



# Plano Fire-Rescue

Monthly Update  
November 2016

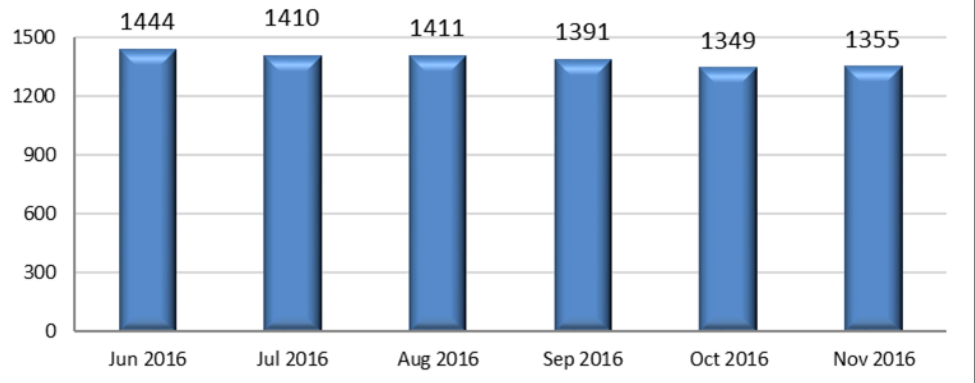
## CALLS FOR SERVICE

### Emergency Medical Services

^Total Cardiac Arrests	***
^Total Saves*	***
^Utstein Cardiac Arrests	***
^Utstein Saves*	***
Myocardial Infarctions	4
Strokes	8
Motor Vehicle Accidents	198
<b>Total EMS Calls</b>	<b>1355</b>

\*\*\* Due to database changes we are unable to provide CARES data for this month

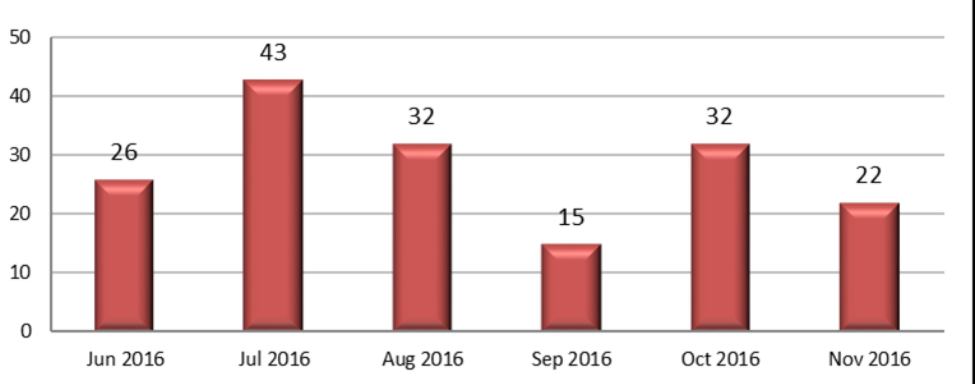
All EMS - Previous 6 Months



### Fire Services

Structure Fires	5
Passenger Vehicle Fires	4
Grass/Brush/Vegetation Fires	1
Other Fires	15
<b>Total</b>	<b>22</b>

