



2020



REPORT TO THE
COMMUNITY



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Cy-Fair Fire Department
2020 Report to the Community



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Message from the Fire Chief

JUNE 2020



The core mission of our organization is to ensure Cy-Fair residents, families, and visitors receive excellent fire and EMS service. In good times and bad, we strive to further strengthen our public safety resources ahead of the hazards that threaten our community.

So far, 2020 has presented unprecedented challenges for us all. The Coronavirus / COVID-19 pandemic has affected many aspects of our fire department and community, like it has everywhere around the world. Through it all, I could not be prouder of our team's response to the pandemic. Every time an alarm bell goes off in a Cy-Fair Fire Department station, our personnel head into the challenges of the day or night without hesitation.

While the pandemic has caused us to update day-to-day operations with enhanced safety protocols, it has not deterred us from building on our fire department's previous momentum in service to the Cy-Fair Community. This year, we:

- Hired a growing group of 33 full-time firefighters and paramedics
- Graduated a new class of 19 volunteer firefighters
- Increased 24-hour staffing of two additional engine companies
- Added an EMS supervisor for each shift
- Increased support staffing
- Added two deputy chiefs to assist in managing the growth of our team

Our fire department's strong momentum is led by our Harris County Emergency Services District #9 commissioners. Our commissioners' guidance and data-driven vision has put the fire department in a strong position to adapt to Cy-Fair's rapid growth and evolving needs. For example, to reduce response times and increase compliance with national safety standards, we will be relocating three fire stations on the northeast side and one fire station on the south side. HCESD9 also will soon open a new, high-tech operations center and administrative building located at 10710 Telge Road.

Our fire department's growth and progress would not be possible without dedicated personnel and support of the Cy-Fair community. I am thankful for the members of our team. Their hard work, personal sacrifices, and perseverance are very much appreciated. And all of us in the fire department are grateful for the strong support of the people we serve.

Please take care of your family and friends, and stay safe.

Sincerely,



Amy Ramon, JD
Fire Chief



Harris County Emergency Services District #9 Commisioners



Tommy Balez
President



David Langenberg
Secretary



Scott DeBoer
Asst. Secretary/Treasurer



Jessica Rivas
Treasurer



Bob Janusaitis
Vice President

Message from Harris County Emergency Services District #9



As one of the elected Harris County ESD #9 commissioners of our community, I am immensely proud of the men and women serving in the Cy-Fair Fire Department. Whether you are new to the Cy-Fair community or your family has lived here for generations, the rapid growth of our area is clear to see. To meet the needs of the community, our fire department is growing too.

During the past year, our commissioners, our fire department command staff, and the many line members of the department worked hard to complete a major milestone in our community. On January 1, 2020, the ESD became the direct service provider for the Cy-Fair community. This successful transition for local public safety moved forward with the support of the Cy-Fair Volunteer Fire Department board of directors. We appreciate their partnership and their many years of dedicated service to the community.

In 2019 and 2020, the ESD made significant investments in the fire department. Major projects included land purchase and construction started for new Station 5. The ESD approved purchase of one Pierce Quantum Dry-Side Tanker, two Pierce Quantum Heavy Duty Rescues and four Pierce Quantum Pumpers to replace aging equipment. The ESD also invested in a new Cy-Fair Administrative Office. This state-of-the-art, centrally located facility will meet the needs of the fire department for many years to come. We also invested in the excellent service delivered by the fire department with approval to hire our first full-time firefighters and a commitment to have 24-hour staffing in all 13 fire stations within three years. Fire department employees also received new retirement options.

The 2020 calendar year already is a busy one for our team of commissioners and staff members. We purchased land to relocate Fire Stations 1 and 6, and are securing land for Stations 14, 15 and 16. These relocations are the result of data-driven decision making, ensuring the best, cost-effective fire and EMS coverage. Through it all, our personnel are responding admirably on the front lines of the Coronavirus / COVID-19 pandemic response.

