

# Savannah Fire & Emergency Services

## 2016 Annual Report



121 East Oglethorpe Avenue  
Savannah Georgia 31401  
(912) 651-6754

*"...committed to those we serve"*

### About the Department:

Savannah Fire & Emergency Services (SFES) is steeped in history that dates to the city's first organized fire company in 1759. 152 years later it became the first fully-mechanized fire department in the United States. SFES is a progressive, future-focused organization comprised of 341 professional, fully-trained, career firefighters. SFES operates 15 fire stations that are strategically located throughout the City of Savannah to ensure a quick response to the needs of citizens and visitors. Included in this report are the following sections:

- ◆ Executive Summary
- ◆ 2016 Accomplishments
- ◆ Operations Department
  - Incident Data
  - Response Data
- ◆ Logistics Department
  - Training
  - Facilities
  - Fleet
  - Investigations
  - Inspections
- ◆ Emergency Management
- ◆ Public Education and Information
- ◆ Customer Service Analysis

### VISION STATEMENT

We are committed to serving our community with the utmost levels of professionalism and efficiency in relation to the preservation of life and property.

### ORGANIZATIONAL PRINCIPLES

Professionalism  
Accountability  
Service Excellence  
Diversity  
Customer & Employee Satisfaction  
Leadership  
Teamwork  
Safety  
Loyalty  
Trust  
Effective Communication

# Greetings from the Fire Chief



**Service Excellence**

Thank you for reading the Savannah Fire & Emergency Services (SFES) 2016 Annual Report. We are a professional career Fire Department comprised of 341 uniformed firefighters and 19 administrative/support staff. We serve a population of 145,674 people, with a service area of 103 square miles. The service area is defined as with an Industrial component along the river basin. Services are delivered from 15 Fire Stations. Service Response Units includes: 16 Engine Companies, 5 Ladder Companies, 2 Heavy Rescue Companies, 1 Fireboat, & assorted marine vessels and equipment, located strategically throughout the City.

In addition to structural firefighting, we also are the primary provider of Hazardous Materials (HazMat) and Technical Rescue Services; Industrial, Marine & Shipboard Firefighting. This report will list the activities of the 3 major Departments within SFES, Operations, Logistics, and Emergency Management. This report details the work of the Divisions contained within each Department, to include our Public Education activities.

**Charles G. Middleton**  
Fire Chief, CFO, MIFire

## SFES RECEIVES FIRE SERVICE ACCREDITATION

Savannah Fire & Emergency Services received Fire Service Accreditation on August 17, 2016. The Commission on Fire Accreditation International on behalf of the Center for Public Safety Excellence unanimously approved SFES for this prestigious achievement. This accomplishment validates the high service standards that SFES provides to the citizens and visitors of Savannah. The endless efforts of our personnel have allowed us to be the 5<sup>th</sup> Fire Department in the State of Georgia, one (1) out of 220 departments internationally and the 31<sup>st</sup> ISO Class-I/Accredited department to successfully complete the accreditation process.



# 2016 Accomplishments

- Published Savannah Fire & Emergency Services (SFES) first Standards of Cover.
- Published the SFES 2016-2020 Strategic Plan.
- Implemented the Cancer Reduction Initiative.
- First Fire Department in the nation to Receive National Association of State Boating Law Administrators (NASBLA) for the department's Marine Response program.
- Initiated the Pilot program for Mobile Data Terminals in apparatus.
- A total of nine (9) Chief Officers completed Executive Level Training at the National Fire Academy during the 2015 and 2016 training cycle.
- Certified all Operational personnel at the National Professional Qualified (NPQ) Hazard Materials Operational Level.
- All Operational personnel received a National Fire Protection Association (NFPA) 1582 compliant physical and medical screening.
- Increased the number of NPQ Incident Safety Officers by 12, increase of 20 %.
- Received Council approval to complete the final phase of staffing, in compliance with NFPA Standard 1710.
- Identified and trained city staff for positions within the Incident Command System to assist with the mitigation of large scale incidents.
- Developed a station maintenance and appliance/equipment tracking program in the department's records management system.

# OPERATIONS



**Service Excellence**

The goal of Savannah Fire & Emergency Services Operations Department is to support the Community Risk Reduction initiative. To support this initiative, the Operations Department utilizes 15 Fire Stations, 23 Companies and 341 personnel that are strategically placed throughout the city in relation to the city’s risk assessment. By constantly monitoring our response efforts through data collection, the Operations Department is able to effectively and efficiently respond to a wide spectrum of natural and manmade incidents. The results of our efforts have led to receiving the highest Insurance Services Office (ISO) rating, ISO Class-1 and receiving International Accreditation from the Commission on Fire Accreditation International. All this ensures that we stay true to our mission, “...committed to those we serve”.

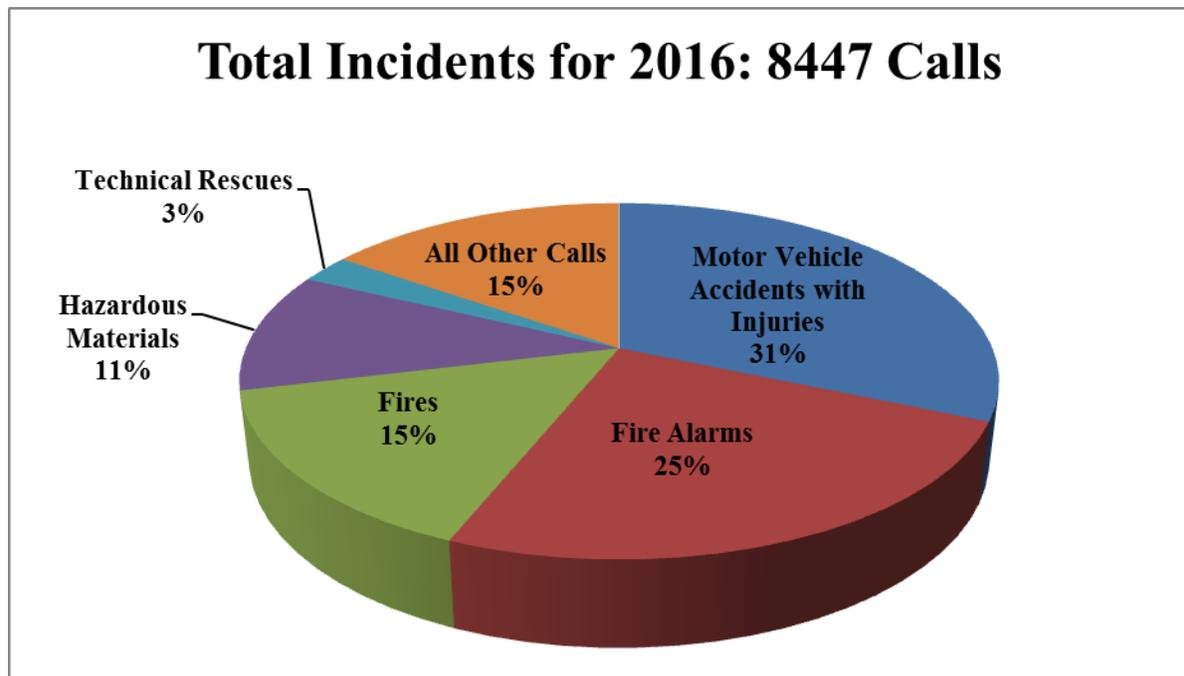
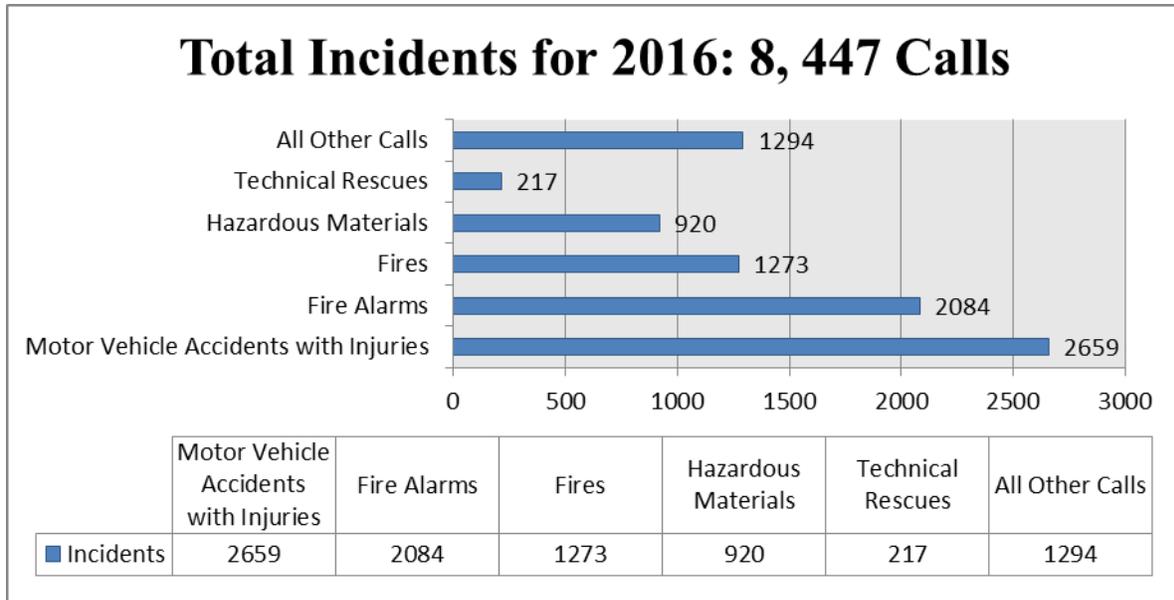




## OPERATIONS / RESPONSE

The Operations Division responded to 8,447 incidents in 2016. These incidents are broken down into six categories: Fires, Vehicle Accident Responses, Hazardous Materials, Technical Rescues, Fire Alarms and other calls. The diverse capability of our responses demonstrates why SFES is an Accredited ISO Class-1 Department.

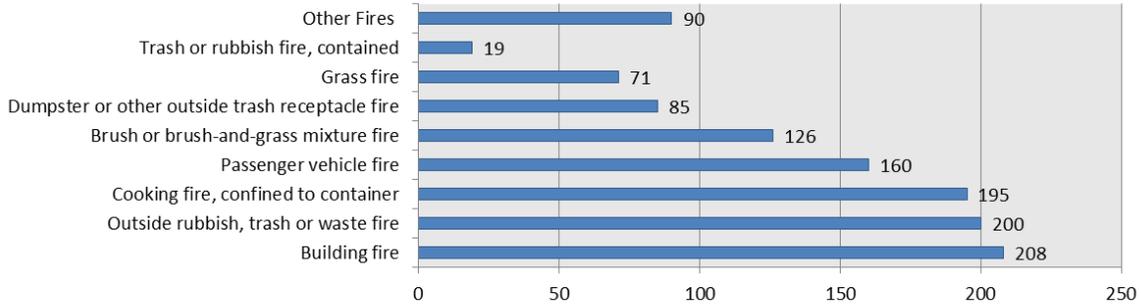
### 2015 Total Call Volume by Type: 8,447 Incidents





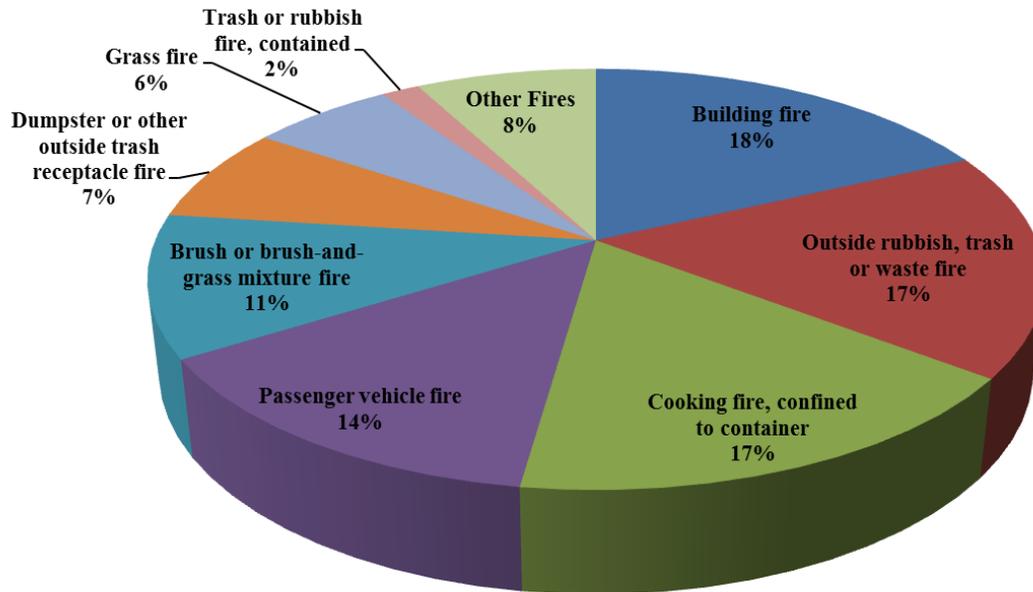
# OPERATIONS / RESPONSE

## 2016 Types of Fires: Total for 2016 - 1273



	Building fire	Outside rubbish, trash or waste fire	Cooking fire, confined to container	Passenger vehicle fire	Brush or brush-and-grass mixture fire	Dumpster or other outside trash receptacle fire	Grass fire	Trash or rubbish fire, contained	Other Fires
■ Fires	208	200	195	160	126	85	71	19	90

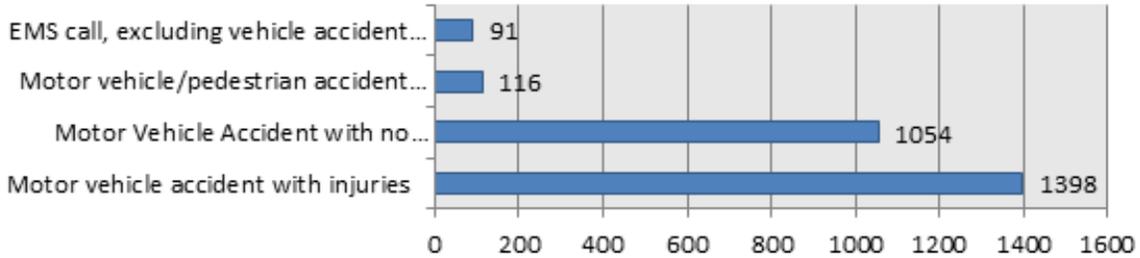
## 2016 Types of Fires: 1273 Calls





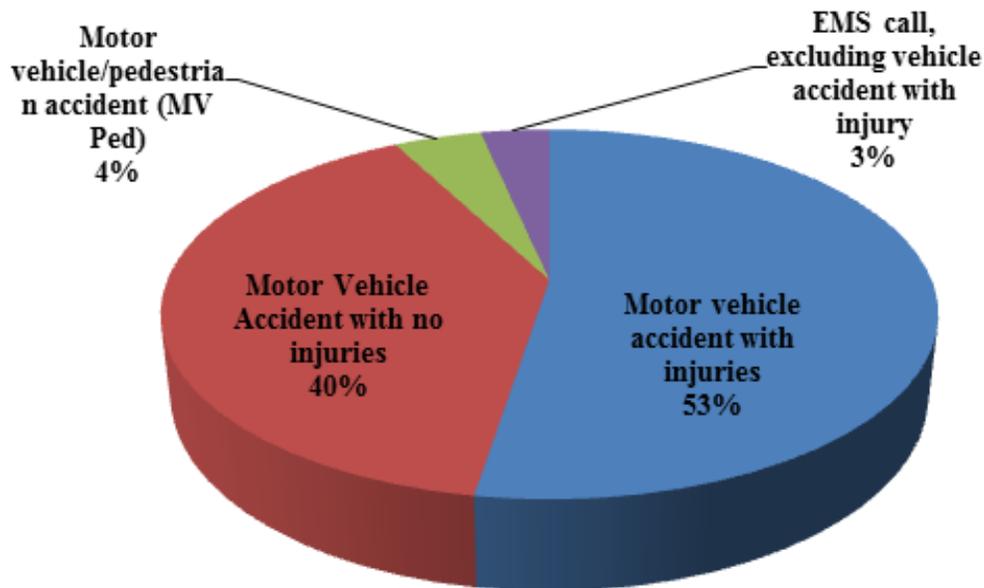
## OPERATIONS / RESPONSE

### Vehicle Accidents Responses: 2659 Calls



	Motor vehicle accident with injuries	Motor Vehicle Accident with no injuries	Motor vehicle/pedestrian accident (MV Ped)	EMS call, excluding vehicle accident with injury
■ Vehicle Accidents	1398	1054	116	91

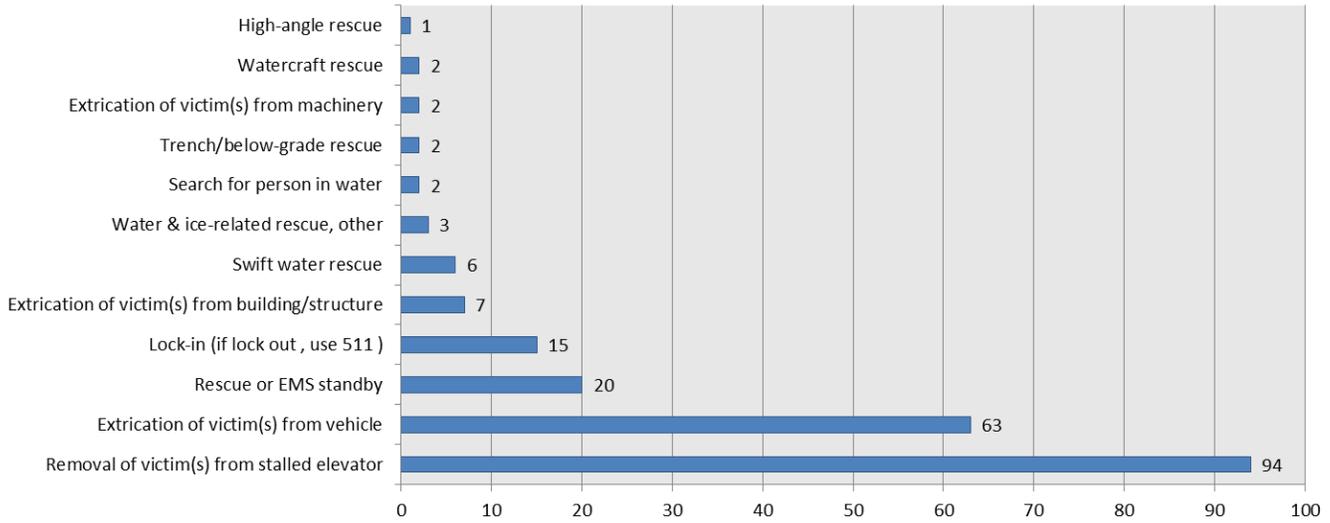
### Vehicle Accident Responses: 2659 Calls





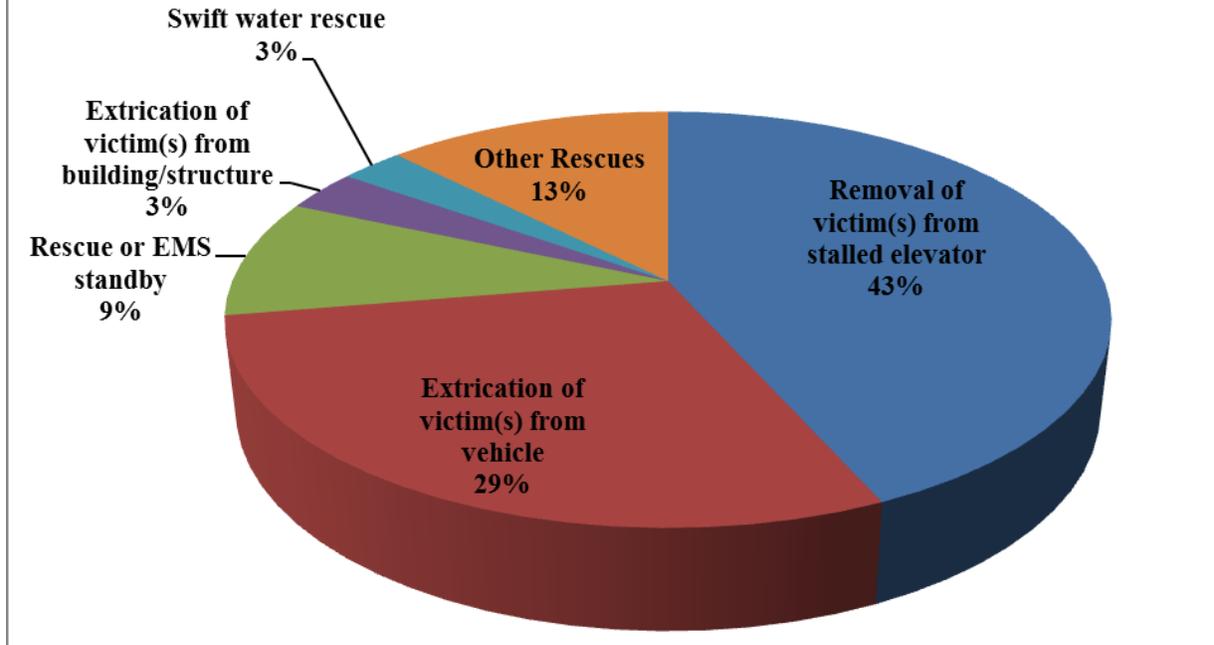
# OPERATIONS / RESPONSE

## Technical Rescue: 217 Calls



	Removal of victim(s) from stalled elevator	Extrication of victim(s) from vehicle	Rescue or EMS standby	Lock-in (if lock out , use 511 )	Extrication of victim(s) from building/structure	Swift water rescue	Water & ice-related rescue, other	Search for person in water	Trench/below-grade rescue	Extrication of victim(s) from machinery	Watercraft rescue	High-angle rescue
TRT	94	63	20	15	7	6	3	2	2	2	2	1

