Royal Air Force Mildenhall
Fire & Emergency Services

2020 Fire Department Annual Report

RAF MILDENHALL, UNITED KINGDOM

Airmen, Readiness, Culture

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Message from the Fire Chief

The mission of the Royal Air Force Mildenhall Fire & Emergency Services (RAFM F&ES) Flight is to provide the highest level of professional service to the public by protecting lives, property, and the environment while providing life safety community education. Our firefighters and medics prevent harm to our community through our caring service. Our vision is a guiding force, and through the dedicated effort of each and every member, uniformed and civilian, we live by our motto, “Our Family, Protecting Your Family.”

Every day I am forced to consider our changing environment and the necessary evolution of our service which enables us to effectively meet our community’s needs. As our installation continues to execute “The Mission,” our responsibility to provide the highest level of care and first-class service remains constant. In 2020 members of the RAFM F&ES family experienced significant changes. Throughout these changes, our leadership team has remained steadfast in their dedication to the principles of holding each other accountable and maintaining our core values of integrity, service, and excellence.

As our environment continues to change, our department and our service will continue to adapt to meet the challenges and demands of our community. Being prepared to respond to and successfully manage both man-made and natural disasters continues to be a priority. Our teams are prepared and have acquired the latest technologies to protect our citizens from the unthinkable occurrences that our community could potentially endure.

Providing a membership that is healthy, physically fit, and emotionally prepared to perform in a dangerous, stressful environment is paramount. We have established initiatives that will assist us in our battle against the ravages of cancer in the fire service. We have also added additional resources to our wellness program to enhance the overall performance, effectiveness, and longevity of our most valuable resource; our members.

I am honored to present the 2020 annual report which illustrates our commitment to the citizens of our community. As we look to the future, we aim to exceed your expectations. We will strive to build on our accomplishments and exemplify the honor, pride, and long-standing history of providing quality and caring service. We will uphold the traditions that are the foundation of the RAFM F&ES.

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CHARLES T. CLAWSON, CMSgt, USAF
Installation Fire Chief

Achievements

- USAFE-AFAFRICA Runner Up Medium Fire Department of Year 2020
- USAFE-AFAFRICA Runner Up Fire Prevention Program of the Year 2020
  USAFE-AFAFRICA GEICO Fire Prevention/Safety Award – MSgt Jeremy Gates
- Mitigated 1.4k gallon foam dump emergency
- Extinguished mutual aid factory fire
- Resolved 47 UXO/Airfield emergency
- Awarded 2 x Chief Fire Officer/1 Fire Marshall Credentials
- Wing Top III President, AFSA President/VP…USAFE Chapter of the Year, 5/6 Mentorship Award
- Amassed 117 college credits/7 Associates/2 Bachelors/1 Masters degree
- Headed 6 3E7X1 working groups
- Awarded 2 USAFE Innovations/$112K

Recognition

Annual Firefighter Awards

- USAFE-AFAFRICA Civilian Fire Officer of the Year 2020 – Mr. Matthew Thorpe
- USAFE-AFAFRICA Fire Instructor of the Year 2020 – MSgt Jeremy Gates
- USAFE-AFAFRICA Runner-Up Civilian Firefighter of the Year 2020 – Mr. Edward Brant
- USAFE-AFAFRICA Runner-Up Military Firefighter of the Year 2020 – A1C Justin Meza
- RAFM F&ES Military Fire Officer of the Year 2020 – MSgt Jon Wilson

Wing Awards

- Team Mildenhall Civilian Category I of the Quarter – Mr. Simon Law (2nd Quarter)
- Team Mildenhall Civilian Category I of the Quarter – Mr. Roy St. Clair (4th Quarter)
- Team Mildenhall Civilian Category II of the Quarter – Mr. David Bootman (4th Quarter)
- Team Mildenhall Honor Guard – SrA Joseph Jenkins

Group Awards

- 100th MSG NCO of the Quarter – TSgt Cody Williams (3rd Quarter)
- 100th MSG Civilian Category I of the Quarter – Mr. Simon Law (2nd Quarter)
- 100th MSG Lance P. Sijan Award – MSgt Jeremy Gates
- 100th MSG Lance P. Sijan Award – TSgt – Daniel Howard

Squadron Awards

- 100th CES SNCO of the Year – MSgt Kyle Houseman
- 100th CES Civilian Category II of the Year – Mr. Matthew Thorpe

Recognition (Cont.)

- 100th CES NCO of the Quarter – TSgt Jacobb Interrante (2nd Quarter)
- 100th CES Volunteer of the Year – TSgt Jacob Interrante
- 100th CES Civilian Category II of the Quarter – Mr. Simon Evans (1st Quarter)
- 100th CES SNCO of the Quarter – MSgt Jon Wilson (2nd Quarter)
- 100th CES Civilian Category I of the Quarter – Mr. Simon Law (2nd Quarter)
- 100th CES Civilian Category II of the Quarter – Mr. Matthew Thorpe (2nd Quarter)
- 100th CES NCO of the Quarter – TSgt Cody Williams (3rd Quarter)
- 100th CES SNCO of the Quarter – MSgt Kyle Houseman (3rd Quarter)
- 100th CES Civilian Category I of the Quarter – Mr. Matthew Hartell (3rd Quarter)
- 100th CES Civilian Category II of the Quarter – Mr. Daniel Manning
- 100th CES SNCO of the Quarter – MSgt Jon Wilson (4th Quarter)
- 100th CES Civilian Category I of the Quarter – Mr. Roy St. Clair (4th Quarter)
- 100th CES Civilian Category II of the Quarter – Mr. David Bootman (4th Quarter)
- Airlift Tanker Association Young Leadership Award – SSgt Ryan Lewis
- NAACP Roy Wilkins Award – MSgt Jon Wilson
- Major General Lupia (Amn) Award – SrA Adam Strizak
- CE Outstanding CE Manager of the Year – Mr. Martin Lash
- CE Technician of the Year – Mr. Colin Smith
- Vanguard Award – MSgt Jon Wilson

Coins

- 3AF/CC Coin f/9-11 Ceremony – TSgt Cody Williams
- CES CEM Coin f/9-11 Ceremony – TSgt Jacobb Interrante
- Wing/CC & Wing/CCC Coins – SrA Adam Strizak

Other Recognition

- Team Mildenhall - Top III NCO of the Month – TSgt Jacobb Interrante
- Team Mildenhall - Top III NCO of the Month – TSgt Cody Williams
- 100th CES Game Ball Winner – A1C Joseph Jenkins

Decorations Presented/Awarded

- MSgt Kyle Houseman – AFAM
- MSgt Jon Wilson – AFAM
- TSgt Daniel Howard – AFCM
- TSgt Jacobb Interrante – AFAM
- TSgt Sergio Villela - AFCM
- TSgt Cody Williams – AFAM
- SSgt Ryan Lewis - AFCM

Executive Summary

This report meets the requirements outlined in NFPA Standard 1201, Standard for Providing Emergency Services to the Public, and is submitted to 100th Civil Engineer Squadron Commander annually for review. The RAFM F&ES Flight continued to evolve and improve in 2020. We have maintained delivery of 24-hour emergency response coverage of our core competency requirements as identified in the RAFM F&ES Standard of Cover (SOC) and the USAF Fire Prevention and Consequence Management Concept of Operations (CONOPS).

RAF Mildenhall call data for 2020 has been significantly impacted by the COVID pandemic, and consequent lockdowns in March – June, and December. Overall calls have reduced by 51 to 300, and emergency call have reduced by 49 from 292 to 243, due in the main to reduced staffing on base, and fewer people available to cause or report incidents. Fitness testing has also been suspended, reducing the need for EMS calls to testing events.

