

CITY OF MILTON FIRE DEPARTMENT



2019 ANNUAL REPORT

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2019 was another busy year for the City of Milton Fire Department. Overall emergency response activity was down slightly over the prior year but continues to challenge the department's capacity to meet all calls for service. Members used this year to solidify overall response capabilities, maintaining and repairing equipment, updating policies, and training staff to meet the demands of the future.

EMERGENCY RESPONSE ACTIVITY

This year we experienced a slight decrease in the overall number of emergency responses. 2019 presented several challenging incidents, requiring more resources than the response of the on-duty initial alarm assignment. The total number of emergency calls decreased by 2.82%, to 1,932 calls, from 1,988 the previous year. Surprisingly, despite this continued high rate of activity, we actually experienced three separate days without a single emergency call.

Rescue calls decreased modestly this year, now totaling 1,578 calls, and still constitute majority of our emergency calls, amounting now to 82% of our total emergency activity. Rescue calls include: medical emergencies such as strokes, heart attacks, traumatic injuries, falls, etc.; all vehicle accidents, including those that involve entrapment, requiring forcible extrication with specialized rescue equipment such as the "Jaws of Life"; and, other rescue calls like a child locked in a vehicle, elderly who have fallen and need help back into bed (lift assist), and even the occasional animal rescue. In 2019 we responded to 1,327 medical rescues, 183 vehicle accidents, and 68 other rescue calls. While the number of medical rescues and vehicle accidents both decreased by over 30%, the number of other rescues increased slightly.

Fire responses, while always a relatively small portion of our total emergency activity, remain our agency's primary responsibility, and actually are the segment of our responsibility that requires the greatest resources in terms of equipment, training and personnel. Although many fire related incidents are quickly handled by the on-duty crew, we must always respond with the capacity to rapidly bring the full capabilities of the department to bear to effect rescue, protect exposures, and quickly bring a well-developed working structure fire under control. As we can never know when the next "big one" will occur, we must constantly maintain the readiness necessary to manage that incident. This includes continuous training of personnel and maintenance of vehicles and equipment to ensure that all is ready at a moment's notice. The number of fire related calls increased dramatically, up by 42 calls, from 241 in 2018. This year we responded to 274 fire related calls, now amounting to 14% of our total responses. This represents nearly a 14% increase in fire related activity. These included 47 structure fires, 8 vehicle fires, 9 brush or wildland fires, 159 activated fire alarms or good intent calls, and 51 other fire related calls, such as illegal burning.

Our smallest category of emergency response, hazardous condition calls, this year again made up 4% of our emergency activity but represents potentially the most dangerous aspect of our operations to both our members and the public. These include: natural and liquefied petroleum (LP) gas incidents; electrical problems such as downed power lines, arcing lines, and transformer fires; fuel leaks and spills; and, all other hazardous conditions such as chemical releases, train derailments, building collapse, and terrorist acts. These incidents potentially involve very dangerous agents, present almost endless complexity, and often require responders to begin operations with very little information in a very dynamic environment. This year, the number of hazardous condition calls increased almost 10%, from 73 in 2018. In 2019 the department responded to 80 hazardous condition calls, including 24 natural gas incidents, 21 electrical incidents, 7 fuel leaks or spills, and 28 other hazardous condition calls.

On 184 occasions last year, we were dispatched to an emergency call while one or more units were already assigned to a previous call (concurrent calls), a slight decrease from the 190 concurrent calls the previous year. This means that over 9.5% of our emergency calls were received while our department was already responding to, or on the scene of a prior emergency. On at least 10 occasions we were dispatched to three or more simultaneous calls during the same period of time. On 10 occasions one or more of the concurrent calls occurred in conjunction with mutual aid provided to another jurisdiction. On 7 occasions a subsequent call was handled by a mutual aid agency providing temporary standby coverage to our district.

In almost every case an appropriate response was made without undue delay, and no calls have gone unanswered. On two occasions our department was unavailable to respond to a subsequent medical emergency call, but these calls were handled by the responding ambulances without assistance from our department. On 65 occasions Engine 23 was required to respond to a medical emergency in place of Rescue 23, which was managing a previous call, representing an 8.3% increase from the 60 occasions the prior year. Each of these incidents committed our entire on-duty response capability, leaving us unavailable to respond to any type of call until one unit had completed its current assignment and become available to respond to a subsequent call.

