



ANNUAL REPORT 2024

ST. Tammany Fire Protection District No. 4

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TABLE OF CONTENTS

TO OUR STAKEHOLDERS _____	3
Mission Statement _____	3
Values Statement _____	3
Vision _____	3
Message from the Fire Chief _____	4
Statistics _____	5
Map of the Fire District _____	6
Fire incident data _____	7
Incident Responses _____	7
Property Protected _____	8
Response Times _____	8
EMS Incident Data _____	9
EMS Disposition _____	9
Transport Destinations _____	10
EMS Destinations _____	11
EMS Response _____	12
EMS Mutual Aid _____	13
FIRE PREVENTION AND SAFETY DATA _____	14
Fire Investigations _____	14
Fire Safety Inspections _____	14
Public Fire Education / Community Outreach _____	14
TRAINING DATA _____	16
Fire Training _____	16
EMS Training _____	18
Recruit Class _____	19
Annual Events and Updates _____	20
International Accreditation _____	20
Station 45 _____	22
Remembrance _____	23

TO OUR STAKEHOLDERS

Mission Statement

At Mandeville Fire/EMS, our mission is to serve our community and the citizens through all hazards and life emergencies with the highest level of excellence in public service.

Values Statement

Adaptability - Flexible in changing circumstances and quick to adjust to new challenges.

Determination - Persistent in overcoming obstacles and committed to achieving goals.

Dedication - Wholeheartedly committed to the mission and unwavering in serving the community.

Discipline - Maintaining professionalism in both good times and in the face of adversity.

Vision

We envision a department that enhances health and safety to improve life for our community and workforce. Through respect, innovation, and accountability, we are committed to delivering the highest quality service by expanding our capabilities, improving internal communication, and prioritizing training and development. By 2029, Mandeville Fire/EMS will lead in emergency response and community service, leveraging technology, professional development, and resource growth to meet the evolving needs of our community. We will ensure competitive compensation, prioritize skilled staff retention, and maintain excellence in protecting our citizens from all hazards while upholding the highest standards of service.



2024 Internal Stakeholders

Message from the Fire Chief

St. Tammany Fire Protection District No. 4 commonly known as Mandeville Fire/EMS serves a community of nearly 60,000 citizens populating over 75 square miles with over 100 specialists in fire suppression and emergency medical services. Mandeville Fire/EMS offers fire prevention programs and lifesaving education classes, state of the art lifesaving medical technology, hazardous material response, an all-hazards technical rescue team and much more.

Mandeville area Fire District No 4 has been awarded an insurance Class 1 fire rating from Property Insurance Association of Louisiana (P.I.A.L.). Mandeville area Fire District No. 4 is one of only two accredited Louisiana fire departments and our Fire District is the only Class 1 and Internationally Accredited Fire Department in Louisiana. Less than 10% of the U.S. Population is protected by a Class 1 and Accredited fire department.

We invite you to review this report for more information about the all-hazards services provided by St. Tammany Fire Protection District No. 4, Mandeville Fire/EMS to our wonderful community.

