

GRAPEVINE FIRE DEPARTMENT



ANNUAL REPORT 2019

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Mission Statement

The Grapevine Fire Department exists to care for the families and visitors of our community. Our mission is to protect life, prevent harm, and preserve property. We serve to meet the ever-evolving needs of our citizens with honor and integrity.

Vision

The Grapevine Fire Department will be recognized by its citizens for providing exceptional Community Safety, Fire Prevention, Emergency Medical Services and Fire Protection. The fire department will build and sustain a culture of family, preparing for the future, remaining community focused, and embracing the diversity of those we serve.

Values

- | | |
|--------------------------|--|
| RESPECT OTHERS | We will have respect for the people we serve, respect for our members, respect for our organization, and respect for ourselves. |
| PURSUE EXCELLENCE | We will pursue excellence with an unrelenting passion and will never accept mediocracy. |
| BE ACCOUNTABLE | We will hold each other accountable at all levels of our organization. |
| BE BETTER TODAY | Today we will strive to be better at our profession than we were yesterday . It is a privilege to be a member of the Grapevine Fire Department. We will participate in all aspects of our work with energy, purpose, and gratitude. |

Motto

Our family is always here to help your family.

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Message from the Chief

It is my pleasure to present to you the Grapevine Fire Department (GFD) Annual Report for Fiscal Year 2019. Perhaps more than ever in our 135-year history we are forced to consider our changing environment and the necessary evolution of our service which enables us to effectively meet our community's needs. Calls for emergency medical service continue to increase, while building fires have decreased. We continue to focus on national and regional incidents, constantly evaluating how to prevent and respond should something occur in our community. As our city continues to evolve, clinging to our historical roots and embracing technology and its enhancements, our desire to provide the highest level of first class service remains constant.

During 2019, GFD responded to over 6,192 calls for service resulting in over 14,000 responses by your fire department. These calls include fires, medical emergencies, rescues, hazardous chemical responses, and other general calls for public service. Of the 6,192 calls for service, 4,291 calls were for Emergency Medical Services. Likewise, we responded to several neighboring fire departments calls for assistance. In turn, these neighbors provided us service when we needed them.

The Grapevine Fire Department added two new firefighters in 2019 while there were four members that retired. Hiring firefighter/paramedics continues to be quite challenging with the department conducting three hiring processes within the year. Additionally, we did have three firefighter/EMT's complete Paramedic school. Paramedic school is a seven month long, intensive training program that includes classroom, clinical, and hands on training in order to sit for the National Registry Exam. All three members successfully passed the exam and joined our rolls as firefighter/paramedics.

