

City of Newark
Department of Public Safety
Division of Fire & EMS



ANNUAL REPORT 2023

February 28, 2024

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On behalf of the Newark Fire Department, we are proud to present our Annual Report for 2023. The success of our Division does not come without hard work, sacrifice, and commitment to excellence. We would not be as effective as we are without the strong relationships that exist with our internal and external stakeholders. Our ranks are comprised of outstanding women and men who stand ready to serve, in any capacity, at any time.

In 2023, the hard-working women and men of the Newark Fire Department continued to answer the call, responding to almost 13,000 calls for service, public relation events, and other community engagements. This past year yielded the highest operating budget in the history of the department, and at \$11,468,180.00, yielded a 5.47% increase from 2022. The costs associated with our business and service delivery model have increased exponentially over the past five (5) years. We are working hard to identify and implement new strategies to reduce the demand for our 9-1-1 response model. We have invested more resources to public education, and what we have titled the “Help us, help you”, delivery model for non-emergent aspects of community needs. We will attempt to reduce “non-essential” calls by helping individuals and businesses become self-sufficient and rely less on emergency resources to mitigate non-emergent issues. Public education is a crucial component of reducing the demand for emergency services when other resources are better designed and more cost effective.

Like many agencies throughout Central Ohio and the surrounding area, we focused on finding new solutions to the primary challenges associated with recruiting and retention of firefighters. The Newark Fire Department has been one of the busiest agencies in the area, and the demand for our services will only continue to increase in the future. This past year, we continued to make positive strides within the emergency operations of our department, while remaining steadfast in the commitment to our members, to planning, and to training for the future.

Through the support of Mayor Jeff Hall and his administration, we accomplished numerous goals by working together. Our fleet received much needed attention and support, we ordered three (3) new medic-transport units, two (2) fire trucks, and one (1) rescue/engine. We expect to receive these new trucks and place them into frontline service by the end of 2024. In the coming years, we will discuss the potential relocation of a new fire station in the north end of our city. These are just a few examples of how teamwork and investment into our community create a better service delivery model for everyone with strong sustainability for the future.

We will continue to ensure that our Division remains dedicated to becoming stronger, more efficient, and more diverse. The recruiting and retention efforts of our workforce have continued to evolve as we seek to identify and hire the next generation of Newark Firefighters. Our agency is poised to meet the challenges of service delivery and we will strive to exceed the expectations of the community and surrounding areas to which we serve.

In closing, thank you for your interest, investment, and support of our agency. We hope that you find our 2023 annual report interesting and beneficial, thank you for the continued support.



Fire Chief

Mission Statement

The mission of the Newark Division of Fire and Emergency Medical Services is to provide a range of programs designed to safely and efficiently protect the lives and property of the citizens of the City of Newark, Ohio from the adverse effects of fires, sudden medical emergencies or exposure to dangerous conditions created either by man or nature.

Vision Statement

The City of Newark Division of Fire will always strive to be a leader among the Fire/Rescue community. Our vision is to provide excellence in our service to our community (customers) by using high standards of training, up-to-date equipment, and continual re-evaluation of our services, with the future of the Division and those we want to protect in mind.

Executive Summary

Over the course of the year, the NFD has undergone significant transformations and embraced a renewed vision aimed at enhancing our service delivery, fostering a culture of continuous learning, and ensuring the safety and well-being of our community.

Under the leadership of our Fire Chief, Brandon Metzger, we have embarked on a journey of revitalization and innovation. One of the most notable changes has been the restructuring of our executive leadership and the redesign of our organizational responsibilities. This strategic initiative was undertaken to streamline operations, enhance communication channels, and optimize resource allocation across the department.

The NFD has redefined its approach to talent acquisition and development. Recognizing the importance of nurturing raw talent and fostering a culture of learning, we have revised our entry-level requirements to welcome individuals with Firefighter 2 and EMT Basic levels of certification. This shift not only reflects our commitment to inclusivity but also signifies a return to our foundational principles as an organization dedicated to cultivating and empowering our personnel.