We did experience a small number of false calls due to the short period of unusual and intense heat encountered in the summer of 2020. Some heat detectors are located in positions which are more readily effected by ambient heat increases. We have experienced 23 instances of cooking related fumes calls, and 6 events resulting from steam generated by showering. Fire Prevention continue to work diligently on their 'base education communication plan' for all site residents (especially those residing in dormitories) and facility staff, to warn of the dangers of cooking within facilities, and in particular, the practical issues of unattended cooking, or fumes caused by cooking proximate to smoke detectors, as well as warning about creating excessive steam whilst showering. However, it may be pertinent for consideration to review the location of smoke detectors, especially within older rooms, which may be adversely effected by steam generated when proximate to shower facilities.

We have experienced a high number (46) of 'Unascertained Cause' fire alarm activations is attributed to the age of our base infrastructure. However, ADT, or contracted fire alarm maintenance operatives are fully and actively engaged in attending such events, to trouble shoot/problem solve activations, with replacement of old or faulty detectors where

necessary, and with this increased and more intrusive, intense and detailed maintenance and testing program now in place, it is anticipated that such 'Unascertained Cause' events can begin to be managed down. The Fire Prevention section continue to work diligently to articulate these issues and shortfalls, through regular meetings with contracted staff, to drive up contractor compliance and standards, and hold support staff to account, in terms of work orders outstanding and future plans articulated. Such weekly meetings with maintenance stakeholders (both fire alarm and suppression systems) allow the Fire Department Dispatch Center to specify issues and areas of concern and has resulted in more timely interventions and resolutions. We will continue to closely monitor this during 2021 to validate our response metrics and solidify our commitment to reducing inadvertent alarm activations, and thereby inconvenience to stakeholders, and mission interruption.

Our historical response data from the previous 3-year period remains consistent. As illustrated in the graph below, our peak response times are Monday through Friday between the hours of 0800-1900. This mirrors the Air Force average and the high volume of calls can be directly attributed to the times when the majority of the workforce are in their work centers. Because of this, we are able are to provide premium work schedules for our personnel while maintaining Optimum Levels of Service (OLS) during peak response times.

The response information contained this report provides a detailed account RAF Mildenhall F&ES Flight accomplishments for 2020. We expect 2021 to be no less demanding on our workforce, as we continue to strive towards improving our fire prevention activities, developing further our operational capabilities, diligently meeting our customer's needs, improving our training methods and regimes, and reaching our goals/objectives listed in our Master Strategic Plan.

Emergency Communication Center

Our department responded to 300 service calls in 2020, of which 243 were emergencies. In 2020, our baseline performance for alarm handling for all emergency services was **1:00** Seconds, at the 90th percentile. In doing so, the department consistently met the requirements for alarm handling set by DoDI 6055.66 in all services provided. We

exceeded the DoDI 6055.06 required aggregate response time (ART) of 90%, achieving a pleasing ART of 96.7% (8 incidents breaching time).

A summary of the annual response data is provided below:

- Structural and Medical emergencies comprised 80% of our emergency responses (65% of overall incidents)
- October remained our busiest month with 35 calls (reduced from 49 calls in 2019)
- Wednesday continued to be our busiest day with 67 Calls (down from 86 calls in 2019)
- Our busiest hours were 1000-1100 (29 calls) and 0800-0900 & 1700-1800 (21 calls)
- Main causes of calls continued to be 'no cause apparent' (46) or 'cooking related fumes'

Tables 1 through 5 below illustrate and explain the 2020 response data compilation.

Table 1 - Response by type:

Incident categorization is provided by the use of the Fire Emergency Services-Information Management System (FES-IMS) in conjunction with the National Fire Incident Reporting System (NFIRS) which breaks information into emergency and service call related events.

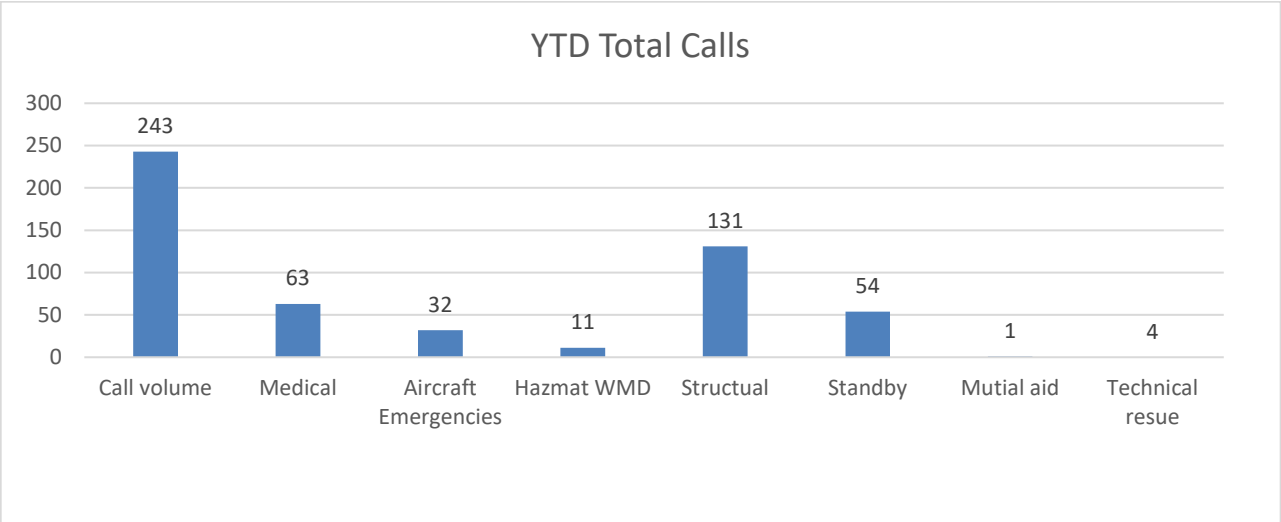


Table 2 - Aggregate Response Time (ART) compliance break-down:

This table illustrates the type of responses that exceeded ART requirements, most of which were Structural emergencies.

2a

Type	Total	Compliant	Non-Compliant	ART Met
Structural	131	125	6	95.4%
EMS	63	61	2	96.8%
Crash (Announced)	32	32	0	100%
HAZMAT	11	11	0	100%
Technical Rescue	4	4	0	100%
Other	2	2	0	100%
Standby	54			
Mutual Aid Response	1			
Duplicate Incs	3			

2b

ART by average times:

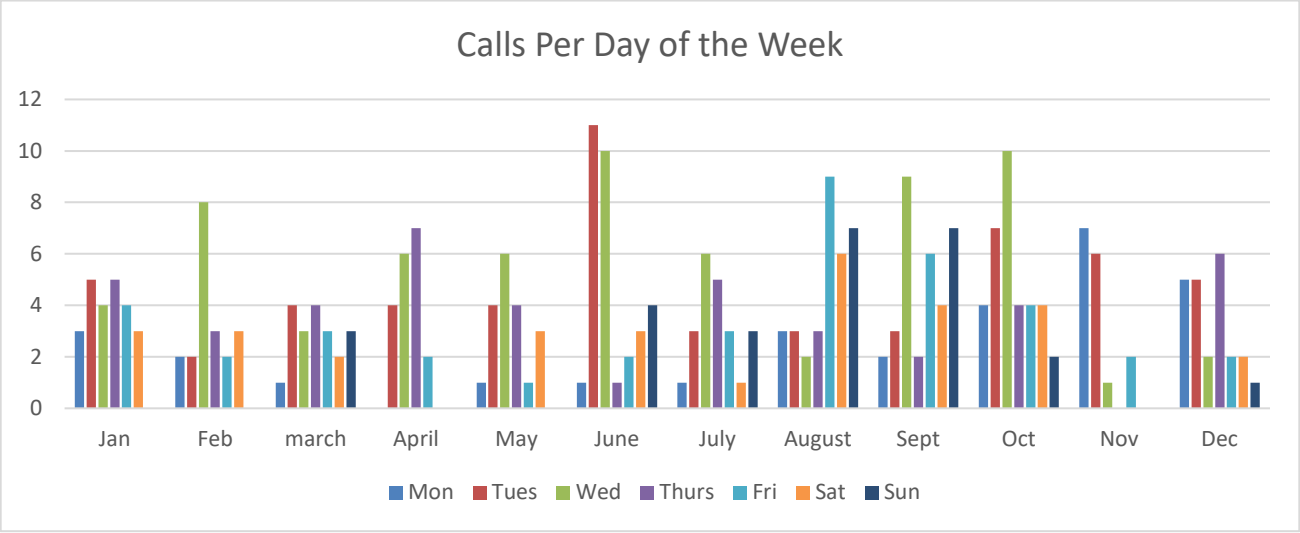
All	Structural	EMS	Hazmat	Crash	Other
4.10	4.10	4.20	3.19	2.54	10.30

