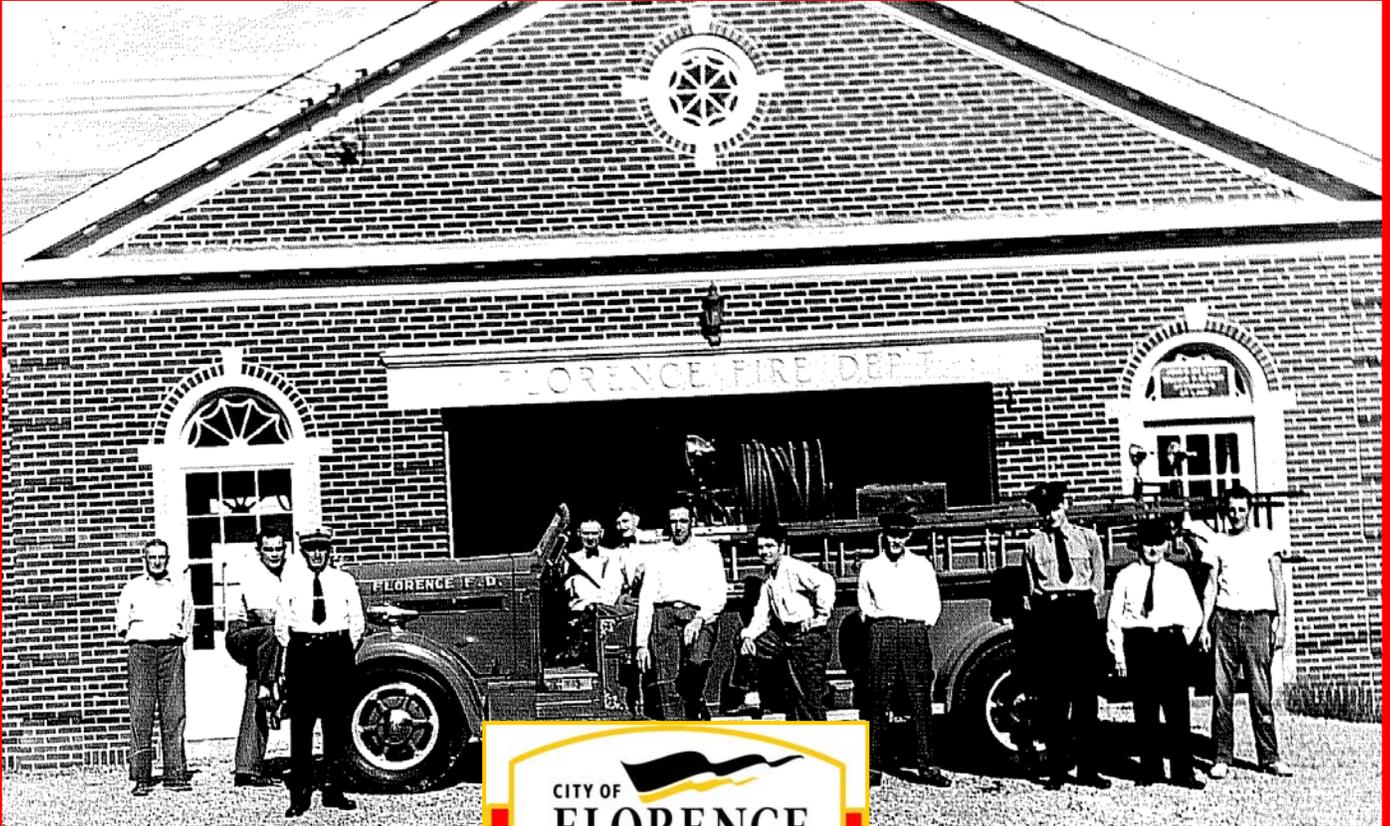


FLORENCE FIRE/EMS DEPARTMENT



2010 ANNUAL REPORT

Honorable Mayor Whalen and City Council Members,

As the economy continues to gain steam, so have the number of calls answered by the City of Florence Fire/EMS Department. Once again, 2010 was a record year for emergency responses within the city and the district. The Department responded to a total of 8590 calls for help, which reflects a 5.9% increase over the previous year. Emergency Medical Services responses totaled 5991 for a 5.7% increase and Fire/Rescue responses accounted for another 2599 runs, for a 6.4% increase in that category. Ongoing commercial and residential development within the city and district continues to drive these increases in run volume. In just the last two years, the city has added nearly 1000 hotel rooms and a significant number of businesses. There are roughly 20 more restaurants in the city and district today than there were at that time. The opening of Ethos on Main is expected to add to the departments EMS run volume just as our other senior facilities have, and while the expansion of ZF Steering is not expected to increase run volume significantly, the protection of its 350 new workers and of nearly 100 million dollars in new infrastructure continues to add to the challenge of providing adequate fire and emergency medical services to the businesses, visitors and citizens within our jurisdiction.

