

# Rogers Fire Department Yearly Activity Report





## About the Rogers Fire Department

The Rogers Fire Department (RFD) was formed in 1888 as the Rogers Hose Company Number 1. Over the past 130 years the department has exhibited a true commitment to excellence and public service.

Today the department consists of seven fire stations, with the eighth fire station in the early stages of construction along with a training center, and an annex to City Hall for the Risk Reduction Division.



The RFD remains the only city in Northwest Arkansas to be rated as a "Class 1" city through the Insurance Services Office and dual accredited by the Center for Public Safety Excellence (CPSE) and Commission on Accreditation of Ambulance Services (CAAS). These recognitions represent the department's commitment to excellence and to service. The department prides itself as one of only eight dual-accredited and ISO class one fire departments across the United States.

Our firefighters are well-trained. 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.

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### **Department Leadership**

Chief of Department Tom Jenkins

<b>Field Operations Division</b>	<b>Training Division</b>	<b>Risk Reduction Division</b>
Deputy Chief Bryan Hinds	Deputy Chief Travis Hollis	Deputy Chief William Hyde
Battalion Chief Eddie Thompson	Battalion Chief Cliff Thompson	Captain William Rumsey
Battalion Chief Dusty Meredith	Captain Dennis Thurman	Captain Joseph Jerabeck
Battalion Chief David Whitlow	Captain William Everhart	
	Captain Nick Mason	

## 2018 Snapshot



Population: 68,422 (2018 Est.)

Daytime Population: 110,000+

Land Area : 40 sq. miles

Number of Fire Stations: 7

Sworn Personnel: 120

Civilian Personnel: 12

Minimum Daily Staffing: 32

### Significant Accomplishments

- Began design and engineering work on Fire Station 8, with construction expected to begin in early 2019
- Hired and trained eighteen new firefighters in a Fall and Spring academy
- Placed a new Braun Type I ambulance into service as Medic 2
  - Added two Master Paramedic Firefighter positions to the department and created a Battalion Chiefs position in EMS to help improve patient care and outcomes
- Secured a 2.2 million dollar grant for hiring twelve new firefighters for Station 8
- Received recognition from the American Heart Association Mission Lifeline Program as a Bronze Award winner
- Transitioned to a new radio system that provides for significant improvements in redundancy and reliability



## 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. 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.

Mandy Brashear—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  
Barney Hayes—Ward 4



## Message from the Fire Chief

I am honored and humbled to complete my tenth year as Fire Chief of the Rogers Fire Department. This is an organization that is now recognized regularly on the national and international stage as a place that accomplishes much and innovates daily. It is without hesitation that I boast that our department sets the standard for excellence in the fire service. We boast objective evidence of our success and hard work with our accreditations and best-in-class rating from the Insurance Service Office.

The theme of 2019 and the next several years to come will be one of change. Our department is preparing for promotions associated with a new fire station and a litany of retirements by tenured members. We were fortunate to receive over 2.1 million dollars in federal funding to help hire and retain twelve firefighters for our new fire station 8. The facility, which should open in the fourth quarter of this year, will grow our department in the far west side—an area hot with development. Managing growth will continue to be difficult with significant investments in development currently underway in nearly all corners of our city.

2019 is setup to be a great year. We will assist the city in planning for another bond issue that will further move the RFD and city towards the future. We will continue to replace apparatus and equipment in our annual budget to be sure that our citizens receive the best care possible. Development in our city—both residential, commercial and industrial—continues to be robust. Our department remains committed to making Rogers safe and business friendly.

I am grateful for the support of our elected officials, firefighters, and the community as a whole. I am blessed to lead such a hard-working organization and protect such a marvelous city.



A handwritten signature of Thomas C. Jenkins in black ink, written in a cursive style.

Thomas C. Jenkins  
Fire Chief



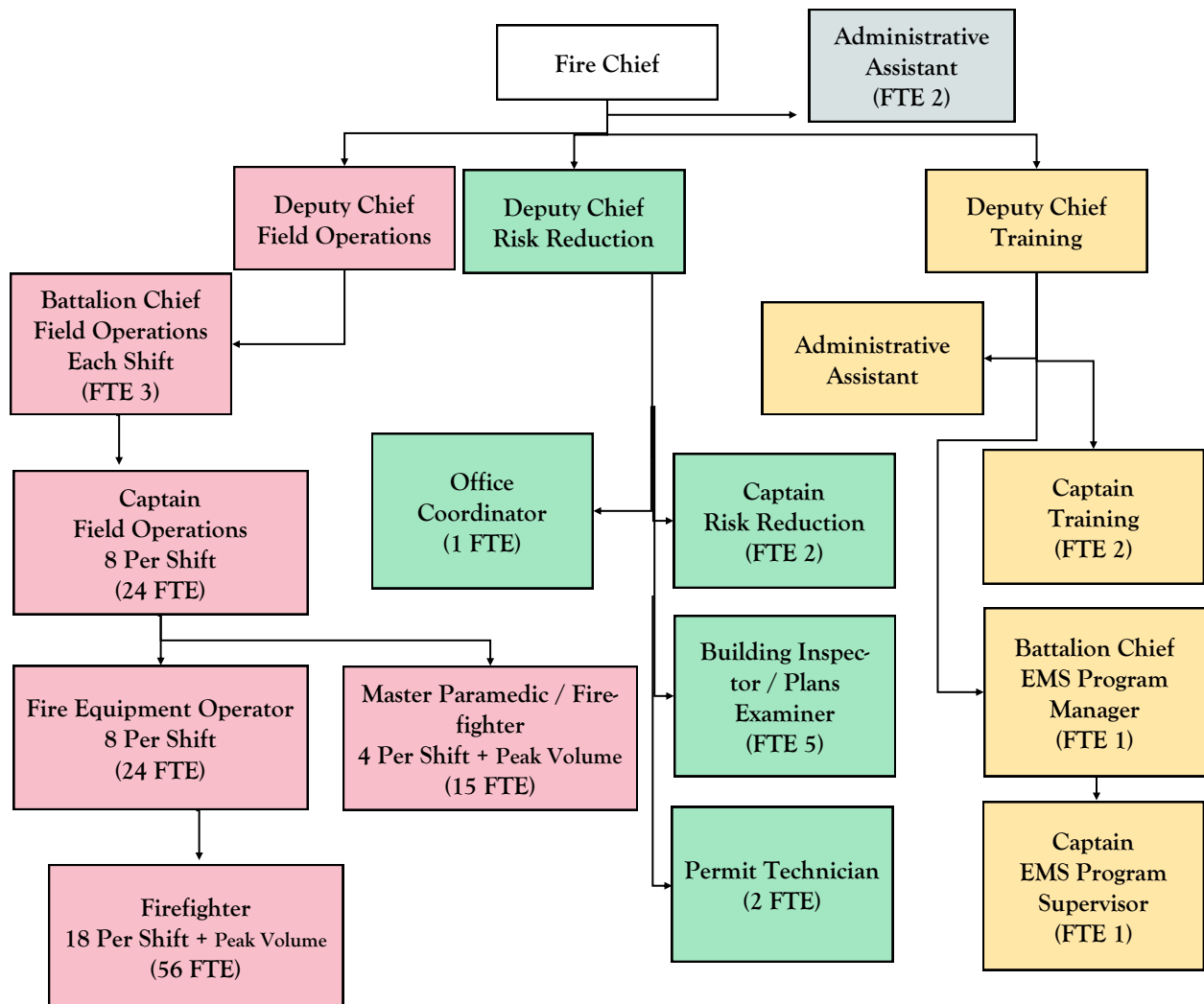
## Human Resources Summary

### Sworn Members:

Fire Chief—1	Deputy Fire Chiefs—3
Battalion Chiefs—4	Captains—29
Fire Equipment Operators—24	Master Paramedics—15
Firefighter/Paramedics-16	Firefighters/EMTs-40

### Civilian Members:

Administrative Assistants – 3
Physical Resource Technician – 1
Building Inspectors—5
Risk Reduction Technical Support—3



## Leadership and Administration

The administration of the department is comprised of the Fire Chief, three Deputy Fire Chiefs, and four Battalion Chiefs. These eight 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.

The leadership for the department focused significant effort on planning for the capital and personnel needs of the future, including capital projects funded in the 2018 bond issue. The leadership team gathered for an independent strategic planning session on September 21st. Accomplishments for the year included:



- Added an additional Battalion Chief to support EMS leadership and operation
- Successfully managed a \$9.5 million bond issue proposal that was overwhelmingly supported by voters
- Ordered three new pumpers, one new ladder and one new heavy rescue unit
- Successfully obtained a Staffing for Adequate Fire and Emergency Response grant from the Department of Homeland Security for over \$2 million dollars to staff Fire Station 8
- Established a collaborative agreement with the Benton County Sheriff's Office for dive rescue services

2018 Fiscal Year	Budgeted	Expended	Remaining
Human Resources	\$9,087,863	\$8,834,439.81	\$253,423.19
Operating Budget	\$1,058,379	\$1,147,873.40	(\$89,494.40)
Total	\$10,146,242	\$9,982,313.21	\$163,928.79



# Alumni

In 2018, three 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”.

Fire Equipment Operator Aaron Thomas (Engine 3, A-Platoon)

Fire Equipment Operator Eric Warzecha (Engine 2, B-Platoon)

Master Paramedic-Firefighter Tony Humphrey (Medic 1, C-Platoon)



20 Years



16 Years



14 Years

## Training Division



The Training Division is an essential component of the department that serves to support the overall efforts of the organization through planning and coordination. Many of the department's day-to-day activities are coordinated by the division throughout the city. The support functions provided by the training division enhance the capabilities of the field operations and risk reduction divisions.

The division's staffed with one deputy chief, one battalion chief, three captains, and an administrative assistant. Members of the division are responsible for developing and conducting many training activities that involve multiple fire companies, ensuring the department's emergency medical technicians and paramedics receive superior training and to assure the care provided to patients maintains a high level of consistency and quality. 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.

Throughout 2018, the training division accomplished many goals that help to further enhance numerous support functions within the Rogers Fire Department. Some of the highlighted achievements are:

- Behavioral Health and Critical Incident Stress Management methods were incorporated into the department's health and wellness focus
- Administered the Firefighter Standards program in continued partnership with NWACC
- Facilitated delivery of two National Fire Academy Courses
- Two personnel were selected to attend advanced structural collapse training provided by NASA
- Completed installation of incident simulation lab at the training center



## Training Division

The department completed several specialized certifications in the following functional areas:

- Advanced Medical Life Support
- Advanced Cardiac Life Support
- Fire Service Leadership Series
- Heavy Rigging Specialist Structure Collapse Operations
- Firefighter Standards Hazardous Materials Technician
- Rope Rescue Technician
- Tactical Emergency
- Casualty Care

Summary by Platoon	
Platoon	Hours
A Platoon	3,689
B Platoon	4,406
C Platoon	4,118

Summary by Category	
Category	Hours
Apparatus Operations	7,352
Aircraft Rescue and Firefighting	475
Emergency Medicine	16,618
Fire Suppression	13,045
Hazardous Materials	2,480
Technical Rescue	2,729
Officer Development	3,786
Physical Fitness	4,770

## Training Division

The relationship between the Rogers Fire Department and other training entities continued to be strengthened in 2018. Last year was the first time in the twenty-one year history of the Northwest Arkansas Regional Fire Academy that the academy was hosted away from Rogers. The department hosted the spring fire academy and the Fayetteville Fire Department hosted the fall fire academy. This collaborative effort allows for essentially year around training opportunities for new recruits. Through this program, firefighters new to the department are prepared for working on a fire company through 18 weeks of intense class and skills preparation.

