

RICHMOND HEIGHTS DIVISION OF FIRE



2019 ANNUAL REPORT



SUBMITTED BY:
FIRE CHIEF MARC J. NEUMANN

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MISSION STATEMENT

Consistent with the laws of the State of Ohio and the Charter of the City of Richmond Heights, the primary mission of the Richmond Heights Division of Fire is to:

- Protect life, health, and property
- Extinguish all fires within the City of Richmond Heights
- Investigate the cause of all fires
- Answer all calls for emergency medical assistance within the City of Richmond Heights

Each firefighter is charged with the duty and privilege of providing all citizens of this community with protection from the ravages of fire and with any and all necessary emergency medical assistance, whenever the need may arise.

The primary goal of every member of the Richmond Heights Division of Fire must be to promote and achieve honorable and dedicated service to this community. If life and property are protected... if destructive fires are prevented... if public security and tranquility are sustained through the efforts of highly motivated firefighters... the mission of the Richmond Heights Division of Fire shall be fulfilled.

A MESSAGE FROM THE FIRE CHIEF



As the Fire Chief of the Richmond Heights Division of Fire, it is with great pride that I present you this summary of activities for the year 2019. Our organization continues to accept the challenges presented by the economy, demands for service, and ever-changing technology. We constantly evaluate our operational platform to ensure it provides efficient and effective services to the community and make necessary changes when needed. The Division also continues to collaborate regionally with other fire departments in the areas of training, specialized response teams, purchase of equipment, dispatch services, and mutual aid. These collaborations greatly reduce our overhead costs while at the same time allowing us to provide a broader array of service levels to the community.

Richmond Heights firefighters responded to 2,172 calls for service in 2019, which was a 5.2% increase compared to 2018. Of the 2,172 total calls, 1,640 calls were for EMS, which represents 75.5% of total responses for emergency services.

Our firefighters/paramedics are among the best trained in the State. Providing exceptional training to our personnel continues to be at the forefront of our daily operations. We truly believe that our dedication to training directly affects the safety of our citizens and firefighters while helping to ensure positive outcomes to your emergencies.

In 2019 the Insurance Service Office (ISO) conducted a survey of Richmond Heights to determine the Public Protection Class (PPC) for the City. ISO is a third-party independent agency that evaluates the fire department, water department, and communications systems. ISO rates the results on a national scale from 1 to 10 (1 being the best and highest). According to ISO, most U.S. insurers use the PPC information in their decision-making process when determining premiums for personal and commercial property insurance. Richmond Heights PPC survey improved from a Class 3 to a Class 2 effective March 1, 2020. The new classification places Richmond Heights in the top 4%; or one of only 88 communities in the State of Ohio with a Class 2 ISO rating. Homeowners and businesses may be eligible for reductions in their property insurance premiums as a result of the improved ISO PPC rating.

In 2019 Division of Fire was awarded an Assistance to Firefighters Grant (AFG) from the U.S. Department of Homeland Security (DHS) in the amount of \$49,700 for the purchase of battery powered extrication tools to perform vehicle and machine rescues. These types of tools are ideal for use during emergencies involving aircraft. The tools will also be used during motor vehicle accidents, forcible entry, structural collapse, rapid intervention crew operations and heavy rescue incidents. This is a 95% funded grant which means that the fiscal impact to Division of Fire is 5%, or approximately \$2,367. However, the local cost share will be paid by Cuyahoga County through a federal grant subsidy program resulting in a project that is 100% funded by grant monies.

In 2018 Division of Fire was awarded an \$8,280 Firefighters Exposure to Environmental Elements Grant from the Ohio Bureau of Workers' Compensation (BWC). The grant funds were used toward the

purchase of 46 firefighting barrier hoods and 46 pairs of firefighter gloves which minimize exposure to carcinogens and other dangerous environmental elements.

In 2019 Division of Fire was awarded a \$2,765 EMS Training and Equipment Grant from the Ohio Department of Public Safety. The grant funds were used toward the purchase of life saving medical equipment and supplies.

On Saturday, October 12, 2019 The American Red Cross, the Selman Company, and other volunteers partnered with the Division of Fire for a smoke detector install event to promote a safety culture in our community. “Sound the Alarm” is a nationwide program sponsored by The American Red Cross which provides home fire safety education and smoke alarm installations to local communities. Over the last five years, home visits have accomplished so much, including the installation of more than 1.8 million smoke alarms and preparing more than 1 million people against home fires. On October 12th firefighters and volunteers were able to install 222 alarms in 83 homes in Richmond Heights! “Sound the Alarm” is an ongoing program in the City of Richmond Heights. Any residents who wish to have a smoke detector installed in the home can call (216) 383-6325 for details.

The City of Richmond Heights partners in a regional 9-1-1 dispatch center known as the Heights-Hillcrest Communications Center. This collaborative effort reduces the number of Public Safety Answering Points (PSAPs) countywide and provides superior emergency dispatch services to partnering communities. Benefits of regionalization include reduced operating costs, reduced response times, greater opportunities for outside funding and better implementation of standard procedures. The merger was completed in March 2018 bringing the communities of Cleveland Heights, Richmond Heights, Shaker Heights, South Euclid, and University Heights together.

Division of Fire is actively recruiting to increase our part-time firefighter staff to fifteen members. Our part-time firefighters provide the additional staffing to the full-time firefighters and are a vital part of our program. This model is a balanced approach to meeting requirements for today’s fire service.

Members of the Richmond Heights Division of Fire are committed to providing the best fire, rescue, and emergency medical services while continuing to be proactive in fire safety, prevention, and education. We will continue to pursue excellence while maintaining efficiency and cost effectiveness. I am confident that a review of this annual report will confirm our dedication to this life safety goal. We assure every citizen that our mission will be accomplished in a fashion which reflects this organization’s dedication to outstanding customer service.

Respectfully submitted,

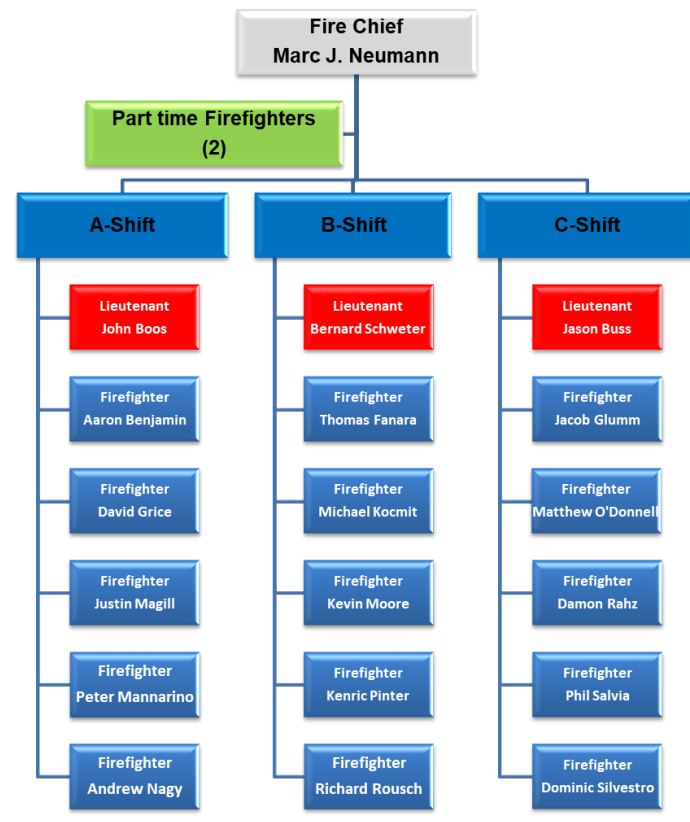
Marc J. Neumann
Chief of Fire

SHIFT INFORMATION

The Richmond Heights Division of Fire operates out of one fire station, located at 457 Richmond Road. Housed in the fire station are one fire engine, one aerial ladder, two paramedic equipped rescue squads, and one command vehicle. These vehicles are in service every day to serve the citizens and visitors of our community.

