

City of Rogers, Arkansas



# Rogers Fire Department



## Yearly Activity Report 2011

201 North First Street  
Rogers, Arkansas 72756

(479) 621-1179  
Fax (479) 621-1108

[www.rogersarkansas.com/fire](http://www.rogersarkansas.com/fire)

## About the Rogers Fire Department

The Rogers Fire Department (RFD) was formed in 1888 as the Rogers Hose Company Number 1. In 123 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 150 accredited fire departments across the United States by the Commission on Fire Accreditation International. In addition, the RFD strives to be a safe, effective, and progressive government entity. We embrace the diverse and thriving community which we are sworn to protect.



We serve 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. Four paramedic ambulances are strategically located in our fire stations to transport sick and injured persons to local hospitals.

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### **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 Jake Rhoades  
Deputy Fire Chief of Prevention Allan Skogen  
Battalion Chief Travis Hollis (Prevention Division)  
Battalion Chief Eddie Thompson (A Platoon)  
Battalion Chief Bryan Hinds (B Platoon)  
Battalion Chief David Whitlow (C Platoon)  
Captain William Rumsey (Prevention Division)  
Captain Josh Chapman (Training Division)  
Captain Matt Miller (Training Division)  
Captain William Huntington (Training Division)

## 2011 Snapshot



Population: 55,964 (2010 Census)  
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 Center for Public Safety Excellence in Atlanta, GA during the 2011 Fire Rescue International Conference
- Hired and trained five (5) new firefighters in our 14-week fire academy
- Established a full-time physical resources position to manage fleet and facility maintenance
  - Completed the reconstruction of the Training Center
- Placed a collapse rescue trailer and dedicated pull vehicle into service at Fire Station 1
  - Upgraded the fire station alerting system
  - Implemented the use of iPads for fire inspections
  - Sponsored a community-wide CPR education event
  - Added Zoll Autopulse CPR devices to all ambulances

## 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  
Larry Daniel—Ward 3  
Betsy Reithemeyer—Ward 3  
Bob Goodwin—Ward 4  
Dan Brown—Ward 4



## Message from the Fire Chief



I am proud to submit our annual report to Mayor Greg Hines, City Councilors, and the Citizens of Rogers. My third year as Fire Chief in Rogers established itself as our busiest and most successful yet! Our accomplishments are attributed to the enduring attitude and talent of this department. From new probationary firefighters, to senior leaders, the make up of this organization is dynamic, unique, and fantastic.

The RFD represents the best that public safety has to offer. This claim is validated by our recognition as an accredited agency. This status is difficult to achieve and maintain. However, it places our department in a group of just 150 departments nationwide who have undergone the effort and scrutiny to be accredited. With millions of dollars in economic development underway, our department has more demands placed on it to protect those who live, work, and travel through our great city. We are forever indebted to the support provided us by the Mayor, City Council, and other city officers who allow us to focus on our fundamental mission: taking care of our citizens in need.

During 2011, our department acquired two new command vehicles, an all-terrain medical response unit, and placed a collapse rescue unit into service. New medical response equipment, along with a community-wide CPR focus, have continued to help our cardiac arrest resuscitation statistics improve during the last year. Our Special Operations Team was deployed in May to assist the City of Joplin, Missouri and Franklin County, Arkansas—both of which suffered from significant tornadoes. Our firefighters also made national news when they assisted with the rescue of occupants from a trailer park in the city of Johnson last spring.

Professional development continued to excel with the addition of five new probationary firefighters to our department. In addition, over a dozen tenured firefighters attended classroom training at the National Fire Academy in Emmitsburg, Maryland. Our newly reconstructed training center helped us train for over 43,000 hours!

The men and women of this organization serve our growing city well. In 2012, we will continue to focus on improving and refining our work processes to ensure that “possible lives” in the Rogers Fire Department.

Thomas C. Jenkins  
Fire Chief

## Human Resources Summary

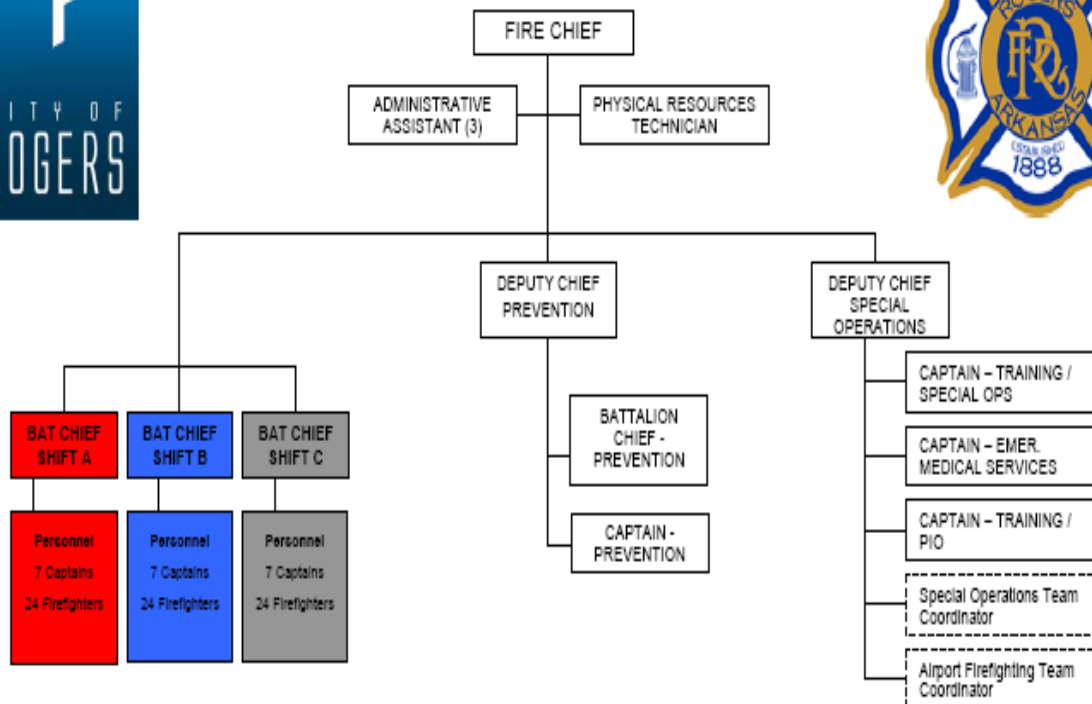
### Sworn Members:

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

The Rogers Fire Department received accredited status from the Center for Public Safety Excellence and Commission on Fire Accreditation International during the 2011 Fire Rescue International Conference in Atlanta, Georgia. This status makes the City of Rogers one of only 150 public fire departments that are accredited internationally.



The accreditation process was identified as a strategic goal in 2009. Throughout 2010 and much of 2011, the department devoted significant resources to attaining this status. Accreditation is much more than a status symbol. It is an on-going process to ensure the department continues to improve and is adopting industry best-practices.

Preparing for accreditation involved intensive research, document validation, and painstaking preparation. The efforts of the department were validated through a thorough on-site inspection. The on-site review, involving peer assessors from Florida, Texas, and North Carolina, occurred in June of 2011. 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 2011.

Accomplishments for 2011 included:

- Successfully attaining accredited status with the CFAI / CPSE
- Deploying a survey instrument for ambulance patients through the department's website
- Establishment of the Physical Resource Technician position
- Completed the reconstruction of the training center at a cost of over \$500,000
- Converted the civilian Public Information Officer position to a sworn Captain assigned to the Training Division
- Converted the civilian Emergency Manager position to a sworn Captain assigned to the Training Division
- Completed an internal Insurance Service Office (ISO) audit in preparation for an external evaluation by ISO in 2012 or 2013
- Accepted delivery of two command vehicles
- Purchased land at 1810 West New Hope Road for the relocation of Fire Station 2
- Aided in the successful passage of the 2011 Bond Issue for the city, which included \$4.6 million dollars for fire apparatus acquisition
- Managed expenditures to 94.7% of the budgeted amount

2011 Fiscal Year	Budgeted	Expended	Remaining
Human Resources	\$6,909,222	\$6,630,398	\$278,824
Operating Budget	\$1,152,632	\$1,004,130	\$148,502

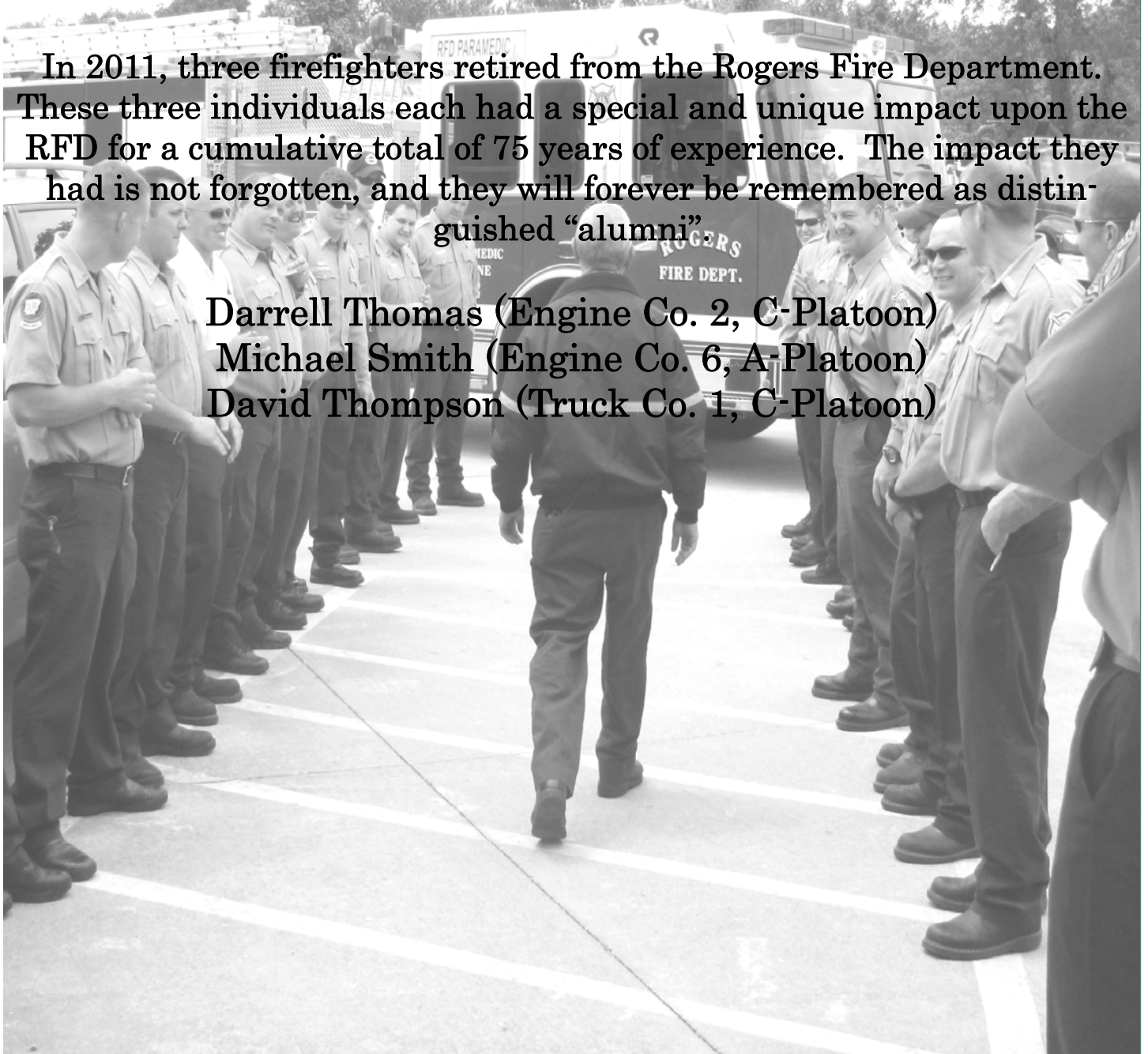
# Retirements

**In 2011, three firefighters retired from the Rogers Fire Department. These three individuals each had a special and unique impact upon the RFD for a cumulative total of 75 years of experience. The impact they had is not forgotten, and they will forever be remembered as distinguished “alumni”**

**Darrell Thomas (Engine Co. 2, C-Platoon)**

**Michael Smith (Engine Co. 6, A-Platoon)**

**David Thompson (Truck Co. 1, C-Platoon)**



## Training Division



The Training Division is led by Jake Rhoades who serves as the Deputy Fire Chief of Special Operations and Training. Support staff in this division include:

Josh Chapman, Captain  
William Huntington, Captain & EMS Program Manager  
Matt Miller, Captain

This division is responsible for the implementation and monitoring of the annual training plan. The annual training plan provides comprehensive guidance into probationary firefighter training, officer development, company training, and all external training classes. The training plan is dynamic and centers around “all-hazards” training to ensure that firefighters have the capacity to deal with any emergency they may encounter.

This division is guided through the efforts of a training committee. The training committee is comprised of various members and ranks of the department. The committee meets monthly to review the annual training plan, evaluate its effectiveness to ensure it is meeting the department’s needs and to develop curriculum for upcoming training courses.

### *2011 Training Committee Members*

Justin Humes	Michael Dean	Matt Miller
Jeremey Criner	Nick Ardemagni	Jeremy Hoyer
Jon Yeager	Josh Chapman	

### Accomplishments for 2011:

- Hosted the 2011 Northwest Arkansas Fire Academy Standards School with 16 graduates (five of them were Rogers firefighters)
- Increased the length of the Rogers Probationary Fire Academy to 14 weeks
- Hosted a two-week Hazardous Materials Technician Course
- Hosted a Basic and Advanced Disaster Life Support class conducted by Arkansas State University
- Conducted Special Operations Team training, which included coursework in swiftwater, confined space, trench, and structural collapse rescue
- Implemented a new program for chief officer development
- Successfully trained and released three new paramedics
- Completed live burn training for all members

## Training Division

The department completed significant specialized training using the resources of the federal government. These courses included:

- Incident Response to Terrorist Bombings (AWR 130)
- Radiological Nuclear Awareness Train-the-Trainer (AWR 141)
- Radiological Nuclear Responder Operations (PER 240)
- Highway Emergency Response Specialist (HERS A)
- Tank Car Specialist (TCS)

In addition to the courses above, several department members attended the National Fire Academy in Emmitsburg, Maryland for one and two-week residency courses. Those members attending courses included:

- Fire Service Course Design (R129) / Captain Matt Miller
- Chemistry for Emergency Response (R233) / FFPM Joey Everhart
- Management of Fire Prevention Programs (R255) / FFPM Michael Dean
- Command and Control at Target Hazards (R825) / Battalion Chief David Whitlow
- Executive Development (R123) / Captain Jack Wassman
- Fire Protection for the Built Environment (R135) / Captain Bill Rumsey
- Forensic Evidence Collection (R214) / Deputy Chief Allan Skogen
- Command and Control at Multiple Alarm Incidents (R297) / Captain Dusty Meredith, Captain Jeremy Hoyer, and Captain Clint Bowen
- Command and Control of Incident Operations (R312) / Captain Nathan Keck
- Hazardous Materials Operating Site Practices (R229) / FFPM Scott Mendham

The department also maintains a presence at nationally-recognized conferences and venues. Attendance at these conferences allows the City of Rogers to stay abreast of the latest in technology and techniques for emergency response. In 2011, the department was present at the following conferences and events:

- International Association of Fire Chiefs Fire Rescue International Conference in Atlanta, Georgia (5 Attendees)
- Fire Department Instructors Conferences in Indianapolis, Indiana (6 Attendees)
- Arkansas Emergency Medical Technicians Conferences in Hot Springs, Arkansas (2 Attendees)
- The Seattle and King County Medic One Resuscitation Academy in Seattle, Washington (3 Attendees)



## Field Operations Division



The Field Operations Division is the largest 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).

