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ANNUAL REPORT

MESSAGE FROM

FIRE CHIEF MIKE IRWIN



It is with great honor that I present to the Citizens and Elected Officials of the City of Springdale, our 2018 Annual Report.

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

2018 has been a year in which the department has seen a rapid movement for improvement and the future for the City of Springdale. I would like to thank all of the citizens for their overwhelming support of the February 2018 Bond election. With the passage of bonds, the fire department has now completed the ordering of two new engines, one quint (ladder truck), one brush rig, one technical rescue truck, and two additional staff vehicles. These are needed to equip three new stations that were approved with the bond, and one is about 50% complete, with plans to begin the second probably sometime in May. The third will begin in 2020. We will also begin designing the new training facility to complete the training center that is located on Turnbow Avenue. This will give us classrooms, auditorium, and additional training capabilities.

I am also happy to report that for the first time in my career in the fire service, without any outside influence, we have seen our calls for service decline. Since my arrival in Springdale, we have seen about a 3-5% increase in call volume each year, and in 2015 due to that increase, the city made a decision to pull our

resources back to within the city limits of Springdale. We did see a reduction in calls in 2016 due to that decision, however in 2017 we saw our calls for service climb again. I believe that with the continued efforts in our community risk reduction, we are seeing the results of our efforts. I can only hope that this trend will continue.

We also achieved International Accreditation from the Commission on Fire Accreditation International as part of the Center for Public Safety Excellence. Accreditation is a voluntary process that the department has chosen to undertake in order to maintain a high standard of service and to continuously improve its operations. I am proud of our organization and the men and women who made this possible. It shows the commitment that the organization has to the City and citizens that it protects each and every day.

I would like to thank each and every member of our organization for a strong effort in 2018. Without the commitment, dedication, and work of all of our membership, we could not have accomplished all that we set out to do, and I am so proud to see the accomplishments that all of our members help ensure came to be. Without these dedicated men and women, it would have not been possible.

As we continue to see our city grow and the needs change, we will always be exploring ways to do things better, more efficiently, and effectively, while maintaining our commitment to our mission. We have experienced some significant changes in 2018, and we are expecting nothing less in 2019. Throughout these changes, our leadership team will remain steadfast in their dedication to the principles of holding each other accountable and maintaining our core values.

I am honored to present the 2018 annual report which illustrates our commitment to the citizens and visitors of our community. As we look forward to what 2019 offers, we will strive to build on our accomplishments and exemplify the honor, pride, and long-standing history of providing quality and caring service. Thank you to the City Council, the Mayor, and all the citizens for your support.

Yours in Service,

Michael J. Irwin

DEPARTMENT

MISSION, VISION, & VALUES

MISSION

The Springdale Fire Department exists to enhance the quality of life in Springdale by minimizing the devastating effects of fires, medical emergencies, and natural and artificial disasters.

VISION

To provide the highest quality emergency response services as well as a proactive community based fire and safety education and prevention environment for the residents and visitors of Springdale, Arkansas.

VALUES

COMMITMENT HONOR INTEGRITY
LOYALTY RESPECT SERVICE

CITY & DEPARTMENT DEMOGRAPHICS

48.1

Square Miles

POPULATION

80,895

ANNUAL BUDGET

\$12,918,030

121

Number of
Uniformed
Personnel

4

Number
of Civilian
Personnel

6

Fire
Stations

7

Engines

7

Medics

3

Ladders

2

Brush
Trucks

1

Rescue
Units

1

Hazmat
Vehicle

S T R A T E G I C P L A N

ACCOMPLISHMENTS

In accordance with our 2014-2019 Strategic Plan, this is the progress made in 2018:

