



LAKELAND FIRE DEPARTMENT
2013 ANNUAL REPORT





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MESSAGE FROM THE CHIEF



On behalf of the entire Lakeland Fire Department, it is an honor to present the Lakeland Fire Department's 2013 Annual Report. This report will provide you with a review of the accomplishments and statistical data for the calendar year as well as provide a brief look at the various divisions that make up our fire department.

We strive every day to fulfill our department's mission and vision as well as live up to the Core Values established by and for the Lakeland Fire Department. The fire department is made up of incredibly dedicated people who consistently display a personal and professional commitment to protect the life and property of our beautiful city's citizenry and visitors. It is our desire to provide professional, compassionate, and respectful emergency services to those in need.

The fire department provides multiple services, including: fire suppression, non-transport Paramedics for Emergency Medical Services (EMS) response, fire inspections and investigations, plans review, and community education. The Lakeland Fire Department also has a Technical Rescue Team for rescues involving confined spaces, trench, high angle, building collapse and vehicle or machinery entrapment. Additionally, the department also provides Aircraft Rescue and Fire Fighting (ARFF) protection at the Lakeland Linder Regional Airport.

Our department is made up the following divisions: Administration provides budgetary governance for the fire department and includes apparatus and equipment maintenance, which is responsible for maintaining all emergency vehicles, staff cars, and any equipment carried on them. Operations is responsible for all fire and medical rescue response from the 911 call system and includes training which is responsible for all internal and external skill level training required for firefighting and

medical service personnel and delivery. Fire Safety Management is responsible for fire inspections, fire permitting, state and local fire code compliance, and construction plans review and approval.

The Lakeland Fire Department enjoyed many successes in 2013, but the one that made the greatest impact was being able to provide an additional fire engine (Engine 71) staffed with four personnel to protect the citizens in the southwest quadrant of our city. This initiative was supported by a majority of the citizens of Lakeland and all of the City Commissioners. The additional engine company also helped change the Insurance Services Office (ISO) Public Protection Classification rating from a 3 rating to a 2 rating. The positive improvement of the Class 2 rating has the potential to reduce homeowner and commercial insurance rates across the entire city.

Additionally, in the fall of 2013 construction began for a new fire station to house the addition of Engine 71 and the ARFF apparatus housed in a temporary building at the airport. The new station is slated to be completed in the fall of 2014.

It is my distinct honor to serve as Fire Chief for the City of Lakeland. I would like to sincerely thank the community we serve for the continued support and trust repeatedly exhibited to our fire department over the past year. I would also like to thank the Mayor, City Commissioners and City Management for their guidance, governance and support that have enabled us to offer the extraordinary level of emergency response services that have made us so successful and will continue to propel us forward in years to come. I would especially like to thank the devoted men and women of the Lakeland Fire Department, which I am so proud to serve as Fire Chief, for their commitment and professionalism in carrying out their respective duties. I am honored and blessed to be a part of such a great team that is focused on servant leadership. It is truly a privilege to serve this community.

Sincerely,

Gary Ballard
Fire Chief



INTRODUCTION

The Lakeland Fire Department provides comprehensive and quality fire, emergency medical and special operations emergency response services to the City of Lakeland and portions of unincorporated Lakeland. The department also provides fire prevention education, inspection, plans review and code enforcement services.

PURPOSE

The purpose of this report is to provide the citizens of Lakeland, the Mayor, City Commissioners, Administrators, Employees and any other interested parties, a concise summary of what the Lakeland Fire Department has accomplished in 2013. It is an overview of the department's activities and projects that have been completed.

SCOPE

This annual report contains information about the emergency responses, training, personnel, and non-emergency activities undertaken by the Lakeland Fire Department beginning January 1, 2013 through December 31, 2013. The report summarizes these activities using the best available information at the time of the report's compilation.

VISION

To be the best public safety organization focused on providing superior customer service.

MISSION

Ensure the health, safety and well-being of our community through servant leadership in a positive organizational culture.

CREED

To perform my duty with honor, integrity, and trust.

MOTTO

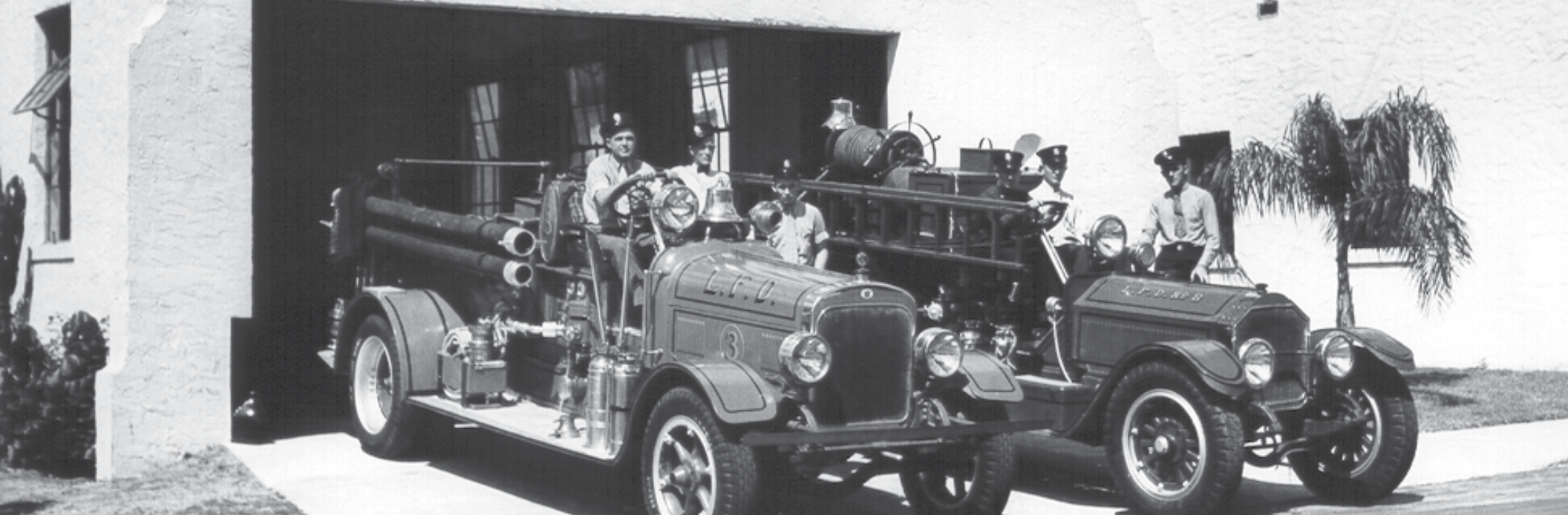
Everyone goes home.



© MIKE POTTHAST



Engine No. 8, affectionately known as "Leaping Lena," was placed into service on August 8, 1938.



Fire Station No. 2, located at 1008 S. Florida Avenue. 1938.

HISTORY

Lakeland officially began as a community in 1885 and in its early days experienced several fires that would lead to the eventual organization of a fire company. Fire protection in Lakeland started as early as 1891 with the purchase of two dozen buckets, a few axes, and a ladder for use by bucket brigades. But by 1905, after three disastrous fires swept through several major commercial areas in Lakeland, the need for an organized fire brigade was apparent and the call was answered by several highly involved community members, including H.L. Swatts who would go on to be the department's first Fire Chief. These events prompted community leaders to secure funding for the department's first major equipment purchases; two portable fire engines that could be drawn by hand or horse.

Fortunately for Lakeland, its leaders were wise enough to see the need for real and organized protection of its citizen's lives and property. Between 1905 and 1908 major investments were made into what was then a loose group of volunteer firefighters. By 1909 a volunteer fire department was formally organized and granted horses, wagons, and the best available firefighting equipment by the city commission. The volunteer department's numbers grew to meet the increased demand from the city's steady growth and by 1913 the department had purchased its first motorized vehicle, an American La France pumper.

1913 also marked when the department transitioned from Chief Swatts to Chief Joseph LeVay, a local shop owner, whose oversight helped the department make major steps toward becoming a career department. The 1910's saw the expansion of a citywide, alarm system and the purchase of additional firefighting engines. The growth seen during those years came to fruition when the Lakeland Fire Department became a career fire department on August 1, 1916. The 1920's ushered in the addition of two substations that were later shuttered during the depression-era 1930's. Fortunately, thanks to post-war boom, Lakeland flourished in the 1940's and its population grew, creating higher demand for emergency response. By 1949, two full stations were added to serve Lakeland. Improvements and additions were made to the department every decade since.

Like many fire departments in the nation, the demand and volume of fire versus medical calls has completely shifted, and today of the nearly 20,000 service calls the department receives annually a majority are medical in nature. On December 15, 2003, LFD moved from providing Basic Life Support (BLS) medical services to Advanced Life Support (ALS) medical services at some of its stations and completed the transition to ALS care for its entire service area by January 31, 2011. The department remains a non-transport department.

Today's LFD has grown to employ 161 personnel operating seven stations and an administrative building, with a response area of approximately 81-square miles. The department has also broadened its range of services to include heavy rescue, technical rescue, fire prevention, fire code enforcement, fire investigation, aircraft rescue and firefighting, in-house fleet maintenance, all in addition to fire suppression.

