

# ANNUAL REPORT 2019

MARBLE FALLS  
FIRE RESCUE





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

I am proud to present the Marble Falls Fire Rescue 2019 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 of. 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.

This year we successfully hosted our 3rd Annual Pink Out event raising over \$9800 for Fighting for Gold. We have headed the recovery process for the October 2018 Historic Flooding. We hired 3 firefighters under the SAFER Grant and implemented a squad response program. Doing this allows us to increase our services in 2019. This along with countless other activities has helped us become an iconic staple to the community and the events around the area.

The members of MFFR care very much about the community and they work hard each day 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 strategic goals. They also accomplished a great deal in a short amount of time. They make me proud to be Marble Falls Fire Chief.

On 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

# ABOUT MARBLE FALLS FIRE RESCUE

## Mission

Marble Falls Fire Rescue is proud and committed in providing professional, dependable service through education, prevention, and protection to ensure a safe community.

## Vision

*To be the Premier Small Texas Fire Department*

## Motto

Courage, Commitment, Honor

## 18 total personnel

Fire Chief, Asst Chief/Fire Marshal, Administrative Assistant, 3 Captains, 3 Engineers, 9 Firefighters

## 1 Station

located in the heart of Marble Falls- 700 Avenue N

## 3 shifts

48 hours on 96 off

## 15.83

square miles serviced by Marble Falls Fire Rescue

## 7 Apparatus

Engine 1, Truck 1, Engine 2(Reserve), Brush 1, Squad 51, Squad 52(Reserve), Blocker 1

## 2 Command

Chief- 1, Assistant Chief/Fire Marshal -1

## 2 Specialized Apparatus

Boat 1, UTV-1

# TOP 10

## ACCOMPLISHMENTS

**10**

Adopted a local family for Christmas

**9**

Completed Driver Operator Certification Class

**8**

Captain Stacks Achieved Fire Service Chief Executive Officer Designation

**7**

Confined Space Rescue Course for Department

**6**

In coordination with PD and EMS established a behavioral health program designed for first responders

**5**

Coordinated the FEMA recovery process from the Flood of 2018

**4**

Raised over \$9800 through Pink Out Marble Falls

**3**

Received first reimbursement check for the FEMA recovery process

**2**

Began a squad response program

**1**

Hired 3 firefighters under the SAFER grant

# 2019 ACCOMPLISHMENTS



## EMERGENCY RESPONSE

- Coordinated FEMA recovery process from the October 2018 Flood
- Updated the County's Hazard Mitigation Plan
- Received our first reimbursement check for the FEMA recovery process, less than 1 year after starting the process
- Updated EOP annexes I & U
- Coordinated with PD to provide active shooter training for city staff
- Assisted with County Points of Distribution Table Top Exercise
- Participated in a tabletop exercise with LCRA at Ferguson Power Plant
- Lead the October 2018 Flood town hall meeting
- Procured a management and Engineering firm to submit 3 hazard mitigation grants
- Submitted 3 notice of intents for hazard mitigation grants to TDEM- these projects approved to meet grant program
- 98% of all Fire Hydrants in Marble Falls were maintained
- Placed all Confined Space Equipment in service

## PUBLIC OUTREACH

- Hosted the 3rd Annual Pink Out Marble Falls
- Raised over \$9800 through Pink Out Marble Falls
- Co-Hosted the Annual KBey Food drive raising 7381 lbs of food and \$2480 in cash donations
- Along with the Marble Falls Rodeo Association hosted the first annual First Responders Steer Saddling Competition.
- Hosted First Annual Captains cook-off raising \$888 for Crossroads Guardians of Hope aka the Pink Fire Truck
- Adopted a local family for Christmas
- Hosted Annual Fire Camp with 12 middle school kids
- Conducted Public Education reaching over 1700 kids within the Marble Falls School district and Faith Academy.
- Hosted an art competition for designing the Pink Out Marble Falls t-shirts
- Partnered with Marble Falls Public Library for a Read with Red Story time.
- Held 27 Fire Extinguisher Classes for Citizens of Marble Falls
- Placed an AED at Development Services



