

Rogers Fire Department Yearly Activity Report

2019



About the Rogers Fire Department

The Rogers Fire Department (RFD) was formed in 1888 as the Rogers Hose Company Number 1. Over the past 131 years the department has exhibited a true commitment to excellence and public service. Today the department consists of seven fire stations, with the eighth under 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 a handful of dual-accredited and ISO class one fire departments across the United States.

Our firefighters are well-trained and serve those who live, work, and travel through our city 24 hours a day. The Rogers Fire Department remains committed to helping people and protecting our world-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

Chief of Department Tom Jenkins

Field Operations Division	Training Division	Risk Reduction Division
Deputy Chief Cliff Thompson	Deputy Chief Dusty Meredith	Deputy Chief William Hyde
Battalion Chief A Eddie Thompson	Battalion Chief Jeremy Hoyer	Captain William Rumsey
Battalion Chief B Dusty Qualls	Captain Dennis Thurman	Captain Joseph Jerabeck
Battalion Chief C David Whitlow	Captain Greg Bray	
	Captain Nick Mason	

2019 Snapshot



Population: 69,344 (2019 Est.)

Daytime Population: 115,000+

Land Area : 40 sq. miles

Number of Fire Stations: 7

Sworn Personnel: 132

Civilian Personnel: 13

Minimum Daily Staffing: 32

Significant Accomplishments

- Began construction on Fire Station 8, located at 7001 West Pleasant Grove Road with completion expected in the summer of 2020
- Hired and trained seventeen new firefighters in a Fall and Spring academy
 - Placed a new Braun Type I ambulance into service as Medic 4
- Secured a grant through the Department of Homeland Security Assistance to Firefighters Grant Program for the purchase of six new power cots
- Received recognition from the American Heart Association Mission Lifeline Program as a Bronze Award winner
 - Began construction on a six-story fire training tower and burn building at the Training Campus
- Completed design work on the Training Center classroom expansion and remodeling project

Mayor and City Council

The Mayor and City Council have legal 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. He plans to run for office in 2020 for another four-year term.

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 eleventh year as Fire Chief of the Rogers Fire Department. This is an organization that is the source of pride and best practices for our entire state and in many ways the entire country. The last year has seen several challenging incidents, from a three-alarm fire in the Pinnacle Heights development, to the region's longest and widest tornado on record. Without fail, our firefighters took care of each other and our citizens to prevent destruction and the loss of life while assisting other fire departments and utility companies. These firefighters can be counted on to be caring, competent, and committed to serving the citizens of Rogers.

The theme of 2020 continues to be that of change. With four new chief officers recently promoted, we have much to learn and build upon. Strategic cohesion and planning will be goals throughout the year to "form up" this new leadership team. Retirements in 2019, created significant opportunity for promotion, in addition to the promotions underway for our new fire station. Station 8 will open in the third quarter of the year to provide protection for the western portions of our city which are currently underserved by emergency personnel. Many other projects will come to fruition in 2020. These include the arrival of five new fire apparatus (three pumpers, one ladder, and one heavy rescue) along with the completion of significant upgrades to our training campus.

I am grateful for the support of our elected officials, namely Mayor Greg Hines and the City Council. Time after time, our department has been afforded the opportunity to fix problems and make our organization more effective. The firefighters and support staff of the RFD are second to none. I am blessed to lead such a hard-working organization and protect such a marvelous city.



Thomas C. Jenkins

Thomas C. Jenkins
Fire Chief

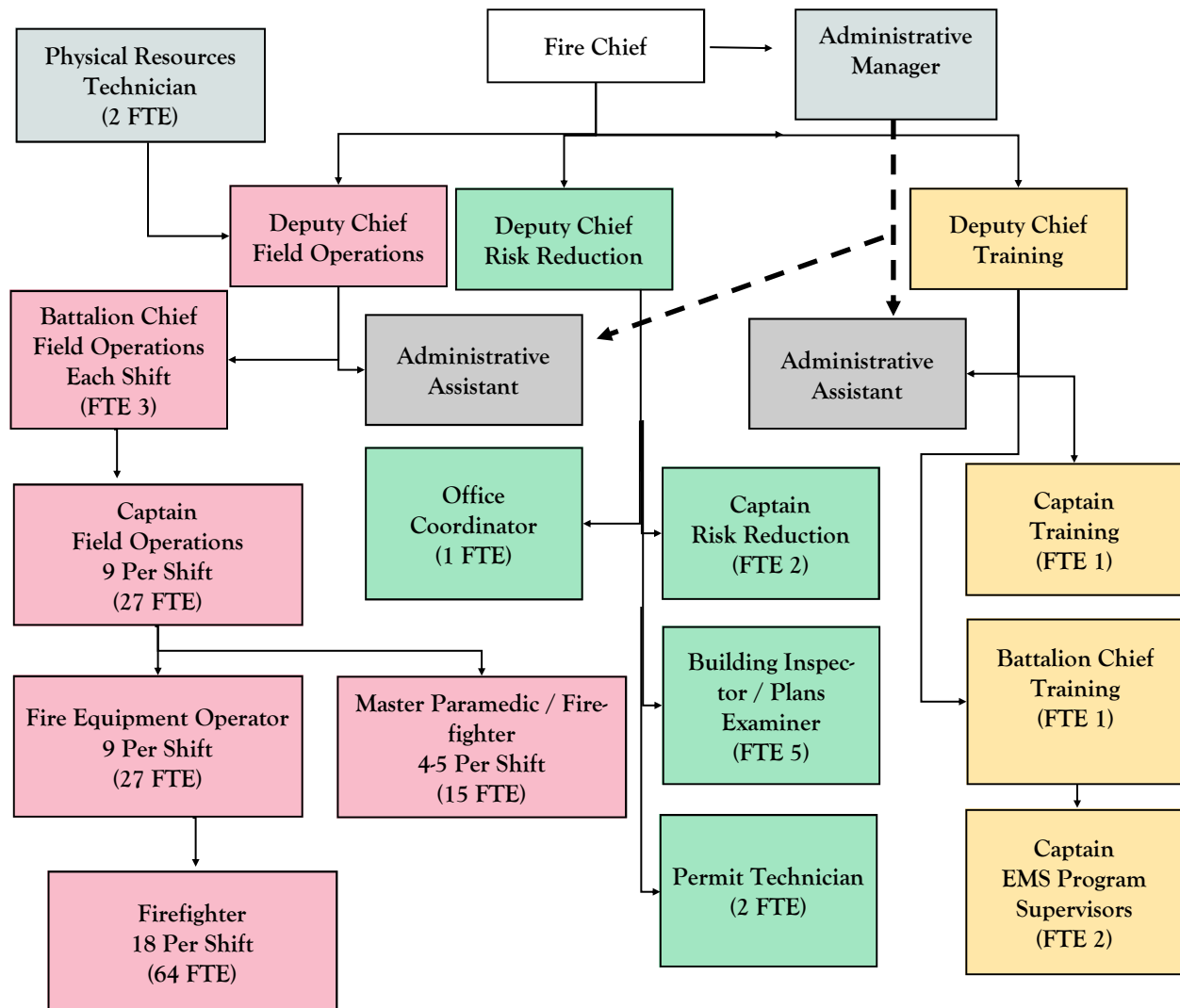
Human Resources Summary

Sworn Members:

Fire Chief—1	Deputy Fire Chiefs—3
Battalion Chiefs—4	Captains—32
Fire Equipment Operators—27	Master Paramedics—15
Firefighter/Paramedics-16	Firefighters/EMTs-40

Civilian Members:

Administrative Assistants – 3
 Physical Resource Technicians – 2
 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 executing various capital and personnel projects. Accomplishments for the year included:

- Placed Engine 8 into service with firefighters hired with a three year grant from the Department of Homeland Security
- Transitioned the Peak Volume Ambulance to an overtime-staffed unit with better and more reliable coverage
- Managed the retirement of two chief officers and the associated promotions and new additions to command staff
- Provided oversight and management to several capital projects, including the construction of Fire Station 8, construction of the Training Tower, design of the Training Center addition, and assembly of new fire apparatus
- Completion of the multi-site simulcast Motorola Project 25 radio system operating as part of the statewide Arkansas Wireless Information System (AWINS)
- Successful transition to lower the minimum age of entry-level firefighters to 18 through a change in local Civil Service regulation promulgated by a state law change
- Secured a federal Assistance to Firefighters Grant for over \$200,000 to allow the acquisition and transition to power-loading cots for all ambulances.

2019 Fiscal Year	Budgeted	Expended	Remaining
Human Resources	\$9,566,837	\$9,199,828	\$367,008
Operating Budget	\$1,103,900	\$1,071,449	\$32,450
Capital	\$649,452	\$613,326.12	\$36,125
Total	\$11,320,189	\$10,884,603	\$435,585

Alumni

In 2019 ten firefighters, including two chief officers, 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”.

