

ANNUAL REPORT | 2015 USAG ITALY FIRE & EMERGENCY SERVICES



"Onore in Servizio"



"Honor in Service"

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MESSAGE FROM THE CHIEF

Welcome to the USAG Fire and Emergency Services annual report for 2015. Each year the organization takes the time to track data and provide trend analysis on a myriad of organizational and response services. It is our intent to provide a holistic look at the overall community response program and peel back the layers of services to reinforce how we support the community, the mission of USAG-Italy, and how we grow our internal and external customers.

2015 was a very bright and productive year for the Fire and Emergency Services program. Through the assistance of our business partners, we were able to outfit our responders with new personal protective equipment, station uniforms, and incorporate new multi-parameter, semi-automated/manual defibrillation devices on all of our first response fire apparatus. As a long term continuing project to streamline service capability throughout Italy, we carried the partnership mentality into the newly flagged USAG-Italy and developed strategic plans to ensure the Darby Military Communities needs are being met.

As always, the resources to sustain a proactive emergency response program are a concern; in 2015 the organization received the support to revitalize two fire stations within the Camp Darby community, remodel targeted areas of the Ederle Fire Station and increase the authorized response strength. The overall support for the organization has ensured it is positioned in a manner that will ensure we maintain a high quality response force, administrative staff, and customer service program that mirrors what our customers expect from any IMCOM Camp, Post or Station.

Moving forward into 2016 we will challenge the fabric of the organization and further examine the values, beliefs, workplace practices and desired outcomes of our services to the community. We are not absent in thought of how we will build and develop our human capital in the out-years, with this, we will garner support and leverage partner organizations to provide “best practices” in human capital development.



FIRE CHIEF

Scott M. DeLay

A handwritten signature in black ink, appearing to read "Scott M. DeLay".

~ Honor in Service ~



IMCOM		
Mission	Vision	Endstate
IMCOM delivers and integrates base support to enable readiness for a self-reliant and globally-responsive All Volunteer Army.	Innovative professionals committed to effectively delivering extraordinary services and facilities for our premier Army.	The premier provider of Army installation management by 2025 and the preferred choice for joint and expeditionary basing management throughout the world.

USAG Italy

Mission	Vision	Endstate
The Garrison mission is to “deliver and integrate base support and services to diverse communities enabling mission readiness and enhancing quality of life.”	The Garrison vision is to serve as “the Army’s model for overseas garrisons support and services provided by a professional workforce.”	“By 2020, USAG Italy is the model overseas garrison deliberately designed to provide support and services to our diverse communities with flexibility to adapt to change.”

The Army’s Home South of the Alps. As the Army’s Home South of the Alps, USAG Italy executes day-to-day installation management operations and provides services in support of two military communities: Vicenza Military Community (VMC) and Darby Military Community (DMC).

