



# 2011 Annual Report





## **MISSION STATEMENT**

The mission of the Orange Fire Department is to continually improve the quality of emergency services which include: fire suppression, emergency medical care, hazardous materials mitigation, emergency management, and specialized rescue. We are also passionately committed to continual improvement of fire, safety, fire code enforcement, fire investigations, public education, and environmental safety services. Our goal is to assure a superior quality of life for the citizens of Orange, our business and industrial partners, and our welcomed guests in the City of Orange. We pursue our mission with determination and resolve, and with emphasis on pro-active, cost-effective programs.

Our motto is: **"Your safety is our business"**.

## **DUTY STATEMENT**

**BE SAFE**

**BE HELPFUL**

**BE NICE**

## GUIDING PRINCIPLES

Orange Fire Department employees are thereby guided by the following principles:

- Our employees are the most valuable resource.
- We are accountable to those we serve.
- Pride, the pursuit of excellence and the commitment to public service is of paramount importance.
- Compassion, fairness, and integrity are practiced in all our endeavors.
- Through active leadership, we shall promote the use of quality principles, concepts, and technologies.

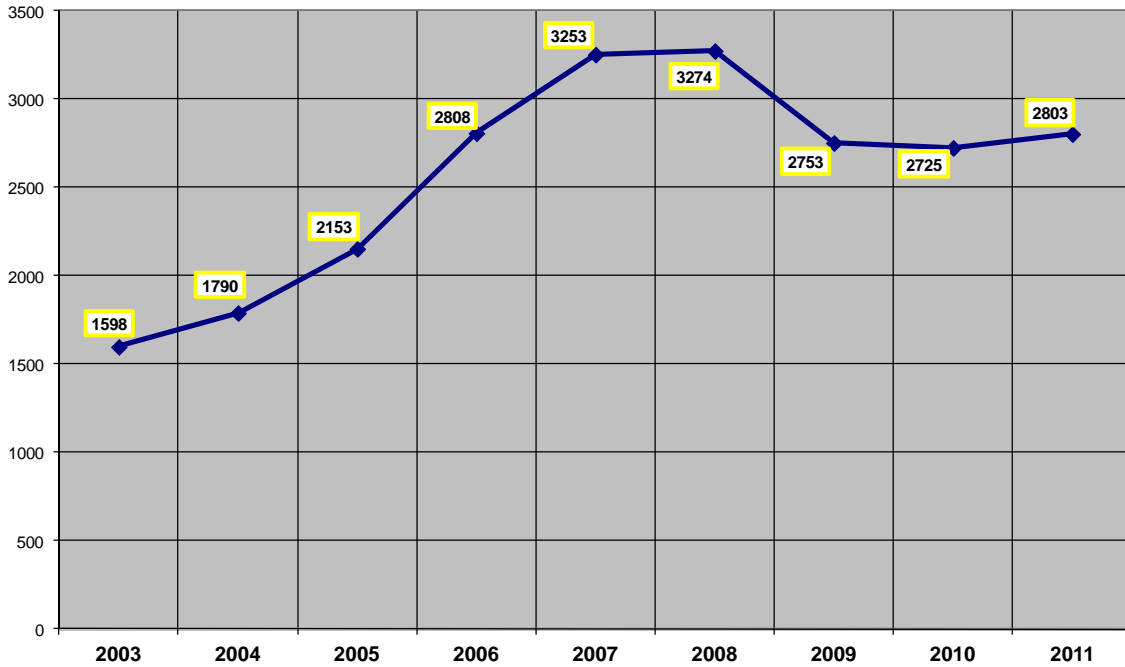
We believe value to the community is measured in the type and quality of services provided.

