

2023

ANNUAL REPORT



**CITY OF MISSOULA
FIRE DEPARTMENT**

“Save lives, protect property,
ease pain & suffering.”
MFD Mission

2023

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FROM THE FIRE CHIEF

2023 was a year that many of us in the MFD family are happy to see in the rear-view mirror. We shared a number of highs and lows that tested yet again the resiliency of this outstanding organization. The pandemic, for all intents and purposes, may be over, but the overarching effects will be felt for years to come.

We were all wounded the first week of the year when “our” friend, retired Battalion Chief Kip Knapstad, passed away from pneumonia. A result of his body’s inability to compensate due to the chemo he had undergone for his cancer diagnosis. This, on the heels of losing Sean “Icky” Garner in December of the previous year, was also a direct result of cancer. Their legacies will live on through the countless stories and contributions each made to MFD during and after their careers.

The best way we can honour these individuals and the growing number of firefighters succumbing to cancer is through prevention. Exposure occurs daily, so it is imperative our staff are doing the best they can to rid themselves of the insidious carcinogens they encounter. This administration’s number one priority is firefighter health and well-being. We will continue to adopt best practices and improve upon ways of limiting the risks associated with exposure. We are also committed to the mental health and well-being of all MFD employees with access to resources who specialize in secondary trauma.

The 2023 wildland season provided action in California and Idaho. While the Montana fire season was late coming, it provided a vast array of assignments for those participants. Overall, it was an average year on the revenue side, but the smokeless skies were a very welcome change.

The City and Firefighters Local #271 negotiated a 4-year contract. Aside from a wage opener for fiscal year 2025, I believe both parties can agree that having that work behind us is positive and focus can be given to advancing this department in other ways. Particularly the passage of a fire operations levy.

A substantial amount of time in the Spring and early Summer was devoted to the advancement of a ballot initiative that would have gone before the voters of Missoula in the Fall of 2023. However, due to the reappraisal of all Montana properties and the associated increase in property taxes citywide, the resolution to place the initiative on the ballot was rescinded.

MFD continues to set year-after-year records with increases in call volume. We are continually spread thin with multiple calls occurring simultaneously throughout the city, leading to a corresponding increase in response times and a decrease in station response reliability. The resurrection and passage of a ballot initiative will be imperative to assist in relieving these inadequacies. Therefore, 2024 will be the year to get this accomplished.



The outstanding work performed by the men and women of the Missoula Fire Department can never be understated or underappreciated. We all continue to do more under limited personnel reinforcements and budgetary constraints and look to the horizon for a bit of respite if there is such a thing in the fire service. Satisfaction should always come as a surprise.

A handwritten signature in black ink, appearing to read "Gordy Hughes".

GORDY HUGHES, FIRE CHIEF

FROM THE UNION

Missoula Firefighters Local 271, with collective action from the Missoula Firefighters Benevolent Association, continued its dedicated work for both its members and the public during the last year.

L271's involvement with the fire department is crucial in maintaining and improving working conditions, securing fair wages and benefits, promoting firefighter safety, providing support to its members, protecting the well-being of firefighters, and ensuring that firefighters have the necessary resources to perform their duties effectively and safely. Much of this is accomplished through collective bargaining. Local 271 is engaged with the city in contract negotiations and these negotiations assist Missoula firefighters in being able to provide top-notch service to the public.

The changed landscape post-Covid has created some new and unique challenges for Local 271. The new challenges, coupled with old challenges, have placed L271 in a place of needing to take decisive action to ensure that its members can continue to provide the level of service that the citizens of Missoula expect and deserve. Local 271 will be looking to the Missoula community for support this next year and that support will prove pivotal in determining the ability of firefighters to do their jobs effectively and safely.

L271's Benevolent Association (MFBA) continued its support for firefighters and the public by offering financial assistance in times of need and personal hardship, help during times of distress, and educational scholarships for graduating seniors. MFBA collaborated with the Missoula Fire Department to promote community participation in the forms of children's reading events, holiday-related community engagement, veterans' retreats, programs for socioeconomically disadvantaged youth, kid-friendly outreach, and civic engagement through social media. MFBA organized multiple fundraising events and initiatives to generate revenue for its programs and hosted its annual Fill the Boot fundraiser for the Muscular Dystrophy Association.

L271 continues to be proud of its work done for both its members and members of the public. L271 will continue to be a vital part of the fire department's success in fulfilling its mission to save lives, protect property, and ease pain and suffering.



**LOCAL 271 UNION PRESIDENT
CAPTAIN TAVIS CAMPBELL**

LOCAL 271 UNION



JACK'S ARMY FOOTBRIDGE

One of Local 271's most significant projects was the completion of Jack's Army Footbridge. This new footbridge replaces the old structure at the bottom of Pattee Canyon Road near the ASUM gardens. Designed to provide an improvement for Missoulians, the bridge also serves as a memorial for the community's support for Jack, a young boy from Missoula battling cancer. It aims to be a symbol of hope for those facing life's challenges. The project was a collaborative effort between MFBA, local professionals, and the University of Montana. The completed bridge was unveiled in January 2024.

OTHER ACCOMPLISHMENTS/EVENTS

- Annual Fire on Ice Hockey game raised over \$12,000 to benefit the Wildland Firefighter Foundation and the Missoula Firefighters Benevolent Association.
- Veteran's Retreat: Vets and firefighters got together for a day of skiing and camaraderie.
- Silverwood trip with Missoula Youth Homes children
- Holiday shopping and activities with Missoula Youth Homes Children
- Annual homecoming weekend pancake breakfast for the Missoula community
- Scholarships provided to youth in the Missoula Community seeking higher education
- Fill the Boot
- Holiday events (Easter egg hunt, trick or treating, Santa Visit)



Learn more about the IAFF Local 271 Union
by visiting www.missoulafirefighters.org



@missoulafirefighters



OUR HISTORY



The first Missoula Fire Department facility was built in 1887 at the intersection of what were then Stevens and West Main Streets. Originally constructed as a City Hall, the building housed city offices, the fire and police departments, and the city jail. In 1912, when a new City Hall was completed, the building was dedicated solely to the Fire Department. The department's volunteers held the first Missoula Fire Department Fireman's Ball in 1889.

