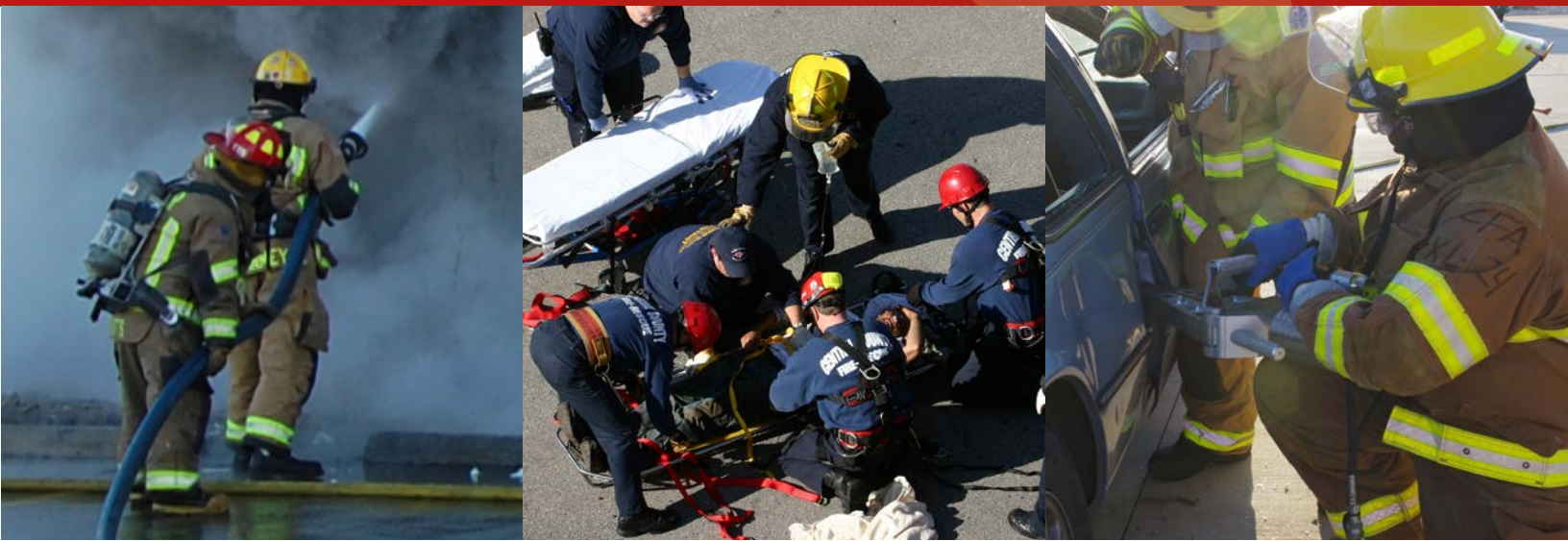




# WORKING TOGETHER, KEEPING YOU SAFE

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ANNUAL REPORT | 2013





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# FROM THE CHIEF

## 2013 Annual Report Introduction

Working together, keeping you safe. Every day each of us lives by this statement. But this year in particular, we were reminded that this is a community effort. Working together with you we consistently emphasize the importance of preparing for an emergency, and what to do if disaster strikes. We also work to ensure we are trained and ready to help when you need us, not only during an emergency situation, but afterward as well.

On May 31, 2013 every piece of this important process came into play as we had the tables turned on us when a tornado ripped through our community. Thousands of residents took cover as their homes were torn apart in an instant. We did the same. In a matter of seconds our District experienced more damage than any other community, including a direct hit to one of our six firehouses.

Our team emerged to find one injured firefighter, an engine bay that's doors were entangled around a fire trucks, and off-duty firefighters who were headed to Fire Station #6 to help their teammates. They worked to untangle the trapped fire trucks and clear a pathway for the trucks to exit the station. We are proud that there was no lapse in service to our residents, and our injured firefighter was okay, sustaining only minor injuries.

Over the next few days we all worked together with all of you to bring our community back out of the rubble. Day by day we cleared debris and began the rebuilding process. Within three days our teams had assessed the total damage to our community. More than 800 homes had suffered damage, but thankfully no one was seriously injured in the storm.

What we learned that day and in the following months is that as much as we emphasize the importance of disaster preparation, training and working together you never really know how much of a difference it makes until an event such as this. We all came together, we adapted, we overcame.

As we move into 2014 we know our fire district will face challenges and opportunities and as always, we will turn to you as our community to work with us to keep all of us safe.

It is my privilege to present to you the 2013 Central County Fire & Rescue (CCFR) Annual Report.

Sincerely,



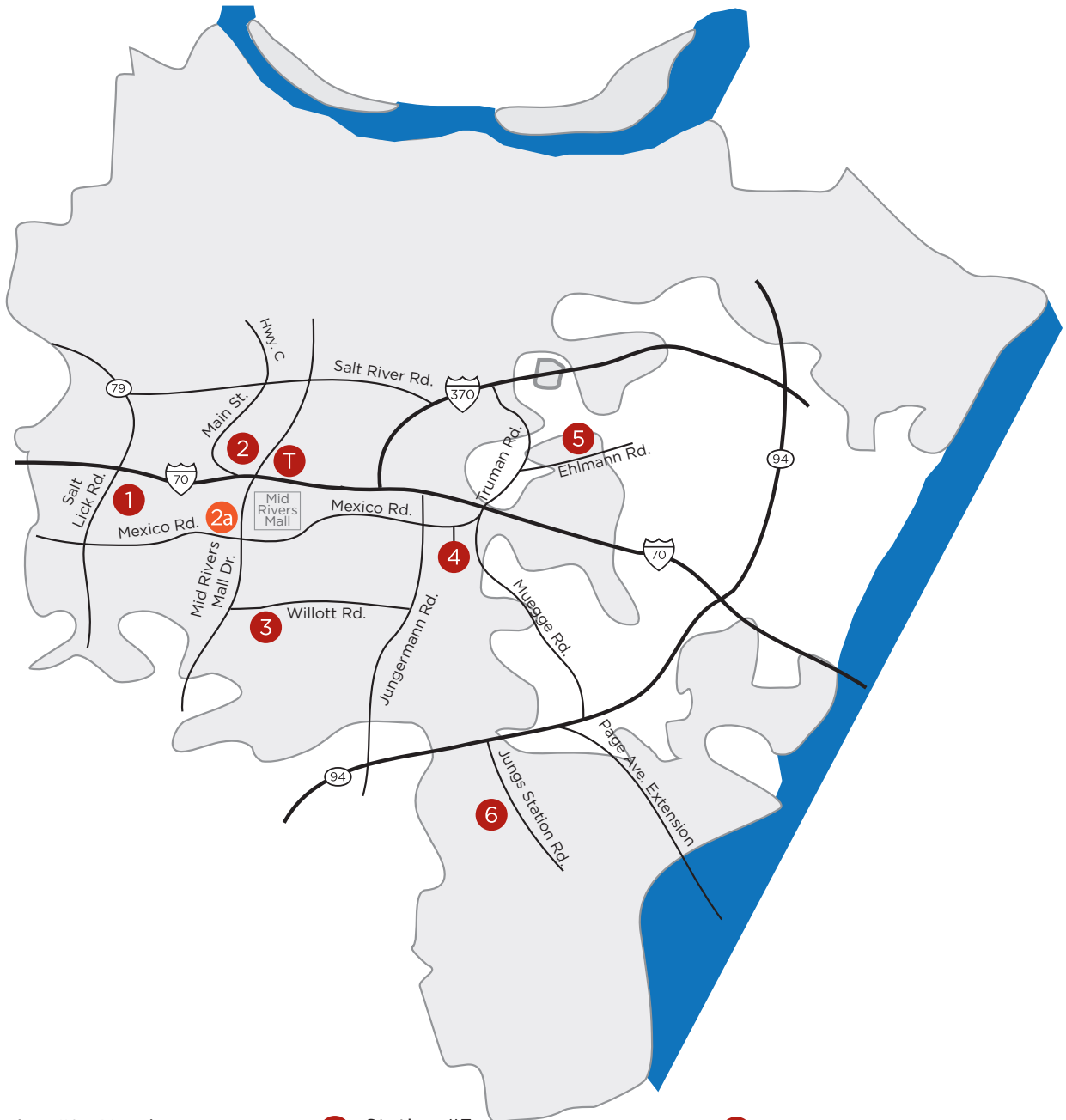
Russel K. Mason  
CCFR Fire Chief

### 2013 HIGHLIGHTS

- Continued service levels during urgent repairs and updates to fire stations #5 and #6.
- Five firefighters trained as engineers.
- Hosted cutting-edge training courses for firefighters from around the region.
- Provided 5,929 of residents and students with fire safety education.

# SERVICE AREA

72 Square Miles of St. Charles County, Missouri



1 Station #1 • Headquarters  
1 Timberbrook Drive  
Saint Peters, MO 63376

2 Station #2  
111 Main Street  
Saint Peters, MO 63376

2a New Station #2  
Under Construction  
109 McMenamy Rd.  
Saint Peters, MO 63376

3 Station #3  
511 Willott Road  
Saint Peters, MO 63376

4 Station #4  
1259 Cave Springs Boulevard  
Saint Peters, MO 63376

5 Station #5  
2934 Ehlmann Road  
Saint Charles, MO 63301

6 Station #6  
1151 Jungs Station Road  
Saint Charles, MO 63303

T Training Center  
10100 Mid Rivers Mall Drive  
Saint Peters, MO 63376

# THE TEAM

## 82 Firefighters, Inspectors and Operational Staff Led by a Team of Three Citizen-Elected Board Members

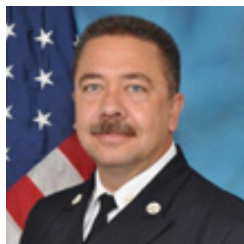
### Board of Directors

Dave Tilley    Robert Carpenter    Patricia Hamm

### Leadership



Russel K. Mason  
Chief



Steve Brown  
Assistant Chief  
Fire Marshal, Prevention  
and Community Services



Brian Ochs  
Assistant Chief  
Operations



Dan Rigdon  
Assistant Chief  
Departmental and  
Professional Services



Daniel Aubuchon  
Battalion Chief  
A Shift



Tim Hill  
Battalion Chief  
B Shift



Mark Runge  
Battalion Chief  
C Shift

### Uniformed Staff

Ginger Alcorn  
Plan Review • Inspector

Keith Hargrove  
Inspector

DeAnna Zeisset  
Plan Review • Inspector

### Administrative Staff

Darlene Clayton  
Administrative Assistant • Community Services

Lori Niemann  
Secretary • Receptionist

Denise Smith  
Administrative Assistant • Department Services

### CCFR IS ACTIVE WITH THE:

- Fire Marshals Association of Missouri
- International Association of Fire Chiefs
- International Personnel Managers Association Human Resources
- International Society of Fire Service Instructors
- Missouri Association of Building Officials and Inspectors
- Missouri Association of Career Fire Protection Districts
- Missouri Association of Fire Chiefs
- Missouri Association of Fire Protection Districts
- Missouri Association of Firefighters
- Missouri Municipal League
- National Fire Protection Association
- National Society of Executive Fire Officers
- Professional Fire and Fraud Investigator Association
- St. Charles County Association of Code Officials
- St. Charles County Emergency Services
- St. Charles County Local Emergency Planning Commission
- St. Charles County Training Coordinates
- St. Louis Metro Fire Districts



