

Plymouth Fire Department

“Making a Difference Through Emergency Response, Customer Service, and Community Education” 2012



Welcome by Fire Chief Richard C. Kline



The Plymouth Fire Department has a long history of visionary leadership, best practices and responsive customer service. These qualities have contributed to the department's highly respected regional stature.

Our philosophy of continuous improvement serves as a foundation for our quality service.

We offer many collaborative services that reduce the economical burden and present the opportunity to provide innovative programming to enhance community safety.

In 2012, we guided a regional coalition with the goal of reducing drowning deaths through community education. This program is now being offered to several at-risk communities in the city. The popular Smokebusters program showed a significant increase in 2012 providing 360 visits to seniors in our community. The child passenger seat inspection program was again busy with 130 appointments. We are extremely proud of our efforts to reduce tragedy through education.

Visitors, residents and businesses within our community are provided with an array of superior services, delivered by a well trained, talented and dedicated group of fire service professionals. We are committed to making a difference through emergency response, customer service and community education.

Respectfully yours,

A handwritten signature in black ink, appearing to read "Richard C. Kline".

Richard C. Kline, Fire Chief

Plymouth's Commitment to Excellence

The Plymouth Fire Department earned its seventeenth consecutive “National Life Safety Achievement Award” in 2012. This honor recognizes Plymouth Fire for its commitment to fire and life safety education and for having no fire deaths in more than a decade.

Community Demographics

Plymouth is the seventh largest city in Minnesota and is one of the fastest growing communities in the Twin Cities metropolitan area. It covers 36 square miles and is home to more than 71,000 residents and 50,115 jobs. The city is a “job center” that hosts a larger day-time population than evening resident population. More workers commute into the city than commute out. Insurance, high-tech research, light manufacturing, printing and publishing, telecommunications, and computer-related industries are among the major employers in the city.

2012 Facts & Figures

- The Fire Department's budget was \$2,817,636, or just over nine percent of City tax dollars collected.
- At the end of 2012, seventy-six paid-on-call firefighters served the department, responding to 1,374 calls for service.
- On average, each firefighter worked 502 hours and collectively dedicated 8,230 hours of training.
- PFD maintained an ISO class rating of 3.
- Plymouth firefighters work out of three fire stations.

Safety and Health

The Plymouth Fire Department believes that safety is a principle core value in the delivery of our services. Institutionalizing safety as a job requirement will continue to have a positive impact on maintaining a safer workplace.

The department continues to make concerted efforts and significant strides in improving our safety programming. We began safety briefings prior to all scheduled trainings, increased awareness through posting safe workplace practices, surveyed our facilities to provide a safe environment, and applying safety practices into field operations. In 2012, fireground injuries decreased by 60%.

Administrative Services

Shared services efforts were continued and added, including collaborative projects such as:

- Five-city recruit training academy and shared use of fire training facilities.
- Shared SCBA maintenance program and use of equipment maintenance service
- Shared services with regional fire administrative support team
- Increased partnering with city volunteer services for clerical assistance

Business model revisions were also notable in 2012, these include;

- Achieved compliance to NFPA regulations for structural firefighter clothing
- Reduced duplication, assumed the open burn permit process
- Expanded pre-planning program to include additional high-risk occupancies
- Incorporated multi-mission, versatility incorporated into vehicle design
- Developed an Emergency Management tracking system