Table 3 - Responses by Year:

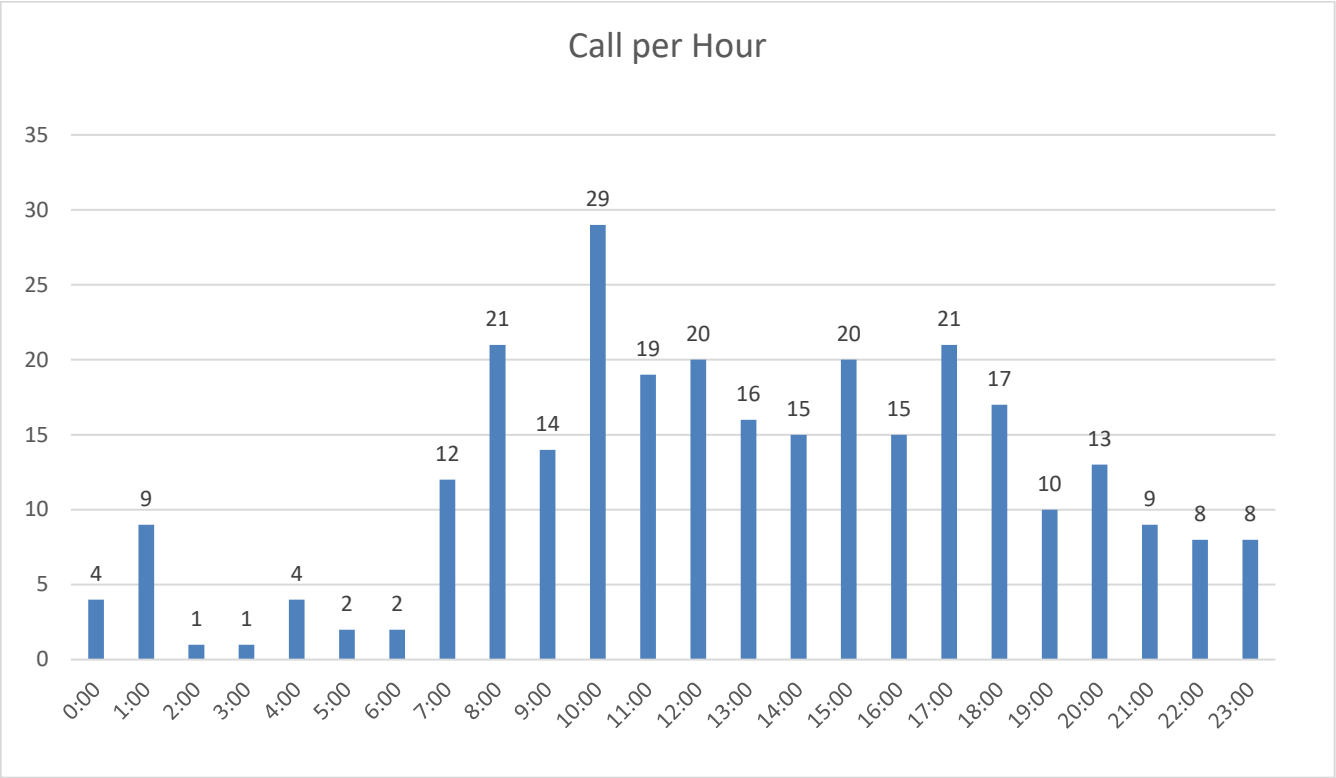
This table quantifies emergency response call volumes over 3 years to evaluate the periodic average and hazard trends. We can attribute a portion of the Structural emergency response decrease to a number of factors, the main being the impact of the COVID pandemic, and national lockdown and movement and work restrictions, then followed by the continued 'base education plan' training provided by the Fire Prevention department to seek to counter some poor cooking practices across some aspects of the base (which lead to false alarms initiating), the improved, more robust and intrusive maintenance and repair program currently being implemented (involving repair by replacement of faulty alarm detectors, sensors and panels), and a better understanding of, and use of the Monaco Alarm System. Prior to mid-2015, most trouble signals were tolerated and not reported to fire alarm maintenance for correction. Now, ALL alarm maintenance issues continue to be immediately reported by Fire Department Dispatch Center staff, and are dealt with in a timely fashion by the alarm maintenance staff (ADT). The EMS call rise now seems to have dipped, potentially owing to reduced staff on base to experience medical emergencies, and the suspension of fitness testing, which has previously resulted in several EMS calls.

Type	2018	2019	2020
Structural	168	156	131
EMS	89	90	63
Crash (Announced)	41	25	32
HAZMAT	16	18	11
Standby	50	59	53
Technical Rescue	15	3	4
Mutual Response	1	0	1

Table 4 - Responses by day of week and month of year:



Call distribution by the day of the week indicates a relatively higher distribution of emergency responses on Wednesdays, with weekends resulting in the least demand for emergency services. This fits in with Standby activity moving back to Wednesdays from Thursdays during 2020. Days of the week data is examined to determine the identification of patterns that could benefit the department to identify times where peak staffing may be required to achieve OLS. Typical duty hours/days on the installation are from 0730 - 1630 Monday through Friday with weekends and holidays off except for mission essential functions. Previous year's data in brackets.



Days of the week

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
30 (46)	57 (65)	67 (86)	45 (71)	40 (36)	31 (23)	27 (24)

Months of the year

Jan	Feb	March	April	May	June	July	August	Sept	Oct	Nov	Dec
24	21	20	19	19	33	22	33	34	35	16	24

Table 5 – Emergency Notification:

In 2020, a deliberate approach to monitoring and tracking of incident notifications was continued from the previous year. It highlighted areas where call processing improvements could be achieved and identified the need for the base population to be better educated in the use of the 911 emergency reporting system. Given the fact the Monaco fire alarm system initiated 42% of our call volume, only 3.1% of those alarms were followed up by a 911 call. Specifically, this issue will be addressed by the Fire Prevention section through formalized Facility Manager and Base In-Processing training

and communication (instances where no 911 call is received are reported to Fire Prevention for documenting/recording.

911	Monaco	Monaco & 911	SFS	Primary	Admin	Email/etc.
10.4%	42%	0.13%	6.4%	10.8%	11.4%	18.5%

Fire Department Dispatch Center Future Needs/Challenges:

Looking forward, and given the constraints of the COVID pandemic, these remain challenging and exciting times for the Fire Department Dispatch Center, and we look forward to 2021 with renewed optimism and hope.

We have recently secured funding to allow the long awaited Monaco D-21 Emergency management upgrade to be instigated, and plans are now at an advanced stage to welcome the Monaco team for the extended install, which is projected for April 2021, and to secure our links, and closer working relationship with RAF Lakenheath Fire Dept. and Emergency Room.

We have also been successful in achieving funding to upgrade the current Monaco D21 system to further modernize Fire Department Dispatch Center processes & practices, and to assist in enabling use of the Monaco D21 system as a 'computer aided dispatch' tool, by purchasing upgrades to the mapping and an E911 spill capability of the D21 system, with a view to reducing call handling times further by automation of information reception and processing, by introducing a 'one click' process. This will then seek to satisfy the accreditation team 'area for improvement' (AFI) which was to better record, and independently verify response data collected. Implementation again projected for April 2021.