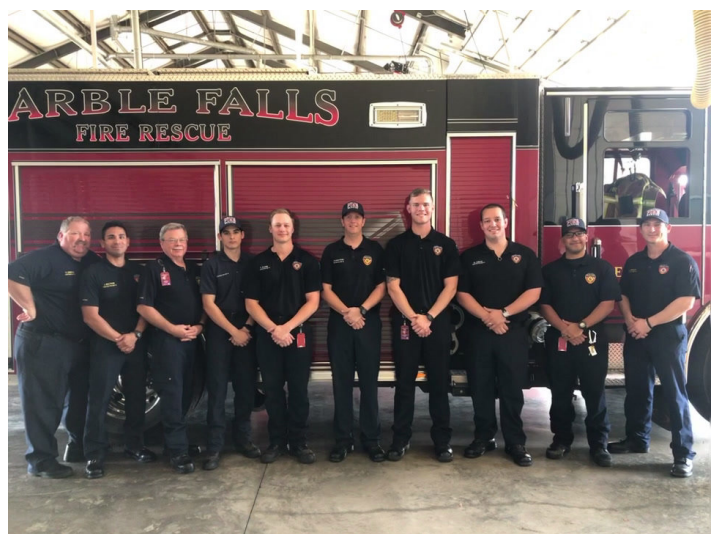
# 2019 ACCOMPLISHMENTS

## GROWTH & LONG TERM PLANNING

- Placed UTV response vehicle in service
- Completed research on fire apparatus acquisition options and made presentation to city staff
- Compiled a list of special events for CAPCOG
- Completed research on station alerting systems
- Hired 3 firefighters under the SAFER Grant
- Began a squad response program
- In coordination with PD,EMS established a behavioral health program designed for first responders.
- Placed a new vehicle for the Fire Marshal in service
- Replaced flooring in Fire Administration area of the station
- Received a \$30,250 donation from the Connie Reno Estate
- Added a second exit to the upstairs living quarters
- Added storage about the wash bay
- Replaced all the lights in the Administration area with energy efficient LEDs

## INVESTMENT IN PERSONNEL

- Completed Driver Operator certification Class
- Became a Certified Training Facility for the Driver Operator Course
- Sponsored and attended a Debris Management Course offered by Texas Division of Emergency Management
- Hosted a Confined Space Rescue Course for the Department
- Firefighter Beltran and Captain Guenter attended National Fire Academy
- Captain Stacks achieved Fire Service Chief Executive Officer Designation
- Captain Stacks and Lynnette attended a PIO class
- Captain Arnold, Stacks, and Guenter along with Asst. Chief Crane attended an All Hazards Incident Command Class
- Captain Arnold and Guenter obtained their inspector certification



# SQUAD 51

# 78%

847/1088 Medical calls.

# 5%

Increase in response compliance time since the squad has been in service (90% of all calls within 5 minutes)

