

# CY-FAIR VOLUNTEER FIRE DEPT.

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2018 REPORT TO THE COMMUNITY



**SAVING LIVES AND PROTECTING PROPERTY SINCE 1962**









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# Message from the Chief

**JULY 2018**



To the Cy-Fair Community,

Saving Lives and Protecting Property is more than just the slogan of Cy-Fair Volunteer Fire Department. It is at the heart of our mission to provide residents of and visitors to our community with extraordinary service.

In 2017, CFVFD members responded to 26,953 calls. Our emergency crews responded to car accidents, structure fires, high-acuity emergency medical incidents, victims trapped in high water, and continually cared for the health and safety of our community.

These efforts are possible because of the hard work of our team of more than 500 professionals and volunteers. Our dispatchers answer your 911 calls on the worst days of your life, and send well-trained crews to handle emergencies of every kind. Our IT professionals work to ensure our records and systems are always in working order. Our vehicle and facilities maintenance members work tirelessly to ensure our apparatus and stations are ready when your calls come in. Our training division, administration, and command staff support our members on the front lines, as they provide life-saving EMS and property-protecting fire suppression services.

This Report to the Community is designed to give our community and our customers a snapshot of our organization's 2017, and provide a summary of our plans for 2018. This report highlights accomplishments from the past year, none of which would have been possible without the support of our CFVFD Board of Directors, Harris County Emergency Services District #9 Commissioners, and the citizens we serve.

It is an honor for all of us to serve our community. We thank you for your trust and confidence.

Sincerely,

A handwritten signature in black ink that reads "Amy Ramon". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

Amy Ramon, JD  
Fire Chief





# 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.



## 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 Off-shore, 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.



## GLENN 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. His community service includes: ESD commissioner (Magnolia), board member, fire chief, assistant fire chief, fire and rescue supervisor instructor, and EMS provider.



## 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.





# Board of Directors



## JESSICA RIVAS

Director

Ms. Rivas is the chief operations officer (COO) for Memorial Hermann Cypress. Prior to her appointment of COO, she served as the chief nursing officer. A CFVFD board member since 2016, she has a passion for the community. She also serves on the board of the Copperfield YMCA. A vocal advocate for our members, Ms. Rivas provides leadership based on her experience in healthcare operations and clinical expertise. Away from work, she enjoys running and spending time with friends and family.



## TERRY WHEELER

Director

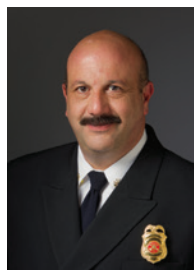
A dedicated Cy-Fair community leader, Mr. Wheeler served as the chief executive officer (CEO) of Cypress-Fairbanks Medical Center for 15 years. He served in many roles, including the president of the Cy-Fair Houston Chamber of Commerce, and he is also on the board of the Cy-Fair Educational Foundation.

