

RICHMOND HEIGHTS DIVISION OF FIRE



2015 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 2015. 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 1,838 calls for emergency service during 2015, this is 77 calls less than what we responded to in 2014. Of the 1,838 total calls, 1,470 calls were for EMS, which represents 80% 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.

In 2015 the Insurance Service Office (ISO) conducted a survey of Richmond Heights to determine the Public Protection Class (PPC) for the City. ISO is a third party independent agency that evaluates the fire department, water department, and communications systems. ISO rates the results on a national scale from 1 to 10 (1 being the best and highest). According to ISO, most U.S. insurers use the PPC information in their decision-making process when determining premiums for personal and commercial property insurance. Richmond Heights PPC survey improved from a Class 4 to a Class 3 effective August 1, 2015. The new classification places Richmond Heights in the top 8%; or one of only 184 communities in the State of Ohio with a Class 3 ISO rating.

In 2016 the Division of Fire was awarded a \$71,000.00 Assistance to Firefighters Grant from the U.S. Department of Homeland Security. The grant provided 95% funding (\$67,620.00) for the purchase of two (2) LIFEPAK 15 Cardiac Monitor Defibrillators from Physio-Control, as well as, a mechanical CPR device called the LUCAS 2. The new life-saving equipment was placed into service on the City's two rescue squads in October. The addition of this cutting edge emergency medical technology is improving our capability to serve our community.

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In April 2014, Division of Fire was awarded a \$511,000.00 grant to fill three vacant firefighter positions for a period of two years. The Staffing for Adequate Fire and Emergency Response (SAFER) grant fully funds the salary and benefits of three firefighters in order to meet industry standards and provide adequate service to the City of Richmond Heights. Winning the SAFER grant was an extremely competitive process, and the Division of Fire had to demonstrate its need compared to other fire departments across the U.S. The SAFER grant will supplement staffing expenses through March 2016.

Division of Fire replaced three emergency response vehicles in 2015. A new ambulance (Squad 741) was replaced a vehicle which had served the community for over thirteen years. A significant amount of the new ambulance's design was based on input from the City's firefighter/paramedics. A new EMS Chase Vehicle (771) replaced a SUV which had also served the community for over thirteen years. The EMS Chase Vehicle is used to supplement staffing during EMS calls. A mid-size SUV (751) replaced a full-size SUV which had served the community for over twelve years. The Command SUV is assigned to the Fire Chief. The replacement of the emergency response vehicles for our community was made possible because of the support and guidance of Mayor and City Council.

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,

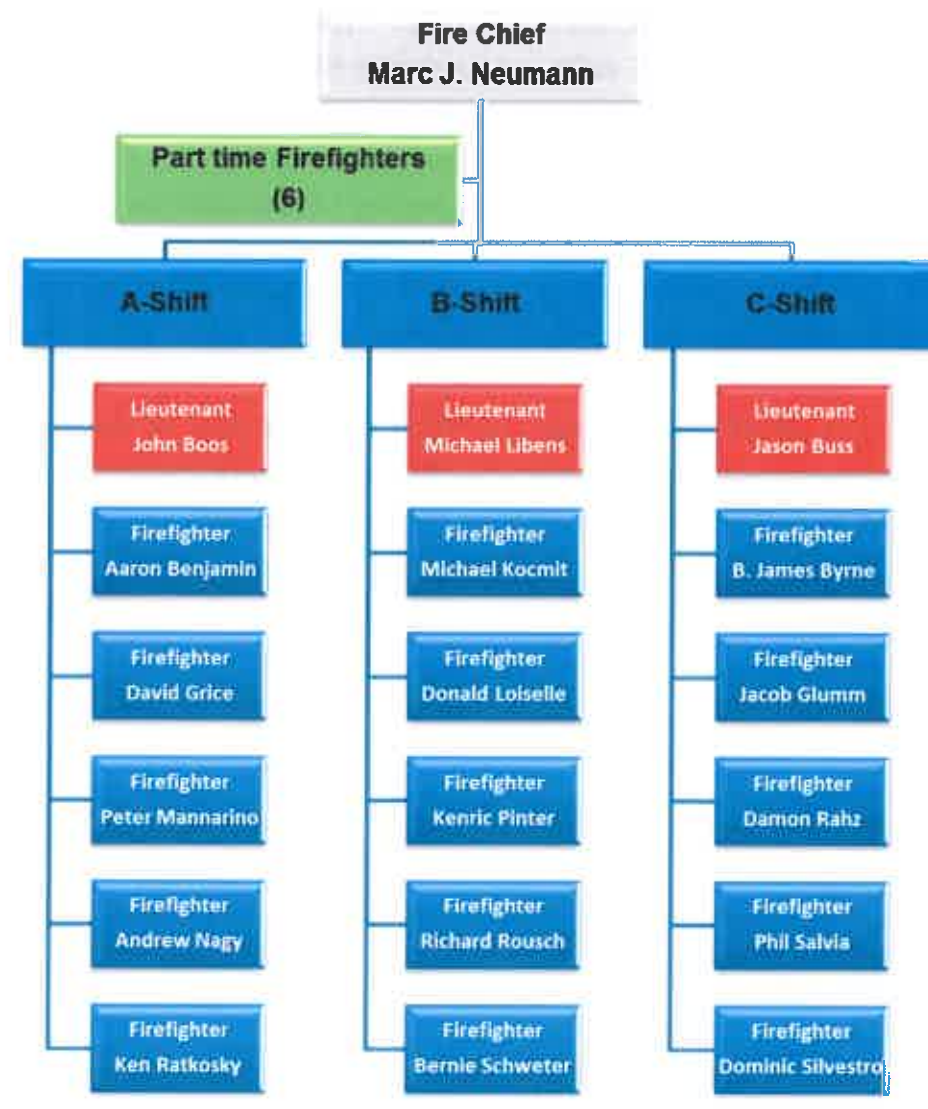
Marc J. Neumann
Chief of Fire

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 18 (including the Fire Chief) and part-time Firefighters are 6.

