

# PLYMOUTH FIRE DEPARTMENT | 2014 Annual Report



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

## 2014 FAST FACTS

- 1,522 calls for service
- 632 community education programs delivered
- 72 paid-on-call firefighters served the city
- 3 fire stations located throughout the city

**PLYMOUTH  
MINNESOTA**



**FIRE-RESCUE**

# 2014 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, which supports our mission statement - "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 proud of their dedicated and professional approach in providing customer-focused, quality service. This report provides a summary of our performance and lays the framework for maintaining a standard of excellence in our services.

<b>General Demographics</b>	<ul style="list-style-type: none"> <li>The department operates out of <b>three</b> fire stations strategically located throughout the city.</li> <li>The city has an ISO (Insurance Services Office) rating of <b>3</b>.</li> <li>The Fire Department's budget was <b>\$3,097,450</b> or <b>8.3</b> percent of city tax dollars collected.</li> </ul>
<b>Operational Service Statistics</b>	<ul style="list-style-type: none"> <li>The department answered <b>1,522</b> calls for service.</li> <li>The busiest time of day was between <b>3 and 6 p.m.</b></li> <li><b>75</b> percent of all calls occurred during staffed station (Duty Crew) hours.</li> </ul>
<b>Incident Type &amp; Response Time Statistics</b>	<ul style="list-style-type: none"> <li><b>11</b> percent of all calls in 2014 were fires.</li> <li>Of the 11 percent fire calls, <b>82</b> percent were structure fires.</li> <li>Fire alarms accounted for <b>29</b> percent of our total call volume.</li> <li><b>Commercial properties</b> make up the majority of the fire alarms answered.</li> <li><b>Nine</b> percent of all calls in 2014 occurred simultaneously.</li> <li>On average, the department arrived in <b>6 minutes and 44 seconds</b> during Duty Crew hours.</li> <li>The average response time during non-Duty Crew hours was <b>12 minutes and 59 seconds</b>.</li> </ul>
<b>Staffing: Recruitment &amp; Retention</b>	<ul style="list-style-type: none"> <li>At the end of 2014, <b>72</b> paid-on-call and <b>five</b> career firefighters were serving the city.</li> <li>Of the 72 paid-on-call firefighters, <b>five</b> were new probationary firefighters hired in 2014.</li> <li><b>Seven</b> paid-on-call members left the department in 2014.</li> </ul>
<b>Public Education Programming</b>	<ul style="list-style-type: none"> <li>The department sold <b>605</b> low cost Bell bicycle helmets in 2013.</li> <li>The department reached an audience of <b>17,598</b>.</li> <li><b>235</b> hours were dedicated to Smokebusters visits.</li> <li>The <b>Water Safety Initiative</b> for drowning awareness provided <b>23</b> presentations.</li> <li>The department provided <b>102</b> car seat installation checks.</li> <li>The department provided fire and injury education to children in <b>79</b> classrooms.</li> </ul>
<b>Awards, Recognitions and Notable Achievements</b>	<ul style="list-style-type: none"> <li>The department earned its 19th-consecutive "<b>National Life Safety Achievement Award</b>" recognizing no loss of life to fire in 2014.</li> <li><b>Life Safety Awards</b> were presented to two staff members for their life-saving efforts on separate calls.</li> <li><b>Water Safety Initiative</b> for drowning awareness was recognized statewide through the Water Safety Coalition.</li> </ul>
<b>Charitable Events</b>	<ul style="list-style-type: none"> <li><b>Climb for a Cure</b></li> <li><b>St. Baldrick's</b></li> <li><b>Holiday bell ringing</b></li> <li><b>Toys for Tots</b></li> <li><b>Candy for the Troops Collection</b></li> <li><b>Movember</b></li> </ul>
<b>Safety &amp; Occupational Health</b>	<ul style="list-style-type: none"> <li><b>One</b> injury for every <b>2,000</b> training hours attended.</li> <li><b>One</b> vehicle damage report for every <b>39,000</b> miles driven.</li> <li><b>One</b> injury for every <b>4,200</b> fire scene hours.</li> </ul>