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

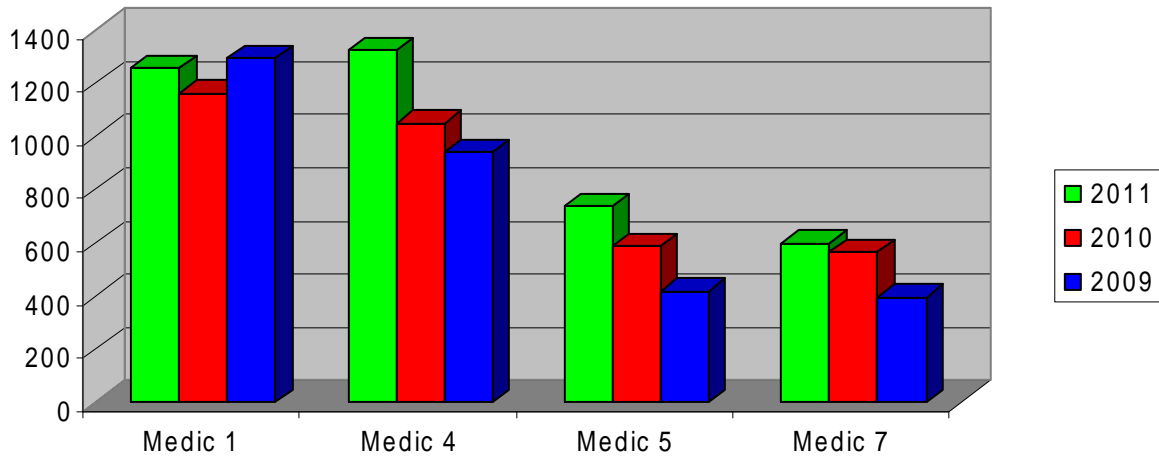
- 4 Advanced Life Support Paramedic Ambulances
- 5 Engine Companies
- 2 Truck / Quint Companies (Extrication Capable)
- 1 Heavy Rescue and Hazardous Materials Unit
- 1 Airport Response Unit
- 2 Brush Fire Units
- 1 Collapse Rescue Unit

Accomplishments for this division during 2011 include:

- The establishment of a dedicated collapse rescue unit at Fire Station 1
- Acquiring new trench rescue equipment
- Successful installation and training on the Plymovent vehicle exhaust system
- Purchase of elevator keys for all fire companies
- Purchase of thermal imaging cameras for all fire companies
- The implementation of a new high-rise response policy and run assignments
- The acquisition of an all-terrain response vehicle (Polaris 6x6) to handle patient treatment and transportation at crowded events or inaccessible incidents
- Improvement of ambulance reliability and distribution which resulted in the elimination of Medic 3 and Medic 6, while ensuring minimum staffing for other ambulances
- A complete overhaul of the first-due districts for each station to ensure that the closest ambulance or fire company is dispatched

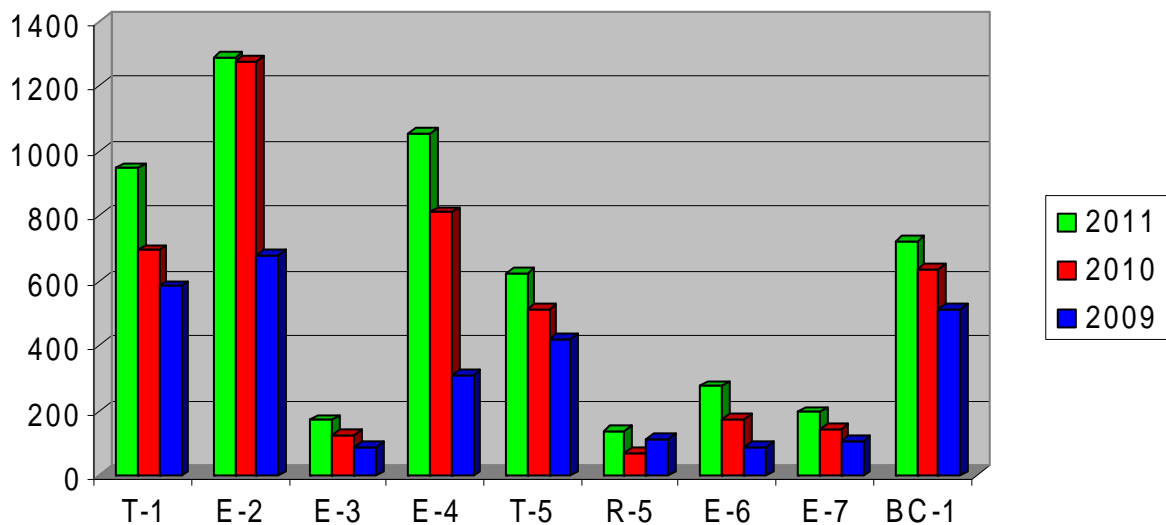
## Field Operations Division

### Paramedic Ambulance Responses (2009-2011)



In 2011, the Rogers Fire Department responded to 5,458 incidents that resulted in 11,384 responses by individual units. The busiest unit was **Paramedic Ambulance 4** with 1,325 responses. The busiest fire company was **Engine 2** with 1,284 responses. The largest percentage increase in response volume (2010 to 2011) occurred with **Engine 6**, which saw a 97% increase in responses.

### Fire Company Responses (2009-2011)





## Emergency Medical Services Unit



The Emergency Medical Services Unit is part of the Training Division. A fulltime Captain serves as the EMS Unit 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 2011, Captain

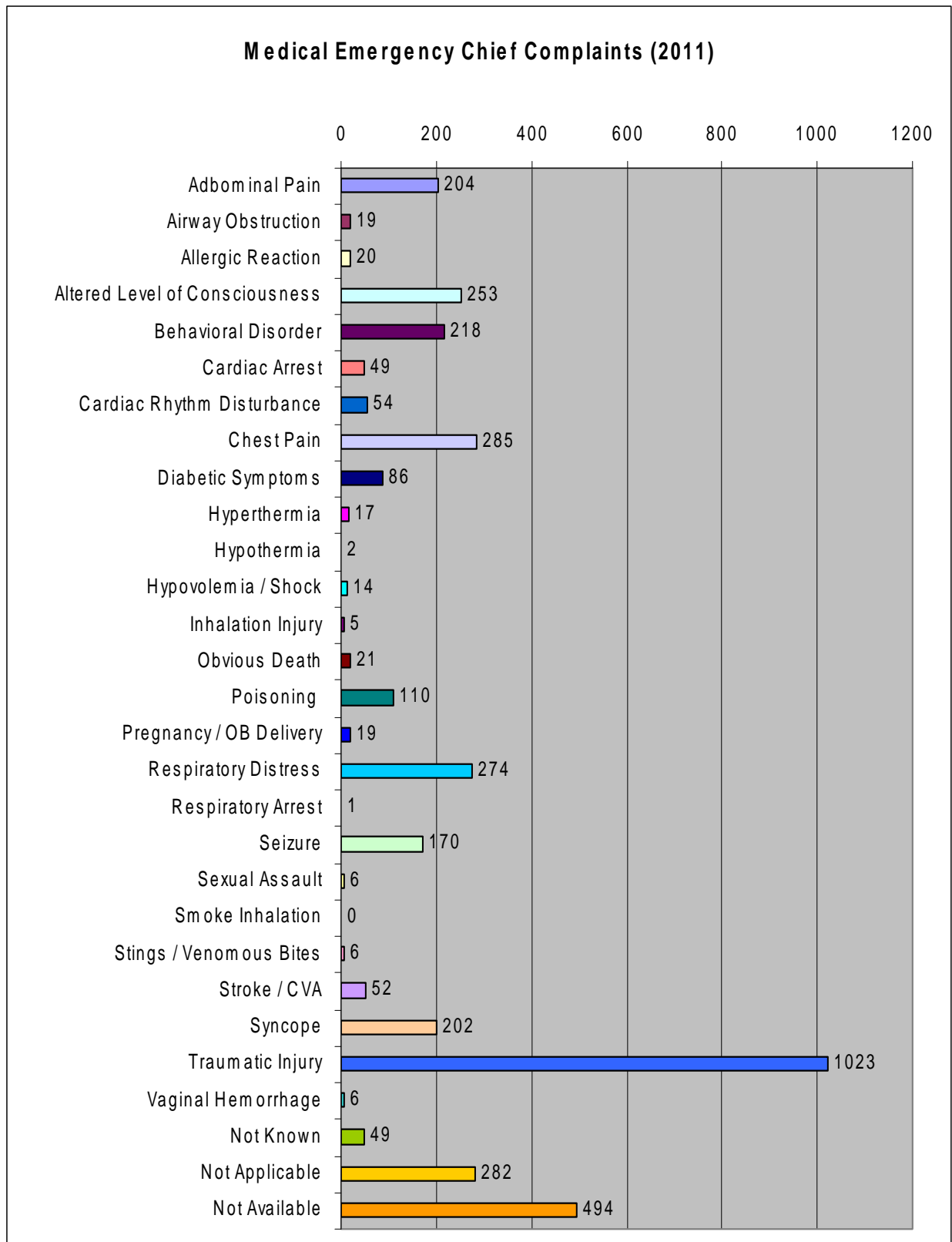
William Huntington was transferred to supervise this unit.

The unit places special emphasis on data collection through published templates for cardiac arrest (Utstein) and chest pain. In addition, the unit works closely with Mercy Medical Center and Northwest Medical Center (Bentonville) on trauma-related incidents.

Accomplishments for 2011 include:

- Defibrillators placed on Battalion 1, Rescue 5, and Engine 7
- Successful management and delivery of a community wide CPR event in May
- Attendance at the Resuscitation Academy in Seattle, Washington
- Acquisition of two additional Zoll Autopulse mechanical CPR devices, thus allowing for all front line ambulances to have the device
- Participation in the Northwest Arkansas Regional Protocol updates
- Complete redesign of the medical supply system at Station 1 and Station 5
- Implementation of a policy to standardize patient care report narratives
- Established an Automatic External Defibrillator (AED) registry with the 911 Center
- With the assistance of Jones Television, created a public service announcement for community CPR training
- Implemented an EMS mutual aid policy
- Submitted accreditation materials to the Commission on Accreditation of Ambulance Services (CAAS) for 2012 review
- Successfully created and saw the passage of an ordinance requiring AEDs in some businesses (The first ordinance of its kind in Arkansas!)

## 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 Deputy Fire Chief Allan Skogen. The work product of this division creates a safe community for people to work, shop, visit, and live in. The functions of this division include plan reviews, fire safety inspections, public education, fire investigation, data analysis, accreditation management, and electronic systems management.

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.

Fire inspections are performed on every business and assembly occupancy in the city. 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.

Public education is a primary focus of the division. Through a collaborative effort with the Rogers Public School System over 4,000 4th grade students were reached during Fire Prevention Week in 2011. 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 2011, 203 detectors were installed in 104 homes.

### Accomplishments for 2011:

- Collaborative work conducted with the Arkansas State Fire Marshal on updates to the Fire Prevention Code
- Successfully delivered Fire Prevention Week educational program to city elementary schools
- Redistributed inspections work load from Field Operations Division to Fire Prevention Division
- Republished the “Rogers Development Handbook” to assist local developers and contractors

## Fire Prevention Division

- Provided a fire inspection class to the Field Operations Division

### Plan Reviews

40 Sprinkler Plan Reviews

46 Fire Alarm Plan Reviews

22 Large Scale Plan Reviews

### Inspections

1176 Inspections

24 Notices of Violation

0 Citations Issued

### Public Education

4,213 4th Graders During Fire Prevention Week

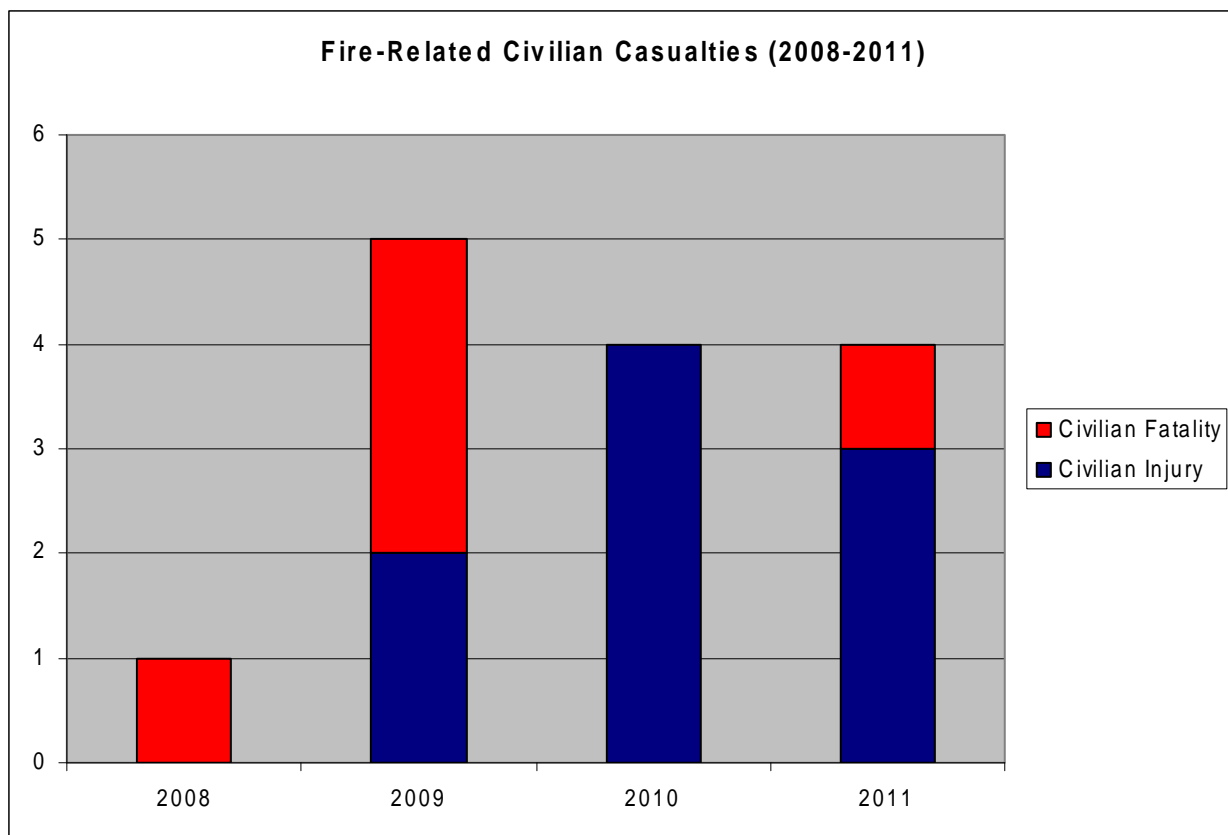
8,451 Children During Other Venues

19,464 Adults

### Fire Investigation

11 Fires Investigated

4 Classified as Incendiary



## Rogers Communication Division



The Rogers Communications Division 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, two shift supervisors, and a training manager. 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 Communications Coordinator Nathan Heald 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 2011 include:

- Reviewed ProQA determinant codes to properly classify medical emergencies
- Completed one dispatcher training course
- Upgraded alerting systems in all fire stations
- Added a Computer Aided Dispatch status screen in the Citywide Tour Commander's Office
- Updated map pages and run cards as a result of accreditation feedback
- Researched and identified new portable radios for the Field Operations Division
- Established a Rogers Fire Department talkgroup on the state radio network
- Purchased Motorola MW810 computers to complete the mobile computer project for the Field Operations Division
- Added a seventh console position to the center



## Rogers Communications Division

Starting in 2010, the Rogers Communications Division began utilizing Emergency Medical Dispatch Protocols from the National Academy of Emergency Dispatch. All dispatchers are trained to utilize the system and data is collected and analyzed monthly. All calls are given a priority-based determinant code that allows the computer aided dispatch system to select the most appropriate level of response. Those codes are defined as:

Echo—Life Threatening, Advanced Life Support Required (Ineffective Breathing)

