

SOUTH METROPOLITAN FIRE PROTECTION DISTRICT



2020 YEAR END REPORT



SOUTH METROPOLITAN FIRE PROTECTION DISTRICT 2020 ANNUAL CHIEFS LETTER

It is hard to believe that another year has come to an end – and what a year it has been. 2020 will be known as a year of unimaginable first thanks to COVID-19. We were dealt hurdles that we could not have prepared for and I am pleased to say our staff took them in stride. I am proud to say we have continued to grow in ways we thought not possible. We continue our commitment to making South Metro Fire the best it can be for our community.

First, it is with a heavy heart that we once again had to cope with the death of one of our own. Firefighter/Paramedic Charles “Chuck” McCormick lost his life in a line of duty death January 5, 2020. He was with SMFD for 2 years and had just left us and moved to another department. Chuck had been a devoted friend to all and was a valuable asset to our department. He leaves behind a wife and three small sons. He will be missed by all.

Another challenge COVID presented us with was not being able to engage with the community in ways we were used to. We did not get to participate in any of the annual events in which we are accustomed to. I am not quite sure how it started, but someone came up with a fun way to show our citizens that we were still here for them – drive by parades. We decorated signs, hung balloons, and played Happy Birthday over the speakers of the trucks. Lines of decorated firetrucks and police cars would drive down city streets and wish our residents happy birthday, retirement or graduation. It was a fun and innovative way to stay in touch with our community!

We want congratulate Eric Smith on his promotion to Deputy Chief and Stephanie Hicks as our new Controller/Accountant Manager. We are excited about the talents they each bring and look forward to the future.

We are excited as we look forward to 2021! We are building a new Administrative building, and relocating Station 2. Station 3 and HQ are getting remodeled. This is all to accommodate our growth and ability to serve our community and our residents.

As always, I am humbled and so grateful to work with these men and women. This year, especially, has shown me how innovative and dedicated they are. We, as a community, thank you, South Metro employees, for your care and attentiveness. I, as the Chief of South Metro, thank you for allowing me to serve you, and the residents of South Metro.

Sincerely

Lee Stevens
Chief/District Manager



SOUTH METROPOLITAN FIRE PROTECTION DISTRICT YEAR IN REVIEW 2020

*The following goals/accomplishments were implemented and/or completed by
the South Metropolitan Fire Protection District and its personnel*

Sadly, COVID 19 shut down most of the events we participate in. We are hoping 2021 allows us to participate again!

- 12 new hires
- 17 cent levy increase
- 4 retirements
- Adoption escort
- Annual employee physicals
- ATT First Net cell service
- Back to School Awareness
- Battery installs
- Birthday parades
- Bond renewal
- Christmas In the Park
- Covid 19 protocols
- Dispatchers Appreciation
- Document management system
- EMS equipment tracking software
- EMS Week
- Fiber optic to all stations
- Football standby's
- Foxwood Springs Meet and Greet
- GEMT Study
- Girl Scout cookies
- Graduation parades
- Grounds improvements
- Hired architect firm
- Hired construction manager
- Hired controller/account manager
- Lift assists
- New District attorney
- Patriot's Day
- Payroll system
- Pickering Meet and Greet
- Planning new Administration building
- Planning new Station 2
- Preschool tours
- Promotions
- Read A Book
- Remodel projects HQ and Station 3
- Replacement of weight equipment
- Retirement parades
- Retirements
- Safety drills
- Smoke detectors
- Station tours
- Step Program for employees
- Updated department policies
- Updated job descriptions
- Vehicle lockouts
- Veteran's Day Parade
- Winnebago Fireworks
- 1 -1 year, 2 – 5 year, 2 – 15 year, 4 – 20 year anniversaries



South Metropolitan Fire Protection District Deputy Chief 2020 End of Year Letter

First and foremost, I would like to take an opportunity and thank each and every one of you for the opportunity and support you have afforded me in 2020. To be placed in a position to serve our residents and employees is one that I am extremely grateful for. This past year has been very memorable for a whole myriad of reasons. However, I truly believe that through every challenge we faced, we also uncovered an opportunity to continue to improve how we deliver our services.