GOAL	STATUS
Evaluate required resources and implement Automatic Vehicle Locator dispatching.	Obtaining bids on CAD system and will implement with new CAD.
Improve 911 Communications Center Technology and Radio Communications Systems.	New Motorola radio system bid, and purchased in January 2019.
Deliver the best possible EMS service to the Citizens of Springdale.	Began CAAS accreditation process and continue to seek out methods of measuring and improving performance.
Increase diversity in the Springdale Fire Department.	Working with Springdale Schools to establish possible fire academy to better reflect demographics of city.
Develop a program to educate our community on services, prevention, and preparedness.	Ongoing, will continue to evaluate and develop new plans.
Increase administrative personnel staffing to better support and reflect increases in workload, and in line personnel.	Completed workload study of training and CRRD departments. Requested additional staffing in 2019, budget but was denied.
Continue evaluation of resource deployment and station locations.	Began construction of station 7 and continue to evaluate deployment models to best serve the city.
Identify technical rescue efficiency gaps and begin identifying methods of closing the gaps.	In progress. New larger rescue vehicle ordered and due in 2019.
Develop program to review COOP/EOP and conduct exercises with EOC and the city at least annually involving EOP and COOP.	COOP/EOP reviewed and updated. Scheduled exercise for November 2018 and had to be rescheduled for Feb. 2019.
Develop standardized narrative format for use on all EMS incident reports.	In progress, working with medical director.

KEY ACCOMPLISHMENTS



2018

Purchased new Area Rae monitors

Completed implementation of industry best practices post fire decontamination and all items from the firefighter cancer prevention checklist.

February 2018

Citizens passed bond that will allow for 3 new stations and other equipment and facilities to improve responses.



July 2018

Purchased ballistic vests and helmets for all line personnel to utilize during active aggressor incidents.

February 2018

Officially recognized as ISO 1 department.



August 2018

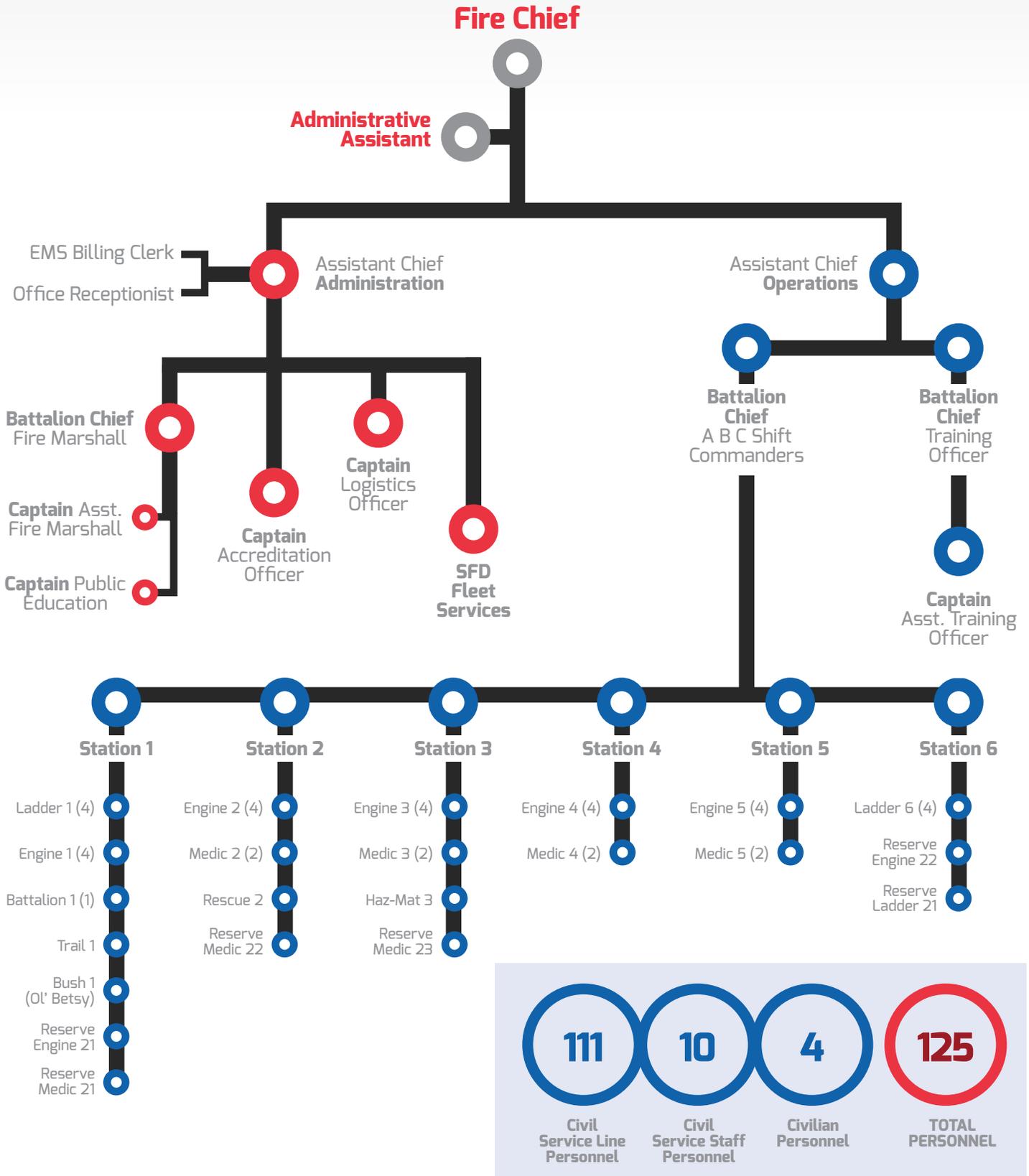
SFD achieved international fire accreditation through the Commission of Fire Accreditation International.