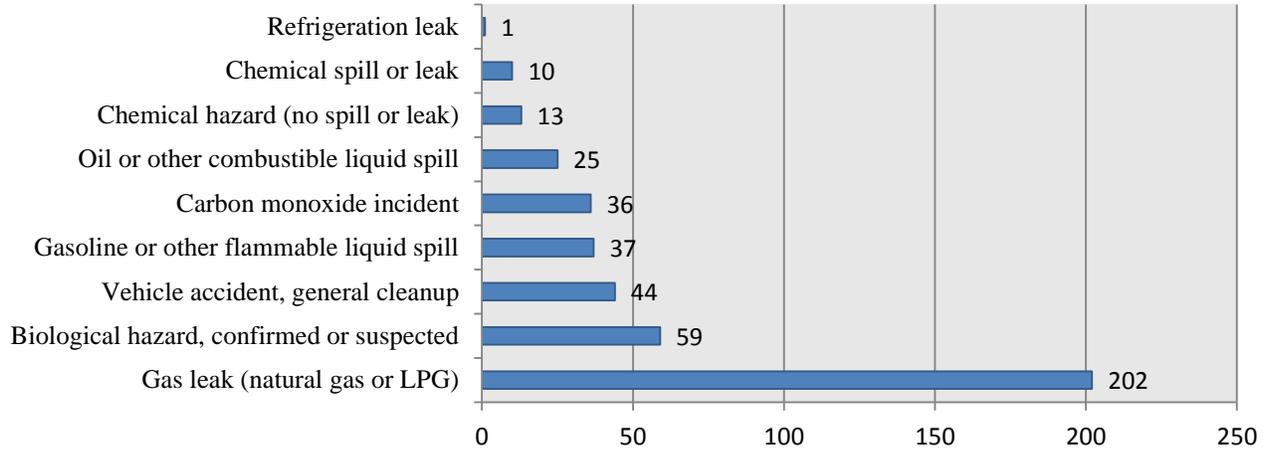
## Technical Rescue: 217 Calls





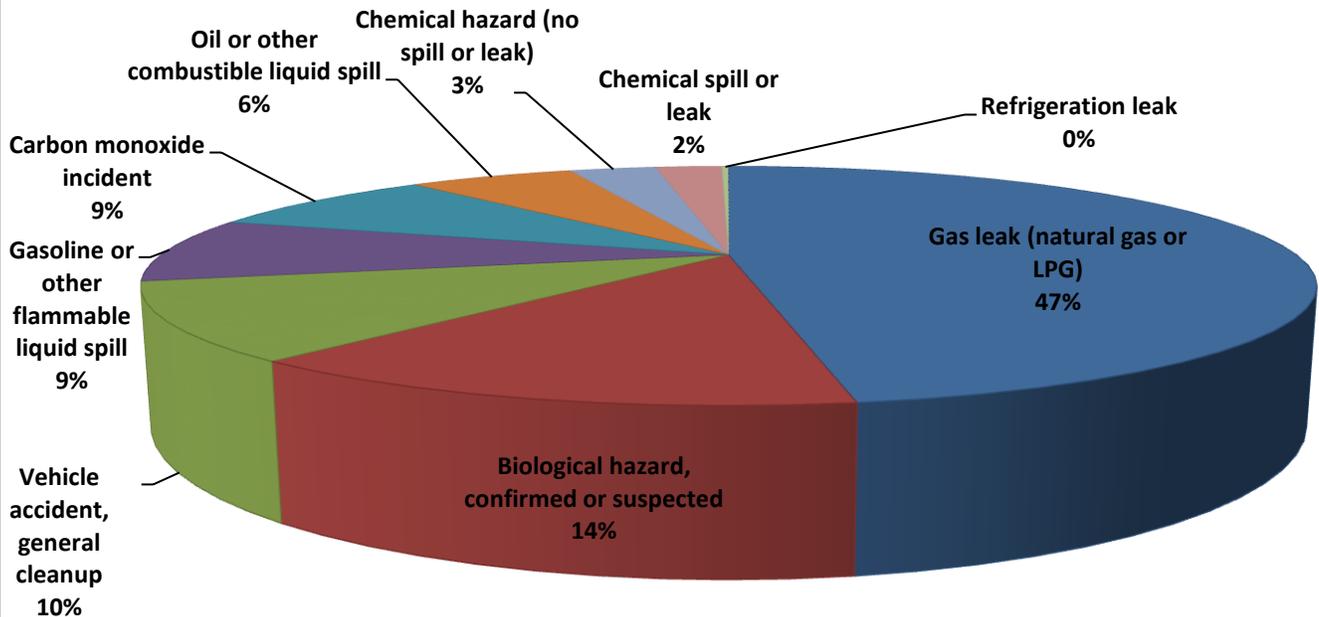
# OPERATIONS / RESPONSE

## Hazardous Materials: 920 Calls



	Gas leak (natural gas or LPG)	Biological hazard, confirmed or suspected	Vehicle accident, general cleanup	Gasoline or other flammable liquid spill	Carbon monoxide incident	Oil or other combustible liquid spill	Chemical hazard (no spill or leak)	Chemical spill or leak	Refrigeration leak
■ Haz Mat	202	59	44	37	36	25	13	10	1

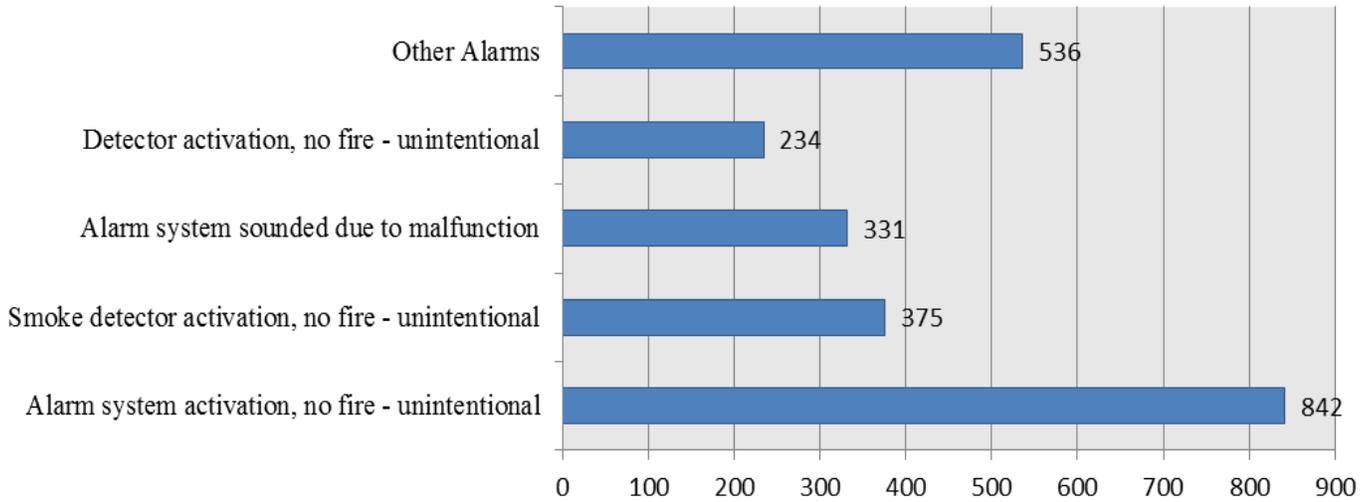
## Hazardous Materials: 920 Calls





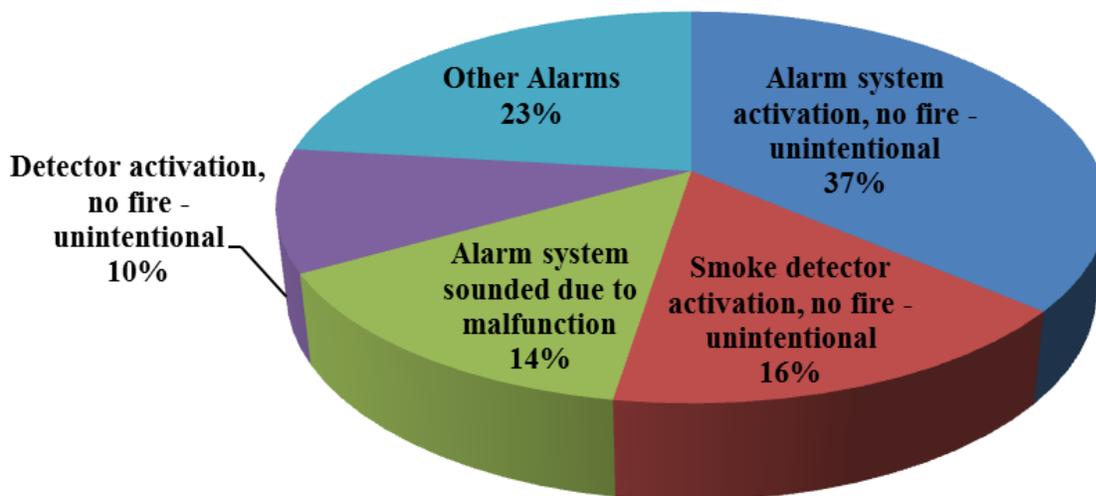
## OPERATIONS / RESPONSE

### False Alarms: 2084 Calls



	Alarm system activation, no fire - unintentional	Smoke detector activation, no fire - unintentional	Alarm system sounded due to malfunction	Detector activation, no fire - unintentional	Other Alarms
■ Alarms	842	375	331	234	536

### False Alarms: 2084 Calls





# OPERATIONS / RESPONSE

## 2016 Response Data

### FAU Low Risk Fires (1065 Incidents)

Single Company Response	SFES	FAU 90th Percentile
Alarm Handling time	0:02:00	0:03:02
Unit Turnout Time	0:01:20	0:01:36
Unit Travel Time	0:04:00	0:04:55
Unit Total Travel Time	0:07:20	0:08:15

### FAU and ERF Moderate and High Building Fires (208 Incidents)

NFIRS Codes 111 and 112	SFES	FAU 90th Percentile	SFES	ERF 90th Percentile
Alarm Handling time	0:02:00	0:03:03	0:02:00	0:03:03
Unit Turnout Time	0:01:20	0:01:23	0:01:20	0:01:23
Unit Travel Time	0:04:00	0:03:56	0:08:00	0:08:56
Unit Total Travel Time	0:07:20	0:07:02	0:11:20	0:13:32

### FAU / ERF Low Risk Haz Mat Incidents ( 526 Incidents)

NFIRS Codes 411, 412, 424 and 463	SFES	FAU 90th Percentile	SFES	ERF 90th Percentile
Alarm Handling time	0:02:00	0:03:07	0:02:00	0:03:07
Unit Turnout Time	0:01:20	0:01:14	0:01:20	0:01:14
Unit Travel Time	0:04:00	0:04:03	0:08:00	0:07:44
Unit Total Travel Time	0:07:20	0:08:24	0:11:20	0:12:05

### FAU / ERF Moderate Risk Haz Mat Incidents (394 Incidents)

NFIRS Codes 411, 412 and 413	SFES	FAU 90th Percentile	SFES	ERF 90th Percentile
Alarm Handling time	0:02:00	0:03:19	0:02:00	0:03:19
Unit Turnout Time	0:01:20	0:01:09	0:01:20	0:01:09
Unit Travel Time	0:04:00	0:03:49	0:08:00	0:08:32
Unit Total Travel Time	0:07:20	0:08:17	0:11:20	0:13:00

### FAU / ERF Low Risk Technical Rescue Incidents (176 Incidents)

NFIRS Codes 352, 353 and 360	SFES	FAU 90th Percentile	SFES	ERF 90th Percentile
Alarm Handling time	0:02:00	0:03:06	0:02:00	0:03:06
Unit Turnout Time	0:01:20	0:01:13	0:01:20	0:01:13
Unit Travel Time	0:04:00	0:03:34	0:08:00	0:07:54
Unit Total Travel Time	0:07:20	0:07:53	0:11:20	0:12:13

### FAU / ERF Moderate and High Risk Technical Rescue Incidents (41 Incidents)

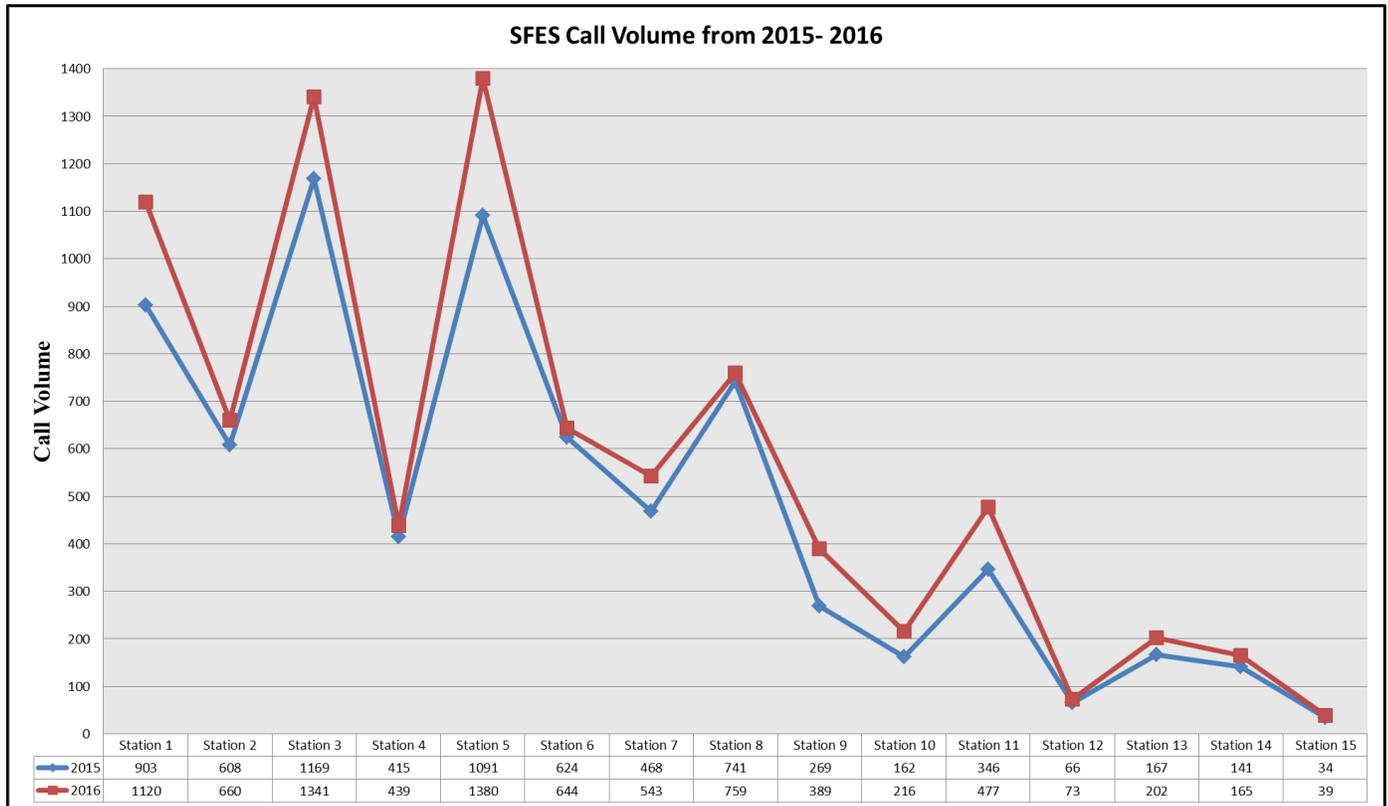
NFIRS Codes 351, 354, 355, 356, 357 and 363	SFES	FAU 90th Percentile	SFES	ERF 90th Percentile
Alarm Handling time	0:02:00	0:04:06	0:02:00	0:04:06
Unit Turnout Time	0:01:20	0:00:57	0:01:20	0:00:57
Unit Travel Time	0:04:00	0:03:32	0:08:00	0:07:40
Unit Total Travel Time	0:07:20	0:08:49	0:11:20	0:12:43

Unit	Incident Count
Engine 5	2193
Rescue 1	2154
Battalion Chief 1	1904
Safety Officer 1	1816
Truck 5	1717
Engine 3	1682
Engine 1	1594
Rescue 2	1429
Engine 8	1269
Battalion Chief 2	1208
Truck 1	1181
Engine 2	1140
Engine 6	1127
Command Aid	1093
Engine 7	969
Engine 4	888
Engine 16	740
Engine 11	709
Engine 9	695
Truck 2	645
Engine 10	458
Battalion Chief 3	340
Engine 13	303
Engine 14	287
Truck 13	267
Engine 12	136
Engine 15	82
Truck 12	79



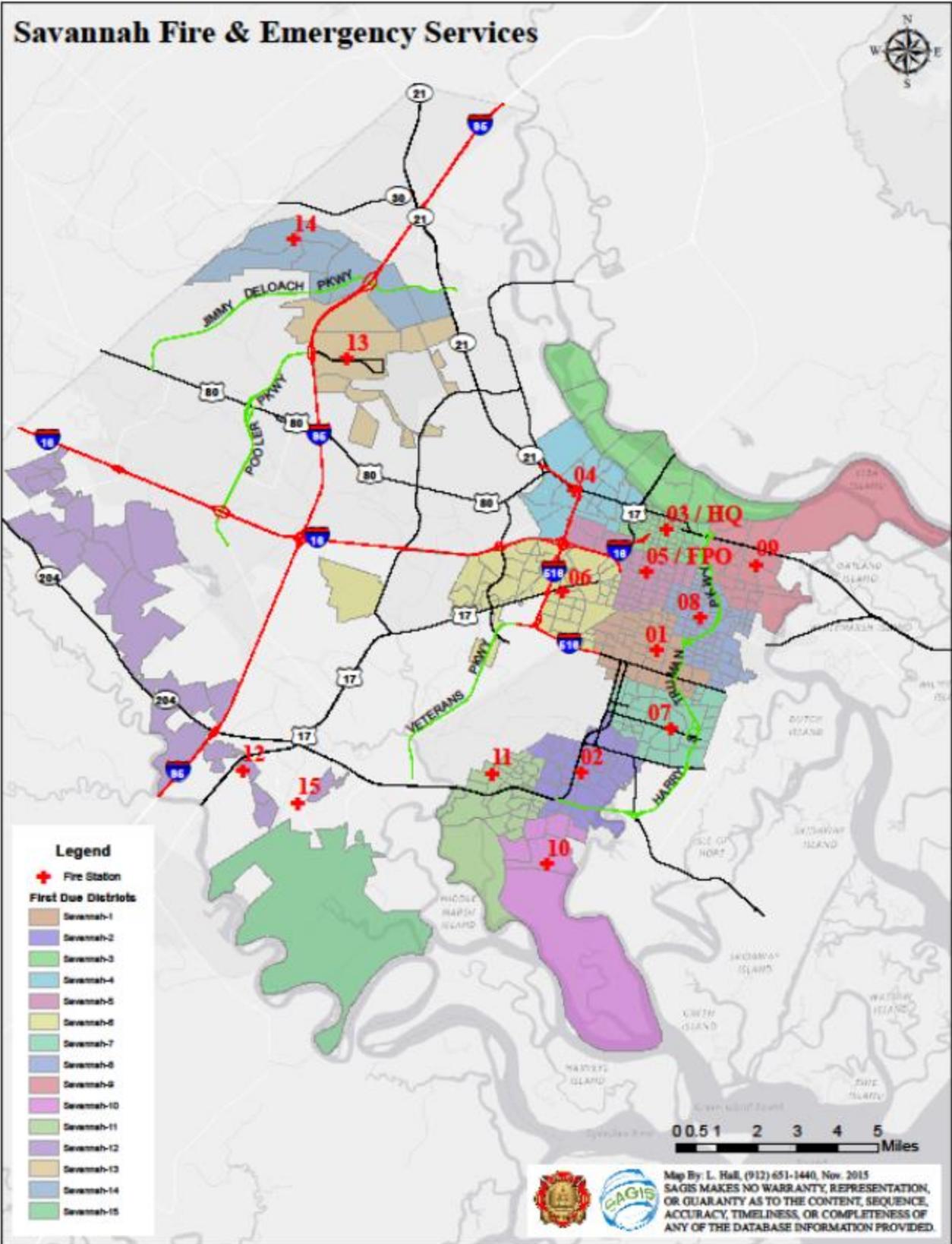
# OPERATIONS / RESPONSE

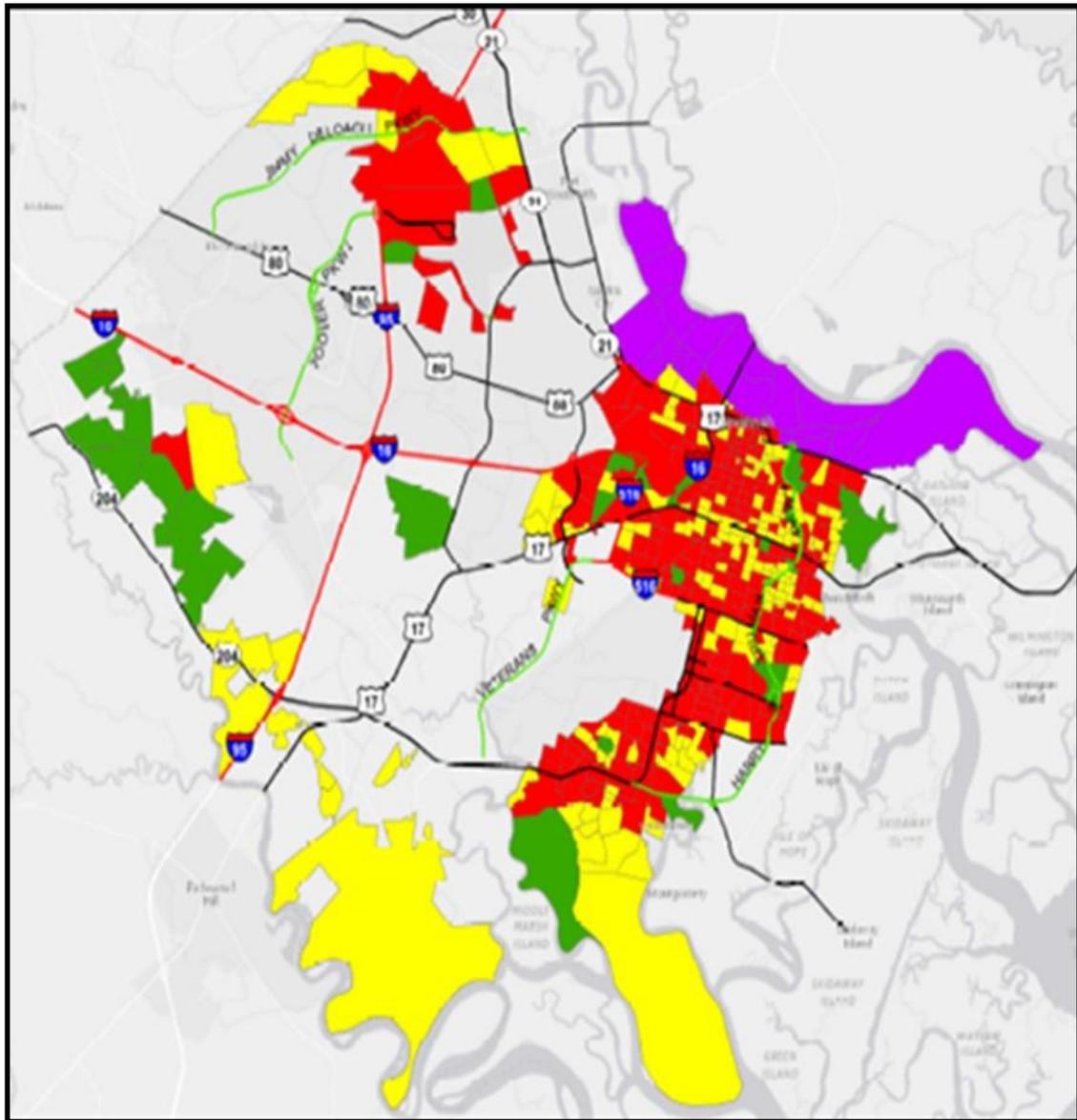
Savannah Fire & Emergency Services Call Volume Statistics 2012- 2016								
Station	2012	2013	2014	2015	2016	Aggregate Total	Annual Change	5 yr Change
Station 1	590	513	747	903	1120	3873	19%	90%
Station 2	437	342	535	608	660	2582	8%	51%
Station 3	790	737	1060	1169	1341	5097	13%	70%
Station 4	247	198	333	415	439	1632	5%	78%
Station 5	616	590	1069	1091	1380	4746	21%	124%
Station 6	412	377	554	624	644	2611	3%	56%
Station 7	286	246	391	468	543	1934	14%	90%
Station 8	411	341	577	741	759	2829	4%	87%
Station 9	162	130	281	269	389	1231	31%	140%
Station 10	150	95	123	162	216	746	25%	44%
Station 11	270	222	379	346	477	1694	27%	77%
Station 12	48	53	54	66	73	294	10%	52%
Station 13	151	108	159	167	202	787	17%	34%
Station 14	59	71	120	141	165	556	15%	180%
Station 15	5	1	10	34	39	89	13%	680%
	<b>4634</b>	<b>4024</b>	<b>6392</b>	<b>7204</b>	<b>8447</b>	<b>30701</b>	<b>15%</b>	<b>82%</b>