Deputy Chief Bryan Hinds (Car 33, Field Operations)

Deputy Chief Travis Hollis (Car 41, Training)

Captain Matt Miller (Engine 6, A-Platoon)

Captain Pete Melnicki (Engine 7, B-Platoon)

Captain Lance Loyer (Engine 3, C-Platoon)

Fire Equipment Operator Doug Earp (Engine 6, B-Platoon)

Fire Equipment Operator James Copeland (Rescue 2, B-Platoon)

Fire Equipment Operator Jeremiah Barnes (Engine 7, A-Platoon)

Firefighter/Paramedic Scott Mendham (Engine 7, C-Platoon)

Firefighter/EMT Frankie Elliot (Engine 3, C-Platoon)



Hinds



Hollis



Miller



Menicki



Loyer



Earp



Copeland



Barnes



Mendham



Elliot

Training Division



The Training Division is an essential component of the department that serves to support the overall efforts of the organization. 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 is 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 maintain 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 2019, 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:

- Began construction on a multi-story and multi-purpose burn building
- Completed design work for a 3,000 square foot expansion of the training building to include additional classroom space
- Completed demolition of a wood-framed structure attached to the drill tower previously used for training purposes.
- Began efforts to secure a new ARFF training prop for use by the department
- Reviewed structure and coordination of the Special Operations Team

Training Division

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

- Four members enrolled or attended the Executive Fire Officer Program at the National Fire Academy
- One member attended the Managing Officer Program at the National Fire Academy
- Hosted the spring Northwest Arkansas Standard Academy #10
- Graduated 20 firefighters from the Northwest Arkansas Standard Academy
- Graduated four members from the NWACC paramedic program

Summary of Company Training Hours by Platoon (2019, Showing % Change from 2018)	
Platoon	Hours
A	4,102 (+11%)
B	5,472 (+24%)
C	5,233 (+27%)

Summary by Category	
Category	Hours
Apparatus Operations	8,802
Aircraft Rescue and Firefighting	524
Emergency Medicine	17,557
Fire Suppression	12,137
Hazardous Materials	1,659
Technical Rescue	2,461
Officer Development	8,973
Physical Fitness	6,117

Training Division

The relationship between the Rogers Fire Department and other training entities continued to be strengthened in 2019. The RFD supports the fall fire standards academy hosted by the Fayetteville Fire Department with a full-time Captain and other resources as needed. 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.

The RFD continues to train some new firefighters using the Verification of Skills Sets Academy (VOSS), which allows the verification of lateral or newly graduated recruits from the regional academy. Several recruits were able to start working as a firefighter twelve weeks earlier than traditionally would have been allowed to do last year because of this alternative method of training.

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 four members pass the Paramedic program at Northwest Arkansas Community College and all of those students passed the Arkansas Paramedic License exam. The department continues to usher new firefighters towards paramedic licensure and has approximately one dozen members in various stages of paramedic training.



Training Division



Field Operations Division

The Field Operations Division is led by Deputy Chief Cliff Thompson. 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 126 sworn members who staff three platoons. A peak volume ambulance is also staffed some days using overtime. 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/EMT and one paramedic. Additionally, the tour commander is responsible for ensuring 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.



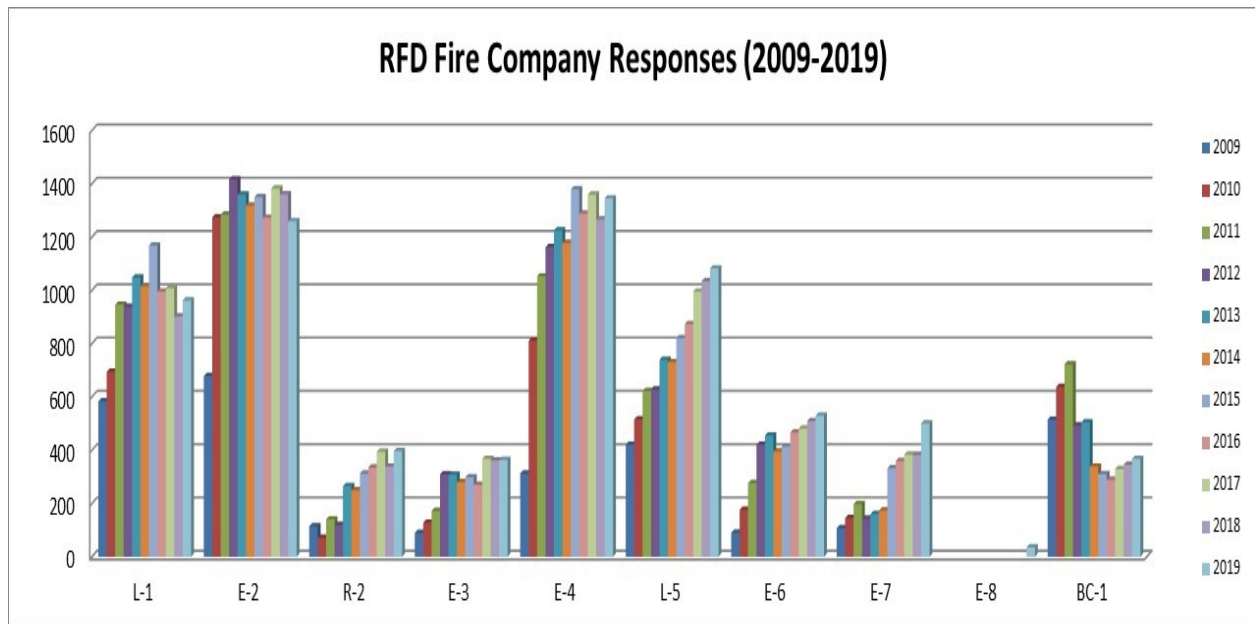
Each day the Field Operations Division staffs the following resources:

4 or 5 Advanced Life Support Ambulances	6 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

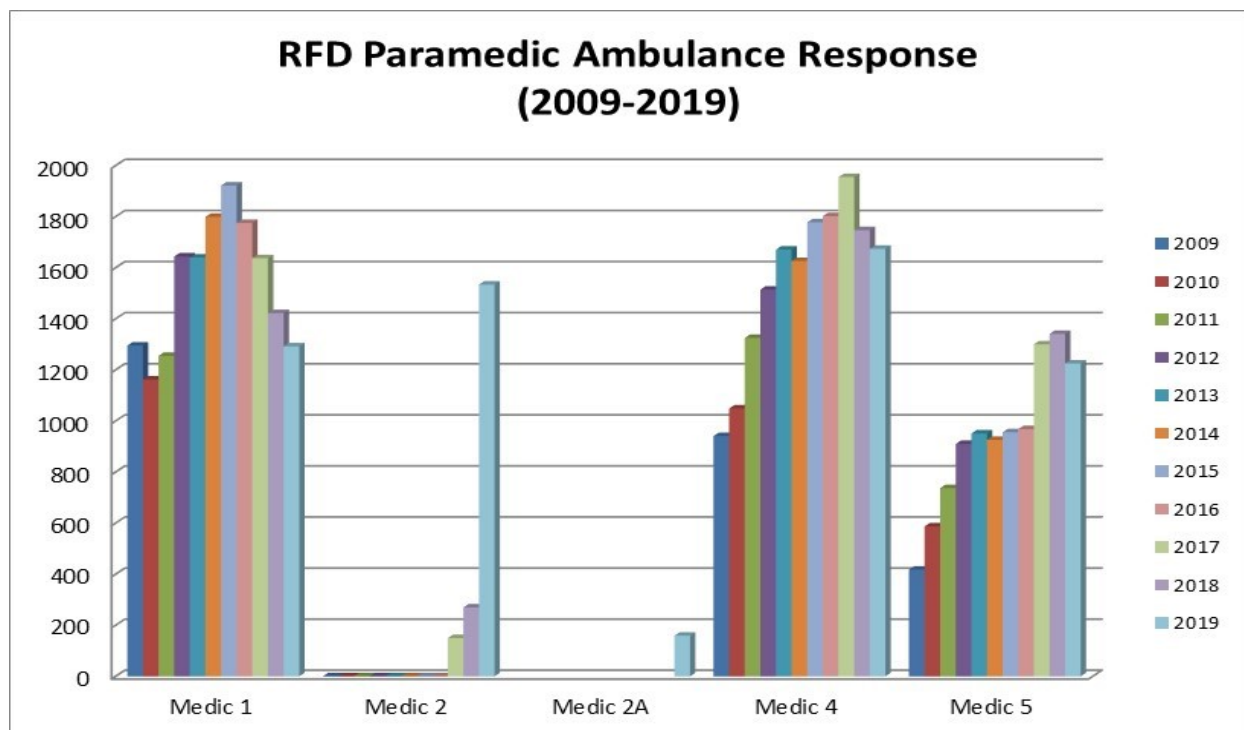
Accomplishments of the Field Operations Division in 2019 include:

- Placed new Braun ambulance into service as Medic 4
- Completed transition to AWIN radio system and established a back-up fire station alerting system
- Began construction on Fire Station 8
- Added a second Physical Resources Technician
- Established a back-up Battalion Chief vehicle
- Purchased and setup an electronic staffing software (Crew Sense)
- Hired twelve new firefighters for Fire Station 8

Field Operations Division



In 2019, the Rogers Fire Department responded to 7,683 incidents that resulted in 12,787 apparatus movements (“runs”). The busiest unit was **Medic 4** with 1,674 responses. The busiest fire company was **Engine 4** with 1,345 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. Two fulltime Captains 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 2019, the department treated 4,953 patients throughout the city.

The Unit is led by Captains Nick Mason and Dennis Thurman under the leadership of Deputy Chief Dusty Meredith.

