

RICHMOND HEIGHTS DIVISION OF FIRE



2014 ANNUAL REPORT



SUBMITTED BY:
FIRE CHIEF MARC J. NEUMANN

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MISSION STATEMENT

Consistent with the laws of the State of Ohio and the Charter of the City of Richmond Heights, the primary mission of the Richmond Heights Division of Fire is to:

- Protect life, health, and property
- Extinguish all fires within the City of Richmond Heights
- Investigate the cause of all fires
- Answer all calls for emergency medical assistance within the City of Richmond Heights

Each firefighter is charged with the duty and privilege of providing all citizens of this community with protection from the ravages of fire and with any and all necessary emergency medical assistance, whenever the need may arise.

The primary goal of every member of the Richmond Heights Division of Fire must be to promote and achieve honorable and dedicated service to this community. If life and property are protected... if destructive fires are prevented... if public security and tranquility are sustained through the efforts of highly motivated firefighters... the mission of the Richmond Heights Division of Fire shall be fulfilled.

A MESSAGE FROM THE FIRE CHIEF

As the Fire Chief of the Richmond Heights Division of Fire, it is with great pride that I present you this summary of activities for the year 2014. Our organization continues to accept the challenges presented by the economy, demands for service, and ever changing technology. We constantly evaluate our operational platform to ensure it provides efficient and effective services to the community and make necessary changes when needed. The Division also continues to collaborate regionally with other fire departments in the areas of training, specialized response teams, purchase of equipment, and mutual aid. These collaborations greatly reduce our overhead costs while at the same time allowing us to provide a broader array of service levels to the community.

Richmond Heights firefighters responded to 1,915 calls for emergency service during 2014, this is 187 calls more than what we responded to in 2013. Of the 1,915 total calls, 1,496 calls were for EMS, which represents 78.1% of our total response for emergency service.

Our firefighters/paramedics are among the best trained in the State. Providing exceptional training to our personnel continues to be at the forefront of our daily operations. We truly believe that our dedication to training directly affects the safety of our citizens and firefighters while helping to ensure positive outcomes to your emergencies.

Members of the Richmond Heights Division of Fire are committed to providing the best fire, rescue, and emergency medical services while continuing to be proactive in fire safety, prevention, and education. We will continue to pursue excellence while maintaining efficiency and cost effectiveness. I am confident that a review of this annual report will confirm our dedication to this life safety goal. We assure every citizen that our mission will be accomplished in a fashion which reflects this organization's dedication to outstanding customer service.

Respectfully submitted,

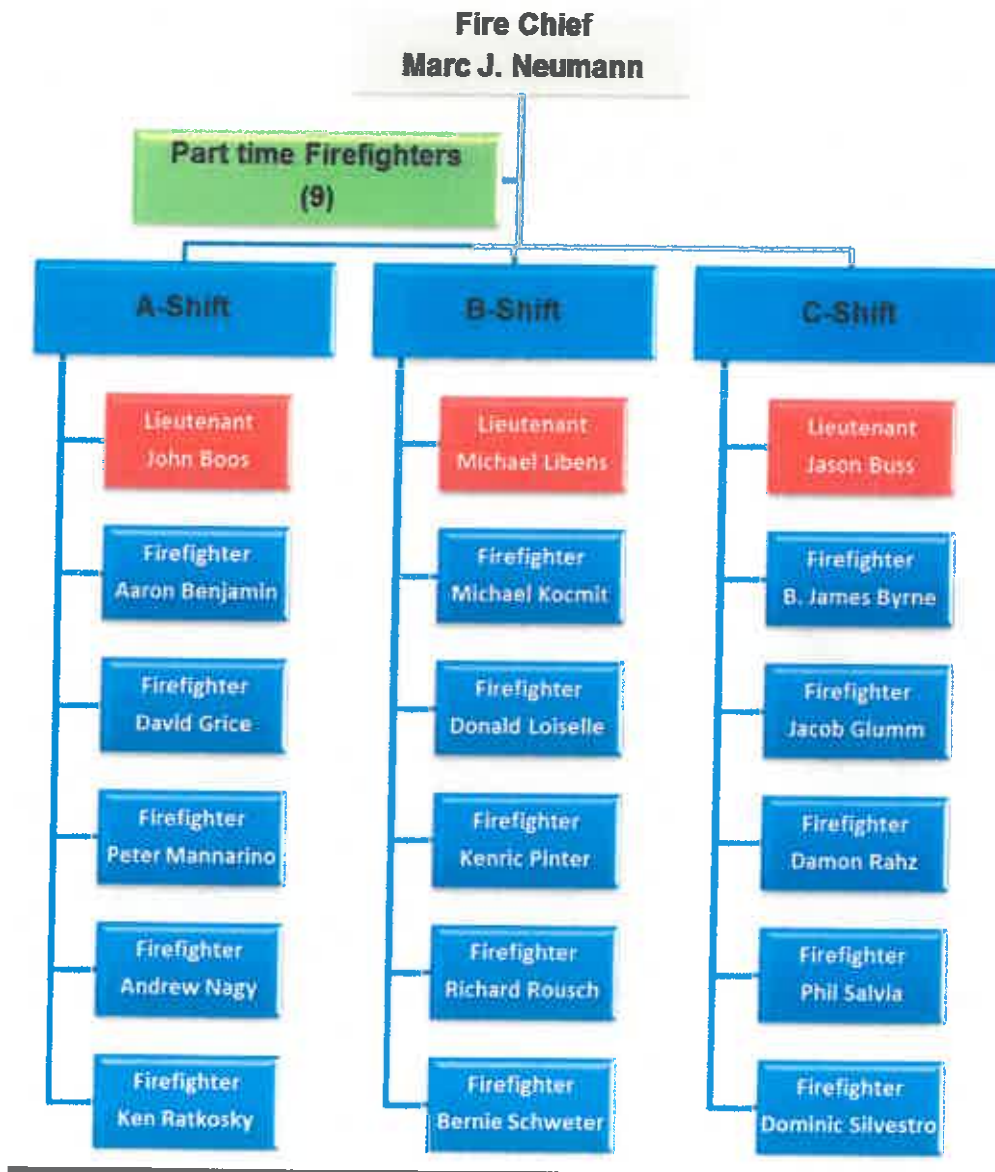
Marc J. Neumann
Chief of Fire

SHIFT INFORMATION

The Richmond Heights Division of Fire operates out of one fire station, located at 457 Richmond Road. Housed in the fire station are one fire engine, one aerial ladder, two paramedic equipped rescue squads, and one command vehicle. These vehicles are in service every day to serve the citizens and visitors of our community.

The Division of Fire operates on a three shift rotation, referred to as A, B, and C Shifts. Each shift is assigned one Lieutenant and five Firefighters. The number of full-time Firefighters is 19 (including the Fire Chief) and part-time Firefighters are 9.

