



# 2021 Annual Report

A photograph of the exterior of a Delaware Fire Department building. The building has a white facade with a prominent red horizontal band. A large sign in the red band reads 'DELAWARE F.D.' in white, bold, serif capital letters. Below the sign are several grey roll-up garage doors. The sky is clear blue, and some green trees are visible in the background.

**DELAWARE F.D.**

Fire Department



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## To Our Community

Dear Residents:

I would like to thank our community, our great firefighters, the City of Delaware staff, and City Council for another year of continued development in the services we provide. In 2021, our department took another giant step in our continual pursuit of excellence.

In April, a peer assessment team from the Commission on Fire Accreditation (CFAI) came to Delaware to review and validate the fire department. They recommended to the CFAI Board that the Department be accredited, and this honor was bestowed upon the fire department in May. The Delaware Fire Department is one of 289 fire departments internationally to receive accreditation. Accreditation is an international recognition of achievement. It shows to our community and leaders that our agency continually self-assesses, looks for opportunities for improvement, and is transparent and accountable through third party verification and validation. We are extremely proud to have met this high standard.

Our department also began the purchase for our city's 5<sup>th</sup> fire station on the eastside. The property is located at 680 Sunbury Rd. and known as the American Freight building. The building is expected to become the department's headquarters, training facility and 5<sup>th</sup> fire station. The plan is to begin the planning and design of the new station in 2022 followed by construction in 2023. Plans are also underway for Tri-Township Fire District to temporarily move into the building as their new facility is being built, which will allow the "Point" project to remain on schedule.

With the COVID-19 Pandemic and its variants still challenging our community, we continued to focus on limiting exposure of our personnel. Steps were taken to lessen the restrictions, only to have to increase them with the Omicron variant in late 2021. This past summer we saw several of our community events occur including July 4<sup>th</sup>, the Performance Car Show, and Ironman. We continued to work with our partners and the Delaware Public Health District to ensure these events were conducted in a safe manner.

The demand for emergency responses increased by 2.2% for a total of 6,606 responses. We saved 99.21 percent of all property involved in a fire. Credit for this save rate goes to the great work done every day by our fire officers and firefighters, who continuously prioritize protecting our community. They totaled more than 20,824 hours training in areas that included fire suppression, officer development, emergency medical, hazardous materials, and technical rescue.

Our Service Coordinator and FIRST Program continued to meet the needs of our community. This year we hired Erin Rohrer as our first full-time Service Coordinator. Her work has helped to grow our program with over 232 cases being opened. Our program and SourcePoint's FIRST program, links residents to resources that can assist them with non-emergency care, instead of calling 911. These programs are available to all residents regardless of age.

Our focus on education, engineering, and enforcement to address and reduce risks also restarted. We continued to work on exploring new means to connect with the community including social media and educational clips at the Strand Theater. Through our enforcement of fire codes, we conducted over 1,360 primary fire inspections, and, through great community efforts, no citations were issued.

Your fire department is committed to providing you a safe life year after year. We ask you to assist us by taking steps to protect you and your family, including ensuring that you have operating smoke detectors.

