



# ANNUAL REPORT 2020

## Mandeville Fire/EMS

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# TO OUR STAKEHOLDERS

## MISSION STATEMENT

At Mandeville Fire/EMS, our mission is to protect our community from all hazards and life emergencies through excellence in public service.

## VALUES STATEMENT

As the men and women of Mandeville Fire/EMS, we base the foundation of our mission on the values of honesty, integrity, pride, professionalism, respect, compassion, and dedication

***EXCELLENCE IN PUBLIC SERVICE***

Message from Mandeville Fire/EMS Chief, Kenneth Moore:

St. Tammany Fire Protection District #4 commonly known as Mandeville Fire/EMS serves a community of nearly 60,000 citizens with over 100 specialists in fire suppression and emergency medical services. Mandeville Fire/EMS offers fire prevention programs and lifesaving awareness classes, state of the art lifesaving technology, hazardous material response and an urban search and rescue team.

We have been awarded an insurance Class 1 rating based on our expertise and standards of practice, and our training facility is nationally recognized for its intense training programs.

We invite you to review this report for more information about our all-hazards services, community programming, training, and more.

If you have any questions, do not hesitate to call me at my office, 985-626-8671 ext. 104.

Sincerely,

*Kenneth Moore*  
*Fire Chief*  
*Mandeville Fire/EMS*  
*St. Tammany Fire Protection District #4*