The Division of Fire operates on a three shift rotation, referred to as A, B, and C Shifts. Each shift is assigned one Lieutenant and five Firefighters. The number of full-time Firefighters is 19 (including the Fire Chief) and part-time Firefighters are 2.

ORGANIZATIONAL CHART



PART-TIME FIREFIGHTERS

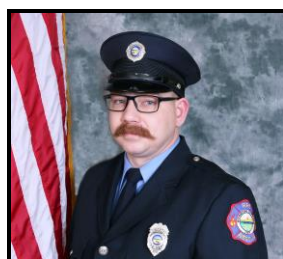
Sajjankumar Patel, Mathew Radke



INTERNATIONAL ASSOCIATION OF FIREFIGHTERS LOCAL 2009 **UNION OFFICERS**



Phil Salvia, President



Damon Rahz, VP



Richard Rousch, Secretary



Jacob Glumm, Treasurer

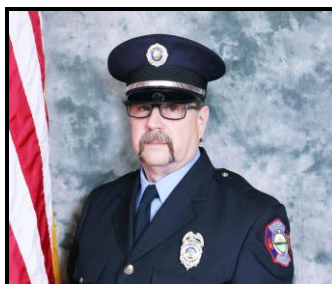
APPOINTMENTS, PROMOTIONS, AND RETIREMENTS

APPOINTMENT



Firefighter Matthew O'Donnell
April 22, 2018

PROMOTION



Lieutenant Bernard Schweter
September 24, 2019

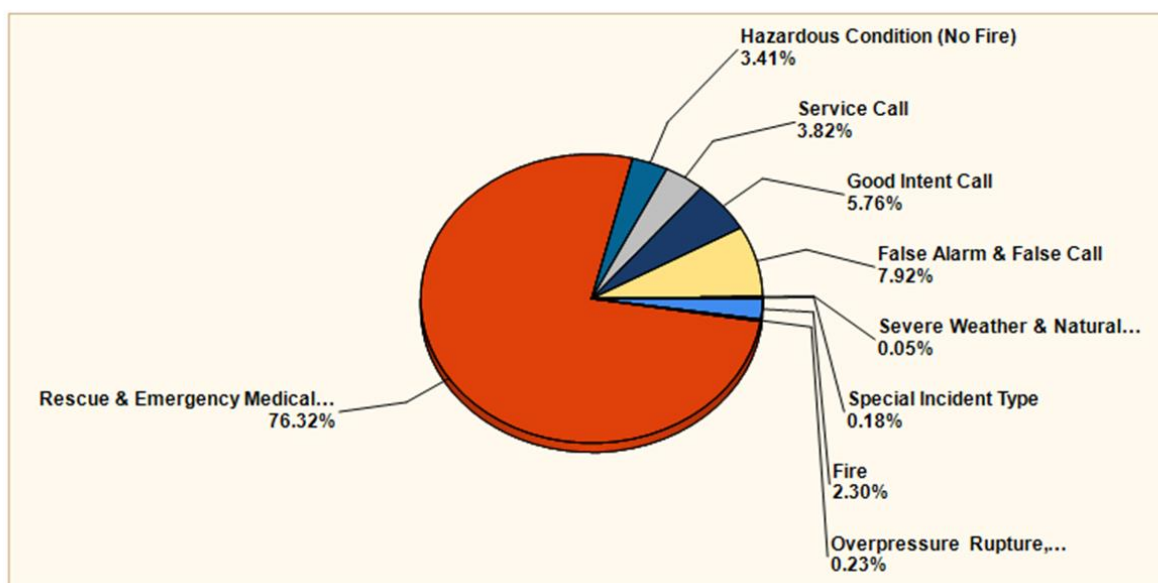
PROMOTION



Assistant Chief Michael Libens
April 13, 2019
Mayfield Village FD

ALARMS BY CATEGORY

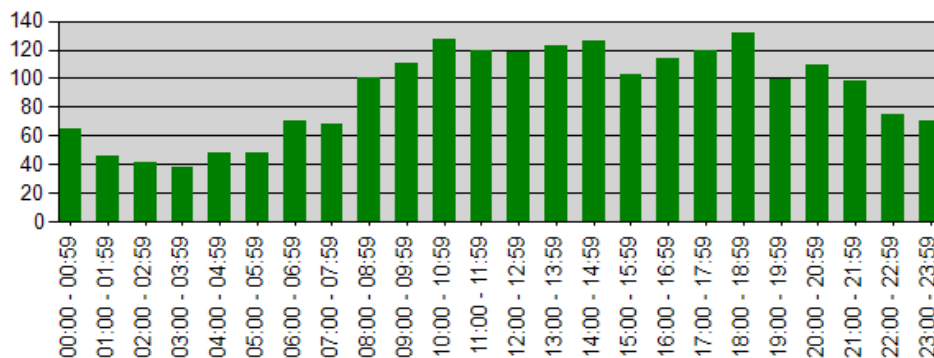
The Division of Fire responded to **2,172** emergencies in **2019**. Alarm response volume in 2019 was up 5.2% relative to 2018 statistics. **1,640** responses to requests for emergency medical assistance represented **75.5%** of our total 2019 response volume. The remaining **532 responses (24.5%** of the total response volume) were attributable to structure fires, fire investigations, and miscellaneous incidents. Alarms that fall into the miscellaneous category include responses to hazardous material incidents, lightning strikes, carbon monoxide incidents, utility related emergencies, various rescues, and a variety of public service calls.



