



**OUR MISSION GOES BEYOND OUR NAME**



## **ANNUAL EXECUTIVE SUMMARY 2016**

*The Austin Fire Department is committed to creating a safer community through prevention, preparedness, and effective emergency response.*

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# MESSAGE FROM THE FIRE CHIEF



In 2016, the Austin Fire Department (AFD) celebrated its 100th anniversary as a full-time, paid department, although we've been an organization since 1857. Consider all the history of those years and how much things have changed...and yet, remain the same. The core values of our department—Loyalty, Duty, Respect, Selfless Service, Honor, Integrity, and Personal Courage—never go out of style. The 1,200 men and women of the Austin Fire Department provide top-notch service on a daily basis, proving time and time again how "our mission goes beyond our name"!

One of our biggest accomplishments in 2016 was having the Insurance Services Office (ISO) raise the City of Austin's ISO rating from a Class 2 to a Class 1 (1 is the best on a scale of 1 to 10). A Class 1 designation represents superior fire protection, a classification only conferred on 204 cities throughout the United States; in Texas, the only comparable metropolitan cities to share a Class 1 rating are Houston and El Paso. Our

department, along with our partners at Austin Water, was able to complete the arduous and lengthy re-classification process without having to hire an outside consultant, saving the taxpayers' significant expense.

We also received several awards last year, including the Seven Seals from the Department of Defense and the Digital Government in Achievement award (both for our innovative recruiting website, [JoinAFD.com](http://JoinAFD.com)). We were also honored with the Shoal Creek Hero award from the Shoal Creek Conservancy for our work during the Memorial Day floods of 2015, along with the Fire Adapted Communities Fire Service Leadership and Ready, Set, Go! Innovation awards for our groundbreaking work in the world of wildfire.

Our community, region, and industry are constantly changing and we must rise to those challenges. The Austin Fire Department is ready, willing, and excited for those changes. We look forward to meeting those opportunities head on and continuing to be a leader in the fire service.

## PURPOSE, MISSION, VISION, GOALS

### Purpose

The purpose of the Austin Fire Department is to protect and enhance the safety and well-being of our community.

### Mission

The Austin Fire Department is committed to creating safer communities through prevention, preparedness, and effective emergency response.

### Vision

We strive to be the best.

