

2014 Annual Report



**SOUTHERN MANATEE
FIRE & RESCUE DISTRICT**

SOUTHERN MANATEE FIRE & RESCUE DISTRICT

2014 ANNUAL REPORT

TABLE OF CONTENTS

Mission, Vision & Values	2
Administrative Division	3-7
• Overview	
• Map	
• FY14 Budget Analysis	
Accomplishments Achieved in 2014	8-10
Customer Satisfaction Survey Program	11-14
Emergency Medical Services	15-17
Cardiac Arrest Statistics	18-20
Operations Division	21-35
Special Operations—Hazardous Materials	36-39
Fire Prevention & Public Education	40-47
• Juvenile Fire Setters Program	
Training Division	48-49
Vehicle Maintenance	50-52
• Fuel Consumption Report	
Volunteers	53-54
Employee Recognition	55-56
Technology and Communications	57-58

Mission Statement

Protecting lives and property by providing a superior level of service through prevention and emergency response to the public.

Vision Statement

We will be recognized as leaders in our profession by setting the standards of excellence while providing World Class Public Safety Services through integrity, innovation and professionalism.

Slogan

"PRIDE THROUGH PERFORMANCE"

Values

As members of the Southern Manatee Fire Rescue District we take pride in our commitment to professional service by maintaining our skills, knowledge and abilities. All members of the Southern Manatee Fire Rescue District are committed to conducting ourselves in an ethical manner, conforming to a moral standard of right versus wrong by treating each other and the citizens we serve humanely, professionally and honestly. We ascribe to the following Values.

Accountability and Fiscal Responsibility – Members of the Southern Manatee Fire Rescue District are accountable to each other and the community we serve. We accept responsibility for our decisions and actions. Accountability applies not only to the professional manner in which the District meets its primary goals but also to the efficiency, effectiveness and fiscal responsibility which guides all of our actions.

Integrity and Trust – Members of the Southern Manatee Fire Rescue District are honest and fair in our dealings with our citizens and each other. We are honorable to our profession, and we inspire each other to maintain trustworthiness, openness and sincerity.

Honor and Respect – We are "fire department" family. We are committed and accountable to each other because our lives depend on it. We value the role each member plays in our organization. We respect those that came before us, and will strive to make the organization better for those who follow. We will place a special and high regard on the premise of treating others as we would like to be treated.

Teamwork and Discipline – We seek out and value the input and opinions of our members at all levels of the organization. Teamwork is the building block that drives the Fire District's labor/management process. We work as a team to cooperate locally, regionally and nationally to improve service to our citizens and maintain a safe and effective work environment. We value a professional attitude with high moral work ethic that can enhance our team.

Service Excellence and Competency – We do all we can to ensure the best possible service to our internal and external customers/communities through smart, well trained, humble, dedicated, competent, hard-working, safe members. We are active participants in the communities where we live and work.

Innovation and Flexibility – We recognize the value of change in responding to and meeting the ever-evolving needs of our customers and members. We are committed to seeking out effective methods and progressive thinking toward change. We recognize the value of ongoing education and training. We adapt to the ever-changing needs of our community, the organization, and the environment.

Professionalism and Dedication – Providing service with a high standard of ethics, behavior and competence.

Compassion – Providing service with empathy and sympathy for the suffering of others.

Readiness and Motivated – We value preparedness, training and education, safety and wellness, dedication and an understanding that lives are more valuable than property.

Family – We will support coworkers, their families and our community.

SOUTHERN MANATEE FIRE & RESCUE DISTRICT

Administrative Division

OVERVIEW

The Southern Manatee Fire & Rescue District was formed June 1, 1990 with the merger of the Oneco-Tallevast Fire Control District and the Samoset Fire Control District. The combination department provides fire protection to a population of approximately 60,000 permanent residents and grows to 70,000 with winter residents in a 34 square mile area. Geographically, the District includes the areas south of the City of Bradenton, east of First Street, west of the Braden River and north of University Parkway, the Sarasota County line. Major transportation routes within and adjacent to the District include U.S. 41, U.S. 301, State Road 70, University Pkwy and I-75.

In addition, the District is served by two railroad lines, Seminole Gulf Railroad and Seaboard Coast Line. The southwestern portion of the District borders on the Sarasota-Bradenton International Airport. The Southern Manatee Fire & Rescue District protects the largest industrial area in Manatee County. The total value, as of 2013, of commercial and residential properties protected is \$3,674,414,297.

The Southern Manatee Fire & Rescue District operates five (5) fire stations that are staffed 24 hours a day, a training facility, and an administrative office that also houses our Fire Prevention Division. The District employs 82 full time employees and ten volunteer Firefighter/EMT's.

- | | |
|---------------------------------|-----------------------------------|
| • Administration | 2451 Trailmate Drive |
| • Station 1 | 6100 15 th Street East |
| • Station 2 | 1911 30 th Avenue East |
| • Station 3 | 7611 Prospect Road |
| • Station 4 | 5228 45 th Street East |
| • Station 5 | 7301 Honore Avenue |
| • Training Facility | 7611 Prospect Road |
| • Building Maintenance Facility | 1911 30 th Avenue East |

In addition, we have an extensive mutual and automatic aid response system with all neighboring fire departments and agencies, including all Manatee County Fire Districts, Manatee County EMS, City of Bradenton Fire Department, and Sarasota County Fire Department.

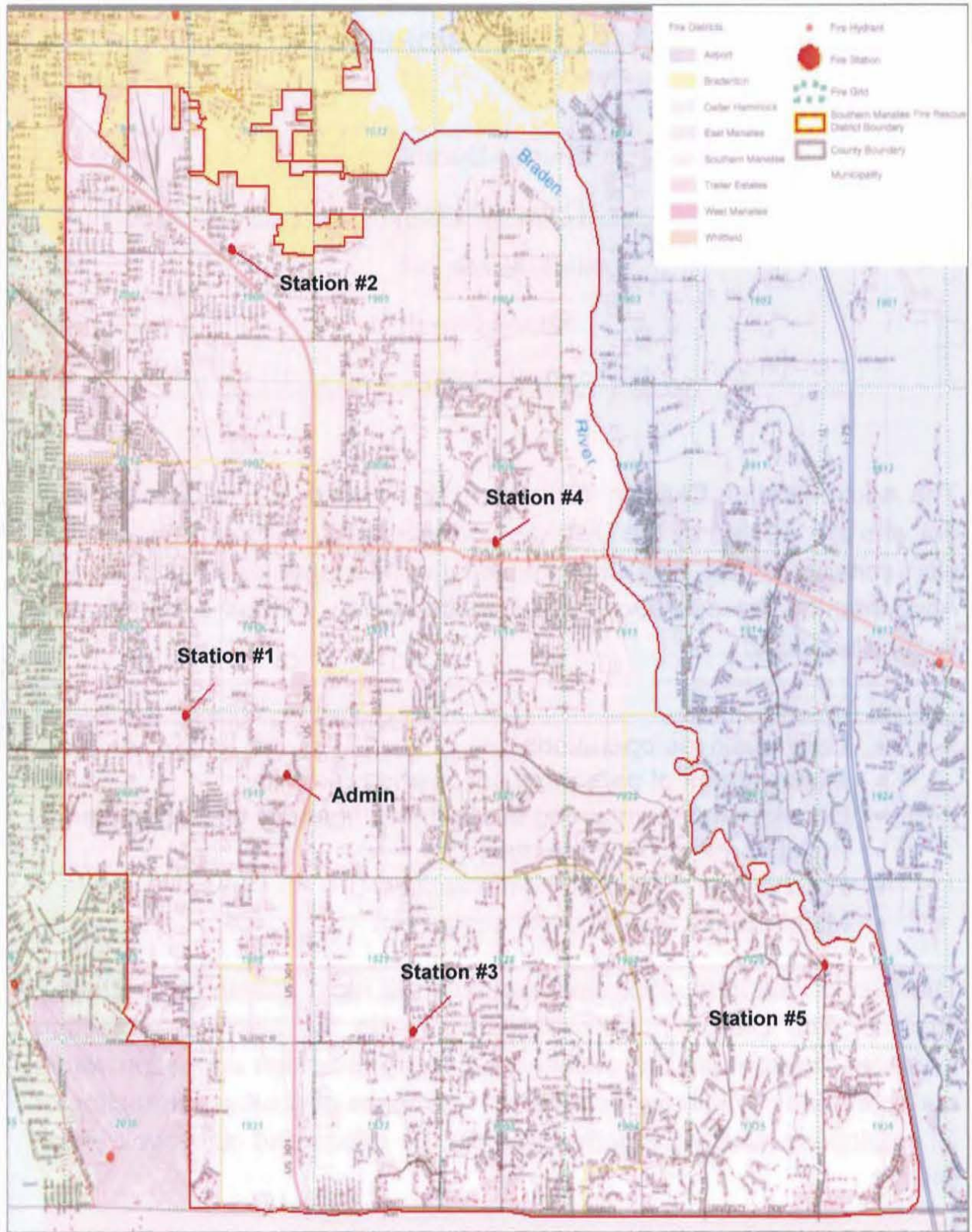
Southern Manatee Fire & Rescue District holds a Class **3** rating from the Insurance Services Office (ISO). The lower the rating the greater the possibility that property owners could see a reduction in their insurance premiums.

Daily activities include interaction with the following agencies:

- Manatee County Department of Public Safety
- Manatee County Sheriff's Office
- Manatee County Government
- Manatee County Building/Planning Department
- School Board of Manatee County
- Florida State Highway Patrol
- Manatee and Sarasota Emergency Management



Southern Manatee Fire & Rescue Administrative Complex



Southern Manatee Fire & Rescue District

FIRE COMMISSIONERS

Charles Durant

Daniel Center

Melanie Marken

James Cena

Anthony Evans

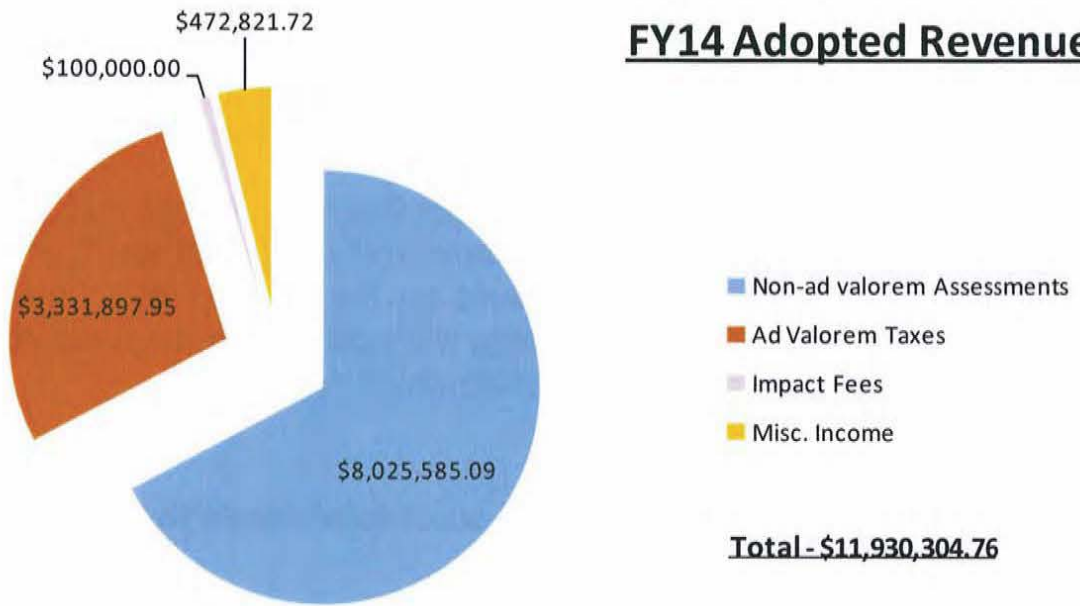
The Administration Division is directed by a Board of Fire Commissioners who are elected by the District's community. The Administration Division consists of the Fire Chief, Executive Management Assistant and Accountant. The operations include overseeing various administrative support services:

- Daily business operations
- Management of personnel policy and procedure
- Develop and maintaining the District's financial operating plan
- Building and ground maintenance
- Purchase and distribution of supplies
- Maintenance and repair of equipment

The District has been ever changing with the rapid growth of Southwest Florida. The District is committed to provide the best fire protection available and to raise the awareness of fire prevention education within our community. We have established a process of positive interaction of all employees, working together to meet the needs and objectives of the District.

FY14 Budget Analysis

FY14 Adopted Revenue



FY14 Adopted Expenditure



Accomplishments Achieved in 2014

The Southern Manatee Fire & Rescue District strives to perform at the highest level of service to its citizens. Our members are always ready to take on new challenges. It is through the dedication of each department member and the outstanding support from the community and the Board of Fire Commissioners that allows the District to be successful.

The District continues to use the Strategic Planning Process as a means to guide the organization through economic and political times. Our plan outlines the District's goals and objectives for the present and future and allows us to track their accomplishments while delivering the most cost effective level of service to the citizens of Southern Manatee.

The following is a list of a few of our accomplishments that were achieved during the year 2014:

- The District updated its Fixed Asset Policy in accordance to current Florida Statutes.
- The District ordered two (2) Class A Engines to replace two of the oldest Engines in our fleet. We are to take delivery sometime in February 2015.
- The District, through the work and input of all employees, created its second five (5) year strategic plan.
- For the past year the District, through a committee, has been updating, revising, deleting SOP's, Rules and Regulations, Position Descriptions and Directives. These have been placed into a new format and indexed for easy reference. This committee is in the final stages of this process and as they complete a section it is immediately placed on the share drive, in draft status, to allow review by all personnel before it is finalized. Once completed this will be an annual process to ensure that all of our rules and regulations and SOP's are always current.
- In 2014 the District trained over 30 of their personnel to the State 160 hour Hazardous Materials Technician Level. Our goal is to provide this service 24/7 without delay to our residents via a specialized apparatus. We are currently working with Manatee County Government to transfer the County Haz-Mat assets to our Department, including the funding.

- Created a three (3) year strategic plan for the District's Information Technology. Within this plan the District created and implemented a computer replacement program. Desk top and lap top computers were placed on a 3 and 4 year replacement cycle of which each year a 1/3 of the computers are replaced with new ones. The District at one point operated 7 file servers; today we are down to 2, which has tremendously reduced the District's costs.
- During 2014 the District began using Steven's and Stevens for document and record storage and disposal.
- The District implemented the new BLS Medical Treatment Protocols and placed in service new equipment and medical supplies that allows for a much higher level of care to our citizens.
- The District replaced all of its self-contained breathing apparatus with the new Scott 2013 Standard Edition, which is the latest version. More than half of the District's air bottles this year were at the end of their life span. Along with this purchase, the District also purchased SEMS II and the Pak Tracker for accountability and tracking of our personnel on the fire ground.
- The District also purchased the Quantifit Respirator Fit testing equipment for the proper fitting of air pack masks. This machine and software performs the various test and documents the results for each employee. This testing is required on all new employees as well as existing employees.
- The District, along with Manatee County EMS and the Manatee County Health Department in response to Ebola, wrote a response protocol and identified the appropriate level of protection and purchased these items for its employees.
- In 2014 mobile data terminals (I-Mobiles) were installed in all first out Engines and are now operational.
- In 2014 the District reviewed through committee various software packages for scheduling shift personnel and for computing payroll. This is a fully automated paper-less system. The District reviewed Paymaster-Kronos and Telestaff-Kronos. Both were excellent programs, however Telestaff is used primarily by fire departments because of shift work. Telestaff was selected, and the District is moving forward with the implementation of this system that will increase the efficiency and save the District money when it is fully implemented.