In addition, the department started a Verification of Skills Sets Academy (V.O.S.S.), which allowed the verification of lateral or newly graduated recruits from the regional academy. The V.O.S.S. academy successfully graduated four recruits, who were able to start working as a firefighter twelve weeks earlier than traditionally would be been allowed to do so. This program change allowed for collaborative evaluation which included both assessments from both training staff and field operation captains. This has proven to be not only a benefit to recruitment, but it has saved the department overtime expense.

The department currently has four personnel attending the Executive Fire Officer (EFO) program at the National Fire Academy. This four-year program is the preeminent program in the fire service. The department had six people pass the Paramedic program at Northwest Arkansas Community College and all of those students passed the Arkansas Paramedic License exam. In addition, four people attended prerequisite courses to prepare for acceptance in the Paramedic program.

The primary function of the Training Division is the 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 2018 this included coordination of five large-scale regional training exercises. In 2018, the department's personnel engaged in a total of 51,677 hours of training.



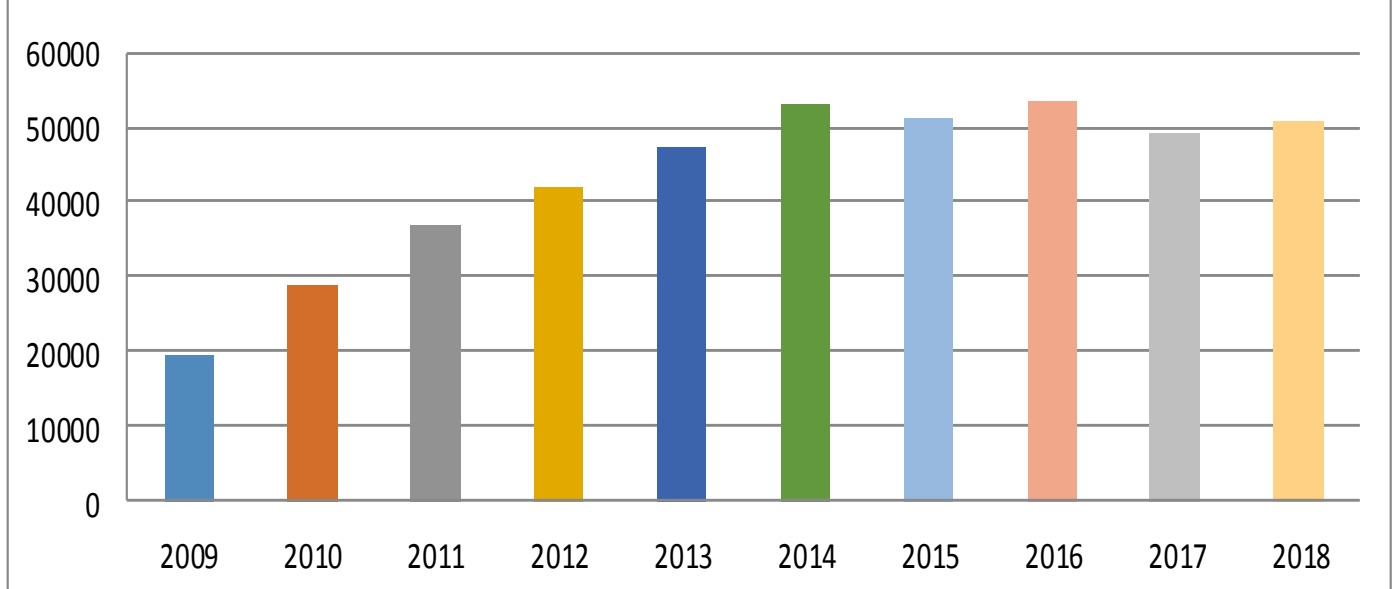
## Training Division



## Training Division



### Training Hours By Year (2009-2018)





## 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 and a peak volume ambulance. 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:

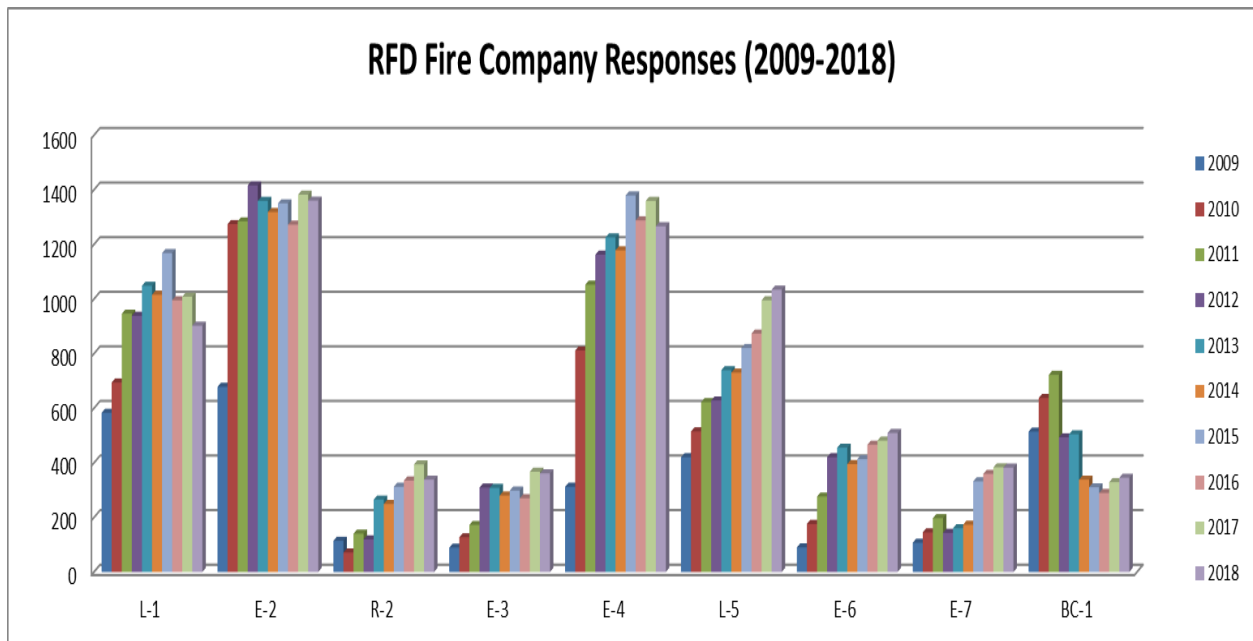
4 or 5 Advanced Life Support Ambulances	5 Engine Companies
2 Ladder / Quint Companies	1 Heavy Rescue and Hazardous Materials Unit
1 Airport Response Unit	2 Brush Fire Units
2 Collapse Rescue Units	1 Rescue Boat and Pull Vehicle

Accomplishments for the Field Operations Division during 2018 include:

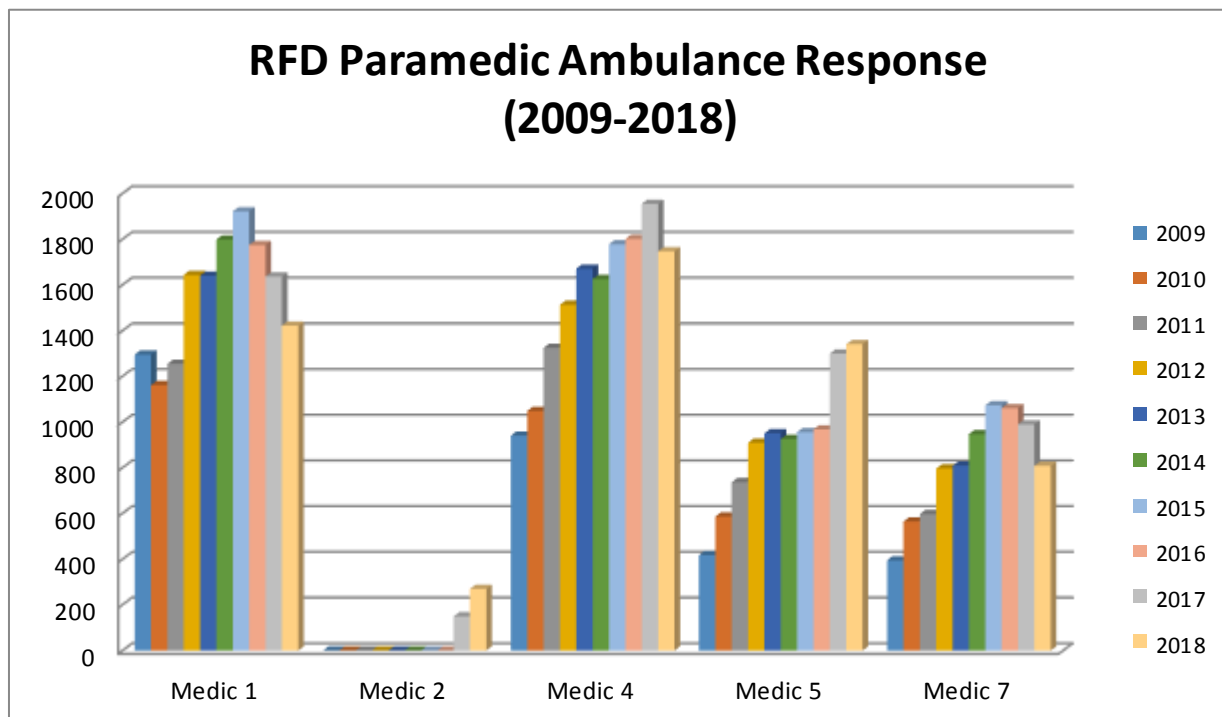
- Placed new Braun ambulance into service as Medic 7
- Improved departments hearing conservation program
- Implemented program for issuing personnel two sets of turnout gear
- Implemented dive rescue response program
- Implemented cancer reduction strategies
- Began transition to the AWIN radio system
- Improved communications ability of personnel operating in SCBA through the issuance of Bluetooth voice amps



## Field Operations Division



In 2018, the Rogers Fire Department responded to 7,225 incidents that resulted in 12,127 apparatus movements (“runs”). The busiest unit was **Medic 4** with 1,747 responses. The busiest fire company was **Engine 2** with 1,360 responses. The largest percentage increase in response volume over the previous year occurred with **Engine 6**, which saw a 6% increase in responses.



