

2013 Annual Report

FROM THE CHIEF—

For the Independence Fire Department, 2013 was a year to refocus, continue progress and plan for future progress. We came together as an organization to renew our commitment to the life-saving services provided to the community. To this end, new mission and vision statements were developed, and a set of core values was created. Each was agreed to by both Labor and Management. These are included in a separate insert.



As you review this report, the concrete results of this focus on service are benchmarked by the documented improvements and accomplishments. In 2013 the Department can demonstrate faster response times, more lives saved, fewer fires, more public outreach/education contacts, increased professional development training, and improvements to fire stations, vehicles and equipment. The items included in this report are only highlights of the accomplishments and current performance of the Department. If you would like more information about our Department, please contact 816-325-7121.

— Fire Chief Sandy Schiess

2013 INDIVIDUAL COMPANY RESPONSES

Pumper 1	2,957	Pumper 10	1,240
Pumper 2	1,885	HazMat 1	24
Pumper 3	2,742	Rescue 1	1,461
Quint 4	2,019	Rescue 2	1,818
Pumper 5	2,451	Rescue 8	222
Pumper 6	1,570	Special Rescue	38
Quint 7	2,022	Truck 1	760
Pumper 8	254	Truck 2	1,095
Pumper 9	228		

EMERGENCY PREPAREDNESS

Emergency Operations/Mobile Command Center Activations

Severe Weather	25
IFD Events	7
IPD Events	6
Hazardous Materials	2
Large Gatherings and Events	7
Exercises	6

Volunteer Organizations Training*

Classes/Training Sessions	143
Participants Trained	1,573
Exercises	7
Exercise Participants	324
Volunteer Exercise Hours	2,821
Volunteer Training Hours	22,077

Community Workshops and Presentations

Local Events	12
Regional, State or Federal	4
Participants	706

Grants Received

EMPG	\$161,804
EOC Renovations (from 2010)	\$250,000**

*Includes CERT, DART, EOC Mangement Team, ECS

**Closed May 2013

IMPORTANT FIRE DEPARTMENT PHONE NUMBERS

Emergency	911
Fire Administration	325-7123
Emergency Preparedness	325-7133
Web Address	www.indepmo.org/fire

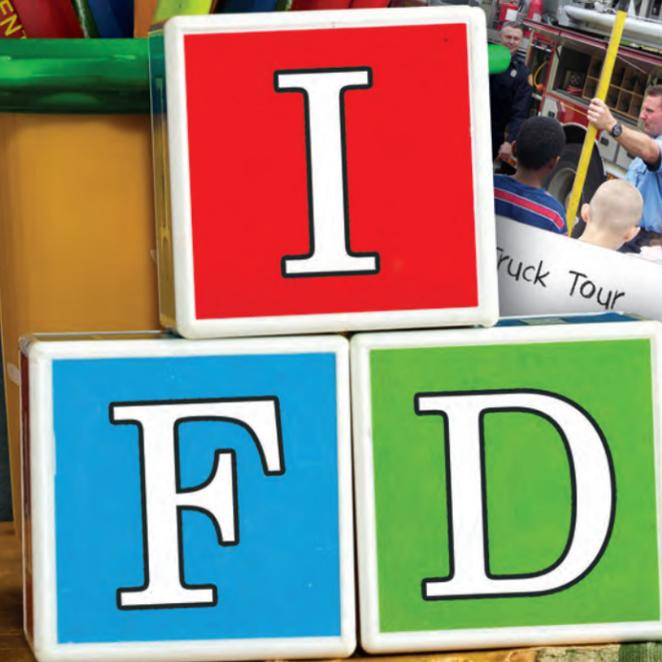
DEPARTMENT RESPONSE TIMES

	2011	2012	2013
Average time in minutes from dispatch to arrival	4.38	5.24	5.21
Percentage of structure fire calls responded to in under six minutes	83.00%	87.00%	88.00%
Percentage of emergency EMS calls responded to in under six minutes	77.00%	78.00%	81.00%

