



Dubuque Fire Department

2024 ANNUAL REPORT



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CITY POPULATION

US Census, April 1, 2020

59,667



Demographics:

White – 86.6%

Black or African American – 4.2%

Hispanic or Latino – 3.4%

Persons 65 years and over – 20.4%

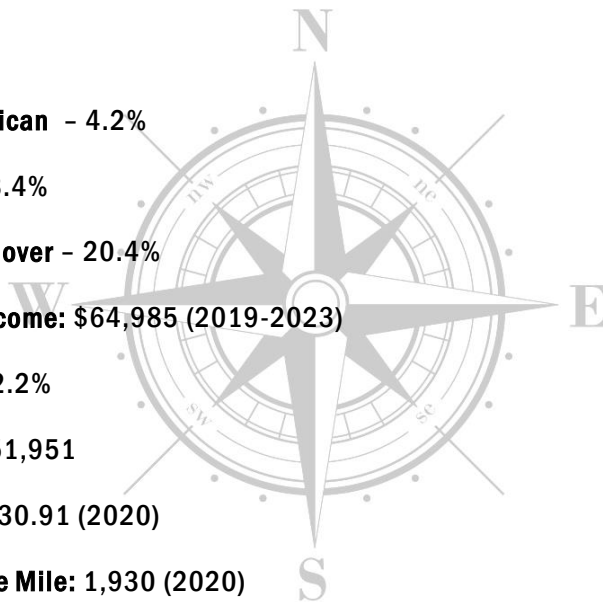
Median Household Income: \$64,985 (2019-2023)

Persons in Poverty: 12.2%

Total Housing Units: 51,951

Size in Square Miles: 30.91 (2020)

Population Per Square Mile: 1,930 (2020)



The National Civic League named Dubuque an All-America City five times between 2007 and 2019. This award recognizes communities whose citizens work together to identify and tackle community-wide challenges and achieve uncommon results. Other recognitions since 2000 include: Most Livable Small City (US Conference of Mayors), one of 16 Climate Action Champion Communities (White House), National Award for Smart Growth Achievement (EPA), one of the 100 Best Communities for Young People (America's Promise Alliance), #1 in the Nation among Mid-sized Cities for Projected Job Growth (Forbes), and #15 in the nation among “Best Small Places for Business and Careers” (Forbes).

Dubuque Fire Department 2024 Annual Report

The Dubuque Fire Department's Annual Report serves as a yearly summary of our organization's performance, achievements, gaps, and commitment to serving the Dubuque community in 2024. The men and women of the Dubuque Fire Department bring exceptional skill, dedication, and professionalism to their roles, providing essential Emergency Medical Services (EMS), fire suppression, and rescue operations every day.

There is no greater concern for residents than ensuring their safety, and I believe the Dubuque Fire Department plays a crucial role in safeguarding both our community and visitors. As a nationally accredited department, part of an elite group of fewer than 320 worldwide, and holding an ISO Class 2 rating—placing us among the top 3% of over 48,000 U.S. fire departments—our department sets a high standard in emergency response. We provide essential services, including fire suppression, advanced life support (ALS) medical care and transport, technical rescues, water rescues, and hazardous materials response. In 2024 alone, we responded to nearly 8,000 incidents, averaging 22 incidents per day, approximately 50 vehicle responses per day, showcasing the community's reliance on our swift and effective action in times of crisis. The Greater Dubuque Development has recognized our department's value, presenting fire a 6.27 rating and ambulance a 6.16 rating out of 7 in its FY2023-2024 Public Services Index, ranking them first and second in overall service satisfaction. This feedback reflects the community's trust in our ability to deliver top-tier emergency services that directly contribute to the safety and well-being of everyone in Dubuque.

Our commitment to safety is underscored by our response time goals, aiming for an EMS response within 6 minutes and a first unit fire response within 6 minutes and 20 seconds. These benchmarks ensure that we are consistently delivering rapid, life-saving services when every second counts. At the heart of our service is a team of dedicated firefighter-paramedics, each trained to the highest fire, EMS, and special rescue response standards and equipped to provide life-saving care during any emergency. Our fire suppression vehicles and ambulances are all fully equipped with advanced medical equipment, ensuring we can provide critical care immediately when it's needed most. In addition to emergency response, the Dubuque Fire Department is also committed to community risk reduction through public education and proactive efforts to reduce fire and injury risks. By offering educational programs, safety inspections, and fire prevention initiatives, we work to minimize the likelihood of emergencies and help the public better protect themselves. Beyond responding to emergencies, we collaborate closely with law enforcement, public health, and other local agencies, creating a coordinated and effective approach to public safety. The Dubuque Fire Department contributes to the safety of the public not only through our emergency response efforts but also through our commitment to excellence, community education, and collaboration, ensuring that our community remains as safe as possible at all times.

As we reflect on another year of service, we express our gratitude and appreciation for the opportunity to protect and serve the residents and visitors of Dubuque. We remain committed to continuous improvement, innovation, and the highest standards of safety. I also extend my sincere thanks to the dedicated members of the Dubuque Fire Department, past and present, whose unwavering commitment has built the foundation for our future success.

Amy Scheller, CFO, FO, MSA
Fire Chief



Internationally Accredited Department since 2021

Fire department accreditation is designed to promote continuous quality improvement within fire and emergency service agencies. This voluntary process involves rigorous self-assessment, peer evaluation, and a commitment to community-oriented, data-driven, and outcome-focused service delivery. Achieving accreditation signifies that an agency meets established performance standards and is dedicated to providing superior fire protection and emergency services.

In October 2021, the Dubuque Fire Department completed this extensive process and was awarded international accreditation for the first time. This accomplishment places Dubuque among a select group of fire departments worldwide that have demonstrated a commitment to excellence and continuous improvement.

There are 313 accredited fire agencies globally. In Iowa, the Dubuque Fire Department is one of six accredited agencies, alongside departments in Cedar Rapids, Davenport, Iowa City, Sioux City, and West Des Moines.

Pursuing and maintaining CFAI accreditation provides numerous benefits, including enhanced community alignment, alignment of strategic initiatives with budget processes, encouragement of quality improvement, facilitation of positive labor relations, identification of strengths and weaknesses, and the establishment of a clear plan for continuous improvement. This achievement reflects an agency's dedication to transparency, accountability, and the highest standards of service to its community.



The ISO (Insurance Services Office) Fire Department Rating, also known as the Public Protection Classification (PPC), is a score given to fire departments and communities across the U.S. to measure their ability to respond to fires. The rating is used by insurance companies to help determine fire insurance premiums for homeowners and businesses.

ISO evaluates fire protection capabilities on a scale from 1 to 10, with 1 being the best rating and 10 indicating minimal recognized fire protection services. The evaluation considers three main components:

Emergency Communications (10%)The efficiency of the 911 system, including dispatch facilities, staffing, and technology.

Fire Department (50%)The number of firefighters, training, equipment, response capabilities, and station locations.

Water Supply (40%)The availability of water for firefighting, including hydrant distribution and flow testing.

Additionally, Community Risk Reduction (5.5%) is factored in, which includes fire prevention efforts, public education, and fire inspections.

ISO ratings are grouped into bands that provide a general indication of fire protection quality:

Class 1-3: Excellent fire protection, typically found in well-resourced urban fire departments.

Class 4-6: Average to above-average fire protection, common in suburban areas with good fire services.

Class 7-9: Below-average fire protection, often in rural areas with limited resources.

Class 10: Little to no recognized fire protection.

A high rating reflects a strong, well-equipped fire department capable of quickly responding to emergencies. The evaluation process encourages improvements in fire services, infrastructure, and preparedness.

A photograph of firefighters in full gear practicing with a high-pressure hose. One firefighter in the foreground is kneeling and holding the hose, while another further back is aiming the nozzle, creating a large spray of water. A red fire truck is parked in the background near a brick building with a fire escape. The ground is wet, and the sky is overcast.

ABOUT DUBUQUE FIRE



WHO WE ARE

OUR MISSION

The mission of the Dubuque Fire Department is to protect, assist, and educate our community and visitors with pride, skill, and compassion.

Our Shared Values

Integrity- We serve in an honest and trustworthy Fashion.

Professional- We serve with a hard-working positive attitude.

Compassion- We serve with a sense of community and fellowship.

Skill-We serve with an understanding that our ability and competence is important in the lives of our neighbors.

Pride- We serve with a sense of tradition in a job well done. We strive to be prompt, safe, and fit for duty.

As employees of the City of Dubuque, our work is guided and driven by our Values. These values are the foundation upon which we are building our culture.

OPERATIONS PERSONNEL

Division Chiefs (Shift Commanders)	3
Captains	7
Lieutenants	14
Medical Officers	3
Fire Equipment Operators	24
Firefighter Paramedics/ EMTs	43

