

2014 ANNUAL REPORT

Bonita Springs Fire Control and Rescue District



BONITA SPRINGS *Fire Control and Rescue District*

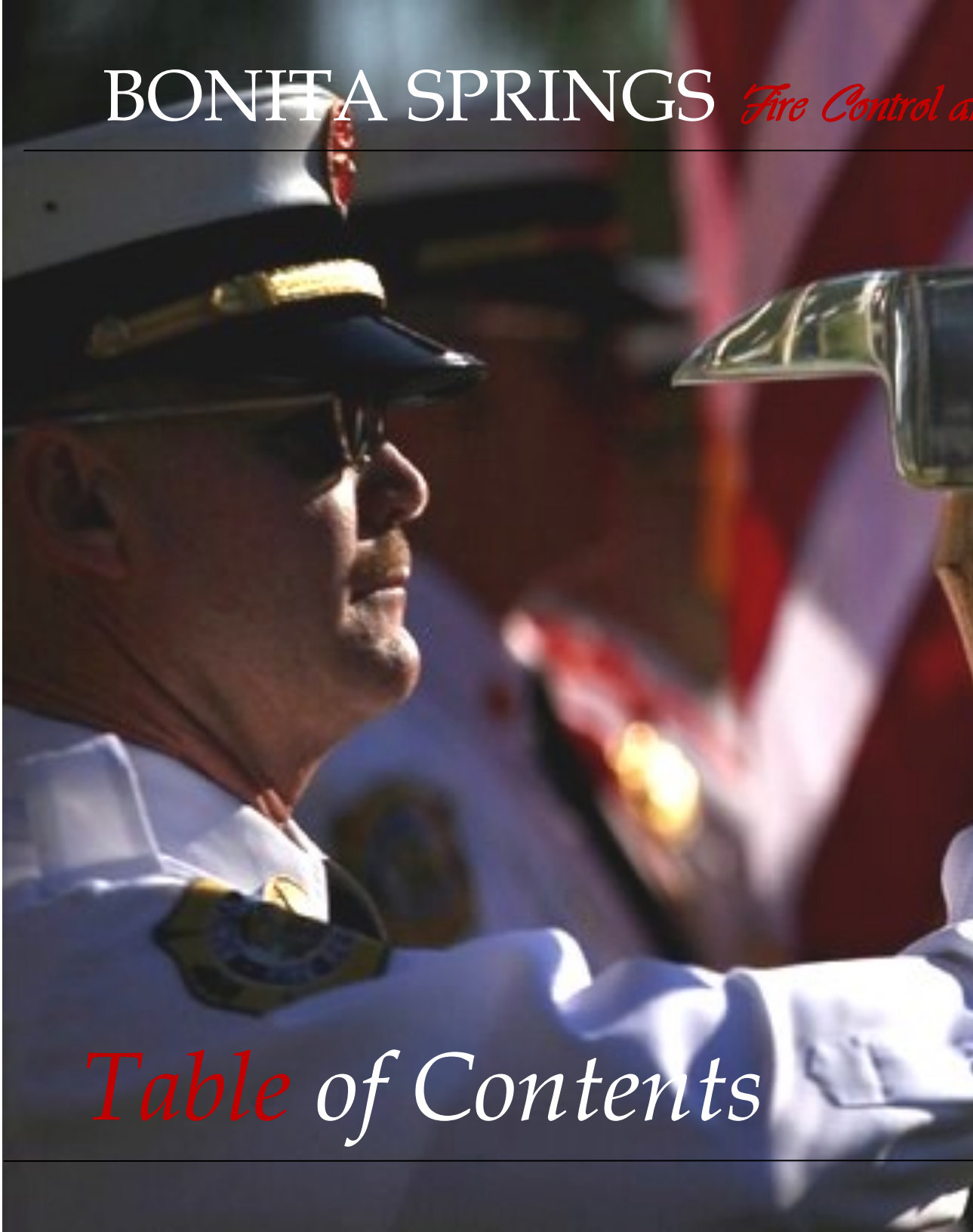


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OUR MISSION

To preserve life and property and promote public safety through strong leadership, management, professionalism and integrity.

OUR CORE VALUES

To Residents:

We owe the residents of Bonita Springs the highest quality service possible, characterized by responsiveness, integrity, and professionalism. We will continually strive for quality improvement.

To The District:

We owe the Bonita Springs Fire Control and Rescue District our full commitment and dedication. We will always look beyond the traditional scope of our individual positions to promote teamwork and organizational effectiveness.

To Each Other:

We owe each other a working environment characterized by trust and respect for the individual, fostering open and honest communication at all levels.

To Ourselves:

We owe ourselves personal and professional growth. We will seek new knowledge and greater challenges and strive to be at the leading edge of our profession.

OUR FOCUS

The District will focus its efforts on responding rapidly and safely to emergencies, providing appropriate interventions, community outreach, and rigorous training to constantly improve our safety, skills, and readiness.

OUR GOALS

Goal 1: All personnel and staff will do their best, enjoy their job, and promote safety for themselves, their co-workers, and the organization.

Goal 2: Develop or improve our organization to effectively administer and manage the resources of the District.

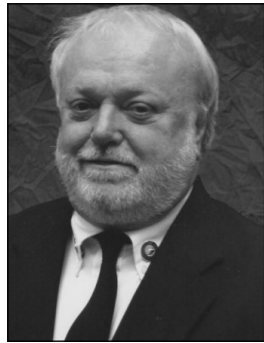
Goal 3: Develop or improve a system for minimizing the impact of fires, disasters, and other emergencies on life and property.

Goal 4: Provide an effective Emergency Medical Service to lessen the morbidity and mortality of the sick or injured.

Goal 5: Provide an effective Fire Prevention and Public Education System to improve the quality of the lives and safety of the citizens we protect.

Fire Chief Joseph V. Daigle

BONITA SPRINGS *Fire Control and Rescue District*



Steve Lohan
Chairman

It is my pleasure to present to you the Bonita Springs Fire Control and Rescue District's Annual Report for 2014. Over the past year, the Board has upheld its moral obligation to protect the interest of the general public, and preserve the continuity of life safety operations.

Your Fire District was responsible for protecting the lives and safety of between 45,000 and 80,000 residents and visitors and the protection of \$7,604,990,226 in taxable property assets during the 2013/14 FY. We have been proactive in fostering change in the organization while maintaining critical levels of service delivery.

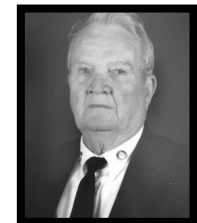
The District saw a property value increase of 2.6% over the previous year. The agency continued to maintain a quality standard of coverage and service, focusing on customer satisfaction and economy of operation.