ORGANIZATIONAL CHART



PART-TIME FIREFIGHTERS

Rocky Bennardo
Pete Pucella

Tom Burke
Matt Radke

Russ Lamacchia
Jim Solymosi



INTERNATIONAL ASSOCIATION OF FIREFIGHTERS LOCAL 2009

UNION OFFICERS



Phil Salvia, President



Jason Buss, VP



Damon Rahz, Secretary



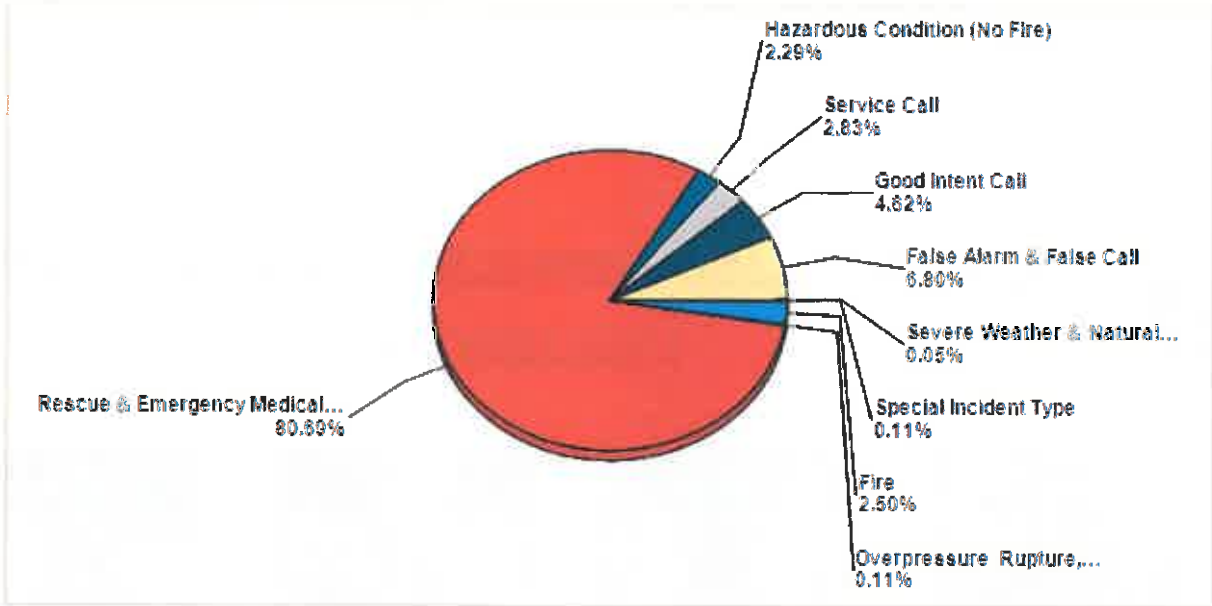
John Boos, Treasurer

ALARMS BY CATEGORY

The Division of Fire responded to **1,838** emergencies in 2015. Alarm response volume in 2015 was down **4%** relative to 2014 statistics. **1,470** responses to requests for emergency medical assistance represented **80%** of our total 2015 response volume. The remaining **368** responses (**20%** 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.

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ALARMS BY CATEGORY

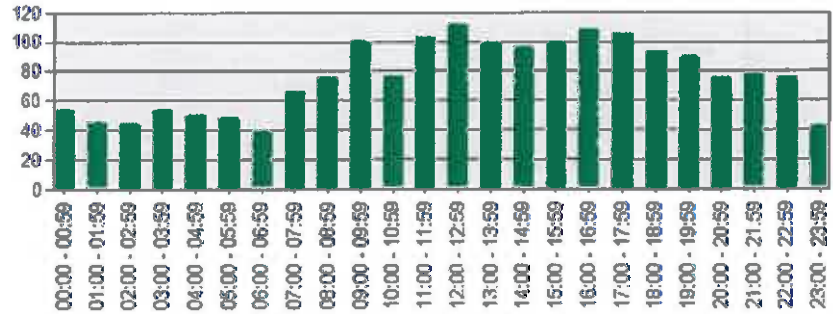


MAJOR INCIDENT TYPE	# INCIDENTS	% of TOTAL
Fire	46	2.50%
Overpressure Rupture, Explosion, Overheat(no fire)	2	0.11%
Rescue & Emergency Medical Service Incident	1483	80.69%
Hazardous Condition (No Fire)	42	2.29%
Service Call	52	2.83%
Good Intent Call	85	4.62%
False Alarm & False Call	125	6.80%
Severe Weather & Natural Disaster	1	0.05%
Special Incident Type	2	0.11%
TOTAL	1838	100.00%