ORGANIZATIONAL CHART





INTERNATIONAL ASSOCIATION OF FIREFIGHTERS LOCAL 2009

UNION OFFICERS



Phil Salvia, President



Jason Buss, VP



Damon Rahz, Secretary



John Boos, Treasurer

PART-TIME FIREFIGHTERS

Rocky Bennardo
Russ Lamacchia
Matt Radke

Tom Burke
Pete Pucella
Tim Serazin

Mike DiDomenico
Jeffrey Regets
Jim Solymosi

APPOINTMENTS, PROMOTIONS, AND RETIREMENTS

APPOINTMENTS



Firefighter Andrew Nagy
April 7, 2014

Firefighter Richard Rousch
April 7, 2014

Firefighter Aaron Benjamin
April 7, 2014

PROMOTIONS



Lieutenant John Boos
February 2, 2014

RETIREMENTS



Lieutenant Robert Armstrong
January 26, 2014

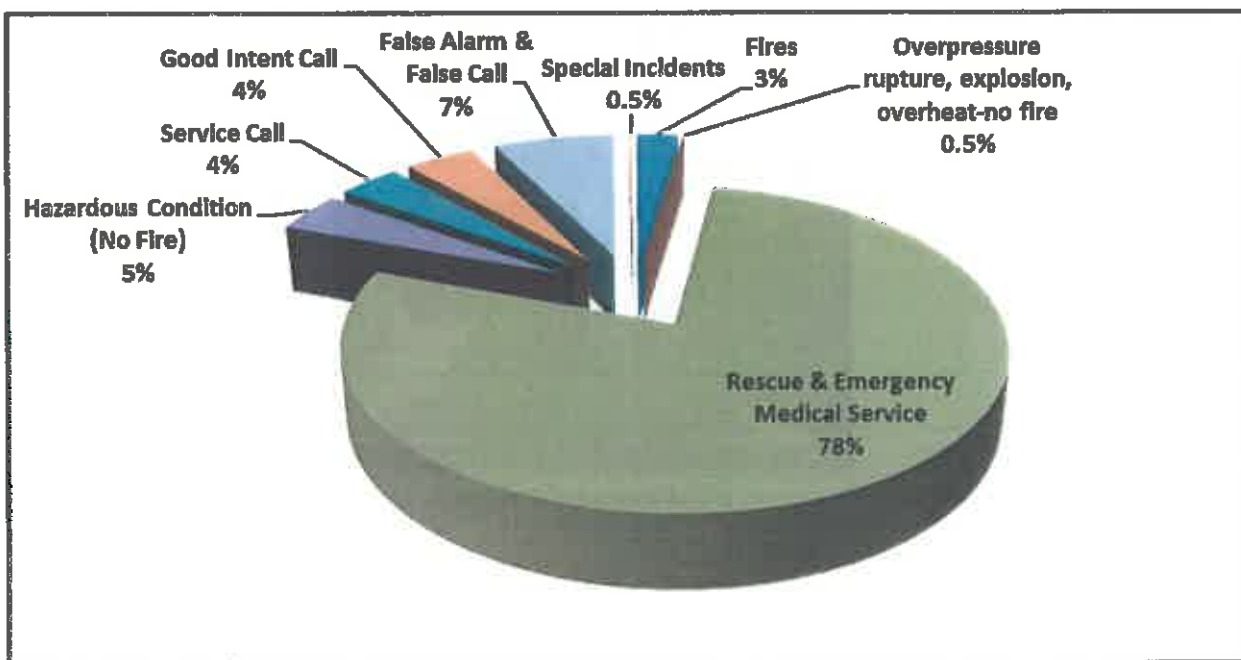


Firefighter Frank Dworning
March 1, 2014

ALARMS BY CATEGORY

The Division of Fire responded to **1,915** emergencies in 2014. Alarm response volume in 2014 was up **10.8%** relative to 2013 statistics. **1,496** responses to requests for emergency medical assistance represented **78.1%** of our total 2014 response volume. The remaining **419** responses (**21.9%** of the total response volume) were attributable to structure fires, fire investigations, and miscellaneous incidents. Alarms that fall into the miscellaneous category include responses to hazardous material incidents, lightning strikes, carbon monoxide incidents, utility related emergencies, various rescues, and a variety of public service calls.

ALARMS BY CATEGORY

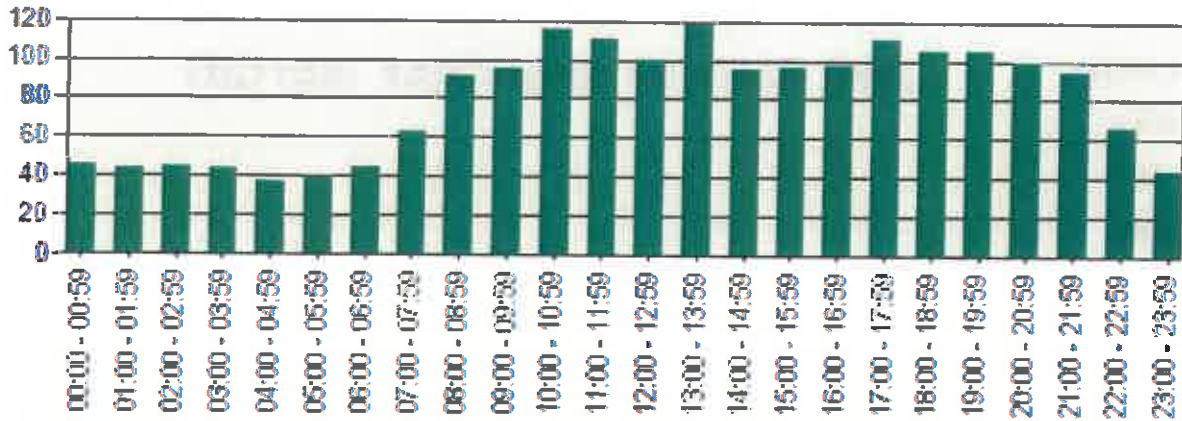


MAJOR INCIDENT TYPE	# INCIDENTS	% of TOTAL
Fires	47	2.5%
Overpressure rupture, explosion, overheat - no fire	1	0.1%
Rescue & Emergency Medical Service	1496	78.1%
Hazardous Condition (No Fire)	80	4.2%
Service Call	71	3.7%
Good Intent Call	80	4.2%
False Alarm & False Call	138	7.2%
Special Incidents	2	0.1%
TOTAL	1915	100.0%

