
City of Delray Beach

**Fire - Rescue
Annual Report
Fiscal Year
2000 - 2001**

**Prepared by:
The City of Delray Beach
Fire Department
October 2001**

City of Delray Beach, Florida
Fire - Rescue Annual Report

Fiscal Year 2000-2001

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Introduction

The Delray Beach Fire 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 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 Department and the residents of our service area during the fiscal year beginning on October 1, 2000, and ending on September 30, 2001. The population of the City of Delray Beach during the fiscal year was 60,645 and the assessed value of property was \$3,717,842,056.

Emergency Response

The Delray Beach Fire Department responded to 10,671 calls for emergency service during the fiscal year, 9,982 of the calls were in Delray Beach, 580 in Highland Beach, and 109 in Gulf Stream. This represents a 2.3% increase from the 10,435 calls in the previous fiscal year. Over the ten (10) year period from fiscal year 1991-92 to fiscal year 2000-01, the total emergency call volume increased an average 4.9% each year.

FISCAL YEAR	FIRE	EMS	TOTAL	% +/-
1991-92	1,249	5,530	6,779	
1992-93	1,266	5,863	7,129	+ 6.9%
1993-94	1,457	6,585	8,042	+12.7%
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%
Average	1,608	7,442	9,050	+ 4.9%

Table 1
**Total Annual Responses
Ten Year Comparison**

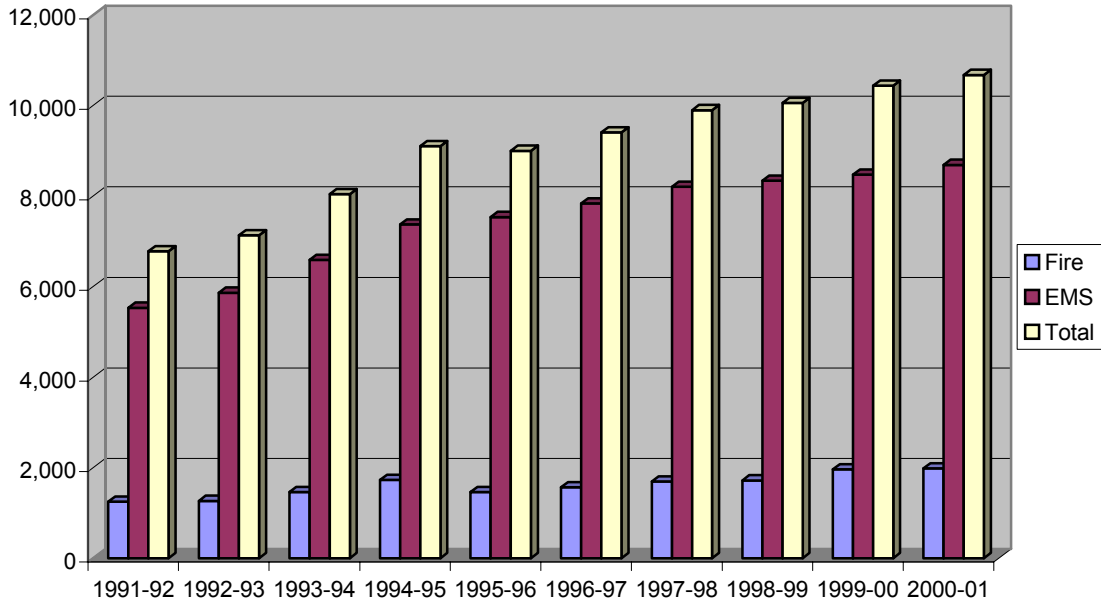


Chart 1

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	560	51	3	66	11	8	2	781
November	67	558	54	5	81	19	5	0	789
December	67	707	55	9	77	26	7	3	951
January	105	760	52	7	87	31	11	1	1,054
February	76	696	59	10	60	15	8	0	924
March	52	746	66	7	51	23	10	1	956
April	88	687	70	14	70	18	12	3	962
May	66	666	62	10	73	14	11	0	902
June	77	628	59	6	97	23	4	0	894
July	75	634	70	1	50	22	11	0	863
August	59	602	55	2	68	17	7	0	810
September	67	565	57	6	62	17	9	2	785
Total	879	7,809	710	80	842	236	103	12	10,671

Table 2

During the fiscal year, 8,687 (81%) 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, 73% 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 (842) during the fiscal year were in response to the activation of these alarm systems. The Delray Beach Fire 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.

