



MISSOULA FIRE DEPARTMENT ANNUAL REPORT



2020

THE YEAR OF COVID-19



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MESSAGE FROM FIRE CHIEF JEFF BRANDT

2020 was certainly a year to remember. The impact of COVID-19 brought unexpected challenges to MFD; along with great opportunities for growth and learning within the Department.

I am very proud of the men and women in this department. With their consistent dedication, we were able to maintain our level of service to the community throughout this pandemic. At one point, 52% of our fire personnel were quarantined for COVID-related reasons, but we were still able to meet our minimum staffing and level of service to the Missoula community.

Over 95% of our work force did not have the ability to work from home during the pandemic, so we had to find innovative ways to keep our firefighters as safe as possible and to provide a healthy work environment, appropriate PPE, and effective safety procedures and protocols. We worked together to find alternative ways to provide training to our crews and to ensure their safety during a time of increased calls for service.

While balancing the demands of COVID, MFD also took the opportunity to initiate a new mental health crisis response program, in conjunction with Partnership Health Care, to address mental health needs in the community.

In addition, MFD experienced a very busy wildland fire year. We sent crews and equipment to assist California and Colorado with their unprecedented fire seasons, and provided fire suppression mutual aid throughout our state.

Our crews did an outstanding job balancing the impact that COVID was having on their own lives with the necessity to come to work. I cannot stress enough how much I appreciate what they have sacrificed and accomplished this year. Never once did their duties and responsibilities to the citizens and community waver.

- Chief Jeff Brandt





MISSION STATEMENT

To save lives, protect property, ease pain and suffering.

VISION STATEMENT

To be recognized as the premier public safety organization, respected and admired by our peers and our community as the most effective, innovative, and efficient fire department in the state of Montana and the region.

MOTTO

Courage, Commitment, Compassion

MISSOULA INFRASTRUCTURE



DEPARTMENT OVERVIEW

- ⇒ **Administration** – department oversight with a Fire Chief, two Assistant Chiefs, and three administrative support staff.
- ⇒ **Operations /EMTs** – 94 line personnel including firefighters and EMTs of all levels who respond to a wide variety of fire, rescue, and medical emergencies.
- ⇒ **Prevention Bureau** – five cross-trained firefighters dedicated to education, fire and life safety code enforcement, fire investigation, and community risk reduction programs.
- ⇒ **Maintenance** – three cross-trained firefighters responsible for facilities, apparatus, and equipment maintenance and repairs.
- ⇒ **Training** – two cross trained firefighters ensure that personnel at all levels have the knowledge, skills, and abilities to respond to emergency calls.

2020 RESPONSES

- ⇒ **9433** total emergency calls
- ⇒ **6130** of those were EMS/Rescue calls.
- ⇒ **12,512** primary responding from all districts.
- ⇒ **1153** life and fire safety inspections
- ⇒ **818** violations reported





2020 INITIATIVES & ACCOMPLISHMENTS

Promotions:

Jeff Kroll Promoted to Battalion Chief
 Jason Hedahl promoted to Inspector
 Charlene Bundy promoted to Captain
 Ken Goodian promoted to Captain
 A.J. Raczynowski promoted to Captain

Retirements:

Tony Cate , Bat. Chief	24 Years	Apr. 30, 2020
Rick Pechta, Captain	30 Years	June 6, 2020
Rodger Gerhart, Captain	30 Years	July 1, 2020
Robin Spurlock, Captain	28 Years	Aug. 10, 2020

New Hires:

Andrew Neumann, FF	March 30, 2020
Connor Loveall , FF	March 30, 2020
Drew Merten , FF	March 30, 2020
Andrew Pace, FF	March 30, 2020
Randy Okon, MST PC	Sep 1, 2020
Erika Gotcher, MST EMT	Oct. 1, 2020
Ben Mouser, MST EMT	Oct. 1, 2020
Theresa Williams, CIT Mgr.	Nov. 1, 2020

2020 Programs:

Paramedic Program: The Paramedic Program had MFD send 4 current firefighters through the Paramedic education program through the Missoula College of Technology to receive their Paramedic Certification with the goal of providing more advanced medical care to patients on scene.

Mobile Support Team (MST): MFD received grant funding to support a team of EMT and mental health care providers to assist on incidents where that type of support would be beneficial. Fully operation in November of 2020, MFD has a lot invested in this new program being offering in the community.

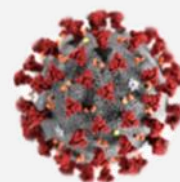
Wildland Response: MFD saw a big year for wildland response with 34 sent to assist regions in need of wildland support. Locally, MFD responded to 19 wildfires.

IMT Response: Missoula Fire Department's Incident Management Team was called upon twice to assist the county with COVID aid—once to develop an initial response and again with vaccine distribution.

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COVID-19 RESPONSE

The Missoula Fire Department, as first line of response, implemented immediate safety measures to curb the spread of the virus including personal protective equipment (PPE) on calls where symptoms were present, extensive cleaning measures and procedures, around any MFD Stations and equipment, limiting staff contact wherever possible, cancelling public programs and visitations, daily staff wellness checks, and more.



To say that COVID-19 played an impact on 2020's operations within Missoula Fire Department would be a gross understatement. Throughout this report, we will examine how the virus effected each division and program across the City and the Department.

- ⇒ Station 1 Dorm Remodel: MFD crews began working on remodeling their dormitory unit at MFD Station 1 to improve the quality of life for firefighters working there. The remodel includes new flooring, paint, a new layout and new lockers.
- ⇒ Station 4 Apparatus Storage Facility: MFD crews also began constructing a new outdoor open-air storage facility that will be used to house our trailers and other equipment that are approved for all weather storage.





CORONAVIRUS WHAT YOU NEED TO KNOW



Plan, Prepare, Protect, and Respond

PLAN

- Determine who is at the greatest risk.
- Create an emergency contact list.
- Have a reasonable supplies in case you need to quarantine.
- Practice good hygiene and clean surfaces regularly and thoroughly.



PREPARE

- Know what the plan is for work and school facilities. Prepare for closures as needed.
- Avoid large group areas and confined spaces.
- Identify the agencies that are available to help and know their plan of action and aid.



PROTECT

- Avoid contact with those who are sick and stay home if you are sick yourself.
- Cover your coughs and sneezes with your arm or a tissue (not your hand).
- Wash your hands thoroughly for 20 minutes in warm water regularly.



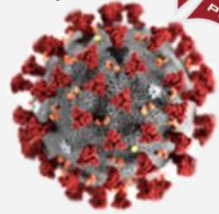
RESPOND

- Stay informed about COVID-19 in your community.
- Self quarantine if you are sick. Know when to seek help if symptoms worsen. Notify those who you have come in contact with whenever possible.
- Continue to clean and prevent the spread of the disease.



CORONAVIRUS: COVID-19

On March 13th, 2020, the City of Missoula was notified that quarantine closures would begin to take place and the City prepared for the incoming pandemic.