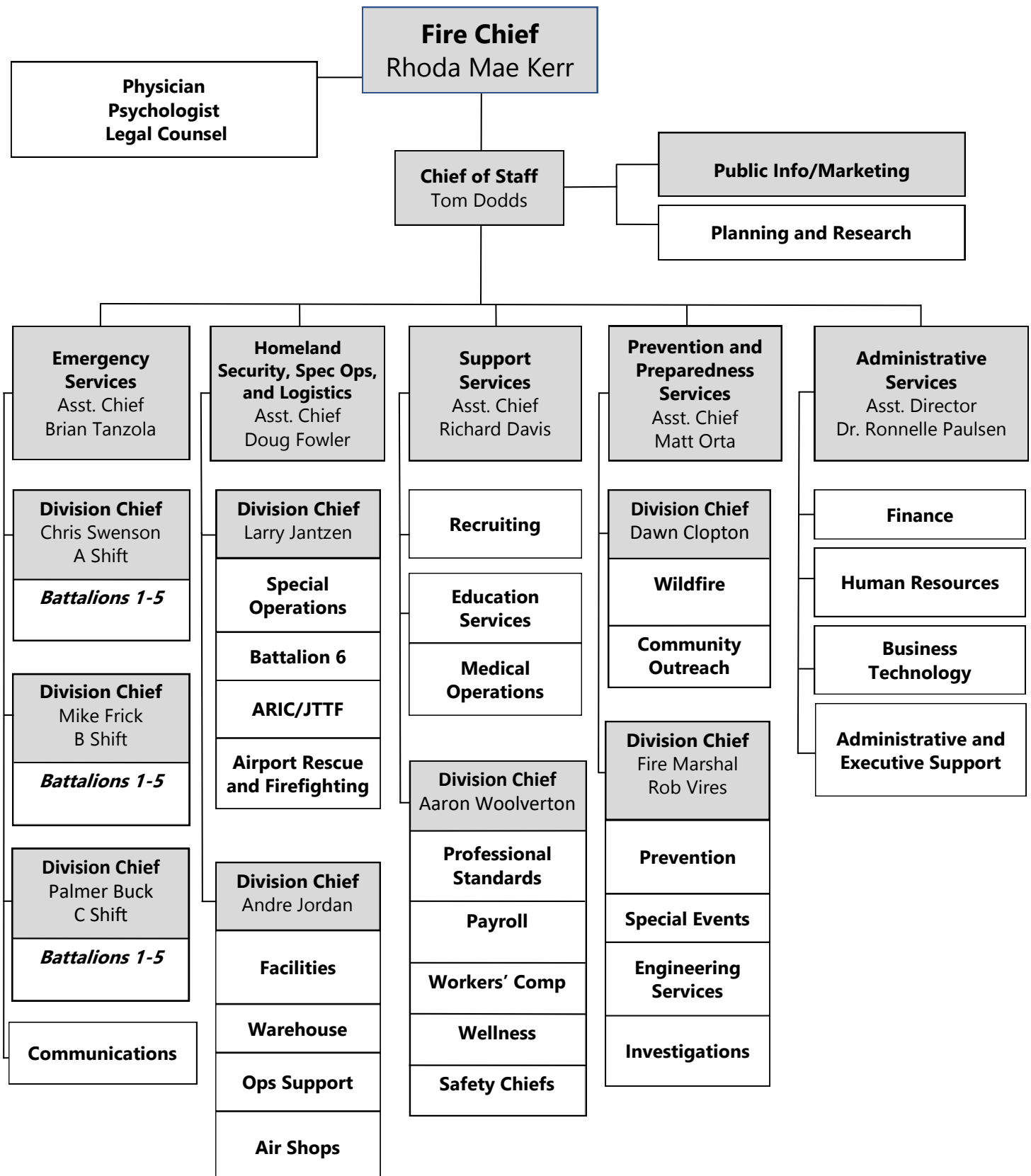
### Goals

- The Austin Fire Department will deliver comprehensive safety services of the highest quality.
- The Austin Fire Department will support and maintain a safe, healthy, well-trained, and high-performing workforce.
- The Austin Fire Department will provide high-quality first responder service as part of an integrated emergency medical care system.
- Our firefighters will be community resources for life-safety knowledge and information about Austin Fire Department services.
- The Austin Fire Department will attract and retain a qualified and diverse workforce.
- The Austin Fire Department will be accountable to our community for demonstrable results.



# ORGANIZATIONAL CHART

June 2016



Executive Team member

# ACCOMPLISHMENTS

## Fire Department Budget

For FY16, our budget was approved for \$175,266,499, which is an increase of \$8.9 million from our FY15 budget. The budget increase will allow us to improve service delivery to both the citizens of Austin and department personnel. Our final staff totals for FY16 were 1,147 firefighters and 97 civilians.

## Prevention

### WILDFIRE

The Austin Fire Department's Wildfire Division was awarded the Community Planning Assistance for Wildfire in-kind technical assistance grant. This grant will allow us to identify the most effective planning tools available to mitigate local wildfire risks. Outside experts developed a set of recommendations that are specific to Austin and Travis County, helping support our area's priorities in wildfire planning and safety.

The Division also had a successful year with regard to their mitigation efforts. More than 13,000 linear feet of wildland vegetation (\$110 million in property protection) were cleared and 10 prescribed burns were completed, treating more than 1,120 acres. They also provided more than 10,000 contact hours of wildfire training to members of our department, as well as cadets coming through our Academy.

Finally, the Division initiated implementation of Resolution 20160512-016, which was approved by the Austin City Council to adopt the Wildland Urban Interface (WUI) code. This approval supports incorporation of defensible strategies in the City's existing regulatory framework. These strategies will reduce wildfire risk through identification, assessment, and actions in high-risk communities and through consideration of new regulations for wildfire safety.



### INSPECTIONS

Our 19 Prevention Inspectors completed 23,212 inspections, with 19,799 violations found and corrected. That breakdown includes:

- Maintenance (existing buildings): 5,705
- Technical (new construction): 13,064
- Special Events (i.e., SXSW, ACL, F1, etc.): 4,433

The workload of inspections per inspector has risen by 38 percent during the last five years (from 842 in 2011 to 1,161 in 2016). Even though six additional positions have been added during this same time, the workload continues to exceed the corresponding staffing increase; not all inspections can be performed in the prescribed timeframe due to limited resources.

