

2017 ANNUAL REPORT

# BONITA SPRINGS

FIRE CONTROL & RESCUE DISTRICT



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# MISSION STATEMENT

To preserve life and property and promote public safety through strong leadership, management, professionalism, and integrity.

## OUR CORE VALUES

### To Residents:

We owe the residents of Bonita Springs the highest quality service possible, characterized by responsiveness, integrity, and professionalism. We will continually strive for quality improvement.

### To The District:

We owe the Bonita Springs Fire Control and Rescue District our full commitment and dedication. We will always look beyond the traditional scope of our individual positions to promote teamwork and organizational effectiveness.

### To Each Other:

We owe each other a working environment characterized by trust and respect for the individual, fostering open and honest communication at all levels.

### To Ourselves:

We owe ourselves personal and professional growth. We will seek new knowledge and greater challenges and strive to be at the leading edge of our profession.

## OUR FOCUS

The District will focus its efforts on responding rapidly and safely to emergencies, providing appropriate interventions, community outreach, and rigorous training to constantly improve our safety, skills, and readiness.

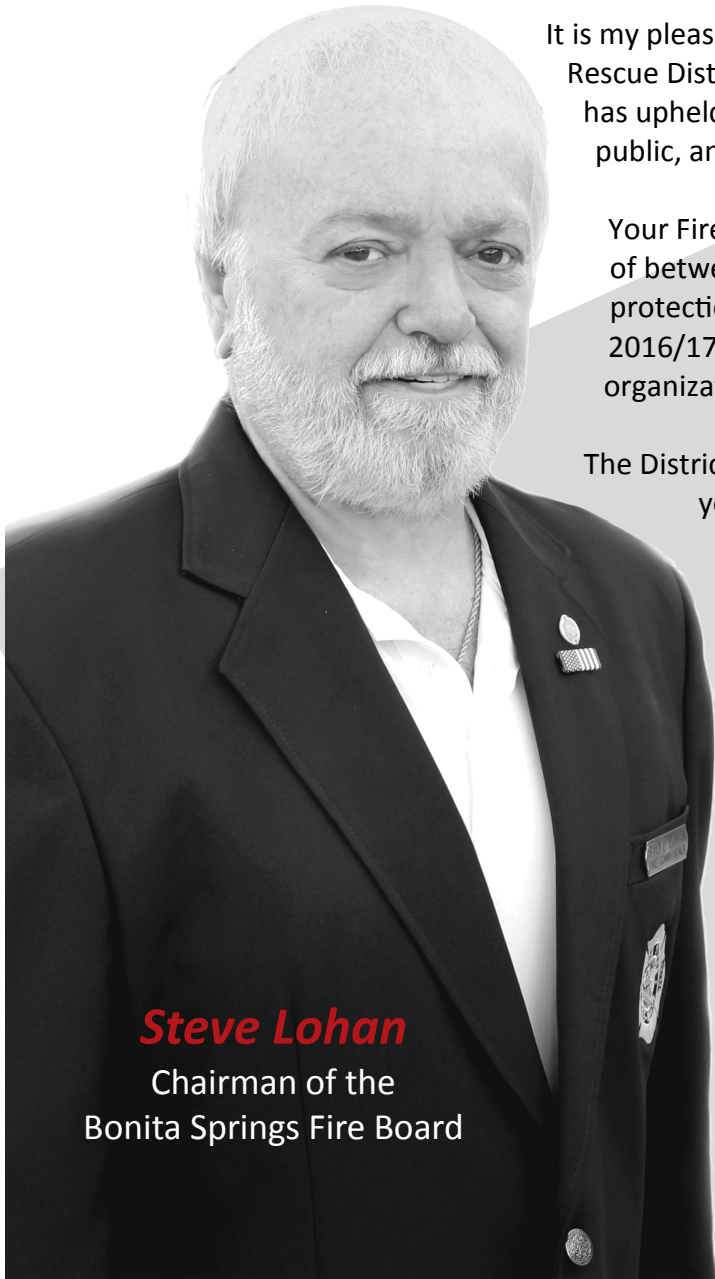
## OUR GOALS

- ◆ Develop or improve our organization to effectively administer and manage the resources of the District.
- ◆ Develop or improve a system for minimizing the impact of fires, disasters, and other emergencies on life and property.
- ◆ Provide an effective Emergency Medical Service to lessen the morbidity and mortality of the sick or injured.
- ◆ Provide an effective Fire Prevention and Public Education System to improve the quality of the lives and safety of the citizens we protect.
- ◆ All personnel and staff will do their best, enjoy their job, and promote safety for themselves, their co-workers, and the organization.

**Joseph V. Daigle, Fire Chief**



# FIRE COMMISSION



**Steve Lohan**  
Chairman of the  
Bonita Springs Fire Board

It is my pleasure to present to you the Bonita Springs Fire Control and Rescue District's Annual Report for 2017. Over the past year, the Board has upheld its moral obligation to protect the interest of the general public, and preserve the continuity of life safety operations.

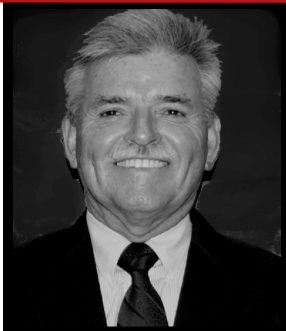
Your Fire District was responsible for protecting the lives and safety of between 50,000 and over 90,000 residents and visitors and the protection of \$9,734,857,469 in taxable property assets during the 2016/17 FY. We have been proactive in fostering change in the organization while maintaining critical levels of service delivery.

The District saw a property value increase of 9.1% over the previous year. The District continued to maintain a quality standard of coverage and service, focusing on customer satisfaction and economy of operation.

Additionally, Commissioner McCourt tendered his resignation in November 2017. The remaining four Board of fire Commissioners chose to appoint Jeffery Maturto to the vacant seat until the election in 2018.

Within this report, you will see an overview of the operations of the Fire District, outlining key components of the organization which are necessary to fulfill our mission. The actions of the Board are intended to ensure timely, professional, Fire/Rescue emergency response in order to serve the needs of the community.

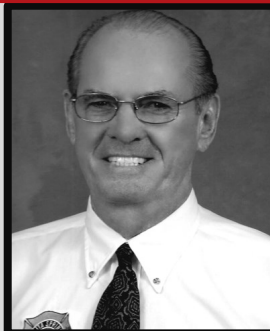
**Steve Lohan, Chairman of BSFD Fire Board**



**Lawrence P. Kosilla, Jr.**  
Vice-Chairman



**James P. Murphy**  
Secretary/Treasurer



**Edward FitzGerald**  
Commissioner



**Jeffrey Maturto**  
Commissioner



**Patrick McCourt**  
Service ended in 2017

# THE DISTRICT

continued to maintain a quality standard of coverage and service, **focusing on customer satisfaction** and economy of operation.



