

# 2018

# ANNUAL REPORT

~ Department Values ~

RESPECT — EMBRACE — ACCOUNTABILITY — PROACTIVE



*“To accomplish great things, we must not only act, but also dream; not only plan, but also believe.”*

~ Anatole France



# HARKER HEIGHTS FIRE DEPARTMENT



***Mission Statement:***

*The Harker Heights Fire Department will provide, with care and concern, the highest quality Fire/Rescue/EMS care and service to all persons for whom the City of Harker Heights is responsible.*

## ***A Message From Fire Chief Paul D. Sims***



We are proud to produce our annual report for you to be informed about your local fire department and to also provide another level of transparency to our citizens.

This past fiscal year was the busiest our department has encountered, potentially in our organizational history. While our calls for service did see a slight increase over previous years, it was primarily due to the various projects that were identified for us to complete during this fiscal year. To put it plainly:

- In complete coordination with our Parks and Recreation Department, we opened our evacuation shelter to host up to 100 people from Brazoria County during Hurricane Harvey.
- Central Fire Station remodel and held a Grand Re-opening Ceremony.
- Provided enhanced training for current shift commanders to include Incident Command training, improved decision making processes, and advanced communication practices.
- Creation of new Battalion Chief of Operations roles, responsibilities and expectations.
- Implementation of new Battalion Chief of Training and the necessary job requirements as well as the corresponding expectations.
- Update of departmental uniform standards.
- Enhanced Driver/Operator promotional testing process.
- Enhanced Lieutenant promotional process to include a written exam and assessment center.
- Create a Battalion Chief promotional process to include a written exam and assessment center.
- Held three promotional exams and assessment centers for Driver/Operator, Lieutenant and Battalion Chief.
- Promoted nine new personnel and reclassified four additional personnel to new titles.
- Addition of new administrative utility vehicle that will serve various areas throughout the department.
- Creation and implementation of new Phase Training Program used to train probationary firefighters during their first 12 months on the job.

As you can see, it was a very challenging year and our personnel truly handled everything in the most efficient and professional manner possible. We look forward to what lies ahead in the year to come and will continue to live out our mission.

***Paul D. Sims***

Fire Chief/EMC



**HARKER HEIGHTS  
FIRE DEPARTMENT**

**ADMINISTRATION / CENTRAL STATION**

**401 INDIAN TRAIL**

**HARKER HEIGHTS, TEXAS 76548**

**(254) 699-2688**

**[FireDept@ci.harker-heights.tx.us](mailto:FireDept@ci.harker-heights.tx.us)**

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# A-Shift



**Battalion Chief Rick Whalen** has been with the department since November 1998. He is a certified Instructor II, Advanced Firefighter, Paramedic, Driver Operator-Pumper and Fire Officer II.



**LT. Mercado, Martin**



**D/O Sprouse, Damon**



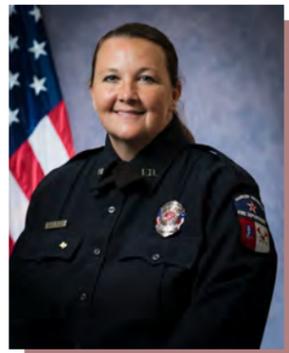
**D/O Lewis, Justin**



**D/O Combs, Anthony**



**Rochford, Kevin**



**Mozek, Kellie**



**Simpson, Austin**



**Caraway, Johnny**



**Elliott, Justin**



**McKean, Jason**



**Moore, Jason**



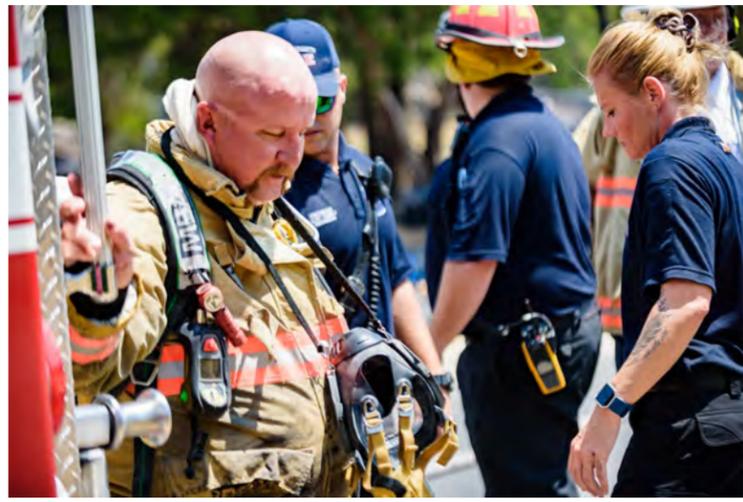
**Gutz, Jonathan**

## A-Shift Fire Responses

Type of Incident	Total Number	% of Department
Fire	40	32.79%
Rescue & EMS	326	29.48%
Hazardous Conditions (No fire)	29	39.19%
Service Call	42	32.56%
Good Intent Call	190	39.50%
False Alarm & False Call	34	31.38%
<b>Total</b>	<b>661</b>	<b>32.53%</b>

## A-Shift EMS Outcome Summary

	Total	% of Department
Cancelled (No Patient Contact)	14	29.79%
Cancelled (Prior to Arrival at Scene)	21	36.21%
Cancelled on Scene/No Patient Found	31	34.44%
Patient Dead on Scene - No Resuscitation Attempted (Without Transport)	12	46.15%
Patient Dead on Scene - Resuscitation Attempted (Without Transport)	8	47.06%
Patient Evaluated, No Treatment/Transport Required	191	42.07%
Patient Refused Evaluation/Care (Without Transport)	134	38.29%
Patient Treated, Released (AMA)	41	12.35%
Patient Treated, Transferred Care to Another EMS Professional	3	37.50%
Patient Treated, Transported by Law Enforcement	5	50.00%
Transported Lights/Siren	25	26.88%
Transported No Lights/Siren	759	33.42%
<b>Total</b>	<b>1,244</b>	<b>33.11%</b>



# B-Shift



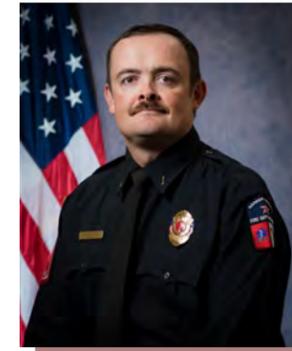
**Battalion Chief David Ayer** has been with the department since November 1998. He is a certified wildland firefighter, Instructor II, Advanced Firefighter and a Paramedic.

## B-Shift Fire Responses

Type of Incident	Total Number	% of Department
Fire	49	40.16%
Explosion	2	33.33%
Rescue & EMS	432	39.06%
Hazardous Conditions (No fire)	26	35.16%
Service Call	54	41.86%
Good Intent Call	168	34.93%
False Alarm & False Call	42	38.89%
Special Type	2	33.33%
<b>Total</b>	<b>775</b>	<b>38.14%</b>

## B-Shift EMS Outcome Summary

	Total	% of Department
Cancelled (No Patient Contact)	11	23.40%
Cancelled (Prior to Arrival at Scene)	15	25.86%
Cancelled on Scene/No Patient Found	33	36.67%
Patient Dead on Scene - No Resuscitation Attempted (Without Transport)	8	30.77%
Patient Dead on Scene - Resuscitation Attempted (Without Transport)	3	17.65%
Patient Evaluated, No Treatment/Transport Required	114	25.11%
Patient Refused Evaluation/Care (Without Transport)	118	33.71%
Patient Treated, Released (AMA)	169	50.90%
Patient Treated, Transferred Care to Another EMS Professional	2	25%
Patient Treated, Transported by Law Enforcement	2	20%
Transported Lights/Siren	34	36.56%
Transported No Lights/Siren	768	33.82%
<b>Total</b>	<b>1,277</b>	<b>33.99%</b>



**LT. Truitt, Matthew**



**LT. Gandara, Ray**



**D/O Hogan, Matt**



**D/O Newman, Cody**



**D/O Chudej, Clint**



**Forwood, David**



**Myers, James**



**Gauthier, Zachary**



**Baugh, Casey**



**Jimenez, Mandy**



**Pavelka, Tyler**





# C-Shift



**Battalion Chief Jimmy Carson** has been with the department since October 1988. He is a certified HAZMAT Technician, Wildland Firefighter, Advanced Firefighter, Instructor II, Fire Inspector and Paramedic.