Our Engineers reviewed 8,739 submittals, processed 2,489 above-ground HazMat permits on file, and performed 204 Hazardous Materials inspections. The submittals include:

- Site Development plans: 1,206
- Building Construction permit plans: 2,323
- Fire Protection System plans: 2,986
- Alternate Methods of Compliance reports: 16
- Development Assistance Center site plans: 1,188
- Preliminary construction plans: 34
- Residential construction plans reviewed for fire flow analysis: 986

# ACCOMPLISHMENTS

## ARSON INVESTIGATIONS

Our Arson Investigators, who are also licensed peace officers, conducted 276 investigations, with 63 fires determined to be accidental, 135 intentionally set (35 arrests and 49 issued citations), 24 non-fire investigations, and 54 undetermined. For fires determined to be arson, we cleared 64 cases by arrest or citation (47 percent), more than twice that of the national average of 19 percent. Our two Accelerant Detection K9s have been deployed on 76 different fire investigation scenes and can sniff out the potential use of 18 different accelerants.

## Preparedness

### FACILITIES

The drill field at the Public Safety Training Center (PSTC) was paved in concrete and provided with light towers to facilitate training at night. Both AFD drills towers were renovated; the one at the PSTC was outfitted for smoke machine use and the other, located at our South Pleasant Valley site, was fitted with new window frames, perforated shutters, and doors.



Our Facilities Maintenance section worked with the City of Austin's Building Services department to migrate AFD's work orders to the cloud-based Building Services platform. This will allow for better work flow between the two departments, which share maintenance responsibilities for AFD facilities. The new system also facilitates work order tracking and data collection.

### SMOKE ALARM INSTALLS

Community Outreach and Operations' personnel continued to work toward our goal of zero fire deaths by installing more than 2,500 new smoke alarms throughout Austin. A working smoke alarm is the cheapest life insurance money can buy, and gives a family precious time to escape a house fire. Those who don't have working alarms—or can't afford them—can participate in our free program by calling (512) 974-0299.

### CADET CLASSES 119 AND 120

More than 6,000 individuals submitted a Candidate Interest Card through our website, JoinAFD.com, in 2016. We started two concurrent cadet classes while under a Consent Decree from the Department of Justice, allowing us to begin reducing our vacancy rate (which dramatically affects the amount of overtime we pay). Class 119 started August 8, 2016, while Class 120 started October 3.

### ALTERNATE DUTY PROGRAM

We introduced a full Alternate Duty program for injured firefighters that combines reduced and/or alternate work schedules with rehabilitation time, resulting in a 23 percent reduction in our Lost Time Injury Rate. This means that we can help get our personnel healed faster and back on a fire truck, serving the citizens, quicker. This also translates to helping reduce our overtime costs.



# ACCOMPLISHMENTS

## Response/Service

### ISO RATING CHANGE

The Insurance Services Office (ISO) raised the City of Austin's ISO rating from Class 2 to Class 1 (effective January 1, 2017), with a 1 being the best on a scale of 1 to 10. Class 1 represents superior fire protection, a classification only conferred on 204 cities throughout the United States; in Texas, the only comparable metropolitan cities to share a Class 1 rating are Houston and El Paso. AFD, along with our partners at Austin Water, was able to complete the arduous and lengthy re-classification process without having to hire an outside consultant, saving the taxpayers' significant expense.



### SELF-CONTAINED BREATHING APPARATUS (SCBA) REPLACEMENT

The Self-Contained Breathing Apparatus (SCBA) upgrade to the 2018 National Fire Protection standard necessitated a department-wide replacement of all SCBAs. As part of this upgrade, our firefighters have been outfitted with new, higher-temperature SCBA facepieces. Each fire company has also been assigned a compatible voice amplifier, which enhances voice communication while firefighters are "on air."

### NEW FIRE STATION

We expanded our services to the citizens of the Shady Hollow area in southwest Austin by opening Station 46 in June 2016. That location houses Engine 46, Wildfire Division personnel, and EMS Demand Unit 2. Just a few months after



opening, the response rate in that area had already dropped by 3-4 minutes, helping ensure the citizens of that neighborhood received a more robust level of service.

### HOMELAND SECURITY GRANT

Our Special Operations division received more than \$300,000 in Homeland Security grant funds to enhance and increase local and regional specialized response capabilities. Purchases to support that effort include a mobile chemical analysis lab, chemical monitoring instruments, and structural collapse/trench/heavy vehicle stabilization equipment. These new tools greatly increase our Special Operations units' ability to mitigate unique incidents in Austin and the surrounding 10-county Capital Area Council of Governments (CAPCOG) region.

