



YORK AREA UNITED FIRE AND RESCUE

Office of the Fire Chief

Daniel J. Hoff, Fire Chief

February 17, 2020

York Area United Fire and Rescue Commission
50 Commons Drive
York, Pa. 17402

Commission Members,

It is my pleasure, and honor, to be able to provide you with the **2019 Departmental Report for York Area United Fire and Rescue**. The following pages serve as an overview of the efforts and accomplishments of our personnel throughout 2019. This information is intended to reflect the commendable dedication of our staff members and their daily efforts toward accomplishing our goals and satisfying the mission of our department.

During 2019 we were able to reach an acceptable collective bargaining agreement with the Manchester Township local and remain hopeful of reaching an agreement with the Greater York local. All personnel remain focused on the fire department mission and their involvement in policy and training development and the accreditation process provide evidence of their commitment to the department.

The department began 2019 with a large fire loss at York Container in January followed by a second million-dollar commercial building loss in September. These two losses set the stage for a fire loss total for the year of \$3.9 million dollars. Pre-incident values for properties responded to in 2019 was \$104,646,485.00 Property saved for the year, however, is estimated at \$100,729,785.00.

The past year saw the department taking delivery of our new Spartan/Smeal Ladder Truck and one new Ford Explorer, which is a replacement of the 2017 unit demolished on Interstate 83. Thankfully, this vehicle was not occupied at the time of impact and there were no injuries associated with this incident.

Five new employees joined the YAUFR family in 2019 due to employee attrition. Three of those hired in 2019 completed the HACC Municipal Fire Academy during the first half of the year. The continued infusion of youth into our department is exciting for staff and command officers alike, despite the loss of senior personnel and the knowledge they take with them when they retire. The energy and desire of our new hires, and those directly involved in the probationary training process, is contagious.

YAUFR officially embarked on the path toward national accreditation in 2019. This is an exercise in continuous quality improvement that will assist with the efficiency, effectiveness,

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and growth of the department. Three officers attended the Center for Public Safety Excellence's annual Excellence Conference in March. In October, the accreditation process was officially presented to the Captains. Each captain was assigned a series of operational questions from the self-assessment manual to review. They were then tasked with creating a team to assist them in their research. This process will continue for the next several years and we believe this process will strengthen our department and its commitment to the community, by ensuring in all aspects of our operation that we are using best practices and leaving no stone unturned.

I am honored and humbled to be permitted to serve as the Fire Chief for this talented and committed group of emergency responders. Our firefighters take great pride in their responsibility for community service, and for upholding the reputation of YAUFR.

I proudly present to you the **2019 Departmental Report for York Area United Fire and Rescue**. Should you have any thoughts or concerns about the information contained in this report, I eagerly await the opportunity to discuss your feedback.

Submitted Respectfully,

A handwritten signature in black ink, appearing to read "Daniel J. Hoff". The signature is stylized with a large, looping "D" and a series of connected, somewhat abstract strokes for the rest of the name.

Daniel J. Hoff
Fire Chief

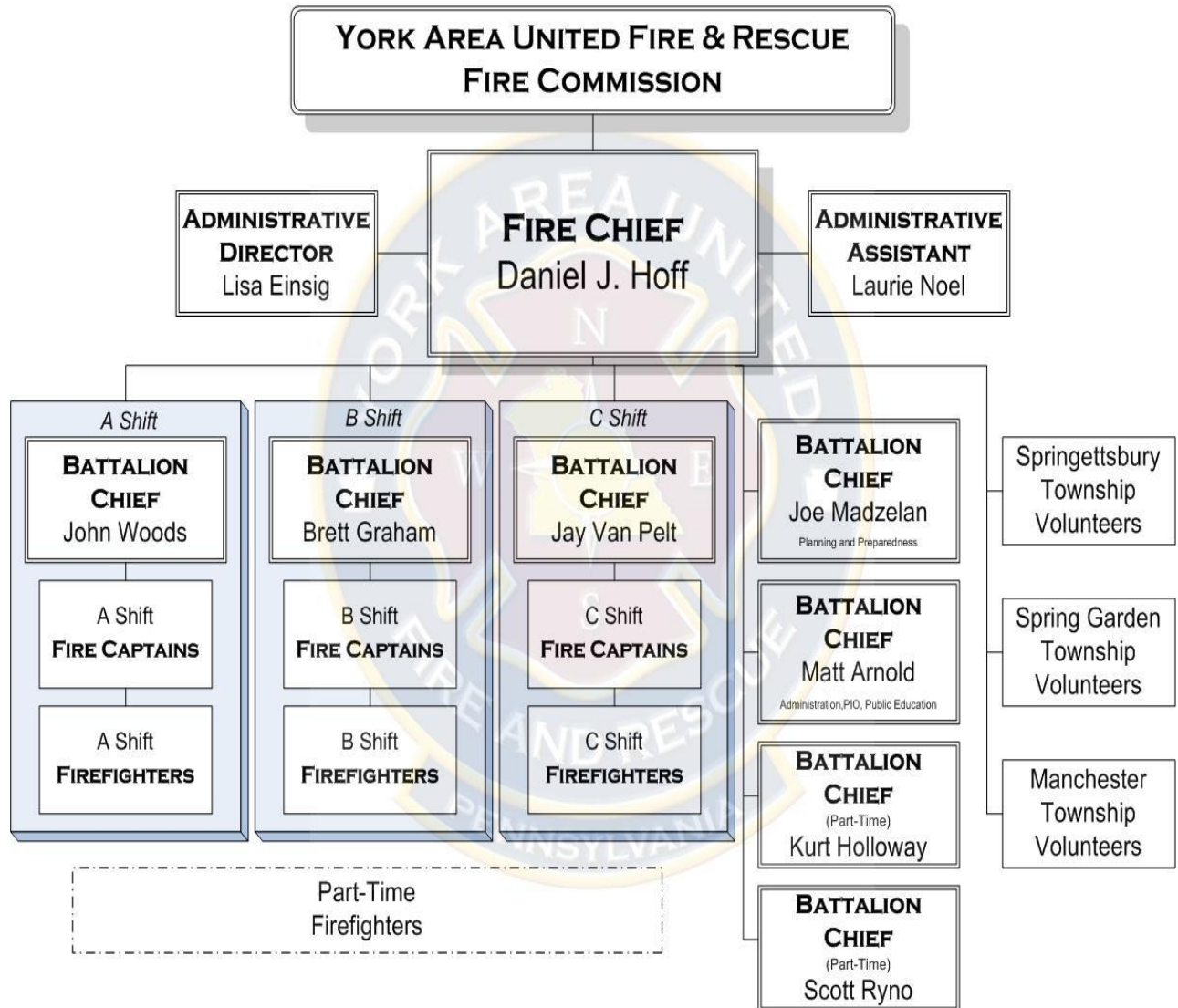
cc: Mr. Timothy James, Manchester Township
Mr. Benjamin Marchant, Springettsbury Township
Mrs. Marcy Krum-Tinsley, Spring Garden Township



PERSONNEL AND STAFFING

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YORK AREA UNITED FIRE & RESCUE



A SHIFT

Captain Richard Higgins
Captain Patrick Mooney
FF Richard Witten (Ret)
FF Chris Brehm (Ret)
FF Rich Godfrey
FF Kevin Keough
FF Chris Mowry
FF Andrew Pennington
FF Nicholas Serikstad

Captain William Blackwell
Captain Steve Vrabel
FF Clyde Beaver
FF Matthew Brown
FF Chad McCullough
FF Ryan Bosserman
FF Ross Raber
FF Nathan Baker
FF Vincent Lacognata

B SHIFT

Captain Denny Conley (Ret)
Captain Robert Luta
Captain Matthew Russ
FF Jack Shambaugh
FF Nathan Tracy
FF David Kane
FF Craig Harlacker
FF Cody Stiffler
FF Adam Potter

Captain Michael Freet
Captain Kristopher Shearer
FF George Mount
FF Anthony Sawyer
FF Celeste Jones
FF Edward Morin
FF Julie Yahnke
FF Charles Yingling

C SHIFT

Captain Todd Heilman
Captain Gerald Stroble
FF Keith Prowell (Ret)
FF Grant Fronheiser
FF Lyle Cosner
FF Aaron Eckert
FF Travis Ort
FF Nicholas Willcox

Captain Curvin Wolfgang
Captain Kevin Krout
FF Joseph Stoppard
FF Jason Grim
FF Lester Rhoads
FF Todd Kroh
FF Frank Wirth III
FF Brandon Banks

