



2014 Annual Report



Mission Statement

The Leawood Fire Department will meet the emergency and service needs of our community in a professional, compassionate, and timely manner.

2014 was a great year for the Leawood Fire Department. This annual report has some of the highlights pulled from throughout the year. Please take a look and feel free to contact us with questions or comments.

2014 City of Leawood Employee of the Year!



Master Firefighter III Dony Bielak received the City of Leawood Employee of the Year for 2014. He was nominated by his supervisor, Captain Mike Hoffine. Dony is known for his compassion and attention to detail. Dony serves as the Department's Chaplain and has become a county resource for both responders and members of the public in need of support and comfort. Dony is a car seat safety technician and a certified CPR instructor. Dony was honored at the City's annual employee appreciation luncheon with the award coming as a complete surprise. His wife Allison was able to attend the ceremony, keeping her presence secret until after the announcement.



L to R: Employee of the Year MFF III Dony Bielak and his supervisor, Captain Mike Hoffine

2014 Public Service Highlights

- 587 - Students for CPR / AED / First Aid Classes
- 3,486 - K-5 Students received Fire Safety Training
- 103 - Infant & Child Car Seat Installations
- 35 - Fire Prevention Public Education Events
- 699 - Building Inspections
- 170 - Construction Plan Reviews
- 9 - Special Permits Issued

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From The Chief



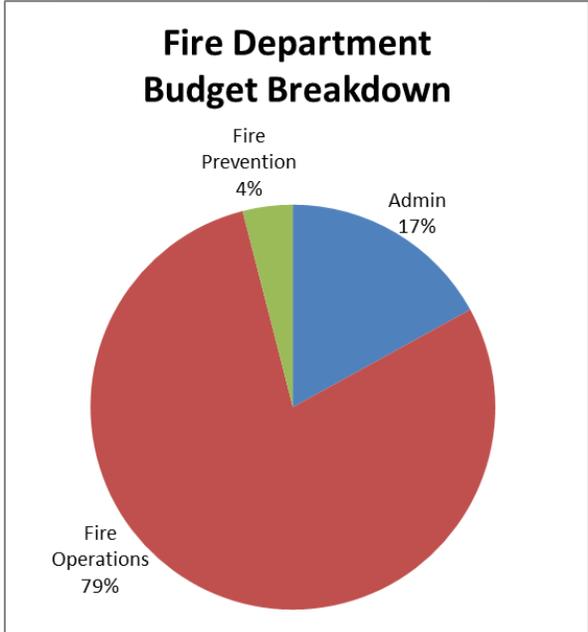
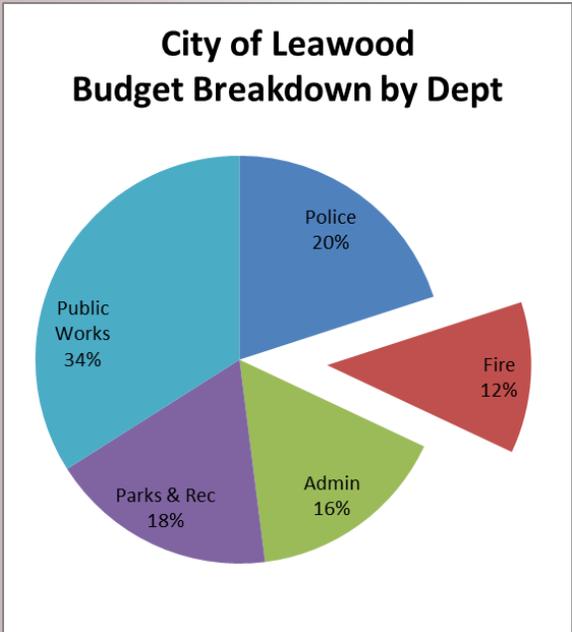
2014 was a busy and productive year for the Leawood Fire Department. This is the first annual report we have provided since I was appointed Chief in 2012. It is coming out later than I had planned but there were some crucial areas that were wrapping up that we really wanted to include. First and most importantly, we want to take this opportunity to sincerely thank the City of Leawood governing body and the community itself for your support as we strive to serve and improve.