- We began a project for each Fire Station that would take their existing bunkroom, which was one large room with curtains or half partitions, and compartmentalized each bunk with a door for privacy. Before doing this, there was no real privacy for our employees. During 2014 we completed Station 1, and our other Fire Stations will have this work completed in 2015.
- Our Firefighters entered a “Good Morning America” competition in making a music video that gained them and the District National Recognition.

Customer Satisfaction Survey Program

The Southern Manatee Fire & Rescue District is committed to providing high quality and efficient services to our community. One tool that we employ to ensure that we are fulfilling our mission is through our Customer Satisfaction Survey Program. We mail a survey to randomly selected customers who have been served by our personnel. We compile the results and use the data to monitor the quality of our service and its impact. This data can be used to make changes in our service delivery, if necessary.

We implemented our Customer Satisfaction Survey Program in December 2012. From this date to December 31, 2014 we mailed out 164 surveys and had 151 surveys returned, which represents a return rate of 92%. The rating is on a scale of 1 (Poor) to 5 (Outstanding). The survey looks at the following categories:

- Was the call handled in a prompt, courteous and competent manner
- Response time to the emergency was prompt
- Firefighters actions reduced property damage or resolved situation
- Firefighters acted in a concerned, caring and professional manner
- Firefighters provided customer service beyond my expectations
- The assistance provided to me was
- Rate the overall experience with the services provided by FD

The graph below are the results of all three shifts:



The graph below are the results broken down by our three (3) shifts



Listed below are some of the written feedback provided by our customers:

- 12/22/12 – “We were very pleased with the response.”
- 1/09/13 – “Response time was great, the crew done a great job keeping me informed of the status of the fire, Great Job to All!!!”
- 1/10/13 – “Everything was great – thanks so much!”
- 1/16/13 – “I love you all – Thank you so much!”
- 2/02/13 – “Thank you”
- 3/13/13 – “Very pleased with service, firefighters were very helpful and providing outstanding service and assistance.”
- 3/29/13 – “Your service was prompt and courteous”
- 5/12/13 – “Very good Job!”
- 5/24/13 – “Excellent service – keep up the good work.”
- 7/15/13 – “What a blessing to be rescued by the A-Team, thank you for a job greatly done, God bless you all!”
- 7/26/13 – “Everything was great!”
- 8/02/13 – “We can’t tell you how pleased and impressed we were with the response – you’re simply the Best!”
- 8/04/13 – “Keep going – your help was greatly appreciated.”
- 9/03/13 – “Everything from the 9-1-1 call conducted in a professional and courteous manner, response time was good and the problem solved in an expeditious manner.”
- 9/21/13 – “Thank you for coming to our house so quickly.”
- 10/15/13 – “No, there was not one thing that could have been improved upon.”
- 11/23/13 – “Service was prompt and excellent.”
- 11/28/13 – “The men were wonderful and fixed the problem on Thanksgiving morning – thank you so very much!”
- 12/04/13 – “The firefighters were awesome and we appreciate them coming out to check our carbon monoxide levels.”
- 12/31/13 – “The guys that came were wonderful – very caring – they really were great – thank you all so much!”
- 1/19/14 – “Everyone was very concerned and did an excellent job!”
- 2/12/14 – “I can’t say enough about your firefighters, they were courteous, extremely helpful and caring.”

- 3/17/14** – *“Thank you all for your kind and professional help with my fathers medical emergency, Thank you! – Thank you! – Thank you*
- 3/19/14** – *“Thank you for a outstanding response, your crew was very professional”*
- 3/31/14** – *“No, everything that was done for me was outstanding!”*
- 4/9/14** – *“I was very pleased with the service I received, everyone was considerate and understanding – Give them a raise!!!”*
- 4/26/14** – *“The response and service provided was outstanding, the staff was very cordial”*
- 4/26/14** – *“Thank you so much!”*
- 5/1/14** - *“Keep hiring really cute fireman! Thank you gentlemen”*
- 5/12/14** – *“Response was so good it could not be improved upon”*
- 5/18/14** – *“I feel like the fire department helped save my life, I want to thank them all”*
- 5/24/14** – *“They are all Great”*
- 5/27/14** – *“The people who came were thorough, professional and competent, Bravo!”*
- 5/27/14** – *“It was the BEST!”*
- 5/26/14** – *“It was very comforting to me that they arrived so quickly and took control of the situation”*
- 6/7/14** – *“Excellent”*
- 6/12/14** – *“Thank you for your prompt and caring service”*
- 6/19/14** – *“Thanks for great EMS service”*
- 7/9/14** – *“Thank you for assisting our house guest who had a major diabetic attack”*
- 7/20/14** – *I was amazed by the high degree of professionalism evidenced by these firefighters, each man knew his place and executed a well rehearse course of action, there performance really made the fire worth while – thank you”*
- 7/29/14** – *“You provided excellent service, thank you!”*
- 7/31/14** – *“Adam, Derek, Steve were wonderful! I am so fortunate to have firefighters like them so close to my home!”*
- 8/1/14** – *“Both Firefighters and Paramedical personnel were very courteous, concerned and professional. Please give my sincere thanks!”*
- 8/4/14** – *“This call was not in response to a fire but everyone concerned was very courteous and efficient and helpful! Thank you!”*
- 8/27/14** – *“Dear SMFRD Team, thank you so much for helping my father again! We sure appreciate your kind care and professionalism!”*
- 9/5/14** – *“9-1-1 response was excellent, very concise instructions, spoke clearly and gave us all info we needed until your department arrived. It is comforting to know you all are here for us in an emergency!”*
- 9/8/14** – *“Absolutely life saving for me – outstanding work by all – Thank you!”*
- 9/11/14** – *“Thank you very much for the help”*

9/26/14 – *“Sure appreciate your assistance in a difficult situation, thanks for your understanding and handling of such”*

10/17/14 – *“I was not home, just down the street the fire department was there before I knew the house was on fire, I got a lot of things out if not for the fire department I would have lost everything, I thank and praise god for the wonderful fire department. Thank you so much and god bless all.”*

10/17/14 – *“They were excellent, thank you.”*

10/24/14 – *“Thank you for your kind attention.”*

11/9/14 – *“The crew did a great job in stabilizing my problem.”*

11/9/14 – *“All firefighters were compassionate – efficient – knowledgeable and FANTASTIC, call unusual in today's world. They must be complimented.”*

11/14/14 – *Thank you, you are outstanding, my mom is alive and doing well, thanks!”*

11/16/14 – *“They did good.”*

11/20/14 – *“My wife and I are both 87 – she was ill and was taken to the hospital – please accept the enclosed donation.”*

11/25/14 – *“I couldn't have asked for better services, thank you.”*

12/5/14 – *“Thank you very much – they were very kind”.*

Emergency Medical Services

The Southern Manatee Fire & Rescue District responded to 3,454 medical responses during 2014, which represents 72% of our total responses. Since Emergency Medical Services represents the majority of our responses and since Southern Manatee Fire Rescue is on scene first 54% of the time before Manatee County Emergency Medical Services, the District partnered with MCEMS and the Manatee County Medical Director, Dr. Nonell, and implemented a set Basic Life Support (BLS) Medical Treatment Protocols.

From January 2014 through May 2014 our personnel begin the in-service training on Doctor Nonell's BLS Protocols and hands on training over new treatment equipment and supplies. All first out apparatus were outfitted with two new jump bags, one bag was the airway kit and the other bag was their trauma/medical kit. Listed below is some of this new equipment:

- Battery powered portable suction with suctioning accessories
- Advanced Airways – I-gels
- Portable Pulse Oximetry
- Glucometers
- Medications such as glucose gel and baby aspirin
- C-MAT Tourniquets
- Long Spine Board
- Broselow Pediatric Tape

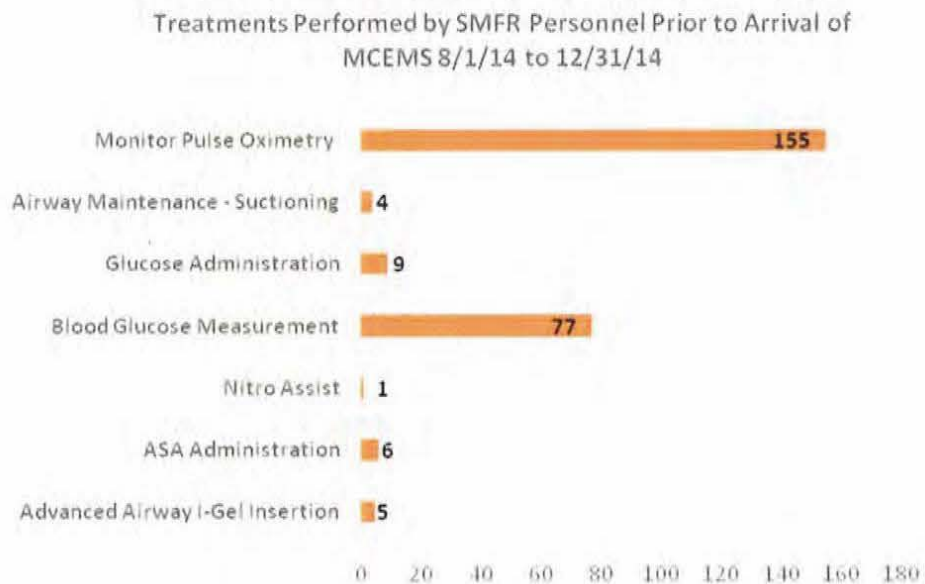
During the months of June 2014 and July 2014, all of our personnel completed a written exam over these protocols and skill check off over the use of I-gel airways. The District's average score for this exam was 97.94%.

After 8 months of training and testing, on August 1, 2014, the Southern Manatee Fire & Rescue District implemented these new protocols and equipment.

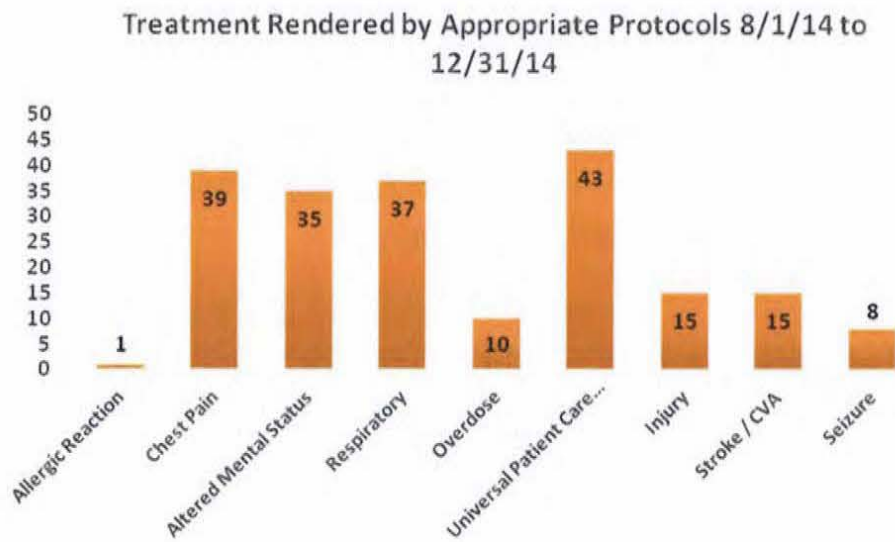
Basically the use of these protocols and equipment is performed on the calls in which we are on scene before MCEMS, which as mentioned above occurs 54% of the time. To ensure personnel are utilizing the correct treatment protocols, the District implemented a Patient Care Report (PCR) that is completed every time we are on scene first and provide care and treatment.

The PCR's are reviewed daily and matched up with computer generated Fire Programs report.

The graph below are the results over the use of this new equipment during the time period of August 1, 2014 to December 31, 2014 for all three shifts:



The graph below identifies the treatment protocols that were used during August 1, 2014 to December 31, 2014:



Cardiac Arrest Statistics

Annually, 326,200 people experience out-of-hospital cardiac arrests in the United States. Of those treated by emergency medical services, 10.6 percent survive. Of the 19,300 bystander-witnessed ventricular fibrillation cardiac arrests, 31.4 percent survive.

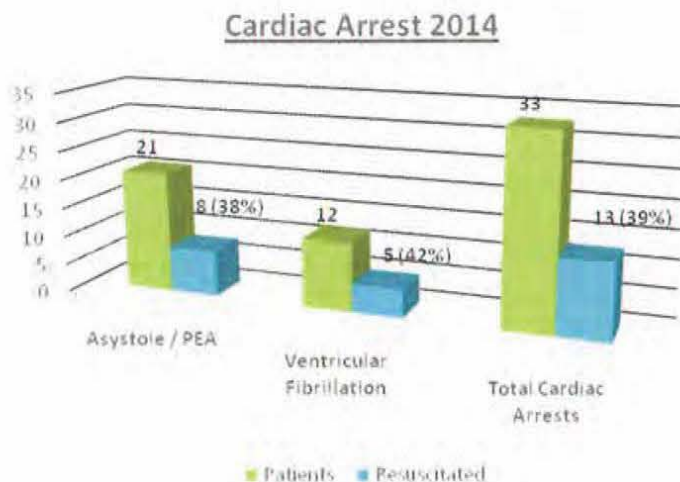
Out-of-hospital cardiac arrest patients in ventricular fibrillation have a greater chance of survival if the event is witnessed by the public with immediate calling of 9-1-1, starting BLS-CPR, and rapid deployment of an Automatic External Defibrillator (AED), rapid response of both Basic Life Support and Advanced Life Support.

It is statistically proven that for every minute that goes by that a heart in ventricular fibrillation the chances of converting to sinus rhythm with pulses decreases by 10 percent and in 10 minutes, the chances of resuscitation drops to 0%. That is why it is imperative to immediately call 9-1-1, start CPR, deploy an AED and ensure a rapid response of Fire and EMS.