RESPONSE TIMES

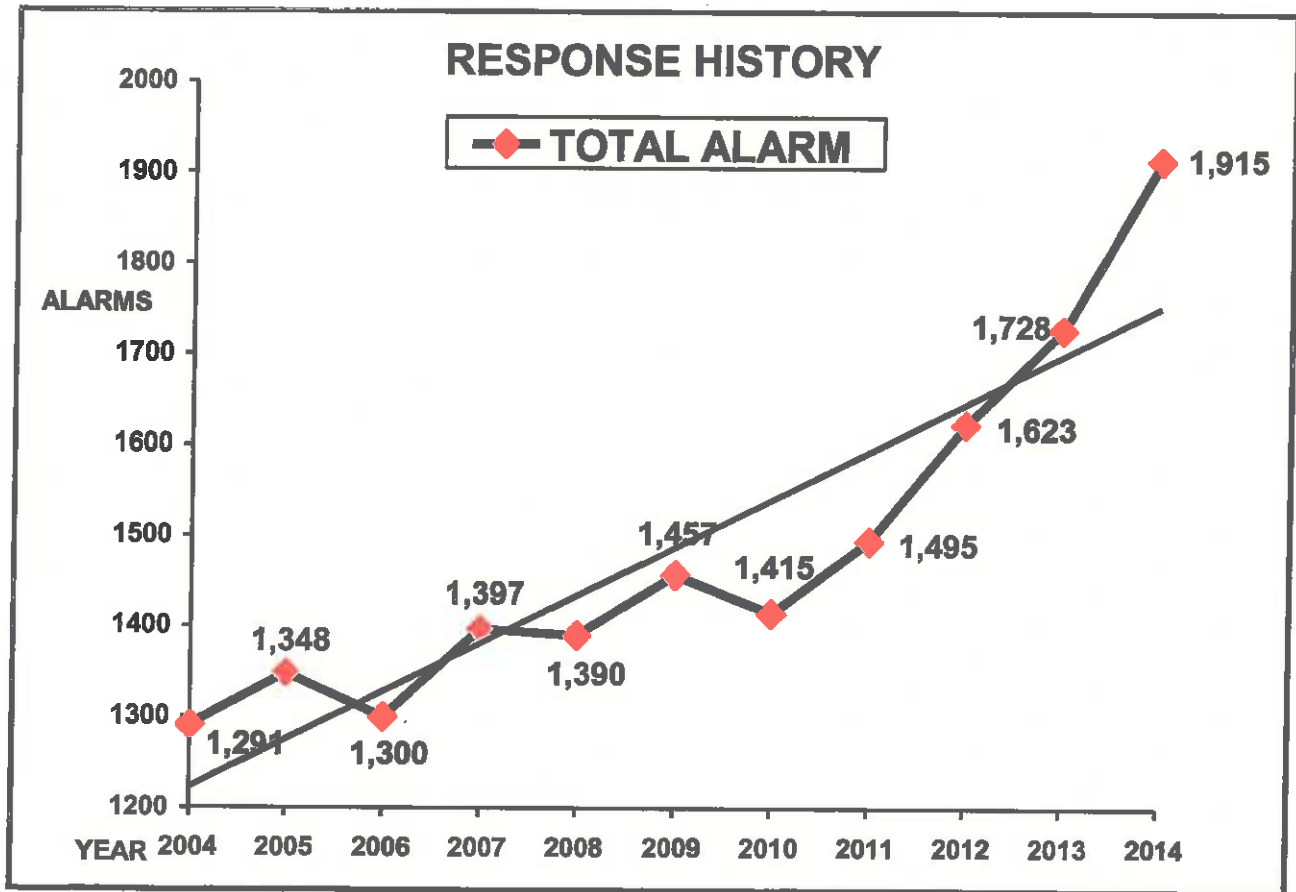
AVERAGE RESPONSE TIME (Dispatch to Arrival)	
EMS	FIRE
0:04:29	0:05:40
AVERAGE FOR ALL CALLS 0:04:44	
AVERAGE TURNOUT TIME (Dispatch to Enroute)	
EMS	FIRE
0:01:31	0:02:01
AVERAGE FOR ALL CALLS 0:01:38	
AVERAGE TIME ON SCENE (MM:SS)	
18:08	

CALLS FOR SERVICE BY HOUR OF DAY

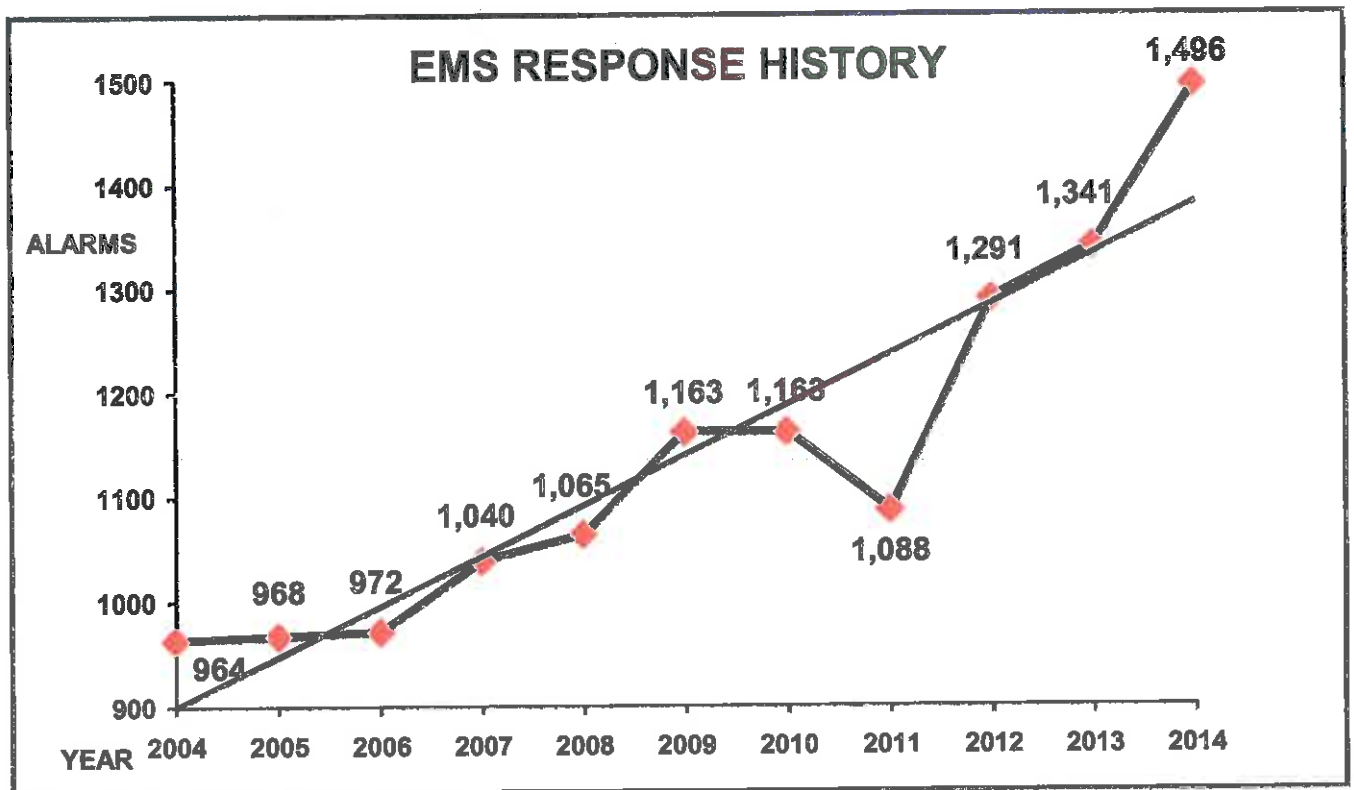
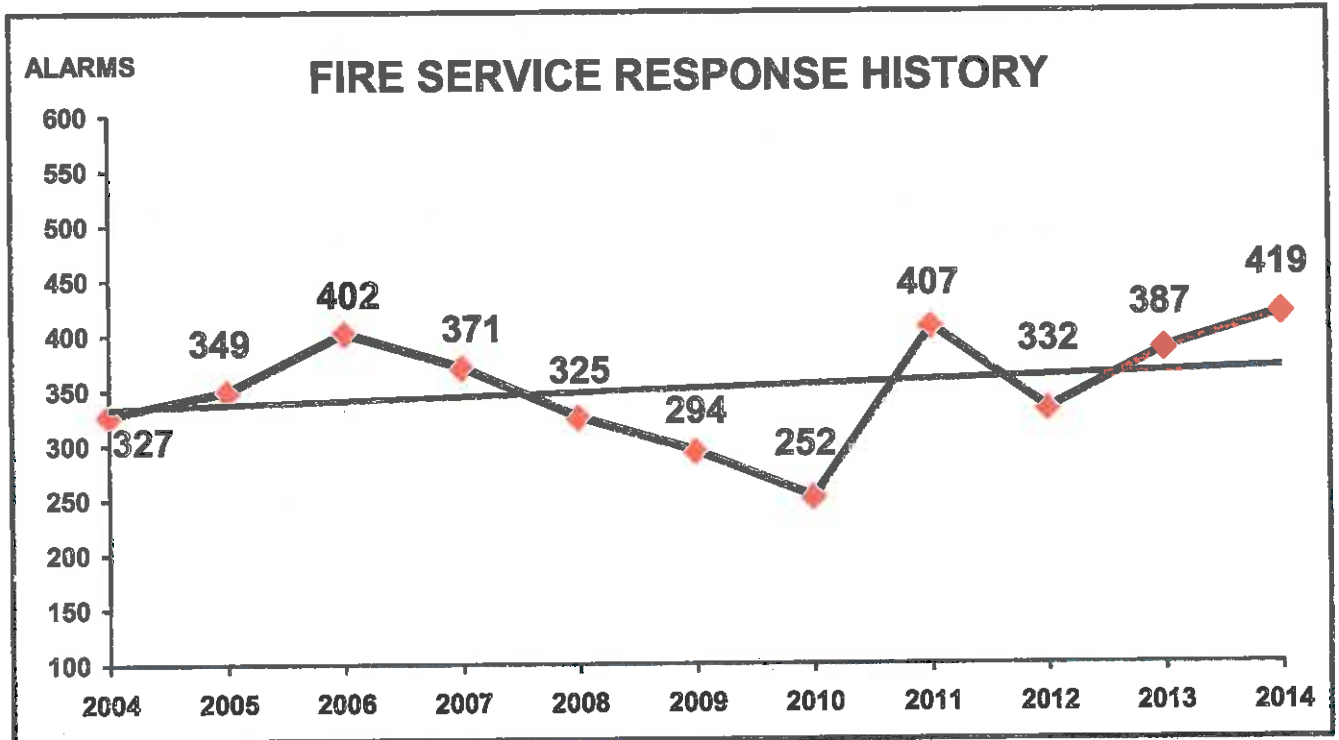


