
*City of Delray Beach
Fire Rescue Department*



**Annual Report
Fiscal Year
2001 - 2002**

**Prepared by:
Delray Beach Fire
Rescue Department
October 2002**

City of Delray Beach, Florida Fire - Rescue Annual Report Fiscal Year 2001-2002

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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, 2001, and ending on September 30, 2002. The population of the City of Delray Beach during the fiscal year was 61,527 and the assessed value of property was \$4,126,935,145.

Emergency Response

The Delray Beach Fire Rescue Department responded to 10,893 calls for emergency service during the fiscal year, 10,158 of the calls were in Delray Beach, 623 in Highland Beach, and 112 in Gulf Stream. This represents a 2.1% increase from the 10,671 calls in the previous fiscal year. Over the ten (10) year period from fiscal year 1992-93 to fiscal year 2001-02, the total emergency call volume increased an average 4.9% each year.

FISCAL YEAR	FIRE	EMS	TOTAL	% +/-
1992-93	1,266	5,863	7,129	
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%
2001-02	1,975	8,918	10,893	+ 2.1%
Average	1,681	7,781	9,462	+ 4.9%

Table 1

**Total Annual Responses
Ten Year Comparison**

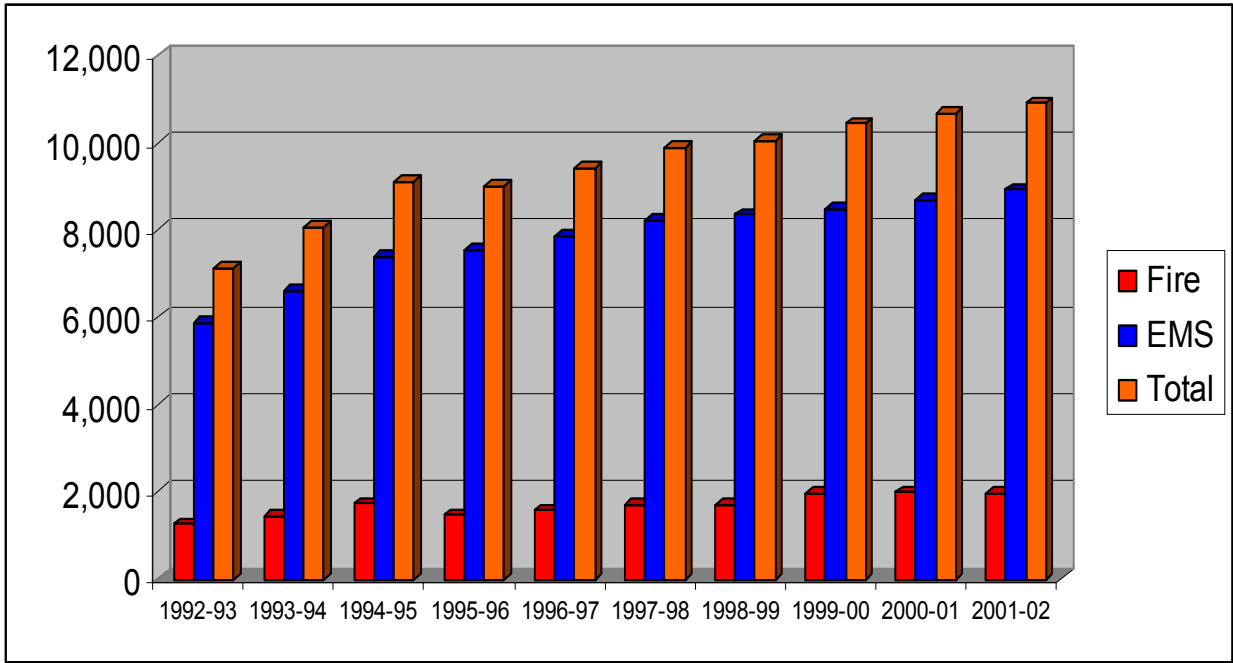


Chart 1

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	69	582	96	0	60	16	41	2	866
November	84	704	59	2	69	10	8	2	938
December	78	705	50	3	60	14	11	0	921
January	78	738	65	6	95	22	9	0	1,013
February	78	663	61	3	76	21	5	0	907
March	94	766	46	4	67	18	6	1	1,002
April	84	702	64	4	74	13	10	0	951
May	75	714	63	10	87	14	10	0	973
June	84	609	60	3	79	6	2	0	843
July	89	636	47	2	86	13	7	0	880
August	56	597	61	0	73	18	6	1	812
September	53	580	51	1	75	23	4	0	787
Total	922	7,996	723	38	901	188	119	6	10,893

Table 2

During the fiscal year, 8,918 (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 (901) 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.