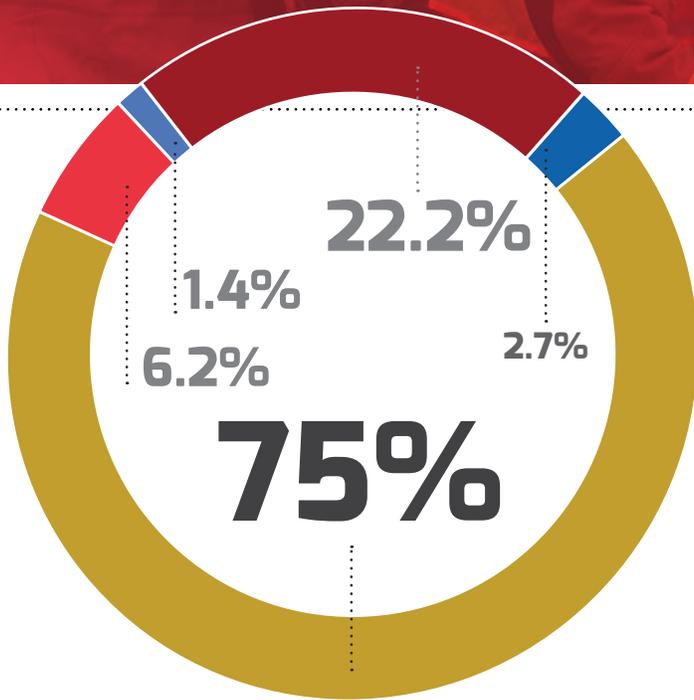
CUSTOMER SERVICE SURVEY RESULTS

<p>Was the 911 operator courteous & professional?</p> <p>90% EXCELLENT</p> <p>5% GOOD</p>	<p>Were the 911 operator's instructions useful and clearly provided?</p> <p>85% EXCELLENT</p> <p>15% GOOD</p>	<p>Was the Fire Department's response timely?</p> <p>95% EXCELLENT</p> <p>5% GOOD</p>	<p>Was your emergency crew helpful, courteous & professional?</p> <p>94% EXCELLENT</p> <p>6% GOOD</p>	<p>Was the care or help you received appropriate?</p> <p>95% EXCELLENT</p> <p>5% GOOD</p>	<p>Was our billing service, A.M.B., helpful, courteous & professional?</p> <p>73% EXCELLENT</p> <p>22% GOOD</p> <p>5% FAIR</p>
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ORGANIZATIONAL CHART



