



Commission on
Fire Accreditation
International

Annual Compliance Report 8th Edition

Houston Fire Department
600 Jefferson St.
Houston, TX
USA 77002



This Report Prepared on February 6, 2014
By
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For The
Commission on Fire Accreditation International, Inc.

This Report Represents The Agency's Status
As It Relates To Its Accreditation Report
Dated March 8, 2011

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Preface

The accreditation report submitted to the Commission on Fire Accreditation International, Inc. enabled the commission to award accreditation status to your agency. Part of the requirements to retain accredited agency status is your commitment to keep the commission staff informed of any significant changes or developments in activities, direction, or programming. This is accomplished by the preparation and submission of an annual compliance report.

The accreditation report is the internal control document of the commission that establishes your agency's benchmarks. The annual compliance report is the document used by the Commission to monitor your status as it relates to your standards, procedures and practices as well as the progress made toward completing all strategic and specific recommendations.

Each section must be completed if there is any activity to report. An activity is any rate of change, direction of change, nature of change or amount of change. Appropriate documentation must accompany this report to demonstrate that official action occurred that resulted in a change to the agency's benchmarks or progress/completion of the strategic and specific recommendations. Examples of appropriate documentation are: certified copy of the governing body minutes, CEO written directives, copies of Federal or State Statutes, copies of local ordinances or resolutions, copies of purchase orders, copies of signed contracts, copies of Federal or State administrative rules, copies of Federal or State regulatory agency ordered action or settlement agreement, copies of court ordered action or settlement agreement, copies of local government charters, or copies of voter approved referendum. Copies of any supporting documentation that was used by the agency to effectuate a change should also accompany the compliance report. Examples of supporting documentation are: feasibility studies, ISO grading reports, position papers, legal opinions, recommendation memos, or consultants reports.

The annual compliance report is due 45 days before the anniversary date of your agency's most recent award of accreditation.

Any questions regarding the report, its content or length should be directed to the CFAI Program Manager.

Agency Information

Agency Name: Houston Fire Department

Agency Address: 600 Jefferson, 7th Floor
Houston, TX 77002

Agency Website: www.houstontx.gov/fire

Agency Head: Terry Garrison

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Date of most recent
Award of Accreditation: March 8, 2011

Annual Compliance
Report due date: February 15, 2014

Annual Compliance
Report Number (1-4): 3

Current ISO Rating 1

Current Population 2,160,821 (US Census 2012 estimate)

Agency/Jurisdiction Description

Serving 2,160,821 (US Census 2012 estimate) people and 600 square miles – an area more than half the size of Rhode Island, the Houston Fire Department (HFD) is the third largest municipal fire department in the United States. HFD provides fire, medical, special operations (Rescue, Haz-Mat and Aircraft Rescue) and life safety services to the citizens of Houston and surrounding areas through either an automatic response or a mutual aid agreement.

Houston has a strong Mayor-City Council form of government. The Mayor appoints, with City Council approval, the fire chief and all other department heads. The fire chief heads a command staff of three classified executive assistant chiefs, and a non-classified deputy director. These three executive assistant chiefs head up Emergency Response, Planning/Administration, and Prevention/Support, respectively, while a deputy director is in charge of Finance. An additional seven classified assistant chiefs report directly to a specified executive assistant chief. The executive chiefs and the deputy director report directly to the fire chief.

Houston Fire Department Quick Stats:

CFAI Accredited Agency since 2001
3,736 uniform personnel (including probationary firefighters)
288 civilian personnel including 167 firefighter trainees)
92 fire stations (including 4 ARFF stations and 1 Haz Mat Station)
87 engines
37 trucks (ladders/towers/quints)
21 district chiefs (with incident command technicians)
11 boosters
56 transport basic life support (BLS) units (ambulances)
35 transport advance life support (ALS) units (medics)
11 non-transport ALS units (squads)
2 medical safety units (ARFF units)
1 Multiple Patient Transport Vehicle (AMBUS 8)
375 credentialed Paramedics
10 EMS supervisors
3 haz-mat units (including 1 foam pumper)
3 rescue trucks (additionally 2 reserve rescue trucks)
11 crash trucks (additionally 2 reserve crash trucks)
3 cascade Trucks
1 rehab truck
1 command van
3 safety officers
10 evacuation boats
8 rescue boats
2 utility vehicles
1 mobile ventilation unit
FY14 Adopted Annual Operating Budget \$447,379,021
FY14 Capital Improvement Equipment Acquisition Budget: \$6,992,920
FY14 Capital Improvement Construction Budget: \$7,270,000