We also understand that COVID-19 has impacted our lives both personally and professionally. Despite the challenges that COVID has presented us with, I am very proud of all of our Operations employees and how they always rose to the occasion regardless of the situation placed before them. There have been many long shifts where crews found themselves needing to decontaminate themselves and their equipment numerous times throughout a single tour. Despite this, they still continue to deliver exemplary services to our citizens and all others in our Fire District.

While COVID is the item of notoriety for 2020, we also found ourselves in another unusual position. During the course of the year the Fire District found itself in a position where we hired 12 operations personnel. This is probably the area in which I am the proudest of our Operations Staff. In a regular year the mere thought of training and getting 12 new employees orientated to our standards would be seen as daunting. To accomplish in the middle of a pandemic is nothing less than outstanding! We are so very fortunate to have such a well-rounded team of firefighters representing the Fire District every single day.

In closing, I look forward to seeing what we can accomplish in 2021. We already have a lot of things in the works and our future looks brighter than ever.

Professionally,

Eric Smith
Deputy Chief
South Metro Fire District



South Metropolitan Fire Protection District 2020 Operations Division Accolades

- Welcomed twelve new employees to the Fire District.
- Deputy Chief Robert Norman retired after serving the Fire District for over 20 years.
- Increased staffing one firefighter per shift. First staffing increase since 2007.
- Promoted Eric Smith to Deputy Chief.
- Promoted Robert Norton and Joshua Collier to Assistant Chief.
- Promoted Nate Stanton and Jeremy Helling to Captain.
- Promoted David Butt to Engineer.
- Paramedic Don Jackson completed his Firefighter I and II certifications.
- Engineer David Wilson retired after serving the Fire District for 20 years.
- Implemented new software to track and manage items such as daily and weekly apparatus checks, narcotics use and inventory, as well as other equipment.
- Updated IamResponding to reflect new hydrants installed throughout the Fire District.
- Developed and implemented a new physical fitness assessment for all Operations personnel.
- Made improvements to Fire and EMS reporting quality assurance standards.
- Developed new out of class testing standards and eligibility requirements.
- Conducted out of class testing and qualified 7 firefighters to work as Captains and 3 Captains to work as Shift Commanders.
- Implemented new Standard Operating Guidelines for the Fire District.
- Worked with Local 3112 and developed new employee evaluations.



TRAINING DIVISION 2020

| TRAINING HOURS PROVIDED | | |
|--|---------------------------|------------------|
| TOPIC | Avg Hours per Firefighter | Change from 2019 |
| Administrative Training (Policy, Procedures, Reports) | 20.64 | ▲ 4.39 |
| District Familiarization (Map Study, etc...) | 9.32 | ▼ 4.18 |
| EMS Training (CE Training, ACLS, CPR) | 42.93 | ▲ 10.43 |
| Engineer Training (Engine, Tanker, Aerial Operations, Map Study and District Familiarization) | 24.01 | ▼ 42.26 |
| Fire Firefighter Skills Maintenance Training (SCBA Drills, Ground Ladders, Forcible Entry, Ventilation, Search and Rescue) | 12.75 | ▼ 8.17 |
| Fire Fighter Survival / MAYDAY Training (MAYDAY Drills, RIT training, Emergency SCBA operations, Entrapment Drills) | 10.85 | ▲ 2.25 |
| Fire Suppression Training (Live Fire Drills, Vehicle Fire Drills, Live Fire Night Drills, Fire Attack Lines) | 32.65 | ▼ 8.35 |
| Hazardous Materials Training (Chemical leaks, spills, and fires) | 8.00 | ▼ 1.00 |
| Inspections & Investigations (Fire Prevention Training) | 1.50 | ▼ 1.50 |
| Officer Development Training (Tactics, Strategies, and officer related duties) | 12.02 | ▲ 1.02 |
| Rescue Training (Air Bags, Extrication, rope rescue, boat rescue, ice rescue) | 5.75 | ▼ 7.00 |
| Safety Training (PPE, Fire Ground Safety) | 12.27 | ▲ 1.02 |
| Company Training (Company Officer Provided Training Outside the Training schedule) | 21.43 | ▼ 2.07 |
| Recruit & Probationary Firefighter Training (Recruit School and Probationary Firefighter Task Book Training) | 83.09* | NA |

NOTES: Overall training was down approximately 475 hours overall from 2019 due to Covid19 restrictions during the Spring 2020.

