

City of Rogers, Arkansas



Rogers Fire Department



Yearly Activity Report 2012



About the Rogers Fire Department

The Rogers Fire Department (RFD) was formed in 1888 as the Rogers Hose Company Number 1. In 124 years of service, the department has grown from a volunteer organization to a professional full-time fire department. The RFD is a department within the City of Rogers, and governed by the Mayor and City Council.

The Rogers Fire Department is recognized as one of approximately three dual-accredited fire departments across the United States. The accreditation processes from the Center for Public Safety Excellence and Commission on the Accreditation of Ambulance Services ensures the citizens of Rogers that the service and care they receive meets industry best practices.



We protect those who live, work, and travel through our city from seven fire stations, which are all staffed 24 hours a day by professionally trained firefighters and paramedics. Although our mission has changed through the decades, the Rogers Fire Department remains committed and motivated to continue to protect this world class city.

Our Mission:

To provide exceptional risk-related services to our customers.

Our Vision:

To be an established authority, nationally recognized in every risk-related discipline.

Statement of Values

1. Our employees are our most valuable resource.
2. Relationships with internal and external agencies are integral to our success.
3. Reducing risk to all of our customers and employees is paramount.
4. We embrace character, integrity, and ethical behavior.

About the Rogers Fire Department

Strategic Statements

- Provide opportunities for all personnel to be properly prepared to accept higher roles and responsibilities within the Department.
- Provide emergency response consistent with professionally recognized standards of coverage.
- Be fiscally responsible to the community and seek alternative funding sources.
- Work to prevent or reduce loss to the community by fire and other occurrences.
- Strive for excellence in EMS delivery.
- Establish ourselves as a leader in emergency management.
- Be progressive in personnel management and critical thinking.

Department Leadership

Fire Chief Tom Jenkins
Deputy Fire Chief of Training Bryan Hinds
Battalion Chief of Prevention Travis Hollis
Battalion Chief Eddie Thompson (A Platoon)
Battalion Chief Cliff Thompson (B Platoon)
Battalion Chief David Whitlow (C Platoon)
Captain William Rumsey (Prevention Division)
Captain Terry Douglas (Prevention Division)
Captain Josh Chapman (Training Division)
Captain Dennis Thurman (Training Division)
Captain William Huntington (Training Division)

2012 Snapshot



Population: 60,193 (2012 Estimate)
Daytime Population : 100,000+
Land Area Protected: 38.25 sq. miles
Number of Fire Stations: 7
Sworn Personnel: 104
Civilian Personnel: 4
Minimum Daily Staffing: 28

Significant Accomplishments

- Received accredited status from the Commission on Accreditation of Ambulance Services. Rogers is the first and only fire-based EMS provider in the state to have the designation.
 - Hired and trained four (4) new firefighters in a 16-week fire academy
- Improved the uniform and personal protective equipment ordering system.
- Purchased an Ahura Scientific chemical identifier for the Special Operations Team.
- Placed a second collapse rescue trailer and dedicated pull vehicle into service at Fire Station 1 as Collapse Rescue 2.
 - Acquired three new pumpers and a new ladder truck.
- Replaced all portable radios with intrinsically-safe and rugged Motorola APX 6000 and 7000 models.
- Implemented the Locution automated dispatch system at the 911 center.

Mayor and City Council

The Mayor and City Council have statutory oversight responsibility for the Rogers Fire Department. The Mayor serves as the senior elected official for the city and appoints the Fire Chief. The City Council governs budgetary purchases, ordinances, and resolutions involving all city departments. City Council meetings occur on the second and fourth Tuesdays of each month.



The Mayor of the City of Rogers is Greg Hines. Mayor Hines was elected in 2010 and is serving a six year term that expires on December 31, 2016.

The Rogers City Council is comprised of eight (8) members representing four wards of the city.

Buddy Wright—Ward 1
Mark Kruger—Ward 1
Gary Townzen—Ward 2
Marge Wolf—Ward 2
Clay Kendall—Ward 3
Betsy Reithemeyer—Ward 3
Bob Goodwin—Ward 4
Andrew Hatfield—Ward 4



Message from the Fire Chief



I am proud to submit our annual report to the citizens of Rogers, Mayor Greg Hines, and City Councilors. This past year has, arguably, been our most successful and productive yet. In 2012, we encountered many growth opportunities established through changes in our leadership team. Former Deputy Fire Chief Jake Rhoades left a void within the department as he left to become the Fire Chief for the City of Edmond, Oklahoma. His success there will have positive ramifications, since he will likely be the first of many recruited to run other fire departments the “Rogers Way”. Replacing Chief Rhoades is a well-respected and tenured veteran, Bryan Hinds. Chief Hinds has already made extensive progress and is showing that our efforts

in succession planning work.

It doesn't take any public safety expert too long to realize that Rogers is a special place. Our city is fortunate to have the wonderful balance of a strong economy, dedicated public officials, and the right attitude to get things done. In 2012, the RFD became one of three fire departments nationwide to achieve dual-accreditation in both fire and emergency medical functions through both the Center for Public Safety Excellence and the Commission on Accreditation of Ambulance Services. This honor is maybe the most tangible proof of our success over the past few years. Our dedicated employees will continue to maintain this distinction so that our tax-payers never have to doubt the effectiveness of their local emergency responders.

2012 saw an extensive overhaul of our departments fleet with the acquisition of three new pumpers, a new ladder, a second collapse rescue trailer and pull vehicle, as well as a new command unit for our tour commander. These new apparatus allowed us to grow our reserve apparatus from one to a total of three. This improvement will have an astronomical impact on our preventative maintenance program as well.

Rogers led efforts to reorganize hazardous material responses in the region last year. After over two decades of existence, the Northwest Arkansas Regional Hazardous Materials Team was disbanded. Next year the City of Rogers will actually receive money from other municipalities to help provide hazardous materials response—a much more fiscally minded arrangement.

I'm honored to serve as fire chief for the finest men and women I've ever had the pleasure of working with. As I attend training or conferences across the United States, I'm reminded of how lucky I am. Rest assured that not only does “possible live” within the Rogers Fire Department, but it thrives.

Thomas C. Jenkins
Fire Chief

Human Resources Summary

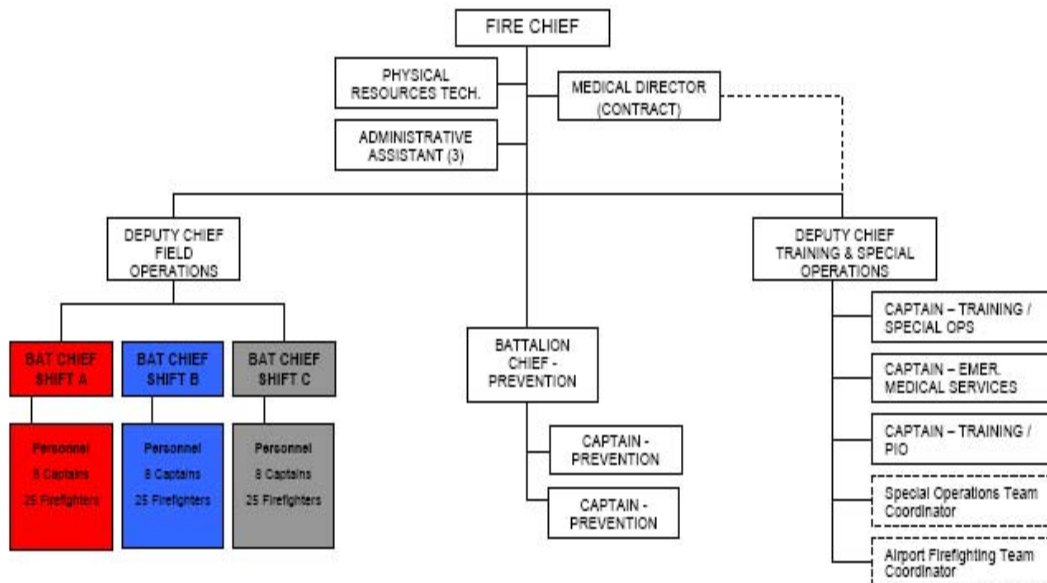
Sworn Members:

Fire Chief – 1
Deputy Fire Chiefs – 2
Battalion Chiefs – 4
Captains – 25
Firefighters – 72

Non-Sworn Members:

Administrative Assistants – 3
Physical Resource Technician – 1

CITY OF ROGERS FIRE DEPARTMENT ORGANIZATIONAL CHART



Accreditation Status

In addition to maintaining accredited status with the Center for Public Safety Excellence, the City of Rogers attained accredited status with the Commission on Accreditation of Ambulance Services in 2012. These combined accredited statuses place Rogers a in an elite list of three departments nationwide.



The accreditation process is more than a status symbol. Both of these accreditations are symbols of a “gold standard” among public safety agencies and validate the department’s efforts to become a nationally recognized and progressive fire department. Both of these processes point out deficiencies and give the department a process with which to improve over the new half-decade.

Accreditation is intensive and involves intensive research, document validation, and painstaking preparation. The efforts of the department were validated through a thorough on-site inspection in June of 2011 and June of 2012. During the on-site review, the peer assessors found that the “Rogers Fire Department demonstrated all core competencies were met and received a credible rating.” Furthermore, the peer assessors commented that:

“The city places a strong emphasis on achieving a positive employee climate. The department is proactive in addressing work place safety. The fire stations are meticulously maintained and there is a comprehensive apparatus and equipment maintenance program.”

Accreditation is not a project. Rather, it is an ongoing process that will be repeated in 2015 in order to maintain the status. As a symbol of pride, all department apparatus now possess a decal indicating that the City of Rogers is protected by an accredited fire department.



Commission on
Fire Accreditation
International

Administration

The Administration of the department is comprised of the Fire Chief, Deputy Fire Chiefs, and Battalion Chiefs. These seven members are responsible for the management of personnel issues, department budgeting, strategic planning, and other essential functions.



Through regular meetings, a robust strategic plan, and clear accountability the leadership team of the department remained active and effective in 2012.

Accomplishments of Administration for 2012 included:

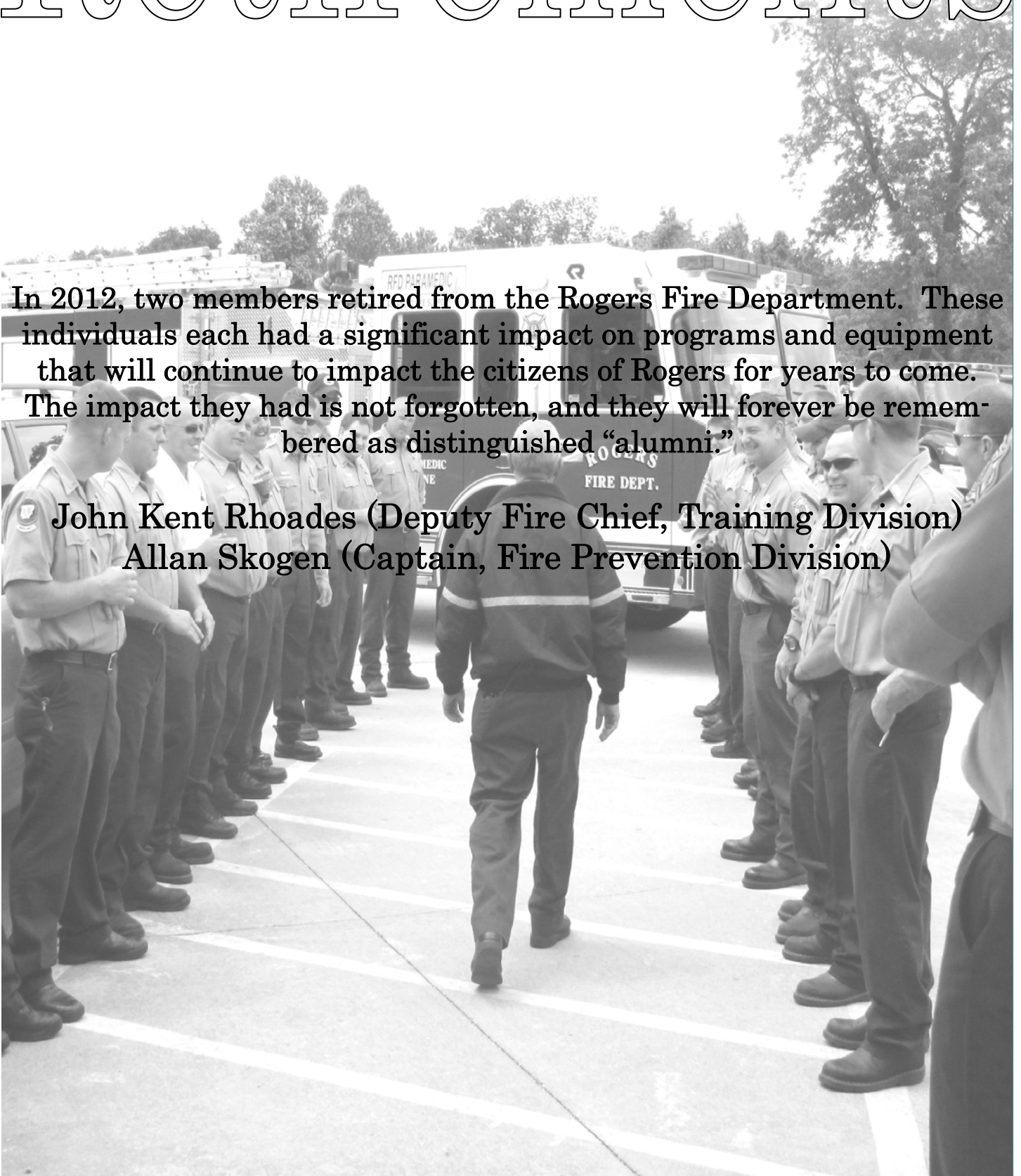
- Successfully attained accredited status with the Commission on Accreditation of Ambulance Services
- Accepted delivery of four (4) new fire apparatus for Engines 3, 4, 6 and Truck 1
- Placed a second collapse rescue trailer and pull vehicle in service to augment the current response capabilities
- Managed the reorganized delivery of hazardous materials response to the City of Rogers and eastern Benton County with the disbanding of the Northwest Arkansas Regional Hazardous Materials Team
- Increased ambulance revenue by 6% over predictions for the fiscal year
- Managed expenditures to 99% of the budgeted amount
- Refined and improved the uniform and protective equipment ordering program
- Created an "Operations Room" at Central Fire Station
- Wrote and successfully received a federal Staffing for Adequate Fire and Emergency Response (SAFER) grant for the addition of six (6) firefighters in 2013

2012 Fiscal Year	Budgeted	Expended	Remaining
Human Resources	\$6,963,869	\$6,862,172	\$101,696
Operating Budget	\$1,112,772	\$1,114,192	(\$1,419)
Total	\$8,076,641	\$7,976,364	\$100,277

Retirements

In 2012, two members retired from the Rogers Fire Department. These individuals each had a significant impact on programs and equipment that will continue to impact the citizens of Rogers for years to come. The impact they had is not forgotten, and they will forever be remembered as distinguished “alumni.”

**John Kent Rhoades (Deputy Fire Chief, Training Division)
Allan Skogen (Captain, Fire Prevention Division)**



Training Division



The Training Division of the Fire Department is led by Bryan Hinds who serves as the Deputy Fire Chief of Special Operations and Training. The Deputy Fire Chief of Special Operations and Training is supplemented by three captains assigned to the Training Division. In addition, the department utilizes a training committee to provide oversight and direction throughout the course of the Annual Training Plan.

In 2012, Captain Josh Chapman continued to serve in the Training Division, overseeing fire and special operations training as well as leading the Northwest Arkansas Fire Academy Standards School. Captain Dennis Thurman was assigned to the Training Division in 2012 to share these responsibilities with Captain Chapman.

Captain Bill Huntington continued to serve in the Training Division, overseeing emergency medical training along with managing EMS supplies, equipment, and reporting for the department.

The Training Division is responsible for the implementation, delivery, and evaluation of the annual training plan, which includes probationary firefighter training, officer development, company standards, special operations, and all standard training classes offered throughout the course of the year. This plan also includes the availability of courses both within Rogers as well as training opportunities on a national level.

The training plan provides a dynamic and balanced approach to all-hazards training to ensure that all firefighters are trained to meet the risks that they will face and to ensure success during emergency incidents. The Training Division maintains constant awareness of individual and company training through a variety of monthly training reports that are produced and distributed within the organization. In 2012, the department trained a total of 41,686 hours. This year, a monthly training report is produced showing the total company training hours as well as the average number of training hours per company for the indicated month. The report focuses on a goal of 20 hours per member to meet the training requirements set forth by the Insurance Service Office (ISO). The total amount of company-level training is provided below as a comparison between the three 24-hour shifts:

A Platoon— 9,347.06 hours
B Platoon—12,325.48 hours
C Platoon—10,909.26 hours

Training Division

The Training Division accomplished many important projects in 2012, including:

- Successfully delivered and hosted the 2012 Northwest Arkansas Fire Academy Standards School with six graduates, four of which were Rogers Fire Department personnel. A new policy increasing the academy length to 18 weeks was also completed.
- Conducted the Arkansas Fire Conference in which over 300 people attended from Arkansas, Oklahoma, Kansas, Missouri, Louisiana, and Texas. Speakers for this event were Chief (ret) Alan Brunacini, Chief (ret) Rick Lasky, Chief (ret) Bobby Halton, Major Jason Brezler (FDNY).
- Conducted International Fire Service Accreditation Congress (IFSAC) training in the following functional areas:

Rope Rescue Technician	10 additional personnel certified
Trench Rescue Technician	15 additional personnel certified
Confined Space Technician	25 additional personnel certified
Instructor I	1 additional personnel certified
Instructor III	1 additional personnel certified
Fire Officer I	3 additional personnel certified
Hazardous Materials Technician	2 additional personnel certified
NIMS 300 and 400	11 additional personnel certified
- Provided Special Operations Team training consisting of Swiftwater Technician, Confined Space Technician, Trench Technician, and Structure Collapse Operations.
- Hosted the Task Force 1 Inc. course “The Big One” in which fifteen (15) personnel completed large incident, multi discipline coordinated training.
- Eight personnel successfully completed the Texas Engineering Extension Service (TEEX) Enhanced Incident Management Unified Command course in College Station, Texas.
- Eighteen (18) personnel successfully completed the Fire Department Safety Officer Association Incident Safety Officer course and attained Pro-Board certification.
- Six (6) personnel successfully completed Basic and Advanced Air Monitoring (hazardous materials) sponsored by the Arkansas Department of Emergency Management.

Training Division

- Sent five (5) personnel to National Domestic Preparedness Consortium Training for hazardous materials specialist training in the following areas:
 - Tank Car Specialist (TCS)
 - CBRNE Hazardous Materials Technician (J 13-03)
- Twenty (20) personnel completed the National Fire Academy Command and Control of Fire Department Operations at Target Hazards (N825), which the department hosted through enfranchisement with the Arkansas Fire Academy.
- Fifteen (15) personnel completed the National Fire Academy Emergency Medical Services Functions in the Incident Command System (EMS FICS 166), which the department hosted in coordination with the Arkansas Fire Academy.
- Sent eight (8) members to the Texas Engineering Extension Service (TEEX) for Aircraft Rescue and Firefighting Driver / Operator Vehicle Operations
- Ten (10) personnel attended the National Fallen Firefighters Courage to be Safe Train-the-Trainer conducted in Little Rock, AR.
- Four (4) personnel graduate from the Northwest Arkansas Community College paramedic program.
- Three (3) personnel attended residency courses at the National Fire Academy.
- One (1) person completed collapse structure rescue training hosted by the NASA Ames Research Center at Moffett Field in CA.
- The Training Division successfully completed a refresher course for both Emergency Medical Technicians (52) and Paramedics (54) as required by the Arkansas Department of Health.
- Two (2) personnel completed Auto Extrication Specialist Training in Anaheim, CA, becoming the first two personnel from the state of Arkansas to receive the Auto Extrication Specialist designation through the California State Fire Marshal's Office:
- The department attended four national conferences in 2012. Conference attendance included:
 - Fire Department Instructors Conference (Indianapolis, IN.) – 4 Attendees
 - Southwest Fire Chiefs Association Annual Conference – 2 Attendees
 - Fire-Rescue Medical Conference (Las Vegas, NV.) – 2 Attendees
 - HotZone Hazardous Materials Conference (Houston, TX.) - 2 Attendees

Training Division



In the photo above, Rogers Fire Academy students practice live fire evolutions on the former restaurant at Lake Atalanta. Below, RFD academy members train on rope rescue by rappelling at the training center.