These are just some of the changes that reflect the growth of our fire department – from a small rural operation in 1962 to one of the nation's largest combination departments today. As we strive to build on the fire department's momentum, we appreciate your support.

Sincerely,

A handwritten signature in black ink, appearing to read "Tommy Balez", written in a cursive style.

Commissioner Tommy Balez
President



Cy-Fair Fire Department Administration



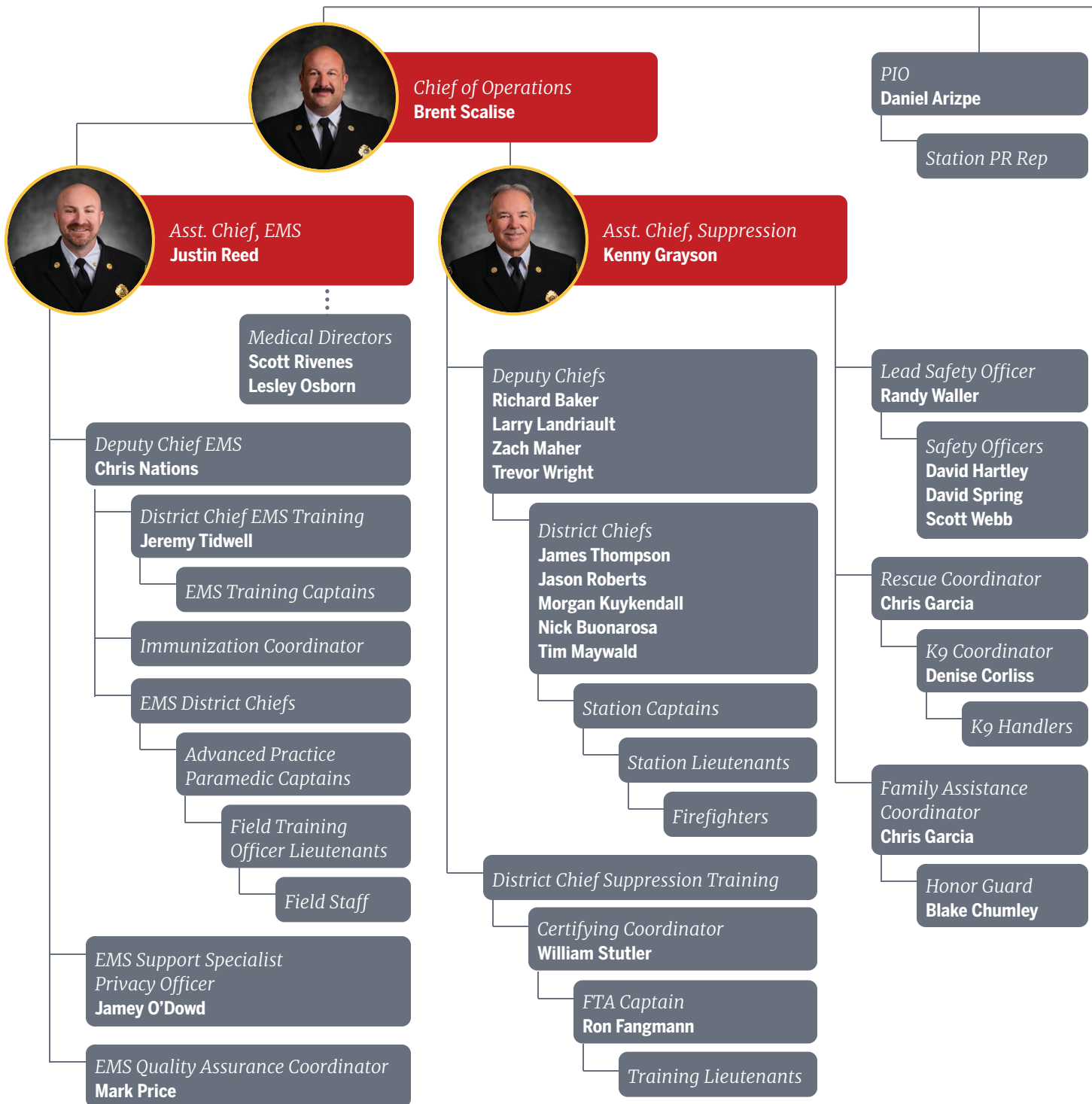
Left to Right:

- **Justin Reed**
Asst. Chief, EMS
- **Michael Clements**
Asst. Chief, Administration
- **Amy Ramon, JD**
Fire Chief
- **Brent Scalise**
Chief of Operations
- **Kenny Grayson**
Asst. Chief, Suppression
- **Steven Witt**
Asst. Chief, Resource and Logistics





2020 Cy-Fair Fire Department Organizational Chart



Harris County Emergency Services District #9 Commissioners



Fire Chief
Amy Ramon



*Asst. Chief,
Resource and Logistics*
Steve Witt



Asst. Chief, Administration
Michael Clements

Quartermaster
Eliu Hernandez

Station Supplies

EMS Supplies

Uniforms

Tools / Equipment

Protective Gear

SCBA

Vehicle Maint. Supervisor
Tony Orek

Fleet Service Writer
Jeff Davidson

Emergency Veh. Techs. II

Emergency Veh. Techs. I

Facilities Maint. Supervisor
Chet Davis

Facilities Technicians
Michael Doer
Eric Adkins

Public Safety Systems Mgr.
Alex Harrison

IT Manager
Mark Turner

IT Tech
Bill Conrad
Madeline Marymee

*Computer Systems
Analyst*
Blaine Whaley

Communications Techs
Mike Hebert
Lily Wallace

CAD Analyst
Erich Burrer

District Chief Dispatch
Angela Burrer

Dispatch Supervisors
Ronna Waller
Randy Waller
Tina Crosby
Stacy Job

Senior Dispatchers

Dispatchers

Payroll
Debra Vasquez

Member Benefits Spec.
Martha Hannah

Accounting Mgr.
Marla Cabanas

Purchasing Agent
Kelly Cook

Accounts Payable
Karina Martinez

Front Desk Admin. Asst.
Linda Palermo

Success Story

Copperfield resident Gerald Lowe and his two-year-old son, Grayson, join firefighters in a traditional “push-in” ceremony at the grand opening of Cy-Fair FD Station 9 in March 2019. Grayson’s life was saved after he suddenly stopped breathing as an infant in 2016. Lowe said, “We’ve always loved and respected first responders, but after our personal experience, it really hits home for us now. We just wanted to come and say thanks.”



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 fire truck, 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. In 2019, the Harris County Emergency Services District #9 (HCESD9) became the direct service provider of emergency services, fire, medical, and rescue. Cy-Fair Fire Department has a new name, but we’re moving forward with the same great people and resources. CFFD relies on more than 500 women and men of different backgrounds and skills. They all have one thing in common, however: a desire to serve our community. Operating out of 13 stations, the department covers an area of approximately 164 square miles of northwest Harris County.

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, the fire



department has been funded by tax dollars.

As one of the largest combination fire departments in the United States, CFFD 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. Each of the fire stations houses a fire engine that is typically the primary unit utilized at incidents. 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 130 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. CFFD currently holds the highest award for chest pain management in the American Heart Association's "Mission: Lifeline" quality achievement program. Each year, our responders manage more than 200 STEMI (ST-Elevation Myocardial Infarction) heart attacks. CFFD has return-of-spontaneous-circulation (ROSC) percentages above the national average.



Training

The EMS and suppression training division provides comprehensive and effective training to all CFFD personnel, based on state and national standards, information analysis, and the needs of the community. EMS and suppression training are responsible for the training and the continued education of the department's uniformed and non-uniformed personnel. The teams develop, coordinate and provide department-wide training for new recruits, probationary, fully released firefighting and EMS members. This division also maintains records and documentation of all personnel training and meets the standards of various state and national organizations.

