

**2010 Points of Pride
Rockwall Fire Department
Prepared by: Chief Poindexter**

OVERVIEW

The 2010 calendar year was another busy year for the Rockwall Fire Department even though our call volume was down slightly by 6.745% from last year. As always, the volunteers and full-time members of this department worked very hard, did an excellent job for the city and its citizens, and achieved many goals within the year. I am excited about the New Year. The City Council and City staff have assisted this department in making major changes that will produce many positive effects in the years to come. The Fire Department is off to a busy start in 2011 with the process of implementing the upgraded Fire/CAD software. The Captains and Drivers are now involved in the entering of incident documentation. Staff is learning ways to utilize the software to it's greatest potential. We are also very proud to have the two new stations in full operation. They have improved the response times in their districts considerably.

TRAINING & INCENTIVES

The Battalion Chief continues to have positive affects on the level of training among fire department personnel.

Training Highlights

- ◆ Twice monthly training sessions
- ◆ Fire training schools at Texas A & M
- ◆ 158 certifications held among our firefighters
- ◆ 21 different types of certifications
- ◆ 33 Certified firefighters

Incentives at a Glance

- ◆ Provide tuition for paid fire and EMS training
- ◆ Incentive to attend week long training courses
- ◆ Night time driver shift incentive pay
- ◆ Supplemental disability
- ◆ VFIS accident/injury insurance
- ◆ Workers compensation coverage
- ◆ Credit on monthly water bills
- ◆ Higher education certification pay
- ◆ Pay per call incentive
- ◆ Retirement program
- ◆ Incentive for receiving paid firefighter & EMT certifications
- ◆ Recruiting incentive
- ◆ Recruit training incentive
- ◆ Driver shift incentive
- ◆ Longevity pay

STAFFING

As you are aware, the Rockwall Fire Department can have up to forty-nine volunteer firefighters. Currently we have:

- ◆ Fire Chief

- ◆ Battalion Chief
- ◆ 3 Captains
- ◆ 6 Driver/Operators
- ◆ 1 Fire Marshal
- ◆ 2 Fire Inspectors/Arson Investigators/Firefighters
- ◆ 17 Part-time Driver/Operators (14 full-time paid in other cities)
- ◆ 18 volunteers
- ◆ 1 Administrative Assistant
- ◆ 1 Administrative Technician

We are also in the process of hiring a Fire Inspection/Firefighter. We hope to have that position filled by February 15, 2011.

RECRUITING

Recruiting tools, along with new recruiting incentives approved by Council in 2008 are assisting in the effectiveness of attracting applicants. The number of applications submitted in 2010 decreased by 14% from 2009, from 60 to 52 this year. This continues to be a priority for our department as we look for ways to retain current staff as well as bring on new volunteers.

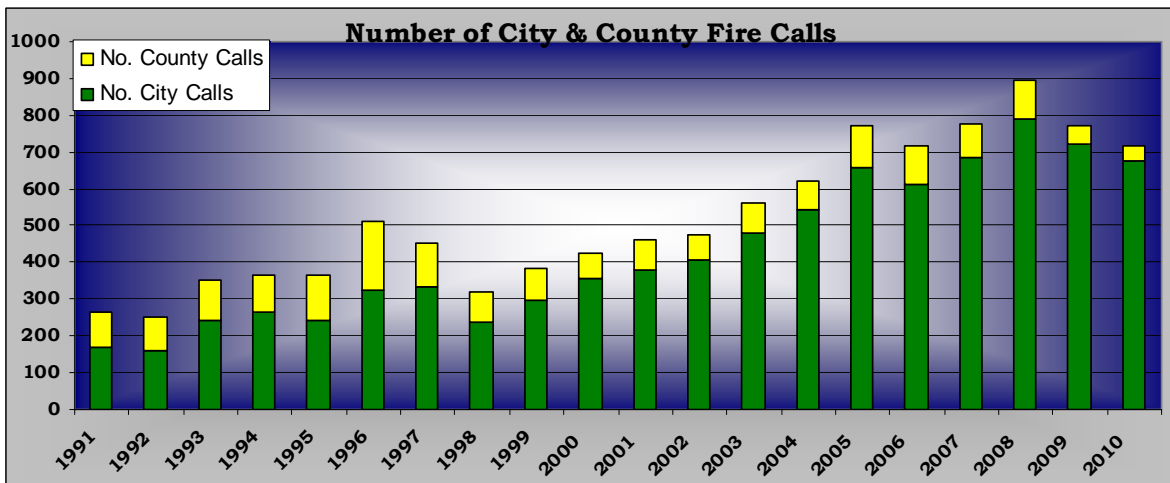
Recruiting Results

- ◆ 52 applications received
- ◆ 5 applications currently being processed
- ◆ 6 new members
- ◆ 37 total volunteers at present

