
*City of Delray Beach
Fire Rescue Department*



**Annual Report
Fiscal Year
2002 - 2003**

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Delray Beach Fire
Rescue Department
November 2003**

City of Delray Beach, Florida Fire - Rescue Annual Report Fiscal Year 2002-2003

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Introduction

The Delray Beach Fire Rescue Department provides comprehensive fire, emergency medical and special operations response services to the City of Delray Beach and, through inter-local service agreements the Town's of Gulf Stream and Highland Beach. The Fire Rescue Department also provides emergency medical transport service in Delray Beach, Gulf Stream and Highland Beach. Public education, inspection and plan review services are also provided to the three communities.

Purpose

The purpose of this report is to provide the commissioners, administrators, employees and residents of Delray Beach, Gulf Stream and Highland Beach a summary of the activities and projects that have been completed during the fiscal year.

Scope

This report contains information about the emergency responses, training, personnel and non-emergency activities that had an impact on the Delray Beach Fire Rescue Department and the residents of our service area during the fiscal year beginning on October 1, 2002, and ending on September 30, 2003. The population of the City of Delray Beach during the fiscal year was 62,578 and the assessed value of property was \$4,632,900,000.

Emergency Response

The Delray Beach Fire Rescue Department responded to 10,543 calls for emergency service during the fiscal year, 9,775 of the calls were in Delray Beach, 680 in Highland Beach, and 88 in Gulf Stream. This represents a 3.3% decrease from the 10,893 calls in the previous fiscal year. Over the ten (10) year period from fiscal year 1993-94 to fiscal year 2002-03, the total emergency call volume increased an average 2.8% each year.

FISCAL YEAR	FIRE	EMS	TOTAL	% +/-
1993-94	1,457	6,585	8,042	
1994-95	1,726	7,372	9,098	+13.1%
1995-96	1,461	7,536	8,997	- 1.1%
1996-97	1,567	7,837	9,404	+ 4.5%
1997-98	1,692	8,203	9,895	+ 5.2%
1998-99	1,717	8,336	10,053	+ 1.6%
1999-00	1,963	8,472	10,435	+ 3.8%
2000-01	1,984	8,687	10,671	+ 2.3%
2001-02	1,975	8,918	10,893	+ 2.1%
2002-03	1,894	8,649	10,543	- 3.3%
Average	1,681	7,781	9,462	+ 2.8%

Table 1

**Total Annual Responses
Ten Year Comparison**

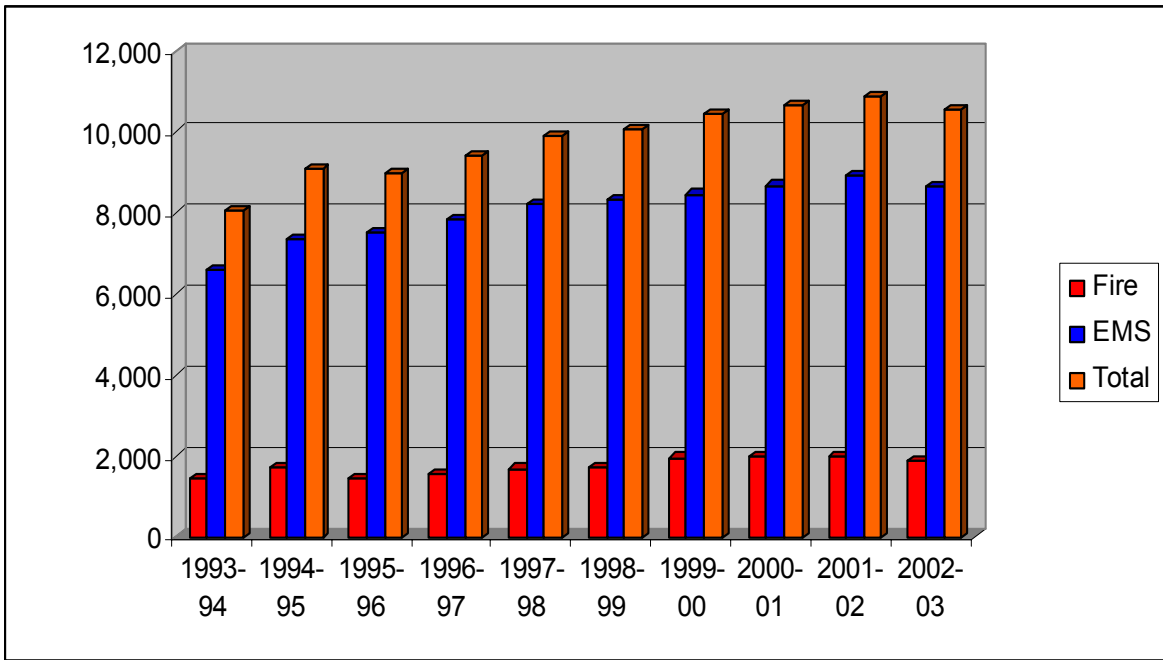


Chart 1

Table 2, includes all the emergency calls for the fiscal year broken down by month and the type of emergency. It also shows the total of each type of call and the total number of emergency calls each month.

Month	Minor Medical	Medical Emergency	Still Alarm	Brush Fire	Box Alarm	First Alarm	Special Operation	Mutual Aid	Total
October	80	650	48	2	73	15	7	1	876
November	84	633	51	1	58	15	8	0	850
December	59	619	55	2	64	9	6	1	815
January	59	753	60	5	96	24	10	0	1,007
February	62	687	49	6	76	7	9	0	896
March	59	748	58	3	77	11	9	0	965
April	48	691	65	6	65	11	5	1	892
May	73	643	69	9	71	16	9	0	890
June	60	579	52	3	80	16	6	0	796
July	82	582	56	7	76	16	10	0	829
August	73	633	59	3	84	17	2	0	871
September	68	624	70	3	68	16	7	0	856
Total	807	7,842	692	50	888	173	88	3	10,543

Table 2

During the fiscal year, 8,649 (82%) of the responses were medical related, while the remainder were for a wide variety of situations ranging from fires to hazardous material incidents. Most of the medical responses, 74% of the total call volume, were classified as Medical Emergencies. This classification represents calls for cardiac related problems, respiratory difficulties, strokes, motor vehicle accidents and other emergencies where both the fire and rescue apparatus are needed to handle the incident. Minor Medical calls such as small cuts, short falls and other situations where the public needs assistance accounted for 8% of the call volume.