PART TIME STAFF

FF Tiffany Russ
FF Jason Barclay
FF Justin Poole

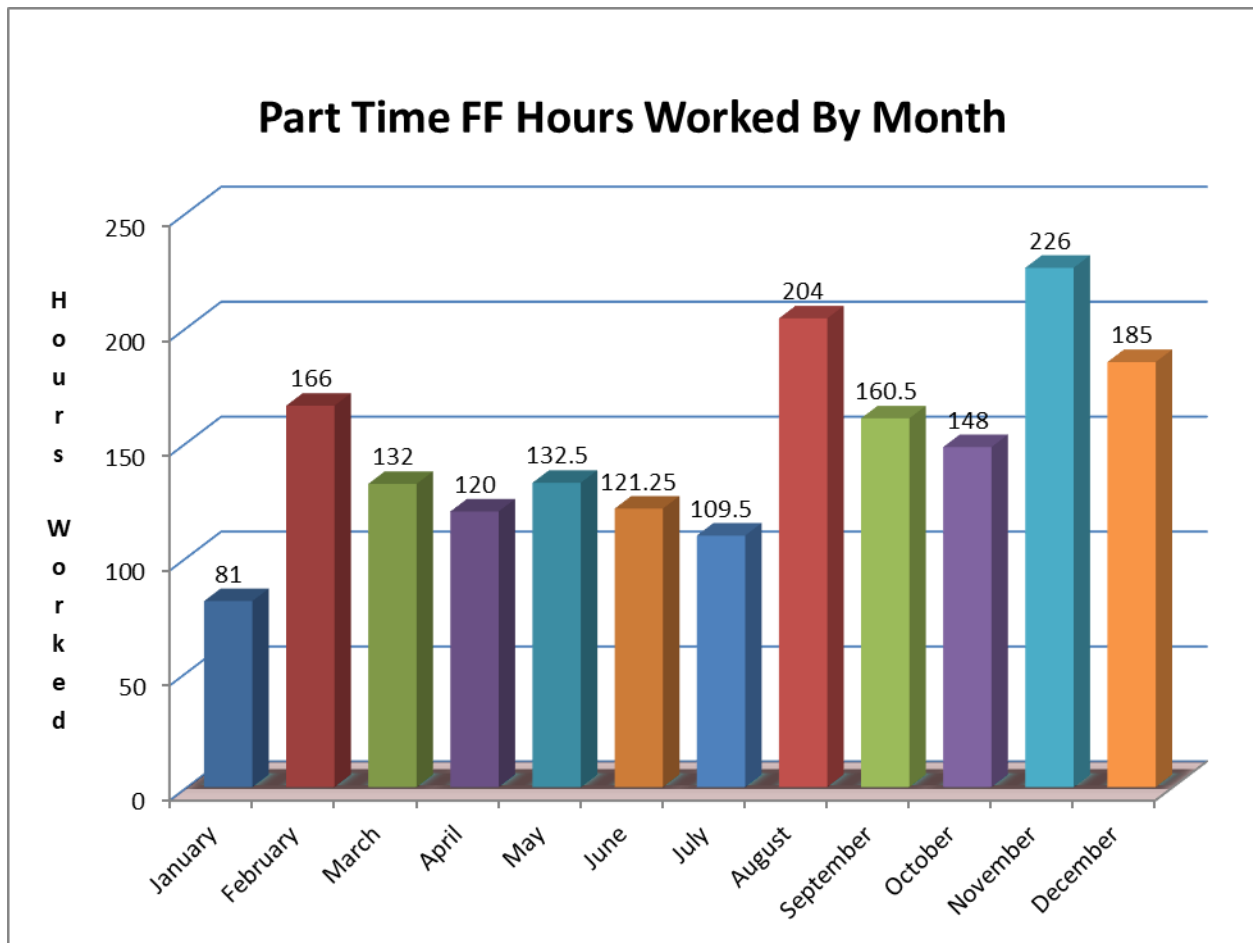
FF Gerell Lockett
FF Michael Kauffman
FF Kevin Granath

SCHEDULE AND STAFFING

YAUFR firefighters continue to work a three-platoon system – 24 hours on duty followed by 48 hours off duty. This requires the use of three shifts of firefighters. In an effort to reduce overtime, due to approved and unexpected leave, YAUFR also utilizes part time employees to supplement staffing requirements in the first battalion.

Part Time Firefighter Hours Worked By Month:

Hours Worked	
January	81
February	166
March	132
April	120
May	132.5
June	121.25
July	109.5
August	204
September	160.5
October	148
November	226
December	185
<u>TOTAL:</u>	<u>1785.75</u>



Five (5) full-time firefighters were hired in 2019 in response to retirements and promotions. The department also exhausted the hiring list established in 2018 and it became necessary for the department to sponsor another entry level process in the second half of the year due to anticipated attrition near the end of the year and early in 2020.

During 2019, YAUFR Command Staff also implemented a structured formal on-boarding process for all new employees. The department already had a challenging and credible probationary process in effect, but the new on-boarding process ensures a minimal level of training prior to any employee, full or part time, being considered as a part of our daily staffing complement.

2020 Outlook – The department began the year with three new hires in January – one full time, one temporary fulltime and one part time employee. The temporary fulltime employee is covering the scheduled for an employee who will spend two thirds of the year deployed. We currently anticipate one retirement in 2020. The department continues to recruit potential part time employees to ensure a pool of candidates.



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VOLUNTEER STATIONS

Station 891 – Springetts Fire Station

50 Commons Drive

York, Pa. 17402

Station 892 – Grantley Fire Company

918 Virginia Avenue

York, Pa. 17403

Station 893 - Commonwealth Fire Company

2045 North Sherman Street

York, Pa. 17406

Station 894 - Victory Fire Company

421 Wheaton Street

York, Pa. 17403

Station 895 - Manchester Township Fire Station

3200 Farmtrail Road

York, Pa. 17406

Alert Fire Company

3118 North George Street

Emigsville, Pa. 17318

2019 VOLUNTEER LEADERSHIP

Springettsbury Township Volunteer Fire Company

President: Ken Witmer

Vice President: Anthony Marceca

Secretary: Nick Bozovich

Treasurer: Steve Oerman

Grantley Fire Company

President: John Dommel

Vice President: *vacant*

Recording Secretary: Jackie Dommel

Membership Secretary: Bonnie Shilke

Financial Secretary: Robert Bissey

Trustees: Paul Grubbs, Jeff LeCates

Victory Fire Company

President: Tom Stees

Vice President: John Allen

Secretary: Nevin McWilliams

Treasurer: Kevin Swope

Financial Secretary: Nathan Englar

Alert Fire Company

Board Chairman: Nick Zambito

Vice Chair: Craig Wisherd

Secretary: Justin Sowers

Financial Secretary: Connie Dull

Treasurer: Gary Landis

Trustees: Nick Zambito, Jay Dacheux, Craig Wisherd, Justin Sowers, Donald Dull



APPARATUS AND EQUIPMENT MAINTENANCE

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APPARATUS

During 2019, YAUFR purchased one (1) staff vehicle due to BC Van Pelt's vehicle being struck while positioned on Interstate 83 as he was investigating an accident. The vehicle was demolished when an eighteen-wheeler lost control and struck it as it sat along the side of the highway. We also continued to outfit our four (4) new Spartan Pumpers which arrived in mid-December of 2018. In May of 2019, the department took delivery of the final apparatus purchased under the current capital replacement plan – our Spartan/Smeal Ladder Truck. Three-year extended warranties on our new apparatus will help control maintenance costs for our fleet for the foreseeable future.

New Equipment Placed into Service in 2019:

E891 – 2019 Spartan Pumper	E892 – 2019 Spartan Pumper
E893 – 2019 Spartan Pumper	E895 – 2019 Spartan Pumper
T891 – 2019 Spartan / Smeal Ladder truck	BC89 – 2019 Ford SUV (BC Vehicle)

Portable Equipment and Hand Tools were also purchased for the new pumpers and ladder truck through the support of the Springettsbury and Spring Garden Volunteer Fireman's Relief Associations. An example of equipment purchased is below:

Battery operated circular saws	Foam
Hose	Hand tools
Air bags	Struts
Power saws	Hi-rise packs
Battery operated tools and toolboxes	

In our 2018 report we indicated the department would need to be looking at Self Contained Breathing Apparatus (SCBA) replacement in the near future, but even sooner for the majority of air cylinders in the second battalion. The department was able to find funding through an insurance premium reduction for the replacement of those expiring cylinders, and in the first half of 2019 all SCBA were brought up to the same standard. This will help to buy YAUFR some time as we look toward a FEMA/AFG grant to fund the department wide SCBA upgrade in the coming years.