HOUR	00:00-00:59	01:00-01:59	02:00-02:59	03:00-03:59	04:00-04:59	05:00-05:59	06:00-06:59	07:00-07:59	08:00-08:59	09:00-09:59	10:00-10:59	11:00-11:59	12:00-12:59	13:00-13:59	14:00-14:59	15:00-15:59	16:00-16:59	17:00-17:59	18:00-18:59	19:00-19:59	20:00-20:59	21:00-21:59	22:00-22:59	23:00-23:59
# of CALLS	46	44	45	44	37	39	45	63	92	96	116	111	101	118	96	97	98	111	105	105	100	85	86	44

RESPONSE HISTORY: 2004-2014



RESPONSE HISTORY: 2004-2014

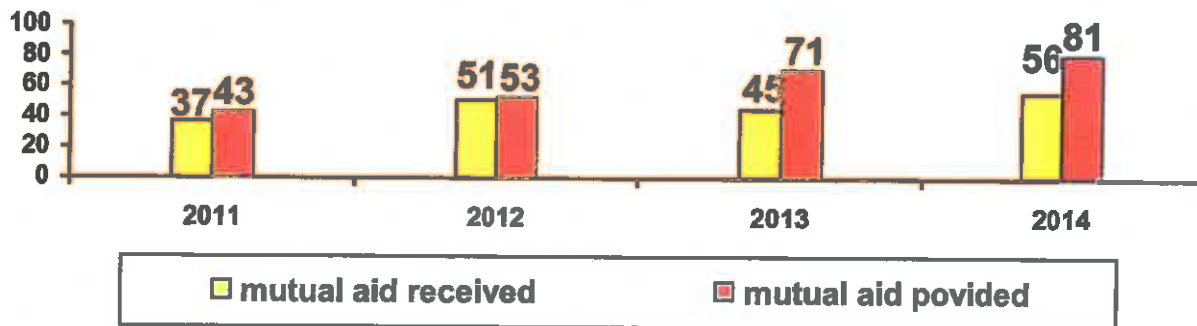


SIMULTANEOUS ALARM RESPONSES

Simultaneous alarms are emergency calls for service which are dispatched while firefighters are assigned to at least one other call at the same time. This is an important statistic to keep track of, as it relates to the availability of firefighters to provide services when called upon. Staffing for the second alarm will range from no more than three personnel, to the more common two person response. The Division of Fire responded to **300 simultaneous alarms in 2014**, which means that overlapping calls occurred **15.7%** of the time

MUTUAL AID BOX ALARM SYSTEM (MABAS)

The Division of Fire works with agencies throughout the Region, County, and State as part of the Mutual Aid Box Alarm System (MABAS). The purpose of MABAS is to increase the speed and efficiency of mutual aid responses to major incidents, and to improve interoperability of fire departments in the area. MABAS bylaws define common radio frequencies and common terminology, as well as, the minimum requirements for fire company personnel and apparatus. Participating departments agree to send pre-determined apparatus when requested by the stricken community. These assets are placed on a MABAS Box Alarm “card” which designates which units respond to a given alarm level. Typically, closer companies are designated to respond first, with resources from greater distances being called in as the alarm level escalates. MABAS agreements not only cover large fire alarm responses, but also may include technical rescue, mass casualty incidents, hazardous materials responses, and natural disasters. In 2014 the Division of Fire sent 81 units to 81 mutual aid requests and received mutual aid during 56 incidents involving 90 units from neighboring communities.



HIGH ALARM RESPONSE AREAS

Requests for assistance from the following occupancies represented 41% of the Division of Fire’s total alarm response volume in 2014:

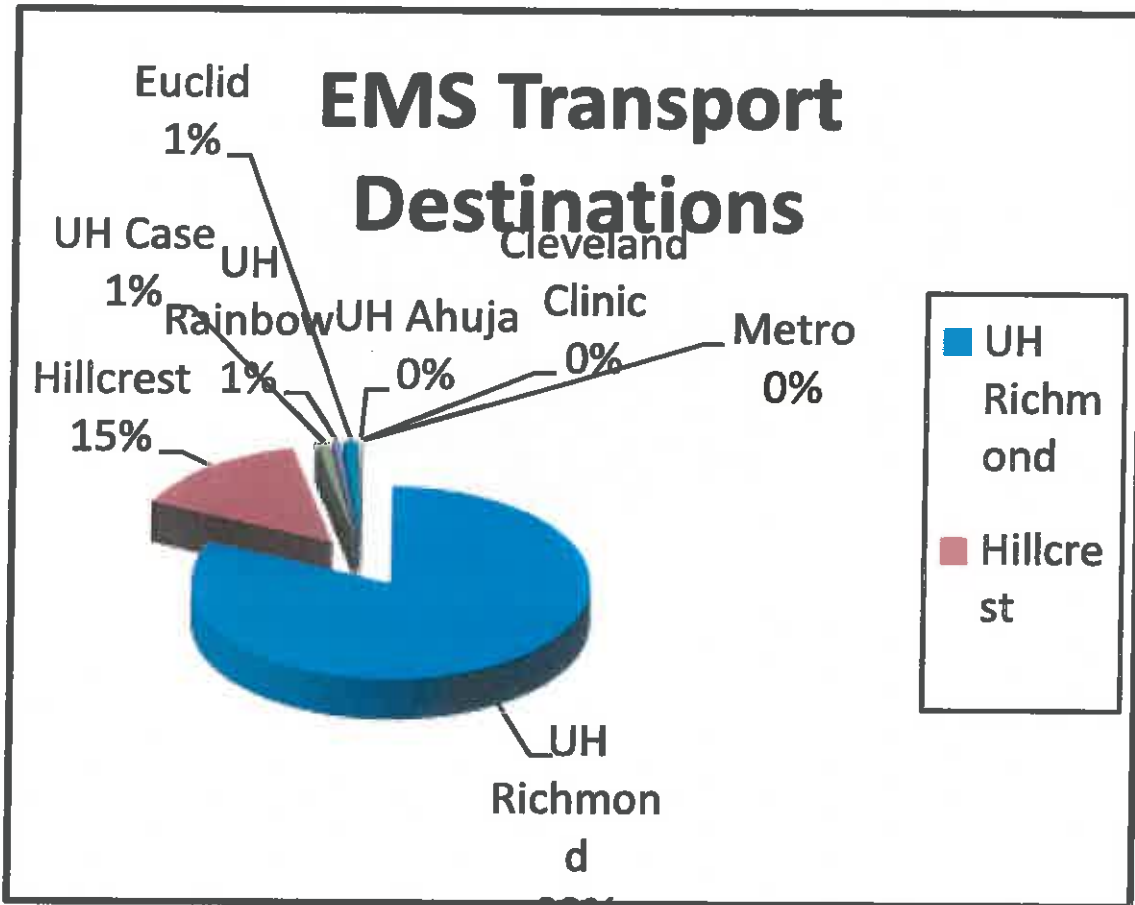
ALARM RESPONSES						
Occupancy	2009	2010	2011	2012	2013	2014
Richmond Town Square	74	58	68	52	53	82
Homewood Residence	97	103	109	179	216	174
Grande Pointe Nursing Home	103	96	62	68	128	69
The Waterford	58	70	97	100	129	144
Dorchester/Loganberry Apartments	114	123	146	145	162	221
Richmond Park Apartments	81	78	100	106	104	102
TOTAL RESPONSES	527	528	582	650	792	792

NOTABLE ALARMS

Date	Time	Location	Situation	Incident Number
01/02/14	23:38	445 Richmond Park West	Apartment Fire	14-0011
01/28/14	05:25	Highland/Richmond	Bus Fire	14-0169
02/04/14	15:11	4480 Catlin Drive	House Fire	14-0210
02/16/14	11:53	691 Richmond Road	Building Fire	14-0280
08/18/14	21:06	515 Karl Drive	House Fire	14-1243
12/10/14	09:08	23430 Harms Road	House Fire	14-1799

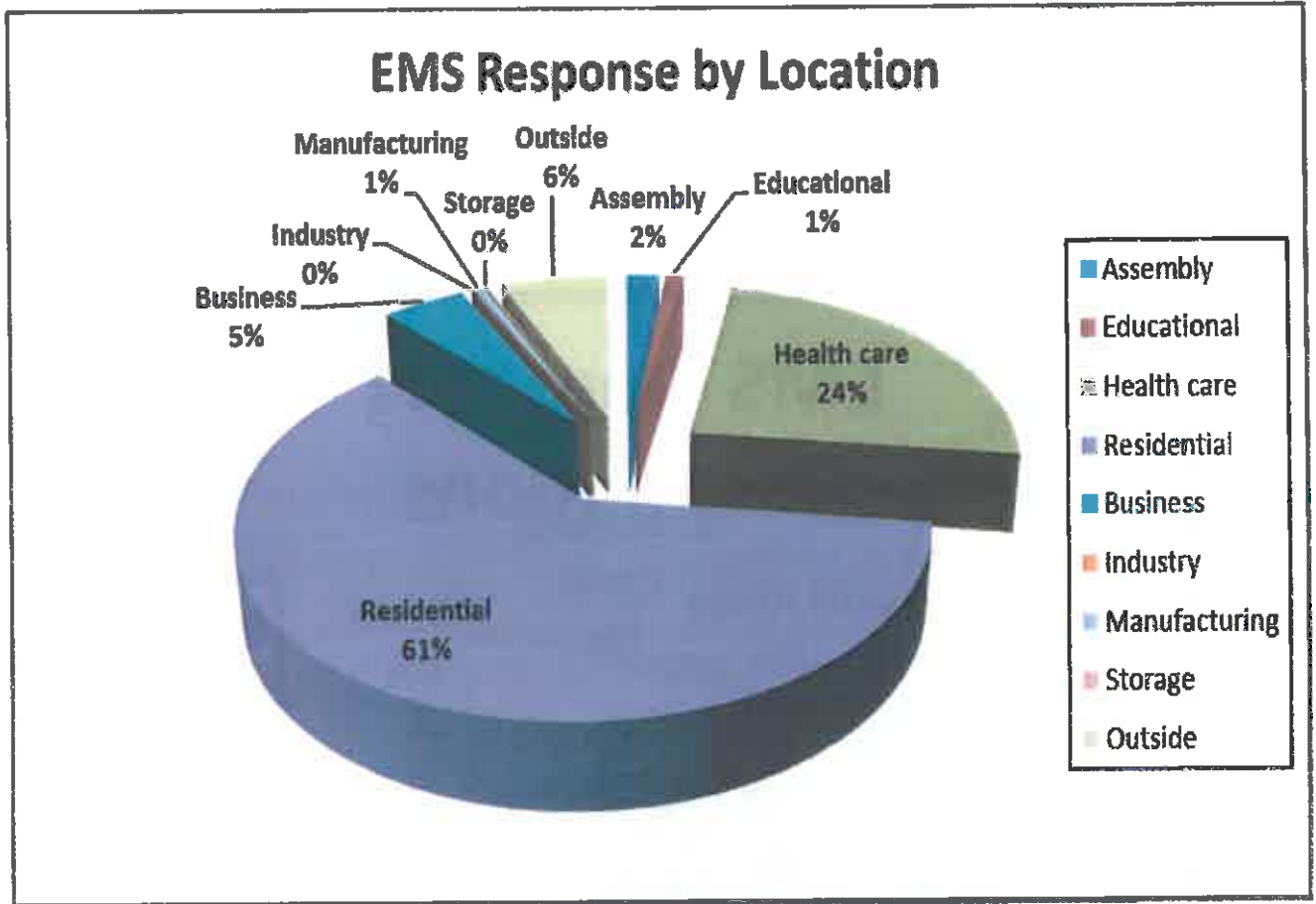
EMERGENCY MEDICAL SERVICES (EMS)

EMS calls continue to be the majority of incident activity for the Division of Fire. Division of Fire’s rescue squads provided emergency medical transport 1,163 times to area hospitals in 2014. Patients were transported to University Hospital Richmond on 951 occasions (82%). Patients were transported to hospitals outside of our City on 212 occasions (18%).