Calls initiated by a fire alarm system are classified as a Box Alarm. Eight percent of the emergency calls (888) during the fiscal year were in response to the activation of these alarm systems. The Delray Beach Fire Rescue Department sends two engines, one ladder truck and one rescue apparatus to these incidents. This classification represents the highest percentage of emergency calls that are not medically related. A significant number of these incidents turn out to be false alarms, many times due to alarm system malfunctions.

Small fires outside of buildings, vehicle fires, elevator emergencies, small fuel spills and bomb threats are classified as Still Alarms. These accounted for 7% of the emergency incidents during the fiscal year. The actual number of fires reported inside any building or structure (First Alarms) were only 2% of the total workload of the department. Special Operations incidents such as hazardous material emergencies, confined space and water rescues made up 1%.

Chart 2, is a graphic representation showing the percentage of each type of call.

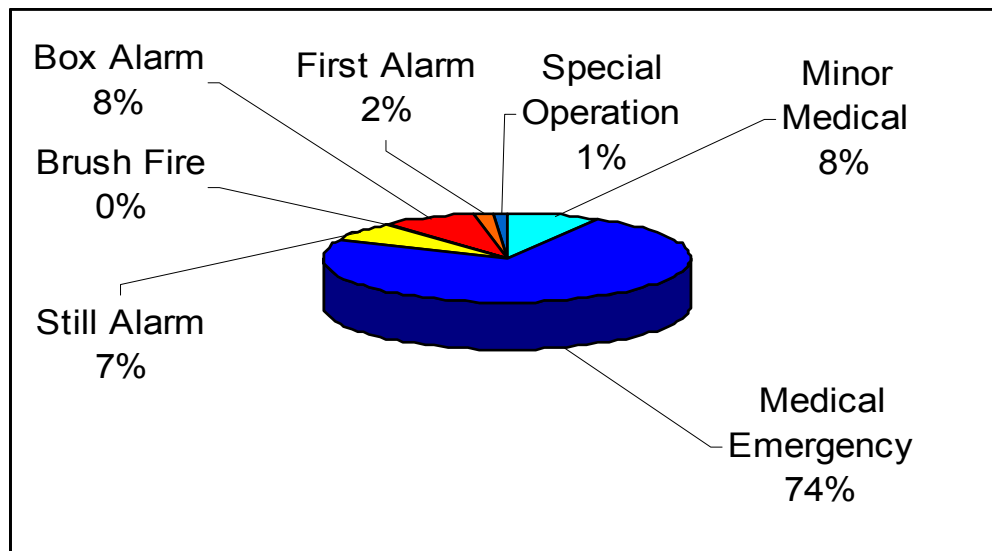


Chart 2

During the fiscal year 2002-03, the monthly emergency call volume ranged from a high of 1,007 calls in January to a low of 796 calls in the month of June. The number of calls in January represents the third year in a row the department has responded to over 1,000 emergency calls in that month during a fiscal year. Chart 3, represents the number of emergency calls per month.

Emergency Response, FY 2002-03

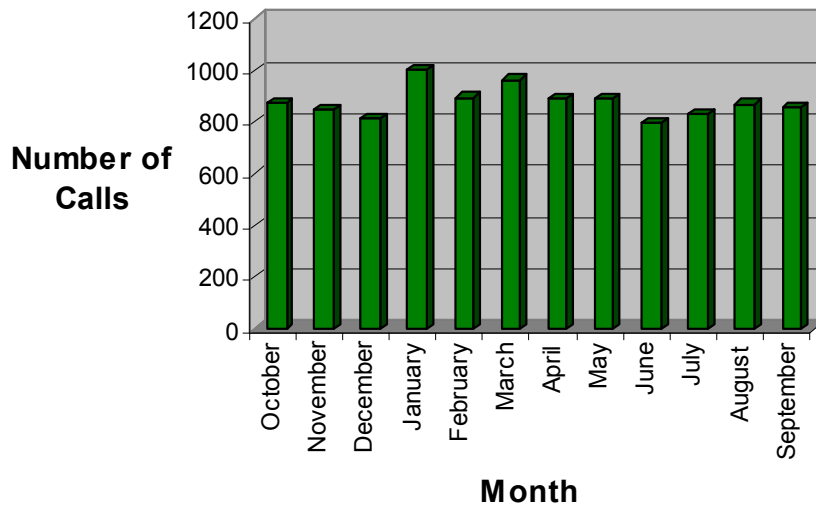


Chart 3

Emergency Medical Service Transport

On February 1, 1995, the Delray Beach Fire Rescue Department assumed the responsibility for emergency medical service transport from Bethesda Ambulance Service for emergency incidents within the City of Delray Beach and the Town of Gulf Stream. On July 10, 2000, the department also assumed this responsibility in the Town of Highland Beach. During the fiscal year 02/03, 5,323 patients were transported to the hospital in Fire Rescue vehicles. This number represents an 8.7% increase from the 4,897 patients that were transported in fiscal year 01/02.

FISCAL YEAR	NUMBER OF TRANSPORTS	REVENUE
1995-96	3,675	\$764,553
1996-97	4,050	\$954,522
1997-98	4,041	\$986,051
1998-99	4,265	\$998,148
1999-00	4,497	\$1,037,121
2000-01	4,919	\$1,156,776
2001-02	4,897	\$1,194,622
2002-03	5,323	\$1,170,764

Table 3

During the fiscal year 02/03, the department for the fourth year in a row collected over a million dollars in revenue for the City as a result of this transport service. Since 1995, the department has maintained a collection rate over 80% for the transport services provided. Many municipalities use a private collection agency to do their billing and they are charged a percentage of the revenue collected for this service. They typically receive payment for only 50-55% of the amount billed. By keeping the billing service in-house the Delray Beach Fire Rescue Department not only achieves a higher collection rate than most other fire rescue agencies, we also avoid the payment to the private collection agency.

In order to assist the individual, the department files all of the claims for the patients based on information that is collected by department personnel.

