

FIRE & EMS

Chief Dean Ortlieb

The Urbana Fire Division is a 24-hour organization that responds to EMS, fire, and rescue emergencies. It is led by a fire chief and staffed by a captain, lieutenant, and five firefighters. The captain is in charge of the crew's daily operations. The Fire Division serves the city of Urbana and surrounding areas, including all of Urbana Township and parts of Concord and Salem Townships. It is responsible for protecting a population of approximately 14,840 people and covering 74 square miles. At minimum manpower, the division maintains a staff of five people per day.

Mission

The mission of the Urbana Fire Division is to establish a scalable framework that encourages excellence in fighting fires and saving lives, promotes the cultivation of intellectual and organizational profitability, maximizes individual and organizational performance, and supports continual individual and organizational growth to meet the needs of the community.

The division aims to fulfill its mission through five dimensions of risk reduction, including minimizing negative economic impact, public education, emergency operations, safe engineering practices, and code enforcement. These efforts have resulted in an Insurance Service Office (ISO) rating of 3 out of 9, with 1 being the highest rating. ISO uses data and analytics to evaluate fire agencies, with lower scores indicating a higher ability to manage property and casualty risks. Insurance companies may use these scores to determine insurance premiums for residential and commercial properties. One of the main obstacles to further improving the Division's ISO rating is the limited availability of personnel to respond to calls within 10 minutes.

Personnel

The division is in the process of replacing one firefighter who has left recently. An entry level test was given in October of 2023 and it is expected that the selection process will be finished by February. Training remains a high priority for the division, with 4,263 logged training hours in 2023. In addition, the following personnel have obtained individual certifications to help improve the division:

- Captain Croker: Credentialed as a Fire Officer through the Ohio Fire Chiefs' Association
- Firefighter Baughn: Paramedic
- Firefighter Flora: Fire Officer I
- Firefighter Schrader: Fire Officer I
- Firefighter Stevens: Fire Instructor

Furthermore, Firefighters Joyce, Nitchman, and Wolf were promoted to the rank of Fire Lieutenants. Firefighter Chris Jones was appointed as the Division's Fire Marshal. Additionally, Firefighters Baughn and Reed successfully completed their yearlong probationary training.

Equipment

The division has recently acquired a new command truck, currently being prepared for service as the new chief's vehicle. Additionally, a new medic from Life Line is on order, and is anticipated to be delivered in April of 2024. The division is in the process of applying for a grant for a new ladder truck, with the estimated cost currently standing at 1.6 million dollars. Notably, the division secured a total of \$6,063.96 in grants for equipment and services in 2023.

Operations

The division divides its operations into three main categories and assigns each shift officer to oversee one of these areas. Captain Croker is responsible for EMS, Captain Beverly is responsible for rescue, and Captain Countryman is responsible for fire operations. On average, all three operational sectors take over 30 minutes per incident. However, some incidents may take several hours, while others may last a few minutes. To manage these incidents effectively, the division maintains minimum staffing levels of one shift officer in a command vehicle, two firefighters on EMS, and/or three firefighters on a fire apparatus.

In 2023, the Division responded to 72% more incidents than in 1992, the last time the division increased its manpower. Table 1 shows a summary of the division's operations since 1992. The population of the community served by the division has remained relatively constant over this period. In 2023, the fire division requested and received mutual aid 48 times and provided mutual aid 148 times.

Table 1 Historic Operational Summary for the Urbana Fire Division

Incident Type	1992	2000	2010	2020	2023
EMS	1431	1564	1885	2408	2664
Rescue	N/A	145	148	130	241
Fire	396	418	515	357	239
Total Incidents	1827	2127	2548	2895	3144

Table 2 presents a comparison of division EMS, rescue, and fire incidents between 2022 and 2023. In 2023, out of a total of 2,664 EMS incidents, 1,912 involved transports, representing over a 71% transport rate. EMS transports generated approximate revenues of \$585,295 from EMS billing. This translates to an average revenue of \$306.12 per transport.

Table 2 2022 to 2023 Division Incident Summary

Incident Type	Total Incidents		Percent of Total		Daily Average	
	2022	2023	2022	2023	2022	2023
EMS	2703	2664	83%	84%	7.41	7.30
Rescue	231	241	7%	8%	.63	.66
Fire	325	239	10%	8%	.89	.65
Total Incidents	3259	3144	100%	100%	8.93	8.61
Multiple Incidents in Progress	667	630	20%	20%	1.83	1.73

Townships

The division has contracts with several township agencies to provided services to these communities. It uses a service fee calculator (SFC) to calculate fees in a fair and consistent manner. If a township only requests one of the services offered, the SFC is reduced by half. These contracts with the township agencies roughly increase the population served by the division by approximately 4,000 people, accounted for about 25% of all the divisions incidents, and generated an additional \$473,194 in contract revenue. Table 3 compares the number of incidents in the townships from 2022 to 2023.

Table 3 2022 to 2023 Township Incident Summary

Incident Type	Urbana Township		Salem Township		Concord Township		Total Townships	
	2022	2023	2022	2023	2022	2023	2022	2023
EMS	487	521	73	71	38	32	598	624
Rescue	61	60	10	11	N/A	N/A	71	71
Fire	63	58	13	18	N/A	N/A	76	76
Total Incidents	611	639	96	100	38	32	745	771

Risk Reduction

The division employs various EMS and fire risk reduction measures to ensure the safety of our community. Some of these measures can be quantified and are listed in Table 4.

Table 4 2023 Summary of EMS and Fire Risk Reduction Activities

Activity	Type	Amount
CPR Cards Issued	EMS	132
Car Seats Installed	EMS	23
Community Paramedic Referrals	EMS	17
Safety Inspection	Fire	2236

Sharing Our Vision for 2024 and Beyond

In 2024, the division plans to explore grant opportunities for additional personnel and submit for a federal grant to replace our 25-year-old ladder truck. Our vision for our personnel is to create a positive work environment where they can be proud of their work and strive to exceed community expectations in their efforts to fight fires and save lives. Additionally, we aim to always have the capacity to respond to a second emergency, regardless of the type of incident. We will continue to work toward these goals in the coming months and years.