



CITY OF
KANSAS CITY,
MISSOURI

www.kcmo.gov/fire



ANNUAL REPORT

2020



Kansas City, Missouri Fire Department
635 Woodland Ave.
Kansas City, MO 64106
Phone: 816-513-4600

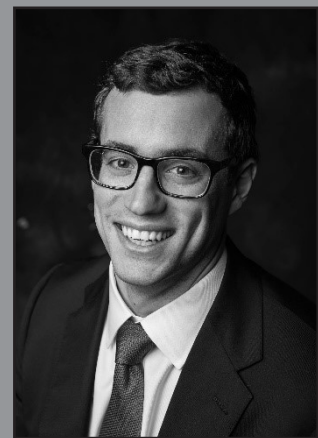
KCFD providing compassionate, professional life safety services by responding to the needs of the residents and visitors of Kansas City, Missouri and its greater metropolitan area.

KCMO CITY COUNCIL



ABOUT KANSAS CITY

Kansas City was founded as the “Town of Kansas” in 1838 and was incorporated as a city in 1850. The original charter establishing the Council/Manager form of government was passed on February 24, 1925. The Kansas City Mayor is the presiding member of the City Council which has 12 other members, one member per district and one at-large member per district.



**CITY MANAGER
BRIAN PLATT**



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As reported in the 2018-19 Kansas City, Missouri Business Survey, the top five city services that businesses have been most satisfied with over the past two years are:

- (1) Fire incident response (96%)
- (2) Ambulance/medical emergency response (90%)
- (3) Fire inspections (86%)
- (4) KC Streetcar (84%)
- (5) Health inspections (76%)

MESSAGE

FROM THE CHIEF



This first year as Chief of the Kansas City, Missouri Fire Department was certainly memorable!

Even amidst a global pandemic, a social justice movement, political turmoil, attacks against the institutions of our Democracy and Constitution, and other events going on in our world, I am so proud of this organization and impressed by the accomplishments and strides we were able to make. Our successes, big and small, are directly attributable to the professionalism, passion, and dedication of the men and women of KCFD. I am humbled and in awe of the level of skill and compassion our first responders and support staff put forth in everything we do to ensure Kansas City is a safe place for all who live, work and visit here.



I am equally humbled to lead an organization that has a deep and rich tradition of responding to a multitude of hazards within our City and across the entire bi-state region. Beyond our four missions—EMS, fire suppression, hazardous material response, and technical rescue—KCFD is the agency that responds when residents don't know who else to call. Even though outside our emergency responsibilities, we've been known to identify unknown odors, deal with frozen pipe bursts, help with lockouts, and try to assist anywhere we can.

We pride ourselves on being an all-hazards agency, and a resource for our community. The dedicated members of our organization work tirelessly to handle any issue presented over 121,000 times in 2020—with skill, safety, and professionalism. Reading this report, you will learn that the volume and complexity of our work continue to increase.

This year has not been without tragedy and difficulty. KCFD leadership, including our Union partners, worked quickly and judiciously to be ahead of the curve in the early days of the Sars-CoV-2 Pandemic. We were sourcing PPE, closing stations to the public, and implementing

rapid, ever-changing policy based upon medical direction and CDC guidance, developing our internal testing and contact tracing, and participating in an antibody study.

Tragically, in April 2020, we lost EMT Billy Birmingham to complications from COVID-19. KCFD was hit hard again in October with the loss of Captain Robert “Bobby” Rocha and Communications Specialist/Paramedic Scott Davidson within days of each other. These men leave a legacy of service and sacrifice that will never be replaced.

Despite the pandemic, KCFD moved forward with many initiatives in 2020. We made significant deployment changes to better utilize our current resources and allow for future iterative deployment improvements. The voters approved an additional ¼-cent Fire Sales Tax which will allow build out of equipment and fleet lifecycles and make capital improvements to facilities.

