

ROYAL AIR FORCE MILDENHALL FIRE & EMERGENCY SERVICES



2022 ANNUAL REPORT



RAF MILDENHALL, UNITED KINGDOM

AIRMEN - READINESS - CULTURE

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Message from the Fire Chief

The mission of Royal Air Force Mildenhall Fire & Emergency Services (RAFM F&ES) is to provide the highest level of professional service to the public by protecting lives, property, and the environment. As the islands only accredited fire department, we remain committed to community service through leadership, vision, and integrity by providing quality fire prevention and emergency services, promoting community involvement, providing an emphasis on partnerships for training, education, service delivery, and strategic planning for the installation's future emergency service needs. 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."



We are an "All Risk" department who respond with a solution-oriented team of trained professionals equipped to meet a wide variety of challenges. Our crews are technically proficient in firefighting, emergency medical services, confined space, hazardous materials, rescue, and more. We are organizationally and individually committed to serving the community and because we know that our people are our most valuable asset, we actively mentor and develop our personnel.

Emergency response is only a portion of our service. We do the best for our community when we prevent emergencies from occurring. We endeavor to reduce risk and increase the resiliency of the community through proactive efforts, which include forecasting, planning, mitigation, and response. RAFM F&ES stands ready to respond day or night, with efficient and effective service delivered in a compassionate, respectful, and professional manner.

I am honored to present this year's 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 fire and emergency service.

DANIEL A. ROBINSON, CMSgt, USAF, CFO
Installation Fire Chief



Achievements

- Extinguished mutual aid factory fire.
- Awarded 1x Training Officer/1x Fire Officer Credentials
- Awarded 1x International Fire Engineer Credential
- Chief's Group Vice President, Wing Top III President, AFSA Division Trustee, AFSA Chapter of the Year, 2x Top III NCO of the Month, 2x 5/6 Mentorship Award, 2x 5/6 Leadership Award
- Amassed 112 college credits/7 AA/2 BA/1 MA degrees.
- Headed 3, 3E7X1 working groups.

Recognition

Annual Firefighter Awards

- RAFM F&ES Civilian Fire Officer of the Year '22
 - Mr. Andrew Armstrong
- USAFE-AFAFRICA Civilian Firefighter of the Year '22
 - Mr. Paul Oakes
- USAFE-AFAFRICA Runner-Up Military Firefighter of the Year '22
 - A1C Blake Wallace
- USAFE-AFAFRICA Runner-Up Military Fire Officer of the Year '22
 - MSgt Cody Freel
- RAFM F&ES Fire Instructor of the Year '22
 - TSgt Matthew Wright

Wing Awards

- Team Mildenhall NCO of the Quarter
 - TSgt Matthew Wright (2nd Quarter)
- Team Mildenhall Civilian Category I of the Year
 - Mr. Andrew Armstrong

Group Awards

- 100 MSG Airman of the Quarter
 - A1C Blake Wallace (4th Quarter)
- 100 MSG Civilian Category I of the Quarter
 - Mr. Andrew Armstrong (3rd Quarter)
- 100 MSG NCO of the Quarter
 - TSgt Matthew Wright
- 100 MSG Civilian Category I of the Year
 - Mr. Andrew Armstrong

Squadron Awards

- 100 CES Civilian Category I of the Year
 - Mr. Andrew Armstrong
- 100 CES Civilian Category II of the Year
 - Mr. Matthew Thorpe
- 100th CES Volunteer of the Year
 - TSgt Matthew Wright

Recognition (Cont.)

- 100 CES Airman of the Quarter
 - A1C Blake Wallace (4th Quarter)
- 100 CES Civilian Category I of the Quarter
 - Mr. Andrew Armstrong (3rd Quarter)
- 100 CES NCO of the Quarter
 - TSgt Matthew Wright (2nd Quarter)
- 100 CES SNCO of the Quarter
 - MSgt Cody Freel (2nd Quarter)
 - MSgt Ryan Falk (4th Quarter)
- 100 CES Team of the Quarter
 - Fire Operations (2nd Quarter)

Coins

- CMSAF Bass Coin
 - TSgt Matthew Wright
- Wing/CC Coin
 - SSgt Eric Gonzalez
- Army CW5 Michael A. Rich Coin
 - TSgt Victor Hallett
- USSS-HAMMER
 - Mr. Matthew Thorpe
- Wing/CC Coin
 - TSgt Victor Hallett
- USAFE-AFAFRICA/CC Coin
 - TSgt Victor Hallett