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

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



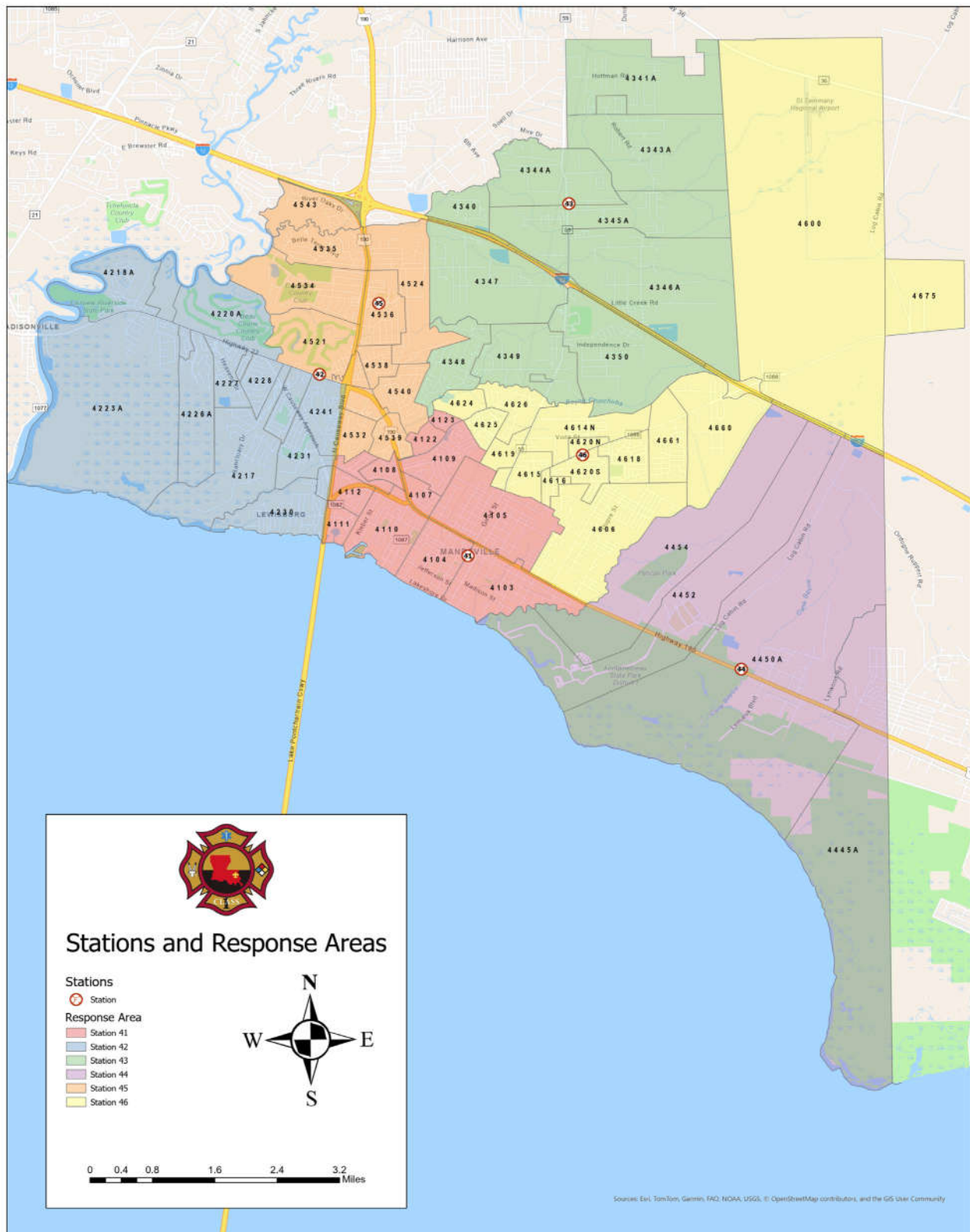
FIRE DISTRICT OVERVIEW

Statistics

Fire Rating	• Class 1
Area Served	• 75 Square Miles
Population Served	• 57,348
Households Protected	• 22,107
Businesses Protected	• 3,736
Employees Protected	• 26,306
Senior Citizens 65+	• 11,520
Households with Disability	• 4,968
Buildings 32ft, 3 stories +	• 157
Public & Private School	• 26
Medical Facilities	• 14



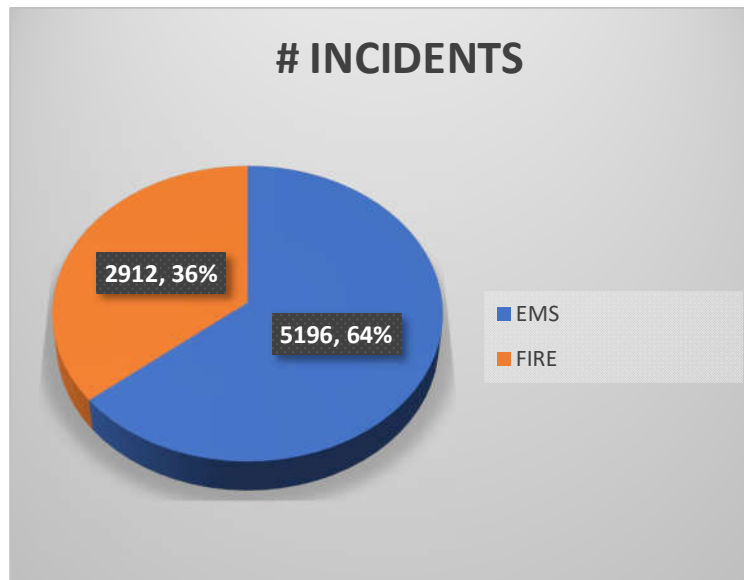
Map of the Fire District



FIRE INCIDENT DATA

Incident Responses

INCIDENT COUNT		
INCIDENT TYPE	# INCIDENTS	PERCENT OF INCIDENTS
EMS	5196	64%
FIRE	2912	36%
TOTAL	8108	100%

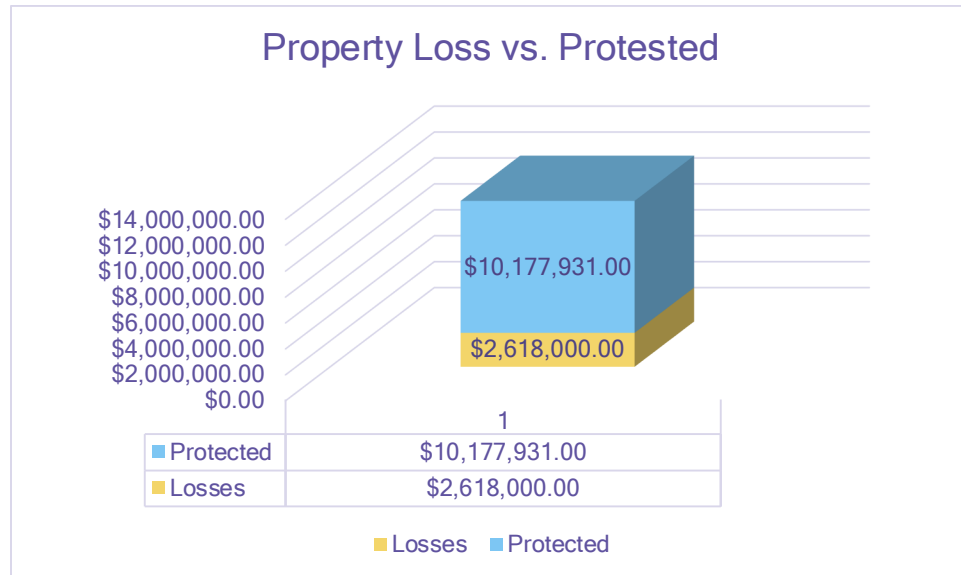


OVERLAPPING CALLS	
# OVERLAPPING	% OVERLAPPING
3735	46.07%

MUTUAL AID	
Aid Type	Total
Aid Given	68
Aid Received	3



Property Protected



INCIDENT TYPE	TOTAL LOSSES
111 - Building fire	\$2,413,000.00
113 - Cooking fire, confined to container	\$300.00
131 - Passenger vehicle fire	\$177,000.00
161 - Outside storage fire	\$23,500.00
162 - Outside equipment fire	\$4,200.00

