

city of
Columbia



Columbia Fire Department



2019 Annual Report



Columbia Fire Department 2019 Annual Report





Chief's Message

The past year has been one with many accomplishments as well as changes for the Columbia Fire Department (CFD) and the citizens we serve. In March, the department sat before the Commission on Fire Accreditation International in Anaheim California. This was the last step on a long journey to become an accredited agency. Following the hearing, the Columbia CFD became the seventh department in the State of Missouri and one of 270 agencies in the world to achieve this honor. This process is not a singular occurrence, it is a continuous process of improvement that the CFD is committed to maintaining. This requires the department to continuously evaluate our performance and create realistic goals and expectations which our customers desire and demand.



This fall, a notification came that the department was awarded a Staffing for Adequate Fire and Emergency Response (SAFER) grant through Federal Emergency Management Agency (FEMA). This grant awarded three entry-level emergency personnel to be added to our roster. The grant provides funding for 75% of the employee's salary for the first two years and 35% for the third year. After three years 100% of the financial responsibility transfers to the department. The three new positions began our Basic Recruit School in November 2019 and will begin staffing our apparatus in March 2020.

In October, Fire Chief, Randy White retired after nearly 21 years of service to the department. We look forward to the new Fire Chief, Andy Woody being installed in January 2020.

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

Kyle E. Fansler, Acting Chief



Fire Department Accreditation





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.

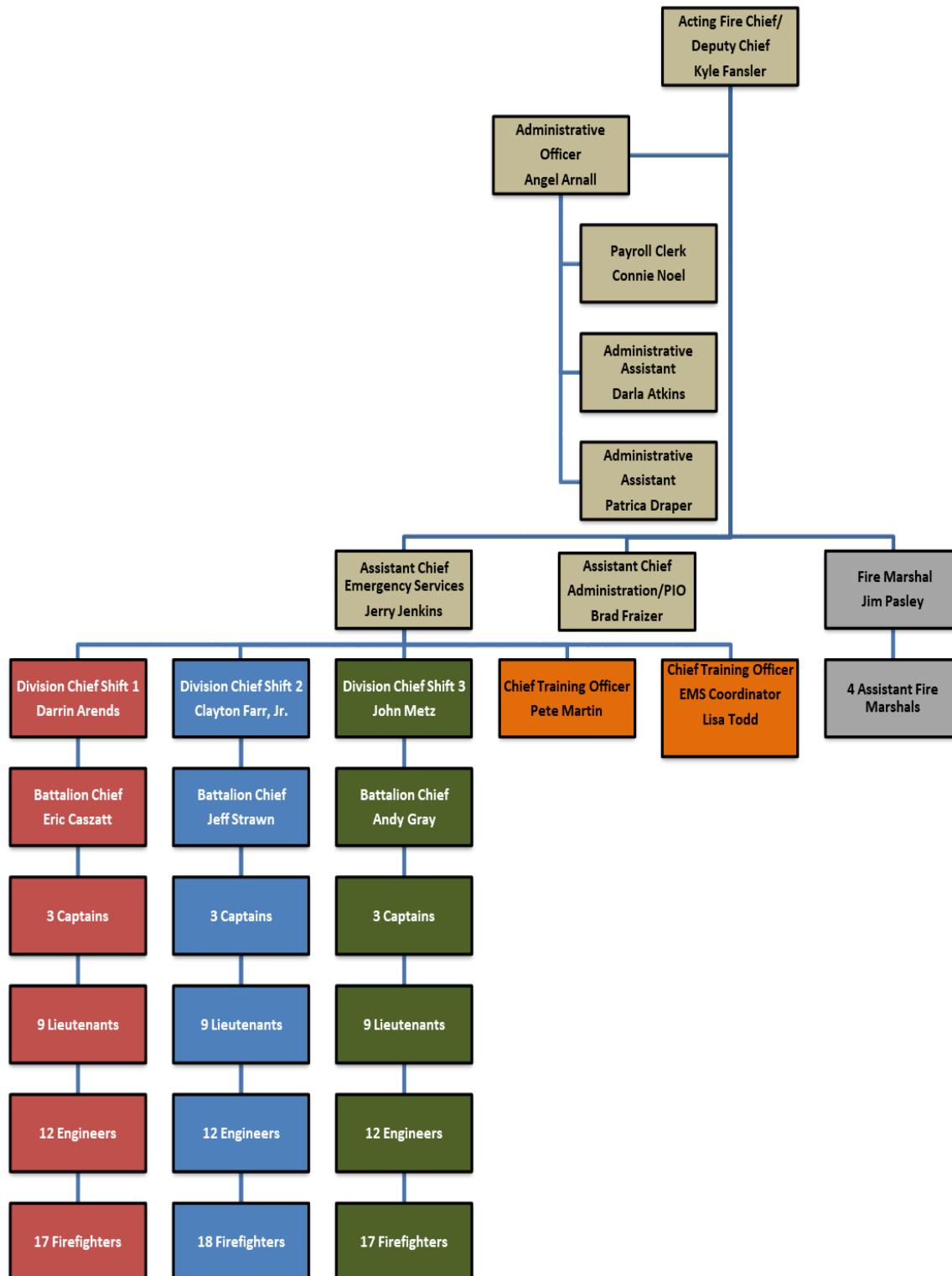


Communication

Provide effective and responsive communication throughout the organization and community.



Organizational Chart





The 2019 City of Columbia Statistics

Population: 120,720 (estimated)

Square Mileage: 65.51

Columbia Fire Department Statistics

ISO Rating 2/2x

Uniformed members: 137

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 department utilizes an Assistant Fire Chief as the Public Information Officer as well as for administrative functions.

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 experiences. 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 Battalion Chief, who oversees this 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 weekly schedule.





2019 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 meets 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. The 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 to conduct an annual update to the plan as a whole. These updates will then be published.



2019 Strategic Plan Update

Key facts about the plan in 2019

Strategic plan began :	March 2018
Critical tasks assigned in 2018:	26
Critical tasked completed in 2018:	21
2018 critical task completion :	81%
Total Strategic plan completion:	26%
Critical tasks assigned in 2019:	44
Critical tasked completed in 2019:	37
2019 critical task completion :	80%
Total Strategic plan completion:	71%

In 2018, the plan was in the first steps. Many of the tasks during the year were foundation-building steps that 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.



2019 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
∅	Removed
■	Not started




2019 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 CFD 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.



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∅	Removed
■	Not started







2019 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 CFD 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 CFD 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	
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2019 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
	Removed
	Not started



2019 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 CFD 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 Central Square 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
∅	Removed
■	Not started



2019 Strategic Plan Update

Goal 5: Enhance our health and wellness program.

Objective 5A: Research and develop a physical fitness standard that fits the CFD.

- ✓ Research other fire departments method for accomplishing a physical fitness standard and options.
- ☀ Develop the CFD 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
∅	Removed
■	Not started



2019 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 CFD Chaplain program.