In recent history the department has celebrated other major accomplishments, including its contributions to providing the best Insurance Services Office Public Protection Classification Rating the City of Lakeland has ever enjoyed. Today, the Lakeland Fire Department enjoys the finest equipment, highly trained and professional personnel, and the ability to provide outstanding emergency response services to the people of Lakeland because of the forward thinking of its leaders over a hundred years ago. The department will use that to its advantage as it continues to fulfill its vision of being the best public safety organization providing superior customer service, regardless of what year it is.



ECONOMIC & DEMOGRAPHIC OVERVIEW OF LAKELAND

State of Florida (2012) **19,074,434** Polk County (2012) **616,158** Lakeland Electric Service Area (2012) **262,288**
 City of Lakeland (2012) **98,200**

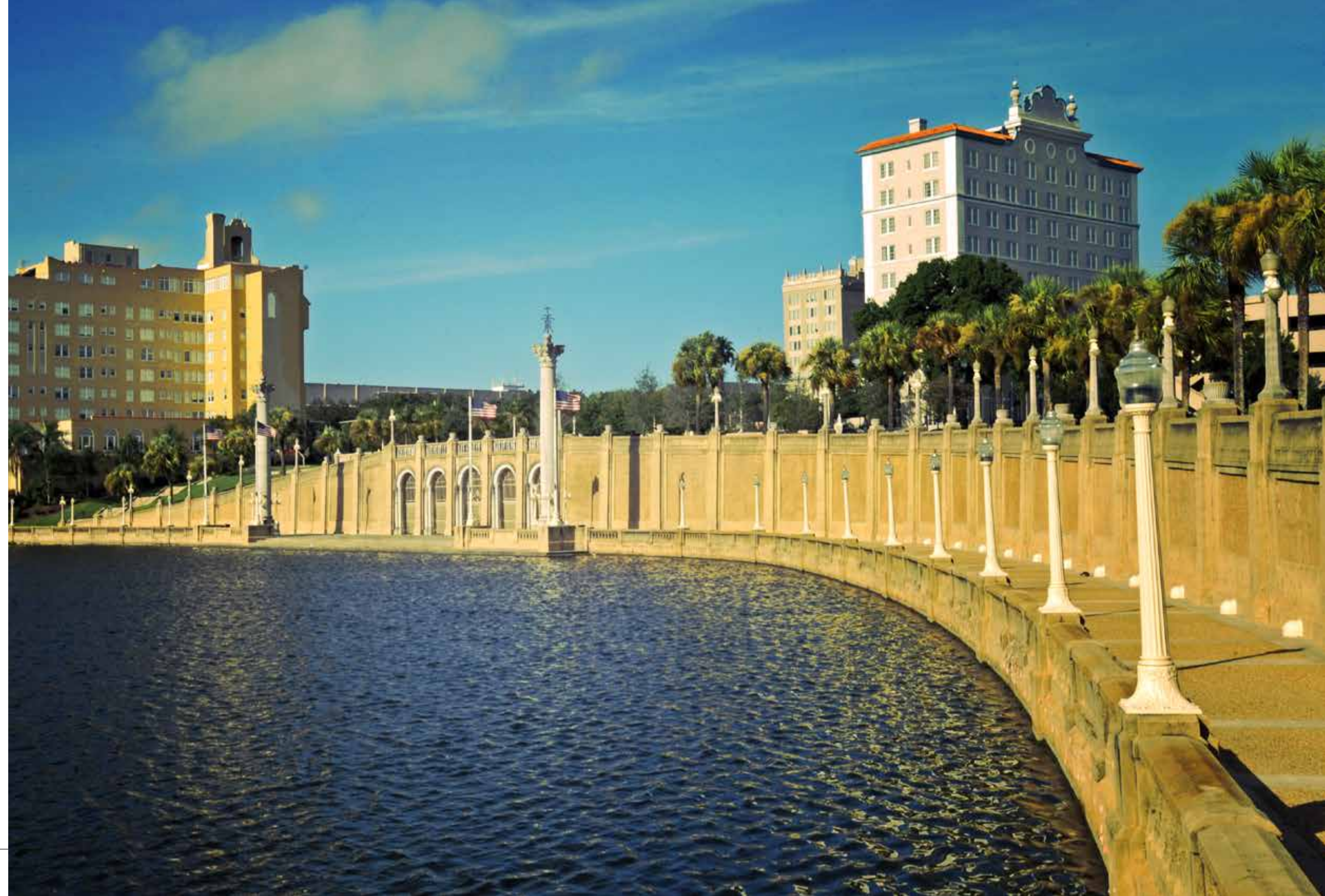
Lakeland Labor Force (2012) 43,480
Employed (2012) 39,535
Unemployed (2012) 3,945
Lakeland Unemployment (2012) 9.10%
Lakeland Private Employment (2012) 37,814
Average Home Sales Price (2012) \$118,185
Single Family Permits (2012) 73
Multi-Family Permits (2012) 134
Warehouse/Industrial Square Feet Permitted (2012) 192,409
Commercial/Office Square Feet Permitted (2012) 61,996
Retail Square Feet Permitted (2012) 132,887

Sources:

University of Florida Bureau of Economic & Business Research (BEBR) | Bureau of Labor & Statistics (BLS) | Claritas Market Place 2012
 Lakeland Economic Development Council (LEDC) | Mid Florida Regional MLS | Florida Agency for Workforce Innovation (AWI)

CITY OF LAKELAND HISTORICAL SIZE & POPULATION

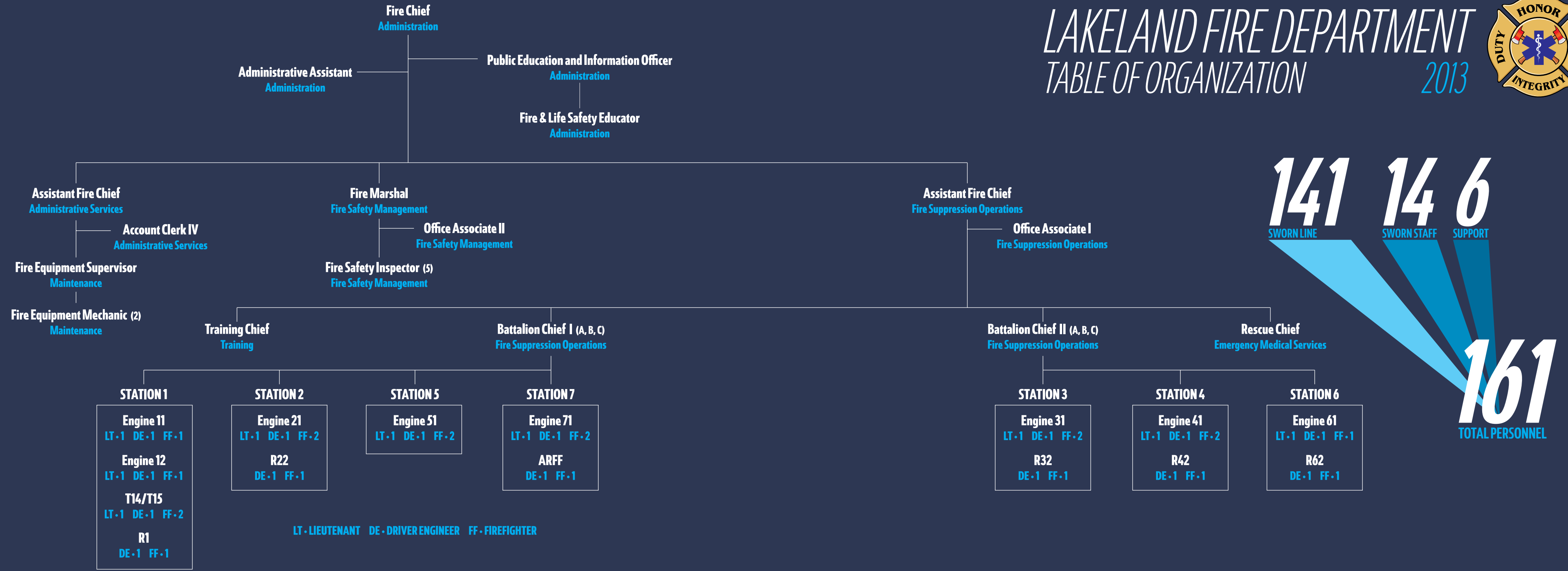
Year	Population	Sq. Miles
1960	41,350	16.78
1970	42,803	17.17
1980	47,406	20.59
1990	70,576	44.23
1995	74,626	50.55
2000	78,452	51.91
2001	82,942	54.15
2002	87,150	67.54
2003	88,741	67.60
2004	89,731	69.94
2005	90,851	71.38
2006	91,623	72.17
2007	93,428	73.41
2008	93,508	74.33
2009	94,163	74.40
2010	97,422	74.48
2011	97,690	74.62
2012	98,200	74.75



LAKELAND FIRE DEPARTMENT

TABLE OF ORGANIZATION

2013



INSURANCE SERVICES OFFICE PUBLIC PROTECTION CLASSIFICATION RATING

2
2013
3
2012

The Lakeland Fire Department enjoyed an exciting accomplishment in 2013. In July 2013, the department underwent a full audit and review by the the Insurance Services Office (ISO) for the issuance of an updated Public Protection Classification Rating.

The department is pleased to announce that as a result of the review it received an improved rating from its previous rating of a 3 to a 2. This increase in classification rating was a direct result of improved services, equipment, and staffing that the department has worked hard to accomplish in the past few years.