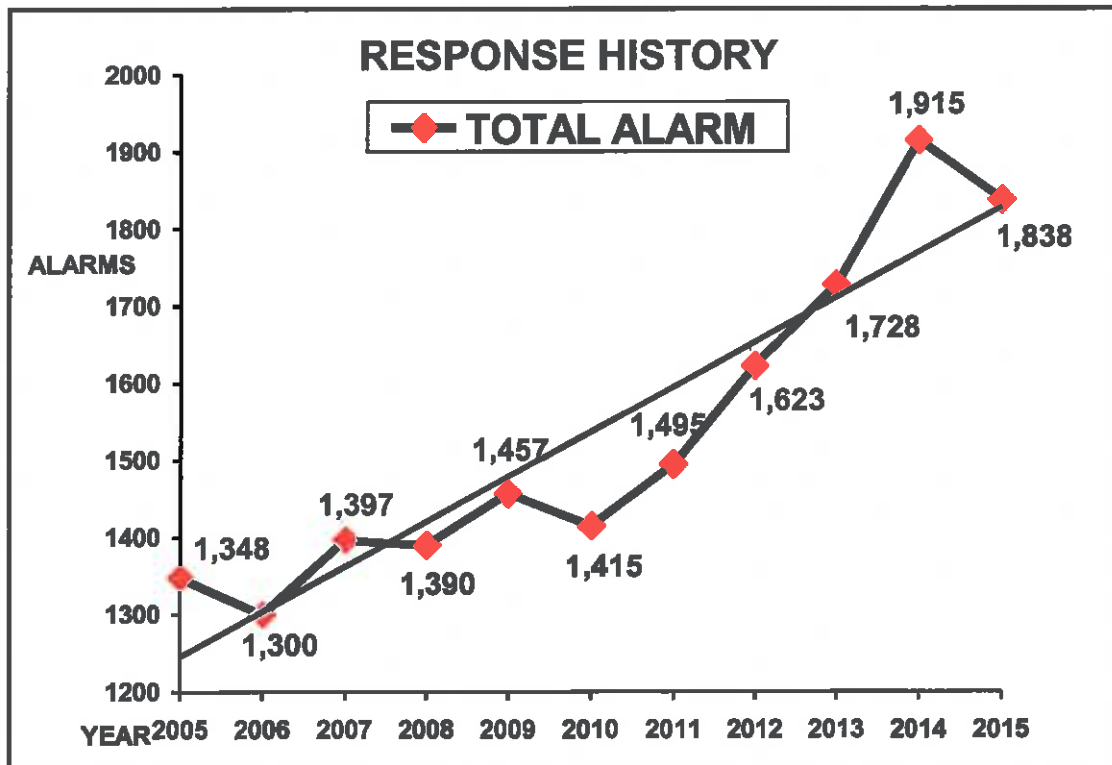
AVERAGE RESPONSE TIME
4:25

CALLS FOR SERVICE BY HOUR OF DAY

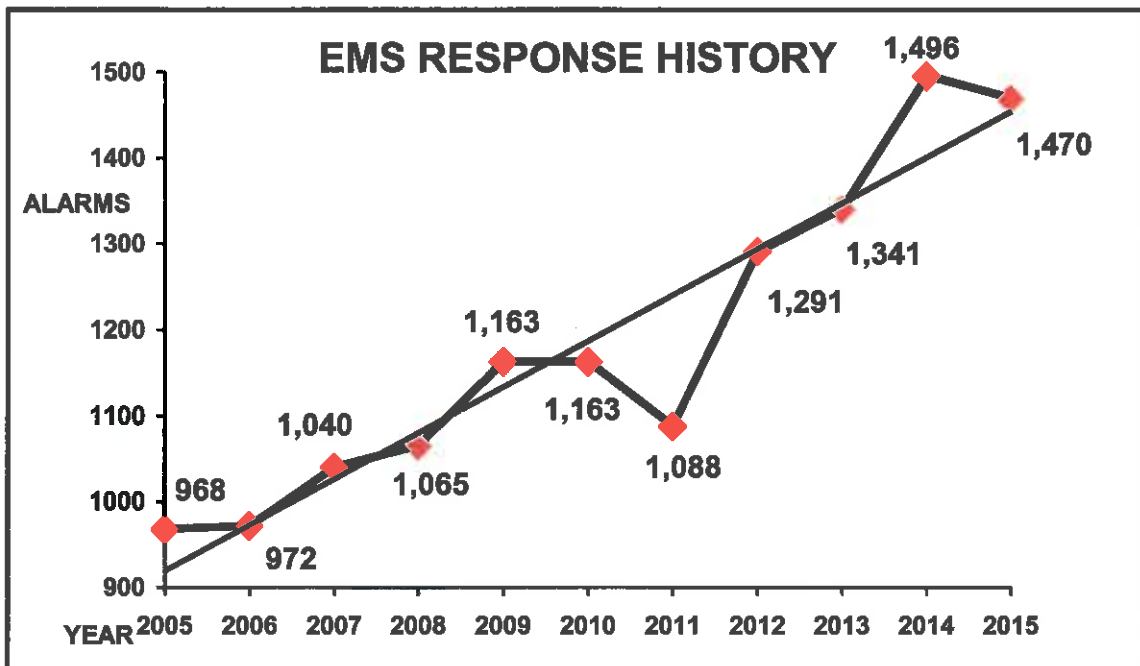
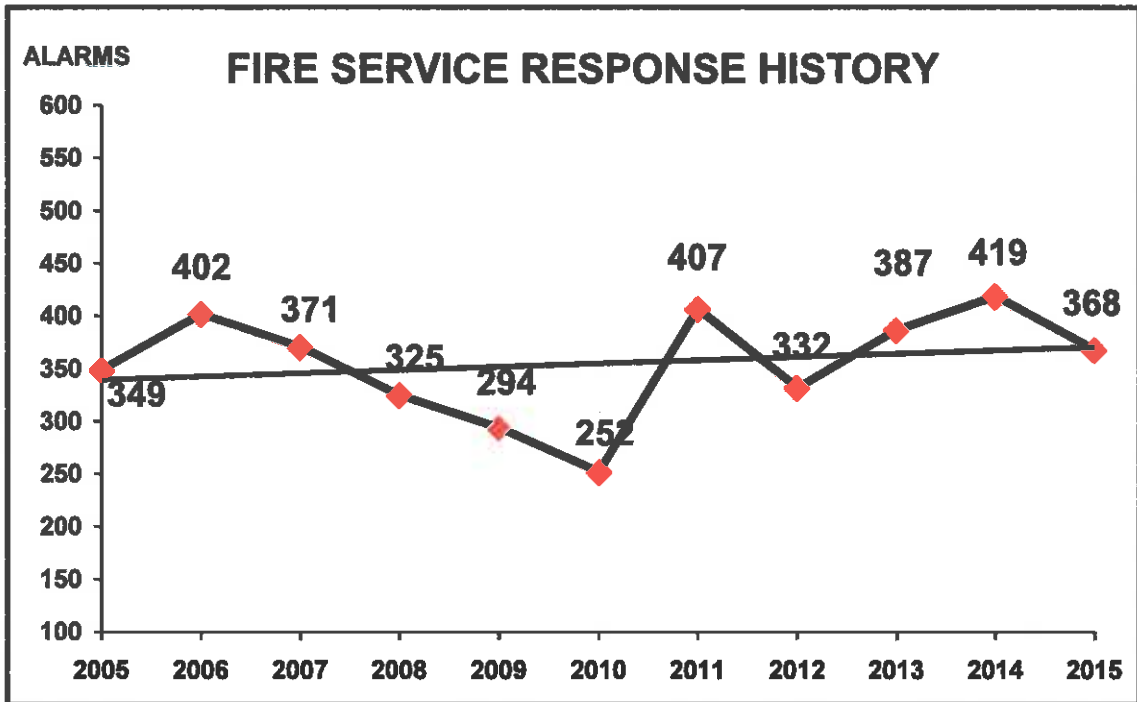
HOUR	# of CALLS
00:00 - 00:59	54
01:00 - 01:59	48
02:00 - 02:59	44
03:00 - 03:59	54
04:00 - 04:59	50
05:00 - 05:59	48
06:00 - 06:59	40
07:00 - 07:59	66
08:00 - 08:59	76
09:00 - 09:59	101
10:00 - 10:59	77
11:00 - 11:59	103
12:00 - 12:59	112
13:00 - 13:59	100
14:00 - 14:59	97
15:00 - 15:59	100
16:00 - 16:59	108
17:00 - 17:59	105
18:00 - 18:59	93
19:00 - 19:59	90