☀️ Goal 6: Recruitment and retention

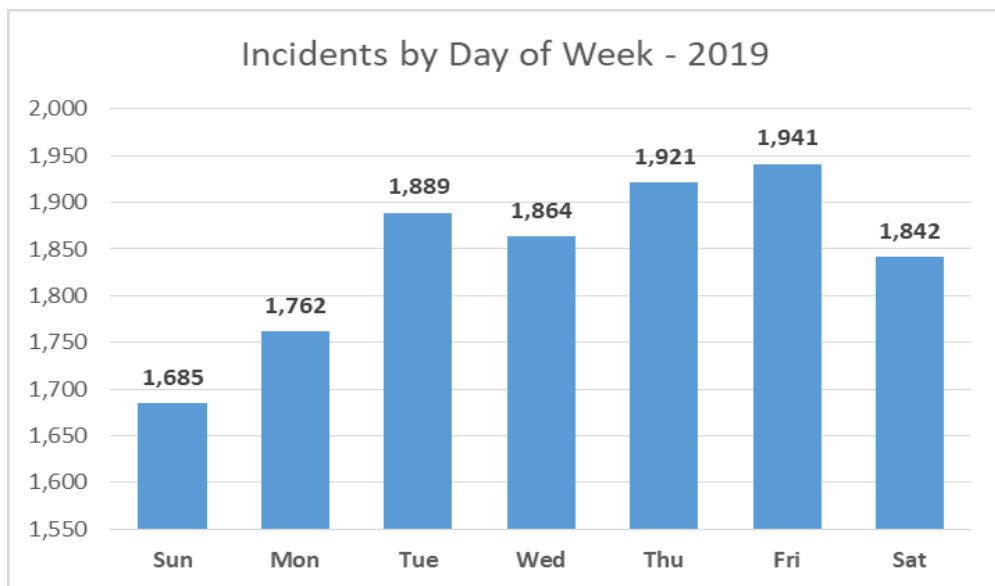
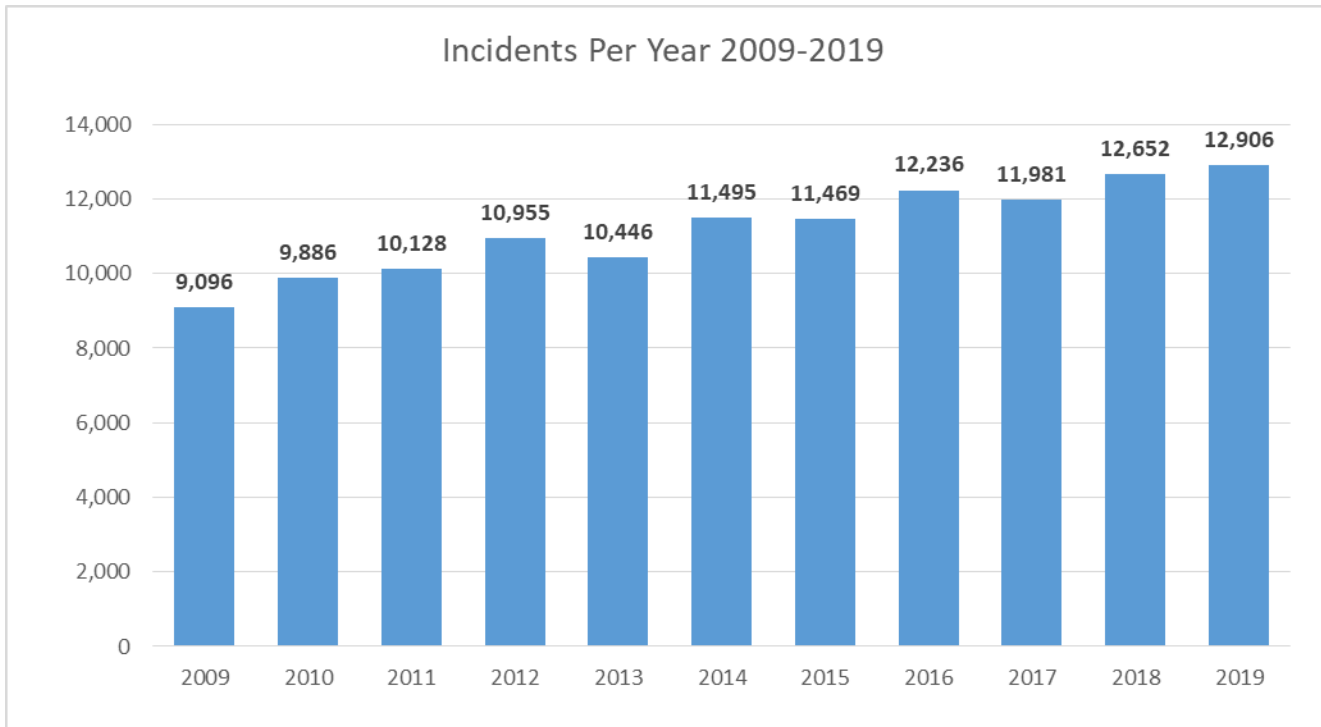
☀️ Objective 6A: Develop a strategy for recruitment that meets the needs of the department and the community.

- ✓ 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.

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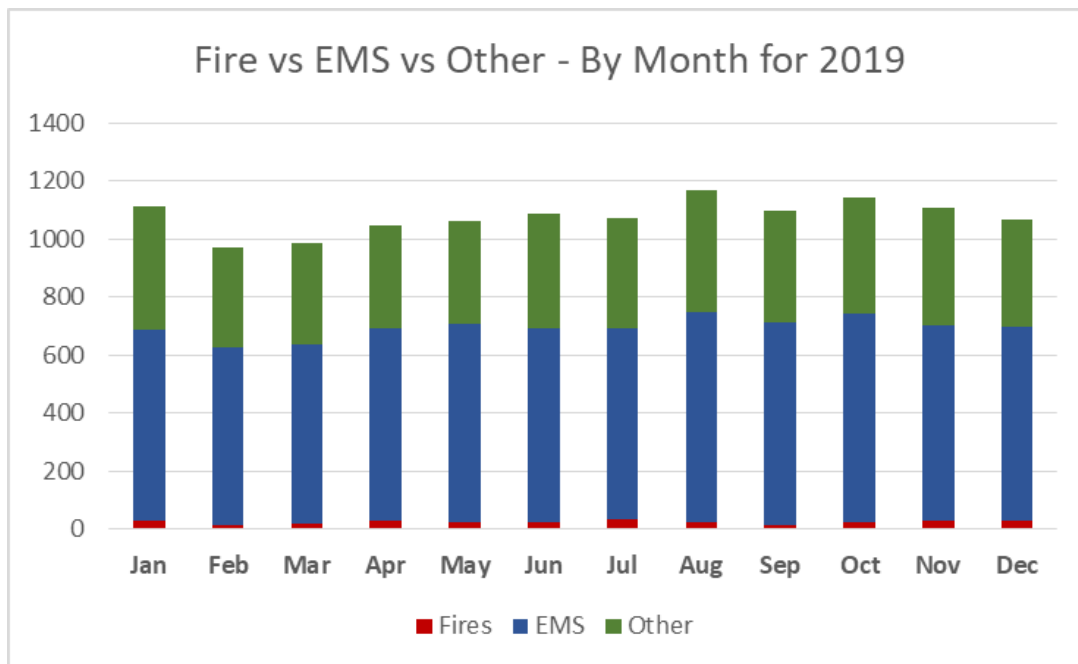
2019 Statistics