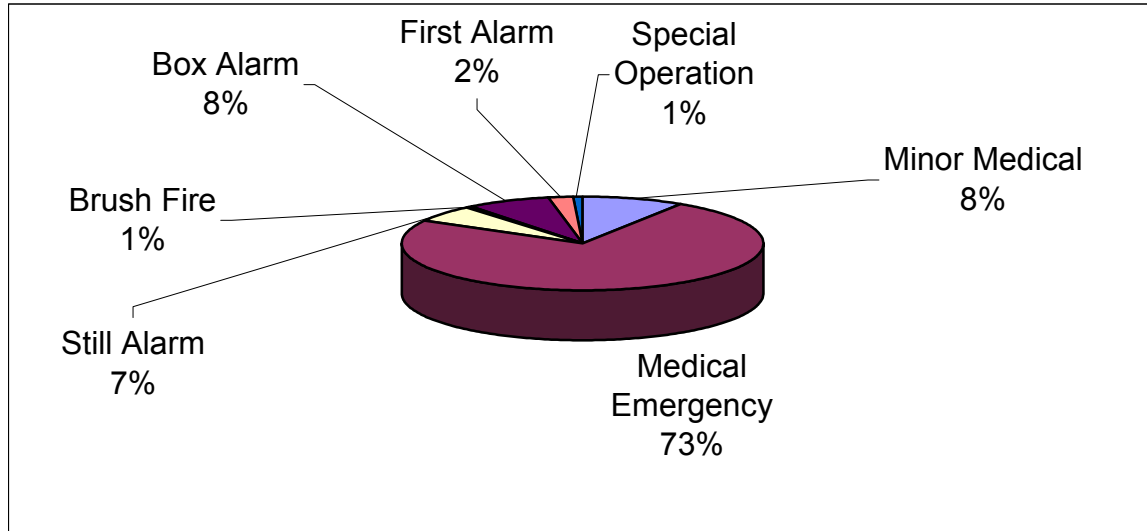


Chart 2

During the fiscal year 2000-01, the monthly emergency call volume ranged from a high of 1,054 calls in January to a low of 781 calls in the month of October. The number of calls in January represents the first time the Fire Department has responded to over 1,000 emergency calls in one month. Chart 3, represents the number of emergency calls per month.

Emergency Response, FY 2000-01

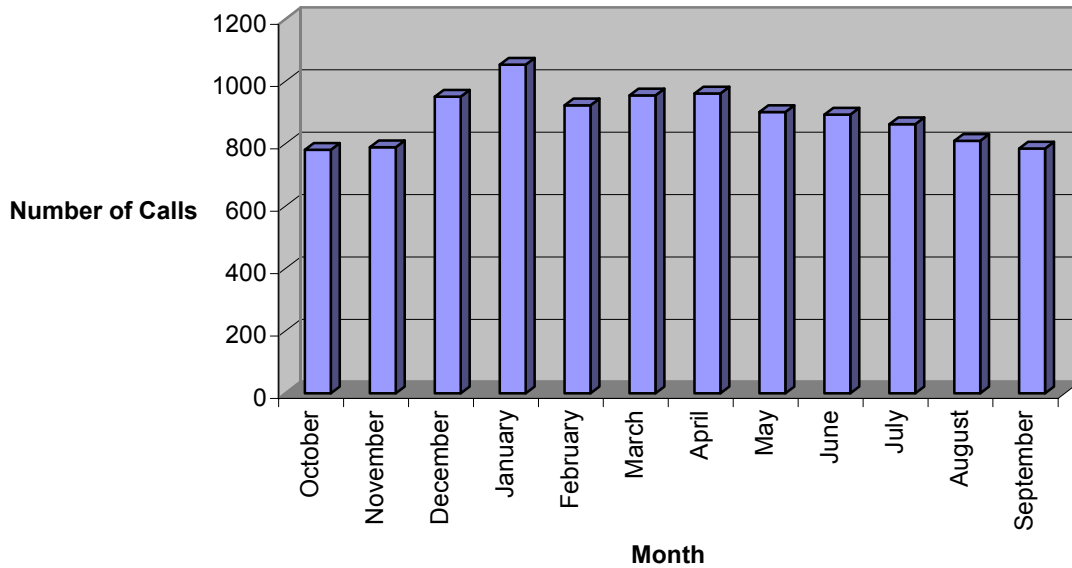


Chart 3

Emergency Medical Service Transport

On February 1, 1995, the Delray Beach Fire 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 00/01, 4,919 patients were transported to the hospital in Fire Department rescue vehicles. This number represents a 9.4% increase over the 4,497 patients that were transported in fiscal year 99/00.

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

Table 3

During the fiscal year 00/01, the Fire Department for the second 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 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 Fire 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 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 \$150,000 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 Fire 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 Department and other City resources were mobilized on numerous occasions during this fiscal year in response to threatening weather and to the events related to the September 11th Attack on America.

