



LAKELAND FIRE DEPARTMENT
2015 annual report







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MESSAGE from the chief



For a third year in a row, I couldn't be prouder to present the Lakeland Fire Department's (LFD) Annual Report. The 2015 report will provide you with a written and visual review of the accomplishments and statistical data for the calendar year as well as provide insight into the various divisions that make up our great fire department.

We work diligently as a department to live the City of Lakeland's values and fulfill our city and department's mission and vision. Our fire department is made up of an incredibly dedicated and diverse group of people who consistently display a professional commitment to protect the life and property of our beautiful city's citizenry and visitors. It is our duty to provide professional, compassionate, and respectful emergency services to anyone in need.

Our 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 outreach. Our fire department is also very dynamic in that we have a Technical Rescue Team offering rescue service in 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.

As you explore deeper into this annual report I hope that you not only become more familiar with the department's several divisions but gain a greater appreciation for the quality and professionalism of the people that make it possible. Our department's divisions include: Administration which 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 which 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. As well as Fire Safety Management, which is responsible for fire inspections, fire permitting, state and local fire code compliance, and construction plans review and approval.

The Lakeland Fire Department had several accomplishments to be proud of in 2015, which are highlighted in this document, however as the Fire Chief I am particularly proud of the department receiving the highest possible Insurance Services Office (ISO) score of a 1. That success is a direct result of the hard work of the department's administration and personnel who strive for excellence in everything they do. An ISO Classification of a 1 translates directly into potential insurance savings for citizens as well as peace of mind knowing that Lakeland's residents have a top notch fire department. You'll learn more about this achievement and many other accomplishments made by the department in the last year as you read this report.

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. I would especially like to thank the devoted men and women of the Lakeland Fire Department, above all else, for their commitment and professionalism in carrying out their respective duties. I would also like to thank the Mayor, City Commissioners and City Management for their guidance, governance, and support. This annual report, and the achievements it chronicles, is a testament to our personnel's abilities and dedication as well as the quality of the Lakeland Fire Department.

As a lifelong member of this community, it is truly a privilege to serve this community as its Fire Chief and I am blessed to be a part of such a great team that is dedicated to providing superior emergency services.

Sincerely,

A handwritten signature in black ink that reads "Gary W. Ballard".

Chief Gary Ballard

introduction

The Lakeland Fire Department provides comprehensive and high 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 and life safety education, fire inspection, plans review, code enforcement services, and community support.

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 state of the Lakeland Fire Department is and an overview of what the department has accomplished in 2015. It is also a summary 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, 2015 through December 31, 2015. 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 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.

Duty is our obligation to perform what is expected and required in order to fulfill the expectations of the positions we hold.

Honor is honesty and fairness in carrying out, acting, and living the values and mission of the Lakeland Fire Department.

Integrity is doing what is morally and ethically right. In doing so I will bring a positive attitude to work, will take responsibility for my actions, will support my fellow firefighters, and will have the courage to do the right thing for the right reasons without exception.

Trust is the unquestioning belief in our strength and ability to perform at our best.

motto

Everyone goes home.

ourhistory

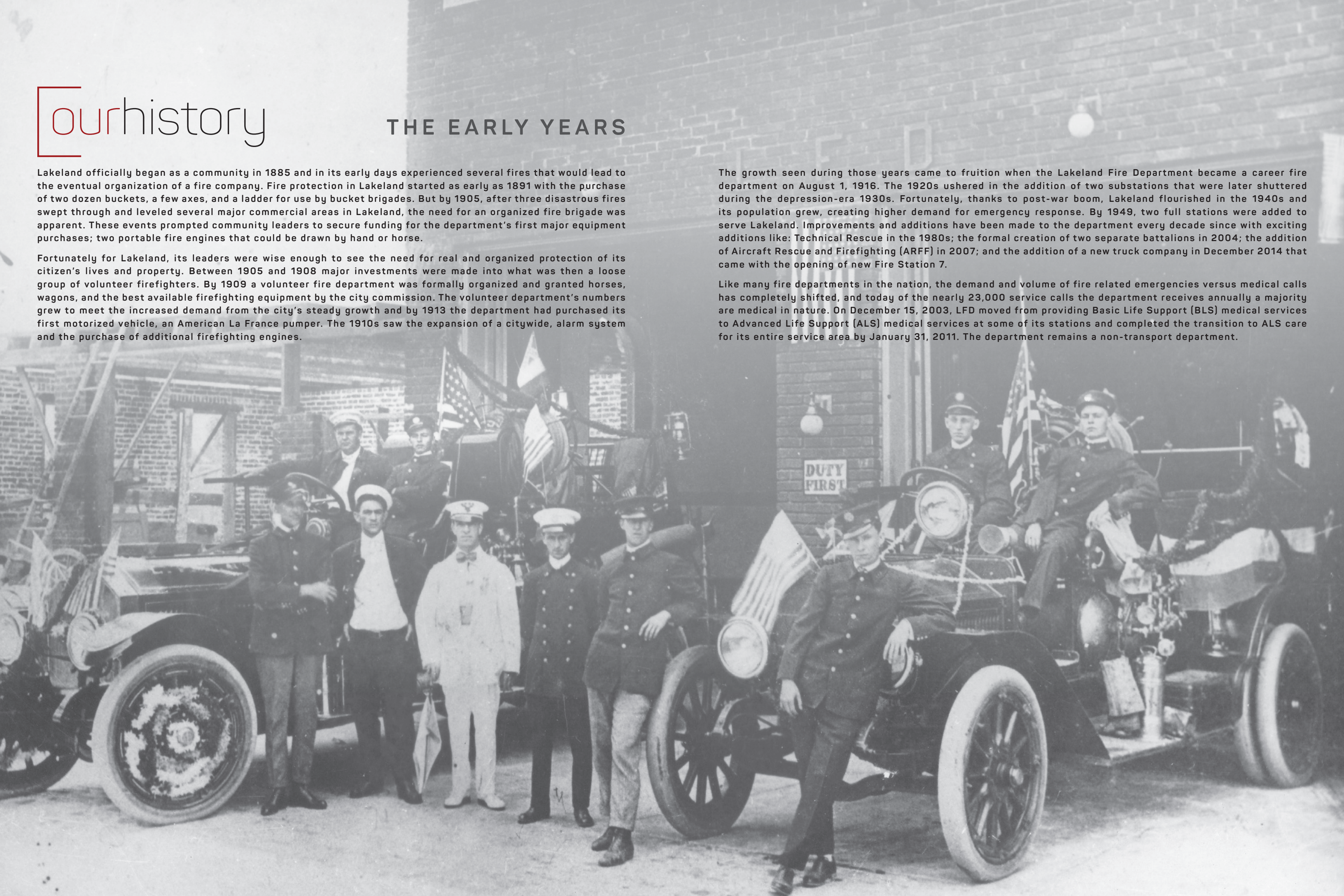
THE EARLY YEARS

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 and leveled several major commercial areas in Lakeland, the need for an organized fire brigade was apparent. 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. The 1910s 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 1920s ushered in the addition of two substations that were later shuttered during the depression-era 1930s. Fortunately, thanks to post-war boom, Lakeland flourished in the 1940s and its population grew, creating higher demand for emergency response. By 1949, two full stations were added to serve Lakeland. Improvements and additions have been made to the department every decade since with exciting additions like: Technical Rescue in the 1980s; the formal creation of two separate battalions in 2004; the addition of Aircraft Rescue and Firefighting (ARFF) in 2007; and the addition of a new truck company in December 2014 that came with the opening of new Fire Station 7.

Like many fire departments in the nation, the demand and volume of fire related emergencies versus medical calls has completely shifted, and today of the nearly 23,000 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.





WHO WE ARE TODAY

Today's Lakeland Fire Department has grown to employ 170 personnel; operating seven stations, a maintenance facility, training center, and an administrative building, with a response area of approximately 84-square miles in 2015. 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, and in-house fleet maintenance; all in addition to fire suppression and emergency medical response.

In recent history the department has celebrated other historical accomplishments, like providing Lakeland with the best Insurance Services Office (ISO) Public Protection Classification Rating of a 1, the highest it has ever enjoyed. Although the department could benefit from a more robust Training and Rescue division to assist with its ever expanding workload, the Lakeland Fire Department of today enjoys top of the line 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.

APPROACHING A MILESTONE

The growth seen during those years came to fruition when the Lakeland Fire Department became a career fire department on August 1, 1916. The department will celebrate 100 years of service as a professional force on August 16, 2016. The significance of this milestone is at the forefront of the department's planning for the centennial celebration, and the achievement will be celebrated several ways including a commemorative centennial badge, apparatus décor, a community celebration, and more. This is a way of embracing the department's rich history while celebrating with the community that made it possible.



LEAPING LENA



HEAVY RESCUE TRUCK 73



ORIGINAL STATION #2



STATION 7

SHAPING OUR FUTURE BY BUILDING ON OUR PAST



FIREFIGHTERS OF THE 1950S WITH MINIMAL PROTECTIVE GEAR



TODAY'S FIRE FIGHTERS



TRAINING IN THE 1960s



TRAINING TODAY

preserving our history

LENA'S STORY

Leaping Lena is a point of pride for the Lakeland Fire Department. Lena, as the truck is affectionately known, is a 1938 Pirsch Fire Engine. It is the oldest apparatus at the department, and although she's been out of use since the late 1970's she still has a lot to offer to Lakeland.

Lena's story goes back to August 28, 1938 when she was delivered to the Lakeland Fire Department from Kenosha, Wisconsin as a brand new fire apparatus. In spite of the Great Depression, Lakeland was growing as a winter destination and as a result the department grew right along with. She was stationed at Fire Station 1 in Downtown Lakeland and remained in service as a front line apparatus well into the late 1960's before she was removed from service and used for training purposes.

Former Lakeland Firefighters recall using and working on Leaping Lena as a training apparatus until the late 1970's. By then Lena had aged out of use and with several catastrophic incidents happening to the trucks' mechanism, she was finally decommissioned when she blew her final functioning pistons. She spent some grim years in storage at Fire Station 5 and the department's maintenance shop. Eventually, she was rediscovered as the diamond in the rough. She is currently being preserved for the sake of the department's history.

Work began in 2013 to restore Lena to working order. Fire Maintenance Mechanics Jonathan Beale and Matt Warner have taken the project on to preserve the truck when time permits in their heavy workloads. This has been a long and arduous task for the two considering Pirsch Fire Trucks stopped being produced in the early 1980's, with the last truck sold in 1987. This combined with the fact that Leaping Lena is 77 years old has made sourcing parts difficult. Jonathan Beale, who became fascinated by Lena in 2009, when he hired on with the department, shares "Due to how rare trucks like these are today we've had to get parts machined for Lena from as far away as California."

Work is anticipated to be complete on Lena by the Summer of 2016, in time for the department's Centennial Celebration as a professional fire department. She will serve as the centerpiece of the department's commemorative centennial badge. It is the department's intent to use Leaping Lena as a community outreach tool to showcase the department's history, to be used in parades, and to serve as an educational tool.

"I can't wait to hear her for the first time." says Jonathan Beale, "out in the community our Firefighters and Medics care for patients, but in our line of work these trucks are our patients. Lena is the geriatric patient we're bringing back from the brink and I couldn't be happier to be a part of it."