# 71%

Decrease in aid received since having a second unit in service



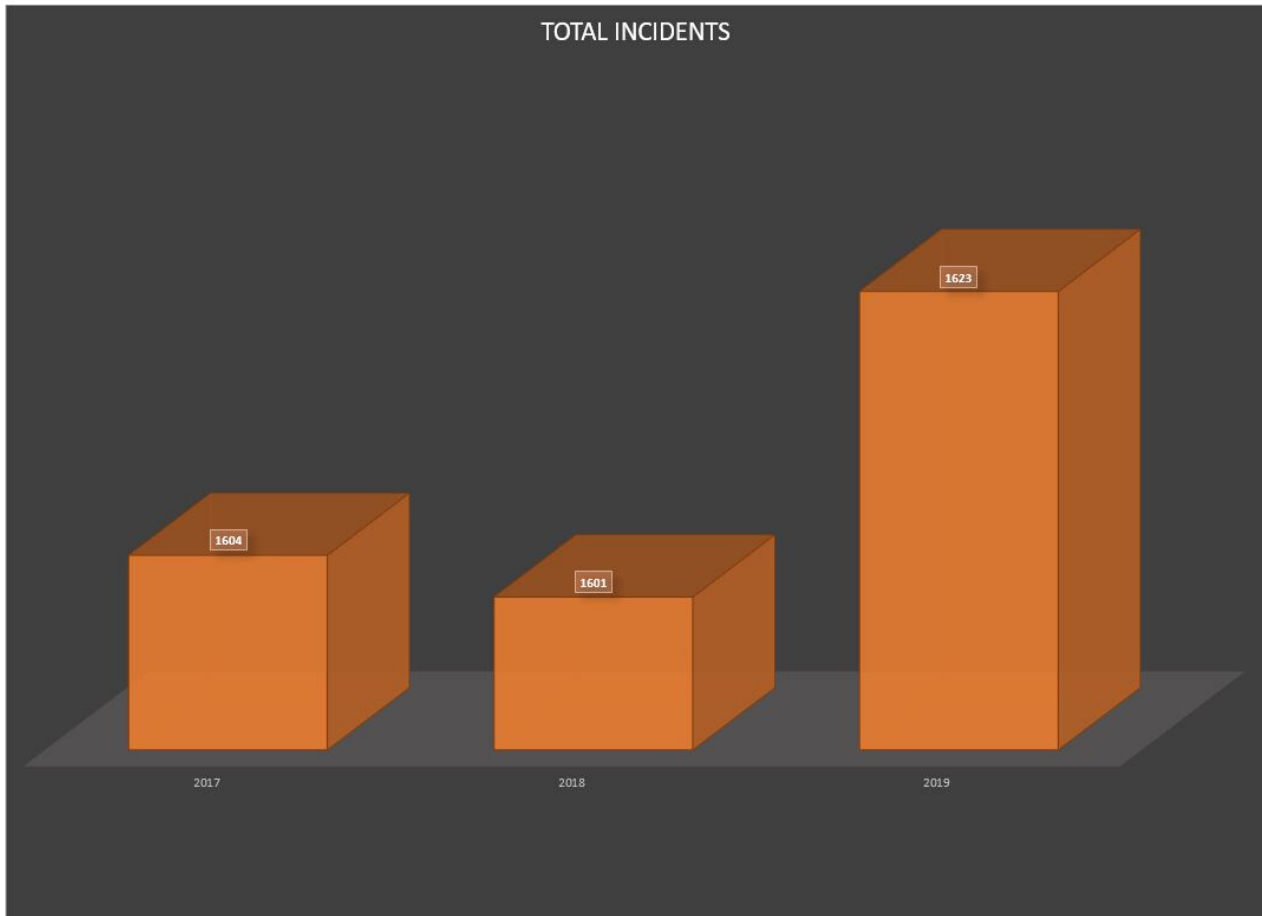
# SQUAD 51 1 year of service

January 15, 2019 we officially put squad 51 in service. Overall the squad was initially to provide a second unit in the department that would respond to at least 65% of the medical calls for service. It also would reduce the need for mutual aid as well as improve response time. Within the first year all of those goals have been exceeded.

- Response times have improved by 5%
- Responding to 78% of the medical calls for service
- Maintenance cost for Engine 1 have decreased by approximately \$18,000
- Newer members are gaining experience with decision making
- S51 personnel are responding to Truck 1 calls, giving us partial ISO credit
- Allows the Engine to conduct inspections with Chief Crane
- Burn permits are issued by S51 instead of Engine 1
- S51 responds in Blocker 1 to traffic accidents or a second engine if the accident is on a high speed highway
- Personnel have more uninterrupted time to work on assignments or projects when they are not on the squad.
- creates a second unit for the city.
- The Squad allows for calls to be ran in during Mutual Aid events such as structure fires or wildland fires
- Captains are available to complete more administrative duties with less interruptions to respond to medical incidents
- When conducting public relations events, firefighters are able to stay to complete the event.
- S51 saved \$2641.87 in fuel
- the addition of an extra firefighter allows for 5 personnel on scene at major incidents. This also increases our minimum staffing to 4 vs 3