MAINTENANCE

In station maintenance was primarily handled by Captain Curvin Wolfgang, FF Kevin Keough and FF Charles Yingling, aided by other personnel with the desire and knowledge to be a resource. The department also continued to invest in the training of our personnel to qualify them to perform maintenance and repairs to our apparatus and equipment. Support of their individual Emergency Vehicle Technician credentials is critical to their ability to handle the repairs and assists the department in controlling liability.

Examples of in- station work included but not limited to:

Brake adjustments	Pump valve repair
Pump work along with PM	Aerial ladder PM
Minor electrical system repair	Tool repair
Hydraulic line repair and replacement	

Total manhours for maintenance and repair of the departmental fleet, not including daily, weekly or monthly apparatus checks – **1072 hours.**

2020 Outlook – Maintenance costs for apparatus will still be a concern for the older half of our fleet, but with the delivery of our new apparatus and the three year extended warranty on each of those units, the department looks forward to a controlled maintenance budget for 2020. Our portable and handheld equipment replacement and purchasing is strongly supported by our relief associations, helping to control costs even more. Although there are no major purchases or replacements expected, we do have to be mindful of the impending need to replace our hydraulic rescue equipment in the first battalion.





TRAINING

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TRAINING

Throughout 2019, YAUFR personnel focused on maintaining certifications and completing the requisite renewals such as CPR/AED recertification Hazardous Materials Operations, twice annual live fire evolutions and Respiratory Protection.

Nine personnel completed Fire Officer III as a part of the YAUFR Officer Development Program. Presently, two students have completed all of the skill station requirement necessary to earn Fire Officer III certification.

The breakdown of training hours for 2019 is as follows:

- A. Total training hours – **15,088.11**
 - 1. Driver training – **1,955.25** hours.
 - 2. Facility training – **1,619** hours. Facility training includes those exercises conducted at the York County Fire School. (i.e. burns, hand line advancement, search and rescue, ladders, etc.)
 - 3. Hazardous Materials training - **328** hours. Annual Haz-Mat Ops. refresher.
 - 4. Officer training - **993.35** hours. Training required for officers. (i.e. incident command, scene size up, etc.)
 - 5. Company training: **10,272.26** hours. (i.e. building construction, saw operations and maintenance, water supply, fire detection / alarm / suppression systems, General Order review, forcible entry, ropes & knots, fire behavior, building familiarization / reviews, elevator rescue, hand line advancement, ground ladders, etc.)

2020 Outlook - Volunteer and career staff will be required to complete annual training including:

- A. Respiratory protection fit testing*
- B. Hazardous material operations refresher classes in the spring*
- C. Confined Space Refresher classes in the fall*
- D. Bi-annual company level burns which are scheduled for April and November.*

Our probationary personnel will continue to work through a rigorous in-house training program to ensure they are equipped with the knowledge and skill to be a productive member of our department. YAUFR's has expanded the probationary training to also include a one hundred-twenty (120) hour on-boarding period prior to being considered operational. In addition to probationary and annual refresher training, all department personnel will continue to train and hone their skills in all facets of the services we provide as outlined in our annual training plan.

Also, this year we will be sending members to obtain credentials in Building Inspection, Fire Investigation, Driver Operator/Pumper and Aerial, Active Shooter Operations and to become instructors in Community Emergency Response Team (CERT) training.





EMERGENCY MANAGEMENT

EMERGENCY MANAGEMENT

During the last review of the Emergency Operations Plan, it was determined that a biannual review is the requirement. As such, the document will not be reviewed again until late 2020. The Notification and Resource Manual (NARM) is continuously updated with new information, including changes to personnel, contact information, and facilities.

In May 2019, the Emergency Operations Center (EOC) was activated for participation in the biannual TMI drill. We were observed by one representative from PEMA, but not formally evaluated. This was our last TMI-related event due to the ongoing decommission of the facility, which began in September 2019. As a future planning note, 2021 will be the last year we will be eligible to receive Act 147 grant funding, as we will no longer be part of an emergency planning zone of a nuclear power plant. This grant typically averaged \$3500.

Several EMA staff attended quarterly trainings hosted by York County. BC Van Pelt completed his local level Basic Certification, BC Ryno is completing his Basic Certification, and BC Madzellan completed his Professional Certification. In March, BC Madzellan participated in a panel discussion on school safety best practices during the PA Association of School Business Administrators annual conference.

Other notable Emergency Management-related activity in 2019 included:

- A. Assisting with the review of and/or revisions to emergency plans at the following facilities:
 - 1. York County Prison
 - 2. Central York School District
 - 3. SpiriTrust Lutheran's Sprenkle Village
 - 4. Winfield Solutions

5. Americold Storage
 6. Rutter's Dairy
 7. Graham Architectural
- B. Assisting with planning and execution of the emergency exercises for the following facilities:
1. York County Prison – Full-scale exercise (fire)
 2. Graham Architectural – tabletop exercise and fire drill
 3. York County Courthouse – tabletop exercise (active shooter)
 4. SpiriTrust Lutheran – tabletop exercise (active shooter)
- C. Attended a follow-up regarding active assailant responses at York County facilities .
- D. Attended the 5-day Active Assailant Integrated Response class hosted by SCTF.
- E. Assisted with the delivery of several AAIR classes hosted by SCTF. This resulted in a total of 9 YAUFR personnel completing this course, with the goal of training the rest throughout 2020.
- F. Participated as an evaluator of a U.S. Department of Homeland Security full-scale exercise at Hershey park.

2020 Outlook - With TMI-related activities coming to an end, focus will shift somewhat back to all-hazards preparation. We will be participating in the Spring statewide exercise this March, as well as at least one other exercise later in the year. Volunteer Emily Smeltzer has increased her activity, assisting on several projects, and is currently working on the NIMS training compliance. Captain Blackwell will continue to coordinate the Community Emergency Response

Team (CERT) training program. We have several people enrolled in Train the Trainer programs this year and remain hopeful that by midyear we will have enough staff to host classes without need for outside instructors. Training for this program is provided free at the National Emergency Training Center in Emmitsburg, Maryland. Our goal is to leverage this program to increase our EMA volunteer ranks. We also will continue training of our response personnel regarding active shooter integrated response in an effort to maintain our focus on incident safety and security.



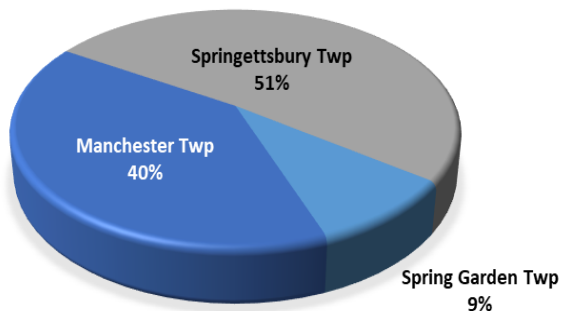


INSPECTIONS, PLANS REVIEW AND CODE ENFORCEMENT

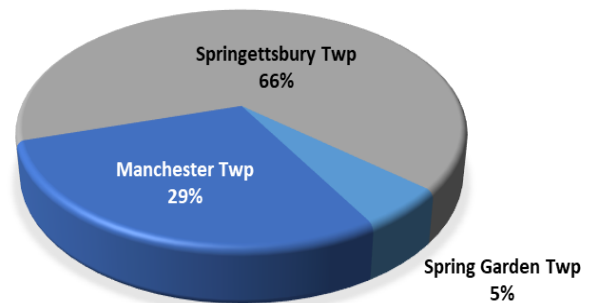
INSPECTIONS, PLANS REVIEW AND CODE ENFORCEMENT

In 2019, Springettsbury Township continued to dominate, with the largest number of plan reviews and inspections. In Spring Garden Township, the fire department feels there is much room for improvement with regard to our involvement. We remain regularly involved in the land development and building plan review processes. However, the contracted third-party service is still inconsistent with notifying us of scheduled inspections, and we are seldom notified to participate in occupancy inspections in conjunction with the Zoning Office. At least twenty-four (24) occupancy inspections took place in Spring Garden Township during 2019 in which there was no fire department participation.

2019 PLAN REVIEWS



2019 INSPECTIONS



In 2019, approximately eight hundred and seventy (870) hours were spent on plan review and inspection activity. A total of one hundred and sixty (160) plan reviews were conducted, including sixty-three (63) for Manchester Township, fifteen (15) for Spring Garden Township, and eighty-two (82) for Springettsbury Township. This included review of land development plans, as well as plans submitted for commercial building permits. BC Madzelan attended 17 staff plan review meetings among all three municipalities, where Township staff actively discuss

submitted plans with the developers. One hundred and eighty-five (185) inspections were conducted during the year. This included building permit-related inspections of new or renovated buildings, changes in occupant, as well as investigations of complaints and life safety inspections conducted at the request of a business owner. Fifty-three (53) inspections were conducted in Manchester Township, ten (10) in Spring Garden Township, and one hundred and twenty-nine (129) in Springettsbury Township.

