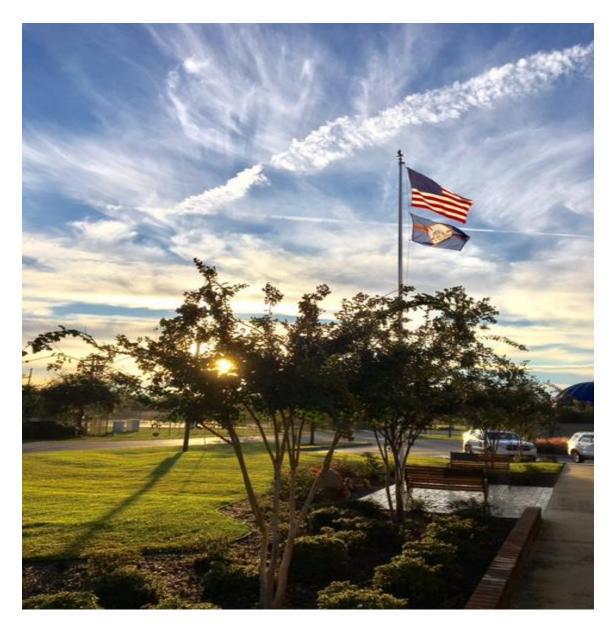
# Lexington County Fire Service FY 17-18 Annual Report



"SERVICE EXCELLENCE"



Thank you for taking the time to learn more about the Lexington County Fire Service. It is our honor to serve the citizens of Lexington County. The Annual Report you are about to read depicts the services and accomplishments of our department during Fiscal Year 2017-2018. Our personnel, career and volunteers, work hard each day to accomplish our mission of "Service Excellence".

This is a strong and progressive organization comprised of dedicated and professional individuals who are truly here to serve and protect the citizens of Lexington County. Since 2011, the department has improved its Insurance Services Office (ISO) rating from a Class 7 to a Class 5 in 2011 and to a Class 3 in 2015. Classification improvements such as these do not occur without the diligent effort of an entire organization.

The department utilizes a seven year strategic plan to guide our operations towards the ultimate vision of an ISO Class 1 designation and International Accredited Agency status. Our strategic plan is updated each year based upon employee feedback and county council priorities. Obtaining and maintaining an accredited agency status will ensure that our department continuously assesses our performance and implements measures to address any deficiencies. In addition, the men and women of the department train conscientiously every day to improve their skills so that they are prepared for any emergency they may face.

The Lexington County Fire Service has established a rich history of service and exemplary performance. This year is no exception. The residents of Lexington County can be very proud of their fire department and count on the men and women of the department to be there for them in their time of need. We sincerely appreciate the support that we have from county administration, our elected officials and the community we serve.

Respectfully,

Bradley C. Cox Fire Chief

## LAYING IT ON THE LINE 24 HOURS A DAY, 365 DAYS A YEAR Every 3 hours 19 minutes a Every 36 minutes Fire/Fire Alarm a call is Is Reported answered A Medical 39.24 Emergency Calls Every 72 per day Minutes 17.21 Hours on Typical daily responses: scene 7 Fires/Fire Alarms per day 21 Medical Emergencies 1 Haz Mat Event 11 Good Intent Calls/public assist All in an average days work





#### A Year in Review

March 2018 – Recruit Class 17-02 Graduated

April 2018 – Recruit Class 18-01 Hired

**April 2018** – Station 33 – Construction Started

#### The Lexington County Fire Service demand for service includes:

14,321 total responses, which includes mutual and automatic aid. (+0%)

24,183 individual unit responses (-2%)

1,362 fires; a decrease of 26% from 2016-2017

A total incident loss of \$8,051,947; a 16% decrease from FY 16-17. Total saved \$49,098,556

#### **Analysis of fire incidents:**

There were 1,362 fires in Lexington County Fire Service area.

30.47% were structure fire responses (+14.88%)

20.70% were outside rubbish fire responses (-6.78%)

33.70% were natural vegetation responses (+3.98%)

12.70% were mobile property responses (-14.51%)

2.42% were special outside fires

Residential structure fires represented 39% of all fires and 76% of all structure fires

#### As a result of fire, there were:

8 Civilian injuries and 1 deaths

8 Firefighter injuries (-34%)

There were 415 structure fire responses and 173 vehicle fire responses

The number of structure fires increased by 45%

#### **Emergency Services Branch**



The Emergency Services Branch includes the Emergency Operations Division and the Special Operations Division. These divisions are managed by a Deputy Chief who answers directly to the Fire Chief and is a member of the senior staff. This Branch head is responsible for managing and directing the emergency service delivery system, including all line activities involved with emergency response to fire, medical, rescue, technical rescue, hazardous materials, false alarms and good intent calls. The departmental training program also comes under the direction of this division to include, recruit training, in service training, testing, promotional processes and personnel development.

The Operations Division of the Lexington County Fire Service is divided into two geographic operational regions, each under the command of a Battalion Chief. The regions are divided into four response areas in the North and 3 response areas in the South, under the command of Captains. Within these 2 regions there are 24 fire stations that provide emergency response to all fires, medical calls, rescues, hazardous materials incidents and other miscellaneous emergencies.

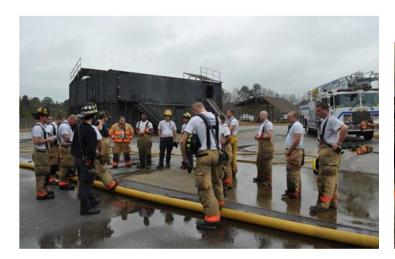
Apparatus assigned to the Emergency Services Branch are designed to address a wide spectrum of emergency responses:

- 21 Engine companies charged with fire extinguishment and also designated as a primary Basic Life Support (BLS) units.
- 3 Quint/Ladder companies and 1 Tower/Platform are designated to preform search and rescue, forcible entry, victim rescue, and ventilation. Quint/Ladder companies also perform engine company duties.
- 2 Squad companies that support the functions of the ladder companies.
- 3 Hazardous Material companies mitigate material releases including decontamination of victims and responders at large and small incidents.
- 2 Special Operation companies that are charged with handling technical rescue (High Level, Structural Collapse, Trench Rescue and Swift Water rescue).