FIRE PREVENTION

	2009	2010	2011	2012	2013
COMMERCIAL INSPECTIONS					
Occupation License Received	649	737	657	667	647
Occupation License Inspections & Re-Inspections	818	857	712	807	803
Company Inspections	2,971	2,673	2,337	2,763	2,995
Company Re-Inspections	1,781	1,536	727	807	1,149
Santa-Cali-Gon Inspections	540	521	559	485	454
Total Commercial Inspections	6,759	6,324	4,992	5,529	6,048
OTHER ACTIVITIES					
Citizen Requests & Special Inspections	363	195	270	452	616
Burning Permits	113	117	123	93	82
Underground Tanks Removed	0	0	1	2	2
Blasting Permits	1	0	1	0	0
Smoke Detectors Distributed	63	144	85	274	187
Environmental Research Projects	5	6	3	17	31
Juvenile Fire Setter Interventions	14	15	4	6	12
Fire Drills Conducted	18	6	13	12	5
Fireworks Inspections	162	203	234	245	246
Total Other Activities	739	686	737	1,101	1,181
PLAN REVIEW/CONSTRUCTION					
Plans/Zoning Projects Reviewed	283	346	374	300	387
Inspections - Reinspections	183	236	296	256	210
COMMUNITY EDUCATION					
Fire Safety Talks & Job Fairs	175	202	99	191	280
Audience	17,397	19,996	29,723	23,365	28,354
Website Visitors	*	34,720	26,423	30,546	28,163

*Statistics not available



Learning & Progressing Together for Life Safety



Independence, Missouri Fire Department

PREVENTION - COMPREHENSIVE SERVICES TO REDUCE RISK

- Dedicated to saving lives and property by stopping fire and accidents before they happen and educating the public on life saving skills.
- Implemented quality control on code inspection process to improve identifying and eliminating causes of fire ignition and spread in commercial buildings.
- Targeted historic facilities for code enforcement and pre-planning for emergencies.
- Conducted post residential fire smoke detector neighborhood canvass using firefighters and citizen volunteers; providing free smoke detectors, home fire prevention and home fire escape planning materials.
- 187 free smoke detectors installed as part of Heart of America/FEMA regional grant.
- 46.6% increase (191 to 280) in the number of public education/life safety presentations; 21.3% increase (23,365 to 28,354) in the number of people reached with these presentations.

EMERGENCY OPERATIONS - PREPARING AND RESPONDING TO ALL-HAZARDS

- 156 uniformed personnel divided into three 24 hour shifts trained, equipped, and staged in 10 fire stations located throughout the City available to respond and provide assistance to medical, fire, hazardous materials release or situations, citizens with concerns or conduct public education demonstrations, fire inspections, stand-by and public events.
- Firefighters were credited with 31 documented emergency medical life saves (medical and trauma).

- Responded to an average of 46.5 calls for service daily, for a total of 16,973 calls for service in 2013.
- Fire crews completed 42 pre-incident plans for entry into mobile data terminals (MDTs) providing instantaneous access to information on buildings and hazards before firefighters arrive to an emergency.

EMERGENCY MEDICAL SERVICES - QUALITY MEDICAL CARE TO THE COMMUNITY

- Providing advanced levels of emergency care through purchase of state-of-the-art medical equipment, constant training of personnel in basic and advanced knowledge/skills, public outreach in the form of life-saving CPR and special assistance programs.
- Upgraded equipment and medical protocols to coordinate with statewide emergency medical services for the time-critical conditions of trauma, stroke, and the potentially fatal form of heart attack known as STEMI. All of these conditions require quick assessment, diagnosis and treatment by pre-hospital EMS and facilities that can provide timely, definitive care to minimize risk for complications and death.
- 6,800 hours of emergency medical training enhancing EMTs' and Paramedics' knowledge and skills.
- Implemented a "Hands-Only CPR" program that provided nearly 1,000 citizens with simple skills to safely perform cardio-pulmonary resuscitation on someone whose heart has stopped.
- Added 2 EMS Instructors, 7 CPR Instructors and 4 Advanced Cardiac Life Support (ACLS) Instructors, eliminating the need to hire outside resources for training.
- Completed 65 referrals to the Citizen Assist Program (CAP) to provide targeted social services to help specific citizens in need.

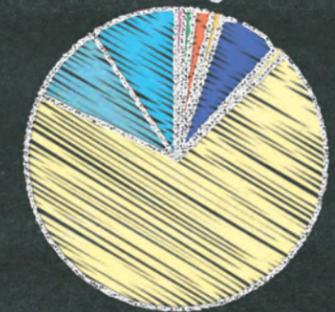
PROFESSIONAL DEVELOPMENT - TRAINING AND EDUCATION TO BE READY FOR TODAY AND THE FUTURE