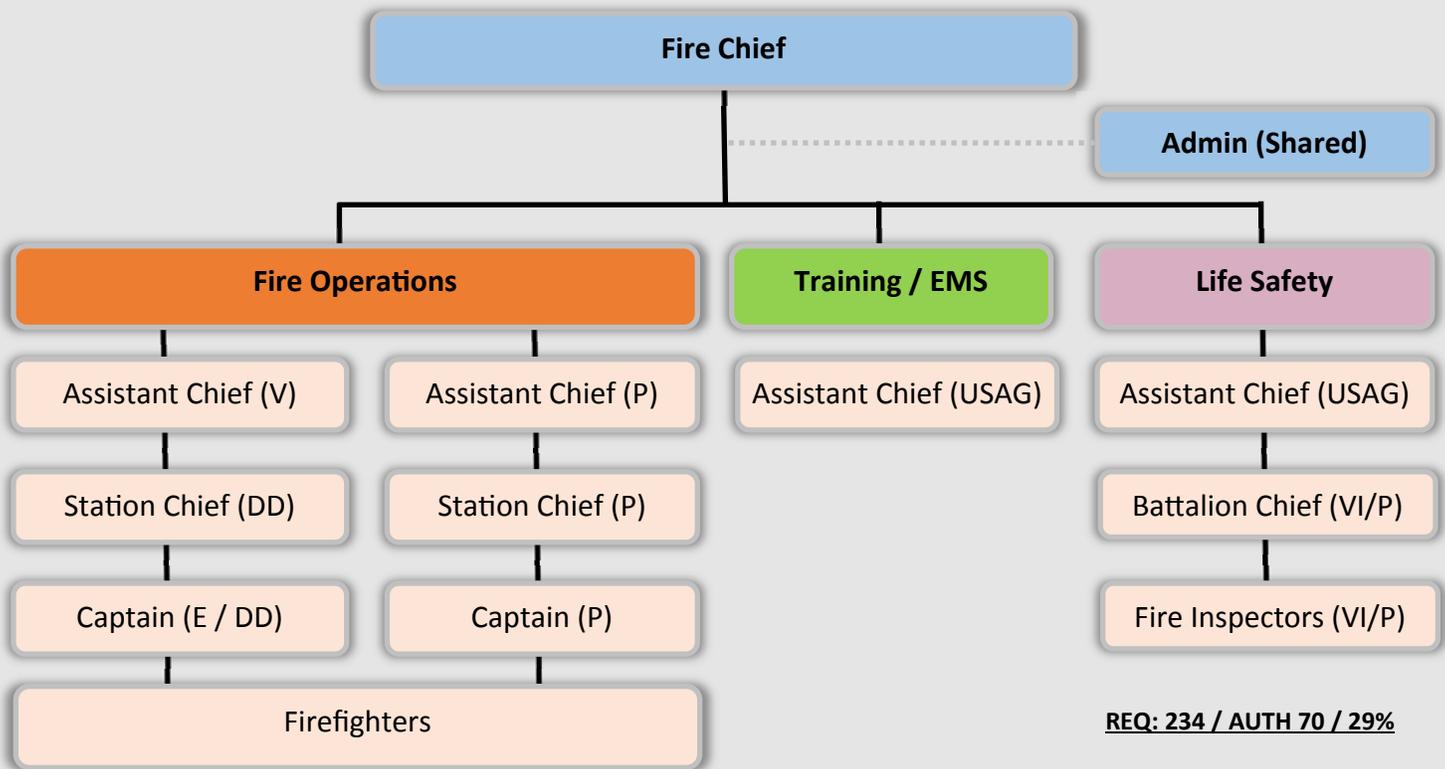
USAG Italy Fire & Emergency Services



Mission	Vision	Values
USAG Italy’s Fire & Emergency Services division is an all hazards response agency that supports the mission of the our Soldiers, Citizens, and Community through proactive and resilient response initiatives.	Provide a model of professional men and women that serve our community through proactive and innovative response and safety solutions.	<ul style="list-style-type: none"> ~ Integrity ~ Professional Excellence ~ Stewardship ~ Community Service ~ Teamwork ~ Leadership ~ Health & Safety ~ Accountability

~ Motto ~
Honor in Service

GOVERNANCE MODEL



Support Organizations



SERVICES

STRUCTURAL FIREFIGHTING	HAZ-MAT/WMD	WILDLAND MITIGATION	SPECIALIAZED RESCUE	FIRE PREVENTION	PUBLIC EDUCATION
<ul style="list-style-type: none"> - Structural Fire Protection - Investigation - Urban Interface Protection - Machinery Fire Protection 	<ul style="list-style-type: none"> - Technical Response - Munition Response - Chemical & Biological Agent Response 	<ul style="list-style-type: none"> - Planning - Response - Mitigation 	<ul style="list-style-type: none"> - Machinery - Vehicle - Low/High Angle - Structural Collapse - Confined Space - Trench Response 	<ul style="list-style-type: none"> - Investigation - Plan Review - Public Display - Event Support - Life Safety Inspection - Readiness 	<ul style="list-style-type: none"> - Health & Safety - In-home Safety Inspection - Social Media

Since the early 1900's the Army has provided fire protection services to its installations. Keeping with this tradition, USAG Italy Fire & Emergency Services (FES) is an all hazards response organization dedicated to saving lives, providing professional emergency services, and educating our community on fire prevention. FES is comprised of 70 personnel operating out of three areas. We provide fire suppression, hazard mitigation, EMS, prevention and safety oriented educational services to nine noncontiguous geographic locations known as the Vicenza Military Community (VMC).



Fire Station 1 and the Fire Department Headquarters are located at Building 50 on Caserma Ederle. Caserma Carlo Ederle is an Italian Army base situated on 150 acres in Vicenza with 246 facilities. Housed there are Engine 1, Rescue 1 and our Hazardous Materials response equipment. The Administrative staff of the Fire Chief, Assistant Chief and Training Chief all operate out of this building.

In addition to serving Ederle, resources at Station 1 also provide emergency response support for 63 acres in the Villaggio Della Pace Housing Area . Home to approximately 2500 people in 247 quarters and is the center for schools and youth activities in the VMC. Similar to a tiny community, it has Vicenza Elementary School and Vicenza Middle School, a Child Development Center, a Teen Center and Pool. Future plans call for relocation of the Vicenza High School from Ederle to Villaggio.

With 270 saturated acres as responsibility, several leased installations in communities near Vicenza make up 57 acres of that total. Longare, Tori-Warehouses, ASP-7 and Lerino house Soldier support and contracting activities, warehouses, vehicle registration and shipment, U.S. Customs, Army reserve activities and Veterinary services and other functions all supporting Army interests.

Station 2 is located at Building 58 on Caserma Del Din. Closer to the Vicenza Center, Del Din is 133 acres and 52 buildings on what used to be Del Molin; an Italian decommissioned, Mussolini (WWII) era airfield. Fire Station 2 was commissioned in 2013 when Del Molin was reopened as Del Din. Engine 2 and Truck 2 support the community of nearly 800 soldiers living in barracks and those who work on Del Din.



Station 3 and 4 are temporarily relocated at Building 406 on Camp Darby while the new stations are being renovated. Camp Darby has the largest footprint of USAG Italy, with 2,576 acres between Pisa and Livorno. Housed there is Engine 3, Rescue 3, and hazardous materials response equipment. Station 3 also provides emergency services to the Army Field Services Battalion at Leghorn Army Depot, which covers another 3300 acres.

These stations protect the day-to-day operations for the installations in the Vicenza and Darby Military Communities in coordination with our Italian partners. USAG Italy F&ES mission is to support the service members, family members and American and Italian civilian employees who live and work in the USAG Italy's areas of responsibility.

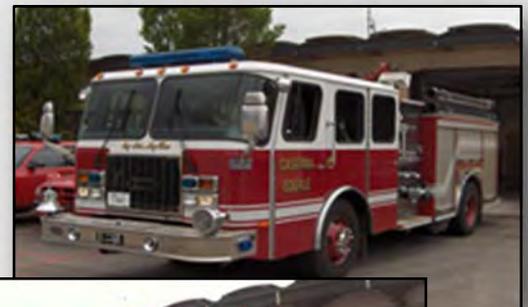


We support several tenant units, including the U.S. Army Africa Headquarters elements of the 173rd Infantry Brigade Combat Team (Airborne), the 21st Theater Sustainment Command Italy, the 509th Signal Battalion, 731 MUNS, the U.S. Army Health Clinic, the Defense Energy Support Center, AFN and the 839 Transportation Battalion; other units and organizations within this garrison.