The single most outstanding accomplishment of the Fire/EMS Department for 2010 remains the fact that there were no fire related fatalities and the few injuries experienced were minor. This is certainly contrary to national averages. This lack of injury and death can be directly attributed to the aggressive approach of the department toward Public Fire Education Initiatives and Fire Prevention Inspections. The extensive knowledge and training of our staff members contributes greatly to this accomplishment. Dollar fire losses for the year were also significantly lowered.

As of July 2009, United States Census estimated that the combined population protected by the Florence Fire/EMS Department at nearly 44,000 citizens, making it the fifth largest fire department in the Commonwealth of Kentucky, behind Louisville, Lexington, Owensboro and Paducah. Taking into consideration continued growth, it will remain a challenge to provide the needed level of services to those we serve.

Each and every member of the Florence Fire/EMS Department contributed greatly to the accomplishment highlighted on the following pages. Their dedication and work ethic serve as an example to fire departments everywhere. We hope that these pages will give council members a better insight into the scope of our day to day operations.

If you should have any questions or require additional information, please do not hesitate to contact me. Once again, on behalf of the department, we thank you for your support and appreciate your continued attention to providing the resources needed to protect the citizens of the City of Florence and the Florence Fire Protection District.

Best Regards,



Marc A. Muench, Fire/EMS Chief

CITY OF FLORENCE FIRE AND EMERGENCY MEDICAL SERVICES 2010 YEAR END REPORT

FIRE AND RESCUE

After a slight downturn in 2009, calls for fire and EMS units increased **by 6.4%** in 2010 to a record 8590 responses. In the past, this size of an increase could usually be associated with an increase in vegetation, grass and/or mulch fires; however, that was not the case in 2010. The higher numbers are associated with an increase of responses in all categories. The good news is that dollar loss due to fires was down significantly to \$1,036,723.00. This represents a 42% reduction from the previous year. Of this number, 61% of those losses were from three major incidents which are addressed below. The remainder accounts for a relatively small fire dollar loss across the city and district.

Fire/Rescue Responses Include:

Fires in Structures	47	Vehicle Accidents	410
Truck/Car Fires	37	Assist EMS	444
Grass or woods Fires	74	Hazard Responses	214
Dumpster Rubbish	20	False Alarm	439
Service/Good Intent	584	Inspections	2177

MAJOR FIRES

MEIJER-In the early morning hours of January 25, 2010, Florence Fire/EMS was dispatched to a reported structure fire in the Meijer store on Meijer Drive. Due to the size of this structure, immediate calls for assistance were sent to the Erlanger, Point Pleasant and Elsmere Fire Departments. Arriving units found the entire 100,000 square foot structure charged with heavy smoke. Reports indicated that the fire was located in the automotive section toward the rear of the building. Fortunately, the building sprinkler system held the fire in check until an interior attack could be mounted through a rear door. While the fire was quickly extinguished, the building and contents loss amounted to over \$505,000. Subsequent investigation found three individuals were in the store and in the general area of the origin of the fire shortly before the fire began. Video surveillance tapes clearly identified these individuals leaving the building. Through cooperation with the Florence Police Department and the Boone County Fire Investigation Team, these videos were broadcast by local television stations. All suspects turned themselves in within hours. Evidently two of the individuals were piercing aerosol paint cans with a knife and then lighting the spewing paint creating a "blow-torch" effect. Two were subsequently charged with arson and convicted. While the damage was significant, the cooperative efforts of neighboring fire departments kept this fire from becoming a huge blaze which would have resulted to tens of millions of dollars in loss.

GARAGE FIRE- On April 13, 2010, the department responded to a reported structure fire at a residence on Stonegate Drive. A column of smoke could be seen at a distance and the first due engine found heavy smoke emanating from a detached garage. As there was no man-door to gain access, crews were required to cut through the metal garage door to begin to fight the fire. Crews were hampered by a large amount of paint and fuels stored inside of the building. The owner of the structure was a self employed contractor who stored his tools in the garage. The building itself was saved, however, due to the high dollar value of contents, losses totaled \$54,000.00.