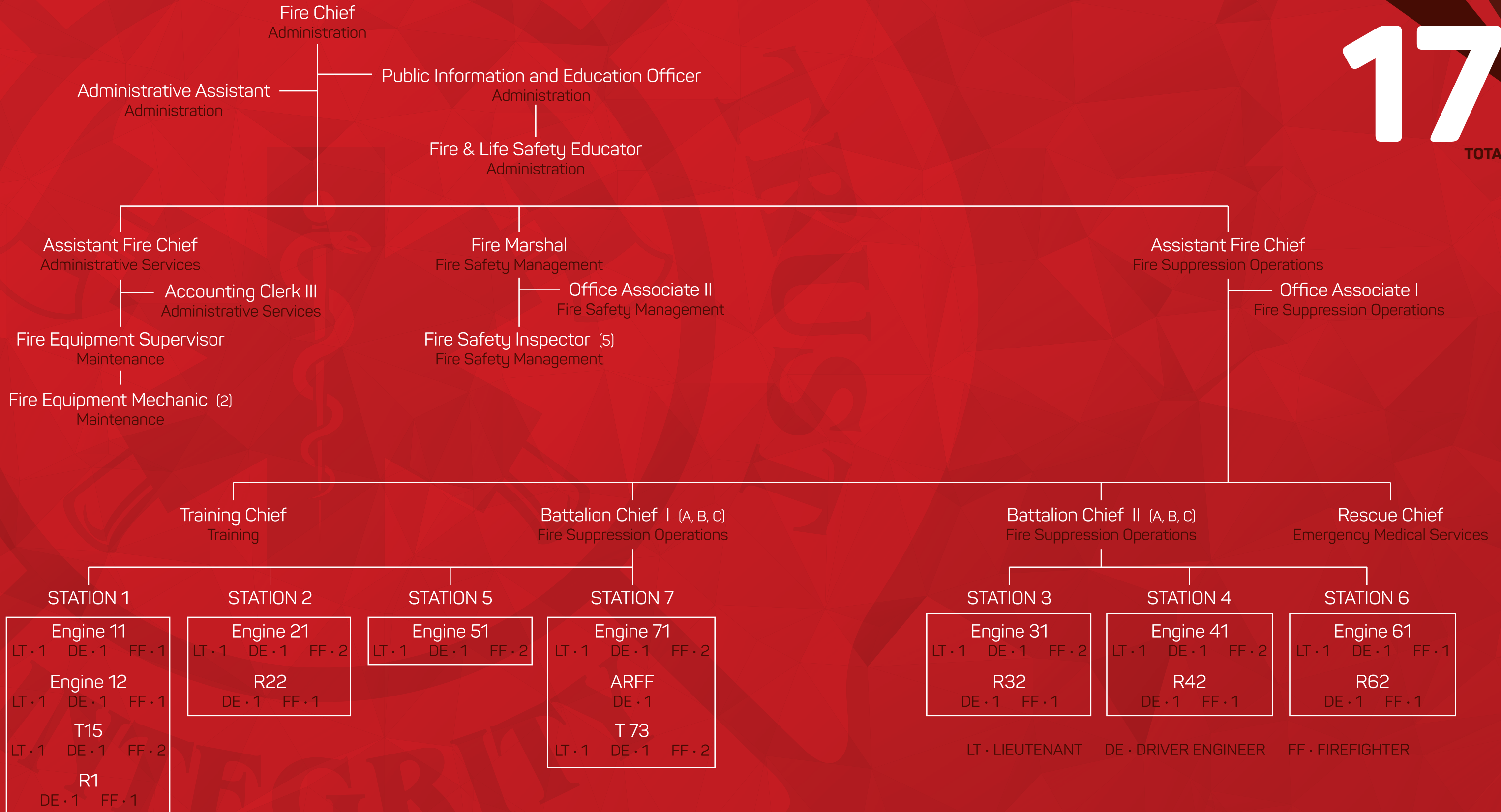
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2015 table of organization

150 SWORN LINE
14 SWORN STAFF
6 SUPPORT

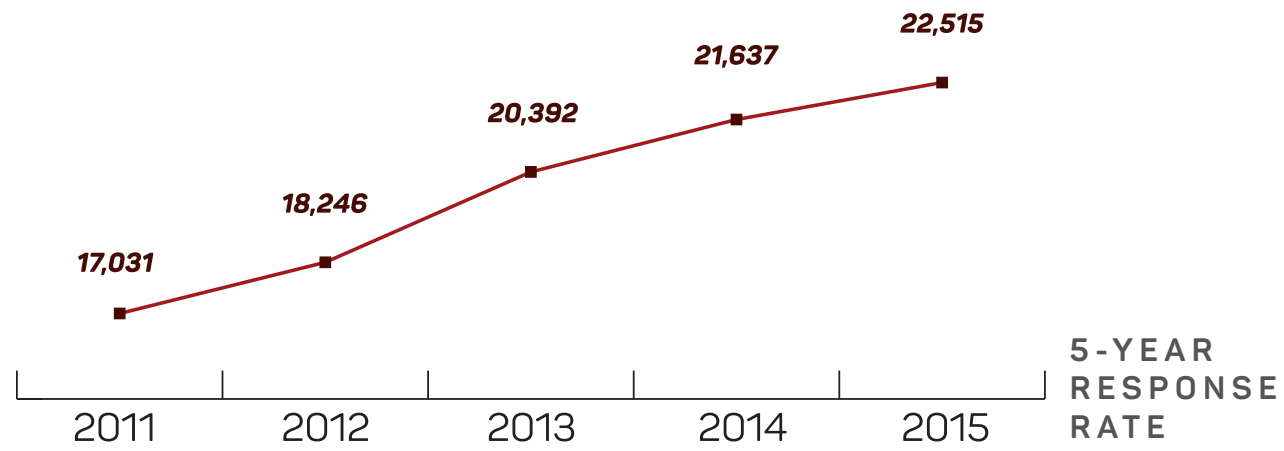
170
 TOTAL PERSONNEL



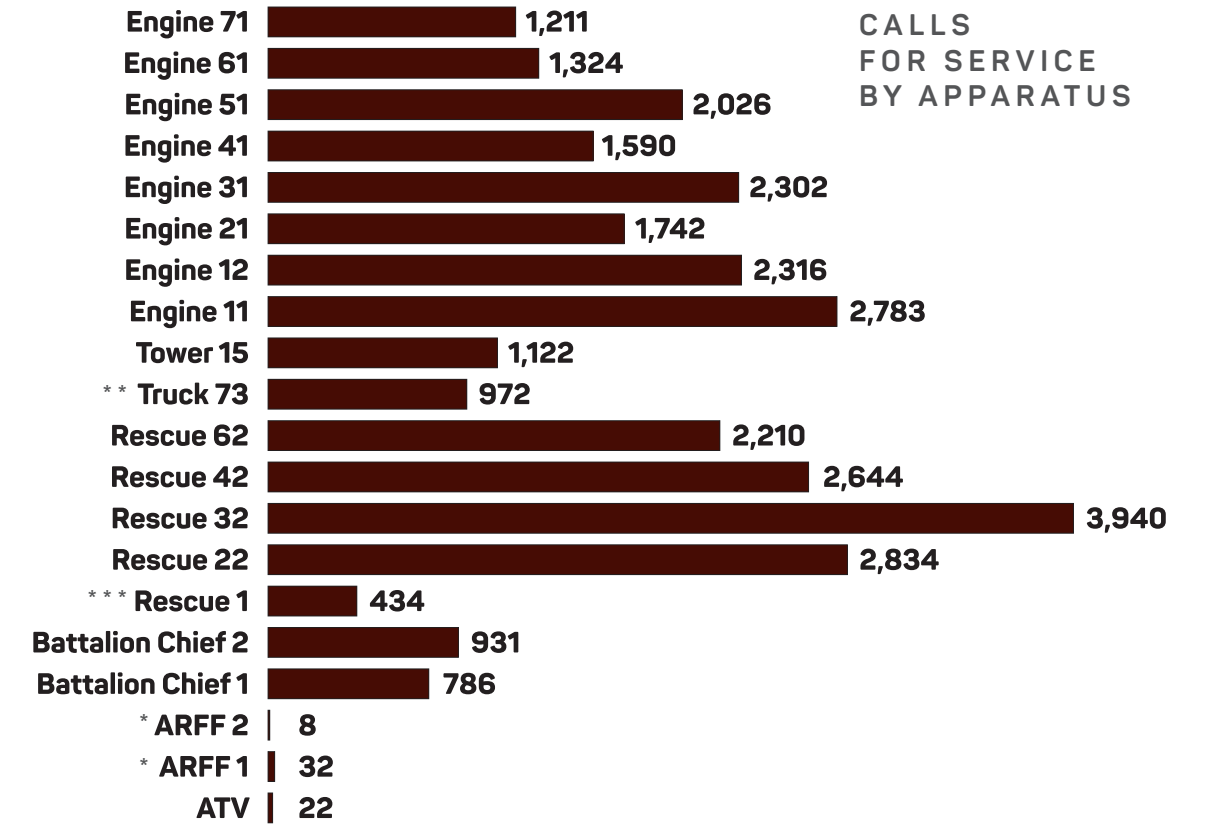
year in review

2015 BY THE NUMBERS
AN OVERVIEW OF THE
LAKELAND FIRE DEPARTMENT

22,515 TOTAL INCIDENT RESPONSE 2015



23,183 PROJECTED INCIDENT RESPONSE FOR 2016



* HANDLES AIRCRAFT RELATED INCIDENTS ONLY
 ** WENT INTO SERVICE ON MAY 15, 2015
 *** CLOSED THE MAJORITY OF YEAR DUE TO WORKFORCE LIMITATIONS



CALLS FOR SERVICE BY TYPE

995

FALSE ALARMS

449

FIRE

15

OVERPRESSURE/
RUPTURE/EXPLOSION

17,347

RESCUE/EMS

221

HAZARDOUS CONDITIONS
(NO FIRE)

1,172

SERVICE CALLS

2,295

GOOD INTENT

12

SEVERE WEATHER
RELATED

9

SPECIAL INCIDENTS

CALLS FOR SERVICE BY MONTH

1,863

JANUARY

1,657

FEBRUARY

1,900

MARCH

1,931

APRIL

1,852

MAY

1,802

JUNE

1,970

JULY

1,948

AUGUST

1,814

SEPTEMBER

1,863

OCTOBER

1,890

NOVEMBER

2,024

DECEMBER

CALLS FOR SERVICE BY FIXED PROPERTY USE

Private Dwellings (1 or 2 family), including mobile homes	89
Apartments (3 or more families)	26
Hotels and Motels	5
All Other Residential (dormitories, boarding houses, tents, etc)	5

TOTAL RESIDENTIAL FIRES 125

Public Assembly (church, restaurant, clubs, etc)	2
Schools and Colleges	1
Health Care and Penal Institutions (hospitals, nursing homes, prisons, etc)	1
Stores and Offices	6
Industry, Utility, Defense, Laboratories, Manufacturing	1
Storage in Structures (barns, vehicle storage garages, general storage, etc)	3
Other Structures (vacant buildings, buildings under construction, outbuildings, bridges, etc)	7

COMMERCIAL STRUCTURE FIRES 21
TOTAL BUILDING FIRES 146

Fires in Highway Vehicles (autos, trucks, buses, etc.)	77
Fires in Other Vehicles (airplanes, trains, ships, construction or farm vehicles, etc.)	5
Fires outside of Structures with Value involved, but Not Vehicles (outside storage, crops, timber, etc.)	68
Fires in Brush, Grass, Wildland (excluding crops and timber), with no value involved.	27
Fires in Rubbish, Including Dumpsters (outside of structures), with no value involved.	125
All Other Fires	1

TOTAL FIRES 449

Rescue, Emergency Medical Responses (ambulance, EMS, rescue)	17,341
False Alarm Responses (malicious or unintentional false calls, system malfunctions, bomb scares)	995
Mutual Aid or Assistance Responses	21
Hazardous Materials Responses (spills, leaks, etc)	38
Other Hazardous Responses (arcing wires, bomb removal, power line down, etc)	176
All Other Responses (smoke scares, lock-outs, animal rescues, etc)	3,495

TOTAL INCIDENTS 22,515

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, managing, and executing 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 III and a maintenance team of three. In addition to payroll, accounts payable, and maintenance, 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 for the future.