While the department continues to manage the challenges of increasing emergency responses, the dramatically increasing number of concurrent calls is resulting in a troubling number of occasions in which our department is not available to adequately respond to a fire call or other emergency. On at least 12 occasions last year, our department was forced to respond to an incident with less than the specified crew complement necessary to properly manage the incident. In each case, personnel managed to handle the incident without undue difficulties until additional staffing could be freed up or mutual aid resources could arrive. Every time Engine 23 is required to respond to a fire call without its normal crew complement of four firefighters, extreme safety concerns and operational limitations occur, hindering our ability to address the immediate demands on the fireground. Under state law, with less than four personnel on the scene, personnel are limited to exterior operations, unable to initiate the aggressive interior operations which allow us to consistently limit fire growth.

In 2019 several significant incidents occurred requiring more resources than the response of the on-duty initial alarm assignment. We responded to mutual aid structure fires at Fox Run, Stewart Street, Jackson Lane, Arlingwood Drive, Arnett Street, Sunray Street, Calvin Drive, Reinsma Road, Angie Drive, Miller Road, Willard Norris Road, Galt City Road, Oakwood Drive, Holland Road, and Javid Road. In March the department was called to a possible hazardous materials incident at the Santa Rosa County Courthouse. It was discovered that chlorine bleach had been poured down a drain in the basement, but vapors from the bleach had been distributed throughout the building by the air conditioning system. The building was evacuated, and positive pressure ventilation was used to clear the vapors from the building.

In April, our department was dispatched to a tragic drowning of a three-year-old boy in the pool in the back yard of his home. Following this incident, our new Critical Incident Stress Management (CISM) Team provided support to responders, including members of our department, Milton Police Department, Lifeguard Ambulance Service and Santa Rosa County Emergency Communications Center. This incident demonstrated the value of this resource in maintaining responder mental health.

In June we were dispatched to a vehicle accident on Berryhill Street. Information received after dispatch indicated that the vehicle had struck a building, rolled over and caught fire. We arrived to find that the vehicle had struck the porch of a large wood-frame home, rolled on its side and caught fire. The prior arriving EMS unit had used a dry chemical extinguisher to extinguish the small fire. It was discovered that the driver of the vehicle had been running from law enforcement and had escaped the vehicle after the crash and fled on foot.

Two days later, we were dispatch to two subjects stuck in a lift. With an approaching thunder storm, we arrived to find two men were indeed stranded 30 feet in the air. All efforts to manually lower the lift were unsuccessful, so a mutual aid request was made for Pace Fire Department's ladder truck to access and remove the victims, which was accomplished prior to the arrival of dangerous weather.

At almost 3:00 am on June 29 we were dispatched to a structure fire at the corner of Park Avenue and Dogwood Drive. We arrived to find a working fire in a bedroom of the vacant single-story home. After a quick exterior knockdown of the fire, entry was made and the fire quickly extinguished, limiting further damage.

In September we were dispatched to a possible structure fire in Aces Restaurant on Stewart Street. It had been reported that employees had discovered smoke within the building when they arrived early that morning. We arrived to find heavy smoke at the attic opening and began to investigate to locate the source of the smoke. It was soon discovered that a shorted wire had ignited insulation in the attic, near the main entrance. The smoldering fire had grown to involve several square feet of insulation and had begun to burn the roof trusses when discovered. Furniture was moved and salvage covers place on the floor to catch debris before the ceiling was opened to access and remove the burning material. The early discovery of this smoldering fire clearly saved this building from destruction. Despite the damage, the restaurant was able to reopen within 24 hours.

A month later, on one of the first very cold days of the year, we were dispatched to another possible commercial structure fire, this time at the Texas Road House. Again, employees had arrived early to begin preparations for the dinner hours, had activated the heater for the first time this year, and had smelled and seen smoke in the building. They quickly turned the heater off and called 911. It was discovered that work had been done to the heater/air conditioner unit over the summer. Some form of combustible material was apparently left in the air handler and was ignited by the heater when it was first turned on. This burning debris had been distributed along the large metal ductwork, and was smoldering, sending smoke and burning embers from the registers whenever the fan was turned on. Access was made into the ductwork to extinguish the smoldering material and a mechanical contractor was contacted to make necessary repairs.

Two days later we were dispatched to a structure fire at a duplex apartment on Byrom Street. Chief Reble arrived first to find a stove top fire extending to the cabinets and was able to use a dry chemical extinguisher to knock down the fire before Engine 23 arrived to complete extinguishment. A neighbor who had attempted to fight the fire prior to our arrival was treated and transported to the hospital for effects of smoke inhalation.