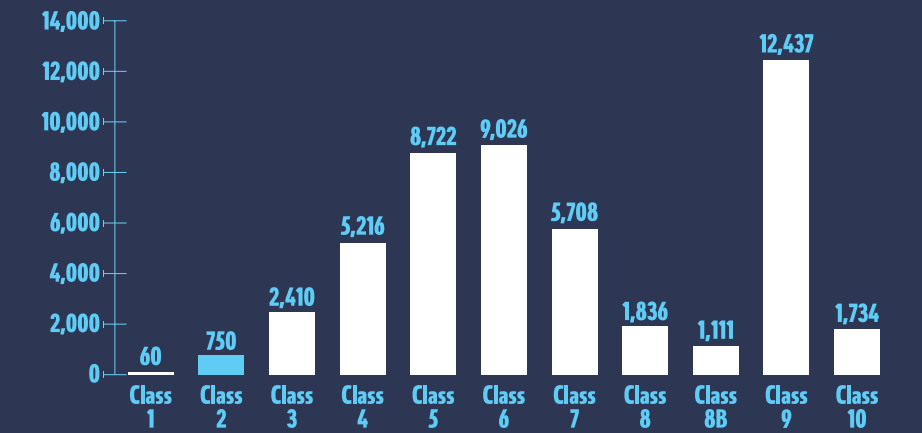
The improved ISO rating may have significant influence in reducing insurance rates for Lakeland residents and businesses considering it plays a big role in how insurance companies - including the largest in the nation - figure rates and decision making in regards to who they underwrite.

The rating, based on a scale from 1 to 10, with 1 representing the highest level of fire suppression standards and 10 indicating an unacceptable level of fire suppression, is produced by ISO through an extensive evaluation process. The department's services, response times, equipment, personnel, training efforts, community outreach and more were evaluated to develop a final rating. That rating in turn provides both insurers and the fire department a comprehensive measure to rate the quality of the fire protection they provide. The new rating of 2 indicates a very high level of fire protection.

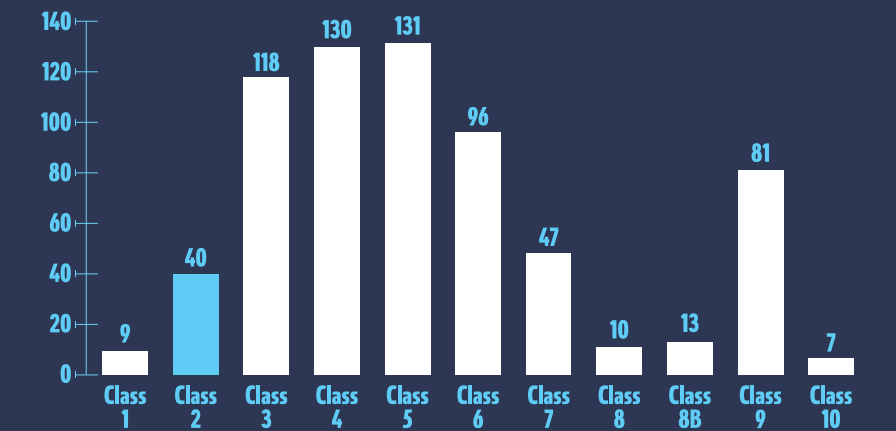
ISO auditors reviewed Lakeland's Fire Department, Water Department, and 9-1-1 Communications Center to come up with the final determination. Of the approximately 682 ISO rated communities in Florida, only 40 have a level 2 classification placing Lakeland in the top 7th percentile. Lakeland's rating of 2 was very strong, only 2 percentage points below a rating of 1. The rating is effective March 1, 2014 throughout the department's entire service area.

FSRS Feature	Earned Credit	Credit Available
Emergency Communications		
414. Credit for Emergency Reporting	2.55	3
422. Credit for Telecommunicators	3.20	4
432. Credit for Dispatch Circuits	3.00	3
440. Credit for Receiving and Handling Fire Alarms	8.75	10
Fire Department		
513. Credit for Engine Companies	5.96	6
523. Credit for Reserve Pumpers	0.31	0.50
532. Credit for Pump Capacity	3.00	3
549. Credit for Ladder Service	3.55	4
553. Credit for Reserve Ladder and Service Trucks	0.19	0.50
561. Credit for Deployment Analysis	9.51	10
571. Credit for Company Personnel	8.33	15
581. Credit for Training	7.65	9
730. Credit for Operational Considerations	2.00	2
590. Credit for Fire Department	40.50	50
Water Supply		
616. Credit for Supply System	27.50	30
621. Credit for Hydrants	2.96	3
631. Credit for Inspection and Flow Testing	6.40	7
640. Credit for Water Supply	36.86	40
Divergence	-2.23--	
1050. Community Risk Reduction	4.46	5.50
Total Credit	88.34	105.50

COUNTRYWIDE



FLORIDA



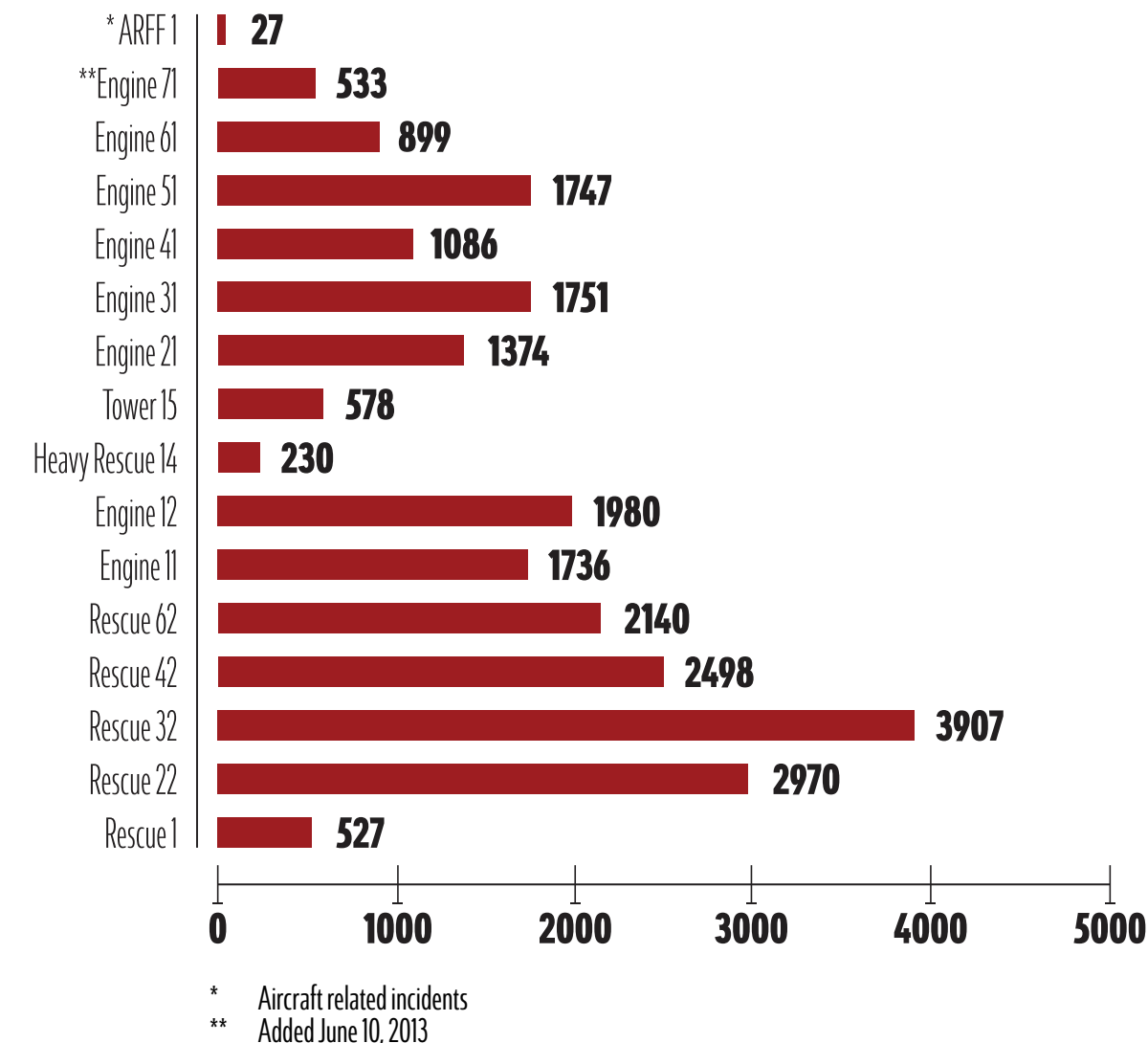
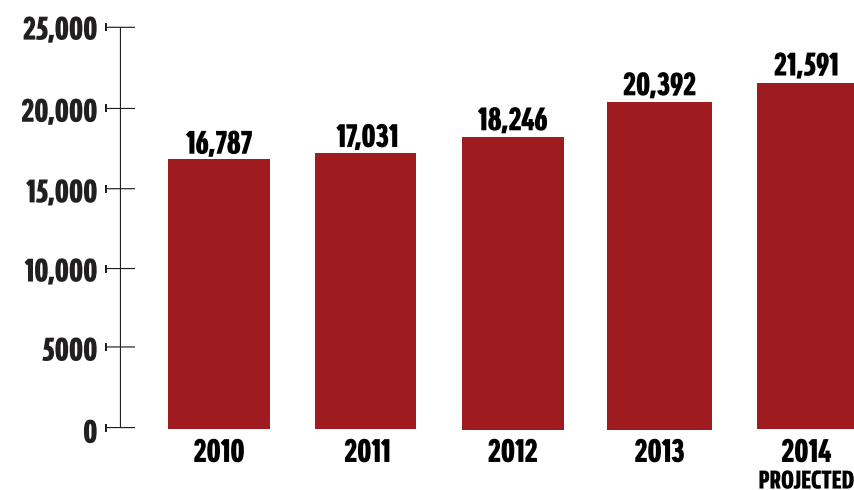
2013 YEAR IN REVIEW

