

Rogers Fire Department Yearly Activity Report 2016



About the Rogers Fire Department

The Rogers Fire Department (RFD) was formed in 1888 as the Rogers Hose Company Number 1. Over the past 128 years the department has exhibited a true commitment to excellence and public service. Today, the department is a career, full-time, fire department occupying seven fire stations and a training center. The RFD operates as a department within the City of Rogers and serves the Mayor and City Council.



The RFD remains the only city in Northwest Arkansas to be rated as a “Class 1” city through the Insurance Services Office. This rating represents the best rating possible and serves as a catalyst to save citizens and business owners money through their insurance premiums. The department prides itself as one of six dual-accredited fire departments across the United States. The accreditation processes from the Center for Public Safety Excellence (CPSE) and Commission on the Accreditation of Ambulance Services (CAAS) are the “gold standard” for public safety agencies.

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. The Rogers Fire Department remains committed to helping people and protecting our first-class city from the perils of fire and time-sensitive emergency medical problems.



About the Rogers Fire Department

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.

Department Leadership Fire Chief Tom Jenkins

Field Operations Division	Training Division	Risk Reduction Division
Deputy Chief Bryan Hinds	Deputy Chief William Hyde	Deputy Chief Travis Hollis
Battalion Chief Eddie Thompson	Captain Joseph Jerabeck	Captain William Rumsey
Battalion Chief Cliff Thompson	Captain Dennis Thurman	Captain Adam Frederking
Battalion Chief David Whitlow	Captain William Everhart	

2016 Snapshot



Population: 67,833 (2016 Est.)

Daytime Population: 110,000+

Land Area : 38.25 sq. miles

Number of Fire Stations: 7

Sworn Personnel: 117

Civilian Personnel: 12

Minimum Daily Staffing: 32

Significant Accomplishments

- Completed a one-year trial period of the 48/96 shift schedule.
- Hired and trained seven (7) firefighters in our 18-week fire academy.
 - Acquired two new Braun Type I ambulances to be placed into service as Medic 1 and Medic 5.
- Placed a new Collapse Rescue Unit in service that was acquired in a joint venture with Washington County Emergency Management.
 - Completed a classroom upgrade at the Training Center.
 - Completed reaccreditation from the Center for Public Safety Excellence (CPSE) until 2021.
- Received recognition from the American Heart Association Mission Lifeline Program as a Gold Award winner.
 - Implemented the rank of Master Paramedic-Firefighter

Mayor and City Council

The Mayor and City Council have legal 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 first elected in 2010 and completed his first term on December 31, 2016. He was re-elected to office on November 8, 2016 and is now serving a four-year term that expires on December 31, 2020.

City Council

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
Jerry Carmichael—Ward 3
Betsy Reithemeyer—Ward 4
Sam Jeffery—Ward 4



Message from the Fire Chief

In 2016, the Rogers Fire Department continued to make improvements and raise the bar for public safety in Northwest Arkansas and the entire country. Our department has accomplished much over the past decade, and part of our success is now maintaining and building on these significant accomplishments. With dual accreditations and an Insurance Service Office classification of one, the RFD has attained every possible recognition for high-quality emergency response. In 2016, we were reaccredited by the Center for Public Safety Excellence by a unanimous vote of the commission at the Fire Rescue International Conference in San Antonio, Texas.

This year we made significant improvements to our emergency medical service system. Two ambulances were designed, acquired and replaced, and changes to our paramedic program were made to recruit and retain these essential employees. Organizationally, our department absorbed management responsibility for the city's Building Inspections Department. That department was merged with our existing Risk Reduction Division and is supervised by Chief Travis Hollis. This arrangement has already generated efficiencies for builders and developers as our city continues to grow at a rapid pace.

2017 is setup to be a great year. With additional EMS equipment and resources being made available, I think that our department is poised to have our most productive year ever! With commercial and residential development in the city happening at a rapid pace, it is imperative that our department grows to accommodate the increasing risk.

As I take inventory on the completion of my eighth year as fire chief, I'm grateful for the support of our elected officials, firefighters, and the community as a whole. I'm blessed to lead such a hard-working organization and protect such a marvelous city.



A handwritten signature in black ink that reads 'Thomas C. Jenkins'. The signature is written in a cursive, flowing style.

Thomas C. Jenkins
Fire Chief

Human Resources Summary

Sworn Members:

Fire Chief—1

Deputy Fire Chiefs—3

Battalion Chiefs—3

Captains—29

Fire Equipment Operators—24

Firefighters—57

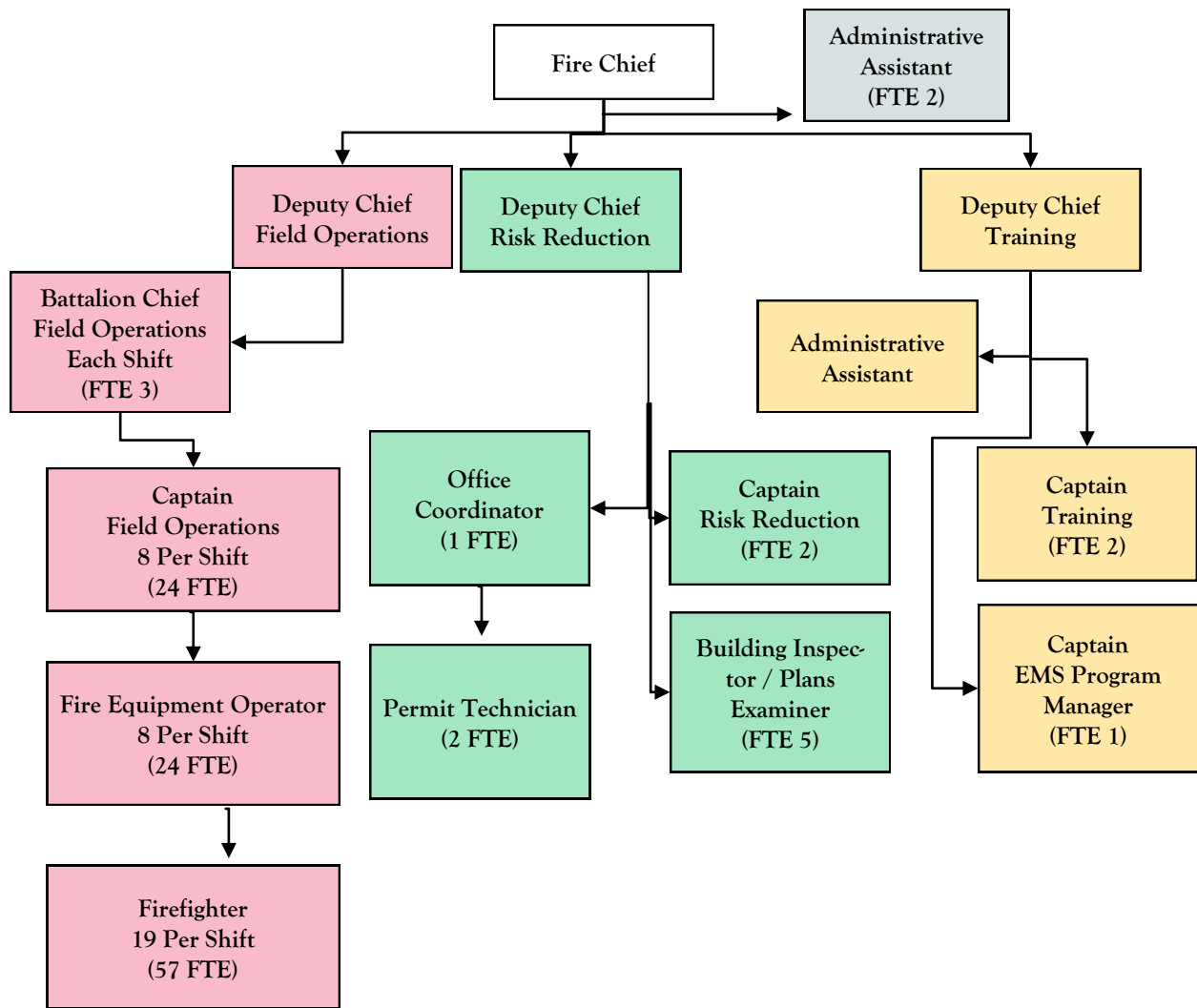
Civilian Members:

Administrative Assistants – 3

Physical Resource Technician – 1

Building Inspectors—5

Risk Reduction Technical Support—3



Accreditation Status

Accreditation involves the continued assessment of the department's programs and services, in conjunction with the measurement of performance. The Rogers Fire Department continues to maintain accredited status with the Center for Public Safety Excellence and the Commission on Accreditation of Ambulance Services. These combined accredited statuses place Rogers in an elite list of five departments nationwide (Broward County, FL; Henderson, NV; Plano, TX; Winter Park, FL).

International

COMMISSION HEARING AGENDA

Marriott RiverCenter, Salon ABF | San Antonio, TX
All times are Central Daylight Time (CDT)

Tuesday, August 16, 2016

1400-1500 Hours

- **Rogers Fire Department, AR**
Fire Chief: Tom Jenkins
Accreditation Manager: Travis Hollis
Team Leader: Rick Fagan
- **Fayetteville Fire/Emergency Management Department, NC**
Fire Chief: Benjamin Major
Accreditation Manager: Scott Iverson

The Rogers Fire Department first received accredited status from the Center for Public Safety Excellence (CPSE) during the 2011 Fire Rescue International Conference in Atlanta, Georgia. In 2012, the department also received accreditation from the Commission on Accreditation of Ambulance Services (CAAS). The department was reaccredited by CAAS in 2015. Last year, the department also successfully completed reaccreditation from CPSE at the Fire Rescue International Conference in San Antonio, Texas.

This pattern of success, as evidenced by the reaccreditation of the agency, requires careful data collection and a constant assessment of the department's management. Accreditation is not a status symbol, rather it is an on-going process that holds us accountable to ensure the department continues to improve and adheres to industry best-practices.



Battalion Chief Travis Hollis has served as the Accreditation Manager for the department since 2011. In the coming accreditation cycles, a new Accreditation Manager will be appointed to continue to lead the department's efforts towards excellence.

Leadership and Administration

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

The leadership of the RFD values employee communication, strategic planning, inclusivity, and teamwork to accomplish each year's objectives.

Accomplishments for 2016 included:

- Successfully attained accredited status from the Center for Public Safety Excellence until 2021
- Placed a new collapse rescue unit into service that replaced a pull vehicle and trailer unit
- Accepted delivery of two new ambulances that were assigned to Medic 1 and Medic 5
- Implemented the rank of Master Paramedic Firefighter at all ambulance locations



2016 Fiscal Year	Budgeted	Expended	Remaining
Human Resources	\$7,309,941	\$7,414,017	(\$258,167)
Operating Budget	\$971,993	\$949,288	\$2,936
Total	\$8,281,934	\$8,363,305	(\$255,231)

Alumni

In 2016, two firefighters separated or retired from the Rogers Fire Department in good standing. These individuals each had a special and unique impact upon the RFD. The impact they made is not forgotten, and they are remembered as distinguished “alumni”.

Firefighter John Gavin (Ladder 5, B-Platoon)
Firefighter Jacob Thompson (Ladder 1, A-Platoon)



Training Division



The Training Division has become an essential component to support the overall efforts of the Department. Numerous activities are coordinated by the division's staff throughout the city each day. The support functions provided through the division serve to further enhance the capabilities of the Field Operations and Risk Reduction Divisions.

William Hyde, who serves as the Deputy Fire Chief of Special Operations & Training, is the administrator responsible for providing daily oversight for the Training Division staff. The Division is made up by a team of three dedicated Captains and an administrative assistant. Captain Thurman, Captain Jerabeck, and Captain Everhart are each responsible for specific areas of

emergency response and support disciplines for the department. The training staff's daily schedules, data entry and support functions are managed by an administrative assistant.

The training Division is supported by the Field Operations Division through the Training Committee, EMS Advisory Committee, Special Operations Team Officers, and the Aircraft Rescue and Firefighting (ARFF) Team Coordinator. Members of these committees and teams provide oversight throughout the development of fire company standards, medical equipment and procedures, special operations equipment and standards, ARFF quarterly standards, and annual evaluations.

During 2016, the Training Division accomplished many goals that help to further enhance numerous support functions within the Rogers Fire Department. Some of the highlight achievements are:

- Through our strong relationship with the community college, enhanced breathing air supply capabilities with an additional machine at the training center
- Implemented annual CPR and Advanced Cardiac Life Support courses
- Delivered two National Fire Academy Courses at the Training Center
- Doubled the frequency of live-fire training evolutions
- Modernized ventilator technology on all front-line ambulances
- Finalized conversion of all cardiac monitors on ambulances
- Trained all front-line paramedics as preceptors for the community college
- Facilitated acquisition of a dedicated collapse rescue vehicle capable of backing up the rescue
- Achieved mechanic certifications for two personnel to enhance vehicle maintenance and repairs

2016 Training Hours by Shift (Excluding Physical Fitness)

A Platoon: 15,349 Hours

B Platoon: 17,820 Hours

C Platoon: 14,406 Hours

Training Division

A primary function of the training division is development and delivery of the Department's annual training program. The division also coordinates drills and evolutions that incorporate numerous companies and automatic aid partners. In 2016 this included coordination of four large-scale regional training exercises. The division once again collaborated with the Northwest Arkansas Community College and administered their fourth Firefighter Standards Course. This important partnership resulted in 16 firefighters achieving International Certification.