Agency Environmental Changes

On May 31, 2013 four Houston firefighters, Captain Matthew Renaud, Engineer Operator Robert Bebee, Firefighter EMT Robert Garner and Probationary Firefighter Anne Sullivan died at a motel fire when the structure collapsed during firefighting operations. Fifteen firefighters were injured at the same incident, five of them critically. The incident is currently being investigated by the Bureau of Alcohol, Tobacco, Firearms and Explosives (ATF); National Institute for Occupational Safety and Health (NIOSH); Texas State Fire Marshal's Office; and internally by the HFD Arson Bureau, and the newly established Recovery Committee, which was designed to learn about the incident; continue doing what worked well, and improve in those areas that will make operations safer in the future. (**Exhibit 01: Recovery Committee**)

In May 2013, Deputy Chief Terry Stone and Communications Deputy Chief Rodney West were both promoted to Assistant Chief. In September 2013, Deputy Chief Mark Donovan was promoted to Assistant Chief. In February 2014, Assistant Chief Rodney West was promoted to Executive Assistant Chief, and District Chief Kevin Alexander and Assistant Arson Investigator Cynthia Vargas were promoted to Assistant Chief. (**Exhibit 02: HFD Org Chart**)

Changes in Compliance With Legal Requirements in Federal, State and Local Government(s)

1. Is your agency in compliance with all standards applicable to the agency at its most recent accreditation, or last annual compliance report, whichever is the most recent? Examples of standards are ADA, OSHA, Fair Labor Standards Act., etc.

Yes

2. If no, list the standard(s) not in compliance. Briefly describe the reason for non-compliance, what actions need to be taken to regain compliance with each listed standard, and what impact will it have on your agency.

Changes in Compliance With Adopted Community/Agency Standards

1. Is your agency in compliance with all community/agency standards at its most recent accreditation, or last annual compliance report, whichever is the most recent? Examples of community/agency standards are: established response time, minimum staffing, any NFPA standard adopted or used that is not mandated by the Federal or State governments, labor contracts, etc.

Yes

2. If no, list the community/agency standard(s) not in compliance. Briefly describe the reason for non-compliance, what actions need to be taken to regain compliance with each listed standard, and what impact will it have on your agency.

Changes in Compliance With Self-Assessment Core Competencies

1. Is your agency in compliance with all self-assessment core competencies since its most recent accreditation, or last annual compliance report, whichever is the most recent?

Yes

2. If no, list core competencies not in compliance. Briefly describe the reason for non-compliance, what actions need to be taken to regain compliance with each listed standard, and what impact will it have on your agency.

