



**Town of Mount Pleasant Fire Department**  
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# 2014 Annual Report

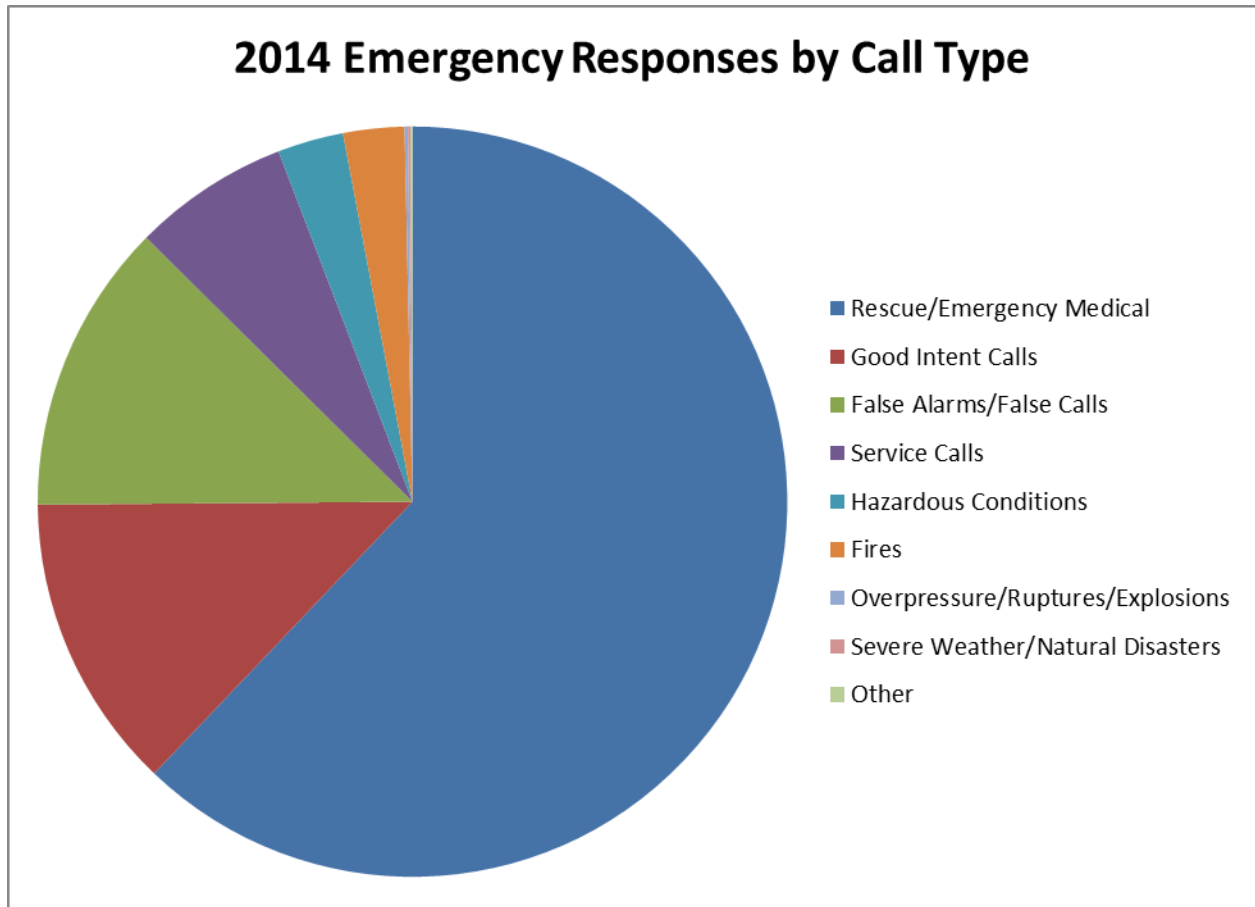
## ■ SIGNIFICANT EVENTS / ACHIEVEMENTS

- Annual Compliance Report (ACR) approved by the Commission on Fire Accreditation International (CFAI).
- Captain Oliverius and Engineer Mixon completed peer assessor training for the Commission on Fire Accreditation International.
- Fire Station Alerting Systems (FSAS) were installed in fire stations.
- Construction of new Fire Station #6 at Carolina Park began.
- Hired six personnel for new Fire Station #6.
- Engine 506 purchased for new Fire Station #6.
- Fire Boat, Marine 501, purchased through Port Security Grant placed in service.
- Rescue 503 replaced in accordance with apparatus replacement program.
- Squad 504 placed in service at Fire Station #4.
- Relocation of apparatus and personnel completed. Water rescue personnel reassigned to Station #3 and Marine 501 berthed at Harbor Hilton Marina. Technical rescue personnel reassigned to Station #4 and Rescue 503 renumbered as Rescue 504 and reassigned to Station #4.
- Received flammable liquids and gas (FLAG) props for the Training Facility.
- Filmed public service announcements (PSAs) for using fire extinguishers, performing CPR, cooking with turkey fryers, and Christmas tree safety.
- Created MPFD Facebook page and Twitter account.

◆ **EMERGENCY RESPONSE [Total: 7,666]**

The majority of emergency responses continue to be emergency medical calls which make up approximately 2/3 of the total call volume.

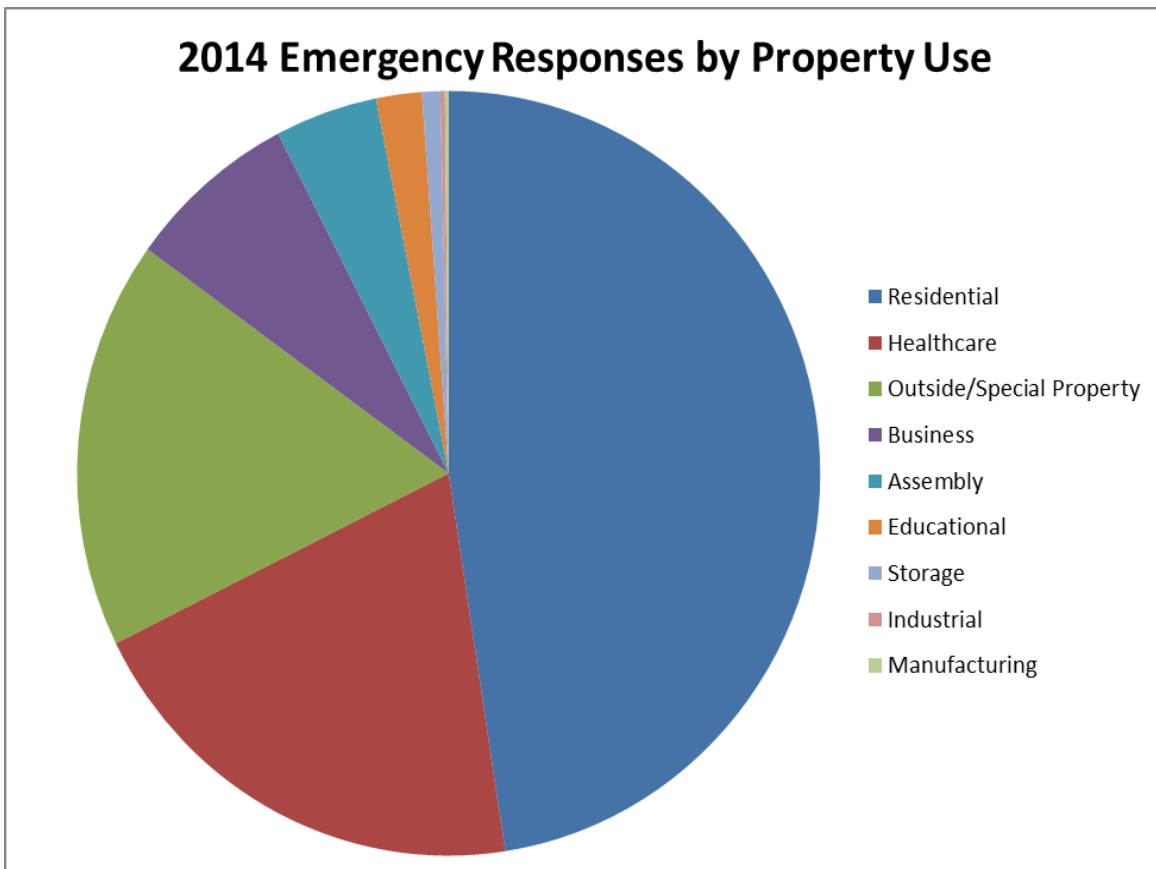
<b>CALL TYPE</b>	<b>NUMBER</b>	<b>PERCENTAGE</b>
Rescue/Emergency Medical	4,761	62.1%
Good Intent Calls	979	12.8%
False Alarms/False Calls	962	12.5%
Service Calls	518	6.8%
Hazardous Conditions	218	2.8%
Fires	202	2.6%
Overpressure/Ruptures/Explosions	11	0.1%
Severe Weather/Natural Disasters	9	0.1%
Other	6	0.1%
<b>TOTAL</b>	<b>7,666</b>	<b>100%</b>



- \*Out of Jurisdiction/Mutual/Automatic Aid – **64**
    - Awendaw Fire Department– **33**
    - Charleston Fire Department – **6**
    - Isle of Palms Fire Department – **5**
    - John’s Island Fire Department - **1**
    - North Charleston Fire Department – **9**
    - Sullivan’s Island Fire Department – **10**
- \*already included in total calls for the calendar year

The vast majority of emergency responses are to residential properties which has also been consistent for 10+ years.

<b>PROPERTY USE</b>	<b>NUMBER</b>	<b>PERCENTAGE</b>
Residential	3,610	47.6%
Healthcare	1,526	20.1%
Outside/Special Property	1,313	17.3%
Business	565	7.4%
Assembly	338	4.5%
Educational	151	2.0%
Storage	60	0.8%
Industrial	15	0.2%
Manufacturing	12	0.2%
<b>TOTAL</b>	<b>7,590</b>	<b>100%</b>



## ◆ RESPONSE TIMES

The Mt. Pleasant Fire Department recognizes the importance of response times in the deployment of services and the standards of cover. Empirical data is analyzed each year to determine compliance with stated response times standards. This data is reviewed to determine fractal compliance with response benchmarks/baselines and to identify areas within the district where response times do not meet the Department's standards.

### A. Resolution R.12071

The Town of Mount Pleasant adopted resolution R.12071 on July 10, 2012, formally adopting the benchmark and baseline matrix for travel time in a suburban area as written in the Fire & Emergency Service Self Assessment Manual (FESSAM), 8th Edition. This replaced Resolution R.01062 previously adopted on June 12, 2001.

