

# LEHIGH ACRES

## Fire Control & Rescue District



# 2023 ANNUAL REPORT





*Pride in Service*

## Our Vision

The Lehigh Acres Fire Control and Rescue District strives to lead the Nation in excellence of service as superior fire and rescue first responders.

The District's vision is to be achieved through deliberate planning, adaptability and the courage to embrace challenges and opportunities.

## Our Mission

We are committed to providing and continually improving the quality of emergency services delivered to the citizens and visitors of the Lehigh Acres Fire Control and Rescue District.

## Our Values

Excellence | Safety | Valor | Integrity | Dedication





# Our Services

- **Fire Suppression** includes residential, commercial, automobile, and urban/wildland interface fires. Firefighters practice fast attack procedures to minimize risk to life, property, the environment, and financial loss. Once a fire has been extinguished, thorough salvage operations are conducted to preserve property, and the environment and return structures to a habitable condition as quickly as possible.
- **Emergency Medical Services** are provided twenty-four hours a day by advanced life support personnel. District paramedics, operating state-of-the-art medical equipment, respond to most medical emergencies. Requests for medical aid constitute the majority of calls answered by the District.
- **Life Safety Management** is responsible for reviewing building plans to meet current state fire codes, life safety inspections, public education, and fire scene investigations. The relatively small number of structure fires fought annually in Lehigh Acres is an indication of the Life Safety Management division's success.
- **Training** of District personnel is conducted in accordance with state and federal standards. Firefighters and paramedics train in techniques and technological advances, and engage in continuing education. To control costs, training is conducted in-house whenever possible or through multi-district training with other fire districts in Lee County.



# Fire Chief Robert DiLallo

Thank you for taking the time to review our District's 2023 Annual Report. It is my honor and privilege to serve as your fire chief. Our profession, and our organization, place extreme value on service to others. It is the reason we exist. It is this commitment to serving others that drives us.

This report gives a brief overview of how each of our divisions: Operations, Administration, Fire & Life Safety, Finance, Human Resources, Maintenance/Fleet, Safety/Training & EMS, and Public Relations work collectively to provide the highest quality of fire and rescue services to the communities we serve, while striving to be good stewards of the trust that the public has placed in us.

The District, and its elected officials, place great significance on the fiscal responsibility required to ensure that the services provided to our community are highly effective, uninterrupted, and sustainable. Our staffing and ability to meet current and future challenges are key to providing these mission-critical services.

For more in-depth information on any of the topics addressed in this report, please feel free to review the District's Strategic Plan, Financial Audit, Independent Fire Control District Performance Review, Executive Budget Summary, Annual Budget Documents, browse our social media outlets, call our office staff, or schedule a visit to speak with the fire chief.

Respectfully,

*Robert DiLallo*





# Board of Fire Commissioners



Debra Cooper  
President & Chair



Lucia Sherman  
Vice-President & Vice-Chair



Melissa Barry  
Secretary & Treasurer



Robert Bennett



Linda Carter



# CHIEF OFFICERS



Fire Chief  
Robert DiLallo



Deputy Fire Chief  
Rodolfo Naranjo



Assistant Fire Chief  
Ralph Ketron, Jr.