On December 9, a City of Milton garbage truck was discovered to have smoke coming from the compactor opening of the truck and called 911. We arrived to find heavy smoke coming from the back of the truck, parked on a side street. As we prepared to attack the fire, we had the driver open the rear dump door, dumping the unburned portion of the load and allowing access to the

burning material. We then had him relocate the truck to dump the remaining, burning portion of the load away from the unburned portion, and foam solution was used to quickly extinguish the burning material. The interior surfaces of the cargo area were quickly cooled, with minimal damage to the truck. The load was overhauled and completely extinguished and then removed by the Street Department.

Two days later we were called to a possible commercial structure fire in a business in downtown Milton. A strong smell of smoke had been detected in this business when they had turned on their heater on this cold, drizzly morning. As we were investigating this situation, it was discovered that other buildings in the area were experiencing power outages within their buildings, and it was soon determined that one leg of the three-phase power throughout the area had dropped out, causing potential problems in multiple commercial buildings throughout the area, including the courthouse. Mutual aid units from Skyline Fire Department and Navy Fire, who had been dispatched to the initial call, assisted in checking other buildings in the area, along with response to two additional medical calls that occurred while this situation was resolved.

MUTUAL AID

The maintenance of effective mutual aid agreements remains a critical element in our overall ability to meet the needs of our citizens. While we are able to manage the vast majority of emergency calls with on-duty personnel, supplemented when necessary by the recall of off-duty personnel, incidents do arise wherein the resources of the City of Milton Fire Department alone are not sufficient to manage the situation. In these situations, we must call on the support of surrounding fire departments to develop a coordinated response structure. During calendar year 2019 our department provided mutual aid to other departments on 33 occasions, and received mutual aid on 19 occasions, amounting to 1.7% and less than 1% of total calls, respectively. Due to mechanical issues with front-line vehicles, during a large portion of the year, we were not available to respond to automatic mutual aid requests. Despite this situation, the number of incidents in which mutual aid was provided by our department increased dramatically from 19 in 2018. Nineteen of these 33 calls involved working structure fires where department personnel and resources were involved in active firefighting operations. The number of incidents in which mutual aid was requested and received decreased by one from the prior year.

VEHICLES AND EQUIPMENT

With one exception, our fleet of emergency apparatus is in generally good shape but has suffered numerous maintenance issues throughout the past year. Each of our front-line vehicles have spent weeks out of service and were sent to out of town maintenance facilities for repairs. As a consequence, we spent much of the year relying on reserve apparatus to sustain our operations. Although reducing our availability to provide mutual aid, we were able to maintain our normal level of service in the city at all times.

The Fire Chief's 19-year old command vehicle (2001 Chevy Tahoe) was purchased used from the city of Longwood, Florida in 2004, with 53,000 miles on it. It now has nearly 125,000 miles and has suffered numerous mechanical and electrical problems and is in need of replacement. The replacement of this vehicle, with a similar new vehicle was included in this year's budget. A new 2020 Chevy Tahoe has been ordered, and delivery is anticipated in late January or February of this year. Once this new vehicle arrives, lighting, electronics and labeling will be installed and the new vehicle will be placed in service in the upcoming months.

New LED Streamlight® LiteBox® and Survivor® flashlights were purchased to replace obsolete incandescent flashlights on our frontline engine, giving us the best hand-held lighting available on the emergency scene. A new intake valve was purchased to replace the leaking valve on Pumper 23. In coordination with Santa Rosa County Emergency Management, new Automated External Defibrillators (AEDs) were purchased to replace the existing units for which maintenance is no longer available. The county will provide ongoing replacement of consumable supplies (pad and batteries) at no cost to our department. Our breathing air compressor and fill station was serviced and tested to maintain safety and compliance on these important pieces of equipment. Required flow-testing and maintenance was conducted to insure continued proper operation for all self-contained breathing apparatus (SCBA).

This year was our tenth year in our current fire station, and some necessary maintenance was undertaken to help maintain the condition of the building. Professional floor cleaning was performed on the carpet and tile throughout the building. Highly reflective window tinting, with a high UV rating, was installed on the windows of the three bunkrooms on the west wall of the station to reduce the afternoon heating and better balance temperatures in these rooms. Four of the recliners purchased when the building was first constructed were replaced with two double-recliner units. Termites were discovered in the communications room, having travelled up the conduit supplying the fiber-optic line. Although the building itself is entirely non-wood construction, the risk to contents and furnishing was deemed great enough to warrant full treatment of the firehouse. In order to improve the self-sufficiency of the department's fuel supply, a 500-gallon gasoline tank which the city had not been using was moved to the fire station and equipped for storage of non-ethanol gasoline to supply boat motors, vehicles, and small engine equipment. This will provide the department with a reliable supply of fuel for these engines, even in times of emergency.