Training hours by Station and Shift

	Total (Hrs)	Firefighter Average (Hrs)
1A	2453.79	306.72
1B	3852.93	481.62
1C	3144.67	393.08
2A	787.87	262.62
2B	1260.50	420.17
2C	1233.00	411.00
3A	1003.49	334.50
3B	918.00	306.00
3C	797.75	265.92
4A	1127.56	225.51
4B	1601.42	320.28
4C	2042.94	408.59
5A	1969.10	328.18
5B	3045.88	515.02
5C	1969.80	328.30
6A	1115.69	371.90
6B	827.00	275.67
6C	865.75	288.58
7A	889.56	296.52
7B	819.75	273.25
7C	855.35	285.12

Field Operations Division



The Field Operations Division is the largest division in the department. It is comprised of 96 sworn members who staff three platoons. Each platoon is led by a Battalion Chief who serves as the Citywide Tour Commander. This division ensures that all seven fire companies are staffed to a minimum of three firefighters and ambulances staffed with a minimum of two firefighters (including one paramedic). The Field Operations Division is responsible for maintaining minimum staffing for technical services functions such as the Airport Rescue and Firefighting Team and the Special Operations Team.

Each day the Field Operations Division provides for the following resources:

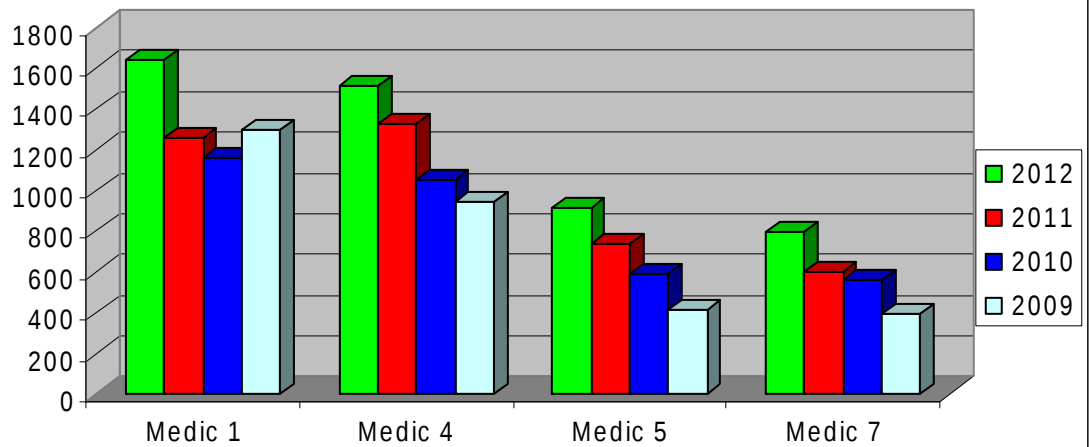
- 4 Advanced Life Support Paramedic Ambulances
- 5 Engine Companies (3 Advanced Life Support equipped)
- 2 Truck / Quint Companies (Extrication Capable)
- 1 Heavy Rescue and Hazardous Materials Unit
- 1 Airport Response Unit
- 2 Brush Fire Units
- 2 Collapse Rescue Units

Accomplishments for this division during 2012 include:

- The establishment of a second dedicated collapse rescue unit at Fire Station 1
- Acquisition of structural collapse rescue equipment
- Addition of an Ahura chemical identification instrument on Rescue Co. 5
- Placement of mobile data computers in all frontline and several reserve apparatus for dispatch information and mapping
- Replacement of all SCBA with new Scott 5500psi models
- Modification of first alarm assignments for in-city structural fires to include a third engine company for the purpose of rapid intervention
- Acquisition of a new breathing air compressor and fill station for Central Fire Station
- Placement of vehicle drive cameras in all field operations units to reduce driver liability
- Development of standing orders for mutual aid structure fire responses

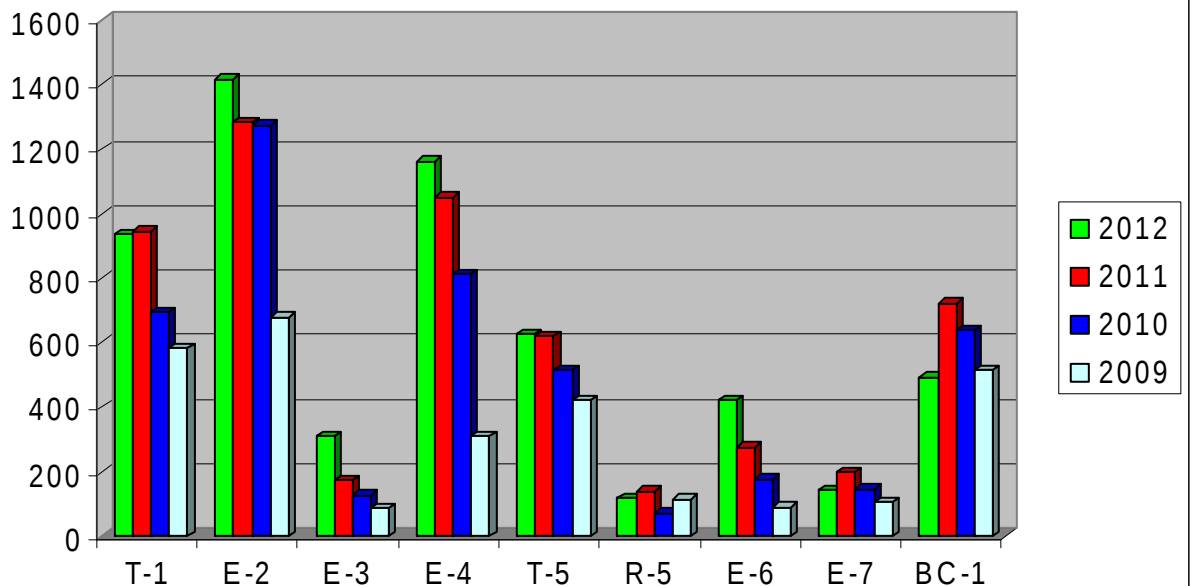
Field Operations Division

Paramedic Ambulance Responses (2009-2012)



In 2012, the Rogers Fire Department responded to 5,995 incidents that resulted in 10,558 responses by individual units. The busiest unit was **Paramedic Ambulance 1** with 1,644 responses. The busiest fire company was **Engine 2** with 1,416 responses. The largest percentage increase in response volume (2010 to 2011) occurred with **Engine 3**, which saw a 80% increase in responses.

Fire Company Responses (2009-2012)



Emergency Medical Services Unit



The Emergency Medical Services Unit operates as part of the Training Division. It is managed by a full-time Captain that serves as the EMS Program Manager. In addition to this Captain, the other Training Division staff and the EMS Advisory Committee also provide guidance and assistance. This unit is responsible for quality improvement, protocol development, treatment surveillance, ambulance billing, narcotics inventory, equipment acquisition, emergency

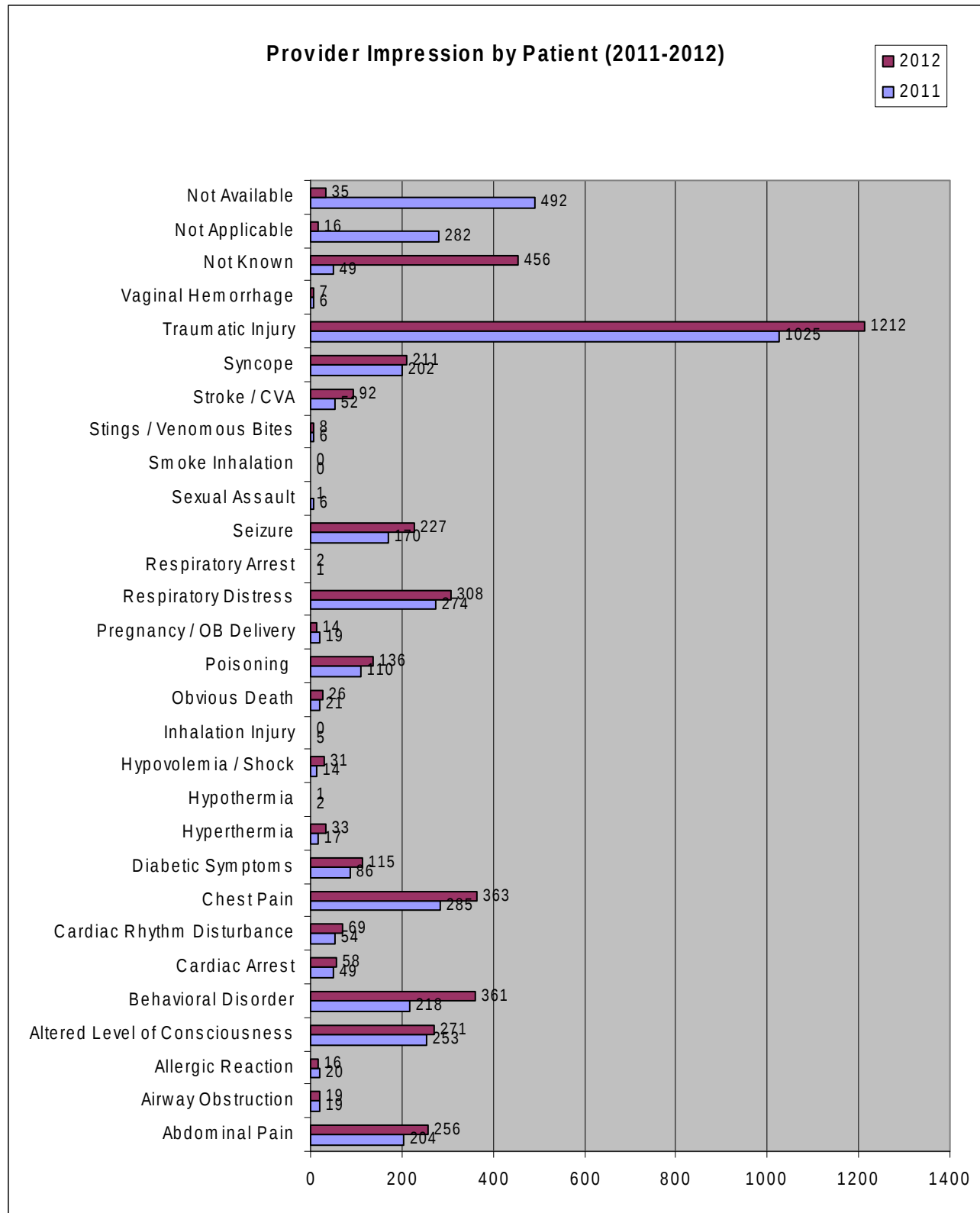
medical dispatch, and durable equipment maintenance. In 2012, the RFD treated 4,344 patients, up 10% from 2011's total of 3,941.

In 2012, Captain William Huntington continued to serve as the supervisor of the Emergency Medical Services Unit. The unit places special emphasis on data collection through published templates for cardiac arrest (Utstein) and chest pain/cardiac rhythm disturbance. In addition, the unit works closely with Mercy Medical Center and Northwest Medical Center (Bentonville) on trauma related incidents.

Accomplishments for 2012 include:

- Defibrillators placed on Brush 6, Brush 4, the Special Events ATV, and Car 31
- Successful management and delivery of a community wide CPR event in May
- Acquisition of a new ZOLL X-Series Monitor and Defibrillator
- Participation in the EMS Sub Committee of the Trauma Regional Advisory Council
- Successfully obtained accreditation from the Commission on Accreditation of Ambulance Services (CAAS)
- Upgraded batteries for our ZOLL ECG monitors and the Autopulse mechanical CPR boards to lithium-ion technology for increased run time and reliability
- Initiated an outcome tracking system for patients
- Added four (4) more paramedics to the EMS system
- Initiation of a Paramedic Remediation Policy to address potential EMT and Paramedic skill and knowledge challenges
- Affiliated with Emergency Education Associates as a Training Site for the American Heart Association
- Established standing orders for cardiac arrest resuscitative care for standardization and emphasis on uninterrupted chest compressions

Emergency Medical Services Unit



Fire Prevention Division



The Fire Prevention Division is responsible for activities that prevent and mitigate fire and other emergencies. This division is led by Battalion Chief Travis Hollis, who was selected as the Division leader in 2012, succeeding Allan Skogen who retired in October. Chief Hollis supervises two Captains who are co-located at City Hall with civilian building inspectors and the city's planning department. The work of this division occurs behind the scenes and outside the visibility of the Field Operations Division. However, the work of this division is crucial to the development of a safe and educated community.

The functions of this division include reviewing plans for new buildings or remodels, inspecting existing occupancies for compliance with fire safety code, educating the public, investigating fires, and analyzing data. Due to the complexity of the RFD's accreditation processes, this division also supervises the various electronic performance measurement systems.

Plan review is performed on all construction projects in the city to ensure the requirements of the Arkansas Fire Prevention Code are met. The division endeavors to identify and correct problems early so that they can be corrected with as little expense as possible to the owner or developer.

Fire inspections are performed on every business and assembly occupancy within the city limits. Fire companies from the Field Operations Division support this effort by inspecting low hazard occupancies protected by sprinkler systems. Inspections are designed to identify and correct hazardous conditions before they cause an incident. This effort greatly contributes to the city's very low incidence of fire.

Public education is a primary focus of this division. Through a collaborative effort with the Rogers Public School System over 4,200 5th grade students were reached during Fire Prevention Week. Firefighters from the Field Operations Division assist with this effort, while the classroom education is handled by members of the Fire Prevention Division. The division also devotes numerous resources towards ensuring all residences have working smoke detectors. In 2012, 239 detectors were installed in 112 homes.

Although arson is a rare concern in Rogers, 11 formal fire investigations were undertaken by the division. Four (4) of those investigations were ruled arson.

Fire Prevention Division

Plan Reviews

18 Sprinkler Plan Reviews

37 Fire Alarm Plan Reviews

17 Large Scale Plan Reviews

Inspections

1,602 Inspections

1 Notices of Violation

2 Citations Issued

Public Education

4,213 5th Graders During Fire Prevention Week

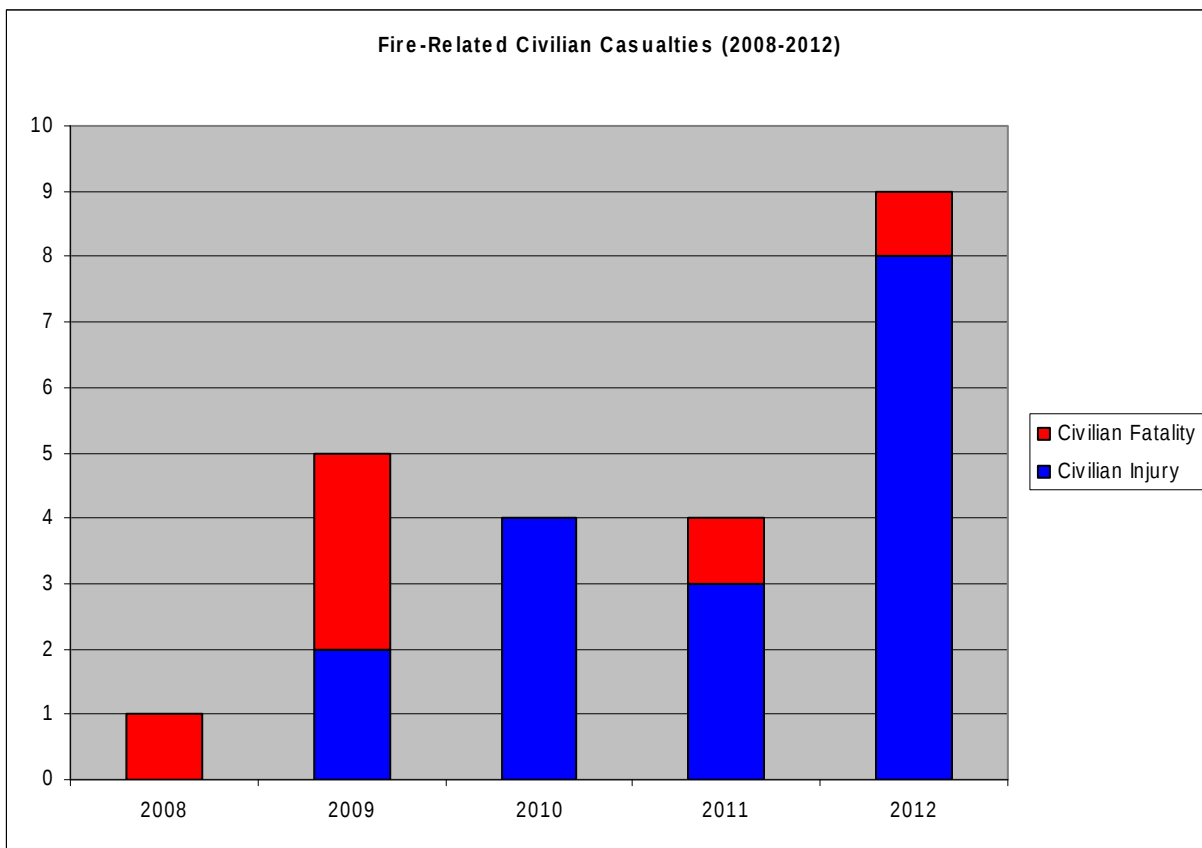
5,338 Children During Other Venues

11,172 Adults

Fire Investigation

11 Fires Investigated

4 Classified as Incendiary



Rogers Communication Division



The Rogers Communications Division (RCD) is a shared resource of the fire and police departments. This 21-person division is managed by a Captain in the police department with the support of a coordinator, shift supervisors, and a training coordinator. The division is staffed utilizing three, eight-hour shifts. The Fire Chief acts as a liaison to the division and maintains staff authority over fire and ambulance operations in the 911 center. RCD hosts the latest in technology

and was recognized as a contributing factor in both the fire and police department's accreditation processes.

Police Captain James Baker and Lieutenant Michael Johnson provide significant support to the fire department through their efforts in the division. Regular training, meetings, and collaboration opportunities help ensure both departments stay abreast of efforts and projects.