# FIRE CHIEF'S REPORT

The Bonita Springs Fire Control and Rescue District implemented significant change and initiated positive momentum concerning the growing demands for the protection of the lives and property of our citizens. The key focus was on infrastructure changes to meet the growth of our community. The Fire District experienced a 12.3% increase in call volume while lowering the tax rate for the year to a millage rate of 2.33 per 1,000 in taxable value.

The District employed a third party consulting company to provide a facilities and operational report. The report validated our current operational strategy, staffing, and station locations. The report suggested that our system of service delivery and management are of the highest order of efficiencies. These efficiencies were taxed to maximum capacity in response to Hurricane Irma.

Consequently, the 2017 economy offered the Fire District the opportunity to shore up the current infrastructure and implement growth. These goals were accomplished by placing into service, a new ladder truck and a mini pumper for two new fire stations.

Continued-



# FIRE CHIEF'S REPORT



The Fire Board approved the construction of Station 26, which was completed and staffed, and is currently responding to emergencies. This fire station will provide much needed fire-rescue emergency response to the residents and visitors in the area.

Additionally, Station 27, located on Little Hickory Island, is operational and responding to emergencies. Three firefighter-paramedics respond in a mini-pumper to all fire and EMS incidents to the isolated coastal area of the District. Station 27 includes dock space for our rescue boat, which dramatically reduces our water rescue response times.

Once again, we look forward to continuing progress with the perpetual focus of achieving excellence in the upcoming year. The Bonita Springs Fire Control and Rescue District will continue to seek the most efficient and effective method of providing emergency response to keep the citizens and visitors of Bonita Springs safe.

*In Your Service,  
Joseph V. Daigle, Fire Chief*





DIVISION OF FIRE SUPPRESSION

Prepared for the  
Heat of the Battle  
**FOD**  
Fire-Dez, Inc.