20:00 - 20:59	76
21:00 - 21:59	79
22:00 - 22:59	76
23:00 - 23:59	43



RESPONSE HISTORY: 2005-2015



RESPONSE HISTORY: 2005-2015

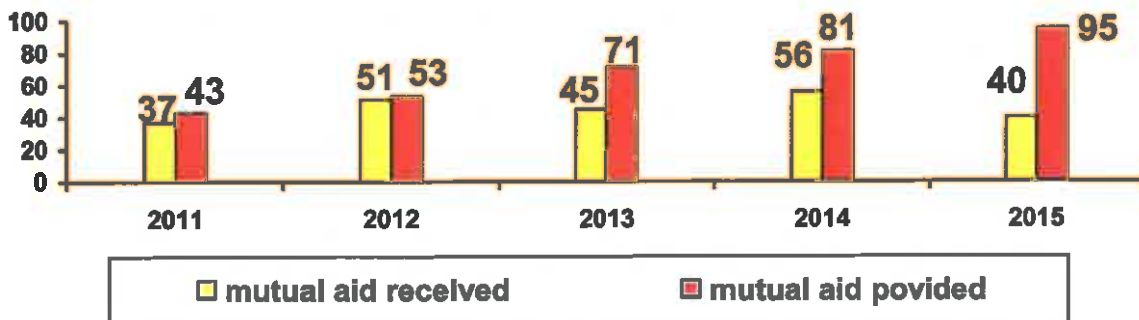


SIMULTANEOUS ALARM RESPONSES

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 271 simultaneous alarms in 2015, which means that overlapping calls occurred 14.5% 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 2015 the Division of Fire sent 95 units to 95 mutual aid requests and received mutual aid during 40 incidents involving 49 units from neighboring communities.