Station Locations/Risk Assessment





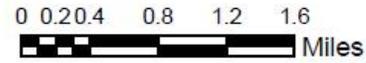
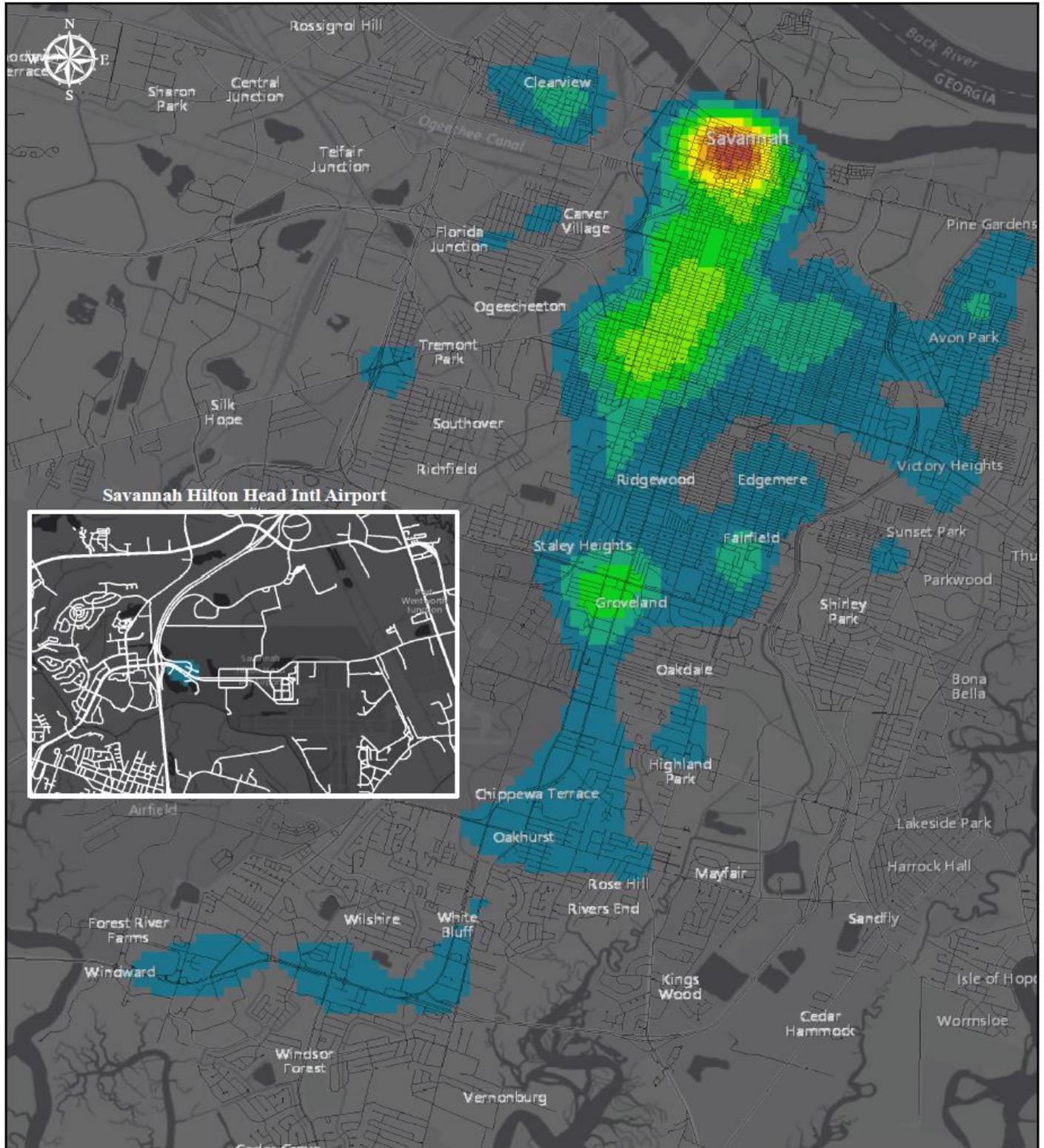
Savannah Fire & Emergency Services  
Risk, Hazard, and Value Evaluation (RHAVE)



SFES personnel conducted over 600 Pre-Fire Plans within our response area. These Pre-Fire Plans are vital for our goal of Community Risk Reduction however; these plans also identify potential hazards for responding firefighters. In addition to risk reduction and safety, these Pre-Fire Plans assisted with the development of the Standards of Cover which produced a citywide Risk Assessment map (see above). To complete such important tasks, SFES personnel utilized approximately 3,000 staff hours in 2016.



OPERATIONS / 2016 INCIDENT VOLUME HEAT MAPS



Map by: Mandy Terkhorn

# LOGISTICS



Service Excellence

The Logistics Department is comprised of the following Divisions: Building Construction and Maintenance, Fleet Management, Service Support, Budget & Purchasing, Human Resources Administration, Fire Prevention, Arson Investigation, and Training.





## LOGISTICS / TRAINING

### Training Division

The Training Division of SFES is composed of one Training Division Chief and three Fire Captains, who assist in the management of training and recruitment for the bureau. The training program includes the following areas: Executive Management Level Training, Fire Officer Development, Fire Operations Training, Hazardous Material, Technical Rescue Training, and New Fire Recruit Training. The training division is also responsible for the recruitment and testing of applicants who seek a career within SFES.





## LOGISTICS / TRAINING

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Each year the Training Division is responsible to provide the necessary training requirements outlined by Georgia Standards and Training Council and the Insurance Services Office. Annually, each operational firefighter is required to complete a training program that is rank dependent (see matrix below). Additionally, job specific training and specialized training such as; Hazardous Materials, Technical Rescue and Marine training will increase these program hours above 400 hours of annual training.

### **Recruit Training (14 weeks)**

National Professional Qualifications Firefighter I

National Professional Qualifications Firefighter II

National Professional Qualifications Hazardous Materials Awareness National Professional Qualifications Hazardous Materials Operations

Emergency Medical Responder w/CPR and AED

Emergency Vehicle Operations Course

Incident Command System Training levels 100, 200 and 700

### **41 Recruits in 2016**

**Total Staff Training Hours for Recruits= 41 x 560= 22,960 hrs.**





## LOGISTICS / TRAINING

### Firefighter / Advanced Firefighter

National Fire Protection Association (NFPA) 1001 Firefighter I and II: 200 hours

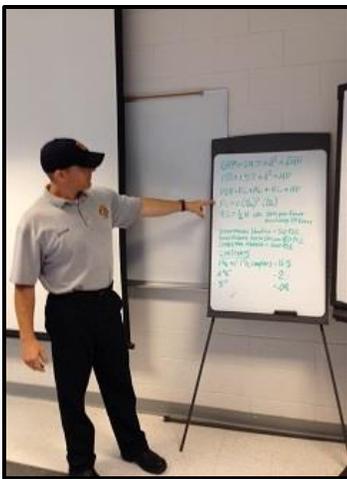
NFPA 1002 Apparatus Operator: 12 hours (Driver Certified)

NFPA 472 Hazardous Materials: 10 hours Training

Facility Use: 18 hours

Emergency Medical Responder: 4 hours

**131 Firefighters / Advanced Firefighters**



**Total Staff Training Hours for Firefighters= 244 x 131= 31,964 hrs.**

### Master Firefighter

National Fire Protection Association (NFPA) 1001 Firefighter

I and II: 200 hours

NFPA 1002 Apparatus Operator: 12 hours

NFPA 1021 Company Officer: 12 Hours

NFPA 472 Hazardous Materials: 10 hours

Training Facility Use: 18 hours

Emergency Medical Responder: 4 hours

**84 Master Firefighters**



**Total Staff Training Hours for Master Firefighters= 256 x 84= 21,504hrs**



## LOGISTICS / TRAINING

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### Fire Captain

National Fire Protection Association (NFPA) 1001 Firefighter I and II: 200 hours

NFPA 1021 Company Officer: 12 Hours NFPA 472

Hazardous Materials: 10 hours

Training Facility Use: 18 hours

Emergency Medical Responder: 4 hours

### **70 Fire Captains**

**Total Staff Training Hours for Fire Captains= 244 x 70= 17,080**





# LOGISTICS / TRAINING

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## Battalion Chiefs

National Fire Protection Association (NFPA) 1021 Chief Officer: 40 hours

**11 Battalion Chiefs**

**Total Staff Training Hours= 40 x 11= 440**





# LOGISTICS / TRAINING

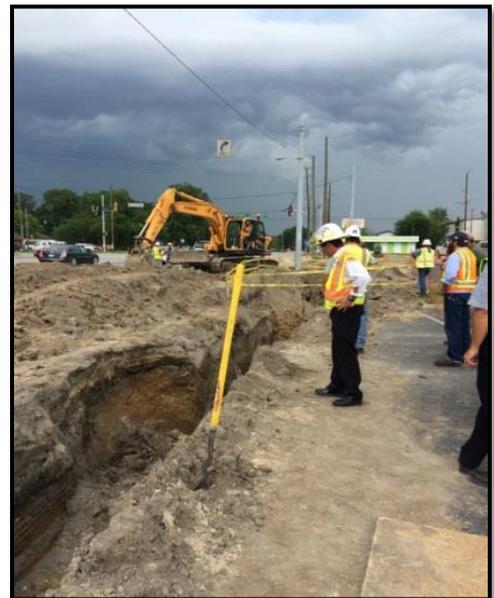
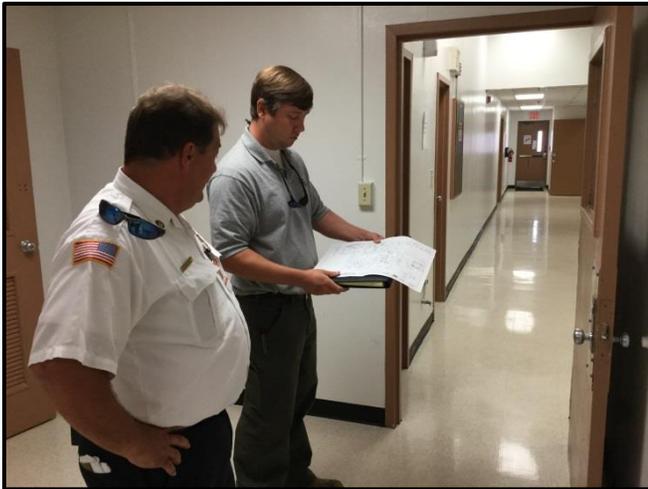
## Fire Marshals and Investigators

24 hours of continual training in their professional subject matter

**5 Fire Marshals**

**2 Fire Investigators**

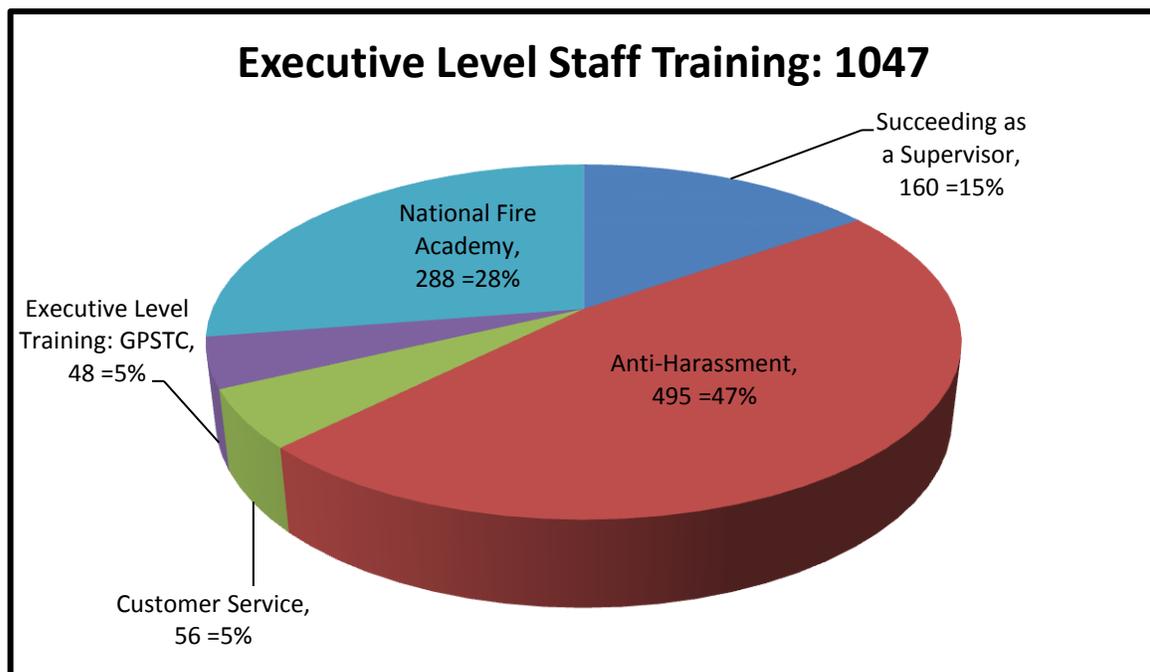
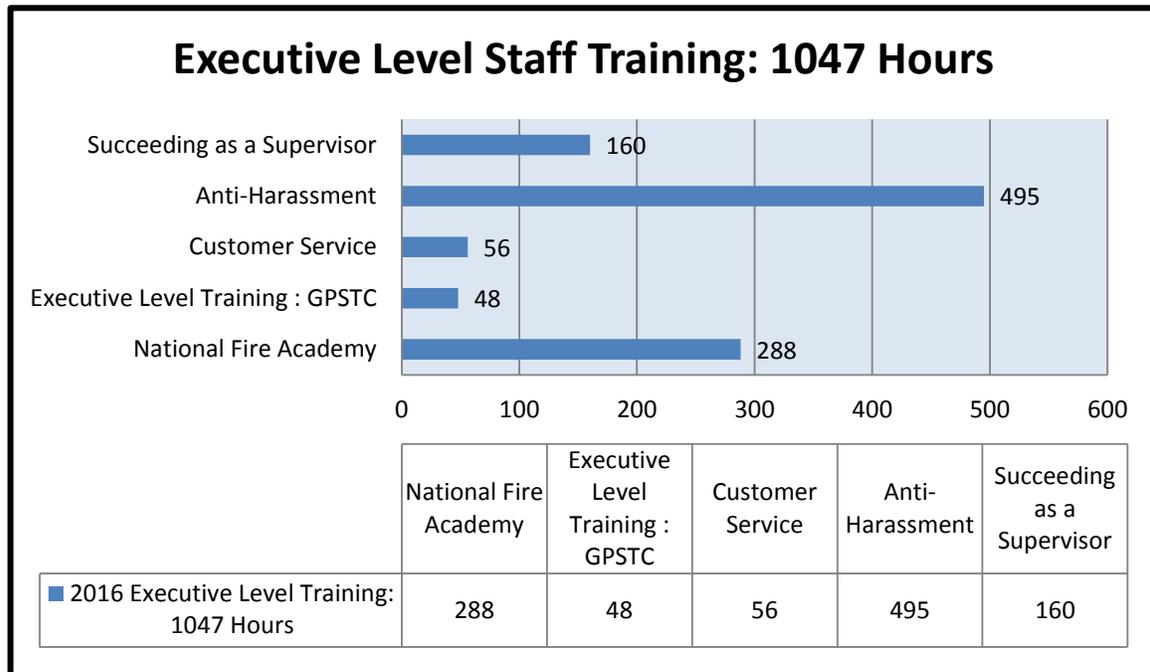
**Total Staff Training Hours for Fire Marshals and Investigators = 24 x 7 = 168**





# LOGISTICS / TRAINING

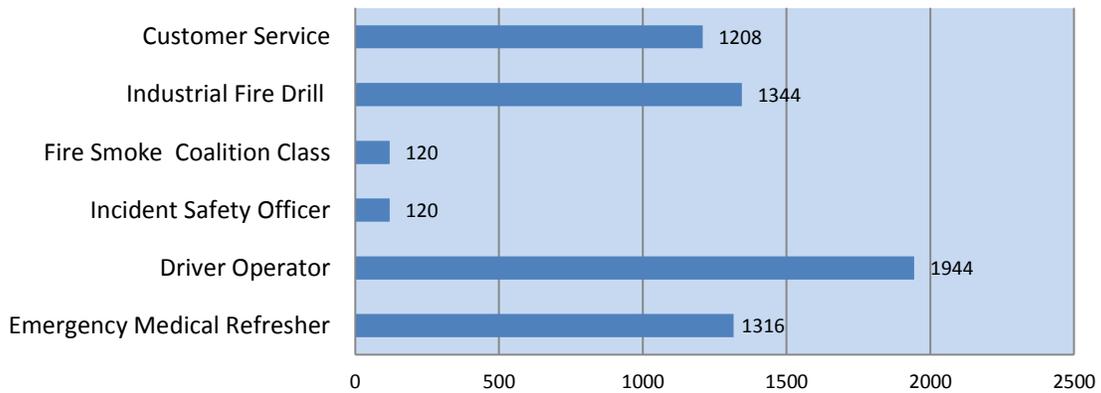
## Training Course Participation for 2016





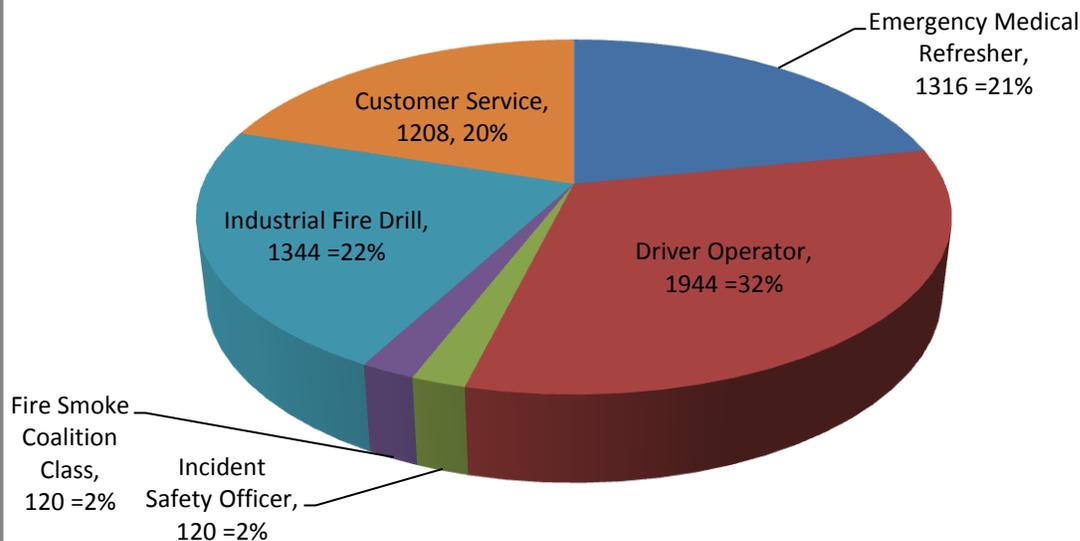
# LOGISTICS / TRAINING

## Operational Staff Training: 6152 Hours



	Emergency Medical Refresher	Driver Operator	Incident Safety Officer	Fire Smoke Coalition Class	Industrial Fire Drill	Customer Service
2016 Operational Training: 6152 Hours	1316	1944	120	120	1344	1208

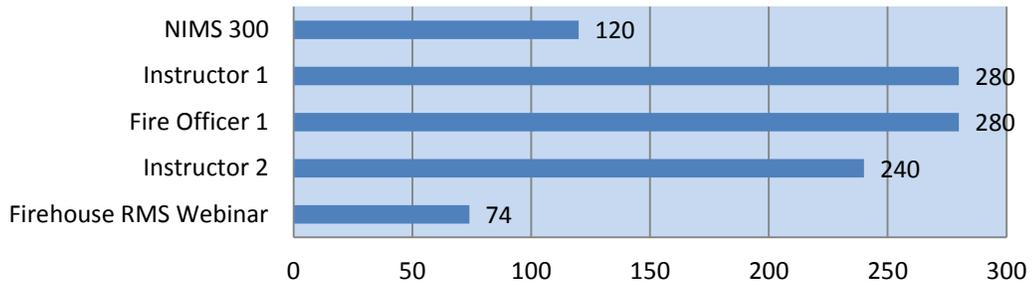
## Operational Staff Training: 6152 Hours



# LOGISTICS / TRAINING

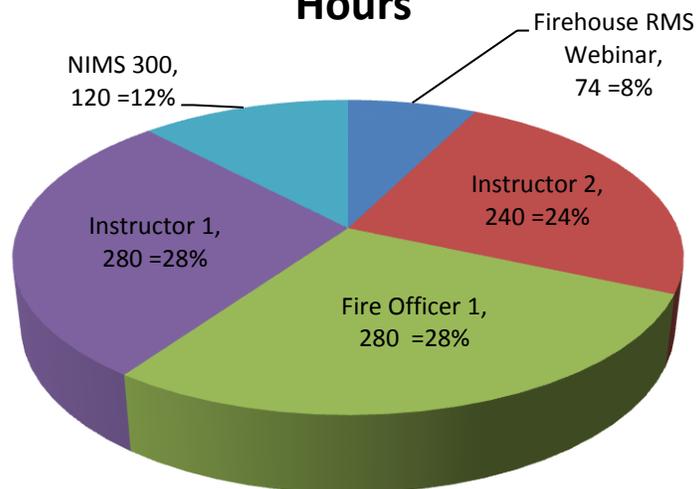


## Fire Officer Development Staff Training: 994 Hours



	Firehouse RMS Webinar	Instructor 2	Fire Officer 1	Instructor 1	NIMS 300
■ 2016 Fire Officer Development Training: 994 Hours	74	240	280	280	120

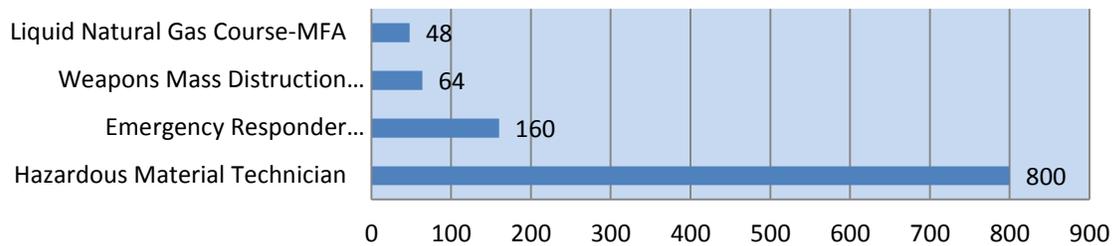
## Fire Officer Development Staff Training: 994 Hours





