



CEDAR PARK FIRE DEPARTMENT

FISCAL YEAR 2014 – 2015

ANNUAL REPORT



Cedar Park Council Members, City Manager, CPFD Staff and Citizens,

The Cedar Park Fire Department continues to plan and meet the demands of our residents and staff. The three biggest accomplishments during FY 15 included the following:

1. During the budget process for FY 16, a timeline and plan were created for building and staffing Fire Station 5.
2. The Bond election passed funding for construction of Fire Station 5 and finish-out of building 6 at City Hall. Building 6 will house all 40 hour staff assigned to fire administration and fire prevention.
3. During FY 15 all department officers were certified as Blue Card Command, a system in supervising and managing emergency incident responses.

The Cedar Park Fire Department has not sat on its heels after getting accredited last year. We have turned in our first annual accreditation report and it was accepted by the Commission on Fire Accreditation International (CFAI). We are also actively reviewing the new accreditation manual to make sure we are on top of our reaccreditation in 4 years. In addition, the department continues to progress through our strategic plan, making sure it stays updated as a realistic map for the future.

Major projects in 2016 will be filling three new lieutenant positions and two new firefighter positions in order to start staffing for Fire Station 5. Staff will be working with Williamson County EMS and Cedar Park Engineering staff to design Fire Station 5 for it to be ready for construction during FY 17. Roll-out of FireHouse Medic will be finished to continue the goal of increasing efficiency and better managing workload, possible conversion of FireHouse to FH.net (fire department reporting software), continued professional development of department staff including training, and certifying all engineers in Blue Card Command. This will finish a three year program of training department personnel in commanding structure fires.

As your Chief, I continue my promise to do everything I can to keep this department and our staff safe. My priorities for the department continue to include: 1) Providing the best service possible to the citizens of Cedar Park, 2) Working through RBO, a committee of department members, to maintain and improve the labor-management relationship, 3) Increasing efficiency within the fire department to better manage workload, and 4) Continual improvement when replacing department and personnel equipment.

I want to thank the City of Cedar Park City Council and City Management for their support of the Cedar Park Fire Department. The Cedar Park Fire Department is now 1 of only 45 departments in the United States to be designated as both accredited and ISO 1. Both of these accomplishments show the fire department's commitment to our model of "Service through Excellence," and show our citizens that we are using their resources effectively and efficiently.

Sincerely,

James Mallinger
Fire Chief

ORGANIZATION STATUS

Mission Statement and History

MISSION STATEMENT

The Cedar Park Fire Department will pursue excellence in every aspect of public safety related to the fire service and seek opportunities to serve our community.

CEDAR PARK FIRE CHIEFS

Volunteer

Buz Henry, 1972-1976
James Hester, 1976-1982
Dale Davis, 1982-1984
Dale Boyer, 1984-1988
Bob Morse, 1988-1991
Bob Russell, 1991-1997

Career

Bob Russell, 1997-2003
Chris Connealy, 2004-2012
James Mallinger, 2012-Present

ORGANIZATIONAL VALUES

PROFESSIONALISM

RESPECT

ACCOUNTABILITY

INTEGRITY

SAFETY

EXCELLENCE

SERVICE

TRUST

SERVICE THROUGH EXCELLENCE

EARLY YEARS

Before the establishment of a fire department, the area that later developed into Cedar Park relied on soaked burlap bags and a water truck from the State Dairy and Hog Farm to extinguish fires. Members of the Cedar Park community convened in 1972 to found Cedar Park Volunteer Fire Department, which served as the only civic organization for residents. Volunteers reported to Henry's Drive-In Grocery to receive directions during fire alarms. With most of the volunteers working out of town, Buz Henry – the store operator – served as the first fire chief at the age of 24. Cedar Park Volunteer Fire Department built its first fire station in 1976.

INTO A NEW ERA

Cedar Park began its transition from volunteer to career firefighters in 1994, and the process concluded in 2001. Representative of the high quality service provided, the Insurance Services Office conferred a Class 1 rating to the community in 2009. This status effectively lowers insurance rates for homeowners and businesses. James Mallinger assumed the position of fire chief in 2012.

VISION STATEMENT

The Cedar Park Fire Department will strive to be among the best fire departments in the American fire service.

ACCREDITED STATUS



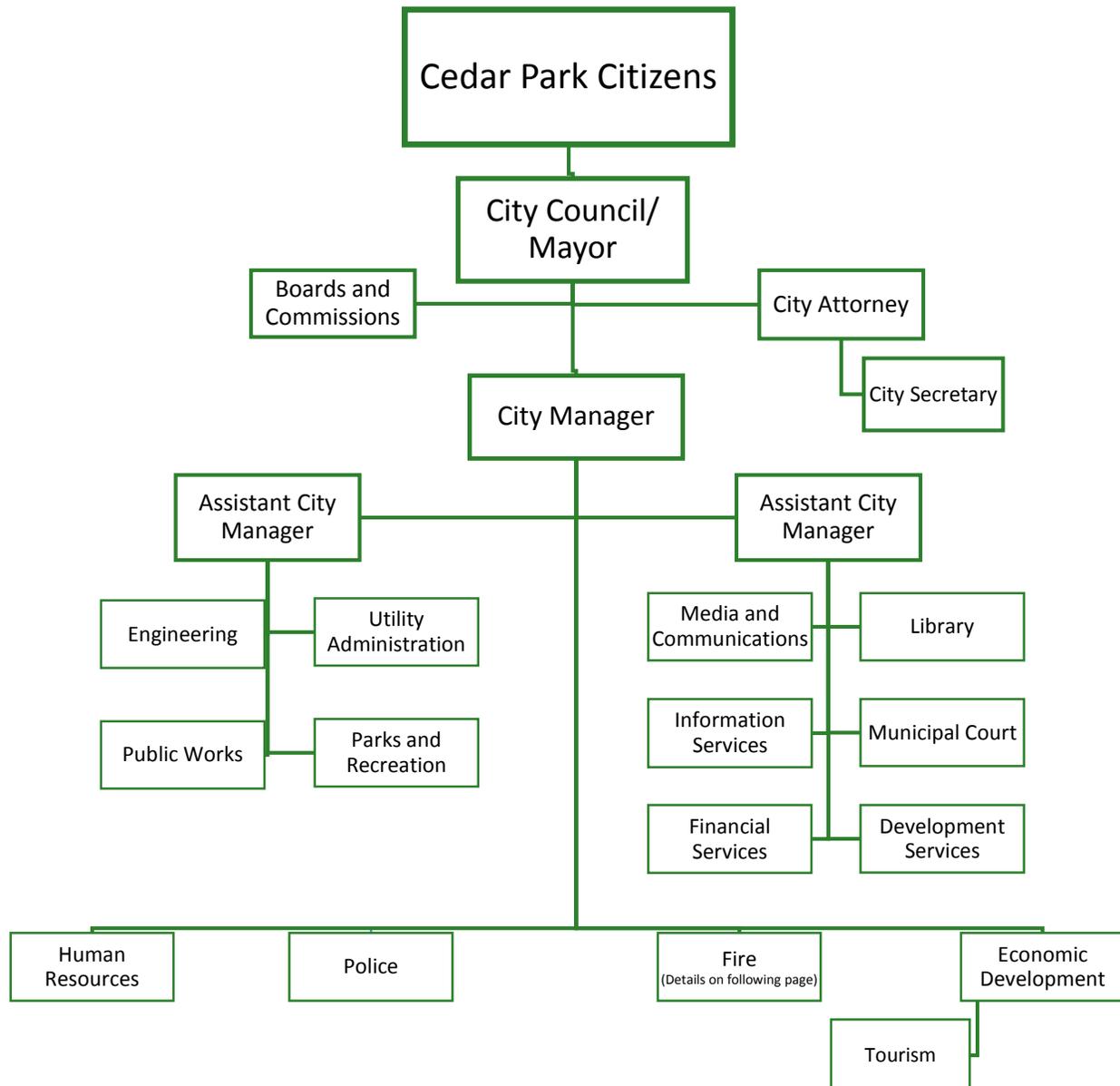
Obtaining accredited status from the Commission on Fire Accreditation International requires a peer review team to validate a department's standards of cover, self-assessment, and strategic plan. Upon the commission's vote in 2014, Cedar Park Fire Department became the sixth civilian department in Texas to earn this designation.

Organization Chart

Cedar Park Fire Department became a part of the administrative structure for the City of Cedar Park in 1994. The City Council annually allocates funds from its General Fund, primarily composed of property and sales taxes, to Cedar Park Fire Department. The City of Cedar Park's budget messages have emphasized its continued commitment to public safety as a source of pride. This commitment is evidenced by dedicating over 20.6 percent of its operating budget to fire services in the 2014-2015 fiscal year. Financial support has also increased as service demands increased. In addition, Cedar Park Fire Department relies on collaboration with other departments within the City of Cedar Park to execute its community-based mission.