HIGH ALARM RESPONSE AREAS

Requests for assistance from the following occupancies represented **44%** of the Division of Fire's total alarm response volume in 2015:

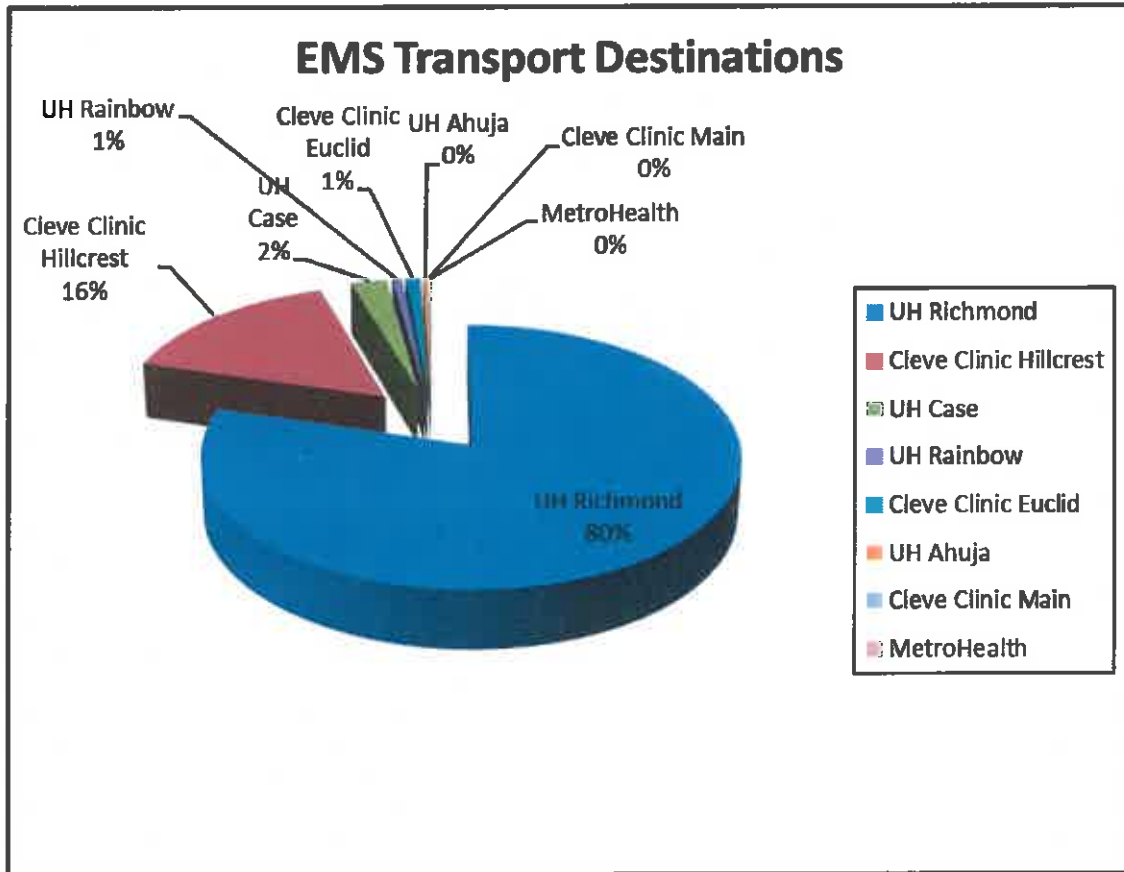
ALARM RESPONSES						
Occupancy	2010	2011	2012	2013	2014	2015
Richmond Town Square	58	68	52	53	82	56
Homewood Residence	103	109	179	216	174	123
Grande Pointe Nursing Home	96	62	68	128	69	94
The Waterford	70	97	100	129	144	158
Dorchester/Loganberry Apartments	123	146	145	162	221	225
Richmond Park Apartments	78	100	106	104	102	151
TOTAL RESPONSES	528	582	650	792	792	807

NOTABLE ALARMS

Date	Time	Location	Situation	Incident Number
03/20/15	04:45	135 Chestnut Lane	Apartment Fire	14-0421
09/23/15	13:37	175 Richmond Road	Vehicle Machine Rescue	15-1348
10/04/15	22:17	418 Steven Blvd.	House Fire	15-1404
10/24/15	10:26	26720 Whiteway Dr.	Apartment Fire	15-1496
10/24/15	15:08	25710 Whiteway Dr.	Apartment Fire	15-1497