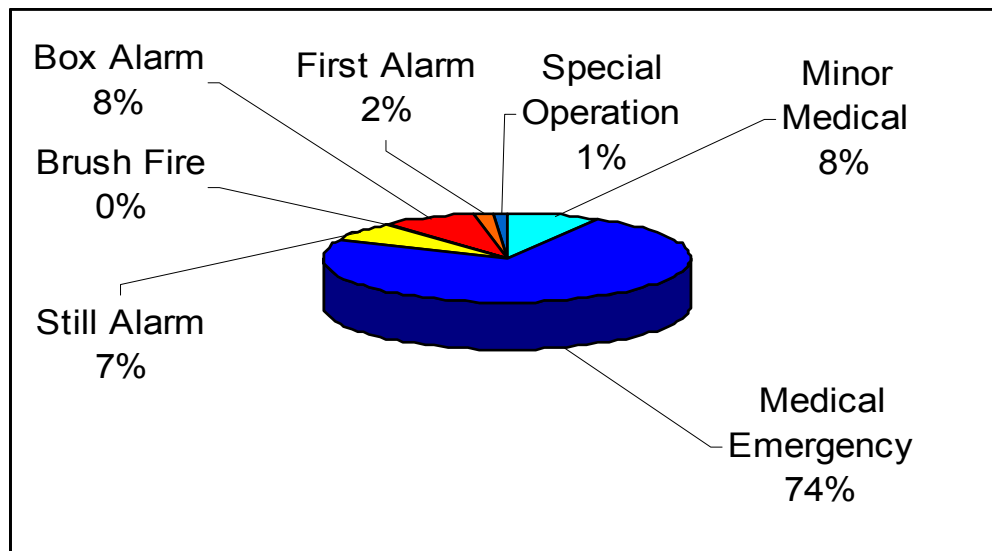


Chart 2

During the fiscal year 2001-02, the monthly emergency call volume ranged from a high of 1,013 calls in January to a low of 787 calls in the month of October. The number of calls in January and March represents the first time the department has responded to over 1,000 emergency calls in two months during a fiscal year. Chart 3, represents the number of emergency calls per month.

Emergency Response, FY 2001-02

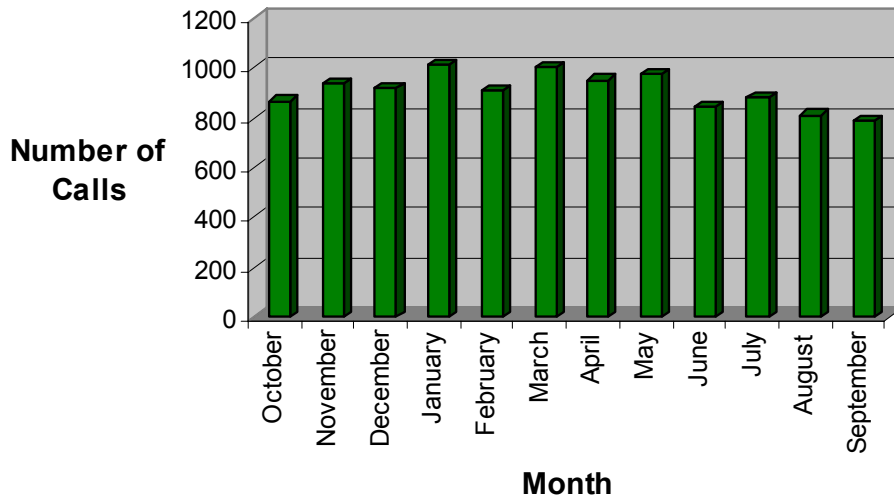


Chart 3

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 01/02, 4,897 patients were transported to the hospital in Fire Rescue vehicles. This number represents a very slight decrease from the 4,919 patients that were transported in fiscal year 00/01.

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

Table 3

During the fiscal year 01/02, the department for the third 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 \$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 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 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 Rescue Department is dispatched to emergencies by the Delray Beach Police Department, Communications Division. During fiscal year 01/02, the average time to process an emergency call by the Police Department Communications Division was one (1) minute and twelve (12) seconds. After receiving the emergency call, the average turnout and travel time for Fire Rescue was four (4) minutes and forty-six (46) 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 3,212 emergency responses. The busiest rescue unit was Rescue 1 with 3,004 responses. Table 4, shows the number of responses for each unit for the past six (6) 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	FY 01-02
E1	2,839	3,039	3,058	3,204	3,220	3,212
R1	2,719	2,922	2,895	2,953	2,982	3,004
E2	1,417	1,388	1,384	1,574	1,494	1,560
R2	1,413	1,333	1,285	1,458	1,469	1,497
E3	2,440	2,412	2,431	2,632	2,734	2,852
R3	2,349	2,379	2,389	2,445	2,579	2,572
E4	1,588	1,781	1,807	1,910	1,979	2,085
R4	1,645	1,794	1,844	1,898	1,944	1,990
T5	1,829	1,771	2,001	2,126	2,331	2,317
R5	1,626	1,632	1,793	1,847	2,077	2,040
SO5	314	337	368	337	359	369
T6	863	970	988	1,066	1,084	1,134
R6	606	604	732	767	729	814
160	5,990	6,399	6,355	6,483	6,011	6,180
120	1,171	1,185	1,294	1,444	1,538	1,535