**LT. Dunnam, Aaron**



**LT. Cardona, Jacob**



**D/O Elvidge, Walter**



**D/O Leighman, Megan**



**West, Ben**



**Licavoli, Mike**



**Fernandez, Rene**



**Clopton, Jordan**



**Kiefer, Stuart**



**Byrne, Joseph**



**Brummett, Charles**



## C-Shift Fire Responses

Type of Incident	Total Number	% of Department
Fire	33	27.05%
Explosion	4	66.67%
Rescue & EMS	348	31.46%
Hazardous Conditions (No Fire)	19	25.68%
Service Call	33	25.58%
Good Intent Call	123	25.57%
False Alarm & False Call	32	29.63%
Special Type	4	66.67%
<b>Total</b>	<b>596</b>	<b>29.33%</b>

## C-Shift EMS Outcome Summary

	Total	% of Department
Cancelled (No Patient Contact)	22	46.81%
Cancelled (Prior to Arrival at Scene)	22	37.93%
Cancelled on Scene/No Patient Found	26	28.89%
Patient Dead on Scene - No Resuscitation Attempted	6	23.08%
Patient Dead on Scene - Resuscitation Attempted (Without)	6	35.29%
Patient Evaluated, No Treatment/Transport Required	149	32.82%
Patient Refused Evaluation/Care (Without Transport)	98	28%
Patient Treated, Released (AMA)	122	36.75%
Patient Treated, Transferred Care to Another EMS Profes-	3	37.50%
Patient Treated, Transported by Law Enforcement	3	30%
Standby - Public Safety, Fire, or EMS Operational Support	1	
Transported Lights/Siren	34	36.56%
Transported No Lights/Siren	744	32.76%
<b>Total</b>	<b>1,236</b>	<b>32.90%</b>



Engine 1 is a 2014 Ferrara MVP Pumper Truck. It can store up to 750 gallons of water and pump 2000 gallons per minute. It carries up to 768 cubic feet of equipment. The truck is approximately 34' long and 10' in height.

Quint 2 is a 2005 E-One 75ft Typhoon Ladder Truck. It can store 360 gallons of water and pump 2000 gallons per minute.



Our ambulances have a patient carrying capacity of 2 people, but can be increased if needed. Medic 1 is equipped with powerlift stretcher, As a Medical Intensive Care Unit (MICU). We are prepared to treat/stabilize and transport patients in almost any medical emergency.

**Feature Equipment:**

- Video Laryngoscopy - Digital video that assists in airway management
- Lifepak 15 - State of the art mobile cardiac monitoring system
- Doppler - Detects fetal heartbeats and peripheral arterial blood flow.

**Medic 1- 2016 Dodge 4500**

**Medic 2 - 2012 Dodge 4500**

**Medic 3 - 2009 Dodge 4500**





**Brush Truck 1 — 2016 Ford F550.**

**Brush Truck 2 — 2007 Ford F550**



Brush Trucks are designed to move quickly through areas that other fire apparatuses cannot. They can store up to 400 gallons of water and can be used for light rescue, initial attack or medical support.

Our trucks are also equipped with a remote controlled nozzle, which enables the vehicle to fight fire on the move.





**Central Station**



**401 Indian Trail**

**Harker Heights, TX 76548**

**254-699-2688**

**Admin Office Hours**

**Mon-Fri**

**8 am—5 pm**

## Station # 2



**3207 Stillhouse Lake**

**Harker Heights, TX 76548**

**254-698-3604**

**Central Station** built in 1985, received its first renovation in over 30 years this past year.

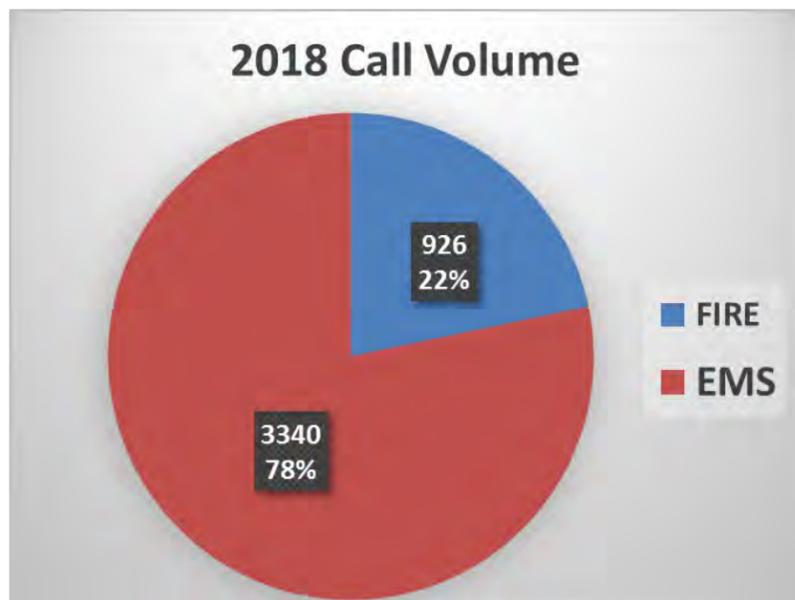
**Station #2** was built in 2000 and is being prepped this year for renovation and expansion.

It is exciting to see the Fire Department grow in order to better meet the needs of the community.