### AIRPORT RESCUE AND FIREFIGHTING (ARFF)

We increased staffing, response, and inspection capabilities at Austin-Bergstrom International Airport by:

- Adding three additional certified full-time Firefighter employee positions (one per shift);
- Securing funding to increase daily minimum staffing from seven to eight personnel; and
- Obtaining a medical response vehicle for quicker response inside the terminal.

### SWIFT WATER RESCUE EQUIPMENT

We secured five additional Inflatable Rescue Boats (IRBs) to double local/regional victim rescue and evacuation capabilities during flooding events. This increase in available assets reduces the time needed to get the right resource to the right place quickly when time is of the essence.



# DEPARTMENT DIVISIONS

## Emergency Services

- **Operations** – Responds to fires, medical calls, hazardous materials incidents, rescues, and other emergencies, while also providing significant contributions to the department's Fire Prevention and Community Outreach efforts. Operations is managed by three division chiefs, each of which is responsible for a specific 24-hour shift ("A", "B", or "C"). Battalion chiefs on each shift supervise all of the personnel, stations, and incidents within their geographic area of responsibility.
- **Communications** – Provides round-the-clock dispatching and technical support to the Operations' division.

## Homeland Security, Spec Ops, and Logistics

- **Homeland Security** – We have assigned two Austin Fire Department Lieutenants to the Austin Regional Intelligence Center (ARIC) and the FBI's Joint Terrorism Task Force (JTTF). This allows for greater collaboration among local, state, and national agencies in identifying threat trends that could impact our area.
- **Special Operations (Spec Ops)** – Responds to incidents in the City of Austin and surrounding 10-county Capital Area Council of Governments (CAPCOG) region, requiring personnel with specialized training and equipment to resolve unique issues. AFD Spec Ops provides service in four general special areas: hazardous materials, water rescue, technical rescue, and structural collapse. The Special Operations/Homeland Security office manages the equipping, training, and support of the Spec Ops mission.
- **Airport Firefighting and Rescue (AFR)** – Provides rescue, fire protection, and emergency medical services for all facilities, employees, passengers, and visitors at Austin-Bergstrom International Airport (ABIA). In addition to emergency response, AFR provides fire-safety inspections to facilities, fuel farms, and aircraft re-fueler vehicles.
- **Facilities** – Responsible for the design, construction, and renovation of all AFD facilities. Also handles routine building maintenance, and facility equipment repairs or replacement for AFD.
- **Warehouse** – Serves as the warehouse and distribution group for critical materials to all fire stations, firefighters, and business units.
- **Ops Support** – Maintains, repairs, and adapts equipment used at emergency scenes. Serves as liaison with the City of Austin's Fleet department, which is responsible for purchasing and maintaining our fire apparatus and staff vehicles.
- **Air Shops** – Maintains and repairs breathing apparatus, and refills and distributes air bottles and oxygen cylinders to fire stations and at emergency incidents.





# DEPARTMENT DIVISIONS

## Support Services

- **Recruiting** – This section is at the forefront of introducing civil service employment opportunities to the community—attracting, cultivating, and maintaining pipelines of diverse applicants through strategic outreach efforts and mentoring programs. We introduce firefighting as a career option to qualified members from under-represented minority and female demographic groups.
- **Education Services** – Prepares cadets to be entry-level firefighters. Develops and coordinates professional development, as well as in-service and continuing education training for current firefighters.
- **Medical Operations (Med Ops)** – Provides initial medical training and continuing education for all uniformed personnel; procures and maintains emergency care equipment, such as Automated External Defibrillators (AEDs) and glucose monitoring devices; oversees AFD's commitment to quality medical care standards through a coordinated effort with the Office of the Medical Director (OMD); and enhances our partnership with Austin/Travis County Emergency Medical Services.
- **Professional Standards (PSO)** – Handles all policy issues for—and complaints to—the department, conducts investigations involving alleged misconduct of members, and serves as the department's legal liaison with the Civil Service Commission.
- **Workers' Compensation** – Assists firefighters when they have been injured on the job. Staff ensure that paperwork is filed correctly, follow-up treatment for injuries is received, and that our personnel get proper care for those injuries. Working in conjunction with the Safety Office and the Wellness Center, this office helps ensure that firefighters receive appropriate medical intervention, resulting in a return to full-duty status as quickly as possible.
- **Wellness** – The AFD Wellness Center is dedicated to the health and well-being of Austin firefighters and Austin/Travis County EMS medics. Through the Center, all firefighters receive annual physical exams, helping to positively impact the physical and mental health of our members primarily through early detection and intervention. Injured firefighters also receive rehabilitation services provided by Center staff. AFD is one of only a handful of fire departments in the country to have its own Wellness Center.
- **Safety** – Works to reduce firefighter injuries through on-scene monitoring and interventions at emergency incidents. The Safety Office responds to all firefighter injury events, assisting personnel with seeking and receiving appropriate medical treatment, and serves as their liaison to Workers' Compensation. This office also conducts the initial investigation into firefighter injuries and vehicle collisions.