STATISTICS

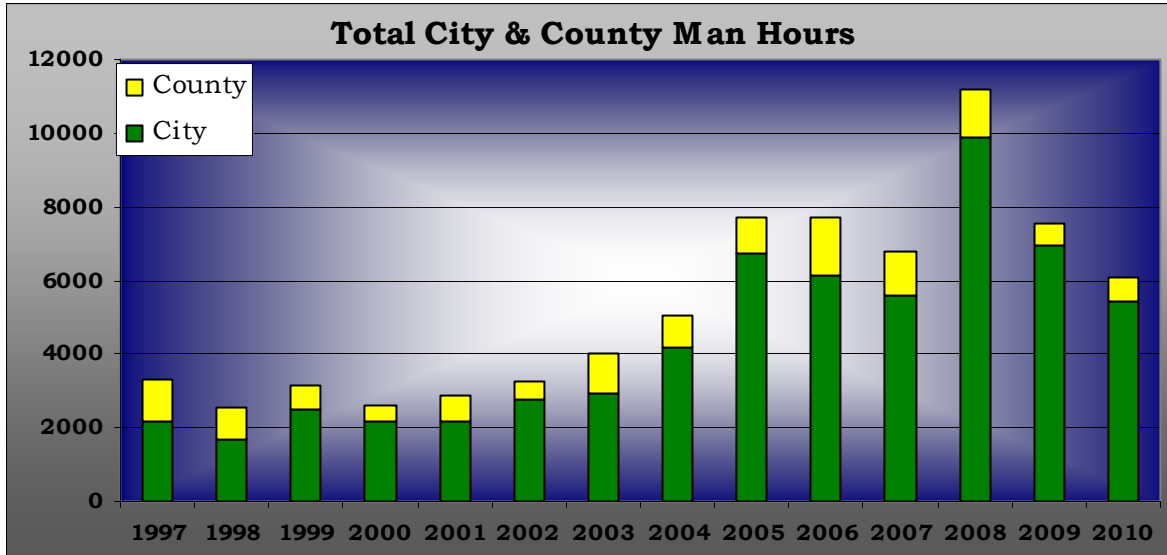
Fire Calls

In 2010, the Rockwall Fire Department answered 676 calls in the City and 43 calls in the County for a total of 719 calls. Of those calls, 9 of the 719 calls were mutual aid calls. Overall, we decreased City/County call by 52 calls from 2009. This was a 6.745% decrease.



Man hours

We had 5414 man-hours in the City and 686 in the County for a total of 6100 hours for the year. We decreased the overall man-hours by 1445 hours. This is a decrease of 19%.



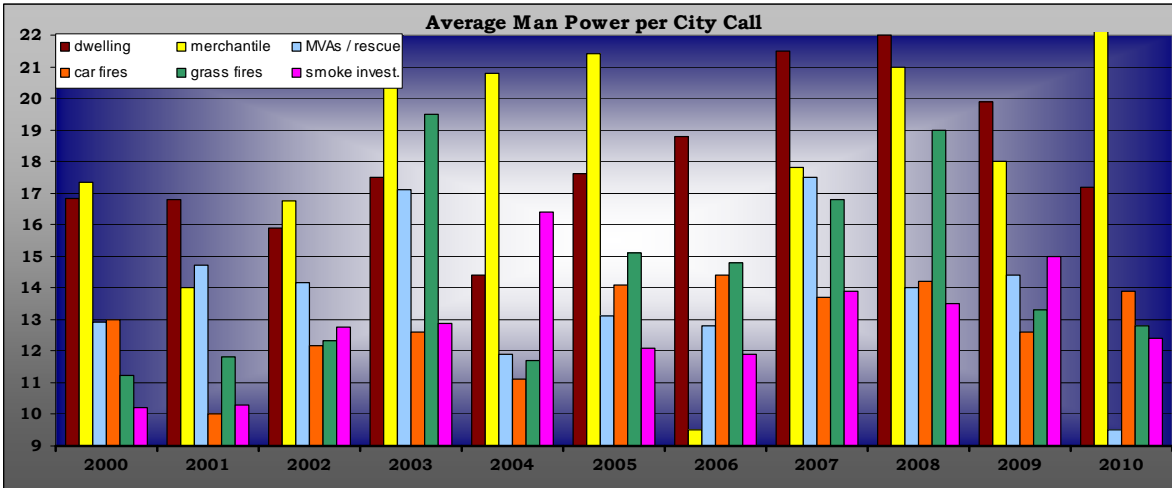
Manpower

During the months of January through September 21, 2010, we maintained the following average manpower to calls within the city:

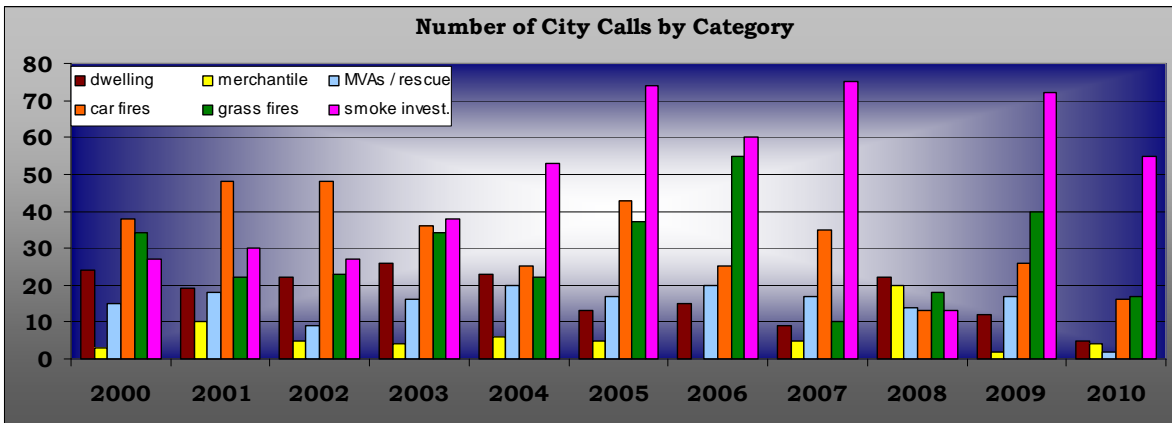
- ◆ 26.6 firefighters on structure fires
- ◆ 9.5 on MVA rescue calls
- ◆ 13.9 firefighters on car fires
- ◆ 12.7 on grass fires
- ◆ 11.24 overall average

Our target is to have at least twenty-four volunteers available for any type of structure fire. We met the target for the months reported in 2010.

Due to software conversion on September 21, 2010, the average manpower by these call types is not available. The new software categorizes the calls by NFIRS call type and property type and they do not match up to those we have been tracking in the past.



