

# Washington Township Fire Department

Annual Report 2021





Commission on  
Fire Accreditation  
International



## *Vision Statement*

*“Be a force that fuels community pride, cohesion, caring, and wellness.”*

## *Mission Statement*

Provide for the protection and preservation of life and property, mindful of acceptable levels of risk, by maintaining the highest standard of emergency medical services, fire suppression, fire prevention education and safety programs.

## *Core Values*

**P**artnership - Collaborate to provide outstanding service

**R**espect – High regard for our profession, ourselves and community

**I**ntegrity – Truthfulness and honesty in every action

**D**edication – To safety and wellness

**E**xcellence – In all we do



## *Introduction*

In 2021, the department continued to experience the effects of the pandemic which has altered several of the administrative and operational aspects of the department. The pandemic has reduced our interaction with our internal and external stakeholders and made it difficult to return to normal operations based on the fluctuation of COVID cases throughout the year. In 2021, the departments overall emergency responses increased by 19.13% from the previous year, which was expected and addressed without any delay in service delivery. While 2021 was a difficult year based on the ongoing challenges associated with COVID, the pandemic has given us an excellent opportunity for growth. We have expanded our Continuity of Operations Plan (COOP) to be better prepared in regards to position redundancy training, remote employee access/expectations and resources needed. We have also implemented the One Call Now program, so employees can be notified immediately for emergency and/or informational purposes. We will continue to look for opportunities to return to normal operations and interact with our stakeholders as we have in the past. The speed in which we can do so, heavily relies on COVID infection rates and the overall safety of the public.

The Commission on Fire Accreditation International evaluated all aspects of the department's service delivery, strategic planning, and commitment to ongoing improvement. The department successfully earned our annual re-accreditation by meeting established benchmarks and guidelines. In addition to our accreditation, the department has maintained an Insurance Services Office rating of one (ISO 1), which positively influences the residential and commercial insurance premiums. Our accreditation status and our ISO 1 rating place us among a select group of fire departments across the country. We are proud of our accomplishments and thankful for the leadership of the Trustees, Administrator and the hardworking, competent, members of the department. These accomplishments would not be possible without support from the citizens, partnerships with our mutual aid departments, and the City of Dublin.

We will continue to meet the expectations of our citizens through strategic planning, projecting the needs of our community, and by providing proactive education. The department is truly indebted to the citizens of Dublin and Washington Township and appreciates their ongoing support.

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Chief Alec O'Connell



***ISO - 1 Rating***  
***Insurance Services Office***

The Insurance Services Office Public Protection Classification (PPC) Program plays an important role in the underwriting process at insurance companies. Most U.S. insurers, including the largest ones, use PPC information as part of their decision-making process when deciding what businesses to write, coverage to offer, or price to charge for personal or commercial property insurance. Communities whose PPC improves may get lower insurance prices. The PPC also provides fire departments with a common benchmark, and is used by many departments as a valuable tool when planning, budgeting, and justifying fire protection improvements. ISO is the leading supplier of data and analytics for the property/casualty insurance industry and collects and evaluates information from communities in the United States on only their structural fire suppression capabilities. ISO analyzes the data using the Fire Suppression Rating Schedule, and assigns a Public Protection Classification number to the community. ISO's PPC program evaluates communities according to a uniform set of criteria, incorporating nationally recognized standards developed by the National Fire Protection Association and the American Water Works Association. ISO has evaluated and classified over 46,000 fire protection survey areas across the United States using a 1-10 Fire Suppression Rating Schedule. A combination of meetings between trained ISO field agents, a dispatch center coordinator, community fire official(s), and the water superintendent is used in conjunction with a comprehensive questionnaire to collect the data necessary to determine the PPC grade. The Washington Township Fire Department completed the rating process of questionnaires, data collection, document preparation, a site visit, and final reporting. The department was awarded the coveted PPC 1 rating on December 18, 2017 with an effective date of April 01, 2018. This is the highest rating possible for any fire department and places the Washington Township Fire Department as 1 of only 411 fire departments in the United States and 1 of only 6 fire departments in the state of Ohio to achieve this recognition. Additionally, the fact that the Washington Township Fire Department is Accredited by the Center for Fire Accreditation International and holds the PPC of a 1 rating makes the Washington Township Fire Department 1 of only 114 departments in the United States, and 1 of only 4 departments in Ohio (the City of Toledo, Loveland Symmes, and the City of Columbus are the other departments), to achieve both of these distinguished designations. The department will be reevaluated by ISO in 2022.



## ***International Accreditation***

### ***Center for Public Safety Excellence***

Accreditation is a comprehensive self-assessment and quality improvement model that enables organizations to examine past, current, and future service levels and internal performance standards and compare them to the industry's current best practices. This process leads to a more efficient and effective emergency service organization.

The Center for Public Service Excellence (CPSE)'s Accreditation Program, administered by the Commission on Fire Accreditation International (CFAI) allows fire and emergency service agencies to assess the following:

- Determine community risk and safety needs and develop community-specific Standards of Cover.
- Evaluate the performance of the department.
- Establish a method for achieving continuous organizational improvement.

Local government executives face increasing pressure to "do more with less" and justify their expenditures by demonstrating a direct link to improved or expanded services. Particularly for emergency services, local officials need criteria to assess professional performance and efficiency. The CFAI accreditation process provides a well-defined, internationally recognized benchmark system to measure the quality of fire and emergency services.

In 2021, six members of the department attended the Virtual Excellence Conference and the Annual Compliance Report was reviewed and approved. First Watch was purchased to allow instantaneous data monitoring and reporting to all staff. Six members of the Department attended the Quality Improvement through Accreditation (QITA) class in preparation for our 2022 re-accreditation document submission and site visit. One member attended the Peer Assessor course allowing us to represent the Department and Township as part of the accreditation process which will further enhance our own accreditation and continuous improvement. The team for the upcoming document submission and site visit was built in March preparing us for the one year process to write to over 250 performance indicators and core competencies and re-writing the Community Risk Assessment-Standard of Cover document. There are about 40 members of the Department involved in one way or another in this preparation.



***Strategic Initiatives 2022-2026***

Maintain Accreditation

ISO

Recruitment/Retention/Promotion Standardized Process

Mental Health and Wellness Program

EMS Development

Diversity Group

IT Technology

Station/Personnel Safety Updates



## **Operations – Fire/EMS**

The operations division is the largest of all divisions within the Washington Township Fire Department. The primary responsibilities of its personnel are life safety, incident stabilization, preservation of property, emergency medical care, and public education. The Washington Township Fire Department takes great pride in serving the residents and visitors of Washington Township and the City of Dublin. The Operations Division is capable of mitigating:

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>• <b>Fires</b></li> <li>• <b>Emergency Medical Responses</b></li> <li>• <b>Technical Rescues</b></li> <li>• <b>Traffic Accidents/Extrications</b></li> <li>• <b>Swift Water Responses</b></li> <li>• <b>Trench Collapse Incidents</b></li> <li>• <b>Mass Casualty Incidents</b></li> </ul> | <ul style="list-style-type: none"> <li>• <b>Hazardous Material Incidents</b></li> <li>• <b>High-Angle Rescue Incidents</b></li> <li>• <b>Ice Rescue Incidents</b></li> <li>• <b>Confined Space Incidents</b></li> <li>• <b>Rescue Dive Responses</b></li> <li>• <b>Structural Collapse Incidents</b></li> <li>• <b>Active Shooter Responses</b></li> </ul> |
|---|--|

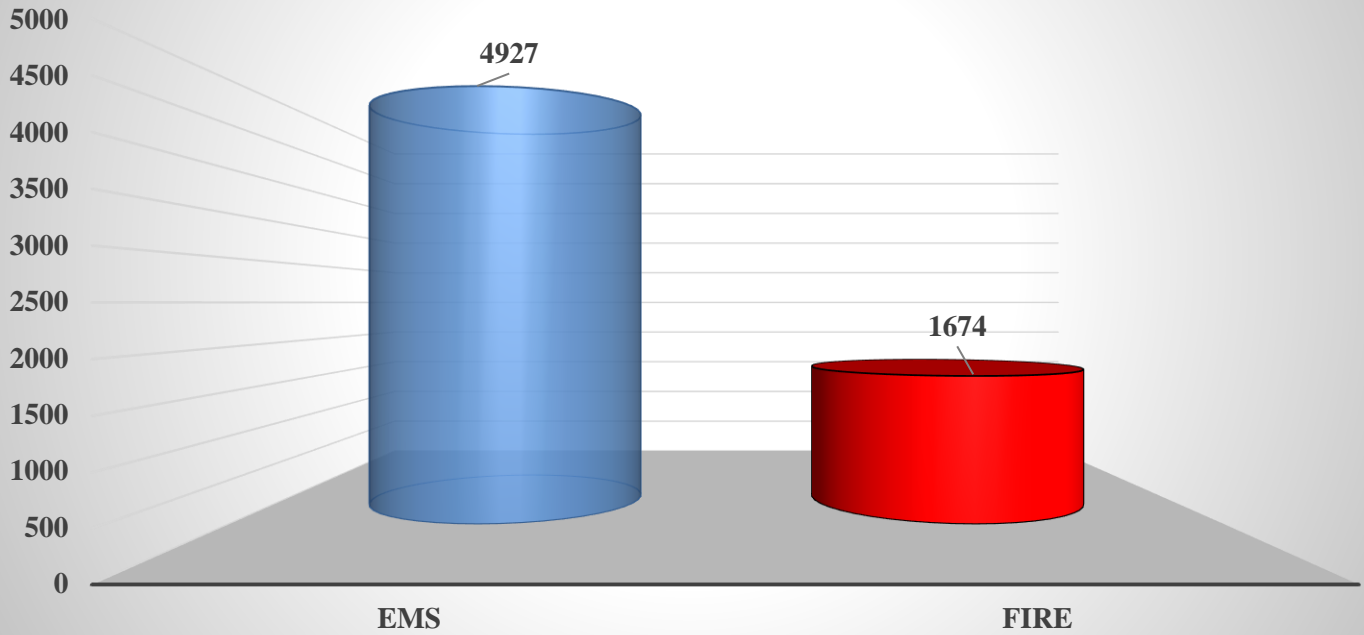
The operations division staff, all of whom are cross-trained in fire suppression and EMS, are deployed from four fire stations and an administrative / training center.



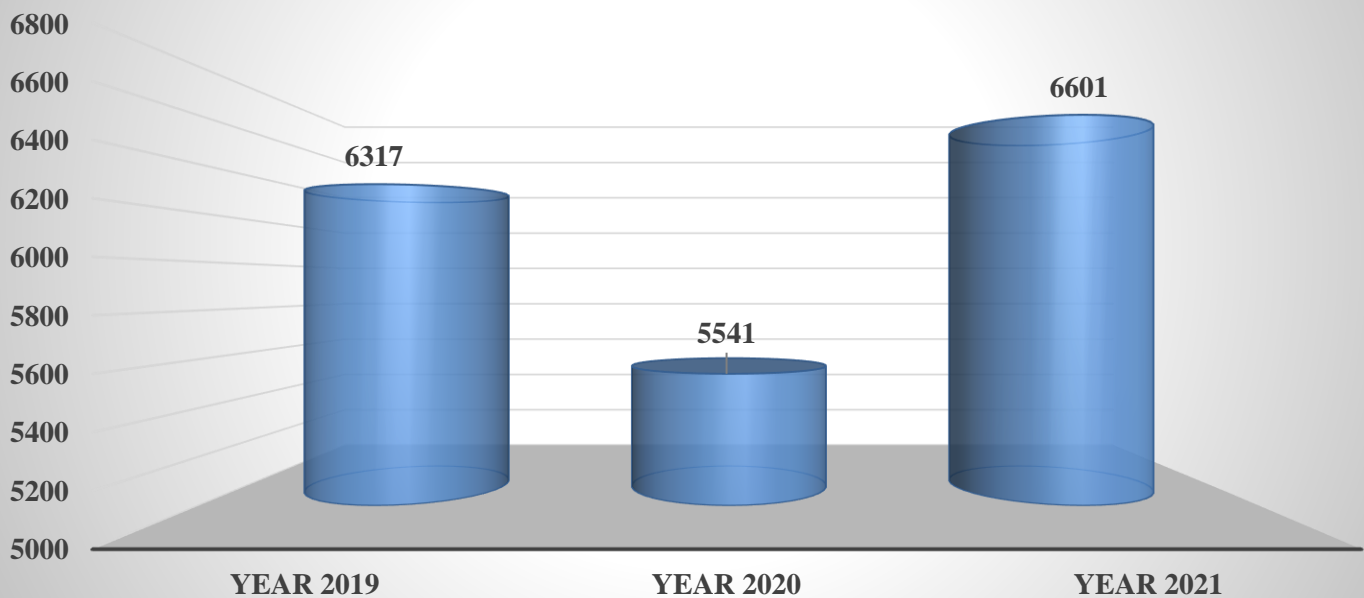
- Operation Fleet**
- **1 Fire Chief**
  - **1 Assistant Fire Chief**
  - **2 ALS Engines**
  - **1 ALS Ladder**
  - **1 ALS Quint**
  - **1 ALS Engine/Heavy Rescue**
  - **3 ALS Medics**
  - **1 ALS Transport Squad**
  - **1 Battalion Chief**
  - **1 EMS Manager**
  - **1 Training Manager**
  - **5 Prevention Officers**
  - **1 Safety Technician**
  - **1 Grass Fighter**
  - **1 Dive Response Truck**
  - **3 Boats**
  - **8 EMS Bicycles**
  - **2 Special Event Golf Carts**
  - **1 Special Response Trailer**
  - **1 Technical Rescue Trailer**
  - **1 Reserve ALS Engine**
  - **1 Reserve ALS Ladder**
  - **2 Reserve ALS Medics**
  - **1 Reserve Battalion Chief SUV**