# ANNIVERSARIES

## 28 Team Members Celebrated Milestone Anniversaries in 2013



Brian Butts  
25 Years



Curt Gornicz  
25 Years



Tim Hill  
25 Years



Steven Roeper  
25 Years



Thomas Snyder  
25 Years



Brian Bain  
15 Years



Rick Baker  
15 Years



Frank Bennett  
15 Years



Paul Burns  
15 Years



Michael Burrow  
15 Years



Mark Bush  
15 Years



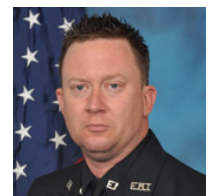
Mike Coomer  
15 Years



Bradley Day  
15 Years



Dan Duke  
15 Years



Allan Gacki  
15 Years



Jason Graff  
15 Years



Eric Graham  
15 Years



David Horning  
15 Years



David Maupin  
15 Years



Jason Meinershagen  
15 Years



Timohty Moser  
15 Years



Dallas Roate  
15 Years



Michael Roth  
15 Years



John Schneider  
15 Years



Bryan Schuster  
15 Years



Sam Sinovich  
15 Years



Thomas Wylie  
15 Years



Ginger Alcorn  
10 Years

# FIRE STATION #1

Station #1 • 1 Timberbrook Drive • Built 1991



## Station Insights

Station #1 protects the West End of St. Peters and serves as the District's headquarters. It houses District leadership and fire prevention personnel, the on-duty battalion chief (shift commander), and four suppression personnel per shift.

Ladder truck 9512, St. Charles County's Haz-Mat Unit 1 and the on-duty battalion chief vehicle are housed here.

## SUPPRESSION TEAM

### A SHIFT

Captain, Glenn Mundwiller  
Engineer, Brian Beasley  
Firefighter, Dave Rawlings  
Firefighter, Allan Gacki

### B SHIFT

Captain, Eric Weber  
Engineer, Brian Bain  
Firefighter, Jason Meinershagen  
Firefighter, James Hill

### C SHIFT

Captain, Bob Black  
Engineer, Gary Hoelting  
Firefighter, Dallas Roate  
Firefighter, Justin Crady



# FIRE STATION #2

Station #2 • 111 Main Street • Built 1975 • Renovated 1992



## Station Insights

Station #2 protects the Mid Rivers Mall area and Hwy. 70. It houses three fire suppression personnel per shift.

Rescue/Pumper 9524 and Rescue Boat 9529 are housed here.

In 2014, the new Station #2 will open at 109 McMenemy Rd., St. Peters, MO 63376. This new location will provide faster emergency response to an increased coverage area. The layout of the new station will allow for optimal response times, house the National Fire Protection Association recommended four firefighter/EMTs and Battalion Chief, and have the ability to house up-to-date equipment.



*New Fire Station #2 Construction*

## SUPPRESSION TEAM

### A SHIFT

Captain, Brad Peters  
Engineer, Matthew Dermody  
Firefighter, Sam Sinovich

### B SHIFT

Captain, Brian Butts  
Engineer, John Orf  
Firefighter, Bradley Day

### C SHIFT

Captain, Tim Weber  
Engineer, Eric Graham  
Firefighter, James Smoot

# FIRE STATION #3

Station #3 • 511 Willott Road • Built 1978 • Replaced 2003



## Station Insights

Station #3 protects the center of the St. Peters residential area. It houses four suppression personnel per shift.

Rescue/Pumper 9534 is housed here.

Station #3 serves as the central training facility for on-duty personnel. EMS and advance classroom training is conducted here so crews can remain in service and respond efficiently. When appropriate, online meetings and training are also used to keep responders within their service area. This station is also a centralized storage and distribution point for District supplies and equipment.

## SUPPRESSION TEAM

### A SHIFT

Captain, Curt Gornicz  
Engineer, Mike Coomer  
Firefighter, Rick Baker  
Firefighter, Gary Donovan

### B SHIFT

Captain, Steven Roeper  
Engineer, Ron Cook  
Firefighter, Eric Braatz  
Firefighter, Bobby Kreuzer

### C SHIFT

Captain, Mark Gan  
Engineer, Ron Meier  
Firefighter, Tim Mosher  
Firefighter, David Horning

# FIRE STATION #4

Station #4 • 1259 Cave Springs Blvd. Built 1987 • Renovated 2012



## Station Insights

Station #4 protects the Cave Springs area. It houses five fire suppression personnel per shift.

Ladder 9542, 9546 Trench Collapse Rescue Unit, and St. Louis Metro Urban Search & Rescue Task Force #1 are housed here.

## SUPPRESSION TEAM

### A SHIFT

Captain, Curt Favre  
Engineer, John Soffner  
Firefighter, Dan Duke  
Firefighter, Michael Roth  
Firefighter, Jason Graff

### B SHIFT

Captain, David Horton  
Engineer, Scott Sides  
Firefighter, Michael Burrow  
Firefighter, Tim O'Mara  
Firefighter, Bryan Steinmeyer

### C SHIFT

Captain, Doug Raines  
Engineer, Ben Geisman  
Firefighter, Kevin Krutil  
Firefighter, Pete Jordan  
Firefighter, Justin Powel



# FIRE STATION #5

Station #5 • 2934 Ehlmann Road • Built 1976 • Renovated 1999



## Station Insights

Station #5 protects the north end of the CCFR service area and Hwy. 370. It houses three suppression personnel per shift.

Rescue/Pumper 9554 is housed here.

In 2013 Station #5 was updated with new bunk rooms to enable the housing of male and female firefighters, new exterior walls, ceiling and insulation. The construction was initiated after sealed mold was found during a bathroom update project. Based on current growth levels in the area this station is properly located and staffed for the section of CCFR it serves, and these repairs and updates will allow it to continue to serve the community for years to come.

## SUPPRESSION TEAM

### A SHIFT

Captain, Thomas Snyder  
Engineer, David Maupin  
Firefighter, Jake Taylor

### B SHIFT

Captain, Bryan Schuster  
Engineer, Don Shaffer  
Firefighter, John Schneider

### C SHIFT

Captain, Jim Densmore  
Engineer, Frank Bennett  
Firefighter, Alan Cross

# FIRE STATION #6

Station #6 • 1151 Jungs Station Road • Built 1974 • Replaced 2002

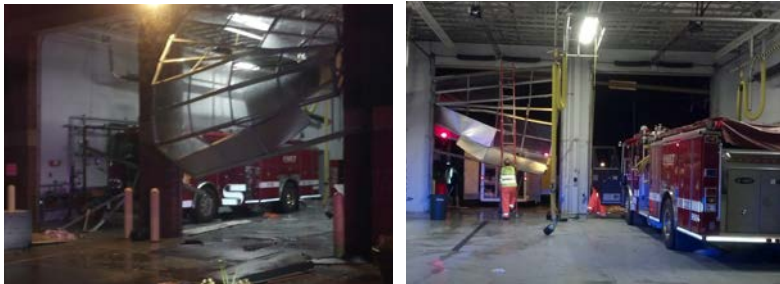


## Station Insights

Station #6 protects the Harvester and Hwy. 364 areas. It houses four fire suppression personnel per shift.

Rescue/Pumper 9564 and Brush Unit 9568 are housed here.

When the tornado struck on May 31, 2013 three engine bay doors were destroyed, and the station suffered \$55,000 in damage. During repairs there was no lapse of service to residents.



*Fire Station #6 the evening of the tornado*

## SUPPRESSION TEAM

### A SHIFT

Captain, Kevin Dickbernd  
Engineer, Ray Hemenway  
Firefighter, Paul Burns  
Firefighter, Jeremy Loehrer

### B SHIFT

Captain, Sean Webb  
Engineer, Terry Black  
Firefighter, Mike Wientge  
Firefighter, Mark Bush

### C SHIFT

Captain, Joe Decosty  
Engineer, Thomas Wylie  
Firefighter, Dennis Murray  
Firefighter, Matthew Aubuchon



# MAINTENANCE

## Facilities

FIRE STATION	2013 MAINTENANCE INVESTMENT
Fire Station #1	\$33,800
Fire Station #2	\$7,234
Fire Station #3	\$12,580
Fire Station #4	\$7,030
Fire Station #5	\$26,972 <i>There was an additional expense of \$119,717 for mold remediation and updating</i>
Fire Station #6	\$10,659

# MAINTENANCE

## Equipment

### Mileage

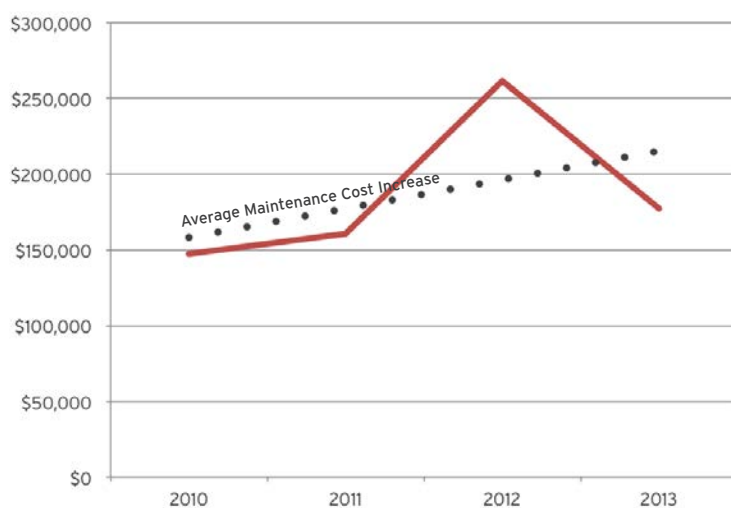


While responding to local emergencies in 2013, CCFR's fire trucks and other apparatus traveled more than 64,333 miles, which is equal to more than 22 trips across the United States.

