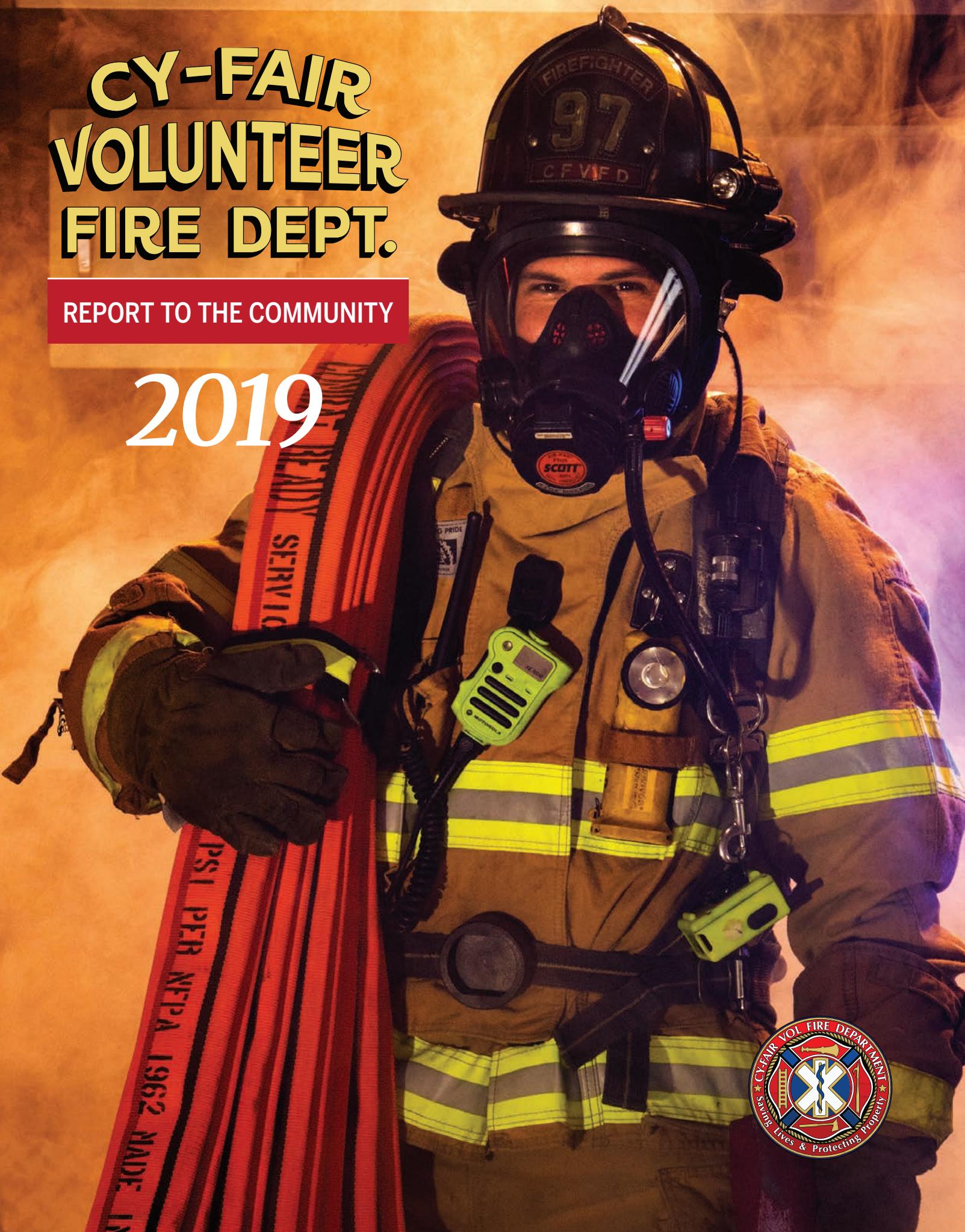


CY-FAIR VOLUNTEER FIRE DEPT.

REPORT TO THE COMMUNITY

2019



“None of this progress would be possible without the men and women on the front lines providing extraordinary customer service in our community.”



Message from the Chief

APRIL 2019



To the Cy-Fair Community,

Whether you are new to our community or your family has lived here for generations, we have all experienced the rapid growth of the Cypress area. From the Highway 290 expansion to the massive earthmovers and new warehouses and construction in the Grand Parkway area, it is clear our community is quickly evolving.

To meet the needs of the increasing number of people we serve, our fire department is growing too. The goal of this 2019 Report to the Community is to provide a snapshot of our accomplishments in 2018 and preview our plans for 2019. As we reflect on last year and look ahead to next year, we acknowledge the extraordinary support of our Cy-Fair Volunteer Fire Department (CFVFD) Board of Directors, Harris County Emergency Services District #9 (HCESD#9) Commissioners, and the citizens we serve.

A changing community requires HCESD #9 and CFVFD to adapt to the new challenges we face. In 2018, we added a 13th fire station, re-opened three rebuilt fire stations, added two additional advance life support ambulances, increased the number of staffed apparatus to eight engines or ladders day and night, and offered to our member's physical exams with an emphasis on early cancer detection. HCESD #9 is purchasing land for Fire Station 14 and the relocation of Station 5, while also working on a new headquarters building. The new headquarters building will provide additional space for new offices for administrative staff, a new vehicle maintenance shop, warehouse space, and much-needed meeting space.

None of this progress would be possible without the men and women on the front lines providing extraordinary customer service in our community. We are extremely thankful for the hard work of our CFVFD members.

Sincerely,

Signature of Amy Ramon, Fire Chief.

Amy Ramon, JD
Fire Chief





Contents



Cy-Fair Volunteer Fire Department
2019 Report to the Community

- 03 Message from the Chief
- 06 Board Members
- 08 HCES District #9 Commissioners
- 09 Fire Administration
- 10 Organizational Chart
- 12 About Us / History
- 13 Services / Divisions
- 15 Public Education and Fire Safety Resources
- 16 2018 In Review
- 20 By the Numbers
- 22 2019 Outlook
- 26 Financials



Cy-Fair Volunteer Fire Department

Board of Directors



DAVID MANLEY

President

As a practicing attorney and management consultant for almost 30 years, Mr. Manley has been advising clients, ranging from small business entrepreneurs to multi-billion-dollar, international corporations. Before he started his own law practice in 2009, he was a member and special counsel with two prestigious national law firms, serving clients across the country, and was named a "Texas Rising Star" by Texas Monthly magazine. Prior to the practice of law, Mr. Manley spent 10 years as a management consultant, first with one of the largest consulting firms in the world, then as an internal consultant with a Fortune 100 company.



TERRY WHEELER

Director

A dedicated Cy-Fair community leader, Mr. Wheeler served as the chief executive officer (CEO) of Cypress-Fairbanks Medical Center for 15 years. He served in many roles, including the president of the Cy-Fair Houston Chamber of Commerce, and he is on the board of the Cy-Fair Educational Foundation.



GLEN GATES

Treasurer

Mr. Gates has been a member of CFVFD since 1973. As one of our longest-serving members, he was fire chief from 1985 to 1990 and has had a variety of administrative and supervisory responsibilities. Mr. Gates is retired from the Houston Fire Department after 36 years of service. When he retired, he held the rank of captain. Gates. His community service includes: ESD commissioner (Magnolia), board member, fire chief, assistant fire chief, fire and rescue supervisor instructor, and EMS provider.