The Missoula Fire Department, as first line of response, implemented immediate safety measures to curb the spread of the virus. MFD purchased equipment where available both to protect personnel and clean the stations and equipment as adequately as possible. Staff members who were able to work from home were encouraged to do so whenever possible and the amount of staff working at the headquarters station was limited. Programs where members of MFD interacted with the public, or where the public was invited onto an MFD premises were cancelled.

In a year where MFD saw quite a significant number of retirements, they were challenged by the lack of hiring options through the cancellation of the 2020 Montana Firefighter Testing Consortium.

One outbreak in the summer months of 2020 pushed MFD to temporarily cancel overtime allowances as members of the department saw a minor outbreak, but any exposed members were asked to quarantine at home. Individual members of MFD also had challenges with protecting their own family members at home and struggled with the risk of bringing exposure home with them. The City of Missoula provided generous allowances for employees across all of it's departments to have and utilize COVID leave time as needed.

MFD commends each staff member for their work and dedication during this challenging year.

402

Pandemic Responses

COVID-19 EXPENDITURES

PPE	\$48,314
Medical Supplies	\$6,507
EMS CARES Purchase	\$55,767
Cleaning	\$22,213
Washer/Dryer	\$25,605
Office Related	\$296

Total \$158,701

Backfill Overtime	\$323,609
Number of Shifts Covered	493
COVID Leave Hours Used	8,876.50



COVID-19



MISSOULA FIRE DEPARTMENT FY2021 OPERATING BUDGET

Personnel (95%)

⇒ Wages & Benefits

Supplies (2%)

⇒ Operating Supplies

⇒ Maintenance

⇒ Fuel

⇒ Miscellaneous

Purchased Services (3%)

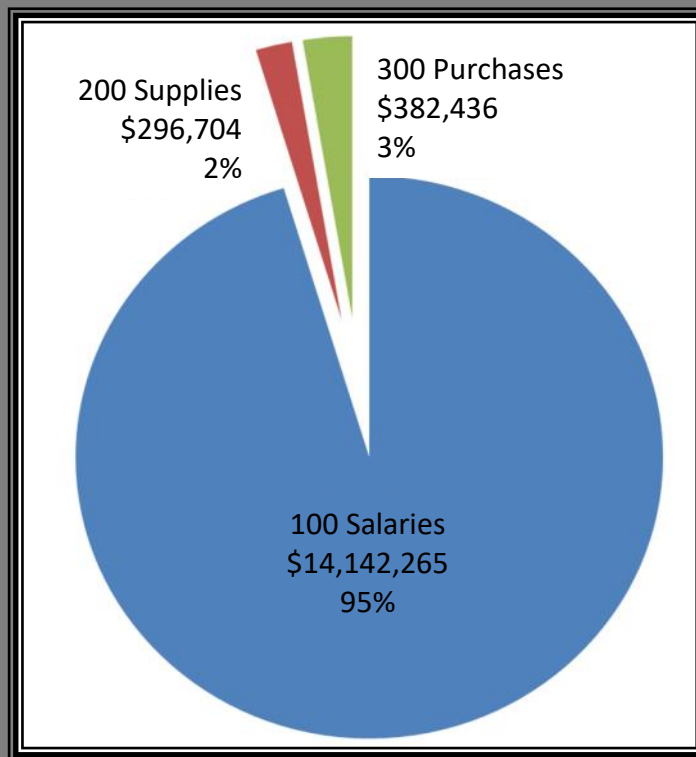
⇒ Water, Garbage, Utilities

⇒ Professional Services

⇒ Training & Travel

⇒ Repair & Maintenance

Total Budget: \$14,821,405.00



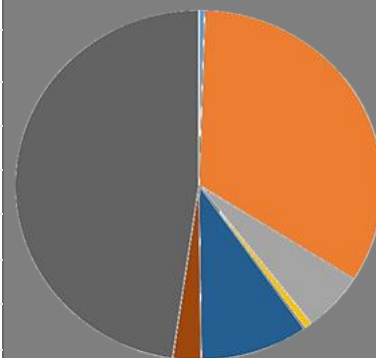
COVID-19 AND ADMINISTRATION

COVID restrictions for city employees had our administrative support staff working remotely to reduce hours that staff was in the station. This affected the support that was available for other department staff and firefighters still working in the stations. The work load for staff increased with COVID as they were charged with running reports and tracking budget and time usages to aid in determining the most efficient way to carry out operations during unprecedented times.

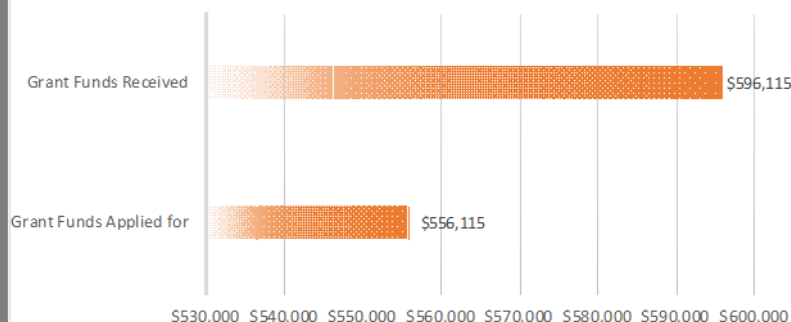
The chiefs were tasked with assisting each division navigate new safety measures, deal with short-staffing, and staying on top of nationally and locally mandated procedures that changed, often, daily.

BUDGET REVENUE SOURCES

Taxes & Assessments	47.7%
Intergovernmental Revenues	33.5%
Other Sources	9.5%
Charges for Services	5.5%
Fines & Forfeitures	0.7%
Licenses and Permits	0.5%
Miscellaneous Revenues	0.1%
Investments & Royalties	0.0%
Fund Balance Required	-2.5%