### Emergency Response Vehicle Maintenance Cost And Mileage

EMERGENCY RESPONSE VEHICLE	2010 MAINTENANCE	2011 MAINTENANCE	2012 MAINTENANCE	2013 MAINTENANCE	2013 MILEAGE
1952 Ford Antique	\$527	\$358	\$110	\$594	-
9512 105' Aerial ladder	\$37,220	\$21,290	\$70,522	\$30,682	7,314
9514 Reserve Pumper	\$15,062	\$12,146	\$11,369	\$11,859	2,141.6
9524 Rescue Pumper	\$10,435	\$13,807	\$18,055	\$22,215	5,767.9
9534 Rescue Pumper	\$12,570	\$20,931	\$24,124	\$17,231	7,179.9
9542 100' Aerial Platform	\$33,432	\$35,001	\$46,713	\$40,838	6,965
9554 Rescue Pumper	\$9,863	\$23,433	\$30,811	\$18,842	5,326
9550 Reserve Pumper	\$16,356	\$12,960	\$19,688	\$8,402	4,905.1
9564 Rescue Pumper	\$7,196	\$14,988	\$26,847	\$13,666	7,059.3
9560 Reserve Pumper	\$5,054	\$6,275	\$12,249	\$12,858	406
9568 Brush Truck	\$214	\$0	\$1,222	\$705	141

### Equipment Maintenance



# FINANCIAL INFORMATION

CCFR is Publicly Funded By the Residents, Businesses and Property Owners of the Fire District

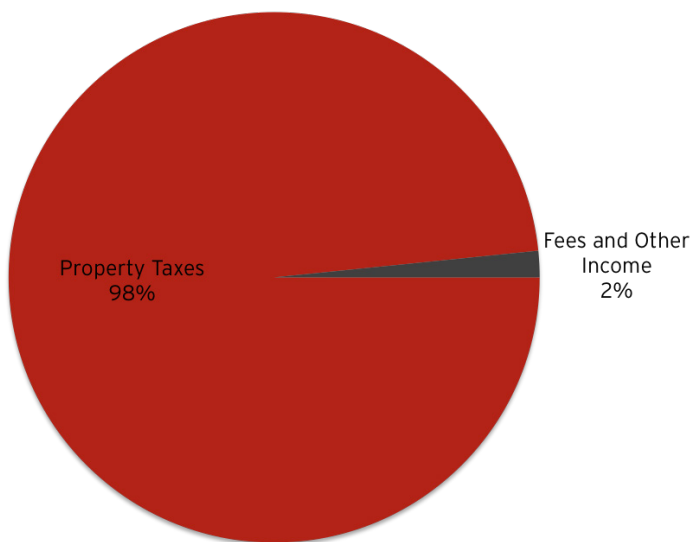
## 2013 Tax Rates

General Revenue • 0.7637

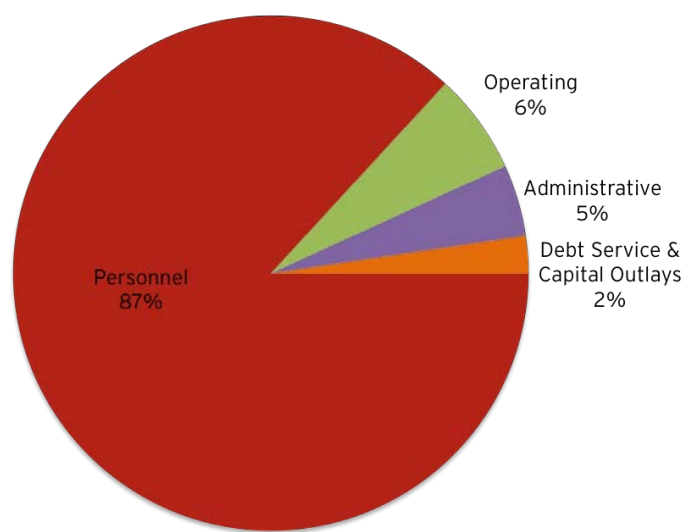
Pension • 0.0467

Debt Service • 0.0750

### REVENUE SOURCES



### EXPENSES



## 2013 GRANT FUNDING

CCFR received a grant from Missouri American Water Company, which was used to purchase water flow testing equipment. Testing and measuring the fire flow from fire hydrants allows for documentation of the required fire flow. This allows for a better ISO rating, which improves the insurance rates paid by homeowners and businesses within the District.


# RESIDENT FEEDBACK

A Survey is Sent to All Residents Who Utilize CCFR's Emergency Services.

QUESTION	AVERAGE SCORE
Responses are ranked on a scale of 1 - 6: 5-Very Satisfied, 4-Satisfied , 3-Adequate, 2-Unsatisfied, 1-Very Unsatisfied, 6-N/A	
Was the 911 dispatch service prompt and courteous?	5
Did the fire department respond in a timely manner?	5
How would you rate our firefighters' courtesy and concern for your need?	5
Did we explain the situation and answer your questions knowledgeably?	5
Did fire personnel exhibit a professional appearance and attitude?	5
Did fire personnel perform their jobs professionally and competently?	5
Overall, were you satisfied with the fire department's service?	5

## 2013 RESIDENT RESPONSES

The survey contains one open-ended question: As a citizen served by CCFR in what ways do you think we could serve you better?

- Thank you for your prompt service.
  - By keeping up the great job you already provide.
  - They did a excellent job. Thank you so much for your quick action.
  - Can't think of anything.
  - Nothing at this time. They were great.
  - You are doing a very fine job.
  - The firemen did great! They even let my neighbor's little girl look at the fire truck! Thank you for your service.
  - You all deserve more for all you do. Thank you for doing a great job!
  - Great job, no need for improvement.
  - I could hear laughing in the background when I called 911.
  - All of you do a great, professional job. Thanks for all you do for the community!
- 





January 2013 Circle K Convenience Store Fire

# INCIDENT RESPONSE

CCFR is a multi-disciplinary emergency services organization that provides assistance during fires, rescue situations, car crashes, life-threatening medical emergencies, hazardous materials situations and more.



# INCIDENT RESPONSE

## Overview

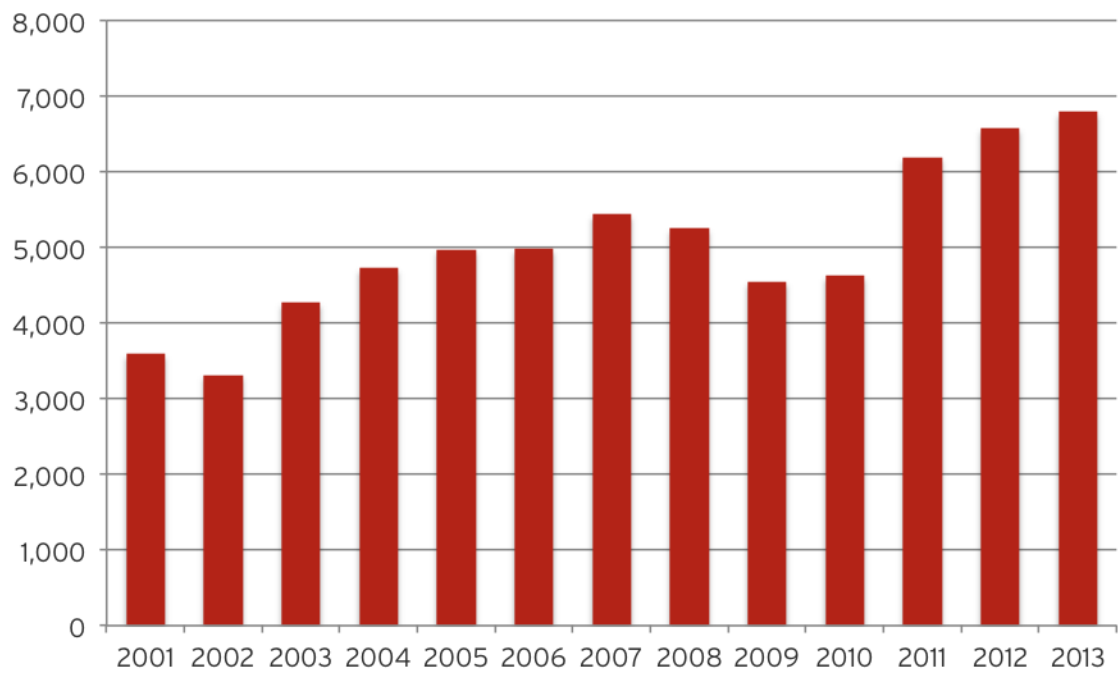
### Incident Response

When the calls come in the team of CCFR firefighter/EMTs is ready to go. Twenty-four hours a day, seven days a week, they are ready to respond to vehicle crashes, structure fires, life-threatening medical emergencies and rescue situations.

Equipment is checked and operated, apparatus are thoroughly inspected and safety equipment is constantly tested for effectiveness. Each and every piece of equipment is maintained to the highest standards to make sure it is ready at a moment's notice.

### All Calls

Any call for emergency service or to assist a resident.



*The dramatic increase in calls starting in 2011 was a result of a change in protocol that sends a CCFR unit to all reports of a victim falling. This change has resulted in several clinical saves of victims who suffered a heart attack or respiratory arrest.*

### Number of Calls By Day of the Week

The busiest day of the week is Friday.

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
922	979	965	985	937	1,046	964