Fire Marshal/Assistant Chief  
Kenneth Bennett



Division Chief  
Logistics  
Oreste Borrego



Division Chief  
Operations and Training  
Anthony Rocco



Captain  
EMS Training  
Rich Billian



# ADMINISTRATIVE STAFF



**Rachel Reith**  
**Administrative Secretary**



**Katie Heck**  
**Public Relations Officer**



**Anita Kressel**  
**Finance Manager**



**Tim Mace**  
**IT Administrator**



**Alan Monroe**  
**Human Resources**







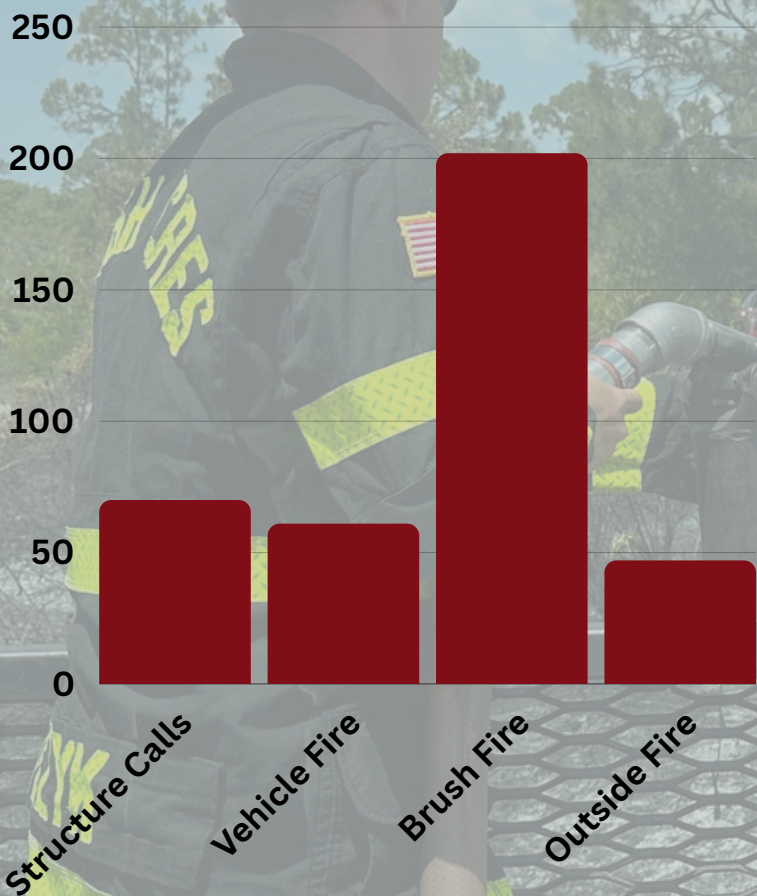


# 2023 INCIDENTS

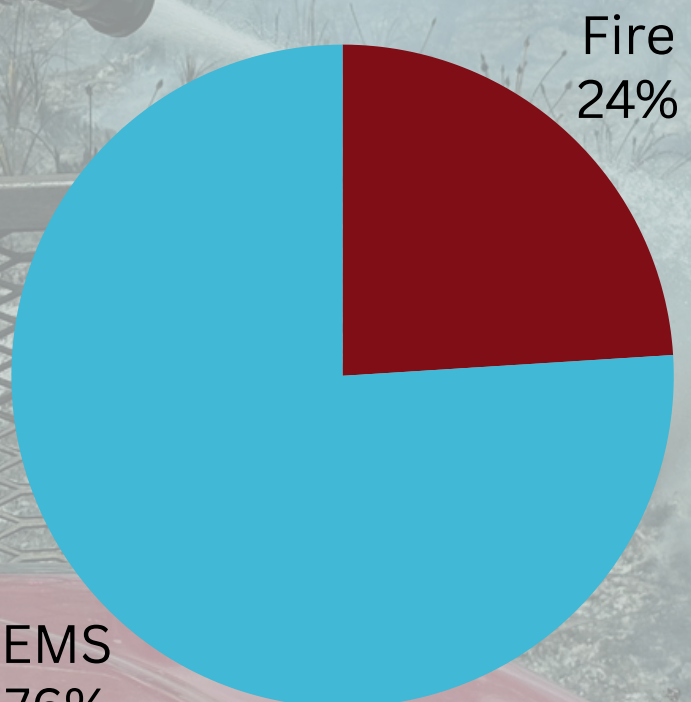
17,202

TOTAL CALLS  
FOR SERVICE

FIRE RESPONSE BREAKDOWN



TYPE OF SERVICE CALL

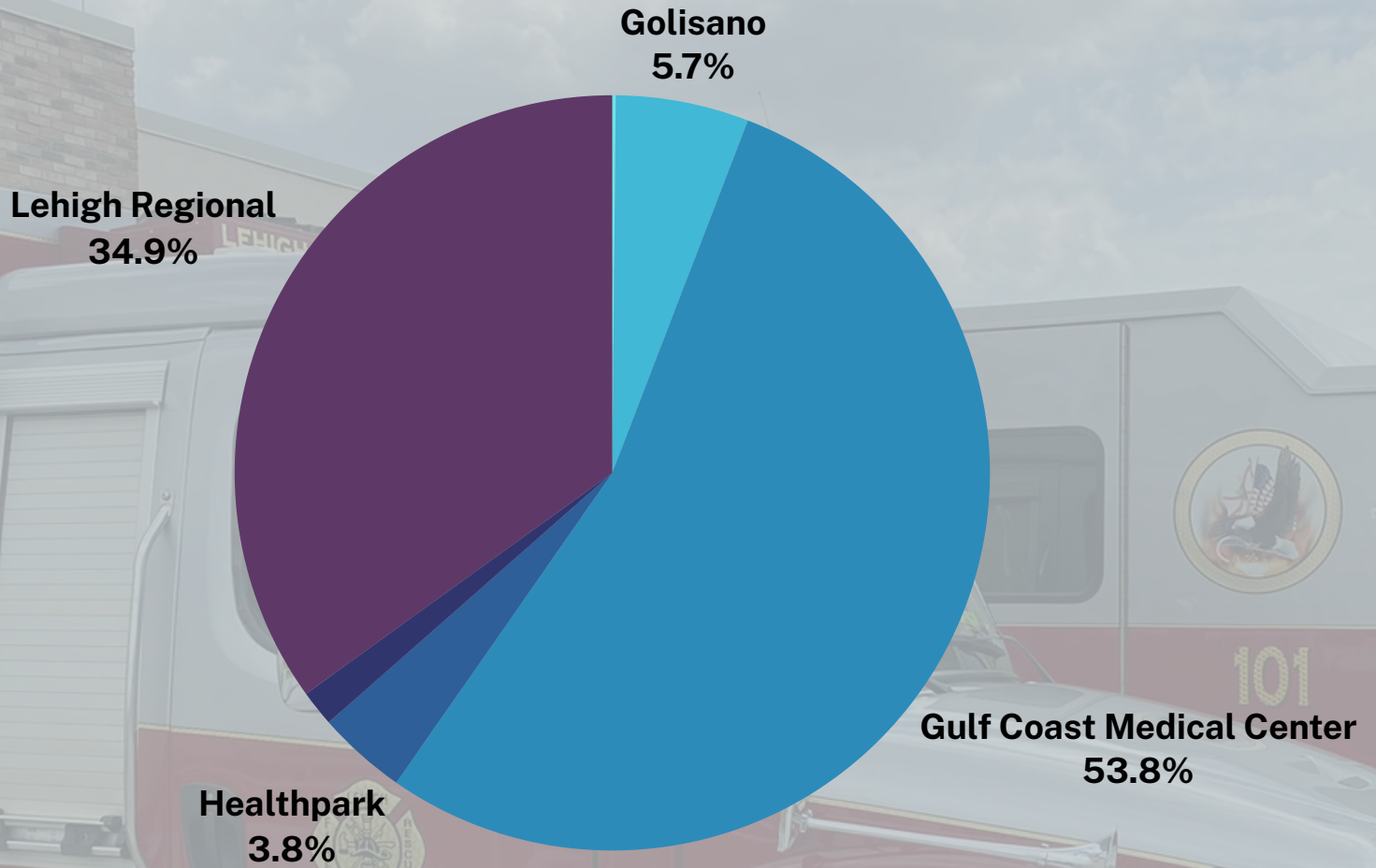


Average Response Time  
In District  
4.35 minutes

EMS  
76%



# EMS Transports



	Jan '23	Feb '23	Mar '23	Apr '23	May '23	Jun '23	Jul '23	Aug '23	Sep '23	Oct '23	Nov '23	Dec '23	Jan '24	Total
Cape Coral Hospital		1			2		2	3	1	2	2			13
Golisano Children's Hospital of Southwest Florida	45	46	38	40	45	34	46	46	40	49	38	38		505
Gulf Coast Medical Center	418	381	424	375	410	386	397	387	396	412	398	386		4,770
Healthpark Medical Center	29	34	22	19	33	25	27	41	37	27	16	29		339