Volunteers served the Missoula Fire Department until 1911, when it transitioned to a fully-paid department. Records of department officers begin with the election of Chief Robert S. Mentrum in 1891. A complete list of individuals who have served as Chief or Assistant Chief since then is available on our website.



“Save lives, protect property, ease pain & suffering.”
--MFD Mission

VISION

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.



ORGANIZATIONAL STRUCTURE

The organizational structure of the Missoula Fire Department is designed to effectively and efficiently respond to emergencies, prevent fires, and protect the safety and well-being of the community.

Each division within MFD includes personnel that are dedicated to the overall success of the department.



48

Apparatus



5

Stations



6

Divisions



105

Total Personnel



80

Operations Personnel



CITY OF MISSOULA
MAYOR
CHIEF ADMINISTRATIVE OFFICER



FIRE CHIEF (1 FTE)

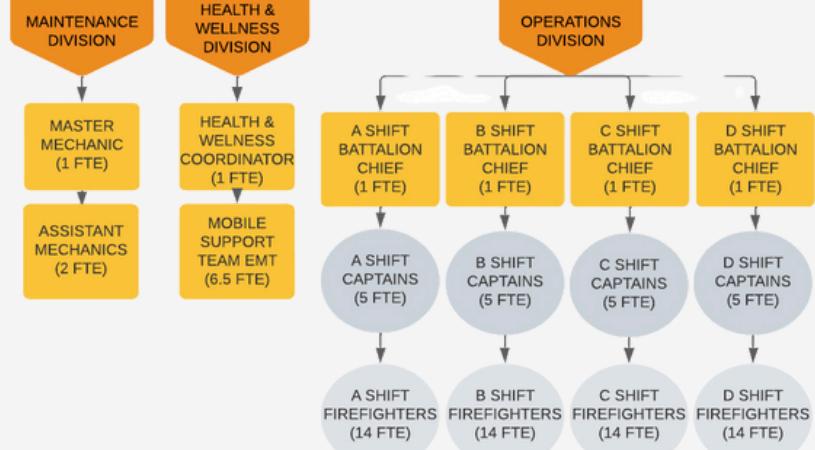
ASSISTANT CHIEF (1 FTE)

↓

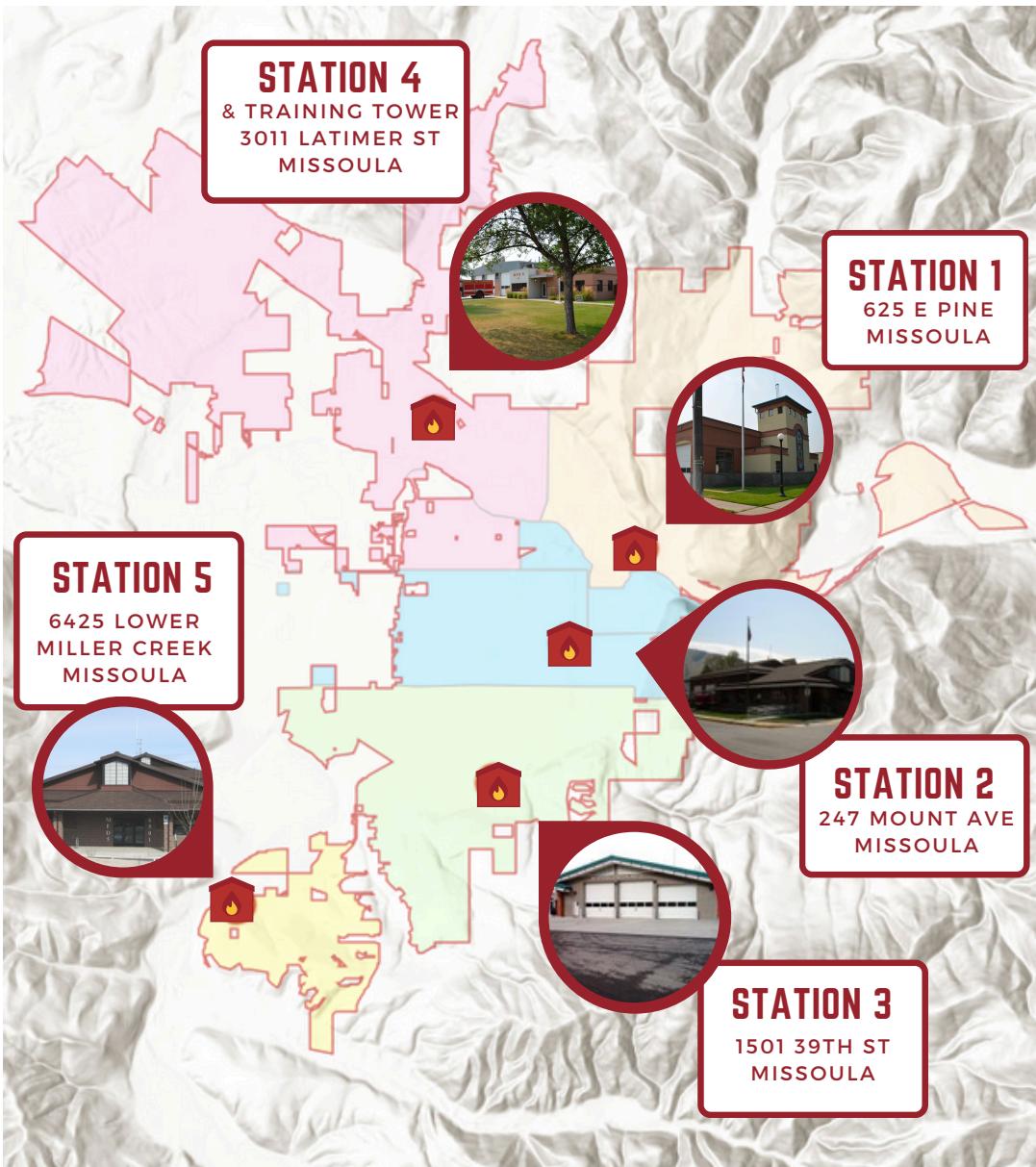


ASSISTANT CHIEF (1 FTE)

↓



STATIONS & RESPONSE AREAS



The Missoula Fire Department (MFD) operates from five strategically located stations across the City of Missoula. Each station is responsible for rapid response within city limits and adjacent areas through mutual/automatic aid agreements.