One of the highlights of 2014 for me was the awarding of the Thomas McCaughey Fire Service Award for Valor from the Kansas State Fire Marshal to a crew consisting of four of our personnel. I have been in the fire service for over 30 years but watching the video of their actions on September 17, 2013 truly emphasized the risks and dangers that our firefighters can face at any time. This award not only reflected positively on them but also on the entire Fire Department and the City of Leawood. I was also proud to see one of our firefighters, Dony Bielak, receive Employee of the Year for the City of Leawood. Dony is not only a great employee but someone who truly goes above and beyond as a way of life.

Our quest for accreditation has been a long and rewarding journey. We completed our community driven 5 year strategic plan in 2014 and were able to identify areas for improvement based on direct public feedback. One of the interesting things we found out is that many people don't realize all the services we provide such as CPR training, car seat installation and home safety checks. One of our top strategic goals is improving our communication with the public. To make that happen, we have developed flyers, improved our website, and are spreading the word every chance we get. In this report, we have included incident data that resulted from our work towards accreditation. One interesting note: when incident data was broken down by one square mile grids, we noted that grid 186 had 732 incidents in 2014. That is 28% of our total calls for service and of those calls, approximately 79% are medical. Due in large part to the increased number of calls in that area, the overall travel time portion of our response times have been steadily increasing over the last few years. Several factors contribute to that including the fact that this grid is the furthest from any of our current fire stations plus development and traffic continue to increase. Just one great example of how we are striving to improve through analysis of risk and need.

2014 Fire Department Budget: \$6,823,963

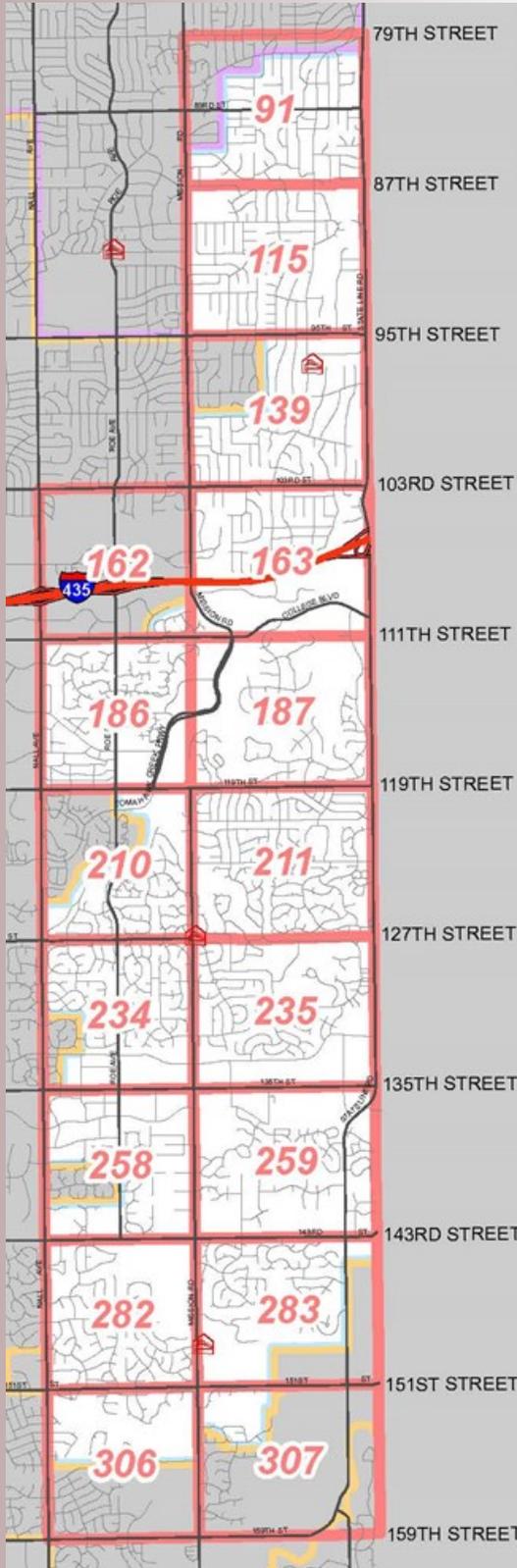
Fire Department Personnel
 Total Department Personnel: 53.69
 Administration Positions: 4
 Fire Prevention Positions: 2
 Operations Positions: 47.69



2014 Fire Department Incidents by Leawood Map Grid

(Each Grid is 1 Square Mile & Matches Census Grids)