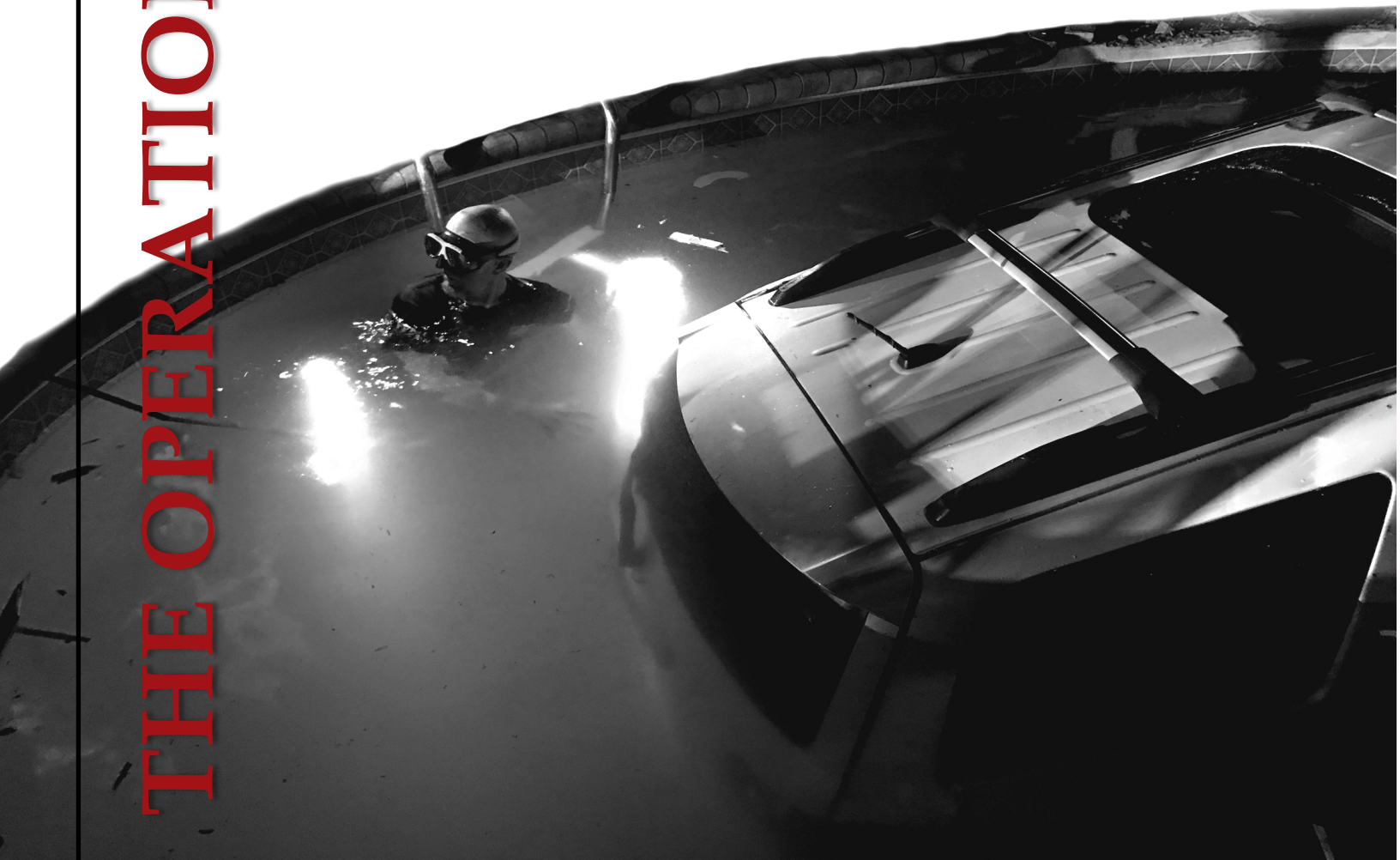


**RESPONSIVENESS INTEGRITY PROFESSIONALISM**

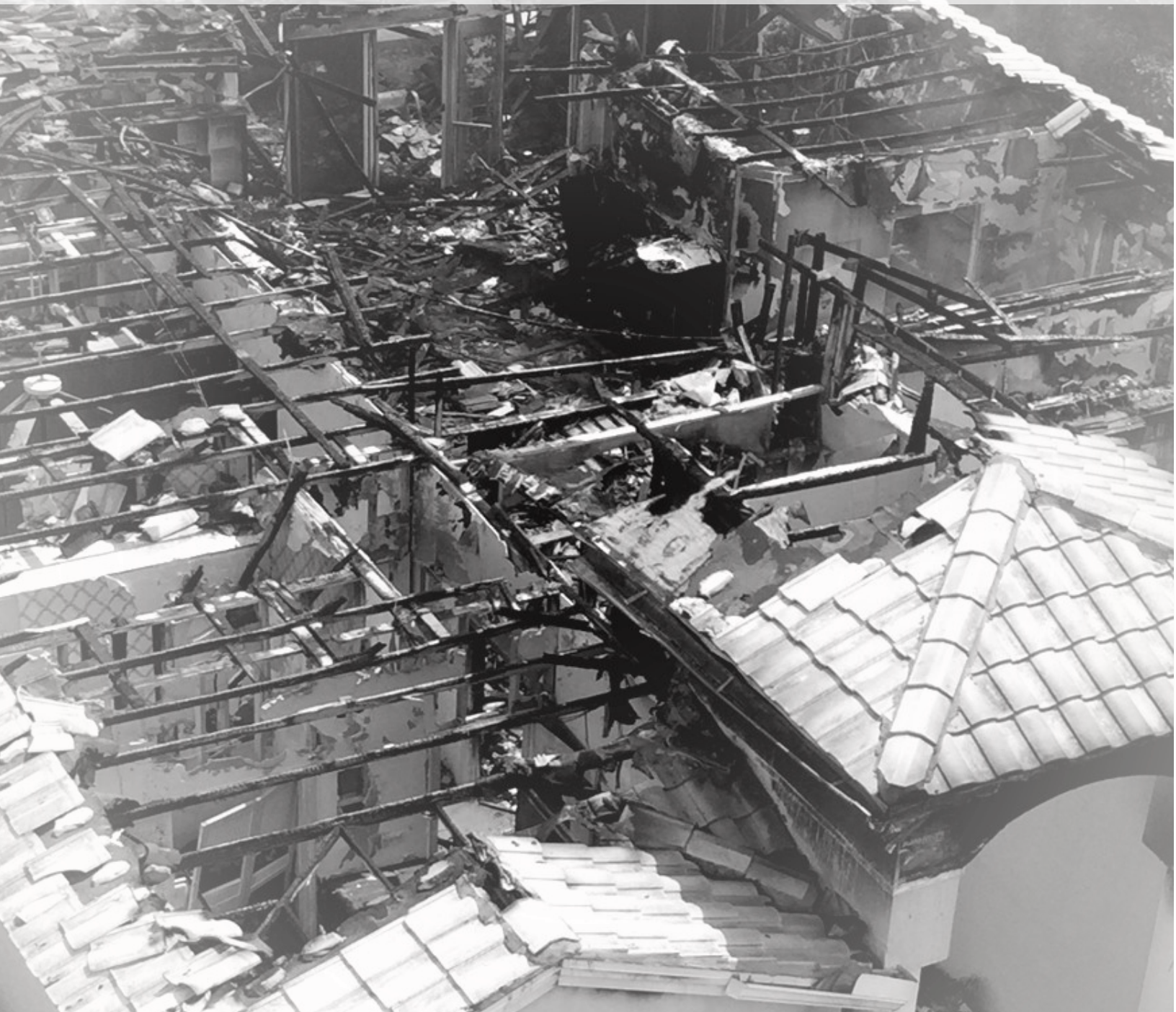
# THE OPERATIONS DIVISION

← - - - - -

**responds to a variety of emergency incidents,** including all types of fires, medical and trauma emergencies, vehicle accidents, special operation incidents, and public service calls.



# 2017 OPERATIONS



### Property Value Saved and Lost

In 2017, rapid intervention by Bonita Springs firefighters saved over 89% of property in immediate fire danger. This is compared to property losses of 11%. These dollar totals are collected from reporting data on fire emergencies, including structure fires, wildland fires, vehicle fires, and vessel fires.



## 2017 OPERATIONS

### Overview

The District responded to a wide range of emergency incidents including all types of fires, medical and trauma emergencies, vehicle accidents, special operation incidents, and public service calls. Non-emergency duties included:

- Inspection of apparatus and equipment
- Training
- Public education
- Pre-fire planning
- Fire hydrant maintenance
- Minor repair of equipment
- Maintenance of fire stations
- Physical fitness training

### Emergency Medical Services

2017 marked the 20<sup>th</sup> year of providing non-transport advanced life support emergency medical care. Eight units serve Bonita Springs: four engines, one mini-pumper, one rescue unit, and two ladder trucks. All are staffed with firefighters trained as emergency medical technicians and paramedics. In most instances, they are the first to arrive at a medical emergency.

Bonita Springs firefighter/paramedics perform advanced life support procedures such as cardiac monitoring, defibrillation, intubation, I.V., and drug therapy, often before the arrival of a county ambulance. Once a county ambulance arrives, patient care is transferred from firefighter/paramedics to county paramedics and the patient is transported to the hospital.

## EMERGENCY RESPONSE PROFILE

### INTERESTING FACTS

## 93 Fire Personnel

#### Personnel

The Fire Suppression Division provided round-the-clock coverage with 3 shifts staffed by a total of 93 fire suppression personnel, including 51 paramedics and 42 emergency medical technicians (EMT). Additionally, we have 6 paramedics employed in the Administration Division. There are 15 non-certified employees for a total of 114 total full time personnel plus two part time administrative positions.

The Bonita Springs Fire Control and Rescue District had 6 retirements in 2017.

*\*The increase of personnel was to staff Fire Station 26 which opened January 2018\**

## 7,191 Emergencies

#### Incident Response

During 2017, the District responded to 7,191 incidents, a 12.3% percent increase compared to 2016. EMS calls totaled 59.3%, fire and hazardous conditions totaled 32.8%, and request for assistance totaled 7.9%



