

Vandalia Division of Fire Annual Report 2020

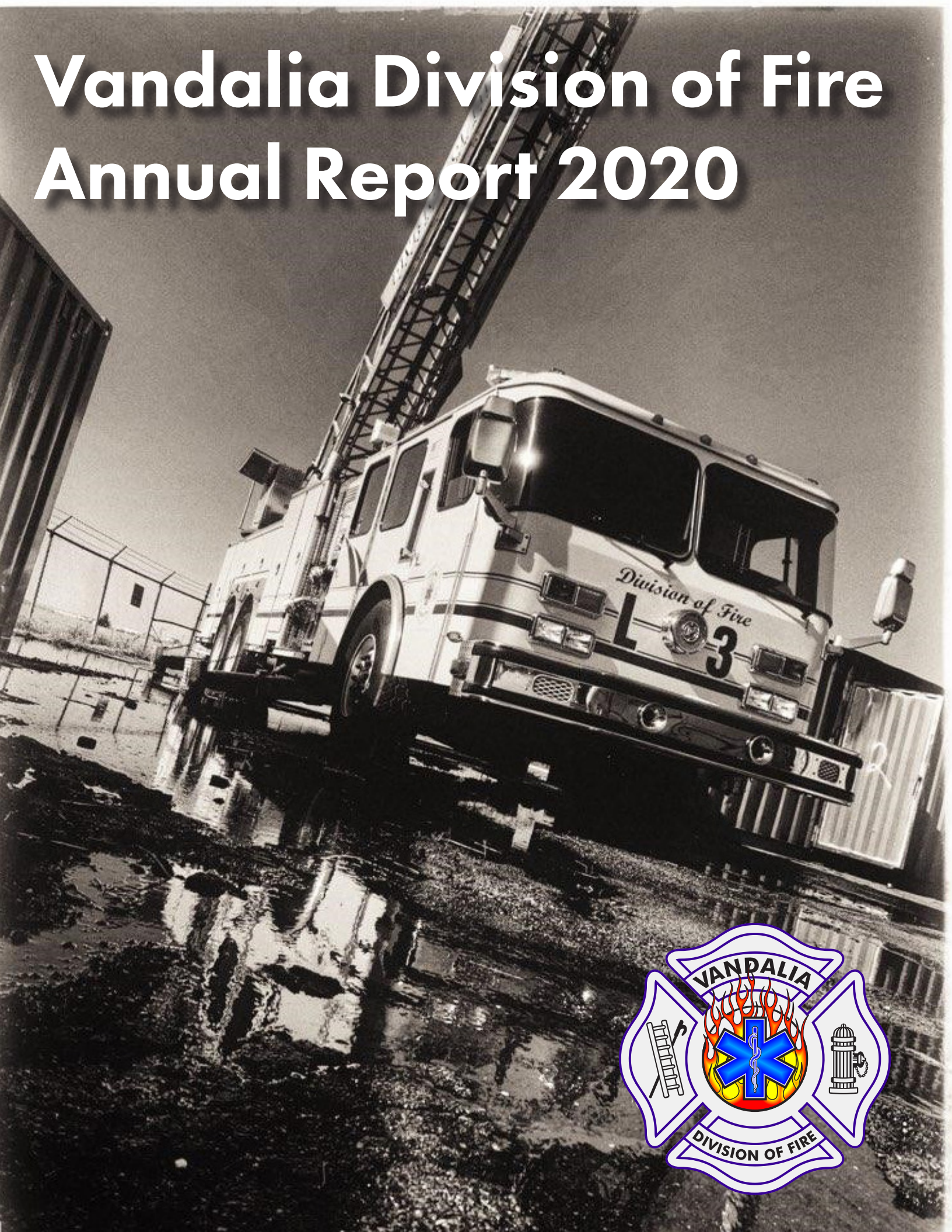


TABLE OF CONTENTS

Message from the Fire Chief	3
The “VFD Way”	4
Capital Improvement Projects 2020	5
Strategic Plan	10
Community Risk Reduction	13
Annual Awards	15
Response Data	22
Calls for Service	22
Response Times	23
Response by District.....	25
Mutual Aid	28
Joint Response.....	29
Fire Operations	30
EMS Operations	33
EMS Billing Information	35
Fire Prevention Bureau	36
Fire Safety Inspections	36
Public Education & Outreach.....	37
Training	39
Special Operations	41

MESSAGE FROM THE FIRE CHIEF



On behalf of the entire City of Vandalia Fire Division team, I am pleased to present you with the Division of Fire's 2020 Annual Report. The information included will provide you with insight into the hard work and dedication that all the members of the division put into the organization day in and day out. It is only through a cooperative team effort that we are able to accomplish our "Mission".

I feel that the statistical information included in this report clearly highlights our capability to perform. The report details both the emergency and non-emergency activities of the Division in 2020. The contents truly highlight the amount of time that the Fire Division staff spends dedicating themselves to servicing the needs of our community.

This year, while challenging, has been one of our department's greatest achievements yet. The steps we have taken to keep our Division of Fire families safe and the cooperation and the teamwork that has been displayed has truly been remarkable. Crews have endured a barrage of new safety policies and procedures, policies and procedures that were at often time released in the morning, revised in the afternoon, and then changed again twenty-four hours later. Crews have responded positively to sweeping changes to our fire service culture, changes to traditions that have survived hundreds of years and are what make working as a firefighter and/or being a part of the fire service family so great. These traditions have had to be suspended, changed, revised, and in some cases done away with to accommodate social distancing in the fire stations.

However, despite the many challenges that the pandemic has presented us with, I am extremely proud of what we have been able to accomplish in 2020. Crews have endured changes to their daily work flow, increased call volumes, the COVID impact on many of our fire service cultures, the stress of enhanced safety policies and procedures, fire station lockdowns, and the constant threat of being exposed to a deadly virus every time they respond on fire/EMS calls for service. My hope is that you can see that despite all of the craziness of 2020 the Division of Fire has responded by stepping up to meet and conquer each and every challenge that has come our way. The staff has made sacrifices, they have taken calculated risks, and they have survived one of the most stressful times in our organization's history. Despite it all, the staff continues to come to work each and every day, eager to return to normal, but willing to put in the hard work it is going to take to get us back to the fire service culture, traditions and family feeling that we have come to know and love.

As always, we are grateful for the opportunity to serve and for the support provided to the division by the community, the City Manager, the Mayor, and members of Council. We look forward to your continued support in the years to come.

Thank you for the opportunity to serve.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "C. Follick". The signature is fluid and cursive, written over a light blue horizontal line.

Chad E. Follick, Fire Chief

“THE VFD WAY”



The Mission - “Our mission is to provide superior fire, emergency medical, educational and prevention services to the citizens we serve. By consistently delivering these services in a courteous, safe and professional manner we hope to enhance the quality of life for the citizens of Vandalia.”

The Vision - “Our vision is to be a progressive Fire/EMS service that provides the highest quality service at the lowest possible cost to our customer.”

Our Customer Service Philosophy - The "customer" is formally defined as "one who buys goods or services", and informally defined as "any person with whom one has dealings." Our organization traditionally adopts an informal approach and our organizational vocabulary is “keeping it simple” and informal. The Division of Fire no longer limits its organizational definition of the term "customer" to its formal interpretation. We have expanded our definition to include any person who receives our services, and anyone with whom our members have dealings.

CAPITAL IMPROVEMENT PROJECTS 2020

The Division of Fire budgeted **\$317, 025.00** of capital improvements in 2020. As a result of COVID and its impact of the entire city's budget, not every project was completed. Here are the capital improvement projects we did complete in 2020:

1. Office Computer and Mobile Data Terminal (MDTs) Lease-

The Division of Fire leases its mobile data terminals (MDTs).

MDTs are the computers in each command vehicle, medic unit, fire engine and/or ladder truck that fire/EMS crews receive dispatch information on. MDTs also provide us access to more specific pre-emergency response information (i.e., floor plans, information on special hazards, information on hazardous materials, and/or construction features that may pose a significant risk to firefighters operating in the building during an emergency). We can also complete emergency reports while in the field from the MDTs.



2. Emergency Generator for Fire Station 2- This project has been on our radar since the windstorms. The new generator will power the entire fire station when power is lost. The generator is feed by natural gas and has a built in back up that would allow us to connect the large city's portable generator to it should the generator's primary fuel supply be damaged. Most importantly, the generator operates the heat, air conditioning, the radio system so crews can hear emergency calls especially at night, and it will power the overhead doors, which now must be raised by hand should the power go out.

3. EMS Inventory Systems- The Division of Fire purchased two EMS inventory systems (vending machines), one for each fire station. The Division of Fire is able to replace some medical supplies at receiving hospitals, however, some of the more expensive pieces of equipment we purchase as part of our operating budget. The vending machine keeps count of what is used and what is needed and logs what employee is getting the equipment out of the system. This allows for better accountability and it has significantly reduced the amount of waste or loss that we have experienced in the past. The system can (and does) track medications as well, medication accountability is required by the Ohio Board of Pharmacy, the implementation of this system has brought us into compliance.



4. Firefighter Protective Clothing- The Division of Fire has an annual fire protective clothing replacement program that allows us to decommission protective clothing that has been deemed to be outside of certification and at the end of its useful life by national standard. A firefighter's protective clothing consists of his helmet, a hood, a coat, a pair of pants, gloves, and boots. Our replacement program this year allowed us to replace eighteen complete sets of protective clothing, which include the replacement of older standard hoods and gloves to hoods and gloves that support our occupational cancer prevention program.



