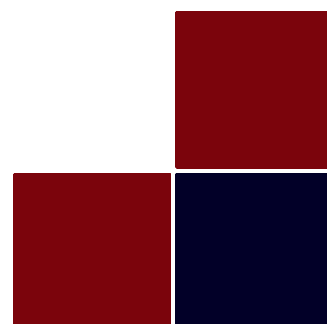


YEAR IN REVIEW



20
24



For the Missoula Fire Department, the year 2024 was one of growth and transition. Traditionally, MFD has provided the public with a detailed annual report; however, with the time commitment required to onboard and train the 20 new firefighters funded by the June 2024 fire levy, our focus has been on maintaining operational readiness and ensuring a smooth, well-supported expansion to adequately respond to the Missoula community.

The following Year-in-Review format allows us to highlight key accomplishments, milestones, and community impacts during this period of change while continuing to prioritize the training and development critical to our mission. We look forward to providing a more robust, traditional annual report for the years to come.



**“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.





DEPARTMENT STRUCTURE



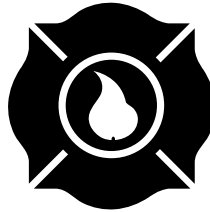
53

Apparatus



5

Stations



6

Divisions



132

Total
Personnel

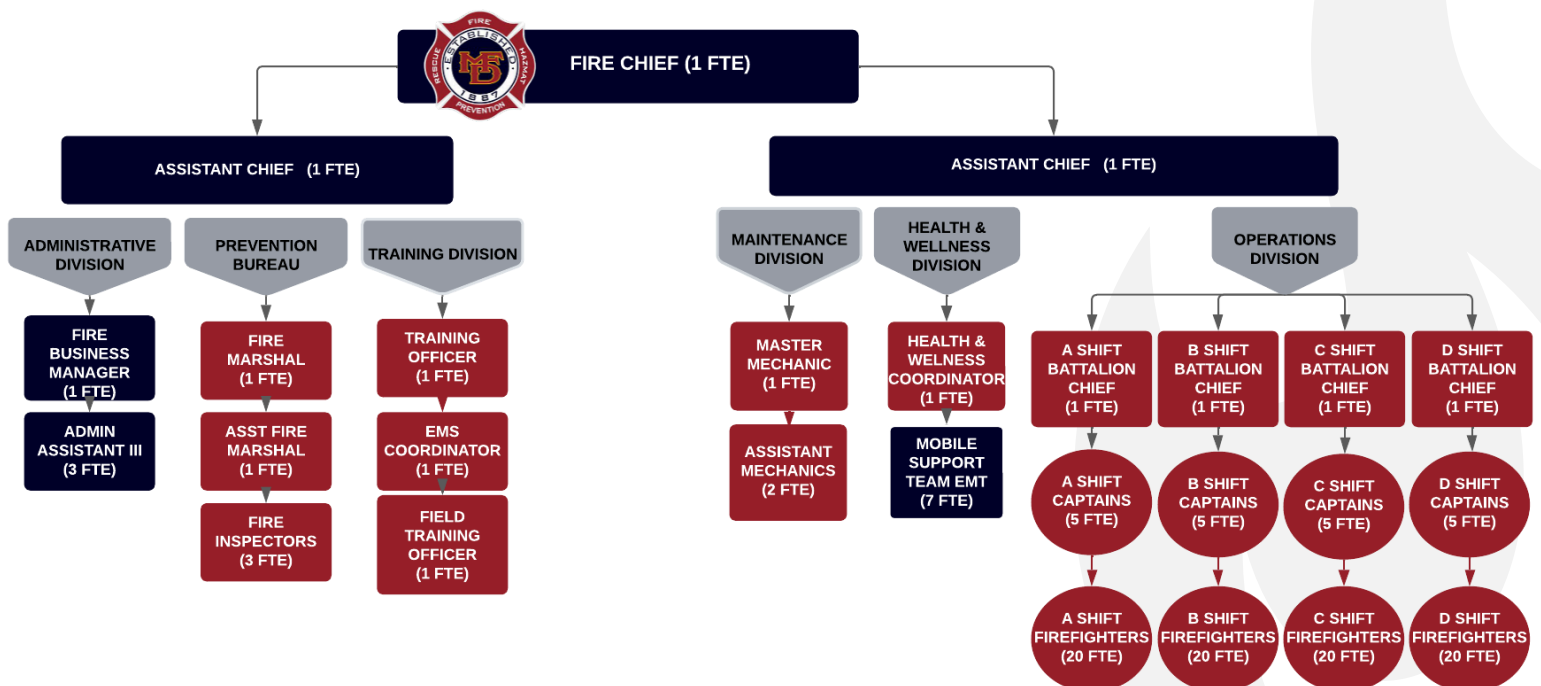