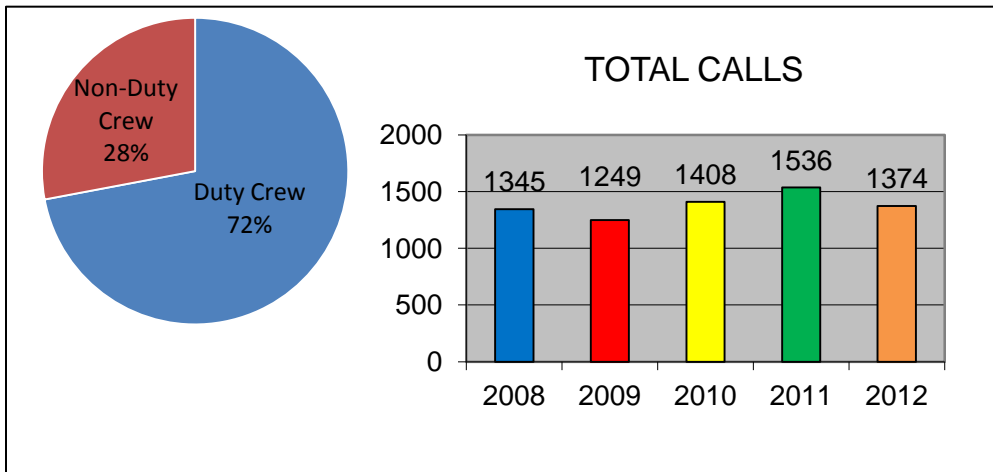
The department continued to utilize technology to improve efficiencies and communication and benchmark department performance measures.

Operational Service Statistics

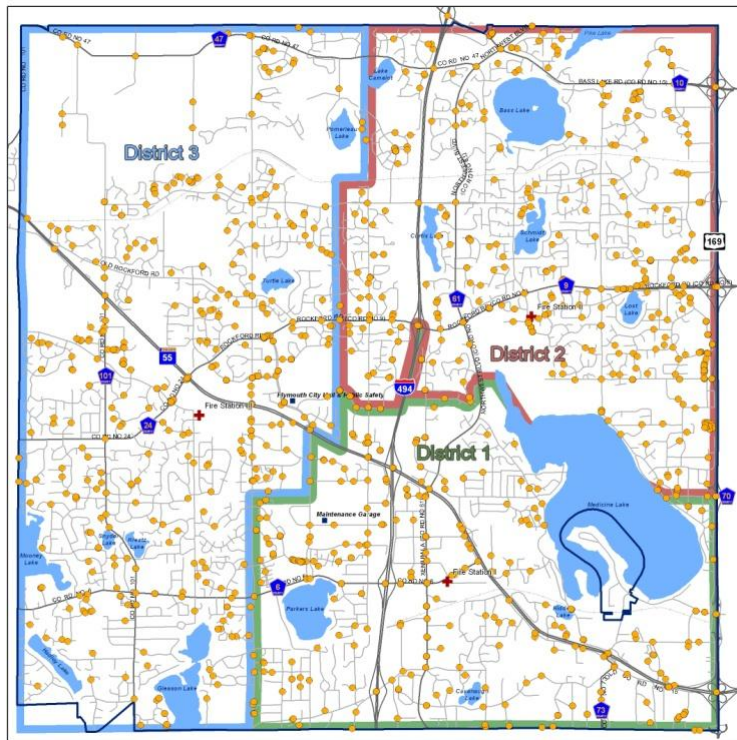
In 2012, the Department answered 1,374 calls for service (12% fewer calls than in 2011 and 2% fewer calls than in 2010). This compares to 1,536 calls for service during the year 2011, and 1408 calls for service in 2010. The highest call volume during the year occurred between the hours of 3:00 p.m. and 6:00 p.m. The busiest day of the week was Friday. Sixty-nine percent of calls for service were received between the hours of 6:00 a.m. and 6:00 p.m. Seventy-six percent of all calls were staffed station (Duty Crew) calls.