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 Department is dispatched to emergencies by the Delray Beach Police Department, Communications Division. During fiscal year 00/01, the average time to process an emergency call by the Police Department Communications Division was one (1) minute and seventeen (17) seconds. After receiving the emergency call, the average turnout and travel time for the Fire Department was four (4) minutes and fifty-one (51) 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 3,220 emergency responses. The busiest rescue unit was Rescue 1

with 2,982 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 96-97	FY 97-98	FY 98-99	FY 99-00	FY 00-01
E1	2,839	3,039	3,058	3,204	3,220
R1	2,719	2,922	2,895	2,953	2,982
E2	1,417	1,388	1,384	1,574	1,494
R2	1,413	1,333	1,285	1,458	1,469
E3	2,440	2,412	2,431	2,632	2,734
R3	2,349	2,379	2,389	2,445	2,579
E4	1,588	1,781	1,807	1,910	1,979
R4	1,645	1,794	1,844	1,898	1,944
T5	1,829	1,771	2,001	2,126	2,331
R5	1,626	1,632	1,793	1,847	2,077
SO5	314	337	368	337	359
T6	863	970	988	1,066	1,084
R6	606	604	732	767	729

Table 4

Month/Unit	Rescue 1	Rescue 2	Rescue 3	Rescue 4	Rescue 5	Rescue 6	Total
October '00	108	41	82	62	70	12	375
November '00	93	29	80	68	76	19	365
December '00	111	49	93	71	86	29	439
January '01	105	65	112	105	114	27	528
February '01	125	52	108	71	83	26	465
March '01	107	55	109	81	108	23	483
April '01	91	35	94	68	80	23	391
May '01	82	37	94	62	76	19	370
June '01	94	32	79	80	89	25	399
July '01	88	35	103	67	78	13	384
August '01	80	33	89	63	76	22	363
September '01	80	30	79	70	77	21	357
Total FY 00-01	1,164	493	1,122	868	1,013	259	4,919
Transports per Day	3.2	1.3	3.1	2.4	2.8	0.7	13.5

Table 5

Personnel

Retirements

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

Engineer Ronald Pangburn	10 years
Paramedic Bernard Tillson	18 years
Engineer James DeCarie	20 years
Lieutenant Douglas Vaughn	23 years
Paramedic John Fletcher	25 years

All of the 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

Fire Chief Kerry Koen	Paramedic Jeffrey Smith	Paramedic Steven Moews
Paramedic Kurt Lewis		Staff Assistant II Collyn Katri

Promotions

Shawn Beckowitz, Promoted to Lieutenant	David Brassard, Promoted to Lieutenant
Martin Gainer, Promoted to Lieutenant	Mark Reynolds, Promoted to Lieutenant
Victor Williams, Promoted to Lieutenant	
Danielle Connor, Promoted to Engineer	
Mark Siciliano, Promoted to Engineer	

Service Awards

25 – Years
John Fletcher

20 - Years
William Adams
James DeCarie
John Hansen
David Kobrin

15 – Years
Katherine Hoecherl

10 – Years
Robert Creasman
Mark Dagnan
John McKessy
Steven Press
Eileen Tuckman

5 - Years
James Sampson
Kenneth Thompson

Training

The Delray Beach Fire 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 Fire Department.

There are currently 122 certified Fire Fighters in the department, 86 are Paramedics and the remainder are EMTs. All personnel in the department completed an eight (8) hour course in Advanced Cardiac Life Support and another eight (8) hour course on Advanced Airway Management. One (1) new Paramedic was certified this year after completing the initial Paramedic training program. Additional EMS training completed this year includes updated protocol training, pediatric emergencies, training on new capnography equipment and new intravenous pumps, and a course on dealing with violent situations presented by the Police Department.

Fire department 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 Fire Department used four (4) apartment buildings on Marine Way to practice structural fire attack as well as search and rescue techniques. The West Side Liquors building on West Atlantic Avenue was used to update personnel on procedures used to rescue a trapped Fire Fighter and to familiarize all personnel with the use of the department's thermal imaging equipment. At the apartment buildings on SW 1st Avenue, forcible entry techniques and Fire Fighter escape procedures were the training topics.

All Lieutenants and Battalion Chiefs attended a sixteen (16) hour course on Fire Fighter rescue and Rapid Intervention Crew training at the Broward County Fire Academy. Six (6) Lieutenants traveled to New York City to participate in a sixteen (16) hour course on structural fire fighting. While they were there, they also gained valuable experience by riding along with some of the busiest companies in the City.