Safety Division

The safety division sets and enforces standards and guidelines that ensure the safety of all personnel. These personnel are responsible for overall scene safety and ensuring firefighters, EMTs and paramedics are fit for duty at extended scenes. The division has raised awareness within the department by educating personnel to be mindful of



their decisions and actions before, during and after incidents, and it reinforces safety in an inherently dangerous profession. Cancer prevention and detection are emerging priorities of the division.

Rescue Division

CFFD has three rescue trucks available to 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 response to a request from the Southeast Texas Regional Urban Search and Rescue Task Force in 2012, the team is designed to deploy in the event of disasters and search for missing persons in the Cy-Fair area and beyond, when requested. This division's resources also include search dogs.

Auxiliary

Formed in 1985, the auxiliary provides much-needed refreshments to personnel at major fire scenes. The auxiliary became associate members of the fire department in 1992. The auxiliary program continues to grow in scope and services. Today, it supports our training programs with hydration and cooling stations as well.

Family Assistance Coordinator

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.

"The Cy-Fair Fire Department has given me essential tools for life, on and off-duty. They have embedded dedication, discipline, confidence, leadership and the importance of teamwork within me."

– Kyle Goble, Lieutenant, Station 8 Volunteer



LOGISTICS

Quartermaster

The quartermaster provides support, customer service and research to ensure firefighters, paramedics and EMTs 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 eight 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 the maintenance and annual testing of CFFD 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 standby generators. The team provides field and shop repair service 24 hours a day and manages a reserve fleet of pumpers, 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 19 facilities to ensure a safe, comfortable and functional environment for staff and visitors. The team provides maintenance and repair support throughout the department. This includes normal facilities maintenance needs, repairs and special projects. The team provides annual testing of the facility protections systems such as sprinkler 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 staff is responsible for all accounting related matters including purchasing of equipment and payment to vendors. Other functions under accounting include an annual financial audit, public auction, annual bid proposals, and other administrative operations.

Public Safety Systems

The public safety systems division manages technology improvements that will help our members to have high-quality information in emergent and crisis situations. The team believes the continued investment in information technology systems ultimately benefits those who rely on CFFD 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 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 members and the department, striving to create a productive, safe workplace.

Communications Center

The Cy-Fair FD Communications Center, a 7,000-square foot facility, is home to 25 public safety telecommunicators who worked together to process more than 29,000 emergency and non-emergency calls for the 164-square-mile area of Harris County ESD #9. The Communications Center is the only dual accredited center of excellence recognized by the International Academies of Emergency Dispatch in Harris County and one of only two dual ACE centers in the State of Texas. The telecommunicators are the calm voices on the other end of your 9-1-1 call and are the first responder you never see. These men and women hold medical and fire dispatch certifications and often provide you with labor and delivery, bleeding control, and CPR instructions over the phone.



PUBLIC EDUCATION AND FIRE SAFETY RESOURCES

Public Relations / Public Information Officers (PIOs)

The public relations division is responsible for public education on fire safety issues and victim advocacy. Public information officers (PIOs) respond to major emergency scenes, and act as official sources of information for the news media and they assist displaced families in receiving assistance from the American Red Cross and other governmental agencies. The public relations division also offers fire station tours and public appearances of apparatus at special events. The division has expanded to include recruitment and retention in an effort to attract and retain personnel and to ensure the sustainability and growth of the department.

Public Appearances

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

“Freddie the Fire Truck” and “Sparky”

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

Schools

October is national fire safety month. This is a good time for elementary school visits by firefighters. Crews can make 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 in a home can become filled with smoke and doors heat up simulating fire or hot air on the other side.