Changes in Compliance with Core Competencies Within the Self-Assessment Process

In Compliance	No Longer In Compliance	Core Competency		
		No.	Partial Description	Change in Performance Measure/Benchmark
		1A.1	The agency is legally established.	
		1B.3	compliance with legal requirements	
		2A.3	analyzes by service area/population density	
		2B.1	Each planning zone and population area is analyzed and evaluated	
		2B.5	travel time objectives for fire response conform to industry best practices	
		2B.6	standards of response coverage strategy is established	
		2B.8	formal process to assess the balance between fire suppression capabilities and fire risks	
		2C.1	Each planning zone and population area is analyzed and evaluated	
		2C.5	travel time objectives conform to industry best practices	Response time baseline and benchmarks were reviewed in FY14. Response Time performance is measured monthly on the HFD Dashboard report. (Exhibit 03: HFD FY14 Dashboard)
		2C.6	standards of response coverage strategy is established	
		2D.1	agency has a published strategic plan	Minor changes were made to the FY13-15 Strategic Plan during the 2013 fall revision cycle. The most current version of the Strategic Plan is posted here: http://www.houston.tx.gov/fire/reportsandstats/ (Exhibit 04: FY13-15 HFD Strategic Plan)
		3A.1	general organizational goals specific objectives are published	FY13-15 Strategic Plan contains HFD Goals and Objectives. The most current version of the Strategic Plan is posted here: http://www.houston.tx.gov/fire/reportsandstats/
		3B.1	management process identified	
		3C.1	examined and modified at least annually	
		4A.2	Policies, guidelines and processes for developing the annual budget	
		4B.5	financial audits are conducted annually for the prior fiscal year	
		4C.1	Programs based on anticipated revenues	
		5A.1	agency meets its deployment objectives fire suppression emergency incidents	As per the 2011-2014 Collective Bargaining Agreement, all 21 District Chiefs now have Incident Command Technicians assigned. (Exhibit 05: CBA 18 Staffing pg. 37-38)
		5A.4	Current standard operating procedures in place	HFD Guidelines I-05 Transfers (Exhibit 06a, 06b Bulletin 15) ; I-23 Station Management (Exhibit 07a, 07b Bulletin 03A) ; II-01 Staffing (Exhibit 08: Bulletin 03B) were updated, and II-46 Multiple Patient Vehicle Operations was created. (Exhibit 09a, 09b: Bulletin 13)
		5A.5	incident command/management system	
		5A.7	appraisal is conducted	
		5B.1	adopted fire prevention code	
		5B.2	compliance with applicable fire protection law	
		5B.3	adequate staff with specific expertise to meet program goals	
		5B.8	appraisal is conducted	
		5C.4	targets specific risks and risk audiences	
		5C.5	Current standard operating procedures in place	
		5C.7	appraisal is conducted	
		5D.1	fire investigation program is authorized	
		5D.2	scientific method utilized	
		5D.3	adequate staff with specific expertise	
		5D.6	current standard operating procedures in place	
		5D.8	appraisal is conducted	

In Compliance	No Longer In Compliance	Core Competency		
		No.	Partial Description	Change in Performance Measure/Benchmark
		5E.1	agency meets its deployment objectives technical rescue emergency incidents	As per the 2011-2014 Collective Bargaining Agreement, Heavy Rescue 11 staffing was increased to 5 members (Exhibit 05: CBA 18 Staffing pg. 38-39)
		5E.4	standard operating procedures in place	
		5E.7	appraisal is conducted	
		5F.1	agency meets its deployment objectives hazardous materials emergency incidents	
		5F.4	Current standard operating procedures in place	
		5F.7	appraisal is conducted	
		5G.1	agency meets its deployment objectives emergency medical incidents	
		5G.4	Standard operating procedures or general guidelines, and standing orders/protocols, are in place	
		5G.6	created and maintained for each patient	
		5G.7	HIPAA compliance program in place all personnel have been properly trained	
		5G.10	appraisal conducted, at least annually	
		5H.1	an all-hazards plan appropriate multi-agency organizational structure is identified	
		5H.4	current standard operating procedures in place	
		5H.5	interoperability with other public safety agencies in the field	
		5I.1	agency meets its deployment objectives aviation emergencies	
		5I.4	Current standard operating procedures in place	
		5I.6	appraisal is conducted	
		5J.1	agency meets its deployment objectives marine and shipboard emergency incidents	
		5J.4	Current standard operating procedure in place	
		5J.6	An appraisal is conducted	
		6A.2	involved in the planning for physical facilities	
		6B.3	Physical facilities are adequate	<ul style="list-style-type: none"> Supplied every HFD Fire Station with the innovative red Gear Grid Lockers. Through the acquisition of the Gulf Coast FEMA Grant, we supplied 12 fire stations with protective window shutters for hurricane/inclement weather. Acquired 25 SCBA cylinder racks for district stations to help minimize fuel and maintenance costs for HFD Cascade units. To create a safer work environment, we have implemented installing security cameras in COH fire stations. Completely renovated Fire Stations #42 & 29. (Exhibit 10: CIP FY14-18 Fire Protection)
		6B.4	Facilities comply	
		6C.1	located strategically to accomplish the stated standards of response coverage	<ul style="list-style-type: none"> Acquired approval and funding to design and construct a 2nd Rehab Apparatus for HFD. (Exhibit 11: email MRR fund) Three additional ambulances and one additional medic were placed in service in February 2013 to meet service level demands. (Exhibit 12: Bulletin 02) Four additional ambulances were placed in service in June 2013. (Exhibit 13: Bulletin 12)
		6D.1	maintenance program is established	
		6D.5	Current standard operating procedures in place	
		6E.3	maintenance, testing, and inspections are conducted by qualified personnel	