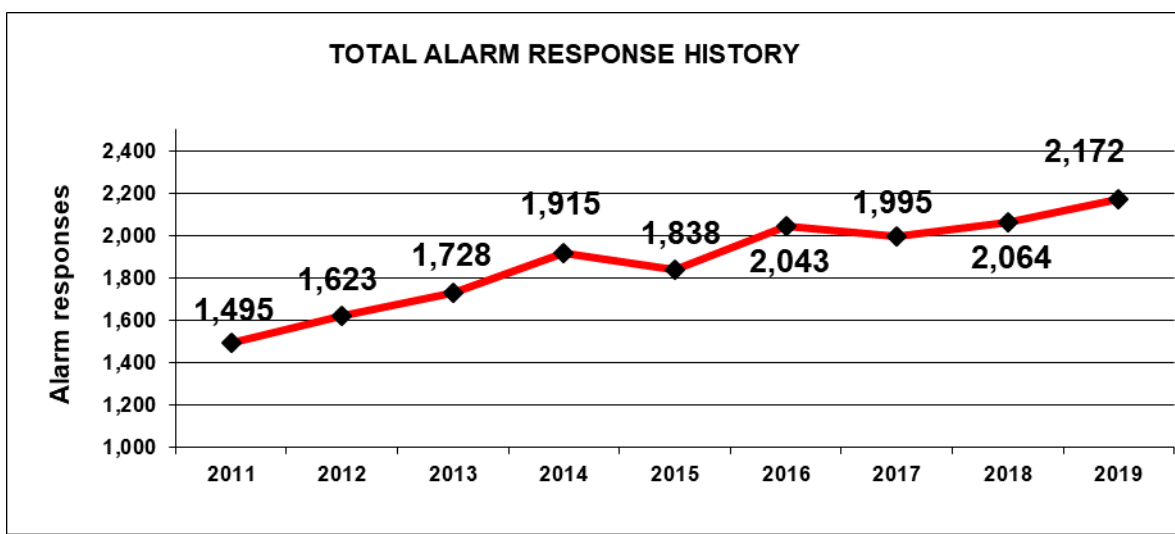
MAJOR INCIDENT TYPE	# INCIDENTS	% of TOTAL
Fire	50	2.30%
Overpressure Rupture, Explosion, Overheat(no fire)	5	0.23%
Rescue & Emergency Medical Service Incident	1657	76.32%
Hazardous Condition (No Fire)	74	3.41%
Service Call	83	3.82%
Good Intent Call	125	5.76%
False Alarm & False Call	172	7.92%
Severe Weather & Natural Disaster	1	0.05%
Special Incident Type	4	0.18%
TOTAL	2171	100.00%

CALLS FOR SERVICE BY HOUR OF DAY

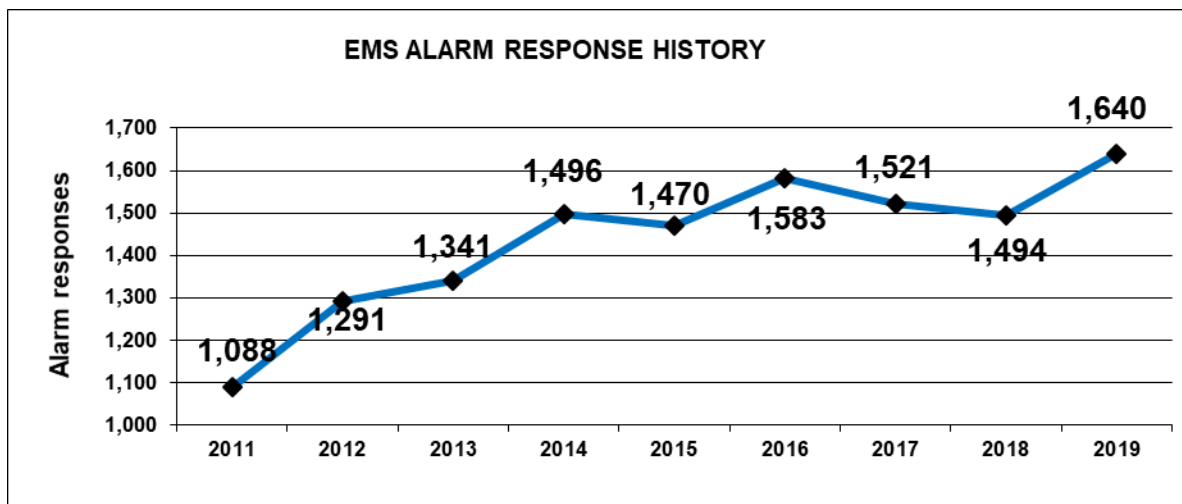
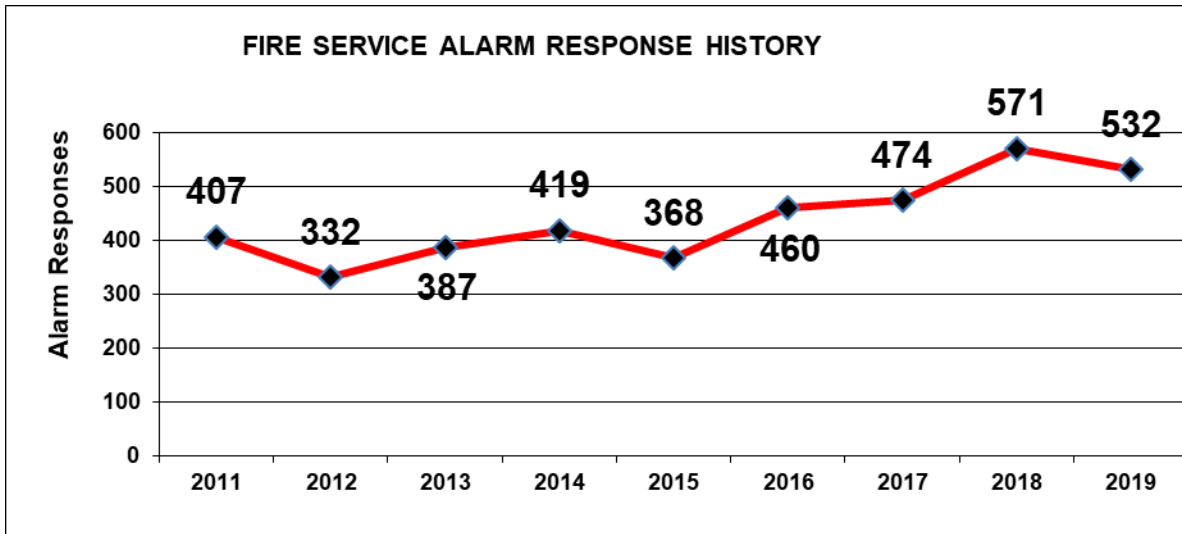
Hour	# of CALLS
00:00 - 00:59	65
01:00 - 01:59	46
02:00 - 02:59	41
03:00 - 03:59	38
04:00 - 04:59	48
05:00 - 05:59	48
06:00 - 06:59	70
07:00 - 07:59	68
08:00 - 08:59	100
09:00 - 09:59	111
10:00 - 10:59	127
11:00 - 11:59	120
12:00 - 12:59	119
13:00 - 13:59	123
14:00 - 14:59	126
15:00 - 15:59	103
16:00 - 16:59	114
17:00 - 17:59	120
18:00 - 18:59	132
19:00 - 19:59	99
20:00 - 20:59	110
21:00 - 21:59	98
22:00 - 22:59	75
23:00 - 23:59	70