## Emergency Medical Services Unit

The Emergency Medical Services Unit is part of the Training Division. One fulltime Battalion Chief and a Captain staff this unit. In addition to these Captains, the Deputy Chief of Training, Administrative Assistant to EMS Operations, and EMS Advisory Committee also provide support and guidance to the EMS program. In 2018, two new Master Paramedic-Firefighters position were created to further grow the capacity of the department's EMS program. In 2018, RFD treated 4,702 patients.

The Unit is led by Battalion Chief Cliff Thompson who formerly served as the Battalion Chief for the "B" Platoon. He is assisted by Captain Nick Mason who serves as the Captain of Clinical Performance.

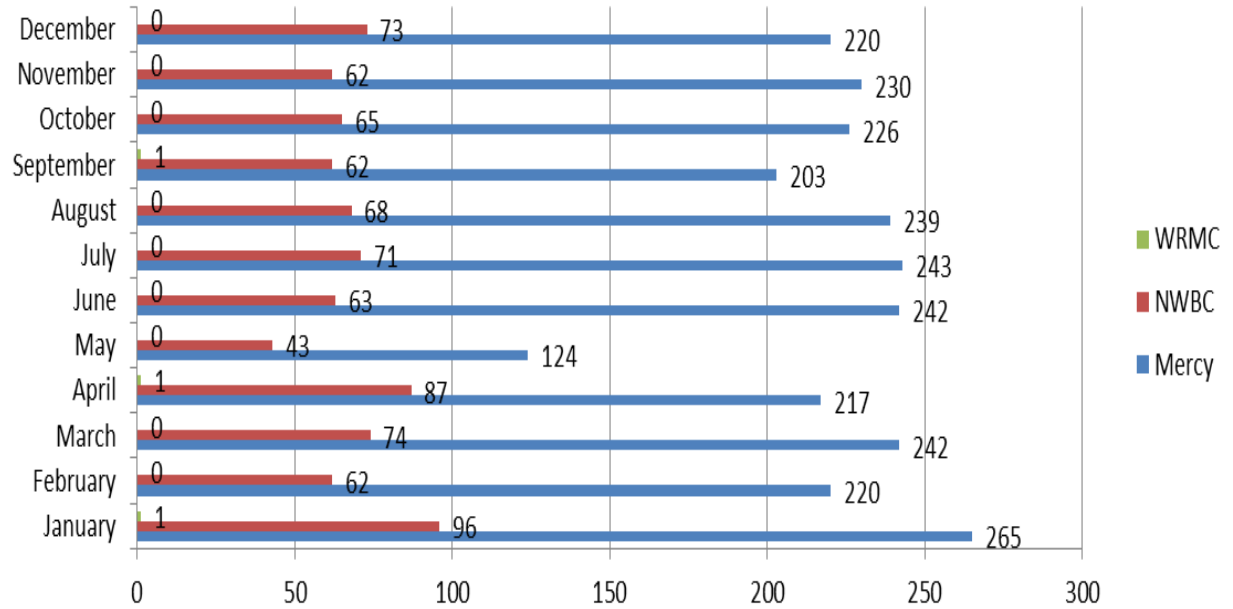
EMS accomplishments for 2018 include:

- Recognition of six crews for Life Saver Awards
- Successful management and delivery of a community wide CPR event in May
- Implemented ESO mobile ePCR patient reporting system
- Trained six new Advanced Cardiac Life Support instructors
- Trained six new Pediatric Advanced Life Support instructors
- Completed mass casualty training in the spring and fall
- Participated in an active shooter table top exercise with Rogers PD and Rogers Public Schools
- Purchased a new Braun ambulance replacing M7
- Reaccreditation by the Commission on Accreditation of Ambulance Services

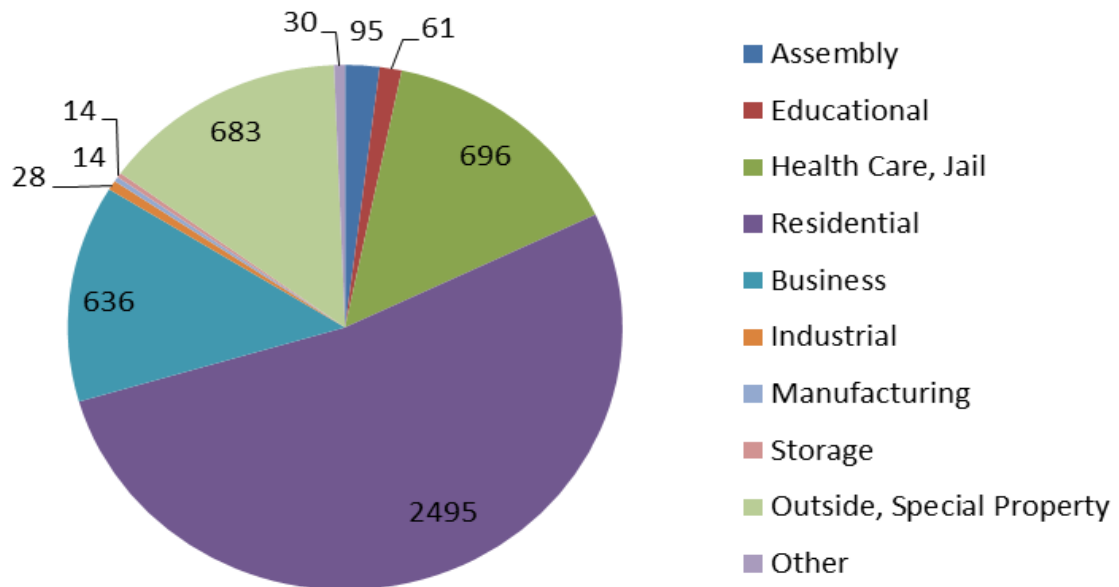


## Emergency Medical Services Unit

### Final Desination-2018



### 2018 EMS Incident Location Type



## Emergency Medical Services Unit





## Risk Reduction Division

The Community Risk Reduction Division serves the community by performing building and life safety inspections. The functions of this Division include plan review and inspection of new buildings, inspection of existing buildings, acceptance testing of in-building fire protection systems, mechanical systems, electrical systems, plumbing systems, fire investigations, data analysis, risk assessment plans, and public education. These services are provided throughout the community by a staff of highly trained Fire Marshals, Inspectors, and Support Technicians. The Division is administered by Deputy Fire Chief William Hyde.



To accomplish responsible and safe development throughout the city, the Division engages proactively with all new development that is proposed within Rogers. This is necessary to ensure requirements of all applicable codes are met prior to the start of construction. Fire Marshals and Building Inspectors meet with designers, developers, and construction teams from project inception and throughout construction to the issuance of a certificate of occupancy.

2018 data indicate the City of Rogers continues to enjoy modest growth in a diversified portfolio of development. 837 sets of plans were reviewed in 2018, a 16% over 2017. A variety of permits are issued to ensure proper construction techniques and practices are followed. In 2018 there were a total of 3,356 permits issued in Rogers. Following the issuance of a permit, several types of inspection are performed to verify a project is built according to safety standards. Additionally, 7,999 inspections were conducted to examine the work performed under those permits.

Business development in the City also continued to demonstrate moderate growth. In 2018 the City experienced an 8% increase in the number of licensed businesses. This brought a total of 3,140 business licenses issued within the community.

New construction continues to be a healthy indicator of the growth Rogers is experiencing. New commercial construction projects were solid in volume and valuation. There were 104 new commercial projects started in 2018, with a valuation of \$212,411,226. This includes 68 new apartment buildings. Additionally, investment in, and improvements to, existing commercial properties were strong at a total value of \$34,968,695 in permitted work.

## Risk Reduction Division

<b>Plan Reviews and Permits</b>	<b>Fire Code Enforcement</b>
837 Fire, Building, and Large Scale Development Plans	1,146 Inspections
3,356 Permits	0 Citations Issued
<b>Public Education</b>	<b>Fire Investigations</b>
8,806 Students	4 Fires Investigated
1,000 Adults	2 Fires Classified as Arson

Construction of new homes increased 3.5% to 322 for the year. The total valuation of new homes was \$84,755,553. This resulted in a mean value of \$263,216 for homes begun in 2018. Improvements to existing homes in 2018 was valued at \$6,492,085. Valuation of all projects permitted in 2018 totaled \$388,189,145.

Ensuring the community remains as safe as possible does not end with the completion of a new building. To keep citizens, workers, and visitors safe the Division's Fire Marshals and Building Inspectors conduct compliance inspections and investigate complaints. In 2018, these activities resulted in the issuance of nine notices of violation, three written warnings, and no citations.

In 2018, the Fire Marshals investigated four fires that occurred in the City. Throughout 2018, one civilian received minor injuries during a fire and one civilian died in a fire involving a vehicle. Three Firefighters were injured in separate fires and one was injured at a hazardous materials leak. Fifteen injuries were sustained by firefighters while conducting services at emergency medical incidents.

	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
<b>LARGE-SCALE DEVELOPMENTS</b>	9	8	12	22	40	41	34	52	59	45
<b>SUBDIVISION Preliminary Plats</b>	0	0	0	1	5	5	7	7	4	9
<b>SUBDIVISION Final Plats</b>	0	1	0	2	3	5	6	6	2	4
<b>REZONES</b>	9	10	11	12	18	11	26	36	32	53
<b>GRADING PERMITS</b>	15	13	12	29	28	43	36	48	43	43

## Rogers Communications Division



The Rogers Communications Division (RCD) is a shared resource of the fire and police departments. This 24-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 was significantly upgraded in 2018 with a new audio logging recorder and a

state of the art Motorola P25 700/800 megahertz radio system. In 2018, funding was overwhelmingly approved by voters to build a new dispatch center on the Police Department campus. Construction is expected to begin in early 2020.

Dispatch Coordinator Mark Baughman continued to serve as the leader of this vital group. Staffing requirements continued to be met to maintain an adequate number of radio operators and 911 call-takers.