Another focus of the Training Division is to ensure the department's firefighters and officers are well prepared for the diverse emergency situations they respond to. This effort certainly serves to ensure the citizens and visitors of Rogers are well protected. This is accomplished thorough strenuous planning and resource acquisition to address the many disciplines that encompass the department's expertise. In 2016, the department's personnel engaged in a total of 47,575 hours of training.

Training Category	Hours
Administration	1,065
Apparatus Operations	8,231
Aircraft Rescue and Firefighting	699
Emergency Medicine	9,931
Fire Suppression	20,154
Hazardous Materials	2,190
Technical Rescue	2,823
Officer Development	3,530
Physical Fitness	4,296

Training Division

Training Partnership Summary

The Training Division continued its relationship with the Northwest Arkansas Community College and the Northwest Arkansas Metro Fire Chiefs Association to host the Northwest Arkansas Firefighter Standards Academy. Through this program, Rogers' probationary firefighters are prepared for assignment to a fire company following 18 weeks of intense preparation.

Kari Crump, Cody Gripe, Logan Jostad, Daniel Leatherman, Zack Oldebeken, Santiago Rosales, & Jake Tucker completed the RFD recruit program.

Battalion Chief Cliff Thompson continued participation in the National Fire Academy's Executive Fire Officer Program. This four year program is

considered the preeminent program in the fire service. The department also boasts three members who are alumni of the program.



FEO Aaron Thomas completed, while Captain Pete Melnicki and Captain Nick Mason continued the Managing Officer Program at the National Fire Academy. This program is paramount to professional development for the department's future leaders.

Blake Ballou, Brian Bevis, Kyle Bishop, Troy Chandler, & Travis Harp graduated from the NWACC Paramedic program.

Tony Aresco, Zack Burnett, Matt Conroy, Peter Pasquale, & John Ponthieux began the 2016-2017 Paramedic program.

Randy Chrisp, Kari Crump, Trintin Holmes, Logan Jostad, Kyle Tedford, Mark Simon, & Allen Whitlow began prerequisite studies to prepare for acceptance in the 2017-2018 Paramedic program.

Training Division

Certification and Licensure Summary

Certifications attained and approved by the International Fire Service Accreditation Congress (IFSAC):

Firefighter I	7 additional personnel certified
Firefighter II	7 additional personnel certified
Hazardous Materials Technician	8 additional personnel certified

Certifications approved by the Arkansas Fire Academy:

Firefighter I	7 additional personnel certified
Firefighter II	7 additional personnel certified
Core Rescue Technician	7 additional personnel certified
Rope Rescue Technician	7 additional personnel certified

Approved by the Federal Aviation Administration

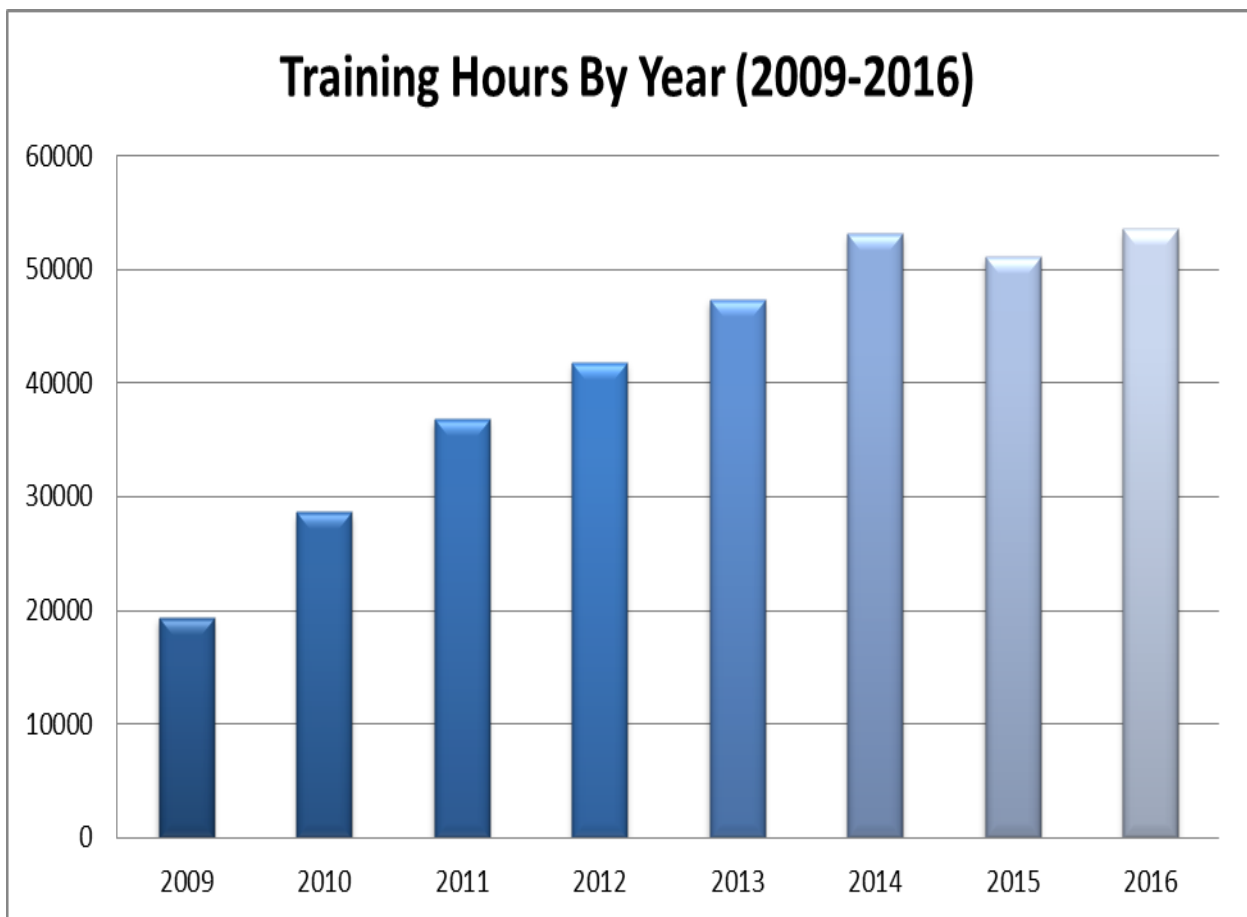
Airport Firefighter	1 additional personnel certified
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Licenses approved by the Arkansas Department of Health:

Paramedic	5 personnel received initial licensure
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Training Division



Training Division



Field Operations Division



The Field Operations Division is led by Deputy Chief Bryan Hinds. It is the largest division in the department and is responsible for the delivery of all emergency services. The Field Operations Division is comprised of 110 sworn members who staff three platoons. Each platoon is led by a Battalion Chief who serves as the City Wide Tour Commander.

The tour commanders are responsible for ensuring that each fire company is staffed with a minimum of three firefighters, the rescue company is staffed with a minimum of two firefighters, and each ambulance is staffed with a firefighter and one paramedic. Additionally, the tour commander is responsible for ensuring that there are at least two members of the Airport Rescue and Firefighting Team on duty at Station 3 and five members of the Special Operations Team staffing Rescue 2 and Ladder 5 on a continuous basis.

Each day the Field Operations Division staffs the following resources:

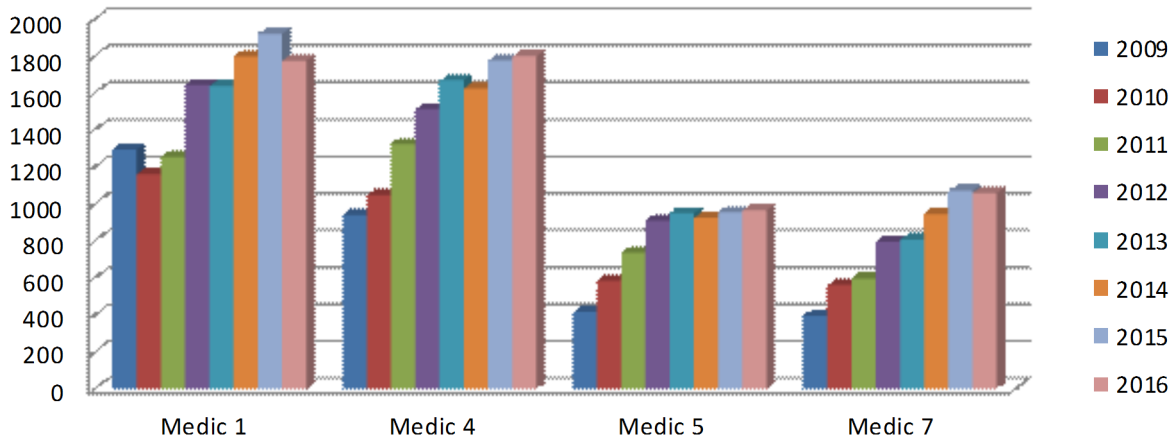
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|------------------------------------|---|
| 4 Advanced Life Support Ambulances | 5 Engine Companies |
| 2 Ladder / Quint Companies | 1 Heavy Rescue and Hazardous Materials Unit |
| 1 Airport Response Unit | 2 Brush Fire Units |
| 2 Collapse Rescue Units | 1 Rescue Boat and Pull Vehicle |

Accomplishments for the Field Operations Division during 2016 include:

- Promoted 12 paramedics to the newly created Master Paramedic position
- Acquired two new Braun ambulances to be placed into service as Medic 1 and Medic 5
- Placed into service new Collapse Rescue Unit acquired in joint venture with Washington County
- Acquired new Scott ISG X380 thermal imaging camera for Rescue 2
- Acquired new FLIR K2 thermal imaging cameras for each engine company
- Acquired new RIT PAK III rapid intervention pack for Rescue 2
- Completed one year trial period of 48/96 shift schedule

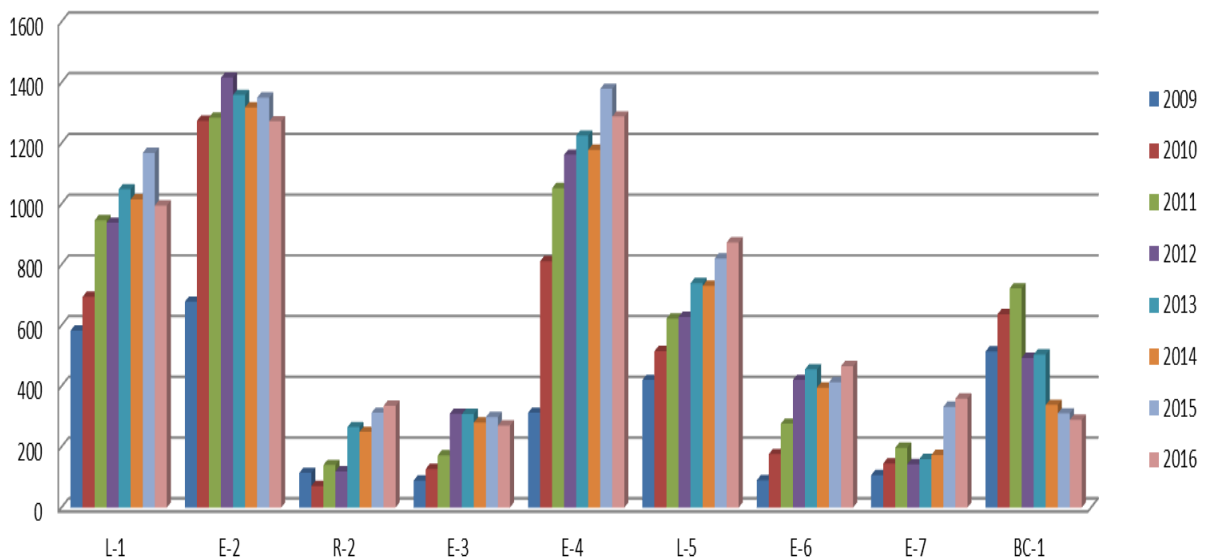
Field Operations Division

RFD Paramedic Ambulance Response (2009-2016)



In 2016, the Rogers Fire Department responded to 7,320 incidents that resulted in 11,808 responses by individual units. The busiest unit was **Medic 4** with 1,802 responses. The busiest fire company was **Engine 4** with 1,288 responses. The largest percentage increase in response volume over the previous year occurred with **Engine 6**, which saw a 13% increase in responses.

RFD Fire Company Responses (2009-2016)



Emergency Medical Services Unit

The Emergency Medical Services Unit is part of the Training Division. A fulltime Captain serves as the EMS Program Manager. In addition to this Captain, the Deputy Chief of Training, Administrative Assistant to EMS Operations, and EMS Advisory Committee also provide support and guidance to the EMS program. In 2016, twelve Master Paramedic-Firefighters were promoted to continue to emphasize EMS within the department and further increase medical knowledge in the field. This unit is responsible for quality improvement, protocol development, treatment surveillance, ambulance billing, narcotics, EMS supply inventory, equipment acquisition, emergency medical dispatch, and durable medical equipment maintenance. In 2016, RFD treated 5,068 patients, up slightly from the 2015 total of 5,041.