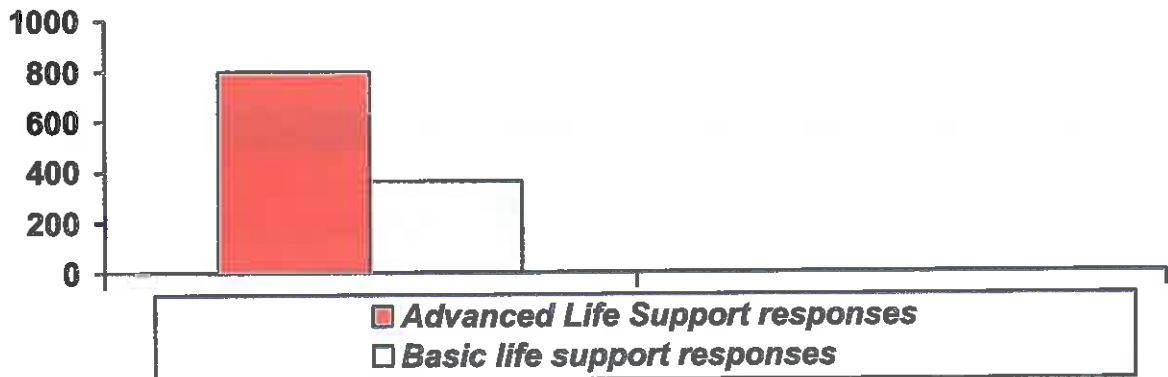


Hospital	EMS Transports
University Hospital-Richmond	951
Cleveland Clinic-Hillcrest	174
University Hospital-Case	12
University Hospital-Rainbow	8
Euclid Hospital	14
University Hospital-Ahuja	1
Cleveland Clinic-Main Campus	3
Metro Hospital	0
No Transport	228

EMS RESPONSES BY LOCATION



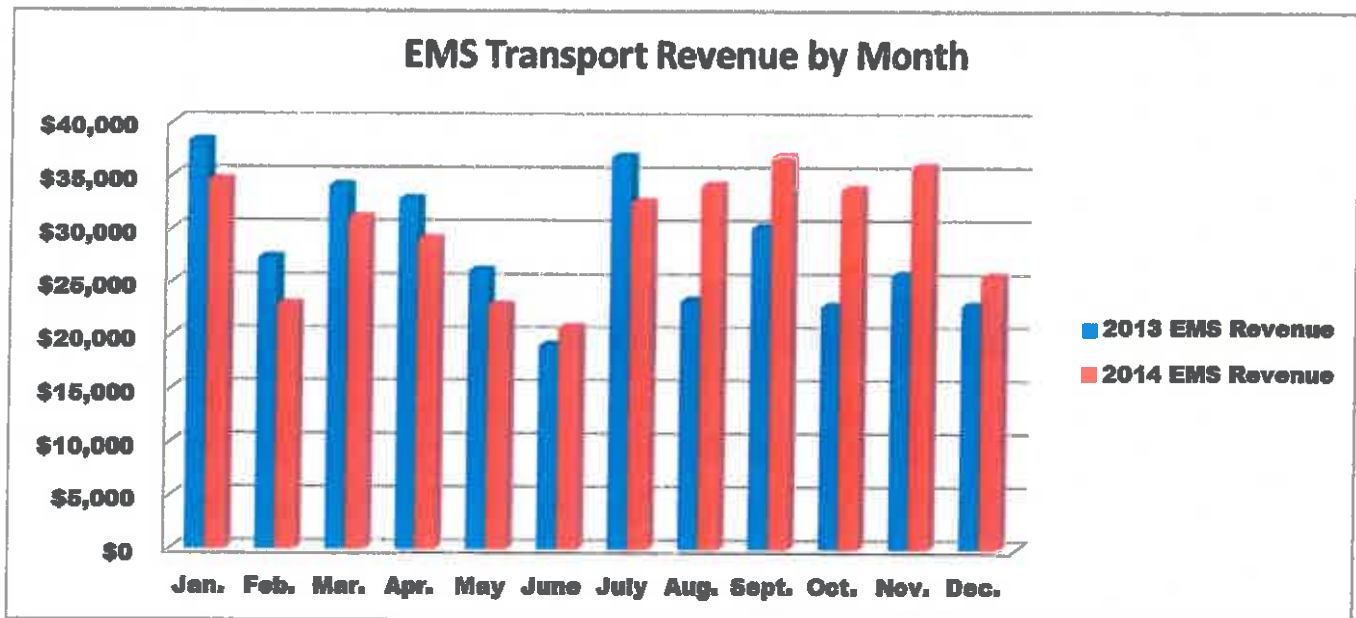
EMS RESPONSES BY SEVERITY



REVENUE FROM EMS TRANSPORT

The Division of Fire bills patients for transportation to medical facilities. The EMS billing system generated \$360,362 in 2014. The funds received from Emergency EMS billing are distributed into the Division of Fire's budget. Listed below are the 2014 EMS billing totals.

EMS Billing	2013	2014	Difference	%
Billed Amount	\$571,505	\$636,649	+\$65,144	+11.4%
Received Amount	\$339,593	\$360,362	+\$20,769	+6.1%
Collection Rate	59%	57%		-3.4%



BUDGET

2014 Division of Fire Budget vs. Actual		
Description	2014 Approved Budget	2014 Actual Expenditures
Personnel	\$ 2,318,720	\$ 2,274,244
Contractual	\$ 145,100	\$ 136,596
Supplies and Materials	\$ 31,250	\$ 27,222
Capital Outlay	\$ 392,630	\$ 366,641
Totals	\$ 2,887,700	\$ 2,804,703
		-2.9%

Past Actual Annual Expenditures	
2011	\$ 2,599,611
2012	\$ 2,562,300
2013	\$ 2,578,627

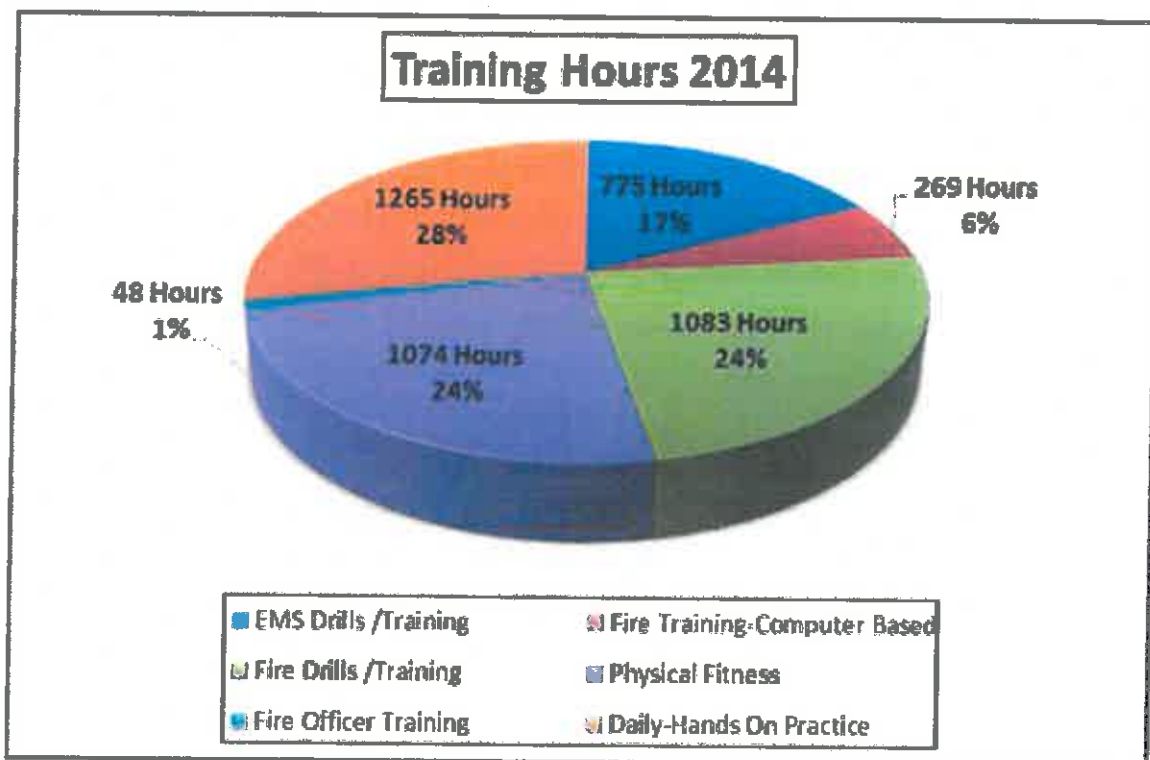
2014 Grant Funds Received				
Grant	Purpose	Local Share	Local Cost	Grant Funds Received
FEMA/AFG Assistance to Firefighters Grant	10 SCBAs + 16 face pieces	5%	\$3,070.00	\$58,330.00
2013 Ohio Bureau of Workers Compensation	1 Stryker Power Load Stretcher System	25%	\$11,078.27	\$33,234.81
2013 Ohio Department of Public Safety	EMS Training & Equipment	0%	\$00.00	\$2,750.00
2013 FEMA/SAFER	3 full-time firefighters-Salary & Benefits	0%	\$00.00	\$118,959.00
FEMA/AFG Assistance to Firefighters Grant	Fire Hose, Nozzles & Adaptors	5%	\$1,250.00	\$23,750.00
FEMA/AFG Assistance to Firefighters Grant (Regional)	6 SCBAs + 16 face pieces	10%	\$3,300.00	\$29,700.00
		TOTAL	\$18,698.27	\$266,723.81