EMERGENCY RESPONSE ACTIVITY



CALL VOLUME

- EMS
- Technical Rescue
- Hazardous Material
- Fire
- Other

90%
Response
Time Call to
1st Arrival

7
MINS.

AND

45
SECS.

Emergency Calls Within Springdale

5,556 EMS Calls

220 Fire Calls
(includes structure fires, brush fires, vehicle fires, and fire alarms)

508 Technical Rescue Calls
(includes car accidents, construction accidents, open water incidents, high angle rescue, and industrial accidents)

117 Hazardous Materials Calls
(includes gas leaks, carbon monoxide alarms, and chemical emergencies)

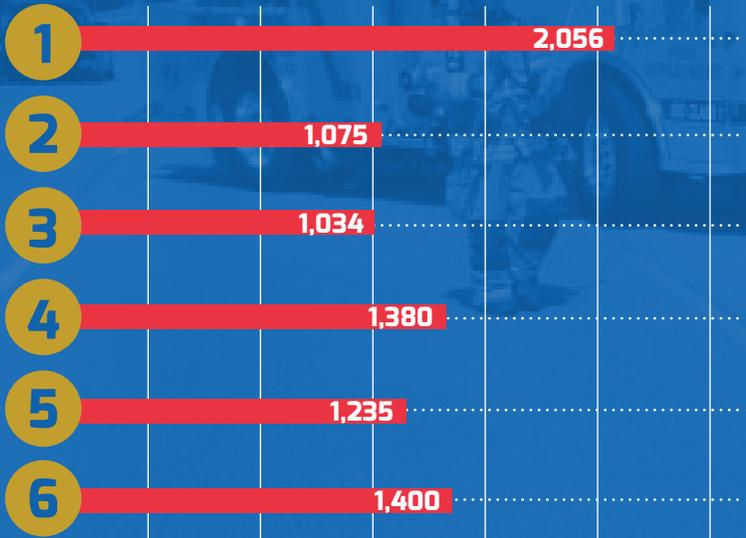
1,833 Other Calls

8,234 TOTAL CALLS

DEPARTMENT

CALL VOLUMES

Stations 0 500 1000 1500 2000 2500