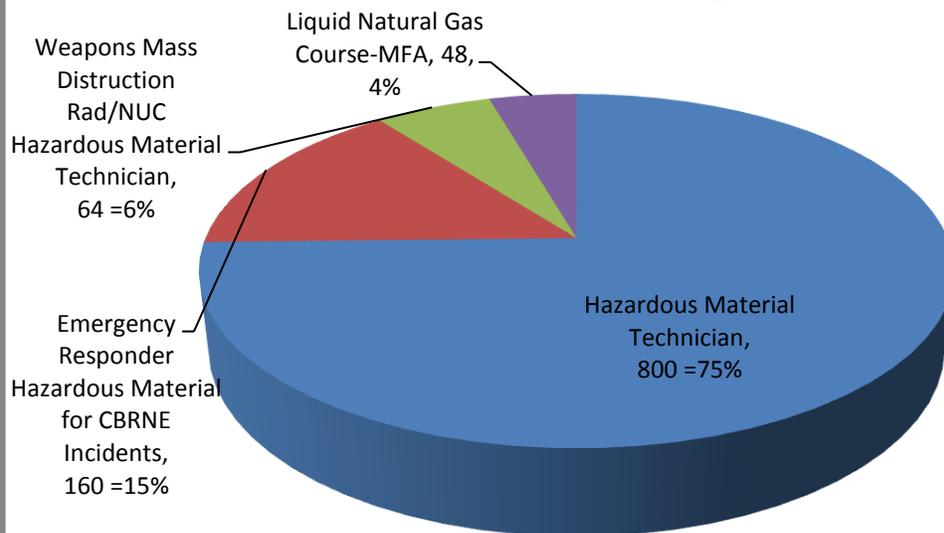
# LOGISTICS / TRAINING

## Hazardous Material Training: 1072 Hours



	Hazardous Material Technician	Emergency Responder Hazardous Material for CBRNE Incident	Weapons Mass Distruction Rad/NUC Hazardous Material Technician	Liquid Natural Gas Course-MFA
2016 Hazardous Material Training: 1072 Hours	800	160	64	48

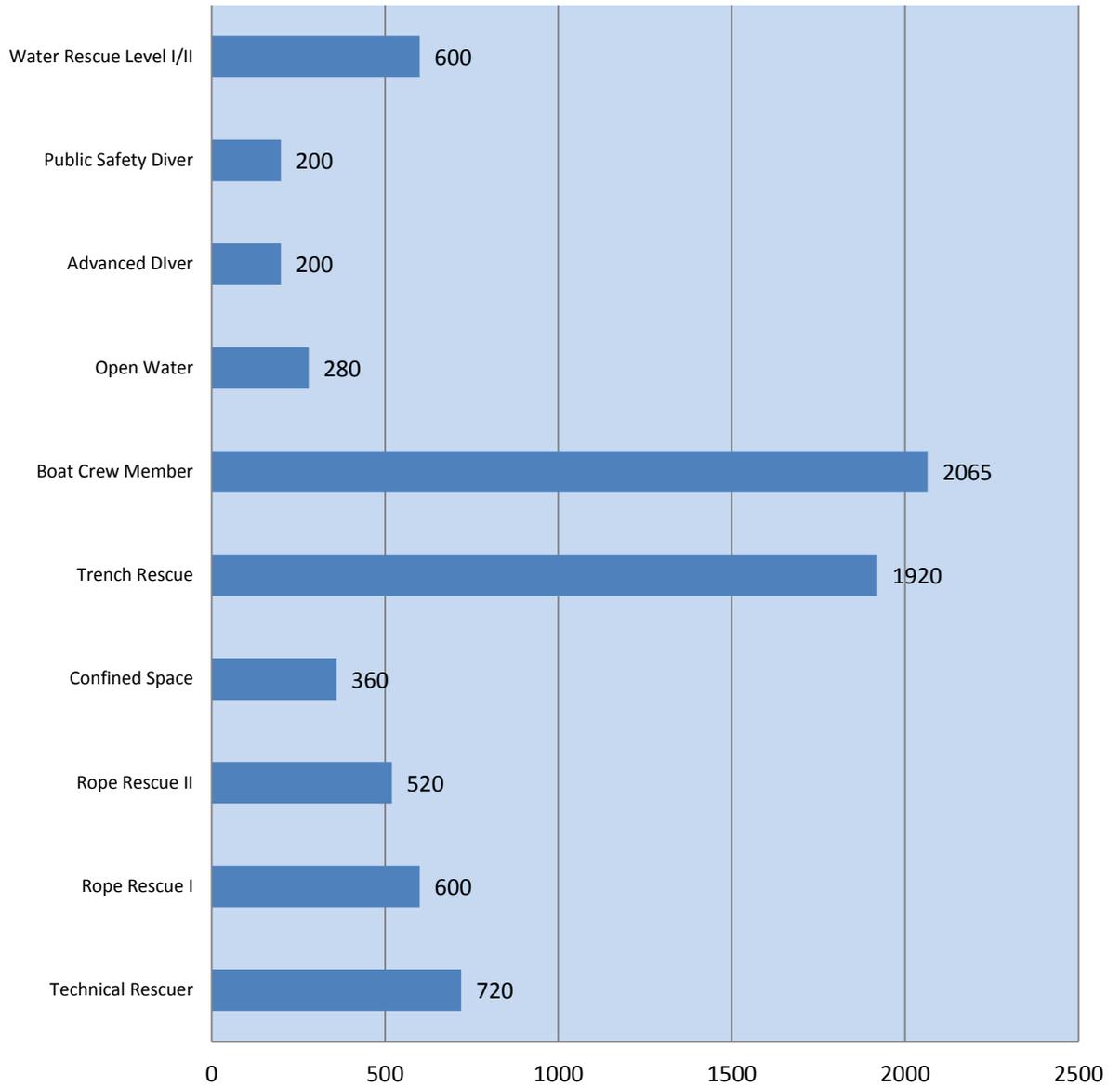
## Hazardous Material Training: 1072 Hours



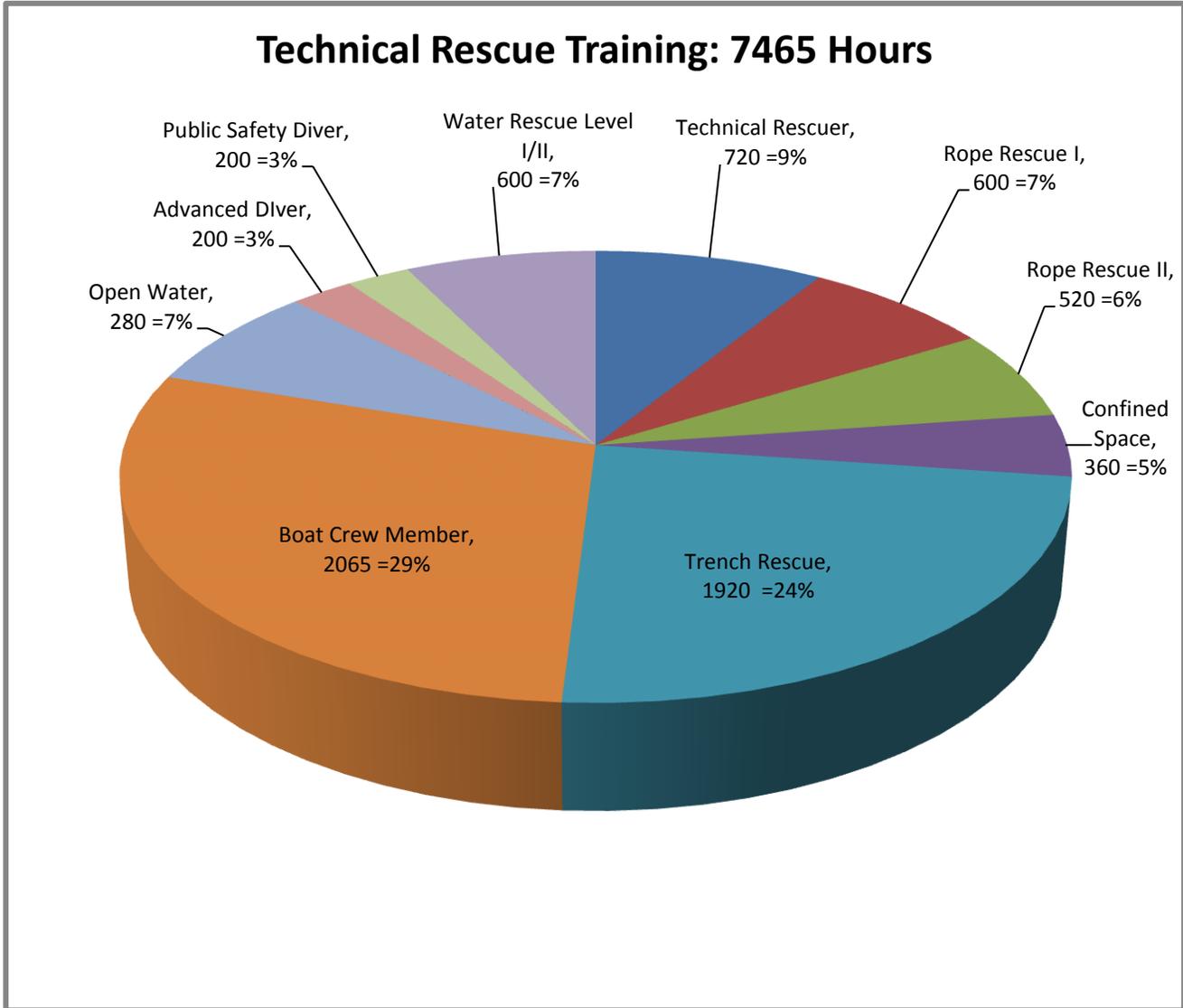
# LOGISTICS / TRAINING



## Technical Rescue Training: 7465 Hours



	Technical Rescuer	Rope Rescue I	Rope Rescue II	Confined Space	Trench Rescue	Boat Crew Member	Open Water	Advanced Diver	Public Safety Diver	Water Rescue Level I/II
■ 2016 Technical Rescue Training: 7465 Hours	720	600	520	360	1920	2065	280	200	200	600



**Total Staff Receiving Training in 2016: 344 Personnel**

**Total Staff Training Hours for 2016: 110,846 Hours**



## LOGISTICS / TRAINING

### Recruitment

#### Recruitment Events

- 14 events
- 5 hours per event
- 2 recruiters per event
- 1082 contacts for 2016
- Recruitment Staff hours = 140 Staff hours

#### Recruitment Contacts

- 270 candidates assigned to 18recruiters
- 18 Recruiters Contact Interested Candidates twice a month (4 hours per month)
- Contact Hours = 18 Recruiters x 4 hours per month x 12 months = 864
- Written Testing :  
491 candidates x 2 hrs. x 2 recruiters = 1964 Contact Hours
- CPAT Testing:  
214 candidates x 1 hrs. x 15 CPAT Proctors = 3310 Staff Hours
- Interviews 115 candidates x 1 hrs. x 10 Interview Panelists = 1150



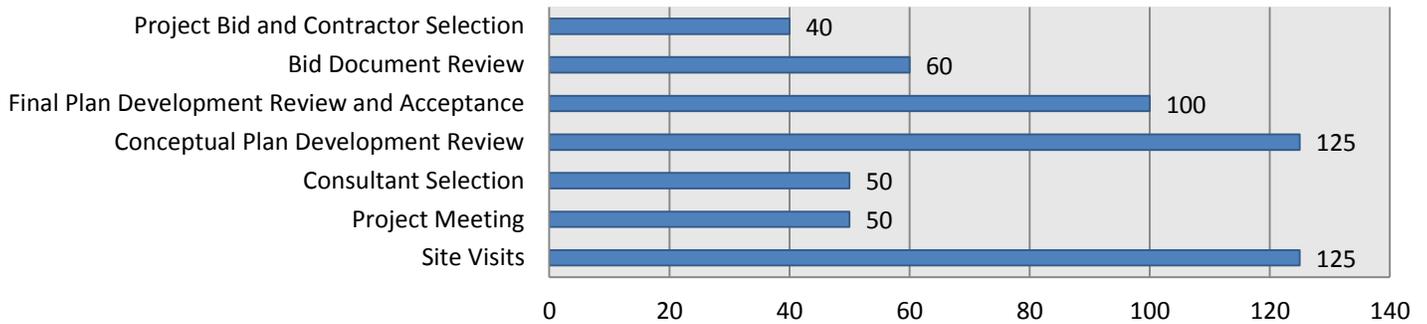
**Total Recruit Contact Hours= 7,428**



## Building Construction

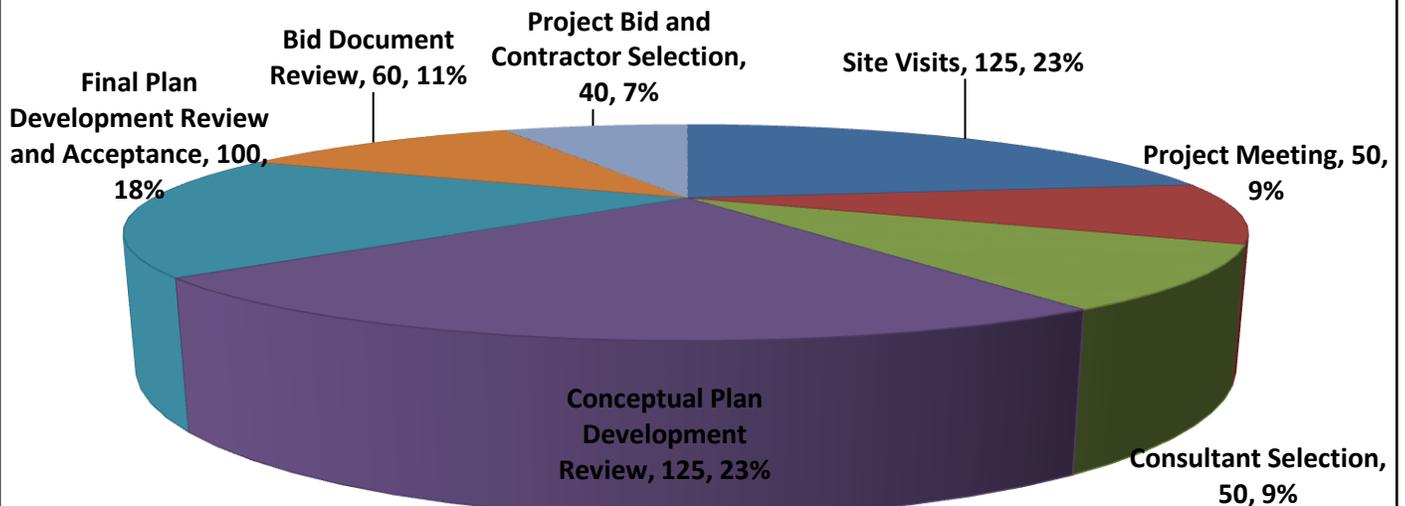
The construction coordinator works closely with the City’s Development Services Division, providing direct Bureau involvement with pre-construction and construction phases of new projects. This includes plan development, bid process, review, and site visits. In 2016 this scope included over 800 staff hours for the construction of Training Facility and pre-construction and design for both the Sweetwater Fire Station, and the Hutchinson Island Public Safety Station.

### Pre-Construction Phase for New Facility: 550 Staff hrs.



	Site Visits	Project Meeting	Consultant Selection	Conceptual Plan Development Review	Final Plan Development Review and Acceptance	Bid Document Review	Project Bid and Contractor Selection
■ Staff hrs	125	50	50	125	100	60	40

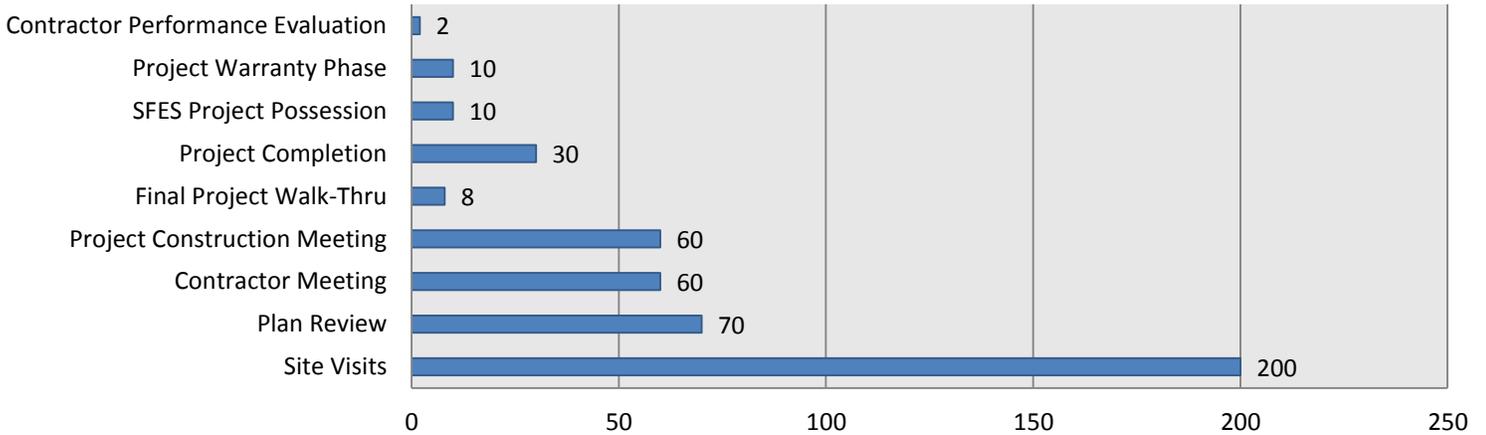
### Pre-Construction Phase for New Facility: 550 Staff hrs



# LOGISTICS / FACILITIES

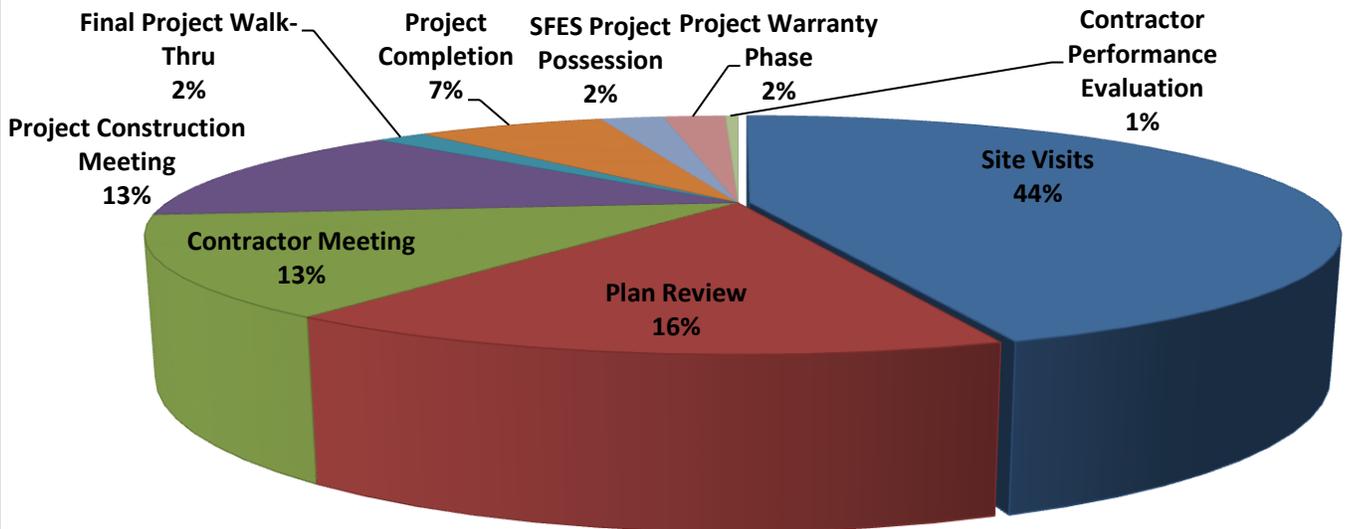


## Construction Phase for New Facility: 400 hrs.



	Site Visits	Plan Review	Contractor Meeting	Project Construction Meeting	Final Project Walk-Thru	Project Completion	SFES Project Possession	Project Warranty Phase	Contractor Performance Evaluation
■ Staff hrs	200	70	60	60	8	30	10	10	2

## Construction Phase for New Facility: 400 hrs.

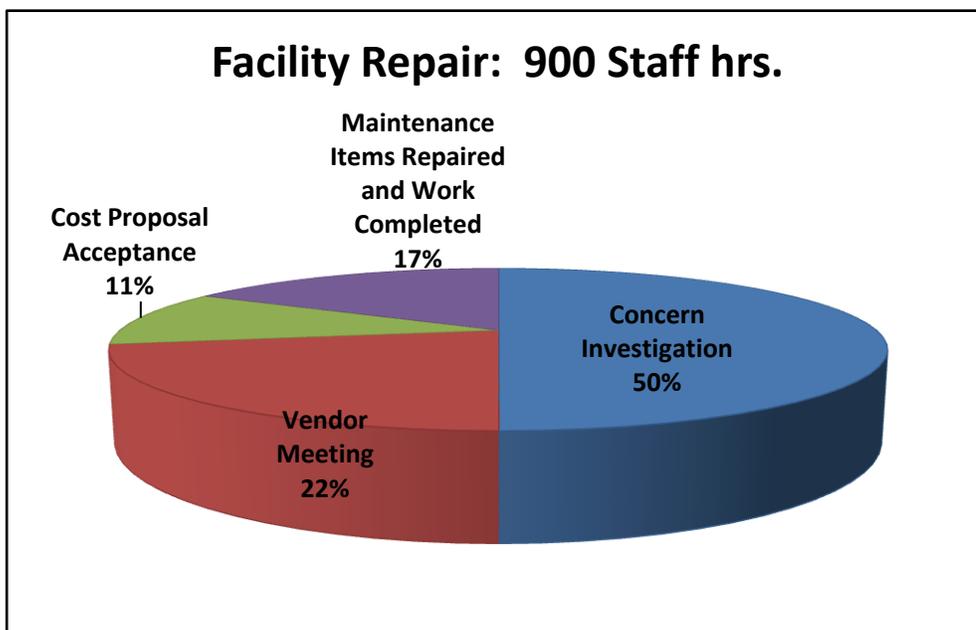
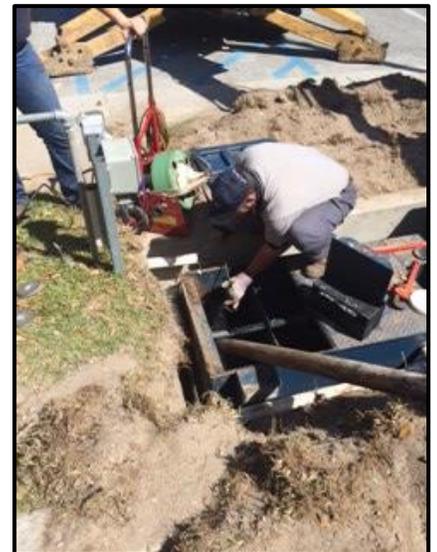
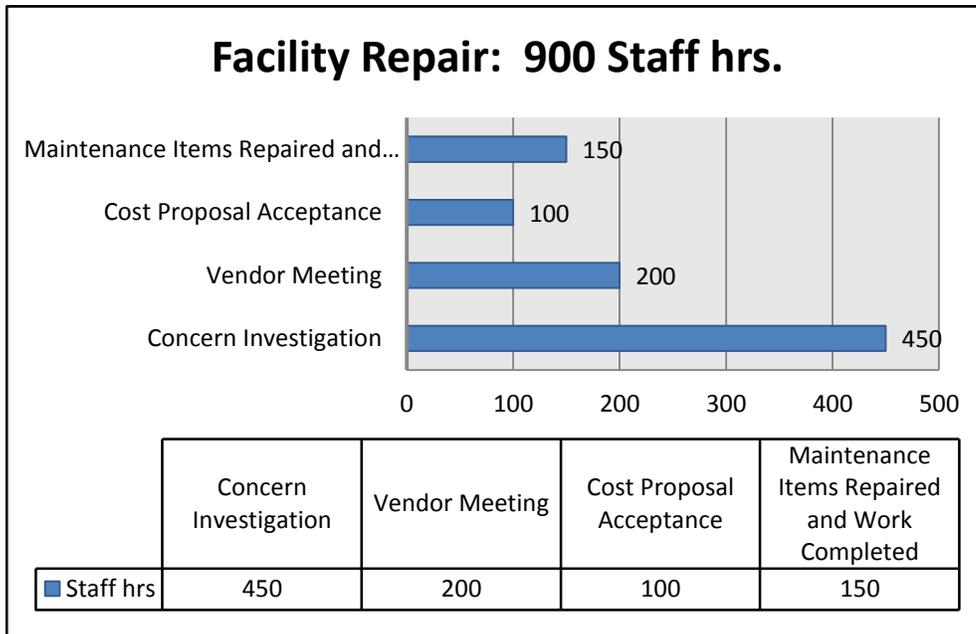