104

Operations
Personnel



CITY OF MISSOULA
MAYOR
CHIEF ADMINISTRATIVE
OFFICER



 = Local 271 Union Member
 = Non-Union Employee

CALL VOLUME



14,419

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.

190
FIRE

7,025
EMS

351
HAZARD

2,771
GOOD INTENT

649
FALSE ALARM

2
SPECIAL INCIDENT

1
EXPLOSION/
PRESSURE

3,360
SERVICE CALL

70
WEATHER/
DISASTER


MOBILE SUPPORT
TEAM CALLS

2,788
MST CALLS

53.53
AVG MINS PER
MST CALL



40

CONTRACTED
ASSIGNMENTS

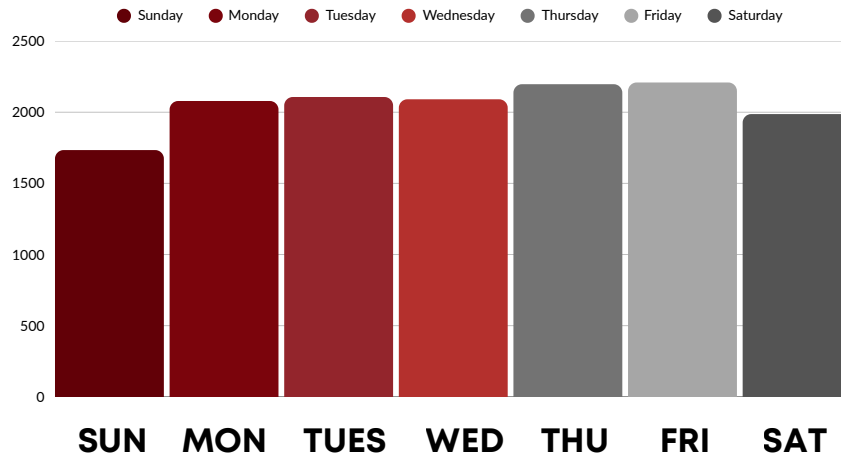
36

WILDLAND
ASSIGNMENTS

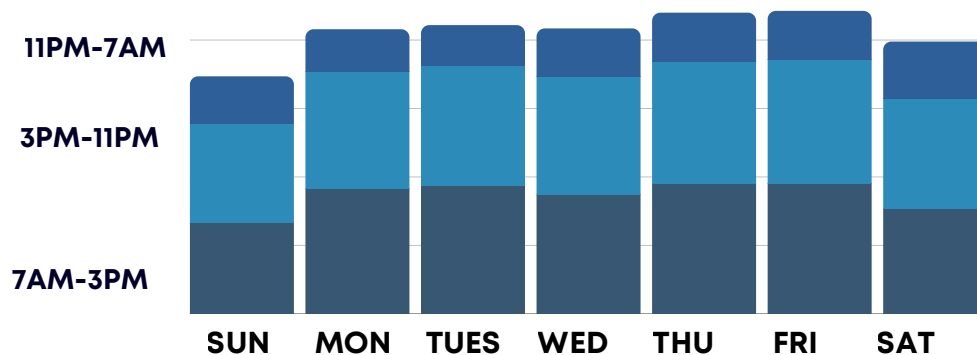
RUN TIME



BUSIEST DAY OF THE WEEK



BUSIEST TIME OF DAY



In National Fire Protection Association (NFPA) standards, particularly NFPA 1710 and 1720, the 90th percentile is a key performance metric used to establish a reliable and consistent level of service for emergency response. It indicates the time within which 90% of all emergency calls must receive a specific service (e.g., first unit arrival, full effective response force on scene).