Plus an additional 3 personnel in August 2020 added 576 hours required annually.

| TOTAL TRAINING HOURS | |
|---|-------------|
| ISO Requires 192 Hrs of Annual Training per Firefighter | 8640 |
| Bureau of EMS Relicensure Continuing Education Requires (Average for 5 years) | 1300 |
| ANNUAL TARGET FOR TRAINING DIVISION | 9940 |
| HOURS SPENT IN TRAINING DISTRICT WIDE | 8937 |

TRAINING HIGHLIGHTS:

- Firefighter Don Jackson completed Fire Fighter I & II Certification Course and Testing
- NFPA Inspection of Training Tower completed
 - Tower was labeled a “very good condition”
- Recruit Training Academy
 - 13 Firefighters completed Recruit Training
- Certification Training for South Metro personnel for 2020 include:
 - 21 Paramedics completed Pediatric Advanced Life Support Course
 - 25 Paramedics completed ACLS Certification
 - 47 personnel completed BCLS Certification
 - 1 Captain completed Fire Service Leadership Enhancement Program
 - 3 personnel completed Fire Service Instructor I certification
 - 2 personnel completed Fire Officer I certification
 - 1 Chief Officer attended the National Fire Academy
- Paramedic School
 - 2 Firefighters certified as paramedics
 - 1 Firefighter currently in clinicals— set to complete training in June 2021
 - 1 Firefighter completed A & P Course for paramedic school— begins paramedic in Mid-January
- Engineer Qualification Course
 - 11 Personnel attended sections of the course over 2020
 - 5 personnel Qualified on Tanker 3
 - 6 personnel Qualified on Pumping Apparatus
 - 7 personnel attended the 2020 Engineer Pre-Selection Course
 - 5 personnel successfully completed all requirements for Engineer Qualified
- Personnel logged 7290 hours of on-duty fitness hours during 2020

Apparatus/ Facilities Division

Division Chief Victor Adkins

Project completions for 2020

Vendors

| <u>DATE</u> | | <u>Vendors</u> |
|--------------------|---|----------------------------------|
| Jan-20 | New Exterior LED light installed between training and HQ buildings | Teague electric |
| Feb-20 | New Hire Bunker gear orders | Feld Fire/Veridian |
| Mar-20 | Concrete sidewalk repair at Station 3 | Turner construction |
| Mar-20 | Concrete repair behind HQ main drive for apparatus | Turner construction |
| Mar-20 | Repair of Training building roof Drains | Mike Cox Plumbing |
| Mar-20 | Installation of secondary 50 gallon Hot water tank with recirculator for HQ | Mike Cox Plumbing |
| Apr-20 | Memorial wall updated for retirements of R. Norman, M.Lacy and J. Brewster | Schowengerdt Inscriptions |
| Apr-20 | AeroClave Room Decontamination System purchased (FEMA re-imbursed) | Aeroclave LLC |
| May-20 | Many upgrades to all Overhead doors within the District | Overhead Door Co. |
| Jun-20 | New asphalt drive replaced to east side of HQ community parking lot | Preferred Asphalt |
| Jul-20 | Complete HVAC duct work cleaning and scrubbing for all facilities | Aardvark Services Inc. |
| Jul-20 | Repair of Training tower burn room electrical panels | Teague electric |
| Jul-20 | Purchase of new 170lb Ice Machine for HQ | Capital Equipment |
| Aug-20 | Replacement of Flag pole at station 3 | All Nations Flag Co. |
| Aug-20 | New I-Wave ionization air purifiers installed in all buildings | Comfort Systems |
| Sep-20 | Upgrade to return air system for station 3 HVAC furnaces | Comfort Systems |
| Oct-20 | Removal of 2 dead trees from HQ property with other grounds Maint. | Alford Enterprises LLC |
| Oct-20 | Brand new Service from FireCatt LLC for Hose testing of all district hose | Fire Catt LLC |
| Oct-20 | Air ionization purifiers for all Medic and Fire apparatus purchased and installed | Trane |
| Nov-20 | Purchase of brand new 45lb Gear Extractor for Station 3 remodel project | RJ Kool Systems |
| Dec-20 | Order of 11 Brand new(South Metro Fire) Branded Recliners for Stations 1,and 3 | DreamSeat |