FY20-21 GRANT FUND SUMMARY

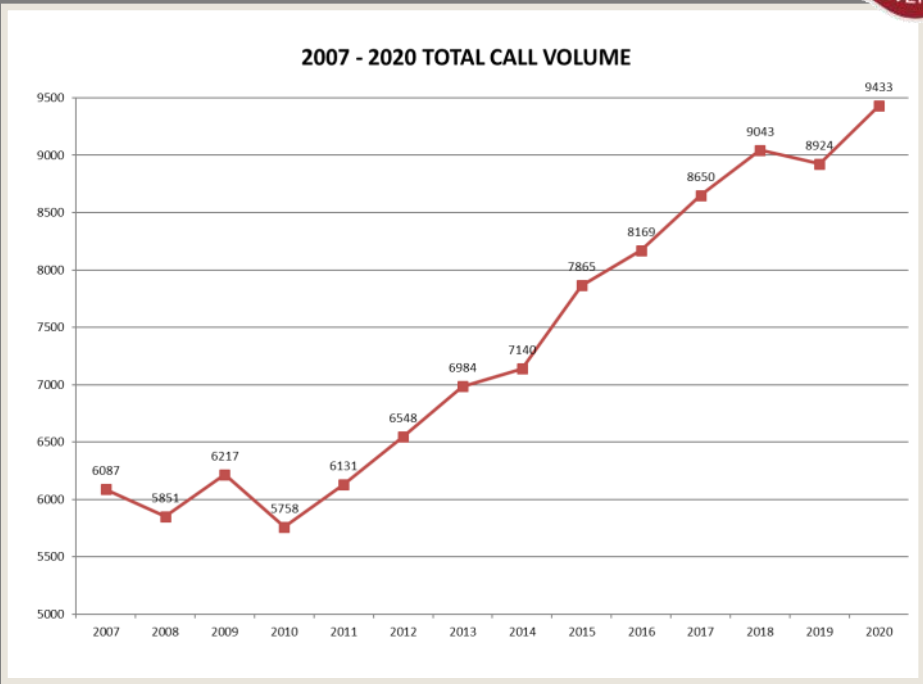




FIRE DEPARTMENT CALL VOLUME

Missoula Fire Department (MFD) continues to experience increasing call volumes as well as added workloads across the department.

As indicated by the adjacent graph, MFD’s call volume has is 150% higher than it was in 2007. The growth is believed to have a number of contributing factors. It is the intent of MFD to continue to grow along with the City to meet the community needs.



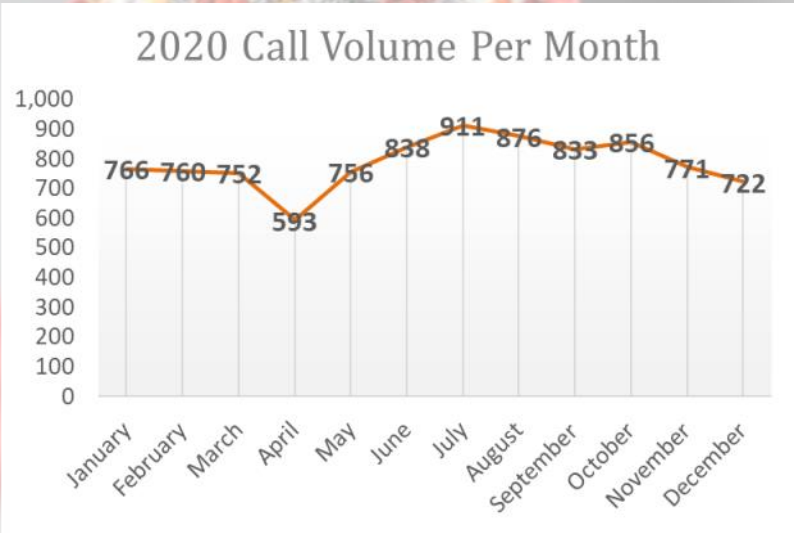
RATE OF MULTIPLE CALLS AT A TIME IN 2020	
CONCURRENT INCIDENTS	PERCENTAGE
Single Incident	% 55.16
2	% 32.68
3	% 9.74
4	% 1.90
5 or more	% 0.52

With this growth in mind, MFD has implemented a data tracking mechanism to highlight occurrences where multiple incidents are taking place at any given time. The Rate of Multiple Calls chart displayed here shows the regularity of concurrent calls. MFD is responding to more than one incident at any given time over 30% of the time.

INCIDENT RESPONSE DATA

COVID-19 AND CALL VOLUME

Throughout the year, MFD saw interesting effects to call volume as the Coronavirus wave moved across the county. MFD was projected to reach over 10,000 incident responses in 2020 and we missed that mark. When we examine the graph showing call volume per month, we see dip in April, when city mandated quarantine orders were at their highest; less people out and about led to less accidents and emergencies. We also saw a reduction in EMS calls, with notations of less people wanting to visit a hospital during this time. Similar effects are in place in November and December, typically higher call volume months for MFD in traditional years. While these remain only hypotheses, the dip in responses during the peak pandemic month is notable.

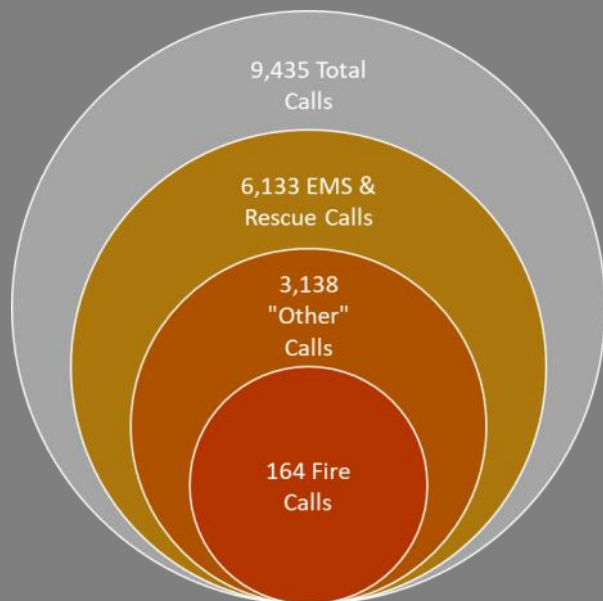




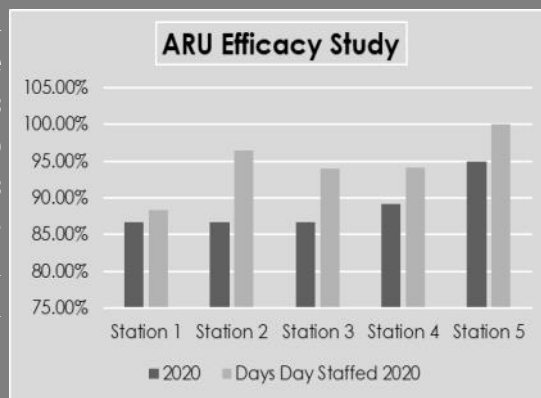
2020 MFD Response Statistics

Missoula Fire Department examines data in regards to how many calls they respond to, how often, when they are most common, and what types of calls are most frequent. By examining this data, administration can utilize it to determine where attention is best focused for purposes from training needs, to staffing needs, to apparatus needs, and beyond.

