



**WASHINGTON
TOWNSHIP**
DUBLIN, OH



MEETING THE NEED

2019 ANNUAL REPORT



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FACILITIES

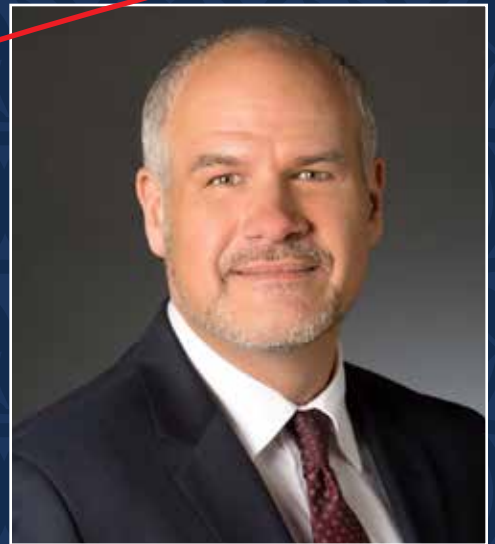
Administration & Fire Training Center
6200 Eiterman Road

Fire Station 91, 6255 Shier Rings Road

Fire Station 92, 4497 Hard Road

Fire Station 93, 5825 Brand Road

Fire Station 95, 5750 Blazer Parkway





Dear Residents,

This report provides a snapshot of the Township's 2019 initiatives. The majority of the report centers on the fire department, as it employs the majority of Township staff and provides the lion's share of the Township's services.

As most of the fire department's operating budget is generated by a five-year, voter-approved operating levy, it is important to Township Trustees that we share how the Township manages the funds received from this levy and other sources. Township leaders believe that regular communication with all our stakeholders and accountability are both foundational in driving Township decisions that support cost efficiency and high organizational performance.

Surveys are an example of one tool that the fire department utilizes to obtain feedback from those with whom Township staff have had direct interaction. Survey participants include class and event participants, patients, families, business owners, agencies, K-12 schools, universities, and local government entities. This year, the fire department utilized another tool, a stakeholder focus group, to gain insights and gauge community perceptions of the fire department's role and value. Feedback provided by this focus group was used to guide the fire department's service, program, and communications goals.

As a vital part of the growing Central Ohio region, Washington Township must respond to our community's evolving needs. We develop community partnerships that help us remain at the forefront of new technologies, changing service demands, and employee training requirements, to name a few. These partnerships are one way that the Township can leverage community resources to help realize cost efficiency and, at the same time, allow us to reciprocate with access to the Township's resources. The result is higher quality service and support without the burden of the full cost of resource acquisition and utilization.

We welcome and value your questions and comments. Our aim is always that our work will serve the public good, a mission we cannot accomplish without your support and participation.

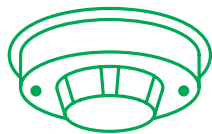
Sincerely,
Eric Richter, Administrator



SMOKE DETECTOR BATTERY INSTALLATION

To encourage residents to install fresh batteries in their home smoke detectors twice a year, the fire department initiated a smoke detector battery replacement service for Township and city residents who need assistance. Requests for assistance are relayed to first responders, who fill requests as staffing allows. One battery is included with the on-site service. However, firefighters also help install batteries that homeowners have purchased.

From the program's start in August, to the end of the year, firefighters installed **40 batteries** and **125 smoke detectors**.



SAFETY EDUCATION

Our safety education programs are designed to help residents and businesses reduce risk of injury and property loss. Programs are customized to audience needs.

With the addition of a new fire extinguisher training tool, fire inspectors were able to more than double program reach from the previous year and expand the audience to include youth.

EVENT/CLASS TYPE	PARTICIPANTS
First Aid	100
First Aid Awareness	59
CPR	1564
Stop the Bleed	171
Until Help Arrives	1608
Citizen Fire Academy	8
Fire Extinguisher Training	488
Community Outreach*	10,637
Child Car Seat Checks	319
Total Program Participation	14,954

*Includes fire station tours, community presentations, event appearances, annual fire station open house and poster contest, fire exit drill simulations, and safety-related classes.