5. EMS Stretcher (Cot) Lifting Systems- Our number one resource in the Division of Fire is our personnel. Therefore, we take every step necessary to keep our personnel safe. The Division of Fire has worked to reduce the occurrence and/or the severity of strain/sprain injuries sustained by fire/EMS personnel while operating at the scene of EMS calls. In the last five years the Division of Fire has replaced its "stair chairs" and EMS stretchers. Both focused on eliminating strain/sprain injuries.



Our EMS stretchers are now battery operated, the cot raises and lowers without intervention from an EMS person. In 2020, the Division of Fire budgeted for two cot lifting systems. Crews dock the cot on the rear step of the medic unit and the system lifts the cot into the medic. EMS crews now have a full complement of equipment that does the heaviest, most awkward lifting for them.

6. Carpet and Tile Replacement at Fire Station 2- In 2020 the Division of Fire budgeted for the replacement of carpet and tile at Fire Station 2. The carpet installed in 2007, was starting to come up and sustained damage in several areas by roof leaks (roof repaired at the end of 2019). In the transition, the Division of Fire decided to remove the largest part of carpet in the station, leaving it only in the sleeping rooms and office, and replace it with new tile.



Photos above show new sleeping room partitions (paid for with COVID relief funds) and new carpeting installed as a part of the flooring replacement capital project.

7. Public Safety Drone Project- In 2020 the Division of Fire recommended the purchase of a drone that could be used primarily by public safety, but that could also be used to assist the City with aerial photography and marketing of the city. Ten city employees from Fire, Police, and Information Technologies have been trained and all have obtained their drone pilots license from the FAA. The drone team was called out on 18 missions in 2020, these missions included:

- Searches for lost person(s)
- Assisting police with article or suspect searches
- Drone support at water rescue operations
- Drone support at fire suppression/investigations
- Assist with safety and security at several local protests

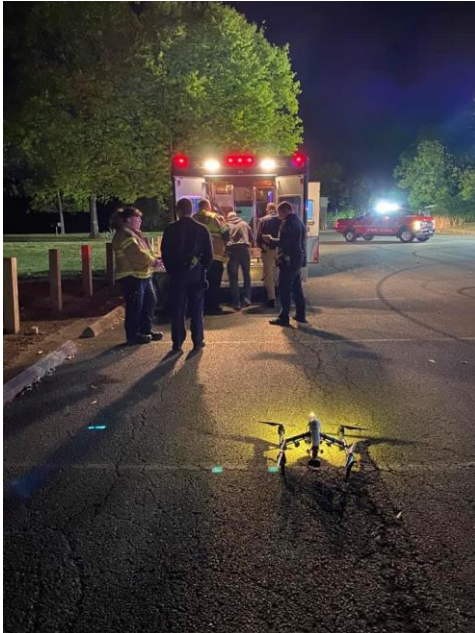


Photo - Drone team members working a search for a lost person in Art Van Atta Park. In the foreground, the City's larger drone, equipment with FLIR (infrared) camera preparing to take off and work a search grid. Team watching on large TV monitors in the Drone Support Vehicle.

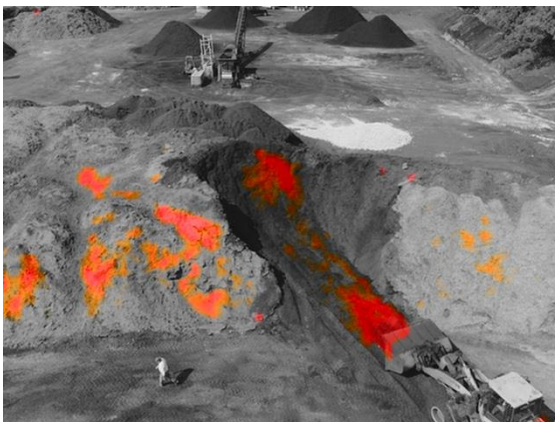


Photo - Drone mission in support of a fire suppression operation at a local mulch storage facility. Thermal imaging camera used to identify hidden fire "hot spots", allows crews to get access to the fire directly saving time and resources.

Photo - Drone mission flying in support of a lost person search. Drone pilots would identify areas within this wooded area that need a closer look and direct search team (seen here) to that area. In this instance a cell phone was located within minutes of a successful "ping".





Photo - Crews using the drone to investigate a hazardous materials incident. Using the drone, crews can read and/or photograph labels or markings on the drums, determine the liquid level, the temperature of the vessel, and can observe it from a safe distance. Remote evaluation prevents us from having to put firefighters into a dangerous situation during this recognizance phase of a hazardous materials incident.

The City's drones are equipped with both video and still cameras (with thermal imaging capabilities), public address speakers, and a payload system that allows the drone to drop a small package in remote areas.

STRATEGIC PLAN

In 2020 the Division of Fire released its five-year strategic plan. The plan outlined five goals that the Division of Fire developed following extensive discussion with internal and external customers, community partners, City staff, and City Council. The goals were established with the common goal of improving the Division of Fire's service delivery model. Each goal was assigned to a member of the Command Staff and was further defined by objectives and action steps.

Here is a brief summary of the work (action steps) and objectives that have been achieved in 2020:

1. Review Overall Fire/EMS Response Times

Desired Outcome: The Division of Fire should be able to deliver a "first alarm" fire/EMS resources to the scene of that call for service within 330 seconds (or 5.5 minutes) for at least 90% of our total call volume.

Achievements in 2020:

- a. We have spent a great deal of time working with our 911 Center to provide them with guidance on what our call handling, turn-out & response time targets are.
- b. The Division of Fire installed call timers in both fire stations. This provides fire/EMS crews with a visual aid, allows them to determine where they are in their turnout times and to adjust to meet the desired turnout time.
- c. We have been working to ensure that we have the data points in our reporting system that will allow us to more carefully analyze call handling (dispatch), turnout, and response times moving forward in 2021.

2. Analysis and Enhance the Division of Fire Recruiting & Retention Procedures

Desired Outcome: The Division of Fire would like to enhance our ability to recruit and retain a well-trained and professional firefighter/EMT/Paramedic workforce, by filling and retaining at least 75% of the five (5) part-time positions that we staff on the schedule for a contiguous eighteen (18) month period at some point in the strategic plans life time".

Achievements in 2020:

- a. The Division of Fire is at full authorized strength (full-time) for the first time in several years. The Division of Fire added three full-time firefighter/paramedics to its family in 2020. Bringing the total number of full-time firefighter/paramedics on each shift to three.
- b. Part-time staffing remained fairly stable in 2020, the Division of Fire schedules five part-time slots every day. At present, each of the Division of Fire's six part-time staffed 24 hour shifts has only one open part-time slot per shift.

3. Enhance Service Delivery by Ensuring that Workforce is Trained and Prepared

Desired Outcome: "Within this five (5) year strategic planning period the Division of Fire is committed to having its entire career staff and part-time personnel assigned to Fire Station 2 (Rescue Engine) at the NFPA technicians' level (career staff) and operations level (part-time) staff".

Note: As a result of COVID-19, in-person crew/company level training was postponed for nearly seven months. Therefore, conducting any medium to larger scale practical training (which is what we need to do for rescue technicians training) was impossible in 2020.

- a. Several smaller company level drills were held between COVID isolation periods and a great deal of planning has gone into bringing rescue tech training back "full-scale" in 2021. A rope rescue technicians' course has been scheduled for 2021.

4. Review, Revise, and Improve Community Outreach Programs

Desired Outcome: *"The Division of Fire needs to "right size" its public education/community outreach offerings (by at least 15%). So that there are a more manageable number of programs, programming that is focused on the risks in the City of Vandalia community and on reducing these community risks and the impact that actual incidents related to these specific risk pose"*.

Achievements in 2020:

- a. For the first time in 15+ years the Fire Prevention Bureau is back to "full-staff". In the third quarter of 2020 the Division of Fire hired Scott Jacobs as the Division of Fire's first Community Risk Reduction Specialist. Scott's job duties include public education/outreach, coordination of the

Division's of Fire risk reduction message with our public/private partners, coordination of the Division of Fire's "VIP" program, fire safety inspections, and fire investigations.

- b. As a result of COVID-19, the Division of Fire has had to get creative in its delivery of risk reduction messaging. The Division of Fire is working to develop short fire safety & injury prevention videos that we will be sharing over YouTube and our social media platforms.

5. Enhance the Delivery of Emergency Medical Services

Desired Outcome: "The implementation of a Community Risk Reduction/Community Para-medicine program that addresses and works to reduce (by 15%-25%) the risks associated with the Division of Fire's higher than average number of ground level falls (lifting assistance calls) and their impact on our customers".

Note: Planning and carrying out our response to COVID-19 pandemic has taken up all of our time in 2020.

Achievements in 2020:

- a. The implementation of the Division of Fire's Community Risk Reduction (CRR) Specialist has really "jump started our community paramedic efforts". The CRR has been working with our EMS Captain to address the number of falls we respond to. Follow-up's and engagement of these customers has already started to impact this demographic. The interconnectivity with the Division of Fire's "VIP" program has been great, we have been reaching out to our VIP list to make contact and check-in on these customers. Our VIP smoke detector, CO detector and residential lock box programs are all up and running at full speed.