Regional Hazardous Materials Response

During the fiscal year, the City of Delray Beach Fire Rescue Department along with the Fire Departments from Boca Raton, West Palm Beach and Palm Beach County provided emergency response services to incidents involving hazardous materials throughout Palm Beach County through an agreement with the Board of County Commissioners and the Solid Waste Authority. The Cities of Delray Beach and Boca Raton joined forces to cover a primary response area that includes; Boca Raton, Boynton Beach, Briny Breezes, Delray Beach, Gulf Stream, Highland Beach, Ocean Ridge and the Village of Golf.

This agreement provides revenue in the amount of \$175,000 per year directly to the City in exchange for these services and other tangible benefits to the residents throughout Palm Beach County. The responders will also benefit from increased training opportunities and improvements in the co-ordination and support available when these incidents occur.

Disaster Response

The Delray Beach Fire Rescue Department is responsible for the City's Emergency Management program and serves as the coordinating agency for disaster preparation, response and recovery. City employees from various departments were provided career development, education and training to meet future challenges and issues that will impact the City. Fire Rescue and other City resources were mobilized on numerous occasions during this fiscal year in response to threatening weather.

Performance Measures

An important performance measurement factor for any emergency response service is the time it takes for trained emergency personnel to respond to an individual's request for assistance. The Delray Beach Fire Rescue Department is dispatched to emergencies by the Delray Beach Police Department, Communications Division. During fiscal year 02/03, the average time to process an emergency call by the Police Department Communications Division was one (1) minute. After receiving the emergency call, the average turnout and travel time for Fire Rescue was four (4) minutes and thirty-six (36) seconds.

The workload for the individual response units is another performance measure used to determine the level of service provided to the community. During the fiscal year, the busiest unit in the City was Engine 1 with 3,119 emergency responses. The busiest rescue unit was Rescue 1 with 2,852 responses. Table 4, shows the number of responses for each unit for the past five (5) years. Table 5, indicates the total number of hospital transports this year for each rescue unit.

Unit	FY 98-99	FY 99-00	FY 00-01	FY 01-02	FY 02-03
E1	3,058	3,204	3,220	3,212	3,119
R1	2,895	2,953	2,982	3,004	2,852
E2	1,384	1,574	1,494	1,560	1,487
R2	1,285	1,458	1,469	1,497	1,432
E3	2,431	2,632	2,734	2,852	2,808
R3	2,389	2,445	2,579	2,572	2,506
E4	1,807	1,910	1,979	2,085	2,108
R4	1,844	1,898	1,944	1,990	2,004
T5	2,001	2,126	2,331	2,317	2,195
R5	1,793	1,847	2,077	2,040	2,028
SO5	368	337	359	369	317
T6	988	1,066	1,084	1,134	1,112
R6	732	767	729	814	775
160	6,355	6,483	6,011	6,180	6,648
120	1,294	1,444	1,538	1,535	1,615

Table 4

Month/Unit	Rescue 1	Rescue 2	Rescue 3	Rescue 4	Rescue 5	Rescue 6	Total
October '02	116	43	99	70	82	18	428
November '02	96	45	91	76	86	18	412
December '02	99	45	97	68	93	19	421
January '03	102	47	113	94	103	26	485
February '03	112	41	108	85	82	31	459
March '03	128	51	120	87	110	28	524
April '03	118	47	112	88	80	34	479
May '03	116	49	94	75	85	26	445
June '03	97	36	98	87	66	17	401
July '03	101	36	88	82	75	8	390
August '03	112	44	113	77	78	11	435
September '03	98	34	105	79	102	26	444
Total FY 02-03	1,295	518	1,238	968	1,042	262	5,323
Transports per Day	3.6	1.4	3.4	2.7	2.8	0.7	14.6

Table 5

Personnel

Retirements

Two employees retired from the Delray Beach Fire Rescue Department during the fiscal year.

Lieutenant Wayne Yoder	21 years
Division Chief R. Bradford Fitzer	20 years

Retirees with 20 or more years of service can remain with the department for an additional five (5) years by taking advantage of the Deferred Retirement Option Plan.

New Hires

Paramedic Christine McCrady	Paramedic Andy Zepeda	Paramedic Kevin Saxton
Paramedic Kelley McCants	Paramedic Jesus Durante	Paramedic Jerry Spivey
Paramedic Edmund Beardsley	Paramedic Andrew Close	Paramedic Matthew Fick
Paramedic Joseph Mazzeo	Paramedic Mark Szejter	Paramedic Jose Garcia
Paramedic Ryan Walker	Paramedic James Bunnell	Paramedic Justin Caruso
Paramedic Justin Crowe	Paramedic John Wagner	Paramedic Sean Gibson
Paramedic Irena Sumano	Staff Asst. II Susan Flinn	Staff Asst. II Mary Black

Promotions

Robert Baker, Promoted to Lieutenant
Joseph Lang, Promoted to Engineer
Todd Lynch Promoted to Engineer

Service Awards

30 – Years

Ellen Wickert

20 – Years

Richard Bush
Wayne Dorcas
David Priest
R. Bradford Fitzer

20 – Years

James Tabeek
Pamela Garcia
Thomas Nabors

15 – Years

Martin Gainer
Mark Wood
Michael McCleary
John Reeck
Michelle Murphy

10 – Years

Victor Williams
Joseph Lang

5 – Years

John Lasko

Training

The Delray Beach Fire Rescue Department has been providing Emergency Medical Service (EMS) at the Advanced Life Support (ALS) level since the early 1970's. In order to provide this level of service, the continuous training, certification and re-certification of Paramedics and Emergency Medical Technicians (EMTs) must be a top priority of the department.

There are currently 133 certified Fire Fighters in the department, 106 or 80% are Paramedics and the remainder are EMTs. All personnel in the department completed an eight (8) hour course in Advanced Cardiac Life Support (ACLS) and another course on advanced airway management. During the fiscal year, the Fire-Rescue Department received a Federal Fire Act Grant in the amount of \$140,525 to upgrade our monophasic cardiac monitor/defibrillation equipment to state-of-the-art biphasic monitor/defibrillators. Ten of these units were purchased with this funding and all personnel were trained in their capability and use.