2019 in Review

Overview

In 2019, the department responded to 29,642 calls for service. This is a 7.9 percent increase from 2018. As the CFFD response area continues to develop, the population continues to rise as well. In 2019, the population was estimated at 486,382 residing citizens, and this is an almost two percent increase from 2018.

The CFFD had a budget of \$36.78 million in 2019. 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 2019 was 344. The average number of volunteers for 2019 was 283. The employees and volunteers of this organization work together to ensure the service demand is met. In order to accomplish this, CFFD constantly evaluates current processes and looks for new methods of operation. For example, an additional staffed truck was added to increase coverage from eight to nine staffed large apparatus both night and day. We remain at 13 staffed medic units at all times.

Other highlights of 2019 included:

Operations / Suppression:

- Improved officer development by implementing Blue Card IC Training
- Began developing driver operator program
- Continued cancer prevention initiative
- Added EMR classes to the Fire Training Academy

Operations / EMS:

- Added a Deputy Chief – EMS to assist with operations
- 24-hour online medical control
- Customer satisfaction
 - EMS survey
 - Crew recognition
- Reduce hospital turnaround times
 - Hospital communication
 - “Right patient, right facility”
- Provided a difficult airway course for all EMS providers
- Introduced EMS/EMR certification classes for every fire academy student

Safety Division

- Health and cancer awareness for members

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
- Engaged in the development and deployment of RapidSOS software for location of 911 callers
- Successfully mentored an agency in Georgia to receive both their EMD and EFD re-accreditations

Rescue

- Provided confined space training and increased member certifications as rescue apprentices
- Increased member swift water rescue / boat training
- Worked with the training division to offer vehicle extrication training

Family Assistance Coordinator

- Supported our members and their families during difficult times

Prevention and Public Information Office

- Promoted fire safety and CFFD 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

Information Technology and Radio Division

- Re-hosted our CAD server to VXRail to provide added security to our critical systems
- Transitioned Cy-Fair ISD PD to our radio system to ensure police officers have effective communication in our schools
- Updated the station alerting system to allow only the units being dispatched to be alerted. This reduces the need for our firefighters and paramedics to be needlessly awoken at night. This was a much needed health and safety improvement.

Quartermaster

- Implemented a department-wide annual inspection and cleaning of bunker gear
- Replaced cascade systems at Stations 3 and 11
- Streamlined distribution of EMS and station supplies

Vehicle Maintenance

- 24/7 maintenance of 130 pieces of rolling stock
- Outfitted new facility, quartermaster and fleet service trucks
- Outfitted two new high-profile vehicles

Facilities Maintenance

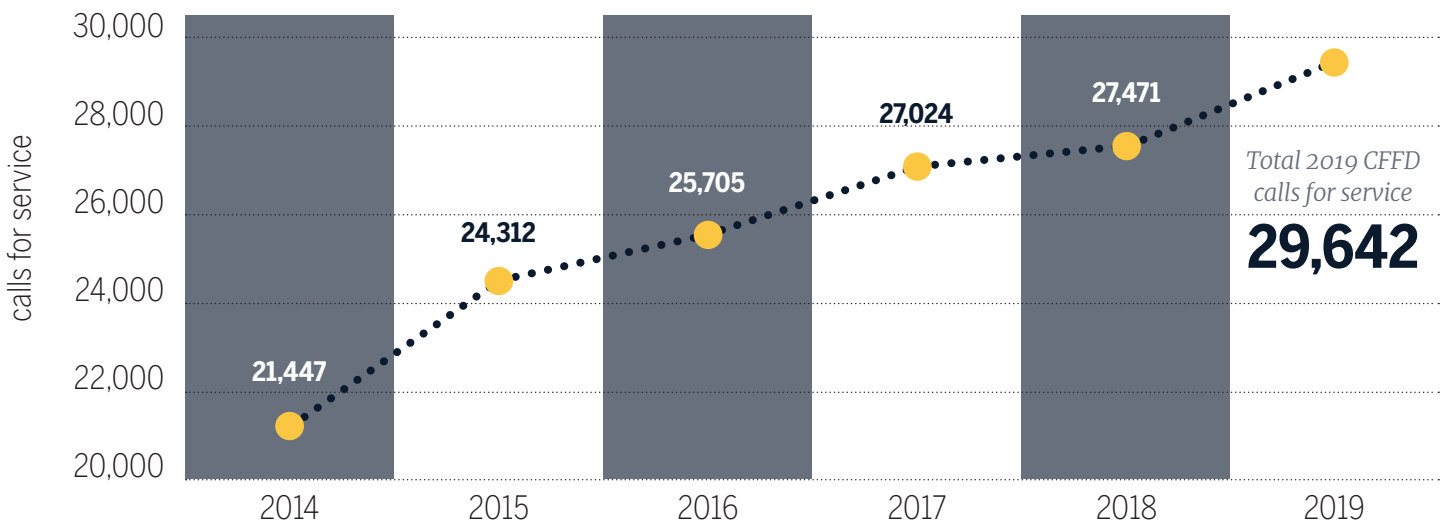
- Expanded the general maintenance roll of the facilities personnel to include quarterly service of HVAC and bay doors
- Managed the remodel of Station 8 restroom, Station 5 restroom and kitchen
- Managed the exterior painting for Station 6 and Highway 6 Training annex

