



Courage



Commitment



Compassion...



Community

2007

HOUSTON FIRE DEPARTMENT ANNUAL REVIEW

Welcome To The Houston Fire Department



The Nation's Largest Accredited Fire Department



Courage



Commitment



Compassion...



Community

2007

HOUSTON FIRE DEPARTMENT ANNUAL REVIEW

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2007 Houston Fire Department Annual Review produced by the Houston Fire Department Public Affairs Office

Cover Photos clockwise top left:  
Taken from KTRK Channel 13 video of 9343 North Loop East fire  
Courtesy of Matt Milam;  
Taken from KPRC Channel 2 video of 7225 Bellerive fire  
Courtesy of Pete Romfh

Inside Front Cover Photo courtesy of Matt Milam

Previous page photos clockwise from top left:  
Courtesy of Russell Harris  
Courtesy of Matt Milam  
Courtesy of HFD EMS  
Courtesy of HFD Public Affairs

Inside Back Cover Photo courtesy of Russell Harris

Back Cover Photo courtesy of Matt Milam

The HFD Public Affairs Office would like to thank everyone who contributed to this project.

Printed by: Watermark Printing • 6423 Richmond Avenue • Suite G • Houston, Texas 77057 • 713-977-6055

**FIRE CHIEF PHIL BORISKIE**



**W**e are pleased to present the Houston Fire Department (HFD) Annual Report for 2007. This report highlights some of the department's most significant achievements and events during 2007, through our new motto "Courage, Commitment, and Compassion".

In July of 2007, our new motto became "Courage, Commitment and Compassion," which epitomizes what we do as an organization routinely. This motto was based on the same words to describe HFD Physiologist Dr. Stephen Pierrel, who lost his courageous battle with cancer in 2008. These are not just words to place on our apparatus, but also words which Stephen has shown us we can live by – for they embody the special spirit that motivates each of us as members of the Houston Fire Department.

**Courage:**

Everyday the members of the Houston Fire Department put their lives on the line for complete strangers. In 2007, the City had two major incidents where our members went above and beyond in their courageous actions.

**courage-** "Courage is not the absence of fear, but rather the judgment that something else is more important than fear." *Ambrose Redmoon, author*

These types of fires always have the potential for a large number of casualties, both civilian and firefighter. Searches attempted in a zero visibility environment have inherent dangers like disorientation which can lead to death, even to those trained to deal with this type of situation. "May-Day" is the last thing anyone wants to hear over the radio during this type of event because that means a crew has not been heard from and may be in danger.

These are the actions that everyone remembers, however our members show their courage every day in actions that aren't aired by the media, but affect and save the lives of Houstonians.

**Commitment:**

Every firefighter will respond to a fire that they will never forget, such was the case for the "North Loop Mid-Rise" fire in March of 2007. The conditions of this fire were described as "the most hostile conditions they (firefighters) had seen," yet they did not hesitate in their commitment to saving the lives of the people trapped in the burning building, including one of their own. Following this incident, in which unfortunately three civilians died and a Captain was injured, our Arson Investigators did not stop until they had the cause of the fire and helped to seek justice for the families. As a result of this incident, changes were also made in the Life Safety Bureau when a new team was formed to enforce the City Council code changes.

**commitment-** An obligation made, "We mutually pledge to each other our lives..." *Thomas Jefferson, the Declaration of Independence*

Just several months later, another fire occurred in a residential mid-rise. The residents and staff of 7225 Bellerive had received training from HFD in what to do in the event of a fire and this training, along with the leadership and organization of the HFD, helped prevent a possibly catastrophic event from occurring. Such a positive outcome could not have been achieved without the Houston Fire Department highest level of professionalism and the dedication to serve the citizens of Houston.

Although we are always committed to every incident we make, our commitment does not stop at the scene, and we are also committed to prevention, the key to safety. In 2007, our Public Affairs Division provided more than 700 apartment safety demonstrations, installed more than 10,000 smoke alarms, gave nearly 500 safety presentations and counseled more than 100 children through the Juvenile FireStoppers program to help stop fire play.

### Compassion:

In 2007, the Houston Fire Department responded to 280,821 incidents, For the victims involved, each of these incidents represent one of the worst days in their lives. Our firefighters rarely receive thanks for their acts of compassion, being there when a complete stranger is in desperate need, but they continue to show this unsolicited humbleness in everything they do as a Houston Firefighter.

compassion - "The value of compassion cannot be over-emphasized...No greater burden can be borne by an individual than to know no one cares or understands."  
-Arthur H. Stainback, author

These are just a few words from citizens from 2007, which help to emphasize what our members, do everyday:

"...in severe distress, incoherent and...scared to death... your men jumped in and immediately treated me professionally, with courtesy, and compassion, they did their best to calm me down (which was next to impossible)."

"Through the valiant efforts of all of them [the firefighters], they delivered him [my husband] to the hospital...He remained with us until the following morning. This near impossible feat accomplished by your crew enabled all my children... to arrive and spend time with Bill...I cannot tell you how much comfort that one fact gives me..."

Our compassion does not stop with the citizens of Houston. Since 1838, the Houston Fire Department has done a tremendous job protecting the citizens of Houston and their property. Houston firefighters are aggressively trained throughout their careers to continue this tradition with success while maintaining their own safety. However behind closed doors, who cares for these firefighters in their times of need? In 2007, Houston Firefighters realized this very important need.

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As a result, the Houston Fire Department's Firefighter in Distress and Suicide Prevention Program was created, the first of its kind ever created or established in any fire department or firefighter union.

I am very pleased to serve as Fire Chief for this department and I look forward to continuing as Commanding Officer of the men and woman of the department, both classified and non-classified, who work diligently to provide quality service to the citizens of Houston through "courage, commitment and compassion."



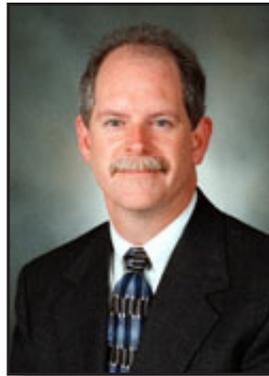
Fire Chief,  
Houston Fire Department



**EXECUTIVE COMMAND ORGANIZATION**



Mayor  
**Bill White**



EMS Physician Director &  
Public Health Authority  
**David Perse M. D.**  
FACEP



Fire Chief  
**Phil Boriskie**



HFD Staff Psychologist  
**Stephen Pierrel Ph. D.**  
1948-2008

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Executive Assistant Chief  
**Daniel Snell**  
Planning & Homeland Security Command



Executive Assistant Chief  
**Rick Flanagan**  
Logistics Command



Executive Assistant Chief  
**Hector Treviño**  
Emergency Operations Command



Deputy Director  
**Neil J. DePascal Jr.**  
Finance & Administration

2007 HOUSTON CITY OFFICIALS



City Controller  
**Annise Parker**



At Large Position 1  
**Peter Brown**



At Large Position 2  
**Sue Lovell**



At Large Position 3  
**Melissa Noriega**



At Large Position 4  
**Ronald Green**



At Large Position 5  
**Michael Berry**



District A  
**Toni Lawrence**  
2007 Fire/EMS District A  
Total Responses-58,222  
Fire- 12,848  
EMS-45,374



District B  
**Jarvis Johnson**  
2007 Fire/EMS District B  
Total Responses- 69,240  
Fire- 11,678  
EMS-57,562



District C  
**Anne Clutterbuck**  
2007 Fire/EMS District C  
Total Responses- 70,449  
Fire- 16,022  
EMS-54,427



District D  
**Ada Edwards**  
2007 Fire/EMS District D  
Total Responses- 82,942  
Fire- 14,021  
EMS-68,921



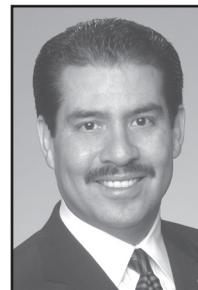
District E  
**Addie Wiseman**  
2007 Fire/EMS District E  
Total Responses- 25,050  
Fire- 6,645  
EMS- 18,405



District F  
**M. J. Kahn**  
2007 Fire/EMS District F  
Total Responses- 38,500  
Fire- 6,951  
EMS- 31,549



District G  
**Pam Holm**  
2007 Fire/EMS District G  
Total Responses- 35,804  
Fire-11,011  
EMS- 24,793



District H  
**Adrian Garcia**  
2007 Fire/EMS District H  
Total Responses- 102,173  
Fire- 16,781  
EMS- 85,392



District I  
**Carol Alvarado**  
2007 Fire/EMS District I  
Total Responses- 89,264  
Fire- 18,564  
EMS- 70,700

**COMMAND STAFF ORGANIZATION**



Executive Assistant Chief  
**Daniel Snell**

Planning & Homeland Security Command



Assistant Fire Chief  
**William Barry**



Fire Marshal  
**Tyrone Freeman**



Assistant Fire Chief  
**Thomas Patterson**  
Retired in 2007



Executive Assistant Chief  
**Rick Flanagan**

Logistics Command



Assistant Fire Chief  
**Jack Williams**



Assistant Fire Chief  
**Omero Longoria**



Fire Chief  
**Phil Boriskie**



Executive Assistant Chief  
**Hector Treviño**  
Emergency Operations Command



Assistant Fire Chief  
**Carl Matejka**



Assistant Fire Chief  
**Adrian Treviño**



Deputy Director  
**Neil J. DePascal Jr.**  
Finance & Administration



**2007 Achievements**

Photo courtesy of Pete Romfh

## FINANCE & ADMINISTRATION COMMAND

### Neil J. DePascal Jr., Deputy Director

The “Command” is comprised of the General Accounting, Accounts Payable, Plans and Budgets, Financial Analysis, Fixed Asset Accounting and Control, Compliance and Controls, and the Permits Office (Permits and Revenue Accounting). The Command provides support services to the operational Commands within the Houston Fire Department (the “Department”). There are 19 civilian personnel currently assigned to this Command.

### FISCAL YEAR 2009 GOALS

The fiscal year 2009 goals of the Command are as follows:

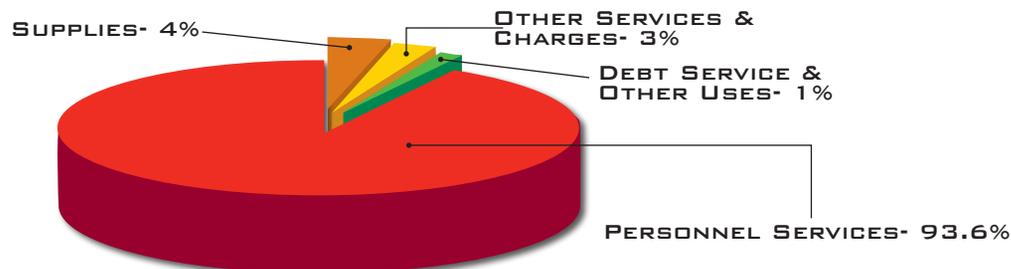
- To implement a five year planning process and coordinate the preparation of the FY 2010 through 2014 Plan.
- To ensure funding for operations and acquisition of capital assets fulfill the needs of the department’s personnel and the customer served.
- To satisfy customer payment obligations in accordance with established payment terms.
- To implement best business practices to increase organizational effectiveness, accountability and communications.
- To integrate the financial analysis resources into the operating commands.
- To provide the Department with an internal audit plan.

### FISCAL YEAR 2009 OPERATING BUDGET

The Command is responsible for coordinating the preparation of the annual operating budget, the capital equipment budget and the construction budget. The fiscal year end for the City of Houston (the “City”) is June 30.

#### General Fund Operating Expenditures:

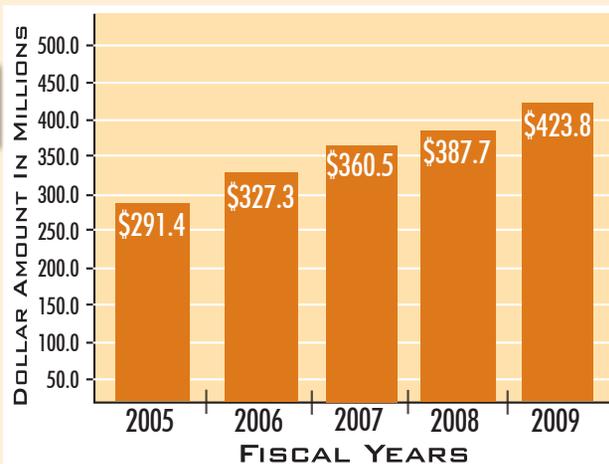
The operating budget is comprised of three main categories: personnel services, supplies and other equipment and charges. The percentage breakdown of the fiscal year 2009 operating budget is as follows:



#### The fiscal year 2009 budget includes:

- Funded all contractual obligations provided for in the October 2005 union agreement with Local 341, including a 4.5% classified base salary increase effective July 1, 2008.
- Funded increased classified pension contribution based on actuarial assumptions from 23.8% to 29.4%.
- Funded the deployment of two new EMS units.
- Scheduled three new cadet classes at 45 cadets per class.
- Staffed the Incident Command Technician positions for improved fire scene safety.
- Implemented telehealth nurse triage program.
- Completed staffing of telemetry base station for more effective management of EMS transportation units.
- Funded 3% civilian salary increase and a 1.25% pay for performance plan provided for in the HOPE union agreement.

The adopted operating budgets for fiscal years 2004 through 2008 are as follows:



### Equipment Acquisition Fund – Capital Equipment

The Houston Fire Department purchases capital equipment through the Equipment Acquisition Fund (EAF). The EAF acquires the majority of capital equipment for all General Fund departments and selected special revenue funds within the City. Commercial paper is issued by the City to finance the purchase of capital equipment budgeted in the EAF.

The capital acquisition plan for fiscal year 2009 totalling approximately \$9.1 million is comprised of rolling stock and non-rolling stock items. Funding for rolling stock includes approximately \$7.2 million. The rolling stock acquisition plan consists of nine engines, two ladder trucks, ambulance and squad modules and cab chassis, sedans (including hybrids) and utility vehicles.

Non-rolling stock items included in the fiscal year 2009 capital acquisition plan total approximately \$1.9 million. Non-rolling stock items include bunker gear (coats and pants only), hydraulic stretchers, mobile data computers, portable VHF radios, thermal imaging cameras, air packs, and other miscellaneous needs.



**Thermal Imaging Camera**

The original capital acquisition plan for fiscal year 2008 was approximately \$6.6 million including rolling stock items, of \$4.3 million. In December 2007, the City provided to the Department an additional \$2.9 million for rolling stock items.

### Capital Improvement Plan

The Capital Improvement Plan (CIP) is a plan for physical improvements to public facilities and infrastructure. The plan is a five year capital improvement planning process. This process is a continuous process that includes annual review and revision if necessary resulting from changing priorities within the each City department.

The fiscal years 2008 through 2013 Fire Facilities Improvements Program totals \$53.8 million. The primary sources of funding include Public Improvement Bonds, and selected grant funding. The improvements program includes new construction, renovation/rehabilitation, and relocation to expand and maintain a network of fire stations and facilities to be able to quickly and efficiently meet emergency needs.

The highlights of the construction projects funded in the fiscal years 2008 – 2013 CIP include:

- Construction of five new fire stations Nos. 24, 84, 90, 95, and the far west side of Houston
- Design and construction for the relocation of station No. 37
- Continued improvements at the Fire Training Academy involving the recently designed master plan for the facility
- Continuous Power Source (CPS) for fire stations
- Land acquisition, design and construction of a new headquarters building
- Continued renovation and major repairs to existing stations

Fiscal year planned appropriations include: \$15.5 million (FY 2008), \$9.5 million (FY 2009), \$9.5 million (FY 2010), \$5.7 million (FY 2011), \$8.8 million (FY2012) and \$4.8 million (FY 2013).

During 2008, the Department opened two newly constructed fire stations. In January 2008, Fire Station 105, a two bay station, was opened. The total cost was \$2.6 million. Fire Station 8, an eight bay station, located in downtown Houston was opened in April 2008. The total cost was \$8.5 million.



Photos provided by  
HFD Public Affairs



**Station 105 Under Construction**

### Revenues

The Department collects revenues for certain services provided to other City departments, primarily the Houston Airport System, for services provided by the Life Safety Bureau, primarily for certain fire permits, and standby services, and ambulance fees for EMS services. The ambulance fees are billed and collected by an outside third party.