Accomplishments for 2018 include:

- Successfully transitioned to a new P25 Motorola digital radio system
- Promoted Beverly Luper to Dispatch Supervisor
- Successfully implemented new ACTIS procedures for weather incidents
- Upgraded Locution to include new common locations, traffic circles, bridges, and trail landmarks

### 911 Calls by Type (2018):

**Wired/Landline: 2,610 (down 7%)**

**Wireless: 22,408 (down 4%)**

**Text Messages: 517**

**Total 911 Calls Received: 25,018\***

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

**2012: 150 Calls**

**2013: 121 Calls**

**2014: 86 Calls**

**2015: 140 Calls**

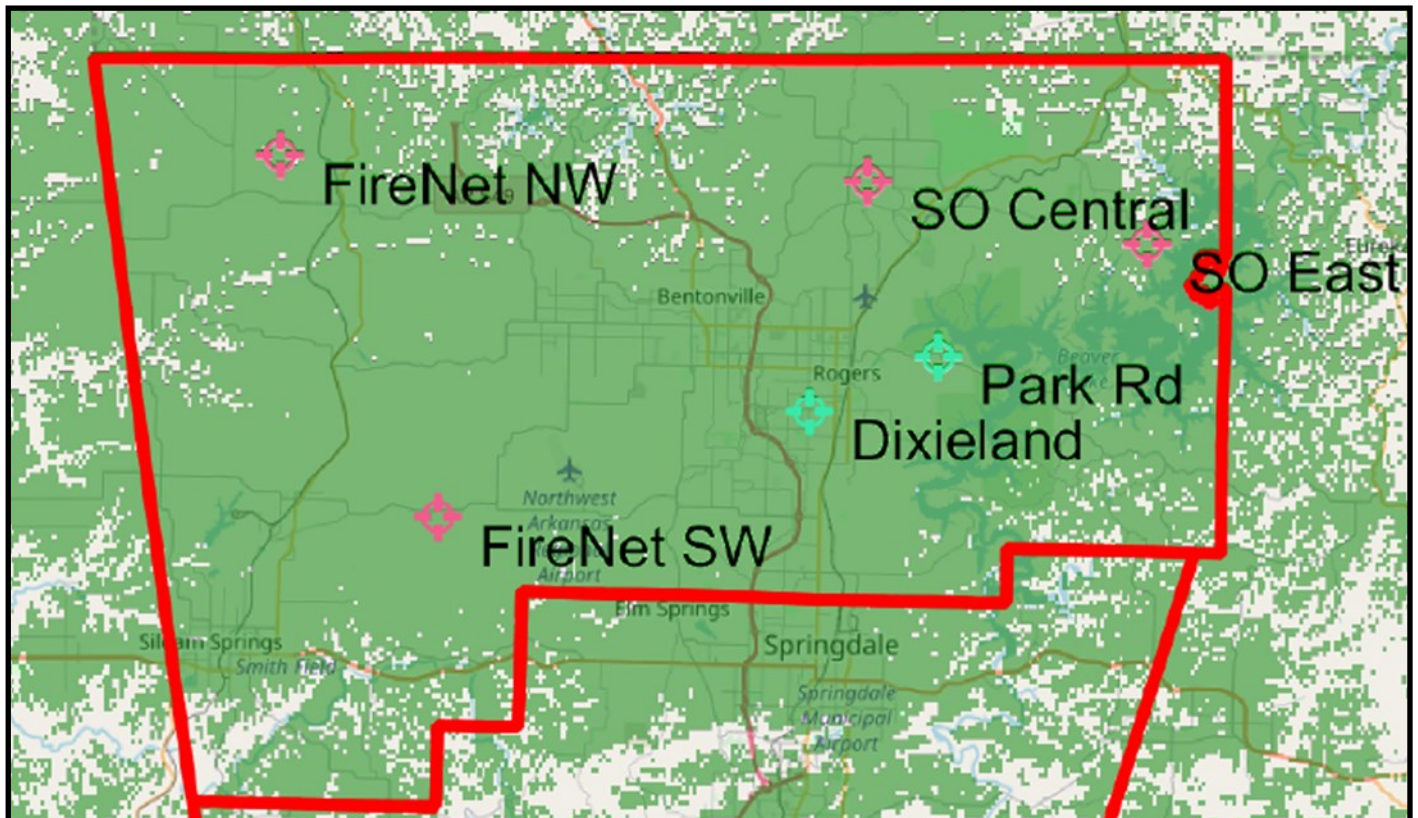
**2016: 112 Calls**

**2017: 79 Calls**

**2018: 40 Calls**

## Rogers Communications Division

The map below shows radio propagation and coverage for the new 700MHz and 800MHz radio system that was installed by the City of Rogers in November 2018. The radio system will further expand beyond the two sites located in the city (labeled Park Road and Dixieland) to include four sites in the county. This saturation of radio sites produces coverage that exceed 99% for both mobile and portable radios.





## Physical Resources Unit

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

The department's first Physical Resource Technician, Devin Sims, left the department for another job opportunity in 2018. He was replaced with Keith Dennison who came to the city with an extensive background in vehicle repair and maintenance with Wal-Mart's semi fleet.

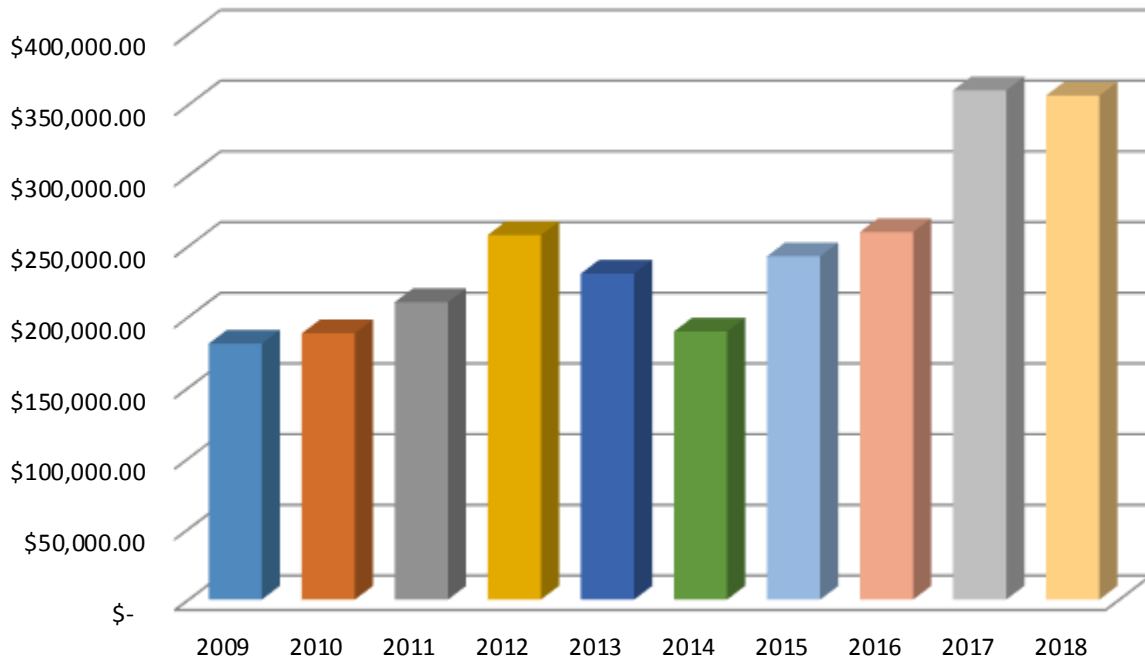
Accomplishments of the Physical Resources Unit for 2018 include:

- Placed three new Chevrolet Tahoes into service with warning lights and other associated equipment
- Equipped a new paramedic ambulance for the Field Operations Division
- Converted the former Medic 4 chassis into a Physical Resources repair vehicle
- Secured funding for an additional position in the Physical Resources Unit for FY2019
- Sent two members of the Physical Resources Team to the national Emergency Vehicle Technician Conference in Fort Worth, TX
- Facilitated the conversion of mobile data computers in apparatus from traditional computers to Apple iPads

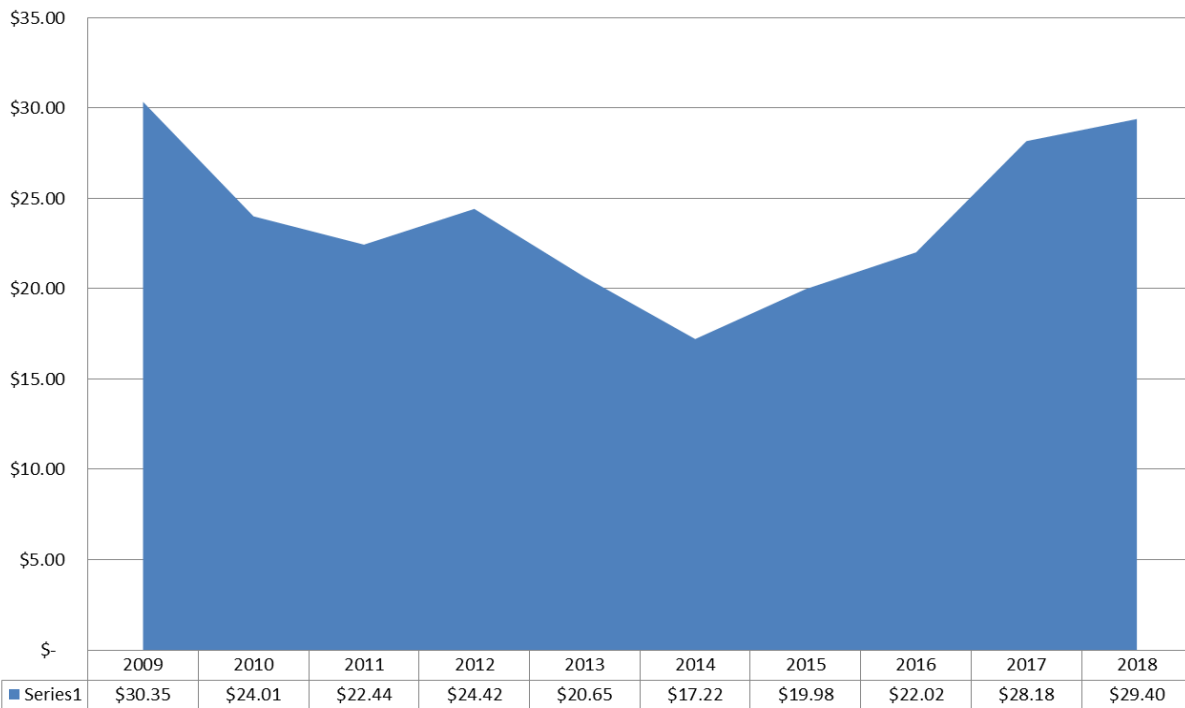
Maintenance Requests by Facility							Physical Resources Unit Statistics	
Facility	2018	2017	2016	2015	2014	2013	Requests for Maintenance by Year	
Station 1	105	160	133	128	141	105	2011:	559
Station 2	69	59	65	31	33	46	2012:	562
Station 3	27	51	40	35	34	39	2013:	423
Station 4	63	73	70	85	63	52	2014:	484
Station 5	69	73	71	85	93	79	2015:	459
Station 6	38	42	35	21	33	39	2016:	484
Station 7	38	55	28	45	63	47	2017:	555
Training	36	41	42	29	24	16	2018:	445