We recognize that all which is achieved is accomplished by dedicated and compassionate professionals serving humanity. Our staff is committed to teamwork, professional development, excellence, and efficiency. We value the thoughtful and constructive input of each employee of this organization. We strive to improve service to our customers, improve programs delivered to our customers, and to foster good relationships with every person contacted.

| 2011 Dollar Value Saved vs Loss |                |                |                |        |         |
|---------------------------------|----------------|----------------|----------------|--------|---------|
|                                 | Value          | Loss           | Saved          | % Lost | % Saved |
| Building Fires                  | \$7,246,040.00 | \$1,013,089.00 | \$6,232,951.00 | 14%    | 86%     |
| Vehicle Fires                   | \$844,496.00   | \$365,946.00   | \$478,550.00   | 43%    | 57%     |
| All Fires                       | \$8,090,536.00 | \$1,379,035.00 | \$6,711,501.00 | 17%    | 83%     |

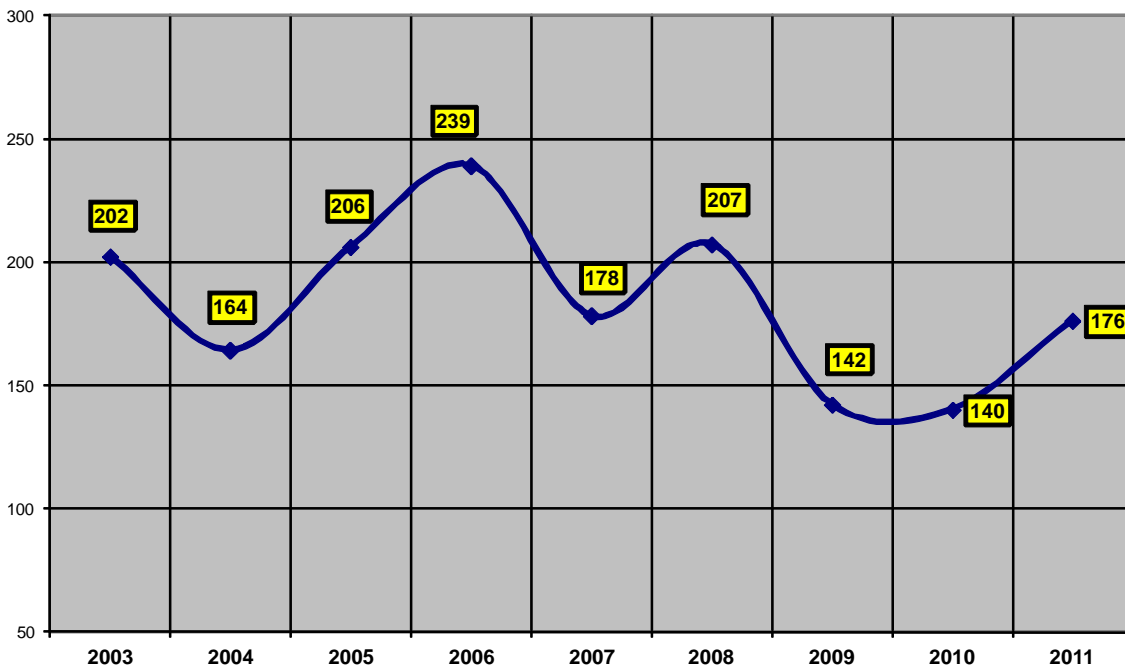
Our published procedure requires the officer completing the fire report to estimate the value of the property and also the value of the property that was lost as a result of a fire. The procedure has estimating assistance tables to accurately determine the value of the property and loss. The delta between the value and loss is the amount of property saved.

