



2021 Annual Report

The Urbana Fire Division

The Urbana Fire Division is a 24/7/365 organization that fights fires and saves lives under the direction of the fire chief. 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 their crew. 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 91 square miles of territory.

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 performance, and promotes continual growth in a way that eliminates any signal points of failure. The division works to meet its mission through five dimensions of risk reduction, which include economic impact, public education, emergency operations, safe engineering practices, and code enforcement. These reduction plans have produced an Insurance Service Office (ISO) rating of 3 out of 9. ISO rates fire agencies through data and analytics, with lower scores correlating with an agency's ability to better manage property and casualty risks. Insurance agencies use these scores to set residential and commercial insurance premiums. The biggest single factor in lowering the Division's ISO rating further is the lack of manpower available on a fire scene within 10 minutes of a call to service.

Personnel

This past year a forty-hour fire prevention position and an administrative assistant to the division were created, both will help to better serve our community. The division also was briefly at full manpower when it filled two vacancies during the year, however, one of the probationary firefighters left the division in November. The division is in the process of replacing the recruit and plans to sponsor a new firefighter test in early 2022 for anticipated vacancies during the year. Training continues to be a top priority for the division with 12,063 logged training hours in 2021, compared to 12,836 in 2020. Additionally, the following certification courses were provided to all firefighters:

- Basic Life Support
- Advanced Life Support
- Pediatric Advanced Life Support

The following personnel added individual certifications to help the division:

- Firefighters De Cola and Drake: Fire Instructor
- Firefighter Jones: Peer Fitness Instructor
- Firefighter Stevens: CPR Instructor
- Firefighters Vondenhuevel & Wagner: Car Seat Installer



The division is working towards having a car seat installer and CPR instructor for the public on each of the three shifts. Finally, the Division’s Firefighter of the Year for 2021 was Firefighter Chris Jones.

Equipment

The division received its new pumper from Sutphen in November of this year. Additionally, the division assisted Urbana Township in selling engine 4 and purchased the tanker and brush truck from the township. In 2022 the division will put out to bid for a new medic and start the process of submitting a grant for a new ladder truck. The division’s current ladder is 25 years old. In 2021 the following grants were awarded to the division:

- State Fire Marshal: \$1,920 applied to MARCs radio service fees
- State Division of EMS: \$3,360 EMS equipment and software

Operations

The division separates its operations into three general categories and assigns an area to each shift officer. Captain Croker oversees EMS, Captain Beverly’s rescue, and Captain Countryman’s fire operations. All three operational sectors average over 30 minutes of an incident. However, in some cases, incidents can go hours, and in others, just a couple of minutes minimum staffing of vehicles to mitigate these incidents is a shift officer in a command vehicle, two firefighters on EMS, and three firefighters on a fire apparatus.

Additionally, similar to 2020, the division responded to over 2,900 incidents in 2021. The on-duty shift officer is constantly managing their resources since an EMS incident alone can tremendously affect operational capabilities. Table 1 represents a historical operation summary of the division since 1992, the last time the division increased manpower. The division has roughly increased by 61% the number of incidents it has responded to since 1992. However, the population of the community the division serves has relatively stayed the same. In 2021, the fire division asked for and received mutual aid 51 times and provided mutual aid 65 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>	<u>2021</u>
EMS	1431	1564	1885	2408	2554
Rescue	N/A	145	148	130	190
Fire	396	418	515	357	240
Total Incidents	1827	2127	2548	2895	2984

Table 2 represents a detailed incident summary for 2021. Of the 2,554 EMS incidents; 1,866 were transports, representing over a 73% 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 immediately resolve it.



Table 2 2021 Division Incident Summary

<u>Incident Type</u>	<u>Total Incidents</u>		<u>Percent of Total</u>		<u>Daily Average</u>	
<u>Year Comparison</u>	<u>2020</u>	<u>2021</u>	<u>2020</u>	<u>2021</u>	<u>2020</u>	<u>2021</u>
EMS	2,408	2554	83%	86%	6.58	7.00
Rescue	130	190	4%	6%	.36	.66
Fire	357	240	12%	85%	.98	.52
Total Incidents	2895	2984			7.91	8.18
Multiple Incidents in Progress	556	596	19%	20%	1.38	1.63

Townships

The division has contracts with multiple township agencies. The division has a service fee calculator (SFC) that is easily understood, along with being applied fairly and consistently to each township requesting service. The 2022 SFC fee for EMS and Fire service is \$82.00 per township resident being served, if a township would only want one of the services, we provide the fee is cut in half. For 2022, the estimated population of Concord Township (EMS only) being served is 331, Salem Township 331 (EMS only) & 845 (EMS & Fire) 526, and Urbana Township (EMS & Fire) 3,040, Table 3 represents the 2020 operational summary for the townships covered by the division.

Table 3 2021 Township Incident Summary

<u>Incident Type</u>	<u>Urbana Township</u>		<u>Salem Township</u>		<u>Concord Township</u>		<u>Total Townships</u>	
<u>Year Comparison</u>	<u>2020</u>	<u>2021</u>	<u>2020</u>	<u>2021</u>	<u>2020</u>	<u>2021</u>	<u>2020</u>	<u>2021</u>
EMS	401	385	80	52	25	22	506	459
Rescue	46	40	7	17	3	2	56	59
Fire	68	45	13	10	N/A	N/A	81	55
Total Incidents	515	470	100	79	28	24	643	573

EMS and Fire Prevention (Risk Reduction)

Many of the Urbana Fire Division take on extra duties in EMS and fire prevention and education to help keep the community safe. Additionally, the division has partnered through a grant with Mercy Urbana to help run a community paramedic program. Table 4 breaks down EMS and Fire prevention activities in 2021.

Table 4 2021 Summary of EMS and Fire Prevention Activities

<u>Activity</u>	<u>Type</u>	<u>Amount</u>
CPR Cards Issues	EMS	54
Car Seats Installed	EMS	24



Community Paramedic Referrals	EMS	102
Safety Inspection	Fire	388
Key Box Inspection	Fire	189
Occupancy Permit Inspection	Fire	171

Sharing Our Vision for 2022 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, and fight fires and save lives to the best of their ability in a way that exceeds community expectations. One of the division’s main operational visions is to always have the capacity to take a second emergency run regardless of the type of incident. The division will work in the coming months and years to turn its visions into reality.