- Dedicated to individual and organization learning.
- Increased documented training hours by 55% over 2012 through attention to accuracy of documentation. Accuracy was an important component of determining success of existing training programs, development of new programs, and tracking of training goals.
- Two firefighter recruit classes totaling 11 personnel were trained, bringing recruit training to 4,681 hours.
- 26 personnel attended a train-the-trainer program to provide internal expertise for integrating and instructing personnel on the use of mobile data terminals (MDTs). 117 personnel attended training and orientation on the department's new MDTs. This training was a key component of the operational success of MDTs, providing vital real-time information to crews responding to a variety of emergencies.
- 134 personnel attended Traffic Incident Management classes, providing firefighters the skills and knowledge to maximize the safety of both responders and victims.
- Nine additional personnel received training and became State certified as Fire Instructors, increasing the strength and depth of the cores of in-house instructors.
- 82 personnel attended professional training opportunities outside the department. As a Learning Organization, we access a diversity of opportunities both inside and outside the department to advance the professional development of our personnel.
- Completed over 47,744 hours of training/education on firefighting tactics and skills, rescue techniques and skills, hazardous materials response, code compliance, driving and pumping, and leadership/officer development.

EMERGENCY PREPAREDNESS - BUILDING COMMUNITY RESILIENCY TO MAN-MADE OR NATURAL DISASTERS

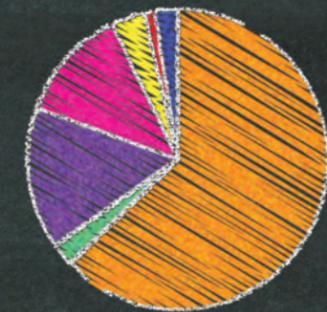
- Collaborating on a Community, Regional, State, and National level to plan, prepare, mitigate, respond and recover from all risks that threaten the City of Independence.
- The Independence/Eastern Jackson County Emergency Operations Center and the Emergency Management Mobile Command Center were activated 53 times for severe weather, large events and gatherings throughout the community, residential and commercial fires, hazardous materials incidents, support to Independence Police Department, and exercises.
- In coordination with the Jackson County Department of Emergency Preparedness, conducted shelter management training for over 1,000 volunteers to establish and manage disaster victim shelter sites throughout the Independence and Eastern

2013 Training Hours



Auto Aid	44.00 Hrs.
Single Company Drills	44.00 Hrs.
Multi Company Drills	1,102.25 Hrs.
HazMat	333.25 Hrs.
Driver Training	2,007.18 Hrs.
New Driver Training	118.25 Hrs.
Company	35,080.20 Hrs.
Officer Training	4,508.25 Hrs.
Recruit Training	4,681.08 Hrs.

2013 Response Breakdown



Medical Calls	10,674 (62.9%)
Fire Calls	410 (2.4%)
Service Calls	2,596 (15.3%)
Cancelled En Route	2,094 (12.3%)
Automatic Alarms	607 (3.5%)
False Alarms	206 (1.2%)
Other Calls	385 (2.4%)

Jackson County area. These organizations can shelter approximately 20,000 people displaced by any disaster or emergency, as well as providing 3 meals per day for over 45,000 people.

- Volunteers associated with emergency preparedness conducted a total of 143 training sessions, drills, and meetings.
- Provided 16 presentations for civic organizations, government departments and agencies, neighborhood organizations, and public events at the Local, Regional, State, and Federal levels reaching a total of 706 individuals.
- The Independence Community Emergency Response Team (CERT) sponsored two (2) 40 hour CERT training to 36 participants from Independence, Blue Springs, and Oak Grove.

FACILITIES, EQUIPMENT AND VEHICLES - THE BEST TOOLS FOR THE JOB

Through research, acquisition and training, placed the most effective equipment, vehicles and working environment into the hands of firefighters in order to maximize safety and results.



2013 Incident Categories

Fire Calls.....410

COMMERCIAL.....16

Public Assembly.....4

Schools and Colleges.....3

Health Care/Penal.....1

Stores and Offices.....3

Industry/Utility.....1

Storage Structures.....4

Other Structures.....0

RESIDENTIAL.....116

Private Dwellings.....89

Apartments.....24

Hotels/Motels.....2

All Other Residential.....1

OTHER FIRES & INCIDENTS278

Highway Vehicle.....47

Other Vehicles.....27

Non Structure/Non Vehicle.....28

Brush/Grass/Wildland.....43

Rubbish/Dumpsters.....108

All Other Fires.....25

Medical.....10,674

Includes Medical, Vehicular with Injuries, Vehicular Unknown Injuries, Extrications and Medical Search and Rescue

All Other Responses/ Service Calls.....2,596

Includes Explosive Devices, Carbon Monoxide, Explosion in Area, Gas Leak, Good Intent Call, Lock Out, Odor Investigation in Area, Power Lines Down, Service Calls, Smoke In Area, Smoke/Odor Removal, Weather-Related Incidents and Miscellaneous.