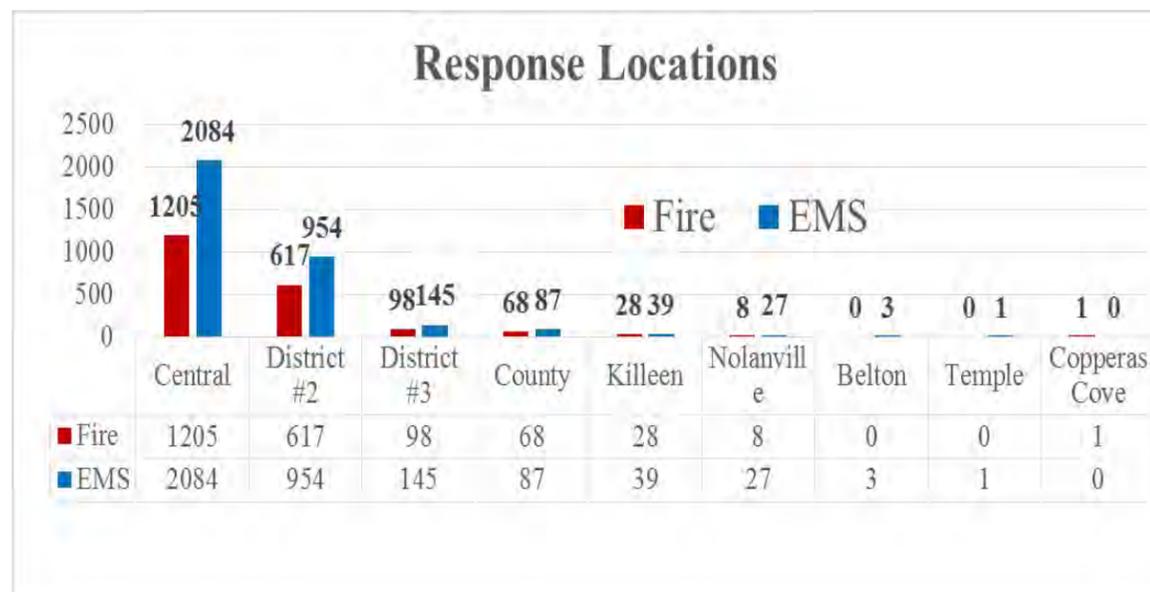
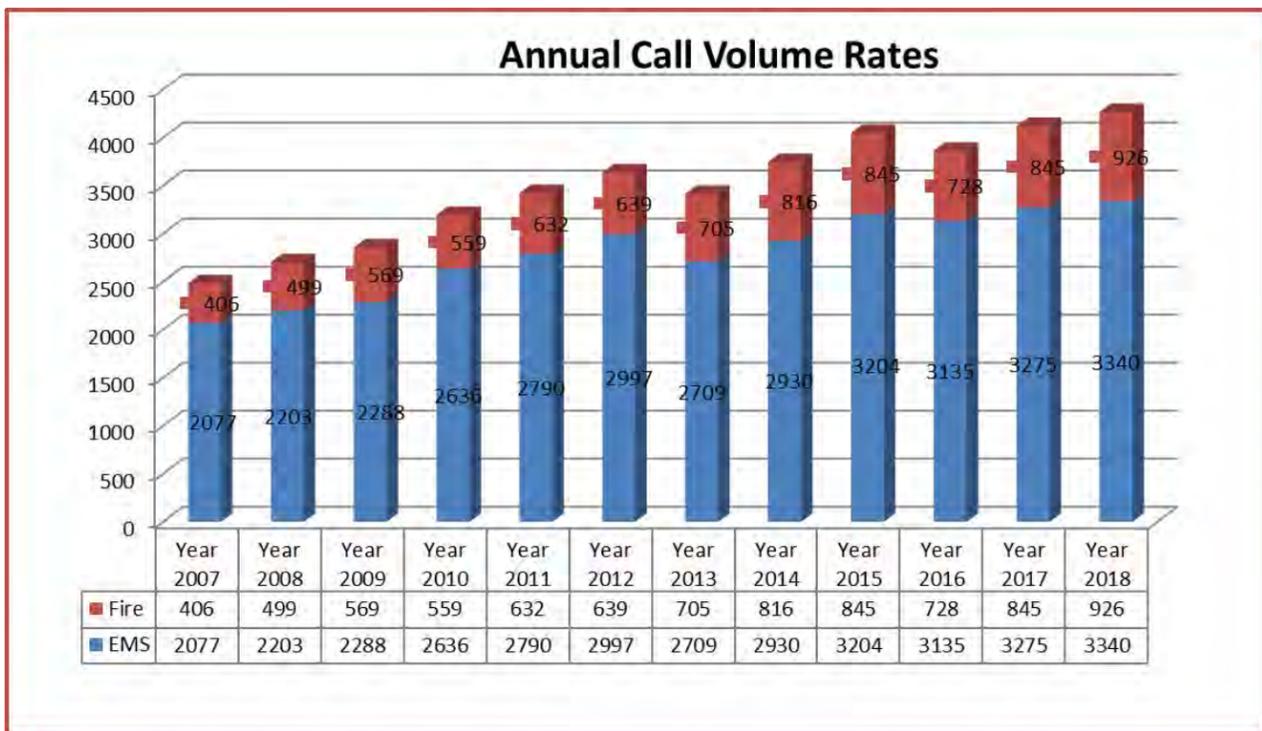
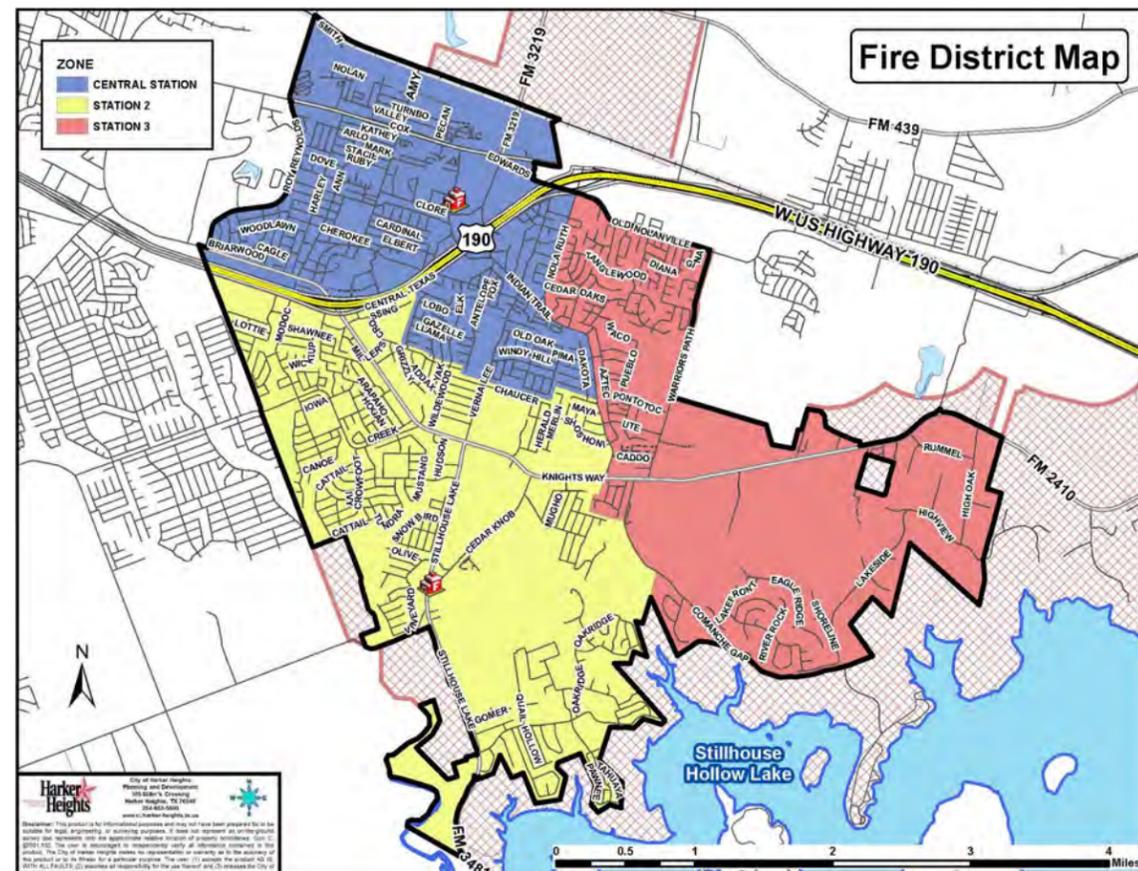
**The Operations Division** is led by the Deputy Fire Chief of Operations Glenn Gallenstein and is tasked with providing an array of fire suppression and specialized rescue operations. Moreover, the suppression staff of thirty nine (39) are responsible for providing Advanced Life Support (ALS) and basic emergency medical care to those who live, work and/or pass through our community. These and other areas of service are provided twenty-four (24) hours a day, seven (7) days a week, with two front-line state of the art mobile intensive care units and one reserve ambulance. As well as, a Quint “ladder” truck, one front-line Class “A” pumper, one Class “A” reserve pumper, two brush trucks, one boat for high water rescue, a mobile command center vehicle and one Battalion Chief commander vehicle. The Operations Division responded to over 4,200 calls for service this year. The Harker Heights Fire Department handled an average of 11.68 emergency incident responses each day. This was a 3.4% increase in daily call volume over the previous year.