Accomplishments for 2012 include:

- Completed two dispatcher training courses
- Added a Computer Aided Dispatch status screens at Stations 4 and 7
- Acquired new portable radios for the department
- Implemented a mobile computer project that successfully installed Motorola MW810 computers in Purchased Motorola MW810 computers to complete the mobile computer project for the Field Operations Division
- Added Locution automated dispatching technology to the dispatch system, thus improving the efficiency and effectiveness of dispatching

Communications Center Vital Statistics

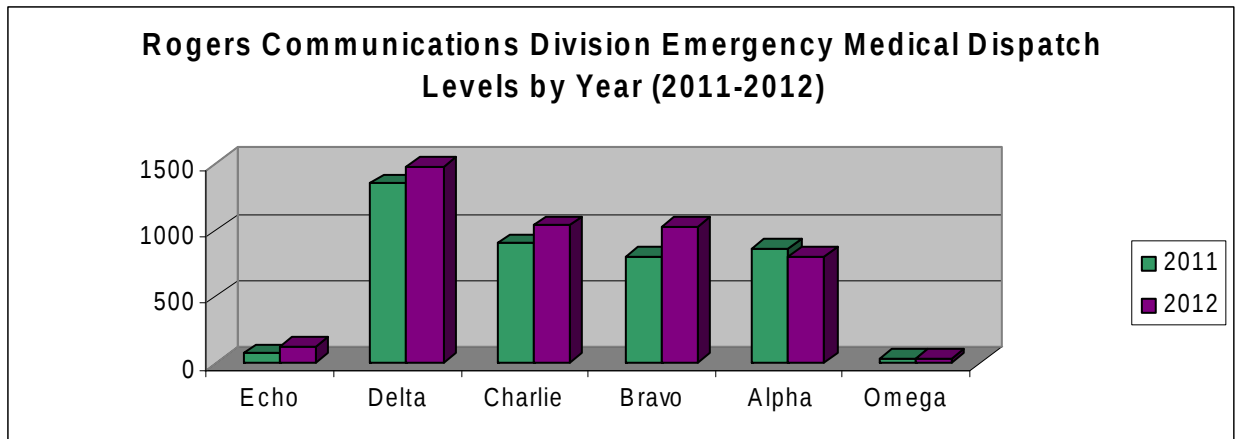
Total calls processed: 70,533 calls for service (police, fire, ambulance)

Total RFD calls dispatched: 5,995

Geographic Location of RFD Incidents

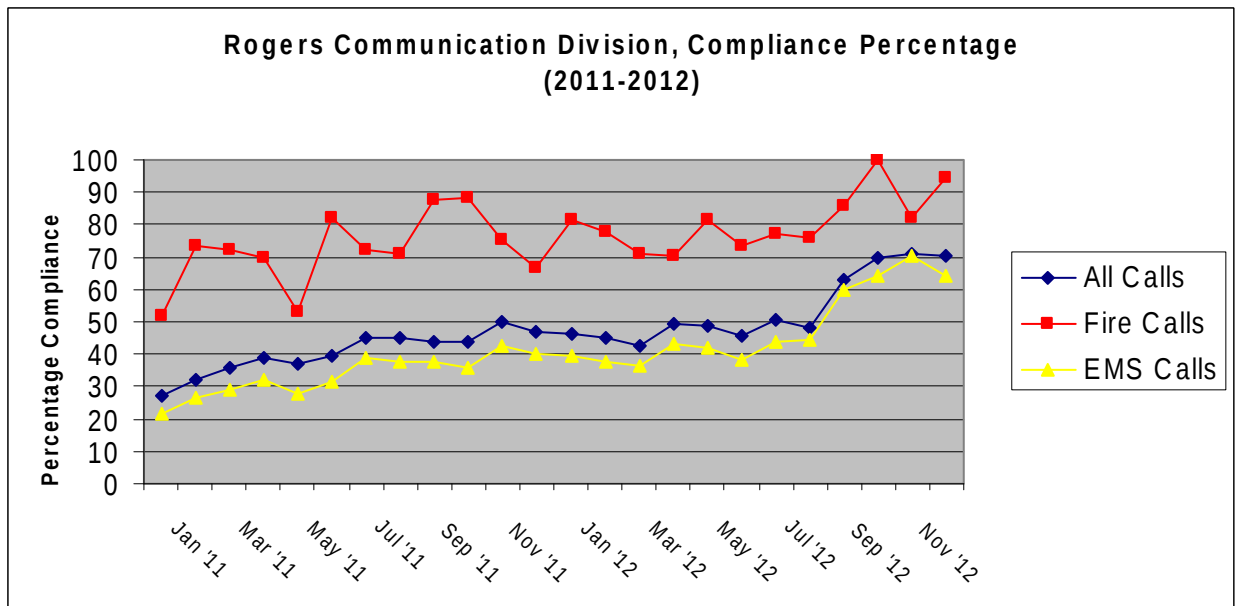
Avoca	4	Benton County	505
Bentonville	5	Cave Springs	5
Garfield	2	Gateway	4
Highfill	4	Little Flock	103
Lowell	5	Rogers	5289

Rogers Communications Division



Since 2010, the Rogers Communications Division has utilized Emergency Medical Dispatch Protocols from the National Academy of Emergency Dispatch to aid in the classification and analytical review of EMS calls. Echo calls are classified as the highest priority, while Omega-level calls are classified as not being pre-hospital emergencies. The chart above shows the breakdown between 2011 and 2012.

The accreditation process has brought significant emphasis on improving the call processing times at the Rogers Communications Division. In the two-year period that data was collected, the center has improved compliance from 27.2% to 70.4%. The improvement occurred from implementing regular measurement and training. The dispatch time goal for all emergency incidents is for dispatch to occur within 90 seconds,, 90 percent of the time.



Physical Resources Unit

After its establishment in 2011, the Physical Resources Unit (PRU) has grown into one of the most essential and productive elements of the department. Physical Resources Technician Devin Sims is responsible for the maintenance and repair of nearly all assets operated by the department, excluding communications, medical, and computer equipment. This one-person unit managed 562 request for maintenance in 2012, compared to 559 in 2011.



The establishment of the PRU has been a work in progress as the method of supervision and performance measurements metrics are established. Significant accomplishments for 2012 included:

- Complete overhaul of the drive-train and transmission on the ARFF unit at Station 3
- Creation of a bulk oil storage and distribution tank
- Creation of a class A and AFFF-AR foam storage and distribution system at Station 1
- Continued conversion of halogen warning and signal lights to LED on Engine 23, Engine 7, and Engine 26
- Outfitting three new pumpers and one new ladder with various equipment after delivery, including: mobile data computer, antenna, various loose equipment mounting, etc
- Roof replacement at Fire Station 6
- Establishment of a formal preventative maintenance program
- Creation of a physical resources committee to aid in the prioritization and completion of maintenance requests



Total Maintenance Expenditures (2009-2012)		
2009:	\$181,024.81	(\$30.34 per response)
2010:	\$188,336.16	(\$24.01 per response)
2011:	\$210,392.29	(\$22.44 per response)
2012:	\$257,845.34	(\$24.42 per response)

Physical Resources Unit

Station 1, 301 North First Street - Downtown

Truck 1—2012 Spartan/Rosenbauer Quint (78' Aerial, 1500 GPM Pump)
Truck 21—2003 Pierce Arrow Quint (75' Aerial, 1500 GPM Pump)
Medic 1—2009 Ford F450 Ambulance (Braun Type I)
Medic 21—2007 Ford F450 Ambulance (Braun Type I)
Medic 21A—2007 Ford F450 Ambulance (Braun Type I)
Collapse Rescue 1—2008 Ford F250 Truck and Trailer
Collapse Rescue 2—2012 Ford F350 Truck and Trailer
ATV 1—2012 Polaris ATV
Battalion 1—2012 Chevrolet Tahoe

Station 2, 1907 South 17th Street—Midtown

Engine 2—2010 Spartan/Rosenbauer Pumper (1250 GPM Pump)

Station 3, 1 East Etris Drive—Airport

Engine 3—2012 Spartan/Rosenbauer Pumper (1250 GPM Pump)
Engine 23—1998 KME Protector Pumper (1250 GPM Pump)
Rescue 3—1992 E-One Titan ARFF Unit (1000 GPM Pump)

Station 4 , 2424 West Olive Street—Turtle Creek

Engine 4—2012 Spartan/Rosenbauer Pumper (1250 GPM Pump)
Medic 4—2010 Ford F450 Ambulance (Braun Type I)
Brush 4—2009 Ford F450 Brush Unit

Station 5, 2525 South Pinnacle Hills Parkway—Pinnacle Hills

Truck 5—2006 Pierce Dash Quint (75' Aerial, 1500 GPM Pump)
Rescue 5—2010 Spartan Gladiator/Rosenbauer Rescue
Medic 5—2009 Ford F450 Ambulance (Braun Type I)

Station 6, 5701 South Bellview Road—Pleasant Grove

Engine 6—2012 Spartan/Rosenbauer Pumper (1250 GPM Pump)
Engine 26—2004 Pierce/International Contender Pumper (1250 GPM Pump)
Brush 6—2009 Ford F450 Brush Unit

Station 7, 3401 South First Street—Plantation Subdivision

Engine 7—2003 Pierce Contender Pumper (1250 GPM Pump)
Medic 7—2009 Ford F450 Ambulance (Braun Type I)

Other Department Vehicles

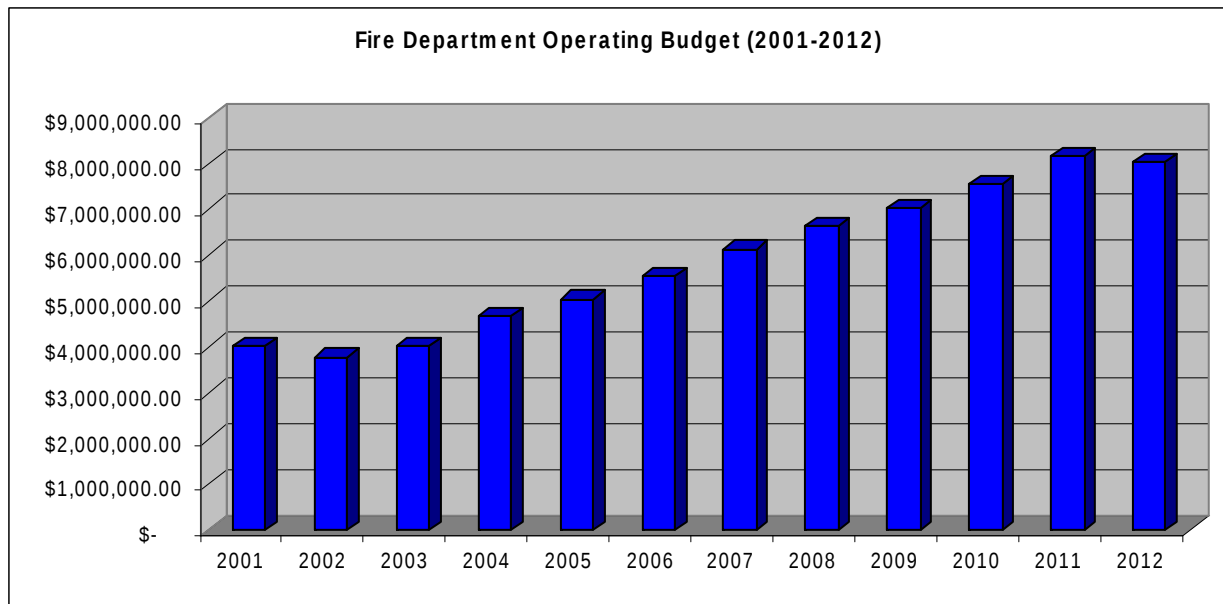
11 Staff Vehicles

Budget

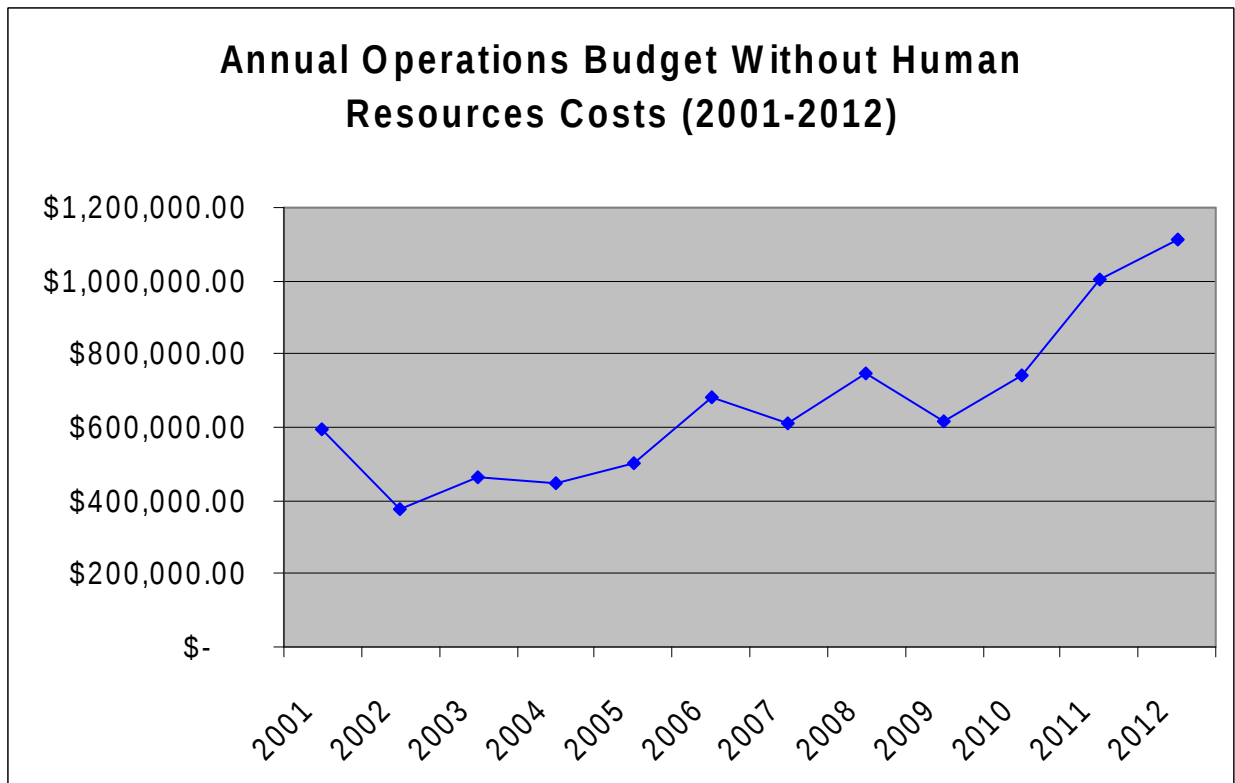
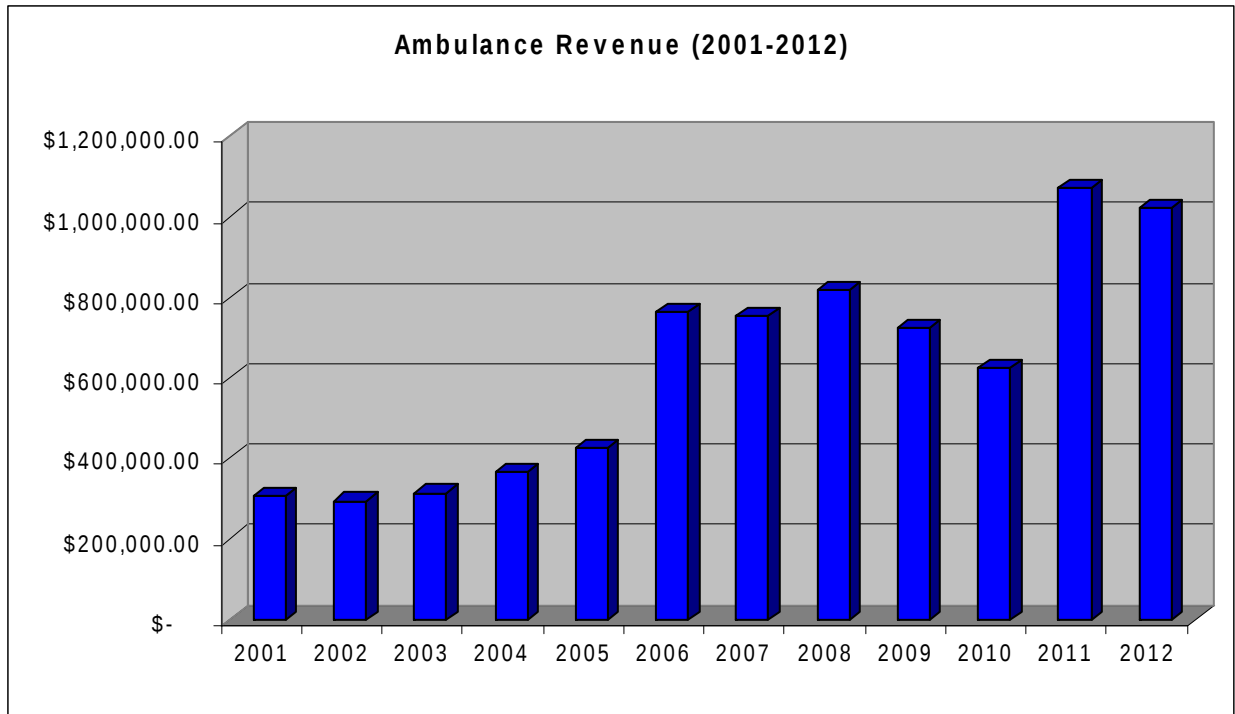
The RFD is fortunate to have received exemplary financial support from our elected public officials. The fiscal year 2012 budget for the Rogers Fire Department was 1.6% less than the 2011 budget. However, much of this reduction is attributed to fewer capital expenditures in 2012. The operating budget for the department, which controls day-to-day operations, increased by 11%. The budget for the department is divided into three main categories: human resources, operations, and capital expenditures. Amendments to the budget are processed throughout the year as grants, additional priorities, or unforeseen circumstances occur. The department has aggressively pursued alternative funding and grants to supplement the budget and over the past several years has exceeded revenue expectations by a combined total of 38%, or \$344,592.