CHRISTIE DAWSON

Director

Mrs. Dawson is the Clinical Director for Acute Care Services at Memorial Hermann Cypress. She received both her Bachelors in Nursing and her Masters in Healthcare Administration from the University of Texas. She has been with the Memorial Hermann system for over 21 years and provides leadership based on her experience in hospital operations and her clinical expertise. She has lived in Cypress for over 16 years and is passionate about the community.



THOMAS JACKOVICH

Vice President / Secretary

Mr. Jackovich has been with CFVFD since 1989. Assigned to Fire Station 9, he serves as one of the fire department representatives on the board. A resident of Copperfield, he has worked in the oil and gas exploration field for the last 34 years in accounting and supply chain management, domestically and internationally. He currently works for W&T Offshore, Inc., an E&P company that is focused on the drilling and exploration of Gulf of Mexico. He holds a bachelor's degree in accounting from Stephen F. Austin State University and an associate's degree in safety technology from Houston Community College. He has served CFVFD in administrative and supervisory levels – an officer at the station level serving as a lieutenant and as a safety officer at the department level.



BRENT ABSHIRE

Director

Mr. Abshire is the owner of Earthcare Management Inc., a horticultural business. He has resided in the Cy-Fair community for 33 years, and brings a wealth of knowledge to his position on the board. Mr. Abshire has operated his own business for 30 years. With deep ties to the community and a very strong network, his unique skill set serves the board well. He also serves our community on the Cy Fair Education Foundation.



MOUNANG DESAI

Director

Dr. Mounang Desai is an emergency medicine doctor in Cypress, Texas and is affiliated with North Cypress Medical Center. He received his medical degree from University of South Alabama College of Medicine and has been in practice for more than 20 years. Dr. Desai has provided expertise regarding emergency medical services and interfacing EMS with the emergency room.



Harris County Emergency Services

District #9 Commissioners



TOMMY BALEZ

President

Mr. Balez serves as the Vice President of Wireline Operations for Casedhole Solutions, a U.S.-based oilfield services company. Tommy earned an undergraduate degree, with honors, from Texas A&M University in electrical engineering and an MBA from the University of Texas at Austin. Tommy and his wife, Lindsay, met while attending college at Texas A&M University and were married in 2005. The two have lived in Bridgeland since 2009 where they are raising their four children: Kate, Brooke, Emily, and Luke. The Balez family attends Bayou City Fellowship in Cypress. Mr. Balez also serves as the Vice Chair of the CFISD Community Leadership Committee (CLC). The CLC is a volunteer organization of parents, business leaders, and retirees who understand the importance of having a strong local school district for the well-being of the Cy-Fair community.



BOB JANUSAITIS

Vice President

Mr. Janusaitis has over 35 years of experience in information technology, including cybersecurity, IT governance, and audit. His homeland security experience includes continuity of operations, critical infrastructure protection, emergency management and response. He has had his own consulting business for over 20 years. Bob holds numerous certifications in the cyber security domain. He serves on numerous boards and workgroups. He is the current Secretary of the State Association of Fire and Emergency Districts (SAFE-D) board. He earned a Bachelor of Science in Business Administration from Merrimack College, a Certificate in Homeland Security from the Bush School of Government and Public Service at Texas A&M University, and a Master's degree in Public Service Administration from the Bush School.



SCOTT DEBOER

Asst. Secretary/Treasurer



DAVID LANGENBERG

Secretary

Mr. DeBoer has served on the CFVFD board of directors for 10 years. He and his wife Melanie live in his hometown of Cypress, Texas, with their two children, Tyler and Hannah. He has lived in ESD 9 for over 30 years. He is manager of all operations and financials for Turbo Communications. He serves as president of a local home owner association with more than 1,200 homes. He is a state-licensed alarm and access control device installer and salesman, and a residential fire alarm superintendent. He holds a BBA in Administrative Management from the University of Houston.



Fire Administration



AMY RAMON

Fire Chief



BRENT SCALISE

Chief of Operations



STEVE WITT

Assistant Chief
Resource and Logistics



RODNEY JANCZAK

Assistant Chief
Prevention, Education
and Administration



KENNY GRAYSON

Assistant Chief
Suppression

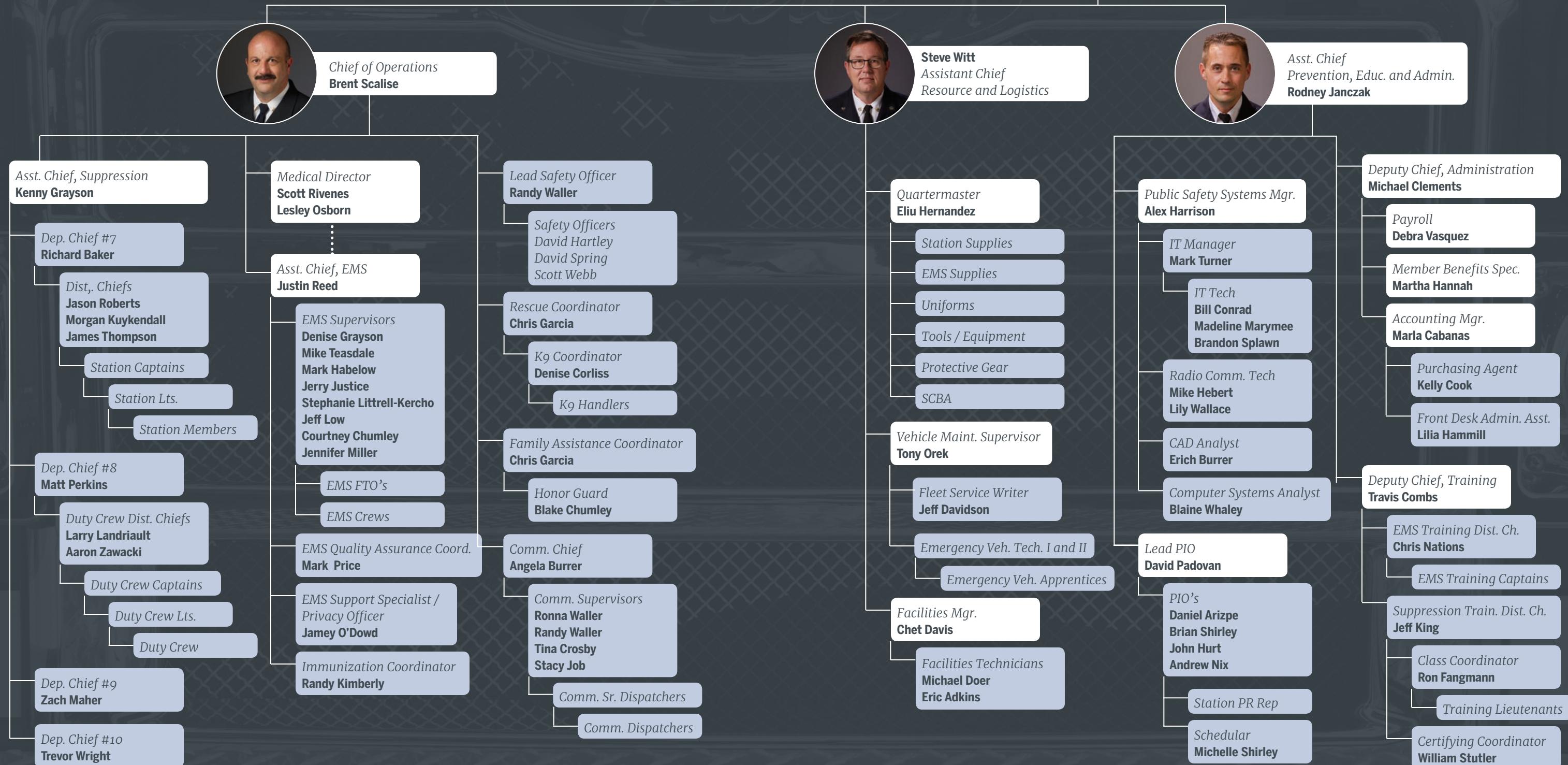


JUSTIN REED

Assistant Chief
EMS

2019 Cy-Fair VFD Organizational Chart

HARRIS COUNTY EMERGENCY SERVICES DISTRICT #9



About Us



OUR HISTORY

In the late 1950s, as the Houston area grew, the Cypress area was served by the Jersey Village, Houston, and Fairbanks Fire Departments. After an area home was destroyed by fire due to a 20-minute response time by the first unit, the need for a closely located fire department became apparent. As fire coverage needs grew in the Cypress area, the department charter was changed in 1962 to become the Cy-Fair Volunteer Fire Department.