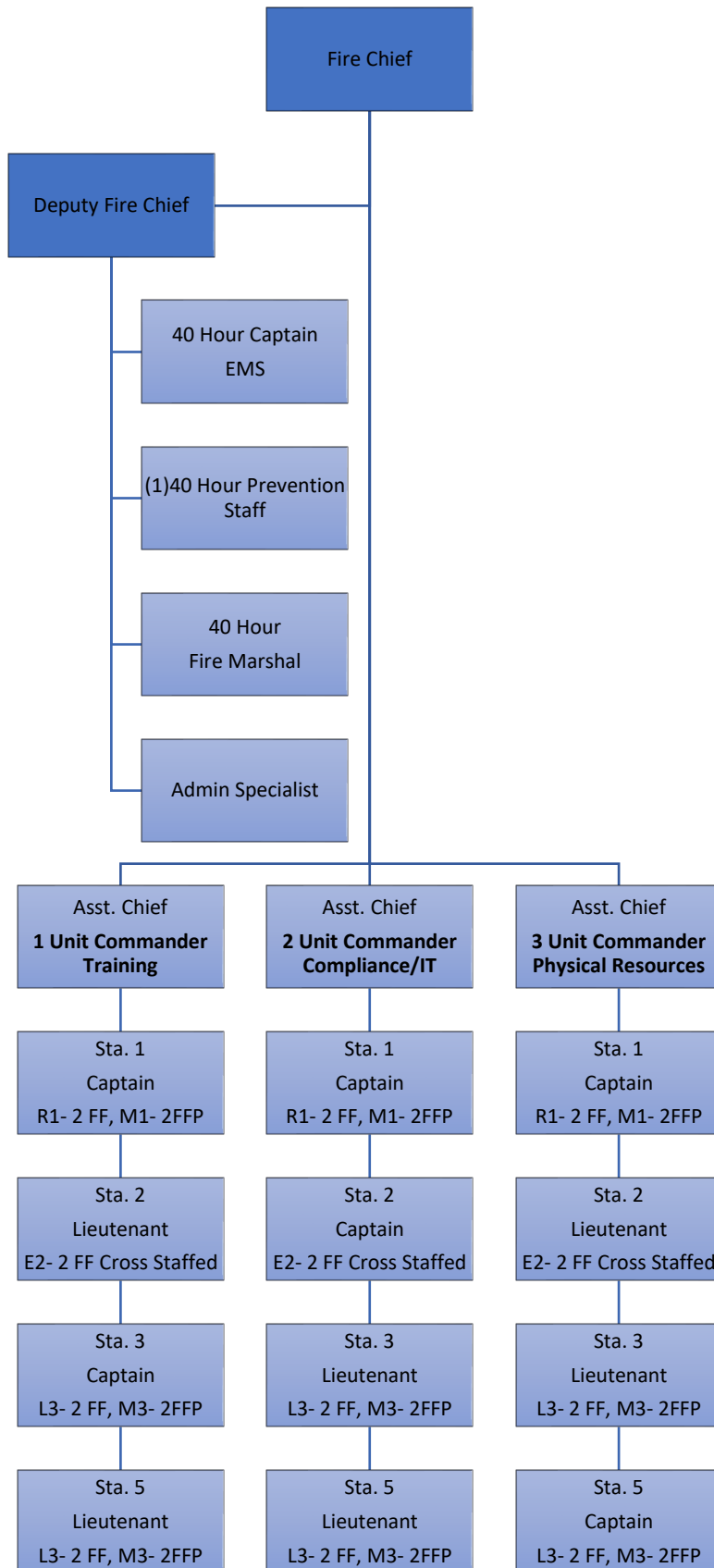
Central to our efforts is the transformation of our hiring practices, led by Deputy Chief Doug Vermaaten, which have been re-engineered to identify and attract the best individuals capable of thriving in our dynamic environment. By streamlining the onboarding process and enhancing the orientation experience, we are equipping our candidates with the necessary tools and resources to seamlessly integrate into our division, thereby fostering a culture of collaboration and proficiency from the onset.

Moreover, the support of The City Administration has enabled us to procure essential equipment and implement operational changes vital to our success. With increased capital investment, we are better equipped to respond to emergent situations, safeguarding the welfare of our residents and personnel alike.

As we continue to uphold rigorous standards through our compliance division, we remain steadfast in our pursuit of technological integration to augment efficiency and effectiveness across all facets of our operations.

In closing, as you review this 2023 annual report for the Newark Fire Department (NFD), our sincerest hope is that you witness an organization steadfastly adapting to the ever-changing landscape of public safety work. Through innovation, dedication, and unwavering commitment, we strive to meet the evolving needs of our community while maintaining the highest standards of service excellence. In the face of challenges and uncertainties, the NFD remains resolute in its mission to protect and serve. We are proud to stand at the forefront of progress, embracing modern technologies, refining our practices, and cultivating a culture of continuous improvement. As guardians of public safety, we recognize the profound responsibility entrusted to us, and we pledge to uphold the trust and confidence placed in our hands. Together, with the support of our community and the dedication of our personnel, we will continue to navigate the complexities of our profession with diligence, integrity, and compassion.

2023 Organizational Chart



Office of the Mayor



Mayor Jeff Hall became the 68th Mayor of Newark on January 1, 2012. Born and raised in Newark, Mayor Hall is an honor graduate from Newark High School and earned a Bachelor's degree in Accounting with a minor in Information Technology. He also has a Master's degree in Accounting from The Ohio State University. Prior to serving as Mayor, Jeff was the Newark City Treasurer. Mayor Hall is committed to making safety, education, commerce, and jobs a top priority for the City of Newark. Mayor Hall has surrounded himself with a talented TEAM of resolute, professional individuals who assist him in strategies that support his vision and overall team concept.

Director of Public Safety



Tim Hickman, 60, a Newark native was appointed as the Director of Public Safety on December 6th, 2020. Tim retired in 2017 as a Sergeant in the Newark Police Department but returned to serve with the City's property maintenance department. He spent 32 years in the Division of Police and 2 years in Property Maintenance. During his time at the Division of Police Tim had assignments with the Patrol Bureau, Special Operations Group, training sergeant, firearms instructor, and administrative sergeant. He was promoted to Sergeant in 1995. Tim also served in the United States Navy for four years. He resides in Newark with his family.

Office of the Fire Chief



Brandon Metzger, 41, serves as the 13th Fire Chief of Newark, Ohio. Chief Metzger was hired by the City of Newark in 2003 as a firefighter. He has held the rank of Lieutenant Captain, and in May 2017, he was appointed as the first Deputy Fire Chief in the history of the agency.

Brandon is a United States Army veteran. His formal studies include EMS/Fire Science, as well as Public Safety Management. Brandon is a firefighter/paramedic, EMS and Fire Instructor, State-Certified Fire Safety Inspector and CPR Instructor. Throughout his tenure with the Newark Fire Department, he has served as the Executive Officer in charge of the Emergency Medical Services Division, Human Resources/Compliance Division, as well as the Physical Resources Division.

