



Station 1, 263 N. Common	Station 12, 6610 Woolworth
Engine 1 1540	Engine 12 696
Truck 1 505	Truck 12 261
Rescue 1 2003	Station 13, 5915 W. 70th
Battalion 1 993	Engine 13 1519
EMS Supervisor (C-82) 841	Medic 13 1960
SPRINT 1 2183	Battalion 6 761
Station 2, 4575 N. Market, Engine 2 882	Station 14, 3830 Greenwood
Station 3, 1421 E. 70th	Engine 14 2346
Engine 3 2355	Medic 14 3470
Medic 3 2970	Station 15, 3206 W. 70th
Station 4, 2200 Milam	Engine 15 2445
Engine 4 3073	Medic 15 3268
Medic 4 3820	Station 16, 5105 Hollywood
Battalion 2 1146	Engine 16 1378
Station 5, 240 E. Stoner	Truck 16 566
Engine 5 2257	Battalion 3 633
Medic 5 3574	Station 17, 2890 Southland Park
Station 6, 2027 David Raines	Engine 17 2717
Engine 6 1745	Medic 17 2248
Medic 6 1886	Station 18, 3501 Pines, Engine 18 1003
Station 7, 751 Wilkinson	Station 19, 9336 Ellerbe
Engine 7 2550	Engine 19 1352
Truck 7 1100	Medic 19 1731
Station 8, 3406 Velva	EMS Supervisor (C-83) 637
Engine 8 1885	Station 20, 804 E. Flounroy Lucas
Truck 8 678	Engine 20 1,256
SPRINT 8 2129	Truck 20 580
Station 9, 7009 St. Vincent	Battalion 5 688
Engine 9 1985	Station 21, 7050 Challenger (Regional Airport)
Truck 9 762	CHARLIE 1 16
Rescue 9 2860	CHARLIE 2 16
Battalion 4 1405	CHARLIE 3 17
SPRINT 9 2513	CHARLIE 4 60
Station 10, 763 Oneonta	CHARLIE 5 37
Engine 10 1711	CHARLIE 6 1
Medic 10 3224	Station 22, 2022 Southern Loop 329
Station 11, 3736 Youree, Engine 11 2015	

www.shreveportfire.org



Shreveport Fire Department
263 N. Common Street
Shreveport, La 71101

2011 Annual Report



SHREVEPORT FIRE DEPARTMENT



Louisiana's Busiest Fire Department

MISSION STATEMENT

"The Shreveport Fire Department's mission is to deliver the highest level of emergency and non-emergency service to our community by protecting and preserving life, property, and the environment while providing support, encouragement, and motivation through professional development of the individuals within the organization."

Cedric B. Glover Mayor Ronald C. Mulford Fire Chief Dale Sibley CAO



Shreveport is a culturally diverse 114 square-mile metropolitan community of nearly 200,000 and the third largest city in the state of Louisiana. The 589 member Class One fire department operates 22 fire stations from a \$50.7 million operating budget while providing various disciplines of labor including: fire suppression; EMS-ALS transport; hazardous material response; enhanced 911 communications; fire prevention and education bureau; arson investigation and bomb task force; heavy rescue; and aviation task force operations. Last year the department responded to more than 37,822 calls, of which more than 71 percent were medical in nature.

ADMINISTRATION

The Administrative Division is responsible for the overall management of the public safety operations of the Fire Department and its personnel; coordination of a \$50.7 million operating and capital project budget; development of policy and procedures; and processing and maintaining fire reports. This division maintains the five-year rolling Master Plan that is a guide for future Fire Department needs based on fulfilling the organization's Mission and Vision. In 2011, the Fire Department received more than \$300,000 from Willis Knighton Health Systems to purchase three (3) SPRINT vehicles and an additional \$66,000 from the Department of Homeland Security to purchase vehicles and equipment for Arson/Explosive K-9 units. The Administrative Division is comprised of the Fire Chief, Deputy Fire Chief, Administrative Assistant to the Fire Chief, Chief of Special Operations, Aircraft Rescue Fire Fighting Coordinator, Secretary to the Fire Chief, and the fiscal and clerical staff.

COMMUNICATIONS DIVISION

The Communications Division is comprised of three sections: Administration, Operations, and Information Technology (IT) for a total of forty-seven members. Our communications operations center is the primary answering point for Caddo 9-1-1 and dispatches Fire and EMS events for the Shreveport Fire Department (SFD) and all seven Caddo Fire Districts (CFD). In 2011, there were 263,876 9-1-1 calls for service which generated 37,882 events dispatched for SFD and 11, 339 event dispatched for the CFD.