We have also purchased another Monaco D-21 tower computer, which will free up and enable the relocation of our current redundant server to our newly developed Alternate Fire Department Dispatch Center, thereby enabling full Monaco fire alarm capability at that facility, and bolstering our 'disaster management business continuity' regime. This is the key jigsaw piece that allows full functionality of the new Alternate Fire Department Dispatch Center, and thus allows us a location to deploy to whilst the long postponed plans to refurbish the current Fire Department Dispatch Center, and replace the existing

dispatching desk, with a new setup which is more user friendly and 'state of the art', and which better meets the needs of a 21st century alarm center, enabling quicker call handling, more coordinated and ergonomic working practices, and quicker incident resolution, cam be implemented.

We continue to work diligently towards building further resilience and stability into the currently utilized E911 system, with an upgraded and enhanced package anticipated in March 2021, which will replace old towers, increase functionality, and widen the hosting network by incorporating the Command Post into the call receipt group.

We also continue to embrace the ongoing challenge of upgrading the current Fire Department Dispatch Center by co-locating the Fire Department Dispatch Center with BDOC to establish a joint installation Emergency Communications Center. Plans are being advanced to co-locate within the Fire Department premises, and the increased opportunities that come with closer and more aligned operation offer great hope, optimism and potential for future base emergency response and management, especially within the key areas where Fire and SFS work so closely together, and where real time dialogue is key to incident progression.

Fire Prevention Section

Community Risk Reduction (CRR)/Fire Prevention Program Appraisal:

In 2020, the Fire Prevention Team conducted 249 facility inspections. The most common deficiencies noted were emergency exit signs not illuminated, emergency lighting not properly inspected. These problems have been identified to squadron commanders and facility managers utilizing the AF Form 1487, Fire Prevention Visit Report, and are briefed during facility manager training and facility inspections.

As we strive to continually improve the CRR program, our processes and streamline our products, we realized the need to realign our Fire Inspection schedule. We did so by grouping squadron facilities together into monthly blocks thus allowing a more straightforward process for the Facility Managers and Squadron Commanders. Squadron Commanders are now provided with an executive summary in addition to the Fire

Prevention Visit Report to identify problem areas within their fire safety program quickly. We now schedule a briefing with Commanders and facility managers to close the loop on outstanding deficiencies for their unit. Notably, Commanders will now only be required to provide one signature, thus allowing a faster return of the AF Form 1487 saving time, money and resources.

Corrective Action Plan Playbook (CAP):

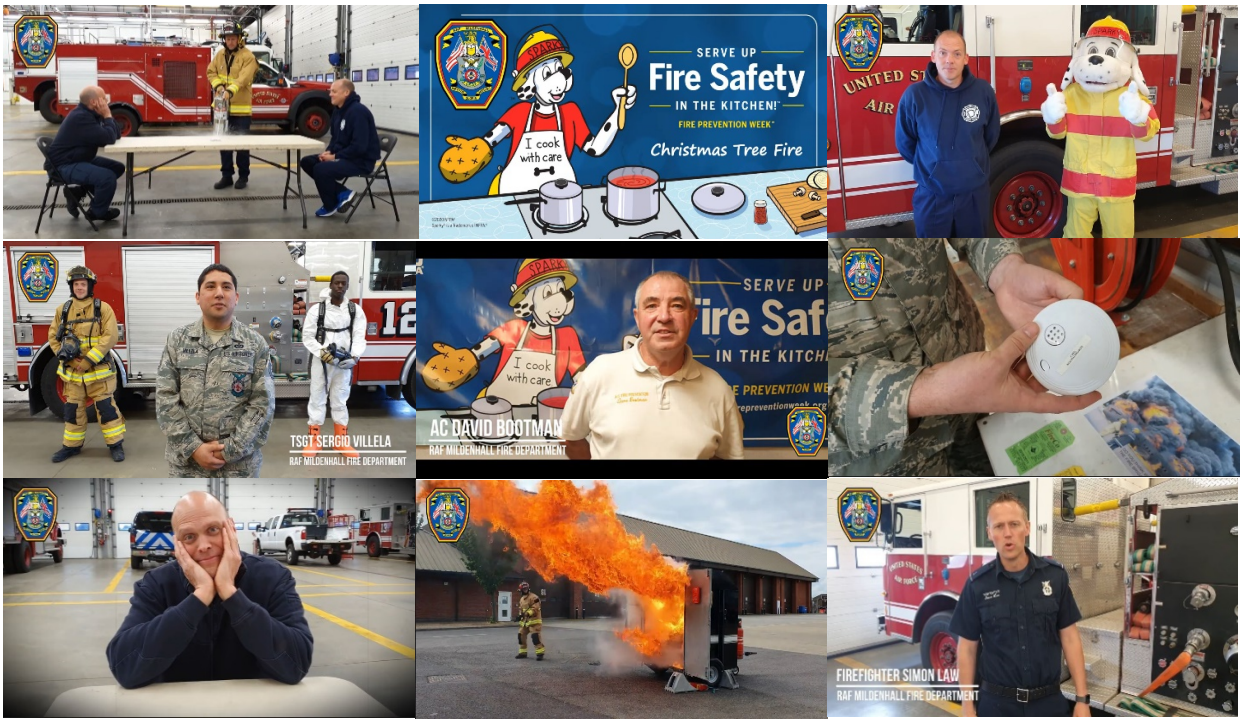
Fire Prevention Office took on an Air Force issue to solve the ambiguous nature of what constitutes a properly formatted Corrective Action plan to meet the intent of AFI 32-10141, *Planning and Programming Fire Safety Deficiency Correction Projects*. In doing so, we created the RAF Mildenhall Fire Safety Deficiency (FSD) CAP Playbook and Adobe Acrobat F&ES CAP Form to educate AF Fire Emergency Services (F&ES) community and Installation stakeholders on the process required by AFI.

The F&ES CAP form was created to:

- Provide a standard format across installations.
- Capture data and provide a vehicle to track and close CAPs.
- Simplify management reporting to senior leaders and establish a prioritization model allowing programming for the most critical projects.
- Increase accuracy and reporting across Commands.
- Improve IMSCs ability to prioritize and fund repair projects.

The F&ES CAP form is primarily a tool for the Fire Prevention office to aid units in developing a CAP when FSDs exist and cannot be corrected through in-house work. The F&ES CAP form is prescribed for developing CAPs until further guidance is released. Currently, installations are providing data, information, and reports in different formats and varying levels of detail. This variance requires manual standardization of the information upon receipt which is labor intensive and ineffective. The desired end state is a uniform reporting tool facilitated by the use of the simplified FSD CAP form.

Fire Prevention Week Online Virtual Events



The Fire Prevention Team presented a top-notch fire prevention education program which hosted 107 events, impacted more than 6650 base and host nation personnel; additionally, it assisted with multiple off-base safety education programs. The apex of 2020 for the Fire Prevention section was during Fire Prevention Week in October Fire Safety in the Kitchen. We posted an array of online information this was due to the Covid 19 restrictions this included a coloring completion, kitchen safety message, grease fire demonstration, class on smoke detectors also included an early turkey fryer and Christmas tree demo. Our mascot "Sparky" was hard at work during Fire Prevention Week as well, hosting events like reading to children out the front of the base library, and promoting fire safety at the BX shopping mall. A synopsis of the Fire Prevention Team's activities is shown below:

Prevention Activity	Number Completed
332 Project Reviews	911
103 Digging Permits	79
Pre-Design Briefs/Meetings	57
Facility Inspections	*249*
Welding/Cutting Permits	292
System Acceptance Test	19
Facility Manager Training	2 x Classes / 10 x Virtual 293 Personnel
Newcomer's Briefings	1225 Personnel
Public Education	107

In 2020, due to the strength of CRR, Public Education programs, and RAF Mildenhall experienced zero fire loss that would warrant the need for formal fire investigation and determination for cause and origin and the Prevention Office was awarded the 2019 Fire Prevention Program of the Year USAFE / AFAFRICA.

