



# ANNUAL REPORT



**2018**

**Professionalism | Respect | Integrity | Duty | Excellence**



**El Paso Fire Department  
2018 Annual Report**



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## A LETTER FROM THE FIRE CHIEF

**The El Paso Fire Department is dedicated to providing the best service possible to the businesses, visitors and residents of our community. As the Fire Chief, I appreciate the hard work and effort of all EPFD employees. The EPFD represents excellence in everything that we do. In an effort to report the accomplishments and statistics of the EPFD in 2018, I gladly present the 2018 Annual Report.**

**Mario D'Agostino  
Fire Chief**



## EXECUTIVE SUMMARY

The El Paso Fire Department is pleased to present the Annual Report for the year 2018. This report provides an overview of the department's activities, achievements, challenges, and future initiatives. It highlights the dedication and hard work of our firefighters, administrative staff, and other stakeholders who contribute to ensuring public safety and emergency response services.

### EMERGENCY RESPONSE

In 2018, the El Paso Fire Department responded to a total of 84,695 emergency incidents, which included fires, medical emergencies, hazardous material incidents, and other types of emergencies. The department maintained a 90th percentile response time of 8:49 for fire incidents and 7:31 for medical incidents, surpassing our target goal. This quick response time played a crucial role in minimizing property damage, injuries, and loss of life.

### COMMUNITY OUTREACH AND EDUCATION

The department continued its commitment to community outreach and education throughout 2018. We conducted fire safety presentations and demonstrations to community groups, schools, and businesses. Additionally, the department organized events such as open houses and fire extinguisher workshops; fostering greater awareness and preparedness among residents. Through the Community Risk Reduction division, the department installed 1,845 new smoke alarms throughout homes in El Paso and assisted 1,756 new residences with creating home evacuation plans.

### TRAINING AND PROFESSIONAL DEVELOPMENT

The professional development of our personnel remains a top priority. In 2018, the El Paso Fire Department provided hundreds of hours of training to our firefighters, encompassing a wide range of topics, including fire suppression techniques, emergency medical services, hazardous materials

## EXECUTIVE SUMMARY

response, and incident command. Furthermore, many firefighters successfully completed advanced certifications and specialized courses, enhancing their skills and knowledge in various areas of expertise.

### EQUIPMENT AND INFRASTRUCTURE

To ensure effective emergency response, the department continued to invest in modern equipment and infrastructure upgrades. In 2018, we acquired new fire engines and upgraded our communication systems to improve coordination and efficiency during emergencies. These investments have enhanced the department's operational capabilities and improved the safety for both firefighters and the public.

### CONCLUSION

The year 2018 was marked by significant achievements and ongoing commitment to serving and protecting the residents of El Paso. The El Paso Fire Department remains dedicated to its mission of preventing and mitigating emergencies, providing exceptional emergency response services, and fostering a resilient and prepared community. We express our gratitude to our personnel, partner agencies, and the community for their continuous support.





## MISSION, VISION, & VALUES

### MISSION

**The Mission of the Fire Department is to provide exceptional services for a safe, healthy, and resilient community.**

### VISION

**The El Paso Fire Department will be a premier public safety organization committed to the safety and welfare of our community.**

### VALUES

**Professionalism, Respect, Integrity, Duty, Excellence**





## ISO CLASS 1 RATING

An ISO Class 1 rating for a fire department refers to the highest possible rating given by the Insurance Services Office (ISO), an independent organization that evaluates and rates fire protection capabilities of fire departments in the United States. The ISO uses a scale ranging from Class 1 to Class 10, with Class 1 being the most superior rating.

The ISO rating is based on several factors, including the fire department's emergency communications system, water supply, and the resources and training available for fire suppression. It assesses the fire department's ability to respond to and effectively handle structure fires.

Achieving an ISO Class 1 rating indicates that the fire department has demonstrated exceptional capabilities in these areas. It signifies that the department has:

### EFFICIENT EMERGENCY COMMUNICATIONS

The fire department has a robust and reliable system in place for receiving and dispatching emergency calls, ensuring quick response times and effective coordination of resources.

### RELIABLE WATER SUPPLY

The department has sufficient water supply infrastructure, including hydrants and water mains, to provide an adequate volume and pressure of water for firefighting purposes.