Other Recognition

- 100 ARW Chief's Choice Award
 - TSgt Waddell
- 100 CES Game Ball Winner
 - TSgt Matthew Wright

Decorations Presented/Awarded

- TSgt Kyle Bailey – AFAM / AFSM
- TSgt Antwon Cole – AFCM / AFSM
- SSgt Coulter Sheets – AFAM / AFSM
- A1C Sean Collier – AFAM / AFSM
- SSgt Rodney Zimmerman – AFSM
- A1C Adam Luke - AFSM

CPC Credentialing

- Mr. Andrew Armstrong – Designated Fire Officer

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 improve and evolve in 2022. We continually delivered 24-hour emergency response coverage with 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).

Emergency Communications Center Data – Executive Summary

RAF Mildenhall's overall call data for 2022 has been impacted by the continued return to normality following the COVID pandemic, as well as during another unusually hot summer and continuing issues with aging detectors. Overall calls have decreased by 6 to 316, and emergency calls have decreased by 8 to 257. This can be attributed to the phased return to work of increasing numbers of staff on base, and the aging condition of the base fire detection system, and frailties of facility elevators (3 Tech rescues). EMS calls have remained relatively stable at 58.

We did experience a small number of false calls due to the short period of unusual and intense heat encountered in the summer of 2022. Some heat detectors are in positions which are more readily affected by ambient heat increases, such as roof voids. We have experienced 21 instances of cooking related fumes calls, and 13 events resulting from steam generated by showering. Fire Prevention continue to work diligently on their 'base education communication plan' for all site residents and facility staff, to warn of the dangers of cooking within facilities, including 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 be given to review the location of smoke detectors, especially within older rooms, and some thoughtful relocation of detectors which may be adversely affected by steam generated when proximate to shower facilities.

We have experienced a high number (60) of 'Unascertained Cause' fire alarm activations that were attributed to the age of our base infrastructure. However, ADT, and other contracted fire suppression maintenance operatives are fully and actively engaged in attending such events, to troubleshoot or problem solve activations, with replacement of old or faulty detectors where necessary. With this increased and more 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. This is to drive up contractor compliance and standards, and hold support staff to account, in terms of work orders outstanding and future plans articulated. Weekly meetings with maintenance stakeholders (both fire alarm and suppression systems) allow the ECC to specify issues and areas of concern and has resulted in more timely interventions and resolutions. We will continue to closely monitor this during 2023 to validate our

response metrics and solidify our commitment to reducing inadvertent or unnecessary alarm activations, and thereby consequent 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 most of the workforce are in their work centers. Because of this, we are able to provide premium work schedules for our personnel while maintaining Optimum Levels of Service (OLS) during peak response times.

The response information contained within this report provides a detailed account of RAF Mildenhall F&ES Flight accomplishments for 2022. We expect 2023 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.

Fire Alarm Communications Center

Our department responded to 316 service calls in 2022, of which 257 were emergencies. In 2022, our baseline performance for alarm handling for all emergency services was 58 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 93.77% (16 incidents breaching time).

A summary of the annual response data is provided below:

- Structural and Medical emergencies comprised 80% of our emergency responses (66% of overall incidents).
- August was our busiest month with 37 calls.
- Wednesday continued to be our busiest day with 72 Calls.
- Our busiest hours were 1000-1100 (29 calls) and 0800-0900 & 1700-1800 (21 calls).
- Main causes continued to be 'no cause apparent' (60), cooking related fumes. (21) and shower related steam incidents (13).

Tables 1 through 5 below illustrate and explain the 2022 response data compilation.

Table 1 - Response by Type

Incident categorization is provided using 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.

