



COMMITMENT ♦ HONOR ♦ INTEGRITY ♦ LOYALTY ♦ RESPECT ♦ SERVICE



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***The best way to find yourself is to lose yourself in  
the service of others. ~ Mahatma Gandhi***

## **MESSAGE FROM THE FIRE CHIEF**

The mission of the Springdale Fire Department is to enhance the quality of life by minimizing the devastating effects of fires, emergency medical incidents, natural, and artificial disasters. Our firefighters are a group of dedicated individuals who safely prevent harm through a caring service. Our mission is every part of our existence and everything that we do has to relate back to our mission.

Every day I am forced to consider our changing environment, not only in the City of Springdale and the Northwest Arkansas region, but globally in order for us to effectively meet the need of our community. As our city continues to grow, our responsibility to provide the highest level of care and first-class service to our citizens remains constant. In 2017, members of the Springdale Fire Department family experienced significant changes. Throughout those changes, our leadership team remained steadfast in their dedication to the principles of holding each other accountable and maintained the department's core values. As our environment continues to change, our department and our service will continue to adapt to effectively meet the challenges and demands of our community.

One of our most significant endeavors in 2017 was to achieve an Insurance Services Office (ISO) Class 1 rating. ISO evaluates three critical areas in order to forecast the fire protection of a given community. Those areas are: Water Supply, Dispatch Center, and Fire Department. Each community is ranked on a scale of 1 to 10, with 1 being considered the best possible service. ISO announced that the Springdale Fire Department had received a Class 1 rating in October of 2017, and the rating took effect on February 01, 2018.

If you remember, last year I discussed with you our quest to become an accredited fire department. I am happy to announce that the Springdale Fire Department is well on its way to acquiring its accreditation. The most time consuming part of the accreditation model is the self-assessment. The self-assessment process consists of 10 categories with a total of 253 performance indicators which analyze every aspect of the fire department. This process forces the department to take a very hard look at what they are doing, why they do it, and if they can improve. We have completed our self-assessment and will be scheduling a peer team to come in this spring and review our department and grade all aspects of the Springdale Fire Department. If everything goes well, the Springdale Fire Department will receive its accreditation at the Fire Rescue International Conference in August of 2018.

We have established initiatives that will assist us in our battle against the ravages of cancer in the fire service. We have also added initiatives to our wellness program to enhance the overall performance, effectiveness, and longevity of our most valuable resource; our members. I feel that providing a membership that is healthy, physically fit, and emotionally prepared to perform in a dangerous, stressful environment is paramount.

I am honored to present to you the Springdale Fire Department's 2017 annual report. This report illustrates our commitment to the citizens and visitors of our great community. As we look forward to celebrating our 109<sup>th</sup> anniversary, our aim is to exceed your expectations. We will strive to build on our accomplishments and exemplify the honor, pride, and long standing history of providing quality and caring service. We will uphold the traditions that are the foundation of the Springdale Fire Department.