TOTAL OPERATIONS PERSONNEL 94

32- Shift 1

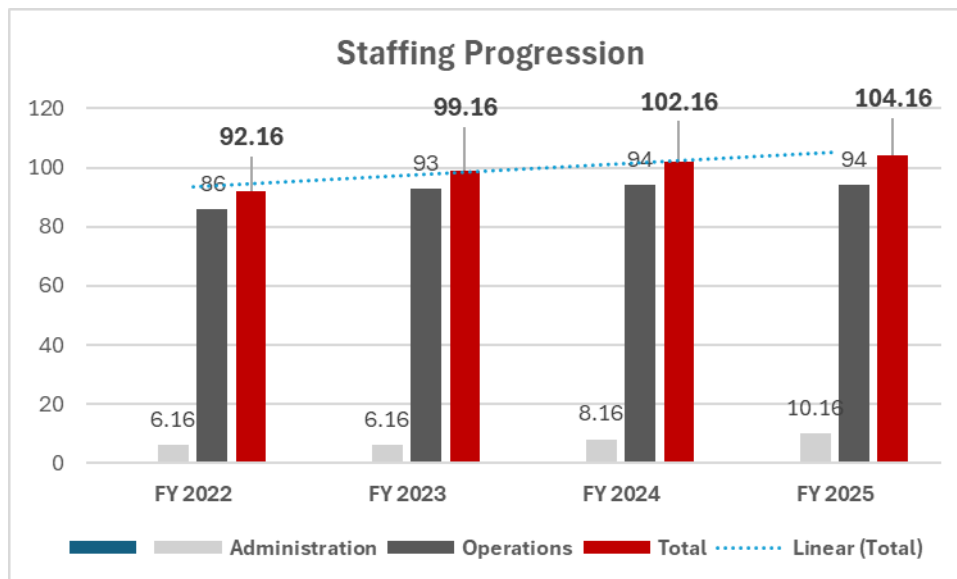
31- Shift 2

31- Shift 3

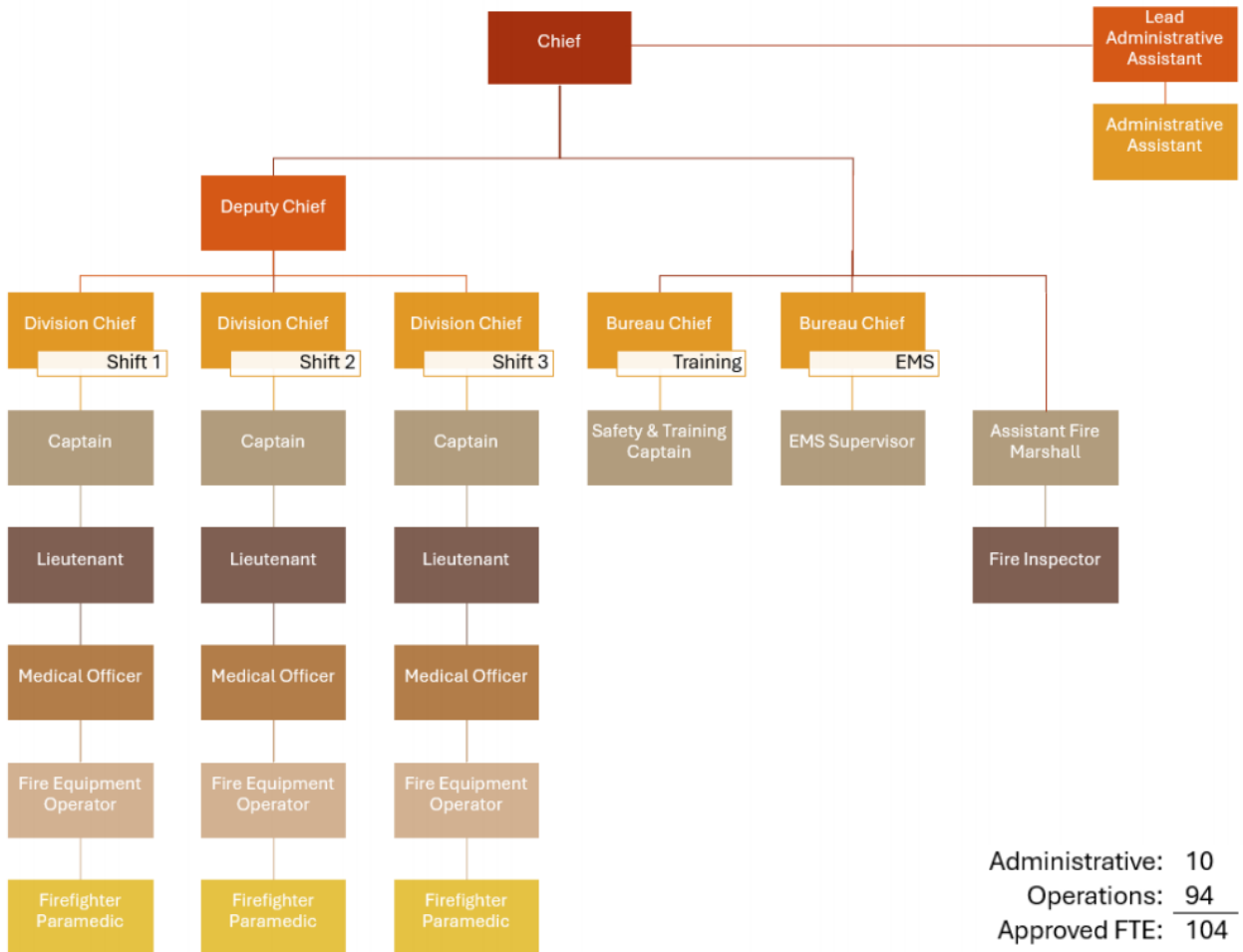
ADMINISTRATIVE PERSONNEL

Fire Chief	1
Deputy Chief	1
Bureau Chiefs (Training and Emergency Medical Services)	2
Assistant Fire Marshal	1
Emergency Medical Services Supervisor	1
Fire Inspector	1
Safety and Training Captain	1
Administrative Assistants	2
Intern	.16
TOTAL ADMINISTRATIVE PERSONNEL	10.16

TOTAL FIRE DEPARTMENT PERSONNEL 104.16



DUBUQUE FIRE ORGANIZATION CHART 2024



Fire Department Senior Staff



Fire Chief Amy Scheller



Deputy Chief Kevin Esser



Bureau Chief Josh Knepper



Bureau Chief Martin FitzPatrick



Division Chief Cal Motsch



Division Chief Greg Harris



Division Chief Dave Grass



Asst Fire Marshal
Derek Paulson



EMS Supervisor Sam Janecke



Lead Admin Assistant
Jodi Lukens



Admin Assistant Pam Swartz



Fire Inspector Ted Krapf

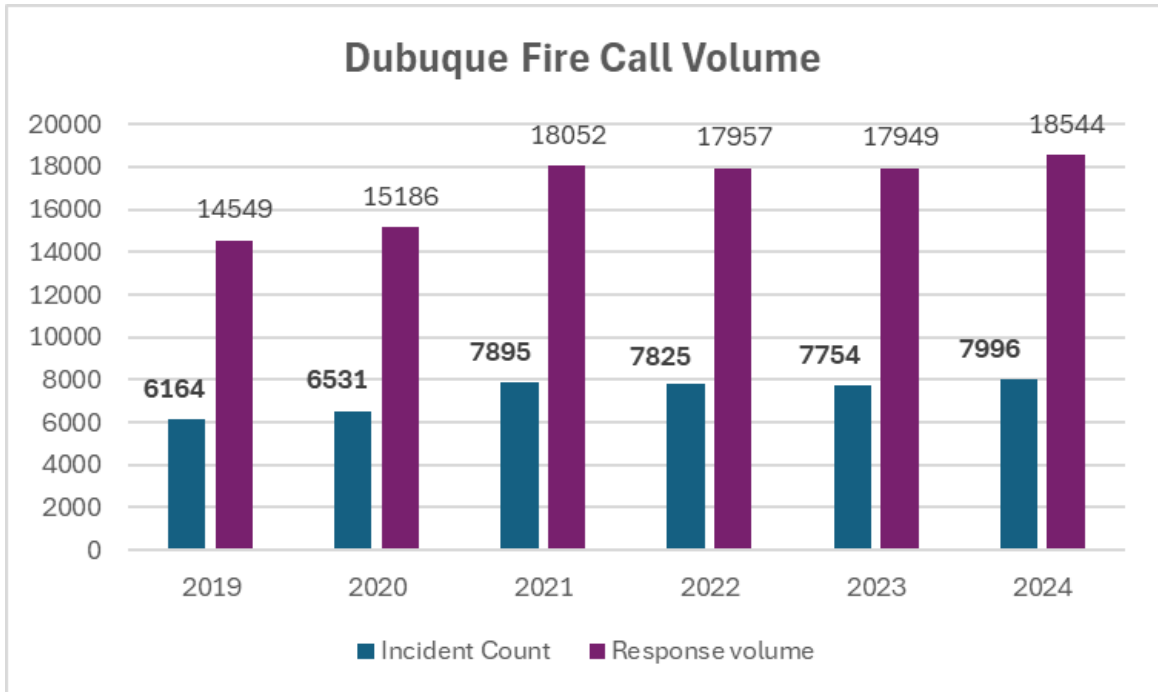


Safety / Training Capt
Todd Seiverding

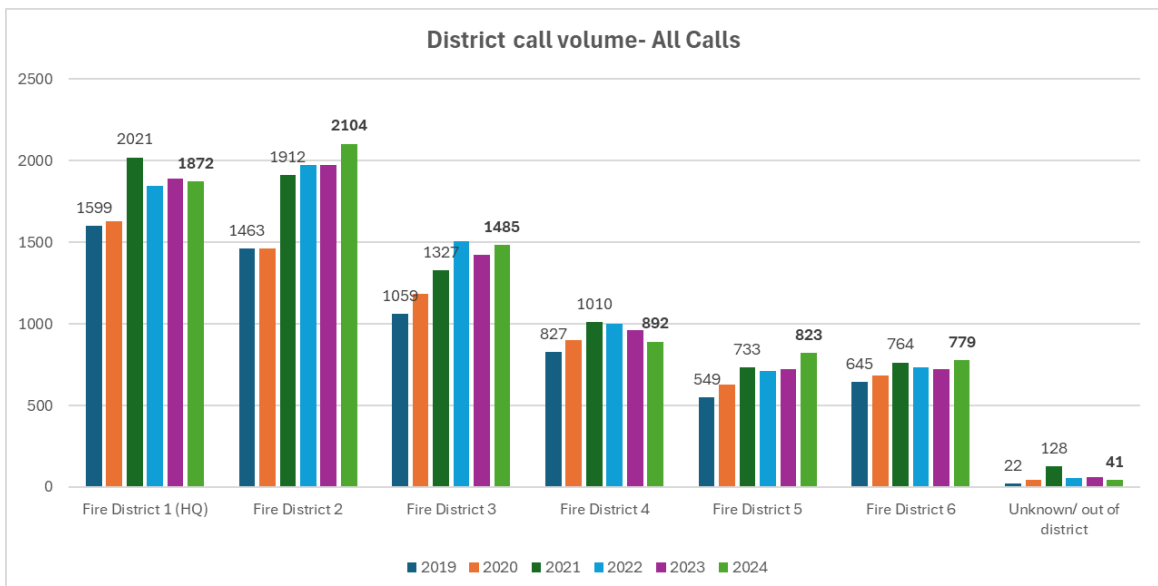
Department and District Call Volume

2024 was the busiest in DFD history at 7996 incidents

Response volume represents the individual vehicle responses (some incidents require multiple vehicles to respond)

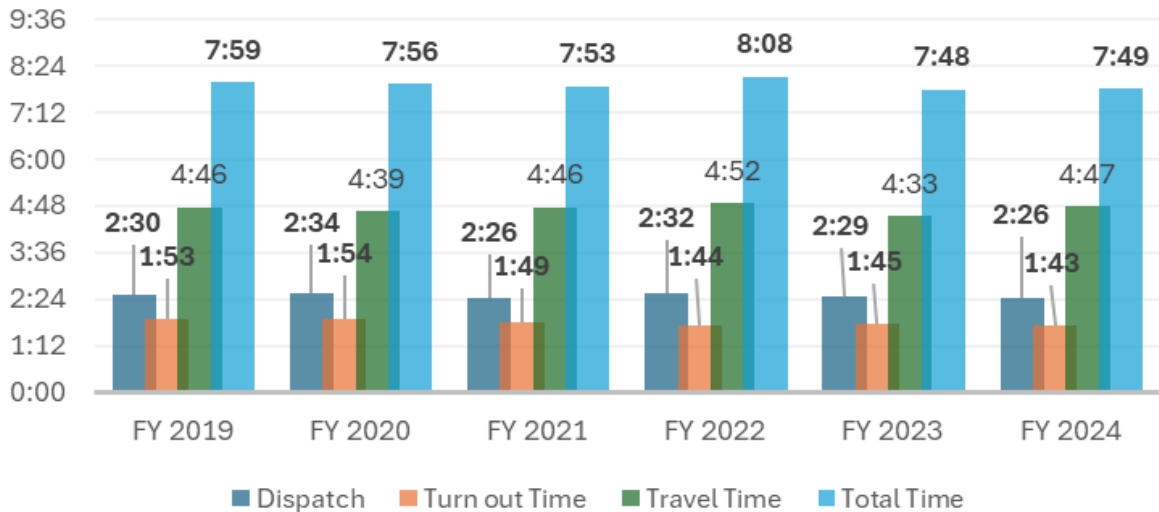


22 Incidents per day Average
(District 2 highest at 5.7 incidents per day)



FIRE DEPARTMENT RESPONSE TIMES

Response Time Trend- All Calls Emergent



Dispatch time-Time Measured from 911 call to dispatching responders (notification to stations)



Turnout time-Time measured from dispatch notification to stations to response (wheels moving)



Travel time-Time measured from response (wheels moving) to arrival at incident.