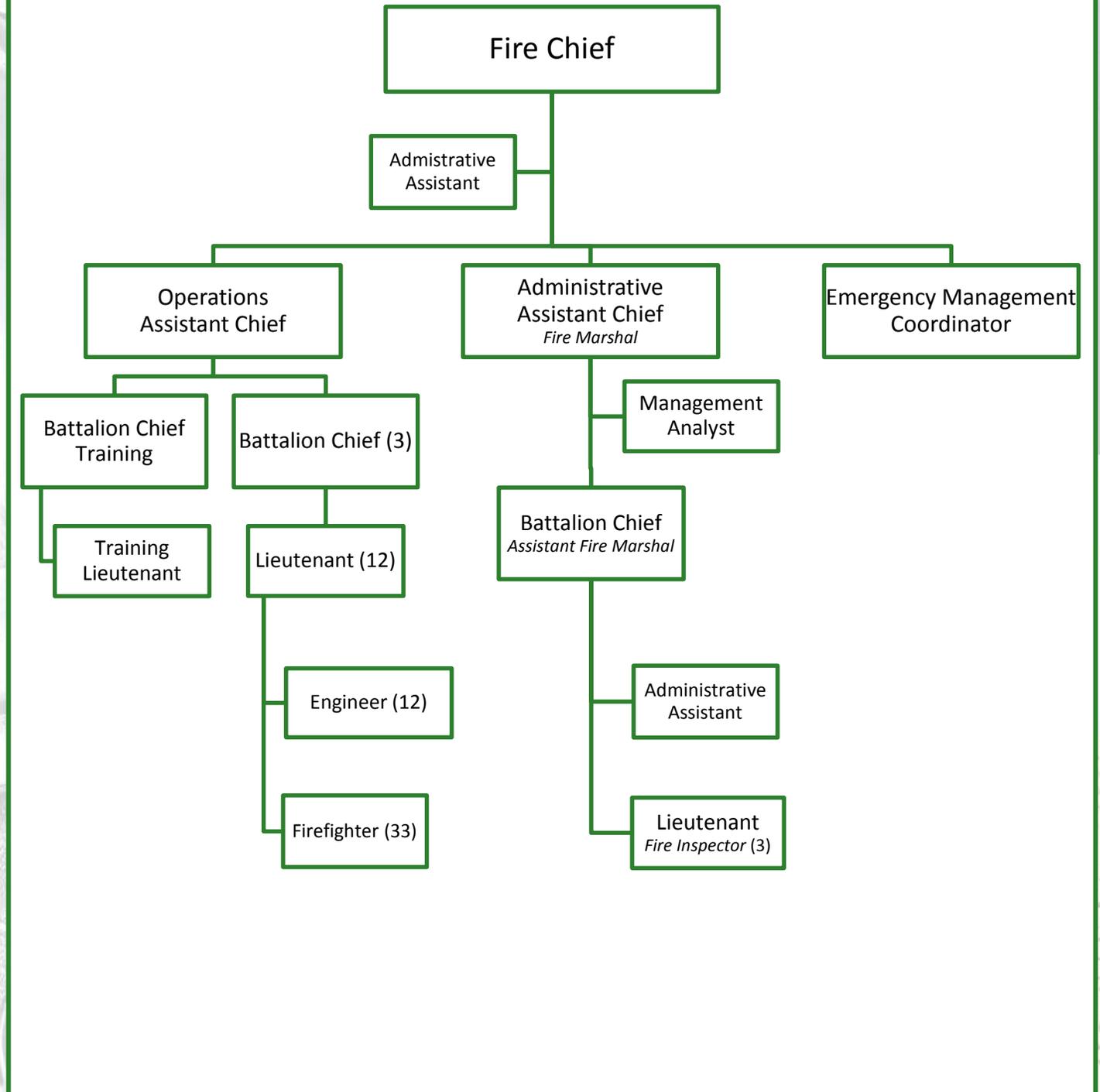
ORGANIZATION CHART

FISCAL YEAR 2014 - 2015

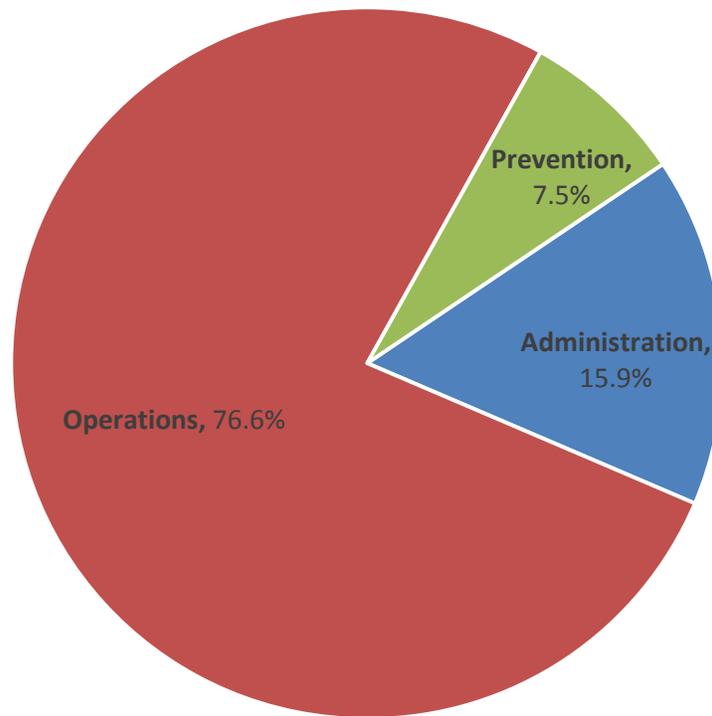


ORGANIZATION CHART

FISCAL YEAR 2014 - 2015



**CEDAR PARK FIRE DEPARTMENT
BUDGET
FISCAL YEAR 2014 - 2015**



	FY 2013-2014 Actual Expenditures	FY 2014-2015 Budget
Personnel Services	\$5,693,376	\$6,350,567
Materials and Supplies	\$183,048	\$230,253
Maintenance	\$392,842	\$315,687
Occupancy	\$93,341	\$96,213
Contractual Services	\$693,557	\$881,340
Other Charges	\$113,963	\$153,322
Capital Outlay	\$12,320	\$30,000
Transfers	\$283,687	-
Total	\$7,466,134	\$8,057,382

STRATEGIC PLAN 2014 – 2018

Goal 1: Cultivate professionalism throughout department ranks.

Goal 2: Embrace an information-driven approach to identify community risks.

Goal 3: Implement policies that minimize community risks.

Goal 4: Develop emergency response capabilities to handle identified risks effectively.

Goal 5: Examine standards established by respected entities to guide the department.

Goal 6: Engage the community in public outreach efforts.

Goal 7: Value every member's ideas, skills, and well-being.

Goal 8: Develop strong relationships with partner entities to achieve mutual objectives.

Goal 9: Ensure ordinances, policies, and practices remain relevant to existing needs.

A strategic plan establishes a unified set of coherent goals while establishing a roadmap for constant improvement and sustained success. Cedar Park Fire Department based its 2014-2018 strategic plan on internal and external stakeholder input. Released in April 2015, a revised edition of the 2014-2018 strategic plan summarizes the department's progress in meeting its goals and objectives. The department stays on track in pursuing its strategic priorities through a periodic review process. Major accomplishments include the completion of Blue Card command training by all officers and participation in the Shattered Dreams program at Cedar Park High School.

2015 Badge Pinning Ceremonies

BADGE PINNING

Becoming a firefighter is a challenging and competitive process. Cedar Park Fire Department recognizes this achievement through a badge pinning ceremony. Families and members of the community attend. The department also holds badge pinning ceremonies as the final stage of the promotion process.



Promotional Ceremony. Families participated in the badge pinning ceremony for Lieutenant Mike Furlong, Engineer Matt Simpson, and Engineer Stefen Wilson.



A New Lieutenant. Lieutenant Kory Woolverton officially assumes the responsibility of being an officer for Cedar Park Fire Department.



New Badge. *Engineer Eric Schubert receives a new badge that symbolizes his new role with the department.*



Badge Pinning. *As the final step of the promotional process, Engineer Glenn Creel receives his pin from his son.*