Lee Memorial Hospital	11	15	17	11	11	8	14	6	12	10	10	11		136
LeeFlight			1											1
Lehigh Regional Medical Center	281	260	284	275	291	253	275	262	214	226	218	257		3,096
<b>Total</b>	<b>784</b>	<b>737</b>	<b>786</b>	<b>720</b>	<b>792</b>	<b>706</b>	<b>761</b>	<b>745</b>	<b>700</b>	<b>726</b>	<b>682</b>	<b>721</b>		<b>8,860</b>



# Station 101



# Station 102





**Station 103**



**Station 104**



# Station 105



# Station 106





# Human Resources

Total  
Employees:  
167

Average Employee Age: 38  
Average Employee Tenure: 9.3 Years

New Hires: 4

Staff  
Demographics:  
11% Female  
89% Male

189  
applications  
reviewed





# Administration

Human Resources | IT

- Assisted Administrative staff from all divisions with Public Records Requests.
- Assisted Executive Chief Officers with the Board of Commissioners and community leaders.
- Assisted Administrative staff with Strategic planning and implementing goals and objectives.
- Assisted IT with interviewing vendors for the IT audit.
- Assisted IT with implementing new software.
- Assisted IT with moving data to the cloud.
- Assisted IT with implementing/replacing IT hardware to increase cyber security.
- Assisted IT to ensure the District is ADA compliant.
- Maintained Policy Management by implementing new Policies and revising old Policies using Lexipol.
- Assisted Region 6 County Coordinator as Co-County Coordinator.
- Assisted Lee County Incident Management Team (IMT) by being on-call monthly.
- Assisted Finance and Human Resources with new software.
- Assisted Human Resources with Benefits Administration.
- Assisted Human Resources with Risk Management.
- Assisted Human Resources with the onboarding process of new employees.
- Assisted Finance and several divisions with annual budgeting.
- Assisted Finance with the FEMA reimbursement process.
- Assisted Finance with our annual audit.
- Assisted Finance with yearly supplemental reports to the state.
- Assisted Finance and Public Relations Officer (PRO) with writing grants.
- Assisted Logistics Division with daily operations: orders, purchase orders, etc.
- Assisted the Operations/Training Division with the promotional process.
- Oversee the Countywide Tablet Command Platform and the training process.
- Help oversee the Countywide Vector Solutions Platform and the training process.