### B. Response Times Analysis

Response times are analyzed yearly based on the following criteria:

➤ **Call Processing**

*Call Processing* is defined as the total elapsed time from the time the call is received in Communications to the time the Telecommunicator dispatches the call.

➤ **Turnout Time**

*Turnout Time* is defined as the total elapsed time from the time the Telecommunicator dispatches the call to the time the first apparatus goes en route to the call.

➤ **Travel Time**

*Travel Time* is defined as the total elapsed time from the time the first unit goes en route to a call until the on scene time of the first arriving apparatus.

➤ **Total Response Time**

*Total Response Time* is defined as the total elapsed time from when the call is received in Communications to the on scene time of the first arriving apparatus.

### C. CFAI Response Times Benchmarks and Baselines

The Commission on Fire Accreditation International (CFAI) has established benchmarks and baselines in regards to travel time based on the population categories in the 8<sup>th</sup> edition of the CFAI's *Fire & Emergency Service Self Assessment Manual* (FESSAM). The CFAI establishes travel time benchmarks and baselines for metropolitan, urban, suburban, rural, and wilderness population categories which are defined as follows:

- **Metropolitan** – an incorporated or unincorporated area with population of over 200,000 people and/or a population density over 3,000 people per square mile.
- **Urban** – an incorporated or unincorporated area with population of over 30,000 people and/or a population density over 2,000 people per square mile.
- **Suburban** – an incorporated or unincorporated area with population of 10,000 to 29,999 and/or any area with a population density of 1,000 to 2,000 people per square mile.
- **Rural** – an incorporated or unincorporated area with total population less than 10,000 people, or a population density of less than 1,000 people per square mile.
- **Wilderness** – any rural area not accessible by public or private maintained road.

The Town of Mount Pleasant meets the definition of “urban” based on total population but “suburban” based on population density. The MPFD has established emergency deployment objectives based on *suburban* response time benchmarks and baselines based on its population density. CFAI response time benchmarks and baselines are based on a 90% fractal compliance.

The suburban benchmark and baseline **travel times** are as follows:

Type	1 <sup>st</sup> Unit	2 <sup>nd</sup> Unit	Balance of 1 <sup>st</sup> Alarm	Performance
Benchmark	5 minutes	8 minutes	10 minutes	90%
Baseline	6 minutes 30 seconds	10 minutes 24 seconds	13 minutes	90%

The CFAI allows 3 minutes for call processing and turnout time combined which, when added to the suburban benchmark and baseline travel times, result in the following suburban benchmark and baseline **total response times**:

Type	1 <sup>st</sup> Unit	2 <sup>nd</sup> Unit	Balance of 1 <sup>st</sup> Alarm	Performance
Benchmark	8 minutes	11 minutes	13 minutes	90%
Baseline	9 minutes 30 seconds	13 minutes 24 seconds	16 minutes	90%

#### D. CFAI Response Times Analysis

The MPFD has analyzed distribution response times according to the suburban baselines defined in the 8<sup>th</sup> edition FESSAM as follows:

**NOTE** – The Mt. Pleasant Fire Department transitioned to Consolidated Dispatch Center (CDC) in October 2012 resulting in longer than usual call processing times due to the implementation of Emergency Fire Dispatch (EFD) and Emergency Medical Dispatch (EMD) protocols. Call processing procedures were changed for fire calls in January 2013 and for medical calls in July 2013 to improve call processing times. Thus, the call processing times in 2012 and 2013 are longer than usual as seen in the data presented.

The following charts show response times for emergency responses including call processing, turnout, travel, and total response times. Times listed are based on NFPA 90% fractal compliance. The numbers in parenthesis below the time is the number of calls associated with the type of emergency response identified. ERF stands for “effective response force”. Some emergencies only require a single resource to respond and; therefore, an ERF is not specified. Other calls require an ERF made up of multiple apparatus and a specified number of personnel required to complete critical tasks associated with each type of emergency. The numbers in parenthesis under the ERF times indicate how many of the calls out of the total number of calls required an ERF.

<b>Structure Fires 90th Percentile Times Baseline Performance</b>			<b>2011 - 2014</b>	<b>2015</b>	<b>2014</b>	<b>2013</b>	<b>2012</b>	<b>2011</b>
<b>Alarm Handling</b>	Pick-up to Dispatch		<b>3:02</b> (120)		<b>1:45</b> (23)	<b>3:40</b> (21)	<b>4:19</b> (30)	<b>1:45</b> (46)
<b>Turnout Time</b>	Turnout Time 1st Unit		<b>2:15</b> (120)		<b>2:34</b> (23)	<b>2:10</b> (21)	<b>2:29</b> (30)	<b>1:30</b> (46)
<b>Travel Time</b>	Travel Time 1st Unit <b>Distribution</b>		<b>6:28</b> (120)		<b>5:31</b> (23)	<b>6:44</b> (21)	<b>5:28</b> (30)	<b>6:15</b> (46)
	Travel Time ERF <b>Concentration</b>	Moderate	<b>10:27</b> (24/82)		<b>N/A</b> (0/14)	<b>13:01</b> (5/13)	<b>8:13</b> (8/23)	<b>10:27</b> (11/32)
		Significant	<b>9:35</b> (3/38)		<b>N/A</b> (0/9)	<b>N/A</b> (0/8)	<b>10:23</b> (2/7)	<b>7:16</b> (1/14)
<b>Total Response Time</b>	Total Response Time 1st Unit On Scene <b>Distribution</b>		<b>8:57</b> (120)		<b>8:43</b> (23)	<b>10:09</b> (21)	<b>8:50</b> (30)	<b>8:21</b> (46)
	Total Response Time ERF <b>Concentration</b>	Moderate	<b>14:20</b> (24/82)		<b>N/A</b> (0/14)	<b>15:43</b> (5/13)	<b>14:20</b> (8/23)	<b>12:45</b> (11/32)
		Significant	<b>10:44</b> (3/38)		<b>N/A</b> (0/9)	<b>N/A</b> (0/8)	<b>12:24</b> (2/7)	<b>10:44</b> (1/14)

**Structure Fires are based on NFIRS incident types (IT) as follows:**

- IT 111 Building fire

**Moderate structure fires based on NFIRS Fixed Property Use (FPU) as follows:**

- FPU 419 = 1 or 2 family dwelling
- FPU 881 = Parking garage (detached residential garage)

**Moderate structure fires based on Emergency Fire Dispatch (EFD) as follows:**

- Single family residential
- Large non-dwelling building/structure (barn, storage building)
- Small non-dwelling building/structure (shed, detached garage)
- Mobile home, house trailer, portable office

**Significant structure fires based on NFIRS Fixed Property Use (FPU) as follows:**

- FPU 429 = Multifamily dwellings
- All commercial FPU classifications including Assembly, Educational, Health Care, Detention & Correction, Multifamily Residential, Hotel/Motel, Dormitory, Mercantile, Business, Industrial, Manufacturing, and Storage.

**Significant structure fires based on Emergency Fire Dispatch (EFD) as follows:**

- High Life Hazard
- High Rise
- Commercial/Industrial
- Multi-family residential

**2014 Structure Fires**

- Total structure fires = 23
  - Moderate = 14
    - 0/14 moderate risk calls required a Structure Fire ERF
  - Significant = 9
    - 0/9 significant risk calls required a Structure Fire ERF
  - Out of Jurisdiction = 8; not included in total count

**2013 Structure Fires**

- Total structure fires = 21
  - Moderate = 13
    - 5/13 moderate risk calls required a Structure Fire ERF
  - Significant = 8
    - 0/8 significant risk calls required a Structure Fire ERF
  - Out of Jurisdiction = 7; not included in total count

**2012 Structure Fires**

- Total structure fires = 30
  - Moderate = 23
    - 8/23 moderate risk calls required a Structure Fire ERF
  - Significant = 7
    - 2/7 significant risk calls required a Structure Fire ERF
    - ERF increased to consist of (4) engines, (2) ladders, (1) squad, (1) battalion chief
  - Out of Jurisdiction = 6; not included in total count

**2011 Structure Fires**

- Total structure fires = 46
  - Moderate = 32
    - 11/32 moderate risk calls required a Structure Fire ERF
  - Significant = 14
    - 1/14 significant risk calls required a Structure Fire ERF
    - ERF consisted of (4) engines, (2) ladders, (1) battalion chief
  - Out of Jurisdictions = 10; not included in total count

<b>EMS 90th Percentile Times Baseline Performance</b>		<b>2011 - 2014</b>	<b>2015</b>	<b>2014</b>	<b>2013</b>	<b>2012</b>	<b>2011</b>
<b>Alarm Handling</b>	Pick-up to Dispatch	<b>3:06</b> (14,739)		<b>2:34</b> (4,016)	<b>4:17</b> (3,686)	<b>2:56</b> (3,422)	<b>1:27</b> (3,615)
<b>Turnout Time</b>	Turnout Time 1st Unit	<b>1:59</b> (14,739)		<b>2:10</b> (4,016)	<b>2:05</b> (3,686)	<b>1:53</b> (3,422)	<b>1:41</b> (3,615)
<b>Travel Time</b>	Travel Time 1st Unit <b>Distribution</b>	<b>6:23</b> (14,739)		<b>6:22</b> (4,016)	<b>6:28</b> (3,686)	<b>6:40</b> (3,422)	<b>6:06</b> (3,615)
	Travel Time ERF <b>Concentration</b>	<b>6:23</b> (14,739)		<b>6:22</b> (4,016)	<b>6:28</b> (3,686)	<b>6:40</b> (3,422)	<b>6:06</b> (3,615)
<b>Total Response Time</b>	Total Response Time 1st Unit On Scene <b>Distribution</b>	<b>9:28</b> (14,739)		<b>9:07</b> (4,016)	<b>10:39</b> (3,686)	<b>9:17</b> (3,422)	<b>8:15</b> (3,615)
	Total Response Time ERF <b>Concentration</b>	<b>9:28</b> (14,739)		<b>9:07</b> (4,016)	<b>10:39</b> (3,686)	<b>9:17</b> (3,422)	<b>8:15</b> (3,615)

**EMS calls are based on NFIRS incident types (IT) as follows:**

- IT 311 Medical assist, assist EMS crew
- IT 321 EMS call, excluding vehicle accident with injury
- IT 322 Vehicle accident with injuries
- IT 323 Motor vehicle/pedestrian accident (MVPed)
- IT 324 Motor vehicle accident with no injuries