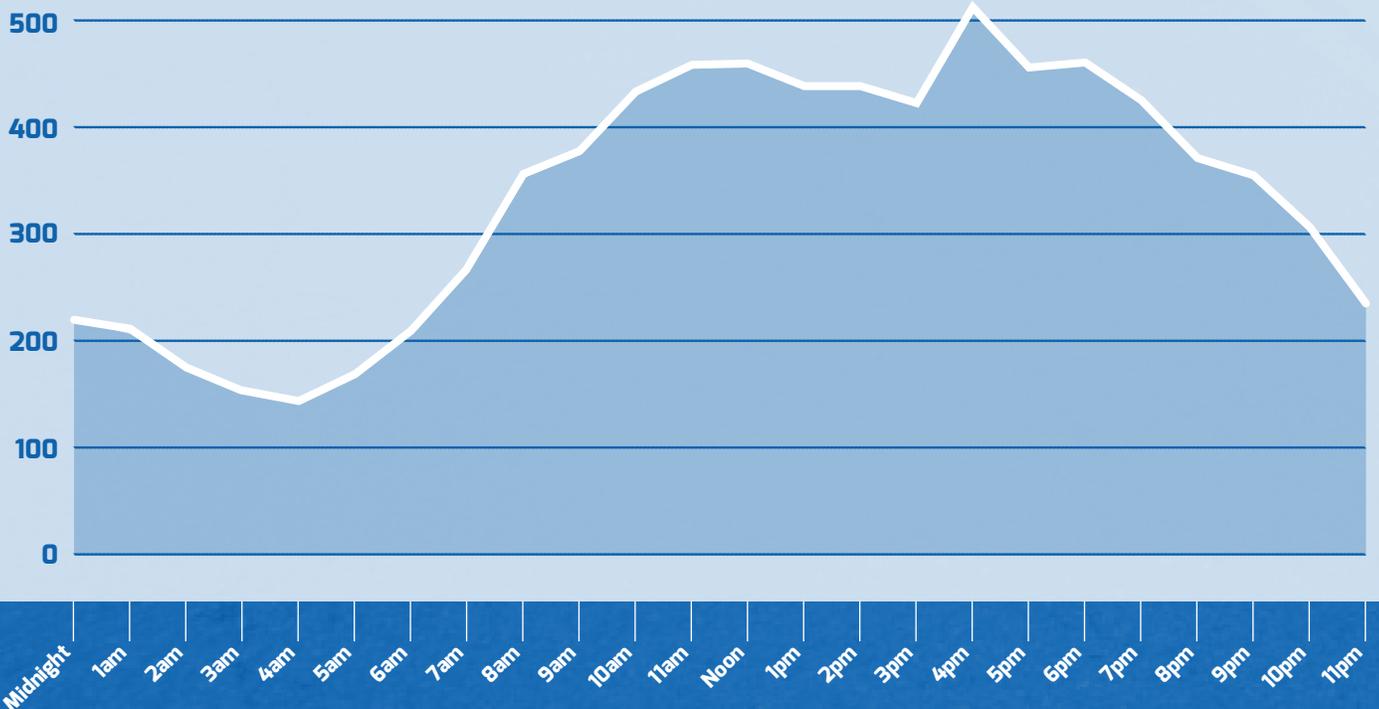


TOTAL CALL VOLUME BY YEAR



These call volumes include responses to surrounding communities based on automatic aid agreements with other departments.

RESPONSES BY HOUR OF THE DAY



UNIT RESPONSES

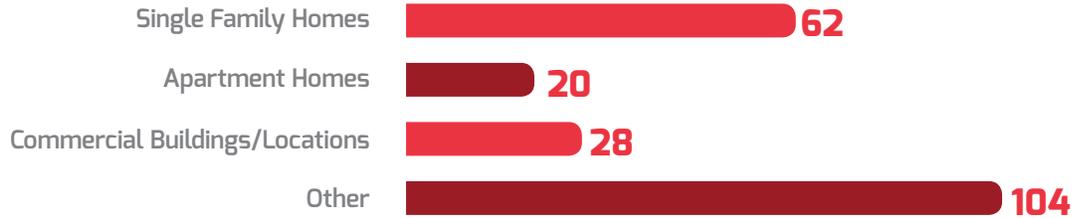


UNIT	2016	2017	2018	TOTALS
BAT1	297	397	351	1,045
BR1	19	46	38	103
E1	1,794	2,030	2,081	5,905
E2	1,339	1,479	1,360	4,178
E3	1,057	1,246	1,104	3,407
E4	1,331	1,612	1,558	4,501
E5	1,257	1,302	1,268	3,827
HM3	9	8	10	27
L1	772	880	915	2,567
L6	1,332	1,563	1,564	4,459
M2	1,832	1,994	1,923	5,749
M3	1,765	1,908	1,821	5,494
M4	1,745	2,015	1,956	5,716
M5	1,649	1,787	1,768	5,204
R2	1	5	5	11
TRL1	2	4	3	9
Totals	16,201	18,276	17,725	52,202