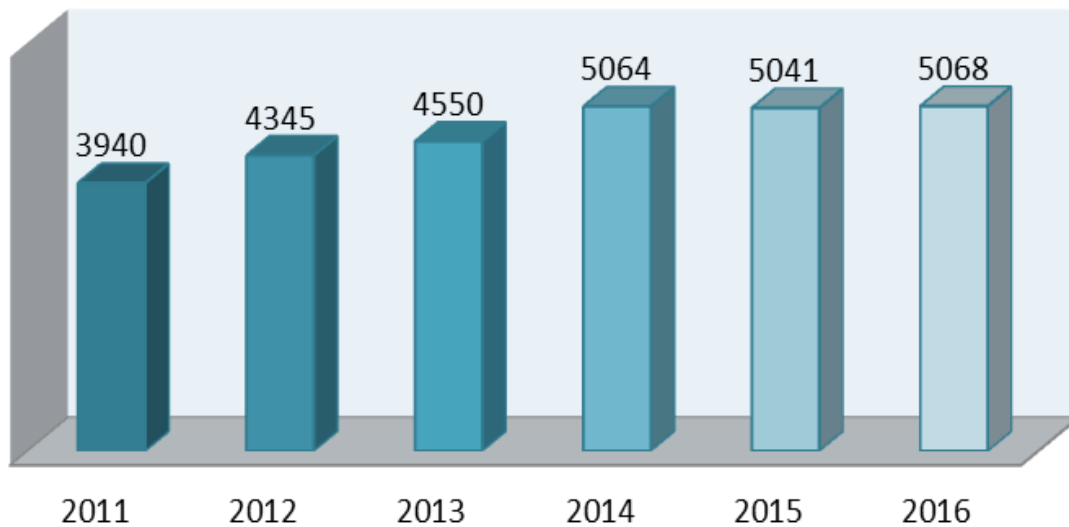
Captain Joseph Jerabeck serves as the manager of the EMS program. The program manager places special emphasis on performance measurement through published templates for cardiac arrest (Utstein) and chest pain/cardiac rhythm disturbances. In addition, the unit works closely with Mercy Medical Center and Northwest Medical Center on trauma-related incidents.

EMS accomplishments for 2016 include:

- Updated the ambulance ALS bags with a customized design
- Equipped all front-line ambulances with new AEV ventilators
- Successful management and delivery of a community wide CPR event in May
- Revised SOP 180, 187, 118, 186, 135, 196, 192, 128, 119, 240, 233, 203 to improve service delivery
- Received American Heart Association Mission Lifeline Gold Award
- Implemented the use of Ketamine on ambulances
- Updated Medic 5's Zoll E-Series cardiac monitor with a X-Series
- Conducted 583 quality improvement reviews on incidents



RFD Total Patients Treated by Year (2011-2016)



Top 10 EMS Incident Chief Complaints (5,068 Patients Treated) in 2016

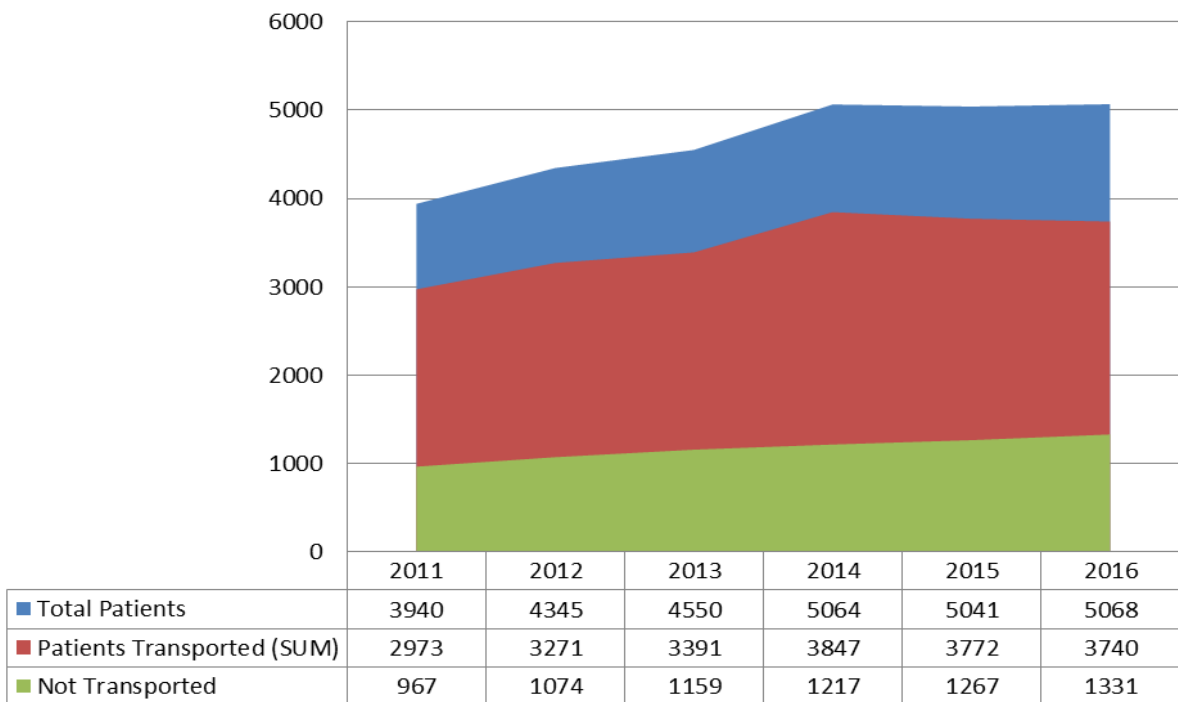
Abdominal Pain 235 Patients (5%,)	Altered Level of Consciousness 354 Patients (7%)
Behavioral Disorder 545 Patients (11%)	Chest Pain 332 Patients (7%)
Diabetic Problems 121 Patients (2%)	Poisoning 83 Patients (2%)
Respiratory Distress 372 Patients (7%)	Seizure 189 Patients (4%)
Syncope/Fainting 259 Patients (5%)	Traumatic Injury 1,425 Patients (28%)

Top 3 Busiest Addresses for EMS Incidents in 2016

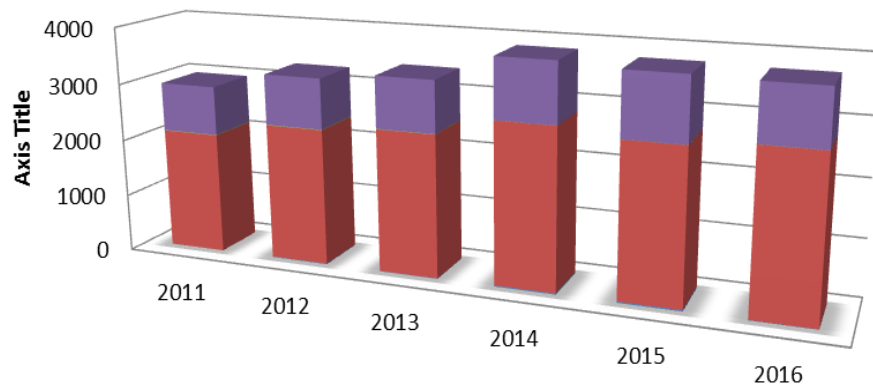
1. 300 S. Innisfree Circle, Innisfree Independent Living—144 Incidents
2. 2501 N. 22nd Street, Apple Blossom Retirement Center—126 Incidents
3. 2001 S. Hampton Place, Jamestown Health and Rehab—97 Incidents

Emergency Medical Services Unit

Patient Transport Disposition (2011-2016)



Patients Transported by Destination (NWA Only, 2011-2016)



	2011	2012	2013	2014	2015	2016
NW Medical Center Bentonville	846	878	896	1038	1094	956
NW Medical Center Springdale	9	9	7	3	3	3
Mercy Medical Center Rogers	2111	2370	2477	2784	2653	2775
Washington Regional Medical Center	1	9	7	19	22	6

Emergency Medical Services Unit



Risk Reduction Division



The Risk Reduction Division is responsible for activities that prevent and mitigate emergencies. This division is led by Deputy Chief Travis Hollis. Chief Hollis supervises two Captains and nine civilians who are located at City Hall adjacent to the City's planning department. This Division is most recognizable by the business owners and school children of the community.

The functions of this division include: plan review of all new buildings, inspections of new and existing occupancies for fire, building, and residential code compliance, business licenses, city facilities maintenance, acceptance testing of building fire protection systems, educating the public about safety-related issues, investigating fires, and data analysis. Due to the complexity of the department's dual accreditation processes, this Division also supervises the various electronic performance measurements.

The Division is proactive with all new development that is planned within the City of Rogers to ensure requirements of the Arkansas Fire Prevention Code are met prior to a city issued grading permit. It has been the division's experience that it is a win-win experience for all, when the division is involved and communicative from the beginning of a project.

In 2016, the Division issued 4,231 permits and completed 10,651 inspections. The City of Rogers continued to see steady commercial and residential growth in 2016 with new construction plan reviews matching the record-setting 2015 numbers. This was reflected in the monies collected for permits; the Division's collections were up 10.5% in 2016 and totaled \$856,715. In addition, the Division collected another \$280,597 in business licenses fees. The collective revenue sum of \$1,137,312 is the first time in the Division's history that revenue has exceeded the one million dollar mark. The Division reviewed three hundred and sixty-five (+260%) plans in 2016.

Condemnation of dilapidated properties was a task the Division took ownership of in 2016. No property in the City of Rogers had been condemned due to a dilapidated state since 2001. In 2016, the Division was able to mitigate 36 properties that were determined to be dilapidated. Four properties were brought up to code by the owner(s), twenty-six were demolished by the owner(s), and six were demolished by the city. In 2016, the Division was able to assist seven property owners avoid condemnation through support and grant acquisition.

Risk Reduction Division

Fire and life safety education is also a primary focus of this division. During 2016, the prevention efforts of the Department had face to face contact with over 28,618 people. Another 21,050 people were reached via social media efforts.

The Department, through the efforts of the Risk Reduction and Field Operations Divisions, installed 231 smoke alarms in homes throughout the city.

In 2016, one fire fatality occurred in the City of Rogers. In addition, two civilians were injured due to fire-related incidents.

The Rogers Communications Division (RCD) is a shared resource of the fire and police departments. This 22-person division is managed by a Dispatch Coordinator who reports directly to the Captain of Support Services in the Police Department. In addition to the Dispatch Coordinator, three shift supervisors and a training manager ensure the division is properly supported. The division utilizes Zetron Radio Consoles, New World Computer Aided Dispatch System, and ProQA

Plan Reviews

365 Fire, Building, and Large Scale
Development Plans

Fire Code Enforcement

10,651 Inspections
12 Notices of Violation
6 Citations Issued

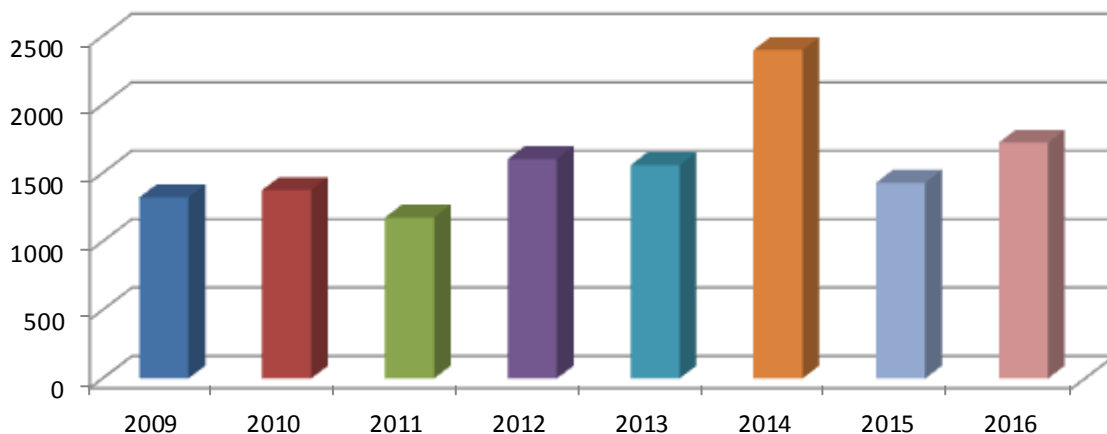
Public Education

12,296 Students
16,322 Adults

Fire Investigations

6 Fires Investigated
0 Fire Classified as Arson

**Risk Reduction Division Inspections by Year
(2009-2016)**



Rogers Communications Division



Emergency Medical and Fire Dispatching software to ensure the timely handling of all types of emergencies. During the most recent ISO evaluation, the Division was recognized with an exemplary composite rating.

Dispatch Coordinator Vicki Atchley continues to provide excellent leadership and momentum to the 911 center. Dispatcher recruitment and retention has improved, and technology continues to be acquired

that helps dispatchers perform their jobs. Minimum staffing in the 911 center has increased to accommodate a minimum of four (4) dispatchers on the evening shift.