Responses were divided between the fire stations as follows:

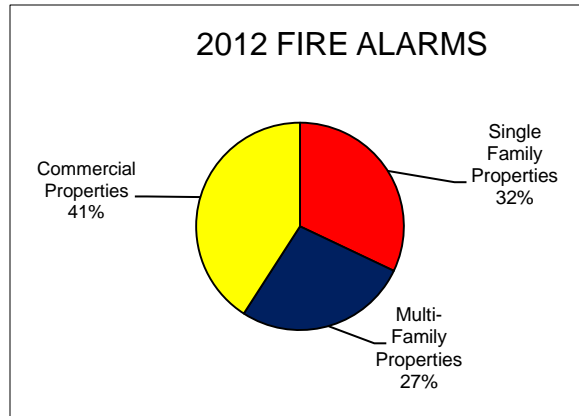
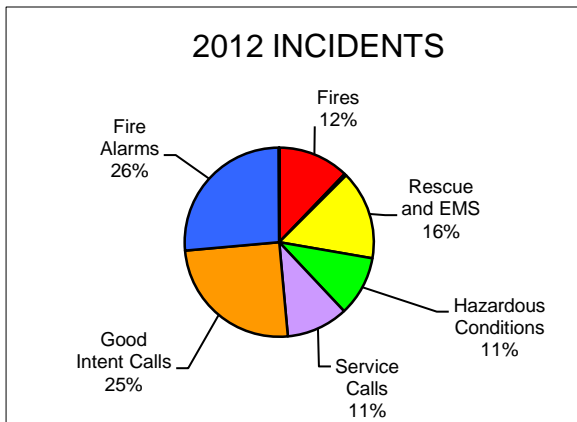
	<u>2008</u>	<u>2009</u>	<u>2010</u>	<u>2011</u>	<u>2012</u>
Station I (13205 Co. Rd. 6)	422	361	402	437	414
Station II (12000 Old Rockford Rd.)	498	486	528	594	540
Station III (3300 Dunkirk Ln.)	<u>425</u>	<u>402</u>	<u>478</u>	<u>505</u>	<u>420</u>
	1345	1249	1408	1536	1374



Changes in annual call volume occur due to population change, change in city development, greater call diversity, and the number of weather related events. The majority of the calls continue to occur during the Duty Crew Program (between 6:00 a.m. – 9:00 p.m. Monday-Saturday). Simultaneous calls are calls that are received prior to clearing from one or more initial calls. In 2012, approximately 11% of the total calls were simultaneous calls.

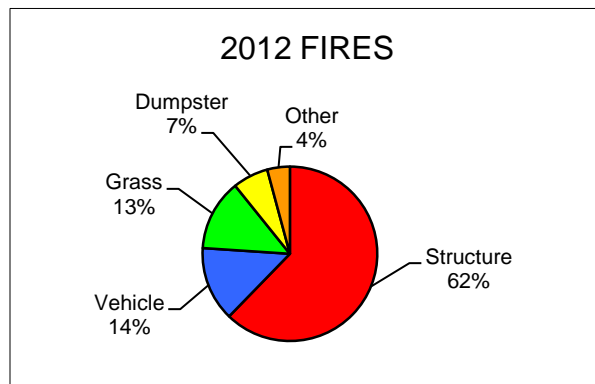
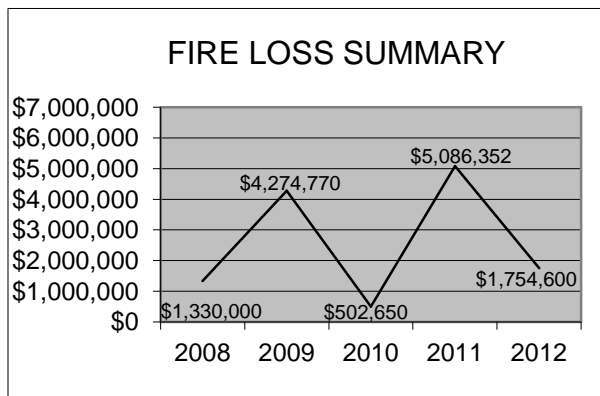


This map indicates the location of all fire calls in 2012. The current three fire districts are identified with yellow dots. Of the total fire calls for the year, 30% of the calls were in Station I's district, 39% in Station II's district and 31% were in Station III's district.