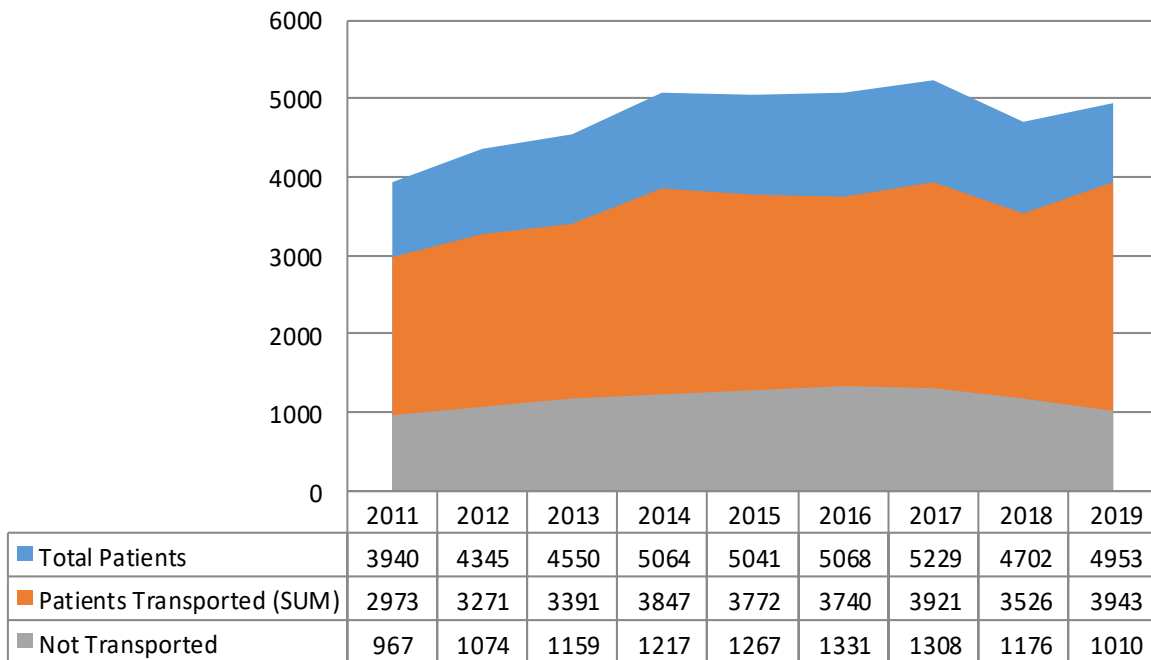
EMS accomplishments for 2019 include:

- Recognition of six crews for Life Saver Awards
- The department was recognized by the American Heart Association with a 2019 Mission Lifeline Bronze Plus Award
- Purchased a new Braun ambulance replacing Medic 4
- Purchased new power cots for all ambulances in conjunction with a Assistance to Firefighters Grant
- Explored additional revenue through the Ground Emergency Medical Transport program (GEMT)
- Provided support to Mercy Hospital NWA for their Chest Pain Accreditation program and Primary Stroke Certification designation
- Completed training on four new paramedics
- Began a transition from Zoll Autopulses to Lucas mechanical CPR devices through the acquisition of three units
- Replaced all frontline and reserve ambulance monitors to Zoll X-Series devices

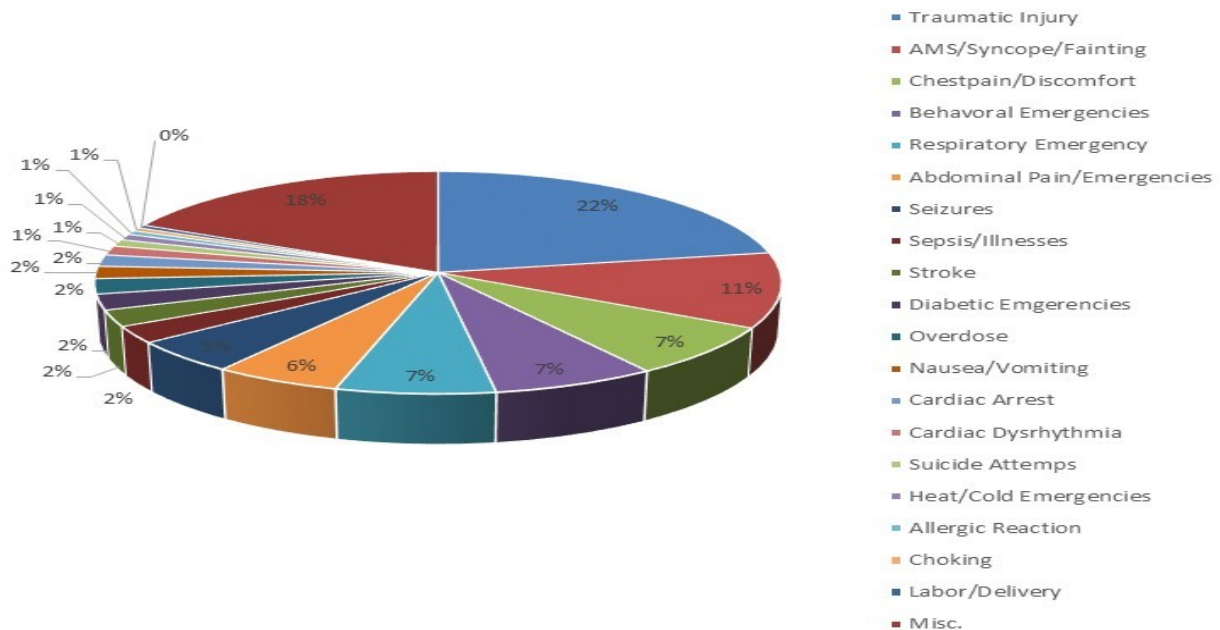


Emergency Medical Services Unit

Patient Transport Disposition (2011-2019)

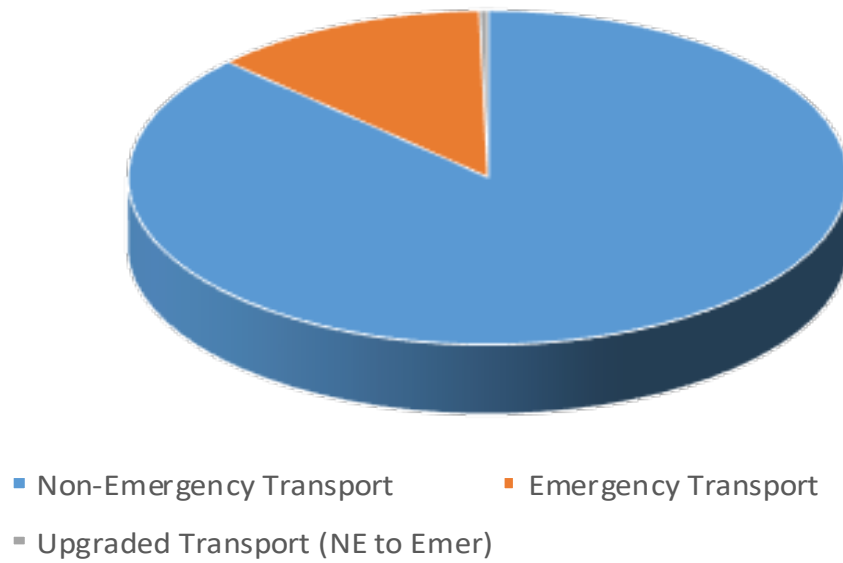


Medical Emergency Subtypes (2019)

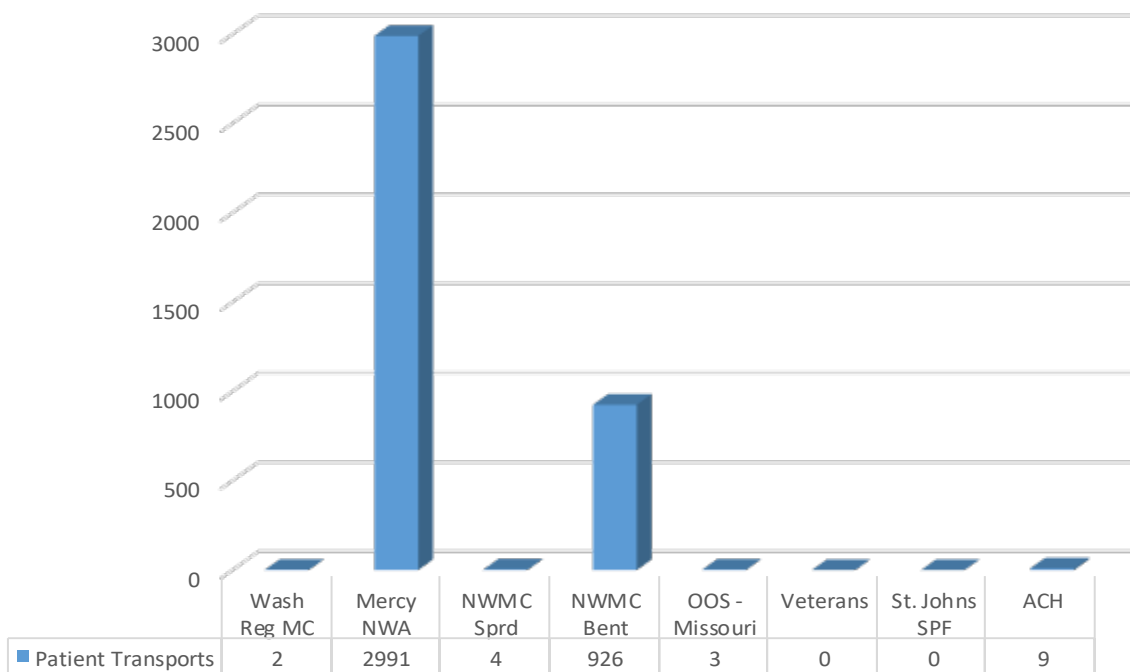


Emergency Medical Services Unit

Patient Transport Rapidity (2019)



Patient Transports by Destination (2019)



Risk Reduction Division

The Community Risk Reduction Division serves the community by performing building and life safety inspections. The functions of the Division include plan review and inspection of new buildings, inspection of existing buildings, acceptance testing of fire protection systems, mechanical systems, electrical systems, plumbing systems, fire investigations, data analysis, risk assessment, 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 that 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 throughout construction to the issuance of a certificate of occupancy.