#### **Training Division**

The Training Division comes under the direction of the Fire Chief to include recruit training, in service training, testing, promotional processes, and personnel development. The Training Division is managed by an Assistant Chief and supported by a highly trained team of teaching professionals, including a Captain, and 3 part time fire instructors.

The Lexington County Fire Service continues to make training one of the top priorities throughout the year. Training consists of ongoing education to satisfy many licensure requirements, as well as new training to enhance the knowledge base of firefighters. These lead to higher certifications and better service to citizens and those who pass through the County. The 2017-2018 fiscal year resulted in a total of 60,799.47 training hours. Of the total hours, 16,862 were company drills.









#### **Administrative Services Branch**



The Administrative Services Branch includes the Administrative Division, Planning and Research Division, and Logistics Division. The Administrative Services Branch provides support to all branches and divisions of the Lexington County Fire Service. The Administrative Services Branch is headed by a Deputy Chief that reports directly to the Fire Chief and is a member of senior staff. The Deputy Chief manages the Battalion Chief of Planning, the Logistics Officer, Breathing Air Technician, Administrative Assistants and coordinates all facility maintenance, repairs, design and construction, human resources, payroll, fleet maintenance, budget preparation, and information requests from citizens and departmental personnel.



#### **Planning and Research Division**

The Planning and Research Division develops and implements strategies to advance the deployment of resources of the Lexington County Fire Service to the citizens in need. The key goals of this responsibility include analyzing fire service standard of coverage, conducting community risk analysis, and feasibility studies; preparing contracts; preparing automatic aid, mutual aid and initial action agreements with other fire agencies; gathering data and assuring quality control by developing standard and specialized report queries that are analyzed daily, weekly, and monthly by the division. On a whole, these functions blend together so that the Division may continue to support the fire service in meeting the needs of the growing population of the County and provide the most skillful and cost-effective fire and first responder services in the communities served.

The Lexington County Fire Service is completing the process to apply for accreditation by the Commission on Fire Accreditation International (CFAI). Accreditation requires that the Department continually and objectively examine services, programs, and management functions. This self-assessment provides the Department with the knowledge needed to design, deploy, and manage services in the best interest of the citizens and the Department, and in a manner consistent with that expected of a modern and creditable fire service organization. In 2018, the department will apply to the Commission for accreditation. The Planning Division also provides support in managing the department's Insurance Services Office (ISO) rating in discovering the needs and planning for the placement of additional fire stations, which would extend services, accommodate future growth, and strive for the highest rating of ISO (1). The current ISO rating for the County is Class 3. The ISO rating of an area is closely associated to the insurance premiums assessed within a specific area. The rating reflects the resources of the Lexington County Fire Service, Lexington Communications and the water districts in the County. The task of meeting ISO rating requirements relies on GIS analysis to calculate travel distances for fire stations and response vehicles.





#### **Logistics Division**

The Logistics Division provides uniforms, turnout gear, nozzles, hose, and other mission critical equipment and is responsible for the systematic coordination of selection, acquisition, warehousing, procurement and distribution of supplies and services for the fire service. Its mission is to support and provide personnel with unmatched safety through purchasing the best materials, supplies, and equipment available at the greatest value.

In FY 17'-18', The Logistics Division was tasked with pump testing 30 trucks, testing 68,610 feet of fire hose (12.9 miles), testing 2,273 feet of ladders and inspecting 267 fire extinguishers, washing and inspecting 282 individual pieces of personal protective equipment. The division oversaw the fitting of duty uniforms, PPE and dress uniforms for recruit classes 17-02 and 18-01. The division also completed the 1st round of updates for our Hurst tool equipment (Jaws of Life).







#### **Breathing Air Division**

The Breathing Air Division is assigned to Administration. The breathing air technician's first and foremost responsibility is for the readiness and safe operations of our Self Contained Breathing Apparatus (SCBA) at an emergency scene. Inventory is constantly reviewed regarding the status of our SCBA's and air cylinders as they require repair, hydrostatic testing or retirement.

In 17'-18', quarterly air samples, semi-annual servicing of 6 breathing air compressors were completed; 4 DOT cylinders and 4 Primair cylinders were hydro tested; 297 SCBA'S, 337 face pieces were tested and cleaned; 435 Lexington County Fire service personnel were face fitted along with our automatic aid company personnel. This includes Irmo Fire District, West Columbia Fire Department, and the Columbia Metropolitan Airport Fire Department. The division relocated the breathing air compressor from station 13 to station 5 and replaced the compressor at Station 9. 33 – 1 hour cylinders were replaced for the HazMat SCBA's. The breathing air tech and SCBA maintenance facility located at fire services headquarters are SCBA certified thru Mine Safety Appliance (MSA).

Along with the breathing air responsibilities, support staff continues to provide staffing on the radio programming committee that updates and programs 800 MHZ radio's for County Departments to include Administration, Solid Waste, Solicitors Office, Public Works, Sheriff's Department, EMS, Fire Service, Fleet Services, Building Services, and the Coroner's office. As part of the radio committee, radios were programed for the following municipal departments: South Congaree, Springdale, Gaston, Pineridge, Pelion, Swansea, Irmo, Chapin and Lexington Police Departments and Airport Public Safety.







#### **Fire Prevention and Life Safety Branch**

Fire prevention is the number one goal of the fire service and the Fire Prevention and Life Safety Branch focuses on educating the community about the benefits of proper safety practices and identifying and eliminating all types of hazardous conditions, which pose a threat to life, the environment and property. The Lexington County Fire Service offers several fire and life safety services ranging from Public Education to Plans Review to Code Enforcement to Fire Investigation.

This Division is under the command of an Assistant Fire Chief designated as the Department's Fire Marshal and reports directly to the Fire Chief. The Assistant Chief manages 3 Deputy Fire Marshals that are assigned to 3 geographic areas and a part time fire investigator. These personnel are charged with enforcing State and local laws; ensuring that the required safety systems are installed in all buildings and that installation complies with applicable standards; carrying out public education; and accurately and efficiently identifying the causes of all fires, whether they are accidental or incendiary. The Fire Service covers a diverse and unique area of responsibilities as related to Fire Prevention and education. The widespread and diverse activities of commercial and industrial development and operations are reviewed and inspected, citizens are educated and all this information entered into the records management system to update and improve the safety of the community and department personnel.