Within this report, you will see an overview of the operations of the Fire District, outlining key components of the organization which are necessary to fulfill our mission. The actions of the Board are intended to ensure timely, professional, Fire/Rescue emergency response in order to serve the needs of the community.

Steve Lohan,
Chairman
Bonita Springs Fire Board



Lawrence P. Kosilla, Jr.
Vice-Chairman



Fred Forbes
Secretary/Treasurer



James Murphy
Commissioner



Patrick McCourt
Commissioner

Board Members-Service Ended in 2014



Evans Conforti
Vice-Chairman



Edward FitzGerald
Board Member



Frank Liles
Board Member

Fire Commission Board

BONITA SPRINGS *Fire Control and Rescue District*



The Bonita Springs Fire Control and Rescue District embraced significant change, and initiated positive momentum concerning the growing demands for the protection of the lives and property of our citizens. The key focus was multifaceted, which included new leadership, economic environment, and infrastructure challenges.

Three long term Fire Commissioners, Frank Liles, Evans Conforti, and Edward FitzGerald, who served with great distinction, ended their service to the District. Lawrence P. Kosilla, Jr., James Murphy, and Patrick McCourt assumed the aforementioned commissioner seats to lead the Bonita Springs Fire Control and Rescue District's advancement into the future. Other notable leadership roles include the promotion of Gregory DeWitt to Assistant Chief and Richard Scott to Deputy Chief.

For the first time in four years, the economy offered the Bonita Springs Fire Control and Rescue District the opportunity to cover operational/personnel cost for 2013/14 FY; without utilizing reserves the Fire District experienced a 7% increase in call volume while reducing the tax rate by .0005 mils for the 2014/15 budget year.

Additionally, shoring up the current infrastructure and planning for future growth were goals accomplished by replacing obsolete radio equipment, approving the purchase of a new fire apparatus, and acquiring property for future emergency response needs. The Fire Board approved and funded a capital improvement plan to prepare for anticipated infrastructure depreciation and expansion, such as the rebuilding of Station 23, the construction of Station 26, and the apparatus/vehicle replacement program.

A specific notable achievement was our Fire District becoming a Florida State Certified Training Facility. The District, in partnership with Medical Career Institute, hosted two fire academy class in which we achieved a 100% pass rate from the state for all students.

Once again we look forward to continuing progress and the perpetual focus of achieving excellence in the upcoming year. The BSFD will continue to seek the most efficient, effective method of providing emergency response necessary to keep the citizens and visitors of Bonita Springs safe. *As always, don't just call us any time you need help, call us every time you need help, and **WE WILL BE THERE!***

*In Your Service,
Joseph V. Daigle, Fire Chief*

BONITA SPRINGS *Fire Control and Rescue District*



The Bonita Springs Fire Control and Rescue District has taken a proactive stance on fire and life safety education. BSFD invites the public to learn about their Fire District while encouraging them to become more involved in their safety and in the safety of their community.



Community Education & Outreach

BONITA SPRINGS *Fire Control and Rescue District*



"The importance of fire training cannot be overstated, especially in complex hazardous settings," Fire Chief Joseph Daigle said.

In 2014, the Bonita Springs Fire Control and Rescue District unveiled the new Fire Rescue Training Center located at BSFD Station #4 off Bonita Grande Dr. This state certified facility trains Bonita Springs firefighters as well as students that strive to be firefighters in the future. This is the only wood-burning, live fire training facility between Tampa and Miami. The gas fired training area with unique training simulation props are second to none. The District is proud to welcome firefighters from across the state of Florida to the new state of the art training center.



State of the Art Fire Training Center

Operations Division

The District responds to a wide range of emergency incidents, including all types of fires, medical and trauma emergencies, vehicle accidents, special operation incidents, and public service calls.





Overview

The District responded to a wide range of emergency incidents including all types of fires, medical and trauma emergencies, vehicle accidents, special operation incidents, and public service calls. Non-emergency duties included:

- Inspection of apparatus and equipment
- Training
- Public education
- Pre-fire planning
- Fire hydrant maintenance
- Minor repair of equipment
- Maintenance of fire stations
- Physical fitness training

Emergency Medical Services

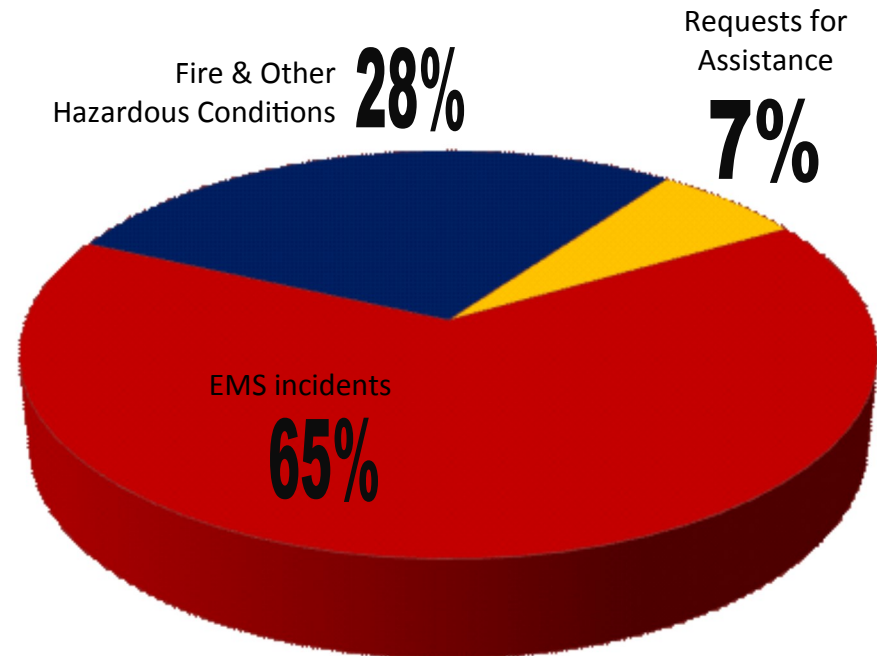
2014 marked the 14th year of providing non-transport advanced life safety emergency medical care. Six units serve Bonita Springs: four engines, one rescue unit, and one ladder truck. All are staffed with firefighters trained as emergency medical technicians and paramedics. In most instances, they are the first to arrive at a medical emergency.

Bonita Springs firefighter/paramedics perform advanced life support procedures such as cardiac monitoring, defibrillation, intubation, I.V., and drug therapy, often before the arrival of a county ambulance. Once a county ambulance arrives, patient care is transferred from firefighter/paramedics to county paramedics and the patient is transported to the hospital.

With the support of the local community and the District's Medical Director, the District feels that it can improve patient care by providing direct patient transport. This would shorten transport time to definitive medical care and streamline service delivery.

