

# BRAVO-ZULU!

*Dear City of Sugar Land,*

*Friday, January 27, I had a traumatic fall in my tub, and the outcome made me realize how fortunate we are in Sugar Land to have such fine first responders. Your team from Fire Station 1 arrived very quickly, and Eric Juergen and his team immediately assessed the situation, began monitoring my signs and made me feel secure and well cared for. Having that assurance at such a difficult moment was hugely important. Mr. Juergen, from the moment he entered the room until he left me at the ER, talked to me calmly about every step. He and his team were perfectly professional in lifting a 75 year-old woman with a broken leg out of the tub and wheeling her out to the ambulance. I am extremely grateful to the Station 1 team for the excellent care I received.*

*Sincerely yours,*

*Sugar Land Resident*

# Fire-EMS Operations





# **Fire-EMS Response Time**

## **Quarterly Goal Measure**

- **Available 24/7 on City's Website**
  - **“Goal Measures Dashboard”**
- **Addresses Safest City**
- **Target Definition**
  - **80% of all responses within 08:30 (mm:ss)**
  - **Includes a 01:00 dispatch call processing time**



# **Fire-EMS Response Time**

## **Quarterly Goal Measure FY2017**

- **EMS Goal Measure**
  - **Exceeded Each Quarter**
- **Fire Goal Measure**
  - **Exceeded Three Quarters**
  - **Missed 4<sup>th</sup> Quarter target by 2%**



# Operations Response Time Performance Measure

Average Response Time	Percentage Calls Under 8.5 Minutes
All Call Types Combined	
6:28.2	82.88%
EMS Calls	
6:25.8	83.32%
Fire Calls	
6:40.8	80.87%

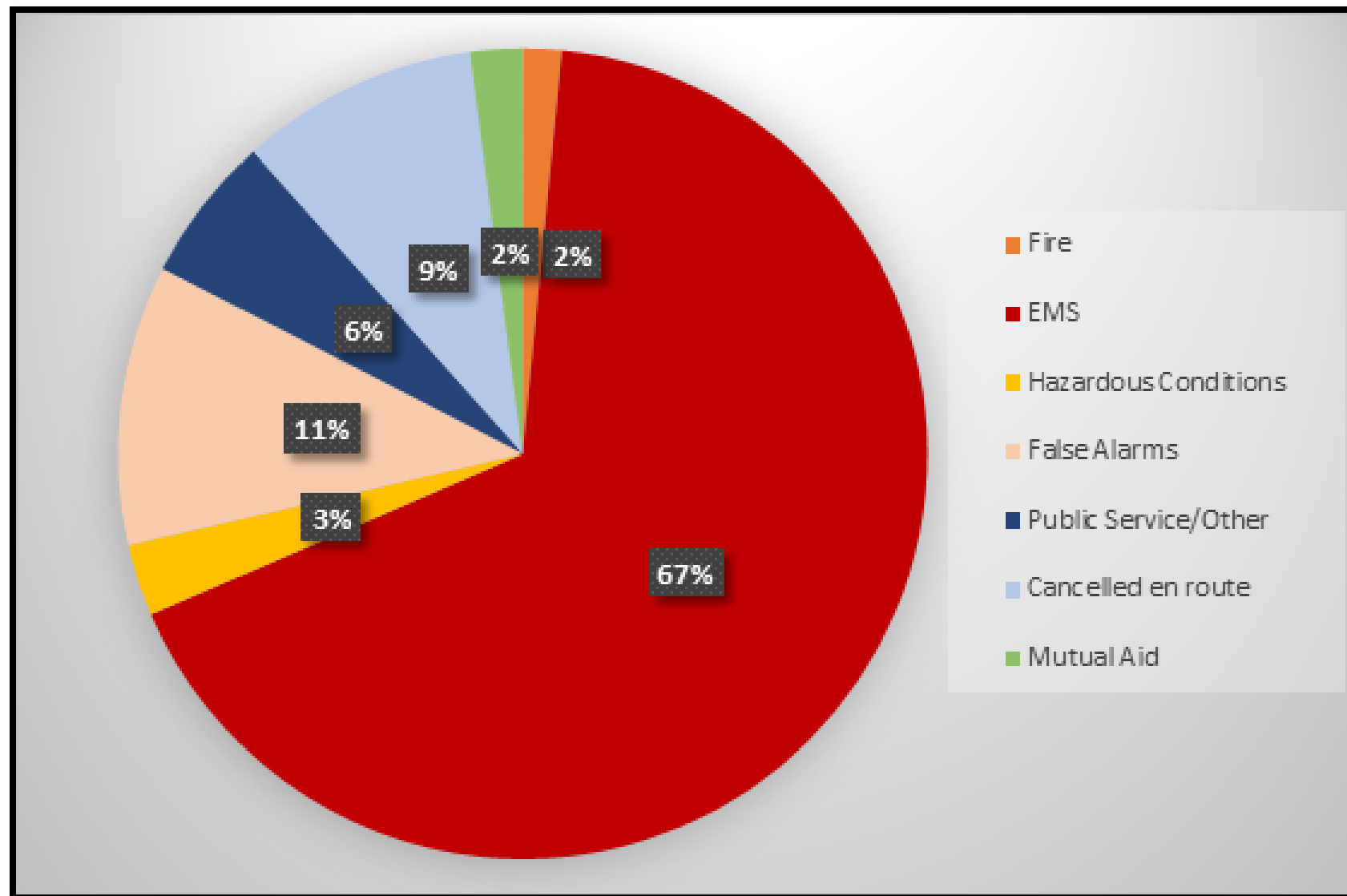
*\*Does not include ETJ, Non-priority, mutual aid or staged calls*

# Response Stats

Incident Type	2016	2017
Fire*	129	137
EMS	5,509	5,949
Hazardous Conditions	185	254
False Alarms	916	991
Public Service/Other	569	517
Cancelled in route	704	844
Mutual Aid	184	171
Total	8,196	8,863