### OFD Annual Response History

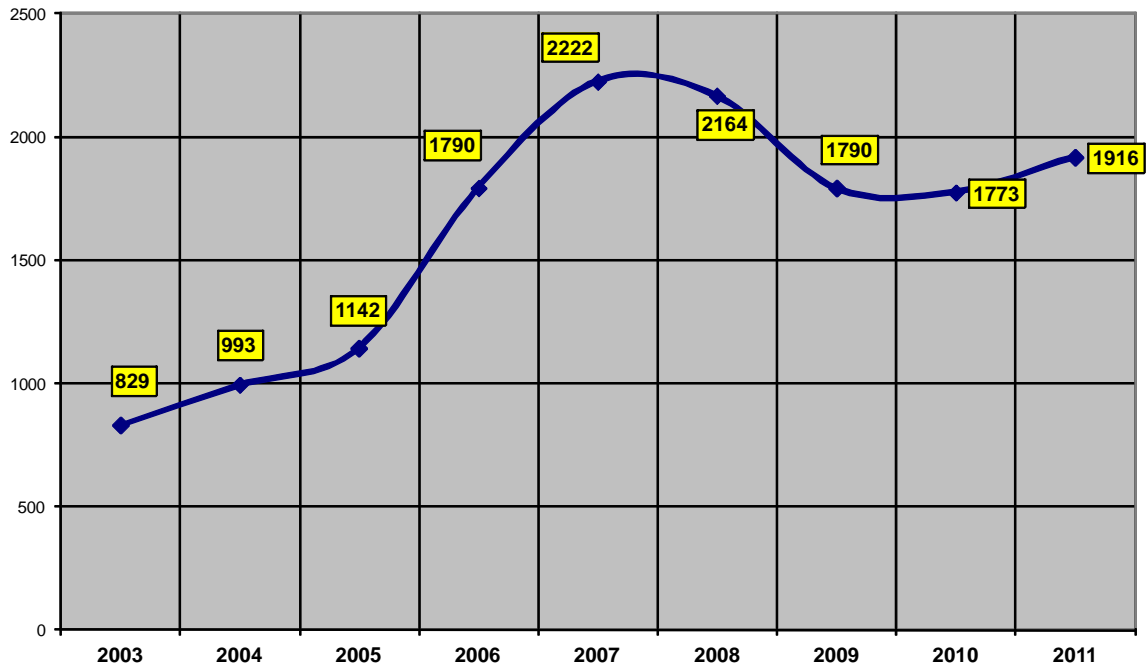


The annual response totals represent every type of emergency response completed. These totals are only controllable by fire prevention, accident prevention, and health awareness programs. The amount of people that live, work, or travel through Orange also have an effect on these totals.