One response item MFD recently put in place to respond to the growth in call volume is a Alternative Response Unit, or ARU. A ARU is staffed with a two person firefighter crew that can be activated around the city to relieve engine companies of responding to lower acuity calls during times of es-



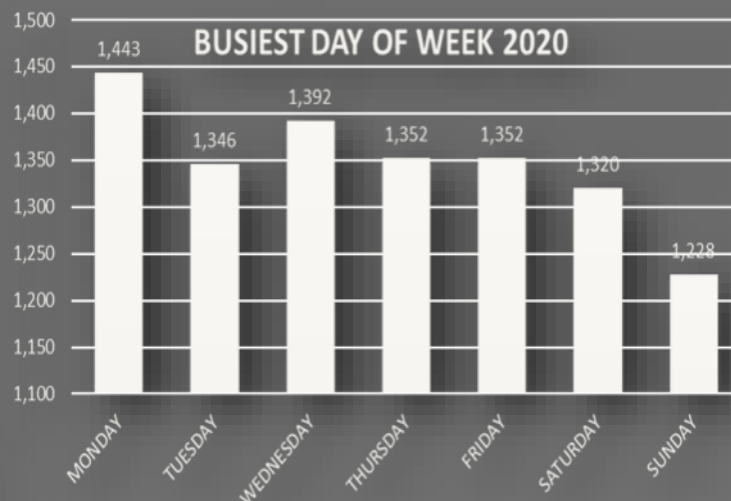
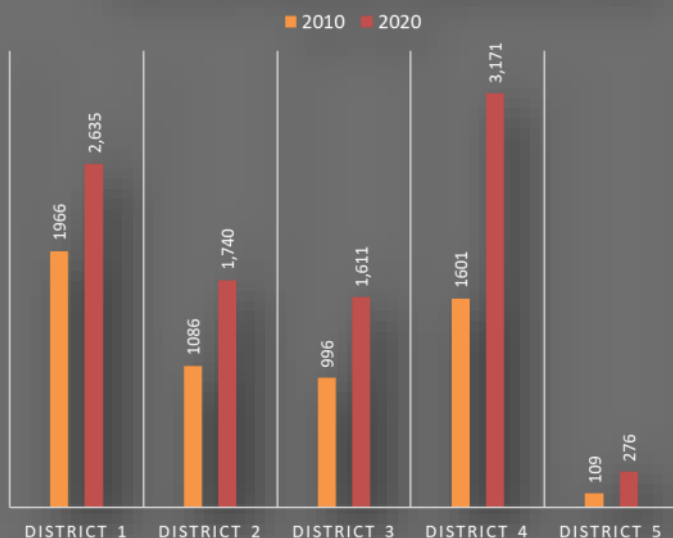
calated call volume. By examining the busiest times of the day and the week, it can be determined the best time to utilize a ARU, and implement other best response practices to alleviate work stress and improve response times.

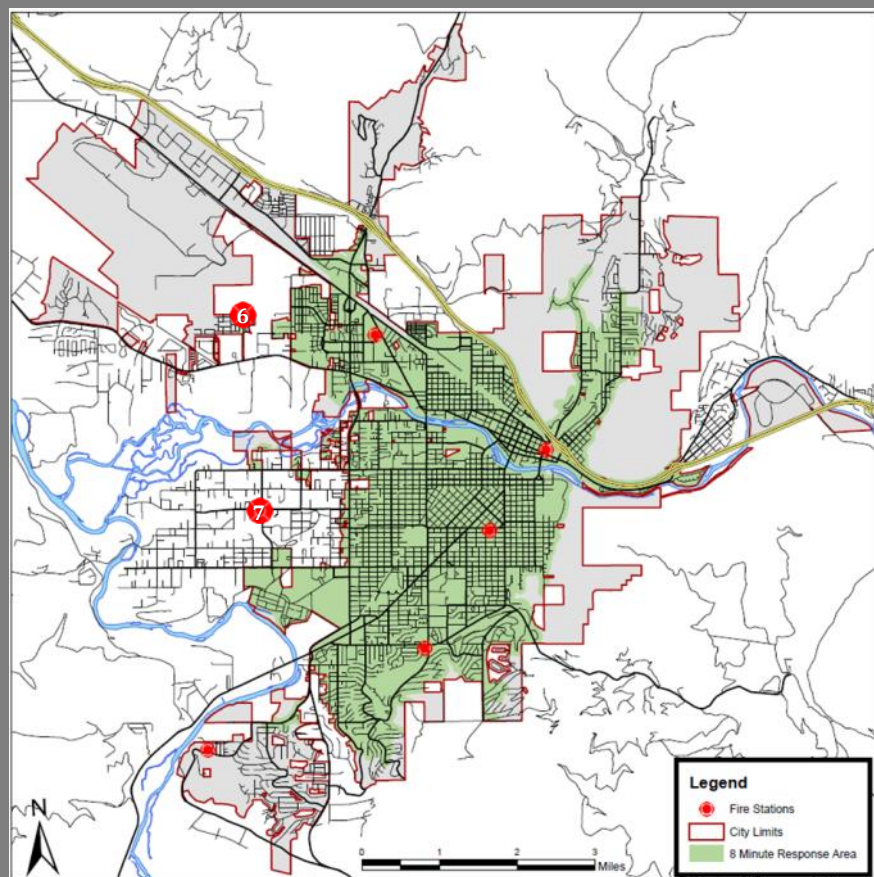
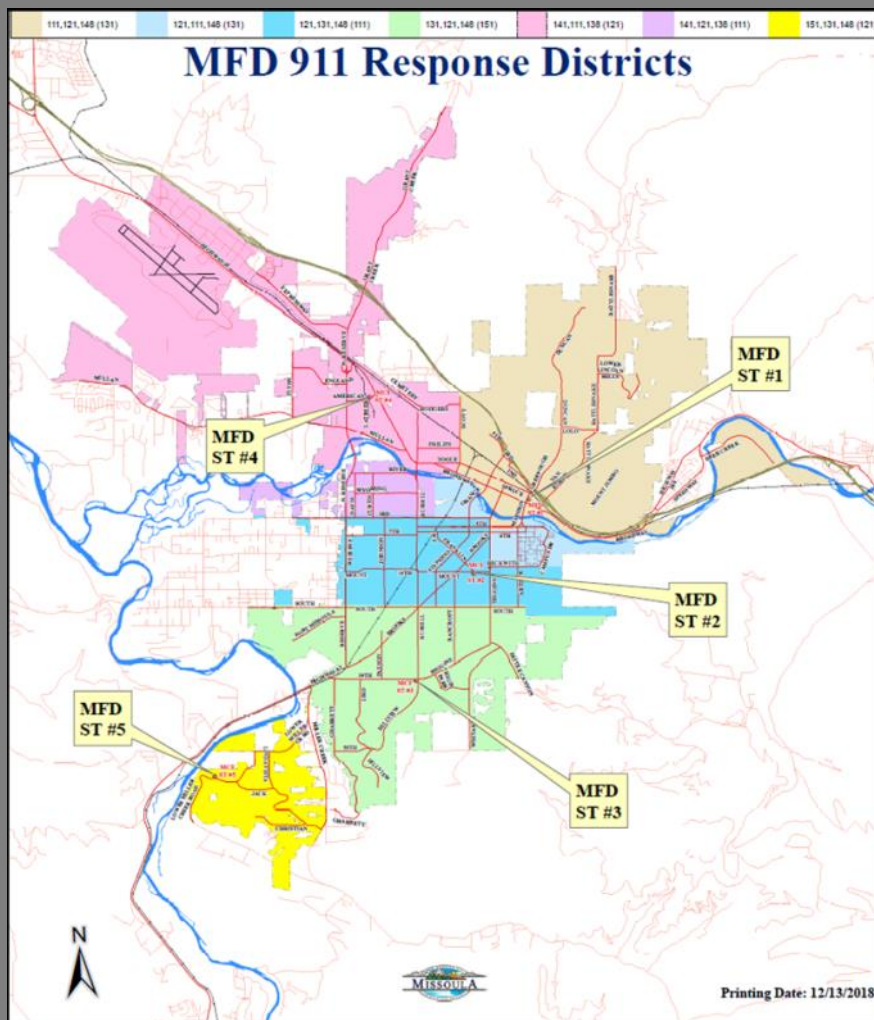