**2014 Emergency Medical Services (EMS) Incidents**

- Total emergency medical services incidents = 4,016

**2013 Emergency Medical Services (EMS) Incidents**

- Total emergency medical services incidents = 3,686

**2012 Emergency Medical Services (EMS) Incidents**

- Total emergency medical services incidents = 3,422

**2011 Emergency Medical Services (EMS) Incidents**

- Total emergency medical services incidents = 3,615



<b>Hazardous Materials 90th Percentile Times Baseline Performance</b>		<b>2011 - 2014</b>	<b>2015</b>	<b>2014</b>	<b>2013</b>	<b>2012</b>	<b>2011</b>
<b>Alarm Handling</b>	Pick-up to Dispatch	<b>2:33</b> (119)		<b>1:53</b> (50)	<b>3:22</b> (29)	<b>4:15</b> (17)	<b>1:51</b> (23)
<b>Turnout Time</b>	Turnout Time 1st Unit	<b>2:11</b> (119)		<b>2:15</b> (50)	<b>1:59</b> (29)	<b>1:57</b> (17)	<b>1:42</b> (23)
<b>Travel Time</b>	Travel Time 1st Unit <b>Distribution</b>	<b>7:09</b> (119)		<b>6:34</b> (50)	<b>6:41</b> (29)	<b>7:13</b> (17)	<b>6:44</b> (23)
	Travel Time ERF <b>Concentration</b>	<b>N/A</b> (0/119)		<b>N/A</b> (0/50)	<b>N/A</b> (0/29)	<b>N/A</b> (0/17)	<b>N/A</b> (0/23)
<b>Total Response Time</b>	Total Response Time 1st Unit On Scene <b>Distribution</b>	<b>9:58</b> (119)		<b>9:48</b> (50)	<b>10:13</b> (29)	<b>12:54</b> (17)	<b>8:23</b> (23)
	Total Response Time ERF <b>Concentration</b>	<b>N/A</b> (0/119)		<b>N/A</b> (0/50)	<b>N/A</b> (0/29)	<b>N/A</b> (0/17)	<b>N/A</b> (0/23)

**Hazardous Materials incidents are based on NFIRS incident types (ITs) as follows:**

- IT 411 Gasoline or other flammable liquid spill
- IT 412 Gas leak (natural gas or LPG)
- IT 413 Oil or other combustible liquid spill
- IT 422 Chemical spill or leak
- IT 423 Refrigeration leak
- IT 424 Carbon monoxide incident
- IT 431 Radiation leak, radioactive material

**2014 Hazardous Materials Incidents**

- Total hazardous materials incidents = 50
  - 0/50 hazardous materials incidents required a hazardous materials ERF.
  - All calls were routine calls for gasoline/oil spills, natural gas/LPG leaks, refrigerant leak, and carbon monoxide incidents.
  - One (1) IT 422 call was a mutual aid response to Isle of Palms FD; not included in data analysis.

**2013 Hazardous Materials Incidents**

- Total hazardous materials incidents = 29
  - 0/29 hazardous materials incidents required a hazardous materials ERF.
  - All calls were routine calls for gasoline/oil spills, natural gas/LPG leaks, refrigerant leak, and carbon monoxide incidents.
  - CDC utilizing EFD protocols that resulted in long call processing times.
  - One (1) IT 422 call which was a minor call for transmission fluid spilled in roadway. ERF not needed.

### **2012 Hazardous Materials Incidents**

- Total hazardous materials incidents = 17
  - 0/17 hazardous materials incidents required a hazardous materials ERF.
  - All calls were routine calls for gasoline/oil spills, natural gas/LPG leaks, refrigerant leak, and carbon monoxide incidents.
  - Transitioned to Charleston County Consolidated Dispatch Center (CDC) in October 2012. CDC implemented EFD protocols that resulted in long call processing times.
  - No IT 422 calls.

### **2011 Hazardous Materials Incidents**

- Total hazardous materials incidents = 23
  - 0/23 hazardous materials incidents required a hazardous materials ERF.
  - All calls were routine calls for gasoline/oil spills, natural gas/LPG leaks, refrigerant leak, and carbon monoxide incidents.
  - No IT 422 calls.

<b>Technical Rescue 90th Percentile Times Baseline Performance</b>		<b>2011 - 2014</b>	<b>2015</b>	<b>2014</b>	<b>2013</b>	<b>2012</b>	<b>2011</b>
<b>Alarm Handling</b>	Pick-up to Dispatch	<b>2:49</b> (21)		<b>2:08</b> (9)	<b>3:40</b> (7)	<b>3:56</b> (4)	<b>0:52</b> (1)
<b>Turnout Time</b>	Turnout Time 1st Unit	<b>2:02</b> (21)		<b>2:25</b> (9)	<b>1:20</b> (7)	<b>2:02</b> (4)	<b>0:01</b> (1)
<b>Travel Time</b>	Travel Time 1st Unit <b>Distribution</b>	<b>6:29</b> (21)		<b>5:41</b> (9)	<b>5:06</b> (7)	<b>10:18</b> (4)	<b>4:59</b> (1)
	Travel Time ERF <b>Concentration</b>	<b>N/A</b> (0/21)		<b>N/A</b> (0/9)	<b>N/A</b> (0/7)	<b>N/A</b> (0/4)	<b>N/A</b> (0/1)
<b>Total Response Time</b>	Total Response Time 1st Unit On Scene <b>Distribution</b>	<b>10:31</b> (21)		<b>8:43</b> (9)	<b>9:06</b> (7)	<b>11:39</b> (4)	<b>5:52</b> (1)
	Total Response Time ERF <b>Concentration</b>	<b>N/A</b> (0/21)		<b>N/A</b> (0/9)	<b>N/A</b> (0/7)	<b>N/A</b> (0/4)	<b>N/A</b> (0/1)

**Technical Rescue calls are based on NFIRS incident types (ITs) as follows:**

- IT 351 Extrication of victim(s) from building/structure
- IT 354 Trench/below grade rescue
- IT 355 Confined space rescue
- IT 356 High angle rescue
- IT 357 Extrication of victim(s) from machinery
- IT 461 Building or structure weakened or collapsed

**2014 Technical Rescue Incidents**

- Total technical rescue incidents = 9
  - 0/9 technical rescue incidents required a technical rescue ERF.

**2013 Technical Rescue Incidents**

- Total technical rescue incidents = 7
  - 0/7 technical rescue incidents required a technical rescue ERF.
  - CDC utilizing EFD protocols that resulted in long call processing times.

**2012 Technical Rescue Incidents**

- Total technical rescue incidents = 4
  - 0/4 technical rescue incidents required a technical rescue ERF.
  - Transitioned to Charleston County Consolidated Dispatch Center (CDC) in October 2012. CDC implemented EFD protocols that resulted in long call processing times.

**2011 Technical Rescue Incidents**

- Total technical rescue incidents = 1
  - 0/1 technical rescue incidents required a technical rescue ERF.

<b>Aircraft Rescue and Fire Fighting 90th Percentile Times Baseline Performance</b>			<b>2011 - 2014</b>	<b>2015</b>	<b>2014</b>	<b>2013</b>	<b>2012</b>	<b>2011</b>
<b>Alarm Handling</b>	Pick-up to Dispatch		<b>1:29</b> (2)		<b>N/A</b> (0)	<b>1:08</b> (1)	<b>N/A</b> (0)	<b>1:29</b> (1)
<b>Turnout Time</b>	Turnout Time 1st Unit		<b>0:20</b> (2)		<b>N/A</b> (0)	<b>0:02</b> (1)	<b>N/A</b> (0)	<b>0:20</b> (1)
<b>Travel Time</b>	Travel Time 1st Unit <b>Distribution</b>		<b>8:10</b> (2)		<b>N/A</b> (0)	<b>4:18</b> (1)	<b>N/A</b> (0)	<b>8:10</b> (1)
	Travel Time ERF <b>Concentration</b>		<b>N/A</b> (0/2)		<b>N/A</b> (0)	<b>N/A</b> (0/1)	<b>N/A</b> (0)	<b>N/A</b> (0/1)
<b>Total Response Time</b>	Total Response Time 1st Unit On Scene <b>Distribution</b>		<b>9:59</b> (2)		<b>N/A</b> (0)	<b>5:28</b> (1)	<b>N/A</b> (0)	<b>9:59</b> (1)
	Total Response Time ERF <b>Concentration</b>		<b>N/A</b> (0/2)		<b>N/A</b> (0)	<b>N/A</b> (0/1)	<b>N/A</b> (0)	<b>N/A</b> (0/1)

**Aircraft Rescue and Fire Fighting (ARFF) calls are based on NFIRS incident types (ITs) as follows:**

- IT 135 Aircraft fire
- IT 462 Aircraft standby

**2014 Aircraft Rescue and Fire Fighting (ARFF) Incidents**

- Total aircraft rescue and fire fighting incidents = 0

**2013 Aircraft Rescue and Fire Fighting (ARFF) Incidents**

- Total aircraft rescue and fire fighting incidents = 1
  - Helicopter with in flight mechanical issues; landed safely. ERF not needed.

**2012 Aircraft Rescue and Fire Fighting (ARFF) Incidents**

- Total aircraft rescue and fire fighting incidents = 0

**2011 Aircraft Rescue and Fire Fighting (ARFF) Incidents**

- Total aircraft rescue and fire fighting incidents = 1
  - Small aircraft crashed in marsh; difficulty finding location. Both occupants were okay. ERF not needed.

<b>Marine Rescue and Fire Fighting 90th Percentile Times Baseline Performance</b>			<b>2011 - 2014</b>	<b>2015</b>	<b>2014</b>	<b>2013</b>	<b>2012</b>	<b>2011</b>
<b>Alarm Handling</b>	Pick-up to Dispatch		<b>0:02</b> (1)		<b>N/A</b> (0)	<b>N/A</b> (0)	<b>0:02</b> (1)	<b>N/A</b> (0)
<b>Turnout Time</b>	Turnout Time 1st Unit		<b>1:15</b> (1)		<b>N/A</b> (0)	<b>N/A</b> (0)	<b>1:15</b> (1)	<b>N/A</b> (0)
<b>Travel Time</b>	Travel Time 1st Unit <b>Distribution</b>		<b>2:47</b> (1)		<b>N/A</b> (0)	<b>N/A</b> (0)	<b>2:47</b> (1)	<b>N/A</b> (0)
	Travel Time ERF <b>Concentration</b>		<b>N/A</b> (0/1)		<b>N/A</b> (0)	<b>N/A</b> (0)	<b>N/A</b> (0/1)	<b>N/A</b> (0)
<b>Total Response Time</b>	Total Response Time 1st Unit On Scene <b>Distribution</b>		<b>4:04</b> (1)		<b>N/A</b> (0)	<b>N/A</b> (0)	<b>4:04</b> (1)	<b>N/A</b> (0)
	Total Response Time ERF <b>Concentration</b>		<b>N/A</b> (0/1)		<b>N/A</b> (0)	<b>N/A</b> (0)	<b>N/A</b> (0/1)	<b>N/A</b> (0)

**Marine Rescue and Fire Fighting are calls based on NFIRS incident types (ITs) as follows:**

- IT 134 Water vehicle fire

**2014 Marine Rescue and Fire Fighting Incidents**

- Total marine rescue and fire fighting incidents = 0

**2013 Marine Rescue and Fire Fighting Incidents**

- Total marine rescue and fire fighting incidents = 0

**2012 Marine Rescue and Fire Fighting Incidents**

- Total marine rescue and fire fighting incidents = 1
  - Couch on houseboat was on fire and extinguished with a fire extinguisher. ERF not needed.