COMMUNITY RISK REDUCTION

One of the Division of Fire's major achievements in 2020 was the hiring of a Community Risk Reduction Coordinator. Assigned to the Division of Fire's Fire Prevention Bureau, Scott Jacobs, has been hired to address the Division of Fire community risk reduction efforts. As a part of the Division of Fire's Strategic Plan, the Division of Fire currently engaged in conducting a community risk assessment. The goal of that assessment is to identify the major risks facing Vandalian's. Once those risks have been identified, the Division of Fire will work to develop public education and outreach programs that focus on reducing these risks, the risks that are specific to our Vandalia customers with the overall goal of improving your quality of life as a customer of the City of Vandalia's Division of Fire.

The Community Risk Reduction Coordinator is a direct customer service contact, he is responsible for coordinating and delivering non-emergency services to customers in our "Vandalia Important People (VIP)" program. VIP is designed to assist customers that may need some extra support and assistance in their homes. Services under the VIP include but are not necessarily limited to; home safety risk assessments, smoke/CO detector installation and routine maintenance, assisting customers with coordination of fall prevention strategies within the home, installation of a residential lock box, pre-fire/EMS planning, and coordination of mental health, health, or social services for customers in need.

The Community Risk Reduction Coordinator designs, develops and delivers all of the Division of Fire's public education and outreach programs. The Division of Fire has an extensive menu of fire prevention, injury prevention, first aid, AED, "stop the bleed", and CPR training programs and presentations. Vandalia residents, businesses, churches, or civic groups can request public education/outreach programs on-line on the Division of Fire's webpage.



The Community Risk Reduction Coordinator is also responsible for conducting routine annual fire safety inspections and he backs up the Fire Marshal on new construction inspections throughout the year. Fire safety inspections are also used to collect valuable pre-response intelligence. This information is stored in a pre-response plan and is available to fire/EMS crews thru their mobile data terminals (MDTs) while responding to emergencies. Some of the information that is included in this system is; access information, emergency contacts, special hazards, and information on hazardous materials being manufactured and/or stored at a facility.

Finally, the Community Risk Reduction Coordinator assists the Fire Marshal (who is also a sworn Vandalia Police Officer) with fire/explosion investigations. Every dollar loss fire is investigated to determine the cause and origin of that fire. In addition to fires, the Fire Prevention Bureau investigates the illegal procession, sale and display of illegal fireworks.

ANNUAL AWARDS

Firefighter of the Year

Mya Mitchell, Firefighter/Paramedic



Firefighter Mya Mitchell was nominated and selected as the Division of Fire's 2020 Firefighter of the Year for consistently going "above and beyond" the standard level of commitment and service that is expected.

In their nominations Firefighter Mitchell's company officer and co-workers stated that Mya's commitment to the Division of Fire's CPR Outreach programs, her commitment to the Division of Fire's Drone program, and her assistance with the implementation of the Division of Fire's inventory control system projects as examples of how Mya went above and beyond, both on and off duty to assist the Division of Fire in meeting its Mission.

EMS Person of the Year
Matthew Buker, Firefighter/Paramedic



Firefighter Buker's Captain wrote in his nomination that: *"Matt has delivered a high level of patient care this year. He has demonstrated on more than one occasion, outstanding customer service during stressful situations. He has had several critical patients that have had positive outcomes, no doubt as the result of Matt's outstanding care. Matt was instrumental in the effective implementation of the Division of Fire's EMS inventory (vending machine) system. Which has greatly reduced our spending and cases of overstocking. Prior to COVID Matt was active in providing outreach programs, specifically CPR programs, both while on and off duty."*

Letters of Commendation & Challenge Coins



Firefighter/Paramedic Derek Copp- received a Letter of Commendation and a Fire Chief's Challenge Coin for the extra effort he has taken in 2020 providing leadership and mentoring to part-time fire crews assigned to Fire Station 2. In his nomination, a coworker wrote: "This firefighter feels that Derek has provided me with mentoring, coaching, counsel and guidance that has made me and my entire crew more efficient, productive and safe."



Firefighter/EMT Chris Widener- received a Letter of Commendation and a Command Officer's Challenge coin for actions the Division of Fire feels are "above and beyond" what is expected of them. In his nomination, Chris's Captain outlined a pattern of service that goes well above what is expected from our employee's. More specifically he highlighted Chris's willingness to pick-up extra shifts and most importantly to fill the advanced life support role on their shift, especially as VFD worked to ensure that we had paramedic coverage during significant staffing challenges caused by COVID-19.



Firefighter/Paramedic Steve Walker- received a Letter of Commendation and a Command Officer's Challenge coin for actions the Division of Fire feels are "above and beyond" what is expected of them. In his nomination, Steve's Captain outlined a pattern of service that goes well above what is expected from our employee's. More specifically he highlighted Steve's willingness to pick-up extra shifts and most importantly to fill the advanced life support role on their shift, especially as VFD worked to ensure that we had paramedic coverage during significant staffing challenges caused by COVID-19.



Office Manager Candice Jacobs and Fire Marshal Jason Eckert received Letters of Commendation and a Fire Chief's Challenge Coin for going above and beyond for a local resident and providing the outstanding "value add" customer service that we promise to our residents.

Unit Citations



Firefighter/Paramedic Anthony Miller, Firefighter/EMT Bradley King, Firefighter/EMT Justin Tackett, EMT David Todd (not in photo), and Captain Duane Stitzel are being recognized for their outstanding performance in the delivery of a healthy baby in the intersection of Little York Road and Poe Ave. Both mom and baby were transported to a local hospital and discharged to home after a short stay. For their efforts, the crews were issued stork pins and a Letter of Commendation.



In October of 2020, crews were dispatched to the report of a maternity at a residence off of Vista Drive. Crews arrived to find their caller in active labor. Crew assisted mom in the delivery of a healthy baby and then continued to deliver outstanding care while they transported both to a local hospital. This EMS crew is being recognized for their rapid response and outstanding care.

Firefighter/Paramedic Bryan Sowers, Firefighter/EMT Laura Watson, Captain Duane Stitzel, and Firefighter/Paramedic Carter Schumann received stork pins and Letters of Commendation for their efforts.



From left to right - Firefighter Derek Copp, Firefighter Jason Lawler, Captain Steve Milliken, Firefighter Robert Corwin, Captain Mike Pinson (not pictured).

First platoon firefighters received a Unit Citation and Letter of Commendation for their actions as a firefighting crew operating a working fire at a motel in Butler Township in early 2020.

In his nomination Captain Milliken wrote: "I believe that the quick and efficient actions of both VFD and BTFD crews played a significant role in controlling the spread of this fire. This was achieved despite a significant water supply challenge, which required several hundred feet of LDH to be drug by hand to a secondary water supply, and all during a driving rain and ice storm"



From left to right - Firefighter Dyer, Firefighter Walker, Firefighter Copp, Firefighter Lawler, Captain Steve Milliken, Firefighter Widener, Firefighter Willoughby, and Firefighter Cline

In November 2020, first platoon crews were faced with a significant rescue challenge while operating at the scene of an emergency medical call. Crews were tasked with removing a patient from an apartment without damaging the apartment. The crew worked for three hours to provide medical care to the patient while other crews developed a tactical rescue plan. for removing the patient from the residence.

Despite the challenges, the crews were able to execute a plan that took into consideration the comfort, care and dignity of the patient, while doing no physical damage to the apartment or the patient's property.

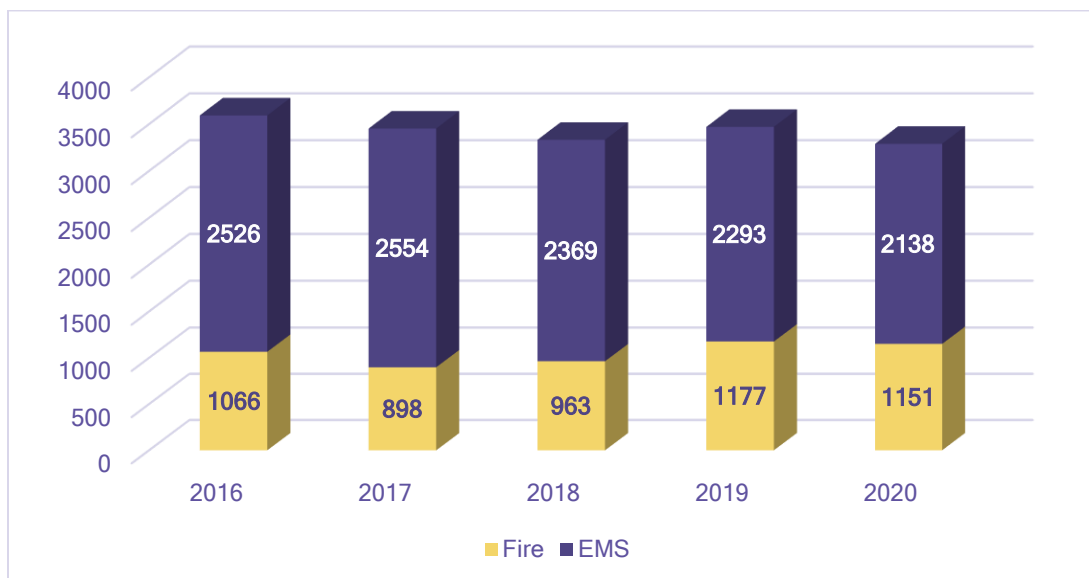
RESPONSE DATA

Calls for Service

The Division of Fire continues to see steady increases in both fire and emergency medical calls for service. The Division of Fire answered a total of **3280** calls for service in 2020.