Fire Rescue personnel also participated in numerous hours of training in other topics including fire fighting operations, hazardous materials response and dive rescue. A rare opportunity, the ability to conduct live training scenarios, occurred as a result of donated buildings scheduled to be demolished. The department used the old ice plant off of Congress Avenue to practice structural fire attack as well as search and rescue techniques. This building was also used to practice ventilation techniques and other roof operations with the newly acquired 105' ladder truck shown below.



Nineteen (19) recently hired Firefighter/Paramedics were trained in structural firefighting techniques in two (2) donated single-family residential structures on SW 9th Avenue and NW 3rd Avenue. The concepts of fire behavior, attack line placement, fire control and extinguishment were covered in a realistic setting.

Eight (8) Lieutenants attended an 80-hour Officer Development Course during the fiscal year where they increased their knowledge of the department and City policies and procedures. They

also explored the concepts of leadership and management as they relate to the effective supervision of personnel in a modern fire rescue organization.

The Fire-Rescue Department has a performance goal to provide 20 hours of training to each employee every month. This equals 28,080 hours for the 117 people in the Operations Division. Overall, Delray Beach Fire Rescue Department personnel assigned to the Operations Division participated in 29,027 hours of training during fiscal year 2002-03. This represents about 250 training hours for each employee or 10% of their working hours that are devoted to training. Table 6, indicates the training data for employees over the past eight (8) years.

Fiscal Year	Total Hours	Number of Personnel in Operations	Number of Hours per Employee
1995-96	22,972	115	200
1996-97	29,566	115	257
1997-98	28,870	115	251
1998-99	30,167	115	262
1999-00	31,818	115	278
2000-01	28,104	106	265
2001-02	28,333	101	280
2002-03	29,027	111	262

Table 6

Inspection, Plan Review, Public Education Services and Community Outreach Programs

During the fiscal year, the Delray Beach Fire Rescue Department conducted a total of 3,881 fire and life safety inspections. There were 1,011 plans reviewed during the year. Members of Fire Rescue participated in a number public education programs during the fiscal year. These programs brought the department into contact with 5,864 people. Fire Inspectors conducted 54 fire investigations.

Our Community Emergency Response Team (CERT) received an \$8,000.00 grant from the State of Florida for expansion of the program. This eight-week course is designed to provide trained volunteers to assist their community and the emergency responders in the event of a disaster such as a hurricane, flood or tornado. Four (4) new courses were completed this year bringing the total number program participants up to 220.

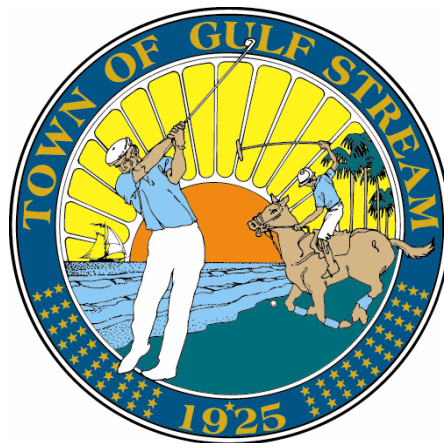
The Fire Department also sponsors a Fire Rescue Explorer Post for male and female youth between the ages of 14 and 19. Explorer Post #320 was re-established in 1994, with nine individuals on the roster and is currently comprised of twenty (20) active members. The Explorers participate in a number of community service projects such as; the Adopt-A-Street litter control program, the Delray Beach Bicycle Safety Rodeo, the Delray Affair, and activities at the Morakami Museum.

Town of Gulf Stream

Annex



Proudly Serving the Town of Gulf Stream since 1992



Introduction

The City of Delray Beach has an inter-local agreement to provide comprehensive fire, emergency medical and special operations response services to the Town of Gulf Stream. This contractual service began on October 1, 1992, when the Delray Beach Fire Rescue Department replaced the previous providers of emergency services. The department also provides public education, inspection and plan review services as a part of the agreement.

Purpose

The purpose of this annex is to provide the commissioners, administrators and residents of the Town of Gulf Stream a summary of the activities and projects that have been completed during the fiscal year.

Scope

This annex contains information about the emergency responses that had an impact on the Delray Beach Fire Rescue Department and the residents of the Town of Gulf Stream during the fiscal year beginning on October 1, 2002, and ending on September 30, 2003. The population of the Town during the fiscal year was 720 and the assessed value of property was \$488,400,000.

Emergency Response

The Delray Beach Fire Rescue Department responded to 88 calls for emergency service during the fiscal year. This represents a 27.3% decrease from the 112 calls in the previous fiscal year. Table 1, includes all the emergency calls broken down by month and the type of emergency. It also shows the total of each type of call and the total number of emergency calls each month.

Month	Minor Medical	Medical Emergency	Still Alarm	Brush Fire	Box Alarm	First Alarm	Special Operation	Total
October	0	0	0	0	1	0	0	1
November	0	3	1	0	0	0	0	4
December	1	3	0	0	2	0	0	6
January	0	7	0	0	1	1	0	9
February	0	3	1	0	2	0	0	6
March	1	4	0	0	0	0	0	5
April	0	3	3	0	1	0	0	7
May	0	5	0	0	1	0	0	6
June	0	6	0	0	6	0	0	12
July	1	2	0	0	10	0	0	13
August	0	2	0	0	9	0	0	11
September	1	2	3	0	2	0	0	8
Total	4	40	8	0	35	1	0	88

Table 1

Most of the Fire Rescue responses (40) in Gulf Stream during the fiscal year were for Medical Emergencies. This classification represents calls for cardiac related problems, respiratory difficulties, strokes, motor vehicle accidents and other emergencies where both the fire and rescue apparatus are needed to handle the incident. Box Alarms accounted for the second highest number of emergency calls with 35 incidents. A Box Alarm is an emergency call triggered by an automatic fire alarm system. The Delray Beach Fire Rescue Department dispatches two engines, one ladder truck and one rescue apparatus to these incidents. A significant number of these incidents turn out to be false alarms, many times due to alarm system malfunctions. Chart 1, is a graphic representation of the emergency responses in Gulf Stream during the year.