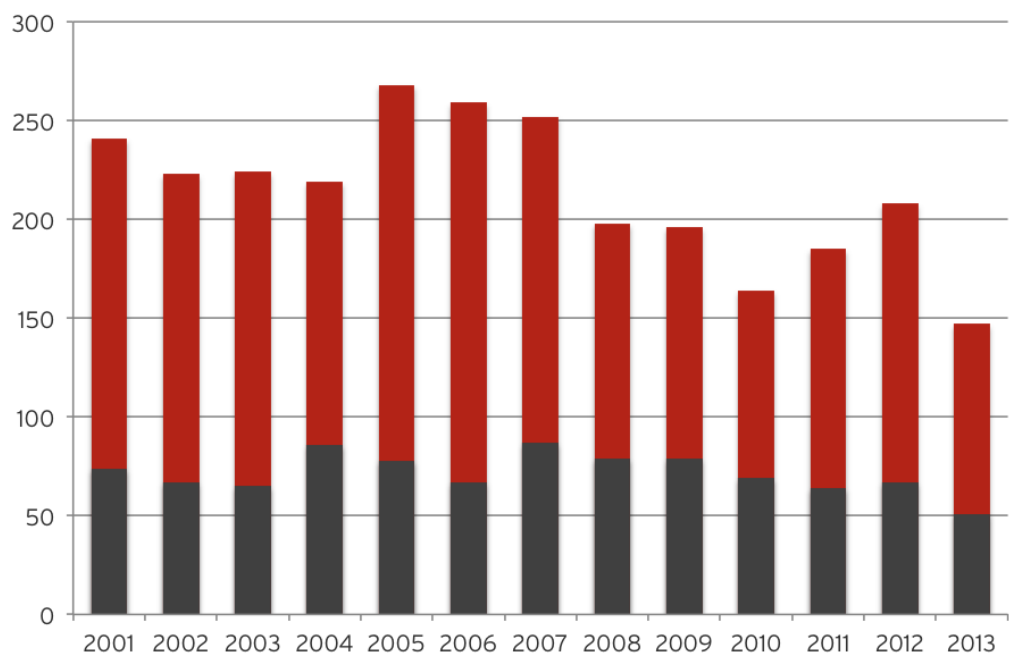
# INCIDENT RESPONSE

## All Calls

### All Fires

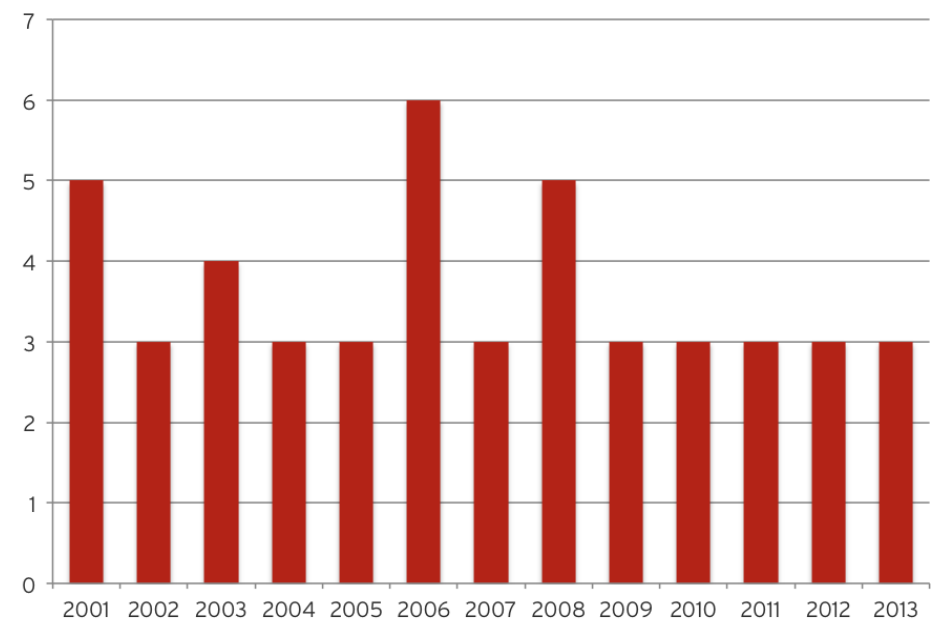
All fires includes vehicle, brush, rubbish or outbuilding fires, in addition to residential and structure fires.

- Residential Fires
- All Fires



### Major Fires

A major fire is one where there is loss or damage in excess of 50% of the value of the property or more than \$100,000.

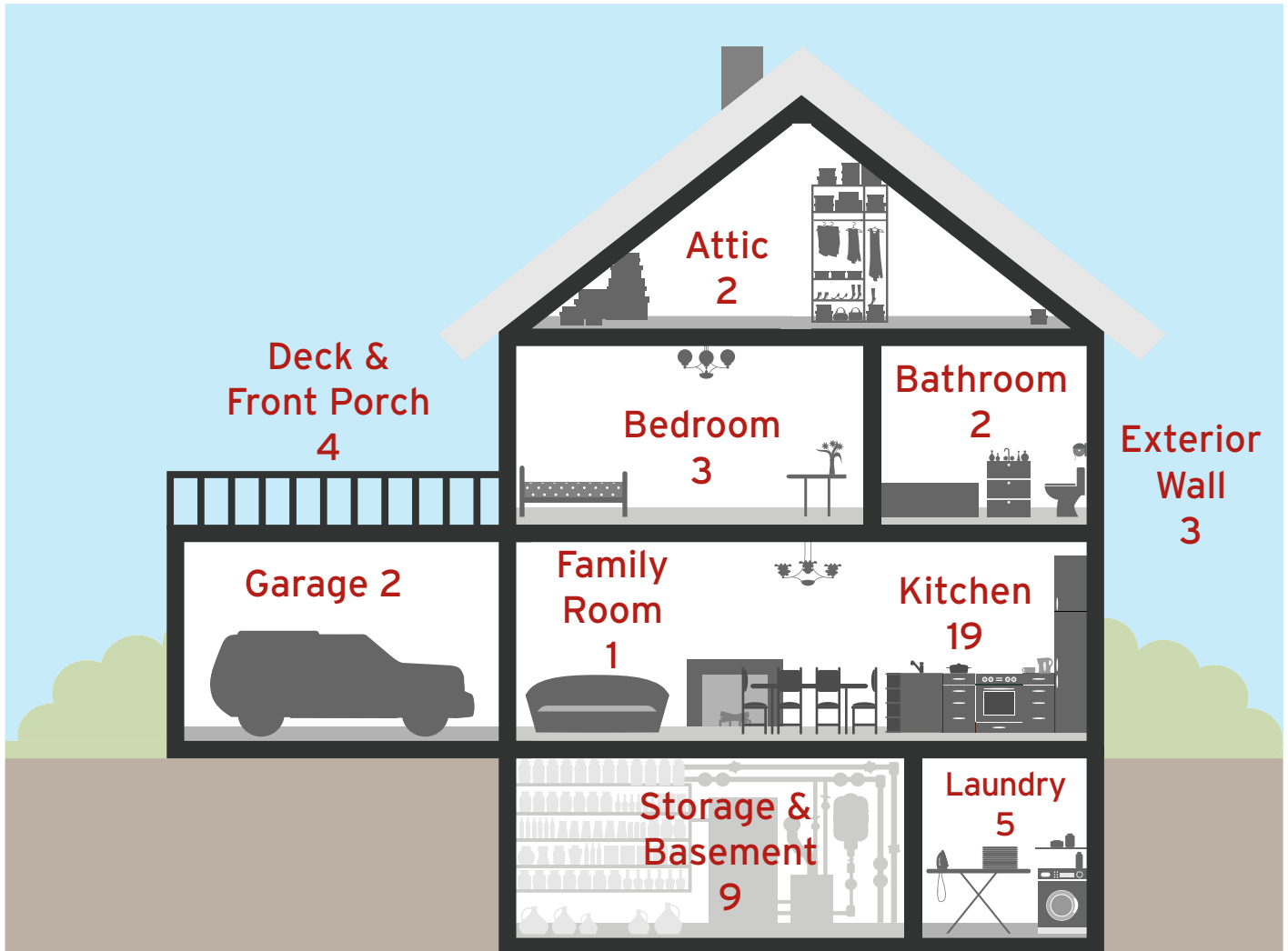


# INCIDENT RESPONSE

## All Calls

### House Fire Locations

Of the fires CCFR responded to in 2013, more happened in the kitchen than anywhere else.

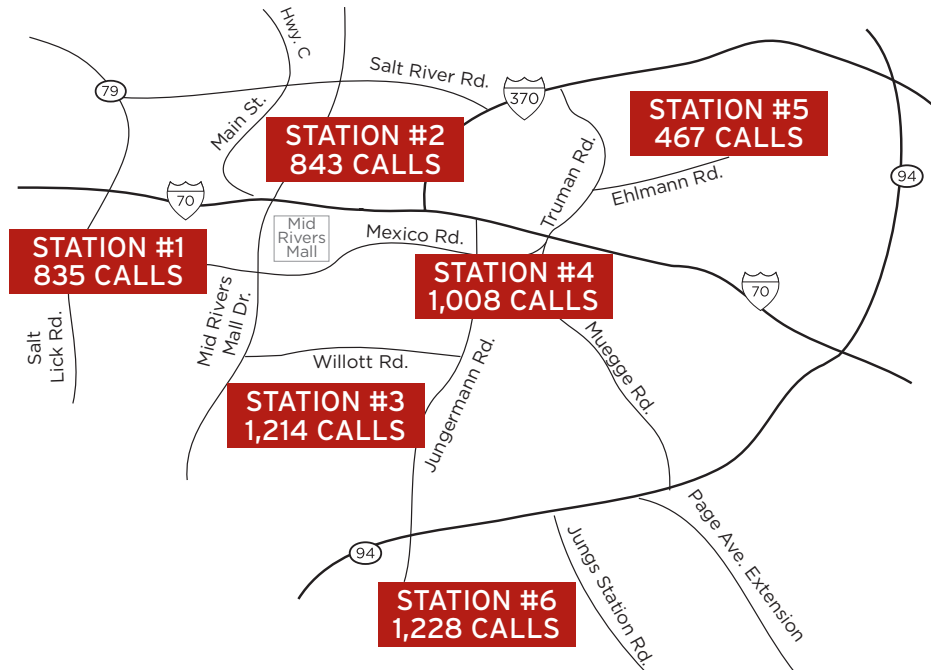


# INCIDENT RESPONSE

## All Calls

### Number of Calls in Each Service Area

This includes fire and EMS calls within the area that required a response from CCFR. It does not include mutual aid responses.



### Number of Responses from Each Fire Station

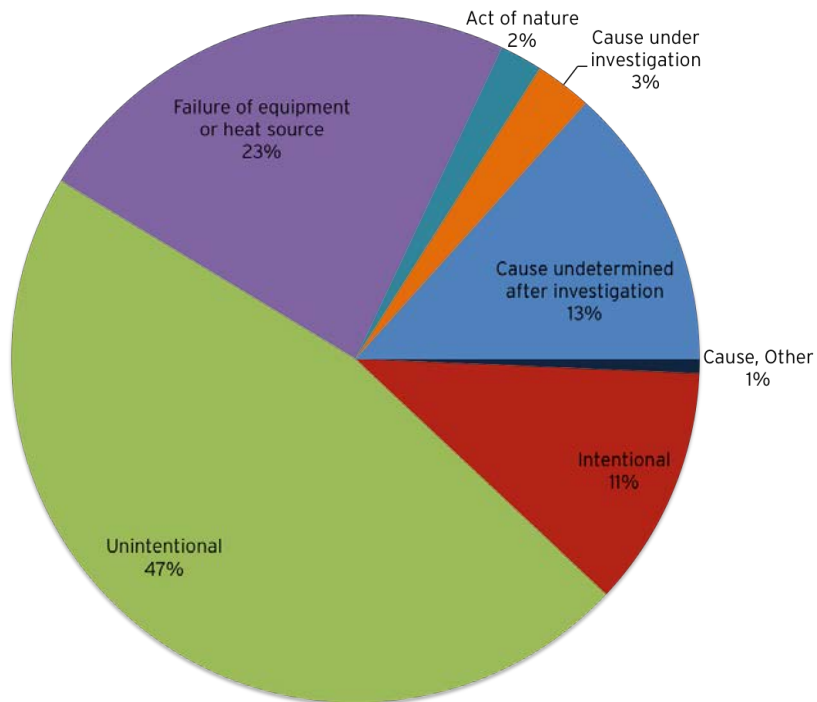
EMERGENCY RESPONSE VEHICLE	FIRE STATION	RESPONSES
9512 105' Aerial Ladder	Station #1	1,240
9506 Battalion Chief Vehicle	Station #1	352
9524 Rescue Pumper	Station #2	1,132
9534 Rescue Pumper	Station #3	1,539
9542 100' Aerial Platform	Station #4	1,512
9544 Rescue Pumper	Station #4	18
9554 Rescue Pumper	Station #5	980
9564 Rescue Pumper	Station #6	1,491
9568 Brush Truck	Station #6	8