The department has revised the pre-planning process to allow it to be on a mobile platform and to permit more productivity by all personnel. This will allow for department personnel to visit more occupancies each year, getting closer to the ISO recommendations and interact with more of our customer base.

2020 Outlook - YAUFR would like to improve the relationship with Spring Garden Township regarding inspections and plans review as a matter of life safety for both citizens and firefighters. The fire department feels there is sufficient justification for consideration of an annual Fire/Life Safety Inspection program in each of the townships and it would be our goal to work towards this in 2020 with the intent of implementation by 2022.



INFORMATION TECHNOLOGY

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INFORMATION TECHNOLOGY

2019 was actually a fairly uneventful year for the department in the area of Information Technology (IT). Much of the IT work and concerns for the year were related to routine maintenance and upgrades of our software and hardware.

2020 Outlook - One of the primary focuses for 2020 will be implementing a combined phone system across all five stations. We have engaged with Verizon to begin implementation in March, with the goal of having all stations online together by June. The end product will provide a singular phone tree for all YAUFR stations, and the ability to dial any location in the department using a three-digit extension.



CITIZENS' FIRE ACADEMY

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CITIZEN'S FIRE ACADEMY

Again during 2019, YAUFR held our Citizen's Fire Academy. The program continues to grow in success each year, and this year we had nine participants from around the area. Students participated each Thursday night for the entire month of September and concluded the session with a final night full of live fire evolutions. The program consisted of:

- A. Night 1 – Fire department structure and organization, a “Day in the Life” of a firefighter, standards and training, an overview of the 911 center, apparatus and equipment review (engine, truck, and rescue), mutual aid review, and finally a gear overview.
- B. Night 2 - YAUFR General Order overview, engine company operation basics, size up, fire behavior, reading smoke, and stages of fire development.
- C. Night 3 – Truck company operations, searches, forcible entry, ladders, and hands-on time operating both a tower ladder and a straight stick aerial.
- D. Night 4 – Live burn evolutions, where each participant had multiple opportunities to don all of the firefighter gear and assist in extinguishing a fire inside the York County Fire School's burn facility.

2020 Outlook - We plan to continue offering this program again in 2020 and hope to make it an even bigger success. Questions, concerns or inquiries can be directed to the following mail address: Citizens_Academy@Yaufr.com. Additionally, the department is developing a Junior Citizens Academy that will cover many of the same topics and will be aimed at teenagers to develop the interest in the fire service at a younger age.



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TRAINING DAY

FOR

YAUFR COMMISSION

MEMBERS

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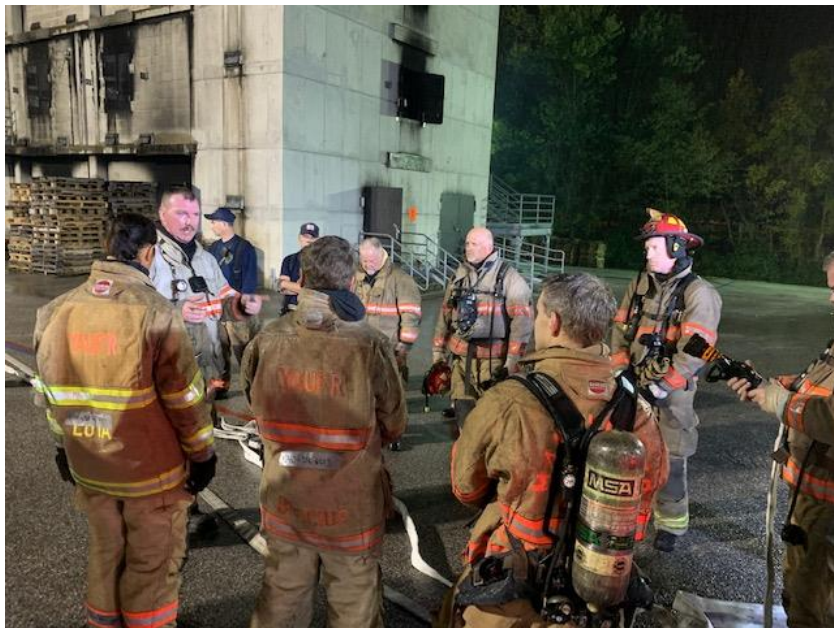
YAUFR COMMISSION MEMBER TRAINING

In October of 2019, the department was able to successfully bring together the majority of our commission members for an educational opportunity that allowed each commission member to experience one aspect of the job our YAUFR firefighters practice and train for everyday – structural firefighting.

Commission members were trained on the use of SCBA, hose line advancement, fire behavior and fire attack. The evening culminated with commission members having the opportunity to attack an actual fire under the direction and supervision of YAUFR trainers.

The feedback from this experience has been extremely positive and highly recommended for all future board members. YAUFR Command and Line Staff are all very appreciative of the opportunity to help commission members better understand the focus of our department and for taking the time and expressing the interest in our operations and most importantly our personnel.

2020 Outlook – The department will continue to focus on the operational education of our elected officials, particularly our commission members. Our aim in the first half of 2020 will be to bring new members and alternates up to speed on the structural firefighting aspect of a firefighter's job followed by an orientation regarding the rescue capabilities and functions of YAUFR personnel.



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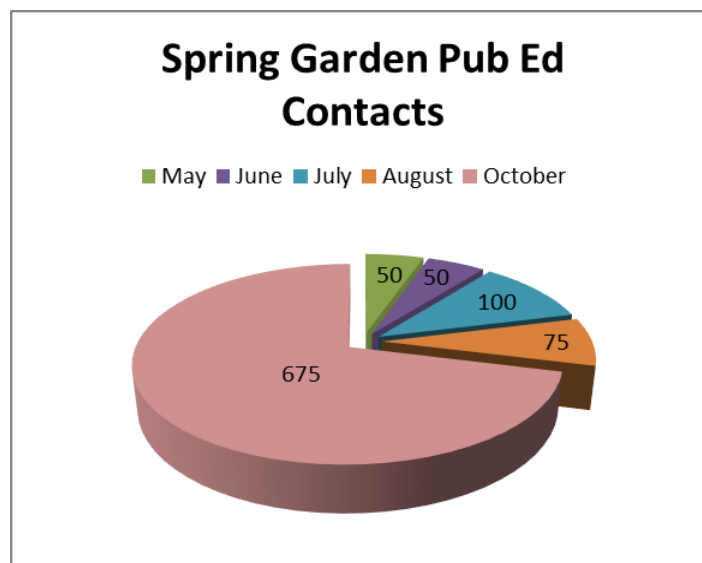
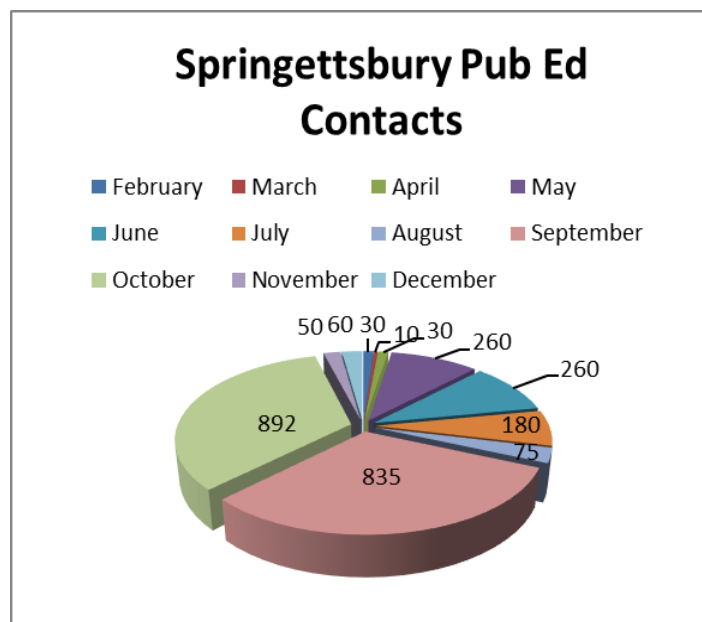