Communications personnel are responsible for the department's event records management, statistical reporting, and communications equipment including radios, computers, phones, and mobile data systems. Our IT Specialists processed nearly 1,000 documented requests for service this year and strive to meet the voice and data communications needs of our department.

The Shreveport Fire Communications Division has maintained its accreditation by the CALEA Public Safety Communications Accreditation Program since 2003. This division is committed to providing the best possible service to our customers at all times.

EMERGENCY MEDICAL SERVICES (EMS) DIVISION

The EMS Division is responsible for planning, development, implementation and clinical oversight of all Basic Life Support and Advanced Life Support medical care for the city of Shreveport. The EMS Division manages the Continuous Quality Improvement (CQI) and Performance Management (PM) section for the Department. The CQI/PM team reviews and analyzes system performance with the goal of improving patient care and reducing clinical risk. This section researches and provides comprehensive data analysis, develops statistical reports, tracks and documents investigations of clinical concern, manages medical records, maintains biomedical equipment and actively coordinates with the EMS Billing and revenue program. The EMS Division conducted system audit reviews on 2613 patient reports. Skills tracking by Performance Management recorded EMS Operations performed 340 intubations; 12,121 IV therapies and worked 298 Cardiac Arrests.

The EMS Staff includes the Chief of EMS, Assistant Chief of EMS, three EMS Officers, an Administrative Assistant as well as a Warehouse Manager and Supply Clerk staffed at the Fire Maintenance Facility.

The Fire Department EMS operations currently utilize ten paramedic ALS medic units. Two EMS Supervisors provide continuous field oversight and respond to all cardiac arrests and major incidents. EMS incidents accounted for 71% of the total fire department 911 requests with 26,990 EMS Calls Dispatched. EMS provided 16,231 emergency transports. The average response time for BLS care is 4 minutes, 41 seconds, and the ALS care response time is 4 minutes, 45 seconds. The EMS operations for all City special events are planned and staffed through the EMS Division. A total of 86 special service events were worked with 612 personnel staffed for a total of 4024 man-hours worked.

EMERGENCY OPERATIONS DIVISION

Emergency Operations, encompassing fire suppression, EMS, hazardous material response, heavy rescue, water rescue and recovery, special technical rescue, and Aviation Fire Rescue Task Force, responded to 37,822 calls. The men and women who make up the emergency response answered the alarm for 1,538 fires (584 structural, 954 non-structural), 218 vehicle fires, 883 hazardous material calls, and 26,990 medical calls. The Operations Division also responded to 1184 false alarms in 2011.

Each company is staffed with firefighters/EMTs and has automatic external defibrillators – half of the time a paramedic is on-board the engine company. All medic units are staffed by two firefighter paramedics. Two heavy rescue units responded to 4,863 calls. In 2011, the Aviation Task Force responded to 147 calls providing ARFF and EMS to Shreveport Regional Airport.

Safety is our number one concern for our Fire Department members

and the public we serve. The department added 16 new certified safety officers in 2011 certifying them through the Fire Department Safety Officers Association. SFD now has 123 company officers certified as Safety Officers. These safety officers are utilized at all incident scenes to ensure the safety of all firefighters and citizens. There were 37 work related injuries recorded by the department in 2011. This represents a 40% decrease from the 2010 injury total. Injuries consisted of cuts/contusions, strains/sprains, burns, heat exhaustion, and cardiac related events.

FIRE PREVENTION DIVISION

The Fire Prevention Division is responsible for the prevention of injuries to persons and losses of property that are caused by fire and other emergencies. In 2011, the Fire Prevention Division's Public Education Section presented 265 fire safety programs to 11,269 attendees. The division provided 13,842 copies of fire safety literature to citizens; conducted 4 fire drills that included recommendations toward fire and life safety; and provided 892 free smoke detectors for installation in area homes.

The Inspections Section performed 7,656 existing commercial building inspections; conducted 1,581 new construction inspections at different stages of completion; performed 350 plan reviews; and reviewed and approved 33 applications for permits as required by ordinance for different activities during this past year. Additionally, 66 citizen complaints were resolved and 473 special duty assignments were performed.