**2011 Marine Rescue and Fire Fighting Incidents**

- Total marine rescue and fire fighting incidents = 0

<b>Vehicle Extrication 90th Percentile Times Baseline Performance</b>		<b>2011 - 2014</b>	<b>2015</b>	<b>2014</b>	<b>2013</b>	<b>2012</b>	<b>2011</b>
<b>Alarm Handling</b>	Pick-up to Dispatch	<b>3:40</b> (37)		<b>1:51</b> (7)	<b>4:22</b> (9)	<b>4:07</b> (11)	<b>2:10</b> (10)
<b>Turnout Time</b>	Turnout Time 1st Unit	<b>2:00</b> (37)		<b>2:34</b> (7)	<b>1:27</b> (9)	<b>0:46</b> (11)	<b>1:25</b> (10)
<b>Travel Time</b>	Travel Time 1st Unit <b>Distribution</b>	<b>4:28</b> (37)		<b>3:40</b> (7)	<b>4:13</b> (9)	<b>6:06</b> (11)	<b>4:28</b> (10)
	Travel Time ERF <b>Concentration</b>	<b>4:28</b> (37)		<b>3:40</b> (7)	<b>4:13</b> (9)	<b>6:06</b> (11)	<b>4:28</b> (10)
<b>Total Response Time</b>	Total Response Time 1st Unit On Scene <b>Distribution</b>	<b>9:14</b> (37)		<b>5:41</b> (7)	<b>9:26</b> (9)	<b>9:10</b> (11)	<b>6:03</b> (10)
	Total Response Time ERF <b>Concentration</b>	<b>9:14</b> (37)		<b>5:41</b> (7)	<b>9:26</b> (9)	<b>9:10</b> (11)	<b>6:03</b> (10)

**Vehicle Extrication calls are based on NFIRS incident types (ITs) as follows:**

- IT 352 Extrication of victim(s) from vehicle

**2014 Vehicle Extrication Incidents**

- Total vehicle extrication incidents = 7

**2013 Vehicle Extrication Incidents**

- Total vehicle extrication incidents = 9
  - CDC utilizing EFD protocols that resulted in long call processing times.

**2012 Vehicle Extrication Incidents**

- Total vehicle extrication incidents = 11
  - Transitioned to Charleston County Consolidated Dispatch Center (CDC) in October 2012. CDC implemented EFD protocols that resulted in long call processing times.

**2011 Vehicle Extrication Incidents**

- Total vehicle extrication incidents = 10

<b>Water Rescue 90th Percentile Times Baseline Performance</b>		<b>2011 - 2014</b>	<b>2015</b>	<b>2014</b>	<b>2013</b>	<b>2012</b>	<b>2011</b>
<b>Alarm Handling</b>	Pick-up to Dispatch	<b>2:52</b> (6)		<b>2:52</b> (4/9)	<b>4:23</b> (2/8)	<b>N/A</b> (0/1)	<b>N/A</b> (0)
<b>Turnout Time</b>	Turnout Time 1st Unit	<b>2:39</b> (6)		<b>2:16</b> (4/9)	<b>2:39</b> (2/8)	<b>N/A</b> (0/1)	<b>N/A</b> (0)
<b>Travel Time</b>	Travel Time 1st Unit <b>Distribution</b>	<b>13:17</b> (6)		<b>13:17</b> (4/9)	<b>11:07</b> (2/8)	<b>N/A</b> (0/1)	<b>N/A</b> (0)
	Travel Time ERF <b>Concentration</b>	<b>13:17</b> (6)		<b>13:17</b> (4/9)	<b>11:07</b> (2/8)	<b>N/A</b> (0/1)	<b>N/A</b> (0)
<b>Total Response Time</b>	Total Response Time 1st Unit On Scene <b>Distribution</b>	<b>18:09</b> (6)		<b>16:06</b> (4/9)	<b>18:09</b> (2/8)	<b>N/A</b> (0/1)	<b>N/A</b> (0)
	Total Response Time ERF <b>Concentration</b>	<b>18:09</b> (6)		<b>16:06</b> (4/9)	<b>18:09</b> (2/8)	<b>N/A</b> (0/1)	<b>N/A</b> (0)

**Water Rescue are calls based on NFIRS incident types (ITs) as follows:**

- IT 361 Swimming/recreational water areas rescue
- IT 362 Ice rescue
- IT 363 Swift water rescue
- IT 364 Surf rescue
- IT 365 Watercraft rescue

**2014 Water Rescue Incidents**

- Total water rescue incidents = 9
  - Five (5) calls not included in data analysis; units cancelled en route, land-based incidents, or extended call processing times

**2013 Water Rescue Incidents**

- Total water rescue incidents = 8
  - Six (6) calls not included in data analysis; units cancelled en route or land-based incidents.
  - CDC utilizing EFD protocols that resulted in long call processing times.

**2012 Water Rescue Incidents**

- Total water rescue incidents = 1
  - One (1) call for a boat accident not included in data analysis as units from other fire departments were initially dispatched, arrived on scene, and advised that there were no injuries.

**2011 Water Rescue Incidents**

- Total water rescue incidents = 0

<b>Wildland Fire Fighting 90th Percentile Times Baseline Performance</b>			<b>2011 - 2014</b>	<b>2015</b>	<b>2014</b>	<b>2013</b>	<b>2012</b>	<b>2011</b>
<b>Alarm Handling</b>	Pick-up to Dispatch		<b>N/A (0/5)</b>		<b>N/A (0/1)</b>	<b>N/A (0/2)</b>	<b>N/A (0/1)</b>	<b>N/A (0/1)</b>
<b>Turnout Time</b>	Turnout Time 1st Unit		<b>N/A (0/5)</b>		<b>N/A (0/1)</b>	<b>N/A (0/2)</b>	<b>N/A (0/1)</b>	<b>N/A (0/1)</b>
<b>Travel Time</b>	Travel Time 1st Unit <b>Distribution</b>		<b>N/A (0/5)</b>		<b>N/A (0/1)</b>	<b>N/A (0/2)</b>	<b>N/A (0/1)</b>	<b>N/A (0/1)</b>
	Travel Time ERF <b>Concentration</b>		<b>N/A (0/5)</b>		<b>N/A (0/1)</b>	<b>N/A (0/2)</b>	<b>N/A (0/1)</b>	<b>N/A (0/1)</b>
<b>Total Response Time</b>	Total Response Time 1st Unit On Scene <b>Distribution</b>		<b>N/A (0/5)</b>		<b>N/A (0/1)</b>	<b>N/A (0/2)</b>	<b>N/A (0/1)</b>	<b>N/A (0/1)</b>
	Total Response Time ERF <b>Concentration</b>		<b>N/A (0/5)</b>		<b>N/A (0/1)</b>	<b>N/A (0/2)</b>	<b>N/A (0/1)</b>	<b>N/A (0/1)</b>

**Wildland Fire Fighting calls are based on NFIRS incident types (ITs) as follows:**

- IT 141 Forest, woods or wildland fire

**2014 Wildland Fire Fighting Incidents**

- Total forest, woods, or wildland fire fighting incidents = 1
  - One (1) small woods fire not included in data analysis; not a wildland fire. ERF not needed. All other calls were routine brush and grass fires
  - (2) mutual aid responses out of jurisdiction

**2013 Wildland Fire Fighting Incidents**

- Total forest, woods, or wildland fire fighting incidents = 2
  - Two (2) small woods fires not included in data analysis; not a wildland fire. ERF not needed. All other calls were routine brush and grass fires
  - (2) mutual aid responses out of jurisdiction

**2012 Wildland Fire Fighting Incidents**

- Total forest, woods, or wildland fire fighting incidents = 1
  - One (1) small woods fire not included in data analysis; not a wildland fire. ERF not needed. All other calls were routine brush and grass fires

**2011 Wildland Fire Fighting Incidents**

- Total forest, woods, or wildland fire fighting incidents = 1
  - One (1) small woods fire not included in data analysis; not a wildland fire. ERF not needed. All other calls were routine brush and grass fires
  - (7) mutual aid responses out of jurisdiction



## ◆ ACCREDITATION

The Mt. Pleasant Fire Department was accredited by the Commission on Fire Accreditation International (CFAI) in August 2001. The MPFD was the first fire department in South Carolina to receive accreditation status, one of the first fifty three (53) fire service agencies internationally. The MPFD was re-accredited in 2006 and again in 2011. Currently, there are 196 accredited agencies internationally.

The CFAI conducts onsite assessments every five (5) years. A team of peer assessors from across the nation is assigned to conduct a comprehensive evaluation of the MPFD based on criteria contained in the *Fire and Emergency Service Self Assessment Manual*. The MPFD submits an Annual Compliance Report (ACR) each year in between on site assessments. The ACR addresses the strategic and specific recommendations promulgated by the on-site assessment team.

The MPFD uploaded current copies of the Strategic Plan (SP), Standards of Cover/Risk Assessment (SOC/RA), and Self-Assessment Manual (SAM) on February 28, 2011, as required by the CFAI to be a candidate for reaccreditation. A Peer Assessment Team from the CFAI conducted an on-site assessment of the MPFD from May 31 – June 3, 2011 and recommended re-accreditation. Chief Williams and Assistant Chief Wagenbrenner attended the CFAI commission hearing in Atlanta on August 23, 2011, at which time the CFAI Commission voted unanimously to re-accredit the MPFD. The 2011 re-accreditation report included five (5) strategic recommendations and eleven (11) specific recommendations. The next on-site assessment will be conducted in the spring of 2016.

