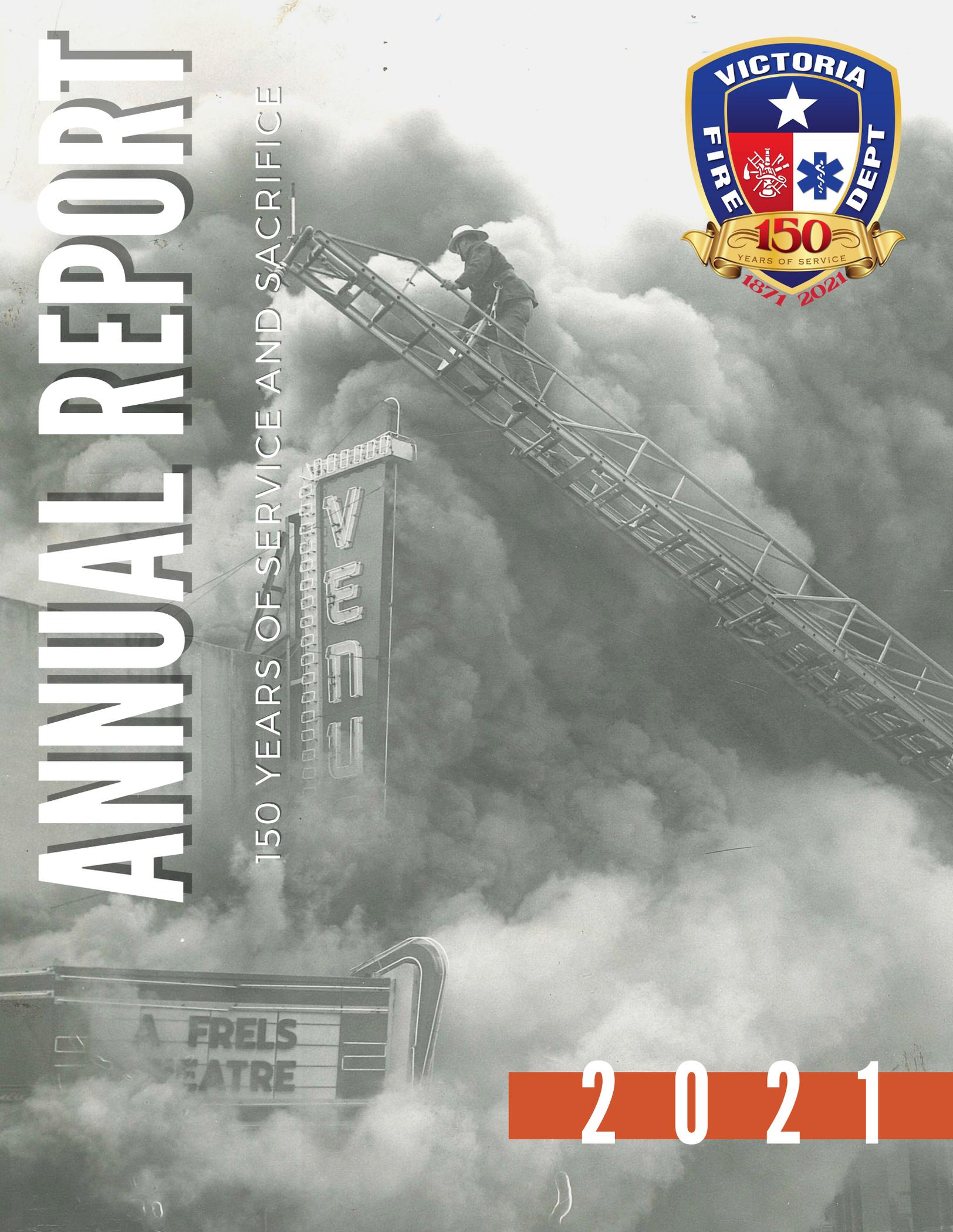


ANNUAL REPORT

150 YEARS OF SERVICE AND SACRIFICE



2021



MESSAGE FROM THE FIRE CHIEF

We just thought 2020 was a once-in-a-lifetime experience, but 2021 had other ideas in mind. The year started off with a massive effort to vaccinate all first responders and essential staff from COVID-19. As with the COVID-19 testing effort, the Victoria Fire Department rose to the occasion and began a successful COVID-19 vaccination program. The VFD assisted with vaccinating thousands of residents at the Regional Vaccination Hub, as well as issuing hundreds of vaccines to the home-bound in our community.