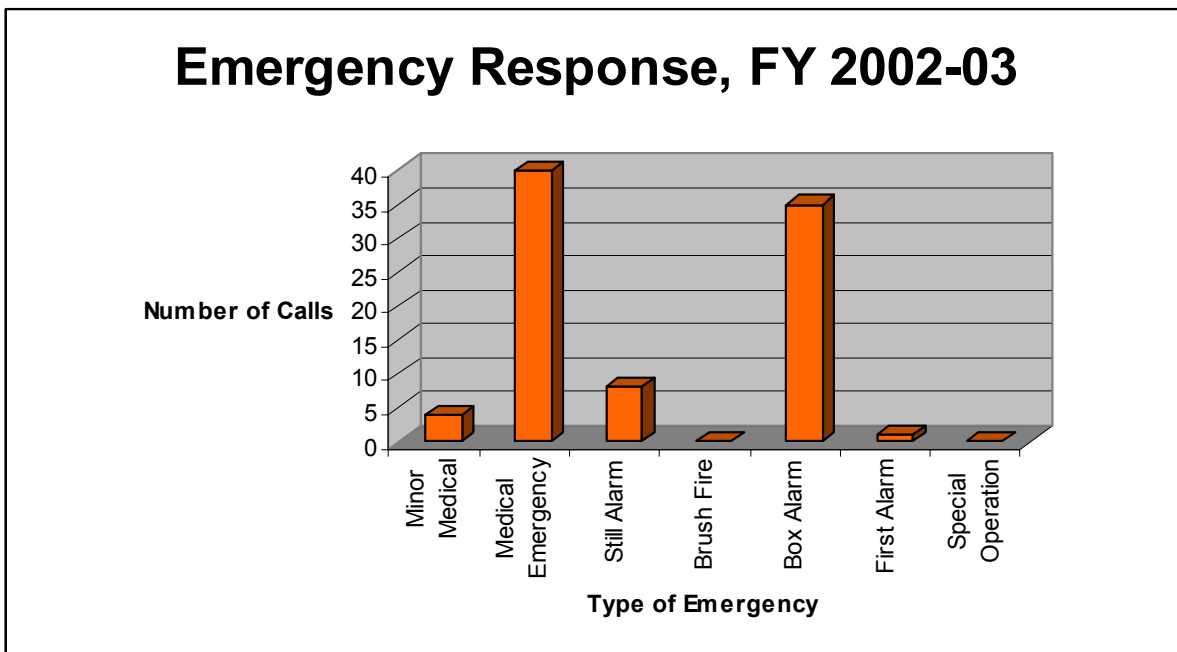


Chart 1

Chart 2, shows the percentage of each type of emergency call.

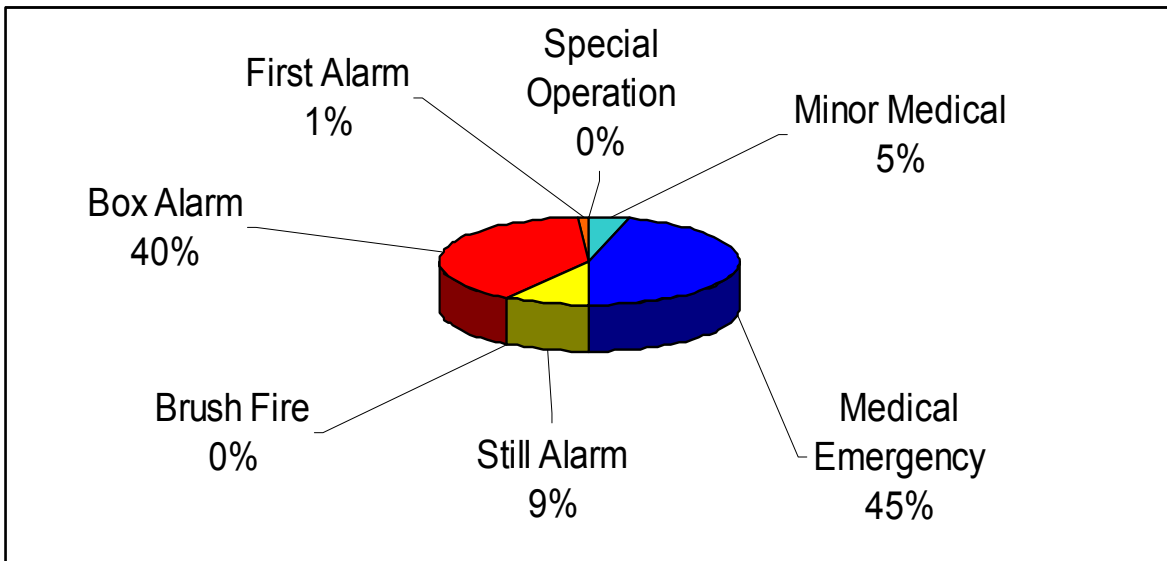


Chart 2

The busiest month in terms of the volume of emergency calls during the fiscal year was July with 13 calls. June was the second busiest month with 12 calls. Chart 3, represents the number of emergency calls per month. There was only one call during the month of October.