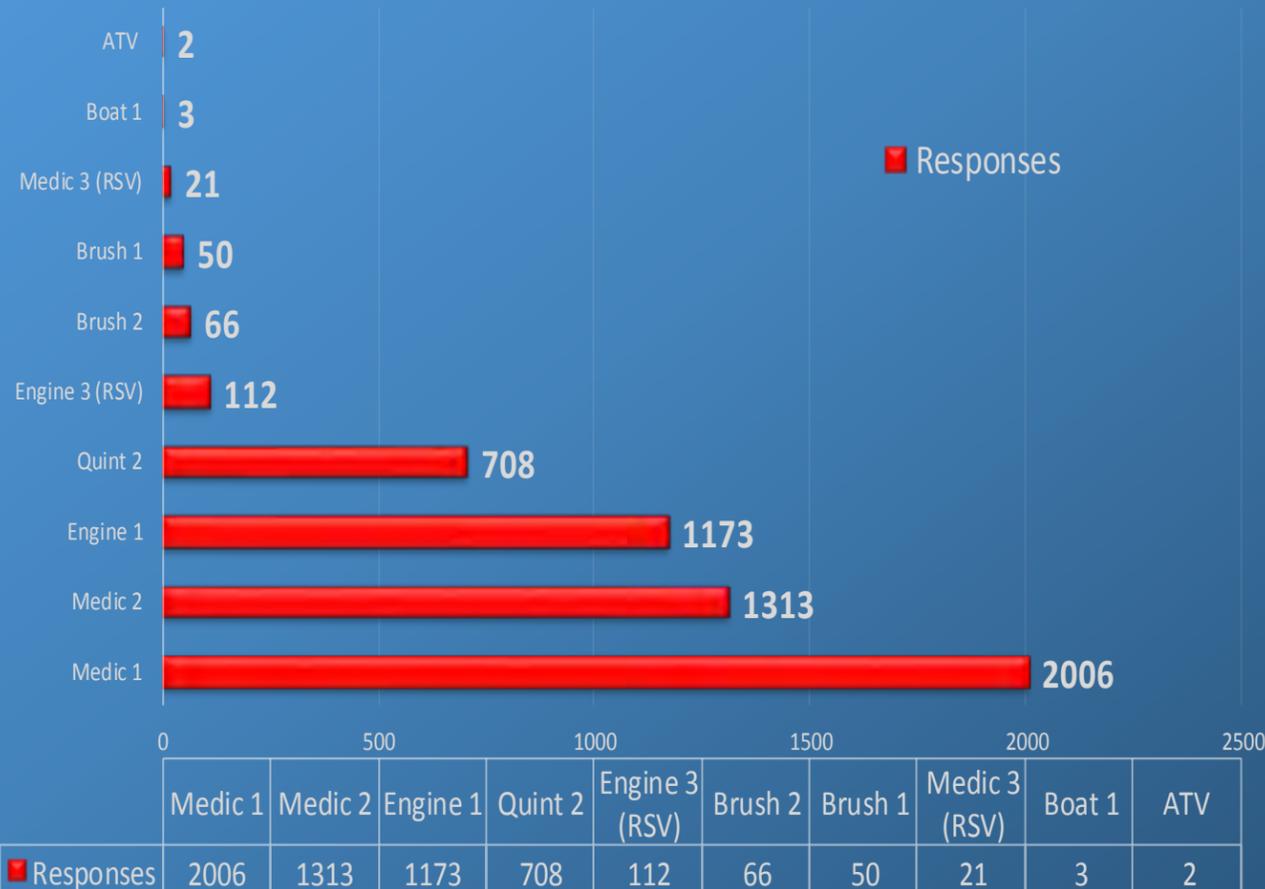
DFC Gallenstein has been with the Harker Heights Fire Department since 1990. Besides being a certified firefighter and paramedic, he is also a licensed peace officer, wildland firefighter, and many other certifications.



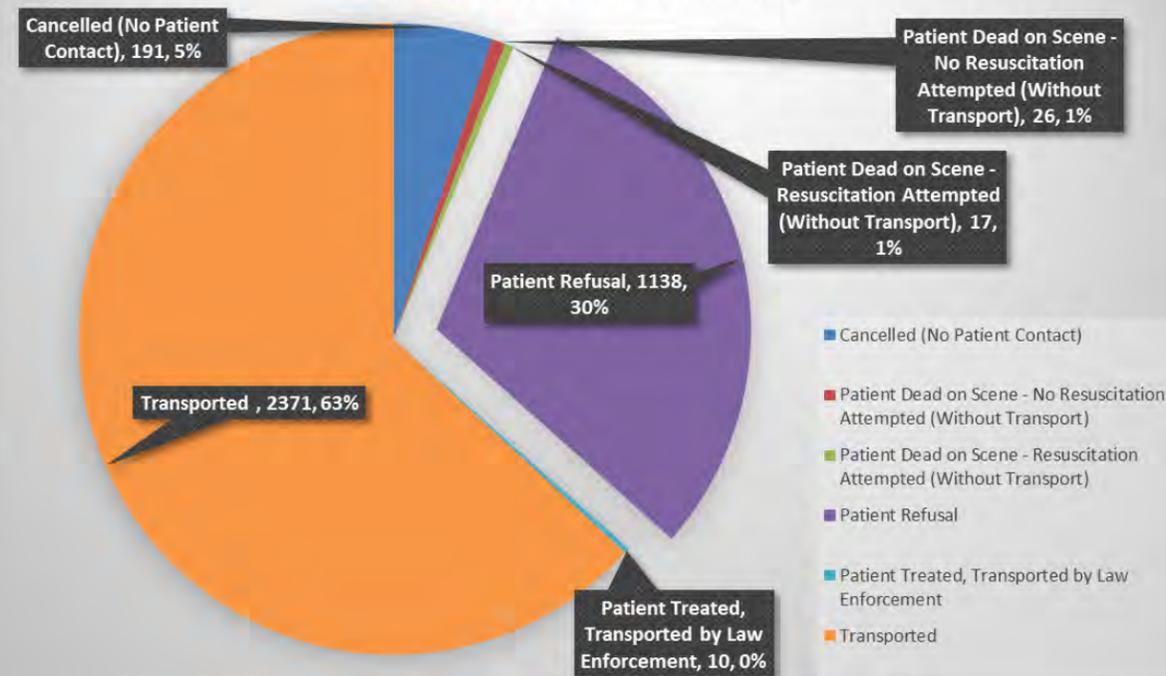
**The City of Harker Heights** encompasses 15.6 square miles and is divided into three fire response districts. The City has an automatic/mutual aid agreement with the City of Killen as well as a mutual aid agreement with the City of Temple, City of Belton, City Of Nolanville, Fort Hood and Bell County. These agreements allow each City and the county to help support each other during emergency incidents when more resources are needed than the individual City or County has available.



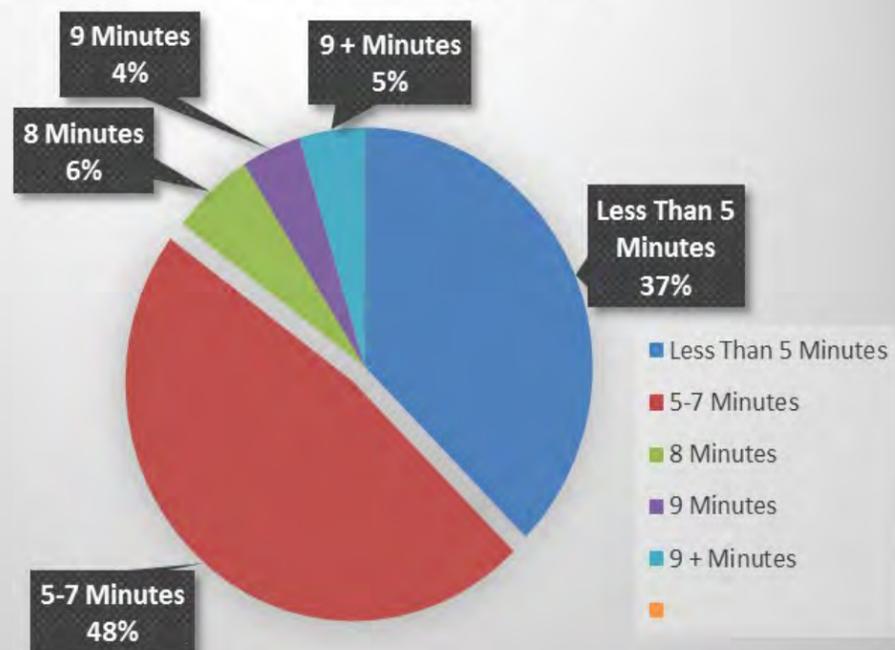
### Emergency Responses By Individual Units