Response Times

LIGHTS AND SIREN - AVERAGE RESPONSE TIME (Dispatch to Arrival)				
Station	EMS Avg.	EMS 90th	FIRE Avg.	Fire 90th
Station 41	0:04:53	0:07:31	0:05:19	0:08:05
Station 42	0:04:00	0:06:28	0:05:03	0:08:26
Station 43	0:06:04	0:08:58	0:06:41	0:09:14
Station 44	0:05:14	0:07:13	0:07:14	0:10:50
Station 45	0:05:21	0:07:12	0:05:59	0:09:31
AVERAGE FOR ALL CALLS			0:04:50	
90TH PERCENTILE FOR ALL CALLS			0:07:40	
AGENCY		AVERAGE TIME ON SCENE (MM:SS)		
St. Tammany Fire District 4			0:13:49	



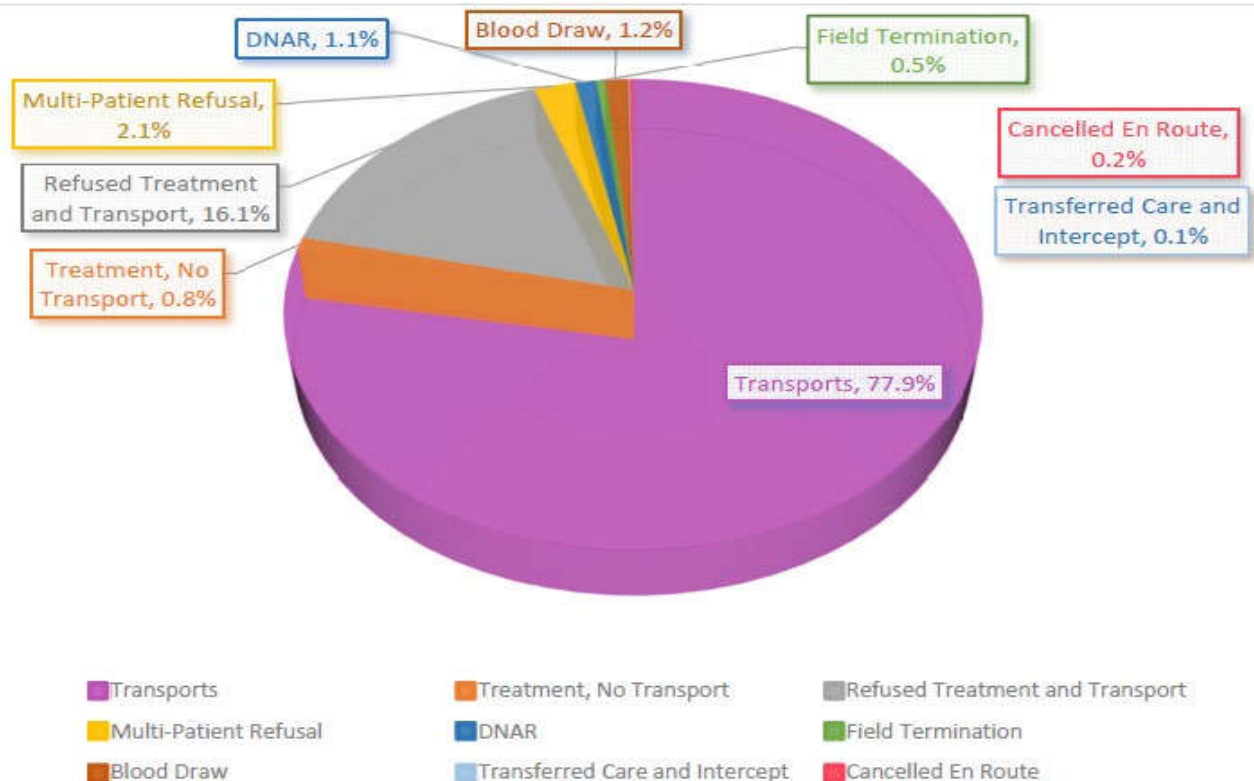
All Fire incident data is derived from the data found in Emergency Reporting.