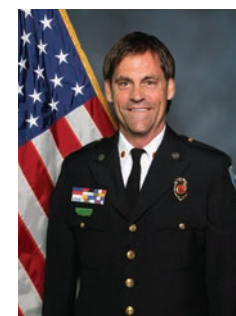
The Administrative Division is responsible for maintenance and upkeep of existing fire department facilities, which includes seven fire stations, maintenance and storage facility, a training facility, and an administrative building. This is accomplished in cooperation with fellow City of Lakeland departments like the Facilities Division. Additionally, all new building projects related to the department are overseen by this 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. The Lakeland Fire Department is unique in that it is one of the few remaining fire department's to have an internal maintenance team to ensure the equipment needed to provide front line emergency services is always at optimal performance and available for emergency response.

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.

RICK HARTZOG
ASSISTANT CHIEF



2015 ACCOMPLISHMENTS ADMINISTRATION DIVISION

REACHED A BALANCED FISCAL YEAR BUDGET

OFFICIALLY OPENED FIRE STATION 7

COMPLETED THE REVISED PHASE OF THE TRAINING CENTER MASTER PLAN

APPARATUS:

- Placed Heavy Rescue Truck 73 into service
- Placed new Urban Search and Rescue (USAR) trailer into service
- Placed new rescue boat into service
- Placed Car 4 and Car 7, two new staff vehicles into service
- Placed a new maintenance vehicle into service

ONGOING PROJECTS:

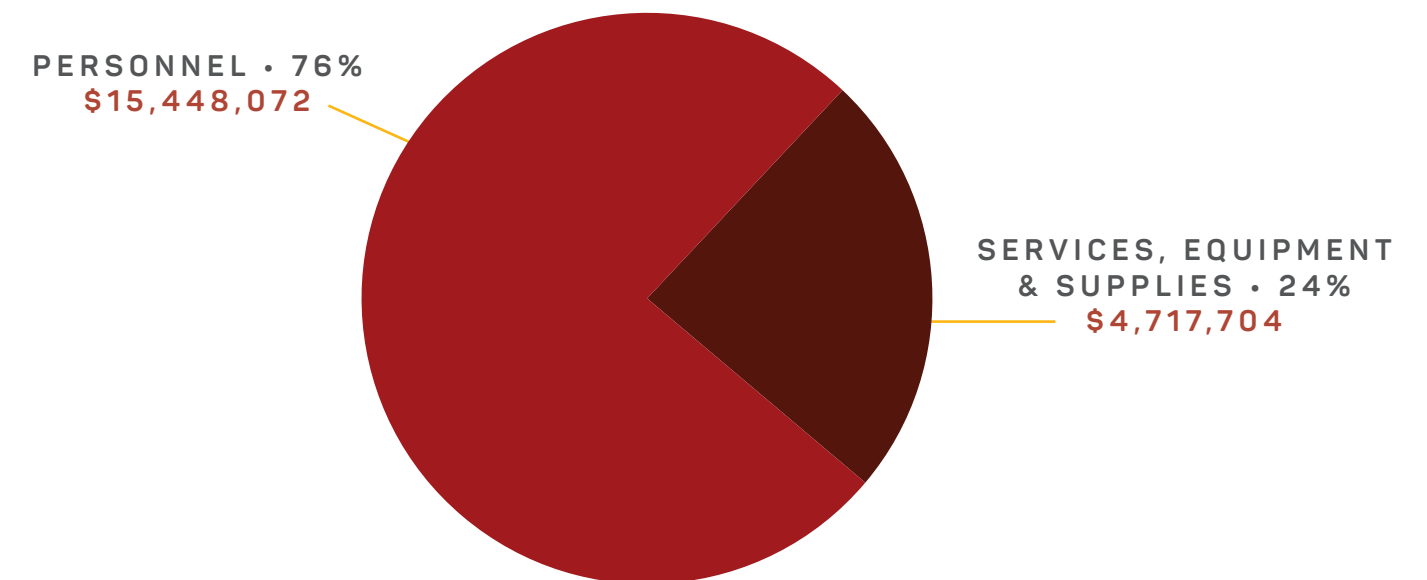
- Ordered Ward No Smoke exhaust recovery systems for all fire engines and new heavy rescue apparatus
- Took delivery of two new Pierce Quantum fire trucks to replace Engines 11 and 41 that will go into service in January of 2016
- Addition of a third spare engine
- Ordered new staff vehicle, Car 1
- Ordered new Rescue 22
- Refurbishment of historic 1938 Peter Pirsch Fire Truck
- Fire Service Opportunity and Career for Underprivileged Students (FOCUS) Scholarship is currently sponsoring a homeless student actively enrolled at a fire academy thanks to the program

FUTURE PROJECTS:

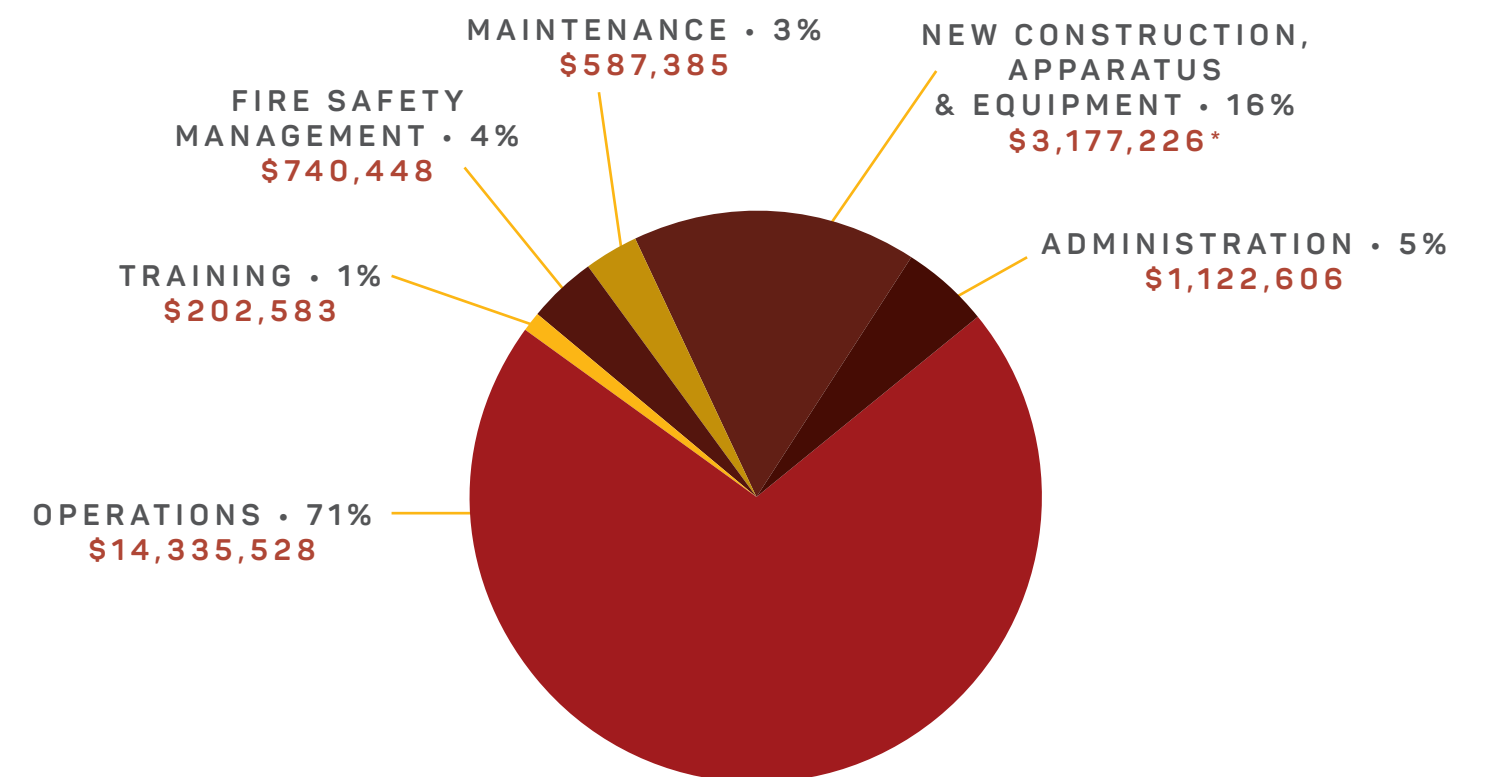
- Replace and upgrade all SCBA inventory to meet NFPA 1981 standards
- Refurbishment of the department's outdated Training Center

LAKELAND FIRE DEPARTMENT 2015 BUDGET

\$20,165,776



TOTAL BUDGET



DIVISION ALLOCATIONS

* HIGHER THAN PREVIOUS YEARS DUE TO THE CONSTRUCTION OF FIRE STATION 7.

FACILITIES



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, Tower 15, Rescue 1, Battalion Chief 1, Investigation Truck 15, a Rescue Boat, and an All-Terrain Vehicle (ATV).



STATION 2

Located at 2104 S. Florida Avenue, Station 2 serves the South Lakeland area. The station, which was re-built in 2001, houses Engine 21 and Rescue 22. The station stays busy serving one of the more densely populated portions of the 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 and equipment is maintained and repaired. It also houses the department's Reserve Engines 2, 3, and 4.



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

Located at 3150 Drane Field Rd. Fire Station 7 is the newest addition to the department's stations. It serves the community needs of southwest Lakeland as well as provides Aircraft Rescue and Firefighting to the Lakeland Linder Regional Airport, where it is located. Station 7 houses Engine 71, Truck 73, and ARFF Truck 1 & 2.



TRAINING CENTER

Located at 901 Granada Street, the department's training facility has been around and relatively unchanged 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.