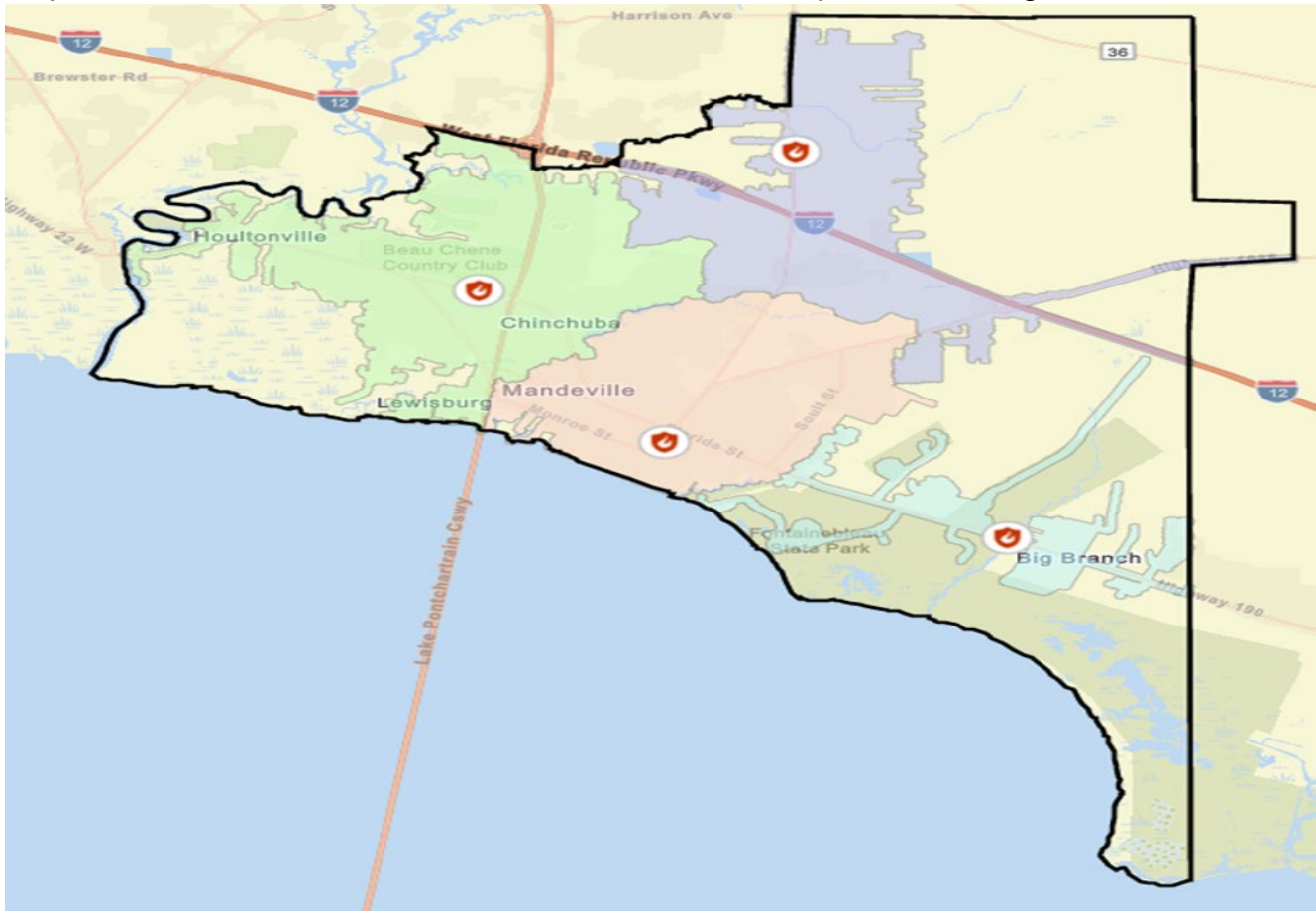
# FIRE DISTRICT OVERVIEW<sup>1</sup>

Fire Rating Classification: _____	1
Square miles covered: _____	75
Population served: _____	58,967
Households protected: _____	21,757
Businesses protected: _____	3,198
Employees protected: _____	25,639
Senior Citizens 65+: _____	9,494
Households with disability: _____	4,558
Buildings 32 feet, 3-stories or more: _____	154
Public & private schools protected: _____	17



1. Mandeville High School with **1,996** students and **97** faculty.
2. Fontainebleau High School with **1,734** students and **92** faculty.
3. Lakeshore High School with **1,045** students and **45** faculty.

Map of Mandeville Fire/EMS, Fire District 4. Red circles represent existing fire stations.



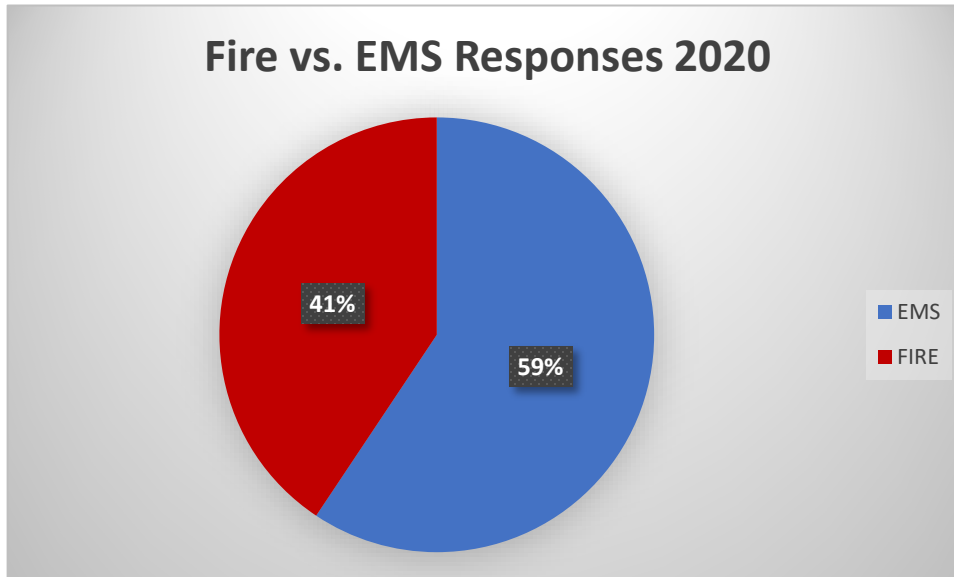
<sup>1</sup> Data provided by Esri, Esri and Infogroup. The vintage of the data is 2019, 2024