EMS INCIDENT DATA

- Average EMS Calls per day 14.8 (2% increase over 2023)
- Patients transported to local emergency departments 77.9%

EMS Disposition

Mandeville Fire/EMS Year End 2024 EMS Dispositions		
Outcome - Dispositions	Count	Percent
Transports	4,218	77.9%
Treatment, No Transport	44	0.8%
Refused Treatment and Transport	874	16.1%
Multi-Patient Refusal	113	2.1%
DNAR	59	1.1%
Field Termination	25	0.5%
Blood Draw	64	1.2%
Transferred Care and Intercept	4	0.1%
Cancelled En Route	13	0.2%
Total EMS Calls	5,414	100.0%

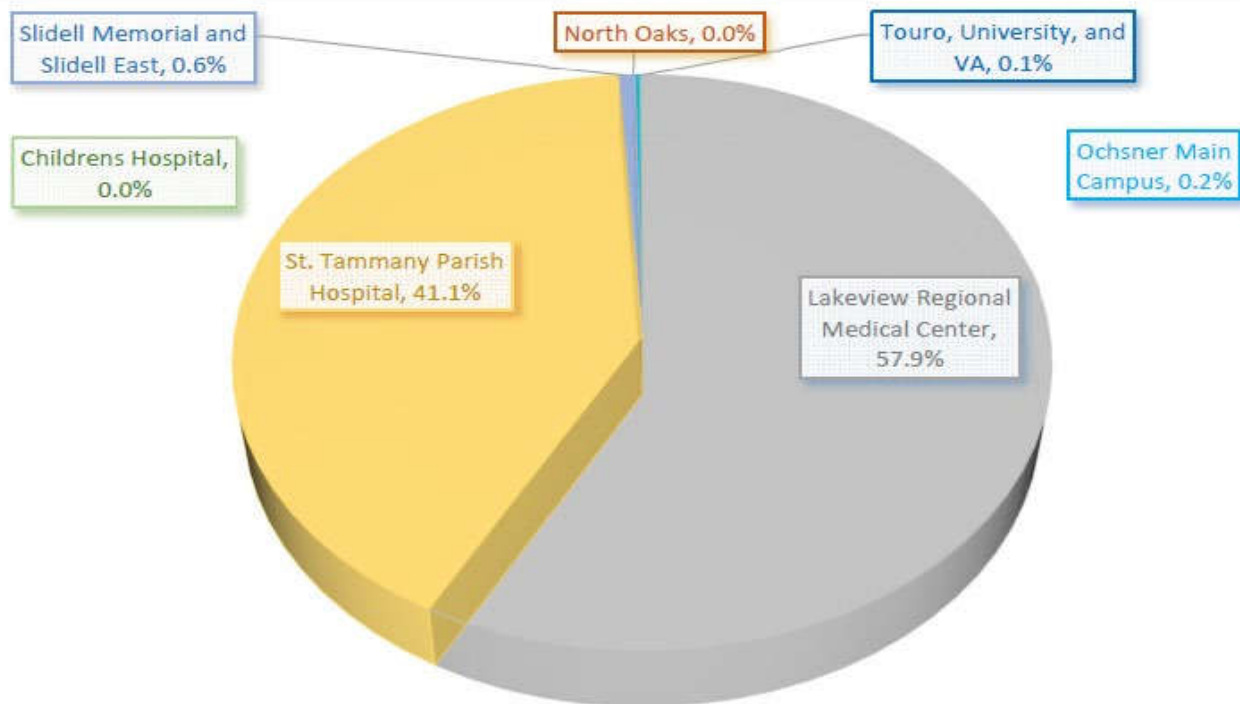


Transport Destinations

Mandeville Fire/EMS Year End 2024 EMS Destinations

Transports by Hospital / "At Hospital" > 30 Min.

Hospital	Transp.	Tot. Vol.	> 30 Min.	Avg. / Vol.
Lakeview Regional Medical Center	2,444	57.9%	187	7.7%
St. Tammany Parish Hospital	1,732	41.1%	256	14.8%
Slidell Memorial and Slidell East	26	0.6%	0	0.0%
North Oaks	2	0.0%	0	0.0%
Ochsner Main Campus	9	0.2%	0	0.0%
Childrens Hospital	2	0.0%	0	0.0%
Touro, University, and VA	3	0.1%	0	0.0%
Total EMS Transports	4,218	100.0%	443	10.5%



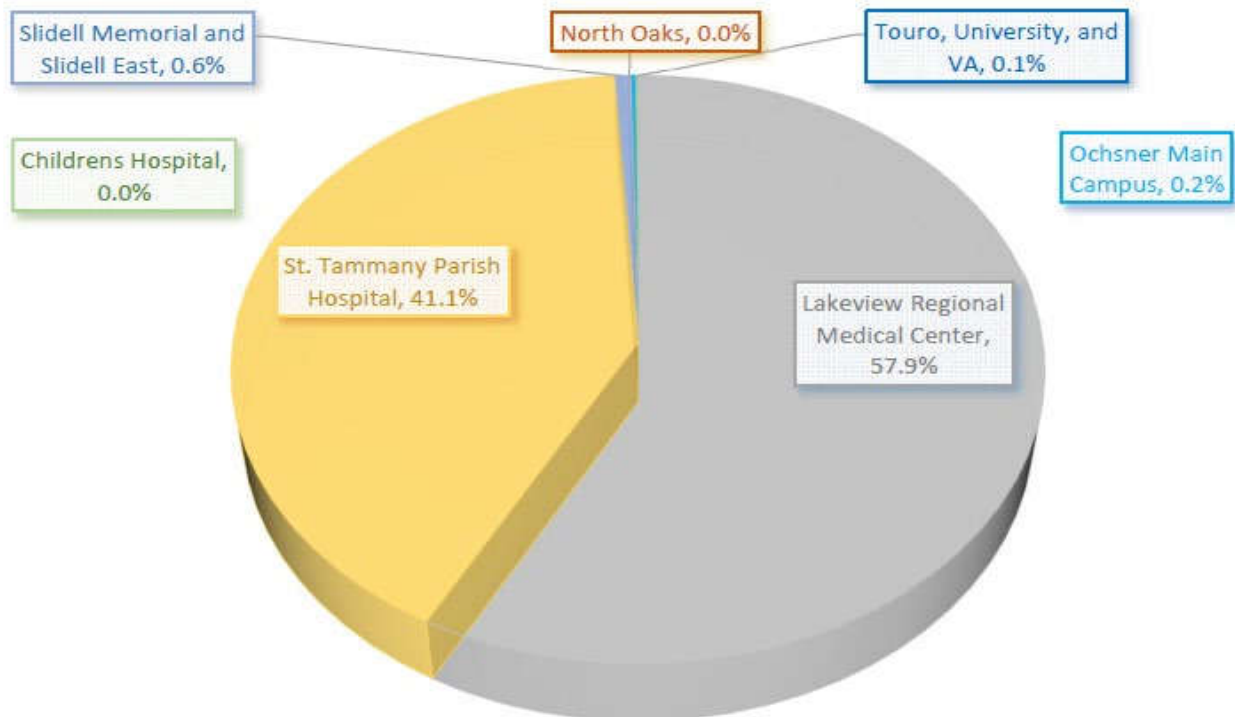
Lakeview Regional Medical Center St. Tammany Parish Hospital Slidell Memorial and Slidell East
 North Oaks Ochsner Main Campus Childrens Hospital
 Touro, University, and VA

