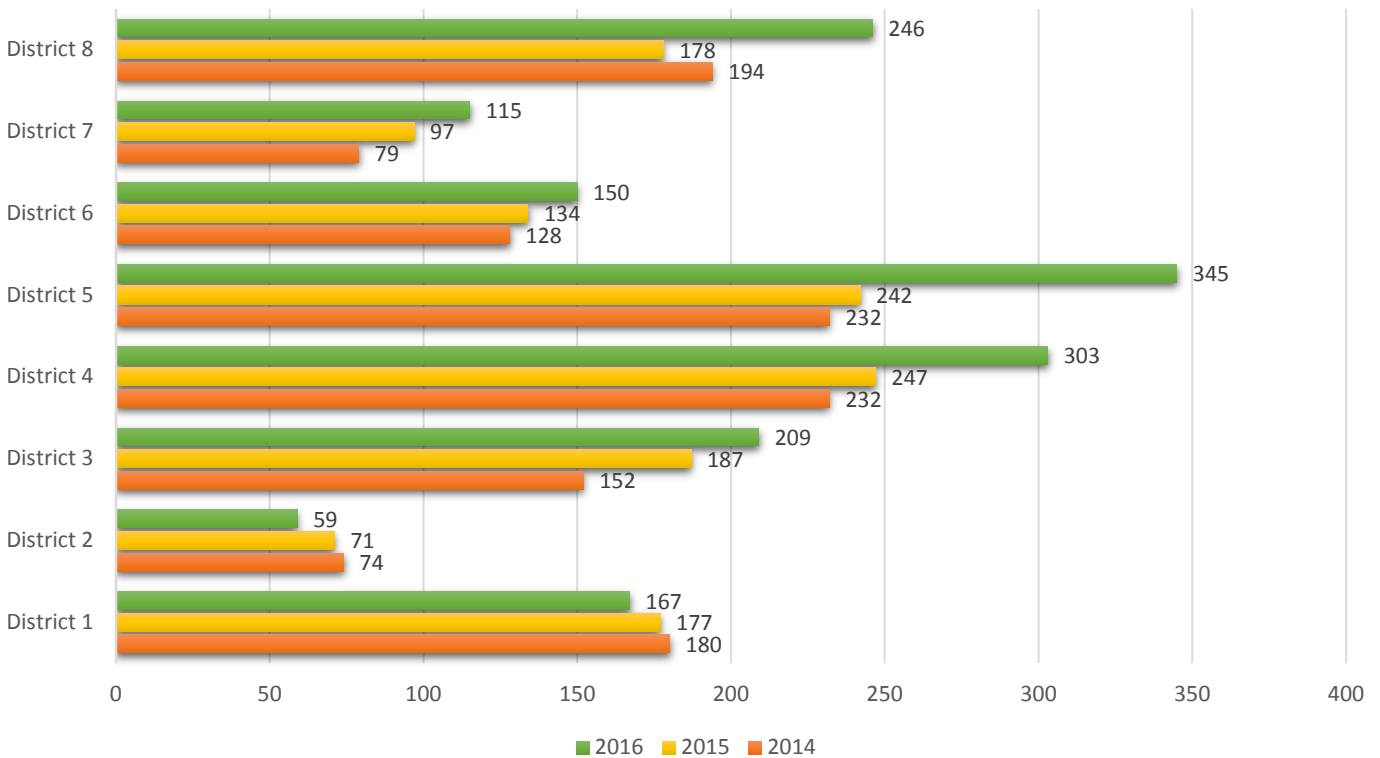
### Aid Received



## Calls by District

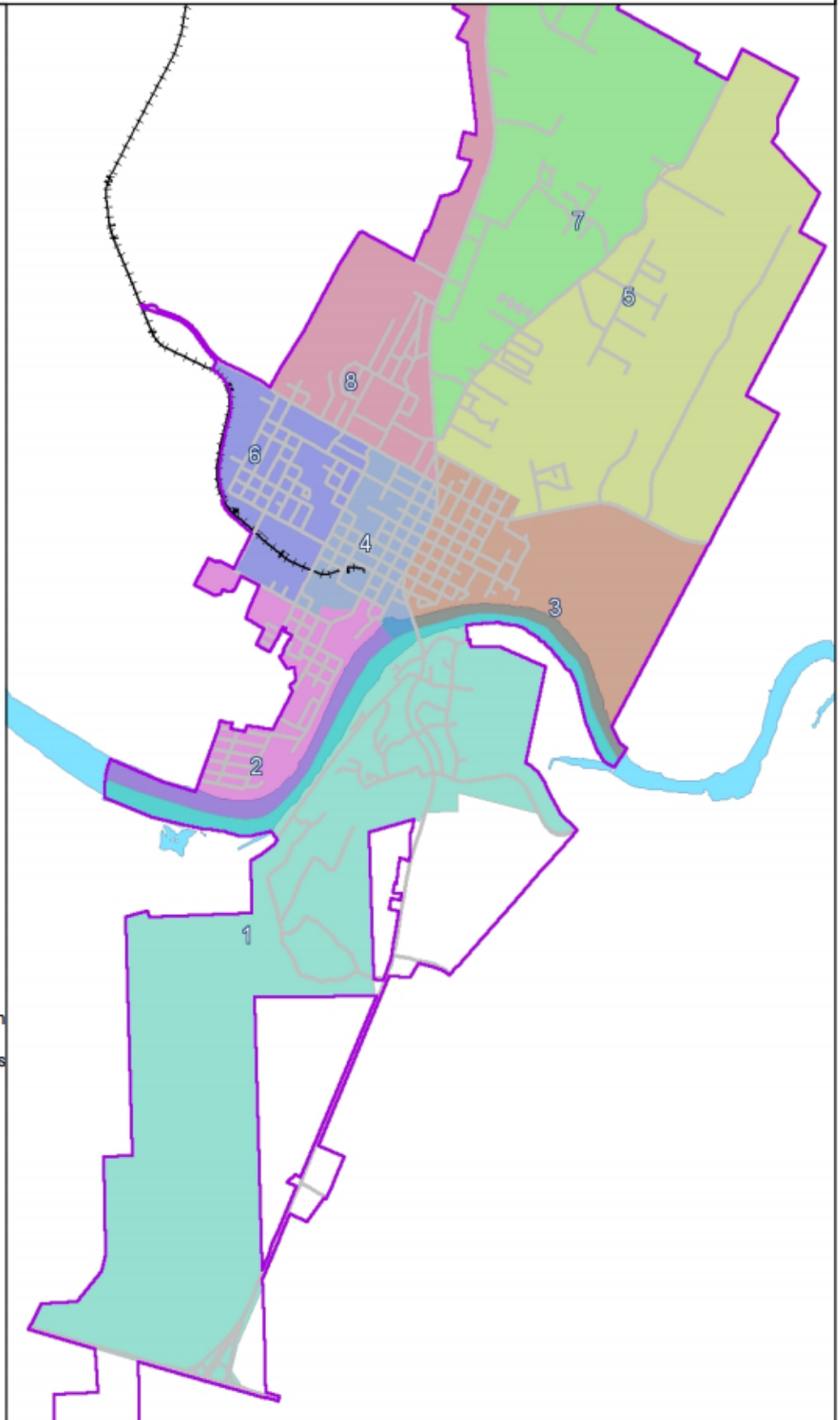
Marble Falls is made up of 8 Districts. With the growth of the city we are seeing more calls in densely populated districts 4, 5, and 8. These districts house large elderly care facilities. You can see the district outline on the next page.

### Incidents by MFFR District



# Districts

-  Marble Falls City Limit
-  City Streets
-  Railroad
-  District 1
-  District 2
-  District 3
-  District 4
-  District 5
-  District 6
-  District 7
-  District 8
-  Highland Lakes System