EMS 6-minute first arrival goal
FIRE 6 Minute 20 Sec, first arrival goal



Operations

OPERATIONS

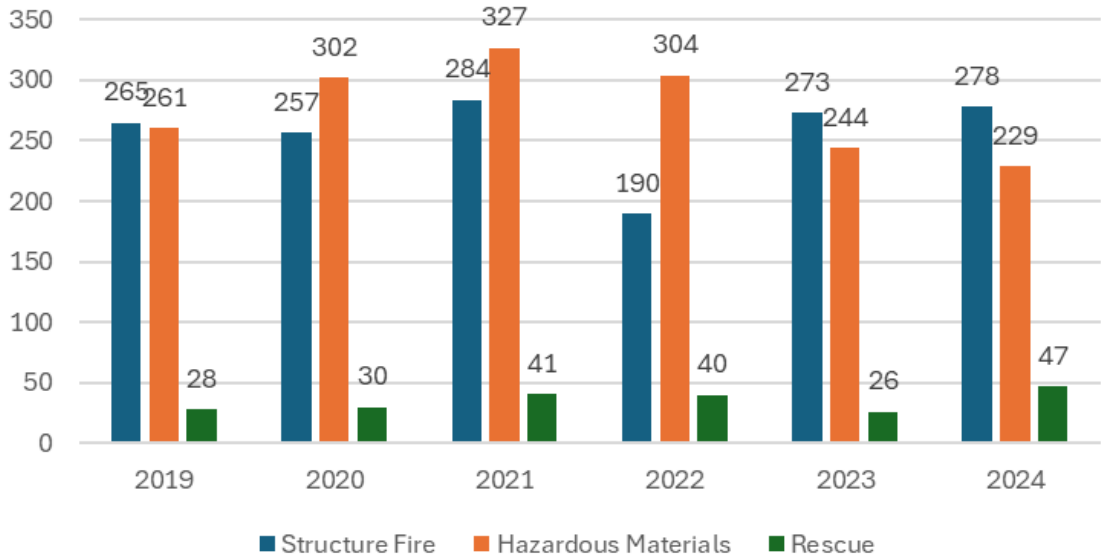
The Dubuque Fire Department provides prompt and efficient emergency response to every type of hazard including fire, emergency medical services, vehicle extrication, trench rescue, confined space entrapment, building collapse, rope rescue, hazardous material incidents, ice rescue, swift water rescue, mass violence incidents and natural and man-made disasters. The delivery of these services is the responsibility of the operations division of the fire department. This includes both fire and EMS personnel.

Resources within the operations division include personnel who deliver all hazards response from six fire stations, staffed 24-hours a day. All Dubuque fire personnel are fire and EMS cross trained. Each fire station is equipped with one fire suppression vehicle (fire engine or ladder truck) and three of these stations are also equipped with an advanced life support (ALS) ambulance. Personnel assigned to these fire and EMS vehicles make up a "Crew" and are supervised by a fire captain or fire lieutenant assigned to each fire station. All suppression vehicles are also capable of providing ALS care prior to ambulance arrival and staffed with firefighter paramedics.

One command vehicle rounds out the staffing for each 24-hour shift and provides management and oversight for all shift personnel on both emergency and non-emergency incidents.

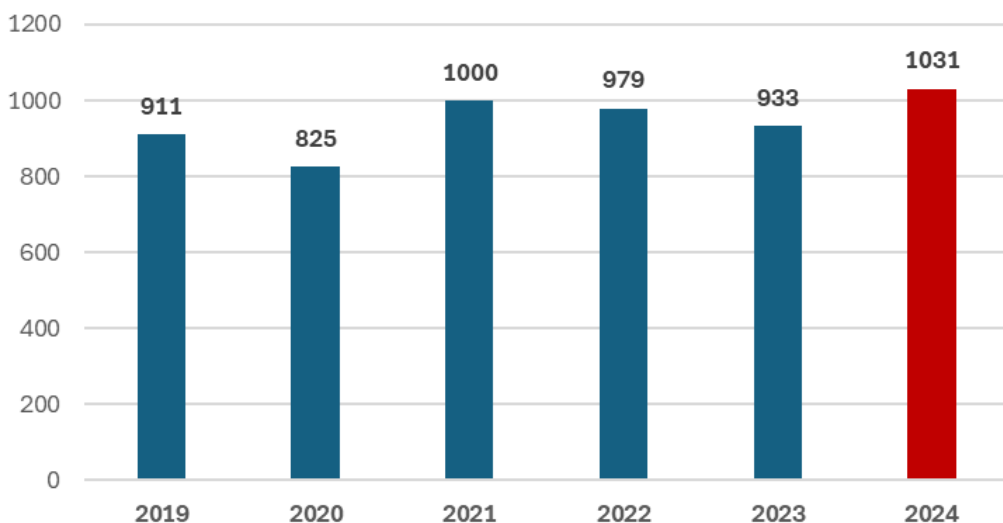


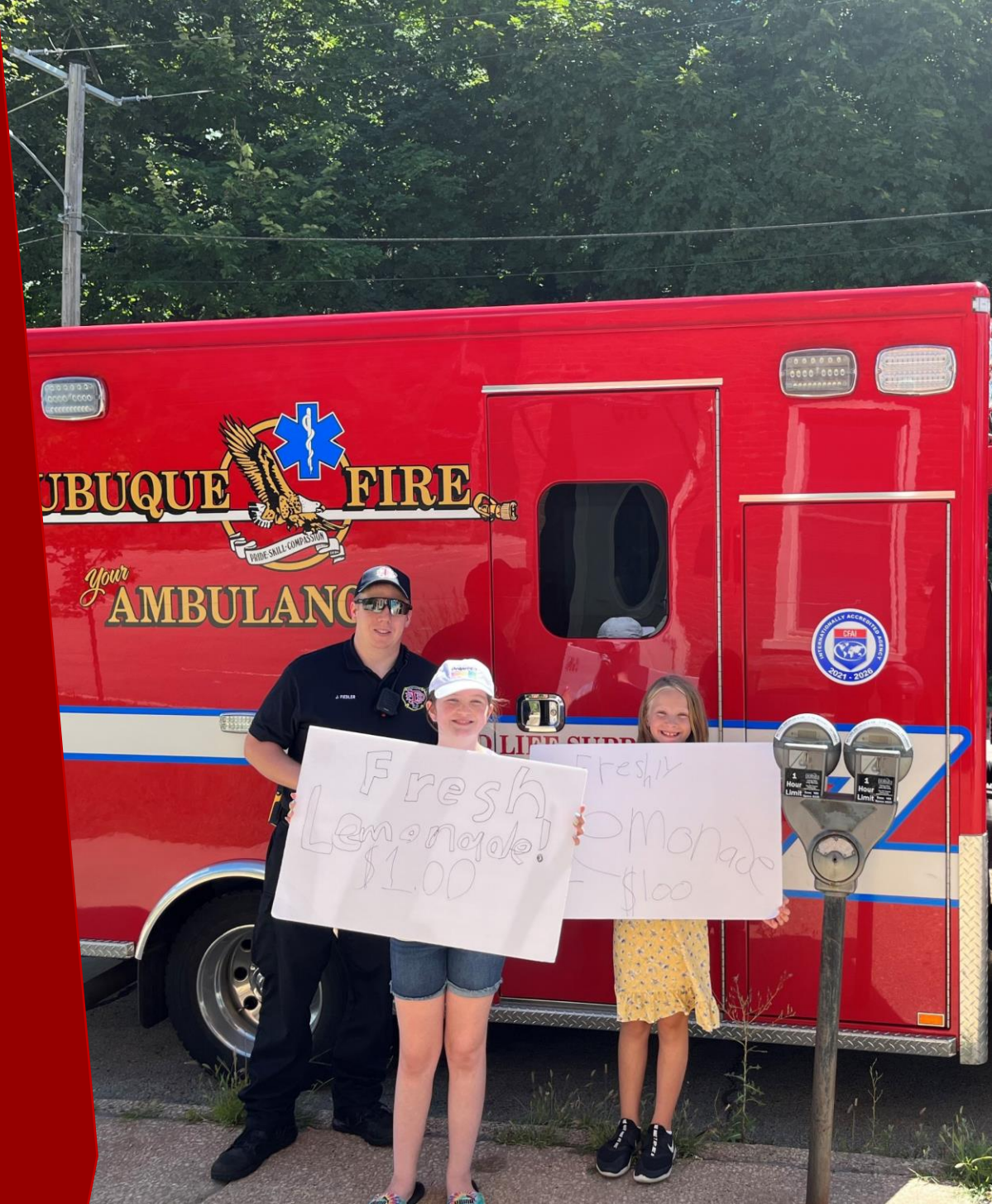
Fire Response Incident Trend



Other Call Type may include the following: service calls, water problem, odor, good intent call, dispatched and cancelled, no incident found, smoke scare, malicious alarm, detector malfunction, unintentional alarm, citizen complaint, special incident.

Fire Response Incident Trend- Other Call Type





Emergency Medical Services (EMS)

6427 EMS calls

72% resulted in transport to the hospital
3154 Patients received Advanced Life Support Care (66%)

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



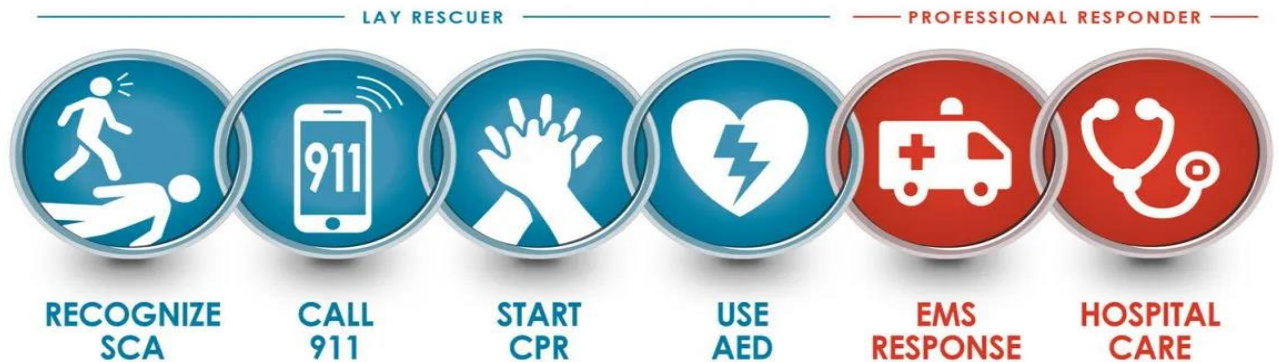
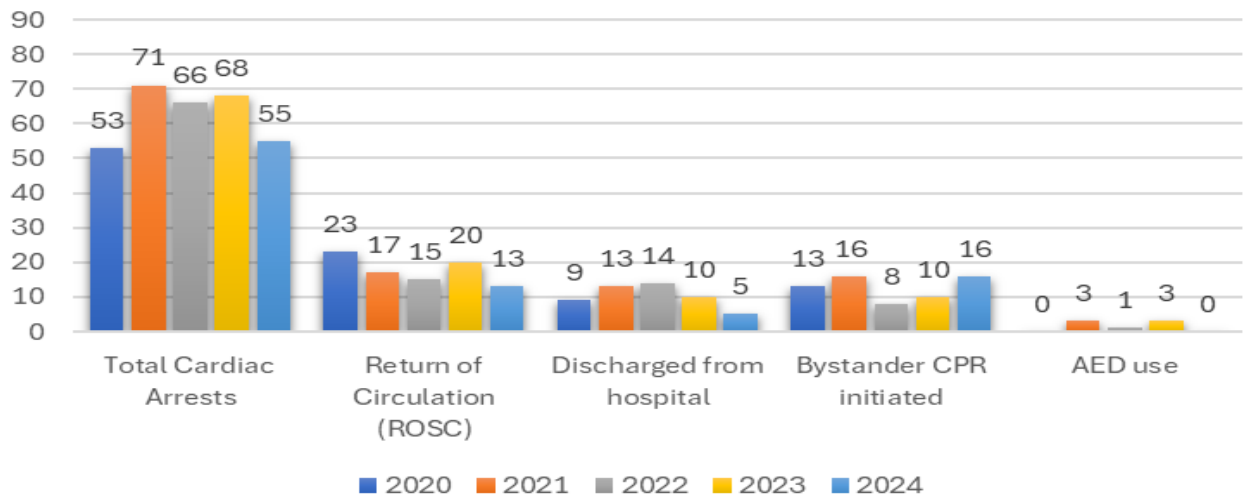