SIGNIFICANT ACCOMPLISHMENTS

In January we hired Kyle Muldoon as a Firefighter to fill the vacant "Floater" position that had been vacant since November of 2017. His hiring brought us once again to full staffing. In November of this year, Firefighter/EMT Scott Snowden informed us that he would be resigning to take a position in a private company, effective December 16. Firefighter/EMT Jason Plank was employed on December 17 to fill the resulting vacancy, leaving us with no lapse in staffing. Firefighter/EMT Plank will now fill the "Floater" position in the department, as other realignments were made to align seniority on shift.

The department's Standard Operating Procedures (SOPs) were updated to include guidance on dealing with situations wherein forcible entry may be required to access a patient within a structure. This procedure has been specifically developed to provide clear direction to responders to make prompt access to a patient when warranted, while still seeking to avoid unnecessary or improper entry when not warranted. In conjunction with new state legislation providing Workers' Compensation coverage for cancer related illness to firefighters, procedures were implemented to reduce the risk of exposure to potentially cancer-causing toxins associated with firefighting operations. Specifically, new procedures were established utilizing nationally recognized precautions, and new equipment was placed in service to isolate and clean firefighting turnout gear and equipment, including Self-Contained Breathing Apparatus (SCBA), to reduce exposure to contaminants and off-gasses associated with firefighting operations. As a result of some specific situations experienced during the year, the department also implemented specific procedures to provide clear guidance to responders in dealing with activated fire alarms, including response protocols requiring direct on-scene contact, and guidance for investigating secured, unattended properties.

This year represented the first year of a three-year collective bargaining agreement between the City of Milton and the Milton Professional Firefighters – Local 2944. The firefighters' local elected to exercise their option to reopen one article of the agreement. They requested to amend Article 30 – Wages, to provide for an increase in regular salary to better provide parity with surrounding career fire departments. After very cordial negotiations, an agreement was reached, providing for a 3% increase to all classified positions.

Planning work has continued on the development of a municipal training facility, to be funded by the Fire Service Assessment. This facility will be designed to provide practical, hands-on training opportunities for not only the fire department, but also the police department and public works to meet mandated training requirements throughout the city. This facility will finally replace the fire department's former training facility that was razed in 2005, after Hurricane Ivan, to construct the city's Warehouse and Garage facility. Site design has been completed, and site work will be started this year for the new facility that will be located on Magnolia Street.

In December of the previous year, representatives from the Insurance Service Office (ISO) arrived to perform an updated Community Fire Protection Rating Assessment on our department. Having previously provided several forms and requests for information, which had been gathered over the prior months, the survey went very well. In January of this year we were notified that we have maintained our favorable Class 4 rating.

TRAINING

As always, training remains a vital part of the fire department's normal activity. With the wide array of situations to which the department is called to respond, it is imperative that all members of the department remain current and proficient in all areas of firefighting, basic life support, technical rescue, hazardous materials, etc. In accordance with the department's annual training calendar, each member undergoes a minimum of 20 hours of in-service training each month. In addition to this company training, many members have participated in additional specialized training. In March, our department again hosted a region-wide Critical Incident Stress Management Class presented by Joe LaCognata, Ocala/Marion County Fire Chaplain. This class provided essential skills and training to additional members of the new county-wide CISM Team. Firefighters Jesse Floyd, Michael VanWhy and Kyle Muldoon all attended this class for our department. All members attended a Post-Traumatic Stress Disorder (PTSD) Awareness & Mitigation presented by William B. Wright, Santa Rosa County Fire Chaplain.

Hands-on extrication training was again conducted on April 16 at the Milton Iron and Metal Company yard in East Milton, allowing members from all three shifts to work together while enhancing their skills at performing complicated techniques in using shoring equipment, hand tools and hydraulic extrication equipment to remove an entrapped victim from a vehicle.

On November 15 the department conducted multi-company training at the city's marina facility building that is slated for demolition in the coming year. The availability of this building provided a unique opportunity for us to conduct realistic multi-company fire attack, search and rescue, mayday, and Rapid Intervention Team evolutions in complex environment without concern for damage to the facility. While this training did not involve live fire, through the use of lighting and theatrical smoke, several realistic situations were created to test and exercise several related skills associated with firefighting operations in a large commercial building, including firefighter rescue operations.