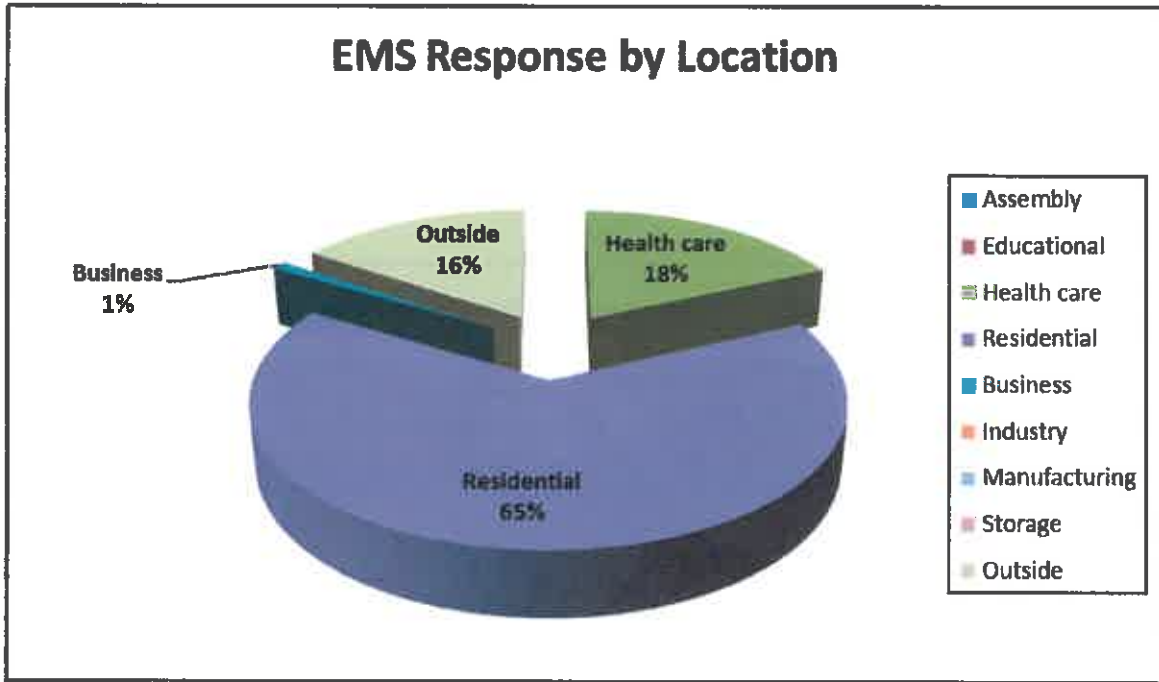
EMERGENCY MEDICAL SERVICES (EMS)

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 1,187 times to area hospitals in 2015. Patients were transported to University Hospital Richmond on 945 occasions (80%). Patients were transported to hospitals outside of our City on 242 occasions (20%).

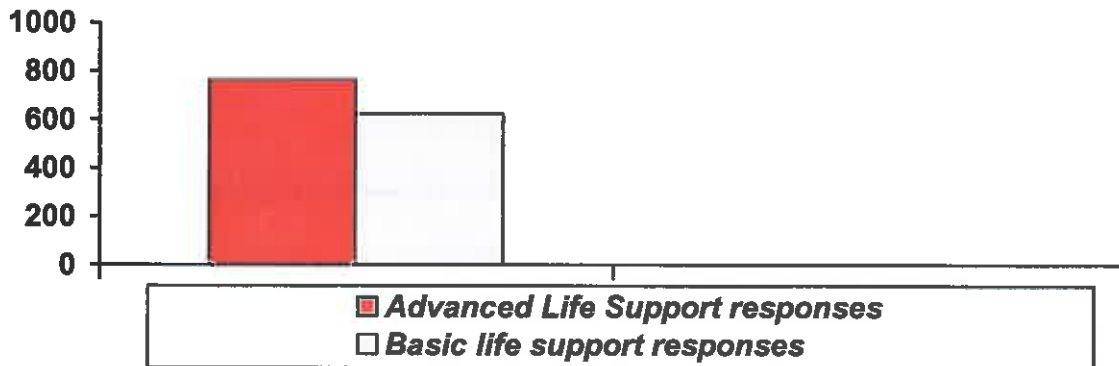


Hospital	EMS Transports
University Hospital-Richmond	945
Cleveland Clinic-Hillcrest	187
University Hospital-Case	29
University Hospital-Rainbow	8
Euclid Hospital	12
University Hospital-Ahuja	4
Cleveland Clinic-Main Campus	1
Metro Hospital	1
No Transport	207