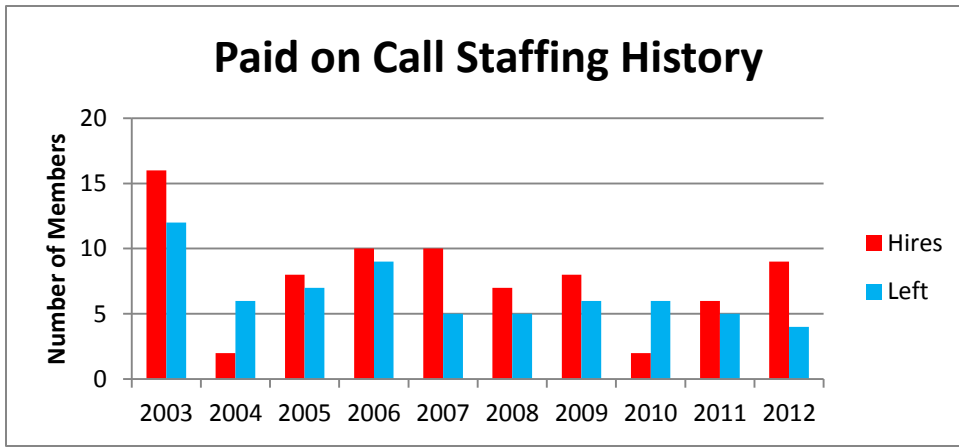
Call event types remained fairly consistent in 2012. Twenty-six percent of the calls were fire alarms. This compares to 34% in 2008. The majority of the alarms occur at commercial properties, followed by single-family and then multi-family properties.

-An example of a good intent call would be steam mistaken for smoke or fire. An example of a service call would be assisting with locating a missing person.



Similar to the call event types, fire event types are also fairly consistent from year to year. There was a slight increase in fire events in 2012 which resulted in an increase in structure fires for the year. Seventy-two percent of the structure fires occurred during the Duty Crew hours of operation. Over the last five years, on average, the department responds to 114 structure fires per year. The average yearly fire loss over the last five years is \$2,589,674.

Recruitment and Retention

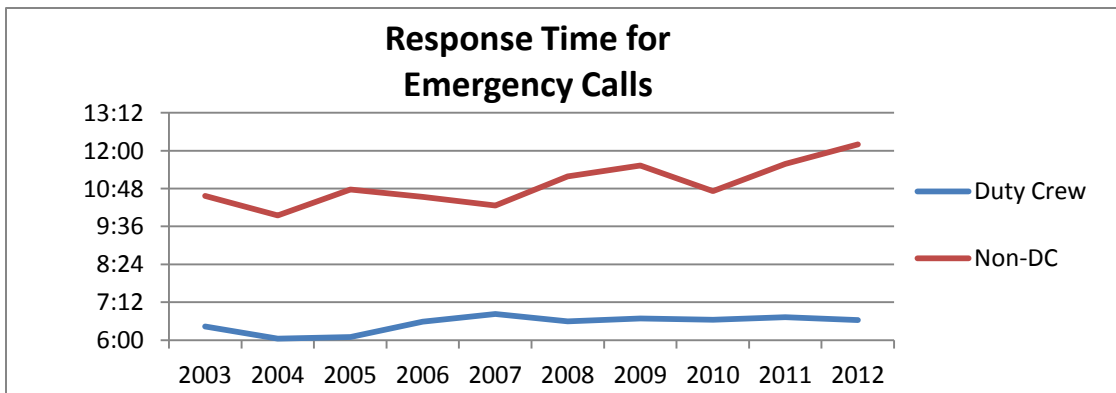


Since 2003, the department has hired 78 POC firefighters. During the same time period, the department has had 65 POC firefighters leave the department.