Lieutenant Daryl Auerbach completed Community Fire Risk & Reduction and Managing Conflict in Public Organizations courses toward a Bachelor of Applied Science in Public Safety Administration. Lieutenant Steven Maddox completed an English Comp 1 class toward an Associates in Fire Science. Firefighter/EMT Jesse Floyd completed Fire Prevention and English Composition courses toward an Associate in Fire Science, and obtained his Fire Officer I through the Florida State Fire Marshal's Office. Captain Geoff Freeman, Lieutenant Ricky Beech, and Firefighters Ben Stockdale, Paul Gilliard and Jesse Floyd attended a railroad tank car training class at Eastman Chemical. Lieutenant Ricky Beech, Firefighter Jesse Floyd and Firefighter Kyle Muldoon attended a two-day Engine Company Operations Course. Chief Reble and Captain Jim Custred attended a Line of Duty Death class presented by the National Fallen Firefighters Foundation and hosted by the Santa Rosa County Firefighters Association. Chief Reble attended "On A Mission in Honor of the Charleston Nine: A Study of Change Following Tragedy" presented in Mobile by David Griffin, Training Chief of the Charleston Fire Department. Captain Custred completed four courses toward his Bachelor of Applied Science in Public Safety, a Natural Gas Emergency Safety Course, NFPA 1 & 101 Update, and renewed both his Instructor I and Fire Inspector Certifications.

PUBLIC EDUCATION

While internal training is a crucial element of department operations, external public education remains a very important element of the department's overall fire prevention program. The department operates with a stated goal to, "Put ourselves out of business through fire prevention and public education." While a lofty goal indeed, the department does consistently see a positive impact from our efforts toward educating the public. The department attempts to offer a diversified public education program in an effort to reach all age groups throughout the community. Fire Prevention is taught through school programs, station tours, fire drills, fire extinguisher demonstrations, fire prevention classes, educational presentations, informational displays, and our Fire Safety Puppet Show. During 2018 the fire department conducted 29 school programs, reaching 1,104 students, 8 fire extinguisher classes, reaching 250 persons, one fire drills, reaching 100 people and 9 other programs, including station tours, reaching 2,372 people, for a total of 47 programs reaching 3,826 people.

Our department also provides Cardio Pulmonary Resuscitation (CPR) and First Aid training to target groups and the general public. We will gladly arrange classes for groups that desire such training. Through the department's Training Center, headed by Lieutenant/EMT Steve Maddox, 25 individuals were certified in Community CPR and First Aid last year. Six members of the City of Milton Police Department were also recertified in BLS CPR.

FIRE PREVENTION AND LIFE SAFETY

The City of Milton Fire Department is also responsible for enforcement of the Florida Fire Prevention Code and Life Safety Code. Chief Reble serves as Life Safety Officer and Fire Official for the City of Milton. Following several years of a slow economy, development, and the resulting demand for inspections of new construction and new business, has begun to pick up noticeably. This year Chief Reble conducted 41 Life Safety inspections, 9 Follow-up inspections, 14 Construction related inspections, and 50 plan reviews, totaling 116 inspections and reviews.

COMMUNITY INVOLVEMENT

The City of Milton Fire Department continued its long tradition of community involvement throughout 2019. Fire apparatus were displayed at the Santa Rosa County Health Department's Mommy and Me event at Carpenters Park, Milton High School's DUI Awareness event, National Night Out and Back to School Bash at the Milton Community Center, W. H. Rhodes Elementary, Gospel Projects Club Day, Deliverance Tabernacle Child Development Center, Capstone Academy and Milton Childcare Center at Milton High School. Engine 23 and Rescue 23 again participated in the annual Dr. Martin Luther King, Jr. Parade in January, carried the Milton High Panther in the Homecoming Parade in November, and again delivered Santa Claus at the end of the annual Milton Christmas Parade in December. Marine 23 was in service as a patrol boat for the Blackwater Pyrates' annual Great Milton Duck Race on July 4th, and again led the Pyrates' Lighted Boat Parade on the Blackwater River in December.

INTO THE FUTURE

The work of the past several years has put our department in a very strong position, confident of our ability to meet the demands of serving and protecting the residents of Milton. In most respects we are very well positioned to meet the demands of the future. The rapidly increasing emergency call load, however, stands to undermine our response capability. We must closely monitor department staffing needs in order to insure that we will remain always ready to provide the high level of service our citizens have come to consistently expect from our agency. We anticipate that the very near future will see the need to increase on-duty minimum staffing by at least two additional on-duty members in order to consistently staff Rescue 23 as a separate company, thereby greatly increasing our overall operational flexibility while allowing Engine 23 to consistently operate as a 4-man engine company. To effect this change will required nine additional personnel, but will allow us to maintain operational readiness in the future, even while handling the dramatically increasing number of emergency medical calls to which we are called to respond. We will also continue to monitor and prepare for the effects of future growth, including the development of multi-story properties that will further drive the need for additional equipment and personnel.