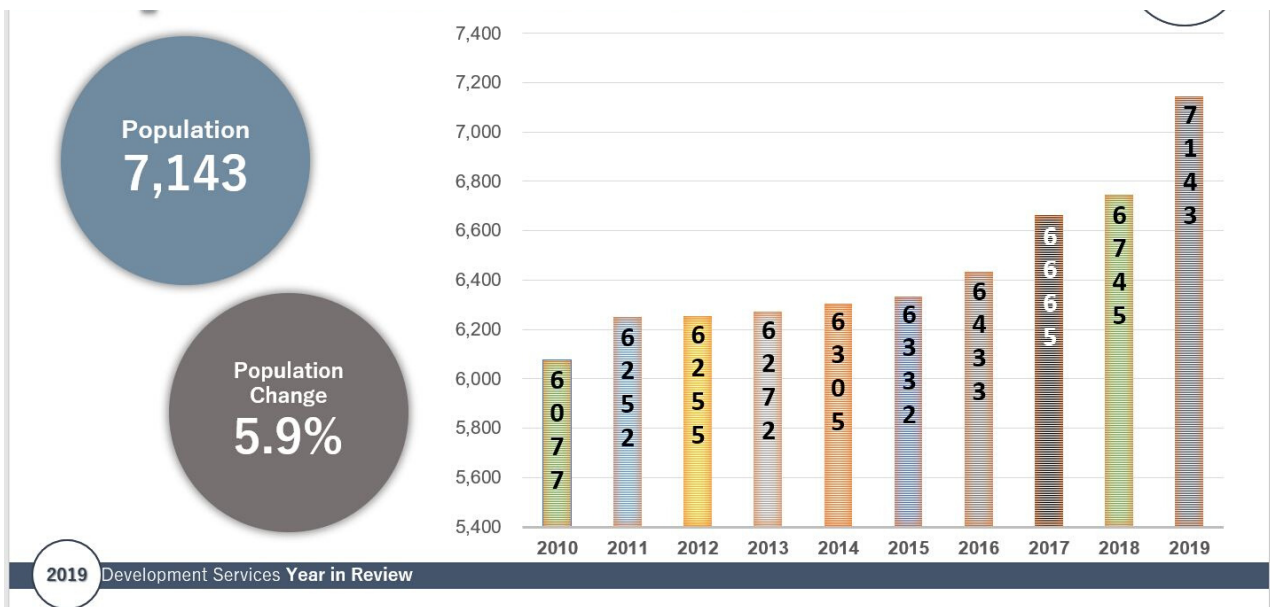


# TOTAL INCIDENTS



## Growth

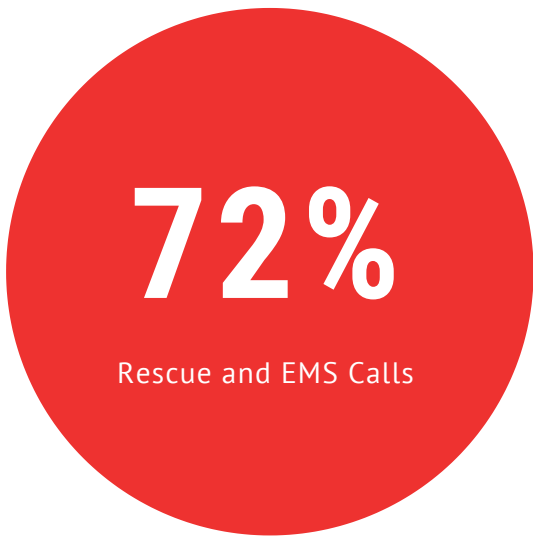
As the City continues to grow with population and visitors, our incidents continue to rise