Brandon is a graduate of the Ohio Fire Executive Program (OFE) and is credentialed through the Ohio Fire Chief's Association (OFC). He is also a member of the International Association of Fire Chief's (Great Lakes Division) and the Ohio Society of Fire Service Instructors (OSFSI). Brandon currently serves on the Central Ohio Technical College advisory committee for the Fire Science Program and collaborates with The Boys and Girls Club of Newark.

Human Resources



Deputy Chief Doug Vermaaten leads the Human Resources division. Doug has been a member of the Newark Division of Fire & EMS since 1997, promoted through the ranks to Deputy Fire Chief in November 2022. Doug holds an Associates of Applied Science degree in Fire & Emergency Services from Hocking College and completed the Ohio Fire Academy's Fire Officer I, II, III & IV programs. Doug is a credentialed Fire Officer through the Centers for Public Safety Excellence. Doug also holds certifications as an Ohio Fire & EMS Instructor. Doug oversees the Operations and Human Resources Divisions as well supervises the Fire Investigation & Fire Prevention Bureaus and the EMS Coordinator for the department

As we started 2023, the Newark Fire Department was facing an historic staffing shortage. For context, at the end of 2021, the NFD had six vacant positions that were unfilled due to personnel going to other fire service agencies or leaving to pursue other endeavors. In January 2022, the NFD saw two senior members of the agency retire and another eight leave for fire service jobs in other fire departments across the Central Ohio region. These departures put the NFD sixteen members down from our allotted number of 84 uniformed personnel. To put it in perspective we had lost 2/3rd of a unit day as we started 2023. With no active Civil Service list from which to obtain candidates and using the rationale that the labor shortage is a national issue not a local one, the NFD decided to amend our hiring practices.

First, we altered our entry-level requirements, no longer requiring a Paramedic certification to apply for employment. This increased our candidate pool, as we were no longer in competition for the same levels of certification as neighboring districts. By returning to our hiring practices from twenty years ago, we hoped to increase the probability of someone staying in Newark. We are investing in their career and education, paying for them to obtain their Paramedic certification. We can recover the costs of the schooling if an individual resigns within three years of completion of their training. Currently we have two new hires that have completed Paramedic school and possess a state of Ohio Paramedic certification. We have another five new hires that are currently enrolled in Paramedic schools in Newark, Zanesville, and Columbus.

Second, the NFD integrated a large lateral-entry testing program to build a candidate pool from which to fill the 16 vacancies in the agency. This collaborative effort designed, built, and administered an entry-level physical capabilities evaluation on firefighter physical competencies. The result was in a single day a lateral-entry candidate would perform the physical capabilities evaluation, complete an employment application through NEOGOV, obtain BCI/FBI background check through fingerprinting at the Newark Police Department. If the candidates passed, they were scheduled for a structured interview process from which they were scored and hired.

Finally, the NFD participates in the Candidate Physical Ability Testing (CPAT) consortium through C-Tec of Licking County. The testing consortium is made up of 3 fire departments: West Licking Fire District, Pataskala, Ohio, Heath, Ohio Fire Department, and the Newark Division of Fire & EMS. From the CPAT testing, the city of Newark would create a Civil Service list of 23 candidates. From which four individuals would become uniformed members of the Division of Fire & EMS in the fall of 2023.

Unfortunately, despite all these radical changes, retention continues to be a problem. While we were able to hire 18 new members, we lost 12 through attrition. 3 were due to retirement. But the majority, 9, were newly

hired individuals who either resigned during their probationary period (2) or left for higher paying firefighting positions in neighboring districts (7).

Despite these difficulties, the focus in HR continues to be on growing the division to meet the needs of our community.

Goals for 2024

- Bring the Division Roster Strength to 93 personnel.
- Conduct lateral-entry testing in March.
- Co-ordinate with the Human Resources Department, to create entry-level Civil Service testing.
- Exit the CPAT testing consortium.

Emergency Medical Services



The EMS Division is managed by Captain Terry Lynn, a 25-year veteran of the NFD. Captain Lynn has been the EMS Coordinator for the division since 2017. He is responsible for the day-to-day operations of the EMS Division. He is also tasked with maintaining all relevant licenses, regulations, protocols, and budgeting for the EMS Division. In addition, Captain Lynn is the division’s point of contact for the Medical Director.

The Newark Fire Department strives to maintain a progressive and pro-active approach to operations, treatment, and transport. Our primary mission at Newark Fire is to respond to calls for medical emergencies; however, emergency response represents only one component of our service delivery model. The agency also provides education and training to the public within the areas of basic life support, first aid, public health, disaster planning.

In 2023, we responded to 10,070 EMS calls. This represents a 1% decrease in EMS runs over 2022. Sixty-three percent of our EMS calls resulted in transport to the hospital; this is an increase of 119 transports from 2022. Call volume continues to make the Newark Fire Department the busiest in Licking County and amongst the busiest in Central Ohio. December 2023 was the busiest month with 894 calls for EMS service, while Thursday (938) was the busiest day of service. The hours of 08:00 to 2200 hours (10 pm) were the busiest hours for service daily. Below is the breakdown per medic unit for 2023 transports.