RESPONSE HISTORY: 2010-2019



RESPONSE HISTORY: 2010-2019



SIMULTANEOUS ALARM RESPONSES

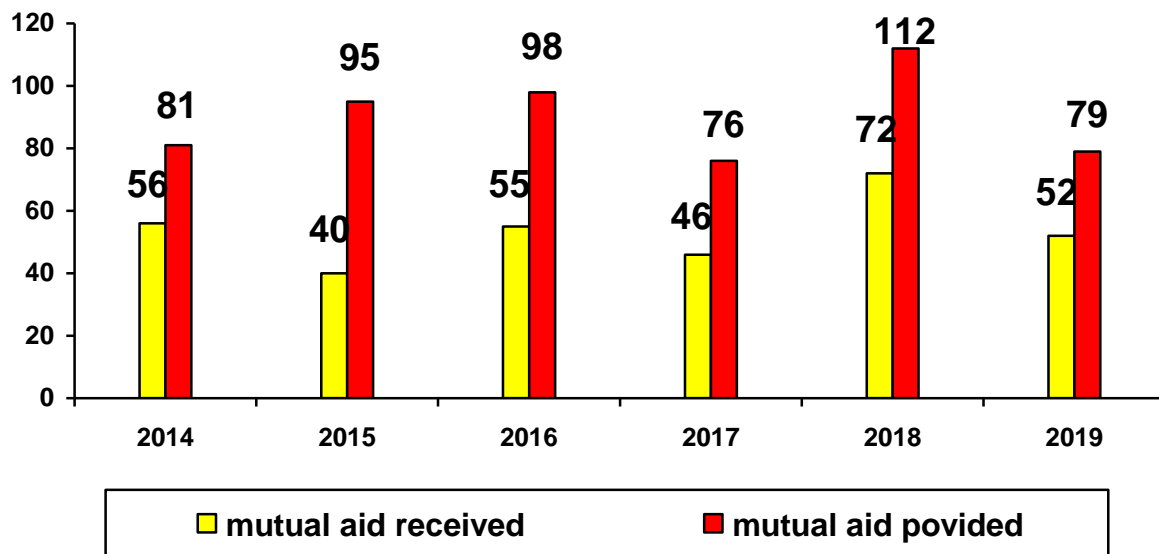
Simultaneous alarms are emergency calls for service which are dispatched while firefighters are assigned to at least one other call at the same time. This is an important statistic to keep track of, as it relates to the availability of firefighters to provide services when called upon. Staffing for the second alarm will range from no more than three personnel, to the more common two-person response. The Division of Fire responded to **596** simultaneous alarms in **2019**, which means that overlapping calls occurred **27.4%** of the time.

MUTUAL AID BOX ALARM SYSTEM (MABAS)



The Division of Fire works with agencies throughout the Region, County, and State as part of the Mutual Aid Box Alarm System (MABAS). The purpose of MABAS is to increase the speed and efficiency of mutual aid responses to major incidents, and to improve interoperability of fire departments in the area. MABAS bylaws define common radio frequencies and common terminology, as well as, the minimum requirements for fire company personnel and apparatus. Participating departments agree to send pre-determined apparatus when requested by the stricken community. These assets are placed on a MABAS Box

Alarm “card” which designates which units respond to a given alarm level. Typically, closer companies are designated to respond first, with resources from greater distances being called in as the alarm level escalates. MABAS agreements not only cover large fire alarm responses, but also may include technical rescue, mass casualty incidents, hazardous materials responses, and natural disasters. In 2019 the Division of Fire sent 79 units to 79 mutual aid requests and received mutual aid during 52 incidents involving 83 units from neighboring communities.



HIGH ALARM RESPONSE AREAS

Requests for assistance from the following occupancies represented **35%** of the Division of Fire's total alarm response volume in 2019:

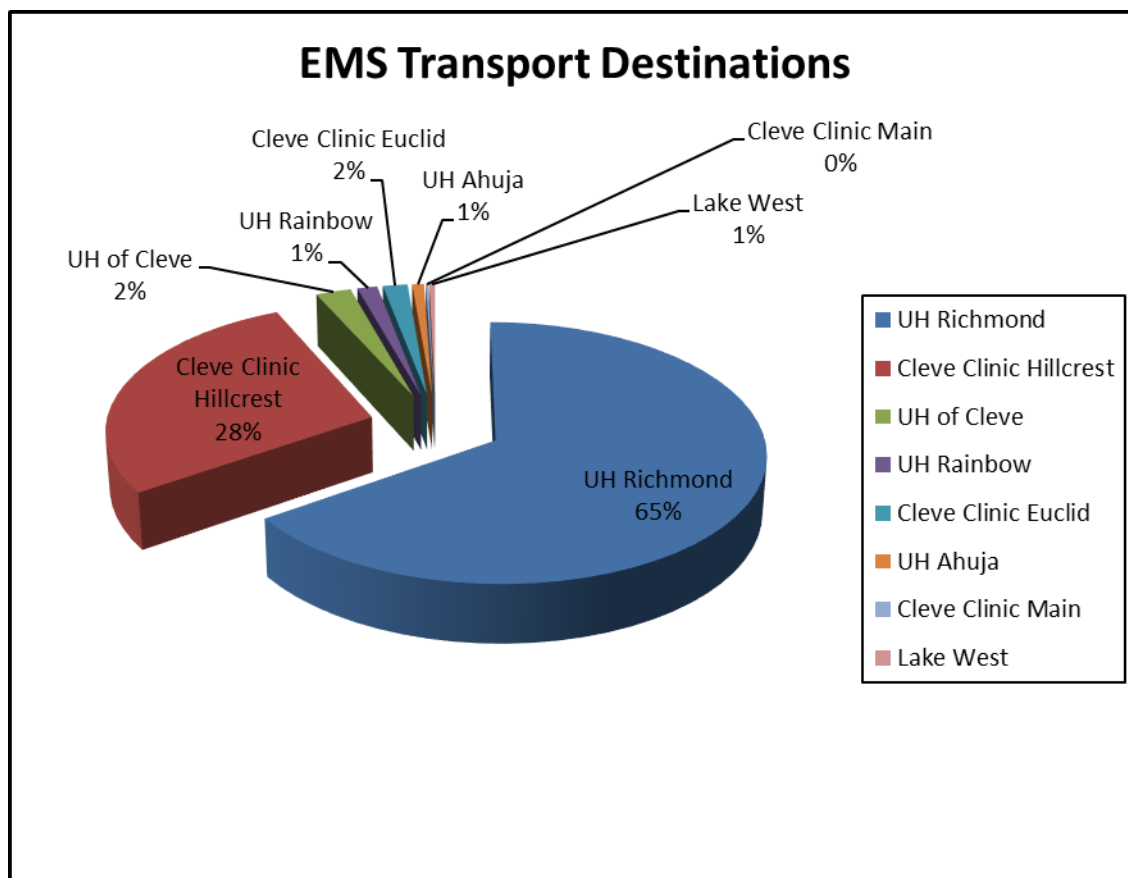
ALARM RESPONSES					
Occupancy	2015	2016	2017	2018	2019
Richmond Town Square	56	72	55	40	33
Brookdale Residence	123	106	99	108	91
Grande Pointe Nursing Home	94	92	78	87	110
The Waterford	158	154	173	163	105
Dorchester/Loganberry Apartments	225	230	237	258	264
Richmond Park Apartments	151	158	137	134	166
TOTAL RESPONSES	807	812	779	790	769