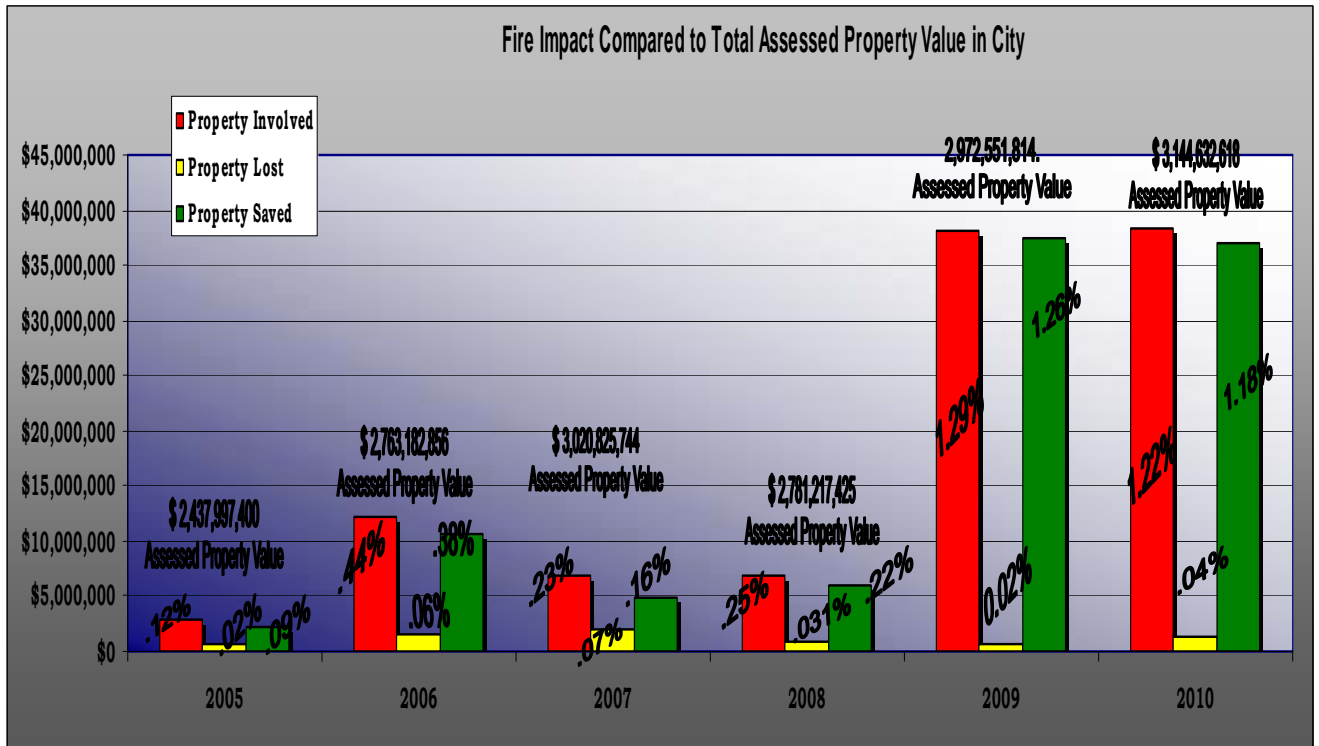
* 2010 on these two charts represents Jan through Sept. 21, 2010 only due to software conversion.



Property Savings

In 2010 the citizen's property lost in a fire was valued at \$788,226. Content lost in a fire was valued at \$517,607.

We saved \$11,688,214 in property and \$25,310,796 in content in the City of Rockwall. The amount of property/content loss was 3% and the amount of property/content saved was 97%.