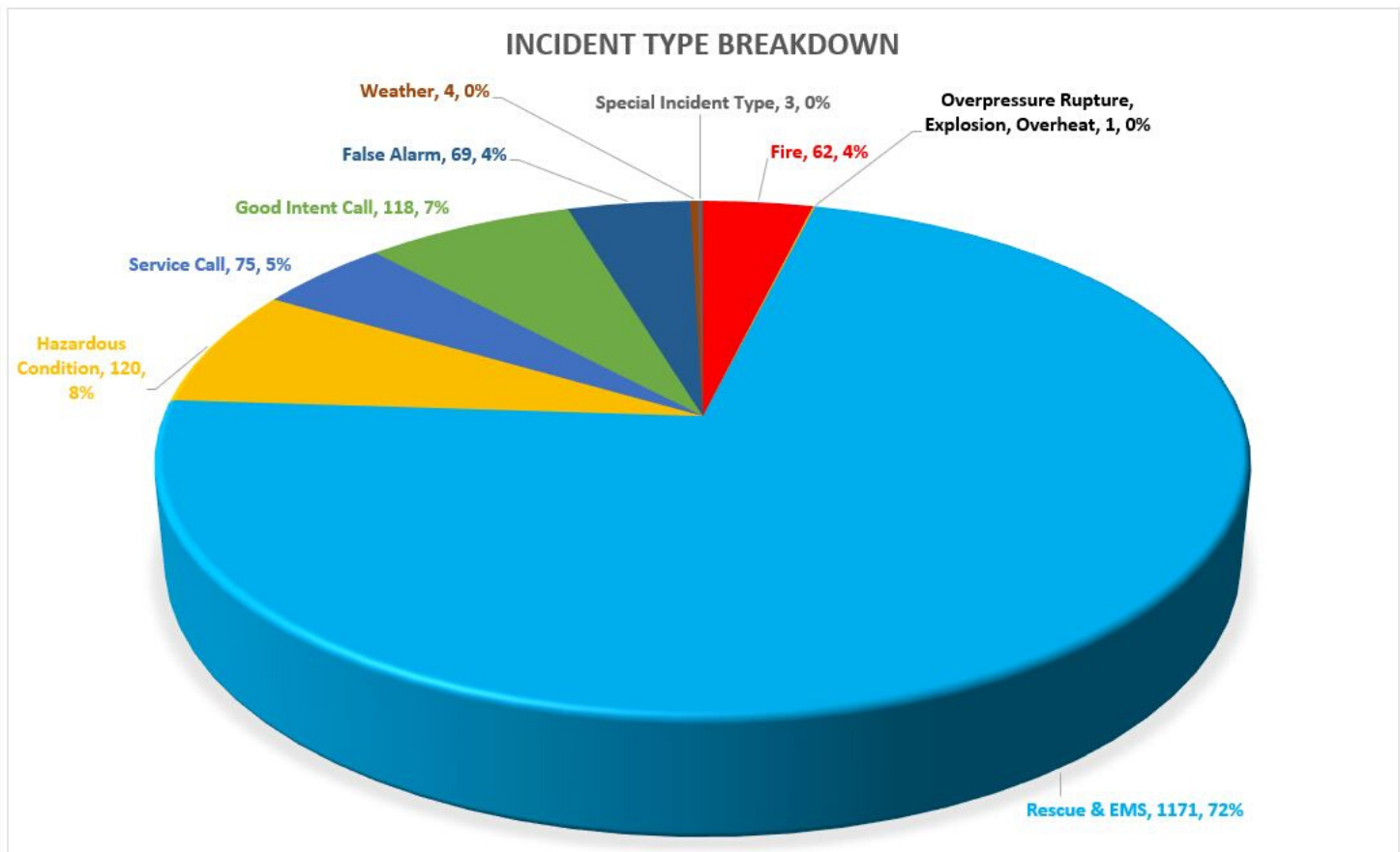
# INCIDENTS STILL ON THE RISE

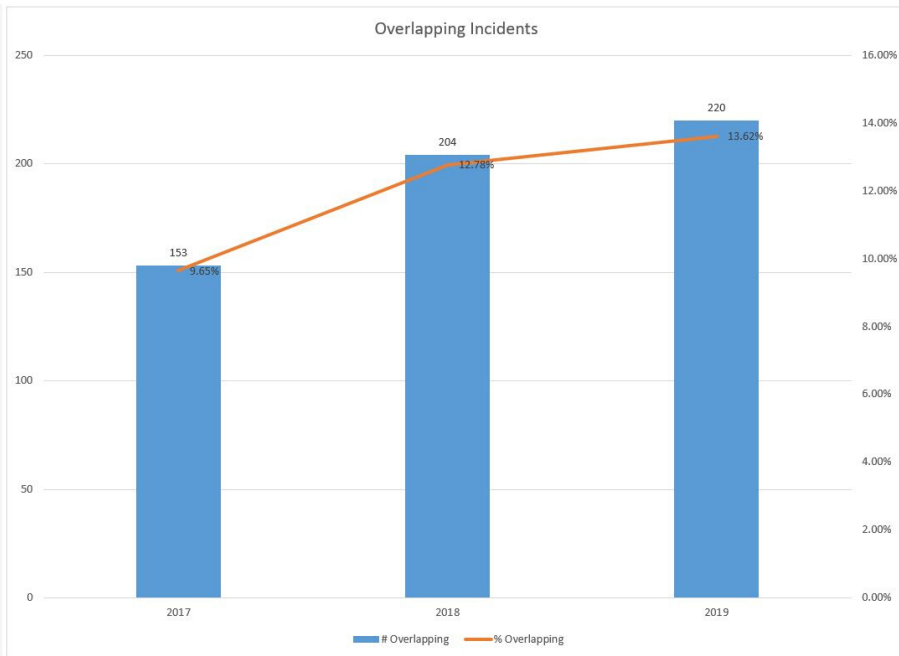


3rd Year for the Emergency Response  
prioritization in CAD



## INCIDENT BREAKDOWN 2019



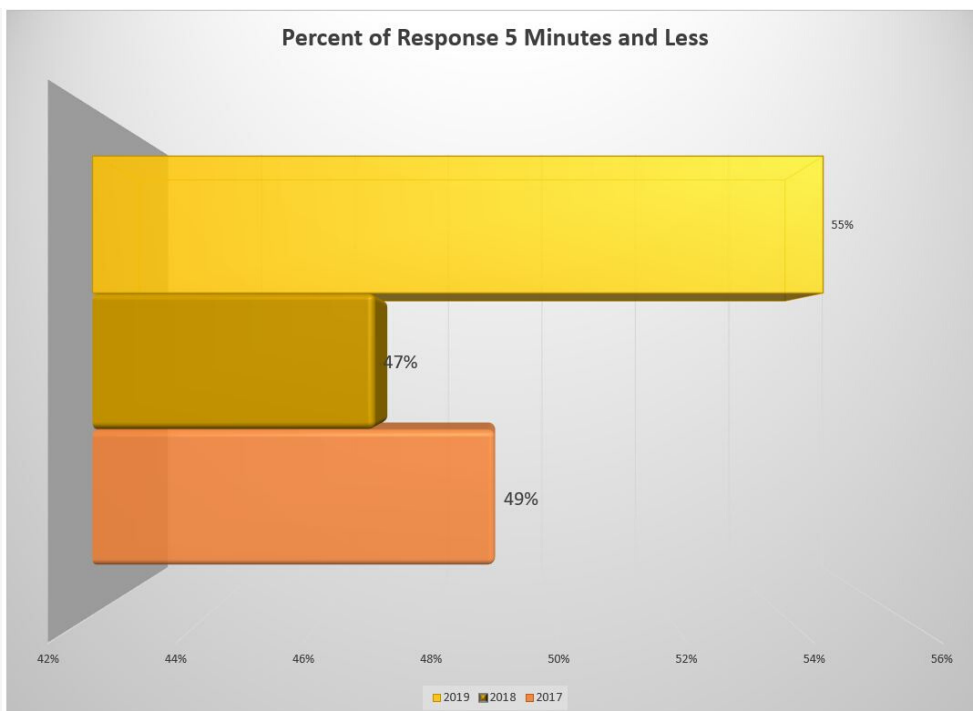


**OVERLAPPING CALLS**

**220**

# OVERLAPPING CALLS & RESPONSE TIME

- Despite 2 units in service, overlapping calls continue to increase.