# FIRE INCIDENT DATA 2020

Total Responses for 2020: **6,393**

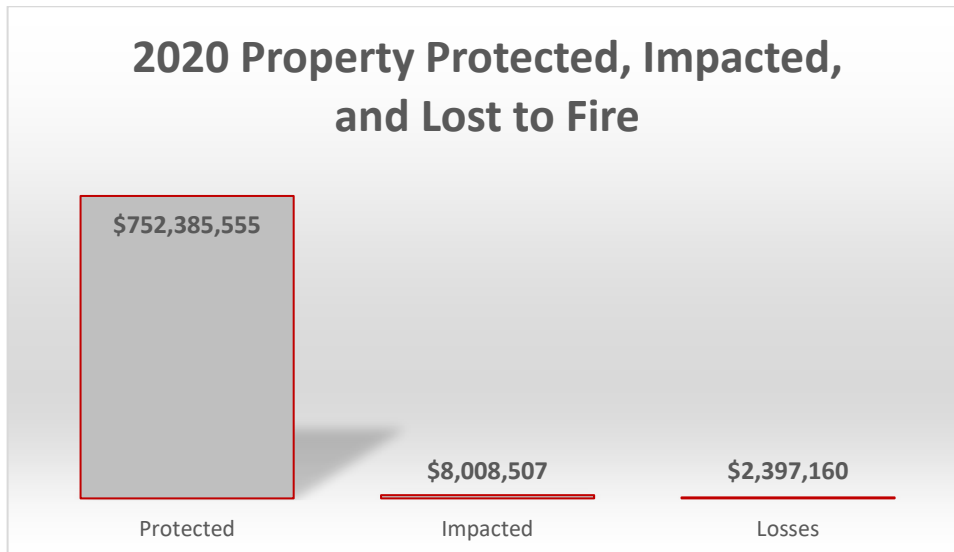
**2,598** Responses were Fire/Rescue/Hazmat Incident Types

**3,795** Responses were Medical Emergencies



There were **164** Fires in 2020

The following graphic shows fire losses versus protected property for 2020:



## MAJOR FIRE LOSSES 2020

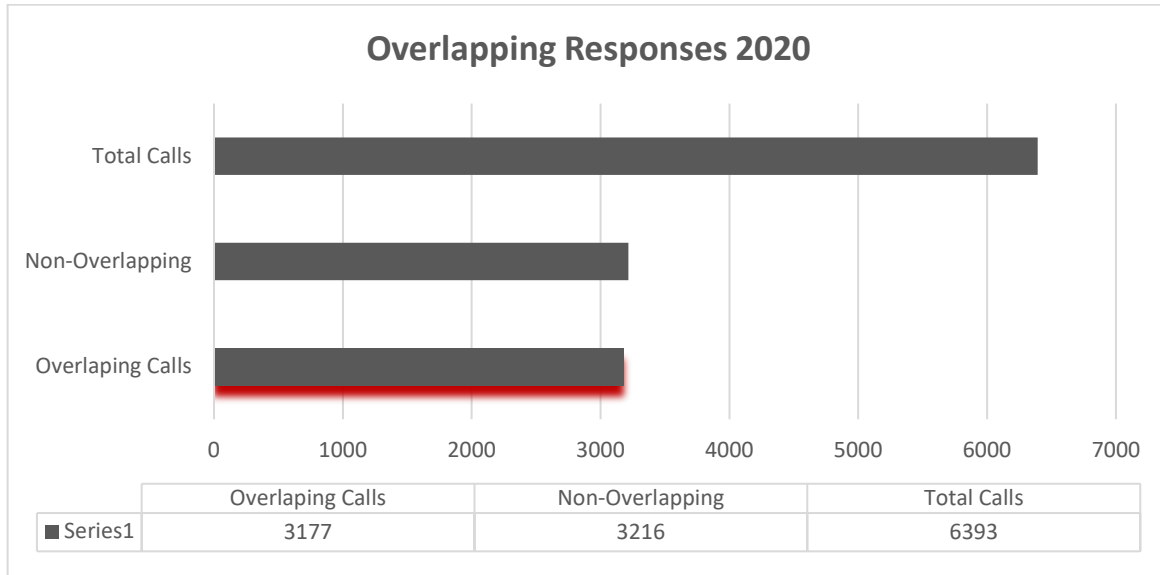
2/29/2020	Business Office	\$300,000
3/1/2020	Multi-family dwelling	\$800,000.00
5/10/2020	1 or 2 family dwelling	\$150,000.00