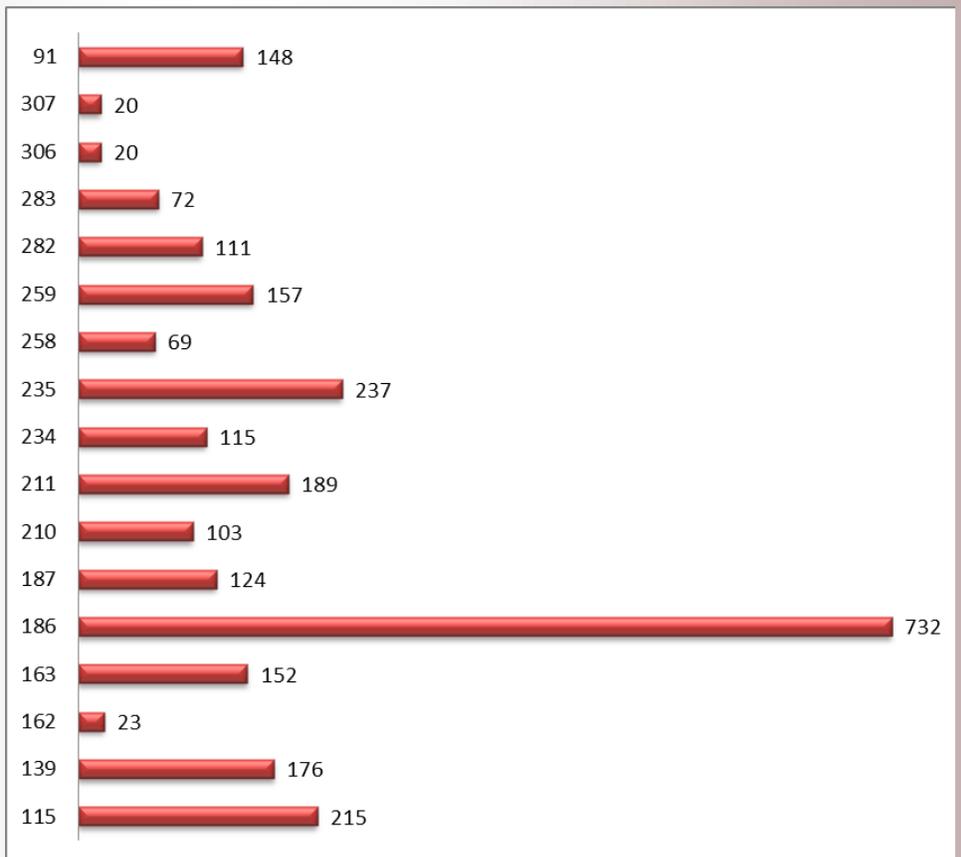
City of Leawood Grids



Incident Type Per Grid for 2014

Grid	Fire	EMS	HazMat	Rescue	Other	Total
91	2	77	6	0	63	148
115	4	130	8	0	73	215
139	2	100	1	0	73	176
162	1	16	0	0	6	23
163	3	90	8	0	51	152
186	9	579	13	3	128	732
187	2	48	5	0	69	124
210	4	57	8	0	34	103
211	4	104	5	0	76	189
234	3	55	5	0	52	115
235	2	180	3	0	52	237
258	3	48	1	0	17	69
259	5	79	3	0	70	157
282	5	73	2	0	31	111
283	4	46	0	0	22	72
306	1	8	0	0	11	20
307	3	9	0	0	8	20
Total	70	1743	68	3	856	2663

Number of Incidents Per Grid for 2014



2014 Highlights

Patient & Responder Reunion

On December 8th, 2013, on a cold and icy winter evening, crews from Leawood Engine 31, Rescue 32, and Battalion Chief 32 ran a call with Johnson County Med-Act on I-435 eastbound just before State Line Road. Crews worked down in the ditch, extricating the 19 year old patient from the car and getting him secured for transport all while keeping his airway open and attending to multiple other injuries. The patient obviously had severe head trauma. Everything was done right and the patient was taken to the nearest trauma center with a Leawood firefighter at the wheel.