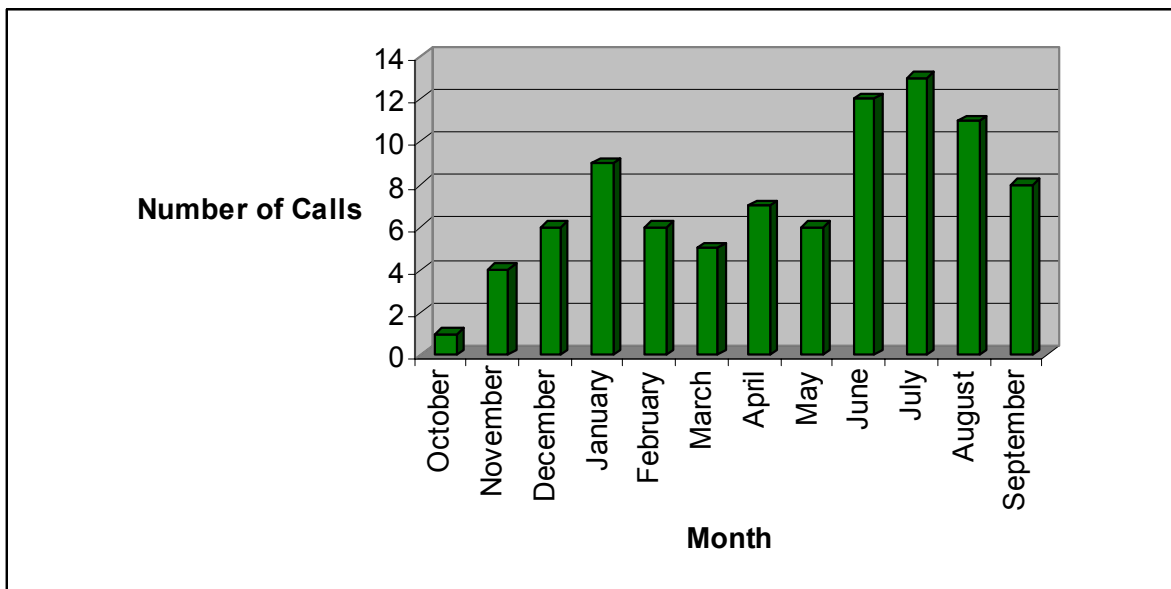


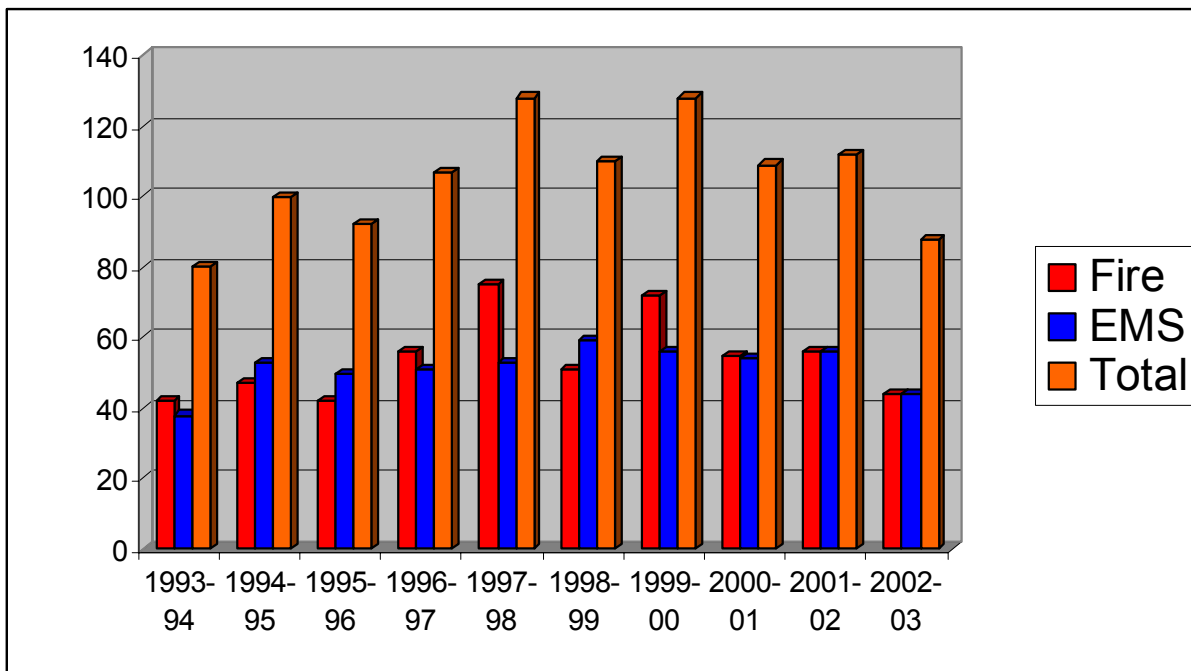
Chart 3

Over the ten (10) year period from fiscal year 1993-94 to fiscal year 2002-03, the total emergency call volume increased an average 1.3% each year.

FISCAL YEAR	FIRE	EMS	TOTAL	% +/-
1993-94	42	38	80	
1994-95	47	53	100	+ 25%
1995-96	42	50	92	- 8%
1996-97	56	51	107	+16.3%
1997-98	75	53	128	+19.6%
1998-99	51	59	110	- 14%
1999-00	72	56	128	+16.4%
2000-01	55	54	109	- 17.4%
2001-02	56	56	112	+ 2.8%
2002-03	44	44	88	- 27.3%
Average	54	51	105	+ 1.3%

Table 2

Chart 4 is a graphic representation of the emergency call volume history in Gulf Stream over the past ten (10) years.



Chart

Town of Highland Beach

Annex



Proudly Serving the Town of Highland Beach since 1993



Introduction

The City of Delray Beach has an inter-local service agreement to provide comprehensive fire, emergency medical and special operations response services to the Town of Highland Beach. This contractual service began on October 1, 1993, when the Delray Beach Fire Rescue Department replaced Palm Beach County Fire Rescue as the agency providing emergency and non-emergency service. The department also provides public education, inspection and plan review services as a part of the agreement.

Purpose

The purpose of this annex is to provide the commissioners, administrators and residents of the Town of Highland Beach a summary of the activities and projects that have been completed during the fiscal year.

Scope

This annex contains information about the emergency responses that had an impact on the Delray Beach Fire Rescue Department and the residents of the Town of Highland Beach during the fiscal year beginning on October 1, 2002, and ending on September 30, 2003. The population of the Town during the fiscal year was 3,994 and the assessed value of property was \$1,329,500,000.

Emergency Response

The Delray Beach Fire Rescue Department responded to 680 calls for emergency service during the fiscal year. This represents a 9.1% increase from the 623 calls in the previous fiscal year. Table 1, includes all the emergency calls broken down by month and the type of emergency. It also shows the total of each type of call and the total number of emergency calls each month.