The budget serves as the vehicle to accomplish many goals and priorities. The established budgetary goals and objectives for the Rogers Fire Department in 2012 were:

1. Become an accredited agency through the Commission on Accreditation of Ambulance Services
2. Place three new pumpers and one ladder truck into service
3. Complete an evaluation determining the location of Fire Station 8
4. Train at least three new paramedics
5. Improve patient care reporting using field technology reporting
6. Implement a new automated dispatching system at the 911 center
7. Replace all self-contained breathing apparatus
8. Replace all portable radios with intrinsically safe and ruggedized versions

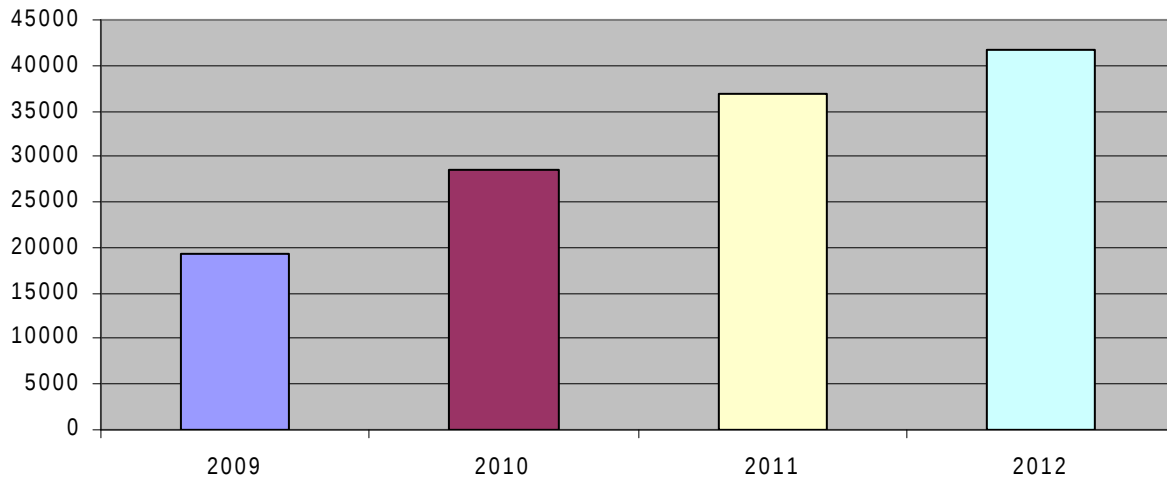


Budget

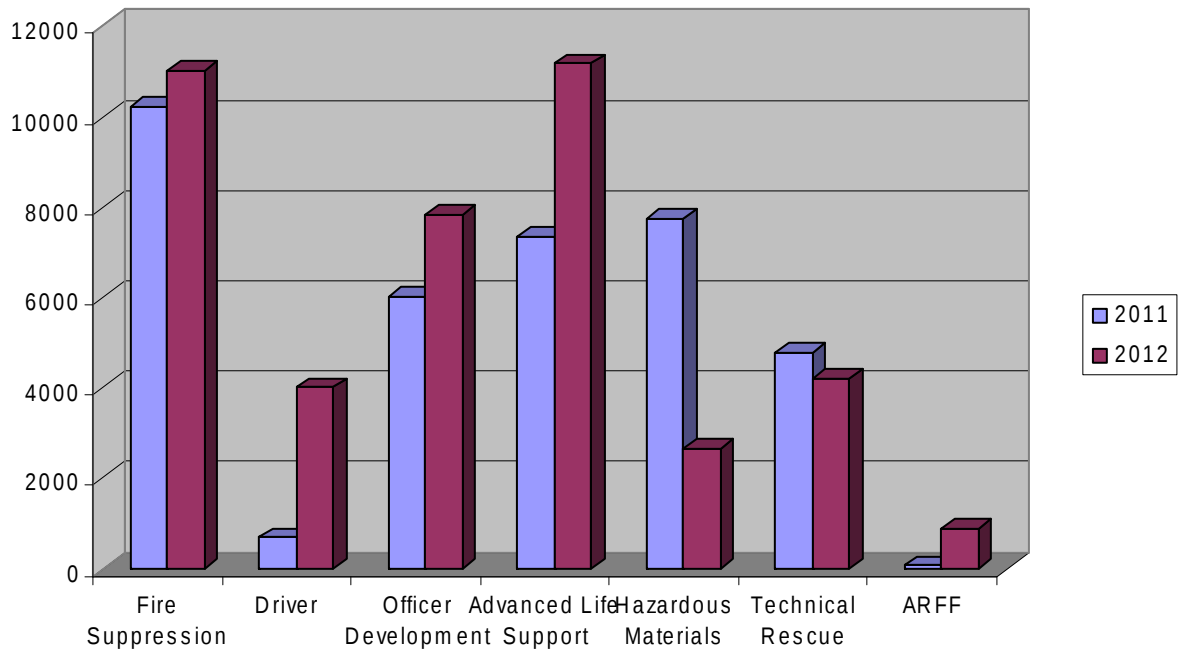


Statistical Summary

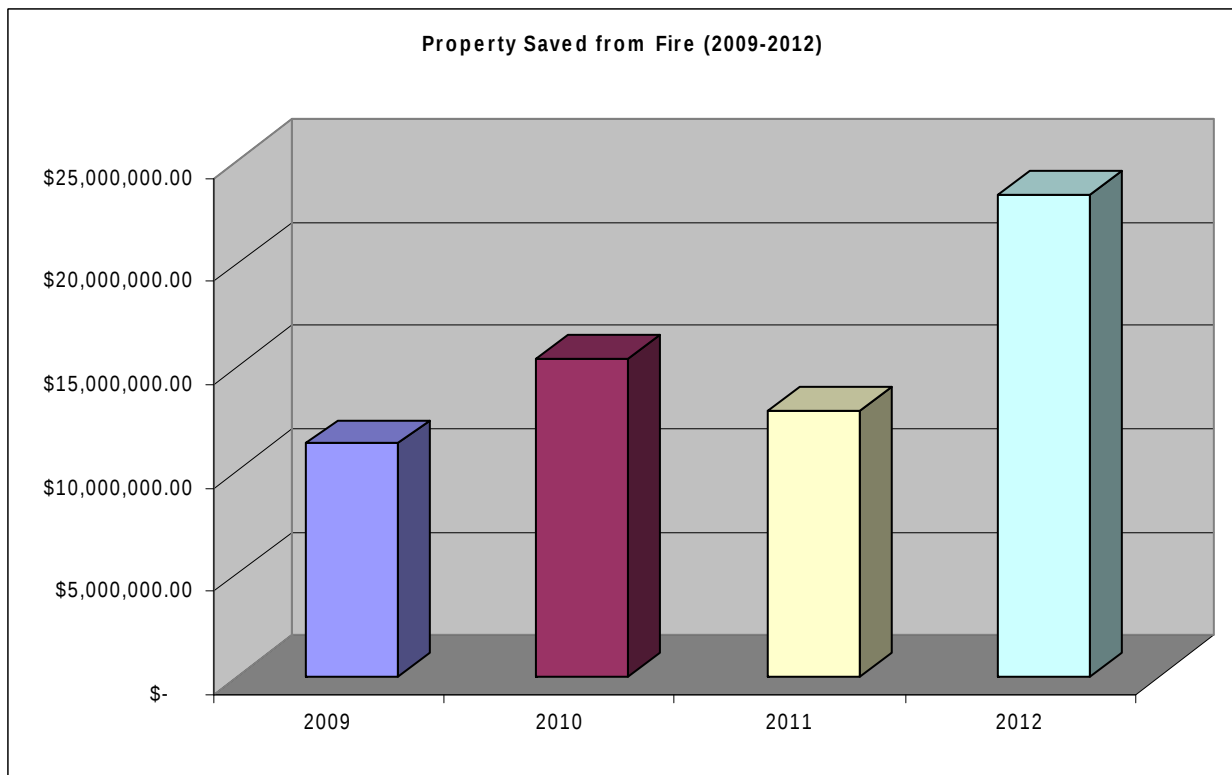
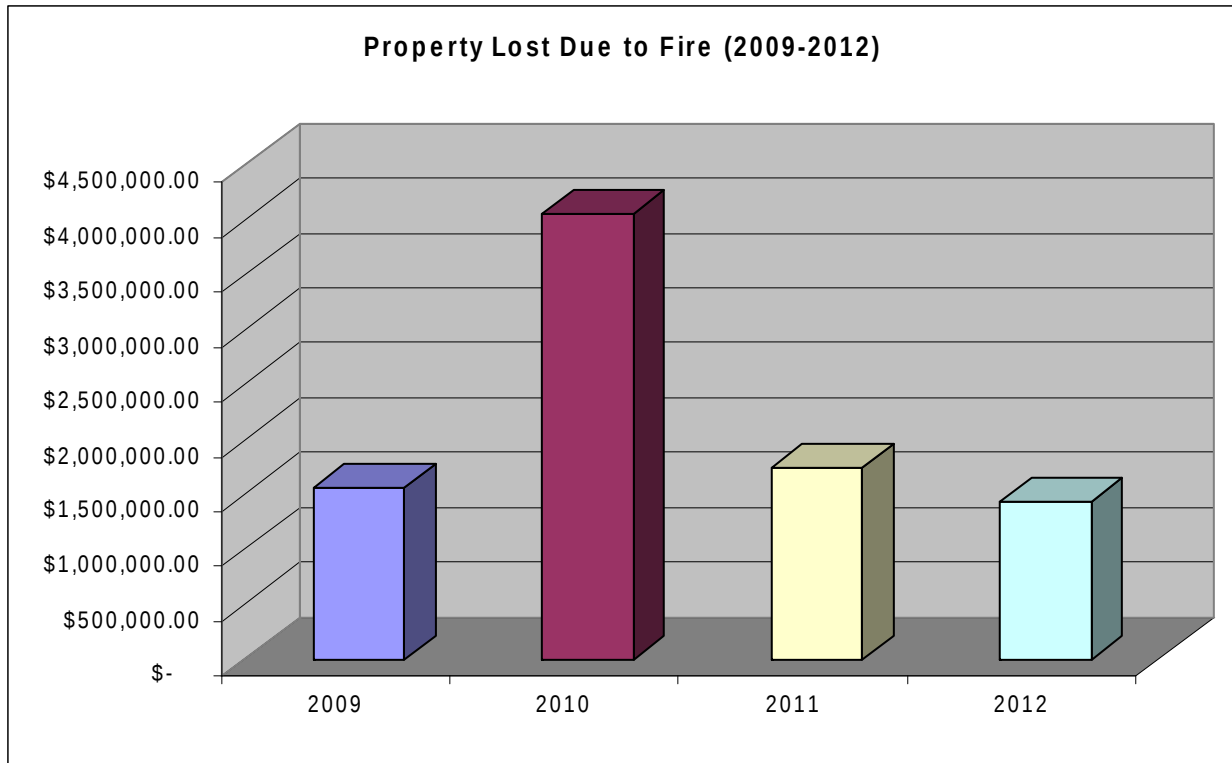
Training Hours By Years (2009-2012)



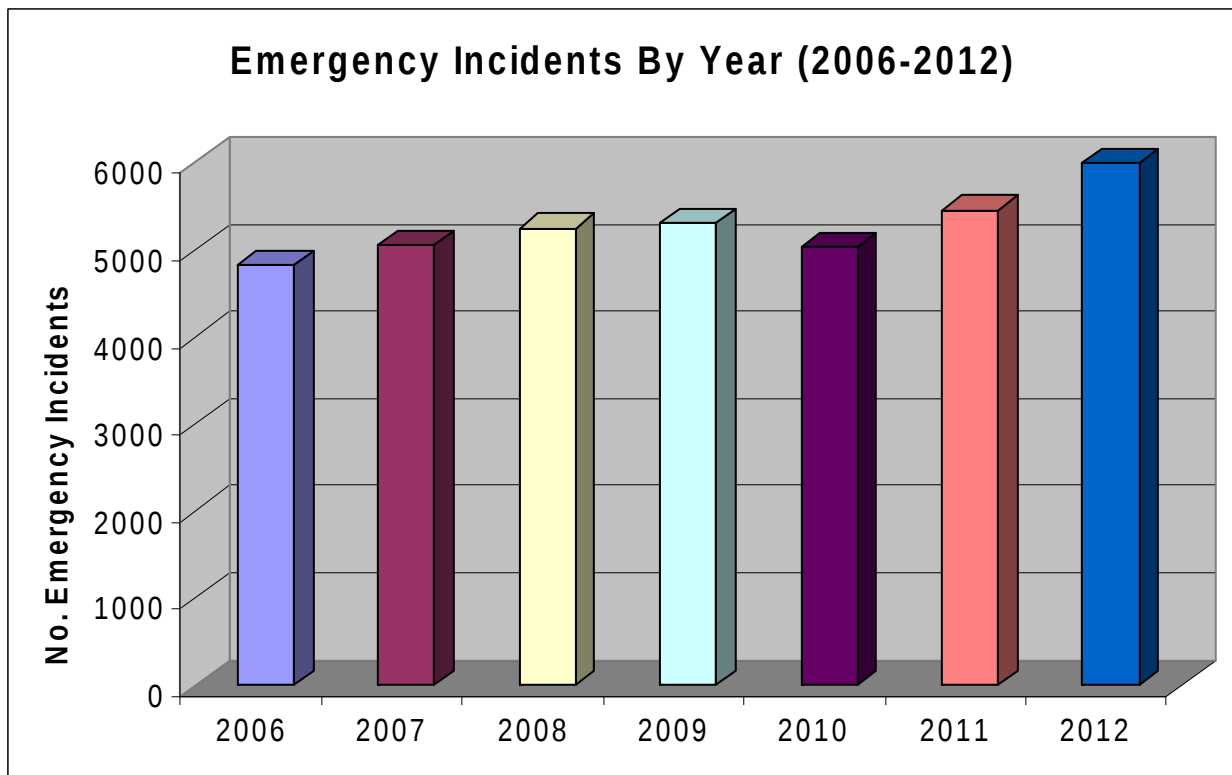
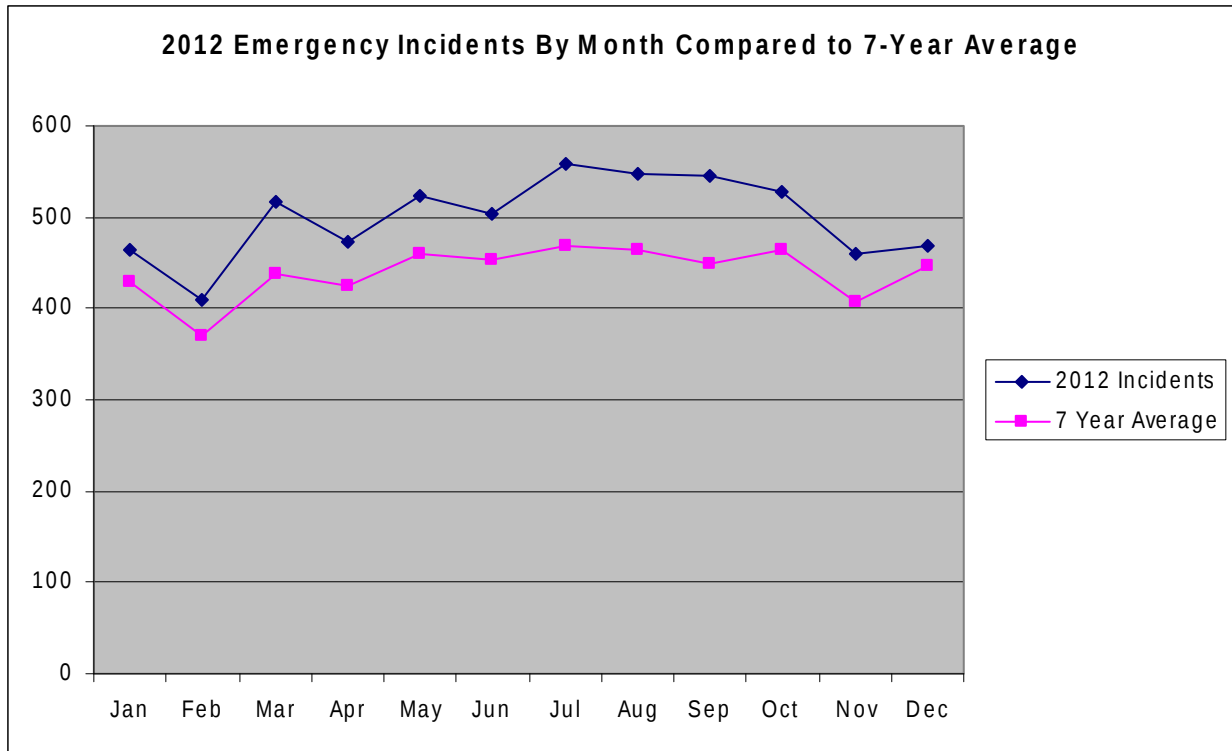
Training Hours by Classification (2011-2012)



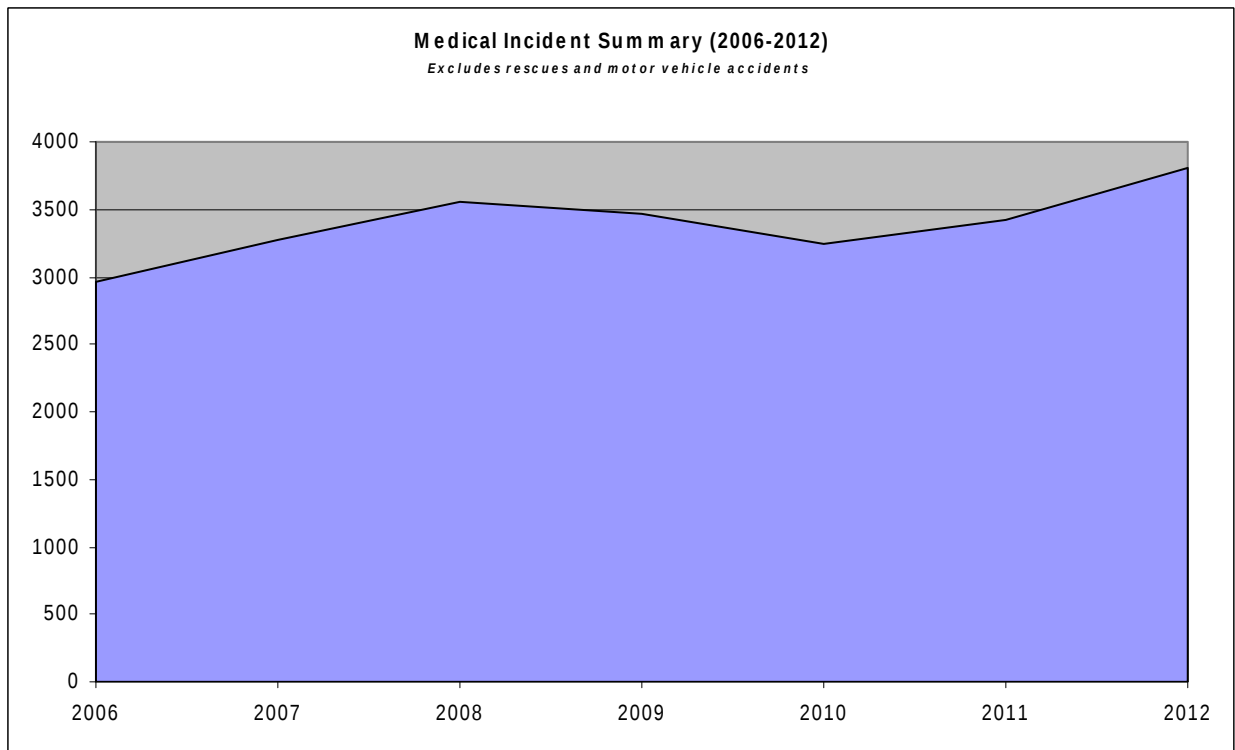
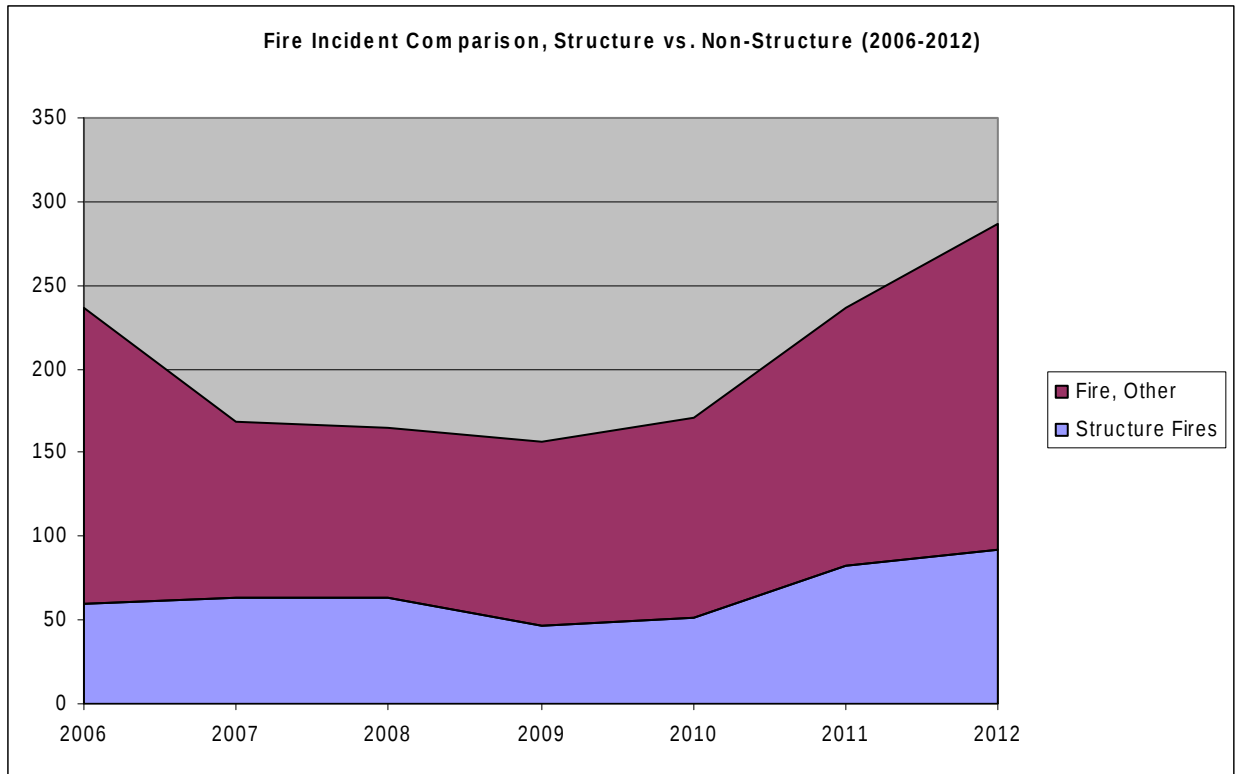
Statistical Summary