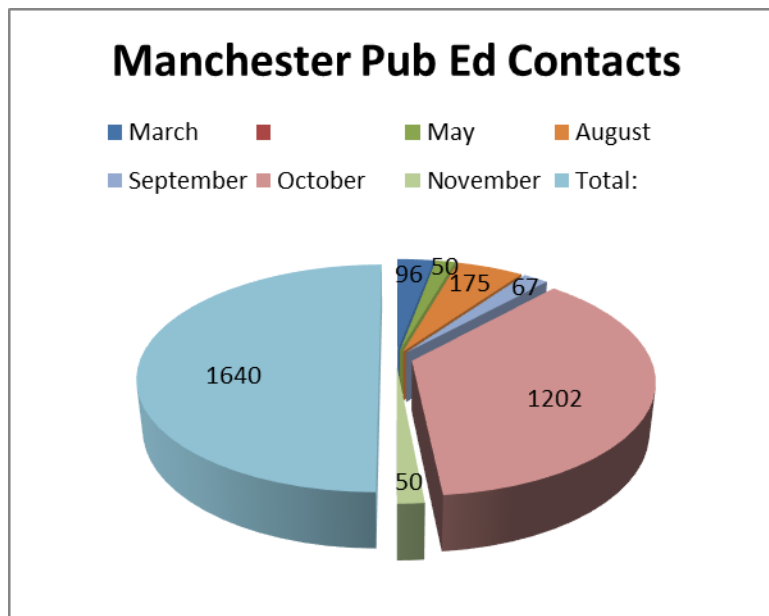
PUBLIC EDUCATION AND FIRE PREVENTION

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PUBLIC EDUCATION/FIRE PREVENTION

One of our primary goals each year is to educate the public on various topics related to fire safety. Our outreach programs are continually evolving, and we strive to find new ways to interact with all age groups. In 2019, we conducted more than ninety (90) events which was the most events of this nature ever held by our department. All told, we were able to work with over five thousand (5,000) people.





Planning for 2020, we will be releasing several multi-media presentations detailing more of our department. This will include features of both our people and our equipment. The goal of the initiative is to give the public a better understanding of who we are, and the services we provide.

FIRE EXTINGUISHER TRAINING

In 2019, YAUFR expanded its fire extinguisher training program to add a second training simulator for Manchester Township. This will allow for more programs to be conducted during peak times of the year. The program gives people an opportunity to use a real fire extinguisher in a controlled environment, while being supervised by our staff. We also provide a classroom component where various types of fires are reviewed, along with best practices for handling fire emergencies. Questions, concerns or inquiries of availability can be directed to PublicEducation@Yaufr.com. We can also work with you to create a custom program for your organization.

In 2019, we conducted more than fifty (50) training sessions, training a total of more than thirteen hundred and fifty (1350) people. This encompassed nearly two hundred twenty-five (225) staff hours. Broken down by area our training totals look like this:

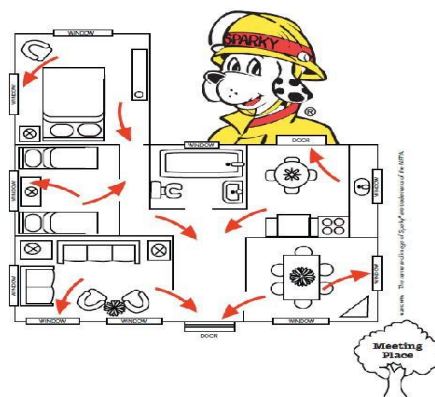
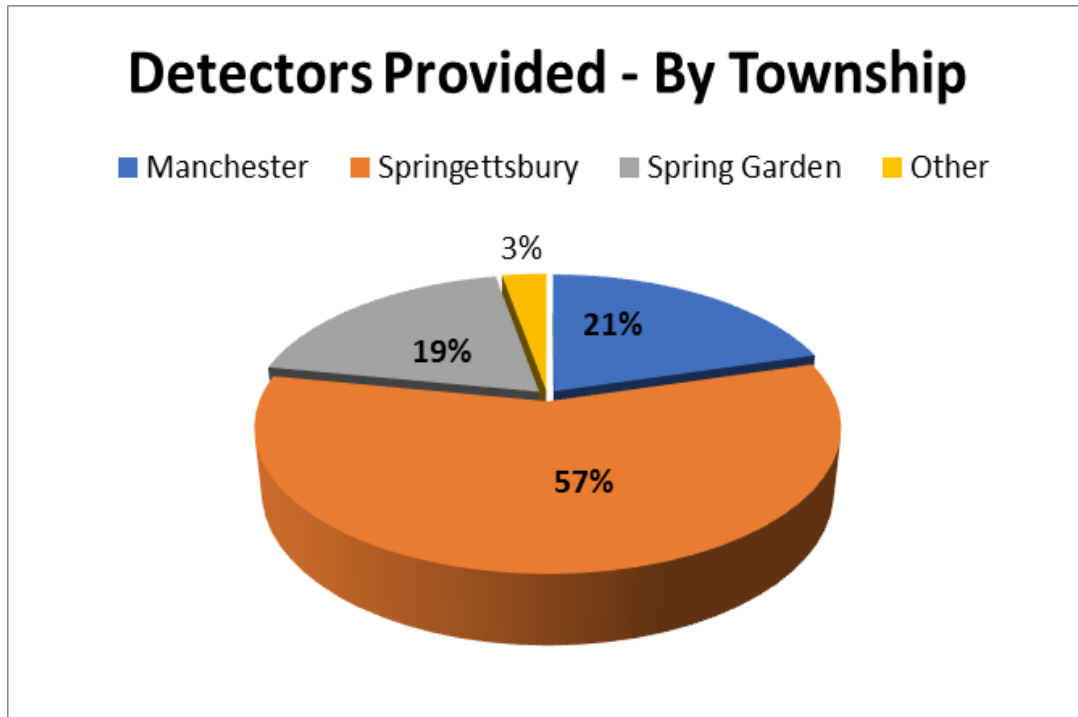


PRIDE

Another ongoing program throughout all YAUFR stations is our Proactive Residential Information Distribution Effort, or PRIDE. We provide smoke detectors, carbon monoxide detectors, and batteries free of charge to all residents of our area. Smoke detectors are critical in saving lives, but only WORKING smoke detectors save lives! In addition, we assist any resident with installation and testing of any detectors. After any fire event in our area, we routinely canvas the affected neighborhood as an opportunity to check with residents on the status of their detectors.

In 2019, we distributed 68 detectors and totaled over 100 personnel hours on the project.

Broken down by area the distribution of detectors looks like this:



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GRANTS

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GRANTS

Each year YAUFR applies for various grants to assist with various purchases. These monies are invaluable in keeping with our goal of being fiscally responsible with our budgeted dollars without compromising our equipment and safety.

In 2019, we were awarded the following grants:

- A. Office of the State Fire Commissioner – (Springettsbury Township Fire Company) \$15,000 for Storage Garage / Outbuilding. This structure was completed in late 2019 and will be utilized beginning in 2020. The building contains storage for both vehicles and equipment and contains a training tower that can be used for rope training, hose line advancement, and standpipe operations.
- B. Office of the State Fire Commissioner – (Victory Fire Company) \$15,000 for battery powered hydraulic rescue tools, used to supplement and replace aging equipment.
- C. Office of the State Fire Commissioner - (YAUFR) \$15,000 for Vehicle Replacement Costs. These funds will be used to replace a Battalion Chief vehicle that was destroyed in an accident on Interstate 83.
- D. Safe Kids - \$500 for Public Education. This grant will be used to purchase additional Carbon Monoxide Detectors for distribution on our community.
- E. Susquehanna Municipal Trust - \$1000 for the purchase of truck belts to be used while climbing our aerial apparatus.



INCIDENT STATISTICS

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INCIDENT STATISTICS

York Area United Fire & Rescue utilizes the Emergency Reporting (ER) Records Management System software to track our incident responses. While recording incidents is a requirement through the state of Pennsylvania, our department uses this information to track trends, monitor performance and continuously look for areas where we can improve our service to the community.

For the year 2019, the total number of incident responses was 3951. This is an increase in volume of two-hundred and eighty-seven (287) incidents from the 3,664 incidents handled in 2018.

Our busiest months for 2019 were May (369) and August (362) as opposed to January (384) and July (358) in 2018. B Shift led the department for 2019 with thirteen hundred and twenty-nine (1329) incidents for the year, edging out A Shift with thirteen hundred and twenty (1320) incidents, followed by C Shift with thirteen hundred and two (1302).

Our volunteer fire police continue to be the biggest supporters of the mutual aid system, assisting municipalities throughout the county with traffic control. Fire department responses for mutual aid, however, continue along the trend of importing of services (251) over exporting services (221). Still, approximately eight-four (84) percent of the total call volume for the department is handled without any provision of aid at all.