Health & Safety Section

Occupational Safety & Health/Wellness Program Appraisal:

Over the past year, the health and safety program has undertaken many improvements and updates; reshaping the program's fundamentals while steadily enriching the flight's fitness, well-being, and safety. TSgt Xavier Clark, the Flight's Health and Safety Officer (HSO) continued to strengthen a working relationship with 48th Medical Group Bio-Environmental Flight, Warrior Clinic, Mental Health, Public Health, and Wing Safety to enhance firefighter preventative health care, safety training, and resiliency.

As seen in our Trend Analysis graph, in 2020 we maintained a low rate of injuries and illnesses; and a decrease in apparatuses accidents compared to 2019. Many changes

implemented in 2020 have been effective to ensure driving safety. The reduction in vehicle backing accidents can be contributed to our vehicle backing training program, the addition of vehicle backing lines, and our crush zones being clearly marked. Two of the vehicle accidents caused in 2020 were attributed to driving a larger American style vehicle (Unit-17) on small British roads. The department will be trading Command-1 vehicle in for a much more suitable Ford Ranger (Pickup Truck). We are still awaiting a replacement vehicle.

Additionally, the department strives to secure funding for the "Illumi-Door" Apparatus Bay Lighting System in the vehicle stalls. The system consists of fourteen (14) side guidance light systems, one (1) at each apparatus bay door. The system is to provide visual indications when it is safe, and not safe, for a vehicle to proceed through the bay door. This is currently with the Engineering Flight for design. The flight has continued to perform weekly morning safety briefings on numerous topics to include driving in adverse weather conditions, holiday decoration safety, and grill safety. Due to coronavirus safety measures, these briefings have been conducted in smaller groups by each respective shift members. The goal of the safety briefings is to reduce the number on and off duty mishaps as well as educating firefighters on current trends that are contributing to fire loss, fatalities, injuries, and illnesses that are affecting the fire service.

Occupational and Individual Medical Readiness:

The HSO managed a thorough preventative health maintenance program covering occupational and physical health examinations, mental health, and infection control; keeping the flight mentally and physically resilient. The department has had continued success with the Public Health Clinic to ensure full compliance with NFPA 1582: *Standard on Comprehensive Occupational Medical Program for Fire Departments*. All medical appointments and Preventive Health Assessment (PHA) and Individual Medical Readiness (IMR) reports were processed through the HSO to ensure all personnel have current health exams and records. In 2020, all of medical requirements for Occupational Health Examination process was relocated to the 48th Medical Group. The 48th Medical Group and the 100th Medical Group combined their abilities to combat coronavirus limiting factors. After this new move, the average completion time for each individual member was 30 days. Continuous Process Improvement was conducted and streamlined from 30 days to 1 day completion time. This program has proven itself to be very successful. The HSO will continue to improve the process as needed and work with 48th Medical Group

The Sick, Quarters, and Medical Profile Analysis chart shows between 0 to 3 percent of the workforce was sick, ill or injured on a monthly basis, which kept 97 to 100 percent of the workforce healthy and available to execute lifesaving fire emergency operations.

NFPA 1500 Program:

The NFPA 1500 committee was reestablished and the members are currently working through their respective chapters. The goal of the committee for 2021 is to address the 33 outstanding deficiencies with a corrective cost of $15,000, increase firefighter safety and maintain operability of the department.

Future Needs/Anticipated Challenges:

Looking into 2021, the road ahead for the health and safety program will include a more aggressive education initiative such as a monthly newsletter covering statistical data, high-risk safety topics, and general fitness facts. Additionally, the department will look to improve its Health and Wellness program with the addition of a Health and Fitness Resource Center and new equipment for the Tier II fitness stall that was created in 2020. This will not only help prepare the department for the challenges on the fire ground but help ready all military member for the Air Force new Tier II Fitness Assessment program.

Through the accreditation process in 2019 two areas have been highlighted for improvement in our Health and Safety Section. The addition of a more aggressive vehicle exhaust removal system and the purchase of personal decontamination wipes to use after firefighter have been exposed to carcinogens. The decontamination wipes have been purchased and implemented in all fire department vehicle cab compartments. Our Clean Cab concept has incorporates sterilization of the inside of all fire apparatus one per week and after an emergency where responders are exposed to toxins. All of these new initiatives are to help protect our flight from the alarming cancer rate found in emergency responders.

Operations Section

RAF Mildenhall Fire Emergency Services provides 59 operational responders that protect 1,113 base facilities totaling 2.9 million square feet and 101 military family housing units. Our support to the "Bloody Hundredth" was crucial to the Wing's execution of 1200 Air refueling missions, 422 Priority Level -1 assets, 5670.6 flying hours, and delivering 36.08 million pounds of fuel to 3659 U.S. Air Force and Coalition aircraft. We also provided vital fire protection to our tenant partners in the 352nd Special Operations Wing (SOW) as they were able to achieve 2382 sorties, 6181 flying hours along with RAFM F&ES completing 54 remote airfield stand-by operations at RAF Sculthorpe.

Fire Suppression Program Appraisal:

Since 2019 the RAF Mildenhall Fire and Emergency Services has spent hours on end conducting a thorough review of its fire suppression and response programs; earning the 2019 Center for Public Safety Excellence Accredited status. Making it the first United States Air Force Fire Department in the United Kingdom to gain this accomplishment. An appraisal on the effectiveness of our fire suppression program is conducted weekly during our staff meetings, and annually when the end of year data is collected for the annual report. Total call volume, types of responses, and the organization's ability to meet the performance standards outlined in the Community Risk Assessment/Standard of Cover has been analyzed.

To comply with NFPA 1710 standards the RAF Mildenhall Fire and Emergency Service created 10 Fire Demand Zones each requiring different response packages to meet aggregate response times. For 90 percent of all fire suppression incidents in 2020, the total response time for the arrival of the first due unit, staffed with three firefighters and one officer, is **6 minutes and 08 seconds** in the 90th percentile. The first due unit is capable of: providing 500 gallons of water and 1,250 gpm pumping capacity, initiating command, requesting additional resources, establishing and advancing an attack line flowing a minimum of 150 gpm, creating an uninterrupted water supply, containing the fire, rescuing at-risk victims, and performing salvage operations. These operations are completed by departmental standard operating procedures while providing for the safety of responders and the general public.

Emergency Medical Services Program Appraisal:

An appraisal on the effectiveness of our emergency medical services (EMS) program is conducted weekly, and annually. Total call volume, types of responses, and the organization's ability to meet the performance standards outlined in the Community Risk Assessment/Standard of Cover has been analyzed. The CFAI peer assessors recommended the department track our assigned ambulance crews as an effective response force (ERF) for second-due in unit for full alarm capabilities. For 90 percent of all EMS responses in 2020, the total response time for the arrival of the first-due unit, staffed with four firefighters is **6 minutes** in the 90th percentile.

The first-due unit is capable of: assessing scene safety and establishing command; sizing-up the situation; conducting an initial patient assessment; obtaining vitals and patient's medical history; initiating mitigation efforts within one minute of arrival; providing first responder medical aid including AED; and assisting transport personnel with packaging the patient. The total response time for the full alarm of the second-due in unit, staffed with 1 Emergency Medical Technician (EMT) and one paramedic was not tracked as an effective response force (ERF) affecting the data collected. The data reflects all responding units as an initial response force that is required to meet a 7 minute Aggregate Response Time (ART) in the 90th percentile. A full alarm response requires an ERF or second-due in unit to achieve a 12 minute ART 90% of the time. Starting from 1st January 2020, RAF Mildenhall Fire and Emergency Services will be tracking all Advanced Life Support (ALS) response times to improve on future data analysis and to highlight any shortfalls.