Equipped with multiple apparatus, every station hosts an on-shift crew comprising firefighters trained in fire suppression, rescue operations, and emergency medical services (EMS). EMS is administered by certified Emergency Medical Technicians (EMTs), proficient in Basic Life Support (BLS), or Paramedics skilled in Advanced Life Support (ALS). MFD aims to enhance its paramedic capacity to ensure a minimum of one paramedic is available at each station around the clock.

YEAR IN REVIEW

RETIREMENTS



Captain Charlene Bundy



Captain Kelly Conner

PROMOTIONS



Captain Nate Auge



Captain Joel Gaertig

ACCOMPLISHMENTS

- **Multi-Agency EMS Study:** Successfully completed a comprehensive multi-agency EMS study.
- **Union Contract Negotiation:** Negotiated a 4-year contract with the Local 271 Union.
- **Energy Performance Contract:** Secured an energy performance contract with McKinstry.
- **JEDI Program Training:** Management completed training on the City's Justice, Equity, Inclusion, & Diversity (JEDI) program.
- **Fire Fee Study:** Progressing towards the completion of a fire fee study.
- **Staff Performance Evaluations:** Implemented performance evaluations department-wide.
- **Rescue Watercraft Training:** Introduced a new rescue watercraft, accompanied by extensive operational training across the department.



LAST ALARM

Today's fire service is constantly evolving but remains deeply rooted in traditions that are over 200 years old. One such tradition is the ringing of a bell. It is customary to sound the "Last Alarm" for a fallen firefighter who has made the ultimate sacrifice. This ritual honors those who have selflessly given their lives for the good of others. The sounding of the bell signifies that their tasks are complete, their duties are fulfilled, and they are "returning to quarters."



RETIRED BATTALION CHIEF, KIP KNAPSTAD

Retired Battalion Chief Kip Knapstad passed away on January 3, 2023 following complications of cancer. Kip had a successful 33 year career with MFD, retiring in 2021.

He began his career fighting forest fires, while raising his three kids with first wife, Cathy. He later transitioned to the Missoula City Fire Department, retiring after 34 years as the most beloved battalion chief, according to his coworkers.

Kip loved the outdoors spending his days hunting, hiking, trapping, and fishing for the elusive golden trout. He was often seen injuring himself playing noon basketball at the YMCA. When he wasn't playing basketball he would attend to his duties as the deputy water commissioner. His quirky sense of humor and adventure musings won over his second wife, Cleta Reilly, when he remarried in 2008.

An esteemed brother to all he worked with, Kip was held in the highest regard. Along with Kip's generous soul, his lightheartedness and perpetual sense of humor made him an easy friend.

Read Kip's full obituary [here](#)

Retired MFD Master Mechanic Sean Garner passed away on Thursday, December 15th, 2022. Sean began his service with MFD in March 1994. His career at MFD was spent primarily as the Master Mechanic and after 20 years he retired. Following his retirement, he continued his love for the fire service by working on fire trucks around the state. He enjoyed fishing with his dad and brother, snowmobiling, hunting, and his favorite pastime, building friendships.

In 2021, MFD named one of our Type 3 engines "Icky" in honor of Sean and his battle with cancer. Sean will be missed dearly.

Read Sean's full obituary [here](#).



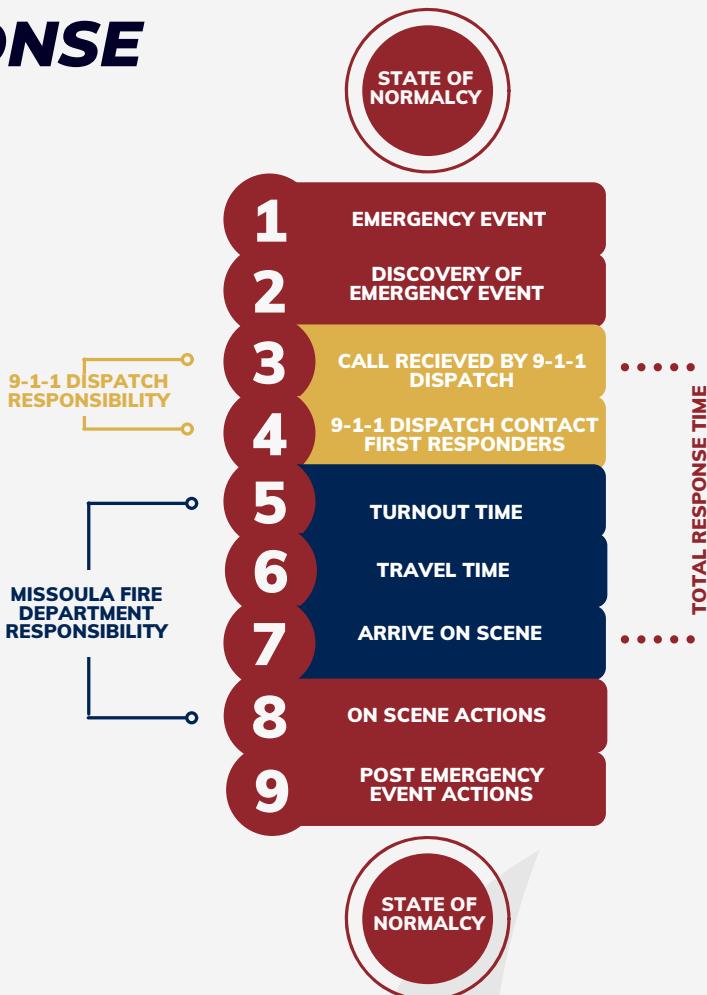
RETIRED MASTER MECHANIC/FIREFIGHTER, SEAN GARNER



STATION RESPONSE



Photo Credit: Graylight Media



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.



STATION RESPONSE

Fire department leaders and policy makers often use “average” response performance measures since the term is commonly used and widely understood. The most important reason for not using average performance standards is that it may not accurately reflect the performance for the entire data set and can be easily skewed by data outliers. Percentile measurements are a better measure of performance since they show that the majority of the data set has achieved a particular level of performance.