SWEARING IN OF NEW MEMBERS



Firefighter Ryan Huntley

Firefighter Jake Gotta



Firefighter Brandon Gilley



Firefighter Michael Cannon

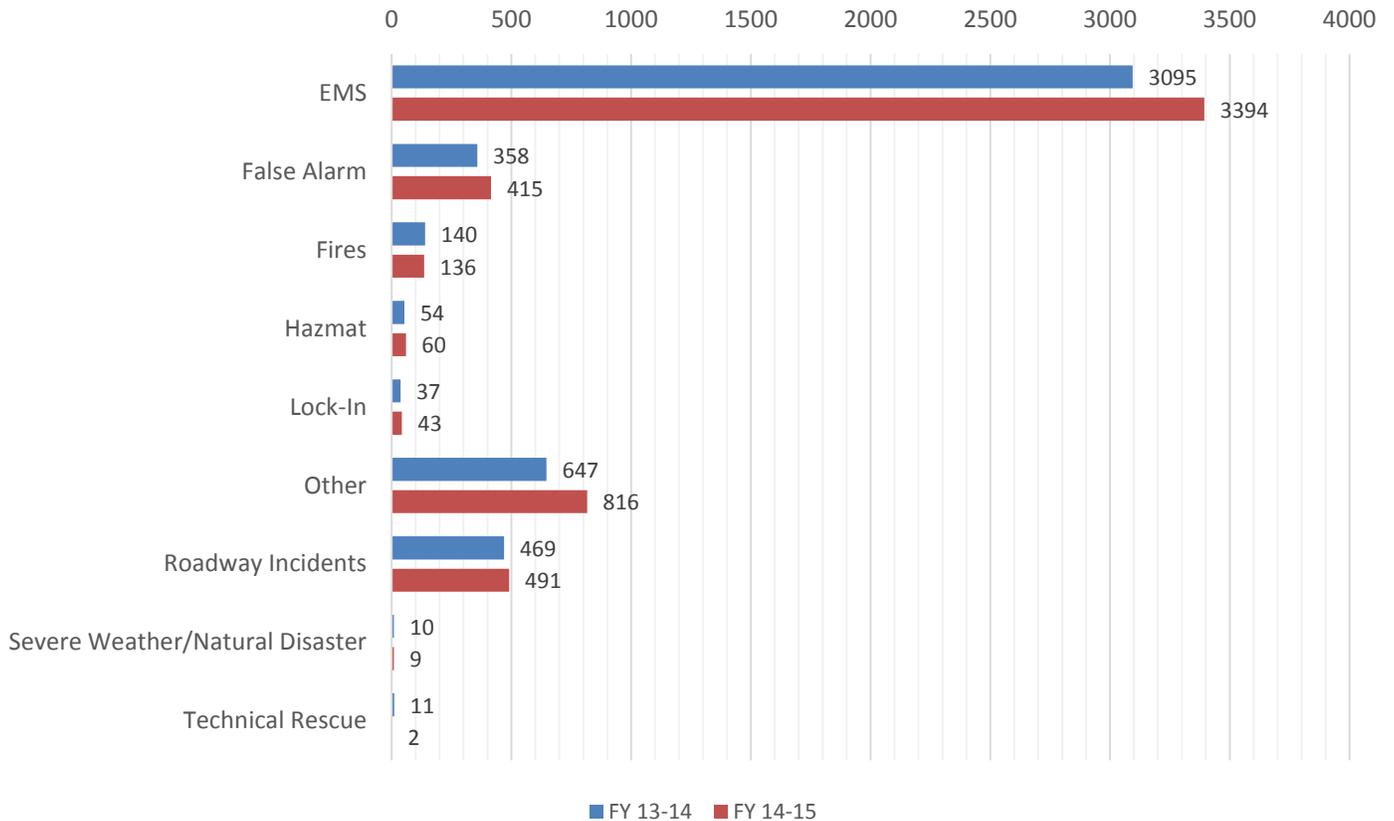


EMERGENCY OPERATIONS

Incident Volume

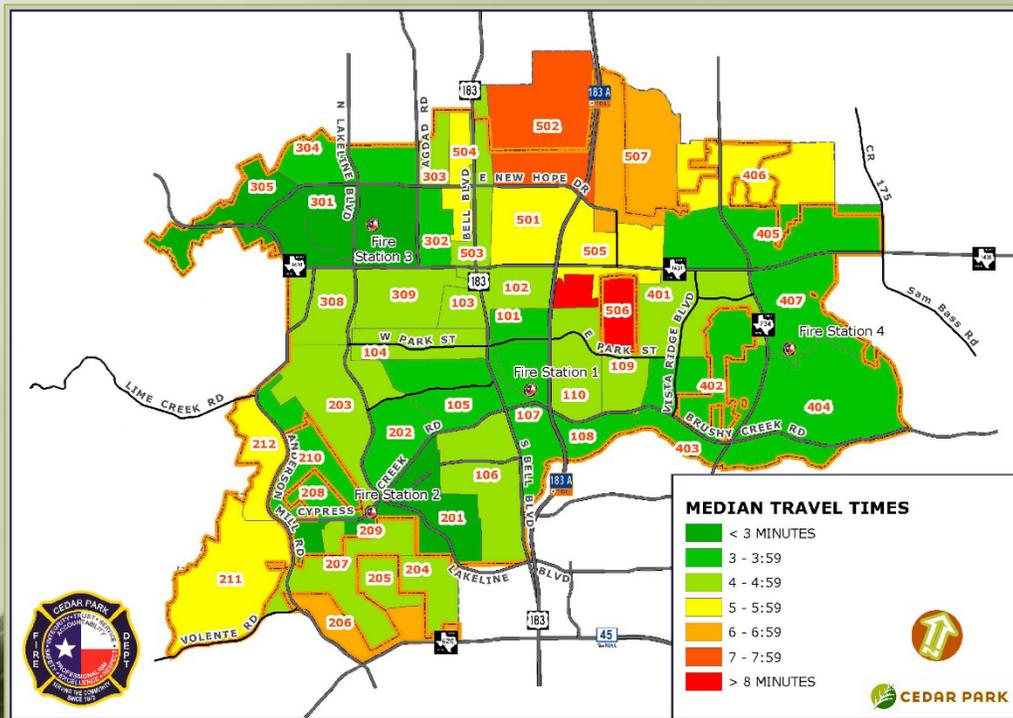
Cedar Park Fire Department has the mission in pursuing excellence in every aspect of public safety related to the fire service and seeking opportunities to serve the community. Like the rest of the fire service, Cedar Park Fire Department responds to a wide spectrum of hazards that only starts with structure fires. Cedar Park Fire Department's portfolio of functions also encompasses motor vehicle accidents, emergency medical services, technical rescues, hazardous materials (hazmat) response, and emergency preparedness throughout its coverage area.

INCIDENT TYPE YEAR-TO-YEAR COMPARISON

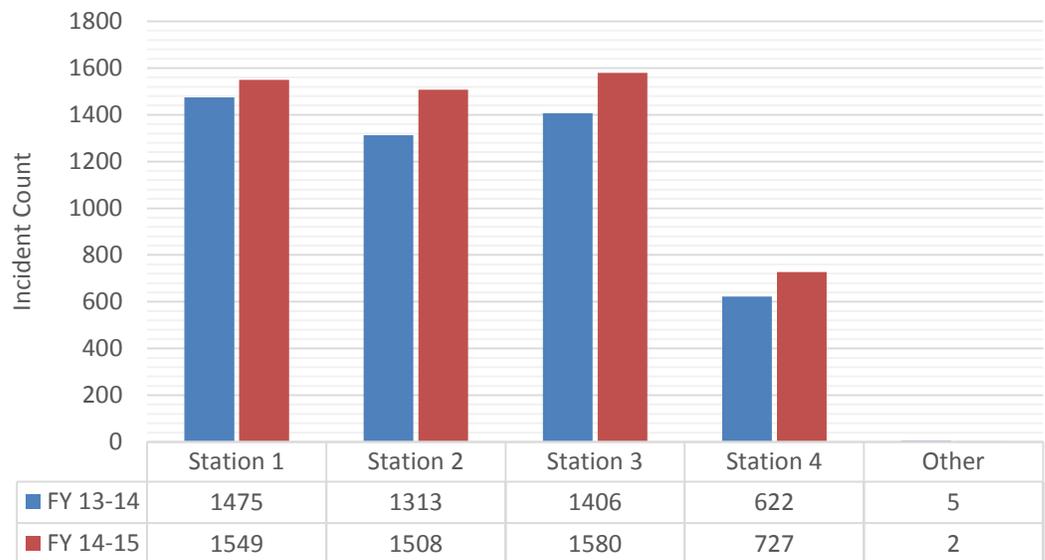


Incident Volume

Factors under consideration such as square mileage, population density, and type of development determined the location of Cedar Park Fire Department's four fire stations. Location plays a significant role in affecting the first arriving unit's travel time – and hence, total response time – to an emergency incident. Anticipating continued community growth, a 5th fire station was included as part of the bond package that voters passed in November 2015.