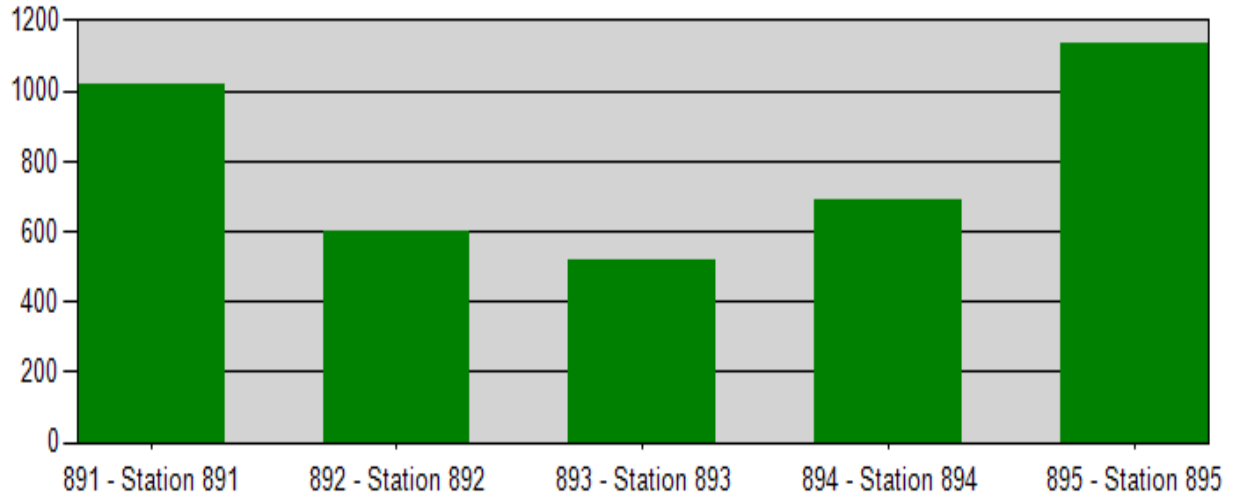
Medical assists, fire alarms and good intent calls continue to be the largest percentage of calls for service. The department once again saw a decline in excess of two (2) percent in the number of calls attributed to smoke alarm activations. We attribute this ongoing change to the efforts of our PRIDE program and an increased awareness of the homeowner's responsibilities regarding their smoke alarms.

This past year was a time of focusing on our response statistics and improving the efficiency of the department. Compared to our 2018 statistics, in 2019 the department realized a reduction in dispatch to arrival time of greater than one minute. Additionally, our dispatch to responding time improved by nineteen seconds in 2019.

2020 Outlook – The department will continue to focus on response efficiency and make use of the data collection process to ensure we are consistently focused on being the best possible service to our stakeholders. We continue to strive for excellence in all aspects of the fire service and will continue to use the data collected to analyze the various services we provide using cost-benefit and SWOT analysis.

Incidents per Station for Date Time Range for Station

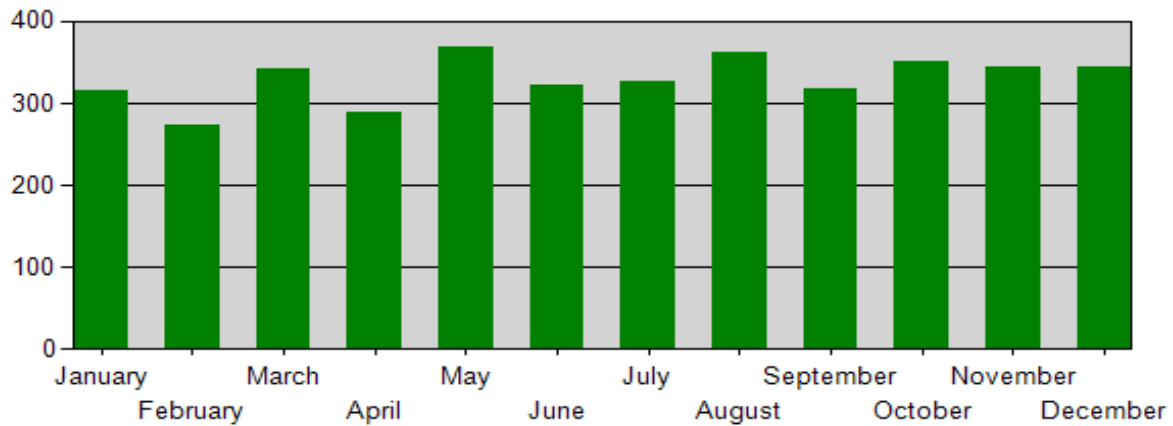
Start Time: 00:00 | End Time: 23:00 | Incident Type(s): All Incident Types | Station: All Stations | Start Date: 01/01/2019 | End Date: 12/31/2019



STATION	COUNT
891 - Station 891	1017
892 - Station 892	597
893 - Station 893	518
894 - Station 894	686
895 - Station 895	1133
TOTAL:	3951

Incidents by Month for Month Range

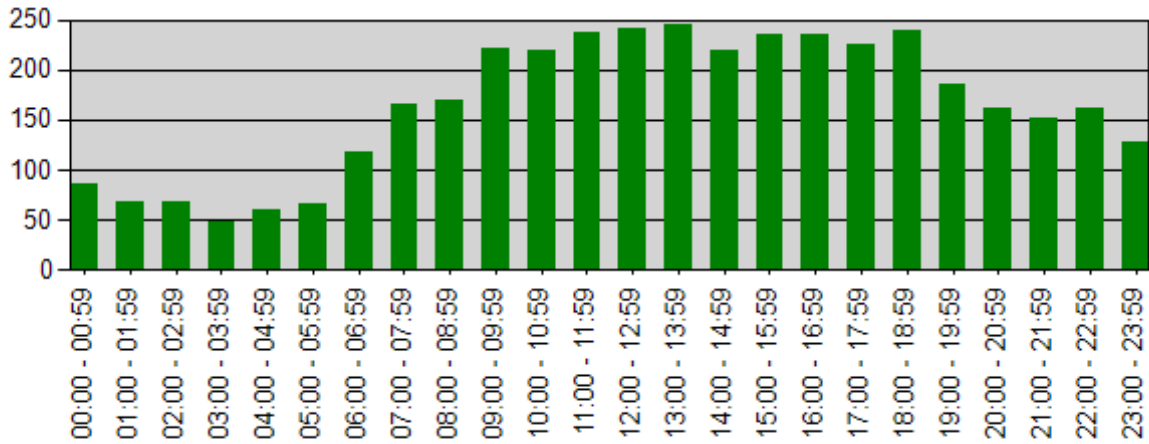
Start Month: January | End Month: December | Year: 2019



MONTH	INCIDENTS
January	315
February	272
March	342
April	288
May	369
June	322
July	327
August	362
September	318
October	350
November	343
December	343

Incidents by Hour for Date Range

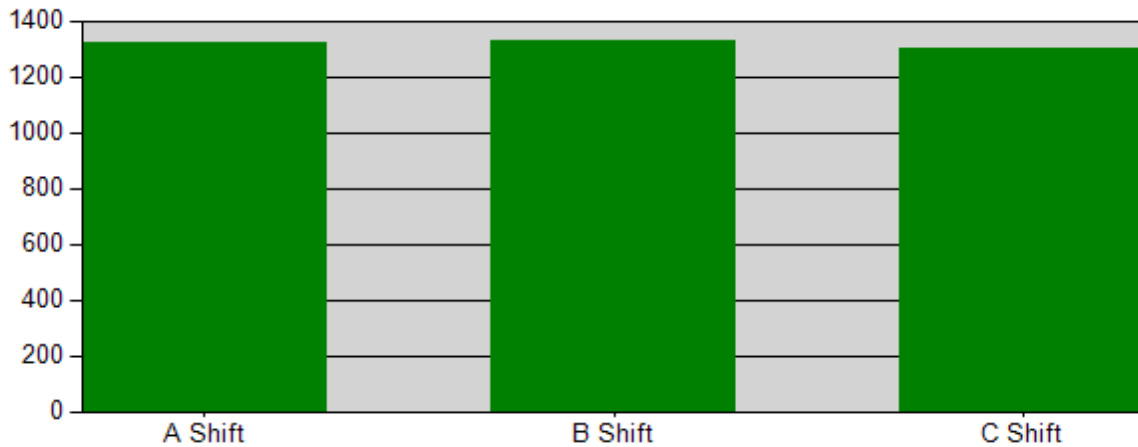
Start Date: 01/01/2019 | End Date: 12/31/2019