AVERAGE RESPONSE TIMES

Station	Turnout Time	Travel Time	Response Time	Turnout Time	Travel Time	Response Time
MFD - Station 1	0:01:19	0:07:29	0:08:48	0:02:08	0:07:08	0:08:20
MFD - Station 2	0:01:19	0:04:52	0:06:11	0:02:03	0:06:20	0:07:48
MFD - Station 3	0:02:55	0:06:44	0:09:40	0:02:08	0:06:30	0:07:57
MFD - Station 4	0:01:19	0:05:36	0:06:55	0:01:57	0:07:22	0:08:46
MFD - Station 5	0:00:00	0:05:32	0:05:32	0:02:00	0:09:44	0:11:23
MFD Totals	0:01:23	0:06:03	0:07:25	0:02:03	0:07:25	0:08:51



Concurrent calls are those that occur simultaneously. That is, when two or more emergencies are occurring at the same time.

56.18 % SINGLE INCIDENT
(6,140 CALLS)

28.73 % TWO INCIDENTS
(3,140 CALLS)

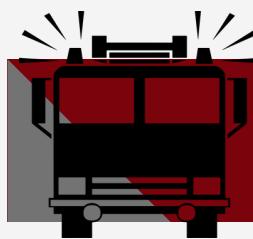
11.34 % THREE INCIDENTS
(1,239 CALLS)

3.02 % FOUR INCIDENTS
(330 CALLS)

.73 % FIVE OR MORE INCIDENTS
(80 CALLS)



STATION RESPONSE



12,733

TOTAL DEPARTMENT EMERGENCY CALLS

The Missoula Fire Department (MFD) collects and reports data to the National Fire Incident Reporting System (NFIRS). NFIRS collects data based on the following nine categories:

Fire, Overpressure Rupture/Explosion/Overheat (No Fire), Rescue and Emergency Medical Service Incidents, Hazardous Condition (No Fire), Service Call, Good Intent Call, False Alarm and False Call, Severe Weather and Natural Disaster, and Special Incident Type.

179
FIRE

6,819
EMS

313
HAZARD

2,430
GOOD INTENT

606
FALSE ALARM

2
SPECIAL INCIDENT

3
EXPLOSION/
PRESSURE

2,379
SERVICE CALL

0
WEATHER/
DISASTER



1985
MST CALLS

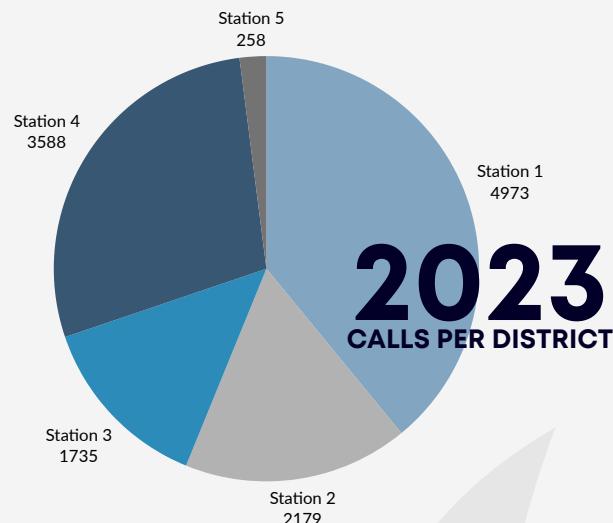
59.53
AVG MINS PER
MST CALL

CALL VOLUME VS. STAFFING

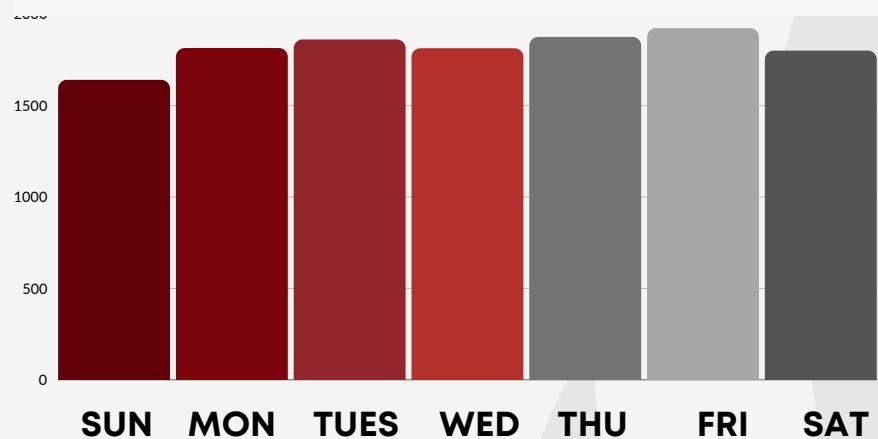


STATION RESPONSE

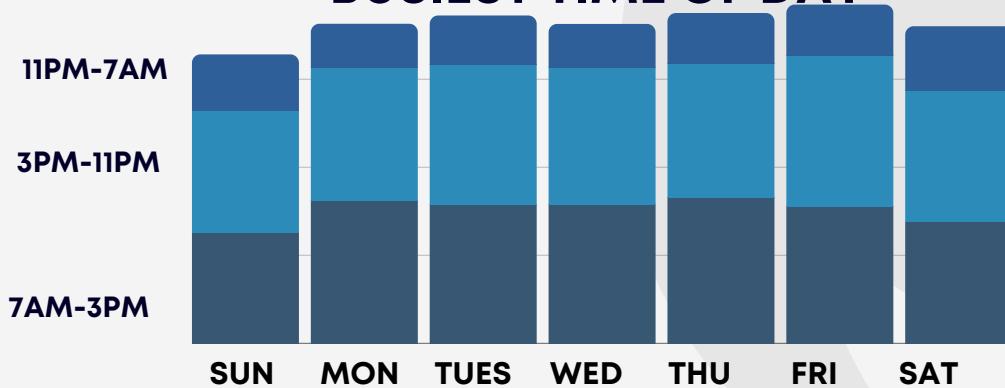
The Missoula Fire Department (MFD) utilizes internal response data to optimize departmental operations, scheduling, and adherence to best practices. By analyzing responses according to geographic districts within the City of Missoula's limits, MFD identifies areas that may require additional crew resources.