Month	Minor Medical	Medical Emergency	Still Alarm	Brush Fire	Box Alarm	First Alarm	Special Operation	Total
October	4	31	4	0	13	1	2	55
November	6	22	8	0	11	1	1	49
December	5	30	9	0	13	1	1	59
January	5	37	5	0	17	2	1	67
February	2	40	4	0	15	0	1	62
March	4	36	5	0	14	1	2	62
April	5	48	5	0	7	0	1	66
May	13	37	4	0	12	0	0	66
June	5	20	1	0	19	2	3	50
July	4	22	5	0	22	1	0	54
August	4	15	4	0	18	1	0	42
September	2	28	7	0	10	1	0	48
Total	59	366	61	0	171	11	12	680

Table 1

Most of the Fire Rescue responses (366) in Highland Beach during the fiscal year were for Medical Emergencies. This classification represents calls for cardiac related problems, respiratory difficulties, strokes, motor vehicle accidents and other emergencies where both the fire and rescue apparatus are needed to handle the incident. Box Alarms accounted for the second highest number of emergency calls with 171 incidents. A Box Alarm is an emergency call triggered by an automatic fire alarm system. The Delray Beach Fire Rescue Department dispatches two engines, one ladder truck and one rescue apparatus to these incidents. A significant number of these incidents turn out to be false alarms, many times due to alarm system malfunctions. Chart 1, is a graphic representation of the emergency responses in Highland Beach during the year.

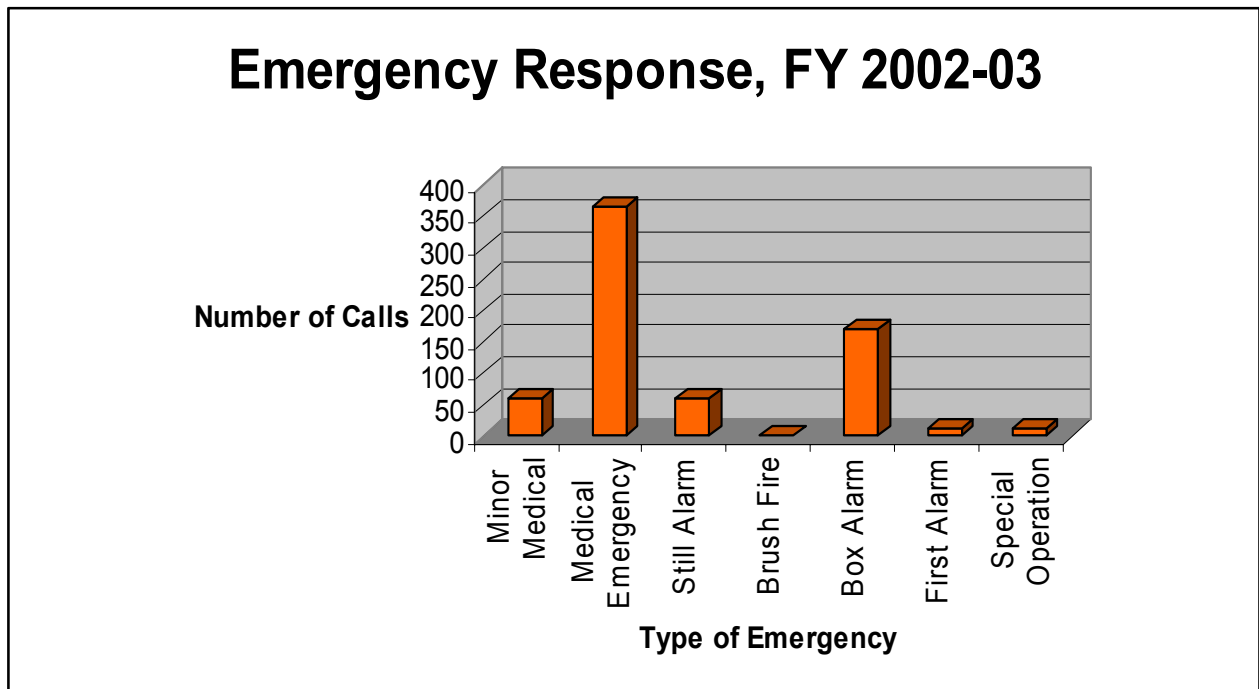


Chart 1

Chart 2, shows the percentage of each type of emergency call.

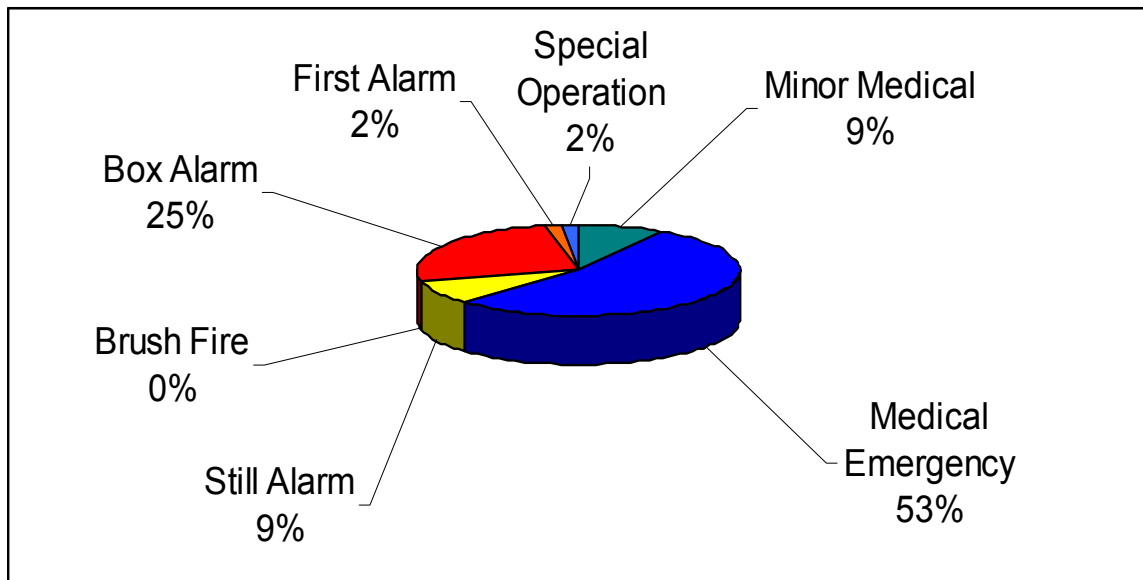


Chart 2

During the fiscal year 2002-03, the monthly emergency call volume ranged from a high of 67 calls in January to a low of 42 calls in the month of August. Chart 3, represents the number of emergency calls per month.