Accomplishments for 2016 include:

- Passed an audit by the Federal Bureau of Investigation with a perfect score
- Upgraded Zetron dispatch consoles
- Updated all map books and map pages
- Upgraded Locution to include new common locations, traffic circles, bridges, and trail landmarks
- Began integration and programming for an upgraded computer aided dispatch version to be installed in 2017

911 Calls by Type (2016):

Wired/Landline: 2,980 (↑3%)

Wireless: 23,946 (↑17%)

Total 911 Calls Received: 28,456*

*Includes 1,530 abandoned 911 calls

Low Priority EMS Calls Handled by Transfer Ambulances (Non-RFD)

2012: 150 Calls

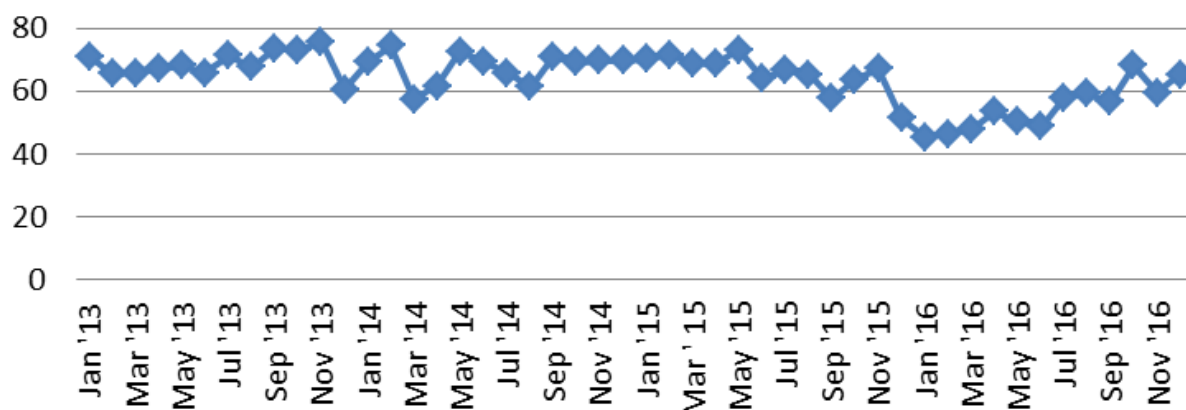
2013: 121 Calls

2014: 86 Calls

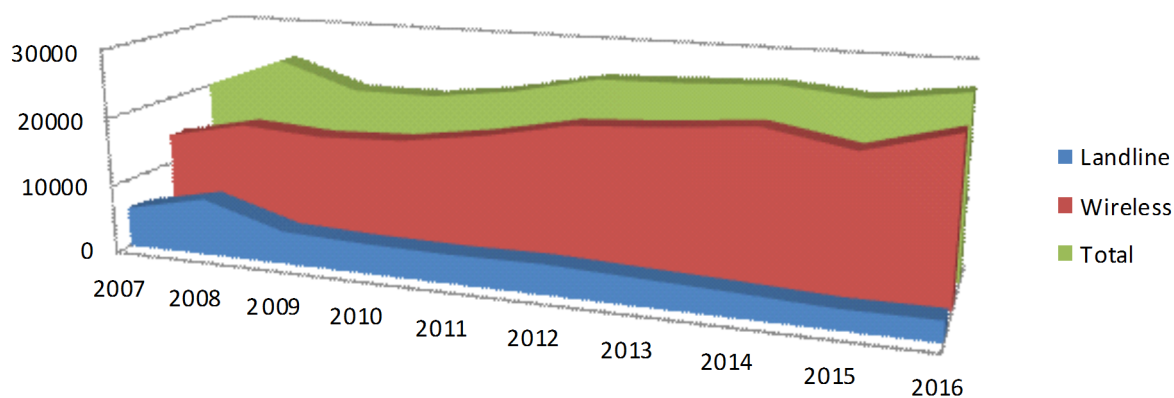
2015: 140 Calls

2016: 112 Calls

Rogers Communications Division, Dispatch Processing Time Percentage Compliance at 90 seconds (2013- 2016)



Rogers Communications Division 911 Calls by Type (2007-2016)



Physical Resources Unit

The Physical Resources Unit is organized under the Field Operations Division, and serves to make a positive impact to equipment and apparatus reliability, as well as fiscal responsibility. The unit consists of a fulltime Physical Resources Technician, an Administrative Assistant, and a Physical Resources Team who serve to assist with monthly preventative maintenance of vehicles and small equipment.



The mean waiting time for repair completion was twenty-one days in 2016.

Accomplishments of the Physical Resources Unit for 2016 include:

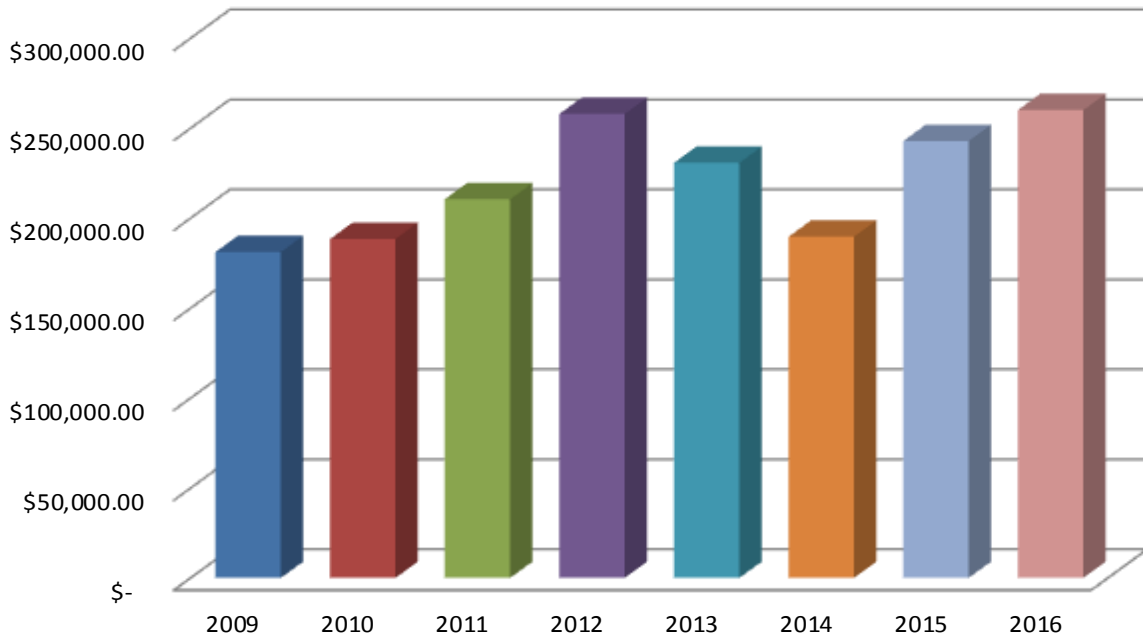
1. Reorganized the parts supply room
2. Replaced defective cables on Ladder 5 aerial sections
3. Attended Rosenbauer ARFF mechanic class
4. Obtained four more Emergency Vehicle Technician certifications
5. Replaced transmission in Engine 26
6. Attended EVT conference in Ft. Worth, TX
7. Reconfigured SCBA room to allow for improved functionality
8. Added bulk DEF storage system to the Training Center

Maintenance Requests by Facility				
Facility	2016	2015	2014	2013
Station 1	133	128	141	105
Station 2	65	31	33	46
Station 3	40	35	34	39
Station 4	70	85	63	52
Station 5	71	85	93	79
Station 6	35	21	33	39
Station 7	28	45	63	47
Training	42	29	24	16

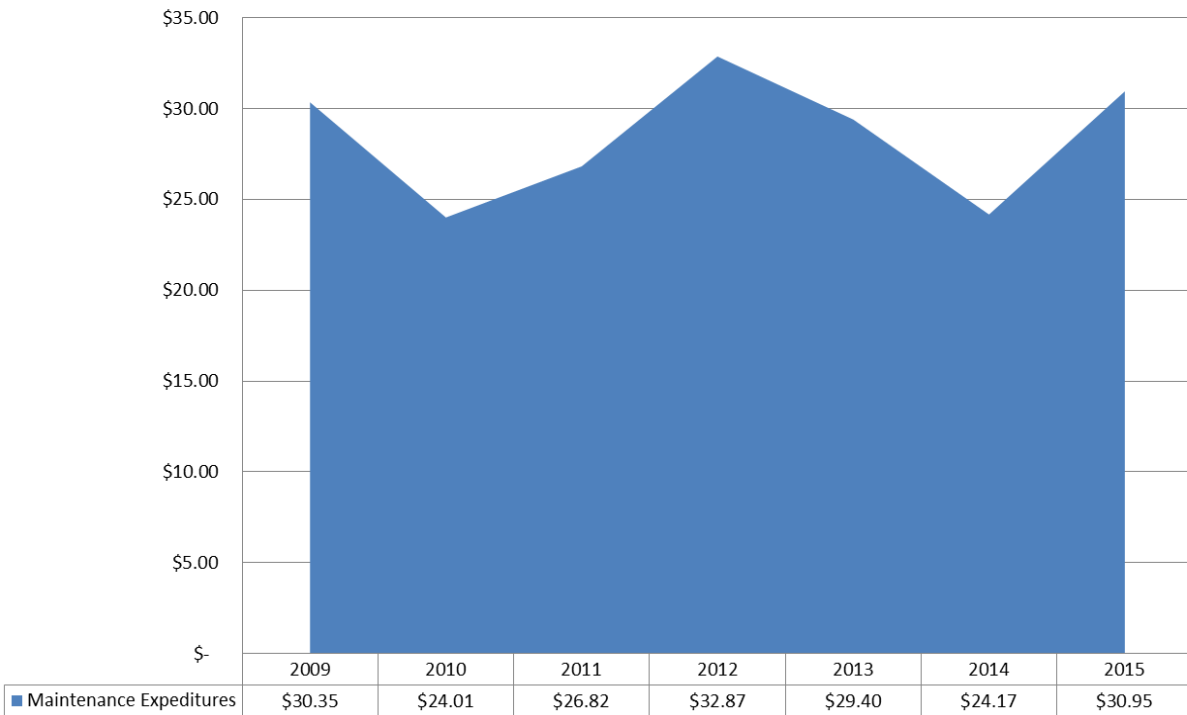
Physical Resources Unit Statistics	
Requests for Maintenance by Year	
2011:	559
2012:	562
2013:	423
2014:	484
2015:	459
2016:	484

Physical Resources Unit

Total Maintenance Expenditures (2009-2016)



Maintenance Expenditures Per Response (2009-2016)



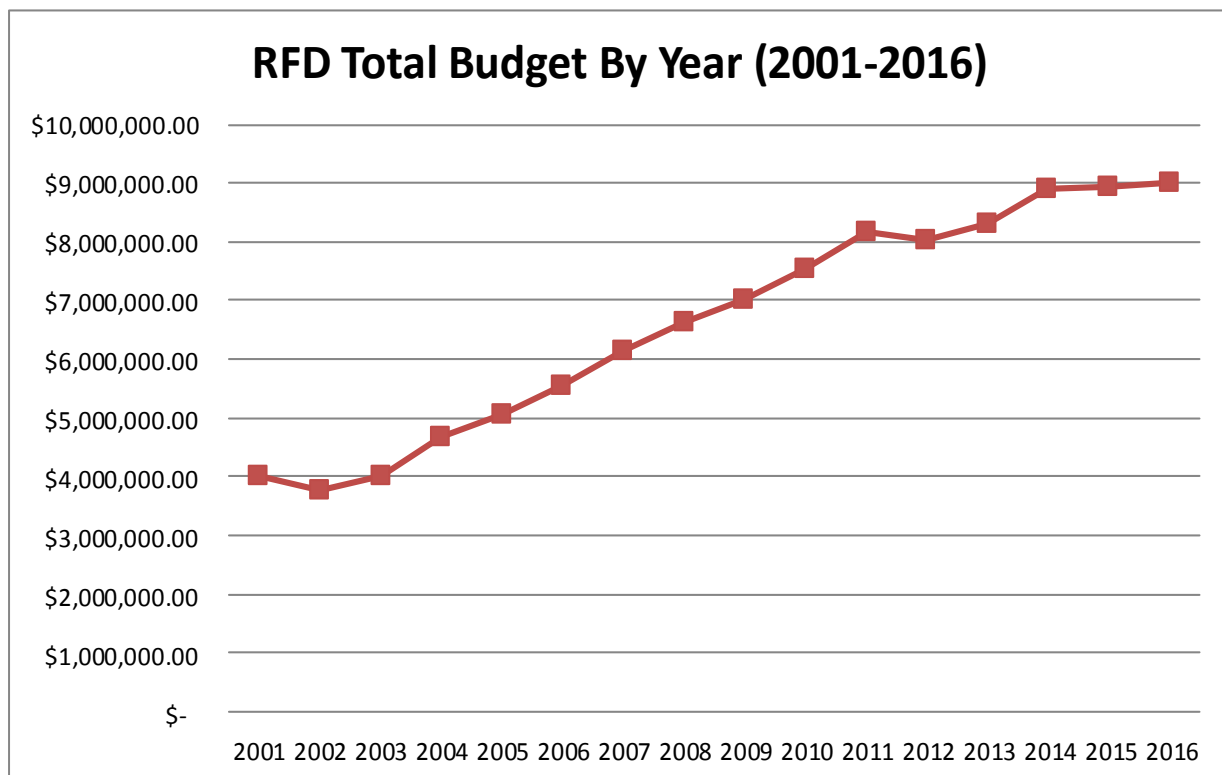
Budget

The fiscal year 2016 budget for the fire department represented 22.07% of the total city budget. The human resources budget for the department increased by 2.8% and the operating budget increased by 1.7% when compared to 2015. 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 are encountered. The department aggressively pursues alternative funding to supplement local tax dollars. The department's capital budget for 2016 was \$302,500, up 22% from 2015.