# INCIDENT RESPONSE

## All Calls

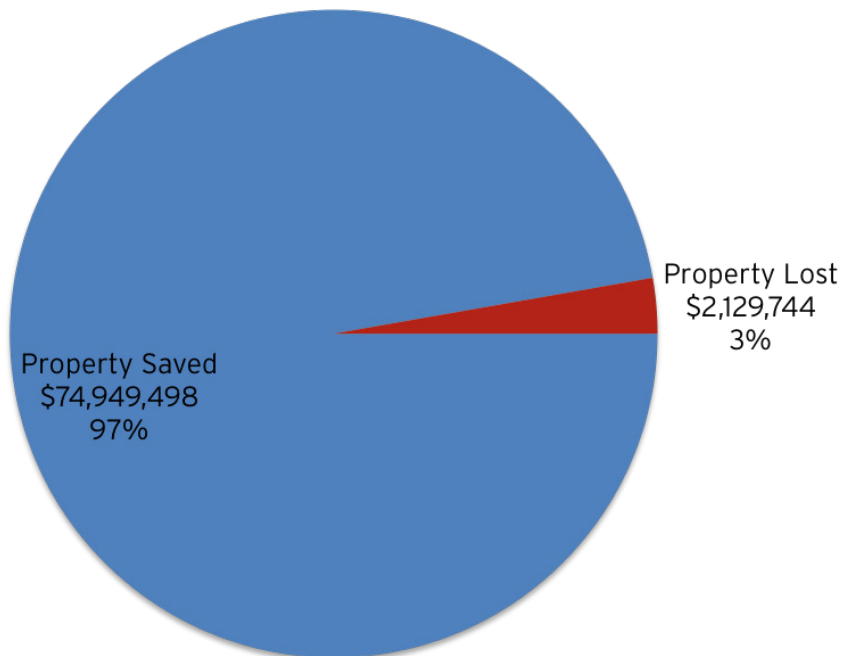
### Fire Causes

CCFR's team of certified and highly trained fire investigators review every fire to determine the cause so that public education improvements may be made to assist in preventing future fires.



### Property Saved

Property saved shows the total dollar value of all property involved in a fire that was saved due to the actions of CCFR personnel.



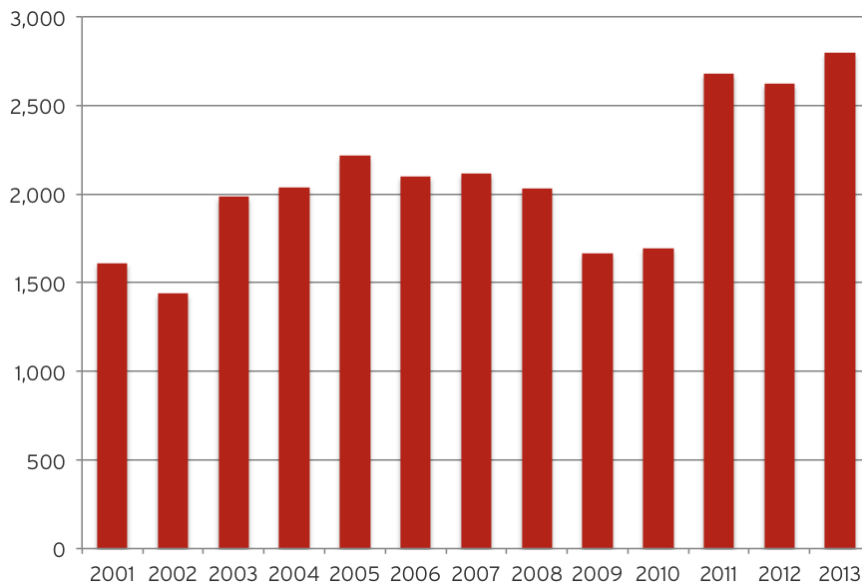


# INCIDENT RESPONSE

## All Calls

### EMS Calls (Emergency Medical Services)

CCFR responds to all calls that indicate a life-threatening emergency.

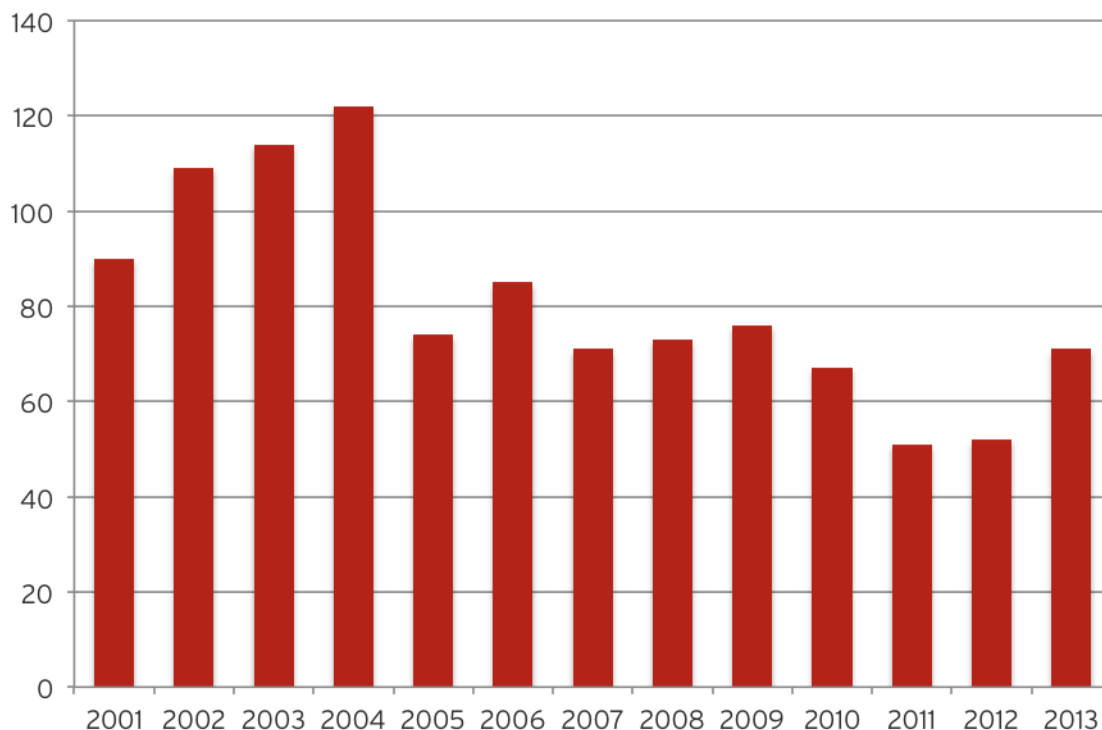


#### CCFR AND EMS

- All CCFR firefighters are also licensed, certified EMTs.
- EMS skills are a regular part of CCFR's training.
- In a life-threatening medical emergency CCFR and St. Charles County Ambulance will both respond to increase the likelihood of a positive outcome.

### Hazardous Materials Calls

Calls in which there is a natural or man-made atmospheric condition that creates a potential life threatening situation.



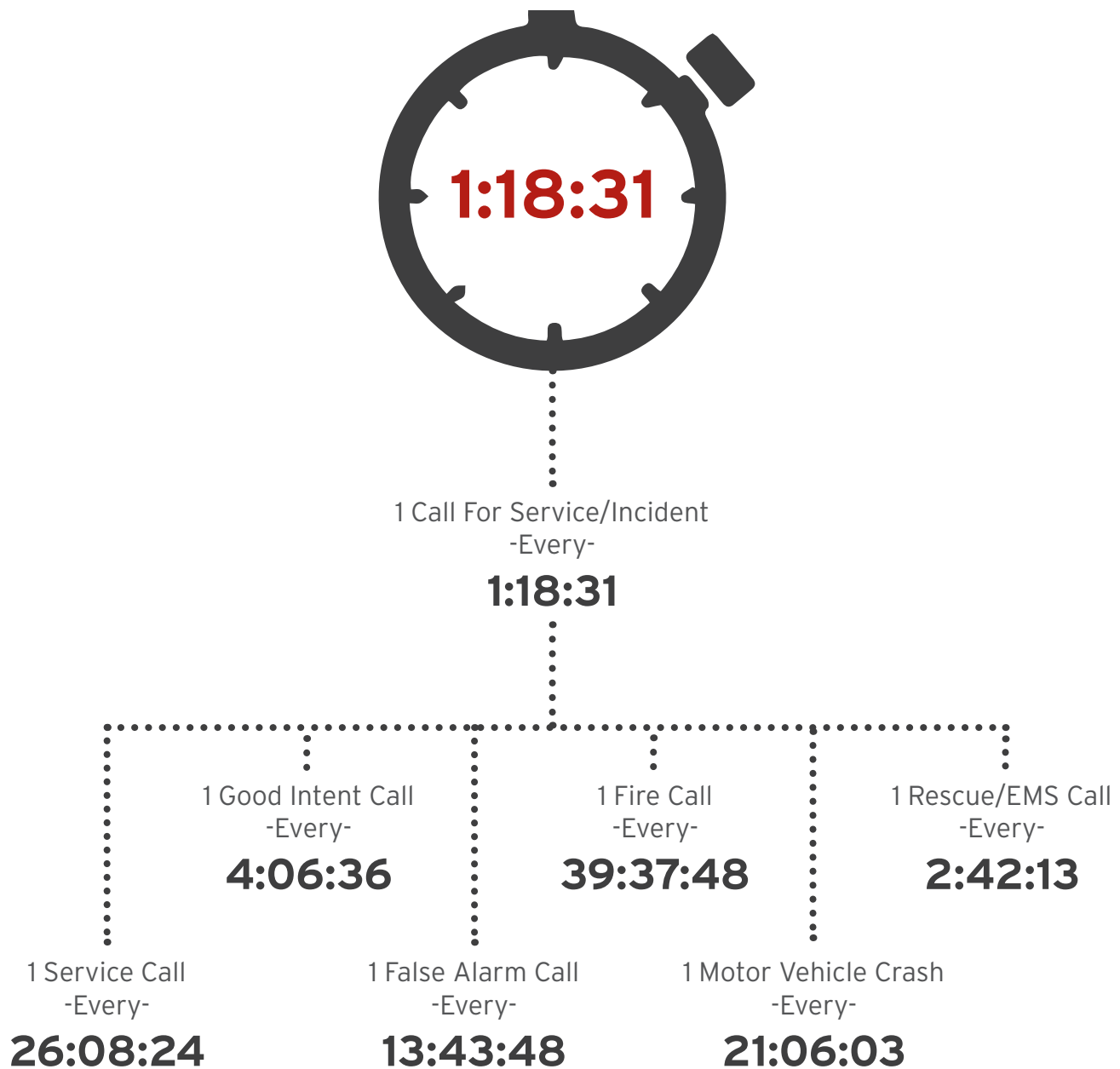
# INCIDENT RESPONSE

## Incident Response Clock

### Incident Response Clock

CCFR responds to a call every one hour, 18 minutes and 31 seconds.