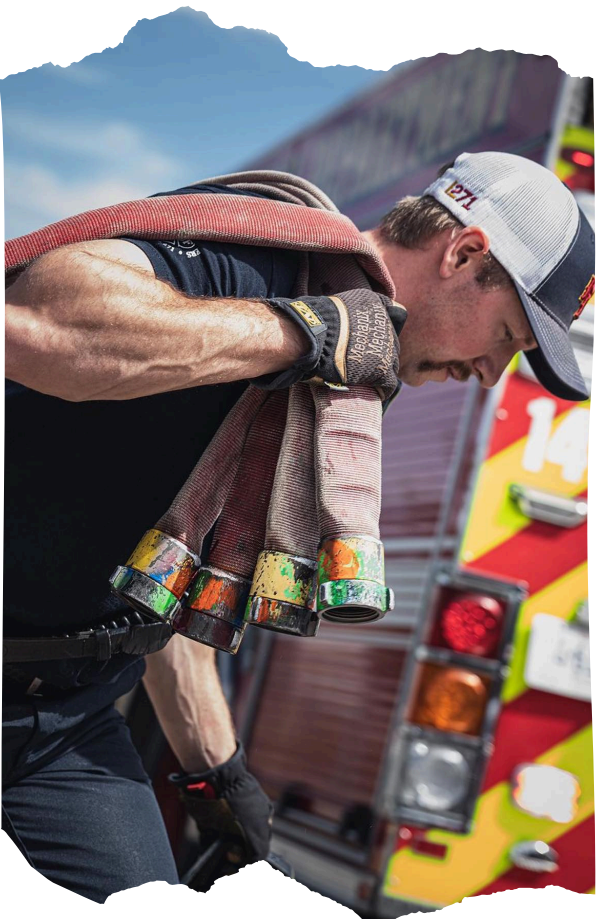
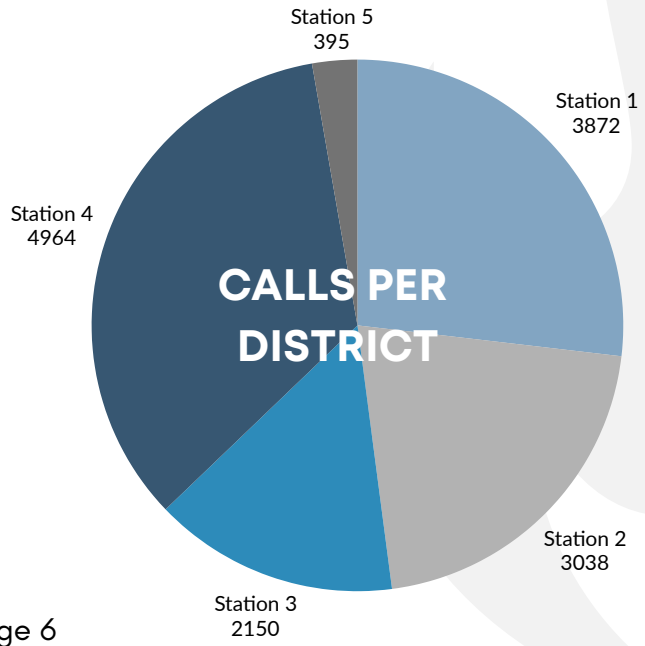
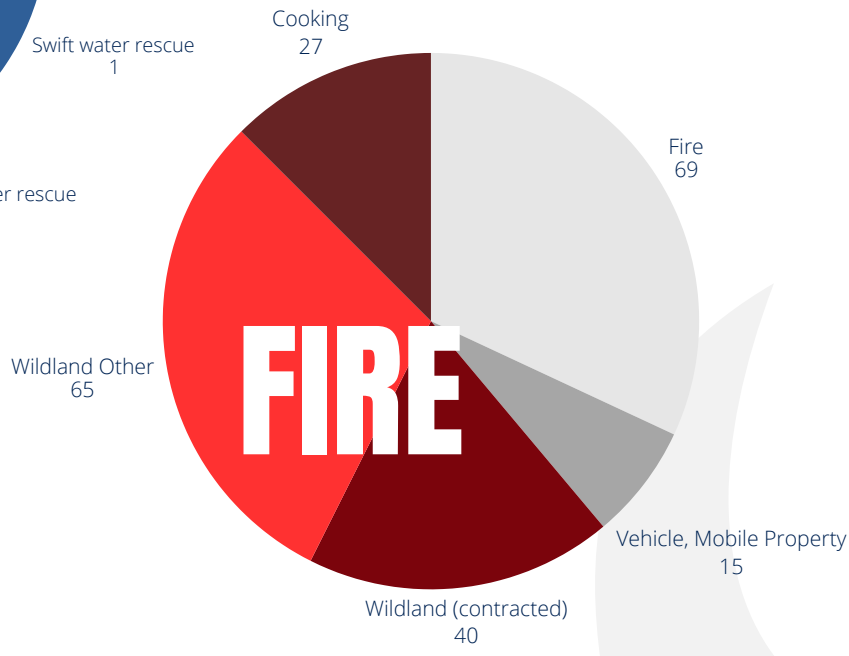
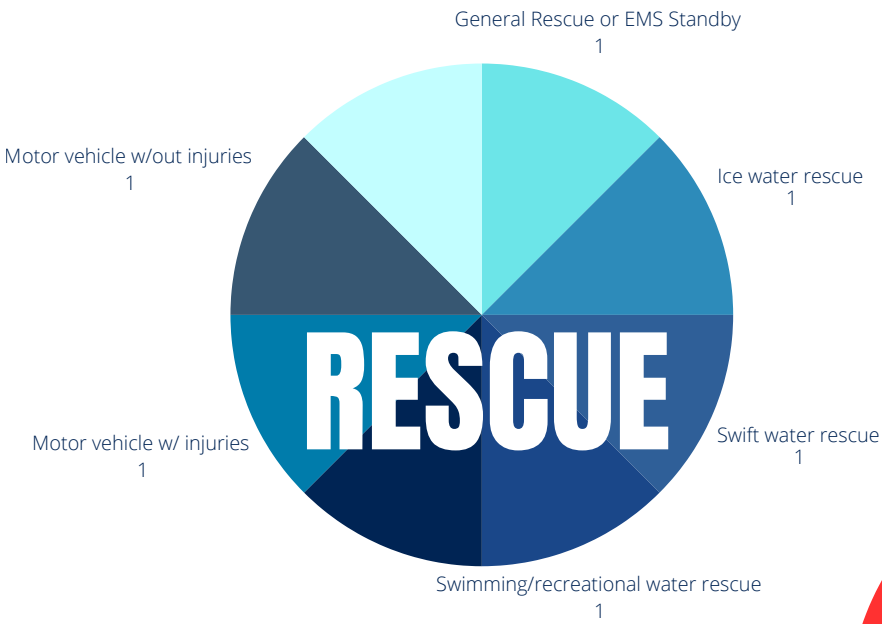
AVERAGE RESPONSE TIMES