Yours in Service,

*Michael J. Irwin*

Michael J. Irwin

## **OFFICE OF THE FIRE CHIEF**

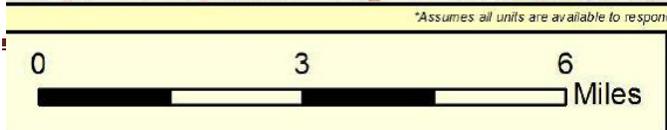
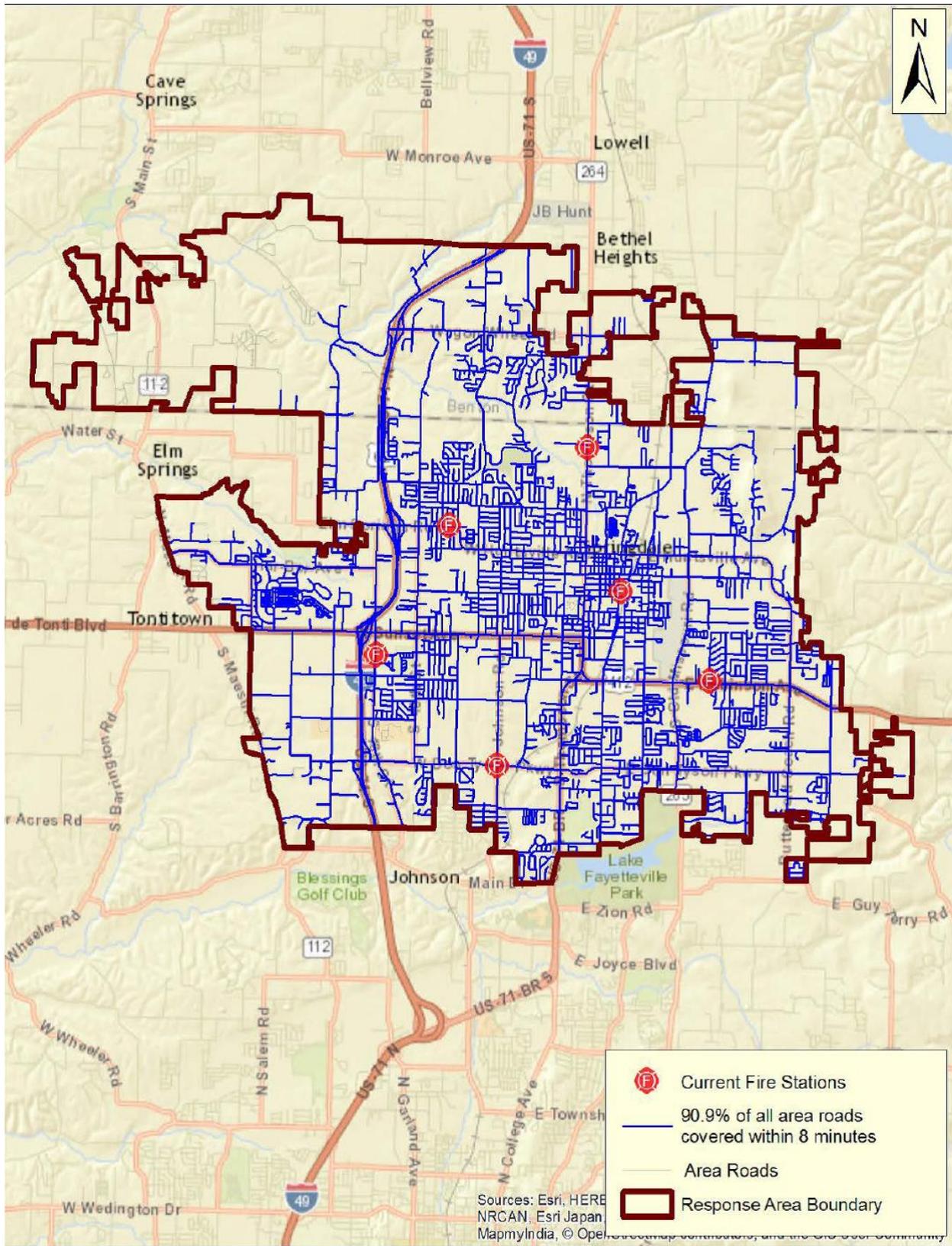
The Fire Chief's office oversees every division of the Springdale Fire Department (SFD). With a staff of over 120 uniformed and civilian employees, the SFD is one of the largest fire departments in the Northwest Arkansas region. The Department consists of 6 fire stations and operates the second largest General Fund Operating Budget within the City of Springdale. Our fire responders provide service to well over 90,000 citizens and visitors, and our response area covers over 48 square miles. SFD responded to over 8,300 emergency incidents in 2017 with medical emergencies accounting for more than 76% of total calls.

## **ACHIEVEMENTS**

- Re-classified to an ISO 1 rating
- Placed 2 new staff vehicles in service
- Conducted over 3,000 fire inspections
- Installed over 14% more in smoke detectors
- Graduated 9 new firefighters from fire training academy
- Promoted 2 new captains in our organization
- Constructed a new SFD training tower
- Completed the SFD self-assessment as part of the accreditation process
- Prepared the 2018 Bond request for additional stations, equipment, and facilities

## **RECOGNITIONS**

- American Heart Association 2017 Mission Life-line EMS Gold Level Award ( 2<sup>nd</sup> year)
- EOA Children's House toy collection and distribution
- Overall Customer Survey Results equated to over 97% of services graded at excellent or good



**Springdale, AR Fire Department**  
 Current Fire Company  
 8-Minute Response Capabilities\*

## **FIRE STATION INFORMATION**

### ***Fire Station #1- Administrative Offices- 417 Holcomb Street***

*1,950 total incidents (448 fire related, and 1,502 medical related)*

SFD Station 1 is near the corner of Maple and Holcomb in downtown. The administrative staff of SFD is housed in Station 1 along with the support staff on the administration side. This station was opened in 2001.