Always in Fire and Life Safety

*John L. Donahue*  
John L. Donahue  
Fire Chief



## Department Leadership



John L. Donahue  
Fire Chief



Jennifer Klemanski  
Office Manager



Doug Kroon Van Diest  
Data/GIS Technician



Erin Rohrer  
Service Coordinator



Jonathan Smith  
Chaplain

## Captains



Clint Archangel  
Unit #3



Jeremie Barr  
Unit #2



John Hall (Retired)  
Administrative



Dan Lobdell  
Unit #1



Alan Matteson  
EMS



Jim Oberle  
Professional  
Development



Tim Pyle  
Unit #3  
Administrative

## Lieutenants

### Unit #1

### Unit #2

### Unit #3

### Risk Reduction

#### Station 301



Matt Kasik



Dave Coleman



Pete Gomia



James Jones

#### Station 302



Eric Wells



Jarrod Lilly



Craig Minister

#### Station 303



Brian LeMaster



Chris Neading



Zack Schaeffer

#### Station 304



Joe Jones



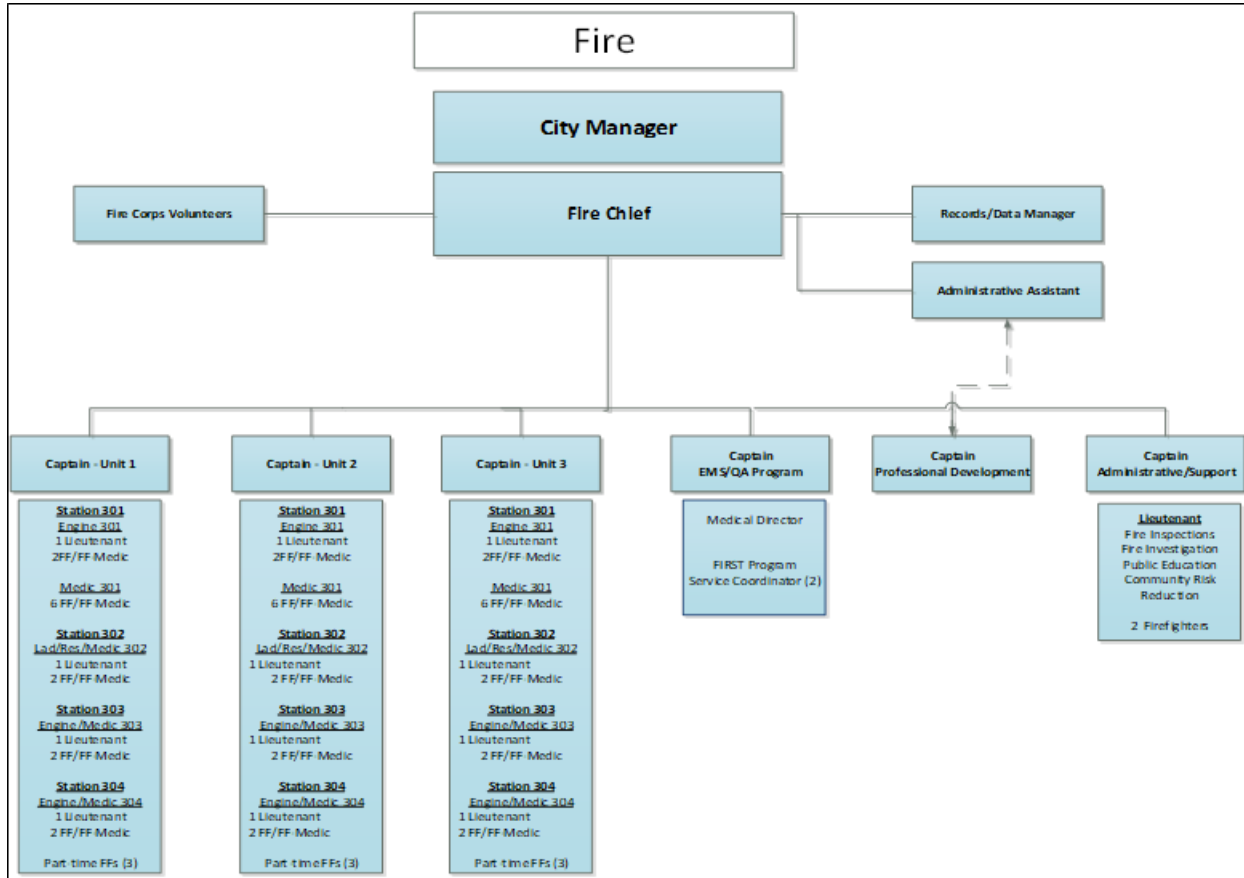
Jason Rodocker



Erik Zierden



# Organizational Structure



## Milestones

### International Accreditation

The City of Delaware Fire Department earned Accredited Agency status from the Commission on Fire Accreditation International (CFAI) for meeting criteria established through the CFAI’s voluntary self-assessment and accreditation program. The local process was led by Delaware Captain John Hall.

On April 18, an accreditation peer assessment team arrived in Delaware to assess the department.



Peer assessors are Commission on Fire Accreditation International (CFAI) agents and are tasked with verifying and validating an agency’s accreditation documents and conducting onsite assessments. Peer assessors, as a team, make a recommendation to CFAI to either accredit, defer, or deny an agency. Over the course of the next 3 ½ days they conducted interviews, assessed documentation, and conducted visits with various partnering agencies and City (elected and appointed) officials. On April 21, the peer assessors met with the

leadership team from the department and city representatives and stated that they were recommending to CFAI that the Delaware Fire Department become an accredited agency. The peer assessors came from Arizona, Georgia, Kansas, and North Carolina.



On May 18, the Delaware Fire Department accreditation team Assistant City Manager Kyle Kridler and City Manager Tom Homan went before the CFAI Commission. The hearing was conducted remotely due to the continued COVID-19 pandemic. The Commission heard from the Peer Assessor team leader and voted to award Accreditation status. Delaware FD is one of only 289 departments worldwide to be accredited, and one of only ten in Ohio. The accreditation was awarded May 18 and will remain valid for five years.





FFs Dashell Marquardt, Dana DePassio and William Lemaster completed paramedic school. The class faced additional challenges due to the COVID-19 pandemic.



Capt. Alan Matteson, Service Coordinator Erin Rohrer and Delaware County EMS assisted Delaware Public Health District with the vaccination of home ridden patients in Delaware County. They were also guests to a statewide presentation to the Ohio Department of Health discussing their efforts.