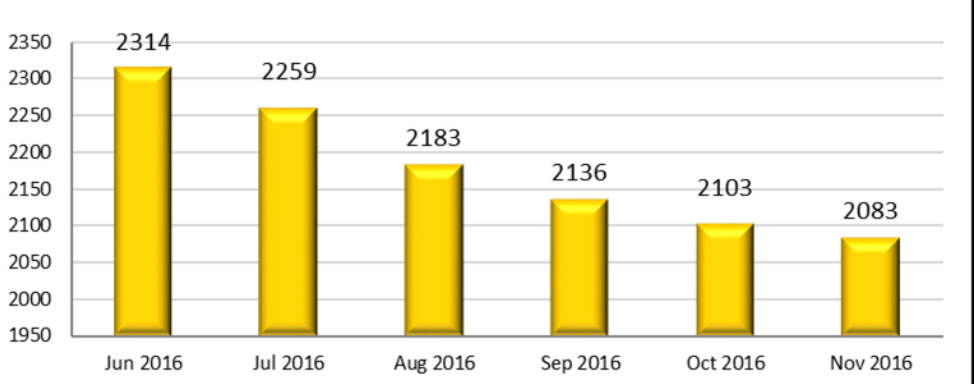
All Fires - Previous 6 Months



### All Calls

Fires	22
EMS	1355
Hazardous Conditions	48
False Alarms/Calls	151
Good Intent Calls	325
Service Calls	181
Other Calls	1
<b>Total Calls</b>	<b>2083</b>

All Calls - Previous 6 Months





# RESPONSE TIMES

## ALL EMERGENT CALLS

	5 Year Average for November	November 2016 Average	November 2016 90 <sup>th</sup> Percentile
Turnout Dispatch to Enroute	00:56	00:57	01:29
Travel Enroute to Arrival	04:36	04:29	07:21
FD Response Dispatch to Arrival	04:50	04:50	06:44

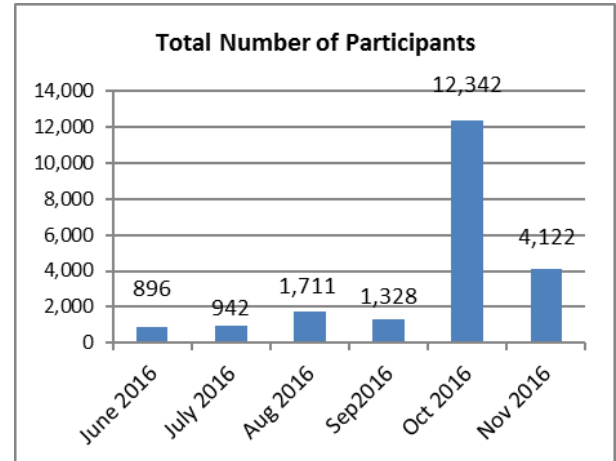
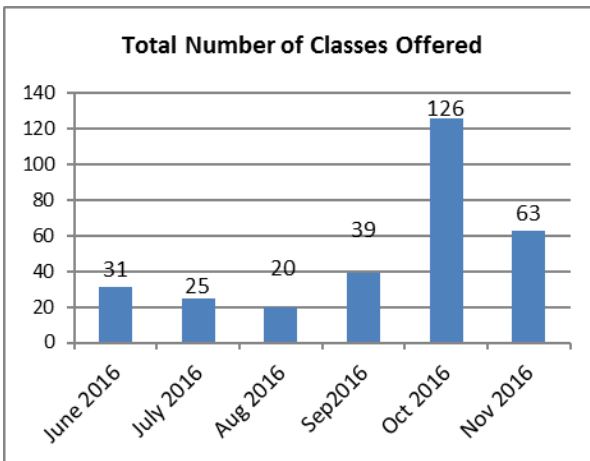
# CITIZEN SURVEY RESPONSES

## OCTOBER 2016—28 RESPONSES OF 189 CARDS SENT

	Response Time	Quality of Service	Courtesy of Personnel	Appearance of Personnel
Exceeded	82.14%	85.71%	82.14%	82.14%
Met	17.86%	14.29%	17.86%	17.86%
Did Not Meet	-	-	-	-

# PUBLIC EDUCATION AND OUTREACH

	November 2016	June—November 2016	June—November 2015
Total Number of Classes Offered	63	304	340
Total Number of Participants	4,122	21,341	21,339
Number of CPR Classes Offered	3	11	9
Number of CPR Participants	36	185	634