TRAINING

IN-SERVICE SHIFT TRAINING

The following list includes the areas covered by in-service shift training. Firefighters are required to complete monthly training requirements set forth by the Training Officer. These requirements are in line with the requirements set forth by the State of Ohio for firefighter recertification.

- | | |
|---|----------------------------------|
| Building Construction and Fire Behavior | General Fire Prevention Training |
| Company Tours of New Construction | SCBA Training |
| General Driver Training | Live Fire Burn Training |
| Fire Control | Air Bag Training |
| Strategic and Tactical Operations | Cold Water Rescue |
| Incident Command System | Rapid Intervention Training |
| Fire Streams Theories | Firefighter Escape Techniques |
| Fundamentals of Fire Suppression | Ventilation Procedures |
| Hazardous Materials Overview | Small Equipment Reviews |
| Rope Rescue Training | Aerial Operations |
| Ground Ladders | Engine and Truck Pump Procedures |



EMS CONTINUING EDUCATION TRAINING

The following list includes the areas covered by monthly run reviews held with Dr. Larry Glaude, our Medical Director. Paramedics and Emergency Medical Technicians (EMTs) are required to complete monthly training requirements set forth by the Medical Director. These requirements are in line with the requirements set forth by the State of Ohio for Paramedic and EMT recertification.

Pediatrics

Emergency Runs and Protocol Review

12 Lead EKG Interpretations

Respiratory Emergencies

Stroke

CPR Recertification

Drug Box Exchange Procedure

Geriatrics

CPAP

Trauma

Pharmacology

Altered Mental Status

Hypothermia



FIRE HYDRANT TESTING

Fire hydrants in the City of Richmond Heights are inspected and flow tested annually by the Division of Fire. There are over 750 fire hydrants in the City of Richmond Heights. Fire hydrants and water utilities are owned by the City of Cleveland, Division of Water. Hydrants needing repair are reported to the Division of Water for follow up.

The Division of Fire is responsible for maintaining the appearance of the fire hydrants. Each year a list of hydrants in need of painting is compiled. Painting provides a hydrant protection against rust which “freezes” caps and makes the overall operation of the hydrant difficult. 350 fire hydrants were painted in 2014.

HOSE TESTING

The annual service pressure testing of fire hose was completed on all in-service fire hose. Defective or failed hose is replaced on an as-needed basis each year. This ensures that serviceable hose is available when needed. Division of Fire was awarded a FEMA Assistance to Firefighters Grant in 2014 for the replacement of all hose, nozzles, and adaptors.

SAFETY EQUIPMENT

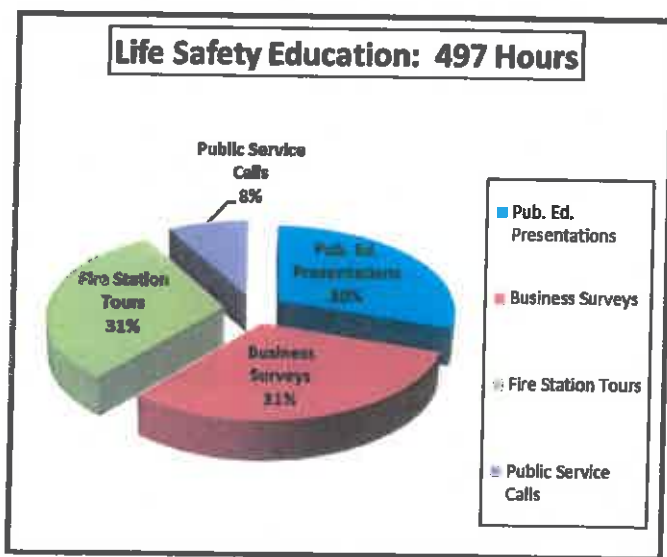
All Self Contained Breathing Apparatus (SCBA) equipment was serviced and tested in 2014. Division of Fire was awarded a FEMA Assistance to Firefighters Grant in 2014 for the replacement of 6 SCBA units, 16 masks, and 12 air bottles. All SCBA equipment meets current National Fire Protection Association recommended standards.

All personal protective gear used for structural firefighting was replaced in 2012. Additionally, a cleaning system for the structural firefighting gear was purchased in 2012. A FEMA AFG Grant funded the purchase of both the structural firefighting gear and the cleaning system.

All personal protective gear and equipment meets current National Fire Protection Association recommended standards.

LIFE SAFETY EDUCATION

On duty personnel are responsible for providing Life Safety Education to the City of Richmond Heights. Our programs and tours influence age groups from preschool to high school. The goal is to get helpful safety information to the children in a manner that will “stick” with them as they develop. They also address the needs of seniors, homeowners, and employees in the workplace.



LIFE SAFETY EDUCATION	TOTAL HOURS	% TOTAL TIME
PUB ED. PRESENTATIONS	148	30%
BUSINESS SURVEYS	154	31%
FIRE STATION TOURS	152	31%
PUBLIC SERVICE CALLS	42	8%
TOTAL	497	100%

PRE-INCIDENT ACTION PLANNING

126 pre-plan tours of local business were conducted by firefighters in 2014. The purpose of this important activity is to familiarize firefighters with the businesses, as well as, updating the pre-incident action plans for the occupancies. In addition, all commercial and multi-family occupancies such as apartment communities, nursing homes, and retail centers were surveyed by firefighters in 2014.

VEHICLE INVENTORY & EXPENSES

Division of Fire's vehicle inventory is:

Vehicle#	Year in Service	Make	VIN#
Engine 712	2007	Sutphen	1S9A1BLD671003119
Ladder 721	2000	Am. LaFrance	4Z36EMEB7YRG75887
Squad 741	2001	AEV	1FDXE45F71HB16217
Squad 742	2003	AEV	1FDXE45F23HB23076
Utility 751	2004	Ford Expedition	1FMPU16LX4LB49736
Utility 771	2000	Ford Expedition	1FMRU1663YLC36452

In 2014 \$15,202 was spent in maintenance for the vehicles and \$12,310 in fuel. The total operating expenses for vehicles in Division of Fire was \$27,512.