### SKILLED FIREFIGHTING PERSONNEL

The department has a well-trained and adequately staffed workforce comprising firefighters with the necessary skills, training, and qualifications to handle various fire-related emergencies.



## ISO CLASS 1 RATING

### EFFECTIVE FIRE PREVENTION AND EDUCATION PROGRAMS

The department actively engages in community outreach programs, public education campaigns, and fire prevention initiatives to promote fire safety awareness and reduce the risk of fires.

Insurance companies use the ISO rating as one of the factors in determining insurance rates for properties within the jurisdiction of a fire department. A higher ISO rating generally corresponds to a greater level of fire protection and a reduced risk of significant property damage due to fires.

When a fire department achieves an ISO Class 1 rating, it signifies that the community is well-protected and has the necessary fire suppression capabilities. Consequently, insurance companies consider properties located in areas served by an ISO Class 1 fire department to have a lower risk of fire-related losses. As a result, property owners and businesses within the jurisdiction of an ISO Class 1 fire department may qualify for lower insurance premiums or discounts.

It's important to note that while the ISO rating is a significant factor, insurance rates are also influenced by other factors, such as property value, construction type, proximity to fire hydrants, and the presence of fire sprinkler systems. Nonetheless, an ISO Class 1 rating can contribute to a more favorable insurance rating, potentially resulting in lower insurance costs for property owners.



## CFAI ACCREDITATION

The Commission on Fire Accreditation International is dedicated to assisting the fire and emergency service agencies throughout the world in achieving excellence through self-assessment and accreditation to provide continuous quality improvement and the enhancement of service delivery to their communities. The CFAI process provides an agency with an improvement model to assess their service delivery and performance internally, and then works with a team of peers from other agencies to verify and validate their completed self-assessment.

The CFAI Accreditation Model requires the development of a strategic plan and a comprehensive community risk assessment, along with the completion of a rigorous self-assessment of agency programs and performance in all areas. The documents undergo a thorough review by a peer assessment team of industry experts and an on-site visit is conducted to validate the performance of the department and quality of services.

Agencies become accredited after peer review of their accreditation documents, completion of an onsite assessment, and participation in a public hearing before the Commission on Fire Accreditation International. Accreditation is valid for five years.

The EPFD is one of more than 300 agencies to achieve Internationally Accredited Agency status with the CFAI and the Center for Public Safety Excellence, Inc. EPFD is also one of only 12 fire departments serving a population of over 500,000 with both ISO Class 1 Rating and CFAI accreditation.





## BEST FLEET IN AMERICA

The El Paso Fire Department has emerged as one of NAFA's 100 Best Fleets in America, setting a high standard for excellence in emergency response and fleet management. With its strategic location along the U.S.-Mexico border, the department plays a crucial role in ensuring the safety and well-being of both local residents and international travelers. The El Paso Fire Department ranked 64 out of all fleets considered across the country.

