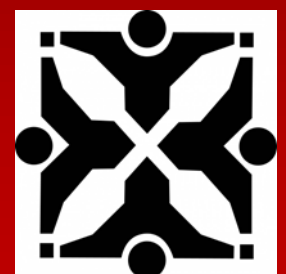


Columbia Fire Department



2018 Annual Report





Columbia Fire Department 2018 Annual Report

Randall E. White, Fire Chief

Kyle E. Fansler, Deputy Chief





Chief's Message

This past year has been a pivotal one for the Columbia Fire Department and the citizens we serve. During this year's budget process the citizens through their elected City Council members approved moving forward with two new fire stations. These new stations will enhance our ability to provide the high level of service that our customers expect in all areas of our city. As we move forward, we will work on the staffing and changes necessary to incorporate these new stations into our response system.

Over the course of the year, we continued to make strides in our goal of becoming an internationally accredited fire department. This culminated in our becoming an official candidate agency and receiving a site visit in November with hopes of being fully accredited in the spring of 2019.

With help from community input and a deep internal review, we established our 2018-2021 Strategic Plan and are already making strides in training, strengthening our community outreach and education, and enhancing our member's health and wellness.

As always, we thank the citizens of Columbia for their continued support and I thank all our CFD family for their dedication and professionalism.

Take care and be safe,

Chief White





VISION STATEMENT

We are committed to providing highly trained professionals who are well equipped to respond effectively to the needs of our customers.

MISSION STATEMENT

We will uphold the Columbia Fire Department's proud tradition of delivering the highest level of customer service through exceptional emergency response, education, planning and prevention.

VALUES

Stewardship

Respect and honor our community's investment in us, through responsible resource management.



Teamwork

The cornerstone of our ability to adapt to, and overcome, any challenge with a positive attitude.



Integrity

Do the right thing at all times.



Continuous Improvement

Continuously train, plan, and innovate at all levels for professional development and success.



Customer Service

Take pride in delivering the highest level of service to our customers.

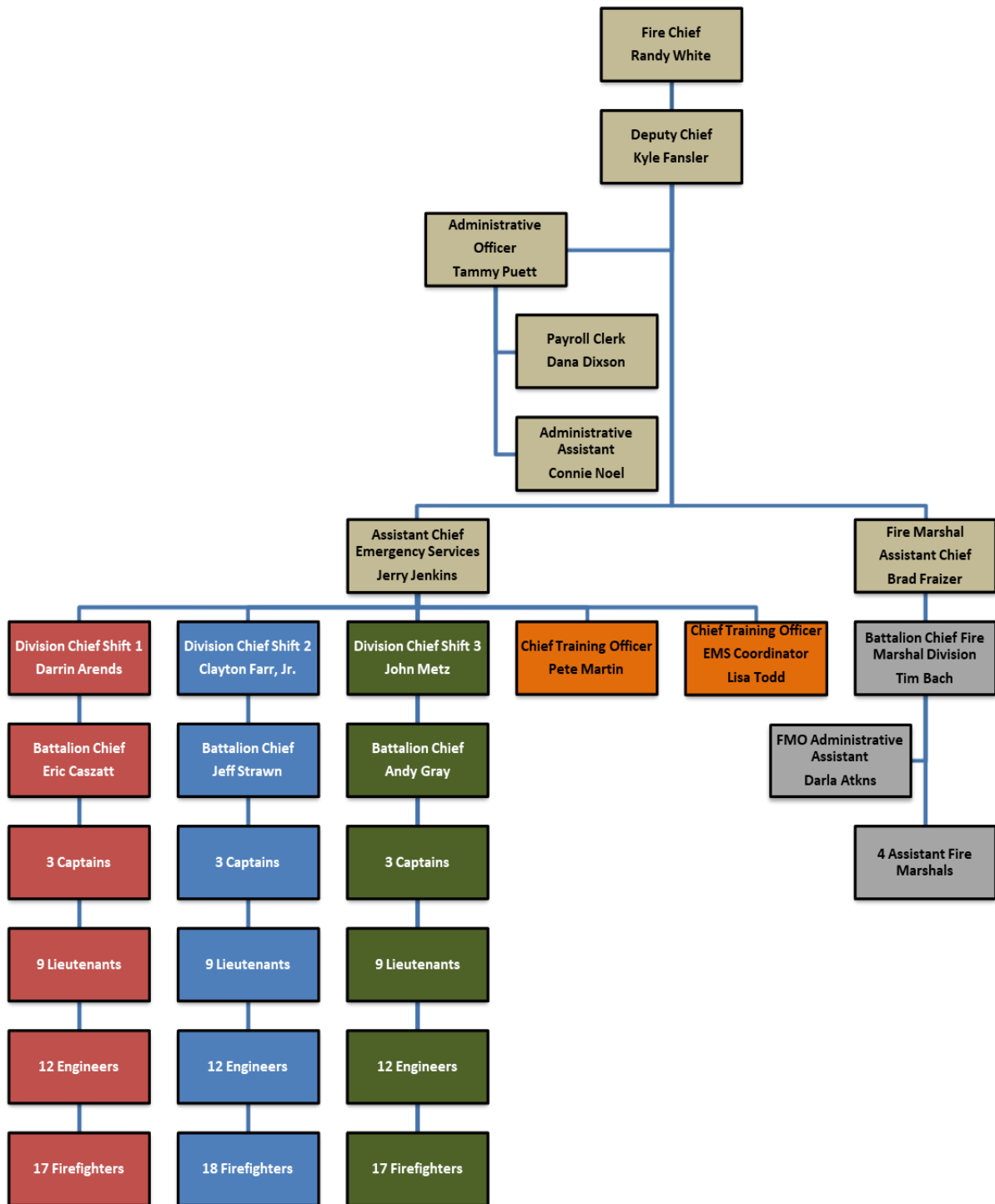


Communication

Provide effective and responsive communication throughout the organization and community.



Organizational Chart





The 2018 City of Columbia statistics

Population: 121,720(estimated)

Square Mileage: 65.51

Columbia Fire Department Statistics

ISO Rating	2
Uniformed members:	141
Civilian members:	4
Stations:	9
In service Companies:	12
Minimum Daily Staffing:	37



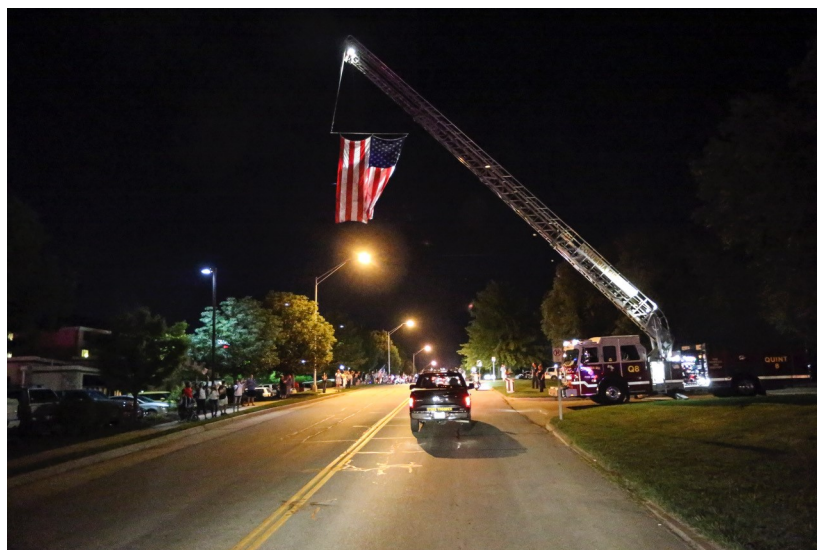
The Columbia Fire Department consists of three divisions. The department is led by the Fire Chief, with the assistance of the Deputy Chief.

The Emergency Services Division and the Training Division are both under the direction of an Assistant Fire Chief, assigned to Fire Administration.

The Emergency Services Division is staffed 24 hours per day, 365 days a year. This division works a 24 hour on duty, 24 hour off duty schedule. After the third duty day, they have four days off. Each of the three shifts includes a Division Chief and Battalion Chief who run the daily operations for their shift. We operate from nine stations and staff a total of twelve apparatus. Each apparatus operates with an Officer, an Engineer and a Firefighter.

The Training Division is charged with providing training and support to the other divisions. The Training Division operates from our Fire Training Academy, and is staffed by two Chief Training Officers. This location provides classroom space, drill ground, a five story training tower and a live burn facility. The training staff coordinates all fire and EMS training. New Firefighters attend our Basic Recruit School which consists of an 11 week fire academy. During this academy, the recruits become certified as State of Missouri Firefighter I and II. The total training consists of 440 hours of both classroom and hands on training. The training staff also supports daily operations with supply procurement.

The Fire Marshal's Office is the code enforcement division. The Fire Marshal for the department is an Assistant Fire Chief, who oversees the code enforcement division. The division is staffed by a Battalion Chief and four Assistant Fire Marshals. This division supports the Department's operations by facilitating annual inspections, fire investigations and plan reviews. The staff members rotate call as the Duty Fire Marshal for investigations and consultation. All members in this division work a typical 40 hour schedule.





2018 Strategic Plan Update

The Columbia Fire Department's 2018-2021 Strategic Plan was established to provide clear direction for the department over the next few years. This plan will ensure the department meet both internal and external customers' expectations as we follow our vision statement.

We are committed to providing highly trained professionals who are well equipped to respond effectively to the needs of our customers.

The strategic plan was written following the guidelines laid out in the Commission on Fire Accreditation International (CFAI) Fire and Emergency Services Self-Assessment Manual 9th edition. The development of this plan was completed in several phases. First was to develop, publicize and execute an external customer survey, which asked a variety of questions about our services, strengths, weaknesses, and how we could better serve them. Next, an internal S.W.O.T. (strengths, weaknesses, opportunities, threats) analysis was conducted by department members. Following this exercise, an internal focus group was formed to compile the data and determine the goals, objectives, and critical tasks necessary to move the organization forward.

Through this process, the internal focus group developed six overarching strategic goals:

- Enhance and improve the training experience
- Create and foster an educational environment for city and community leadership
- Strengthen community outreach programs and increase our engagement with all citizens
- Improve and enhance fire service coverage in the City of Columbia
- Enhance the CFD health and wellness program
- Increase Fire Department recruitment efforts

To ensure we make progress on these goals, we have broken them down into objectives and tasks. Each task has an owner that will be working to complete each component within the established timeline. As an organization, we understand there are many outside forces that will affect the progress of this plan and will require flexibility at times. In our process we will conduct monthly reviews to ensure progress on items as well as conduct an annual update to the plan as a whole. These updates will then be published.