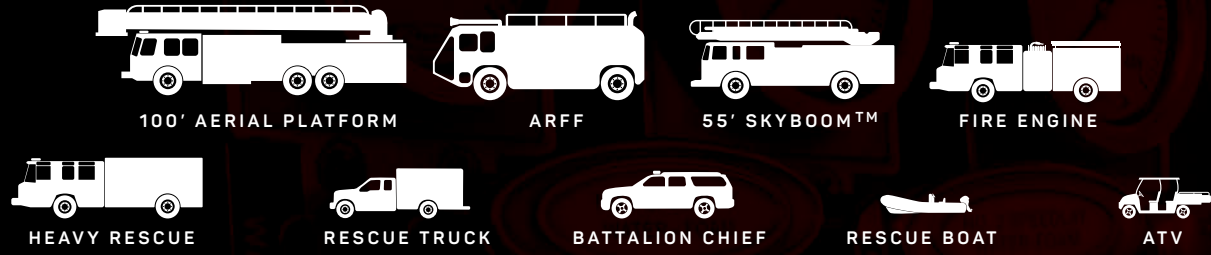


MAINTENANCE

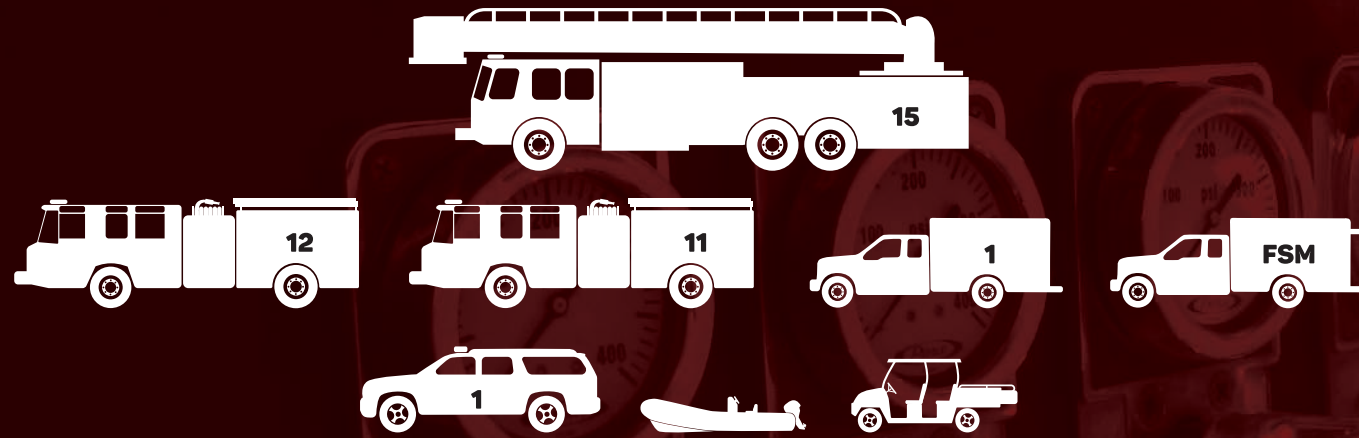
Located at 215 Brunnell Parkway as part of Station 4, Lakeland Fire Department's in-house maintenance division handles all maintenance and repairs of the department's fleet and equipment, as well as self-contained breathing apparatus (SCBA) maintenance, and fire station generators. The facility allows 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.

apparatuslineup



STATION 1



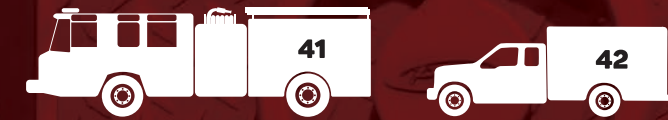
STATION 2



STATION 3



STATION 4



STATION 5



STATION 6



STATION 7



newapparatus TO BETTER SERVE YOU

Three new Pierce Fire Apparatus were welcomed at the Lakeland Fire Department in 2015. These new fire engines and heavy rescue truck are replacements for older apparatus. The new trucks are purchased through funds set aside every year through a replacement schedule, within a capital improvement plan, for every piece of equipment at the department. As a result, large purchases like these do not add any additional impact to the department's budget while allowing the department to have effective equipment to better serve Lakeland.



FIRE ENGINES 11 AND 41

PIERCE QUANTUM

1250 GPM (GALLONS PER MINUTE THAT IT CAN FLOW)

WATEROUS PUMP FLOWS WATER

750 GALLONS

HUSKY 12 GPM (BUILT IN FOAM SYSTEM - 41 ONLY)



HEAVY RESCUE TRUCK 73

PIERCE QUANTUM

DETROIT DIESEL ENGINE

DESIGN WITH EXTRA COMPARTMENTS FOR RESCUE EQUIPMENT

GENERATOR

AIR CASCADE SYSTEM





operations

The Operations Division of the Lakeland Fire Department, headed by Assistant Chief Douglas E 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

Several of the services outlined above have their own divisional leadership and collectively have achieved a significant amount in the past year and are individually elaborated on the following pages as part of the Operations Division.

The Operations Chief has a staff of a Training Chief, Rescue Chief, 6 Battalion Chiefs, 150 emergency response personnel, and one Office Associate. Emergency response personnel work a 24 hours on, 48 hours off schedule with shift change occurring 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.

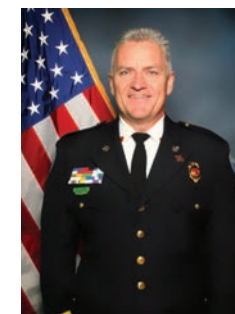
Lakeland Fire Department's firefighters respond to a wide variety of emergency and non-emergency calls that include: structure fires, wild land fires, motor vehicle accidents, vehicle extrication, emergency medical responses, water rescue incidents, hazardous material incidents, technical rescue incidents, and aircraft rescue and firefighting (ARFF).

Operations personnel participate in training, pre-fire planning, commercial risk assessments, initiate life safety drills, fire suppression, maintain equipment in a state of readiness, and interact with the public on fire prevention issues as part of their regular work duties.

Operations Division Accomplishments for 2015, separate to those of its sub-divisions, include:

- Initiated transition from outdated and obsolete Mobile Data Terminals on apparatus to new combination laptop/tablet devices for efficiency in the field
- Modified department's rank structure to accommodate future growth in anticipation of additional positions
- Transitioned hydrant inspections to water department
- Oversaw Insurance Services Office review that resulted in the department being awarded the highest score possible of a 1
- Revised several job descriptions and promotional requirements to meet needs of a modern fire department
- Updated Computer Aided Dispatch(CAD) system to include new response zones with the addition of Truck 73 and the opening of the new Fire Station 7
- Partnered with the American Red Cross to host two highly successful smoke alarm campaigns in high risk communities in Lakeland
- Organized department presence and firefighting component at Skills USA Youth Job Skills Conference for its inaugural year in Lakeland

DOUGLAS E. RILEY
ASSISTANT CHIEF





The Lakeland Fire Department is excited to share its greatest accomplishment in 2015, the fact that its Insurance Service Office (ISO) Public Protection Classification (PPC) score improved by an entire rating level from its previous score of a 2, awarded in January 2014, to the highest possible score of a 1. This increased score to the highest possible rating available provides potential impacts on insurance rates for Lakeland residents and businesses. The score plays a role in how insurance companies - including the largest in the nation - figure rates and decision making in regards to who they underwrite for insurance. It also impacts economic development and makes Lakeland a more desirable community to base a company in.

The score, based on a scale from 1 to 10, with 1 representing the highest level of fire suppression standards and 10 indicating no recognized fire protection, is produced by ISO through an extensive evaluation process. The department's services, response times, equipment, personnel, training efforts, community risk reduction, and more were evaluated to develop a final score. That score in turn provides both insurers and the fire department a comprehensive measure to rate the quality of the fire protection they provide. In Lakeland's case, it's new PPC score of a 1 indicates that the Lakeland Fire Department provides the highest level of service.

The improvements in the score were determined in a reevaluation audit that took place earlier in the year. Evaluators took into account LFD's addition of an Engine Company, Truck Company, and additional personnel added with the opening of Fire Station 7 in January 2015. The new station which was opened to better serve the southwest neighborhoods of Lakeland in turn helped benefit the entire City of Lakeland through the improved ISO PPC score. Additionally, gains that led to a PPC score of 1 were made in the evaluated categories of emergency communications and community outreach.

"The men and women of the Lakeland Fire Department worked very hard to achieve this accomplishment even in times of fiscal limitations where the department has been asked to do more with less. This is the first time in the history of the department, in the ISO era, that we have accomplished to reach the highest level of public protection classification. This translates to very real and positive outcomes for the citizens of Lakeland." said Training Chief John Almskog, who was instrumental in coordinating the review along with Assistant Chief of Operations Doug Riley and Battalion Chief Mike Williams.

ISO auditors visited in October 2015, during which Lakeland's Fire Department, Water Department, and Emergency Communications Center were evaluated to come up with the final determination.

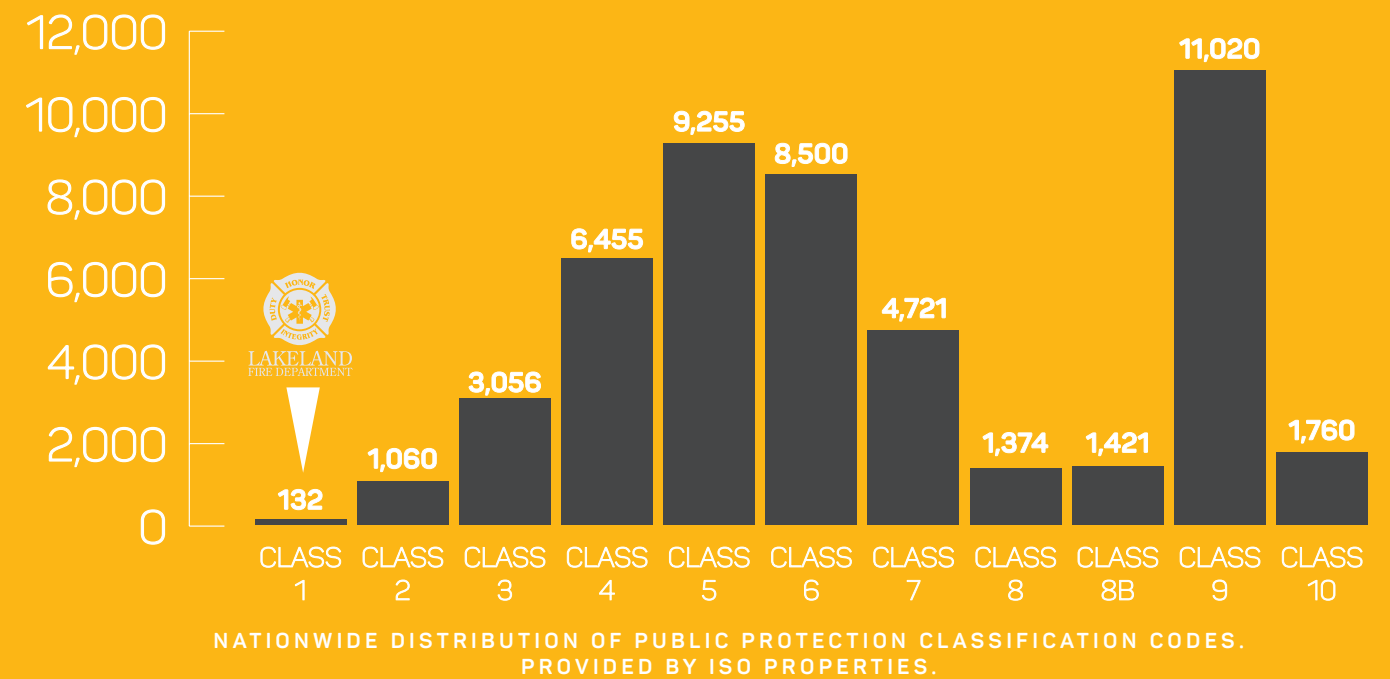
Of the 614 ISO rated communities in Florida, only 19 have a level 1 classification placing Lakeland in the top 3rd percentile in regards to quality and fire protection of fire departments in the state. Nationwide, there are only 132 of 48,754 rated communities which have a score of 1, which the Lakeland Fire Department now has.

This is testament to the quality of the department and what it does for Lakeland. Additionally it was made possible by the superior quality of work Lakelands Firefighters do in service to their community.