As the first step toward achieving this, in 2010, the District applied to the Lee County Board of Commissioners to provide fire-based ambulance transport. The goal is to enable district firefighter/paramedics to begin immediate medical transport instead of waiting for the county ambulance to arrive.

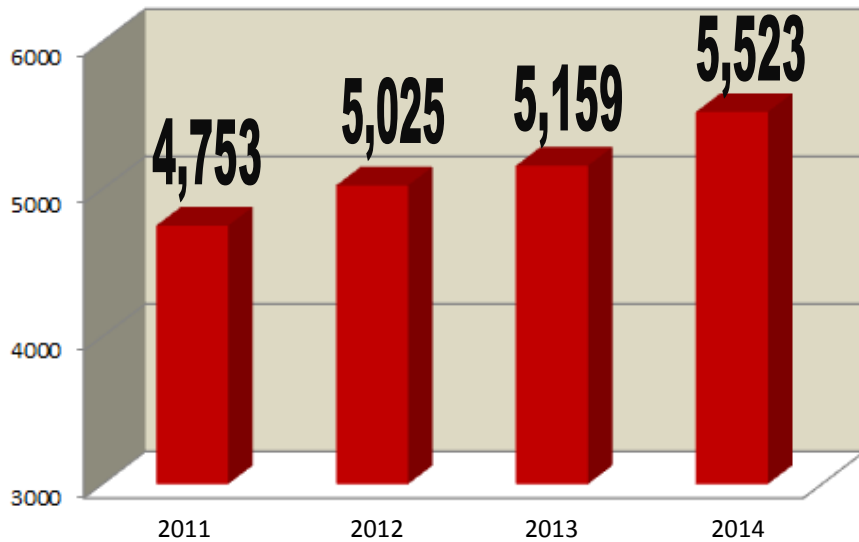
2014 INCIDENTS BY TYPE



2014 Operations



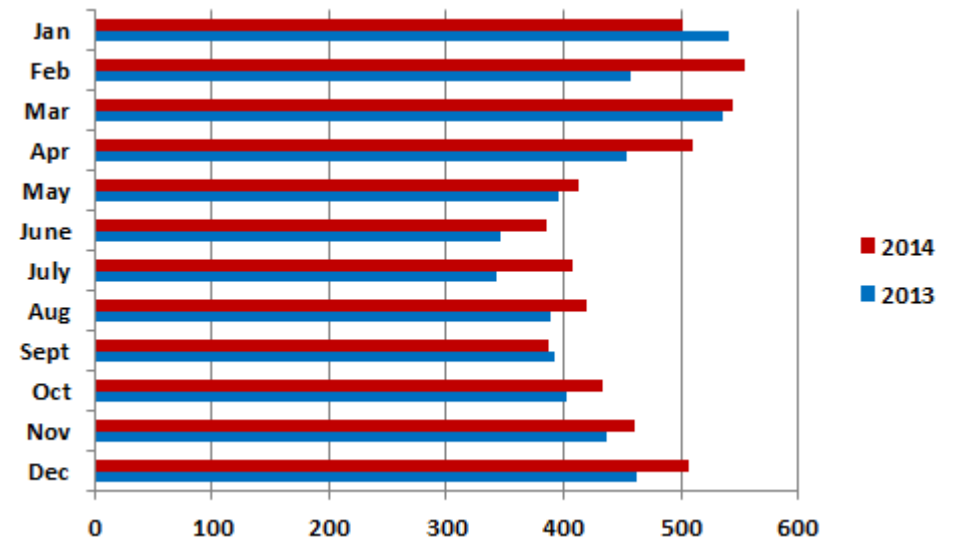
CALLS BY YEAR



Incident Response

During 2014, the District responded to 5,523 incidents, a 7 percent increase compared to 2013. EMS calls totaled 65 percent, fire and other hazardous conditions totaled 28 percent, and request for assistance totaled 7 percent.

MONTHLY RESPONSE PROFILE



Monthly Response Profile

In 2014, the month with the most calls were February, followed by March. The District typically experiences an increase in calls in the winter months when our seasonal residents arrive and visitors vacation in Bonita Springs.

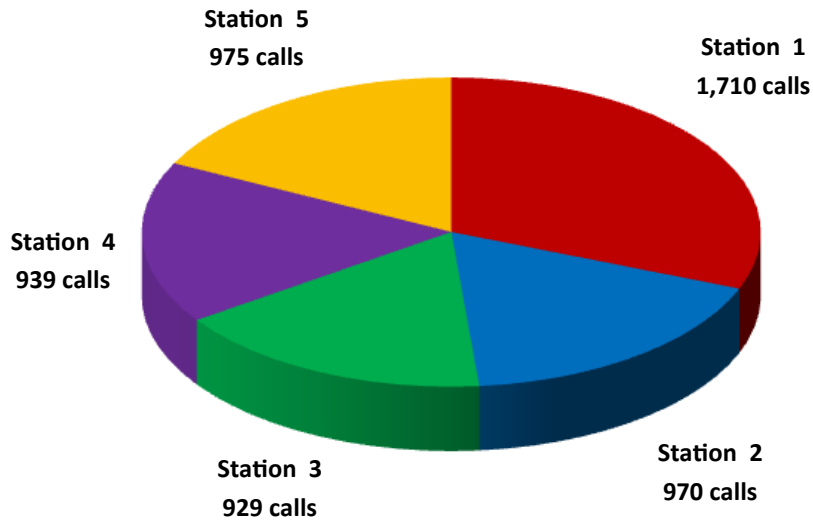
Closest Unit Response

The District completed its fifth year of *Closest Unit Response*, which dispatches the closest unit to an emergency regardless of jurisdiction. Currently, for Bonita Springs, San Carlos Park, and Estero, Closet Unit Response has improved response times in all three districts.