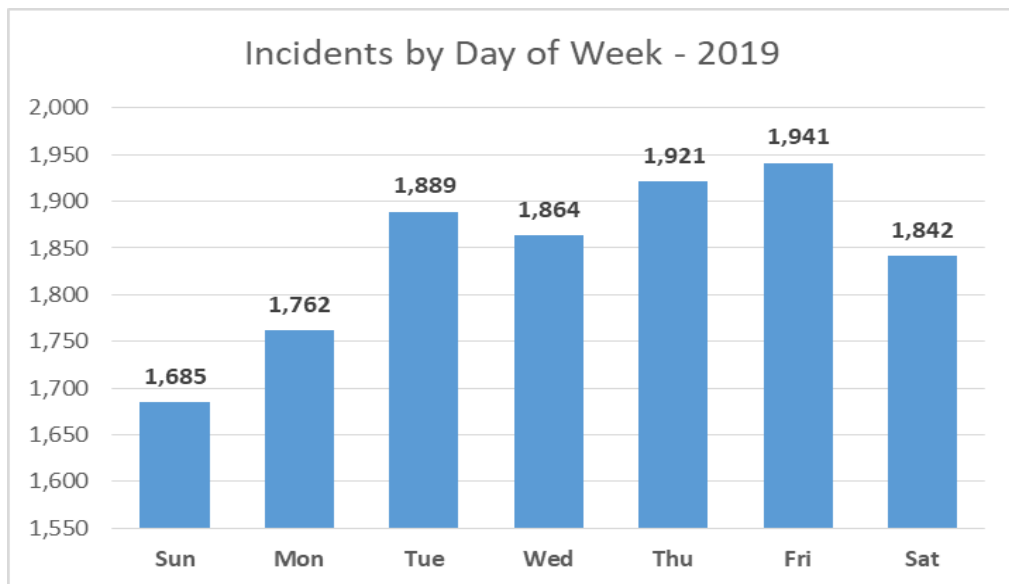
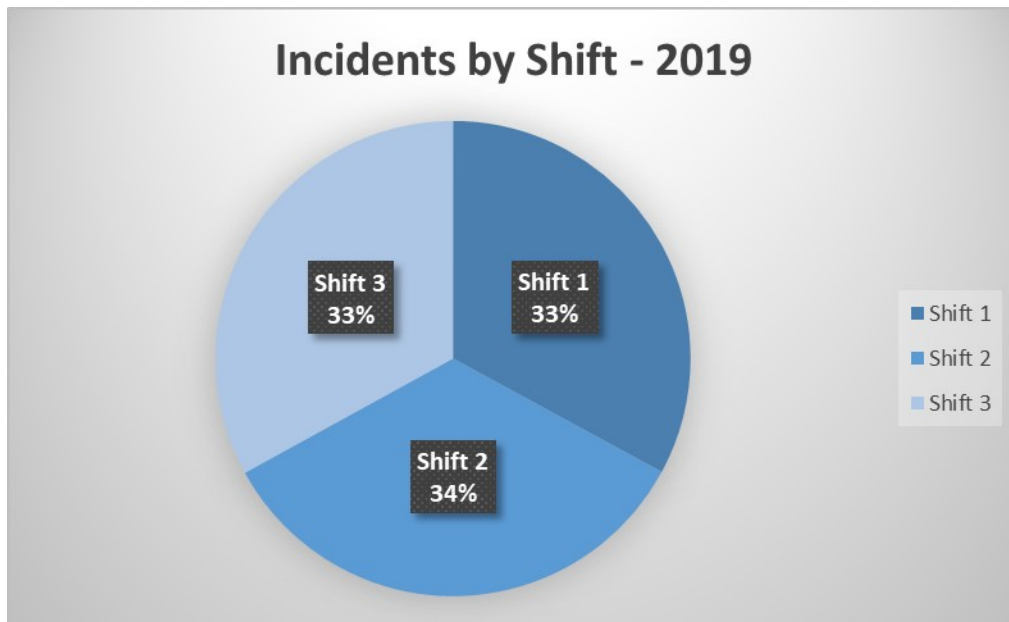
2019 Statistics

Incident Type	Count	%	Est. Loss
Fires	296	2.29%	\$ 2,010,856
Explosions	35	0.27%	\$ 1,000
EMS	8034	62.25%	\$ -
Hazardous	438	3.39%	\$ -
Service Call	792	6.13%	\$ -
Good Intent	1772	13.73%	\$ -
False Alarm	1527	11.83%	\$ -
Severe Weather	5	0.03%	\$ -
Special	7	0.05%	\$ -
Total	12906		\$ 2,011,856



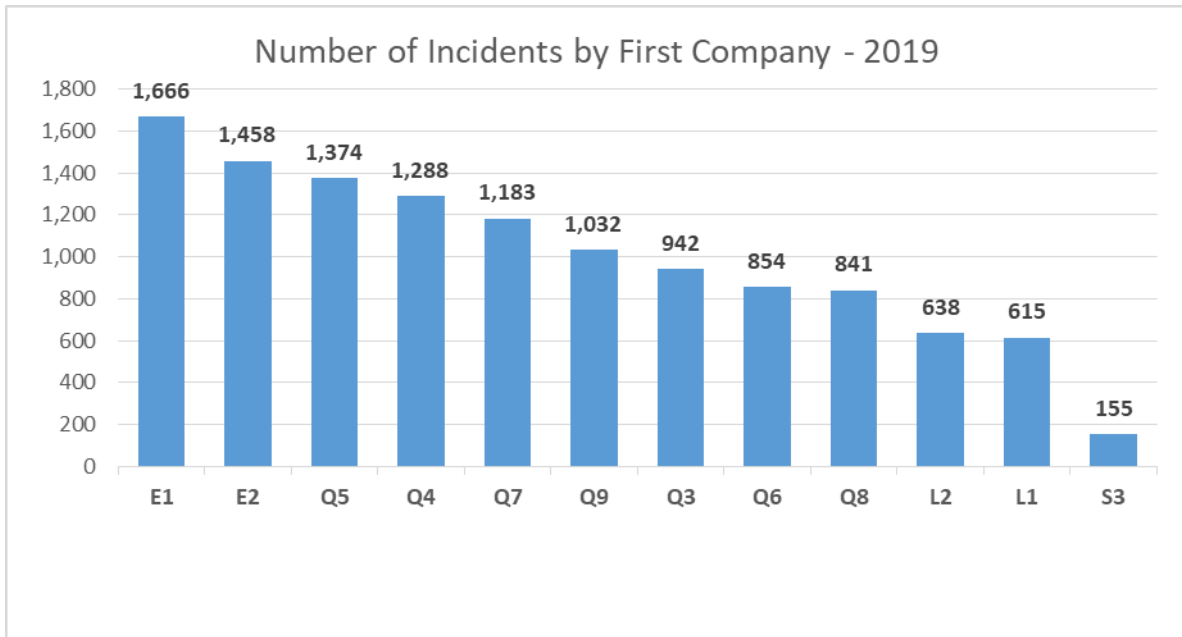


2019 Statistics





2019 Statistics



Property Loss vs Property Saved

In 2019, CFD had a total of 57 building fires with losses with a total value of \$11,568,959. Of that value, there was \$1,673,506 in losses and \$9,895,453 in property saved. This is an 85.53% save ratio.