Conclusion

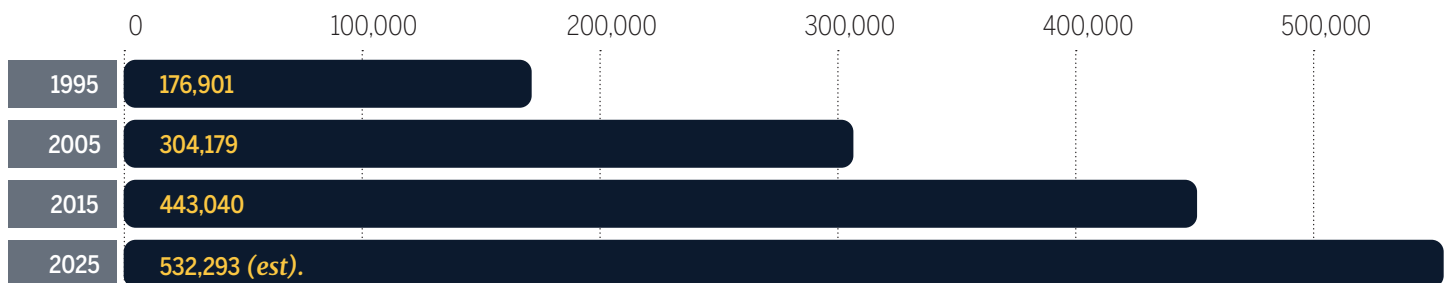
While change is constant at CFFD, our members continue to provide high-quality and cost-effective services to our community. We strive every day to make a difference in the lives of the citizens we serve and a substantial positive impact within our local neighborhoods.

