



Station 1, 263 N. Common	Station 12, 6610 Woolworth
Engine 1 1439	Engine 12 698
Truck 1 511	Truck 12 250
Rescue 1 1862	
Battalion 1 838	Station 13, 5915 W. 70th
EMS Supervisor (C-82) 735	Engine 13 1539
SPRINT 1 2197	Medic 13 1999
Station 2, 4575 N. Market, Engine 2 769	Battalion 6 578
Station 3, 1421 E. 70th	Station 14, 3830 Greenwood
Engine 3 2355	Engine 14 2359
Medic 3 3048	Medic 14 3643
Station 4, 2200 Milam	Station 15, 3206 W. 70th
Engine 4 2909	Engine 15 2397
Medic 4 3913	Medic 15 3417
Battalion 2 906	Station 16, 5105 Hollywood
Station 5, 240 E. Stoner	Engine 16 1221
Engine 5 2346	Truck 16 511
Medic 5 3695	Battalion 3 562
Station 6, 2027 David Raines	Station 17, 2890 Southland Park
Engine 6 1698	Engine 17 2780
Medic 6 1819	Medic 17 2310
Station 7, 751 Wilkinson	Station 18, 3501 Pines, Engine 18 974
Engine 7 2415	Station 19, 9336 Ellerbe
Truck 7 1010	Engine 19 1374
Station 8, 3406 Velva	Medic 19 1778
Engine 8 1816	EMS Supervisor (C-83) 718
Truck 8 556	Station 20, 804 E. Floumroy Lucas
SPRINT 8 2257	Engine 20 1,203
Station 9, 7009 St. Vincent	Truck 20 533
Engine 9 1941	Battalion 5 575
Truck 9 757	Station 21, 7050 Challenger (Regional Airport)
Rescue 9 2718	CHARLIE 1 26
Battalion 4 1262	CHARLIE 2 3
SPRINT 9 2613	CHARLIE 3 27
Station 10, 763 Oneonta	CHARLIE 4 80
Engine 10 1774	CHARLIE 5 54
Medic 10 3389	CHARLIE 6 0
Station 11, 3736 Youree, Engine 11 1935	Station 22, 2022 Southern Loop 325

www.shreveportfire.org



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

2012

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 122 square-mile metropolitan community of nearly 200,000 and the third largest city in the state of Louisiana. The 602 member Class One fire department operates 22 fire stations from a \$52.8 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 38,056 calls, of which 73-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 \$52.8 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. The Administrative Division is comprised of the Fire Chief, Deputy Fire Chief, Administrative Assistant to the Fire Chief, Chief of Special Operations and Safety, Aircraft Rescue Fire Fighting Coordinator, Secretary to the Fire Chief, and the fiscal and clerical staff.

COMMUNICATIONS DIVISION

This division is truly the first of first responders for every emergency in Caddo Parish. Fire Communications Officers answered and processed 277,500 emergency 9-1-1 calls for service throughout Caddo Parish. Of these calls, emergency responders were dispatched to 38,056 Shreveport Fire Department fire/EMS emergencies and 10,347 fire/EMS emergencies in the Caddo Fire Districts. The Shreveport Fire Communications Division has been an accredited communications center through the Commission on Accreditation for Law Enforcement Agencies (CALEA), since 2003, and was reaccredited in 2012. It is still the only fire communications center accredited through CALEA. Our IT staff provided resolution to over 600 documented calls for service and continues to provide support and IT training to all SFD personnel. Communications manages and services all communications equipment including phones, radios, pagers, computers, mobile data, and the software used in each division.

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 2,388 patient reports. Skills tracking by Performance Management recorded EMS Operations performed 294 intubations, 112 King Lt Advanced airways, 10,350 IV's and worked 331 Cardiac Arrests.

The EMS Staff includes the Chief of EMS, Assistant Chief of EMS, three EMS Officers, two Stock Clerks and an Administrative Assistant.

The Fire Department EMS operations currently utilize ten paramedic Advanced Life Support (ALS) medic units. Two EMS Supervisors provide continuous field oversight and respond to all cardiac arrests and major incidents. EMS incidents accounted for 73% of the total fire department 9-1-1 requests with 27,602 EMS Calls Dispatched. EMS provided 16,645 emergency transports. The average response time for Basic Life Support (BLS) care is 4 minutes, 58 seconds, and the average ALS care response time is 4 minutes, 58 seconds. The EMS operations for all City special events are planned and staffed through the EMS Division. A total of 98 special service events were worked with 654 personnel staffed for a total of 4,263 man-hours worked.

EMERGENCY OPERATIONS DIVISION

The Emergency Operations Division consists of fire suppression, EMS, hazardous material response, heavy rescue, water rescue and recovery, special technical rescue, and Aviation Fire Rescue Task Force. This division responded to 38,056 emergency calls in 2012. These calls included 1,211 fires (592 structural & 588 non-structural), 196 vehicle fires and 4 multi-alarm fires requiring extra manpower and equipment to bring the fire under control.

