

PLYMOUTH FIRE DEPARTMENT

2013 Annual Report

EMERGENCY RESPONSE



PLYMOUTH
MINNESOTA



FIRE-RESCUE

City of Plymouth
Minnesota

Making a difference through emergency
response, customer service and
community education.

CUSTOMER SERVICE



COMMUNITY EDUCATION



2013 Statistics

- 1505 calls for service
- 673 community education programs delivered
- 81 paid-on-call firefighters served the city
- 3 fire stations located throughout the city

2013 At-A-Glance - A message from Chief Kline



The Plymouth Fire Department provides an array of community centered services to our customers. Our three fire stations continue to provide exemplary service through our progressive programming; supporting our Mission Statement of Making a Difference Through Emergency Response, Customer Service and Community Education. We are able to build relationships and establish trust within our community, provide valued service while remaining fiscally responsible and afford a safe community for our citizens.

Our success is due to the commitment and dedication of the men and women of our department. I am extremely proud of their dedicated and professional approach in providing customer-focused, quality service. This report represents a summary of our performance and provides a foundation for remaining progressive and building excellence into the future.

General Demographics	<ul style="list-style-type: none"> • The department operates out of three fire stations strategically located throughout the city. • The city has an ISO (Insurance Services Office) rating of a 3. • The Fire Department's budget was \$2,763,047 or 7.7% of City tax dollars collected.
Operational Service Statistics	<ul style="list-style-type: none"> • The department answered 1,505 calls for service. • The busiest time of day was between 3:00 p.m. and 6:00 p.m. • Seventy-six percent of all calls occurred during staffed station (Duty Crew) hours.
Incident Type & Response Time Statistics	<ul style="list-style-type: none"> • Eight percent of all calls in 2013 were fires. • Of the 8% fire calls, 76% were structure fires. • Fire alarms accounted for 30% of our total call volume. • Commercial properties make up the majority of the fire alarms answered. • Fourteen percent of all calls in 2013 occurred simultaneously. • On average, the department arrived in 6:40 minutes during Duty Crew hours of operation. • The average response time during non-Duty Crew hours of operation was 12:10 minutes.
Staffing: Recruitment & Retention	<ul style="list-style-type: none"> • At the end of 2013, 73 paid-on-call and five career firefighters were serving the City. • Of the 73 paid-on-call firefighters, five were new probationary firefighters hired in 2013. • Eight paid-on-call members left the department in 2013.
Public Education Programming	<ul style="list-style-type: none"> • The department sold 681 low cost Bell bicycle helmets in 2013. • The department reached an audience of 13,416. • Three hundred thirty-three program hours were dedicated to Smokebusters visits. • The Water Safety Initiative for drowning awareness provided 15 presentations. • The department provided 141 car seat installation checks.
Awards, Recognitions and Notable Achievements	<ul style="list-style-type: none"> • The department earned its eighteenth consecutive "National Life Safety Achievement Award" recognizing no loss of life to fire in 2013. • Life Safety Awards were presented to two department members for their life saving efforts on separate calls. • Water Safety Initiative for drowning awareness was recognized state wide through the Water Safety Coalition.
Charitable Events	<ul style="list-style-type: none"> • Climb for a Cure • St. Baldrick's • Holiday bell ringing • Toys for Tots • Candy for the Troops Collection • November
Safety & Occupational Health	<ul style="list-style-type: none"> • One injury for every 2,000 training hour attended • One vehicle damage accident for every 39,000 miles driven, • One injury for every 4,200 fire scene hour.