



DUBUQUE FIRE DEPARTMENT

Proudly providing emergency and non-emergency ambulance service in Dubuque since 1914

Internationally Accredited

Following a very thorough, five-year process including document review and onsite assessment, the Dubuque Fire Department was accredited by the Commission on Fire Accreditation International (CFAI), a division of the Center for Public Safety Excellence, in October 2021.

The Dubuque Fire Department is one of fewer than 300 fire departments in the world and just five other departments in Iowa (Cedar Rapids, Davenport, Iowa City, Sioux City, and West Des Moines) to be accredited. This accreditation is a voluntary process and an international recognition of achievement. It shows to the community that the Dubuque Fire Department continually self-assesses, looks for opportunities for improvement, and is transparent and accountable through third-party verification and validation.

Working towards, achieving, and maintaining accreditation:

- Provides greater community alignment.
- Encourages quality improvement.
- Facilitates input from and builds positive relationships with labor.
- Identifies areas of strengths and weaknesses.
- Allows for the establishment of a plan for improvement.
- Provides data supported decision-making.
- Communicates management and leadership philosophies.
- Ensures the agency has a defined mission and related objectives.
- Encourages the development of organizational procedural documents.

“It’s not what you get, it’s what you become. You don’t get accredited, you become accredited, and as an accredited agency you build a culture of improvement.” - Chief Rick Steines

GOLD PLUS AWARD FROM THE AMERICAN HEART ASSOCIATION

The Dubuque Fire Department is a leader in prehospital health care in Iowa. Since 2017, the Dubuque Fire Department has been an annual recipient of the American Heart Association’s Mission Lifeline award for excellence in emergency care.



The American Heart Association sets benchmarks for the standard of care relating to heart attacks and each year the Dubuque Fire Department reviews its emergencies involving heart attacks. The department has identified priorities for early recognition, early notification, and early treatment of all patients experiencing a heart attack.

In 2021, the department received the Mission Lifeline Gold Plus award for its excellence in the treatment of heart attacks. This is the second year in a row the department has received this recognition for its efforts to implement quality improvement measures for the treatment of patients who experience severe heart attacks.



Rated Top Public Services by Local Business Leaders

When asked to rate all of Dubuque’s public services for 2020-2021, local CEOs, business owners, and top managers rated Dubuque’s fire service #1 and its ambulance service #2. Using a scale with 1 being low and 7 high, the fire service scored an average of 6.36 and ambulance 6.19.

Source: Greater Dubuque Development Corporation InfoAction Survey

TOP 3% RATING FOR FIRE SUPPRESSION CAPABILITIES

Following an evaluation of Dubuque's fire protection service, the national Insurance Services Office (ISO) upgraded the City of Dubuque's fire suppression capabilities rating to Class 2 in 2016 based on the city's fire department, emergency communications, water supply, and community risk reduction. Dubuque's Class 2 rating is the second-highest rating possible and puts Dubuque among the top three percent of the more than 48,000 fire departments in the United States evaluated by ISO.

The Class 2 rating reflects not only Dubuque's fire department and emergency dispatchers, but also the City's water department and the critical infrastructure they maintain and firefighters rely on when fighting a fire. The rating provides fire departments with a benchmark and can be used for planning, budgeting, and justifying fire protection improvements.

According to ISO, the rating is important to not only fire departments and the safety of the entire community, but residents and business owners in communities with high fire suppression ratings may get lower insurance prices. ISO says most U.S. insurers use the information as part of their decision-making when deciding what business to write, coverages to offer, and prices to charge for personal or commercial property insurance.



INCREASING STAFF LEVELS

There is no working from home for our brave firefighters and medical officers. It is not long before they have additional resources. In fiscal year (FY) 2019, the fire department was authorized for 89 uniformed personnel. Beginning in FY2020, the department initiated a plan to add staff as part of the plan to add a West End fire station. This plan outlines adding one additional firefighter each year from FY2020 through FY2025, bringing the total personnel count to 95. One staff member was added in FY2020 and in FY2021.

Due to the budget issues caused by the pandemic, no staff were added in FY2022 but two are expected to be added in FY2023, then

one in FY2024 and one in FY2025. The City also froze some vacant positions during the economic crisis created by the pandemic, putting extra strain on employee schedules, allowing fewer vacation opportunities, and requiring more overtime of existing staff. Now that those vacancies have become unfrozen, the City is moving quickly to fill those open positions.

The fire department's staff expansion plan also calls for the addition of up to six more firefighters in FY2026 to increase the authorized uniformed personnel total to 101, depending on whether a seventh station is added or an existing station is relocated.

MISSION STATEMENT:

To protect, assist, and educate our community and visitors with pride, skill, and compassion.

Our shared values are:

INTEGRITY We serve in an honest and equitable fashion. We respect those we serve and are accountable to them.

PROFESSIONAL We provide a high degree of excellence. We work with a positive attitude.

DEDICATION We are committed to helping our neighbors. We strive to do our best for others.

SKILL Our ability is important in the lives of our neighbors. We hold ourselves to a high standard.

COMPASSION We show empathy for those in need and seek ways to be helpful. We perform with a sense of community.

PRIDE Our tradition is a job well done. We strive to be prompt, safe, and fit for duty.



For more information on the services provided by the Dubuque Fire Department or to learn about employment opportunities with the department, visit www.cityofdubuque.org/fire or call 563-589-4160.

ALWAYS CALL 9-1-1 IN AN EMERGENCY