2018 Strategic Plan Update

Key facts about the plan in 2018

Strategic plan began :	March 2018
Critical tasks assigned in 2018:	26
Critical tasks completed in 2018:	21
2018 task completion rate:	81%
Total Strategic plan completion:	26%

In 2018, the plan was in the first steps. Many of the tasks during the year were foundation building steps which will further be built upon in 2019 and beyond. With an 81% completion rate, we feel that the plan is on track. In February, the department administration will analyze the plan and make any necessary alterations.



2018 Strategic Plan Update

☀️ **Goal 1:** Enhance and improve the training experience.

☀️ **Objective 1A:** Increase internal satisfaction in regards to training by 10%.

- ✓ Survey internal stakeholders to determine baseline satisfaction and gather information.
- Compile internal stakeholder survey data and develop an action plan to implement changes.
- Implement action plan developed above.
- Re-Survey internal stakeholders to determine satisfaction

■ **Objective 1B:** Explore options to provide more external training opportunities.

- Explore new revenue avenues for external training funding.
- Investigate staffing options to cover training leave.
- Increase utilization of CFD facilities to host additional external training opportunities.

☀️ **Objective 1C:** Improve and modernize current training facility.

- ☀️ Increase the maintenance of and improve the quality of current buildings at the CFD training academy.
- Budget for and begin constructing or purchasing additional training props.
- Determine beneficial training props needed to enhance the training experience and formulate a detailed plan including budget, and order of importance.
- Create a long term plan for a more modern and versatile burn building/tower for CFD training.


☀️ **Objective 1D:** Increase overall training budget.


- ☀️ Research the potential for grant funding for additional training courses or training money.
- Determine funding source/request additional money in the budget.





Legend	
✓	Completed
☀️	In progress
■	Not started







2018 Strategic Plan Update

 **Goal 2:** Create and foster an educational environment for city and community leadership.



 **Objective 2A:** Develop a firefighter for a day type course for elected officials, city leaders and community leadership.




-  Investigate programs that help elected officials and leaders see what the fire service is all about.
-  Discuss the program with the officials and leaders to find interest level.
-  Customize a program to fit CFD's intent including all needed content.
-  Determine a suitable time, in which officials could attend and set a schedule for the event.

 **Objective 2B:** Increase outreach to community organizations and community leaders.

-  Research and compile a list of organizations that allow for outside speakers to speak at their meetings.
-  Develop a program that is tailored to fit these organizations that will allow for increased awareness of what the Columbia Fire Department is doing, and where we are heading.
-  Establish a systematic approach to meeting with the organizations, which will allow for an ongoing, meaningful relationship.


 **Objective 2C:** Publicize monthly response statistics externally.


-  Determine and develop a list of which statistics are most important to our community on a monthly basis.
-  Establish a public facing dashboard to display the statistics on the internet.



Legend	
	Completed
	In progress
	Not started







2018 Strategic Plan Update


 **Goal 3:** Strengthen community outreach programs and increase our engagement with all citizens.








 **Objective 3A:** Provide opportunities for fire stations to become an integral part of their neighborhoods and foster relationships with the citizens.




-  Develop a program for fire station open house events.
-  Implement the fire station open house program developed in 3A1

 **Objective 3B:** Explore opportunities for citizens to understand the jobs we do and why we do them.

-  Investigate developing a citizen fire academy.
-  Develop a program that fits the needs of the Columbia Fire Department as well as the community.
-  Schedule, publicize, and conduct the citizen fire academy program.

 **Objective 3C:** Increase the amount of and reduce the time it takes to disseminate information provided to the public. Strengthen our Public Information output.

-  Increase public awareness of the existing fire prevention programs and continually promote them.
-  Analyze statistical data to expand our fire prevention programs.
-  Update and maintain the Columbia Fire Department website.
-  Educate the public on ISO information and its impact on individual home owners.
-  Establish a plan of action to increase the participation of the on shift social media shepherds.
-  Conduct training for all department personnel on interacting with the press.
-  Increase and maintain our social media presence, including Instagram.

Legend	
	Completed
	In progress
	Not started



2018 Strategic Plan Update

■ **Objective 3D:** Seek opportunities to increase public education topics offered by the department.

- Explore starting a community CPR education program.
- Explore a formal program for smoke detector and or carbon monoxide detectors.
- Explore expanding the car seat installation program and the number of certified car seat technicians.

✓ **Objective 3E:** Educate department members on existing and new public education programs and initiatives.

- ✓ Develop a program that will ensure department members are educated on all public education programs and initiatives offered by the department.
- ✓ Provide training on all public education programs and initiatives for all members of the department to ensure a consistent delivery and message.

Legend	
✓	Completed
☀	In progress
■	Not started



2018 Strategic Plan Update

☀️ Goal 4: Improve and enhance fire service coverage.

☀️ Objective 4A: Increase public awareness of overall department operations.

- ✓ Complete Standards of Cover/Community Risk Assessment
- Publicize the Standards of Cover/Community Risk Assessment
- ✓ Publicize the Fire Department Strategic Plan
- ✓ Complete the Fire Department self-assessment manual (FESSAM)
- Publicize the Fire Department self-assessment manual (FESSAM)
- ☀️ Gain Accredited status through CFAI

☀️ Objective 4B: Reduce response times.

- ✓ Regularly publish turn out times internally, by station and shift to increase awareness of the crews.
- Transition to AVL dispatching in the Superior CAD system.
- ☀️ Explore options for use of a true pre-alert notification system in the dispatch process to shorten the overall response time.
- Explore options for real time tracking of turn out times in the stations.


☀️ Objective 4C: Increase the coverage area in order to decrease the percentage of calls outside the four minute travel time by 6% by 2019


- ✓ Analyze CFD's needs for additional stations as well as what additional stations would do for response times.
- ☀️ Explore non-traditional methods to expand service coverage area.
- ☀️ Develop a Fire Master plan for implementing the addition of stations and the order in which they are currently ranked by need.
- Present the Fire Master plan to the City Manager.
- Evaluate recommendations to construct fire facilities in geographically strategic locations.
- Implement recommendations to construct fire facilities in geographically strategic locations.
- Seek sales tax ballot to increase firefighter staffing by 30.






Legend	
✓	Completed
☀️	In progress
■	Not started










2018 Strategic Plan Update


 **Goal 5:** Enhance our health and wellness program.








 **Objective 5A:** Research and develop a physical fitness standard that fits the Columbia Fire Department.




-  Research other fire departments method for accomplishing a physical fitness standard and options.
-  Develop the Columbia Fire Department physical fitness standard.
-  Develop a long-term plan for a phased in approach to the implementation of a physical fitness standard.
-  Present the physical fitness standard to the department.
-  Being implementation of physical fitness standard

 **Objective 5B:** Evaluate, review, improve, and recommend standard operating bulletins regarding health and wellness.

-  Review and make recommended changes to Operational Bulletin AIR 1
-  Review and make recommended changes to Operational Bulletin ERP 35
-  Review and make recommended changes to Operational Bulletin ERP 19
-  Review and make recommended changes to Operational Bulletin ERP 23
-  Review and make recommended changes to Operational Bulletin SAF 3
-  Review and make recommended changes to Operational Bulletin AIR 2

 **Objective 5C:** Research wellness equipment




-  Evaluate and make recommended changes to current air quality monitoring equipment for use during fire scene overhaul.
-  Research and recommend, on scene decontamination equipment and practices, for personnel and equipment on fire scenes.
-  Develop an on scene decontamination OB for active fire incidents.
-  Research and recommend, post incident decontamination equipment and practices, for personnel and equipment following fire scenes.
-  Develop a post fire Operational Bulletin for personal and equipment decontamination.
-  Research options for personnel detoxification following exposures.
-  Research and develop a plan for an off-site exercise facility, for use by CFD personnel.

Legend	
	Completed
	In progress
	Not started








2018 Strategic Plan Update




Objective 5D: Mental health

-  Ensure a minimum of two CFD personnel are involved with the development of the county wide, emergency services peer support network for Boone county.
-  Evaluate and develop a comprehensive post incident debriefing process that is used regularly following large events and traumatic events.
-  Evaluate options for establishing a Fire Department Chaplain program.