DFD EMS BUREAU

- **Bureau Chief of EMS position added**
- **Upgraded critical life support equipment – additional advanced airway devices (cardiac monitors, video laryngoscopes, EMS equipment bags)**
- **ALS & CPR Recertification**
- **New ambulances: Medic 1 & Medic 2**



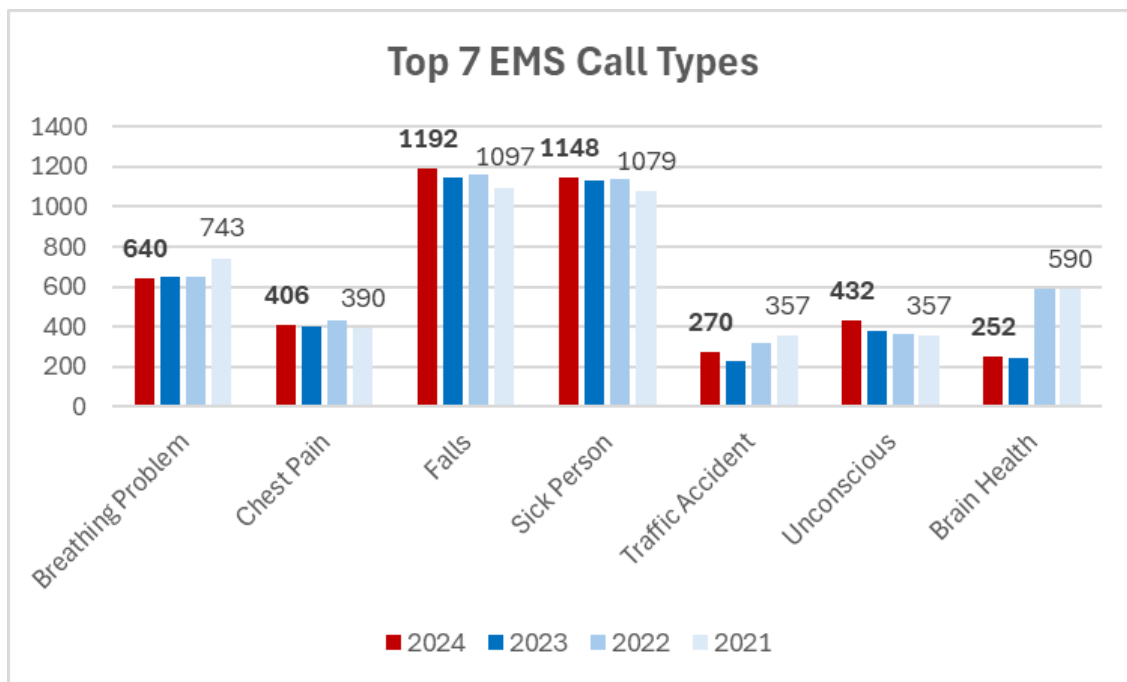
Cardiac Arrest 5 Year Trend



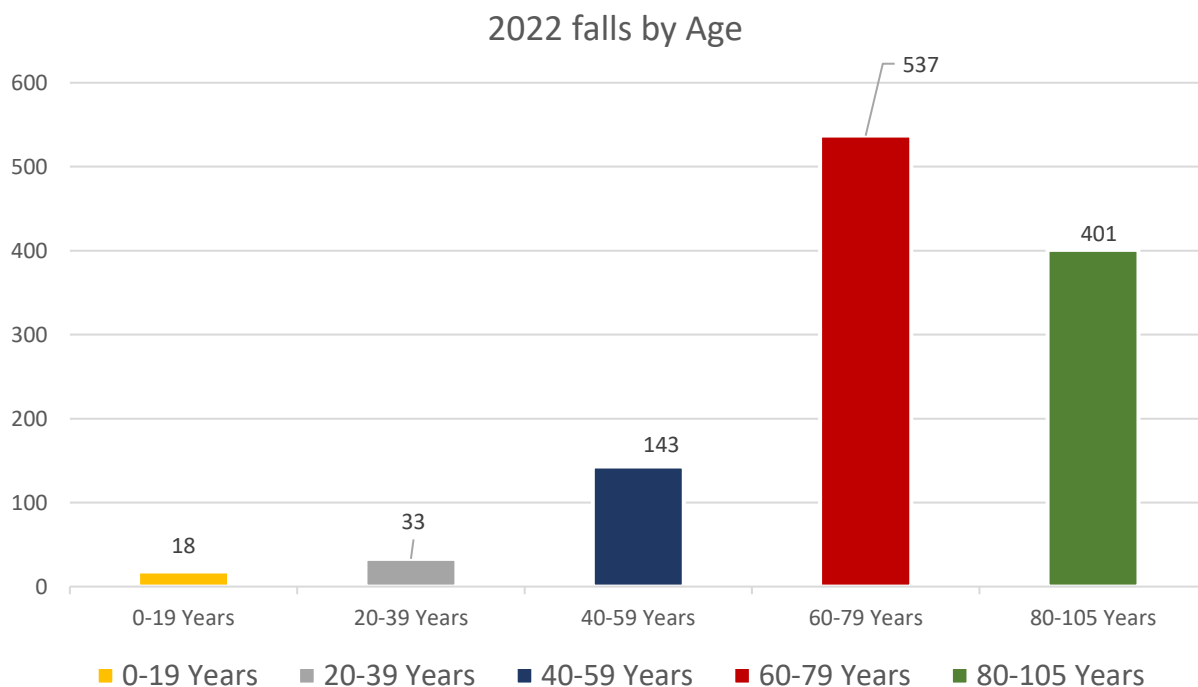
Cardiac Arrest Data - 3 year Trend

Years	2021	2022	2023	2024
ROSC (Return of Spontaneous Circulation)	24%	23%	29%	24%
Survivability	18%	21%	15%	9%

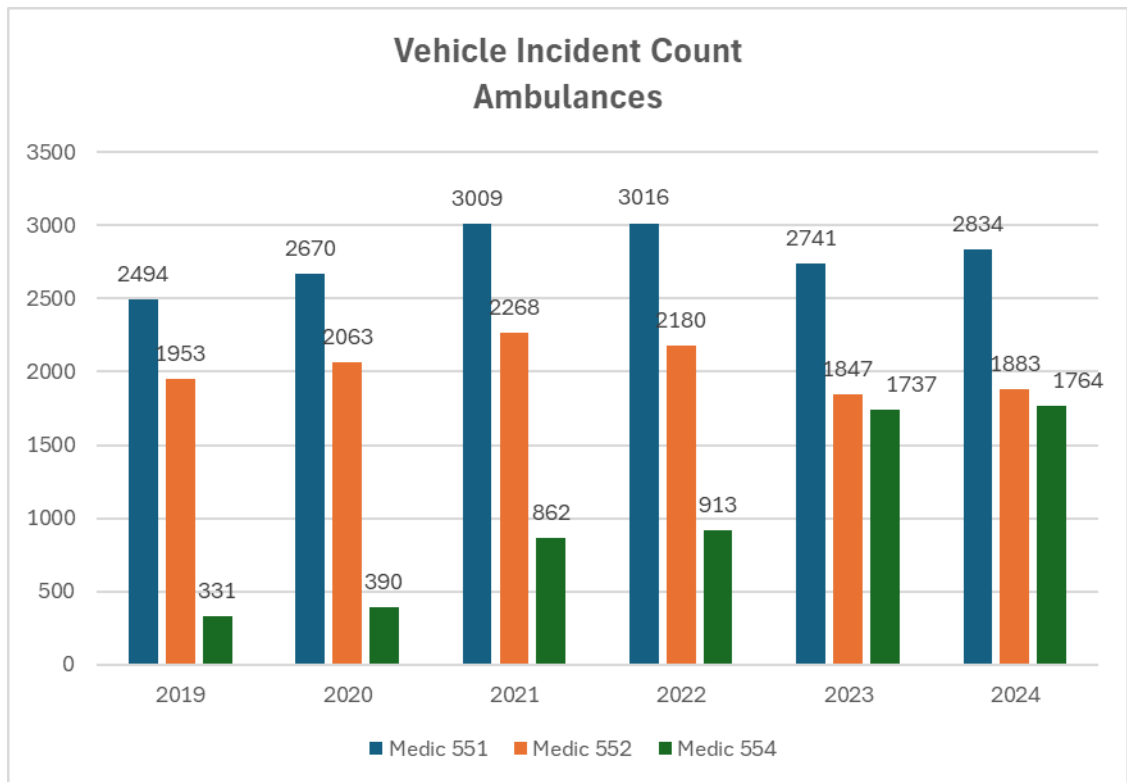
The national average for ROSC is 27% and 10% survivability.



