



141<sup>ST</sup> ANNIVERSARY



# DUBUQUE FIRE DEPARTMENT

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

## INTERNATIONALLY ACCREDITED

Following a thorough, five-year process, including document review and on-site 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 department utilizes the accreditation process, specifically the strategic planning and site visit recommendations, to drive continual improvement and evaluation each year. The site visit recommendations also help align our budget requests with identified opportunities for improvement. The department had 21 recommendations, or “opportunities” for improvement, identified by the site visit team in 2021 and will be re-evaluated again in five years. Each year the department reports back on the progress made towards implementing these recommendations.

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 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.
- Ensure the agency has a defined mission and related objectives.
- Encourages the development of organizational procedural documents.



## FOCUS ON BECOMING STATE LEADER IN ADVANCED LIFE SUPPORT TRANSPORT

Dubuque Fire EMS aims to be a regional and state leader in Advanced Life Support (ALS) transport, providing timely, high-quality prehospital care and medical transport. Our focus includes rapid response and stabilization, professional patient care, advanced medical interventions, and safe and efficient transport.

As we move into the future, Dubuque Fire will be enhancing our ALS capabilities by supplying all our fire suppression units with cardiac monitors and front-line cardiac drugs, and our medic units with new state-of-the-art cardiac monitors and video laryngoscopes.

With these exciting additions, Dubuque Fire EMS will also be augmenting our real-time data and patient information through our mobile electronic health record system.



## Rated Top Public Services by Local Business Leaders

When asked to rate all of Dubuque's public services for 2022-2023, local CEOs, business owners, and top managers of 305 of Dubuque's employers rated Dubuque's fire service #1, its ambulance service #2, and police service #3. Using a scale with 1 being low and 7 high, the fire service scored an average of 6.35, ambulance 6.19, and police 6.14. Average ratings were up for all 3 from 2021-2022.

Source: Greater Dubuque Development Corporation InfoAction Survey

THE CITY OF  
**DUBUQUE**  
Masterpiece on the Mississippi

# TOP 3% RATING FOR FIRE SUPPRESSION CAPABILITIES

Based on Dubuque's fire department, emergency communications, water supply, and community risk reduction, the national Insurance Services Office (ISO) awarded the City of Dubuque's fire suppression capabilities a Class 2 rating. This is the second-highest rating possible and puts Dubuque among the top 3% 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.

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 emergency medical services (EMS) 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 uniformed operational personnel count to 95.

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 operational personnel total to 101, depending on whether a seventh station is added or an existing station is relocated.

The fire department has also changed its hiring criteria, allowing Emergency Medical Technicians (EMTs) to apply. Any EMTs hired under this exception will be required to attain the advanced level paramedic certification within two years. These members will be supported in an environment where they are exposed to subject matter experts and provided opportunities to apply their learning as they progress through the program.

Additionally, the department initiated an aggressive "over hiring" process which, with approval, allows the department to align upcoming retirements and current vacancies with new hire requests. Testing once a year can be challenging and the best opportunity to hire occurs immediately after the eligibility list is created.

## 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](http://www.cityofdubuque.org/fire) or call 563-589-4160.

**ALWAYS CALL 9-1-1 IN AN EMERGENCY**