- With the squad in place, mutual aid calls to cover overlapping calls have declined while our response times have improved by 5 %



# Prevention

## FIRE MARSHAL

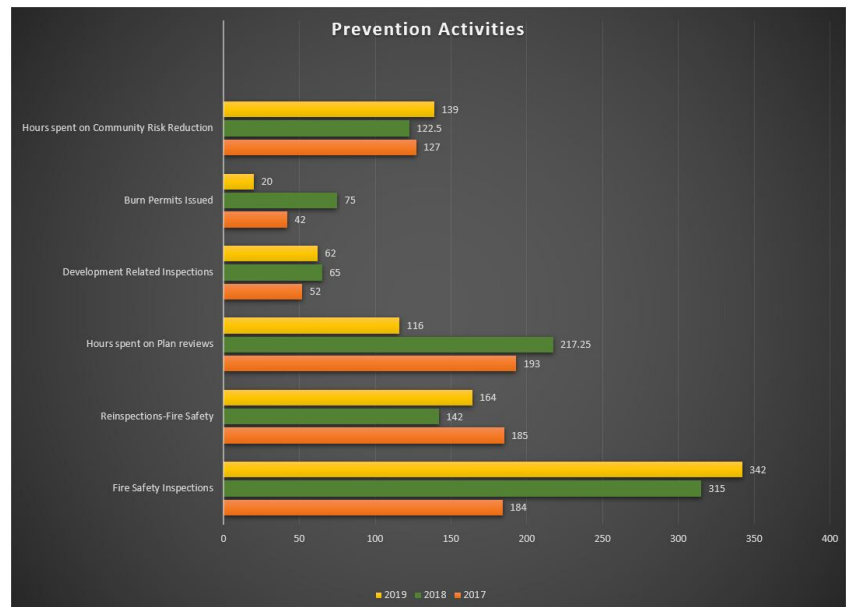
The Fire Marshal's Office is a law enforcement agency responsible for fire investigations, fire inspections and fire code enforcement within the city.