## Prevention and Preparedness Services

- **Wildfire Mitigation/Management** – Focuses on preventing wildfires through cooperation and participation in the City's planning process and programs; public education and fuel (vegetation) management; and provides assistance and oversight during prescriptive burns. Also conducts fire training, community education programs, and plans vegetation management programs. Coordinates with City and regional partners, exploring cooperative purchasing agreements, and standardizing regional equipment.

# DEPARTMENT DIVISIONS

## Prevention and Preparedness Services (cont'd)

- **Community Outreach** – Consists of Public Education and Community Relations. Public Education engages our community in the pursuit of life safety and fire prevention. Community Relations delivers innovative outreach efforts driven by evolving community needs.
- **Prevention** – Essential component in the overall fire suppression effort. Includes the Fire Marshal's Office. Conducts and coordinates fire and life-safety inspections of existing properties. Engineers review site plans, building plans, and fire protection system plans for new and renovated structures within the City of Austin. Also inspects properties that store hazardous materials and verifies compliance with certain requirements before issuing hazmat permits. Issues several other types of permits, including Temporary Change of Use, Fireworks, Hazardous Materials, Tents, and Open Burning.
- **Special Events** – Coordinates emergency preparations for large-scale events (Austin City Limits, SXSW, Formula 1, etc.).
- **Engineering** – Reviews plans for compliance with the International Fire Code/International Building Code, local amendments, the City of Austin Fire Protection Criteria Manual, and NFPA Standards. Also involved in the testing and inspection process for compliance with all applicable codes and standards.
- **Investigations** – Investigates the origin, cause, and circumstances of a fire in order to determine whether it was accidental or criminal in nature.

## Administrative Services

- **Finance** – Develops department budget, produces financial information and reports, establishes contracts for services and goods, and manages accounts payable. Ensures appropriate allocation, utilization, and control of City resources in compliance with department, city, state, and federal financial policies.
- **Human Resources** – Oversees employee relations, compensation, benefits, and payroll.
- **Business Technology** – Manages business software applications for the department, including operational, database, virtual collaboration, and reporting systems. Offers project management and business analysis services. Coordinates support for desktop computers, notebooks, and printers.
- **Administration and Executive Support** – Provides administrative support to the Office of the Fire Chief, executive staff, and all department sections. Liaisons with other city departments, City Hall, and the public on issues such as requests for information, announced initiatives, and resource coordination.

## Fire Chief/Chief of Staff Direct Reports

- **Physician and Psychologist** – On-site medical and behavioral health support for employees.
- **Legal Counsel** – Provides legal guidance and law interpretation.
- **Public Information and Marketing** – Handles media relations, intellectual property, branding, social media, and marketing, as well as web design/development/support and photo/video services.
- **Planning and Research** – Provides planning and analytic support to AFD and, to a limited extent, surrounding Emergency Service Districts and other City departments. Helps managers make data-driven decisions using information from a variety of sources. Delivers information and guidance on performance measures reporting, response time analyses, development of Standards of Coverage, and annexations.

# 2016 STATISTICS



## DEPARTMENT BUDGET

FY15	\$166.3M
<b>FY16</b>	<b>\$175.3M</b>



## REQUESTS FOR SERVICE

FY15	89,563 incidents
<b>FY16</b>	<b>81,973 incidents</b>

*\*Reduction in call volume due to change in dispatching priority 3 medical calls.*



## PERSONNEL

<b>Uniform</b>	1,129	<b>1,147</b>
<b>Civilian</b>	94	<b>97</b>
<b>Cadets</b>	60	<b>60</b>