Estimated revenues for fiscal year 2008 were \$47.3 million. Budgeted revenues for fiscal year 2009 are anticipated to be approximately \$49.5 million.

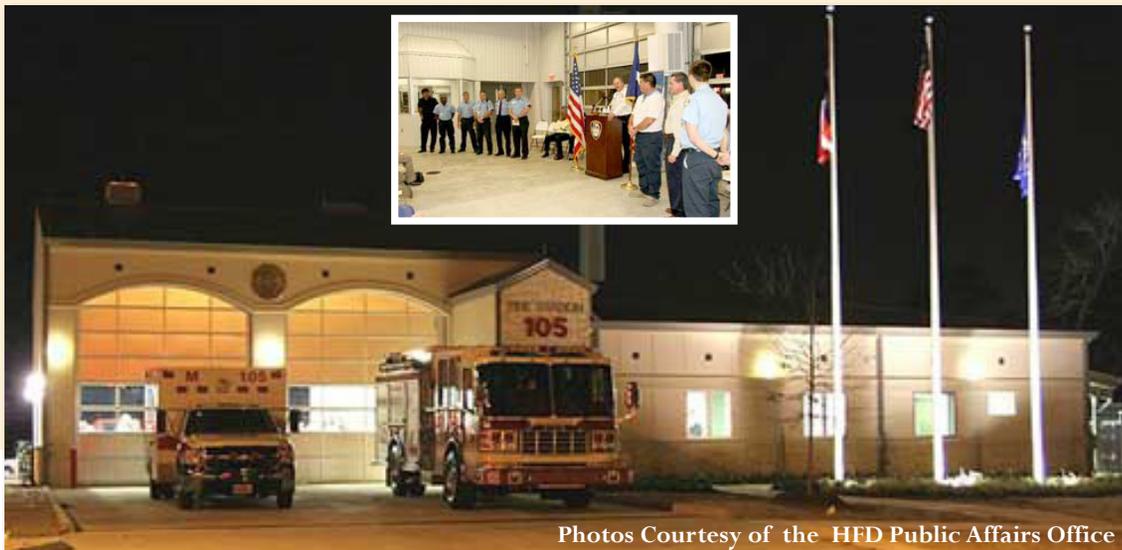
## EMERGENCY OPERATIONS COMMAND

**Hector Treviño, Executive Assistant Chief**  
**Carl Matejka, Assistant Chief**  
**Adrian Treviño, Assistant Chief**

- Expanded the Paramedic Rotation Program to 26 units
- Implemented the Guaranteed Holiday Program
- Implemented web-based transfer program
- Continued the rewrite of the overtime program to convert to a web-based application
- Completed Renovation of Station 60
- Completed the renovation of Station 9
- Began the Renovation of Station 62
- Completed construction of Station 105
- Completed NIMS 300 training for All Senior Captains and District Chiefs in Emergency Operations
- Converted overtime hurricane units to permanent units (Supervisor 17, Medic 10, Ambulances 525, 536, 546)
- Introduced the EZ-IO medical device which allows intravenous medications to be administered through the bone marrow when normal methods of vascular access are impaired or impossible



Photos above are from an emergency disaster drill at Bush Intercontinental Airport September 7, 2007. Photos Courtesy of EMS.



Photos Courtesy of the HFD Public Affairs Office

Fire Station 105 Grand Opening December 20, 2007

## LOGISTICS COMMAND

**Rick Flanagan, Executive Assistant Chief**

**Omero Longoria, Assistant Chief**

**Jack Williams, Assistant Chief**

Fire/EMS Records implemented an Incident Number form project for use by the members in the field to assist customers in gaining easier access to their records. The officer in charge writes the number of the incident on this simple little form and leaves it with the customer at the conclusion of an event. When the time comes to retrieve their record(s) for insurance or legal purposes, the Incident Number form guarantees success in locating the record(s). This has proved to be a very successful tool; providing another element to good customer service.

Statistical Reports Developed

- Resource Management (Fire and EMS) in 30 minute increments
- Back-Ins by vehicle type and station
- Duration of Delays at RR Crossings
- Arson Workload Measurements and Statistical Reporting using UCR reports
- Structure Fires for ABC News
- VJTF Cadet Class Tracking system

## OEC (OFFICE OF EMERGENCY COMMUNICATIONS)

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- Initiated the Consistency Improvement Program (CIP) in order to standardize training for OEC personnel (project ongoing)
- Completed Phase III of our Senior Officer Overview program (Skills and Performance Assessments)
- Created a partnership with VJTF to provide RMS instruction for newly promoted Engineer/Operators
- Completed the restructure of the Quality Assurance monitoring program with HEC IT to allow for better data collection of call processing. Project testing and training completed. Utilization of the program began in February 2008.
- Developed training format for WEB EOC and TELEX System training for OEM activation
- Completed Class #9 and Class #10 of Altaris CAD and Radio training for newly assigned personnel to OEC
- Presented Employee Enhancement seminar of "What Your Family Should Know" provided through HFD Public Affairs for all OEC assigned personnel
- Provided assistance to and oversight with Emergency Operations in a departmental effort to close out an excess of 860 incomplete Fire/EMS records in the RMS system
- Implemented a program which allows Station Officers to change the due dates for hydrant inspections permitting efficient scheduling enhancements
- Developed training criteria and conducted classes for Baylor College of Medicine Telemetry employees. Telemetry up and running at HEC in January 2008.
- Installation of new and/or upgrade the telephone systems due to the remodeling of Stations 60, 9, 22 and 94.
- Enhancement to telephone communication system at 500 Jefferson, 16th floor, and new cable run for classrooms/offices at VJTF have been completed.
- Telephone communication systems upgrades for 1205 Dart; initiated new installation for VJTF Simulator building

## HFD PUBLIC AFFAIRS IN 2007

In accordance with the 2007 HFD Strategic Plan, the Public Affairs Division significantly increased the fire department's presence in the Houston community. Although many programs were already established prior to 2007, some were retooled and new ones introduced as a part of the new community safety awareness initiative.

The Public Affairs Division, comprised of Public Information, FireStoppers, HFD Chaplain Garry Blackmon and community liaisons, set a new direction for the division by greatly increasing the number of public appearances and special events, creating new partnerships, utilizing the various media outlets more than ever and targeting specific areas of Houston that had the highest numbers of fire incidents and fatalities.

## "HFDTV"

2007 brought a new television program to the local airways. "HFD: On The Inside" hosted by HFD Chaplain Garry Blackmon, began airing on the Municipal Access Channel in 2007. The show was a 30-minute look into the various divisions within the Houston Fire Department like recruiting, EMS, and the training academy. The Public Affairs Division also became a stronger media presence by increasing the number of press conferences, and television, radio and newspaper interviews.

## "HFD ON-LINE"

The Public Affairs Office increased its web capabilities in 2007 by offering more information on-line, making the website easier to navigate and giving local organizations the ability to request speakers, tours and apparatus visits using on-line registration.

In 2007, the introduction of the "Civic Safety Chain" e-mail service provided another avenue for HFD to distribute safety information and news to the area neighborhoods and civic associations. The "Civic Safety Chain" is an e-mail program designed to distribute important fire and life safety information to the neighborhood civic clubs, homeowners associations, churches and other community groups who in turn distribute this information throughout their communities.

Along with the safety information, these groups receive the "Civic Safety Chain" newsletter which contains the latest on what is happening at HFD, schedules of special events, more safety tips and other informative articles. The "Civic Safety Chain" program has enabled the Houston Fire Department to reach thousands more Houstonians with the message of fire safety and prevention than the more traditional methods of information distribution used in years past.

Photos starting at top:  
Fire Station Open House;  
Mass Smoke Detector  
Install Day with CenterPoint  
Energy; 2007 Trailblazer's  
Scholarship Breakfast;  
Captain Ponce-Lopez Interview;  
Pastors' Day Fire Ops 101,  
March '07



## “GET ALARMED HOUSTON”

In 2007, the Houston Fire Department forged two important corporate partnerships as a part of the “Get Alarmed Houston” smoke detector program. On November 1, 2007, a press conference was held to announce that Centerpoint Energy was generously donating \$10,000 to HFD to purchase smoke and carbon monoxide detectors. Then, on November 10, 2007, volunteers from Centerpoint, the Citizens’ Fire Academy and C.E.R.T. teamed up with the staff of the HFD Public Affairs Office to walk from home-to-home and install over 150 detectors in the Manchester area of southeast Houston as a part of a HFD mass smoke detector installation day.

On November 15, 2007, another press conference was held to announce that Channel 13 was generously donating 15,000 smoke detectors as a part of the nationwide “Operation: Save-A-Life” campaign. During the press conference it was also announced that there would be another mass smoke detector installation day on December 15, 2007. This time volunteers would be installing smoke detectors in northeast Houston in the area of Loop 610 and Wayside. On that day, volunteers and the HFD staff again walked door-to-door installing over 100 smoke detectors in the area.

Through the “Get Alarmed Houston” campaign, the Houston Fire Department and partners Centerpoint Energy, Channel 13, WalMart and Whataburger have made the reduction of residential fire fatalities a top priority. The mass smoke detector days are not the only events where we install or distribute free smoke and carbon monoxide detectors. Throughout the entire year, the HFD Public Affairs Office continually distributes and installs these life saving devices either by appointment made through the office phone number, or at other special events such as at fire station open houses and health fairs. The HFD Public Affairs Office looks forward to continuing our partnerships with our corporate friends and creating new alliances with our community business leaders who share the same dedication to the cause of fire safety and prevention as we do.



Photo courtesy of Pete Romfh



Photo provided by HFD Public Affairs

## PUBLIC AFFAIRS ‘07 ACHIEVEMENTS

- 922- Apparatus Visits, Parades & Tours •
- 709 - Apartment Fire Safety CD distributions •
- 43 - Bike registrations •
- 5- Open Houses •
- 5- Mass Smoke Detector Install Days •

## FIRESTOPPERS PROGRAM

- 125- Youths referred •
- 195- Youth and parents who attended individual assessments and education classes •
- 6- Reported to CPS •
- 4- Agreed to further counseling with contracted provider DePelchin Children’s Center •

## CHAPLAIN PROGRAM

- 23- Funerals (Firefighters & Non-Firefighters) •
- 10- Grief Counseling •
- 17- Special program invocations/ceremonies •
- 7- Hospital visits •
- 80 – Guests hosted at first Pastors In Partnership (PIP) Luncheon at Houston Baptist University •
- 574- Safe Congregation Safe Community (smoke detectors installed or distributed) •

## COMMUNITY LIAISONS

- 2,740- Smoke/Co2 detectors installed •
- 7,941- Smoke Detectors distributed as part of the Operation: Save a Life program •
- 499 - Public speaking and safety presentation engagements, career days, health fairs, community center and civic association visits •
- 80- CERT classes taught •
- 57 radio talk show appearances •
- 83 television interviews •
- 39 newspaper interviews •

## PUBLIC INFORMATION

- 24- Press conferences/PSA’s •
- 814- Open records requests •
- 117- News releases •
- 2- Citizens’ Fire Academy Classes •
- 10- Major Press Coverage/Events •

## VJTF & CADET TRAINING

- Construction oversight of \$2.6M Officer Development Center; scheduled completion date of March 2008.
- Finished construction of 5,000 sq ft Apartment Fire Training Prop in November 2007. Live fire training evolutions for Company Officer and below, are ongoing until March 2008.
- Ongoing construction of 2-acre Train Derailment Haz-Mat training area. HFD has received approximately \$1 millions dollars in donated equipment and services to-date.
- Acquired 150, 45-minute bottles and 50 new Scott Air-pack bottles for cadet training through grant funding
- Upgraded campus security by way of increased lighting throughout VJTF and fabrication of a guard shack for the cadet parking lot
- Received thirty 800 mhz radios to be used for daily operations and special events. Current testing will determine if the equipment is appropriate for department-wide use.
- Designed and built an SCBA Maze, Forcible Entry prop and Ventilation prop for training purposes



Photo Courtesy of HFD Public Affairs

### Multi-Company Drill at the VJTF

- Repaired and converted portable building (parking lot 3) into a storage facility
- Improved communication and relationship with COH Public Works to ensure facility/campus upgrades.
- Completion of major drainage project that solved 10-year flooding issue on the front corners of 8030 Braniff. Received 40 loads of dirt at no cost that was used in leveling acreage located in the back of the facility.
- Began classes 2007A, B, C & G, with 320 cadets in the HFD Fire Training Program that includes fire, EMT and paramedic state certification



Photo Courtesy of the Val Jahnke Training Facility

### New Officer Development Center

- HFD has realized a savings of \$205,000 to-date through the elimination of outside Houston Community College System (HCCS) fire training, which now performed in-house by HFD personnel.
- 1,407 members have been trained and tested in the HFD Driver Operator Program as of December 31st
- Researched and purchased best available software for the development of a Risk Management Database for departmental tracking and reporting of safety and workers' compensation activity including corrective action. Estimated testing completion date of March 2008 and implementation target of June 2008. Using the information from this database, our goal is to reduce on-the-job injuries by 10% and vehicle injuries by 20% through equipment, enforcement and education by January 2008.
- Conducted one Fire Ops 101 basic training program in September for council members, community leaders pastors and other VIPs
- Continued training with other agencies and paid/volunteer departments, including Shell, Garner/Kraft, Bellaire FD, Valero, TEEX, and Klein Volunteer FD
- Signed contract with Texas Engineering Extension Service (TEEX), for joint partnership to offer on-line continuing education.
- Implemented new probationary firefighter program
- Upgraded all classrooms with modern technology, carpeting, overhead projectors and P.A. system
- Obtained Automated External Defibrillator (A.E.D.) and trained all 34 staff members on its operation

In 2007, 182 cadets graduated from the Val Jahnke Training Facility

## FLEET

- New E23 placed in service
- 10 Malibu's placed in service
- Fuel Truck placed in service
- 10 Ford Expeditions placed in service (ambulance supervisors)
- 2 Crown Victoria's placed in service (deputy chiefs)
- 4 Suburbans placed in service (doctors)
- 2 Surge trucks and 3 trailers put in service (medical surge units)
- 11 Prius for FP in service
- 4 Malibu for Arson in service
- New L16 & 96 in service
- New D6, 59, 70, 102 in service
- New Squad 73, 68, 60, 62 (running as SQ11 while station being renovated) in service
- New HM unit 1 in service
- New E105 in service
- New Mobile Ventilation Unit accepted, training being done

## SUPPORT SERVICES

**Procurement:** Informal and P-Card, Supply, Service Contracts, Professional Service Contracts, Capital Equipment

- Informal - exceeded the expectations of HFD end-users while adapting to the new SAP system. Met P-Card guidelines with the continued education of the HFD end-user.
- Successfully reduced personnel by two positions to manage the informal purchases using the new SAP system.
- Maintained P-Card guidelines with the continued education of the HFD end-users.
- Purchased, expedited and successfully received office furniture for approximately \$45,000 for twelve offices affected by the restructuring of the Command Center at Dart

**Supply Contracts** - Continued the struggle of maintaining the 'active contracts' goal with SPD. Though the Uniforms and Shoes contract became a political battle ground, with the assistance of Classified personnel the contracts are in place and are being utilized at this time.

- Added a Senior Procurement Specialist to assume primary responsibility for the Supply contract area
- Finalized HFD review and bid award recommendation for Cleaning and Decontamination of Bunker Gear

- Completed departmental specification review of the future contract Emergency Medical Supplies requirements and forwarded to SPD for advertisement and bidding.
- Processed, evaluated and recommended for award to SPD, an additional new Emergency Medical Supply items not on previous contracts
- Professional Service and Service Contracts - Over the last 6 months the hottest topic was the Telemetry Contract which was put into place. The development of the pilot program with Teex's put in place by developing Interlocal agreements with Teex's for training EMT and Paramedics along with maintaining the certification of the EMS classified personnel. This was a bit of a battle due to the long standing relationship with HCC. HCC is now working with the Training Academy through an Interlocal agreement pilot program for 6 months in the training of new FF Cadets. Service contract trend continues to have a 'running out of Spending Authority' issue.