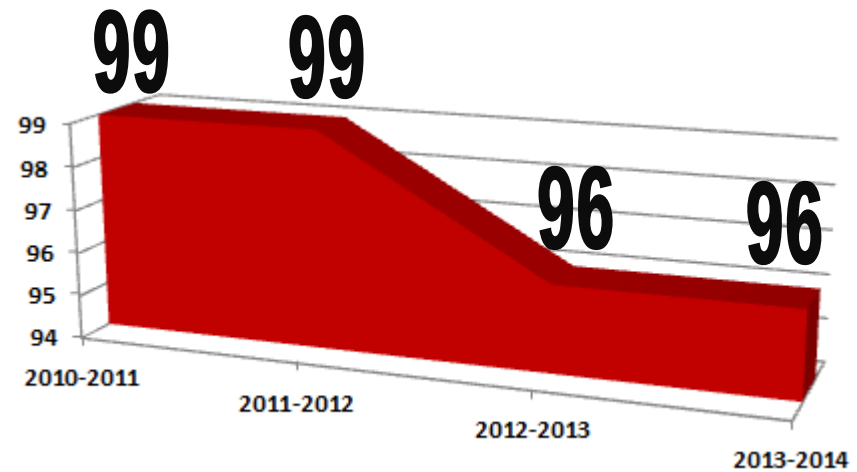
2014 Operations



2014 STATION RESPONSE PROFILE



NUMBER OF EMPLOYEES BY YEAR



Station Locations

Station One: 27490 Old 41 Road, Bonita Springs, FL 34135
Completed in 1984, remodeled in 2007

Station Two: 28055 Mango Drive, Bonita Springs, FL 34134
Completed in 2005

Station Three: 25001 S. Tamiami Trail, Bonita Springs, FL 34135
Completed in 1993, upgraded in 2010

Station Four: 27701 Bonita Grande Drive, Bonita Springs, FL 34135
Completed in 2006

Station Five: 8850 W. Terry Street, Bonita Springs, FL 34135
Completed in 2010

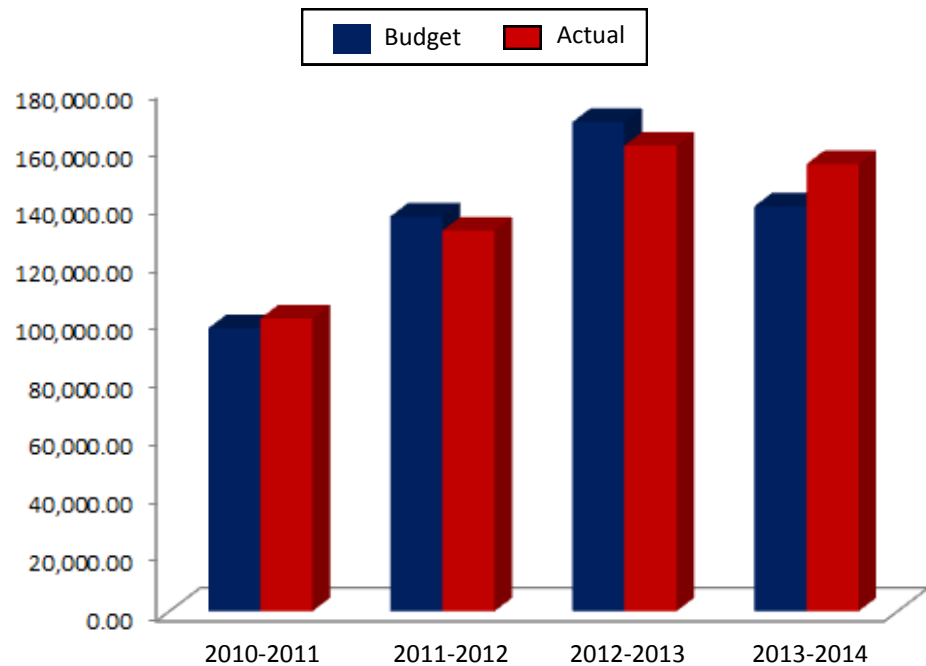
Personnel

In 2014, the Fire Suppression Division provided round-the-clock coverage with 3 shifts staffed by a total of 3 battalion chiefs, 3 training lieutenant/safety officers, 18 lieutenants, and 54 firefighters. Of these 78 fire suppression personnel, 41 are paramedics and 37 are emergency medical technicians. The District had 96 total personnel, plus one part time Director of Technology/Planning position and one Administrative Assistant Temp position.

2014 Operations



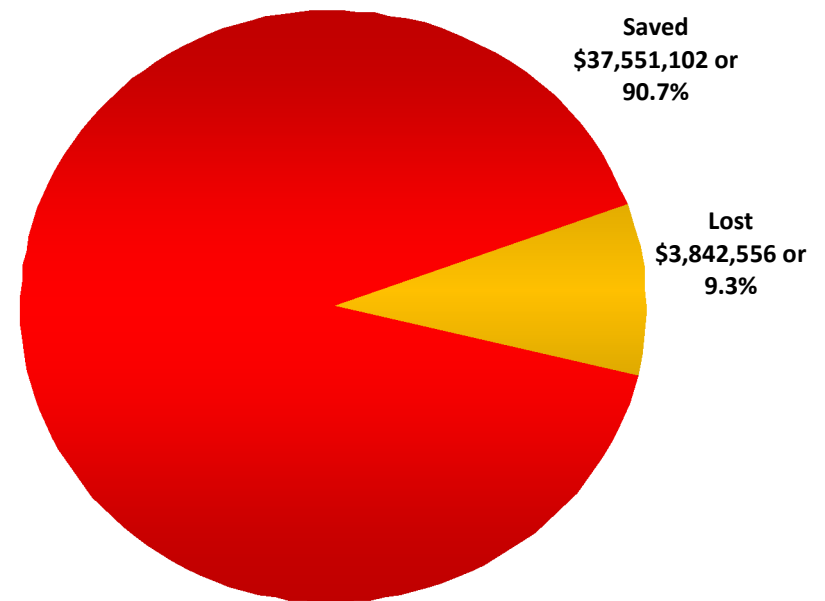
VEHICLE MAINTENANCE COMPARISON



Vehicle Maintenance Comparison

The District's preventative maintenance program has dramatically reduced costs while improving reliability and safety. Relocating maintenance to Station Five has increased efficiency and established a functional maintenance and repair facility. The vehicle maintenance budget for 2013/14 FY was \$139,500, actualizing at \$154,029. Revenue collected was \$62,271.

PROPERTY VALUE SAVED AND LOST



Property Value Saved and Lost

In 2014, rapid intervention by Bonita Springs' firefighters saved over \$37,551,102 of property in immediate fire danger. This is compared to property losses of \$3,842,556. These dollar totals are collected from reporting data on fire emergencies, including structure fires, wildland fires, vehicle fires, and vessel fires.

2014 Operations

Training Division

In 2014, suppression personnel received over 50,816 hours of training in fire suppression, special operations, and advanced life support.





Overview

All personnel received advanced training in medical care, fire suppression, and special operations. The District accumulated over 50,816 hours of fire, special operations, and EMS related training. Classes included but were not limited to:

- Driver operator
- Officer development
- Leadership
- Vehicle extrication
- Air management
- Rapid intervention
- Ventilation
- Live fire
- Enter and search

Training Highlights

Driver Training Recertification Program: The Training Division administered a driver training program in 2014 for all firefighters. It is a complex program that included maintenance, apparatus knowledge, equipment familiarization, emergency and non-emergency driving, and pump operator skill evaluations. The program had two important goals: 1) Determine the readiness of new driver/operators. 2) Ensure department personnel are trained in pump and apparatus operations. The program was a success; all firefighters passed the testing.