Goal 6: Recruitment and retention

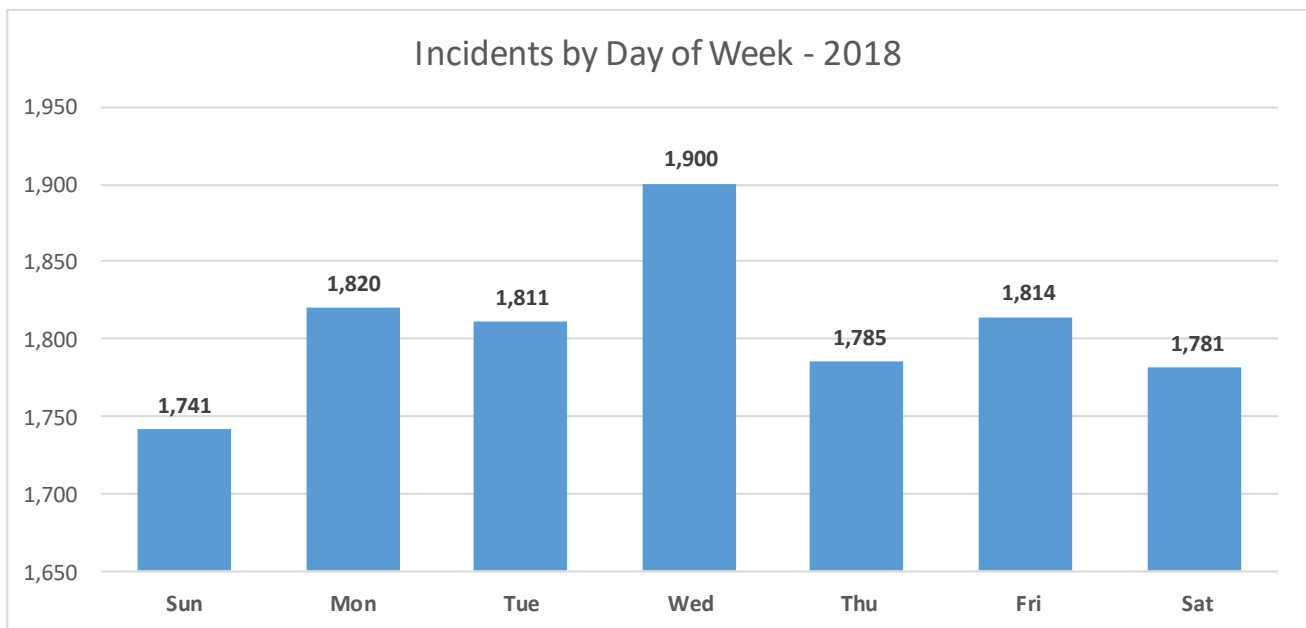
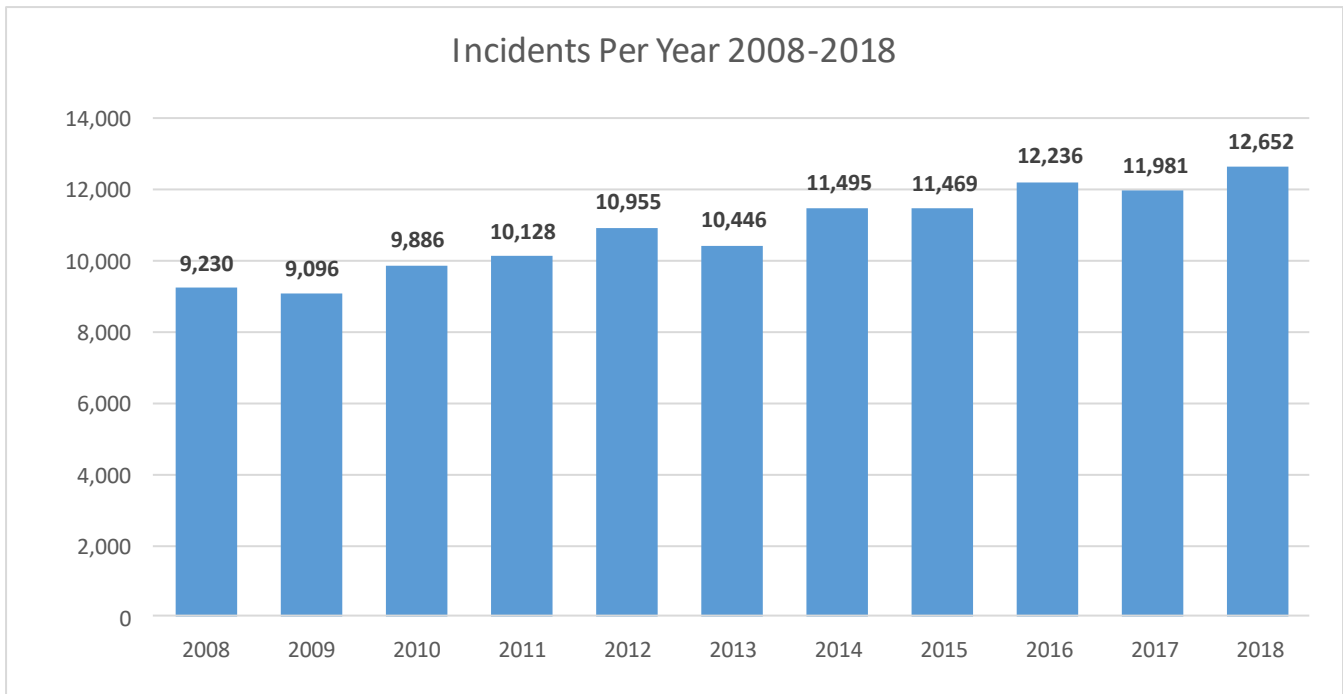
Objective 6A: Develop a strategy for recruitment that meets the needs of the department and the community.

-  Evaluate best practices for recruitment of quality applicants.
-  Develop a recruitment plan that includes the ability to attract diverse and quality candidates.
-  Foster relationships with Educational Institutions that have fire science programs, for potential recruitment opportunities.
-  Develop partnerships with public and private agencies to improve the ability to attract the highest quality candidates.
-  Attend at least three career fair events prior to the next testing process.

Legend	
	Completed
	In progress
	Not started



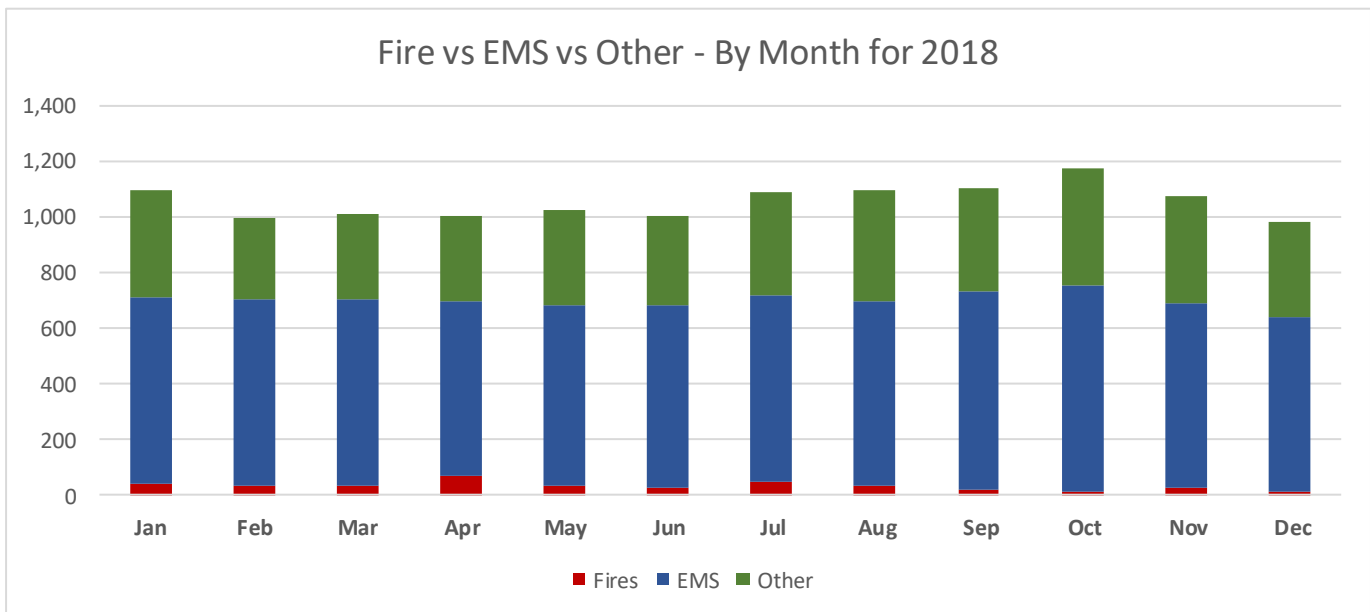
2018 Statistics





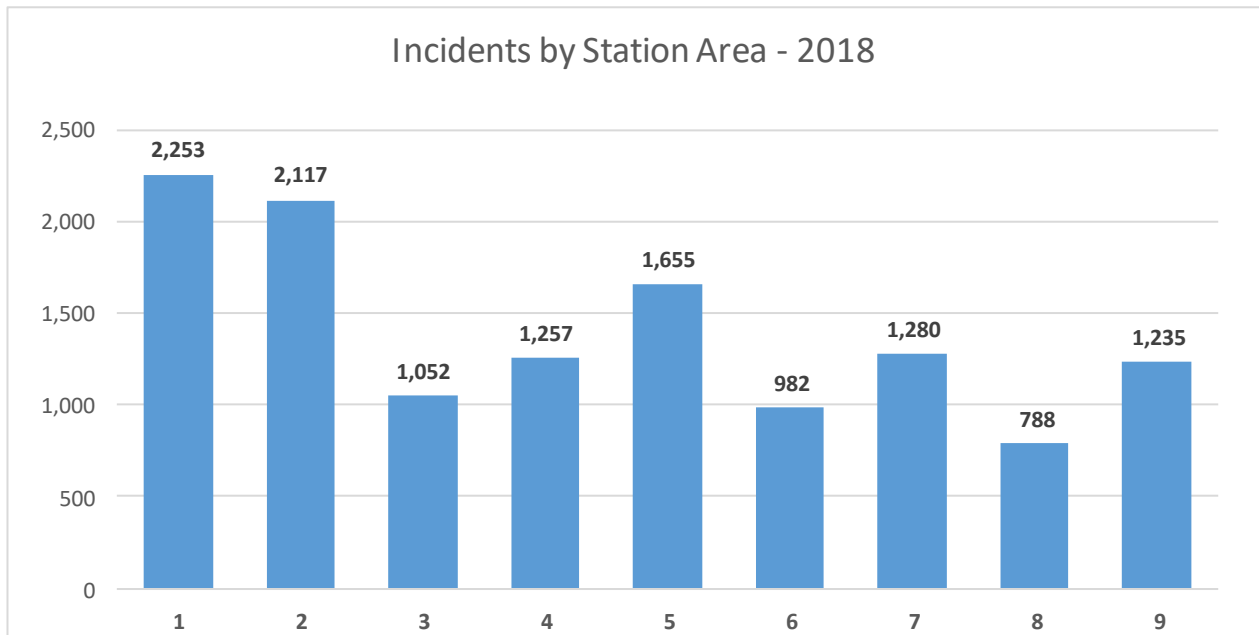
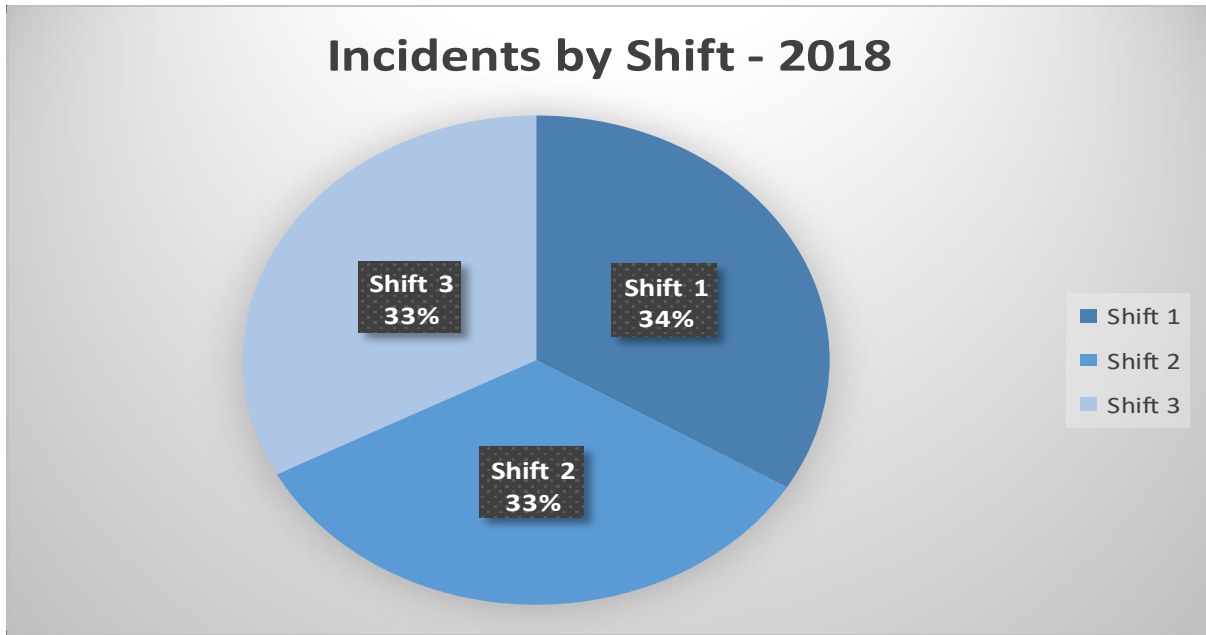
2018 Statistics