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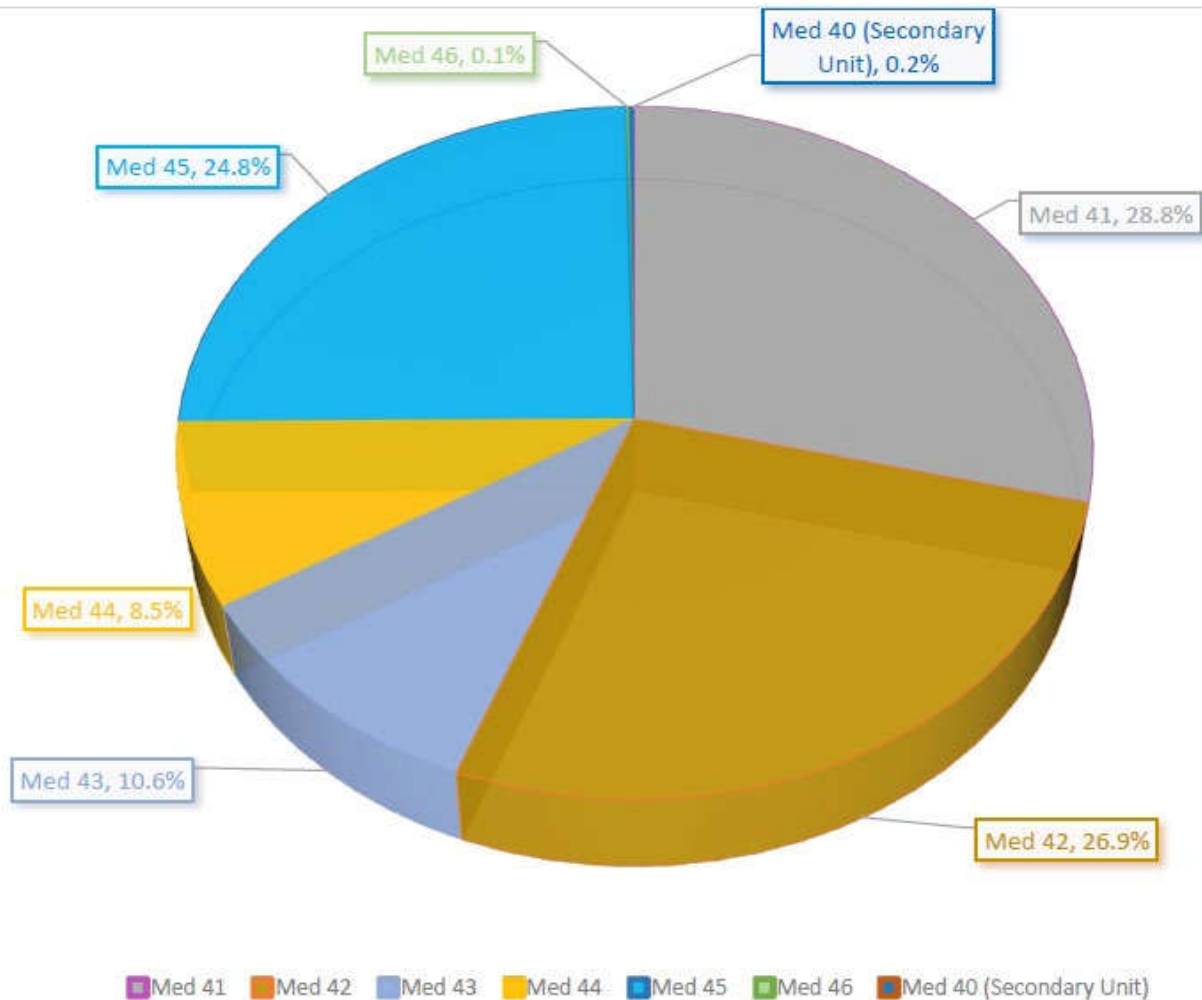
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EMS Response