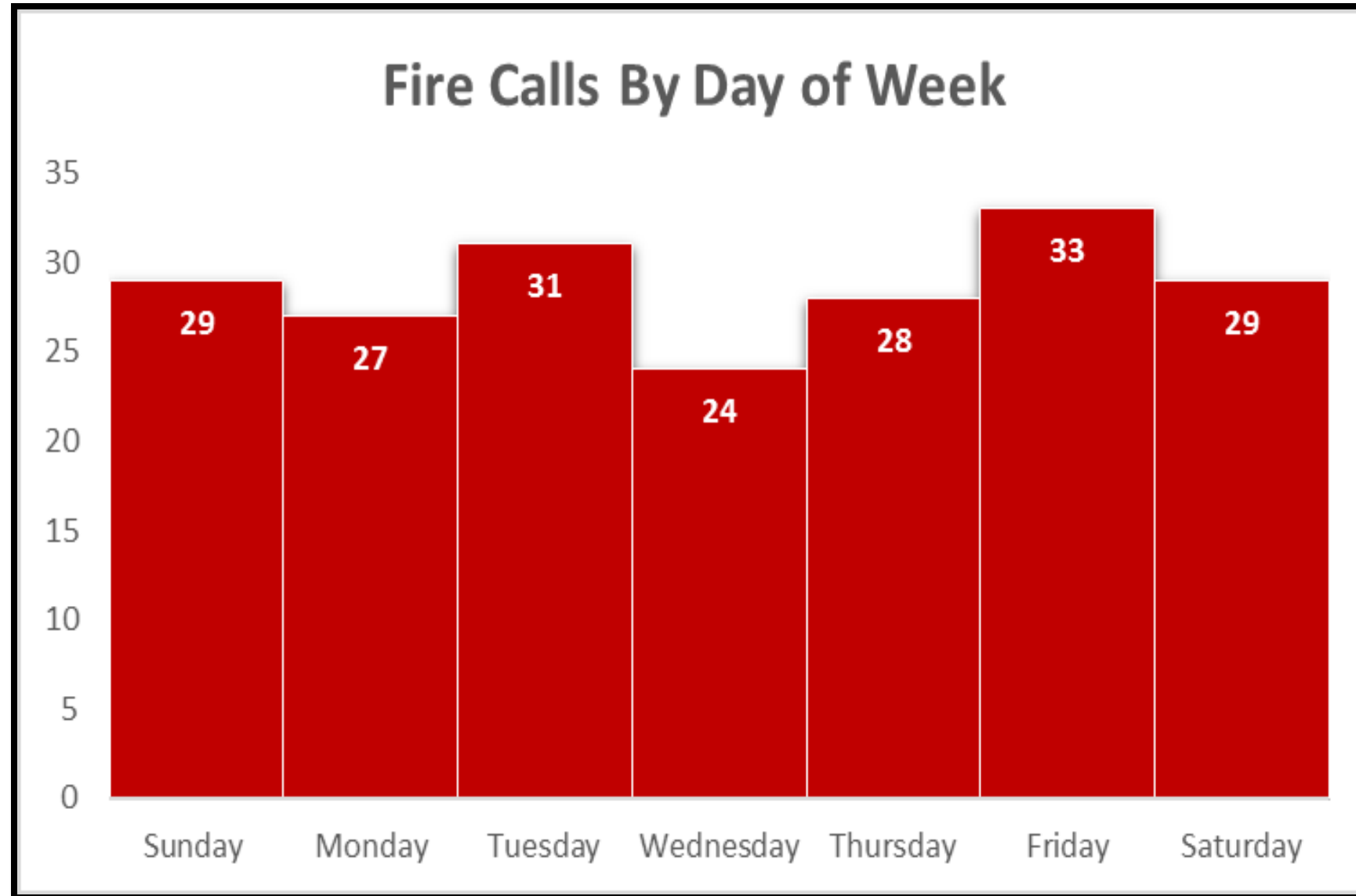
*\*Includes Structure Fires – (FY16:17) and (FY17: 21)*