In 2020, the Missoula Fire Department placed the ARU into service **2 days** a week throughout the year. With the ARU in service, MFD has paid close attention to our station response times and examined how the ARU has played an effect on those times. While this remains to be a new service offered by MFD, the utilization of the unit among shifts, how it is dispatched, when it is used, and how it's best practices come into play, we note that the response of this unit is fluid and has the potential to continue and grow as MFD becomes more familiar with the unit and it's capabilities.

	2020 Overall	2020 Days ARU Staffed (2 days a week)
Station 1	86.74%	88.37%
Station 2	86.75%	96.51%
Station 3	86.65%	94.02%
Station 4	89.11%	94.12%
Station 5	94.94%	100.00%

CALLS BY DISTRICT FROM 2010-2020





FIRE RESPONSE DISTRICTS & STATIONS

Strategically-placed fire stations across our service area maximize coverage and minimize response time.

Every station is staffed with 3 firefighters to provide fire and rescue service and emergency medical services (**EMS**) delivered by trained EMTs (Basic Life Support - **BLS**) or Paramedics (Advanced Life Support- **ALS**). It is MFD's goal to increase the number of trained paramedics through the new paramedic program in order to provide a minimum of one paramedic per station 24/7.

MFD STATION GROWTH

Station 6: With call volume pushing 10,000 and both population and areas of the city limits expanding at an incredible rate, MFD recognizes the need to grow our facilities and response areas. When we examine the largest and busiest districts, as well as the City's plans for growth, MFD has found one potential space for a sixth station at George Elmer and England Boulevard. This will service the currently over extended area Station 4 as well as the developing neighborhood into the Mullan Road project area in the northwest corner which includes the newly annexed airport, and industrial areas.

Station 7: In the Fort Missoula/Target Range annexation area, none of the current facilities are able to reach into this area within response time goals. High service demand is projected for 28th Street near 37th Avenue, along with moderate demand to the north of Third and Preston. These areas can be served by the new station, as well as the rest of the area, which has limited access due to being bound by rivers on three sides. The recommended location for optimal response capability is Spurgin Road and Tower Street.

NFPA 1710 & EMERGENCY RESPONSE TIMES

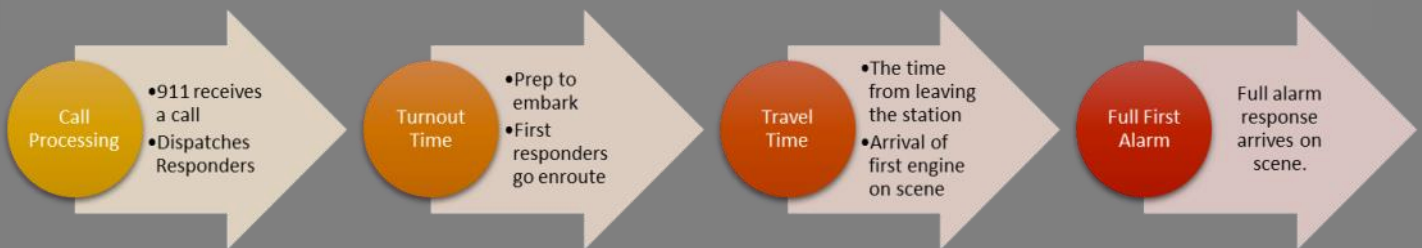
In Missoula County, all 911 calls are answered by call receivers (dispatchers) in the communication center located in the Missoula court house. Dispatchers take the callers' information and then dispatch the appropriate resources for that type of call.

The National Fire Protection Association (NFPA) creates a standard by which all fire departments are measured. The NFPA 1710 standard is applied to the Standard for the Organization and Deployment of Fire Suppression Operations, Emergency Medical Operations, and Special Operations to the Public by Career Fire Departments. NFPA standards are developed to be a guideline in which to measure the efficiency of a fire department.

The NFPA 1710 Standard measures the moment a call is received by a dispatcher to the time responders arrive on-scene. To meet standard, a department must meet the goal time 90% of the time. The chart below details MFD's performance in 2020 by this standard. In 2020, MFD made a push to greatly improve our call processing time to better meet the NFPA 1710 Standards and it is our goal to continue to push to meet these standards moving forward.



RESPONSE ELEMENT	NFPA RECOMMENDATION: 90TH PERCENTILE	MFD 90 TH PERCENTILE
CALL PROCESSING	0:00:60	0:03:23
TURNOUT TIME	0:01:00 0:01:20	0:02:11 0:02:33
TRAVEL TIME	0:04:00	0:06:46
TRAVEL TIME - FULL FIRST ALARM (FIRE SUPPRESSION INCIDENT)	0:08:00	0:09:27



MFD RESPONSE PERFORMANCE BY STATION AREA | JANUARY 2020-DECEMBER 2020

Station Area	Average			90th Percentile		
	Turnout Time	Travel Time	Total Response Time	Turnout Time	Travel Time	Total Response Time
MFD - Station 1	0:01:19	0:03:57	0:05:06	0:02:21	0:06:46	0:08:21
MFD - Station 2	0:01:16	0:03:48	0:04:53	0:02:13	0:06:23	0:07:53
MFD - Station 3	0:01:22	0:03:47	0:04:59	0:02:09	0:06:00	0:07:25
MFD - Station 4	0:01:17	0:04:39	0:05:46	0:02:09	0:06:55	0:08:30
MFD - Station 5	0:01:24	0:05:39	0:06:58	0:02:18	0:09:36	0:11:20

MOBILE SUPPORT TEAM "C.A.R.E.S"

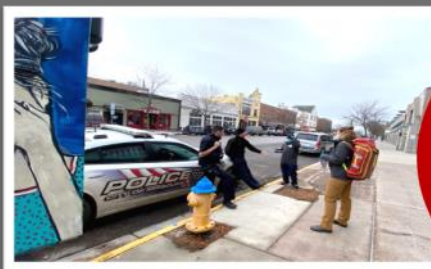


Through a grant initiative and incentive program in coordination with Partnership Health Center, MFD applied for and received funding to establish a Mobile Support Team (MST), aka "C.A.R.E.S". The team was first placed into operation in November, 2020 and supports first responders and law enforcement that are regularly dispatched to mental health related incidents. The Mobile Crisis Team is intended to ensure appropriate mental health care for citizens and reduces the workload for First Responders and Law Enforcement.