Table 4

Month/Unit	Rescue 1	Rescue 2	Rescue 3	Rescue 4	Rescue 5	Rescue 6	Total
October '01	83	34	82	59	77	19	354
November '01	108	41	83	74	101	20	427
December '01	101	40	108	79	83	30	441
January '02	128	45	93	71	100	27	464
February '02	82	46	88	87	82	18	403
March '02	113	64	96	75	90	32	470
April '02	83	53	80	61	99	21	397
May '02	109	32	97	75	89	17	419
June '02	89	50	78	58	82	17	374
July '02	100	46	94	63	83	9	395
August '02	88	39	89	69	63	20	368
September '02	100	37	75	72	79	22	385
Total FY 01-02	1,184	527	1,063	843	1,028	252	4,897
Transports per Day	3.2	1.5	2.9	2.3	2.8	0.7	13.4

Table 5

Personnel

Retirements

One employee retired from the Delray Beach Fire Rescue Department during the fiscal year.

Division Chief Robert Moreland 25 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 Michael Boyd	Paramedic Joseph Falcone	Paramedic Bradley Kantner
Paramedic Travis Klemann	Paramedic Daniel Rush	Paramedic Omar Torres
Paramedic Crista Mockenhaupt		Paramedic Daniel Waldrep
Paramedic Michael Rodriguez		Plans Examiner II Harvey Greenberg

Promotions

Richard Ackerman, Promoted to Battalion Chief
Robert Moreland, Promoted to Division Chief

Steven Anderson, Promoted to Lieutenant	Danielle Connor, Promoted to Lieutenant
Mark Dagnan, Promoted to Lieutenant	John Deckers, Promoted to Lieutenant
Michael Wise, Promoted to Lieutenant	

Matthew Pearce, Promoted to Engineer	Mark Wood, Promoted to Engineer
Jerome Weatherspoon, Promoted to Engineer	

Service Awards

25 – Years

G. Steven Hull
Robert Moreland
Douglas Vaughn

20 – Years

Donald Farrow
Paul Hensley
Edward Meissner
John Tomaszewski
Joseph Weitman
Wayne Yoder

15 – Years

David Brassard
William Briard
Edward Crelin
Ruth Douthitt
Dale Fagan
Craig Merrill

15 - Years

Richard Murphy
Tammy Wheatley
Michael Wise
Donna Wolfer

10 – Years

Steven Anderson
Robert Baker
Michael Camera
Mark Dorsett
Patricia Dunkelmann

10 – Years

Timothy Garito
Gregory Giaccone
Odell Lewis
Howard Spain
Roxanne Tilghman

10 – Years

Michael Twigger
David Wetzel
Jerome Weatherspoon

5 – Years

Cecelia Shade

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 120 certified Fire Fighters in the department, 92 or 77% are Paramedics and the remainder are EMTs. All personnel in the department completed an eight (8) hour course in Basic Life Support with emphasis on the use of Automatic External Defibrillation equipment and another eight (8) hour course on Basic Trauma Life Support. One (1) new Paramedic was certified this year after completing the initial Paramedic training program. Additional EMS training completed this year includes simple triage and rapid transport, radiological emergencies, training on new mass decontamination equipment, and a course on water rescue in conjunction with the Ocean Rescue Division of the Parks Department.

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 and new buildings still under construction. The department used three (3) buildings on Poinsettia Drive to practice structural fire attack as well as search and rescue techniques. Two (2) buildings on Owens Baker Road were used for new recruit training in structural fire fighting. The department also utilized the new seventeen (17) story Toscana Condominium in Highland Beach to practice fire attack scenarios in high rise structures. This same topic was also covered with mutual aid partners from Palm Beach County Fire Rescue and the City of Lake Worth at the Lake Worth Towers building.

Eight (8) Lieutenants from the department attended a weeklong training course in Clearwater, Florida that focused on fire fighter rescue and survival. Eleven (11) 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.

Ten (10) Fire Department divers attended the National Public Safety Diver Competition in Orlando, winning fourteen (14) medals and for the second year in a row, the first place overall trophy while competing against teams from across the United States. All of the Haz Mat Technicians attended a 16-hour course dealing with emergencies related to tank trucks that carry various types of hazardous chemicals.

