



Urbana Fire Division

2018 Annual Report Fire & EMS

The Urbana Fire Division responds to EMS and fire incidents 24/7 under the direction of the fire chief. The assistant fire chief is responsible for fire prevention, fire investigations, training, and day-to-day operations of the fire division. At full manpower, the on-duty staff is one captain and six firefighters. The captain is responsible for the daily operations of the shift. In addition to serving the community of Urbana, Urbana Fire Division is also contracted to provide services to Urbana, Concord, and part of Salem Townships.

The Urbana Fire Division is guided by:

- **Vision Statement:** Urbana Fire Division's vision is to create an environment where people want to work, are proud of the work they do, fight fires and save lives to the best of their ability in a way that exceeds community expectations.
- **Mission Statement:** Urbana Fire Division shall be proficient at developing procedures and processes that promote excellence in fighting fires and saving lives, ensure the cultivation of intellectual and organizational profitability, maximizes individual and organizational performance, and promotes continual individual and organizational growth.
- **Culture Statement:** Urbana Fire Division shall hold our department members responsible in a fair and unbiased manner, create a positive work environment that harbors and promotes personal and organizational growth, a framework to support growth, and pathways for future growth, in a way that supports the vision and mission of the division.
- **Climate Statement:** Urbana Fire Division is a community-oriented division that supports and encourages helping others and is mission-driven towards community and organizational objectives. Our division is dedicated to the purpose that the whole is stronger than any individual part.

Core Values

- **Purpose:** All of our firefighters shall have the skill and know-how to fight fires and save lives, the passion to help others, do the right thing, and treat the division and community with respect while on and off duty.
- **Passion:** Our firefighters foster the belief that we work for an organization that fits into our own life's mission to help others. We do not let a day go by without bettering ourselves in the ability to fight fires and save lives. To follow the golden rule and treat others the way that we would want to be treated.

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- **Dedication:** We shall hold ourselves to the highest standard for the people we serve. To accept responsibility for our actions and to be able to adapt to changes in the division and community in a professional manner. To be reliable and trustworthy to the community, and the office we hold, and to remind ourselves daily of the purpose of why we are here.

Organizational Goals

- Develop an organizational culture and climate that supports the mission and vision
- Create pathways and opportunities to improve the ability to fight fires and save lives
- Create a framework to support continuous growth
- Build exceptional internal and external relationships

Strategic Plan

The Urbana Fire Division's Vision and Mission are interconnected with each other in creating a culture and climate that supports the organizational goals in fulfilling the strategic plan. The strategic plan is the central concept to support success. Our leaders are empowered to guide behavior toward strategic results. Our core values enforce behavioral standards and cultivate a culture that is mission-driven and community-focused. Clear vision allows us to see that the path forward may not always be straight but sticking to the plan will achieve organizational goals.

Major Highlights

- In June, Chief Mark Keller retired from the fire division. In 1994, Keller was appointed as the union president and served in the position for 10 years. In 2007, he was promoted to captain and in 2011 to fire chief. Chief Keller was known for both his administrative and operations ability. A major accomplishment under Chief Keller was the establishment of a more detailed and defined training probationary period for when new people come to the fire division.
- After an extensive process to select a replacement for Chief Mark Keller, Dean Ortlieb, Ph.D. was sworn in as the new Fire Chief for the City of Urbana, with an effective date of October 29th. Chief Ortlieb retired from the City of Whitehall as a captain and was also the Public Safety Coordinator for Tolles Career & Technical Center from 2005 to 2016. He holds certifications as; Firefighter II, Fire and Live Fire Instructor, Fire Safety and Wellness Officer, Fire Safety Inspector, Fire Officer I, II & III, Fireworks Operations, Paramedic, BLS and EMS Instructor, FEMA (IS-100, IS-700, G-300, G-400 ICS) IS-702 PIO, IS-703 Resource Management, & G-775 EOC Ops, Hazardous Material Technician, and Weapons of Mass Destruction. Chief Ortlieb has the following degrees; Associate of

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Applied Business, Bachelor and Master of Business Administration, and Doctor of Philosophy in Psychology.