The 2019 data indicate the City of Rogers continued to enjoy significant growth in a diversified portfolio of development. 279 commercial plans sets and 546 residential plan sets were reviewed by staff in 2019. A variety of permits were issued to ensure proper construction techniques and practices were followed. In 2019, there was an increase of 8% in the number of construction permits issued, for a total of 3,631. Following the issuance of a permit, several types of inspection are performed to verify a project is built according to safety standards. In this effort, 7,352 inspections were conducted to examine the work performed under those permits. Additionally, the Division issued 2,592 business licenses in 2019.

New construction continues to be a healthy indicator of the growth Rogers is experiencing. New commercial construction projects were solid in volume and valuation. New commercial projects increased by 12.5% with 117 projects started in 2019. These projects had a valuation of \$206,401,883. This includes 7 new apartment buildings, containing a total of 314 dwelling units. Additionally, investment in, and improvements to, existing commercial properties were very strong at a total value of \$56,770,228 in permitted work. This reflects a 62% increase over similar work performed in 2018.

Risk Reduction Division

Plan Reviews and Permits 825 Fire, Building, and Large Scale Development Plans 3,631 Permits	Fire Code Enforcement 1,375 Inspections 11 Notices of Violation Issued 0 Citations Issued
Public Education 8,837 Students 1,898 Adults	Fire Investigations 5 Fires Investigated 2 Fires Classified as Arson 1 Arrest

Construction of new homes increased 8% to 349 for the year. The total valuation of new homes was \$88,331,849. This resulted in a mean value of \$253,099 for homes begun in 2019. Improvements to existing homes in 2019 was valued at \$5,707,451. Valuation of all projects permitted in 2019 totaled \$415,127,486, an increase of 7% from 2018.

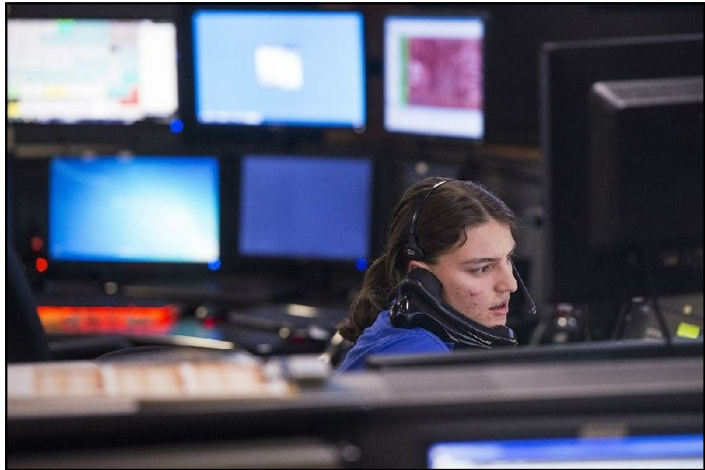
	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
LARGE-SCALE DEVELOPMENTS SUBMITTED	9	8	12	22	40	41	34	52	59	45	54
SUBDIVISION Preliminary Plats	0	0	0	1	5	5	7	7	4	9	7
SUBDIVISION Final Plats	0	1	0	2	3	5	6	6	2	4	5
REZONES	9	10	11	12	18	11	26	36	32	53	49
GRADING PERMITS	15	13	12	29	28	43	36	48	43	43	50

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 2019, these activities resulted in the issuance of eleven notices of violation, but no citations due to corrections being made by property owners.

In 2019, the Fire Marshals investigated five fires that occurred in the City. Throughout 2019, two civilians received injuries during separate fires. One injury was classified as minor and the other is undetermined. No Firefighters were injured while performing firefighting tasks. Eight injuries were sustained by firefighters while providing services at emergency medical incidents.

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 2019 with the completion of the Motorola P25 700/800 megahertz radio system upgrade. Coming years will see significant changes to RCD as it moves into a new building on the police department campus.



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 2019 include:

- Completed transition to a new P25 Motorola digital radio system
- Attained full staffing of the 9-1-1 Center
- Implemented winter weather reporting through ACTIS
- Successfully replaced all outdoor weather sirens
- Developed back-up fire station alerting system and procedures
- Completed design for the new 9-1-1 center as part of the 2018 Bond Issue

911 Calls by Type (2019):

Wired/Landline: 2,079 (down 21%)

Wireless: 24,243 (up 8%)

Total 911 Calls Received: 27,134

Total Non-Emergency Calls: 65,739

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

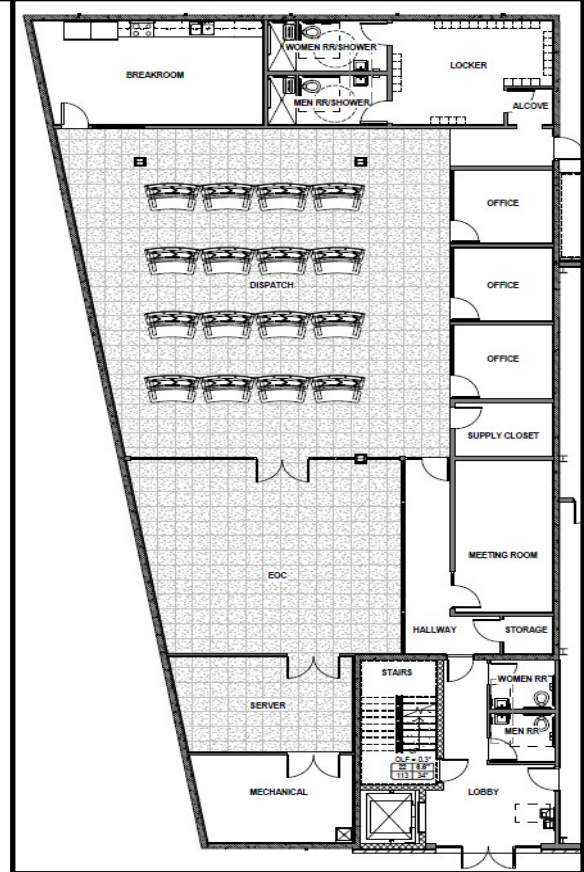
2018: 40 Calls

2019: 60 Calls

Rogers Communications Division



These renderings show the new 9-1-1 center that will be completed in 2020. In 2019, dispatchers and public safety leaders worked to design the facility which will replace the current 9-1-1 center located on the second floor of the Police Department. The new 9-1-1 center will feature five additional consoles for dispatchers, bringing the total of available positions to twelve. Additionally, more office space and an Emergency Operations Center will be added. This center will serve the members of the police and fire department for decades to come.



Physical Resources Unit

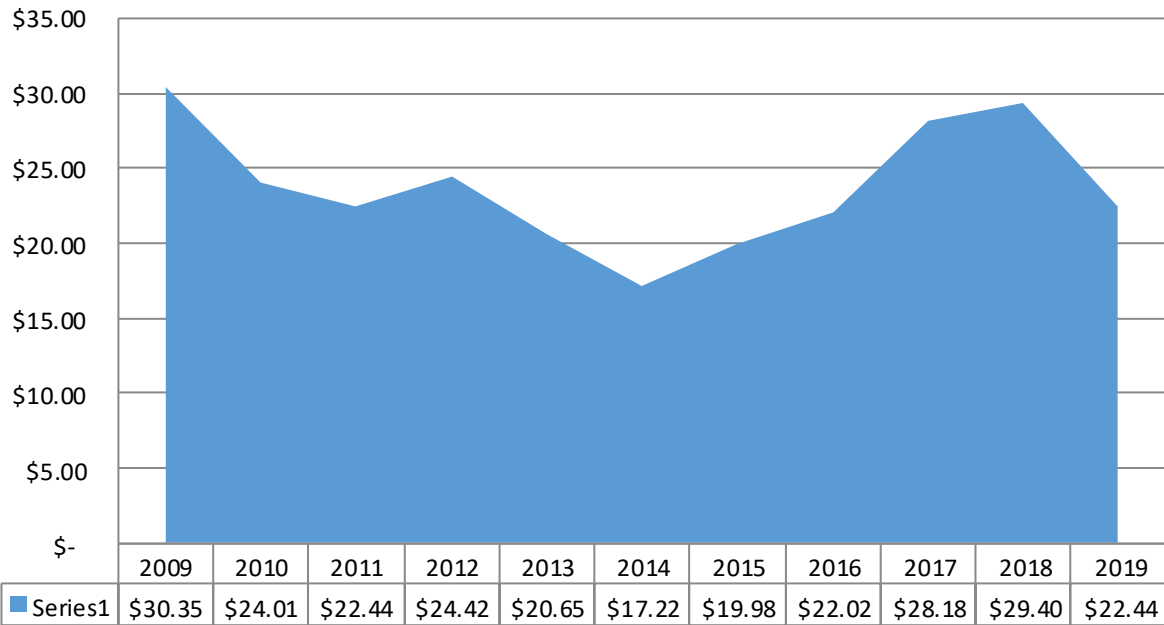
The Physical Resources Unit is organized under the Field Operations Division, and serves to make a positive impact on equipment and apparatus reliability. The unit consists of a fulltime Physical Resources Manager, a fulltime Physical Resources Technician, an Administrative Assistant to support repair 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, Keith Dennison, has implemented numerous improvements and efficiencies to the RFD's fleet and building stock. In 2019, accomplishments of the Physical Resources Unit included:

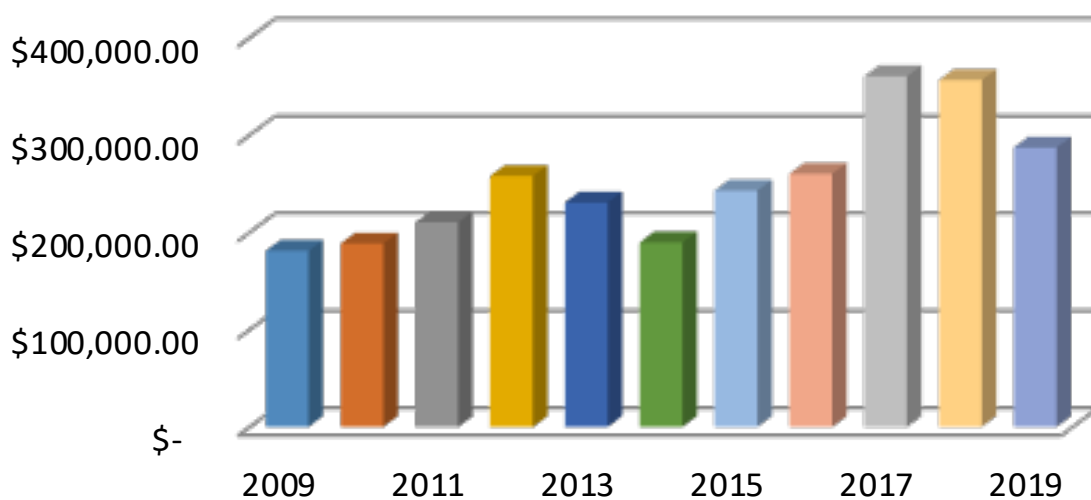
- Hired a Physical Resources Technician, Felicino Muro, to help with facilities and fleet maintenance
- Equipped a new paramedic ambulance for the Field Operations Division
- Completed SCBA repair certification for both members of the unit
- Completed an Incident Support Unit with customized compartmentation
- Significantly improved reliability with the fleet through consolidated maintenance during preventative maintenance timeframes
- Overhauled and reworked the SCBA repair room and spare parts inventory

Maintenance Requests by Facility								Physical Resources Unit Statistics	
Facility	2019	2018	2017	2016	2015	2014	2013	Requests for Maintenance by Year	
Station 1	175	105	160	133	128	141	105	2011: 559	
Station 2	133	69	59	65	31	33	46	2012: 562	
Station 3	45	27	51	40	35	34	39	2013: 423	
Station 4	67	63	73	70	85	63	52	2014: 484	
Station 5	88	69	73	71	85	93	79	2015: 459	
Station 6	44	38	42	35	21	33	39	2016: 484	
Station 7	56	38	55	28	45	63	47	2017: 555	
Training	14	36	41	42	29	24	16	2018: 445	
Risk Red	5	0	0	0	0	0	0	2019: 583	

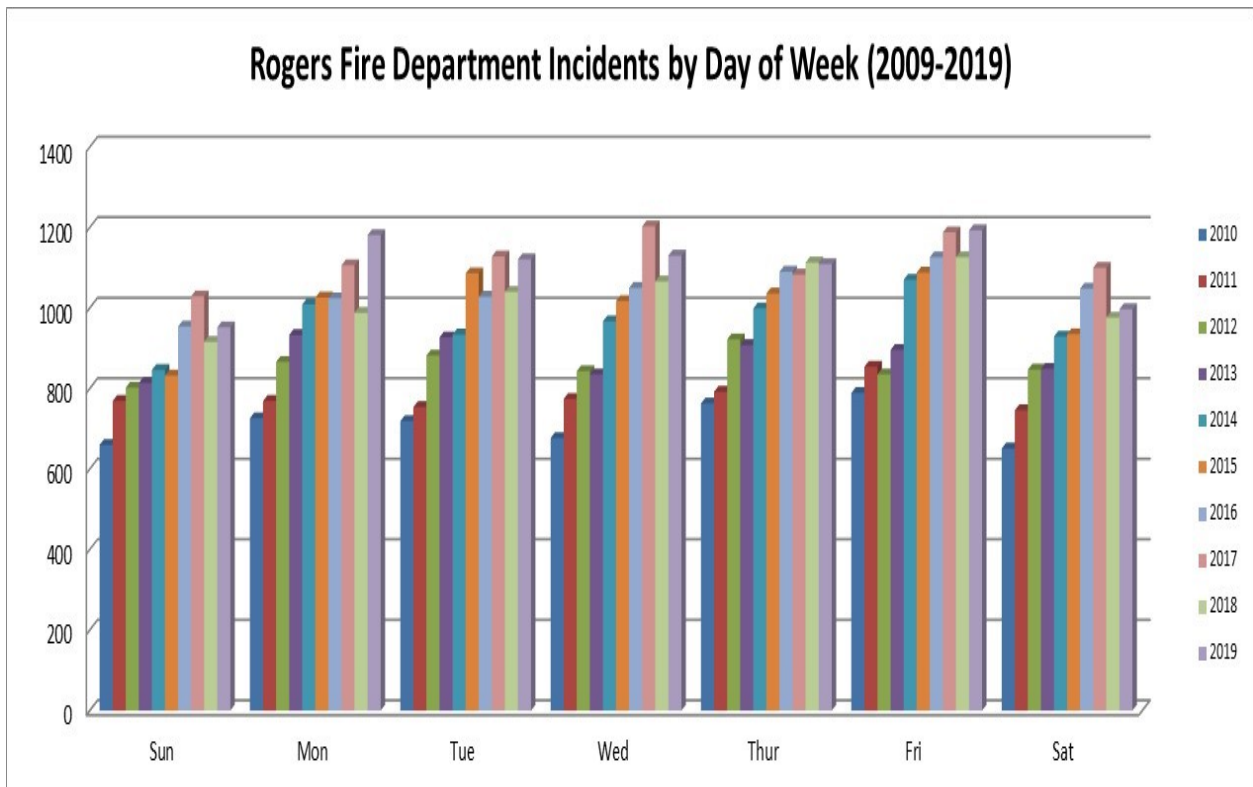
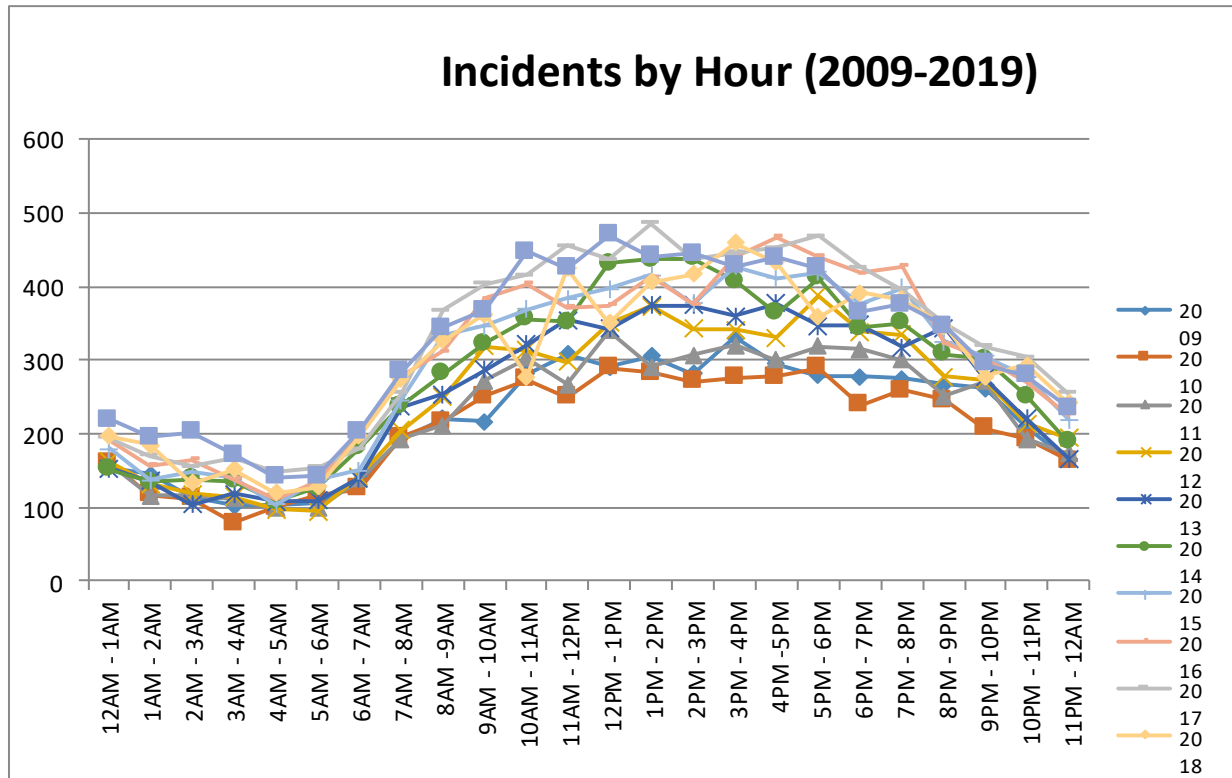
Maintenance Expenditures Per Response (2009-2019)



Total Maintenance Expenditures (2009-2019)