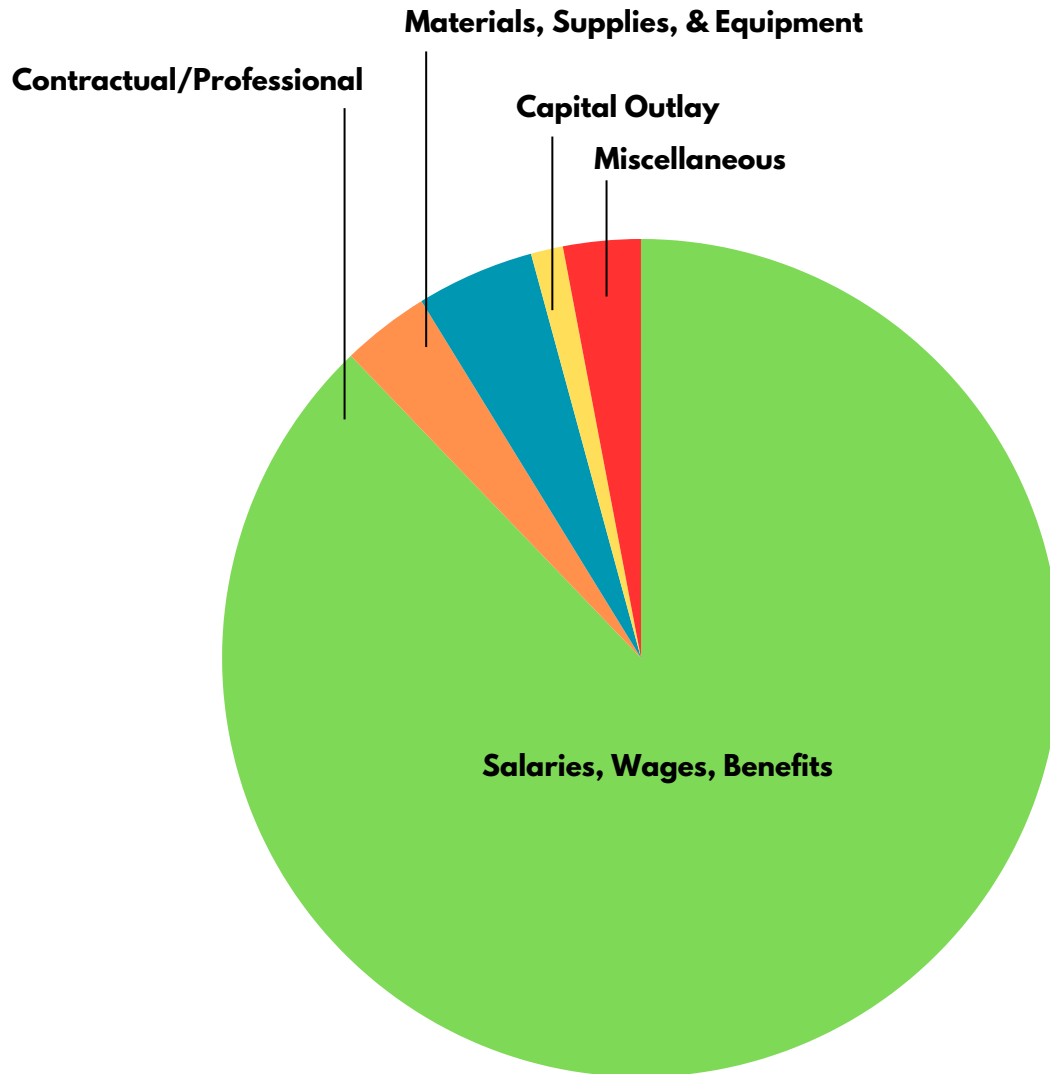
Through meticulous planning and a commitment to advancement, the El Paso Fire Department has built a fleet that is second to none. Equipped with state-of-the-art vehicles and cutting-edge technology, our fleet stands as a shining example of efficiency and innovation in the face of emergencies. Highly skilled technicians and expert personnel make EPFD a shining example of excellence in emergency response, ensuring the well-being of the El Paso community and beyond.

The department's commitment to excellence extends beyond its fleet management. The firefighters and first responders of the El Paso Fire Department are highly trained professionals, constantly honing their skills to provide the best possible service to the community. Their dedication and expertise have earned them the reputation of being one of NAFA's best emergency response teams.

In conclusion, the El Paso Fire Department's status as one of NAFA's best fleets is a testament to their unwavering commitment to public safety, innovation, and environmental stewardship. Their remarkable fleet and highly skilled personnel make them a shining example of excellence in emergency response, ensuring the well-being of the El Paso community and beyond.



# FY 2018 OPERATING COSTS



|   |                      |
|---|----------------------|
| <b>Salaries, Wages, Benefits</b>            | <b>\$98,433,869</b>  |
| <b>Contractual/Professional</b>             | <b>\$3,810,586</b>   |
| <b>Materials, Supplies, &amp; Equipment</b> | <b>\$5,098,340</b>   |
| <b>Capital Outlay</b>                       | <b>\$1,391,345</b>   |
| <b>Miscellaneous</b>                        | <b>\$3,350,367</b>   |
| <b>Total Expenditures</b>                   | <b>\$110,693,162</b> |



**UNIFORMED AVERAGE YEARS OF SERVICE** **19**

**UNIFORMED AVERAGE AGE** **45**

**PERSONNEL BY GENDER**

|             |            |
|-------------|------------|
| <b>MALE</b> | <b>895</b> |
|-------------|------------|

|               |           |
|---------------|-----------|
| <b>FEMALE</b> | <b>19</b> |
|---------------|-----------|