# RESPONSE DATA 2020

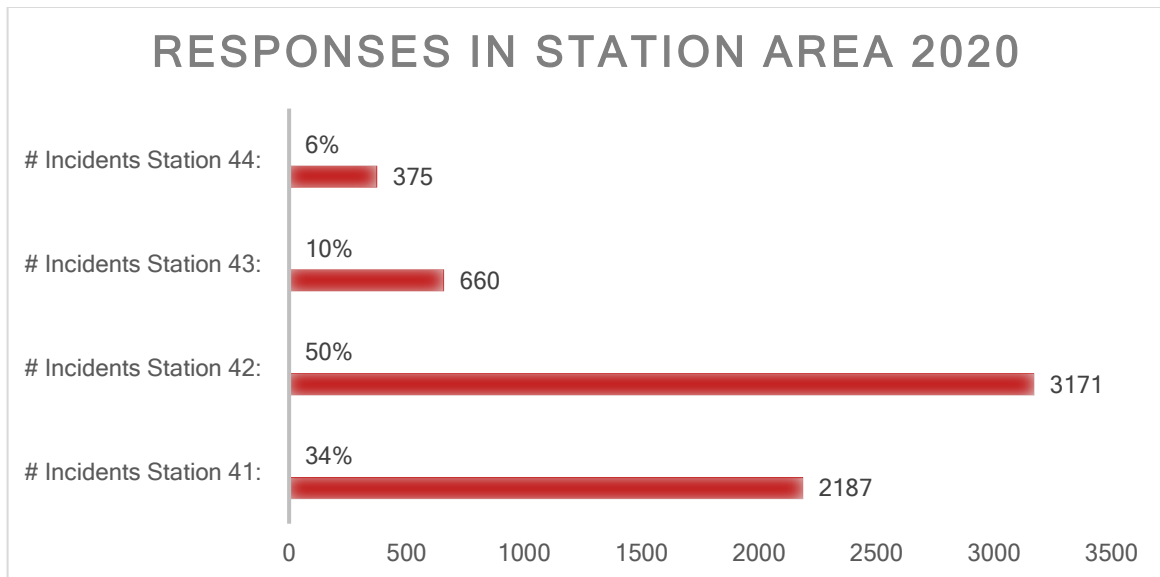
Total Average Response time for 2020: **05:15**

Total Average Time on Scene for 2020: **16:51**

Total Percentage of Time Calls Overlap: **49.69%**



50% of Total Responses came from one fire station. (% of inside station area responses)