Fire Marshal Office

2020 Year End Report

Investigations

- 11 fire incidents where damage was reported and FMO office representative investigated
- CCFIT: 2 Call outs, (1) FF Fatality in West Peculiar, (2) Double Fatality fire in Central Cass
- Other call outs/responses both on and off duty: 46 (3 of which were Google and gas lines cuts)

Meetings

- 19

Permits

- 16 (8 were for fireworks) new commercial, remodel, fire alarm

Burn Permits

- 73 and monitor 1 CRP burn at District line

Construction related inspections

- 13 (Rough-in, finals, kicker, water line, flushes, etc)
- 1 Bovine corral assist with Animal Control

Projects

- Compass Health, Schlotzky's remodel, new fire alarm at Stonegate Elementary School, Raymore Commerce Center, and 17808 E. 58 Highway-Landscape company
- A few whitebox type new businesses

Inspections

- 159, (Covid 19 limited a lot of inspections due to closure or no admittance without business to conduct)

Certificate of Occupancy

- 3

Fireworks permits

- 8 permits and investigate 1 firework related complaint

IAR

- Update and checked all hydrant location in IAR within our District

Courtesy inspections

- with round 2 of Covid-19 a walk thru advising of the code violations, they then repair/fix the issues and call for an actual fire inspection

Door Hangers

- 10

Public relations

- Provide monthly Fire District handouts to Chamber of Commerce. They hand out an estimated 65 handouts on a monthly basis based on water turn on activations. Roughly 800 are handed out yearly
- 5 attended fire extinguisher training

MUTUAL AID REPORT 2020

SOUTH METRO FIRE

| Aided Agency Name | Details |
|--|------------|
| | |
| Belton Fire Department | 136 |
| Birmingham Fire Department | 1 |
| Central Cass County Fire Protection District | 6 |
| Dolan-West Dolan Fire Protection District | 1 |
| Grandview Fire Department | 2 |
| Harrisonville Emergency Services | 2 |
| Kansas City Fire Department | 2 |
| Lee's Summit Fire Department | 7 |
| Pleasant Hill Fire Protection District | 33 |
| West Peculiar Fire Protection District | 54 |
| Western Cass Fire District | 1 |
| TOTAL | 245 |

Alarm Date between 2020-01-01

and 2020-12-31

Total Calls by Shift

| Shift | 2020-01-01 | 2020-02-01 | 2020-03-01 | 2020-04-01 | 2020-05-01 | 2020-06-01 | 2020-07-01 | 2020-08-01 | 2020-09-01 | 2020-10-01 | 2020-11-01 | 2020-12-01 | Total |
|---------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-------|
| C-SHIFT | 108 | 94 | 90 | 83 | 129 | 100 | 118 | 107 | 98 | 123 | 126 | 109 | 1285 |
| A-SHIFT | 118 | 107 | 82 | 91 | 112 | 106 | 106 | 114 | 121 | 137 | 110 | 110 | 1314 |
| B-SHIFT | 123 | 121 | 83 | 62 | 81 | 97 | 124 | 136 | 106 | 115 | 120 | 115 | 1283 |
| Total | 349 | 322 | 255 | 236 | 322 | 303 | 348 | 357 | 325 | 375 | 356 | 334 | 3882 |