## Physical Resources Unit

### Total Maintenance Expenditures (2009-2018)

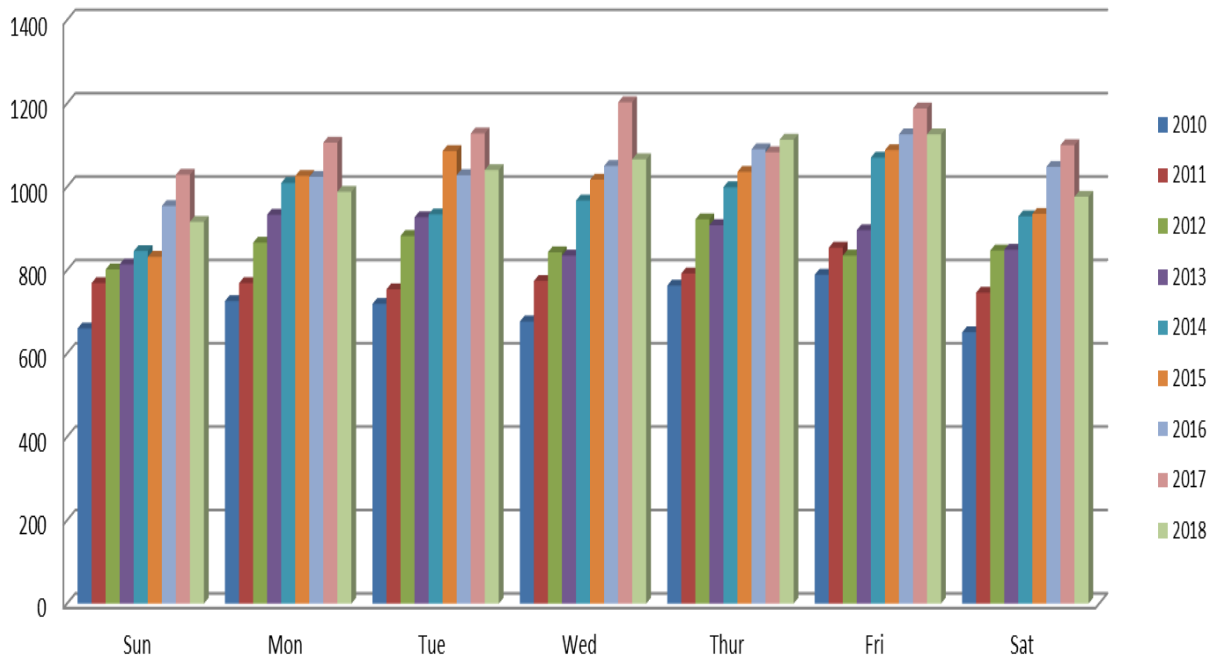


### Maintenance Expenditures Per Response (2009-2018)

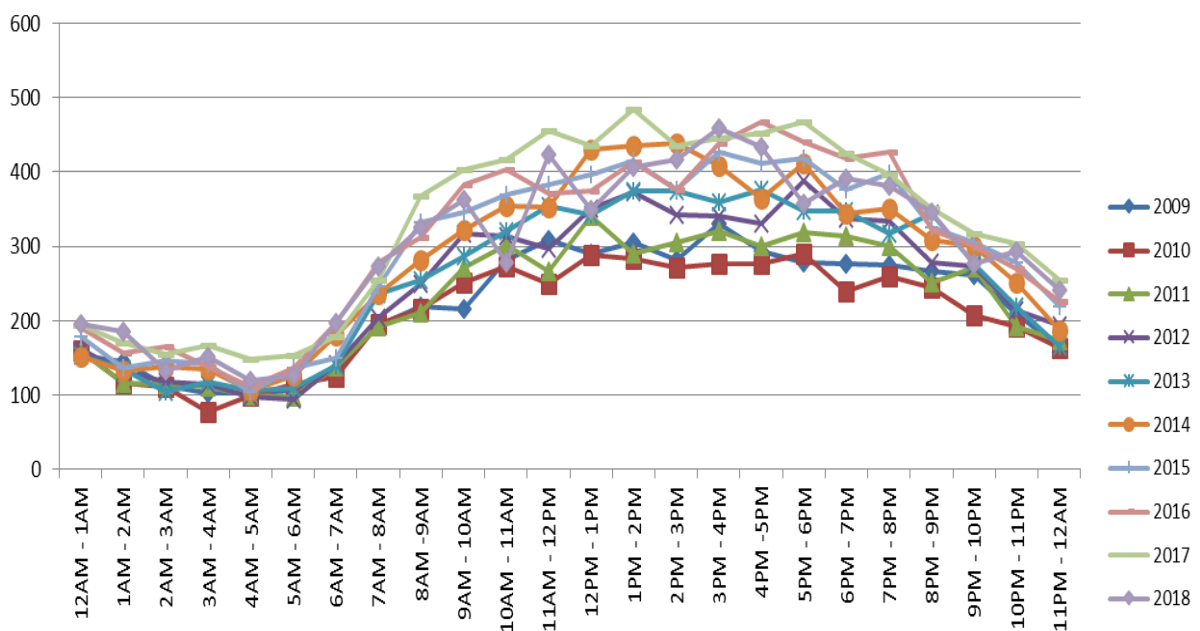


## Statistical Summary

### Rogers Fire Department Incidents by Day of Week (2009-2018)

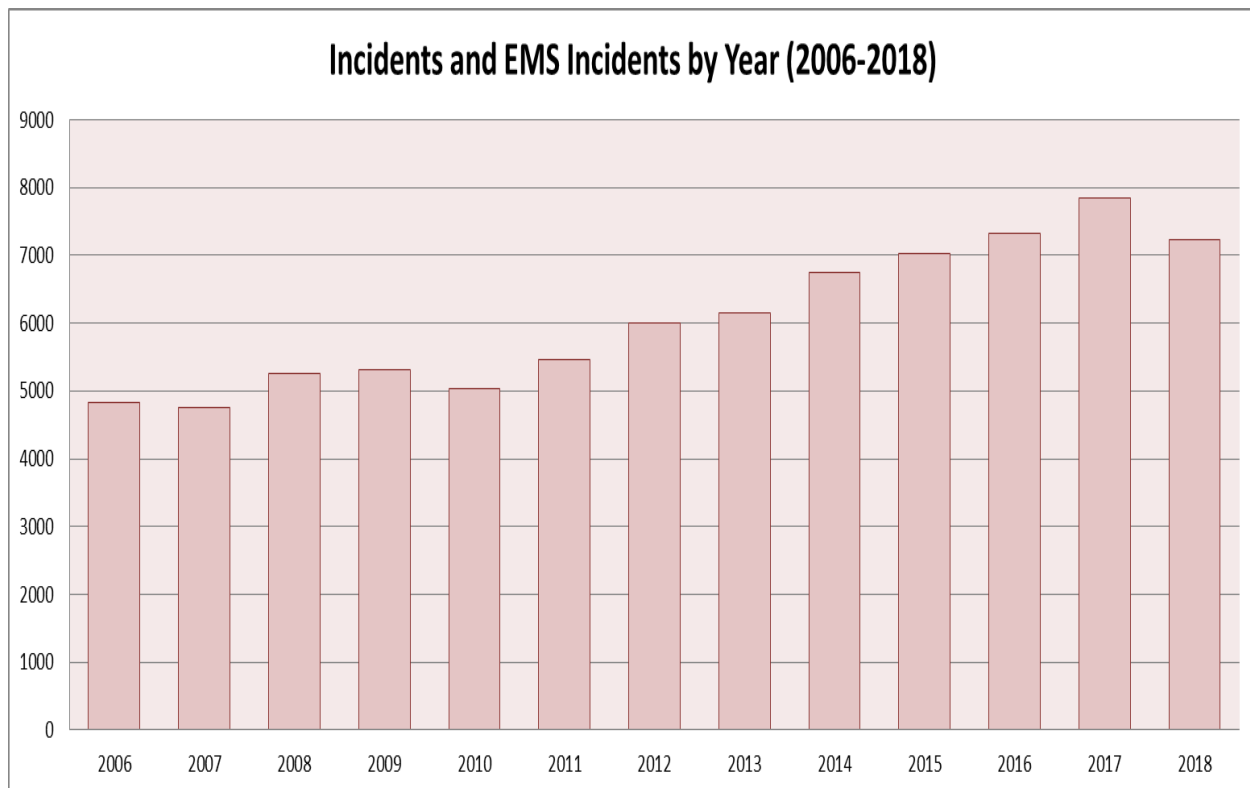
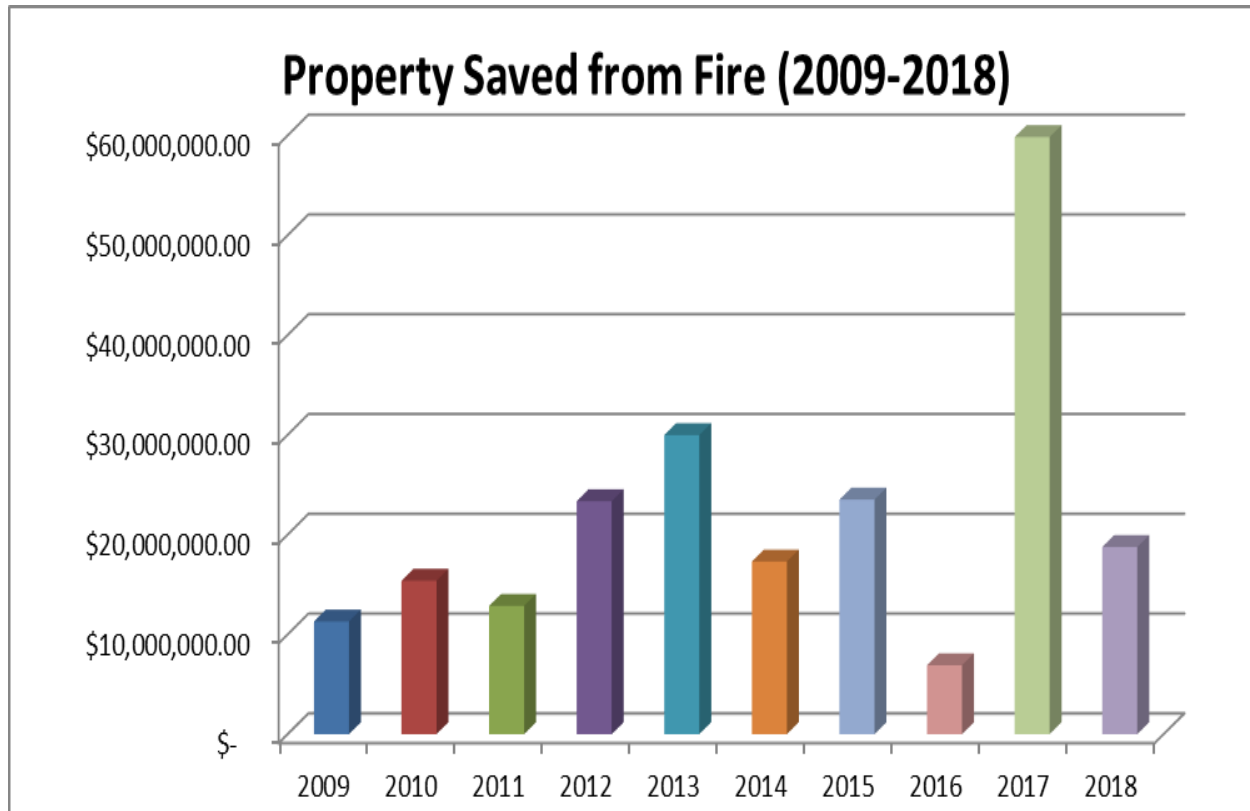