In 17'-18', 2,685 inspections were completed with August 2017 being the busiest month at 338 inspections. 232 plan reviews were completed with October of 2017 being the busiest with 32 reviews. 562 permits were issued ranging from construction, sprinkler, and fireworks permits to paint booth suppression and kitchen hood suppression systems. 174 public education activities were held with an estimated 9,957 children and 3,970 adults attending. 439 Smoke alarms, 259 smoke alarm batteries and 10 carbon monoxide alarms were also installed.











## **Lexington County Fire Service**

### **Community and Public Service Events**

- Raised \$45,843 for the Muscular Dystrophy Association
- Raised \$45,574 for the Jeffery Vaden Chavis House at the Southeastern Burn Center.

Lexington County Fire Service participated in the following Community Events:
United Way, Jeff Chavis Memorial Golf Tournament, American Heart Association Heart Walk, Steven
Stiller Tunnel to Tower Run, The American Lung Association Fight for Air Stair Climb, American Cancer
Association Relay for Life, Make a Wish Foundation Battle of the Badges, Red Cross Blood Drive and the
Memorial Day Murph Challenge.





# Lexington County Fire Service Statistical Report

#### **Vision Statement**

BECOME AN INTERNATIONALLY ACCREDITED AGENCY AND OBTAIN A CLASS ONE FIRE DEPARTMENT DESIGNATION FROM THE INSURANCE SERVICES OFFICE.



**Mission Statement** 

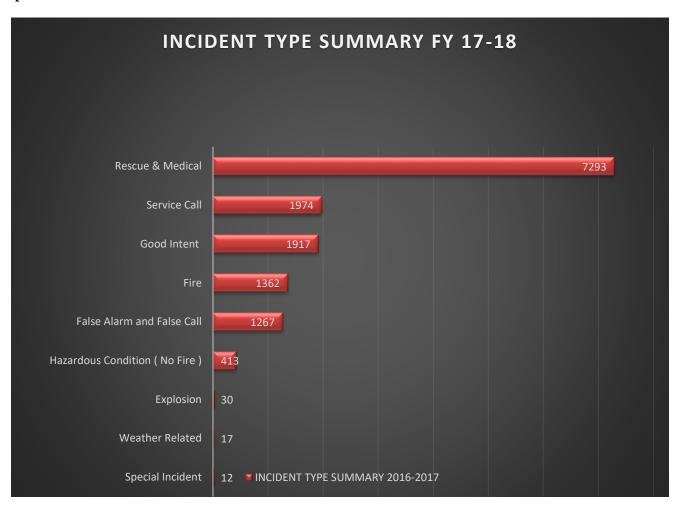
"SERVICE EXCELLENCE"

#### LEXINGTON COUNTY FIRE SERVICE

#### STATISTICAL SUMMARY

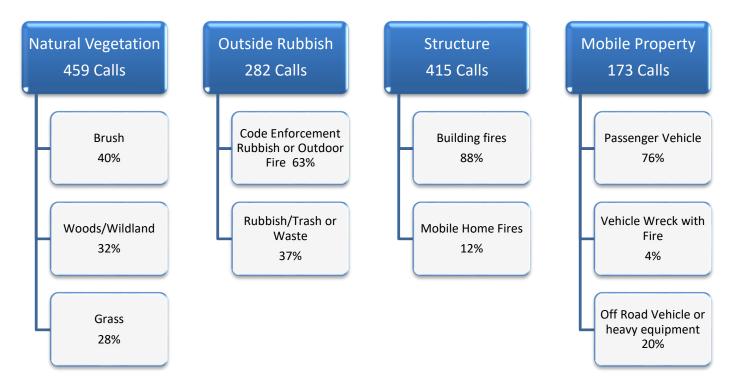
The Lexington County Fire Service responds to a variety of emergency and non-emergency situations. Often what is described to the dispatchers, does not reflect the actual incident; nevertheless, firefighters are trained and prepared to respond to a broad array of situations. To understand the full role the fire service plays in the community, this report profiles the fire service run activity as reflected in our Firehouse Reporting Data. The data collected through Firehouse Reporting is based on the National Fire Incident Reporting System (NFIRS) through the United States Fire Administration (USFA). The data is recorded in one of the following categories: (1) Fire, (2) Explosion, (3) Rescue & Medical, (4) Hazardous Condition, (5) Service Call, (6) Good Intent, (7) False Alarm, (8) Weather Related, (9) Special Incident.

While "fire" is part of the service name, less than 10% of total responses involved fire. Over 51% of all Lexington County Fire Service runs are categorized as Emergency Medical Services/First Responder and rescue responses.



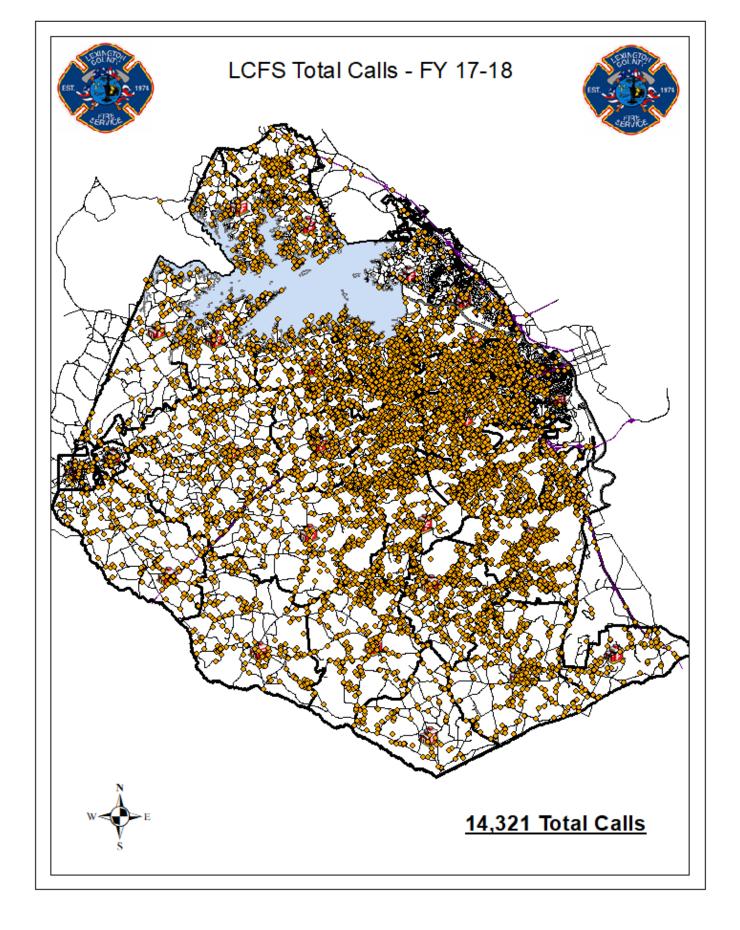
Total Calls – 14,321 (16'-17' – 14,312)