Live Fire Training: The live fire training center at Station Four is an important tool when training on interior and exterior fire operations. Personnel from various fire departments throughout Lee and Collier Counties participated in more than 15 days of live fire burns. This totals to over 300 firefighters trained in Bonita Springs' live fire training center.

EMT and Paramedic Training: The District's Medical Director, Dr. A. Rodi, Jr., conducted monthly in-service training sessions to include:

- Cardiac care
- Trauma emergencies
- Pediatric
- Orthopedic injuries
- Respiratory conditions
- Pharmacology

The Training Division conducted monthly instruction and practical evolutions. Along with this, paramedics attend specialized classes in:

- Basic Life Support
- Advanced Cardiac Life Support
- Basic Trauma Life Support
- Advanced Pediatric Life Support

Other programs to maintain competency in their field, such as the Health Stream Interactive Web Based Training System, were utilized. Emergency Medical Providers received their renewal certificates and licenses from the State.

Special Operations/HazMat: In 2014, training in the following disciplines were provided to District personnel:

- Vehicle Extrication/Stabilization
- Water Rescue/Operations
- High and Low Angle Rope Rescue
- Confined Space
- Trench Rescue
- Hazardous Materials

2014 Training

BONITA SPRINGS *Fire Control and Rescue District*



Citizens of the Bonita Springs Fire District,

My name is Dr. Alexander Rodi, Jr. I am the Medical Director for the Bonita Springs Fire District. My duties include training and credentialing your emergency medical technicians (EMTs) and paramedics, reviewing the quality of care your EMTs and paramedics deliver, and establishing and maintaining acceptable practice guidelines which we have developed in conjunction with Lee County Emergency Medical Service.



50,816
Total training hours



Our EMTs and paramedics come from the same training programs as the County's EMTs and paramedics. The difference, and greatest benefit to you, is that our EMTs and paramedics are also firefighters; they have dual certifications in both fire-fighting and medical care.

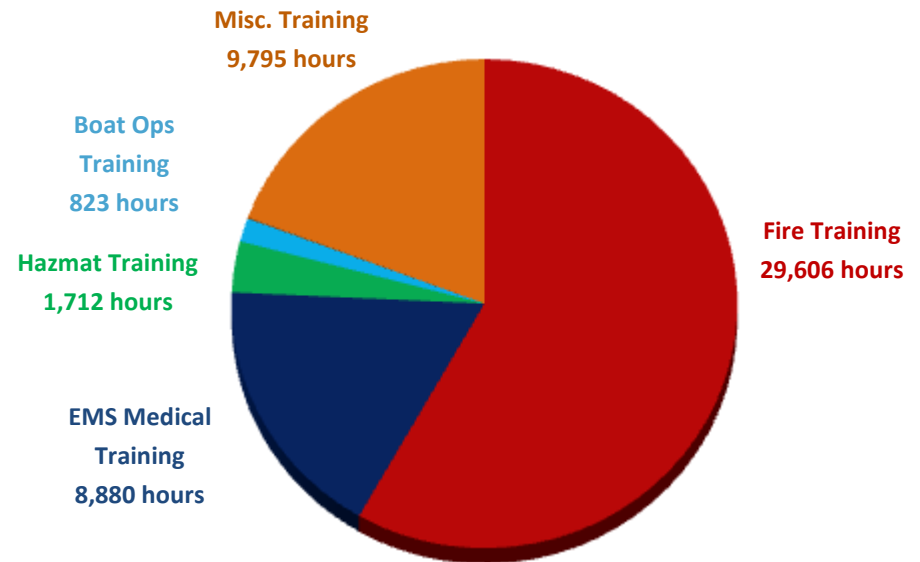
In addition, your paramedics have multiple certifications in trauma care, pediatric care, basic life support, advanced life support, and I provide monthly lectures on various medical issues related to patient care and treatment.

Our EMTs and paramedics are professionals, always striving to be the best in the county. Trained to think outside the box, they use their training and knowledge to deliver the best care possible to the citizens of Bonita Springs.

Since we respond to a large number of medical calls, it is important to understand that time is critical. From initiating a 9-1-1 call for chest pain, to arrival to the hospital, any unnecessary delay can mean the difference between life and death.

Your Fire District strives to provide the very best pre-hospital medical care economically possible. We continue to work toward providing ambulance service on a local level to improve the current level of service and your quality of life.

Dr. Alexander Rodi, Jr.,
Medical Director



2014 Training

Prevention and Public Education Division



The District educates and interacts with an average of 25,000 participants each year through 32 Public Education Programs. During 2014, the District participated in numerous community events, including children's educational events, seasonal festivals, and parades. These events attracted thousands of people and provided the District with a unique opportunity for positive community outreach.

BONITA SPRINGS *Fire Control and Rescue District*



The Fire Prevention Division performs fire inspections, reinspections, and occupancy permit inspections within the community's business districts and multi-family housing complexes. The Division also provides plan review and inspection services for new construction and interior remodeling projects.

Overview

The Fire Prevention Division interacted with developers, builders, architects, engineers, and home owners in the process of applying the Florida Fire Prevention Code to commercial and multi-family residential buildings constructed within the District. The staff performed fire inspections, reinspections, and occupancy permit inspections within the community's business districts and multi-family housing complexes. Plan reviews and inspection services were provided for new construction and interior remodeling projects.

The District was involved with multi-family residential, commercial, and fire protection system permits by conducting plan reviews and fire inspections during construction. New construction inspections assured code compliance of individual components of construction throughout the building process. Staff also inspected the installation of fire alarm and fire sprinkler systems in single-family homes.

Occupancy/New Construction Inspections

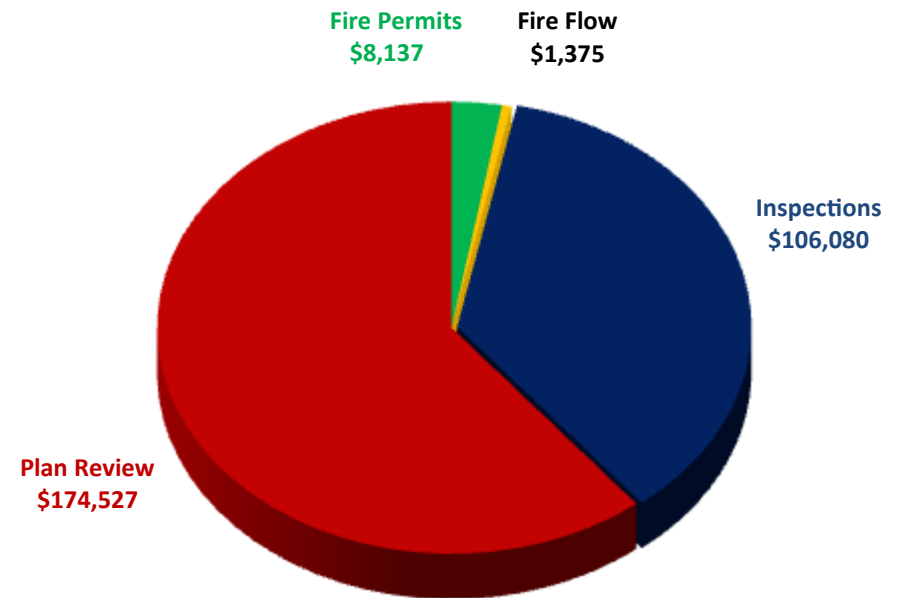
It is our endeavor to provide timely, comprehensive, and accurate inspections for the District. These inspections reduce the potential for fire damage while increasing life safety for building occupants.