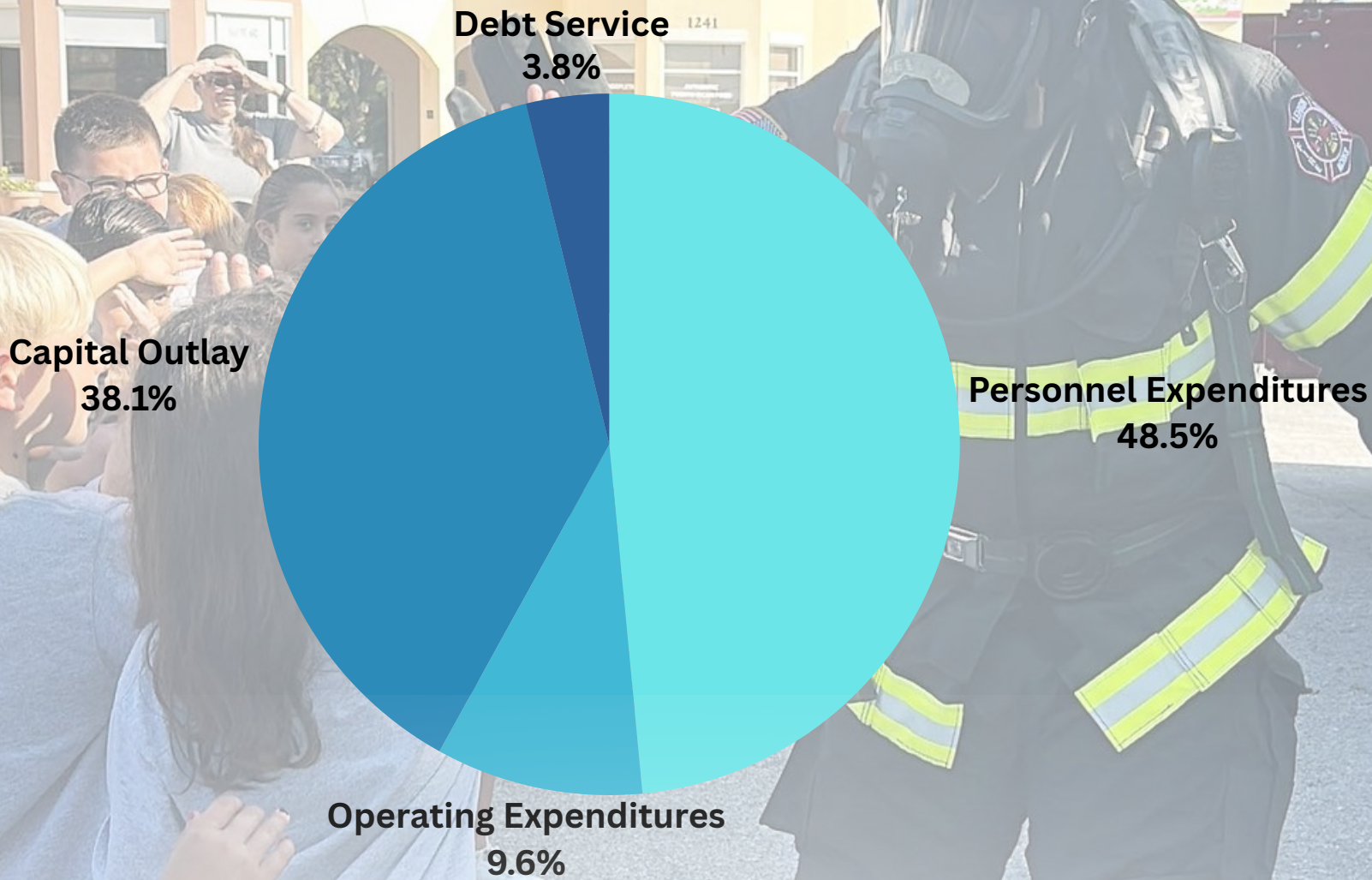
ADMINISTRATION





# 2023 Operating Budget

## \$53,156,082



### Important things to know about your fire assessment:

- ✓ The fire assessment is the District's primary source of revenue.
- ✓ The Lehigh Acres Fire Control and Rescue District receives no funds from county taxes.

Under the simplified fire methodology, property owners pay an annual assessment not exceeding \$181.43 per parcel plus \$1.05 per \$1,000 of the value of improvements on a parcel of land. Pursuant to FL Statute 191.009, Non-ad valorem assessment rates set by the board may exceed the maximum rates established by the previous year's resolution or referendum in an amount not to exceed the average annual growth rate in Florida personal income over the previous 5 years.



# LOGISTICS

The Logistics Division provides support services that include:

- Procurement services
- Maintaining and supplying personnel with uniforms and protective equipment,
- Management, maintenance, and stocking of
- 7 department facilities.
- Management of all fire apparatus and support vehicles



**Broke Ground on New Station 107.** Station 107 is positioned at the corner of Leonard Blvd S. and Owen Ave S, on the West side of the District. The station is expected to be completed in early 2024.