In Compliance	No Longer In Compliance	Core Competency		
		No.	Partial Description	Change in Performance Measure/Benchmark
		6F.1	Safety equipment is identified and distributed	
		7A.1	human resources manager is designated	
		7B.3	Processes and screening/qualifying devices used for recruitment and selection are job related and comply with requirements	
		7B.6	probationary process is used to evaluate new and promoted members	
		7C.1	Personnel policies are current and communicated	
		7C.2	policy defines and prohibits harassment, bias, and unlawful discrimination	
		7D.1	position classification system process by which jobs are audited and modified are in place	
		7E.1	Rates of pay and compensation are published	
		7F.5	occupational health and safety training program is established	
		7G.1	provides for initial, regular, and rehabilitative medical and physical fitness evaluations	
		7G.5	Current policies in place	
		8A.1	process in place to identify training needs	
		8B.4	evaluation through performance-based measurements	
		8C.1	training facilities and apparatus are provided	
		8C.7	Training materials are evaluated	
		9A.1	establishes minimum fire flow requirements	
		9A.2	adequate and reliable fixed or portable water supply	
		9B.1	system is in place to ensure communications in the field	HFD Call Taker Evaluation Summaries for 2013 show 99.4% success rate for calls evaluated. 2013 Emergency Alerting System (EAS) test results show a 90.02% success rate, an increase from 72.77% in 2012. (Exhibit 14a: Call Taker evaluation summary, Exhibit 14b: EAS Alerting Success Rate)
		9B.5	Standard operating procedures in place	
		9C.1	administrative support services are appropriate for the agency's size, function, complexity, and mission, and are adequately staffed and managed	
		10A.1	develops and maintains outside relationships	
		10B.1	agreements are current and support organizational objectives	

Strategic Recommendations

Recommendation	ACCEPTED	IMPLEMENTED	REJECTED
<p>1. The Houston Fire Department should seek the support of the Mayor and City Council to establish legislation for the enactment of zoning laws to enhance the safety of the public and first responders (2B.8)</p>			<p>HFD does not have the personnel or financial resources to pursue enactment of zoning laws that have been historically rejected by Houston voters in 1948, 1962 and 1993. While zoning does not formally exist in Houston, there are city ordinances in place which direct certain developments including residential subdivisions and deed restrictions, buildings and neighborhood protection, (http://library.municode.com/index.aspx?clientId=10123 and http://library.municode.com/index.aspx?clientId=10123); streets and sidewalks (http://library.municode.com/index.aspx?clientId=10123).</p>
<p>2. It is recommended that the Houston Fire Department conduct an assessment that evaluates the relationship and inter-dependence upon fire prevention and fire suppression. The agency's Life Safety Bureau (LSB) may provide valuable information related to the risk assessment process and could be positioned to better support operations</p>	<p>The availability of ILMS/Firehouse/DC Staffing software in the field is dependent upon infrastructure upgrades for HFD. A pilot program utilizing district chief and safety officer vehicles</p>		

<p>personnel if there was closer balance in financial allocations. LSB does not impart their knowledge on the risk assessment and may benefit the agency if they are given the opportunity to do such (5B.8).</p>	<p>occurred in 2012, but revealed additional flaws in the system that need to be addressed by city IT. A satisfactory software solution to merge the above mentioned programs and allow access to building inspection information in the field has not yet been found.</p>	
<p>3. Recent public education satisfaction surveys indicate that the citizens of Houston gave the agency's service an approval rate of 84%. It is recommended that the agency seek continuous improvement consistent with CPSE's 90% benchmarks. (5.C.7)</p>	<p>HFD began a more aggressive internal/external marketing program in 2011 designed to inform members and the public about HFD highlights, upcoming events, and related content through HFD News Releases and Media Alerts posted through the City of Houston Newsroom, our Official Twitter account (@cohoustonfire) with more than 4,600 followers and our</p>	