For more than a half century, the department has grown along with our community – as our area developed from primarily farmland into a suburban community. Today, CFVFD relies on more than 500 women and men of different backgrounds and all have one thing in common: a desire to serve their community. Operating out of 13 stations, the

department covers an area of approximately 164 square miles of northwest Harris County.

Through a contract with Harris County Emergency Services District #9, we provide emergency services, fire, medical, and rescue. HCESD 9 is a political subdivision of the state of Texas that serves the Cy-Fair area as a taxing district to support emergency services. Established in 1984, the district is governed by a board of five commissioners that are elected to four-year terms. All commissioners are residents or property owners in the district. Since 1985, CFVFD has been funded by tax dollars.

As one of the largest combination fire departments in the United States, CFVFD leads the way with leading-edge emergency response technology.

Services / Divisions

OPERATIONS

Suppression

The suppression division is comprised of more than 400 volunteer and paid firefighters. The members respond out of 13 fire stations to various types of emergencies. Although the majority of the responses are medical related, many other calls involve rescues, structure fires, and hazardous materials incidents. The 13 fire stations each house a fire engine that is typically the primary unit utilized. There also are four ladder trucks, three rescue trucks, two tanker trucks, seven brush trucks, 10 boats, three high-water vehicles, and one bulldozer that are strategically placed at fire stations.

Emergency Medical Services (EMS)

The EMS division is staffed with more than 120 full and part-time employees. Emergency medical services are provided around the clock every day by members on 13 medic units, and by first responders from the suppression division. Each medic unit is staffed with state-licensed EMTs with certification levels from basic to paramedic. CFVFD currently holds the highest award for chest pain management in the American Heart Association's "Mission: Lifeline" quality achievement program. Each year, CFVFD manages more than 200 STEMI (ST-Elevation Myocardial Infarction) heart attacks and has return of spontaneous circulation (ROSC) percentages above the national average.



Communications Center

The communications center is located at 9101 Wheatcross Drive near West Road. The communication center has been upgraded with state-of-the-art radios and screens.

Safety Division

The safety division sets and enforces standards and guidelines that ensure the safety of all personnel. They are responsible for overall scene safety and ensuring personnel are fit for duty at extended scenes. The division has raised awareness within the department by educating personnel to be mindful of their actions and it reinforces safety in an inherently dangerous profession. Cancer prevention and detection are emerging priorities of the division.

Rescue Division

CFVFD has three rescue trucks within its boundaries that respond to all types of rescues. The personnel that staff the rescue trucks have training in vehicle extrication, confined space, high angle, trench, and water rescues. The latest equipment on the rescue trucks enables our rescue teams to create innovative solutions that lead to a successful rescue. Our personnel are trained on rescue boats for swift-water events, as well as evacuation boats that are used for rescuing people from rising waters.

Search Team and K9 Division

Formed in 2012 in response to a request from the Southeast Texas Regional Urban Search and Rescue Task Force, the team is designed to deploy in the event of disasters and search for missing persons. CFVFD resources also include search dogs.

Auxiliary

Formed in 1985, the auxiliary takes care of getting the much-needed refreshments to serious fire scenes. In 1992, the auxiliary became associate members of the fire department. The auxiliary continues to grow in scope and services. Today, they support our training programs with hydration and cooling stations.

Family Assistance Coordinator

Created in 2015, the family assistance program supports families of our personnel in difficult times, including line-of-duty injuries and deaths, illnesses and other situations. The coordinator serves as the liaison between families and outside agencies that provide assistance.



Training: A demonstration of fire science

LOGISTICS



Quartermaster

The quartermaster provides support, customer service and research in order to have the right tools on the job. Established in 2002, this team manages the department's suppression equipment and EMS equipment, uniforms and bunker gear, and station supplies. The team now includes seven full- and part-time employees and currently maintains the departments turn out gear, uniforms, EMS supplies, SCBA, station supplies, foam, extinguishers, fire hose, research and development. Quartermaster responsibilities include maintenance and annual testing of all CFVFD equipment.

Vehicle Maintenance

The vehicle maintenance team maintains, tracks, repairs and manages more than 130 pieces of the department's rolling stock. This maintenance includes quarterly, semi-annual and annual maintenance to all apparatus such as aerials, pumper, booster, medic units, tankers, staff vehicles, trailers and the department's stand-by generators. The team provides field and shop repair service 24 hours a day and manages a reserve fleet of pumper, ladder, rescue, medic units and staff vehicles. The team also assists other groups with specialized installation and fabrication for department projects while constantly attending training classes and working to acquire new certifications and to stay current with new technology within the emergency vehicle industry.

Facility Maintenance

The facility maintenance team maintains facilities to ensure a safe, comfortable and functional environment for the staff and visitors. The team provides maintenance and repairs to 18 department facilities. This includes normal facilities maintenance needs, repairs and special projects. The team provides annual testing of the facility protection systems such as sprinklers systems, alarm system, power generation, and facility extinguishers. The team works with multiple outside agencies and manages multiple department contracts to keep department facilities operating at all times.

ADMINISTRATION

Accounting

The Accounting Group is responsible for all accounting related matters including purchasing of equipment and payment to vendors. Other functions under accounting include annual financial audit, public auction, annual bid proposals, and other administrative operations.

Public Safety Systems

The public safety systems division's vision is to ensure that CFVFD plans for technology improvements that will help our members will have high-quality information in emergent and crisis situations. The team believes the continued investment information technology systems ultimately benefits those who rely on CFVFD services.