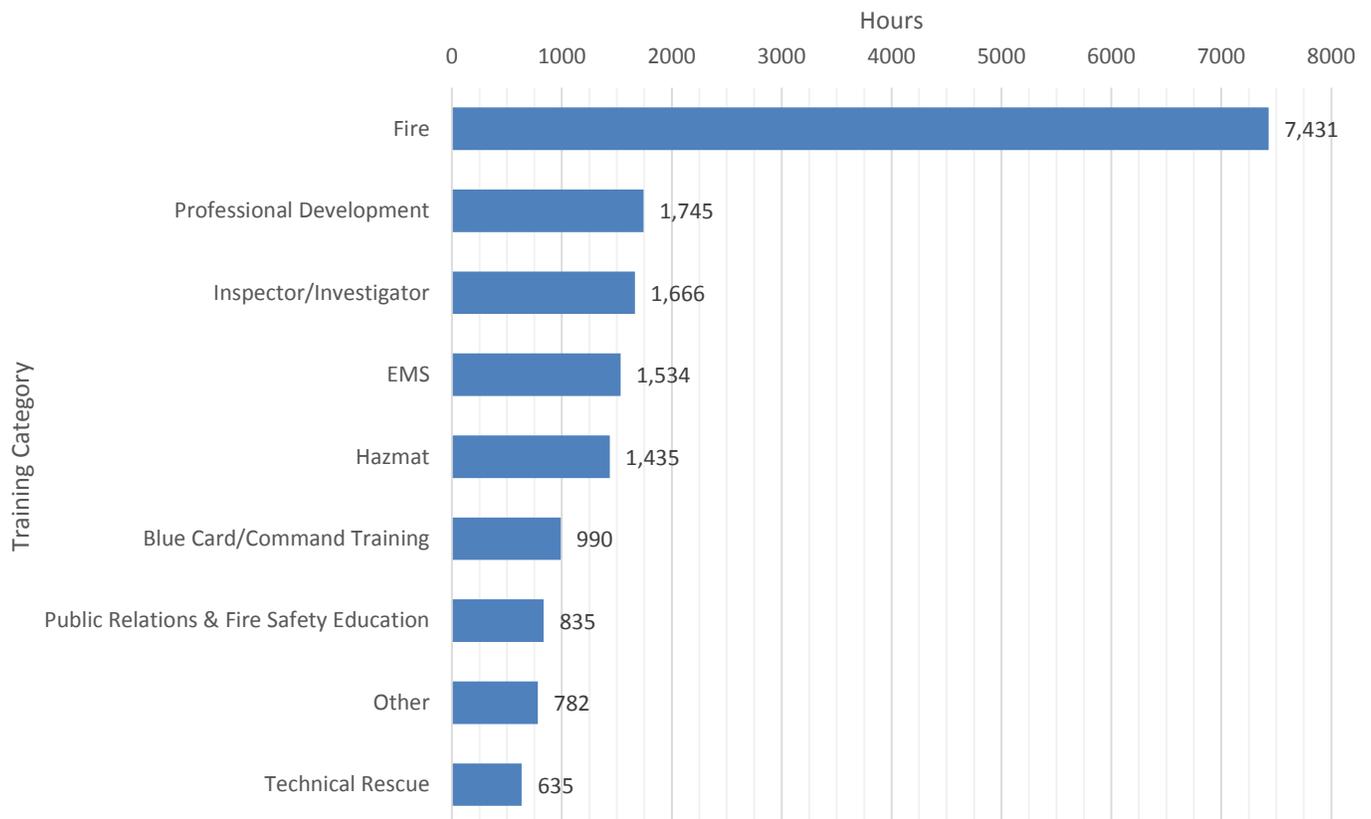
STATION YEAR-TO-YEAR COMPARISON



Training

In order to respond to emergency incidents safely, Cedar Park Fire Department personnel must possess necessary skills and knowledge. At a minimum, Cedar Park Fire Department personnel have earned a fire suppression certification from the Texas Commission on Fire Protection and an emergency medical technician basic (EMT-basic) certification from the Texas Department of State Health Services. Specialty functions require additional training. Keeping certifications from the State requires the completion of continuing education. In addition, the Insurance Services Office and Center for Public Safety Excellence require ongoing training for departments to qualify for a favorable rating. As stated in its strategic plan, Cedar Park Fire Department has committed itself to provide professional development opportunities to its personnel. Professional development will equip personnel with the tools necessary to assume leadership positions.

TRAINING HOURS FISCAL YEAR 2014 - 2015



Training



Preparing for Live Fire Training. Cedar Park Fire Department prepares to conduct live fire training at its training tower in February 2015.

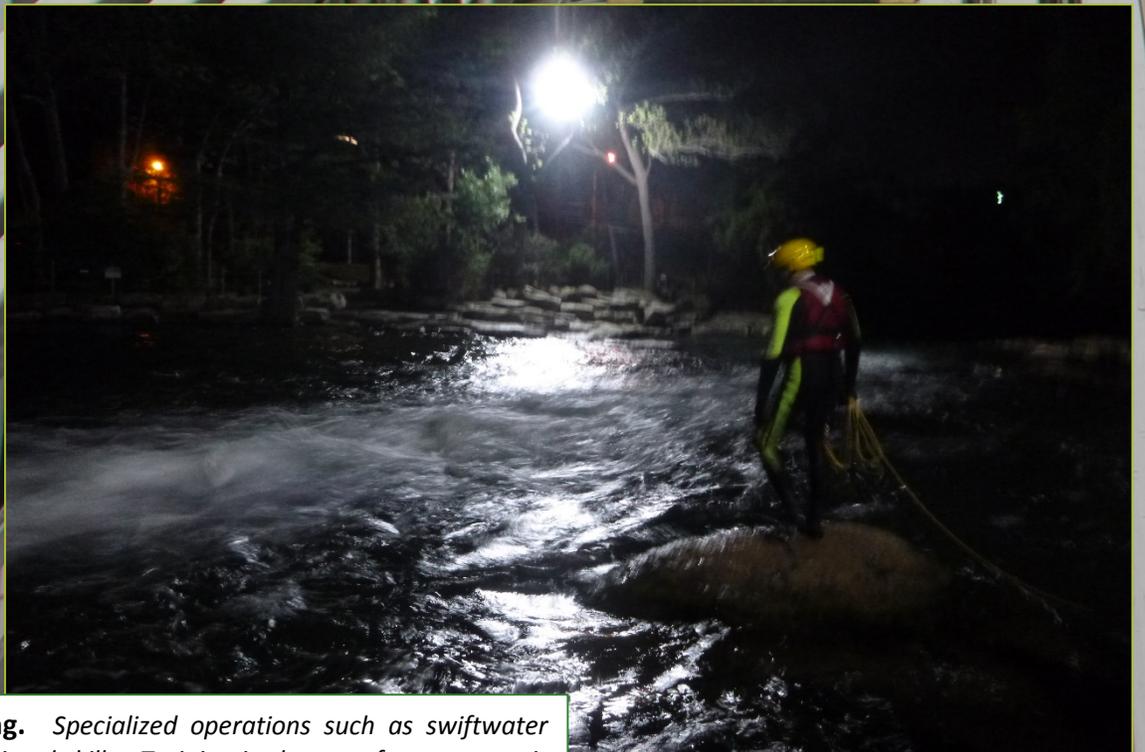


Live Fire Training Commences. Cedar Park Fire Department begins fire suppression activities during training.

Training

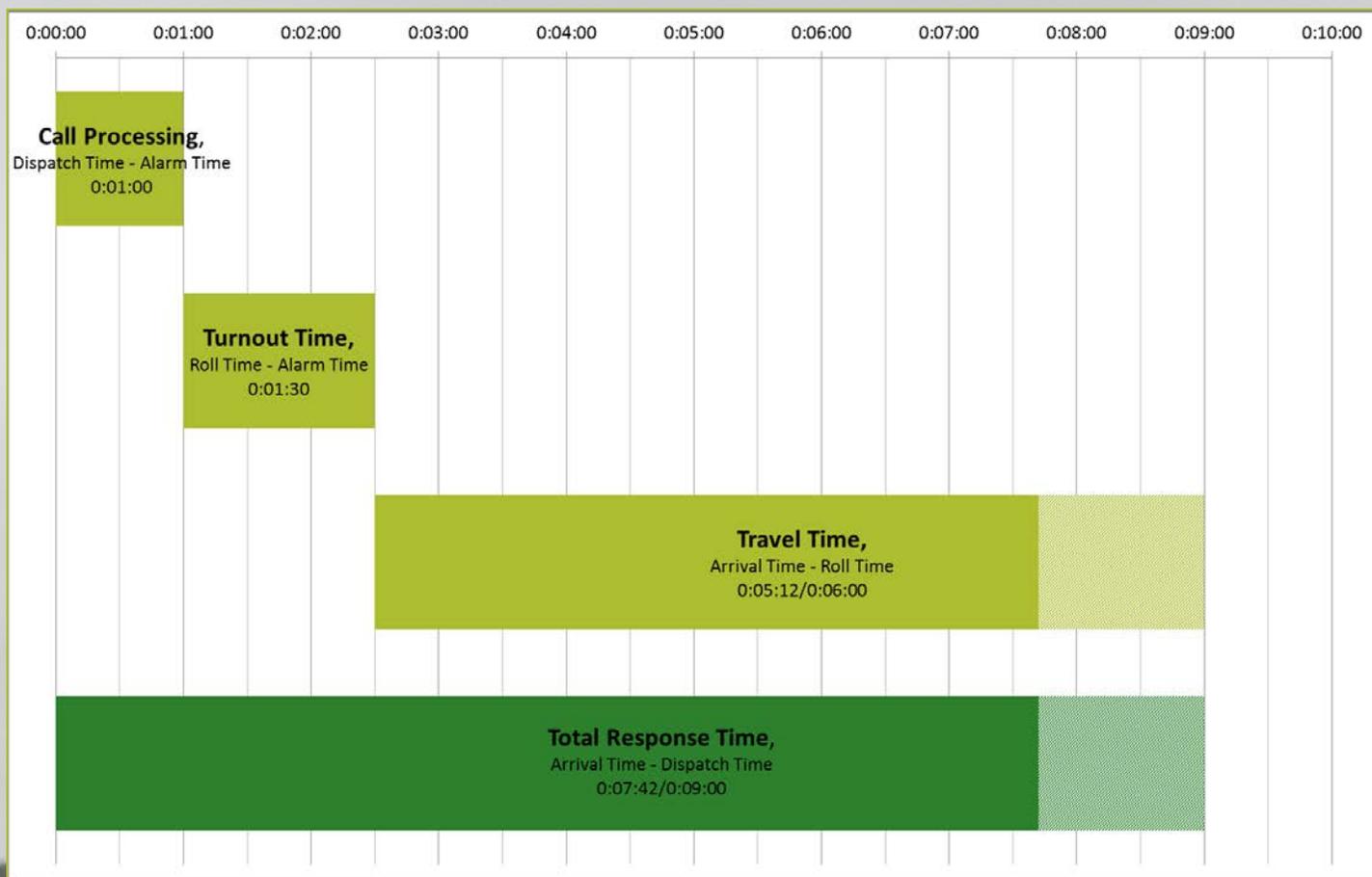


Fire Suppression Training. Skills involved in fire suppression also include the ability to maneuver in less than ideal environments.



Swiftwater Training. Specialized operations such as swiftwater rescue requires additional skills. Training in the use of rescue rope is depicted here from April 2015.