Station 1 apparatus: Battalion 1, Engine 1, Ladder 1, Brush 1, Medic 21, Trail 1 and Ol' Betsy.

Full staffing at this station is two company officers, two driver/operators, four firefighters, and one Battalion Chief/Shift Commander.



### ***Fire Station #2- 1660 W. Don Tyson Parkway***

*1,240 total incidents (306 fire related, and 934 medical related)*

SFD station 2 is located close to Tyson Foods world headquarters. This station was opened in 2015.

Station 2 apparatus: Engine 2, Medic 2, and Rescue 2.

Full staffing at this station is one company officer, one driver/operator, one paramedic and two firefighters.

### ***Fire Station #3- 730 Glass Drive***

*1,146 total incidents (280 fire related, and 866 medical related)*

SFD Station 3 is located off North 71B Highway towards the northern edge of our city. This station was opened in 2015.

Station 3 apparatus: Engine 3, Medic 3, and Haz-Mat 3.

Full staffing at this station is one company officer, one driver/operator, one paramedic and two firefighters.





***Fire Station #4- 3420 Elm Springs Road***

*1,428 total incidents (356 fire related, and 1,072 medical related)*

SFD Station 4 is located on Elm Springs Road which covers the northwestern area of our city. They have some response areas that exceed 12 minutes total response times in the very northwest corner of the city. This is an area of concern and one that will need to be addressed as we continue to see growth in that area. This station opened in 1982.

Station 4 apparatus: Engine 4 and Medic 4.

Full staffing at this station is one company officer, one driver/operator, one paramedic and two firefighters.

***Fire Station #5- 1776 E. Robinson Avenue***

*1,237 total incidents (267 fire related, and 970 medical related)*

SFD Station 5 is located on E. Robinson Avenue and covers the east and southeast portion of our city. Most of their response district falls within the baseline total response time of 6 minutes 50 seconds. This station opened in 1994.

Station 5 apparatus: Engine 5 and Medic 5.

Full staffing at this station is one company officer, one driver/operator, one paramedic, and two firefighters.



***Fire Station #6- 1623 48<sup>th</sup> Street***

*1,340 total calls (301 fire related, and 1,039 medical related)*

SFD Station 6 is located on 48<sup>th</sup> Street near the I-49 corridor and covers the west and southwest portions of our city. A large area of growth is expected in this response area over the next few years. This station opened in 1998.

Station 6 apparatus: Ladder 6, Ladder 21, and Fire Safety Trailer.

Full staffing at this station is one company officer, one driver/operator, and two firefighters.



***Future Fire Station #7- Har Ber Avenue***

This is a planned future station. The land has been purchased, and the engineering, architectural design, and preliminary plans have been developed. This station will be constructed with 2018 Bond money.



Three more locations have been identified as future fire station locations. Property in the very northwest corner of our city has been purchased for a fire station. Another parcel, located in the Industrial Park on the eastern side of town, has also been identified as a future site. This property is currently owned by the Public Facilities Board. Discussions about a future station on this property have received a positive view from the Board. The third location will be in the northern portion of our city. As of this report no location has been determined or secured; although, the general location has been identified. Future stations will be needed as the community continues to grow.



***SFD Training Tower- 2398 Turnbow Ave.***

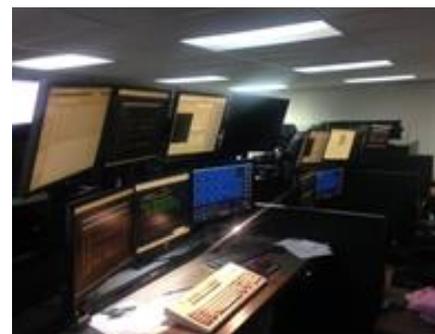
The SFD training tower is located in Springdale's Industrial Park. It was completed in October 2017.

This training tower allows our firefighters to train in so many different areas including: live burning (in 2 rooms), search & rescue, forcible entry, confined space, repelling, ceiling breaching/ pulling, roof ventilation, ladder placement, standpipe/sprinkler systems, hose advancement/ deployment. It also has a moveable maze inside and several options for firefighter safety escapes.