# Response Stats

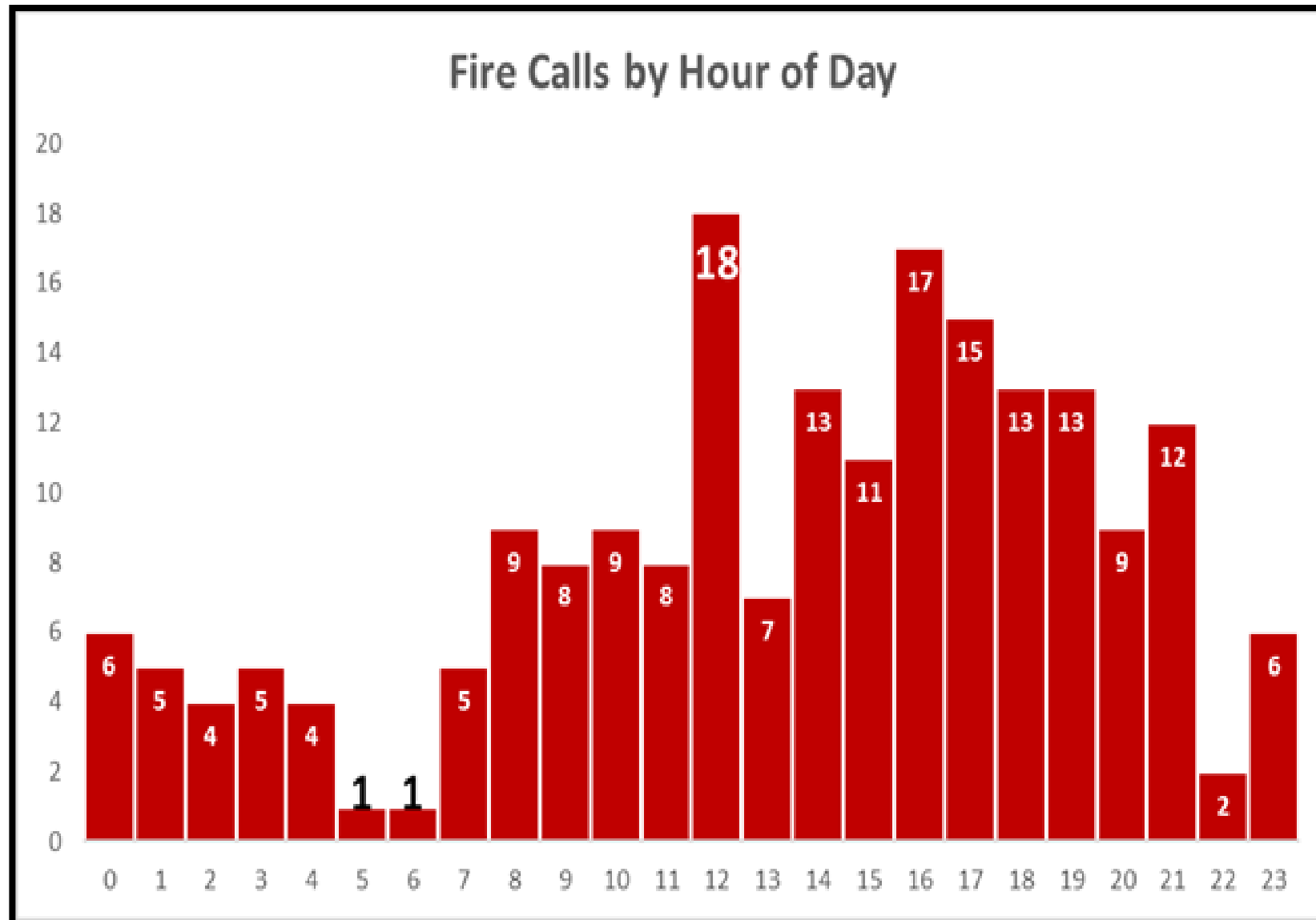




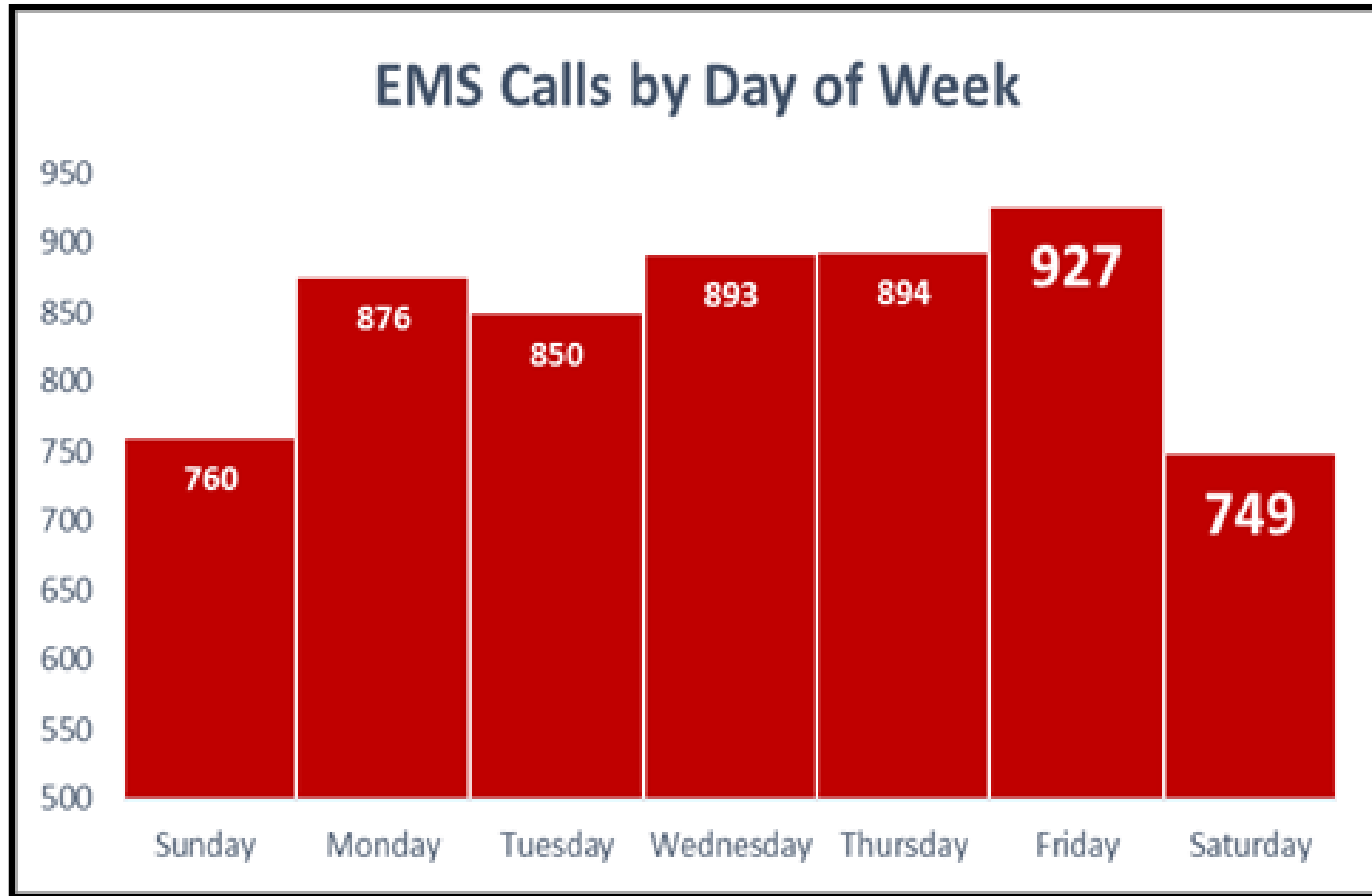
# Response Stats



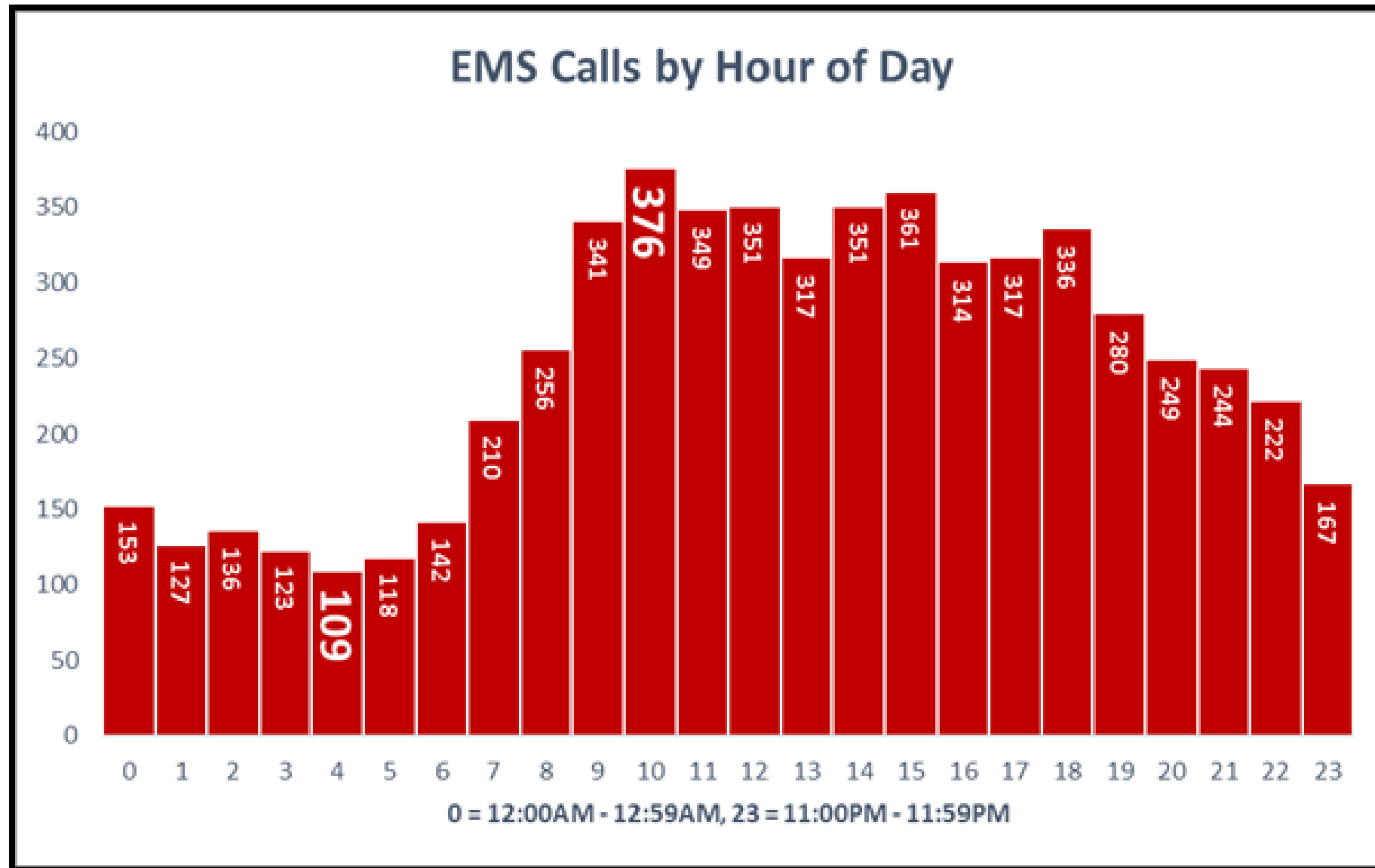
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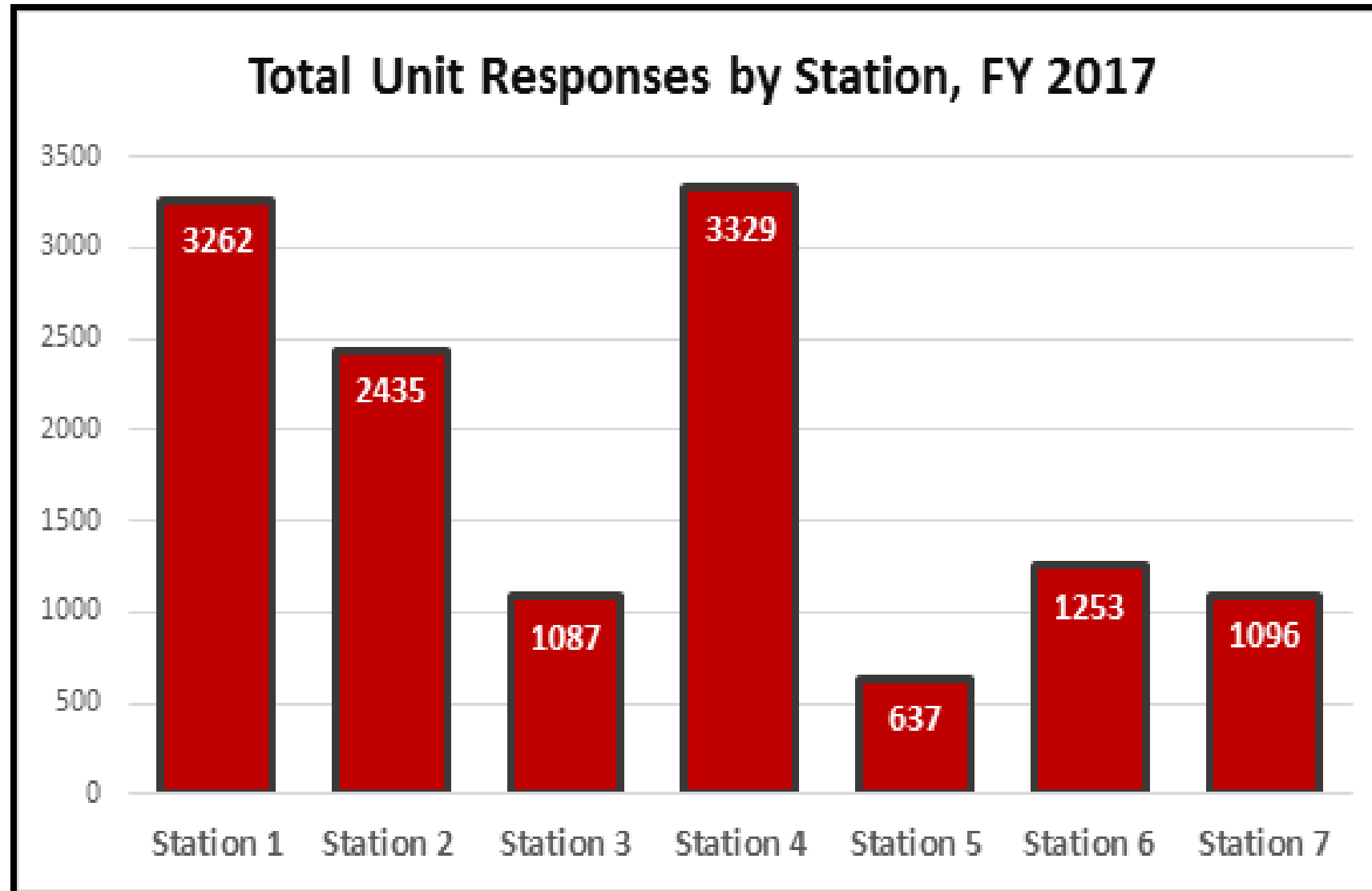
# Response Stats