Response Timeline



The timely arrival of Cedar Park Fire Department's first responding unit can help minimize and contain an incident as well as determine the need for additional resources. The total response time for a unit is derived from the following components:

- **Alarm Processing** – the interval from dispatch center has acknowledged the alarm until the response information begins to be transmitted via voice or electronic means to emergency response facilities and emergency response units.
- **Turn Out Time** – the interval that begins at the start of the notification process of the emergency response units and ends at the beginning point of travel time.
- **Travel Time** – the interval that begins when a unit is en route to the emergency and ends when the unit arrives on scene – generally interpreted as from wheels rolling to wheels stopped.

The graph above provides a sample of the Cedar Park Fire Department's 90th percentile performance time goals, which are community-specific and hazard-specific. Performance goals for travel time depend on level of development.

METHODOLOGY

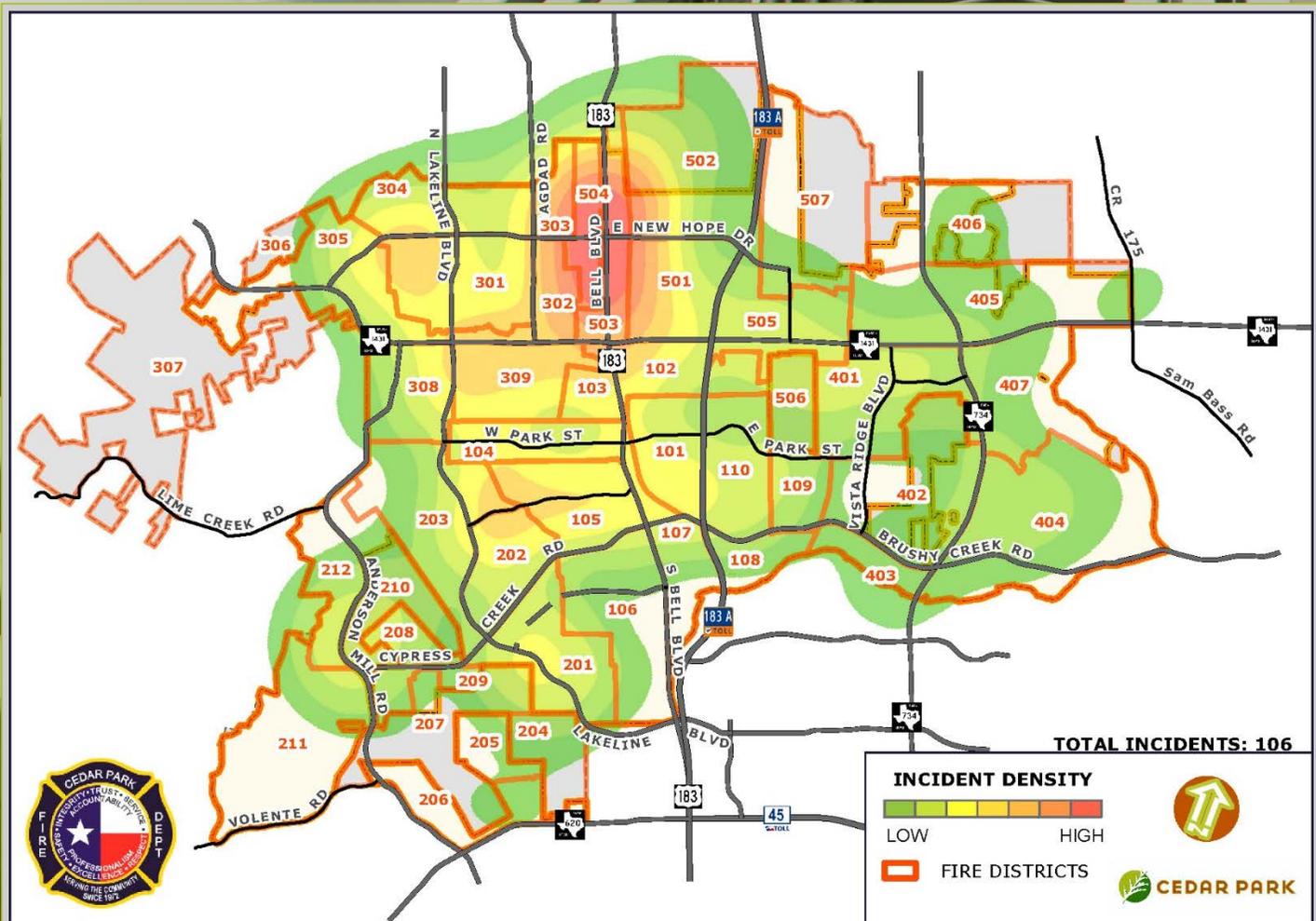
Cedar Park Fire Department evaluates performance times based on the 90th percentile. Statisticians prefer the use of percentiles over averages since they present a more accurate depiction of performance. Averages tend to have more volatility as they are affected by outliers or by a chance data entry error. Using the 90th percentile provides the assurance that with the exception of rare circumstances, response times should not exceed the stated times. The National Fire Protection Association and Center for Public Safety Excellence have previously adopted the same statistical approach.

EFFECTIVE RESPONSE FORCE (ERF)

Cedar Park Fire Department responds to emergencies in a strategic manner to ensure effective performance without excessively taxing its available resources. Without sufficient resources, Cedar Park Fire Department endangers its personnel and the likelihood of mission success. Committing the maximum resources possible to each incident would unnecessarily compromise Cedar Park Fire Department's ability to serve the rest of the community. Hence, Cedar Park Fire Department has developed plans in assembling the appropriate effective response force for a myriad of scenarios in efforts to ensure service through excellence to the community. In certain scenarios, including emergency medical services (EMS), the first arriving unit already represents the effective response force. The Center for Public Safety Excellence has accredited Cedar Park Fire Department's plans and performance.

FIRE SUPPRESSION

Cedar Park Fire Department provides fire suppression services directed toward controlling and/or extinguishing fires for the purposes of protecting life safety, incident stabilization, and property conservation.



STRUCTURE FIRE				
90th Percentile				
			Goal	FY 2014-2015
Call Processing			0:01:00	0:01:30
Turnout			0:01:30	0:02:25
Travel	First Arriving	Urban	0:05:12	0:05:54
		Suburban	0:06:30	0:06:24
	Effective Response Force	Urban	0:10:24	0:11:20
		Suburban	0:13:00	0:11:00
Total Response	First Arriving	Urban	0:07:42	0:08:06
		Suburban	0:09:00	0:06:24
	Effective Response Force	Urban	0:12:54	0:16:58
		Suburban	0:15:30	0:21:16

VEGETATION FIRE				
90th Percentile				
			Goal	FY 2014-2015
Call Processing			0:01:00	0:01:27
Turnout			0:01:30	0:01:39
Travel	First Arriving/ERF	Urban	0:05:12	0:04:32
		Suburban	0:06:30	0:08:39
Total Response	First Arriving/ERF	Urban	0:07:42	0:06:52
		Suburban	0:09:00	0:11:42



Assembling the Effective Response Force. Fire suppression apparatus on-scene of a structure fire in January 2015. A minimum of 17 personnel represent an effective response force at a structure fire.

System Performance

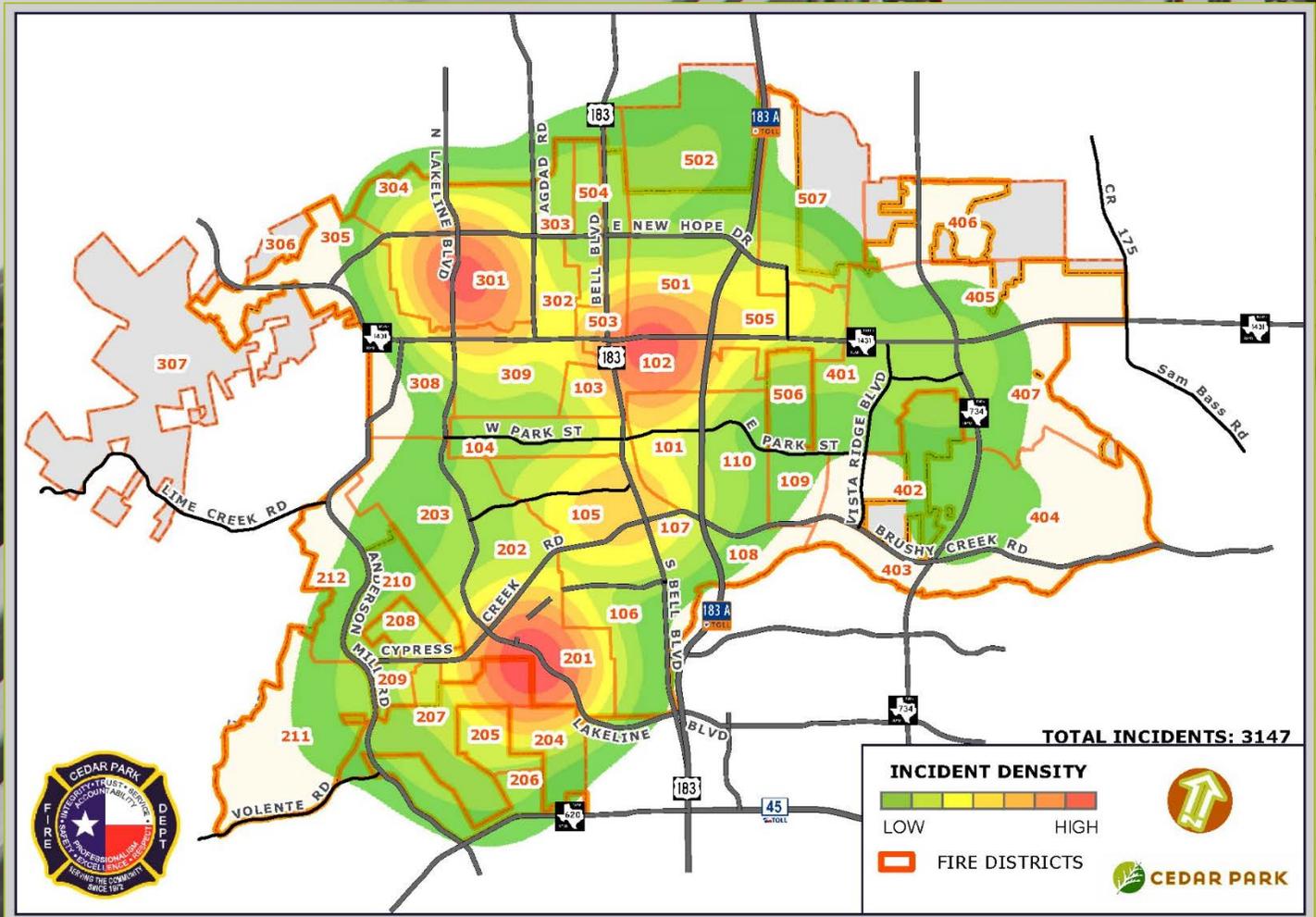
OTHER FIRE				
90th Percentile				
			Goal	FY 2014-2015
Call Processing			0:01:00	0:02:09
Turnout			0:01:30	0:01:50
Travel	First Arriving/ERF	Urban	0:05:12	0:05:54
		Suburban	0:06:30	0:01:47
Total Response	First Arriving/ERF	Urban	0:07:42	0:10:12
		Suburban	0:09:00	0:09:07