New construction inspections assured code compliance of individual components of construction throughout the building process. Examples of components include fire-rated walls, fire sprinkler piping, and liquid propane tanks and piping.

Revenue

Revenue received by the Fire Prevention Division for fire flows, plan review, fire permits, and inspections also include the revenue from our plan reviews for Estero, San Carlos Park, Fort Myers Beach, Iona McGregor, Lehigh Acres and South Trail Fire Districts. The District received \$290,119 of revenue for fire flow, inspections, plan review, and fire permits. This is an increase of \$52,832 from 2013.

2014 FIRE PREVENTION



2014 Fire Prevention

BONITA SPRINGS *Fire Control and Rescue District*



Plan Review and Permitting

The number of plan reviews increased 5% in 2014.

Total plan reviews by Fire District: 1,854

- Bonita Springs plan reviews: 859
- Estero plan reviews: 332
- Fort Myers Beach plan reviews: 174
- Iona McGregor plan reviews: 241
- Lehigh Acres plan reviews: 74
- San Carlos Park plan reviews: 174
- South Trail plan reviews: 0

The Fire Prevention Division performs plan review for all permits issued, including multi-family residential, commercial buildings, fire protection systems, and hazards. The District also issues a permit for fire protection systems and hazards, and conducts ongoing inspections during construction.

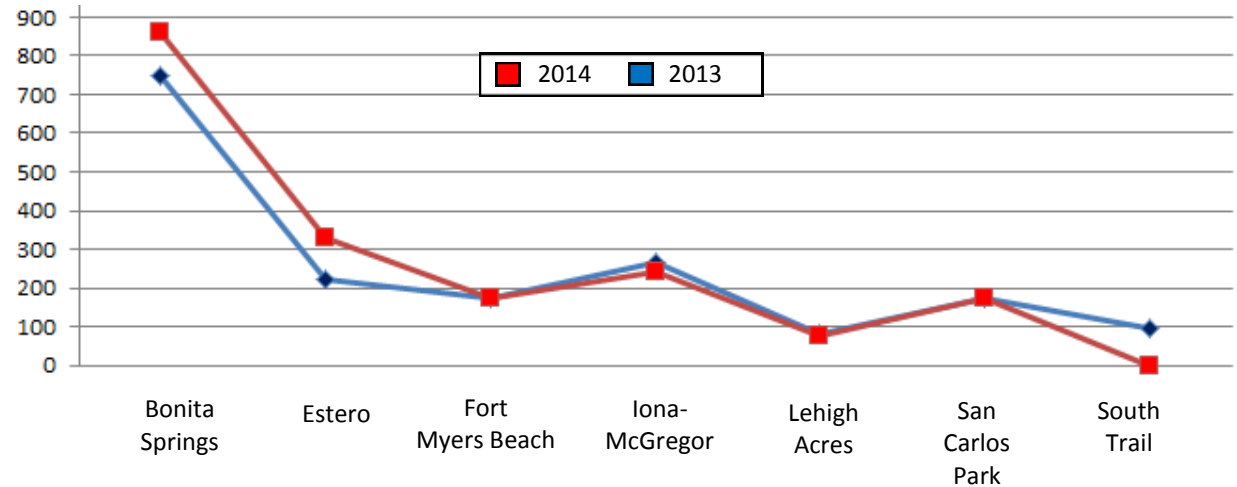
Plans are reviewed through an inter-local agreement with the City of Bonita Springs, Estero, San Carlos Park, South Trail, Iona-McGregor, Lehigh Acres, and Fort Myers Beach to ensure fire code compliance prior to issuing a building permit. An agreement between Lee County and the District was established in 1980 for plan review.

4,735 Total Inspections

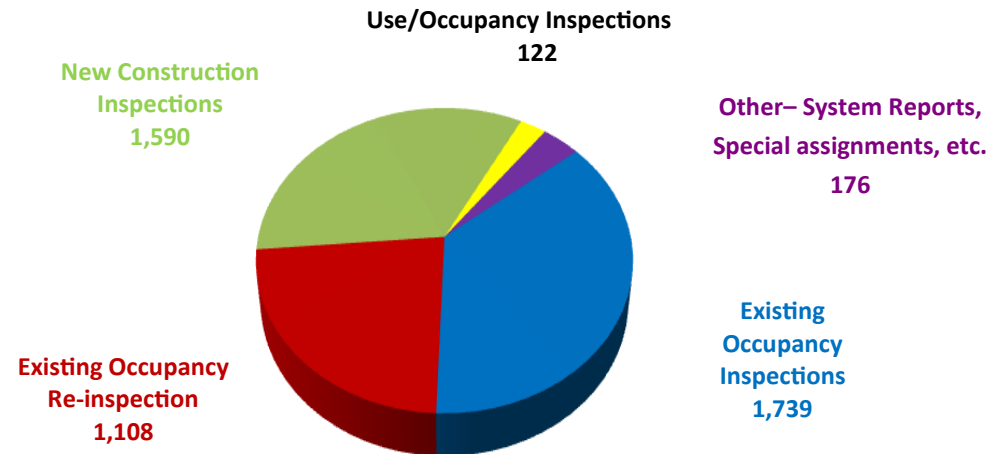
In 2014, the following was conducted:

- 1,739 existing occupancies were inspected.
- 1,590 new construction inspections were completed.
- 1,108 occupancies were reinspected.
- 176 other— system reports, special assignments, etc.
- 122 use/occupancy inspections were conducted.

PLAN REVIEW



INSPECTIONS AND RE-INSPECTIONS



2014 Fire Prevention



Fire and Life Safety Education

The District educates or interacts with an average of 25,000 participants each year through 32 Public Education Programs. During 2014, the District participated in numerous community events, including children's educational events, seasonal festivals, and parades. These events attracted thousands of people and provided the District with a unique opportunity for positive community outreach.