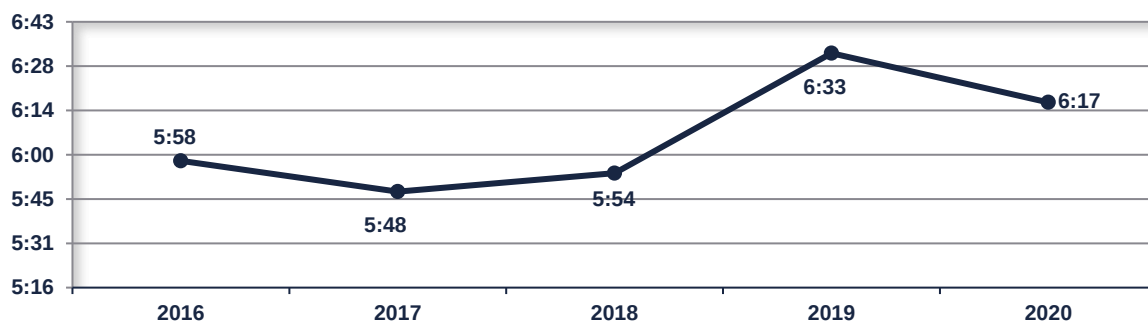
The chart below is a comparison of calls for service over the past five years, the darker purple represents EMS calls (**2138**) and the lighter purple represents fire responses (**1151**).



Response Times

The Division of Fire takes pride on being able to provide efficient and timely service to its customers. This statistic is one of the most closely monitored by the Division of Fire. The Division of Fire is committed to achieving an average target response time of five (5) minutes or less to any dispatched emergency. The response time recommendations of the National Fire Protection Association (NFPA 1710 standard) are slightly higher than those established by the Division of Fire. When asked why, the answer is simple; we feel we can get there faster than the national average (standard).

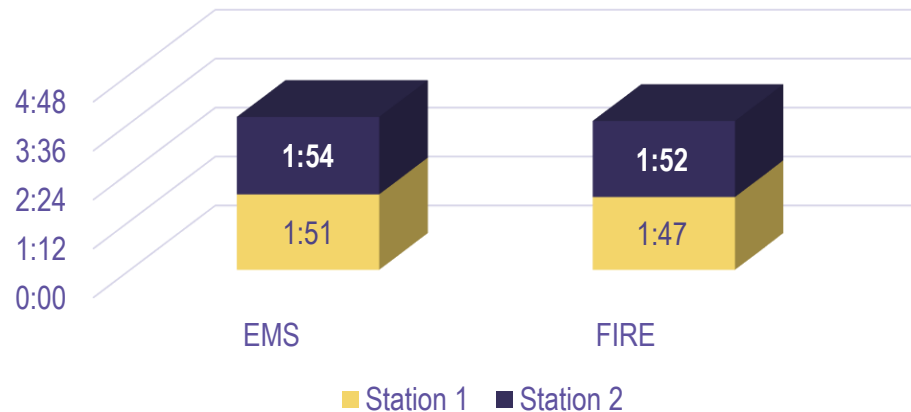
The average monthly response time in 2020 was **6:17**, which is above our target response time of five minutes (5:30). The table below shows a five year “snap shot” of the average annual response time.



Achieving the Division of Fire's 5:30 target response time is a goal that the Division of Fire is focusing on as part of our 2020-2025 Strategic Plan “roll-out”. The Strategic Plan calls for a reduction in the Division of Fire's overall fire/EMS response times, which in the last five years have been consistently higher than our original 5:00 minute response time goal. The Division of Fire is committed to being able to “deliver a first alarm fire/EMS resource to at least 90% of our calls for service within 330 seconds (5:30 minutes).

The Division of Fire is taking several steps to address response times; working more closely with our dispatch center to ensure that call handling times meet the national standards, working with city planners to ensure that every intersection in the city has emergency pre-emption (turns the traffic signals to allow emergency equipment to safely proceed through the intersection when running lights and sirens to emergency calls) and finally, working to address extended “turnout” times at each fire station.

Extended turnout times is one of the areas of our total response time that we have identified as something that we can significantly improve upon. Turnout time is the time that it takes firefighters to react to a dispatch within the fire station, get to the apparatus, get dressed in their turnout gear, get on the apparatus (get seat belted), and “get out the door” (respond). The Division of Fire tracks turn-out times for both fire and EMS calls for service. Typically, the EMS turn-out times are quicker because firefighters do not have to get dressed in their protective clothing to respond to this type of call for service. We are looking to keep EMS turnout times to under 60 seconds (1 minute) and fire/rescue turnout times to less than 90 seconds (1.5 minutes).



The table above shows that both fire stations are quick to turn-out, averaging just above our 1:50 goal in a few categories and below our goal turnout time of 1:50 for fire responses at Fire Station 2 (1:47).

The Division of Fire installed turnout timers in each fire station in early 2020, and we continue to work with our employees to determine what they feel delays “turnout” times. Our employees remain committed to working with Fire Administration to identify the steps needed to address response time delays and to assisting us in achieving our response time goals.

Response by District

The Division is committed to providing the highest quality service in the fastest and most efficient manner possible. The Division of Fire's ideal staffing and deployment strategy puts Vandalia fire/EMS operating from two fire stations, one of which is jointly staffed with Butler Township Fire Department. Our joint deployment plan ensures that the closest most appropriate fire/EMS resource is sent to calls for service no matter the jurisdiction (Vandalia or Butler Township). This strategy is what is best for the customer and is evident in the reduction in the use of outside EMS mutual aid which often delays fire/EMS response time causing customers to wait for an extended period of time for a fire/EMS resource to come from another jurisdiction (most commonly; Huber Heights, Tipp City or Englewood).

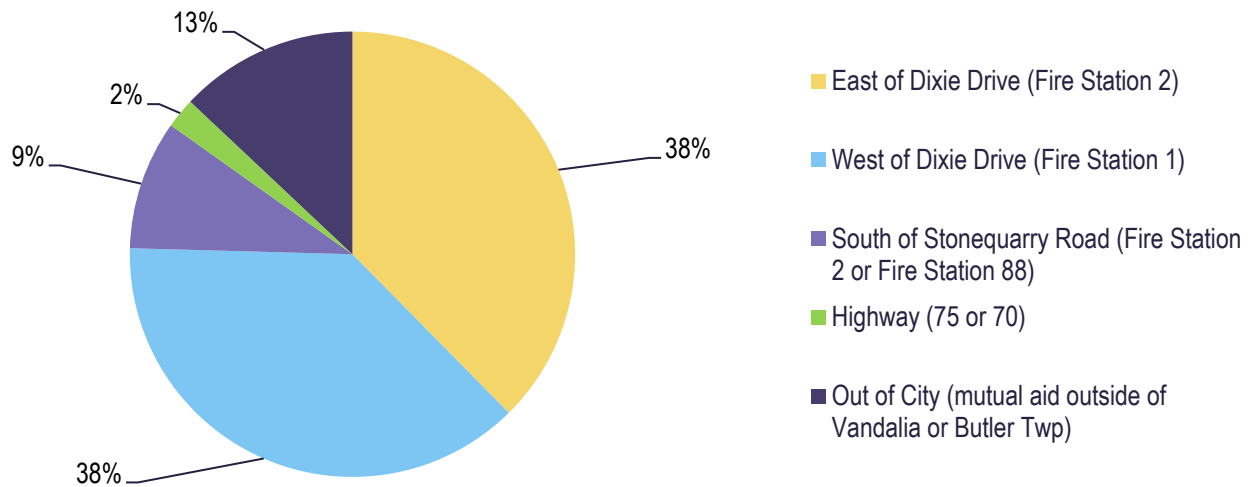


The Division feels that it has a very good handle on where the calls are occurring within the city, however, we continue to assess and “tweak” our deployment strategy. The Division of Fire is committed to responding to a customer's emergency quickly and effectively.





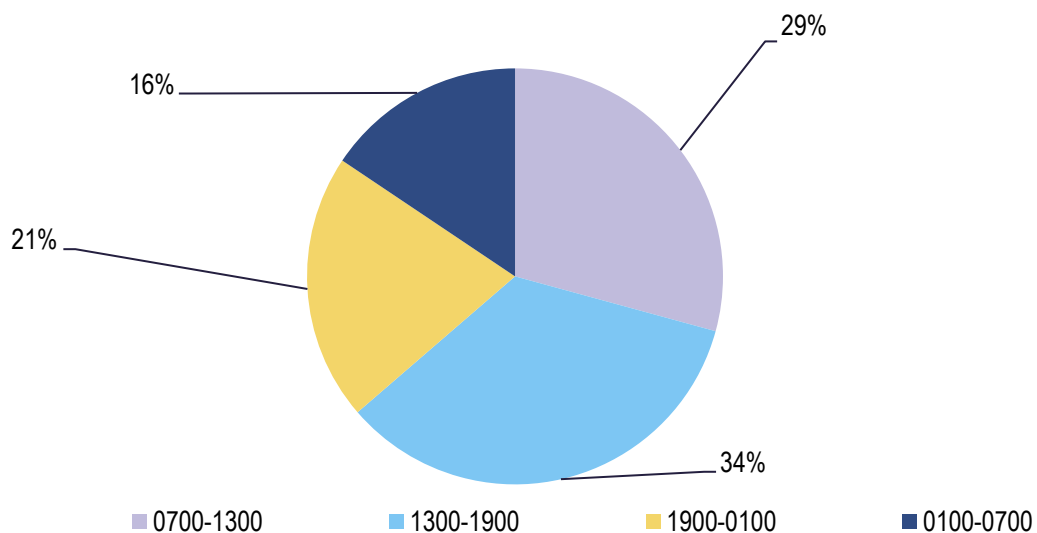
The table below represents the total number of calls for service that were received in each of the Division of Fire's five (5) response zones in 2020.