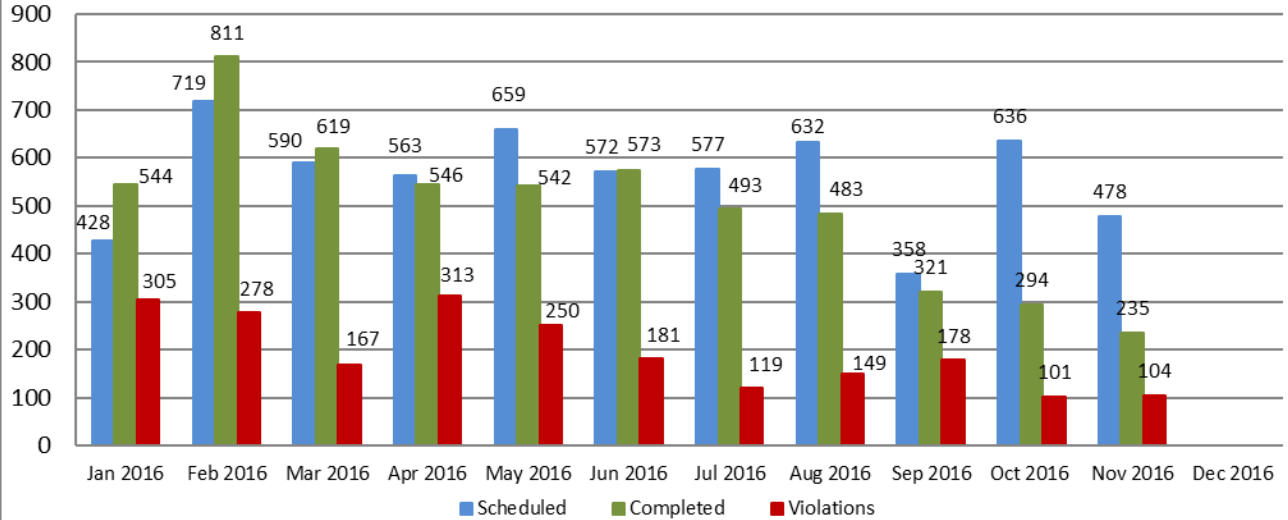
NOVEMBER 2016



# EXISTING BUILDING INSPECTIONS

	November 2016	November 2015
Scheduled	478	488
Completed	235	272
Violations	104	124

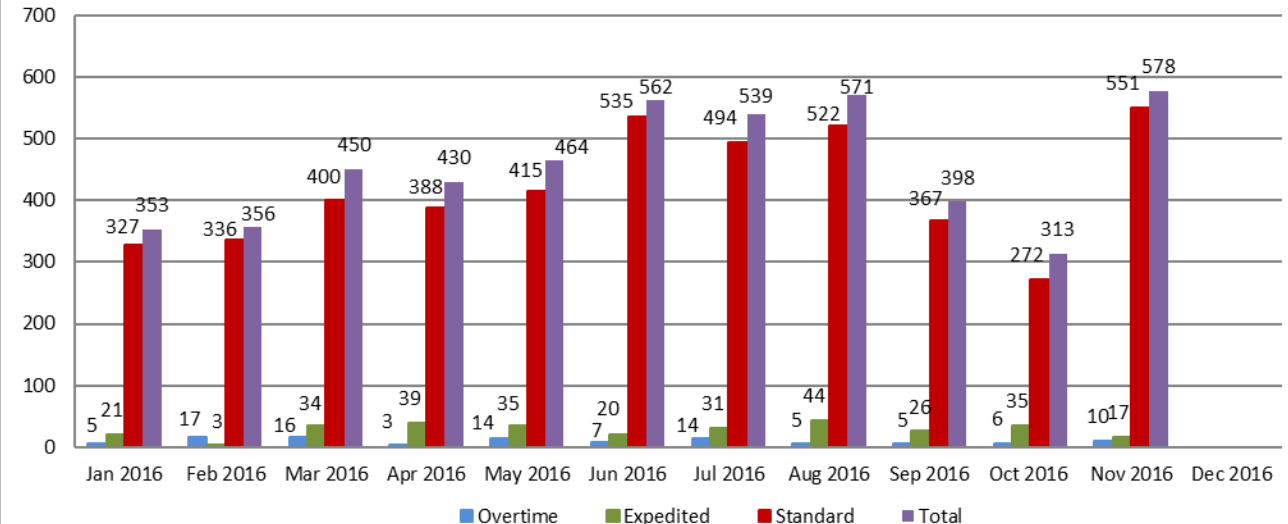
Existing Building Inspections - 2016



# NEW CONSTRUCTION INSPECTIONS

	November 2016	November 2015
Standard	551	334
Expedited	17	46
Overtime	10	8
Total	578	388