From January 1, 2014 to December 31, 2014, Southern Manatee Fire & Rescue responded to 33 cardiac arrest events. Out of 33 cardiac arrest events, the District along with Manatee County EMS resuscitated 39%, meaning restored pulses. Listed below is a breakdown of the type of events:

Ventricular Fibrillation – 12

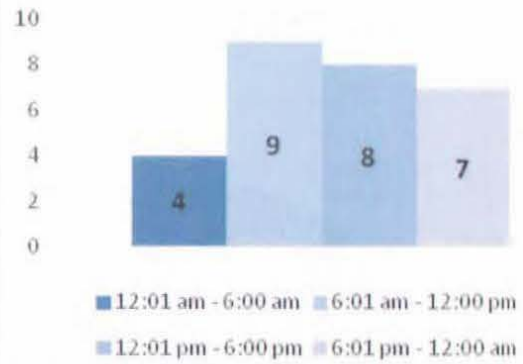
Asystole / PEA (Pulseless Electrical Activity) – 21



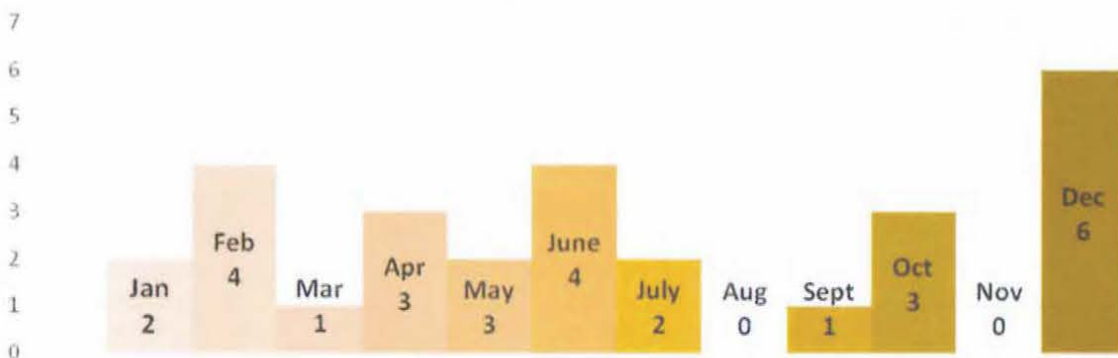
AED Utilized



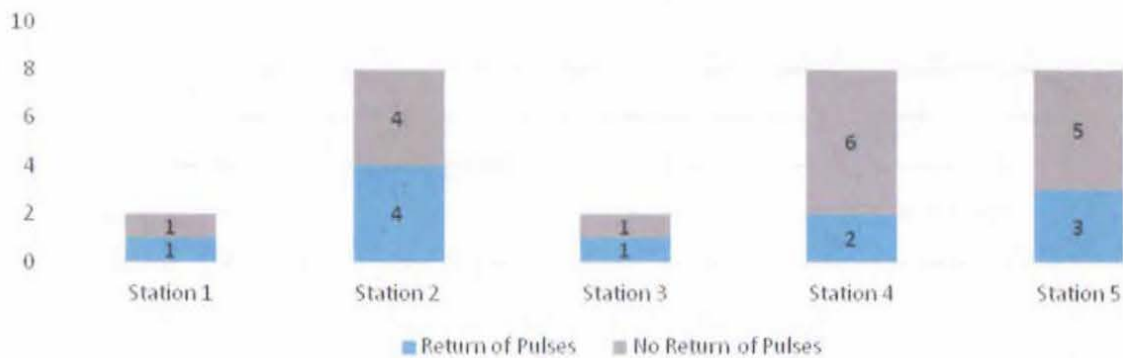
Time of Use



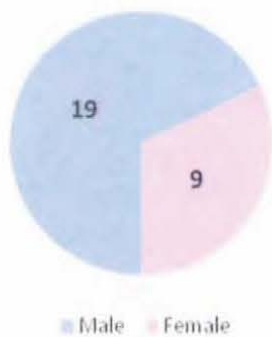
Use by Month



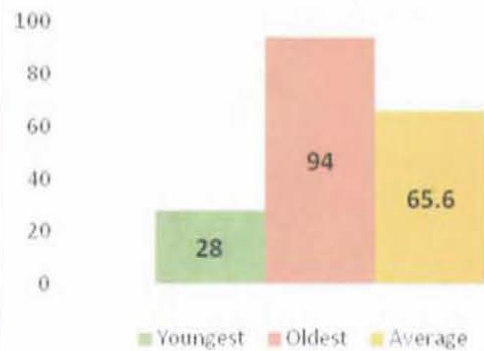
Use by Station



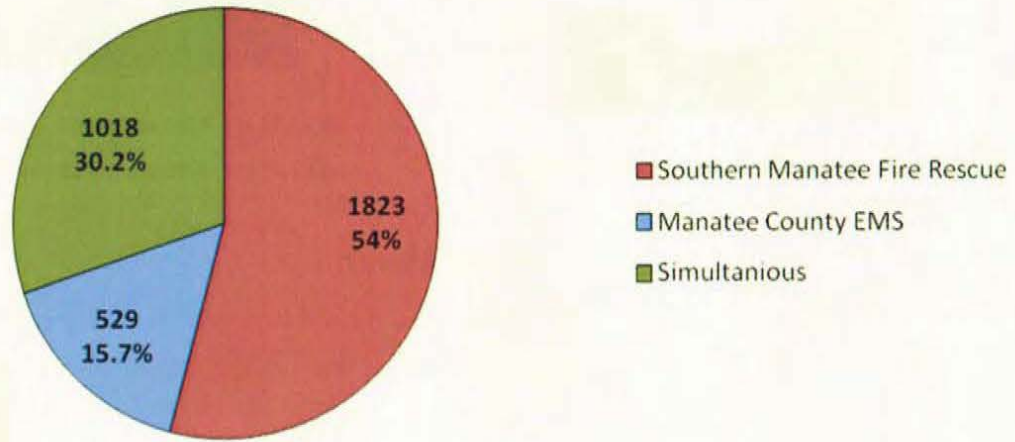
Patient Gender



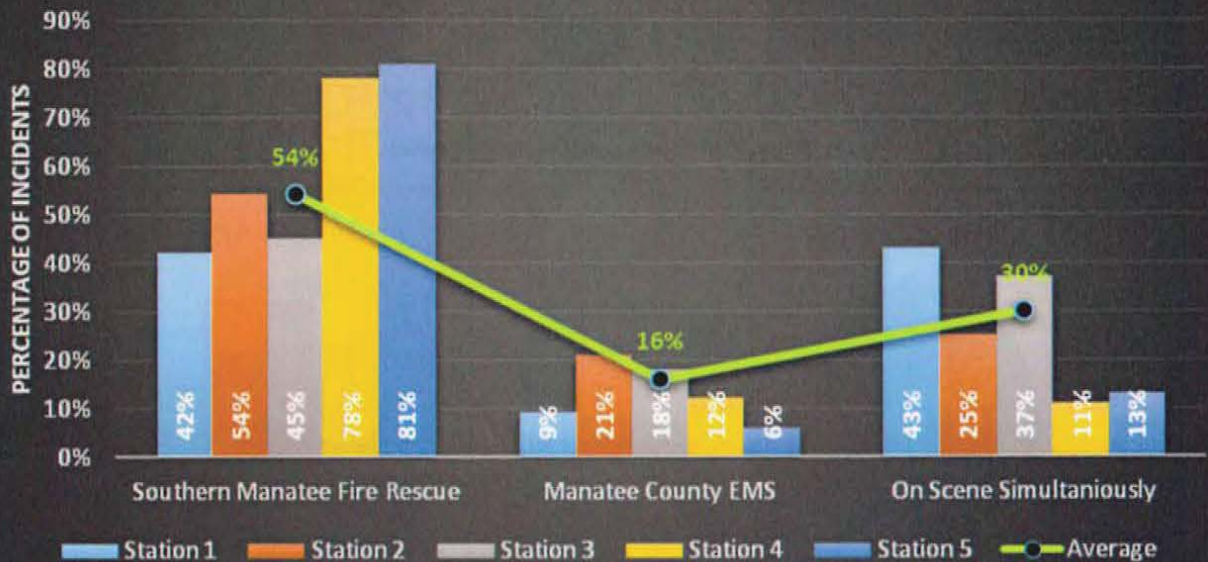
Patient Age



First on Scene of Rescue & EMS Calls District Average



First on Scene of Rescue & EMS Calls By Station



Operations Division

The Operations Division's foremost responsibility is responding to and mitigating emergencies by providing essential services in the areas of fire suppression, hazardous materials response and emergency medical services for the seriously ill and injured.

The Operations Division is headed by three Battalion Chiefs who report directly to the fire chief and is comprised of 71 full time personnel, staffing six first out apparatus 24/7. The crews respond to over 4,800 emergencies a year with an average response time being just under 5 minutes. The personnel work out of 5 fire stations housing a total of 51 full time firefighters and 15 lieutenants, who are supported by 10 volunteer firefighters, a Training Director and a Maintenance Officer.

On average, 54% of the time our firefighters are the first to arrive on the scene of a dispatched medical emergency. The majority of our full time firefighters are certified Emergency Medical Technicians or certified Paramedics, all of whom have been trained in the latest BLS protocols to work in concert with Manatee County EMS to provide our citizens with the highest quality emergency medical care available. In addition our firefighters are trained in vehicle extrication, water rescue, building collapse, hazardous materials response, victim rescue, hydraulics, incident command and many other disciplines.

Southern Manatee Fire Rescue is an ISO Class 3.0 fire department and is committed to providing our community with prompt, effective and cost effective service by efficiently utilizing available resources. SMFR enhances its service to the public through a series of agreements which allow our organization to cooperate with local and state agencies to provide and receive additional manpower and resources during disasters and times of need. SMFR cooperates with our neighboring fire departments to provide a closest unit response to your emergency. We have agreements in place which provide for "Move-Ups" from nearby fire departments to help cover the District during times of exceptionally high call volume so you as a resident are never left unprotected. Our firefighters are proud to be your first line of defense during emergencies and natural disasters.

SOUTHERN MANATEE FIRE & RESCUE DISTRICT

OPERATIONS DIVISION

Annual Activities Report for 2014

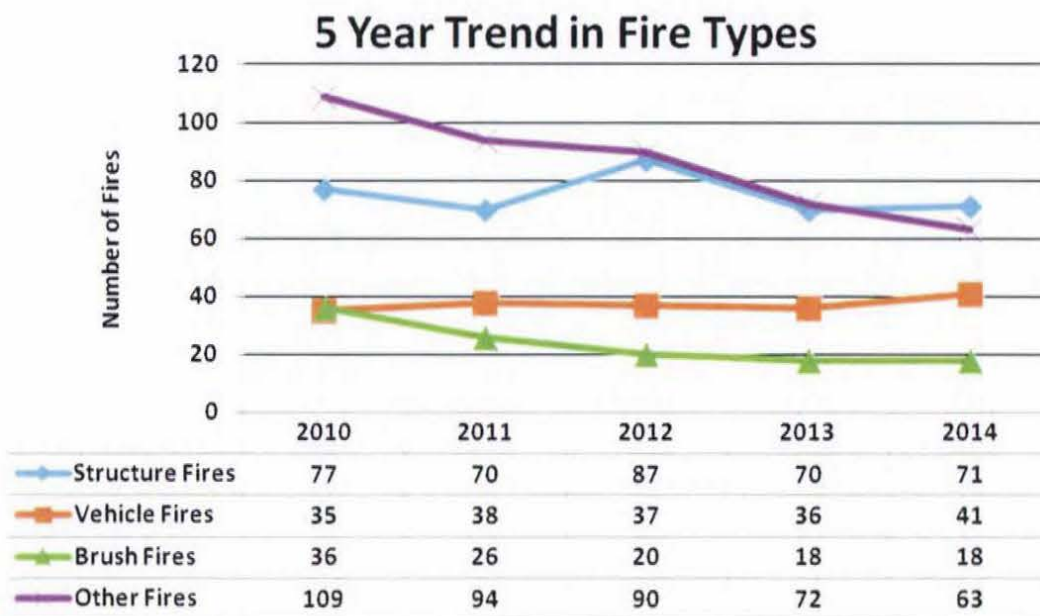
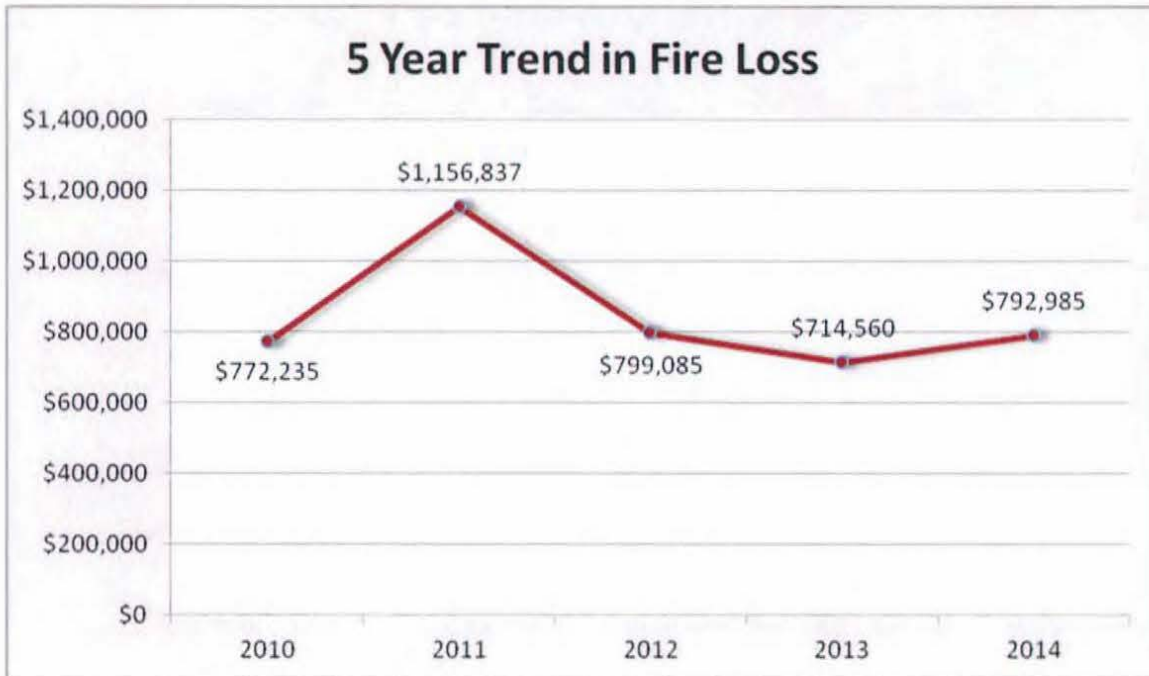
EMERGENCY INCIDENT RESPONSES