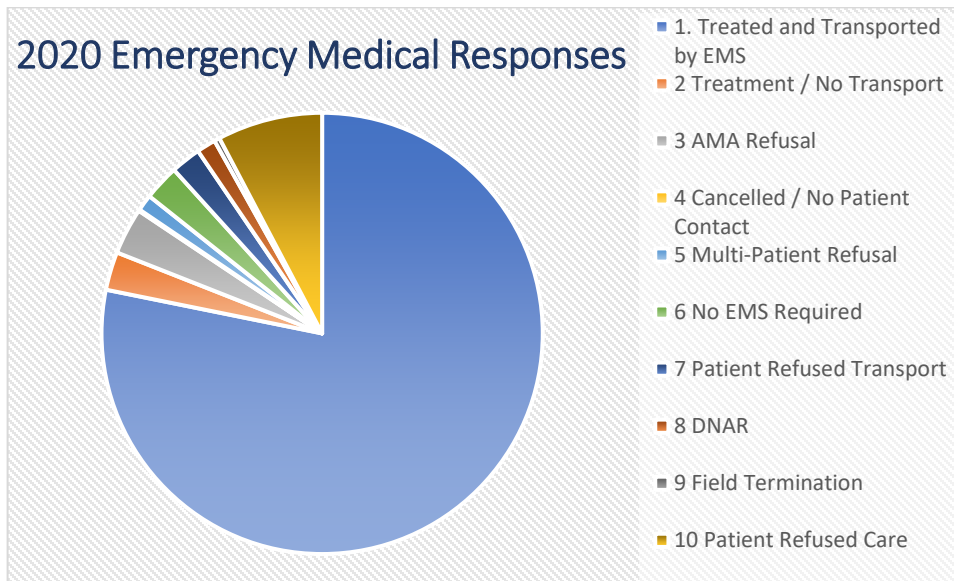


Total percent of responses outside Station Area for 2020

Station 41 **34%**  
 Station 42 **16%**  
 Station 43 **71%**  
 Station 44 **94%**

# EMS RESPONSE DATA

**3,795** Medical responses with **78%** transported to a hospital



**484** Falls with injury, **12.1%** of all calls, the most frequent emergency of 2020.

**321** Motor Vehicle Accidents

**143** Cardiac Arrests

**73** Times CPR was performed, **25** times signs of life restored

**50** Doses of Narcan (Naloxone) administered with **27** lives saved

**36** Trauma injuries (non-MVA), **10** Major Traumas



# COVID-19 RESPONSE DATA



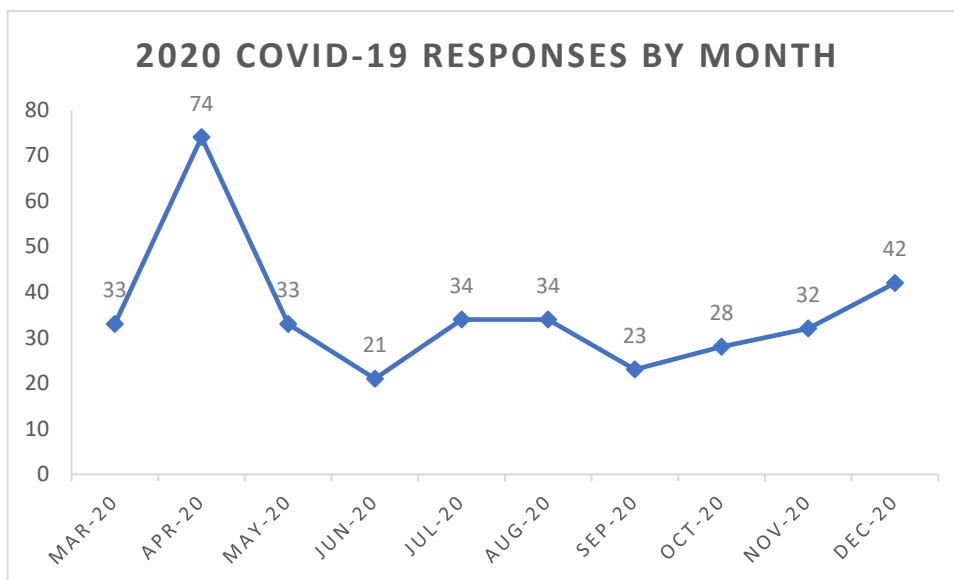
On March 9th, the first COVID-19 case was reported in Louisiana. On Tuesday March 10th, 2020 at 12:13 PM Mandeville Fire/EMS responded to a patient in distress, Incident #: 2020-0001108. This patient was the first COVID-19 positive transported by Mandeville Fire/EMS. On March 11th, Governor John Bell Edwards declares a statewide public health emergency for Louisiana as a result of COVID-19. On March 13th, 2020 at 3:30 PM, Fire Chief Kenneth Moore moved the department to Phase 2 of the Louisiana Crisis Standards of Care Guidelines in Disasters or Contingency phase of operations.