Responding to a Vehicle Fire. Cedar Park Fire Department sets a minimum of four personnel to complete necessary tasks on a vehicle fire: incident commander, pump operator, and attack line.

EMERGENCY MEDICAL SERVICES (EMS)

Cedar Park Fire Department provides first responder capabilities with basic life support for medical emergencies. Intervening in a timely manner can lead to a positive outcome especially for conditions such as anaphylactic shock, severe hemorrhaging, and cardiac arrest. Williamson County provides advanced life support and primary transport services.



System Performance

EMERGENCY MEDICAL SERVICES			
90th Percentile			
		Goal	FY 2014-2015
Call Processing		0:01:00	0:01:11
Turnout		0:01:30	0:01:44
Travel	First Arriving/ERF	Urban	0:05:12
		Suburban	0:06:30
Total Response	First Arriving/ERF	Urban	0:07:42
		Suburban	0:09:00



Flu Immunizations. Firefighter Matt Simpson dispenses a flu shot to Lieutenant Michael Furlong during the 2014-2015 flu season.

TECHNICAL RESCUE

Cedar Park Fire Department developed specialized operations such as swiftwater rescue, dive recovery, and rope-based rescue. Swiftwater rescues involve deflecting the water's power to assist in the rescue of the individual; likewise, dive recovery involves retrieving property or an individual from underwater. Rope-based rescues encompass rescuing individuals from environmental hazards. The lack of incidents within Cedar Park Fire Department's primary jurisdiction inhibits the ability to evaluate performance adequately.

HAZARDOUS MATERIALS

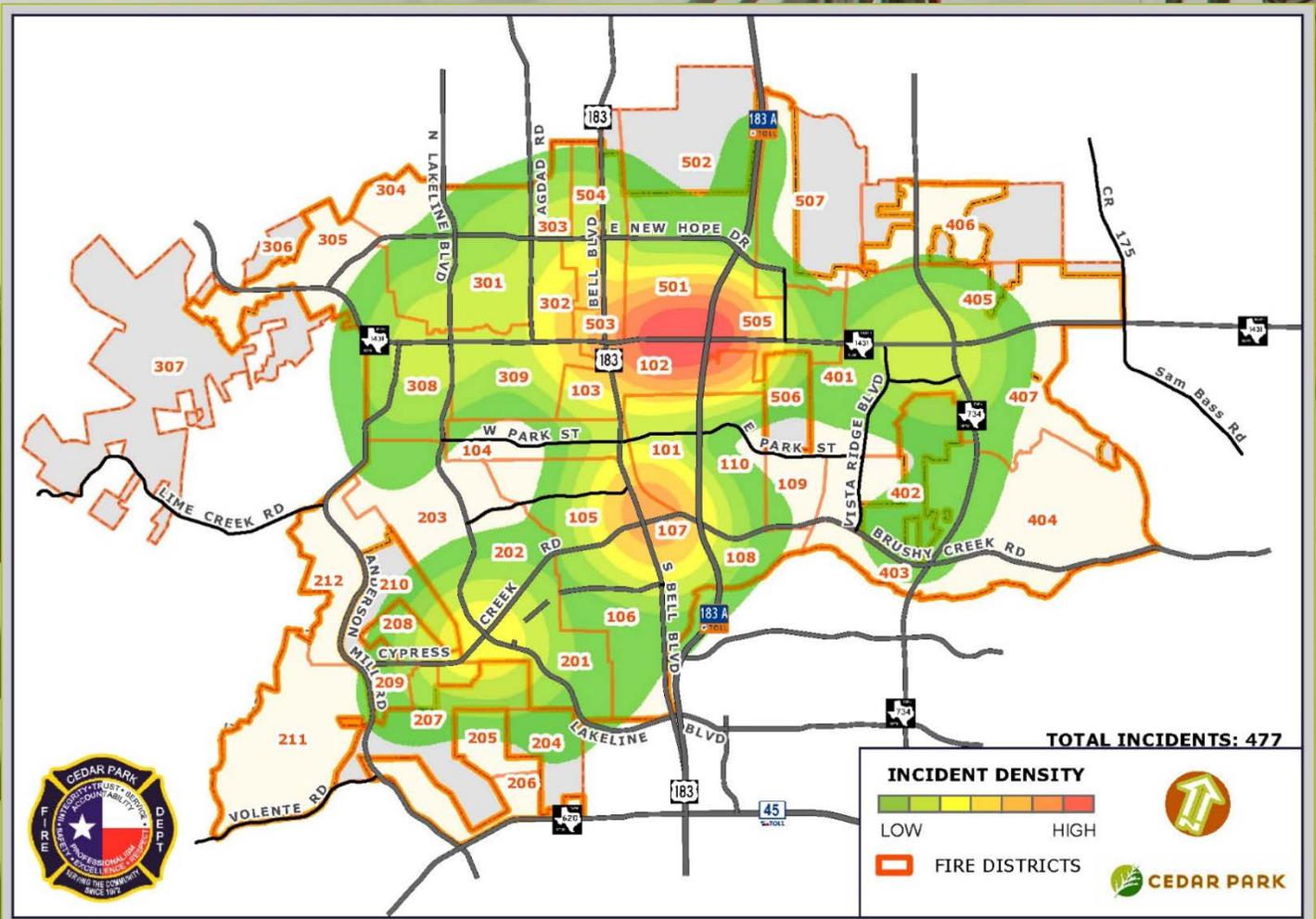
Hazardous materials (hazmat) release refers to the release of solids, liquids, or gases that can harm people, other living organisms, property, or the environment due to their chemical, physical, or biological nature. Cedar Park Fire Department participates in the Williamson County Hazardous Materials Response Team to mitigate such incidents. The lack of incidents within Cedar Park Fire Department's primary jurisdiction inhibits the ability to evaluate performance adequately.



Preparing for Biological Threats. Assistant Chief Randle Blesing facilitates training in the use of Tyvek suits in October 2014.

ROADWAY INCIDENTS

Cedar Park Fire Department responds to roadway incidents to ensure the safety of those affected. Some incidents may require extrication of individuals from the vehicle before administering medical care. Mitigation efforts include cleaning roadways, removing vehicles from roadways, and establishing detour lanes in collaboration with the police department.