AVERAGE CALLS PER DAY



BUSIEST TIME OF DAY



BUDGET & FINANCE

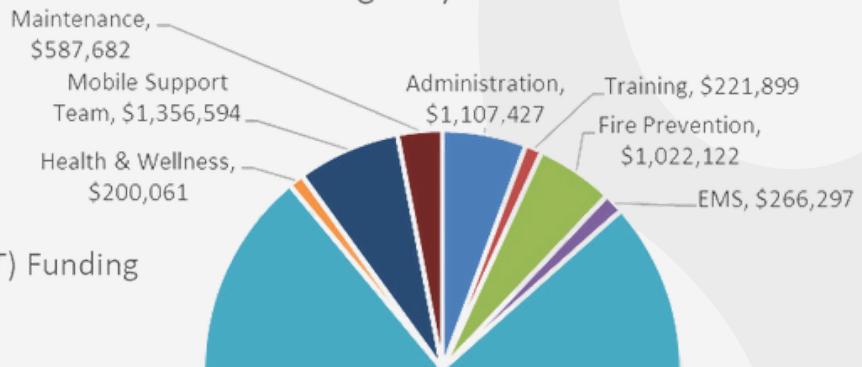
The City of Missoula's General Fund supplies the vast majority of the MFD's annual budget. Levied taxes, and especially property taxes provide for this Fund.

Salaries of MFD's personnel account for 96% of the budget. The remaining budget is allocated to operational costs associated with carrying out our mission. MFD is responsible for ensuring that our firefighters have the necessary equipment, training, transportation, facilities, and protective clothing to safely complete their assigned duties.

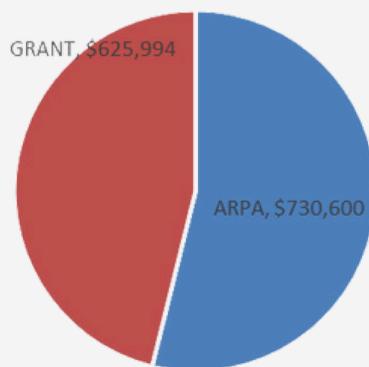
Missoula Fire Department FY2024 Operating Budget \$19,418,457



Budget by Division



Mobile Support Team (MST) Funding



WILDLAND RESPONSE



Wildfires are uncontrolled fire that burns wildland vegetation such as forests, grassland, brushland, or cropland. They can start through a natural occurrence or a man made cause. MFD can be dispatched to respond to wildfires within the city limits or as mutual aid to surrounding communities. In addition to local response, MFD has build a rapport with other states and are often requested to respond to wildfires occurring throughout the nation.

In 2023, MFD responded to 19 wildland fire calls with 27 being contracted assignments outside of the city limits. Many of the contracted assignments were in Texas or neighboring states due to the continued drought and dry conditions. Last year, Montana saw a number of wildfires as well. MFD firefighters along with the Western Montana Incident Management Team responded to those fires around our state.





DIVISION REPORTS

OPERATIONS

The Operations Division is the frontline personnel responsible for responding to emergencies, including fires, rescues, and medical incidents. This division is comprised of highly trained firefighters, equipment, and apparatus specializing in fire suppression, rescue operations, and emergency medical services. The Operations Division is vital to community safety through outreach programs, incident command during large-scale emergencies, and a commitment to swift and effective emergency response.



Troy Ault
A-Shift



Chad Kid
B-Shift



Jeff Kroll
C-Shift



Dave Wolter
D-Shift

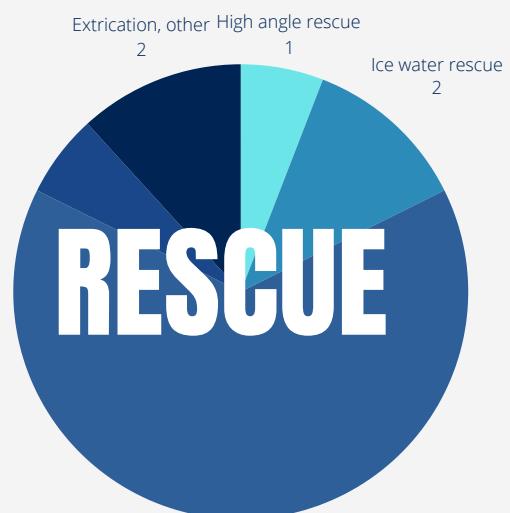
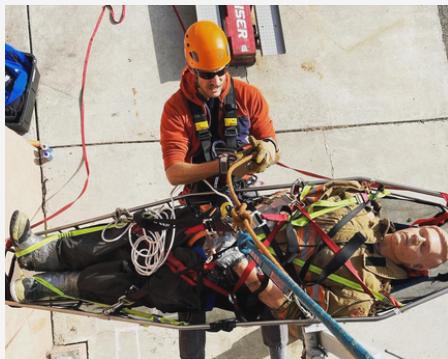
ACCOMPLISHMENTS

Fire department special operations typically refer to specialized teams within a fire department that are trained and equipped to handle unique and challenging emergencies beyond the scope of traditional firefighting. These special operations teams undergo extensive training and are equipped with specialized gear to respond to a variety of incidents. At MFD, this includes the Hazmat Team and Rescue Team. Below are accomplishments from the Operations Division:

- **Increased Hazmat Training Budget:** The State of Montana increased the budget for Hazmat training, allowing more personnel to attend essential training sessions across the country.
- **Successful Wildland Training:** Conducted successful and engaging wildland training for participants.
- **Avalanche Training Completion:** Personnel successfully completed avalanche training, enhancing their preparedness for winter emergencies.
- **Water Rescue Boat Training:** Successfully trained personnel on the new water rescue boat, improving our water rescue capabilities.
- **Funding for Rescue Sleeping Bag:** Secured funding to purchase a Dr. Down rescue sleeping bag, a specialized all-weather emergency bag designed for medical transport.
- **Secondary SCBA Compressor Station:** Purchased a secondary SCBA compressor station, strategically placed at another station to allow crews to refill their SCBA air bottles more efficiently.
- **PPE Decontamination Washer:** Acquired a PPE (Personal Protective Equipment) decontamination washer, which is crucial for removing carcinogens from gear, potentially reducing the likelihood of cancer among our personnel.