The MST responds to the location where a person is having a mental health crisis, as requested by Law Enforcement or Fire/Medical, or as determined through screening by dispatch. They serve to provide stabilization of acute psychiatric or behavioral symptoms and evaluate treatment needs (behavioral/medical). When applicable, the Mobile Crisis Unit is able to transport a person to a more appropriate facility for care rather than the hospital ED. The Mobile Crisis Unit

is available to respond to locations in the City of Missoula and the surrounding area up to approximately 15 miles outside of the City limits (exact response boundaries are under consideration). The Mobile Response Unit and team are working to develop plans and follow up to meet ongoing needs of person or persons experiencing a mental health crisis or behavioral symptoms. For individuals outside of the response area the Mobile Response Team could reach out remotely to address needs if applicable.



92

Total responses
since November
16, 2020

- Total clients served: **51**
- Average time spent per client: **1 hour 14 minutes**

PROGRAM GOALS



Create a Cohesive Approach to Mental/Behavioral Health in Missoula



Provide a Mobile Response to Acute Mental Health Crisis and Behavioral Emergencies



Provide Resource Navigation and Follow Up for Persons in Need



Provide a Workload Reduction for Law Enforcement and Fire/Medical



Provide Jail Diversions



Provide Hospital Emergency Department Diversions

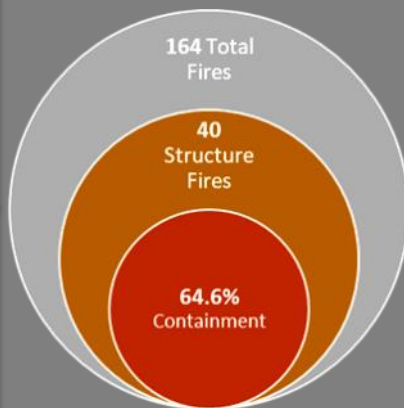


Ensure all of the Available Resources Available are Working Together to Meet the Needs of the Community



Offer a Cost Savings to Tax Payers

MOBILE SUPPORT TEAM



FIRE

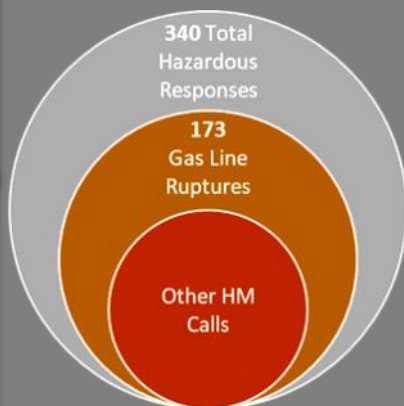
Missoula saw 40 structure fires in 2020. Of those, 64.6% of the time, the fire was confined to the room of origin. Firefighters work quickly to control and extinguish fires in homes, outbuildings, apartments, commercial structures and vehicles.



RESCUE & EXTRICATION

Specially-trained and equipped teams of firefighters are prepared for a variety of rescue calls. In 2019, these teams responded to 17 calls for rescue.

Twenty MFD firefighters are members of the Rescue Team. They are specifically trained to respond to water and ice rescue calls, as well as technical rescue incidents including confined space rescue, high/low angle (rope) rescue, wilderness rescue, structural collapse, and trench rescue. These team members are spread across the four different battalions.



HAZARDOUS MATERIALS

All firefighters are qualified at the hazardous material (HM) operations level and twelve MFD firefighters are hazardous material technician certified. MFD responded to 340 hazardous materials calls in 2020. Most HM incidents dispatch a single engine company to investigate. Other HM incidents (i.e. gas line ruptures, power line response, and vehicle clean ups) involve the assistance of agencies across the county and multiple MFD units.

COVID-19 AND OPERATIONS

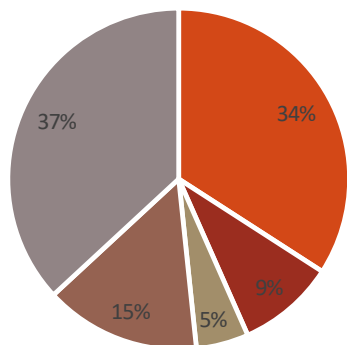
Call volume, EMS and training effects aside, all which directly correlate to MFD's Operations staff, COVID-19's effects on operations were still vast. At one point around 50% of staff was either in quarantine or isolation at the same time. MFD was able to maintain minimum staffing with the extra effort given by the remaining workforce picking up additional shifts for coverage. Throughout the year MFD had many individuals need to use COVID leave for various reasons. This led to a large increase in overtime expenditures to maintain minimum staffing throughout the year.

COVID-19 also took an emotional toll on Operations throughout the year. The stress and anxiety caused by the pandemic was noticeable among MFD's crews.

Additionally, management faced an increased work load. Inside and outside of MFD, members remained very involved in the COVID-19 response throughout 2020. Our chiefs continued to run daily MFD operations, as well as assisting Missoula County in various roles through the Incident Management Team (IMT) and coordination with the Missoula Health Depart-



Training Hours by Type



- EMS Training Hours
- Rescue Training Hours
- Wildland Training Hours
- Level 1 Training Hours
- Other Training Hours

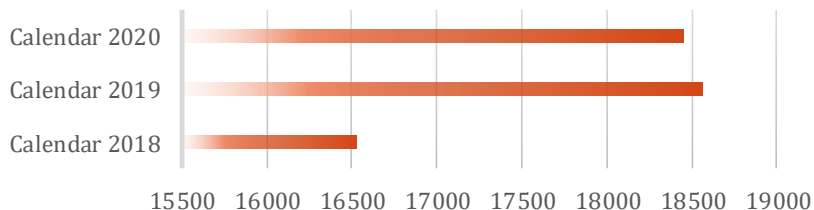
TRAINING DIVISION

Missoula fire firefighters train every day to deliver the highest quality service to our community. The Training Division utilizes a detailed plan and schedule that serves the current mission of MFD. MFD recognizes industry standards including those set by the International Fire Service Training Association (IFSTA).

18,000+ Hours of Training Logged

The Training Division consists of two full time employees; the Training Officer (TO) and the Emergency Medical Services (EMS) Coordinator. The TO supervises the EMS Coordinator and they work together to accomplish the training goals and objectives of the Department.

3-YEAR TRAINING CHART



COVID-19 AND TRAINING

The Training Division ran into many road blocks since the start of the COVID pandemic. Adapting, like much of the world, the Training Division was still able to offer some of the necessary training for our members.

MFD relies on the ability to mix fire companies from our multiple stations and cooperating agencies together to enforce relationships and training requirements as well as provide skill and know-how to work as a cohesive team. With COVID, all in-person, hands-on, multi-fire company and cooperating agency trainings were canceled in order to keep crews safe, limiting our trainings to single engine company sessions.