As if COVID-19 wasn't enough, Mother Nature threw Texas a winter storm like we have never seen. This unusual storm that had such an impact on the local infrastructure was just another opportunity for the men and women of the Victoria Fire Department to show what they are made of, "Stone Cold Determination."

The men and women of the Victoria Fire Department responded heroically during the winter storm and saved countless lives by improvising a water supply system to two dialysis clinics that were able to serve hundreds of their clients.

2021 showed once again how amazing the men and women of the Victoria Fire Department are. Not only did they succeed with the unexpected challenges identified above, but excelled at advancing the scheduled goals and objectives of the organization. These tasks included reducing our lights and sirens transports to less than 3%, implementing an EMS body-worn camera program, updating our fire code to the latest version, and responding to the most calls for service in VFD history.

To Preserve Life and Property with Dedicated and Caring Service.

What we haven't mentioned, and probably the greatest challenge in 2021, was the "Great Resignation." Throughout the year, staffing levels remained at or below 75%. This was an extra burden on an already exhausted workforce. Our members showed up to work tired and exhausted, but never allowed a decline in service to our community. This unwavering commitment to each other and our community is what I am most proud of in 2021.

We are looking forward to a great 2022!

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CALLS FOR SERVICE IN 2021

STRUCTURE FIRES SPIKE IN 2021

VFD responded to 93 structure fires in 2021. This is highest total in 10 years.

9%

FD experienced a significant increase to structure fires as compared to 2020 response data.

28%

The VFD responded to almost 900 Lift Assist calls in 2021.

CALL TYPE WITH LARGEST INCREASE IN DEMAND

Lifting Assist along with other non-emergency services and false alarms had the greatest increase in demand for 2021.

PERCENTAGE OF COVID-19 CALLS

VFD responded to 10,106 EMS calls in 2021 and transported 70% to local ERs.

3%

FD staff responded to 307 COVID related EMS calls in 2021 and transported 79%.

11%

The VFD responded to 1,505 more calls for service in 2021 compared to 2020.

PERCENTAGE INCREASE FOR 2021

The VFD responded to 13,147 calls for service in 2021. The FD typically experiences a 3% increase in call volume from year to year.

CALLS FOR SERVICE BY MONTH

In 2021, the Department experienced its highest demand for service on record with an average monthly call volume of 1095 incidents.