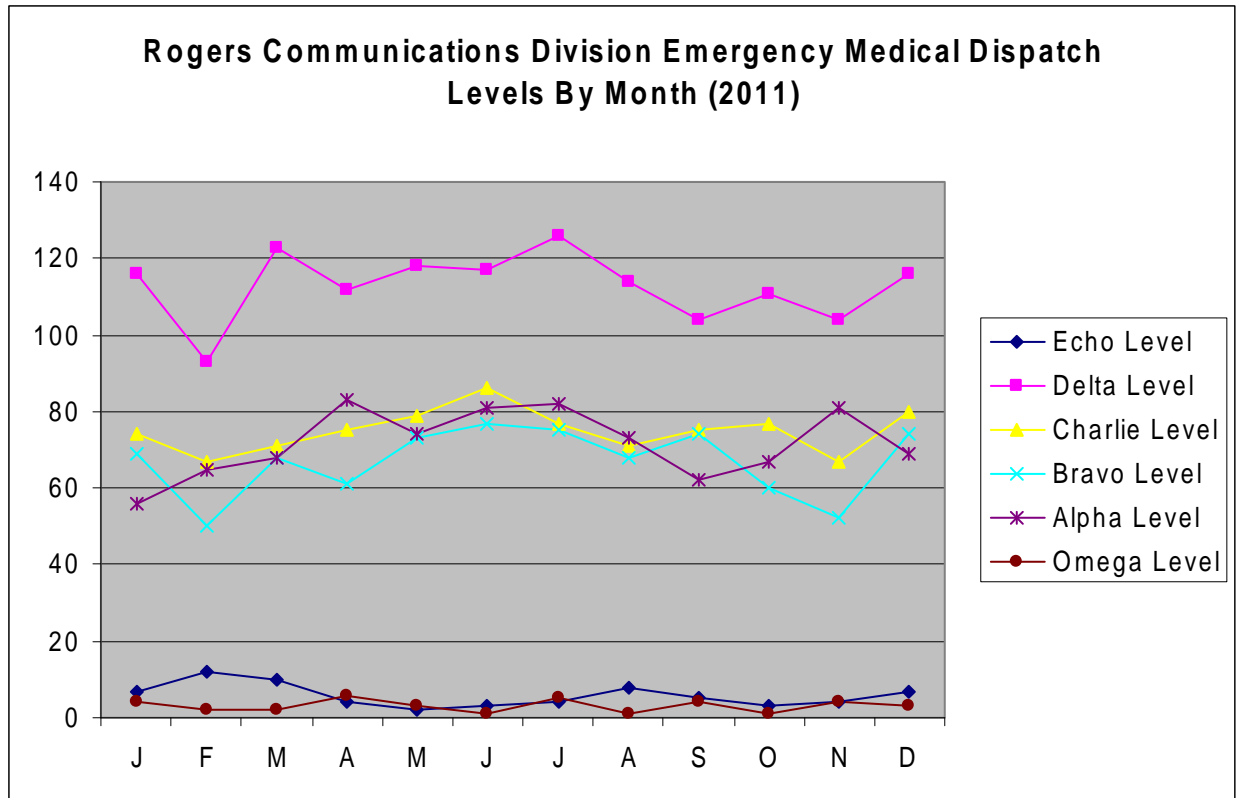
Delta—Life Threatening, Advanced Life Support Required

Charlie—Non-Life Threatening, Advanced Life Support Required

Bravo—Life Threatening, Basic Life Support Required

Alpha—Non-Life Threatening, Basic Life Support Required

Omega—Not a Pre-Hospital Emergency





## Physical Resources Unit

One of the most significant accomplishment of 2011 was the establishment of the Physical Resources Unit. Physical Resources Technician Devin Sims is responsible for the maintenance and repair of all physical resources in the department, excluding communications, medical, and computer equipment.



This one person unit managed 559 requests for maintenance or repair for facilities, vehicles and equipment in 2011. Significant accomplishments for the year included:

- Replacement of the roof at Station 1 and Station 4
- Updated tools and equipment for the shop area
- Acquired tire changing and balancing equipment
- Completed Scott Safety SCBA Training and established a SCBA service center
- Completed Rosenbauer Aerial Certification in preparation for new ladder trucks in 2012 and 2013
- Established a yearly inspection and maintenance schedule

## Physical Resources Unit

### **Station 1, 301 North First Street - Downtown**

Truck 1—2003 Pierce Arrow Quint (75' Aerial, 1500 GPM Pump)  
Engine 21—1992 Grumman Protector Pumper (1250 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  
ATV 1—2012 Polaris ATV  
Battalion 1—2011 Chevrolet Tahoe

### **Station 2, 1907 South 17th Street—Midtown**

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

### **Station 3, 1 East Etris Drive—Airport**

Engine 3—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—1998 KME Protector 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—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)

### **Training Center, 3001 West Oak Street**

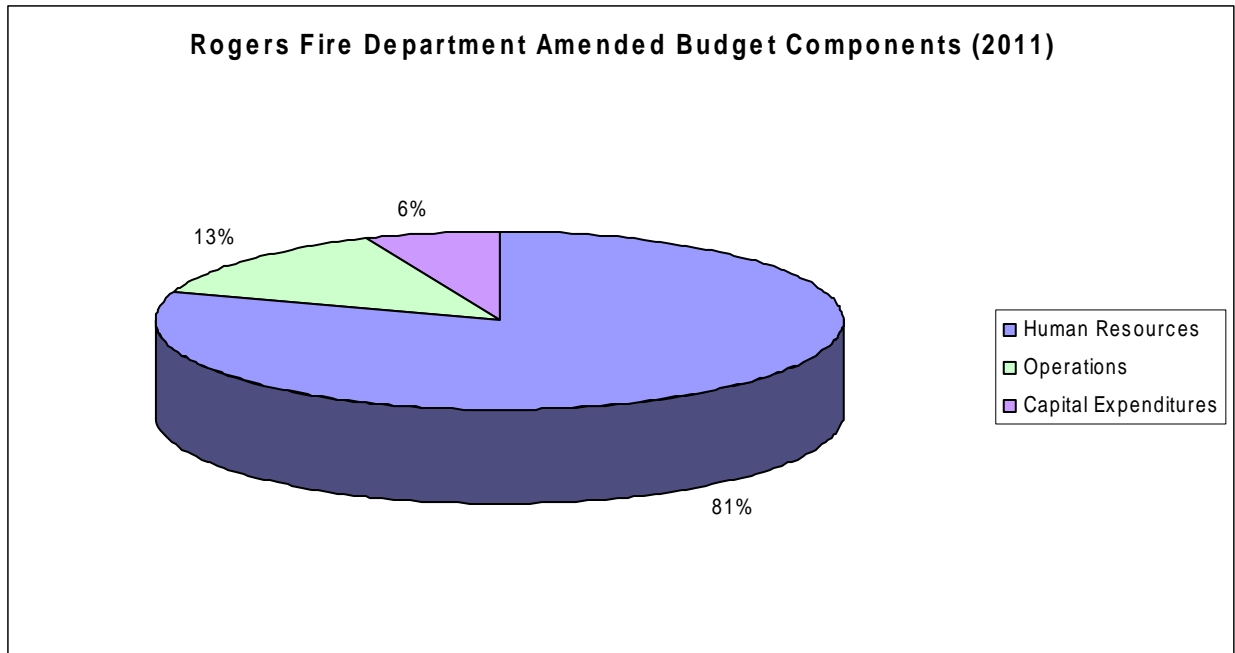
5 Staff Vehicles

### **Fire Headquarters, 201 North First Street**

6 Staff Vehicles

## Budget

The fiscal year 2011 budget for the Rogers Fire Department increased by 5.5%, excluding capital expenditures. 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 amended budget for the department was \$8,600,679 in 2011.

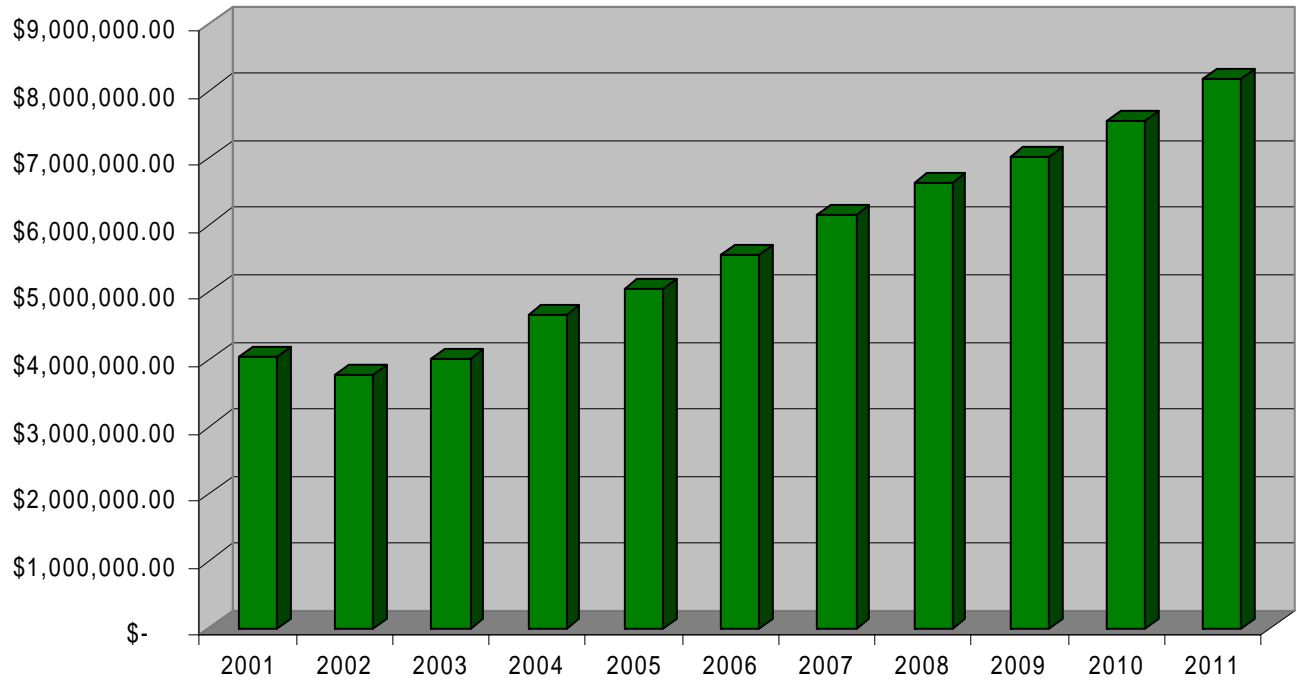


The established budgetary goals and objectives for the Rogers Fire Department are provided below:

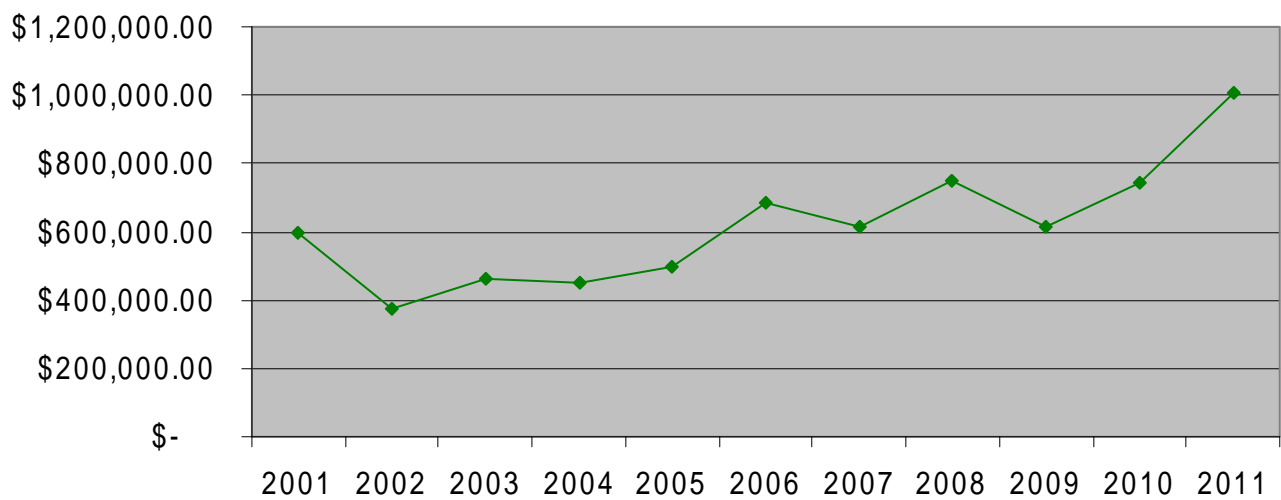
1. Become an accredited agency through the Commission on Fire Accreditation International
2. Establish the position of Physical Resource Technician
3. Complete the remodel and reconstruction of the Training Center
4. Purchase new apparatus for Engine 3 and Engine 4
5. Purchase and construct a flashover trainer for live burn training
6. Upgrade fire station alerting systems at all facilities
7. Implement the use of iPads for fire inspections by the Prevention Division
8. Place defibrillators on all Field Operations Division apparatus
9. Manage a community-wide CPR event
10. Purchase Zoll Autopulse devices for all frontline ambulances