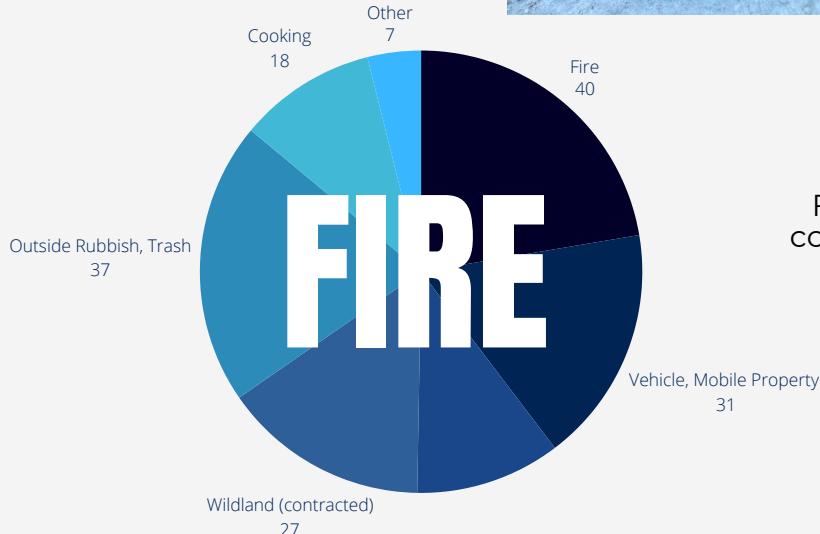
Specially-trained and equipped teams of firefighters are prepared for a variety of rescue calls. Twenty MFD firefighters are members of the Rescue Team. They are specifically trained to respond to water and ice rescue calls, as well as technical rescue incidents including confined space rescue, high/low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



Swift water rescue
11



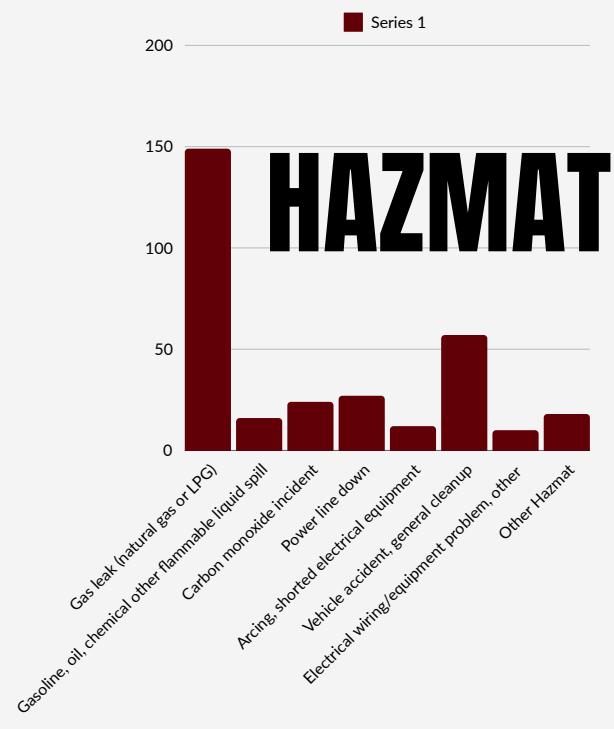
Firefighters work quickly to control and extinguish fires in homes, outbuildings, apartments, commercial structures and vehicles.





All firefighters are qualified at the hazardous material (HM) operations level and twelve MFD firefighters are hazardous material technician certified. 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.

MFD also has a drone program to enhance operational efficiency, improve safety, and provide valuable data through the use of a drone. Several firefighters have completed necessary training to be drone pilots.



TRAINING & EMS

The Training & EMS Division ensures that firefighters are equipped with the knowledge and skills needed to excel in their roles. This division designs and conducts comprehensive training programs, covering firefighting techniques, emergency response protocols, EMS medical practices and protocols, and the operation of specialized equipment and apparatus. Through realistic simulations and hands-on exercises, firefighters undergo rigorous preparation for various scenarios, including fires, rescues, EMS and hazardous materials incidents.



Mike Thurlow
Training Officer



Dave Smith
EMS Coordinator



2 NEW PARAMEDICS

MFD sent two of our existing firefighters to undergo training in the paramedic education program at Missoula College of Technology. Their successful completion will equip them with Paramedic Certification, enhancing our capability to provide advanced medical care to patients directly at the scene.

4 NEW FIREFIGHTERS

Four new firefighters were trained and filled current in house vacancies due to retirements.

TRAINING ACCOMPLISHMENTS

- Company Level Training:** This year, company-level training was a huge success, with personnel actively engaging and taking initiative.
- Jet Boat Training:** The introduction of jet boat training was also a major success. Despite the challenges of mastering a new watercraft, our personnel rose to the occasion and acquired valuable new skills.
- Multi-Agency Training:** The improvement in multi-agency training has significantly enhanced relationship building and cooperation among different agencies.