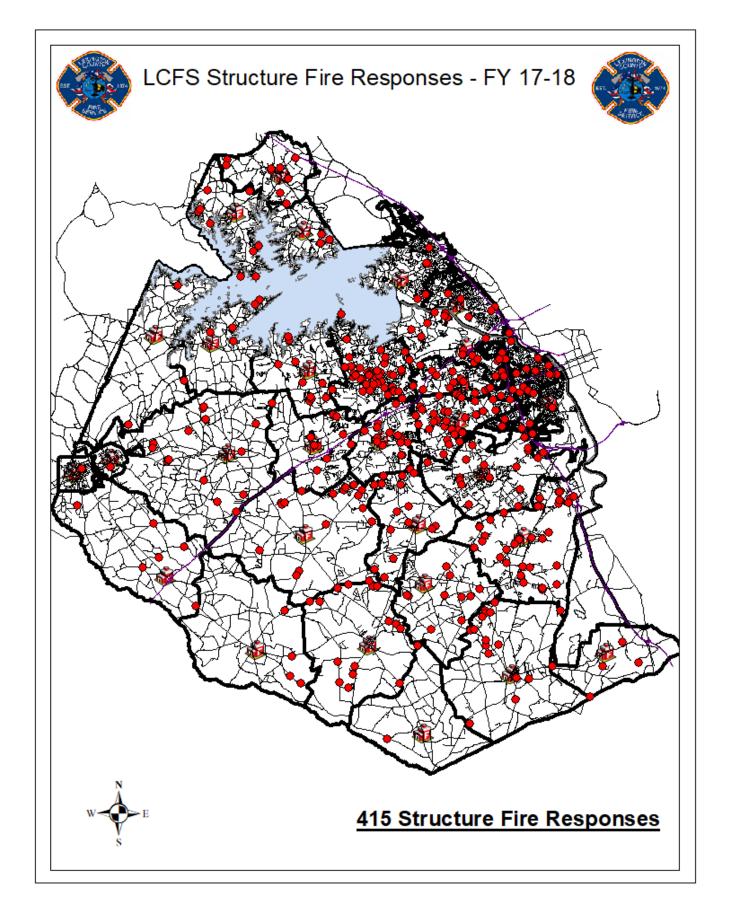
## Most Common Fire Incident Types

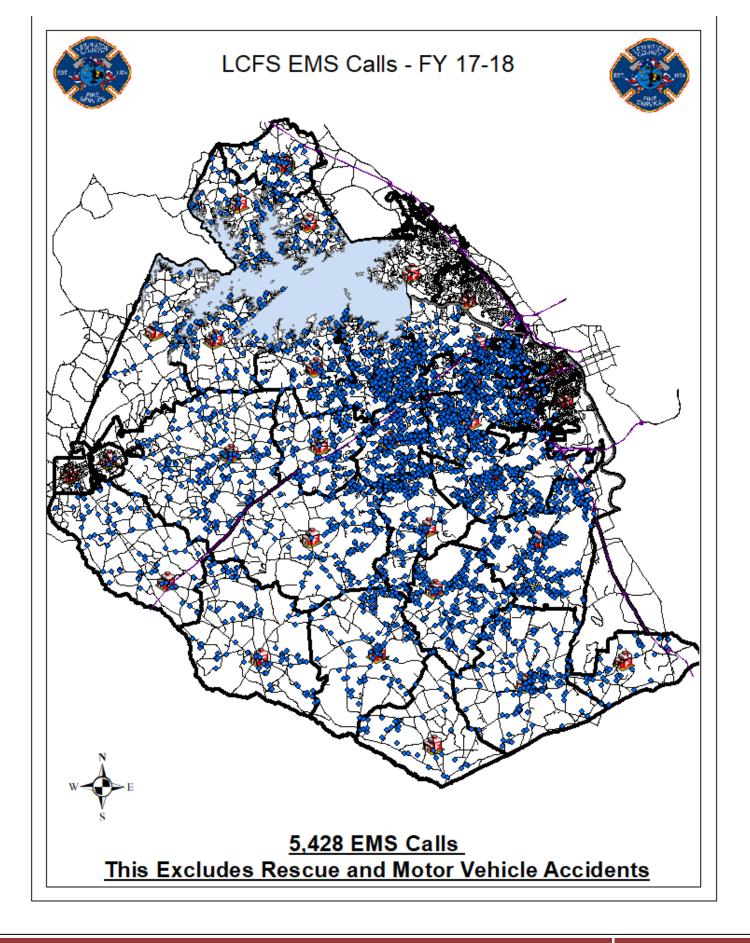


## Rescue and EMS Incidents

Motor Vehicle accident with injuries	1,096 Calls	15%
Medical Assist, Assist EMS	205 Calls	3%
Motor vehicle accident without injuries	334 Calls	5%
Overturned vehicle with or without injuries	150 Calls	2%
Special Rescue / ERT Response	80 Calls	1%
	7,293 Calls	100%







**Staffing for Incident Responses** 

	16'-17'	17′-18′
AVERAGE # OF CAREER PERSONNEL RESPONDING PER CALL	3.73	3.58
AVERAGE # OF VOLUNTEER PERSONNEL RESPONDING PER CALL	.07	.05
AVERAGE # OF CAREER AND VOLUNTEER ON SCENE / AVERAGE # OF UNITS ON SCENE	3.8/1.83	3.63/1.69

51,997 Personnel responded to all incidents throughout Lexington County with an overall average of 3.6 personnel per incident.