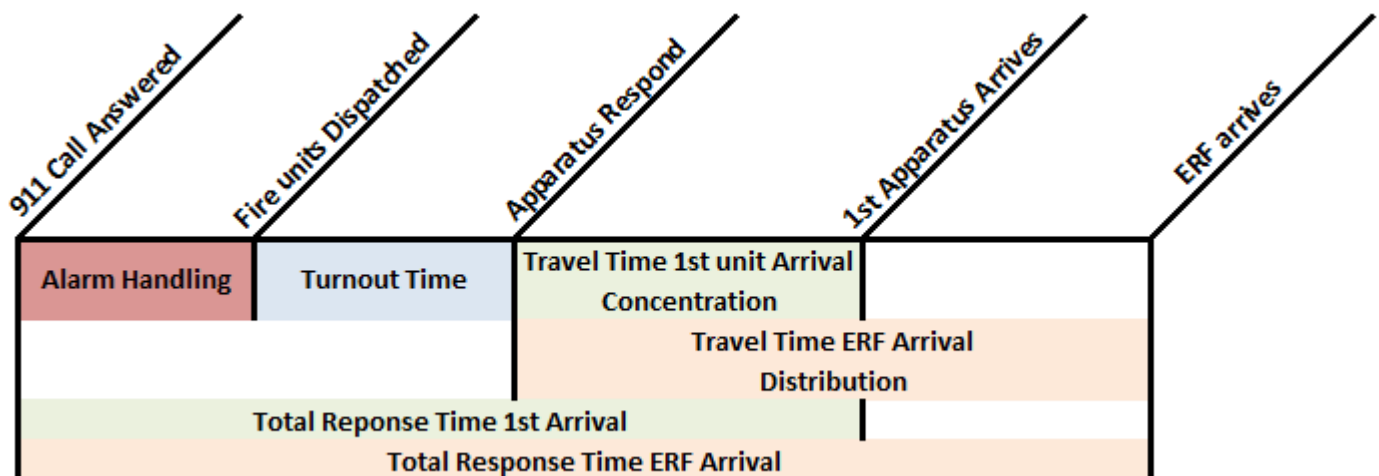
2019 Performance Definitions

The following pages list the performance data for the Columbia Fire Department. This information shows how the CFD 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.

Effective Response Force (ERF) 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.





2019 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			2019	2018	2017	2016	Benchmark
Alarm Handling	Pick-up to Dispatch	Urban	3:16	3:07	3:00	2:55	2:00
Turnout Time	Turnout Time 1st Unit	Urban	2:28	2:47	3:11	3:12	2:00
Travel Time	Travel Time 1st Unit Distribution	Urban	5:33	6:07	5:50	6:00	4:00
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	9:58	10:26	10:27	10:30	8:00
			n=135	n=206	n=198	n=127	

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.



2019 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			2019	2018	2017	2016	Benchmark
Alarm Handling	Pick-up to Dispatch	Urban	2:40	2:58	3:04	2:54	2:00
Turnout Time	Turnout Time 1st Unit	Urban	2:34	3:05	3:22	3:22	2:00
Travel Time	Travel Time 1st Unit Distribution	Urban	5:43	4:40	4:30	4:32	4:00
	Travel Time ERF Concentration	Urban	13:09	12:47	10:16	9:31	8:00
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	8:36	8:44	9:01	8:33	8:00
			n=82	n=105	n=130	n=109	
	Total Response Time ERF Concentration	Urban	15:26	15:51	13:51	12:51	12:00
			n=21	n=30	n=35	n=23	

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.



2019 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			2019	2018	2017	2016	Benchmark
Alarm Handling	Pick-up to Dispatch	Urban	2:08	1:59	3:43	3:39	2:00
Turnout Time	Turnout Time 1st Unit	Urban	2:38	2:55	3:05	3:01	1:30
Travel Time	Travel Time 1st Unit Distribution	Urban	5:43	5:52	5:30	5:22	4:00
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	8:08	8:43	10:44	10:33	7:30
			n=6333	n=6284	n=6627	n=6698	

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.



2019 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 with injuries
- Vehicle accident involving a pedestrian

(High Risk) EMS - 90th Percentile Times - Baseline Performance			2019	2018	2017	2016	Benchmark
Alarm Handling	Pick-up to Dispatch	Urban	3:39	3:33	3:39	3:35	2:00
Turnout Time	Turnout Time 1st Unit	Urban	2:27	2:45	3:01	3:00	2:00
Travel Time	Travel Time 1st Unit Distribution	Urban	5:21	5:01	4:35	5:07	4:00
	Travel Time ERF Concentration	Urban	6:49	6:32	7:01	6:22	6:00
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	9:18	9:30	9:55	10:14	8:00
			n=444	n=358	n=416	n=435	
	Total Response Time ERF Concentration	Urban	11:12	11:06	12:25	11:19	10:00
			n=128	n=108	n=127	n=143	

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.



2019 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			2019	2018	2017	2016	Benchmark
Alarm Handling	Pick-up to Dispatch	Urban	1:47	4:35	3:19	4:06	2:00
Turnout Time	Turnout Time 1st Unit	Urban	3:05	2:33	2:32	2:07	2:00
Travel Time	Travel Time 1st Unit Distribution	Urban	5:26	6:00	7:39	4:04	4:00
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	9:38	11:00	13:30	10:08	8:00
			n=13	n=11	n=4	n=13	

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.



2019 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			2019	2018	2017	2016	Benchmark
Alarm Handling	Pick-up to Dispatch	Urban	3:18	2:54	4:29	3:55	2:00
Turnout Time	Turnout Time 1st Unit	Urban	1:54	2:34	3:07	3:00	2:00
Travel Time	Travel Time 1st Unit Distribution	Urban	4:43	4:41	6:17	4:11	4:00
	Travel Time ERF Concentration	Urban	NA	7:24	9:53	8:35	8:00
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	7:40	6:47	9:52	8:45	8:00
			n=8	n=8	n=15	n=21	
	Total Response Time ERF Concentration	Urban	NA	10:40	13:11	13:56	12:00
			NA	n=3	n=4	n=5	

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.



2019 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			2019	2018	2017	2016	Benchmark
Alarm Handling	Pick-up to Dispatch	Urban	3:20	3:21	NA	2:16	2:00
Turnout Time	Turnout Time 1st Unit	Urban	1:24	0:47	NA	2:08	2:00
Travel Time	Travel Time 1st Unit Distribution	Urban	3:15	4:12	NA	3:32	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	7:45	8:20	NA	7:56	8:00
			n=2	n=1	NA	n=2	
	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.



2019 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			2019	2018	2017	2016	Benchmark
Alarm Handling	Pick-up to Dispatch	Urban	3:06	3:16	3:23	3:19	2:00
Turnout Time	Turnout Time 1st Unit	Urban	2:53	3:10	3:37	3:08	2:00
Travel Time	Travel Time 1st Unit Distribution	Urban	6:44	5:37	6:27	6:27	4:00
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	10:17	10:01	11:27	10:55	8:00
			n=90	n=86	n=96	n=119	

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.



2019 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 with release
- Explosion with release
- Uncontained chemical leak (industrial/lab)

(High Risk) Hazardous Materials - 90th Percentile Times - Baseline Performance			2019	2018	2017	2016	Benchmark
Alarm Handling	Pick-up to Dispatch	Urban	4:21	3:19	4:28	3:34	2:00
Turnout Time	Turnout Time 1st Unit	Urban	2:29	4:02	3:57	3:29	2:00
Travel Time	Travel Time 1st Unit Distribution	Urban	4:24	6:53	8:56	4:28	4:00
	Travel Time ERF Concentration	Urban	11:40	NA	3:24	na	8:00
Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	10:00	14:07	14:12	10:12	8:00
			n=7	n=2	n=5	n=7	
	Total Response Time ERF Concentration	Urban	14:19	NA	10:25	na	12:00
			n=2	NA	n=1	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 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 daycares, public schools and universities, fire suppression systems, fire alarm systems, occupancy inspections, and KNOX-BOX Rapid Entry Systems.