59.3%

of emergency calls were  
**MEDICAL EMERGENCIES**



32.8%

of emergency calls were  
**FIRE & HAZARDOUS CONDITIONS**



7.9%

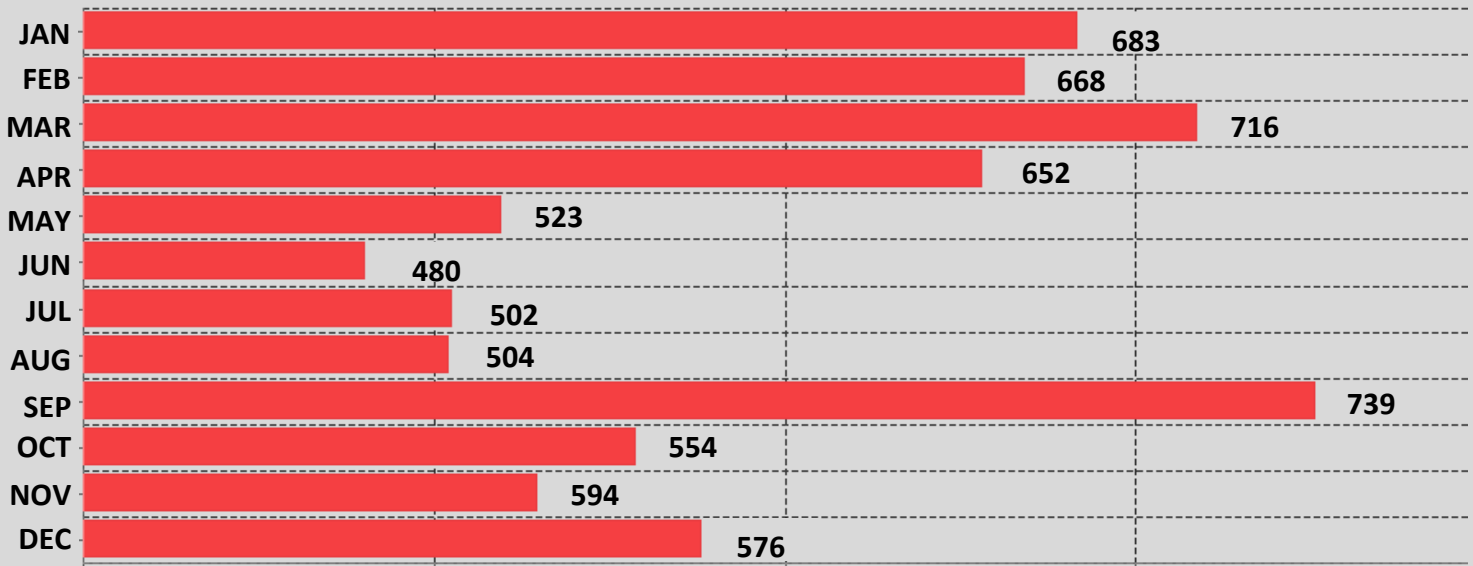
of emergency calls were  
**REQUESTS FOR ASSISTANCE**

# 2017 OPERATIONS

## MONTHLY RESPONSE PROFILE

### Monthly Response Profile

In 2017, the month with the most calls was September, followed by March. The District typically experiences an increase in calls in the winter months when our seasonal residents arrive and visitors vacation in Bonita Springs. Hurricane Irma brought an increase in call volume in September.



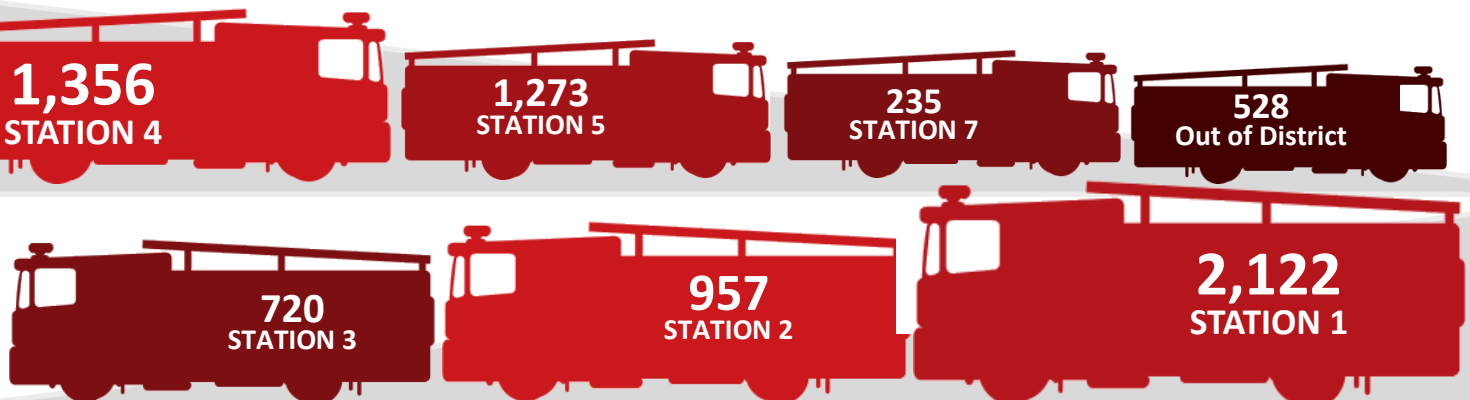
### Closest Unit Response

The District completed its eighth year of *Closest Unit Response*, which dispatches the closest unit to an emergency regardless of jurisdiction. *Closest Unit Response* has improved response times in all local fire districts.

### Vehicle Maintenance Program

The District's preventative maintenance program has dramatically reduced costs while improving reliability and safety. We have increased efficiency and established a functional maintenance and repair facility. The vehicle maintenance budget for 2016/17 FY was \$180,000 actualizing at \$200,819. The revenue budget for that same period was \$65,000, actualizing at \$79,617.