Incident Type	Count	%	Est. Loss
Fires	382	3.01%	\$ 2,548,970
Explosions	25	0.19%	\$ -
EMS	8,022	63.40%	\$ -
Hazardous	356	2.81%	\$ -
Service Call	698	5.51%	\$ -
Good Intent	1,587	12.54%	\$ -
False Alarm	1,570	12.40%	\$ -
Severe Weather	6	0.04%	\$ -
Special	6	0.04%	\$ -
Total	12,652		\$ 2,548,970



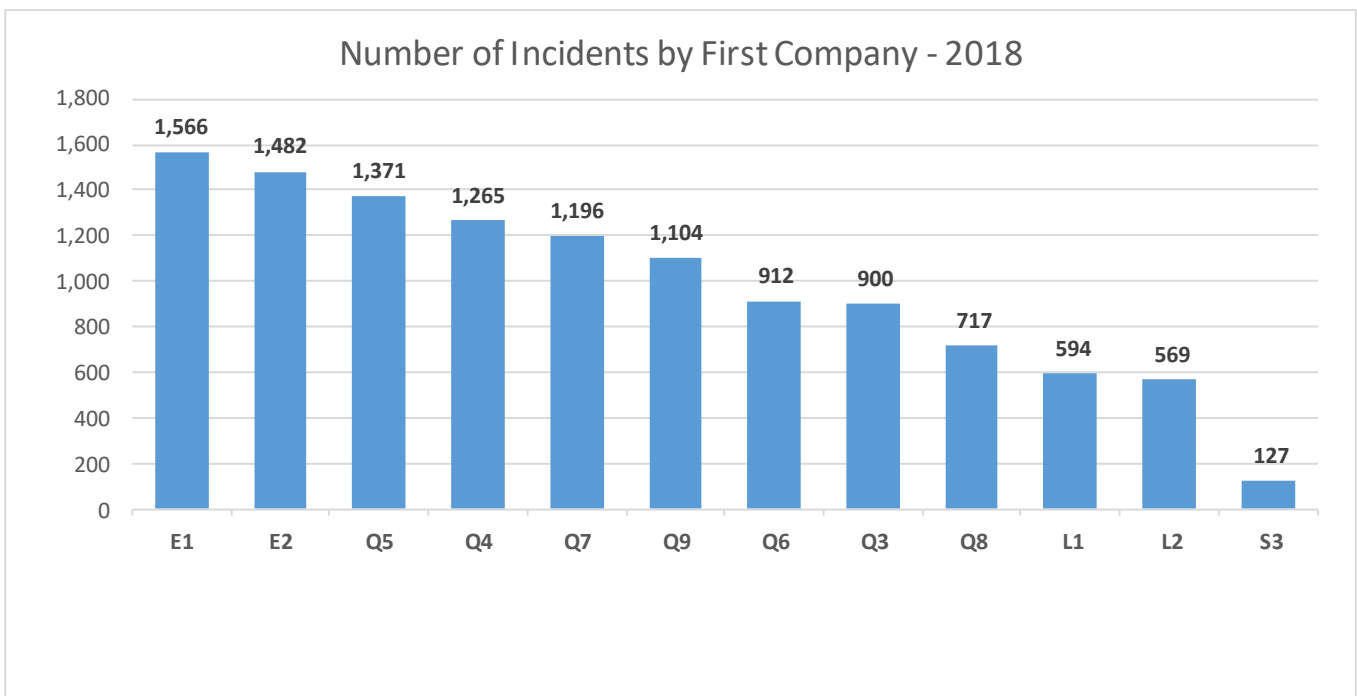


2018 Statistics





2018 Statistics





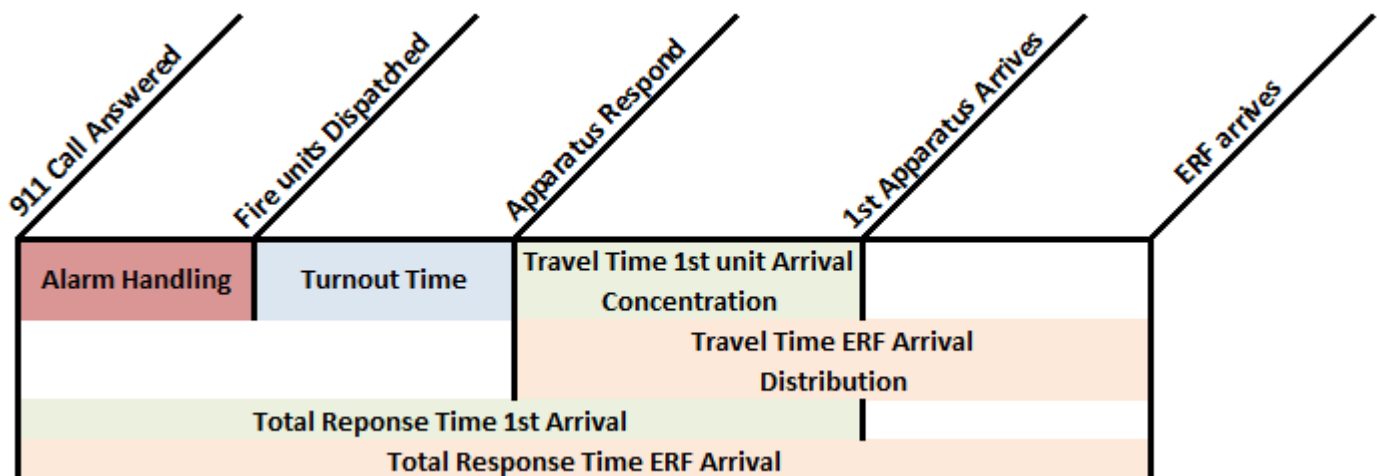
2018 Performance Charts

The following pages list the performance data for the Columbia Fire Department. This information shows how the Columbia Fire Department performs on a number incident classifications and categories.

It is important to note that the times shown are calculated to the 90th percentile not the average. The 90th percentile is utilized because it shows how CFD performs 90% of the time. The average would only show how CFD performed 50% of the time. Using the percentile method allows the department to better analyze times to see performance for the majority of responses not just half of them.

Below is the timeline of an incident. This timeline defines when specific times start and stop. The terms used in this timeline are also used in the performance charts on the following pages.

ERF (Effective Response Force) defined: This is the full response required to fulfill the requirements the department deemed necessary to handle an incident. The department analyzed the critical tasks which need to be performed on an incident and then determined the number of personnel needed for each task. The ERF varies by incident type and incident category.





2018 Performance Charts

Low Risk Fire Suppression - Based on the department’s risk assessment it was determined that the following incident types meet this category:

- Transformer fire
- Outside fire
- Trash/Rubbish/Dumpster fire
- Vehicle fire

(Low Risk)Fire Suppression - 90th Percentile Times - Baseline Performance			2018	2017	2016	2015	Benchmark
Alarm Handling	Pick-up to Dispatch	Urban	3:07	3:00	2:55	2:57	2:00
Turnout Time	Turnout Time 1st Unit	Urban	2:47	3:11	3:12	2:55	2:00
Travel Time	Travel Time 1st Unit Distribution	Urban	6:07	5:50	6:00	5:12	4:00
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	10:26	10:27	10:30	10:27	8:00
			n=206	n=198	n=127	n=89	

The incident types included for this risk category can be handled by a single company response of the closest Engine, Quint, or Ladder. If upon arrival the incident has escalated or the situation dictates, the company officer has the ability to request additional resources.



2018 Performance Definitions

High Risk Fire Suppression - Based on the department’s risk assessment it was determined that the following incident types meet this category.

- Structure fire
- Visible Smoke inside a structure
- Hospital, nursing home, school fire
- Chimney fire

(High Risk)Fire Suppression - 90th Percentile Times - Baseline Performance			2018	2017	2016	2015	Benchmark
Alarm Handling	Pick-up to Dispatch	Urban	2:58	3:04	2:54	2:40	2:00
Turnout Time	Turnout Time 1st Unit	Urban	3:05	3:22	3:22	3:22	2:00
Travel Time	Travel Time 1st Unit Distribution	Urban	4:40	4:30	4:32	4:24	4:00
	Travel Time ERF Concentration	Urban	12:47	10:16	9:31	10:13	8:00
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	8:44	9:01	8:33	8:57	8:00
			n=105	n=130	n=109	n=91	
	Total Response Time ERF Concentration	Urban	15:51	13:51	12:51	14:05	12:00
			n=30	n=35	n=23	n=17	

The incident types included for these risk categories are currently handled by a full box assignment. This includes the closest three Engines/Quints, one Ladder, one Squad, and two Chief Officers. An incident of this type poses a greater threat to life safety. If upon arrival the incident has escalated, deescalated, or the situation dictates, the incident commander has the ability to request or return resources.



2018 Performance Definitions

Low Risk EMS - Based on the department’s risk assessment it was determined that the following incident types meet this category:

- Medical emergency
- Medical assists

(Low Risk) EMS - 90th Percentile Times - Baseline Performance			2018	2017	2016	2015	Benchmark
Alarm Handling	Pick-up to Dispatch	Urban	1:59	3:43	3:39	3:35	2:00
Turnout Time	Turnout Time 1st Unit	Urban	2:55	3:05	3:01	3:05	1:30
Travel Time	Travel Time 1st Unit Distribution	Urban	5:52	5:30	5:22	5:25	4:00
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	8:43	10:44	10:33	10:19	7:30
			n=6284	n=6627	n=6698	n=5748	

The incident types included for this risk category can be handled by a single company response of the closest Engine, Quint, Squad, or Ladder. If upon arrival the incident has escalated or the situation dictates, the company officer has the ability to request additional resources.