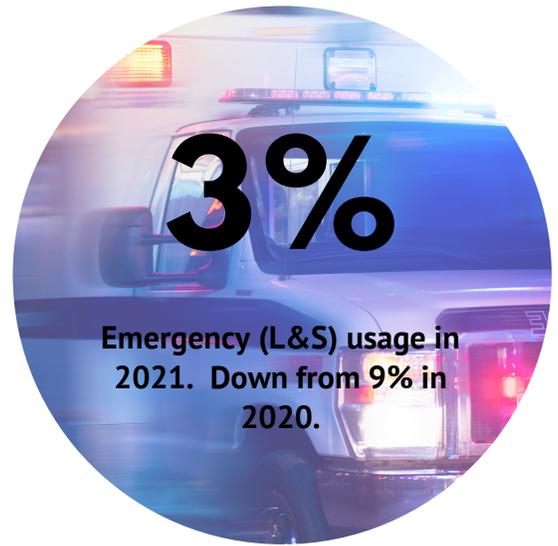


2021 HIGHLIGHTS

LIGHTS & SIRENS REDUCTION PROGRAM

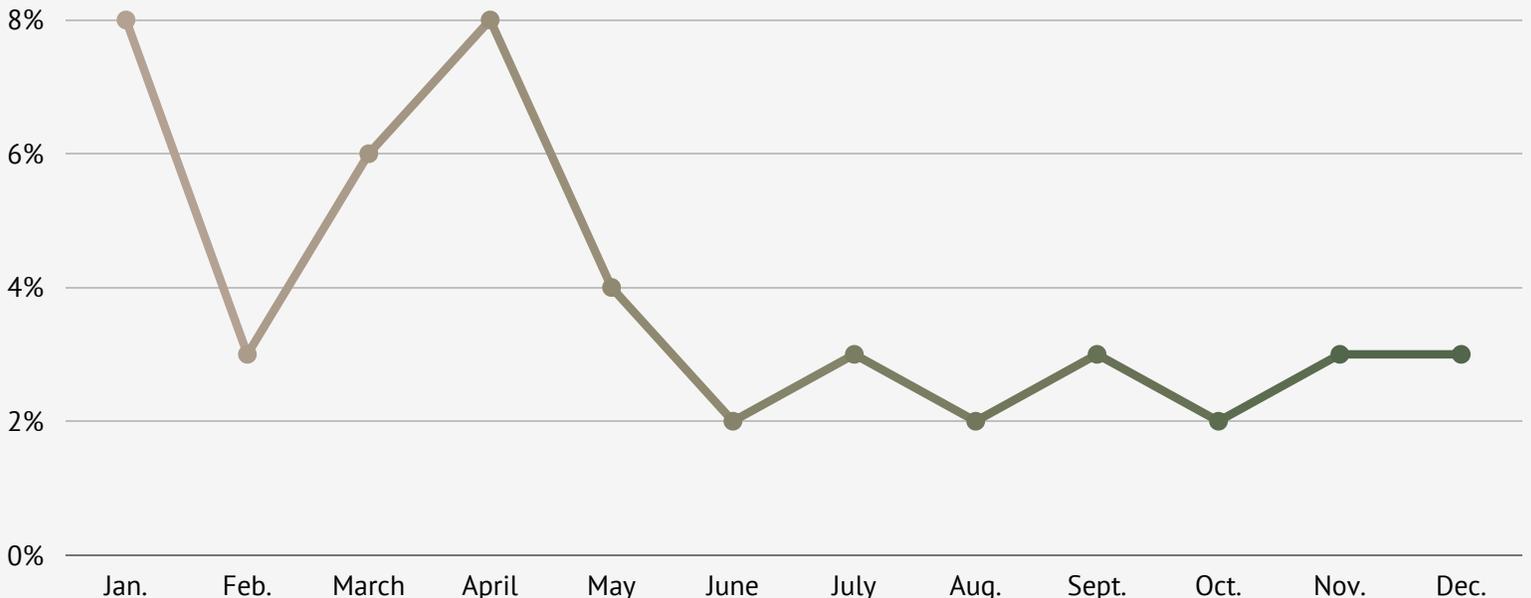
In 2021 we performed 7,102 transports with only 276 of those being emergent. 130 of those transports occurred before May of 2021 with 146 occurring afterwards. By implementing the Lights and Siren Reduction Program we have managed to cut our Emergency transport rate to 3% of total transports.

A common sight in most larger cities is that of an ambulance taking patients to the hospital with lights and sirens running. However, studies repeatedly show that lights and siren transport have a negligible impact on transports times while also increasing the risk to EMS providers, patients and members of the general public. In April of 2021, the department implemented its Lights and Siren Reduction Policy in an effort to minimize risk and increase safety. In 2020, the department performed 6,447 medical transports. Of these, 600 were emergent and accounted for 9% of total transport volume.



LIGHTS & SIRENS USAGE BY MONTH

A reduction in lights and sirens does not mean a reduction in the care provided. In fact, it means more time is taken to provide a higher level of care to allow for a safe transport.





PUBLIC HEALTH RESPONSE

The department and its members didn't stop at just inoculating city employees. We formed an "inoculation task force" and worked with local partners to vaccinate as many nursing home patients as possible. Once this was completed, we moved on to vaccinating the public at large at dozens of vaccine clinics hosted at the community center.

While we were not the only providers there, we always had members on hand to assist or deliver vaccines. Truly the department and its members provided a much-needed service to the public, both Victoria County residents as well as many from out of the county who wished to travel to Victoria for a vaccine. The clinics that we participated in were so well organized that other agencies came to Victoria to observe our efforts.