Total Calls by Station

| Station | 2020-01-01 | 2020-02-01 | 2020-03-01 | 2020-04-01 | 2020-05-01 | 2020-06-01 | 2020-07-01 | 2020-08-01 | 2020-09-01 | 2020-10-01 | 2020-11-01 | 2020-12-01 | Total |
|-----------------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-------|
| South Metro Fire (Station 3) | 105 | 101 | 82 | 68 | 92 | 91 | 118 | 99 | 96 | 119 | 126 | 101 | 1198 |
| South Metro Fire (HQ - Station 1) | 199 | 168 | 150 | 145 | 206 | 183 | 184 | 209 | 195 | 215 | 190 | 191 | 2235 |
| South Metro Fire (Station 2) | 45 | 53 | 23 | 23 | 24 | 29 | 46 | 49 | 34 | 41 | 40 | 42 | 449 |
| Total | 349 | 322 | 255 | 236 | 322 | 303 | 348 | 357 | 325 | 375 | 356 | 334 | 3882 |

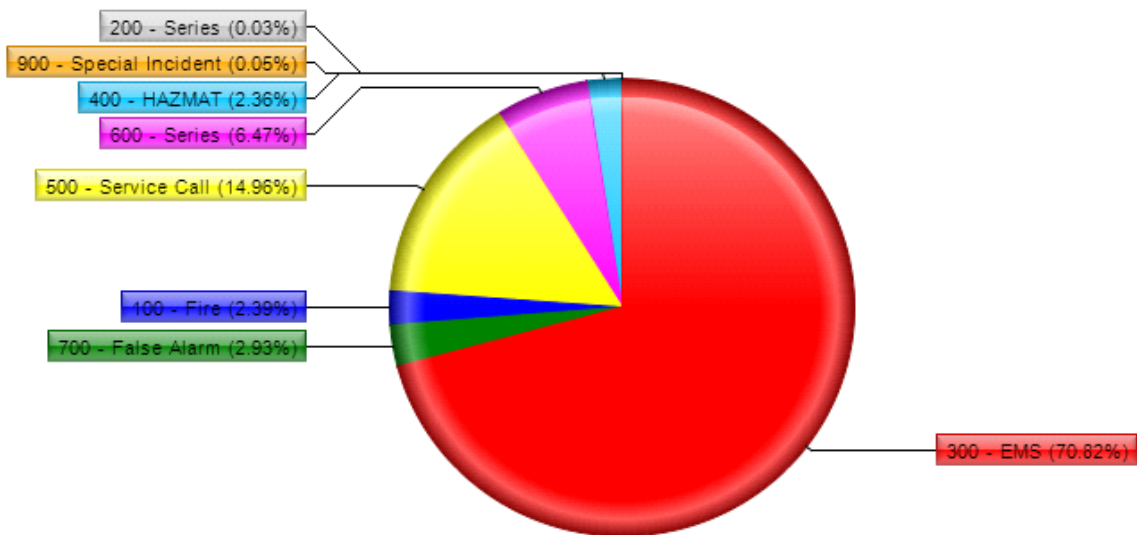
Fire - Incident Types with Monthly and Annual Breakdown

Date: Tuesday, January 5, 2021
Time: 1:58:38 PM

Alarm Date between 2020-01-01 and 2021-01-01

| Incident Type Group | 2020 | Total |
|------------------------|------|-------|
| 300 - EMS | 2760 | 2760 |
| 700 - False Alarm | 114 | 114 |
| 100 - Fire | 93 | 93 |
| 500 - Service Call | 583 | 583 |
| 600 - Series | 252 | 252 |
| 400 - HAZMAT | 92 | 92 |
| 900 - Special Incident | 2 | 2 |
| 200 - Series | 1 | 1 |
| Annual Total | 3897 | 3897 |