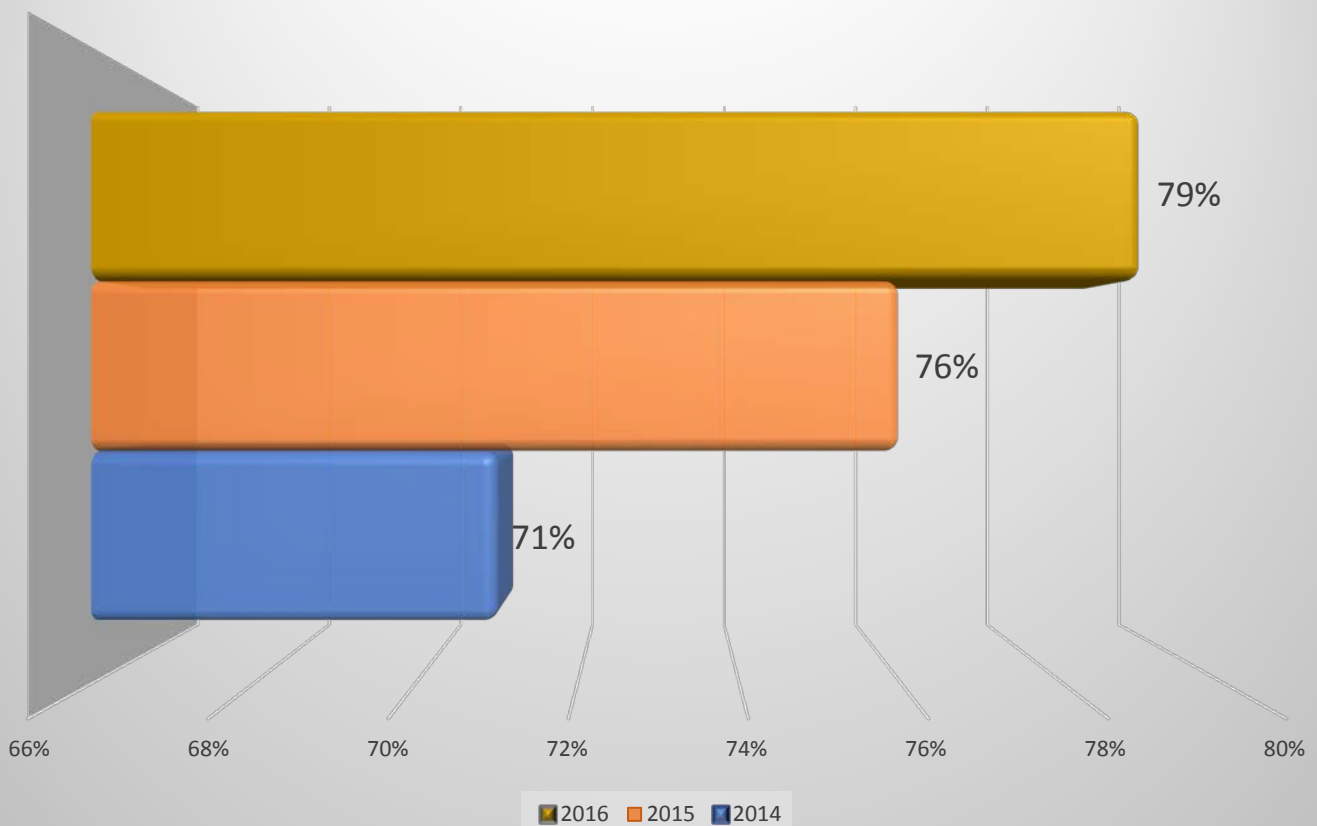
Data displayed were gathered by the City of Marble Falls for municipal planning purposes. No guarantee is made regarding suitability for any other use or purpose.



## Response Time

Our goal for response time is to be on scene within 5 minutes of being dispatched to 90% of the incidents. Over the past 3 years, we have improved our response time. We continue to monitor our performance as it is also one of the indicators that additional resources are needed.