## Budget

**Fire Department Operating Budget (2001-2011)**

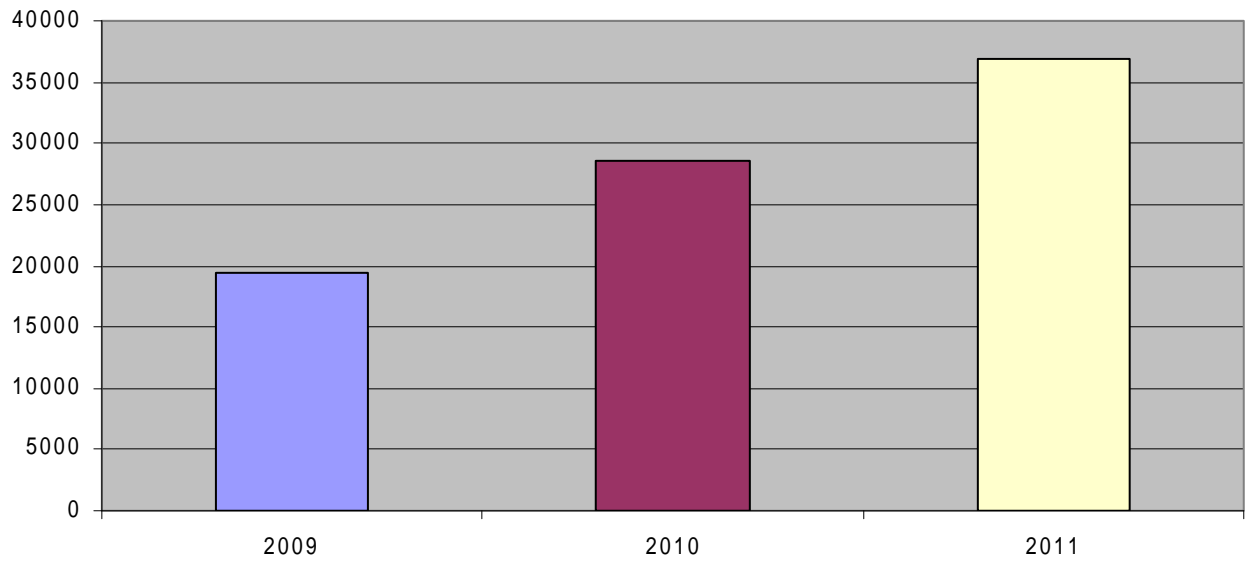


**Annual Operations Budget Without Human Resources Costs (2001-2011)**

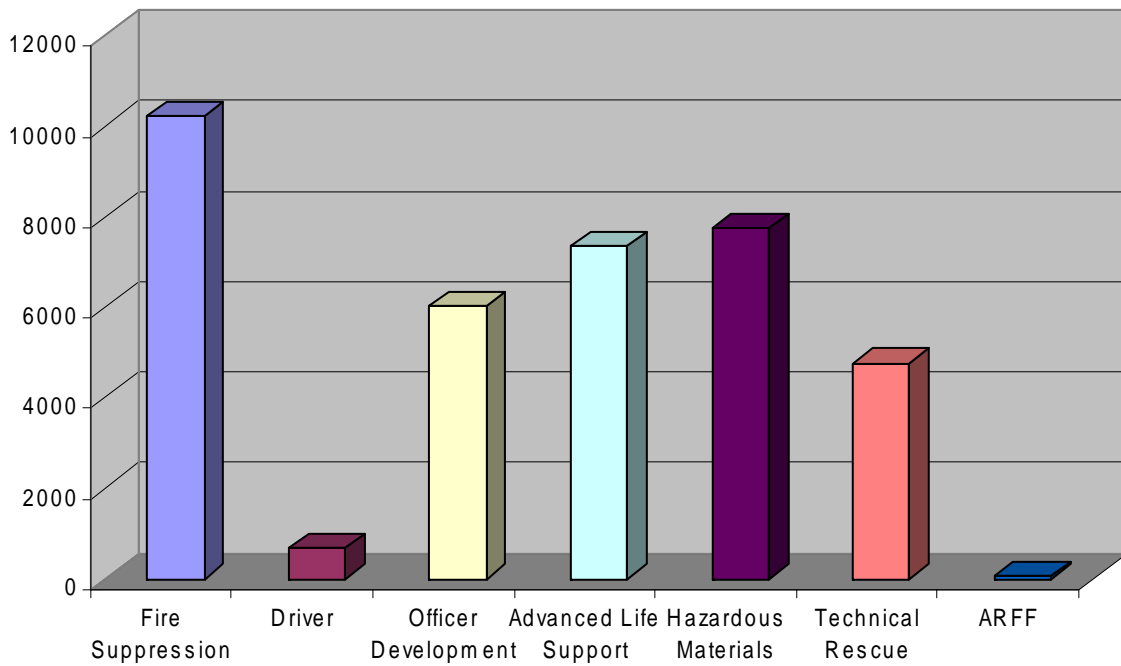


## Statistical Summary

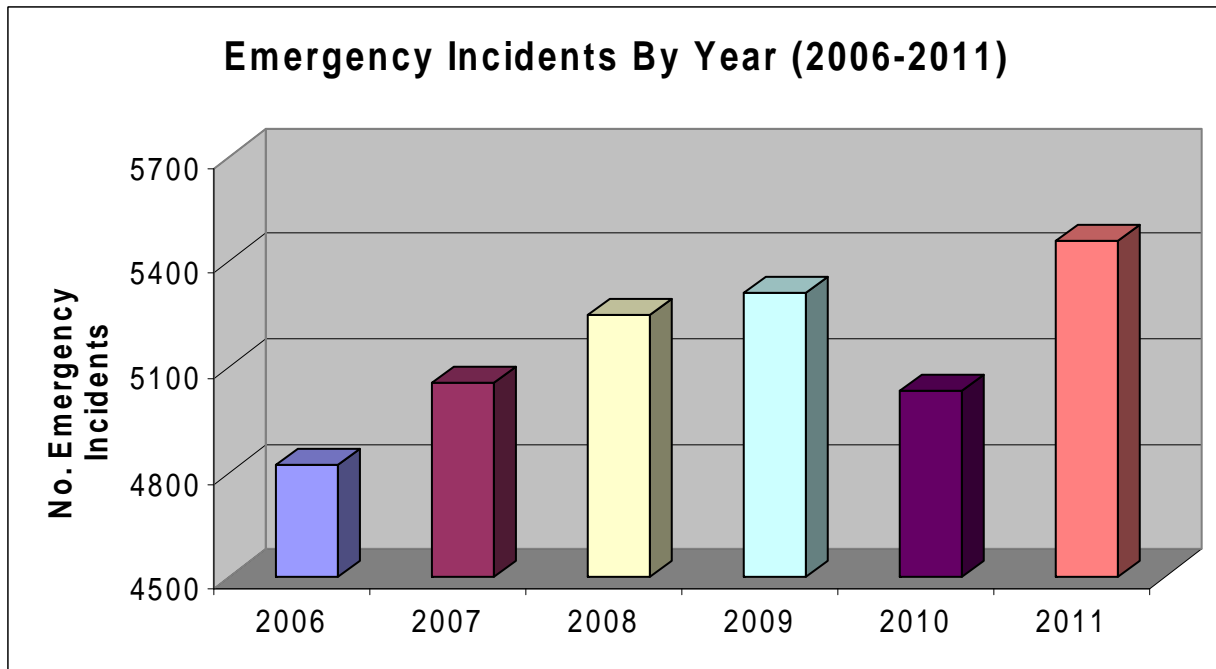
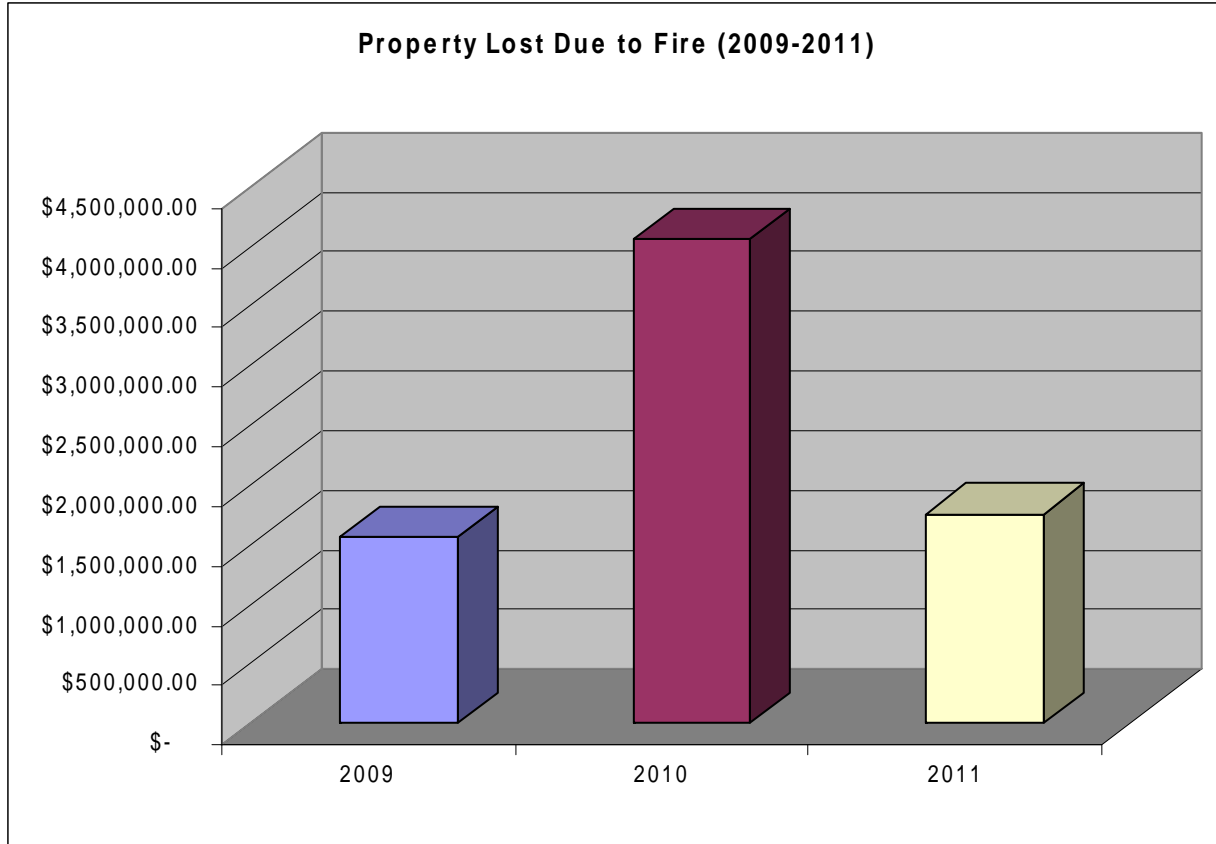
**Training Hours By Years (2009-2011)**



**Training Hours by Classification (2011)**

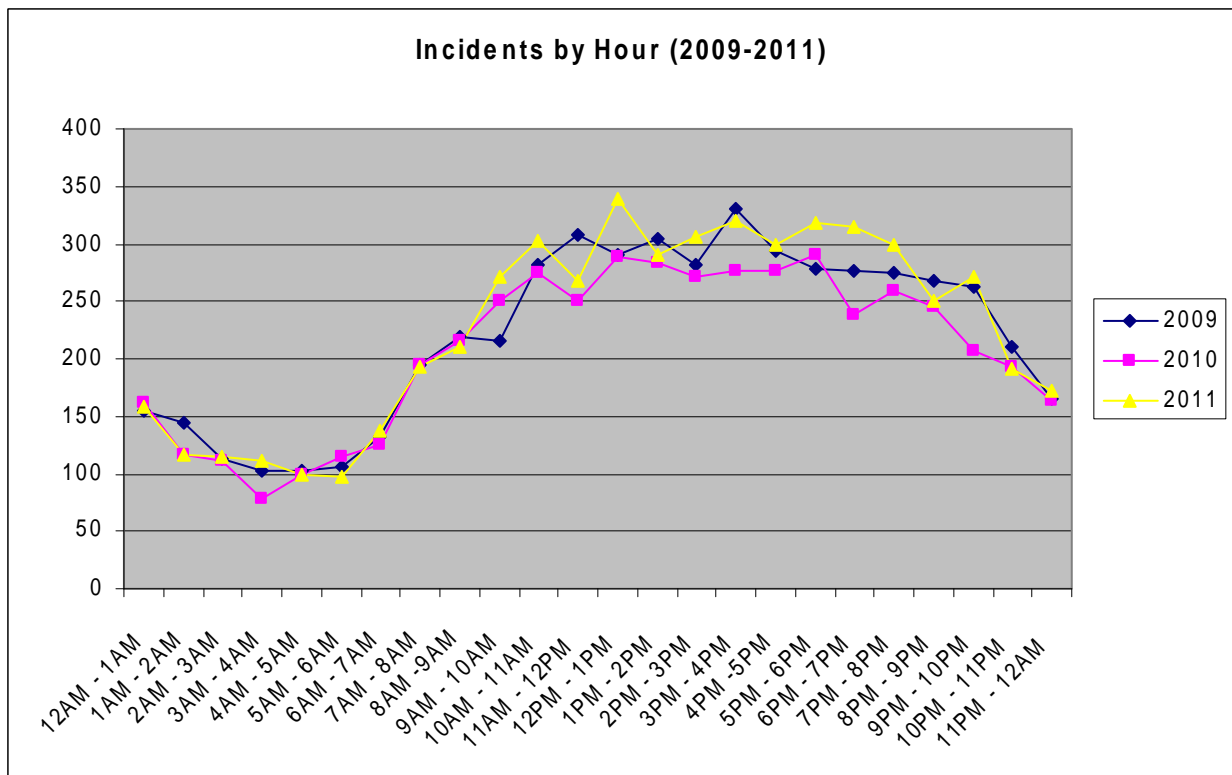
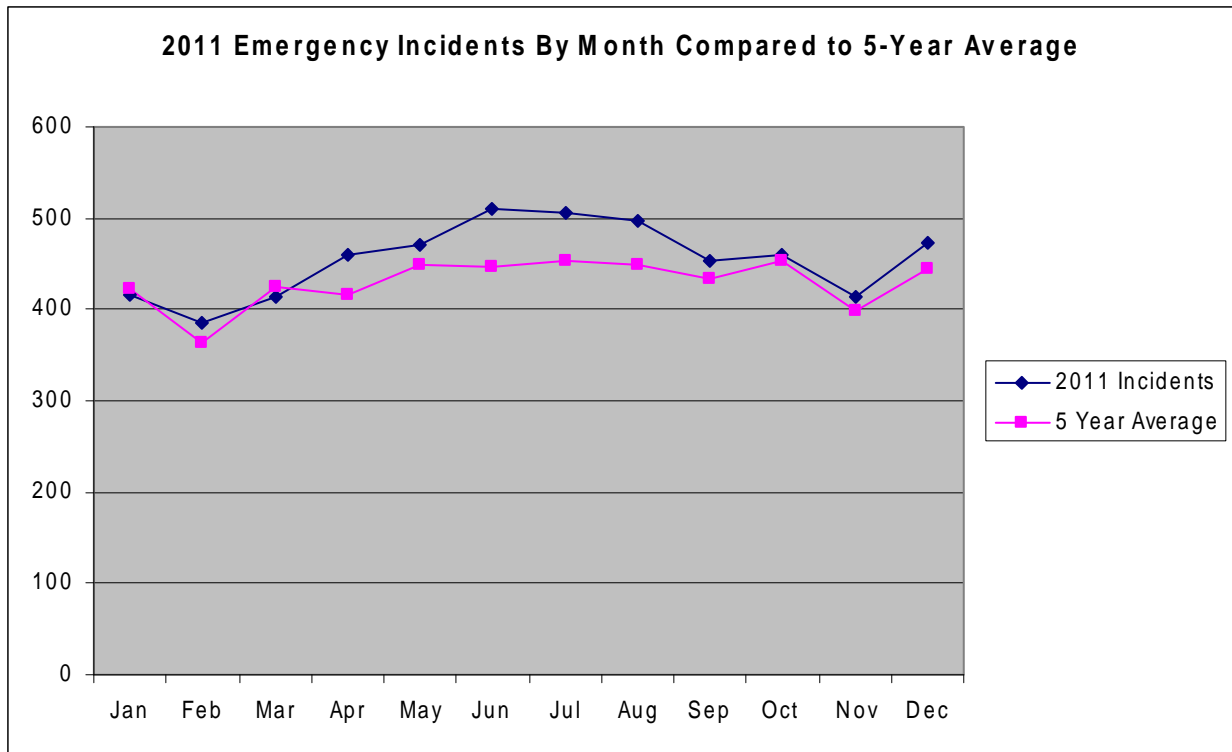