In 2019, the Fire Marshal's Division conducted 606 general fire code compliance inspections, 319 business license inspections, 185 new construction inspections as well as 69 acceptance tests. In addition, the division conducted 110 inspections on the University of Missouri campus.

Construction plan reviews are conducted prior to issuing any permit and are done in conjunction with the City of 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 437 plan reviews and 201 concept reviews in 2019, all well inside the City's ten-day plan review requirement.

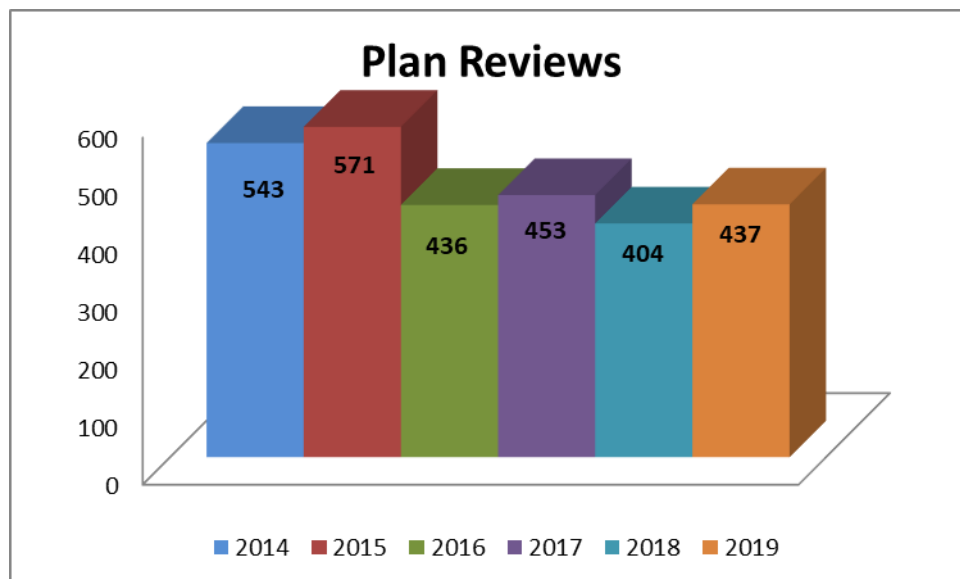
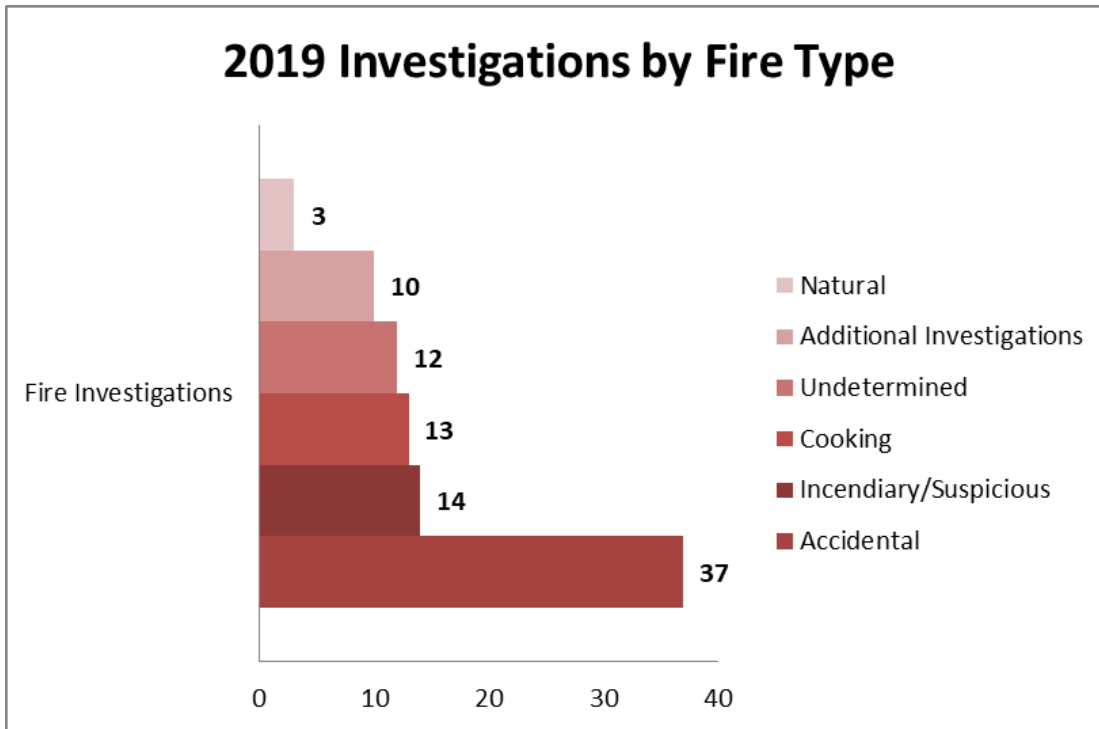
Fire investigations are performed by Assistant Fire Marshals who are all certified as fire investigators through the Missouri Division of Fire Safety. Fires whose cause is undetermined or incendiary in nature are thoroughly investigated to determine the origin, cause, and circumstances surrounding the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

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





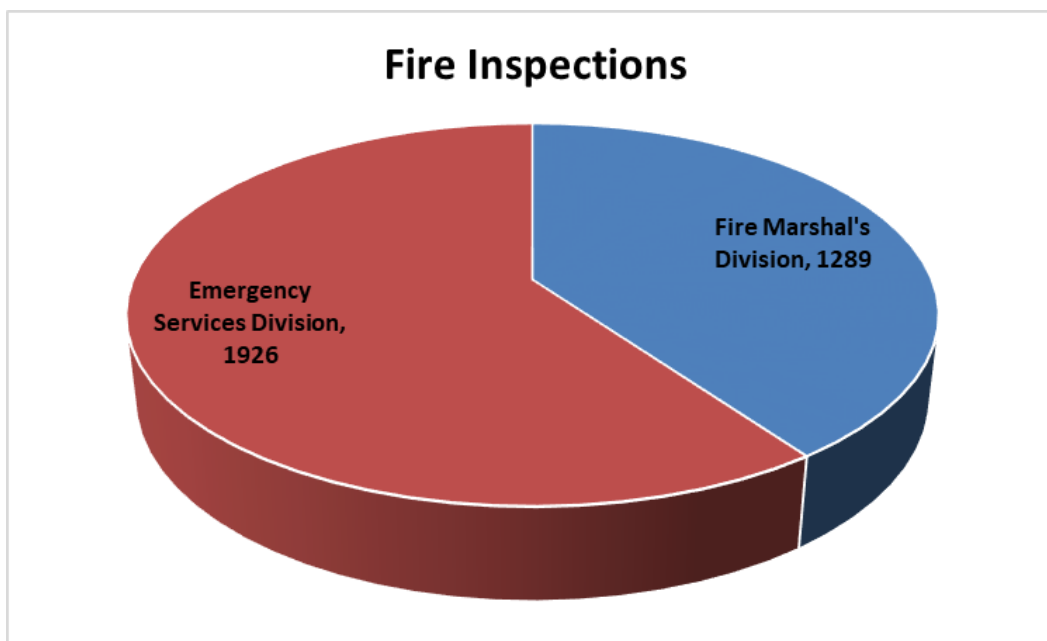
2019 Fire Marshal's Office Statistics





2019 Fire Marshal's Office Statistics

Fire Inspections by Division



The fire department conducts business inspections as outlined in the adopted fire code. These inspections are categorized by occupancy type and done on a reoccurring basis. Emergency Services division personnel are assigned inspections on a quarterly basis throughout the year. The Fire Marshal's division conducts business inspections in the same manner in high hazard occupancies such as; churches, schools, daycares, and nursing homes.