Hazardous Materials Response Program Appraisal:

An appraisal on the effectiveness of our hazardous materials response program is conducted weekly, and annually. Total call volume, types of responses, and the organization's ability to meet the performance standards outlined in the Community Risk Assessment/Standard of Cover has been analyzed. In 2020, RAF Mildenhall Fire and Emergency Services only responded to one Hazardous Materials incident. The arrival of the first- due unit, staffed with three firefighters and one officer, was **3 minutes and 23 seconds**. The first-due unit is capable of: establishing command; sizing up and assessing the situation to determine the presence of a potentially hazardous material or explosive device; determining the need for additional

resources; estimating the potential harm without intervention; and begin establishing a hot, warm, and cold zone.

Technical Rescue Program Appraisal:

An appraisal on the effectiveness of our technical rescue program is conducted weekly, and annually. Total call volume, types of responses, and the organization's ability to meet the performance standards outlined in the Community Risk Assessment/Standard of Cover has been analyzed. For 90 percent of all technical rescue incidents in 2020, the total response time for the arrival of the first-due unit, staffed with three firefighters and one officer, is **5 minutes and 25 seconds** in the 90th percentile. The first-due unit is capable of: establishing command; sizing up to determine if a technical rescue response is required; requesting additional resources; and providing basic life support to any victim without endangering response personnel.

Furthermore, all equipment has been maintained, stored, and inspected (IAW) NFPA standards. As new technical rescue equipment is ordered and delivered to the department, thorough training is conducted to ensure proficiency. The training includes theory based or cognitive training using lesson plans, and PowerPoint slides, and practical hands-on training.

Aircraft Rescue & Firefighting Program Appraisal:

An appraisal on the effectiveness of our aircraft rescue and firefighting program is conducted weekly, and annually. Total call volume, types of responses, and the organization's ability to meet the performance standards outlined in the Community Risk Assessment/Standard of Cover has been analyzed. For 90 percent of all ARFF response incidents, the total response time for the arrival of the first-due unit, staffed with two firefighters, is **6 minutes and 02 seconds** in the 90th percentile for unannounced airfield emergencies. The first-due unit is capable of: assessing the situation; requesting additional resources; controlling the hazards; and if possible, beginning basic life support of victims and hazard mitigation.

Significant Emergencies:

Medical Emergency

On December 15th, a call came in from Security Forces for a child in cardiac arrest in base housing. CH-2, E-12, E-13, MED-1, and MED-3 responded. CH-2 arrived on scene and established command, safety, and accountability. E-12 and E-13 arrived on scene and were flagged down by bystanders alerting them to the house that the patient was in. E-12 and E-13 grabbed their AED, medical bag, and suction unit, entered the house and made their way upstairs. At the top of the stairs they found an unconscious, unresponsive patient, approximately 2 years of age. There were 2 bystanders administering CPR. E-13 crew took over CPR and assessed the patient for breathing and a pulse. There was no breathing and no pulse. E-13 crew quickly began CPR at a compression/breath ratio of 15-2. E-12 began setting up the AED and oxygen. The suction unit was also set up and used on the patient, as there was a small amount of sputum in the airway. The AED was attached and analyzed the patient for a heart rhythm. There was no shock advised, and crews continued CPR. NHS arrived on scene and inserted a supraglottic airway. An intraosseous line was placed in the patient's tibia to administer Epinephrine from NHS. MED-1 and MED-3 arrived on scene and began assisting NHS. Additionally, the East Anglia Air Ambulance was called and landed in a field down the road from the incident. The aircrew arrived on scene and began assisting the crews. The determination was made to transport the patient to West Suffolk Hospital via ground ambulance. NHS crews loaded the patient into one of their ambulances and requested 2 medics from Lakenheath to ride along to assist. The NHS ambulance left the scene and transported the patient. Security Forces coordinated transportation for the family to West Suffolk hospital. The Incident Commander terminated the incident and released the Fire Department crews to return to the station. The Chaplain and First Sergeant were called and requested at the fire station to aid in the debrief. At 2223L Security Forces was notified that the patient had passed away.

Class III Fuel Spill

On 04 December 2020, F&ES responded to Bldg. 610 for a Type III fuel spill. Once on scene a snow removal vehicle was located, leaking a large quantity of hydraulic fluid. The facility occupants blocked off the nearby drain and shut down the snow blower. The driver disclosed that he had been clearing snow on the AMC ramp when the hydraulic line ruptured. Chief 2 left Engine 13 at Bldg. 610 in Command of Bldg. 610 to investigate the AMC ramp. E-13 crew isolated and contained the spill deeming the area fire safe. Chief 2 arrived at the AMC ramp and couldn't locate the spill site initially. There were two snow blowers still performing snow removal operations. Chief 2 ordered the termination of all snow removal operations on the AMC ramp to conduct a thorough investigation. Chief 2 established Command for the AMC ramp spill and had Crash 5 respond. Crash 5 crew discovered the leak near spot 71, which trailed past the fire department to Bldg. 610. It essentially divided the northern airfield into halves. Chief 2 suspended all operations on the AMC ramp, diverting one aircraft via Tower. The snow multiplied the quantity of contaminated liquid. SFS responded and was assigned to Traffic Control, monitoring the Squawking Hawk Highway, where the snow remover had crossed to slow traffic. Mr. Alan (CE ENV) responded and gave an initial plan of blocking the entire drain that ran parallel to the AMC Ramp. Once he produced a spill map, Chief 2 and Mr. Alan revised the plan to blocking five main drain points along the AMC ramp. Pigs and pads were placed under the strainers to prevent them from becoming FOD. Crash 6, Crash 7, and all other fire personnel soaked up the remaining hydraulic fluid with fuel pads. Mr. Lang (CE ENV) responded to the incident. He and Chief 2 visually inspected the Oil Water Separator and verified it was not overwhelmed and capable of absorbing the expected quantity of contaminated water. All crews did a final sweep of the AMC ramp removing all loose fuel pads, pigs, or other material consider FOD from the airfield. Command terminated the incident and released it to CE ENV. The spill report was completed and submitted to Mr. Lang via email.

Unexploded Explosive Ordnance Response

On 04 August 2020, F&ES responded to building 711 for construction workers who discovered Unexploded Explosive Ordnances (UXO). Chief 2 and Engine 13 responded; Chief 2 staged Engine 13 on Taxi Way Bravo while he investigated the scene. Upon arrival, Chief 2 made contact with the construction crew who discovered the UXOs. Chief 2 established Command and set a cordon of 300 feet. Chief 2 called for additional resources: Medics, Lakenheath EOD (Explosive Ordnance Disposal), Security Forces, and RAF (Royal Air Force) EOD. Additional UXOs were found, and the cordon was expanded to 2,000 feet; Chief 2 worked with Security Forces to evacuate the affected buildings. The Emergency Operations Center (EOC) was activated under the direction of the Fire Chief. One of the construction workers who discovered the UXOs was exposed to a metallic powder. He was decontaminated and monitored by the Medics, all vitals were normal. Lakenheath EOD arrived on the scene, conducted a long-range investigation, and confirmed that the UXOs were RAF munitions. Chief 2 confirmed that RAF had jurisdiction over the munitions and that RAF EOD would mitigate the emergency. RAF EOD arrived on scene and found an additional 35 UXOs bringing the total to 45 UXOs. RAF EOD and Chief 2 determined the best way to mitigate the UXOs was with a controlled detonation. The Civil Engineer Squadron dug a 10-foot trench to protect nearby facilities and fuel tanks. The control detonation took place at 1615 with no mishaps. RAF EOD confirmed the scene was safe, and Command transferred the scene over to the contractor who found the UXO. A CE Environmental visit was established for the following day to ensure no environmental impact.