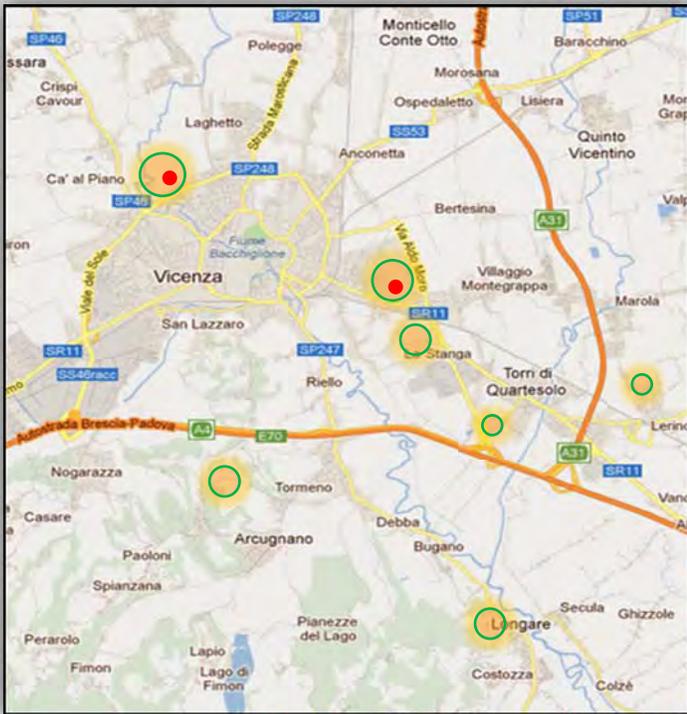
We respond to an array of emergencies each year, including medical emergencies, vehicle accidents, fires and general calls for assistance to the people we serve. Because of the diversity of our environment, USAG Italy Fire & Emergency Services must maintain a high level of discipline and a high level of proficiency in its members.

USAG Response Fleet

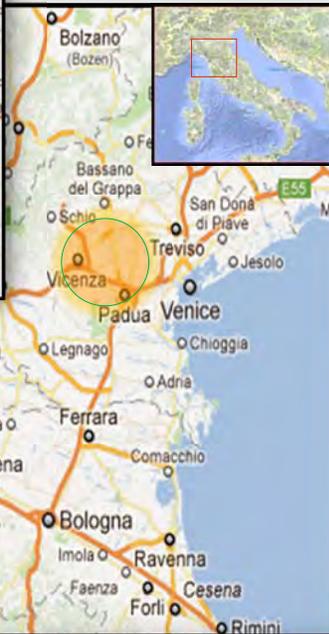
Structural Fire Apparatus are provided to meet the aggregate response times (ART) to all natural or manmade disasters and provide as the conduit to perform Basic Life Support (BLS) response. Regulations state that all apparatus must meet National Fire Protection Association (NFPA) 1901 standards. The service life for a structural pumper is 15 years, while the service life for a Rescue and/or HazMat vehicle is 12. A structural fire apparatus shall be staffed with four firefighters 24 hours a day, 7 days a week. Water, foam, hose, tools, medical supplies, and extrication equipment are among the most prevalent items carried. Our fleet (department wide) consists of 7 Structural Fire Apparatus, 1 Aerial Apparatus, 2 Rescue Vehicles and an array of auxiliary vehicles.



USAG ITALY DEMOGRAPHIC PROFILE



VICENZA MILITARY COMMUNITY



 USAG Response Areas

 USAG Fire Stations

> 6179 Acres
or
10 Sq. Miles

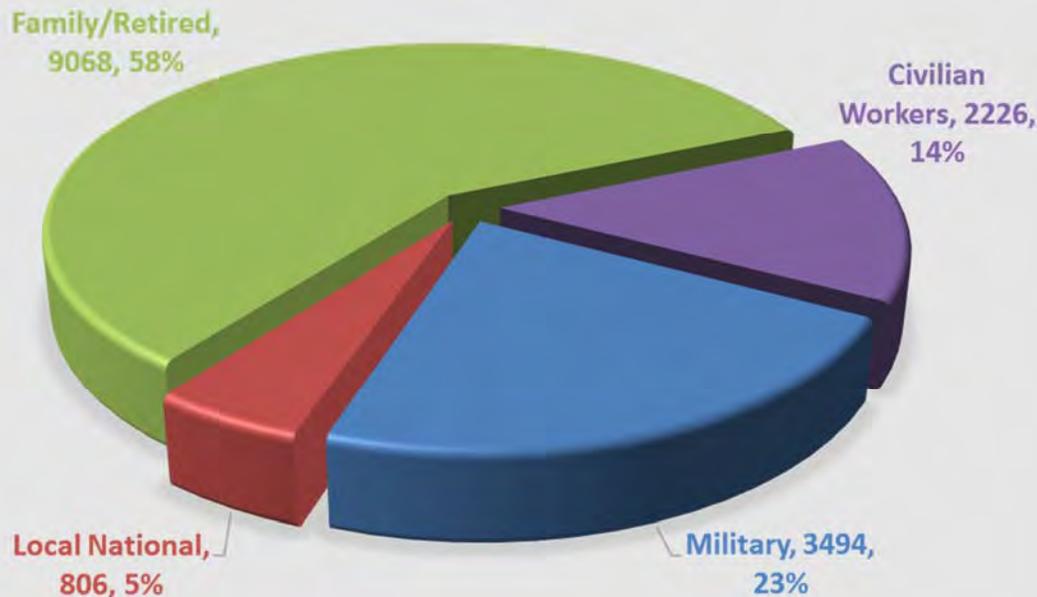


DARBY MILITARY COMMUNITY



DEMOGRAPHIC CATEGORIES

SUPPORTED POPULATION 16,222



* ARMY ASIP DATA—Aug 2015

Caserma Ederle, and Del Din are Italian Army bases where we are considered partners and guests; all of our operations are done in close cooperation with Italian authorities. In addition to supporting two strategic military communities, we provide mutual aid assistance to two regions in Northern Italy. USAG Italy has codified response agreements with:

Prefecture of Vicenza (Veneto Region) is a community of 115K. The region has a large agricultural industry as well as numerous steel and textile factories.

Prefecture of Pisa (Tuscany Region) and supported community of Livorno has a population of 260K. The economy is supported by large petrochemical operations, port activities, an Italian Military Community, and a large tourism base.



911 Ceremony Padova

ALLOCATION OF FUNDS

The Army is a self insured institution with processes that are predictable and measurable for Commanders to make informed decisions. Fire and Emergency Services programs are built to handle current and future events that may or may not fall within predictable modeling; therefore, fire-fighting is one of a handful of DoD and Army Mission Critical Occupations.

Our overall mission is and always will be to save lives, provide professional emergency response services, and educate the public on fire prevention. This directly supports the CSA # 1 priority "Readiness" and the IMCOM CG #1 LOE "Human Capital" that provides a positive impact to our Soldiers, Civilians, and Family members.

IMCOM Capability & Service Priority Ranking for FY16

Priority 1,2,3 5, 11 out of 275 ranked installation services

Service	Service Name	SSP	SSP Name	FY16 Directed Capability Level	FY16 1-n Rank	BIN
401	Fire and Emergency Response Services	C	Provide Emergency Response Services for All Hazard Emergencies	CL1	1	2. Emergency Services
401	Fire and Emergency Response Services	B	Provide Emergency Dispatch Services	CL1	2	2. Emergency Services
401	Fire and Emergency Response Services	A	Provide Incident Command and Mitigation for all Emergency Responses	CL1	3	2. Emergency Services
100	Installation Management	A	Exercise Command and Control	CL1	4	6. Overhead
401	Fire and Emergency Response Services	D	Provide Emergency Response Services for Aircraft Rescue Fire Fighting	CL1	5	2. Emergency Services
501	Heating/Cooling Services	A	Operate and Maintain Centralized Army Owned Heating and Cooling Plants	CL1	6	1. Facility Ops
500	Electrical Services	C	Purchased Energy Commodities and Electric Service to Provide Electricity to Buildings	CL1	7	1. Facility Ops
500	Electrical Services	B	Privatized Energy Commodities and Electric Service to Provide Electricity to Buildings	CL1	8	1. Facility Ops
602	Antiterrorism Services	E	Maintain Defenses in Accordance with FPCON	CL1	9	2. Emergency Services
601	Law Enforcement Services	A	Provide Police Patrol Operations	CL1	10	2. Emergency Services
401	Fire and Emergency Response Services	E	Provide Fire Prevention Services	CL1	11	2. Emergency Services

Staffing Requirements & Authorizations

REGION	INSTALLATION	USAMAA Validated Requirements	FY16 REQ	FY16 Auth	FY17 Auth	FY18 Auth	FY19 Auth	FY20 Auth	FY21 Auth	On Board as of 1 Oct 15	On Board vs Authorization %	Approved Overhires
EUR Total	ITALY	234	234	70	72	71	72	72	72	53	76%	0
EUR Total		234	234	70	72	71	72	72	72	53	76%	0

401 Fiscal Support (QDPW-P) Non-Pay

- FY 13 \$523.5K
- FY 14 \$375.4K
- FY 15 \$601.0K
- FY 16 \$435.0K (initial guidance)

Service 401 UFR Support

- FY 13 \$000.0K
- FY 14 \$283.7K
- FY 15 \$309.3K
- FY 16 \$000.0K

Human Capital Training Investment

- FY 13 \$000.0K
- FY 14 \$170.0K
- FY 15 \$130.0K
- FY 16 \$178.0K (Estimated)