Vehicle	ALS-1-Newark	ALS-2-Newark	BLS-Newark	Total
M-1	1536	33	716	2285
M-2	833	24	450	1307
M-3	465	7	195	667
M-4	44	3	20	67
M-5	1393	27	519	1939
R-1	0	0	4	4
Total	4271	94	1904	6269

The firefighters of Newark Fire & EMS are highly skilled and specially trained to provide the best pre-hospital care. Under the direction of our Medical Director, Dr. Ashley Larrimore, the Newark Fire Department delivers service and support 24 hours a day, 365 days a year with a full-time staffing model that currently includes both firefighter/paramedics and firefighter/EMTs. The EMS Division continues to provide a solid platform for the goals defined in the previous year while also developing strategic plans for years to come. Dr. Ashley Larrimore is continually updating our protocol in coordination with our partners at the Licking Memorial Health

Systems and The Ohio State Wexner Medical Center. These updates clarify and simplify our protocols to allow us to better serve the citizens of Newark.

During 2023, the EMS division replaced one monitor that was nearing the end of its life cycle and added an additional power cot. Plans have been started to replace three (3) LUCAS devices and three (3) more heart monitors. To ease the burden on the division's budget, grants were applied for to purchase these items. Additionally, replacement video laryngoscopes were decided by the membership and will be ordered in early 2024.

For 2024, the EMS division has requested a monitor, a sixth power cot, and a Pixus machine for station two. This machine will put the division in further compliance with the State of Ohio Board of Pharmacy directives. All of these were approved and ordered. Again, lead times are drawn out for all items with all expected by the end of the year. With the support of the city leaders, the division will have three (3) new EMS transport units in service by the end of 2024 and no later than early 2025. These units will be assigned to Medic 1 and Medic 2. The other medic will become a dedicated reserve unit once the other two units are delivered. With build times exceeding 36 months, two additional medics need to be ordered, in 2024, for 2027 delivery for medics 3 and 5. 2024 training will include ACLS refresher, active shooter training, RSI class, and continuing EMT and Paramedic refresher classes online. Our protocol will continue to be updated and released as needed. 2024 has already indicated that we will not be slowing down anytime soon.

Fire Prevention Bureau

The Fire Prevention Bureau is staffed by Aaron Holman, our Prevention Officer. He is a Firefighter/Paramedic, Fire Investigation Technician (FIT) - with the International Association of Arson Investigators and CPR Instructor with the American Heart Association. Aaron also has a B.A. in Music Education with a minor in Education from Kent State University. He has been employed with the city for three ½ years but collectively has 24 years of experience in the fire service from Northeast Ohio and Central Ohio as well as 13 years as a 911 Dispatcher.

During the 2023 year, the Prevention staff continued to work in the field and 655 inspections were completed with 979 violations resolved. We disbursed or installed several smoke and carbon monoxide detectors throughout the community.

The Prevention staff works closely with the Property Maintenance Division to identify blighted and dangerous properties. Both divisions work diligently to keep these properties secured, which is one key aspect of risk management, and a key aspect of our public safety mission. This is critical to our community, the citizens and our first responders. Both divisions will continue to work together in licensing rooming houses, gaming parlors, and marijuana dispensaries.

Fire Prevention also continues to have a close working relationship with the Building Code Department. Both departments worked together on large commercial projects within the City of Newark. The bureau also assisted the State Fire Marshal with inspections and fire investigations throughout the year.

2023 saw a continued focus on updating the business information in our database and cross-reference it with the information in the Computer Aided Dispatch (CAD) database. We hope to streamline this information with both entities to ensure that we have the most accurate pre-incident information available to provide our response personnel with the tools they need to manage incidents as they occur.

The bureau strives to make the City of Newark a safer place to live and work.

Goals for 2024

- Increase prevention education.
- Increase fire inspections.
- Align database information and CAD information.

Investigation/Arson Bureau



Firefighter Tim Smith is the Fire Marshall for the NFD. He has been employed with the City of Newark for over 36 years. He is a Firefighter/Paramedic, Certified Fire Safety Inspector (C.F.S.I.), Certified Fire Investigator (C.F.I.) with the International Association of Arson Investigators (I.A.A.I.), SCUBA Diver/Reserve and a Sworn Police Officer with the City of Newark Police Department.

In 2023 there were 148 Investigations. Of those, there were (3) Aggravated Arson Convictions, (2) Felony Arson Convictions, (4) Misdemeanor Arson Convictions, (2) Criminal Damaging Convictions and (3) Open Burning Convictions. There were several persons removed for Trespass on the Property of Another.

Administrative Specialist



Tina Wells is the Administrative Specialist for the NFD. She has been with the City of Newark for 25 years and works very closely with the Fire Chief and Command Staff. She is instrumental in the way the division is managed. Her primary responsibilities include payroll, accounts payables and receivables, budgeting, processing quartermaster, and administrative support to the staff and Fire Prevention Bureau. Tina currently works out of Station 1 and is available to help anyone.

Physical Resources

Assistant Chief Alan Ashcraft manages the Physical Resources Division. He is a 24-year veteran of the department and is responsible for maintaining the buildings and fleet. He is also responsible for all the equipment purchasing, replacement planning, and communications equipment.