2019 By the Numbers

Call Volume



ESD #9 Population



164

*Square mileage
of service area*

13

*CFFD fire
stations*

\$5,300

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

344

*Average number of
employees for 2019*

283

*Average number of
volunteers for 2019*

500+

*Number of residents
trained in CPR in 2019*



5:00 PM

Hour of day with
most service calls

2019 Busiest Months by Service

279

Fire alarm
calls in June

2,160

EMS calls
in January

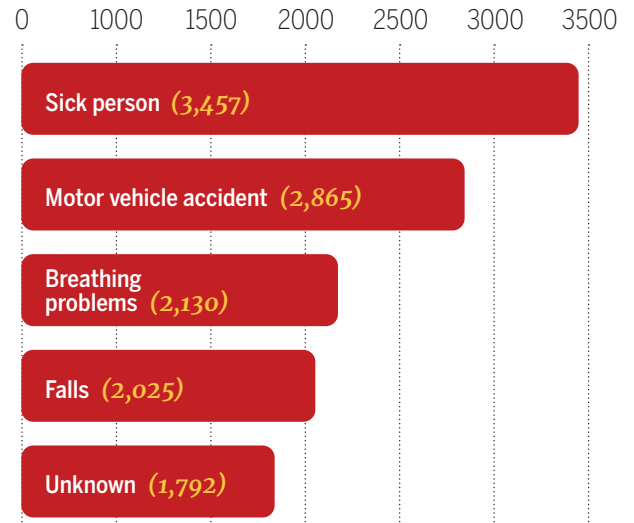
546

Fire responses
in June

2,369

911 Calls
in August

Top 5 Medical Responses in 2019, by Incident



"As an Instructor it is paramount to me that I provide our cadets with a solid foundation to build their fire service tool box. Training is so important because when a firefighter gets in a compromising situation, they will always revert back to their basic skills to rescue themselves or their crew."

– Michelle Braswell, Lieutenant,
Training Division





2020 Outlook

Overview

With another year in the books, please allow us to take a moment and share some of our plans and expectations for 2020. We do so recognizing strong support from the ESD commissioners and our membership. As we strive to build on our recent momentum, here are some additional organizational goals for this year:



"Some of my friends tell me they could never do what I do, but I can't imagine not doing it. Being a paramedic does not feel like a job to me, everything we see and do has helped me appreciate what truly matters in life."

- Liliana Medina, Paramedic, Medic 10 B-Shift



Operations / Suppression

- Continue to reduce response times and increase firefighter safety by adding staffed units
- Research on both SCBA and electronic accountability systems to provide additional firefighter safety and comply with new NFPA standards
- Develop detailed officer development and driver operator programs
- Completion of fire ground survival course for all suppression personnel
- Increase the number of Blue Card incident commanders

Operations / EMS

- Continue implementation of goals and vision for EMS division
- Develop specialty training for field providers to become pediatric specialists
- Progress toward Commission on Accreditation of Ambulance Services accreditation
- Improve customer service internally and externally

Rescue

- Development of a technical rescue operations program
- Provide station level awareness training with all equipment in preparation of hurricane season

Safety Division

- Increase the health and wellness of department personnel
- Coordinate with suppression division to develop driver operator program

Family Assistance Coordinator

- Work with the honor guard personnel to recruit and retain active members
- Further support our membership and their families during difficult times

Quartermaster

- Refine methods for accuracy and compliance for TCFP documentation
- Consolidate reporting for all functions of the quartermaster group

Vehicle Maintenance

- Evaluate idle reduction technology for medic units
- Replace alignment system for large apparatus
- Traffic preemption project

Building Maintenance

- Evaluate older lighting systems and consider replacing with LED
- Update the fire alarm system at our communications building

Stations / New Facilities

- Station 5 – building in progress
- New administration and vehicle maintenance facility – building finalized and move in
- Station 1 – land acquired
- Station 6 – land acquired
- New station land acquired in the Greenhouse/Mound area
- Station 10 – working to acquire land

Prevention and Public Information

- Further promote fire safety and risk reduction in community
- Hold events to raise awareness of CFFD and recruit members

Information Technology (IT) / Radios

- Complete set up of all IT and radio functions for the new administrative building including phone system upgrades
- Develop advanced storage system department wide
- Complete implementation of modems, radios and antennas on apparatus

