



2020 Annual Report

EMS & FIRE

The Urbana Fire Division is a 24/7/365 organization that fights fires and saves lives under the direction of the fire chief. The first organizational goal for the Division is to have the ability to scale up by maximizing current capacity. Capacity relates to management, staffing, operations, and available resources. At full manpower, the on-duty staff consists of one captain (shift officer) and six firefighters. The shift officer is responsible for the daily operations of the shift. The Fire Division's minimum manpower is five a day and in addition to serving the City of Urbana, the Division is contracted to provide services to Urbana Township and parts of Concord and Salem Townships. It is estimated that the Division serves 16,000 people and covers 90 square miles of territory.

Your Fire Division has an ISO rating of 3

Mission: The Urbana Fire Division's mission is to develop a scalable framework that promotes excellence in fighting fires and saving lives, ensures the cultivation of intellectual and organizational profitability, maximizes individual and organizational performance, and promotes continual individual and organizational growth.

Summary

The Urbana Fire Division continues to be steadfast in accomplishing its strategic plan. The foundation of the plan consists of its personnel, equipment, and operations. These variables are complexly entwined and have equal value, which collectively creates synergy toward meeting organizational goals.

Further, the Division cannot be a standalone identity and must work with its community partners. Which includes this year working internally and externally with stakeholders to get through the COVID-19 pandemic. The COVID-19 pandemic was so dynamic that the Fire Division established temporary measures (ETM) to address constantly changing conditions. The focus of an ETM is eliminating single points of failure and creating the ability to scale up in the event of a surge in COVID-19 cases and/or a reduction in hospital capacity. The ETMs are related to operations, personnel, station, and staffing procedures.

Personnel

This year, the Division lost Firefighter Joe Hester to an off-duty auto accident. The Division is in the process of replacing him. The Division continues to work towards one of its organizational goals for personnel of providing pathways and opportunities for growth. Which includes standardizing crew training and defining the expectations of each crew. In 2020, the Division logged 12,836 hours of training, compared to 10,500 in 2019. Additionally, Firefighters Sprankle, Stevens, Vondenhuevel, and Wagner completed their probationary training and logged over 3,500 hours in doing so. Further, the following personnel received certifications:

- Firefighter Wolf: Fire Officer II
- Firefighter De Cola: Fire Officer I
- Firefighters Drake and Stevens: Certified CPR Instructor

Equipment

Major equipment highlights for this year include placing into service our rescue trailer, which includes a boat and ATV unit. Additionally, the Division accepted a bid from Sutphen to build a new fire truck. The new fire truck will replace the current one, which will go into reserve status. The new fire truck is scheduled to be completed in December 2021.

Grants have allowed the Division to better serve the community and for its personnel to become more productive and efficient. Grants awarded to the Division in 2020 include:

- State Fire Marshal: \$10,035.84 towards firefighter training fire gear and thermal imagers
- Bureau of Workman's Compensation: \$7, 406 towards a new washer extractor
- Division of EMS Priority 1: \$3,836 for video laryngoscopes and EMS software



Operations

Similar to 2019, the Division responded to over 2,800 incidents in 2020. The minimum staffing of vehicles is a fire officer in a command vehicle, two firefighters on EMS, and three firefighters on fire apparatus. Additionally, the Division separates its operations into three areas and assigns an area to each shift captain; Captain Croker oversees EMS operations, Captain Beverly rescue operations, and Captain Countryman fire operations.

The following are estimated average times of an incident: EMS 36 minutes, rescue 38 minutes, and fire 39 minutes. In some cases, incidents can go over an hour. The on-duty shift officer is constantly managing their resources since an EMS incident alone can tremendously affect operational capabilities. Ultimately the Division seeks to improve its ability to scale up and take a second run. The Division continues to work on its capacity to diversify, expand, and grow to allow it to have the appropriate measures in fighting fires and saving lives. Table 1 represents a historical operation summary of the Division. 1992 is the last time the Division increased manpower. Since 1992 the Division has had over a 50% increase in incidents. However, the population of the community the Division serves has relatively stayed the same. In 2020, the Fire Division asked for and received mutual aid 59 times and provided mutual aid 36 times.

Table 1 Historic Operational Summary for the Urbana Fire Division

<u>Incident Type</u>	<u>1992</u>	<u>2000</u>	<u>2010</u>	<u>2020</u>
EMS	1431	1564	1885	2408
Rescue	N/A	145	148	130
Fire	396	418	515	357
Total Incidents	1827	2127	2548	2895

Table 2 represents a detailed incident summary for 2020. Of the 2,408 EMS incidents; 1,638 were transports, representing over a 68% transport rate. As mentioned earlier, the Division becomes limited as more than one incident is in progress. Meaning if there are still personnel on the station they will respond to the incident, but may have limited capacity to resolve it.

Table 2 2020 Division Incident Summary

<u>Incident Type</u>	<u>Total Incidents</u>	<u>Percent of Total</u>	<u>Daily Average</u>
EMS	2,408	83%	6.58
Rescue	130	4%	.36
Fire	357	12%	.98
Total Incidents	2895		7.91
Two Incidents in Progress	556	19%	1.38
Three Incidents in Progress	65	2%	.24
Total of Duplicate Incidents in Progress	621	21%	1.70

Major Highlights

- Firefighter John Flora was awarded Firefighter of the Year
- Captain Croker and Firefighters John Flora, Jonathan De Cola, Tyler Wolf, and Adam Nitchman received the Ohio Division of EMS Star of Life Award
- Provided a virtual tour of the fire station



- EMS billing revenue for 2020 of more than \$450,000
- Provided more than 30 hours of in-house vehicle maintenance
- Installed 15 car seats for families not able to afford them through grant money from the Champaign County Health Department
- Issued more than 20 CPR cards
- Conducted 84 fire inspections
- Partnered to develop five emergency operation plans with local businesses and government agencies

Townships

The Division has contracts for services for all of Urbana Township and parts of Salem and Concord Township. The Division is helping the townships it serves to create a three-step strategic plan. In 2020 we completed the first step of the plan and now have a service fee calculator (SFC) that is easily understood, along with being applied fairly and consistently to each township. The 2021 SFC fee for EMS and Fire service is \$81.50 per township resident, if a Township would only want one of the services we provide the fee is cut in half. Table 3 represents the 2020 operational summary for the townships covered by the Division.

Table 3 Township Incident Summary

Incident Type	Urbana Township	Salem Township	Concord Township	Total Townships
EMS	401	80	25	506
Rescue	46	7	3	56
Fire	68	13	N/A	81
Total Incidents	515	100	28	643

Sharing Our Vision for 2020 and Beyond

The Urbana Fire Division’s vision for its personnel is to have 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. The Division’s operational vision is to always have the capacity to take a second emergency run regardless of the type of incident.