MOTOR HOME- On August 9, 2010, the department was called to a “vehicle fire” on the Interstate. Upon arrival, responders found the vehicle to be a 40 foot luxury motor home with a car in tow. The driver reported seeing smoke from the engine compartment and pulled to the side of the road. The wood and plastic construction of the vehicle immediately spread the fire to the passenger compartment and to the auto being towed. Responding units were able to extinguish the fire quickly, however, losses eventually totaled \$80,000.00.

EMERGENCY MEDICAL SERVICES

While EMS runs registered a slight decrease in 2009, calls for help roared back to an all time high in 2010. The total of 5991 EMS runs reflects 321 additional responses over the previous year which is a **5.6%** increase. Of these responses, 2532 were categorized as immediately “life threatening” incidents to which Paramedics provided definitive care. In these cases, it is imperative to get our paramedics to the patients in as little time as possible to begin aggressive treatment of a patient.

Major EMS Response Categories include:

Difficulty breathing	546	Unconscious	368
Chest Pain/Heart Att.	577	Seizures	244
Falls	644	Stroke/CVA	122
Subject Ill	838	Diabetic	138
Psych/Suicide	371	Assault	161
MVC	572	Cardiac Arrest	84*

*During 2010 Florence Fire/EMS responded to 84 incidents of full cardiac arrest. In these situations EMS crews must arrive within 5 minutes to prevent irreversible brain and/or organ damage and to increase chances of survival.

RESPONSE FACTORS

TRAFFIC:

As the economy returns, shoppers are visiting Florence businesses more often and the return of residential construction will mean more traffic within and through our city streets. While we often refer to the “traffic in Florence”, it is important to note the city is the major travel route to many of our neighboring

communities. Residents of Burlington, Union and many from Independence now utilize our roadways to travel to and from their homes thus adding to the congestion.

Time is the most important factor in providing life saving care to our citizens. Our current EMS "dispatch to arrival" time now exceeds 6 ½ minutes due to the distances we are required to travel to get to our patients and the ever increasing traffic. The faster we can get to our patients, the better their chances of survival. Plans remain in place to relocate our stations to areas which will reduce travel distances and travel times.

MUTUAL/AUTOMATIC AID:

In 2010, Florence requests for help from neighboring departments increased by nearly **15%** to 218 calls. Florence Fire/EMS now depends on its neighbors to respond to assist our citizenry in excess of four times per week. The majority of those responses come from the Erlanger, Elsmere and Union Fire Departments and we sincerely thank them for their assistance. At the same time, Florence Fire/EMS responded to assist neighboring communities a total of 48 times.

The ratio of neighboring units responding into Florence verses Florence responding outside of our jurisdiction is at a level last seen in 2005 and continues to increase on a yearly basis.

PERSONNEL

The staff of Florence Fire/EMS truly set the standard for the department and we are fortunate to have very knowledgeable and dedicated staff members at both the career and volunteer levels. Our day to day operations and emergency run volume result in Florence Fire/EMS being the busiest of any department in Northern Kentucky and our staff is commended for their efforts. The Fire/EMS staff totaled some 10,142 hours of training during the year, once again showing the commitment to providing the best service possible.

On the career staff side, the department lost three staff members in 2010. One firefighter was hired by the Newport Fire Department, one by Lexington and the other returned to the private sector. We are currently working to fill these openings.

Turnover within the volunteer ranks continues to be an issue with a loss of nine members during 2010. This amounts to a 30% turnover in staff which causes quite a disruption to operations. The loss of these members was primarily due to a member's inability or unwillingness to maintain the required training and/or participation in responding to emergency runs. Work and family simply consume the entire day. This problem is a national issue within the fire service as the general public continues to have less and less time to commit to volunteer activities. In addition, there is an ever increasing amount of training for firefighters at all levels. Many volunteer members are joining departments that are hiring part-time paid personnel for the income.

Florence Fire/EMS continues to be the largest department within the Commonwealth of Kentucky to utilize a volunteer staff. We have been able to regularly recruit new "rookie volunteers" however; this is a long and labor intensive process considering our current rate of turnover. We are fortunate to have kept a core number of our more experienced volunteers in place and they provide invaluable knowledge and experience to the newcomers however, they will not be around forever.

I would be remiss if I did not recognize our administrative staff. They do an amazing job supporting all aspects of department operation from record keeping to customer service. Thank you, Kathleen and Penny.

PUBLIC FIRE EDUCATION

Public Fire Education events for 2010 included fire prevention programs in our pre-schools, daycares, and elementary schools. In addition, school fire drills, fire station tours, and fire extinguisher training was conducted. During the year Fire/EMS personnel participated in 58 public fire education events. This resulted in a total of 3927 citizen contacts including 2487 children. These numbers reflect an increase in contacts over the previous year of 13.5%.