Procurement and Fleet Classified are studying the trend changes and presenting HFD's cases to SPD to insure the services are not interrupted. This is not the fault of HFD but the lack of understanding by SPD and the courage to present the needs of HFD to council. This is an ongoing process.

**Capital Equipment:** Working the kinks out of the expectation of the submission of SAP Capital requisition, while working with the new established GSG group. Classified Fleet has excelled in this area surpassing all other City departments.

- Acquired six new Pumpers, one Ladder truck and one Quint
- Successfully expanded fenced area securing HFD Training Academy
- Processed and initiated placement of HCC Training Agreement for HFD
- Initiated and processed Zoll Training Agreement
- Completed the Request For Proposal for Computer Base Training
- Completed the Request For Proposal for Occupational Medicine Contract
- Completed the renewal process for Towing Services
- Completed and enacted the contract for Roadside Tire Repairs

## SUPPLY/WAREHOUSE

- State Department of Health Services conducted a compliance audit in June. They found no violations and made no written suggestions for improvements.
- Conducted the first complete physical inventories using the SAP system during January and February. Completed the first year-end physical inventory in SAP during June by counting all warehouses in less than one week. Completed the first year-end closing in SAP.
- New ID badge system is installed including new camera, printer, and software. New system includes magnetic stripe on badge, and utilizes employee data from SAP including name, title or rank, and EMS certifications. System is able to be expanded to include signature capture and other security features.
- Remodeled Quartermaster counter in order to accommodate waiting on more customers at one time. Counter area was enlarged by almost 100%, a window was installed in one door, the wall behind the counter was pushed back four feet, and additional computer drops were added so that up to four employees can comfortably wait on customers at one time. Prior to these changes, employees could only wait on two customers at a time.
- Improved employee working conditions - In Quartermaster, new workstations were installed to provide three employees with better working conditions. The office area was fully enclosed and air conditioning was added. A new work table and new lighting was installed in the seamstress area.
- Supply personnel responded outside of regular business hours 10 times to provide various support activities
- Shipped three container loads of obsolete and surplus items to Guayaquil, Ecuador, as a part of the City of Houston Sister Cities program.
- Collected two pallets of expired medical supplies and pharmaceuticals from fire stations. Disposed of all items as required by State and Federal requirements.
- Produced and delivered over 14,000 "D" cylinders of medical oxygen
- Conducted three sessions of sizing for dress uniforms resulting in orders for 965 members. Distribution of dress uniforms is scheduled to start in February.
- Conducted two sessions of footwear issues that provided 1,843 members with 2,982 pairs of shoes and boots



Photo courtesy of Jaimie Ladysh

## COMMUNICATIONS MANAGEMENT/AIR PACK/ HYDRANTS/FIRE-EMS RECORDS

### SPECIAL PROJECTS:

- Produced an AVL manual for the users that have this software installed on their computer
- Various maps produced via HEC GIS Section for various HFD employees
- Developed an MOU for the HEC call takers. Currently being reviewed by Drs. Persse and Souder
- Received console cleaning procedures from Kathy Barton Health Dept. Messrs. Cutler, Folkers are reviewing specifications for cleaning solutions for keyboards
- Coordinated with Matt Hyde in the procurement of DECCAN International ADAM Software for the statistical analysis of department operations.
- Began the Urban Search and Rescue project. This will replace the Mobile Data Computer in DC vehicles with a laptop computer. The initial project will load apartments in the DC's response area.
- Secured grant funding for software upgrade for the Mobile Data Computers. This upgrade will stop the excessive GPS updating, and correct a logon problem while units are changing out. Includes latest update of maps.
- Test Mobile Data Computer was installed in D068 vehicle for test evaluation. Data 911 MDC was being considered as replacement for Motorola products.
- AVL mapping was installed in selected department administrators computers
- Secured repairs of 200+ EZ-Comm devices through Scott Health and Safety

- Secured \$5,000.00 donation from Scott Health and Safety. This donation was deposited with MediLife.
- Secured donation of 5 micro-film readers for the Houston Fire Museum
- Assisted with the development of an RFI and RFP for the purpose of obtaining a new radio platform for use in the 700/800 MHz public safety band as a Technical Committee Member
- Assisted with the RFP Validation as a Technical Committee Member
- Assisted in development of HFD Form 180. This allows electronic inventory reporting of air packs, air bottles and needed repairs monthly.
- Assisted in development of HFD TIC form, used to electronically track TIC inventory

### HYDRANTS:

- Hydrant Lists of Code 88 and 89 were completed. (These 2 lists contained hydrants that were never inspected. Most were inspected but the manufacture type wasn't changed to remove the hydrant from the list).
- Data feed was established between CAD and the Smart Citation Software. This allowed us to bill for false auto alarms

### AIR PACK REPAIR & MAINTENANCE:

Maintenance and Operations-

- Restructured the repair area while accomplishing a more productive work site
- Upgraded tools and re-organized tool storage facility
- Assisted with updating SAP with airpak parts inventory
- Re-evaluated staff performance and modified work procedures
- Performed aggressive testing and repair at stations of equipment at stations
- Responded to (average) 10 Station Service Calls daily repairing 1-3 packs and several masks per station
- 200+ packs repaired and returned to an operational ready status

18



EZ-Comm Unit

### AIR PACK REPAIR & MAINTENANCE:

*Continued*

- De-valved 540 “60 min” bottles for Hydro testing
- Re-built 650+ cylinder valves. Placed 650+ cylinders back in service
- Refurbished 400+ regulators
- Received @ 200 new air packs, 300 cylinders, 250+ masks, readied @ 75 new packs for service
- Performed 700+ flow tests
- Handled 105+ service calls for Thermal Imaging Cameras (TIC)
- Returned 16 TIC’s to vendor for \$16,000 purchasing (trade-in) allowance
- Conducted Inventory; provided changes, additions, deletions, and modifications to parts locations and nomenclatures for inception in to SAP.
- Provided 24/7/365 day service for all trouble calls. Received “0” customer service complaints.
- Removed over 300 “30 Min” cylinders from service; made ready for salvage and surplus, or, stored for future operational needs.
- Obtained 100% accountability on TIC imagers throughout operations
- Repaired or replaced over 400 Full Face pieces through shop and service calls in field
- Completed annual FIT testing and started annual Flow testing with Hoyt Services. Provided close support for repair of masks and airpaks.
- Issued out over 150 new airpaks into the field, and inventoried old packs to be ready for salvage
- Replaced 50 paks with new HUD units at the academy
- Issued new masks and EZ comm. brackets to all 2007 Cadet classes
- Took over repair and service of VJTF airpaks with the loss of their technician

### Management:

- Hired new Inventory Management Supervisor to lead the conduct of Air Pack Operations
- Assisted with the Inventory and SAP Inception process
- Provided HR with requested and pertinent information to adjust pay for service technicians

- Designed, constructed new cylinder storage racks, utilizing old communication equipment racks. Received assistance from BSD securing racks to the deck, and welding by FAB shop.

### Vendor Support:

- Completed 1,682 Fit test, 350 Flow Test, 10 Compressor Cert., 25 Service Calls

### RADIO & WIRELESS IT COMMUNICATIONS:

#### Maintenance and Daily Operations-

- Completed flash upgrade on 100+ mobile radios, correcting “from-the-factory” audio problem
- Hired & trained two Sr. Comm. Techs., initiated night shift, reduced overtime. Extra technical support enabled the immediate repair and return-to-service of over 150 radios. This proved to be a significant savings over Vendor Provided Support.
- Completed the programming of five additional frequencies for use on the MDC platform, greatly reducing the “Poor RF” problems noted from users in the field
- Locked down a new image for the MDC, more security for the user and more efficient for maintenance operations
- Responded to 2,000+ station and apparatus trouble calls. Rapidly restored all communication anomalies to an operational ready status.
- Worked with Z-Client to resolve MW-800 GPS updating concerns
- Worked with Gil Keery, HEC IT, to produce a “Missing GIS Information” report that aids the radio personnel in restoring GPS location capabilities to units in the field
- Responded to 3,000+ station and apparatus trouble calls
- Completed programming of AVL map updates for all units using MDC
- Coordinated with software vendor to make several changes of the MDC program to ease the sign-on procedure for users and also make changes for the new MW800 GPS reporting timing. Units were updating every second and slowing HPD’s system down. Units will now update: any status change, every ¼ mile traveled, every 5 minutes if apparatus is on and not moving (on scene/at hospital, etc.), or every 20 minutes if ignition is off (at station).

*Continued from page 19*

- Installed communications equipment in: New Hazmat Unit, 4-Medical Doctor's Suburbans, (MD01,02,03 & 05), 10 – Expeditions for EMS Supervisors, 11-Ambulance and Medic units, 2-Ladder Trucks (L016/L096), 4- Asst. Chief Suburbans, 4-District Chief Suburbans and 2- Squad Pick up trucks.
- Assisted in the coordination, implementation and acquisition of Touch Book and accessories for replacing District Chiefs MDC computers
- Acquired FCC license for frequencies used in new fire station 105
- Coordinated rapid repairs of two site tower antennas and FAA safety lights damaged by lightning strikes during the summer
- Conducted radio coverage surveys for Chevron/Phillips
- Issued 800 mhz radios to Rescue and Hazmat
- Maintained system integrity by repairing damaged transceivers and antenna systems at the primary transmitter sites
- Coordinated tower strobe light repair
- Installed, wired and programmed 3 new transceivers that were bought with grant funds
- Alerted department of security issues at prime sites and coordinated with vendors to ensure completion of project
- Procured two UHF transmitters and one VHF transmitter with bond capital, all of which were placed into service as replacements for aged CIMA, Mutual Aide and VHF alerting base stations

### COMMUNICATIONS SYSTEM INFRASTRUCTURE

- Received & replaced three transceivers, via grant funding, for VHF Back-up Station Alerting, CIMA, and High Band Mutual Aid
- Enhanced system connectivity by restructuring the distribution of the ASTRO-TAC receivers into remote sites outfitted with fiber connectivity
- Acquired generator service support for remote transmitter sites
- Significant repairs made on transceivers and antenna systems at primary transmitter sites
- Worked in concert with City Security to enhance security at remote tower locations. Received Grant Funds for new security fences and motion sensors which activate sirens and external lights.
- Conducted tower strobe light repair and antenna replacement on several prime tower locations struck by lightning, and for general maintenance
- Trained two new Sr. Communication Techs on System Infrastructure
- Assisted Chevron/Phillips with radio coverage surveys in downtown high-rises
- Restructured the distribution of the Astro-Tac receivers by installing them into remote sites that had fiber connectivity. This action greatly diversified the connectivity of the radio system.
- Two new technicians were trained on the radio system
- Incorporated generator maintenance for all transmitter sites into city budget

- Completed renovations of primary transmitter site security fencing, lighting and alarms
- Corrected six receiver stations with procurement and installation of multi-couplers and amplifier systems
- Maintained 99% up time on system transmitters
- Maintained 97% up time for system receivers
- Prompt response to Tropical Storm Erin

### FIRE STATION RE-FURBISH/ NEW INSTALLATIONS

- Completed the transfer of communications equipment to the new Comm. Shelter at Fire Stations 21 & 104
- New Construction: Worked with Vendors, HFD & BSD on Stations 24, 8, 105, & FS 35 expansion project
- Completed rehab of Comm. Rooms at stations 15 & 60
- Assisted with the implementation of T-Mobile towers at Stations 19,15, 64, 103, 10, 5
- Completed renovation of Fire Station 9 and began renovation of Station 62
- Opened new Fire Station 105
- Completed re-writing communication specifications for Communications Rooms in new fire stations to include all equipment needed to open a new fire station

### STOREROOM

- Received, readied, issued 100 "450 MHz" portable radios to Arson and Fire prevention Staff

- Programmed 140 “800MHz” portables, issued 50 to VJTF, issued 29 to Hazmat and Heavy Rescue. Remaining ready for “disaster relief”.
- Provided direct maintenance support to Technicians, assisted in the repair of over 600 drive-throughs, assisted with 45 apparatus installations, and numerous communications equipment removals
- Tagged equipment for new stations (94,105 and 8) and for 36 new apparatus
- Distributed MW520 and MW800 to OEC while monitoring equipment requirement and status
- Programming of 140 portable 800 MHz radios with Public Works and Harris County
- Supplied the training academy with 30 Portable 800MHz and extra E-Z Radio Com II
- Issued out 39 portable 800 MHz radios to Hazmat and Heavy Rescue
- Rotated portable batteries by date and by the condition

#### ADMINISTRATIVE SUPPORT

- Provided direct support to Air Pack Shop, conducted inventory, implemented changes, additions, deletions to inventory for inception into SAP
- COHWEB Group participation for completion of a new WEB Form 30 station inventory process, to enhance HFD’s ability to inventory and track airpaks and cylinders and identify cylinders requiring hydro-testing
- Development of an RFI and RFP for the purpose of obtaining a new radio platform for use in the 700/800 MHz public safety band
- Brokered a deal with PW&E to reassign three of HFD’s 800 MHz frequencies onto the PW&E infrastructure; significantly reducing traffic on the Fire Operations side by providing supplemental communications paths for the HFD ancillary sections.



Photo courtesy of EMS

#### INFORMATION TECHNOLOGY (IT)

2007 was a great year for the Houston Fire Department’s IT Division. The official formation of the IT Division as an organization was approved and established with Chief Technology Officer (CTO) Patrick Plummer, IT Project Manager Tracie Watkins and two Micro Analysts, Robert Molina and Greg Myers, for Fire Station support. Additionally, HFD IT received budget approval for two additional Programmer positions to be filled in late 2007 and the beginning of 2008. The new IT Division can now plan and focus on fire-specific IT needs, especially application upgrades and migrations; this is a tremendous accomplishment for HFD. Although City IT will continue to support the fire network, server and administration desktops, fire members now have confidence that their IT needs will get the proper attention they deserve.

Another major accomplishment was the acquisition of funding to complete desktop and laptop upgrades. The City approved over \$500,000 for upgrades this fiscal year to refresh desktop hardware. Fire IT will now be able to replace all of the over-six-year-old machines and add additional computing resources in the fire stations and other areas.

In addition to the personnel changes, Fire IT has completed a lot of important projects to improve the department’s technology which assists the achievement of the department’s strategic goals.

- All the fire station desktops (except new bond stations 27, 33, 83 & 86) have been upgraded to a standard image. Fire IT is in the process of transitioning more machines to the bond stations so all fire stations will have the same desktop. The division’s Desktop Upgrade project will continue to upgrade Admin desktops until all fire department desktops are less than 3 years old. A Desktop Replacement Cycle Plan has been established to refresh desktop inventory every 3 years.
- A User ID Conversion was completed to comply with City ID standards. There are no longer generic fire station login accounts. All members are required to login with their own personal ID to access the fire network and data; making the network more secure, as members are now accountable for the proper use of fire computers.
- The fire station email process was migrated to Outlook Public Folders. When a member logs into a system with their own ID, they can access station email in the Public Folders, which are also available via the Internet once a member logs into Outlook Web Access.



**November 26, 2007 7225 Bellerive**



Photos taken from local video broadcasts

Each high-rise building fire always poses its own particular set of problems for firefighters and on November 26, 2007, one of the most challenging high-rise fires in recent memory occurred at 7225 Bellerive in Southwest Houston. Several calls reporting a fire at this address were received by 9-1-1 and the responding HFD units were dispatched shortly before 10:00am. This fire was particularly problematic because this location is an eight-story senior assisted living center housing approximately 250 elderly residents, many of whom are non-ambulatory.

While in route, firefighters from Station 51 could see smoke lofting from the roof of the high-rise causing the Senior Captain of Ladder 51 to immediately request a second alarm.

When the crews arrived on the scene at 9:57am, they quickly moved into the building with their high-rise firefighting equipment. The fire was on the fifth floor of this building and when the crews reached this fire floor, they found thick, black smoke banking from the floor to the ceiling. The firefighters also saw a large number of the elderly residents self-evacuating down the stairwells.