Delaware Firefighters participated in the annual American Lung Associations Stair Climb. This year the event was held outdoors at Ohio Wesleyan's Selby Field. Several of the firefighters' wives also participated in this event.

Delaware Fire Department again oversaw the July 4<sup>th</sup> fireworks display. This was a welcome return after missing 2020 due to COVID.



## Awards

### Letter of Commendation

Captain Alan Matteson

### Phoenix Awards – Life Saving Award

FF Jordan Doherty	Lt. Pete Gomia	FF Ben Hagstad
FF Nick Highley	FF Mark Huston	FF Kurt Kaelber
Lt. Matt Kasik (2)	FF Lantz Kehlmier (2)	FF Brian LeMaster (2)
FF Terry Marks	FF Adam Rieser	Lt. Zack Schaeffer
FF Luke Seiffert	FF Robert Shimits	FF John Stuart (2)
FF Taylor VonLohr	FF Eric Wells	FF Bob Young

### Years of Service Award

Recognized in February 2021-Due to COVID restrictions, there was not an appreciation breakfast.

#### 35 Years of Service

Capt. Jim Oberle  
FF Tom Vernon

#### 25 Years of Service

FF John Stuart  
FF Kurt Kaelber

#### 15 Years of Service

Lt. Clint Archangel

#### 10 Years of Service

FF Cody Cline

#### 5 Years of Service

FF Adam Rieser

### Retirees

Captain John Hall (30-Years of Service)

July 3, 1991, to September 30, 2021

Promoted to Captain September 24, 2012





## Memorials

***We continue to remember our Retired Firefighters who have served the Delaware Fire Department and the City of Delaware.***



*In 2021 we were fortunate not to lose any of our Retired Firefighters.*



## 2021 Initiatives

*Many initiatives and goals were delayed due to the restrictions resulting from the COVID-19 Pandemic.*

### **City Strategic Goals**

**Safe City—Objective SC1.1** - Ensure a safe community by protecting people and property by continuing to implement the fire department's strategic plan.

**Safe City—Objective SC1.2** - Ensure a safe community by protecting people and property by developing and instituting emergency management planning.

**Safe City—Objective SC1.3** - Ensure a safe community by protecting people and property by a proactive approach to addressing problems and partnering with other agencies/organizations.

**Safe City—Objective SC1.4** - Ensure a safe community by protecting people and property by providing internal and external education.

**Safe City—Objective SC1.6** - Ensure a safe community by protecting people and property by using technology to help provide services.

### **2021 Supporting Projects**

#### **Department Strategic Plan Initiatives (2018-2022)**

1. Update the department training program to accomplish the organizational mission and vision.
2. Improve the hiring and retention of Fire Department personnel.
3. Improve the response times from the current baseline (70%) to our desired benchmark (90%).
4. Improve Communication Processes/Systems.
5. Develop a staffing plan to meet the needs of the City and Fire Department based on growth.
6. Manage growth of the Department with the growth of the city.



### Administrative Division Goals

1. Pursue International Accreditation by the end of 2nd Quarter 2021. (Completed)
2. Request an ISO re-evaluation to make improvements with the insurance rating by 2nd Quarter 2021. (Completed)
3. Conduct or participate in two emergency management exercises by December 2021. (Completed)
4. Continue to pursue the update and modernization of a regional pre-hospital care system, including the increased reimbursement to the City by December 2021. (Ongoing)
5. Development of conceptual plan for Fire Station 305 and fire training grounds by December 2021. (Completed)
6. Implementation of Traffic Pre-Emption System by December 2021. (Ongoing)
7. Work to reorganize the Risk Reduction Division to focus on the comprehensive focus of Community Risk Reduction. (Ongoing)
8. Pursue the completion of the goals and objectives established with the Strategic Plan to lead the Department through 2023. (Ongoing)
9. Continue to build the Part-time program staffing to 3 personnel assigned to each shift. (Ongoing)

### Operations Division Goals

1. The total response time for the initial arriving fire apparatus for priority responses shall be 6 minutes and 20 seconds 90% of the time. (Ongoing)
2. Focus on getting back to the basics and doing things right 100% of the time. (Completed)
3. Continue to assess the needs of all ages and high frequency patients and link their needs to needed and available resources. (Community Risk Reduction Plan) (Ongoing)
4. Work annually with the Buckeye Region American Red Cross to install 10-year smoke alarms in identified areas of the city. (Community Risk Reduction Plan) (On Hold COVID)
5. Implementation of the Advanced EMS Program by December 31, 2021. (Ongoing)
6. Continue to conduct site assessments at hazardous material sites primarily within the city and secondarily in Delaware County to gain familiarity and limit impact from a hazardous material spill. (Community Risk Reduction Plan) (Completed)
7. Continue site assessments and preplanning at technical rescue sites to gain familiarity and limit impact of a rescue. (Community Risk Reduction Plan) (Completed)