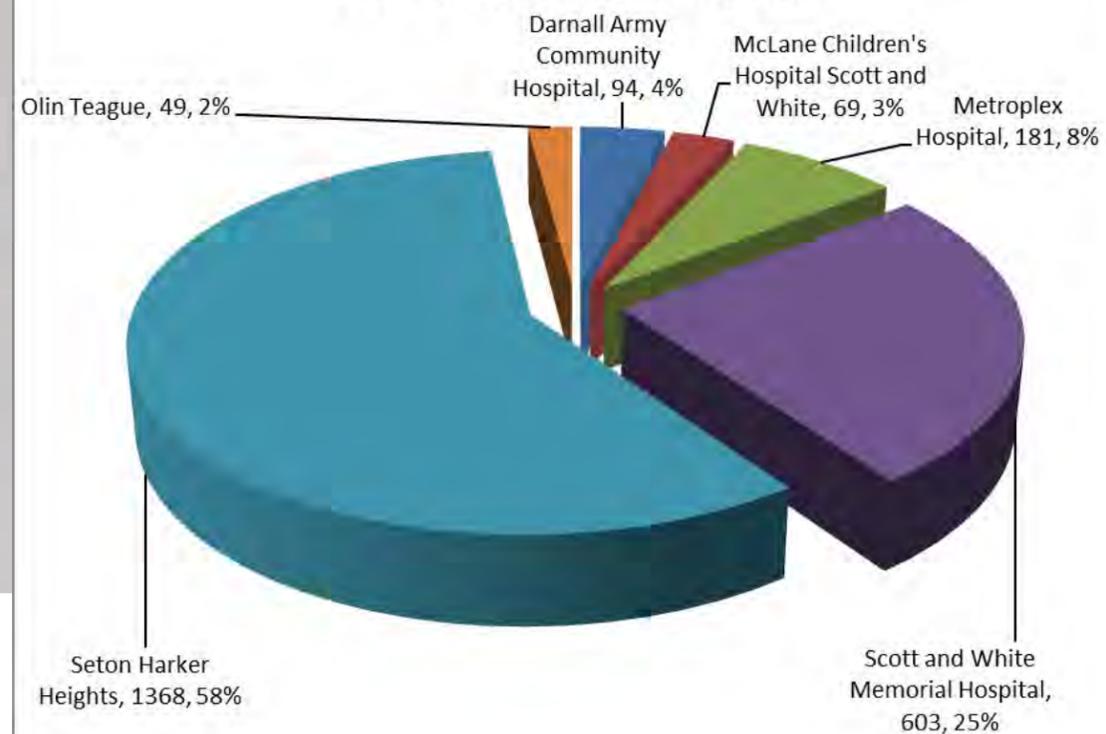
### Patient Outcome Summary



### EMS Response Times In City



### EMS Hospital Destination



Fire Calls By Incident Type	Count	Percentage
Fire	122	6.00%
Explosion	6	0.30%
Rescue & EMS	1106	54.43%
Hazardous Conditions (No fire)	74	3.64%
Service Call	129	6.35%
Good Intent Call	481	23.67%
False Alarm & False Call	108	5.31%
Special Type	6	0.30%
<b>Total</b>	<b>2032</b>	<b>100.00%</b>



The Fire Department responded to **122** fires of various types.



Type of Fire Incidents	# of Incidents	% of Fire Incidents
Building fire	21	17.21%
Fires in structures other than in a building	4	3.28%
Cooking fire, confined to container	9	7.38%
Trash or rubbish fire, contained	1	0.82%
Fire in mobile prop. used as a fixed structure, other	1	0.82%
Fire in mobile home used as fixed residence	3	2.46%
Passenger vehicle fire	8	6.56%
Road freight or transport vehicle fire	1	0.82%
Water vehicle fire	1	0.82%
Natural vegetation fire, other	4	3.28%
Brush, or brush and grass mixture fire	24	19.67%
Grass fire	24	19.67%
Outside rubbish, trash or waste fire	11	9.02%
Construction or demolition landfill fire	1	0.82%
Dumpster or other outside trash receptacle fire	5	4.10%
Special outside fire, other	2	1.64%
Outside equipment fire	2	1.64%
<b>Total</b>	<b>122</b>	<b>100%</b>



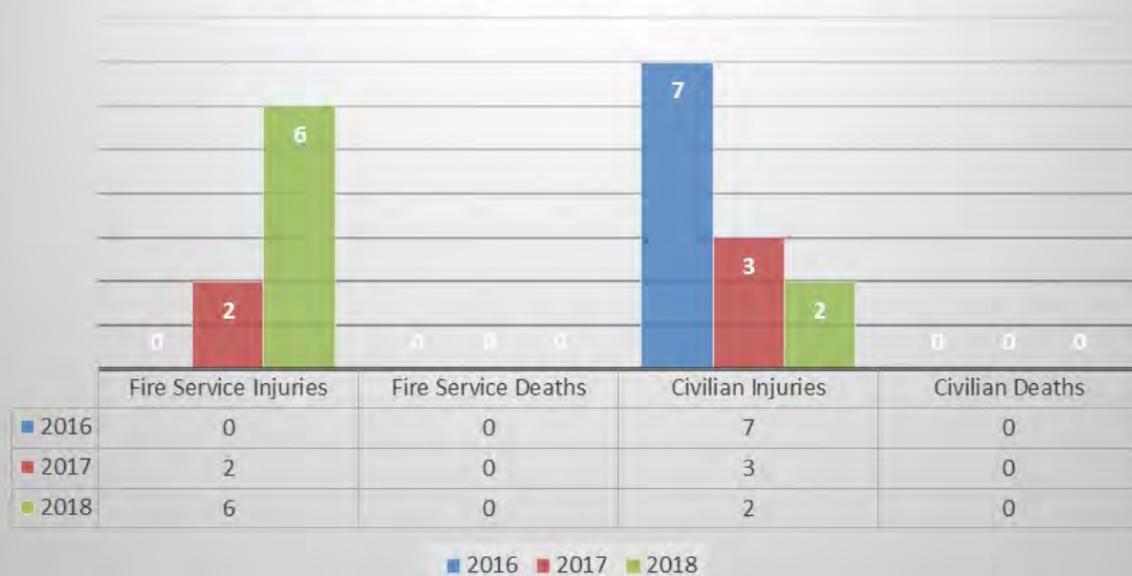
The total fire loss for 2018 was \$1,228,954.00. The firefighting efforts resulted in saving \$3,282,178.00 of the property that fire occurred. The City had no fire related deaths in 2018 and only 2 civilian injuries. We had 6 firefighter injuries and no firefighter deaths in 2018.