With the exception of the Fire Chief's 19-year old command vehicle, our fleet of equipment is well prepared to meet the continued demands of protecting the lives and property of our citizens well into the future. Our fire station facility is well-suited to serve our current needs for many years to come. With the pending development of a new integrated training facility, we eagerly anticipate opportunities to continue to enhance our skills and operational capabilities to provide an even higher level of service to our community. We will continue to examine all aspects of our operations to insure that we remain at the highest readiness to meet the demands of any emergency that we may encounter. We look forward to continuing our tradition of dedicated service to our community.

**City of Milton Fire Department
Always Ready ... Always There**

CITY OF MILTON FIRE DEPARTMENT

MONTHLY ACTIVITY REPORT

CALENDAR YEAR 2019

ACTIVITY REPORT

ALARM RESPONSES

FIRE CALLS

TYPE:	Vehicle Fire	Structure Fire	Brush Fire	Alarm*	Other**	Total
TOTAL:	8	47	9	159	51	274
	*	Includes false and unintentional alarms, smoke scares, good intent, etc.				
	**	Includes fire investigations, unauthorized burns, etc.				

RESCUE CALLS

TYPE:	Medical Response	Vehicle Accident / Extrication	Other	Total
TOTAL:	1327	183	68	1578

HAZARDOUS CONDITION CALLS

TYPE:	Natural Gas*	Electrical Problems**	Fuel Leak/Spill	Other	Total
TOTAL:	24	21	7	28	80
	*	Includes gas leaks, smell of gas, etc.			
	**	Includes downed power lines, transformer fires, arcing wires, etc.			

MUTUAL AID TOTAL: GIVEN:	33	1.71%	RECEIVED:	19	0.98%
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TOTAL CALLS FOR	CALENDAR YEAR 2019	1932
TOTAL CALLS FOR	CALENDAR YEAR 2018	1988
	PERCENTAGE INCREASE:	-2.82%

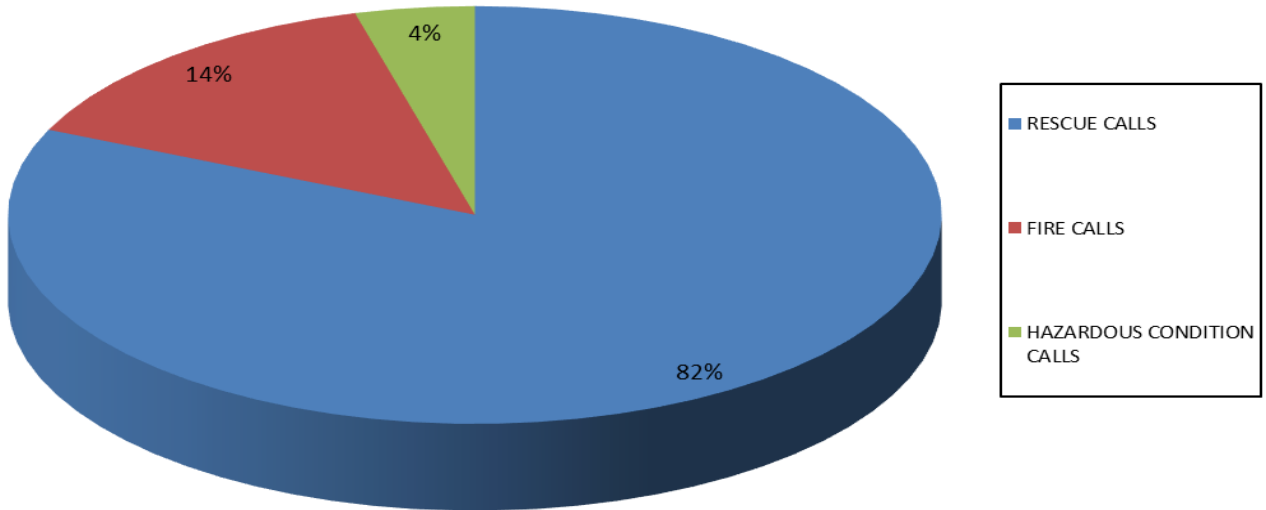
PUBLIC EDUCATION

TYPE OF PROGRAM:	School Class	Extinguisher Demo	Fire Drill	Other	Total
Number Conducted:	29	8	1	9	47
Number Attending:	1104	250	100	2372	3826