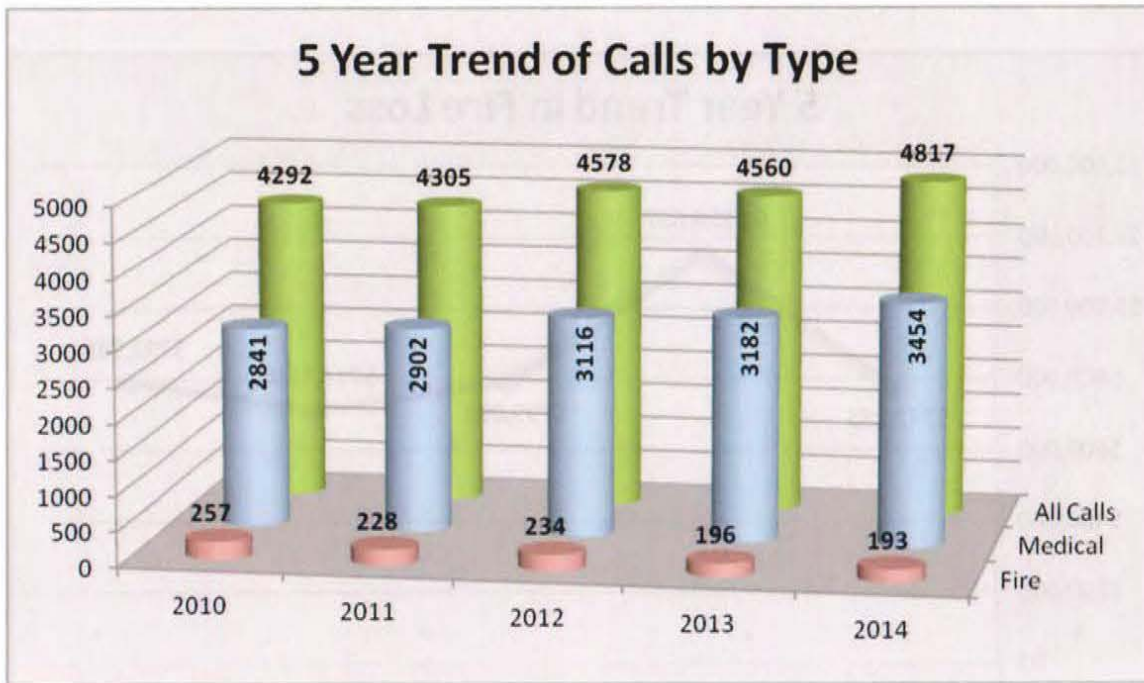
Type of Call

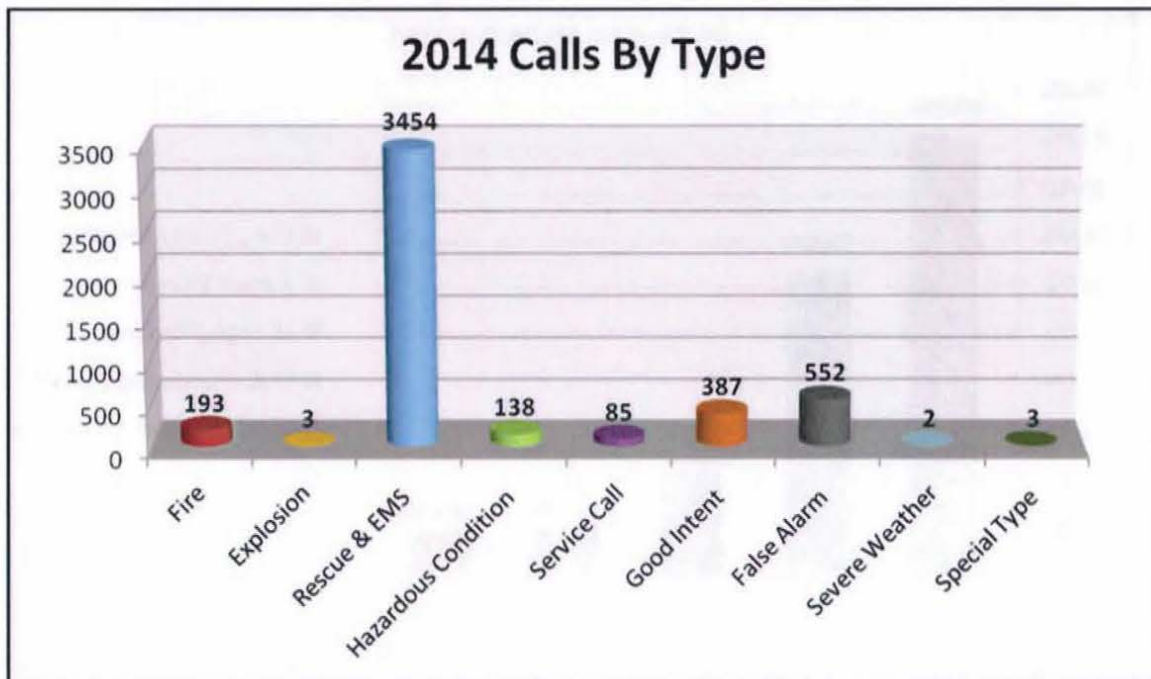
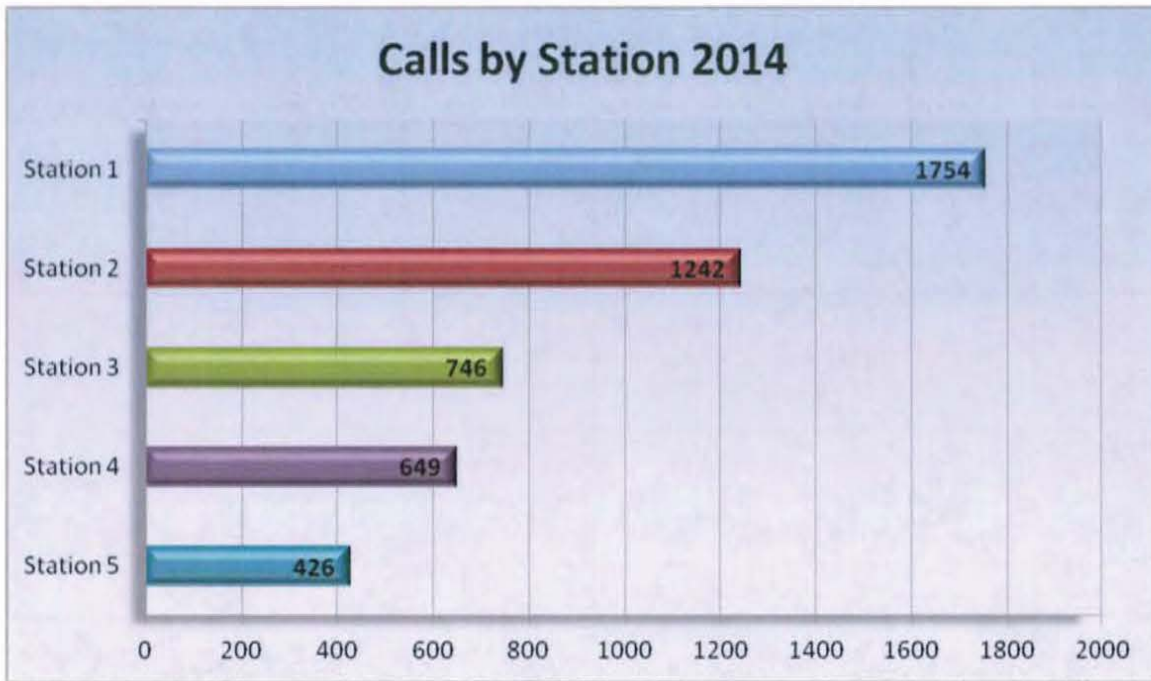
100 Series - Fire	193
* <i>Structure Fire</i>	71
* <i>Vehicle Fire</i>	41
* <i>Brush Fire</i>	18
* <i>Other Fire</i>	63
200 Series - Explosion	3
300 Series - Rescue & EMS	3,454
* <i>EMS</i>	2,805
* <i>Rescue</i>	649
400 Series - Hazardous Conditions (No fire)	138
500 Series - Service Call	85
600 Series - Good Intent Calls	387
700 Series - False Alarm & False Call	552
800 Series - Severe Weather & Natural Disasters	2
900 Series - Special Type	3
TOTAL CALLS	4,817
Total Calls - 2013	4,560
Percentage Increase/Decrease 2012 to 2013	5.6%
Average Responses Per Day	13.2
Value of Property Saved	\$43,239,397
Fire Loss - 2014	\$792,985
Fire Loss - 2013	\$714,560
Percentage Increase/Decrease 2013 to 2014	11.0%

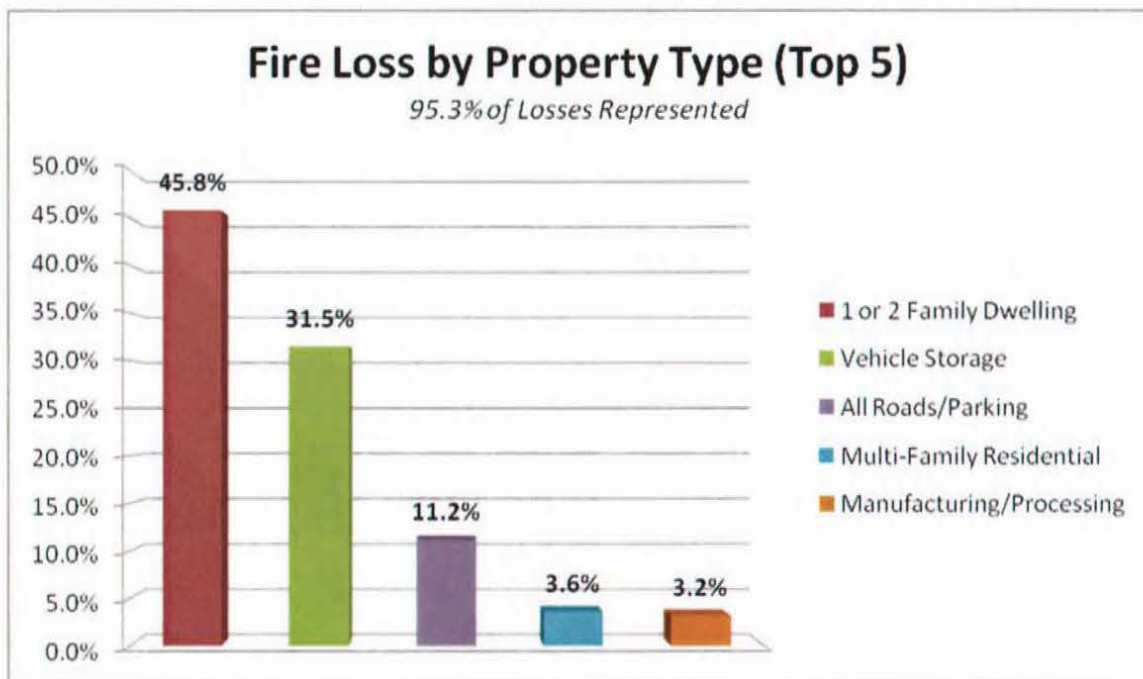
***Mutual & Automatic Aid Received: 51 calls**

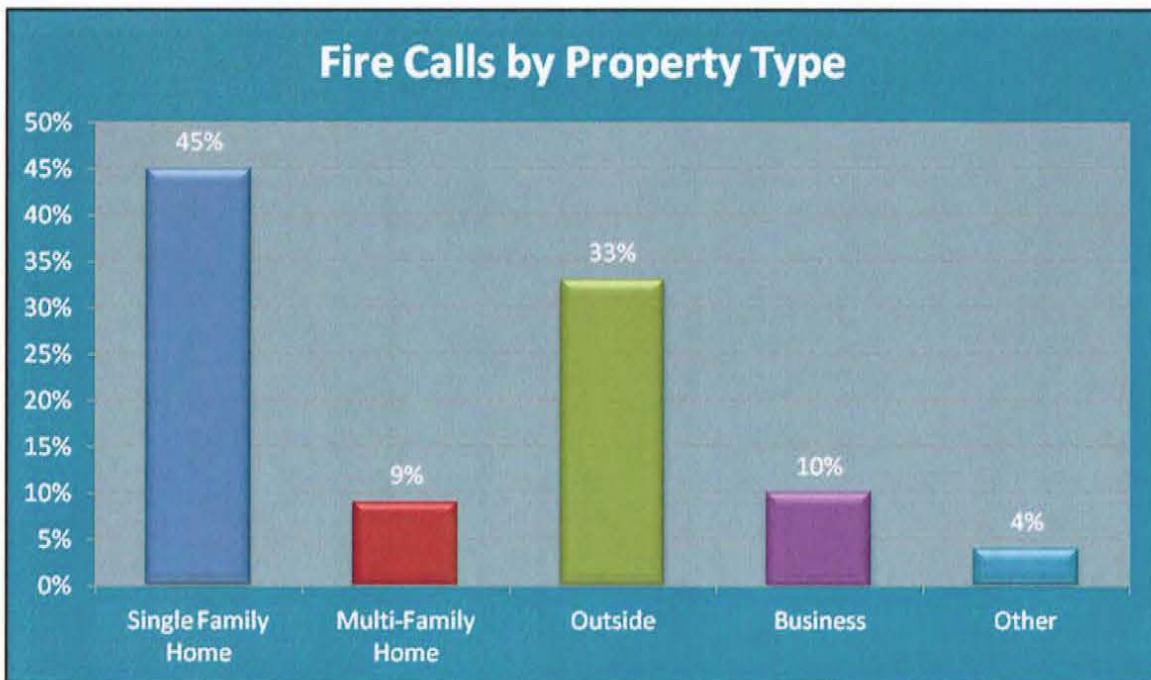
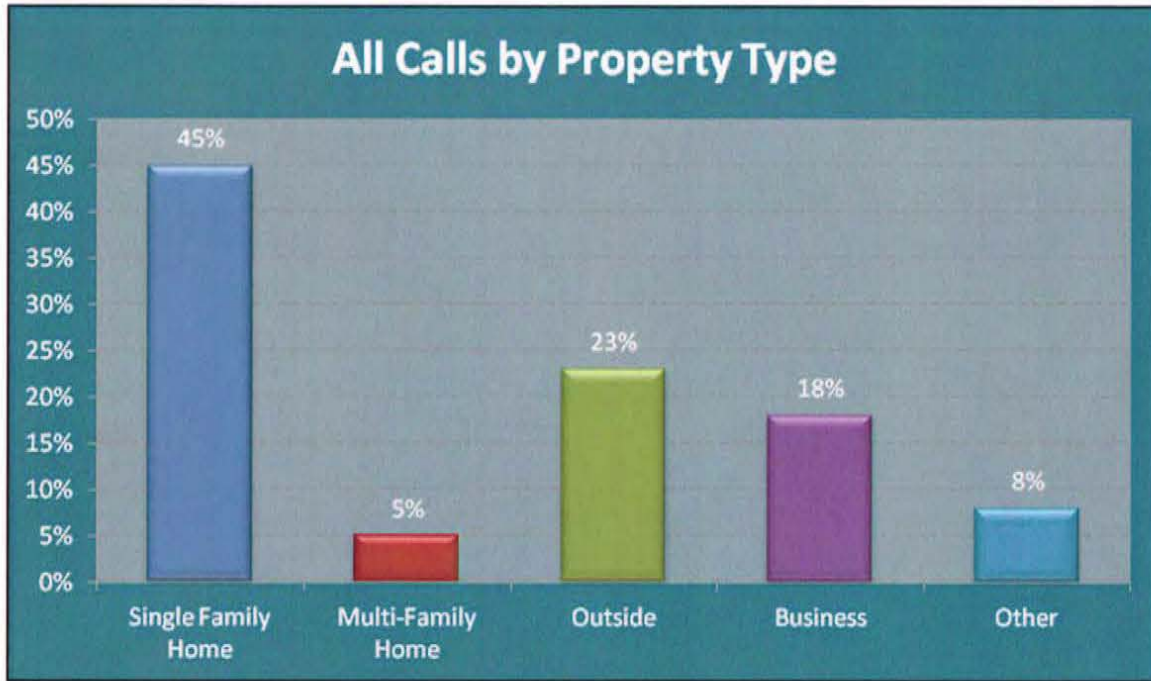
***Mutual & Automatic Aid Given: 67 calls**