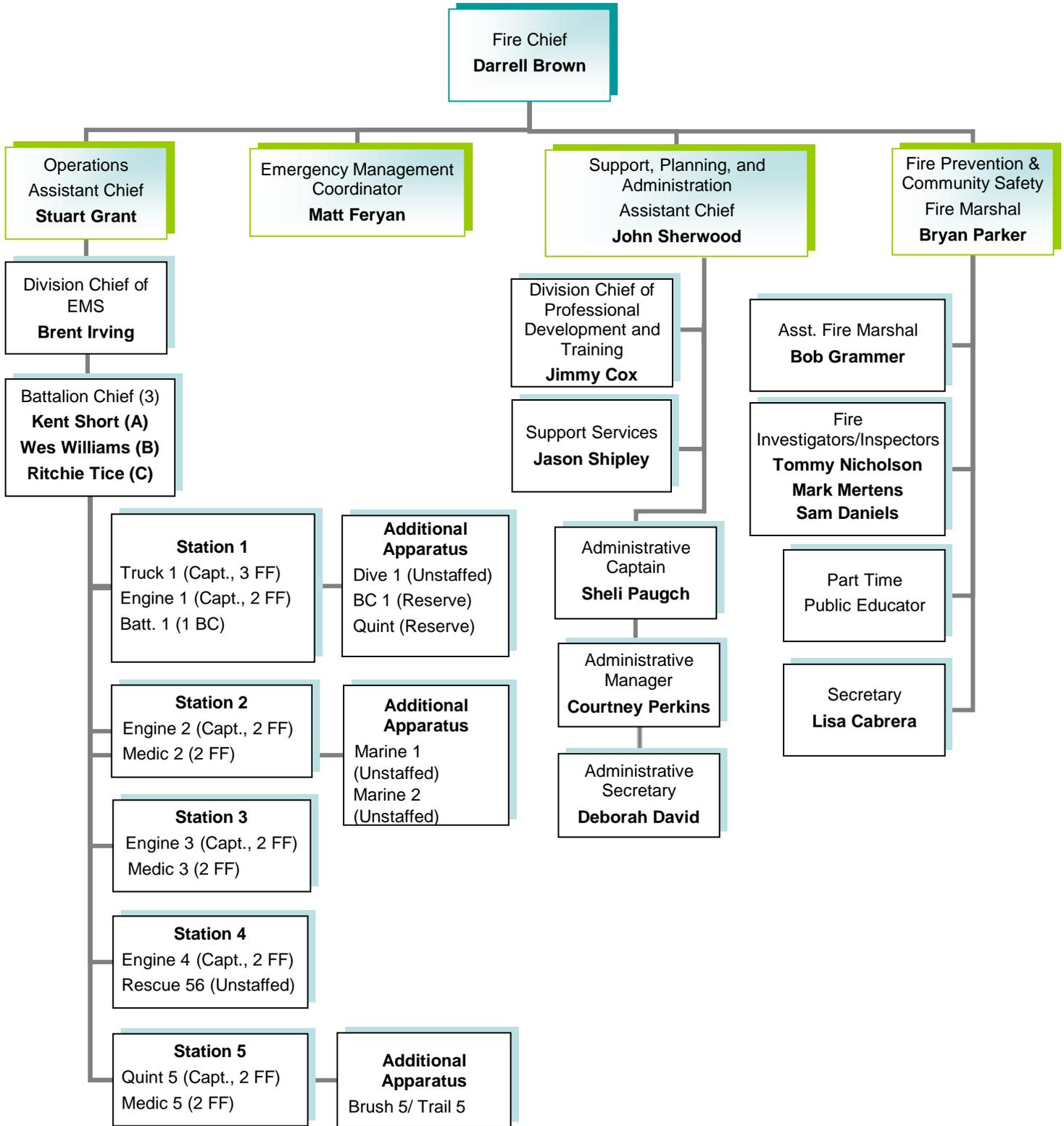
Please feel free to stop by anyone of our five fire stations for a tour or just to visit with some of the best and brightest firefighters anywhere in America. Your family is our family and we are always here to help. It is my honor to serve the men and women of the Grapevine Fire Department and its citizens.



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Organizational Chart



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Employee Demographics

The Grapevine Fire Department is authorized 112 full time positions. There are 108 sworn positions and 4 civilian positions authorized in the Fire Department budget.

Overall demographic data indicates a stable and satisfied work force that is growing increasingly younger as long-term employees retire. Sworn staff tenure indicates one third of the department with five or less years of service. Additionally, over half of the fire department members are less than 40 years of age. The trend towards a younger workforce will continue for the foreseeable future.

Sworn Staff Tenure		Sworn Staff Age	
5 years or less	41	20-29	19
6 to 15 years	39	30-39	43
16 to 25 years	26	40-49	31
26 to 30 years	3	50-59	16
31 years or more	3	60 +	3

From October 1, 2018 to September 30, 2019, 3 members have retired. There have been 2 new members hired. Over the next few years, several retirements can be anticipated, which will result in a younger and less experienced workforce. The continued and future focus on training, education, career development and succession planning are imperative to maintain an effective workforce.

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Firefighter Certifications

The Texas Commission on Fire Protection is the state agency which oversees and regulates the activities and career personnel of all Texas professional fire departments. Among the agency's responsibilities is to establish training and certification criteria for personnel, including higher level certifications (above basic). Higher certification levels are obtained by a mixture of time in the job, formal education, and training completed.