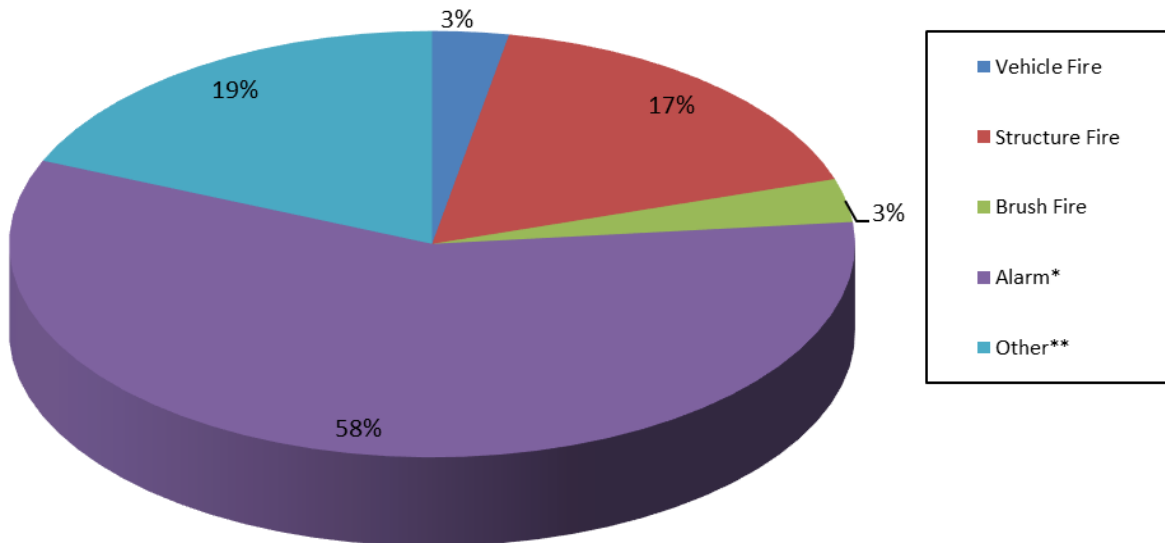
LIFE SAFETY

TYPE:	Life Safety Insp	Follow-up	Construction	Pre-plan	Plan Review	Total
Number:	41	9	14	2	50	116