The Incident Response Clock summarizes actual responses, in relation to time, by CCFR in 2013. From the Incident Response Clock one can put into perspective the frequency of requests for services, as well as emergencies responded to by CCFR. This should not be taken to imply a regularity of the incidents responded to, rather it represents the annual ratio of incidents to fixed time intervals.



# INCIDENT RESPONSE

## Mutual and Automatic Aid

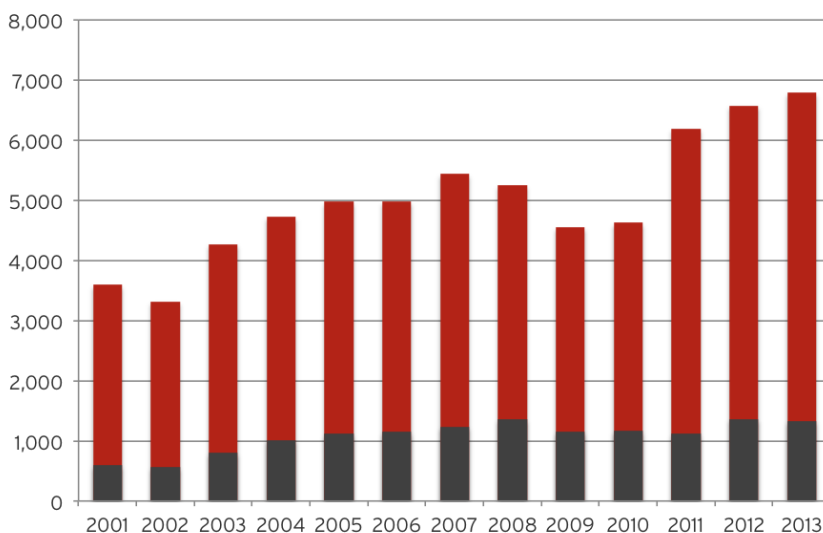
### Mutual and Automatic Aid

Mutual and automatic aid is an agreement among emergency response organizations to lend and receive assistance across District boundaries. A number of situations may cause this agreement to go into effect.

Mutual aid happens when CCFR responds or receives aid when specifically requested by the incident commander. This may occur when a large-scale emergency that requires more manpower and equipment than the home district has available.

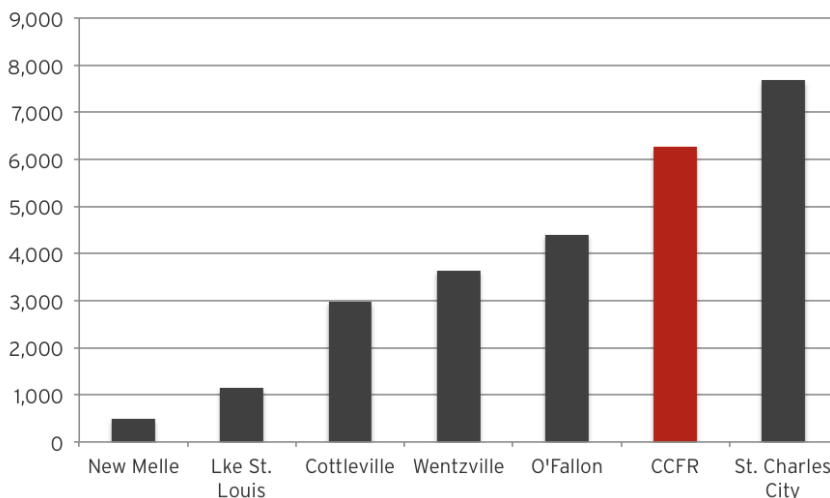
Automatic aid is an established policy County wide that allows St. Charles County Alarm and Dispatch to send the closest emergency response unit regardless of the home district. This allows for the most efficient response of emergency equipment to the citizens of St. Charles County, benefiting all districts. The numbers below include calls where CCFR provided and received aid from other fire districts or departments.

#### • Mutual/Automatic Aid Responses • All CCFR Calls



### Dispatches

The number of times in 2013 a fire department or district was dispatched by St. Charles County Communications.



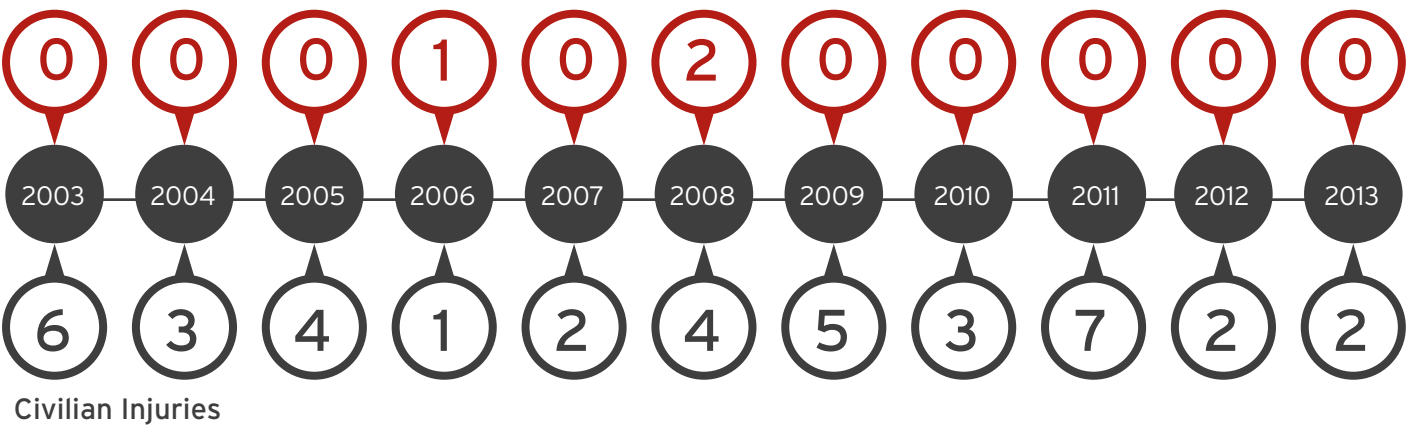
# INCIDENT RESPONSE

## Fatalities and Injuries

### Civilian Fatalities and Injuries

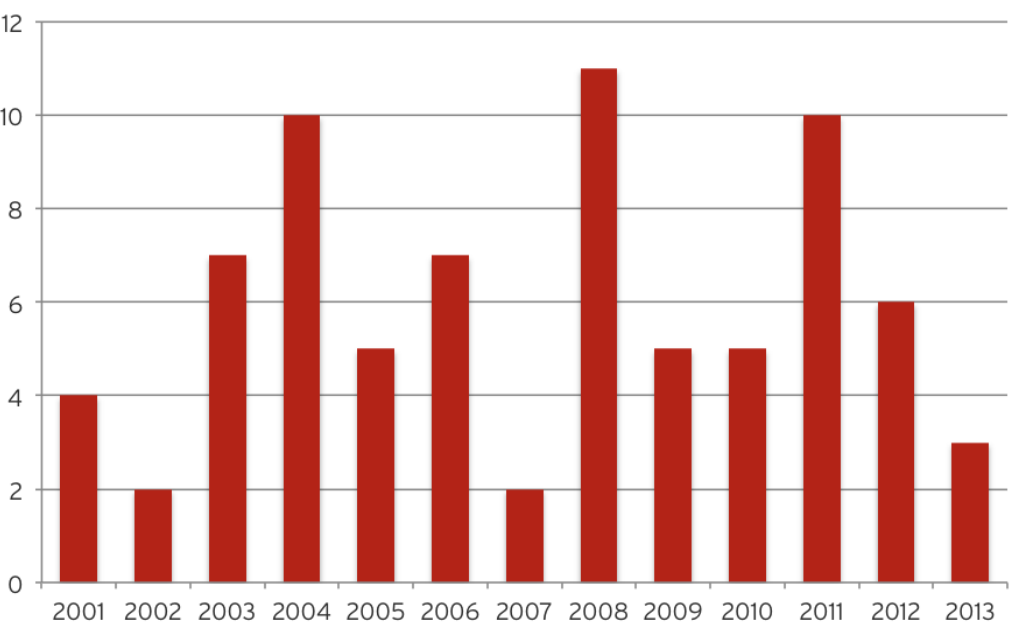
Total number of civilians who died or were injured due to a fire. CCFR has not had a civilian fatality in five years.

### Civilian Casualties



### Firefighter Injuries

Total number of firefighters who were injured in the line of duty while operating at an emergency scene.





2013 DWI Simulation at Francis Howell North High School

# FIRE PREVENTION & PUBLIC EDUCATION

Fire prevention and public information are a critically important component of keeping the CCFR service area safe.



# FIRE PREVENTION

## Permits and Inspections

### Permits

The CCFR permit process ensures the safety of everyone in the community by helping to prevent emergency situations. In 2013 CCFR issued 415 fire prevention permits.

The District issues the following permits:

#### Burn Permits

Commercial burn permits are mainly for land clearing.

Residential burn permits are for the burning of natural vegetation.

#### Fire Prevention Site Plan Permit

This permit is required when a new or existing building addition is proposed. To make sure the fire department can access and protect the new building.

#### Fire Prevention Construction Permit

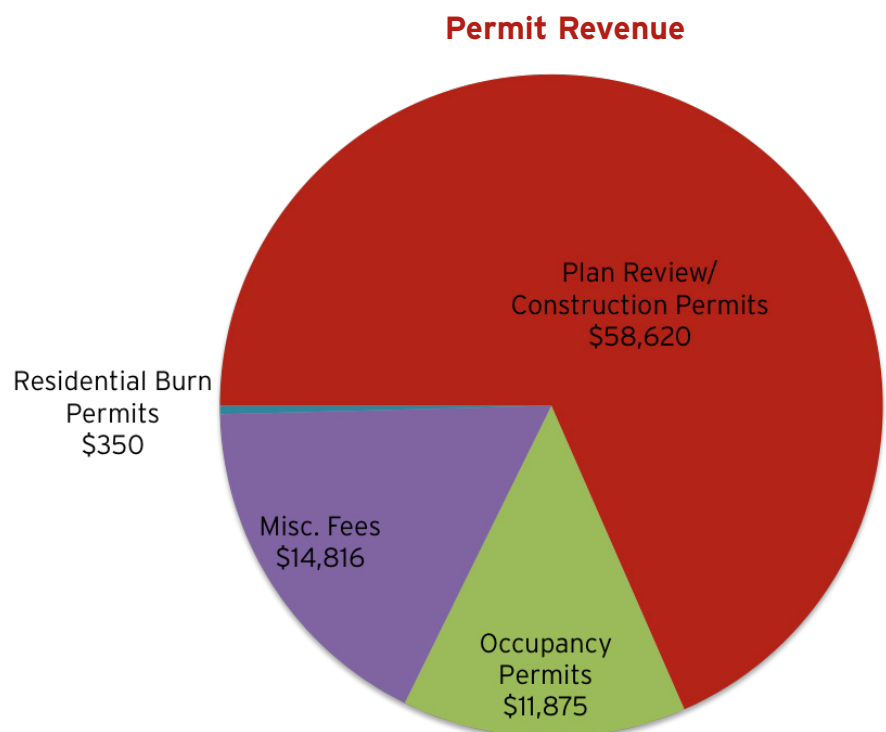
The fire prevention construction permit ensures that new multi-family and commercial buildings are safe by checking items such as sprinklers, smoke detectors, fire alarms, types of construction, proposed use type and adequate exit access and egress.