Human Resources Group

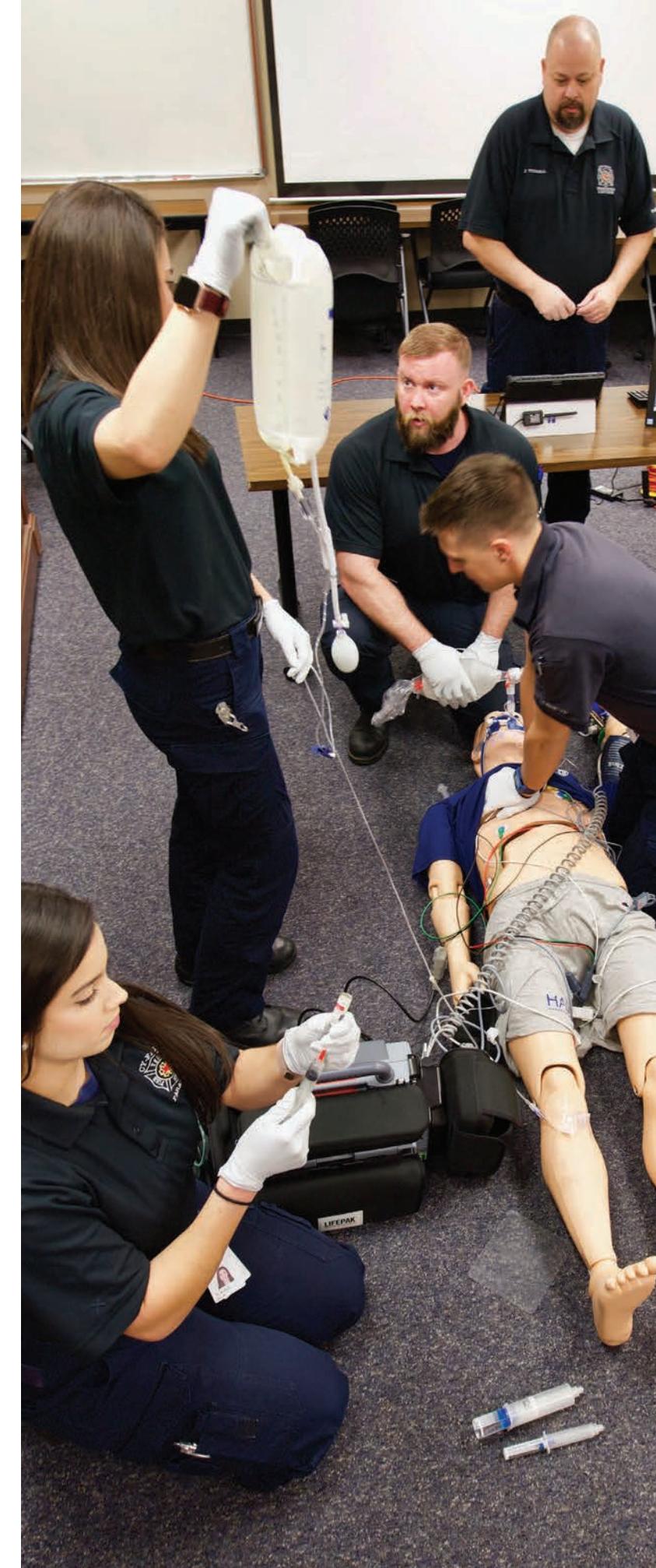
The forward-thinking human resource team is devoted to providing effective policies, procedures, and people-friendly guidelines and support within the organization. The team also strives to ensure that the mission, vision, values and guiding principles, and success metrics are optimized. The team also monitors developments in state and federal employment laws – such as tax regulations, health insurance requirements, overtime laws, unemployment restrictions, and family and medical leave policies and safety regulations. The team works for the best interests of both the employees and the department; striving to create a safe workplace and handling employee disputes as required.

Public Relations Division

The CFVFD public relations division is responsible for public education on fire safety issues and victim advocacy. Public information officers (PIOs) respond to all major emergency scenes. They act as official sources of information to the news media and assist displaced families/victims in receiving assistance from the American Red Cross and other governmental agencies. The PR division also offers fire station tours and the public appearance of apparatus at special events.

Training

The training division provides comprehensive and effective training to all personnel, based on state and national standards, information analysis, and the needs of the community. The division is responsible for the training and the continued education of the department's uniformed and non-uniformed personnel. The team develops, coordinates, and provides department-wide training for new recruits, probationary, fully released firefighting and EMS members. The training division maintains records and documentation of all personnel training and meets the standards of various state and national organizations. Public Education and Fire Safety Resources



PUBLIC EDUCATION AND FIRE SAFETY RESOURCES AVAILABLE THROUGH THE CFVFD PUBLIC RELATIONS DIVISION:

Public Information Officers (PIOs)

PIOs respond to major emergency scenes. They act as official sources of information for the news media and work with displaced families to receive assistance from the American Red Cross and other agencies.

Public Appearances

Speakers are available for group or organization to discuss fire/EMS services and fire safety topics. CFVFD apparatus can be taken to approved schools, churches and public events. Members are available to teach fire safety and talk about fire/EMS careers.

Schools

October is national fire safety month. This is a good time for elementary school visits by firefighters. Crews can educational presentations and demonstrate the apparatus. We work closely with Cy-Fair ISD to promote fire safety.

Fire Safety Trailer

Available for schools, churches, festivals. This trailer is used to teach children about fire safety issues in various areas of the home. Non-toxic "smoke" is used to show how a bedroom becomes filled with smoke and doors heat up simulating fire or hot air on the other side.

"Freddie the Fire Truck" and "Sparky"

Available for special events, these remote-controlled robots interact with children. The robot operator can remotely talk with the children about fire safety issues.

2018 IN REVIEW



Established in 1962, CFVFD continues to provide emergency services to the northwest region of unincorporated Harris County, Texas. As the department grows with the Cy-Fair community, our members and employees remain focused on providing the best possible service.

In 2018, the department responded to 27,471 calls for service. This is a 2.5 percent increase from 2017. As the CFVFD response area continues to develop, the population continues to rise as well. In 2018, the population was estimated at 477,370 residing citizens, and this is a 2 percent increase from 2017.

The CFVFD had a budget of \$28.88 million in 2018. Funding and the budget are provided by the Harris County Emergency Services District #9 (HCESD9) for equipment, training, personnel, and various support functions. The average number of employees for 2018 was 329. The average number of volunteers for 2018 was 283. The employees and volunteers of this organization work together to ensure the service demand is met. In order to accomplish this, CFVFD constantly evaluates current processes and looks for new methods of operation. For example, an additional staffed truck was added to increase coverage from seven to eight staffed large apparatus at night and on the weekends. Two additional staffed medic units were added to bring the total up to 13 staffed medic units at all times.

As the CFVFD service area continues to grow westward, HCESD9 added Station 13 in the Bridgeland community. Station 2 and 9 were relocated and reopened, and Station 7 was

2018 HIGHLIGHTS

Operations / Suppression:

- Took delivery of new Engines 7, 9, and 13, and Ladder 13 Completed training and placed in service
- Completed and moved into new Stations 2, 7, 9, and 13
- Added Reserve Tower 1 to the fleet in January 2018
- Began the new CFVFD officer development program

Operations / EMS:

- Additional EOC activation, successful for rain event
- Disaster training is done regularly now
- Protocol expansion of nasal Narcan
- Credentialing for EMS and department-wide
- Pediatrics – successfully introduced Handtevy System
- Addition of associate medical director
- Crew recognition — CPR reunions, trauma reunions, and delivery reunions
- Patient safety guideline improvement

Safety Division

- Health and cancer awareness for members
- Completed testing and distribution of personal particulate masks
- Increased number of gear cleanings provided
- Added workout facilities in some stations

Communications

- Participated in a number of subcommittees with Greater Harris County 911
- Participated in Operations Committee and the Education Committees to help Harris County provide best-possible 911 services
- Deploying latest version of EFD v.7.0; maintain accreditation level services throughout year and worked with the International Academies of Emergency Dispatch for the enhancements to both EMD and EFD

Rescue

- Provided confined space training and increased member certifications as Rescue Apprentices
- Increased member swift water rescue / boat training
- inventoried all rescue trucks
- Built a cache of equipment for training
- Added two transporters, a new rescue boat, and two additional evacuation boats
- Acquired pumps for evacuation boats
- Stored boat at Towne Lake in a slip provided by neighborhood

Family Assistance Coordinator

- Supported our members and their families during difficult times



Survivor Reunion: Gabe Howell, Ahmad Abodeeb, Joseph Vincent, Roshun Laws, and Denise Grayson.