## AREA/POPULATION SERVED

275 sq miles/888,204 people  
**277 sq miles/913,917 people**



## RESPONSE TIMES

<b>Standard of Cover, AFD &amp; ESD Units</b>	9:00 minutes	<b>9:13 minutes</b>
90% of the time on-scene within		
<b>90% of the time, AFD Units Only</b>	8:55 minutes	<b>9:07 minutes</b>
AFD arrives on-scene within		

<b>Fire Calls - 90% of the time, AFD Units Only</b>	7:48 minutes	<b>7:54 minutes</b>
<b>Medical Calls - 90% of the time, AFD Units Only</b>	9:03 minutes	<b>9:06 minutes</b>

## KEY PERFORMANCE MEASURES

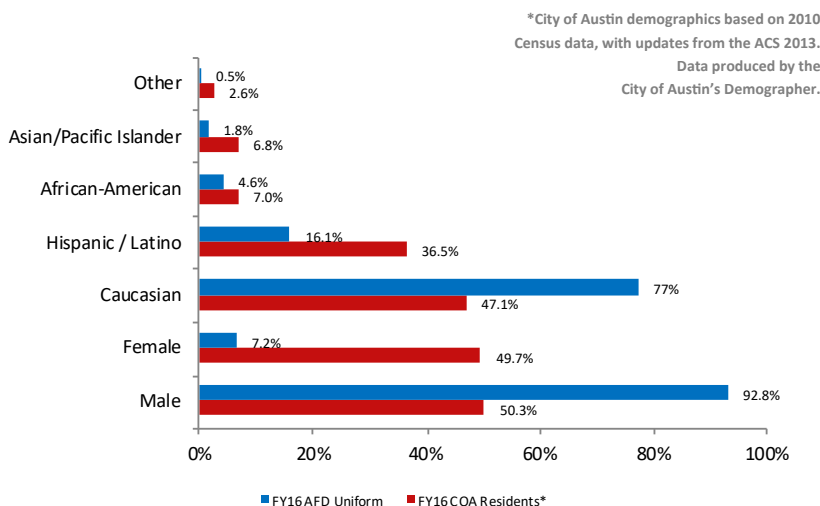
<b>Unintentional fire deaths:</b>	6	<b>5</b>
Number	(4)	<b>(3)</b>
Structure Fire	(1)	<b>(0)</b>
With Working Smoke Alarms	(2)	<b>(2)</b>
Other fire type		
Rate per 100,000 population	.68	<b>.53</b>
Number involving smoking materials	0	<b>0</b>
<b>Fires confined to room of origin:</b>		
% of all structure fires	84%	<b>85%</b>
% of apartment fires only	90%	<b>92%</b>

## CALL TYPES

Incident Call type	Dispatched	Found	<b>Dispatched</b>	<b>Found</b>
<b>Fires—Structure</b>	1,082	670	<b>1,034</b>	<b>618</b>
<b>Fires—Other</b>	2,927	1,396	<b>2,886</b>	<b>1,502</b>
<b>Medical</b>	63,679	50,430	<b>55,211</b>	<b>44,658</b>
<b>Hazmat/Hazardous</b>	2,330	1,579	<b>2,445</b>	<b>1,459</b>
<b>Rescues</b>	619	254	<b>668</b>	<b>279</b>
<b>Other Call Types</b>	18,926	35,234	<b>19,729</b>	<b>33,457</b>
<b>Incident Total</b>	<b>89,563</b>	<b>89,563</b>	<b>81,973</b>	<b>81,973</b>

*\*Reduction in call volume due to change in dispatching for priority 3 medical calls.  
 AFD is no longer dispatched to lower priority calls if A/TCEMS is within five minutes of the incident.*

## DEMOGRAPHICS



## STATIONS/UNITS

<b>Fire Stations</b>	46	<b>Aerial Platforms</b>	3
<b>Airport Fire Stations</b>	1	<b>Dry Stick</b>	1
<b>Airport Fire Rescue</b>	9	<b>Rescue Units</b>	3
<b>Fire Engines</b>	43	<b>Brush Trucks</b>	12
<b>Frontline Aerials</b>	13	<b>Water Rescue Resources</b>	17
Quints	(10)		
Ladders	(3)		

## PREVENTION/PREPAREDNESS

<b>Building Safety Inspections</b>	35,154	<b>36,259</b>
<b>Continuing Education Hours</b>	53,846	<b>59,495</b>
<b>Hydrant Inspections</b>	23,481	<b>24,602</b>
<b>Smoke Alarms Installed</b>	2,489	<b>2,533</b>