# Fire Administration



## AMY RAMON

Fire Chief



## BRENT SCALISE

Chief of Operations



## STEVE WITT

Assistant Chief  
Resource and Logistics



## KENNY GRAYSON

Assistant Chief  
Suppression



## RODNEY JANCZAK

Assistant Chief  
Prevention, Education  
and Administration



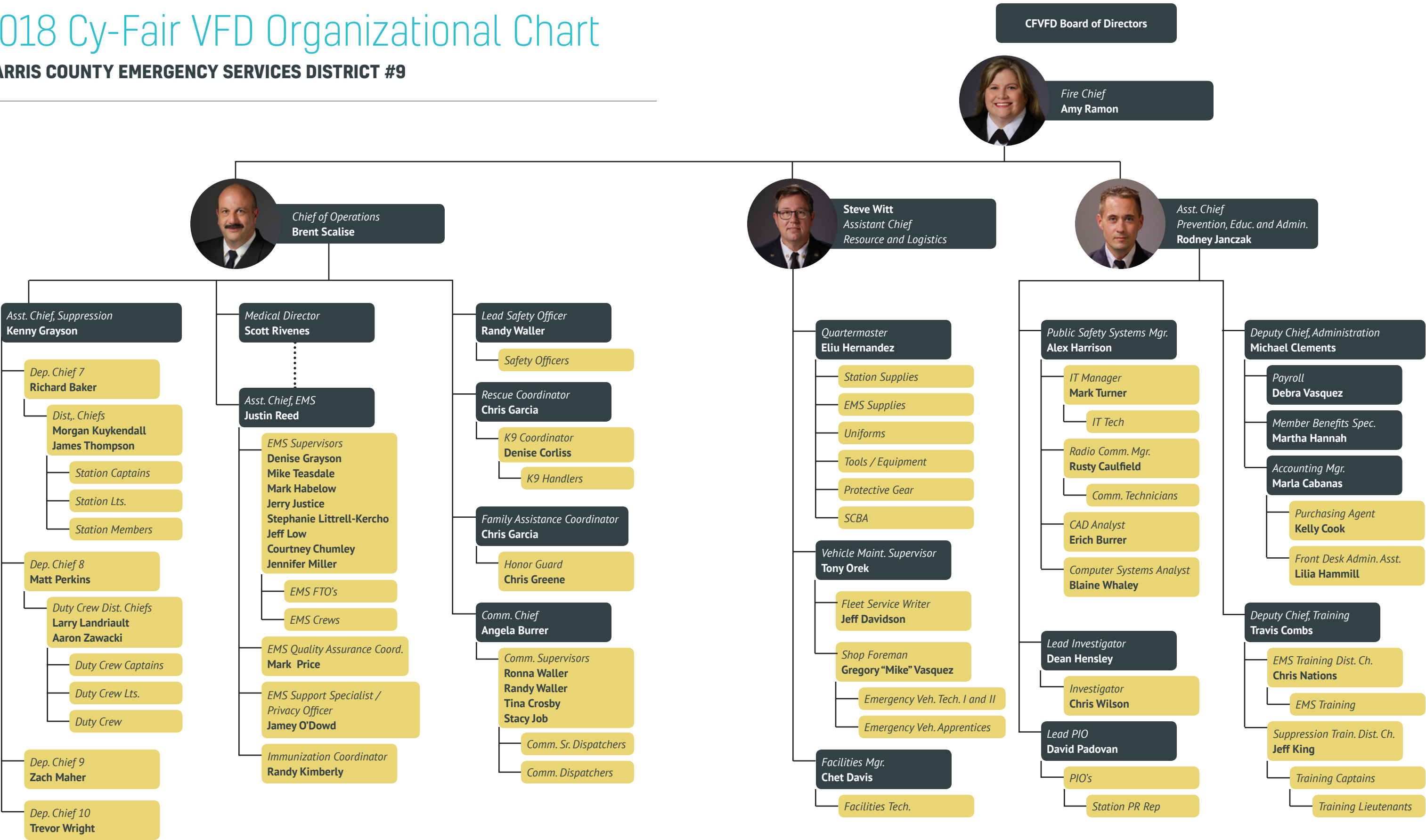
## JUSTIN REED

Assistant Chief  
EMS



# 2018 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 12 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 volunteer fire departments in the United States, CFVFD leads the way with cutting-edge emergency response technology.

# Services / Divisions

## OPERATIONS

### Suppression

The suppression division is comprised of more than 300 volunteer and paid firefighters. The members respond out of 12 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 12 fire stations each house a fire engine that is typically the primary unit utilized. There also are four aerial trucks, three rescue trucks, two tanker trucks, seven brush trucks, seven boats, one high-water vehicle, and one bulldozer that are strategically placed at fire stations.

### Emergency Medical Services (EMS)

The EMS division is staffed with more than 100 full-time employees, plus volunteers. Emergency medical services are provided around the clock every day by members on 13 medic units, and by first responders from the suppression division as necessary. 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 members and employees. They are responsible for emergency driving training, overall scene safety and ensuring members are fit for duty at extended scenes. The division has raised awareness within the department by educating the members to be mindful of their actions and they reinforce 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 are intended to lead to a successful rescue. Our members have access to a rescue boat for swift-water events, as well as six evacuation boats that are used for rescuing multiple people from rising waters.

### Search Team and K9 Division

Formed in 2012 in response to a request from the Southeast Texas Regional Urban Search & 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 associated 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 members 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.



## 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. 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, and 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, pumpers, 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 pumpers, rescues, 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 17 department facilities. This includes normal facilities maintenance needs, repairs and special projects. The team provides annual testing of the facility protections 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 24 hours a day.

## 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.

### Investigations Division

The investigations division is primarily tasked with the determination of the origin and cause of fires within the CFVFD response area. The division works closely with the Harris County Fire Marshal's Office. Proper investigation and documentation of a fire's origin and cause can help facilitate claims settlements by insurance carriers.