### Fire Response History



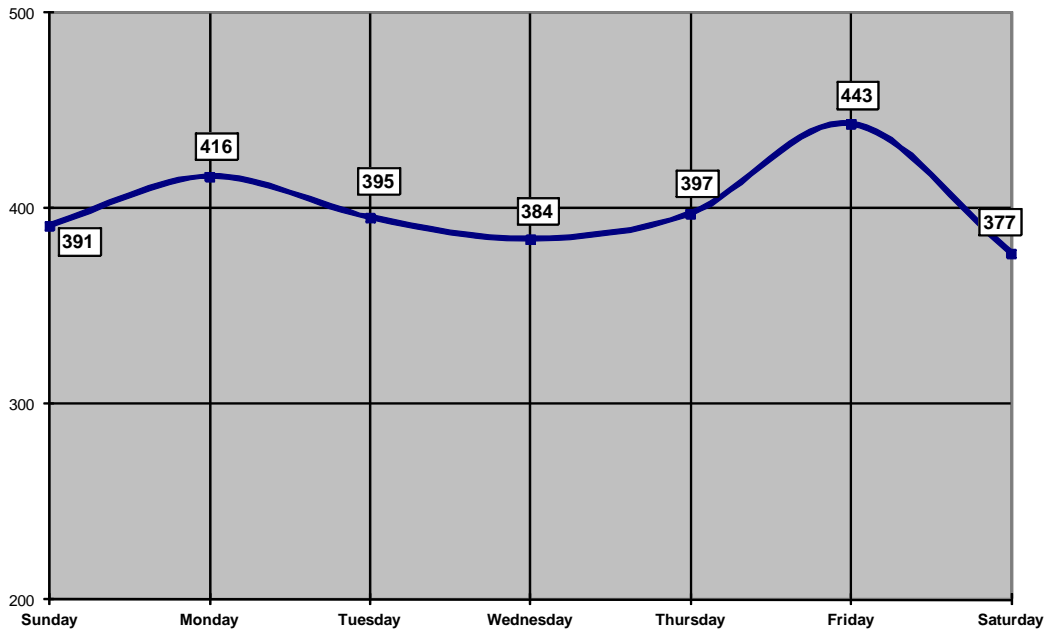
### EMS/Rescue Response History



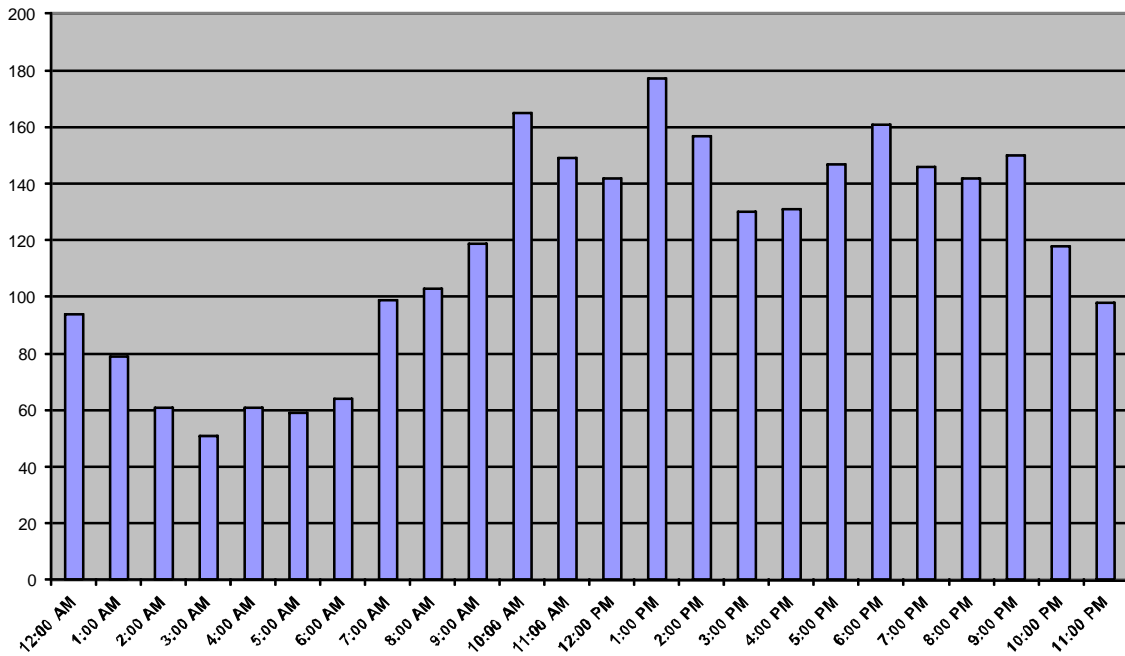
The two core missions we track are fire and rescue emergency response. Both response totals for 2011 had an increase. Our standard response package for a reported building fire is three fire engines and a supervisor's vehicle. Our standard response for a motor vehicle crash is one fire engine and a supervisor's vehicle and for a simple medical emergency, we respond only one fire engine. We have procedures in place to give our officers the latitude to reduce the response package when deemed unnecessary. Typically an officer with the police department will arrive at an emergency scene first and will provide information to the responding fire crews. Any fire supervisor can stop the fire engines from responding with lights and sirens or simply disregard a response based on additional information from an emergency incident scene.

Our department has formed a great working relationship with Acadian Ambulance Service. Our supervisors routinely will cancel the response of an ambulance when it is not needed and their supervisors will do the same to our crews. We respond to many non-emergency calls for service that a customer simply needs assistance getting up from a fall. Acadian Ambulance Service also responds to non-emergency calls for service to transfer customers to the hospital or back to a nursing home. In both cases, our crews and Acadian's crews will call each other for lifting assistance if the customer is heavy.