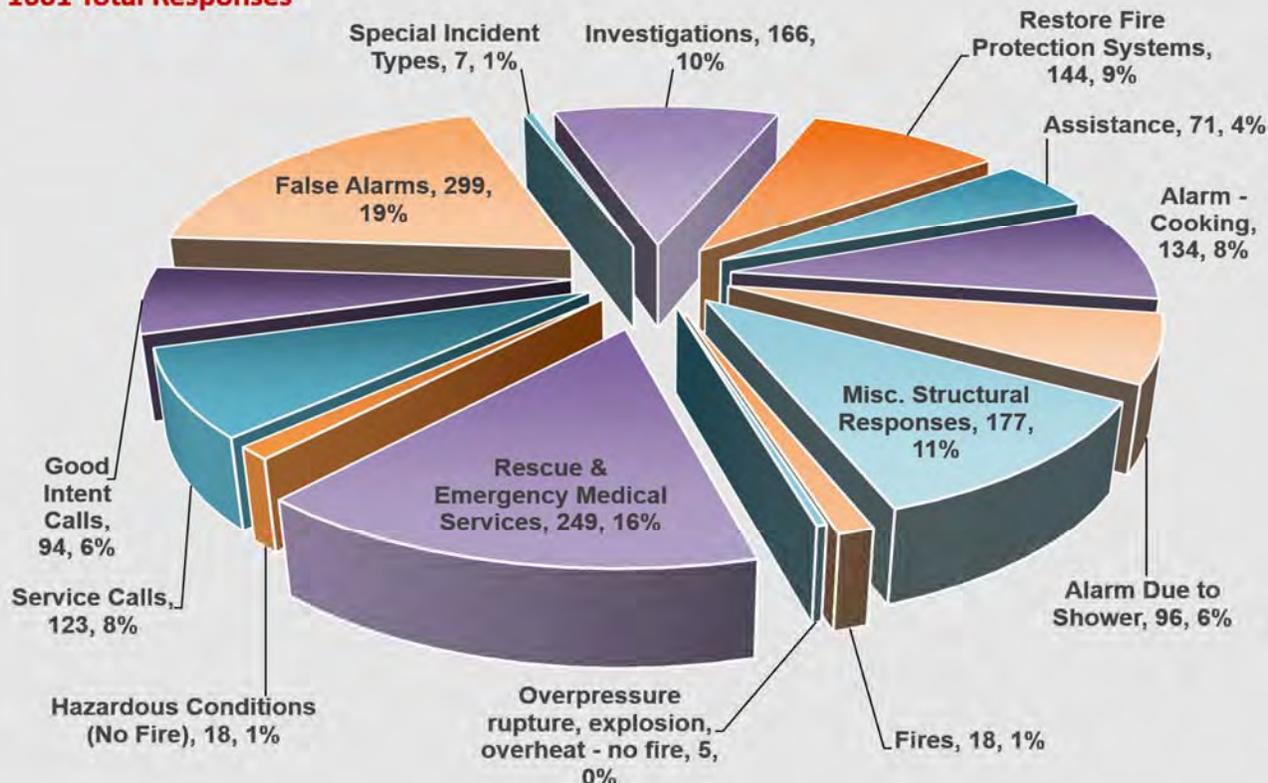
Overtime (24 Hour Shifts)

- FY 13 0000 Hours \$000.0K
- FY 14 1,814 Hours \$54K
- FY 15 931 Hours \$28K
- FY 16 1,100 Hours Estimated

\$4.7M CIVPAY or "Salary" Budget

EMERGENCY RESPONSE DATA

Major Incident Types 1601 Total Responses

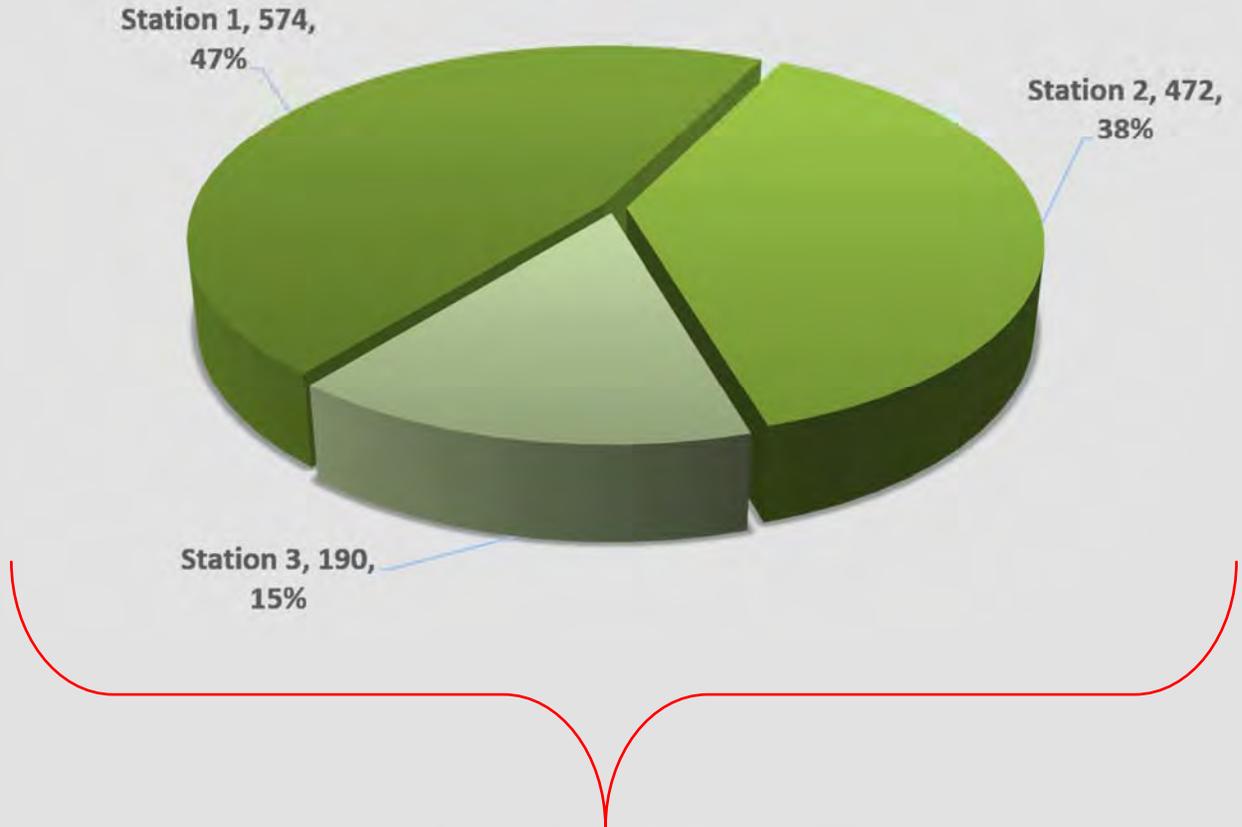


Annual USAG Italy responses records are recorded by the United States Fire Administration and stored in data-bases utilizing the National Fire Incident Reporting System software.