NOTABLE ALARMS

Date	Time	Location	Situation	Incident Number
02/06/19	13:20	4892 Monticello Blvd.	House Fire	19-0230
03/09/19	11:55	26670 Loganberry Drive	Apartment Fire	19-0390
06/09/19	13:56	26710 Whiteway Drive	Apartment Fire	19-0929
07/25/19	19:14	25999 Highland Road	Auto vs. Building	19-1228
08/02/19	17:31	27100 Chardon Road	Water Main Break	19-1265

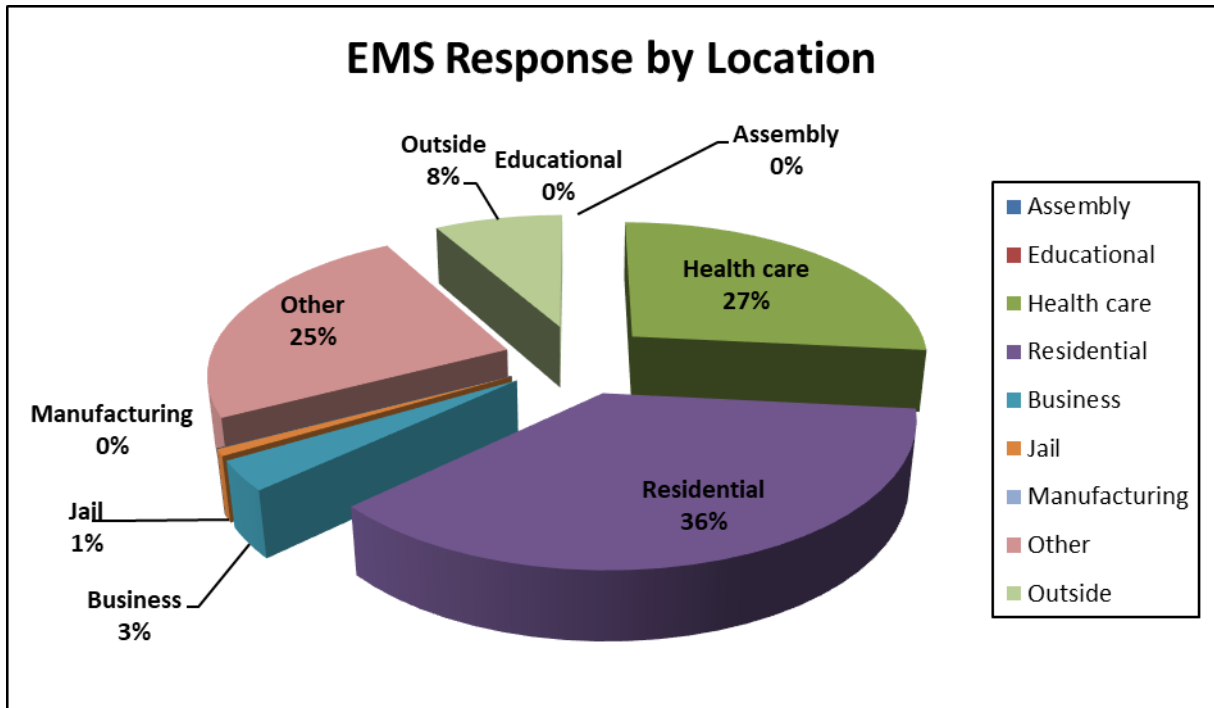
EMERGENCY MEDICAL SERVICES (EMS)

EMS calls continue to be the majority of incident activity for the Division of Fire. Division of Fire's rescue squads provided emergency medical transport **1,258** times to area hospitals in 2019. Patients were transported to University Hospitals Richmond Medical Center on 822 occasions (65%). Patients were transported to hospitals outside of our City on 436 occasions (35%).

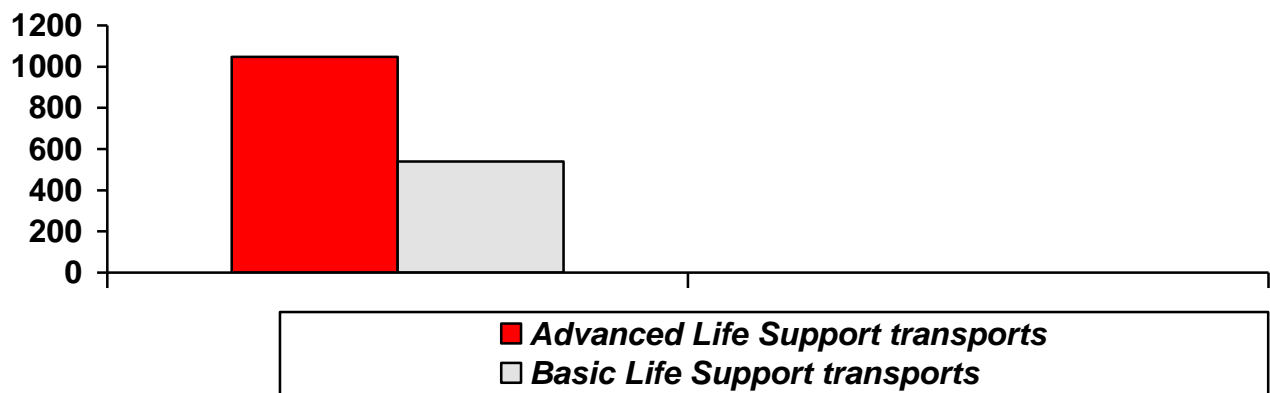


Hospital	EMS Transports
University Hospitals Richmond Medical Center	822
Cleveland Clinic-Hillcrest	351
University Hospitals of Cleveland	30
University Hospitals-Rainbow	17
Cleveland Clinic-Euclid	21
University Hospitals-Ahuja	10
Cleveland Clinic-Main	2
Lake West Hospital	5
No Transport	328