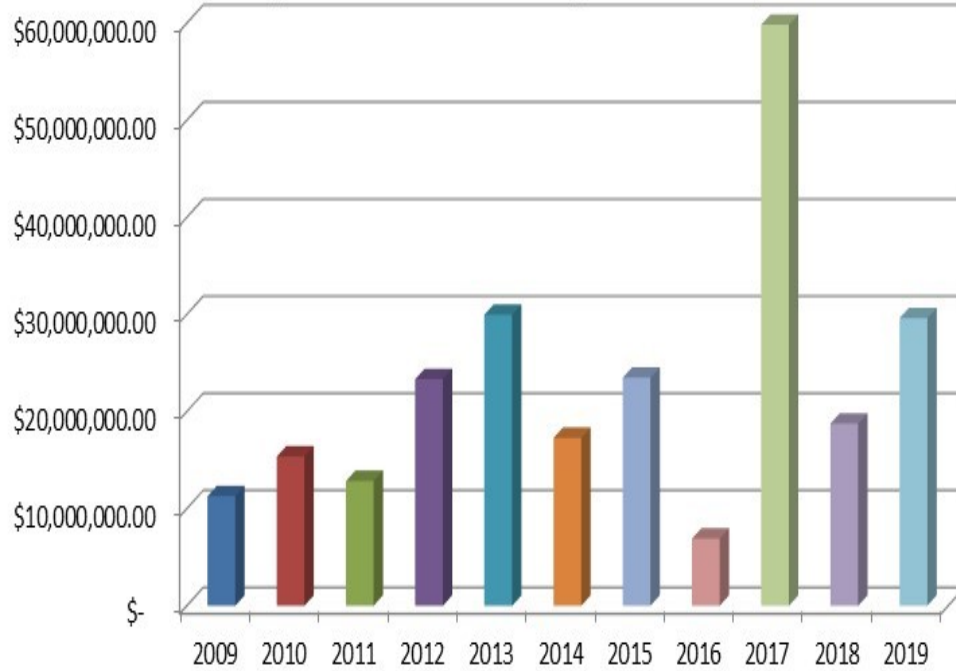


Statistical Summary

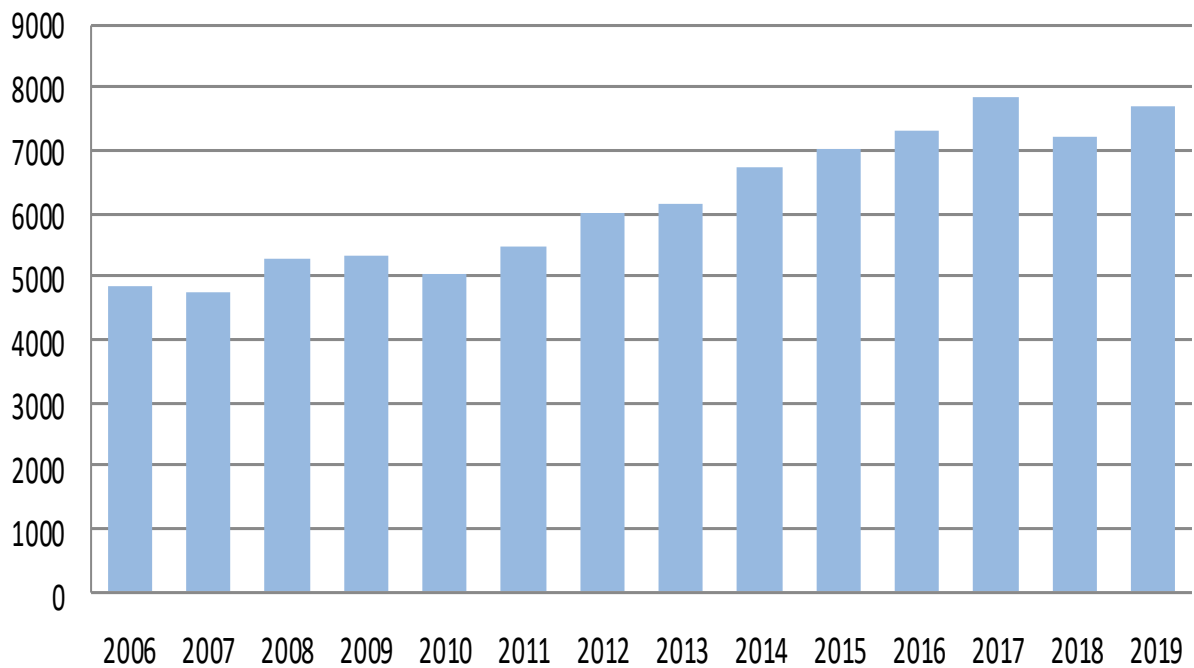


Statistical Summary

Property Saved from Fire (2009-2019)

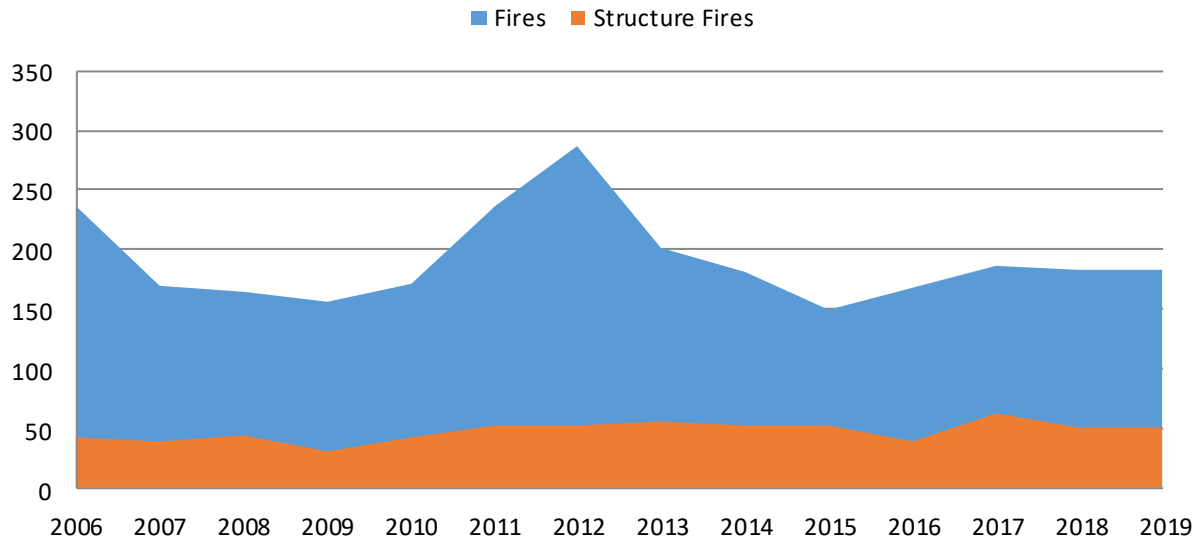


Incidents by Year (2006-2019)

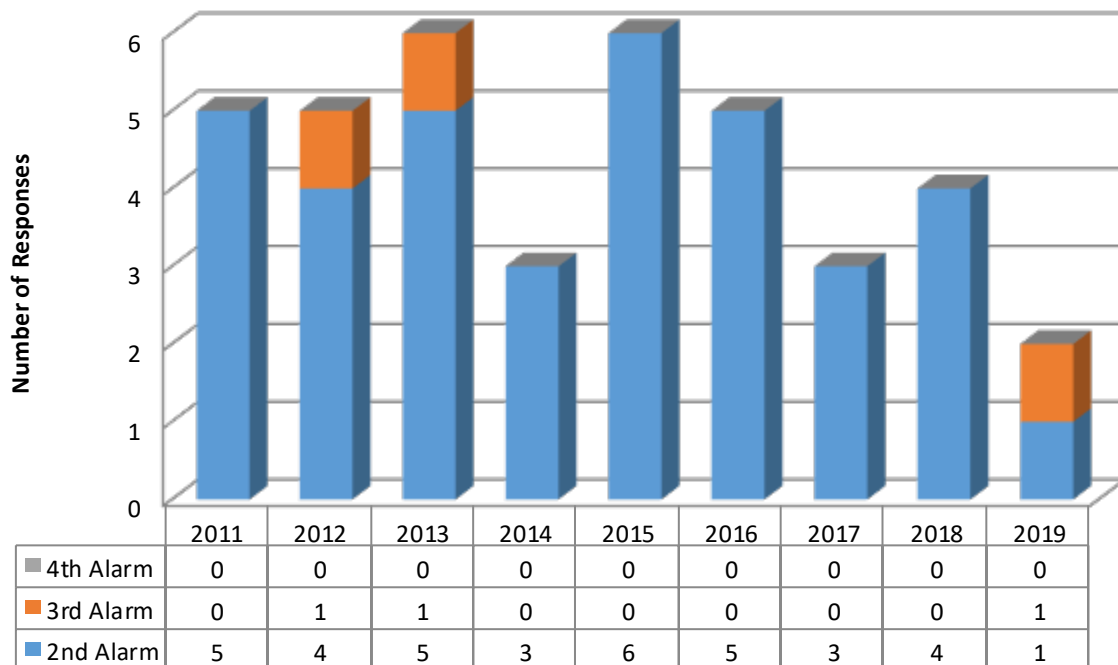


Statistical Summary

All Fire Incidents Vs. Structural Fires (2006-2019)