### Property and Contents Saved/Lost



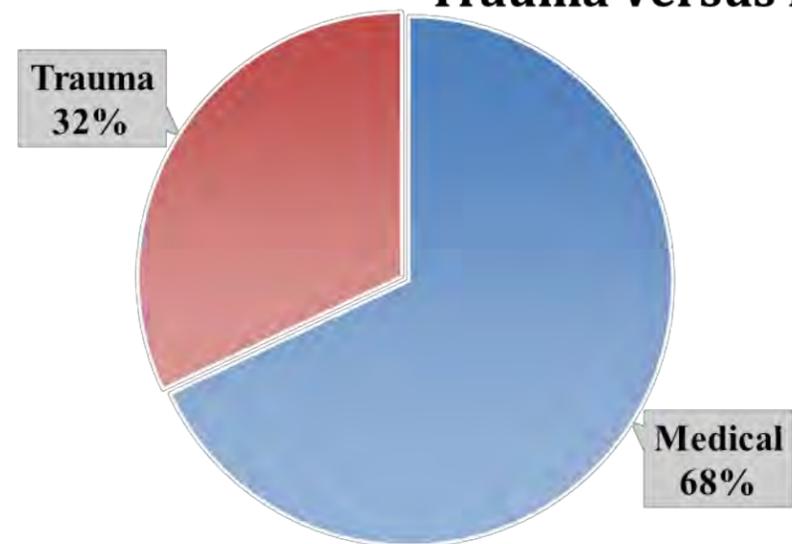
### Fire Causalty and Injury Statistics



### Top 20 Clinical Impression on EMS Responses

Top 20 Clinical Impression on EMS Responses	Count	% of EMS Calls
No Complaints or Injury/Illness Noted	710	18.92%
Injury	276	7.35%
Chest Pain / Discomfort	248	6.61%
Abdominal Pain	190	5.06%
Generalized Weakness	174	4.64%
Acute Respiratory Distress (Dyspnea)	145	3.86%
Injury of Head	114	3.04%
Pain (Non-Traumatic)	114	3.04%
Altered Mental Status	110	2.93%
Back Pain	105	2.80%
Syncope / Fainting	97	2.58%
Seizures	78	2.08%
Mental disorder	53	1.41%
Nausea	46	1.23%
Hemorrhage	41	1.09%
Behavioral/psychiatric episode	40	1.07%
Headache	40	1.07%
Suicide attempt	40	1.07%
Cardiac arrest	35	0.93%
Chest Pain, Other (Non-Cardiac)	35	0.93%

### Trauma Versus Medical



## Fire Prevention Division

The Fire Marshal's Office (FMO) is tasked with preventing and/or reducing the incidence of fire, explosions, and other hazards that may cause harm to the residents, visitors and businesses of the City of Harker Heights. We strive to accomplish this goal through quality public education, construction plan reviews, fire and life safety inspections, application of the fire code, fire cause and origin examinations, and criminal investigations.

Our dedicated and highly trained personnel actively participate with our community, by striving to provide safety information, by attempting to serve as role models, by effectively and efficiently utilizing all resources made available, and by providing excellent customer service to the citizens and visitors to the City of Harker Heights, Texas



### Fire Marshal

Deputy Chief Brad Alley is the Fire Marshal for the City of Harker Heights. Brad began his career with HHFD on the 11<sup>th</sup> of February 1993. On the 1<sup>st</sup> of October 1998 Brad was promoted to Lieutenant and on the 29<sup>th</sup> of November 1999 he promoted to Captain where Brad supervised a shift. Brad was promoted to Deputy Chief and assumed the duties of the Fire Marshal on the 7<sup>th</sup> of January 2012.

Brad is certified as a certified Fire and Explosion Investigator and Certified Vehicle Fire Investigator by the National Association of Fire Investigators, in Texas he holds certifications as a Master Peace Officer, Peace Officer Instructor, Advanced Structural Firefighter, Advanced Arson Investigator, Advanced Inspector, Fire Instructor II, Fire Officer II and Paramedic. Additionally, Brad graduated from the Law Enforcement Management Institute of Texas, Fire Executive Management Training Program in November of 2017

As the Fire Marshal, Brad oversees all fire prevention activities including fire prevention education, fire code enforcement, plan review, fire investigation and arson case management. To help manage these responsibilities, Brad supervises one Lieutenant Deputy Fire Marshal assigned to the FMO and several part-time inspectors assigned to operations.



## Fire and Life Safety Inspections

The FMO inspects and maintains records on all known commercial occupancies and some select residential occupancies within the city limits. There are currently approximately 1,200 known businesses which are inspected as often as staffing levels permit. The FMO has developed a "risk based inspection program" and those locations which have a greater risk for loss of life (such as assembly occupancies, the very young or elderly) and occupancies mandated by the State of Texas to have inspections are inspected annually. Other occupancies are inspected at 18 thru 36 month intervals.

The FMO conducted approximately 545 inspections in 2018 with approximately 30% of those being a re-inspection to ensure issues that were found in the initial inspection were corrected.

### Top 10 Violations Found

- ◆ Improper clearance to electrical equipment.
- ◆ Improper or no required signage on exit doors.
- ◆ Portable fire extinguishers that haven't had an annual inspection.
- ◆ Exit signs and/or emergency lighting not working on battery back-up.
- ◆ Fire Alarm systems that haven't had an annual inspection.
- ◆ Commercial kitchen vent hoods that require cleaning.
- ◆ Failure to acquire proper permits or city business registration.
- ◆ Updated keys needed for the location's Knox Box.
- ◆ Unsecured or Improperly secured compressed gas cylinders.
- ◆ Storage in electrical and mechanical rooms.

### Deputy Fire Marshal

Lieutenant Randy H. Ray started his career with HHFD on the 12<sup>th</sup> of April 2012 as an Inspector / Investigator. Randy was promoted to Lieutenant on the 29<sup>th</sup> of June 2018.

Randy graduated from Austin Community College in December of 2015 with an Associate's Degree in Fire Protection Technology and then graduated from Temple College in December of 2016 with an Associate's Degree in Criminal Justice. Randy hold certifications as a Certified Fire Investigator, Fire Investigation Technician and Evidence Collection Technician from the International Association of Arson Investigators and Certified Fire and Explosion Investigator and Certified Vehicle Fire Investigator by the National Association of Fire Investigators. Randy's Texas certifications include Master Structural Firefighter, Master Arson Investigator, Master



Inspector, Fire Officer II, Basic Wildland Firefighter, Paramedic and Master Peace Officer. Randy's primary duties and responsibilities are fire and life safety inspections, fire origin and cause determination and arson investigations.

## Fire Origin and Cause Investigation

Each year the fire department responds to many various types of fires. Each fire is investigated as to its origin and cause. Sometimes the origin and cause is readily discernable such as a cooking fire, when it is not, an Investigator is requested from the FMO. The FMO conducts a systematic thorough origin and cause investigation.

Accurately determining the cause of a fire, as well as understanding how fires start, is paramount to any fire prevention effort. Investigating fire is the most effective way to identify fire prevention and public education needs. A better understanding of how and why fires occur promotes a safer environment for our citizens as well as firefighters responding to these incidents.

Both the Fire Marshal and Deputy Fire Marshal are Texas Peace Officers as well as Certified Fire Investigators. This is important when a fire is determined to be intentionally set. Arson is a felony level crime and the prosecution of the responsible offender is critical to prevent additional fires. All crimes of Arson are aggressively investigated by the FMO.



### New Development

In addition to the inspection of existing businesses, there are many inspections required during new construction projects. New commercial construction requires “witnessed test” of fire sprinkler systems, fire alarm systems, kitchen hood suppression systems, grease ducts, clean agent extinguishing systems, above and underground tanks and lines and fire and life safety inspection for a Certificate of Occupancy and city Business Registration.

All new commercial construction or remodel projects begin with the submittal of plans by the developers. Working very closely with the Planning Department, the Building Official’s Office and Public Works all plans are reviewed prior to the beginning of construction. Types of plans reviewed are site (civil), building, (architectural), fire protection requirements and fire protection systems. Careful attention is paid during the review process to identify items needing attention prior to the beginning of construction. This is done in an effort to ensure all city requirements are met but more importantly to minimize costs to developers due to unforeseen problems. Pre-development meetings are free of charge and encouraged on all projects prior to the submittal of plans. These meetings are attended jointly by representatives from the FMO, the Building Official’s Office, the Planning Dept. and Public Works.

### Fires and Investigations

Various Fire Responded to	122
Working Fire Investigated by FMO	20
Accidental or Undetermined cause	115
Suspected Incendiary (Arson) Fires	7
Arson Arrests	1

# Fire Prevention Poster Contest



Lexia Miller from the Harker Heights Elementary won 1st place in this year's Fire Prevention Poster Contest. Camia Mateo from Mountain View Elementary was the runner-up. Her poster was displayed during the month of October at the Harker Heights Library.