New Construction Inspections - 2016

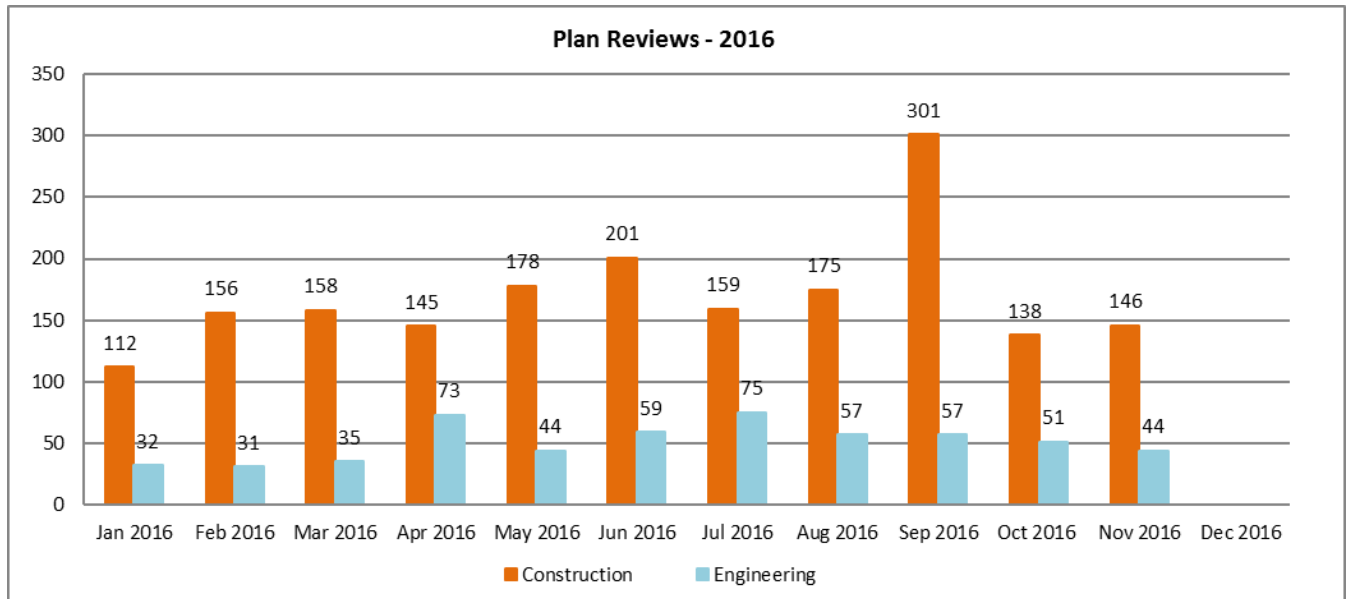


NOVEMBER 2016



# PLAN REVIEWS

	November 2016	November 2015
Construction	146	121
Engineering	44	37



# FIRE LOSSES AND INVESTIGATIONS

	November 2016	November 2015
Investigations	3	4
Fires > \$10K Loss	5	4

# ITEMS OF INTEREST

On Thursday, November 17, Plano Fire-Rescue hosted the Citizens Academy for their Fire-Rescue night. Chief Greif presented an overview of the department then the participants were given the opportunity to don firefighter bunker gear for photos and learn Hands-Only CPR. Here's a few comments from the participants:

"I was so impressed with not just Chief Greif's words but the absolute passion and pride for this department and city. Really wonderful."

"Best session so far! I passed along vital information to my co-workers, friends and family. Thank you so much."

"Great tour and visit. Can't wait to join their fire academy program after this one finishes!"

NOVEMBER 2016