Firefighter Certification	
Master	25
Advanced	42
Intermediate	15
Basic	24

Fire Service Instructor	
Master	2
Advanced	40
Basic	34

Fire Prevention Related Certifications	
Arson Investigator Master	6
Investigator Advanced	3
Investigator Intermediate	2
Investigator Basic	2
Fire Inspector Master	5
Inspector Advanced	3
Inspector Intermediate	0
Inspector Basic	4

Fire Operations Related Certifications	
Hazardous Materials Technician	21
Incident Safety Officer	20
Driver/Operator	95
Wildland	3
Fire Officer 1	26
Fire Officer 2	17
Fire Officer 3	0
Fire Officer 4	8

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Administrative & Support Services

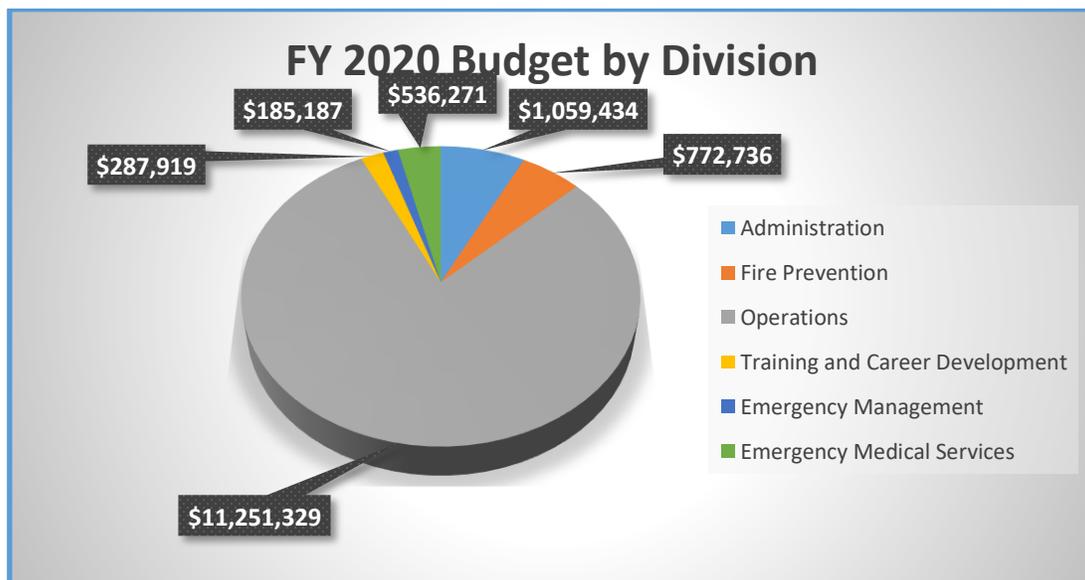
Administration and Supportive Services is responsible for:

- Budget administration
- Contract administration
- Purchasing
- Records management
- Maintenance of equipment and facilities
- Payroll
- Workers compensation
- Personnel services
- Training
- Promotional Testing

The function of administrative support is responsible for the delivery of efficient and effective executive assistance.

Support Services provides the essential equipment, supplies, and maintenance necessary to fulfill the core mission of the fire department. All protective clothing is purchased and maintained by Support Services. Additionally, Support Services evaluates safety equipment, protective clothing, and coordinates staff testing and selection.

Administration and Support Services is also responsible for the coordination and delivery of effective training programs for career staff on the subjects of firefighting, technical rescue, emergency medical care, and safety. This training accounted for over 35,000 hours of training. In addition, the division is responsible for the department firefighter health and wellness programs.



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Fire Prevention & Community Safety

The Fire Prevention & Community Safety Division categorizes activities into three broad areas, fire prevention activities, fire inspection activities and fire investigations. Fire Prevention activities include inspections, plan review, safety consultations, public education efforts, addressing legal process matters, conducting referrals and training activities. Overall, fire prevention activity has increased 2.9% since last year.

Fire Prevention Activities

ACTIVITIES	2017-2018	2018-2019
Inspections	5,749	5,863
Plan Review	994	923
Consultations	264	475
Public Education	67	27
Training	15	16
Investigations	17	7
Total	7,106	7,311

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Fire Inspection Activities

Fire Inspections of facilities within the city are accomplished through a collaborative effort of full-time fire inspectors and part-time fire inspectors. Inspection activities have increased by 2.1% in the last year.