### Public Safety System

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 work-place 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 an official source 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 volunteer and paid 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 firefighters 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

Here are public education and fire safety resources available through the CFVFD Public Relations Division:

### Public Information Officers (PIOs)

As noted before, 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 groups or organizations 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.

*Tower 7 in the Cy-Fair H.S. Football  
6A State Championship Parade*

## Schools

October is national fire safety month. This is a good time for elementary school visits by firefighters. Crews can provide educational presentations and demonstrate the apparatus. CFVFD works 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.







## 2017 IN REVIEW

In 2017, the CFVFD Communications Center handled nearly a 10 percent increase in the number of 911 calls received. This does not include the increase from the non-emergency lines for assistance from mutual aid departments, alarm companies and citizen requests. Statistically this is the greatest 911-call volume for the center.

In 2017, CFVFD responded to 26,953 calls for service. This is almost a five percent increase from 2016.





## 2017 IN REVIEW

- New Apparatus
  - EMS 16, EMS 17, DC-5 and DC-6 – In service in February 2017
  - Took delivery of three new engines, two tower trucks, and one ladder
  - Transporter 1 and the four evacuation boats were outfitted and in service prior to Hurricane Harvey
  - Received two new Horton medic units
- MURC – Medical Unit Rehab Crew
  - Is a first-of-its-kind team trained to an expanded scope whose focus is on force protection for personnel during extended operations. We were able to take care of our personnel and National Guard personnel during Hurricane Harvey
- Cy-Fair Grand Rounds
  - Trauma case review with Cy-Fair Medical Center Trauma surgeon
- Obtained Mission Lifeline Gold Plus
- CPR Statistics
  - ROSC (return of spontaneous circulation) percentages exceedingly above the national average
  - Evaluated our patients who we obtained ROSC on and whether they were discharged alive – 33 percent of patients resuscitated were discharged alive
  - Record STEMI (ST-elevation myocardial infarction) care, door-to-device: 31 minutes
- Emergency Medical Dispatch Re-accreditation and Emergency Fire Dispatch Re-Accreditation. By re-accrediting in both disciplines through the International Academies of Emergency Dispatch, CFVFD will continue to hold the only dual accreditation of Medical and Fire in Harris County and one of two agencies in the state of Texas with the recognition.





## 2017 IN REVIEW

# 'I Could Not Be Prouder of CFVFD'

Rescue coordinator Captain Chris Garcia reflects on the water rescue of 11 in hurricane response

"The landfall of Hurricane Harvey was just the beginning of a long, but rewarding week for CFVFD. Like so many areas, we faced torrential rain and inland flooding. Late one night, our rescue team was dispatched to a reported capsized boat near Black Horse golf course. The team consisted of a district chief, a rescue boat with a crew of three, and an engine crew. The rescue boat was launched north of Big Cypress Creek from where the distress call had come.

Lt. Chad Corliss and I did a quick safety check of the rescue boat, donned our gear, and proceeded to search for the boat.

"We soon located the boat and secured two adults and two children. We then learned about a stranded adult hanging onto a tree in the rapidly moving waters of Cypress Creek. The crew of Rescue Boat 3 and I decided to enter the water. Our plan was to ferry upstream, enter



the current in a small opening of a tree clearing, travel downstream to the victim, and execute a “J” turn that allowed us to snatch the man from the water. We executed the plan and soon had our first of what would soon be 11 people out of harm’s way. The man rescued from the tree was extremely emotional, saying he had felt death was imminent. Once on land, he tearfully thanked us.

“The Rescue Boat 3 crew then resumed searching the flooded area. Daylight had not arrived. Lighting was limited. We soon saw a flash of a light deep into the flooded area. As we navigated toward the light through the debris, we saw several more people hanging onto trees in the rushing water. The first person we came to was a mother with her a young boy who was about seven years old. From there, we rescued another child and three men. As we headed back to shore through the flooded water, I asked the boy what his name was and he said, ‘My name is Christopher.’ At that moment the situation took on a surreal feeling for Lt. Corliss and myself. We had seven victims on shore, with the original four that were rescued on a nearby bridge. Once all 11 were on shore, a military crew was waiting to take them to a medical facility. All of this happened under the illumination of a helicopter light requested by our fire chief.