BY THE NUMBERS

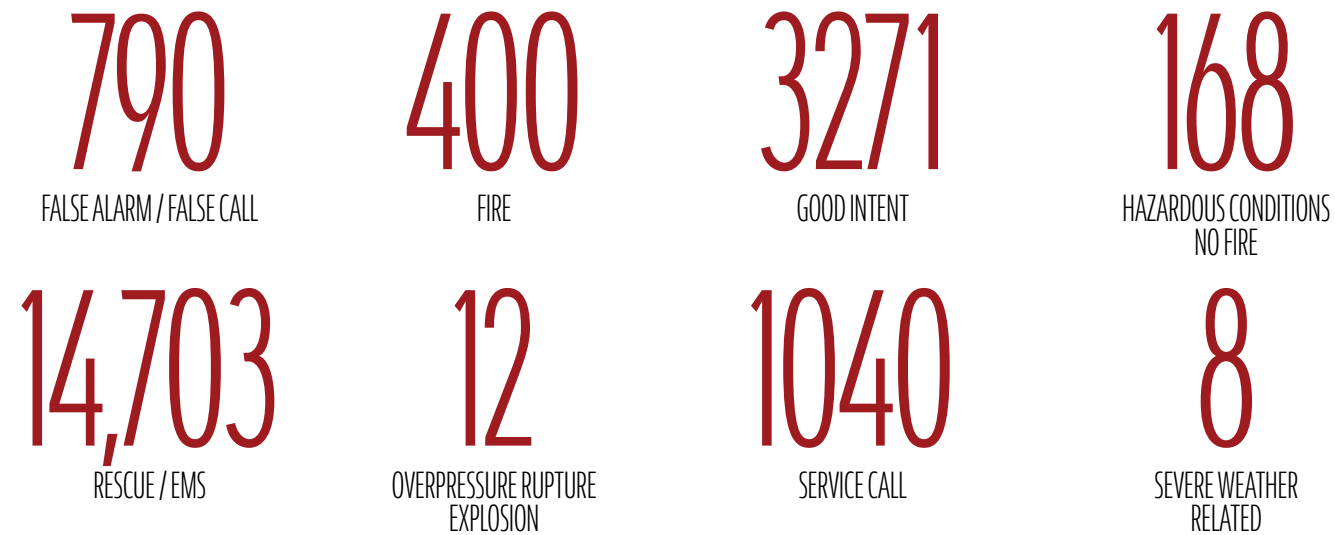
An overview of the Lakeland Fire Department represented by data collected in 2013.

20,392

TOTAL INCIDENT RESPONSE 2013



CALLS FOR SERVICE *by type*



CALLS FOR SERVICE *by month*

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
1692	1591	1843	1789	1715	1677	1657	1750	1574	1835	1646	1623

FIRES IN STRUCTURES BY FIXED PROPERTY USE

Private Dwellings (1 or 2 family), including mobile homes	85
Apartments (3 or more families)	30
Hotels and Motels	1
All Other Residential (dormitories, boarding houses, tents, etc)	0
TOTAL RESIDENTIAL FIRES	116
Public Assembly (church, restaurant, clubs, etc)	9
Schools and Colleges	1
Health Care and Penal Institutions (hospitals, nursing homes, prisons, etc)	4
Stores and Offices	10
Industry, Utility, Defense, Laboratories, Manufacturing	0
Storage in Structures (barns, vehicle storage garages, general storage, etc)	2
Other Structures (vacant buildings, buildings under construction, outbuildings, bridges, etc)	3
COMMERCIAL STRUCTURE FIRES	29
TOTAL BUILDING FIRES	145
Fires in Highway Vehicles (autos, trucks, buses, etc.)	77
Fires in Other Vehicles (airplanes, trains, ships, construction or farm vehicles, etc.)	3
Fires outside of Structures with Value involved, but Not Vehicles (outside storage, crops, timber, etc.)	57
Fires in Brush, Grass, Wildland (excluding crops and timber), with no value involved.	16
Fires in Rubbish, Including Dumpsters (outside of structures), with no value involved.	94
All Other Fires	8
TOTAL FIRES	400
Rescue, Emergency Medical Responses (ambulance, EMS, rescue)	14,700
False Alarm Responses (malicious or unintentional false calls, system malfunctions, bomb scares)	790
Mutual Aid or Assistance Responses	15
Hazardous Materials Responses (spills, leaks, etc)	39
Other Hazardous Responses (arcing wires, bomb removal, power line down, etc)	129
All Other Responses (smoke scares, lock-outs, animal rescues, etc)	4,326
TOTAL INCIDENTS	20,392





ADMINISTRATION

The Administration Division of the Lakeland Fire Department, headed by Assistant Chief Rick Hartzog, is responsible for support services for the Lakeland Fire Department. These services include:

- 1) Developing and managing the overall fire department budget
- 2) Overseeing fire department facilities, apparatus, equipment, gear, and supplies

The Administrative Chief has a staff of one Accounting Clerk and a Maintenance Team of three. In addition to maintenance and accounts payable, the main responsibility of the administration division is to manage the department's entire budget which includes managing the day to day expenditures, the fire department's budget within the fiscal year, planning next year's budget, and budgetary long range planning.

The Administrative Division is responsible for maintenance and upkeep of new and existing fire department facilities, which includes seven fire stations, maintenance and storage facility, a training facility, and an administrative building. This is accomplished in cooperation with fellow City of Lakeland departments like the Facilities Division.

The department's substantial fleet of fire apparatus and staff vehicles is managed by the Maintenance Division. This includes fire engines, aerial apparatuses, a heavy rescue vehicle, non-transport rescue vehicles, two ARFF vehicles, and staff cars. This is accomplished by Lakeland Fire Department's maintenance team that consists of a Fire Equipment Supervisor and two Fire Equipment Mechanics. These skilled mechanics, who are also certified firefighters, perform maintenance and repairs of the entire Lakeland Fire Department fleet and each holds multiple Automotive Service Excellence (ASE) and Emergency Vehicle Technician (EVT) certifications including a total of nine master technician categories.

The maintenance team, as part of Administration, is also responsible for the maintenance and repair of all apparatus equipment, hydraulic and electrical equipment maintenance, self-contained breathing apparatus (SCBA), and station generators. The division is also responsible for the annual National Fire Protection Association (NFPA) testing of the department's aerials, fire pumps, and ground ladders. Additionally, the Administrative division is responsible for the acquisition, distribution, and replacement of all fire department gear, clothing, and supplies for all fire department divisions.



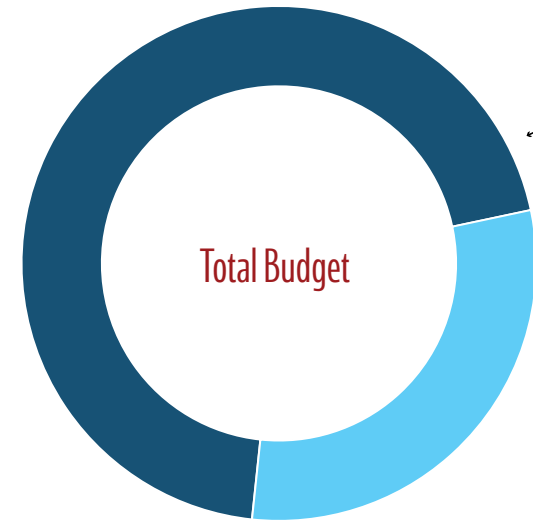
ASSISTANT CHIEF RICK HARTZOG

LAKELAND FIRE DEPARTMENT BUDGET

\$18,693,434

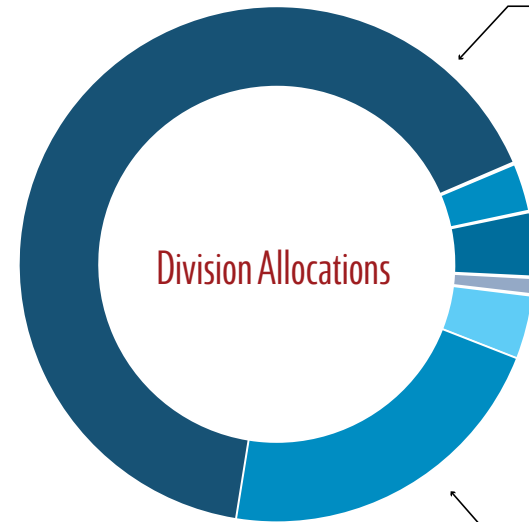
FY13 BUDGET

Budget figures reflect fiscal year budget timeline of October 1, 2012 – September 30, 2013



PERSONNEL - 70%
\$13,064,277

SERVICES, EQUIPMENT & SUPPLIES - 30%
\$5,629,157



OPERATIONS - 64%
\$12,070,312

MAINTENANCE - 3%
\$543,314

FIRE SAFETY MANAGEMENT - 4%
\$755,423

TRAINING - 1%
\$202,030

ADMINISTRATION - 4%
\$822,525

NEW CONSTRUCTION, APPARATUS, & EQUIPMENT - 24%
\$4,299,830*

* Higher than in previous years due to construction of Station 7 and the addition of Engine 71.