The Investigations Section investigated 318 fires in 2011, of which 86 were determined to be intentionally set fires. Investigators arrested 26 citizens for fire or explosive violations. The bomb squad responded to 11 bomb threats and investigated 26 suspicious items as potential improvised explosive devices.

MAINTENANCE DIVISION

The Shreveport Fire Department Maintenance Division currently maintains and services fire and medical equipment for the Shreveport Fire Department. Firefighting gear and fire hose are purchased, distributed, tested, and inventoried. This Division is also responsible for the purchase and distribution of firefighter clothing and custodial supplies. Other responsibilities include auxiliary generators; fire equipment; EMS equipment; and building repairs for 22 fire stations, and the Maintenance garage.

The Maintenance Division consists of the Chief of Maintenance, Assistant Chief of Maintenance, six Emergency Vehicle Technicians (EVTs), a Stock Clerk II, and an Administrative Assistant. Fire apparatus, medic units, and automobiles were maintained in a skilled and professional manner. More than 2,300 work orders were completed and, at any given time, 97% of the fleet was operational. The Division maintains a total fleet of 170 vehicles including 28 Pumpers; 8 Aerials; 3 Rescue vehicles; 15 Medic units and more than 100 staff and auxiliary vehicles.

TRAINING DIVISION

Roman writer Vegetius wrote, "Few men are born brave – many become so through training and force of discipline." The Training Academy proudly accepts the responsibility to provide support, professional development, instruction, and on-going training to our Department. In the area of training, hiring and professional development, 2011 was a good and productive year. We continued our mission by providing on-going training with our primary goal being SAFETY and "Everyone Goes Home."

In 2011, we were able to give two basic training classes with one of those classes being an abbreviated class. All of our members were able to maintain their certifications through EMT and Paramedic refreshers. We are most proud of our Special Operations Training that focused on ropes, high angle, trench and structural collapse classes. These classes were taught by Academy instructors with much appreciated assistance from members of the Fire Operations Division. In addition to these classes, we prepared

our members to provide the best in customer service with our on-going commitment to Diversity Training.

In 2011, the Training Academy had two staff members respond to the tornado disaster in Alabama, and we also conducted our annual high rise drills. The Training academy led the way in community related training as we gave two Haz-Woper Classes through our partnership with Southern University. We provided training in CPR and first aid for members of SPAR as well as the Shreveport Police Department. The Shreveport Fire Training Academy stands ready to insure the Department remains safe and capable of the best in Emergency response to the citizens of Shreveport through our commitment to competent training.

2011 STATISTICAL SUMMARY

Population Served 200,000
 Protection Area in Square Miles 114
 Number of Personnel 589
 Number of Fire Stations 22
 Operating Budget \$50.7 million
 Capital Project Budget \$1 million

Incident Types (% of total incidents responded to)

Total number of incidents 37,822
 EMS 26,990 (71%)
 Fires 1,538 (4%)
 Structure Fires 584
 Non-structure fires 954
 Vehicle Fires 218
 Multi-Alarm Fires 12
 Good intent calls 4,840 (13%)
 Service calls 2,244 (6%)
 Hazardous Material 883 (2%)
 False Alarms 1184 (3%)

Incident Response Times

Average "Hot" (lights and siren) response 4 min. 49 sec.
 Response – Fires 4 min. 40 sec.
 Response – EMS 4 min. 58 sec.
 BLS 4 min 41 sec.
 <5 minute criteria 76.98%
 ALS 4 min. 45 sec.
 <9 minute criteria 96.65%
 Average 911 call processing time 1 min. 09 sec.

Station Information

Busiest Fire Station Station-9 (9,525 incidents)
 Busiest Engine Co. Engine-4 (3,073 incidents)
 Busiest Ladder Co. Truck-7 (1,100 incidents)
 Busiest Medic Unit Medic 4 (3,820 incidents)
 Busiest Heavy Rescue Rescue 9 (2,860 incidents)
 Busiest Battalion Batt. 4 (19,754 incidents)
 Busiest Battalion Chief Batt. 4 (1,405 incidents)

Fire Prevention

Fire Deaths 1
 Fire Damages Loss \$4,672,000
 Loss Due to Arson \$536,320
 Fire Prevention Programs Delivered 265
 Attendance for Fire Prevention Programs 11,269
 Smoke Detectors Giveaway/Installed 892
 Fire Investigations 318
 Commercial Building Inspections 9,237

Training

Training Hours 600,000 +

For more information about the Shreveport Fire Dept. visit

www.shreveportfire.org