## **New Front-line Tender**

Freightliner 114 SD provides a platform with optimum durability, comfort and hauling capacity, holding up to 3,000 gallons of water.



**Acquired New State-of-the-art Ladder Truck** which has 100' Heavy-Duty Steel Aerial Platform. It carries 500 gallons of water and features a Waterous pump that is rated to flow 2,000 gallons of water per minute. The truck also features fold-down steps for firefighter ergonomics, 121' of ground ladder storage, and EMS compartments. This new truck is currently at Station 102.



A woman in a dark blue fire department uniform with a name tag and patches is talking to two young girls. They are standing at a booth with a red tablecloth. The table is covered with various items including brochures, a calendar, and a bag. In the background, other people and fire trucks are visible under a large tent.

# Public Relations

## Fire Safety Presentations

reached over 2,300 students and adults

25 School Visits

56 Community Events

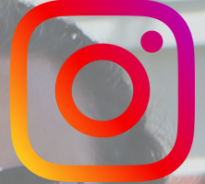
Increased social media reach across  
7 platforms at a steady pace  
throughout 2023!





# Social Media

## Facebook & Instagram



**Facebook Reach**  
**731,500**  
**post views**



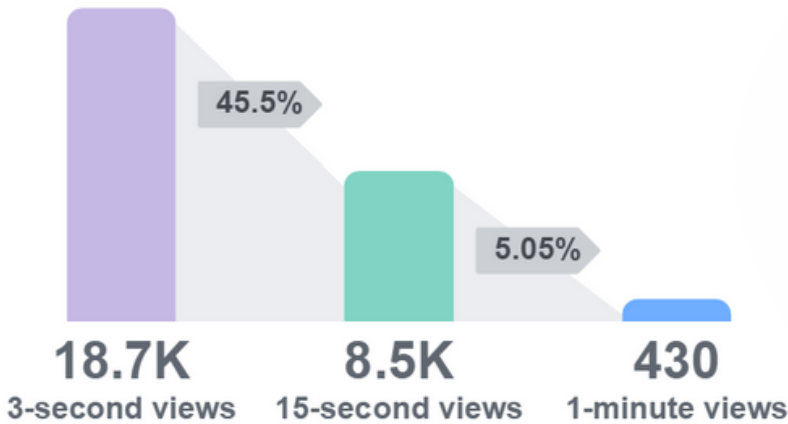
**Instagram Reach**  
**215,000**  
**post views**



### Short Form Videos

#### How long people are watching

The breakdown of your video views this period.



### Audience (Followers)



**7,231**



**9,534**



# Social Media Audience Numbers



205



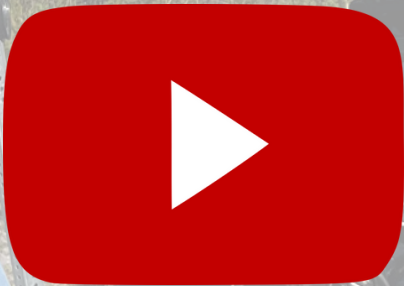
79,762



787



17,286



58,123 views for 202.3 hours of watch time!

## Television Coverage



Our District was mentioned on local news over 1,800 times in 2023!



# ISO Rating

ISO is an independent organization that provides communities and businesses with various rating and evaluation services throughout the United States. The purpose of an ISO public protection survey is to gather information to determine a Public Protection Classification (PPC®), which insurers use for underwriting and to calculate premiums for fire insurance.