EMS response incidents totaled 27,602 in 2012 resulting in 73% of the departments total incident responses. Each Fire Company is staffed with firefighters/EMTs or Firefighter/Paramedics. All companies carry a minimum of BLS equipment to include automated external defibrillators (AED). Many of these companies can provide ALS with trained personnel and required equipment assigned. Three companies are Single Paramedic Rapid Intervention Non-Transport (SPRINT). These three SPRINT companies allow for rapid ALS Response and responded to 7,067 EMS incidents in 2012. The Department also has 10 Medic Units strategically located across the city to ensure rapid response and transport for definitive patient care at the many hospitals available in the Shreveport metropolitan community.

Safety is our number one concern for our Fire Department members and the public we serve. The Department added 9 new certified safety officers in 2012 by certifying them through the Fire Department Safety Officers Association. SFD now has 123 company officers certified as Incident Safety Officers. These safety officers are utilized at all incident scenes to ensure the safety of all firefighters and citizens. There were 44 work-related injuries which consisted of cuts/contusions, strains/sprains, burns, heat exhaustion, cardiac related events, and several exposures to diseases.

FIRE PREVENTION DIVISION

The Fire Prevention Division, which is divided into 3 sections, is responsible for the prevention of injuries to persons and losses of property that are caused by fire and other emergencies.

The Public Education Section presented 387 fire safety programs to 18,939 attendees. The division provided 30,224 copies of fire safety literature to citizens; conducted 8 fire drills that included recommendations toward fire and life safety; and installed 906 FREE smoke detectors in area homes.

The Inspections Section performed 9,598 existing commercial building inspections; conducted 1,226 new construction inspections at different stages of completion; performed 373 plan reviews; and reviewed and approved 64 applications for permits as required by ordinance for different activities during 2012. Additionally, 46 citizen complaints were resolved and 792 special duty assignments were performed.

The Investigations Section investigated 256 fires in 2012, of which 79 were determined to be intentionally set fires. Investigators arrested 30 citizens for fire or explosive violations. The bomb squad responded to 8 bomb threats and investigated 18 suspicious items as potential improvised explosive devices.

MAINTENANCE DIVISION

The mission of the Maintenance Division is to ensure the Department has the most qualified and skilled mechanics.

The Division maintains and services fire and medical equipment and is also responsible for the purchase and distribution of firefighter clothing, personal protective equipment 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. More than 1,800 work orders were completed and, at any given time, 97% of the fleet was operational. The Division maintains a total of 189 vehicles including 26 Pumpers; 8 Aerials; 4 AARF vehicles; 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." It is the responsibility of the Training Academy to provide support, professional development, instruction, and on-going training to the department. We continue our mission of verifiable and on-going training with our primary goal being SAFETY and "Everyone Goes Home."

Under this division, the successful completion of the 59th Basic Academy Class consisted of twenty-five new firefighters for the Department. All Department members maintained their certifications through EMT and Paramedic refreshers. Every member of the Department attended a class on Customer Service to assure Mission Development.

The Training Academy welcomed outside Training and speakers as well as hosted a class sponsored by the IAFF on Generational Differences.

The Training Academy continues to lead the way with local corporate partnerships to provide Training for Southern University, Calumet Industries and other businesses in the community. Training was provided in CPR and first aid for members of SPAR as well as the Shreveport Police Department. The Division stands ready to make sure that our Department remains safe and capable of the best in Emergency response to our citizens.

2012 STATISTICAL SUMMARY

Population Served	200,000
Protection Area in Square Miles	122
Number of Personnel	602
Number of Fire Stations	22
Operating Budget	\$52.8 million
Capital Project Budget	\$1 million

Incident Types (% of total incidents responded to)	
Total number of incidents	38,056
EMS	27,602 (73%)
Fires	1,211 (3%)
Structure Fires	592
Non-structure fires	588
Vehicle Fires	196
Multi-Alarm Fires	4
Good intent calls	4,717 (12%)
Service calls	2,352 (6%)
Hazardous Material	927 (3%)
False Alarms	1,110 (3%)
Severe Weather or Special Incident	137 (1%)

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. 58 sec.
<5 minute criteria	76.98%
ALS	4 min. 58 sec.
<9 minute criteria	96.65%
Average 911 call processing time	1 min. 07 sec.

Station Information	
Busiest Fire Station	Station-9 (9,291 incidents)
Busiest Engine Co.	Engine-4 (2,909 incidents)
Busiest Ladder Co.	Truck-7 (1,010 incidents)
Busiest Medic Unit	Medic 4 (3,913 incidents)
Busiest Heavy Rescue	Rescue 9 (2,718 incidents)
Busiest Battalion	Batt. 4 (19,869 incidents)
Busiest Battalion Chief	Batt. 4 (1,262 incidents)

Fire Prevention	
Fire Deaths	1
Fire Damages Loss	\$4,685,025
Loss Due to Arson	\$1,395,249
Fire Prevention Programs Delivered	387
Attendance for Fire Prevention Programs	18,939
Smoke Detectors Giveaway/Installed	906
Fire Investigations	256
Commercial Building Inspections	10,824

Training	
Training Hours	600,000 +

For more information about the Shreveport Fire Dept. visit

www.shreveportfire.org