21

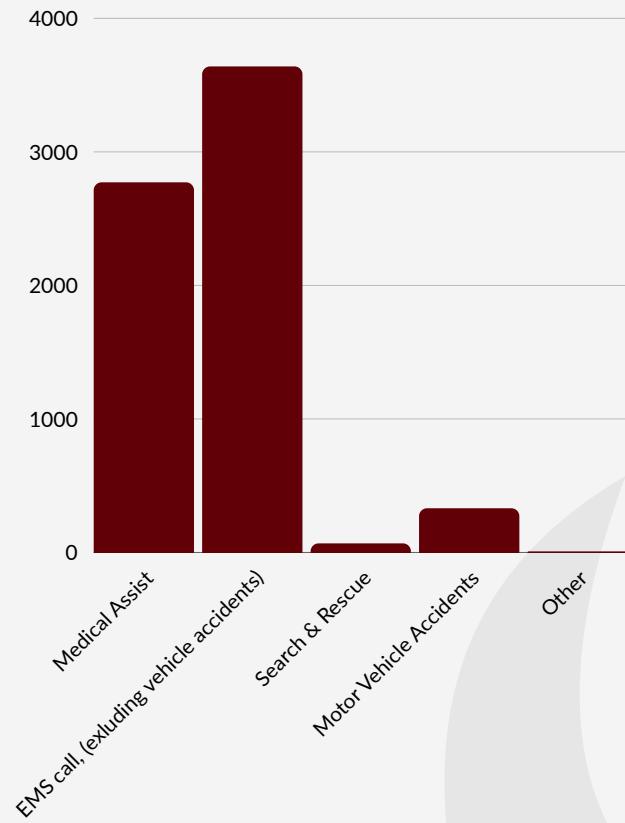
PUBLIC CPR COURSES

MFD offers the American Heart Association (AHA) Heart-saver CPR training to the public. The class covers adult, infant and child CPR along with AED training.

611

PEOPLE TRAINED IN CPR

Between CPR courses offered and training conducted in the high schools, MFD is proud of our community for becoming CPR trained

**EMS ACCOMPLISHMENTS**

- County-wide Grant for CPR:** Our most significant success this year was securing a county-wide grant to offer CPR training to the public at no cost.
- EMS Quarterly Training:** The EMS Quarterly training sessions were highly successful again in 2023. Participation from other agencies enhanced our first response capabilities, particularly during mutual and automatic aid responses.
- ESCI Study:** We conducted a comprehensive EMS study to evaluate and improve our emergency services with other agencies.
- New CPR Mannequins:** We acquired new CPR mannequins, enhancing our training programs' effectiveness.
- High School CPR Training:** We successfully integrated CPR training into local high schools, ensuring that students are equipped with life-saving skills.



MAINTENANCE

The Maintenance Division is responsible for the upkeep and functionality of critical firefighting apparatus and facilities. This division ensures that fire engines, rescue vehicles, and specialized tools are in optimal condition for immediate deployment. The Maintenance Division ensures apparatus, facility and equipment reliability by providing routine inspections, preventive maintenance, and timely repairs.



Eric Petroff
Master Mechanic



Steven Pitman
Asst. Mechanic



Ryan Murer
Asst. Mechanic

ACCOMPLISHMENTS

Our annual budget includes apparatus that are a replacement cycle to ensure our personnel are can respond to emergency incidents with reliable equipment. This past year, our replacement cycle included purchasing the following apparatus:

- BC Truck
- New Type 1 front line engine
- New rescue boat, (replaced waverunners)

In addition to apparatus, we were able to work with energy conservation partners to improve water conservation, HVAC controls, and lighting.



Photo Credit: Graylight Media

393
WORK ORDERS
COMPLETED



97
PREVENTATIVE MAINTENANCE
INSPECTIONS COMPLETE



FIRE PREVENTION BUREAU

The Fire Prevention Bureau is dedicated to safeguarding the Missoula community by proactively minimizing fire risks and promoting safety. This bureau develops and enforces fire codes and regulations, conducts inspections of buildings and public spaces, and collaborates with businesses and residents to ensure compliance with safety standards. Through public education programs, the Fire Prevention Bureau raises awareness about fire safety, offering guidance on prevention measures and emergency preparedness. Additionally, this bureau investigates the causes of fires to identify causation and implement preventive measures.



Dax Fraser
Fire Marshal



Adam Sebastian
Asst. Fire Marshal



Jamie Porter
Inspector



Jason Hedahl
Inspector



Robbs Huus
Inspector

932

Total Inspections completed

394

Plans reviewed

28

Total number of schools that participated in the annual fall Fire Prevention Puppet Show presentation

637

Violations Noted

43

Fires Investigated

1,425

Total number of children that received fire safety/fire prevention education





FIRE CODE ENFORCEMENT

- Building, Subdivision, and Development Plans Review
- Review and Inspection
- Fire Prevention Inspections
- Operational Permits



PUBLIC FIRE & SAFETY EDUCATION

- Fire Safety and Escape Planning
- Juvenile Fire Setter Intervention
- Prevention Education & Information Dissemination

FIRE CAUSE INVESTIGATION

- Fire Cause and Origin Determination
- Arson Investigation and Prosecution
- Fire inquiry and/or Death Investigation

ACCOMPLISHMENTS

- **Updated Fire Response Routes:** Revised and updated fire response routes within the city to improve efficiency and response times.
- **Incorporated IFC Standards:** Integrated International Fire Code (IFC) access and water supply standards into the city's public works manual.
- **Compliance Monitoring Database:** Implemented a Compliance Monitoring database to assist with ensuring compliance for required sprinkler and alarm systems.
- **Adoption of 2021 IFC:** Facilitated the State of Montana's adoption of the 2021 International Fire Code.
- **Cannabis Business Licensing Program:** Collaborated with the City of Missoula's licensing department to onboard the Cannabis business licensing program.



HEALTH & WELLNESS

The Health and Wellness Team focuses on promoting the physical and mental well-being of firefighters through the Peer Fitness & Peer Support Teams. Both teams aim to enhance the overall health and resilience of firefighters, ensuring they are well-equipped to handle the physical and emotional demands of their crucial roles.



John Petroff
Health & Wellness Coordinator

PEER FITNESS TEAM

The Peer Fitness Team (PFT) was involved in education to our members through conducting yearly fitness evaluations, helping ensure our biennial physicals meet the WFI standards, producing quarterly newsletters, and supporting the operations crews in one-on-one consults when needed. The PFT's continue to educate themselves on injury prevention and how to help our members in and out of work life for longevity. They were involved in research for cancer prevention measures for MFD.



PEER SUPPORT TEAM

The Peer Support Team has been working hard to support our members that are experiencing a tremendous number of calls and stress on the job. They are helping connect MFD to professional help when needed and ensuring that there is a successful system by being involved in bringing in 911 at Ease to our responders. The Peer Support Team added 2 additional members for a total of 6 and are constantly learning how to change the stigma associated with mental health for our agency.