NFPA 1720 Standard: 2057 Personnel responded to 122 Structure Fires throughout Lexington County with an overall average of 16.86 personnel responding on 10.4 units.

LCFS averaged 21 minutes 14 seconds to obtain the average of 15 personnel on scene.

In FY 16'-17', LCFS averaged 20 minutes and 29 seconds to obtain 15 personnel on scene.

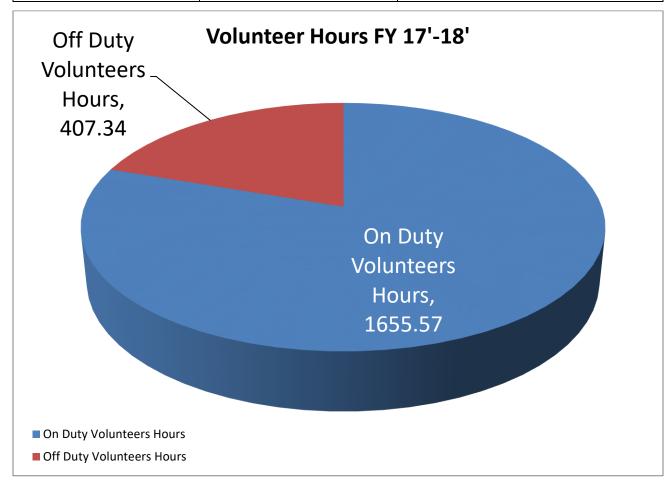
(Increase due to travel distance and call volume)

## **Busiest Companies**

ENGINES	RESPONSES	LADDERS	RESPONSES	TANKERS	RESPONSES
E9	1327	TWR10	1520	T28	147
E19	1230	LDR30	1508	T4	123
E12	1220	LDR5	1216	T13	113
E24	1121	LDR11	391	T16	91
E13	977			T6	90
E15	849			T8	87
BRUSH TRUCK		SQUADS		BATTALIONS	
BT5	238	5	865	1	921
BT24	192	10	771	2	805
BT16	169				

## **Volunteer Response Hours**

Number of	42	
Volunteers		
	Hours	<b>Equivalent to</b>
On Duty Volunteers	1,655.57 Hours	.57 Full Time Equivalent
Off Duty Volunteers	407.34 Hours	.14 Full Time Equivalent
Total	2062.91 Hours	.71 Full Time Equivalent



#### Compared to FY 16'-17':

Number of Volunteers - 40

On Duty Volunteer - 3,109.85 hours - 1.07 Full Time Equivalent Off Duty Volunteer - 678.65 hours - .23 Full Time Equivalent Total Hours - 3,789.50 hours - 1.30 Full Time Equivalent

# NFPA 1720 STAFFING AND RESPONSE TIMES COMPARISON STRUCTURE FIRE RESPONSES

#### **JULY 1, 2017 – JUNE 30, 2018**

NFPA Standard				
Demand Zone	Demographics	Min Staff	Response Time	Objective
Urban	>1000	15	9	90%
Suburban	500-999	10	10	80%
Rural	<500	6	14	80%

LCFS	Calls Calculated for NFPA 1720	Average Personnel	Response Time	Monthly Objective Met
Urban	23	6.4	9 min	0%
Suburban	33	4.9	10 min	3%
Rural	66	6.1	14 min	71%
*Totals	122			

#### **Average Response Time:**

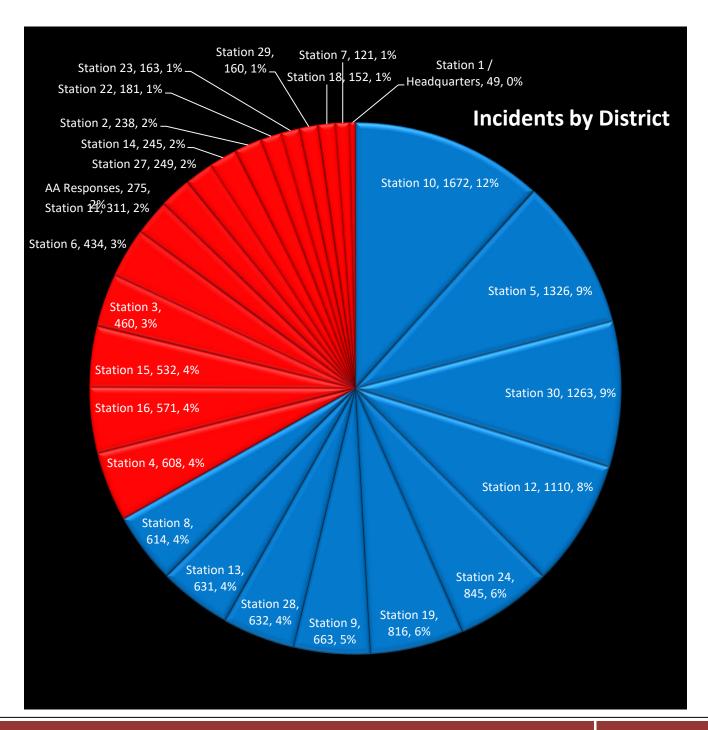
1<sup>st</sup> unit on scene-6 min. 47 sec. (Avg. Personnel = 2.2)