Hour	# of Calls
00:00 - 00:59	85
01:00 - 01:59	67
02:00 - 02:59	68
03:00 - 03:59	48
04:00 - 04:59	60
05:00 - 05:59	66
06:00 - 06:59	117
07:00 - 07:59	165
08:00 - 08:59	169
09:00 - 09:59	221
10:00 - 10:59	219
11:00 - 11:59	237
12:00 - 12:59	241
13:00 - 13:59	246
14:00 - 14:59	219
15:00 - 15:59	236
16:00 - 16:59	236
17:00 - 17:59	225
18:00 - 18:59	240
19:00 - 19:59	185
20:00 - 20:59	161
21:00 - 21:59	152
22:00 - 22:59	161
23:00 - 23:59	127

Incidents by Shift for Date Range

Start Date: 01/01/2019 | End Date: 12/31/2019

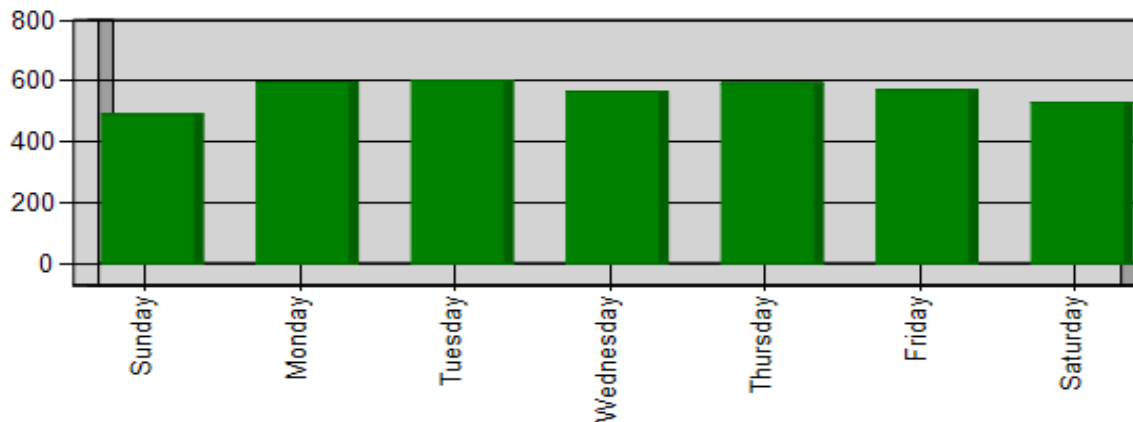


SHIFT	# INCIDENTS
A Shift	1320
B Shift	1329
C Shift	1302

TOTAL: 3951

Incidents by Day of the Week for Date Range

Start Date: 01/01/2019 | End Date: 12/31/2019



DAY OF THE WEEK	# INCIDENTS
Sunday	491
Monday	597
Tuesday	603
Wednesday	566
Thursday	593
Friday	571
Saturday	530

TOTAL 3951

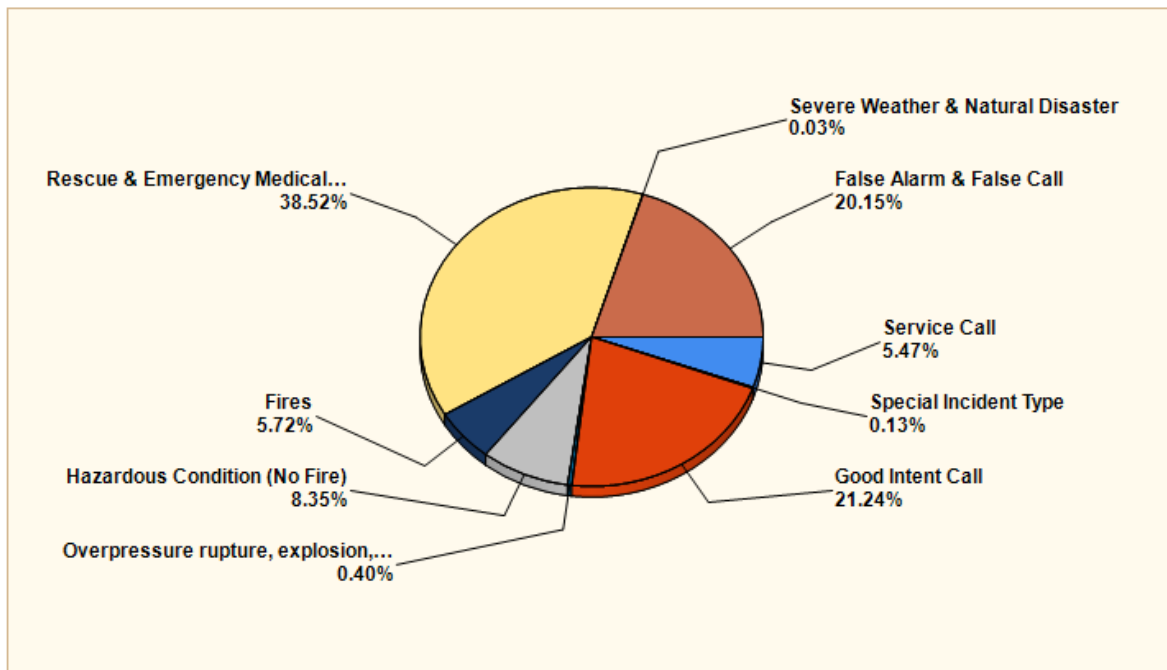
Fire Losses per Incident Types for Date Range

Start Date: 01/01/2019 | End Date: 12/31/2019

INCIDENT TYPE	TOTAL LOSSES
111 - Building fire	\$3,869,600.00
112 - Fires in structure other than in a building	\$100.00
114 - Chimney or flue fire, confined to chimney or flue	\$2,700.00
118 - Trash or rubbish fire, contained	\$500.00
130 - Mobile property (vehicle) fire, other	\$150.00
131 - Passenger vehicle fire	\$35,650.00
138 - Off-road vehicle or heavy equipment fire	\$3,000.00
440 - Electrical wiring/equipment problem, other	\$5,000.00

Breakdown by Major Incident Types for Date Range

Zone(s): All Zones | Start Date: 01/01/2019 | End Date: 12/31/2019



MAJOR INCIDENT TYPE	# INCIDENTS	% of TOTAL
Fires	226	5.72%
Overpressure rupture, explosion, overheating - no fire	16	0.40%
Rescue & Emergency Medical Service	1522	38.52%
Hazardous Condition (No Fire)	330	8.35%
Service Call	216	5.47%
Good Intent Call	839	21.24%
False Alarm & False Call	796	20.15%
Severe Weather & Natural Disaster	1	0.03%
Special Incident Type	5	0.13%
TOTAL	3951	100.00%

Detailed Breakdown by Incident Type		
INCIDENT TYPE	# INCIDENTS	% of TOTAL
111 - Building fire	101	2.56%
112 - Fires in structure other than in a building	1	0.03%
113 - Cooking fire, confined to container	28	0.71%
114 - Chimney or flue fire, confined to chimney or flue	15	0.38%
115 - Incinerator overload or malfunction, fire confined	2	0.05%
117 - Commercial Compactor fire, confined to rubbish	2	0.05%
118 - Trash or rubbish fire, contained	13	0.33%
121 - Fire in mobile home used as fixed residence	2	0.05%
130 - Mobile property (vehicle) fire, other	2	0.05%
131 - Passenger vehicle fire	22	0.56%
132 - Road freight or transport vehicle fire	1	0.03%
138 - Off-road vehicle or heavy equipment fire	2	0.05%
140 - Natural vegetation fire, other	4	0.10%
142 - Brush or brush-and-grass mixture fire	15	0.38%
143 - Grass fire	2	0.05%
151 - Outside rubbish, trash or waste fire	3	0.08%
153 - Construction or demolition landfill fire	1	0.03%
154 - Dumpster or other outside trash receptacle fire	3	0.08%
160 - Special outside fire, other	4	0.10%
162 - Outside equipment fire	2	0.05%
171 - Cultivated grain or crop fire	1	0.03%
240 - Explosion (no fire), other	1	0.03%
251 - Excessive heat, scorch burns with no ignition	15	0.38%
311 - Medical assist, assist EMS crew	1000	25.31%
320 - Emergency medical service, other	1	0.03%
321 - EMS call, excluding vehicle accident with injury	3	0.08%
322 - Motor vehicle accident with injuries	222	5.62%
323 - Motor vehicle/pedestrian accident (MV Ped)	16	0.40%
324 - Motor vehicle accident with no injuries.	256	6.48%
352 - Extrication of victim(s) from vehicle	18	0.46%
353 - Removal of victim(s) from stalled elevator	3	0.08%
357 - Extrication of victim(s) from machinery	2	0.05%
360 - Water & ice-related rescue, other	1	0.03%
400 - Hazardous condition, other	1	0.03%
410 - Combustible/flammable gas/liquid condition, other	1	0.03%
411 - Gasoline or other flammable liquid spill	7	0.18%
412 - Gas leak (natural gas or LPG)	69	1.75%
413 - Oil or other combustible liquid spill	4	0.10%
420 - Toxic condition, other	1	0.03%
422 - Chemical spill or leak	4	0.10%
424 - Carbon monoxide incident	26	0.66%
440 - Electrical wiring/equipment problem, other	15	0.38%
441 - Heat from short circuit (wiring), defective/worn	3	0.08%
442 - Overheated motor	5	0.13%
443 - Breakdown of light ballast	2	0.05%
444 - Power line down	12	0.30%
445 - Arcing, shorted electrical equipment	28	0.71%