Overall, Delray Beach Fire Rescue Department personnel assigned to the Operations Division participated in 28,333 hours of training during fiscal year 2001-02. 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 Rescue Department conducted a total of 3,112 fire and life safety inspections. There were 1,389 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 8,777 people. Fire Inspectors conducted 53 fire investigations.

The Community Emergency Response Team (CERT) program was reviewed and evaluated. 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, Fire Rescue instructors taught CERT concepts to 350 members of the community and this year, 137 participated in a new re-certification program.

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.

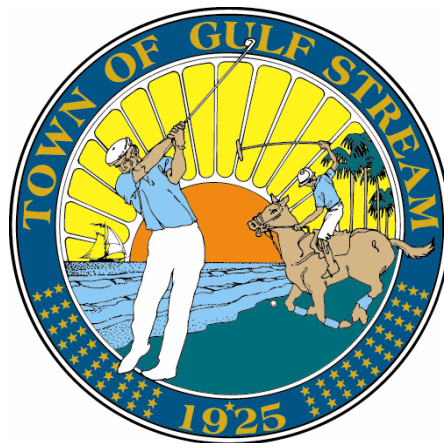
- Risk Watch, a fire safety and injury prevention program
- Fire escape drills in the schools, nursing homes, board and care facilities
- Hurricane preparedness and recovery programs
- Child Safety Seat education classes
- Cardio pulmonary resuscitation (CPR) courses
- Delray Affair
- Paint Up Delray
- Hot Air Balloon Race
- Holiday toy and food drives
- United Way
- Leadership Delray
- Holiday parades
- Fourth of July Fireworks
- Vial of Life

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, 2001, and ending on September 30, 2002. The population of the Town during the fiscal year was 718 and the assessed value of property was \$466,559,779.

Emergency Response

The Delray Beach Fire Rescue Department responded to 112 calls for emergency service during the fiscal year. This represents a 2.8% increase from the 109 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	1	1	0	4	0	0	6
November	0	2	0	0	0	0	0	2
December	0	7	1	0	2	1	0	11
January	1	6	1	0	6	2	0	16
February	0	3	1	0	3	0	0	7
March	1	12	0	2	4	0	0	19
April	1	10	2	0	5	0	1	19
May	0	1	0	0	3	0	0	4
June	0	2	0	1	4	0	0	7
July	0	5	0	0	4	0	0	9
August	0	2	1	0	3	0	0	6
September	0	2	1	0	3	0	0	6
Total	3	53	8	3	41	3	1	112

Table 1

Most of the Fire Rescue responses (53) 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 41 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.