Falls over 60 years of age represent 82% of fall incidents in Dubuque



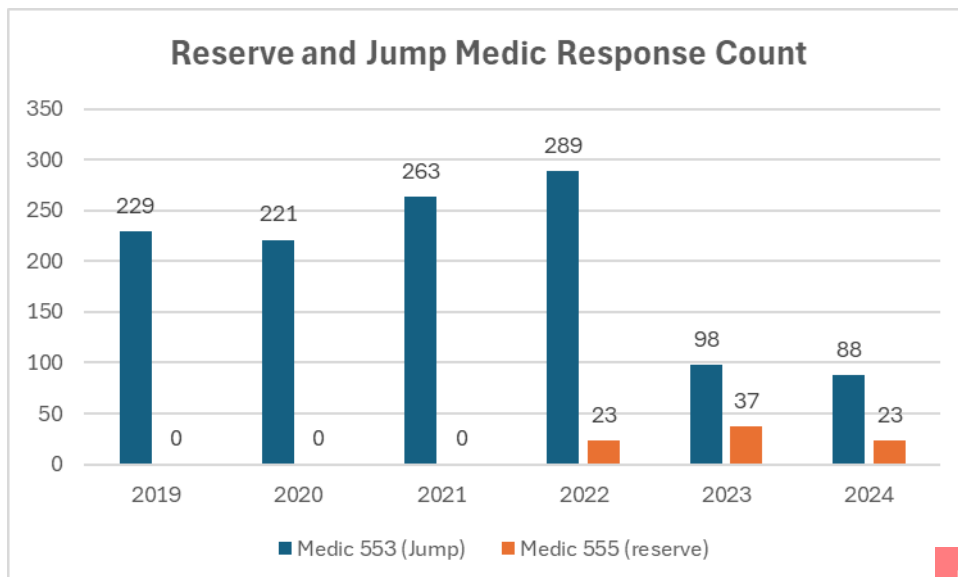
MEDIC CALL VOLUME BY YEAR

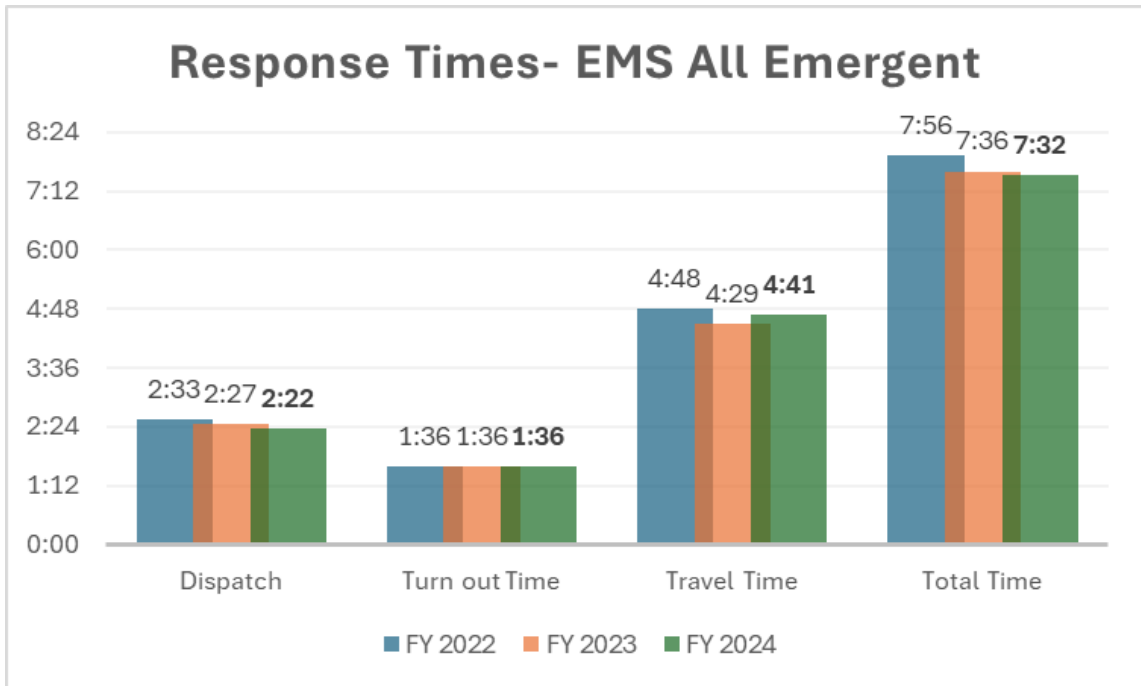


Medic 554 placed service in October 2022

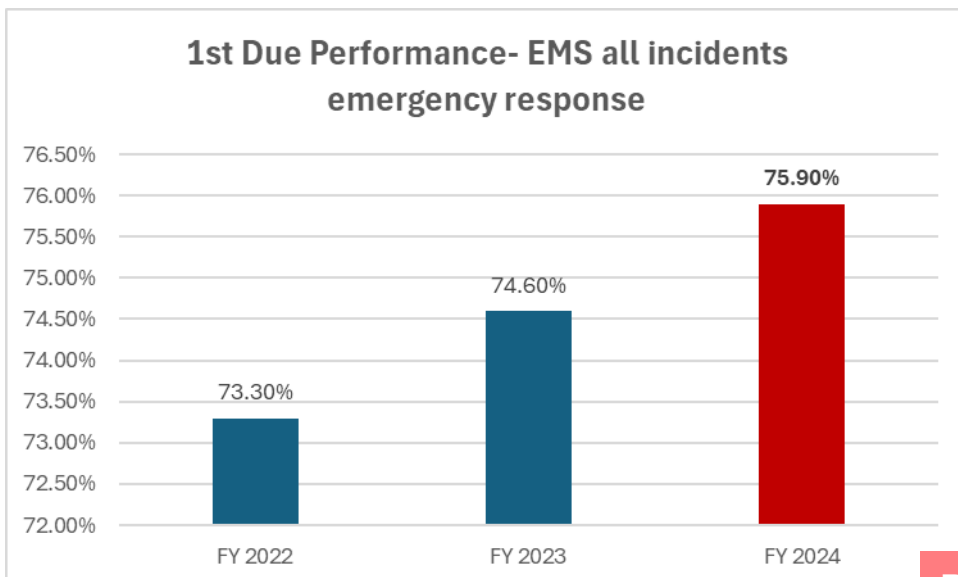
(department daily staffing moved from 22 to 24 in October 2022)

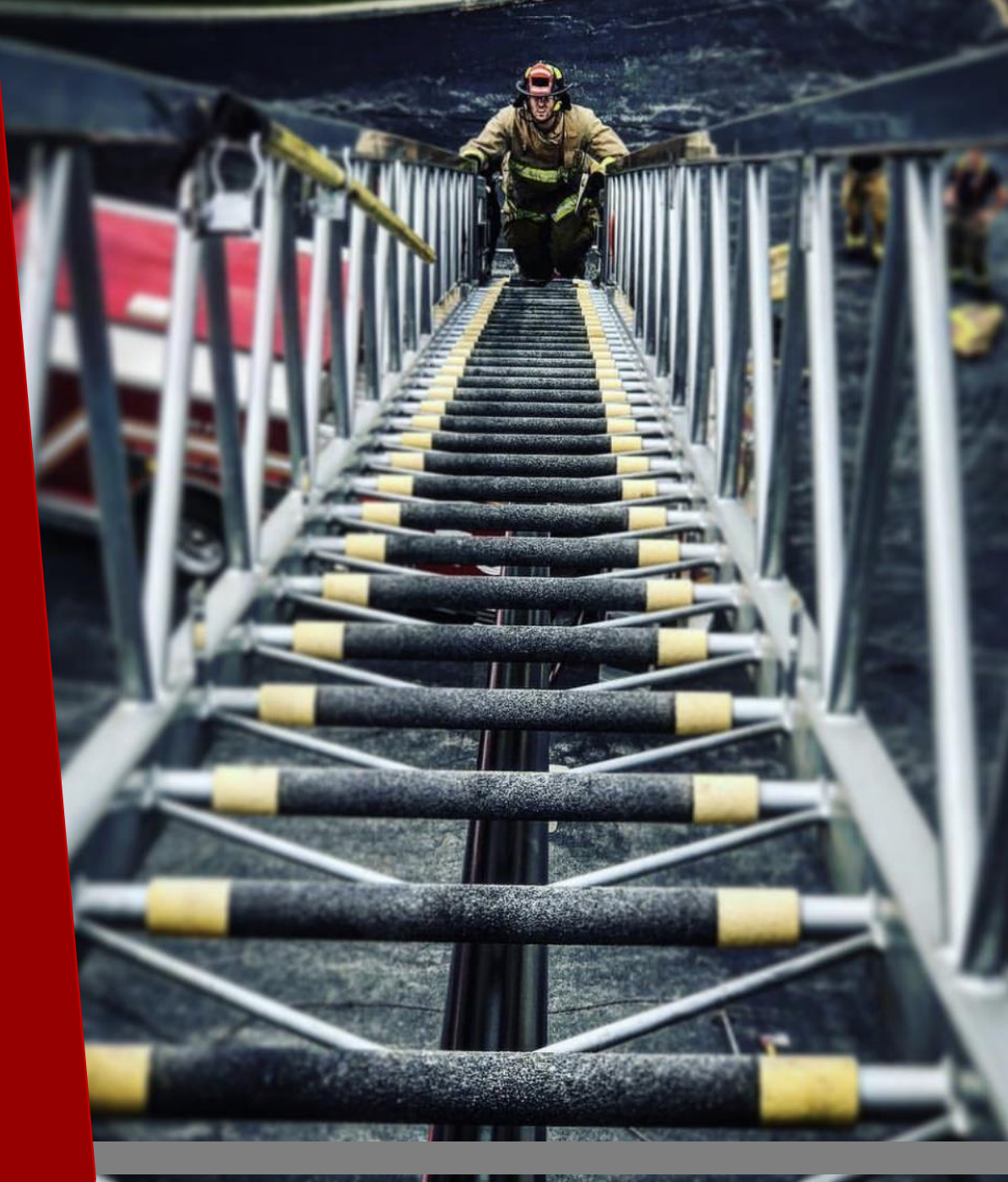
Medic 554 only staffed under a pilot program when staffing was above 22 prior to October 2022.





The Dubuque Fire Department is achieving the 6-minute performance standard 75.9% of the time for all EMS incidents (emergency response). This measures the performance of the first arriving Dubuque Fire Department response vehicle. Our target is 90%.