Station	Average of Travel Time	Average of Response Time	Average of Turnout Time
MFD - Station 1	0:04:37	0:03:15	0:01:22
MFD - Station 2	0:05:32	0:04:09	0:01:23
MFD - Station 3	0:07:53	0:04:47	0:03:06
MFD - Station 4	0:05:25	0:03:50	0:01:35
MFD - Station 5	0:06:57	0:05:41	0:01:17
Grand Total	0:05:50	0:04:02	0:01:48

90th PERCENTILE

Station	Average of Travel Time	Average of Response Time	Average of Turnout Time
MFD - Station 1	0:07:06	0:08:55	0:02:29
MFD - Station 2	0:07:16	0:09:00	0:02:54
MFD - Station 3	0:15:31	0:17:42	0:03:02
MFD - Station 4	0:09:49	0:12:11	0:02:56
MFD - Station 5	0:09:09	0:10:28	0:01:25
Grand Total	0:09:46	0:11:39	0:02:33

OPERATIONS



TRAINING & EMS



2

NEW PARAMEDICS

MFD sent two of our 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.

EMS Training
5906

34,855

TRAINING
HOURS
COMPLETED

Rescue
3830

Wildland
3525

Level 1 & other
21594

17

NEW FIREFIGHTERS

Seventeen new firefighters were trained and assigned to one of the four shifts.



30

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.