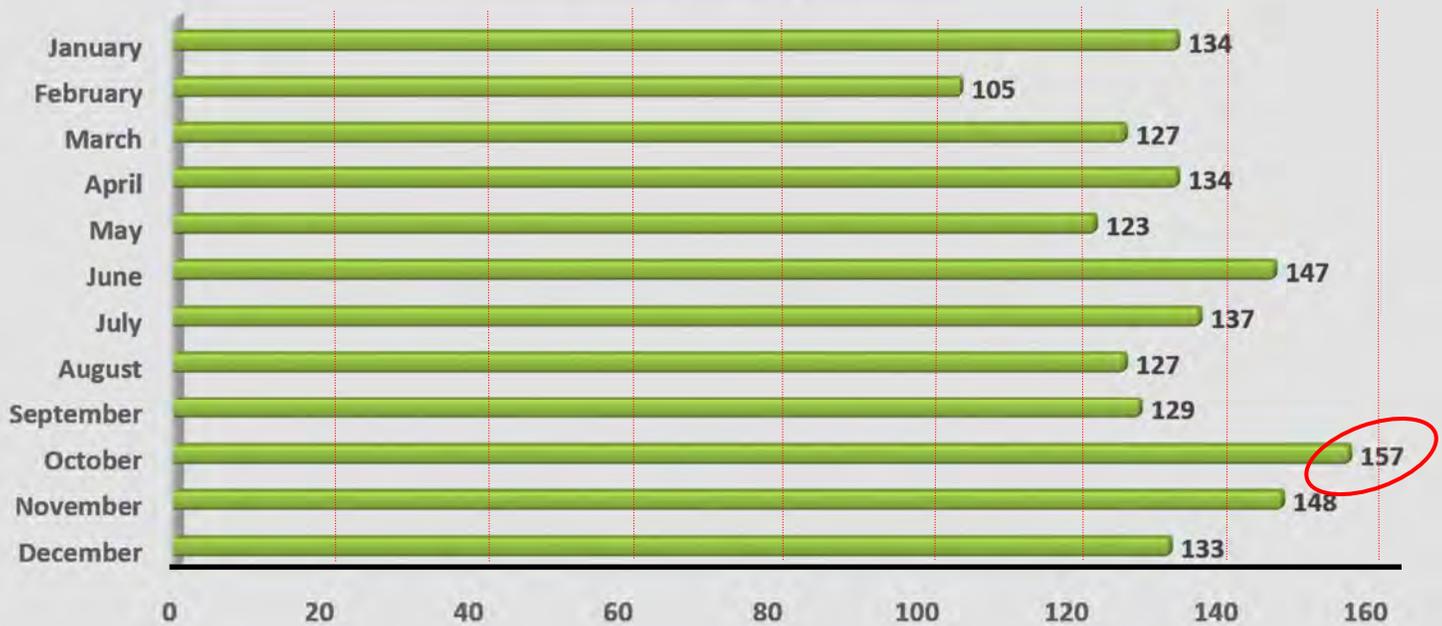
DoD Regulations stipulate that fire department personnel responding to an emergency must adhere to what is known as, an Aggregated Response Time (ART). ART is the total sum of time to include dispatch time turnout time and travel time **NOTE: USAG Italy does not have formal dispatch capability.**

- ◇ **Dispatch Time (under 60 seconds):** The point of receipt of the emergency alarm at the public safety answering point to the point where sufficient information is known to the dispatcher and applicable units are notified of the emergency.
- ◇ **Turnout Time (under 60 seconds):** The time beginning when units are notified of the emergency to the beginning point of travel time.
- ◇ **Travel Time (under 5 minutes):** The time that begins when units are enroute to the emergency incident and ends when units arrive at the scene.
- ◇ **Total Response Time:** Response times shall not exceed 7 minutes 90% of the time. Furthermore, the first arriving structural fire apparatus shall arrive within 5 minutes to 90% of all structural alarms, and remaining units shall arrive within 12 minutes to 90% of all alarms. Maximum travel times do not apply to specialized fire apparatus and hazardous materials emergency response vehicles.