Response times are definitively one of the primary measuring tools that a customer uses to rate the level of service he/she receives from the Division of Fire. The Division of Fire works very hard to meet our response time goals. But there are other statistics that are just as important to the Division and its vision.



Another area we look at when doing operational assessments is the time of day that calls occur. The chart below represents the time frames that fire/EMS calls were received in 2020.

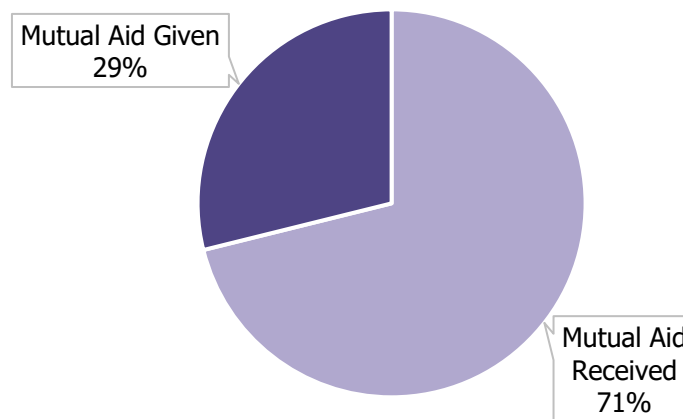


Afternoons 13:00-1900 (34%) seem to be the busiest of times for VFD crews, followed closely by mornings 0700-1300 (29%), evenings 1900-0100 (21%), and last, overnights 0100-0700 (16%).

Another interesting statistic is the number of emergency calls for service that occur simultaneously with other emergency calls for service. 30% of our call volume overlaps other calls for service. This means that one fire station is taking a call and within minutes another resource from the same fire station or from another fire station is being dispatched on another call for service.

Mutual Aid

The table below represents an accounting of the total number of Mutual Aid calls that the Division of Fire responded to and/or requested in 2020. The Division of Fire maintains an average number of “Mutual Aid received” type responses. We believe that our staffing and deployment plan affords us the ability to keep City of Vandalia fire/EMS resources in the city and available to our Vandalia customers. The table below provides a summary of the total mutual aid that was both provided and received by the Division of Fire in 2020 (these numbers DO NOT include “joint responses” with Butler Fire, these “mutual aid” responses are tracked separately below).

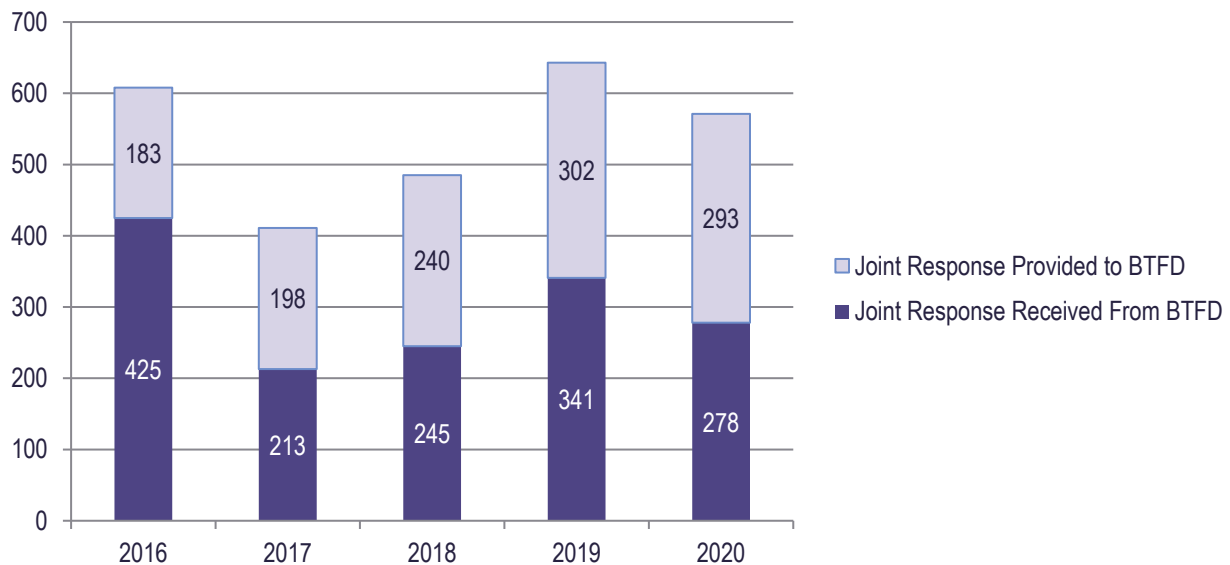


Fire/EMS Department	Mutual Aid Received	Mutual Aid Provided
Clayton Fire (57-121)	10	11
Dayton Fire (57-011)	2	5
Dayton Airport (57-002)	0	3
Englewood (57-001)	11	3
Harrison Fire (57-107)	10	26
Huber Fire (57-125)	36	49
Tipp Fire/EMS (55-027)	16	48
Trotwood Fire (57-121)	6	2
Union Fire/EMS (57-122)	2	2
Totals	93	149

Joint Responses



The goal of our joint deployment program is to provide customers in both the City and the Township with the best fire/EMS services available to them and to do so at the lowest possible cost to the tax payer. It is clear that both organizations feel that this vision is best achieved through our ongoing cooperative effort. The table below provides statistical data on the total number of fire/EMS incidents where the Division of Fire provided a fire/EMS response (lighter purple) and the total number of incidents where a “joint response” from Butler Fire was received by the Division of Fire (darker purple).

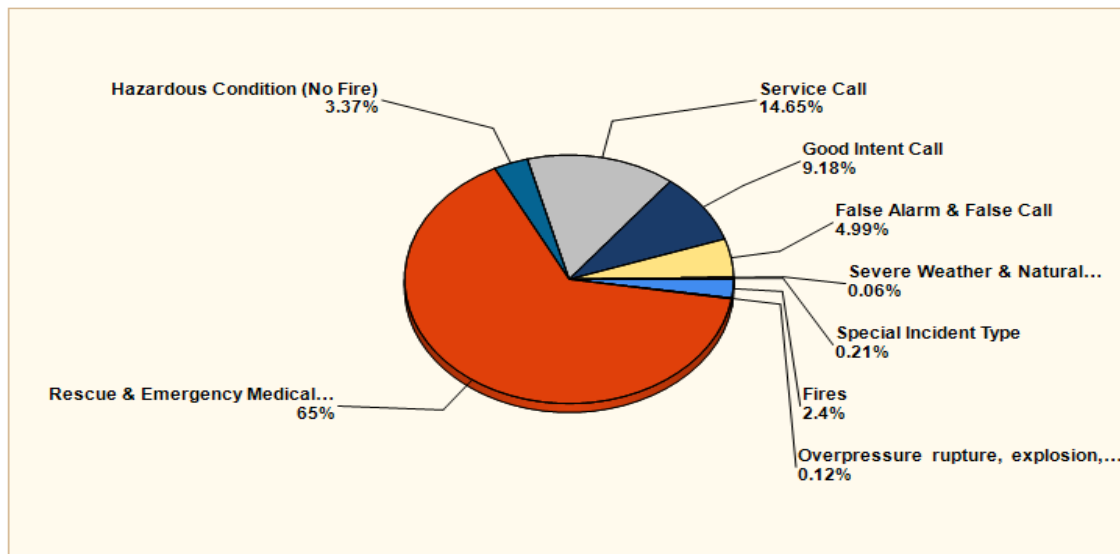


FIRE OPERATIONS

The Division of Fire answered a total of **1151** fire/rescue related incidents, these incidents account for **35%** of the Division of Fire's total call volume. Fire/rescue responses account for about 3 calls per day (average).



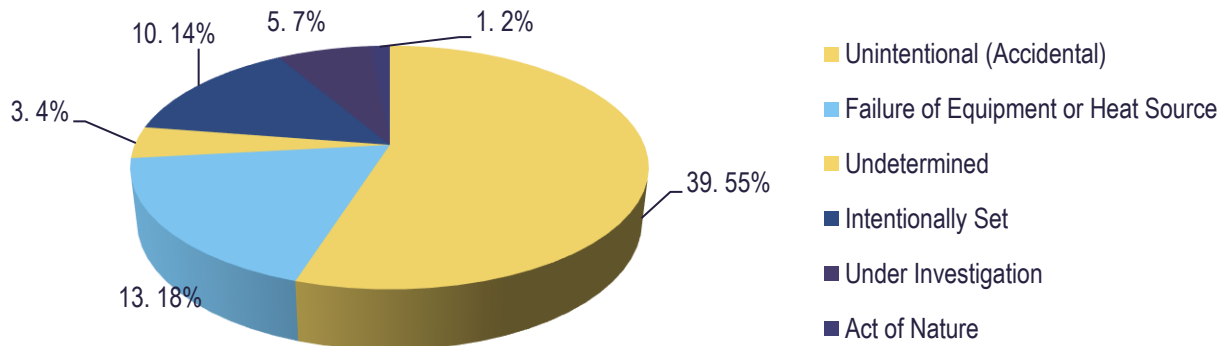
The chart below represents the "Major Call Types" for 2020. Rescue and Emergency Medical Services calls for service represent approximately 65% of our call volume and will be more thoroughly detailed in the EMS Operations section of this report.