**363** COVID-19 Responses from March 10<sup>th</sup>, 2020 through December 31<sup>st</sup>, 2020

**6.87%** of all responses from March 10<sup>th</sup>, through December 31<sup>st</sup>, 2020 were for COVID-19.

**55** Employees quarantined due to COVID-19 in 2020

**29** Employees tested positive for COVID-19 in 2020





# FIRE PREVENTION AND SAFETY DATA

The Fire Prevention Bureau is responsible for investigating fires, conducting fire safety inspections in businesses, and coordinating the public fire and safety education efforts of the department. Due to COVID-19 Restrictions Inspections and public education were dramatically impacted in 2020:

**267** Business inspections conducted from January through February 2020

**51** Re-inspections completed in November and December 2020

**1,338** Citizens received public fire and or safety education in 2020

**15** Public education events were held. Small events, following all mandated guidelines.

**27** Social media messages per month average for 2020 on Facebook, Twitter & Instagram

**10,319** Social media page followers on Facebook in 2020

**62** Child Safety Seat inspections completed in 2020

**7** Smoke Alarms installed for disadvantaged citizens in 2020

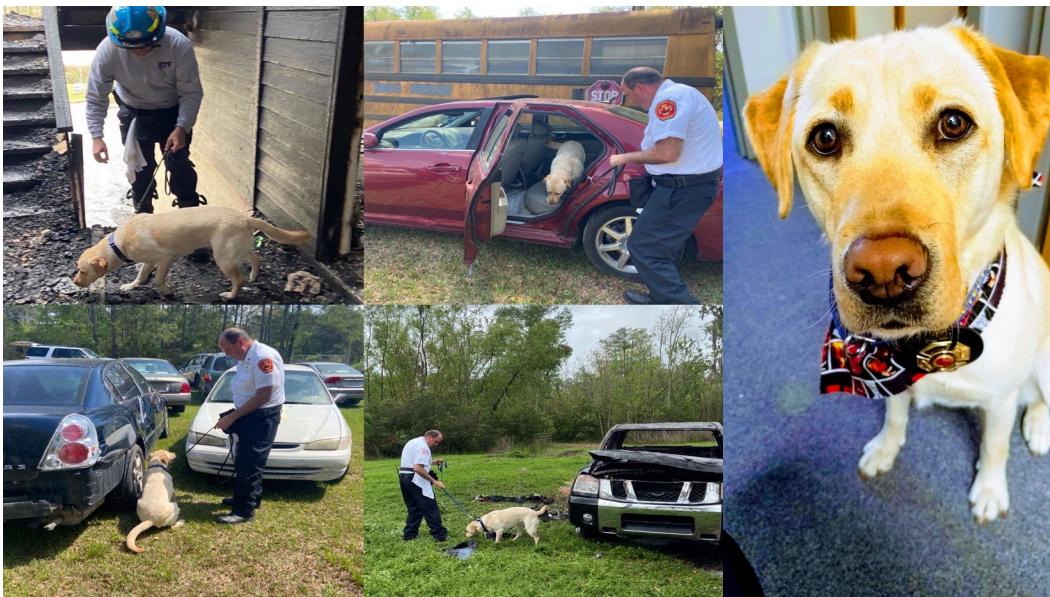
Through a partnership with the Bureau of Alcohol Tobacco Firearms and Explosives, Mandeville Fire/EMS is fortunate to have an Accelerant Detection Canine team as part of our investigation tools. Chief Kaufmann and ATF K9 Sadie are one of 61 such teams across the country. Sadie is trained to detect ignitable liquids commonly used as accelerants in deliberately set fires.