We didn't stop at the community center clinics or nursing homes. Our inoculation team also partnered with home-bound care agencies in an effort to identify and inoculate people who could not leave their homes. The team and supporting members from the shifts, performed nine (9) mobile clinics, six (6) home-bound clinics, and two (2) booster clinics in 2021.

500

Home-Bound
Vaccinations

DOW PARTNERSHIP

In the fourth quarter of 2021, we entered into an educational agreement with Dow Worldwide to provide two Structural Fire Fighting courses to their Industrial Fire Brigade. This agreement has many benefits for both parties. It allowed us to provide much-needed training to Dow locally, reducing employee time away from their facility and the cost of travel and lodging. Additionally, it further developed our community partnerships with Dow. It generated **\$32,977** in revenue to subsidize our training facility's operation and development.

HEALTHCARE INNOVATION

In our ongoing efforts to maintain the highest service levels in 2021, we upgraded our cardiac monitors to the cutting-edge Philips Tempus Pro. These new Philips devices are state of the art in prehospital cardiac care, allowing us to connect to the receiving hospital and provide real-time data for a collaborative patient care approach. This new device will springboard us into the future with telemedicine capability.





CITIZEN RESPONDER PROGRAM

In 2021, the Victoria Fire Department introduced the Citizen Responder Program.

This program is a re-tooling of the Citizens Fire Academy, with a focus on preparing citizens how to respond in a common emergency.

The Citizens Responder Program educates members of the community about common medical and non-medical emergencies that occur every day and trains them in basic response skills, such as hands-only CPR with AED, bleeding control, epi-pen assist, and fire extinguisher deployment. Using their training, Citizen Responders can assist others in their neighborhood or workplace following an emergency and can take a more active role in assisting their community.

Participants also participated in the Fire Fighter Experience field day. The class members performed firefighter activities, such as using the "Jaws of Life," extinguishing a car fire, and rappelling from the four-story drill tower. Two of the participants earned their Distinguished Citizen Award, presented by the Mayor of Victoria for completing all of the City of Victoria Citizen Academies.



FIRE MARSHAL'S OFFICE

FIRE SAFE 2025 PROGRAM

The Victoria Fire Department's FireSafe 2025 is a community goal to reduce fire-related injuries and deaths due to a lack of working smoke alarms. The goal is to ensure that every home in the City of Victoria has access to smoke alarms and to install them as needed.

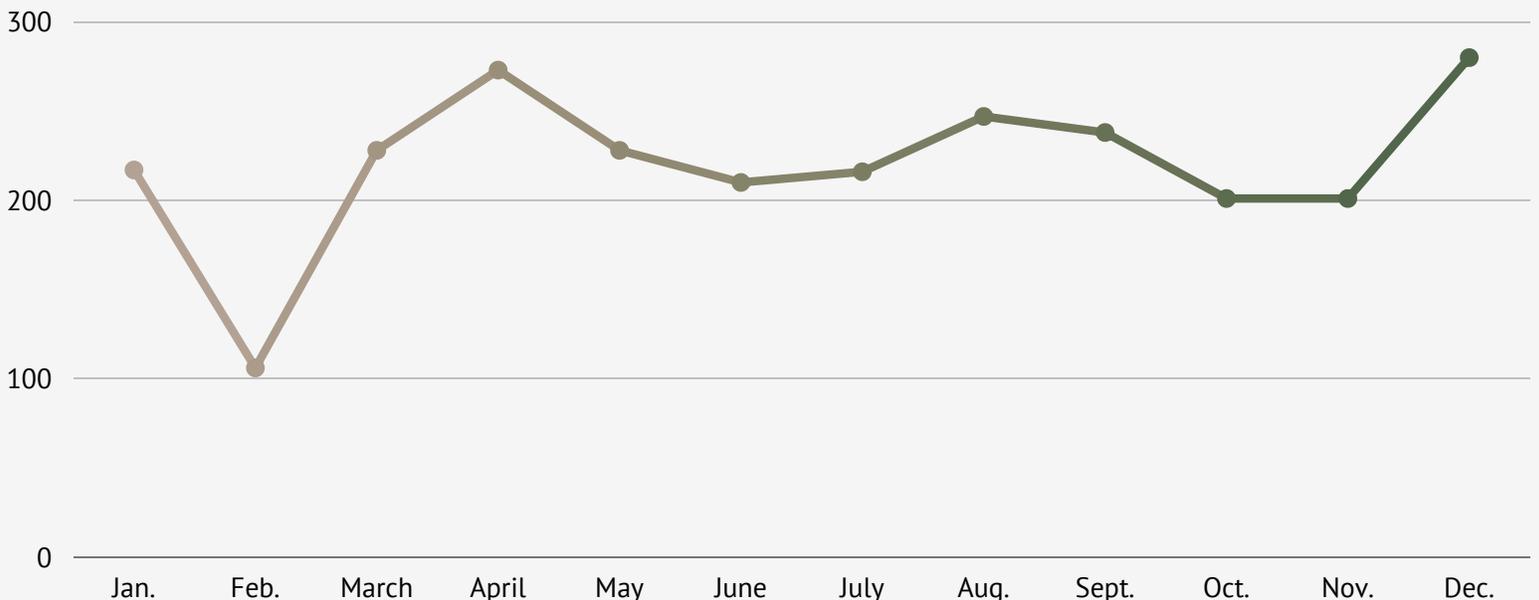
During the Parkwood Subdivision Neighborhood Clean-Up on November 13th, the Victoria Fire Department installed 40 smoke alarms, protecting 44 residents. In addition, the Victoria Fire Marshal's Office installed an additional 80 smoke alarms during 2021.