**PROMOTIONS** **34**

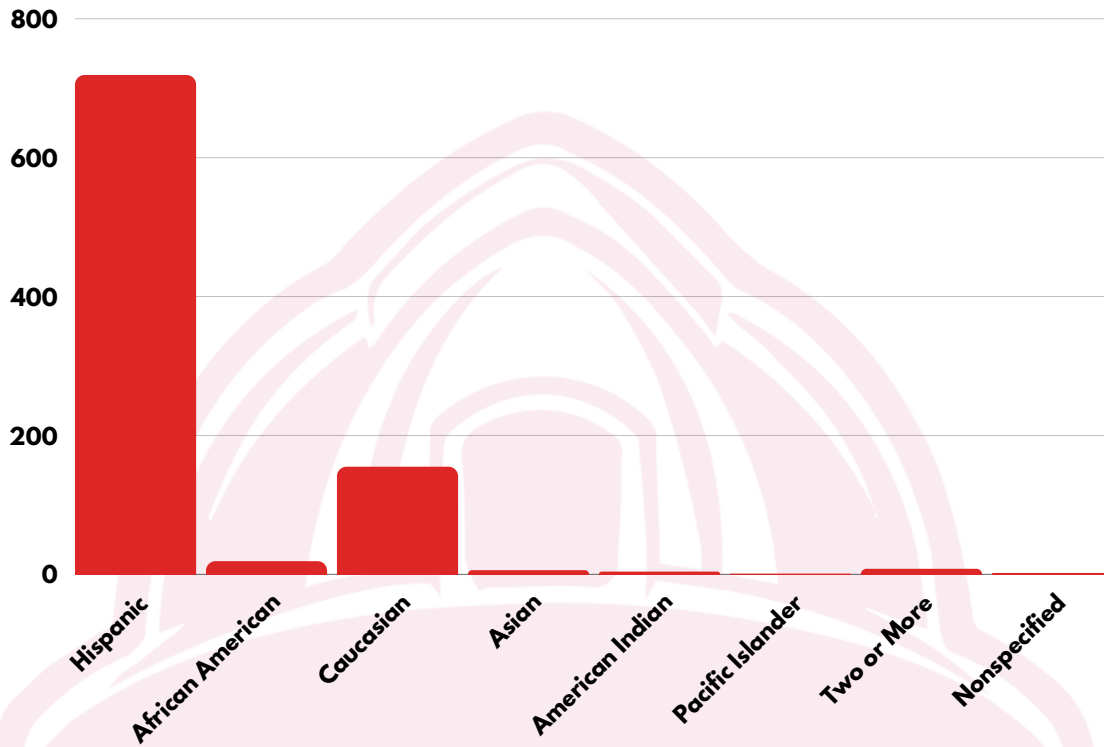
**UNIFORMED SEPARATIONS FROM SERVICE**

|                   |           |
|-------------------|-----------|
| <b>RETIREMENT</b> | <b>14</b> |
|-------------------|-----------|

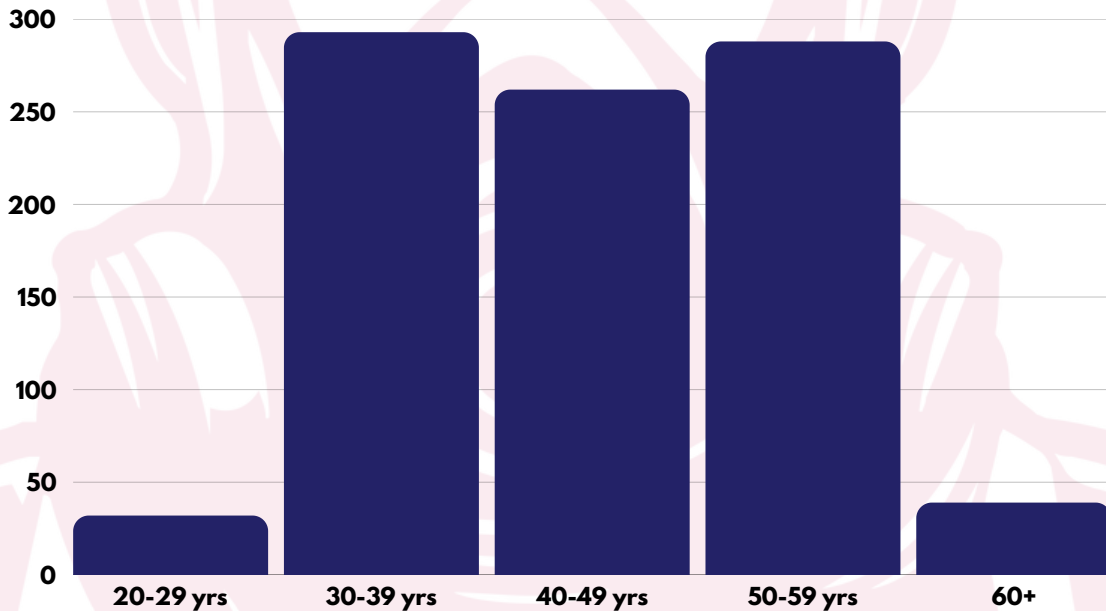
|              |           |
|--------------|-----------|
| <b>OTHER</b> | <b>10</b> |
|--------------|-----------|