**Statistical Data**

**Total Incident by Type**

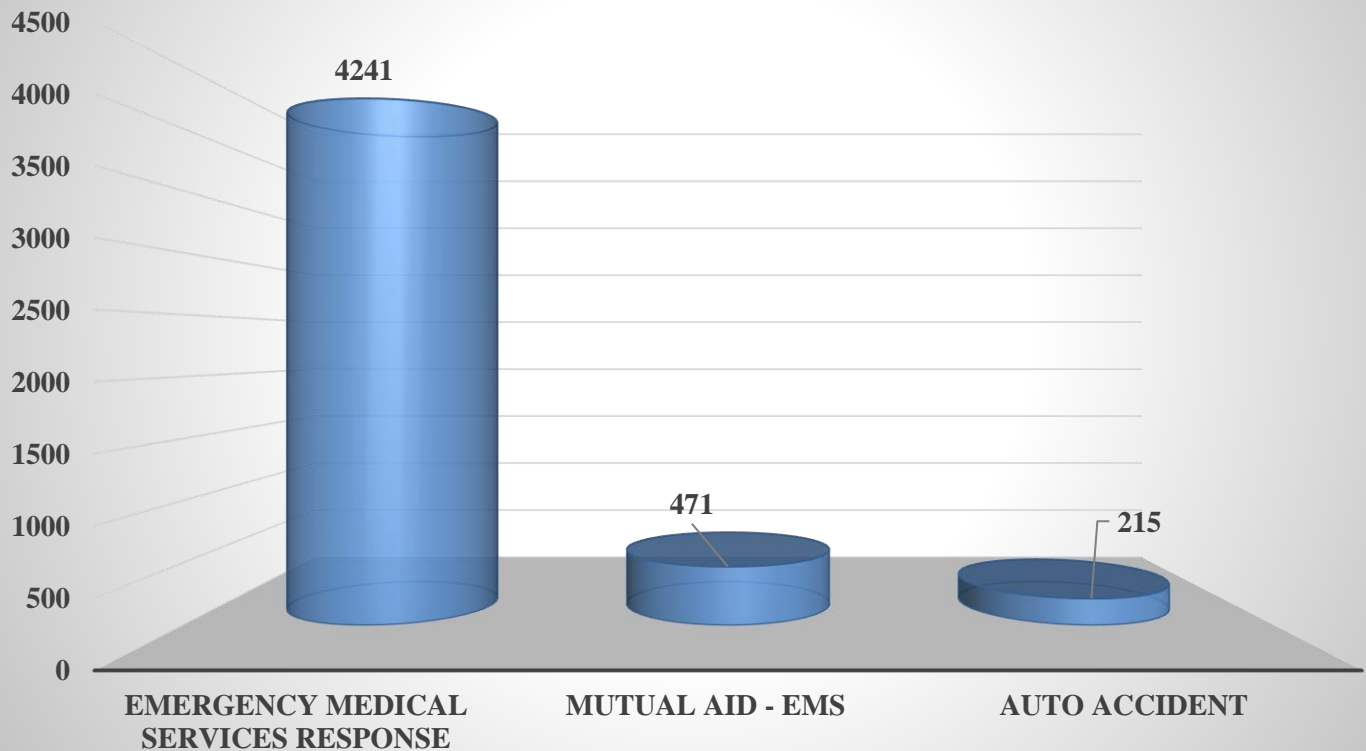


**Total Calls for Service by Year**

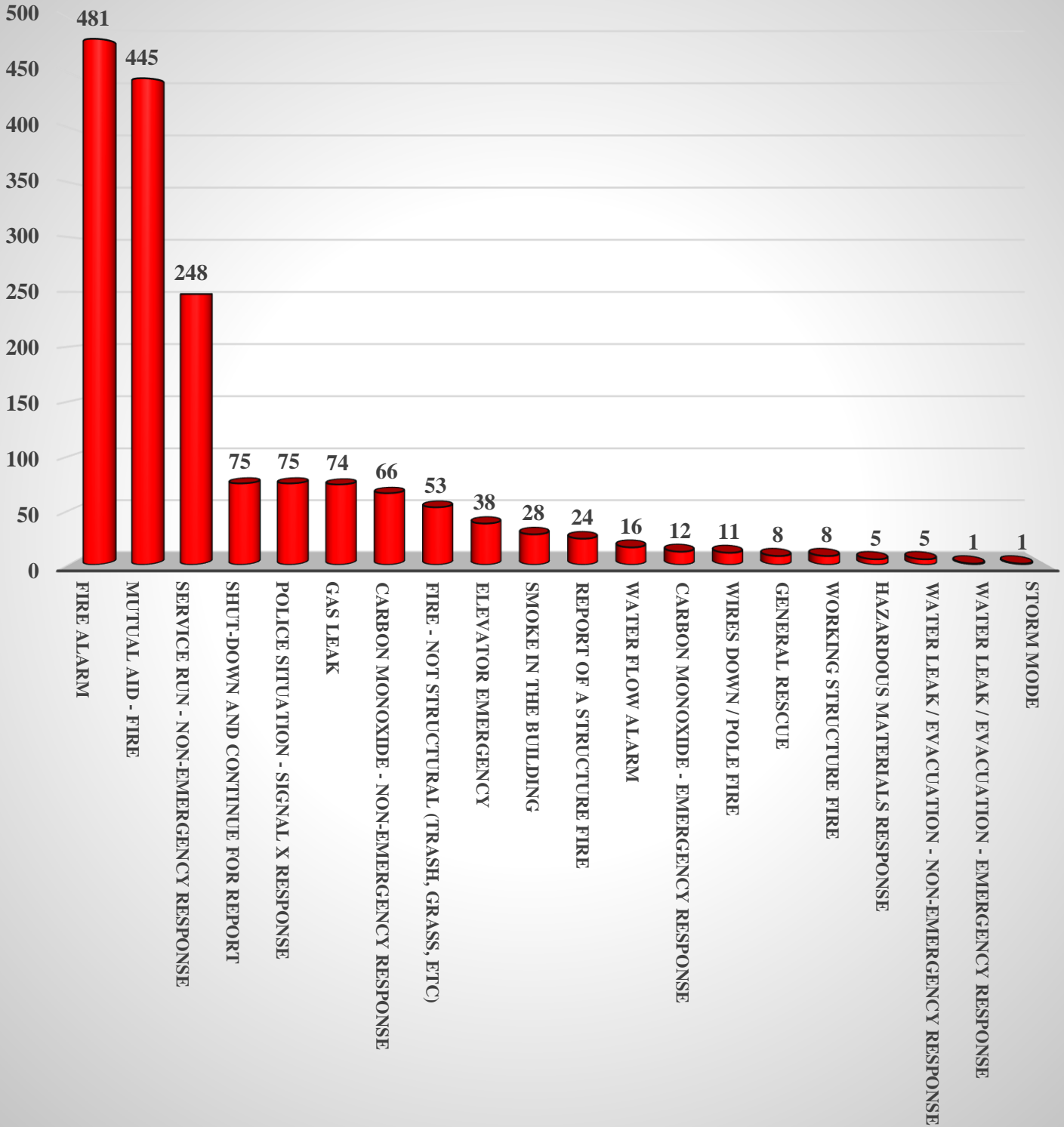




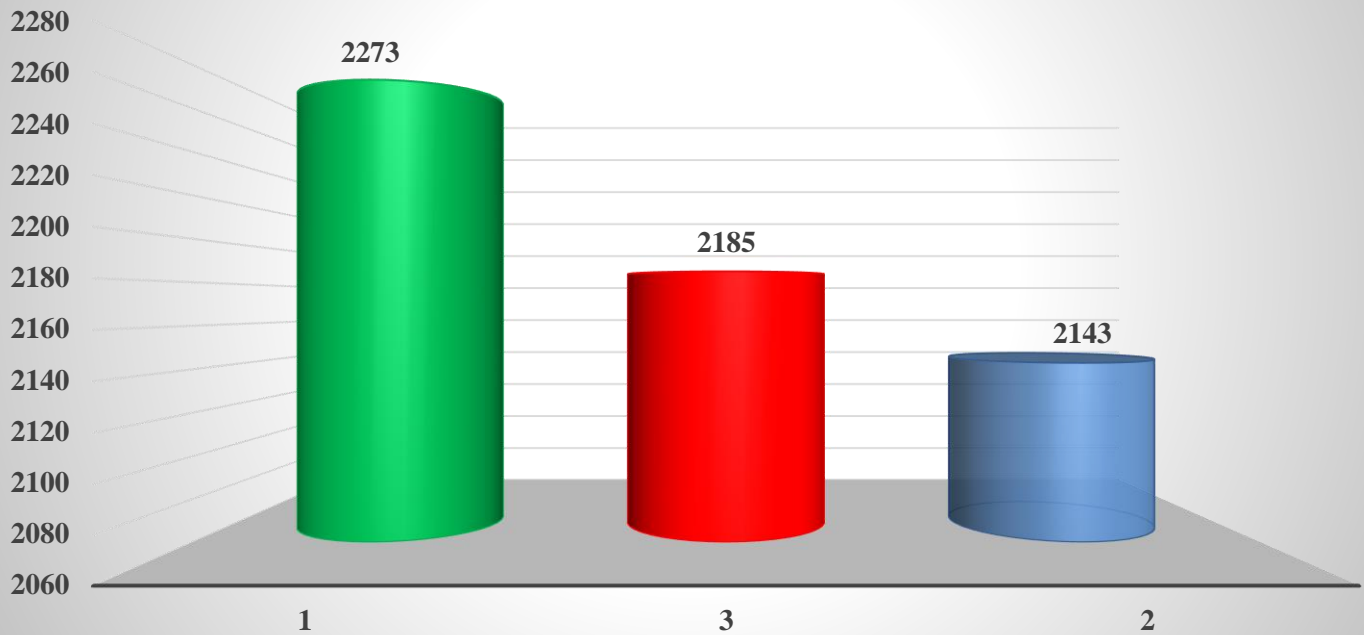
## Total by Alarm Type - EMS



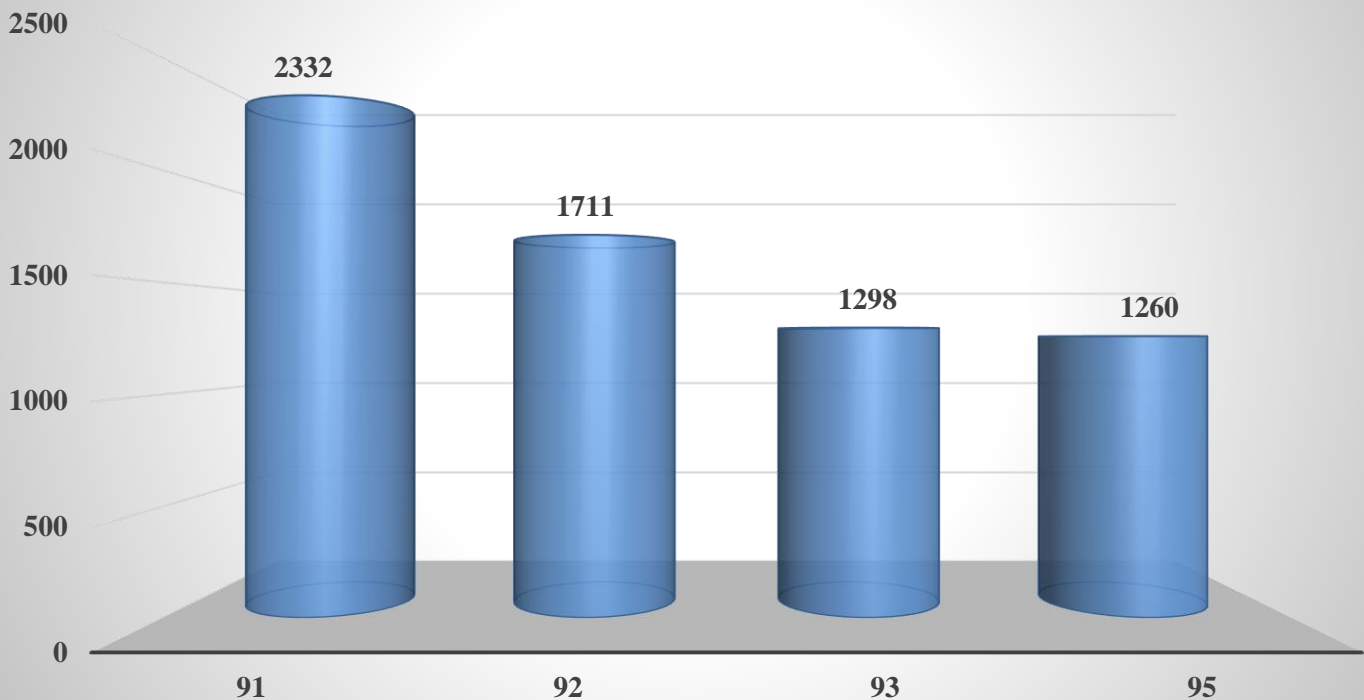
# Total by Alarm Type - **FIRE**



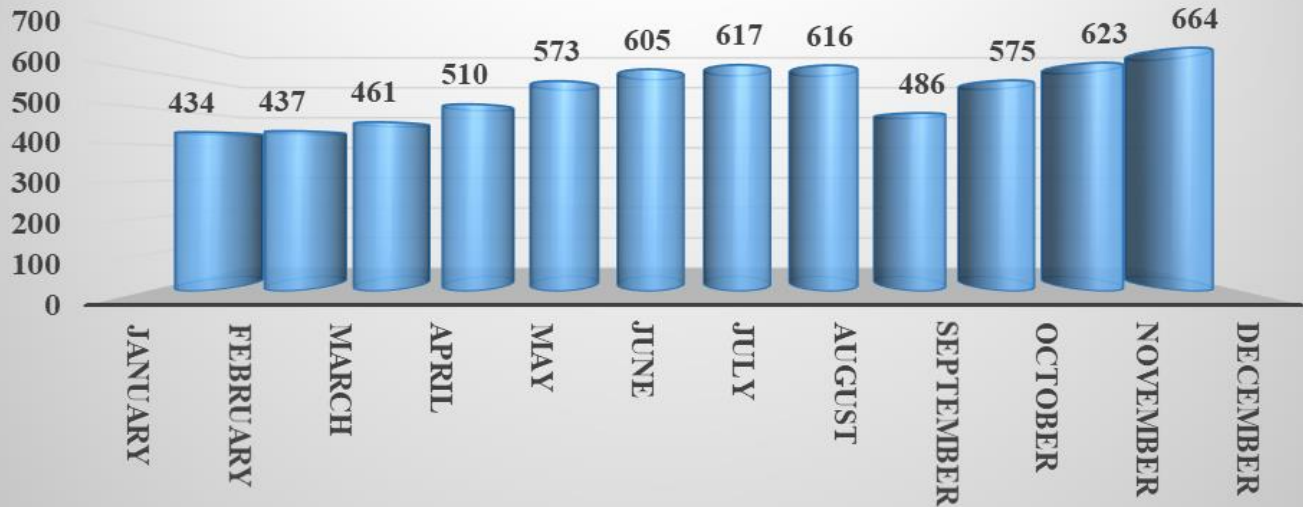
## Total Incidents by Shift



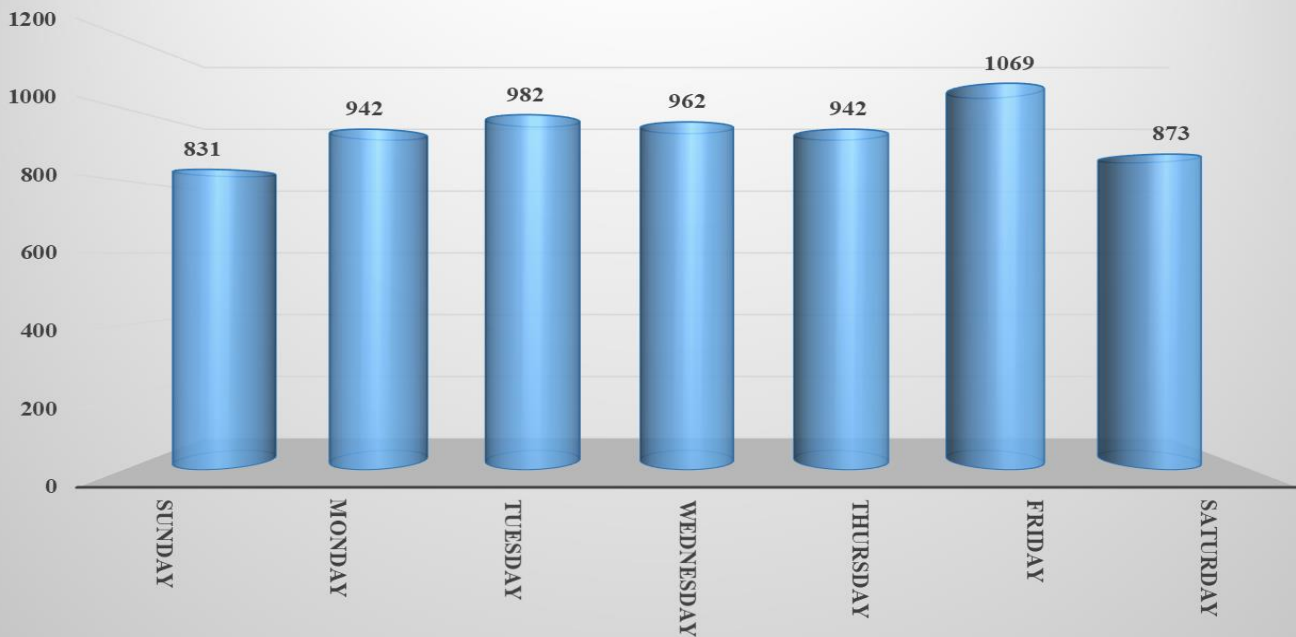
## Total Incidents by Station



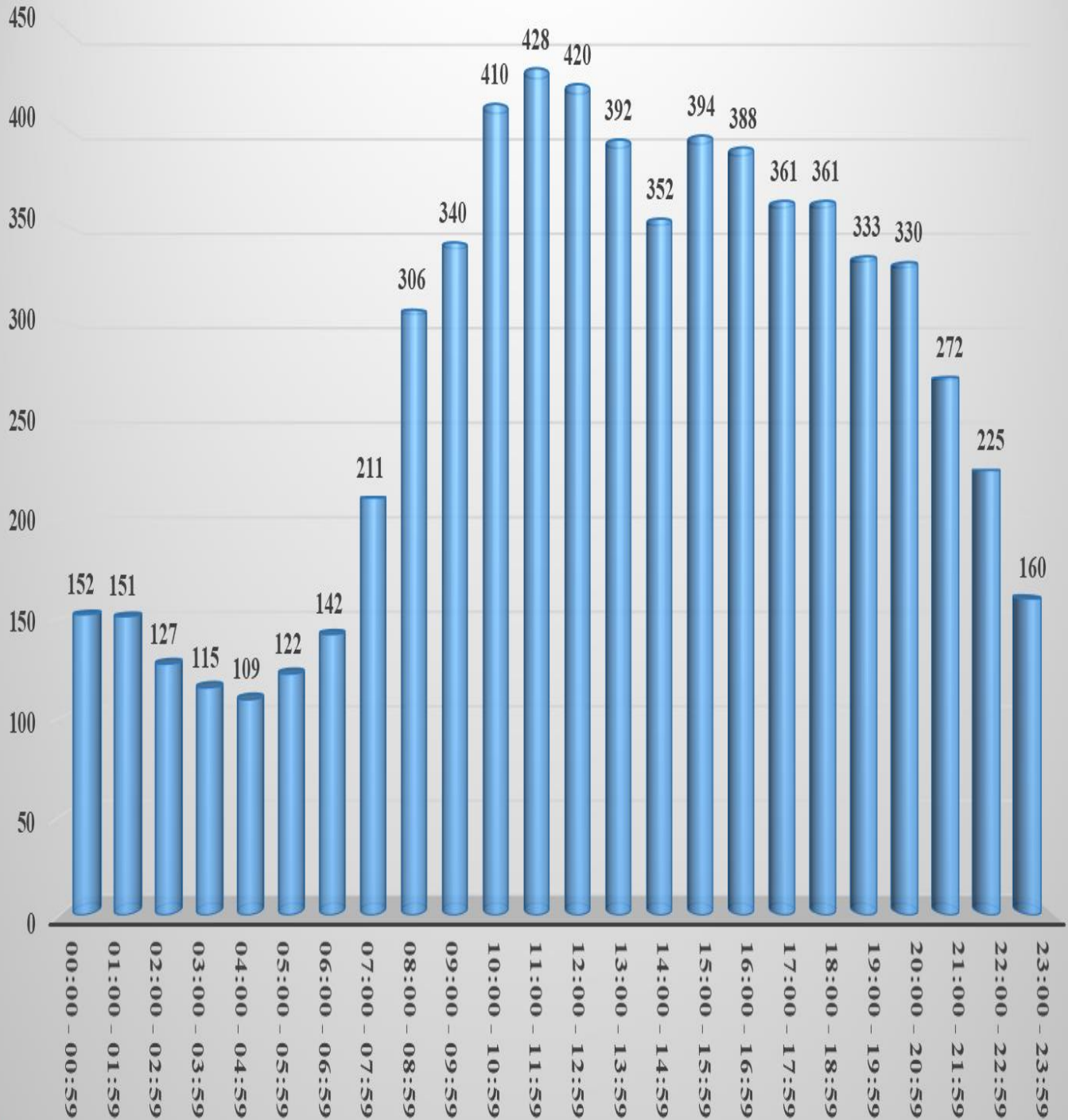