During Fire Prevention Week, the Insurance Council of Texas donated 50 smoke alarms to the FireSafe 2025 program. In addition, LyondellBasel donated \$2,000 to the FireSafe 2025 program.



COMMERCIAL INSPECTIONS BY MONTH

In 2021, the Fire Marshal's Office conducted 2,645 fire inspections. These inspections include routine and annual inspections, as well as new business and construction inspections. This represents a 28% increase in inspections from 2020 and signifies an increased effort in fire prevention inspections.



2021 ACCOMPLISHMENTS



WINTER STORM URI

In early 2021, Texas was impacted by a severe winter storm that crippled the utility infrastructure of the State and local communities.

The VFD rose to the occasion and heroically crafted a system to provide water to dialysis clinics so hundreds of patients could receive treatment. This no doubt saved hundreds of lives.

EMS BODY WORN CAMERA

In 2021 the VFD fully implemented its EMS Body Worn Camera program. The program was initiated to create transparency, protect clients and members, and allow for excellent quality assurance.

The program has been successful at reducing complaints and improving service delivery.

9/11 20TH ANNIVERSARY

The VFD also led the ceremony honoring the 20th Anniversary of the 9/11 attacks on the United States.

Along with Warrior's Weekend and other first responder agencies, we vow to never forget those that made the ultimate sacrifice.





ANNUAL PERFORMANCE DATA

1:33 AVG. DISPATCH

0:56 AVG. TURNOUT

4:44 AVG. RESPONSE

90% PROPERTY SAVED

STEMI
FIRST MEDICAL
CONTACT TO PCI

1:17:00

STROKE
FIRST MEDICAL CONTACT
TO TPA

1:08:00

CARDIAC ARREST
ROSC RATE

47%



CAREER ACHIEVEMENTS

The following members took the next step in their careers and earned a promotion in 2021. We congratulate them on their accomplishment and thank them for their dedication to growth and development.