U-2 Aircraft Emergency

On 04 August 2020, F&ES responded to an In-Flight Emergency for a U-2 aircraft. The call came in over the Primary Crash Phone for a U-2 aircraft with an engine malfunction. All response vehicles were staged at their pre-designated points on the runway. Tower informed Chief 2 the IFE aircraft was next to land, and the pilot intended to shut down on the runway. The aircraft landed with a good roll-out and came to a complete stop on the runway. All fire department vehicles were permitted on to the active runway. Chief 2 arrived on scene and established command, safety, and accountability. Engine 13 was assigned investigation while Crash 5 and Crash 6 did a standard AFTO 88 setup. Engine 13 inspected

the aircraft with two personnel. Engine 13 saw some light smoke coming from the brakes. Engine 13 checked the brake temperature and confirmed there were no hot brakes, and the aircraft was deemed fire safe. The 95th maintenance crew was allowed to inspect the aircraft. The pilot requested help to egress the aircraft; Engine 13 laddered the aircraft and removed the pilot. Medic 3 was on scene with a flight doctor, and they made contact with the pilot for a patient assessment (no injuries to report). A tow was arranged for the U-2 aircraft, and Crash 5 followed the aircraft to park. The emergency was terminated and passed over to the 95th maintenance crews.

Cigarette Butt Can Fire

On May 11th, a call came in via admin line from BDOC for a report of fire at Bldg 653. CH-2, E-12, E-13, and Med-1 responded. All crews arrived on scene. CH-2 established command, safety, and accountability. Upon arrival, there was no smoke or fire showing. Additionally there was no alarms going off and no evacuation. The mode of operation was investigative. E-12 entered the facility with 3 personnel to investigate. E-12 crew met with occupants who took them to a cigarette butt can that was smoldering. The plastic can had melted down and caused very minor damage to the facility that it was directly touching. E-12 noticed that there had been an ABC extinguisher used on the cigarette can by the occupants. The plastic was still very hot, so E-12 crew cooled with a water extinguisher. PA (photography) was called and responded as well as the CE Damage Assessment Team. During the incident, one occupant was complaining of smoke inhalation and was seen by the medics. They did not transport. CH-2 terminated the response and all crews returned to the station.

<u>The Health of the Vehicle Fleet</u>:

The RAFM F&ES Vehicle Control Officer (VCO) worked closely with 100th Logistics Readiness Squadron (LRS) Fire Truck Maintenance (FTM) to ensure a healthy fleet of Aircraft Rescue Fire Fighting (ARFF) and structural apparatus to support the 100 ARW and the 352 SOW. During 2020, the RAFM F&ES flight Our maintenance personnel have created a significant boost in agent/capabilities allowing further crash, fire, and rescue support for the 100 ARW and 352 SOW missions. Unit 17 is currently being utilized to travel up to

Sculthorpe providing a means to transport equipment and manpower without risking damage to an ARFF response apparatus.

Future Needs/Anticipated Challenges:

Keeping vehicles in service to ensure consistent delivery is a unique challenge. Continued aging of the vehicle fleet coupled with scarcity and availability of parts creates a limiting factor (LIMFAC) for FTM. Crash 6, Crash 5, and Crash 7, are excellent examples of this. The department was able to perform required annual pump testing, and bumper turret ECO foam testing and are ready for emergency response.

The department drafted a Deliberate Risk Assessment (DRAW) accepting the risk of the reduced capabilities for our primary and secondary Engines. Engine 13 and Engine 12 failed their vacuum tests due to parts needed for the vehicles to operate properly Parts have been ordered and once they arrive we will conduct another pump test to ensure vehicles meet NFPA standards. To secure timely updates from Vehicle Maintenance we have incorporated the FTM team who provide a slide presentation into the weekly staff meetings to discuss the health of the fleet. We have also concentrated our efforts into bolstering our driver certification/licensing program to ensure drivers are operating apparatus as safely as possible, servicing apparatus properly, documenting vehicle maintenance cards appropriately. This refocus on proper vehicle inspections and routine maintenance has shown a reduction in our vehicle out of service rates.

Logistics Section

Logistics Program Appraisal:

RAF Mildenhall Fire Department Logistics NCOIC, TSgt Derek Hansen, benchmarked a huge success during the FY20 period. His insight into the DoD Planning, Programming, and Budgeting Execution (PPBE) model helped execute more than double the funds distributed $594.6K. The Government Purchase Card (GPC) Initial Funds awarded totaled $364.1K which was only 46% of what was requested on the FY20 BEAST Explan. At the end of the FY20 budget cycle there was an additional $71K spend on items that were on our unfunded list. Some of the major

purchases the RAFM F&ES used with the initial and fallout funds were, all the equipment for the new Rescue Task Force program, Rollover Fire Trainer repairs, the Setcom Headsets for the fire trucks, a new PPE Extractor/Washer, Two 20 x 8 foot Conex Boxes with a mezzanine on top, and a new Zumero Decon tent for the hazmat program.

The Logistics Section worked with the 100th LRS Customer service section to purchase the initial issue of A2CU OCP Uniforms for all 39 Military RAFM F&ES personnel. Each member received four sets of uniforms along with boots, name tapes, and badges. There was $43K loaded into our 908FD supply account using the Squadrons Overseas Contingency Operations (OCO) funds to purchase all of them.

The Logistics Section initiated the Form 9 process for a total of 6 project/items. They were all funded at the close of FY20 and were given to the 48th Contracting Squadron. The first project was for three upgrades in the Fire Department Dispatch Center which totaled $57.6K. They included a Monaco Client Server, a Command Decision Display Tool, and the E911 Integration. The Command Decision Display Tool software allows us the option to point report on a map, by clicking at a chosen location, and creating an incident at that location. This is the final piece that allows us to use Monaco for all incident reporting on base. The E911 integration is latest technology and software updates to ensure the D-21 and 911 system run at optimal performance levels allowing RAF Mildenhall Dispatchers to take full advantage of the system's feature set. For the second form 9 package the RAF Mildenhall Fire Department leveraged a USAF F&ES Contract for Ricochet Structural Firefighting Gear for a 3rd year. We purchased 21 full sets of structural firefighting gear to outfit all the new hires and military personnel with a second set so that they can conform to NFPA 1851. This purchase was obligated via Form 9 for a total of $40.5K.

We were awarded $112.5K in USAFE Initiative funds for two simulators. The first contract was for a Pump Ops Simulator that cost $77.1K. The second contract was for 15 RiVR Link “Classroom in a box” Headsets with a cost of $35.4K. By having both of these simulators it will reduce the wear and tear on our fire trucks, save up to 288K gallons water/2K gallons of fuel, and an estimated $65K a year.

The chart below illustrates funding execution for the Fiscal Year 2020:

Type	Amount
Flight Operation Funds	$364,100
EOY Squadron Fallout Funds	$71,000
US Bank Rebates	4,000
OCO Funds (OCP's)	$43,000
Innovation Funds	$112,500
Total Funds Executed	$594,600

Improve Logistics Processes	Timeline
Critical Tasks	
Develop/Revise 5 year sustainment extensive line item budget	FY21
Maintain 100% accountability of all equipment assets	Continuous
Meet Budget Execution Timeline Benchmarks every fiscal year	Continuous
Acquire New AF FES Structural Firefighting Ensemble	Continuous
Acquire Indoor Structural Apparatus Pump Panel Simulator	FY20
	Completed Aug 20

Future Challenges:

Initial distribution was another major challenge that faced RAFM F&ES Logistics program for FY20. The new USAF F&ES Budget Tool was utilized for FY20 Funds Request where O&M projection came out to $784,699 but only $364,100 was authorized for ID. These budgetary constraints continue to create a large UFR list that make EOY spending extremely difficult. We continue to face the challenge of executing Form 9 purchases over $25,000 due to unclear processes and minimal assistance from the 48th Contracting Squadron. Recognizing and planning for these shortfalls will help in years to come, but does not eliminate the need for time, personnel, and funding to equip an Accredited Fire Department.