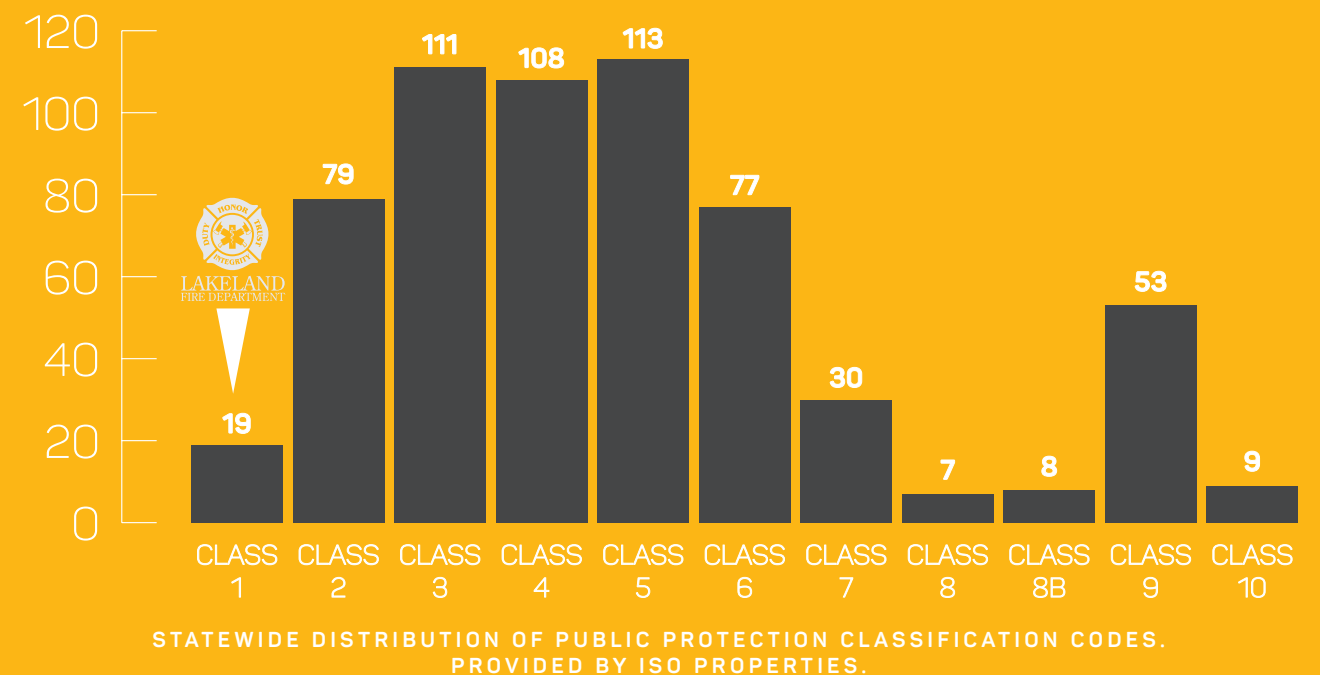
LAKELAND RECEIVES ITS HIGHEST FIRE PROTECTION RATING



NATIONWIDE



FLORIDA



THE LAKELAND FIRE DEPARTMENT HAS AN INSURANCE SERVICES OFFICE PROPERTY PROTECTION SCORE OF A 1, THE HIGHEST POSSIBLE RATING AVAILABLE.



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. Although not a transport department, LFD provides medical services throughout its service area with impressive response times thanks to the vicinity of the department's stations to its service base and ability of its highly trained medical responders.

The Emergency Medical Services Division in 2015 consisted of 95 Emergency Medical Technicians (EMTs), 68 Paramedics, and a Rescue Chief. The approximately 17,500 medical calls that LFD responded to account for 77% of the department's response, emphasizing the important role the division plays on the department's overall operations.

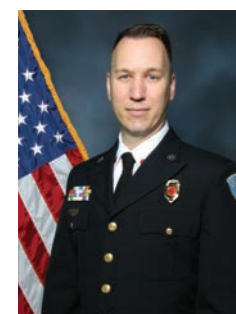
The Rescue Division ensures that the department's Emergency Medical Technicians (EMTs) and Paramedics have all of the equipment, training, support, and medical oversight necessary to provide the highest standard of emergency medical care to the citizens and visitors of Lakeland.

Rescue Chief Michael Shane Reynolds continued to build on the previous year's success and in turn 2015 was a notable year for the Rescue Division.

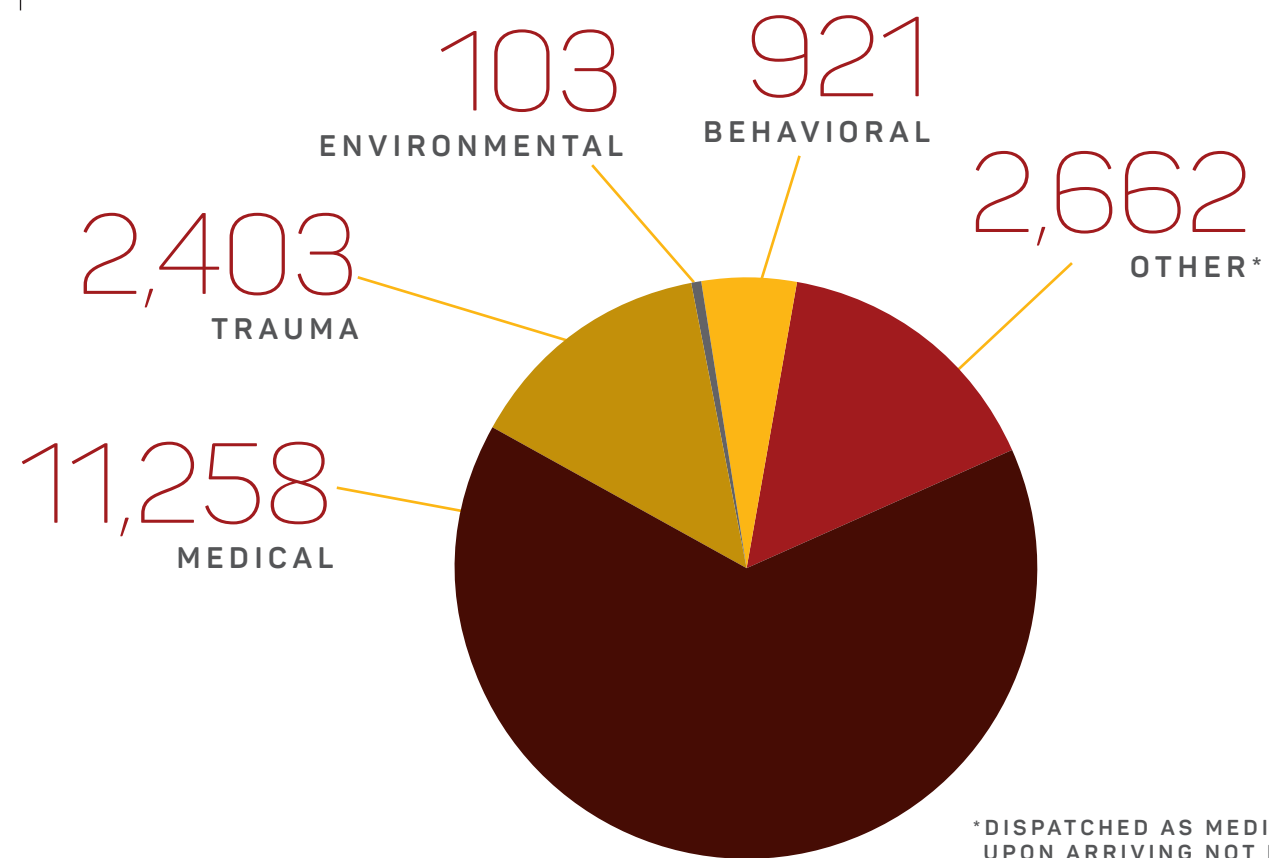
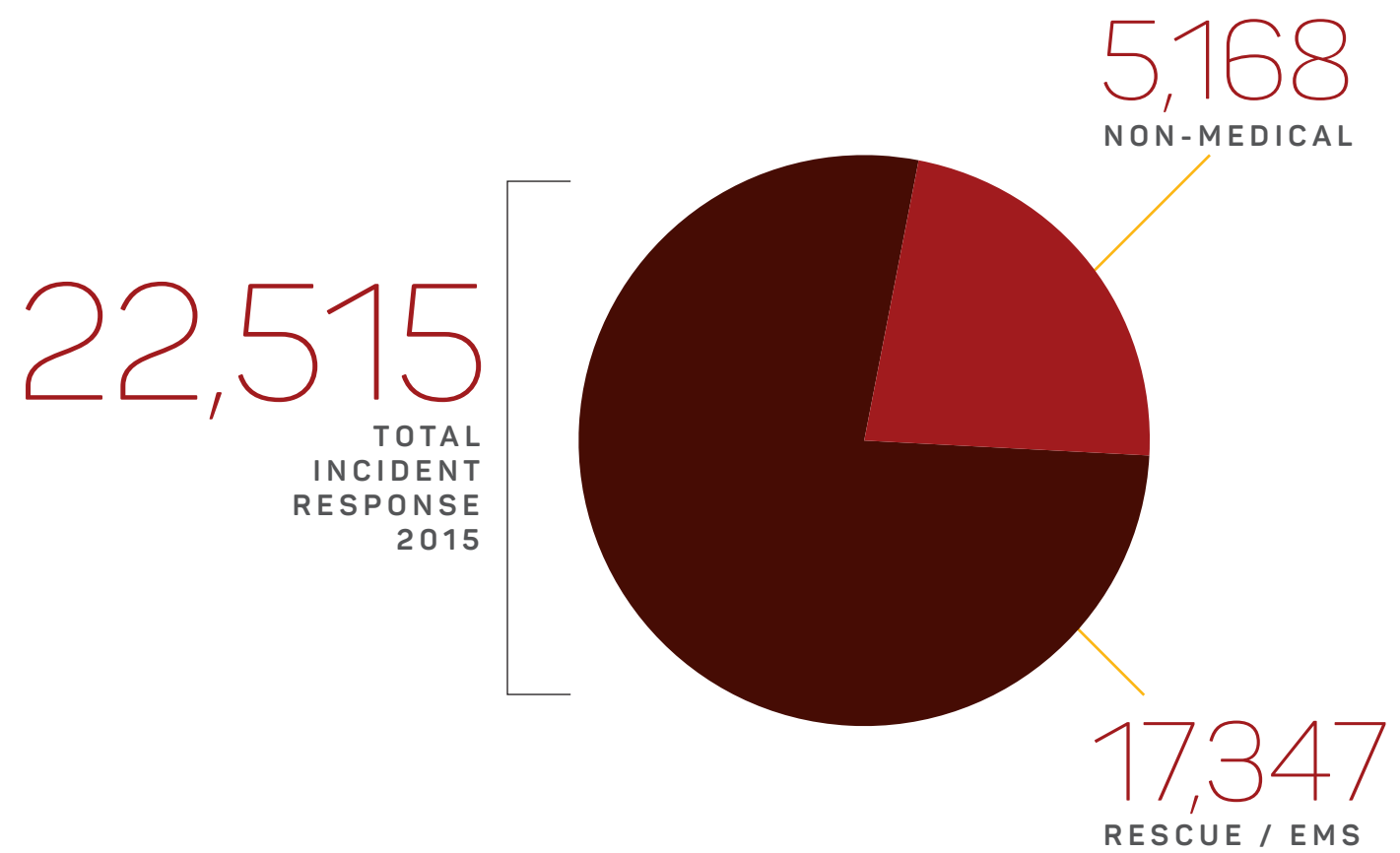
Rescue Division Accomplishments for 2015:

- Advanced Cardiovascular Life Support (ACLS) training for all emergency medical response personnel;
- Pediatric Advanced Life Support (PALS) for all emergency medical response personnel;
- Heavy Rescue Truck 73 upgraded to advanced life support service;
- Independent Paramedic Orientation program developed and administered for all Paramedics at the department.
 - Includes 116 hours of didactic, video and scenario based training
 - Developed as new Paramedic orientation program and continuing education for all Lakeland Fire Department Paramedics
- Four new Paramedics released to practice;
- Automated External Defibrillator (AED) buyback program participation generated \$3,850.00 in savings, which will be used towards training programs;
- Paramedic Training program developed to educate existing Paramedics on the latest medical standards, separate to new paramedic orientation developed at the department.
 - 60 Paramedics trained
 - Improved quality of service
 - Exceeds Florida Department of Health (FDOH) recertification requirements for December 1, 2016
 - Exceeds Advanced Airway training requirement from Office of Medical Direction
 - Efficiency gained with abbreviation of current Paramedic Orientation program from 116 hours to 40 hours
- Advanced Life Support (ALS) inspection process improvement from monthly to quarterly;
- 100% compliance on certification and recertification mandates for EMTs and Paramedics.