**TOTAL UNIFORMED EMPLOYEE COUNT** **914**

## UNIFORMED ETHNICITY COUNT

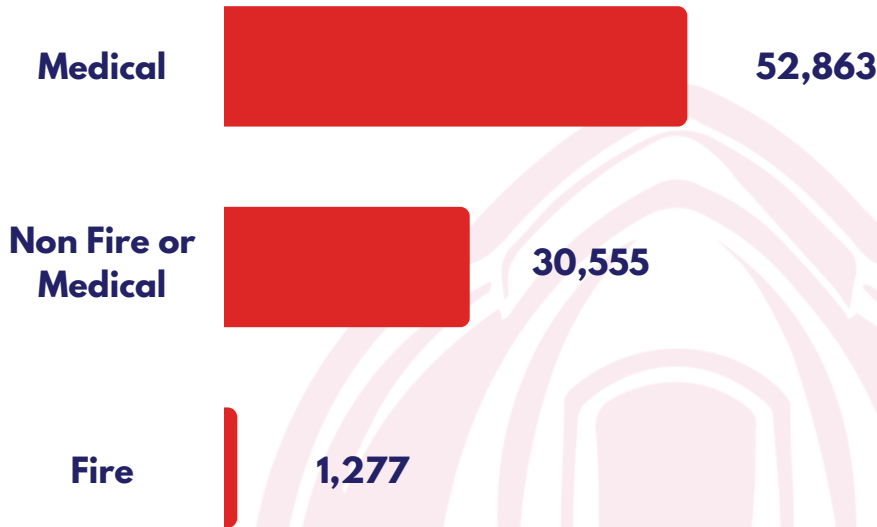


## UNIFORMED AGE COUNT

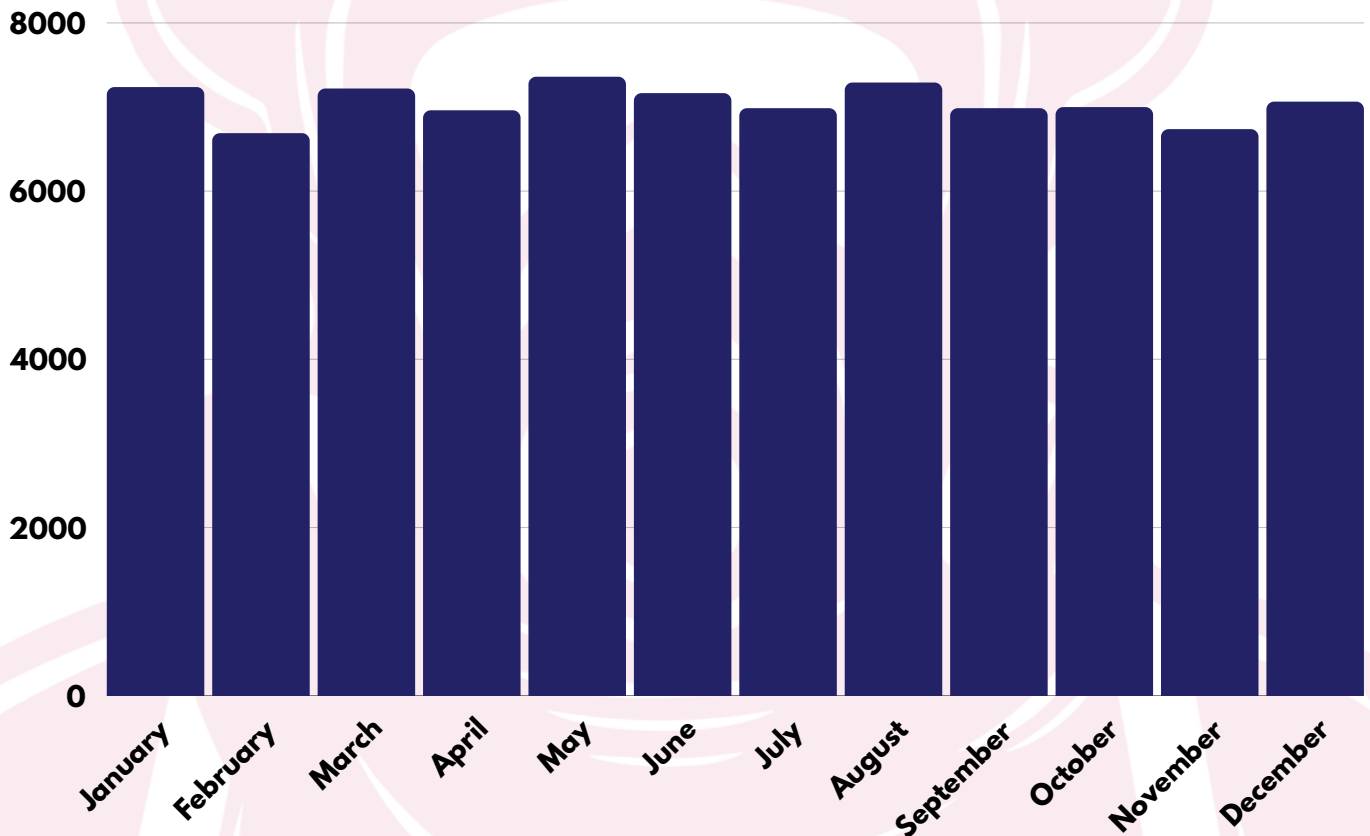


## TOTAL NUMBER OF INCIDENTS

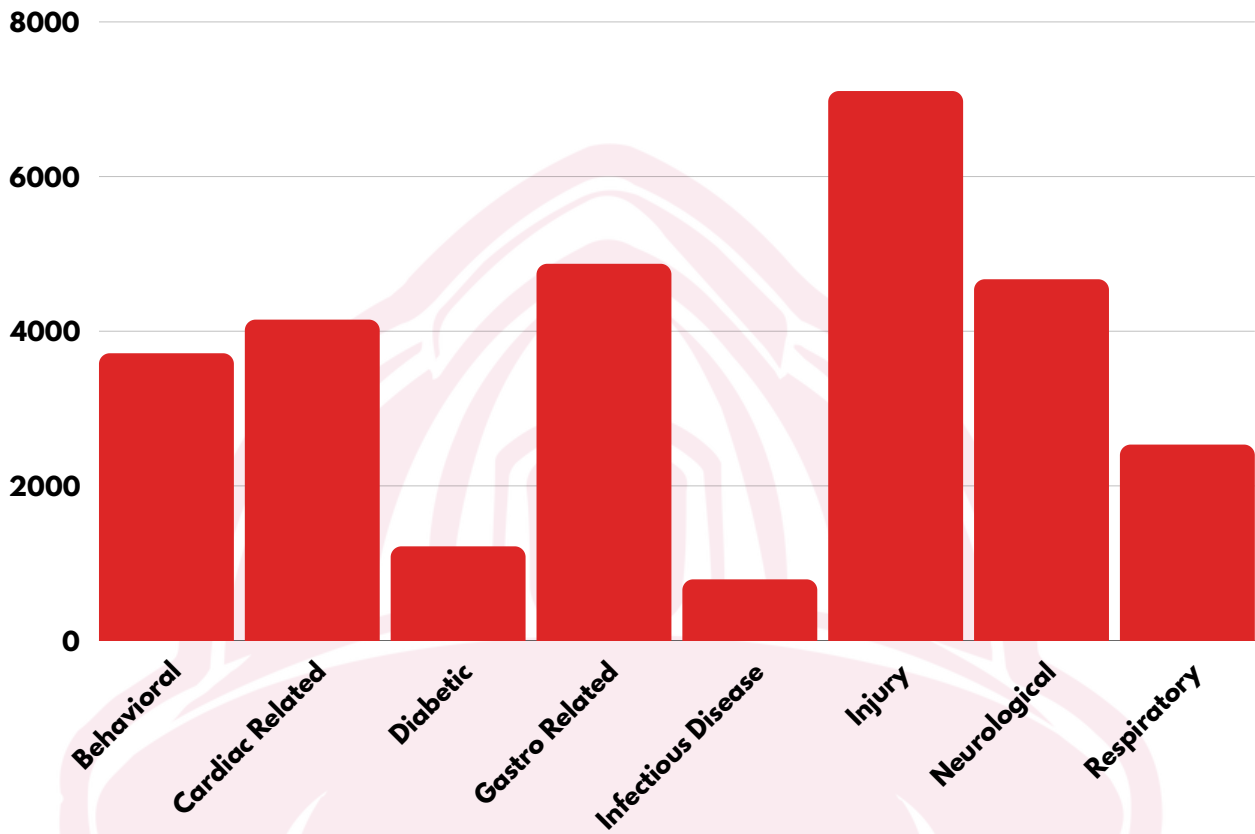
84,695



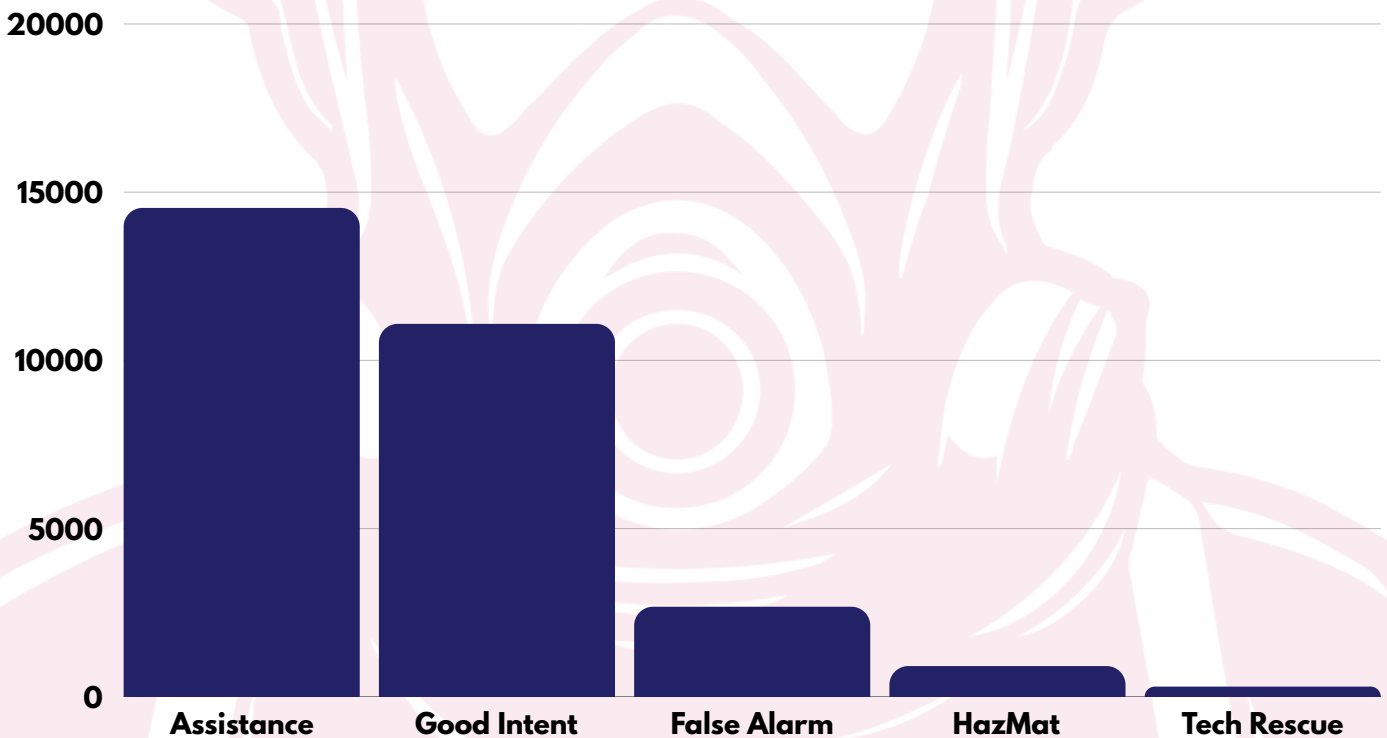
## TOTAL INCIDENTS BY MONTH



## MEDICAL INCIDENTS BY CLASSIFICATION



## NON FIRE OR MEDICAL INCIDENTS BY CLASSIFICATION



# INCIDENTS & CALL VOLUME

**PROPERTY SAVED**

**\$93,810,487.68**

**MEDICAL INCIDENTS**

**90TH PERCENTILE RESPONSE TIME**

**7:31**

**FIRE INCIDENTS**

**90TH PERCENTILE RESPONSE TIME**

**8:49**



## YEARLY RESPONSE BY APPARATUS

|       |       |