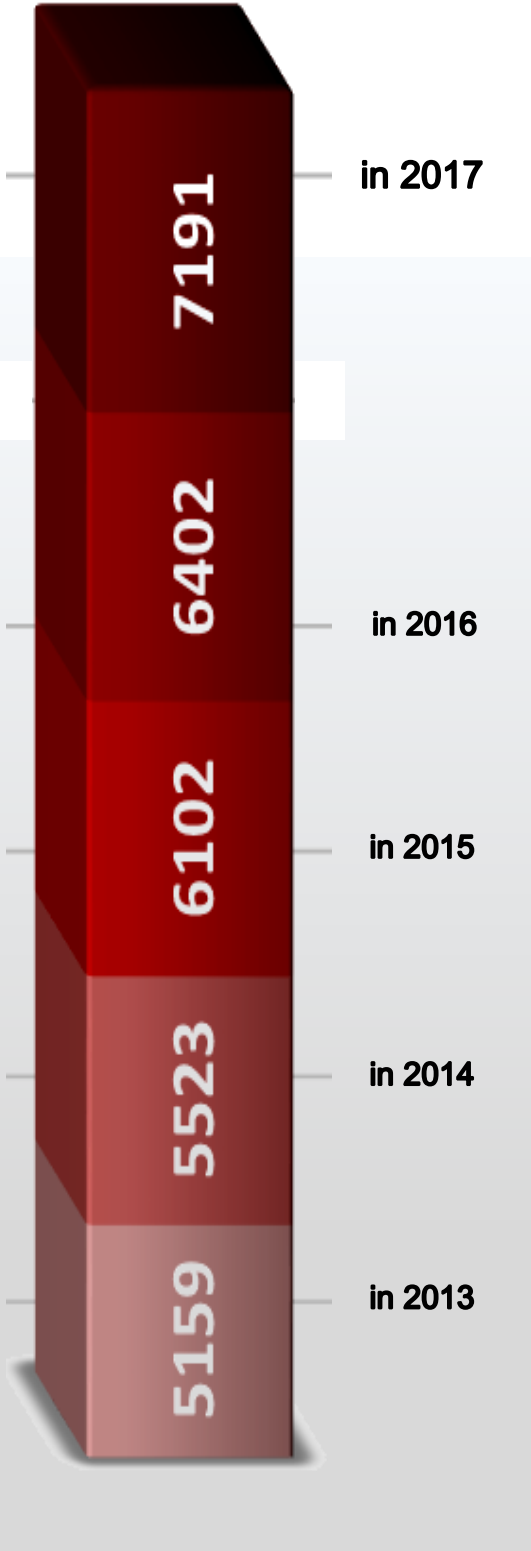
## STATION RESPONSE PROFILE



# 2017 OPERATIONS

## ANNUAL & STATION RESPONSE PROFILE

### ANNUAL RESPONSE PROFILE



**Station 21:**  
27490 Old 41 Road  
2,122 emergency responses in 2017

**Station 22:**  
28055 Mango Drive  
957 emergency responses in 2017



**Station 23:**  
25001 South Tamiami Trail  
720 emergency responses in 2017



**Station 24:**  
27701 Bonita Grande Drive  
1,356 emergency responses in 2017

**Station 25:**  
8850 West Terry Street  
1,273 emergency responses in 2017



**Station 26:**  
16001 Bonita Beach Road SE  
construction was completed in 2017



**Station 27:**  
26105 Hickory Boulevard  
235 emergency responses in 2017





**DIVISION OF TRAINING**




**SAFETY**

**SKILLS**

**READINESS**

# THE TRAINING DIVISION



← Our EMTs and paramedics come from the same training programs as the County's EMTs and paramedics. **The difference, and greatest benefit to you,** is that our EMTs and paramedics are also firefighters; they have dual certifications in both firefighting and medical care.

# 2017 TRAINING

## Overview

All personnel received advanced training in medical care, fire suppression, and special operations. The District accumulated over 25,626 hours of training. Classes included but were not limited to:

- Driver operator
- Officer development
- Leadership
- Vehicle extrication
- Air management
- Rapid intervention
- Ventilation and forcible entry
- Enter and search
- Live fire
- EMS

**Driver Training Recertification Program:** The Training Division administered a driver training program in 2017 for all fire-fighters. It is a complex program that included maintenance, apparatus knowledge, equipment familiarization, emergency and non-emergency driving, and pump operator skill evaluations. The program had two important goals: 1) Determine the readiness of new driver/operators. 2) Ensure department personnel are trained in pump and apparatus operations. The program was a success; all firefighters passed the testing.

**Live Fire Training:** The live fire training center at Station 24 is an important tool when training on interior and exterior fire operations. Personnel from various fire departments throughout Lee and Collier Counties participated in more than 17 days of live fire burns. This totals to over 350 firefighters trained in Bonita Springs' live fire training center.

**EMT and Paramedic Training:** The District's Medical Director, Dr. Alexander Rodi, Jr., conducted monthly in-service training sessions to include:

- Pediatric
- Cardiac care
- Trauma emergencies
- Orthopedic injuries
- Respiratory conditions
- Pharmacology

**Special Operations/HazMat:** In 2017, training in the following disciplines were provided to District personnel:

- High and low angle rope rescue
- Vehicle extrication/stabilization
- Water rescue/operations
- Hazardous materials
- Confined space
- Trench rescue

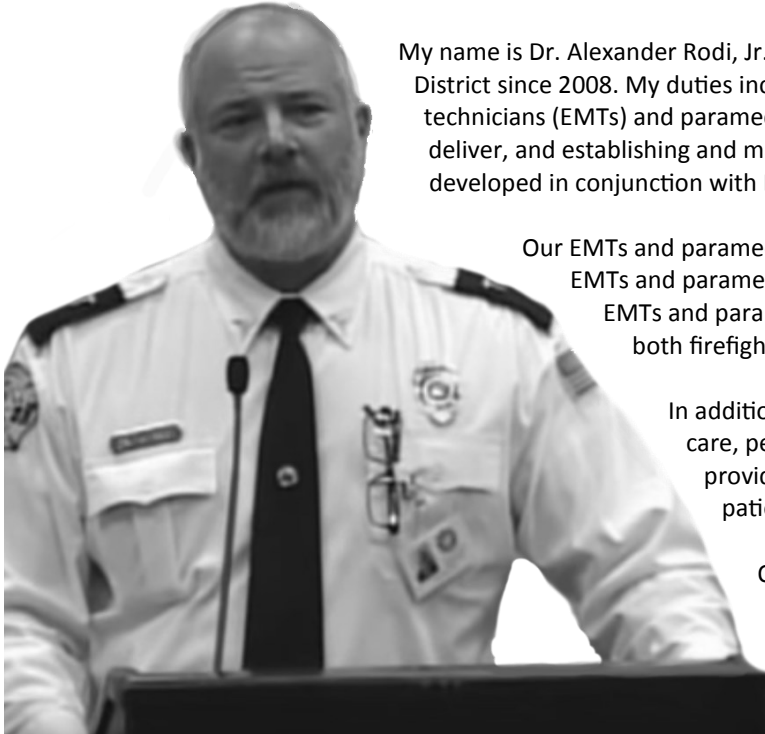
The Training Division conducted monthly instructional and practical evolutions. Along with this, paramedics attended specialized classes in:

- Basic life support
- Advanced cardiac life support
- Basic trauma life support
- Advanced pediatric life support

Other programs to maintain competency in their field, such as Target Solutions, a web-based training system, were utilized. Emergency Medical Providers received their renewal certificates and licenses from the State.



# 2017 TRAINING



My name is Dr. Alexander Rodi, Jr. and I am the Medical Director for the Bonita Springs Fire District since 2008. My duties include training and credentialing your emergency medical technicians (EMTs) and paramedics, reviewing the quality of care your EMTs and paramedics deliver, and establishing and maintaining acceptable practice guidelines which we have developed in conjunction with Lee County Emergency Medical Service.

Our EMTs and paramedics come from the same training programs as the County's EMTs and paramedics. The difference, and greatest benefit to you, is that our EMTs and paramedics are also firefighters; they have dual certifications in both firefighting and medical care.