Dispatched and Cancelled En Route...2,094

HazMat Responses.... 208

Other Hazardous Responses..... 152

Power Lines Down, Electrical Wiring Problems, Shortage and Arcing

False Alarms..... 206

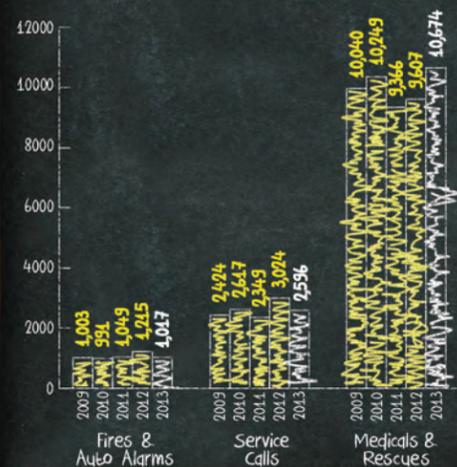
Automatic Alarms..... 607

Including System Malfunction and Unintentional Alarms

Mutual Aid Given.....25

TOTAL: 16,972

5yr. Alarm Comparison



10yr. Alarm Trend



CORE VALUES



Independence Fire Department
Independence, Missouri



ACCOUNTABILITY – We take responsibility for our actions and we answer to each other for our actions and our inactions.

COMPASSION – We genuinely care about the well-being of others. We strive to pursue the procedural goals of the organization while being attentive and sympathetic to the needs of both internal and external stakeholders.

CONSISTENCY – We conduct the daily business of the organization fairly and uniformly with everyone. When inconsistencies arise, we will seek to correct them within the context of these Organizational Values.

FAIRNESS – We treat all people equally and make decisions without favoritism or prejudice.

HONESTY – We consistently seek and speak the truth. We interact with each other without lying, cheating, stealing, or other forms of deception.

INTEGRITY – We adhere to the high principles and professional standards of the fire service. We do what we say we will do. We strive to always do the right thing and not the easy thing.

PROFESSIONALISM – We pride ourselves in the delivery of our services. We pursue excellence through personal improvement. We advance our knowledge and skills through continuous training and professional development.

RESPECT – We value ourselves, as well as the ideas, principles, and property of our internal and external stakeholders. We show appreciation for efforts that have been made for the benefit of others. We seek to understand others, and we extend to others the same rights and privileges we want for ourselves.

SERVICE (externally) – We are dedicated to serving the citizens of Independence, and we are committed to the preservation of life, health, property, and the environment of our community. We serve with honor.

SERVICE (internally) – We are dedicated to serving our co-workers of the City of Independence. We serve with honor.

MISSION STATEMENT

The Independence Fire Department will meet the challenges of present and future community needs through pro-active leadership, dedication to our core values, provision of quality All-Hazard emergency services, and community risk-reduction strategies in an efficient and effective manner.

VISION STATEMENT

To consistently provide high quality services in the most efficient manner for our growing community and be recognized as a leader in providing quality Fire, EMS, and Emergency Preparedness services.



New Rosenbauer Pumper

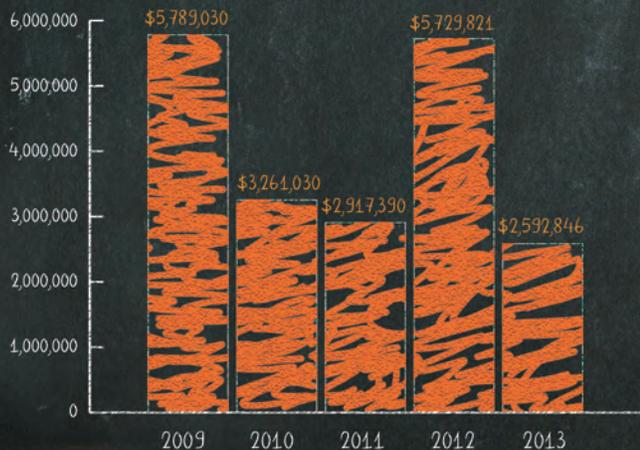


Truck operations



Fully-Involved House Fire

Structure Fire Dollar Loss



Smoke Alarms Distributed