## Statistical Summary

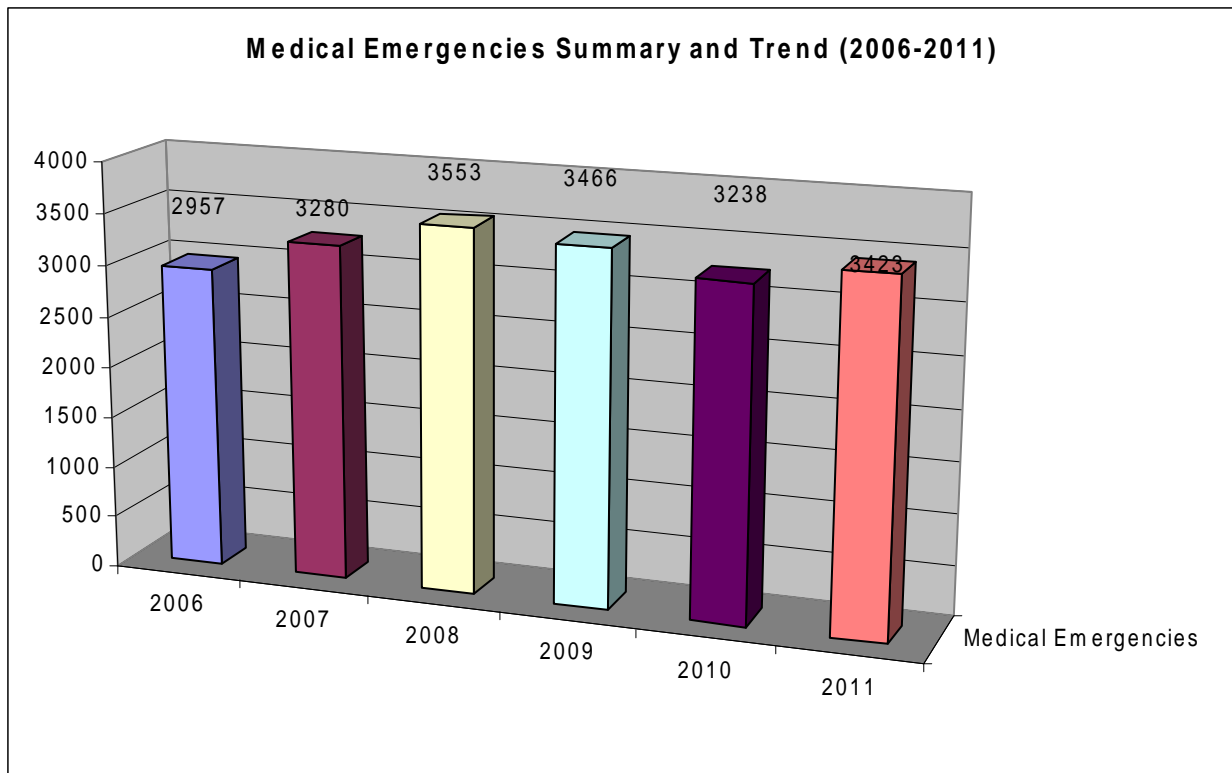
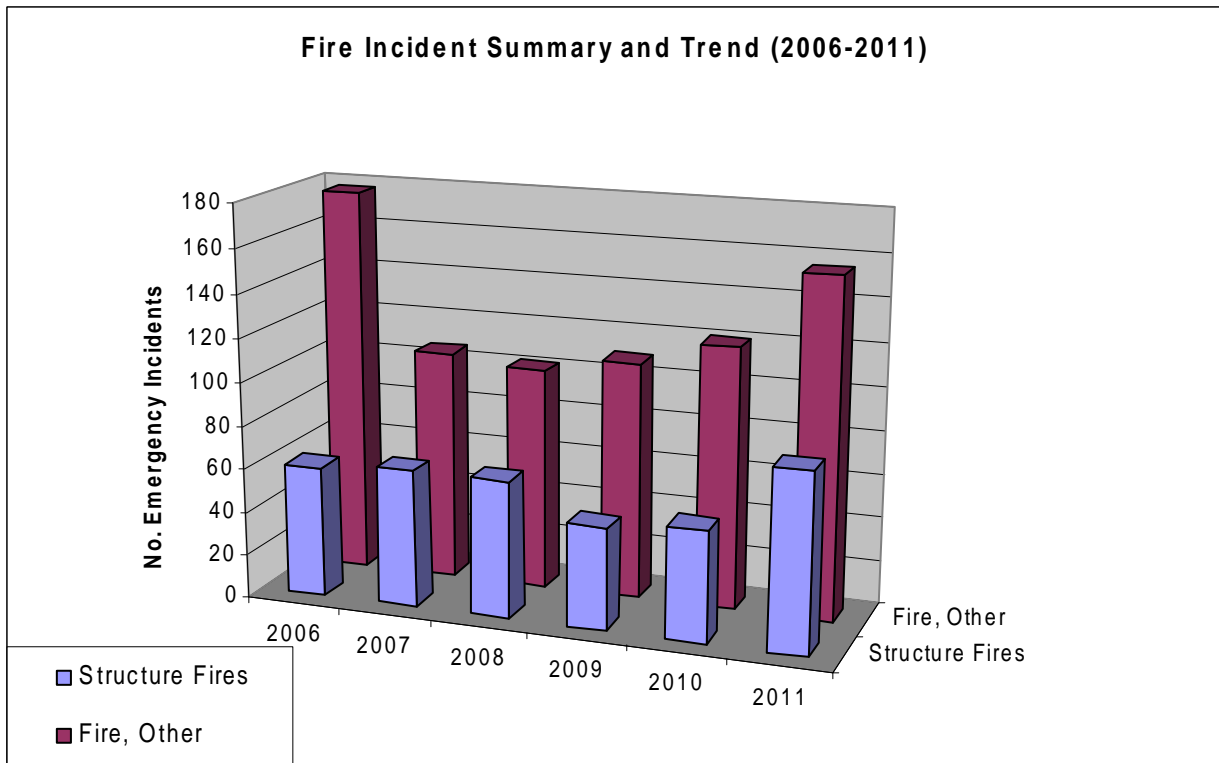




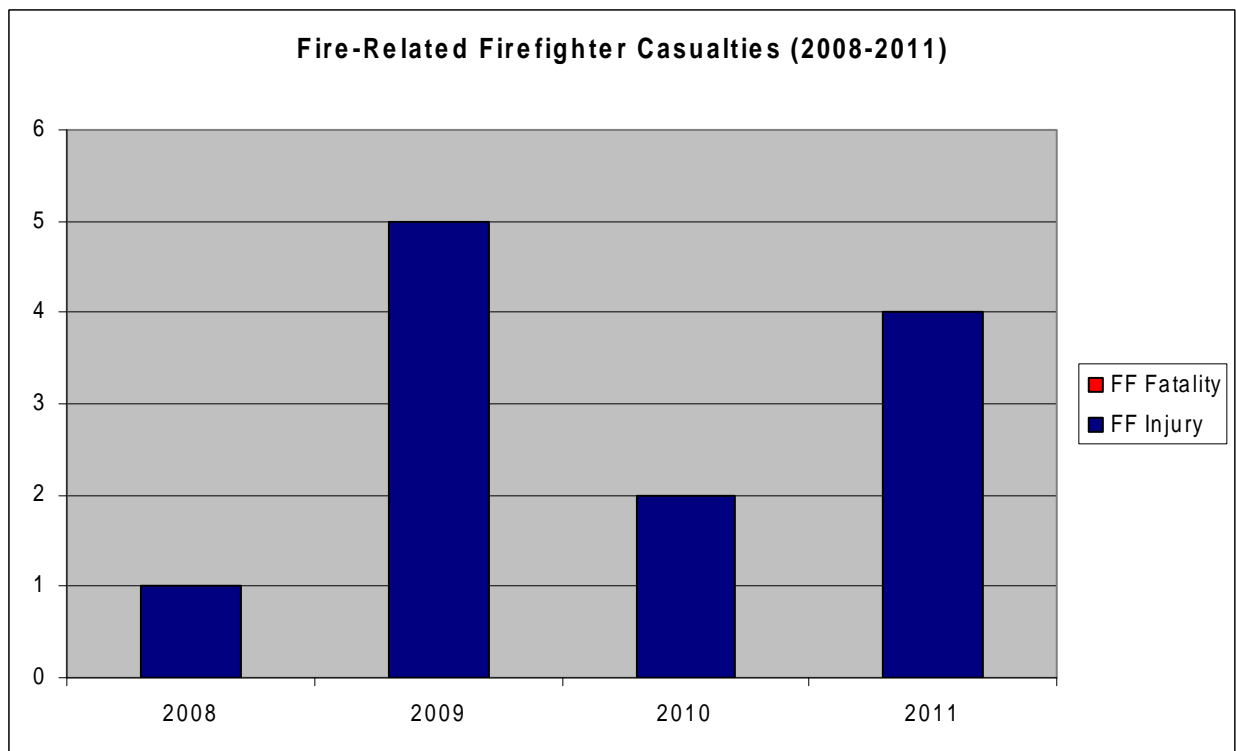
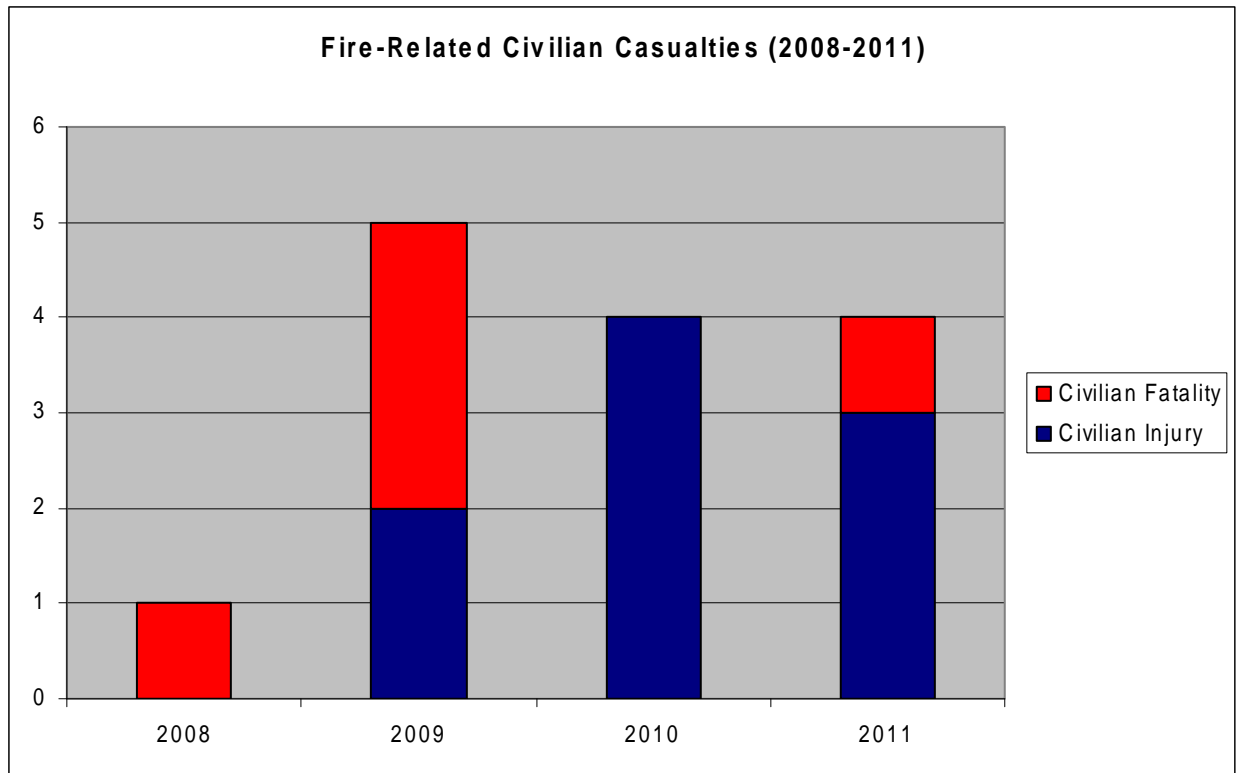
## Statistical Summary



## Statistical Summary

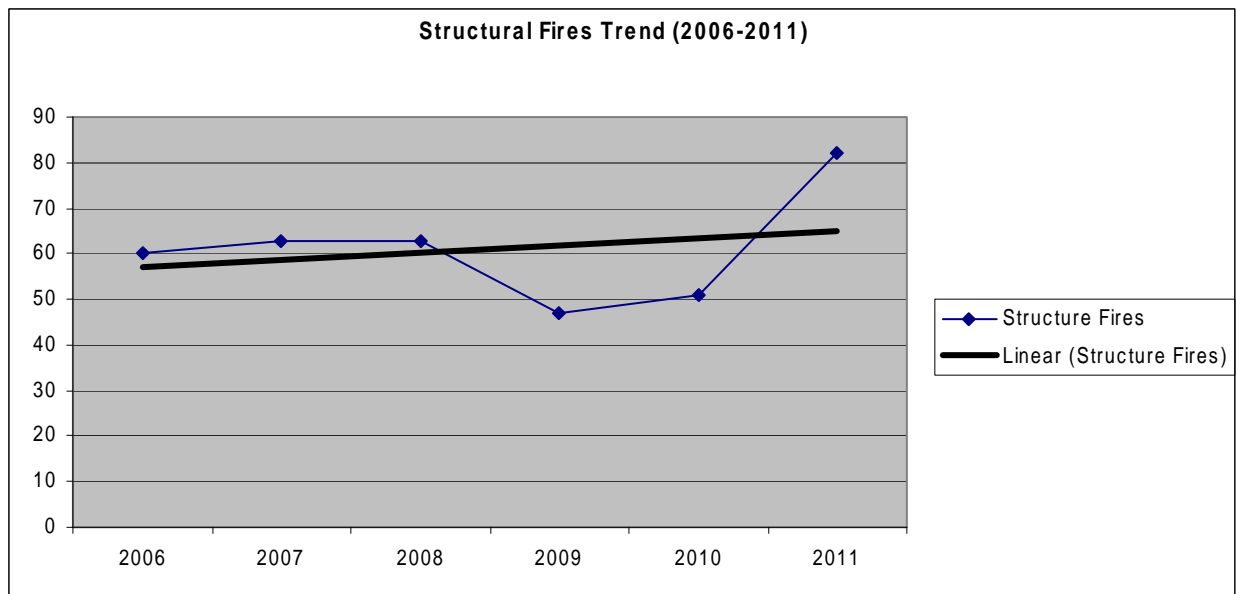


## Fire-Related Injuries and Fatalities



## Statistical Summary

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



## Accreditation Statistics

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

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

## Accreditation Statistics

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

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



## Comparative Statistics

The Yearly Activity Report serves to provide vital statistics and accomplishments for the previous fiscal year, as well as compare data for the City of Rogers to other years. Another necessary feature is to compare the Rogers Fire Department to other similar cities. Finding similar cities in terms of size, demographics, economy, and operation is a difficult process. Using information from the US Census Bureau, the Rogers Fire Department determined the following cities have similarly-sized fire departments and municipal demographics:

Broken Arrow, Oklahoma  
Norman, Oklahoma  
Edmond, Oklahoma  
Fayetteville, Arkansas  
Springdale, Arkansas

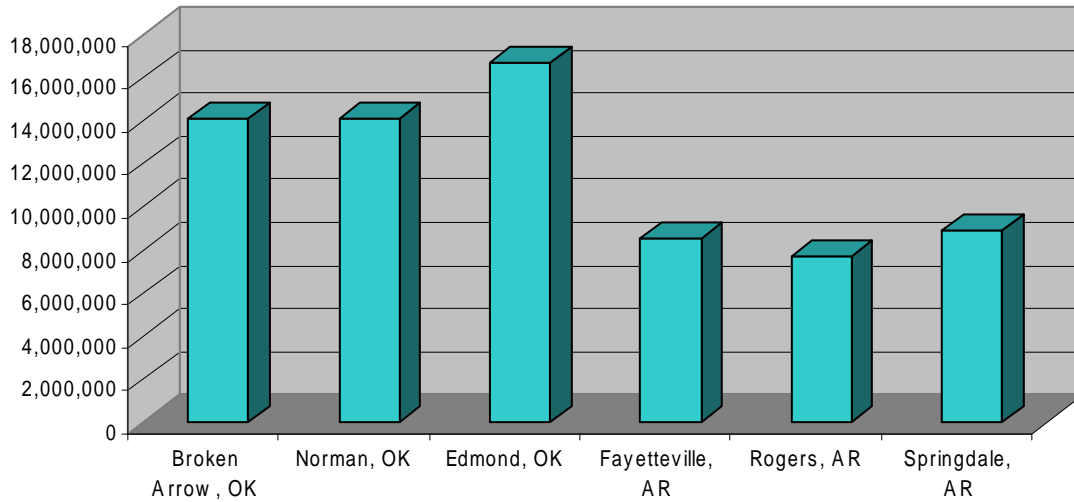
In previous years, Victoria, Texas was also used. They were unable to provide data for 2011.