782

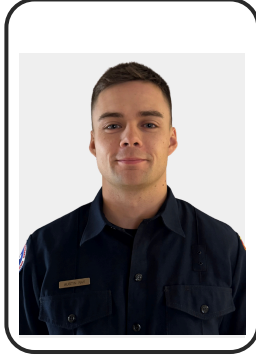
PEOPLE TRAINED IN CPR

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



Spring 2024 Rookie Class

Austin Ray

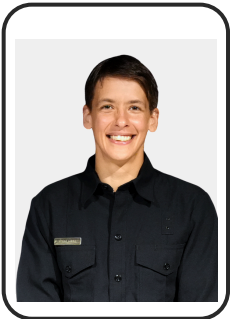


Scott Ostrander

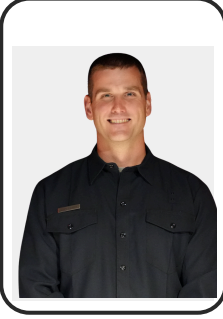


August 2024 Rookie Class

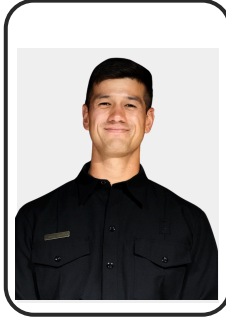
Kristen Hibala



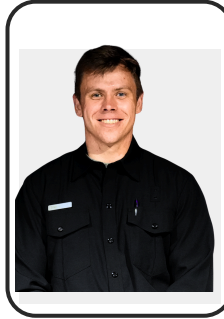
John D'Anna



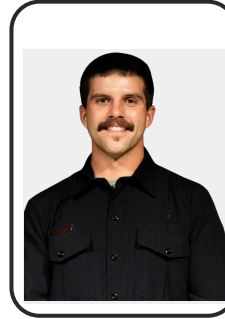
John Kaiser



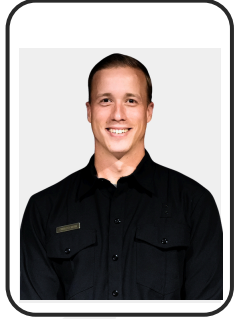
Denny Hoselton



John Mills

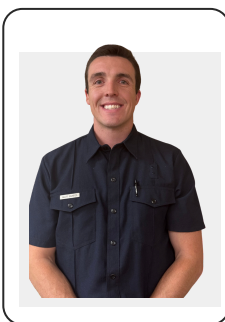


Chris Shetler

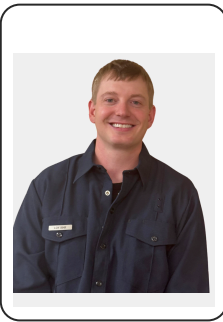


December 2024 Rookie Class

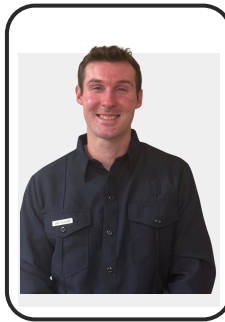
Matt Santos



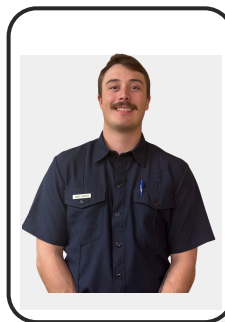
Loy Bink



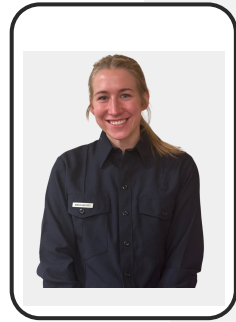
Jake Glauser



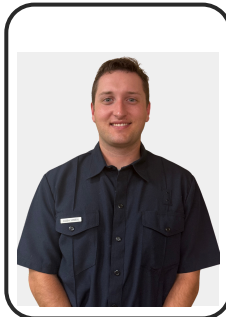
Vince Sobiech



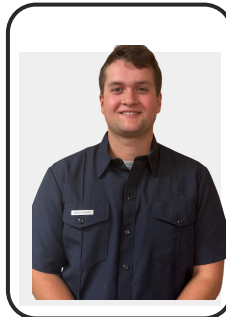