Public Fire Education events for 2010:

- 1) The department participated in the City of Florence/Wal-Mart "Safety Day" in May. Unfortunately, this event was very poorly attended by the public, despite the department providing tours of Fire and EMS vehicles, demonstrations of equipment and providing fire prevention instruction utilizing the "Fire Safety Trailer."
- 2) Fire Marshal Robert Krebs is our "go-to" guy for the annual "Smoke Detector Blitz". This program allows us to go into areas of the City and District that we feel are of greater risk of fires and related injuries or deaths. The program assures that the citizens living in these areas have access to and are knowledgeable in the use of smoke detectors. This year, our "Target's" were nearly 800 resident's living in the area east of Dixie Highway from New Buffington Road to the Elsmere City Limits. Many thanks to Fire Marshal Krebs and the staff of Florence Fire/EMS as well as the Florence VIPs' for their assistance in distributing literature. Special thanks to the Red Cross and Wal-Mart for their financial and material support of this most valuable project.
- 3) The approximate 200 cafeteria workers within the Boone County Public School System are required to be trained in the use of portable fire extinguishers. Once again in 2010, Training Commander Chris Miller organized the Fire Departments and schools across Boone County to participate in a single "Fire Extinguisher Training Day." All cafeteria workers were assembled and representatives from departments across the county joined in to present one comprehensive and consistent fire extinguisher training class. This program saved countless man-hours for departments across Boone County
- 4) Thanks to our staff members who provide the "Child Car Seat Safety Program" to the citizens of the city and district. It is estimated that 90% of car seats installed by the public are installed incorrectly so this is indeed a valuable service to provide. 82 child safety seat installations were performed in 2010.
- 5) The most notable of Public Fire Education efforts for 2010 was the implementation of the Risk Watch™ program into all elementary schools within our jurisdiction. Funded by a FEMA grant, the department was able to supply books and training materials to over 200 classrooms and 5000 students mostly in grades Kindergarten through 5. Risk Watch provides a multi-hazard approach in protecting children from injury or death. The program covers a variety of topics

including: bicycle safety, water safety and car safety as well as fire prevention. Captain Joy Cutter-McVay continues to coordinate our Risk Watch efforts.

CODE COMPLIANCE

The department completed nearly 100% of its fire prevention inspections scheduled for 2010. Some 2177 multi-family residences, schools, commercial buildings and industrial structures were “hands-on” inspected by Fire/EMS personnel. This is an average of 42 inspections per week with each requiring between one-half and three hours to complete. Violations are noted by department personnel and corrections addressed with the responsible party. There were no major issues with entities correcting their violations for this calendar year.

Fire Marshal Robert Krebs oversees the FIRE inspection program; however, it is our frontline firefighters who do 98% of the actual inspections. Bob has been instrumental in bringing together the departments throughout Northern Kentucky to share information and ideas regarding fire code compliance. He also works with other Kentucky organizations in developing regulations to further the safety of citizens across the entire Commonwealth.

In addition to fire prevention inspections, the department is responsible for other aspects of fire safety as well as enforcing portions of the City Property Maintenance Code. Additional task performed for the year included the final occupancy inspection of 68 buildings, final test of 29 fire suppression systems and 24 school fire drills. The department also mitigated 12 mold or bed-bug issues.

APPARATUS

We are currently in the fifth year of our apparatus/vehicle replacement schedule. 2010 brought the arrival our new quintuple combination engine to replace a very troublesome 2000 model. Maintenance cost will remain high, mainly due to required major brake work on our 1993 engine and the ongoing expense of maintaining two 2004 Ford ambulances with problematic engines. These ambulances are scheduled to be replaced over the next several years and should provide for a significant reduction in maintenance expenses.

The department was very fortunate to win a 2010 Toyota Tundra pick-up truck courtesy of the Northern Kentucky-Greater Cincinnati Toyota Dealers. It is a very durable vehicle and should serve the department for many years. We used the truck to replace a 1999 Crown Victoria that had been handed down from the police department in 2005.

STATIONS

The 2010-2011 Capital Budget includes funding for a replacement “satellite” fire station. The original proposal was to place this station on city property on Woodspoint Drive at the rear of the World of Sports property. Subsequent discussions are pending however, this location affords the

department improved access to the northern portions of the city as well as to the Interstate and will greatly enhance response time to those areas.