Fire inspections cover a wide area of focus. Inspections include visits to businesses to evaluate compliance with fire and life safety codes, to offer evaluations of safety appliances and equipment, to provide assistance in meeting requirements for conducting events or assemblies, and to ensure that properties are properly prepared for occupancy. In all cases, the purpose of our inspection program and activities is to educate and ensure that all businesses in Grapevine are operating in as safe an environment as possible.

Full time personnel typically handle complaints, technical inspections, new construction and respond after hours as necessary. Part time personnel conduct more advanced, scheduled commercial property inspections to include hotels, nursing homes, businesses, offices, small warehouses, small mercantile, and strip centers. Pre-fire planning helps prepare the firefighters by becoming familiar with buildings and features of the buildings prior to an emergency.

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APPARATUS of the GRAPEVINE FIRE DEPARTMENT



Truck Company



Mobile Intensive Care Unit

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Engine Company



Dive Unit

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Heavy Rescue



Fire Boat

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Fire and EMS Operations

The Fire Department Operations Division has experienced a consistent yearly increase in the annual number of response calls, however in FY 17-18 there was a 2.5% decrease in calls from the previous year.

Fire Department Total Call Volume	2017-2018	2018-2019
Total Fire Apparatus Calls without EMS	1,979	1,901
Total Ambulance Calls with Fire Apparatus	4,047	4,291
Total Fire Department Calls	6,026	6,192

When the Fire Department receives a call, usually more than one apparatus responds to the call. The following shows the total number of responding apparatus to the calls.

Fire Department Total Response Volume	2017-2018	2018-2019
Total Fire Apparatus Responses	8,268	8,949
Total Ambulance Responses	4,788	5,103
Total Fire Department Response	13,056	14,052

For reporting purposes, fire apparatus calls and emergency medical service (ambulance) calls are tracked separately. Fire apparatus calls are divided into several categories, including fires (of all types), medical assistance by fire crews, rescue, hazardous conditions, public service (to include public assistance, animal rescue, and cover assignments), and false calls/false alarms. Data analysis indicates an upward trend in all fire apparatus calls.

Fire Apparatus Call Volume	2017-2018	2018-2019
<i>Fires</i>	197	136
Includes structure, vehicle, grass		
<i>Medical (excluding MVA)</i>	3,271	3522
All medical assistance by fire crews		
<i>Rescue</i>	765	769
Includes all MVA, extrication, rescue		
<i>Hazardous Conditions</i>	170	201

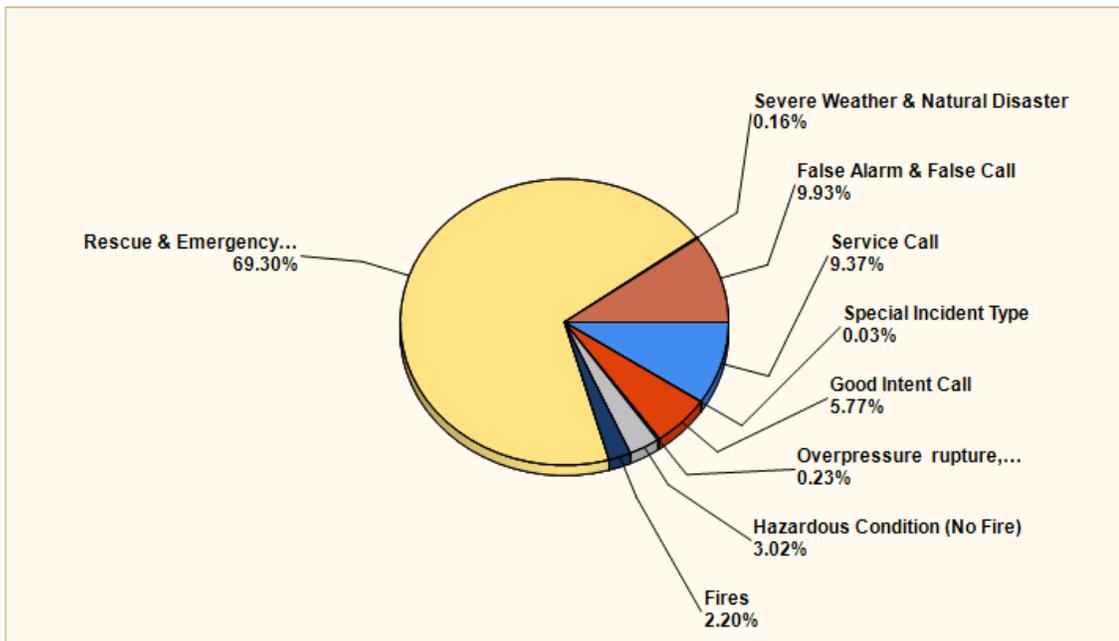
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Includes gas or fuel leaks, overheat, electrical hazards, severe weather		
Public Service	577	582
Public Assistance, animal rescue, cover assignments		
False Calls and Alarms	1,043	972
No hazard found, malfunctioning alarms, good intent, etc.		
Severe Weather	3	10
Natural disaster, wind storm, lightning strike		
Total Fire Apparatus Calls	6,026	6,192