Front line response vehicles:

According to NFPA 1901 Annex D the frontline apparatus should be moved to reserve status at 10 years of service. The standard also recommends that reserved equipment be replaced after 15 years of service in *any* capacity. Below, the division’s fleet of firefighting apparatus is listed. The city administration has worked in concert with the fire division leadership to meet these needs and together we have made phenomenal progress toward meeting the standard. Working with the City Council, the Mayor, and the Service Director we were able to place an order for a new engine-rescue to be delivered in August of 2024. The purchase of two, identical fire suppression vehicles was also approved, and these are expected in late 2024. These new vehicles will allow the division to surplus and sell an out-of-date apparatus that has become a drain on the maintenance budget. Once these new vehicles are in service, the fleet will be composed of fire apparatus designed and built by the same manufacturer (Pierce Manufacturing) for the first time in the history of the NFD. This is a tribute to the cooperation, collaboration, and planning that has been undertaken by the city and fire division administrations in recent years.

Fire Vehicle	Year	Hours	Miles
Rescue 1	2014	6897	71472
Ladder 1	2021	938	8867
Ladder 2	2006	11081	118981
Ladder 3	2017	3831	46924
Engine 5	2000	4859	25055
Average	11	5521.20	54259.80

EMS Vehicle	Year	Hours	Miles
Medic 1	2015	16560	172800
Medic 2	2017	11096	128102
Medic 3	2019	5139	47097
Medic 4	2012	12122	149447
Medic 5	2020	5609	64148
Medic 6	2012	9528	98833
Average	7.2	10009.00	110071.17

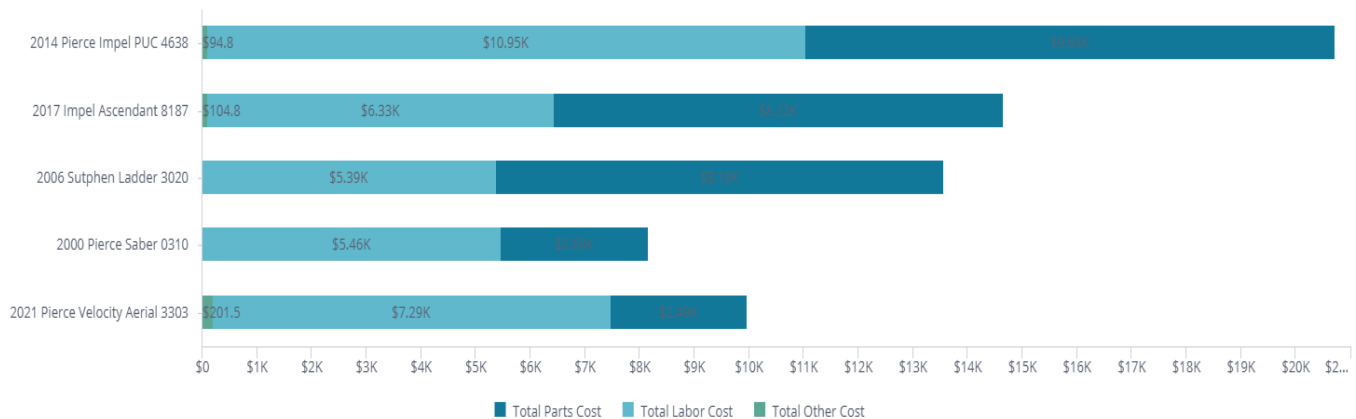
Medic Unit Replacement:

In the spring of 2023 two transport vehicles were ordered, however supply chain difficulties and the Ford Motor Company strike led to an uncertain delivery date for these units, somewhere in mid to late 2024. Due to the forecasted delay in delivery of these two units and the current state of the fleet, a demo unit was purchased in the fall and should be delivered in February 2024. The new vehicle will be placed in service as Medic 1 at the downtown fire station until the other units on order are received. Its’ eventual permanent role will be to serve as a reserve unit to be placed in front line service as needed. We anticipate the building and delivery time for these vehicles will continue to be 24+ months. According to statistics compiled for the Assistance to Firefighters Grants (AFG) our EMS vehicle amassed 94,662 miles in 2023. This supports the goal of the division to Purchase a medic unit annually. Although we have one medic scheduled for delivery in February and two more in 2024, current projected build times are approaching 30 months. Based on the build times the division plans to request authorization for two more transport medic units in 2024 to be delivered sometime in 2026. This should allow us to meet replacement needs and maintain a service ready reserve fleet for the City of Newark.

Maintenance costs:

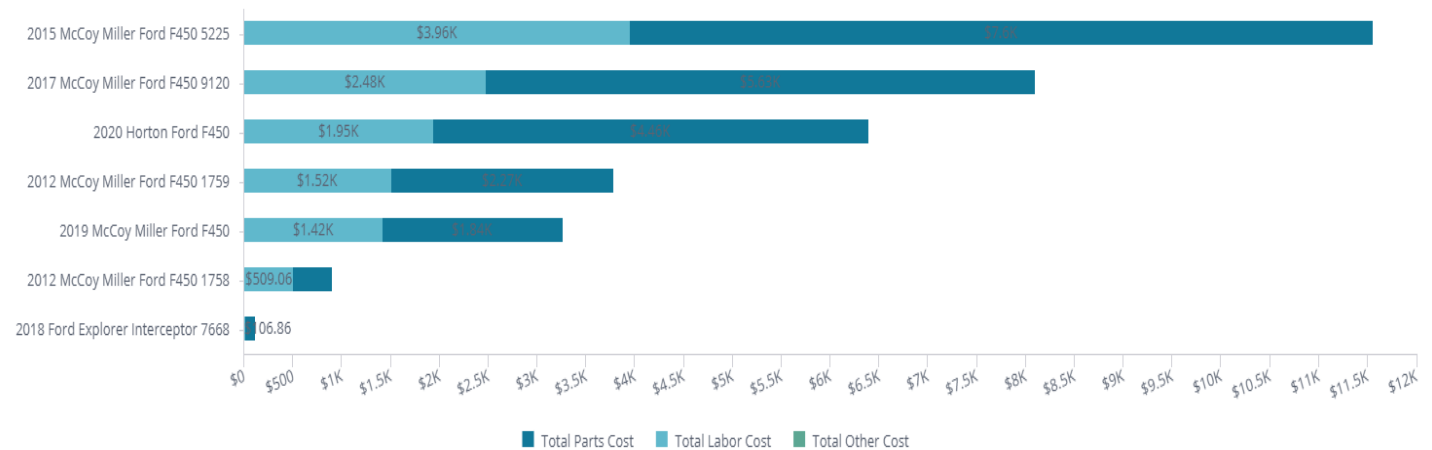
We have transitioned maintenance records to our data management platform ESO. This has provided a fantastic way to examine and compare costs based on specific vehicles. Vehicle maintenance costs totaled \$114,185.46.