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“In preparing for battle, I have always found that plans are useless, but planning is indispensable”-  
*Dwight David Eisenhower*

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As they prepared to attack the fire, they were met by an elderly woman from the sixth floor who led them back to an apartment on six where they found a handicapped citizen needing assistance to evacuate the building. The firefighters were able to get these two residents to safety down the stairwell designated for evacuation. Ladder 28 arrived on the scene to assist with the evacuation of the residents using their truck. Two elderly residents were seen standing at a broken window on the fifth floor next to the apartment that was on fire and were in need of immediate evacuation. The Captain of Ladder 28 positioned his apparatus and aerial ladder and ascended it along with his crew to assist the residents as they made their descent to safety.



Photo courtesy of the Houston Fire Department

Once these residents were out of harms way, the crew of Ladder 28 conducted a primary search of the apartments on each side of the fire and the assisted Engine 28's crew with advancing the fire hose to attack the blaze. Upon arrival, Engine 10 received their orders to conduct a primary search of the sixth floor. When they arrived on six, after ascending the stairwell designated for the fire attack, they found zero visibility due to the heavy smoke rising from the fifth floor. Once they made their way to the sixth floor elevator lobby where the smoke conditions were improved, they began searching the apartments where they found many of these rooms still occupied. The crew of Ladder 10 was able to evacuate all of these residents to safety while continuing their search of the sixth floor.

When Engine 68 arrived on the scene, they immediately assisted with the primary search of the fire floor. Upon arriving at the fifth floor, they met with Engine 68's crew and continued their search and found many civilians still trapped in their apartments. As they descended the evacuation stairwell with these victims, they came upon four more residents in need of assistance to evacuate, two of whom were in wheelchairs. Once all of these residents were brought to safety, Engine 68 went back to the fire floor to continue their search.

These types of fires always have the potential for a large number of casualties, both civilian and firefighter. Searches attempted in a zero visibility environment have inherent dangers like disorientation which can lead to death, even to those trained to deal with this type of situation. "May-Day" is the last thing anyone wants to hear over the radio during this type of event because that means a crew has not been heard from and may be in danger.

#### "MAY-DAY" IN A HIGH-RISE

10:13am, approximately 16 minutes into the incident, battling zero visibility conditions, Ladder 51(A) makes a radio call to Ladder 51(B) and (C) crews and receives no response. After waiting for a reply for nearly two minutes, another call was sent to the B and C crews of Ladder 51 at 10:14:42am and still no reply. At 10:15am, a third call was sent to the B and C crews of Ladder 51 and when no response was received a "May-Day" was issued. But fortunately, the "May-Day" was cancelled soon after when the B and C crews of Ladder 51 were found.



Photos taken from local video broadcasts and provided by the Houston Fire Department

**“FOUR ALARMS”**



**Bellerive residents being transported to the Hyatt hotel**

18 minutes into the event, at 10:15am, a call for a third alarm was requested and soon after a call for a fourth alarm was sent. There was now zero visibility from the fifth floor to the roof. During this time, residents were still self-evacuating down the stairwells with assistance from firefighters. Outside the facility, all residents were being checked by EMS for injuries and smoke inhalation and transported to area hospitals if needed. Reports of trapped victims are still coming in to the command at 10:28am as the ladders continue to bring down the elderly residents. After 40 minutes into the incident, the fire was still burning and the residents were still being evacuated.

**“KNOCKED DOWN”**

10:48am, 52 minutes after being dispatched to 7225 Bellerive, Division 5 reports to command that the fire has been “knocked down”. Although many of the apartment units sustained heavy smoke and water damage, the firefighters were able to contain the fire to the unit of origin and rescue over 150 residents. Outside the building, Houston Metro busses were transporting residents to the triage center located at the nearby Hilton Hotel at 6780 Southwest Freeway. Not only did they receive medical treatment from EMS, the hotel also provided lodging for the residents. Out of the total number of residents only five were transported to the area hospitals with minor injuries or smoke inhalation.

Events like this can have devastating consequences both in loss of life and property. The residents and staff of 7225 Bellerive received training from HFD in what to do in the event of a fire and this training, along with the leadership and organization of the HFD, helped prevent a possibly catastrophic event from occurring. Such a positive outcome could not have been achieved without the Houston Fire Department highest level of professionalism and the dedication to serve the citizens of Houston with “Courage, Commitment and Compassion”.



**Unit where the fire started**



**7225 Bellerive after the fire**

*Continued from page 21*

- Several application enhancements were implemented to assist members with certain tasks:
- HFD Desktop (web-based menu) was implemented to better organize Fire documents and resources. All members have access to all published bulletins, guidelines, and other fire documents. There are also links to several City or fire-related websites. The HFD Desktop menu will be replaced with a fire Sharepoint website that will be the fire department's Intranet portal and will provide document libraries, phone lists, and other related resources.
- The Transfer process has been integrated into SAP and members can now request transfers via an Internet website.
- A new ID Badge system was installed and configured for the Quartermaster area
- The Quartermaster's Voucher Tracking System was updated to meet new contract standards for FY08
- Station Support team completed the implementation of AVL on all EMS Supervisor, DC and some Command Staff computers, ensuring that staff can monitor vehicle locations based on dispatch status.
- The new Staffing application was successfully piloted in the Staffing Office. Fire and HEC IT are tweaking the use of the program as members apply for overtime via a new website. The new system determines prerequisites to fill all open posts at the fire stations. Full implementation and training will occur in February 2008.
- In addition to OT requests, Fire IT implemented an Exception Pay website to replace existing batch sheets at the stations. Full use of this program was completed in February 2008.
- Fire Prevention tablet PCs were distributed to all Fire Inspectors. They now have the capability to use ILMS software in the field via an Air Card.
- Fire IT installed a Media Server to assist with EMS CE training. Video streaming through the City's Internet was too slow to display the video content. Now all NPI (National Paramedic Institute) videos are stored on the department's server and users can access them seamlessly through a fire computer.
- Successfully extended the network at the Val Jahnke Training Facility (VJTF) to the Admin 2 building for new instructor offices
- Successful implementation of Telemetry at the HEC.

Coordination of HFD, HEC, and City IT resources to stand up this facility.

#### IT GOALS AND OBJECTIVES

1. Learn the business; understand the technology needs and risks for the organization
2. Stabilize and upgrade the IT infrastructure through standardization, equipment refreshes, and support process streamlining
3. Enable major productivity enhancements through process automation, improved data access and consolidation, and mobile workplace initiatives

2007 was all about laying the foundation for innovation. By standardizing and upgrading the infrastructure and though extensive use of remote access technologies we reduced service calls and increased our response speed, allowing our techs to support fire stations across the 640 square miles of Houston. Through mobility projects in Fire Prevention and Arson, we enhanced productivity while reducing costs. Finally, we started the process of automating previously manual processes with projects such as Personnel Transfer and District Daily Staffing.

In 2008, we plan to continue these productivity gains through implementation of a Workflow and Forms Management system. But more importantly, we plan to leverage new Geographic Information Systems (GIS) to provide capabilities to commanders on the fire ground unimaginable just a few years ago. As an example, GIS allows us to stream aerial images of the fire location -- complete with marked locations of hydrants, water mains, and hazardous materials -- to commanders in the field, thus saving time and making combating the fire more effective.

“The future of this division depends on the commitment of each team member to achieve our goals.”

## PLANNING & HOMELAND SECURITY COMMAND

**Daniel Snell, Executive Assistant Chief**

**William Barry, Assistant Chief**

**Tyrone Freeman, Fire Marshal**

- Planned, prepared, and conducted awareness-level training in support of the HFD Suicide Prevention Program
- Participated in multiple tabletop exercises including FBI, CIMA, Texas Brine, Health Department, and USPS
- Received 2 new interior access vehicles (airstairs), one for each airport. Installed all Aviation and HFD radios and emergency lights. This vehicle will allow rapid and safe entry and evacuation during medical and fire emergencies. They will reach the doors of all aircraft currently scheduled at Bush and Hobby.
- Improved interoperability with HPD Special Operations by participating in combined training with HPD's special response group, bomb squad, dive team, and helicopter division
- Finalized and produced the development of the Houston Fire Department Mediation Handbook
- Classified Recruiting held the first Annual HFD Open House
- Implemented a new Payroll/Human Resources system
- All personnel were trained to utilize the Integrated Land Management System in the field using the tablet personal computer. Inspectors have been provided the means to record building/occupancy permit inspections while working in the field.

### ARSON

- Installation of new information system for arson records
- Replaced desktop computers with laptops
- Installed workout room with lockers
- Expanded storage capabilities of the Crime Lab
- Established Extra Board for continuity of investigations

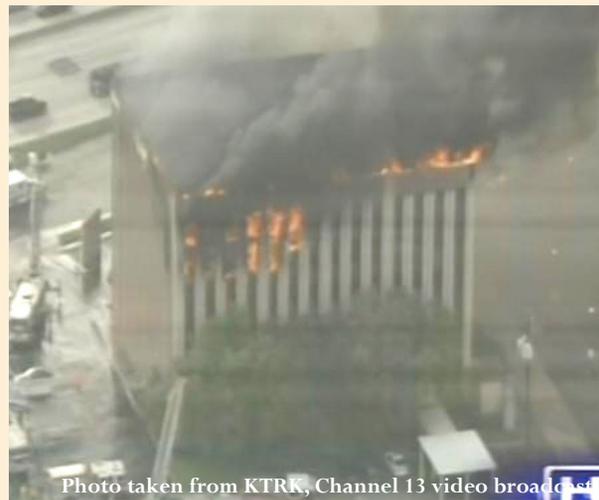


Photo taken from KTRK, Channel 13 video broadcast

### March 28, 2007- 9343 North Loop East

HFD Arson determined that this deadly fire was intentionally set. Three employees in the building perished in the fire. After reviewing the security video and examining the evidence, the perpetrator was apprehended and charged with three counts of felony murder. In 2008 she was convicted and received a 25 year sentence.



Emergency disaster drill at Bush Intercontinental Airport  
September 7, 2007. Photo courtesy of EMS.

## LIFE SAFETY BUREAU HIGHLIGHTS IN 2007

### SCHOOLS AND APARTMENTS

The creation of the Educational Inspection Team and the Residential Inspection Team, respectively, as recommended by the Mir, Fox and Rodriquez Performance Audit, has empowered the LSB to train inspectors to search for violations that are not only general in nature to all occupancies, but also to look for violations that are specific to schools and apartments. The direct results are structures that are safer in regards to fire safety and life safety.

The volunteering of fire inspectors to join these two teams exemplifies the willingness of classified LSB personnel to be pro-active in their challenge to ensure Fire Code enforcement in schools and apartments.

City Ordinance for Mid-rise Atrium Fire Protection  
With the creation of the city ordinance requiring fire protection systems to be retroactively installed in mid-rise atrium buildings; two additional Fire Inspector positions were created.

One inspector conducts inspections in mid-rise atrium office buildings and another provides evacuation training classes for mid-rise atrium building occupants. This team will be a permanent asset to the LSB.

### ITD ISSUES COMPUTERS AND PROVIDE TRAINING

The issuance of portable tablet notebook computers, to all classified LSB personnel and the subsequent training in their use provided an informational boost by allowing research to be conducted in the field and notices of violation to be generated and issued immediately, thereby enhancing time management and increasing productivity.

### GOALS FOR 2008

Goals for 2008 are to continue implementation of the ILMS project and have all mid-rise atrium buildings inspected by the end of 2008. Additionally, customer service surveys and adoption of the 2006 International Fire Code are on the horizon along with revision of all LSB Fire Code Standards.

### PUBLIC EDUCATION

Public education and fire safety campaigns were expanded with the assignment of funds from grants to purchase visual aids, interactive and animated mechanical props for classes of all ages. The Public Education Team scheduled and attended engagements at 563 events in 2007.

### PUBLIC EDUCATION PROGRAMS 2007

Health Fairs	32
Career	19
Puppet Shows	63
General Fire Safety (speaker)	160
Mobile Safety Trailer	217
Fire Extinguisher Training 1	43
Fire Extinguisher Training 2	4
<u>Fire Drills</u>	<u>25</u>
Total	563



### Public Education and the Mobile Safety Trailer

The Mobile Safety Trailer (MST) is a training tool, resembling a house on the inside, that fills with a harmless smoke. This teaches children how to crawl under the smoke to escape a fire in their home. Above: Members of the Public Education team explaining the MST to their young audience. Below: One of their participants enters the MST.



**LIFE SAFETY BUREAU ACTIVITIES  
IN 2007**

**FIRE DRILLS**

Commercial Business	789
Hotel	67
Institutional	61
Public Buildings	1
Residential	36
Schools	244
<b>Total</b>	<b>1,198</b>

**INSPECTIONS**

Commercial Business	8,237
Hotel	523
Industrial	3,713
Industrial Structures	1,046
Institutional	1,811
Outdoor Property	702
Public Buildings	5,640
Residential	4,611
Schools	4,386
<b>Total</b>	<b>30,669</b>

**RE-INSPECTIONS**

Commercial Business	3,642
Hotel	185
Industrial	1,161
Industrial Structures	704
Institutional	990
Outdoor Property	95
Public Buildings	2,646
Residential	1,451
Schools	2,412
<b>Total</b>	<b>13,286</b>

**PLAN REVIEWS**

Plans Examined	7,896
Fire Protection Systems	4,251
Fire Alarm Systems	2,263
Tank Inspections	182
<b>Total</b>	<b>14,592</b>

**SPECIALY REQUESTED INSPECTIONS**

Fire Protection and Alarms	1,118
Code Enforcement Standby	5,949
<b>Total</b>	<b>7,067</b>

**TOTAL INSPECTIONS 2007- 66,812**



These are a few examples of the types of violations our Inspectors encounter during their visits. From top left: Second warning notice, Dangerous electrical panel, Dangerous electrical & storage area, Illegal dispensing of combustible liquid, Fire hazard at a festival and unsecured compressed gas.  
Photos Courtesy of HFD Life Safety Bureau



## CLASSIFIED RECRUITING

- First (1st) Annual HFD Recruiting Open House – an informational and Recruiting Event
- Partnered with HFD Public Affairs liaisons to advertise the Recruiting Open House with the Spanish and Asian radio and television media
- Made over 15,500 phone calls to possible job applicants
- Had over 2,000 walk-in job inquiries
- Processed through the Classified Recruiting Hiring Process a total of 1418 applicants from four Civil Service Exams
- Fingerprinted over 700 applicants
- Administered the Physical Ability Test to 695 applicants and processed over 290 background checks
- Interviewed 535 applicants
- Administered 397 polygraph tests
- Extended a total of 337 Conditional Job Offers
- Filled 7 Academy classes in 2007: Class 38 -2007-70, Class 39-2007-40, Class 2007C-30, Class 2007D-57, Class 2007E-40, Class 2007F-45, Class 2007G-55
- Partnered with local colleges, universities, and military transition counselors for 31 career/job fairs
- Partnered with HFD ARSON to enhance HFD's community visibility by participating in Salute to Law Enforcement at Willowbrook and Gulfgate Malls



2007 HFD Classified Recruiting Staff

Back row from left: Juan Alejandro, Wanda Ray Philip Malek, William Kennison; Front row from left: Maria Recinos, Gladys Gomez, Luciano Cantu, Dorothy Dwellingham, Captain Lisa Campbell, Chief Rodney West