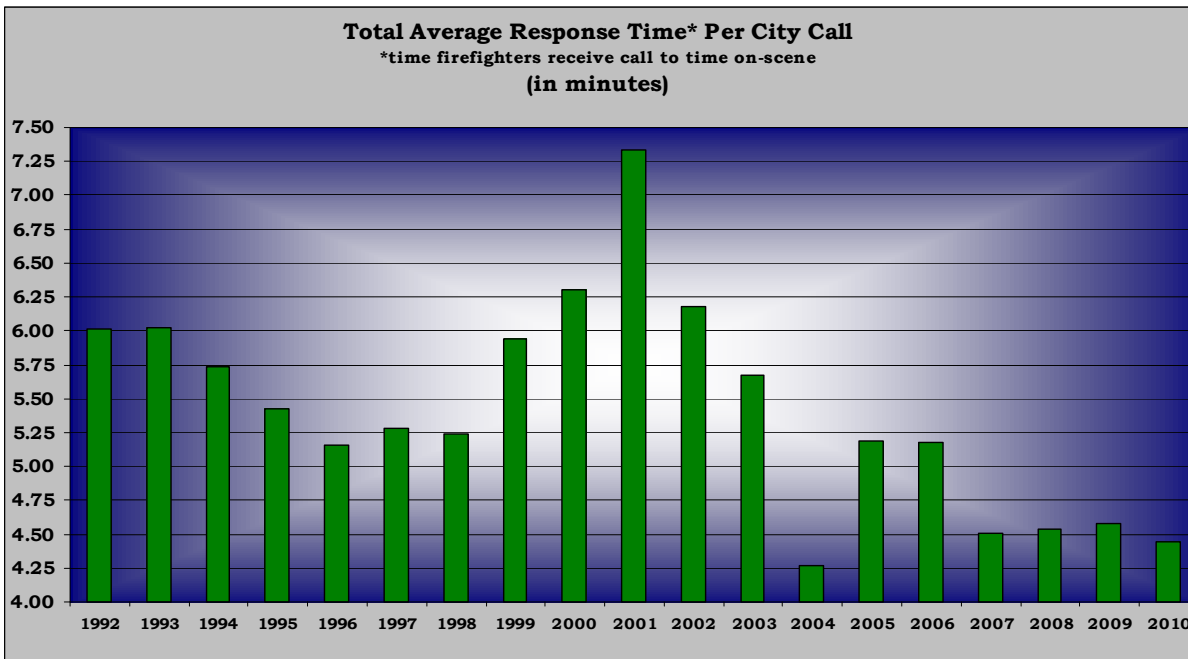


ISO

We are still very proud of Class 3, Public Protection Classification Rating. We are diligently working toward the goal we set in 2002 to lower our rating to a PPC rating of 2. This is done by using the Fire Suppression Rating Schedule and taking an in-depth look into the dispatching, water system, fire department and prevention programs within our community. We believe we are to the point that if we were re-graded, we would achieve the class two (2) rating.

Response Time

During January through September 21, 2010 we maintained an average of 40 seconds to have a fire apparatus en-route to a City call and 43 seconds to a County call, regardless of time day or night. During that same time frame, the Rockwall Fire Department maintained a total average response time of 4:44 minutes to arrive at the scene with the first fire apparatus in the City and 6.58 minutes to do so in the County. During this time period, we met the 90% response time criteria of having the first piece of apparatus on scene in 7 minutes in three of the four fire districts which have fire stations. We met this criteria overall with 91.75%. During this time period, we also met the 60% response time criteria in districts without stations in all four districts. Our overall response to districts without stations was at 79.49%.



Station 2 was opened in 2001, which contributed to the reduction in response times within the City between 2001 and 2002. The opening of Stations 3 and 4 in 2009 has reduced response times greatly in those districts as well. In addition, the paid driver incentive program began in October 2002. Since that time (2002-2010) there has been a significant reduction in the total average response times per call within the City compared to previous years.

Fire Marshal's Office

Communities throughout the United States have looked to their Fire Department to provide valuable services for their citizens in a myriad of disciplines. These disciplines are essential for communities to develop, grow and prosper. We strive to provide the best service possible

to the City of Rockwall. An essential component of this service, that the Department provides to our customers we serve, is Fire Prevention. The Fire Marshal's Office assignment is fire prevention, focusing on educating the community about the benefits of proper safety practices and identifying and eliminating all types of hazardous conditions, which pose a threat to life, the environment, and property.

The Fire Department and Fire Marshal's Office covers a diverse and unique area of responsibilities as related to Fire Prevention. Various educational activities are organized and presented in efforts to reach the entire community. Widespread and diverse activities of commercial, industrial and residential development and operations are processed and inspected. New processes and products must be analyzed and codes and inspections kept current. Fires must be investigated and the information entered into the system to update and improve the safety of the community and our personnel. All of these areas of responsibility and the Fire Marshal's Office operated in 2010 with only 3 personnel. This limited staffing effected our ability to conduct some activities and limited the quantity of others.

The Fire Marshal's Office is responsible for organizing and managing our Fire Department's public education outreach efforts. We took a huge step in expanding our outreach efforts in 2010, by collaborating with Rockwall County Committee on Aging for a \$150,000 grant to purchase and install Emergency Alert Systems for those with a disability within Rockwall County. The install of these systems will continue into 2011. We successfully hosted our 7th Annual Open House educating citizen's of Rockwall who wanted to learn more about their fire department. We continued our partnership with the Rockwall Independent School District on the injury prevention RiskWatch program. One sacrifice we have had to make, due to limited staffing, is in our training classes for our CERT (Community Emergency Response Team) program. We did not conduct a New Member training class in 2010 due to lack of community interest. We have continued to see a decrease in involvement and membership in this vital program. This decrease has been attributed to the lack of involvement and training that the members are receiving. We have been striving to provide the training and management that CERT needs to be successful however; it has been difficult due to our limited staffing. Despite a few setbacks, we were able to continue to provide priceless education about fire and life safety through out the community.