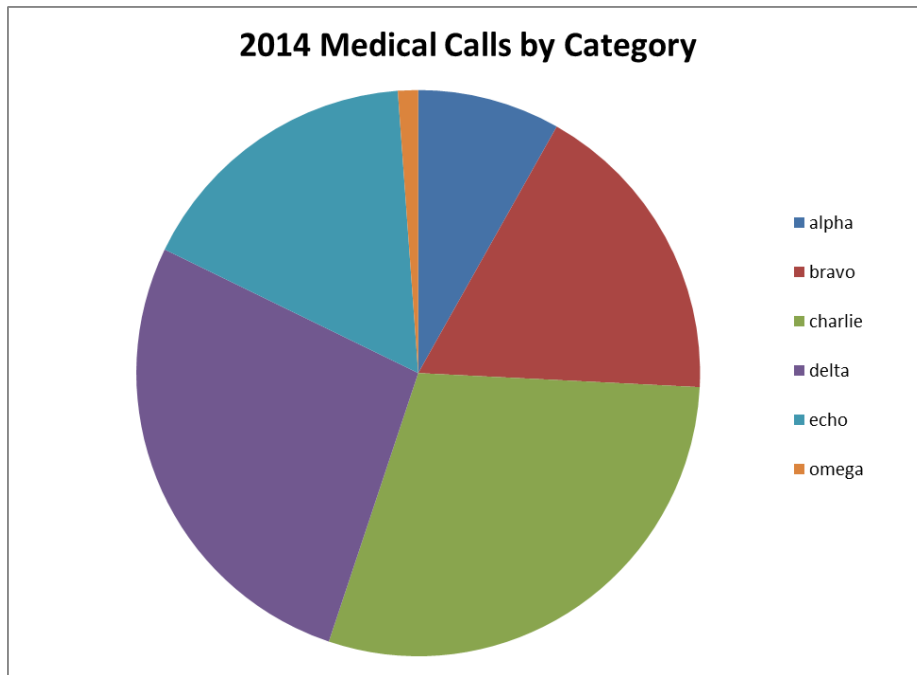
The MPFD submitted the 2014 Annual Compliance Report (ACR) which was accepted and approved by the CFAI. As of the 2014 ACR, the MPFD had accepted 5 of 5 strategic recommendations and implemented 4 of those. The MPFD had accepted 8 of 10 specific recommendations and implemented 4 of those. Two (2) specific recommendations were rejected.

Assistant Chief Wagenbrenner, Battalion Chief Thames, Battalion Chief Craig Oliverius, and Captain Mike Mixon and have completed Peer Assessor training and able to serve as CFAI Peer Assessors.

◆ **EMERGENCY MEDICAL CALLS**

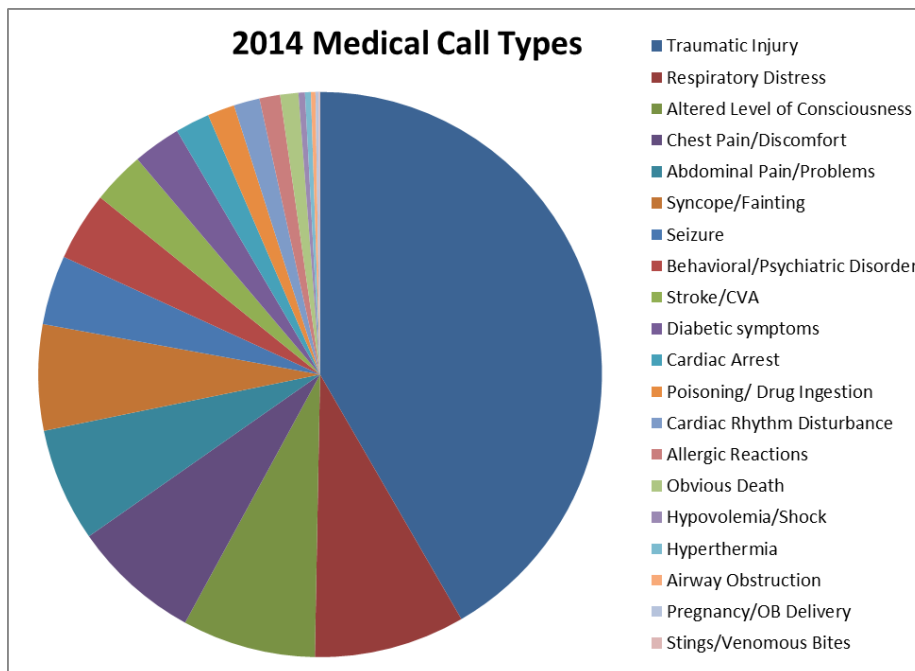
The total call volume for 2014 was 7,666 emergency calls. Medical calls accounted for 4,671 of those calls which is 62% of the total calls. The MPFD provides a tiered level of service in regards to medical calls. This includes basic life support (BLS), intermediate life support (ILS), and advanced life support (ALS). The MPFD is staffed with Doctors (Medical Control), Paramedics (PMDs), Emergency Medical Technicians (EMTs), and First Responders (FRs). Medical calls are categorized as alpha, bravo, charlie, delta, or echo based on severity from least to most. Omega is an additional category for calls that cannot be categorized with the types listed above. 2014 medical calls were categorized as follows:

<i><b>MEDICAL CATEGORY</b></i>	<i><b>NUMBER</b></i>	<i><b>PERCENTAGE</b></i>
<b>Alpha</b>	381	8.2%
<b>Bravo</b>	823	17.6%
<b>Charlie</b>	1,371	29.3%
<b>Delta</b>	1,264	27.1%
<b>Echo</b>	778	16.7%
<b>Omega</b>	55	1.1%
<b>TOTAL</b>	<b>4,672</b>	<b>100%</b>



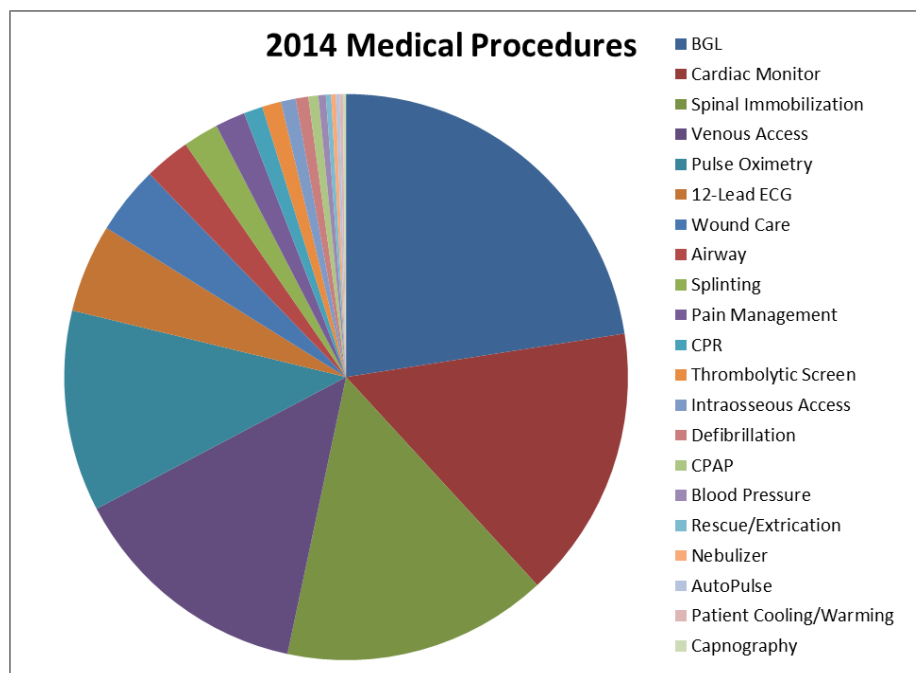
<b>MEDICAL CALL TYPE</b>	<b>NUMBER</b>	<b>PERCENTAGE</b>
Traumatic Injury	1,121	41.6%
Respiratory Distress	233	8.7%
Altered Level of Consciousness	206	7.7%
Chest Pain/Discomfort	198	7.4%
Abdominal Pain/Problems	175	6.5%
Syncope/Fainting	163	6.1%
Seizure	107	4.0%
Behavioral/Psychiatric Disorder	106	3.9%
Stroke/CVA	81	3.0%
Diabetic symptoms	74	2.7%
Cardiac Arrest	53	2.0%
Poisoning/ Drug Ingestion	42	1.6%
Cardiac Rhythm Disturbance	40	1.5%
Allergic Reactions	32	1.2%
Obvious Death	28	1.0%
Hypovolemia/Shock	10	0.4%
Hyperthermia	9	0.3%
Airway Obstruction	7	0.3%
Pregnancy/OB Delivery	5	0.2%
Stings/Venomous Bites	2	0.1%
<b>TOTAL</b>	<b>2,694</b>	<b>100%</b>

\*Traumatic injury calls vary in severity from minor to significant.



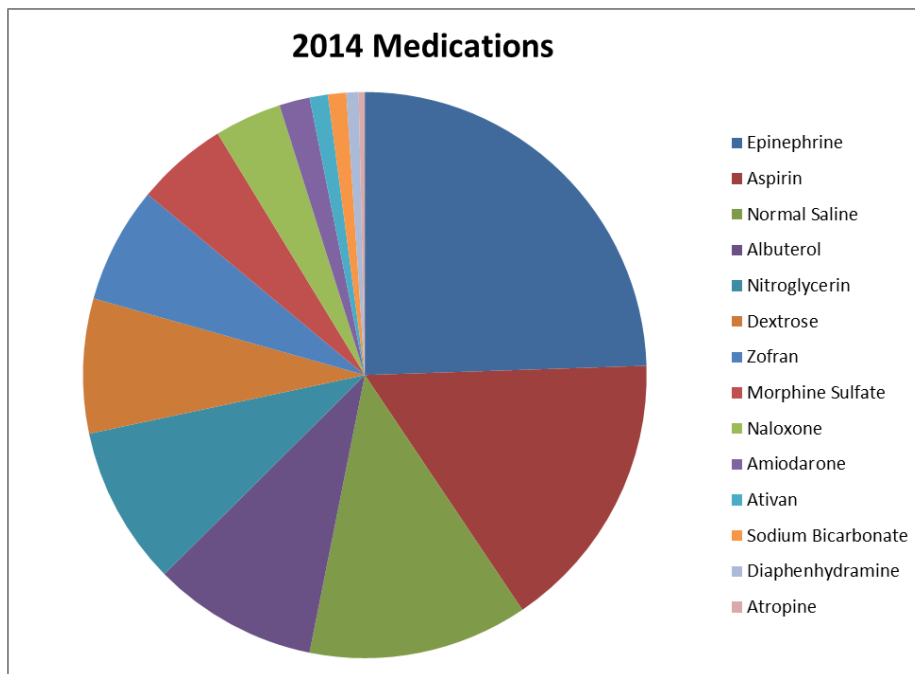
\*List includes predominant medical call types and does not reflect all call types.