EMS RESPONSES BY LOCATION



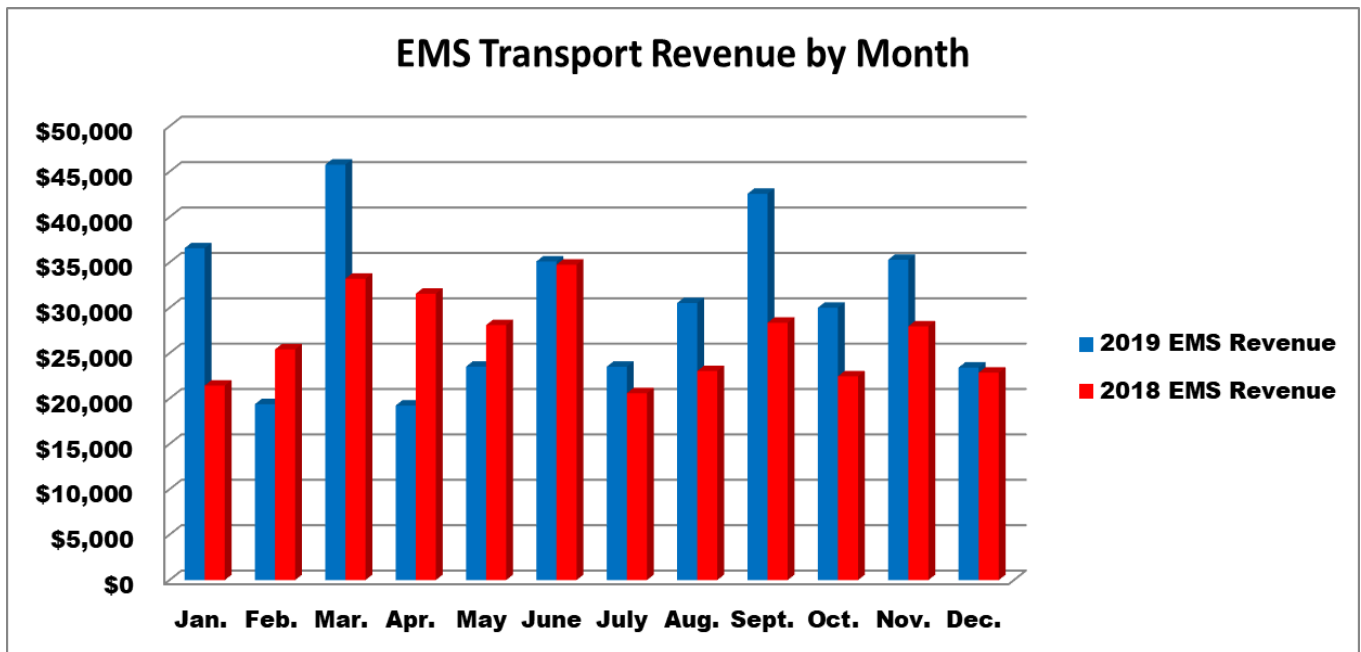
EMS RESPONSES BY SEVERITY



REVENUE FROM EMS TRANSPORT

The Division of Fire bills patients for transportation to medical facilities. The EMS billing system generated \$364,908 in 2019. The funds received from Emergency EMS billing are distributed into the Division of Fire's budget. Listed below are the 2019 EMS billing totals.

EMS Billing	2018	2019	Difference	%
Billed Amount	\$782,434	\$851,278	+\$70,134	+8.97%
Received Amount	\$319,713	\$364,908	+\$45,195	+14.14%
Collection Rate	41%	43%		+4.90%



BUDGET

2018 Division of Fire Budget vs. Actual		
Description	2019 Approved Budget	2019 Actual Expenditures
Personnel	\$ 2,750,435	\$ 2,566,817
Contractual	\$ 172,940	\$ 124,296
Supplies and Materials	\$ 41,160	\$ 27,239
Capital Outlay	\$ 85,450	\$ 45,011
Totals	\$ 3,049,985	\$ 2,763,363
		-9.40%

Past Actual Annual Expenditures	
2015	\$ 2,559,359
2016	\$ 2,416,461
2017	\$ 2,892,548
2018	\$ 2,790,531

2019 Grant Awards				
Grant	Purpose	Local Share	Local Cost Share	Grant Funds
FEMA/AFG Assistance to Firefighters Grant	Fire Station Source Capture Exhaust System	5%	\$2,367 (Cuyahoga County Match)	\$49,700
2018 & 2019 Ohio Department of Public Safety	EMS Training & Equipment	0%	\$00	\$2,765
		TOTAL	\$00	\$52,465

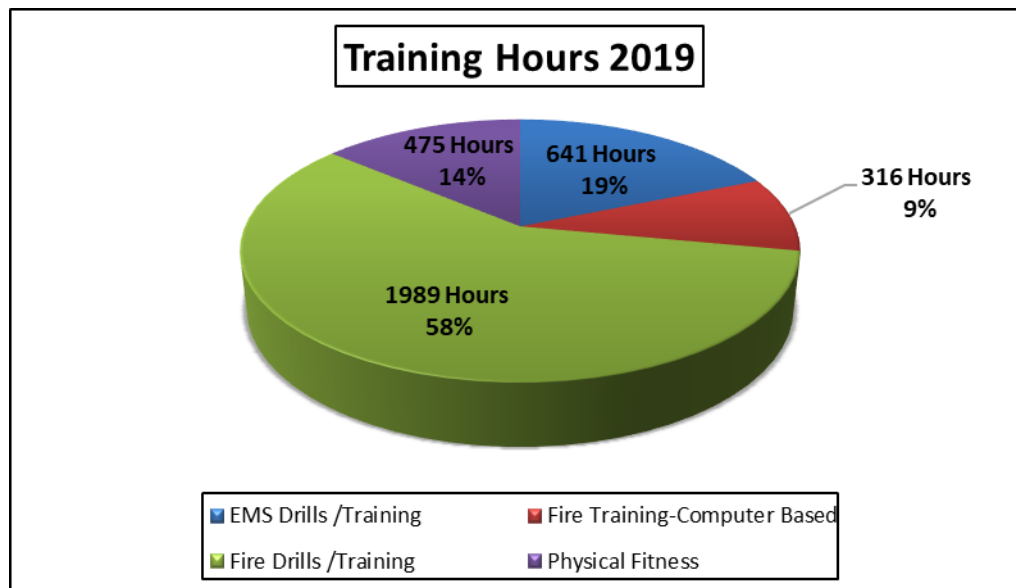
TRAINING

IN-SERVICE SHIFT TRAINING

The following list includes the areas covered by in-service shift training. Firefighters are required to complete monthly training requirements set forth by the Training Officer. These requirements are in line with the requirements set forth by the State of Ohio for firefighter recertification.



Building Construction and Fire Behavior	General Fire Prevention Training
Company Tours of New Construction	SCBA Training
General Driver Training	Live Fire Burn Training
Fire Control	Air Bag Training
Strategic and Tactical Operations	Cold Water Rescue
Incident Command System	Rapid Intervention Training
Fire Streams Theories	Firefighter Escape Techniques
Fundamentals of Fire Suppression	Ventilation Procedures
Hazardous Materials Overview	Small Equipment Reviews
Rope Rescue Training	Aerial Operations
Ground Ladders	Engine and Truck Pump Procedures



EMS CONTINUING EDUCATION TRAINING

The following list includes the areas covered by monthly run reviews held with Dr. Anthony Daher, MD our Medical Director. Paramedics and Emergency Medical Technicians (EMTs) are required to complete monthly training requirements set forth by the Medical Director. These requirements are in line with the requirements set forth by the State of Ohio for Paramedic and EMT recertification.