On Sunday, October 26th, 2014, personnel from the Leawood Fire Department along with Johnson County Med-Act got a rare gift when now 20 year old Caleb walked in to the station with approximately 15 members of his family in tow. His parents and sister who were on a mission trip in Brazil even showed themselves via Skype on the big screen in the station training room. The media found out about the reunion with representatives showing up from Fox 4, KCTV 5, and KMBC 9, wanting to record the emotional moment. Caleb told the crews that his family was told he would not survive those initial days in the hospital due to the extent of his injuries. It was their belief that the initial emergency responders saved his life and so they wanted to come in and show their thanks. A very rewarding experience for all involved.



Pictured L-R:
Travis Alderson (Med-Act),
John Perryman, (Med-Act),
FF Rhys Hernandez,
Caleb Nichols (Patient),
FF Tommy Basore,
Lt. Geoff Gladish,
FF Jason Berry,
FF Joe Ostermann



NFA EFO Graduate

Training Chief Colin Fitzgerald completed the National Fire Academy's (NFA) Executive Fire Officer Program (EFO) in June. This executive level program takes four years to complete and has a competitive entry process along with strict admission requirements. Participants have to attend four separate courses on the NFA campus in Emmittsburg, Maryland for two weeks each. An applied research paper is also required each year.

LFD ISO Rating - Class 3

The Leawood Fire Department continues to carry an Insurance Standards Office (ISO) rating of Class 3 for its fire protection. ISO is the leading supplier of statistical, underwriting, and actuarial information for the property/casualty insurance industry. Most insurers use the PPC classifications for underwriting and calculating premiums for residential, commercial and industrial properties. The ISO rating classification is provided on a scale of 1-10, with 1 considered as "exemplary", and 10 considered "without protection." The LFD plans to request a new review in 2016 and is anticipating a rate improvement.

2014 Highlights

LFD Crew Receives Valor Award



Pictured L-R: KS Fire Marshal Doug Jorgenson, FF Eric Peterson, Capt Joe Sullivan, FF Curtis Newman, FF Mark Estopare, and Fire Chief Dave Williams.

On Monday November 17th, during the Leawood City Council meeting, the crew of LFD Battalion A, Engine 31, received a special honor. Captain Joe Sullivan, Master Firefighter III Eric Peterson, Master Firefighter III Curtis Newman, and Firefighter III Mark Estopare, were the recipients of the Tom McGaughey Fire Service Award presented by the Kansas State Fire Marshal, Doug Jorgensen. This award is given annually for performance above and beyond the call of duty. The award is given in the memory of Wichita Fire Chief Tom McGaughey who lost his life along with three other firefighters in a tragic fire in 1968.

The crew of Engine 31 was selected for the honor as a result of actions taken at a residential house fire on September 17, 2013. With knowledge that a person was believed inside, the crew entered a fully involved fire, found a fire victim, had to find another exit as their entrance point was blocked by fire, and then provided resuscitative care to the victim, returning her pulse. Although the victim succumbed to her injuries several days later, she was given a second chance at life and her family was given precious time to say their goodbyes.



Probationary Graduates

Congratulations to Firefighters Jason Webb and Dylan Alexander for completing their one year probationary period in December. All new firefighters are required to spend their probationary year in a development status which includes comprehensive didactic and practical testing over knowledge, skills, and abilities.



Fire Department Accreditation

So What is Accreditation?

The Leawood Fire Department is currently seeking accredited status from the Commission on Fire Accreditation International (CFAI), part of the Center for Public Safety Excellence (CPSE). The process is very involved and includes a highly technical Standards of Cover study, an adopted Strategic Plan, and a detailed Self Assessment. When these three areas are complete, the department is assigned a peer review team from other departments across the nation and sometimes even Canada. The peer team does a remote review of all submitted documents. If found credible, the team then comes on site for a four day hands-on review where they verify and validate everything that was included in the submitted documents. The Peer Team visit includes interviews, tours, and detailed process examination. The team then makes a recommendation based on their findings of whether the department is credible, should be deferred to correct deficiencies, or is denied. The department leadership along with the peer team leader then go before the Commission on Fire Accreditation International for the final verdict. This eleven person commission includes representatives from fire departments of all different sizes, the Department of Defense, city and county administrative leadership, the insurance industry, the National Fire Protection Association, the International Association of Fire Chiefs, and the International Association of Fire Fighters. If accredited, the department is then required to submit an annual compliance report detailing progress on improvements and recommendations. The entire process is repeated every five years. The accreditation model requires a department to make it a constant process of improvement, not just a project.