## FIRE PREVENTION

Responsible for reducing the risk of fire through periodic inspections of commercial or public buildings, and licensed facilities. They inspect for fire/life safety hazards in all existing commercial, multi-family dwelling and state licensed facilities, i.e. daycare's, foster homes, nursing homes, and schools.

## EDUCATION

Prevention also offers educational programs with a wide variety of fire/life safety programs. Wildfire Preparedness, Fire Extinguisher Training, and General Fire Safety for all ages.



**342**

Fire Safety inspections

**-11%**

Decrease in reinspections

**139**

hours spent on  
community risk  
reduction

# Public Education

- Service Public Education to 1700 kids in the Marble Falls School District
- Not Every HERO Wears a Cape. Make a Plan to Escape
- 27 Fire Extinguisher Classes



Alone we can do so little; together we can do so much~ Helen Keller



# Community Investment

Our community is our home. It is with great pride that we serve the City of Marble Falls, all of its citizens, and all of those who may be travelling through our city. We say our city because we all have a small part in making the community great and being successful in every endeavor we undertake. Firefighters in general have a servant's heart and attitude. We do not do the job for recognition, commendations, or any reason other than to help those who are in need. In the end, working in our community means service to those who are in need, building relationships, growing our extended family, pride and dedication to our organization, and belonging.





# TRAINING

Firefighters improve their skills. They experience less fumbling and fewer errors. They are able to gain confidence in themselves, since they can perform their job at a high level. They don't till the get right, they train till they can't get it wrong. They develop pride in themselves and in their department. Training allows for continuous growth in their ability and prepares them to assume more responsibility while grooming them for succession planning

DEPARTMENT TRAINING HOURS

# 3119





**"Innovation is the  
unrelenting drive to  
break the status quo  
and develop anew where  
few have dared to go"~  
Steven Jeffes**



# DEPARTMENT INNOVATIONS

01

## SQUAD

- SUV used to respond to most medical calls instead of the larger fire engine
- SUV cost less per mile to operate and reduces wear and tear on more expensive fire engine
- Provides second unit to respond to overlapping calls instead of relying on mutual aid departments
- Squad staff responds in the ladder truck to structure fires thereby allowing us ISO credit for responding a ladder truck to building fires

02

## BLOCKER UNIT

- Used a pick up slated for removal from the fleet as a pre-warning and barrier at motor vehicle accidents on the major highways
- Barrier helps protect first responders, patients and vehicles from impact from another vehicle

03

## BECAME CERTIFIED TRAINING FACILITY

- Department becoming a certified training facility for the certification of driver/operator for both engines and ladder truck
- Able to train 5 firefighters who needed the class for about the cost of sending one person to the class
- Department plans to add additional class certifications as staff needs them.
- There is also a possibility of charging outside firefighters for the class to cover cost

04

## HYDRANT GPS MARKING

- GIS provided simple app for ipads
- Firefighter marking exact GPS location of all hydrants as they service them
- Provides detailed and current data for GIS without hiring outside assistance to complete the project.

# DEPARTMENT INNOVATIONS

05

## INSPECTOR CERTIFICATIONS

- Captains obtained
- Allows them to assist Fire Marshal Crane in conduction the pre-construction inspections quicker
  - Allows FM Crane to work on other items
  - Provides firefighters the opportunity to walk though new buildings and learn about the construction of the building.
  - Helps with Succession Planning

06

## STATION REMODEL

- Phased over several years, replacing the old fluorescent light fixtures to LED as budget allows
  - Changed out thermostats in the truck bay heaters
  - Painted Admin offices, Captain's office, and training room
  - Built a secondary escape stairs to 2nd floor living quarters
  - Built storage above the wash bay
- \*Most was completed in house and not outsourced\*

07

## PARTNERED WITH MFISD

- High school trade class built 2 lockers for new firefighters for the cost of the materials
- High School art class designed the Pink Out 2019 t- shirt



# BY THE NUMBERS

**26%**

OF ALL CALLS ARE IN DISTRICT 5

District 5 is home to an assisted living facility, a nursing home and subsidized housing.