Administration Division Accomplishments for 2013

Building Projects:

- Acquired funding through a millage increase for a dual purpose fire station in the Southwest quadrant of the City
- Established a modular building to house four additional personnel at temporary Fire Station 7 at Lakeland Linder Regional Airport
- Broke ground on a 14,900 sq/ft dual purpose airport and community response fire station located on Drane Field Road

Apparatus Acquisition:

- Purchased new Engine 71, a 55' Skyboom™ into service at Station 7 for community response
- Replaced two Rescue Trucks, 42 and 62, with new rescues for Stations 4 and 6
- Replaced three new staff vehicles into service, replacing Car 4, 12, and 13

Equipment Acquisition:

- Upgraded structural firefighting gear with a safer Nomex/Kevlar material blend which offers more thermal protection, durability, and increased longevity
- Installed a new radio system compliant with national communications standards (P25 Trunked 800 MHZ radio system)
- Rebranded Lakeland Fire Department
 1. New Maltese cross
 2. New vehicle graphics
 3. New Signage

Ongoing and Future Projects:

- Complete construction and take occupancy of Fire Station 7 on Drane Field Road
- Conduct a master plan study of our current and future training center needs
- Complete Lakeland Fire Department rebranding project
- Refurbish the historic 1938 Peter Pirsch Fire Truck affectionately known as "Leaping Lena"

FACILITIES



Fire Administration:

Located at 701 E. Main Street, the department's Fire Administration building serves as the headquarters for the department and is located in the historic, former Coca-Cola building. The building underwent an extensive renovation in 1996 through 1997 to accommodate the growing and ever more modern Lakeland Fire Department. Chief Officers and support staff are based out of the Fire Administration building, as well as the department's Fire Safety Management Division.



Station 1:

Also located at 701 E. Main Street, Station 1 was built in 1997. The station serves as the department's main hub and also serves as a showcase fire station often hosting tours. It houses the most crews and apparatus; Engine 11, Engine 12, Heavy Rescue Truck 14, Tower 15, Rescue 1, Battalion Chief 1, Investigation Truck 15, a Zodiac Rescue Boat, and a Polaris Ranger All Terrain Vehicle (ATV).



Station 2:

Located at 2104 S. Florida Avenue, Station 2 serves the South Lakeland area. The station, which was built in 2001, houses Engine 21 and Rescue 22. The station stays busy serving one of the more densely populated portions of Lakeland Fire Department's service area.



Station 3:

Located at 110 W. Bella Vista, Station 3 is the busiest station of the department's seven stations. Serving the North Lakeland area since 1978, it houses Engine 31, Rescue 32, and Battalion Chief 2.



Station 4:

Located at 215 Brunnell Parkway, Station 4 services Lakeland's West Side. Built in 1974, Station 4 houses Engine 41 and Rescue 42. Station 4 is unique in that it shares the building with LFD's Maintenance Division where the department's fleet is maintained and repaired.



Station 5:

Located at 3101 Lakeland Highlands Rd., Station 5 was built in 1986. Station 5 houses Engine 51 and is home to the department's Fire Safety House which is used for fire safety education at schools within the department's service area.



Station 6:

Located at 5050 SR 33 N, Station 6 is the northernmost station in the department's service area. Built in 2004, Station 6 houses Engine 61 and Rescue 62.



Station 7:

A major success in the department's 2013 reporting year was the addition of a new Station 7. Although currently housed in a temporary structure at 3404 Airfield Dr. at Lakeland Linder Airport since 2007, a brand new Station 7 is currently under construction and will be located 3150 Drane Field Rd. The new station is anticipated to be done by late 2014. The current Station 7 houses Engine 71 and ARFF Truck 1.



Training Center:

Located at 901 Granada Street, the department's training facility has been around since 1975. The five acre property off of Lake Parker houses a classroom facility and two offices. The facility also features a four story drill tower and a storage building as well as an acre of asphalt for training purposes.



Maintenance:

Located at 215 Brunnell Parkway as part of Station 4, Lakeland Fire Department's in-house maintenance division handles all maintenance and repairs of the department's fleet, as well self-contained breathing apparatus (SCBA) maintenance, and fire station generators. The facility allows maintenance crews to perform a majority of work in-house. Maintenance vehicles, 1 and 2 are stationed here. The fire department maintenance shop facility includes two shop bays, an air shop for maintaining breathing apparatus (SCBA's), two store rooms for parts, and a machining workroom, fabrication, and welding area. The shop bays include a lubrication pit and a twelve ton above ground vehicle lift. The shop also has a set of six "wheel lifts" capable of lifting apparatus weighing up to 108,000 lbs.

APPARATUS LINEUP

STATION 1

STATION 2

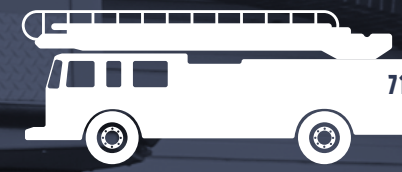
STATION 3

STATION 4

STATION 5

STATION 6

STATION 7



12

100' Aerial Platform



ARFF



55' Skyboom™



Fire Engine



Heavy Rescue



Rescue Truck



Battalion Chief



Rescue Boat



ATV





OPERATIONS

The Operations Division of the Lakeland Fire Department, headed by Assistant Chief Douglas Riley, is responsible for personnel and all emergency responses for the Lakeland Fire Department. These services include:

- 1) Fire Suppression
- 2) Emergency Medical Services
- 3) Training
- 4) Technical Rescue and Urban Search and Rescue
- 5) Aircraft Rescue and Firefighting
- 6) Personnel Management

The Operations Chief has a staff of a Training Chief, Rescue Chief, 6 Battalion Chiefs, 135 emergency response personnel, and one Office Associate. Emergency response personnel work a 24 hours on, 48 hours off schedule. Shift change occurs at 8:00 a.m. The main responsibility of the Operations Division is to provide effective emergency response as well as to ensure that personnel are trained to local, state, and national standards to provide safe and effective response.

Lakeland Fire Department's firefighters respond to a wide variety of emergency and non-emergency calls that include; structure fires, wildland fires, motor vehicle accidents, vehicle extrication, emergency medical responses, water rescue incidents, hazardous material incidents, technical rescue incidents, and aircraft rescue and firefighting (ARFF). Operations personnel participate in training, pre-fire planning, commercial risk assessments, initiate life safety drills, maintain equipment in a state of readiness, and interact with the public on fire prevention issues as part of their regular work duties.

ASSISTANT CHIEF DOUGLAS RILEY





RESCUE

The Rescue Division is a subdivision of the Operations Division at the Lakeland Fire Department. The Lakeland Fire Department is classified as a non-transport fire department providing Advanced Life Support throughout its service delivery area. Considering that approximately 72% of service calls in 2013 were medical in nature, it's clear that this division remains very busy year round. The Rescue Division ensures that the department's Emergency Medical Technicians (EMT) and Paramedics have all of the equipment, training, support, and medical oversight necessary to provide the highest standard of emergency medical care to the citizens and visitors of Lakeland.

2013 saw a lot of positive and exciting changes for the division with the promotion of a new Rescue Chief, Michael Shane Reynolds. With a new Rescue Chief came innovative and effective ways of approaching records management, rescue training, and relationship building highlighted through the following accomplishments:

- 100 % compliance of quarterly Advanced Airway Refresher Training for all Paramedics
- Improved cardiac patient outcomes; see detailed figures for further elaboration
- Implementation of medical credentialing in Target Solutions
- Transition to paperless operations within the Rescue Division including all personnel credentials recorded as e-files
- Implementation of in-house medical training programs taught by LFD instructors; Certified by the American Heart Association (AHA) and National Association of Emergency Medical Technicians (NAEMT)
- Contingency plan implemented for access and accountability for controlled substances
- Electronic inventory of all medical training supplies
- Purchase of new training tools like mannequins and airway trainers
- Implementation of new TIBURON function to satisfy Florida Department of Health mandate 64J which captures Basic Life Support (BLS) and/or Advanced Life Support (ALS) status of an apparatus
- Medical module added to New Firefighter Orientation Training



The Rescue Division by the Numbers

Improved Cardiac Patient Outcomes:

The Rescue Division has been working diligently on improving patient out-comes by reducing 911 to reperfusion time for ST segment elevation myocardial infarction (STEMI) patients. When Lakeland Fire Department responders identify a STEMI patient in the field they declare the patient a “STEMI Alert” to the receiving hospital. Patients as a result can bypass the Emergency Department and proceed directly to the Cardiac catheterization lab if they meet criteria.