System Performance

MOTOR VEHICLE ACCIDENT - MAJOR				
90th Percentile				
			Goal	FY 2014-2015
Call Processing			0:01:00	0:01:51
Turnout			0:01:30	0:02:01
Travel	First Arriving	Urban	0:05:12	0:06:51
		Suburban	0:06:30	0:06:40
	Effective Response Force	Urban	0:10:24	0:08:45
		Suburban	0:13:00	0:09:39
Total Response	First Arriving	Urban	0:07:42	0:10:30
		Suburban	0:09:00	0:08:50
	Effective Response Force	Urban	0:12:54	0:12:37
		Suburban	0:15:30	0:12:18

MOTOR VEHICLE ACCIDENTS - STANDARD				
90th Percentile				
			Goal	FY 2014-2015
Call Processing			0:01:00	0:01:35
Turnout			0:01:30	0:01:31
Travel	First Arriving/ERF	Urban	0:05:12	0:05:42
		Suburban	0:06:30	0:06:43
Total Response	First Arriving/ERF	Urban	0:07:42	0:07:44
		Suburban	0:09:00	0:08:33



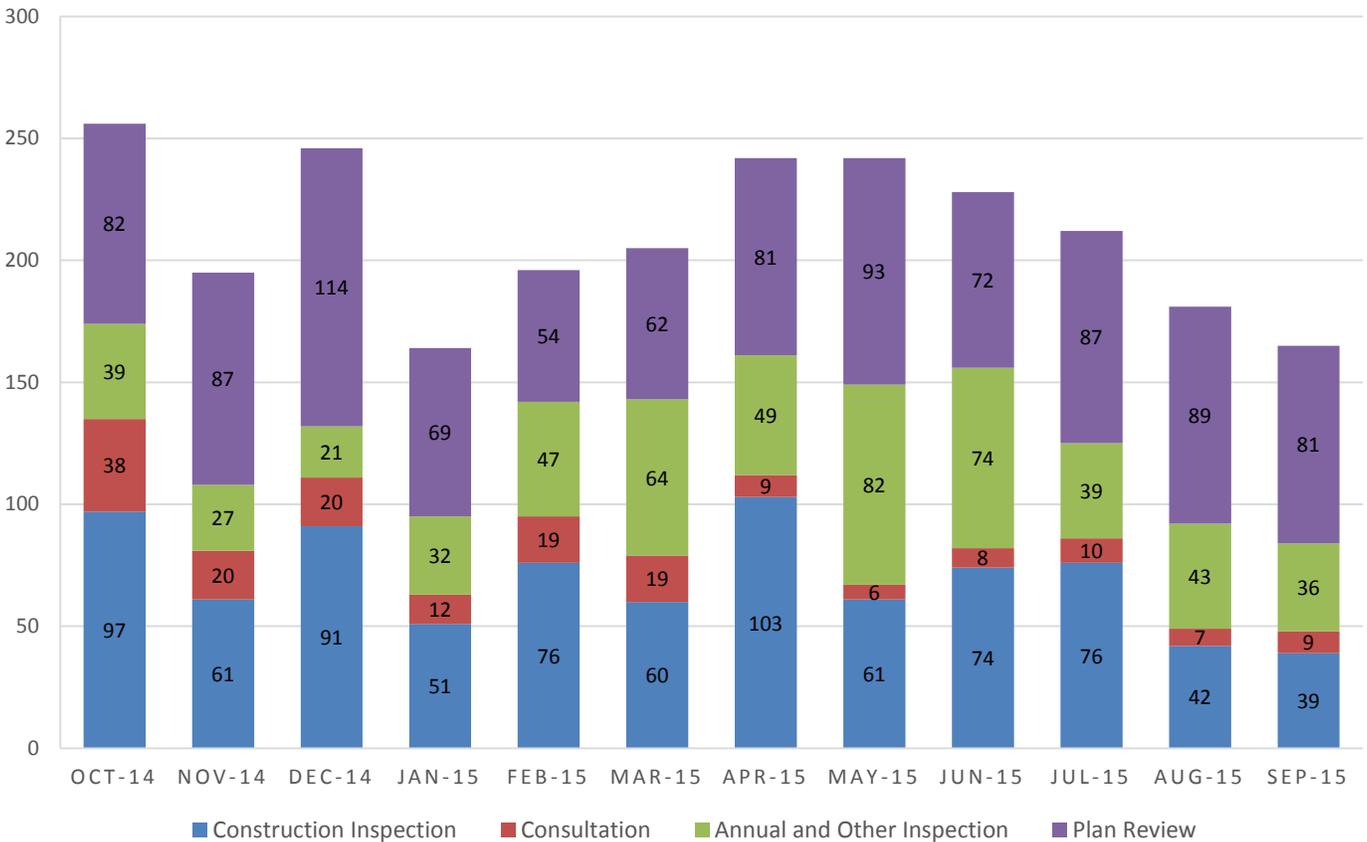
Vehicle Extrication Operations. Motor vehicle accidents may at times require responding units to extricate the victim from the vehicle such as this incident in August 2015.

FIRE PREVENTION

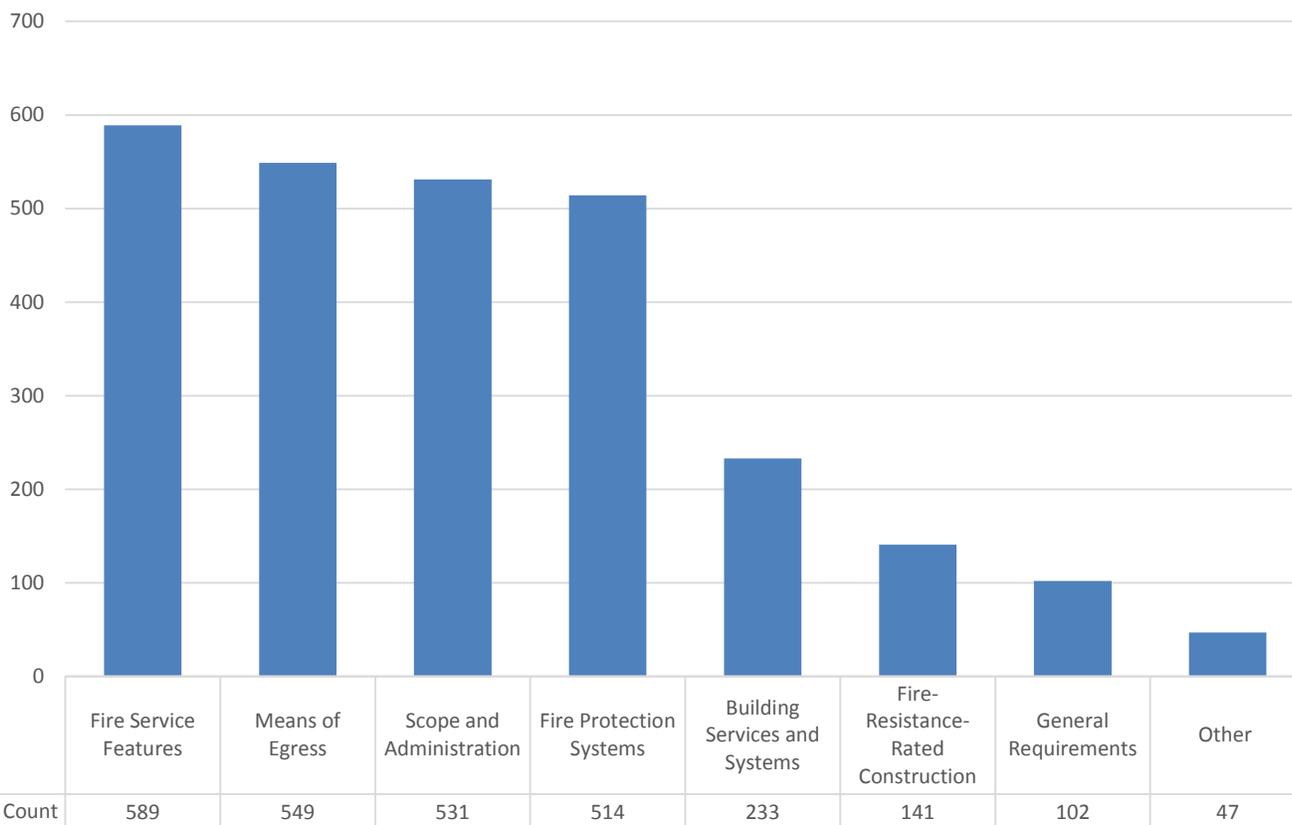
Fire Inspections

The Fire Marshal's Office manages the fire prevention, life safety, and hazard risk reduction program. Fire protection codes, amended to community needs, establish provisions that adequately protect public health, safety, and welfare without restricting or giving preferential treatment to a certain set of materials, practices, or methods. Members of the Fire Marshal's Office ensure compliance by engaging in plan reviews, site inspections, and annual inspections. Developers may also participate in consultations before submitting site plans. Cedar Park Fire Department assigned four personnel, a battalion chief and three lieutenants, dedicated to these responsibilities on a full-time basis. The Administrative Assistant Chief oversees these efforts.