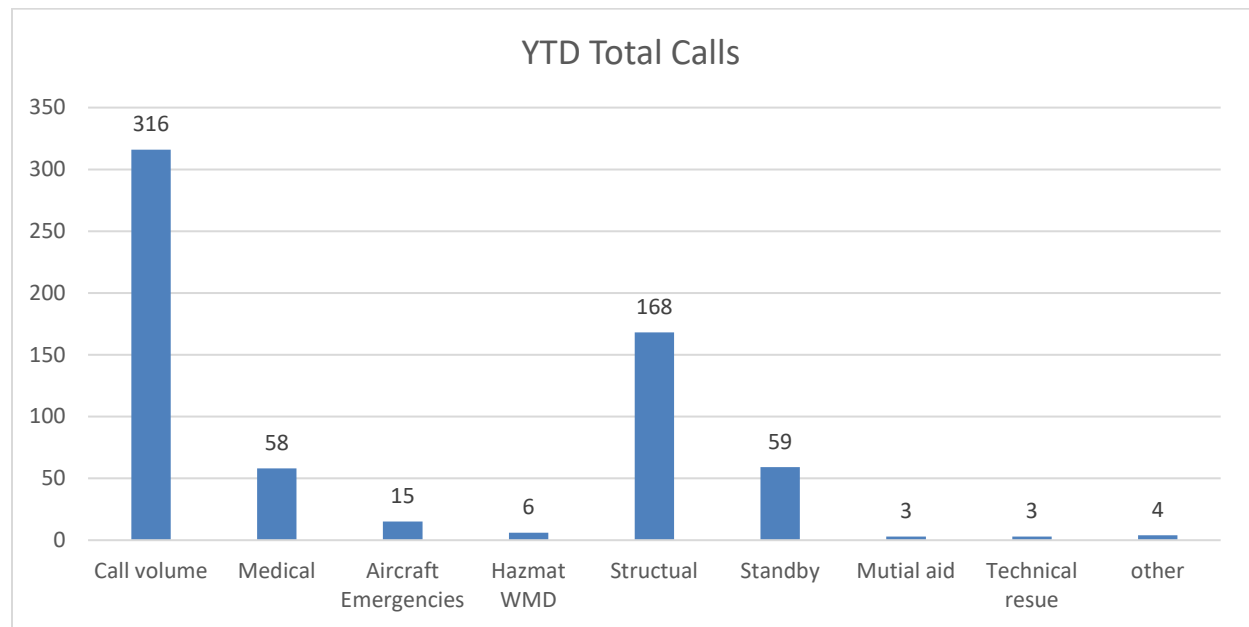


Table 2 - Aggregate Response Time (ART) compliance break-down

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	168	155	13	92.3%
EMS	58	56	2	96.6%
Crash (Announced)	15	15	0	100%
HAZMAT	6	5	1	83.3%
Technical Rescue	3	3	0	100%
Other	6	6	0	100%
Standby	59			Not Measured
Mutual Aid Response	3			Not measured

2b. ART by average times:

All	Structural	EMS	Hazmat	Crash	Other
4.12	4.10	4.32	4.54	4.48	2.36

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 significant portion of the recent Structural emergency response increase to several factors encountered. These were the unusually hot summer months, some poor or badly thought through cooking practices, and the aging detectors currently fitted within facilities. Many of these detectors are approaching end of life status and leading to false alarms initiating. This alarm age issue has been mitigated somewhat by the improved, more robust, and intrusive maintenance and repair program currently being implemented, involving repair by replacement of faulty alarm detectors, sensors, and panels, as well as a better understanding of the Monaco Alarm System. All alarm maintenance issues are immediately reported by FACC staff and are dealt with in a timely fashion by the alarm maintenance staff (ADT). The previous EMS call volume seems to have plateaued, and Standby calls remain stable.

Type	2019	2020	2021	2022
Structural	156	131	154	168
EMS	90	63	58	58
Crash (Announced)	25	32	22	15
HAZMAT	18	11	14	6
Standby	59	53	57	59
Technical Rescue	3	4	11	3
Other			6	6
Mutual Aid Response	0	1	0	3

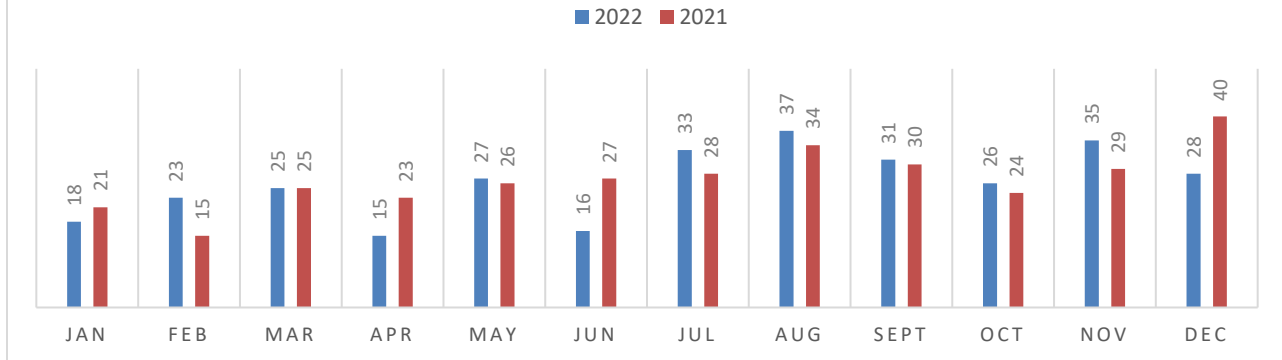
Table 4 - Responses by day of week and month of year:

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 missions reverting from Thursdays to Wednesdays during 2022. 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 years data in brackets.