CPR SAVES MAN ON FIRST DAY AT NEW JOB

In September, Joseph Vincent had a frightening first day at his new job at the FedEx warehouse in the CFVFD service area. While working, he started feeling ill and suddenly lost consciousness – and was soon in cardiac arrest.

With a 911 phone call, employees at the warehouse immediately contacted the CFVFD dispatch center and began receiving CPR instructions. They also deployed a newly installed AED (automated external defibrillator). Medic 13 arrived on scene first and began working with the medical staff at FedEx. Mr. Vincent was soon resuscitated. Aware that he had suffered a massive heart attack, CFVFD crews continued advanced life support measures. As he was transported to Memorial Hermann Cypress Hospital, the hospital's catheter lab team prepared for his arrival.

These CFVFD crew members responded to the incident: Medic 13 (Emilio Garcia, Ahmad Abodeeb, and Roshun Laws), District Chief - EMS16A (Denise Grayson) and Ladder 13 (Diego Bazan, Gabe Howell, Tim Maywald, and Will Preston).

We are proud to report that Mr. Vincent had a complete recovery from the heart attack and was discharged less than a week later. This would not be possible if it was not for our area's amazing citizens, our staff and our healthcare partners.



WOMAN SAVED FROM HOTEL FIRE BY CFVFD

In November, the CFVFD Ladder 2 crew was dispatched to a fire alarm at the Days Inn hotel on Huffmeister Road. As the crew raced to the fire, the call was upgraded to a structure fire. The crew arrived first on the scene of the three-story hotel.

Captain Nicholas Buonarosa assumed command of the fire. As the Ladder 2 crew investigated, Engineer-Operator Carlos Lopez reported smoke on the second floor of the hotel. Lieutenant Michael Tamborello and Firefighters Collin Greuter and Firefighter Xavier Moreno then found the room with the fire.

When the firefighters attempted to enter the room, they were met with a chair and large suitcases blocking the door. They encountered smoke along the floor and moderate heat in the room. As the firefighters performed a search of the room, one noticed hair on the bed under the bedcovers. The crew found an unresponsive female who they removed from the room and began treating with oxygen. The resuscitated woman soon began talking while under the care of the crew. She was transferred to a medic unit for transport to the hospital where she recovered.



LIFE SCAN WELLNESS PROGRAM WELCOMED

Beginning in July, CFVFD offered a new wellness program that was used by at least 400 department members. The Life Scan Wellness Program combines an annual physical with life-saving, early-detection testing for major diseases such as heart disease, stroke, cancer, diabetes, and aneurysms before they reach a catastrophic level. The program also provides recommendations for achieving and maintaining long-term wellbeing and managing medical risk. The screenings alerted several members to life-threatening medical problems, including diabetes, hypertension, and cancer.

Training Divisions (EMS and Fire)

- Increased to four full-time employees in EMS training
- Ensured all training personnel are certified and trained to current and best practice standards
- Provided classes to support ongoing growth of incident management utilization
- Chief Nations completed the FEMA Emergency Management Academy, EOC Management Operations Course and ICS – EOC Operations Interface Courses
- Captain Tidwell completed EL-950 Incident Command Class
- Hosted a critical care course in the 2018 spring
- Provided hazmat awareness training for all EMS personnel
- All personnel were recertified in online hasmat awareness
- Three new Gaumard simulation mannequins were put into use
- Upgraded mobile training simulations
- Added three new fire training lieutenants – with impacts on FTA fire field and certifications courses
- Increased all levels of training throughout the department
- Evaluated all current training programs, implement new processes in needed areas
- Implemented an officer development program
- Focused training on modern fire dynamics, incident command, and tactical decision-making
- Developed and taught SFFMA / TCFP: driver operator, fire instructor, and fire officer
- Increased NIMS Level training opportunities (especially 300 and 400)

Prevention and Public Information Office

- Promoted fire safety and CFVFD services
- Focused on “risk reduction” education of community
- Utilized station members to interact with community
- Expanded use of social media
- Increased member recruitment drives
- Officer and PIO training
- Worked with surrounding fire departments to ensure cooperation

Administration and Information Technology (IT) Division

- Evaluated HR processes to ensure members receive best services possible
- Increased the quality of member human resources training
- Implemented internal documentation procedures
- Implementing a plan for a digital conversion of all HR files
- Worked with ESD to purchase a document management system (in progress)
- IT network upgrade (in progress)
- Completed new stations and facilities in regards to IT needs
- Phone system and computer hardware upgrades (in progress)



Quartermaster

- Replaced older equipment on apparatus with upgrades on fans, portable lights, cord reels, and flashlights
- Outfitted three new pumper and one ladder
- Worked with outside vendor to provide uniforms directly to the membership (in progress)

Vehicle Maintenance

- 24/7 maintenance of 128 pieces of rolling stock
- Outfitted new Engine 7, Engine 9, Engine 13 and Ladder 13 for service
- Outfitted remount medic units – completed Medic 1 and Medic 5
- Worked with the ESD on a new shop facility (in progress)
- Replaced older shop vehicles
- Upgraded Detroit Diesel diagnostic equipment

Facilities Maintenance

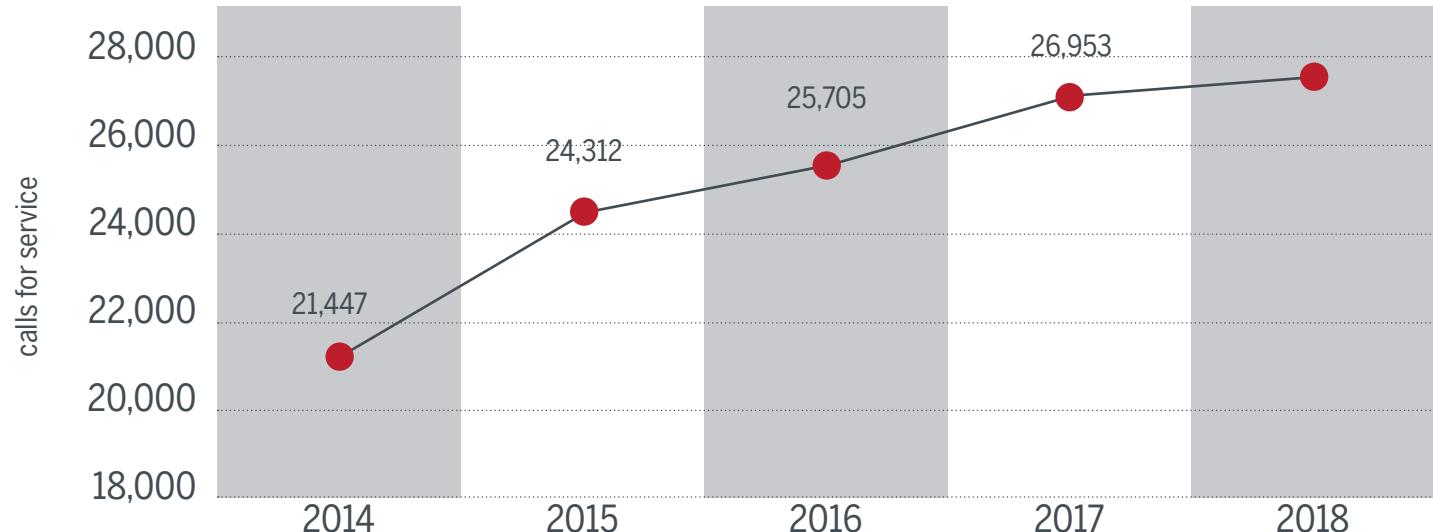
- Added a third facilities staff member
- Expanded the general maintenance role of facilities maintenance
- HVAC basic maintenance, bay door maintenance and in-house repairs
- Continued to upgrade older building equipment
- Replaced older facility maintenance trucks

CONCLUSION

While there continues to be change, one constant has been that the CFVFD members continue to provide high-quality and cost-effective services to our community. We strive every day to make a difference in the lives of the citizens we serve and a substantial positive impact within our local neighborhoods.