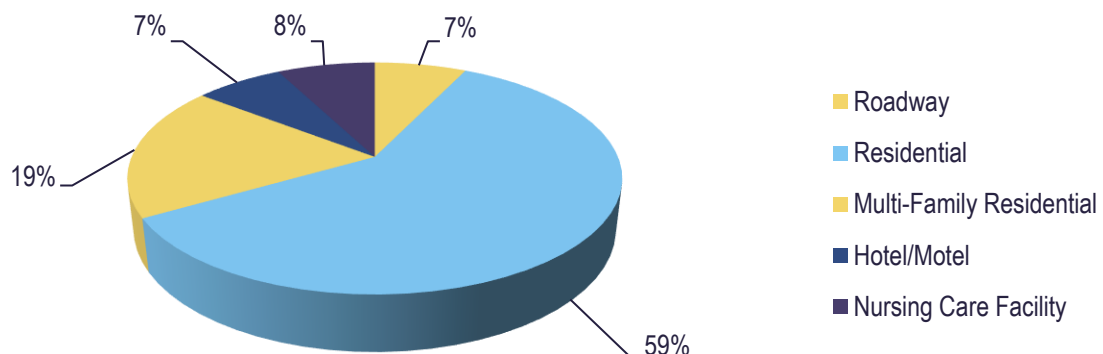
MAJOR INCIDENT TYPE	# INCIDENTS	% of TOTAL
Fires	79	2.4%
Overpressure rupture, explosion, overheating - no fire	4	0.12%
Rescue & Emergency Medical Services	2138	65%
Hazardous Condition (No Fire)	111	3.37%
Customer Service Call	482	14.65%
Good Intent Call (False Alarm No Emergency Found)	302	9.18%
False Alarm & False Alarm	164	4.99%
Severe Weather & Natural Disaster (Tornado Response)	2	.06%
Special Incident Type	7	0.21%

Fire Data

An essential part of preventing fires and the injuries (or deaths) that result from these unfriendly fires, is the need for the Division of Fire to understand what causes these fires. Every fire is investigated by the Division of Fire's Fire Prevention Bureau. In some cases, the Division of Fire will enlist the assistance of the Division of Police, and the State of Ohio's Fire Marshal's Office. The table below shows the designated "Cause of Ignition" for the dollar loss fires in 2020.



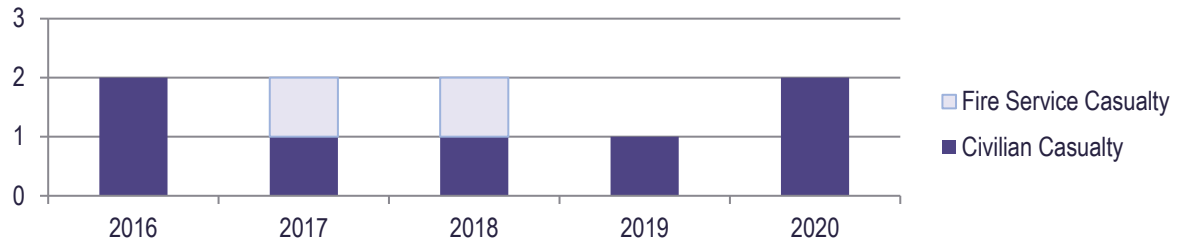
Just as critical as understanding the how a fire starts, is the understanding of the where, in what kind of occupancies are these fire incidents occurring? The table below highlights the statistical data that represents the type of occupancies that our dollar loss fires occurred.



As you can see, the largest percentage of the dollar loss fires in 2020 were fires in residential and multi-family residential dwellings. We continue to focus our fire prevention and risk reduction efforts toward reducing the number of fires in residential (homes) and multi-family buildings as these buildings typically don't have the fire safety systems that commercial buildings do (i.e. automatic fire alarms and sprinkler systems).

Fire & Civilian Casualties

The Division of Fire recorded two (2) civilian fire casualties (injuries) in 2020 and both injuries were very minor in nature. For the second year in a row there were no fire service (firefighter) casualties in 2020.

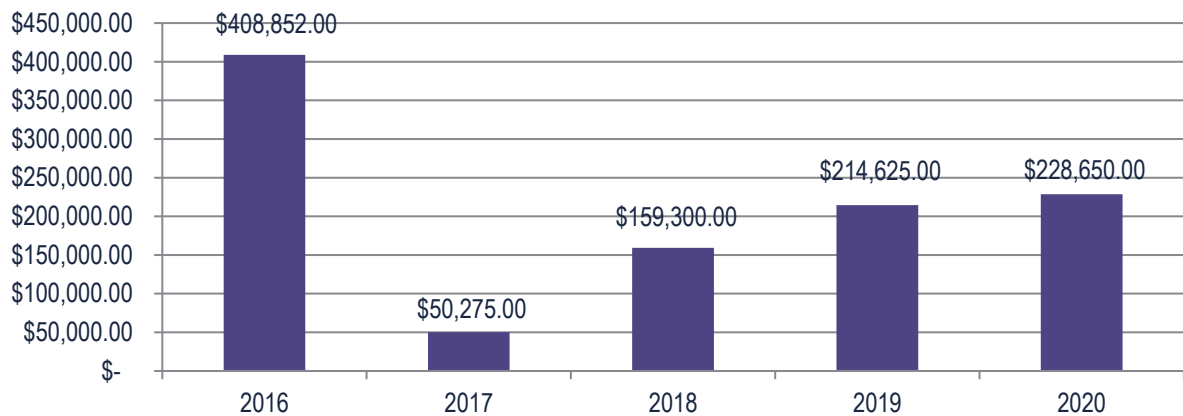


Fire Dollar Loss

The Division of Fire defines an actual fire as a “dollar loss fire” when the fire causes a tangible property loss. The Division of Fire responded to (24) “dollar loss fires” in 2020. In 2020, the Division of Fire experienced fire losses totaling **\$228,650.00**.

Incident Type	Total Losses (Property & Contents)
Building Fire (Includes Cooking Fire Damage)	\$141,450.00
Vehicle (Passenger, Truck, Transport) Fires	\$87,000.00

The table below provides a “snap shot” of the Division of Fire’s total dollar loss due to fire for the last five years.



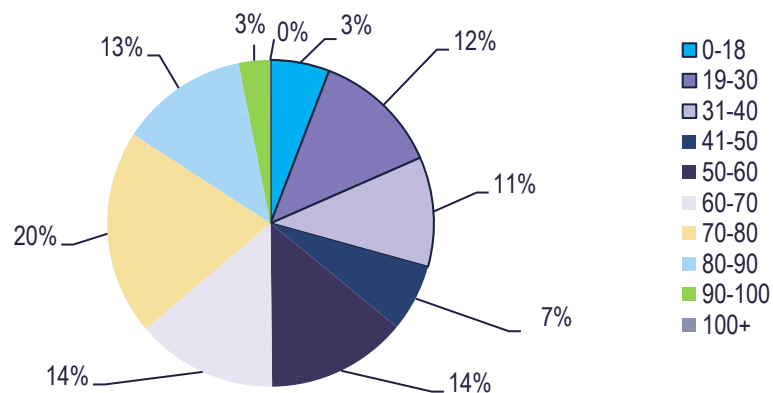
EMS OPERATIONS

Statistically, emergency medical service (EMS) calls account for approximately 66% of the Division of Fire's call volume. The Division of Fire answered 2138 emergency medical calls for service in 2020.

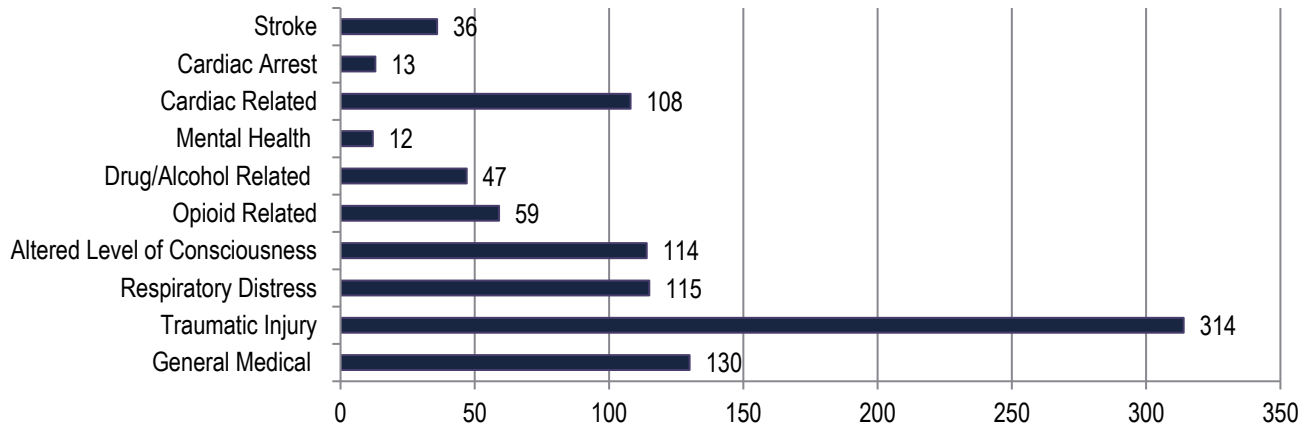


EMS crews from the Division of Fire answer approximately 6 calls for emergency medical services each day. The goal of the Division of Fire's EMS service delivery system is to provide the highest-level emergency medical care in the fastest and most efficient manner possible. Our continued Vision is to deliver that level of service at the lowest possible cost to the tax payer.