Fire Stations

STATION, MAP AND APPARATUS PROFILE

6 Fire Stations

2 Ladder Trucks

5 Engines

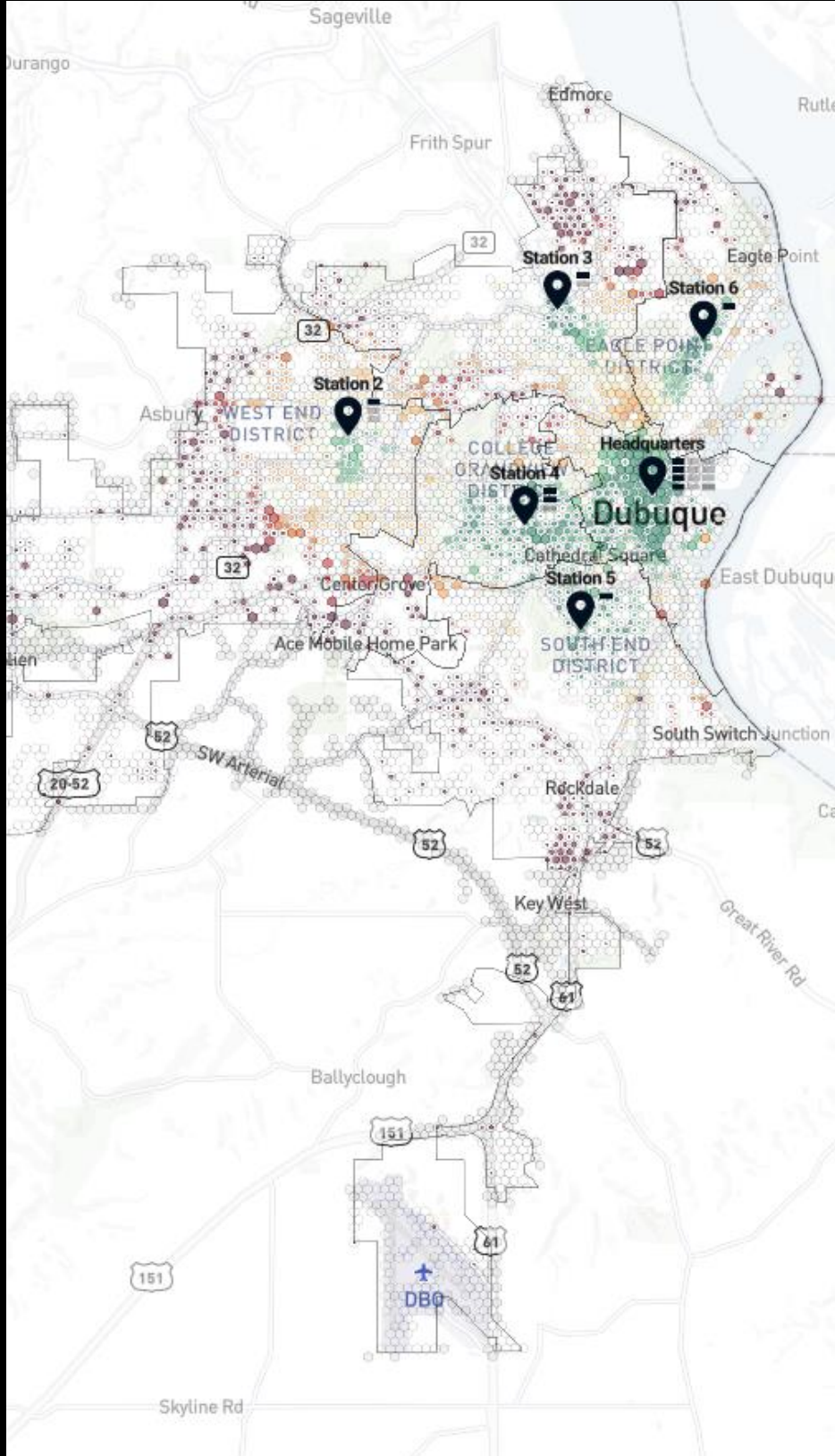
3 Ambulances

1 Brush Truck

1 Fire/ Water
rescue Boat

1 HazMat
Command Vehicle

1 Technical rescue
vehicle



Fire Headquarters

11 West 9th Street

Square Miles 2.22
Population 8056
Pop. square mile 3629



Staffed with the shift commander
and 1 Firefighter paramedic

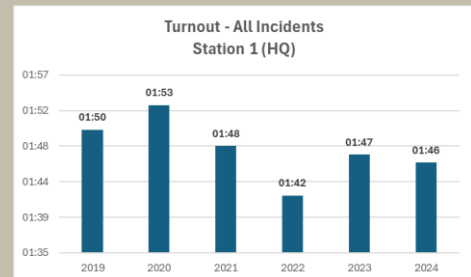
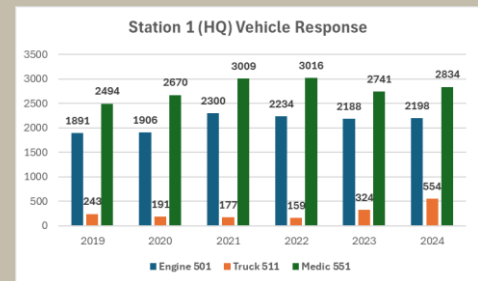
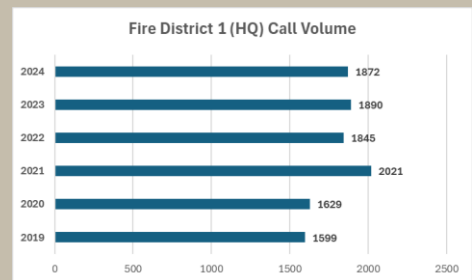
Staffed with 2 Firefighter
Paramedics each shift



Staffed with 2 Firefighter
Paramedics each shift

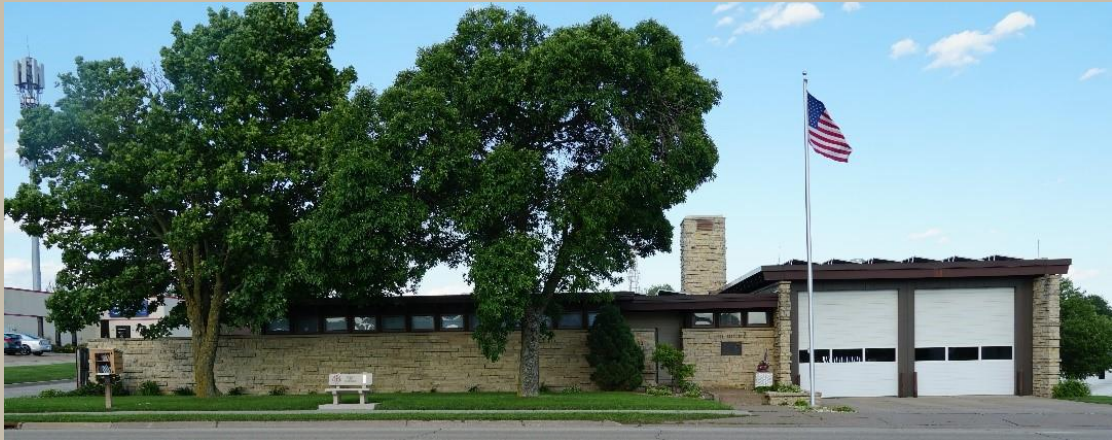


Staffed with 2 Firefighter
Paramedics each shift



Fire Station 2

2180 John F. Kennedy Rd



Square Miles 11.62
Population 14,688
Pop. square mile 1264

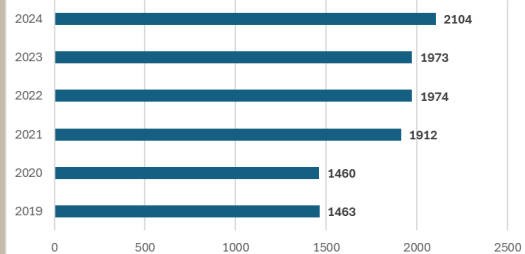


Staffed with 3 Firefighter
 Paramedics each shift

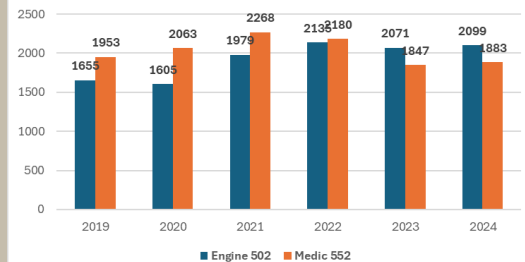


Staffed with 2 Firefighter
 Paramedics each shift

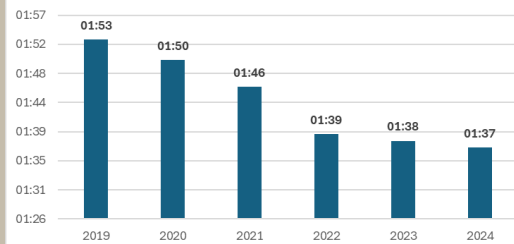
Fire District 2 Call Volume



Station 2 Vehicle Response



Turnout - All Incidents
 Station 2

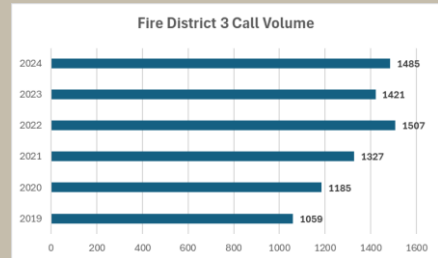


Fire Station 3

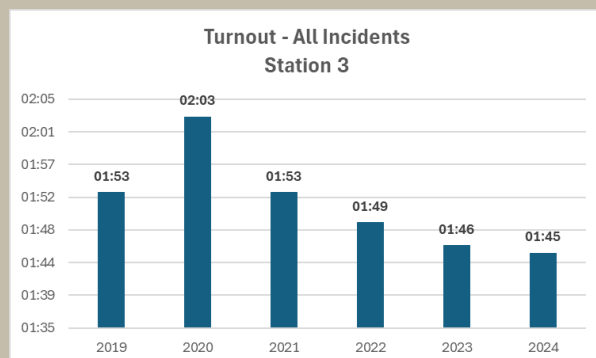
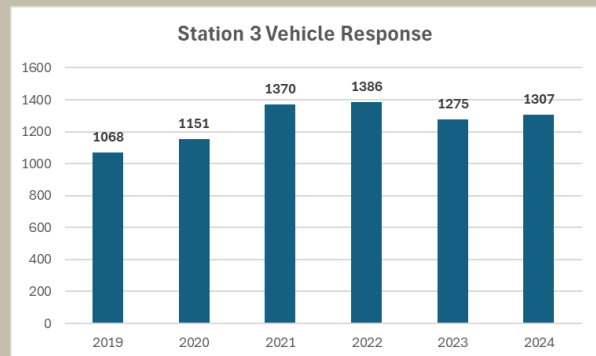
3155 Central Ave



Square Miles 4.94
Population 13,675
Pop. square mile 2768



Staffed with 3 Firefighter
 Paramedics each shift



Fire Station 4

1697 University Ave



Square Miles 3.04
Population 10,115
Pop. square mile 3327

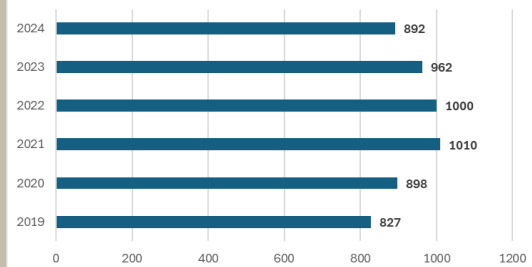


Staffed with 2 Firefighter
Paramedics each shift

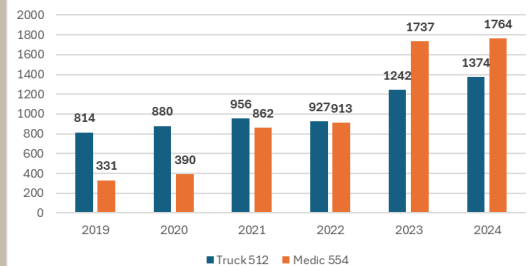


Staffed with 2 Firefighter
Paramedics each shift

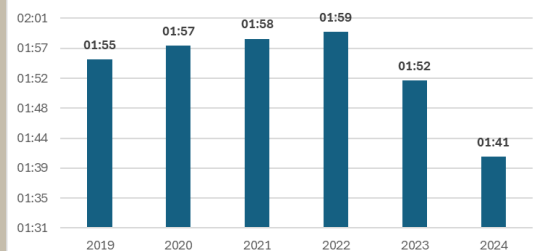
Fire District 4 Call Volume



Station 4 Vehicle Response



Turnout - All Incidents
Station 4

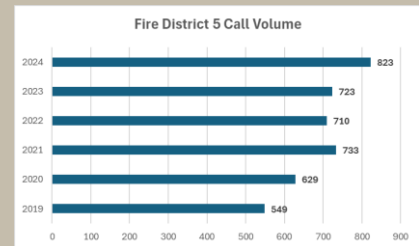


Fire Station 5

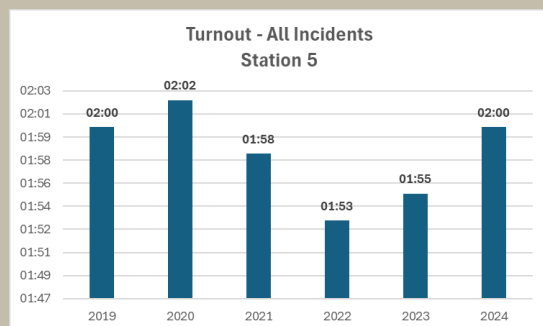
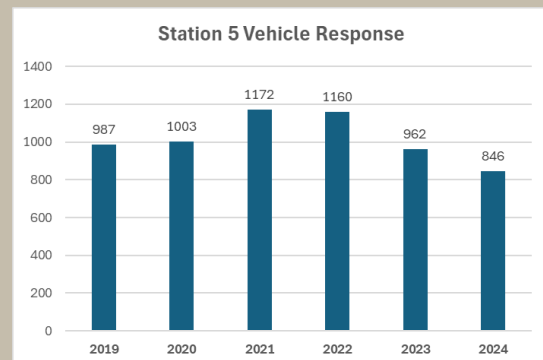
689 S. Grandview