CPR Classes

The District believes what you learn today could save a life tomorrow. This is why it offers classes to prepare individuals to perform CPR on adults, children and infants. While the classes are offered to residents and nonresidents, Bonita Springs residents pay half price. The American Heart Association curriculum covers treatment for choking victims and instruction on how to use an automated external defibrillator (AED). These classes are offered twice per month to maximize the number of participants the District can educate.

Victim Assistance Program

Fourteen years ago, the District realized a need that wasn't fully met on emergency scenes – emotional first aid. This program delivers additional support to victims beyond the emergency response, such as coordinating with the American Red Cross and other agencies for assistance with lodging, clothing, food, and emotional first aid.

Child Car Seat Inspection and Installation

Under the instruction of the Lee County Safe Kids Coalition, the Bonita Springs Fire District became certified in 2008 to safely install child restraint seats. The Fire District also provides car seats to families in need for a small donation. On average, 90 families received car seat installation assistance in 2014.

SAFE Home Project

2014 marked the 19th year of the Smoke Alarms For Every (SAFE) Home. By raising funds throughout the year, free smoke alarms are distributed to families in need.

Community Emergency Response Team

The Bonita Springs Fire District began offering the Community Emergency Response Team (CERT) class program in 2007. In 2014, there were over 200 members on the team. Participants are instructed in Disaster Preparedness, Fire Safety, Extinguisher Training, Disaster Medical Operations, Search and Rescue, Disaster Psychology, and Disaster Simulations. The Basic Training course consists of a total of 16 hours of instruction.

Media Relations

The Department's Public Information Program continued to enjoy an exceptional relationship with the media. The media served as a valuable vehicle for bolstering the community's knowledge of the District's events, safety presentations and classes, and informing residents of hazards in their neighborhood, such as wildfires.

Educational Programs for the Community

The District continued its educational programs for the community in 2014 by offering fire and life safety presentation topics such as:

- Fire exhibition
- Safe babysitting
- Fire extinguisher
- Water/pool safety
- Fire station tours
- Fire safety puppet shows
- General home and office fire safety
- Fire and life safety lessons for children
- Severe weather education
- Fire station open houses

2014 Public Education

FIRE, HAZARDS, & MEDICAL EMERGENCIES

THE NUMBERS

Bonita Springs Fire Control and Rescue District provides our citizens with cutting-edge fire suppression and life safety capabilities. Our ISO rating of three puts the district in the top three percent of the best fire departments in the country. Our firefighters have the best training and equipment available and continually strive to provide unparalleled service to our citizens, saving lives and property.

RESCUE & EMS MEDICAL SERVICE INCIDENTS	2011	2012	2013	2014
Rescue, EMS incident, other	42	20	313	254
Medical assist, assist EMS crew	352	354	250	311
EMS call, excluding vehicle accident with injuries	2,480	2,719	2,572	2,709
Motor vehicle accident with injuries	124	100	110	108
Motor vehicle vs. pedestrian accident	22	14	17	16
Motor vehicle accident with no injuries	148	134	147	177
Lock-in	1	1	0	0
Search for person in water	1	6	1	2
Extrication of victims from vehicle/other	1	1	5	1
Removal of victims from stalled elevator	2	10	4	10
High-angle rescue	1	0	0	1
Swimming/recreational water areas rescue	0	0	1	1
Swift water rescue	0	1	0	0
Watercraft rescue	1	5	2	5
Rescue or EMS standby	0	1	0	0
Sub-total	3,175	3,366	3,422	3,595

2014 Incident Response in Bonita Springs

+7%
Increase in incident response

In 2014, the District responded to 5,523 incidents, a 7% increase from 2013.

-3%
Decrease in fire incidents

Fire incidents: 130 incidents, a 3% decrease from 2013.

+5%
Increase in EMS incidents

EMS incidents: 3,595 incidents, a 5% increase from 2013.



Notable Quotes of 2014

Consolidating EMS transport service and fire medical response under one agency provides a continuity of care for the patient and enhances the efficiency of emergency response for the citizens.

"That's what is going to be in the best interest for the future of the citizens of Bonita Springs," Commissioner Murphy said.

FIRE	2011	2012	2013	2014
Fire, other	2	6	11	4
Building fire	15	16	24	27
Fires in structures other than a building	2	0	3	3
Cooking fire, confined to container	12	10	15	10
Incinerator, fuel burner/broiler malfunction, fire	1	1	1	0
Trash or rubbish fire, contained	2	3	2	2
Fire in mobile home used as a fixed residence	1	2	5	2
Fire in portable building, fixed location	1	0	1	0
Mobile property (vehicle) fire, other	1	3	1	2
Passenger vehicle fire	13	7	14	11
Road freight or transport vehicle fire	3	3	1	3
Water vehicle fire	2	1	0	1
Off-road vehicle or heavy equipment fire	1	2	1	1
Camper or recreational vehicle (RV) fire	0	1	0	0
Natural vegetation fire, other	6	10	4	7
Forest, woods, or wildland fire	39	17	3	14
Brush, brush and grass, mixture fire	24	25	16	13
Grass fire	10	8	9	8
Outside dumpster, trash receptacle, rubbish, trash fire, other	5	25	17	15
Outside stationary compactor/compacted	0	1	4	1
Special outside fire, other	1	4	1	3
Outside equipment fire, outside gas or vapor explosion	3	5	2	3
Sub-total	157	150	135	130

BONITA SPRINGS *Fire Control and Rescue District*



RUPTURE, EXPLOSION, OVERHEATED	2011	2012	2013	2014
Overpressure rupture of steam pipe; explosion (no fire)	1	0	1	1
Overpressure rupture from air or gas, other	0	3	0	1
Excessive heat, scorch burns, with no ignition	2	1	1	2
Sub-total	3	4	2	4

HAZARDOUS CONDITION	2011	2012	2013	2014
Hazardous conditions, other	3	0	3	4
Gasoline or other flammable liquid spill	6	7	11	7
Gas leak, natural or (LPG)	4	8	8	7
Oil, toxic chemical, or other combustible liquid spill	2	1	2	1
Chemical hazard, no spill or leak	2	0	1	0
Chemical spill or leak	1	1	1	3
Carbon monoxide incident	3	1	2	0
Combustible/flammable gas/liquid condition	0	0	0	1
Electrical wiring/equipment problem, short-circuit	6	7	12	11
Overheated motor	6	3	1	0
Breakdown of light ballast	2	0	0	0
Power line down	9	6	8	8
Arcing, shorted electrical equipment	30	15	13	28
Biological hazard, confirmed or suspected	0	2	0	0
Building or structure weakened or collapsed	1	0	0	0
Vehicle accident, general cleanup, potential accident	3	4	3	4
Attempt to burn	0	0	1	0
Explosive removal	0	1	0	0
Sub-total	78	56	66	74

*We think like you think,
time is important.*

A few minutes can mean the difference between life and death. Your Fire District strives to be on scene in less than six minutes from the time we receive the call.