Months of the year

Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec
18 (21)	23 (15)	25 (25)	15 (23)	27 (26)	16 (27)	33 (28)	37 (34)	31 (30)	26 (24)	35 (29)	28 (40)

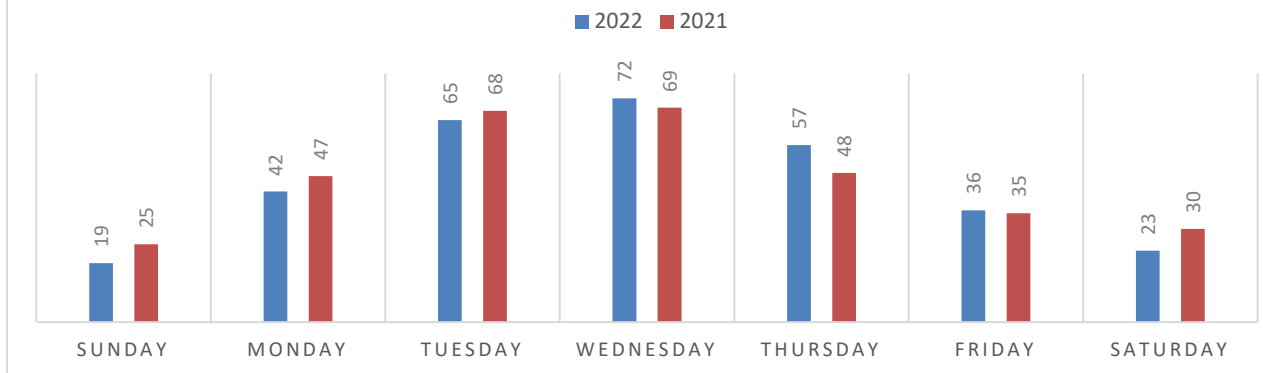
PER MONTH 21/22



Days of the week

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
19 (25)	42 (47)	65 (68)	72 (69)	57 (48)	36 (35)	23 (30)

DAYS OF THE WEEK



Hours of the day

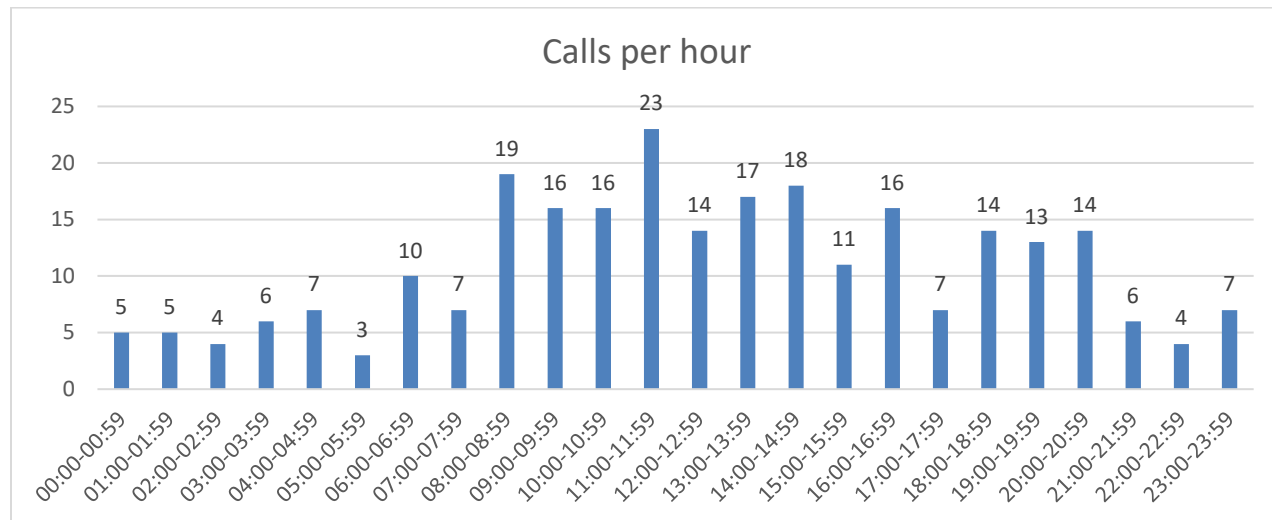


Table 5 – Emergency Notification:

In 2022, a deliberate approach to monitoring and tracking of incident notifications was continued from the previous years. 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. Particularly viewing the 58 EMS calls, 39 were by 911 call, and 19 were by Admin line or direct SFS report means. Given the fact the Monaco fire alarm system initiated 50% of our call volume, only 2 (0.6%) 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.
43	160	2	9	12	30	60
13.6%	50.6%	0.6%	2.8%	3.8%	9.5%	19%

ECC Future Needs/Challenges:

Looking ahead, these are challenging yet exciting times for the FACC, and we look into the future with renewed optimism.

We have now fully implemented the replacement of the previous dispatching desk, with a new configuration which is more user friendly and ‘state of the art’, and which better meets the needs of a 21st century alarm center. It enables quicker call handling, facilitates more coordinated working practices, and assists with quicker incident resolution. We are delighted with the outcome and result. We have also successfully established an ‘alternate’ FACC facility (to address identified

deficiencies experienced), which adds a fall back and redundancy position, previously unavailable to us. This has been utilized for business continuity whilst the main FACC was closed to conduct the desk replacement, and during several power outages, enabling us to provide unbroken and uninterrupted service.

Additionally, we have recently completed the upgrade of the current Monaco D21 fire alarm reporting system to become a 'computer aided dispatch' tool as part of the Monaco D21 Emergency Management package. This allows independent benchmarking of service times claimed and will thus seek to satisfy the accreditation team 'area for improvement' (AFI) which was to better record, and independently verify response data collected. We still aspire to ultimately implement a further upgrade to the mapping and E911 spill capabilities of the D21 EM system, with a view to reducing call handling times further by automation of information reception. Previously held plans to co-locate with our Security Forces colleagues are currently on hold.

Currently, we have two issues we are actively progressing.

Firstly, we are investigating a technological solution to provide an EMS 'Pre-arrival Instruction' protocol-based provision, that can be simply implemented within existing circumstances and arrangements. Providers have been identified, and a preferred course of action identified, but the cost of such a package (and the associated emergency medical dispatch training) is causing great concern which is preventing purchase and implementation of such an EMS package. This issue is currently ongoing.

Secondly, we are currently scoping out some radio Inter-operability arrangements with local partner civilian agencies, to allow timely and contemporaneous two-way communication between on base and local civilian emergency services during significant and resource intensive events such as active shooter or mass casualty issues. This will then allow for high level command decisions to be made and promulgated, and for requirements in terms of firearms support, or mass medical transfer to be communicated promptly and effectively, without having to utilize telephone systems which are fragile and unreliable during such events. Currently, an application has been presented to the UK government for licensing, and a further application to Ofcom will be made later in the year. This issue is currently ongoing.

Fire Prevention Section

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

In 2022, the Fire Prevention Team conducted 251 facility inspections. The most common deficiencies noted were emergency exit signs not illuminated, emergency lighting not properly inspected. These problems have been identified to 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 113 events, impacted more than 13,097 base and host nation personnel; additionally, it assisted with multiple off-base safety education programs. The apex of 2022 for the Fire Prevention section was during Fire Prevention Week in October Learn the Sounds of Fire Safety. We posted an array of online information this was due to the Covid19 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 at the base CDC 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 April 2021-Present	205
103 Digging Permits	78
Pre-Design Briefs/Meetings	75
Facility Inspections	251
Welding/Cutting Permits	434
System Acceptance Test	14
Facility Manager Training	12 x Virtual Classes 238 Personnel
Newcomer’s Briefings	1476 Personnel Classroom and Virtual Classes
Public Education	113
DRAWS - Dynamic Risk Assessment Work Sheets	12

In 2022, 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.

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. Our Health and Safety Officer (HSO) continued to strengthen a working relationship with 48th Medical Group Bio-Environmental Flight, Warrior Medicine Clinic, Mental Health, Public Health, Wing Safety, and Alcohol Drug Abuse Prevention and Treatment Program (ADAPT) to enhance firefighter preventative health care, safety training, and resiliency.