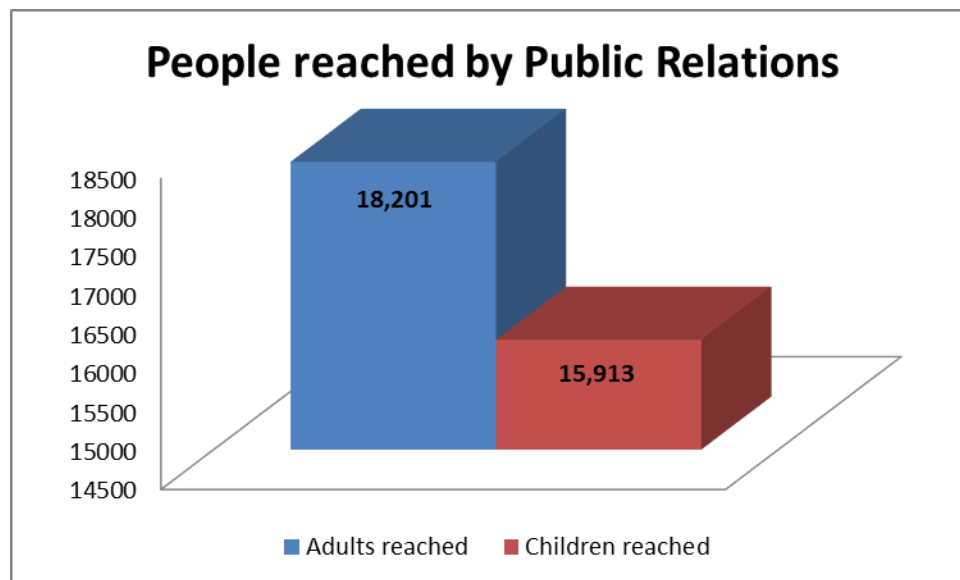


Public Education

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. Many staff members have advanced training and experience that meet Fire and Life Safety Educator 2 and 3 requirements.

Our public education program is structured to target 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.

Fire cause data both locally and nationally are also used to develop and deploy specific public safety messages for topics such as cooking, space heaters, and swimming to name a few. The department as a whole focuses on specific themes each month and uses social media to help distribute this information.





Public Education

In 2019, the Columbia Fire Department continued using targeted public education campaigns based on incident responses and items appropriate for the time of year. This approach assists in educating and bringing awareness to the areas the department is seeing the greatest need.

2019 Public Education campaigns

January – Space heater safety

February – Carbon Monoxide

March – Home Escape plans

April – BBQ Safety

May - Water Safety

June - Fire Lanes

July – Swimming

August / September – Improperly discarded smoking material

October – Home Escape Plan

November / December – Unattended cooking

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



Columbia, MO Fire Department



@ColumbiaMOFire



Fdcolumbia



@Columbia_Fire



como.gov/fire



Public Education





Public Education





Public Education

Candy
Games
Music
Hot Cocoa
TRICK OR TREAT

Halloween Open House

Join the Columbia Fire Department at
Fire Station 9 (201 Blue Ridge Rd)
Date: October 31, 2019
Time: 6:00-9:00
Hot Chocolate, Games, Firefighters
And of course CANDY

Special Thanks to: Lloyd's Pumpkin Patch, Sam's Club and all volunteers
for their help making this a successful event.



JOIN US FOR OUR SAFETY AND PREVENTION

OPEN HOUSE

Friday, September 27th 2019 - 5:15pm-7:15pm
Columbia Fire Station Two - 1212 West Worley St.

- Meet your local firefighters.
- Tour the fire station, and fire trucks.
- We will have games for the kids, and fire prevention information.

Columbia Fire Department

(573) 874-7391





Honor Guard





Fire Facilities and Apparatus

- Fire Station 1: 201 Orr Street
 - Engine 1 2017 Sutphen (Engine)
 - Ladder 1 2012 Sutphen (95' Platform)
 - Division Chief 2015 Chevrolet Suburban (command vehicle)
 - Battalion Chief 2011 Chevrolet Suburban (command vehicle)
- Fire Station 2: 1212 West Worley
 - Engine 2 2009 Sutphen (Engine)
 - Ladder 2 2018 Sutphen (100' Platform)
- Fire Station 3: 1000 Ashland Road
 - Quint 3 2017 Sutphen (75' straight stick)
 - Squad 3 2015 Sutphen (Heavy Rescue)
- Fire Station 4: 2300 Oakland Gravel Road
 - Quint 4 2015 Sutphen (75' straight stick)
- Fire Station 5: 1400 Ballenger Lane
 - Quint 5 2010 Sutphen (75' straight stick)
- 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



Fire Facilities

In 2019, the Columbia Fire Department utilized funding which was voter-approved as part of the 2015 Capitol Improvement ballot issue. This funding was for the remodeling of Fire Stations 4, 5, 6, and improvements to the fire training facility. The stations all received a new roof, new mechanical systems (water heater, water softeners, furnace, and air conditioning systems), and a complete remodel of the restroom facilities. At the fire training facility, the existing classroom building underwent a full remodel including restrooms, mechanical systems, and classrooms. In addition, a new building was constructed to the west of the classroom. This building will allow for equipment storage and a location to conduct hands-on training during inclement weather. All these projects were completed in late fall 2019.