In summary, the RAFM F&ES Logistics program was able to operate in a smooth and efficient manner even when faced with budgetary constraints. Phenomenal stewardship of government resources is this sections hallmark. We stretched

resources to their max life while stressing the importance of replacing and requesting new items when necessary.

Training Section

Training Program Appraisal:

In 2020, the RAFM Fire Department Training Section identified four major goals and objectives we felt would best enhance the service provided to our community. These included modernization of our structural and aircraft fire training facilities, to pursue and implement credentialing for key operational tasks, development of a local Emergency Communications Center (ECC) and build up proficiency training for the Operations personnel, and the establishment of a more comprehensive EMS program to outfit our flight with initial and refresher EMT courses. These goals will be implemented throughout the department by fiscal year (FY) 21.

A semi-annual requirement from Air Force Civil Engineer Center (AFCEC) exists for all fire department personnel to maintain live-fire training proficiency. To better equip our responders, we have sought to upgrade our training facilities. The aircraft live fire trainer is the 1971 model and maintains many of its original specifications. We are currently working with local contractors to have a new aircraft trainer built to our specifications to mimic the KC-135 fuselage configuration with a wing height of a KC-46 to better prepare for future installation needs.

Prior to finalizing the aircraft trainer updates, we have solidified a project providing a pad that circles the aircraft trainer and structural trainer for a total of 285 feet of concrete. This enables the training to be conducted on a durable surface that resists weathering, erosion, requires little maintenance, and lessens uneven terrain issues brought on by soft surfaces. Additionally, we completed maintenance of our Class A, structural live fire training facilities, bringing our organization up to full operational capability. We have two certified instructors for the fire behavior trainer. The instructors provide a full-day fire behavior training experience, including a classroom portion and flashover fire training.

A Reoccurring goal for the RAFM Fire Department is to continually pursue Air Force credentialing and Center for Public Safety Excellence (SPSE). We will credential members for operational tasks, including Staging, Planning, Operations, and Incident Commander. The initiative is to identify members who qualify for the training standards as they're outlined in the USAF F&ES Credentialing Procedural Guide (CPG). Our goal is to have two members per operational shift credentialed within CY21. Once these members complete the process, we will look to credential the entire fire department per the USAF F&ES CPG.

As of January 2020, RAFM F&ES incorporated quarterly Fire Department Dispatch Center training. The Fire Department Dispatch Center relies on operational personnel as a form of relief for permanent dispatchers in the event of short staffing and to fill two military positions operating on six-month assignments. This training will give the shift firefighters the required skills and knowledge to perform the basic Fire Department Dispatch Center functions. The goal is to assist participating members in proficiency requirements and procedural familiarization.

Lastly, in an effort to meet the standard delivered to us by AFCEC via the *EMT Strategic Message*, RAFM F&ES will continue making every effort to establish an extensive EMT program allowing our members to instruct EMT initial courses and refresher courses. The strategic message highlights each fire department will have a minimum of eight assigned EMT's and two EMT instructors. RAFM F&ES has worked closely with the RAF Lakenheath (RAFL) 48th Medical Group, (RAFL) F&ES, and RAF Alconbury F&ES to align the EMT requirements with the current medical protocols. Additionally, RAFM F&ES currently has fourteen EMT's and four certified EMT instructors and will be hosting an EMT initial course in FY21.

Firefighter Training and Certification:

Air Force Fire Emergency Services Training Program (F&ESTP) requires each department to achieve 90% completion of critical training, and 80% for non- critical training. Our department exceeded the USAF standard by achieving 95% of critical and

93% non-critical training completion rate. The Department had a total of fifteen military firefighters in upgrade training with a 95.71% pass rate. A total of 73 DoD Firefighter certifications were awarded this past year and a total of 125 flight- level exercises were conducted, which kept our team sharp and ready to respond at a moment's notice. Table 6 below provides a break-down of all the certifications awarded.

Table 6 - Certification Level Break-down:

CDC	TOTAL	CDC	TOTAL	CDC	TOTAL
Firefighter I	4	Telecom I/II	6	Fire Instructor I	4
Firefighter II	2	ICS 300/400	0	Fire Instructor II	3
Airport Firefighter	2	Hazmat IC	1	Fire Instructor III	2
HazMat IC	2	Hazmat Operations	4	Fire Officer I	1
Driver - ARFF	1	Hazmat Technician	2	Fire Officer II	1
Driver - Pumper	4	Rescue Technician	0	Fire Officer III	0
Driver - MWS	5	AF Aircraft Trainer	3	Fire Inspector I	1
FLSE I/II	8	Incident Safety Officer	1	Fire Inspector II	1
EMT Instructor	2	Health and Safety	2	Fire Inspector III	0
				Total	**62**

Formal Training:

Due to Covid-19 many formal course were canceled but we were able to adapt and persevere by hosting a virtual ICS 300/400 course for 3 Wings. Additionally, our members attended Fire Officer III and Fire Officer IV web-enhanced courses through Alabama Fire College. Before the lock down our firefighters were able to attend formal training classes offered at the Louis F. Garland DoD Fire Academy, Goodfellow AFB Texas, and Mathies Airman Leadership School at RAF Feltwell.

Table 7 provides a break-down of these courses.

Table 7 – Formal Training Received:

Course Title	Number	Course Title	Number
HazMat Technician	2	Fire Officer III	3
Fire Inspector II	1	Fire Officer IV	2
Fire Inspector III	0	Monaco D-21	0
Fire Instructor III	0	AFIT	0
Rescue Technician I	0	NIMS 300/400	3
		Total	**11**

Joint Training and Exercises:

The training office coordinated two exercises with 100th Security Forces Squadron to enhance Active Shooter Hostile Event Response during two Active Shooter scenarios, two exercises with the RAFL F&ES Fire Department for off installation aircraft response, and five medical exercises with the 48th Medical Group. These opportunities have improved insight and interoperability with our host nation partners and local DoD partners. Additionally, our department's Fire Department Dispatch Center provided an in-depth look to Cambridgeshire and Suffolk emergency dispatch center representatives on how we receive and disseminate emergency communication traffic. This allowed our mutual-aid partners the ability to visualize DoD procedures and experience first-hand the equipment and programs we utilize to serve our community and their assets best. The intent is to establish a firm understanding of our partner nation and local DoD partner's capabilities to further enhance our commitment to the community.

Readiness Section

RAFM F&ES continued to provide first-rate support to the on-going war efforts in the Central Command Theater of operations. In 2020, RAFM F&ES had the best Home Station Training (HST) completion percentage in CE, at 73% over a twelve-month period, which in turn enabled the 100th CES to have the best HST completion percentage in all of USAFE.

RAFM F&ES deployed and re-deployed six firefighters to Al Jaber Air Base, Kuwait, in support of Operation Inherent Resolve for a total of 1,080 working days. The team was tasked with protecting 3,100 multi-national personnel, 41 NATO fixed and rotary-wing aircraft, and 331 facilities. The team established the first quarantine compound in the AOR, which allowed continuous operations throughout the theatre during the pandemic.

Future Needs / Anticipate Challenges:

- Maintaining availability and readiness of UTC equipment packages during fiscal constraints.
- Sustaining 100% staffing of P-1 and P-4 teams during manpower reduction.

Summary

The RAFM F&ES continues to provide the highest level of service to the men and women of Royal Air Force Mildenhall and their families. Fire prevention and public education are the cornerstone of our service and are the first line of defense against fires on the installation. This year we maintained a constant level of preparedness through a high tempo training program. These high standards were set for all programs, and our business practice measurements validate the sterling manner in which we attained them.