The Florence Fire Protection District continues their discussions of constructing another replacement "satellite" station in the Interstate 75/Mt. Zion Road area. As the Kentucky DOT is currently in the planning stages for the complete rebuild of that intersection, definite plans are most likely years away, however, this area remains the prime location for decreasing response time within the city and the district.

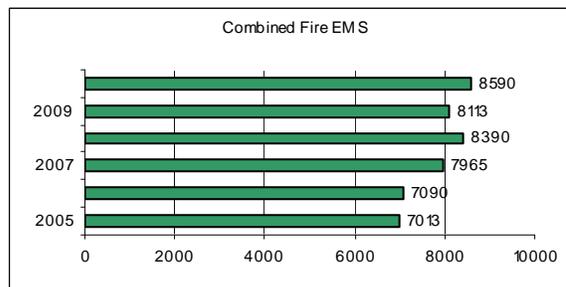
SUMMARY

All things considered, 2010 was another very successful year for the Florence Fire/EMS Department. The department continued to provide professional fire protection and emergency medical services to the citizens of the City of Florence and to the Florence Fire Protection District. It does need to be understood however, that continued commercial, residential and industrial growth continue to dilute the capabilities of the department. Much of this growth has been within the Florence Fire Protection District, which might not be adequately communicated to the city. The fact that the Fire/EMS Department now protects nearly 44,000 people bears out the reality that growth is continuing. Florence Fire/EMS has reached a point where it is performing at nearly 100% of its capabilities. The question becomes, if the department is at this stage now, by what means will it be able to respond to the increase in calls that will invariably occur as the economy recovers and growth quickens? It is essential that the city be prepared to provide adequate and comparable levels of service to its citizens. Current planning is essential to the future well being of those we serve.

FIRE/EMS INCIDENTS

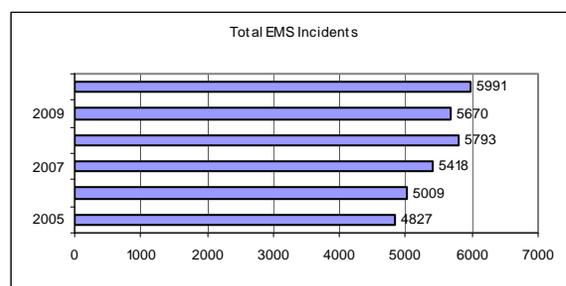
Total FIRE/EMS Incidents

Total FIRE/EMS Incidents 2010	8,590
Total FIRE/EMS Incidents 2009	8,113
Percent Change From Last Year	5.88%
Average Annual Change Since 2005	4.27%



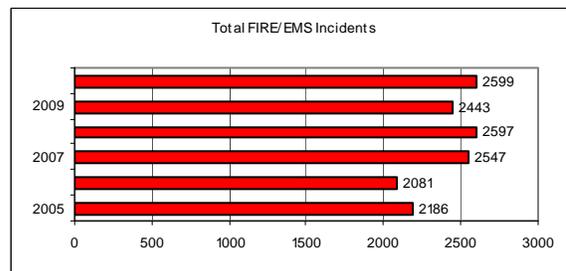
Total EMS Incidents

Total EMS Incidents 2010	5,991
Total EMS Incidents 2009	5,670
Percent Change From Last Year	5.66%
Average Annual Change Since 2005	4.52%



Total FIRE Incidents

Total FIRE Incidents 2010	2,599
Total FIRE Incidents 2009	2,443
Percent Change From Last Year	6.39%
Average Annual Change Since 2005	4.62%





Top 10 Dispatches.....

<u>Dispatched For:</u>	<u>Incidents</u>
1 Sick Person	828
2 Fall Victim	644
3 Traffic Accident	572
4 Breathing Problems	546
5 Chest Pain	519
6 Psychiatric Problems	371
7 Unconscious / Fainting	368
8 Traumatic Injury	286
9 Convulsions / Seizure	244
10 Fire Incident	201