In 2022 we maintained a low rate of injuries and illnesses but an increase to the contraction of the Coronavirus Disease (COVID-19) compared to 2020. There were no apparatus accidents in 2022. Changes that were implemented and maintained 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.

Additionally, the department is in the process of securing funds for a new responder reporting system. This system will have lights that gradually brighten and tactile wrist bands for responders. This provides responders with a less aggressive way to be woken up during the night in the event of an emergency response. This was done to limit the long-term stress on the responder and help combat cardiac issues related to emergency tones. Lastly, 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. The goal of the safety briefings is to reduce the number of 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. The HSO works directly with the 48 Medical Group and 100th Wing Safety to report any occupational hazards or exposures found. The HSO will continue to improve the process as needed and work with 48th Medical Group

NFPA 1500 Program

The NFPA 1500 committee is established, and the members have standardized their respective chapters above 90% compliance and are working through minor re-attacks. The goal of the committee for 2023 is to continuously address the new 2021 NFPA edition and increase firefighter safety, while maintaining operability of the department.

Future Needs/Anticipated Challenges

Looking into 2023, 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, mental health training/access, and general fitness facts. Additionally, the department will look to improve its Health and Wellness program by gaining more knowledge on recent medical discoveries as it pertains to cancer and mental health for first responders. This will not only help the department now but allow long term health for all members.

Our Clean Cab concept has incorporated sterilization of the inside of all fire apparatus one per week and after an emergency where responders are exposed to toxins. All these new initiatives are to help protect our flight from the alarming cancer and suicide rates found in emergency responders.

Operations Section

RAF Mildenhall Fire Emergency Services provides 61 operational responders that protect 1,149 base facilities totaling 2.9 million square feet and 56 military family housing units. Our support to the “Bloody Hundredth” was crucial to the Wing’s execution of 1,363 Air refueling missions, 622 Priority Level-1 assets, 7,553 flying hours, and delivering 50.4 million pounds of fuel to 3,794 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 1,135 sorties, 3,008 flying hours along with RAFM F&ES completing 57 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. This enabled RAF Mildenhall FES to become 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 2022, the total response time for the arrival of the first due unit, staffed with three firefighters and one officer, is **6 minutes and 01 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 2022, the total response time for the arrival of the first-due unit, staffed with four firefighters is **6 minutes and 48 seconds** in the 90th percentile.

RAFM F&ES has 44 certified NREMR and 20 NREMT personnel. 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.

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 2022, RAF Mildenhall Fire and Emergency Services only responded to seven Hazardous Materials incidents. The arrival of the first- due unit, staffed with three firefighters and one officer, was **5 minutes and 25 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 2022, the total response time for the arrival of the first-due unit, staffed with three firefighters and one officer, is **4 minutes and 49 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 in 2022, the total response time for the arrival of the first-due unit, staffed with two firefighters, is **6 minutes and 11 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

Suspicious Package HazMat:

On 18 July 2022, dispatch received a call for a suspicious package located at the Passenger Terminal. Ch-2, Eng-13, Hazmat-11, and Medic 6 responded to the scene where Ch-2 established command, safety, and accountability. Ch-2 established a 500-foot cordon with an entry control point and assigned security forces to traffic control. Ch-2 called for Emergency Management, CE Environmental, EOD, and Bio-Environmental for assistance. A recon team was established to enter facility and examine the package. Crews were assigned to setup decontamination and spill containment. Ch-2 requested EOC to be utilized due to affected main base area and flightline operations. After initial recon complete, Eng-13 crew and Emergency Management specialist entered the IDLH to test powder material and

contaminants. Testing came back as leaking powdered laundry detergent. Cordon was removed, base went back to normal operations, and Ch-2 terminated the emergency with no loss.

Off-base fire support for Suffolk FRS:

In July of 2022, RAFM F&ES responded to two off-base fires supporting Suffolk FRS. A fire officer and driver operator were assigned to Tanker 14 to provide resupply operations to Suffolk fire apparatus for a major wildland fire in Brandon at Thetford Forest and a recycling facility fire. For the Thetford Forest fire, Tanker-14 crew provided 15,000 gallons of resupply water to 8 apparatus. The fire was limited to 20 acres with no loss to life or personal property. Additionally, Tanker-14 crew provided 12,000 gallons of resupply water to 9 apparatus for the recycling plant fire. The fire was contained to the main recycling treatment area with no loss to adjacent property. RAFM F&ES mutual aid agreement continues to provide support to the surrounding fire service areas.