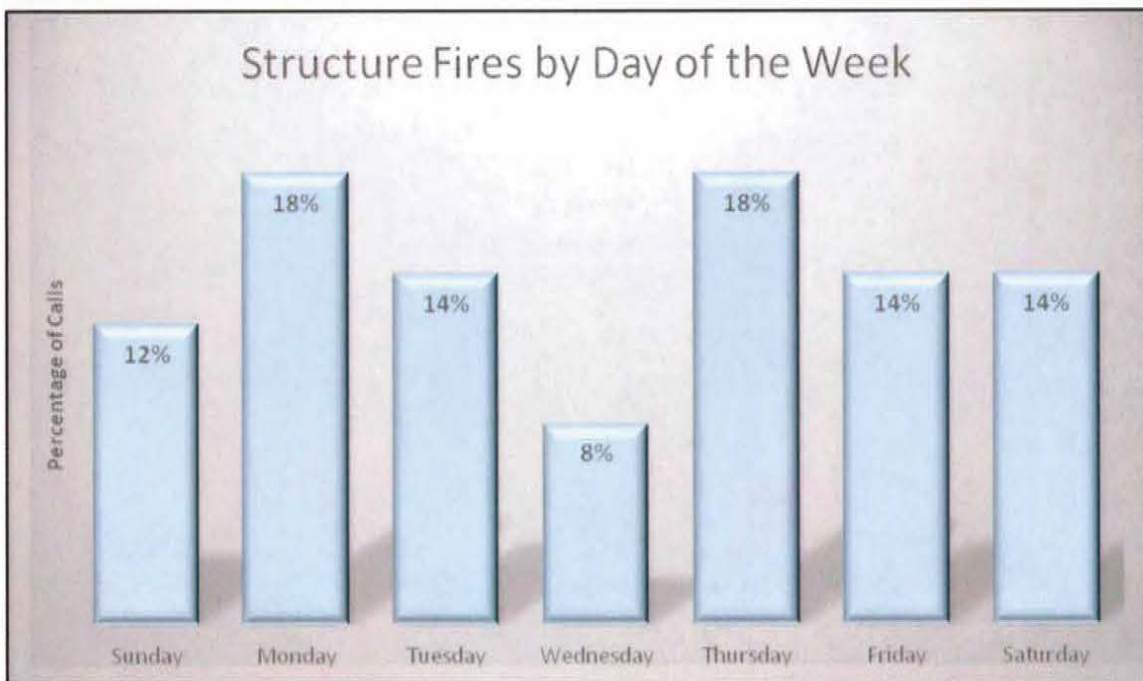
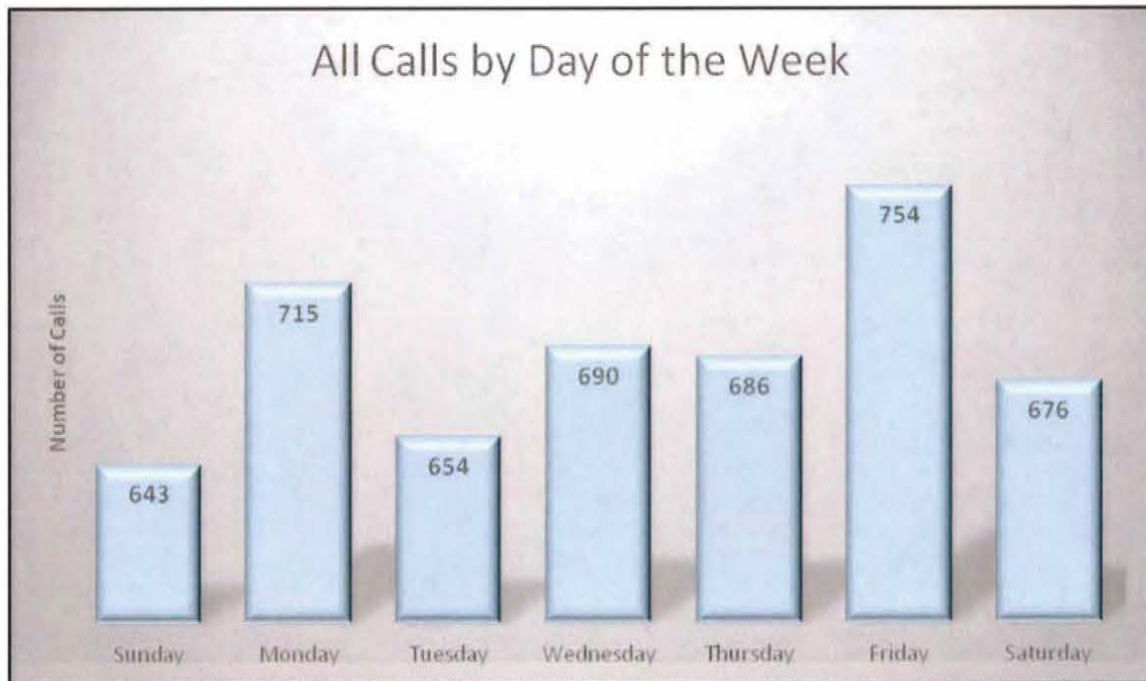


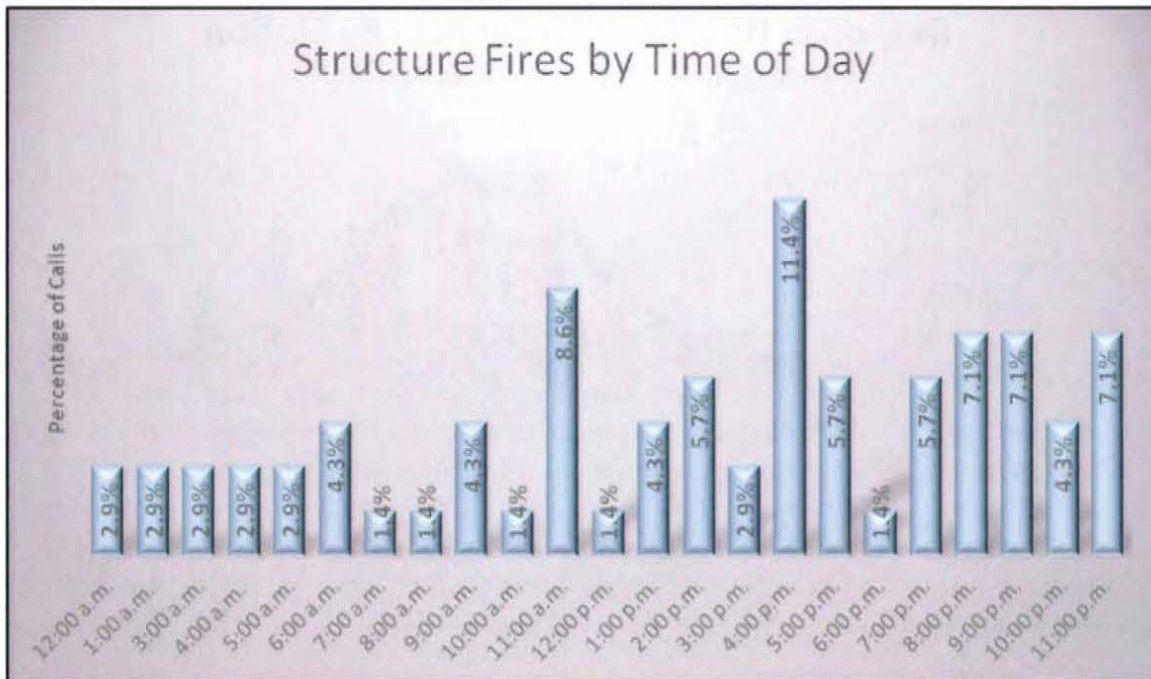












Response Time to All Calls District Average



Response Time to All Incidents - By Station

Average Response Time = 4.92 Minutes



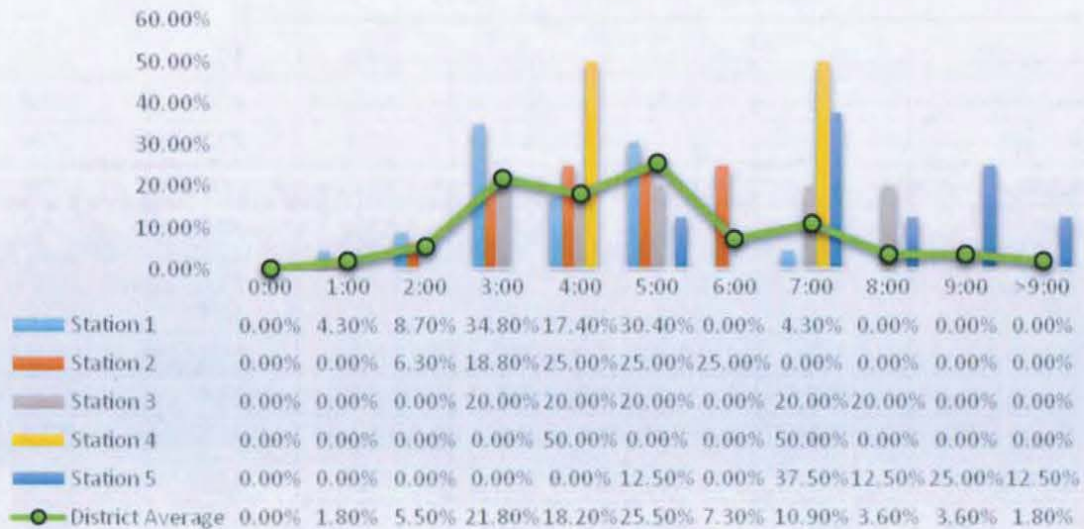
Response Time to Structure Fires District Average



Average Response Time = 4.77 Minutes

Response Time to Structure Fires - By Station

Average Response Time = 4.77 Minutes



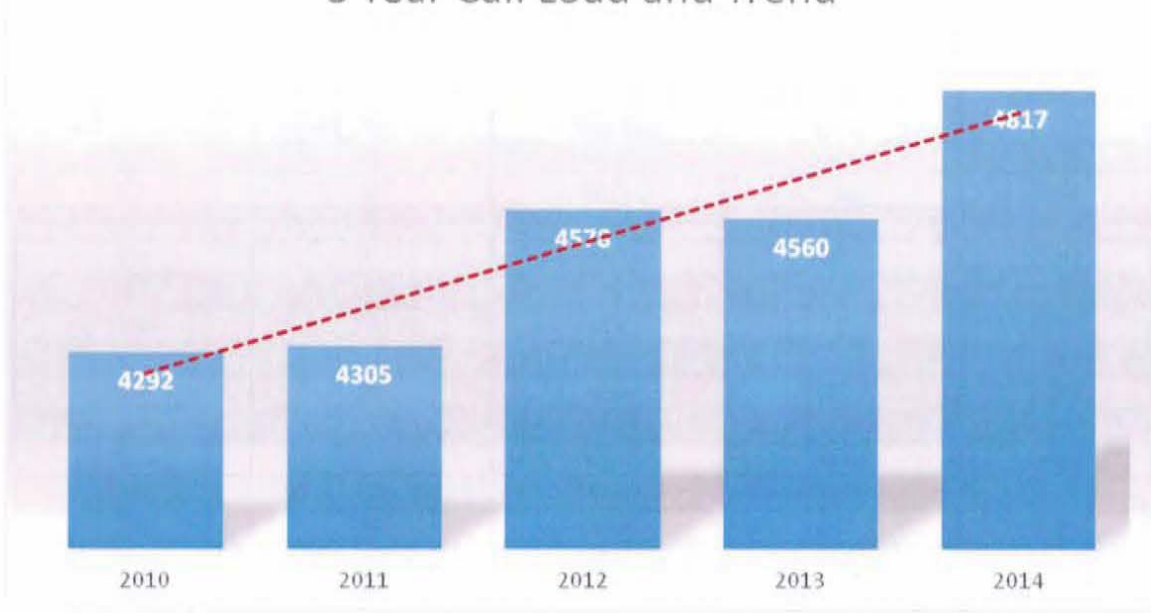
Calls by Month and Station - 2014

	Station 1	Station 2	Station 3	Station 4	Station 5	Monthly	YTD Total
January	151	107	63	45	50	416	416
February	140	97	59	58	33	387	803
March	143	124	68	54	29	418	1221
April	127	123	57	54	33	394	1615
May	150	108	64	53	37	412	2027
June	144	84	57	50	28	363	2390
July	129	94	54	52	32	361	2751
August	153	102	61	54	35	405	3156
September	135	88	73	59	31	386	3542
October	145	104	51	51	24	375	3917
November	163	102	60	50	55	430	4347
December	174	109	79	69	39	470	4817
						Grand Total	
Total	1754	1242	746	649	426	4817	

5 Year Comparison of Call Load by Month and Year

	2010	2011	2012	2013	2014	Monthly Average
January	367	385	401	409	416	396
February	330	355	356	380	387	362
March	339	401	416	408	418	396
April	386	320	360	387	394	369
May	359	394	358	367	412	378
June	360	339	365	393	363	364
July	352	354	376	341	361	357
August	357	382	376	385	405	381
September	326	347	353	367	386	356
October	355	337	352	398	375	363
November	358	323	447	358	430	383
December	403	368	418	367	470	405
						Annual Average
Total	4292	4305	4578	4560	4817	4510

5 Year Call Load and Trend



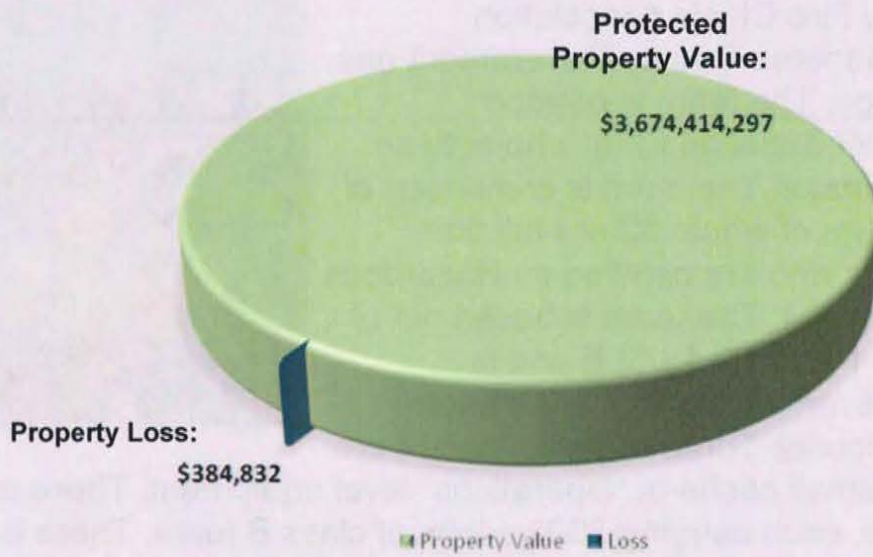
2014 Calls by Month with 5 Year Average Comparison



2014 Response Data by Box Number
(Emergency Response Only)

Box Number	Number of Calls (All)	Response Time (All calls)	Number of Calls (Structure Fires)	Response Time (Structure Fires)
0936	99	4.76	1	5.00
1029	2	7.50	0	n/a
1031	56	4.57	0	n/a
1032	34	5.65	0	n/a
1033	9	6.11	1	7.00
1034	0	n/a	0	n/a
1903	3	6.67	0	n/a
1904	19	4.74	0	n/a
1905	57	5.16	1	5.52
1906	169	3.99	3	4.67
1907	186	5.26	4	4.00
1908	124	4.94	0	n/a
1909	99	4.24	0	n/a
1910	4	4.50	0	n/a
1915	47	4.95	0	n/a
1916	146	4.49	2	4.50
1917	106	5.40	2	5.00
1918	161	4.79	3	4.00
1919	133	3.86	4	3.75
1920	58	4.88	0	n/a
1921	38	5.47	0	n/a
1922	34	5.68	0	n/a
1923	3	4.67	0	n/a
1925	22	4.23	0	n/a
1926	39	5.62	0	n/a
1927	102	6.44	1	7.00
1928	90	5.24	3	5.00
1929	44	3.59	1	4.00
1930	71	4.68	0	n/a
1931	48	5.29	0	n/a
1932	80	4.68	1	10.00
1933	227	5.22	1	5.00
1934	110	6.95	4	8.00
1935	71	6.65	2	8.00
1936	110	5.68	2	6.00
2001	447	4.80	10	4.20
2012	356	5.52	3	5.00
2013	450	4.28	9	3.56
2024	214	4.07	6	2.67
2025	102	4.53	1	3.00
2036	4	6.00	0	n/a

PROPERTY PROTECTED vs. PROPERTY LOSS



SMFR Special Ops- Hazardous Materials Response Team

The Hazardous Material Response Team is an interagency team that Southern Manatee Fire Rescue (SMFR) through an agreement with the Manatee County Fire Chiefs Association (MCFCA) and Manatee County Government has agreed to manage. The team is headed by SMFR's A-Shift Battalion Chief who acts as the Team Coordinator. The team is comprised of 37 active members of whom 32 are full time SMFR firefighters who are certified as Hazardous Materials Technicians. The team is based out of SMFR's Station 1 at 6100 15 St E and is equipped with seven trailers that are staged throughout the county. Three of these trailers are outfitted with a small cache of "Operations" level equipment. There are two foam trailers, each carrying 300 gallons of class B foam. There is one spill control trailer which carries a large amount of absorbents for various substances, and one Technician trailer that houses the technician level equipment for the more complex hazardous materials incidents.