Mandeville Fire/EMS Year End 2024 EMS Responses

Med Unit Responses

Med 41	1,401	28.8%
Med 42	1,308	26.9%
Med 43	514	10.6%
Med 44	414	8.5%
Med 45	1,205	24.8%
Med 46	4	0.1%
Med 40 (Secondary Unit)	12	0.2%
Total EMS Responses	4,858	100.0%

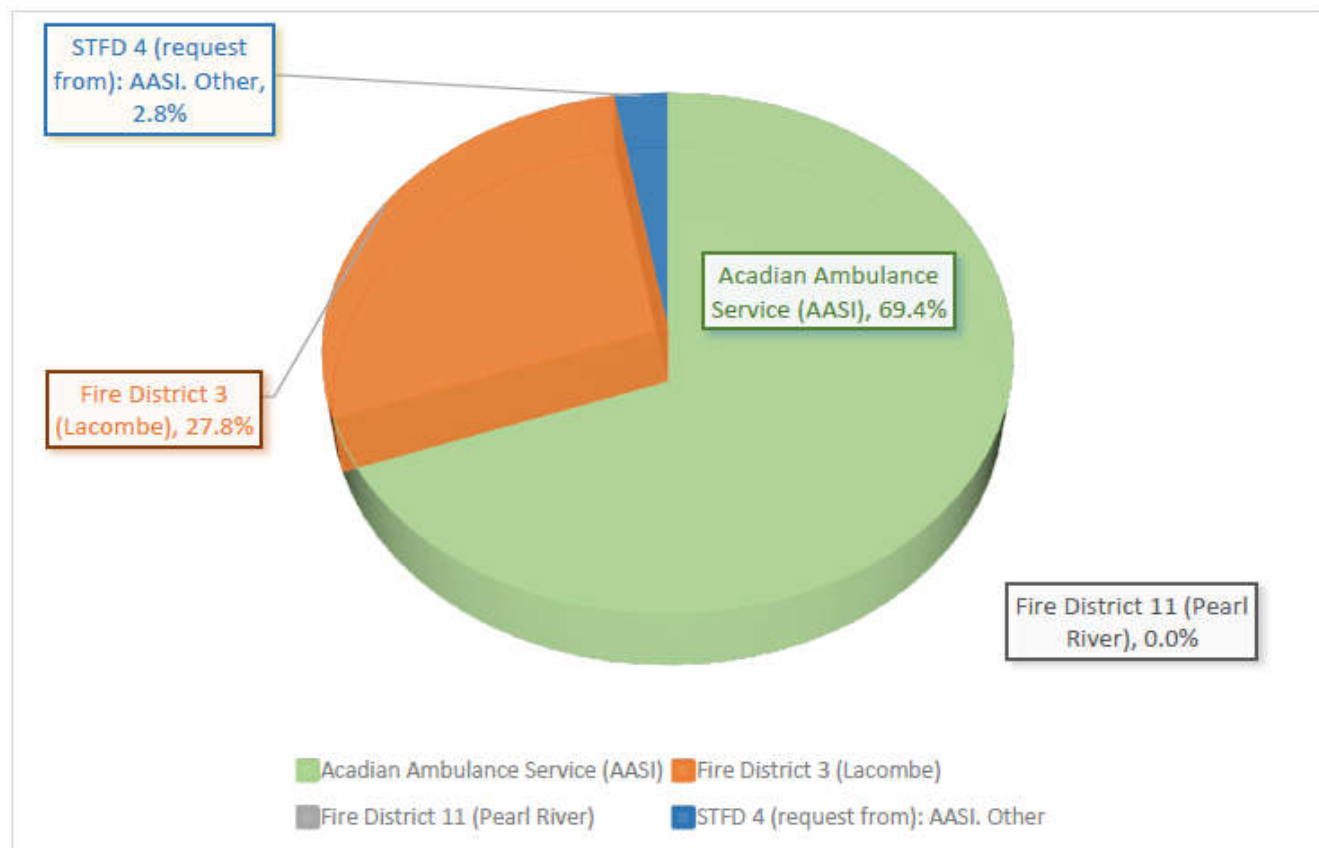


EMS Mutual Aid

Mandeville Fire/EMS Year End 2024 EMS Outcomes

Mutual Aid Requested / Recieved by Agency

Acadian Ambulance Service (AASI)	25	69.4%
Fire District 3 (Lacombe)	10	27.8%
Fire District 11 (Pearl River)	0	0.0%
STFD 4 (request from): AASI. Other	1	2.8%
Total EMS Calls	36	100.0%



FIRE PREVENTION AND SAFETY DATA

The Fire Prevention Bureau is responsible for investigating fires, conducting fire safety inspections in businesses, and coordinating the department's public fire safety education efforts.

Fire Investigations

In 2024, the FPB conducted 22 fire investigations. 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. K9 Sadie is also a member of the ATF National Response Team, subject to callout anywhere in the United States. In 2024, K9 Sadie was utilized in four(4) investigations.

Fire Safety Inspections

Mandeville Fire/EMS is recognized as a Certified Fire Prevention Bureau through the Louisiana Office of State Fire Marshal and, as such, is tasked with performing life safety inspections within our district. In 2024, 530 fire safety inspections were performed, and 17 re-inspections of businesses with violations were completed.