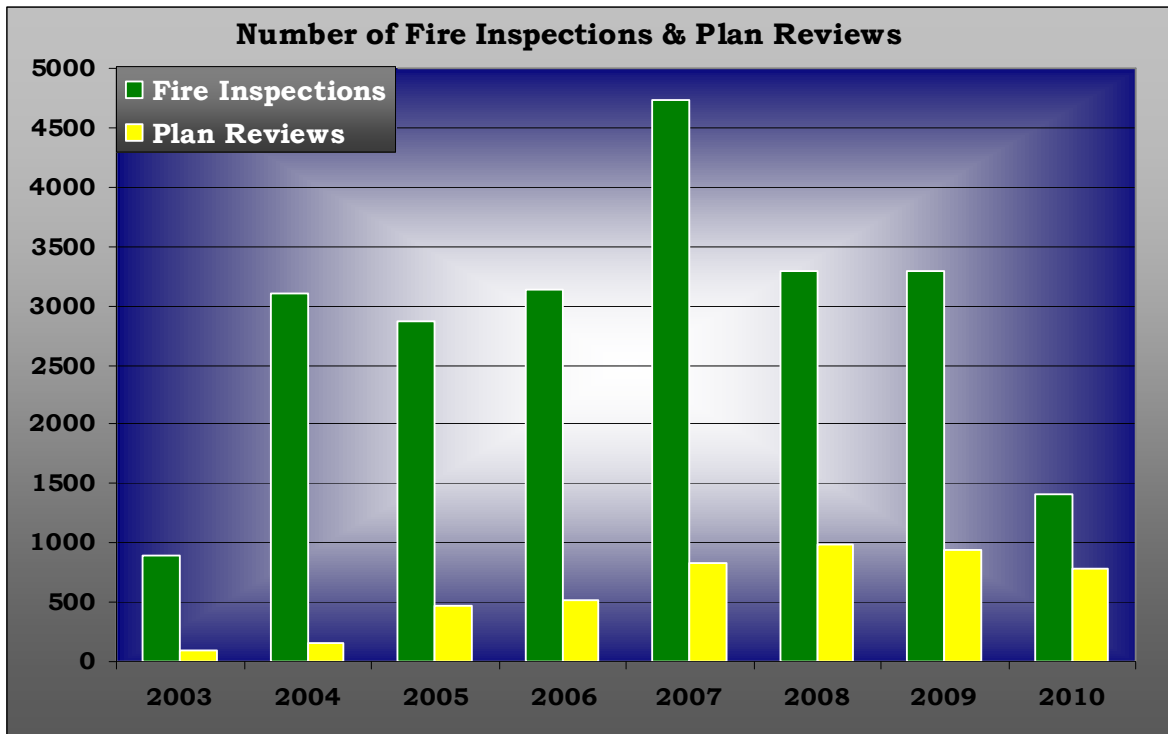
The Fire Marshal's Office is responsible for performing plan checks and approving architectural plans for buildings, processes and fire extinguishing systems for all occupancies. In 2010, we reviewed 777 plans.

The Fire Marshal's Office conducts fire/life safety inspections and fire protection system acceptance testing in all new construction projects and annual inspections in existing occupancies. We conducted 1405 inspections in 2010. We completed several labor-intensive construction projects in 2010, including the expansion of Rockwall High School, expansion of Utley Middle School, and the Mansions at Rockwall multi-family projects.

The Fire Marshal's Office conducts investigations of all fires to determine the cause or investigate suspected arson. The investigators interview witnesses, collect evidence, write

reports, and process cases all the way to the DA's office for prosecution. We investigated 46 fires and had 8 juveniles involved with firesetting/fireplay incidents in 2010.

In 2010, the Fire Marshal's Office also tackled a demanding special project. We spent several months developing our newly updated Computer-aided Dispatching software, New World MSP. The Fire Department spent many hours doing data entry to allow for the implementation of the software. This new program interfaces with the Rockwall Police Department and provides for tracking of vital data for buildings and business within the City of Rockwall. We will continue to develop this data well into 2011.



POINTS OF PRIDE SUMMATION

As one year ends and another year begins, the Rockwall Fire Department and the Fire Marshal's Office will again continue to strive to maintain excellence in the services it provides. The Fire Marshal's Office takes pride in performing all the tasks in our areas of responsibility, to provide the highest quality customer service to fulfill the Department's mission. From the reviewing of plans before a building takes shape, to the final walk through before the business opens up; from the consultation with the businessman wanting to make his workplace a safer one to work in, to the implementation of a fire alarm or a fire extinguisher class for their employees; from the challenge of multi-agency community-wide fire and life safety programs, to the many community educational events; it is the goal of the Rockwall Fire Department and the Fire Marshal's Office to provide every citizen that enters our city the piece of mind in knowing that the community they live, work, and play in is a safe one. The Fire Marshal's Office worked to achieve the goals and vision of the Rockwall

Fire Department and those of the City of Rockwall and will continue to do so in 2011. We look forward to another safe and successful year.