2014 Vehicle Maintenance Expenses:

Vehicle#	Maintenance	Fuel	Total Cost	Cost per/mile
Engine 712	\$2,698	\$3,079	\$ 5,777	\$ 1.95
Ladder 721	\$3,274	\$ 775	\$ 4,049	\$ 5.93
Squad 741	\$ 741	\$1,484	\$ 2,225	\$ 1.31
Squad 742	\$7,812	\$4,040	\$11,852	\$ 1.46
Chief 751	\$ 677	\$2,194	\$ 2,871	\$.31
Utility 771	\$ 0	\$ 738	\$ 738	\$.34
Total	\$15,202	\$12,310	\$27,512	

The annual fire pump testing was performed by Countryside Truck Service, Inc. and the annual ladder testing was performed by Diversified Inspections.



HILLCREST REGIONAL FIRE INVESTIGATION STRIKE FORCE (FIU)

The Hillcrest Regional Fire Investigation Strike Force (FIU) is made up of 9 communities that annually fund a team of highly trained fire investigators for the purpose of determining the origin and cause of fires. The FIU unit has been in existence since 1997 and currently has a 15 person roster.

It is the responsibility of every firefighter to determine, when possible, the cause and origin of all fires. The FIU becomes involved when the fire situation presented exceeds the investigation skills of the on-duty firefighters. The FIU will then be called upon to determine the cause and origin of the fire. It may also be necessary to utilize the State Fire Marshal to assist with determining the cause and origin of major fires or those associated with firefighter or civilian injury or death.

As a member of the FIU, Richmond Heights receives and provides fire investigation mutual aid to surrounding communities. Participation ensures that an adequate number of well-trained, experienced investigators are available for fire investigation in the Hillcrest Region. Richmond Heights currently provides two (2) investigators to the FIU.

The FIU meets bi-monthly for 2 hours of case review and continuing education. This year team members attended a fire investigation training class instructed by electrical expert Ralph Dolence. Dolence Electric Technical Consultants offer many services to the fire investigation service and are an excellent resource to the FIU.

The FIU was utilized to investigate 4 structure fires in the City of Richmond Heights in 2014.



HILLCREST TECHNICAL RESCUE TEAM



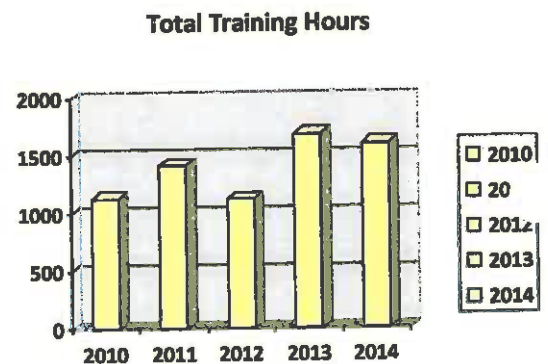
Members of the Richmond Heights Division of Fire take part in a multi-jurisdictional technical rescue team called the Hillcrest Technical Rescue Team (HTRT). This unique group of 32 highly trained rescue technicians are utilized to mitigate situations requiring skills and equipment outside the scope of the local fire departments.

Founded in 1995, this group is responsible for rope rescue, trench rescue, confined space rescue, structural collapse rescue, and water rescue including ice, swift-water and dive. The team is responsible for working with nine (9) communities within the Hillcrest region and an additional seventeen (17) communities in the Chagrin Southeast Region totaling over 236 square miles.

In 2014 the team conducted over 1,604 hours of training in a variety of rescue disciplines. Included in the training was 187 hours of continuing education for Lieutenant John Boos and Firefighter Damon Rahz of the Richmond Heights Division of Fire. Lieutenant John Boos serves the team in a leadership position as the Assistant Team Commander and is the coordinator of the Trench Rescue Division.

In 2014, HTRT responded to six technical rescue incidents, including one swift water incident in Richmond Heights which involved victims trapped in a car during rising flood waters.

In 2014 the HTRT participated in a full scale exercise with the Ohio Region 2 Collapse Team. These larger training exercises provide local teams an opportunity to train with multiple agencies from surrounding counties. This exercise tested the team's functional capabilities in confined space rescue, building collapse, wide area search, technical search, communications, and resource tracking. This drill included responders from the HTRT, Heights Area Rescue, Ohio Region 2, Cuyahoga County Public Works, The Ohio Search Dog Assn., and several private contractors. This exercise was a culmination of multiple specialized training classes that safety forces attended throughout 2014.



FREQUENTLY ASKED QUESTIONS

How do I get a copy of a Fire or Medical report?

Call the Division of Fire at (216) 383-6325, during our regular business hours of 8:00AM-5:00PM Monday thru Friday, for proper procedures to obtain a report.

Who do I call to learn CPR?

You can call (216) 383-6325 and ask for the EMS Coordinator.

What is a "Lockbox" & where can I obtain one?

A "lockbox" is a tamper-proof box mounted on the outside of a structure which contains keys to access the building. This allows firefighters quick access to a home or business even when the building may be secured, i.e. after hours or when occupants have limited mobility. Information to purchase a lockbox can be obtained by calling the Division of Fire at (216) 383-6325.

If my carbon monoxide (CO) detector activates, what should I do?

Carbon monoxide is a colorless, odorless gas that is created by the incomplete combustion of carbon based fuels. It also connects to blood cells at a rate 200 times faster than oxygen. It is recommended that you install a carbon monoxide detector on each level of your home. If a detector activates, call 911 and exit your home immediately. The Division of Fire will respond to your home and check the level of carbon monoxide (if any).

Why do firefighters cut holes in the roof and break windows of a building on fire?

This is called "ventilation." There are two reasons for ventilating a structure. The first is to remove dangerous gases, heat, and smoke which accumulate in a burning building. These gases reduce visibility and can impede rescue and firefighting efforts. Second, ventilation allows firefighters to relieve the structure of superheated gases which spread fire and contribute to dangerous situations such as flashover and backdraft explosions.

What should I do with hot fireplace ash?

DO NOT remove hot ashes from the fireplace immediately. Wait 2-3 days before removing the ashes from the fireplace to allow the hot embers time to completely cool. Place the cool ash in a metal container and store outside away from the home and any combustibles.

What types of shifts do the Richmond Heights firefighters work?

Firefighters work 24 hour shifts beginning at 8 a.m. each morning. This amounts to approximately 56 hours per week, ten shifts per month. This schedule reduces personnel costs by not having overtime costs associated with a 40 hour work week. Firefighters do not receive overtime for hours worked over 40 hours. The fire station is staffed 24/7/365 days a year.

Why not three 8 hour shifts instead of one 24 hour shift? Wouldn't that be more cost effective?

Actually, it is more cost effective for firefighters to work 24 hour shifts. Firefighters work an average of 56 hours per week. If staffed with 8 hour shift employees, it would require overtime for hours worked per week, exceeding 40. An 8 hour shift schedule would require 30% more firefighters to provide the same daily staffing levels as is currently maintained.

Why do firefighters sleep at the fire station?

Firefighters in Richmond Heights, along with most firefighters in North America work 24 hour shifts. Irrespective of the time of day or night, firefighters will respond 24/7/365 days a year. Station duties and training activities are completed throughout the day. At night firefighters are permitted to sleep in order to maintain energy and a sharp mind when requested to respond.