# LOGISTICS / FACILITIES

## Facility Maintenance

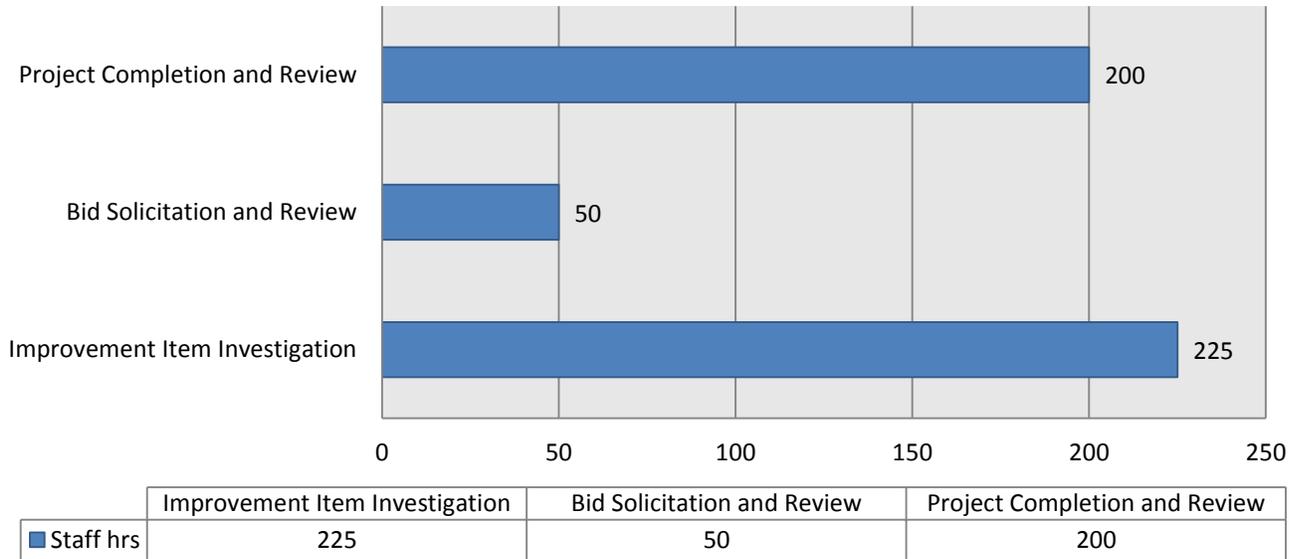
Savannah Fire maintains 17 facilities. The Construction Coordinator works directly with contractors to perform work outside the City’s maintenance department’s scope. In 2016, facility maintenance and improvements in the areas of inspection, coordination, site visits, and project completion involved over 1200 Staff hours.



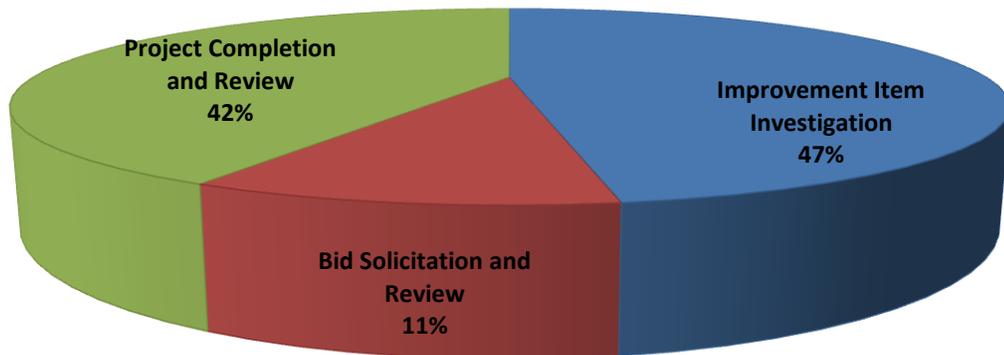
# LOGISTICS / FACILITIES



## Facility Improvements: 450 Staff hrs.



## Facility Improvements: 450 Staff hrs.





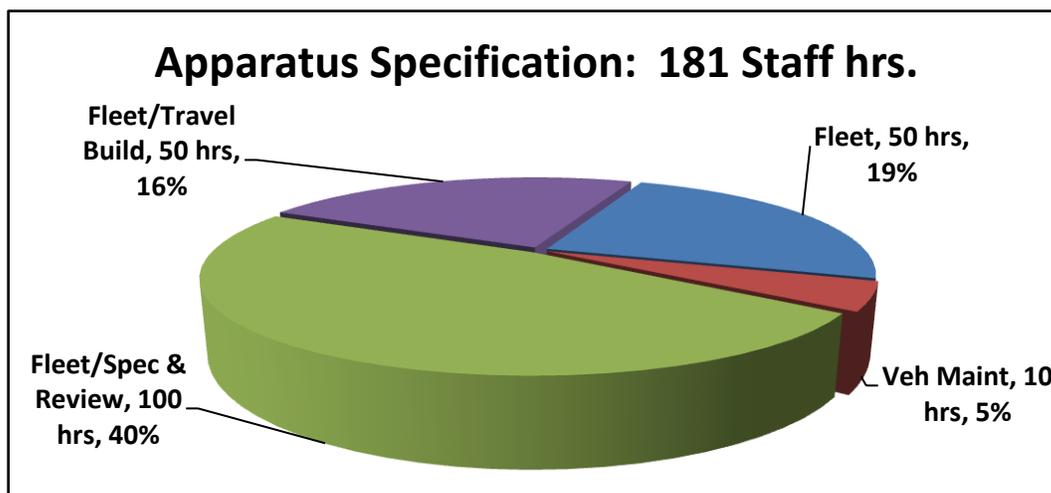
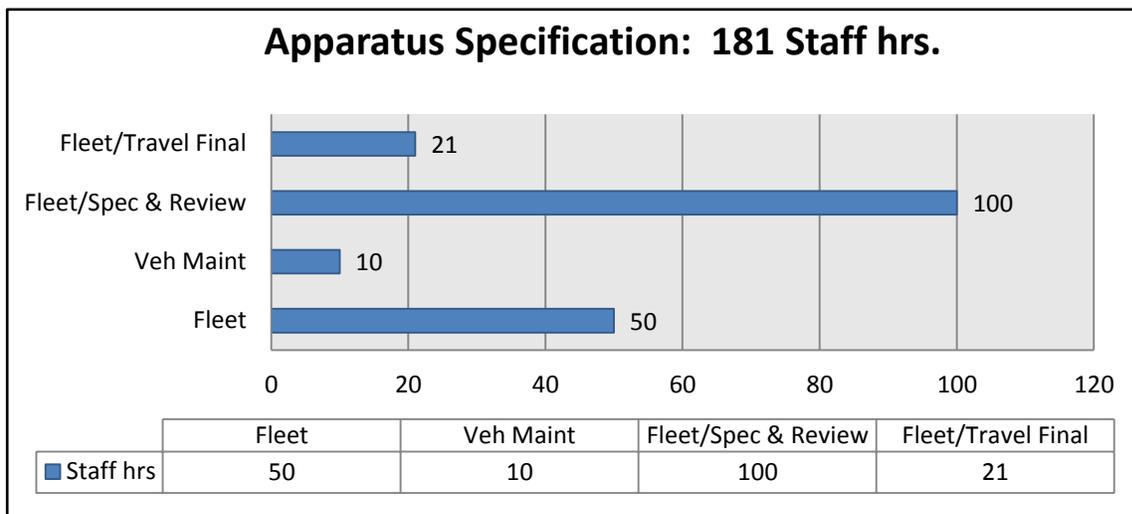
## LOGISTICS / FLEET

### Fleet Management

The Fleet Division works with the City's Vehicle Maintenance shop to maintain SFES's Fleet. This working relationship includes preventative maintenance, repairs, radio reprogramming events, aerial and ground ladders and refurbishment to our vehicles and apparatus. Moreover, the Fleet division oversees annual testing of apparatus pumps, ladders, and Self Contained Breathing Apparatus program.

### Apparatus Specifications

In 2016 the SFES Fleet division, completed specifications for 3 new apparatus (2 Fire Pumpers and 1 Heavy Rescue). Each one of these new vehicles will replace old units within the Fleet. These new apparatus will include the latest technology, and new national vehicle safety standards as well as the newest tools and equipment available to the Fire Service.

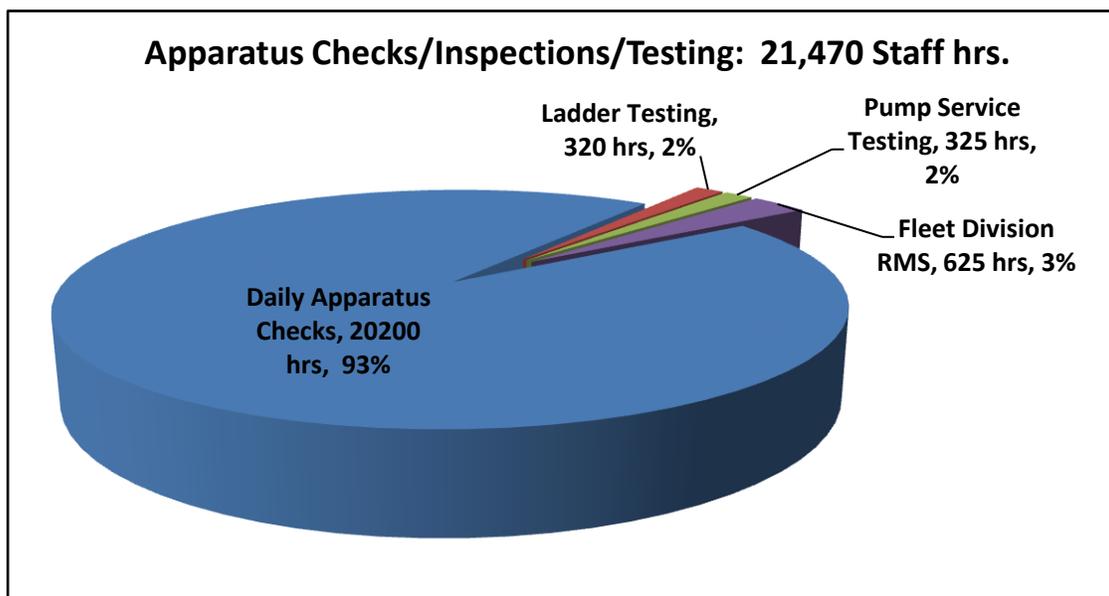
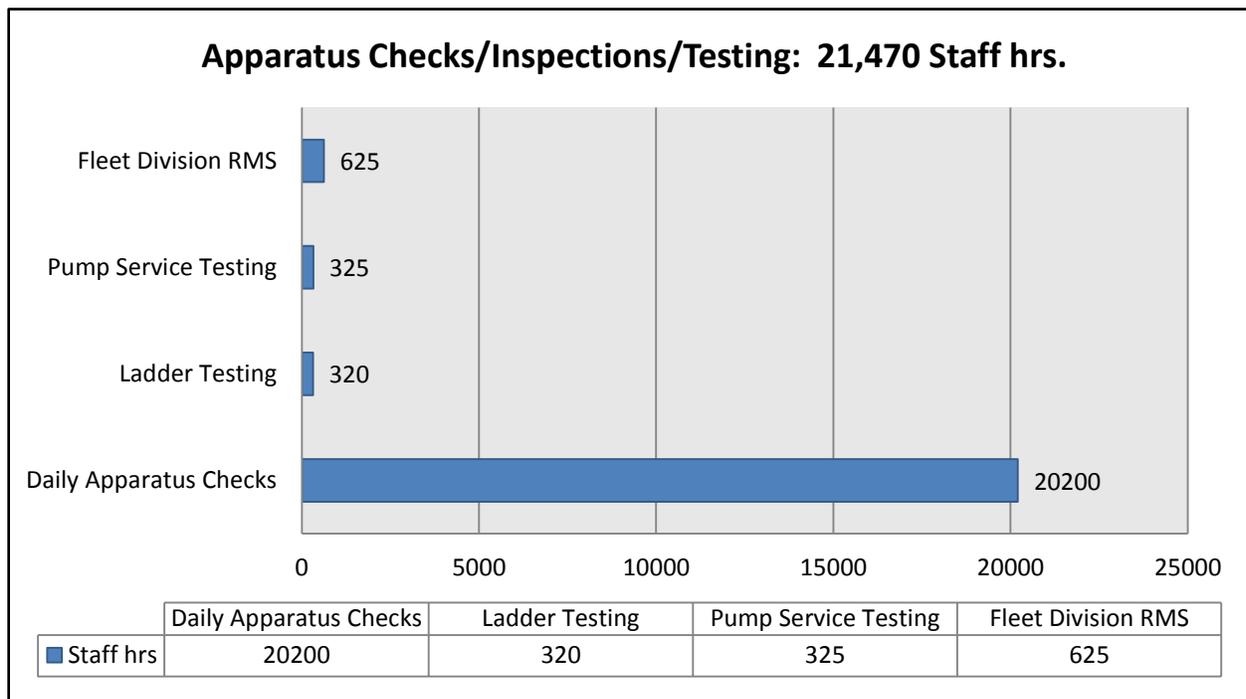




## LOGISTICS / FLEET

### Apparatus Checks, Inspections, and Testing

SFES utilizes a Records Management System (RMS) to record activities required to maintain accountability and readiness for vehicles, equipment, and personnel. In 2016, vehicle maintenance completed 1,141 vehicle repairs, with SFES personnel committing 20,200 staff hours to complete daily apparatus checks, inventory and equipment inspections, and Fire pump and ladder testing to maintain readiness.

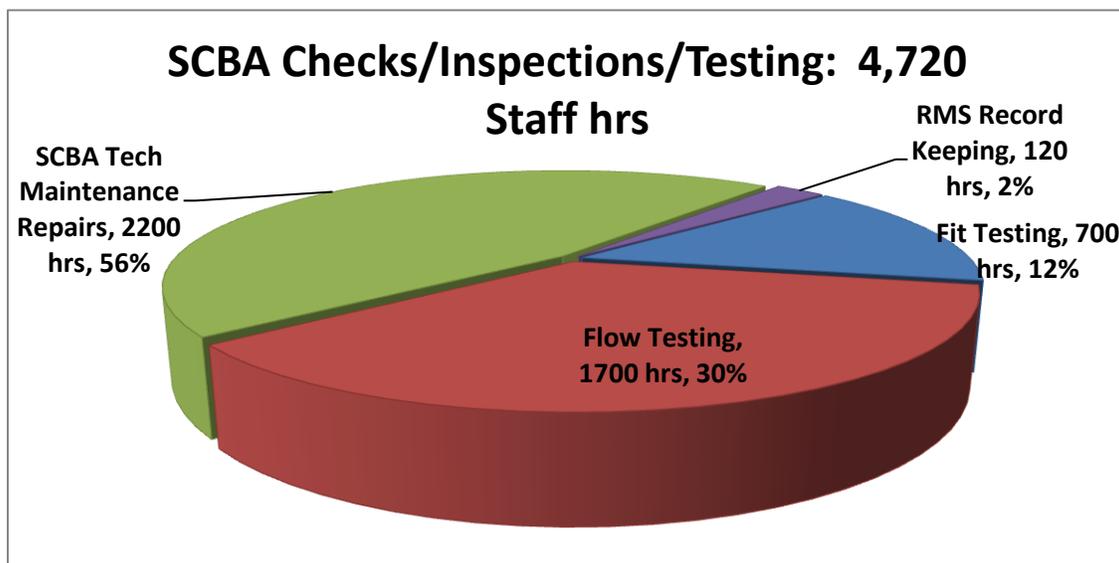
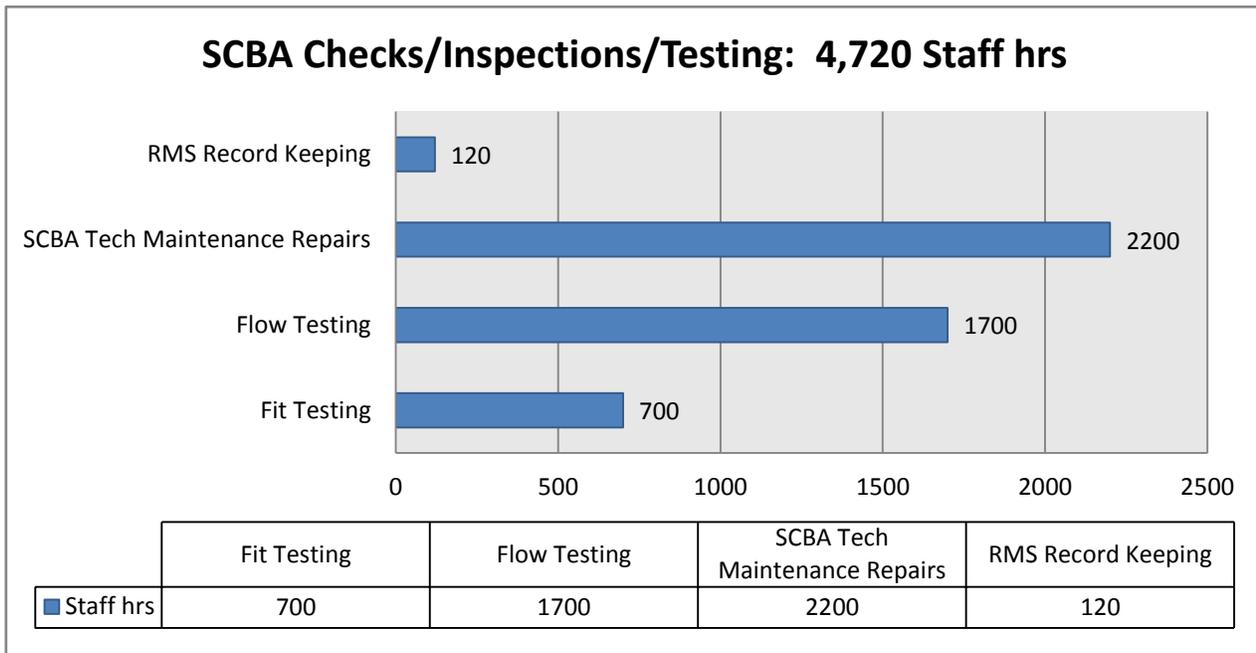




## LOGISTICS / FLEET

### Self-Contained Breathing Apparatus (SCBA) Program

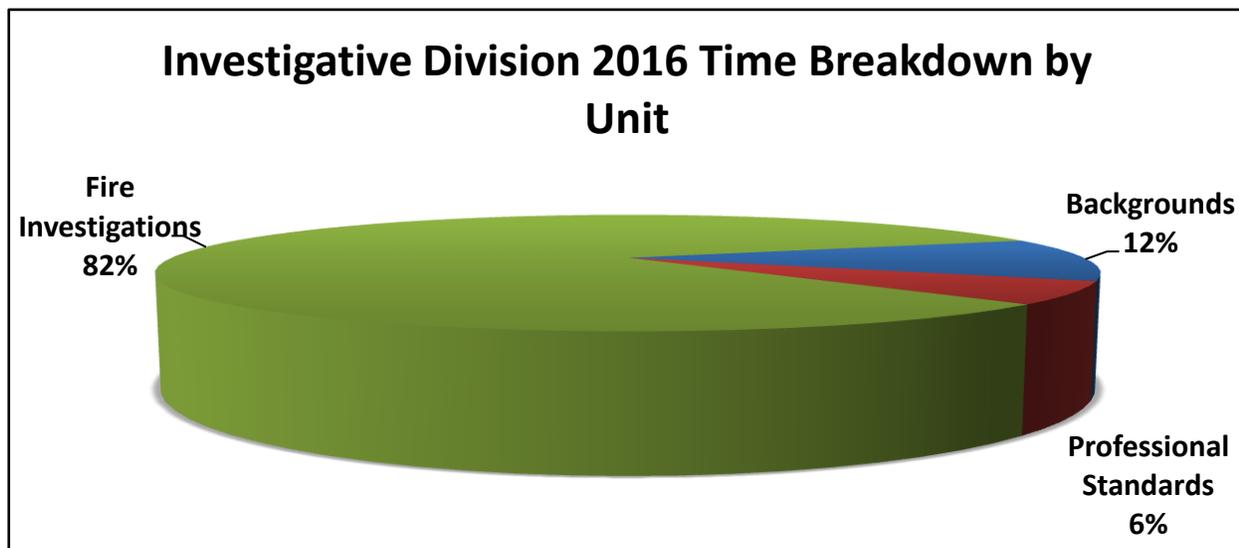
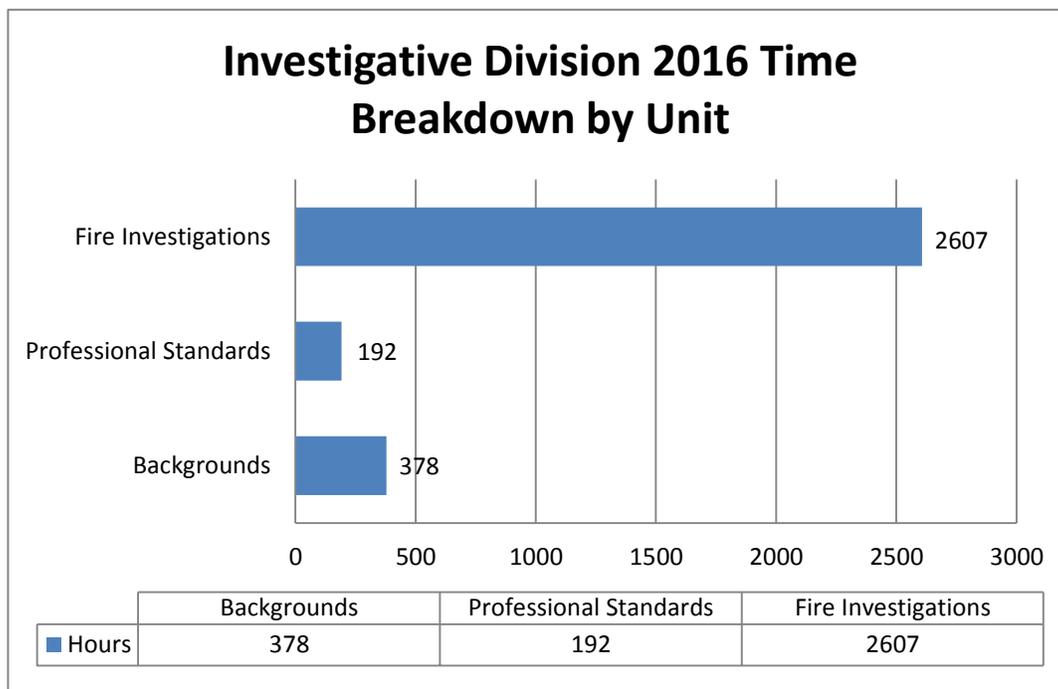
This program supports our efforts to maintain safe air while working in hostile working environments. Currently, there are 12 trained certified SCBA technicians to service and repair this critical lifesaving equipment. In 2016, SCBA personnel committed 6,114 staff hours to maintain the SCBA's including; daily checks, inventory and equipment inspections, and required annual fitting and flow testing.