Six (6) Fire Department divers attended the National Public Safety Diver Competition in Orlando, winning fourteen (14) medals and the first place overall trophy while competing against teams from across the United States.

Overall, Delray Beach Fire Department personnel assigned to the Operations Division participated in 28,104 hours of training during fiscal year 2000-01. This represents about 250 training hours for each employee and when you consider the fact the each employee works about 2,500 hours in a year, 10% of their working hours are devoted to training.

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

During the fiscal year, the Delray Beach Fire Department conducted a total of 2,823 fire and life safety inspections. There were 1,177 plans reviewed during the year. Members of the Delray Beach Fire Department participated in a number public education programs during the fiscal year. These programs brought the department into contact with 9,572 people. Fire Inspectors conducted 60 fire investigations.

One of our newest outreach programs is the Community Emergency Response Team (CERT) training that is conducted by the department. 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. During the five (5) years this program has been offered, the Fire Department taught CERT concepts to 350 members of the community.

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 nine 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.

The following list indicates the emphasis that is placed on making personal contact with as much of our community as possible.

- Fire safety prevention programs “Learn Not to Burn” and “Exit Drills in the Home”
- Fire escape drills in the schools, nursing homes, board and care facilities
- Hurricane preparedness and recovery programs
- Child Safety Seat education classes
- Cardio pulmonary resuscitation (CPR) courses
- Delray Affair
- Paint Up Delray
- MAD DADS of Greater Delray Beach
- Holiday toy and food drives
- United Way
- Leadership Delray
- Holiday parades
- Fourth of July Fireworks
- File of Life

Town of Gulf Stream

Annex

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 Department replaced the previous providers of emergency services. The Delray Beach Fire 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 Department and the residents of the Town of Gulf Stream during the fiscal year beginning on October 1, 2000, and ending on September 30, 2001. The population of the Town during the fiscal year was 707 and the assessed value of property was \$412,171,922.

Emergency Response

The Delray Beach Fire Department responded to 109 calls for emergency service during the fiscal year. This represents a 17% decrease from the 128 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	1	3	0	0	3	0	0	7
November	1	3	1	0	11	0	0	16
December	0	6	0	0	5	1	0	12
January	0	3	0	0	2	0	1	6
February	1	5	0	0	4	0	1	11
March	1	4	0	0	1	0	0	6
April	1	5	0	0	5	0	0	11
May	1	6	0	0	2	0	1	10
June	0	5	0	0	6	0	1	12
July	0	4	0	0	3	0	0	7
August	0	2	1	0	3	0	0	6
September	0	3	0	0	2	0	0	5
Total	6	49	2	0	47	1	4	109

Table 1

Most of the Fire Department responses (49) 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 47 incidents. A Box Alarm is an emergency call triggered by an automatic fire alarm system. The Delray Beach Fire 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.