“One of the rescued citizens mentioned that her service dog was lost. The crew of Rescue Boat 3 and I, with the assistance of a Texas Department of Public Safety helicopter crew, resumed searching the flooded area for the service dog. We listened carefully for barks or unusual noises. After several passes in the rescue boat, we heard a faint dog bark from the woods. The water was thick with debris and it remained difficult to navigate. After several passes near the dog, we decided to place the handler in the boat to help with our search. On our last attempt to locate the dog, a very loud dog bark echoed in the wooded area. We then saw the dog tangled in a tree. He was covered in ants and shaking. We soon were able to get him into the boat take him and his handler to shore.

“This rescue was the best possible outcome. Our team helped 11 men, women and children and a service dog survive dangerous floodwaters in the dark of night. This incident reflects the best of what we’re trying to do for the community. I could not be prouder of the people of CFVFD.”



## HURRICANE HARVEY:

Extreme weather tested CFVFD in 2017 as we worked to ensure the service we provide meets the needs of our growing community. Hurricane Harvey struck the Texas coast and dozens of inland counties in August and lasted for several days. We took the lessons learned from the Houston-area Tax Day 2016 floods and implemented them in the hurricane response. We will continue to update our operating guidelines, review our hurricane-response performance in 2017 to improve and prepare for large-scale events in 2018 and beyond.

Date	# of Calls
Aug. 25	73
Aug. 26	100
Aug. 27	136
Aug. 28	498
Aug. 29	479
Aug. 30	150
Aug. 31	98
<b>Total Calls</b>	<b>1534</b>

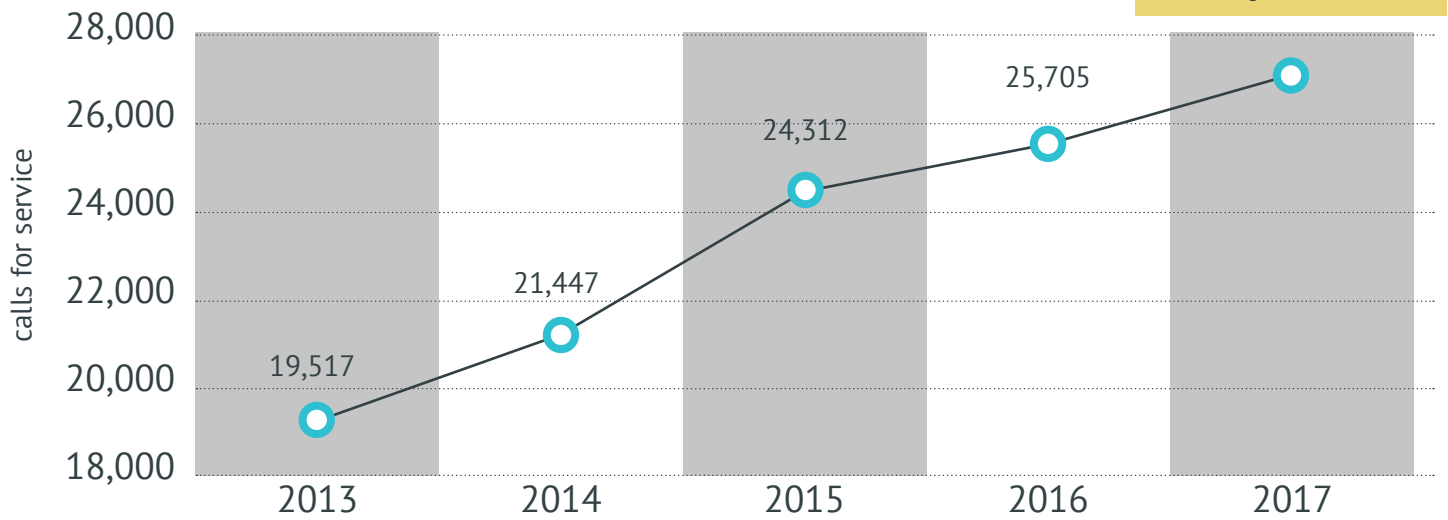


*Cy-Fair Chamber of Commerce Lunch recognizing Harvey Heroes.  
L to R: Lt. Chad Corliss, Capt. Ron Fangmann, District Chief Larry Landriault, Capt. Chris Garcia*