The pandemic did offer a new opportunity to keep us united in training with the virtual platform. MFD had great success sending 40 members through a 40 hour virtual in-house MFD Fire Officer Training Course.

The Training Division passed four new recruits through the 90 day firefighter academy providing more crews for each shift. Following, the Training Office focused on aiding operations with day to day training and COVID policy up-keep.

2020 TRAINING HIGHLIGHTS

MFD training needs are determined by Missoula's continued growth, changes in fire service, as well as evolving social and cultural climates. Some of the 2019 training highlights include:

Airport Training

In-House River Rescue, Acting Captain Courses, etc.

⇒ Missoula Fire Department was able to meet with the aerial fire depot at the Missoula International Airport to complete and interagency practice training of an airplane fire drill. This training checked off a new category of training for MFD, appropriate now that the airport lives in our jurisdiction.

⇒ ...





2020 EMS HIGHLIGHTS

Nationwide the COVID Pandemic was a major challenge for Emergency Medical Services, and Missoula Fire Department was no different. The primary mission to take care of the Missoula community and provide a safe work environment for our firefighters and staff. As it became apparent early in 2020 that COVID was going to be a real problem, the EMS division enforced substantial changes to response protocols.

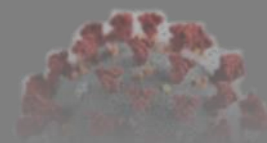
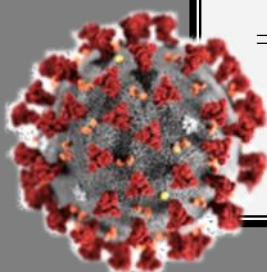
Changes were made to how engine companies were dispatched, how they responded, to personal protective equipment (PPE) during and decontamination after calls. At the station level, a morning health check in was implemented and new cleaning and PPE protocols were put in place. At the administrative level, EMS aided with protocols for staff management, contact tracing, and implementing policies for time-off after illness and/or exposure.

Community wide, MFD personnel stepped up to fill key roles in the County-wide response coordination efforts. MFD continues to be actively involved in this process. Many lessons came from this pandemic that led to many changes to EMS response that are likely to remain in place for future generations of firefighters.

COVID-19 AND EMS

High quality emergency medical services (EMS) are delivered by MFD Emergency Medical Technicians (EMTs) and Paramedics to our citizens every day. In 2020, Missoula Fire Department responded to emergency medical calls for a wide range of issues, but Coronavirus became an area of focus for our medical services division. Programs encompassed areas including:

- ⇒ PPE
- ⇒ Response protocols
- ⇒ Coordinating with the Health Department
- ⇒ Reporting to the State of Montana
- ⇒ Quarantine & Exposure
- ⇒ Weekly reporting



**6130 EMS
Responses**

**17 EMS
Calls Per Day
Average**

EMERGENCY MEDICAL SERVICES





THE FIRE PREVENTION BUREAU (FPB) was established for the purpose of ensuring safety practices and fire prevention throughout the City of Missoula. The FPB consists of the Fire Marshal, Assistant Fire Marshal, three Inspectors, and also works closely with the Fire Records Specialist.

FIRE CODE ENFORCEMENT

The FPB completes life and fire safety compliance inspections intended to identify breaches in fire code. The FPB begins code enforcement at the plan review stage. The upgraded capability to complete in-house plan reviews was put to task in 2020 when nearly all meetings and communication happened virtually for this portion of the building and inspection process.

Moving forward, the bureau is seeking opportunities to better track the mandatory servicing of Fire Suppression and Alarm systems. Often, annual servicing is not completed resulting in malfunctioning systems. The office will work with a software team to integrate a new service that offers the best components in the industry to alleviate the presence of unserved systems. It is our goal to establish a partnership with a company in 2021.

An updated set of Fire code is expected to be adopted by the State of Montana and the City of Missoula in 2021.

PUBLIC FIRE & SAFETY EDUCATION

Annually, the FPB partners with the Missoula County Fire Protection Association (MCFPA) to coordinate and present two fire safety education programs to Missoula County’s youth; Match Safety to first graders in spring and Firefighter Puppet Shows to Kindergarten in the Fall. In 2020, FPB recorded a staged puppet show to share a virtual program with schools in the 2020 season.

In 2020, the FPB also continued to work virtually with the Wildfire Preparedness Committee, which brings together fire protection agencies across Missoula County and the surrounding regions to help homeowners identify risk and prepare for and prevent the spread of wildfire in their own back yard.

FIRE CAUSE INVESTIGATION

FPB performs routine fire investigation following every MFD responded fire incident in effort to determine and report on the origin and cause of fires. While training was low in 2020, the FPB still worked towards individualized training and expertise in the are of Fire Investigation.



COVID-19 AND THE FIRE PREVENTION BUREAU

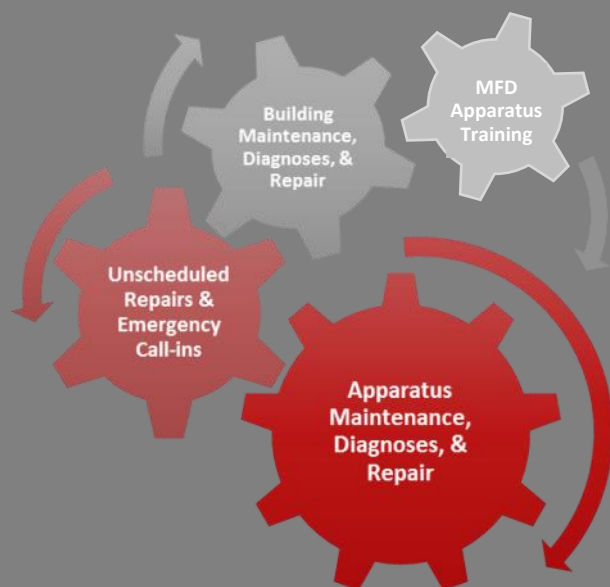
Like much of the rest of MFD, throughout the year, the Fire Prevention Bureau faced challenges in the light of the Coronavirus. Access to local business was limited, if not completely cut off and requests for inspections came to nearly a halt during the height of the pandemic. The bureau’s staff and partners with the MCFPA had to find alternatives to visiting schools in person, and the spring presentations were cancelled altogether. Video recordings of our puppet show and station tour were shared via our social medial outlets to still encourage a message of fire safety in the community. The FPB relied heavily on virtual communication with our partners in 2020 and were glad to have that accessibility during this challenging year.



THE MAINTENANCE DIVISION

The Maintenance Division is responsible for repair and maintenance of fire department apparatus, equipment and fire facilities. Coordinating warranty and outside repair work, vehicle procurement, firefighter driver and pump training and other responsibilities deemed necessary by administration.

MFD Maintenance Division personnel are cross-trained in firefighting/EMS, vehicle/facility repair and maintenance. They are considered firefighters first, but their primary duty is to keep the fire apparatus response ready.