2019 Training



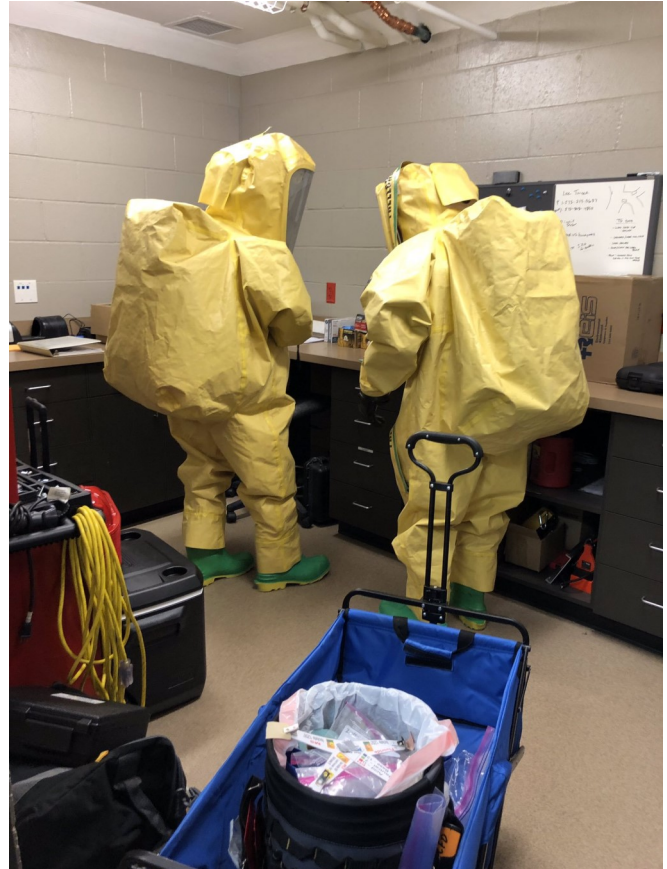


2019 Training





2019 Training





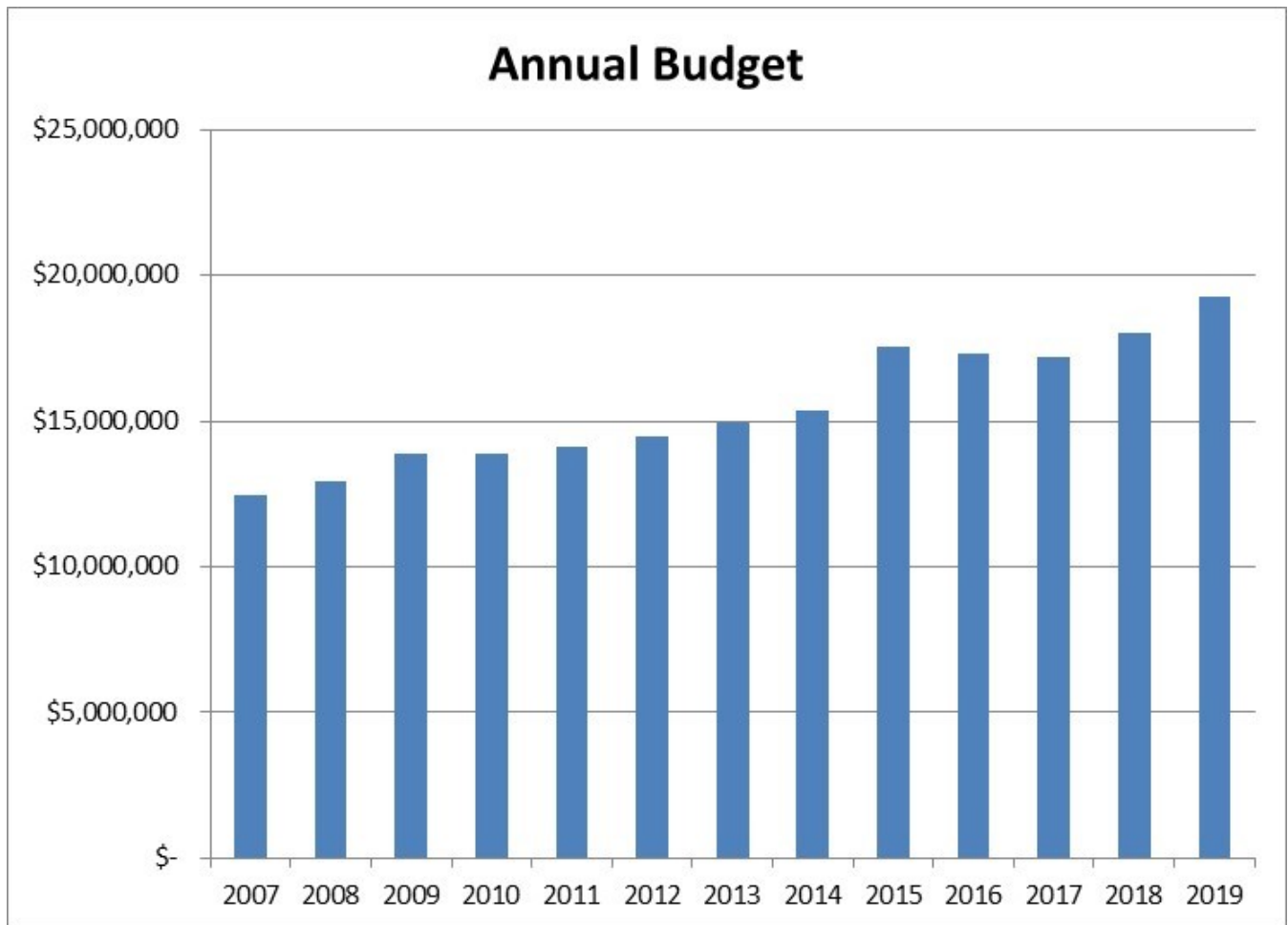
2019 Training





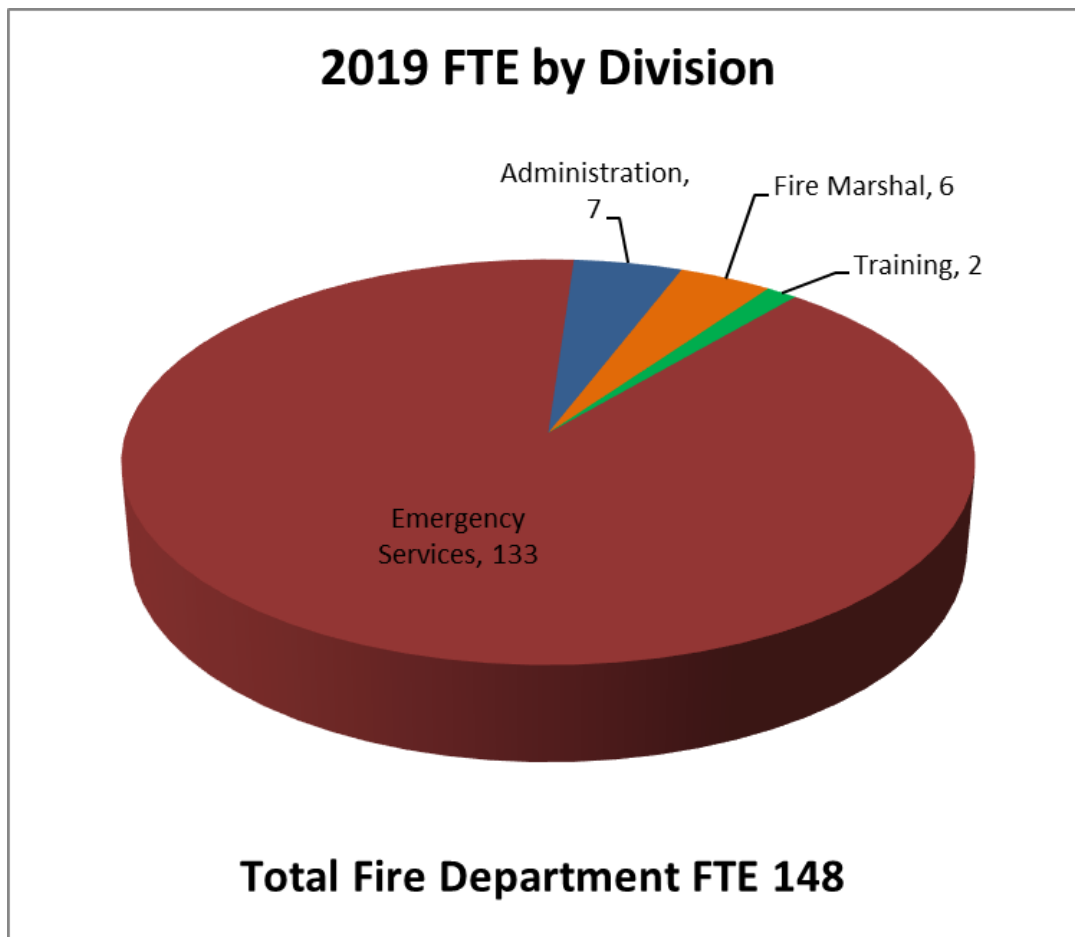
2019 Budget

The adopted FY 2020 budget: \$19,268,349.00





2019 Personnel by Division





2019 Promotions

<u>Name</u>	<u>Rank</u>	<u>Date</u>
Jim Pasley	Fire Marshal	April
Brian Wattenbarger	Captain	April
Josh Card	Lieutenant	April
John Walter	Engineer	April
Rachel Smith	Assistant Fire Marshal	July
Casey Roberts	Engineer	August
Mitch Swann	Lieutenant	August
Craig Plassmeyer	Engineer	August
Lester Shewmake	Captain	October
Dustin Richards	Lieutenant	October
Doug Ritchie	Lieutenant	October
Josh Heath	Engineer	October
Alex Isom	Engineer	October
Derek Abbott	Engineer	December



New Employees



BRS 19-1(6/3/19)

Joe Resch

Jacob Heyen

Zach DeWitt

Zach Downs

Chris Blackwell



New Employees



BRS 19-2 (11-18-19)

Anthony Shiflett

Matthew Hawley

Dustin Spencer