## Total Incidents by Month



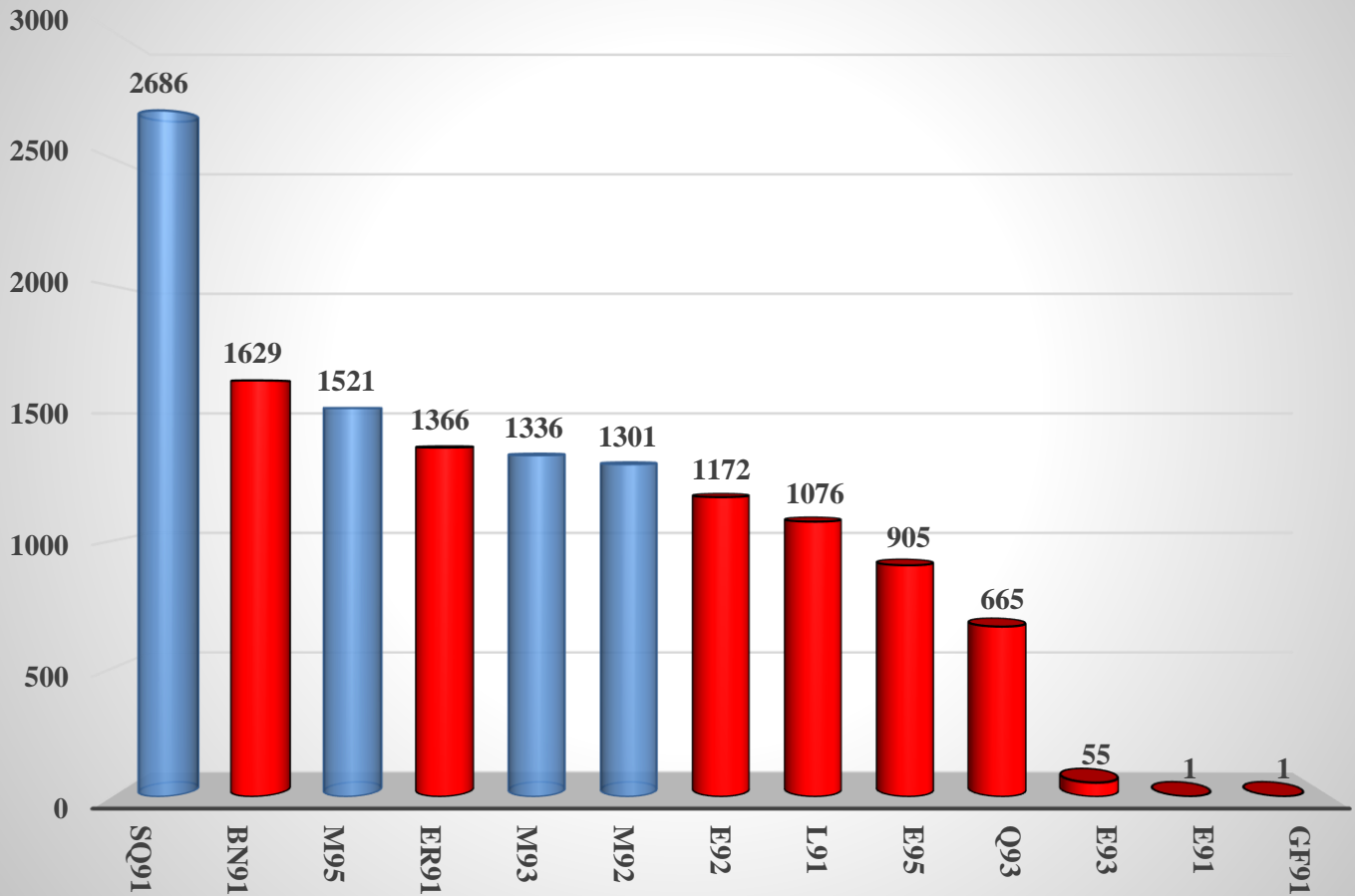
## Total Incidents by Day of the Week



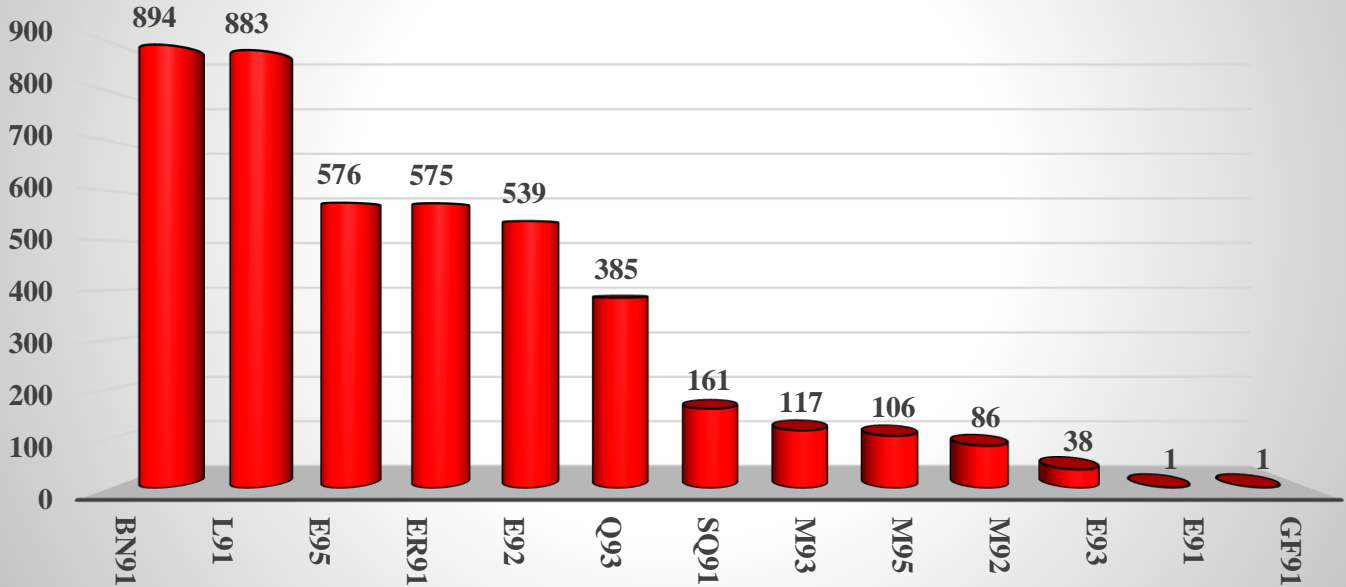
# Total Incidents by Time of Day



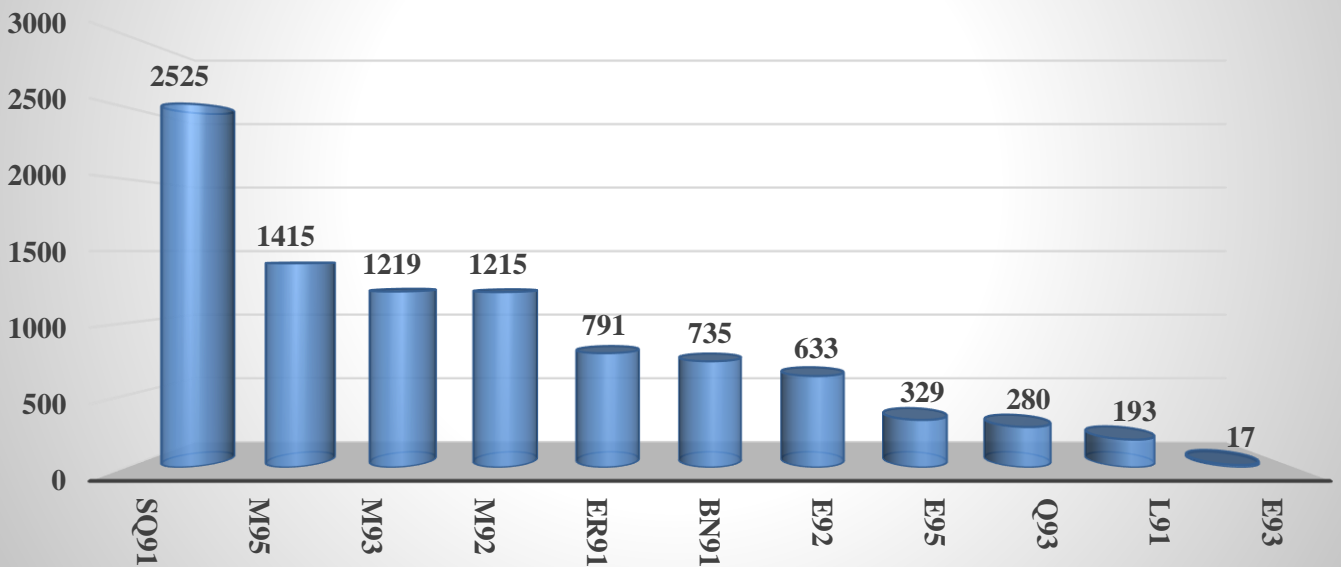
## Total Incidents by Apparatus



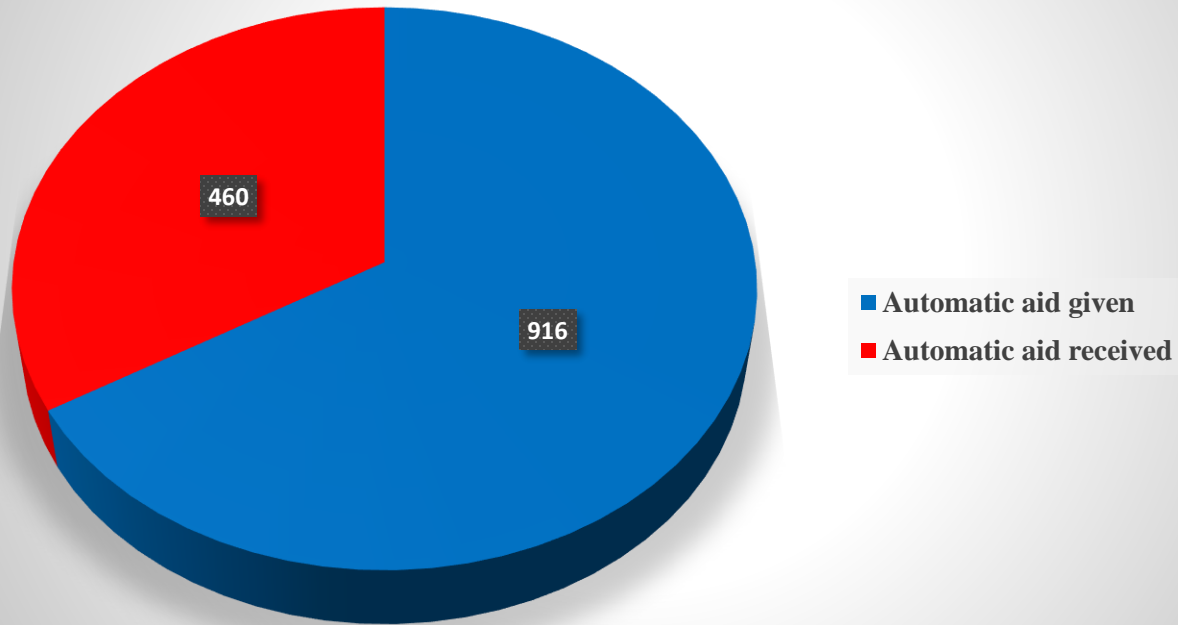
## Total Incidents by Apparatus - **FIRE**



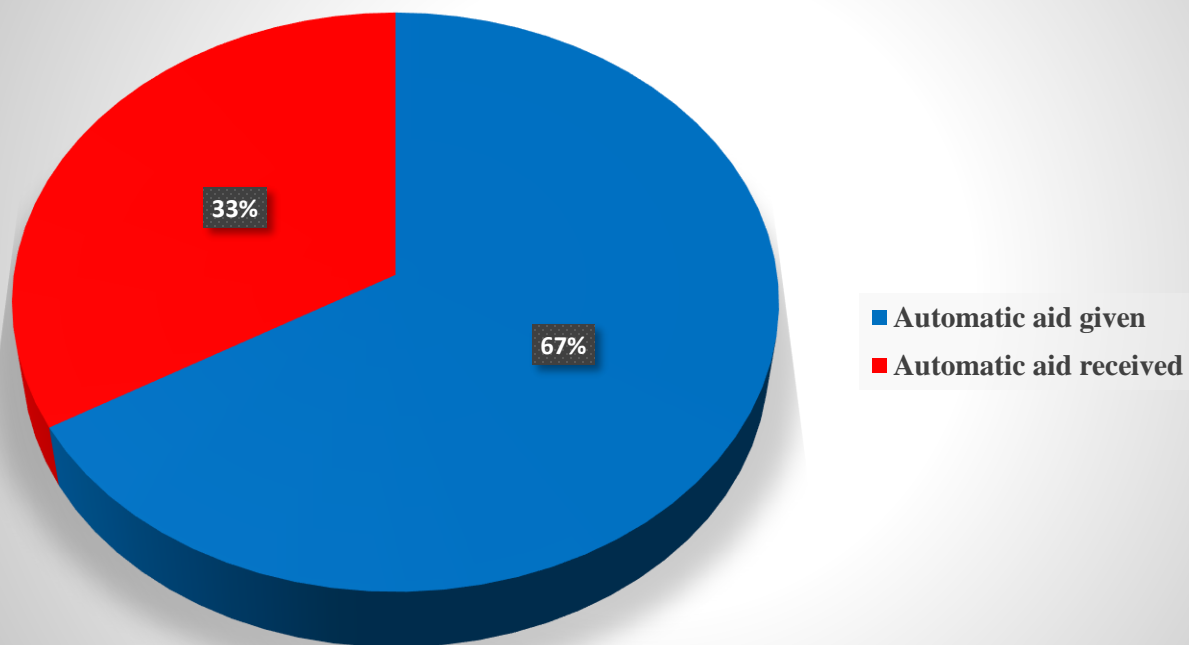
## Total incidents by Apparatus - **EMS**