Making a comparison to other cities allows readers to see the level of service and protection provided in Rogers. Below are some interpretation of the data:

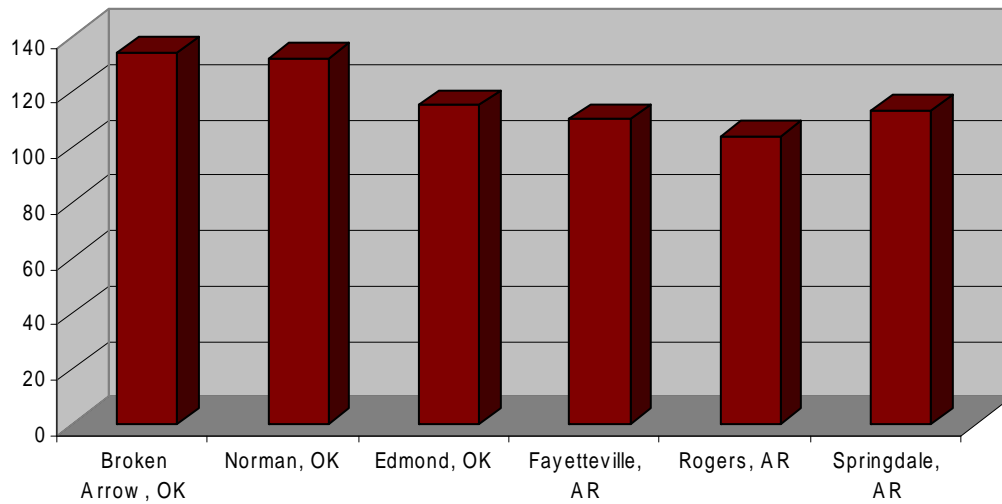
- The City of Rogers had the third LOWEST property loss due to fire of all cities. This is a vast improvement, since Rogers had the HIGHEST property loss in 2010.
- The citizens of Rogers enjoyed the lowest citizens to firefighter ratio of all the cities surveyed (1 firefighter for every 576 citizens).
- The cost of fire protection, per capita, in the City of Rogers was one of the lowest at \$131 per citizen. Edmond, Oklahoma had the highest cost of fire protection at \$205 per citizen.
- The cost of fire protection, per firefighter, in the City of Rogers was the LOWEST of any of the comparison cities.
- The City of Rogers had the smallest budget of all comparison cities

## Comparative Statistics

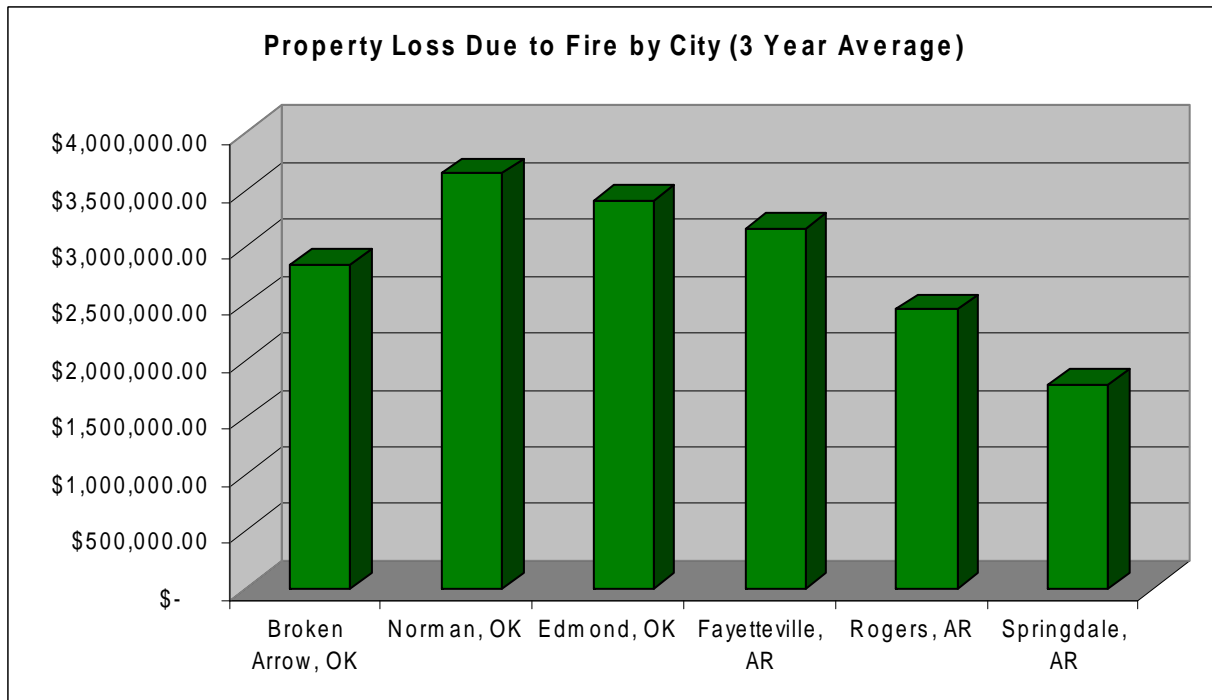
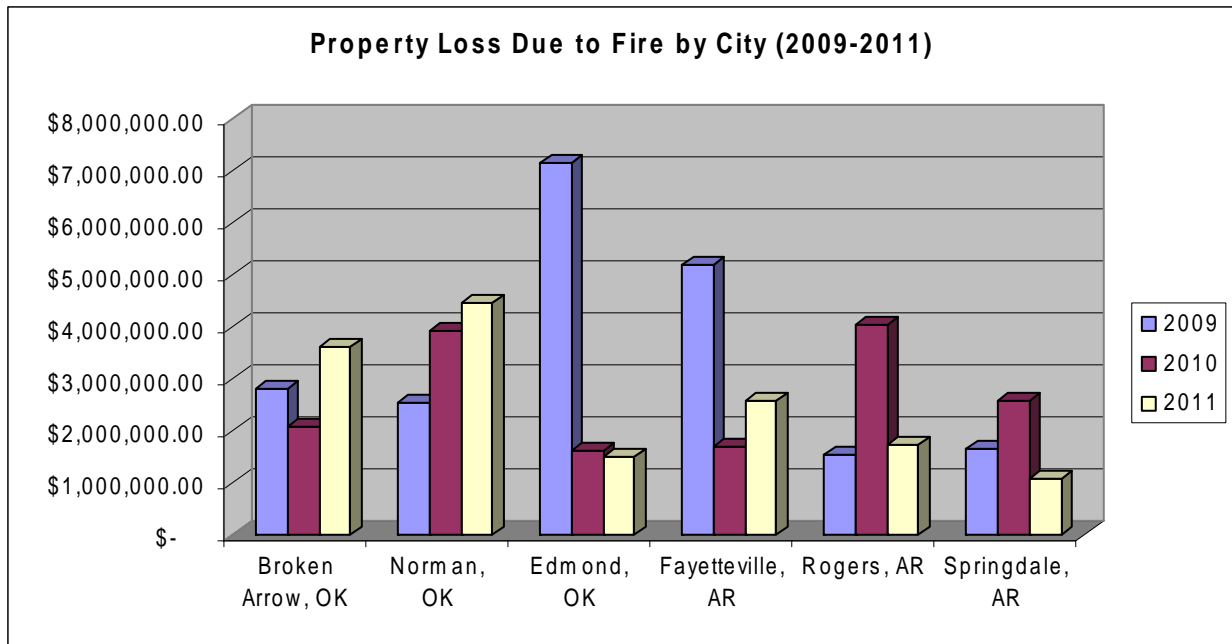
**2011 Fire Department Budget by City**



**2011 Sworn Fire Personnel by City**



## Comparative Statistics



## Comparative Statistics

City	Sworn Personnel	Fire Stations	Square Miles	ISO Rating
Broken Arrow, OK	134	6	105	2
Norman, OK	132	8	189.5	3
Edmond, OK	115	5	87	3
Fayetteville, AR	110	7	64	4
Springdale, AR	113	6	48	2
Rogers, AR	104	7	38	3

### Cost of Fire and Emergency Medical Coverage by City:



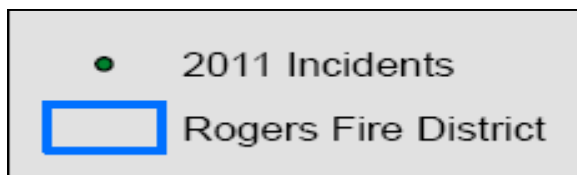
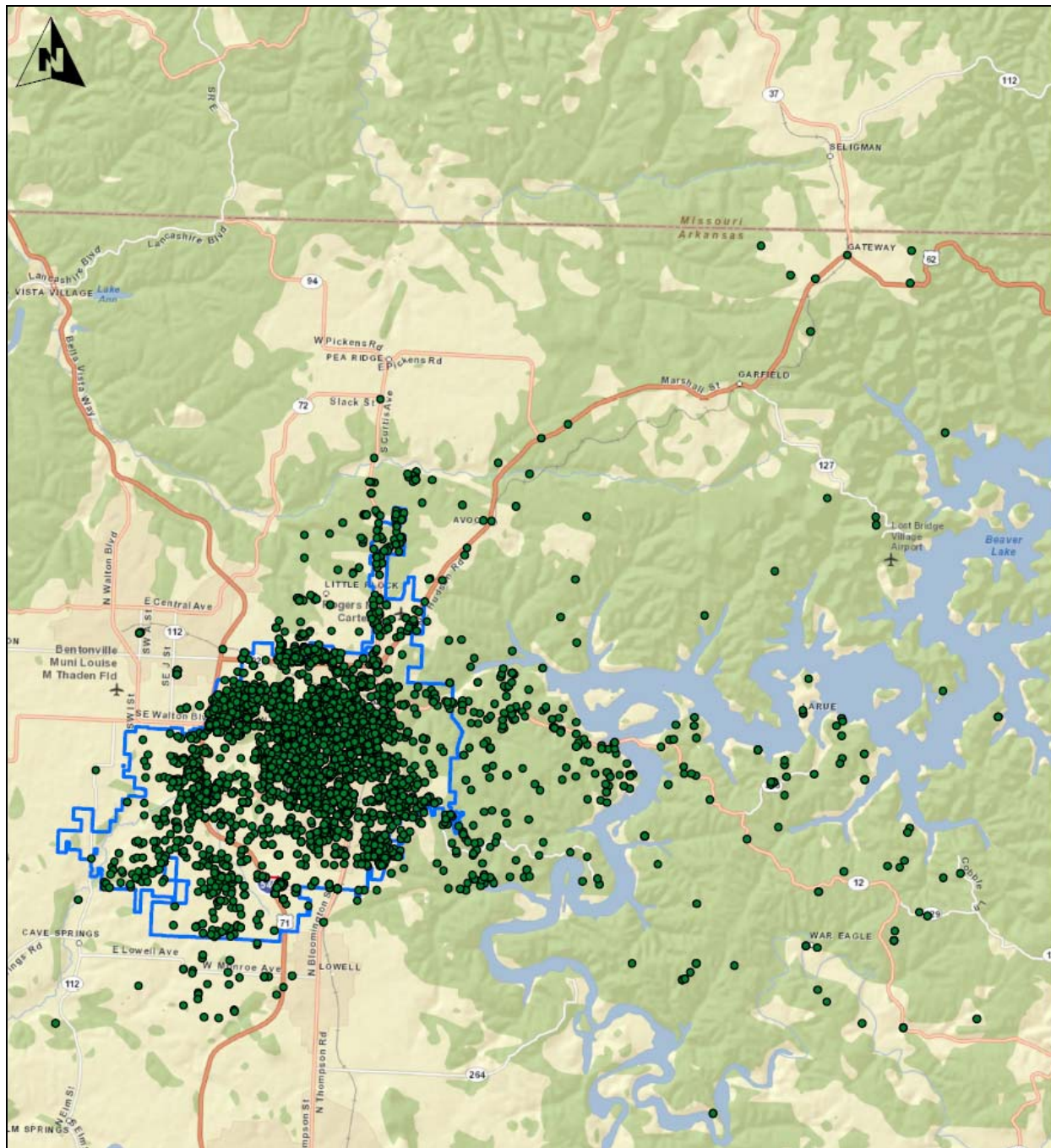
Broken Arrow, Oklahoma  
\$143 per citizen

Edmond, Oklahoma  
Over \$205 per citizen

Fayetteville, Arkansas  
\$149 per citizen

**Rogers, Arkansas**  
**Only \$131 per citizen**

## Geographical Analysis of Incident Data

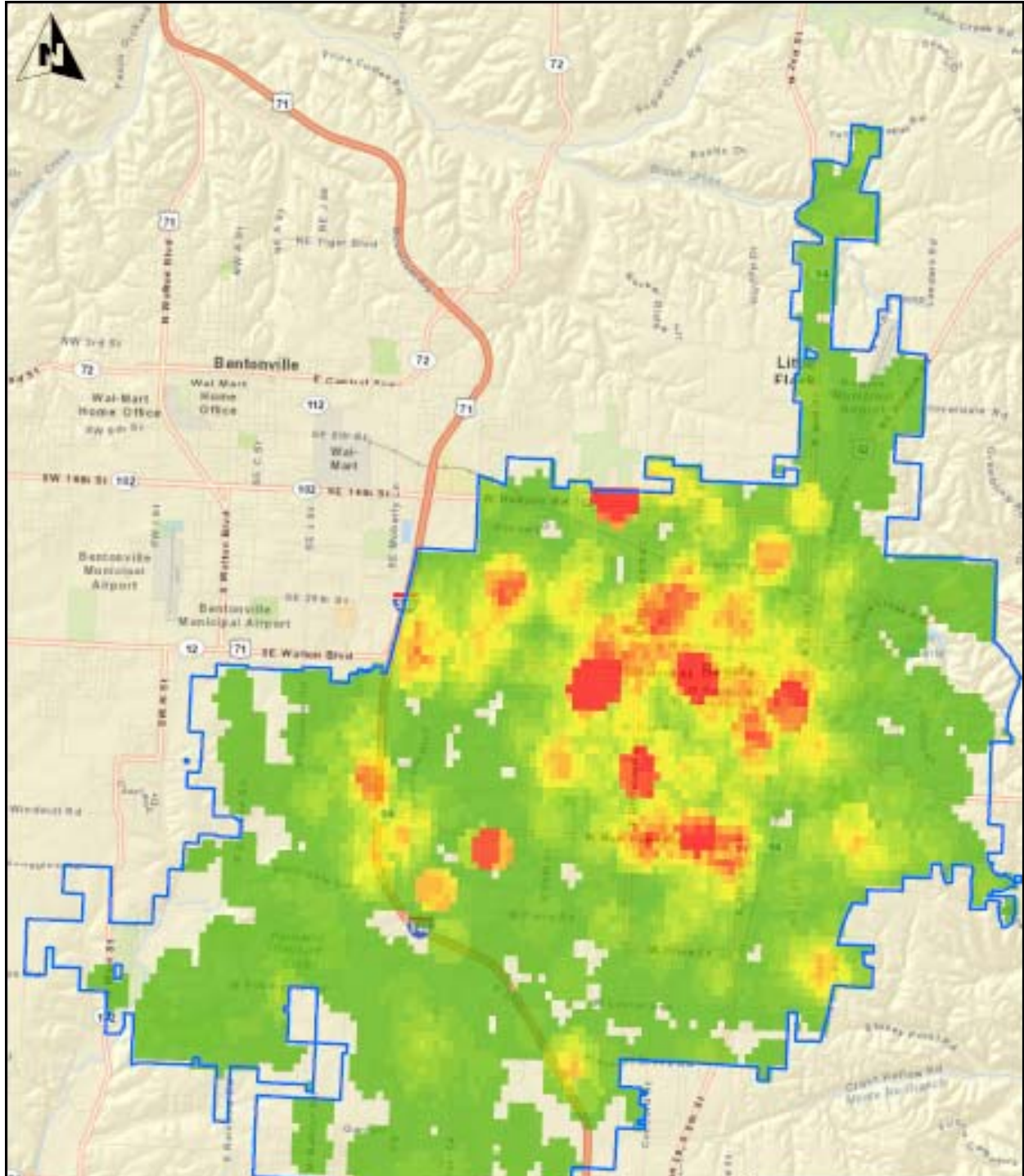


The figure above shows the location of all incidents for the Rogers Fire Department in 2011.