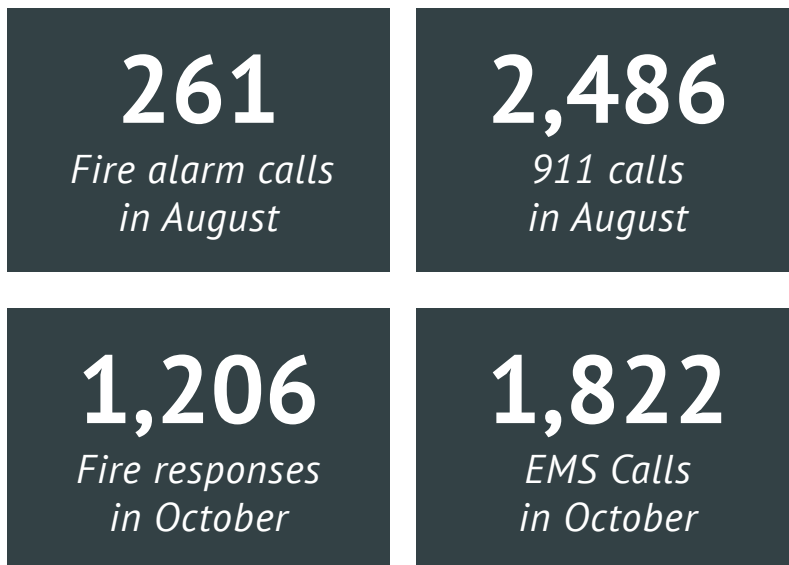


# CFVFD By the Numbers

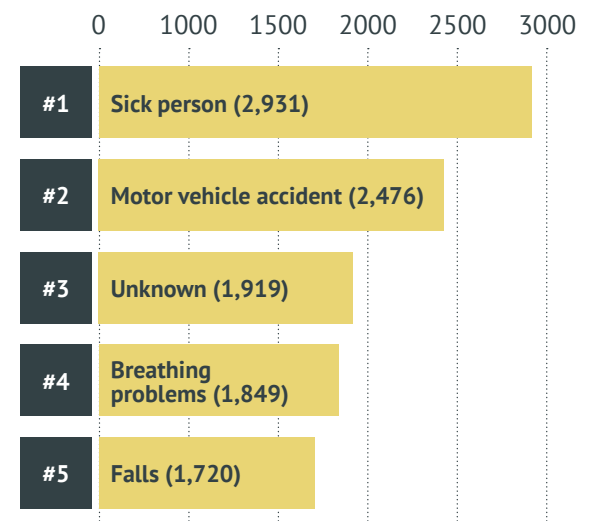
## CALL VOLUME



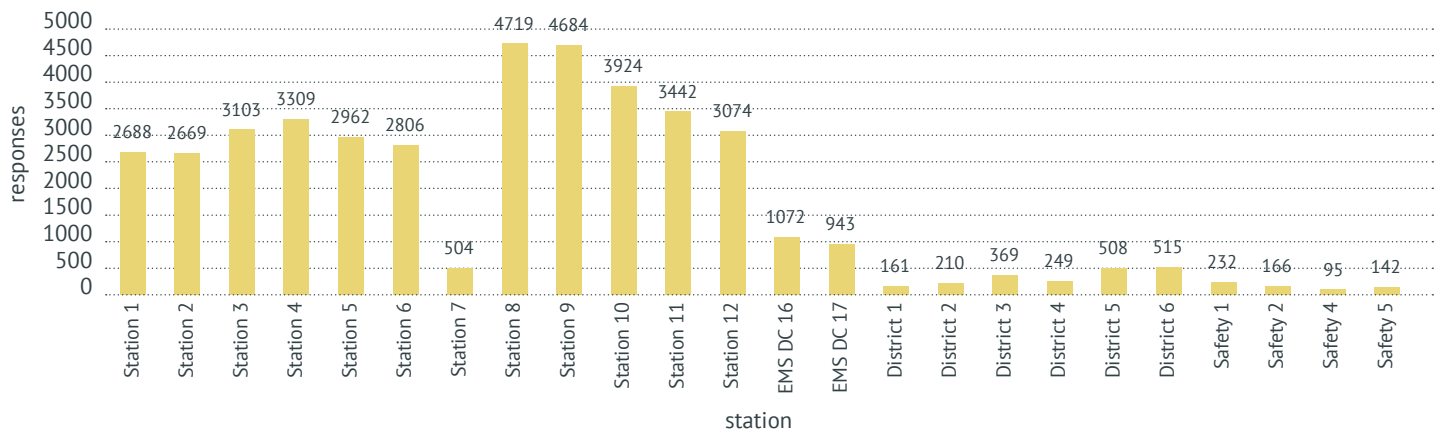
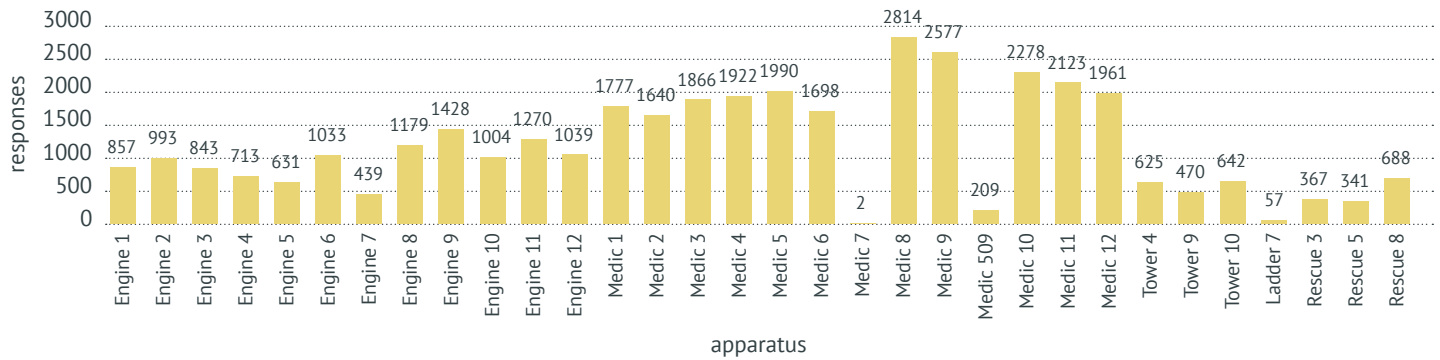
## 2017 BUSIEST MONTHS BY SERVICE



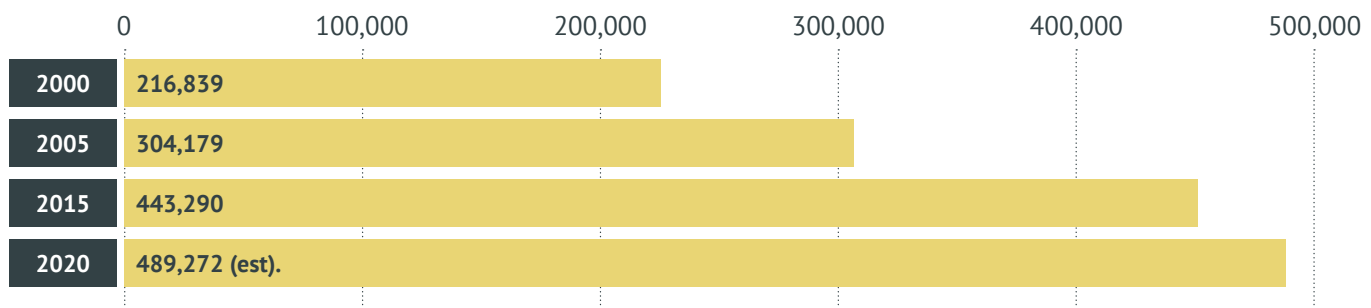
## TOP 5 MEDICAL RESPONSES IN 2017, BY INCIDENT



SOURCE: 2017 CFVFD data



## ESD #9 POPULATION



**164**

Square mileage of  
CFVFD service area



**12**

CFVFD fire stations

**\$4,500**

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



**302**

Average number of  
employees for 2017.



**293**

Average number of  
volunteers for 2017.



**500+**

Number of residents  
trained in CPR in 2017

SOURCE: 2017 CFVFD data





## 2018 OUTLOOK

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



## 2018 OUTLOOK



To meet our area's growth, new or renovated CVFVD stations 2, 7, 9 and 13 are on the way.