MOBILE SUPPORT TEAM

In coordination with Partnership Health Center (PHC), the Missoula Fire Department and PHC have developed a program aimed at diverting people with low-risk behavioral health issues from jail and hospital emergency departments. The Missoula Mobile Support Team (MST) was implemented in the Fall, 2020.



1985

Total number of clients served.



59MIN 53SEC

Average time spent per client.



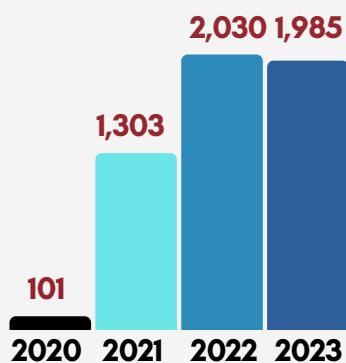
194

Missoula Fire Dept. assisted calls.



731

Missoula Police Dept. assisted calls.



Operations Manager

Oversees all MST program functions; including policies, data reporting, budgeting, staffing and day to day operations. Involved in making high level system decisions related to program development. Represents MFD, PHC, and CIT at local and national levels. Conducts trainings and developmental opportunities for the community.

Behavioral Health Manager (Administrative)

Provides direct supervision to all members of MST with specific focus on development of the case facilitation team. Direct contact for Fire Department referral follow-ups. Behavioral Health agency representative with community partners.

Behavioral Health Manager (Clinical)

Provides individual and group clinical supervision to team members, along with specialized clinical consultation to agency staff and community partners. Day-to-day operational support for clinicians.

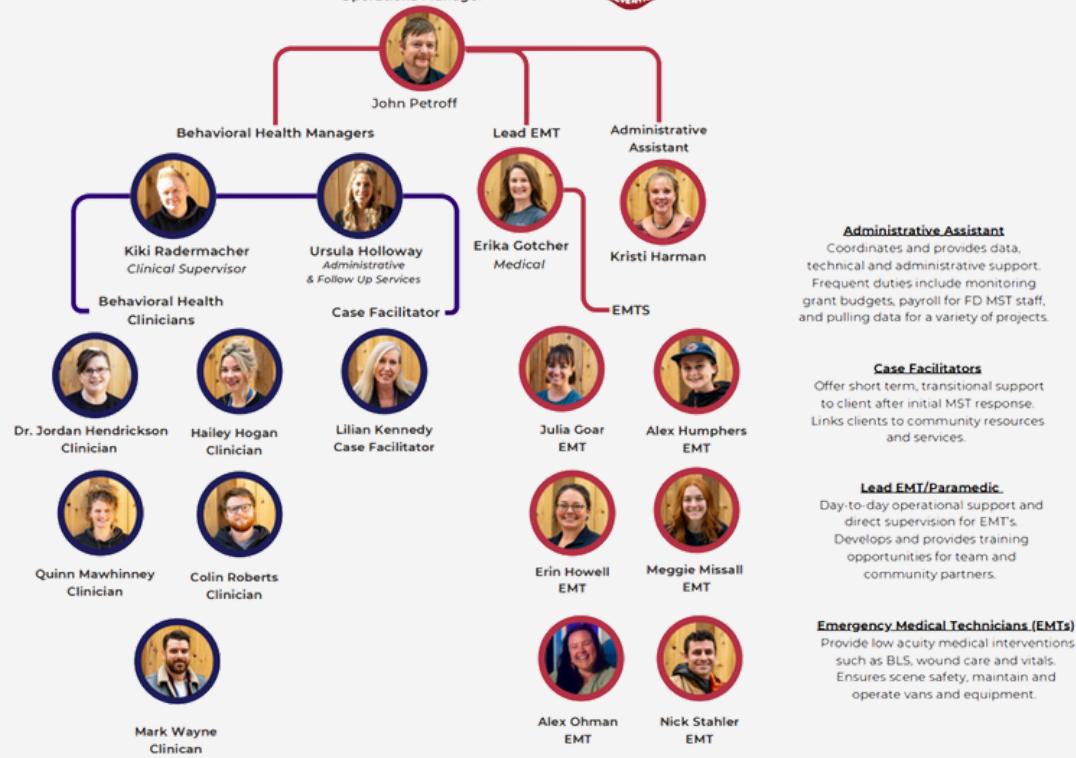
Clinicians

Provides clinical assessments, interventions, safety planning and referrals to community resources.

ACCOMPLISHMENTS

The biggest success this past year was the ability to become fully staffed due to the remainder of the grant funding offered to the program. This means the MST is providing services the community seven days a week, ten hours a day. Improved outcomes by longer term client focus. Gaining support from the community, state, and federal government.

MOBILE SUPPORT TEAM Organizational Chart



DEPARTMENT PRIORITIES

It is imperative that the Missoula Fire Department (MFD) is equipped to adequately serve both the Missoula community and our surrounding areas. To do so, we are focusing on these key priorities:

Funding

Supporting the Missoula community is MFD's top priority. To effectively meet the demands of our growing population, adequate funding is essential. Without sufficient funding, resources become stretched thin, response times increase, and personnel face overwhelming pressures, ultimately impacting the community's safety and well-being.

Station Growth

With call volumes surpassing 10,000 annually and the rapid expansion of both population and city limits, MFD recognizes the critical need to expand our facilities and response areas. Adding a sixth station is crucial to our overall success. Station 4 (3011 Latimer) is the largest and busiest district.

Personnel Growth

As current personnel transition to other positions within the department or approach retirement, MFD is committed to maintaining a robust team of first responders. Whether it's our firefighters, Mobile Support Team EMTs, or administrative support staff, we must be prepared to meet the evolving needs of our growing community. Ensuring we have a healthy, well-staffed team is essential to our mission of protecting and serving Missoula's citizens.



Photo Credit: Ben Allan Smith, Missoulian

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The Missoula Fire Department (MFD) Fire Chiefs have approved this annual report. Statistics given throughout this annual report reflect the calendar year, January 1 - December 31, 2023. MFD's fiscal year runs July 1 - June 30, annually, therefore any budget numbers and/or statistics reflect the fiscal year and not the calendar year. Amendments or additional reporting may be added at a later date.