Classified Recruiting Open House

Photos courtesy of HFD Classified Recruiting



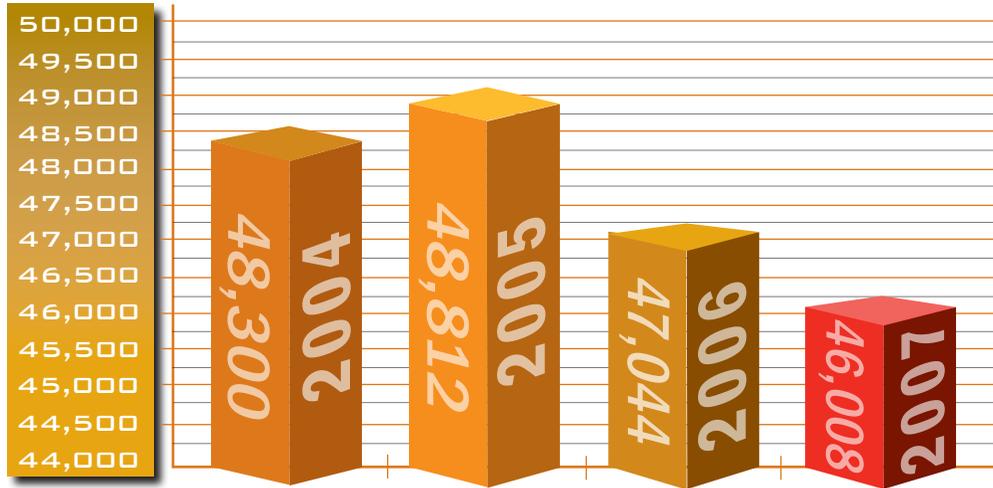


## 2007 Statistics

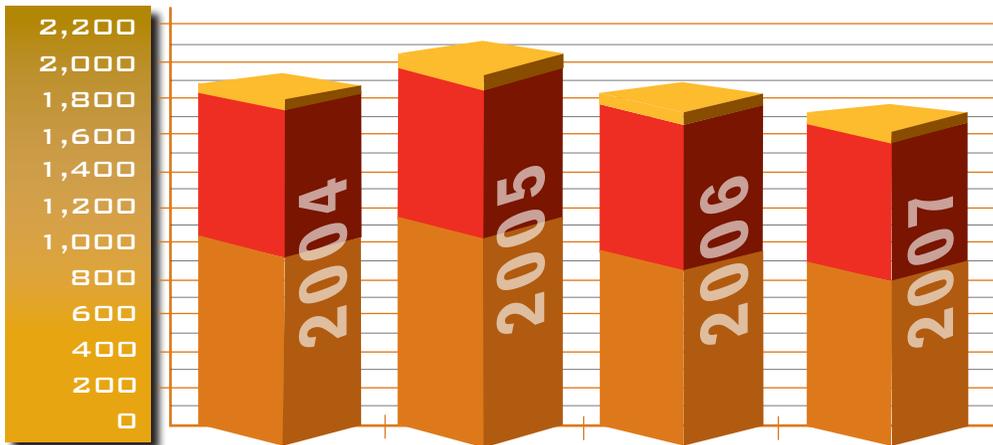


Photo Courtesy of Ken Paradowski

**FIRE EVENTS 2004-2007**



**RESIDENTIAL FIRES 2004-2007**

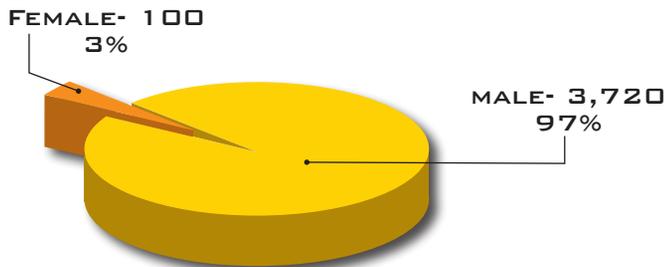


OTHER RESIDENTIAL	49	48	36	45
MULTI-FAMILY/APARTMENTS	806	844	839	757
SINGLE FAMILY	1,014	1,151	943	900
TOTAL	1,869	2,043	1,818	1,702

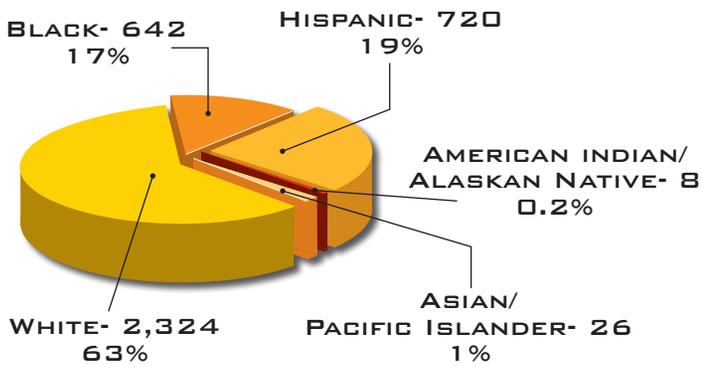
**HFD CLASSIFIED STAFFING 2007**

**TOTAL CLASSIFIED- 3,820**

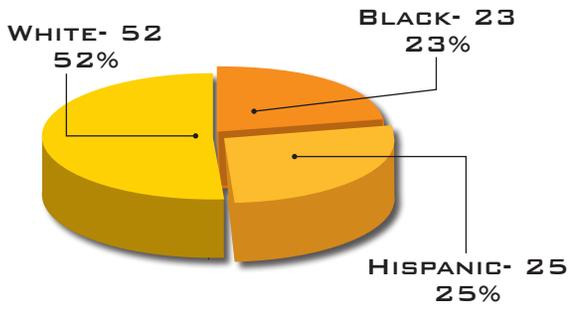
**GENDER**



**ETHNICITY (MALE)**



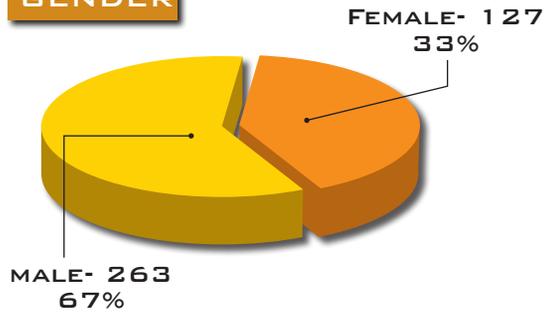
**ETHNICITY (FEMALE)**



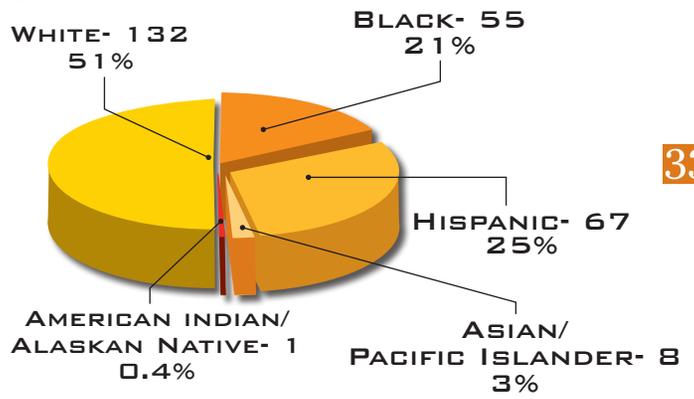
**HFD CIVILIAN STAFFING 2007**

**TOTAL CIVILIANS- 390**

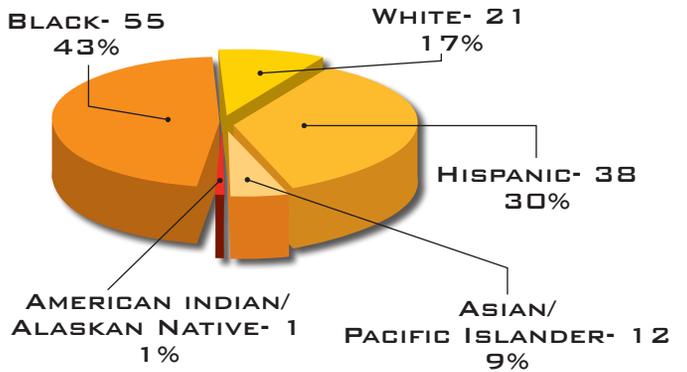
**GENDER**



**ETHNICITY (MALE)**

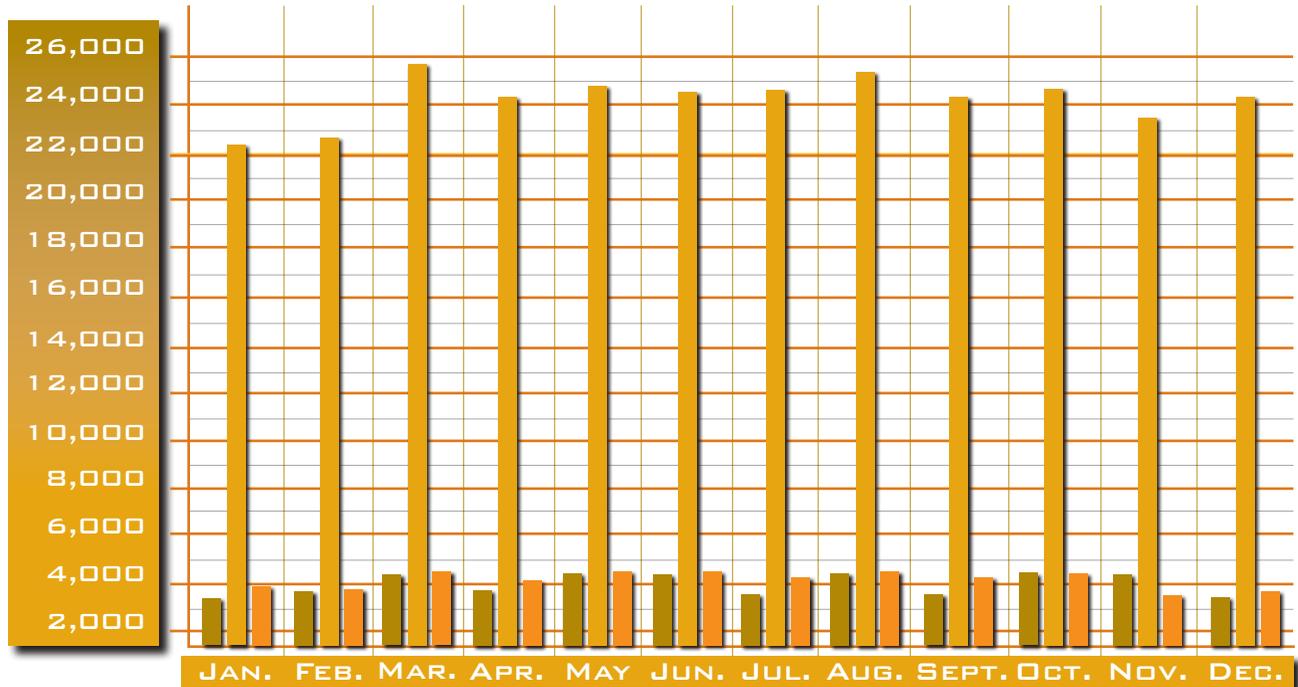


**ETHNICITY (FEMALE)**



**EMERGENCY CALL VOLUME 2007**

■ FIRE 9-1-1 CALLS  
■ EMS 9-1-1 CALLS  
■ FIRE/EMS 10-DIGIT CALLS

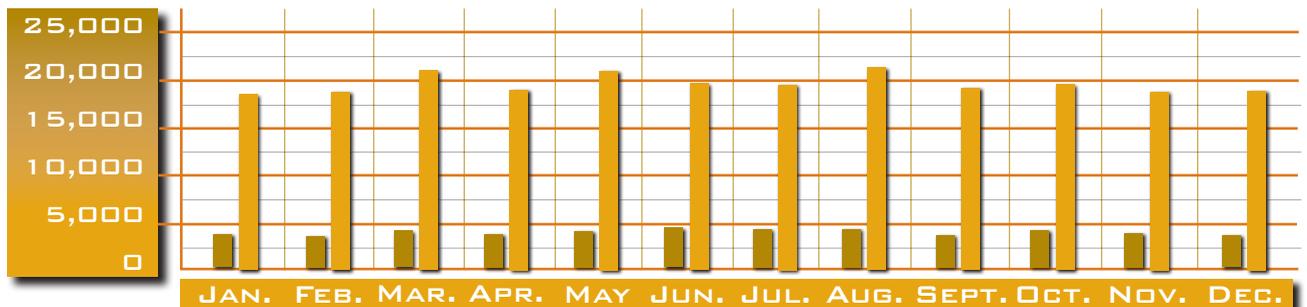


34

<b>MONTHLY TOTALS</b>	29,808	29,969	34,422	32,102	33,415	33,072	32,660	34,546	31,626	32,843	31,106	31,481
<b>2007 TOTALS</b>	47,328	290,535	49,187	<b>AVERAGE/MONTH:</b>								
				FIRE 9-1-1 CALLS- 3,944								
				EMS 9-1-1 CALLS- 24,211								
				FIRE/EMS 10-DIGIT CALLS- 4,099								

**FIRE/EMS CALLS DISPATCHED 2007**

■ FIRE  
■ EMS



<b>MONTHLY TOTALS</b>	21,837	21,728	24,703	23,210	24,093	23,843	23,694	25,118	23,197	23,916	22,659	22,823
<b>2007 TOTALS</b>	46,006	234,815	<b>AVERAGE/MONTH:</b>									
			FIRE CALLS DISPATCHED- 3,834									
			EMS CALLS DISPATCHED- 19,568									

### CALL PROCESSING TIME 2007

Call processing time is counted from address verification to dispatch. The number of EMS or fire incidents for call processing time <180 seconds includes all incidents for <60, <90, <120 and <150 seconds call processing time.

EMS	TIME FROM ADDRESS VERIFY TO DISPATCH	FIRE
26,832	< 60 Seconds	3,225
90,985	< 90 Seconds	14,922
150,615	< 120 Seconds	27,722
185,952	< 150 Seconds	35,356
205,297	< 180 Seconds	39,531
27,143	Others	6,374
234,815	Total Events	46,006
	Total Fire & EMS Events	280,821
5,612	Non-Processable Events	2,285
	Total- 7,897	

### TOP 10 TURN-OUT TIMES 2007

Turn-out time is the time it takes for a unit to leave the station once a call has been dispatched. It is the goal of the Houston Fire Department to have turn-out time of 60 seconds or less.

2007 average for all units was 66 seconds, a reduction of 11 seconds from 2006.

Top 10 Turn-Out Times for All Units		
UNIT	SHIFT	SECONDS
L051	B	34
SQ046	C	37
D034	A	38
E101	D	43
L051	D	43
E059	A	44
E051	A	44
L051	A	45
SQ019	D	45
M5101	D	45

Top 10 Ladders		
UNIT	SHIFT	SECONDS
L051	B	34
L051	D	43
L051	A	45
L007	D	49
L064	A	49
L096	A	50
L021	C	52
L046	C	53
L028	A	54
L006	D	54

Top 10 Engines		
UNIT	SHIFT	SECONDS
E101	D	43
E059	A	44
E051	A	44
E039	A	47
E010	C	48
E545	B	48
E016	A	50
E046	C	50
E104	D	50
E031	B	51
E058	D	51
E028	D	51

Top 10 Ambulances		
UNIT	SHIFT	SECONDS
A010	A	48
A005	B	50
A558	D	51
A040	C	51
A013	A	54
A013	B	55
A077	D	55
A016	A	55
A036	C	56
A039	B	56
A058	C	56
A042	C	56
A039	A	56

Top 10 Special Units		
UNIT	SHIFT	SECONDS
FM022	B	52
FM022	D	63
FM022	C	76
FM022	A	79
HM2022	C	90
HM1022	D	95
HM2022	D	100
HU022	D	104
HM1022	C	107
HM2022	A	107

Top 10 District Chiefs		
UNIT	SHIFT	SECONDS
D034	A	38
D034	C	46
D034	D	47
D071	A	48
D004	C	50
D026	B	51
D064	A	52
D006	A	53
D006	D	55
D020	D	56

Top 10 Squads		
UNIT	SHIFT	SECONDS
SQ046	C	37
SQ019	D	45
SQ015	C	46
SQ069	A	48
SQ033	A	49
SQ060	B	49
SQ019	B	49
SQ046	A	49
SQ019	A	50
SQ003	A	51
SQ069	B	51
SQ015	D	51
SQ027	A	51
SQ009	C	52
SQ069	C	52
SQ027	D	52
SQ073	D	52
SQ031	B	52
SQ007	C	53
SQ040	C	53
SQ019	C	53
SQ060	D	53
SQ027	C	54
SQ040	A	54
SQ069	D	54
SQ083	C	54