#### Fire Prevention Occupancy Permit

Once a building is finished and the tenant has moved in, but before opening for business, an occupancy permit is required.

#### Special Use Permit

A special use permit is used for a one-time temporary event where a large number of people will be present.

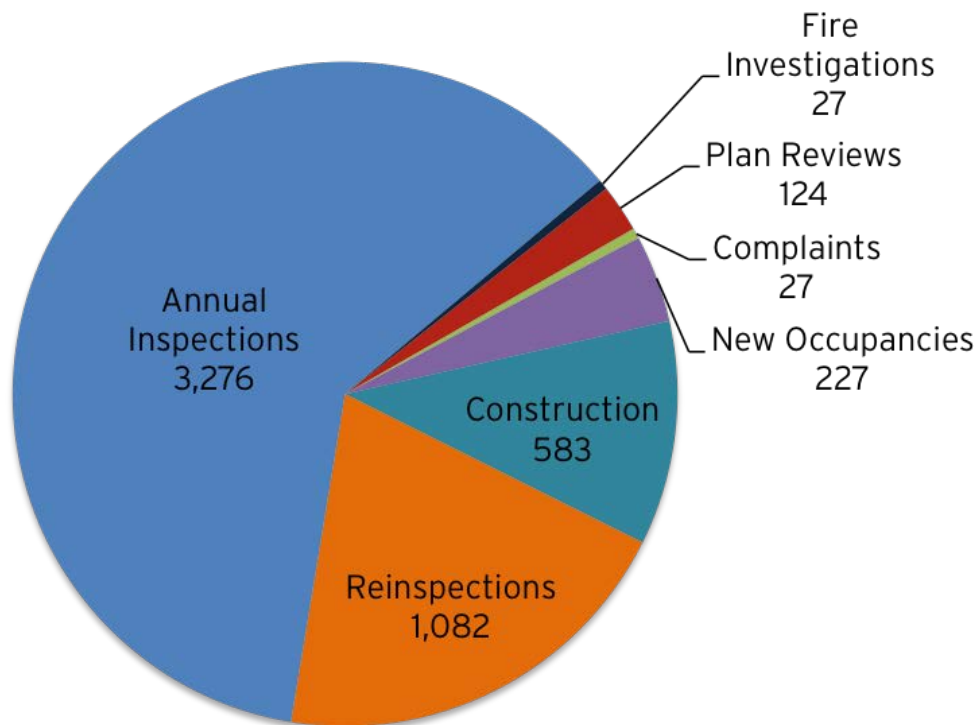


# FIRE PREVENTION

## Activities

### 2013 Fire Prevention Inspections

There were nearly 5,000 inspections conducted in 2013.



### INSPECTIONS

Inspections help ensure that community members are safe when they are outside their home at places such as restaurants, schools and shopping centers and where they work. Inspections on commercial property are typically made on an annual basis. Properties such as nursing homes, schools and restaurants are inspected twice a year.

CCFR inspectors are looking for dangers such as expired fire extinguishers, improperly stored hazardous materials or faulty wiring. If the inspectors find something that is an immediate danger such as a lack of water access or a blocked exit the problem must be remedied immediately. If a property maintenance problem such as an expired extinguisher is found then the occupant has two weeks to fix the issue.

# PUBLIC EDUCATION

## Comprehensive Program

### Public Education Program

Fire and safety education is one of the cornerstones of CCFR. The District provides a comprehensive public education program to provide safety and fire prevention information to students, businesses and residents. Activities range from fire extinguisher training at local businesses to a comprehensive grade-school level fire prevention education curriculum, created by the CCFR team.

The entire team is dedicated to keeping the community safe before an emergency occurs. Throughout the year, firefighters perform bike helmet safety checks, properly install child safety seats and check and install smoke detectors for residents.

ACTIVITY	NUMBER OF OCCURANCES
Car Seats Installed	157
Smoke Detectors Installed	121
Bike Helmets Distributed	26

### Fire Prevention Month

Each October is National Fire Prevention Month and all activities (with the exception of emergency services) are focused on public education:

Some of the activities that CCFR crews participated in during Fire Prevention Month 2013 were:

- Conducting fire drills at all 15 elementary and secondary schools. CCFR personnel took high profile positions around each facility to monitor the actions of students and staff. Not only was each drill timed for evacuation of the building, but staff was also timed for the accountability of each student in their care.
- Presenting an age-appropriate, lesson-plan based, fire safety session to every kindergarten through third grade class. The session included a short video, object lesson, and take-home safety reminder for each child from the firefighters.
- Conducting fire drills, fire extinguisher and other emergency operation training to select High Hazard facilities, with the assistance of CCFR personnel.

# PUBLIC EDUCATION

## Programs and Special Events

### PROGRAMS

#### **Bicycle Helmets**

Proper fitting of bicycle helmets for children and adults by specially trained firefighters

#### **Block Parties**

Fire truck display and safety information for neighborhood events

#### **Citizen Fire Academy**

Learn and experience what it is like to be a CCFR firefighter during this hands-on, seven week course

#### **Community Emergency Response Team (CERT)**

Receive special training to enhance the ability to recognize, respond to, and recover from a major emergency or disaster situation

#### **Child Safety Seats**

Assistance with child safety seat installation by trained personnel

#### **Community Outreach**

The community outreach team provides assistance to the community during times of need and assists with educating the community about fire and emergency prevention

#### **Fire Extinguisher Training**

Instruction on how to properly handle a fire extinguisher and emergency situations

#### **Group Safety Presentations**

Firefighters speak about a variety of safety topics to school groups, Boy and Girl Scouts, day care facilities, businesses and other community groups

#### **Rapid Assistance for Citizens in an Emergency (RACE)**

Helps identify residents with special needs who may require extra assistance in an emergency

#### **Safe Place**

If a young person needs help for any reason, he or she can go to any business displaying the yellow and black Safe Place sign

#### **Smoke Detector Installation**

If anyone in the community needs assistance with installing or replacing batteries on a smoke detector CCFR provides complimentary assistance, detectors and batteries

#### **Station Tours**

Tour the stations and learn more about CCFR

#### **Training and Speakers**

If there is a group that is interested in fire and emergency safety training CCFR can provide a speaker

### SPECIAL EVENTS

Special events allow CCFR to reach community members with important safety information, and to gather feedback from residents and business owners.

Throughout 2013 CCFR reached thousands of people through 619 events. Educational events such as fire extinguisher training reached 5,929 people, community events such as station tours and attendance at neighborhood functions reached 18,020 people and other events such as fire drills and smoke alarm testing reached 4,624 people.

#### **Senior Safety Day**

The second Senior Safety Day, hosted by CCFR, brought community organizations such as the Red Cross and St. Peters Senior Center together with CCFR to educate seniors about important safety lessons such as fire and fall prevention. More than 30 people attended the event.

#### **Movie Nights**

Throughout the year, CCFR hosted free movie nights at the fire stations. These events provide an opportunity to show community members the stations and equipment, and relay important safety information. More than 420 people attended a movie night in 2013.

# COMMUNITY INVOLVEMENT

## Community Outreach and Community Emergency Response Team

### Community Outreach

After years of helping families through house fires and other emergency situations a group of CCFR firefighters realized many of these families needed help after smoke had settled.

To meet this need, The Central County Community Outreach Program was created. This 501(c)3 non-profit program is funded through donations and provides assistance to families in need, conducts community education and outreach efforts and supports local community organizations

The members of the Community Outreach program organize a variety of community events such as regular movie nights at the fire stations, and the Gifts for Kids toy drive. They are also heavily involved with the St. Peters Senior Center Home Delivered Meals program.

### 2013 HIGHLIGHTS

- Donated more than 300 toys to local children in need through the Gifts For Kids Toy Drive.
- Joined with St. Peters City Officials to organize a trivia night that raised more than \$17,000 for the St. Peters Senior Center Home Delivered Meals program.
- Provided \$1,570 to assist community members in need.

### CERT (Community Emergency Response Team)

The Community Emergency Response Team (CERT) is a preparedness program supported by the Federal Emergency Management Agency (FEMA), which joins together CCFR and the St. Peters Police Department. In 2013 the CCFR CERT program had 50 active members who gave 532.75 hours of service to the community.

CERT members participated in:

- St. Peters Clean Stream Project
- Celebrate St. Peters Festival
- St. Charles County Citizen Corp Annual Disaster Drill
- St. Charles County Health Department Point of Distribution Drill
  - A drill to practice how to distribute medicine in the event of a pandemic

# COMMUNITY INVOLVEMENT

## The SAFE-T Plan



### **SAFE-T, Securing a Future of Excellence Together**

Five years ago, hundreds of community members came together to study the challenges and opportunities facing CCFR. Following a three-month course of study, the community created a long-range plan to protect the community's emergency services that was presented to the Board.

The board voted to place the SAFE-T (Securing A Future of Excellence - Together) plan on the April 2008 ballot. The community approved the proposal and the implementation began. The final plan was broken into five areas: finance, facilities, staffing, equipment and communications.

Since the plan was implemented the community has been continually involved in providing input on the evolving plan and the future of emergency services in our area.

As of 2013 many of the priorities set forth in the SAFE-T plan were implemented. District leadership plans to bring the community together again as part of the SAFE-T program in 2014 to re-evaluate the plan, and create a course for the future of emergency services in the area.