Total Vehicle Cost by Vehicle Name



The total cost of maintenance for the fire apparatus within the division was \$67,087.71.

Total Vehicle Cost by Vehicle Name



The total cost of maintenance for EMS transport vehicles was \$34,156.16.

Communications Equipment:

The division has continued to work with MARCS on training and programming challenges. In 2023 twelve portable radios were purchased and will be placed in service soon. These additional portable radios allow for communications to be available for Special Events and emergency situations when extra personnel are recalled to duty. Moving forward, we will need to replace twelve radios each year to meet the needs of the division based on sunset dates provided by Motorola. We have a number of radios that are 15 years old and approaching the end of their service life, including some that can no longer be repaired.

Stations:

Station 1 received funding to remove the existing vinyl tile flooring and polish the concrete underneath. Three bathrooms were upgraded to replace existing shower units with ceramic tiles for longevity at station one and two at station 5. Station 3 had one bathroom completely remodeled. The service department has been assisting with the replacement of light fixtures throughout the stations, installing LED lighting in place of fluorescent.

Capital Improvements:

- The division continues to meet the standard for two sets of turnout gear per firefighter as recommended by NFPA due to cancer risks. Fifteen sets are purchased each year for existing firefighters to maintain this level of readiness.
- A new roof is required at Station 2 and will be completed in the spring of 2024.
- We received a BWC grant for a decontamination system for air packs in the amount of \$35,000.

Goals for 2024:

- Order two transport medic units.
- Replace Chief 2 vehicle.
- Plan for the replacement of fire station #2 (Hollander Street)
- Update and replace MARCS radios as needed.
- Acquire equipment necessary to place new apparatus in service.

Training

The Training Division is managed by Assistant Chief Neal Murphy, a 22-year veteran of the NFD. AC Murphy is responsible for the onboarding and entry training for new members of the division. He also is tasked with the development and implementation of all division training initiatives for both initial certifications and continuing education in all areas of Fire/EMS.

In 2023 our Training Division achieved several milestones, setting new benchmarks for efficiency, inclusivity, and professional growth. We have revolutionized our onboarding process, ushering in a record-breaking influx of 18 new members within a single year. The division's initiative to integrate EMT-Basic level individuals into our ranks, followed by their enrollment in EMT-Paramedic training expands our pool of candidates for employment and underscores our pro-active stance in meeting the evolving needs of our community.

At the heart of our training philosophy lies a comprehensive and multi-layered approach to addressing divisional priorities. We have established a framework that ensures our firefighters are equipped with the knowledge, skills, and expertise necessary to excel in any situation they may encounter. By defining department-wide initiatives, empowering company officers, and promoting individual responsibility, we aim to cultivate a culture of continuous learning and professional development that ensures the readiness and effectiveness of our firefighters in fulfilling their mission to serve and protect the community of Newark.

Our greatest challenge in the Training Division continues to be the high turnover rate at the NFD. In 2023 we hired 18 members, a department record. During the same year we lost 12 members. This trend raises concerns regarding employee retention and organizational stability, necessitating a thorough examination of the underlying causes and strategic interventions to improve our retention rate.

Analysis of Turnover

Among the 12 individuals who left our organization in 2023, the reasons for departure are as follows:

3 retired

2 resigned during their probation.

7 left for other fire department positions.

Furthermore, it is noteworthy that 4 of the individuals who left for other fire departments in 2023 were also hired during the same year. This overlap highlights a critical area for examination regarding factors contributing to both recruitment and attrition.

Implications

The high turnover rates observed in 2023 have many implications for our organization:

Disruption of Operations: High employee turnover requires a constant effort to train new employees in the basic job functions at NFD.

Knowledge Drain: Departing employees take with them valuable institutional knowledge and expertise, which can impact team dynamics and organizational performance.

Recruitment Costs: Constant turnover necessitates ongoing recruitment efforts, resulting in increased costs associated with advertising, interviewing, and training new hires.

Impact on Morale: High turnover rates can have a demoralizing effect on remaining employees, leading to decreased job satisfaction, and potentially contributing to further attrition.

Analysis in Percentages

Retired: 25% of the departures (3 out of 12)

Resigned: 16.67% of the departures (2 out of 12)

Left for neighboring jurisdictions: 58.33% of the departures (7 out of 12)

Hired and departed in 2023: 33.33% of the total departures (4 out of 12)

Recommendations

In response to the challenges posed by high turnover rates, we propose the following strategies to enhance retention and promote organizational stability:

Employee Engagement and Feedback: Establish channels for open communication and regular feedback to address employee concerns and promote a culture of transparency and accountability. Conduct “Why I Stay” interviews to identify factors contributing to employee satisfaction and retention. and take measures to address potential areas of improvement.