Springdale Fire Department's goal is to use a portion of the 2018 bond money to construct classrooms, restrooms, and a double apparatus bay.

***Dispatch Center- 201 Spring St.***

The Springdale Dispatch Center supports our efforts in the field and is the answering center for all 911 calls originating within the Springdale Fire Department response area. The Springdale Dispatchers are truly the first point of contact for the Springdale Fire Department.



## FIREFIGHTING AND RESCUE APPARATUS

Springdale Fire Department maintains a modern, efficient, and reliable fleet of emergency vehicles. With the support of the Mayor, City Council, and the citizens, we have been able to upgrade our fleet for the past two years. We will complete the final upgrade with two new ambulances. The benefits of the fleet renewal have been many, including increased reliability, standardization, increased economy, reduced maintenance requirements, and greater flexibility to provide services to the community



Pictured at the left is one of SFD's engines capable of providing 1,500 gallons of water per minute. The standard engines are housed in five of our six stations. They can be found at: Stations 1, 2, 3, 4, & 5. We also have two reserve engines housed at Station 1.

In addition to the engines, Springdale Fire Department also operates one ladder truck and one quint. A unit designated as a "Quint" refers to the five functions a Quint provides.

- Water pump
- Water tank
- Fire Hose
- Aerial Ladder
- Ground Ladders

Our quint is capable of operating as an engine or, using the 75 foot ladder, as a ladder truck. The unit can pump 1,500 gallons of water per minute, and is housed at Station 6.



Our ladder truck is a 100 foot platform aerial device designed for elevated streams and rescue. It is pictured to the left and is housed at Station 1.

Springdale Fire Department's medic units are a fleet of standardized ambulances. The units are modular in design allowing for the patient compartment to be remounted on a new chassis as mileage and wear and tear take their toll on the cab and chassis. The remounting process is much more cost effective compared to purchasing new ambulances.

Our medic units are housed at Stations 2, 3, 4, & 5. We also have three medic units in reserve.



Springdale Fire Department operates other specialty units including:

Hazardous Materials Unit



Brush Unit



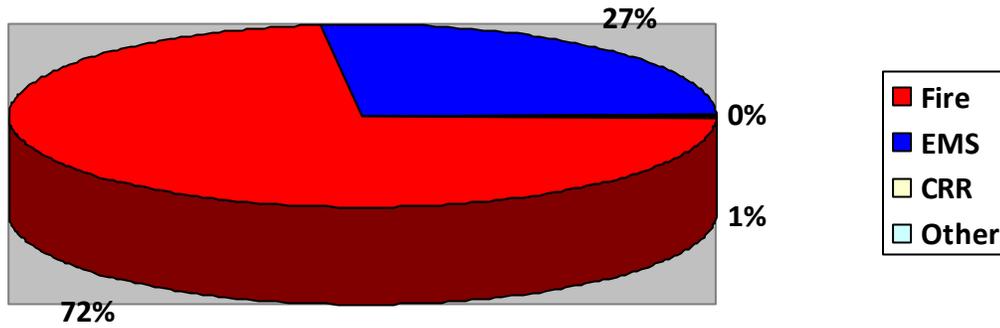
Technical Rescue Unit



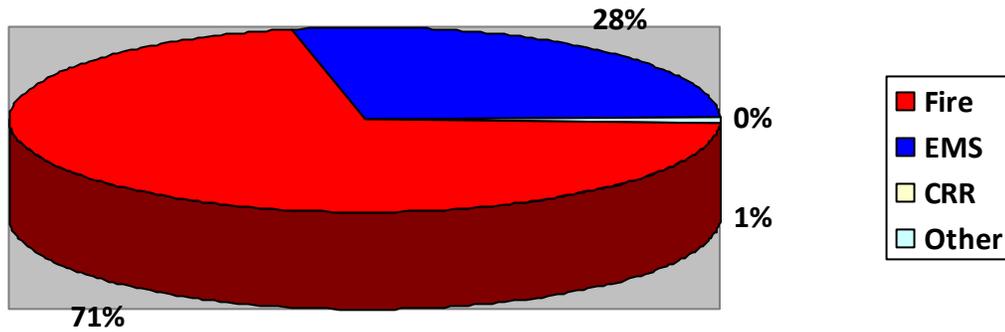
## FY SFD BUDGET BREAKDOWN

<b>BUDGET COST CENTER</b>	<b>2016</b>	<b>2017</b>
<b>Human Resource Expenditures</b>	<b>\$9,877,740</b>	<b>\$10,470,720</b>
<b>Operating and Maintenance Expenditures</b>	<b>\$2,078,582</b>	<b>\$1,589,990</b>
<b>Total Appropriations</b>	<b>\$11,956,322</b>	<b>\$12,060,710</b>