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**Note: Stations #1, #2 and #4 had medic unit in FY2017**

# EMS Response Stats

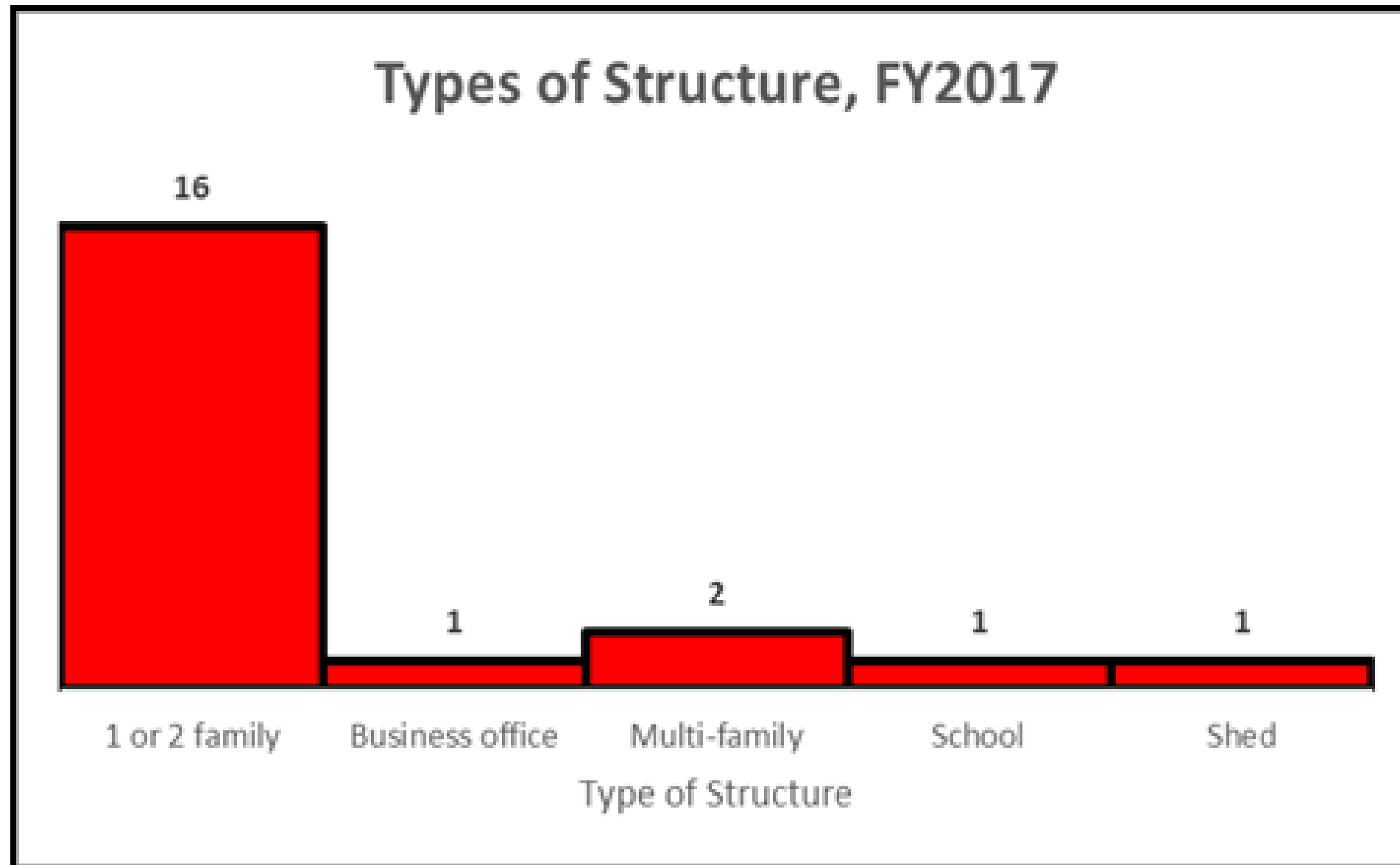
	FY2017
<b>EMS Calls for Service</b>	<b>5,949</b>
<b>Fire Truck &amp; Ambulance Responses</b>	<b>52.0% of Calls without Fire Truck</b>
<b>Average Calls/Transports per Day</b>	<b>16.30 / 9.24</b>
<b>Number of Patients Transported In City / Outside City</b>	<b>3,097 / 276 92% in-city 8.2% out of city</b>