2018 Performance Definitions

High Risk EMS - Based on the department's risk assessment it was determined that the following incident types meet this category:

- Vehicle accident w/injuries
- Vehicle accident involving a pedestrian

(High Risk) EMS - 90th Percentile Times - Baseline Performance			2018	2017	2016	2015	Benchmark
Alarm Handling	Pick-up to Dispatch	Urban	3:33	3:39	3:35	3:45	2:00
Turnout Time	Turnout Time 1st Unit	Urban	2:45	3:01	3:00	3:02	2:00
Travel Time	Travel Time 1st Unit Distribution	Urban	5:01	4:35	5:07	4:29	4:00
	Travel Time ERF Concentration	Urban	6:32	7:01	6:22	7:00	6:00
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	9:30	9:55	10:14	9:58	8:00
			n=358	n=416	n=435	n=345	
	Total Response Time ERF Concentration	Urban	11:06	12:25	11:19	11:11	10:00
			n=108	n=127	n=143	n=85	

The incident types included for these risk categories are currently handled with a multi-company response. This includes the closest two companies in any combination; Engines/Quints, Ladder, or Squad. An incident of this type is potentially more complex and requires additional resources over low risk EMS. If upon arrival the incident has escalated, deescalated, or the situation dictates, the incident commander has the ability to request or return resources.



2018 Performance Definitions

Low Risk Technical Rescue - Based on the department’s risk assessment it was determined that the following incident types meet this category:

- Elevator entrapment

(Low Risk) Tech Rescue - 90th Percentile Times - Baseline Performance			2018	2017	2016	2015	Benchmark
Alarm Handling	Pick-up to Dispatch	Urban	4:35	3:19	4:06	3:52	2:00
Turnout Time	Turnout Time 1st Unit	Urban	2:33	2:32	2:07	3:16	2:00
Travel Time	Travel Time 1st Unit Distribution	Urban	6:00	7:39	4:04	5:54	4:00
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	11:00	13:30	10:08	9:47	8:00
			n=11	n=4	n=13	n=14	

The incident types included for this risk category can be handled by a single company response of the closest Engine, Quint, Squad, or Ladder. If upon arrival the incident has escalated or the situation dictates, the company officer has the ability to request additional resources.



2018 Performance Definitions

Moderate Risk Technical Rescue - Based on the department’s risk assessment it was determined that the following incident types meet this category:

- Extrication accidents
- Water/Ice rescue
- Low angle rescue

(Moderate Risk) Tech Rescue - 90th Percentile Times - Baseline Performance			2018	2017	2016	2015	Benchmark
Alarm Handling	Pick-up to Dispatch	Urban	2:54	4:29	3:55	3:28	2:00
Turnout Time	Turnout Time 1st Unit	Urban	2:34	3:07	3:00	3:13	2:00
Travel Time	Travel Time 1st Unit Distribution	Urban	4:41	6:17	4:11	6:31	4:00
	Travel Time ERF Concentration	Urban	7:24	9:53	8:35	3:55	8:00
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	6:47	9:52	8:45	12:08	8:00
			n=8	n=15	n=21	n=15	
	Total Response Time ERF Concentration	Urban	10:40	13:11	13:56	7:54	12:00
			n=3	n=4	n=5	n=1	

The incident types included for these risk categories are currently handled by a multi-company response. This includes: the closest two Engines/Quints/Ladder, one Squad, and two Chief Officers. An incident of this type poses a greater threat to life safety and a greater requirement of equipment to mitigate the incident. If upon arrival the incident has escalated, deescalated, or the situation dictates, the incident commander has the ability to request or return resources.



2018 Performance Definitions

High Risk Technical Rescue - Based on the department’s risk assessment it was determined that the following incident types meet this category:

- Trench rescue
- High angle rescue
- Confined space rescue

(High Risk) Tech Rescue - 90th Percentile Times - Baseline Performance			2018	2017	2016	2015	Benchmark
Alarm Handling	Pick-up to Dispatch	Urban	3:21	NA	2:16	4:06	2:00
Turnout Time	Turnout Time 1st Unit	Urban	0:47	NA	2:08	NA	2:00
Travel Time	Travel Time 1st Unit Distribution	Urban	4:12	NA	3:32	0:05	4:00
	Travel Time ERF Concentration	Urban	NA	NA	NA	NA	8:00
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	8:20	NA	7:56	4:11	8:00
			n=1	NA	n=2	n=1	
	Total Response Time ERF Concentration	Urban	NA	NA	NA	NA	12:00
			NA	NA	NA	NA	

The incident types included for these risk categories are currently handled by a full box assignment. This includes the closest three Engines/Quints, one Ladder, one Squad, the Tech Rescue Truck and two Chief Officers. An incident of this type poses a greater threat to life safety and a greater requirement of equipment to mitigate the incident. If upon arrival the incident has escalated, deescalated, or the situation dictates, the incident commander has the ability to request or return resources.



2018 Performance Definitions

Low Risk Hazardous Materials - Based on the department’s risk assessment it was determined that the following incident types meet this category:

- Fuel Spill
- Gas Odor/Gas Leak
- Carbon Monoxide investigations

(Low Risk) Hazardous Materials - 90th Percentile Times - Baseline Performance			2018	2017	2016	2015	Benchmark
Alarm Handling	Pick-up to Dispatch	Urban	3:16	3:23	3:19	3:23	2:00
Turnout Time	Turnout Time 1st Unit	Urban	3:10	3:37	3:08	3:02	2:00
Travel Time	Travel Time 1st Unit Distribution	Urban	5:37	6:27	6:27	6:12	4:00
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	10:01	11:27	10:55	11:46	8:00
			n=86	n=96	n=119	n=100	

The incident types included for this risk category can be handled by a single company response of the closest Engine, Quint, or Ladder. If upon arrival the incident has escalated or the situation dictates, the company officer has the ability to request additional resources.



2018 Performance Definitions

High Risk Hazardous Materials - Based on the department’s risk assessment it was determined that the following incident types meet this category:

- Transportation accident w/release
- Explosion w/release
- Uncontained chemical leak (industrial/lab)

(High Risk) Hazardous Materials - 90th Percentile Times - Baseline Performance			2018	2017	2016	2015	Benchmark
Alarm Handling	Pick-up to Dispatch	Urban	3:19	4:28	3:34	3:58	2:00
Turnout Time	Turnout Time 1st Unit	Urban	4:02	3:57	3:29	3:31	2:00
Travel Time	Travel Time 1st Unit Distribution	Urban	6:53	8:56	4:28	8:08	4:00
	Travel Time ERF Concentration	Urban	NA	3:24	na	4:36	8:00
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	14:07	14:12	10:12	13:40	8:00
			n=2	n=5	n=7	n=7	
	Total Response Time ERF Concentration	Urban	NA	10:25	na	7:10	12:00
			NA	n=1	na	n=1	

The incident types included for these risk categories are currently handled by a full box assignment. This includes the closest: three Engines/Quints, one Ladder, one Squad, the Hazmat Truck, and two Chief Officers. An incident of this type poses a greater threat to life safety and the requirement of additional specialized equipment to mitigate the incident. If upon arrival the incident has escalated, deescalated, or the situation dictates, the incident commander has the ability to request or return resources.



Fire Marshal's Division

The Columbia Fire Department's Fire Marshal's Division is devoted to preventing fires through public education, fire inspections, plan review, enforcement and comprehensive fire investigations.

Inspection services include the assessment of existing commercial buildings, new construction or renovation, commercial daycare, public schools and universities, fire suppression systems, fire alarm systems, occupancy inspections and KNOX-BOX Rapid Entry Systems.

In 2018 the Fire Marshal's Division conducted 108 general, fire code compliance inspections, 87 business license inspections, 84 new construction inspections and 119 acceptance tests.



Construction plan reviews are conducted prior to issuing any permit for construction, erection, major alterations or repair and done in conjunction with Columbia's Building and Site Development to ensure fire and building code compliance. Additionally, site plan reviews are for proposed development and the surrounding area. Information including the building's size, occupancy, required fire flow, fire lanes, fire access, hydrant placement, fire department connection placement, turning radius and laddering area are all evaluated.

The Fire Marshal's Division conducted 404 initial plan reviews and 33 plan reviews for resubmittals in 2018 with an average turnaround time of four days, well inside the City's ten day plan review requirement.

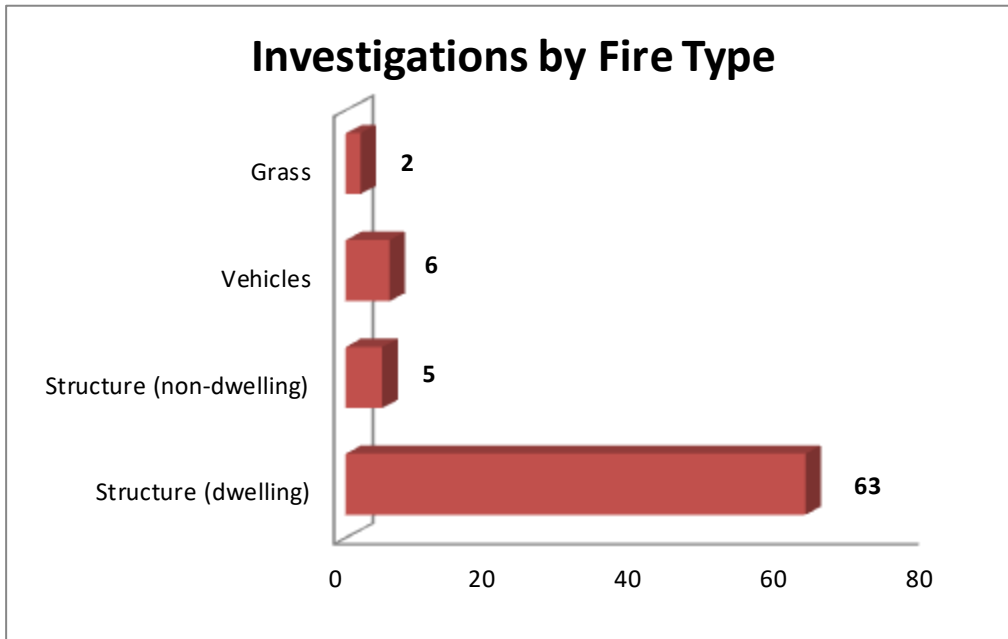
Fire investigations are performed by Assistant Fire Marshals who are all certified as fire investigators through the Missouri Division of Fire Safety. Fires whose cause are undetermined or incendiary in nature are thoroughly investigated to determine the origin, cause and circumstances surrounding the event. The Columbia Fire Department is also home to Izzo, one of only two accelerant detection canines in the State of Missouri.