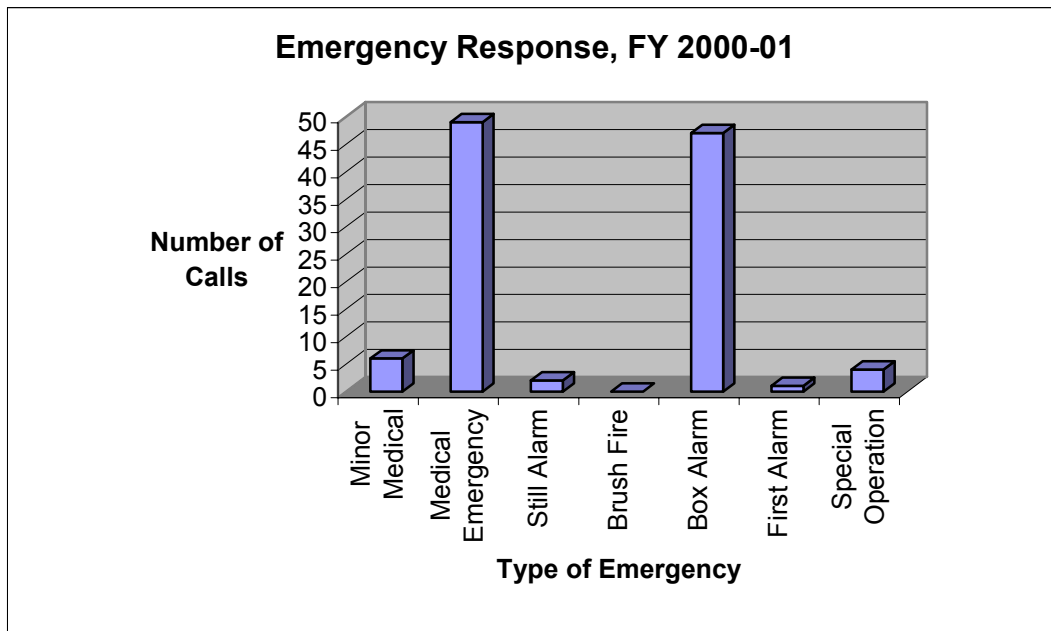


Chart 1

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

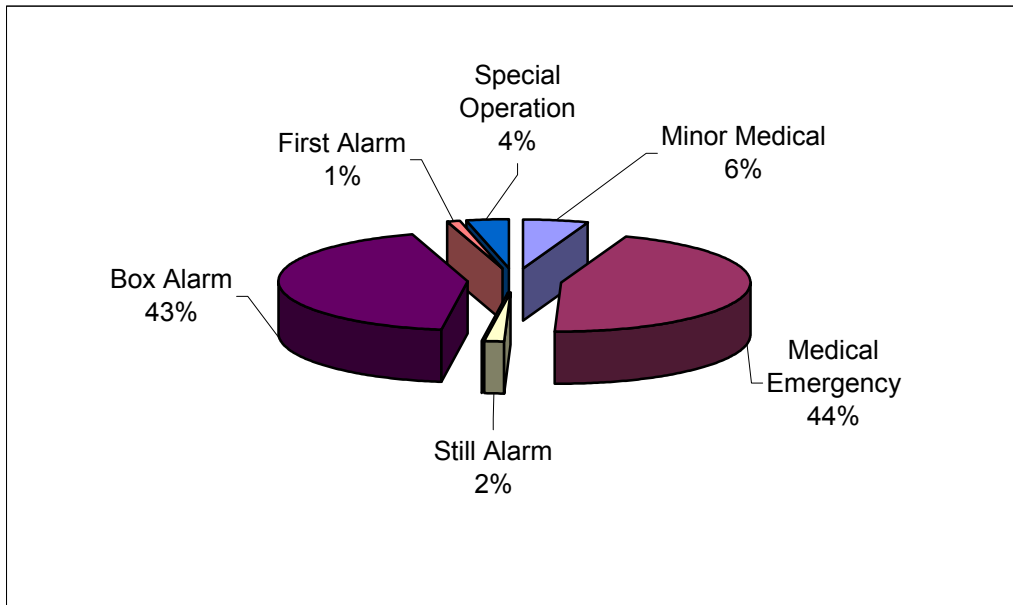


Chart 2

The busiest month in terms of the volume of emergency calls during the fiscal year was November with 16 calls. December and June were the second busiest months with 12 calls each. Chart 3, represents the number of emergency calls per month.

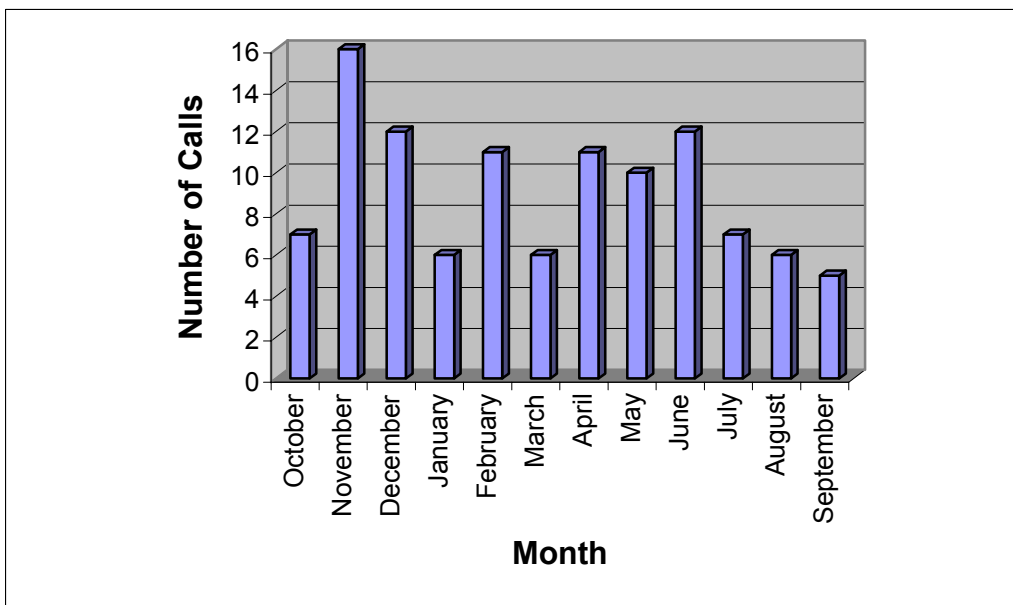


Chart 3

Over the eight (8) year period from fiscal year 1993-94 to fiscal year 2000-01, the total emergency call volume increased an average 4.7% 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%
Average	55	52	107	+ 4.7%

Table 2

Chart 4 is a graphic representation of the emergency call volume history in Gulf Stream over the past eight (8) years.