| Incident Type Group | 2020-01-01 | 2020-02-01 | 2020-03-01 | 2020-04-01 | 2020-05-01 | 2020-06-01 | 2020-07-01 | 2020-08-01 | 2020-09-01 | 2020-10-01 | 2020-11-01 | 2020-12-01 | Total |
|------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-------|
| 300 - EMS | 255 | 227 | 168 | 166 | 237 | 198 | 238 | 239 | 232 | 272 | 274 | 254 | 2760 |
| 700 - False Alarm | 10 | 11 | 7 | 8 | 7 | 8 | 13 | 13 | 9 | 11 | 6 | 11 | 114 |
| 100 - Fire | 13 | 7 | 9 | 12 | 6 | 2 | 11 | 8 | 4 | 9 | 3 | 9 | 93 |
| 500 - Service Call | 41 | 54 | 44 | 29 | 43 | 72 | 49 | 56 | 54 | 50 | 44 | 47 | 583 |
| 600 - Series | 24 | 21 | 19 | 15 | 22 | 13 | 24 | 30 | 17 | 20 | 25 | 22 | 252 |
| 400 - HAZMAT | 6 | 2 | 8 | 6 | 6 | 10 | 13 | 11 | 8 | 12 | 4 | 6 | 92 |
| 900 - Special Incident | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 2 |
| 200 - Series | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 |
| Monthly Total | 349 | 322 | 255 | 236 | 322 | 303 | 348 | 357 | 325 | 375 | 356 | 349 | 3897 |



Call Volume by Day of Week and Time of Day

Date: Thursday, September 30, 2021

Time: 2:27:13 PM

Agency Login Id equal to

And Date Range

and

| Day of Week | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | |
|-------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-----------|------------|-------------|
| Wednesday | 13 | 9 | 4 | 7 | 9 | 9 | 11 | 14 | 22 | 15 | 21 | 21 | 17 | 16 | 28 | 21 | 31 | 23 | 14 | 24 | 22 | 17 | 12 | 15 | 395 |
| Thursday | 8 | 11 | 6 | 7 | 6 | 4 | 7 | 15 | 29 | 16 | 19 | 22 | 31 | 17 | 24 | 22 | 26 | 29 | 24 | 17 | 20 | 14 | 16 | 15 | 405 |
| Friday | 4 | 9 | 3 | 7 | 7 | 5 | 11 | 12 | 22 | 19 | 21 | 26 | 28 | 20 | 26 | 25 | 22 | 30 | 21 | 20 | 18 | 17 | 13 | 13 | 399 |
| Saturday | 12 | 9 | 6 | 11 | 15 | 8 | 5 | 15 | 12 | 11 | 24 | 24 | 23 | 15 | 19 | 13 | 19 | 22 | 17 | 13 | 14 | 14 | 18 | 17 | 356 |
| Sunday | 12 | 6 | 5 | 6 | 9 | 11 | 6 | 11 | 19 | 15 | 14 | 21 | 22 | 12 | 25 | 21 | 14 | 27 | 20 | 18 | 18 | 16 | 9 | 15 | 352 |
| Monday | 11 | 6 | 3 | 8 | 11 | 7 | 16 | 19 | 22 | 15 | 25 | 14 | 25 | 20 | 27 | 21 | 25 | 20 | 16 | 20 | 25 | 14 | 12 | 15 | 397 |
| Tuesday | 9 | 12 | 5 | 5 | 13 | 7 | 3 | 12 | 12 | 20 | 30 | 23 | 25 | 31 | 30 | 25 | 16 | 22 | 24 | 24 | 21 | 12 | 14 | 14 | 409 |
| | 69 | 62 | 32 | 51 | 70 | 51 | 59 | 98 | 138 | 111 | 154 | 151 | 171 | 131 | 179 | 148 | 153 | 173 | 136 | 136 | 138 | 104 | 94 | 104 | 2713 |