LFD Accreditation Progress

The Leawood Fire Department began the pre-work necessary to be successful in 2012. Three years of process improvement and refinement and data collection came together in late 2014 when The LFD completed the three main documents: The 2015 Standards of Cover & Community Risk Assessment, The 2014-2019 LFD Strategic Plan, and the Self-Assessment Manual. All together, these three documents include almost 500 pages of detailed information. An internal team of fire personnel had overall responsibility led by an accreditation manager. However, many members of the department contributed in their areas of specialty. Additionally, members of the community participated as external stakeholders in the strategic planning process. A peer review team will be put in place for remote document review in early 2015. Tentative dates for a site visit are in May of 2015 and the department should then be able to go before the commission in August of 2015.

A Change in Data Reporting

One thing the LFD learned early on is that the old style of data reporting regarding response times would not suffice. Historically, departments have reported response time averages and have only focused on travel time (actual time on the road enroute to an incident). Industry best practices require departments to look at response time data in percentiles rather than averages. The standard percentile used is 90%. So instead of saying the LFD takes 5 minutes on average to get to a call, we now report the time that falls at the 90th percentile. This allows us to look at the vast majority of times instead of just roughly half. The remaining 10% allows for outliers that can falsely skew data such as one time extreme events like road blockage. This is a much more accurate representation of true times and allows for a much more detailed analysis and identification of improvement solutions. Additionally, the LFD no longer only looks at travel times. Instead, an incident is broken down into call processing (911 call until unit dispatch), turnout time (time for crews to respond after being dispatched), travel time (time from turnout to arrival), and total response time (all the above added together). These times are figured both for first unit to arrive and also the entire "Effective Response Force", the total resources needed to handle the incident effectively. See the next page to see how these two styles compare.

LFD Annual Data

	2012	2013	2014
Annual Budget	\$6,137,842	\$6,456,521	\$6,823,963
Total Incidents	2,664	2,667	2,740
Fire Incidents	100	66	70
EMS Incidents	1,736	1,678	1,743
Technical Rescue Incidents	4	9	3
Haz Mat Incidents	50	77	68
Other Calls for Service	774	837	856
Call Handling Time (Dispatch) 90th Percentile Baseline Performance	:38	:38	:39
Turnout Time (Reaction—dispatch to enroute) 90th Percentile Baseline Performance	1:22	1:23	1:25
Travel Time—1st Unit on Scene 90th Percentile Baseline Performance	5:03	5:18	5:48
Travel Time—Effective Response Force 90th Percentile Baseline Performance	8:08	8:16	8:29
Total Response Time—1st Unit on Scene 90th Percentile Baseline Performance	6:18	6:35	7:03
Total Response Time—Effective Response Force 90th Percentile Baseline Performance	9:09	9:16	9:29
Total Fire Loss	\$55,402	\$460,826	\$994,059
Total Value Saved—Fire Incidents	\$1,356,733	\$2,407,500	\$33,207,841
Fire Department Personnel Total Individual Training Hours	11,284	14,626	27,243
Fire Code Inspections New Construction & Existing Occupancies	973	766	841

Old Style Data Reporting Using Averages (Fire Incidents)

	2012	2013	2014
Fire Reaction Time (Turnout) - Average	1:06	:55	:56
Fire Travel Time—1st Unit—Average	4:03	3:53	4:10
Fire Total Response Time—1st Unit—Average	5:09	4:48	5:06
Fire Total Response Time Effective Response Force—Average	5:49	6:39	6:01

LFD Fire Stations



Station 31
9609 Lee Blvd
913-681-6788 x21



Station 32
12701 Mission Rd
913-681-6788 x24



Station 33 / Admin
14801 Mission Rd
913-681-6788 x10

Community Services

The Leawood Fire Department provides a wide array of public services.

Some of the more common are listed below.

Contact 913-681-6788 x10 for more information.

- Blood Pressure Checks
- CPR/AED/1st Aid Classes
- Hands-Only CPR Training
- Fire Extinguisher Training
- C.E.R.T. - Community Emergency Response Team Training
- Fire Inspections
- Fire Investigations
- Firefighter Visits
- Fire Station Tours
- Juvenile Fire Setter Intervention
- School Programs
- Car Seat Installation
- Home Safety Checks
- Detector Assistance

City of Leawood Fire Department

14801 Mission Road

Leawood, KS 66224

Phone: 913-681-6788 Fax: 913-681-2399

LFD Website: www.leawood.org/fire