## Mutual Aid Type

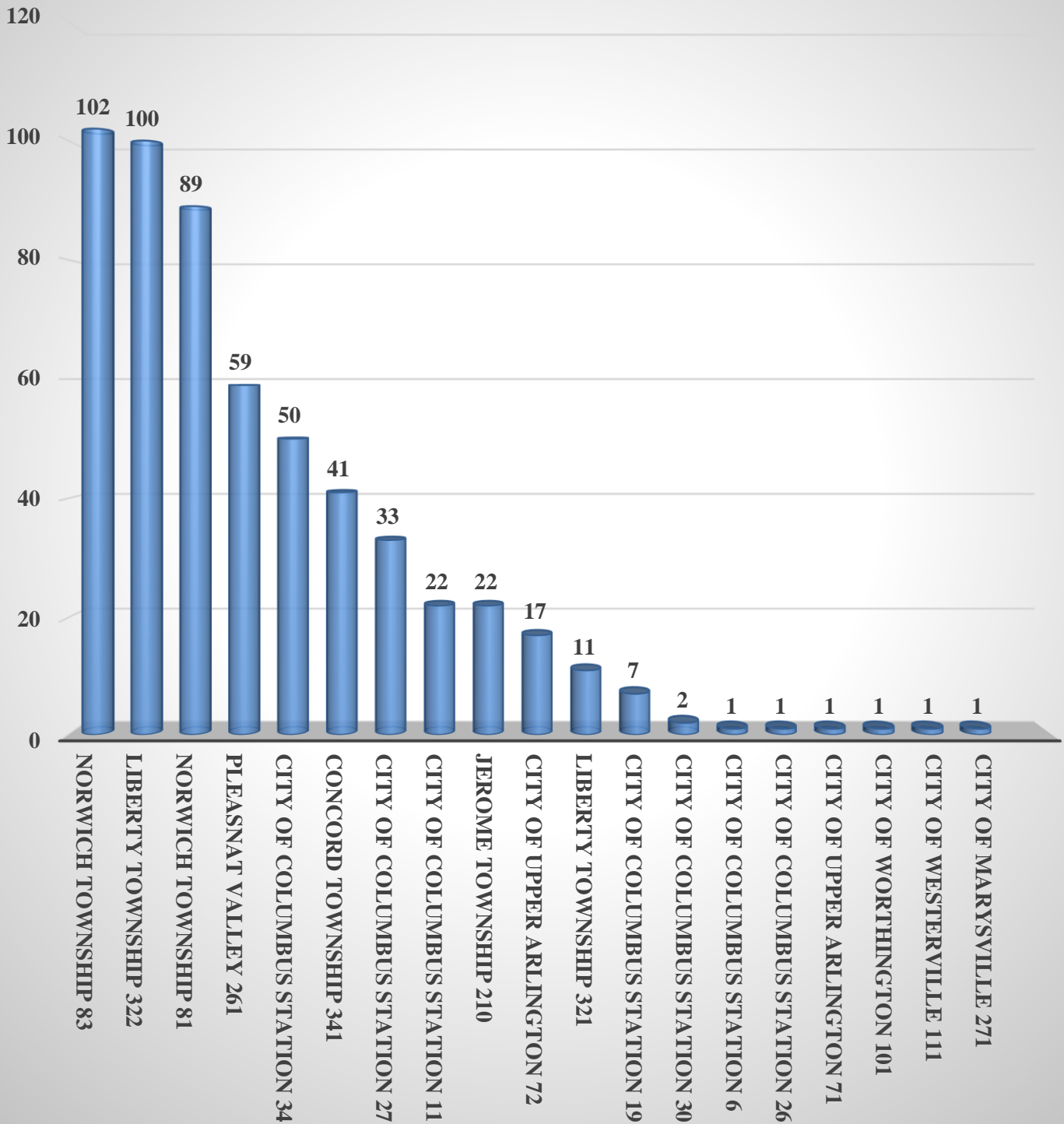


## Mutual Aid Type - Percentage

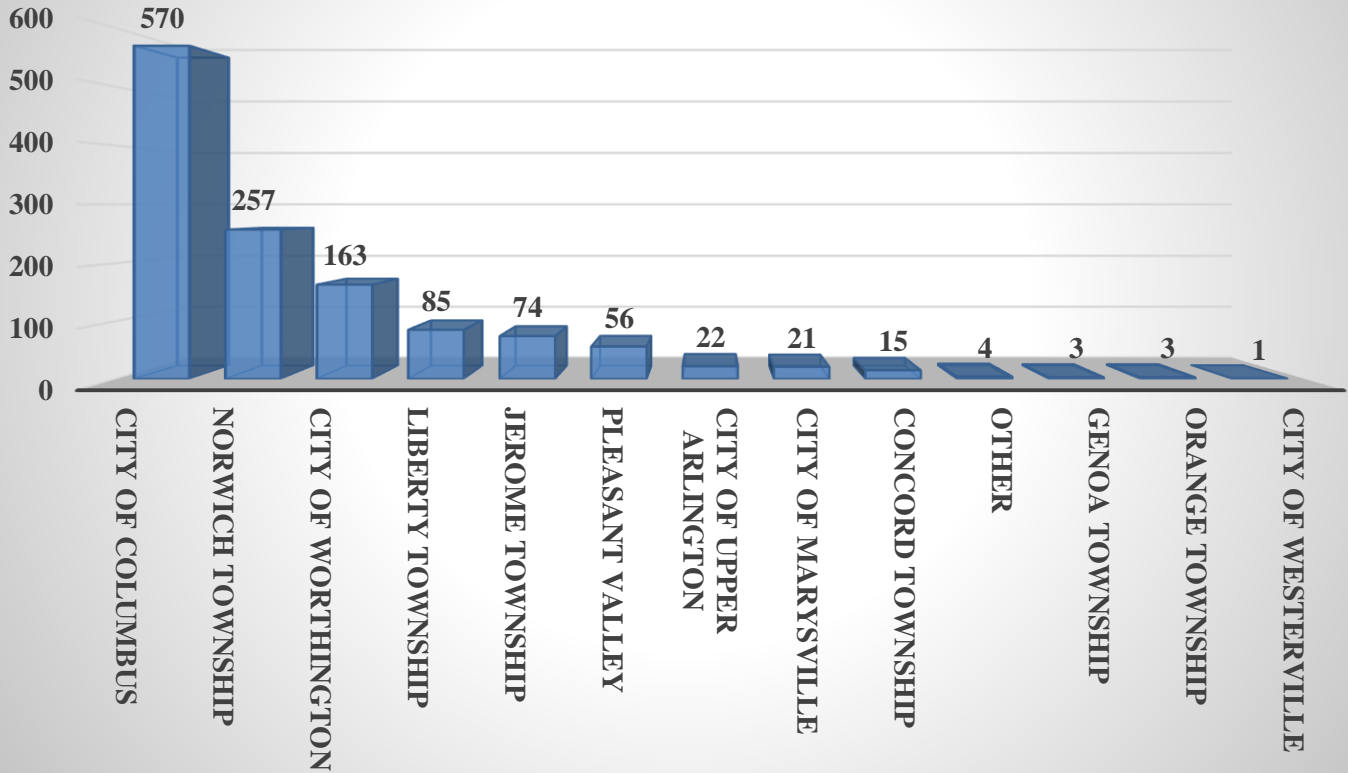




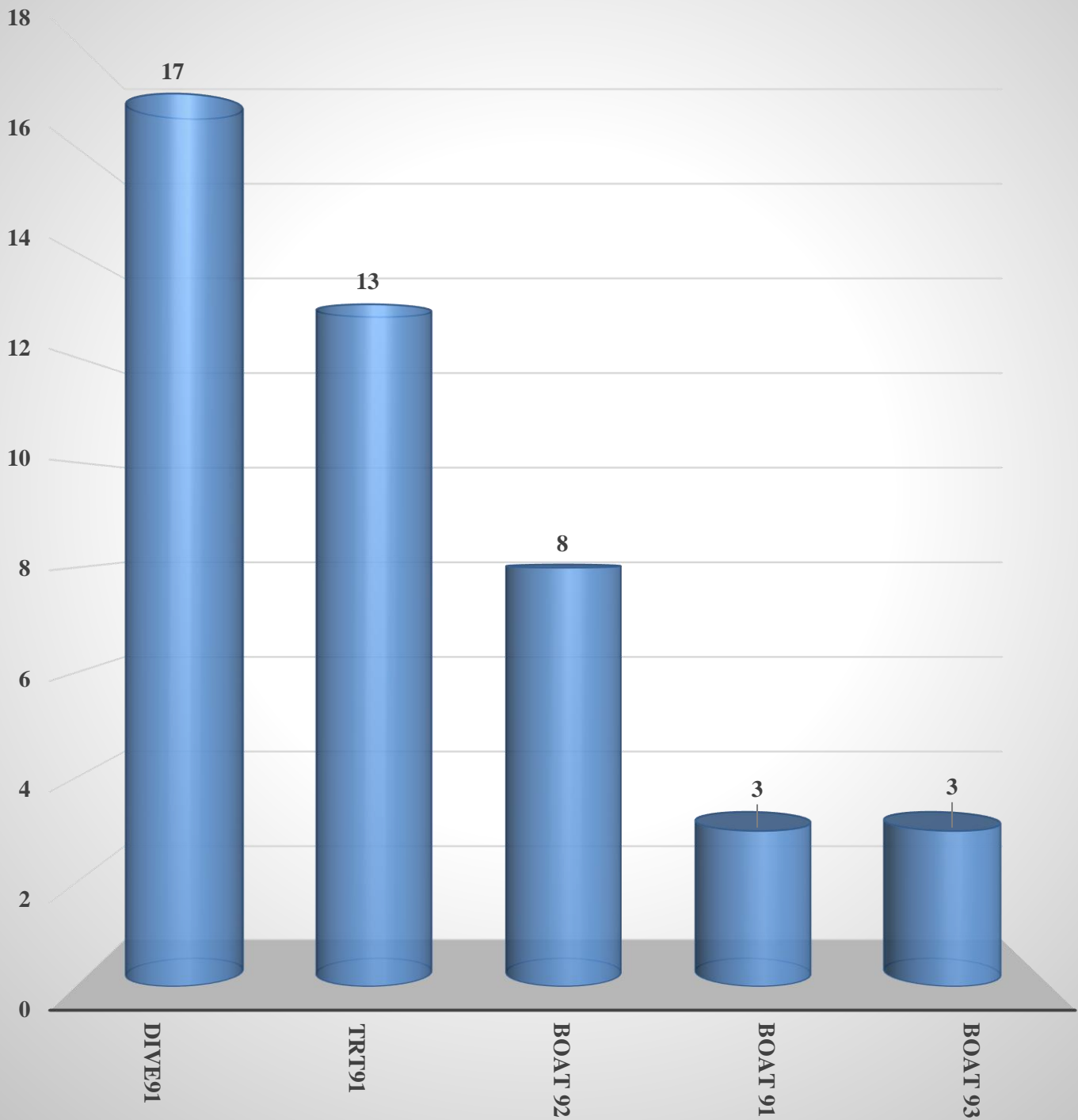
## Total Mutual Aid Recieved by Department/Station



## Total Mutual Aid Given by Department



## Total Incidents by Specialty Resources



## Staffing

The Washington Township Fire Department has 102 full-time uniformed personnel and approximately 20 part-time uniformed personnel. The civilian support staff includes 9 additional personnel. Two civilian personnel retired in 2021 and one civilian PIO hired. One civilian vacancy still exists. In 2021, the uniformed personnel staffing changes included five full-time firefighter retirements, three full-time firefighter resignations, and seven part-time firefighters promoted to full-time firefighters. There were two external fire inspectors hired, 11 new part-time firefighters hired, and 14 part-time firefighters who resigned in 2021. The department had no internal promotions last year.



## *Dispatching*

All fire, EMS and technical rescue responses are computer-aided dispatched by pre-determined protocols, based on the possible needs of the 911 request. All medical responses receive at least one advanced life support unit, along with aggressive medical direction, ensuring a reliable and effective system of care. Additional units are deployed, as needed, for special events to account for an increased demand in medical responses. The Northwest Regional Emergency Communications Center (NRECC), a division of the Dublin Police Department, currently dispatches the Washington Township Fire Department as well as the following agencies: Norwich Township Fire Department, City of Upper Arlington Fire Department, City of Worthington Fire Department, City of Dublin Police Department, City of Hilliard Police Department, City of Upper Arlington Police Department, City of Worthington Police Department. NRECC was also awarded their re-accreditation as a public safety answering point (PSAP) through CALEA, the Center on Accreditation of Law Enforcement Agencies in 2021. WTFD had representatives participate in policy committees and executive steering committee, and participate as partner agencies.

In 2021, ASAP to PSAP and Text to 911 both remained fully operational as well as the Smart911 program. ASAP to PSAP allows central station alarm companies to bypass the call taker and send calls directly to the computer screen of the dispatcher, thus reducing call-handling times. The Text to 911 feature allows callers to text their emergency to NRECC if the situation disallows a phone call to be practical. Automated Voice Dispatch (AVD) was setup, tested, and scheduled to deploy in December 2021, but due to unforeseen circumstances, was delayed and deployed on January 11, 2022. NRECC did reach their “fully-staffed” status in 2021 with several communication technicians hired, promoted and new levels of supervisory positions created to provide additional “direct” supervision in the radio room. Lastly, in 2021, NRECC established a written document to guide them in their decision making utilizing the MoSCoW Template (Must do, Should do, Could do, and Won’t do).

The Washington Township Fire Department has an agreement for emergency dispatching with NRECC that was renewed through December 2025. The amount of the agreement for 2021 was \$426,361.00. As part of this agreement, NRECC additionally supports the WTFD by maintaining and programming all mobile communication devices and offering an Incident Dispatch Team (IDT) as needed at large-scale emergencies and trainings. Both WTFD and NRECC did participate in the multi-jurisdictional complex, coordinated attack drill hosted by the Franklin County EMA.

In January 2022, the WTFD Liaison will change from Assistant Chief Bill Lynn to Battalion Chief Adam Smith. AC Lynn will still remain as BC Smith’s backup. The AVD project will continue to be tweaked and



modified to meet the needs of all partners and the dispatch center. Future plans for 2022 and beyond contain items such as a dedicated radio technician to care and maintain for the systems 1200 plus radios. Also, a multi-agency project is in the planning stages to spin up a 90% “hot” idle radio room as a backup facility in the event of a disaster.

# NRECC 911

## NORTHWEST REGIONAL EMERGENCY COMMUNICATIONS CENTER

City of Dublin | Washington Township | City of Hilliard  
Norwich Township | City of Upper Arlington | City of Worthington



 **Smart911.com**<sup>TM</sup>

Sign up today. Because every second counts.



## **Customer Satisfaction**

There are several areas across five different services provided by the fire department that are evaluated regarding a customer's experience and overall satisfaction. The services that are continuously reviewed are:

- Emergency Medical Services (EMS)
- Car seat fittings & installations
- Fire safety inspections
- Fire truck tour programs
- Citizen Fire Academy

The results of the surveys are reviewed throughout the year so that we can continue to seek ways to provide the best experiences for those who use Washington Township Fire Department resources.

All survey results are important to the department. As mentioned, surveys are a vital means of gauging the performance of our personnel individually and as a whole. For example, patients treated by fire department paramedics are able to provide feedback on various different aspects of their treatment through a series of several quick questions. Feedback can be provided in areas ranging from the 911 phone call experience to the level of professionalism of the paramedics, and to the extent to which the paramedics kept the patient informed about their treatment.

## **Calls for Service Trends**

The department responded to 6,601 calls for service in 2021. Calls for service increased by 1,060 calls (+19.13%) from 2020 to 2021. The department had a total of 13,896 unit responses in 2021.

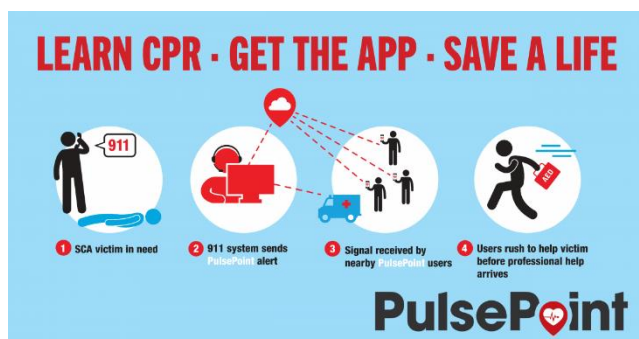
Total calls have increased +10.85% from 2018 to 2021. The department had the busiest call volume year (6,601) in department history in 2021. The global COVID 19 pandemic contributed to the over 19% increase in calls for service since 2020 had a large decline in run volume. Active planning and dynamic deployment models will be used to best determine how to continue to maintain quick, quality service in a fiscally responsible manner as an increase in calls for service is expected as the pandemic recovery continues.



Calls for service are anticipated to continue to increase post pandemic, based on year-over-year historical increases, aging and increasing population, and planned construction in the jurisdiction. Of interest to note is that over 29% of the time, when a unit is dispatched to an emergency, another call is currently in progress, resulting in an overlap in the department's utilization. This overlap trend has increased consistently from 20.94% in 2013 to 29.50% in 2021.

## *PulsePoint*

PulsePoint Verified Responder is an application software and pre-arrival solution designed to support public safety agencies working to improve cardiac arrest survival rates through improved bystander performance and active citizenship. While PulsePoint Respond empowers everyday citizens to provide life-saving assistance to victims of sudden cardiac arrest, PulsePoint Verified Responder (VR) allows agency-identified responders to receive additional information, which is not available in the public version of the application. Verified Responders receive all calls for the WTFD (no calls are suppressed) which include the full address of medical calls, including residential addresses. The application also directs users to the scene with turn-by-turn navigation in addition to identifying the exact location of the closest publicly accessible Automated External Defibrillator (AED). An additional benefit to responders is a faster alarm notification for critical call types, thus decreasing call turnout times. The application is available for iPhone and Android systems. The department launched this application at the end of July 2017 (PulsePoint VR launched in November 2018) and currently has over 7,000 user downloads and averages around 2,300 active monthly users. The department collaborated with Norwich Township Fire Department, Upper Arlington Fire Department and the NRECC communication center to split the cost of the initial and VR implementation. The project cost was approximately \$20,000. The department initially paid \$9,000 of the cost but was later reimbursed through funding from the Dublin Foundation's first responder fund.





