



EMS, FIRE & RESCUE

Chief Dean Ortlieb

The Urbana Fire Division (UFD) is a 24-hour organization that responds to EMS, fire, and rescue emergencies. The division 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 division serves the city of Urbana and surrounding areas, including all of Urbana Township and parts of Concord and Salem Townships. UFD 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 UFD 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.

UFD aims to fulfill its mission through five dimensions of risk reduction, including minimizing negative economic impact, public education, emergency operations, safety 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. There are three main obstacles to further improve the division's ISO rating:

- Capacity of having the appropriate amount of trained personnel to respond to calls within 10 minutes
- The lack of reliability of our mutual aid partners
- Growing residential and industrial risks

Personnel

Training remains a high priority for UFD, with 4,105 logged training hours in 2024. In addition, the following personnel have obtained individual certifications to help improve the division:

- Fire Marshal Jones: Plans Review & Fire Alarm Systems at the National Fire Academy
- Captain Countryman: Live Fire Instructor
- Lieutenant Joyce: Fire and Emergency Services Instructor
- Lieutenant Nitchman: Fire Safety Inspector
- Firefighter Flora: Live Fire Instructor
- Firefighter Crain: Fire Officer I
- Firefighter Stevens: Fire Officer I and Live Fire Instructor
- Firefighter Sidders: Fire Officer I
- Firefighter Reid: Child Passenger Safety Technician

UFD is at full staffing and Firefighters Keeran and Perry successfully completed their yearlong probationary training. Further, Firefighter Vondenhuevel was named firefighter of the year and also received the division's fitness award.

Equipment

In July 2024, UFD added a new EMS vehicle to its fleet, acquired from Life Line Ambulance. The new EMS vehicle replaced Medic 2, which was traded in as part of the purchase. While the division's grant application for a new ladder truck, estimated at 1.6 million dollars was not approved, the division secured \$5,341.88 in grants for equipment and services during the year.



Operations

UFD 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 2024, UFD responded to 66% more incidents than in 1992, the last time the division increased its manpower. Table 1 shows a summary of UFD’s operations since 1992. The population of the community served by the division has remained relatively constant over this period.

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>2024</u>
EMS	1431	1564	1885	2408	2438
Rescue	N/A	145	148	130	303
Fire	396	418	515	357	291
Total Incidents	1827	2127	2548	2895	3032

Table 2 presents a comparison of the division’s EMS, rescue, and fire incidents between 2023 and 2024. In 2024, out of a total of 2,438 EMS incidents, 1,826 involved transports, representing over a 75% transport rate.

Table 2 2023 to 2024 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>2023</u>	<u>2024</u>	<u>2023</u>	<u>2024</u>	<u>2023</u>	<u>2024</u>
EMS	2664	2438	84%	80%	7.30	6.66
Rescue	241	303	8%	10%	.66	.83
Fire	239	291	8%	10%	.65	.80
Total Incidents	3144	3032	100%	100%	8.61	8.29
Multiple Incidents in Progress	630	570	20%	19%	1.73	1.56

Townships

UFD has contracts with several township agencies to provide services to these communities. UFD 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 over 20% of all the divisions incidents, and generated an additional \$486,003 in contract revenue. Table 3 compares the number of incidents in the townships from 2023 to 2024.



Table 3 2023 to 2024 Township Incident Summary

Incident Type Year Comparison	Urbana Township		Salem Township		Concord Township		Total Townships	
	2023	2024	2023	2024	2023	2024	2023	2024
EMS	521	403	71	44	32	16	624	463
Rescue	60	59	11	17	N/A	N/A	71	76
Fire	58	69	18	9	N/A	N/A	76	78
Total Incidents	639	531	100	70	32	16	771	617

Identified Risks Impacting Operational Capacity

UFD has identified several risks that may limit our ability to respond effectively with appropriately trained personnel and sufficient capacity during incidents:

- Urbana is experiencing upward trends in both industrial and housing growth, increasing demand on EMS, fire, and rescue resources.
- Staffing shortages of qualified personnel in mutual aid departments are reducing their reliability, which in turn increases delay in response and competency concerns upon their arrival. In 2024 the division asked for and received mutual aid 98 times and provided mutual aid 76 times.
- Current trends indicate that qualified personnel are becoming increasingly difficult to find. The division currently has five EMTs; it takes approximately 15 months to educate an EMT to become a paramedic. The trend could influence our EMS competency level or the care we provide on incidents.
- With approximately 20% of the City’s population either at or nearing the senior age group, EMS demands will increase.
- The NFPA staffing standard to fight a residential structure fire safely is 17 firefighters available within the first 10 minutes. The division averaged 1.56 multiple incidents in progress a day, with a minimum staffing level of just five personnel.

Risk Reduction

UFD 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 2024 Summary of EMS and Fire Risk Reduction Activities

Activity	Type	Amount
CPR Cards Issued	EMS	100
Car Seats Installed	EMS	29
Community Paramedic Referrals	EMS	31
Safety Inspection	Fire	2236

Sharing Our Vision for 2025 and Beyond

In 2025, UFD plans to submit specifications for a new ambulance and ladder truck to update the age of our fleet and to enhance our operational capabilities.

Our vision for our personnel is to create and maintain a positive work environment where they take pride in their work and strive to exceed community expectations in their efforts to fight fires and save lives. Furthermore, we are actively developing and implementing contingency plans to ensure consistent core operations in EMS, fire, and rescue.