CFVFD By the Numbers

CALL VOLUME



Total 2018 CFVFD calls for service

27,471

2018 BUSIEST MONTHS BY SERVICE

291

Fire alarm calls
in January

1,904

EMS calls
in December

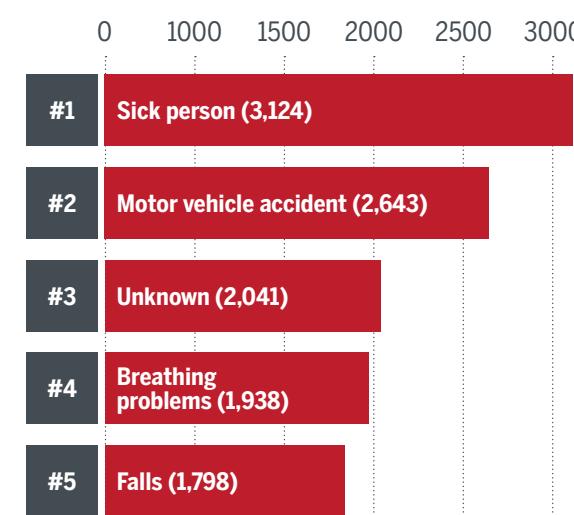
577

Fire responses
in January

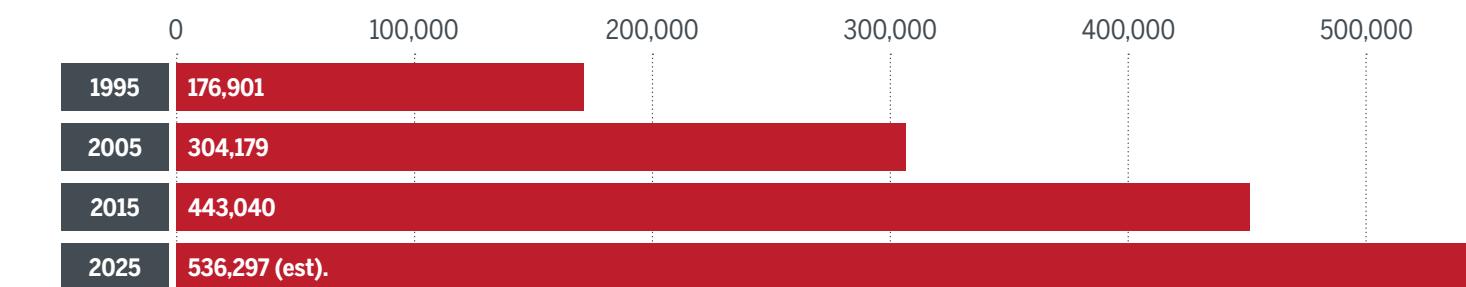
2,306

911 Calls
in January

TOP 5 MEDICAL RESPONSES IN 2018, BY INCIDENT



ESD #9 POPULATION



164

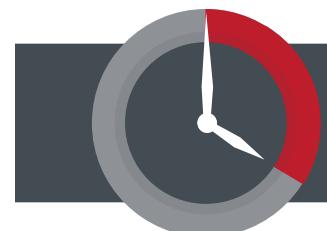
Square mileage of
CFVFD service area

13

CFVFD fire
stations

\$4,900

Cost of firefighter
bunker gear, boots, radio,
badge, uniform shirts, and
duty shirts.



4:00 PM

Hour of day with
most service calls

SOURCE: 2018 CFVFD data

329

Average number of
employees for 2018

SOURCE: 2018 CFVFD data

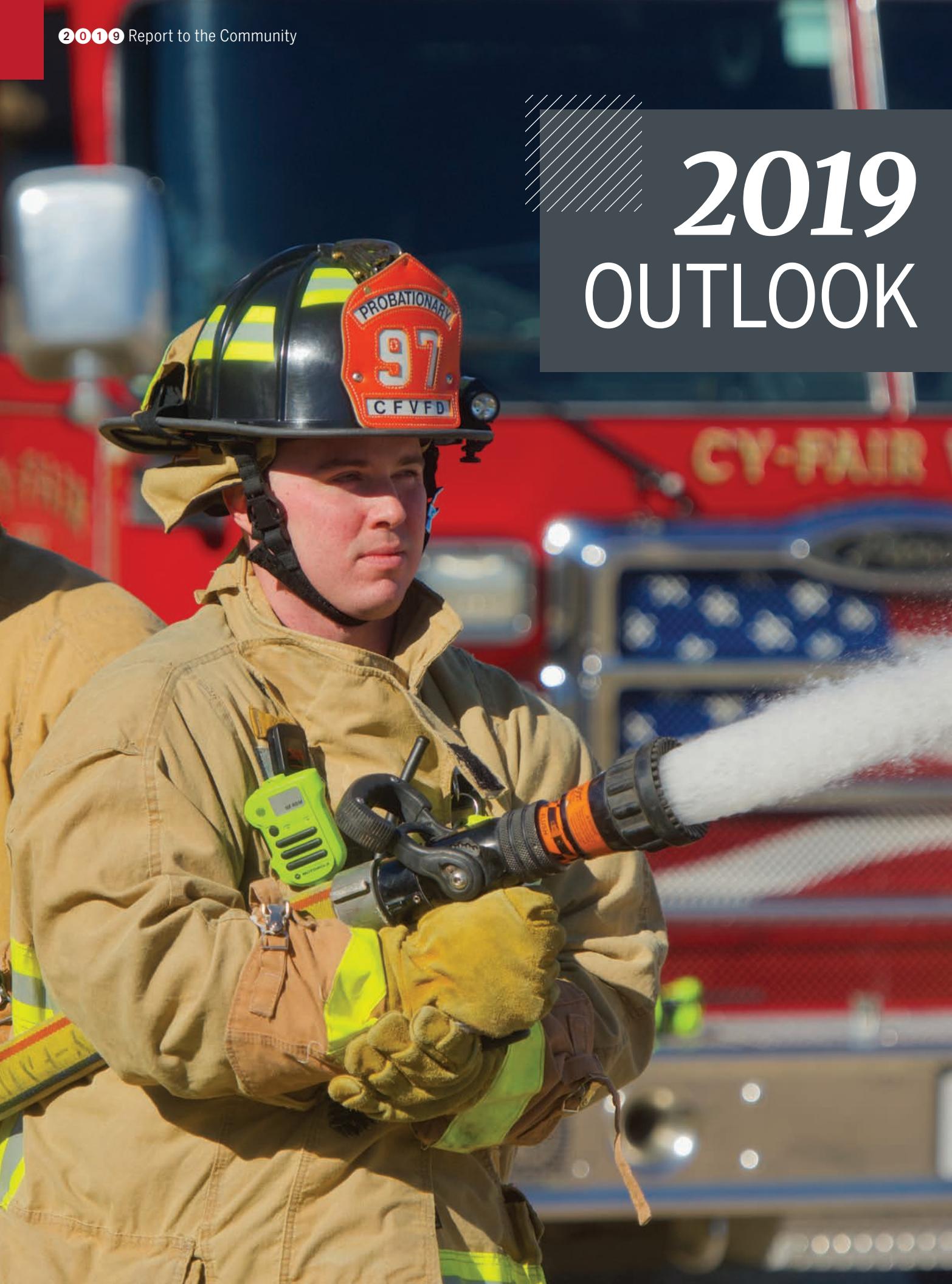
283

Average number of
volunteers for 2018

500+

Number of residents
trained in CPR in 2018





2019 OUTLOOK

With another year in the books, please allow us to take a moment and share some of our expectations for 2019. We do so acknowledging support from the ESD Commissioners, our Board of Directors and our membership. As we strive to maintain our momentum from 2018, and stay focused on continuing our progress from last year, here are some of additional organizational goals for this year:

Operations / Suppression

- Continue to reduce response times by adding staffed units
- Increase the number of FF1 and FF2 certified firefighters

Operations / EMS

- Continue implementation of goals and vision for EMS Division
- Improve joy in work
- Improve the health of populations
- Improve the patient experience of care
- Reduce per capita cost

Safety Division

- Work with quartermaster to get second hoods for firefighters
- Continue to work with new members to reinforce safety protocols

Communications

- Participation in the operations and education committees to help Greater Harris County 911 provide best services
- Continue to work with the International Academies of Emergency Dispatch for fire and EMS enhancements and to maintain accreditation-level services
- Continue to work with the radio division in upgrading equipment
- Work with training division to develop department-wide vehicle extrication class
- Evaluate the need for structural collapse training
- Family Assistance Coordinator
- Increase active membership with the honor guard
- Add equipment, such as pike poles and axes
- Continue working with our membership and their families during difficult times

Quartermaster

- Replace older equipment on designated apparatus
- Install gear washers at Stations 2, 7, 9, and 13
- Re-evaluate supply distribution

Vehicle Maintenance

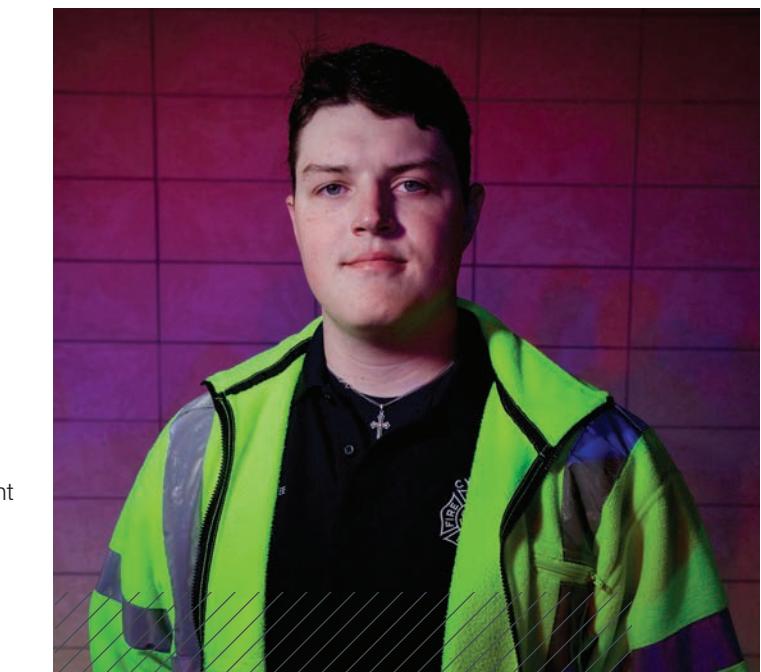
- Build out trucks
- Build out Transporter 2 and Transporter 3
- Evaluate the on-call maintenance program
- Evaluate strategic fuel needs for department build-out

Building Maintenance

- Expand the general maintenance role
- Continue to upgrade older equipment
- Continue to address wear-and-tear maintenance issues

Stations / New Facilities

- Station 5 – land acquisition to gain 360-degree coverage
- New administration and vehicle maintenance facility



Volunteer Perspective:

“To me, volunteering with CFVFD means doing whatever it takes to help people in need. Along the way, I get to work with some of the most experienced and genuine people in the Cy-Fair community.”

- Nicholas Lee

2019 GOALS

Staffing/Development

- Increase the number of instructors in the EMS Training, Cross certify existing EMS Instructors to Fire Instructors
- Ensure all training personnel are certified and trained to current and best practice standards
- All EMS Training personnel will hold Instructor I or higher with DSHS and will be sent to EMS Educators Conference to gather additional state updates and training
- Send personnel to classes to support ongoing growth of incident management utilization.
- Both new hires will be sent to ICS 300/400 along with planning specific training to support incident management operations as needed

Education

- Add guest EMS lecturer
- Develop difficult-airway course for EMS providers.
- Host two critical-care courses for EMS personnel
- Hold EMR certification classes
- Provide hazmat awareness training for all EMS personnel
- Provide hazard training for EMS personnel
- Continue to build in-house library of EMS-related training

Equipment

- Add three new advanced airway trainers and three new airway heads
- Upgrade mobile training simulations

Training Division / Fire

- Provide most current information on fire dynamics and fire behavior
- Provide cross certification EMS/suppression training
- Introduce probationary firefighter program
- Expand certification courses
- Continue with officer development course
- Enhance fire fighter survival and overhaul training

Prevention and Public Information

- Further promote fire safety and risk reduction in community
- Hold events to raise awareness of CFVFD and recruit members
- Utilize volunteer and interns to assist with social media and safety messages
- Support training of all PIOs and ensure all current and best practices are followed

Administration

- Evaluate all HR processes to ensure members receive best services possible
- Increase quality of member human resources training
- Track and promote consistency of policies and processes department-wide

Information Technology (IT) / Radios

- Implementation of fire station alerting system
- Implement, monitor and provide support to CFISD radio system
- New digital maps on fire department vehicles