MAINTENANCE TRAINING AND CERTIFICATIONS

MFD follows NFPA1071, Standard for Emergency Vehicle Technician (EVT) Professional Qualifications. The Master Mechanic is currently working towards EVT III and Ambulance EVT I certifications and both Assistant Mechanics are working toward these certifications in the near future.

The EVT certification track combines two separate testing agencies, Automotive Service Excellence (ASE) and EVT. To fulfill NFPA standards, both the Master and Assistant Mechanics must take a total of 21 tests and recertify every 5 years to maintain these certifications. Funding to maintain the mechanics' certificate, is critical.



2020 INITIATIVES AND GOALS MOVING FORWARD WITH THE MAINTENANCE DIVISION:

In 2020, The Maintenance Division completed the Station 4 Trench/Trailer shelter, and acquired a new Type 1 and Type 2/3 Wildland engine that they worked to both complete the build on, as well as equip and place into service.

IN 2021, THE MAINTENANCE DIVISION'S FOCUS IS:

- ⇒ Building a new Type 6 engine and refurbishing and the existing Type 6 with a newer chassis.
- ⇒ Acquiring two new staff vehicles: one for the Health and Wellness Coordinator and one to replace an older Maintenance rig.
- ⇒ Train Operations staff on apparatus and best practices.
- ⇒ Attend EVT training and receive ASE certifications for all Maintenance Division Staff to improve efficiency and efficacy of repairs.
- ⇒ Research and plan for expansion of Maintenance Division mechanic's shop.

The main goal of the Maintenance Division is to continue to decrease operational write ups, increase operational training and increase specialized Maintenance training in fire apparatus repair, and continue to support in MFD and the City of Missoula.

COVID-19 AND MAINTENANCE

The Missoula Fire Department Maintenance Division has been affected by COVID-19 in a multitude of ways. Due to quarantine and COVID-19 sick-time use, the Maintenance Division lost a total of 520.5 man hours.

During the height of the pandemic MFD's mechanics had to change how they built new apparatus. Due to not being able to travel or meet in-person, new apparatus consultations moved to a virtual setting, which effected the final apparatus design. Additionally, Maintenance is having a difficult time obtaining the necessary supplies needed to effectively repair apparatus. During a "normal" period, replacement parts may take 3-5 days from ordering until receipt; during the pandemic, it has taken up to three months to receive ordered parts for repairs. Moving forward, while many things are improving, part delays remain in the delayed state as a result of the pandemic.



NEW APPARATUS

2020 FLEET ADDITIONS

FLEET ADDITIONS



2026: New Type 1 Engine

2026: New Type 1 Engine—the new Type 1 Engine was placed at station 1 as the newest front line apparatus. It's equipped with a set of response gear including extrication, EMS, river rescue, and firefighting gear necessary for operations crews to respond to incidents. MFD receives new apparatus based on a replacement schedule that is reviewed and conditionally approved annually through the City of Missoula and the Missoula City Council.



8577: New Type 2 Wildland

8577: New Type 2/3 Wildland—the new Type 2/3 Wildland rig is placed in service at MFD Station 4. It replaced the previous Type 2 rig, "Clifford", which had been in service since 2000. It is equipped with a new and complete set of wildland firefighting gear. Missoula Fire Department will utilize this apparatus locally and nationwide to assist with wildland firefighting based on needs through the interagency dispatching system.



2020 Community Highlights of MISSOULA FIREFIGHTERS (IAFF L271)

- ⇒ **Missoula Firefighters Benevolent Association (MFBA)** - MFBA is committed to supporting organizations and individuals throughout our community and within our fire service community. MFBA awarded \$2250 in scholarships and provided a helping hand in times of distress in 2019.
- ⇒ **Fire on Ice** - the event raised around \$12k to benefit the Wildland Firefighter Foundation and the Missoula Firefighters Benevolent Association.
- ⇒ **Missoula Veterans' Retreat** - In it's 11th year, MFD's firefighters led a group of about 40 veterans from the Missoula area that took part in an all-expense-paid ski trip to Discovery for the Missoula Outdoor Veterans Retreat, sponsored by a host of local businesses.
- ⇒ **Muscular Dystrophy Association (MDA)** - The IAFF and MDA have a 60+ year partnership in filling the boot on behalf of this great charity. Missoula firefighters hold an annual event on our streets to fundraise money in an effort to make a true difference in the lives of so many. In 2019, L271 raised just over \$17,000.
- ⇒ **Post fire support for families and individuals** - Crews are often able to supply families with immediate financial aid. As well as refer families to various local resources.



COVID-19 AND L271

Throughout the year, L271's access to the community was severely limited and programs scheduled to take place into March and beyond were forced to be cancelled or put on hold.

As many of L271's programs are annual benefits for the community, these were cancelled for the year of 2020. There was no annual trip to Silverwood for underprivileged local youth. The National Scott Firefighter Stairclimb which takes place each year in Seattle was cancelled. And the local's own benefit, "Fired Up for Kids" was not active in the community this year as they have been in the past.

L271 looks forward to resuming these programs and activities in safer times.

MISSOULA FIRE DEPARTMENT GOALS MOVING FORWARD



FIRE ADMINISTRATION:

- ⇒ Establish ISO Rating of 2
- ⇒ Continue to monitor call volumes and concurrent calls in all MFD response districts and work to mitigate concurrent calls to ensure MFD's resources are available to respond to emergencies within their district.
- ⇒ Work towards improving MFD's response times to better meet the NFPA 1710 standard.
- ⇒ Continue to update contracts and mutual aid agreements with local response agencies.
- ⇒ Work with 911 dispatch center to improve internal alerting to assist call processing time, turn-out and response times.



FIRE TRAINING:

- ⇒ Create a viable training site at MFD Station 3, on the south side of the city, allowing firefighters to keep resources closer to neighborhood fire districts and reduce response times to incidents.
- ⇒ Expand training grounds at Station 4 to meet the needs of the Fire Department's growing training needs.

EMERGENCY MEDICAL SERVICES:

- ⇒ Recruitment of Paramedics (EMT-P).
- ⇒ Develop/fund in-house sponsored EMT-P class, or establish funding to send firefighters to an outside agency to receive training.



FIRE PREVENTION BUREAU:

- ⇒ Develop a plan for mobile inspection capabilities.
- ⇒ Transfer existing historical documents such as in-house plans reviews and inspection forms to electronic storage.
- ⇒ Identify and inspect high-risk occupancies annually with certified fire inspectors
- ⇒ Maintain existing pre-plan program and seek opportunities for enhancing end-user utility.

FACILITIES & MAINTENANCE

- ⇒ Allocations for Maintenance Division equipment, maintenance bay, and vehicles.
- ⇒ Budget and prepare for updates to wildland fleet and needed facility repairs.
- ⇒ Support continuing education and certifications for EVT mechanics.