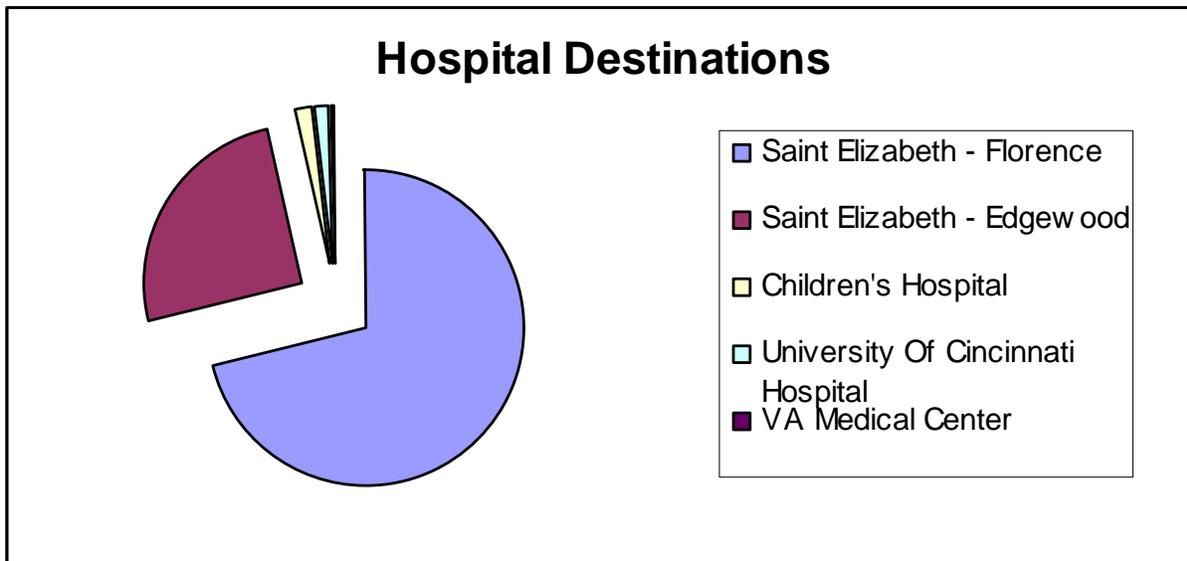
EMS Units Are Responding To.....

0 00:00		<u>Location Type</u>	<u>Count</u>
1	Residence	3158	
2	Street < 50 MPH	493	
3	Business	458	
4	Hotel / Motel	225	
5	Street > 50 MPH	212	
6	Public Building	204	
7	Extended Care Facility	192	
8	Assisted Living	144	
9	Bar / Restaurant	123	
10	Doctor's Office	102	



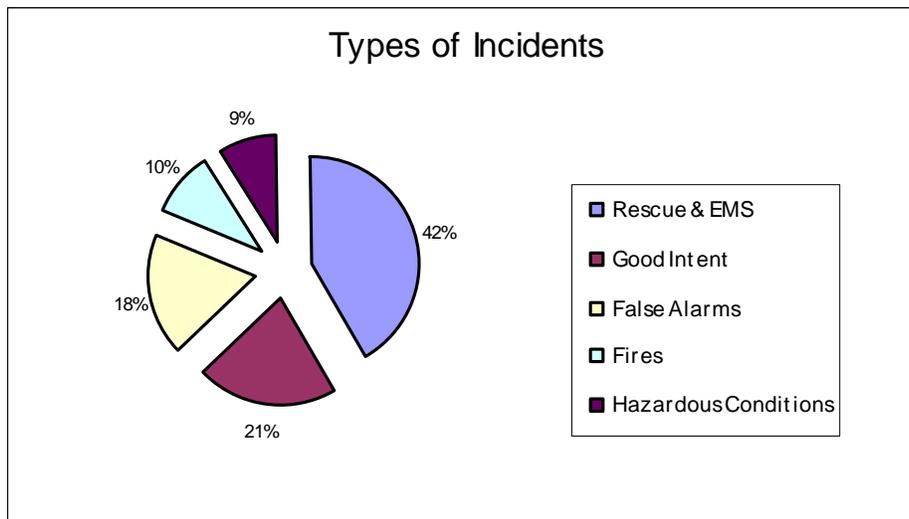
Patients Transported To The Following Destination.....

<u>Receiving Hospital</u>	<u>Transports</u>	
Saint Elizabeth - Florence	2858	70.97%
Saint Elizabeth - Edgewood	1025	25.45%
Children's Hospital	65	1.61%
University Of Cincinnati Hospital	54	1.34%
VA Medical Center	10	0.25%
Christ Hospital	7	0.17%
Good Samaritan Hospital	6	0.15%
Deaconess Hospital	1	0.02%
St Elizabeth - Covington	1	0.02%



Types of FIRE Incidents.....