MICHAEL "SHANE" REYNOLDS
RESCUE CHIEF



RESCUE DIVISION BY THE NUMBERS



*DISPATCHED AS MEDICAL CALLS BUT UPON ARRIVING NOT DEEMED EVENT ENOUGH TO SUBMIT FORMAL PATIENT MEDICAL FORM (HEALTH EMS FORM)



The Rescue Division made huge strides this year in its in-house training programs to bring the latest in medical emergency response to the department's emergency medical responders, with extensive training for Paramedics and new techniques like Handtevy. As a result, the department has the highest trained EMTs and Paramedics in the region. All to better serve Lakeland.





training

The Lakeland Fire Department prides itself on the extent and quality of the training it requires of its firefighters to meet multiple local, state, and national standards while staying prepared for whatever emergency situation could present itself. 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
- 5) Hiring and Onboarding of New Firefighters

Under the supervision of Training Chief John Almskog, who also serves as Health and Safety Officer, the division stayed busy by keeping up with standards' compliance, new training opportunities, and oversight in the hiring and promotion of new firefighter and medical personnel.

Additionally, the department's improvement to an Insurance Services Office classification score to a 1 is a result of the training division's oversight, with the Training Chief playing a major role in the review process. The hard work accomplished within this division has the greatest impact on the ISO score. The thousands of training hours performed and the departments work in exceeding many of the state and national standards played a large role in achieving the top score.

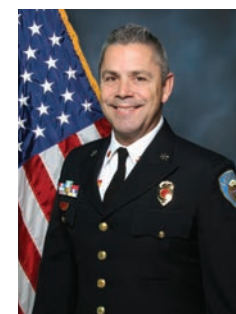
The training division is essential in ensuring safety for all of the men and women that make up the emergency response personnel. The department's motto of "Everyone Goes Home" is ensured day in and day out by the training division which consistently trains on the most effective ways of performing fire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

The training division also oversees training for the specialty teams housed at LFD.

Training Division Accomplishments:

- Significant contributions towards improved ISO Classification from score of 2 to 1
- Lieutenant assessment designed and implemented
- Driver Engineer assessment designed and implemented
- Step-Up Lieutenant training program designed and implemented
- Researched and adopted new Personal Escape System for improved Firefighter safety
- 28,500 feet of fire hose tested
- 100% compliance for SCBA recertification per NFPA standard 1404 and OSHA Standard 1910.134
- 100% Compliance with Firefighter Occupational Safety and Health Act

JOHN ALMSKOG
TRAINING CHIEF



TAKING TRAINING SERIOUSLY ALL YEAR

Firefighters train for a living. And that's not to be taken lightly. Firefighters respond to a wide variety of emergency calls and need to be ready at a moment's notice to respond in an effective way that helps those in need while keeping themselves safe when in harm's way.

It is through hard-learned lessons in the Fire Service that standards have improved so that injury and death can be prevented while at the same time improving outcomes for those saved and rescued. This calendar represents the training that LFD's firefighters experienced in 2015 on behalf of both the Rescue and Training Divisions of the department:



- CPR
- Multi-Company Day Drills; Personal Escape System
- Hazardous Waste Operations and Emergency Response (HAZWOPER) Module 1
- Advanced Cardiovascular Life Support (ACLS)
- Pediatric Advanced Life Support (PALS)
- Aircraft rescue and firefighting (ARFF) Annual Live Fire Training
- NFPA 1500 Confined Space Entry
- Aircraft Cargo Hazards



- Multi-Company Day Drills; Personal Escape System
- Urban Search & Rescue Vehicle Machinery Rescue
- Aircraft rescue and firefighting (ARFF) Driver Training
- Hazardous Waste Operations and Emergency Response (HAZWOPER) Module 2



- Annual Hose Testing
- Urban Search & Rescue Rope Confined Space
- Firefighter Safety and Rescue (ARFF)
- Advanced Airway Refresher
- Leadership Management Development Institute (Strategic Planning)
- Hazardous Waste Operations and Emergency Response (HAZWOPER) Module 3
- New Paramedic Orientation Training Program
- New Boat Familiarization
- Aerial and Ground Ladder Testing
- Hose Testing
 - 28,150 feet of hose on the department
- Workplace Violence Prevention
- Respectful Workplace



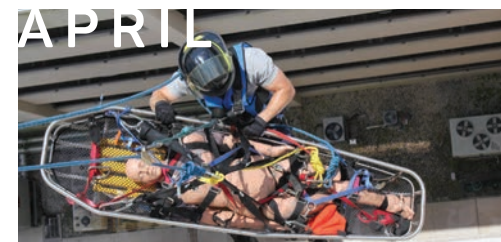
- Urban Search & Rescue State Emergency Response Plan Familiarization
- Aircraft Familiarization (ARFF)
- Employee Assistance Training Program for Supervisors



- Paramedic Protocol Training
- Rescue and Firefighting Personnel Safety (ARFF)
- Urban Search & Rescue Confined Space
- Driver Engineer Assessment



- Paramedic Protocol Training
- Lieutenant Assessment
- Urban Search & Rescue Rope Rescue
- Emergency Communications (ARFF)
- Safety Committee Meeting



- Urban Search and Rescue Trench Rescue
- Leadership Management Development Institute (Managing Conflict)
- Rope Rescue Technician Course
- Firefighting Operations (ARFF)
- Fit-Testing
- Hazardous Waste Operations and Emergency Response (HAZWOPER) Module 4
- Ethics in the Workplace
- Diversity in the Workplace



- Multi-Company Night Drills
- Urban Search and Rescue Structural Collapse
- Leadership Management Development Institute (Employment Law)
- Emergency Evacuation Assistance (ARFF)



- Structural Equipment for Firefighting (ARFF)
- Urban Search and Rescue Rope Rescue
- Multi-Company Night Drills
- Public Service – From the Inside Out Professional Development Course
- Workplace Violence
- Safety Committee Meeting



- Annual Self-Contained Breathing apparatus (SCBA) Refresher
- Leadership Lakeland
- Urban Search & Rescue Trench Rescue
- Extinguishing Agents (ARFF)



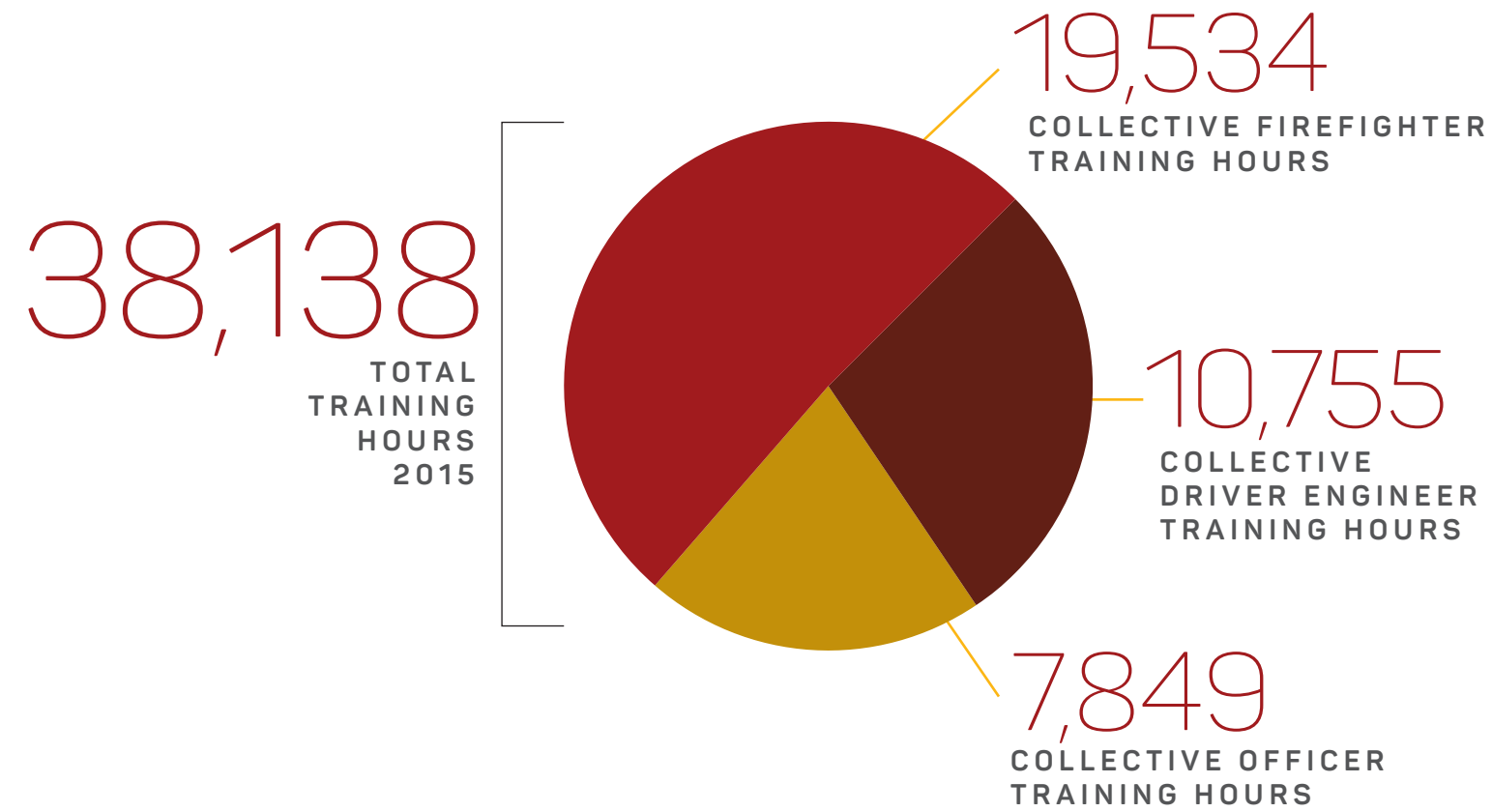
- Multi-Company Night Training Drills
- Airport Emergency Plan (ARFF)
- Urban Search & Rescue Vehicle Machinery Rescue



- Urban Search & Rescue Night Structural Collapse
- Airport Familiarization Night Driving (ARFF)
- New Protocol Updates

ALL IN ADDITION TO MONTHLY ONLINE TRAINING MODULES FOR ALL EMERGENCY RESPONSE PERSONNEL

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

34,790
HOURS
COMPANY TRAINING

348
HOURS
SUPERVISORY/LEADERSHIP TRAINING
PERFORMED BY OFFICERS

435
HOURS
DRIVER ENGINEER TRAINING
PERFORMED BY DRIVER ENGINEERS

5,810
HOURS
MEDICAL TRAINING
(AS MANDATED BY THE FLORIDA DEPARTMENT OF HEALTH
AND OFFICE OF MEDICAL CONTROL)

876
HOURS
HAZMAT TRAINING
(COLLECTIVELY BY ALL PERSONNEL)

technical rescue



swatmedics SPECIAL WEAPONS AND TACTICS

USAR TRAINING

There are a minimum of 45 Operations Level trained members on the team. LTRT #421 also has a total of:

- 18 Rope Technicians
- 23 Trench Technicians
- 16 Confined Space Technicians
- 12 Vehicle Machinery Technicians
- 11 Structural Collapse Technicians
- 7 Swift Water Technicians
- 2 Large Animal Technicians

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

This life saving training was put to good use, with the department's USAR members responding to 25 extrication calls in 2015. As a result of LFD's highly trained technicians, several accident victims were saved and are alive today as a result of the department's specialty rescue services. The rescue efforts even extended to animals with 10 rescues of pets and miscellaneous domesticated animals. The department understands that pets are often as much a part of the family as anyone else, and LFD makes great efforts to help animals in need when possible.