For comparability purposes, it is important to note that the employer costs associated with employee healthcare were removed from the department budget in 2016. Those expenses are managed separately in Fund 375, Department 75 of the city budget.

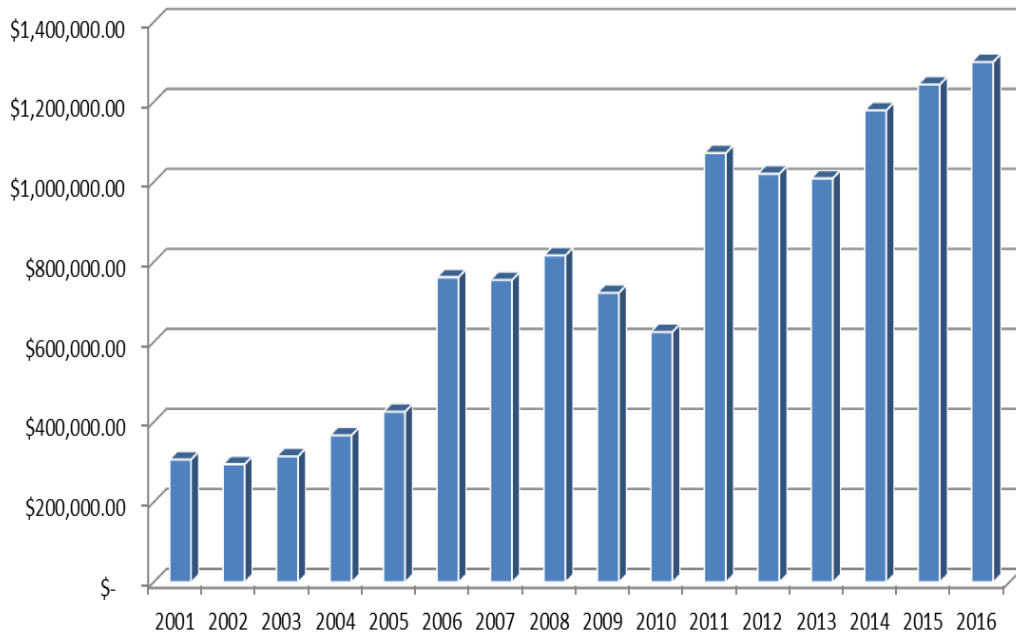
The established budgetary goals and objectives for the Rogers Fire Department in 2016 were:

1. Establish a paramedic retention and promotion program
2. Place a new ambulance (Medic 5) into service

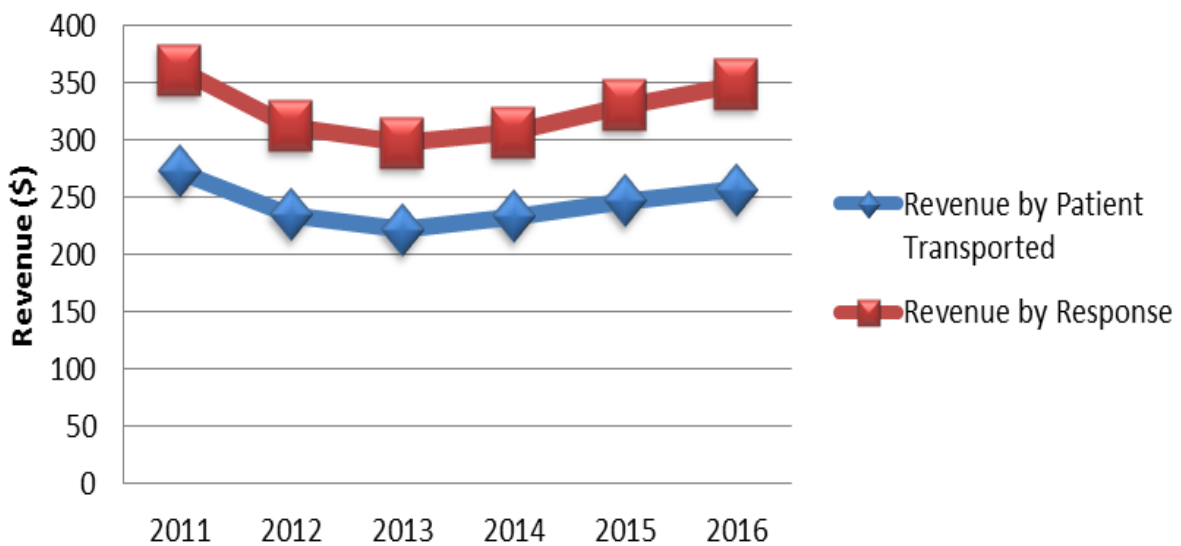


Budget

Ambulance Revenue (2001-2016)

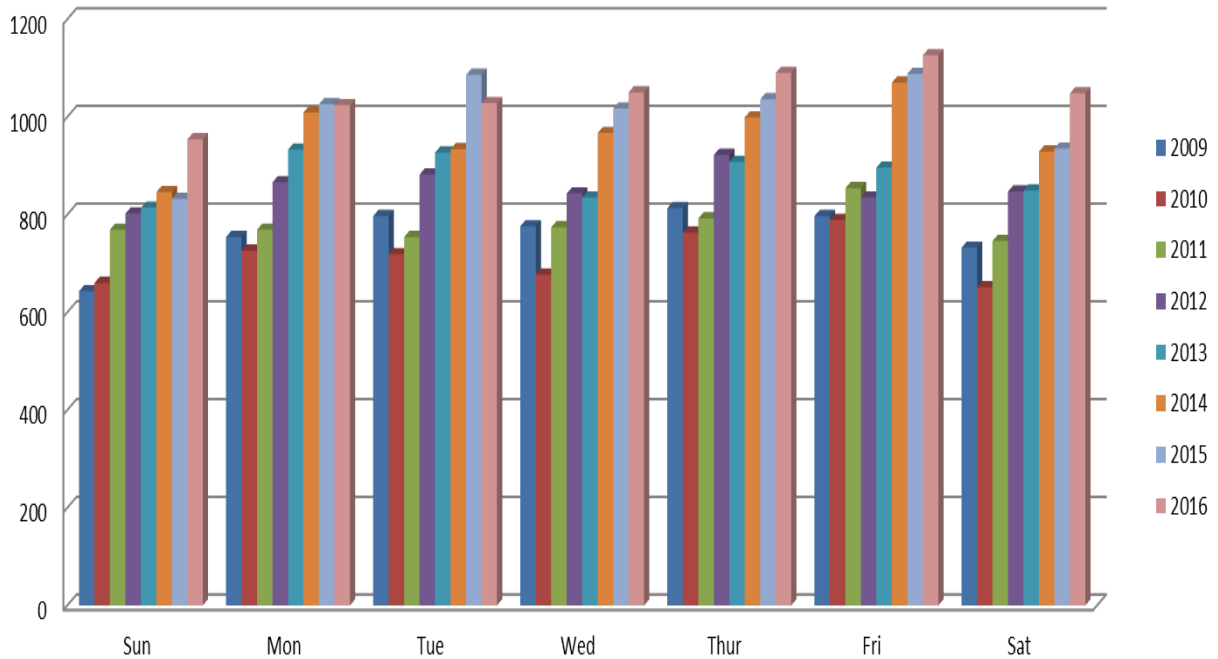


Ambulance Revenue by Response and Patient Transport (2014-2016)

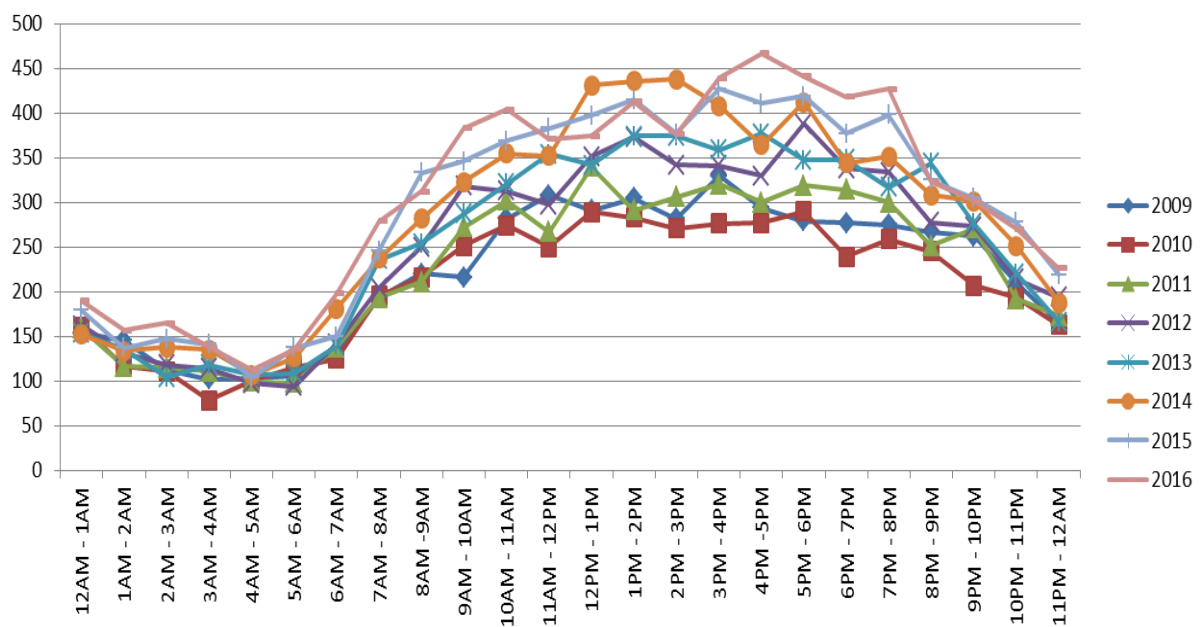


Statistical Summary

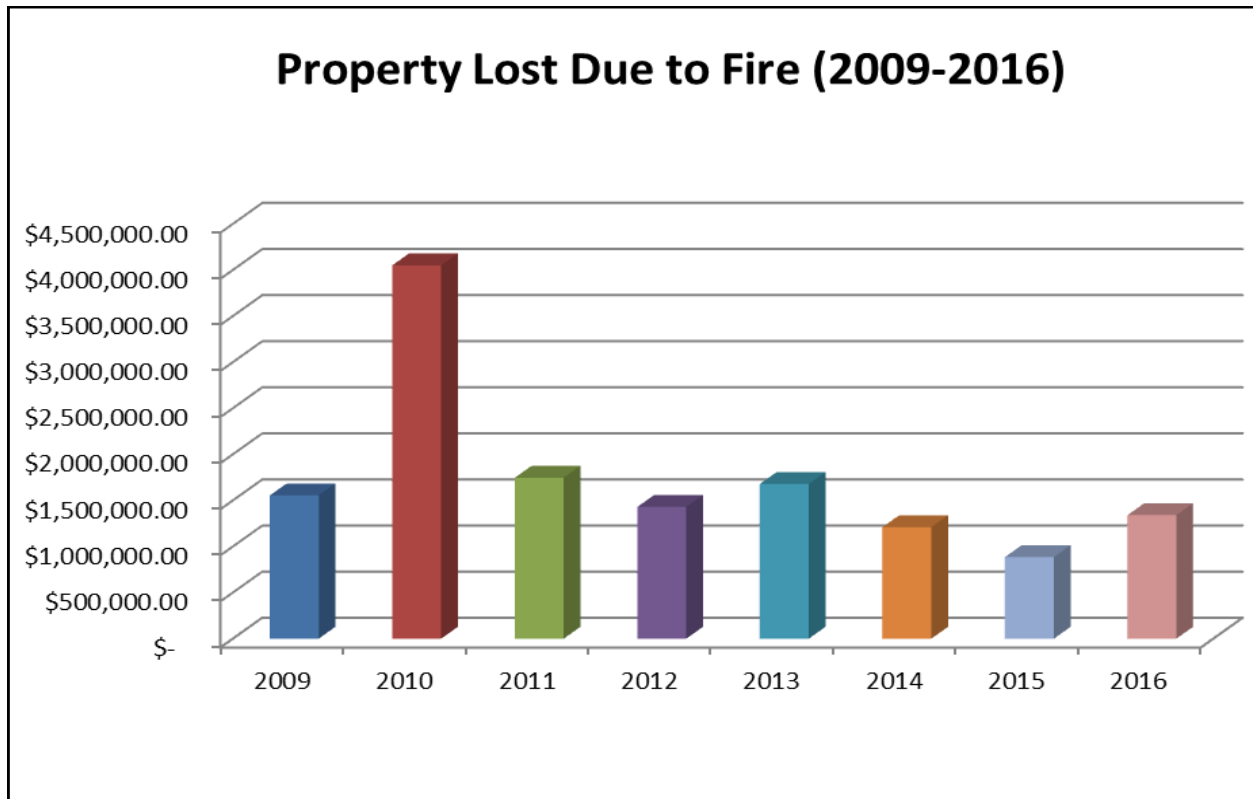
Rogers Fire Department Incidents by Day of Week (2009-2016)