FIRE PREVENTION ACTIVITIES FISCAL YEAR 2012 - 2014



REPORTED FIRE CODE VIOLATIONS FISCAL YEAR 2014 - 2015

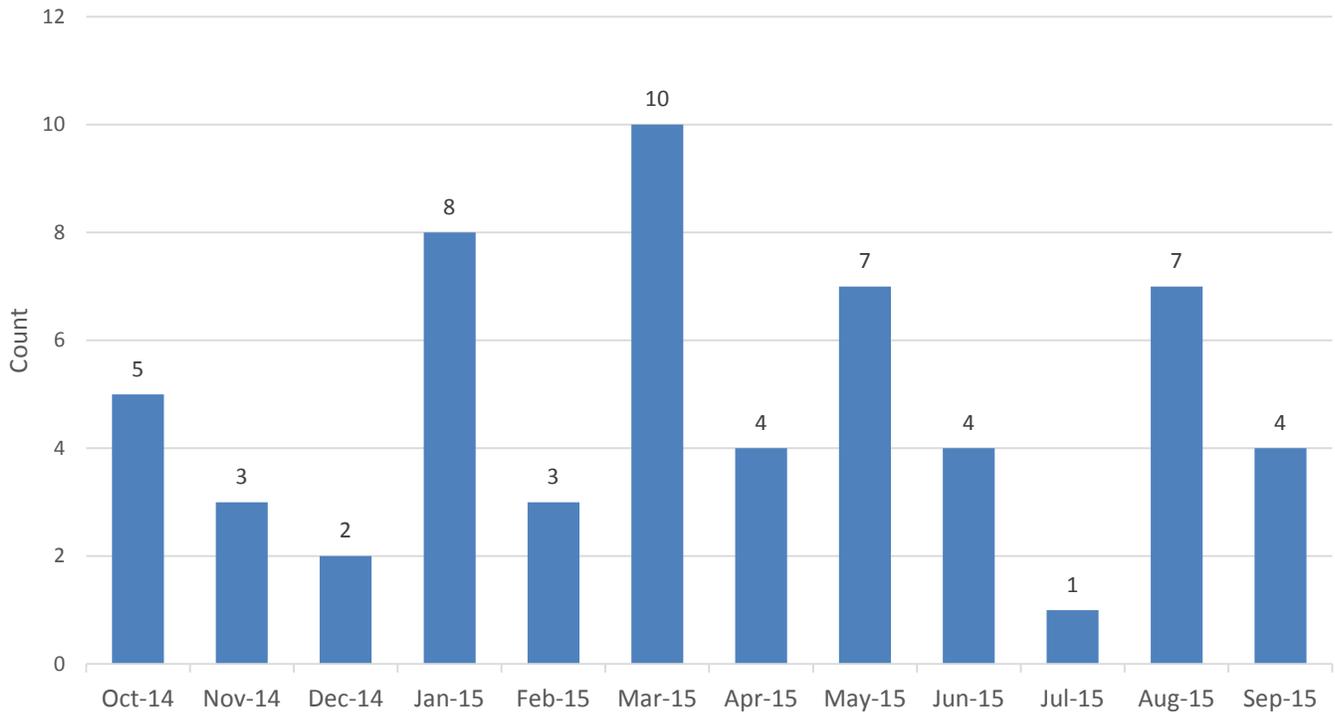


Some fire code provisions seem simplistic but compliance can be life-saving to occupants and first responders. Fire service features, means of egress, and scope and administration represent the three most common violation types of the fire code. Fire service features include requirements related to key boxes, fire apparatus roads, fire apparatus roads, and fire protection/utility equipment identification/access. Means of egress include requirements related to the means to leave an enclosed area, which also includes signage. Scope and Administration primarily refers to obtaining the appropriate approvals from the permitting process.

Fire Investigation

City ordinances charge Cedar Park Fire Department to investigate the cause, origin, and circumstances of every fire occurring within the city by which property has been destroyed or damage. As trained fire investigators, operations battalion chiefs can perform this function. The battalion chiefs may defer to the Fire Marshal's Office when deemed necessary. In potential arson cases, Cedar Park Fire Department seeks collaboration with Cedar Park Police Department. Cedar Park Fire Department maintains records of investigations in its database to identify possible trends.

FIRE MARSHAL ON EMERGENCY SCENES FISCAL YEAR 2014 - 2015



Cedar Park Fire Department has designated Lieutenant Aaron Craft to serve as a Juvenile Firesetter Intervention Program specialist. According to the National Fire Protection Association, 75 percent of youths who have played with or set fire will do it again. The Juvenile Firesetter Intervention Program evaluates future risks, provides fire safety education, and helps meet future needs for juveniles and their families. Juveniles that play with or set fires fall into four broad categories: curiosity, crisis, delinquent, and psychopathological.



PUBLIC OUTREACH

Overview

Recognizing public outreach and education as proven means in proactively reducing deaths/injuries, limiting property damage, and minimizing risky behavior, Cedar Park Fire Department uses a multi-faceted approach in delivering these services to the community. Cedar Park Fire Department focuses its efforts on identified hazards and at-risk populations.

STATION TOURS

Cedar Park Fire Department welcomes citizen groups to visit its fire stations to spark interest in the fire service, raise fire safety awareness, and support the relationship with the community. Operations personnel conduct the tours and adjust the content according to audience needs. An overview of the fire engine or quint is also given.



Tour at Station Four. Firefighter Jeremy House assists a visitor with a charged fire hose in April 2015.



SAFETY LITERATURE

Cedar Park Fire Department displays and distributes safety informational materials at its stations. Information materials include brochures, flyers, stickers, coloring books, and other forms of publications. Cedar Park Fire Department uses information provided by the National Fire Protection Association, United States Fire Administration, and other reputable sources.

RIDE-OUTS

Civilians have expressed the desire to learn more about the fire service while much of the fire service takes for granted their routine functions and everyday language. Ride-outs allow those not directly involved in the fire service on a day-to-day basis the opportunity to visualize and to experience what happens in the field.

PUBLIC EXHIBITIONS

Cedar Park Fire Department actively participates in civic functions including city festivals and parades. By interacting with the public, Cedar Park Fire Department personnel share information on public safety and department operations.



Quint on Display. Lieutenant Shawn Wheeler greets members of the community as they explore Quint 1 at National Night Out.

FIRE SAFETY HOUSE

One of the more recent additions to the Cedar Park Fire Department's public education program is the fire safety house. The fire safety house serves as a teaching tool for children and their families to learn about fire safety. Cedar Park Fire Department can easily change the safety messages posted, which allows the fire safety house to remain relevant to community needs. Since the design of the fire safety house enables a constant stream of visitors, Cedar Park Fire Department can reach a countless number of people. Visitors to the fire safety house can explore its features at its own pace. Hence, the fire safety house is ideal for special community events such as the Fourth of July Celebration.



Fourth of July Celebration. Families line up for the public debut of the fire safety house at Milburn Park.



Packing the Fire Safety House. The fire safety house is portable, which allows it to reach more audiences, but it must be deflated and packed first.

SHATTERED DREAMS

Cedar Park Fire Department participated in Leander Independent School District's Shattered Dreams program. The Shattered Dreams program illustrated the dangers of driving while intoxicated ahead of Cedar Park High School's spring break in March 2015. Part of the program includes a dramatization of teens drinking at a party and the resulting staged car crash in which student victims will be treated and a drunk driver will be arrested. Along with Cedar Park Fire Department, Cedar Park Police Department and Austin-Travis County Emergency Medical Services participated in the dramatization.



Arriving On-Scene. Cedar Park Fire Department arrives on-scene of a dramatization of an alcohol-related car accident.



Emergency Operations. Patient care has begun for one individual, but additional efforts are needed to reach another.

Shattered Dreams



Vehicle Extrication. Cedar Park Fire Department cuts the roof of a vehicle to reach a patient.

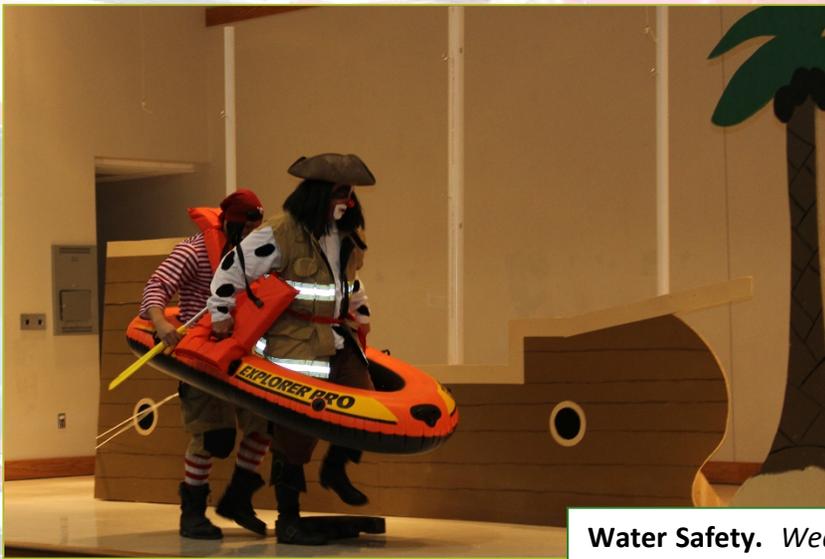


STAR Flight. Lieutenant Zac Butoryak awaits for the helicopter to land pick-up a patient for the Cedar Park High School Shattered Dreams Program.

Helping Educate About Today's Safety (HEATS)

HELPING EDUCATE ABOUT TODAY'S SAFETY

Cedar Park Fire Department developed a 35-minute safety education program for local elementary school students. The firefighters involved in the Helping Educate About Today's Safety (HEATS) program constructed the sets, donned costumes, and wore clown make-up for the highly educational, yet entertaining show. The 2015 show had a pirate theme that covered topics such as the importance of life vests in water safety. Students also learned how to test smoke detectors and that their batteries should be changed twice a year. Audiences simply did not just watch the show – the audience actively participated even demonstrating “stop, drop, and roll” drills.



Water Safety. Wearing a United States Coast Guard approved life vest is important when in the water.



Exit Drills in the Home (EDITH). Planning ahead helps people know how to react in case of a home fire.

Helping Educate About Today's Safety (HEATS)



The Meeting Place. Firefighter Ryan Huntley serves as the meeting place when everyone evacuates a home.



Stop, Drop, and Roll. Students from C.C. Mason practice stop, drop, and roll on stage.

In Memoriam

Cedar Park Fire Department lost one of its long-time members when Debra “Debbie” Hamilton passed away on March 17, 2015. As the administrative assistant for the Fire Marshal’s Office, she was the first face many members of the public saw when they walked in and also was the first voice many heard when they called. She worked tirelessly for the department in helping customers meet life safety requirements. Debbie demonstrated devotion to her colleagues in which she was part of the family.



Cedar Park Operation Wellness 5K. Cedar Park employees participated in the first employee 5K with ribbons in memory of Debbie Hamilton.