Public Fire Education / Community Outreach

76 Public fire education program events totaling 144 hours, reaching 6374 children and 3573 adults.

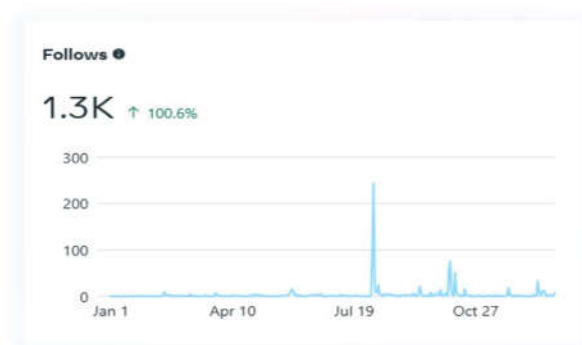
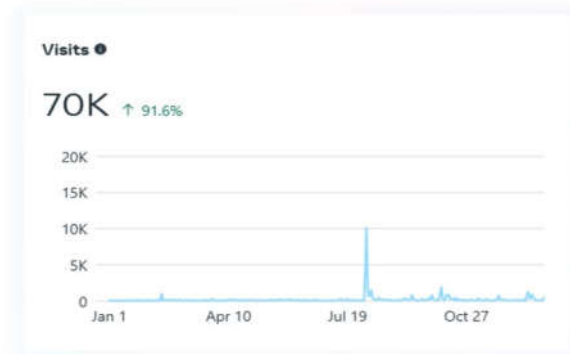
There were eight (8) participants in the Citizen's Fire Academy.



The Fall Safety Series ran three Saturdays at the Mandeville Trailhead and one Saturday at the Lakefront/Harbor area.



Social Media presence reaches thousands of users. 20-30 messages are released each month.



Mandeville Fire/EMS Child Passenger Safety Seat Program has 37 Child Passenger Safety Technicians. They are trained to assist drivers in ensuring their child safety seat is installed correctly. For this year, MFD/EMS inspected 36 child safety seats.

Mandeville Fire/EMS participates in the Louisiana Office of the State Fire Marshal Operation Save A Life Program. In 2024, three residents requested smoke alarms, and nine alarms were installed.

TRAINING DATA

The single most important function of Mandeville Fire/EMS (MFD/EMS) is responding to emergencies in a timely manner. The second most important task of a multi-hazard response agency is preparing for emergency incidents through continuous, meaningful training. Personnel serving in the operations ranks are subjected to a rigorous training regiment throughout each year in multiple disciplines, including fire control, EMS, hazmat, and technical rescue. All training statistics are for the 2024 calendar year.



Fire Training

PIAL separates fire-related training into four categories:

Facility Drills - For credit under *Use of Facility*, each department member should attend 18 hours of training per the general criteria of NFPA 1403, *Standard on Live Fire Evolutions*, and NFPA 1410, *Standard on Training for Initial Emergency Scene Operations*. (Insurance Services Office, Inc., 2012) MFD/EMS trained 95 members for 1,667 hours of Facility Drill training toward the PIAL criteria, achieving an annual compliance of 96.8%.

Company Training - Company members should complete 16 hours per month of firefighter training at the fire station per the general criteria of NFPA 1001, *Standard for Fire Fighter Professional Qualifications* (Insurance Services Office, Inc., 2012). MFD/EMS trained 95 members, completing 15,622 hours of Company Training for an annual PIAL compliance of 95.7%.

Officer Training - All officers at MFD/EMS are certified per the general criteria of NFPA 1021, *Standard for Fire Officer Professional Qualifications*, meeting the PIAL Officer Certification requirement. Fire Officers with responsibilities in fire suppression should attend 12 hours per year of officer continuing education that meets the general criteria of NFPA 1021, *Standard for Fire Officer Professional Qualifications*; NFPA 1521, *Standard for Fire Department Safety Officer*, and/or NFPA1561. *Standard on Emergency Services Incident Management System* (Insurance Services Office, Inc., 2012) (Property Insurance Association of Louisiana, 2021). MFD/EMS trained 30 officers for 334 hours of continuing officer education and the department is 92.8% PIAL compliant.

	CLASS COUNT	TOTAL CLASS HOURS	COUNT OF PEOPLE	TOTAL MAN HOURS
Administrative	5	19:00	37	100:00
Apparatus Driver / Operator	160	263:00	1088	2016:00
Company Training	3615	3626:00	21834	21889:00
EMS	131	501:15	2199	5346:30
Facility Drill	82	258:00	899	2764:00
Fire Officer I	5	40:00	70	560:00
Foundational Training	8	128:00	63	600:00
Hazmat	27	382:00	424	1430:00
New Driver / Operator Training	1	40:00	1	40:00
Officer Training	51	708:30	528	3710:00
Recruit Training	70	550:00	1294	10151:00
REMOVE	3	3:00	3	3:00
Technical Rescue	16	169:00	188	1103:00
GRAND TOTALS:	4174	6687:45	28628	49712:30

Existing Driver / Operator Training - MFD/EMS Fire Equipment Operators should complete 12 hours per year of driver and operator training per the general criteria of NFPA 1002, *Standard for Fire Apparatus Driver/Operator Professional Qualifications*, and NFPA 1451, *Standard for a Fire Service Vehicle Operations Training Program* (Insurance Services Office, Inc., 2012). There were 37 Fire Equipment Operators who completed 419 hours of driver/operator training for a PIAL compliance of 94.4%.