### Professional Development Division Goals

1. That 75% of the annual minimum performance standards are completed by December 2020. (Ongoing)
2. Finalize plans for a fire training grounds and identify potential costs. (Completed)



3. Develop the 2021 Annual Training Schedule with a focus on the following:
  - a. Driver training/pump operations and driving course. (Ongoing)
  - b. Hands-on training utilizing minimum performance standards (Ongoing)
  - c. EMS training based on continuous quality improvement model (Ongoing)
4. Develop a Training Continuous Quality Improvement process to ensure the quality of all Department training by end of 2nd Qtr. 2021 (Ongoing)
5. Complete two (2) Health and Safety inspections at all Fire Stations by the end 3rd Qtr. 2021. (Completed)
6. Attend a specialized Training Officer course by the end of 3rd Qtr. 2021 (Completed)

### Risk Reduction Division Goals

1. Implementation of the new record management system for fire inspections by March 31, 2021. (Completed)
2. That 100% of High and Ultra-High-Risk properties receive a fire inspection by December 2021. (Ongoing)
3. That 90% of Low and Medium Risk properties receive an annual fire inspection by December 2021. (Ongoing)
4. Conduct company level fire inspections with each shift monthly. (Completed)
5. Develop and implement a school education program using the new inflatable house by September 30, 2021. (On Hold COVID)
6. Develop a means to increase the amount of citizens training in CPR by December 2021. (Completed)
7. Update and ensure the pre-plan information contained in the RMS is up to date by December 2021. (Ongoing)
8. Assess the Fire Inspection program to adjust the inspection schedule based on a risk assessment by December 2021. (*Community Risk Reduction Plan*) (Ongoing)



## Fire Stations

### Fire Station 301 99 S Liberty Street



**Staffing:**

Engine 301—3 Personnel  
 Medic 301—2 Personnel  
 Battalion 301—1 Personnel  
 EMS301—2 Personnel  
 (Based on staffing)

**Fire Station 301**

Incident Type	Incident Count	Total Loss	Total Value	Property Saved
Fire	54	\$398,126	\$22,493,201	98.23%
Rupture/Explosion	3			
EMS/Rescue	2,774			
Hazardous Condition	86			
Service Call	320			
Good Intent	174			
False Call	354			
Severe Weather	4			
Other	1			
<b>Total</b>	<b>3,770</b>	<b>\$398,126</b>	<b>\$22,493,201</b>	<b>98.23%</b>



**Fire Station 302**  
**683 Pittsburgh Drive**



**Staffing:** Staffed by 3 Personnel

Ladder 302

Medic 302

Rescue 302

**Fire Station 302**

Incident Type	Incident Count	Total Loss	Total Value	Property Saved
Fire	4	\$45,191	\$46,120,400	99.90%
Rupture/Explosion	0			
EMS/Rescue	309			
Hazardous Condition	13			
Service Call	45			
Good Intent	31			
False Call	62			
Severe Weather	0			
Other	0			
<b>Total</b>	<b>464</b>	<b>\$45,191</b>	<b>\$46,120,400</b>	<b>99.90%</b>



**Fire Station 303**  
**1321 W Central Ave.**



**Staffing:** Staffed by 3 Personnel  
 Quint 303  
 Medic 303

**Fire Station 303**

Incident Type	Incident Count	Total Loss	Total Value	Property Saved
Fire	19	\$28,261	\$8,475,722	99.67%
Rupture/Explosion	1			
EMS/Rescue	1,305			
Hazardous Condition	22			
Service Call	247			
Good Intent	65			
False Call	226			
Severe Weather	0			
Other	0			
<b>Total</b>	<b>1,885</b>	<b>\$28,261</b>	<b>\$8,475,722</b>	<b>99.67%</b>



**Fire Station 304**  
**821 Cheshire Rd.**



**Staffing:** Staffed by 3 Personnel  
 Engine 304  
 Medic 304

**Fire Station 304**

Incident Type	Incident Count	Total Loss	Total Value	Property Saved
Fire	12	\$150,705	\$1,253,950	87.98%
Rupture/Explosion	0			
EMS/Rescue	303			
Hazardous Condition	14			
Service Call	20			
Good Intent	48			
False Call	89			
Severe Weather	1			
Other	0			
<b>Total</b>	<b>487</b>	<b>\$150,705</b>	<b>\$1,253,950</b>	<b>87.98%</b>