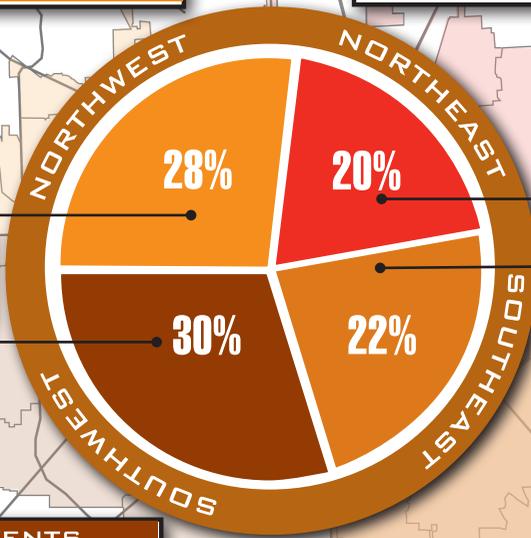
Top 10 Medics		
UNIT	SHIFT	SECONDS
M5101	D	45
M055	A	46
M056	C	50
M056	B	50
M563	D	52
M056	A	52
M043	C	52
M056	D	53
M075	C	54
M070	D	54
M055	C	54

**TOTAL EVENTS BY QUADRANTS AND FIRE DISTRICTS 2007**

**TOTAL EVENTS:** EMS 234,815  
FIRE 46,006  
TOTAL- 280,821

<b>NORTHWEST</b>	EVENTS	
	EMS	FIRE
<b>DISTRICT 4</b> Stations: 4, 50, 66, 67	10,573	2,040
	<b>Total- 12,613</b>	
<b>DISTRICT 5</b> Stations: 5, 38, 49, 50, 77	12,518	3,058
	<b>Total- 15,576</b>	
<b>DISTRICT 6</b> Stations: 6, 11, 15, 16, 62	6,455	2,019
	<b>Total- 8,474</b>	
<b>DISTRICT 8</b> Stations: 7, 8, 17	17,774	4,061
	<b>Total- 21,835</b>	
<b>DISTRICT 31</b> Stations: 13, 30, 31, 58	17,555	2,676
	<b>Total- 20,231</b>	
<b>NORTHWEST TOTAL- 78,729</b>		

<b>NORTHEAST</b>	EVENTS	
	EMS	FIRE
<b>DISTRICT 19</b> Stations: 9, 12, 19, 27	13,085	1,499
	<b>Total- 14,584</b>	
<b>DISTRICT 34</b> Stations: 32, 34, 39, 43, 56	13,843	1,705
	<b>Total- 15,548</b>	
<b>DISTRICT 45</b> Stations: 41, 44, 45, 53	8,917	1,438
	<b>Total-10,355</b>	
<b>DISTRICT 64</b> Stations: 63, 64, 74, 96	10,173	1,868
	<b>Total- 12,041</b>	
<b>DISTRICT 102</b> Stations: 65,101,102,103,104	3,094	1,019
	<b>Total- 4,113</b>	
<b>NORTHEAST TOTAL- 56,641</b>		



**EVENT-** A single Fire or EMS incident. Includes Automatic and False Alarms.

<b>SOUTHWEST</b>	EVENTS	
	EMS	FIRE
<b>DISTRICT 21</b> Stations: 21, 33, 37	6,179	2,006
	<b>Total- 8,185</b>	
<b>DISTRICT 28</b> Stations: 2, 3, 28, 60	15,051	5,235
	<b>Total- 20,286</b>	
<b>DISTRICT 59</b> Stations: 47, 48, 59, 80	9,556	1,379
	<b>Total- 10,935</b>	
<b>DISTRICT 68</b> Stations: 51, 68, 73, 82	21,396	3,548
	<b>Total- 24,944</b>	
<b>DISTRICT 78</b> Stations: 57, 75, 78, 86, 90	4,036	1,383
	<b>Total- 5,419</b>	
<b>DISTRICT 83</b> Stations: 10, 69, 76, 83	11,218	2,758
	<b>Total- 13,976</b>	
<b>SOUTHWEST TOTAL- 83,745</b>		

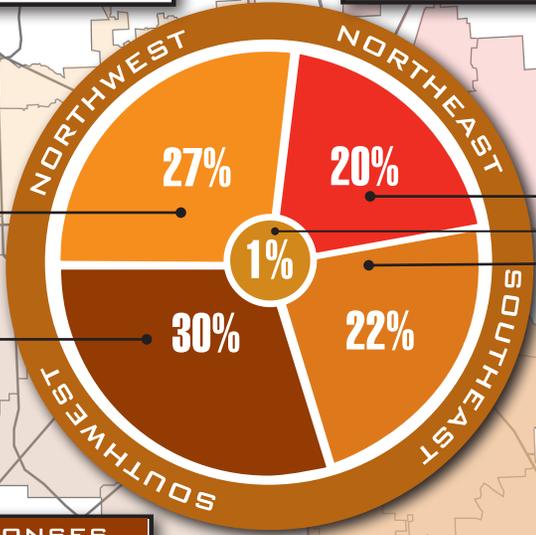
<b>SOUTHEAST</b>	EVENTS	
	EMS	FIRE
<b>DISTRICT 20</b> Stations: 18, 20, 23, 42	8,014	1,088
	<b>Total- 9,102</b>	
<b>DISTRICT 26</b> Stations: 26, 29, 36, 40	17,113	2,263
	<b>Total- 19,376</b>	
<b>DISTRICT 46</b> Stations: 25, 35, 46, 55	18,439	2,684
	<b>Total- 21,123</b>	
<b>DISTRICT 70</b> Stations: 52, 61, 70, 93	7,048	1,264
	<b>Total- 8,312</b>	
<b>DISTRICT 71</b> Stations: 71, 72, 94	2,778	1,015
	<b>Total- 3,793</b>	
<b>SOUTHEAST TOTAL- 61,706</b>		

**TOTAL RESPONSES BY QUADRANTS AND FIRE DISTRICTS 2007**

**TOTAL RESPONSES:** EMS 457,261  
FIRE 117,348  
TOTAL- 574,609

NORTHWEST	RESPONSES	
	EMS	FIRE
<b>DISTRICT 4</b> Stations: 4, 50, 66, 67	19,558	5,094
	<b>Total- 24,652</b>	
<b>DISTRICT 5</b> Stations: 5, 38, 49, 50, 77	23,781	6,801
	<b>Total- 30,582</b>	
<b>DISTRICT 6</b> Stations: 6, 11, 15, 16, 62	12,242	4,436
	<b>Total- 16,678</b>	
<b>DISTRICT 8</b> Stations: 7, 8, 17	33,996	8,544
	<b>Total- 42,540</b>	
<b>DISTRICT 31</b> Stations: 13, 30, 31, 58	34,807	6,249
	<b>Total- 41,056</b>	
<b>NORTHWEST TOTAL- 155,508</b>		

NORTHEAST	RESPONSES	
	EMS	FIRE
<b>DISTRICT 19</b> Stations: 9, 12, 19, 27	26,395	4,218
	<b>Total- 30,613</b>	
<b>DISTRICT 34</b> Stations: 32, 34, 39, 43, 56	27,386	4,469
	<b>Total- 31,855</b>	
<b>DISTRICT 45</b> Stations: 41, 44, 45, 53	16,810	3,469
	<b>Total-20,279</b>	
<b>DISTRICT 64</b> Stations: 63, 64, 74, 96	19,544	6,138
	<b>Total- 25,682</b>	
<b>DISTRICT 102</b> Stations: 65,101,102,103,104	4,658	1,828
	<b>Total- 6,486</b>	
<b>NORTHEAST TOTAL- 114,915</b>		



**RESPONSE-** The number of apparatus sent to the scene of an event.

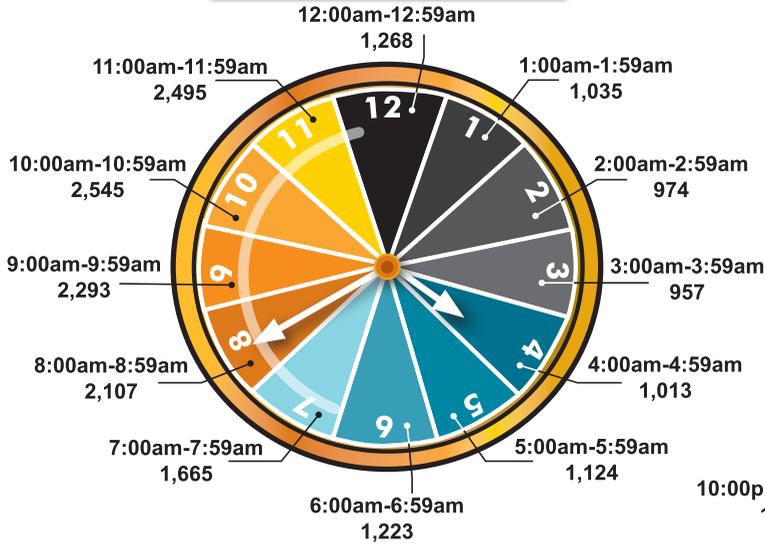
SPECIAL UNITS	
Airport, Arson, Hazmat	
RESPONSES	
EMS	FIRE
2,688	5,285
<b>SPECIAL UNITS TOTAL- 7,973</b>	
Special Units are dispatched to all parts of the city.	

SOUTHWEST	RESPONSES	
	EMS	FIRE
<b>DISTRICT 21</b> Stations: 21, 33, 37	12,352	3,379
	<b>Total- 15,731</b>	
<b>DISTRICT 28</b> Stations: 2, 3, 28, 60	29,393	11,877
	<b>Total- 41,270</b>	
<b>DISTRICT 59</b> Stations: 47, 48, 59, 80	17,793	3,355
	<b>Total- 21,148</b>	
<b>DISTRICT 68</b> Stations: 51, 68, 73, 82	42,037	10,323
	<b>Total- 52,360</b>	
<b>DISTRICT 78</b> Stations: 57, 75, 78, 86, 90	7,013	2,818
	<b>Total- 9,831</b>	
<b>DISTRICT 83</b> Stations: 10, 69, 76, 83	21,163	7,156
	<b>Total- 28,319</b>	
<b>SOUTHWEST TOTAL- 168,659</b>		

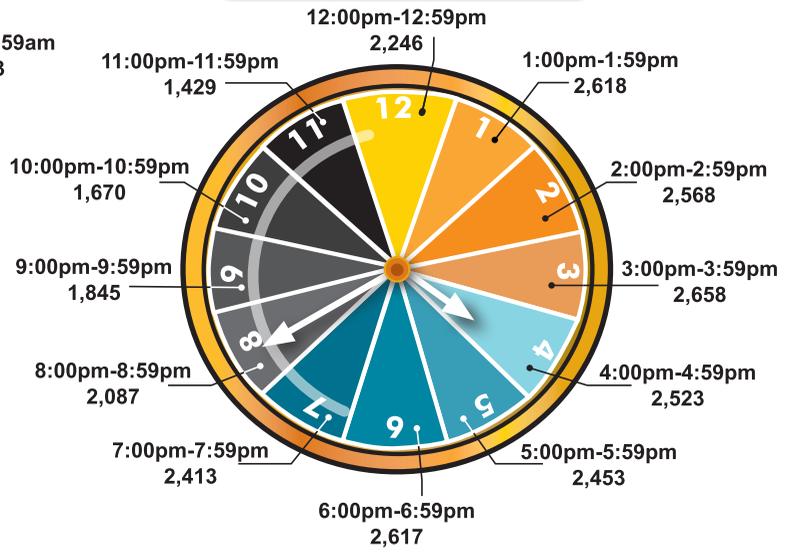
SOUTHEAST	RESPONSES	
	EMS	FIRE
<b>DISTRICT 20</b> Stations: 18, 20, 23, 42	16,194	2,989
	<b>Total- 19,183</b>	
<b>DISTRICT 26</b> Stations: 26, 29, 36, 40	34,584	6,861
	<b>Total- 41,445</b>	
<b>DISTRICT 46</b> Stations: 25, 35, 46, 55	37,476	7,352
	<b>Total- 44,828</b>	
<b>DISTRICT 70</b> Stations: 52, 61, 70, 93	13,344	2,722
	<b>Total- 16,066</b>	
<b>DISTRICT 71</b> Stations: 71, 72, 94	4,047	1,985
	<b>Total- 6,032</b>	
<b>SOUTHEAST TOTAL- 127,554</b>		