A community's PPC depends on:

- emergency communications systems, including facilities for the public to report fires, staffing, training, certification of telecommunicators, and facilities for dispatching fire departments
- the fire department, including equipment, staffing, training, and geographic deployment of fire companies
- the water supply system, including the inspection and flow testing of hydrants and a careful evaluation of the amount of available water compared with the amount needed to suppress fires
- community efforts to reduce the risk of fire, including fire prevention codes and enforcement, public fire safety education, and fire investigation programs

ISO's Public Protection Classification (PPC®) information plays an important part in the decisions insurers make affecting the underwriting and pricing of property insurance. In fact, most U.S. insurance companies — including the largest ones — use PPC information to offer coverages and establish deductibles for individual homes and businesses. Assuming all other factors are equal, the price of property insurance in a community with a good PPC is lower than in a community with a poor PPC.



# ISO Rating

Every three years, the Lehigh Acres Fire Control and Rescue District participates in an evaluation of the Public Protection Classification (PPC) for the District through ISO Mitigation. During this evaluation, expert ISO staff visit the community to observe and evaluate features of the fire protection systems. We are proud to report that the District has maintained current ISO ratings for our community. The Lehigh Acres Fire Control and Rescue District (District) maintains a rating classification from ISO as follows:

**PPC 3** - Parcels and structures within five (5) road miles of a District fire station and within 1000 feet of an accepted municipal fire hydrant (measured by the drivable road surface by the fire response apparatus).

**PPC 3Y** - This applies to those parcels and structures that are located within five (5) road miles of a District fire station.

**PPC 10** - Applies to all parcels and structures that are located more than five (5) road miles from a District fire station.

The rating scale created by ISO notes the best possible classification as a “1”, with “10” being the highest hazard risk rating.

The District’s long-term goal is to improve our overall ISO rating to a 2 (two), which would be the best possible rating for our community. Achieving this goal will require decreasing response times by adding additional fire stations and apparatus, improving our training rating with a training facility, bolstering our Life Safety Division’s public education programs, and improving upon our water sources. While we cannot control where FGUA installs water hydrants, adding more water tenders to our fleet will help increase our water source rating. We are also working with the Lehigh Acres Municipal Services Improvement District to pre-designate specific drafting locations through the District.



# Life Safety Division



**Kenneth Bennett**  
Fire Marshal

The Life Safety Division's mission is to engage in investigation, education, prevention, and mitigation of fire incidents or accidents.

The Life Safety Division performs inspections of businesses and occupancies as mandated by applicable law. In addition, the Division may be the lead agency or act as a support service in the investigation of all major fires occurring within the jurisdiction of the Lehigh Acres Fire Control and Rescue District.



**Fred Cooley**  
Inspector



**Janis Williams**  
Inspector



**Jeffrey Nickell**  
Inspector

## 2023 Highlights:

- Inspectors performed 4,135 documented inspection activities.
- \$17,186 in existing occupancies inspection-related fees invoiced. An increase of 5% from 2022.
- \$58,690.88 in fees collected related to construction projects. Approximate increase of 10% from 2022.

Fire  
Investigations:

**379**

Plans  
Reviewed:

**294**



# 2023 HONORS

## 5 YEARS OF SERVICE

Grayson Pierce  
Jonathan Maldonado  
Kyle Lloyd  
Raul Villapanda  
Stfena Wiesing  
Gildarado Mendoza Jr.  
Jake Canning  
Fred Cooley

## 10 YEARS OF SERVICE

Tanner Mack  
Tomas Diaz  
Lindsay Rodriguez  
Joshua Grida

## PROMOTION

Maury Morejon  
Field Training Officer

## 15 YEARS OF SERVICE

Jeffrey Palmer  
Gary Kruse

## 20 YEARS OF SERVICE

Christopher Schaefer  
Eric Swanbeck

## 25 YEARS OF SERVICE

Richard Billian

## 30 YEARS OF SERVICE

Lee Liedtke





**Firefighter of the Year  
Tanner Mack**



**Employee Performance  
Award  
Alan Monroe**



**Administrative  
Employee of the Year  
Rodolfo Naranjo**



# 2023 Annual Report



@LehighAcresFD