FIRE CODE COMPLIANCE

Enforcing the fire code means identifying violations and ensuring remedies are made. Fire Inspectors work with business owners to make sure buildings are safe for occupants, be they tenants, employees or customers.

TYPE OF INSPECTION	NUMBER
Existing Commercial Structures	1815
Fire Protection Systems	424
Residential (adoption/fostering)	9
Above/Underground Storage Tank Removal	5
Reinspections to Remedy Code Violations	851
Total Inspections	3104
Total Fire Code Violations	2767





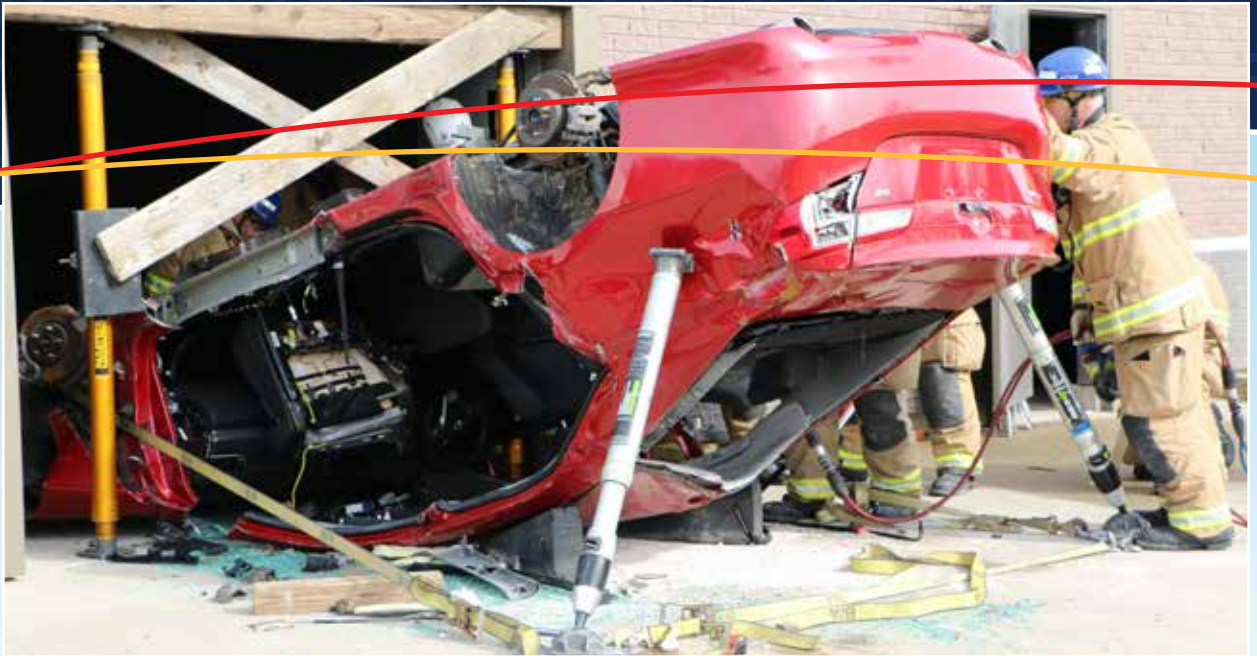
FAST, RELIABLE, PROFESSIONAL EMERGENCY SERVICES

Total call volume increased by 6.08% from 2018 and 15.19% since 2015. Sixty-two percent of call volume increase was for Emergency Medical Services (EMS). This increase represents a 5.44% increase in EMS calls from the previous year.

EMS call volume is expected to continue to rise as Dublin’s population increases and ages, and as planned business development projects like the Bridge Street District and West Innovation District are completed and fully populated.

Another service metric that the fire department monitors is the percentage of time when first responders are answering more than one emergency simultaneously. Since first responders are dispatched from fixed station locations, a high percentage of overlapping calls can create a delay in response time if the emergencies are within the same geographic region and require staff from outside the immediate response district. In 2019, overlap occurred on 28.29% of emergency calls. While this figure has increased over previous years, it has not yet increased to the extent that it negatively impacts emergency response time targets.