Cullen Doehrman
Engineer

Ralph Crolley
Engineer

Weston Martin
Engineer



Joel Aguirre
Engineer

Andrew Sherman
Engineer

John Yusko
Engineer



Trevor Montgomery
Engineer

Josh Fromme
Engineer

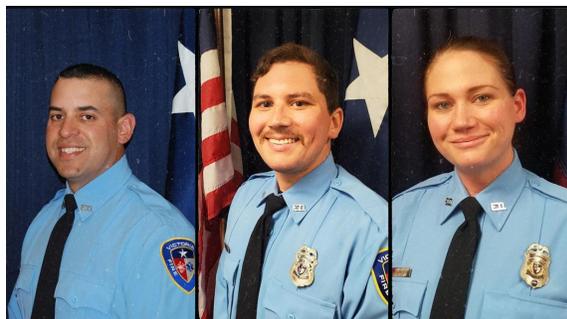
Mark Martyn
Battalion Chief



Brandy Davis
QI/QA Officer

Hannah Frank
Fire Medic

Delbert Miller
Fire Medic



Mark Alvarez
Fire Medic

Dakota Drabek
Fire Medic

Rebekah Thompson
Fire Medic

PROMOTIONS

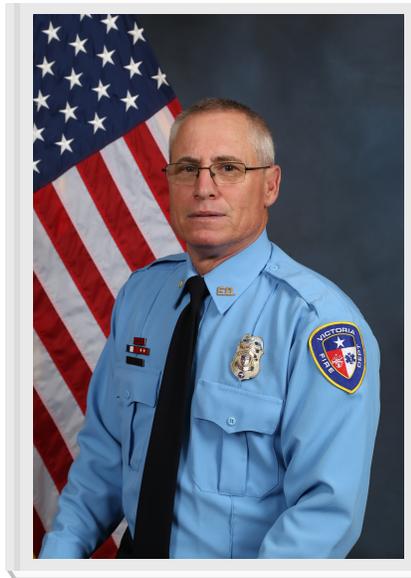
CAREER CELEBRATIONS

The Victoria Fire Department had four key members retire in 2021. Together they had over one hundred years of dedicated service. We wish them well in retirement. They earned it.



Michael Baecker

Captain
32 Years of Service



Ronnie Pesek

Engineer
30 Years of Service



Wendell Geigle

Engineer
20 Years of Service



Jeremy DeDear

Engineer
26 Years of Service

RETIREMENTS

EXCELLENCE IN LEADERSHIP



As set out in the following nomination submission by a fellow firefighter, "Chris is the most deserving of this award by far, he has gone above and beyond his duty as a Lieutenant. He consistently moves over to the ambulance. He trains and strives for excellence in everything he does. He makes sure his crew is taken care of above himself. He pushes everyone to give 100% and then gives 110% of himself.

He even moved over to the medic unit so I could have my chiefs interview for Sugarland. He is the best of the best. He deserves an award and so much more. I could not have asked for a better Lieutenant and mentor in my life. I do not think I will ever find someone as good as him as both a leader and friend.

He is the epitome of what this department stands for. So as my last act as an employee with the city of Victoria, I nominate Chris for medic of the year. He is second to none in this department."

Chris Payne

MEMBER OF THE YEAR



As set out in the following nomination submission by a fellow firefighter, "Jorge has made a huge impression on not only his shift but others as well. Every time we have needed someone to come in and work, either Mora is already working or always says yes. He shows up to whatever station with whatever assignment and smiles. He gives 110% every day.

He has insisted on riding the ambulance on our shift, even though we assigned him on the engine. He once told me that a medic deserves a break more than him. His skills on the ambulance and truck top out well above the norm. Talking with guys on his shift, they have nothing but great things to say about him. He is the first up every morning and will give the shirt off his back to anyone who asks.

He works to better himself and others around him. I've noticed on our shift and on his own he will take the role to teach and help new employees and students."

Jorge Mora

PARAMEDIC OF THE YEAR



"Ralph was nominated for his skills and decision-making abilities. He treats patients with care and respect and has a likable manner that fosters a sense of connection with his patients.

His manner extends into the station, and his crew and coworkers enjoy working with him. He is a good example of what you want a medic to be.

Ralph has also made a large effort to improve the working lives of the paramedics in the department. He was one of the main spokesmen for the medic group that advocated for change in the department. Throughout this process, Ralph has been open to advice, encouragement and criticism, and he has listened to and has accepted it all with a good-natured attitude and a level head.

I cannot think of another medic who has so well embodied the department's core values as well as Ralph."

Ralph Crolley

FIRE FIGHTER OF THE YEAR



"John Yusko is a member who comes to work with a smile and leaves with a smile. He has continued his education since his employment with COV and is able to fill several roles within the department. John can act up as a lieutenant, drive any apparatus within the department and has shown to be a great paramedic.