## Performance Management

PERFORMANCE REVIEW	2017	2018	2019	2020	2021
	Actual	Actual	Actual	Actual	Actual
<b>Operations</b>					
<b>Total number of incidents</b>	5,925	6,252	6,359	6,047	6,606
Fire	110	111	99	96	89
Rupture/Explosion	7	3	5	3	4
EMS	4,417	4,491	4,577	4,126	4,691
Hazardous Conditions	149	158	168	144	135
Service Calls	351	538	547	752	632
Good Intent	259	270	307	295	318
False Calls	615	671	649	611	731
Severe Weather	5	2	3	16	5
Other	12	8	4	4	1
<b>Total Apparatus Responses</b>	9,520	11,051	10,681	9,936	10,914
<b>Number of fires greater than \$10,000</b>	8	9	10	8	8
<b>Number of fires of suspicious nature</b>	2	1	0	1	3
<b>Property Saved</b>	99.19%	98.91%	98.98%	99.92%	99.21%
<b>Fire Loss</b>	\$601,805	\$762,914	\$1,353,076	\$307,675	\$622,283
<b>Property Values</b>	74,504,580	69,953,107	132,325,532	407,216,181	78,343,273
<b>Percent of Call Priority</b>	73.81%	72.42%	73.75%	59.14%	70.30%
<b>Percent of priority calls w/ response within 6 min</b>	69%	70%	74%	73%	70%
# of Call within 6 minutes	3,030	3,184	3,471	2,609	3,272
# of Priority Calls	4,373	4,528	4,690	3,576	4,644
<b>Percent working structure fires ERF of 15 FF within 10.33 minutes</b>	88%	42%	40%	92%	77%
# Structure Fires w/ EFR	7	5	4	11	10
# Structure with personnel and Times	8	12	10	12	13
<b>Casualties</b>	25	32	10	9	13
# Civilian	5	7	2	2	6
# Firefighter	20	25	8	7	7
<b>EMS</b>					
<b>Number of medical transports</b>	2,838	2,900	3,101	2,722	3,047
<b>Narcans Administration - Incidents</b>	76	95	75	72	75
<b>Risk Reduction</b>					
<b>Number of Public Education/Relations Contacts</b>					54,776
<b>Social Media/Twitter Impressions</b>	139,303	478,886	363,498	291,884	328,749
<b>Strand Theater Movie PE Contacts</b>					105,622
<b>Service Coordination</b>					232
<b>Number of commercial inspections conducted</b>	1,501	656	1,143	933	1,364
<b>Percentage of High/Ultra-High Risk Inspections</b>					81%
H/HR Scheduled					331
H/HR Completed					269
<b>Percentage of Low/Med Risk Inspections</b>					85%
Low/Medium Scheduled					1,295
Low/Medium Completed					1,095
<b>Number of Plans Reviewed within five days</b>	100%	100%	100%	100%	100%
Number of Plans Reviewed within five day	25	54	19	43	53
Number of Plans Completed	25	54	19	43	53
<b>Professional Development</b>					
<b>Hours of Training</b>	13,956	16,561	15,789	20,296	20,824
<b>Number of Emergency Mgmt Exercises</b>	2	3	6	3	5



## Equipment

### Fire Engine

A modern fire engine is usually a multi-purpose vehicle carrying 3-4 firefighters and equipment for a wide range of tasks. Most carry equipment such as ladders, pike poles, axes and cutting equipment, Halligan bars, self-contained breathing apparatus (SCBA), and general tools. A paramedic engine also carries medical equipment including cardiac defibrillators, respiratory equipment, medications, and trauma equipment.

**Staffing:** Minimum 3 Firefighters/EMT with at least 1 Firefighter/Paramedic

**2020 Cost:** \$823,401 (Vehicle and equipment)

**Years of Service:** 15 Years front-line and 5 Years Reserve

**Primary Function:** Fire extinguishment, basic rescue



### Ladder Truck

A ladder truck has several functions including rescue, ventilation, forcible entry, securing utilities, salvage, providing high level access and elevated fire streams. Most are designed to reach a height of 100 feet vertically and are fitted with additional equipment in the platform itself, which includes a control panel, lighting equipment, a fixed water outlet or monitor, power outlets or compressed air outlets.

**Staffing:** Minimum 3 Firefighters

**2018 Cost:** \$1,492,565 (Vehicle and equipment)

**Years of Service:** 20 Years-front line

**Primary Function:** Rescue, ventilation, forcible entry, securing of utilities, salvage operations, providing high level access and elevated water pump positions.



### Paramedic Unit

The paramedic unit is a mini-emergency room on wheels equipped with a stretcher, bandages, medication, defibrillator, and oxygen, among other things. The paramedic unit is equipped for advanced life support. Personnel are trained to handle any type of life-threatening emergency in the field. The objective is to stabilize and transport victims to the closest appropriate facility.