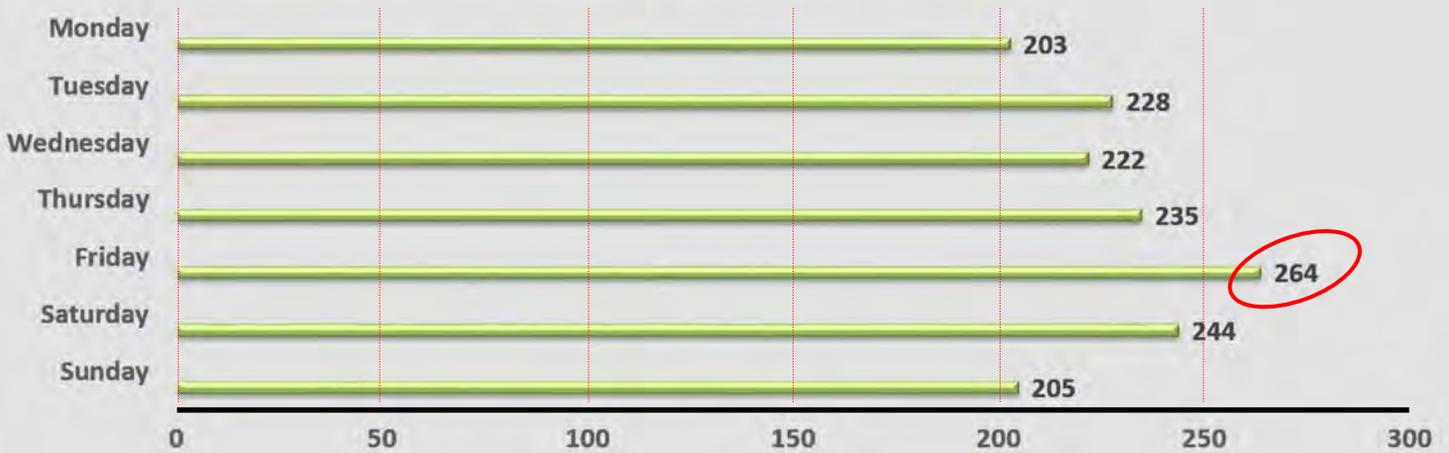
Calls Per Station



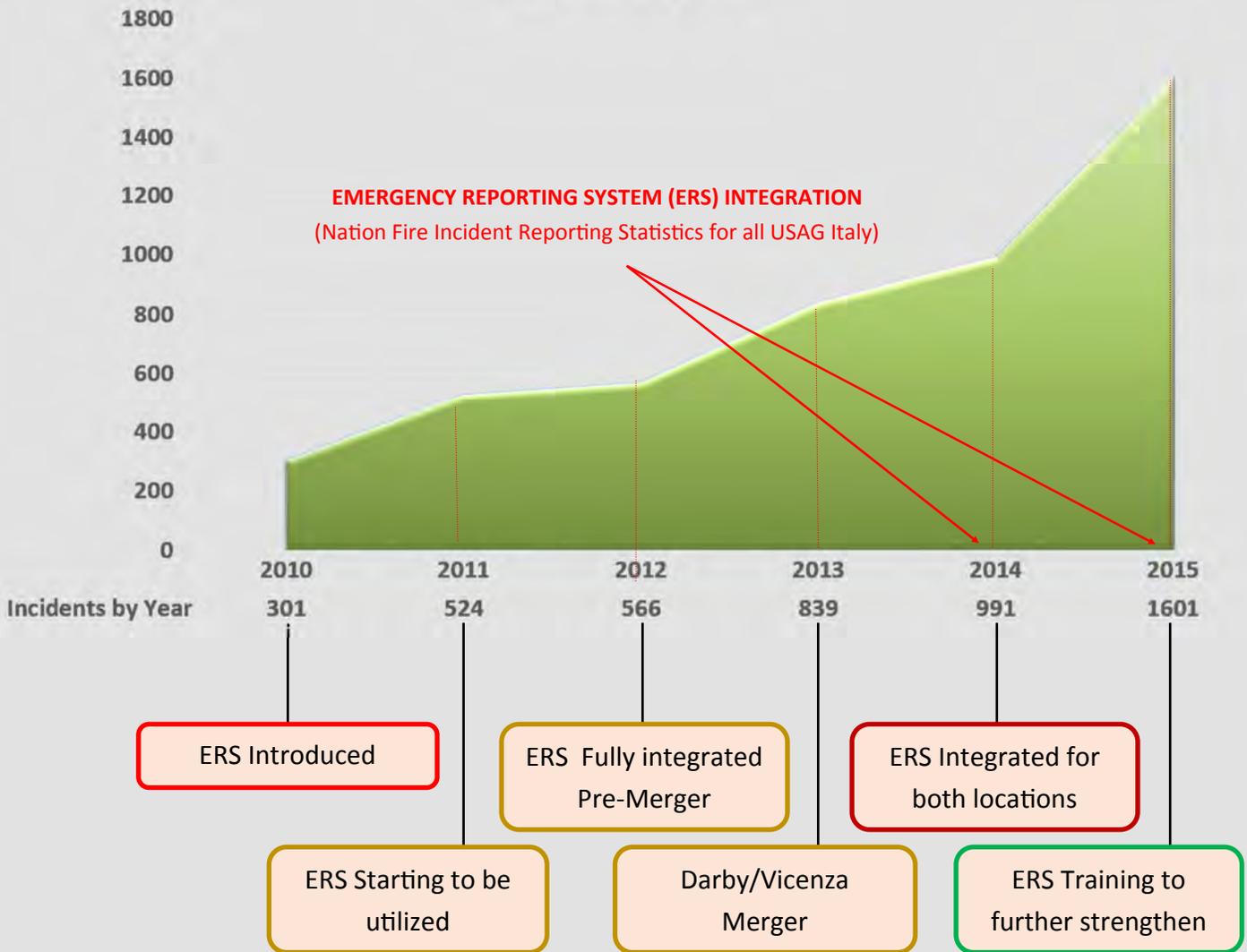
2015 Incidents by Month



2015 Incidents by Day of the Week



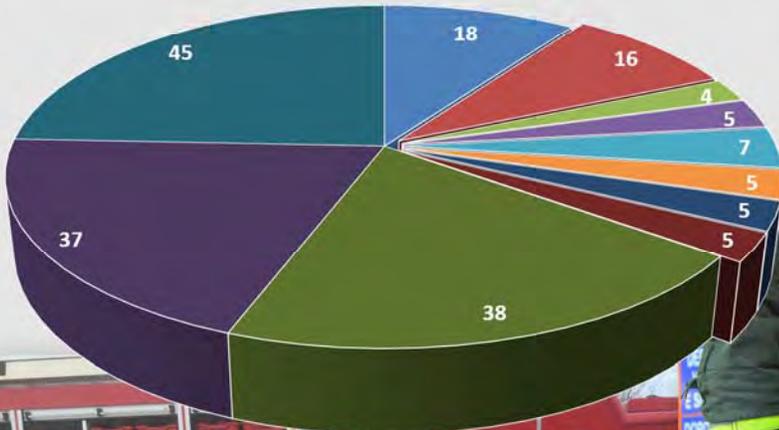
Incidents by Year



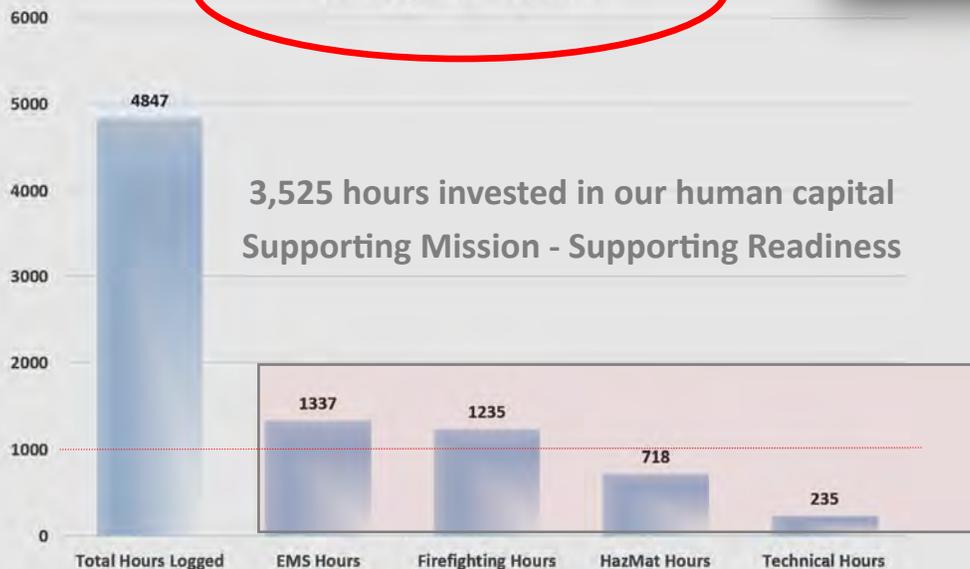
TRAINING

188 Certifications Earned

- Firefighter I
- HazMat Ops
- Fire Officer III
- EMT
- Fire Officer IV
- Fire Inspector III
- Plans Examiner
- Plans Review
- ERS
- EMR
- Italian FA/CPR



2097 Logged Training Classes



3,525 hours invested in our human capital
Supporting Mission - Supporting Readiness

Participated in 30+ hands on emergency response exercises culminating in the USAG disaster response "Lion Shake"

PREVENTION & EDUCATION

The office of Fire Prevention focuses on aspects of life safety. The primary objective is to reduce preventable deaths and injuries, and property loss through extensive public education programs, fire inspections and code enforcement. The prevention office consists of seven personnel divided between Vicenza and Camp Darby. The Prevention Chief is located at station 2 on Del Din and oversees processes for the entire section. Directly working for him are two battalion chiefs (BC), one at each geographical location. Under each BC are two inspectors (at each location as well).

The prevention office takes time to educate facility managers and occupants while conducting inspections. This helps to gain voluntary compliance, as well as limit the number of repeat violations. Fire inspectors conduct annual fire safety inspections of existing facilities each year, a large percentage of which require at least one follow-up inspection to ensure compliance. Many require additional re-inspections.

In addition to annual fire safety inspections, fire inspectors have a wide range of other responsibilities, which include:

- Project design reviews for new and building modifications
- Scheduling and conducting fire drills for various facilities
- Ensuring fire protection systems in buildings are operational or repaired
- Special event inspections and occupancy checks