2016 Budget by Programs



2017 Budget by Programs



**The mission of the City of Springdale is to provide quality services for the betterment of the health, safety, welfare, prosperity, comfort, and convenience of all persons in the City of Springdale, Arkansas.**



## **EMERGENCY SERVICES**

### **Fire Suppression Division**

The Fire Suppression Division provides fire protection, rescue services, and medical first responder services to over 95,000 citizens. This division is divided into three 24-hour shifts (A, B, and C). Each shift is managed by an on-duty Battalion Chief/ Shift Commander with coordination from the Assistant Chief of Operations, who works Monday through Friday 8am to 5pm. The city is divided into 6 geographical response areas with each supervised by a Captain who is responsible for leading the station within their assigned geographical area. This division manages 5 front-line engines, 1 quint, 1 ladder, 4 ambulances and a variety of specialized vehicles and equipment staffed by 111 firefighters. This unit responded to over 8,300 calls for service in 2017 in which 76% of the calls for service were EMS related.

### **EMS Division**

The EMS Division is comprised of 40 paramedics as well as an entire department of firefighters that are all at the EMT level or above. Daily staffing provides for at least 4 fully staffed ambulances with at least one EMT and one Paramedic on each unit. Many of our Engines and Ladders will be staffed with at least one paramedic and the remainder of the crew is EMT licensed.

Springdale Fire Department (SFD) is a state leader in providing best practice pre-hospital care to the sick and injured in their critical time of need. This division deploys highly trained paramedics, in top line vehicles, with state of the art equipment to mitigate medical emergencies. SFD responded to over 6,000 medical emergency calls in 2017.

SFD continues to serve the citizens of Springdale by providing excellence in customer service as depicted in our customer surveys that are sent to our citizens who call for our help. We also continue to strive for improvements in medical care and transportation of patients to local area hospitals. For example, in 2017, SFD received for the second year in a row the Gold Award from the American Heart Association which is the highest award achievable for Cardiopulmonary Resuscitation.

Several specialized EMS training courses were offered in our department. These classes help SFD personnel, and EMS personnel throughout the region, acquire skills needed to face the many challenges in pre-hospital care that our personnel face each and every day. Our goal is to always provide the best possible patient care.

## **SPECIAL OPERATIONS**

Springdale Fire Department's Special Operations Teams are made up of firefighters and paramedics assigned to special units that provide unique services in addition to the traditional firefighting and emergency medical services duties. These teams are supervised by the on-duty Battalion Chief/Shift Commander and have a coordinator assigned to each special team to work in concert to mitigate the worst man-made or natural disasters that affect the City of Springdale and the Northwest Arkansas region.

### **Hazardous Materials Response Team**

Department-wide, there are a total of 46 personnel assigned to the Springdale Fire Department HazMat Response Team. In addition, Station 3 is the department's HazMat specialty station. This team is the lead when dealing with chemical emergencies involving our transportation routes of highway, railway, or airway. They also deal with chemical spills or releases in business/manufacturing facilities as well as protecting our natural resources such as waterways and soil. They are also specialized in responding to acts of terrorism involving weapons of mass destruction. HazMat team members spend countless hours every year training so that they are prepared to face any HazMat situation that may occur in the city or region.

### **Technical Rescue Team**

Department-wide, there are a total of 54 personnel assigned to the Springdale Fire Department Technical Rescue Team. In addition, Station 2 is the department's technical rescue specialty station. This team specializes in Urban Search and Rescue (USAR), swift water rescue, trench rescue, building collapse, advanced auto extrication, industrial accidents, and wilderness rescue. 8 members of our department are also members of Northwest Arkansas Task Force 1 which assists the state and other surrounding areas in the event of a major natural or man-made disaster.