### Incidents by Hour (2009-2018)



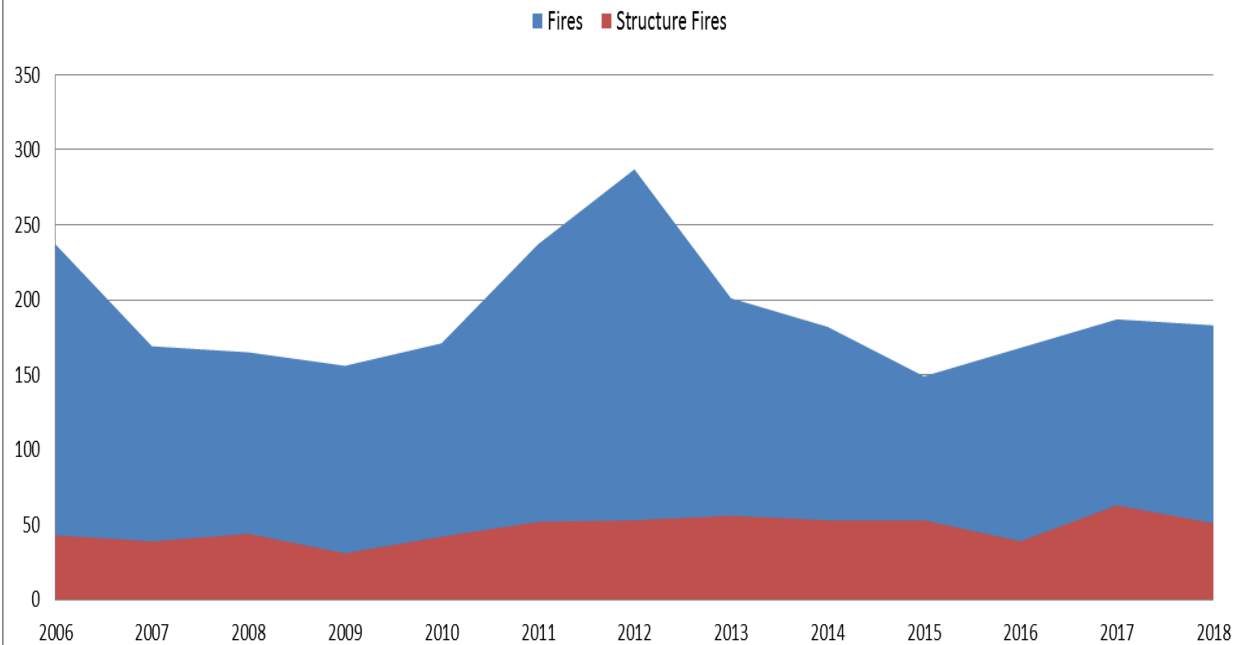


## Statistical Summary

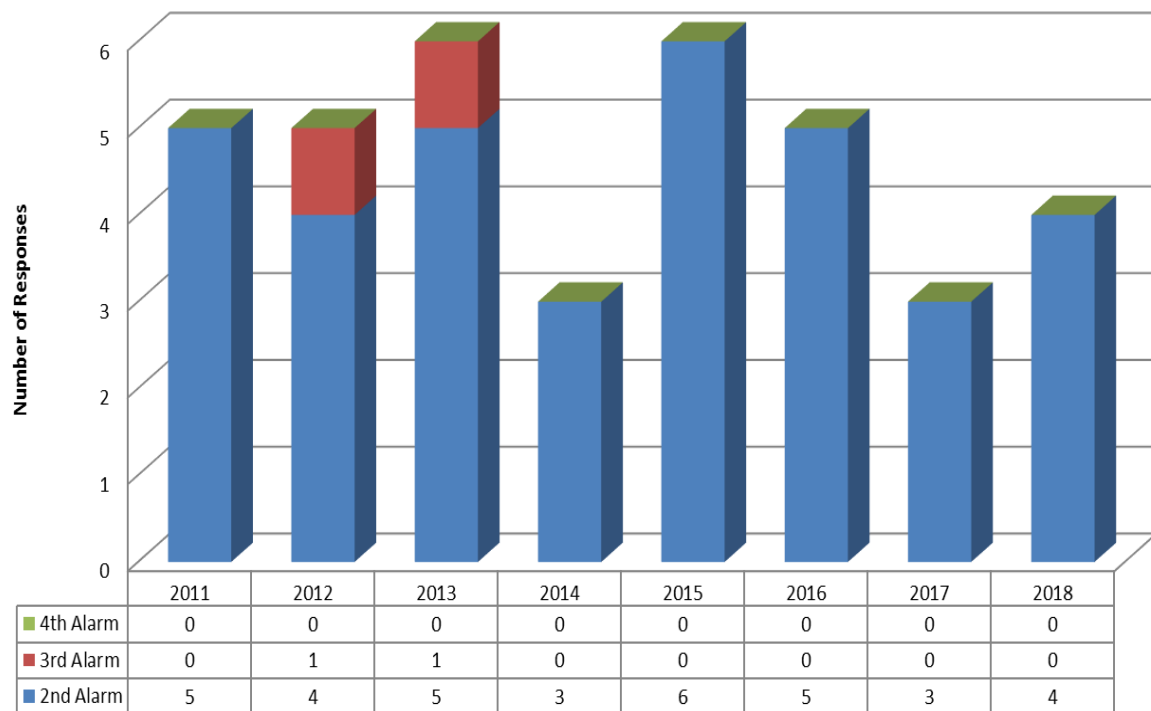


## Statistical Summary

### All Fire Incidents Vs. Structural Fires (2006-2018)

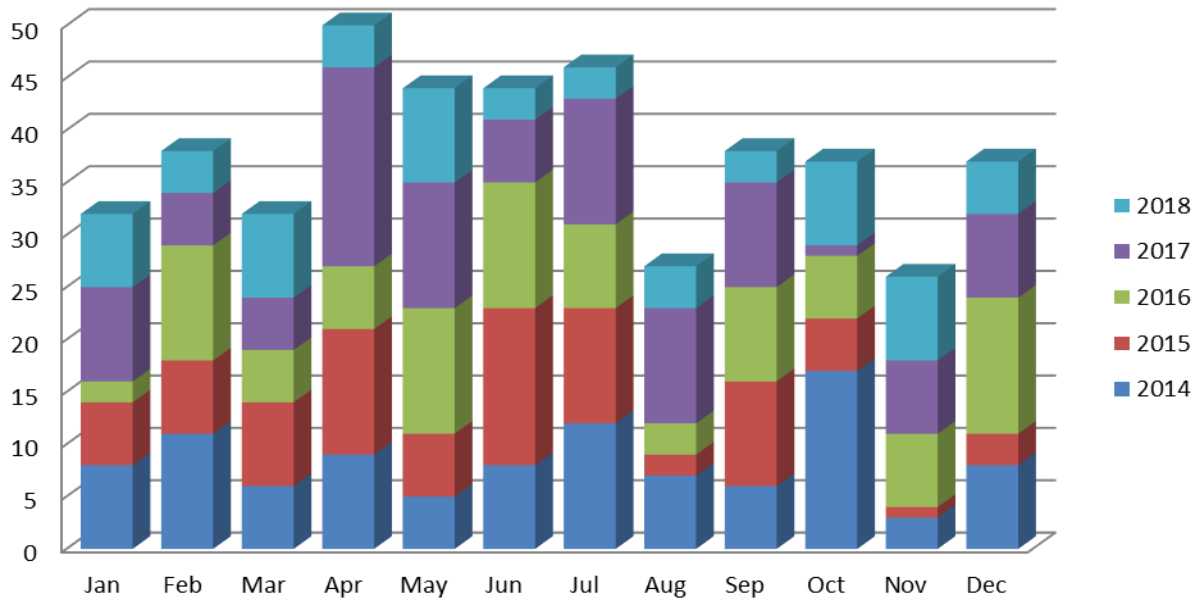


### Rogers Fire Department Structural Fire Incidents by Alarm Level (2011-2018)

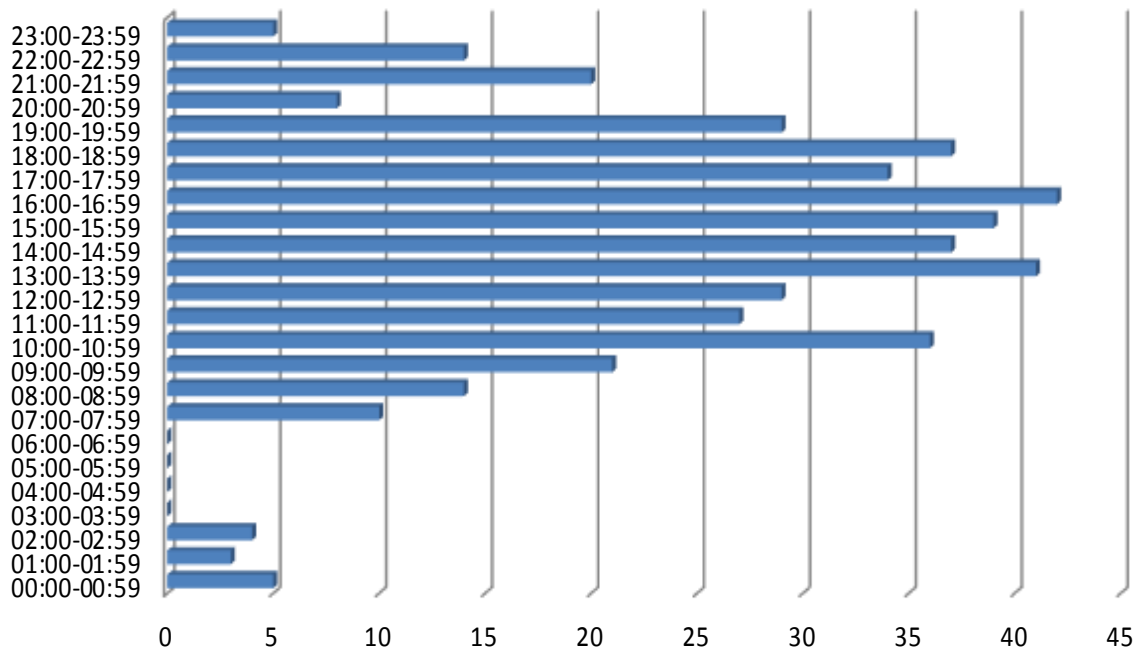


## Statistical Summary

### Ambulance System - Status Zero (2014-2018)



### Ambulance System - Status Zero by Time Period (2014-2018)





### Statistical Summary

Incident Type	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
Structure Fires	63	47	51	82	92	90	72	64	52	80	71
Fire, Other	102	109	120	155	195	112	110	85	116	107	112
Medicals	3553	3466	3238	3423	3801	4015	4420	4399	4489	4673	4335
Vehicle Accidents	361	386	338	438	461	474	561	634	608	571	577
Rescue, Other	42	24	55	23	21	41	47	63	58	87	80
Hazardous Materials	53	73	67	68	84	87	80	70	84	79	53
Hazardous Conditions	70	125	43	67	60	62	64	50	58	69	73
Service Calls	543	286	302	325	393	315	338	485	619	704	640
Good Intent	146	389	317	299	392	448	483	517	571	777	522
False Alarms	302	386	447	569	484	503	552	582	617	622	709
Other	29	21	6	9	14	12	1	5	4	12	0
Total	5264	5312	5030	5458	5997	6162	6754	7020	7320	7837	7225