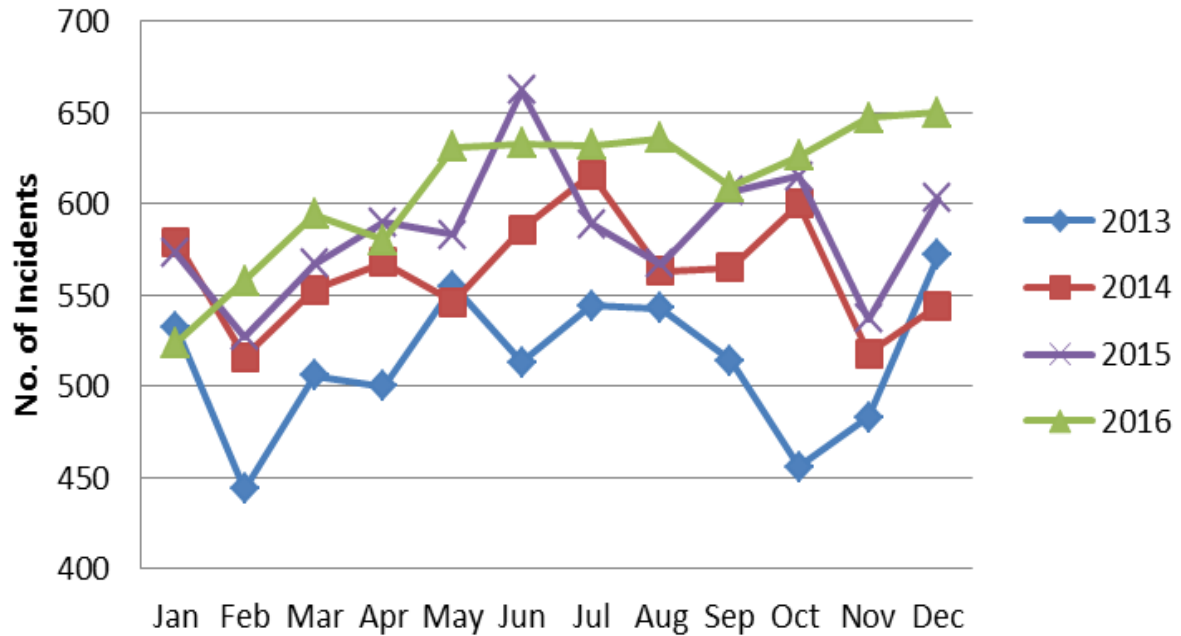
Incidents by Hour (2009-2016)



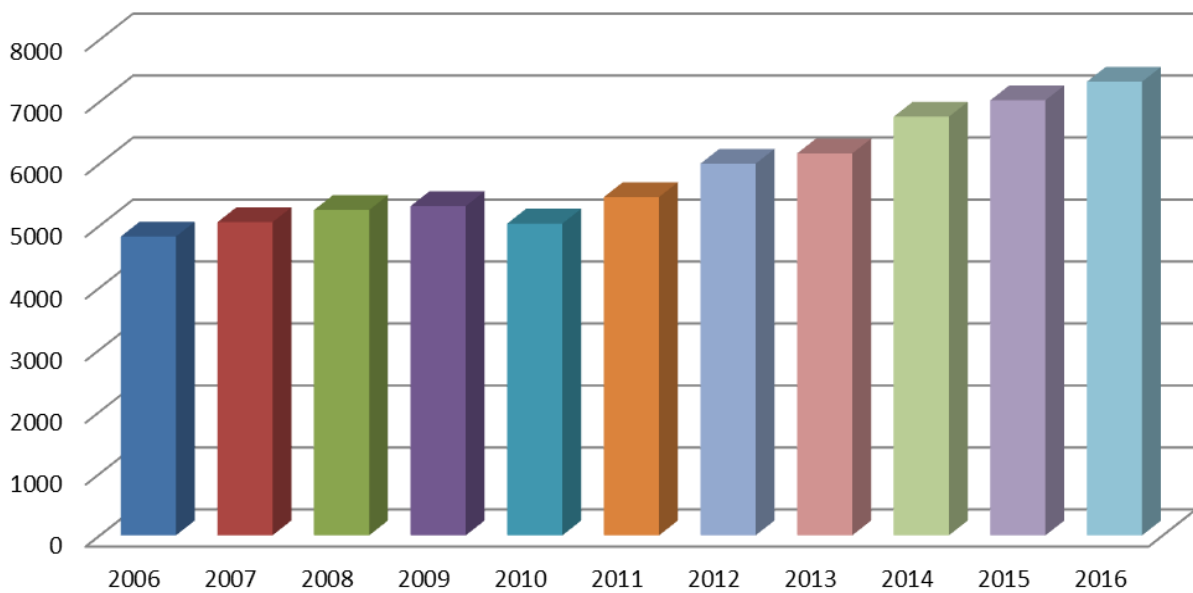
Statistical Summary



Incidents By Month (2013-2016)

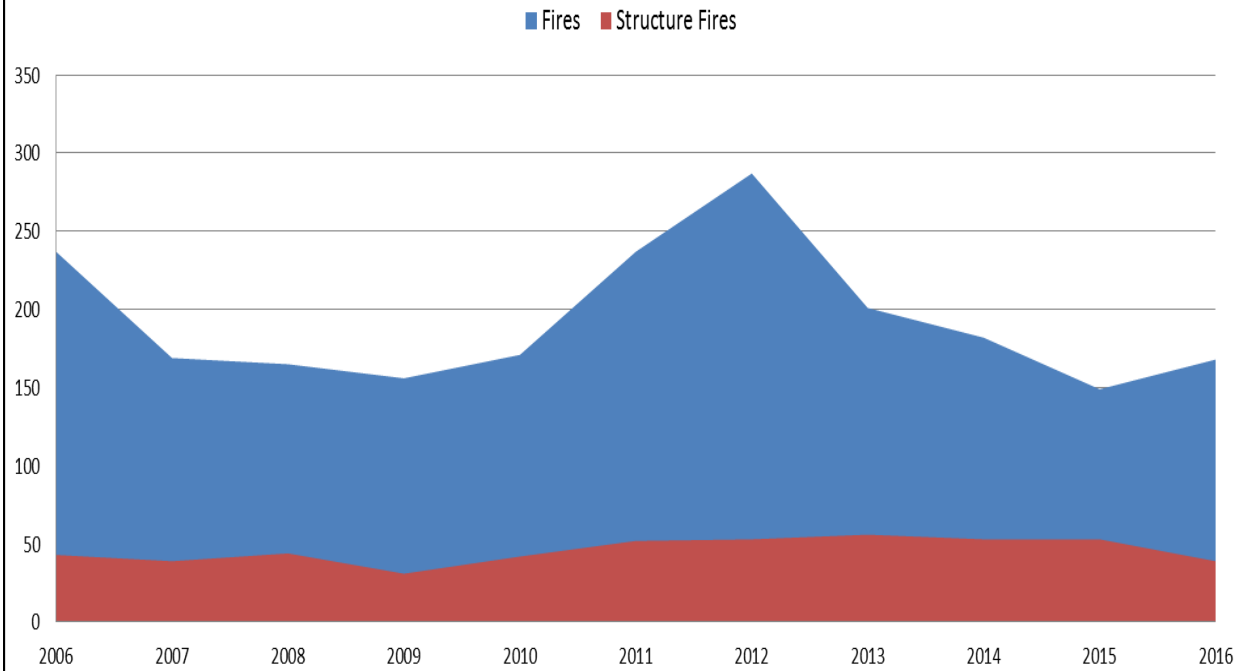


Emergency Incidents By Year (2006-2016)

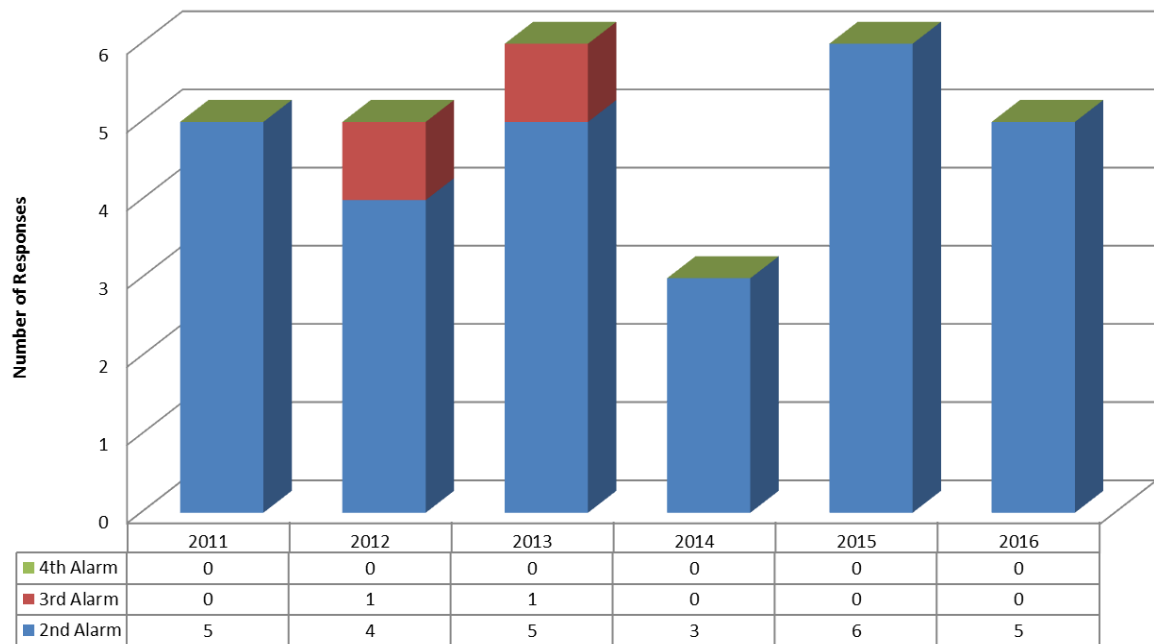


Statistical Summary

All Fire Incidents Vs. Structural Fires (2006-2016)

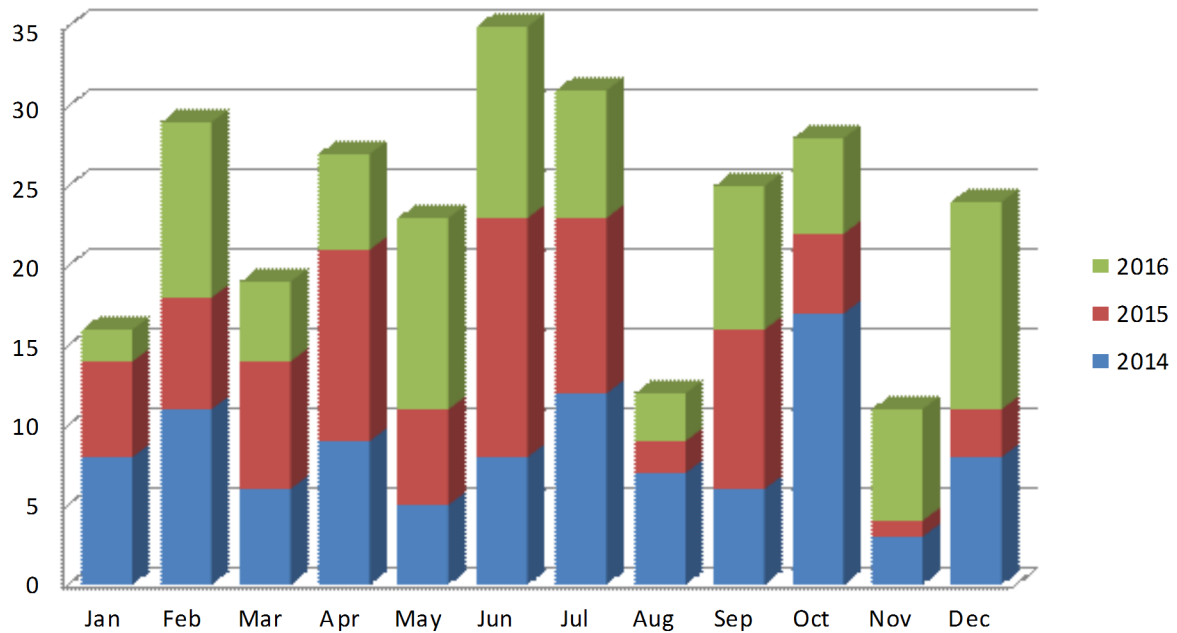


Rogers Fire Department Structural Fire Incidents by Alarm Level (2011-2016)