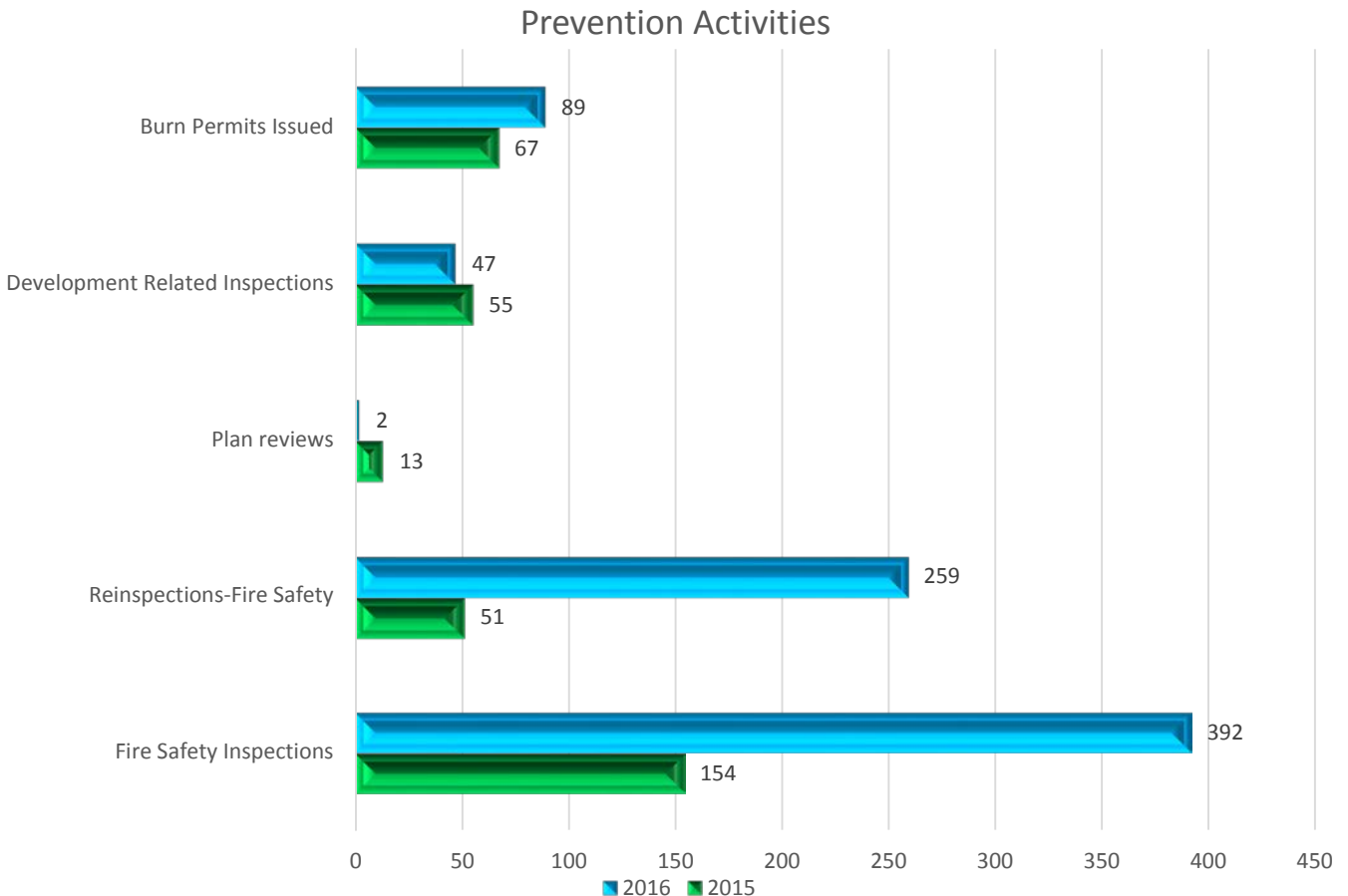
### 90 % of calls with Response 5 Minutes and Less



## Prevention

Along with emergency calls, the Fire Marshal's office continues to support the mission of Marble Falls Fire Rescue. This is accomplished through prevention activities, reviewing new construction plans, fire safety inspections of commercial buildings throughout Marble Falls, and residential fire safety inspections when requested by the resident.

With bringing on Tommy Crane as the new Fire Marshal, we continue to look for additional ways to provide a safer community through excellent customer service.



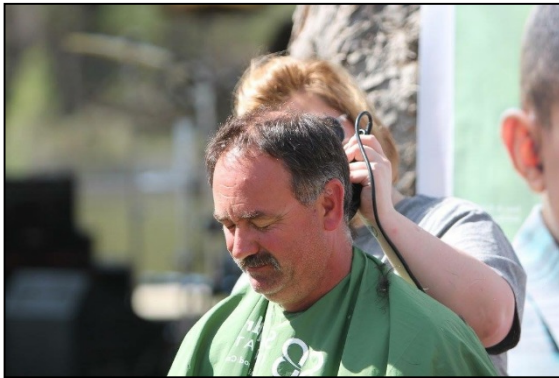
## Community Involvement & Outreach

Marble Falls Fire Rescue has placed a high priority to educate our community about fire safety and being involved in our community.