<u>Category</u>	<u>Incidents</u>
Rescue & EMS	1002
Good Intent	508
False Alarms	439
Fires	241
Hazardous Conditions	214
Service & other	195





2010 Fire Inspection Annual Report

Total number of Inspections: 2256
 Number of inspections completed to date: 2248
 Percent of inspections completed: 99.65%

Inspections by shift and station

Shift	Station	Inspection District	Station Captain	# of Inspections Assigned	# of Inspections Completed	% of Inspections Completed
A	2	East-North	James	538	534	99.26%
B	2	East-Central	R. Webster	270	270	100.00%
C	2	East-South	T. Webster	342	342	100.00%
C	3	West-North	Knoll	337	335	99.41%
B	3	West-Central	Moore	365	363	99.45%
A	3	West-South	Black	404	404	100.00%
TOTALS				2256	2248	99.65%

- There were 2248 inspections completed for the 2010 inspection year. This averages out to **8.68** inspections per weekly working day. (Monday thru Friday) “**Great Job**” to all crews for completing their inspections for the year.
- Smoke detector blitz was held in October/November. Information was handed out by Florence Fire/EMS Crews and VIPS. Area of blitz was south of Dixie Highway from Elsmere city line to US 42 and East of Dixie Highway from US 42 to New Buffington. Information handed out to over 800 residences.
- Worked on starting the Kentucky Fire Inspectors Association, I am the treasurer. The association is working with the State Fire Marshal’s office in updating the curriculum and qualifications of Fire Inspectors. A new class/program is starting in 2011.
- Wal-Mart donated \$1000 for fire prevention/smoke detector blitz.
- Continuing to monitor building and fire code changes in Frankfort specifically residential sprinkler requirements and fireworks legislation.
- Continue looking at ways to improve fire inspection quality and efficiency.

Sincerely,

Robert Krebs
Fire Marshal

TRAINING AND PUBLIC FIRE EDUCATION

2010 Fire and EMS Training Overview

For 2010, the Fire/EMS Department conducted 10,142.75 hours of training, including 7,420 in fire, rescue, and Haz-Mat; 2,221 hours in EMS training; and 501.75 instructor hours.

The implementation of a basic and fundamental training curriculum for 2010 was completed and implemented; the department hosted the FEMA/National Fire Academy "Command and Control of Incident Operations" class as well as the Preparation for Initial Company Operations, and Strategy and Tactics for Initial Company Operations.

Additional progress toward national Firefighter I and II certification testing for all personnel was achieved. The Career Laddering program was adopted and put into effect; the program has been renamed Career Credentialing and is currently undergoing revision.

During 2010, the average firefighter received 129.2 hours of training which exceeds the State Fire Commission minimum requirements for firefighters. Additionally, the EMS training that was provided exceeded the requirements of the Kentucky Board of Emergency Medical Services. All department members received training on the new EMS Protocols.

Florence Fire/EMS Paramedics took part in RAMPART which was a nationwide emergency drug study to evaluate seizure medications. The study, which was based out of the University of Cincinnati, will allow researchers to advance the level of care provided by paramedics across the United States.

In 2010 several members of the Fire/EMS Department attended advanced or specialized training outside the department. Courses attended included the "Courage to Be Safe" Program, National Fallen Firefighter Life Safety Summit, Fire Officer I, Fire Officer II, Northern Kentucky Fire Officer Development Course, National Fire Academy (NFA) Command and Control of Incident Operations, NFA Command and Control of Multiple Alarm Incidents, NFA Preparation for Initial Company Operations, NFA Strategy and Tactics for Initial Company Operations, NFA Executive Leadership, NFA Incident Safety Officer Course, NFA Leadership I, II, and III, Hazardous Materials Technician Course, Rope Rescue Technician Course, and the Northern Kentucky Recruit Class.

The new State Fire Records Training System (SFRTS) which was rolled out in 2009 is still experiencing some growing pains and continues to be updated and adjusted as needed.

Several members represented the department as instructors at various schools and seminars throughout the State of Kentucky. Those members include Chief Muench, Cmdr. Aylor, Cmdr. Krebs, Cmdr. Miller, Capt. Cutter-McVay, Capt. Troy Webster, Captain Black, Capt. James, and A/O Tim Webster. CPR recertification training was also provided for city employees in 2010.

The paramedics of Florence Fire/EMS received considerable training in 2010 which included all state mandated training and certifications including Advanced Cardiac Life Support, Pediatric Advanced Life Support, and Protocol updates.

2010 Safety Overview

For 2010, the primary safety goal was to "Reduce the number of injuries by 33%". This was exceeded in that the number of injuries was reduced by 69% from 16 in 2009 to five in 2010, none of which were serious in nature. There were also five infectious disease exposures in 2010 none of which led to an employee contracting the disease to which they were exposed.

There were six reported accidents in 2010, five of which resulted in minor injuries to members and one vehicle accident resulting in minor damage.