|-------|-------|
| AIR1  | 20    |
| ARFF1 | 42    |
| ARFF2 | 48    |
| ARFF3 | 10    |
| ARFF4 | 285   |
| ARFF5 | 53    |
| ARFF6 | 3     |
| ARFF7 | 2     |
| ATT2  | 13    |
| ATT26 | 25    |
| ATT30 | 14    |
| B1    | 204   |
| B2    | 277   |
| B3    | 340   |
| B4    | 321   |
| B5    | 266   |
| B6    | 223   |
| HM1   | 1,130 |
| MD18  | 480   |
| MD21  | 626   |
| MD22  | 567   |
| MD9   | 599   |
| ROC31 | 91    |
| ROC35 | 100   |
| SQ1   | 1,078 |
| SR11  | 7     |

|     |       |
|-----|-------|
| P1  | 1,740 |
| P10 | 2,151 |
| P11 | 1,473 |
| P12 | 2,928 |
| P14 | 2,055 |
| P15 | 1,415 |
| P16 | 2,112 |
| P17 | 1,786 |
| P18 | 2,488 |
| P19 | 2,908 |
| P2  | 1,975 |
| P20 | 1,846 |
| P21 | 3,537 |
| P22 | 2,288 |
| P23 | 3,186 |
| P24 | 2,392 |
| P25 | 3,317 |
| P26 | 2,103 |
| P27 | 2,277 |
| P29 | 3,110 |
| P3  | 1,539 |
| P30 | 1,309 |
| P33 | 2,379 |
| P34 | 784   |
| P36 | 519   |
| P37 | 1,401 |
| P5  | 1,428 |
| P51 | 1,471 |
| P6  | 2,918 |
| P7  | 1,836 |
| P8  | 1,496 |
| P9  | 2,399 |

|     |       |
|-----|-------|
| R1  | 2,512 |
| R12 | 2,342 |
| R14 | 1,946 |
| R16 | 2,335 |
| R17 | 2,056 |
| R18 | 2,409 |
| R19 | 2,342 |
| R2  | 1,586 |
| R20 | 1,797 |
| R21 | 2,446 |
| R22 | 2,301 |
| R23 | 2,369 |
| R24 | 2,395 |
| R25 | 2,367 |
| R26 | 1,809 |
| R27 | 1,744 |
| R28 | 1,834 |
| R29 | 2,192 |
| R3  | 2,266 |
| R31 | 1,512 |
| R32 | 365   |
| R33 | 1,759 |
| R36 | 488   |
| R37 | 1,430 |
| R4  | 2,323 |
| R5  | 2,785 |
| R6  | 2,011 |
| R7  | 2,828 |

|     |       |
|-----|-------|
| L11 | 1,252 |
| L22 | 2,071 |
| L5  | 1,145 |
| Q1  | 1,551 |
| Q16 | 2,163 |
| Q17 | 1,717 |
| Q18 | 2,440 |
| Q20 | 1,903 |
| Q24 | 2,167 |
| Q28 | 1,868 |
| Q29 | 1,109 |
| Q31 | 1,756 |
| Q37 | 2,140 |
| Q7  | 1,837 |

## COMMUNITY RISK REDUCTION

**NEW RESIDENCES WITH  
HOME EVACUATION PLAN**

**1,756**

**NEW RESIDENTIAL  
SMOKE DETECTOR INSTALLATIONS**

**1,845**





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**[ELPASOFIRE.ORG](http://ELPASOFIRE.ORG)**