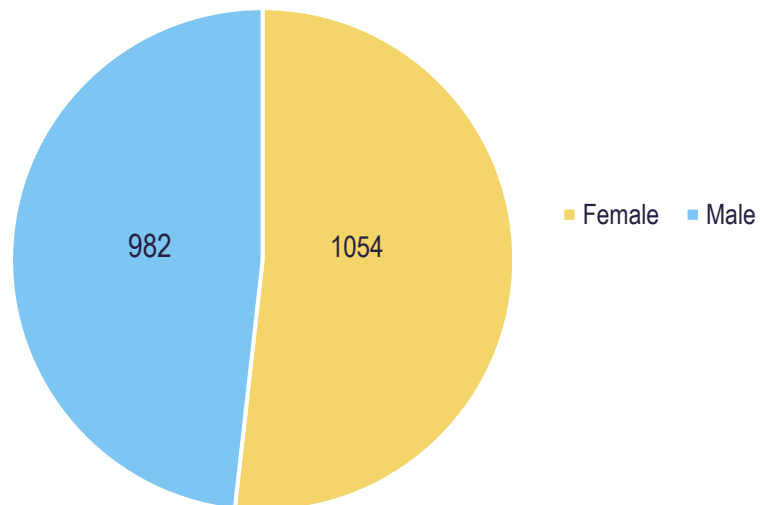
The Division of Fire's emergency medical services are requested by customers ranging in age from several weeks old to 101. Customers in the 71–80-year age range are the largest consumer of EMS service. In 2020, that demographic represented approximately 20% of the Division of Fire's calls for service. The table below shows the percentage of customers served in each age range.



The table below represents the most common EMS calls answered by the Division of Fire in 2020.



Patient by Gender



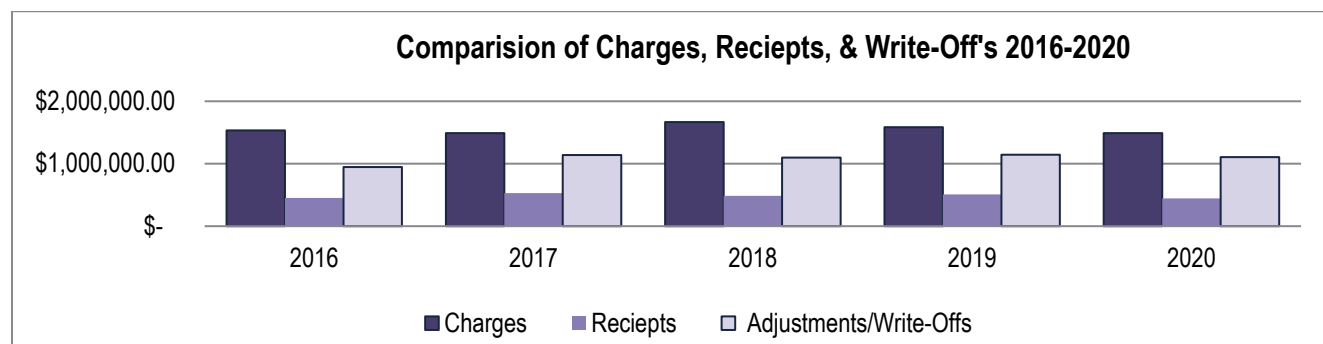
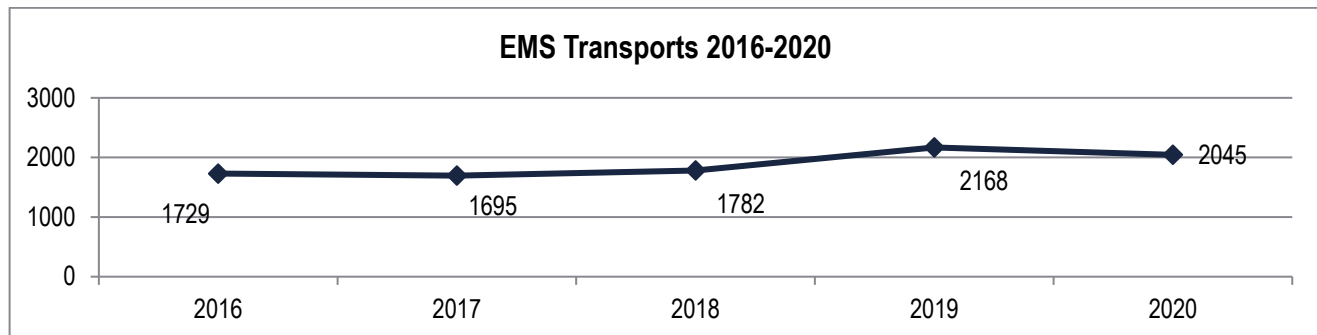
EMS Billing

To aid the Division of Fire in creating the “best service at the lowest rates”, the Division bills medical insurance companies (including Medicaid/Medicare) for EMS transports. The Division uses a “soft billing” approach in accordance with the Attorney General’s ruling. The Division’s third party billing agency submits bills to the medical insurance companies of both residents and non-residents. If the customer is uninsured, the Division of Fire makes an attempt to paper bill the non-resident customer, and when there is no ability to pay, the debt is “written off” (forgiven).

In 2020, the Division of Fire transported **2045** patients, the Division of Fire billed **\$728.59** (average)/transport in 2020. The Division of Fire collected \$217.20 (average)/EMS call in 2020.

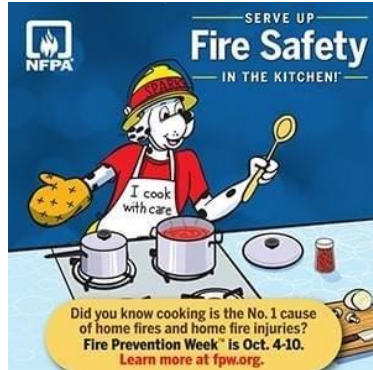
The Division of Fire billed **\$1,489,967** for EMS services delivered in 2020, and collected **\$444,190** of that total amount billed in 2020. The Division of Fire adjusted or “wrote off” \$1,104,777.00 in potential EMS revenue in 2020.

The tables below provides a five year comparison of total EMS transports and revenue.



FIRE PREVENTION BUREAU

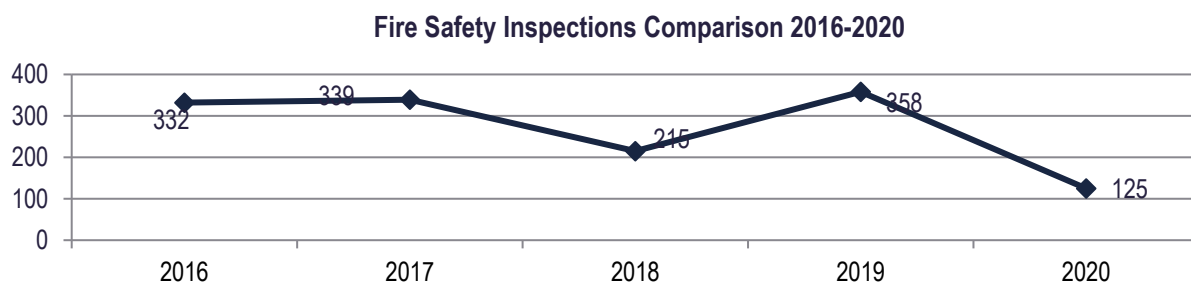
The mission of the Fire Prevention Bureau (FPB) is to deliver the Division of Fire's fire/injury prevention message. This mission is achieved through an aggressive public education and outreach campaign. The FPB uses fire safety inspections, pre-fire planning visits, public education, and school programming as conduits for disseminating our safety messages.



Annual Fire Safety Inspections- The Division of Fire conducts routine annual safety inspections and pre-fire planning for three reasons; (1) ensuring that buildings where our customers live, work, or play are safeguarded against disasters (fire, weather, chemical releases, and acts of terrorism), (2) to ensure that our first responders are aware of their first due and “target hazard” facilities which greatly enhances their ability to quickly make fire/EMS decisions and to participate in the creation of safe fire/EMS incident operations, and (3) because we are required to by the Ohio Fire Code.

The Fire Prevention Bureau is responsible for providing annual fire safety inspections to nearly 800 occupancies throughout the City of Vandalia. Manpower shortages in the Fire Prevention Bureau, workload of new construction issues (plan review and inspections), hold over projects from the tornados in 2019, and COVID significantly impacted our ability to conduct routine annual inspections in 2020. A second Fire Safety Inspector was added in the fourth quarter of 2020, paired with the assignment of a career firefighter on injury leave, working a light duty assignment from October until late December the Fire Prevention Bureau was able to conduct 125 annual inspections in 2020. We have already begun the routine annual inspection process for 2021, we anticipate getting back on track with annual inspections in early February.

The table below provides a five-year comparison of completed fire safety inspections.



Public Education & Community Outreach- Public outreach and message delivery continues to be the best method for preventing fires, injuries and/or deaths from medical emergencies and fires. However, because of COVID-19 in 2020 the Division of Fire's public education and outreach efforts were significantly impacted. As a result of shut downs, group restrictions, social distancing and masking rules the Division of Fire had to cancel almost all of its regularly scheduled public and private events. In lieu of face to face delivery, the Fire Prevention Bureau posted fire safety and injury prevention messages on its social media page. Each of our educational posts, public safety announcements, and/or our health and safety messages was viewed between 1500-2000 times.