## Investigations Division

The Savannah Fire & Emergency Services Investigations Division consists of three functions operating under the Investigations Division umbrella. These functions all perform separate specialized tasks that assist in the successful operations of the Bureau. These functions are Fire Investigation, Professional Standards, and Background Investigations. The Investigations Division is also a recognized law enforcement agency by Georgia Peace Officers Standards and Training (POST). The Investigations Division operates and maintains a Georgia Crime Information Center (GCIC) terminal.





## Fire Investigations

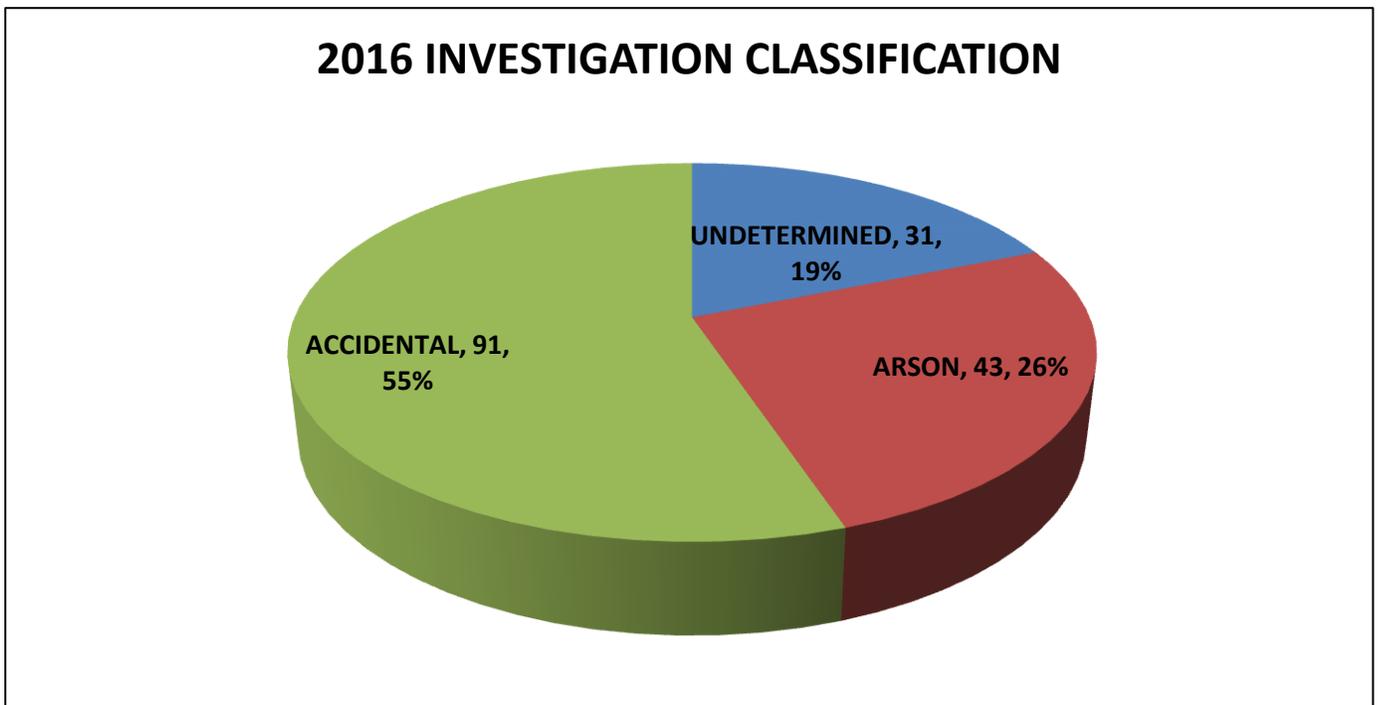
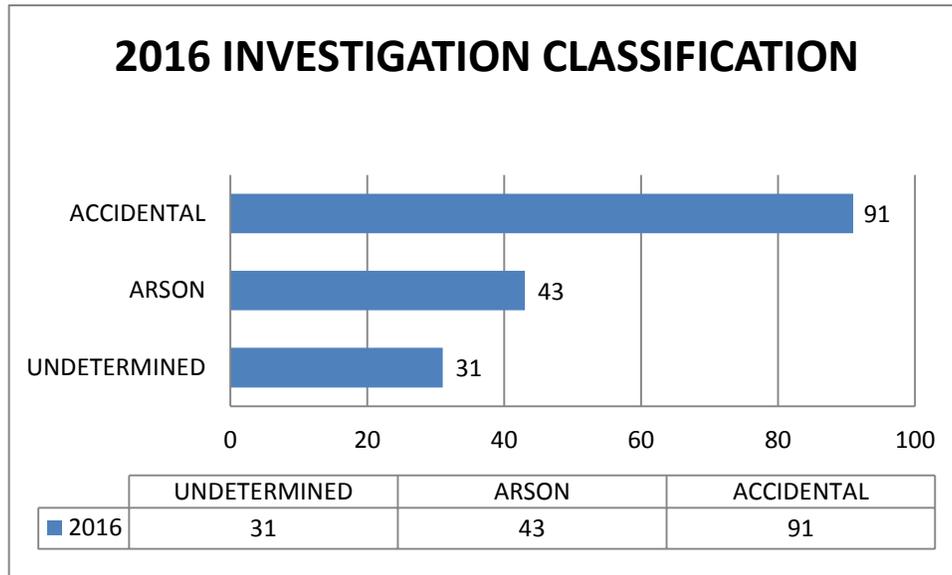
The Savannah Fire & Emergency Services Fire Investigations Unit conducts investigations into the cause and origin of fires that occur within the incorporated boundaries of the city. The Fire Investigations Unit is responsible for making a determination, if a fire was the result of an accident, a natural occurrence, whether the cause is undetermined or if the fire was incendiary and therefore a criminal investigation. In the event, a criminal investigation is opened and the Fire Investigations Unit becomes the primary law enforcement agency responsible for follow-up on the incident.



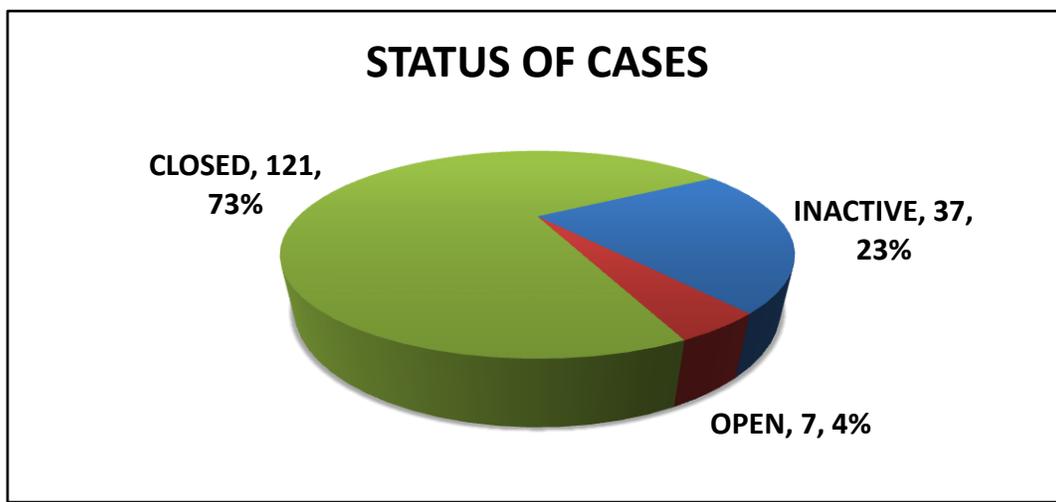
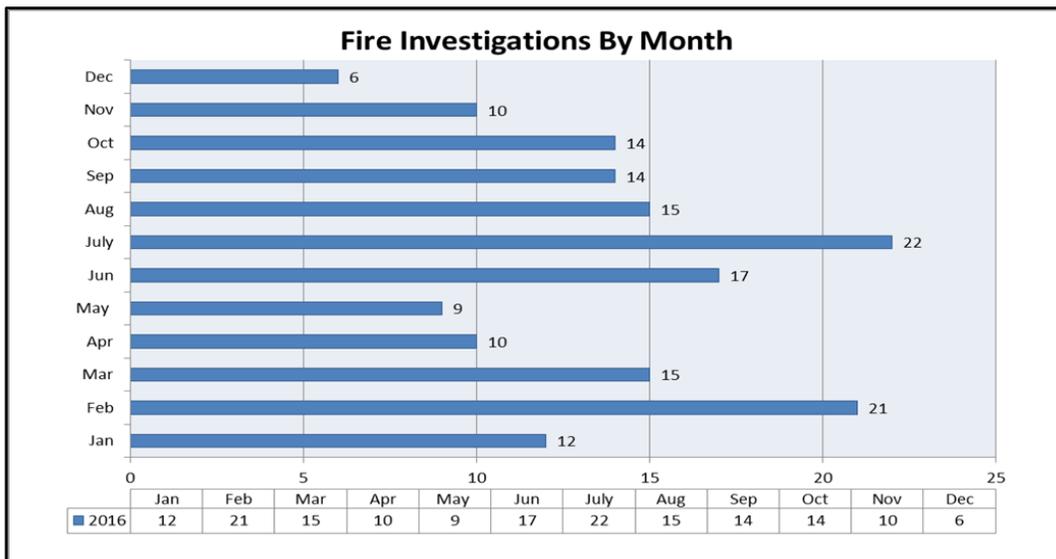
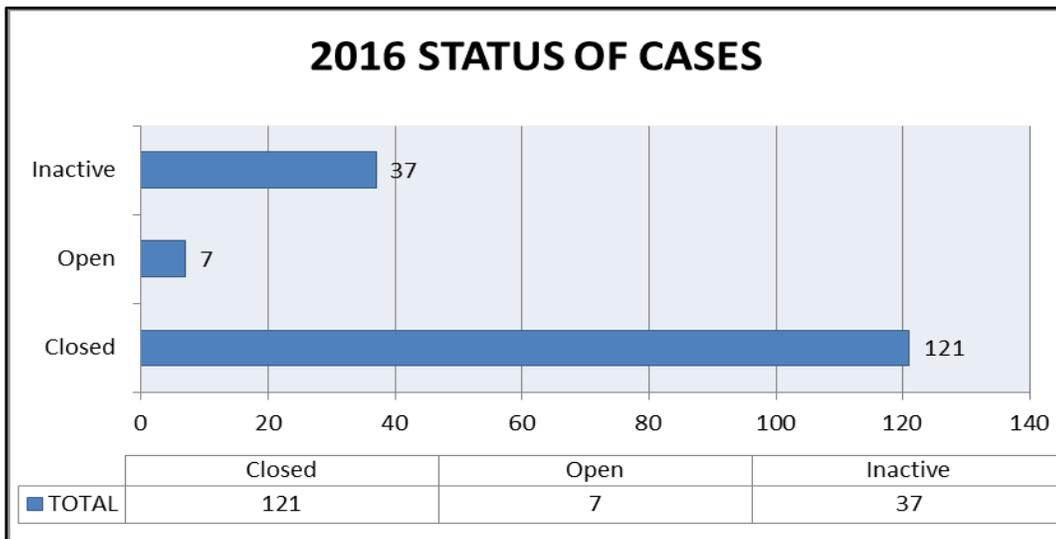
# LOGISTICS/FIRE INVESTIGATIONS



During Calendar Year 2016 the Investigations Division recorded 165 cases for follow-up. The amount of time each investigator is averaging as part of case follow-up is 15.8 hours per case.



# LOGISTICS/FIRE INVESTIGATIONS

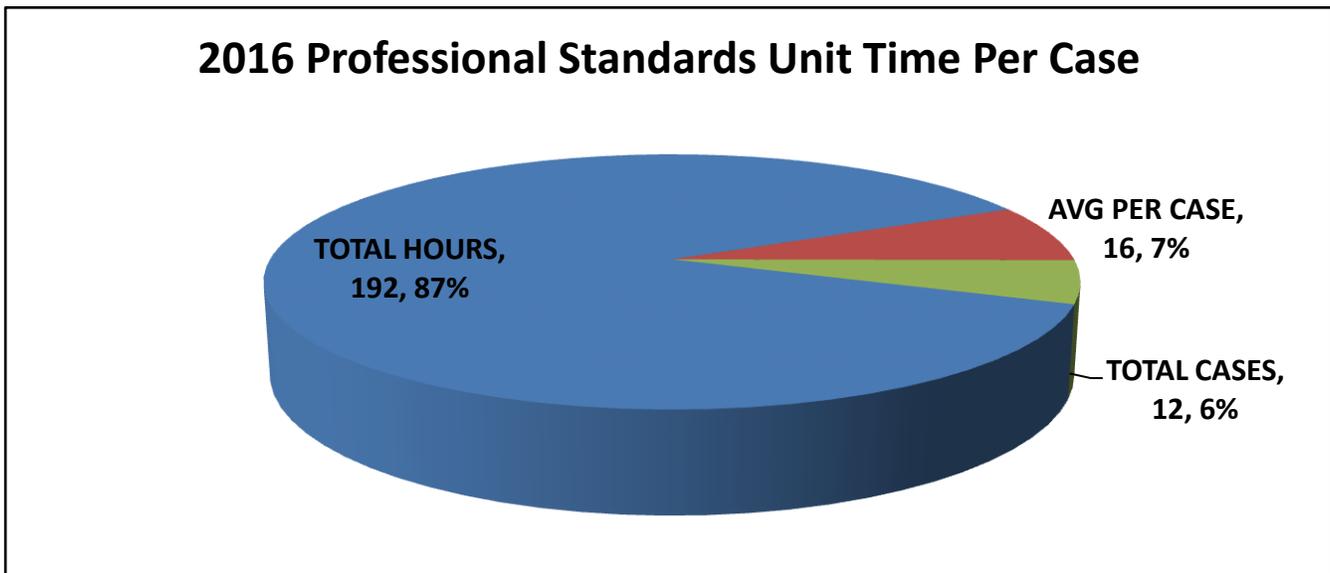
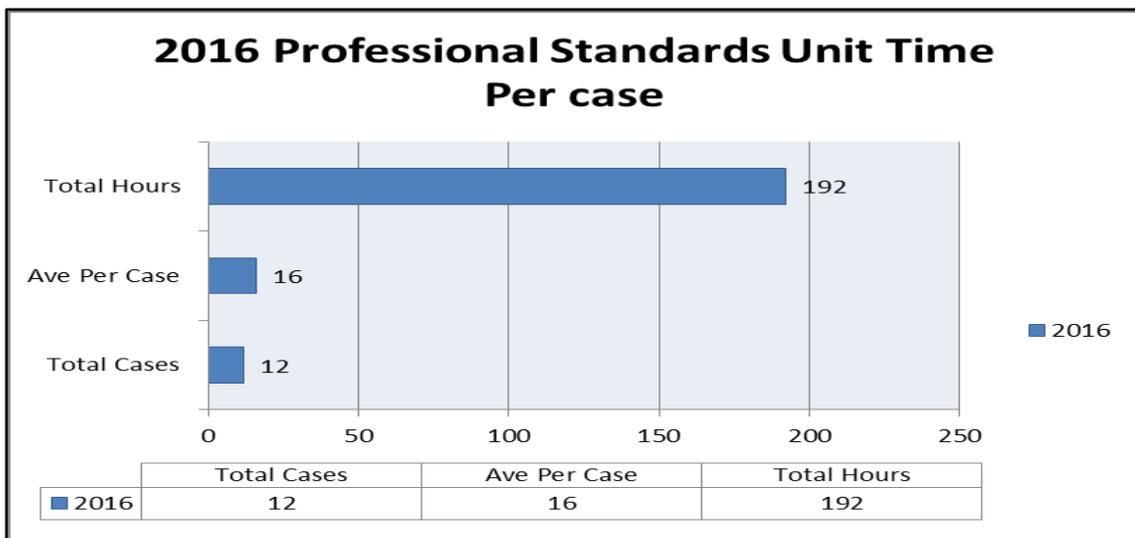




## Professional Standards

The Savannah Fire & Emergency Services Professional Standards Unit investigates cases of an administrative nature. These cases range from small policy violations to claims of alleged violations of Federal Statutes such as Title VII of the Civil Rights Act of 1964. The Professional Standards Unit conducts investigations at the direction of the Fire Chief and reports all findings directly to the Fire Chief.

In 2016 The Professional Standards Unit opened 12 cases. 192 hours were spent in 2016 investigating these cases. The average time per case was 16 hours. All 12 cases were closed by the Fire Chief's Office in 2016. Professional Standards accounts for 6% of the work load assigned to the Investigations Division.



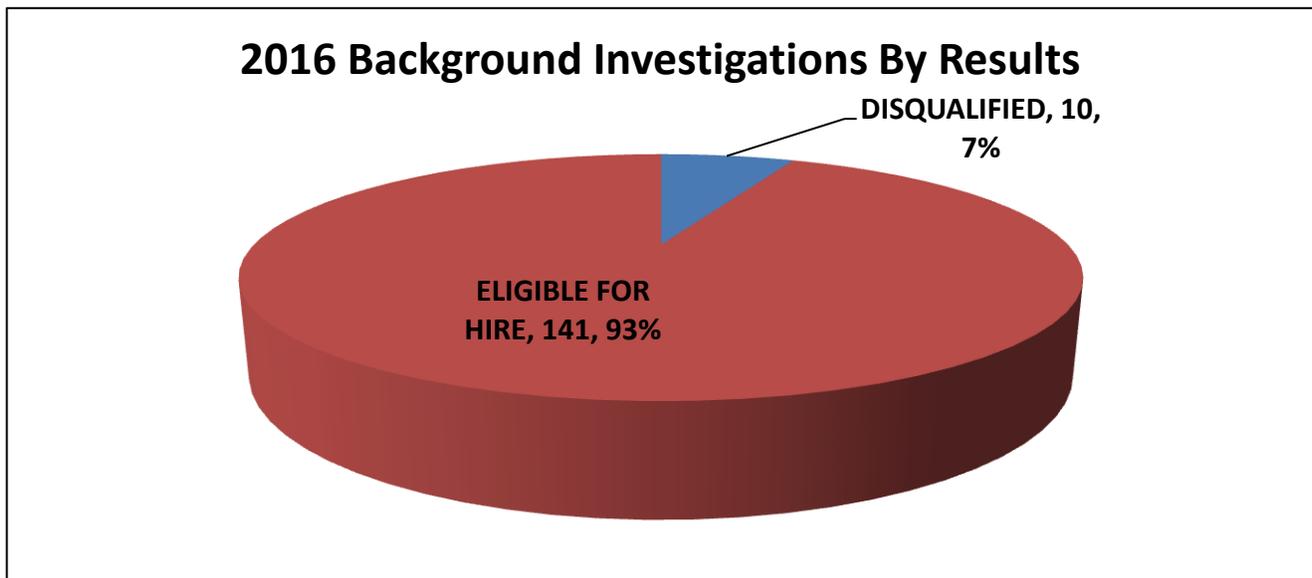
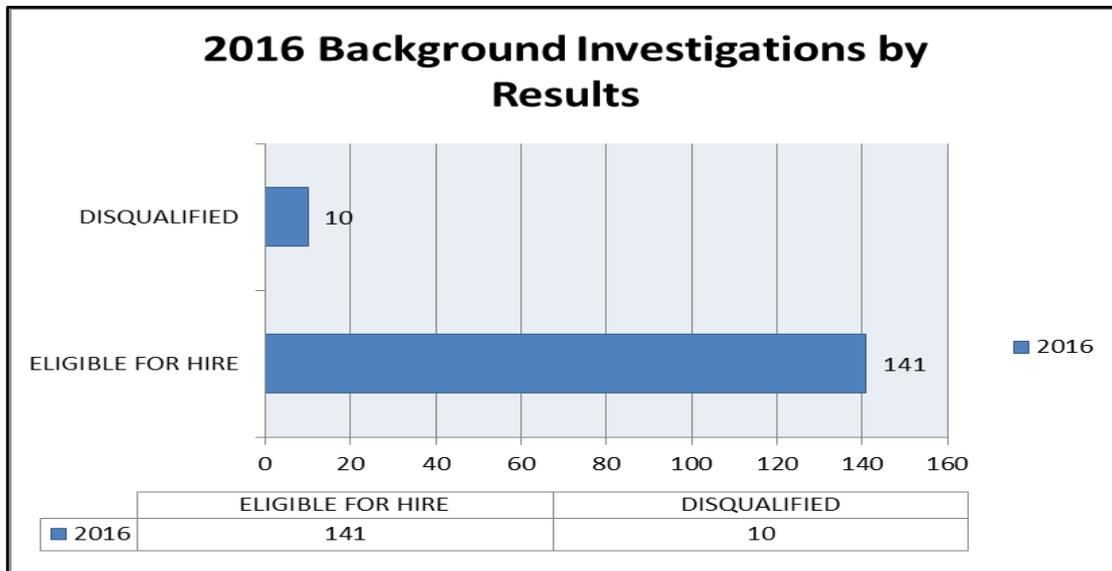
# LOGISTICS/FIRE INVESTIGATIONS



## Background Investigations

The Savannah Fire & Emergency Services Background Investigations Unit conducts background Investigations on all applicants that apply to work for the bureau. This investigation includes; a criminal history check, a driver's history check, previous employment verification, and a thorough investigation of the applicant's background (*i.e. social media, personal and professional references*).