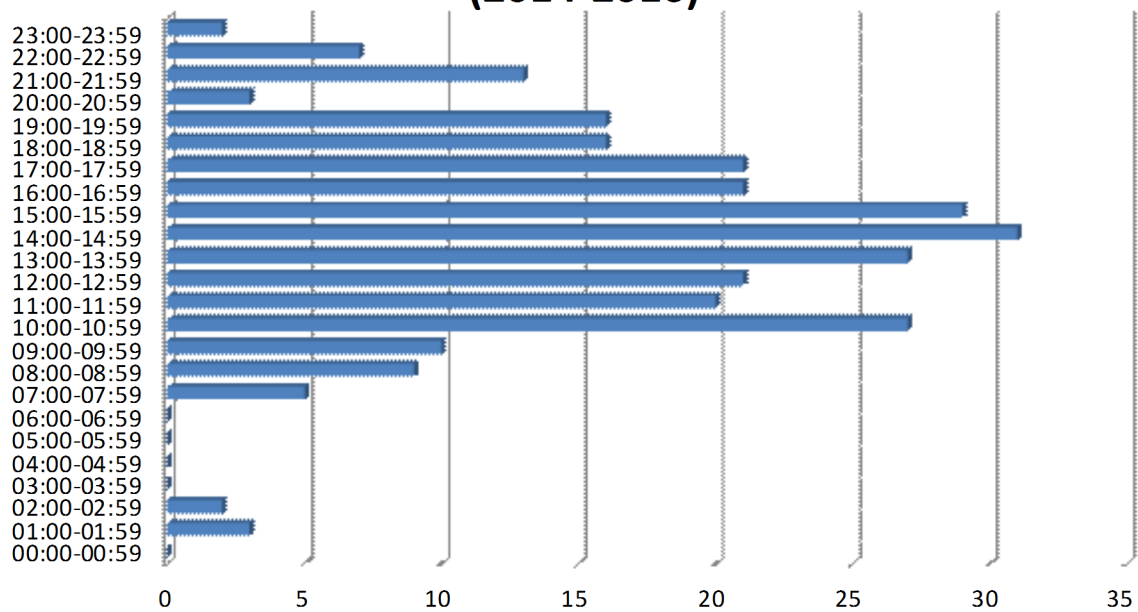


Statistical Summary

Ambulance System - Status Zero (2014-2016)



Ambulance System - Status Zero by Time Period (2014-2016)



Statistical Summary

Incident Type	2008	2009	2010	2011	2012	2013	2014	2015	2016
Structure Fires	63	47	51	82	92	90	72	64	52
Fire, Other	102	109	120	155	195	112	110	85	116
Medicals	3553	3466	3238	3423	3801	4015	4420	4399	4489
Vehicle Accidents	361	386	338	438	461	474	561	634	608
Rescue, Other	42	24	55	23	21	41	47	63	58
Hazardous Materials	53	73	67	68	84	87	80	70	84
Hazardous Conditions	70	125	43	67	60	62	64	50	58
Service Calls	543	286	302	325	393	315	338	485	619
Good Intent	146	389	317	299	392	448	483	517	571
False Alarms	302	386	447	569	484	503	552	582	617
Other	29	21	6	9	14	12	1	5	4
Total	5264	5312	5030	5458	5997	6162	6754	7020	7320

2016 by the Numbers:

- 40.31% of calls occurred at one and two-family residences and 6.7% occurred in apartments and multi-family housing.
- The single busiest month of the year was December, with 650 emergency incidents.
- The average age of patients treated by ambulances was 52. This was an increase of one year from 2015.
- The busiest map zone was 4014, which saw 454 emergency incidents.
- Although total incidents rose by 4%, medical calls only increased by 1.1%.
- Medic 4, the city's busiest ambulance, saw a 1% increase in emergency calls.

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 recorded and analyzed. The department strives to comply with the 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 department 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 the time units are dispatched by the New World Computer Aided Dispatch System (CADS). The time segments to calculate this metric are both found in the CADS and are automatically imported into the department's record 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 in CADS and the time they signal they are responding using their mobile data computer or radio. The time segments to calculate this metric are both found in the CADS and imported into the department's record management system. The responding signal is controlled by firefighters using mobile data computers. The benchmark for this response time segment is sixty (60) seconds, ninety (90) percent of the time.
3. Travel Time, 1st Arriving Company—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 mobile data computers. 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 engine companies, one ladder company, one rescue company, a paramedic ambulance, and the Battalion Chief. The time segment for measuring ERF arrival includes the time of the first unit responding to the time of the last unit's arrival. These time metrics are recorded in CADS automatically by dispatchers or by firefighters using mobile computers. The benchmark for this response time segment is eight (8) minutes, ninety (90) percent of the time.

Response Performance Measurement

In 2016 the department began programming an updated version of the New World Computer Aided Dispatch System that had been in place since 2009. This new version allowed for greater accuracy and flexibility in programming the appropriate responses for various types of emergencies. Below is a list of call types used by the new system:

Aircraft Emergency—1 ARFF, 1 MED, 1 ENG, 1 LAD, 1 RES, 1 BC
Animal Rescue—1 COMPANY
Assist Other Agency—1 COMPANY
Assist with Lifting—1 COMPANY
Building Fire—3 ENG, 1 LAD, 1 RES, 1 MED, 1 BC
Building Fire (High Rise) - 3 ENG, 2 LAD, 1 RES, 1 MED, 1 BC
Business Alarm (Target Hazard) - 2 ENG or LAD, 1 BC
Car Fire—1 COMPANY
Carbon Monoxide with Symptoms—1 ENG, 1 RES, 1 MED, 1 BC
Carbon Monoxide with No Symptoms—1 RES, 1 COMPANY
Child Locked in a Vehicle—1 COMPANY
Dumpster Fire—1 COMPANY
Electrical Line Problem—1 COMPANY
Elevator Rescue—1 ENG or LAD, 1 RES
Fire Outside, Investigate—1 COMPANY
Fluid Spill—1 COMPANY, 1 RES
Grass Fire—1 COMPANY
Haz-Mat Emergency—2 ENG, 2 LAD, 1 RES, 1 MED, 1 BC
House Fire—3 ENG, 1 LAD, 1 RES, 1 MED, 1 BC
Medical Emergency, Priority 1—1 ENG or LAD, 1 MED
Medical Emergency, Priority 2—1 MED
Move Up—Variable
Motor Vehicle Accident—1 ENG or LAD, 1 MED
Motor Vehicle Accident with Extrication—1 ENG, 1 LAD, 1 RES, 1 MED, 1 BC
Natural Gas Leak—1 COMPANY, 1 RES
Odor Unknown, Investigate—1 COMPANY
Railroad Emergency—1 ENG, 1 LAD, 1 RES, 1 MED, 1 BC
Residential Alarm—1 COMPANY
Smoke Detector Sounding—1 COMPANY
Smoke Inside the Building, Investigate—2 ENG, 1 LAD, 1 BC
Smoke Outside, Investigate—1 COMPANY
Still Alarm—1 COMPANY
Technical Rescue—2 ENG, 2 LAD, 1 RES, 1 MED, 1 BC
Water Rescue—2 ENG, 2 LAD, 1 RES, 1 MED, 1 BC

Accreditation Statistics

Structure Fires - 90th Percentile Times		2016	2015	2014	2013	2012	2011	2010	2009
Baseline Performance									
Alarm Han-	Pick-Up to Dispatch	1:38	1:12	0:55	0:50	1:19	1:48	1:40	2:55
Turnout	Turnout Time 1st Unit	1:37	1:17	1:15	1:06	1:09	1:28	1:55	1:26
Travel Time	Travel Time 1st Unit Distribution	4:39	5:13	5:10	4:27	5:55	5:03	5:16	6:02
	Travel Time ERF Concentration	8:57	9:28	9:01	8:51	9:45	10:38	13:53	12:04
Total Re- sponse Time	Total Response Time 1st Unit on Scene Distribution	6:26	6:38	6:01	5:44	6:36	7:31	8:30	7:14
	Total Response Time ERF Concentration	9:59	10:36	9:56	9:14	8:16	11:38	16:11	12:04

Technical Rescue- 90th Percentile Times		2016	2015	2014	2013	2012	2011	2010	2009
Baseline Performance									
Alarm Han- dling	Pick-Up to Dispatch	2:30	2:00	1:15	0:59	2:54	3:10	3:38	2:16
Turnout Time	Turnout Time 1st Unit	1:07	1:15	1:08	0:49	0:23	1:15	2:11	2:26
Travel Time	Travel Time 1st Unit Distribution	4:21	5:27	N/A n=1	6:36	4:05	4:33	4:17	7:28
	Travel Time ERF Concentration	9:14	11:47	N/A n=1	7:49	7:10	11:11	No Data	4:56
Total Re- sponse Time	Total Response Time 1st Unit on Scene Distribution	6:57	8:00	N/A n=1	8:40	5:30	8:46	13:00	9:40
	Total Response Time ERF Concentration	11:22	13:08	N/A n=1	9:09	9:48	13:12	No Data	7:23

Accreditation Statistics

Hazardous Materials- 90th Percentile Times		2016	2015	2014	2013	2012	2011	2010	2009
Baseline Performance									
Alarm Handling	Pick-Up to Dispatch	2:00	1:34	0:57	1:54	2:12	1:58	2:28	3:27
Turnout	Turnout Time 1st Unit	1:11	1:18	0:64	1:10	1:10	1:26	1:44	2:00
Travel Time	Travel Time 1st Unit Distribution	6:40	6:02	6:38	7:19	5:35	6:36	6:27	6:29
	Travel Time ERF Concentration	7:29	10:21	7:51	7:23	7:14	5:19	6:14	7:29
Total Response Time	Total Response Time 1st Unit on Scene Distribution	8:58	8:08	7:52	9:35	8:43	8:00	10:25	10:33
	Total Response Time ERF Concentration	11:24	11:14	9:02	8:55	9:15	8:01	9:01	11:06

Emergency Medical Services- 90th Percentile Times		2016	2015	2014	2013	2012	2011	2010	2009
Baseline Performance									
Alarm Han-	Pick-Up to Dispatch	2:20	2:08	2:05	2:01	2:32	2:31	2:43	2:03
Turnout	Turnout Time 1st Unit	1:19	1:16	1:16	1:11	1:17	1:33	2:03	1:12
Travel Time	Travel Time 1st Unit Distribution	5:22	5:20	5:34	5:31	5:33	5:39	6:27	6:16
	Travel Time ERF Concentration	5:51	6:39	6:43	6:29	6:17	6:49	6:47	6:32
Total Re- sponse Time	Total Response Time 1st Unit on Scene Distribution	8:10	7:50	8:11	7:57	8:27	9:19	10:24	10:38
	Total Response Time ERF Concentration	9:51	9:35	9:20	9:26	9:04	10:53	11:33	9:47

Mutual Aid Analysis

The Rogers Fire Department regularly responds with neighboring agencies to assist them with apparatus and personnel on larger incidents. On occasion, other departments may be dispatched into the City of Rogers to augment existing resources. Since 2013, Rogers has operated under an automatic aid response agreement with the City of Lowell. This agreement automatically dispatches Lowell into certain geographic zones of Station 7's response area to help meet response time performance for those areas. Lowell has continued to be a valuable partner in providing service to the citizens of Rogers. In 2016, the automatic aid agreement resulted in 40 combined responses. Of those responses, seven were inside the City of Rogers for reported house or building fires. The vast majority of responses occurred on Interstate 49 between the Highway 264 and Pleasant Grove Exits and included motor vehicle accidents, grass fires, and car fires.

The RFD provided mutual aid to other jurisdictions 65 times last year. Mutual aid was received by the City of Rogers 15 times during 2016. A breakdown of responses by department is provided below:

Department	Aid Given	Aid Received
Avoca	15	1
Beaver Lake	7	1
Bentonville	5	4
Cave Springs	4	0
Centerton	0	0
Highway 94 East	9	0
Fayetteville	2	0
Little Flock	7	0
Lowell	11	6
Northeast Benton County (NEBCO)	10	0
Pea Ridge	4	0
Piney Point	0	0
Rocky Branch	0	0
Springdale	0	0
XNA Airport	0	0

Mutual Aid Analysis

The mutual aid system is characterized not only by incident response, but also through coordination and training. Much of that effort is managed and directed by the Northwest Arkansas Metropolitan Fire Chiefs Association and the Northwest Arkansas Training Officers Association. In 2016, the following activities were conducted to improve mutual aid response coordination.

- Eleven regional fire chiefs' meetings
- Increased involvement with state resources, including the 61st Civil Support Team and Arkansas Game and Fish Commission
- Continued management of a regional written and physical testing program involving the cities of Fayetteville, Springdale and Rogers.