## **TRAINING**

2017 was a great year of transition and production at the Springdale Fire Department. We had a total of over 39,600 hours of training within the organization ranging from basic training to the most advanced training offered to the fire service today. We completed the hiring and training of 9 new recruits in 2017 and most of the probationary firefighters from 2016 completed their Firefighter Task Book which focuses on all aspects of the fire department.

In addition, we completed over 2,439 hours of officer development and leadership training to a host of firefighters from the Springdale Fire Department and other fire departments in the Northwest Arkansas region. These modules included things such as Leadership I, II, and III, as well as other topics to increase the knowledge, skills, and abilities for our current and future company officers within our organization.

## SAFETY

### *"Protecting Those Who Serve"*

The purpose of Springdale Fire Department is to provide for the safety of all uniformed personnel by delivering the highest level of safety possible, by basing needs on current industry standards and recommendations, as well as what the department and our citizens have chosen to fund. All of our captains and commanding officers have successfully passed the Incident Safety Officer program.

#### Bunker Gear Program

The goal of Springdale Fire Department is to meet the requirements for the selection, care, and maintenance of firefighting protective ensembles in order to reduce health and safety risks associated with improper maintenance, contamination, or damage. All our current bunker gear meets NFPA 1851, Standard on Selection, Care and Maintenance of Protective Ensembles.

#### Cancer Prevention Program

The goal of our cancer prevention program is to provide our members with the education and equipment necessary to help reduce the risk of developing cancer. The department has spent numerous hours training our personnel on the hazards of our occupation and exposure concerns. The department has also taken steps to provide new resources for cancer prevention such as two hoods, and extra set of protective clothing for each firefighter, as well as protective clothing inspections, face and neck wipes, and additional extractors which are used to wash and eliminate carcinogens trapped in our protective gear.

Springdale Fire Department personnel live by this motto:

*"We all go home just as we came to work today!"*

## **COMMUNITY RISK REDUCTION (CRR)**

Our Community Risk Reduction Division is led by a Battalion Chief/ Fire Marshal and has 4 areas of responsibility: Community Safety & Education programs, Plans Review, Investigations, and Enforcing the Fire Codes as adopted by the State of Arkansas and the City of Springdale.

### **Community Safety and Education Programs**

The purpose of the community risk reduction program is to ensure that the Department is prepared to actively monitor and react to risks within our community. The program has the effect of reducing the devastating effects of fire, EMS, and natural and artificial disasters within our community by reacting to risks that are identified by the events that we respond to. Benefits of the program are designed to make a positive impact on our citizens and visitors by reducing the types of calls that have been identified in our annual appraisals. While we understand as our community grows, and continues to see the increase in population as well as demographic changes, we will see an increase in calls; however, our goal is to reduce the percentage of calls in identified areas of risk each year. We have several outreach programs associated with our community risk reduction which include: plans review, fire code enforcement and inspection program, smoke detector program, voluntary home fire and safety inspections, community education programs for fire and life safety enhancement, public events/job fairs, fire prevention with school aged children, youth fire intervention task force, and community emergency response team (CERT). While we focus our attention to the risks identified within our own community, we also work in a regional effort with the Northwest Arkansas Fire Chiefs Association in order to identify regional risks identified and how to better reduce those risks from a regional perspective.

### **Inspection Program**

We also have a Captain/ Assistant Fire Marshal who is responsible for our inspection programs that include: inspections of all schools, and with the help of on-duty crews, inspections of the businesses in our community. The Assistant Fire Marshal works closely with the Building Codes Department to conduct certificate of occupancy inspections on all new business in the city, as well as performs more in-depth inspections that require special inspections or permits. This person also serves as the Fire Marshal when the Battalion Chief/ Fire Marshal is unavailable. This program saw over 2,700 inspections in 2017 which far exceeded previous years. The success of this program is difficult to measure; however, we have seen an 8% reduction in follow-up inspections.

### **Plans Reviews**

This division is responsible to review all new and existing plans for compliance with state and local fire codes, and perform inspections, in conjunction with the Building Codes Department, during the building phase in order to ensure that our remodeled and new buildings are safe for all who occupy or visit the building. This includes the actual building, furnishings, coverings, and designs.

### **Investigations**

This division is also responsible for investigating fire scenes for cause and origin. Each structure fire or fire that is not readily available to determine the cause will call on this division to determine where the fire started fire and what might have been the potential cause. There are a number of personnel that can assist with fire investigations and are on a call back status when needed. Each investigator has attended many hours of training in order to be qualified for investigative work. The investigation will also rely on the Springdale Police Department (SPD) if any part of the investigation is questionable as to the cause. Together in a unified manner, both SFD and SPD will work to find the cause.