He studied for several months prior to the engineer testing, and his dedication showed. I also know he will be tough competition for the next Lieutenant test. He is usually always willing to work overtime when needed. He keeps himself in great shape, and this showed during the 2020 9/11 Tower Climb.

John became a Hazmat Tech. in 2020 and is also on the Swift Water Rescue Team. He is "a jack of all trades" and is an asset to the department. John knows his job duties well and stays humble."

John Yusko

ROOKIE OF THE YEAR



"In the time she has been here, Madelyn Bishop has completed her Swift Water Technician, Driver Operator Pumper and Driver Operator Aerial. Needless to say, she hit the ground running.

She made the decision to move to Victoria and complete her EMT Advanced and is currently in the Paramedic program. She has the unique ability to bring crews together with her positive attitude and "can do" work ethic, which has helped her fit right into just about any crew or shift. She brightens up the station with her holiday decorations and snacks, which adds a little something special to this demanding job.

It has been a pleasure to watch her thrive and carve her own path here in Victoria and I am proud to call her a colleague and friend. I have no doubt she would be a little teary-eyed if she heard this, but she should know we are very proud of her and can't wait to see the things she accomplishes."

Madelyn Bishop



ANNUAL AWARDS 2021

HIGHLIGHTS FOR THE YEAR

Crews of the Year

A-Shift / Station 4

B-Shift / Station 5

C-Shift / Station 1

Commitment to Excellence

VFD Honor Guard

Tom Legler

Kayla Bishop

Ray Gregory

Kyle Pantel

William Gerald

Allen LaFlamme

Andrew Moon

Kevin Lamprecht

Fire Chief's Commendation

- Brandy Davis: For her leadership in providing the home-bound residents of Victoria with the Covid-19 vaccine.
- Andrew Moon: For his leadership in providing excellent structural fire fighting training to the Dow Fire Brigade.
- Andrew Goss: For his leadership in providing excellent structural fire fighting training to the Dow Fire Brigade.
- Andrew Sherman: For his leadership in providing excellent structural fire fighting training to the Dow Fire Brigade.

1871 - C.R. Alden forms the Victoria Fire Department with the purchase of a used hand pumper from Alabama.

150 YEARS of

1882

A separate Hook & Ladder Company #2 was established.

1884

A bond was issued for a public water supply for fire protection. This included the pump house along the Guadalupe River and the cistern in DeLeon Plaza.

1885-1893

Protection Hose Company #3 and Mechanics Hose Company #4 established.

1895

The first five fire alarm boxes were installed in Victoria. Before this, shots were fired into the air to alert the volunteers!



Part of Victoria, Texas Fire Dept.

17425

17425

DEDICATED SERVICE



1913

Ike Cohen was appointed as the first fire marshal for the City of Victoria.



1948

The Victoria Fire Department becomes an all-paid career department.

1995

The Victoria Fire Rescue Department and EMS Department merge to form the modern day Victoria Fire Department.

2019

The Victoria Fire Department becomes one of only fifteen EMS ground ambulance services in the United States to carry and transfuse whole blood in the field.



THE NEXT 150 YEARS OF SERVICE

The next 150 years of service for the Victoria Fire Department will definitely be different from the first 150. The department will see an ever-growing role in the community's public health needs. In 2021, the VFD demonstrated its ability to quickly vaccinate hundreds of our most vulnerable residents. Fire Departments and Public Health Agencies have joined together to establish key partnerships to tackle the next pandemic or public health disaster.

We also expect to play a larger role in community engagement and education. We aim to improve our residents' quality of life by preparing our citizens on how to respond in an emergency and provide lifesaving care immediately.

Strengthening relationships with our local industrial partners such as Dow and Invista will be key to the future success of the Victoria Fire Department. We envision becoming an invaluable educational resource for our local industrial partners in the Crossroads. Leveraging our talent and facilities will make us a more efficient agency.

Innovation in healthcare will also play a big role in the future of VFD. The VFD is poised to transition into the Mobile Intergrated Healthcare (MIH) model of emergency medicine.





THANK YOU VICTORIA

The past, present, and future members of the Victoria Fire Department would like to thank our Community for 150 years of dedicated support. We serve a great Community.