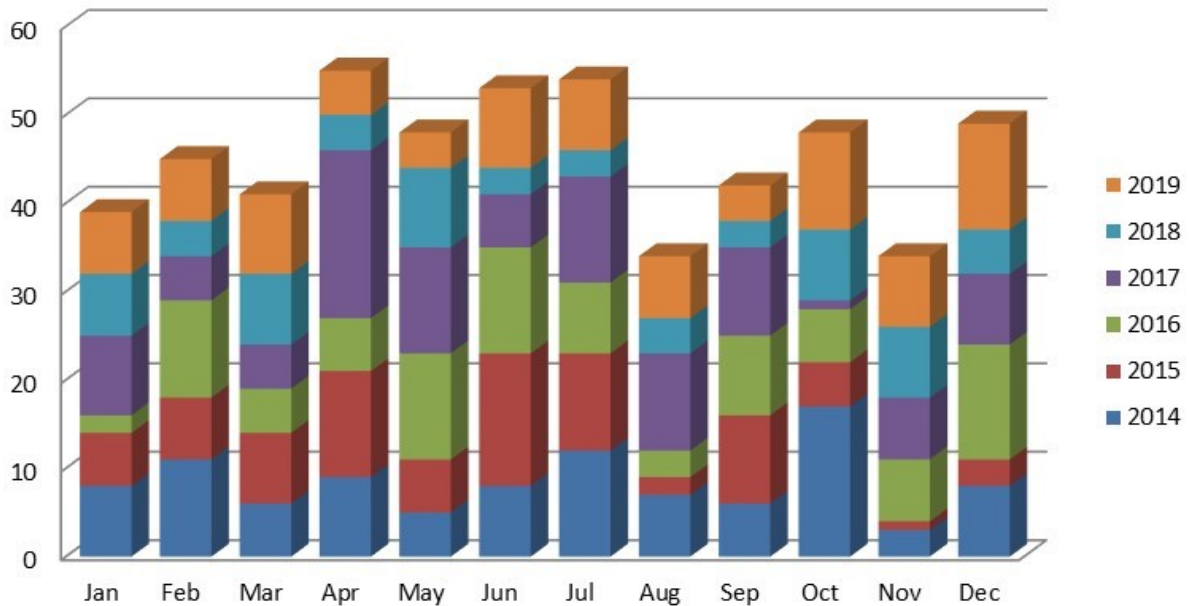


Rogers Fire Department Structural Fire Incidents by Alarm Level (2011-2019)

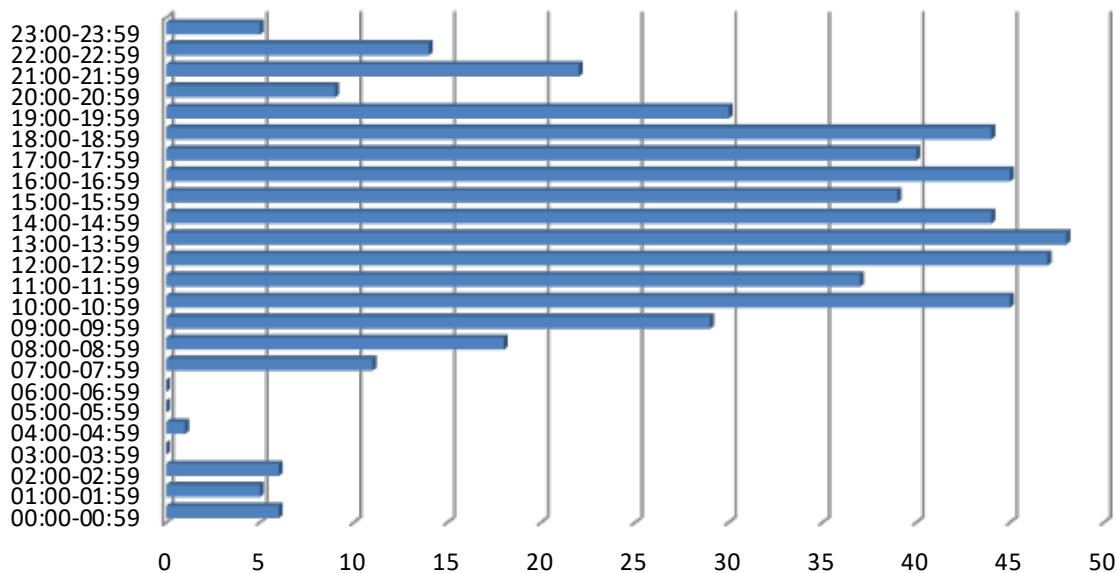


Statistical Summary

Ambulance System - Status Zero (2014-2019)



Ambulance System - Status Zero by Time Period (2014-2019)



Statistical Summary

Incident Type	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Structure Fires	63	47	51	82	92	90	72	64	52	80	71	70
Fire, Other	102	109	120	155	195	112	110	85	116	107	112	113
Medicals	3553	3466	3238	3423	3801	4015	4420	4399	4489	4673	4335	4585
Vehicle Accidents	361	386	338	438	461	474	561	634	608	571	577	511
Rescue, Other	42	24	55	23	21	41	47	63	58	87	80	90
Hazardous Materials	53	73	67	68	84	87	80	70	84	79	53	113
Hazardous Conditions	70	125	43	67	60	62	64	50	58	69	73	80
Service Calls	543	286	302	325	393	315	338	485	619	704	640	755
Good Intent	146	389	317	299	392	448	483	517	571	777	522	599
False Alarms	302	386	447	569	484	503	552	582	617	622	709	729
Other	29	21	6	9	14	12	1	5	4	12	0	16
Total	5264	5312	5030	5458	5997	6162	6754	7020	7320	7837	7225	7683

2019 by the Numbers:

- The single busiest month of the year was October with 777 emergency incidents. This was due to a tornado that hit Rogers on October 21.
- Medical emergencies (not including traffic accidents) increased by nearly 6% over 2018, but remained lower than 2017 numbers.
- False alarms rose by 3% to the highest number on record. This is likely due to the number of new commercial and multi-family properties in the city.
- Hazardous materials calls, namely gas leaks, rose by over 100% to the largest number on recent record.

Accreditation Performance Measurement

Structure Fires - 90th Percentile Times		2019	2018	2017	2016	2015	2014	2013	2012	2011	2010	2009
Baseline Performance												
Alarm Handling	Pick-Up to Dispatch	1:36	1:48	2:38	1:38	1:12	0:55	0:50	1:19	1:48	1:40	2:55
Turnout Time	Turnout Time 1st Unit	1:16	1:41	1:11	1:37	1:17	1:15	1:06	1:09	1:28	1:55	1:26
Travel Time	Travel Time 1st Unit Distribution	5:01	5:33	5:56	4:39	5:13	5:10	4:27	5:55	5:03	5:16	6:02
	Travel Time ERF Concentration	8:40	7:40	8:53	8:57	9:28	9:01	8:51	9:45	10:38	13:53	12:04
Total Response Time	Total Response Time 1st Unit on Scene Distribution	6:31	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	9:06	8:51	8:53	9:59	10:36	9:56	9:14	8:16	11:38	16:11	12:04

Technical Rescue- 90th Percentile Times		2019	2018	2017	2016	2015	2014	2013	2012	2011	2010	2009
Baseline Performance												
Alarm Handling	Pick-Up to Dispatch	1:54	1:53	2:15	2:30	2:00	1:15	0:59	2:54	3:10	3:38	2:16
Turnout Time	Turnout Time 1st Unit	1:11	1:36	1:18	1:07	1:15	1:08	0:49	0:23	1:15	2:11	2:26
Travel Time	Travel Time 1st Unit Distribution	4:32	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	7:42	7:39	6:44	9:14	11:47	N/A n=1	7:49	7:10	11:11	No Data	4:56
Total Response Time	Total Response Time 1st Unit on Scene Distribution	8:01	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	8:39	9:14	8:48	11:22	13:08	N/A n=1	9:09	9:48	13:12	No Data	7:23