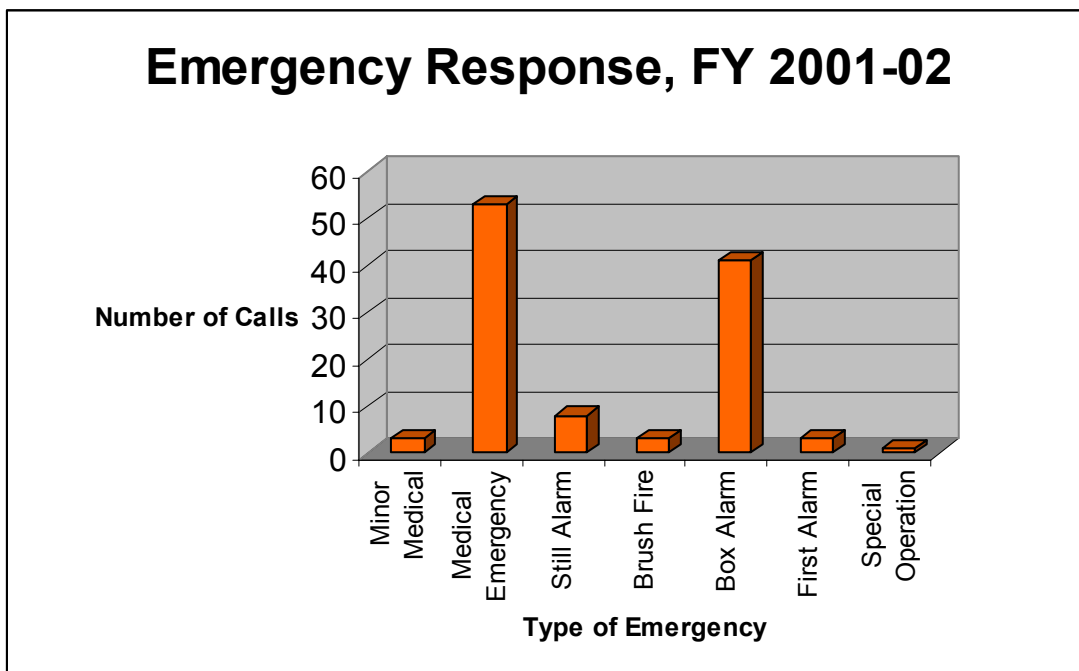


Chart 1

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

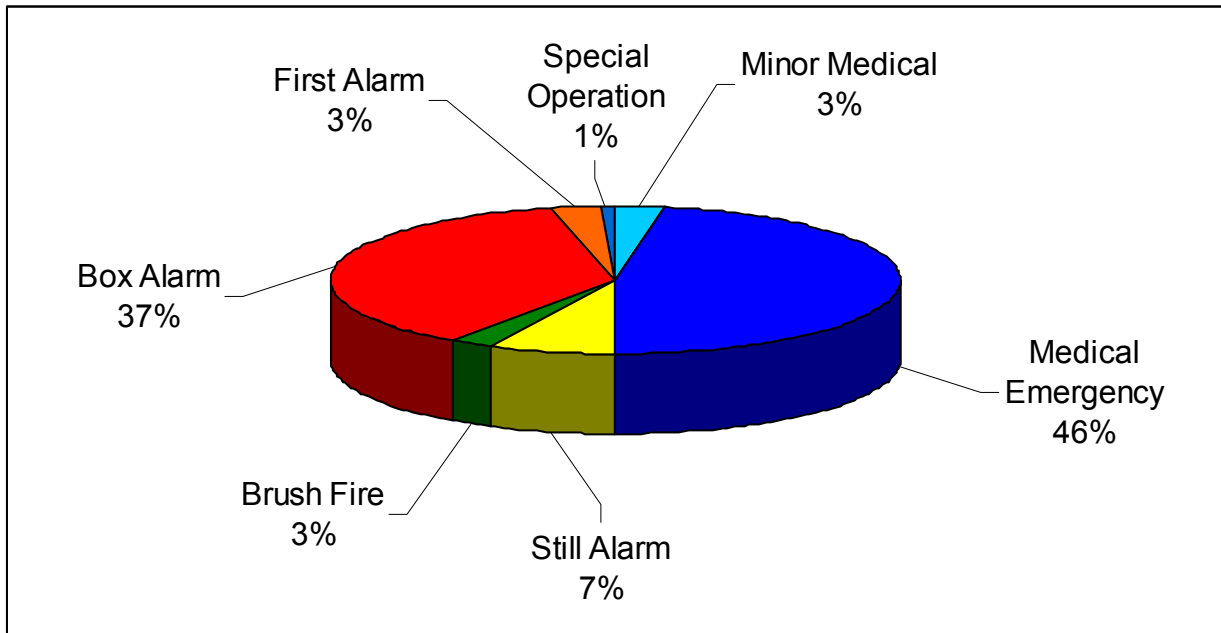


Chart 2

The busiest months in terms of the volume of emergency calls during the fiscal year were March and April with 19 calls each. January was the second busiest month with 16 calls. Chart 3, represents the number of emergency calls per month.

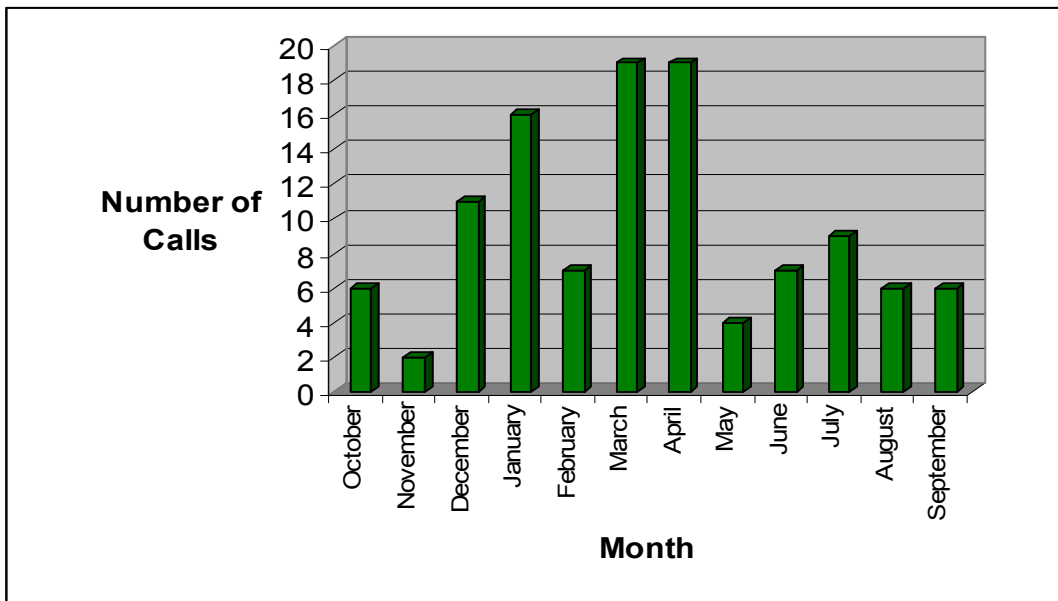


Chart 3

Over the nine (9) year period from fiscal year 1993-94 to fiscal year 2001-02, the total emergency call volume increased an average 5.1% 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%
Average	55	52	107	+ 5.1%

Table 2

Chart 4 is a graphic representation of the emergency call volume history in Gulf Stream over the past nine (9) years.