# 2016 STATISTICS

STATION	UNIT	RUNS
Station 1	Engine 1	3,641
	Engine 13	3,693
	Quint 1	2,348
Station 2	Engine 2	2,288
Station 3	Engine 3	1,407
	Quint 3	977
Station 4	Engine 4	1,212
Station 5	Engine 5	2,266
Station 6	Engine 6	2,393
Station 7	Engine 7	2,169
Station 8	Engine 8	3,720
	Ladder 8	1,539
Station 9	Engine 9	1,081
Station 10	Engine 10	923
Station 11	Engine 11	1,730
Station 12	Engine 12	1,429
Station 14	Engine 14	2,461
	Rescue 14	1,842
Station 15	Engine 15	1,692
	Quint 15	789
Station 16	Engine 16	2,459
Station 17	Engine 17	3,973
	Quint 17	1,828
Station 18	Engine 18	4,666
	Quint 18	1,883
Station 19	Quint 19	1,051
Station 20	Engine 20	2,912
	Rescue 20	1,344
Station 21	Engine 21	1,650
Station 22	Engine 22	2,482
Station 22	Engine 66	2,424
Station 23	Engine 23	3,009
Station 24	Engine 24	2,822
Station 25	Engine 25	2,007
Station 26	Engine 26	1,680
Station 27	Quint 27	1,512
Station 28	Engine 28	2,435
	Rescue 28	1,209

STATION	UNIT	RUNS
Station 29	Engine 29	1,536
Station 30	Engine 30	2,670
Station 31	Engine 31	878
	Ladder 31	568
Station 32	Engine 32	1,140
Station 33	Engine 33	376
Station 34	Engine 34	1,365
Station 35	Quint 35	1,786
Station 36	Engine 36	2,978
	Ladder 36	1,056
Station 37	Engine 37	835
Station 38	Quint 38	1,161
Station 39	Engine 39	790
Station 40	Engine 40	2,271
	Quint 40	1,090
Station 41	Engine 41	692
Station 42	Engine 42	1,943
Station 43	Engine 43	660
Station 44	Engine 44	1,673
Station 45	Engine 45	878
Station 46	Engine 46	230
BATTALION CHIEFS		
BC 1	417	BC 4 510
BC 2	240	BC 5 393
BC 3	523	BC 6 674
AIRPORT FIRE & RESCUE		
Airport Ops and Reserves		1,289
Battalion Chief (AFR01)		63
UNIT RUN TOTALS		
Unit run totals for AFD (regardless of jurisdiction)		112,150
Unit run totals inside COA (regardless of agency responding)		111,673
AFD Total Runs		109,409
ESD Total Runs		2,264
AFD percentage		98%
ESD percentage		2%

## AFD Units into ESDs

AGENCY	RUNS
ESD01 - North Lake Travis	5
ESD02 - Pflugerville	919
ESD03 - Oak Hill	207
ESD04 - TCFC	148
ESD05 - Manchaca	30
ESD06 - Lake Travis FR	219
ESD08 - Pedernales	18
ESD09 - Westlake	233
ESD10 - Ce-Bar	6
ESD11 - TCFR	790
ESD12 - Manor	76
ESD14 - Volente	10
Outside Travis County and/or Missing Jurisdictional Data	80
<b>TOTAL</b>	<b>2,714</b>

## ESD Units into COA

AGENCY	RUNS
ESD01 - North Lake Travis	3
ESD02 - Pflugerville	461
ESD03 - Oak Hill	237
ESD04 - TCFC	39
ESD05 - Manchaca	25
ESD06 - Lake Travis FR	272
ESD08 - Pedernales	0
ESD09 - Westlake	607
ESD10 - Ce-Bar	30
ESD11 - TCFR	572
ESD12 - Manor	17
ESD14 - Volente	1
<b>TOTAL</b>	<b>2,264</b>

Above totals are for frontline units only. (Engine, Ladder, Quint, Rescue, BC, Brush Truck, Squad, Tender, and AFR).

### Notes:

- All Runs: including cancelled calls, runs inside and outside COA, and reduction in Priority. Frontline units only.
- The term "COA" includes all areas which are the responsibility of AFD, including COA full-purpose and Sunset Valley contract area.
- All unit totals include Unit, Reserve Unit, and replacement units for a particular station/unit. Ex: Q19 includes E19 & L19 when Q19 was in for maintenance or repair.