Square Miles 8.69
Population 8590
Pop. square mile. 988



Staffed with 2 Firefighter
Paramedics each shift



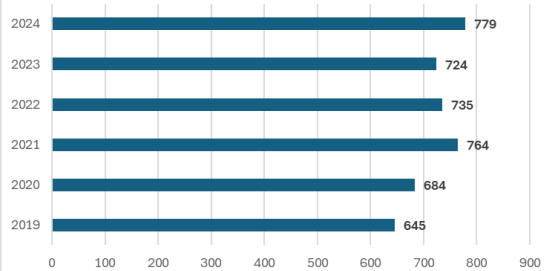
Fire Station 6

1500 Rhomberg Ave



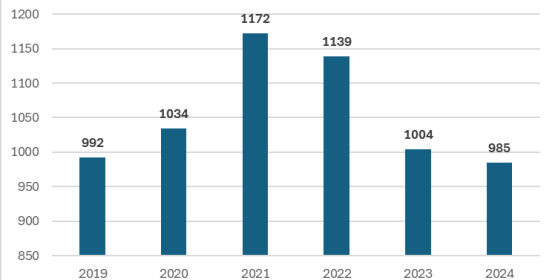
Square Miles 3.59
Population 4661
Pop. square mile 1298

Fire District 6 Call Volume

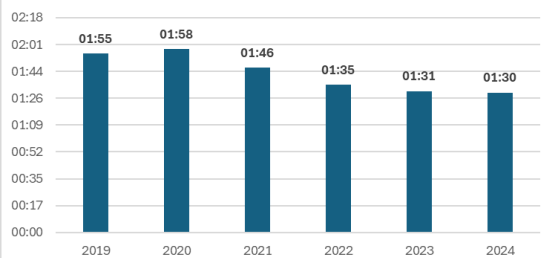


Staffed with 2 Firefighter
Paramedics each shift

Station 6 Vehicle Response



Turnout - All Incidents
Station 6

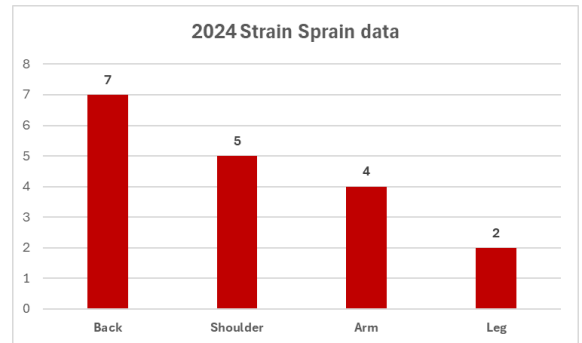
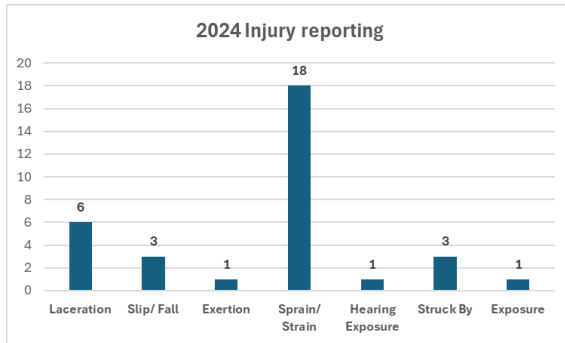




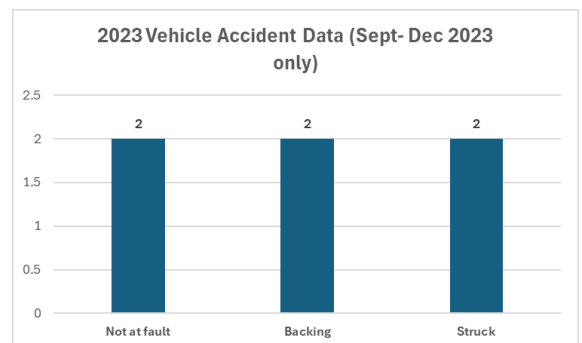
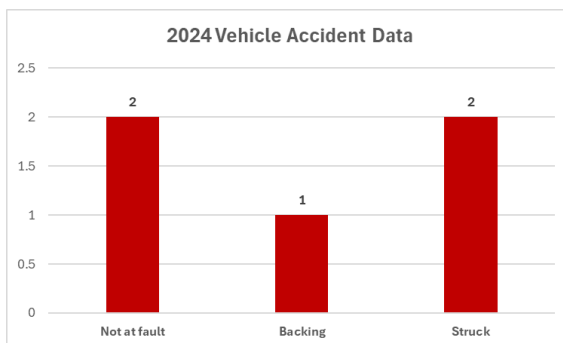
Safety

Injury and Accident Data

The department reported 33 injuries through the city injury reporting process.



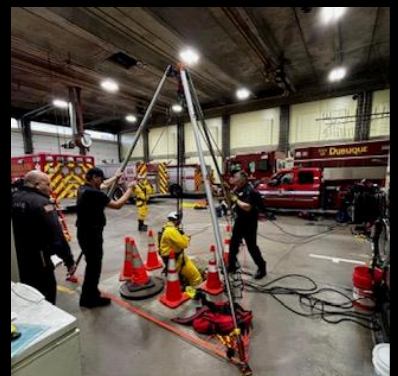
Safety of our members is our highest priority. Timely and accurate injury reporting is not only crucial for tracking incidents but is also essential for identifying prevention opportunities. Every injury, no matter how minor, provides valuable insight into potential risks and hazards that can be addressed to prevent future occurrences. By reporting injuries promptly, we enable our safety committee to review and analyze patterns, allowing us to implement effective changes that enhance overall safety and reduce risk.



By reviewing vehicle accidents, we are able to identify contributing factors, whether they are related to training, equipment, or environmental conditions, and take corrective actions. This allows our safety committee to address potential risks and implement preventative measures to reduce the likelihood of future incidents.



Training



TRAINING



9,522+ training hours

The Training Division in Dubuque is comprised of a full-time bureau chief and a safety and training captain. It is the intent of the Dubuque Fire Department Training Division to improve upon past accomplishments and competencies year after year. Dubuque Fire is devoted to strengthening the knowledge, skills, and abilities of our members to better serve the public, and 2024 has been no different. Throughout 2024, the Dubuque Training Division provided training for all members including fire, EMS, and specialty team training. The training division also coordinated city wide training including new hire and supervisor training and trained twelve new employees through the 8- week fire academy. These new probationary members endured a combined 5,600 hours of training prior to ever being assigned to a fire suppression or medic unit in Dubuque. It takes approximately 4-6 months to provide initial training to our fire candidates before they are counted towards our full-time staffing.

TRAINING



2024 Training Topics:

Red Cross CPR
New Vehicle Orientation
Advanced Pumping
Trench Rescue
Hazmat Operations

Rescue Task Force
Incident Safety Officer
Confined Space
Incident Command Training
Peer Support Training

Pediatric Advanced Life Support
Peer Fitness
Tyler Time and Attendance

9,522 total hours in 2024



Fire Prevention/ Community Risk Reduction

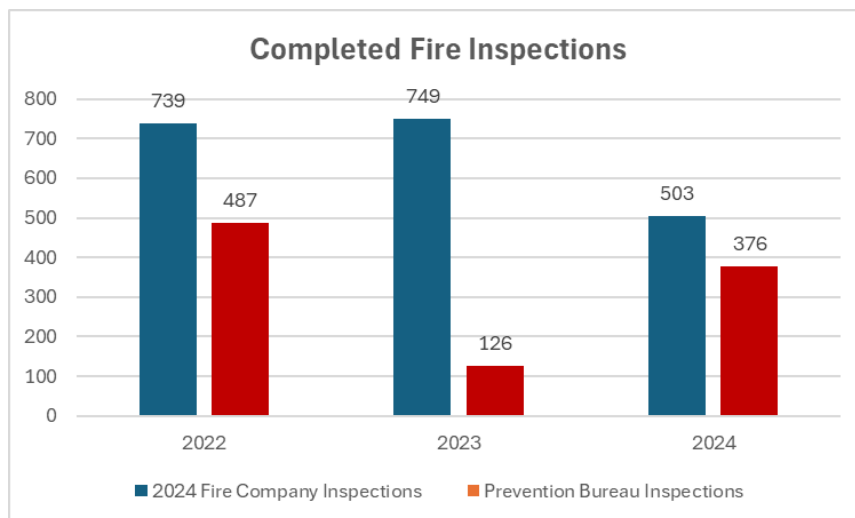
FIRE INSPECTIONS, INITIAL OCCUPANCY INSPECTIONS AND PLAN REVIEWS

CRR is a process to identify and prioritize local risks, followed by the integrated and strategic investment of resources (emergency response and prevention) to reduce their occurrence and impact.

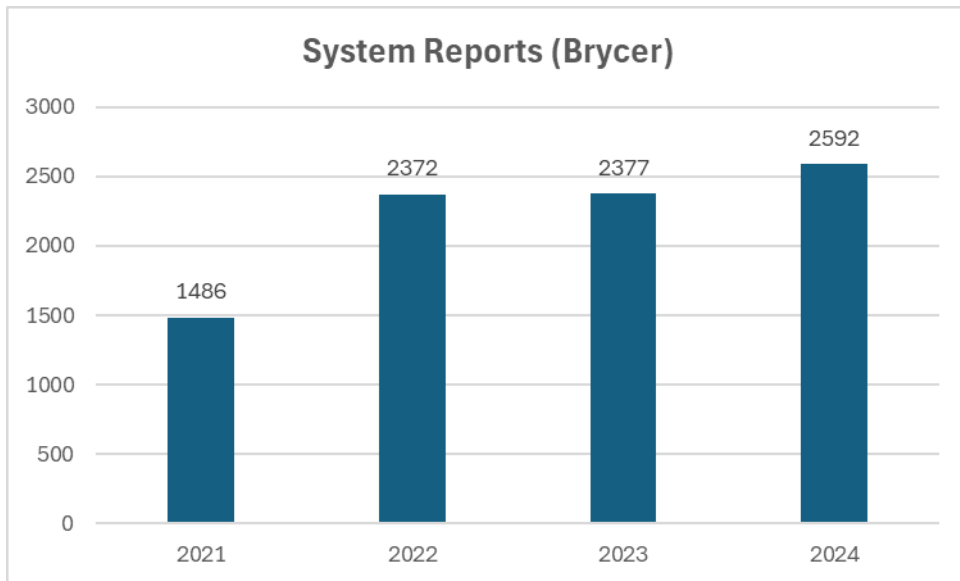
In a fire service context, it means that the fire department exists not only to respond to emergencies after the fact, but to *prevent or reduce* the effects of their occurrence in the first place. It means the fire service will (and should) act proactively as a risk reduction entity for the community. This effort begins with a robust and aggressive inspection program and continues with public education.

The fire prevention division is staffed with one assistant fire marshal and one fire inspector. The fire prevention division strives to prevent injury and loss of life through a variety of activities including new construction and fire protection system plan review, on-site fire protection system testing and approval, code interpretation and compliance, annual fire safety inspections in existing buildings, as well as public education and community risk reduction programs and initiatives.