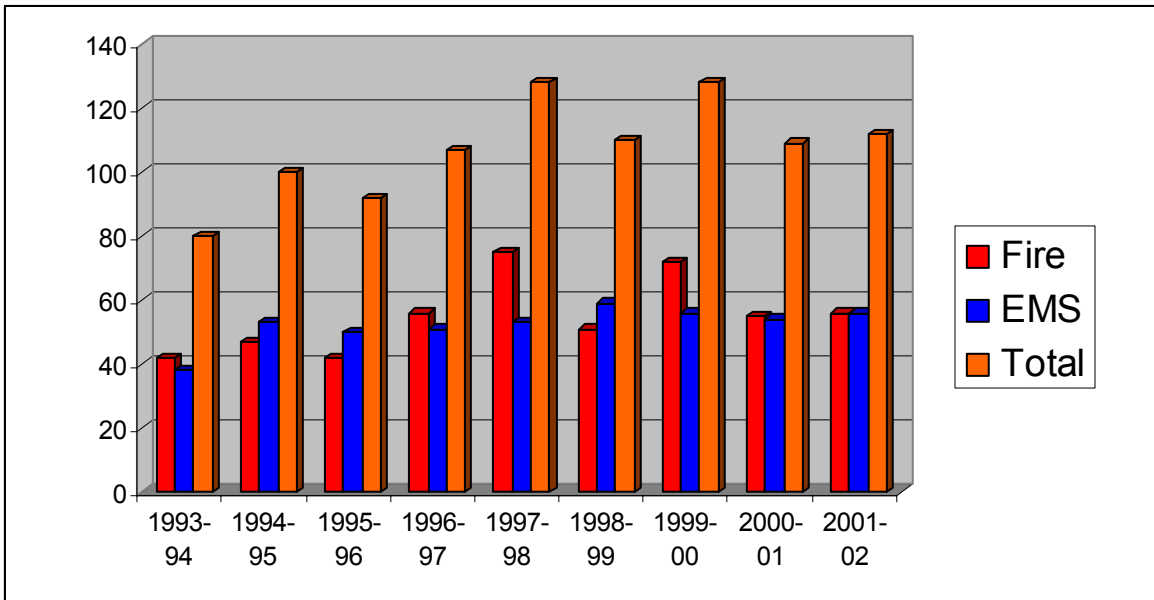


Chart 4

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, 2001, and ending on September 30, 2002. The population of the Town during the fiscal year was 3,961 and the assessed value of property was \$1,202,136,990.

Emergency Response

The Delray Beach Fire Rescue Department responded to 623 calls for emergency service during the fiscal year. This represents a 7.4% increase from the 580 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	20	5	0	12	1	4	45
November	1	27	2	0	9	0	0	39
December	6	40	2	0	17	2	1	68
January	2	34	5	0	20	0	0	61
February	7	34	5	0	9	1	1	57
March	5	37	3	0	7	1	0	53
April	2	40	3	0	9	0	3	57
May	5	24	3	0	19	0	0	51
June	5	27	5	0	18	0	0	55
July	5	18	4	0	18	1	1	47
August	3	19	9	0	12	1	0	44
September	1	24	3	0	17	1	0	46
Total	45	344	49	0	167	8	10	623

Table 1

Most of the Fire Rescue responses (344) 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 167 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.