**EVENTS PER HOUR**

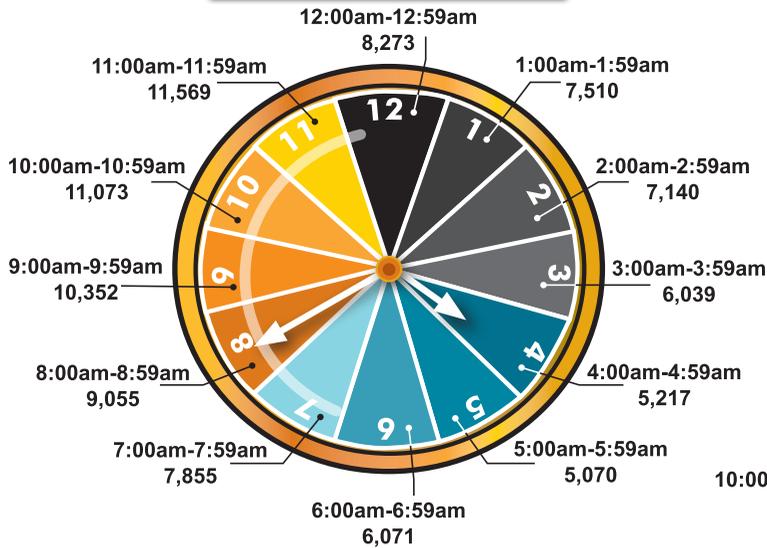
**FIRE EVENTS- AM**



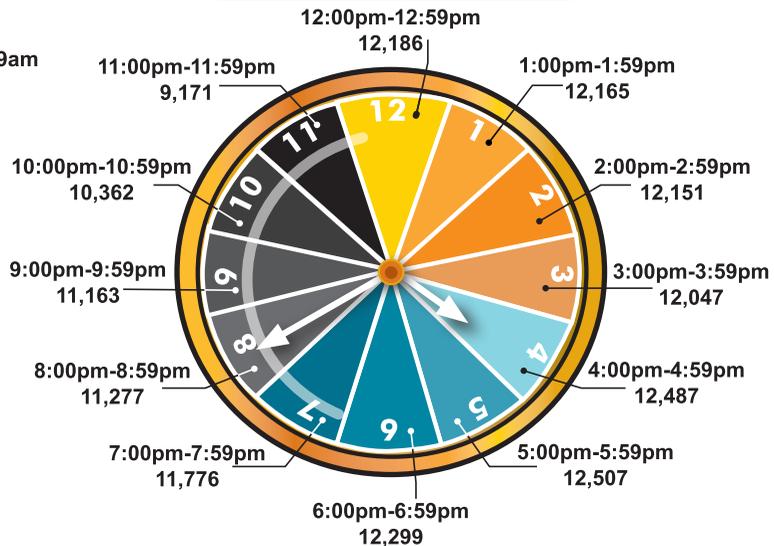
**FIRE EVENTS- PM**



**EMS EVENTS- AM**

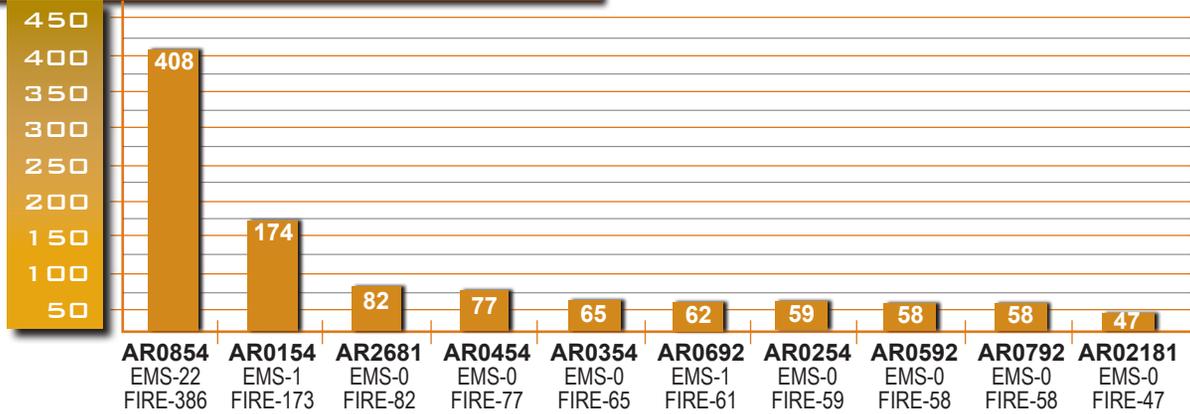


**EMS EVENTS- PM**

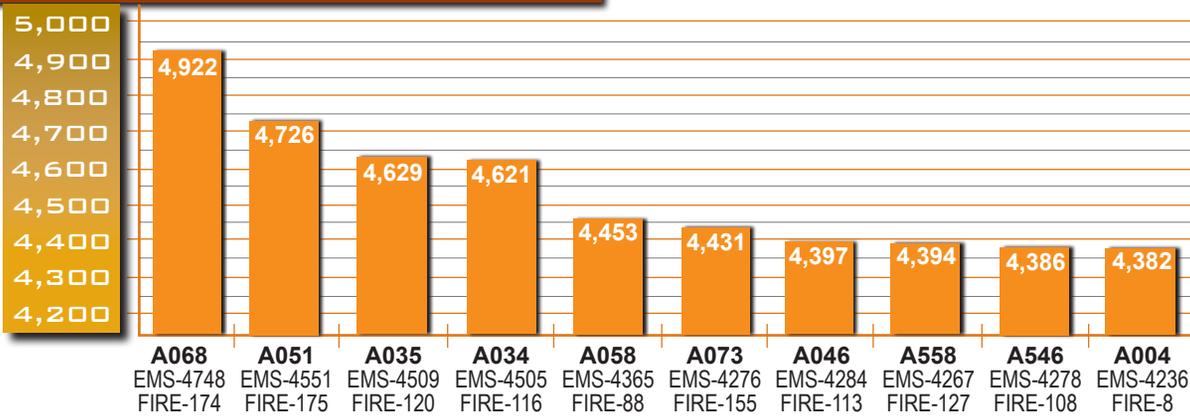


**2007 TOP TEN RESPONSES BY UNIT TYPE**

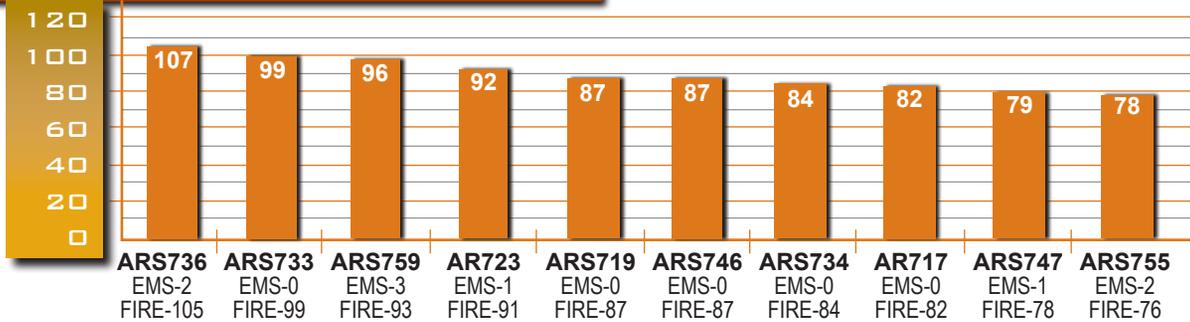
**AIRCRAFT UNITS**



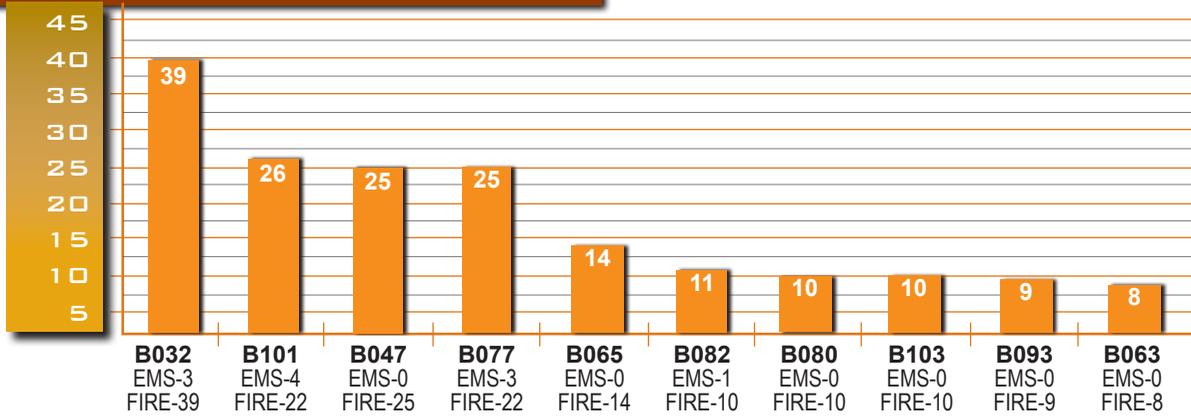
**AMBULANCE UNITS**



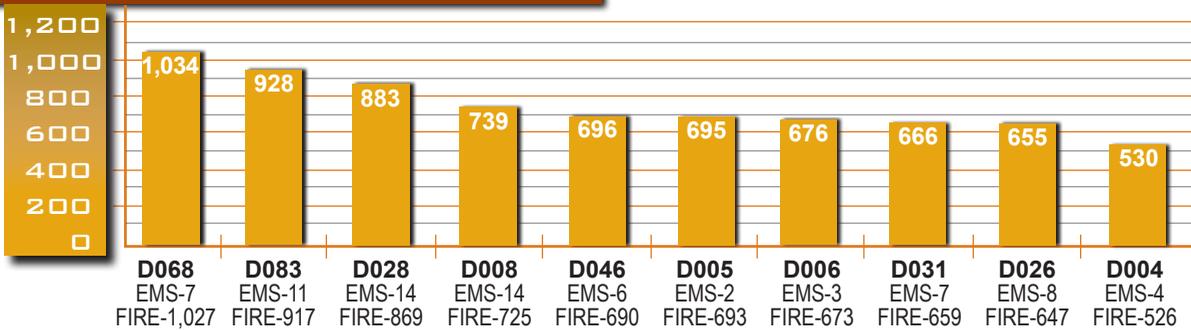
**ARSON UNITS**



### BOOSTER UNITS

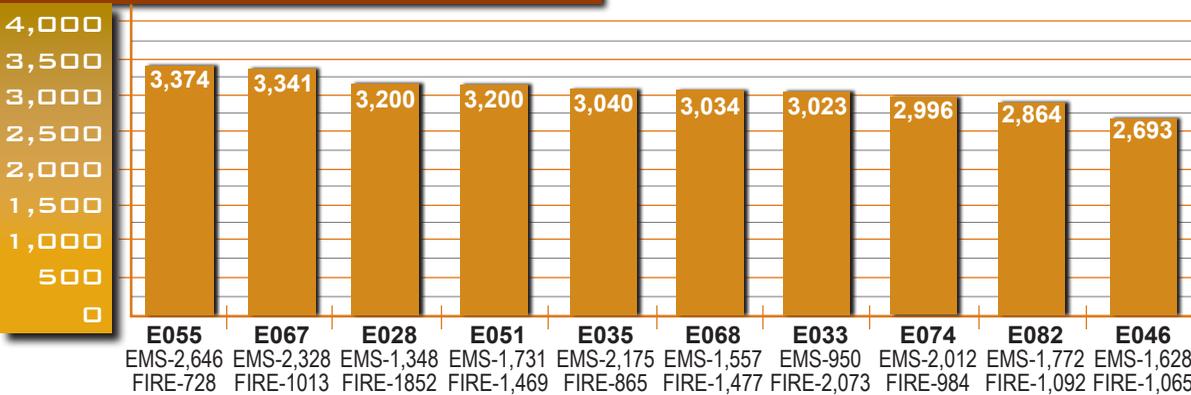


### DISTRICT CHIEFS

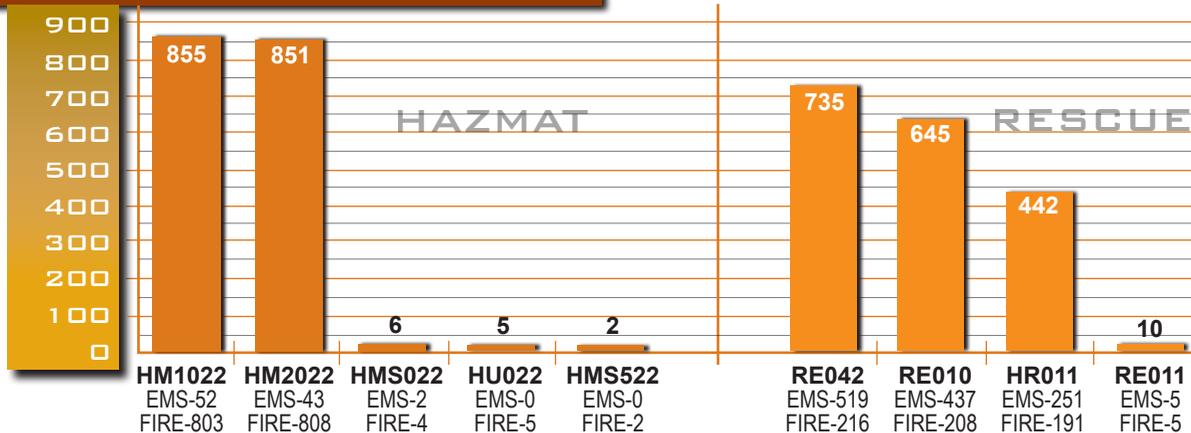


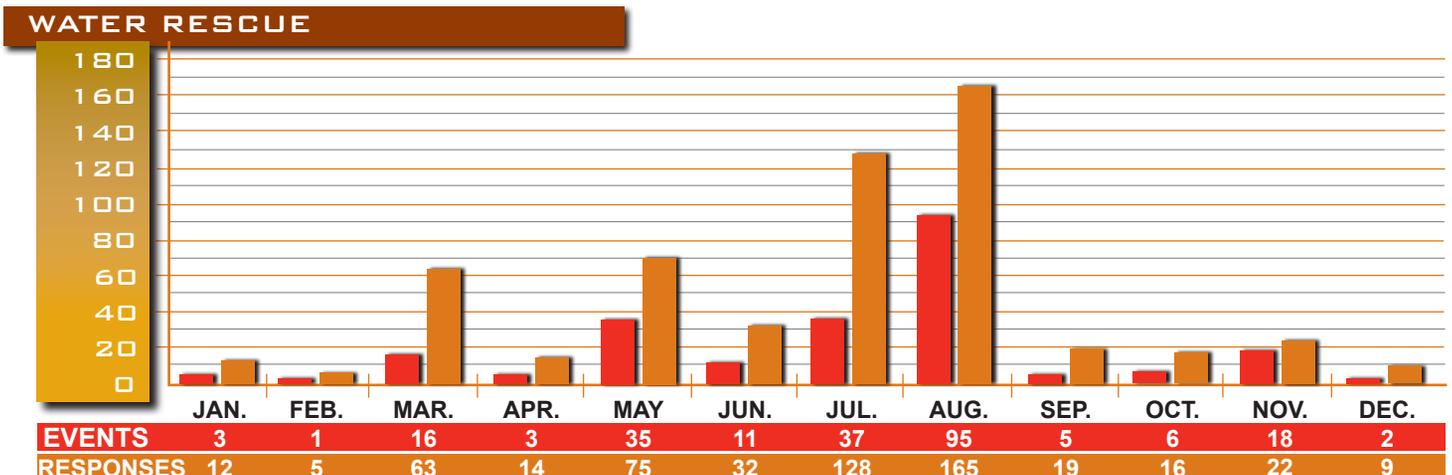
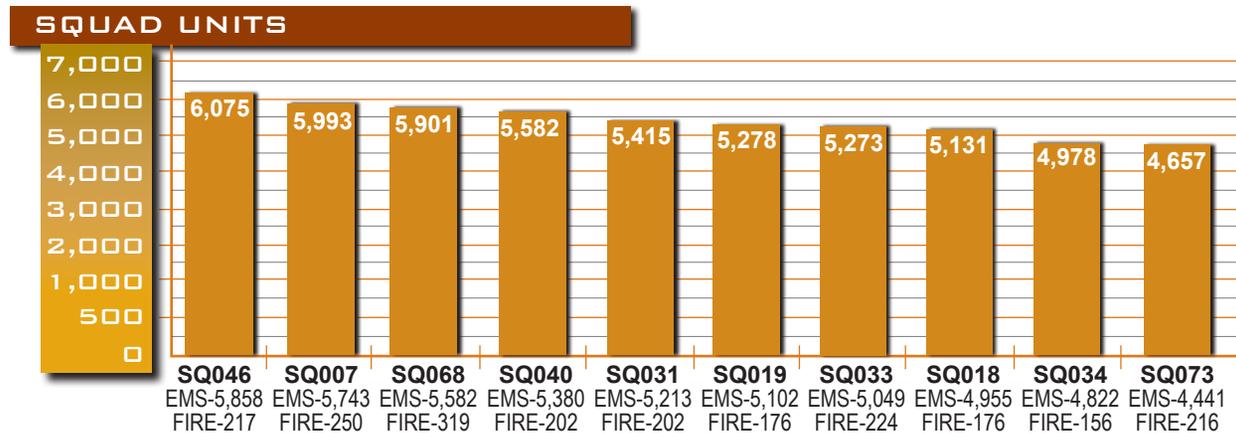
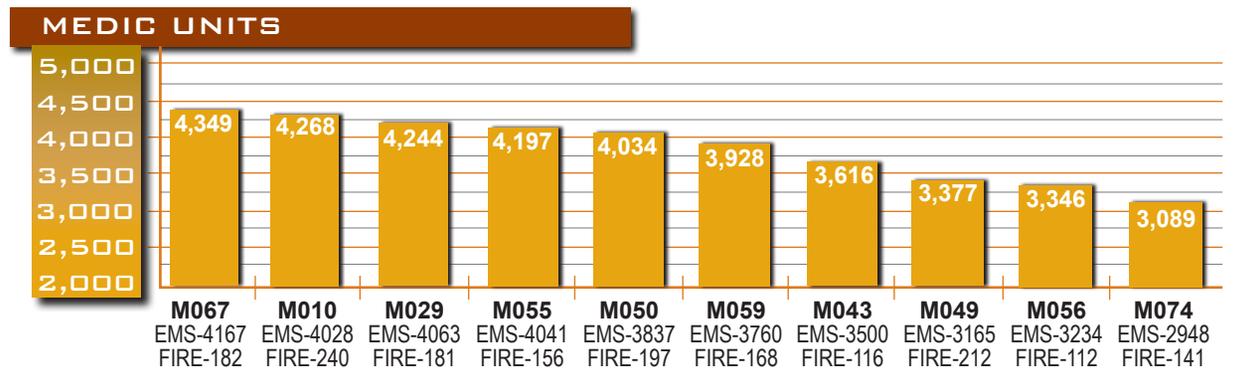
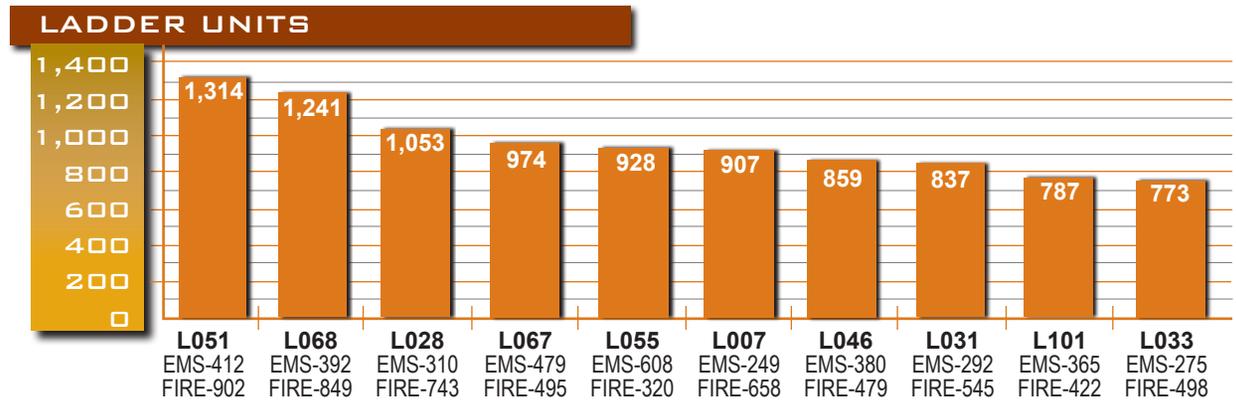
40