**Staffing:** Minimum of 2 paramedics

**2018 Cost:** \$370,000 (Vehicle and equipment)

**Years of Service:** 8 Years front-line, 2 years Reserve

**Primary Function:** Medical care, treatment, stabilization, and transportation.



# Emergency Responses

## 2021 Fire Loss Greater than \$10,000

Response Date	Incident Full Address	Problem	Property Type	Value Total	Property Loss	Saved %	Injuries	Deaths	Incident Number
1/26/2021 15:35	325 COTTSWOLD DELAWARE Ohio 43015	Building fire	1 or 2 family dwelling	\$325,500	\$35,000	87.71	1	0	2100397
3/27/2021 21:13	95 OAK HILL DELAWARE Ohio 43015	Building fire	Multifamily dwelling	\$195,750	\$100,000	33.59	0	0	2101346
5/6/2021 3:37	284 North FRANKLIN APT C DELAWARE Ohio 43015	Building fire	Multifamily dwelling	\$396,150	\$10,000	96.21	0	0	2101999
6/18/2021 1:55	781 STRATFORD DELAWARE OH 43015	Building fire	1 or 2 family dwelling	\$116,500	\$76,500	0.00	0	1	2102803
6/26/2021 15:40	980 SUNBURY DELAWARE Ohio 43015	Passenger vehicle fire	Vehicle parking area	\$12,000	\$11,000	8.33	0	0	2102960
10/5/2021 14:30	SAWMILL South POWELL OH 43065	Passenger vehicle fire	Highway or divided highway		\$34,191		1	1	2105718
11/5/2021 10:18	340 HICKORY DELAWARE OH 43015	Building fire	1 or 2 family dwelling	\$233,900	\$1	91.45	2	0	2106320
11/13/2021 14:51	1312 SUSSEX APT D DELAWARE OH 43015	Building fire	Multifamily dwelling	\$225,000	\$10,000	91.11	0	0	2106489
12/9/2021 9:55	1326 East TOWNE APT D DELAWARE OH 43015	Building fire	Multifamily dwelling	\$225,000	\$15,000	92.00	0	0	2106967
12/15/2021 23:02	315 WINTER SHADOW DELAWARE OH 43015	Building fire	1 or 2 family dwelling	\$542,000	\$100,000	72.32	0	0	2107092



February 10 – The City of Delaware experienced several severe storms throughout 2021.

## Responses



January 2 - Vehicle crash into apartment



January 12 – Motor vehicle crash on Lake St.



January 26 – House fire on Cottswold



January 29 – Motor vehicle crash on Curtis St.



February 10 – Truck over the wall OWU



March 28 – House fire on Oak Hill Ave



March 13 – Crash with car on its top



March 29 – Fire on Equestrian Way



May 6 – Apartment fire on N. Franklin St.



May 21 – Machine fire at US 42 Plant



May 25 – Kitchen fire on Courage Ct.



May 26 – Natural Gas Leak



June 24 – Fatal fire on Stratford Rd.



July 13 – Motor vehicle crash on W. Central Ave.



July 22 – Motor vehicle crash @ the Point



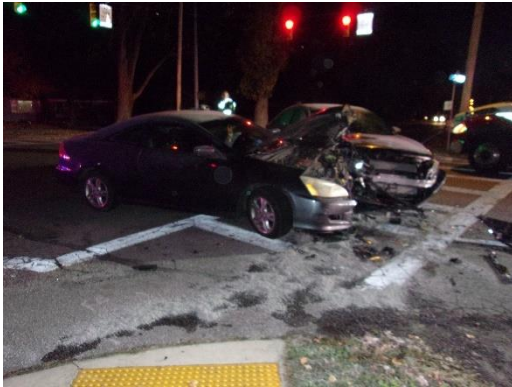
August 3 – Fatal Accident on SR 36/37



August 17 – US 23 HazMat



September 1 – Car fire on Toledo St.



November 5 - Motor vehicle crash on Troy Rd.



November 13 -Kitchen fire on Sussex Ln.



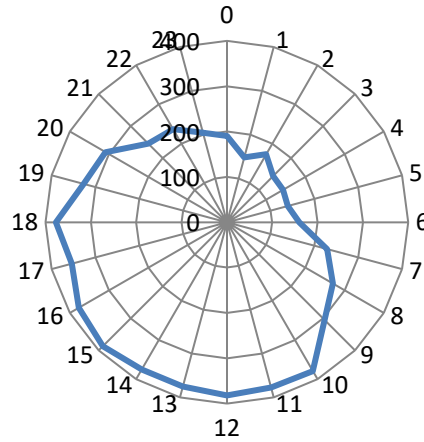
December 9 – Apartment fire on E. Towne Ln.