*Map Courtesy of Benton County GIS Department*

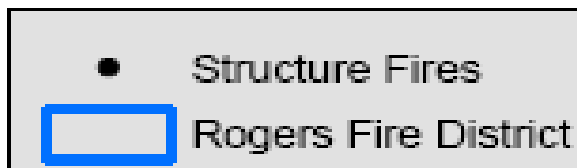
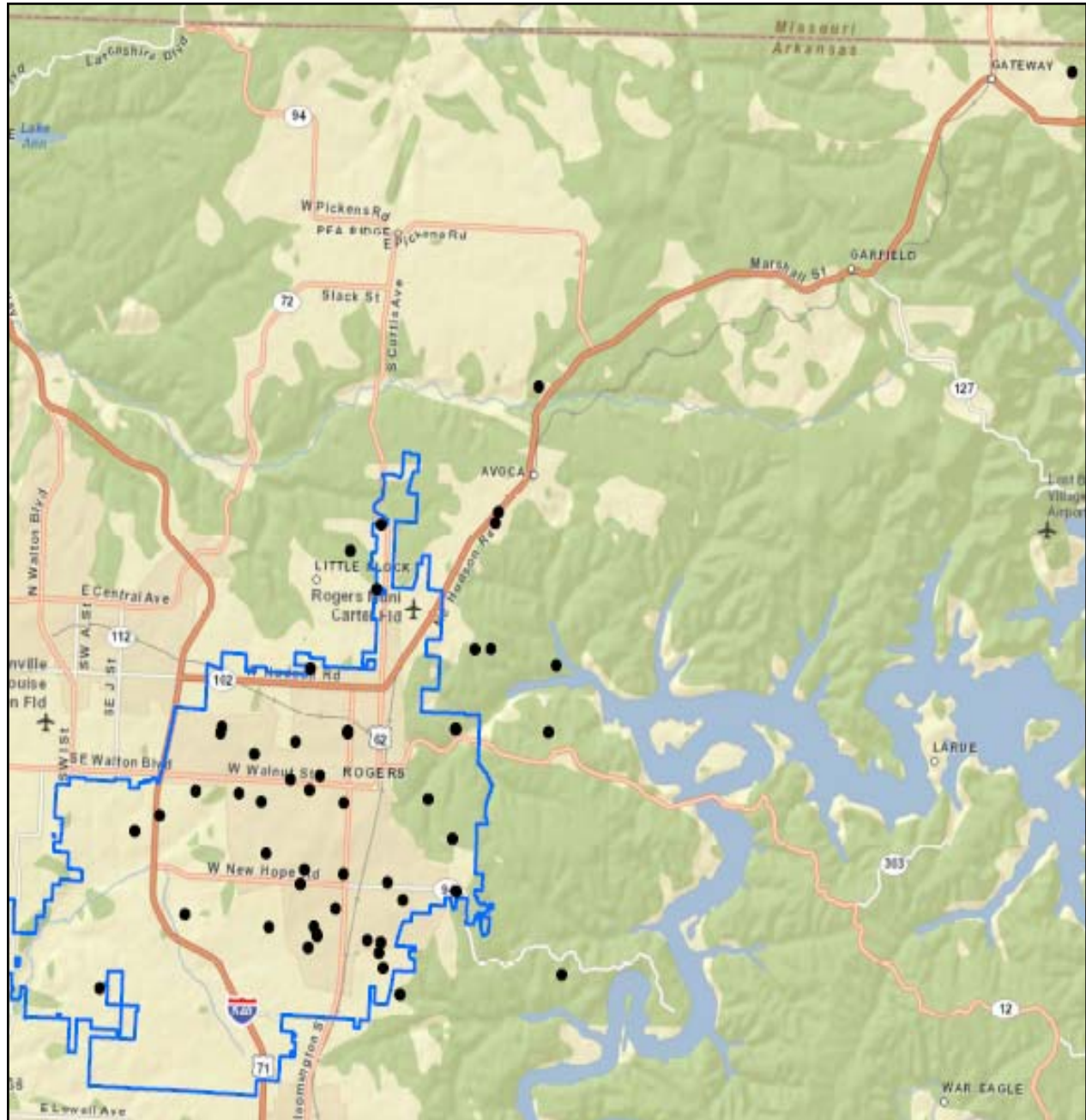


## Geographic Analysis of Incident Data



The figure above shows areas of concentration for all incidents during 2011. Red indicates a high rate of emergency incident occurrence, while green indicates a low occurrence rate.

## Geographic Analysis of Incident Data—Structure Fires

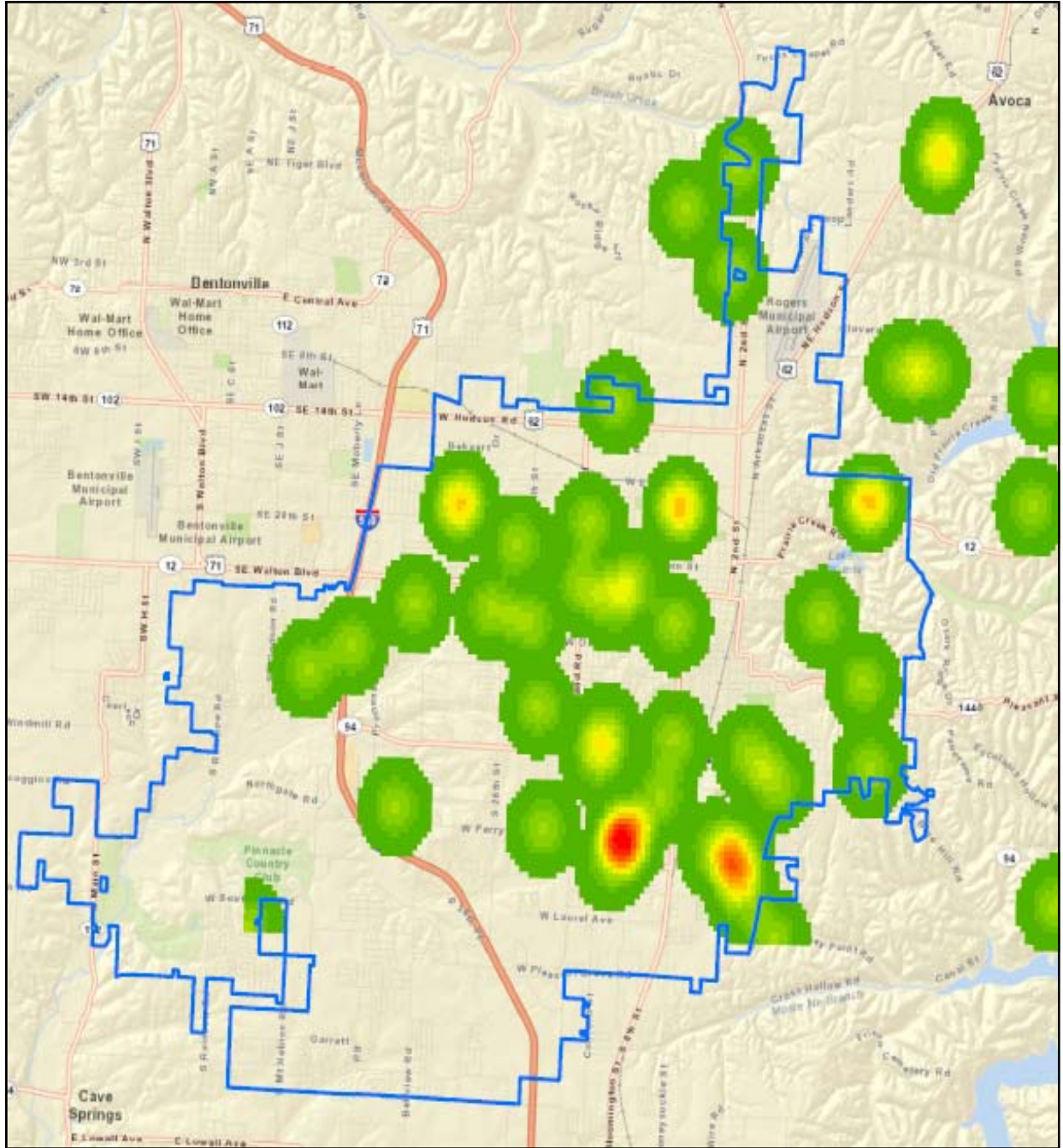


The figure above shows the location of all structure fires for the Rogers Fire Department in 2011.

*Map Courtesy of Benton County GIS Department*

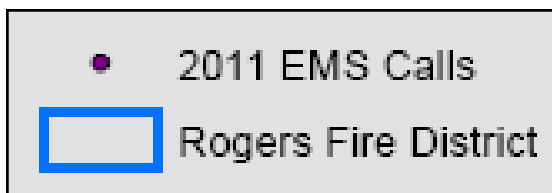
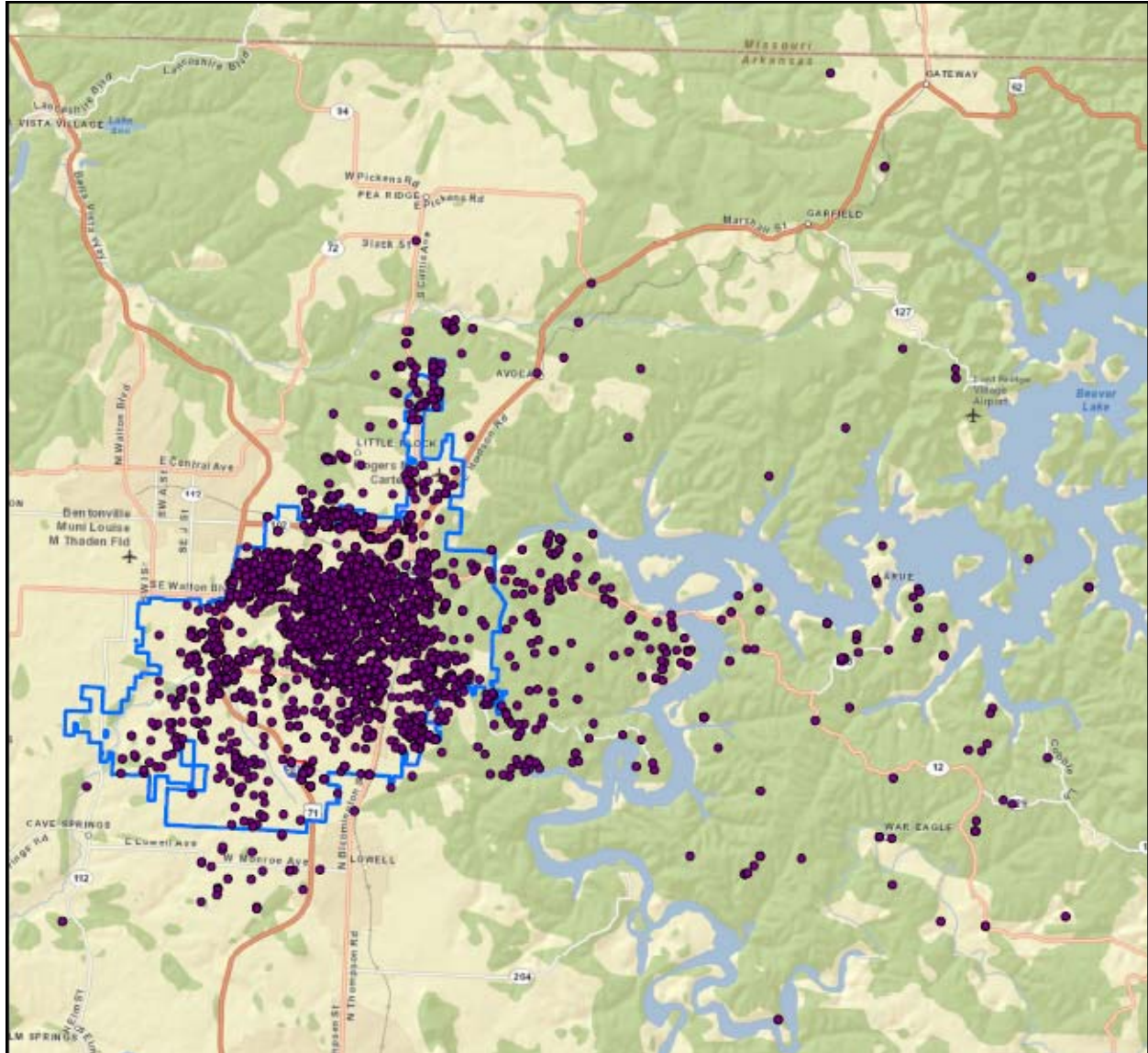


## Geographic Analysis of Incident Data—Structure Fires



The figure above shows areas of concentration for structure fires during 2011. Red indicates a high concentration of structure fires, while green indicates a low occurrence and concentration.

## Geographic Analysis of Incident Data—Emergency Medical Incidents



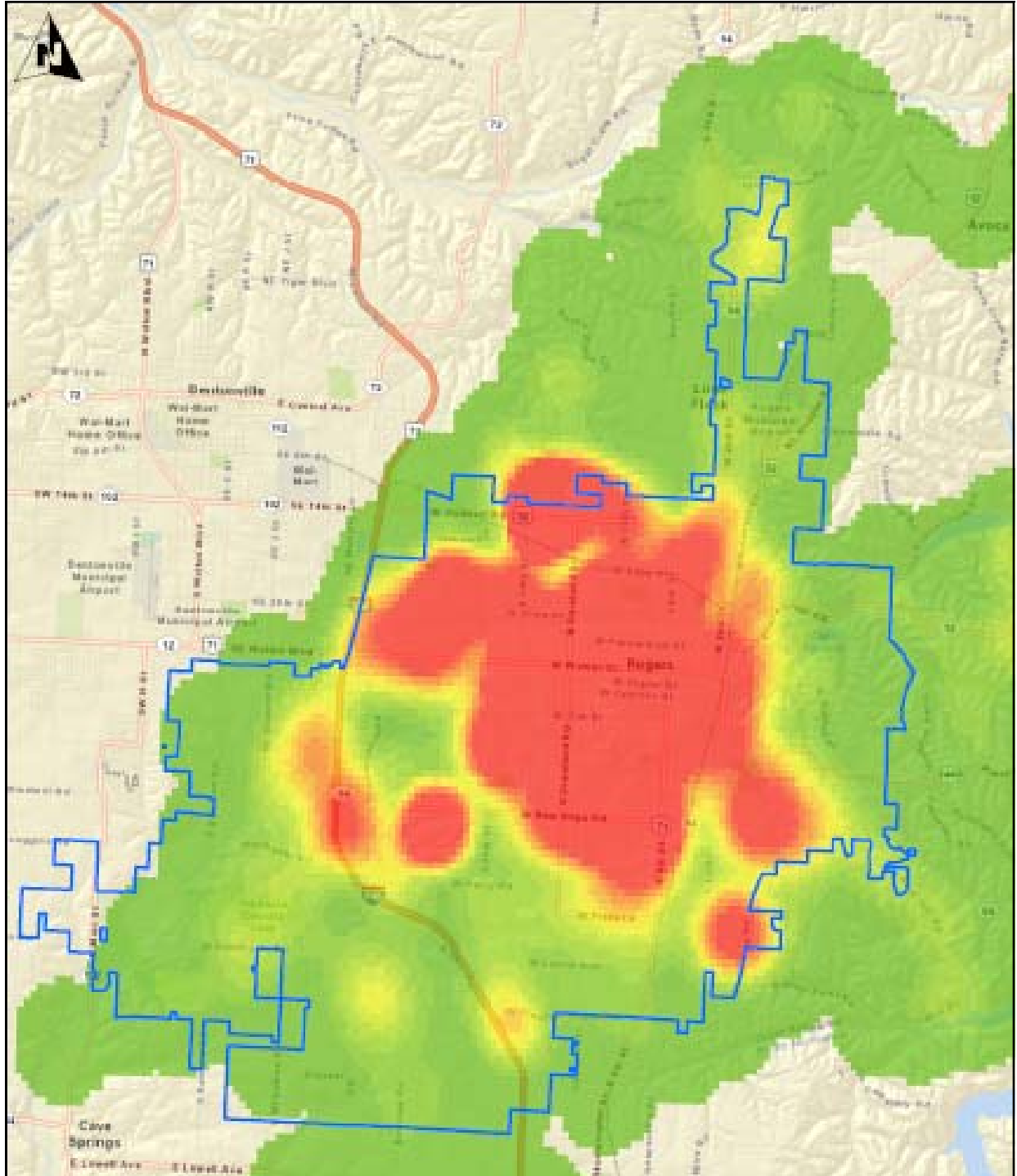
The figure above shows the location of all medical incidents for the Rogers Fire Department in 2011.