# Public Education and Relations

Requests for public education programs are coordinated through the FMO. After approval and scheduling the programs are delivered by Operations personnel. The types of educational programs delivered are basic fire safety programs, basic first aid programs, public appearances and fire station tours.

Depending on the particular program participants are taught how to best escape a fire, how to use a fire extinguisher (Bullard Extinguisher Trainer), perform CPR (Take 10 CPR), Stop life threatening bleeding (Stop the Bleed) and during public appearances are allowed to view the apparatuses, the equipment and stations.

October of every year is Fire Prevention Month and is a busy time for public education. Every effort is made to visit each elementary school and day care within the city. The programs delivered were based on NFPA's "Look. Listen. Learn. Be aware. Fire can happen anywhere". A call to action with three simple steps, **look** for places a fire can start, **listen** for the sound of the smoke alarm and **learn** two ways out of each room.

Each October the FMO hosts a Fire Prevention Poster Contest where students in elementary school and middle school design fire prevention posters based upon the NFPA theme. These are judged and school winners are chosen, these winning posters then are judged and a champion is chosen. Local sponsors donate generously a number of different items which are awarded to the winners. This year's Grand Prize winner is Amira Benard from Harker Heights Elementary.



## 2018 Fire Safety Programs (approximate)

Total Safety Programs Delivered	70
Number of Adults Attending	1400
Number of Children Attending	5600
Total Attending	7000

Cindy Hicks is the Battalion Chief of training and coordinates both Fire and EMS training for the Department. Cindy has been with Harker Heights Fire Department for over 25 years.



*"Training empowers people to realize their dreams and improve their lives"*

*~ Sylvia Mathews Burwell*



**Training Vision for 2019**

- Live fire training with Ft Hood Fire Department
- Increased documented hours for Fire and EMS
- Increase community training with "Stop the Bleed" and "Take 10 CPR"
- Individual College Degree plans for Fire Science, through CTC.

The Harker Heights fire department is dedicated to the Wellness and Fitness of all its members. Understandably working as a firefighter/paramedic one is met with a wide variety of emergencies and stresses.

Some of the programs we have in place are:

- ◆ Daily shift workouts
- ◆ Annual Essential function testing
- ◆ Biennial Wellness Physicals /Cancer prevention screenings
- ◆ Cancer prevention through SOP's, awareness, and equipment
- ◆ Yearly flu shots
- ◆ Chaplaincy program

In 2018, the fire department completed over 4000 hours of fire and EMS training. This training was completed through:

- CE solutions online training
- Fire training: hand on training in extrication, rescue, pump operations, hazmat and fire scenarios
- EMS training: classroom, hands on with the simulation mannequin, EMS conference
- Stop the Bleed Program (over 100 employees trained in the city)
- Take 10 CPR
- Fire Extinguisher training to citizens and City employees
- Online programs in Fire Instruction, Fire Officer, and Driver Operator training
- Teex fire training through Texas A & M, Leadership Symposium
- TML training
- Coordinated training with CTC, Paramedic School
- Blue Card officer training



# Certifications

The following certifications are earned and issued through the Texas Commission on Fire Protection

## Fire Investigators

Master	2
Advanced	3
Intermediate	2
Basic	3

## Instructors

Instructor III	1
Instructor II	11
Instructor I	15

## Wildland Firefighters

19 personnel

## Driver Operators

34 personnel

## Arson Investigators

4 personnel

## Inspectors

7

## Fire Officer

FO I	8
FO II	12
FO III	1
FO IV	2

## Hazardous Materials Technician

5 personnel

**EMS certifications** through The Texas Department of State Health Service

EMT Paramedics	38
EMT Basics	4



## Firefighter Certification

Master	4
Advanced	15
Intermediate	12
Basic	11



- 100% of the department members are dual certified in Fire and EMS
- 90% of the fire department is trained and certified in Apparatus Driving, pumping and operations



# Firefighter of the Year

Lt. Mercado was selected as the Firefighter for the year 2017. He was selected due to his outstanding service within the Fire Department, as well as, his countless volunteer hours bettering the community and the City of Harker Heights. Lt. Mercado coordinated and personally worked on improving the Dana Peak Trails with the Corps of Engineers.