The national standard is 90 minutes from 911 to reperfusion. Hospitals judge their performance on door-to-balloon (D to B) time once the patient enters the hospital to the moment the balloon is inflated in the heart restoring blood flow. LFD’s average for door to balloon Time (D to B) is 44 minutes, a significant improvement over the national average. Additionally, nationwide less than half of all patients with STEMI’s meet this goal. In Lakeland the rapid and quality response has resulted in the following results for patients:

2% UNDER TRIAGE | 7% OVER TRIAGE

Cardiac Calls

704

Chest Pains

21

*STEMI Alerts
(ST Segment Elevation
Myocardial Infarction)*

25%

*Decrease in Patient Processing
Time due to New Cath Lab
Activation Protocol*

44 MINUTES

Door to Balloon Time (D to B)

Cardiac Arrests

261

*Run Numbers
(Including Obvious Deaths)*

161

Worked Arrests

31%

*Return of Spontaneous
Circulation (ROSC) - 50*

20 SAVES

*(12%) - Patients Who Survived
and Maintained Quality of Life
Post Cardiac Event*

Stroke Alerts

23

Trauma Alerts

41



TRAINING

The Lakeland Fire Department prides itself on the intensive and quality training it requires of its firefighters to meet multiple local, state, and national standards. The division is responsible for:

- 1) Training for all Department Personnel
- 2) Oversight of Occupational Health and Safety; including Personal Protective Equipment
- 3) Specialized Training including Aircraft Rescue and Firefighting (ARFF) and Technical Rescue
- 4) Standards Compliance, including those set forth by National Fire Protection Association (NFPA), Insurance Services Office (ISO), Occupational Safety and Health Administration (OSHA), and other regulatory agencies

Under the supervision of Training Chief John Almskog, who also serves as Health and Safety Officer, the division had a remarkable 2013 in regards to standards compliance, new training opportunities, and oversight in the hiring and promotion of new firefighter and medical personnel. The improved ISO score reported earlier in this report is also a result of the training division's oversight, with the Training Chief supervising the process.

The training division is essential in ensuring safety for all of the men and women that make up the emergency response personnel because of the dangerous work firefighters do. The department's motto of "Everyone Goes Home" is ensured day in and day out by the training division which consistently trains on the most effective ways of performing fire suppression based on the best available resources and techniques available. The training division also oversees training for the specialty teams housed at LFD.



Training Division Accomplishments in 2013:

- Oversight of Insurance Services Office (ISO) audit which resulted in score of 2
- Three week New Firefighter Orientation Program implemented for 21 new hires
- 21,500 feet of fire hose tested
- Multi Agency, multi-company night drills held with live fire training
- Battalion Chief assessment designed and implemented for hiring of new chief officer
- Lieutenants assessment designed and implemented for hiring of new company officers
- 100% compliance for SCBA recertification per NFPA standard 1404 and OSHA Standard 1910.134
- Introduction of wellness and nutrition class for line personnel
- Annual hydrant survey of 2,922 Mainlined Hydrants

TRAINING CHIEF JOHN ALMSKOG



The Training Division by the Numbers

NFPA 1021 establishes guidelines for the professional qualifications for the Officer (Lieutenant and higher).

Objectives outlined in NFPA 1021 include:

- Ability to command an emergency scene
- Developing Incident Action Plans
- Developing a team
- Preparing a report for a supervisor
- Handling personnel problems
- Conducting a fire investigation

NFPA 1002 establishes guidelines for the professional qualifications for the Driver/Engineer position.

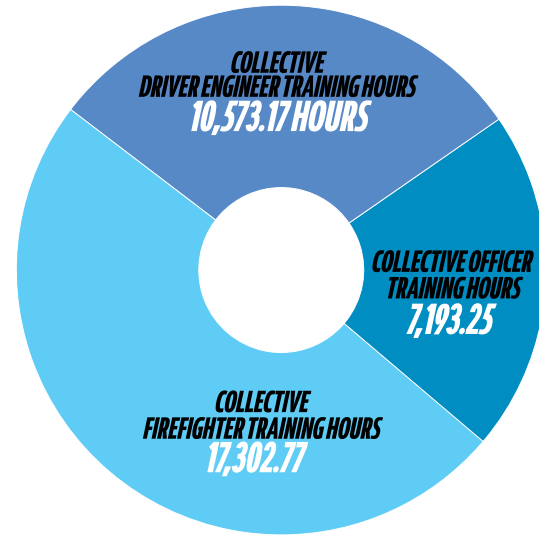
Guidelines outlined in NFPA 1002 include:

- Driving proficiency with Engines and Aerials
- Operating pumps that flow water for firefighting operations
- Area familiarization of Response Districts within the City of Lakeland
- Operating elevated master stream devices (Aerial and Tower Apparatus)

NFPA 1001 establishes guidelines for the professional qualifications for the firefighter position.

Objectives outlined in NFPA 1001 include:

- Ability to utilize Self-Contained Breathing Apparatus
- Knowledge of fire behavior
- Knowledge of fire ground safety
- Ability to firefighting tools and equipment, such as hoses nozzles and water appliances



35,069.19
Total Hours



32,273.19 HOURS

Company Training



1,568 HOURS

Multi-Company Training



336 HOURS

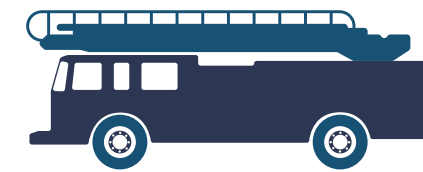
Supervisory Training Performed by Officers



4,467 HOURS

Medical Training

(As mandated by the Florida Department of Health and Office of Medical Control)



476 HOURS

Driver/Engineer Training Performed by Driver/Engineers



416 HOURS

HazMat Training Collectively
By All Line Personnel

TECHNICAL RESCUE

The Lakeland Fire Department is proud of the diverse and comprehensive emergency services it offers its community. The department is able to provide specialized rescue services in unique situations because of its technical rescue operations which include Urban Search and Rescue (USAR) and Special Weapons and Tactics (SWAT) Medics. Like other sub-divisions of the larger Operations Division, Technical Operations received new leadership in 2013 when former Technical Rescue Operations Coordinator Lieutenant John Kirby Lastinger retired after 29 years of service. Lieutenant Matt Brown was assigned Technical Rescue coordinator in 2013. Technical Rescue Operations participated in various new training opportunities in 2013 and experienced growth in their operations within the department.

Urban Search and Rescue (USAR)

The goal of the Light Technical Rescue Team (LTRT) is to respond immediately to an emergency situation that occurs in or near our community. LTRT #421 is part of the Statewide Emergency Response Plan, as such, there is a possibility that the team may be requested to respond outside of their service area and throughout the region.

To meet the state's requirements for a Type II Light Technical Rescue Team the team must be able to respond immediately with 6 members, along with the approved state equipment cache to an incident. Members responding will be on duty and go directly to the emergency scene. The training provided meets national standards. The specific areas of training are: collapse rescue, confined space rescue, high or low angle rope rescue, trench rescue and vehicle and machinery rescue.

USAR Training

There are a minimum of 52 Operations level trained members on the team. LTRT #421 also has a total of 13 Rope Technicians, 13 Trench Technicians, 14 Confined Space Technicians, 11 Vehicle Machinery Technicians, 9 Structural Collapse Technicians.

Monthly training is conducted by LTRT State Certified In-House Instructors. Mandatory training includes rope training 4 times a year, confined space 2 times a year, structural collapse 2 times a year, trench 2 times a year, and vehicle/machinery rescue 2 times a year. Each training session with the exception of trench (8 hours) rescue, will be a minimum of 4 hours.

Special Weapons and Tactics (SWAT) Medics

The Lakeland Fire Department SWAT Medic Program began in 2006 with 2 paramedics receiving their SWAT Medic Certification through the Florida SWAT Association. In 2013, the team has grown to 4 SWAT Medics. During the year the medics trained a total of 156 hours with SWAT.

LT. MATT BROWN



ARFF

The Lakeland Fire Department provides Aircraft Rescue and Fire Fighting (ARFF) for the Lakeland Linder Regional Airport. Station 7 is located on airport property and the new Station 7 outlined previously in this report will serve not only the southwest Lakeland community but also the airport with an engine, heavy rescue truck, and ARFF response. The ARFF program is headed by Battalion Chief John Maddox. The ARFF program stayed very active with year round training for its 45 certified firefighters.