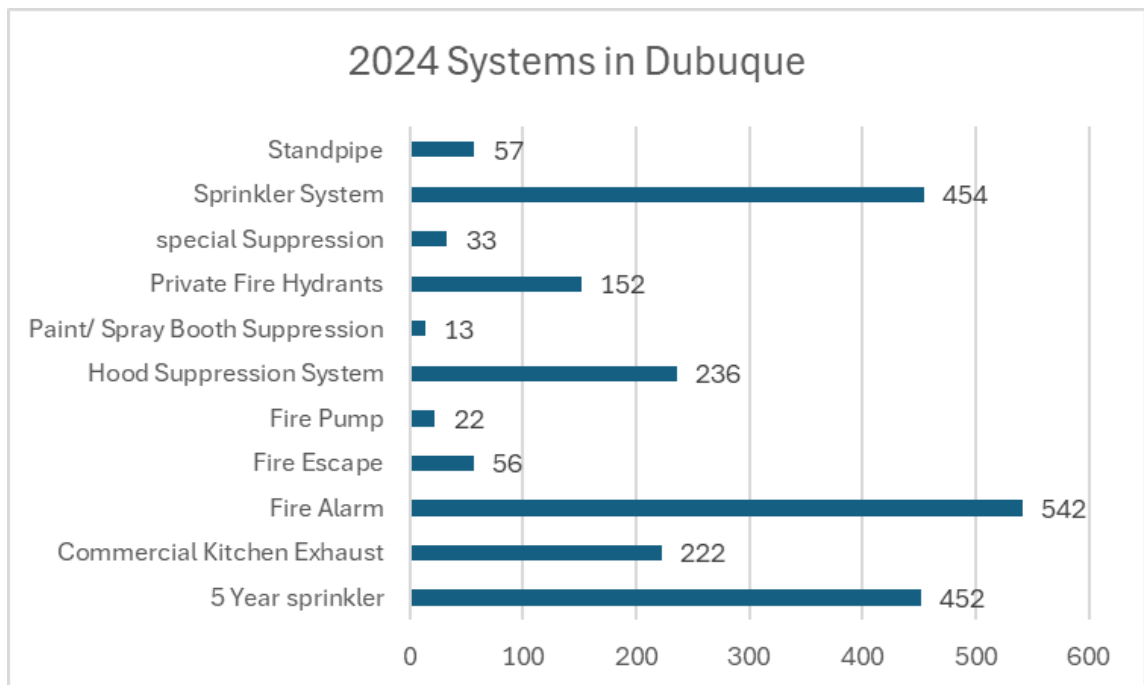
The prevention division has increased its use of technology to aid in fire prevention efforts. In 2024, the Fire Marshal's office is evaluating a data analysis software, which will assist in the evaluation of community risk reduction measures as well as fire inspection data. They are also implementing a pre-plan software system which provides critical building information directly to emergency responders



Annual Compliance Reporting



The department maintains records on annual system inspections throughout the City of Dubuque.



COMMUNITY RISK REDUCTION

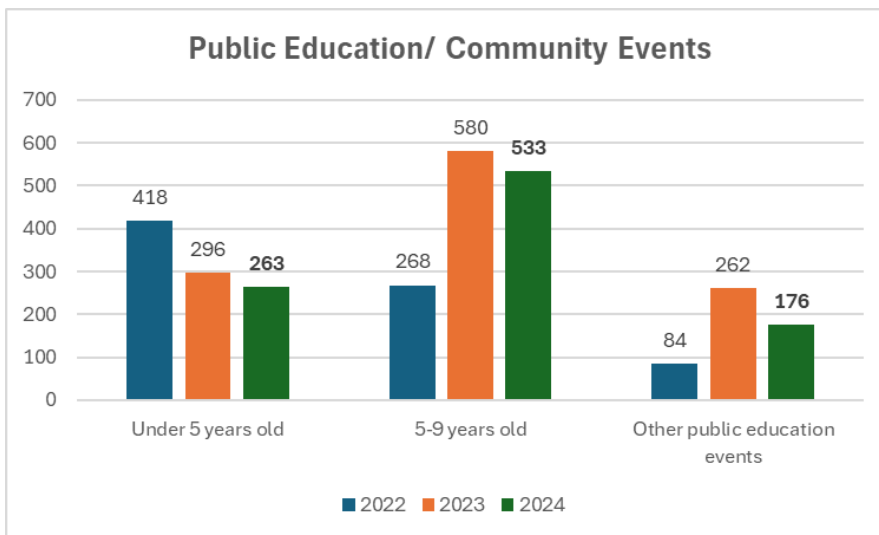


972 educational
contacts made in 2024



Fire and life safety education is an essential component of the Dubuque Fire Departments Focus. Our strategy to reduce fire deaths and injuries is to focus on prevention by identifying and changing unsafe behaviors. The Dubuque Fire Department recognizes the most important defense against fire is awareness through education.

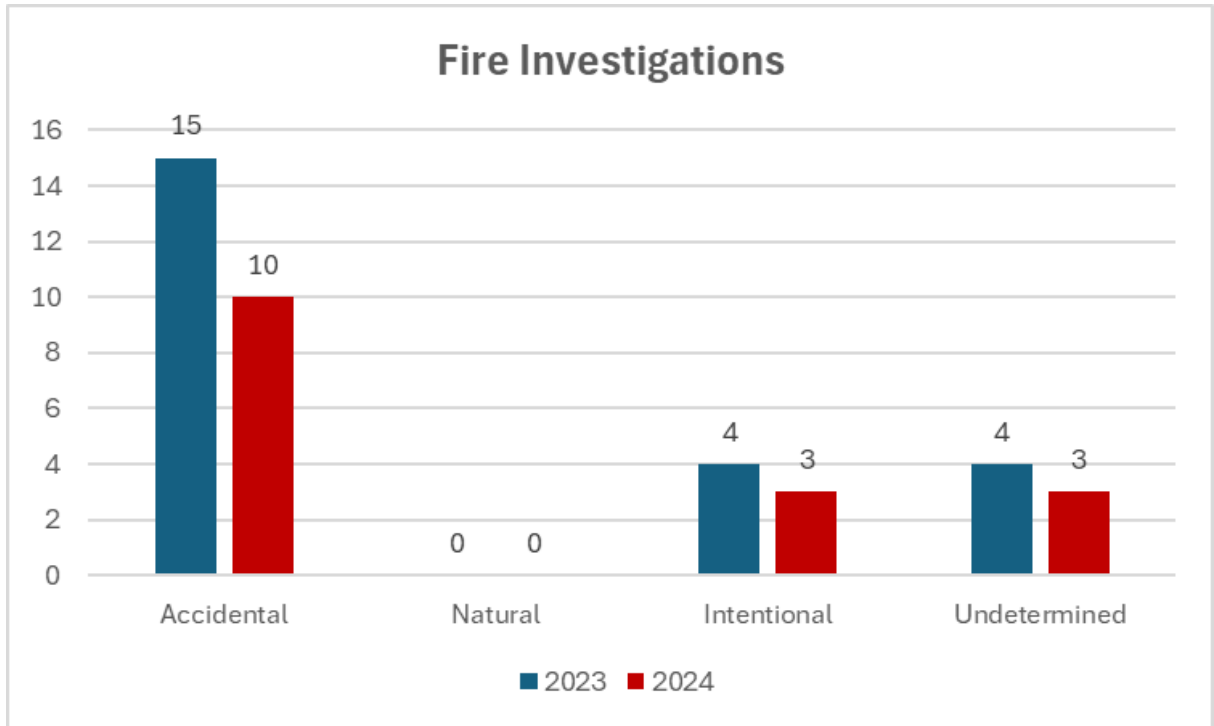
Our goal is to prevent fires and the damaging impact of fires and other emergencies through the education of children, adults, and senior citizens throughout the City of Dubuque.





Engaging the Community

Fire Investigations



The Dubuque Fire Department will investigate the cause and origin of every fire occurring within the city in which property has been destroyed or damaged or which results in bodily injury to a person and determine whether the fire was the result of natural causes, negligence or design. Fire investigations are classified into 4 areas: Accidental, Natural, Incendiary/ Intentional, or Undetermined.

HONOR GUARD



The Fire Department Honor Guard is comprised of both current and retired members who dedicate their time and service to upholding the values of honor, respect, and duty in every aspect of their work. These individuals strive to bring dignity to a variety of department functions, including promotional ceremonies, line-of-duty memorials, retiree honors, and other significant events. Each member of the Honor Guard serves as a symbol of reverence, providing a dignified presence during these important moments that celebrate the courage and sacrifice of our members.

In addition to local engagements, our Honor Guard also extends its support to the state ensuring that the proud traditions of our profession are upheld on a broader stage. Whether honoring those who have fallen in the line of duty, acknowledging retirements, or representing the profession at memorial services, our Honor Guard stands ready to pay tribute with the highest level of respect and professionalism.

The members of our Honor Guard spend a lot of time volunteering to serve in this capacity, demonstrating a profound commitment to the legacy of our profession and to those who have sacrificed for it. In line with industry best practices, the Honor Guard follows a code of conduct and precision, ensuring that every performance is conducted with military-like discipline, integrity, and respect. Our members are trained to perform ceremonial duties with the utmost attention to detail, ensuring that each event reflects the honor and sacrifices made by those who serve and protect our communities. The Honor Guard is a vital part of the department, embodying the spirit of unity and respect for those who wear the badge, both past and present.



In honor of Chief William Miller
1/18/1941- 10/26/2024



PEER SUPPORT

Initial training class was held at DCERTF on March 12 and 13, 2020 with 8 DFD members attending. The class was brought to Dubuque through Local 25 and the IAFF with our members being present as well as others from different FD locals from around the state.

The peer support team has been utilized on numerous occasions whether it was a work related or a personal situation where our team assisted our members in a time of need.

The peer support team have policies in place where a significant event activates our team to reach out and “check-in” with our personnel, these situations could include:

- Line of duty death
- Serious line of duty injury
- Co-worker suicide
- Death of a civilian after prolonged rescue operations
- Incidents resulting in mass casualties
- Serious injury or death of a child
- Events where the victims are relatives or friends of members
- Traumatic incidents including critical injuries or death of a patient
- Events or incidents that had the potential to inflict serious harm or death to employees
- Any other incident or event that had the potential to inflict significant stress or emotional harm to the employee

Peer support is beneficial because it is Peer to Peer and is strictly confidential. The “check-ins” and communications are with their brothers and sisters, people they trust, and are familiar with.



PEER FITNESS

The Dubuque Fire Department is committed to fostering a culture of health, resilience, and well-being among our firefighters. Our Firefighter Peer Support Team plays a vital role in ensuring that our members have access to the guidance and support they need to maintain their physical, mental, and emotional wellness.

The International Association of Fire Chiefs (IAFC) and the International Association of Fire Fighters (IAFF) have long recognized the importance of firefighter health and fitness, working together to develop the Firefighter Peer Fitness Initiative (PFI). This initiative focuses on improving overall firefighter wellness through fitness, education, and peer-driven support, ensuring that firefighters remain physically prepared for the demands of the job while also prioritizing mental and emotional resilience.

At the Dubuque Fire Department, our Peer Fitness Team continues this important work at the local level. These dedicated team members provide guidance, motivation, and resources to support their fellow firefighters in maintaining a strong and healthy lifestyle. Whether through individualized fitness coaching, injury prevention strategies, or encouragement in times of personal or professional stress, they work tirelessly to strengthen our department and ensure that every member is equipped to meet the challenges of the job.

Through their efforts, our Peer Support Team upholds the principles of teamwork, trust, and well-being, reinforcing that no firefighter ever stands alone. Together, the team strives to build a healthier, more resilient department—one that is prepared to serve our community while also taking care of our own.



Dubuque Professional Firefighters Local 25

PROVIDING A POSITIVE IMPACT ON THE DUBUQUE COMMUNITY ON AND OFF DUTY



Local 25 members participated in a variety of charity events throughout 2024, giving back of their time and dime.





**Proudly serving the
community since 1884**