### 2018 by the Numbers:

- The single busiest month of the year was January with 669 emergency incidents. By comparison, the busiest month in 2017 was April, with 721 emergency incidents.
- Approximately one in five patients to which we responded was not transported by a RFD paramedic ambulance for the disposition of the call.
- Simultaneous calls (three or greater) dropped from 2017 by 15%, improving unit reliability.
- Medic 1, formerly the city's busiest ambulance in 2015, saw a 13% REDUCTION in calls putting it in second place.

## Accreditation Performance Measurement

<b>Structure Fires - 90th Percentile Times</b>		<b>2018</b>	<b>2017</b>	<b>2016</b>	<b>2015</b>	<b>2014</b>	<b>2013</b>	<b>2012</b>	<b>2011</b>	<b>2010</b>	<b>2009</b>
<b>Baseline Performance</b>											
<b>Alarm Handling</b>	Pick-Up to Dispatch	1:48	2:38	1:38	1:12	0:55	0:50	1:19	1:48	1:40	2:55
<b>Turnout Time</b>	Turnout Time 1st Unit	1:41	1:11	1:37	1:17	1:15	1:06	1:09	1:28	1:55	1:26
<b>Travel Time</b>	Travel Time 1st Unit Distribution	5:33	5:56	4:39	5:13	5:10	4:27	5:55	5:03	5:16	6:02
	Travel Time ERF Concentration	7:40	8:53	8:57	9:28	9:01	8:51	9:45	10:38	13:53	12:04
<b>Total Response Time</b>	Total Response Time 1st Unit on Scene Distribution	6:35	8:00	6:26	6:38	6:01	5:44	6:36	7:31	8:30	7:14
	Total Response Time ERF Concentration	8:51	8:53	9:59	10:36	9:56	9:14	8:16	11:38	16:11	12:04

<b>Technical Rescue- 90th Percentile Times</b>		<b>2018</b>	<b>2017</b>	<b>2016</b>	<b>2015</b>	<b>2014</b>	<b>2013</b>	<b>2012</b>	<b>2011</b>	<b>2010</b>	<b>2009</b>
<b>Baseline Performance</b>											
<b>Alarm Handling</b>	Pick-Up to Dispatch	1:53	2:15	2:30	2:00	1:15	0:59	2:54	3:10	3:38	2:16
<b>Turnout Time</b>	Turnout Time 1st Unit	1:36	1:18	1:07	1:15	1:08	0:49	0:23	1:15	2:11	2:26
<b>Travel Time</b>	Travel Time 1st Unit Distribution	7:03	6:02	4:21	5:27	N/A n=1	6:36	4:05	4:33	4:17	7:28
	Travel Time ERF Concentration	7:39	6:44	9:14	11:47	N/A n=1	7:49	7:10	11:11	No Data	4:56
<b>Total Response Time</b>	Total Response Time 1st Unit on Scene Distribution	7:57 n=20	8:31	6:57	8:00	N/A n=1	8:40	5:30	8:46	13:00	9:40
	Total Response Time ERF Concentration	9:14	8:48	11:22	13:08	N/A n=1	9:09	9:48	13:12	No Data	7:23

## Accreditation Performance Measurement

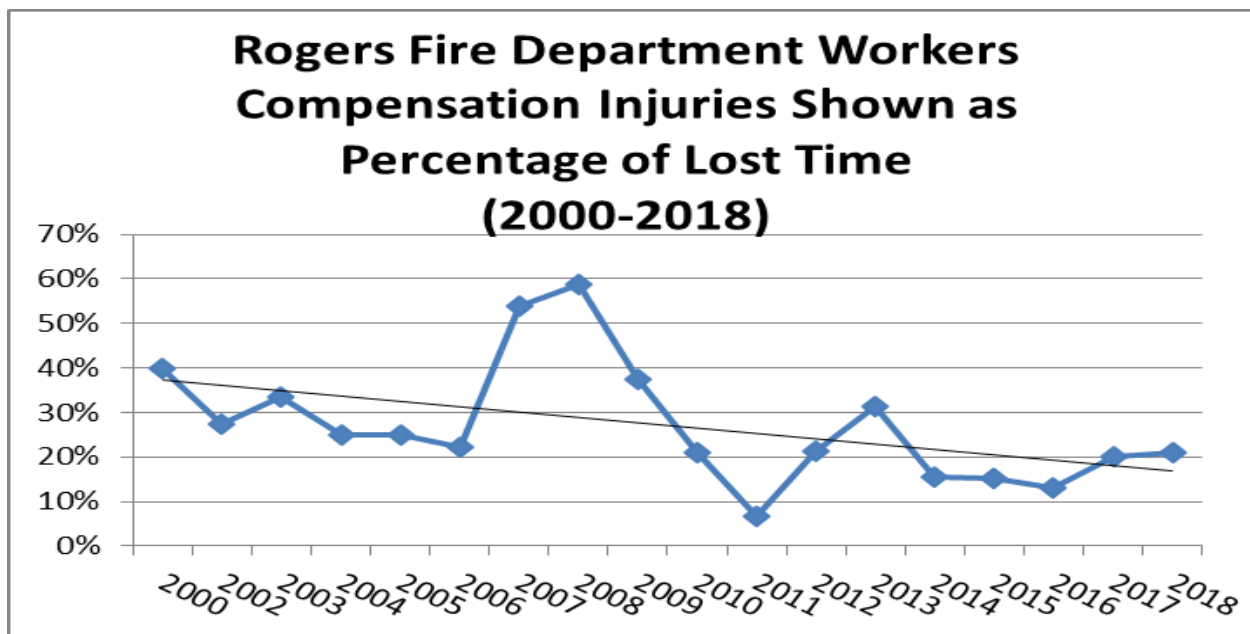
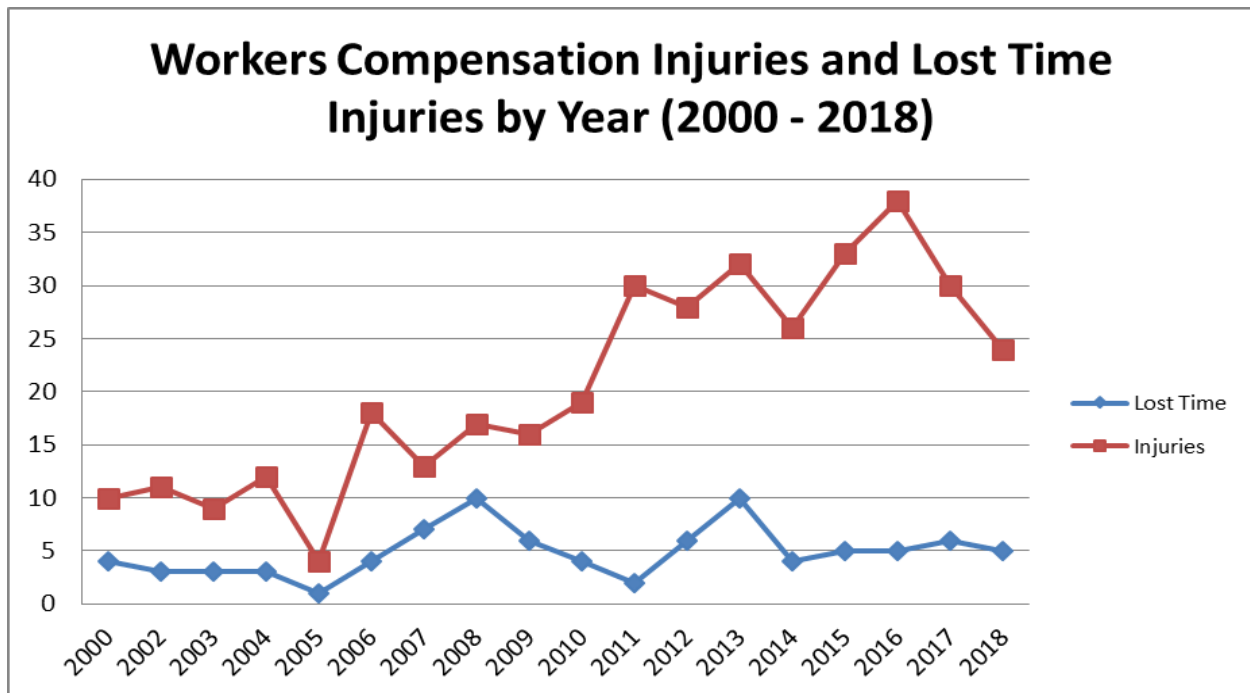
<b>Hazardous Materials- 90th Percentile Times</b>		<b>2018</b>	<b>2017</b>	<b>2016</b>	<b>2015</b>	<b>2014</b>	<b>2013</b>	<b>2012</b>	<b>2011</b>	<b>2010</b>	<b>2009</b>
<b>Alarm Handling</b>	Pick-Up to Dispatch	2:24	2:04	2:00	1:34	0:57	1:54	2:12	1:58	2:28	3:27
<b>Turnout Time</b>	Turnout Time 1st Unit	1:17	1:04	1:11	1:18	0:64	1:10	1:10	1:26	1:44	2:00
<b>Travel Time</b>	Travel Time 1st Unit Distribution	7:20	6:20	6:40	6:02	6:38	7:19	5:35	6:36	6:27	6:29
	Travel Time ERF Concentration	7:41	7:09	7:29	10:21	7:51	7:23	7:14	5:19	6:14	7:29
<b>Total Response Time</b>	Total Response Time 1st Unit on Scene Distribution	8:06	8:17	8:58	8:08	7:52	9:35	8:43	8:00	10:25	10:33
	Total Response Time ERF Concentration	11:30	11:43	11:24	11:14	9:02	8:55	9:15	8:01	9:01	11:06