Similar to fire apparatus call volumes, ambulance call volumes continue to increase. The City of Grapevine experienced an increase in call volumes from last year and Emergency Medical Service calls account for approximately 80.4% of all fire department calls.

Ambulance Call Volume	2017-2018	2018-2019
Patients treated and transported	3,184	3,356
Patients not transported	863	935
Total Ambulance Responses*	4,047	4,291

* Total includes all dispatch calls in which an ambulance was deployed, including structure fires and hazmat calls.



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Response Time

Response time of emergency units is a measure of three individual components of the response sequence and can reveal a great deal of valuable information relating to service delivery. The primary components of response time are:

- **Call Processing:** The time required for the dispatcher to receive the 9-1-1 call, gather and enter the information into the computer aided dispatch (CAD) system, selecting appropriate units and then beginning the process of alerting the units that will respond (“dispatch time”).
- **Turn Out or “Reaction” Time:** The time required for the responding personnel to receive the dispatch information, get to the vehicles, dress in PPE as appropriate, mount the vehicles and leave the fire station. Turn out time is measured from “dispatch time” to “enroute” time.
- **Travel Time:** The time required to actually drive the vehicle to the incident location. This is measured from “enroute” time to “arrival” time. This time is affected by factors such as distance from the fire station to the location, traffic conditions, road conditions, route taken during the response, and weather conditions, to name a few.

The individual calling for emergency services is sensitive to the total response time matrix. They call and then count the minutes till help arrives. We report the response time of fire units including only the turn-out and travel time, *i.e.*, dispatch time to arrival time, because that is the only portion of the response matrix that we (fire department) can affect.

First arriving unit on the scene is an important and the most frequently reported response time statistic. However, it is not the total or even most important measure of service delivery. When only one unit is all that is responding, first arriving is critical.

Second arriving unit is important because it frequently represents when a fire company can actually begin attacking a fire or rendering certain other types of aid. The requirement mandated by the State of Texas in Texas Administrative Code Rule 435.17, which we call “Two-in, Two-out,” requires that a minimum of four firefighters be on the scene of a fire in a structure before anyone can enter the structure to begin extinguishment of the fire. As a result, a fire company staffed by three firefighters (our present staffing) that arrives at the location to find a house with active fire burning in say five minutes, cannot begin to go inside the building to fight the fire until another unit with two or more people arrives. If this is nine minutes, then the first crew is on scene for four minutes but unable to fight the fire from the inside. Time temperature curves demonstrate fire intensity doubles every 60 seconds. In other words, in four minutes a fire will intensify and grow by 525%. Given that, the response time of second arriving companies is a critical measure in these instances.