In addition, your paramedics have multiple certifications in trauma care, pediatric care, basic life support, advanced life support, and I provide monthly lectures on various medical issues related to patient care and treatment.

Our EMTs and paramedics are professionals, always striving to be the best in the county. Trained to think outside the box, they use their training and knowledge to deliver the best care possible to the citizens of Bonita Springs.

Since we respond to a large number of medical calls, it is important to understand that time is critical. From initiating a 9-1-1 call for chest pain, to arrival to the hospital, any unnecessary delay can mean the difference between life and death.

Your fire district strives to provide the very best pre-hospital medical care economically possible. We continue to work toward providing top level medical care on a local level to improve your quality of life.

Dr. Alexander Rodi, Jr., Medical Director

## TOTAL TRAINING HOURS

543 hours of hazardous materials training

604 hours of boat operations training

6,945 hours of medical training

16,249 hours of fire training

1,285 hours of diversified training

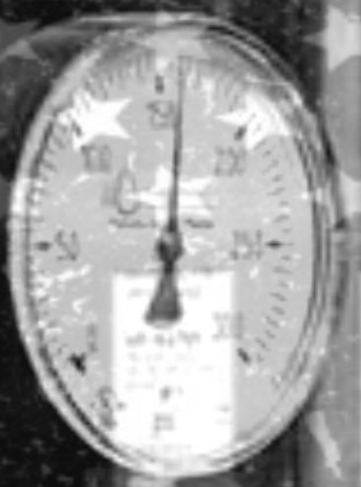


25,626

Total training hours



ZONE  
C-700  
MEETING  
ROOMS



ZONE  
C-600  
MEETING  
ROOMS



DIVISION OF FIRE PREVENTION

# THE PREVENTION DIVISION

performs fire inspections, re-inspections, and occupancy permit inspections within the community's business districts and multi-family housing complexes.

The Division also provides plan review and inspection services for new construction and interior remodeling projects.



# 2017 PREVENTION

## FIRE PREVENTION REVENUE

**\$1,540**  
**Fire Flow**

### Overview

The Fire Prevention Division interacted with developers, builders, architects, engineers, and home owners in the process of applying the Florida Fire Prevention Code to commercial and multi-family residential buildings constructed within the District. The staff performed fire inspections, reinspections, and occupancy permit inspections within the community's business districts and multi-family housing complexes. Plan reviews and inspection services were provided for new construction and interior remodeling projects.

**\$7,545**  
**Fire Permits**

The District was involved with multi-family residential, commercial, and fire protection system permits by conducting plan reviews and fire inspections during construction. New construction inspections assured code compliance of individual components of construction throughout the building process. Staff also inspected the installation of fire alarm and fire sprinkler systems in single-family homes.

**\$147,232**  
**Inspections**

### Occupancy/New Construction Inspections

It is our endeavor to provide timely, comprehensive, and accurate inspections for the District. These inspections reduce the potential for fire damage while increasing life safety for building occupants.

New construction inspections assured code compliance of individual components of construction throughout the building process. Examples of components include fire-rated walls, fire sprinkler piping, and liquid propane tanks and piping.

**\$151,129**  
**Plan Review**

### Revenue

Revenue received by the Fire Prevention Division for fire flows, plan review, fire permits, and inspections also include the revenue from our plan reviews for San Carlos Park, and South Trail Fire Districts.

The District received **\$307,446** in revenue for fire flow, inspections, plan review, and fire permits.

# 2017 PREVENTION

## PLAN REVIEW AND PERMITTING

Bonita Springs plan reviews:	San Carlos Park plan reviews:	South Trail plan reviews:	Total plan reviews:
887	255	122	1,264

Currently, plans are reviewed through an inter-local agreement with the City of Bonita Springs and San Carlos Park to ensure fire code compliance prior to issuing a building permit. An agreement between Lee County and the District was established in 1980 for plan review. The Fire Prevention Division performs plan review for all permits issued, including multi-family residential, commercial buildings, fire protection systems, and hazards. The District also issues a permit for fire protection systems and hazards, and conducts ongoing inspections during construction.

### Plan Review and Permitting

**+4%**

The number of plan reviews increased by 4% in 2017.

### Total Inspections

**6,411**

The number of total inspections decreased by 6.77% in 2017.

## INSPECTIONS AND RE-INSPECTIONS

**3277**

Is the amount of new construction inspections completed in 2017

**239**

Is the amount of existing occupancies inspected in 2017

**1768**

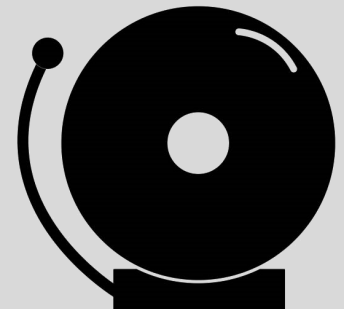
Is the amount of existing occupancies re-inspected in 2017

**933**

Is the amount of other-system reports, special assignments, etc. completed in 2017

**194**

Is the amount of use/occupancy inspections were conducted in 2017





DIVISION OF PUBLIC EDUCATION

educated or informed **81,442** participants last year through 34 education programs.

During 2017, the District participated in **221** educational opportunities.

**78.8%** of the classes were taught to adults, **5.1%** of the classes to children, and **16.2%** to both adults and children.



# 2017 EDUCATION

## **Fire and Life Safety Education**

The District educates or interacts with nearly every full-time resident of Bonita Springs each year through 34 Public Education Programs. During 2017, the District participated in numerous community events, including children's educational events, seasonal festivals, and parades. These events attracted thousands of people and provided the District with an unique opportunity for positive community outreach and fire and life safety education.

## **CPR Classes**

The District believes what you learn today could save a life tomorrow. This is why it offers classes to prepare individuals to perform CPR on adults, children, and infants. While the classes are offered to residents and nonresidents, Bonita Springs residents pay half price. The American Heart Association curriculum covers treatment for choking victims and instruction on how to use an automated external defibrillator (AED).



**265** participants taught CPR

by the Bonita Springs Fire District in 2017. Each year we receive reports from our CPR students that they have used their skills to successfully save their neighbors and loved-ones.

## **Child Car Seat Inspection and Installation**

Under the instruction of the Lee County Safe Kids Coalition, the Bonita Springs Fire District became certified in 2008 to safely install child restraint seats. Through a donation funded budget, the Fire District also provides car seats to families in need. The District is proud to announce that it has 3 certified Car Seat Technicians through Safe Kids Worldwide.



**117** children are safer

as they travel in their vehicles due to car seat assistance and education provided by the Bonita Springs Fire District in 2017.