YEAR	2015	2016	2017	2018	2019
Total Calls	5357	5783	5681	5955	6317
Fire & Other Calls	1476	1498	1502	1617	1655
EMS Calls	3881	4285	4179	4338	4662



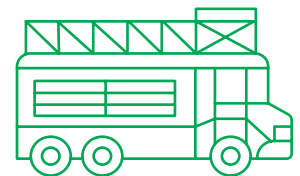
EXCEEDING NATIONAL STANDARDS FOR EMERGENCY RESPONSE TIME

Accreditation standards set by the Commission on Fire Accreditation International (CFAI) require that the fire department monitor all emergency response times to ensure an arrival on scene within eight minutes (excluding call handling) or within nine minutes (including call handling). Every call that does not meet these standards is evaluated for cause. This information is used to identify trends that negatively impact response time and serves as justification for changes in procedures for dispatching staff and or equipment.

90TH PERCENTILE EMERGENCY RESPONSE

Time to Arrival with 90% Frequency (mins:secs)

CALL TYPE	INCLUDING CALL HANDLING			EXCLUDING CALL HANDLING		
	2019	2018	2017	2019	2018	2017
Fire/Other	8:31	7:44	8:30	7:13	6:38	7:11
EMS	8:07	7:37	8:16	6:47	6:25	6:47



STAKEHOLDER FOCUS GROUP FEEDBACK

The fire department is accredited by the Commission on Fire Protection Accreditation International (CFAI), demonstrating its performance effectiveness against a set of indicators that are based on a nationally-accepted set of criteria for the delivery and quality of fire, EMS, and other services. Indicators include operations, training, equipment, disaster response planning, human resources, inspections, fire investigations, public education and finance.

While meeting specific technical standards is a requirement of the accreditation process, service delivery must also be aligned with community needs and expectations.

To discover the extent to which the fire department is meeting community needs, the fire department leadership met with 13 business leaders, representing nine agencies who are familiar with the fire department through partnerships and contracted services. Organizational leaders shared experience and insight on staff recruitment and retention strategies, education, and training, the department's current and future service offerings, business trends that could impact the fire department, effectiveness of marketing and community engagement, perceived value of the fire department's ISO rating and accreditation status, future opportunities for collaboration, and process improvements.

STAKEHOLDER FEEDBACK DIRECTED THE FOLLOWING GOALS FOR 2020.



Expand external communications efforts, specifically social channels and video content.



Leverage relationships with other first responder agencies to enrich first responder training.



Continue to make public information about fire department operations and services a high priority.



Inform leaders of youth groups whose membership contains populations that are underrepresented in the fire service of the career opportunities that the fire department offers. Involve youth group leaders, teachers, guidance counselors, and parents in establishing methods for connecting potential firefighter candidates to information about Washington Township's employment opportunities.



Maintain existing data analysis program and look for new opportunities to enhance data gathering and analysis to inform future business, service, and operations decisions, as Dublin grows.

GRANTS

To supplement its budget, the fire department applied for, and was awarded, grant funding for the purchase of equipment to improve safety of our first responders and patients.

FUNDING AGENCY

FIREHOUSE SUBS

Amount: \$15,742.00

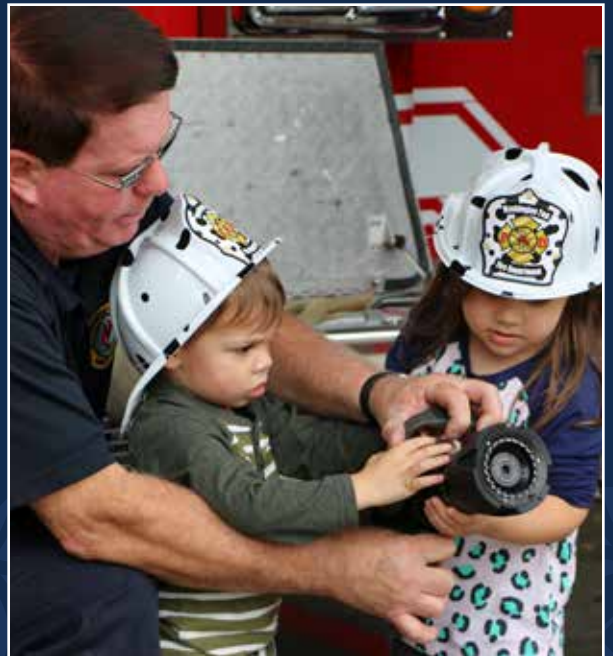
Purpose: purchase four stair chairs (one for each medic) with features that improve patient security and comfort and paramedic safety while patients are moved up and down stairs, through narrow hallways and around tight turns.