EMS RESPONSES BY LOCATION



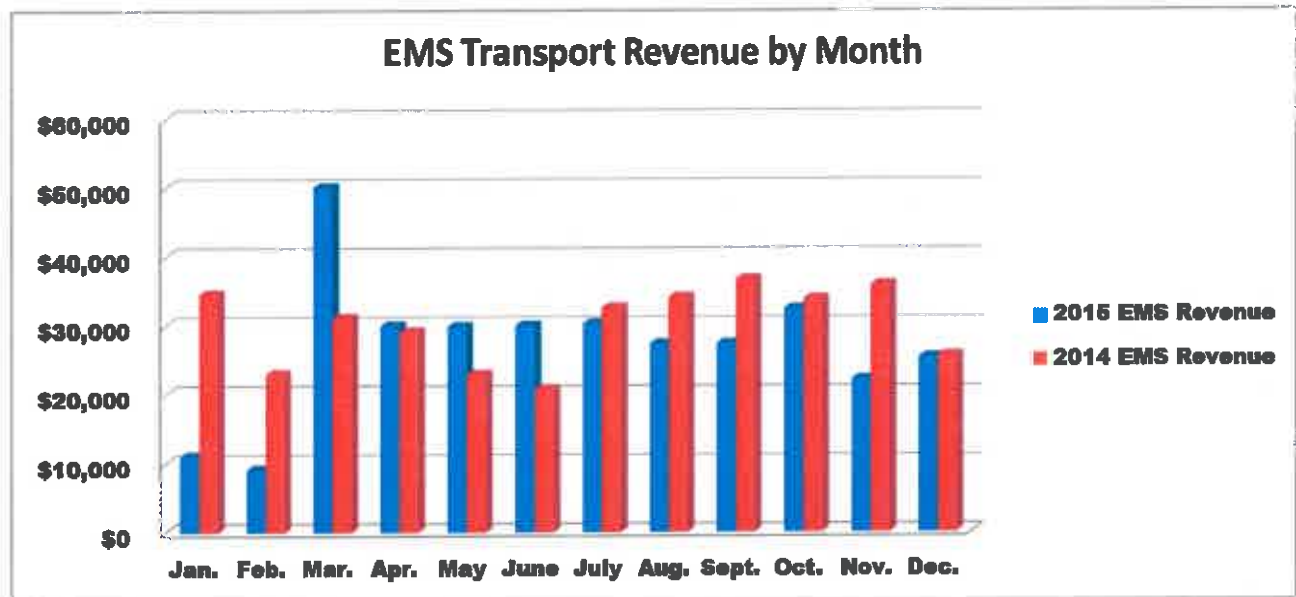
EMS RESPONSES BY SEVERITY



REVENUE FROM EMS TRANSPORT

The Division of Fire bills patients for transportation to medical facilities. The EMS billing system generated \$325,220 in 2015. The funds received from Emergency EMS billing are distributed into the Division of Fire’s budget. Listed below are the 2015 EMS billing totals.

EMS Billing	2014	2015	Difference	%
Billed Amount	\$636,649	\$628,910	-\$7,739	-1.2%
Received Amount	\$360,362	\$325,220	-\$35,142	-9.75%
Collection Rate	57%	52%		-8.8%



BUDGET

2015 Division of Fire Budget vs. Actual		
Description	2015 Approved Budget	2015 Actual Expenditures
Personnel	\$ 2,404,890	\$ 2,287,713
Contractual	\$ 151,560	\$ 111,812
Supplies and Materials	\$ 35,100	\$ 21,808
Capital Outlay	\$ 129,096	\$ 138,026
Totals	\$ 2,720,646	\$ 2,559,359
		-5.9%

Past Actual Annual Expenditures	
2012	\$ 2,562,300
2013	\$ 2,578,627
2014	\$ 2,804,703

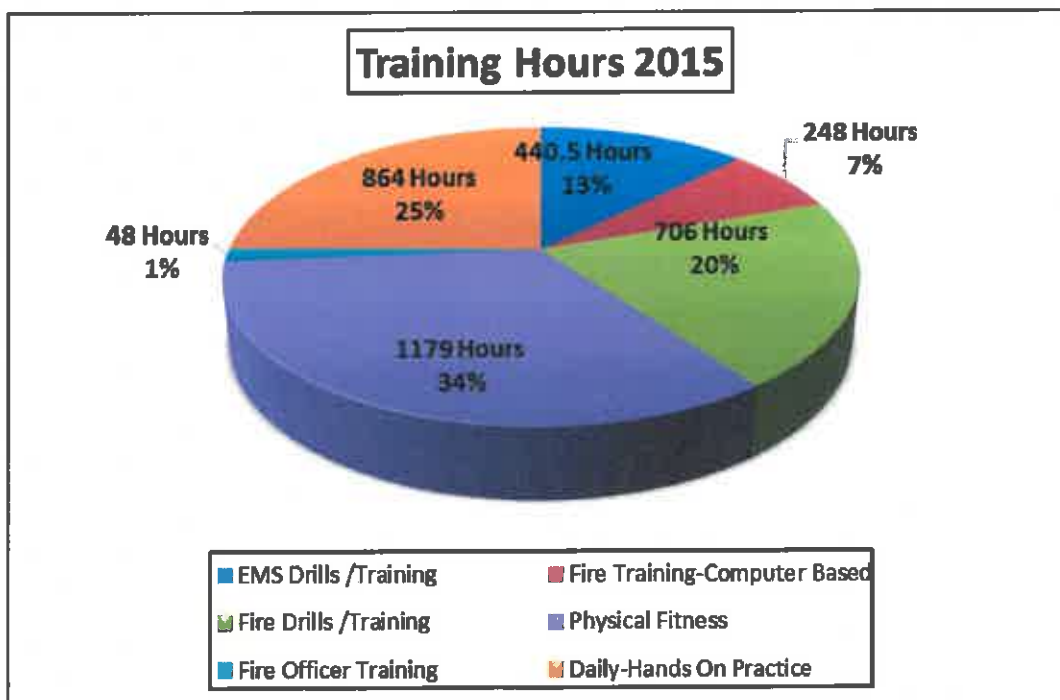
2014 Grant Funds Received				
Grant	Purpose	Local Share	Local Cost	Grant Funds Received
FEMA/AFG Assistance to Firefighters Grant	2 Cardiac Monitors + 1 CPR Device	5%	\$3,380	\$67,620
2014 Ohio Department of Public Safety	EMS Training & Equipment	0%	\$00	\$2,750
2013 FEMA/SAFER	3 full-time firefighters-Salary & Benefits	0%	\$00	\$310,035
		TOTAL	\$3,380	\$380,405

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. 150 fire hydrants were painted in 2015.