Talent Acquisition and Onboarding: Enhance recruitment practices to attract candidates who align with our organizational values and long-term objectives. Implement onboarding processes to facilitate new hire integration and acclimation to organizational culture and expectations.

Retention Analytics and Monitoring: Implement systems for tracking and analyzing turnover metrics to identify trends, patterns, and areas of concern. Leverage data insights to develop targeted retention strategies and interventions tailored to specific roles.

Goals for 2024

Onboard firefighters to satisfy the legislated strength of 93.

Further our relationships and training opportunities with outside agencies.

Make CPR basic training available to all City of Newark Employees on a biennial basis.

Streamline the tracking and auditing process for all NFD training classes into a more unified approach.

Compliance and Information Systems



Assistant Chief Nick Simmons manages the Compliance and Information Systems Divisions. He has been with the Division for 27 years and is currently assigned to 2 Unit. He holds a Bachelor of Science Degree from Denison University and has been designated as an Ohio Fire Chief Officer by the Ohio Fire Chief's Association. He is a member of IAFF, IAFC, and Ohio Fire Chief's Association. Chief Simmons is certified as a paramedic, fire instructor and certified fire safety inspector.

The Compliance Division monitors the National Fire Protection Agency, National Institute of Safety and Health, and the Occupational Safety and Health Administration to ensure that the Division operates safely and minimizes risk, to a reasonable extent, while reducing liability to the City of Newark.

On the information systems side, the fire department website was overhauled and redesigned. Research was conducted to disengage from our antiquated SharePoint system. A new platform which is just as functional and much more cost effective will be implemented in 2024. We also conducted some tests for our vehicle mobile data terminals. A decision was made to switch to the iOS platform to increase reliability, ease of use as well as decrease the need for a separate internet access point in the vehicle.

2023 NFD Statistics

Total Combined Calls for Service = **12,482**

Total Calls for Service - Fire = **2,544 (21%)**

Total Calls for Service - EMS = **9,938 (79%)**

In 2023, our organization experienced a slight reduction in overall calls for service. Among these, we conducted 9,938 EMS runs and 2,544 fire runs. Comparing these figures to 2022, we observed a marginal 1% decrease in total runs, with EMS experiencing a 1.4% reduction (10,070 vs. 9,938) and fire runs showing a slight 1.2% increase (2,515 vs. 2,544).

In terms of mutual aid for 2023, we received aid for 676 calls in total, comprising 510 EMS responses and 166 fire responses throughout the year. In comparison, there were 711 mutual aid calls received in 2022, with 590 being EMS-related and 121 fire-related.

These statistics indicate both stability and small shifts in operational demands. While we maintained a steady volume of EMS runs, fire-related incidents saw a modest increase. Understanding these trends allows us to adapt our resources and strategies effectively to meet the evolving needs of our community while optimizing our service delivery.

Moving forward, it is imperative to continue monitoring these metrics closely, identifying patterns, and implementing initiative-taking measures to ensure the highest level of emergency response and assistance to those we serve.

On the following pages are response statistics that involve multiple unit responses in a myriad of combinations. The statistics below are more representative of how NFD deploys apparatus. Therefore, they are a true measure of vehicle response when a call for service is made.

Fire Statistics

*Note that total fire runs include calls for service where a fire and EMS report were made for the same incident number (i.e., EMS assists, Accidents with injuries, Assist Invalid etc.)

Total Fire Runs	3,963		
Estimated total property value of all fires	\$9,493,450		
Estimated loss of property	\$2,535,250	27.00%	
Estimated saved property	\$6,958,200	73.00%	
Building Fire Total	54		District of structure fire
			District 1
			26
Fire- Type of Structure			District 2
			3
1 or 2 Family structures	27		District 3
			4
Multi-Family	6		District 4
			1
Garages or out buildings	13		District 5
			4
Commercial	4		Outside of Newark
			15
Other	4		
			Fire calls by district
Civilian and Firefighter Injuries			District 1
			1500
Civilians injured	2		District 2
			376
Civilian deaths	0		District 3
			799
Firefighter injuries	0		District 4
			225
			District 5
			710
Smoke Detectors			Outside of Newark
			353
No smoke detectors	18		
Smoke detectors alerted occupants	9		Calls by apparatus
Unknown	17		Rescue 1
			2141
Not applicable (garage or storage areas)	9		Ladder 2
			73
			Engine 5
			1375
			Ladder 3
			1255
			Ladder 1
			167
Time of call for structure fires			Battalion 1
			1442
0700-1500	14		
1501-2300	21		Cause of fire
2301-0700	20		Intentional
			0
			Unintentional
			10
			Undetermined
			3
			Other
			10
			Under Investigation
			31

Incident Type		
	Fire	
100	Fire, other	5
111	Building fire	53
112	Fires in structure other than in a building	0
113	Cooking fire, confined to container	16
114	Chimney or flue fire, confined to chimney or flue	3
116	Fuel burner/boiler	1
118	Trash or rubbish fire, contained	5
131	Passenger vehicle fire	18
132	Road freight or transport vehicle fire	4
140	Natural vegetation fire, Other	10
142	Brush or brush-and-grass mixture fire	10
150	Outside rubbish fire, Other	3
151	Outside rubbish, trash or waste fire	53
152	Garbage dump or sanitary landfill fire	0
154	Dumpster or other outside trash receptacle fire	13
160	Special outside fire, Other	3
161	Outside storage fire	1
162	Outside equipment fire	3
	Total	201