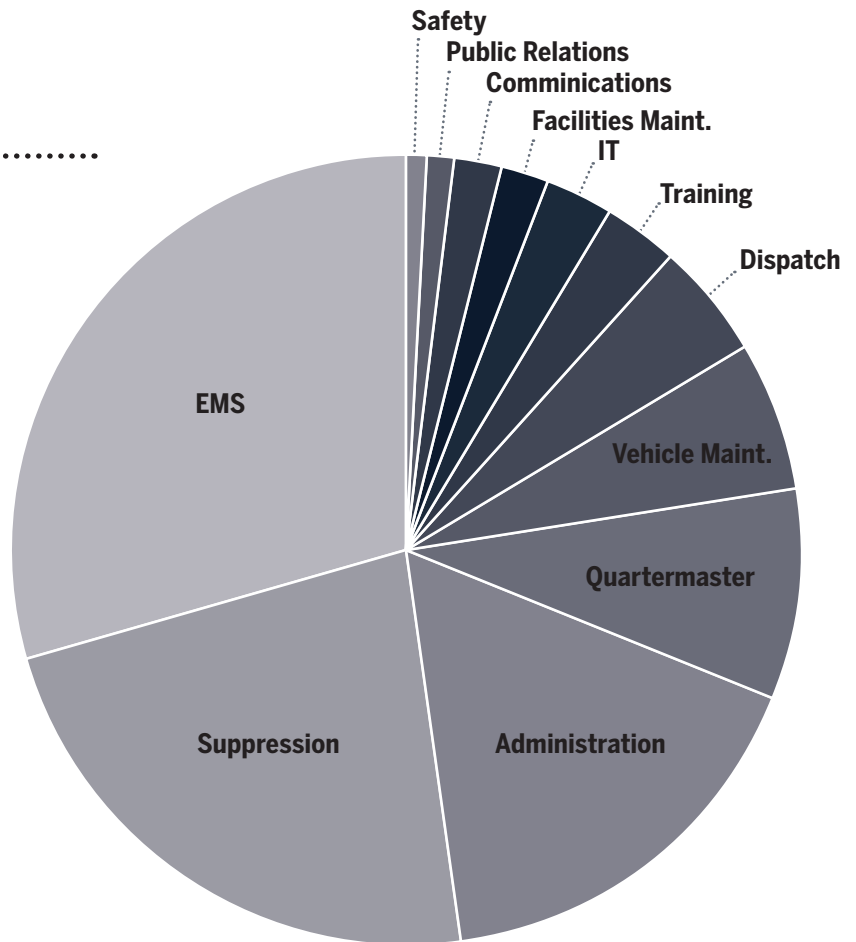
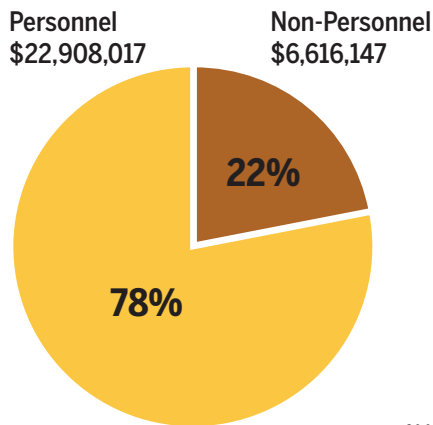
Communications

- Work with the International Academies of Emergency Dispatch for fire and EMS enhancements and to receive re-accreditation-level services
- Establish new back-up dispatch procedures for back up dispatch at the new administration building
- Participate in local collaborative groups and continue to share ideas on how to best serve the general public

Financials

FY 2019 Operating Cost

\$29.5 Million



Expenditures by Program

EMS	\$8,871,710.00	30.10%
Suppression	\$6,667,422.00	22.60%
Administration	\$4,896,897.00	16.60%
Quartermaster	\$2,544,009.00	8.60%
Vehicle Maint.	\$1,756,755.00	6%
Dispatch	\$1,520,146.00	5.20%
Training	\$960,262.00	3.30%
IT	\$848,491.00	2.90%
Facilities Maint.	\$522,001.00	1.86%
Communications	\$493,128.00	1.70%
Public Relations	\$201,059.00	0.70%
Safety	\$176,306.00	0.60%

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





10710 Telge Road
Houston, Texas 77095

Emergency: Dial 911
Office: 281.550.6663
Fax: 281.550.7288

www.cyfairfd.org