**26** Fire Investigations conducted in 2020

**15** K9 Sadie involved investigations in 2020

**2** investigations that K9 Sadie was involved in culminated in arrests for arson.

**8** Joint investigations conducted by the West St. Tammany Parish Fire Investigation Team



# TRAINING DATA

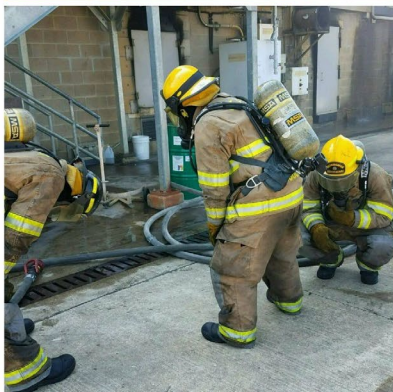
The single most important function of Mandeville Fire/EMS is a timely response to emergencies. The second most important task as a multi-hazard response agency is being prepared for those emergency incidents through continuous, meaningful training. Personnel serving in the operations ranks are subjected to a rigorous training regimen throughout each year in multiple disciplines; some examples include training in fire control, EMS, hazmat, & technical rescue.

**32,891** Total agency training hours for 2020

**116** Total Operations Personnel trained in 2020

**3,391** Total hours of Emergency Medical Services (EMS) agency training in 2020

**748** Total hours of Hazardous Materials (Hazmat) agency training in 2020





# NATURAL DISASTERS

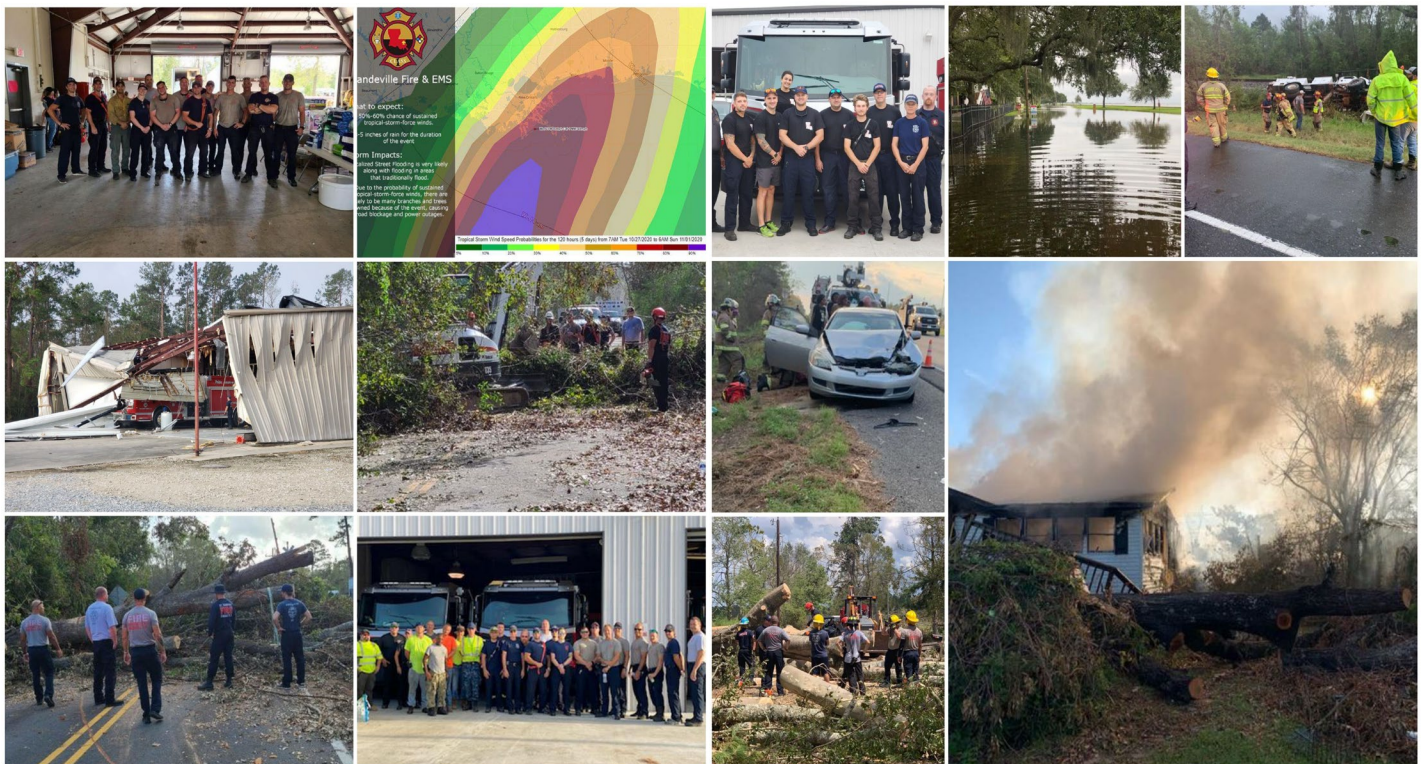
Louisiana faced a record number of Hurricanes in 2020, on top of a 500-year flood in Western St. Tammany and a Global Pandemic. August 29<sup>th</sup>, 2020, Mandeville Fire/EMS, as part of the St. Tammany Emergency Response Team, sent its first deployment of manpower and equipment to DeQuincy, Louisiana in the wake of Hurricane Laura. Mandeville Fire/EMS crews along with other fire districts served multiple deployments providing continues assistance to our neighbors in Western Louisiana. St. Tammany Emergency Response Team's final mission concluded September 28<sup>th</sup>, one month after first deploying. St. Tammany Parish fire departments came together, as one response team, to help those in need after Hurricane Laura.