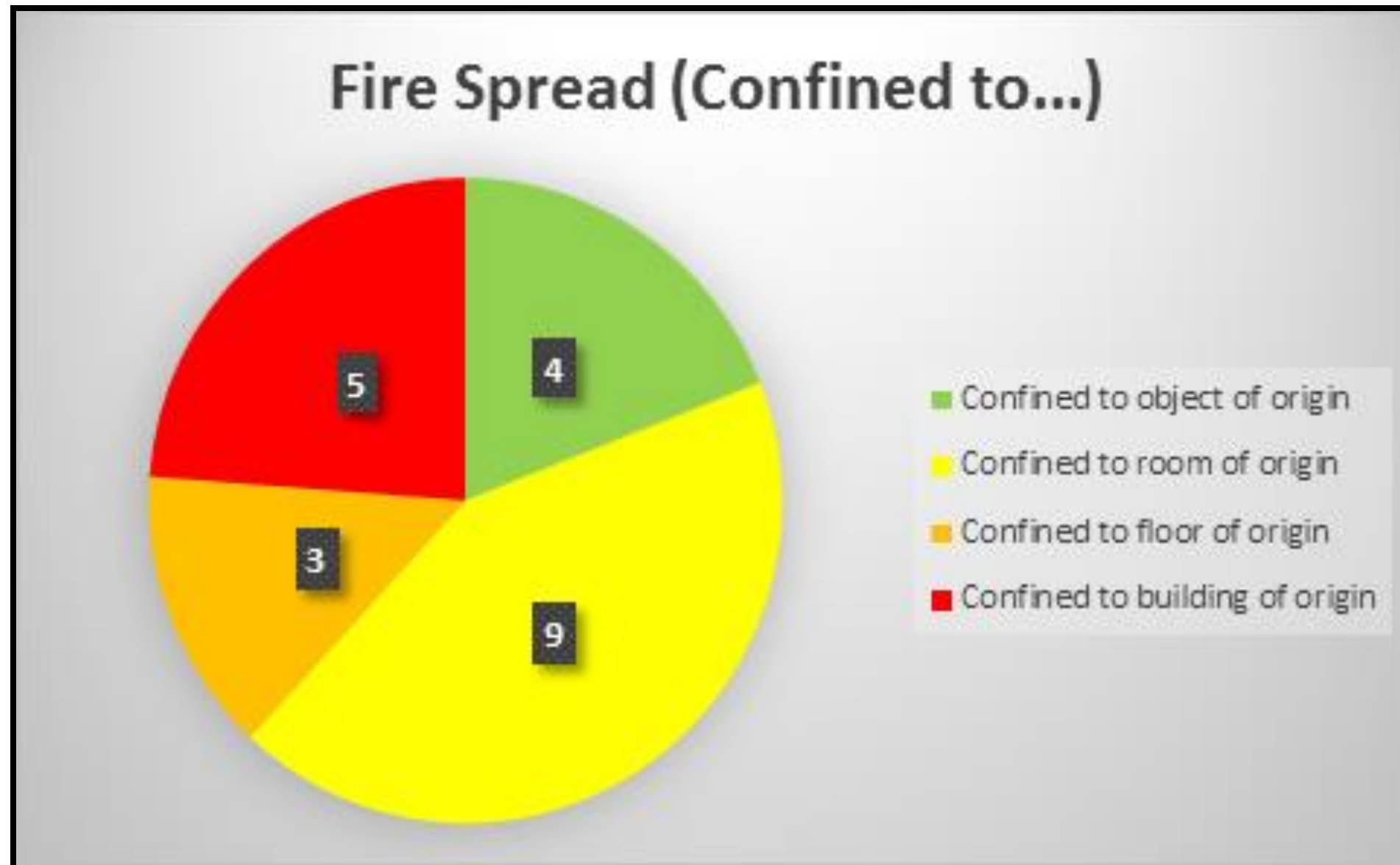
# EMS Response Stats

Transports by Destination	
<b>SL Houston Methodist</b>	<b>1,858</b>
<b>SL Memorial Hermann</b>	<b>432</b>
<b>SL St. Luke's</b>	<b>807</b>
<b>Other</b>	<b>276</b>