FIRE ACTIVITY

WITHIN CITY LIMITS

FIRE ACTIVITY



FIRE CONTAINMENT

53

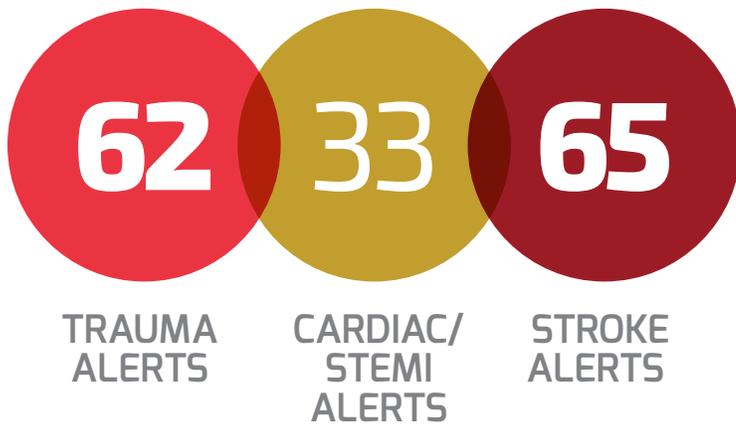
Contained to
Room Where
Fire Started

EMS ACTIVITY

Top 10 Call Types

- 1 TRAUMA
- 2 BEHAVIORAL
- 3 GENERAL WEAKNESS
- 4 CHEST PAIN
- 5 RESPIRATORY DISTRESS
- 6 ALTERED LEVEL OF CONSCIOUSNESS
- 7 SEIZURES
- 8 ACUTE PAIN
- 9 FAINTING
- 10 BACK PAIN

ALERT ACTIVITY



Trauma Alerts are used to notify local hospitals of patients with moderate to major trauma injuries. This allows for EMS to transport patients to a hospital with proper facilities and equipment. The faster a patient receives the proper definitive care, the better the outcomes are.

STEMI/Cardiac Alerts are used to notify the closest appropriate facilities of a patient with a blockage of the blood supply to the heart or "heart attack". The sooner the facility is alerted, the sooner they are able to provide the correct intervention and reduce damage to the heart muscle.

Stroke alerts allow for the patient to receive the proper medicine or other intervention sooner to prevent any further damage to the brain.

Cardiac Arrest

84

27.4%

were resuscitated with ROSC

TRAINING

A C T I V I T Y



Springdale Fire Department personnel hold the following certifications:

- Advanced Cardiac Life Care
- Pediatric Advanced Cardiac Life Care
- Prehospital Traumatic Life Support
- Tactical Combat Casualty Care
- HAZMAT Technician
- Technical Rescue Technician and Specialists including Rope, Confined Space, Vehicle Extrication, and Trench Rescue

TRAINING HOURS

FIRE TRAINING:

16,322
Hours

EMS TRAINING:

3,991
Hours

HAZMAT TRAINING:

2,730
Hours

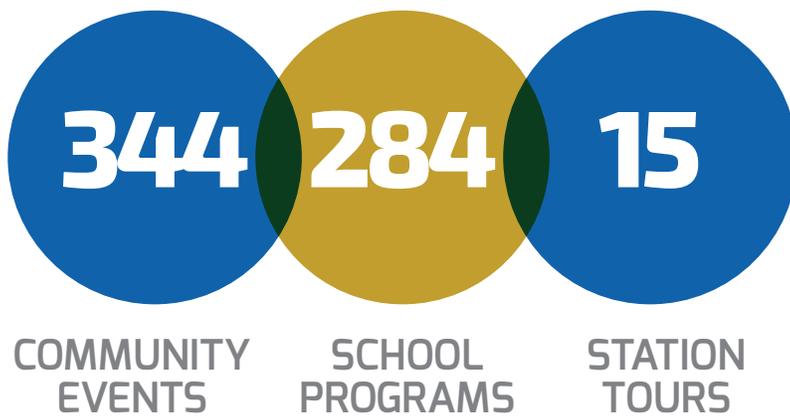
TECHNICAL RESCUE
TRAINING:

2,730
Hours

COMMUNITY RISK REDUCTION D I V I S I O N



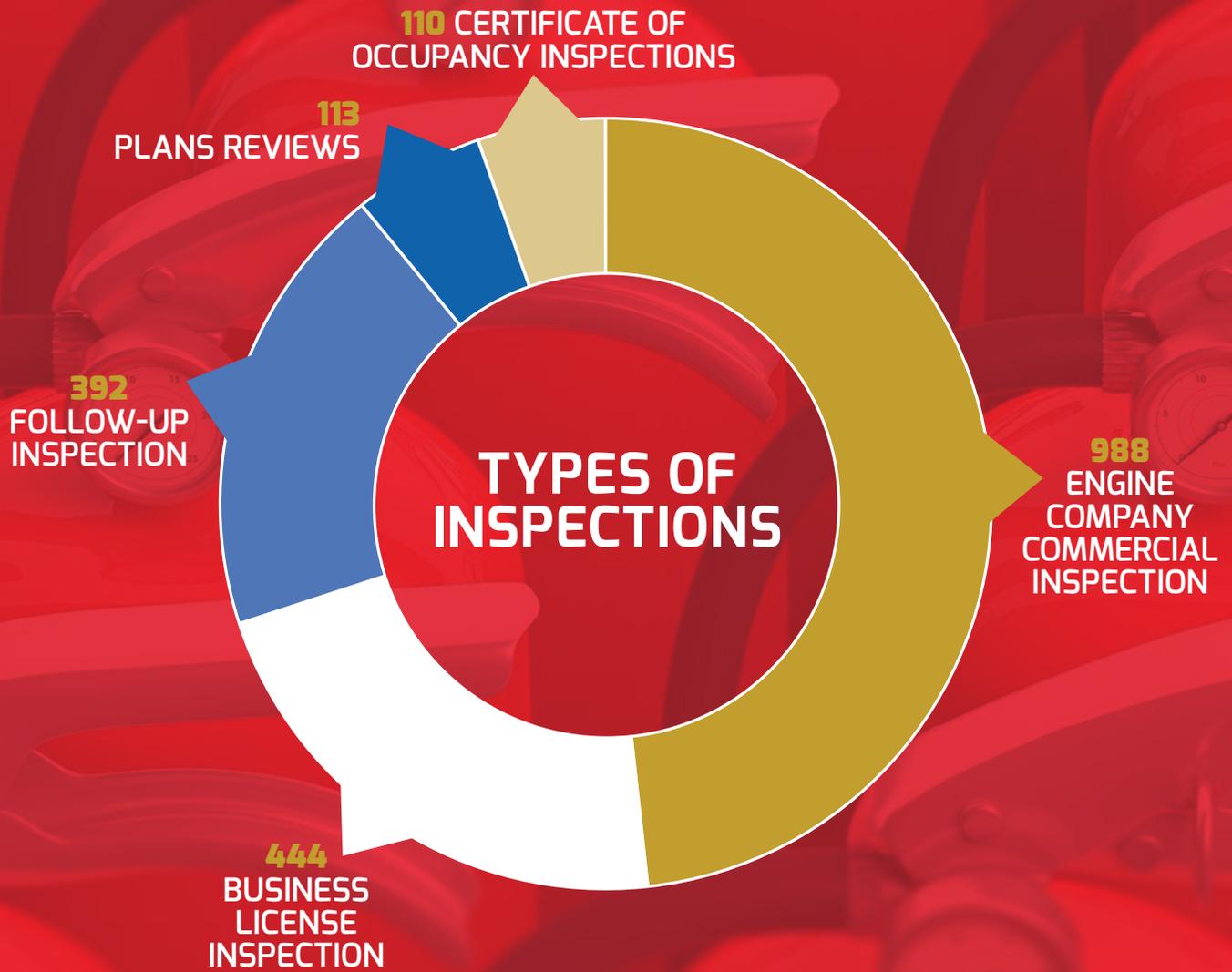
PUBLIC EDUCATION EVENTS



12,474
Total Number of
Persons Reached

204
Total Number of
CPR Participants

20
Total Number of Fire
Prevention Week Programs



PLANS REVIEWED

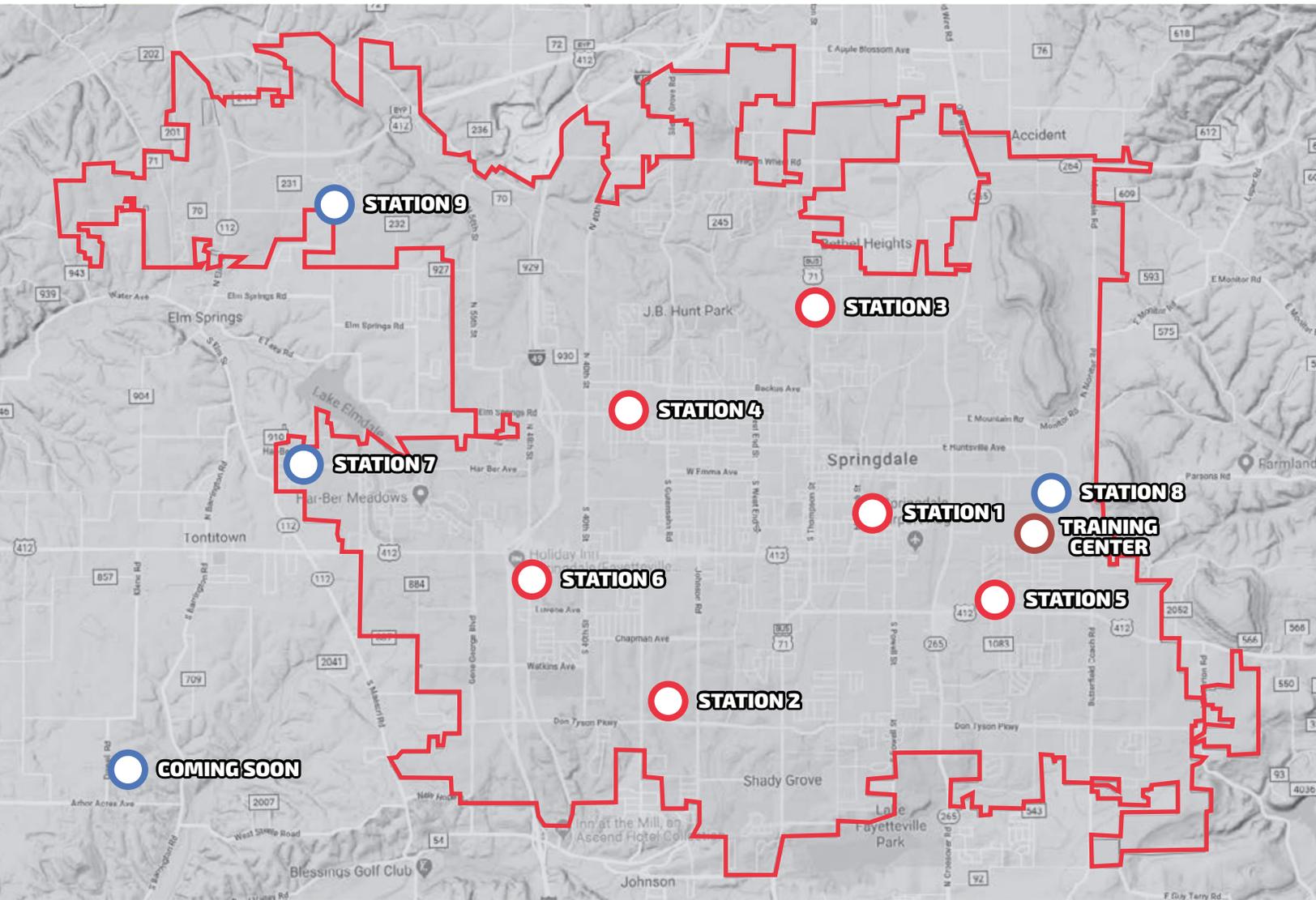


\$1,812,902
Total Dollar Loss

\$129,677,499
Total Value Saved

98.6%
Save vs. Loss

STATION LOCATION M A P



LOCATIONS

Station 1

417 Holcomb Street
Springdale, AR 72764

Station 2

1660 W. Don Tyson Parkway
Springdale, AR 72764

Station 3

730 Glass Drive
Springdale, AR 72764

Station 4

3420 Elm Springs Road
Springdale, AR 72762

Station 5

1776 E. Robinson Avenue
Springdale, AR 72762

Station 6

1623 S. 48th Street
Springdale, AR 72762

Station 7

7867 HarBer Drive

Station 8

2246 E. Huntsville Drive

Station 9

7561 W. Downum Road

Training Center 2398 Turnbow Avenue

COMING SOON



www.springdalear.gov/165/Fire-Department