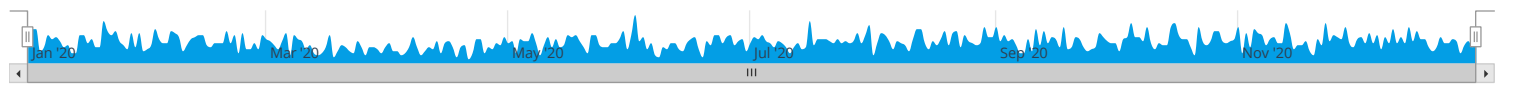
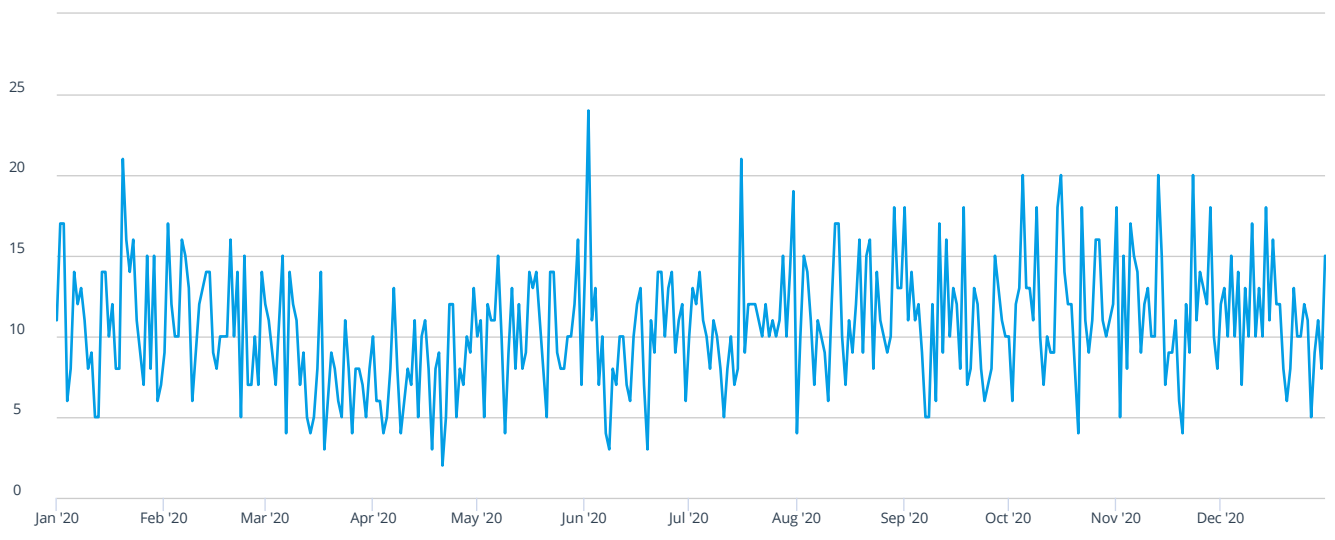
Previous Year ▾ Jan 1, 2020 - Dec 31, 2020 ▾