USAR Accomplishments:

- Participated in 3 large scale training exercises (South Florida Exercise, Mobilization Exercise, and Operation Integration)
- Hosted Mobilization Exercise (Joint Training with Task Force 4)
- Provided technical rescue continuing education training in house as well as to neighboring departments with emerging technical rescue divisions

The Lakeland Fire Department SWAT Medic Program began in 2006 with 2 paramedics receiving their SWAT Medic Certification through the Florida SWAT Association. Today, the team has grown to 6 SWAT Medics. During the year the medics trained a collective 75 hours with SWAT.

The departments SWAT Medics had a successful year, helping the city's law enforcement issue 25 high threat search warrants, two call outs for emergency SWAT situations and successfully competing in the International SWAT Round Up Competition, in which Lakeland's team took the top prize.

The department's SWAT medics deliver emergency medical services in the field to both law enforcement officers and victims that may become injured in the high risk criminal activities they are involved with. Those emergency medical services extended to providing first aid in highly dangerous situations common to SWAT officers. LFD's SWAT medics extended their reach by teaching First Aid at the Lakeland Police Department's Mini-Academy and even helped certify all of the City of Lakeland's 911 dispatchers in CPR.

MATT BROWN
LIEUTENANT

The Lakeland Fire Department has evolved into being so much more than just a fire department; More accurately, the department as it is today is an all hazards response department ready to respond to a wide array of emergency calls. 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.

Technical Rescue Operations Coordinator, Lieutenant Matt Brown, oversaw an increase in the complexity of the team's training, the addition of new rescue equipment, and the strengthening of relationships between the department and major community stakeholders.

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 as a state resource.

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.





airport rescue and firefighting

The Lakeland Fire Department provides Aircraft Rescue and Fire Fighting (ARFF) for the Lakeland Linder Regional Airport. LFD's ARFF Division is responsible for providing ARFF protection for Lakeland Linder Regional Airport (LLRA), a Class 1 Index B Airport. Although Lakeland Linder does not currently have a regularly scheduled commercial service, there are several charter flights throughout the year and the airport serves as a diversion airport for Tampa and Orlando airports. As the staff of LLRA continues to seek regularly scheduled commercial service for Lakeland, all of the Federal Aviation Administration (FAA) required infrastructure is in place to make Lakeland Linder a more attractive destination for airlines, thanks in part to LFD's ARFF services.

The ARFF program is headed by Battalion Chief John Maddox. The ARFF program stayed active with year round training for its 45 certified firefighters.

ARFF ACCOMPLISHMENTS IN 2015:

- Successful FAA inspection – passed with no discrepancies. 45 ARFF personnel conducted live fire training at Homestead Airforce Base
- The Lakeland Linder Regional Airport's Emergency Plan was reviewed and updated as required by federal airport certification regulation Code of Federal Regulations (CFR), Part 139
- Conducted FAA required reoccurring training for each month in 2015
- Provided ARFF services for Sun 'n Fun Fly-In, the nation's second largest air show drawing over 40,000+ spectators. This major event also allowed for ARFF Firefighters to serve as part of the Incident Command System and to familiarize themselves with ballistic parachutes used on many light sport aircraft and smaller general aviation aircraft
- Three new ARFF certified Firefighters added to team upon completing 40 hour basic ARFF Firefighting course
- Battalion Chief John Maddox and Lieutenant James Thompson presented at the 2015 ARFF Working Group Annual Conference in Atlanta, Georgia on the topic of LFD's response to a plane crash in January 2015
- Battalion Chief John Maddox served as a member of the National Fire Protection Association (NFPA) Technical Committee and provided revisions to NFPA Standards 414 as well as revisions to NFPA Standards 402, 403 and 424

JOHN MADDUX
BATTALION CHIEF





personnel

150

CERTIFIED FIREFIGHTERS
ARE ALSO CERTIFIED IN THE FOLLOWING



45
AIRCRAFT RESCUE
AND FIREFIGHTING

45
TECHNICAL RESCUE
(TRT/USAR)

95
EMERGENCY MEDICAL
TECHNICIAN (EMT)

68
PARAMEDICS

6
SWAT MEDICS

* SOME HOLD MULTIPLE CERTIFICATIONS IN THE SPECIALIZED DISCIPLINES FEATURED ABOVE

awards

NAME:	AWARD:	DATE:
Driver Engineer / Paramedic Petur Leonard	Knights of Columbus Firefighter of the Year Award	1-26-15
Firefighter / Paramedic Cody Ritenour	City of Lakeland Heroism Award	4-7-15
Lieutenant / Paramedic Matt Brown	Presidents Roundtable Firefighter of the Year Award	4-21-15
Driver Engineer / EMT Richard Hance	Presidents Roundtable Distinguished Service Award	4-21-15
Lieutenant / Paramedic Matt Brown	American Legion Outstanding Public Service Award	4-28-15
Lieutenant / Paramedic Matt Brown	American Legion Florida Firefighter of the Year Award	6-27-15
Driver Engineer / Paramedic Petur Leonard	Sons of the American Revolution Fire Safety Commendation	9-1-15
Maintenance/ Mechanic Supervisor Alan Jarvis	Firehouse Magazine National EVT of the Year Finalist	12-31-15



promotions

NAME:	PROMOTED TO:	DATE:
Mike Smith	Fire Lieutenant	10-18-2015
Margaret Orozco	Driver/Engineer	10-18-2015
Mel Belovarac	Driver/Engineer	10-18-2015
Greg Callahan	Driver/Engineer	10-18-2015
Harvey Ries	Driver/Engineer	10-18-2015
Pieter Lyall	Driver/Engineer	10-18-2015
Todd Burney	Driver/Engineer	12-13-2015



retirements

NAME:	POSITION:	DATE:	YEARS OF SERVICE:
Otto Lehman	Driver/Engineer	1-9-2015	30.2 years
Jason Vickers	Firefighter/Paramedic	2-6-2015	7.5 years
Anthony Bush	Driver/Engineer	2-28-2015	24 years
Curtis Giles	Driver/Engineer	7-26-2015	28 years
Stuart Curk	Driver/Engineer	12-2-2015	35.5 years
Matt Corley	Firefighter/Paramedic	2-4-2015	12.5 years



in loving memory

Jesse T. Smith	Fire Lieutenant (Retired)	2/19/1930 - 5/16/2015
Thomas Duncan	Fire Lieutenant (Retired)	10/10/1933 - 12/9/2015



fire safety management

CODE ENFORCEMENT

The inspectors and investigators of the Fire Safety Management Division are the friendly faces that interact with commercial interest in Lakeland. This is a direct result of commercial building and facility inspections making up a bulk of the Fire Safety Management division's work. These 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 affects an entire community as well as the neighborhood blight that may result from a building being shuttered.

The data from incidents in 2015 support the efforts of the department's FSM Division by showing that there was a decrease in commercial fires in LFD's service area. This is in part due to the division's inspectors approximately 7,000 inspections to ensure that fire code is being abided.

The Lakeland Fire Department is committed to excellence in service both internally and externally. The FSM Division interacts most frequently with members of the community and other division related to buildings, permitting, and community development due to the related work they all share as Lakeland continues to grow and improve. These interactions were improved through the use of the City's online permitting system 'Track It'. This system has been in use since 2014 creating greater efficiencies that have improved service in 2015.

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 systems 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. Lakeland has been experiencing a boom in commercial industry in the past five years and Lakeland saw the addition of millions of new square feet for commercial use in 2015; all of which needs to be closely inspected for safety by the FSM team.

ALFRED "FRANK" BASS
FIRE MARSHAL

The Fire Safety Management (FSM) Division of the Lakeland Fire Department was headed by Fire Marshal Frank Bass, who retired in early 2016. This division of LFD plays a pivotal role in maintaining the safety mission of the department as it applies tried and true methods for fire prevention that in turn prevent serious loss of life and property. The division is responsible for:

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

The department's Fire Marshal 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 that help keep Lakeland safe as well as attractive for commercial interest. All commercial occupancies and residential occupancies of three units or more fall under the authority of the FSM Division. The authority of FSM is to conduct plans review, code enforcement, fire investigation, and to adopt local fire ordinances as derived through Florida State Statutes.

The Fire Marshal operates the FSM Division with a staff of five, full-time Fire Safety Inspectors and Fire Investigators and an Office Associate II. Fire safety inspectors are trained firefighters, fire inspectors, and in some of the inspector's cases' sworn law enforcement officers badged through the Lakeland Police Department. This is particularly helpful to LFD in that the Fire Investigators that are also sworn officers have full arrest powers and do apply those when investigating cases of arson.