# Washington Twp. Fire Department Annual Report | 2021

Agency Statistics for Washington Township Fire - NRECC	Cumulative Totals	21-Dec
Total number of followers		
Monthly Active Users (MAU) - Started June 2021	2072	2227
Total number of followers with CPR alerts enabled		483
SCA incidents	300	10
SCA incidents in public location	128	7
CPR Alerts sent	76	1
Number of devices alerted to CPR needed events	21	1
Total number of incident notifications	1813	34
Total number of incidents appearing in PulsePoint	36123	802
Followers by notification type		
Structure Fire notifications enabled		805
Working Structure Fire notifications enabled		779
Vegetation Fire notifications enabled		308
Working Vegetation Fire notifications enabled		326
Traffic Collision notifications enabled		509
Traffic Collision Expanded notifications enabled		499
Technical Rescue notifications enabled		150
Hazmat Response notifications enabled		510
Water Rescue notifications enabled		167
NEWS notifications enabled		399
CERT notifications enabled		345
DISASTER notifications enabled		463
# New Users Since Previous Month		NA



## **Smoke Detector Program**

The Fire Department offers assistance with changing smoke detectors and checking/replacing smoke detector batteries. Residents can call the Station 91 to schedule a visit. In 2021 twenty-six detectors were installed and fifty-three smoke detector batteries were replaced/checked. This is a great service for the community to keep residents safe and their smoke detectors working. The smoke detectors that are installed are provided by Red Cross.

## **Mini Academy/Mentorship Program**

In 2021 Washington Township added 11 new people to the part-time staffing. These individuals took part in the mentorship program that the department has developed to aid in their transition to a fully functioning part-time member. The new member is assigned to a mentor to assist them with learning the apparatus, equipment, department guidelines, etc. Another component of their mentorship is the completion of the mini-academy. The academy program is comprised of eight weekends with each weekend devoted to a particular specialty of the fire/EMS services. They are – Ladder Operations, Engine Operations, EMS, Emergency Vehicle Driving, Vehicle Extrication, Rope Rescue, Water Rescue, Building Construction, Victim Rescue and Incident Command. Due to the Covid19 pandemic, the mini-academy in early 2021 had to be reduced down to a more individualized training opportunity which allowed for social distancing.



## **Emergency Medical Services**

### **EMS Billing**

Washington Township continued to bill for EMS service in 2021 The funds collected were used for the following items:

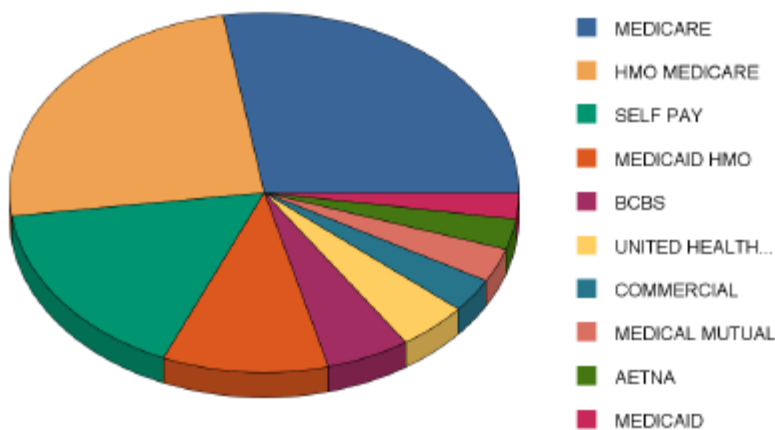
- EMS Manager Salary
- Part Time Employees' Salary
- Refurbishment of Medic Vehicles
- New Medic Vehicles
- EMS Reporting Software and Hardware
- EMS Analytic and supply tracking software
- EMS Supplies
- EMS Maintenance and Repair
- EMS Equipment (Capital)
- PPE supply increases due to COVID-19

The Expenditures for fiscal year 2019 are \$672,678.24

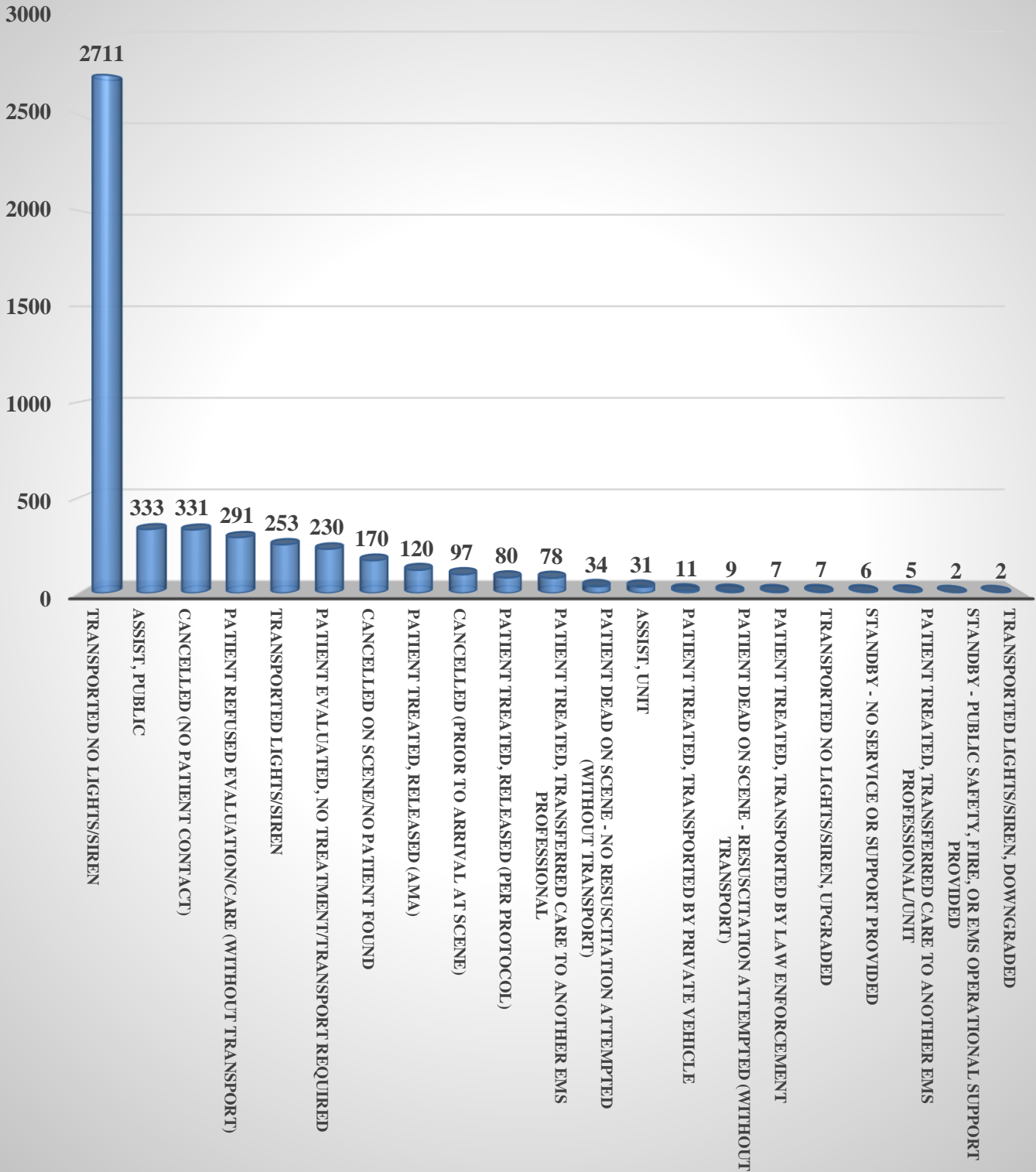
The Expenditures for fiscal year 2020 are \$692,500.00

Total revenue collected for year 2021: \$871,382.00

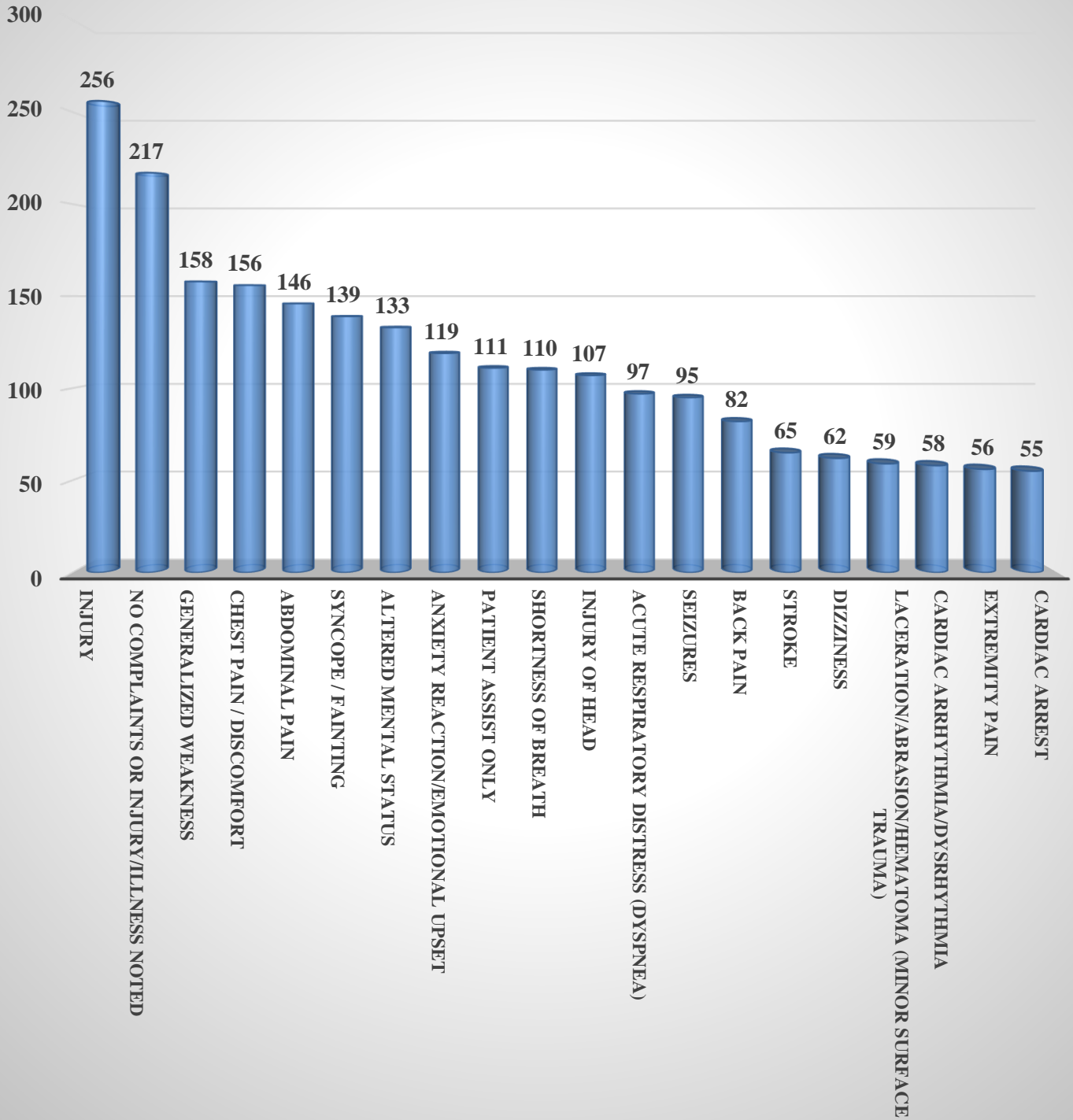
### **EMS Billing Revenue Sources**



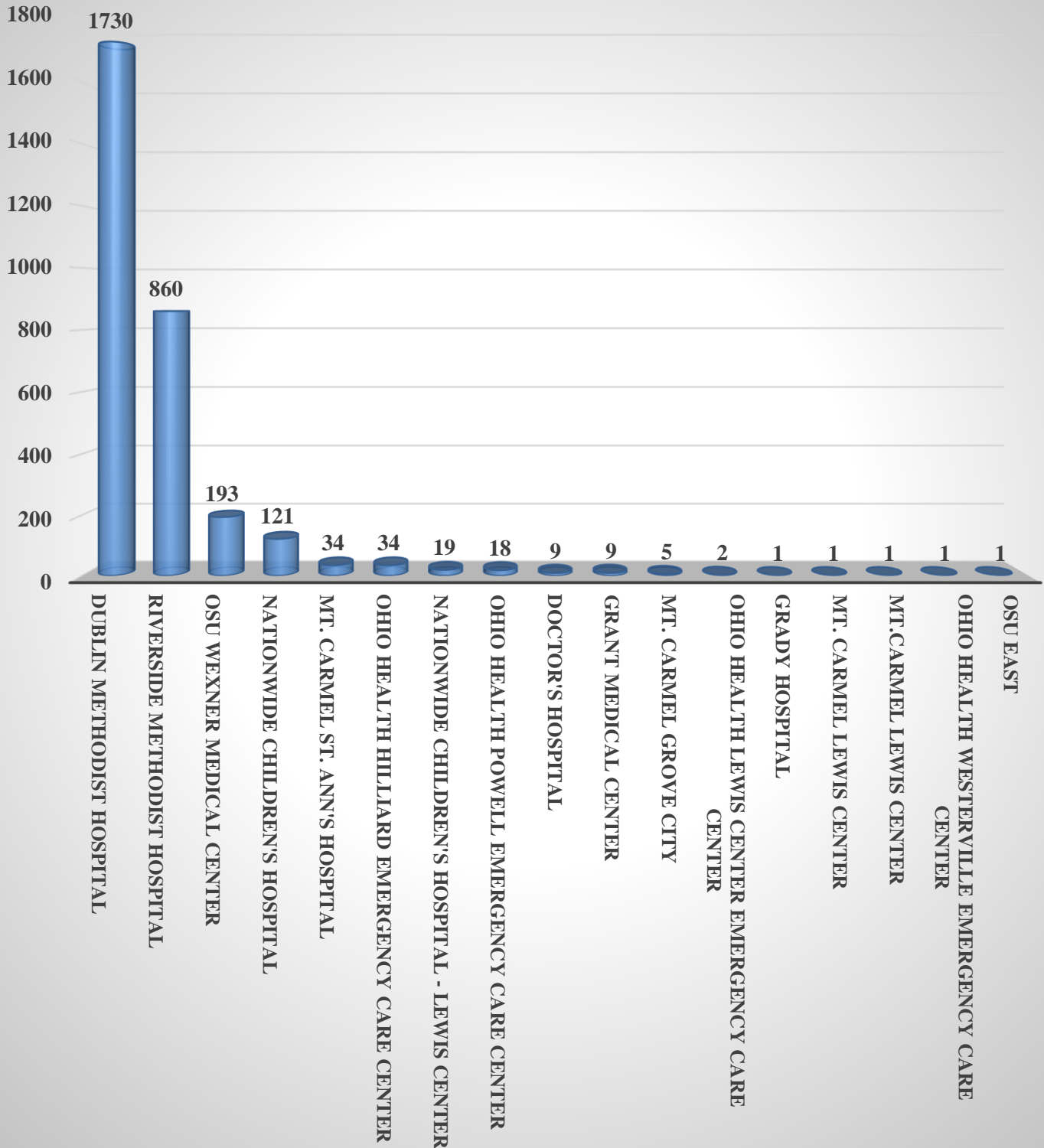
## Total EMS Calls by Disposition



## Top 20 EMS Calls by Primary Impression



## EMS Transports by Destination



## *Training*

The Safety & Training program ensures adequate training and safety for firefighters. The training portion of the program monitors training data for all firefighters and selected training for civilian staff. This includes required training and any continuing training. The safety portion of the program ensures the safety of the responders and civilian staff.

All uniform members of the department are required to have at a minimum a FFII and EMT certification, full-time members are required to have a Paramedic certification. Continuing education requirements are based on certification. All members need to have 54 hours of CE for FFII, 40 hours for EMT, 60 hours for AEMT and 86 hours for a Paramedic.

The department uses its internal state certified instructors for training. Certified instructors are required for all EMS training. Fire classes can be led by any certified FFII. When necessary staff members can be on placed on overtime to assist with larger trainings. The training committee meets quarterly to create the training schedule. All training sessions are tracked electronically using Fire House software. The safety committee meets monthly to review injuries and accidents. The committee works with the safety officer to create safety policy's, review injuries and accidents, bring safety concerns from company personnel.

The goals for 2021 were set early in the year. All attempts were made to keep the goals current; however, the COVID-19 virus took the priority over predefined goals. The COVID response can be found under safety.

For 2022 the training goals are as follows:

- Maintaining a safety focus
- Protocol testing
- EMS comps
- Fire comps
- QC FH training monthly
- Priority based training
- For 2022 the safety goals are as follows:
- Maintaining a safety focus



- PERRP compliant
- SOG review and update
- COVID Response

For 2021 the training goals were as follows:

- Maintaining a safety focus
- Protocol testing
- EMS comps
- Fire comps
- QC FH training monthly
- Priority based training
- 2021 Accomplishments

We continued to maintain a safety focus with all training. In 2021 we had seventeen (17) injuries as a result of training activities. Four (4) of the seventeen (17) were considered reportable under PERRP. One (1) of these training injuries resulted in days away from work.





# Washington Twp. Fire Department Annual Report | 2021

Overall training hours and class sessions has decreased due to our COVID restrictions and not scheduling much training in January and February. In November and December, many of the BC required trainings were removed from the schedule allowing for more free time for the staff. There was an effort to make sure we can account for all training.