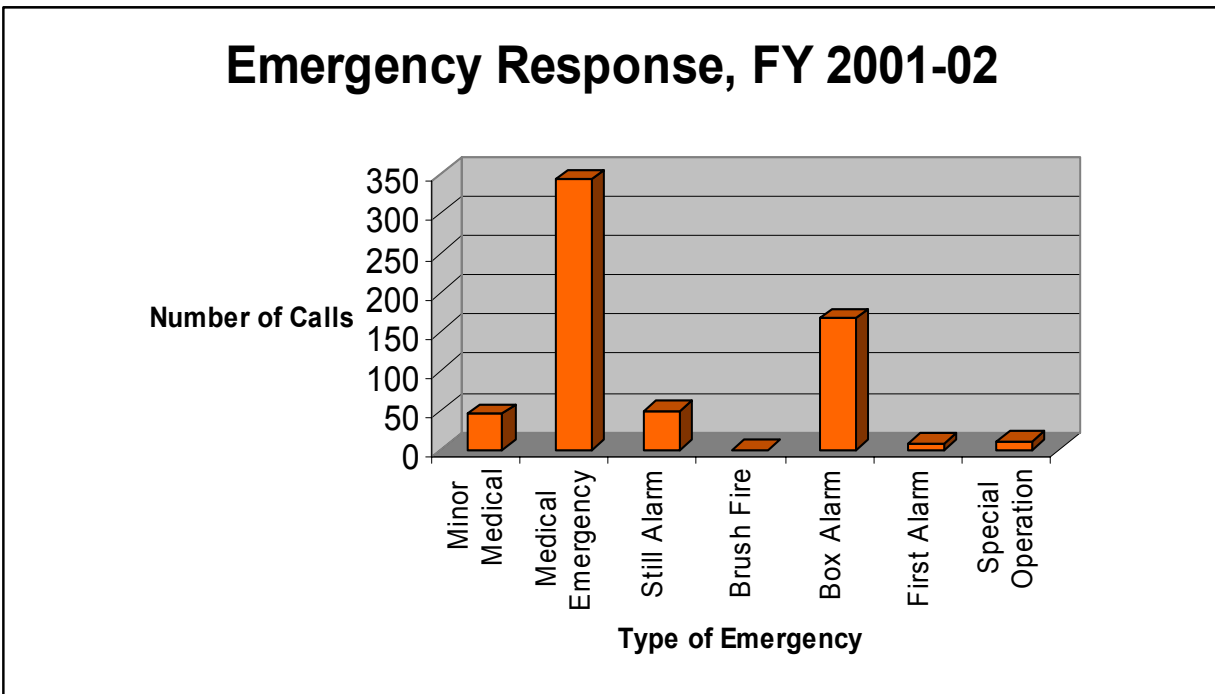


Chart 1

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

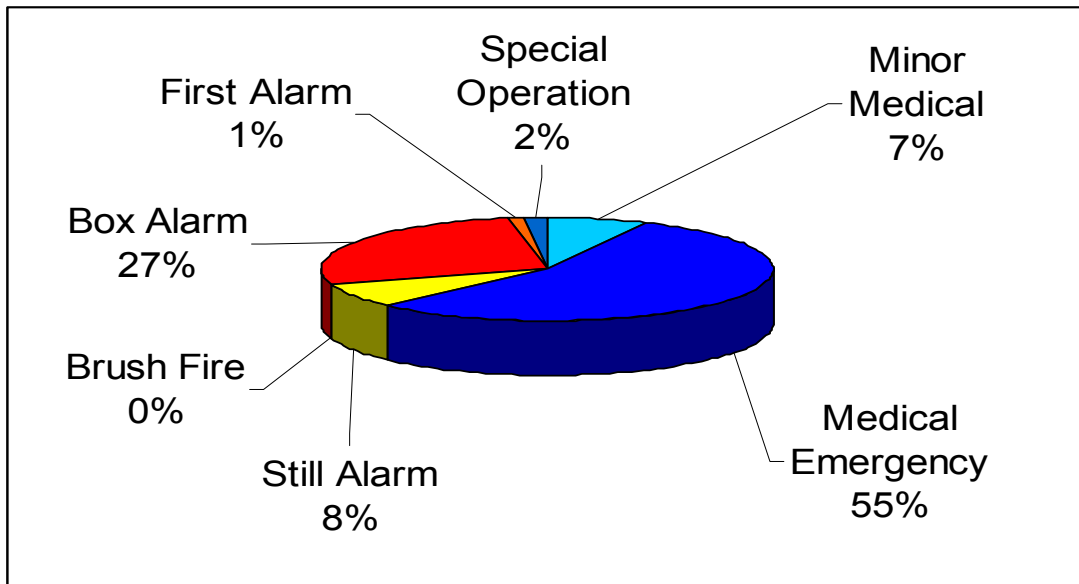


Chart 2

During the fiscal year 2001-02, the monthly emergency call volume ranged from a high of 68 calls in December to a low of 39 calls in the month of November. Chart 3, represents the number of emergency calls per month.