### 2011 Response Total by Day of Week

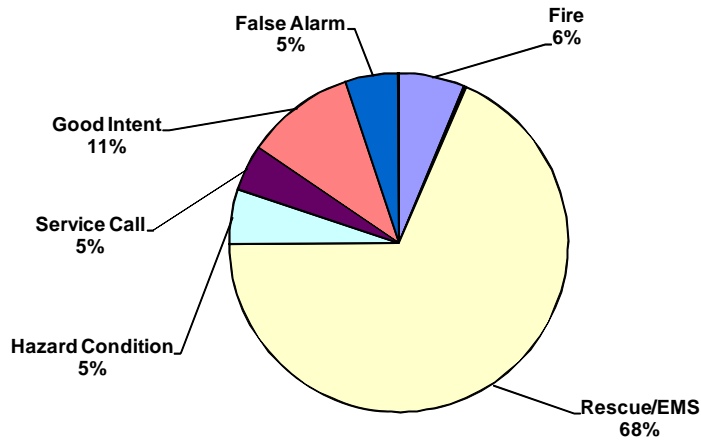


### 2011 Alarm Time Analysis



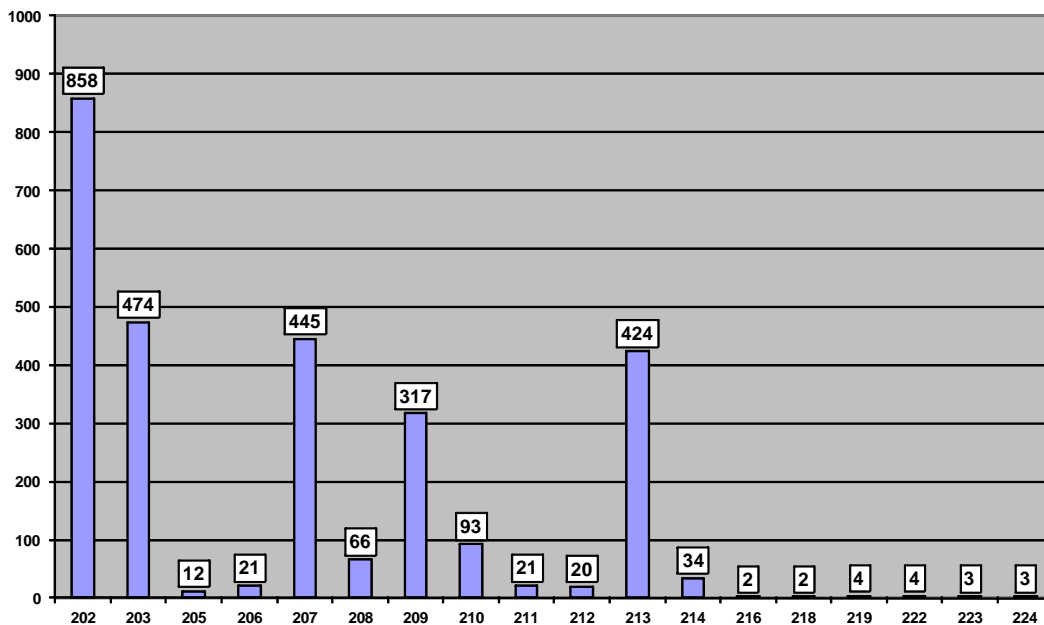
We track the amount of responses each day and each hour of the day to predict firefighter fatigue. The response load is evenly distributed throughout the day and week with peak periods between 9:00AM and 10:00PM.

### 2011 Incident Response Type

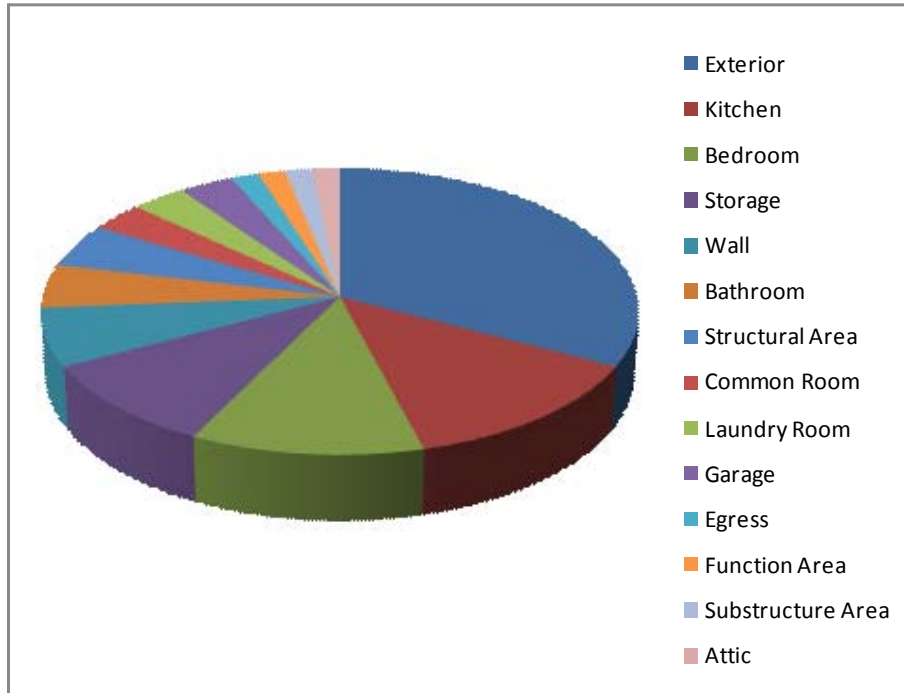


The majority of our emergency response was for Rescue/EMS type incidents. The Fire, False Alarm, and Good Intent category all are considered fire type responses. Hazardous condition response typically involves a motor vehicle that released a hazardous material or a natural gas leak. Service calls are everything else like lift assist, check a smoke detector, or investigate an odor.