Aircraft Mishap:

On 24 October 2022, dispatch received a call for an aircraft being towed by tug that struck an airman. The caller stated that the airman was spotting the aircraft, tripped and fell, and part of the rear main landing gear tire ran over the member. Ch-2, Eng-13, and Medic 6 responded to the scene. Ch-2 established command, safety, and accountability. The chief complaint of the patient was leg, foot, and pelvis pain. Eng-13 crews began immobilizing the patient and performing initial assessment. Command called for Advanced Life Support transport to respond. Medics arrived on scene and continued patient assessment finding leg and pelvic damage. Patient was loaded on the backboard and transported to an advanced medical treatment facility. Ch-2 turned the emergency over to medics for transport and terminated the emergency.

The Health of the Vehicle Fleet:

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 2022, the RAFM F&ES flight 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. During 2022, RAFM F&ES acquired a new Rosenbauer P-23 Ultra-High Pressure ARFF truck with 3000 gallons and a Rosenbauer P-19 Ultra-High Pressure ARFF truck with 1500 gallons. This has increased our flightline capabilities for first in response and provided new technology that utilizes less agent for extinguishment due to the ultra-high-pressure capabilities.

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.

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 refocuses 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 NCOIC of Logistics, TSgt Jessica Hoover, benchmarked a success during the FY22 period. Her insight into the DoD Planning, Programming, and Budgeting Execution (PPBE) model helped execute about \$55K more than originally funded. The Government Purchase Card (GPC) Initial Funds awarded totaled \$424.1K which was only 56.9% of what was requested on the FY22 BEAST ExPlan. At the end of the FY22 budget cycle there was an additional \$189K 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, PPE, SCBA cylinders, gear bags, equipment, new furniture for the A/Cs office, medical equipment, outfitting/putting into service our new CH2 vehicle with a command sled and Robotronic Sparky and Pluggie the fire.

The logistics section continued to work with the 100 LRS Customer Service section to purchase A2CU OCP Uniforms for all 39 Military RAFM F&ES personnel. In FY21 there was \$20K loaded into our 908FD supply account to start to create at least a 10% of back stock. FY22 had another \$36K loaded to maintain the 10% bench stock and ensure all military members have serviceable uniforms.

In the Middle of FY22 RAFM F&ES received two new emergency response vehicles. A new P-19 Rosenbauer UHP that will be used as an Airport Rescue Firefighting apparatus, known as CRASH 9. It was fitted with needed response equipment, truck numbers, and emergency decals. Our second vehicle is a brand-new P-23 Rosenbauer UHP, known as CRASH 10. This truck was also fitted with all response equipment, truck numbers & decals.

The chart below illustrates funding execution for the Fiscal Year 2022:

Type	Amount
Flight Operation Funds	\$424,148
EOY Squadron Fallout Funds	\$6,000
US Bank Rebates	\$3,604.71
OCO Funds (OCP's)	\$36,000
Innovation Funds	\$9,600
Total Funds Executed	\$550,000

Improve Logistics Processes	Timeline
Critical Tasks	
Develop/Revise 5-year sustainment extensive line item budget	Continuous
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	Continuous

Future Challenges:

Initial distribution was another major challenge that faced RAFM F&ES Logistics program for FY22. The USAF F&ES Budget Tool was utilized for FY22 Funds Request where O&M projection came out to \$739,726 but only \$301,208 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.

Another challenge we will face in FY23 is to create and outsource a cleaning contract with a company that is based in the UK. Even though the USAF has a contract with Ricochet, it is not feasible to work with due to time and money.

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 2022, the RAFM Fire Department Training Section identified three major goals and objectives we felt would best enhance the service provided to our community. These included the rollout of the new Fire & Emergency Services Risk-Based Training Program from the Air Force Civil Engineer Center (AFCEC), initial and proficiency training for new mission requirements at RAF Mildenhall and RAF Lakenheath and correcting the certification program.

The implementation of the new Fire & Emergency Services Risk-Based Training Program allows fire department more flexibility in their training program. The program is designed to allow fire department to personalize their annual training plan by letting department select what training is needed to best protect their community and allows them to schedule the training during appropriate times throughout the year. An example of classes added to RAFM FD training plan include 12 more medical classes, 4 barrier classes, and 2 additional Airfield classes.