# SPRINGDALE FIRE DEPARTMENT ANNUAL ACTIVITY REPORT 2017

## STATISTICS

### Responses for the Department

Demand Matrix			Springdale Fire Department		01/01/17 - 12/31/17	
Department Demand by Incident Type					All Incident Types	
All Incidents	Fire Incidents	EMS Incidents			Other Incidents	
<b>8,347</b> 14 / 24 / 34 / 28 % AM1 / AM2 / PM1 / PM2	<b>289</b> 17 / 15 / 40 / 28 % AM1 / AM2 / PM1 / PM2	<b>6,384</b> 14 / 24 / 34 / 28 % AM1 / AM2 / PM1 / PM2			<b>1,674</b> 14 / 27 / 33 / 26 % AM1 / AM2 / PM1 / PM2	
<b>18,647</b> Apparatus Responses	<b>84</b> Building Fires	<b>5,915</b> Non-Vehicle Responses			<b>232</b> Cancelled Enroute	
<b>22,494</b> Staff Hours	<b>62</b> Wildland Fires	<b>469</b> Vehicle Responses			<b>741</b> False / Good Intent	
<b>\$3,850,076</b> Dollar Loss	<b>70</b> Vehicle Fires	<b>14</b> Technical Rescue			<b>145</b> Hazmat	

### Response time measurements

Distribution Matrix			Springdale Fire Department		01/01/17 - 12/31/17	
Department Distribution by Performance Type					All Incident Types	
Call Processing @ 01:00 <b>72.8%</b>	Turnout @ 01:30 <b>69.2%</b>	Travel @ 04:20 <b>72.4%</b>			Call to Arrival @ 06:50 <b>76.7%</b>	
Compared to Dept % All Incidents <b>0.0%</b>	Compared to Dept % All Incidents <b>0.0%</b>	Compared to Dept % All Incidents <b>0.0%</b>			Compared to Dept % All Incidents <b>0.0%</b>	
<b>01:45</b> for 90% compliance	<b>01:57</b> for 90% compliance	<b>05:59</b> for 90% compliance			<b>08:17</b> for 90% compliance	
<b>5,999 / 2,243</b> Pass / Fail	<b>5,516 / 2,459</b> Pass / Fail	<b>5,770 / 2,195</b> Pass / Fail			<b>6,368 / 1,931</b> Pass / Fail	
% Compliance Time of Day <b>78 / 67 / 72 / 75</b> AM1 / AM2 / PM1 / PM2	% Compliance Time of Day <b>21 / 80 / 81 / 69</b> AM1 / AM2 / PM1 / PM2	% Compliance Time of Day <b>74 / 70 / 70 / 76</b> AM1 / AM2 / PM1 / PM2			% Compliance Time of Day <b>71 / 75 / 77 / 79</b> AM1 / AM2 / PM1 / PM2	

Minutes to 90% travel time/Responses

Concentration Matrix			Springdale Fire Department		01/01/17 - 12/31/17		
Minutes to 90% Travel Time / Responses			All Incident Types				
Any Apparatus		Primary EMS		Primary Engines		Primary Ladders	
<b>06:00</b>		<b>07:30</b>		<b>06:12</b>		<b>06:43</b>	
1st Arrival	7,983	1st EMS Arrival	6,598	1st Engine Arrival	6,157	1st Ladder Arrival	1,906
<b>07:39</b>		<b>09:29</b>		<b>09:25</b>		<b>13:40</b>	
2nd Arrival	6,595	2nd EMS Arrival	72	2nd Engine Arrival	169	2nd Ladder Arrival	19
<b>08:23</b>		<b>11:31</b>		<b>09:49</b>			
3rd Arrival	287	3rd EMS Arrival	1	3rd Engine Arrival	101	3rd Ladder Arrival	
<b>10:46</b>				<b>07:44</b>			
4th Arrival	189	4th EMS Arrival		4th Engine Arrival	24	4th Ladder Arrival	

***"We would like to thank the Mayor, City Council, and the citizens of Springdale for their support and help in 2017. And, we will continue our quest for excellence throughout the coming year."***