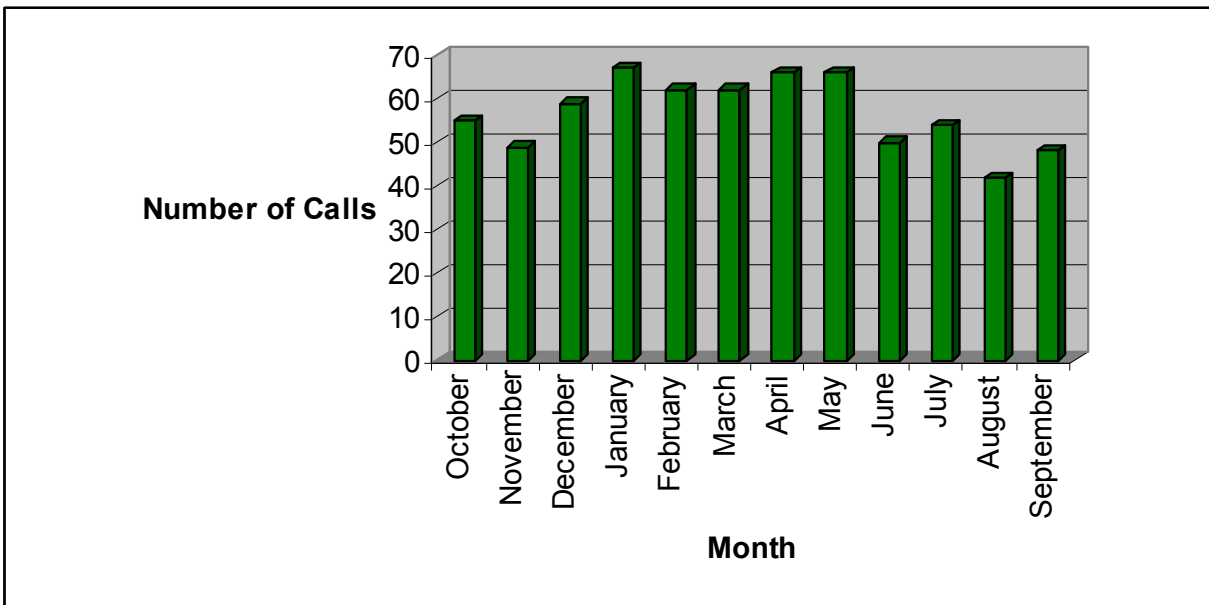


Chart 3

Over the ten (10) year period from fiscal year 1993-94 to fiscal year 2002-03, the total emergency call volume increased an average 5% each year.

FISCAL YEAR	FIRE	EMS	TOTAL	% +/-
1993-94	176	249	425	
1994-95	220	296	516	+21.4%
1995-96	196	279	475	- 8%
1996-97	203	300	503	+ 5.9%
1997-98	208	330	538	+ 6.9%
1998-99	218	366	584	+ 8.6%
1999-00	258	389	647	+10.8%
2000-01	213	367	580	- 11.5%
2001-02	234	389	623	+ 7.4%
2002-03	255	425	680	+ 9.1%
Average	218	339	557	+ 5%

Table 2

Chart 4 is a graphic representation of the emergency call volume history in Highland Beach over the past ten (10) years.

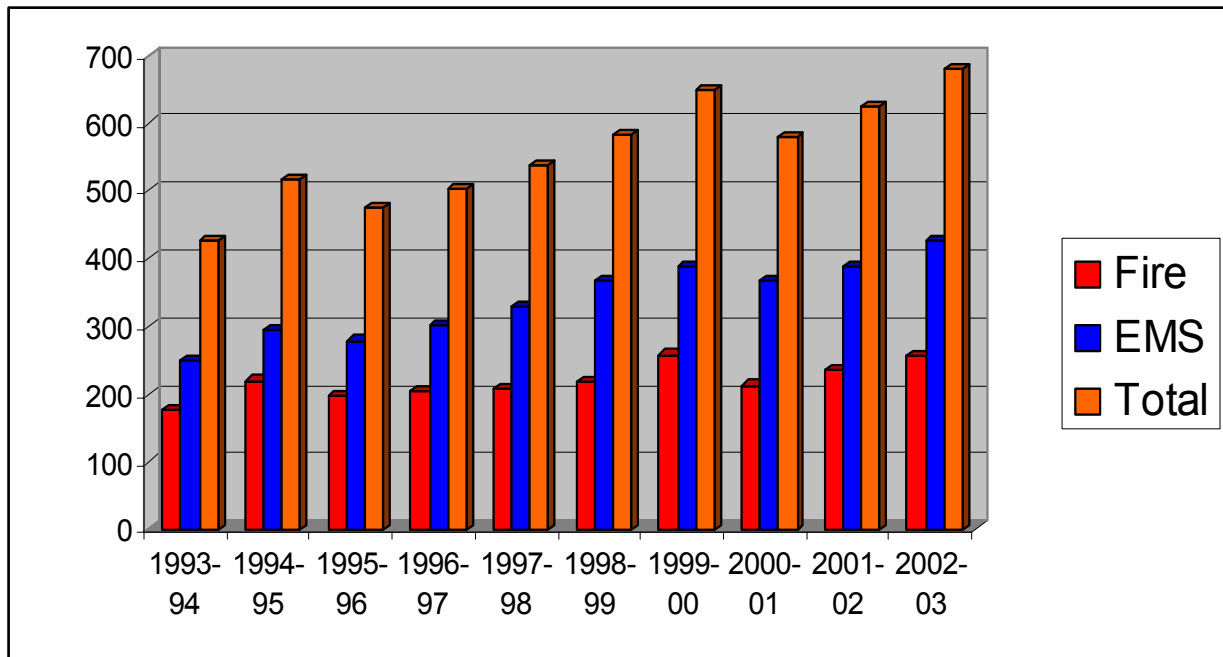


Chart 4

Emergency Medical Service Transport

On July 10, 2000, the Delray Beach Fire Rescue Department assumed the responsibility for emergency medical service transport for emergency incidents within the Town of Highland Beach. During the fiscal year, 188 people were transported to the hospital from Highland Beach. The majority, 70% were taken to Boca Raton Community Hospital, another 20% went to Delray Medical Center, and 10% were transported to Bethesda Memorial Hospital.