<p>4. Establish a process to ensure that all facilities meet applicable codes and regulations and the documentation; such as permits or inspection reports, be kept in a central location according to all retention guidelines. (6B.4)</p>	<p>official Facebook account (houstonfiredept) with more than 20,208 Fans.</p>	<p>This is Objective 1.07 in the FY13-15 Strategic Plan. Inspections of city buildings were put on hold in 2013 because of additional inspections in other areas assigned to the LSB division. Inspections of city buildings should be complete by September 2014.</p>	<p>A centralized record storage room for inspection reports is currently located at the HFD Administration building, 600 Jefferson, 6th floor.</p>
<p>5. The agency should evaluate a means to leverage the advantages of technology into improving the dispatch of assets to emergency incidents. Advancements to the agency's response performance may be gained through dispatch of the closest apparatus based upon Automatic Vehicle Locator (AVL). At other times it was reported that companies were not considered available for response due either to a lag in the time needed for</p>	<p>AVL was tried in the past, and the system did not work for HFD because units were constantly out of service due to the territory around hospitals. The current dispatch system does not support AVL. The All-Hazards Response model, implemented in 2011, dispatches the closest available BLS capable apparatus to A1 EMS incidents ("AI" type calls are the</p>	<p>AVL was tried in the past, and the system did not work for HFD because units were constantly out of service due to the territory around hospitals. The current dispatch system does not support AVL. The All-Hazards Response model, implemented in 2011, dispatches the closest available BLS capable apparatus to A1 EMS incidents ("AI" type calls are the</p>	<p>AVL was tried in the past, and the system did not work for HFD because units were constantly out of service due to the territory around hospitals. The current dispatch system does not support AVL. The All-Hazards Response model, implemented in 2011, dispatches the closest available BLS capable apparatus to A1 EMS incidents ("AI" type calls are the</p>

<p>the Mobile Data Terminal (MDT) to process the unit status or by the omission of personnel to correctly report the unit status. (9B.1)</p>			<p>most minor type of EMS calls, but account for 63% of all EMS calls).</p>
<p>6. The agency dispatches calls through the Houston Emergency Communications (HEC) center. Upon visitation by the CPSE site team it was uncertain the process that would be used to direct emergency 911 calls to the back-up dispatch facility (Harris County Dispatch Center). It was also reported that this back-up dispatch facility would be unable to accommodate the volume of calls for the duration required to supplement its staffing. While such likelihood may be remote and whether these standard operating procedures or operating guidelines are in place or not, the process should be understood by those involved. (9B.5)</p>	<p>The HEC has a continuity of Operations (COOP) Plan in place. It was last updated January 25, 2010. Alternative worksites and a process to relocate to the alternative worksites are identified. (Exhibit 15: COOP HEC Annex 2)</p>		

Specific Recommendations

Recommendation	ACCEPTED	IMPLEMENTED	REJECTED
<p>3B.2 The agency's goals and objectives are disseminated to all members of the organization.</p> <p>While the agency posts their Strategic Plan on the City website, there are some instances information is provided in averages verses fractal percentages. It is recommended that the agency educate and familiarize its stakeholders in the understanding of fractal reports and CFAI's use of them.</p>		<p>HFD sees value in both average and fractal response time reporting. Both are reported on a monthly basis on the HFD Dashboard report, which is posted on the internal HFD Desktop. (Exhibit 16: Screen Shot SharePoint site)</p>	
<p>5F.6 The agency's information system allows for documentation and analysis of the hazardous materials program. The agency should develop a means to collect information necessary for the documentation and analysis of its hazmat program. One of the agency's previous data management systems was outdated and could no longer be supported requiring the hazmat program to maintain its current records in a non-electronic format.</p>		<p>Haz-Mat data has been migrated to new in-house searchable data management system. Data can be queried by multiple ways. (Exhibit 17: Example of Haz-Mat record search)</p>	
<p>6B.1 Each facility has adequate space for agency functions (e.g., operations, fire prevention, training, support services, administration, etc.)</p> <p>The reserve heavy fleet is currently stored outside and unprotected at the Dart Street location. Ample storage space should be</p>	<p>HFD agrees with this recommendation; however, current funding and available land are not adequate to allow covered parking.</p>		