HazMat Training - HazMat Training should be devoted to the recognition and identification of hazardous materials encountered during structural firefighting operations for awareness, operations, technician, or command level training defined in NFPA 472, *Standard for Competence of Responders to Hazardous Materials/Weapons of Mass Destruction Incidents* (Property Insurance Association of Louisiana, 2021).



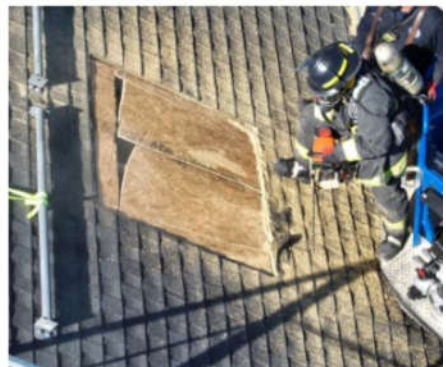
EMS Training

As an ALS transport agency, Mandeville Fire/EMS offers EMS continuing education units to 65 paramedics and 39 EMTs. A total of 131 EMS classes were offered equaling 501 hours.



Recruit Class

Mandeville Fire/EMS hosted a recruit firefighter class in 2024 that graduated 18 probationary firefighters. During these 14 weeks, participants are trained and certified to meet NFPA 1001, Standard for Fire Fighter Professional Qualifications, and NFPA 1072, Standard for Hazardous Materials/WMD Emergency Response Professional Qualifications, and NFPA 472, Standard for Professional Competence of Responders to Hazardous Materials Incidents.



ANNUAL EVENTS AND UPDATES

International Accreditation

In 2021 St. Tammany Fire District No. 4 (District 4) Mandeville Fire/EMS received Accredited Agency status with the Commission on Fire Accreditation International (CFAI) for meeting the criteria established through the CFAI's voluntary self-assessment and accreditation program. District 4 is one of 313 Internationally Accredited Agencies through CFAI and the Center for Public Safety Excellence, Inc. (CPSE)

District 4 joined St. Tammany Fire District 1 in Slidell and NAS JRB New Orleans Fire & Emergency Services in Belle Chasse as the only three accredited agencies in Louisiana. District 4 has the distinction of being the only Property Insurance Association of Louisiana (PIAL) Class 1 with international accreditation in Louisiana. There are only 121 departments with this status in the United States.

CFAI is dedicated to assisting fire and emergency service agencies throughout the world in achieving excellence through self-assessment and accreditation to provide continuous quality improvement and the enhancement of service delivery to their communities.

The members and citizens of District 4 have much to be proud of; less than 1% of all fire departments are Class 1 and Accredited. It is through the hard work and dedication of the members and the continuous support of our community that has made District 4 the very best fire and emergency service available.

In 2024, District 4 created the 2024-2029 Strategic Plan. This team effort required the members of the district, our elected officials, and the community to reenergize our mission, vision, and values. This community driven effort also outlines four strategic goals for continuous improvement.



Community Stakeholder Work Session Participants

Property Insurance Association of Louisiana (PIAL) Fire Insurance rating

On August 1, 2023, St. Tammany Fire District No. 4 (District 4) Mandeville Fire/EMS received notification from the Property Insurance Association of Louisiana that the Fire District's "Public Fire Protection Classification" Class 1 rating continues to apply for residential and commercial properties. **St. Tammany Fire District No. 4** continues to be the only **Class 1 Fire Department** in St. Tammany Parish. St. Tammany Fire District No. 4 was surveyed on June 21, 2023, and received a total credit of 100.27.



"Louisiana law mandates that better fire district ratings translate into savings on property insurance. La. R.S. 22: 1460(I) requires that insurers reduce premiums as fire gradings improve."

According to the Office of the State Fire Marshals online directory, there are over 550 fire departments in Louisiana. According to the Louisiana Department of Insurance website, Louisiana has 15 Class 1 departments, including both large and small communities. The following departments have been rated as Class 1 departments: Baton Rouge, Jefferson Parish East Bank Consolidated Fire Dept., New Orleans, Kenner, Shreveport, Monroe, West Monroe, Bossier City, **St. Tammany Parish Fire Dist. 4**, Bastrop Fire Department, Gonzales Fire Department, St. George Fire Department, Zachary Fire Department, Alexandria Fire, and Lafitte, Barataria, Crown Point JPDFD 4.

2023 PIAL Summary of Credit for St. Tammany Fire Protection District No. 4

<u>Feature (Category)</u>	<u>Credit Earned</u>	<u>Maximum Credit</u>
Emergency Communication	9.33	10.00
Fire Department	46.62	50.00
Operational Considerations	2.00	2.00
Water Supply	38.11	40.00
Divergence	-0.39	0.00
Community Risk Reduction	4.10	5.50
Electronic Hydrant Location	0.50	0.50
Total	100.27	106.00

Station 45

On October 25, 2024, Station 46 was officially dedicated and bears the name of an extraordinary community leader: Willie Paretti. This facility stands as a tribute to Willie's enduring commitment to our community, and we are honored to have her legacy woven into the very heart of our local safety efforts.

Willie Paretti has been a guiding force, supporting countless community initiatives and embodying the spirit of service that keeps our community strong. Now, every call answered, and every life saved from this station will serve as a testament to her dedication.

Thank you to everyone who joined us for this special day, and to Willie Paretti for inspiring us all. Here's to building a safer, stronger community in her name!



Remembrance

On August 8, 2024, we laid our beloved brother, Jason Comeaux, to rest. His memory will forever live in our hearts.