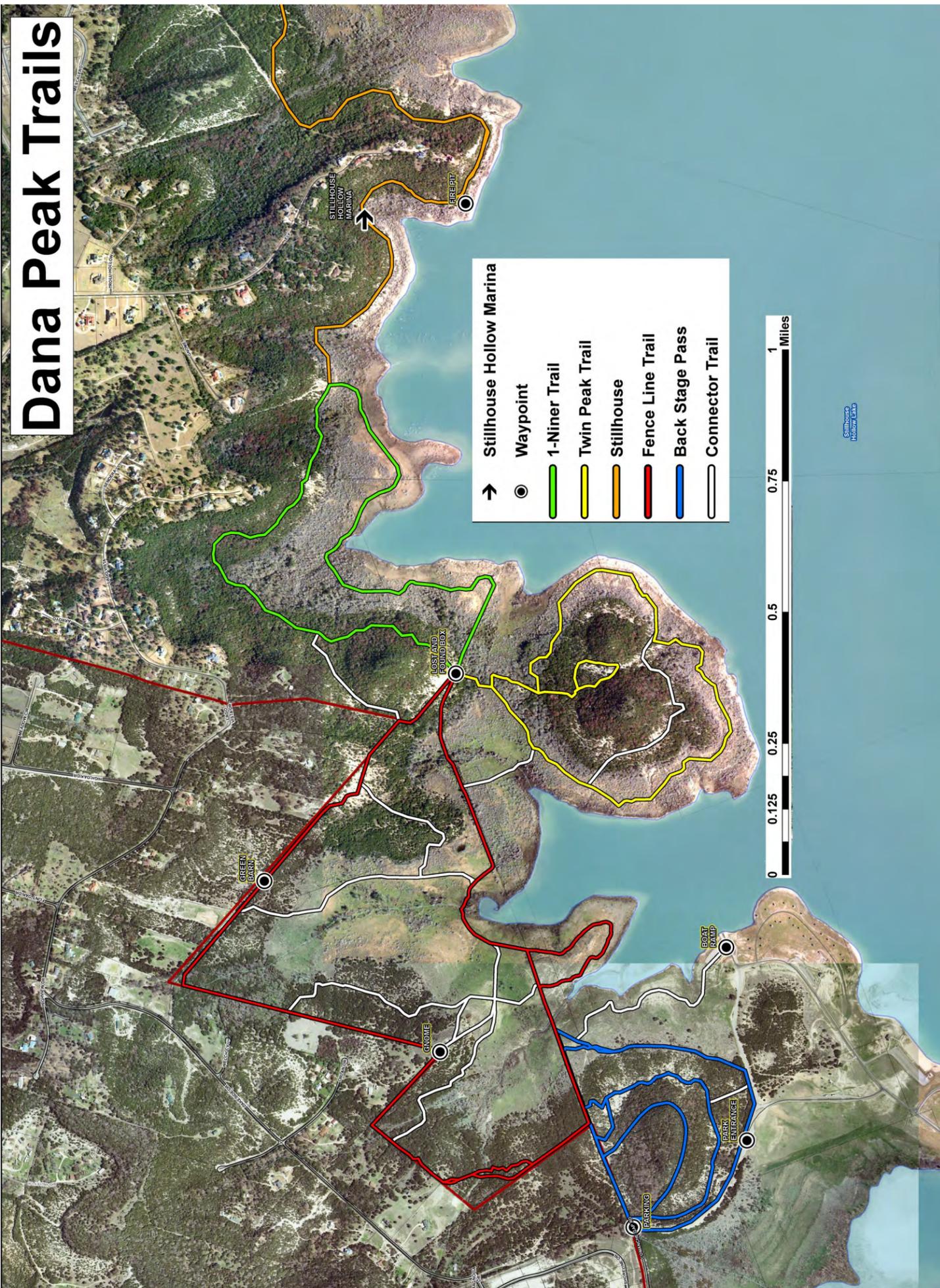


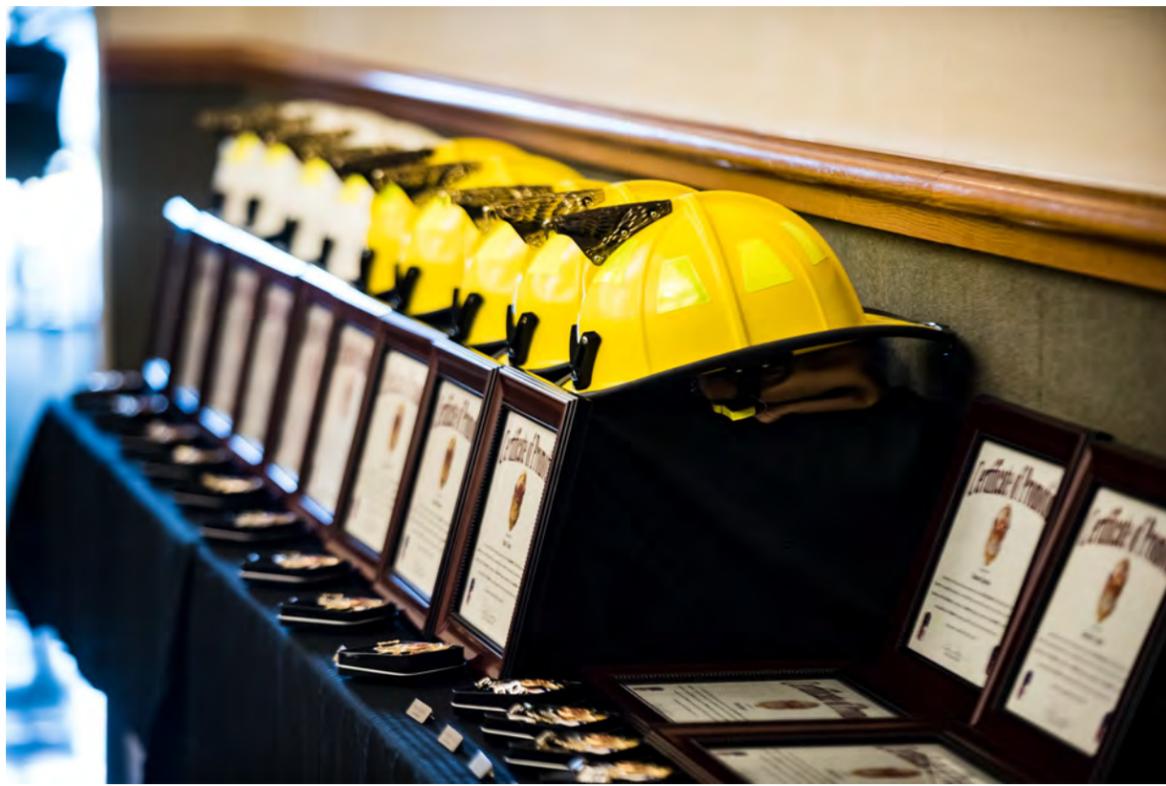
When asked what the most important part of his job is Lt. Mercado replied, “Make sure everyone gets home.”

Lt. Mercado started with the Harker Heights Fire Dept. in 2002. He has earned several certificates during his time here to include his master firefighter, advanced fire investigator and many more. Being the type of person you would charge into a burning building with, Lt. Mercado is the 2017 Firefighter of the Year.



## Dana Peak Trails





## 2018 Promotions

### Battalion Chiefs

Ayer, David

Carson, Jimmy

Hicks, Cindy

Whalen, Rick

### Lieutenants

Dunnam, Aaron

Gandara, Ray

Truitt, Matthew

### Driver/Operators

Cardona, Jacob

Chudej, Clint

Combs, Anthony

Leighman, Megan

Lewis, Justin

Sprouse, Damon

## LT. Michael Shepherd

### Retirement 2018



Lt. Michael Shepherd served honorably at the Harker Heights Fire Department from 1998 to 2018. He led the Department's Honor Guard with distinction and also promoted spiritual health as one of the Department's Chaplains. He strived to make the Department and those around him better. Thank you for your dedicated service and you will always be family.



Harker Heights Fire Department has received the Mission Lifeline award every year since the award was created in 2014. 2018 is the first year we have received the Silver: Mission Lifeline.

*Mission: Lifeline EMS recognition is a program designed to showcase Emergency Medical Service organizations across the nation for excellent STEMI care. Prehospital personnel are the first providers of care to patients suffering from cardiac emergencies. The role of EMS in the system-of-care for these patients is crucial and often sets the course for the patient's outcome. The Mission: Lifeline EMS recognition program is launched in 2014 and continues to celebrate the achievement of the pre-hospital providers and their collaboration with each other and destination hospitals specific to STEMI patient care.*



Every year the Harker Heights Fire Department participates in the “Fill the Boot” program. The Muscular Dystrophy Association was founded in 1950, and they continue to relentlessly pursue a cure for muscular dystrophy and muscle-debilitating diseases. We appreciate our community for generously donating to help those locally and globally as a cure is developed.



As stated by the Texas Department of Emergency Management; *“Emergency management is a discipline of dealing with and avoiding risks, particularly those that have catastrophic consequences for communities, regions, or entire countries. It is the dynamic process of preparing for, mitigating, responding to and recovering from an emergency. Planning though critical, is not the only component. Training, conducting drills, testing equipment and coordinating activities with communities are other important functions. Effective emergency management relies on integration of emergency plans at all levels of government and non-government, including individuals and community organizations”.*



Perhaps some of you reading this annual report are wondering what this emergency management thing is all about, after all, it’s the fire department and they respond to fires, don’t they? Well in today’s fire service, the responsibilities of emergency management typically come under the obligation of your local fire departments and we are no different here in Harker Heights. While there are multiple layers to emergency management; State, County and City representation. It is always the goal to try and handle emergencies, at the lowest levels possible, beginning with the city. As you can imagine and perhaps even experienced, there are a number of disaster types we could encounter here in Harker Heights such as; flooding, hurricanes (yes it has happened), tornados, earthquakes, wild-fires, droughts, significant winter weather events or even a man-made disasters occurring so that you too are better prepared for these and other disasters before they occur. You can be prepared through the creation of an emergency supplies kit for you and your home by locating the Emergency Supply Kits list on the following link <https://www.dps.texas.gov/dem/PublicInfo.htm>



Also, in an effort to reach as many of our residents as possible in the event of a situation such as flooding, road closures, shelter-in-place or a boil water notice, we are asking as many of our residents to sign up for Code Red. If you are reading this on-line, you can select the CODE RED below and establish your account or you can go to the following; <http://www.ci.harkerheights.tx.us/index.php/warning-systems> and sign-up the same way.



The City of Harker Heights housed over a 100 families who had to be displaced due to Hurricane Harvey. Central Texas assisted hundreds of families that had to relocate. We appreciate all the volunteers and personnel that assisted in making the best of a terrible incident. Many displaced families stated that Harker Heights was a wonderful place and planned on visiting later. Tragedy can certainly occur at any moment and at any place, remember to have an emergency plan for your family and help keep our community safe.



Hurricane Harvey inflicted approximately \$125 billion in damages and displaced 10s of thousands of families.



### Thanksgiving Baskets & Santa Pal Program

The Harker Heights Lion’s Club and the Harker Heights Fire Department every year assist families with food and toys during the holiday season. Helping over 100’s of families every year. The only way this program is possible is due to the generosity of the citizens and businesses in Harker Heights and of course the Harker Heights Lion’s Club.