The team works in conjunction with the fire departments in Manatee County to provide a tiered response to Hazardous Materials incidents throughout the county by providing "Operations" level training to all the firefighters in Manatee County which enables the first arriving firefighters to perform limited initial operations and then support the functions of Haz Mat Technicians upon their arrival.

When SMFR assumed responsibility for the Haz Mat team, the team's equipment was in need of service and repairs. Training was virtually non-existent, and the amount and availability of personnel for response was unpredictable, with only a couple team members being State Certified 160hr Hazardous Materials Technicians. Since that time the Haz Mat team has made a lot of progress. Some of our accomplishments include:

- Finalizing the agreement for SMFR to manage the Manatee County Hazardous Materials Team
- Achieved Compliance with FS 633
- Trained 28 Firefighters to the 160 hr Hazardous Materials Technicians Level

- Reorganized existing resources to expand the team's capabilities
- Reduced the Haz Mat Technician Teams reflex time- (the time it takes to assemble and rollout the door)
- Provide a small but consistently staffed 24/7 response with an on call specialist
- Updated the paging system for notifying team members of calls
- Implemented daily and weekly equipment checks
- Implemented regularly scheduled equipment maintenance and testing
- Streamlined the purchase process allowing less "red tape" for completing repairs
- Eliminated unnecessary expenses
- Secured financial support from Manatee County Government in sum of \$38,000 for fye 2016 and 2017
- Team Coordinator was appointed to the Tampa Bay – Local Emergency Planning Commission (LEPC) Region 8
- Secured funding from LEPC for Haz Mat Team training and education
- Secured grant funding from the Department of Homeland Security for select classes
- Conducting on-going Technician Level team refresher training that is open to all fire departments and is compliant with applicable standards
- Created and hosted specialized classes for the team and attended by local agencies
- Coordinated with other Haz Mat Teams in the Tampa Bay Region to secure unused class seats for our Haz Mat Team Members at no cost to the team.
- Recruited training from the Florida Board of Radiation Control teach all SMFR firefighters response to radiological emergencies
- Recruited training from equipment manufacturers
- Performed Homeland Security Emergency Exercise Plan (HSEEP) compliant drills with two RMP facilities in the county.
- Finalizing transferring ownership of Haz Mat Team assets to SMFR
- Finalizing the transfer of a 1994 Freightliner from the Manatee County Bomb Squad to SMFR to use as a Haz Mat Response vehicle
- Solicited and received equipment donations from other agencies
- Working with Manatee County Public Safety and the LEPC to train and implement Haz Mat medic program in Manatee County

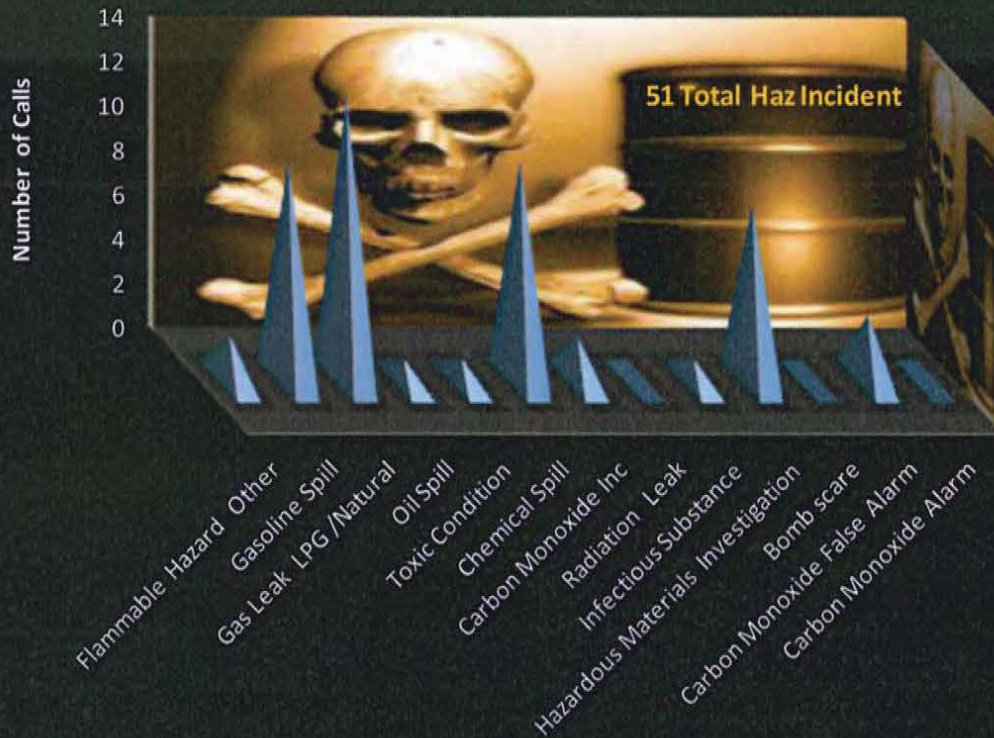
- Worked with Manatee County EMS to develop a countywide infectious disease transport and decon procedure
- Continuing to work toward compliance with the standards set by NFPA, OSHA, FFCA, and the Statewide Emergency Response Plan (type II team)
- Continuing to move closer to achieving the response capabilities of a SERC Type II Hazardous Materials Team
- Have expanded our capabilities to respond to chemical spills, biological incident , gasoline tanker rollovers, LPG emergencies and gas detection



Even though the team has accomplished many things this year we still have a lot of work ahead of us. Our team members strive each day to improve our capabilities and bring the team to a level of response and training that will make it an effective resource for mitigating hazardous materials incidents that threaten the safety of our community.

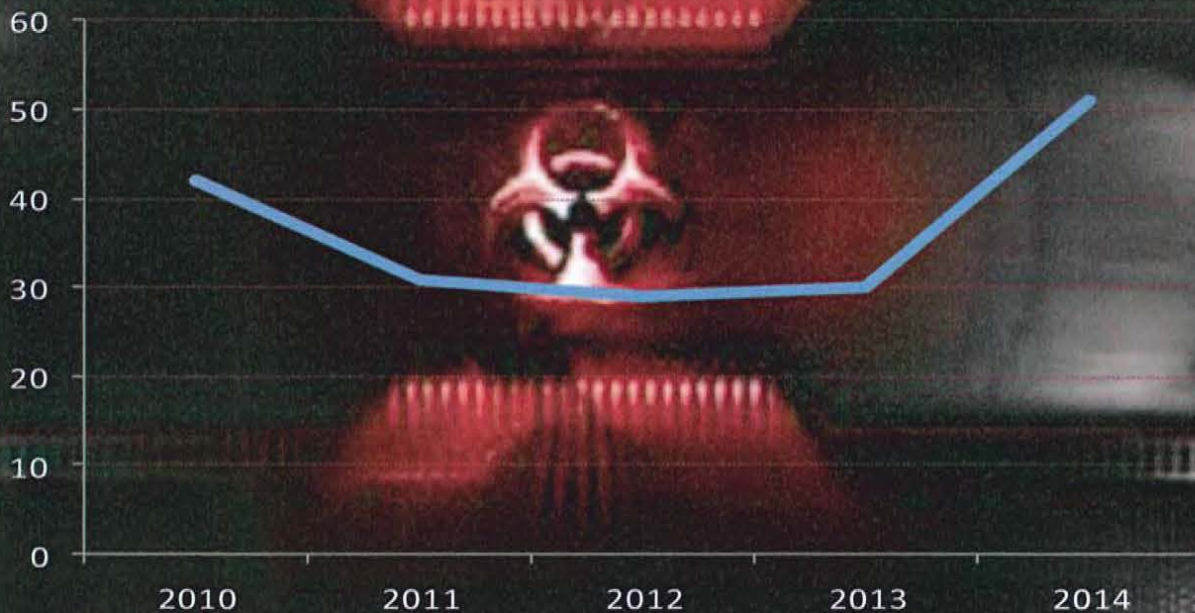
2014 Hazardous Incidents

by type and by call volume



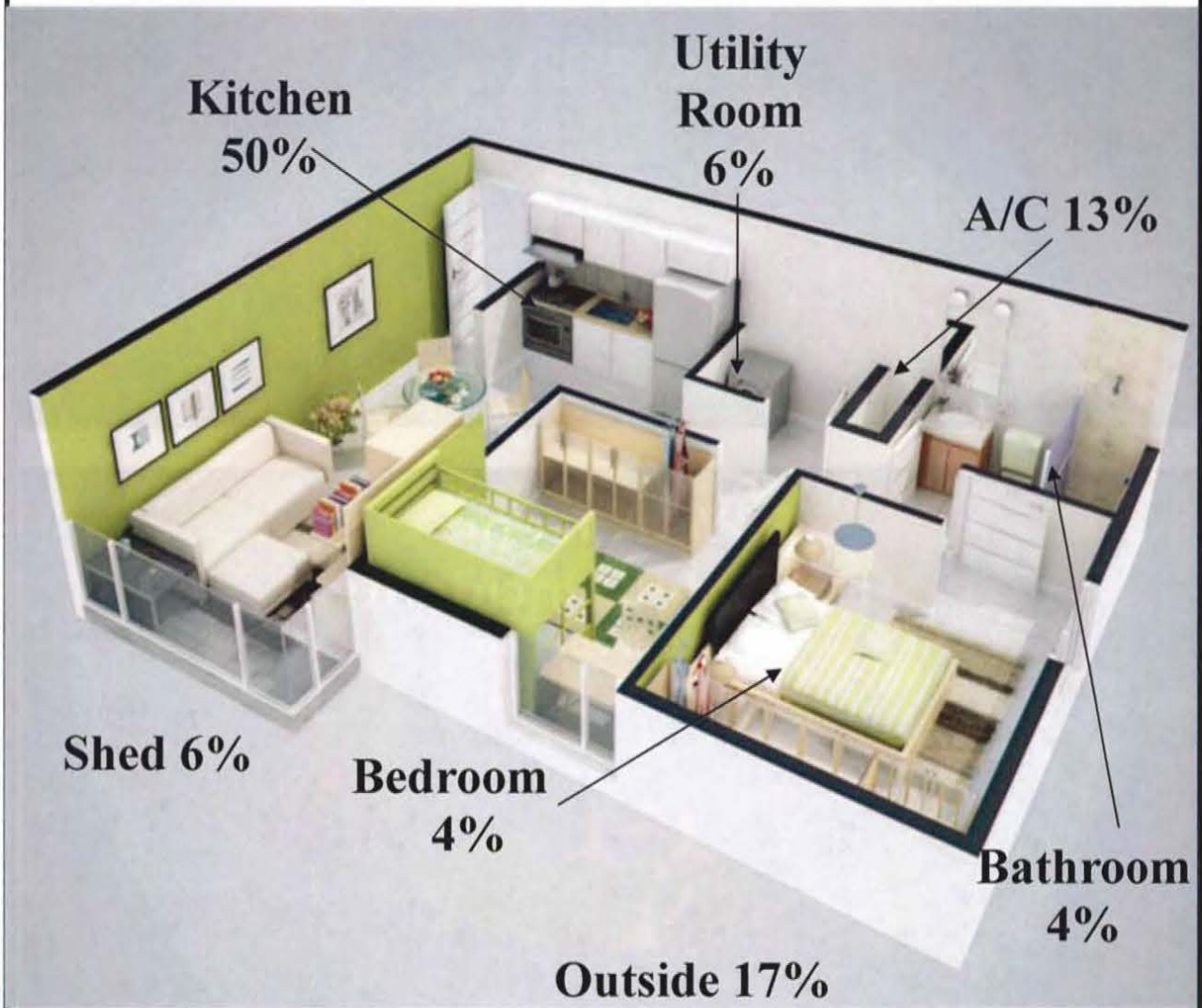
5 Year Trend Hazardous Incidents

by call volume



Fire Prevention Division

Area of origin and fire cause percentages for residential structures for 2014



Southern Manatee Fire & Rescue District has a very active Fire Prevention Division responsible for the regulatory and code enforcement segment of the fire service. The Inspectors duties include a broad spectrum of responsibilities and are not limited to: Annual Fire Safety Inspections, Fire Investigations, Public Education, Youth Fire Setters Program, Smoke Alarm Program, Plans Review (Site, Construction and Systems), Construction Site Visits, as well as other enforcement issues.

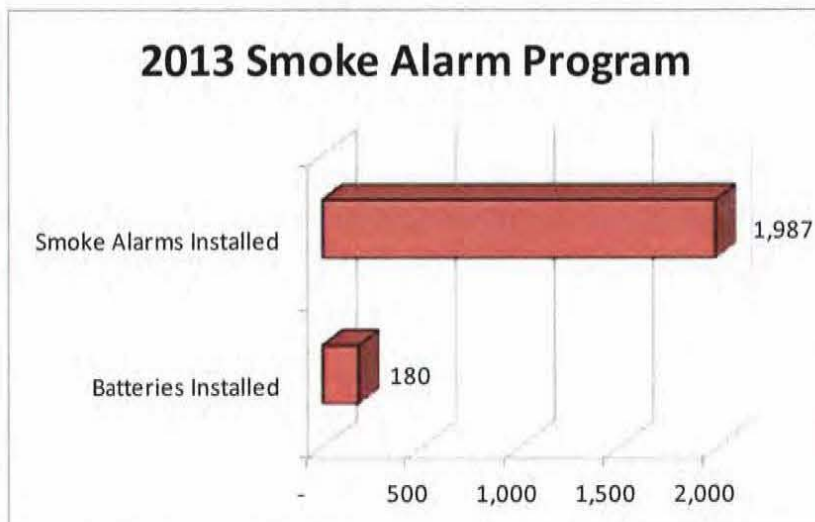
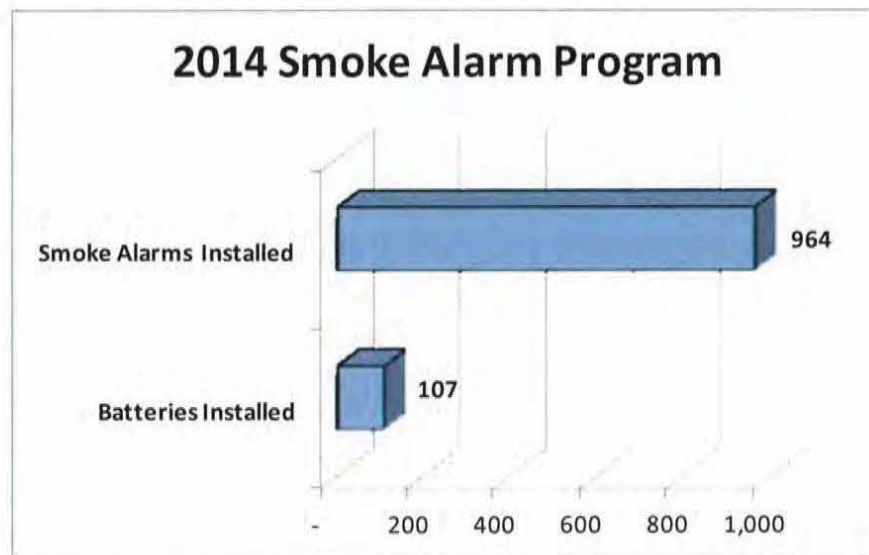
This past year, the Fire Prevention Division once again took part with two Smoke Alarm Grants which provided residents of the District with new code compliant 10 year operating smoke alarms. These two grants, Focus on Fire Prevention and the Florida State Fire Marshal's Office, provided over 950 alarms for free. These alarms were installed by Fire Prevention in single family homes and mobile homes throughout the District. New code requirements also mandate smoke alarms be placed inside and outside of every sleeping area. This increase has tripled the number of smoke alarms installed in each residential dwelling. The Fire Prevention Division has actively pursued donations and grants to support this aggressive program that is available to all residents in Southern Manatee Fire & Rescue District.