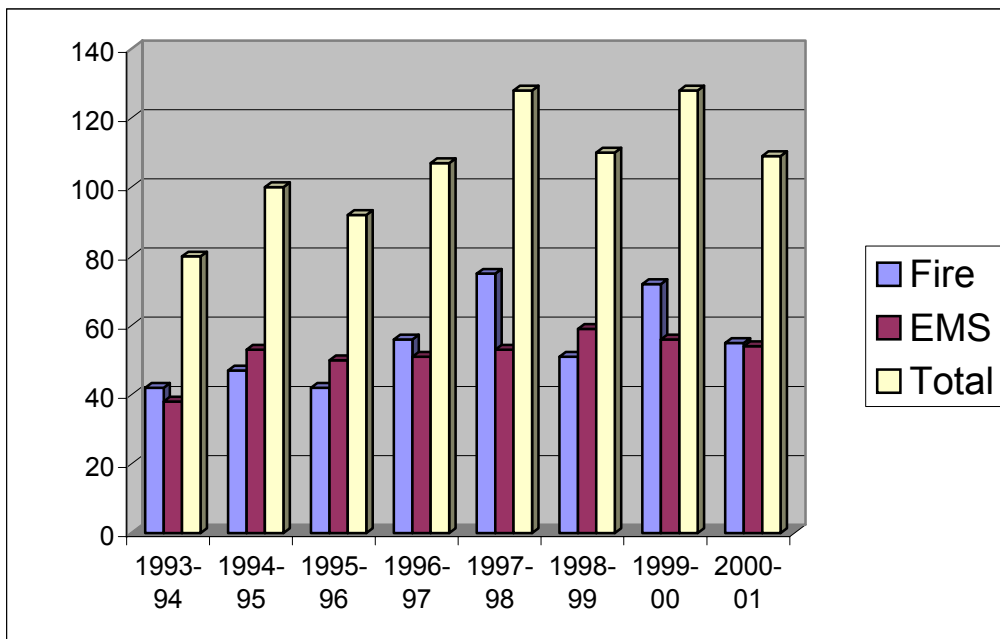


Chart 4

Town of Highland Beach

Annex

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 Department replaced Palm Beach County Fire Rescue as the agency providing emergency and non-emergency service. The Delray Beach Fire 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 Department and the residents of the Town of Highland Beach during the fiscal year beginning on October 1, 2000, and ending on September 30, 2001. The population of the Town during the fiscal year was 3,885 and the assessed value of property was \$1,034,074,376.

Emergency Response

The Delray Beach Fire Department responded to 580 calls for emergency service during the fiscal year. This represents an 11.5% decrease from the 647 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	3	15	2	0	9	0	1	30
November	1	29	7	1	10	0	0	48
December	4	32	2	0	11	2	1	52
January	10	35	5	0	15	2	2	69
February	0	30	7	0	6	1	0	44
March	3	42	11	0	4	3	0	63
April	5	28	13	1	8	1	0	56
May	3	25	13	0	8	1	1	51
June	2	18	6	1	13	0	0	40
July	2	22	7	0	6	1	0	38
August	2	24	2	0	14	0	0	42
September	3	29	1	0	12	2	0	47
Total	38	329	76	3	116	13	5	580

Table 1

Most of the Fire Department responses (329) 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 116 incidents. A Box Alarm is an emergency call triggered by an automatic fire alarm system. The Delray Beach Fire 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 2, shows the percentage of each type of call.