Average Response Time (min:sec)	2017-2018	2018-2019
First Responding Unit (All Call Types)	5:13	5:13
First Responding Unit (Structure Fires)	4:35	5:38
Second Responding Unit (Structure Fires)	5:09	6:37

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Operations Highlights

- Conducted 21 American Heart Association Heartsaver classes, which provided training in CPR and AED to 204 individuals.
- Placed new Bluetooth portable radios in service for better communications and to be FCC compliant.
- GFD selected as the Outstanding Volunteer Group from Grace.
- GFD selected for the Don Ramey Community Spirit Award by the Grapevine Chamber of Commerce.
- Over 30 Public Education Clown programs delivered.
- Achieved full implementation of the pre-fire program, First Due.
- Placed ballistic vests and helmets on all major pieces of apparatus. Also these were given to all fire prevention personnel and placed in the EMS/Command trailer.
- Received the Mission Lifeline Silver Plus Award for STEMI activations and cardiac care.
- Received two new vehicles – one for Battalion Chiefs and one for Fire Prevention.
- Acquired Community Connect for the citizens to integrate information into the First Due program.
- Received a grant from Helping Heroes for AED's for six staff vehicles.
- Received a grant from Walmart for enhancements to the UAS (drone) program.
- Held a two-day Continuing Education Symposium for all fire personnel.
- Participated in an Active Threat drill at Great Wolf Lodge with the Police Department and hotel staff.
- Received a UASI grant through NEFDA for technical rescue equipment.
- Renovations of Station 1 and Station 4 started with AUI Construction.
- Byrne Construction selected as the company to build new Stations 2 and 3.
- Completed a Department of State Health Services audit with no infractions.
- Introduced the program, Stop the Bleed during our CPR classes.
- Moved to a new EMS billing company to increase revenues.
- Received an increase in the amount received from the Texas Ambulance Supplemental Payment Program.
- Several members graduated from the capstone class, Fire Service Chief Executive Officer through Texas A&M University.

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The Office of Emergency Management (OEM) works with city departments, the private sector, and community stakeholders to mitigate, prepare for, respond to, and recover from the threats and hazards that pose the greatest risk. These risks include incidents such as natural disasters, disease pandemics, chemical spills, and other manmade emergencies. Activities of OEM fall within the following phases of emergency management:

Mitigation – Activities that change the nature of a threat, decrease vulnerability, or reduce exposure to disaster impacts. Mitigation activities can occur throughout the disaster cycle and can be structural or non-structural in nature.

Preparedness – Actions taken before an emergency to plan, organize, equip, train, and exercise to build response capabilities. Preparedness activities take place within the city and throughout the community.

Response – Actions that are taken during or immediately after a disaster occurs. Response actions include mobilization of emergency services, first responder activities, and activation of the Emergency Operations Center when necessary.

Recovery – Activities that continue beyond the initial emergency response. Recovery focuses on restoring critical community functions to normal and managing reconstruction. Rebuilding efforts can also include mitigation practices to reduce risk for the future.

In FY 2019, emergency management staff assisted numerous community partners in developing a facility emergency plan, enhanced the preparedness of city departments through planning and training, and facilitated a public safety active threat working group. Other activities included operating the outdoor warning sirens, managing special event command post activations, disseminating CodeRed community alerts, and maintaining an Unmanned Aircraft Systems (UAS) team. Lastly, emergency management staff coordinated the implementation of new technologies and workstations within the Emergency Operations Center (EOC) to enhance special event and emergency incident situational awareness.

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Grapevine Citizens Fire Academy Alumni

Volunteer hours are compiled by functional area: Administration, Operations, Prevention and CFA Planning and Support.

From October 1, 2017 through September 30, 2018, the GCFAA provided 1,757 hours in support of GFD. An additional 1,069.5 hours were compiled for GCFAA administrative functions, for a total of 2,826.5 volunteer hours. During this time, CFA responded to many requests for manpower. Major support requests included a filing project for Admin, Open House, and the annual Pancakes with Santa Breakfast.

A breakdown of the hours volunteered by the GCFAA are as follows.

Support of General Administration	1,542.5
Support of Fire Prevention	718.5
Support of Operations	309.25
CFA Planning and Support	855.75
Total Hours Volunteered	3,426

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Contacts

Chief Darrell Brown	817-410-4450
Assistant Chief Stuart Grant	817-410-4430
Assistant Chief John Sherwood	817-410-4452
Fire Marshall Bryan Parker	817-410-4420
Division Chief Brent Irving	817-410-4435
Division Chief Jimmy Cox	817-410-4440
EMC Matt Feryan	817-410-4470

Social Media