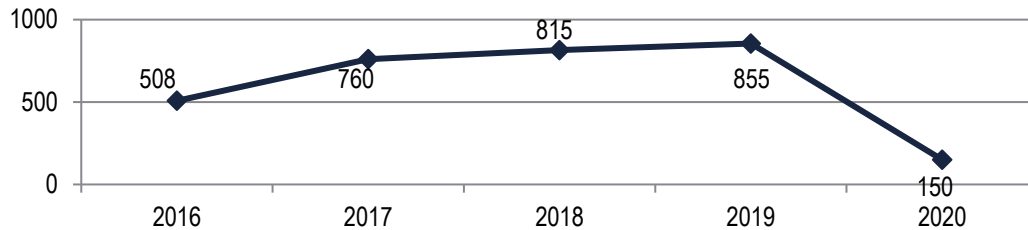


Photos- VFD crews participating in one of only a few public outreach events in the COVID summer of 2020. The "Splashtacular" events were hosted by our Parks and Recreation Department and provided an outdoor, socially distanced way for kids to get some summer water fun in, especially since the swimming pools were closed.

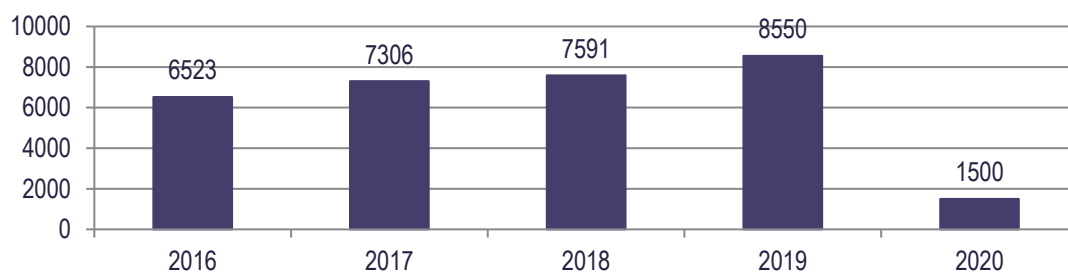


In 2020, members of the Division of Fire and our FPB performed **150** hours of public education/outreach. In these programs, fire personnel came into contact with **1500** customers.

Fire Prevention "Man Hours" Outreach & Education 2016-2020



Customer Contacts FPB 2016-2020



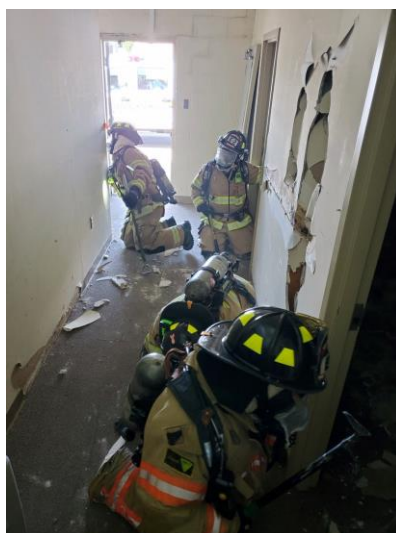
The FPB has already begun scheduling outreach and public education events for 2021, our hope is that the COVID environment begins to improve with vaccines and we are able to at least get back out and do more face-to-face outreach and public education events in 2021.

TRAINING

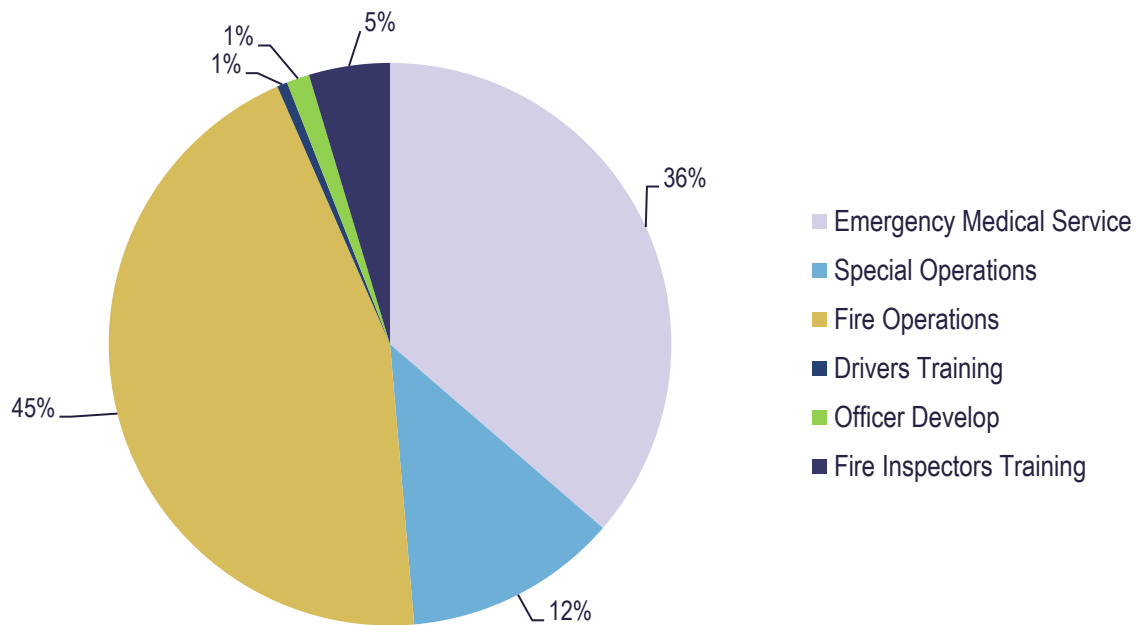


The Division of Fire and its staff are very much like a championship sports team in the following ways; firefighters/paramedics have to be mentally and physically prepared to play (respond) at game time. There are usually coaches on every call (command officer or firefighter in-charge), and we have a set of plays (operating procedures) for every game situation. The most distinctive way that fire personnel compare to a sports team is that they spend a great deal of time practicing their skills (training) and practice is how you “win” games (save lives and property).

Delivering training during COVID in 2020 has been quite challenging. For nearly five months of 2020, the Division of Fire suspended “in person” team training, relying on computer-based training that could be done on a one-on-one basis as crews were being sequestered in their fire stations and being asked to socially distance. Despite the challenges fire and EMS personnel logged **1568** hours of fire, EMS, hazardous materials, and special operations (technical rescue) training in 2020. That’s approximately **130** hours of training/month or approximately **4** hours of training per day.



The chart below represents the breakdown of training conducted in 2020 by general training topics.



The Division of Fire's training plan is the key to empowering our employees to effectively deliver our mission, values, and most importantly, our vision. Practice (or training) is essential to ensuring that the level of service provided to our customers is the most efficient, the most effective, and ultimately the BEST service available to them.

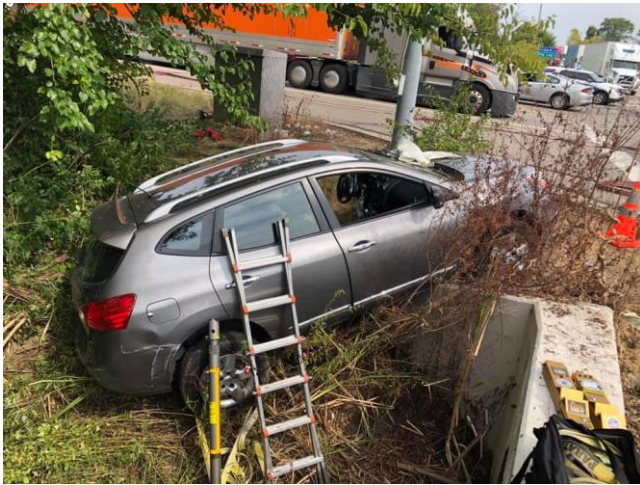


SPECIAL OPERATIONS

The Division of Fire is considered a “full service” fire/rescue organization. The Division of Fire is prepared to handle a wide variety of emergency situations. The Special Operations Group (SOG) is tasked with special operations (technical rescues); the SOG maintains specialized equipment, conducts special operations risk analysis/pre-planning and ensures that crews are properly prepared/trained to handle special rescue incidents.



Vandalia firefighters are trained in, and ready to respond to any of the following “special” rescue/operation situations; hazardous material incidents, rope rescues, confined space rescues, trench collapse/rescues, lost person searches, automobile/machinery entrapments, and water/ice rescues.



These “special rescue” incidents are NOT regular occurring calls, so training and keeping crews proficient in these “special” skills sets is critically important to ensuring that crews are ready to deal with these technical/special rescue incidents. As it was mentioned in the training section, COVID created significant training challenges in 2020. In special operations; practical, hands-on, and group training is essential to successful training. Despite these challenges the Division of Fire committed **206** hours to special operations training in 2020. In addition to receiving instruction on rescue from confined space, the application of rope rescue tools and techniques, water rescue, ice rescue, conducting lost person searches, and response to hazardous materials releases/spills the Division of Fire contracted with an outside firm to provide our crews with an additional 40 hours of machine rescue training.



In 2020, the Division of Fire responded to approximately **36** “special rescue” incidents where firefighting crews had to employ special equipment, strategies, and tactics to rescue trapped customers.

Type of Rescue Incident	Total Number of Incidents
Rescue of victims from motor vehicles (requiring extrication)	5
Rescue of victims from stuck/stalled elevator	1
Rescue of victims from water/ice	3
Response to hazardous materials incidents	21
Response to lost person(s)	2
Rescue of animal(s)	4
Total Number of Special Operations Incidents	36



Vandalia and Butler Fire crews posing in front of President Donald Trump’s limo, Fire Station 1 played host to the Presidential motorcade and the Secret Service when the campaign came to town in late summer 2020.