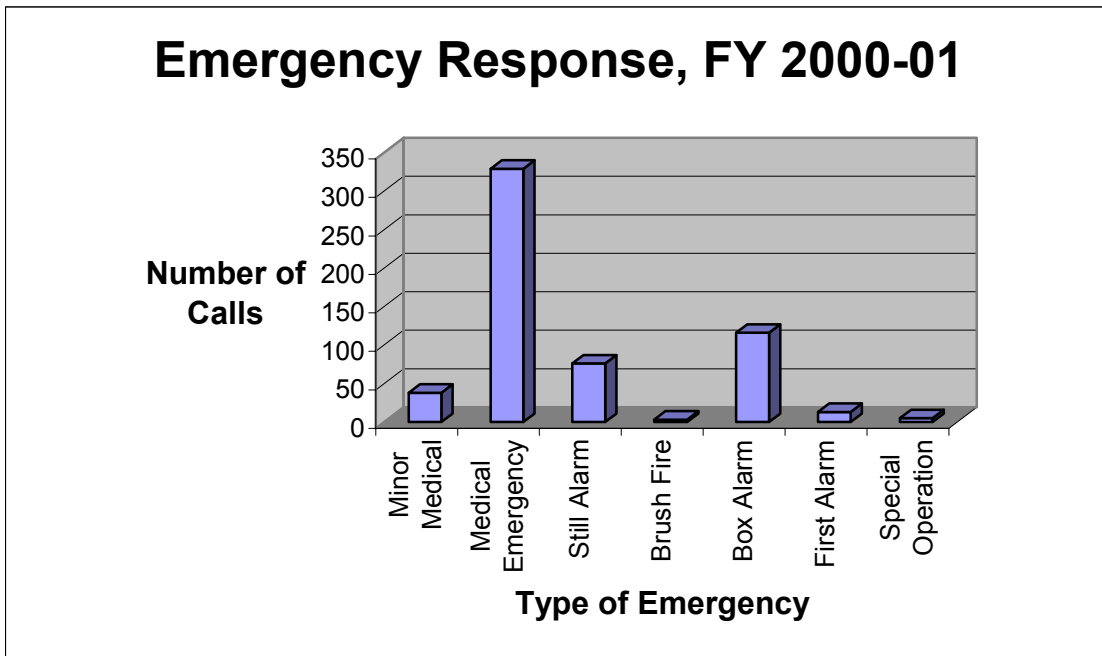


Chart 1

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

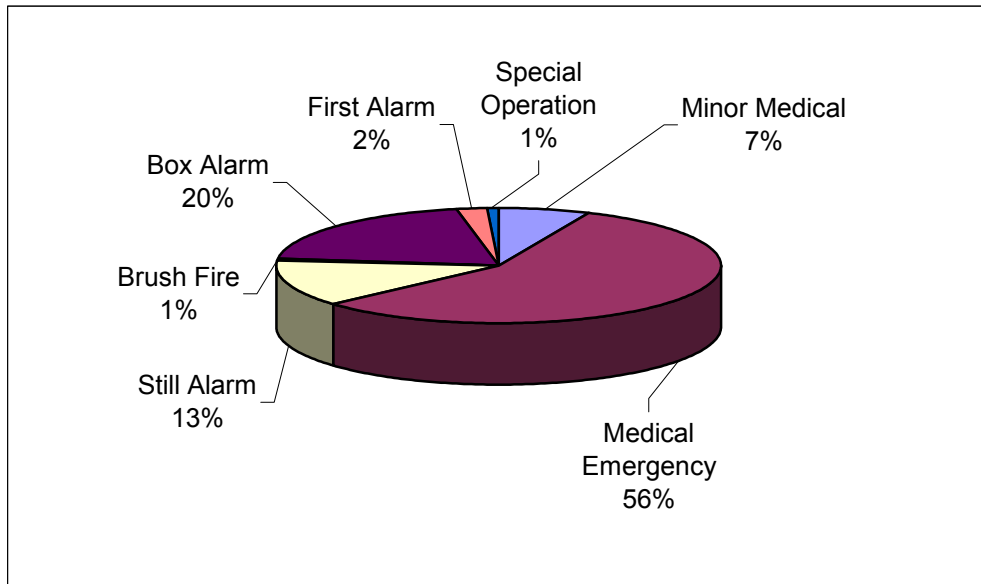


Chart 2

During the fiscal year 2000-01, the monthly emergency call volume ranged from a high of 69 calls in January to a low of 30 calls in the month of October. Chart 3, represents the number of emergency calls per month.