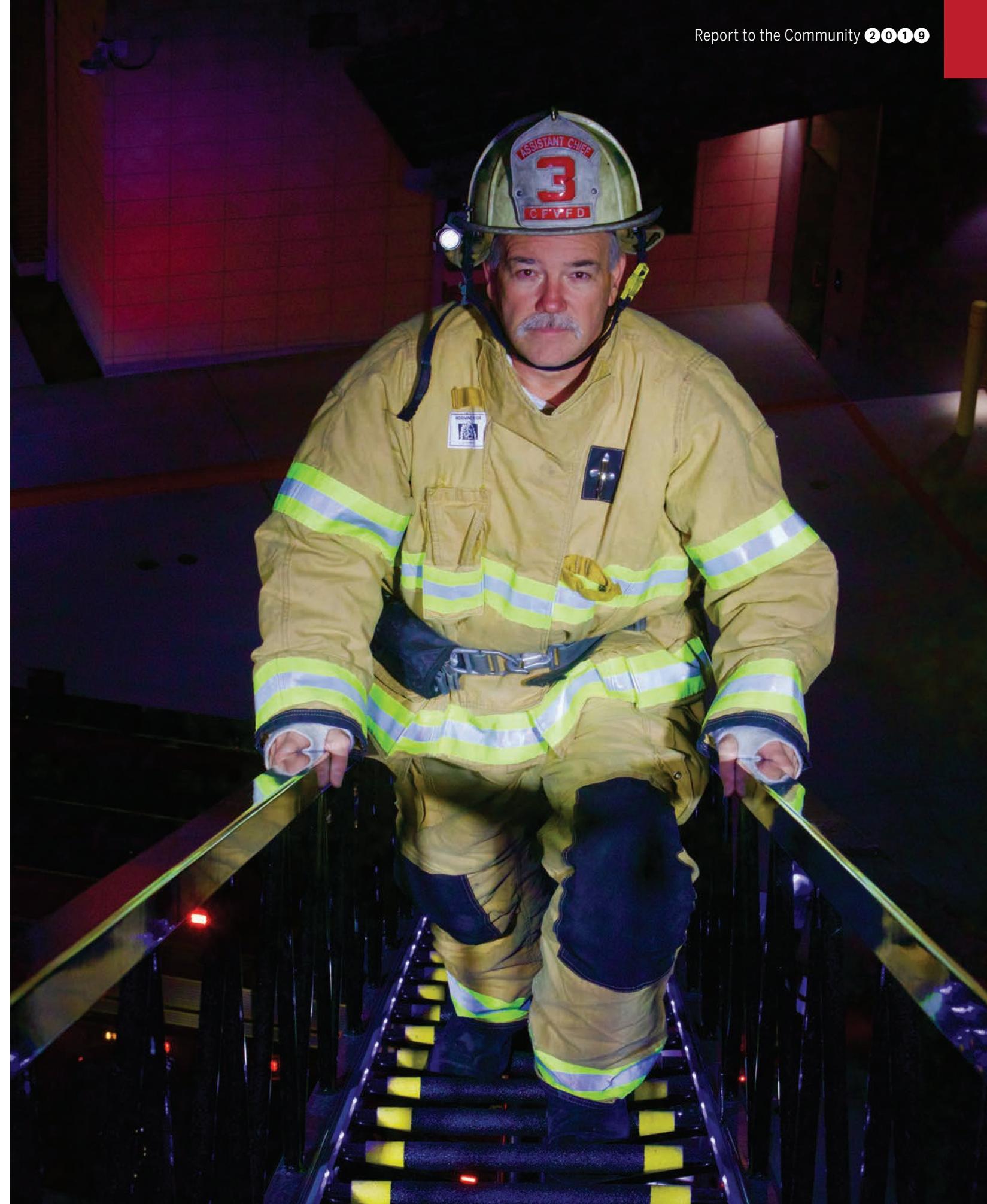
We have committed ourselves to a steady increase in growth and improving how we deliver services to the Cy-Fair community. Whether the focus is on infrastructure with our equipment and facilities or furthering the development of our personnel through training, we will continue to make sure all efforts lead to being more effective and efficient.



Volunteer Perspective:

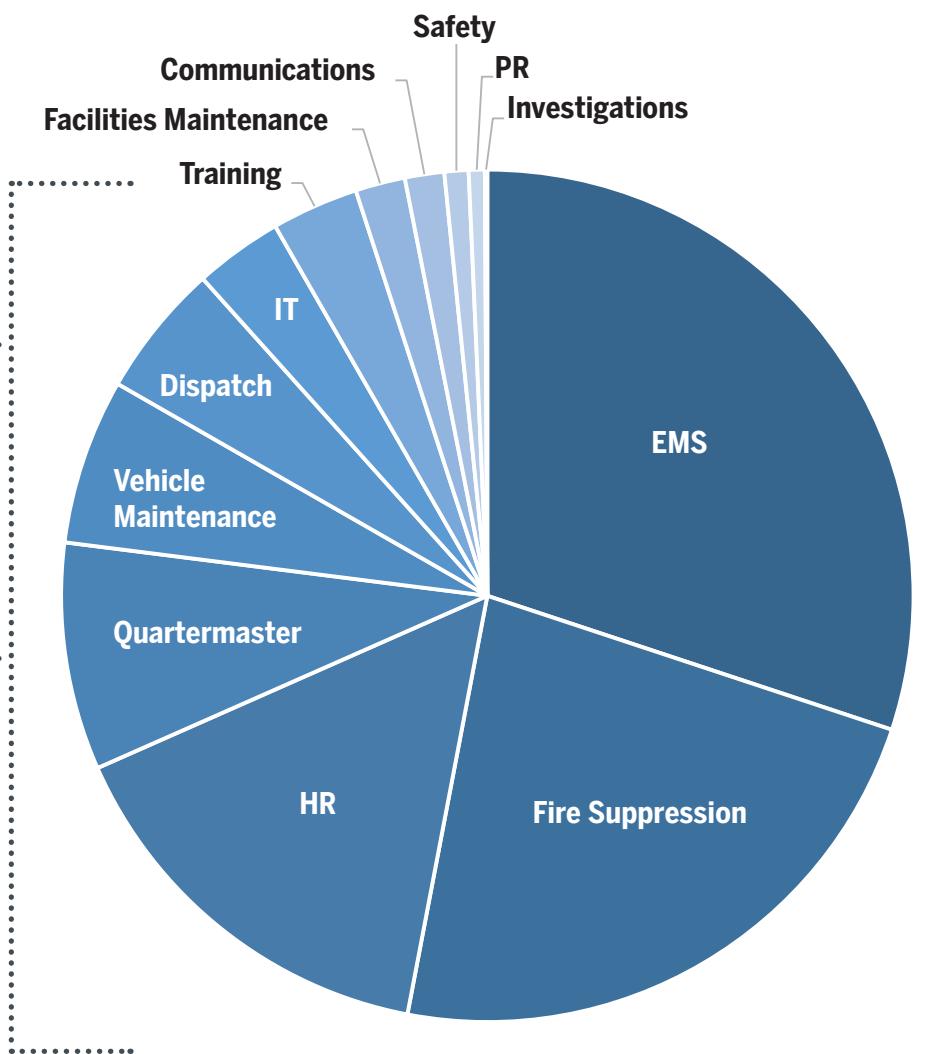
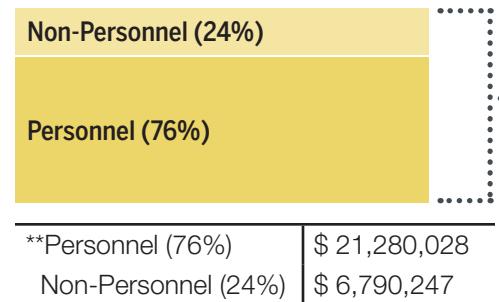
“Volunteering with CFVFD provides so many ways to give back to my community. Serving this way is like few others. I get to help people on what could be their worst days and have a chance to make them better.”

- Reginald F. Smith



Financials

FY 2018 OPERATING COST
\$28.07 Million



EXPENDITURES BY PROGRAM

Dispatch	\$ 1,402,180	5.00%
IT	\$ 925,617	3.30%
Training	\$ 910,945	3.25%
Safety	\$ 251,537	.90%
PR	\$ 169,533	.60%
Vehicle Maint.	\$ 1,738,720	6.19%
Investigations	\$ 24,381	.09%
EMS	\$ 8,321,657	29.65%
Communications	\$ 413,453	1.47%
Fire Suppression	\$ 6,337,909	22.58%
Quartermaster	\$ 2,387,212	8.50%
HR	\$ 4,251,678	15.15%
Facilities Maint.	\$ 522,001	1.86%

**Includes Payroll, Taxes, Health Insurance, Worker's Compensation, Life Insurance and Retirement



9630 Telge Road
Houston, Texas 77095

Emergency: Dial 911
Office: 281.550.6663
Fax: 281.550.7288