## **SAFE Home Project**

In 1996, the Smoke Alarms For Every (SAFE) Home initiative provided smoke alarms for the community. Throughout the year, free 10 year built-in lithium battery smoke alarms are distributed to families in need during community outreach events.

## **National Fire Safety Council**

The Bonita Springs Fire Control and Rescue District continued our Fire Safety and Injury Prevention Education Program for children and parents as part of the National Fire Safety Council. The Public Education Division is confident that fires and fire losses can be prevented, but children and their parents must be properly educated in fire safety. To support this program, businesses and community partners within Bonita Springs donate to provide fire safety education materials to children in Bonita Springs. This vital program assists the Fire District in teaching children fire safety and injury prevention. We strongly believe that by making children aware, we can prevent tragic fire losses and deaths. The Bonita Springs Fire Control and Rescue District has been associated with National Fire Safety Council, Inc. since 1988 and believe in their programs.

# 2017 EDUCATION

## Victim Assistance Program

In 2001, the District realized a need that wasn't fully met on emergency scenes – emotional first aid. This program delivers additional support to victims beyond the emergency response, such as coordinating with the American Red Cross and other agencies for assistance with lodging, clothing, food, and emotional first aid.

## Community Emergency Response Team

The Bonita Springs Fire District began offering the Community Emergency Response Team (CERT) class program in 2007. In 2017, there were 228 members on the team. Participants were instructed in disaster preparedness, fire safety, and extinguisher training, basic first aid, CPR, and automated external defibrillator (AED) training. The CERT Basic Training course consists of a total of 16 hours of instruction.

## Media Relations

The Department provided Public Information and communication. The District continues to enjoy an exceptional relationship with the media. The media served as a valuable vehicle for bolstering the community's knowledge of the District's events, safety presentations and classes, and by informing residents of hazards in their home, such as generator and carbon monoxide safety.

## Educational Programs for the Community

The District continued its educational programs for the community by offering fire and life safety presentation topics such as:

Heartsaver CPR/AED	Juvenile Firesetter intervention	Fire station tour	Community Emergency Response Team	General home and office fire safety
Healthcare provider CPR/AED	Water safety and drowning prevention	Preschool fire safety curriculum	Safe Place and Safe Haven programs	Severe weather education
Hands only CPR and AED discussion	Educational and First aid literature booth	Elementary fire safety curriculum	Smoke/CO detector education	Wildfire education
Heartsaver CPR/first aid	Fire safety via Firepup or Sizzle the clown	High School fire service career curriculum	Friendly Firefighters-know not to hide	Santa/Easter Bunny delivery via fire engine
AED importance and placement education	Sharps program at each fire station	Smoke tunnel and Jr. Firefighter Olympics	Pedestrian safety	Parade participation
Fire extinguishers training	Blood pressure checks	Educational fire safety puppet show	File of Life/Medical ID packets and education	Firefighter for the day or Fire Expo
Car seat installation and assistance	Equipment/apparatus tour	Safe babysitting education	Falls prevention and fire safety for adults	Social Media

## PUBLIC EDUCATION OUTREACH TOTALS

**81,442 people**

were educated or informed by the Bonita Springs Fire District in 2017. This compares to a total of 39,969 taught in 2016, and a total of 21,964 taught in 2015. The large increase in the amount educated or informed is due to the start of social media in 2017.

**221 classes**

and educational opportunities were offered to the public in 2017. 78.8% of these classes consisted of adult education. 5.1% of the classes were offered to children. 16.2% of the classes were to of all ages.



# 2017 INCIDENT RESPONSE



# 2017 INCIDENT RESPONSE



In 2017, the Fire District responded to 43 Marine Emergency Response or MERT calls on the water. Of these, 43 were open water rescues, 12 medical rescues, 2 boat fires, and 29 were persons in distress and problems on the water.

RESCUE & EMS MEDICAL SERVICE INCIDENTS	2013	2014	2015	2016	2017
Rescue, EMS incident, other	313	254	226	197	207
Medical assist, assist EMS crew	250	311	349	289	240
EMS call, excluding vehicle accident with injuries	2,572	2,709	2,930	3,077	3,372
Motor vehicle accident with injuries	110	108	96	112	151
Motor vehicle vs. pedestrian accident	17	16	18	24	29
Motor vehicle accident with no injuries	147	177	179	201	225
Lock-in	0	0	1	2	3
Search for person in water	1	2	1	4	0
Extrication, rescue of victims from vehicle/other	5	1	1	1	1
Removal of victims from stalled elevator	4	10	12	12	5
High-angle rescue	0	1	0	0	16
Swimming/recreational water areas rescue	1	1	1	1	3
Water & ice related rescue, other	0	0	2	0	1
Electrocution or potential electrocution	0	0	1	0	2
Watercraft rescue	2	5	5	4	8
Sub-total	3,422	3,595	3,822	3,924	4,263



# 2017 INCIDENT RESPONSE

<b>FIRE</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>
Fire, other	11	4	2	5	5
Building fire	24	27	28	31	23
Fires in structures other than a building	3	3	3	2	0
Cooking fire, confined to container	15	10	15	16	13
Incinerator, fuel burner/broiler malfunction, fire	1	0	0	2	0
Trash or rubbish fire, contained	2	2	1	3	4
Fire in mobile home used as a fixed residence	5	2	2	3	0
Fire in portable building, fixed location	1	0	0	1	0
Mobile property (vehicle) fire, other	1	2	3	0	3
Passenger vehicle fire	14	11	13	14	16
Road freight or transport vehicle fire	1	3	2	3	1
Water vehicle fire	0	1	3	2	2
Off-road vehicle or heavy equipment fire	1	1	0	1	0
Camper or recreational vehicle (RV) fire	0	0	1	1	0
Natural vegetation fire, other	4	7	12	9	11
Forest, woods, or wildland fire	3	14	12	5	20
Brush, brush and grass, mixture fire	16	13	18	17	17
Grass fire	9	8	5	8	3
Outside dumpster, trash receptacle, rubbish, trash fire, other	17	15	12	16	1
Outside stationary compactor/compacted	4	1	0	0	29
Special outside fire, other	1	3	2	2	4
Outside equipment fire, outside gas or vapor explosion	2	3	1	3	5
<b>Sub-total</b>	<b>135</b>	<b>130</b>	<b>135</b>	<b>144</b>	<b>157</b>

<b>RUPTURE, EXPLOSION, OVERHEATED</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>
Overpressure rupture, explosion, overheat	1	1	2	0	5
Overpressure rupture from air or gas, steam, other	0	1	0	1	0
Excessive heat, scorch burns, with no ignition	1	2	1	2	7
<b>Sub-total</b>	<b>2</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>12</b>

## 2017 INCIDENT RESPONSE

Increased incident response

**7,191**

the District responded to 7,191 incidents, a 12.3% increase.