29%
FIRE
 Percentage of Total Incidents

71%
EMS
 Percentage of Total Incidents

3,878
INCIDENTS
 In Selected Time Slice

366
DAYS
 In Selected Time Slice



Counts | % Rows | % Columns | % All

| | Jan '20 | Feb '20 | Mar '20 | Apr '20 | May '20 | Jun '20 | Jul '20 | Aug '20 | Sep '20 | Oct '20 | Nov '20 | Dec '20 | Jan '21 | Total |
|---|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|-------|
| (11) Structure Fire | 7 | 4 | 4 | 1 | 2 | | 5 | | | 6 | 1 | 4 | | 34 |
| (13) Mobile property (vehicle) fire | 2 | | 2 | 3 | 2 | 1 | | 4 | 2 | 1 | 1 | | | 18 |
| (14) Natural vegetation fire | | 1 | 2 | 4 | 1 | 1 | 3 | 1 | | 3 | | 2 | | 18 |
| (15) Outside rubbish fire | 2 | 2 | 1 | 2 | | | 3 | 2 | 2 | | | 2 | | 16 |
| (16) Special outside fire | | | | | | | | | | | | 1 | | 1 |
| (25) Excessive heat, scorch burns with no ignition | | | | | | | | | 1 | | | | | 1 |
| (31) Medical assist | | | | | | 1 | 1 | | | | | | | 2 |
| (32) Emergency medical service (EMS) incident | 255 | 226 | 168 | 166 | 237 | 197 | 235 | 239 | 232 | 270 | 274 | 253 | | 2,752 |
| (38) Rescue or EMS standby | | 1 | | | | | | | | 1 | | 1 | | 3 |
| (40) Flammable gas or liquid condition, other | | | | | | 1 | | | | | | | | 1 |
| (41) Combustible/f... spills & leaks | 4 | 1 | 3 | | 3 | 5 | 8 | 9 | 4 | 6 | 1 | 3 | | 47 |
| (42) Chemical release, reaction, or toxic condition | | | 1 | 2 | | 2 | | 1 | 2 | 1 | | 1 | | 10 |
| (44) Electrical wiring/equipm. problem | 2 | 1 | 3 | 2 | 3 | 1 | 4 | | 2 | 5 | 2 | 1 | | 26 |
| (46) Accident, potential accident | | | 1 | | | | | | | | | | | 1 |
| (48) Attempted burning, illegal action | | | | 1 | | 1 | | 1 | | | | 1 | | 4 |

| | Jan '20 | Feb '20 | Mar '20 | Apr '20 | May '20 | Jun '20 | Jul '20 | Aug '20 | Sep '20 | Oct '20 | Nov '20 | Dec '20 | Jan '21 | Total |
|---|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|-------|
| (50) Service call, other | | | | 3 | | 1 | 1 | | | | | | | 5 |
| (51) Person in distress | 7 | 11 | 9 | 5 | 7 | 12 | 12 | 7 | 7 | 9 | 9 | 9 | | 104 |
| (53) Smoke, odor problem | | | 2 | | | | | | | | | | | 2 |
| (54) Animal problem or rescue | | | | | | 3 | | | | | | | | 3 |
| (55) Public service assistance | 33 | 38 | 32 | 19 | 36 | 55 | 34 | 49 | 46 | 38 | 32 | 37 | | 449 |
| (56) Unauthorized burning | 1 | 5 | 1 | 2 | | 1 | | | | 3 | 2 | 1 | | 16 |
| (57) Cover assignment, standby at fire station, move-up | | | | | | | 2 | | 1 | | 1 | | | 4 |
| (61) Dispatched and canceled en route | 12 | 9 | 7 | 6 | 10 | 5 | 14 | 16 | 10 | 6 | 15 | 15 | | 125 |
| (62) Wrong location, no emergency found | 7 | 8 | 8 | 6 | 8 | 4 | 7 | 10 | 3 | 10 | 8 | 5 | | 84 |
| (63) Controlled burning | | | | 2 | | 1 | | | | 1 | | 1 | | 5 |
| (65) Steam, other gas mistaken for smoke | 3 | 3 | 2 | 1 | 3 | 2 | 1 | 3 | 4 | 1 | 1 | 1 | | 25 |
| (67) HazMat release investigation w/no HazMat | 2 | 1 | 2 | | 1 | 1 | 1 | | | 1 | 1 | | | 10 |
| (70) False alarm and false call, other | 1 | | | 2 | | | 2 | 2 | | | | 1 | | 8 |
| (71) Malicious, mischievous false alarm | | 1 | | | | 2 | | | | | | | | 3 |
| (73) System or detector malfunction | 7 | 5 | 1 | 2 | 3 | 2 | 3 | 4 | 4 | 2 | 2 | 5 | | 40 |
| (74) Unintentional system/detect... operation (no fire) | 2 | 5 | 5 | 4 | 4 | 3 | 8 | 6 | 4 | 9 | 4 | 5 | | 59 |
| (90) Special type of incident, other | | | | | 1 | | | | | 1 | | | | 2 |
| Total | 347 | 322 | 254 | 233 | 321 | 302 | 344 | 354 | 324 | 374 | 354 | 349 | | 3,878 |