Response Times

In 2012, the Duty Crew had an average response time of 6:38 and non-Duty Crew was 12:12. Duty Crew and non-duty crew in-service and on-scene total response times for *emergency* events are:

DC	Year 2008		Year 2009		Year 2010		Year 2011		Year 2012	
	<u>In-Svc</u>	<u>Onscene</u>	<u>In-Svc</u>	<u>Onscene</u>	<u>In-Svc</u>	<u>Onscene</u>	<u>In-Svc</u>	<u>Onscene</u>	<u>In-Svc</u>	<u>Onscene</u>
	1:10	6:36	1:10	6:41	1:10	6:39	1:16	6:44	1:07	6:38
<u>Non-DC</u>	6:30	11:11	7:34	11:32	6:34	10:43	7:11	11:35	7:48	12:12
Sta. I	7:25	11:58	8:31	11:39	6:39	11:44	7:45	11:31	8:48	13:05
Sta. II	6:02	10:44	7:26	11:41	6:16	10:23	7:02	11:38	7:16	11:35
Sta. III	6:11	11:15	7:28	12:51	7:21	11:38	6:30	11:35	7:50	12:50



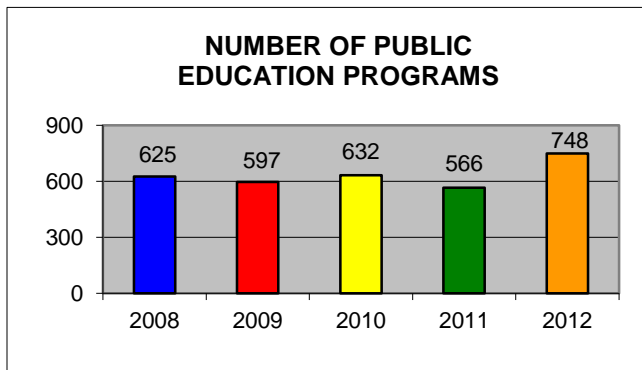
In-service and total response times are measured during the staffed station (Duty Crew) hours of operation and non-Duty Crew hours of operation. In-service times reflect the time from dispatch to the time the first suppression apparatus goes into service. Total response times reflect the time from dispatch to the time the first suppression apparatus arrives on-scene. Since 2003, both in-service and total response times tend to be consistent during staffed station hours of operation. The 10-year response time average for staffed station response is 6:32.

During the same measuring period, Non-Duty Crew hours of operation, both in-service and total response times tend to be increasing slightly. The 10-year response time average is 11:11.

Public Education Programming

The Plymouth Fire Department provides progressive fire, life safety, and injury prevention programming in the community. Educational programs target the community's high risk populations and most common injury types. From head injury prevention, to child passenger safety, to senior safety, to safety in the workplace, the Plymouth Fire Department offers something for everyone.

Type of Program	Year-end # of Programs	Year-end Program Hours
Station Tours	28	28
Pre-school Visits	43	43
K-6 Education	40	42
ECFE Classes	9	9
Bike Helmet Program	12	25
Car Seat Check-ups	130	130
Smokebusters for Seniors	360	360
Smokebusters for Families	13	13
Adopt A Hydrant Program	9	9
Career Talk/Nights	3	4
Detector Door-knocking	1	3
Block Parties	5	6
Parades	4	4
Night to Unite Programs	4	10
Fire Department Open Houses	1	6
Home Alone Classes	4	12
Apartment Programming	9	20
Fire Extinguisher Training	10	10
Business Safety Fairs	7	11
Business Fire Drills	3	4
Public Education Training	2	9
Public Education Meetings	7	12
Misc. Programming	28	45
Literature Drops	1	2
CERT	3	6
Park and Wrec	12	16
2012 Year End Totals	748	839 Average 1.1 Hours Per Program



In 2012, the department participated in the delivery of 748 community outreach programs, totaling 839 hours of time commitment. This is an increase in both programs delivered and program hours compared to 2011.