The training section focused on preparing for the future and being able to meet the needs of new missions coming to Air Force F&ES, RAF Mildenhall, and surrounding bases. Among those new missions are the arrival of the KC-46 at RAF Mildenhall, F-35 at RAF Lakenheath, and the requirement for all military members to be certified in Tactical Combat Casualty Care (TCCC). RAF FD partnered with 48 Medical and 48 RAFL FD to ensure all personnel are 100% on all inbound aircraft and meet TCCC future requirement.

RAF Mildenhall Fire Department training section revamped the departments certification program. A complete and thorough review was conducted identifying unprocessed certifications from as far as three years back along with zero tracking of any individual certification development course (CDC) status. Currently RAF Mildenhall FD certification program is 100% accurate and all member's current training status is being tracked.

Firefighter Training and Certification:

RAF Mildenhall Fire & Emergencies Services goal is for the department to achieve 90% completion of critical training, and 80% for non-critical training IAW FMG 32-20-21 3.1.2. Training percentages were impacted greatly due to the Training Office being unmanned for months at the beginning of the year and once a A/C of Training was assigned the member had no prior experience and was not provided any training due to no one in the department having prior experience. Further issues that impacted training percentages was the installation's live fire aircraft trainer being inoperable during large portions of the year as well as the rollout of the new Risk-Based Annual training requirement plan from AFCEC was not distributed on time, and lack of manning to provide a NCOIC of Training. Due to these factors our department completed 82% of critical and 80% of non-critical training. Furthermore, the accuracy of these number is believed

to be lower than reality due to using FES-IMS to calculate data. RAFM FD Training section has already developed and implemented its own training validation tracker to avoid this issue in the future and guarantee accurate data. Additionally, RAFM FD is working on having administrators for FES-IMS within the Fire Dept. to help ensure updates within FES-IMS are completed in a timely manner.

A total of 85 DoD Firefighter certifications were awarded this past year and a total of over 4,600 training hours 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. The Training Section and personnel navigated through many obstacles presented by a migration of testing and course material to a new website, CDC updates to testing and course material, and many technical issues that currently persist and plague some subject matters.

Table 6 - Certification Level Break-down:

CDC	TOTAL	CDC	TOTAL	CDC	TOTAL
Firefighter I	0	Telecom I/II	9	Fire Instructor I	2
Firefighter II	1	ICS 300/400	6	Fire Instructor II	1
Airport Firefighter	3	Hazmat Awareness	0	Fire Instructor III	0
HazMat IC	0	Hazmat Operations	0	Fire Officer I	4
Driver - ARFF	16	Hazmat Technician	3	Fire Officer II	0
Driver - Pumper	17	Rescue Technician	0	Fire Officer III	1
Driver - MWS	11	AF Aircraft Trainer	0	Fire Officer IV	3
FLSE I/II	0	Incident Safety Officer	2	Fire Inspector I	3
EMT Instructor	0	Health and Safety	1	Fire Inspector II	0
Plans Examiner I	2			Fire Inspector III	0
				Total	85

Readiness Section

Joint Training and Exercises:

In 2022, the training office coordinated more than twelve multi-agency exercises that incorporated the 100 Security Forces Squadron, 100 Logistics Readiness Squadron, 100 CES Emergency Management, the Office of Special Investigations, and the 48th Medical Group ambulance services and bioenvironmental sections. These training opportunities have improved insight and interoperability for more than 300 emergency response personnel overall improving response capabilities for the community. Additionally, we hosted a Mutual-Aid Open House for all Fire Department personnel in the local area to attend and conduct joint training on RAF Mildenhall. Lastly, we trained the Duxford Fire Department on all assigned Aircraft to RAF Mildenhall as they provide support as an alternate airfield.

RAFM F&ES continued to provide first-rate support to the on-going war efforts in the Central Command Theater of operations. In 2022, RAFM F&ES had the best Home Station Training (HST)

completion percentage in CE, at 85% over a twelve-month period, which in turn enabled the 100th CES to have the second best HST completion percentage in all of USAFE.

RAFM F&ES currently is 100% TCCC tier I certified and is working towards TCCC tier II with 4 instructors by the end of CY23.

Future Needs / Anticipate Challenges:

- Maintaining availability/readiness of UTC equipment packages during fiscal constraints
- Sustaining 100% staffing of P-1 and P-4 teams during manpower reduction
- Fire Department staffing for Assistant Chief for Training and Training Officer to meet F&ES Flight organizational structure IAW dafi32-2001 3.1.

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.