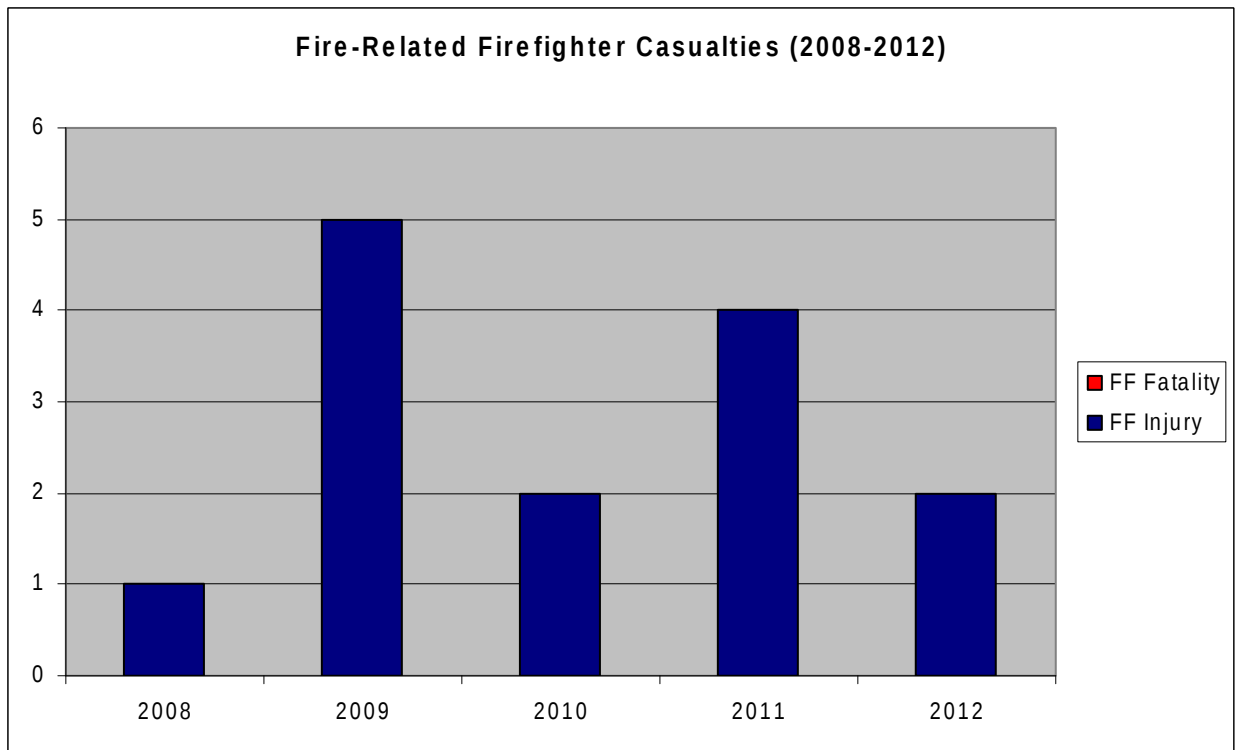
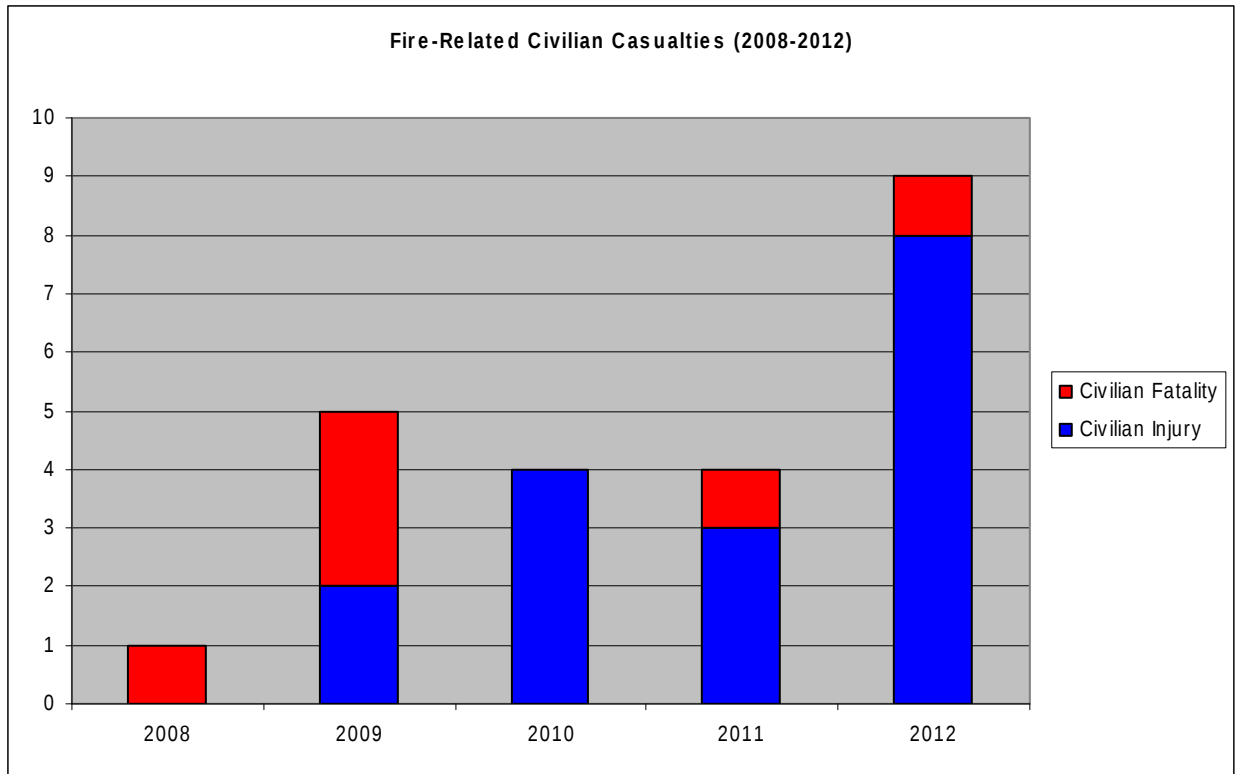
Statistical Summary



Statistical Summary



Fire-Related Injuries and Fatalities



Statistical Summary

Incident Type	2006	2007	2008	2009	2010	2011	2012
Structure Fires	60	63	63	47	51	82	92
Fire, Other	177	106	102	109	120	155	195
Medicals	2957	3280	3553	3466	3238	3423	3801
Vehicle Accidents	486	426	361	386	338	438	461
Rescue, Other	27	35	42	24	55	23	21
Hazardous Materials	100	65	53	73	67	68	84
Hazardous Conditions	39	37	70	125	43	67	60
Service Calls	610	363	543	286	302	325	393
Good Intent	102	91	146	389	317	299	392
False Alarms	246	282	302	386	447	569	484
Other	16	5	21	12	0	4	7
Total	4820	4753	5256	5303	5030	5458	5995

Quick facts about emergency responses in 2012:

- The most common incident location for incident responses were the city's various independent senior living centers and nursing homes.
- Emergency calls increased by 11% when compared to 2011.
- The percentage of false alarms was reduced by 15%.
- The busiest fire company in the city was Engine 2 with 1,416 responses.
- The busiest paramedic ambulance was Medic 1 with 1,644 responses.
- Both structural fires and other fire-related calls increased to a seven-year high in 2012, which was also reflected in a five-year spike in civilian casualties (8 injuries and 1 fatality).

Response Performance Measurement

Both the Commission on Public Safety Excellence and Commission on Accreditation of Ambulance Services require response performance measurement. Since 2009, the department has invested significant time, energy, and financial resources into ensuring its response times are properly analyzed. The RFD strives to comply with National Fire Protection Association Standard 1710, *Standard for the Organization and Deployment of Fire Suppression Operations, Emergency Medical Operations, and Special Operations to the Public by Career Fire Departments*. Through its Standard of Cover (SOC) document the RFD has developed the following benchmark goals for its response performance:

1. Dispatch Time—This time segment is defined as the time between when the call is received at the Rogers 911 center and time units are dispatched. The time segments to calculate this metric are both found in the Computer Aided Dispatch System (CADS) and imported into the RFD's records management system. The benchmark for this response time segment is ninety (90) seconds, ninety (90) percent of the time.
2. Turnout Time—This time segment is defined as the time between when a unit/company is dispatched and the time they signal they are responding using the radio or mobile data computer. The time segments to calculate this metric are both found in the CADS and imported into the RFD's records management system. The responding signal is controlled by firefighters using their mobile data computers (MDC). The benchmark for this response time segment is sixty (60) seconds, ninety (90) percent of the time.
3. Travel Time, 1st Arrival—This time segment is defined as the time between the first arriving unit signaling they are responding and when they signal they have arrived at the incident scene. Both of the time segments used to calculate this time are recorded in CADS and signaled by firefighters using their MDC. The benchmark for this response time segment is four (4) minutes, ninety (90) percent of the time.
4. Travel Time, Effective Response Force—The Effective Response Force, or ERF, varies depending on the incident type. For a first-alarm fire, the ERF includes three engines, one ladder, one ambulance and the Battalion Chief. For a vehicle extrication call, the ERF is just one fire company, one extrication company, one ambulance and the Battalion Chief. The time segment for measuring ERF arrival includes the time of first unit responding to the time of the last unit's arrival. These time metrics are recorded in CADS by firefighters using their MDC. The benchmark for this response time segment is eight (8) minutes, ninety (90) percent of the time.

Response Performance Measurement

The following table lists the effective response force (ERF) for the various call types in the Computer Aided Dispatch System (CADS). The table only includes responses that involve multiple units since singular responses don't have a different 1st arrival and ERF arrival time.

ARFF = Aircraft Fire Unit AMB = Ambulance BC = Battalion Chief
ENG = Engine LAD = Ladder R = Rescue

Aircraft Emergency, XNA	2 AMB	1 R	1 BC		
Aircraft Emergency	1 ARFF	1 ENG	1 LAD	1 AMB	1 BC
Building Fire	3 ENG	1 LAD	1 AMB	1 BC	
CO with Symptoms	1 ENG	LAD or R	1 AMB	1 BC	
Elevator Rescue	1 ENG or	1 LAD	1 R		
Haz-Mat Emergency	2 ENG	1 LAD	1 R	1 AMB	1 BC
House Fire	3 ENG	1 LAD	1 AMB	1 BC	
Medical Emergency, Pri1	1 ENG or	1 LAD	1 AMB		
Motor Vehicle Accident	1 ENG or	1 LAD	1 AMB		
MVA with Extrication	1 ENG	1 LAD or	1 R	1 AMB	1 BC
Technical Rescue	2 ENG	1 LAD	1 R	1 BC	
Water Rescue	2 ENG	1 LAD	1 R	1 BC	

To improve response performance, several key initiatives were accomplished in 2012. These included:

- Installation of sixty second count down clocks in two fire stations (1 and 6)
- Installation of CADS status monitors in two fire stations (4 and 7)
- Publishing monthly performance reports for turnout time compliance for each station and shift
- Installation of mobile data computers to remove dispatcher error from response time acquisition
- Improvement of mobile data computer reliability through connectivity improvements, specifically Netmotion software and the WiFi hotspots
- Installation of Locution automated dispatch software

Accreditation Statistics

Structure Fires - 90th Percentile Times		2012	2011	2010	2009
Baseline Performance					
Alarm Handling	Pick-Up to Dispatch	1:19	1:48	1:40	2:55
Turnout Time	Turnout Time 1st Unit	1:09	1:28	1:55	1:26
Travel Time	Travel Time 1st Unit Distribution	5:55	5:03	5:16	6:02
	Travel Time ERF Concentration	9:45	10:38	13:53	12:04
Total Response Time	Total Response Time 1st Unit on Scene Distribution	6:36	7:31	8:30	7:14
	Total Response Time ERF Concentration	8:16	11:38	16:11	12:04

Technical Rescue- 90th Percentile Times		2012	2011	2010	2009
Baseline Performance					
Alarm Handling	Pick-Up to Dispatch	2:54	3:10	3:38	2:16
Turnout Time	Turnout Time 1st Unit	0:23	1:15	2:11	2:26
Travel Time	Travel Time 1st Unit Distribution	4:05	4:33	4:17	7:28
	Travel Time ERF Concentration	7:10	11:11	No Data	4:56
Total Response Time	Total Response Time 1st Unit on Scene Distribution	5:30	8:46	13:00	9:40
	Total Response Time ERF Concentration	9:48	13:12	No Data	7:23

Accreditation Statistics

Hazardous Materials- 90th Percentile Times		2012	2011	2010	2009
Baseline Performance					
Alarm Handling	Pick-Up to Dispatch	2:12	1:58	2:28	3:27
Turnout Time	Turnout Time 1st Unit	1:10	1:26	1:44	2:00
Travel Time	Travel Time 1st Unit Distribution	5:35	6:36	6:27	6:29
	Travel Time ERF Concentration	7:14	5:19	6:14	7:29
Total Response Time	Total Response Time 1st Unit on Scene Distribution	8:43	8:00	10:25	10:33
	Total Response Time ERF Concentration	9:15	8:01	9:01	11:06

Emergency Medical Services- 90th Percentile Times		2012	2011	2010	2009
Baseline Performance					
Alarm Handling	Pick-Up to Dispatch	2:32	2:31	2:43	2:03
Turnout Time	Turnout Time 1st Unit	1:17	1:33	2:03	1:12
Travel Time	Travel Time 1st Unit Distribution	5:33	5:39	6:27	6:16
	Travel Time ERF Concentration	6:17	6:49	6:47	6:32
Total Response Time	Total Response Time 1st Unit on Scene Distribution	8:27	9:19	10:24	10:38
	Total Response Time ERF Concentration	9:04	10:53	11:33	9:47

Comparative Statistics

An important part of the Yearly Activity Report is to compare the Rogers Fire Department to other communities who share our demographic characteristics. Although it is impossible to make a perfectly fair and balanced comparison, the information is essential to the validation of our operation. Data from other cities is obtained from the United States Census Bureau and representatives from the fire departments. The Rogers Fire Department utilizes the following cities for comparative statistics:

Broken Arrow, Oklahoma
Norman, Oklahoma
Edmond, Oklahoma
Fayetteville, Arkansas
Springdale, Arkansas
North Little Rock, Arkansas

Some highlights of the 2012 data include:

- The City of Rogers had the LOWEST property loss due to fire of all cities. This is a remarkable improvement when you consider that Rogers had the HIGHEST property loss due to fire in 2010.
- The citizens of Rogers enjoy the second lowest ratio of firefighters to citizens of all the cities surveyed (1 firefighter for every 576 citizens).
- The annual cost of fire protection, per capita, in the City of Rogers was one of the lowest at \$138 per citizen. Edmond, Oklahoma had the highest cost of fire protection at \$214 per citizen.
- Of the surveyed cities, Rogers had a 45% population increase since 2000, making it the second-fastest growing city in the dataset. It also had one of the best distribution ratios (square miles per fire station) at 5.43 square miles per fire station. By comparison, the worst was the City of Norman (OK) at 21.78 square miles per fire station.
- Although budgets are characteristically different in how they are prepared and where costs are assigned, the City of Rogers had the smallest budget of all the cities in the survey.
- Rogers was one of three departments in the survey that provided the ambulance service through the fire department with cross-trained firefighters.