*Map Courtesy of Benton County GIS Department*

### EMS Incident Locations and Percentage of EMS Incidents

Benton County—344 (9%)  
Highway 94 East Corridor—69 (2%)  
Highway 62 Corridor—31 (1%)  
Highway 12 Corridor—222 (6%)  
West of Rogers—2 (0%)  
Bentonville, City of—1 (0%)  
Little Flock, City of—133 (4%)

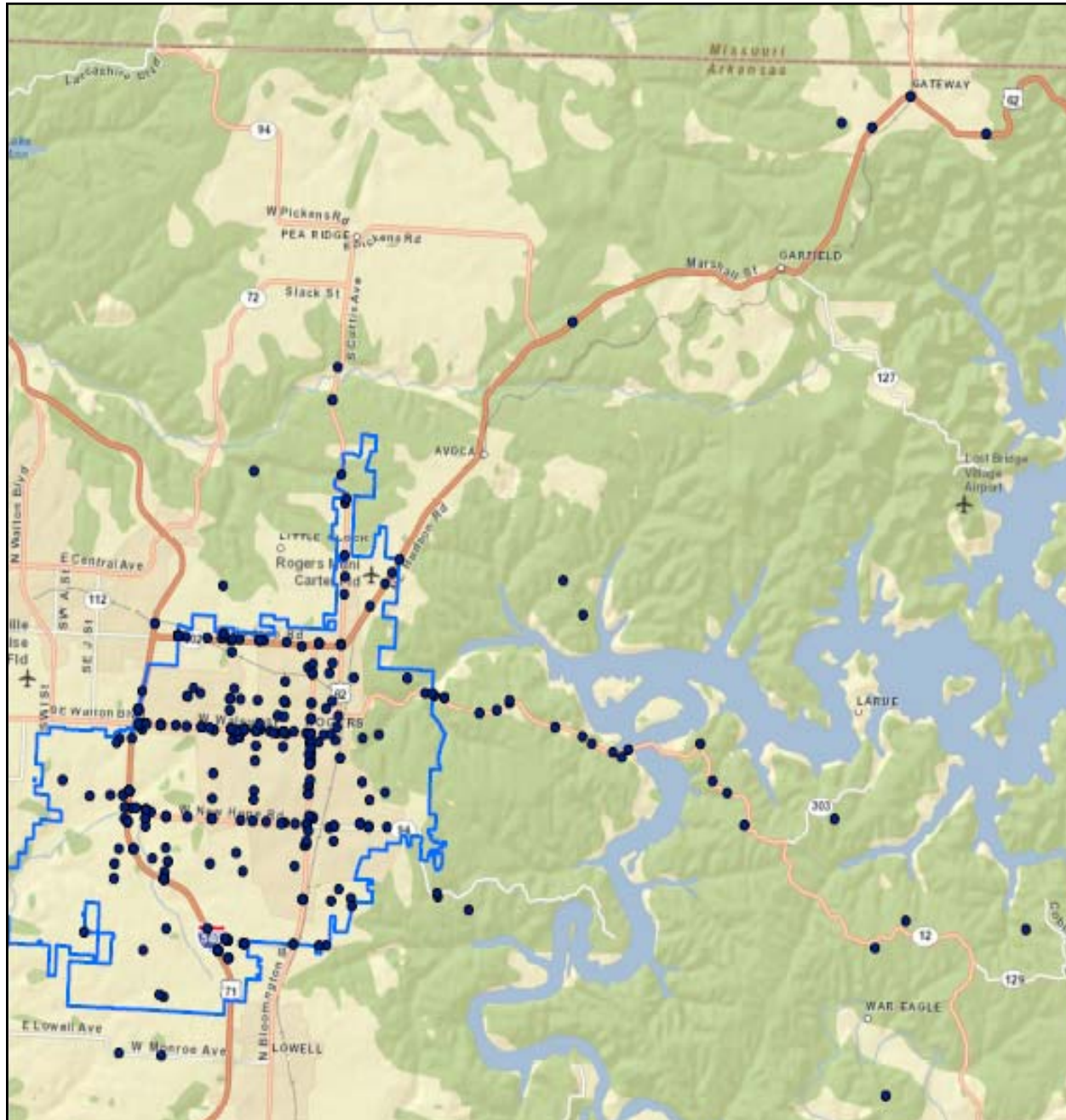
## Geographic Analysis of Incident Data—Emergency Medical Incidents



The figure above shows areas of concentration for medical incidents during 2011. Red indicates a high concentration of medical calls, while green indicates a low occurrence and concentration.



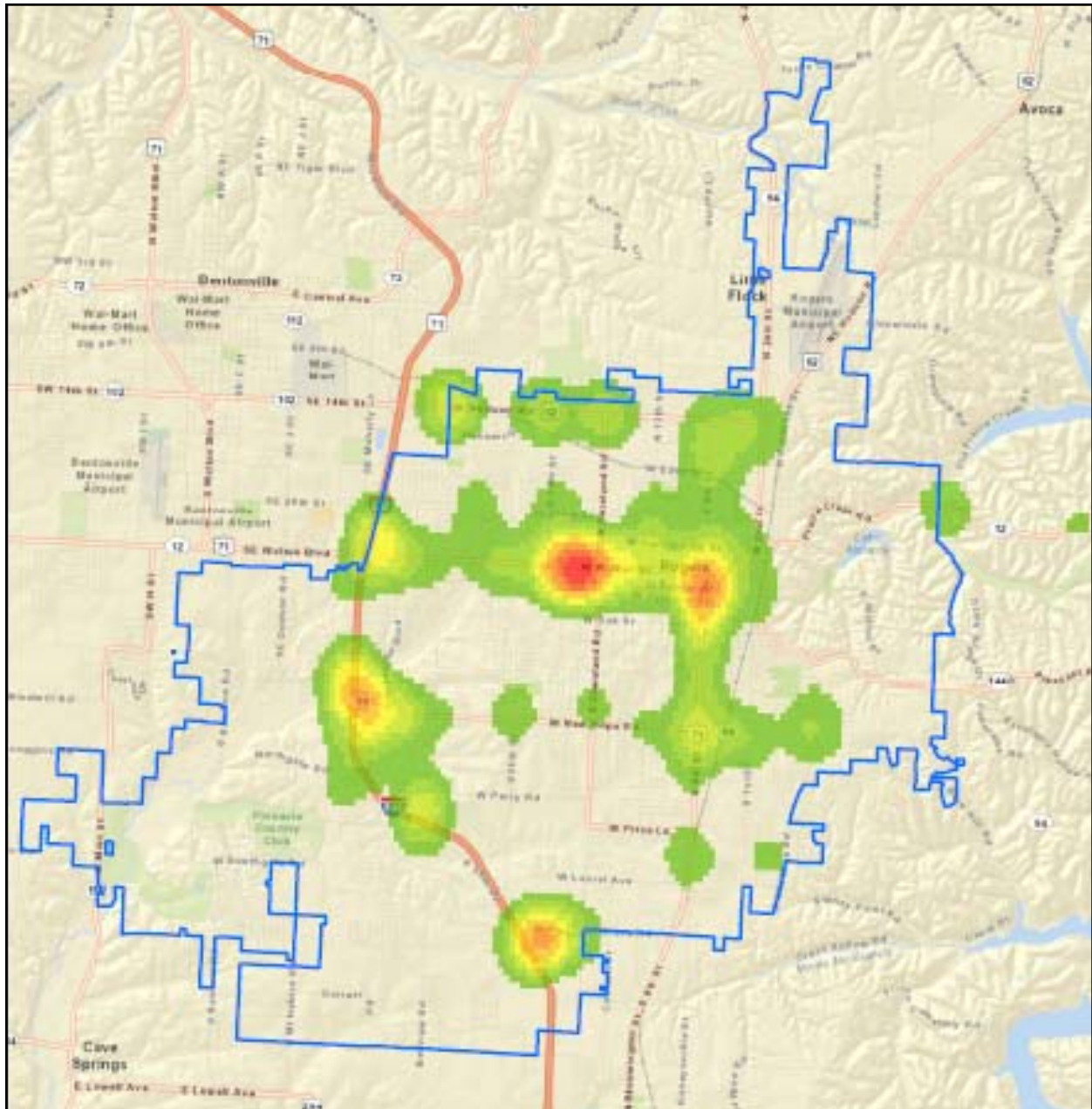
## Geographic Analysis of Incident Data—Motor Vehicle Accidents



The figure above shows the location of all motor vehicle incidents for the Rogers Fire Department in 2011.

*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 2011. Red indicates a high concentration of motor vehicle accidents, while green indicates a low occurrence and concentration.

Several nodes of concentration are apparent throughout the city. Those nodes include: Dixieland Road and Walnut Street, 8th Street and Walnut Street, Interstate 540 and New Hope Road, 46th Street and Walnut Street, and Pleasant Grove Road and Pleasant Crossing Boulevard.

## Mutual Aid Analysis

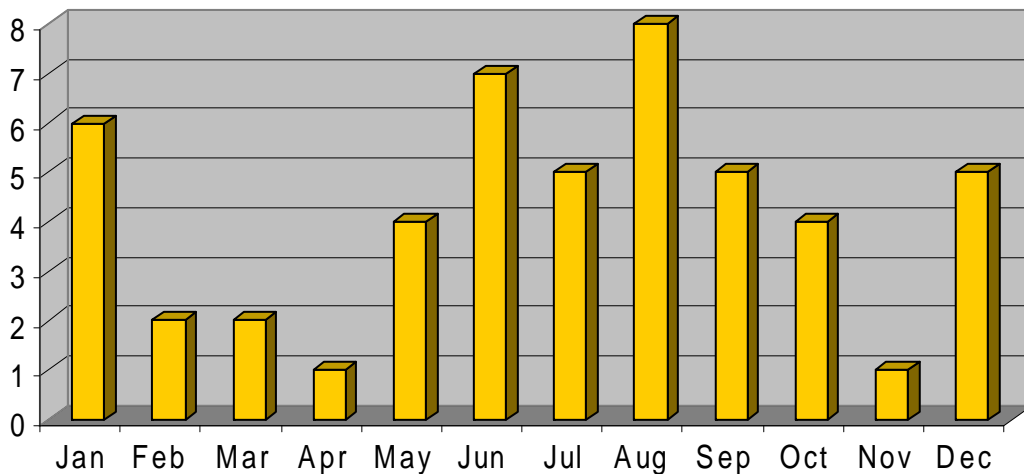
The Rogers Fire Department is fortunate to have excellent mutual aid partners surrounding the city. Although rare, occasions do present themselves that require resources from neighboring departments.

In 2011, the RFD provided mutual aid to surrounding jurisdictions 42 times. A breakdown of responses by department is provided below:

Altus Fire Department—1  
Avoca Fire Department—7  
Beaver Lake Fire Department—3  
Bentonville Fire Department—16  
Cave Springs Fire Department—1  
Fayetteville Fire Department—1  
Highway 94 East Fire Department—1  
Joplin (MO) Fire Department—1  
Little Flock Fire Department—6  
Lowell Fire Department—3  
Northeast Benton County Fire Department—1  
Springdale Fire Department—1

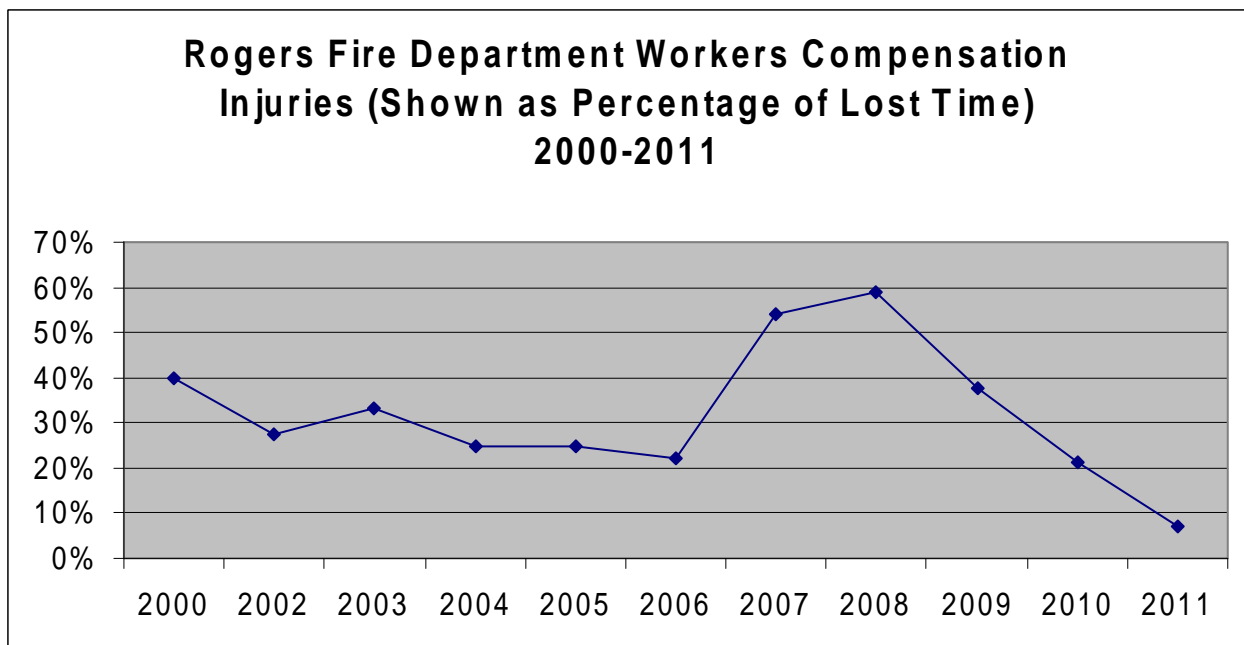
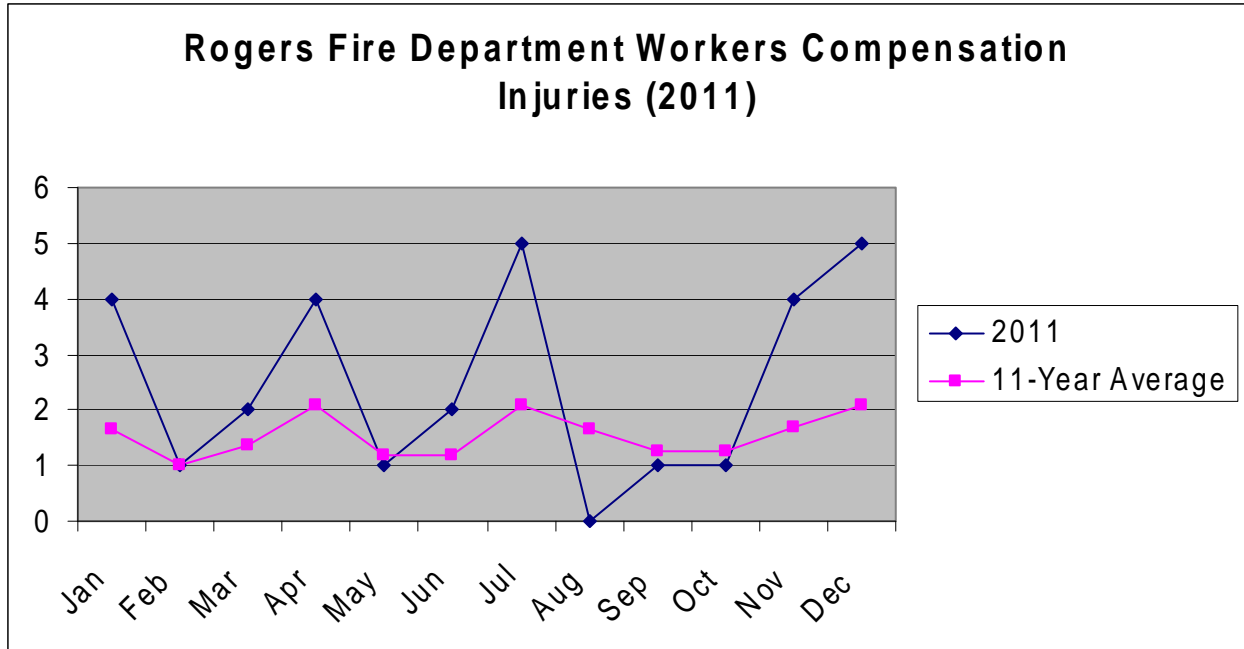
The Rogers Fire Department did not receive any mutual aid in 2011. Two of the mutual aid incidents for 2011 included urban search and rescue deployments to Joplin, Missouri and Altus, Arkansas in the aftermath of severe storms.

**Rogers Fire Department Mutual Aid Responses by Month (2011)**



## Workers Compensation Injuries

The nature of the work performed by firefighters is dangerous. Because of this, the Rogers Fire Department pays close attention to on-the-job injuries. In 2011, 28 Workers Compensation injuries were reported. Of the 28 injuries, only two (7%) resulted in lost work time. For comparison, in 2008 59% of the injuries resulted in lost work time. The figures below help depict the job-related injuries for 2011.





## Cardiac Arrest Registry Analysis (Using Utstein Template)