	Overpressure, rupture, explosion, overheat (no fire)	
220	Overpressure Rupture from air or gas	1
251	Excessive heat, scorch burns with no ignition	12
	Total	13
	Rescue & Emergency Medical Service Incident	
300	Rescue, EMS incident, other	7
311	Medical assist, assist EMS crew	1037
320	Emergency medical service, other	23
321	EMS Call, excluding Vehicle Accident With Injury	53
322	Motor vehicle accident with injuries	124
323	Motor vehicle/pedestrian accident (MV Ped)	23
324	Motor Vehicle Accident with no injuries	140
331	Lock-in (if lock out , use 511)	9
352	Extrication of victim(s) from vehicle	2
353	Removal of victim(s) from stalled elevator	5
363	Swift water rescue	1
372	Trapped by power lines	1
380	Rescue or EMS standby	1
	Total	1426
	Hazardous Condition (No fire)	
411	Gasoline or other flammable liquid spill	6
412	Gas leak (natural gas or LPG)	78
420	Toxic condition	1
421	Chemical hazard (no spill or leak)	2
423	Refrigeration leak	1
424	Carbon monoxide incident	35
440	Electrical wiring/equipment problem, Other	16
441	Heat from short circuit (wiring), defective/worn	4
442	Overheated motor	3
444	Power line down	66
445	Arcing, shorted electrical equipment	10
463	Vehicle accident cleanup	1
471	Explosive, bomb removal	1
481	Attempt to burn	2
	Total	226

	Service Call	
500	Service Call, other	36
510	Person in distress, Other	6
511	Lock-out	12
520	Water problem, Other	6
522	Water or steam leak	17
531	Smoke or odor removal	25
541	Animal problem	1
542	Animal rescue	3
550	Public service assistance, Other	9
551	Assist police or other governmental agency	14
552	Police matter	4
553	Public service	20
554	Assist invalid	495
555	Defective elevator, no occupants	1
561	Unauthorized burning	95
	Total	744
	Good intent Call	
600	Good intent call, Other	14
611	Dispatched & cancelled en route	699
622	No incident found on arrival at dispatch address	183
631	Authorized controlled burning	18
632	Prescribed fire	8
651	Smoke scare, odor of smoke	15
652	Steam, vapor, fog or dust thought to be smoke	2
671	HazMat release investigation w/no HazMat	28
	Total	967

	False Alarm & False Call	
700	False alarm or false call, Other	86
711	Municipal alarm system, malicious false alarm	2
715	Local alarm system, malicious false alarm	1
721	Bomb scare - no bomb	1
730	System malfunction, Other	7
731	Sprinkler activation due to malfunction	4
733	Smoke detector activation due to malfunction	28
734	Heat detector activation due to malfunction	3
735	Alarm system sounded due to malfunction	21
736	CO detector activation due to malfunction	18
740	Unintentional transmission of alarm, Other	13
741	Sprinkler activation, no fire - unintentional	7
743	Smoke detector activation, no fire - unintentional	42
744	Detector activation, no fire - unintentional	28
745	Alarm system activation, no fire - unintentional	86
746	Carbon monoxide detector activation, no CO	17
	Total	364
	Weather event	
813	Wind storm	2
	Total	2
	Special Incident	
911	Citizen complaint	2
	Total	2

EMS Statistics

Total EMS Calls for Service	9,938			
Total Transports to LMH	63%			
Transports by day of the week		Medic Unit Comparisons		
Sunday	848	Medic 1	3730(38%)	
Monday	875	Medic 2	2321(23%)	
Tuesday	880	Medic 3	970(10%)	
Wednesday	907	Medic 5	2795(28%)	
Thursday	938	Rescue 1	61(<1%)	
Friday	917	Ladder 3	35(<1%)	
Saturday	902			
Calls by hour of the day		Monthly Medic Activity		
	0:00	279	Runs per month	828
	1:00	225	Runs per day	27
	2:00	226		
	3:00	195	Medic 1 runs per day	10
	4:00	221	Medic 2 runs per day	6.5
	5:00	169	Medic 3 runs per day	3
	6:00	231	Medic 5 runs per day	8
	7:00	317		
	8:00	418		
	9:00	473	Age of Patients	
	10:00	500	Pediatric (0-13)	233
	11:00	558	Adult (14-64)	4601
	12:00	559	Senior (65+)	3181
	13:00	543		
	14:00	570	3 most common ages	
	15:00	576	64	213
	16:00	502	76	171
	17:00	531	66	168
	18:00	529		
	19:00	566		
	20:00	490		
	21:00	460		
	22:00	366		
	23:00	317		

Common Medication Administered	
Adenosine	14
Albuterol	272
Aspirin	337
Dextrose	45
Epinephrine	56
Fentanyl	97
Glucagon	5
Ketamine	22
Lidocaine	5
Naloxone (Narcan)	95
Nitroglycerin Spray	174
Oxygen	597
Rocuronium	11
Solu-Medrol	73
Succinylcholine	3
Tranexamic Acid (TXA)	7
Zofran	308
Most Common Treatments	
12 Lead EKG	1234
Intravenous access	2794
Oxygen	597
iGel	28