The Fire Prevention Division has advanced in technology and gone green with a "paperless" inspection program that has been well received by the community. With the use of tablets and the internet, inspection forms are updated immediately into Fire Programs, and this has eliminated the use of paper. Once the inspection is complete, the program updates the electronic files and there is no need to input data or file inspection reports in paper files. An email is sent to the business allowing time for corrections. Re-inspection dates pop up on the inspectors tablet when another visit is due. This program is time saving and cost effective. The District is continuing to grow and currently has approximately 3,600 commercial businesses that are inspected annually.

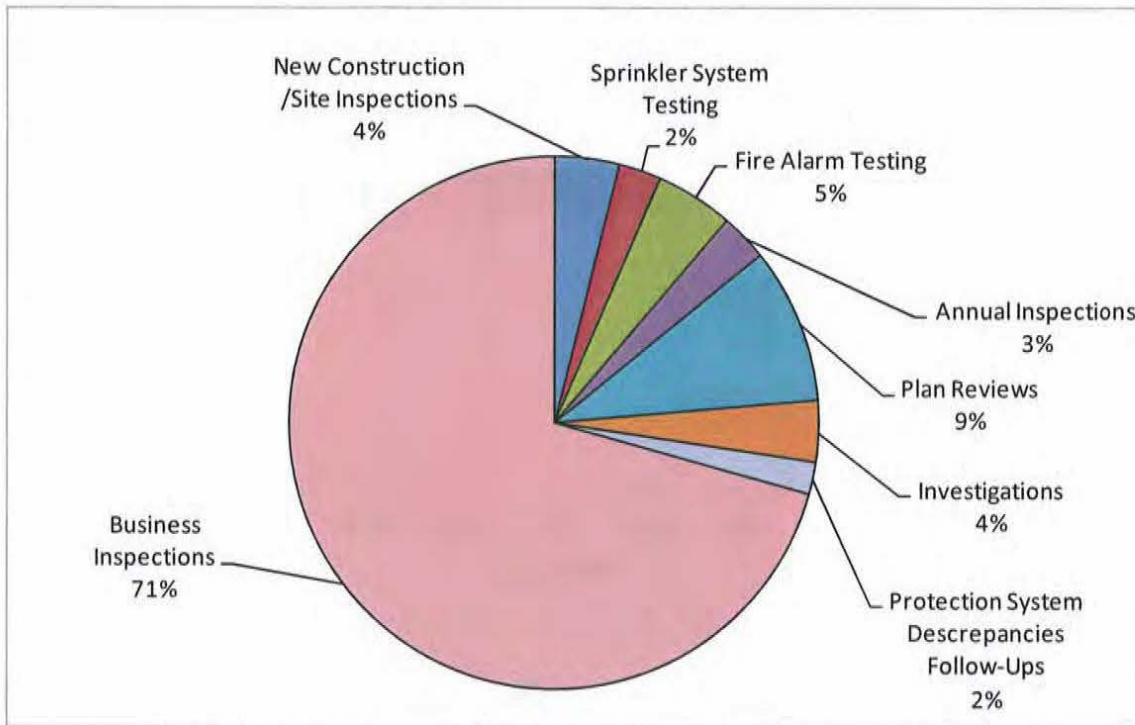
The Fire Prevention Division is in charge of reviewing plans, both site and construction, on all new and remodel jobs. Last year, the Division reviewed almost 600 plans. There were 89 site plans which include many single family residential subdivisions. This growth spurt appears to continue well into 2015.

The Fire Prevention Division added another inspector into its ranks this past year. The new inspector is responsible for the Manatee County Youth Fire Setters organization which holds its meetings on the second Tuesday of every month at Southern Manatee Administration building. The Division is also responsible for the Public Education of the District. Meeting the public and educating them on fire safety is one of the most important services we offer. From fire extinguisher training to fire drills, talking about the importance of smoke alarms or installing them or teaching children how to stay low and go, your Fire Prevention Division is the place to go when you need someone to talk to your group. Give us a call at 941-751-7675.

Smoke Alarm Installations



2014 Fire Prevention Additional Responsibilities



FPB Business Inspections:

- Initial
- Vacant/ No Access
- Reinspection
- Completed

New Construction/ Site Inspections:

- Courtesy Inspection
- Fire Walls/Tenant Sep. /Penetration
- C.O. Finals
- Hood (Mechanical) Light Test, General
- Suppression System Final

FPB Sprinkler System Testing:

- Visual/Pipe Check
- Hydro/ Pressure Test
- System Flush
- Final Acceptance

FPB Fire Alarm Testing:

- Final/ Acceptance
- Follow-ups

FPB Annual Inspections:

- Sprinkler System
- Fire Alarm System
- FPB Plan Reviews:
- Site Plans Reviews

Construction Plans Reviews

- System Plans Review

FPB Investigations:

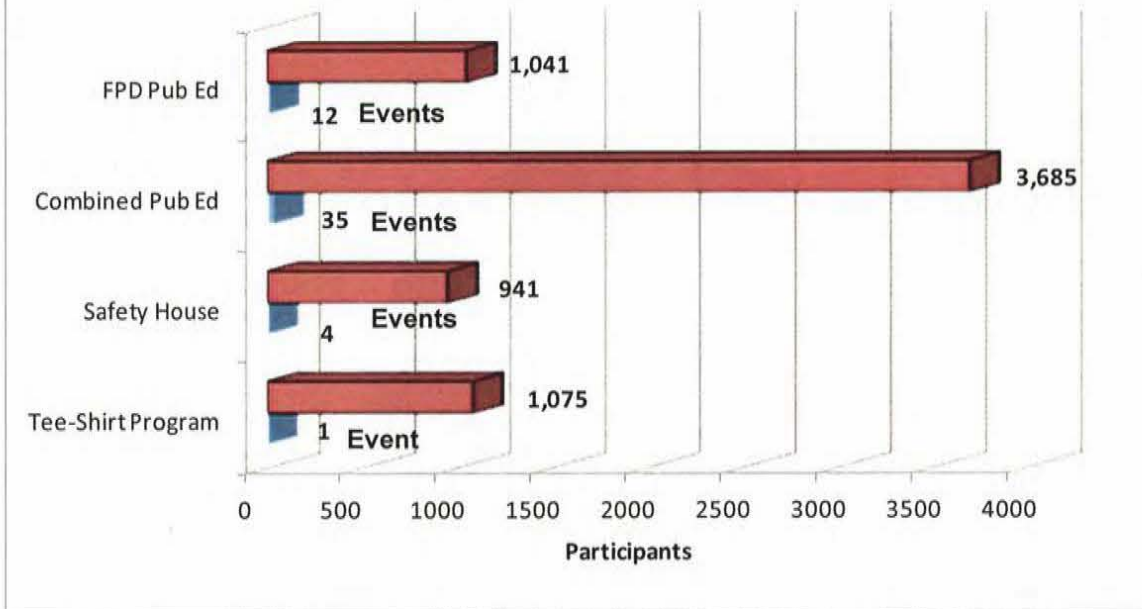
- Fire
- Complaints
- Code Research

FPB Protection System Discrepancies Follow-Ups

- Fire Alarm Systems
- Sprinkler Systems

* See separate charts for Public Education Programs, Safety House Events, Smoke Alarm Installations and Youth Fire Setters Information

Public Education Events/Participants



SAFETY HOUSE



Risk Analysis 2014 (Through December 2014)

Overview:

The Southern Manatee Fire & Rescue District is an independent special district with taxing authority and the responsibility to "Protect lives, property and the environment by providing prompt, skillful and cost effective fire safety education, fire protection and life saving services to the citizens of our community." The area of the District is close to 34 square miles and the current permanent residents 60,000, growing to 70,000 during the winter months. The District is protected by 82 full-time employees that reside in 5 stations and 1 administration building. The District provides fire protection for mobile home parks, condominiums, single family dwellings, various types of businesses, shopping centers, malls, storage facilities and a heavy industrial section.

Review 2010-2014 fire reports

Reported Structure Fires - Residential			
Year	# 1&2 Dwelling	# Mobil Home Fires	50 yr +
2010	35	1	3
2011	32	3	5
2012	31	4	5
2013	24	4	4
2014	34	2	1

Smoke Alarms			
Year	Notified Occupant	Failed to Notify	Unknown
2010	9	13	14
2011	7	9	16
2012	9	9	13
2013	4	7	13
2014	11	18	7

Fatal Fires

Southern Manatee Fire & Rescue experienced 2 fatalities, both in a single family residence, one occurred in 2010 and the other in 2011.

Injuries			
Year	Number of Injuries	Alarms Present	# of Alarms not working
2010	3	3	2
2011	4	3	2
2012	2	1	1
2013	1	0	0
2014	1	1	1

Youth Fire-Setters Program

ANNUAL REPORT

YOUTH FIRESETTER PREVENTION & INTERVENTION PROGRAM

This is the 2014 annual report for the Youth Firesetter Prevention and Intervention Program. In August several members of the Firesetters Program, attended the National Fire Academy (NFA) certification training for the "Youth Firesetting Prevention & Intervention Levels I & II" in North Port, Florida. All members are now nationally certified Youth Firesetting Prevention & Intervention specialist. The NFA has also changed the terminology from Juvenile Firsetting Prevention & Intervention to Youth Firesetting Prevention & Intervention.

After the Youth Firesetting training class we realized that our program needed a update to some of our forms, as well as additional forms, including a "Standard Operating Procedure". We have extended invitations to other agencies, including School Resource Officers, State Attorney, and Department of Juvenile Justice to become active participants in the program.

For the year 2014 the program helped to educate a total of 8 clients, ranging in ages from 8 – 13. The fires they started were located in open fields, at home and even a school restroom. This age group had the type of fires that fit fire play behaviors. As we know fire in small hands can be very dangerous and at times it can lead to severe burns and death.

Youth Firesetting Statistics

Youth firesetting is a serious community problem. There is an increasing trend in the number of fires set by children. Let's take a look at the frightening statistics:

Who are the firesetters?

- Children set 50% of all fires.
- Over 40% of youth firesetters are under age 5, and 70% are under age 10.
- Fires set by children account for approximately 250,000 fires per year.

What are the youth arson statistics?

- 55% of all U.S. arson arrests are children under the age of 18.
- Almost half of these arrests are children 15 and under.
- As many as 6.8% of youths arrested for arson are under the age of 10.
- The crime of arson has the highest rate of youth involvement.

What is the result of fires set by youths?

- It is the 2nd leading cause of all fatal home accidents.
- Firesetting is the largest cause of home deaths among children.
- Almost 34% of the victims of child-set fires are the children themselves.

These statistics may be low, because many fires that cause only minor damage or injury go unreported by the parents.

Where and why does firesetting happen?

- Younger children typically set fires in their home, often hiding in their bedroom – a location with numerous flammables.
- Older children often play with fire outside of the home.
- Most children who set fires lack fire safety education, but more importantly, appropriate parental supervision.
- Children mistakenly believe that they can control the fires that they set.
- Once a fire is set, it only takes about two-minutes for the flame from a single match to set an entire room on fire, and less than five minutes for that fire to overtake an entire house.

Training

Total in-house training hours:	28880.25
Per Person yearly Average:	395.42
Per Person monthly Average:	32.95
In-house Classes:	10
Rider Certs:	73
Outside or online Classes:	143
Promotions:	3
State Certifications:	34
Number of subjects:	56



In 2014, Southern Manatee Fire & Rescue (SMFR) response personnel completed the 2 year Emergency Medical Technician recertification process, and the every other year Cardiac Pulmonary Resuscitation (CPR) recertification.

An advanced radiological response class was taught by the State for all personnel. Also, during the year SMFR adopted a new Basic

Life Support policy with the County. Chief Gorski taught multiple classes, not only to our personnel, but to personnel from other departments to facilitate implementation of this new policy.

With the new BLS policy comes new equipment and services for members of the community. All personnel were training by the Chief on the proper use of this new equipment.





Lastly, this year the Training Division facilitated a grant so that all apparatus would have new CPR masks for pets. They are typically used after a fire in an effort to revive the homeowner's pet.



SMFR crews train every day of the week to refine their skills and offer the best possible service.

In-house Classes

BLS Protocols Part #1

BLS Protocols Part #2

Social Media Class

Extrication Practical

Nutrition Awareness

CPR 2 Year Recertification

Light Technical Rescue Team Awareness

Medical Equipment Class

Operations Level Radiological Class

Leagues of Cities Deferred Comp

Vehicle Maintenance FY14

Southern Manatee Fire & Rescue District's fleet consists of 6 fire engine pumpers, 2 aerial Quint-pumper and 13 staff vehicles of various types. All of the fire apparatus and staff vehicles are maintained by the District using outside agencies to perform all preventive maintenance and repair work. All work is performed within the District at various locations. The repair and preventive maintenance for fire apparatus is performed at Ten-8 Fire Equipment the employees are certified Emergency Vehicle Technician as required by National Fire Protection Association and Callaghan Tires of Bradenton. The staff vehicles are serviced and repaired at Superior Automotive Inc., both locations offer full technical mechanical services.

Vehicle repairs are conducted by scheduled appointment on an as needed basis or repairs are handled during the preventive maintenance services. The frequency of preventive maintenance services varies from fire apparatus to staff vehicles. The apparatus goes through a preventive maintenance service every 150-200 hours of operating time, while staff vehicles go through their services every 3000 miles. We aspire to maintain all vehicles at a superior level in order for the District to provide emergency services without interruptions.