**8** Named storms threatened the Gulf Coast in 2020

**5** Named storms came ashore in Louisiana in 2020

**97** Responses during Hurricane Zeta Oct 28<sup>th</sup> - Oct 29<sup>th</sup>, 2020

**5** Deployments to Western Louisiana to assist communities impacted by Hurricane Laura



# MESSAGE FROM THE BOARD OF COMMISSIONERS

Wm. H. "Bill" Dobson, Jr.  
Board Chairman

David Lindsey  
Vice-Chairman

Jack Schell  
Commissioner Treasurer

Ambrose Amedee  
Commissioner

Darryl Taylor  
Commissioner

Marlaine Peachey  
Secretary

Dear Citizens of St. Tammany Fire Protection District 4, Mandeville Fire/EMS:

On behalf of our Administrative Staff, our Firefighters and Fire Medics, and our Board of Commissioners, we would like to thank you all for your support of our Fire District. With your backing we are able to provide an exemplary all-hazards service to you our citizens. Additionally, we are able to maintain a Class 1 fire insurance rating, the best rating possible.

We want to thank each and every employee of our Fire District for the outstanding professionalism you display every day in making our District the very best in Louisiana. Additionally, we want to thank Chief Kenneth Moore for the great job he is doing to ensure that we stay the best. We are proud to serve with each and every one of you, an honor that is not taken lightly.

Lastly, we (Our Board of Commissioners), would like to assure the residents of our Fire District, that we will continue to provide our community the very best service possible with the resources available to us, each and every day.

Thank you for your support! May God Bless you all!

Respectfully,



Wm. H. Dobson, CMI, LPI  
Chairman, Board of Commissioners  
St. Tammany Parish Fire District #4