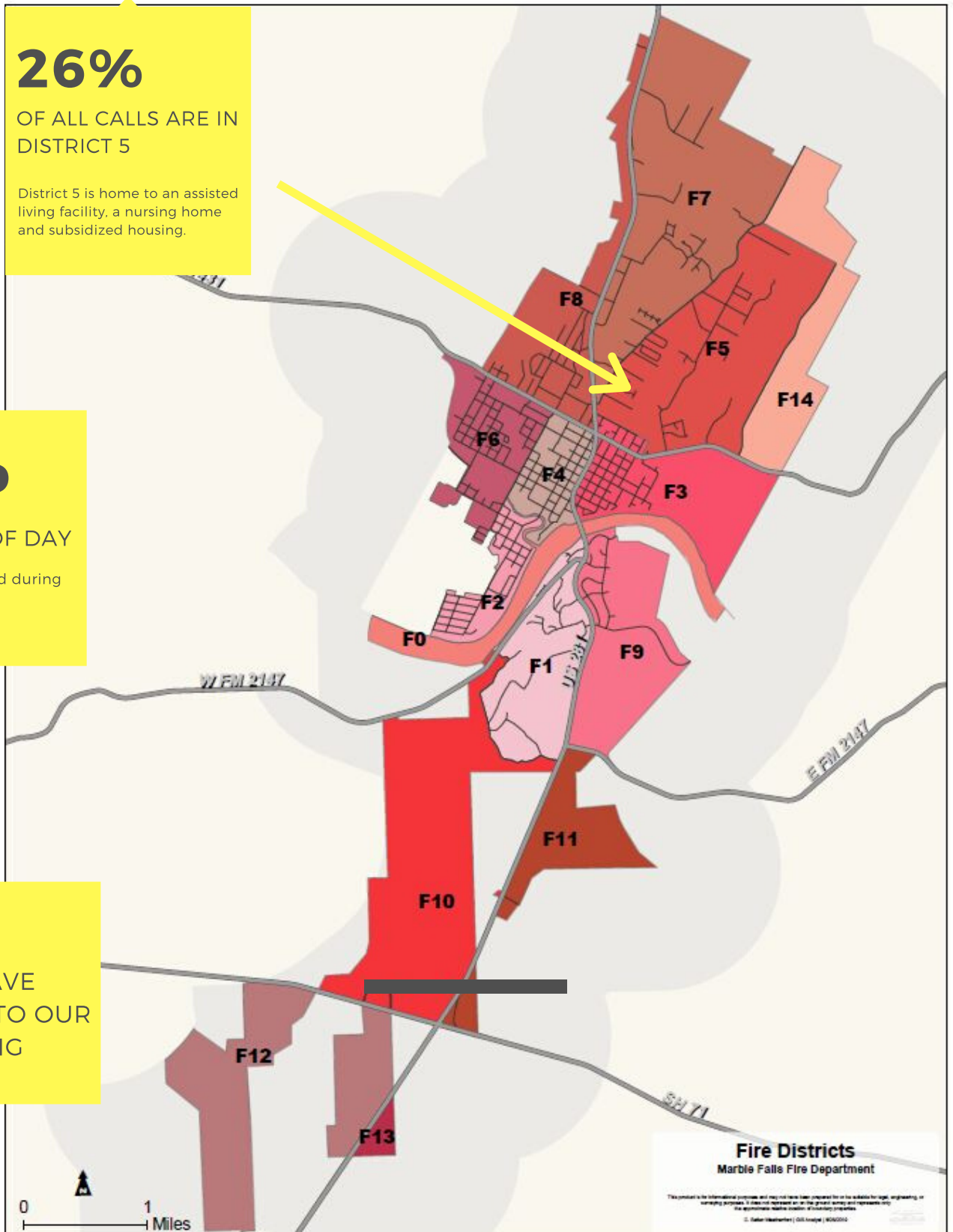
**9A-7P**

BUSIEST TIME OF DAY

More calls are generated during these peak hours

**57**

AID CALLS HAVE BEEN GIVEN TO OUR SURROUNDING AGENCIES





# Cheers

TO 2019