<b>MEDICAL PROCEDURE</b>	<b>NUMBER</b>	<b>PERCENTAGE</b>
BGL	746	22.5%
Cardiac Monitor	516	15.6%
Spinal Immobilization	503	15.2%
Venous Access	462	14.0%
Pulse Oximetry	380	11.5%
12-Lead ECG	167	5.0%
Wound Care	129	3.9%
Airway	87	2.6%
Splinting	67	2.0%
Pain Management	57	1.7%
CPR	36	1.1%
Thrombolytic Screen	36	1.1%
Intraosseous Access	28	0.8%
Defibrillation	24	0.7%
CPAP	19	0.6%
Blood Pressure	14	0.4%
Rescue/Extrication	10	0.3%
Nebulizer	9	0.3%
AutoPulse	7	0.2%
Patient Cooling/Warming	6	0.2%
Capnography	6	0.2%
<b>TOTAL</b>	<b>3,309</b>	<b>100%</b>



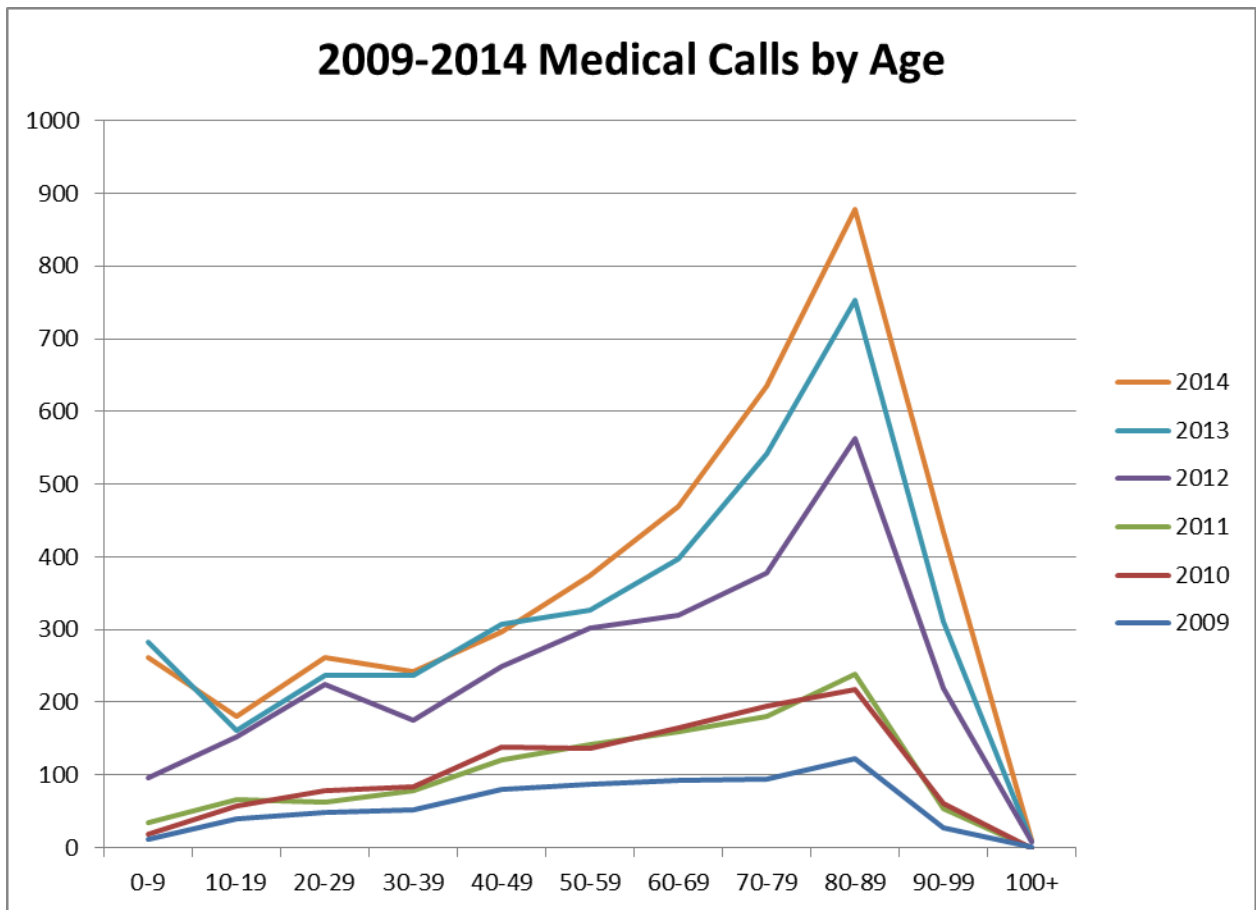
\*List includes predominant medical procedures and does not reflect all medical procedures.

<b>MEDICATIONS</b>	<b>NUMBER</b>	<b>PERCENTAGE</b>
Epinephrine	82	24.4%
Normal Saline	58	16.0%
Aspirin	55	12.5%
Albuterol	34	9.4%
Nitroglycerin Spray	21	9.1%
Dextrose	18	7.7%
Morphine Sulfate	14	6.6%
Naloxone	13	5.2%
Zofran	12	3.8%
Amiodarone	10	1.7%
Ativan	7	1.0%
Diaphenhydramine	3	1.0%
Sodium Bicarbonate	1	0.7%
<b>TOTAL</b>	<b>287</b>	<b>100%</b>



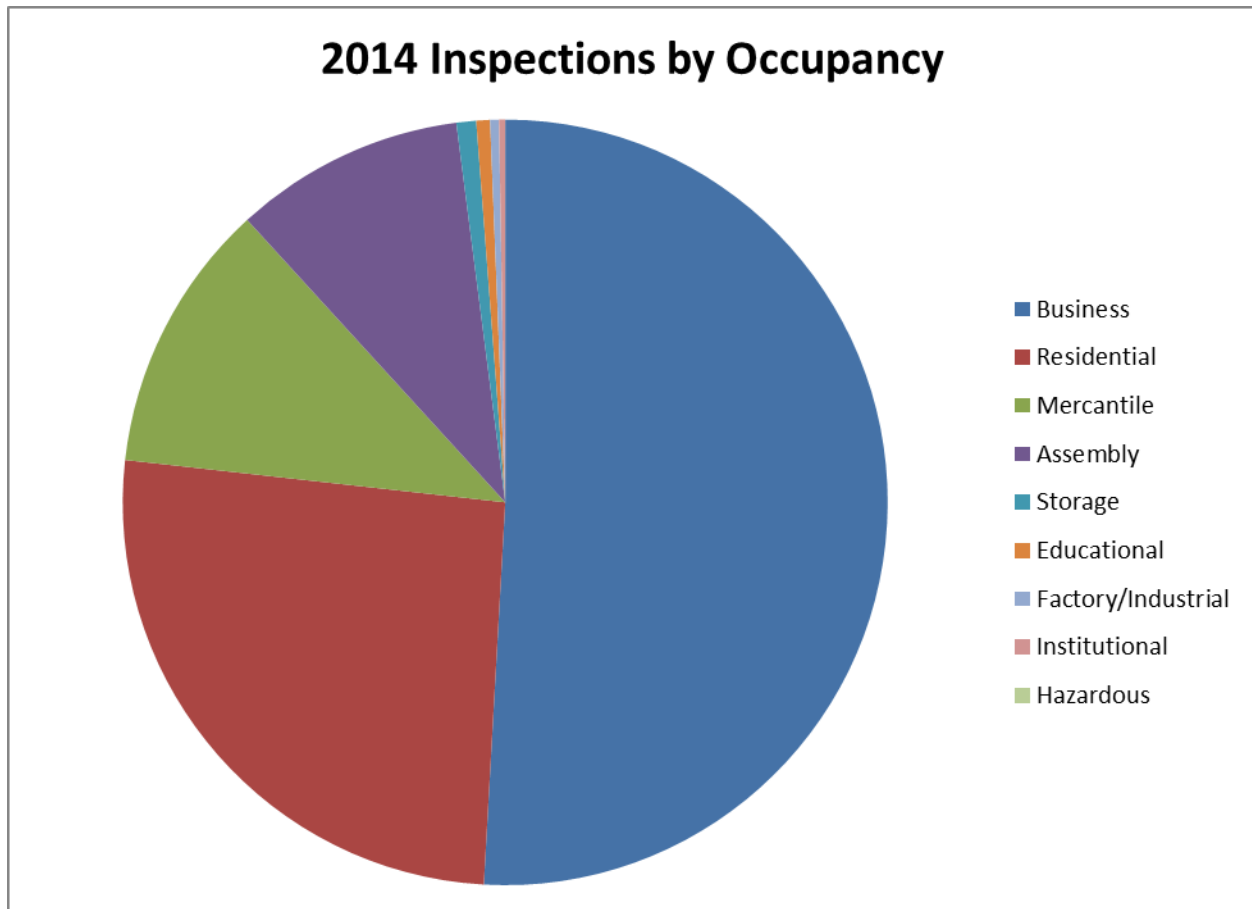
\*List includes predominant medications and does not reflect all medications.

A six (6) year chart of medical calls by age from 2009-2014 shows an increase in overall medical calls and reflects the aging population as previously noted in the McKibben report.