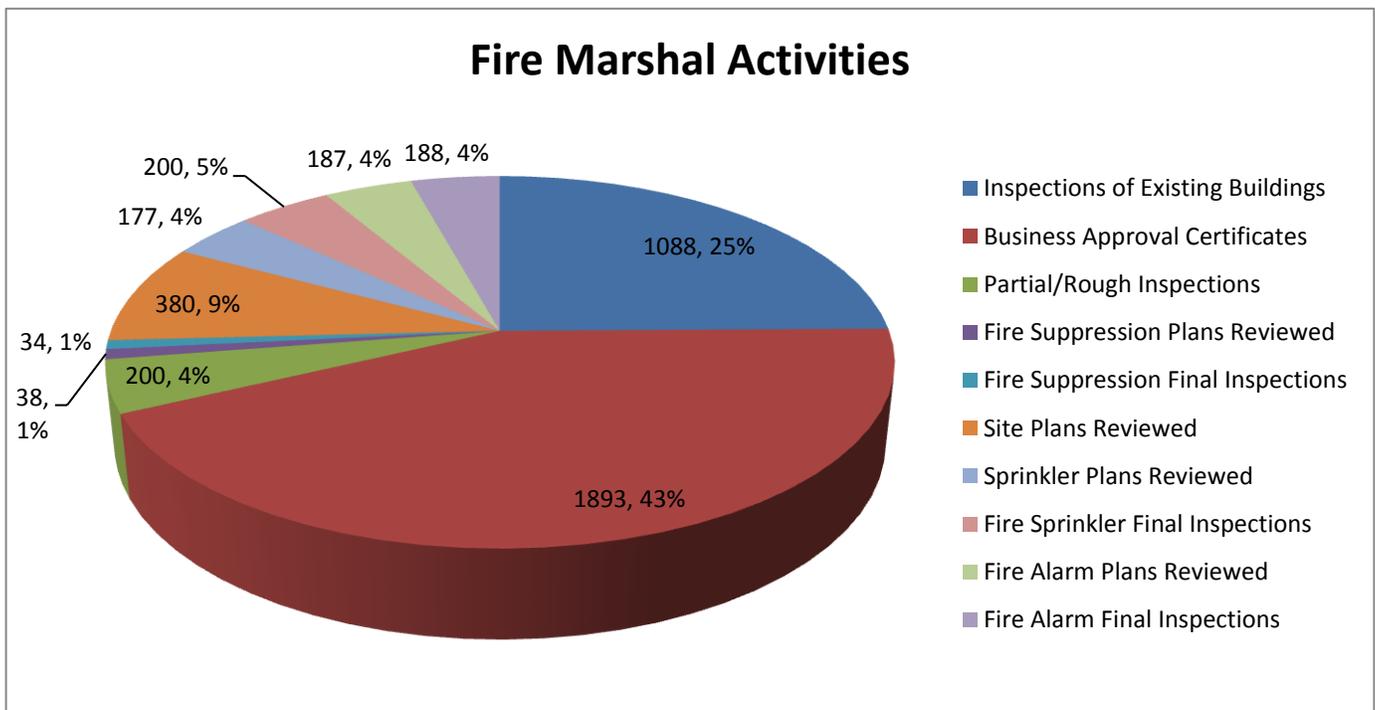
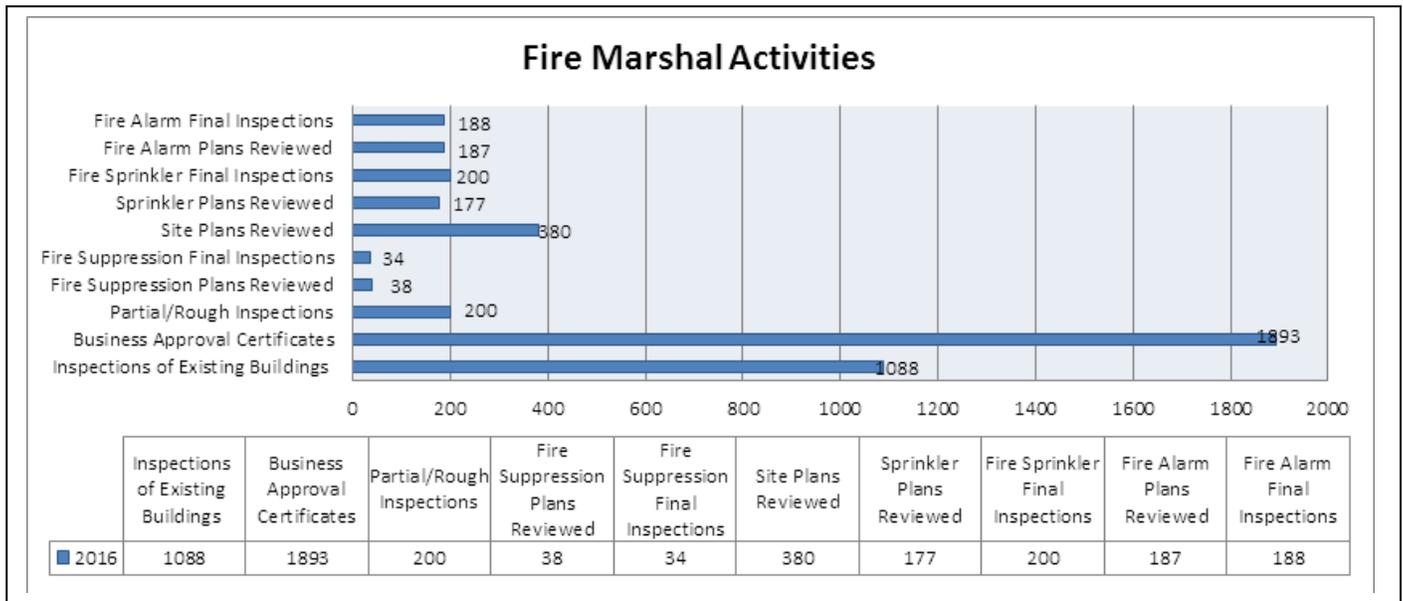
In 2016, The Background Investigation Unit conducted 151 background investigations. Background investigations accounted for 12% of the workload assigned to the Investigations Division. As a result of these investigations the Background Unit was able to clear 141 applicants for employment eligibility.





## Fire Inspections

Fire Marshal’s Office represents the fire prevention and code enforcement activities of the City of Savannah. Its six certified full time code enforcement personnel perform: fire prevention inspections in commercial buildings, reviews plans and conducts inspections. In addition, the office also provides oversight in the installation and removal of under- ground flammable storage tanks, public fireworks displays, and the monitoring of over- crowding in the City’s bars and restaurants.

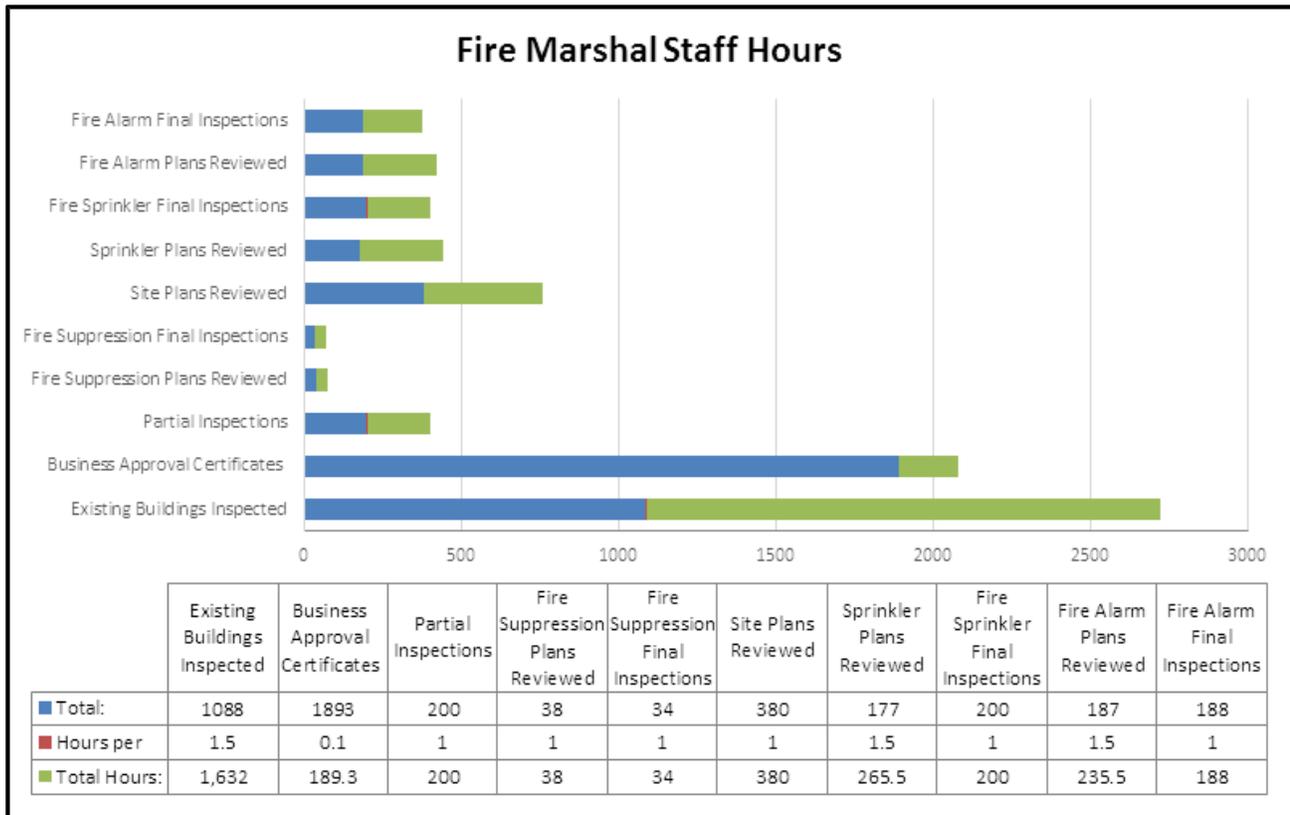


# LOGISTICS/FIRE MARSHAL



## 2016 Staff Hours: 4,385 Hours

- 1088 Buildings Inspected x 1.5 hours (per Building Inspection) = 1632 Hours
- 187 Fire Alarm Plans Reviewed x 1.5 hour (per Plan Review) = 235.5 Hours
- 34 Final Fire Suppression Inspections x 1 hour (per Inspection) = 34 Hours
- 188 Fire Alarm Inspections x 1 hour (per Fire Alarm Inspection) = 188 Hours
- 200 Partial/Rough Inspections x 1 hour (per inspection) = 200
- 177 Sprinkler Plans Reviewed x 1.5 hour (per Plan Review) = 265.5 Hours
- 200 Sprinkler Inspections/1.0 hour (per Inspection) = 200 Hours
- 380 Site Plans Reviewed/1.0 hour (per Site Plan Review) = 380 Hours
- 1893 Business Approval Certificates reviewed x .1 (each) 189.3 Hours

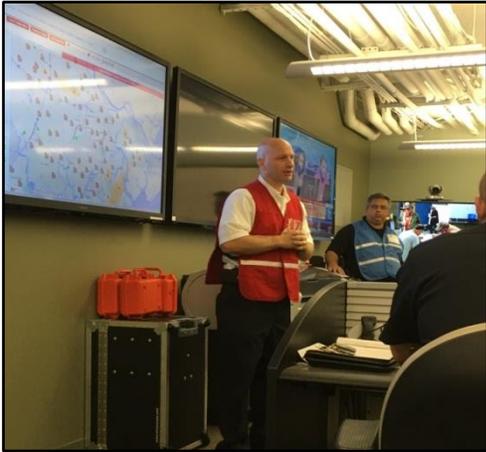




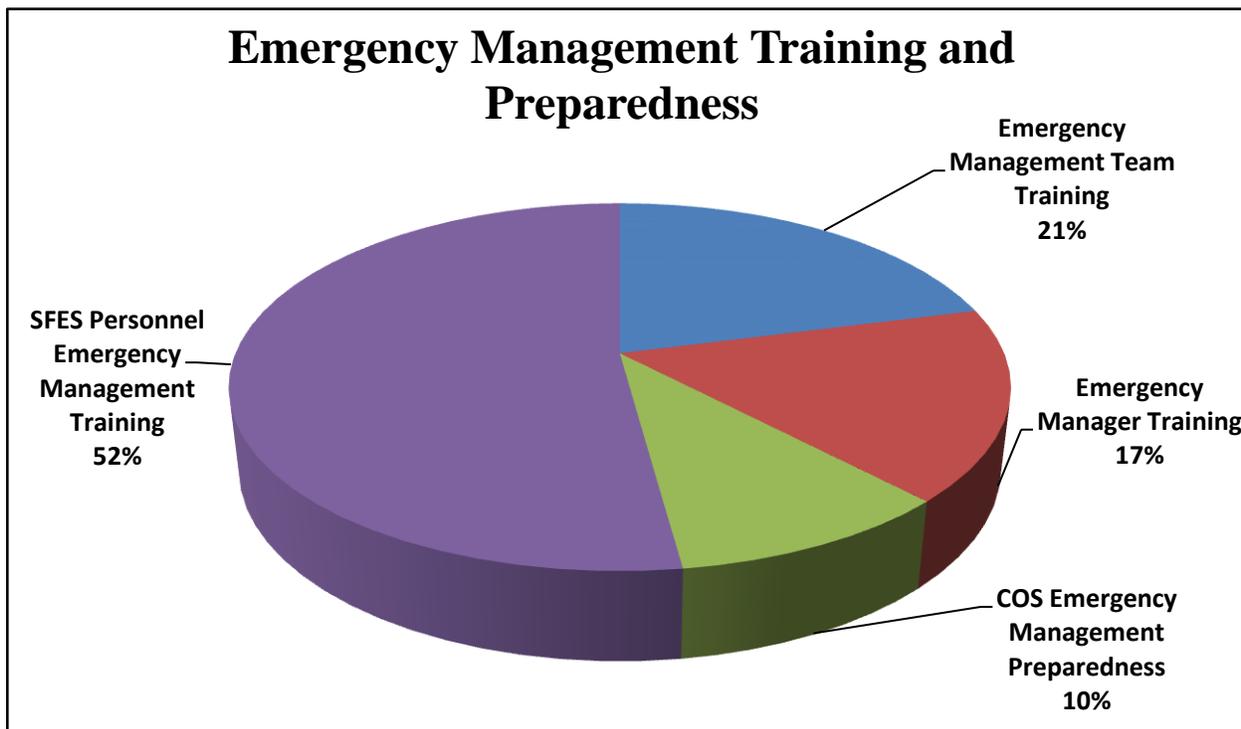
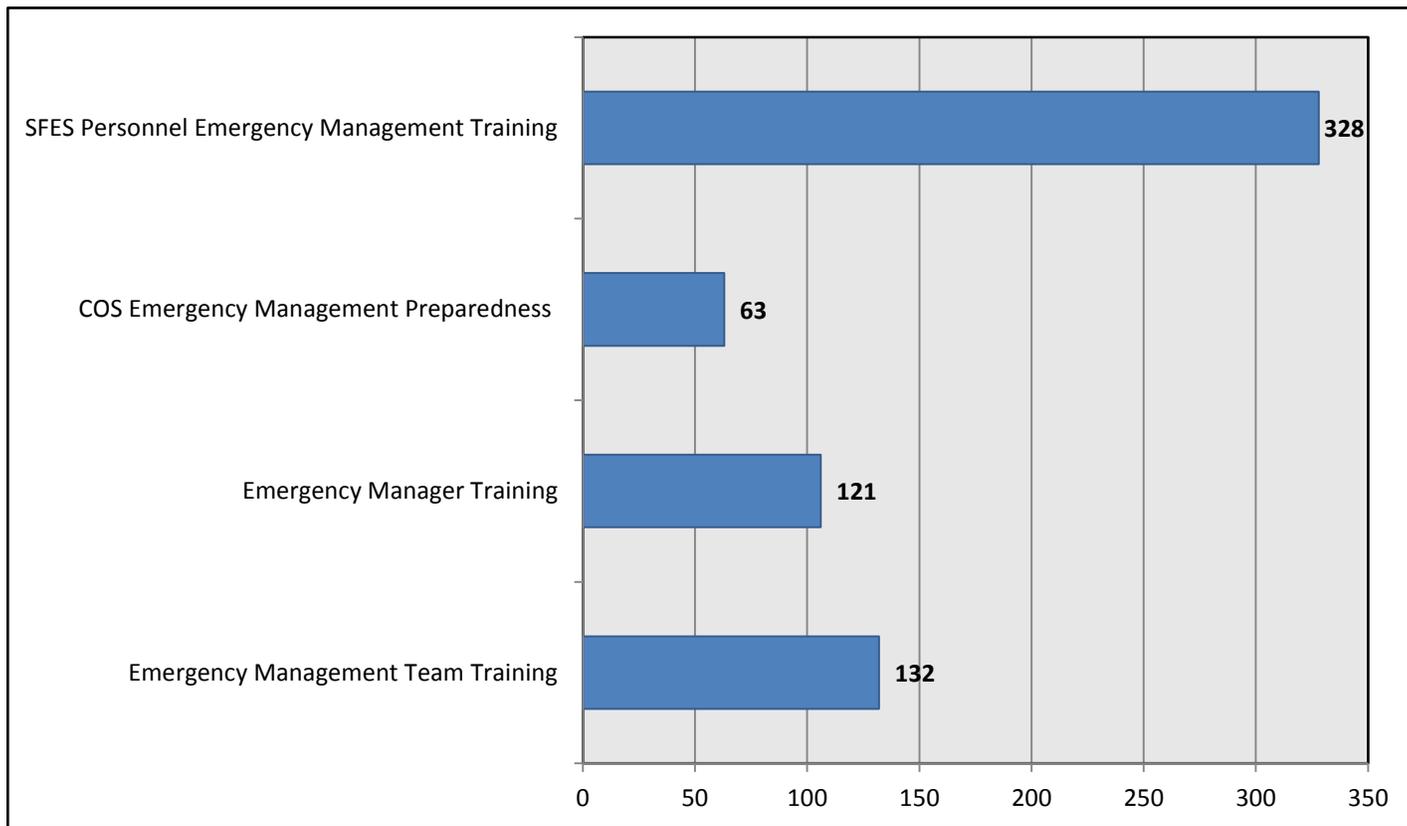
## City Wide Emergency Management

Savannah’s Emergency Management Office is a division of the Fire & Emergency Services Bureau. The goal of the program is to coordinate disaster mitigation, preparedness, prevention, response and recovery plans and activities for the City. The EM Team meets bi-weekly and covers items such as disaster planning and the Incident Management Team (IMT). The City of Savannah has been involved in exercise and event planning working with the Coast Guard and School Board as well as the Rock N’ Roll marathon. Additionally, Emergency Management develops plans for Critical Workforce Shelters, securing agreements with the two hospitals and Armstrong University.

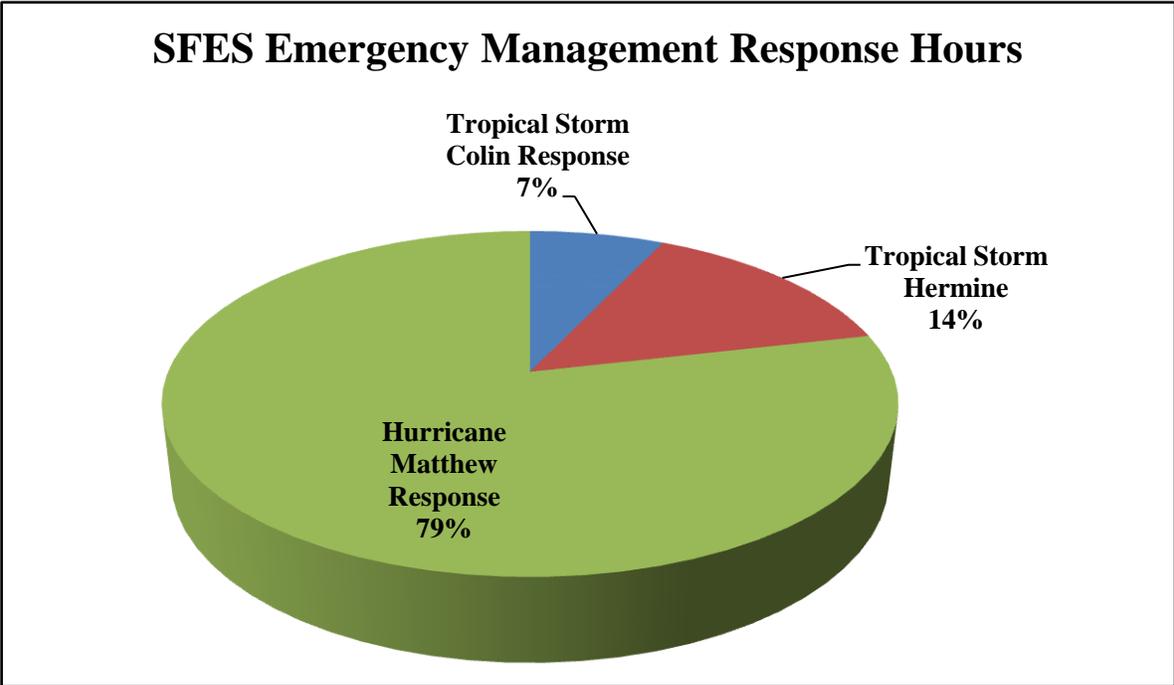
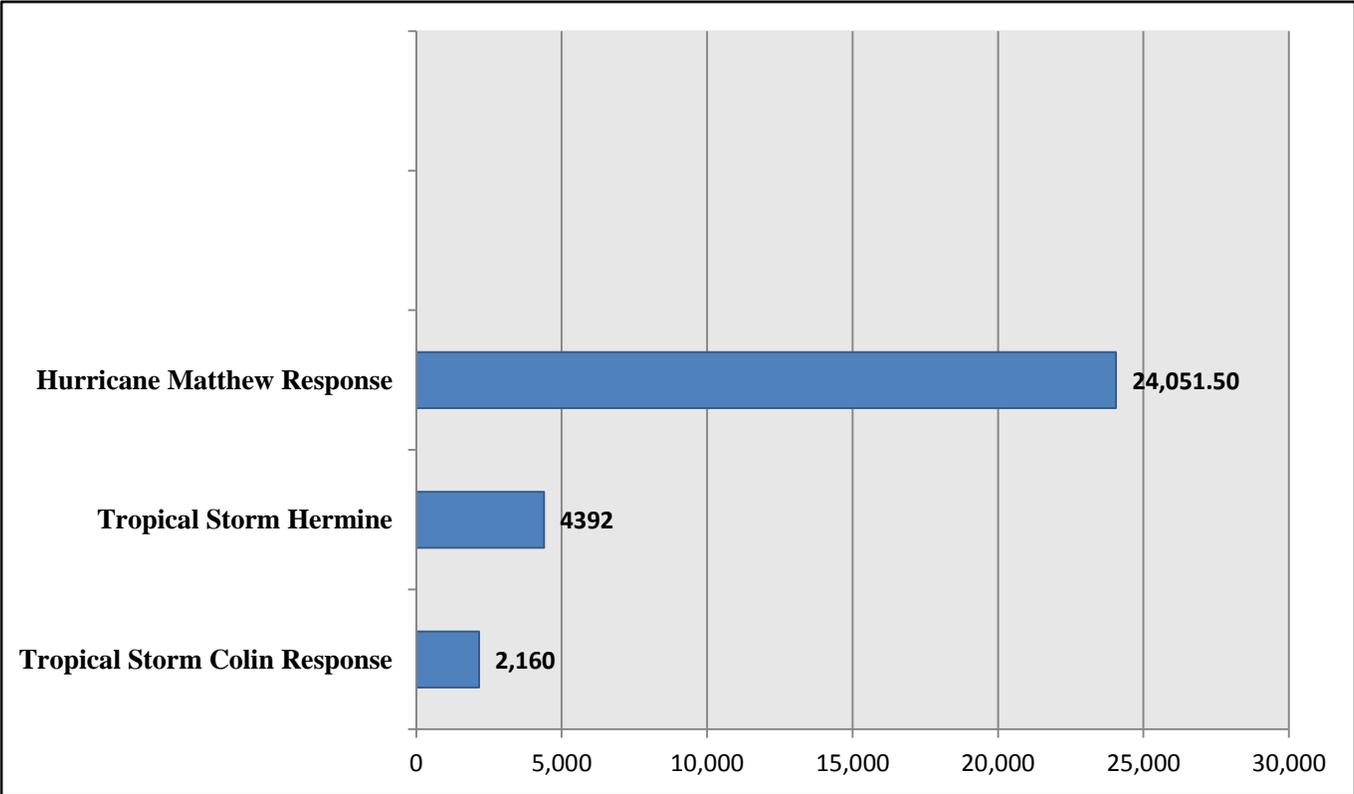
2016 was a historic year for the City of Savannah. The City responded to two tropical cyclones (Hermine 9/2 and Matthew 10/7), the first such responses since David in 1979.”