Pediatrics	Geriatrics
Emergency Runs and Protocol Review	CPAP
12 Lead EKG Interpretations	Trauma
Respiratory Emergencies	Pharmacology
Stroke	Altered Mental Status
CPR Recertification	Hypothermia
Drug Box Exchange Procedure	



FIRE HYDRANT TESTING

Fire hydrants in the City of Richmond Heights are inspected and flow tested annually by the Division of Fire. There are over 750 fire hydrants in the City of Richmond Heights. Fire hydrants and water utilities are owned by the City of Cleveland, Division of Water. Hydrants needing repair are reported to the Division of Water for follow up.

The Division of Fire is responsible for maintaining the appearance of the fire hydrants. Each year a list of hydrants in need of painting is compiled. Painting provides a hydrant protection against rust which “freezes” caps and makes the overall operation of the hydrant difficult.

HOSE TESTING

The annual service pressure testing of fire hose was completed on all in-service fire hose. Defective or failed hose is replaced on an as-needed basis each year. This ensures that serviceable hose is available when needed. Division of Fire was awarded a FEMA Assistance to Firefighters Grant in 2014 for the replacement of all hose, nozzles, and adaptors.

SAFETY EQUIPMENT

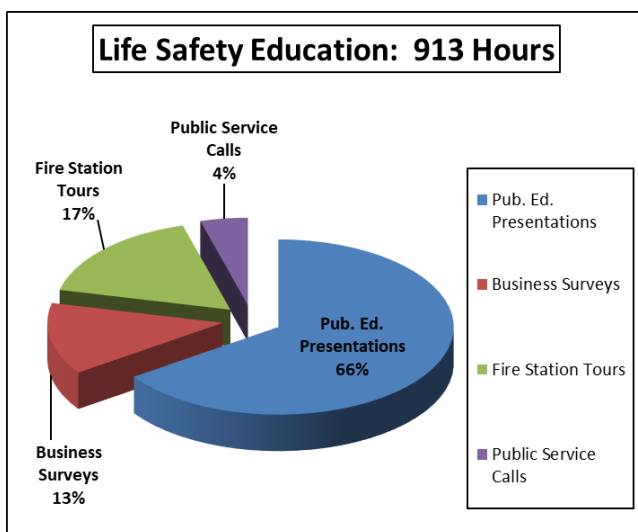
All Self-Contained Breathing Apparatus (SCBA) equipment was serviced and tested in 2019. All SCBA equipment meets current National Fire Protection Association recommended standards. In 2013 and 2014, Division of Fire was awarded local and regional FEMA Assistance to Firefighters Grants to fund the replacement of 16 SCBA units, 42 masks, and 32 air bottles.

All personal protective gear used for structural firefighting was replaced in 2012. Additionally, a cleaning system for the structural firefighting gear was purchased in 2012. A FEMA AFG Grant funded the purchase of both the structural firefighting gear and the cleaning system.

All personal protective gear and equipment meets current National Fire Protection Association recommended standards.

LIFE SAFETY EDUCATION

On duty personnel are responsible for providing Life Safety Education to the City of Richmond Heights. Our programs and tours influence age groups from preschool to high school. The goal is to get helpful safety information to the children in a manner that will “stick” with them as they develop. They also address the needs of seniors, homeowners, and employees in the workplace.



Life Safety Education	Total Hours	% Total Time
Pub. Ed. Presentations	597	65%
Business Surveys	121	13%
Fire Station Tours	155	17%
Public Service Calls	40	4%
Total	913	100%

FIRE PREVENTION ACTIVITIES

2019 was a busy year for Fire Prevention activities. The Fire Prevention Officer is assigned to the Building Division and serves the community by conducting annual fire safety inspections, fire suppression system testing, public education, and plan reviews for new construction and renovations of commercial buildings in the city.

2019 Fire Prevention Activity

- 225 Commercial Fire Safety Inspections
- 43 Residential Day Care, Foster Care, Group Home or requested home safety inspections
- 96 Special Equipment or Complaint Inspections
- 18 New and Repaired Fire Protection Equipment Plans Reviews
- 14 Fire Prevention Meetings
- 3 New or Repaired Fire Alarms Installed and Operational
- 5 New or Repaired Fire Suppression systems
- 3 Fire Prevention Classes Instructed
- 9 Posted Hazard Warning Notices with Code Enforcement
- Combined with 145 Building Department and Property Maintenance Inspections

Firefighters conducted pre-plan tours of local business for 120 days in 2019. The purpose of this important activity is to familiarize firefighters with the businesses and to update the pre-incident action plans for the occupancies.

VEHICLE INVENTORY & EXPENSES

Division of Fire's vehicle inventory is:

Vehicle#	Year in Service	Make	VIN#
Engine 712	2007	Sutphen	1S9A1BLD671003119
Ladder 721	2000	Am. LaFrance	4Z36EMEB7YRG75887
Squad 741	2015	Lifeline	1FDUF5HT1FEA99849
Squad 742	2017	Lifeline	1FDUF5HT3HED72096
Chief 751	2016	Ford Explorer	1FM5K8AR0GGA28762
Chase 771	2015	GMC Sierra 1500	3GTU2TEH0FG145894

In 2019 **\$14,422** was spent in vehicle maintenance and **\$9,166** in fuel. The total operating expenses for vehicles in Division of Fire was **\$23,588**. The annual fire pump testing was performed by Countryside Truck Service, Inc. and the annual ladder testing was performed by Diversified Inspections.

2019 Vehicle Maintenance Expenses:

Vehicle#	Maintenance	Fuel	Total Cost	Cost per/mile
Engine 712	\$ 6,014	\$2,348	\$ 8,362	\$ 2.90
Ladder 721	\$ 4,244	\$ 407	\$ 4,651	\$ 10.91
Squad 741	\$ 1,179	\$ 635	\$ 1,814	\$.92
Squad 742	\$ 1,610	\$3,381	\$ 5,062	\$.44
Chief 751	\$ 46	\$1,136	\$ 1,182	\$.13
Chase 771	\$ 1,330	\$1,258	\$ 1,581	\$.40
Total	\$ 14,422	\$9,166	\$ 23,588	

HILLCREST REGIONAL FIRE INVESTIGATION STRIKE FORCE (FIU)

The Hillcrest Regional Fire Investigation Strike Force welcomed three new cities on the to the in 2019 making the team is made up of 13 communities that annually fund a team of highly trained fire investigators for the purpose of determining the origin and cause of fires. The FIU unit has been in existence since 1997 and currently has a 34 person roster.

As a member of the FIU, Richmond Heights receives and provides fire investigation mutual aid to surrounding communities. Participation ensures that an adequate number of well-trained, experienced investigators are available for fire investigation in the Hillcrest Region. Richmond Heights currently provides two (2) investigators to the FIU.

In 2019 the FIU responded to 12 incidents in the Region, including 2 in Richmond Heights:

2/6/2019	Richmond Hts. FD
3/2/2019	Lyndhurst FD
4/8/2019	Euclid FD
6/4/2019	Euclid FD
6/9/2019	Richmond Hts. FD
7/1/2019	Lyndhurst FD
7/6/2019	Cleveland Hts. FD
9/14/2019	Lyndhurst FD
10/10/2019	Euclid FD
10/30/2019	Euclid FD
12/6/2019	Euclid FD
12/24/2019	Lyndhurst FD



The Hillcrest Fire Investigation Unit (FIU) meets bi-monthly for two hours of case review and continuing education. In 2019 the FIU group had guest speaker Jack Morgan present an 8 hour class on interview techniques and detection of deception through interviewing. Jack is very well known in the Fire investigation industry the class was well received and attended by our members.