Comparative Statistics

City	Sworn Personnel	Fire Stations	Square Miles	ISO Rating
Broken Arrow, OK	142	6	105	2
Norman, OK	159	9	196	3
Edmond, OK	122	5	89	3
Fayetteville, AR	108	7	55.4	4
Springdale, AR	113	6	47	2
North Little Rock	148	10	47	2
Rogers, AR	104	7	38.25	3



Cost of Fire and Emergency Medical Coverage by City:

Broken Arrow, Oklahoma
\$142 per citizen

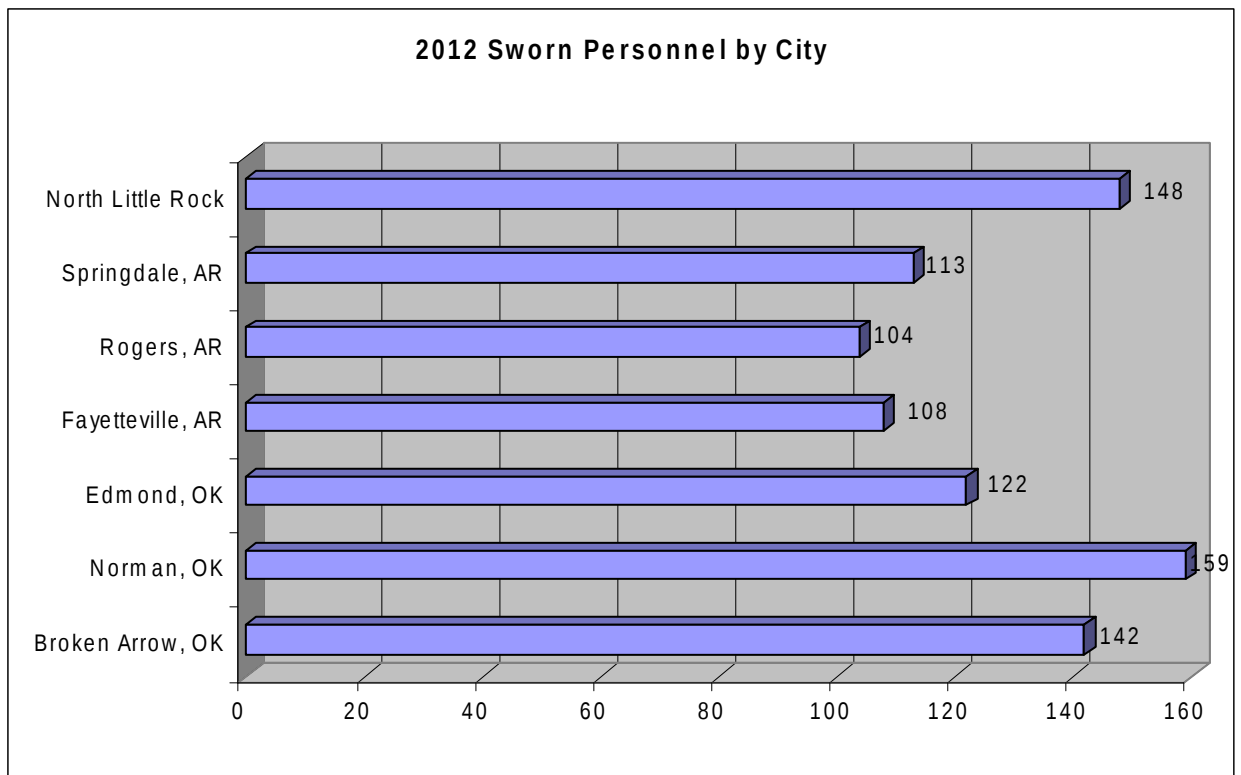
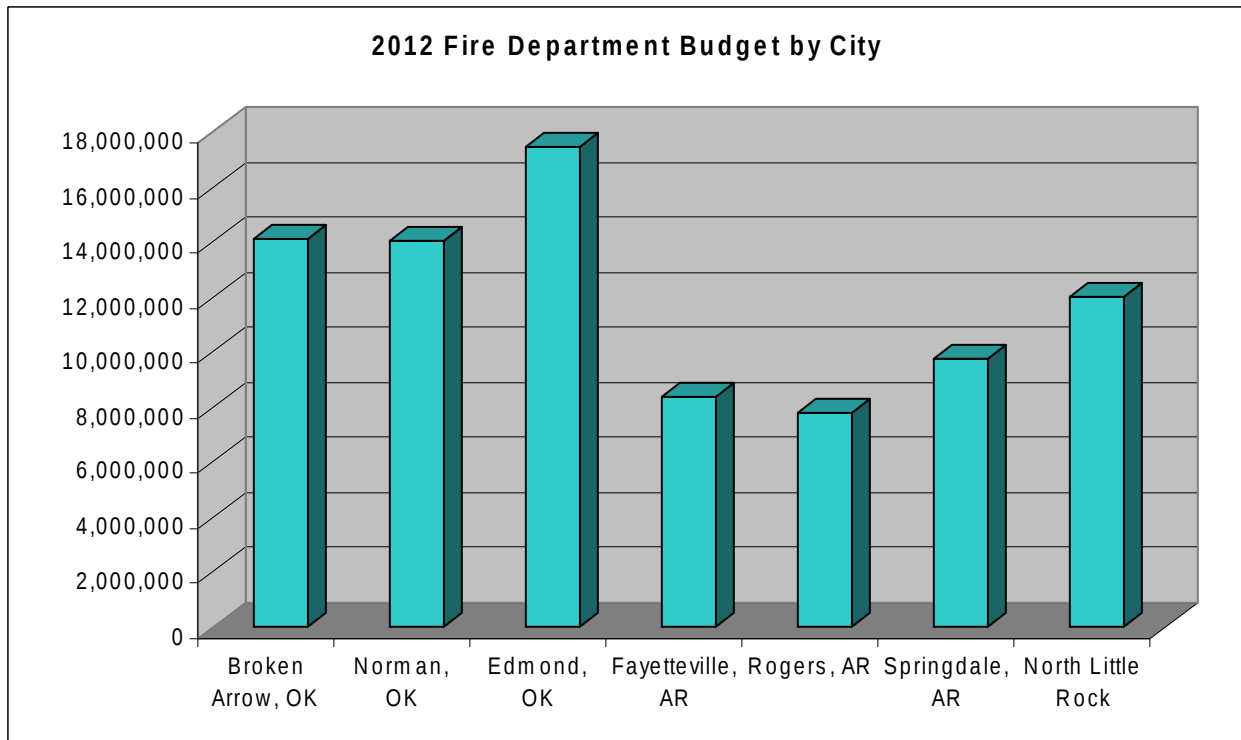
Edmond, Oklahoma
Over \$214 per citizen

North Little Rock, Arkansas
\$192 per citizen

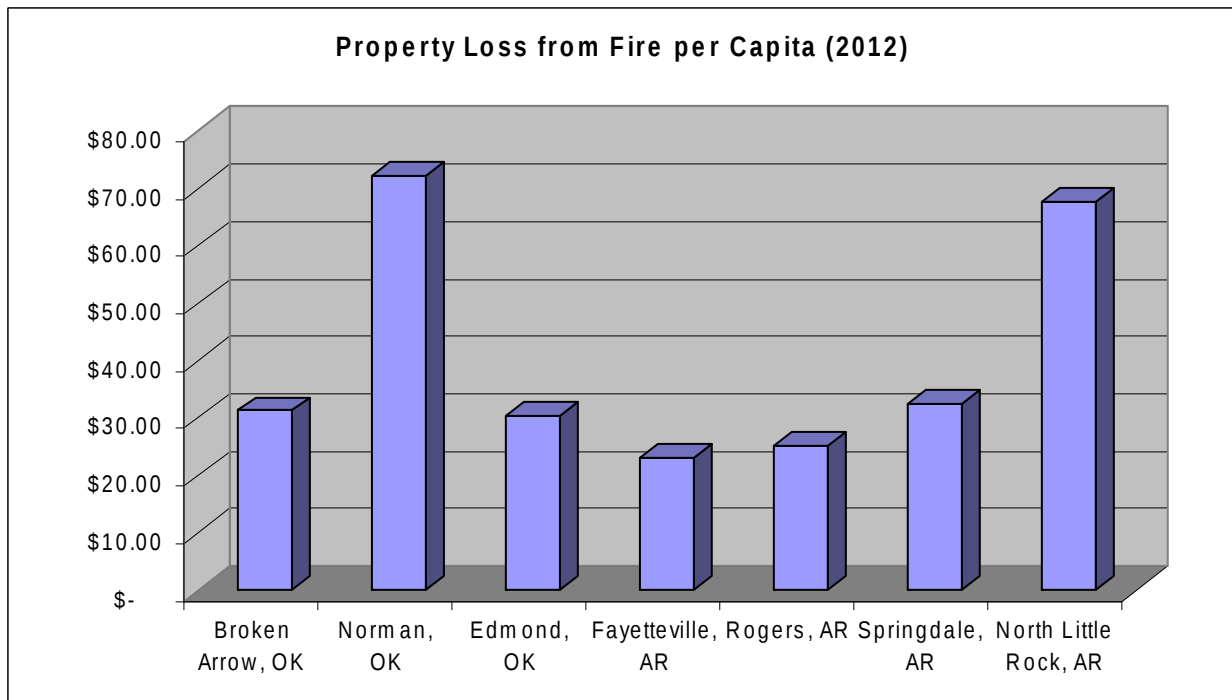
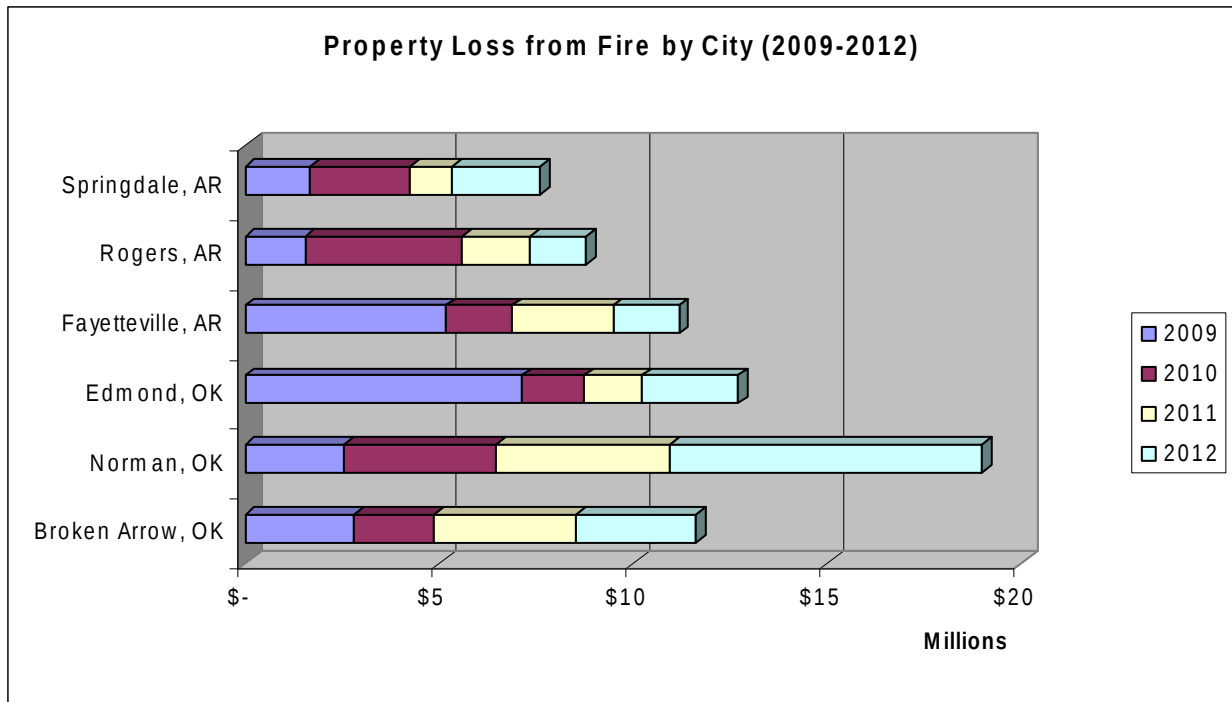
Rogers, Arkansas
\$138 per citizen

Cost effective public safety protection!

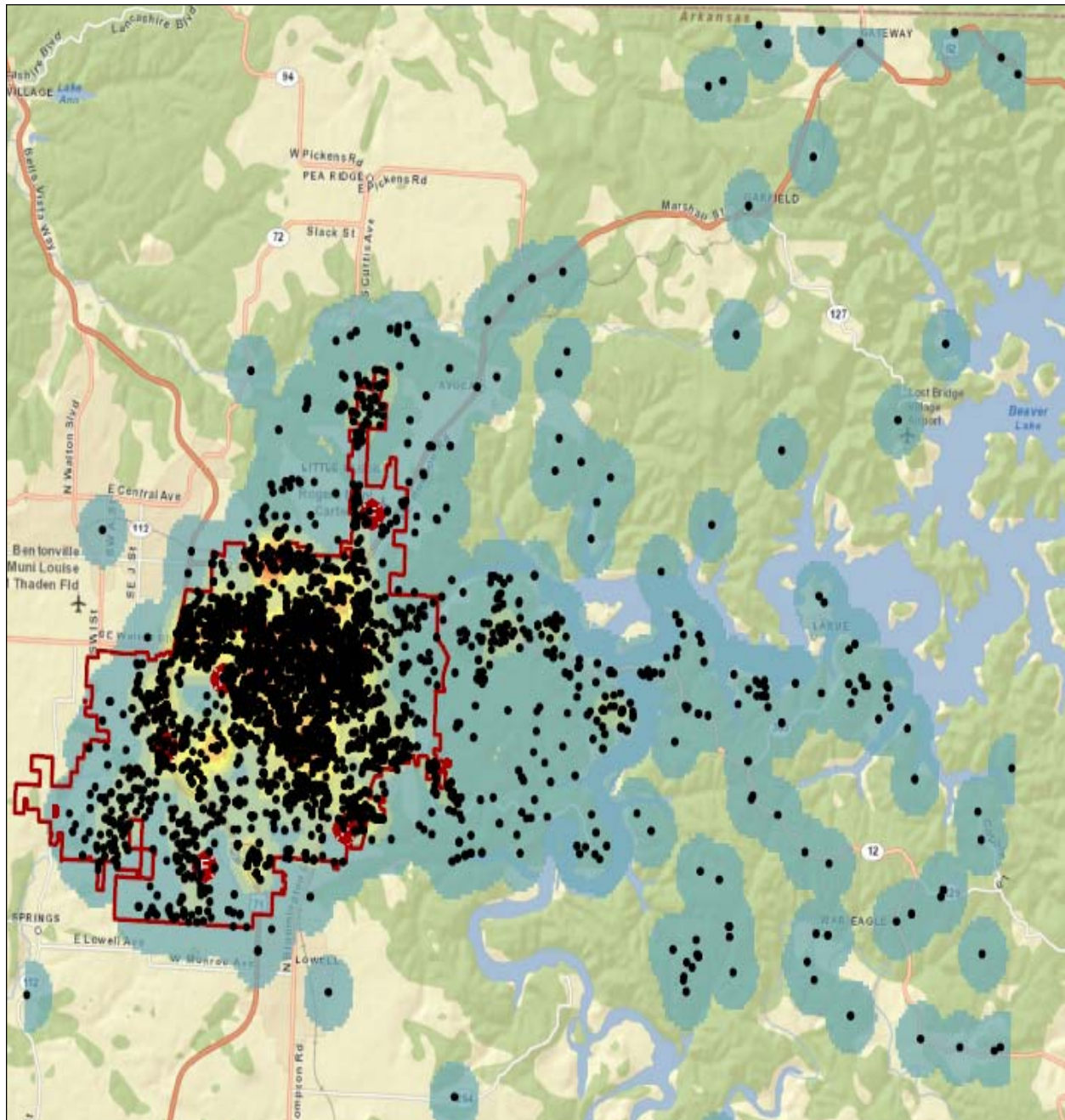
Comparative Statistics



Comparative Statistics



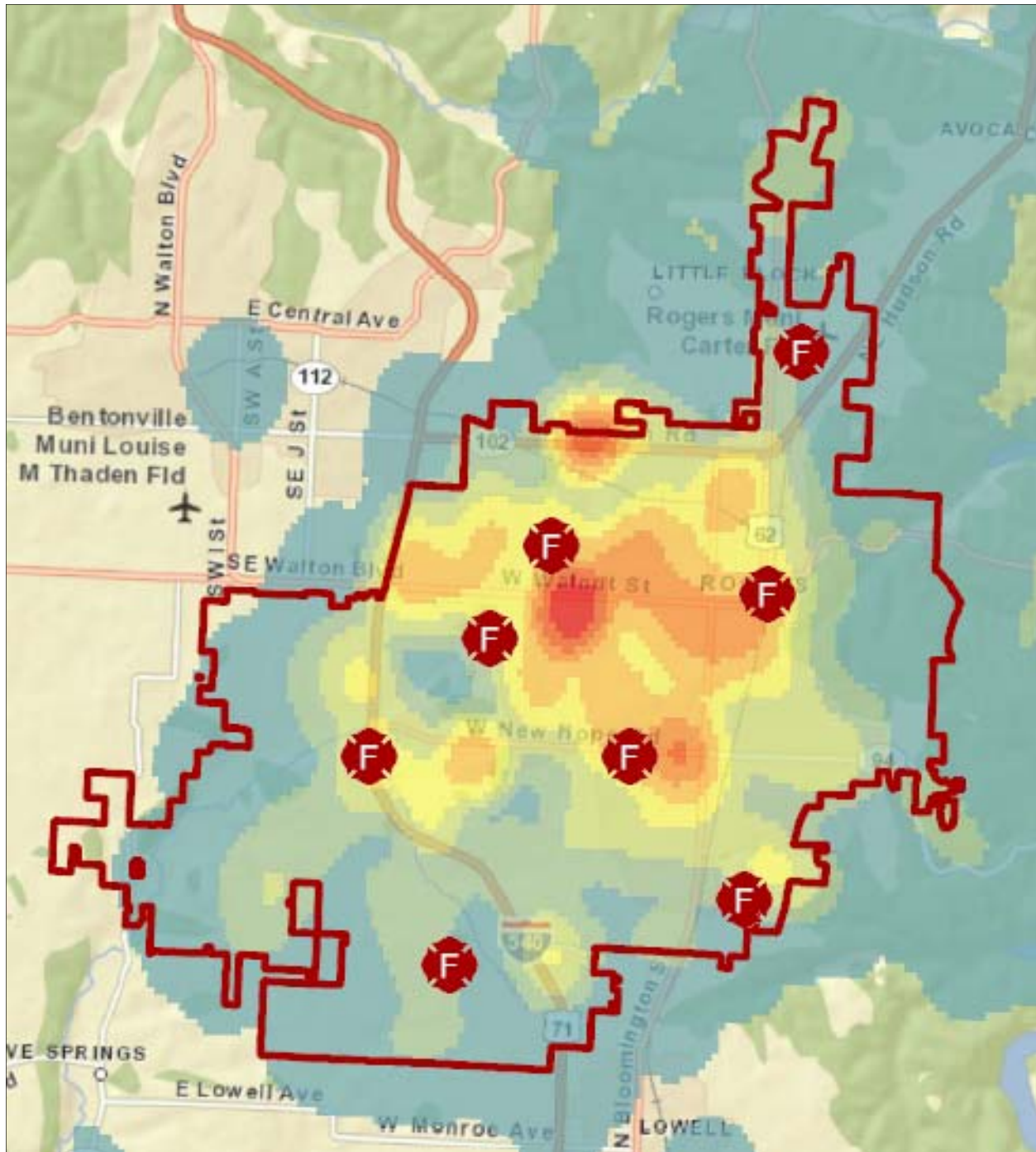
Geographical Analysis of Incident Data



The figure above shows the location of all incidents for the Rogers Fire Department in 2012.

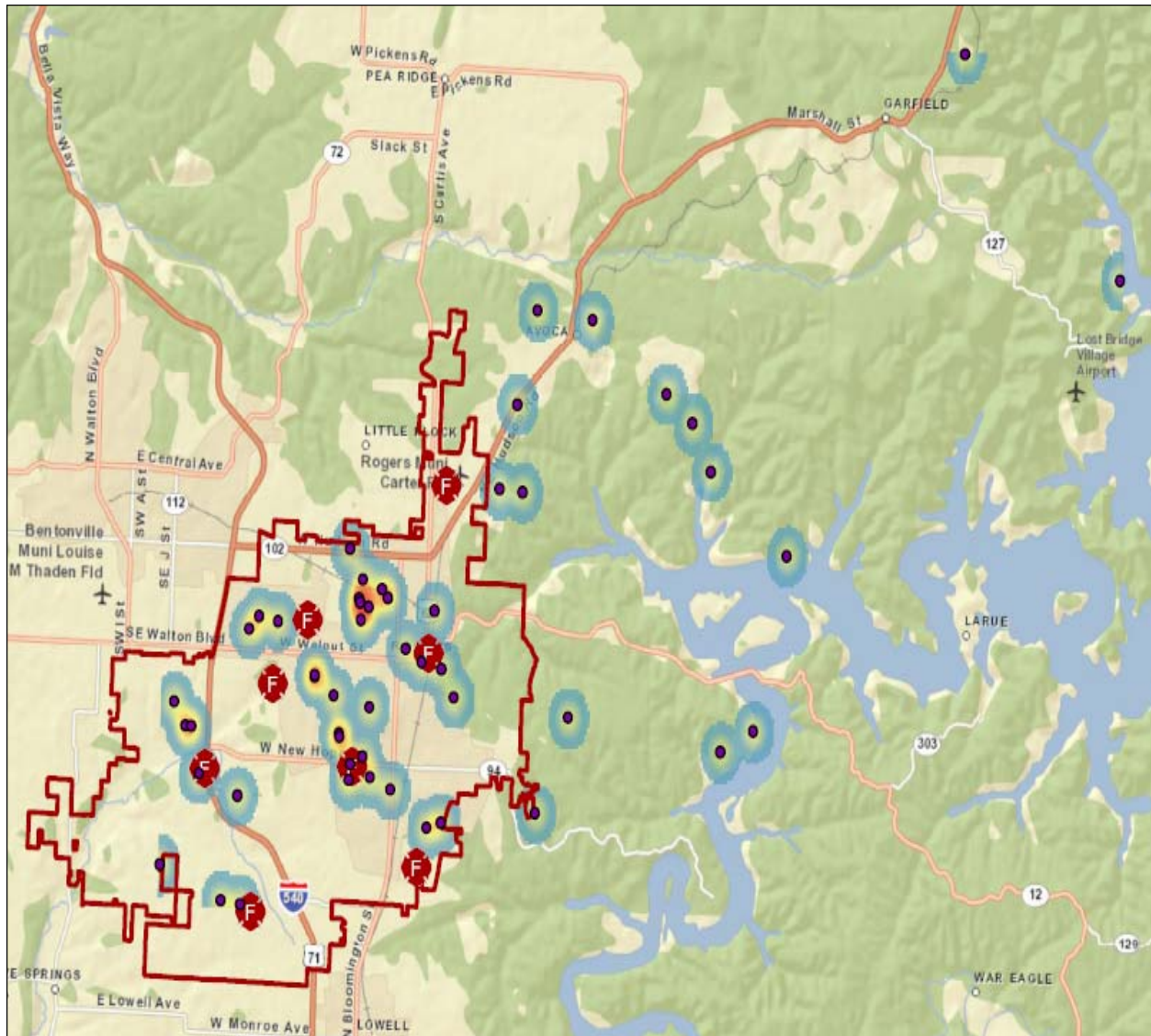
Map Courtesy of Benton County GIS Department

Geographic Analysis of Incident Data



The figure above shows areas of concentration for all incidents during 2012. Red indicates a high rate of emergency incident occurrence, while blue indicates a low occurrence rate.