ARFF Accomplishments in 2013:

- Successful FAA inspection — passed with no discrepancies. 45 ARFF personnel conducted live fire training at MacDill AFB
- Coordinated and Conducted a full scale exercise in February
Lakeland Fire Department In partnership with Lakeland Linder Regional Airport, Polk County Fire Rescue, Polk County Emergency Management, Lakeland Police Department, Polk County Sheriff's Office, local hospitals, the private ambulance services serving Polk County, American Red Cross, Polk County Department of Health, Polk County Medical Examiner's office and the Local Emergency Planning Council carried out full scale emergency scenario. Lakeland Fire Department's operations were evaluated by ARFF professionals from Tampa Fire Rescue, St. Pete Airport, Orlando International Airport and MacDill Airforce Base to ensure optimal performance in the event of a real aircraft emergency.
- Each of the 45 certified firefighters experienced and successfully completed 45 hours of specialized ARFF training
- LFD ARFF Team Members assisted Orlando International Airport with their full scale exercise by serving as controllers during the exercise. Conducted training in partnership with Draken on ejection seats and pilot extrication
- Provided ARFF services for Sun 'n Fun Fly-In, the nation's second largest air show drawing in 40,000+ spectators
- E7I entered service at Station 7
- ARFF Truck 2 was purchased as a reserve and Station 7 crews were trained for its operation
- Airport emergency plan updated
- 5 ARFF certified firefighters added



BATTALION CHIEF JOHN MADDOX

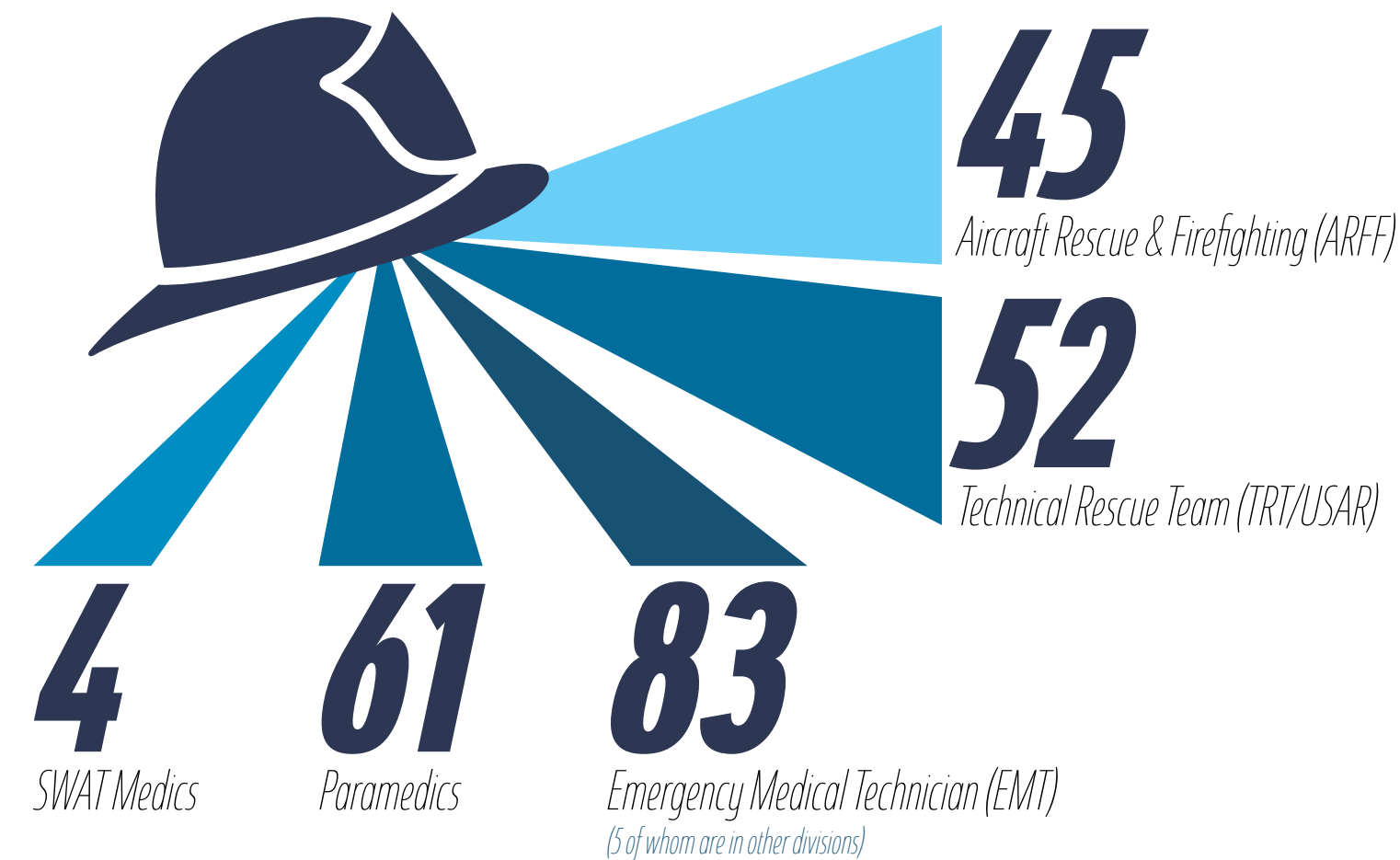




PERSONNEL

141 CERTIFIED FIREFIGHTERS

are also certified in the following specialized disciplines:



AWARDS

PROMOTIONS

Name:	Date:	Award:
Harvey Ries	1-24-2013	Lakeland Fire Department Life Saving Award
Mark Olivenbaum	1-24-2013	Lakeland Fire Department Life Saving Award
Chris Whitney	1-26-2013	Knights of Columbus Firefighter of the Year Award
Taylor Riley Heath Seeber	4-20-2013	Sons of the American Revolution Fire Safety Commendation Award
Harvey Ries	4-20-2013	Sons of the American Revolution Emergency Medical Services Award
Taylor Riley Heath Seeber	4-23-2013	The President's Roundtable Firefighter of the Year
Chris Whitney	4-23-2013	The President's Roundtable Award
Mike Smith Jesse Snyder Jason Merritt	6-01-2013	American Legion Award for Outstanding Public Service

Name:	From:	To:	Promotion date:
Shane Reynolds	Fire Lieutenant	Rescue Chief	1-13-2013
Wayne Epperson	Fire Lieutenant	Battalion Chief	8-25-2013
Joey DeLegge	Firefighter/EMT	Fire Lieutenant	3-10-2013
Jason Busby	Firefighter/Paramedic	Fire Lieutenant	4-07-2013
Jason Merritt	Driver/Engineer	Fire Lieutenant	7-28-2013
Shannon Turbeville	Driver/Engineer	Fire Inspector	12-04-2013
Paul Fairbanks	Firefighter/Paramedic	Driver/Engineer	6-02-2013
Phil Green	Firefighter/Paramedic	Driver/Engineer	6-02-2013
Petur Leonard	Firefighter/Paramedic	Driver/Engineer	6-02-2013
Mike Smith	Firefighter/Paramedic	Driver/Engineer	8-11-2013
Steven Connors	Firefighter/Paramedic	Driver/Engineer	11-13-2013



RETIREMENTS

Name:	Hire Date:	Ret. Date:	Ret. Rank	Years of Service:
John Lastinger	8-20-1984	7-27-2013	Lieutenant	29
Robert Sloan	1-05-1982	7-27-2013	Batallion Chief	31
Joel Brown	1-04-1983	10-19-2013	Driver Engineer	30
Blake Monroe	11-23-1982	12-03-2013	Lieutenant	31
Allen "Dean" Ayscue	4-05-1983	12-19-2013	Driver Engineer	30





FIRE SAFETY MANAGEMENT

The Fire Safety Management (FSM) Division of the Lakeland Fire Department is headed by Fire Marshal Frank Bass. This division of LFD is crucial because it applies tried and true methods for fire prevention that in turn prevent serious loss of life and property. Best summed by founding father and pioneer in American Firefighting Benjamin Franklin, “an ounce of prevention is worth a pound of cure”. The division is responsible for:

- 1) Plans Review
- 2) Fire Code Enforcement
- 3) Fire Investigation

Fire Marshal Frank Bass is the authority having jurisdiction on fire code and enforcement matters inside the city limits of Lakeland. With the Fire Marshal’s oversight, the division is responsible for ensuring the fair and equitable enforcement of statutes, laws, codes, and local fire ordinances. All commercial occupancies and residential occupancies of three units or more fall under the authority of FSM. The authority of FSM is to conduct plans review, code enforcement, fire investigation, and to adopt local fire ordinances are derived through Florida State Statutes.

The Fire Marshal operates the FSM Division with a staff of four, full-time Fire Safety Inspectors, a Fire Investigator/Inspector and an Account Clerk. Fire safety inspectors are trained firefighters, fire inspectors, and sworn law enforcement officers.

FIRE MARSHAL FRANK BASS



Code Enforcement

Commercial building/facility inspections are conducted for several reasons, some of which are:

- To ensure that the required maintenance for fire protection and life safety systems are conducted in a timely manner and are conducted by licensed professionals when required. These systems provide early warning notification and fire protection to both occupants and responding fire crews during an emergency.
- To ensure that activities conducted inside the building are in accordance with the designated occupancy classification of the facility and to discover and ensure the mitigation of any noted fire hazards in a timely manner.
- To ensure that means of egress are accessible and meets code for orderly evacuation during an emergency event.

A properly conducted fire safety inspection can alert the occupant/owner to any hazards which could possibly lead to a fire. The possible results of a fire in a commercial facility are many and may include injuries, the loss of life, the temporary or permanent loss of company profits, temporary or permanent job loss which affect an entire community as well as the neighborhood blight that may result from a building being shuttered.

The interaction of FSM with other city departments is an integral part of the customer service that Lakeland Fire Department is committed to. In 2013 the Building Dept. transitioned to “TrackIT”, a permitting and inspection software system, that allows customers to apply for and submit permit applications electronically. The system also allows users to log-in and see where their application is in the process. This program allows each user to access and identify any problems that another department may be having with an application or any additional information that they may be requesting from an applicant. FSM, along with members of several other departments were also trained and are currently using this system in order to improve and facilitate the movement of a project through the proper reviews and inspections.



Plans Review

The initial step to ensuring that a building will be safe for occupation is to make sure that all fire code requirements have been applied which address fire department access, water supplies, and building life safety features such as fire suppression systems, means of egress, fire alarm systems, and building materials/assemblies which meet industry standards for their applied use.