# EMERGENCY MANAGEMENT



# EMERGENCY MANAGEMENT

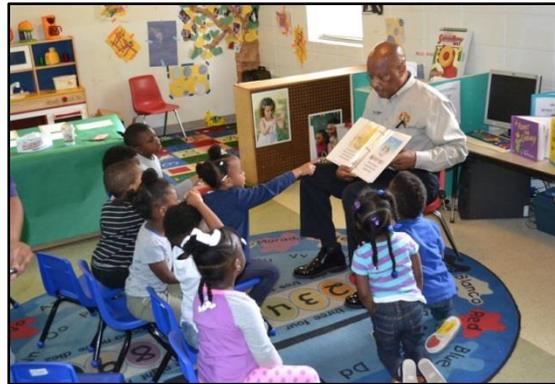




## Public Information/Public Fire Safety Education

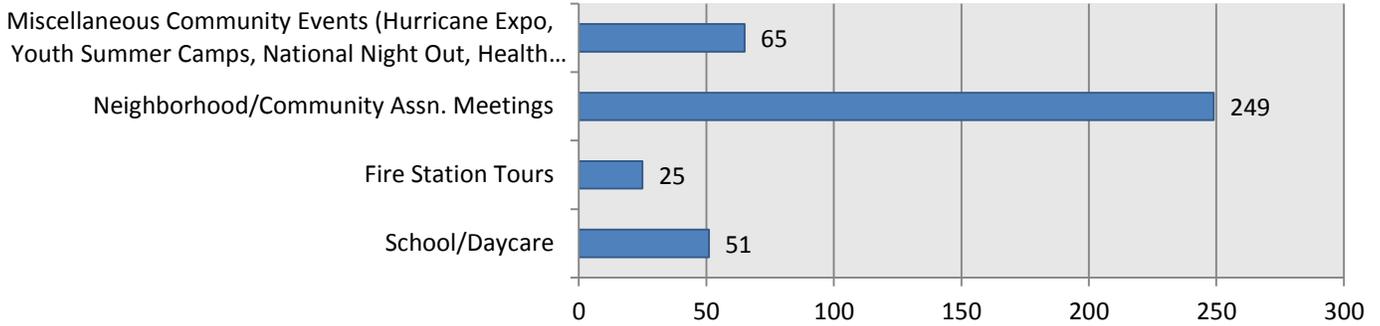
The Savannah Fire Public Information position serves a dual role in the department's overall fire protection plan: Public/Media Information and Public Fire Safety Education. The two functions are indivisible in the modern fire service.

The department's Community Risk Reduction and Public Fire Safety education activities were severely impacted by tropical storm and hurricane weather events during September, October, and November. More than 50 scheduled activities during those months were cancelled due to the weather events and subsequent cleanup efforts throughout Savannah Fire's jurisdiction. Many other activities that would normally be scheduled never occurred, especially during October, which encompasses annual fire prevention week/month activities.





### 2016 Public Fire Safety Education Activities: 390 Events



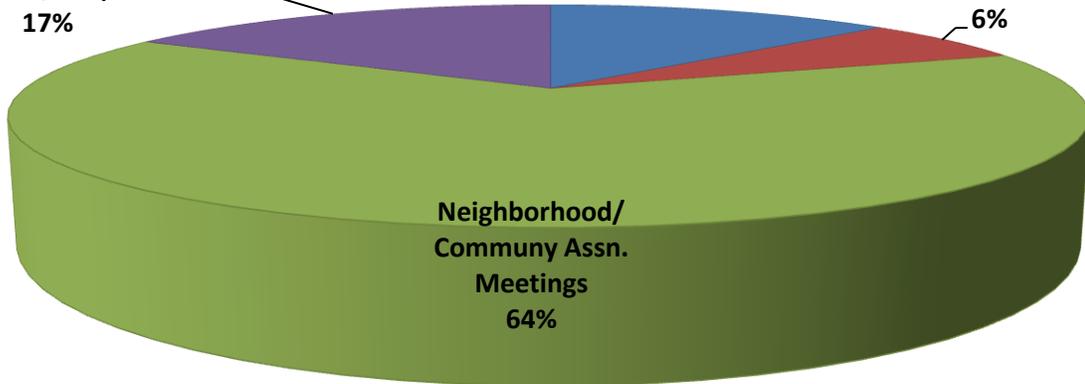
	School/Daycare	Fire Station Tours	Neighborhood/Community Assn. Meetings	Miscellaneous Community Events (Hurricane Expo, Youth Summer Camps, National Night Out, Health Fairs, etc.)
■ Events	51	25	249	65

### 2016 Fire Safety Education Activities: 390

Miscellaneous Community Events (Hurricane Expo, Youth Summer Camps, National Night Out, Health Fairs, etc.)  
17%

School/Daycare  
13%

Fire Station Tours  
6%



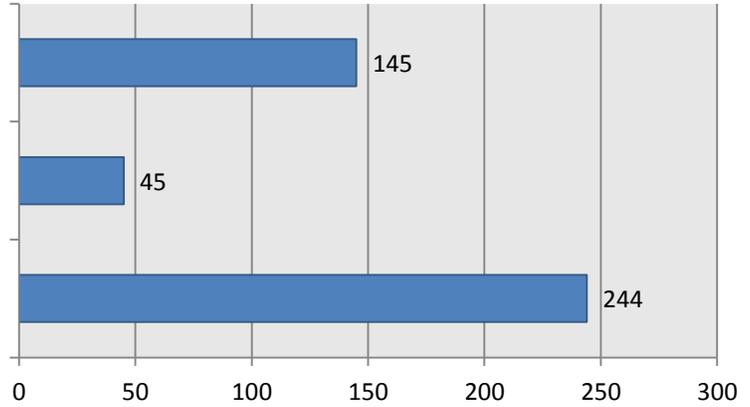


**2016 Public Information Officer: 434 Staff Hours**

Special Events (Fire Station Grand Opening, Recruit Class Graduation, SFES Annual Awards Presentations, 5 Hours per event)

Printed News Releases (1 Hour per Release)

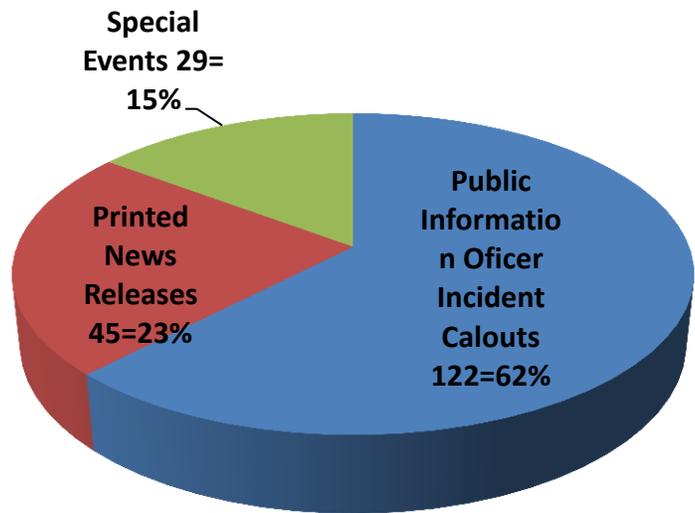
Public Information Officer Incident Callouts (2 hrs per Incident)



	Public Information Officer Incident Callouts (2 hrs per Incident)	Printed News Releases (1 Hour per Release)	Special Events (Fire Station Grand Opening, Recruit Class Graduation, SFES Annual Awards Presentations, 5 Hours per event)
■ Staff Hours	244	45	145



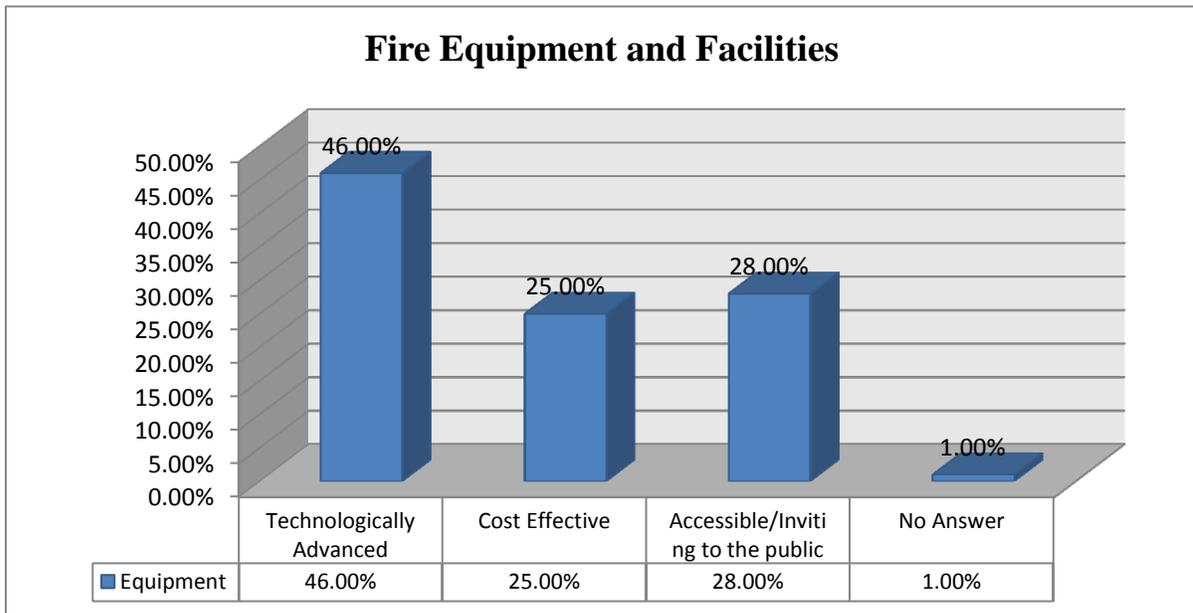
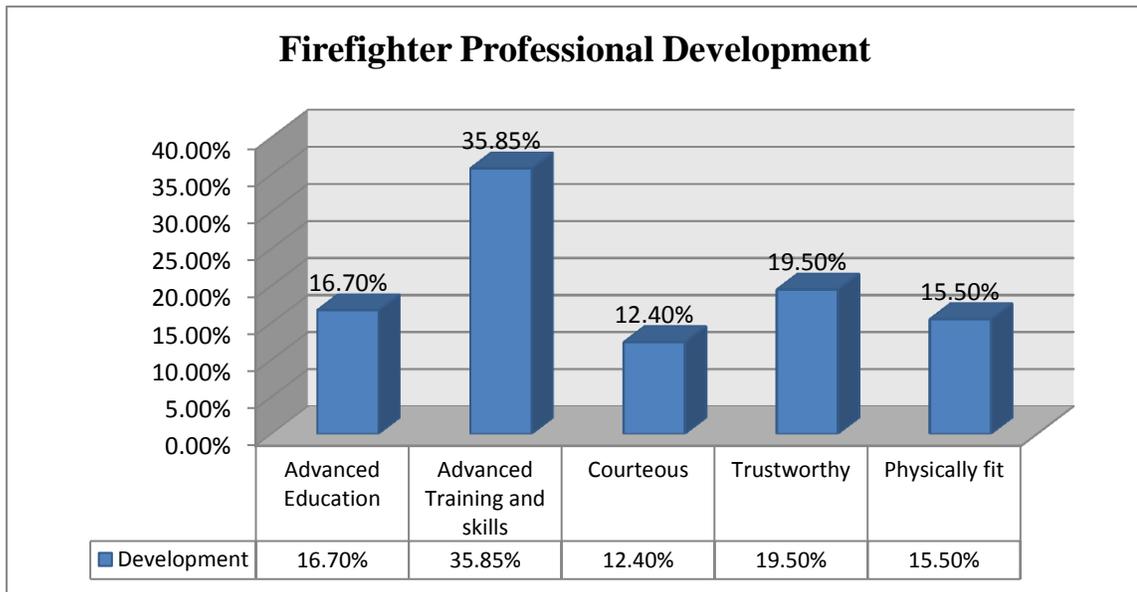
**2016 Public Information Officer: 196 Events**



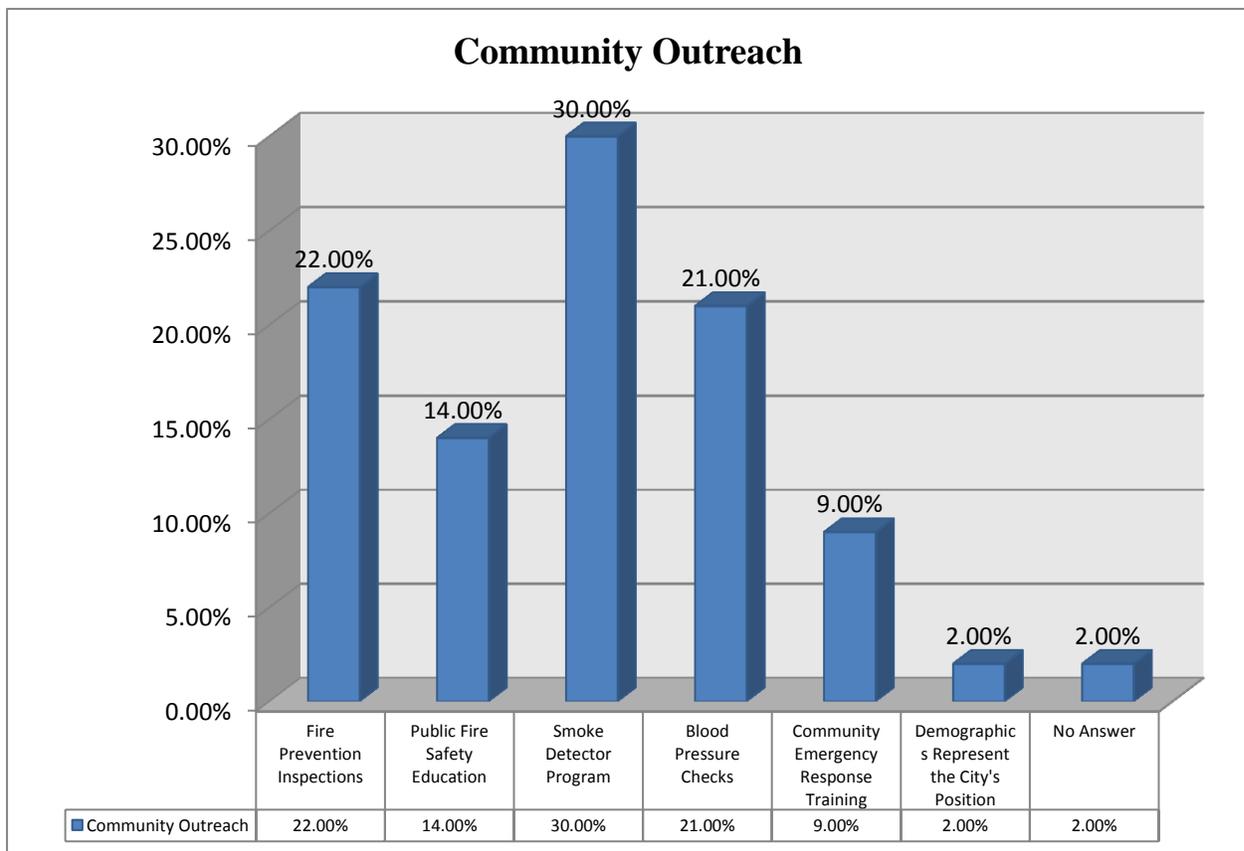
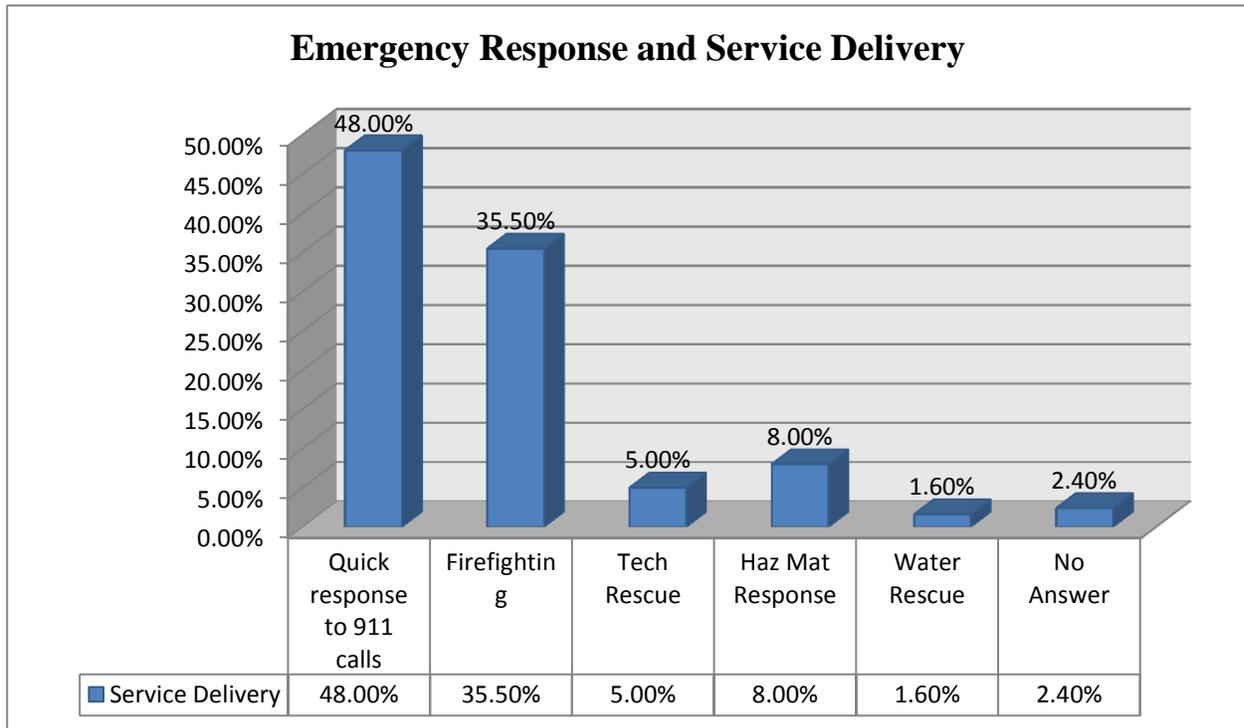


COMMUNITY SERVICE

The Community Outreach Program is our commitment for community members to have input on the services provided and the development of personnel. Through this cooperation the fire bureau is able to develop and modify the internal workings of the bureau to meet the community’s expectations.. Throughout the year personnel attend several community events providing free blood pressure checks, installation of smoke alarms and fire safety information. During these public interactions, SFES members encourage our citizenry to complete a Customer Service Survey which highlights the service areas that most often affect the community. These surveys are analyzed to support our commitment to those we serve and maintain a customer driven bureau.



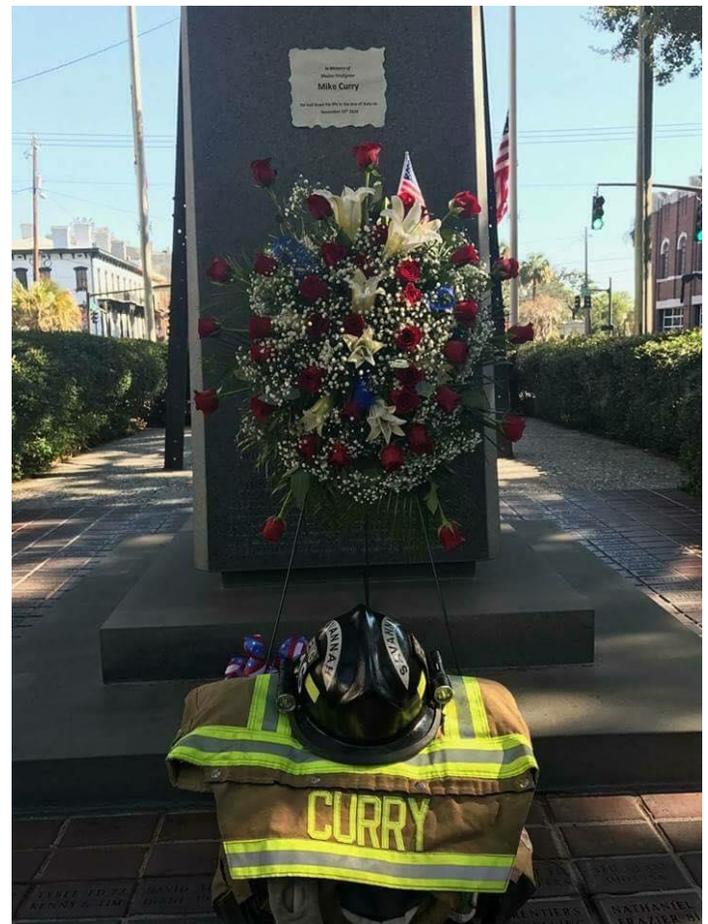
# 2016 CUSTOMER SERVICE SURVEY ANALYSIS





## In Loving Memory Of Michael W. Curry 12/19/73-11/19/16

Master Firefighter Michael Curry, a 13 year veteran with SFES was one of the first responders at the scene where dozens of people were injured after a ferry boarding platform malformed at the Savannah River. He collapsed while helping people stranded on a floating piece of the platform. He was taken to Memorial University Medical Center, where he succumbed to his injuries. He is the 24<sup>th</sup> Savannah firefighter to die in service.



We hope that you've enjoyed reading our 2016 Annual Report. Our intent is to show some of the behind-the-scene activities that contribute to making Savannah Fire & Emergency Services one of the premier Fire Departments in the Nation.



*“...committed to those we serve”*