In 2018 the Fire Marshal's Division conducted 63 structure fire investigations for inhabited buildings, 5 structure fire investigations for uninhabited buildings, 6 vehicle fire investigations and 2 outside fire investigations. 10 of these fires were suspicious in nature.

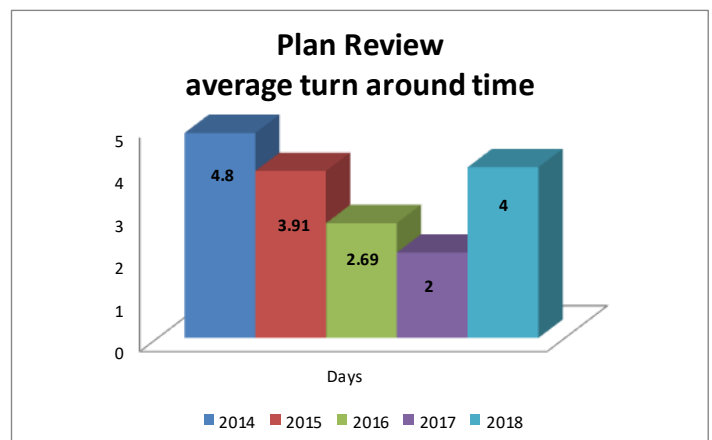
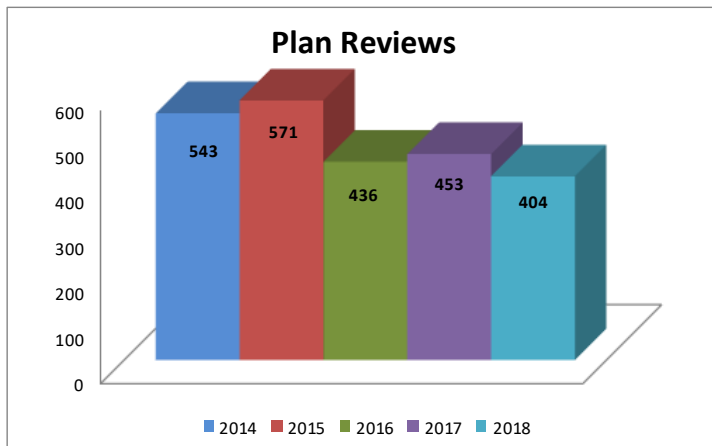
The Fire Marshal's Division also participates in the Safe Kids Coalition and installs hundreds of child car seats every year.



2018 Fire Marshal's Office Statistics



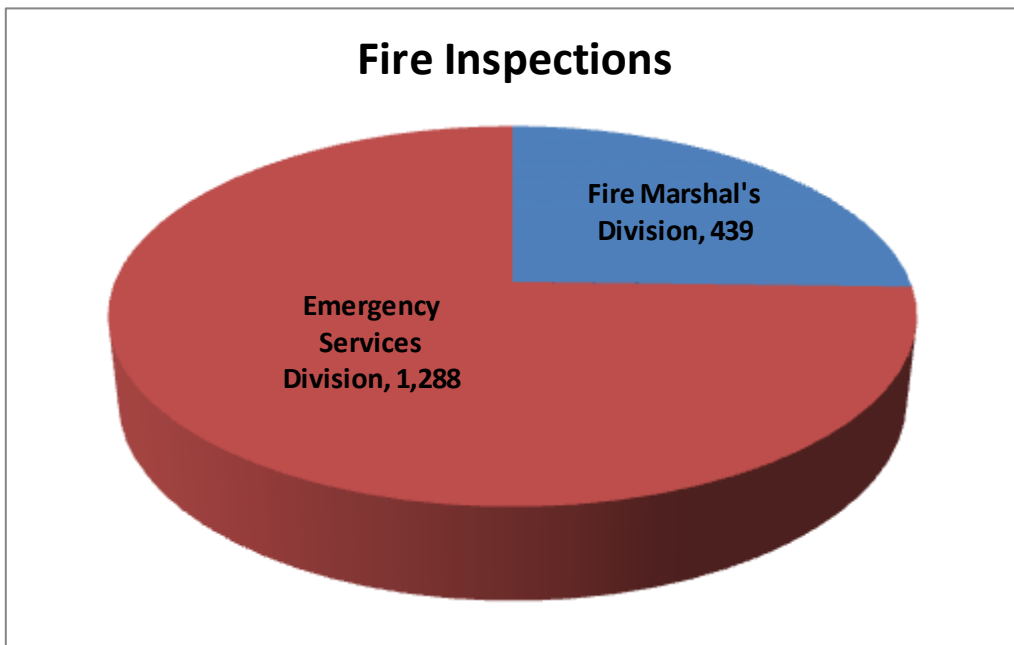
The Fire Marshal's Division also has an important role in new building plan review. Below are charts showing the past two years with the number of plans reviewed and the average turn around times.





2018 Fire Marshal's Office Statistics

Fire Inspections by Division





Public Education

All members and divisions of the Columbia Fire Department are actively involved in public education. All uniformed members meet the National Fire Protection Association requirements for Fire and Life Safety Educator. A large number of personnel have advanced training and experience that meet Fire and Life Safety Educator 2 and 3 requirements.

Our public education program targets four high risk areas in our community; third and seventh grade students, off campus housing, assisted living communities and the business community. The programs created for these areas employ research-based educational concepts, information developed from local emergency statistics, interactive displays and hands-on training.

The Columbia Fire Department spent 2,912 hours attending 265 public education events in 2018 reaching 11,057 adults and 12,495 children.

The department also has a robust social media presence and uses these platforms to help educate the community on important public safety messages. The department conducted nine public education campaigns on Facebook using tailored, educational videos that reached over 20,000 citizens.



Public Education

In 2018, the Columbia Fire Department began using targeted public education campaigns based on incident responses and items appropriate for the time of year. This approach assists educating and bringing awareness to the areas the department is seeing the greatest need.

2018 Public Education campaigns

January – Fireplace safety

February – Space heater safety

March – Change Your Clocks, Change Your Batteries

April – Smoke alarms

May - BBQ Safety Tips and Water Safety Tips

July – Close your door

August / September – Improperly discarded smoking material

October – Two ways out

November / December – Unattended cooking



The Columbia Fire Department utilizes many social media platforms and continues to expand.



Columbia, MO Fire Department



@Columbia_Fire



@ColumbiaMOFire



como.gov/fire



Fdcolumbia



Public Education





Fire Facilities and Apparatus

- Fire Station 1: 201 Orr Street
 - o Engine 1 2017 Sutphen (Engine)
 - o Ladder 1 2012 Sutphen (95' Platform)
 - o Division Chief 2015 Chevrolet Suburban (command vehicle)
 - o Battalion Chief 2011 Chevrolet Suburban (command vehicle)
- Fire Station 2: 1212 West Worley
 - o Engine 2 2009 Sutphen (Engine)
 - o **Ladder 2 2018 Sutphen (100' Platform)**



- Fire Station 3: 1000 Ashland Road
 - o Quint 3 2017 Sutphen (75' straight stick)
 - o Squad 3 2015 Sutphen (Heavy Rescue)
- Fire Station 4: 2300 Oakland Gravel Road
 - o Quint 4 2015 Sutphen (75' straight stick)
- Fire Station 5: 1400 Ballenger Lane
 - o Quint 5 2010 Sutphen (75' straight stick)



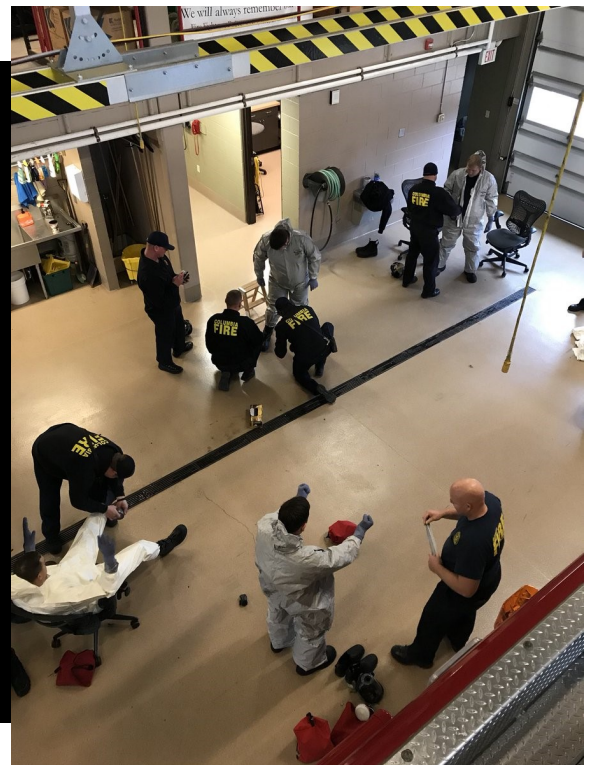
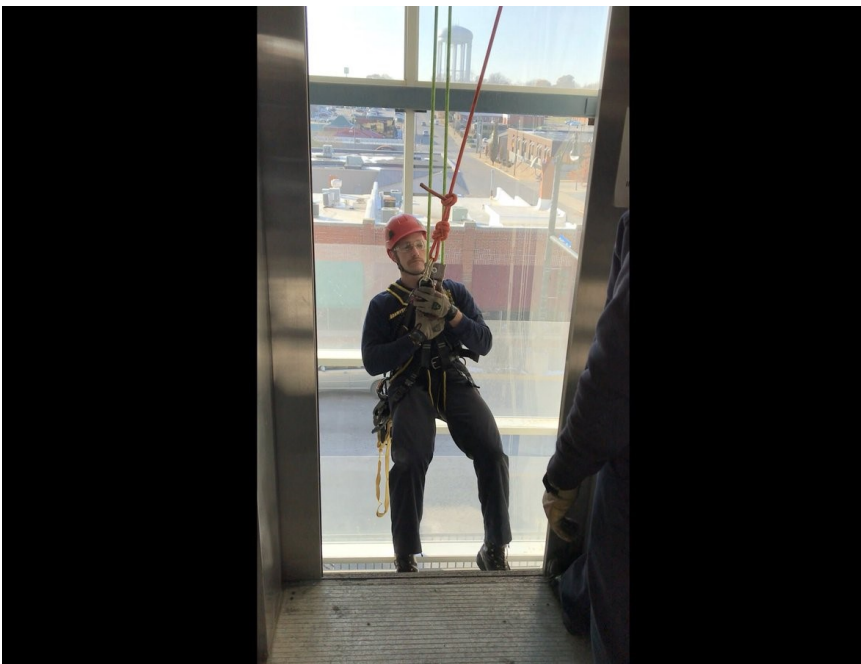
Fire Facilities and Apparatus