FUNDING AGENCY

STATE OF OHIO EMS

Amount: \$2,227.41

Purpose: 3 bullet proof vests, 2 airway scopes





PARTNERSHIPS

Partnerships are important to the Township as they can extend its resources and enhance its capability to deliver the services that are of high value to residents and businesses.

Among the benefits the Township realizes from its many community partnerships are improved operational efficiency, cost savings, access to facilities and/or equipment for Firefighter/Paramedic training, community emergency preparedness coordination, access to subject matter experts, opportunities to expand education outreach, assistance during large scale emergency incidents, and exposure to industry-related issues at county, state and national levels.

UNTIL HELP ARRIVES

Washington Township partnered with the City of Dublin and the emergency dispatching center serving the City and Township (Northwest Regional Emergency Communications Center) to develop and present a class that teaches basic life-saving actions that bystanders can employ until first responders arrive.

This class had the highest attendance of any class the township offered in 2019:

1305 Dublin City Schools staff and **303** from the public.





RECIPROCAL TRAINING WITH OHIO UNIVERSITY HERITAGE COLLEGE OF OSTEOPATHIC MEDICINE

Washington Township and Ohio University Heritage College of Osteopathic Medicine partnered to improve the quality of medical care for Central Ohioans. By sharing resources such as staff, equipment, and facilities, Heritage College and Washington Township have expanded the scope of their training programs for future doctors, nurses, physician assistants, and Township Paramedics.

Township Paramedics have use of the Heritage College state-of-the-art EMS lab. Heritage College students ride with Paramedics on emergency calls to get a first-hand view of emergency medicine under “field” conditions.

Washington Township also has assisted with Heritage College programs targeted for health professions and high school students in the region.

One such program, Disaster Day, introduced medical and physician assistant students to emergency scene management and communications, triage techniques, and disaster scene safety.

Medical Academy is a Heritage College career exploration camp, for which Washington Township emergency responders assisted in an emergency response simulation.



STOP THE BLEED/ ACTIVE SHOOTER

Washington Township partnered with the City of Dublin Police Department to offer training for 143 Dublin City Schools high school students and 28 Ohio Health Capital City Half and Quarter Marathon volunteers on how to stop a bleed using a tourniquet and utilize techniques to assist a person suffering from shock and/or severe blood loss. Participants also learned about police and fire department operations during an active shooter response so they know what to expect and can act in cooperation with first responders.



SMART911™

Smart911 is a cloud-based information subscription service available to government agencies that provides emergency response services. Smart911 is a database of information that integrates with participating emergency dispatching systems to make available, during emergencies, health and other vital safety-related information that is voluntarily supplied by Smart911 users. This profile information automatically informs first responders of patient information. This is especially valuable if the patient cannot relay all the information needed.

The profile information can be accessed by any participating Smart911 dispatching system, which allows a user's profile to be available even if they have an emergency that occurs outside their home community. Smart911 users can also subscribe to alerts for weather, traffic and other emergencies. A vulnerable needs registry is also an option for those who need special assistance in the event of a disaster.