<p>sought to house the reserve fleet and protect it from the elements and extend the service life.</p>	<p>6D.3 A system is in place to ensure the regular inspection, testing, fueling, preventative maintenance and emergency repair for all fire apparatus and equipment. The agency's Fleet Division is recommended to continue with the planned implementation of a fueling system that will link with the M5 system in order to assist with the tracking of mileage to aid in scheduling preventative maintenance (PM). Questions related to the announced consolidation have placed the completion of this system in question.</p>				<p>The automated interface between Fuel Force (The City of Houston's fueling system) and M5 (The City of Houston's Vehicle Maintenance system) was implemented January 2014. All fuel transactions, gallons, vehicle number, and mileage for City Fire Vehicles fueled at a City of Houston Fuel Site are automatically imported to M5 the Vehicle Maintenance System. M5 is used to monitor and track PM's, required inspections, and all repairs for fire apparatus.</p>		
<p>6E.4 An inventory control and maintenance tracking system is in place and is current. A centralized electronic inventory and maintenance tracking system should be implemented to replace all hard copy records and consolidate all maintenance</p>	<p>The infrastructure is in place for a city-wide electronic inventory tracking system, however the program is not fully</p>						

<p>records allowing for efficient analysis and tracking. Currently some records only reside in hard copies while others are maintained through a repository of different data management systems.</p>	<p>implemented in HFD. The targeted implementation date in July 2014. Training for electronic tracking of Scott warranty issues has begun for SCBA's. (Exhibit 18: Scott Plus Warranty training manual)</p>	
<p>7B.10 The agency conducts workforce assessments and has a plan to address projected personnel resource needs including retention and attrition of tenured and experienced employees/members. The City of Houston is implementing efforts to consolidate various City functions. The peer assessment team recommends that an assessment of the workforce being impacted by the consolidation effort. This effort has identified that the Fleet maintenance Section, Human Resources, and Information and technology (IT) are to be consolidated as part of the different implementation phases. Those employed in these areas of the agency are faced with limited information resulting in uncertainty and skepticism, which is impacting employee morale. This morale could reach the point where the agency experiences difficulty in the attracting the quality candidates that it currently does. (7B.10)</p>	<p>In March 2011, the COH revised the ordinance of how employees are to be laid off. This has been communicated to all civilian employees and published on the City of Houston website. Code of Ordinances; Chapter 14-Civil Service; Article II- Rules; Division 11-Rule 11. Layoffs (http://library.municode.com/index.aspx?clientId=10123)</p>	<p>All phases of COH consolidations effecting layoffs completed in 2011. No layoffs of HFD employees have occurred since 2011,</p>

<p>8B.2 The agency provides both short and long-range training schedules. It is recommended that the agency develop a multi-year training plan and publish the plan to assist in the coordination of training events and activities while supporting the development of personnel seeking to maintain or earn professional credentials beneficial to the agency. (8B.2)</p>		<p>and all Municipal employees received cost of living pay increases in July 2013. (Exhibit 19: HOPE Meet and Confer)</p> <p>The City of Houston has partnered with the University of Houston to conduct Municipal Employee Satisfaction Surveys (Exhibit 20: Employee Satisfaction Survey emails)</p>	
		<p>Multi-year training schedules are published in two forms:</p> <p>A SharePoint calendar accessed by both training and suppression personnel where all district, company and preventative maintenance schedules are entered so that no more than 12 companies will be out of service at one time. An Outlook calendar is also maintained at the training academy for</p>	

<p>9B.2 The emergency communication system is capable of receiving automatic and manual early warning and other emergency reporting signals.</p> <p>It is recommended that the agency work with the Houston Emergency Communications (HEC) center to capture and track data related to the call transfer times of 911 calls received for assistance. Currently the agency and the HEC do not have the capability to capture or identify the call transfer time from the PSAP operator to the fire department call taker. For the purpose of the CPSE site visit team; HEC provided the estimated call transfer time of 15 seconds for all types of 911 calls transferred to the agency.</p>		classroom and prop scheduling.	<p>The data system of Harris County 911 (HC911) is not compatible with the HEC dispatch system. There is no way to validate data provided by HC911 because:</p> <ul style="list-style-type: none"> • HC911 calls include both HFD and Houston Police Department calls for service. • HC911 calls include all calls for service, many of which are never dispatched by HFD and do not generate an HFD incident number.
<p>9B.2 The emergency communication system is capable of receiving automatic and manual early warning and other emergency reporting signals.</p> <p>It is recommended that the agency work with the Houston Emergency Communications (HEC) center to improve the time taken to process 911 calls from the fire department call answering point through the alarm processing point. In 2009, these segments of the alarm handling took 3 minutes and 2 seconds for fire calls to process 90% of the 911 calls.</p>	<p>Since the implementation of All Hazards in August 2011, EMS 90% fractal call processing time has steadily improved from 2:17 in August 2011 to 2:06 in December 2013. Fire 90% fractal call processing time has stayed relatively constant around 2:15</p>		

since August 2011.
Both call processing
times are an
improvement over the
2009 times. (**Exhibit
03: HFD Dashboard
FY14 report**)