Increased fire incidents

**+8.86%**

the District responded to 157 fire incidents, a 8.86% increase.

Increased EMS incidents

**+7.95%**

the District responded to 4,263 EMS incidents, a 7.95 increase.



Of our overall emergency and non-emergency medical incident responses,

**90.3%**

of them occurred in six minutes or less by the first due unit.



# 2017 INCIDENT RESPONSE

HAZARDOUS CONDITION	2013	2014	2015	2016	2017
Hazardous conditions, other	3	4	4	3	8
Gasoline or other flammable liquid spill	11	7	8	8	4
Gas leak, natural or (LPG)	8	7	5	6	7
Oil, toxic chemical, or other combustible liquid spill	2	1	2	3	1
Chemical hazard, no spill or leak	1	0	0	1	1
Chemical spill or leak	1	3	1	2	1
Carbon monoxide incident	2	0	1	5	4
Combustible/flammable gas/liquid condition	0	1	2	0	4
Electrical wiring/equipment problem, short-circuit, other	12	11	16	18	14
Overheated motor	1	0	2	1	1
Power line down	8	8	13	20	31
Arcing, shorted electrical equipment	13	28	29	27	36
Heat from short circuit (wiring)	0	0	0	2	2
Vehicle accident, potential accident, general cleanup	3	4	3	7	9
Attempt to burn	1	0	0	0	1
Breakdown of light ballast	0	0	0	1	0
Sub-total	66	74	86	104	124



# 2017 INCIDENT RESPONSE

SERVICE CALL	2013	2014	2015	2016	2017
Service call, other	7	7	5	11	6
Person in distress, other	15	9	12	15	18
Lock-out	5	9	6	8	6
Ring or jewelry removal	0	0	1	0	0
Water problem, other	0	1	7	8	11
Water evacuation	0	1	0	1	1
Water or steam leak	2	6	6	3	10
Smoke or odor investigation, removal	29	45	44	28	60
Animal problem, other	0	0	1	0	0
Animal rescue	0	6	4	0	1
Public service assistance, other	70	76	86	87	106
Assist police or other governmental agency	3	8	9	16	16
Police matter	2	2	6	1	2
Public service	51	60	50	65	115
Assist invalid	80	132	111	176	169
Defective elevator, no occupants	6	4	3	12	7
Unauthorized burning	11	3	6	8	7
Sub-total	281	369	357	439	535

## 2017 AID RESPONSES

**223** **311**

auto-aid responses were given to Estero Fire Rescue

auto-aid/mutual-aid responses were received from Estero Fire Rescue

**15** **12** **267**

auto-aid responses were given to Fort Myers Beach Fire

auto-aid responses were received from Fort Myers Beach Fire

auto-aid responses were given to other agencies

**23** **4**

mutual-aid responses were given to North Collier Fire

mutual-aid responses were received from North Collier Fire

**261/327**

A total of 261 mutual or auto-aid requests given. The District received 327 responses from these same Districts.



# 2017 INCIDENT RESPONSE

<b>FALSE ALARM AND FALSE CALL</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>
False alarm or false call, other	70	61	74	51	68
False alarm/no response, fire alarm	34	30	15	22	9
Malicious, mischievous false call, other	5	6	1	5	1
Municipal alarm system, malicious false call	2	2	2	0	2
Central station, malicious false alarm	3	0	1	0	0
Local alarm system, malicious false alarm	3	1	0	0	1
Bomb scare, no bomb	0	1	1	1	1
System malfunction, other	24	26	33	21	37
Sprinkler activation due to malfunction	0	5	0	1	5
Smoke detector activation due to malfunction	32	45	57	35	53
Heat detector activation due to malfunction	1	0	2	2	4
Alarm system activation due to malfunction	69	72	78	86	113
Carbon monoxide detector activation due to malfunction	1	2	2	5	5
Unintentional transmission of alarm, other	12	24	30	28	29
Sprinkler activation, no fire	8	6	3	1	14
Smoke detector activation, no fire	26	41	43	44	36
Detector activation, no fire	7	18	18	29	17
Alarm system activation, no fire	93	86	95	117	135
<b>Sub-total</b>	<b>390</b>	<b>426</b>	<b>455</b>	<b>448</b>	<b>531</b>

<b>SPECIAL INCIDENT TYPE</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>
Special type of incident, other	1	2	1	0	1
Citizen complaint	3	0	1	1	5
<b>Sub-total</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>6</b>

<b>SEVERE WEATHER AND NATURAL DISASTER</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>
Severe weather or natural disaster, other	0	0	0	0	34
Lightning strike (no fire)	1	0	6	2	4
<b>Sub-total</b>	<b>1</b>	<b>0</b>	<b>6</b>	<b>2</b>	<b>38</b>

# 2017 INCIDENT RESPONSE

GOOD INTENT CALL	2013	2014	2015	2016	2017
Good intent call, other	25	34	25	29	25
Dispatched and cancelled en-route	373	357	500	511	607
Dispatched and cancelled on-scene	391	447	622	696	773
Fire units sent to wrong location	1	3	0	1	3
No incident found on arrival at dispatch location	57	73	71	79	104
Prescribed fire	0	0	0	0	0
Authorized controlled burning	0	1	4	4	2
Smoke scare, odor of smoke	5	4	8	3	9
Steam, vapor, fog or dust thought to be smoke	2	2	1	2	2
Smoke from barbecue, tar kettle	2	0	1	3	0
Vicinity alarm (incident in other location)	0	0	1	0	0
EMS call, party transported by non-fire	0	2	0	4	0
Hazardous materials release investigation with no hazardous materials	2	0	3	5	0
Sub-total	858	923	1,236	1,337	1,525
<b>GRAND TOTAL</b>	<b>5,159</b>	<b>5,523</b>	<b>6,102</b>	<b>6,402</b>	<b>7,191</b>

**We think like you think, time is important. A few minutes can mean the difference between life and death. Your Fire District strives to be on scene in less than six minutes from the time we receive the call.**



Approximately 79.4% of our overall emergency and non-emergency incident responses were reached in six minutes or less in 2017.  
**Our overall average response time for all incidents was 04:42.**



Approximately 90.3% of our emergency and non-emergency medical incident responses were reached in six minutes or less in 2017.  
**Our overall average response time for all medical calls was 04:25.**



Approximately 78.7% of our emergency and non-emergency fire incident responses were reached in six minutes or less by the first due unit in 2017.  
**Our overall average response time for all fire calls was 05:24.**