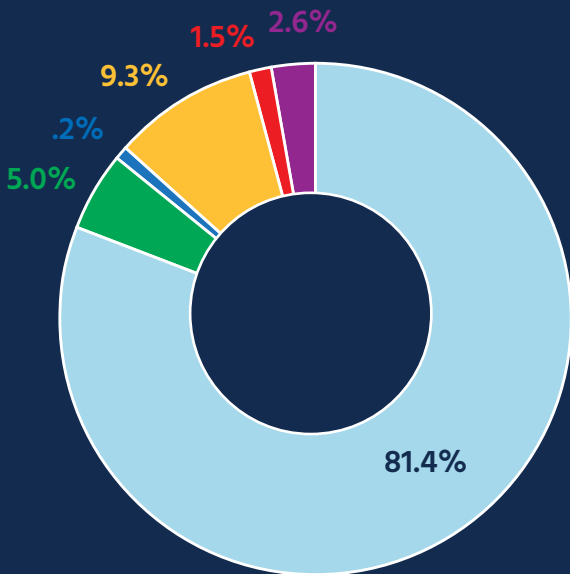
Since the start of Smart911 access to Dublin and Township residents in March 2019, **2058 users profiles** have been completed.



ACTUAL VS. BUDGETED REVENUE AND EXPENDITURES BY FUND

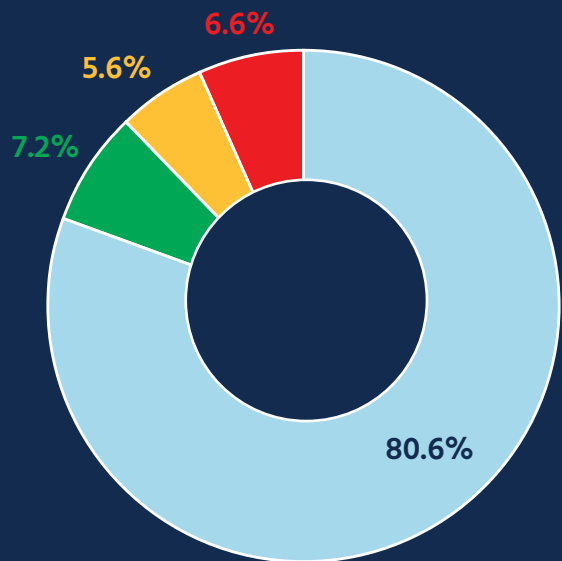
Fund	Revenue Budget	Revenue Actual	Expense Budget	Expense Actual
General	1,327,684	1,560,170	955,360	821,586
Motor Vehicle License Tax	4,500	6,376	17,000	-
Gas Tax	90,000	118,945	194,700	20,674
Police	-	1,089	50,000	2,412
Fire	21,158,767	21,312,269	21,831,492	19,995,643
EMS Billing	900,000	1,059,420	1,545,500	984,831

REVENUE BY SOURCE



Property & Other Local Taxes	19,576,142
Charges for Services	1,195,200
Licenses, Permits, Fees	54,963
Intergovernmental Receipts	2,252,787
Interest	363,228
Misc. sources, interest	615,950
Total Revenue	24,058,269

EXPENDITURES BY PURPOSE



All Personnel and Benefits	17,579,811
Purchased Services	1,579,505
Capital	1,217,938
Other	1,447,894
Total Expenditures	21,825,147

FINANCIAL REPORT

Combined statement of receipts, disbursements, and changes in balances.


This is an unaudited financial statement.

Revenue Receipts	Total
Taxes	19,576,142
Charges for Services	1,195,200
Licenses, Permits, and Fees	54,963
Intergovernmental Receipts	2,252,787
Interest	363,228
All Other Revenue	615,950
Total Revenue Receipts	24,058,269
Expenditure Disbursements	
General Government	500,176
Public Safety	19,827,448
Public Works	20,674
Capital Outlay	1,217,938
Transfer Out	258,911
Total Expenditure Disbursements	21,825,147
Total Receipts Over (Under) Disbursements	2,233,122
Fund Cash Balances, January 1, 2019	33,974,368
Fund Cash Balances, December 31, 2019	36,207,490*

*Township policy requires an amount equal to 25% of operating expenditures be carried over to the following year to pay bills during the first quarter of the following year. Because townships are funded primarily through real estate and property taxes, the carryover requirement was established to enable the Township to pay bills until the first half tax settlement is received in mid-March. The remainder is reserved to fund future capital projects such as real estate acquisition and replacement of fire trucks and medic vehicles. The Township currently has no debt service obligations.



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