This year we were able to replace some tools and equipment that were no longer serviceable and at the same time the new equipment's size and technology allows for a better fit to the new vehicle. The team is looking into new technology and researching new practices and to better our ability to detect the origin and cause of fires when called upon.

HEIGHTS-HILLCREST TECHNICAL RESCUE TEAM

Established 2017 (Heights/Hillcrest Merge)



Serving the Communities of Beachwood, Cleveland Heights, Euclid, Gates Mills, Highland Heights, Lyndhurst, Mayfield Heights, Mayfield Village, Pepper Pike, Richmond Heights, Shaker Heights, South Euclid, University Heights, and Willoughby Hills.

2019 was another successful year for our team. Our team provides special rescue services to all of eastern Cuyahoga County, as well as, the city of Willoughby Hills. The Heights-Hillcrest Technical

Rescue Team provides special rescue services in the following disciplines; Rope Rescue, Confined Space, Trench Rescue, Structural Collapse, and Water Rescue. The rescue team is comprised of, 70 specially trained firefighters from each of our member communities. By utilizing this regional approach, the team is able to provide specialized services that no one city could provide by themselves. Our team's specialized equipment is housed on five, Rescue Trucks, which are placed in fire stations throughout our service area. The team provides reciprocal rescue services to the Chagrin/Southeast communities in exchange for their Hazardous Material response capabilities. In addition to local training and emergency responses, the Heights – Hillcrest Rescue Team works closely with the Ohio Region 2, USAR Team, the Ohio Region 2, Water Rescue Team, and the SERT Team, which services the west side of Cleveland. Our teams' annual budget is \$82,000, which is funded by contributions from our member communities. This funding is used to maintain and improve our specialized equipment, as well as provide training for our team members.

There were a total of 10 team call outs in 2019. These callouts involved six, structural collapse calls, three water rescue calls, and one call involving rope rescue. Our most memorable call was a parachutist, who was stuck in a tree, approximately sixty feet in the air. During this year our members worked diligently in purchasing a new Rescue Truck. This truck is housed in Mayfield Heights, and carries rope rescue, confined space rescue, and ice rescue equipment. This truck replaced Truck 577, which was the original Hillcrest Rescue vehicle. Truck 577 was sold, and these funds were returned to our team.



The team holds monthly training sessions for our team members, which help maintain proficiency with our technical skills. These trainings provide invaluable experience to our members, and assures that the team is always ready to respond to any situation we are called for. The Heights - Hillcrest Technical Rescue Team sponsors 96 hours of training a year, and our

members are required to attend 75% of the trainings to remain an active team member. In 2019, our members completed 3583 hours of monthly training. In addition to these scheduled drills, team members participated in numerous outside training opportunities. Some of these outside opportunities included swift water classes sponsored by our Region 2 water team, structural collapse training in Virginia Beach, Advanced rope classes in Cleveland, dive rescue classes taught by Dive Rescue International, and trench rescue classes in Michigan.

The Heights - Hillcrest Technical Rescue Team requires that all of our members are certified as Rescue technician's, in all rescue discipline's, with the exception of Rescue Diver. We continue in our efforts to achieve this goal. The team currently has seven Rescue Divers, and we are working on expanding this pool. The teams' commitment to training, allows our members to operate safely, effectively, and efficiently in extremely hazardous situations.

2019 Callouts:

4/20/19	Water Rescue	Willoughby Hills
5/5/19	Rope Rescue (parachute)	Troy
6/1/19	Water Rescue	Bainbridge
6/2/19	Structural Collapse	Chesterland
6/3/19	Water Assistance (CHPD)	Cleveland Heights
6/26/19	Structural Collapse	Mayfield Heights
7/7/19	Structural Collapse	Euclid
7/25/19	Structural Collapse	Richmond Heights
8/20/19	Structural Collapse	Euclid
10/25/19	Structural Collapse	Richmond Heights



FREQUENTLY ASKED QUESTIONS

How do I get a copy of a Fire or Medical report?

Call the Division of Fire at (216) 383-6325, during our regular business hours of 8:00AM-5:00PM Monday thru Friday, for proper procedures to obtain a report.

Who do I call to learn CPR?

You can call (216) 383-6325 and ask for the EMS Coordinator.

What is a “Lockbox” & where can I obtain one?

A “lockbox” is a tamper-proof box mounted on the outside of a structure which contains keys to access the building. This allows firefighters quick access to a home or business even when the building may be secured, i.e. after hours or when occupants have limited mobility. Information to purchase a lockbox can be obtained by calling the Division of Fire at (216) 383-6325.

If my carbon monoxide (CO) detector activates, what should I do?

Carbon monoxide is a colorless, odorless gas that is created by the incomplete combustion of carbon based fuels. It also connects to blood cells at a rate 200 times faster than oxygen. It is recommended that you install a carbon monoxide detector on each level of your home. If a detector activates, call 9-1-1 and exit your home immediately. The Division of Fire will respond to your home and check the level of carbon monoxide (if any).

Why do firefighters cut holes in the roof and break windows of a building on fire?

This is called “ventilation.” There are two reasons for ventilating a structure. The first is to remove dangerous gases, heat, and smoke which accumulate in a burning building. These gases reduce visibility and can impede rescue and firefighting efforts. Second, ventilation allows firefighters to relieve the structure of superheated gases which spread fire and contribute to dangerous situations such as flashover and backdraft explosions.

What should I do with hot fireplace ash?

DO NOT remove hot ashes from the fireplace immediately. Wait 2-3 days before removing the ashes from the fireplace to allow the hot embers time to completely cool. Place the cool ash in a metal container and store outside away from the home and any combustibles.

What types of shifts do the Richmond Heights firefighters work?

Firefighters work 24 hour shifts beginning at 8 a.m. each morning. This amounts to approximately 56 hours per week, ten shifts per month. This schedule reduces personnel costs by not having overtime costs associated with a 40 hour work week. Firefighters do not receive overtime for hours worked over 40 hours. The fire station is staffed 24/7/365 days a year.

Why not three 8 hour shifts instead of one 24 hour shift? Wouldn't that be more cost effective?

Actually, it is more cost effective for firefighters to work 24 hour shifts. Firefighters work an average of 56 hours per week. If staffed with 8 hour shift employees, it would require overtime for hours worked per week, exceeding 40. An 8 hour shift schedule would require 30% more firefighters to provide the same daily staffing levels as is currently maintained.

Why do firefighters sleep at the fire station?

Firefighters in Richmond Heights, along with most firefighters in North America work 24 hour shifts. Irrespective of the time of day or night, firefighters will respond 24/7/365 days a year. Station duties and training activities are completed throughout the day. At night firefighters are permitted to sleep in order to maintain energy and a sharp mind when requested to respond.