Jeff Yoakum

Michael Tungesvik

James Pagano

Ryan Petersheim

Tim McAlpin

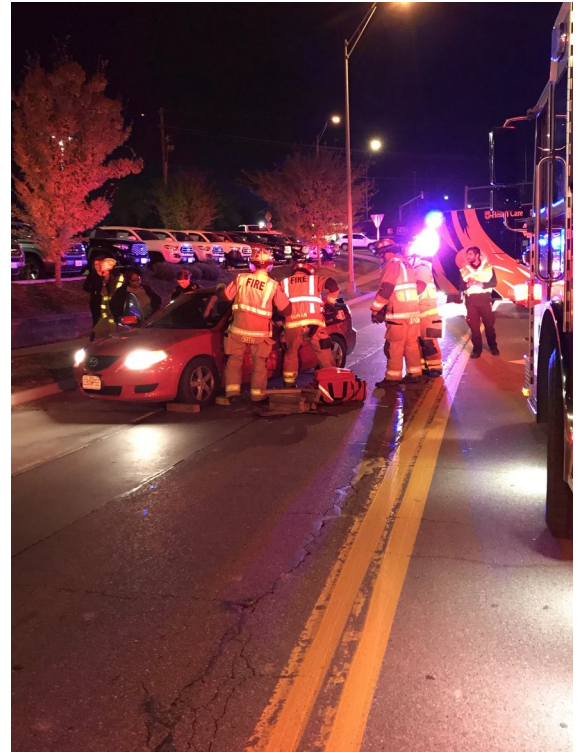


Retirements/Resignations

<u>Name</u>	<u>Rank</u>	<u>Date</u>
Lance Lanier	Firefighter	January
Tim Taylor	Captain	April
Stephenson Crain	Firefighter	May
David Valiant	Firefighter	June
Jordan Klebba	Firefighter	July
Travis Gregory	Lieutenant	July
Brien Kiser	Firefighter	September
Randy White	Fire Chief	October
Chris Sturm	Lieutenant	October
Eric Hartman	Captain	October
Eric Pooler	Engineer	November
Tammy Puett	Senior Administrative Supervisor	December



CFD In action





CFD In action





CFD In action





CFD In action



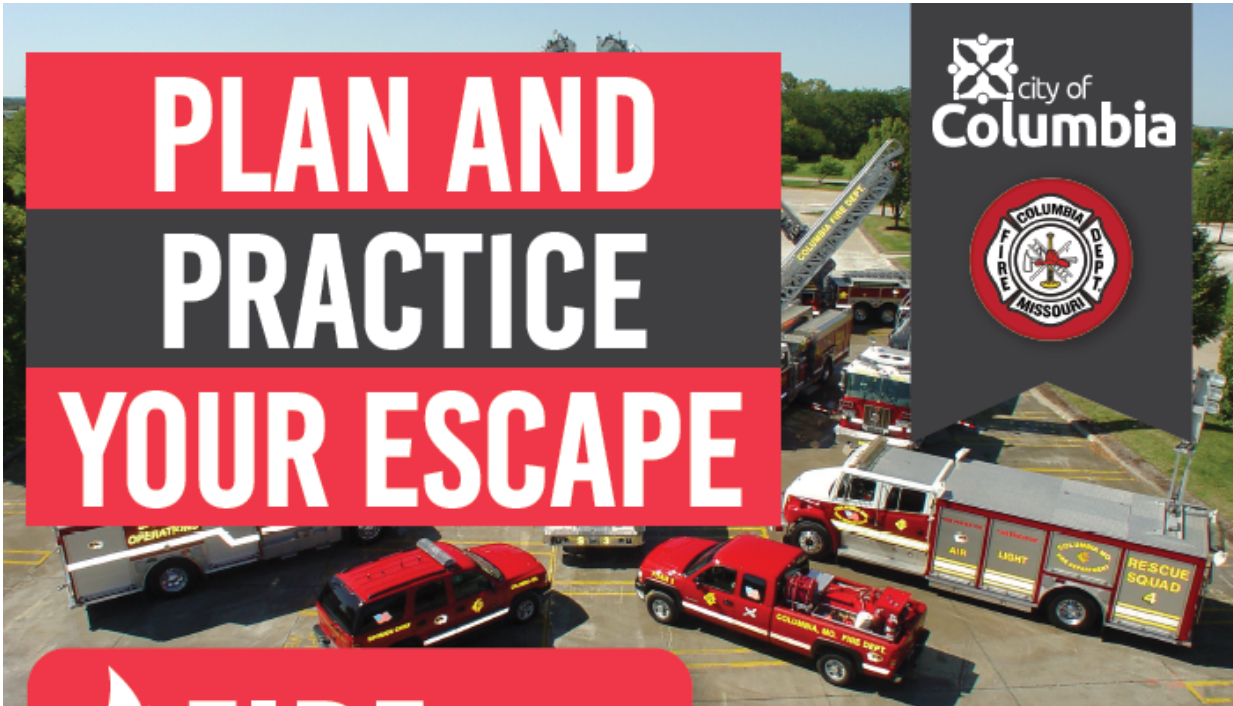


CFD In action





Notable Events in 2019



FIRE 6TH ANNUAL PREVENTION WEEK • KICKOFF PARTY

OCTOBER 6, 2019
12:00 P.M. - 3:00 P.M.

COLUMBIA MALL
2300 BERNADETTE DR.

FEATURING:

-  FREE ADMISSION
-  FAMILY GAMES
-  FOOD & DRINKS
-  SAFETY TIPS
-  FIRE TRUCK EXHIBITS
-  VENDORS