# COMMUNITY INVOLVEMENT

## The SAFE-T Plan

RECOMMENDATION	IMPLEMENTATION
<b>FINANCE</b>	
Ensure financial stability to maintain quality emergency services.	<ul style="list-style-type: none"> <li>Resolved \$600,000 deficit</li> <li>Improved bond rating</li> <li>Ability to maintain and improve equipment, facilities, training and staffing</li> </ul>
Initiate a capital improvement fund to maintain facilities and equipment.	<ul style="list-style-type: none"> <li>Fund established</li> </ul>
Phase in recommendations over a responsible length of time.	<ul style="list-style-type: none"> <li>Recommendations phased in as funding permitted</li> </ul>
<b>COMMUNICATIONS</b>	
Educate the community about the District's services and standards.	<ul style="list-style-type: none"> <li>Increased community outreach activities and programs</li> <li>Increased and enhanced e-mail, online, social media and printed communications</li> </ul>
Involve the community in future decision making.	<ul style="list-style-type: none"> <li>Ongoing SAFE-T involvement</li> </ul>
Utilize a number of different avenues to involve the community in future planning efforts.	<ul style="list-style-type: none"> <li>Regular printed and e-mail newsletters sent</li> <li>Updated website and social media efforts</li> <li>Open houses and community events</li> </ul>
<b>STAFFING</b>	
Implement a moderate staffing level of four firefighters per truck within the next three to four years to meet NFPA (National Fire Protection Association) standards.	<i>In Progress</i> <ul style="list-style-type: none"> <li>9 additional firefighters added</li> <li>All but one station has four firefighters per truck</li> <li>Staffing levels adjusted to meet need of service area and decreased revenue</li> <li>Enhanced training implemented</li> </ul>
Recruit and retain quality staff by ensuring that CCFR firefighter salaries are comparable to other districts in the area.	<ul style="list-style-type: none"> <li>Working toward salaries that are comparable to area averages</li> </ul>
<b>EQUIPMENT</b>	
Implement regular equipment replacement cycle to work toward ISO (Insurance Services Office) recommendations.	<ul style="list-style-type: none"> <li>Design committee creating plans for future trucks</li> <li>Purchasing of equipment modified based on funding availability</li> </ul>
Ensure firefighter equipment and technology is up-to-date to ensure safety of residents and firefighters.	<ul style="list-style-type: none"> <li>Updated all firefighter turnout gear</li> <li>New computers installed to improve response times and equipment response</li> <li>Area-wide radio system planned for implementation in 2014</li> </ul>
<b>FACILITIES</b>	
Update facilities to meet the needs of emergency services today and in the future.	<ul style="list-style-type: none"> <li>Repairs to current facilities complete</li> </ul>
Replace Station #2 and #5 in the next ten years.	<ul style="list-style-type: none"> <li>Station #2 planned to open this year</li> <li>Changes in area growth and financial limitations resulted in updating of Station #5 in lieu of full replacement</li> </ul>
Modify existing facilities to meet moderate staffing levels.	<ul style="list-style-type: none"> <li>Stations #4 and #5 modified</li> </ul>



# PUBLIC INFORMATION

## Reaching and informing the community

### Comprehensive Communications Program

The goal of the communications program is to educate and involve the community in District programs and services. In addition to the items below the District works with the local media to provide proactive safety information and serves as a resource during emergency and non-emergency situations.

### Website and Social Media

Thousands of people use CCFR's website, [www.centralcountyfire.org](http://www.centralcountyfire.org) as a resource for safety information, general fire district information, CCFR program details and upcoming events. There were 76 new stories and pages of content added to the CCFR website in 2013.

Social media was a focus of the 2013 communications program. With more than a billion monthly users, Facebook served as the major focus of the social media program in 2013. In 2013 the number of followers (Likes) on the CCFR Facebook page more than doubled from 456 to 1,058. In 2013 there were more than 250 posts made on the CCFR Facebook page.

Over the past four years CCFR has built an newsletter list of more than 1,000 subscribers. In 2013 the newsletter subscriber list ranged from 1,041 - 1,055.

### Enewsletter

Approximately every two weeks UNICOM•ARC creates, designs, programs and sends an newsletter to the subscriber list. CCFR maintains the database of email addresses.

The CCFR email newsletter provides general District information, safety tips, personnel profiles, and Consumer Product Safety Commission (CPSC) recall information; the newsletter system is also used to provide special alerts during weather emergencies and reminder invitations for upcoming events.

Twenty-three emails were sent in 2013 with an average open-rate of 22.61%, compared with a 21.87% rate in 2012. On average, 4.81% of those who open the emails click on one of the links, compared to 3.4% in 2012.

### Newsletter

Twice a year an informational newsletter is sent to all District residents. After each mailing District leadership has an increase in calls and emails with inquiries about safety and District information.

### 2013 COMMUNICATIONS STATISTICS

Total website visits	12,286
Facebook likes	1,058
Enewsletters published	23
Enewsletter subscribers	1,047
Newsletters published	2
Newsletters mailed	72,000



# TRAINING

As regional leaders in emergency response training, CCFR firefighter/EMTs are prepared and ready when the call comes in.



# TRAINING

## CCFR's Comprehensive Training Program

### 2013 Training Overview

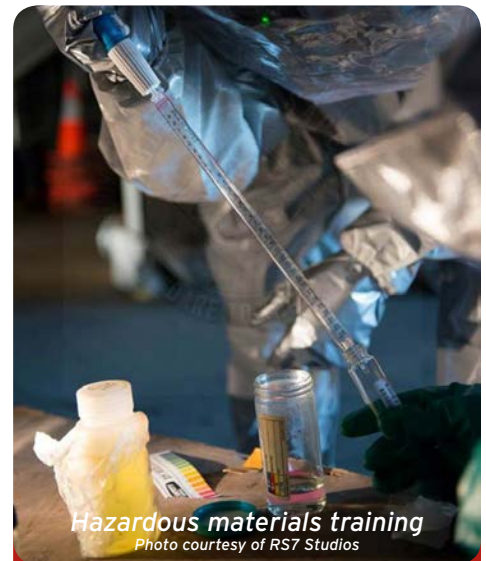
When the call comes in CCFR firefighter/EMTs need to be ready to respond. Because of this, the team's firefighters are trained to handle a myriad of emergency situations including fires, life threatening medical emergencies, ice rescues, hazardous materials situations and severe weather incidents. Learning and maintaining these skills requires a comprehensive training program.

This training program also helps train firefighter/EMTs to grow within CCFR. In 2013, five team members were trained to serve as acting engineers (drivers), while others worked toward their fire officer certification. Many firefighter/EMTs also continued to work toward their fire inspection certification.

CCFR serves as a state-wide leader in the area of fire investigation and inspection, with many of its leaders serving as instructors for state-wide courses. This expertise led CCFR serving as the host for the PFFIA (Professional Fire & Fraud Investigators Association) Live Burn Training, and the International Society of Fire Service Instructors Live Burn Class for Fire Instructor Certification in 2013.

The team also participated in the mutual aid mass casualty training exercise along with hundreds of area firefighters, and paramedics from St. Charles County Ambulance District.

As a regional leader in the area of training, CCFR hosts mutual aid trainings, St. Charles County Fire Academy training sessions and the Citizen Fire Academy at its facilities.



### 2013 CERTIFICATION CLASSES

- Instructor I
- Instructor II
- Hazmat Technician
- Live Burn Instructor
- Swift Water Technician
- Fire Officer I
- Fire Officer II
- State Skills Evaluators
- CPR Instructor Certification
- Rope Rescue Technician
- Fire Inspector 1

### 2013 TRAINING HOURS SUMMARY

Apparatus Checks	848.5
General Training	1504.5
Driver Training	456
Employee Development	81.5
Rescue Training	112
Hazardous Materials Training	139.5
EMS Training	578
<i>Total Classroom and Hands on Training</i>	<i>3,720</i>
<i>Total Training Hours-</i>	<i>10,728</i>

# TRAINING

## 2013 Training Activities

- Fire Training ● EMS Training ● Hazardous Materials Training ● General Training
- Mutual Aid/Community Programs ● Online Training Program

### January

- EMS Online Winter Maladies
- Command Staff: Responder Ambush
- New Hire Orientation EMS

#### Outside Training

- Labor Management Initiative
- Fire Instructor 1
- Fire Academy Instructor Train the Trainer

### February

- EMS Online Soft Tissue Injuries
- Testing for Acting Captain
- Fire Scene Photography

#### Outside Training

- Winter Fire School
- Missouri Fire Chiefs

### March

- EMS Obstetrics
- Retirement and Market Updates
- Hybrid Vehicle Online Training
- New Hire Orientation Live Fire Burn Training

#### Outside Training

- State Evaluator
- USAR Team Training Structural Collapse
- Thermal Imaging Camera Training
- Hazmat Team Monthly Training
- Five Alarm Leadership Chief Salka / Laskey
- Fire Officer II Certification
- MABO Fire Inspector Training
- PALS EMS Training for Paramedics

### April

- EMS Mass Casualty Review and Prep for May Exercises
- Drafting Operations Mutual Aid Training
- Hose Testing
- Hosted Citizens Fire Academy

#### Outside Training

- Fire Department Instructors Conference
- IAFF Fireground Survival Series Train the Trainer
- Firefighter Window Bailout Class
- State Evaluator

- Teaching With Technology
- Hazmat Technician 80 hr. Certification
- Building Construction for Fire Investigator

### May

- EMS MCI County Wide Mutual Aid
- Started Testing Five New Drivers/Engineers
- Hazmat Team

#### Outside Training

- Swiftwater Technician
- Hosted Fire Academy Live Burns

### June

- EMS Airway Skills Station
- Safety Stand Down Week, Safety for Engine Company Readiness
- USAR Team Training
- Battallion Chief Meeting

#### Outside Training

- Exposures 101 for Fire Investigator
- Summer Fire School Rope Rescue Technician

### July

- EMS Online
- EMS Skills Hands On
- IAFF Drug Lab Recognition
- Command Staff Training

#### Outside Training

- Missouri Fire Marshals conference
- Train the Trainer Emergency Vehicle Operations
- Command and Control Target Hazards
- Vehicle Extrication A-Z New Hire
- Incident Command ICS 300

### August

- EMS Online Medical Legal Ethics
- EMS Pediatric Emergencies
- Market and Retirement Updates
- Drivers' Cone Course
- Magellan Pipeline Site Visit

#### Outside Training

- Fire Rescue International
- Fire Service Instructor 1 Certification
- Know your Smoke

- Legal Aspects of Fire Inspection
- ACLS for Paramedics
- 5 Steps to Promotion

### September

- Drivers' Online Training
- Mutual Aid Training with Cottleville Fire
- Mutual Aid Training with O'Fallon Fire

#### Outside Training

- Hosted PFFIA Conference Provided Live Burns for Investigators
- Hosted International Society of Fire Service Instructors Live Burn NFPA 1403 Class for Fire Instructor Certification
- USAR Team Training
- Sprinkler Plan Review for Fire Inspectors
- Firehouse Software Conference
- Incident Command 400
- Mental Management of Fire Ground
- Retirement Market Update

### October

- Fire Prevention and Education Month, visited schools and businesses to provide fire education. There is no internal training this month.

#### Outside Training

- Missouri Fire Instructors Conference

### November

- EMS Training
- Completed Mutual Aid Training with Cottleville Fire
- USAR Team Training
- Hosted Hazmat Team Training

### December

- EMS Online Training

#### Outside Training

- Premeditated Ambush Fire Academy Instructors Training

# Helpful Phone Numbers

## EMERGENCY

Police • Fire • Ambulance  
9-1-1

## NON-EMERGENCY

Central County Fire Rescue	636.970.9700
St. Peters Police Department	636.278.2222
St. Charles County Sheriff	636.949.0809
St. Charles County Ambulance District	636.441.1354
Ameren UE	800.552.7583
Laclede Gas	800.887.4173
St. Peters City Hall Water Dept. • Ext. 1573 Building Dept. • Ext. 1670	636.477.6600
Missouri American Water	800.256.6426
St. Charles County Building Department	636.949.7900
Poison Control Center	800.222.1222
American Red Cross	636.397.1074

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