**“The big red fire truck says we-oo-h-we-oo-h and sprays big water on the fire and drives through mud puddles.”- Ranger, age 2**

## School Education





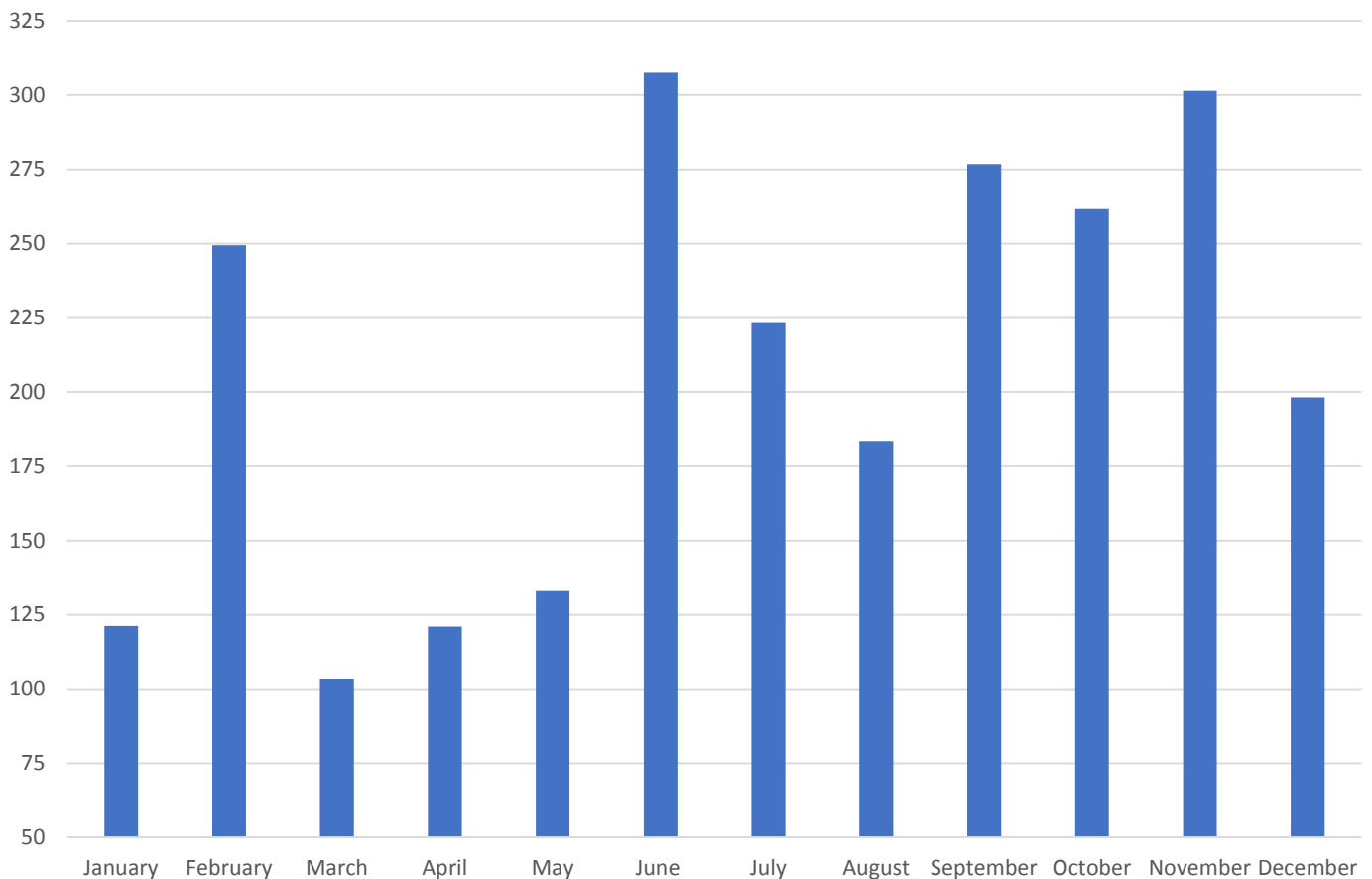
**“The Citizens of this town should know that a great fire service will be there for them in the event they are called upon”- Gary Thomas**



## Training

Did you know that amongst all of the regular responsibilities of firefighter, they are required to have numerous hours of continuing education per year mandated by several agencies? Marble Falls Fire Rescue members currently hold 98 active certificates to add to their basic credentials. As a department, we have a 20 hour average per month per member goal. This year our average was 17 hours per month per firefighter for a grand total of 2480 hours. These hours are necessary to maintain skills and acquire new knowledge to serve you better.

Training Hours by Month





# Training





# Courage

# Commitment



# Honor



CITY OF  
*Marble Falls*  
TEXAS