2021 - 4,146 sessions, 32,678 hours

2020 - 4,355 sessions, 34,082 hours

2019 - 4,645 sessions, 36,378 hours

2018 - 4,446 sessions; 35.055 hours

2017 - 1,221 sessions; 24,227 hours

2016 - 1,254 sessions; 17,481 hours



## 2021 Safety Accomplishments

For 2021 the safety goals are as follows:

- Maintaining a safety focus
- PERRP compliant
- SOG review and update
- COVID Response
- 2021 Accomplishments

In 2021, we recorded forty-three (43) injuries and incidents.



Seventeen (17) were training related, thirteen (13) were the result of MVA's and damaged equipment, five (5) occurred on incidents, three (3) occurred during PT, and five (5) were the result of other activities.

Of these forty-three (43) incidents eight (11) were recordable under PERRP. Of the eight (11), three (3) resulted in days away from work. For 2021, twenty (20) days away from work were recorded. We did see a slight increase in training related injuries for 2021 likely do to the complexity of the tasks.

## 2021 PERRP Recordable Work-Related Injuries and Illnesses

- The Township experienced 11 recordable injuries and illness for 2021. The results of there were as follows:
  - Number of cases
    - Total number of deaths - 0
    - Total number of cases with days away from work - 3
    - Total number of cases with job transfer or restriction - 3
    - Total number of other recordable cases - 5
  - Number of days
    - Total number of days away from work - 20
    - Total number of days of job transfer or restriction - 10
  - Injury and illness type
    - Injury - 9
    - Skin disorder - 0
    - Respiratory condition - 0
    - Poisoning - 0
    - Hearing Loss - 0
    - All other illnesses - 0



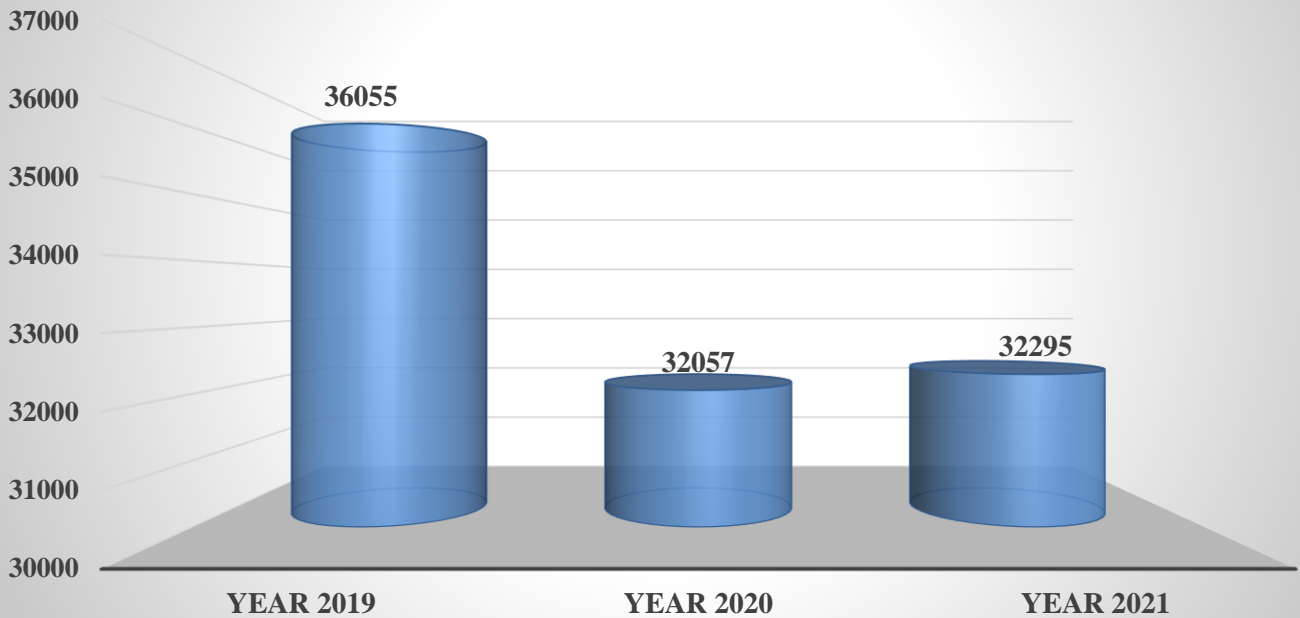
# Washington Twp. Fire Department Annual Report | 2021

The focus group worked on the COVID Response Guide and updated it as needed in 2021. We met on an as needed basis to keep the document current with CDC and medical director requirements, Changes were trained on at a department and company level.

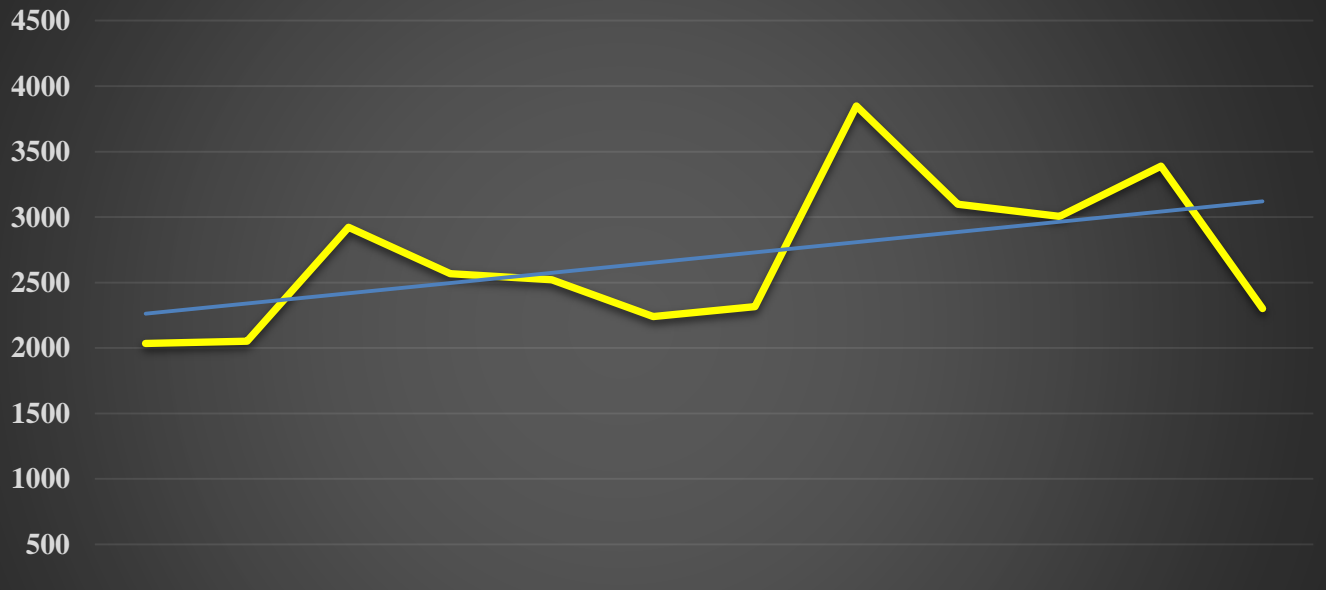
The majority of the changes were tracked on PowerDMS.



## Total Training Hours by Year



## Total Hours By Month

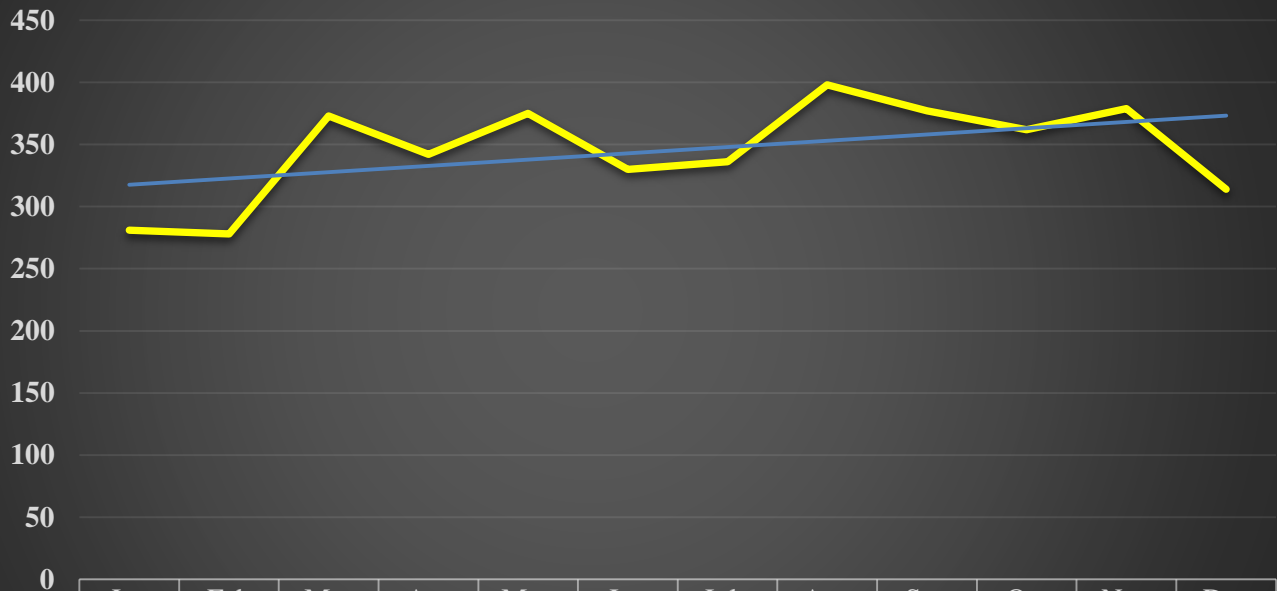


	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sep	Oct	Nov	Dec
Hours	2034.5	2051	2922.5	2568.5	2520	2240.1	2316.75	3848.75	3097	3005	3390	2301

Hours Linear (Hours)



## Total Classes By Month

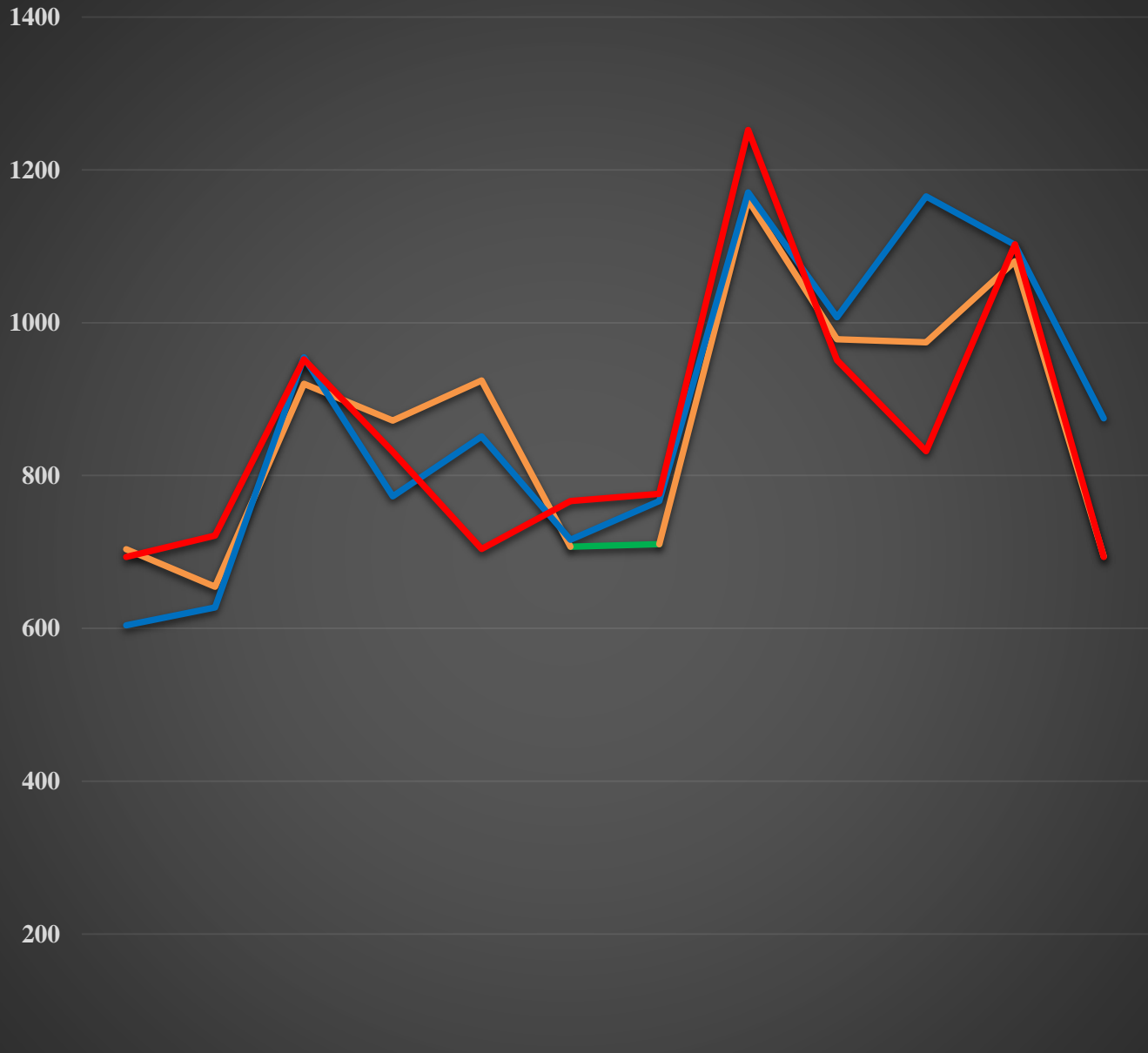


	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sep	Oct	Nov	Dec
Classes	281	278	373	342	375	330	336	398	377	362	379	314

— Classes — Linear (Classes)



## Training Hours Per Shift By Month

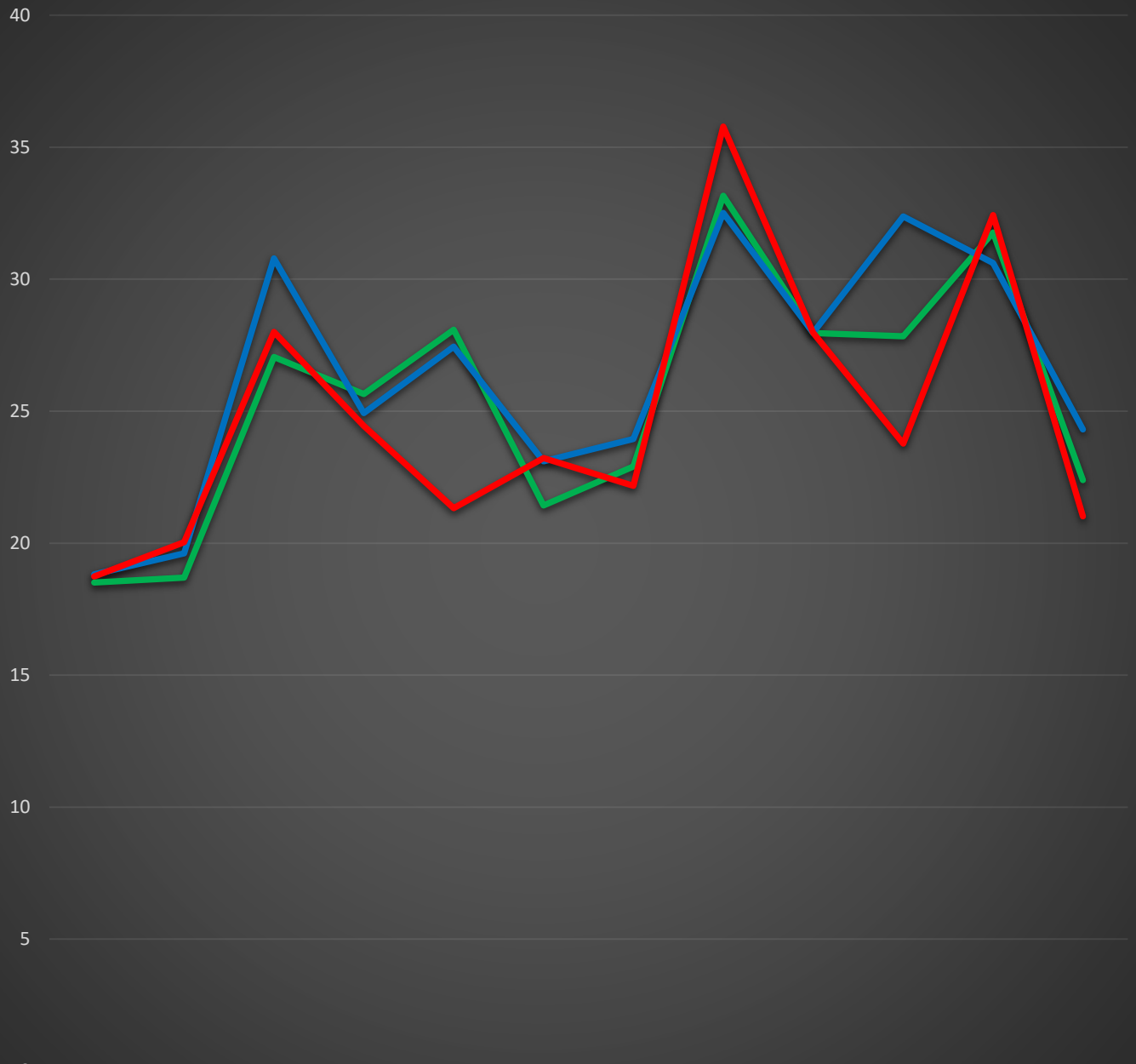


	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sep	Oct	Nov	Dec
1U	703.5	654.5	920	872	924.5	706.9	710.25	1160.5	978.5	974.5	1080.25	694
2U	604	627.5	954.5	773	851	716.1	766.5	1170.5	1007	1165.5	1102	875
3U	693.5	721.5	952	831	704	766.6	776	1252.25	951	832	1102.75	693.5