The Department Safety Committee met three times in 2010 and discussed a variety of topics including hearing and eye protection, the Intersection Procedure SOG, and department injuries and accidents. The committee made recommendations to the Fire/EMS Chief as required

Of the five safety goals set for 2010 three were fully achieved. The number of injuries was decreased by more than 33%. The Safety Committee became more active. Operational safety was increased through teaching the principles of Crew Resource Management and the use of the "Everyone Goes Home" program.

2010 Public Education Overview

2010 was another busy and very successful year for the public education program. During 2010, the total number of citizen contacts increased by 13.5% over 2009 to 3927. There were 58 events held, reflecting an 11.5% increase. Of all contacts, 1,440 were adults and 2,487 were children. The department's car seat technicians installed or inspected 82 child safety seats in 2010.

Fire prevention programs in 2010 included youth fire prevention programs, adult education programs, station tours, fire extinguisher training, participation in safety fairs, participation in back to school fairs, parades, and participation in the City of Florence Night Outs. The department also conducted three Red Cross classes for children: First Aid for Little People, Basic Aid, and On Our Own in March.

Youth programs and fire extinguisher training accounted for the majority of the programs conducted. School programs reached out to 2,040 persons which included 186 adults and 1854 children and the fire extinguisher training was conducted for 870 adults which included 200 cafeteria workers for the Boone County Schools.

Commander Krebs reported that once again the Smoke Detector Blitz was successful with nearly 800 homes contacted in the southeastern area of the city. Support of this event included smoke detectors supplied by the American Red Cross and batteries from the Energizer Battery Corporation. Jilco Direct assembled the informational letters to be distributed to the target area. Additionally, Wal-Mart made a donation of \$1,000 used for four \$250 gift cards, which were awarded to respondents. Special thanks to Kathleen Bresch, the Florence Volunteers in Policing, Captain Robert Webster, Apparatus Operator Jim Kunert, and Firefighter Rob Barth for their assistance with this valuable program.

The most significant public education achievement in 2010 came through the efforts of Captain Joy Cutter-McVay and Chief Marc Muench through the implementation of the Risk Watch[®] Program in all elementary schools in the City of Florence. Risk Watch[®] is a comprehensive all hazards awareness program published by the National Fire Protection Agency and targeting school aged children. Implementation of this program was made possible through a Fire Prevention Grant from the Federal Emergency Management Agency. The program was placed in over 200 classrooms across the city and will contact over 5000 elementary school children.

Of the three public education goals for 2010, two of the three were achieved in that Florence Fire/EMS was able to have contact with a greater number of citizens and the implementation of the Risk Watch[®] program. Reaching out to our senior population has proven more challenging. This goal will be addressed in earnest in 2011.

2011 Goals

Fire/Rescue/EMS Training

1. Host the National Fire Academy Command and Control of Target Hazards class in the spring.
2. Complete IFSAC Firefighter I and II testing for all personnel.
3. Host and complete IFSAC Driver/Operator and Aerial Operator testing at Florence Fire/EMS.
4. Implement revisions to the Career Credentialing program.
5. Convert all training outlines to a new format and make all outlines readily available on the computer network.
6. Work with Boone County Emergency Management to bring the monthly Haz Mat Team training to Florence Fire/EMS.
7. Revise and update the Infection Control Program.
8. Revise and update the EMS Protocols to reflect the new American Heart Association Advanced Cardiac Life Support Guidelines.

Safety

1. Once again reduce the number of injuries and accidents by 33%.
2. Reduce blood-borne pathogen exposure of personnel to zero.
3. Revise the safety issue reporting system to incorporate near miss reporting and implement the system in the Fire/EMS Department.
4. Continue to develop the Department Safety Committee.
5. Continue to enhance operational safety.

Public Education

1. Make a concerted effort to reach out to the senior citizen population in 2011.
2. Revise the fire extinguisher training program to be specialized for the type of business that the class is delivered rather than using the same program for all.
3. Continue to promote and assist with the Risk Watch[®] program in the schools.
4. Implement quarterly community CPR classes in 2011.
5. Anniversary/Educational Open House for 2011.

Closing Thoughts

For 2010 Florence Fire/EMS lived up to the motto of the National Fallen Firefighters Foundation which is "Everyone Goes Home". This is an incredible accomplishment in that the fire service faces a time in which the economy has caused additional demands for services as well as emphasis on fiscal conservation. In addition, modern construction methods of today's buildings make the firefighting profession ever more dangerous. Through hard work, dedication, and professionalism, the members of Florence Fire/EMS once again rose to the challenge and completed another successful year of service to the citizens of Florence and the Florence Fire Protection District.