Other Information

HFD has completed a \$125 million regional voice radio transition from 400 to 700/800 MHz. This upgrade gives Police, Fire and Public Works much greater coverage for areas in and around the city of Houston, and should reduce congestion in radio communications in general. The final switch from UHF to 700/800 MHz occurred two days prior to the scheduled switch over date of April 29, 2013. **(Exhibit 21: Bulletin 08 Radio System Cutover)**

The South East Texas Regional Advisory Council (SETRAC) awarded the Houston Fire Department one of the two Multiple Patient Vehicles (MPV) designated for this region. The MPV 602 designation is the State's designation for the unit as it signifies the Emergency Medical Task Force Region number (6) and the unit number (02). AMBUS 8 (MPV 602) is designed to carry 18 patients lying down or 26 sitting from an MCI or from a facility that is being evacuated. Internal modification will allow neonatal isolettes, children in car seats, and patients sitting in wheel chairs to be transported. AMBUS 8 will be used to respond to HFD incidents, mutual aid requests and State missions. **(Exhibit 22 : Bulletin 14 AMBUS)**

Construction of a new five bay fire station to serve the northeast quadrant of the city began in December 2013. The station will house at least one additional engine and one additional ladder upon completion, with three additional bays to accommodate future growth. These resources will relieve over-extended units in the area. Station 84 will serve as a model for all future Houston fire stations. Highlights include a geo-thermal heating and cooling system, with increased living space and equipment storage. It will also be the first fire station in Houston to have a dedicated "community room" for use by area civic clubs and community organizations. It will also be equipped to serve as a media room or training room for HFD. **(Exhibit 10: CIP FY2014-18 Fire Protection)**

Exhibit List

- Exhibit 01: Recovery committee Bulletins and Timeline
- Exhibit 02: HFD Org Chart Feb 2014
- Exhibit 03: HFD Dashboard FY2014
- Exhibit 04: FY13-15 HFD Strategic Plan
- Exhibit 05: CBA Collective Bargaining Agreement 18 Staffing
- Exhibit 06a: Bulletin 15 Transfer Guideline Revision
- Exhibit 06b: Bulletin 15A I-05 Transfers Revised 7-16-13
- Exhibit 07a: Bulletin 03 HFD Guidelines- Station Management I-23 and Staffing II-01
- Exhibit 07b: Bulletin 03A I-23 Station Management 3-1-13
- Exhibit 08: Bulletin 03B ii-01 Staffing 3-1-13
- Exhibit 09a: Bulletin 13 HFD Guideline II-46
- Exhibit 09b: Bulletin 13A HFD Guideline II-46
- Exhibit 10: CIP FY14-18 Fire Protection Facilities
- Exhibit 11: email MRR fund Rehab unit
- Exhibit 12: Bulletin 02 Three EMS Units Placed in Service
- Exhibit 13: Bulletin 12 Placing EMS Units in Service
- Exhibit 14a: 2013 Call Taker evaluation summary
- Exhibit 14b: EAS Alerting Success Rate for 2013
- Exhibit 15: COOP HEC Annex 2 JAN 25 10
- Exhibit 16: Screen Shot HFD Dashboard on Desktop
- Exhibit 17: Examples of HazMat database searches
- Exhibit 18: Scott Plus Warranty Training Guide
- Exhibit 19: HOPE COH Meet and Confer Compensation
- Exhibit 20: Employee Satisfaction Survey emails
- Exhibit 21: Bulletin 08 Radio System Cutover – Final System
- Exhibit 22: Bulletin 14 AMBUS 8 placed in service

Verification

I verify that the information contained in this report is complete and true to the best of my knowledge.



Signature of Agency Head

Fire Chief

Title

February 6, 2014

Date