The types of plans reviewed include concept review plans, site plans, construction plans, sprinkler system plans, fire suppression systems plans, fire alarm system plans, underground fire line plans, above and underground tank plans, specialty plans and plan revisions.

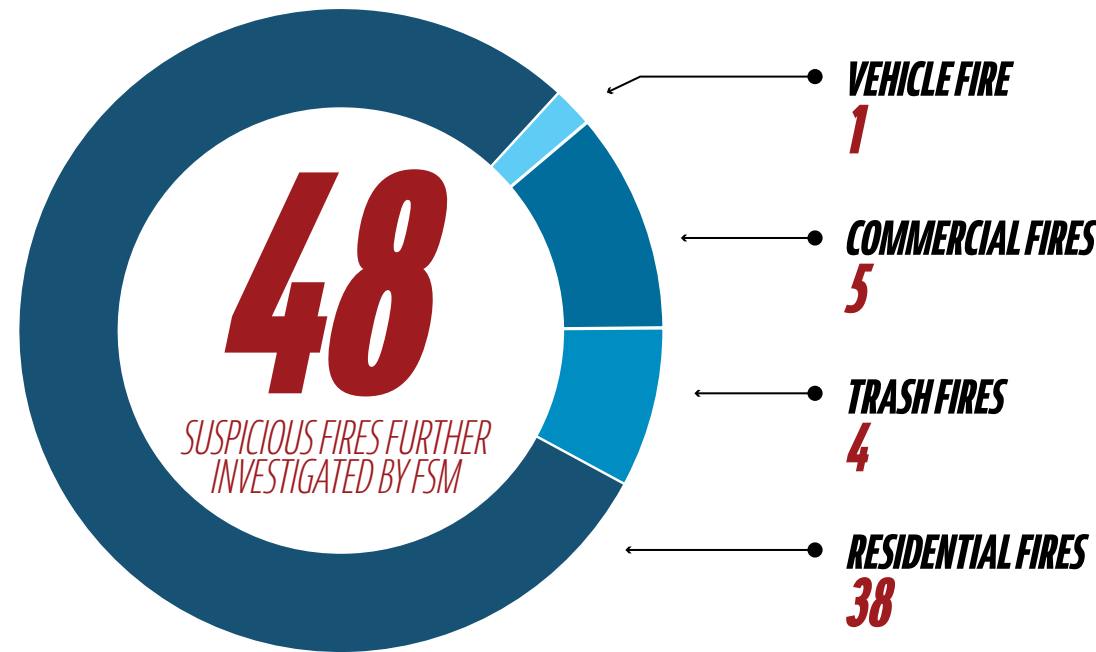
The review of a set of plans may take anywhere from minutes to several days or more depending on the size and complexity of the project. The FSM division reviews plans that apply to any structure affected by fire safety codes. In 2013, the division reviewed plans for approximately nine million square feet.

Fire Investigation

In 2013 FSM conducted 48 investigations. A FSM Investigator is contacted any time a fire event occurs on commercial property, city owned property, a house of worship, a serious injury or fire death, any illegally set fire, any fire where a fire suppression system discharged or did not operate as designed, and any fire where the cause cannot be determined by responding fire units. Fire scene investigations are conducted in order to determine the events leading up to and the origin and cause of a fire. Fire cause determination may reveal consumer product defects, careless behavior (unattended cooking, carelessly discarded smoking materials, etc.), an intentionally set fire, or the failure of a system inherent to the structure or facility (electrical, heating, air conditioning, manufacturing process, etc.).

The low number of fires in commercial facilities in Lakeland is especially an area of pride for the members of FSM and one that we believe to be in large part due to a diligent inspection program in co-operation with facility managers/tenants. This year FSM was called out to investigate five commercial fires, two were the result of equipment failures, two were in apartment buildings, and the other was in a vacant apartment. A high note this year is that there were no fires that resulted in death.

145 TOTAL FIRES INVESTIGATED
BY THE DEPARTMENT



11 DETERMINED TO BE
INTENTIONAL

FIRE SAFETY MANAGEMENT BY THE NUMBERS

	TOTAL	MONTHLY AVERAGES
Final Inspection for Certificate of Occupancy	267	22.25
ACO's	346	28.83
Routine Inspections (including pre-inspections)	1914	159.5
Building Under Construction Inspections	11	0.92
Miscellaneous Inspections (alarm, sprinkler, hood, under-ground, fireworks/pyro displays, tank removal/install, etc.)	705	58.75
Re-Inspections	64	5.33
Plans Reviewed (construction, site, concept, etc.)	704	58.67
Specialty Plans Reviewed and One Time Permitted	319	26.58
Complaints Handled	48	4
Fire Investigations & Follow-up	48	4
Meetings	125	10.42
False Alarm Follow-up	34	2.83
Codes Review	35	2.92
Tent Permits	160	26
Burn Permits	23	1.92
Knox Box Inspections	94	7.83

4897 INSPECTIONS

3
Civilian Fire Injuries

0
Fire Deaths

1
Arrest

2
Juvenile Interdictions



PUBLIC INFORMATION AND EDUCATION ACTIVITIES

The Lakeland Fire Department made big strides in 2013 to become ever more transparent and provide clear communication in regards to its activities as well as continue its extensive public education programs for the community. These efforts are overseen by Public Information and Education Officer (PIO/PEO) Janel Vasallo, who joined the department in 2013. Public education efforts are accomplished with the assistance of a part-time Fire and Life Safety Educator. The communication activities for the department include:

- 1) All public education programs provided in the department's service area
- 2) Marketing of the department
- 3) Media releases and media contact
- 4) Department website and social media outlet maintenance
- 5) Internal department communications for staff and with other agencies
- 6) Special projects to encourage community engagement



JANEL VASALLO, PUBLIC INFORMATION / EDUCATION OFFICER

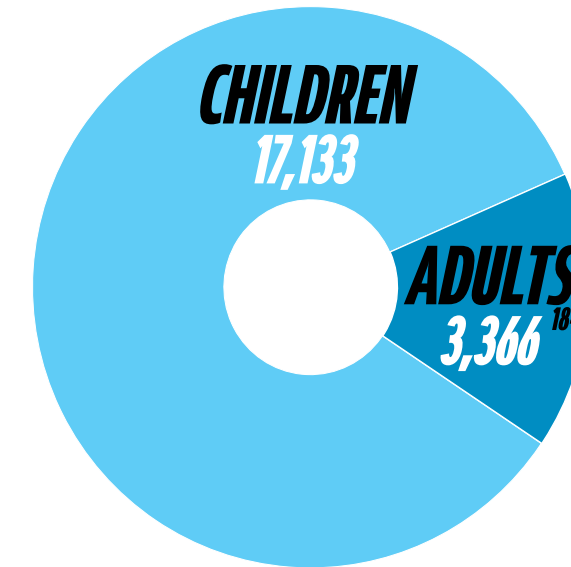
The department offers the following programs to schools, community groups, or citizens interested in fire prevention and safety:

- Smoke Alarms Go Beep for Preschoolers
- Fire Fighters are Friends for Preschoolers
- Stop Drop and Roll Program for Kindergarteners
- Importance of 9-1-1
- Fire Safety for Second Graders
- Fire Safety House for Third Graders
- Hazards in the Home for Fourth Graders
- Fire Station Tours
- Meet and Greet with Firefighters at Community Events
- Fire Extinguisher Training for the Workplace
- Let's Retire Fire
- Water Safety
- Annual Back to School Safety Campaign for Motorist
- General Fire Safety in the Home
- Smoke Alarms Save Lives
- Recipe for Safe Cooking
- An Overview of the Lakeland Fire Department (General Information)

Public Information and Education Accomplishments in 2013:

- Lakeland Fire Department website reorganization including a media release section for easy archiving and access by the public
- The reintroduction of an internal newsletter magazine for staff and other city agencies
- Electronic form request for all public education programs to streamline the process
- Transition to paperless scheduling system of all programs and events
- Sponsoring of first annual Bells Across America ceremony held at Station 1 to honor fallen firefighters
- Participation in dozens of community events including parades and charity events benefiting Lakeland
- Creation and implementation of new LFD Brand and Style guide to maintain consistent look and message for the department
- Multiple radio and television appearances for the department
- New brochures for the department, including career information materials
- Implementation of electronic qualitative feedback for program quality improvement
- Organization of largest Open House event the department has experienced held annually in October, with approximately 3,000 people in attendance
- Production of the Lakeland Fire Department Annual Report

PUBLIC INFORMATION AND EDUCATION BY THE NUMBERS



20,499

Persons Educated in
Service Area in 2013

933 PROGRAMS

Educational and Community
Programs Offered in 2013

”

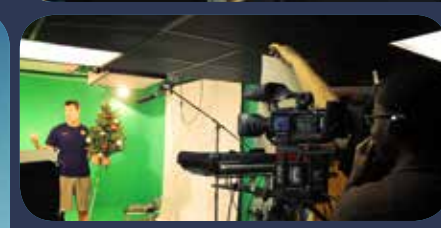
The department has long had an extensive public education program because of the proven fact that it helps reduce fires and in turn loss of life and property.

In addition to all of the department's education efforts, keeping open and accurate lines of communication with the public is a high priority for the department.

“

-Janel Vasallo







LAKELAND FIRE DEPARTMENT

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