- We continue to have fire and EMS contracts with the surrounding townships. All contracts have the following terms:
 - Urbana Township – 1-year contract 2019
 - Salem Township - 5-year contract 2016-2020
 - Concord Township – 5-year contract 2016-2020
- The CPR program for the community continues– educating our citizens about the importance and teaching the correct administration of CPR, knowing that this knowledge will someday help to save a life!
- The Urbana Fire Division continues to administer car seats to families not able to afford them through grant money from the Champaign County Health Department.
- To make our Fire Division more productive and efficient the following positions were defined and assigned to personnel at no additional cost to the taxpayer:
 - Chief of Operations: Assigned to Assistant Chief Asper, in addition to his already assigned duties, the chief of operations will oversee the overall readiness of the division daily.
 - EMS Coordinator: Assigned to Firefighter John Flora, in addition to his already assigned duties, the EMS coordinator will oversee EMS certification, training, and supplies.
 - Shift Battalion: Assigned to the on-duty shift captain, in addition to his already assigned duties, the shift battalion will oversee incident and daily crew operations. The shift battalion shall respond in a separate vehicle and assume a stationary command post.

Emergency Response Statistics

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Below are the emergency response statistics for the fire division. The last time the division increased manpower was in 1992. Since that period the division has had over a 50% increase in incidents. However, the population of our community has stayed relatively the same.

Operational Summary

Incident Type	1992	2000	2010	2018
EMS Runs	1431	1564	1885	2394
Motor Vehicle Act.	N/A	145	148	224
Fire Runs	396	418	515	260
Total Runs	1827	2127	2548	2878

Vehicles

Vehicle	Year	Mileage	Life Expectancy	Projected Replacement Cost
Medic 1	2017	11,716	10	\$250,000
Medic 2	2007	97,787	10	\$250,000
Medic 3	2001	187,125	10	\$250,000
Engine 1	2004	54,154	20	\$600,000
Engine 4	2004	N/A	20	N/A
Tanker	1997	N/A	20	N/A
Truck 1	1997	28,139	20	\$1,200,000
Brush 1	2004	N/A	10	N/A
Chief 1	2013	40,000	8	\$40,000
Chief 2	2018	3,200	8	\$40,000
Utility	2018	4,737	8	\$40,000
Rehab 1	1991	N/A	10	N/A
Haz Mat 1	1981	N/A	20	N/A
Fire Safety Trailer	1998	N/A	20	\$50,000

*E4, Tanker, and Brush 1 owned by Urbana Township

Major Repairs

- Ladder
 - Electronic control unit
 - Wiring
 - Plumbing
- Engine One
 - Springs

Summary

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When Chief Ortlieb took office, he had three main priorities. The first was to be more than a 911 response service, which means we are conducting EMS and Fire prevention, engaging in the schools, working with community partners to help our individuals with challenges, and telling our story on social media. The second priority was to make sure we are using the tax payer's money wisely. An example of prudent financing, since 2002 the division has been granted more than one million dollars in FEMA grants at the cost to the city of \$53,000. The final priority for the division was to define minimum manpower in a way that assures the best EMS and fire response to our community. The division has 10 frontline vehicles and only seven personnel a day to place on vehicles. Moreover, available personnel can drop to five a day due to earned time use and other vacancies.

Therefore, the early focus on minimum manpower was to determine the type and frequency of incidents to determine which vehicles should take priority. Based on run statistics, it was determined in 2018 that the division took over six EMS runs and one fire runs a day. Incident command was utilized on all of the Division's incidents. It should be noted that motor vehicle accidents counted for both EMS and fire runs in computing the statistics since both EMS and fire respond to accidents.

EMS incidents typically take around 30 minutes to complete and fire 15 minutes. Both types of incidents can go over an hour in some cases. EMS and fire incidents both need a command presence. It is preferable to have this command as a standalone component, which will allow for the scalability of the incident. Based on this analysis it was determined that Urbana Fire Division needed at least one staffed EMS, fire, and command vehicle daily. Industrial standards for staffing a medic vehicle are three with a minimum of two, a fire vehicle is four with a minimum of three, and a command vehicle is one.

Recently we started to track two or more incidents at the same time and have found on average we have two or more incidents happening at the same time about once a day. Therefore, it is likely in the near future that we will not have the resources or the command presence to fight a fire or save a life because we are tied up on two incidents at one time. It should be noted that we are the only 24-hour and seven-day-a-week fire department, which means we are limited to asking others to help. What it would take to provide a sufficient amount of resources would be three additional personnel per crew and a minimum of eight personnel on duty at a time. The 10-firefighter staff at minimum would allow for two people off a day, two personnel on two medics, three personnel on a standalone fire truck, and a standalone command vehicle. The fire truck personnel would be trained to also perform lifesaving EMS procedures. This would mean that even with two medics out, we could still fight fires and saves lives, with the ability to scale up with a standalone command presence.

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