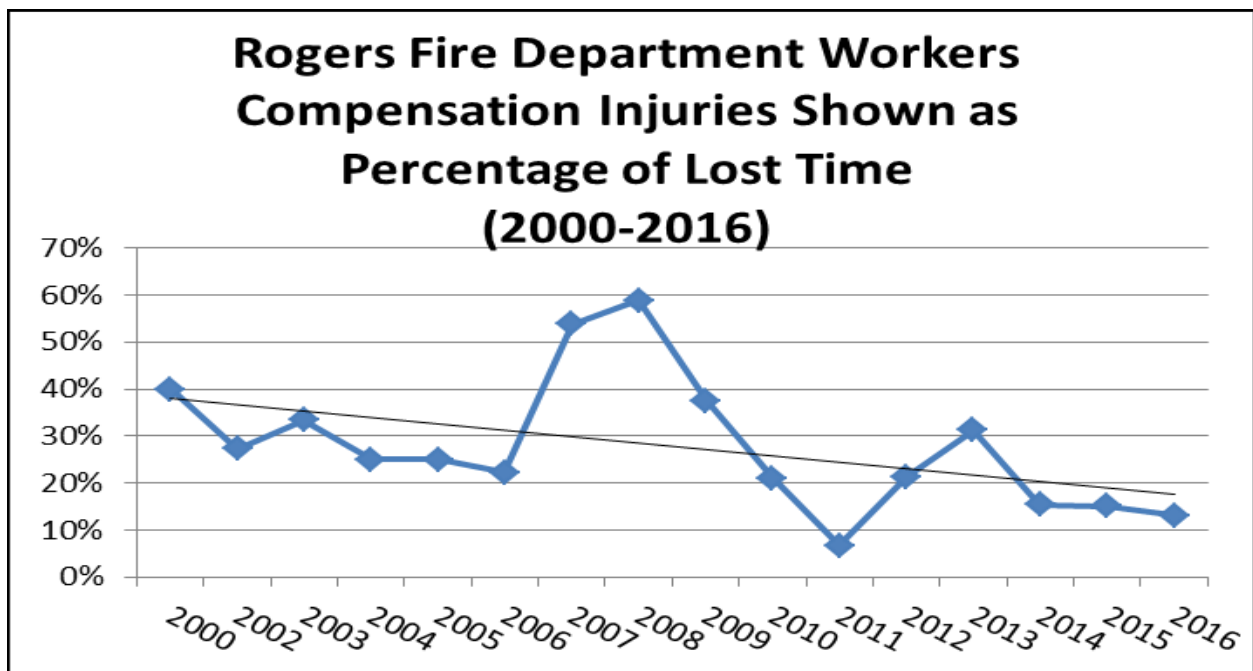
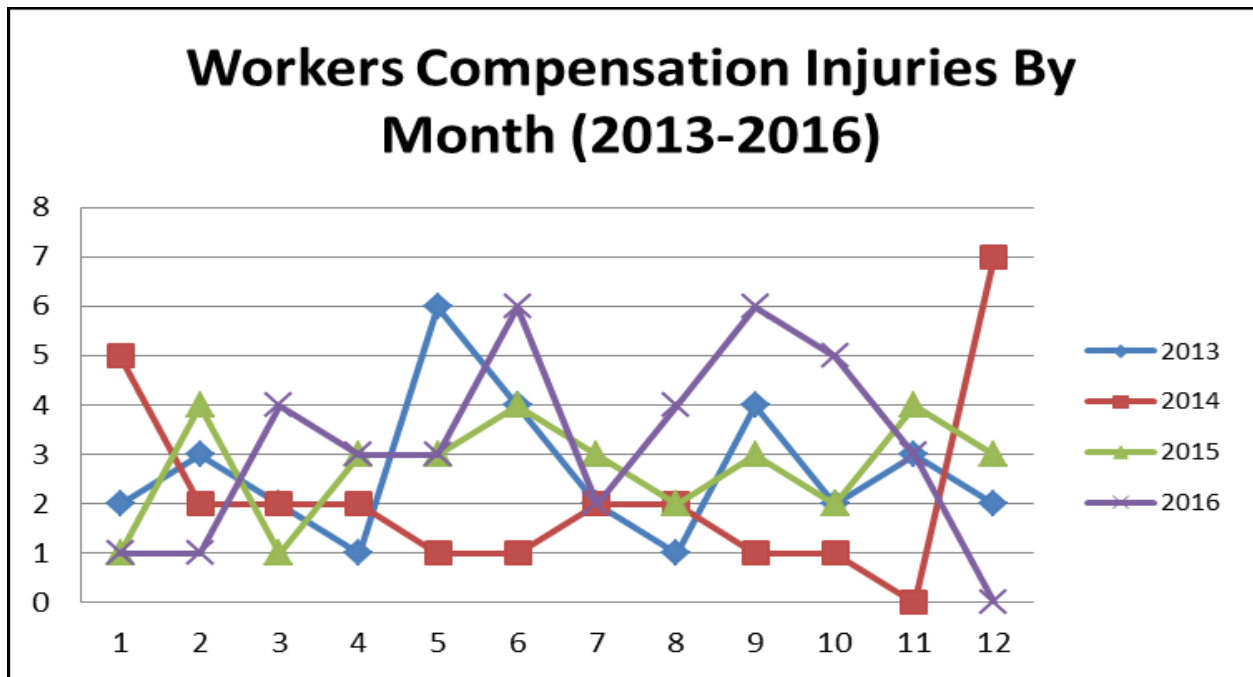
In addition, several regional drills were conducted to improve response capability in the region. Those included:

- April 13—Structure collapse and hazardous materials exercise in Rogers.
- March 7—Hazardous materials drill at the Siloam Springs Water Treatment Facility.
- October 18—Active shooter with hazardous materials release drill at the University of Arkansas.
- November 25—Hazardous materials response with mass casualty component in Fayetteville.



Workers Compensation Injuries

The nature of the work performed by firefighters is dangerous. Because of this, the Rogers Fire Department empirically reviews all on-the-job injuries to identify trends or problems. In 2016, 38 Workers Compensation injuries were reported. Of the 33 injuries, only five (15%) resulted in lost work time. The figures below help depict the job-related injuries for 2016.

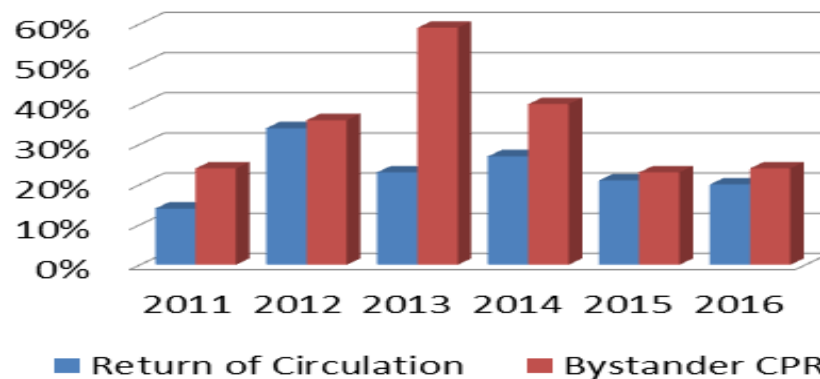


Cardiac Arrest Registry Analysis (Using Utstein Template)

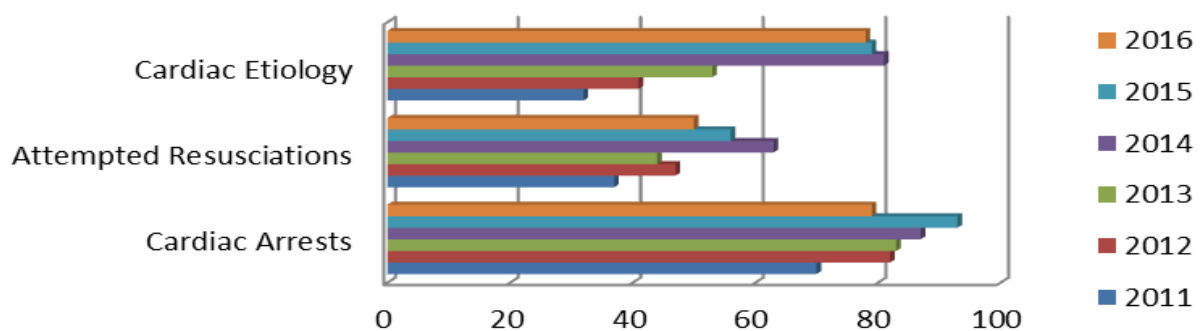
The Rogers Fire Department has devoted significant energy to improve cardiac arrest survivability in its response area. Since 2010, bystander CPR, return of spontaneous circulation (ROSC), and overall survival rates have increased dramatically. Monthly performance cardiac arrest performance metrics are available on the department's website.

In 2016, the department saw 79 cardiac arrests with 98% of them being of cardiac etiology. Resuscitation was attempted on 63% of those in cardiac arrest, up 3% from 2015. Bystander CPR occurred in 24% of cardiac arrest patients, up 7% from 2015.

Cardiac Arrest ROSC and Bystander CPR Rates (2011-2016)



Cardiac Arrest Analysis (2011-2016)



Significant Incidents

The following incidents are listed as significant incidents according to their status as a multiple alarm fire, the occurrence of a fire-related civilian injury, their potential for high dollar loss, or the occurrence of a significant non-fire incident.

Incident 16-077, January 6, 2016 – A full technical rescue assignment, consisting of Engine 4, Engine 3, Ladder 1, Ladder 5, Rescue 2, Medic 4, and Battalion Chief 1, responded to a report of a person entangled in machinery at Southeast Poultry at 2200 West Town West Drive. Units arrived to find a 31 year old female with her arm entangled in poultry processing machinery. Personnel were successfully able to extricate the patient from the machinery. The patient was treated for severe injuries to her left arm and was flown by medical helicopter to a trauma center.

Incident 16-724, February 11, 2016 – Second alarm fire in a residential dwelling at 1414 West Bishop Drive. A first alarm assignment consisting of Engine 4, Engine 2, Engine 3, Ladder 1, Rescue 2, Medic 4, and Battalion Chief 1, arrived to find heavy fire from the front of a one-story single-family dwelling. The incident was upgraded to a second alarm with the response of Engine 7 and Ladder 5. An occupant of the home was located who had received 1st and 2nd degree burns from the fire on his back and left arm. The fire was brought under control with the majority of damage being contained to the garage area.

Incident 16-1171, March 4, 2016 – Second alarm fire in a residential dwelling at 1407 West Margaret Place with a reported occupant unable to evacuate. A first alarm assignment, consisting of Engine 4, Engine 2, Engine 3, Ladder 1, Rescue 2, Medic 4, and Battalion Chief 1, arrived to find heavy fire from the roof on the front of a one-story single-family dwelling. The incident was upgraded to a second alarm with the response of Engine 7 and Ladder 5. Personnel found that all occupants of the dwelling had successfully self-evacuated and the fire was rapidly brought under control with no extension to surrounding structures.

Incident 16-1188, March 5, 2016 – Second alarm fire in a residential dwelling at 1707 South K Street. A first alarm assignment, consisting of Engine 2, Engine 3, Engine 7, Ladder 1, Rescue 2, Medic 7, and Battalion Chief 1, responded to a report of a grass fire that had extended to involve a shed. Upon arrival units found that property owners had been attempting to burn off a 1.25 acre field when the fire got out of control and extended to a nearby fence, shed, and house. Heavy fire was located in the attic structure of a one-story single-family dwelling, and the incident was upgraded to a second alarm with the response of Engine 4 and Engine 6. The fire was eventually brought under control with extensive damage to the house and shed but no extension to other structures.

Significant Incidents

Incident 16-1815, April 8, 2016 – First alarm fire in a residential dwelling at 1007 North 30th Street. A first alarm assignment, consisting of Engine 4, Engine 2, Engine 3, Ladder 5, Rescue 2, Medic 4, and Battalion Chief 1, arrived to find heavy smoke in a residential dwelling. Fire attack was initiated, with fire located in the kitchen involving the stove and cabinets. The fire was rapidly brought under control. An occupant of the dwelling was treated and transported to Mercy Hospital for smoke inhalation.

Incident 16-4762, August 30, 2016 – First alarm fire in a residential dwelling at 1506 West Laura Street with a reported occupant unable to evacuate. A first alarm assignment, consisting of Engine 2, Engine 6, Engine 7, Ladder 1, Rescue 2, Medic 1, and Battalion Chief 1, arrived to find heavy smoke filling a one-story single-family dwelling. Engine 2 crew initiated fire attack through the front door of the occupancy, encountering fire in the living room area. After knocking down the fire Engine 2 crew located a conscious female in the living room floor. Engine 2 crew removed the patient to the front door of the structure where medical treatment was begun by the crew of Medic 1. She was transported by medical helicopter to Mercy Hospital in Springfield, MO where she succumbed to her injuries. The fire was rapidly brought under control, with fire damage contained to the room of origin.

Incident 16-4925, September 8, 2016 – A full water rescue assignment, consisting of Engine 2, Engine 4, Ladder 5, Rescue 2, Rescue Boat 5, Medic 4, and Battalion Chief 1, responded to a report of an occupied vehicle stalled in rapidly rising water in the 2700 block of West Oak Street. Units arrived to find the vehicle, occupied by a male, in several inches of swiftly moving water due to a storm system in the area. Utilizing swift water rescue equipment, personnel successfully removed the occupant from the vehicle to safety.

Incident 16-6693, December 2, 2016 – Second alarm fire in a commercial manufacturing occupancy at 300 West Beacon Industrial Park Road. A first alarm assignment, consisting of Engine 2, Engine 3, Engine 4, Ladder 1, Rescue 2, Medic 7, and Battalion Chief 1, arrived to find heavy fire from a one-story wood cabinet manufacturing facility. The fire appeared to have begun on the exterior of the building and then migrated to the interior. Large caliber fire streams were initially used to attack the fire, with crews then being assigned to attack the interior fire. The incident was upgraded to a second alarm with the response of Engine 7 and Ladder 5. The fire was brought under control with no extension to the other nearby buildings.

Department Awards

In conjunction with the 128th anniversary of the founding of the Rogers Fire Department, an awards banquet was held with Rogers Firefighters Incorporated, a 501(c)3 organization made up of members of the department. Businesses throughout the city financially support the various awards and evening events. Awards issued at the 128th annual anniversary dinner and awards banquet included:

Firefighter of the Year: FEO James Copeland Holmes (R2B)

Probationary Firefighter of the Year: Firefighter Allen Whitlow (E2B)

Paramedic of the Year: Master Paramedic-Firefighter David Williams (5C)

Company Officer of the Year: Captain Dusty Qualls (1C)

Fire Company of the Year: Station 4, A-Platoon

Meritorious Service Award: FEO Eric Warzecha (E2B)

Life Saving Awards: Station 1A, Station 2B, Station 7B