- Conducting educational events for extinguisher inspection and use for fire wardens
- Provide enforcement of Army “burn” policy

The inspectors are challenged to keep pace with USAG Italy’s ever changing and rising activity for their areas of responsibility. They must fulfill daily obligations to external customers and department members while simultaneously investing sufficient resources to permit the prevention office to meet long-term goals.



HIGHLIGHTS

- First Lady —attendance 1,500
- 4th of July—attendance 20,000 +/-
- 684 Fire Inspections
- 120 Fire Drills
- 1,500 attend training seminars

GOALS

As an organization, we have recognized that we are good at fulfilling the general needs of what the community expects from it's first responders. Similarly, we've also recognized that in order to manage those future expectations, we must incorporate proactive strategic initiatives. Plans, goals and objectives have been derived from comprehensive reviews of Department of Defense Instruction, Army Regulations, and National Fire Protection Association Standards and service level guidance. The goals for the next year are very broad in scope and practice; they will allow the department to focus on core strengths, mission, customer feedback, and assist with identifying our strengths, weaknesses, opportunities, and challenges.

CY 2016 Goals

- ◇ **Improve organizational leadership and host nation relationships (CORE)***
- ◇ **Continue to improve service delivery to the community (CORE)***
- ◇ **Build a proactive hazard abatement program (CORE)***
- ◇ **Reaffirm Mutual Agreements with the Prefect of Vicenza, Pisa, and Livorno (STRATEGIC)**
- ◇ **Improve organizational effectiveness via knowledge and policy processes (STRATEGIC)**
- ◇ **Streamline budget process to include lifecycle replacement (STRATEGIC)**
- ◇ **Vision driven community risk analysis (STRATEGIC)**
- ◇ **Supply management (STRATEGIC)**

* Indicates multi-year goal & key to long-term strategic planning efforts

~ HONOR IN SERVICE ~

~ ONORE IN SERVIZIO ~



Thank you for all you do everyday!