### ENGINE UNITS



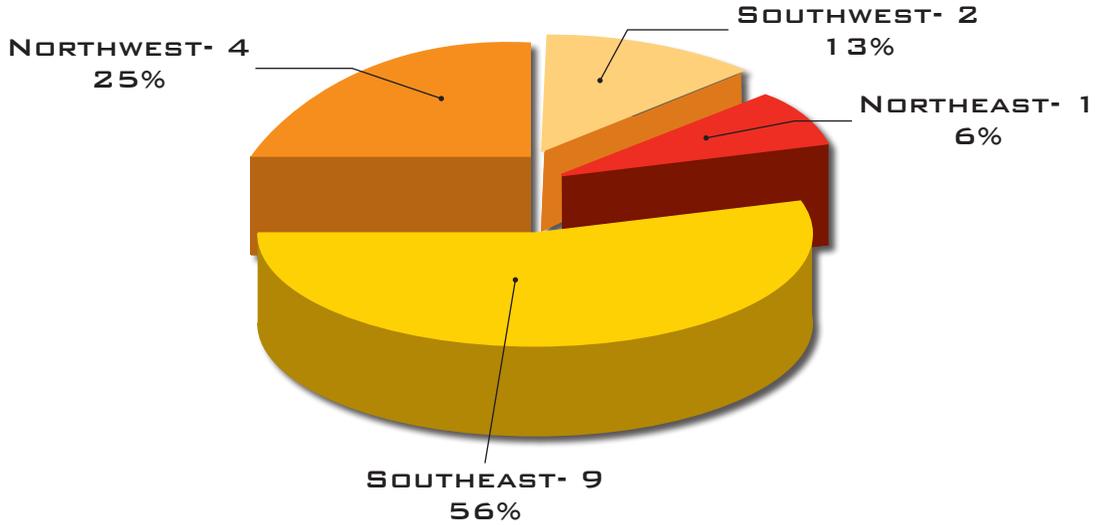
### HAZMAT & RESCUE UNITS





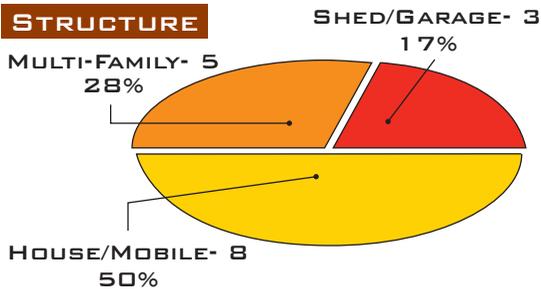
**RESIDENTIAL FIRE FATALITIES 2007- AREAS OF THE CITY**

**TOTAL ACCIDENTAL RESIDENTIAL FIRE FATALITIES- 16**

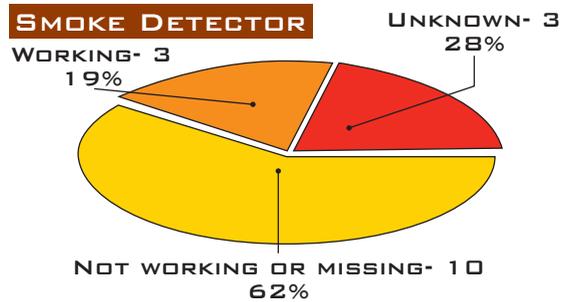


**ACCIDENTAL FIRE FATALITY BACKGROUND**

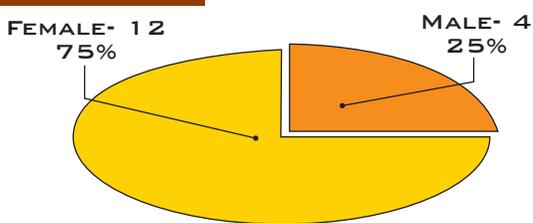
**STRUCTURE**



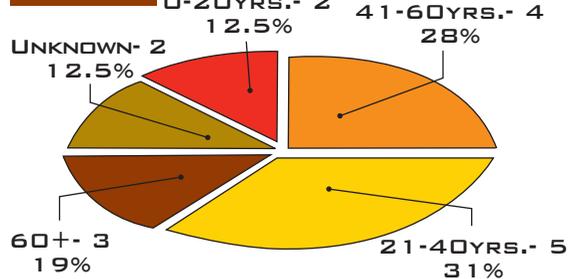
**SMOKE DETECTOR**



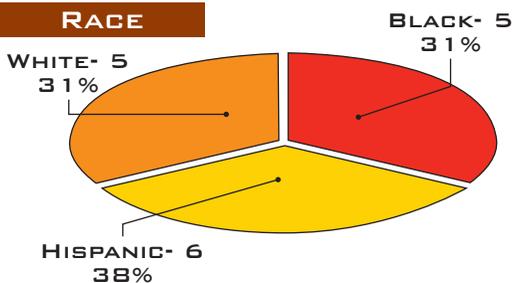
**GENDER**



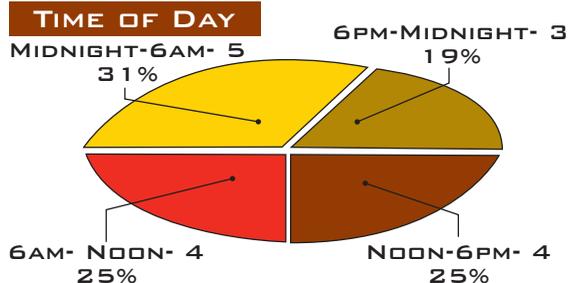
**AGE**



**RACE**

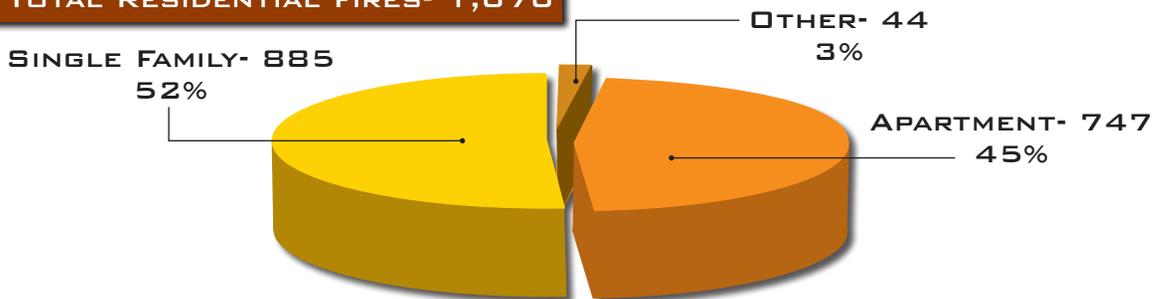


**TIME OF DAY**

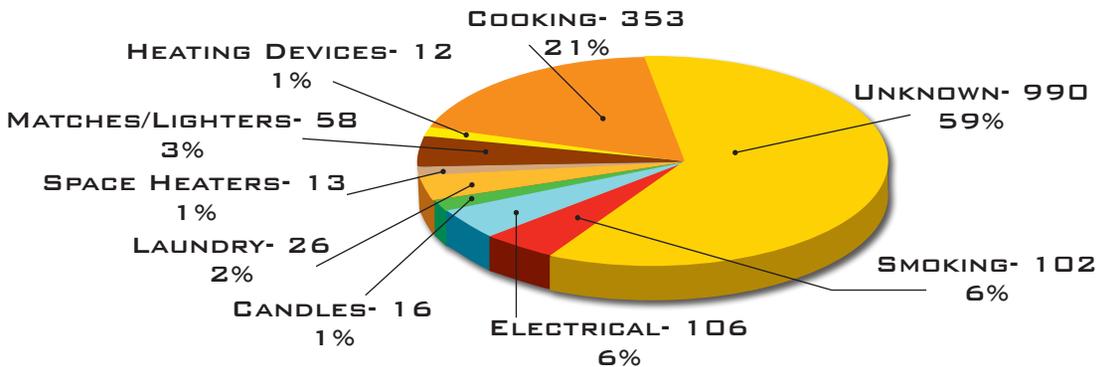


### RESIDENTIAL FIRES 2007

TOTAL RESIDENTIAL FIRES- 1,676

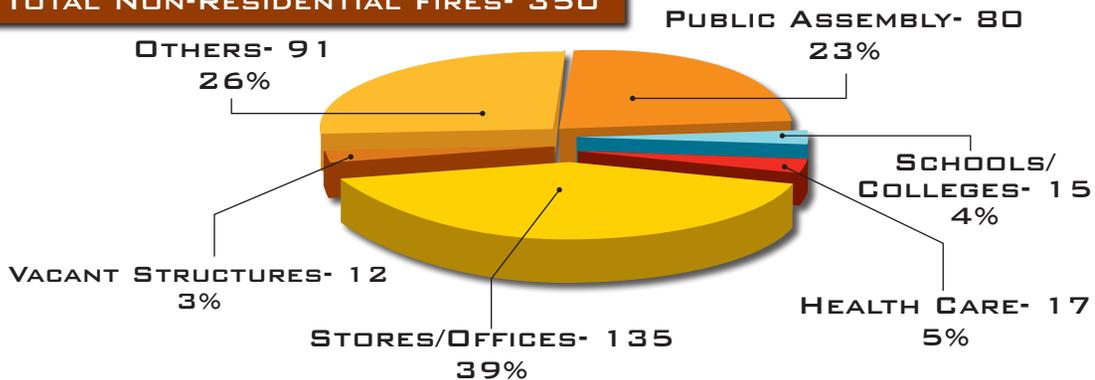


### CAUSES OF RESIDENTIAL FIRES



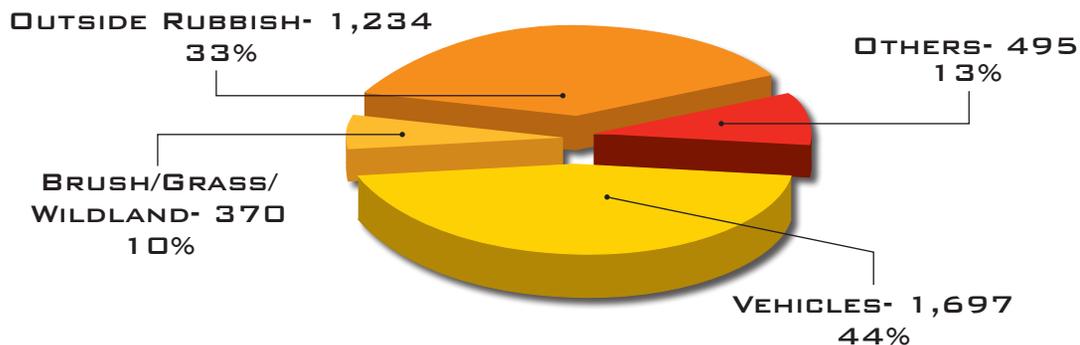
### NON-RESIDENTIAL FIRES 2007

TOTAL NON-RESIDENTIAL FIRES- 350



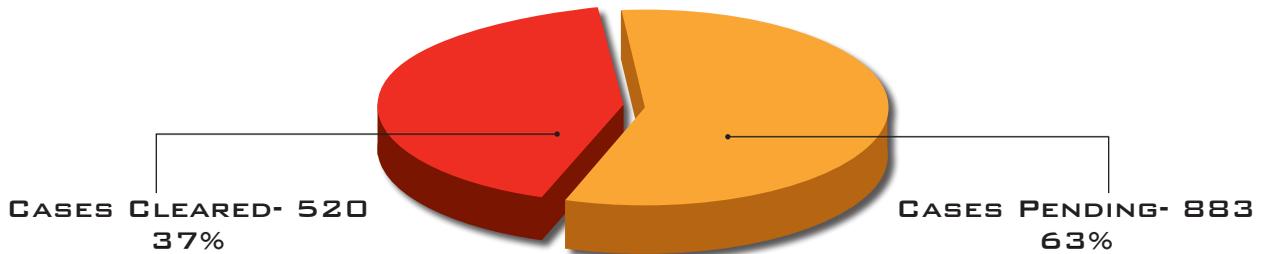
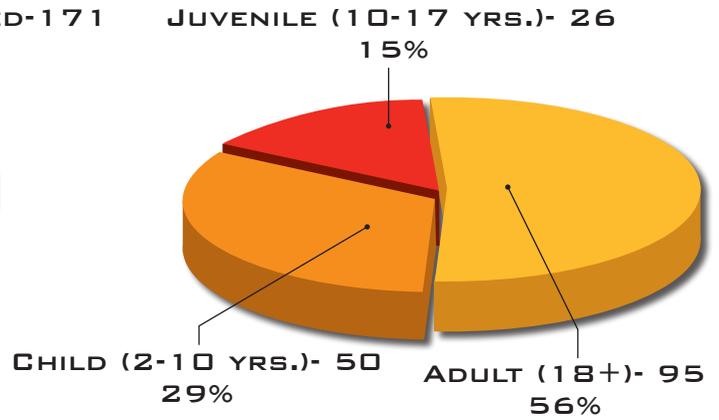
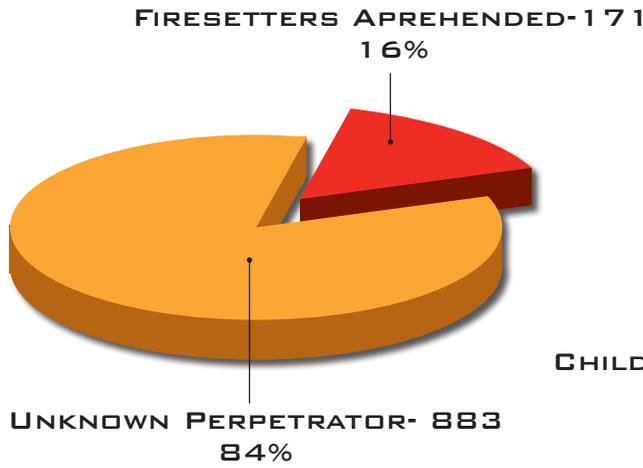
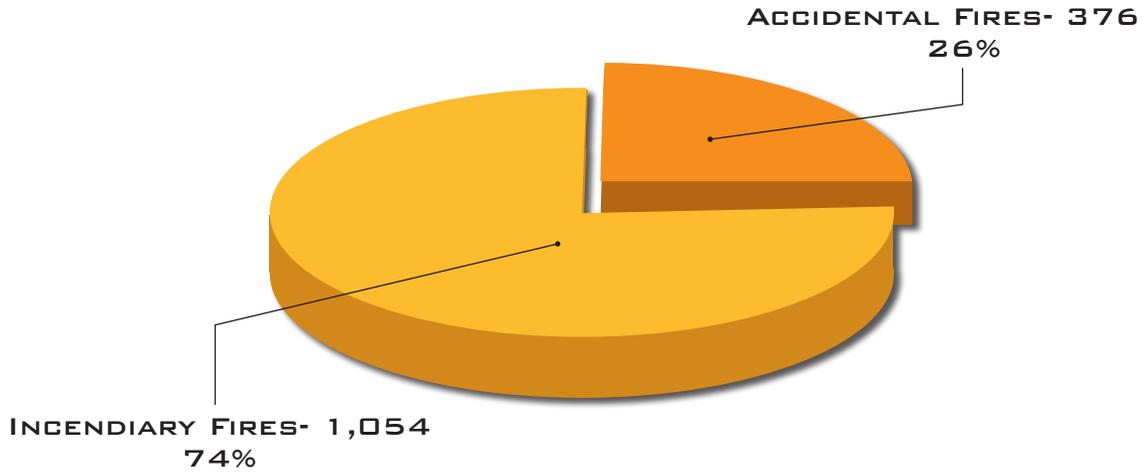
### NON-STRUCTURE FIRES 2007

TOTAL NON-STRUCTURE FIRES- 3,796



**2007 ARSON STATISTICS**

**1,430 CASES OF "SUSPICIOUS FIRE" SOLVED**





courage, commitment, compassion



**THE HOUSTON FIRE DEPARTMENT**

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