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

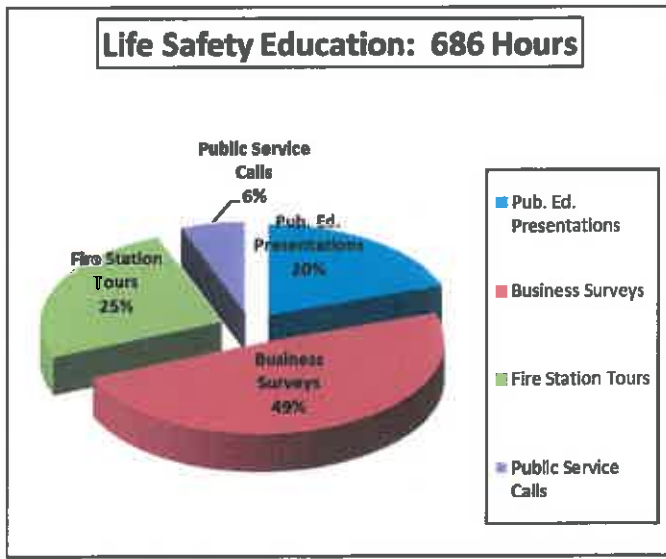
All Self Contained Breathing Apparatus (SCBA) equipment was serviced and tested in 2015. All SCBA equipment meets current National Fire Protection Association recommended standards. In 2013 and 2014, Division of Fire was awarded local and regional FEMA Assistance to Firefighters Grants to fund the replacement of 16 SCBA units, 42 masks, and 32 air bottles.

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	136	20%
BUSINESS SURVEYS	336	49%
FIRE STATION TOURS	175	25%
PUBLIC SERVICE CALLS	39	6%
TOTAL	686	100%

PRE-INCIDENT ACTION PLANNING

160 pre-plan tours of local business were conducted by firefighters in 2015. 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 2015.

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	2015	Lifeline	1FDUF5HT1FEA99849
Squad 742	2003	AEV	1FDXE45F23HB23076
Chief 751	2016	Ford Explorer	1FM5K8AR0GGA28762
Chase 771	2015	GMC Sierra 1500	3GTU2TEH0FG145894

In 2015 \$20,715 was spent in maintenance for the vehicles and \$7,551 in fuel. The total operating expenses for vehicles in Division of Fire was \$28,266.

2015 Vehicle Maintenance Expenses:

Vehicle#	Maintenance	Fuel	Total Cost	Cost per/mile
Engine 712	\$ 3,667	\$1,658	\$ 5,325	\$ 2.40
Ladder 721	\$12,329	\$ 407	\$ 12,736	\$ 22.07
Squad 741	\$ 230	\$2,959	\$ 3,189	\$.32
Squad 742	\$ 4,411	\$ 483	\$ 4,894	\$ 3.87
Chief 751	\$ 26	\$ 825	\$ 851	\$.14
Chase 771	\$ 52	\$1,219	\$ 1,271	\$.21
Total	\$20,715	\$7,551	\$28,266	

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 cause and origin 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.

In 2015 the FIU responded to 7 incidents in the Hillcrest Region, including 2 in Richmond Heights:

1/30/2015	27100 Chardon Rd.	Richmond Hts.
3/30/2015	27949 S. Woodland	Pepperpike
3/31/2015	6126 Westerham	Mayfield Hts.
6/21/2015	2058 Aldergate	Gates Mills
8/13/2015	1015 Westhill	Gates Mills
10/4/2015	418 Steven	Richmond Hts.
12/3/2015	374 Longspur	Highland Hts.



The Hillcrest FIU meets bi-monthly for 2 hours of case review and continuing education. The FIU is continuously researching best practices and new technologies to improve our ability to detect the cause and origin of fire.

2015 was the first full year that the new FIU vehicle was in service. The vehicle has quickly become a valuable resource while conducting FIU investigations. The vehicle has been used by victims of fire, as well as, a rolling tool box for the team's investigators. The team was also able to replace tools and equipment that were no longer serviceable in 2015.

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 30 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 2015 the team conducted 1296.5 hours of training in a variety of rescue disciplines. Included in the training was 191 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.

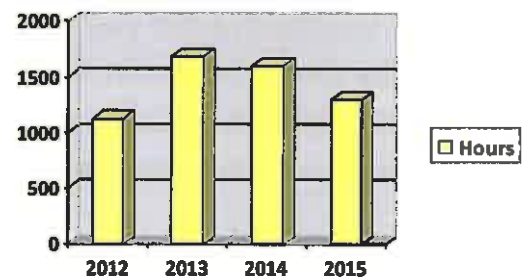
Team members participated in several training courses in addition to monthly drills. Two of the training courses included a swift water class in Indiana and an International Dive Rescue Conference. Both training opportunities were reimbursed through grant funding.

In 2015, the HTRT responded to 12 calls for service: 4 structural collapses, 3 swift water incidents, 1 dive rescue, 3 rope rescues, and 1 water operation involving a wide area search for a missing person.

Two HTRT responses received national media attention in 2015. HTRT was involved in the rescue of a dog and his owner who were trapped at the bottom of a ravine. The dog was one of the mascots depicted on the bottle of the "12 Dogs of Christmas" from Thirsty Dog Brewery. The HTRT was also involved in the rescue of multiple dogs trapped in a flash flood situation in Russell Township.



Total Training Hours



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.