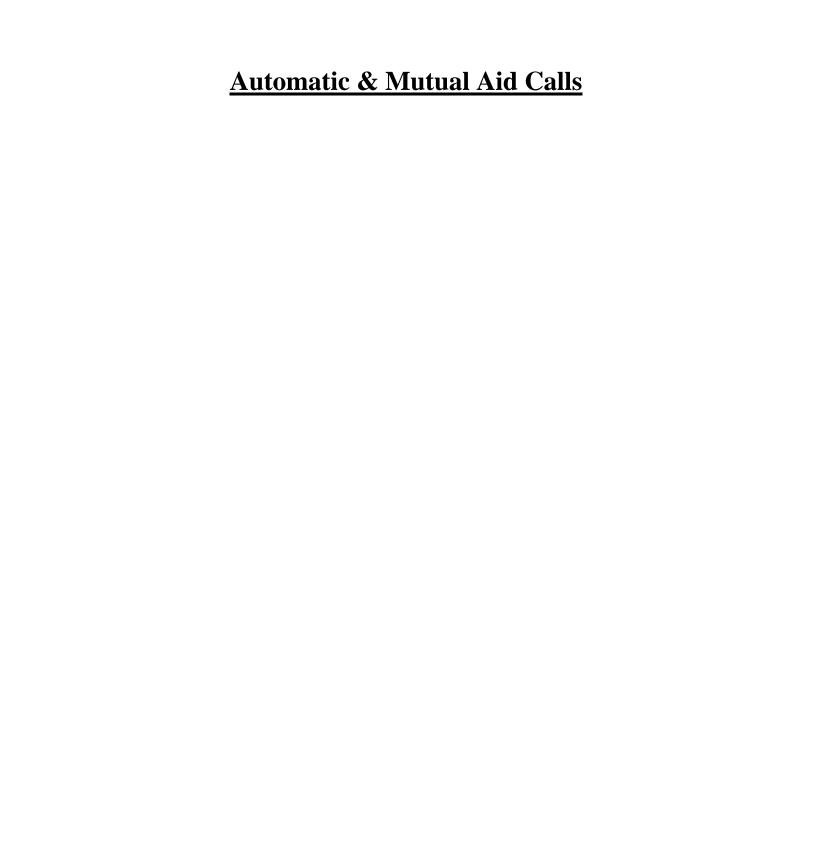
2<sup>nd</sup> unit on scene-8 min. 57 sec. (Avg. Personnel = 2.1)

<sup>\*</sup>Total number based upon incidents requiring a full assignment after first unit arrival.

## **Incidents by District**

Lexington County consist of 758 square miles with an estimated population of 270,406. Approximately 99.7% of all property within Lexington County is within five miles of a fire station. There are 24 Fire Stations that provide protection for the citizens of Lexington County. Lexington County has a total area of 758 square miles of which 699 square miles is land and 59 square miles (7.74%) is water, primarily from Lake Murray. Seventy-one percent (71%) of all incidents and fifty-eight percent (58%) of all structure fires occur in the urban/suburban areas of the county within the districts of ten (10) fire stations (Blue).

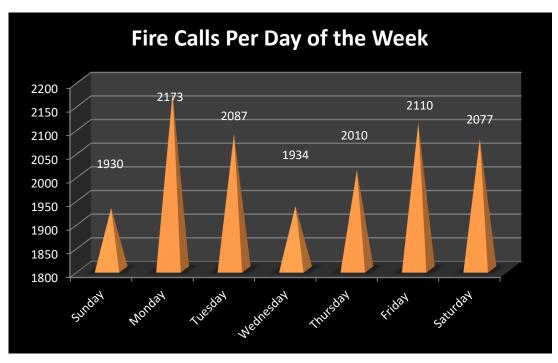


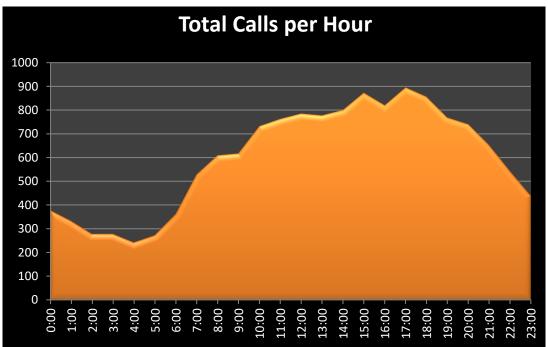


Name of Department	<u>Automatic Aid –</u> <u>Given(4)</u>	<u>Automatic Aid –</u> <u>Received(2)</u>	<u>Mutual Aid –</u> <u>Given(3)</u>	<u>Mutual Aid –</u> <u>Received(1)</u>
Batesburg / Leesville FD	44	126	24	16
West Columbia FD	16	30	16	15
Irmo Fire District	14	10	10	15
Columbia / Richland County	0	0	18	8
Sandy Run / Calhoun County				
City Of Cayce	0	1	12	2
Columbia Airport Fire	3	12	6	4
Department  Little Mountain Fire	1	0	0	1
Department	0	1	3	2
Newberry County Fire Department	0	1	1	1
Jumper Station / Calhoun County	0	0	4	0
North Fire Department				
New Holland Fire Department	0	0	1	0
Fairview Fire	0	0	1	0
Department	0	0	0	0
Wagner Fire Department	0	0	0	1
Totals	78	181	96	65
%	+8.3%	+79.2%	+18.5%	-35.4%

## When are Incidents likely to occur?

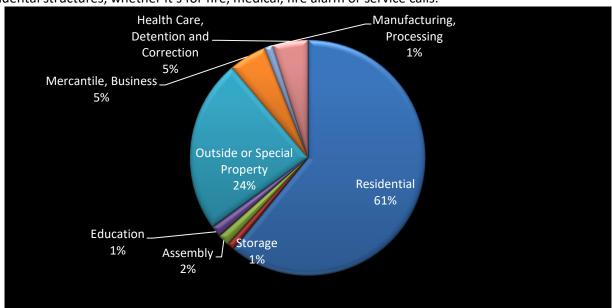
When is the most likely time for a call to occur? The top graph displays the Days of the Week, with Monday being the busiest day of the week. Friday is the second busiest day of the week. Although the day of the week which fires occur changes from year to year; the time of day stays around the mid-morning and evening hours of 9:00am-8:00pm.





## **Property Use Summary**

The pie graph below indicates the property use where calls occur. As you can see our primary response is to residental structures, whether it's for fire, medical, fire alarm or service calls.