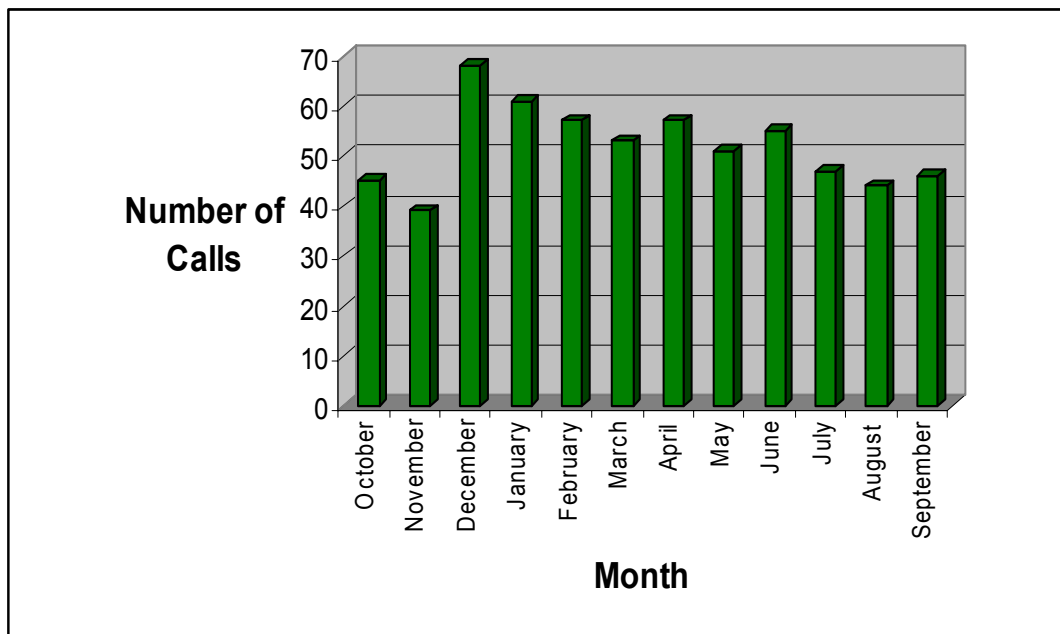


Chart 3

Over the nine (9) year period from fiscal year 1993-94 to fiscal year 2001-02, the total emergency call volume increased an average 5.2% 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%
Average	214	329	543	+ 5.2%

Table 2

Chart 4 is a graphic representation of the emergency call volume history in Highland Beach over the past nine (9) years.

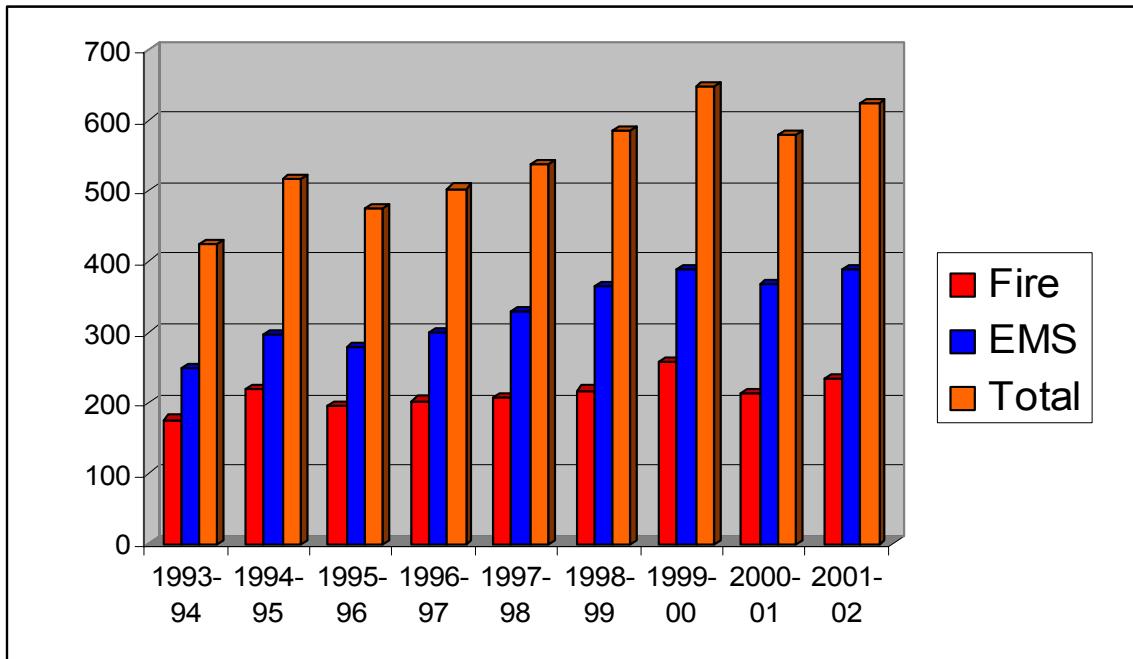


Chart 4

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, 147 people were transported to the hospital from Highland Beach. The majority, 65% were taken to Boca Raton Community Hospital, another 28% went to Delray Medical Center, 6% were transported to Bethesda Memorial Hospital and 1% went to West Boca Medical Center.