Geographic Analysis of Incident Data—Structure Fires

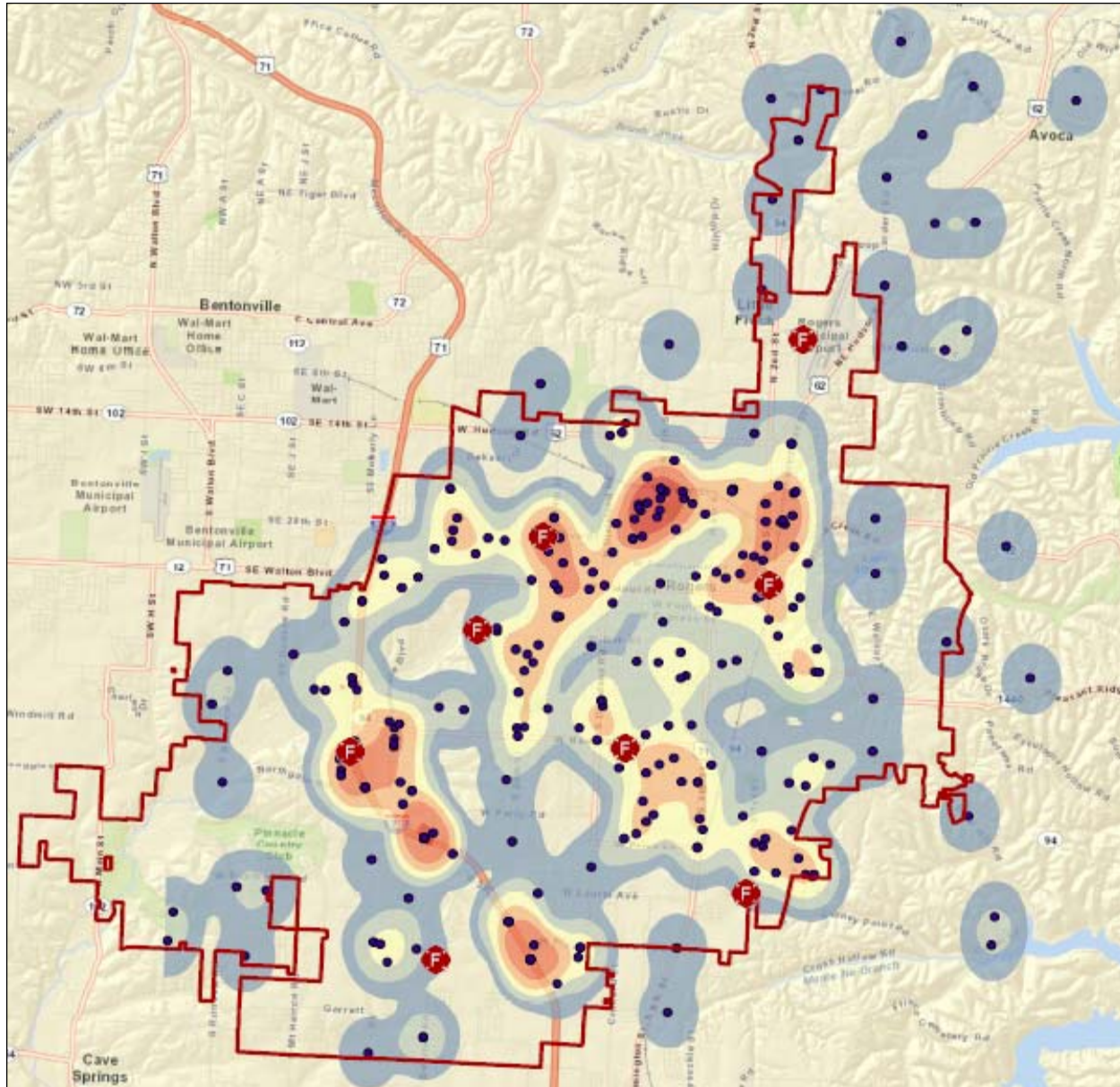


- 2012 Structure Fires
- Ⓡ Rogers Fire Stations
- ▭ Rogers Fire District

The figure above shows the location and concentration of all structure fires for the Rogers Fire Department in 2012.

Map Courtesy of Benton County GIS Department

Geographic Analysis of Incident Data—All Fires

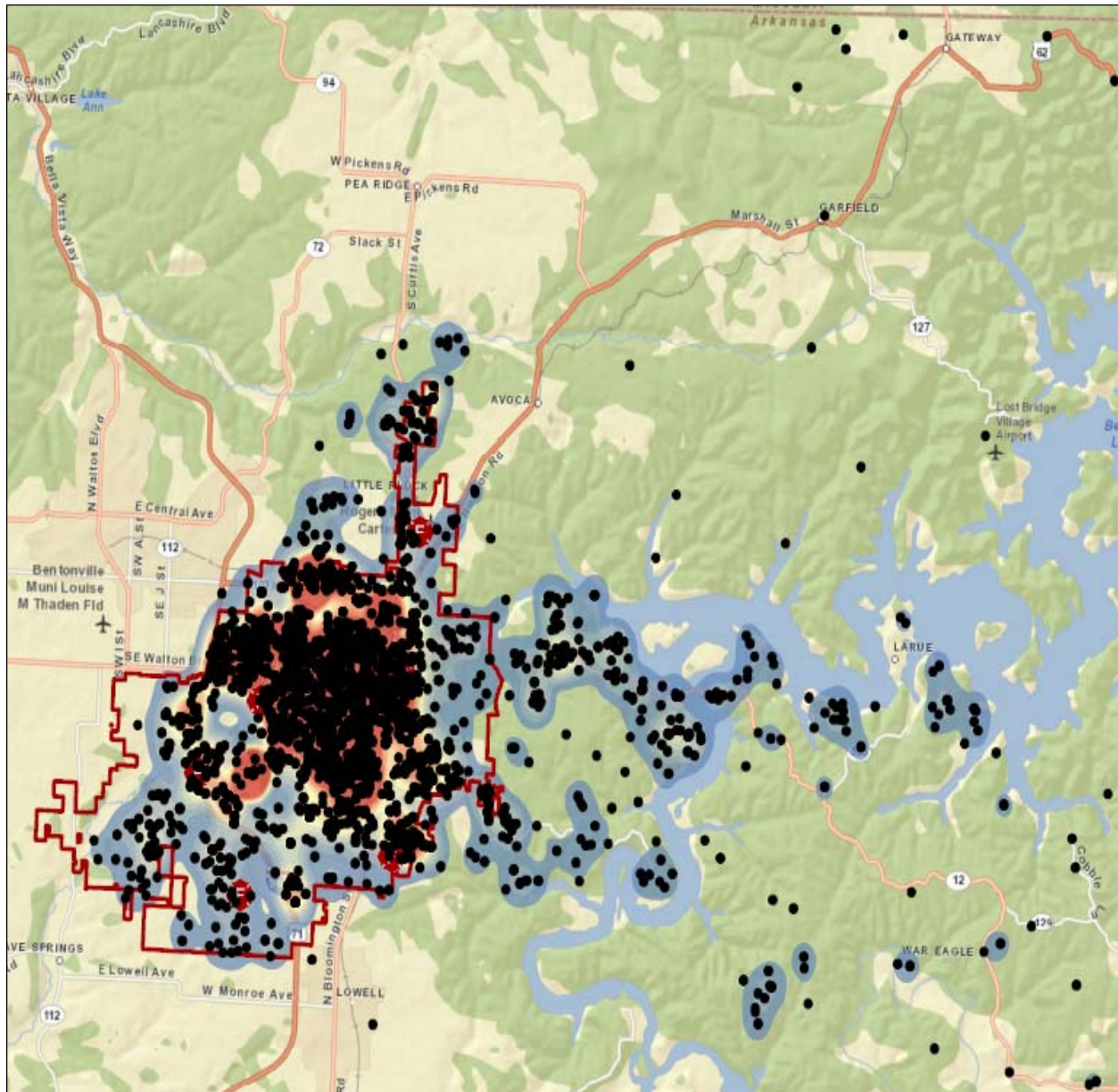


The figure above shows areas of concentration for all fires (structure, vehicle, wildland) during 2012. Red indicates a high concentration of structure fires, while blue indicates a low occurrence.

Map Courtesy of Benton County GIS Department

- 2012 All Fires
- Ⓡ Rogers Fire Stations
- ▭ Rogers Fire District

Geographic Analysis of Incident Data—Emergency Medical Incidents

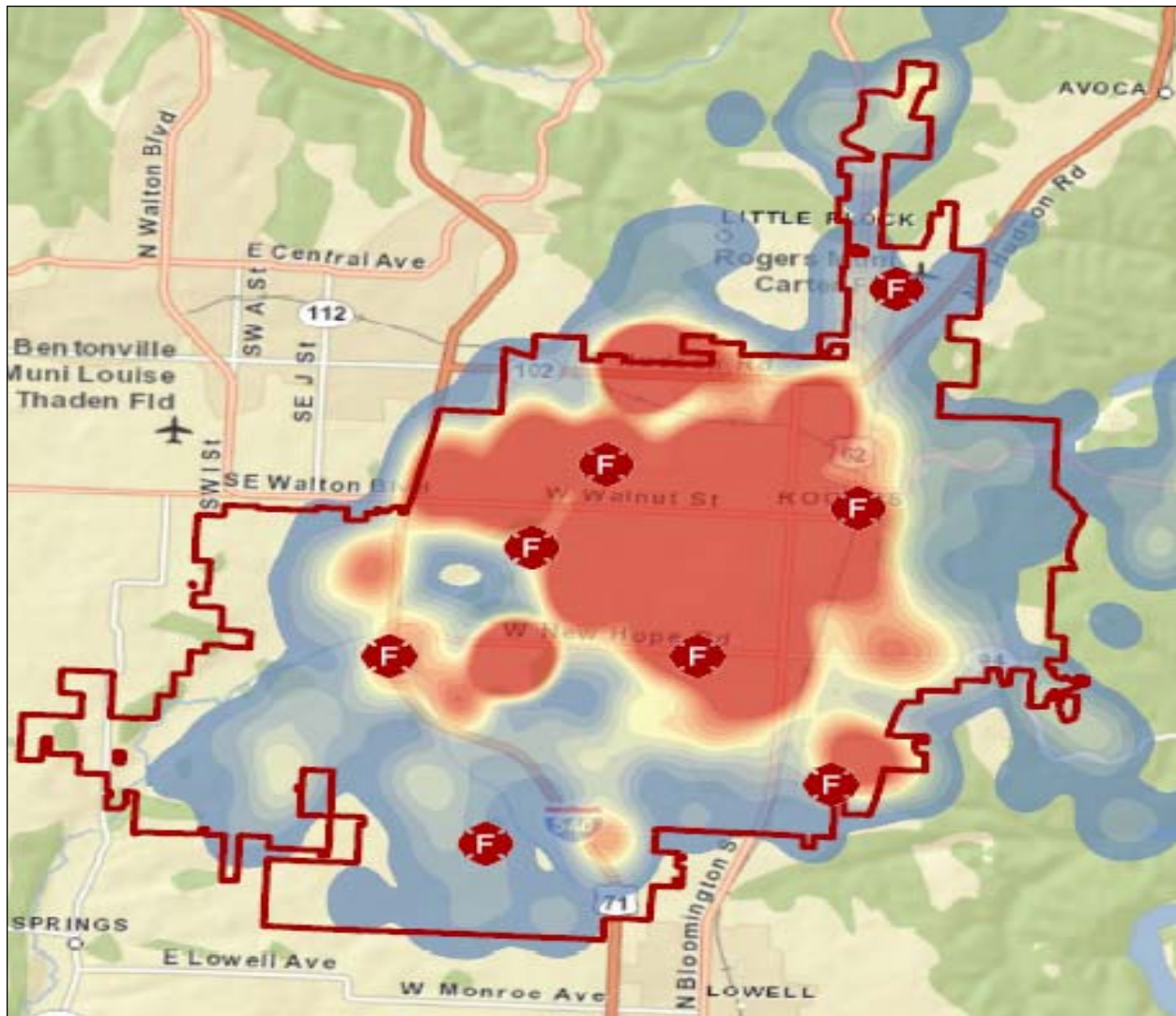


The figure above shows the location and concentration of all medical incidents for the Rogers Fire Department in 2012.

Map Courtesy of Benton County GIS Department



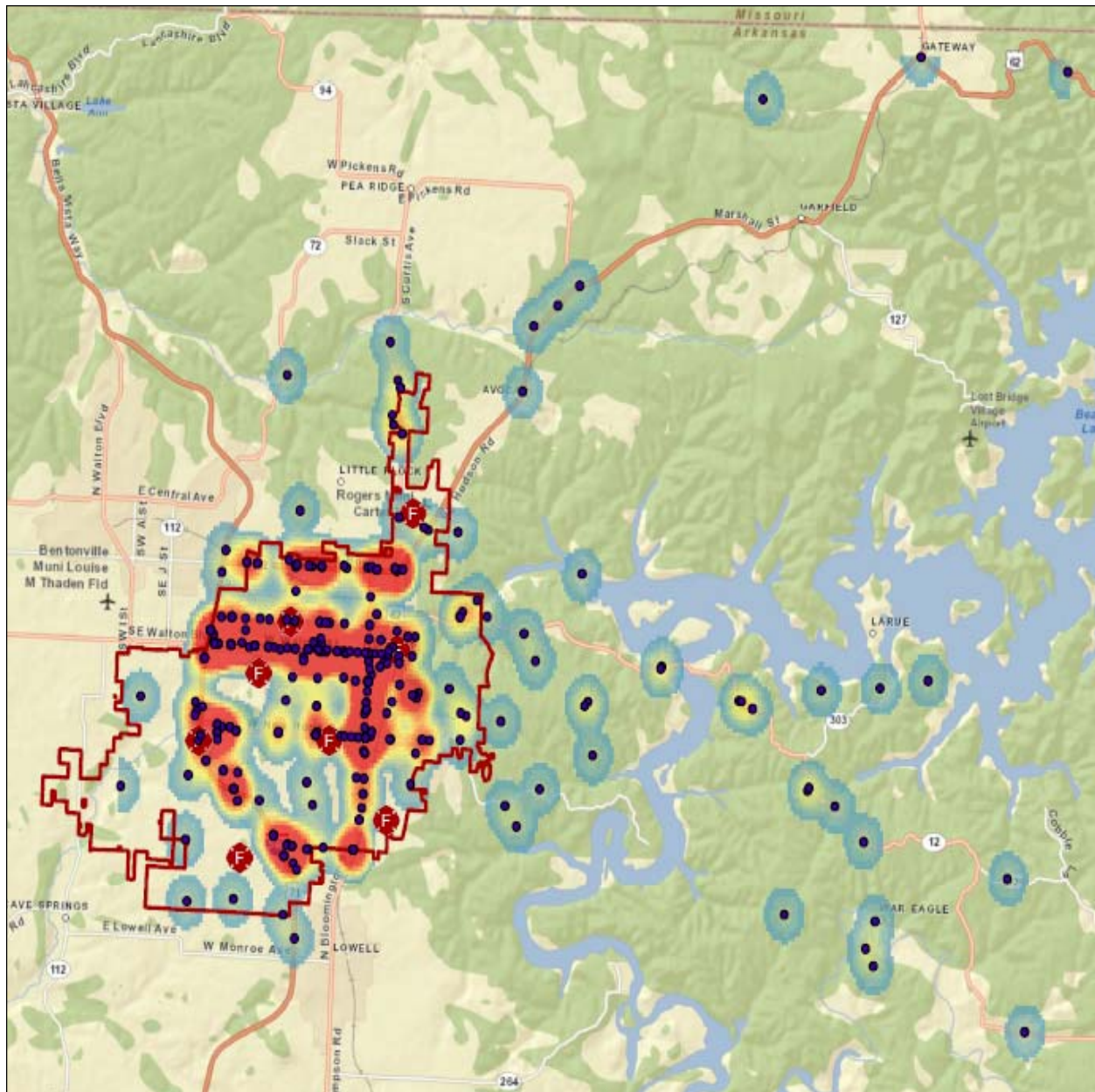
Geographic Analysis of Incident Data—Emergency Medical Incidents



The figure above shows areas of concentration for medical incidents during 2012. Red indicates a high concentration of medical calls, while blue indicates a low concentration. Because nursing homes and independent living centers can have an adverse impact on this map, a summary of responses to those facilities is provided:

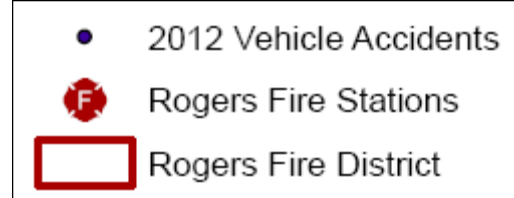
Responses	Address / Location
116	300 South Innisfree Circle, Innisfree Independent Living
116	2001 South Hampton Place, Jamestown Assisted Living
90	2501 North 22nd Street, Apple Blossom Retirement Center
55	1149 West New Hope Road, New Hope Health and Rehab
52	2600 North 22nd Street, Ashley Health and Rehab
40	1513 South Dixieland Road, Heritage Park Assisted Living
19	301 South 24th Street, Innisfree Assisted Living
19	1300 West Walnut Street, Family Medical Walk-in Clinic