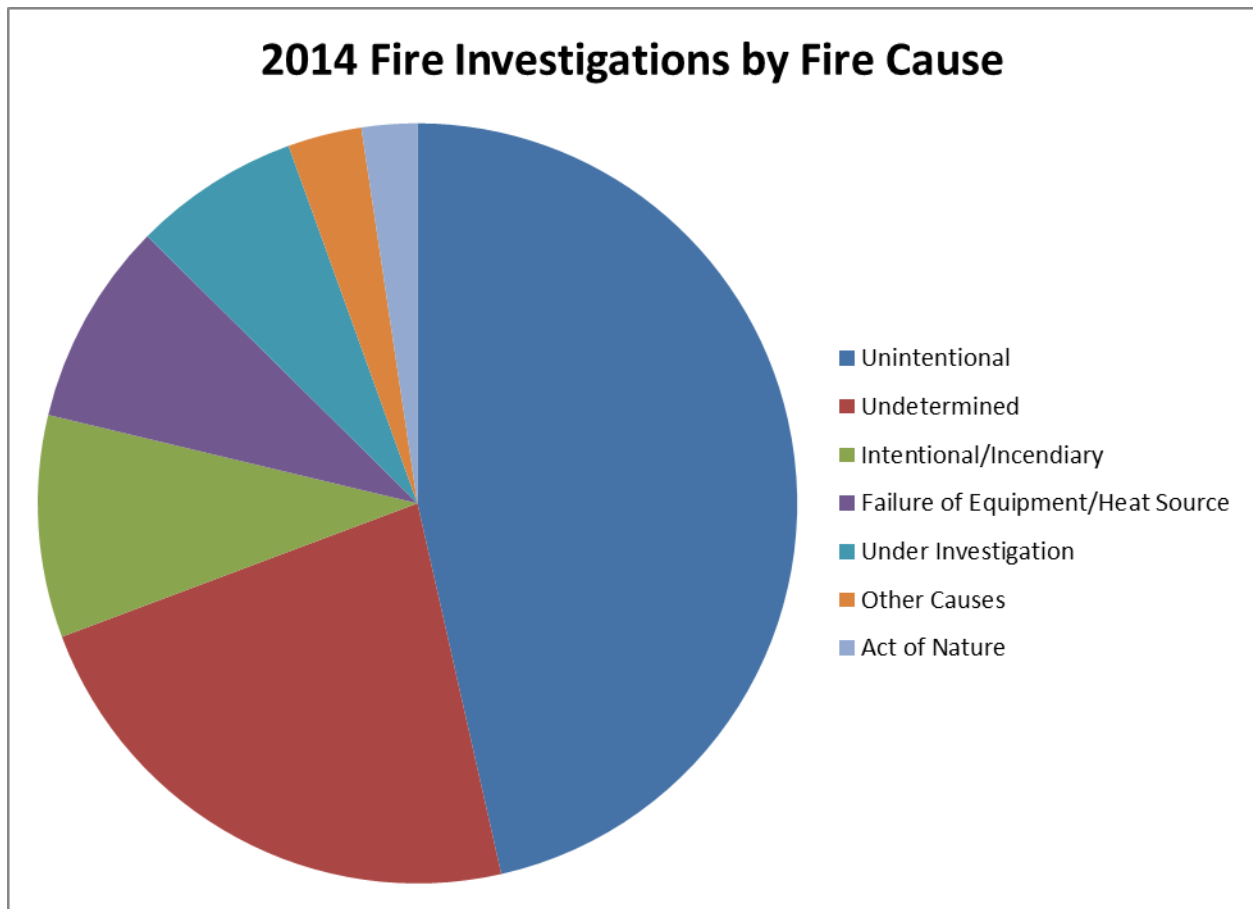
◆ INSPECTIONS/CODE ENFORCEMENT [Total: 3,478]

<i>OCCUPANCY TYPE</i>	<i>NUMBER</i>	<i>PERCENTAGE</i>
Business	1,770	50.9%
Residential	900	25.9%
Mercantile	398	11.4%
Assembly	339	9.7%
Storage	29	0.8%
Educational	20	0.6%
Factory/Industrial	13	0.4%
Institutional	9	0.3%
Hazardous	0	0.0%
<b>TOTAL</b>	<b>3,478</b>	<b>100%</b>



◆ FIRE INVESTIGATIONS [Total: 127]

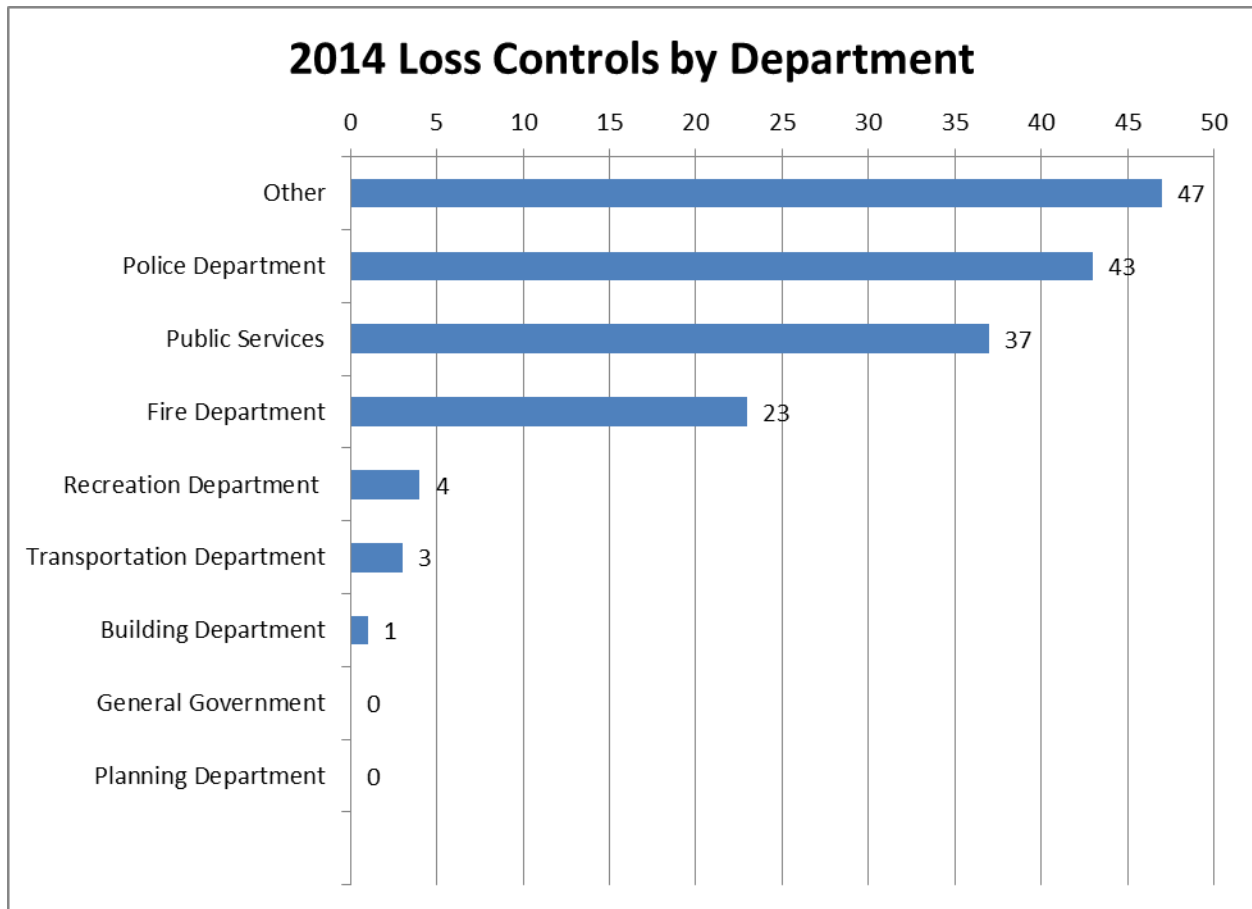
<b>FIRE CAUSE</b>	<b>NUMBER</b>	<b>PERCENTAGE</b>
Unintentional	59	46.5%
Undetermined	29	22.8%
Intentional/Incendiary	12	9.4%
Failure of Equipment/Heat Source	11	8.7%
Under Investigation	9	7.1%
Other Causes	4	3.1%
Act of Nature	3	2.4%
<b>TOTAL</b>	<b>127</b>	<b>100%</b>





◆ **LOSS CONTROL [Total: 158]**

<i>DEPARTMENT</i>	<i>NUMBER</i>	<i>PERCENTAGE</i>
Other	47	29.7%
Police Department	43	27.2%
Public Services	37	23.4%
Fire Department	23	14.6%
Recreation Department	4	2.5%
Transportation Department	3	1.9%
Building Department	1	0.6%
General Government	0	0.0%
Planning Department	0	0.0%
<b>TOTAL</b>	<b>158</b>	<b>100%</b>

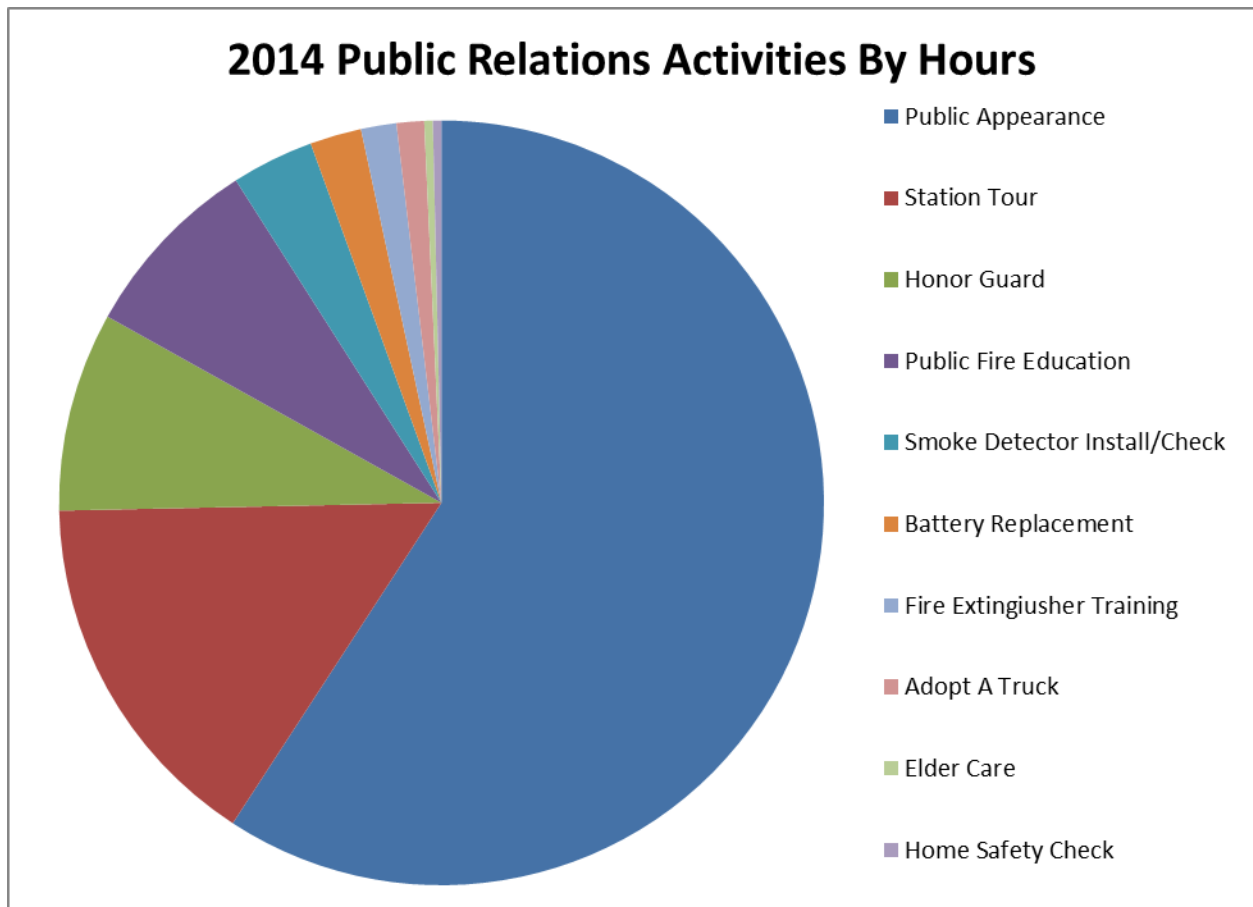




◆ SUPPLEMENTAL ACTIVITIES [Total: 13,716 Hours]