- Fire Station 6: 3112 Chapel Hill Road
 - Quint 6 2013 Sutphen (75' straight stick)
- Fire Station 7: 400 Green Meadows Circle
 - Quint 7 2016 Sutphen (75' straight stick)
- Fire Station 8: 2301 East Nifong
 - Quint 8 2013 Sutphen (75' straight stick)
 - Air Truck 2009 Precision (Air and Light)
- Fire Station 9: 201 Blue Ridge Road
 - Quint 9 2009 Sutphen (75' straight stick)
 - Hazmat Truck 2011 Sutphen (Hazmat)
- Fire Training Academy: 700 Big Bear Boulevard





2018 Fire Training





2018 Fire Training

The Columbia Fire Department Training Division continues to use Target Solutions as a primary training platform. This has greatly enhanced our training capabilities. Target Solutions allows the department to accomplish many things: better meet and achieve local, state, and federal mandates, operate more efficiently by streamlining completion and compliance tasks, improve record keeping, as well as saving time and money. It allows our personnel to remain in territory to protect the citizens we serve.

Along with Target Solutions, CFD continues to maintain a high level of both internal and external training opportunities.

In 2018 CFD hosted the following courses:

- National Fire Academy – Decision Making for Initial Company Operations
- National Incident Management – NIMS 300 Course
- Water Rescue/Recovery Training – Missouri State Highway Patrol (Water Division)

CFD personnel participated in many outside training opportunities in 2018. These trainings included:

- University of Missouri Fire & Rescue Training Institute - Winter Fire School
- University of Missouri Fire & Rescue Training Institute - Summer Fire School
- Active Assailant Drill – Stephens College and Boone County MO Court House
- Active Assailant Discussion – State Farm Insurance
- Boone County MO Jail familiarization
- University of Missouri Columbia – Table Top Exercise
- United States Postal Service – Mail Facility – Table Top Exercise
- Boone County MO Local Emergency Planning Committee (LEPC) – Table Top Exercise
- Advance Cardiac Life Support (ACLS) – Instructor
- NFPA 1403 Live Fire Training - Instructor

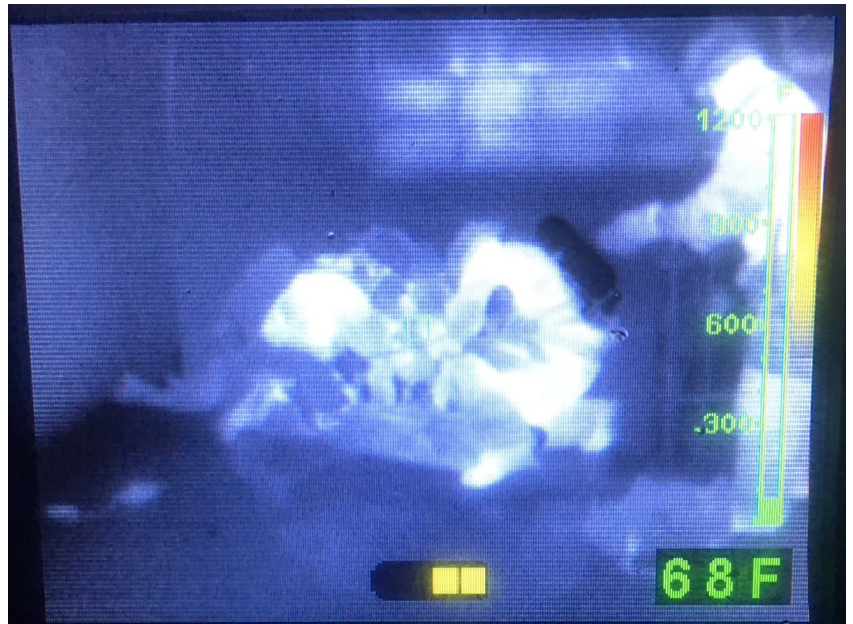
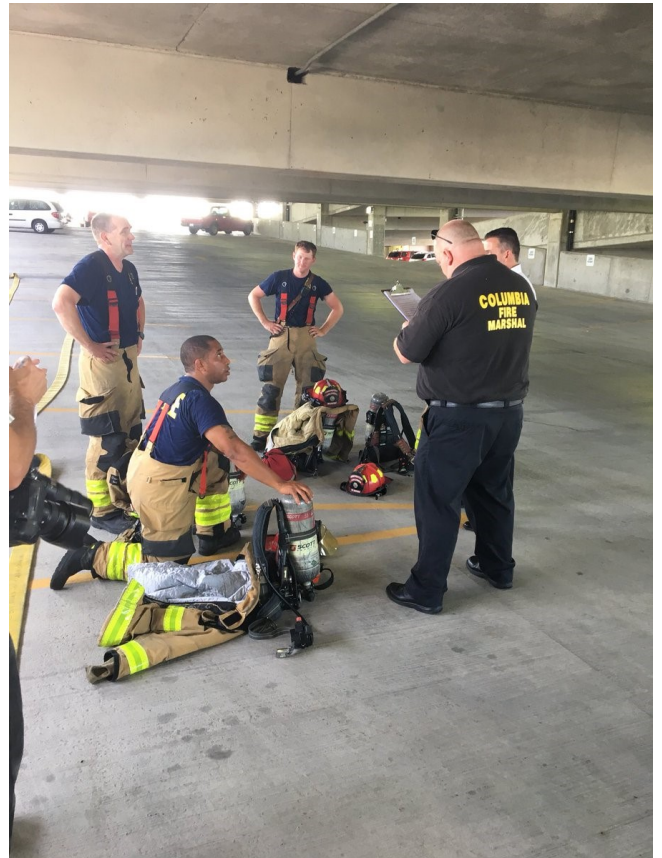
CFD held a Basic Recruit School class during 2018. This consisted of 15 weeks of intense training for the newest probationary firefighters.

In addition, CFD provided many other training opportunities including: emergency medical practical skills, Hazardous Materials classes, Technical Rescue training, Water/Ice Rescue, Driver/Operator training, Fire Instructor I, Fire Officer I, Command/Officer Training, Live Fire training, Rapid Intervention Crew training, Traffic Incident Management training, Firefighter Cancer Awareness, and quarterly fitness challenges.

The Columbia Fire Department continues to strive to find new and innovative methods to teach and maintain the highest level of training possible.



2018 Fire Training



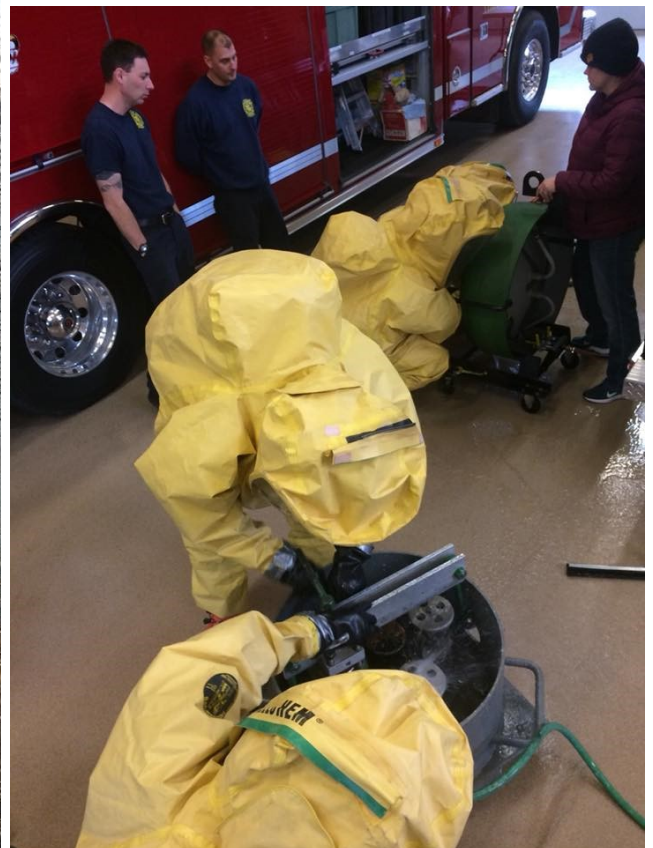
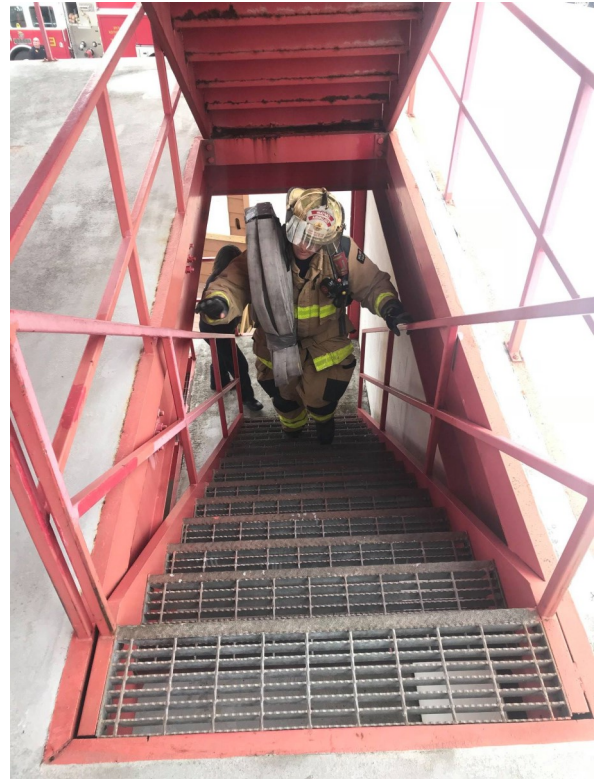