Fire apparatus require special preventive maintenance for specific areas of the apparatus, which is not the case for staff vehicles. Some of these special maintenance areas include annual pump testing, annual pump service and the annual aerial testing. These specifics are performed once a year and are scheduled by our service provider. The main types of apparatus preventive maintenance include level 1 and level 2

Level 1 Preventive Maintenance:

Full vehicle inspection, Oil change, Filter replacement, Fluid checks, Tire gauging, Pump packing, Safety inspection

Level 2 Preventive Maintenance:

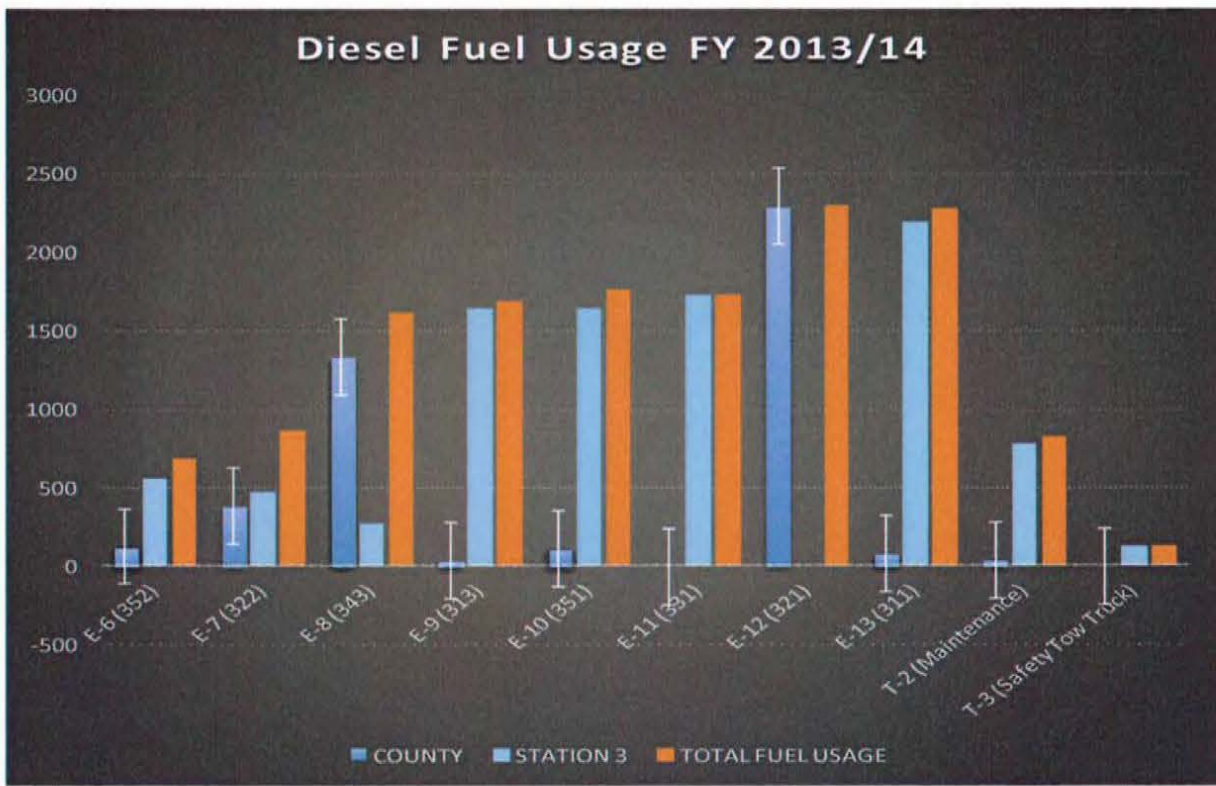
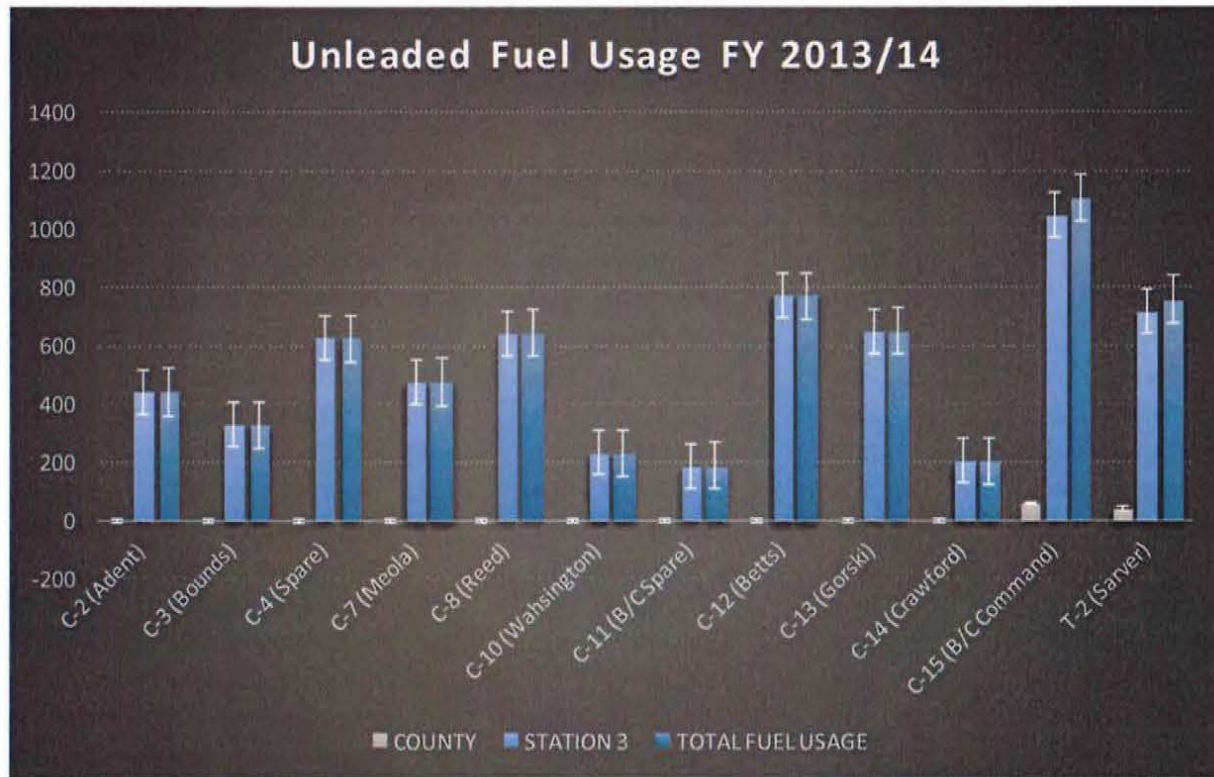
Full vehicle inspection, Oil change, Filter replacement, Fluid checks, Tire gauging, Pump packing, Safety inspection, Air filter, Transmission service, Brake inspection, Chassis lube, Cooling system, Ac system, Fuel system,

These maintenance services are performed at every other interval and are scheduled by our own personnel whom manage the vehicle apparatus maintenance program in house at Southern Manatee.

VEHICLE INFORMATION

Vehicle Maintenance Cost FY14

<u>Equipment / Vehicle Type</u>	<u>Year Purchased</u>	<u>Purchased Cost</u>	<u>Vehicle #</u>	<u>Radio #</u>	<u>VIN #</u>	<u>2014</u>
Pierce Engine	2010	\$397,105.00	E-13	E-311	491CC01HZAA011206	\$7,857.46
Pierce Engine	2010	\$397,105.00	E-12	E-321	491CC01H0AA011205	\$8,024.96
Pierce Engine	2004	\$351,151.00	E-11	E-331	4P1CT02S44A004061	\$23,900.96
Pierce Aerial	2004	\$491,710.00	E-8	E-343	4P1CT02S04A004060	\$17,124.84
Pierce Engine	2004	\$354,571.00	E-10	E-351	4P1CT02S24A004062	\$20,364.32
Pierce Aerial	2004	\$479,017.00	E9	E-313	4P1CT02S34A004019	\$23,116.45
Pierce Engine (Reserve)	1999	\$261,085.00	E-6	E-352	4P1CT02S0XA000024	\$6,535.97
Pierce Engine (Reserve)	2001	\$272,797.00	E-7	E-322	4P1CT02S21A001222	\$5,033.67
Sierra (maintenance truck)	2007	\$17,012.00	T-2		1GTHC24K77E520520	\$55.09
Sierra (safety tow truck)	2003	\$9,050.52	T-3		1GTJC33153F201444	\$785.72
Yukon (Fire Marshal)	2004	\$38,389.02	C-2	302	1GKEK13Z44R151025	\$1,557.23
Yukon (Spare)	2004	\$42,293.70	C-3	308	1GKEK13ZX4R150932	\$507.72
Yukon (Ops. Chief)	2004	\$39,009.08	C-4	Spare	1GKEK13Z34R111275	\$2,270.68
Yukon (Training)	2007	\$41,290.51	C-14	304	1GKFK13047R314217	\$327.15
Envoy (Inspector)	2004	\$30,866.00	C-7	393	1GKDS13S242289329	\$768.17
Envoy (Inspector)	2004	\$28,238.00	C-8	392	1GKDS13S342290487	\$990.91
Envoy (Inspector)	2004	\$30,865.00	C-10	396	1GKDS13SX42287814	\$213.54
Envoy (Inspector)	2004	\$24,832.00	C-12	391	1GKDS13S042127327	\$1,890.07
Yukon (B/C Reserve)	2004	\$43,884.00	C-11	Spare BC	3GKFK16ZX4G203371	\$1,273.78
Yukon (Battalion)	2008	\$49,416.41	C-15	Batt.-3	1GKFK16328R227276	\$1,563.52
Yukon (Fire Chief)	2007	\$41,290.51	C-13	300	1GKFK13057R314257	\$98.66
					Total	\$124,260.87



Volunteers

Volunteers are an integral part of our Nation's fire service and have been associated with our Department since 1958 when Oneco-Tallevast and Samoset Fire Departments were first chartered. At that time the



community relied heavily on the response of the Volunteers for their emergencies. Both of those Departments merged in 1990 and formed Southern Manatee Fire Rescue. The majority of our full-time firefighters at Southern Manatee Fire Rescue began their careers as Volunteers.

There were ten active Volunteers in 2014 that supplemented our manpower and assisted with various activities with a combined total of over 2,856 hours; equivalent to 119 twenty-four hour shifts. 1,392 hours of that were training related. These individuals dedicate many hours of their time to our community.



The requirements to become a Volunteer firefighter include Firefighter II (600 hours), Emergency Medical Technician (400 hours), National CPAT and FireTEAM certification, and approved drivers license and background review.

This year our Department became certified through the National Testing Network (NTN). The NTN sets both physical and cognitive standards for State certified firefighters who are seeking employment with a fire department.



The Southern Manatee Volunteer Firefighter's Association is a non-profit organization made up of both career and Volunteer personnel. They host the annual fund raising golf tournament at University Park Country Club, and also rely on donations from the community. Proceeds help support training, the purchase of firefighting and cardio equipment, and community assistance.

Employee Recognition Program

Southern Manatee Fire Rescue recognizes the value of the services and sacrifices made to protect the lives and property of Manatee County citizens by its firefighters and members of the public. The dedication of these individuals is recognized at the Commission meetings. In addition to the "Years of Service" awards, other categories include the Phoenix award for those who assisted with a cardiac arrest with the patient regaining a pulse, Innovation awards, and the End of the Year awards. Here are the recipients from 2014:

Officer of the Year:

Battalion Chief Chris Gould

Firefighter of the Year:

Firefighter Brian Godden

Staff Employee of the Year:

Accountant Debbie Hiser



Years of Service

	<u>Yrs</u>		<u>Yrs</u>
Jim Grote	30	Shokee Berry	10
Robert Thayer	25	Tim Keusch	10
Marc Morgan	20	Tony Lear	10
Duane Ely	15	Frank Meola	10
Ryan Kaliher	15	Chuck Moonen	10
Sean Lucas	15	Dave Sedgley	10
Todd Pierce	15	Chris Snider	10
Brent Ranney	15	Mike White	10
Jeff Ryder	15	Paul Wojcik	10
Randy Smith	15	Rich McGinley	5

Phoenix Award

Seth Burnett
Chad D'Agostino
Dustin Daughtrey
Tony Hauck
Brian Hodges
Christi Hollins
Wayne Lambert
Todd Pierce

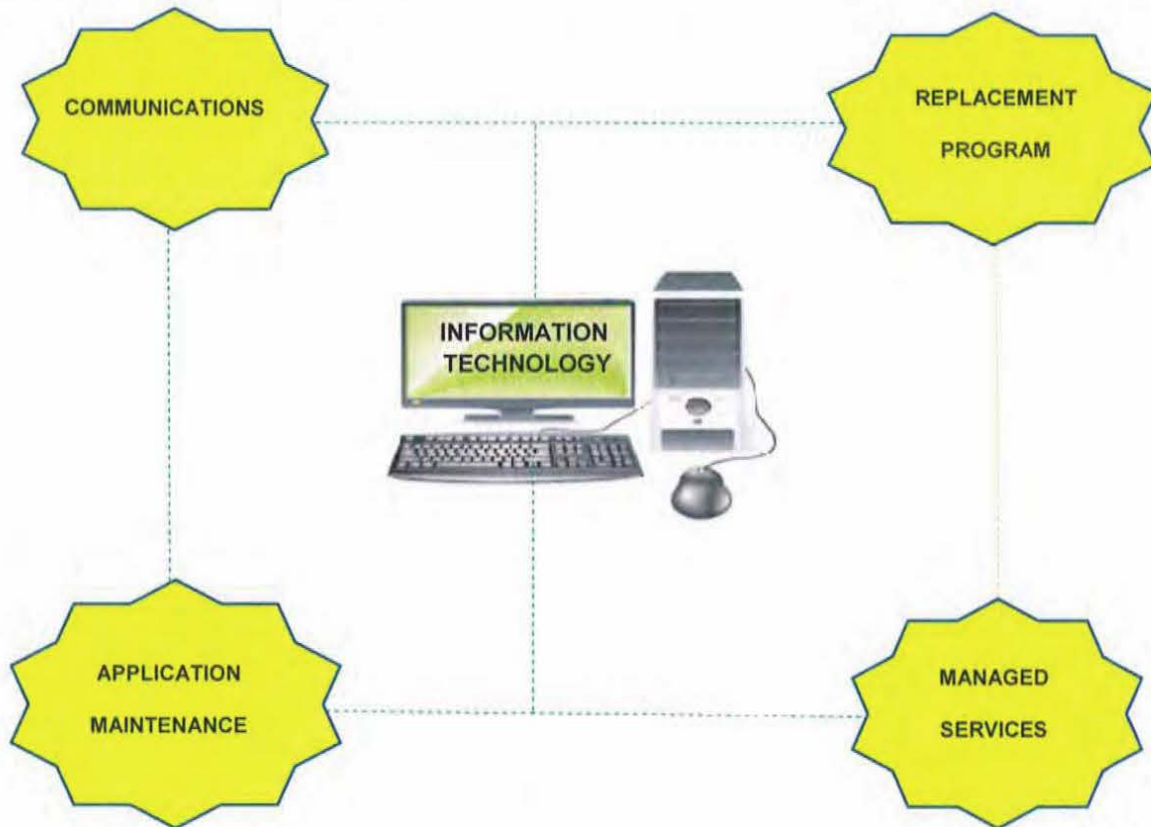
Bill Pratt
Randy Smith
Brent Ranney
Dan Reisdorf
Pete Saxman
Chris Snider
Robert Thayer
Paul Wojcik

Innovation Awards

Melvin Bonds
Matt Garcia
Ryan Kaliher
Adam Perry
Jason Weissman

Training props for search and rescue
Child Safety Seat Program
Construction of a hose dummy training prop
Construction of props for our training building
Design and construction of an underwater simulation training prop





- Mobile Data Terminals (MDTs): MDTs went into service in all first-out apparatus. MDTs are laptop computers that receive emergency call information, display maps, show incoming units, increasing efficiency by allowing ECC to initiate a closest unit response.
- Technology Replacement Program: FY 2014 saw the introduction of a computer replacement program. This program replaces 20 % of the department's desktop computers and associated equipment annually. Due to the price reduction of desktop computers and the increasing costs of repairs this program will save time and money as well as ensure SMFR is operating with the most up to date technology and software.
- Scanning Program: For FY 2014/15 we have started the process of digitizing all of SMFR's records. This program will save time and money by reducing the amount of time searching for paper documents as well as reducing the copious amount of on-site storage. This program is conducted in accordance with the Florida Department of State, Division of Library and Information Services records retention schedules.

- Netwurx/Kaizen Business Cloud: Netwurx Technology Group continues to provide excellent service by streamlining our operation through reduction of file servers, reducing down time by accessing and repairing issues thru a remote desktop protocol (RDP) application, and 24/7 continual monitoring/updating of all systems. Netwurx provides individual system reports quarterly, or on demand, showing the successfully blocked threats, malware, viruses, and spam.
- TeleStaff: In October 2014 SMFR purchased and began the set-up for TeleStaff. This is a cloud version automated scheduling program. All divisions will see the benefits of **timekeeping**, **scheduling**, **absence management**, and **payroll**. This will result in reduced labor costs, minimized compliance risk, and improved workforce productivity throughout the organization.

This annual report is a courtesy of the Southern Manatee Fire & Rescue District. We strive daily to provide the best fire protection and fire safety education to the citizens of our Community. If you have any questions or comments about this report or would like any information about the programs discussed, please do not hesitate to contact us.

Southern Manatee Fire and Rescue District (941) 751-7675