# Structure Fires -21

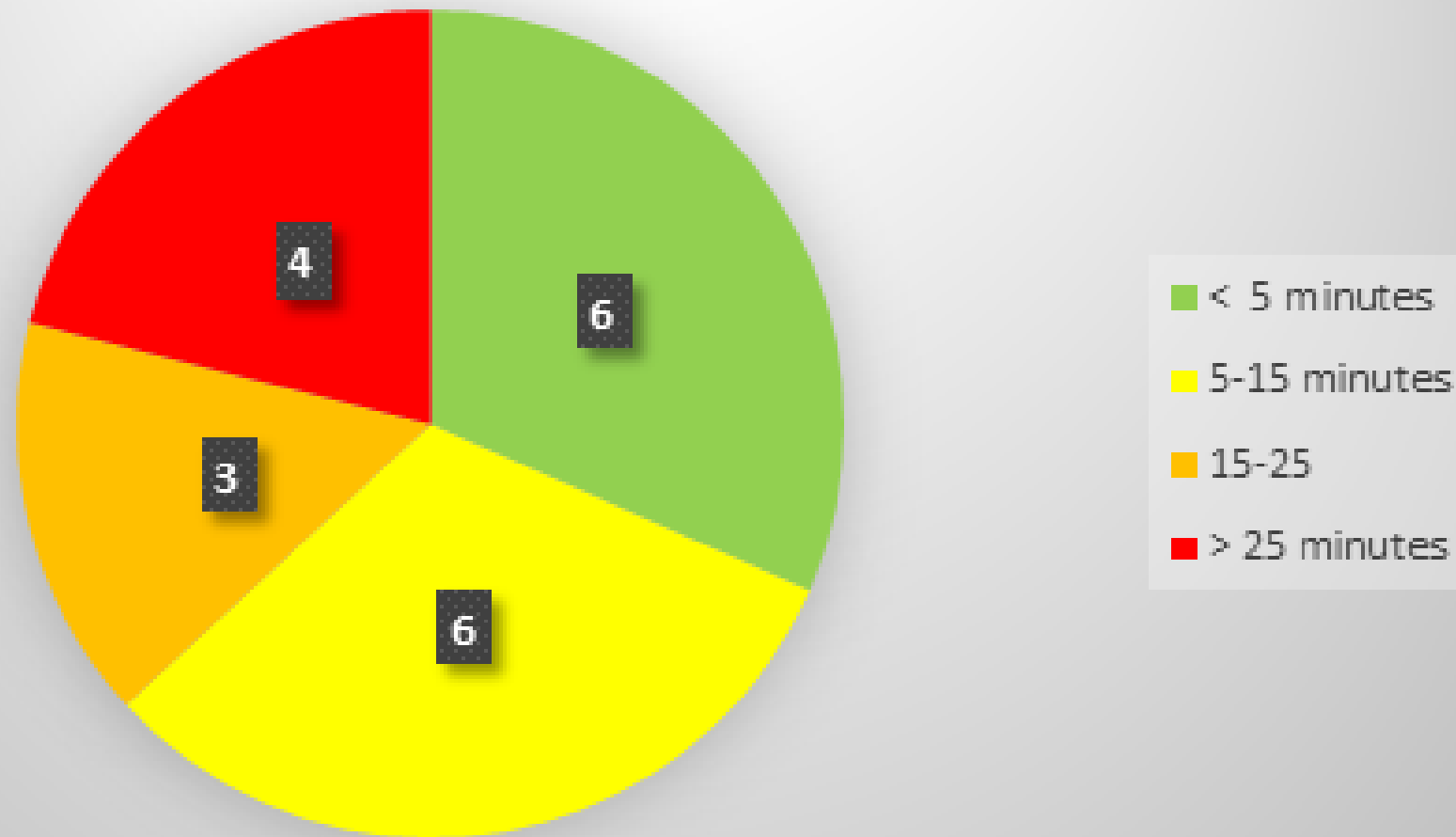


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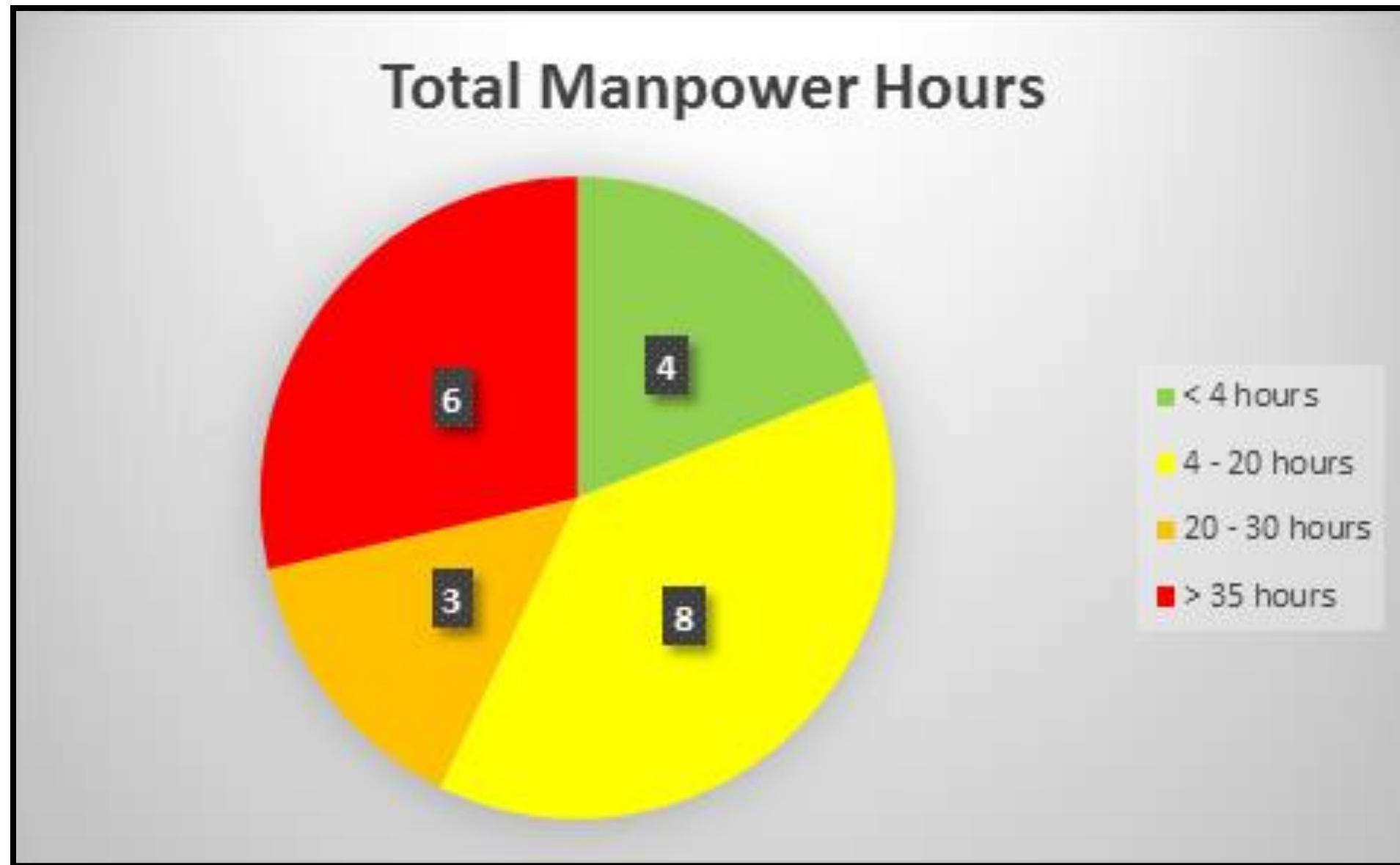