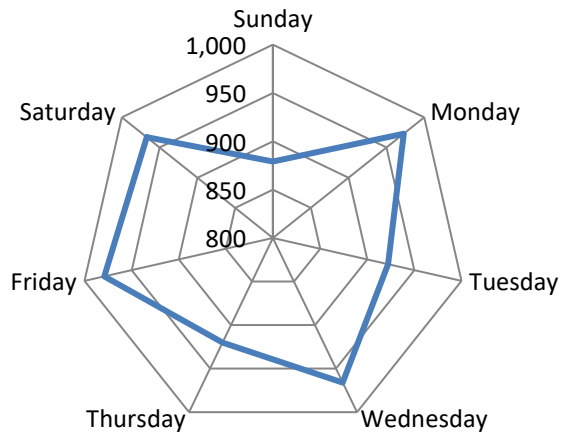
December 16 – House fire on Winter Shadow Loop

# Incident Data

## Incidents Based on Time of Day

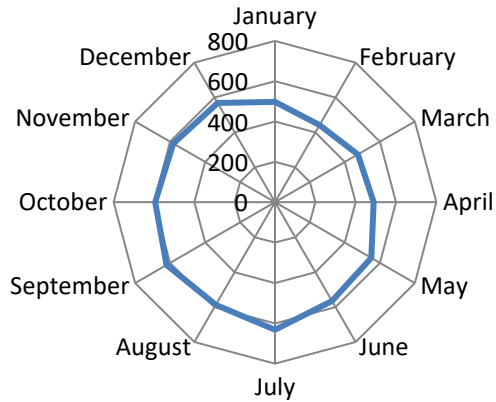


## Incidents Based on Day of Week

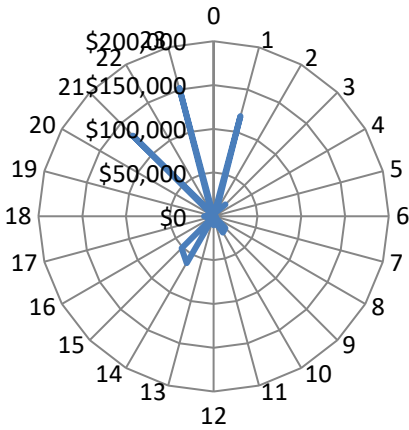




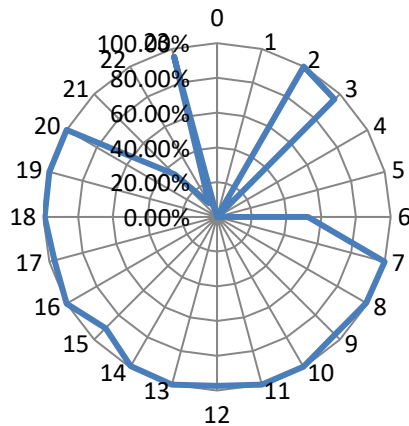
### Incidents Based on Month



### Fire Loss Based on Time of Day



### % Saved Based on Time of Day



## Standard of Cover

### Why do so many fire trucks respond on fire and medical responses?

Different responses require different vehicles and personnel. The key is to ensure that the proper amount of personnel and resources arrive on-scene to support the initial operation. Below are two charts that show what is dispatched initially to a reported building fire. The first shows the types and amount of apparatus. The second chart shows how many personnel are needed and what each crew is responsible for. Below is a breakdown of our emergency medical responses. These responses are based upon and meet national standards.

For a reported building fire in the city, 3 engines, 1 ladder truck, 1 paramedic unit, and 1 Chief officer respond to the initial call. This provides 15 personnel initially to perform the functions identified. This requires the need for assistance from a neighboring Department, typically, Tri-Township.

	Example	Engines	Ladders	Medics	Rescue	Chief	Special Units	Recall
Fire 1	Aircraft	3	0	2	1	1		
Fire 2	Fire Alarm	1	1	0	0	1		
Fire 3	HR Fire Alarm	2	1	0	0	1		
Fire 4	Vehicle Fire	1	0	0	0	0		
Fire 5	Bomb Threat	1	0	0	0	1		
Fire 6	Structure Fire	3	1	1	0	1		
	Working Fire	1	1	1	0	1	Air Unit, Red Cross, Utilities	Recall 6
Fire 7	HR Structure Fire	4	2	1	0	2		
	Working Fire	1	1	1	0	1	Air Unit, Red Cross, Utilities	Recall 6

Personnel - EFR	Fire 1	Fire 2	Fire 3	Fire 4	Fire 5	Fire 6	Fire 7
Incident Command/Documentation	1	1	1		1	1	1
Fire Attack (1st Engine)	3			3		3	3
Water Supply/Back-up Line (2nd Engine)	3					3	3
Rapid Intervention (3rd Engine)						3	3
Search and Rescue (1st Ladder)	3					3	3
Ventilation/Forcible Entry/Utility							3
Safety							1
Extrication (1st Rescue)	3						
Medical Assistance	6					2	3
Investigate		3	6				
Stand-By		3	3		3		3
<b>Total Personnel</b>	<b>19</b>	<b>7</b>	<b>10</b>	<b>3</b>	<b>4</b>	<b>15</b>	<b>23</b>