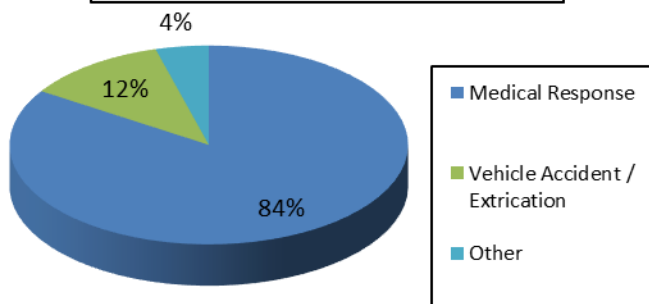
EMERGENCY RESPONSES CALENDAR YEAR 2019



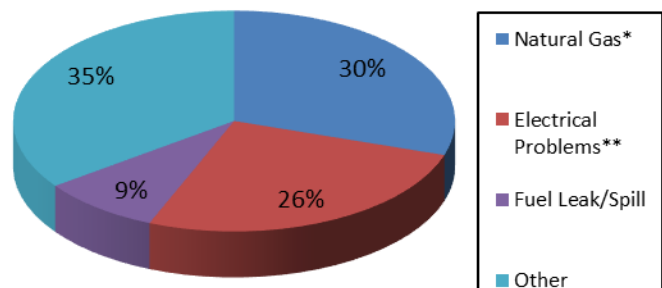
FIRE CALLS



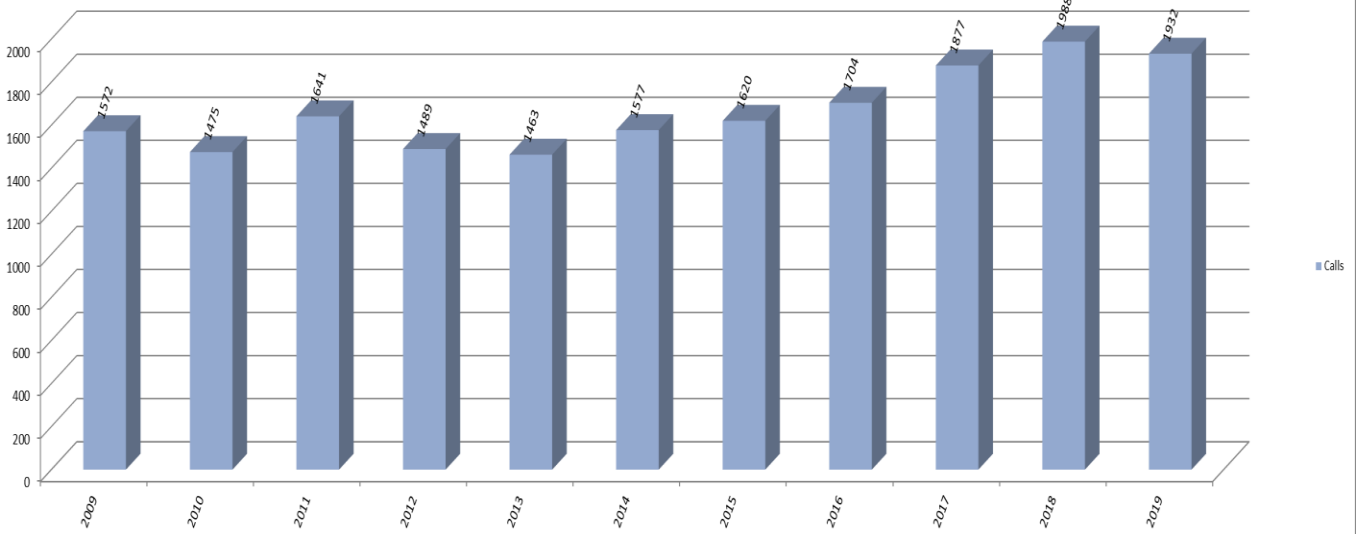
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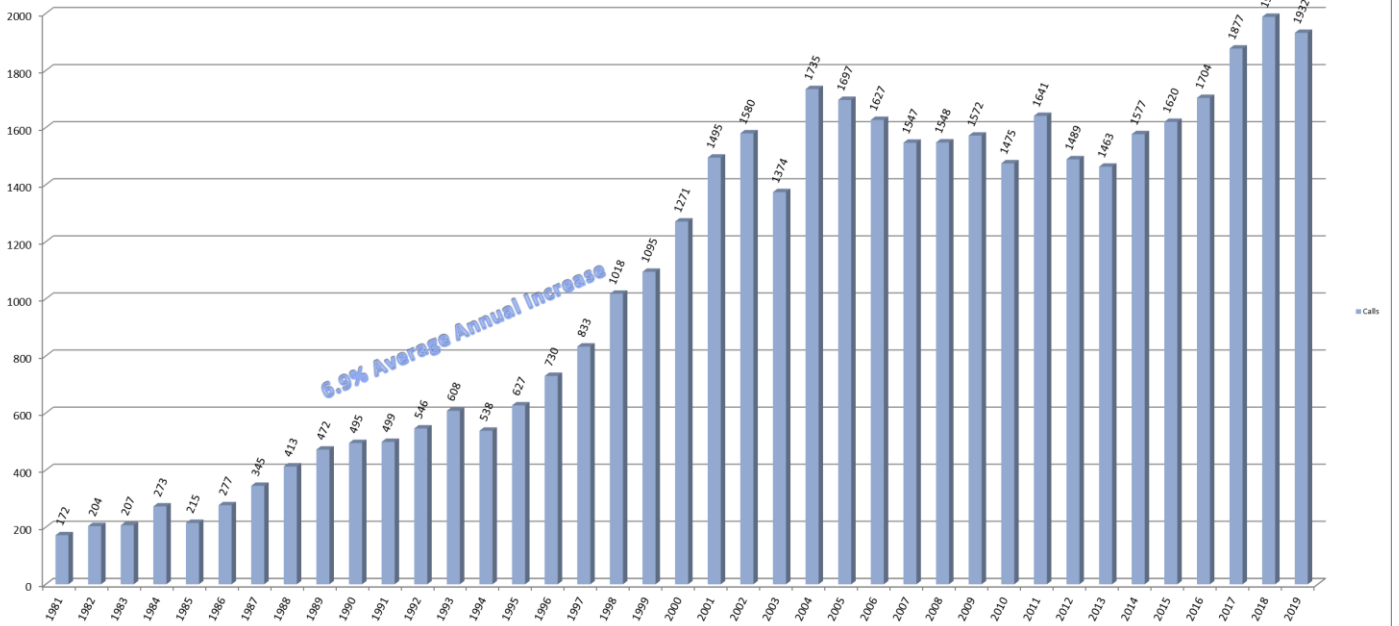
HAZARDOUS CONDITIONS



Emergency Calls 2008 - 2018



Emergency Calls 1980 - 2019



Annual Cost Comparison