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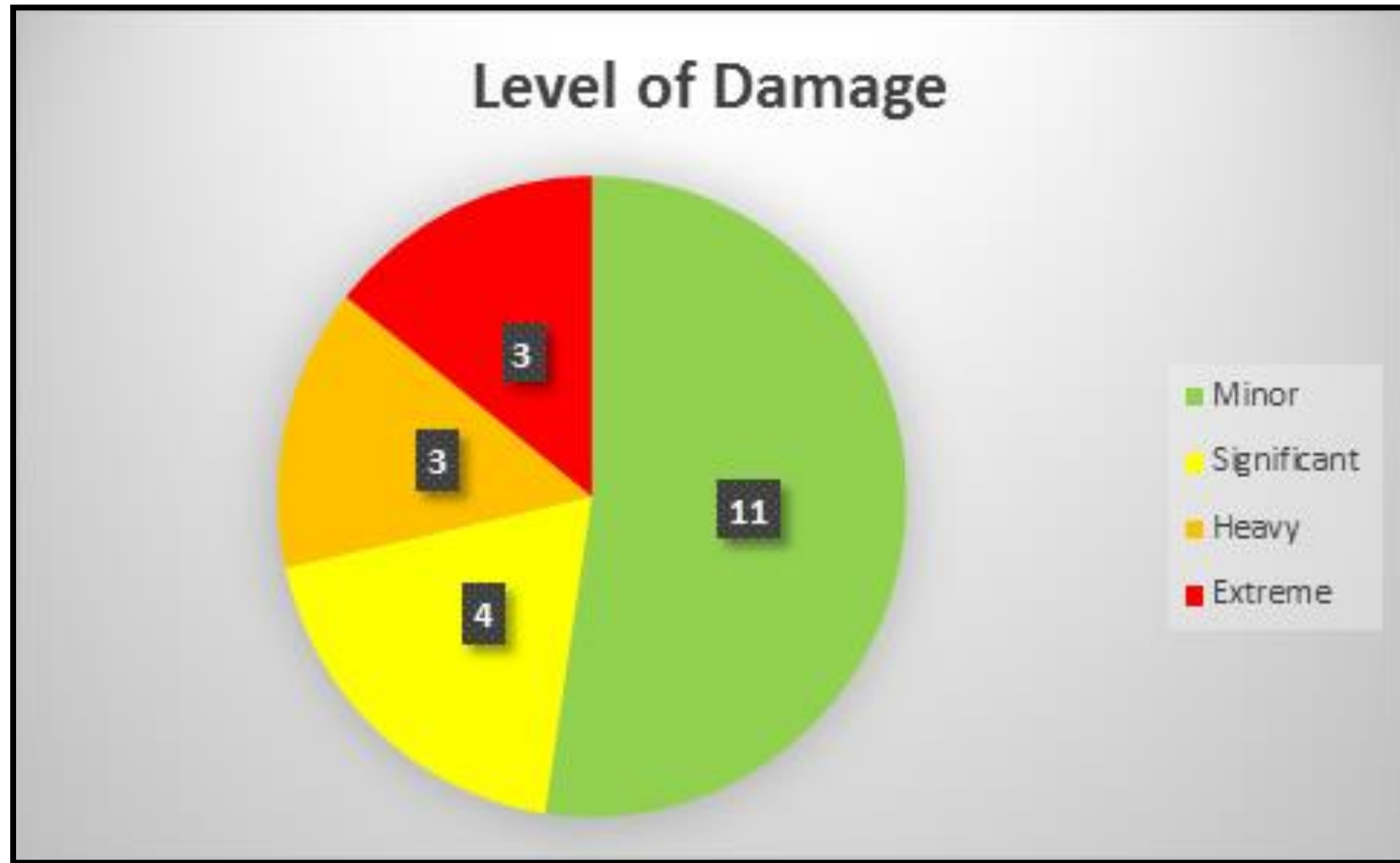
Time to Control