➤ *Public Relations Activities – 902 Hours*

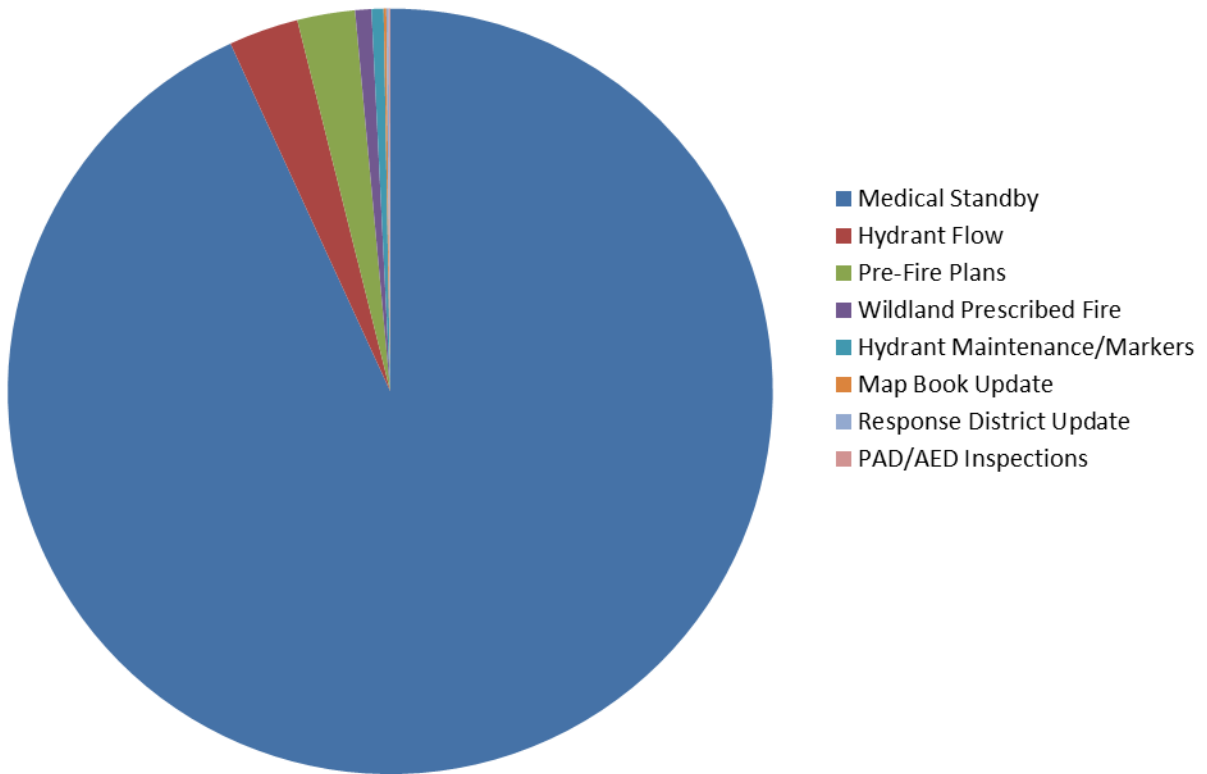
<b>PUBLIC RELATION ACTIVITY</b>	<b>NUMBER</b>	<b>PERCENTAGE</b>
Public Appearance	534	59.2%
Station Tour	140	15.5%
Honor Guard	76	8.4%
Public Fire Education	71	7.9%
Smoke Detector Install/Check	31	3.5%
Battery Replacement	20	2.2%
Fire Extinguisher Training	14	1.5%
Adopt A Truck	11	1.2%
Elder Care	3	0.3%
Home Safety Check	3	0.3%
<b>TOTAL</b>	<b>902</b>	<b>100%</b>



➤ **Operational Activities – 12,814 Hours**

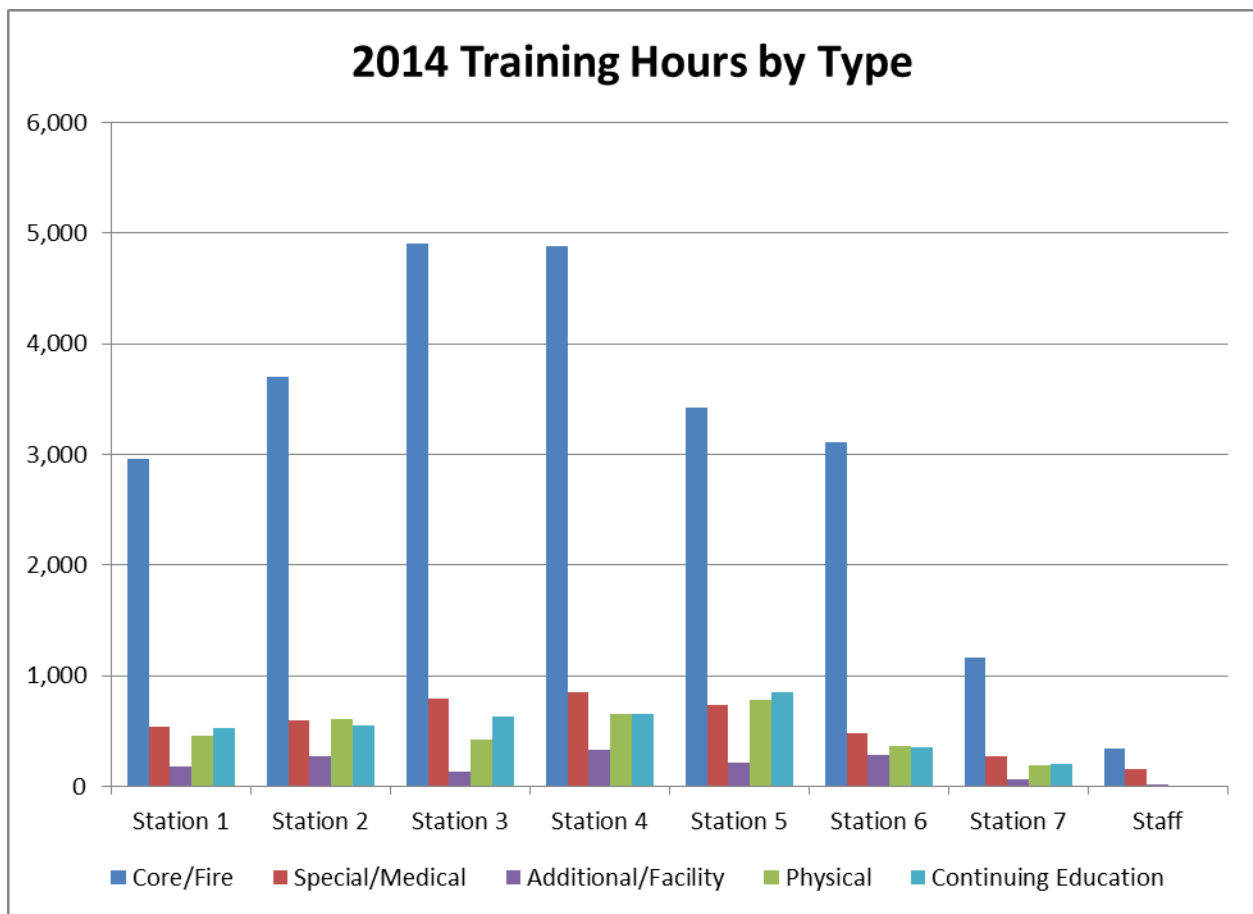
<b>OPERATIONAL ACTIVITY</b>	<b>NUMBER</b>	<b>PERCENTAGE</b>
Medical Standby	11,935	93.1%
Hydrant Flow	378	2.9%
Pre-Fire Plans	313	2.4%
Wildland Prescribed Fire	88	0.7%
Hydrant Maintenance/Markers	65	0.5%
Map Book Update	15	0.1%
Response District Update	12	0.1%
PAD/AED Inspections	9	0.1%
<b>TOTAL</b>	<b>12,814</b>	<b>100%</b>

**2014 Operational Activities by Hours**



◆ TRAINING [Total: 37,646 Training Hours]

STATION/STAFF	CORE	SPECIAL / MED	FACILITY	PHYSICAL	CON ED	TOTAL
Station 1	2,962	535	179	451	527	4,653
Station 2	3,699	601	275	609	548	5,731
Station 3	4,912	798	134	421	629	6,893
Station 4	4,880	849	327	657	652	7,365
Station 5	3,428	740	211	784	850	6,012
Station 6	3,114	481	285	358	357	4,595
Station 7	1,165	265	63	192	204	1,889
Staff	338	160	10	0	0	507
<b>TOTAL</b>						<b>37,646</b>



**2010-2014  
COMPARISON CHART**

<b>ACTIVITY</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>
<b>Emergency Response</b>	5,716	5,712	5,930	6,677	7,666
<b>Supplemental Activities</b>	(7,891)	(7,573)	3,707 <sup>1</sup>	2,912 <sup>1</sup>	13,716 <sup>2</sup>
<b>Training Hours</b>	42,658	40,397	43,147	38,558	37,646
<b>Fire Loss</b>	\$3,701,750	\$2,062,265	\$2,688,275	\$3,183,256	\$1,692,090
<b>Inspections/Code Enforcement</b>	3,604	3,800	2,998	3,362	3,478
<b>Loss Control</b>	138	145	151	153	158

**NOTE**<sub>1</sub> – Supplemental Activities in 2010 and 2011 were tracked by the number of activities. The MPFD implemented a new Records Management System (RMS) in 2012 and began using Firehouse software. Supplemental Activities are recorded by hours in Firehouse.

**NOTE**<sub>2</sub> – The MPFD started tracking Medical Standby hours in 2014 which explains the large increase in Supplemental Activities for 2014.