## What is our Fire Problem?

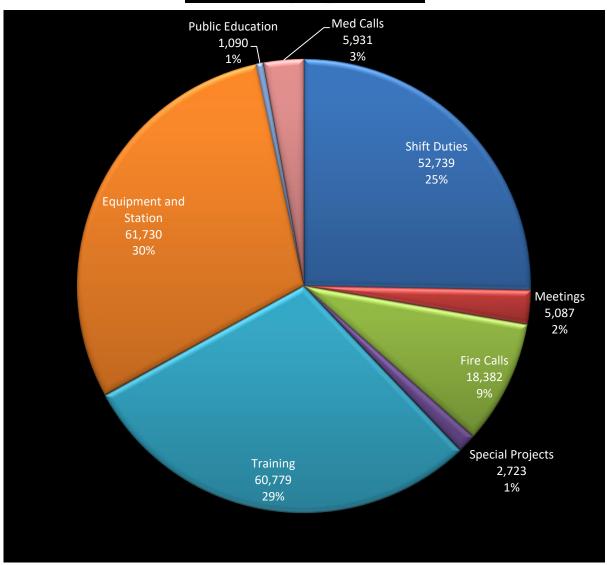
Property Use	Total Losses	Percentage of Total Loss
Other	\$457,896	5.68%
Assembly	\$13,150	0.16%
Education	\$61,300	0.76%
Residential	*\$4,516,764	56.09%
Mercantile, Business	\$597,000	7.43%
Manufacturing, Processing	\$12,200	.15%
Industrial, Agriculture, Mining	\$85,200	1.05%
Storage	\$1,101,452	13.69%
Outside or Special	\$1,206,985	14.98%
Total	\$8,051,947	100%

## **Fire Cause Related to Fire Losses**

Cause of Ignition	Total Number of Fire Related Incidents	% of all Fires	Total Est. Loss	% of All Fire Losses
Intentional / Deliberate	82	9.13%	\$173,800	2.45%
Unintentional	345	38.41%	\$2,807,502	39.53%
Failure of equipment or heat source	53	5.90%	\$293,550	4.13%
Act of Nature	25	2.78%	\$209,877	2.96%
Cause under Investigation	50	5.56%	\$1,665,701	23.46%
Cause Undetermined after Investigation	343	38.19%	\$1,951,092	27.47%
Total	898	100%	\$7,101,522	100%

\* 50.93% of fire calls with a loss of \$3,616,793 had No Determination.

# Hours of Activity Percentage/ per Shift



#### Average productivity per person per day

#### 175 personnel – 9.85 hours per day

Equipment and Station Duties are defined as maintenance and readiness checks for equipment, vehicles and station resources.

Shift Duties are defined as all administrative duties and reports in firehouse.

Special Projects are defined as Accreditation, ISO required activities, and committees.

## **Goal**

# The LCFS shall ensure all members the healthiest and safest possible work environment.

## (Comparison)

July 2016 -> June 2017		July 2017 -> June 2018		<u>Year +/-</u>
Lost Time Due To Normal Sick or Work Related	Totals	Lost Time Due To Normal Sick or Work Related	Totals	
Normal Sick / FMLA Leave	21,556 hrs. 2.53 FTE Loss/Day	Normal Sick/ FMLA Leave	22,679 hrs 2.60 FTE Loss/Day	(+) .51 %
Workers Comp. Light Duty	2,545 .29 FTE Loss/Day	Workers Comp. Light Duty	3,255 .37 FTE Loss/Day	(+) .28 %
Average Hrs. Per Pay Period – Shift Personnel	112.00	Average Hrs. Per Pay Period – Shift Personnel	112.00	
183 Personnel @ 24 Hrs. per shift	4392	175 Personnel @ 24 Hrs. per shift	4200	(-) 4.4 %
% Lost Time SICK/FMLA	3.99%	% Lost Time SICK/FMLA	4.45%	(+) 11.5 %
% Lost Time – Work Related	.57%	% Lost Time – Work Related	.74%	(+) 29.9 %
Total % of Lost Time	4.56%	Total % of Lost Time	5.19%	(+) 13.9%
	Total: 2.82/Day Personnel Loss		Total: 2.97/Day Personnel Loss	(+) . 21

<sup>\*</sup>An average of 2.97 personnel were lost throughout the fiscal year due to injury and sick leave.

#### **Safety Objectives**

- 1. Track lost work related time and it shall not exceed 1% (Actual .74%) of the total available work hours for the department.
- 2. The percentage of total workforce accumulating lost work time shall not exceed 5% (Actual 5.19 %) of the total workforce for each fiscal year.

## **Daily Staffing Analysis**

## **Year to Date 2017 - 2018**



<ul> <li>Authorized Staff Per Day –</li> </ul>	72.00
• On Duty Per Day –	58.28**
• Staff Vacancies —	13.72
• Lost Time – Work Related –	0.37
• Normal Sick Time –	2.60
• Annual Leave —	2.48
• Military Leave -	1.83
• Other (Funeral, Jury, Voting) –	0.19
Total FTE's Out per Day –	7.47
FTE's Replaced by Callback –	7.45
Net Difference – (.02)	<del></del>

<sup>\*\*</sup> Minimum Staffing is 67 personnel.

#### **Training Division**

- Manage the training program for all career and volunteer personnel.
- Coordinate with the fire academy to ensure that all personnel are meeting current standards and best practices.
- Provide skill based training to ensure individual and team competency in performing emergency operations.
- Provide firefighter safety and survival training.
- Career tracking and development committee.
- Develop and administer the hiring process for Firefighter Two certification as well as Recruit Firefighter.
- Oversee the Field Training Program.
- Update General Operating Guidelines for the Recruit Program.
- Develop and facilitate the promotional process for Apparatus Operator, Captain, and Battalion Chief's positions.
- Research continuing education opportunities of institutions of higher learning.
- Manage the training and increase involvement of the Emergency Response Team and as well as respond to Special Operations type calls.
- Coordinate Multi Company Drills for Fire Service Personnel to include EMS and Dispatch.

#### **Training Summary:**

Total Training for Lexington County Fire Service: 60,799.47 Hours.

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Multi Company Drill Hours:

4,779 Hours of training across 28 multi company drills.