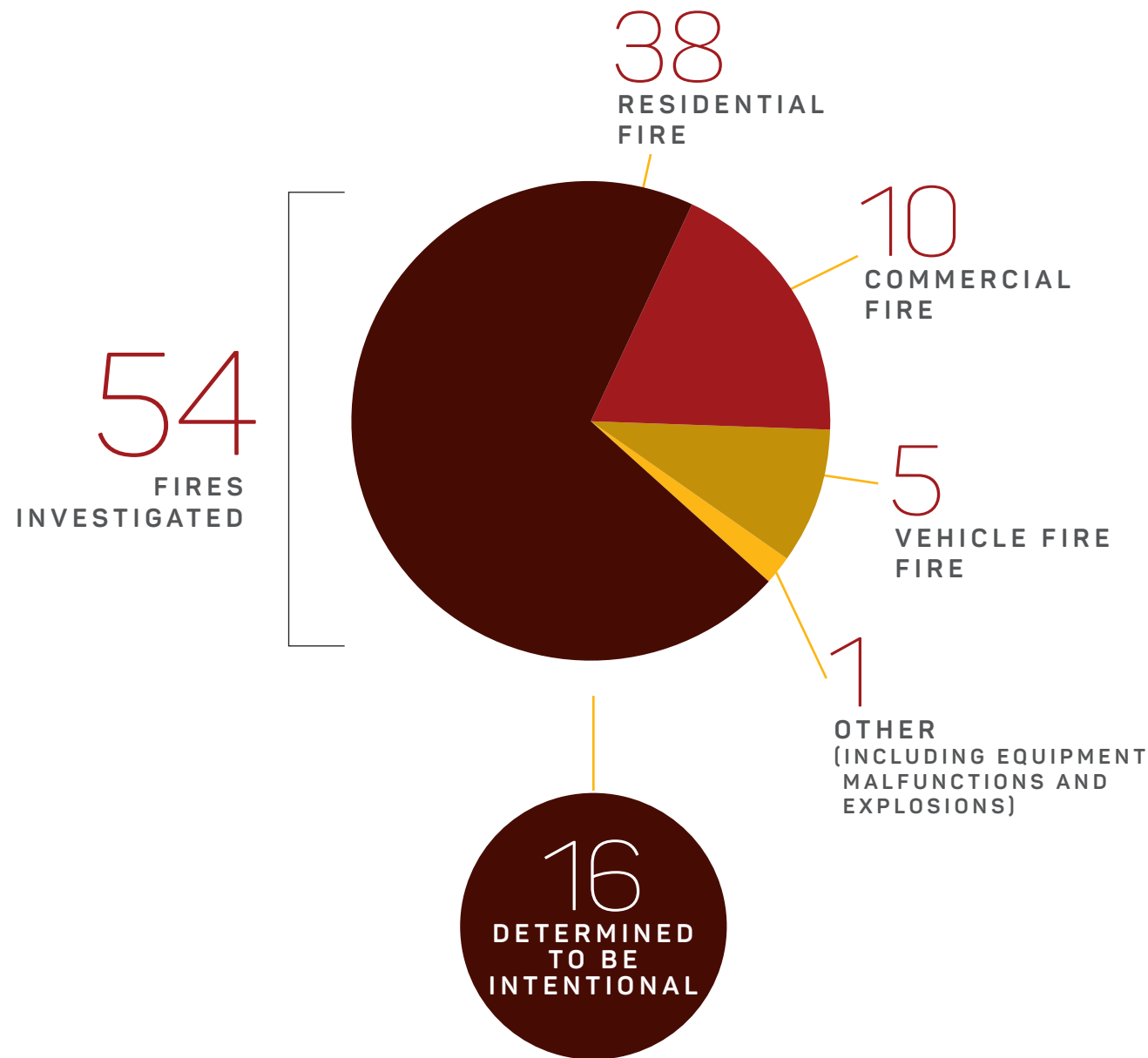
FIRE INVESTIGATION

A LFD Fire 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 Lakeland Fire Department is unique in that it performs its own investigations and has dual certified investigators and sworn police officers to enforce the law if any arson or other criminal activity is discovered as the result of an investigation. The FSM team rotates on-call duties so that an investigator is available at all times to perform the investigations that meet the criteria outlined above. This helps reduce investigation times in the City of Lakeland where an overburdened state fire marshal may not be able to provide as high a quality or timely of an investigation as the Lakeland Fire Department can. This in turn benefits the residents of Lakeland.

In 2015, the division investigated 54 fires, of which 10 were commercial. The reduced number of fires in commercial facilities in Lakeland is 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.



FIRE SAFETY MANAGEMENT BY THE NUMBERS

	TOTAL	MONTHLY AVERAGES
Final Inspection for Certificate of Occupancy	328	27.33
Application for Certificate of Occupancy (ACO's)	292	24.33
Routine Inspections (including pre-inspections)	2,847	237.25
Building Under Construction Inspections	24	2
Miscellaneous Inspections (alarm, sprinkler, hood, under-ground, fireworks/pyro displays, tank removal/install, etc.)	891	74.25
Re-Inspections	582	48.5
Plans Reviewed (construction, site, concept, etc.)	1,042	86.83
Specialty Plans Reviewed and One Time Permitted	388	32.33
Complaints Handled	72	6
Fire Investigations & Follow-up	54	4.5
Meetings	188	15.66
False Alarm Follow-up	67	5.58
Codes Review	34	2.83
Tent Permits	60	5
Burn Permits	7	.58
Knox Box Inspections	138	11.50

7,014
TOTAL INSPECTIONS



communications and outreach

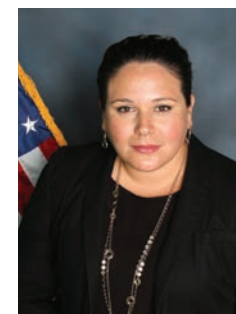
The Lakeland Fire Department makes great efforts to be an active part its community through non-emergency interactions giving citizens the opportunity to learn more about the department, what it does, and the men and women that do it.

The department was more visible than ever with many community interactions, greater ease of access to information about the department, and greater use of technology to communicate with its service base. This is all in addition to the public education programs on the subjects of fire and life safety that the department has offered for decades. Communications efforts are overseen by Public Information and Education Officer (PIO/PEO) Janel Vasallo. Public education efforts were accomplished with the assistance of a part-time Fire and Life Safety Educator, Matt Barr, and emergency response personnel who perform community outreach in addition to their many emergency response duties. The communication activities for the department include:

- 1) Marketing of the department to communicate its services and values
- 2) Media releases and media contact
- 3) Maintenance of electronic content and platforms used to communicate electronically (website, social media, etc.)
- 4) All public education programs provided in the department's service area
- 5) Internal department communications for staff and with other agencies
- 6) Special projects and events that encourage community engagement

The department understands the importance and value of communication and through this division it is able to reach larger audiences every year. The primary way it did this in 2015 and will continue to do so is through the use of social media. It has become a very efficient tool for the department in sharing what the firefighters do to benefit Lakeland day in and day out. The department is present on social media outlets like Facebook, Twitter, You Tube, and most recently Periscope added in 2015 for live news and information as it happens from LFD emergency scenes. The department's social media outlets are updated daily to communicate the diverse work that keeps the department so busy. It also shows how well prepared the department is for emergencies of all kinds, and allows the public to forge a deeper connection with their fire department in a positive way outside of stressful emergency situations.

JANEL VASALLO
PUBLIC INFORMATION AND EDUCATION OFFICER





Other activities the division manages for the Lakeland Fire Department is to create and maintain symbiotic relationships with community partners in the community. A prime example of this was through the department's partnership with SPCA Florida which was forged in 2015. The partnership allows SPCA Florida to provide animal medical services through their Wellness Wagon program to an expanded audience in Lakeland by using LFD fire station locations as stops on the wellness wagons' routes. Additionally the partnership allows for medical care for pets encountered on human emergency scenes by LFD's first responders. Both organizations recognize how important pets are and that they're very much a part of many families. These emergency medical services that can be offered to pets as a result of this partnership will go a long way to ensuring every member of the family stays safe and healthy.

LFD has equipment on its apparatus, including animal specific oxygen masks and medical rescue kits, to help pets in medical need that may be encountered on fire calls or medical responses for human patients. This partnership will allow for updated equipment to be purchased. This partnership is just another great way for SPCA Florida to expand on its mission of helping animals while the Lakeland Fire Department can show its compassion and care for all of the living creatures in its community.

The highlight of this relationship was the Lakeland Fire Department's Rescued Pets calendar which featured LFD personnel along with SPCA Florida shelter pets. All proceeds from calendar sales went directly to helping animals rescued by the Lakeland Fire Department that are encountered on human emergency scenes.

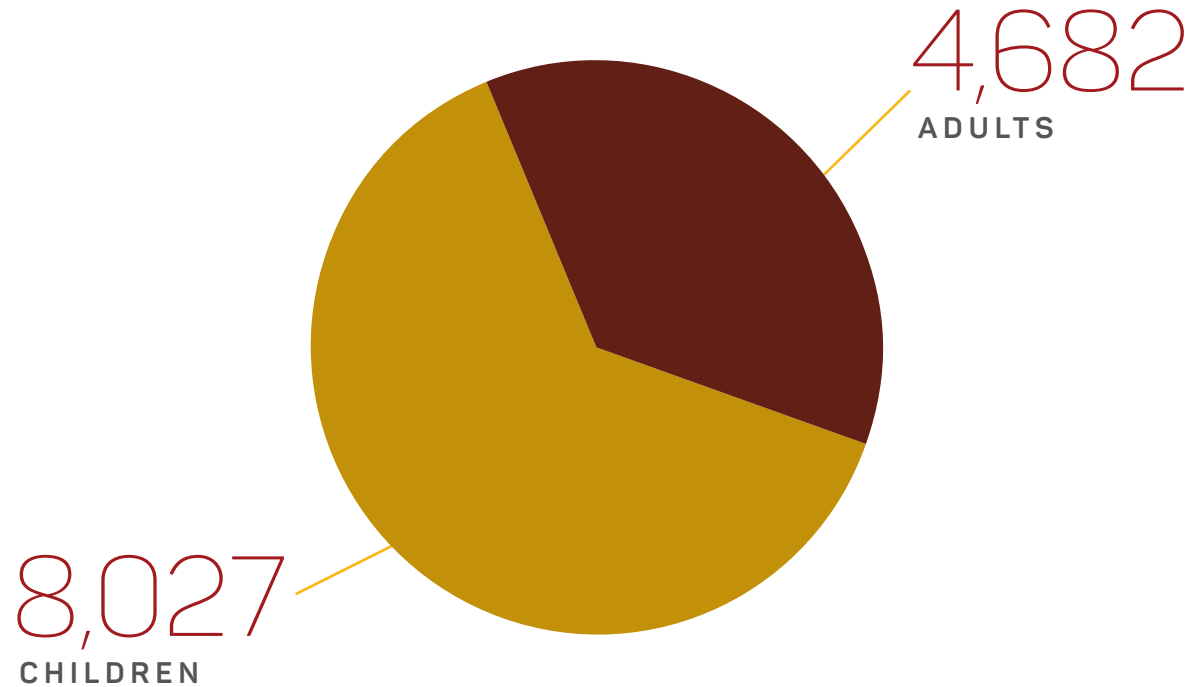


ADDITIONAL COMMUNICATIONS DIVISION ACCOMPLISHMENTS FOR 2015:

- Strong relationships built with local media; multiple positive appearances and stories profiling the department and the great work it is doing
- Publication in local, state, and national level media outlets, including Firehouse.com, Ledger, Access Lakeland, etc.
- Forged beneficial new partnerships with community organizations such as SPCA Florida, Department of Children and Families, and Polk County Schools for joint education and public relations campaigns in Lakeland. Raises profile of department for involvement in activities outside of emergency response
- Annual Report produced to communicate important information about the department to community and policy-makers
- Web based catalog of media releases for improved transparency and record keeping;
- Increased media presence in local markets on department' emergency response services. Garnered local, state, and national coverage
- Addition of special events including First Friday: Guns N Hoses and Communi-Tea and Coffee events to increase community engagement with LFD personnel
- Organized Station 7 Grand Opening event with attendance from hundreds of local community members, fellow fire departments, and government representatives
- Public Education Portal updated for record keeping, data, increased ISO Rating, and greater efficiency department-wide
- Another successful Back to School motorist safety awareness campaign; implemented by firefighters at 13 schools in department's service area during first week of school in August 2015
- Participation in several community charity efforts, like Mr. Central Florida, which are wonderful examples of how the department exemplifies the City of Lakeland values of social responsibility
- Smoke Alarm Safety Campaigns in partnership with Red Cross of Mid-Florida
- Development of custom child care professionals' fire safety education program for Child Care providers in Lakeland. Meets Department of Children and Families (DCF) requirements and is the first of its kind in the state of Florida
- Multiple community philanthropy events including clothing drive for the homeless and annual holiday toy drive benefiting multiple childrens' charities

COMMUNICATIONS AND OUTREACH BY THE NUMBERS

PERSONS EDUCATED IN SERVICE AREA IN 2015



12,709
TOTAL FACE-TO-FACE
INTERACTIONS BETWEEN
INDIVIDUALS AND
LFD PERSONNEL

233

EDUCATIONAL AND COMMUNITY
PROGRAMS OFFERED

261

HOURS IN THE COMMUNITY
CONTACT WITH COMMUNITY MEMBERS
THROUGH EDUCATIONAL PROGRAMS

5,220

SOCIAL MEDIA FOLLOWERS
ACROSS MULTIPLE PLATFORMS

UP TO 25K-50K+

AVERAGE WEEKLY REACH
ACROSS SOCIAL MEDIA PLATFORMS



LAKELAND FIRE DEPARTMENT
2015annualreport



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