Approximately 79.7% of our overall emergency and non-emergency incident responses were reached in six minutes or less in 2014. **Our overall average response time for all incidents was 05:27.**



Approximately 87.3% of our emergency and non-emergency medical incident responses were reached in six minutes or less in 2014. **Our overall average response time for all medical calls was 05:01.**



Approximately 64.7% of our emergency and non-emergency fire incident responses were reached in six minutes or less by the first due unit in 2014. **Our overall average response time for all fire calls was 06:33.** This was due to mutual or auto aid requests/calls out of the District.



BONITA SPRINGS *Fire Control and Rescue District*



SERVICE CALL	2011	2012	2013	2014
Service call, other	7	10	7	7
Person in distress, other	13	12	15	9
Lock-out	4	1	5	9
Ring or jewelry removal	1	1	0	0
Water problem, other	2	1	0	1
Water evacuation	0	0	0	1
Water or steam leak	2	3	2	6
Smoke or odor investigation, removal	24	44	29	45
Animal problem, other	0	0	0	0
Animal rescue	0	0	0	6
Public service assistance, other	68	67	70	76
Assist police or other governmental agency	6	4	3	8
Police matter	1	0	2	2
Public service	53	33	51	60
Assist invalid	57	71	80	132
Defective elevator, no occupants	5	6	6	4
Unauthorized burning	7	10	11	3
Cover assignment, standby, move-up	1	1	0	0
Sub-total	251	264	281	369

SPECIAL INCIDENT TYPE	2011	2012	2013	2014
Special type of incident, other	0	3	1	2
Citizen complaint	0	2	3	0
Sub-total	0	5	4	2

Notable Quotes of 2014

"We try to get the community involved as much as we can — especially the children," Public Education Specialist Natalie Hughes said shortly after leading a Q&A with the kids that featured a firefighter outfitted in full gear. "If we can get the kids interested in the gear, it makes them more comfortable and allows them to see the firefighters as real people. It takes the fear factor out and helps them to understand that firefighters are their friends and are there to help them."

- John Osborne with Naples Daily News, April 2014

BONITA SPRINGS *Fire Control and Rescue District*



FALSE ALARM AND FALSE CALL	2011	2012	2013	2014
False alarm or false call, other	54	93	70	61
False alarm/no response, fire alarm	11	23	34	30
Malicious, mischievous false call, other	7	6	5	6
Municipal alarm system, malicious false call	1	2	2	2
Central station, malicious false alarm	3	0	3	0
Local alarm system, malicious false alarm	3	3	3	1
Bomb scare, no bomb	0	0	0	1
System malfunction, other	22	34	24	26
Sprinkler activation due to malfunction	1	6	0	4
Extinguishing system activation due to malfunction	1	0	0	1
Smoke detector activation due to malfunction	45	29	32	45
Heat detector activation due to malfunction	1	1	1	0
Alarm system activation due to malfunction	74	63	69	72
Carbon monoxide detector activation due to malfunction	2	2	1	2
Unintentional transmission of alarm, other	30	19	12	24
Sprinkler activation, no fire	5	3	8	5
Extinguishing system activation	0	0	0	1
Smoke detector activation, no fire	32	32	26	41
Detector activation, no fire	16	15	7	18
Alarm system activation, no fire	91	95	93	86
Sub-total	399	426	390	426

2014 Aid Responses Given and Received

<i>145</i>	145 auto-aid responses were given to Estero Fire-Rescue.
<i>28</i>	28 auto-aid responses was received from Estero Fire-Rescue.
<i>19</i>	19 mutual-aid responses were given to North Naples Fire.
<i>0</i>	0 mutual-aid response was received from North Naples Fire.
<i>4</i>	4 auto-aid responses were given to Fort Myers Beach Fire.
<i>4</i>	4 auto-aid responses was received from Fort Myers Beach Fire.
<i>182/34</i>	Bonita Springs Fire responded to 182 mutual or auto aid requests and had 34 responses from others Fire Districts.

BONITA SPRINGS *Fire Control and Rescue District*



GOOD INTENT CALL	2011	2012	2013	2014
Good intent call, other	28	20	25	34
Dispatched and cancelled en-route	279	312	373	357
Dispatched and cancelled on-scene	291	330	391	447
Fire units sent to wrong location	1	4	1	3
No incident found on arrival at dispatch location	72	69	57	73
Prescribed fire	0	1	0	0
Authorized controlled burning	3	3	0	1
Smoke scare, odor of smoke	5	8	5	4
Steam, vapor, fog or dust thought to be smoke	4	4	2	2
Smoke from barbecue, tar kettle	2	1	2	0
EMS call, party transported by non-fire	3	0	0	2
Hazardous materials release investigation with no hazardous materials	1	1	2	0
Sub-total	689	753	858	923

SEVERE WEATHER AND NATURAL DISASTER	2011	2012	2013	2014
Severe weather or natural disaster, other	0	1	0	0
Wind storm, tornado/hurricane assessment	0	0	0	0
Lightning strike (no fire)	1	0	1	0
Sub-total	1	1	1	0
GRAND TOTAL	4,753	5,025	5,159	5,523

Notable Quotes of 2014

June 4, 2014

Dear Chief Daigle,

How can I possibly say thank you for saving my life? There are absolutely no words to express my gratitude to you all.

As we've done in the past, my husband and I came to the Bonita Springs/Naples area for a relaxing Memorial Day weekend, staying at the nearby Hilton Homewood Suites in Bonita Springs. Very early Sunday morning, May 25, I stopped breathing, and hotel personnel assisted my extremely distraught husband in contacting emergency assistance.

While I never saw them, it is my understanding that four amazing, expert firefighter paramedics were dispatched to my aid. From the very first moment of their quick response and arrival at the hotel, they went into high gear and did their jobs so perfectly and, ultimately saved my life. Their education in emergency medical care, as well as their professionalism, has brought me to where I am today, just a week later, alive and doing well. I've been told what happened that morning and I'm aware of all these men did for me, all while offering comfort and reassurance to my husband. My heart stops just thinking about it, and I'm just so overwhelmed with gratitude and love. And how proud you must be of these wonderful individuals!

These most amazing men were angels on my shoulders that day and thoughts of them will remain in my heart forever.

My family and I can't thank you all enough, except to say thank you, thank you all for giving me back my life. My gift to you all –my everlasting love, and heartfelt gratitude and appreciation. You all were there when I needed you most. My thoughts and prayers are with you all, today and every day.

Very truly yours,

Joan Guensch