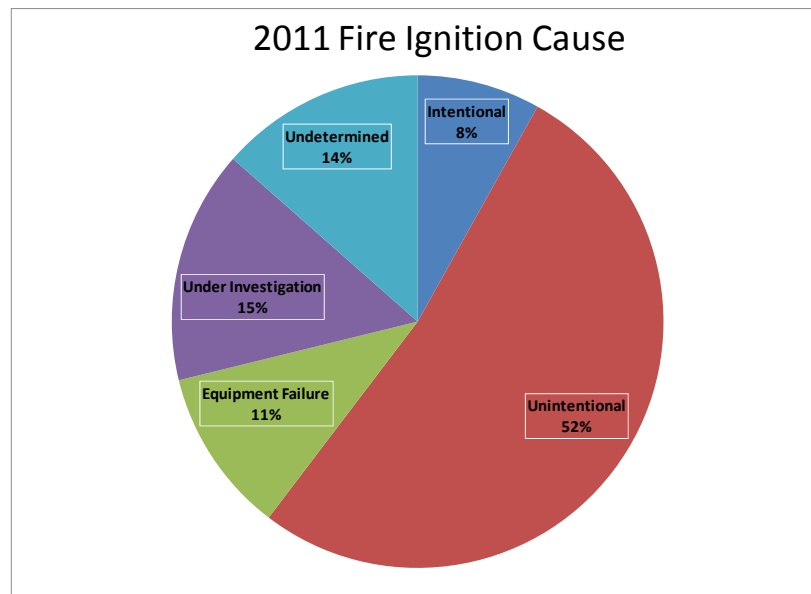
### 2011 Incidents by Census Track



The vast majority of our emergency response was in census track 202 which is south of IH-10, and East of 16<sup>th</sup> Street. Census track 203 in the Cove area, 207 near Rose Lawn, and 213 north of IH-10 were also very busy in 2011. Census track 209 is located west of 16<sup>th</sup> Street.



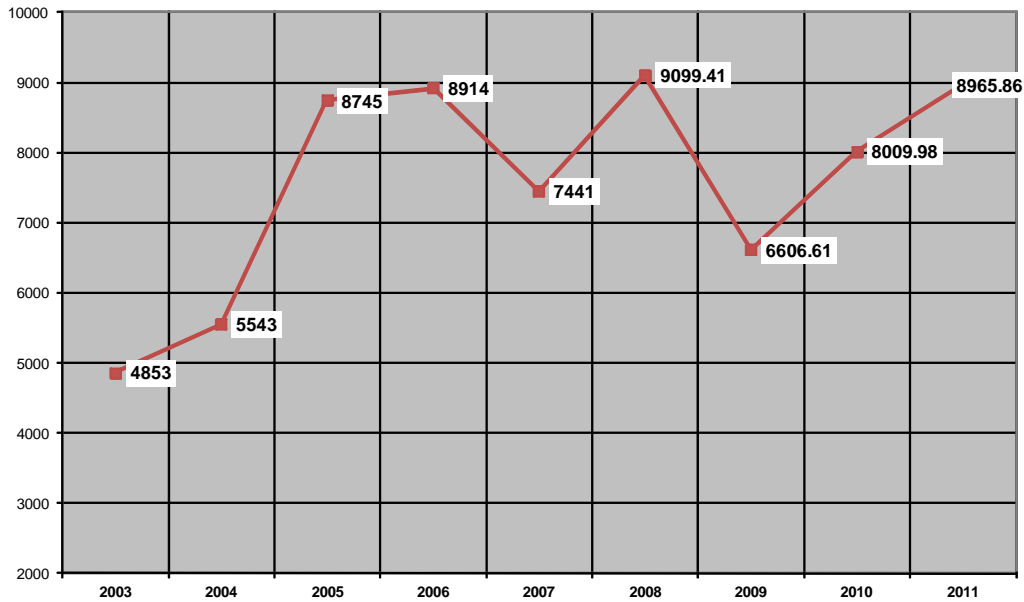
The pie chart above displays the area of fire origin for house fires in 2011. Typically the kitchen has been the leading area but in 2011, the exterior was the leading place of origin. This is likely because of the drought conditions. Simple grass fires spread rapidly to structures during this condition.