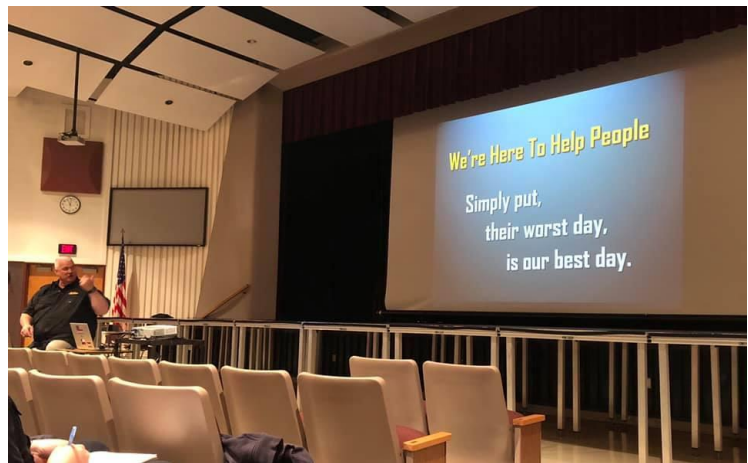
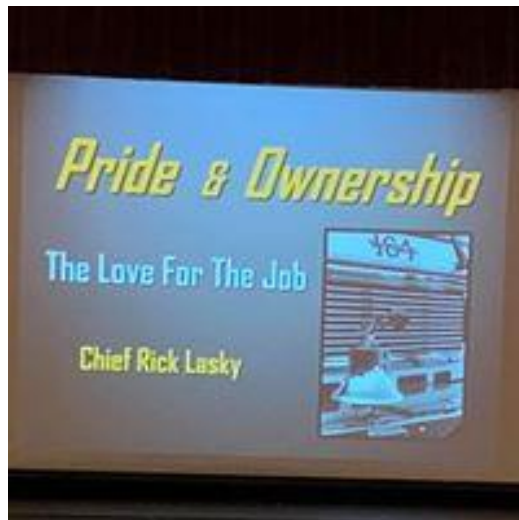
460 - Accident, potential accident, other	5	0.13%
461 - Building or structure weakened or collapsed	2	0.05%
463 - Vehicle accident, general cleanup	145	3.67%
511 - Lock-out	5	0.13%
520 - Water problem, other	3	0.08%
522 - Water or steam leak	10	0.25%
531 - Smoke or odor removal	9	0.23%
541 - Animal problem	1	0.03%
542 - Animal rescue	5	0.13%
550 - Public service assistance, other	2	0.05%
551 - Assist police or other governmental agency	130	3.29%
552 - Police matter	2	0.05%
553 - Public service	30	0.76%
555 - Defective elevator, no occupants	1	0.03%
561 - Unauthorized burning	12	0.30%
571 - Cover assignment, standby, moveup	6	0.15%
600 - Good intent call, other	58	1.47%
611 - Dispatched & cancelled en route	598	15.14%
621 - Wrong location	1	0.03%
622 - No incident found on arrival at dispatch address	114	2.89%
631 - Authorized controlled burning	8	0.20%
632 - Prescribed fire	2	0.05%
641 - Vicinity alarm (incident in other location)	4	0.10%
650 - Steam, other gas mistaken for smoke, other	1	0.03%
651 - Smoke scare, odor of smoke	29	0.73%
652 - Steam, vapor, fog or dust thought to be smoke	10	0.25%
653 - Smoke from barbecue, tar kettle	3	0.08%
671 - HazMat release investigation w/no HazMat	11	0.28%
700 - False alarm or false call, other	1	0.03%
710 - Malicious, mischievous false call, other	2	0.05%
711 - Municipal alarm system, malicious false alarm	3	0.08%
714 - Central station, malicious false alarm	5	0.13%
715 - Local alarm system, malicious false alarm	2	0.05%
730 - System malfunction, other	8	0.20%
731 - Sprinkler activation due to malfunction	15	0.38%
732 - Extinguishing system activation due to malfunction	3	0.08%
733 - Smoke detector activation due to malfunction	88	2.23%
734 - Heat detector activation due to malfunction	3	0.08%
735 - Alarm system sounded due to malfunction	119	3.01%
736 - CO detector activation due to malfunction	20	0.51%
740 - Unintentional transmission of alarm, other	5	0.13%
741 - Sprinkler activation, no fire - unintentional	19	0.48%
742 - Extinguishing system activation	1	0.03%
743 - Smoke detector activation, no fire - unintentional	192	4.86%
744 - Detector activation, no fire - unintentional	63	1.59%
745 - Alarm system activation, no fire - unintentional	236	5.97%
746 - Carbon monoxide detector activation, no CO	11	0.28%
800 - Severe weather or natural disaster, other	1	0.03%
911 - Citizen complaint	5	0.13%
TOTAL INCIDENTS:	3951	100.00%

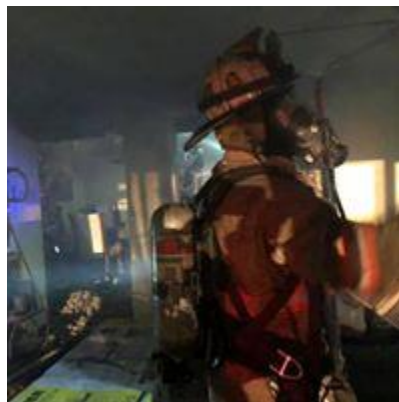
Incident Count for Zone for Date Range

Zone: All Zones | Start Date: 01/01/2019 | End Date: 12/31/2019

ZONE	NUMBER OF CALLS
89-101 - Box 89-101	57
89-102 - Box 89-102	84
89-103 - Box 89-103	156
89-104 - Box 89-104	475
89-105 - Box 89-105	109
89-106 - Box 89-106	73
89-107 - Box 89-107	26
89-108 - Box 89-108	17
89-201 - Box 89-201	49
89-202 - Box 89-202	103
89-203 - Box 89-203	8
89-204 - Box 89-204	42
89-205 - Box 89-205	43
89-206 - Box 89-206	37
89-207 - Box 89-207	35
89-208 - Box 89-208	131
89-301 - Box 89-301	157
89-302 - Box 89-302	15
89-303 - Box 89-303	120
89-304 - Box 89-304	100
89-305 - Box 89-305	34
89-306 - Box 89-306	13
89-307 - Box 89-307	1
89-308 - Box 89-308	24
89-309 - Box 89-309	41
89-310 - Box 89-310	12
89-401 - Box 89-401	208
89-402 - Box 89-402	80
89-403 - Box 89-403	232
89-404 - Box 89-404	34
89-405 - Box 89-405	15
89-406 - Box 89-406	4

89-501 - Box 89-501	32
89-502 - Box 89-502	48
89-503 - Box 89-503	14
89-504 - Box 89-504	121
89-505 - Box 89-505	24
89-506 - Box 89-506	98
89-507 - Box 89-507	146
89-508 - Box 89-508	26
89-509 - Box 89-509	26
89-510 - Box 89-510	31
89-511 - Box 89-511	5
89-512 - Box 89-512	3
89-513 - Box 89-513	27
89-514 - Box 89-514	34
89-515 - Box 89-515	22
89-516 - Box 89-516	41
89-517 - Box 89-517	46
89-518 - Box 89-518	51
89-519 - Box 89-519	25
89-520 - Box 89-520	37
89-521 - Box 89-521	17
89-522 - Box 89-522	25
Mutual Aid - Auto/Mutual Aid to Other Jurisdiction	518
TOTAL:	3952





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