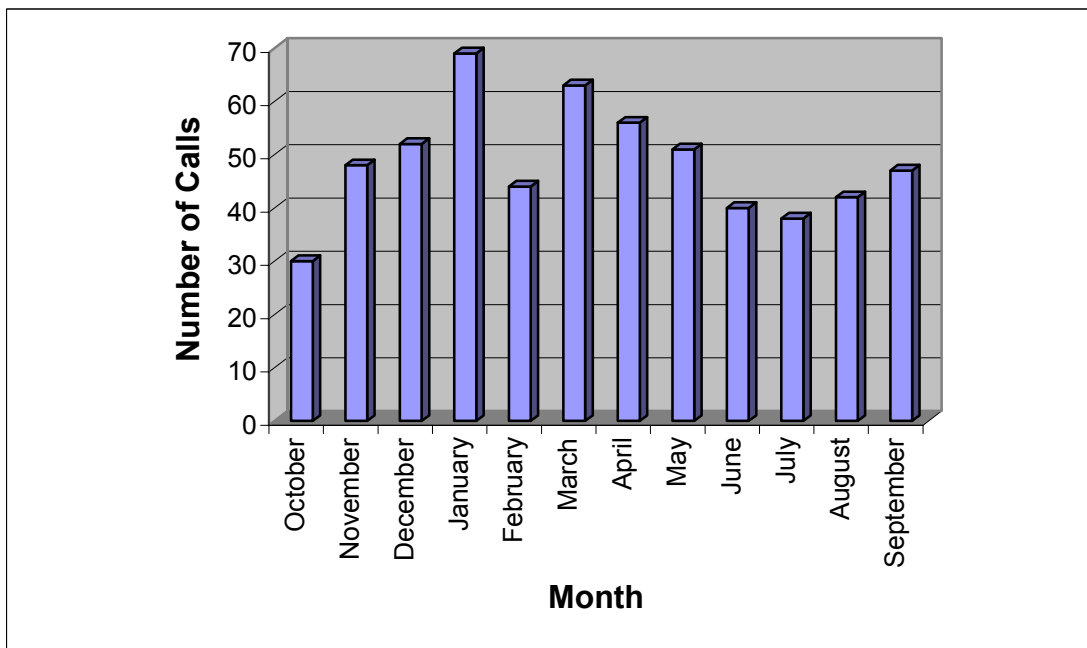


Chart 3

Over the eight (8) year period from fiscal year 1993-94 to fiscal year 2000-01, the total emergency call volume increased an average 4.3% 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%
Average	212	322	534	+ 4.3%

Table 2

Chart 4 is a graphic representation of the emergency call volume history in Highland Beach over the past eight (8) years.

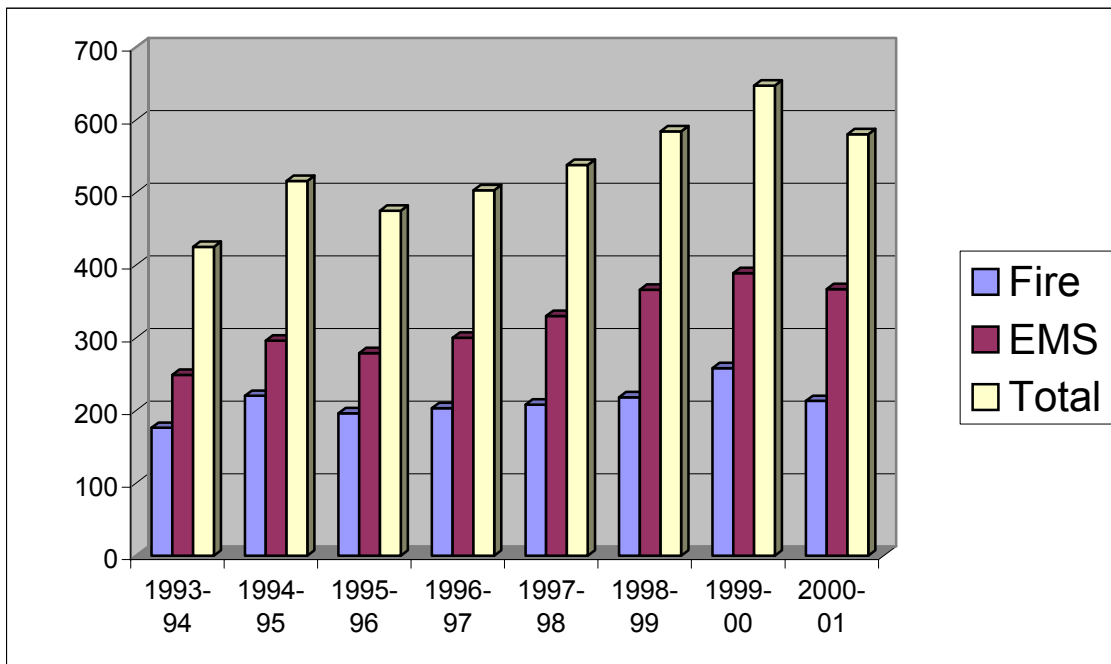


Chart 4

Emergency Medical Service Transport

On July 10, 2000, the Delray Beach Fire Department assumed the responsibility for emergency medical service transport for emergency incidents within the Town of Highland Beach. During the fiscal year, 175 people were transported to the hospital from Highland Beach. The majority, 82% were taken to Boca Raton Community Hospital, another 9% went to Delray Medical Center and the remaining 9% were transported to Bethesda Memorial Hospital.