# Structure Fires -21

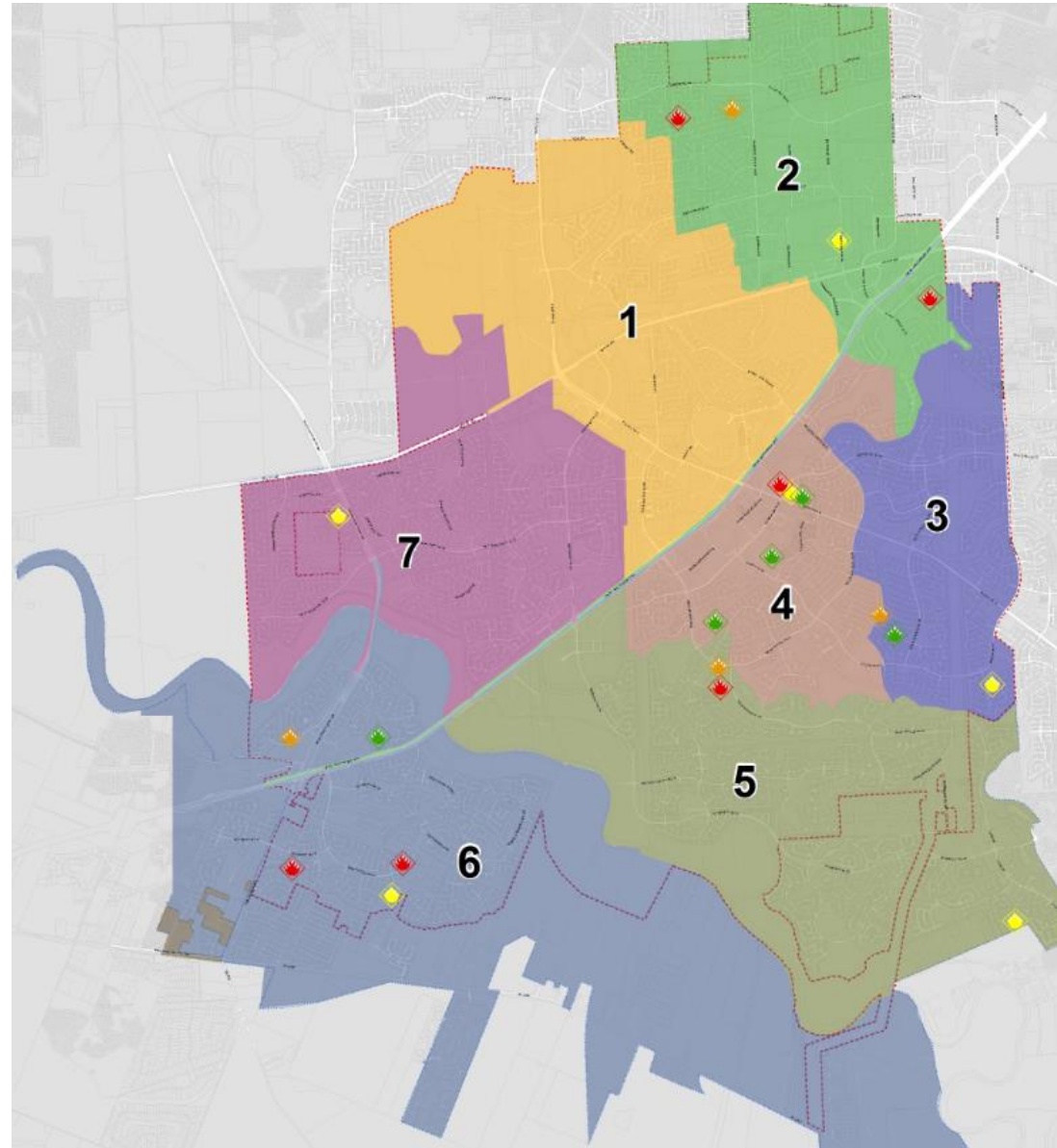


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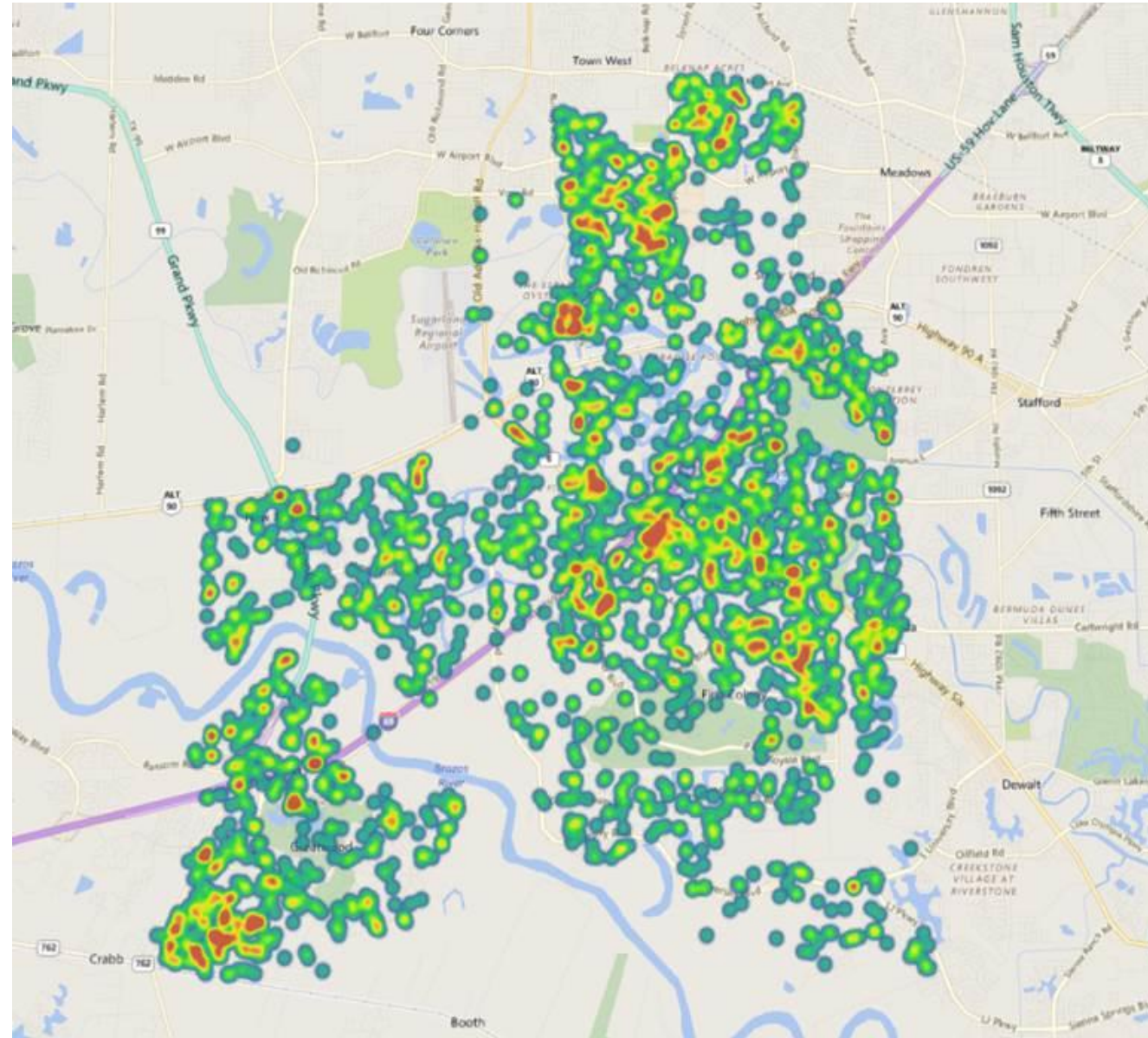




# Structure Fires -21



# EMS Calls





## **Success - Low Volume, No Casualties, Personnel Safety**

- **Men & Women Fire Personnel**
  - **Training, Certifications, SOPs**
- **Equipment**
  - **Protective Gear, Apparatus**
- **Prevention & Pub Education Efforts**
  - **Adoption of Current Code**
  - **Ordinances**
  - **Active Public Education & Community Outreach**



# Prevention & Community Outreach



## FREE SMOKE ALARM CHECK

Every house should have at least one smoke alarm.

Three out of five fire deaths occur in homes without working smoke alarms.

This risk is cut in half in homes with working smoke alarms.

Sugar Land Fire-EMS provides up to two free smoke alarms to any Sugar Land resident in need. To receive an alarm, citizens must live in a privately owned home and have a genuine need. Schedule a free smoke alarm check at [www.sugarlandtx.gov/fire](http://www.sugarlandtx.gov/fire).



# Prevention & Community Outreach Stats

Request	Number	Contacts Made
Smoke Alarms & Batteries	103	148
Public Education Events	106	9,273
School Programs/ Business Fire Drills/Fire Extinguisher Training	19	1,461
Station Tours	124	1,810
Special Events	36	13,488
Plans Reviewed	1,160	N/A
Inspections	2,938	N/A

# **Emergency Management Highlights**

- **Emergency Operations Plan**
  - **City Recognized at Advanced Level of Preparedness (Highest Level)**
- **Assisted Departments**
  - **2017 Super Bowl**
  - **Fort Bend ISD Graduation**
  - **Annual Hurricane Exercise**
  - **Active Shooter Exercise**
  - **Public Access Defibrillation Program**



# HARVEY



# **HARVEY Related Information**

- **Evacuation Activity**
  - **Constellation Field Staging Area**
    - **345 People, 112 Pets**
    - **Employee Families sheltered at TE Harman**
    - **129 residents assisted and 46 pets**
    - **MRAP (vehicle) used in addition to dump trucks to assist high water rescues**

# **HARVEY Related Information**

- **Major Issues Encountered**
  - **Logistics of feeding employees**
  - **Lack of communication from County (during mandatory evacuation)**
- **Plans Moving Forward**
  - **Focus on Documentation**
- **Efforts to date**
  - **41 City-wide projects identified for reimbursement at 90%**

# **HARVEY Related Information**

- **Efforts to date (cont'd.)**
  - **FEMA Reimbursement efforts**
    - **\$670,000 reimbursements submitted**
    - **\$1,522,000 additional submission in estimated facilities repairs**

# **HARVEY Related Information**

- **TML reimbursed \$25k toward various projects to-date: Windscreens at several city parks, Airport Game Fence, Airport lighting, Lynwood Lift Station, Grants Well and Riverstone GWP**
- **Seeking reimbursement for deductible of \$25,000 from FEMA**



# Grant Activity

- **Fire House Subs Grant**
  - **25 Automatic External Defibrillators with 3D wall signage and cabinets**
  - **Valued \$42K**
- **Hazard Mitigation Program (Via State)**
  - **2 Generators for Public Works and City Hall Annex**
  - **Value \$625K**
- **Annual Emergency Management Grant**
  - **Value \$38K**



# **FEMA Activity**

- **Hurricane IKE**
  - **Final Closeout of \$38k in process**
- **Brazos Flood 2016**
  - **\$272k in pending reimbursements**
  - **4 Projects : Debris, Emergency Protective Measures, Brazos River Park, and combined project: Canoe Launch, Brindley Trail and Memorial park**

# **Administrative Highlights**

- **CMS Audit Review Completed by Page Wolfberg & Wirth (PWW)**
- **Comprehensive Documentation Training for all personnel by PWW**
- **Patient Care Reporting Software upgraded to meet national and state requirements National Emergency Medical Services Information Systems**

# **Fire-EMS FY2018 Focus/Priorities**

- **Continue work on CPSM Recommendations**
  - **Emphasis relating to improving unit availability and performance efficiency**
    - **7 completed**
    - **21 on-going**
- **Communication Culture**
- **Employee Wellness**
- **Recruiting & Hiring Strategy**



# **Fire-EMS FY2018 Focus/Priorities**

- **Large Project Assistance**
  - **Imperial Market Construction**
  - **University Commons Phase II**
  - **James Reese Career & Technical Center**
  - **Village at Riverstone**
  - **The Cross Roads at TelFair**



# **Fire-EMS FY2018 Focus/Priorities**

- **Large Project Assistance (cont'd.)**
  - **Hampton Inns**
  - **Sterling McCall Acura**
  - **Schlumberger Office & Amenities Buildings**



**“One Mission, One Team”**  
**Questions?**