Morgan Meatovich



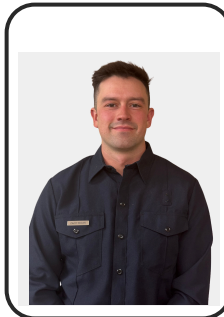
Caden Venters



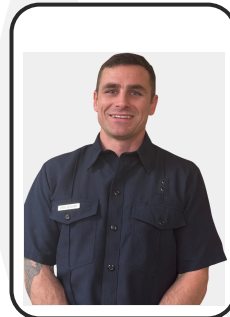
Grady Venters



Zach Wolfe



Nick Stahler



MAINTENANCE



441
WORK ORDERS
COMPLETED



67
PREVENTATIVE MAINTENANCE
INSPECTIONS COMPLETE



FIRE PREVENTION BUREAU

796

Total Inspections
completed

383

Plans reviewed

29

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

526

Violations Noted

27

Fires Investigated

1,620

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

MOBILE SUPPORT TEAM



2,788

Total number of calls for service.



989

Total number of clients served.



53MIN 53SEC

Average time spent per client.

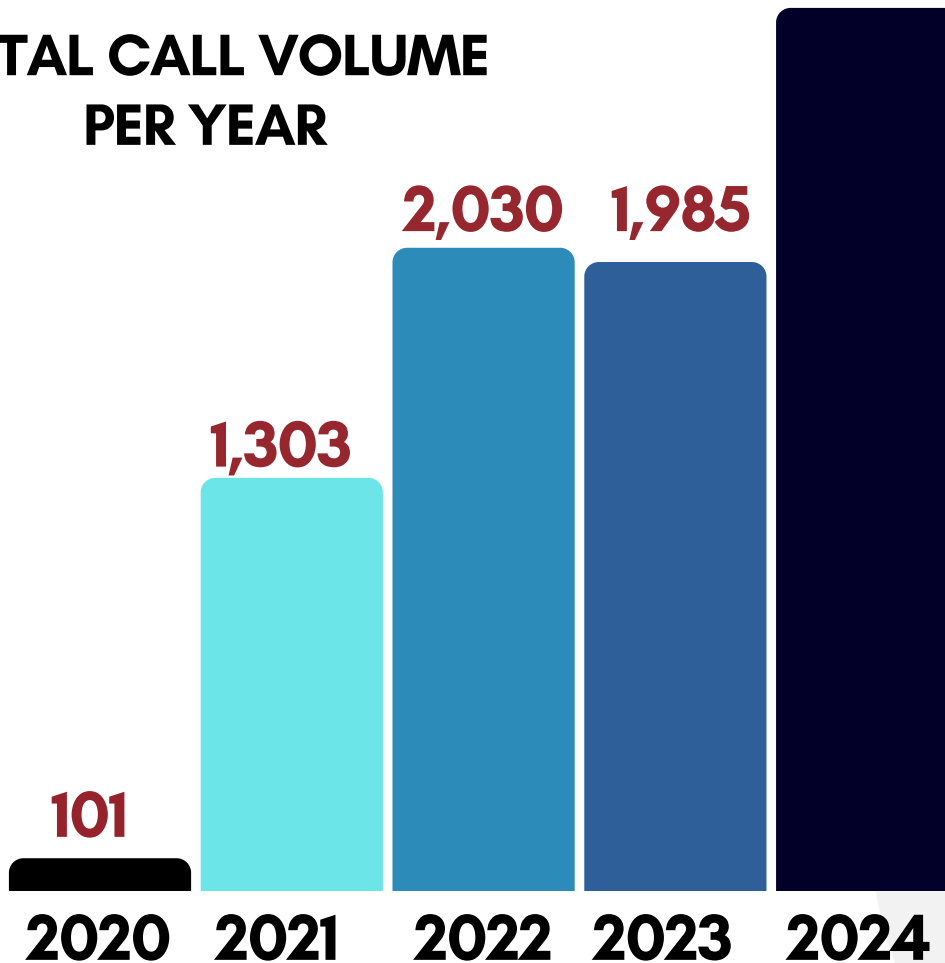


64%

Percentage of total calls that were single response (no law enforcement, fire, etc.)

2,788

TOTAL CALL VOLUME PER YEAR



Thank you

to the Missoula community for your
continued support!