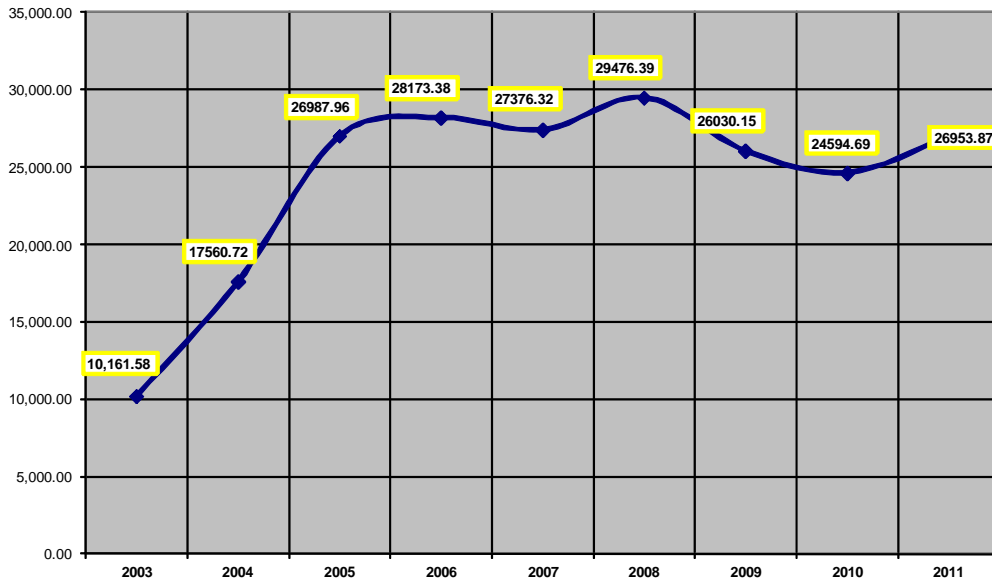
The Fire Marshal determined that the majority of fires within the city were unintentionally started in 2011. Several fires were determined to be intentionally set or are under investigation. The cause of every fire cannot be determined so we will typically have an amount of fires that have an undetermined cause. Equipment failure is a special category that is more specific than unintentional because a machine actually caused the fire.



**Training Hours History**



**Documented Productive Hours History**



The state requires each firefighter to complete 40 hours of documented continuing education hours each year. The Insurance Service Organization (ISO) recommends that each firefighter complete 240 hours of training each year. All of the firefighters completed the required and recommended training in 2011.

We have tracked productive hours since 2002. Productive hours include the time spent on emergency response, training, maintenance, physical exercise, daily duties, and assigned projects.

# Five Year Planning

## Facilities:

- Central Fire Station
  - Complete construction and commission the building
- Station #2
  - Add additional dorm space and gender specific bathrooms
  - Add bunker gear storage and equipment storage
  - Dedicate an area for a fitness facility
  - Install a fire detection system
  - Install a fire sprinkler system
  - Upgrade the kitchen to a commercial type
  - Install security fencing
  - Expand the rear driveway to facilitate better hose testing surface

## Personal Protective Equipment:

1. Purchase a quantitative fit testing device
2. Purchase an electronic accountability system

## Completed Personal Protective Equipment Projects:

1. Replace all structural firefighting gear that was purchased in 2002

## Vehicles:

1. Refurbish or replace Ladder-1

## Completed Vehicle Projects:

1. Replace the F-250 2002 pick-up with a new F-150
2. Refurbish 1920 ALF Engine-3

## Customer Service:

- Increase market share for onsite confined space rescue stand-by
- Increase public education on smoke detector and fire extinguishers
- Incorporate injury reduction training to public education effort
- Expand and streamline portable fire extinguisher training delivery to industrial and commercial customers
- Complete confined space rescue pre-plans on all confined spaces at customer locations
- Expand neighborhood outreach efforts with a concentration on fire and personal safety

# OFD in Action, 2011