<b>Emergency Medical Services- 90th Percentile Times</b>		<b>2018</b>	<b>2017</b>	<b>2016</b>	<b>2015</b>	<b>2014</b>	<b>2013</b>	<b>2012</b>	<b>2011</b>	<b>2010</b>	<b>2009</b>
<b>Alarm Handling</b>	Pick-Up to Dispatch	1:42	1:33	2:20	2:08	2:05	2:01	2:32	2:31	2:43	2:03
<b>Turnout Time</b>	Turnout Time 1st Unit	1:25	1:14	1:19	1:16	1:16	1:11	1:17	1:33	2:03	1:12
<b>Travel Time</b>	Travel Time 1st Unit Distribution	5:26	5:41	5:22	5:20	5:34	5:31	5:33	5:39	6:27	6:16
	Travel Time ERF Concentration	6:04	6:17	5:51	6:39	6:43	6:29	6:17	6:49	6:47	6:32
<b>Total Response Time</b>	Total Response Time 1st Unit on Scene Distribution	6:36	7:16	8:10	7:50	8:11	7:57	8:27	9:19	10:24	10:38
	Total Response Time ERF Concentration	8:10	8:57	9:51	9:35	9:20	9:26	9:04	10:53	11:33	9:47



## Workers Compensation Injuries

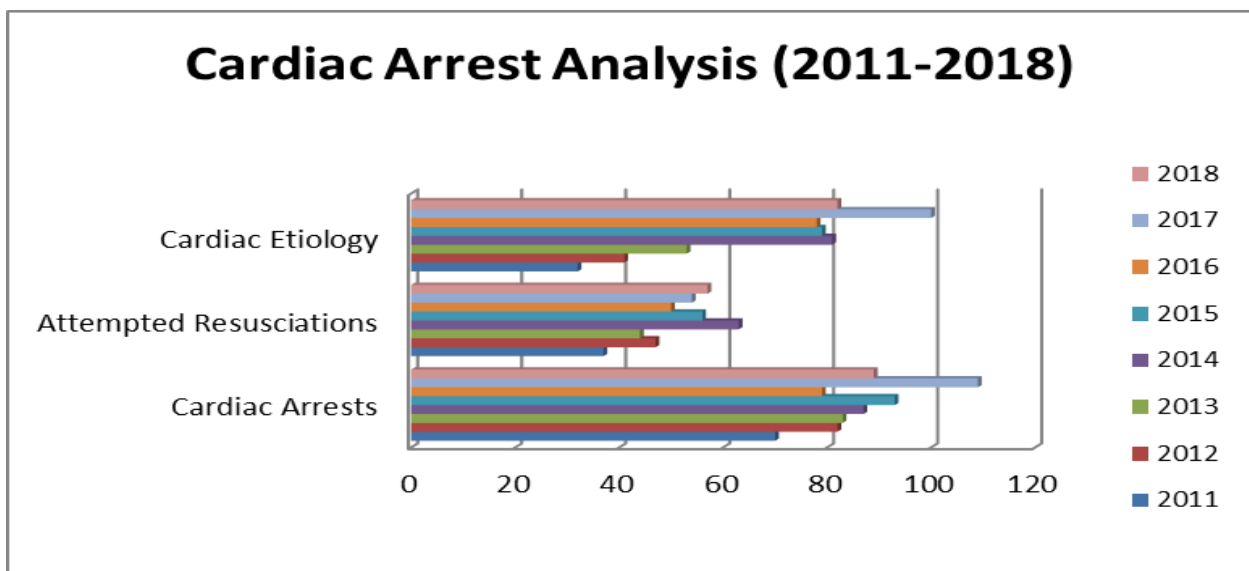
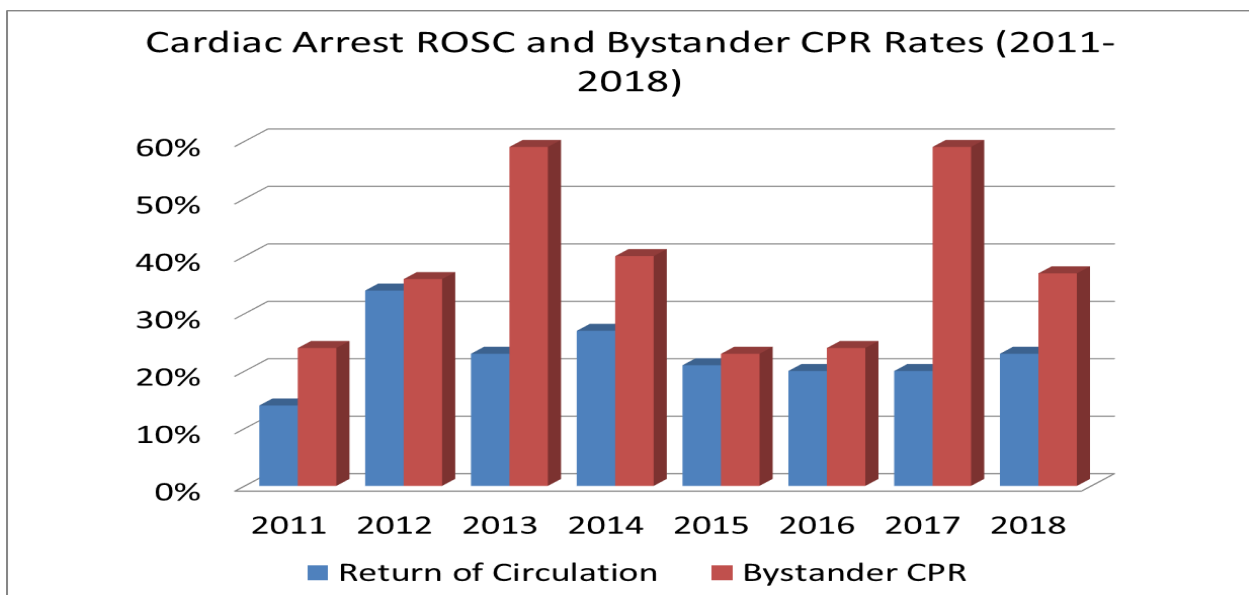
The nature of the work performed by firefighters is dangerous. Because of this, the Rogers Fire Department reviews all on-the-job injuries to identify trends or problems. In 2018, 24 Workers Compensation injuries were reported. Of the 24 injuries, only five (20%) resulted in lost work time. The figures below help depict the job-related injuries for 2018 compared to other years.



## 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 for the public to review our performance as well.

In 2018, the department saw 89 cardiac arrests with 93% being of cardiac etiology. Resuscitation was attempted on 72% of those in cardiac arrest, up 22% from 2017. Bystander CPR occurred in 37% of cardiac arrest patients, down from a high of 59% reported in 2017.



## 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 18-3796, July 9, 2018 – Second alarm fire in a large industrial building at 1201 N. Dixieland Rd. A first alarm assignment, consisting of Engine 2, Engine 3, Engine 4, Ladder 1, Rescue 2, Medic 4, and Battalion Chief 1, responded to a report of fire within the duct work and storage silo at Wood Specialty Products. Units arrived to find the facility being evacuated and smoke issuing from the exterior storage silo. The incident was upgraded to a second alarm with the response of Engine 7 and Ladder 5. An interior fire attack was made into the building to extinguish the fire within the duct work. The aerial pipe on Ladder 1 was utilized to extinguish the fire in the storage silo. The fire was brought under control with no fire extension out of the duct work and silo.



Incident 18-4344, August 4, 2018 – Wildland fire on E. Walker Rd. Ladder 1 was initially dispatched for an outside smoke investigation in the area of 700 E. Walker Rd, and arrived to find a large brush fire approximately 100 yards behind the residence. Ladder 1 requested that a brush fire unit be dispatched to the scene, and Engine 3, Engine 4, Brush 4, Battalion Chief 1, and Medic 1 responded. Further investigation revealed an additional brush fire 500 yards east of the initial fire. As the extent of the fire was determined, the Incident Commander requested additional resources which brought Engine 6, Brush 6, and two brush pumpers and a water tender from the Avoca Fire Department to the scene. The fire was brought under control after burning over five acres. No damage occurred to the homes in the area.



## Significant Incidents

Incident 18-6193, November 9, 2018 – Second alarm fire in a residential dwelling at 1502 S. 4<sup>th</sup> St. 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 fire and smoke showing from a two-story residence. The incident was upgraded to a second alarm with the response of Engine 3 and Engine 4. After knocking down the exterior fire, an aggressive interior fire attack was initiated. The fire was brought under control with no extension to the nearby houses. The fire was determined to have begun in an exterior wood-burning stove.

Incident 18-6212, November 10, 2018 – Second alarm fire in a residential dwelling at 1019 E. Green Acres Dr. A first alarm assignment, consisting of Engine 2, Engine 4, Engine 7, Ladder 1, Rescue 2, Medic 7, and Battalion Chief 1, arrived to find heavy fire and smoke from the rear of a single-story residential dwelling. The incident was upgraded to a second alarm with the response of Engine 3 and Ladder 5. An aggressive interior attack was made and a large body of fire was found in the attic area. The fire was brought under control with no extension to the nearby houses.

Incident 18-6398, November 18, 2018 – Vehicle fire with a trapped occupant at 100 N. Dixieland Rd. Engine 2 and Medic 1 were dispatched to a reported motor vehicle accident in the parking lot of the Hobby Lobby Store. During their response, units were notified that police units on the scene were reporting that a vehicle was on fire with a person inside. Engine 2 arrived to find a single vehicle that had struck a light pole and that was heavily involved in fire. Additional fire units responded to the scene, including Engine 4, Ladder 1, and Battalion Chief 1. Immediately upon their arrival, Engine 2 crew attempted to rapidly extricate the occupant of the vehicle but were unsuccessful due to the occupant being pinned in the vehicle from the collision. Fire attack was initiated on the vehicle and the occupant was extricated. The vehicle's occupant, a 42 year old male, succumbed to the injuries received in the collision and subsequent fire.

## Department Awards

In conjunction with the 130th anniversary of the founding of the Rogers Fire Department, an awards banquet was hosted by Rogers Firefighters Incorporated, a 501(c)3 organization. Rogers Firefighters Incorporated is made up of current members of the department. Businesses throughout the city financially supported the various awards and evening events allowing the firefighters to attend at no cost. Awards issued at the anniversary dinner and awards banquet included:

Firefighter of the Year: Rob Starek (5C)

Probationary Firefighter of the Year: Richard Hayden (1A)

Paramedic of the Year: Master Paramedic-Firefighter Josh Kirts (1A)

Company Officer of the Year: Captain Greg Bray (1C)

Fire Company of the Year: Station 5, B-Platoon

Legacy Award: Captain Darrell Thomas (2C Retired)