## Risk Reduction

<b>Risk Reduction</b>	
<b>Number of Public Education/Relations Contacts</b>	54,776
<b>Social Media/Twitter Impressions</b>	328,749
<b>Strand Theater Movie PE Contacts</b>	105,622
<b>Service Coordination</b>	232
<b>Number of commercial inspections conducted</b>	1,364
<b>Percentage of High/Ultra-High Risk Inspections</b>	81%
<b>H/HR Scheduled</b>	331
<b>H/HR Completed</b>	269
<b>Percentage of Low/Med Risk Inspections</b>	85%
<b>Low/Medium Scheduled</b>	1,295
<b>Low/Medium Completed</b>	1,095
<b>Number of Plans Reviewed within five days</b>	100%
<b>Number of Plans Reviewed within five days</b>	53
<b>Number of Plans Completed</b>	53



Delaware Fire Department participated in the city’s annual Safety Town. This was an abbreviated session due to COVID-19.



Ironman Kids



Ironman Emergency Operation Center



All Horse Parade/911 Memorial



## Professional Development

20,296 Training hours completed in 2020



Ladder training on Spring St.



Technical Rescue Training



County HazMat Exercise



Mass Casualty Exercise with City Schools

## Service Coordination

### Community Paramedicine

Delaware Fire Department service coordination program took a giant leap forward with the Department hiring Erin Rohrer full-time in February. Erin’s role was to coordinate service to all residents in need throughout the city. Erin also worked in coordination with Source Point’s FIRST Program. The services provided by our Service Coordination program are broken down into two groups based on age; the Senior Program and the Under 55 Program. Service Coordinators follow-up with residents in need from referrals made by Firefighters, Police Officers, or the general public and from statistics generated by reports. The Service Coordinators work hard to establish relationships with those in need, as many of these residents are protective of their situation which results in a time consuming process.

The FIRST Senior (55 and over) Program helps local seniors stay independent and safe by providing access to home-based services and was funded through SourcePoint. Some of the services include:

- Meals on Wheels
- Personal care and housekeeping
- Home chores and light housekeeping
- Handicap accessibility
- Adult day care
- Transportation assistance
- Mental Health
- Addiction Services
- Managing Medical Conditions
- Behavioral Services
- Short/Long-Term Residence



<b>Service Coordination Data</b>	
Opened Cases	232
Direct Referrals	195
Referrals from incidents	134

## Department Statements

### The Mission Statement

The purpose of the Mission Statement is to answer the question “Why do we exist as an organization?” In 2007, a great deal of work and discussion was conducted by the Internal Stakeholders who developed a new Mission Statement. In 2017, this Mission Statement was reviewed and re-adopted by the Internal Stakeholders. The intentionally simplistic, yet meaningful statement is provided below:

***Protection through preparedness and response,  
delivered by the highest trained professionals***

### The Vision Statement

In addition to knowing who we are and understanding our beliefs, all successful organizations need to define where they expect to be in the future. After having established the organization’s Mission, the next step was to establish a new vision of what the Delaware Fire Department should be in the future. Vision statements are built upon the framework of the Mission Statement.

Vision Statements provide targets of excellence that the organization will strive toward and provide a basis for their goals and objectives. The Internal Stakeholders completely rewrote our Vision Statement. Our new Vision Statement is designed to last us well into the future. Our vision will be met by continuing to understand our community needs and expectations and establishing goals and objectives to meet these needs and expectations. The following Vision Statement was developed for the Delaware Fire Department:

***The Delaware Fire Department will be a progressive Fire Department  
meeting the needs and expectations of the community.***



## Values

Establishing values embraced by all members of an organization is extremely important. Values recognize those features and considerations that make up the personality of the organization. The Stakeholders, who assembled for the Delaware Fire Department during the strategic planning process, felt it absolutely necessary to declare the following statements as values for the organization.

### Delaware Fire Department Values

- **Commitment** - We value a family atmosphere in which every member can grow personally and professionally towards providing an excellent level of service to our internal and external communities.
- **Professionalism** - Through dedicated and competent employees; we serve as honest stewards of the taxpayers' money, and will never allow our integrity to become compromised.
- **Respect** - We value respect for each person as an individual, and an attitude that recognizes the worth of others, exhibiting compassion for those in need. We value diversity as strength for our organization and as a representative bond to our community.
- **Teamwork** - We believe in the value and promotion of teamwork within our organization and the community. We believe that through service as a cohesive and enthusiastic team, there is formidable strength, balance and security.

With the completion of the Mission, Vision and Values, the Delaware Fire Department established the operation of the organization. The Mission, Vision, and Values are the foundation of any successful organization. Every effort should be made to keep these current and meaningful so that the individuals who make up the organization are well guided by them in the accomplishment of the goals, objectives, and day-to-day tasks.

## Our Pledge

*Our pledge to our community is:*

- *We will be ready.*
- *We will be there quickly.*
- *We will do our best to care for you.*
- *We will help you through your emergency.*