2018 Fire Training



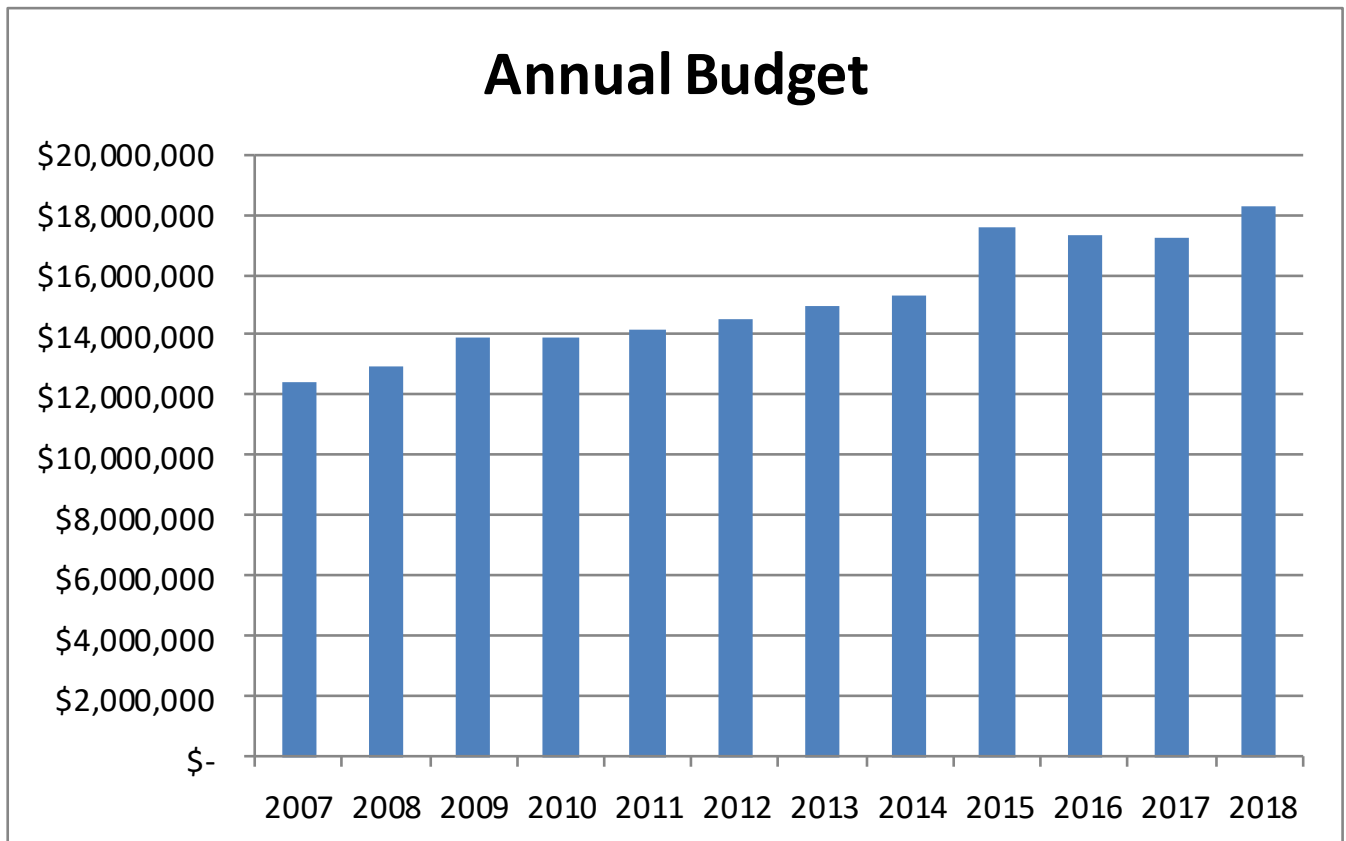


2018 Fire Training





2018 Budget





Capital Improvement Project

In 2018 the department began the process of training academy remodel and the major fire station remodel. This project was part of the CIP ballot which was passed by voters in 2015. The project consisted of the remodel of three older fire stations and the departments training facility.

Fire Stations:

Station 4: 2300 Oakland Gravel Road

This station was build in 1970. This remodel included converting the single bathroom into two bathrooms, new mechanical systems (water heater, furnaces...), new roof and the addition of a heavy duty bunker gear washing machine.

Station 5: 1400 Ballenger Lane

This station was build in 1971. This remodel included converting the single bathroom into two bathrooms, new duct work, new mechanical systems (water heater, furnaces...), new roof and the addition of a heavy duty bunker gear washing machine.

Station 6: 3112 Chapel Hill Road

This station was build in 1973. This remodel included converting the single bathroom into two bathrooms, new mechanical systems (water heater, furnaces...), new roof and the addition of a heavy duty bunker gear washing machine.

Fire Training: 700 Big Bear

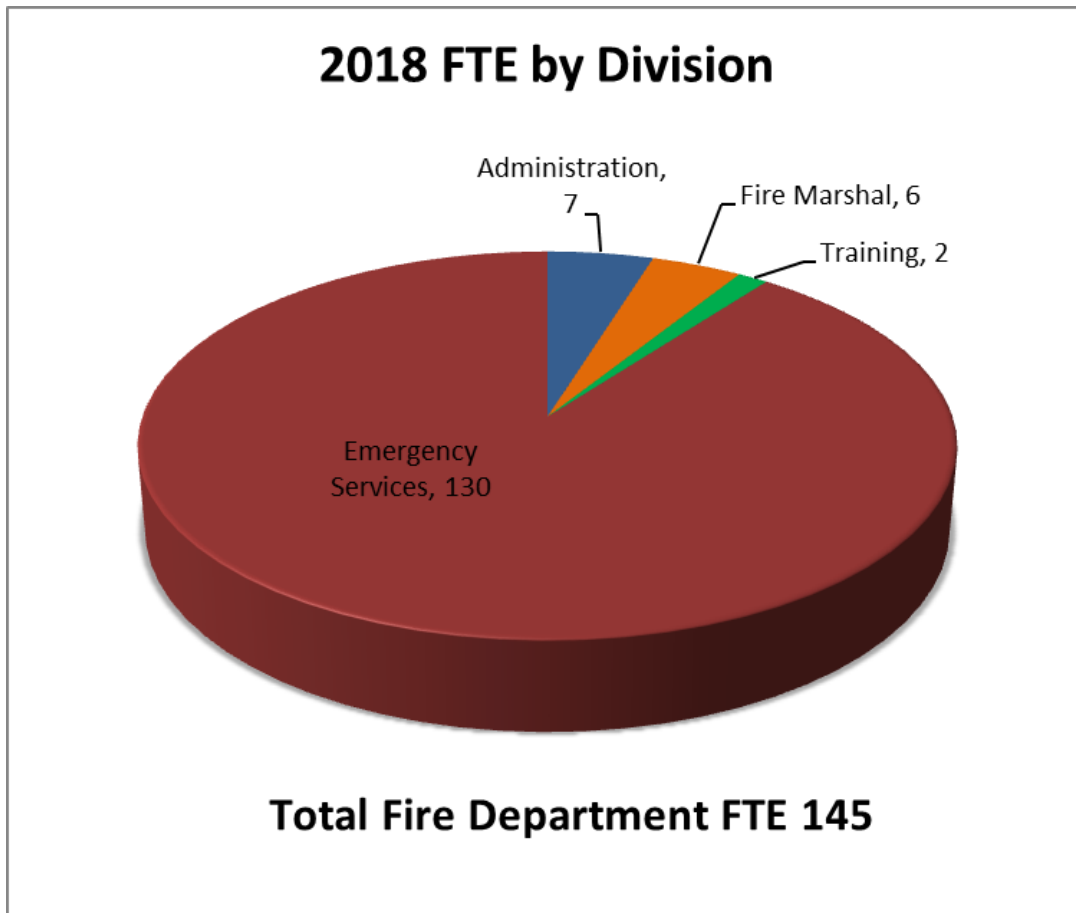
Classroom/office building: This building was built in 1983. This remodel included remodeling the bathrooms, new mechanical systems (water heaters, furnaces...), integrating a storage area into a larger classroom, as well as new tables and chairs.

New storage building: Due to the remodel of the classroom building, the department was in need of additional storage space as well as a building which could house apparatus, supplies and a location to conduct training in inclement weather. This building was built on the property West of the classroom building.

Once complete in early 2019 the project will cost approximately \$1,700,000.00.



2018 Personnel by Division





2018 Promotions

<u>Name</u>	<u>Date</u>	<u>Rank</u>
Brian Davison	May	Captain
Brenda Harriman	May	Lieutenant
Kyle Conrow	May	Engineer
Shawn McGruder	May	Assistant Fire Marshal
Jeff Heidenreich	July	Lieutenant
Mitch Swann	July	Engineer
Eric Wesbury	October	Engineer



New Employees

Columbia Firefighters
BRS 18-1(5/21/18)
Scott Byrd
William Lyons
Justin Moore
Steve Riggs





Retirements/Resignations

<u>Name</u>	<u>Rank</u>	<u>Date</u>
Jan McCrary	Captain	April
Delwyn Duncan	Lieutenant	July
Dana Dixson	Admin Assistant	July
Tim Bach	Battalion Chief	October
Amy Barrett	Engineer	October



Notable Events in 2018





Notable Events in 2018





Notable Events in 2018





Notable Events in 2018





Notable Events in 2018

The Columbia Fire Department participated in the Traction conference put on by MODOT



TRACTION conference

Every year MoDOT offers a traffic safety leadership training conference to a group of high school students called TRACTION - Teens Taking Action to Prevent Traffic Crashes.

TRACTION is a three-day training program for 10-12 students and two advisors. TRACTION is a youth traffic safety leadership training program designed to empower youth to take an active role in promoting safe driving habits. TRACTION seeks to accomplish this mission by providing youth and their adult advisors with the motivation, information, skills and support necessary to develop a plan of action that addresses impaired driving, drowsy driving, driver inattention and promoting safety belt usage through events and activities to be implemented within their schools and communities.

Each conference contains at least six workshops/speakers that promote safe driving habits along with several fun learning activities in the evening that the students absolutely have a blast at!






Notable Events in 2018





Notable Events in 2018

 **Columbia, MO Fire Department**
December 19, 2018 · 🌐

Fire Chief Randy White presented Eliot Battle Elementary student Kimmy Roman with a Certificate of Appreciation for her actions during a medical emergency her grandmother had on October 18, 2018.

'Kimmy remained very brave throughout the entire emergency situation and answered all the questions that emergency personnel and officers asked her. Her calm demeanor and thoughtful actions allowed us to get to her grandmother quickly and provide life-saving care.'