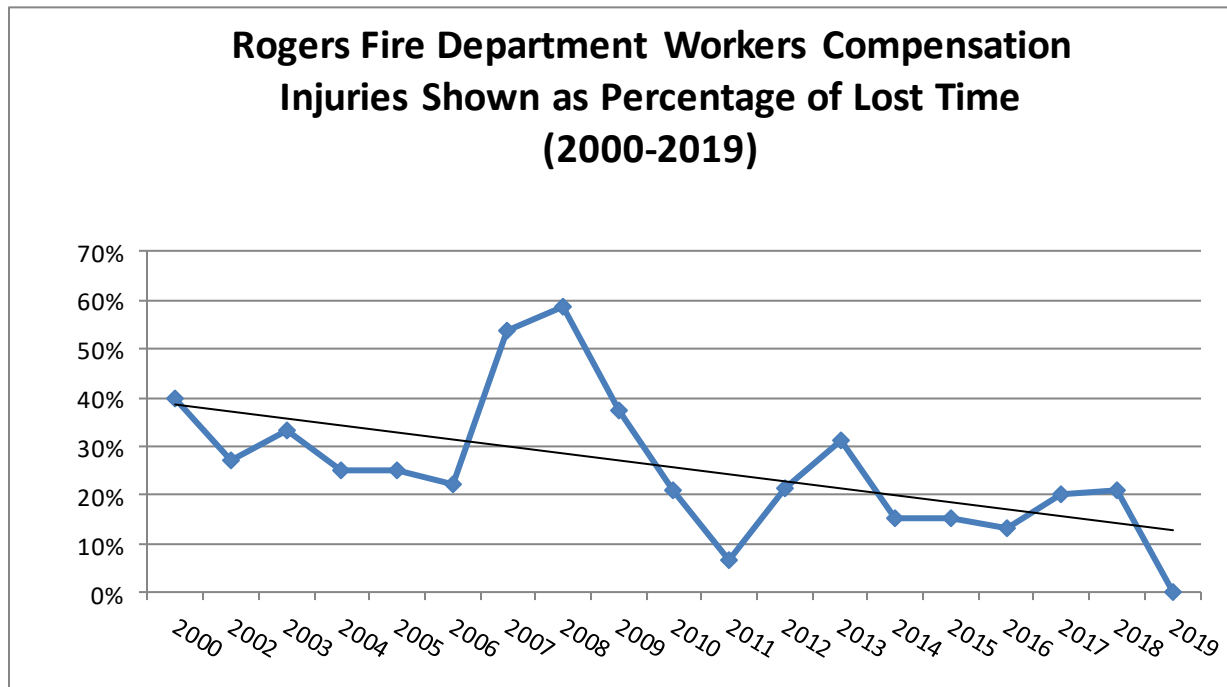
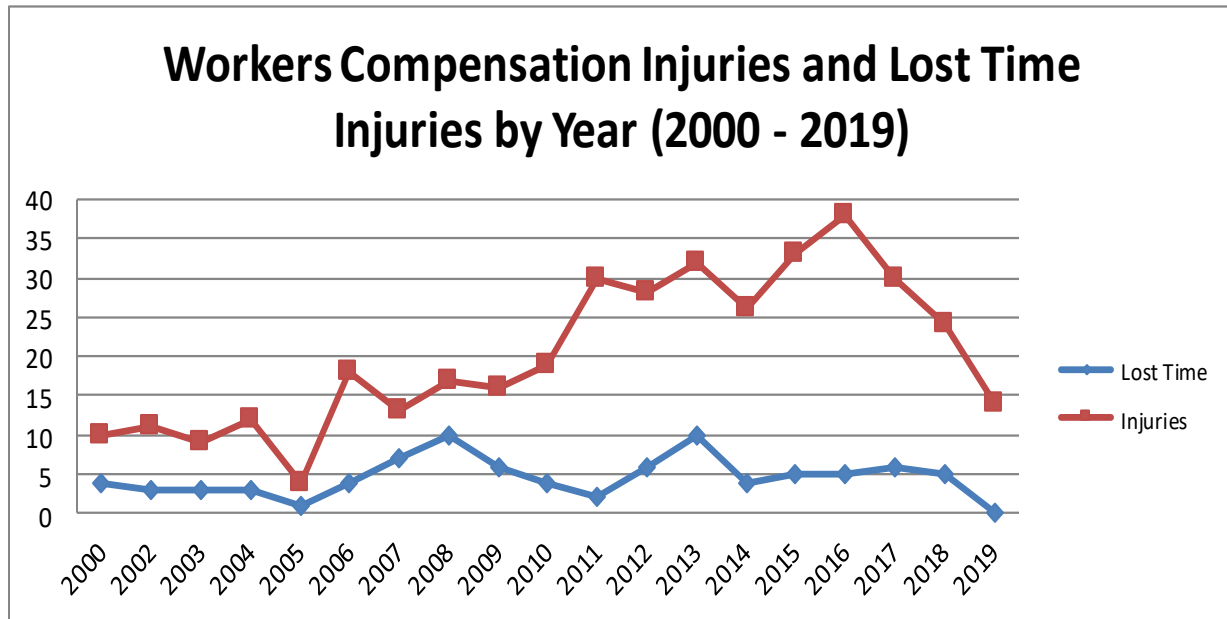
Accreditation Performance Measurement

Hazardous Materials- 90th Per- centile Times		2019	2018	2017	2016	2015	2014	2013	2012	2011	2010	2009
Baseline Performance												
Alarm Handling	Pick-Up to Dispatch	1:50	2:24	2:04	2:00	1:34	0:57	1:54	2:12	1:58	2:28	3:27
Turnout Time	Turnout Time 1st Unit	1:10	1:17	1:04	1:11	1:18	0:64	1:10	1:10	1:26	1:44	2:00
Travel Time	Travel Time 1st Unit Distribution	6:48	7:20	6:20	6:40	6:02	6:38	7:19	5:35	6:36	6:27	6:29
	Travel Time ERF Concentration	7:03	7:41	7:09	7:29	10:21	7:51	7:23	7:14	5:19	6:14	7:29
Total Re- sponse Time	Total Response Time 1st Unit on Scene Distribution	8:10	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	9:26	11:30	11:43	11:24	11:14	9:02	8:55	9:15	8:01	9:01	11:06

Emergency Medical Services- 90th Percentile Times		2019	2018	2017	2016	2015	2014	2013	2012	2011	2010	2009
Baseline Performance												
Alarm Handling	Pick-Up to Dispatch	1:43	1:42	1:33	2:20	2:08	2:05	2:01	2:32	2:31	2:43	2:03
Turnout Time	Turnout Time 1st Unit	1:18	1:25	1:14	1:19	1:16	1:16	1:11	1:17	1:33	2:03	1:12
Travel Time	Travel Time 1st Unit Distribution	5:11	5:26	5:41	5:22	5:20	5:34	5:31	5:33	5:39	6:27	6:16
	Travel Time ERF Concentration	5:58	6:04	6:17	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	6:40	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	8:06	8:10	8:57	9:51	9:35	9:20	9:26	9:04	10:53	11:33	9:47

Workers Compensation Injuries

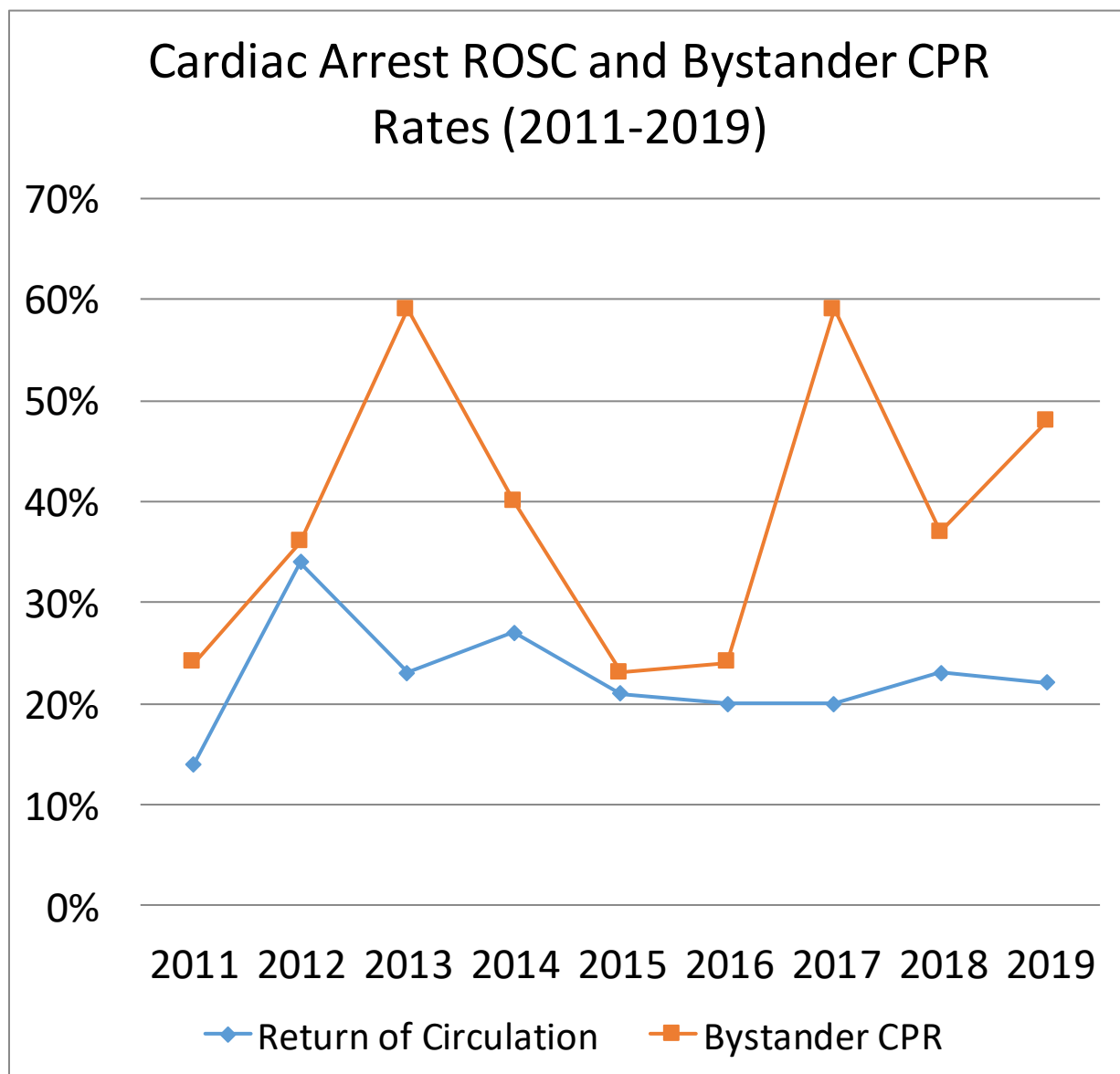
The nature of the work performed by firefighters is dangerous. Because of this, the Rogers Fire Department reviews all on-the-job injuries to identify trends or problems. In 2019, 14 Workers Compensation injuries were reported. Of the 14 injuries, none resulted in lost work time. The figures below help depict the job-related injuries for 2019 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 2019, the department saw 93 cardiac arrests with 98% being of cardiac etiology. Resuscitation was attempted on 65 of those in cardiac arrest, up 14% from 2018. Bystander CPR occurred in 48% of all cardiac arrest patients and ROSC was recorded as 22% on workable cardiac arrests.



Department Awards

In conjunction with the 131th 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: Conner Cawthon (1B)

Probationary Firefighter of the Year: Charles Kelm (4C)

Paramedic of the Year: Master Paramedic Josh Whittington (1B)

Company Officer of the Year: Captain Aaron Box (8A)

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

Life Saving Awards: Engine 4 and Medic 4 “C” Platoon, Engine 7 and Medic 1 “B” Platoon, Engine 2 and Medic 2 “B” Platoon, Ladder 5 and Medic 4 “B” Platoon, Engine 4 and Medic 4 “C” Platoon, Ladder 5 and Medic 2 “A” Platoon

Meritorious Service Award: Captain Clint Bowen (2C) and Keith Dennison (PRM)