Along with new construction, our priorities for 2018 include:

- Health and safety of our members
- Working on acquiring particulate masks
- On-site annual medical evaluations, including cancer screening for all members
- Emergency chaplain group
- Increase gear cleaning, including extractors in stations
- Medical unit rehab crew (MURC) team to support our members
- Quarterly events for the membership

### Training

- Officer development program
- Driver/operator program
- Modern fire dynamics and tactics
- Blue Card training
- EMR program
- Gaumard adult, pediatric and infant patient simulators
- Increased NIMS training classes

### New Apparatus and Facilities

- Engines 7, 9 and 13; Ladder 13, and Medics 7 and 13
- Administration and vehicle maintenance facility
- Reopening of Stations 2, 7 and 9, and adding Station 13





# Financials

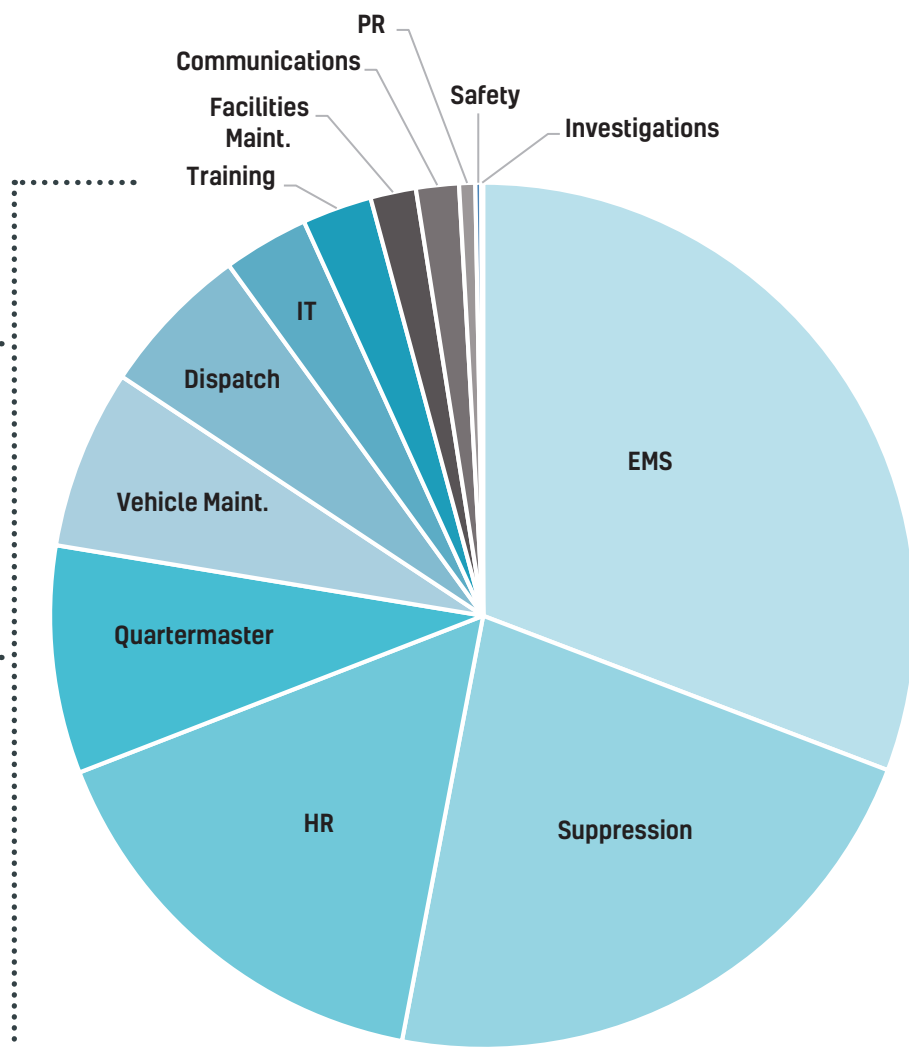
## FY 2017 OPERATING COST

\$23.2 Million

Non-Personnel (24%)

Personnel (76%)

**Personnel (76%)	\$17,557,445
Non-Personnel (24%)	\$5,613,527



## EXPENDITURES BY PROGRAM

Dispatch	\$1,327,219	5.7%
IT	\$737,819	3.2%
Training	\$595,282	2.6%
Safety	\$50,916	.22%
PR	\$134,742	.6%
Vehicle Maint.	\$1,547,414	6.7%
Investigations	\$15,149	.07%
EMS	\$7,132,504	30.8%
Communications	\$371,193	1.6%
Suppression	\$5,152,596	22.2%
Quartermaster	\$1,966,008	8.5%
HR	\$3,737,841	16.1%
Facilities Maint.	\$402,289	1.7%

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







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Emergency: Dial 911  
Office: 281.550.6663  
Fax: 281.550.7288