Geographic Analysis of Incident Data—Motor Vehicle Accidents

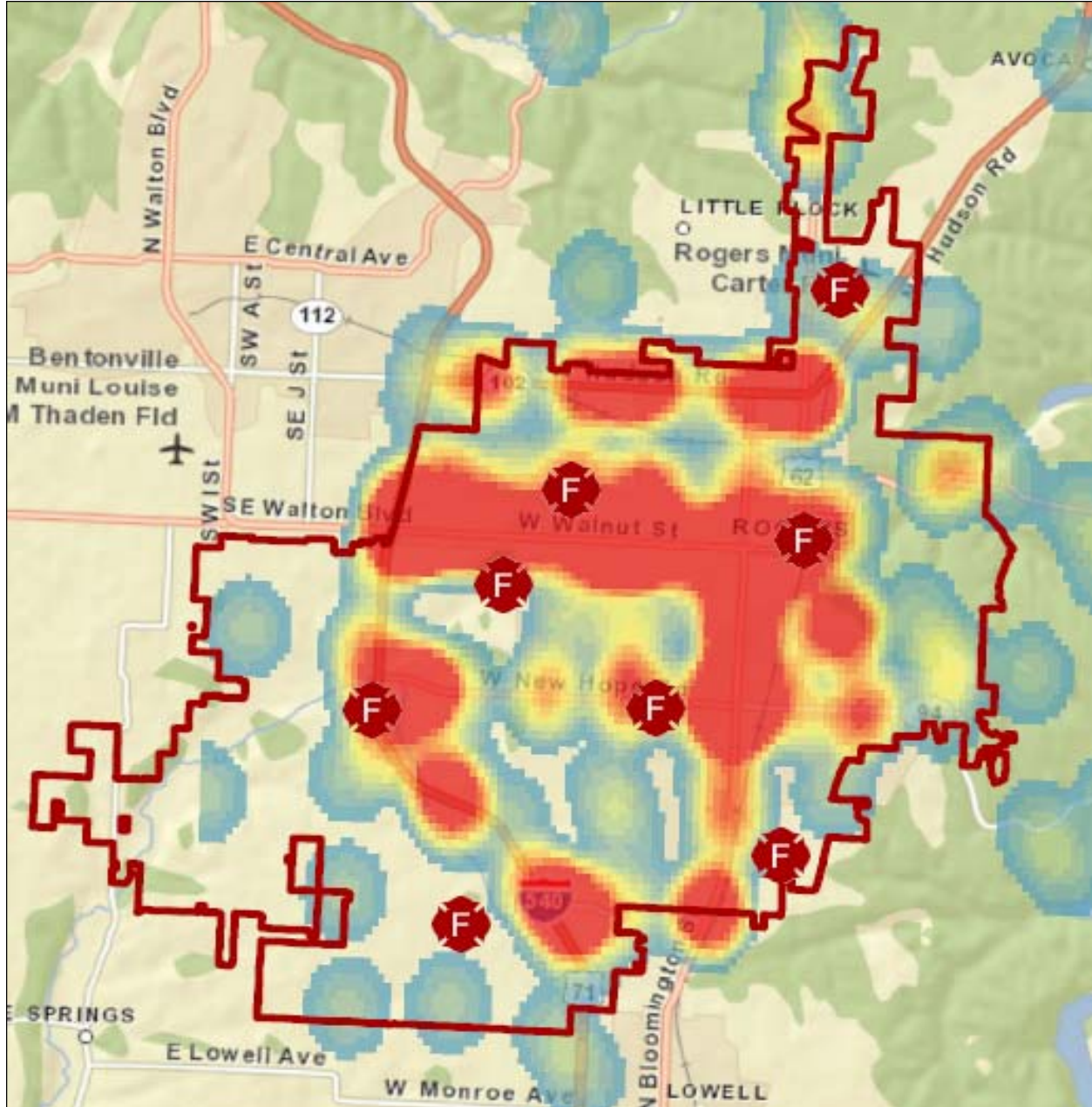


The figure above shows the location of all motor vehicle incidents for the Rogers Fire Department in 2012.

Map Courtesy of Benton County GIS Department



Geographic Analysis of Incident Data—Motor Vehicle Accidents



The figure above shows areas of concentration for motor vehicle incidents during 2012. Red indicates a high concentration of motor vehicle accidents, while blue indicates a low concentration.

Several nodes are visible in the map which indicate a high frequency of traffic collisions. Analysis of the map shows that Hudson Road, Walnut Street, 8th Street and Interstate 540 are the most frequent roadways for injury traffic collisions.

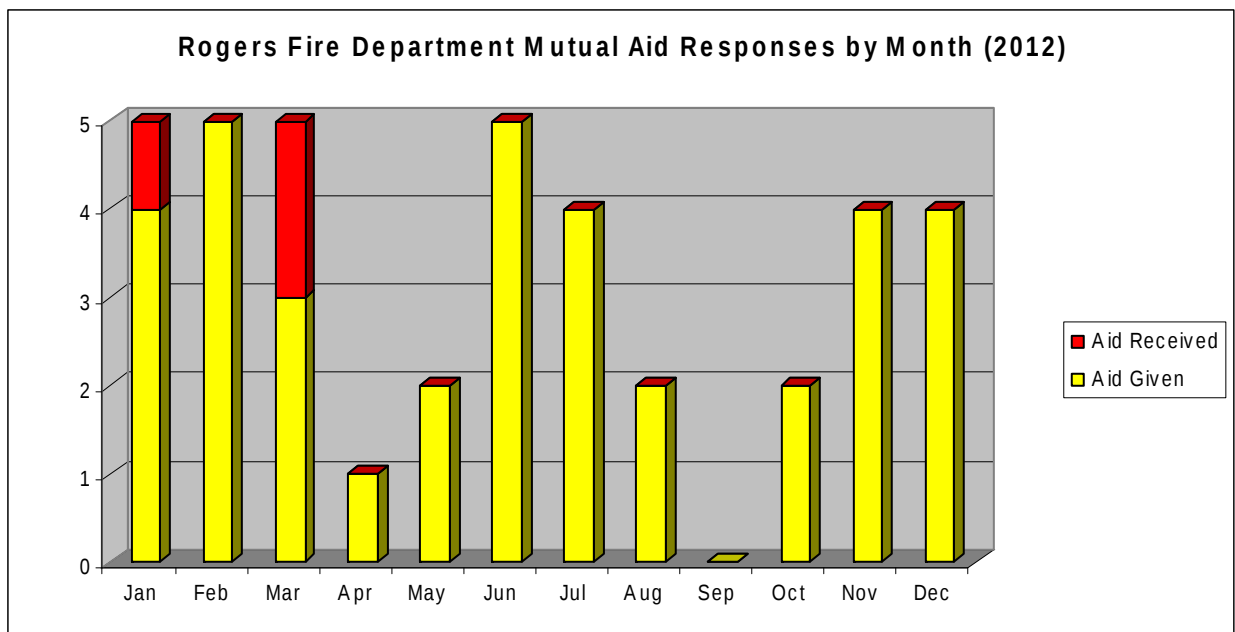
Mutual Aid Analysis

The Rogers Fire Department works with neighboring agencies to assist at large incidents or when neighboring communities do not have sufficient resources. On occasion, other departments are also dispatched into the City of Rogers to augment existing resources.

In 2012, the RFD provided mutual aid to surrounding jurisdictions 36 times. Mutual aid was received just three (3) times. A breakdown of responses by department is provided below:

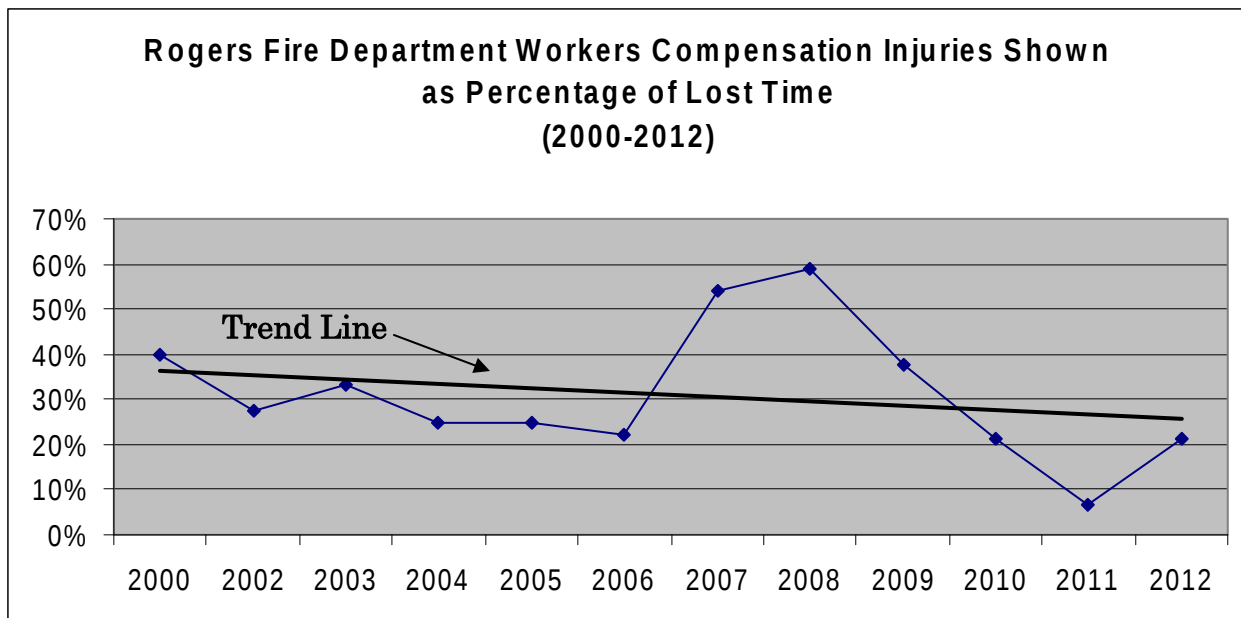
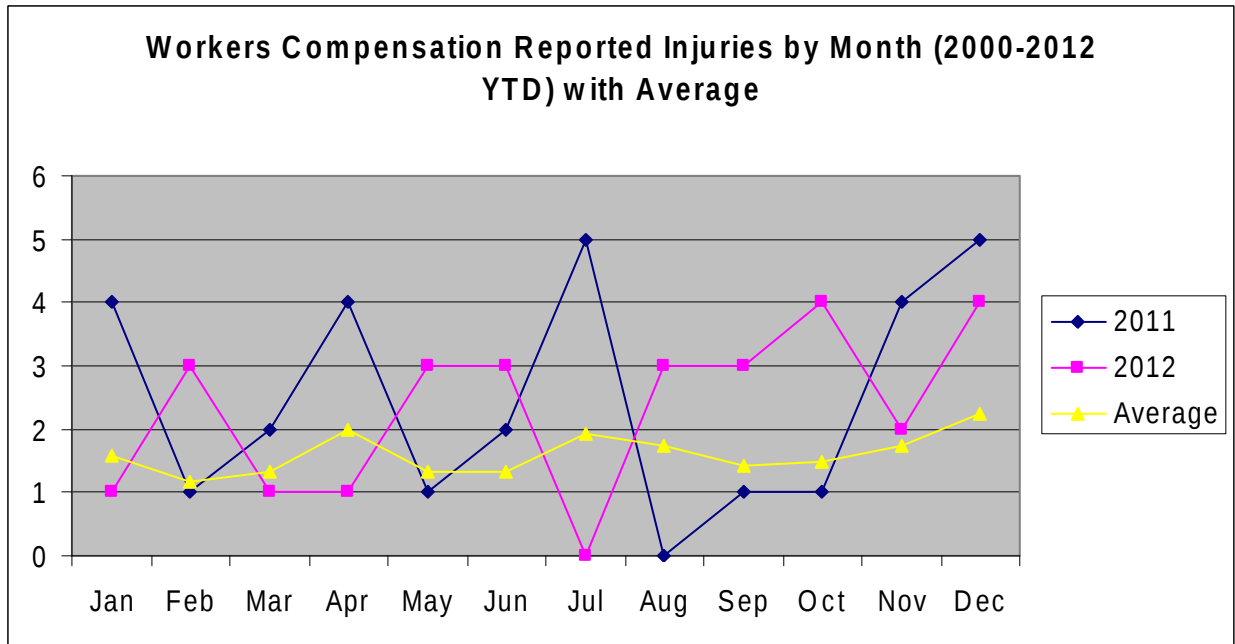
Avoca Fire Department— 16
Beaver Lake Fire Department— 6
Bentonville Fire Department— 1
Central EMS, Washington County—1
Highway 94 East Fire Department— 2
Little Flock Fire Department— 5
Lowell Fire Department— 1
Northeast Benton County Fire Department—5
Rocky Branch Fire Department—1
Springdale Fire Department— 1

Mutual aid was utilized inside the city for a three-alarm fire at the former Border's Bookstore (now The Fresh Market grocery store) and to transport a bariatric patient from a residential home.



Workers Compensation Injuries

The nature of the work performed by firefighters is dangerous. Because of this, the Rogers Fire Department empirically analyzes on-the-job injuries. In 2012, 28 Workers Compensation injuries were reported. This was an overall reduction compared to 2011's total of 30. 2012 saw a 14% increase in injuries that resulted in lost time when compared to 2011. The figures below show trends for reported on-the-job injuries for 2012.



Cardiac Arrest Registry Analysis (Using Utstein Template)

In 2010, the Rogers Fire Department began measuring cardiac arrest resuscitation performance as part of an initiative to improve survivability in the City of Rogers. Each month cardiac arrest performance reports are processed that aid in identifying factors that can improve survival in future patients. These reports are available on the department's website.

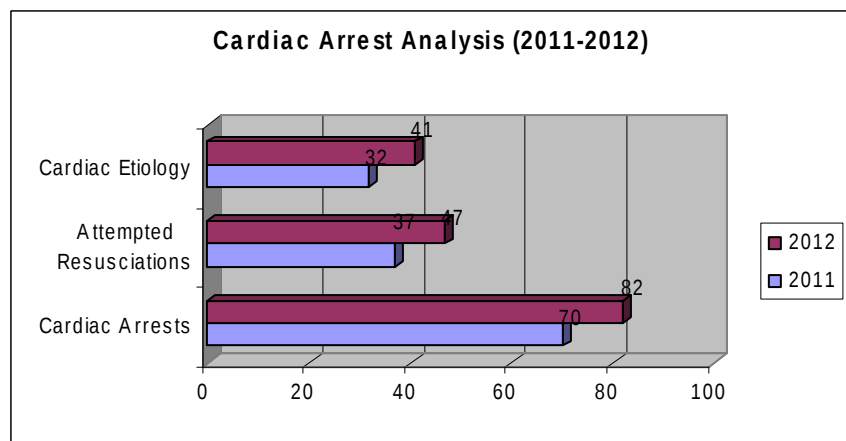
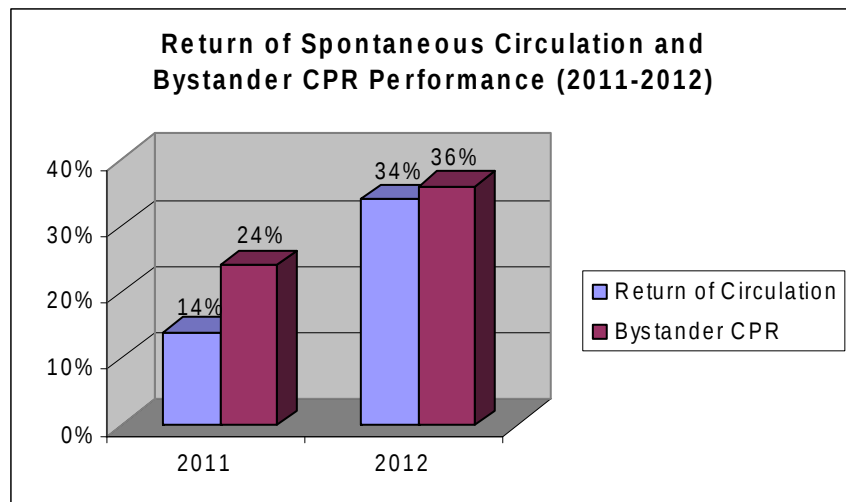
Several metrics are utilized to measure cardiac arrest resuscitative performance. Those metrics include:

- Type of arrest (cardiac etiology, trauma, overdose, etc)
- Initial rhythm (asystole, ventricular fibrillation, pulse less electrical activity)
- Witnessed or non-witnessed arrest
- Whether or not bystander CPR was performed

Success is recorded in an Utstein-style template that is embedded into an Microsoft Excel® Spreadsheet for data tabulation.

The 20% improvement in return of spontaneous circulation (ROSC) is attributed to several initiatives started in Rogers over the past couple of years, specifically:

- Passage of a public access defibrillation ordinance
- Utilization of mechanical CPR devices on all ambulances (Zoll Autopulse)
- Implementation of cardiac arrest standing orders to operationally streamline resuscitation efforts



Significant Incidents

The following incidents are listed as significant incidents according to their status as a multiple alarm fire or significant non-fire incident.

Incident 12-252, January 16, 2012—Hazardous materials response to a business at 137 West Kelley Drive. An initial assignment consisting of Engine 3, Engine 4, Truck 1, Rescue 5, Medic 1, and Battalion Chief 1 arrived to find a gas cloud escaping a large vertical tank outside the business. Working in conjunction with company representatives, a hazardous materials entry was made and the leak was controlled. A reverse 911 activation occurred to alert area residents to the release and make them aware that it presented no hazard.

Incident 12-488, February 2, 2012—2nd alarm fire in a residential dwelling at 434 East McCann Road. An initial first alarm assignment consisting of Engine 2, Engine 7, Engine 6, Truck 1, Medic 1, and Battalion Chief 1 arrived to find heavy fire from a single-story wood-frame dwelling that was spreading to an adjacent house. A second alarm consisting of Engine 3 and Engine 4, as well as a special call for two additional ambulances was made. One victim was airlifted to St. John's Hospital in Springfield, Missouri for burns. That victim later succumbed to his injuries.

Incident 12-964, March 7, 2012—3rd alarm fire in a vacant commercial dwelling at 2203 South Promenade Boulevard in the Pinnacle Hills Promenade Mall Complex. An initial first alarm assignment consisting of Engine 6, Engine 2, Engine 7, Truck 5, Medic 5, and Battalion Chief 1 arrived to find heavy fire in the roof assembly of a building that formerly housed Borders Bookstore. A third alarm consisting of Engine 4, Engine 3, Truck 1, and Bentonville Engine 1 was made. Damage was confined to the roof and the occupancy opened in September of 2012 as the new Fresh Market grocery store.

Incident 12-3282, July 22, 2012—2nd alarm fire in a residential dwelling at 1410 West Margaret Place. An initial first alarm assignment consisting of Engine 4, Engine 3, Engine 2, Truck 1, Medic 4, and Battalion Chief 1 arrived to find fire in the attic assembly of a single-story wood-frame dwelling and fires impinging upon several adjacent occupancies in the immediate area. A second alarm consisting of Engine 7 and Engine 6 was made. Fire damage was limited to a fence, an outbuilding, and the attic area of one home. The fire spread to seven adjacent properties prior to the arrival of the first company. No families were displaced by the incident.

Departmental Awards

In conjunction with the anniversary of the Rogers Fire Department, an awards banquet is held with the financial support of Rogers Firefighters Incorporated, a 501(c)3 organization made up of members of the department. Awards issued at the 124th annual anniversary dinner and awards banquet included:

Firefighter of the Year: Jack Slyter (2C)

Probationary Firefighter of the Year: Stuart Buergler (1B)

Paramedic of the Year: Nick Mason (4B)

Company Officer of the Year: Josh Terrell (3A)

Fire Company of the Year: Truck 1, C-Platoon

In addition to these standard awards, two life-saving awards we issued to companies whose interventions resulted in a successful “save”. Those awarded were:

Station 5, A-Platoon—Captain Nathan Keck, Firefighter Rob Starek, Firefighter/Paramedic Tony Humphrey, Firefighter/Paramedic Brent Rush, Firefighter Andy Meeker, Firefighter Richie Butler

Station 7, A-Platoon—Captain Jeremy Hoyer, Firefighter/Paramedic Wade Hulsey, Firefighter Justin Humes

The names of these individuals hang perpetually on the department’s “Wall of Honor” at Station 1 along with award winners from previous years.