1U 2U 3U



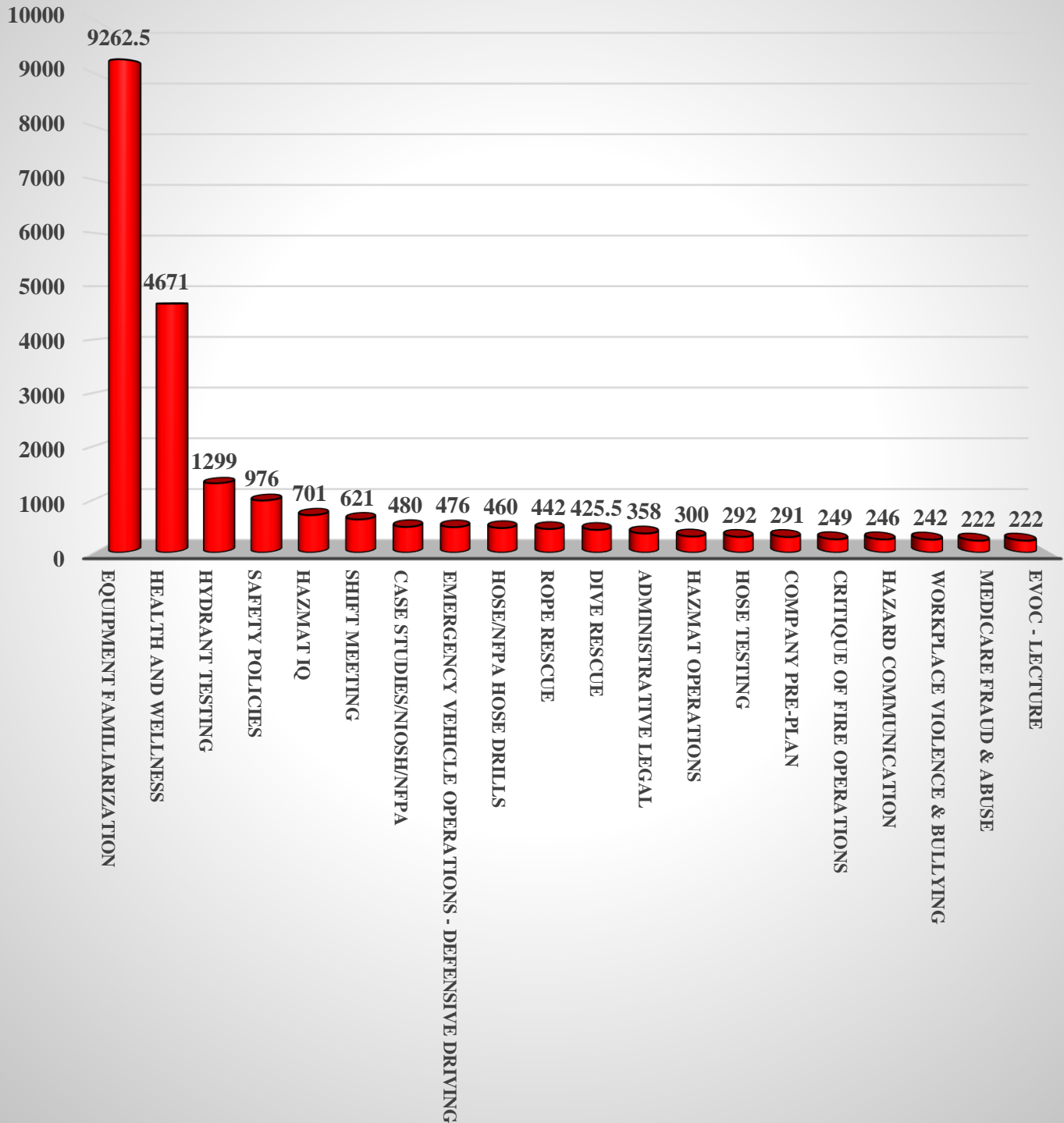
## Training Hours Per Person By Month



	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sep	Oct	Nov	Dec
1U	18.51	18.7	27.05	25.65	28.08	21.43	22.91	33.16	27.96	27.84	31.77	22.39
2U	18.82	19.61	30.79	24.93	27.45	23.1	23.95	32.51	27.97	32.38	30.61	24.31
3U	18.74	20.04	28	24.44	21.33	23.23	22.17	35.78	27.97	23.77	32.43	21.02

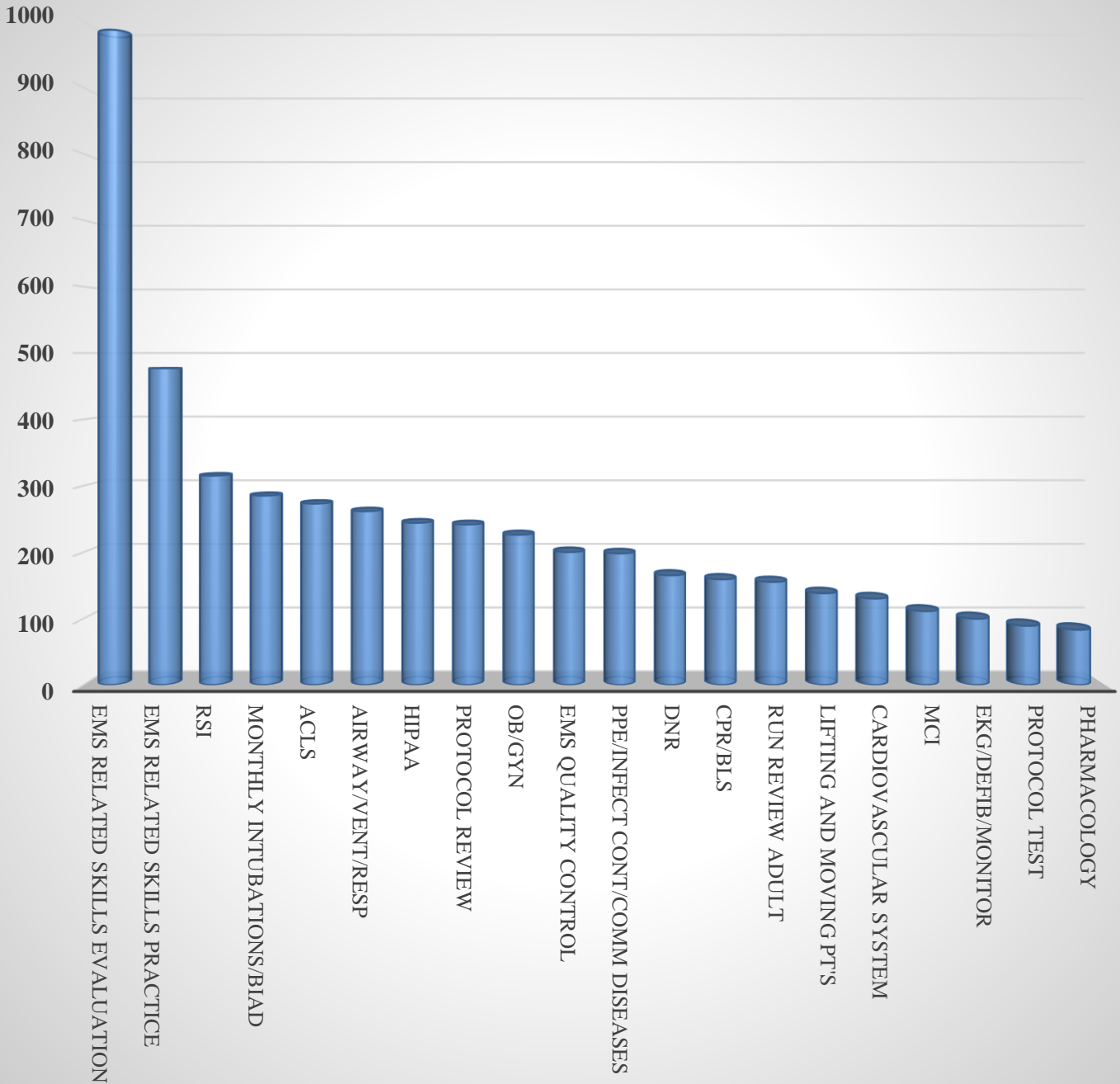
1U 2U 3U

## Top 20 **NON-EMS** Training Classes by Hours



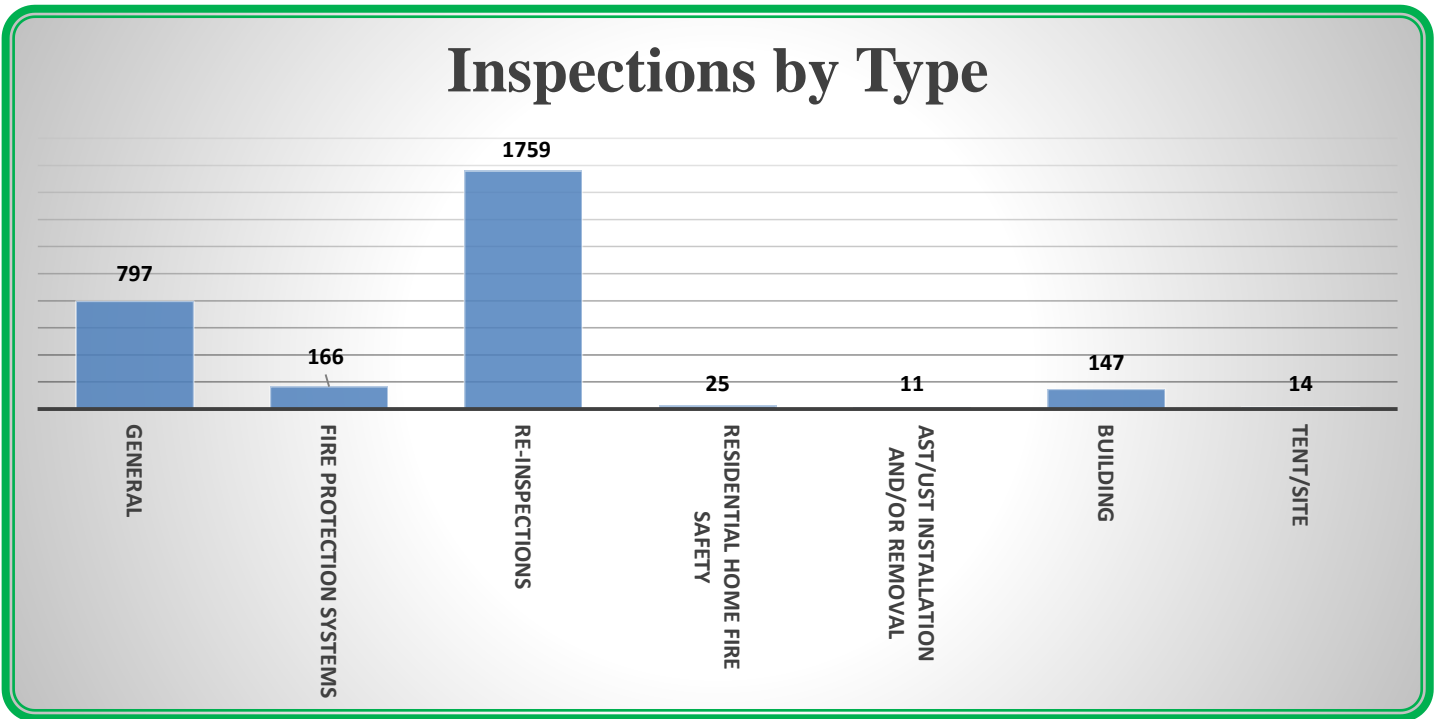


## Top EMS Training Classes by Hours



## *Fire Prevention Inspections*

The Fire Prevention Bureau staff conducted two thousand nine hundred and nineteen (2,919) fire safety inspections in 2021. The inspections included installation of fire protection systems, new construction, and ongoing compliance of existing commercial buildings, re-inspections, and home safety inspections. One hundred and sixty-six (166) fire protection systems were completed as part of new construction and tenant improvement inspections. There were thirteen (13) aboveground/underground storage tank installations inspected. The majority of these inspections were for generator installations with fuel tanks. Five hundred and fifty-one (551) fire protection reviews were conducted. There were seven hundred and ninety-seven (797) general inspections of existing commercial structures conducted in Washington Township and the City of Dublin. These inspections were conducted to discover and mitigate the deficiencies that pose a threat to the life and property of the public and to fire department personnel. There were two thousand nine hundred and fifty-three (2,953) violations documented and one thousand seven hundred and fifty-nine (1,759) re-inspections required at those facilities with violations. All fires within Washington Township and the City of Dublin were investigated per the Ohio Revised Code. A total of \$3,105,235 was lost in structures and content with \$24,649,803 being saved in structures and content.



# Washington Twp. Fire Department Annual Report **2021**

## 2021 Property Loss/Saved

Incident Description	Incident Count	Sum Property Loss	Sum Property Value	Property Saved
Building fire	13	2,213,391	17,035,601	14,822,210
Cooking fire, confined to container	18	0	0	0
Passenger vehicle fire	10	31,800	44,400	15,100
Brush or brush-and-grass mixture fire	4	500	5,000	4,500
Dumpster or other outside trash receptacle fire	1	0	0	0
Cultivated trees or nursery stock fire	0	0	0	0
Smoke scare, odor of smoke	23	0	0	0
<b>Totals</b>	<b>69</b>	<b>2,245,691</b>	<b>17,085,001</b>	<b>14,841,810</b>

## 2021 Firefighter/Civilian Injury and Death Summary

Incident Description	Incident Count	FS Injuries	FS Fatal	Civilian Injuries	Civilians Fatal
Building fire	13	2	0	1	0
Cooking fire, confined to container	18	0	0	1	0
Passenger vehicle fire	10	0	0	0	0
Brush or brush-and-grass mixture fire	4	0	0	0	0
Dumpster or other outside trash receptacle fire	1	0	0	0	0
Cultivated trees or nursery stock fire	0	0	0	0	0
Smoke scare, odor of smoke	23	0	0	0	0
<b>Totals</b>	<b>69</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>0</b>



## *CPR, First Aid Training & Car Seat Fittings*

307 people were trained in CPR this year. More people took advantage of the blended learning option for CPR, CPR for Healthcare Provider, and First Aid. The Fire Department trained all of the Dublin Police Officers in CPR, First Aid, and what they can do to help if they are first on the scene of a fire. Classes in the high school were canceled again this year due to COVID, community classes were implemented again. There were 76 car seats installed.



# Washington Twp. Fire Department Annual Report **2021**

Programs/Classes	Number of People
Car Seat Checks	76
CPR trained	234
CPR for Healthcare Providers	73
Fire Extinguisher Training	87
First Aid	124
Smoke Detector Installations	26
Smoke Detector Battery Replacement/Check	53

Service/Event	Total #	Number of People
Babysitting	1	8
Back to School ED*	18	
Block Party Visit	5	223
Birthday Drop By	5	98
Drive By Celebrations	6	129
Drive Thru Events*	2	
Equipment Demos	24	1500
Fall Prevention	2	33
Fire Drill Assists*	1	
Fire Safety Talk	14	392
First Aid Awareness	3	33
Home Safety Inspections	25	50
Other Presentations	1	60
Poster Contest	1	515
Staffed table (career day, health fair, etc.)	5	2628
Until Help Arrives	3	62
<b>Total</b>	<b>91</b>	<b>5,520</b>

\*Total number people were not recorded on these events. Larger Community Events were not included (Spooktacular, parades, Tree Lighting, etc.)



## **EMS Liaison**

In 2021 the Community Safety Educator started taking on the additional responsibilities as EMS Liaison to help connect residents who have been identified as in need/at risk with various resources. Paramedics identify the residents in need/at risk and forward the referrals to the EMS Manager and EMS Liaison. Permission from the residents is given before referrals are made. There were 19 referrals made this year. Once contact was made after the referrals, 6 of them received assistance. Some of examples of assistance include having smoke detectors installed; connecting them with Life Care Alliance for meals; getting information about lift chairs, transportation, and stair chair; and making a referral to COAA for yard help. Everyone was very appreciative of the service. The other referrals either refused help, passed away, or went into long-term care.