918 Fire Service Participants

4 Hours/ Drill/ Student



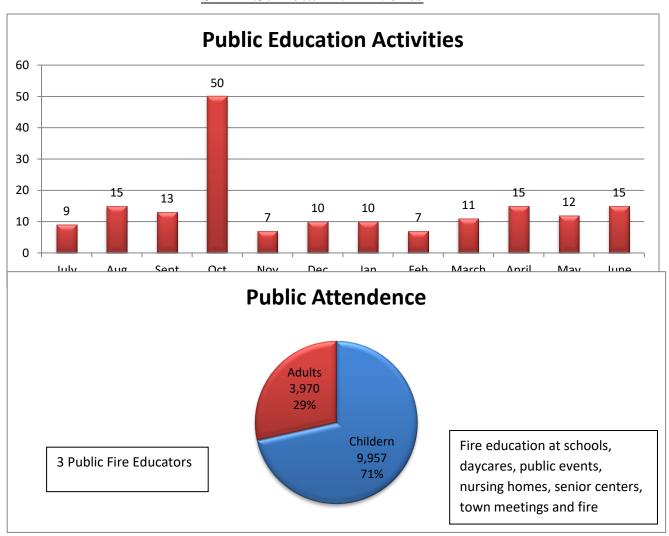
#### **Fire Marshal Division**

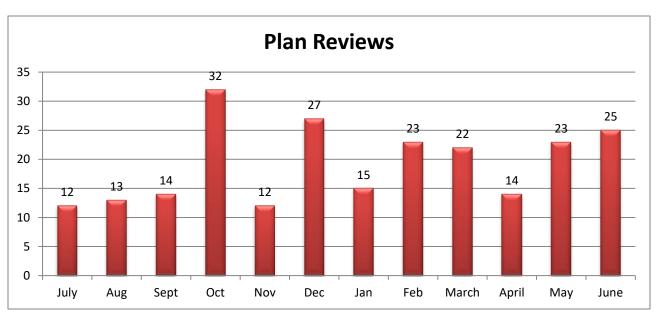
#### **DUTIES:**

- Firehouse Entries
- Burn Ordinance
- Code Enforcement
- Fire Alarm Ordinance
- Inspections
- Wildland Firefighter Operations
- Fire Prevention
- Operational Plans
- Public Education
- Fire Service Web Site

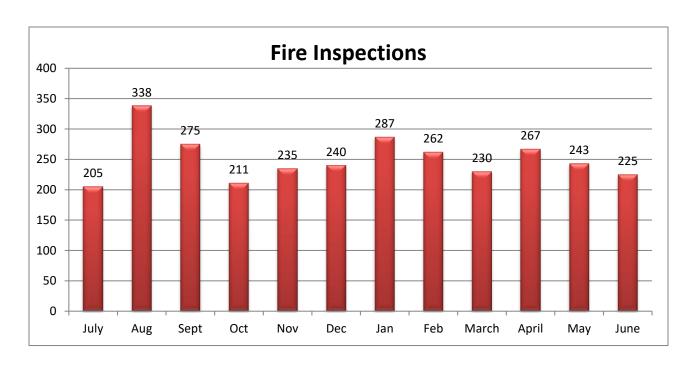
- Plan Review
- Liaison to State Fire Marshal
- County Wildland FF Team
- Liaison to SC Forestry Commission
- State Firefighter Mobilization
- Weather and Emergency Preparedness Notifications
- Wildland Fire Investigations

#### STATS: Total 174 Events

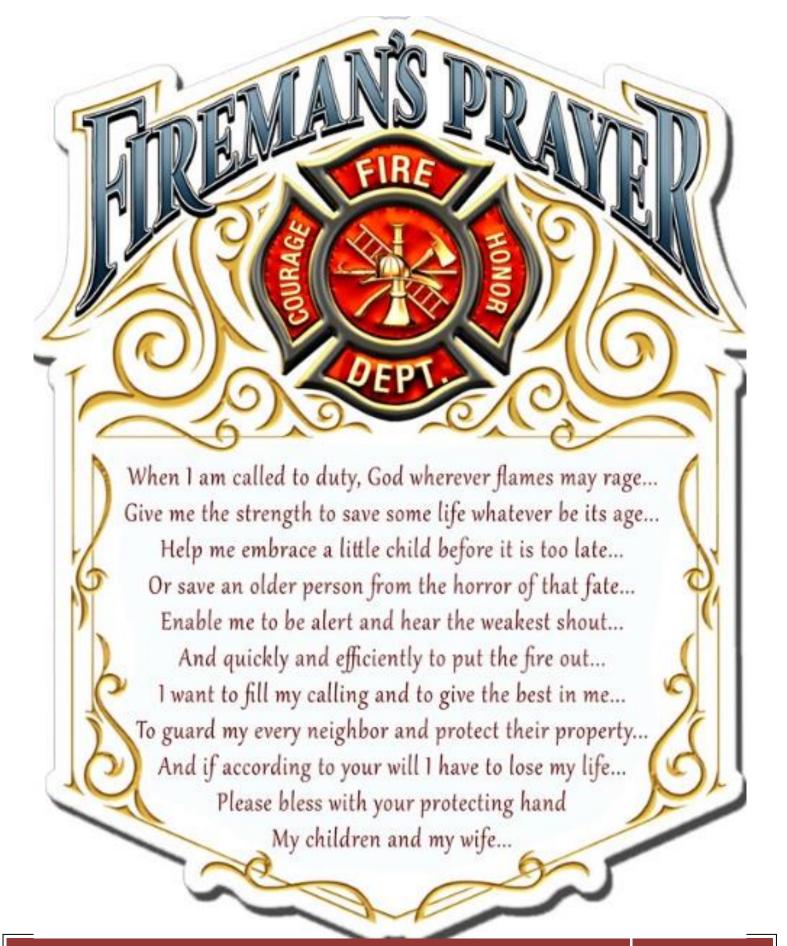




<u>Total Plan Reviews for FY 17'-18' – 232</u> <u>Total Plan Review for FY16'-17' – 294</u>



<u>Total Inspections for FY 17'-18' – 3,018</u> <u>Total Inspections for FY16'-17' – 2,685</u>



## HONOR, RESPECT, AND DEVOTION TO DUTY



## "SERVICE EXCELLENCE"