## **Fire Safety Education**

2021 was another challenging year for the Fire Department to continue to work through how to engage the community by educating people on digital platforms during the COVID-19 pandemic. The Fire Department's educational video production increased on social media platforms. Some of the videos included educating the community on firework safety, Thanksgiving safety, and Christmas lights safety. Each video had a post reach of over 700 with the firework safety video reaching over 3.5 thousand people and was shared over 17 times. Post reach measures how many people have seen the post. Digital presence was also increased by updating the Township's website with new posts about smoke alarms, 2020 Washington Township Annual Programs: Appraisal and Analysis 49 Halloween safety, heating safety, Christmas tree safety, electrical cord safety and cigarette safety. Digital platforms were not the only way the Fire Department reached out to the community in 2021. The Township produced a Spring/Summer and Fall/Winter newsletter and provided safety tips in the City of Dublin's quarterly Healthy guide that is sent to residents and placed on their website. The newsletters contained educational messaging including symptoms of a heart attack, power outages, coping through adversity, car seat safety, and learn before you burn. The newsletter was mailed to over 31,000 residents. With both the direct mailings and digital



# Washington Twp. Fire Department Annual Report | 2021

platforms of social media and website, the Fire Department was able to increase outreach to the community when in-person education opportunities were not possible.



## Poster Contest & Open House

Even though the annual Open House was canceled again in 2021 due to COVID the Fire Department was still able to have the Poster Contest. The theme this year was “Learn the Sounds of Fire Safety.” 515 third graders participated this year. Awards for first and second place winners were delivered to each school. The kids received their awards in front of their class, they were all very excited! The contest is a great way for students to learn about fire safety. The Department also created a video about this year’s Fire Prevention Week theme that was shared on social media. The Fire Safety week video had a post reach (how many people that have seen your post) 1262 and a post engagement (the interactions with your posts including likes, shares and comments) 1387. The Fire Department also did several static posts that week on social media and articles on the website.





## *Community Programs & Events*

Although many programs and events were not back to normal this year due to COVID, the Department participated in a variety of events throughout the year with some adjustments to keep everyone safe. The Department took part in the City of Dublin's reverse parade for St. Patrick's Day at Darree Fields. This had such a large turnout that the City had to limit the number of cars. Spooktacular was held completely outside this year and over two days to keep the crowd smaller. The Dublin Irish Festival was changed to Dublin Irish Days. Some of the other events that the Fire Department participated in with the City were: Tree Lighting, Community Block Party, senior day, and July 4th Celebration/Parade. The Fire Department also participated in a variety of other community events. Scottish Corners had their first walkathon with over 200 people, the Department was there with a game, educational handouts, and fire truck. The Japan-America Society of Central Ohio organization had an event at Coffman Park, participants had the chance to try the fire extinguisher trainer. The Fire Department also started doing neighborhood block party visits mid-way through 2021. All these events provide educational opportunities with the community. Residents can ask questions, pick up information, and get to know their Fire Department. The Fire Department helped promote safety by being in the school zones with a fire truck and banner during morning drop 2020 Washington Township Annual Programs: Appraisal and Analysis 50 off and afternoon pick up. The Department was at each Dublin City Schools elementary school in Washington Township and Washington Elementary (unless on an emergency call) during drop-off and pick-up the first week of school. The schools are very appreciative of this year every year. The CFA's were a great help this year at programs/events with a combined total of over 80 volunteer hours. They helped at the flower sale, July 4th Celebration, Irish Days, Welcome Warehouse Back to school Drive, Spooktacular, Walk-a-thon, Tree Lighting, Firefighters for Kids Toy Drive, and more! They are all hard working and enjoy helping the Department.



## *Disaster Plan*

The Continuity of Operations Plans had ongoing revisions in 2021, with February 2022 target date of finalization. The department tested the all-personnel call back system, “One Call Now” in June 2021, with a plan in place for quarterly testing. The department presented “Until Help Arrives” for six (6) members of the public September 2021 and twenty-five (25) students from Ohio University. The Department participated in the planning and execution of a Franklin County wide Complex Coordinated Terrorist Attack drill, including multiple agencies and drill locations, which took place August 28. The Department received a donation 100 CAT tourniquets from the Central Ohio Trauma System (COTS) for distribution in our “Until Help Arrived” classes



## *Facilities*

The Fire Chief introduced the facilities program in 2016. It is designed so that one person oversees the budget and prioritizes the maintenance schedule for the five facilities. This benefits the department by having better management of its money for repairs to its facilities.

2021 was another interesting year with COVID, regarding the ability to get supplies and contractors to bid and do work that is needed. Projects were completed and bids were sought for additional items identified in the Capital Improvement Budget. Large Expenditures included roof painting at Station 91, fire alarm panel at Station 95, multiple furnaces and AC units, kitchen stove for Station 93, and sprinkler system repair at Station 92. Several areas of Station 92 have been renovated including paint, drywall repairs, and concrete resurfacing. Station 95's bathroom was updated to better fit the departments changing needs. Mattresses have been replaced at Station 91 and Station 95. The foundation repair at Station 93 has been approved by the board. The repair is scheduled completed in early spring of 2022.

### **2021 Expenditures:**

Expenditures: Fire alarm \$ 8,733.20

Furnaces/AC units \$30,088.00

Roof Painting \$58,000.00

Appliances \$19,562.27

Sprinkler repair \$ 7,746.00





## *Apparatus Maintenance*

The maintenance program is designed to make sure that all apparatus is maintained in a safe, functional manner consistent with national standards.

The maintenance team resources include multiple personnel to manage day-to-day operations and repairs, maintaining budgets, and tracking of equipment. Tracking of repairs is completed in the software program Operative IQ. Budgeting is completed using Google Docs.

Minor repairs such as bulbs and switches are done in the station bay areas. Larger maintenance issues are completed in the building in the rear of Station 91. This building is a four bay structure, large enough to pull the department's largest piece of apparatus (the 100' tower ladder) into. The building has an area with a complete professional set of tools. Local vendors are used for maintenance or repair work. Fire apparatus is serviced by an ASE certified mechanic with the City of Dublin Fleet Maintenance. Major work is contracted out or is sent to an authorized manufacture's dealership for repairs.

### **Goals for 2021:**

- Use Operative IQ program to make it easier to track invoices for repairs
- Maintenance group to meet quarterly to discuss issues and areas for improvement
- Complete annual pump testing for all apparatus
- Complete annual aerial ladder testing and certification
- Complete all ground ladder testing and certification
- Order new engine/rescue truck
- Order and take delivery of new Battalion Chief's vehicle
- Order and take delivery of new EMS manager vehicle
- Start writing specifications for new quint (fall of 2021)



## Goals Accomplished 2020:

- All apparatus had annual pump test completed
- All aerial ladders had annual testing completed and certified
- All department ground ladders tested and certified
- Maintained PM cycles at 250 hours for all apparatus
- Purchased new vehicle for fire chief
- Took delivery of two medic refurb (Medic 92 and SQ 91)
- Purchased new vehicle for training manager
- Completed specifications for new engine/rescue truck

The maintenance program continues to meet the needs of the department based on the performance indicators listed.

Washington Township considers safety a priority when it comes to apparatus. Thus, the fire department was diligent in maintaining and repairing apparatus. It was recognized that this is emergency operations equipment and was treated as such. All apparatus repairs were made to the manufacturer's specifications. Independent testing was completed on all fire pumps, ladders, and fire truck braking systems.

## Expenditures:

- o WTFD documented spending \$ 299,618.57 (increase of 10.396% from 2019)
- o Parts\* \$174,273.34
- o Labor\*\$116,784.58
- o Misc.\* \$8,429.71



## 2021 Vehicle Replacement:

- New Battalion Chief's vehicle
- New EMS Manager vehicle
- Ordered new engine/rescue vehicle
- Ordered new engine vehicle

## 2022 Vehicle Replacement Schedule:

- Finalize specifications for new Quint vehicle
- Finalize specifications for second new engine vehicle
- Finalize specifications for new medic vehicles
- Develop plan for new station vehicle



## Top 5 Medic Vehicles

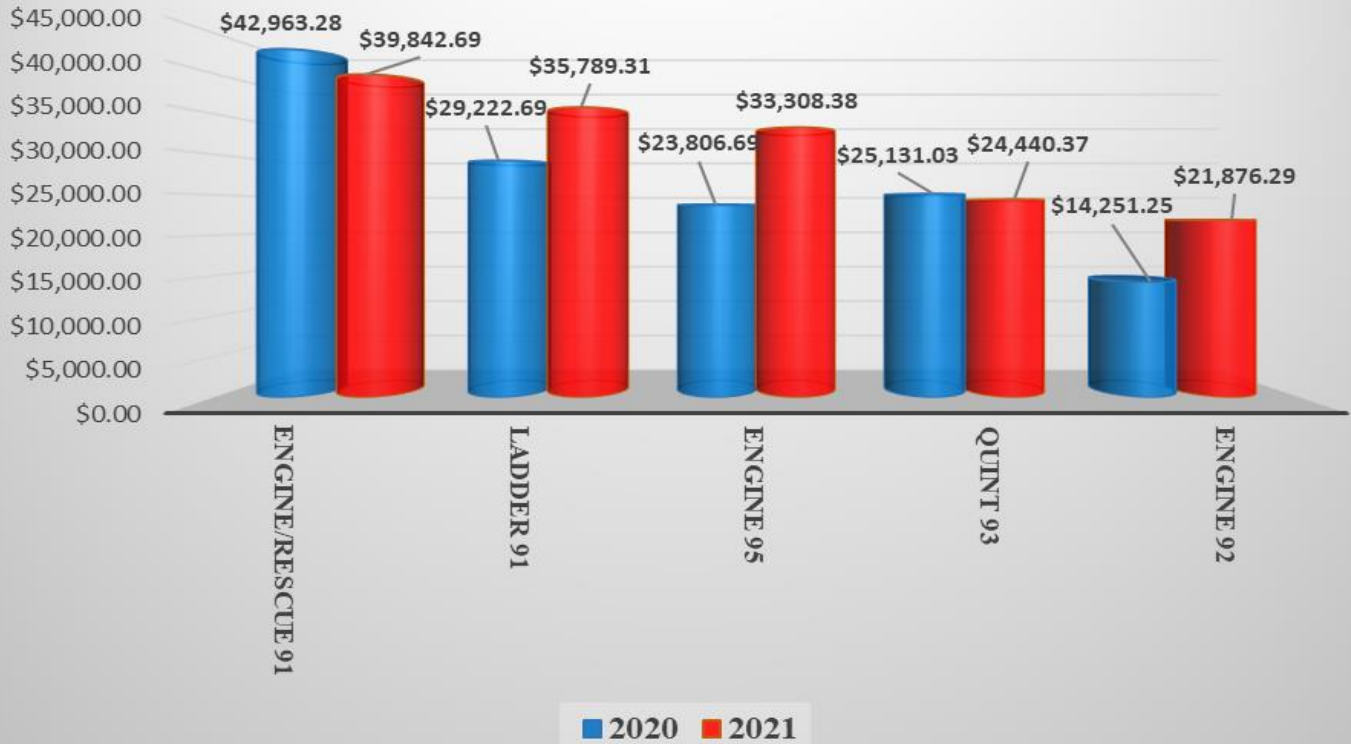


Top 5 Medic Vehicles:	2020	2021	Difference
Medic 92	\$19,124.91	\$14,384.92	-24.78%
Medic 93	\$6,315.01	\$13,843.60	119.22%
Medic 95	\$10,072.93	\$13,792.85	36.93%
Squad 91	\$1,318.71	\$8,243.89	525.15%
Medic 94	\$8,412.57	\$7,683.46	-8.67%
Average Change			129.57%





## Top 5 Fire Apparatus



Top 5 Fire Apparatus:	2020	2021	Difference
Engine/Rescue 91	\$42,963.28	\$39,842.69	-7.26%
Ladder 91	\$29,222.69	\$35,789.31	22.47%
Engine 95	\$25,806.69	\$33,308.38	29.07%
Quint 93	\$25,131.03	\$24,440.37	-2.75%
Engine 92	\$14,251.25	\$21,876.29	53.50%
Average Change			19.01%



## Hydrants

We will continue to improve exchange of information pertaining to hydrant issues including maintenance, location, proper clearances, and identification. We are constantly improving communications between the Department and the City to ensure our data matches and is as current as possible. Once current data is obtained from the City of Dublin, Firehouse software is updated as soon as feasible to ensure current and accurate Hydrant records. The goal of updating the current Hydrant S.O.G. is to accomplish a more streamlined procedure and documentation for hydrant records with the emphasis being targeted toward our flow test procedures and documentation. Accuracy of hydrant records has improved greatly with more improvement planned for the 2022 year.

3,205 Hydrants were flushed, pumped and lubed in the spring. 387 Dead End Hydrants were flushed, pumped and lubed in early fall. 3,205 Hydrants were sink and lubed in the fall. 348 hydrants were Flow Tested early fall.



## **Personal Protective Equipment**

In adherence with the intent and goals of this program, firefighters were issued structural firefighting gear complying with NFPA 1851. This allows firefighters to perform their daily duties effectively, while reducing risk and injury by utilizing proper personal protective equipment. Expenditures for 2021 totaled \$39,067.92. Due to supply chain issues, two major turnout gear purchases made in 2021 will not arrive until spring of 2022. Future goals for the program include purchasing to comply with the department's commitment to outfit all full-time firefighters with front line and back up turnout gear sets. Furthermore, the program looks to create purchasing cycles to bring all articles of the structural firefighting ensemble into compliance with NFPA 1851, including helmets and boots.

### **Major Purchases**

- 24 sets of Globe Turnout Gear
- 1 set of FireDex Turnout Gear
- 4 Structural Firefighting Helmets
- 5 Kask Rescue Helmets (for Prevention Personnel)
- 9 sets of Boots
- Variety of hoods, gloves, and helmet shields
- Bail Out Rope/Webbing
- Personal Flashlights
- Gear Bags
- Accountability Tags

### **Major Accomplishments**

- 51 full time personnel currently have back up gear
- 8 spare sets of gear available for use when needed.
- Minerva Gear Cleaners was utilized on 12 occurrences for turnout gear repair
- Performed yearly gear inspections
- Issued 25 new sets of fire gear

2021 Expenditures: \$39,067.9



## Special Operations

### Dive Team

In 2021, the dive team logged over 260 hours of training. This training included learning how to work with new equipment, along with new members joining the team. The team responded to 17 water emergencies during 2021. In 2021, expenditures were used to replace and repair equipment as needed. Some of the items purchased were; 1 new mask, rock boots, and fins. It is our goal to continue recruiting new members, and continue training members on new equipment, and reviewing the SOG's to provide safe practices for the dive team. This will ensure us to continue to provide under water rescues.

#### Goals for 2022

- Recruit new members as needed in order to provide a high level of service to the public.
- Review SOG's to meet current safe practices for the dive team
- Repair and replace equipment as needed.
- Consistent training across all 3 shifts
- Implement Sonar Scanning



## *Hazardous Materials Program*

The Hazardous Materials (HazMat) program for Washington Township is comprised of two components which work in conjunction with each other. The department requires all members be trained, at a minimum, to the Operations level. They also have an 18 member sub-group members who maintain an Operations to a Technician level of training. These 18 members serve as representatives of a regional HazMat response unit called Northwest Area Strike Team (NAST). NAST is classified as a Type II response team under OHIO HAZMAT TAC. NAST has multiple meetings and trainings each year which entail refreshing current skills along with learning newer techniques and theories. The 18 members are divided amongst the 3 units allowing each unit to possess 6 members of the NAST response team. One of the yearly NAST meetings is a full scale HazMat drill involving all NAST departments to evaluate team members' knowledge, skills, and abilities.

In 2021 due to the COVID restrictions and staffing shortages by all NAST departments there were some training events which couldn't occur. Also the confusion of past NAST documentation a significant amount of time was spent updating Bylaws, SOG's, and Nonprofit status. As a department Washington members maintain 10 hours of training per year with HazMat quizzes. Along with the IQ training the department dedicated October to do a first responder training across all 3 shifts; which focused on Level A suit donning and down range practices and awareness. The training is provided in house by a Hazmat technician in conjunction with the department's HazMat coordinator Billy Kahler; a certified instructor, HazMat, and Rescue Technician. In 2021 we were able to add 2 new HazMat technicians to our department and members of NAST. The department was also able to send a member to Alabama to become a certified HazMat Technician, along with 2 newer members joining the department and bringing their current tech status to the WTFD and NAST.

The department participated in the annual NAST drill which was conducted on the same day as a regional drill created to exhaust all resources and test department's abilities to operate shorthanded. Both of the areas WTFD participated in were successful. Personnel retirements over the past several years and looking forward at the next several years are creating openings for NAST positions; which will make lower member participation until spaces are filled. In 2021 we were



# Washington Twp. Fire Department Annual Report | 2021

able to add 3 new HazMat technicians. As newer members are hired fulltime more spots will likely be filled by them. As a department there was a purchase to update expiring suits for the NAST team along with replacing a plug and patch kit which had expired. There were no significant HazMat incidents within the township in 2021 to review department performance on a live scale but we were able to check our performance with deployment of NAST on a mutual aid request. This deployment of NAST proved to be a success for WTFD and its procedures and produced ideas on streamlining it to be more fluent in the future.