There were significant increases in both internal communication, external communication and outreach despite moving to virtual platforms. We hired an analyst specifically to initiate assessment of programs and processes with the desired outcome of capturing more efficiency. We

also launched a Community Paramedic program that will connect some of our high utilizer patients with social services. And the value and effectiveness of our Labor-Management partnership continues to be proven in our pandemic response. The purpose of this first ever annual report is to provide a tool to educate and provide transparency to the public about all the work KCFD does, including this year’s initiatives. Again, I am honored to be Kansas City’s Fire Chief and am proud of the service provided by our employees at all levels. I hope that you enjoy learning more about KCFD in the following pages.



KCFD Fire Chief Donna Lake

2020 PANDEMIC

COVID-19

COVID-19 changed KCFD operations

KCFD recognized very early the implications of COVID-19 (SARS-CoV-2) a novel coronavirus rapidly spreading in central China and working its way toward our borders. Even before COVID-19 was given its formal name, we began developing plans to assure that we could be ready should it reach our community.

By March, key leadership was meeting multiple times each week for situation reports (SitReps) in which we would review emerging public health information, identify planning implications, and formulate the approaches we would need to stay ahead of its growth.

This aggressive, proactive approach allowed us to avert the shortages many other public safety providers later faced with respect to personal protective equipment (PPE), decontamination capacity, and response readiness. Extensive preplanning allowed us to cover the majority of pandemic related expenses with Federal grants and support.

Still, a devastating disease whose properties were not yet known and for which no effective treatment or preventive vaccine had yet been developed wreaked severe consequences, no matter how well prepared we may be.

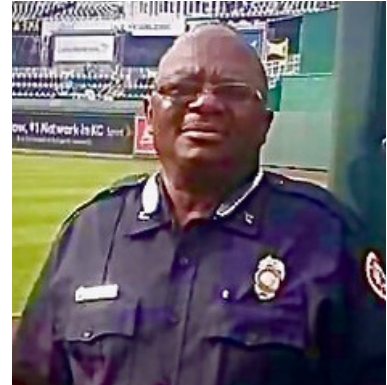
Three KCFD providers succumbed to occupationally acquired COVID-19; more than a dozen others were hospitalized. More than a quarter of all uniformed personnel tested positive for COVID while serving the still rising number of citizens battling the condition.

KCFD remains committed to continual evaluation and modifying response as we learn more about Covid-19 and its effects on our Kansas City community.

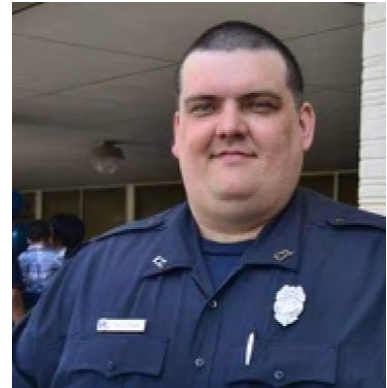
REMEMBERING OUR FALLEN

EMT Billy Birmingham joined MAST in 1998 and became a member of the KCFD with the consolidation of EMS services in 2010.

In addition to his service to the community as an EMT, he was an ordained minister and led the Agape Love Ministries of Christ Unlimited since 2012. He died of COVID-19 April 13, 2020.



Paramedic Scott Davidson Joined KCFD with the Consolidation of MAST in May 2010. He had been employed by MAST since January 2002. He held an active state EMT-P license with full credentialing in KCFD EMS systems. His assignment at the time of his death was as a Communications Specialist. He died from COVID-19 on November 20, 2020.



Captain Robert Rocha joined KCFD in March 1991. He was known as a dedicated, diligent firefighter who had worked in some of the City's busiest stations. At the time of his death from COVID-19 on November 27, 2020, he was serving as a Fire Captain assigned to Squad 18 Shift A.



DIVERSITY, EQUITY & INCLUSION

Building a workplace that reflects our community

KCFD has long understood the importance of building a workforce that reflects the diversity of the community we serve. That effort became even more focused as a newspaper review of KCFD’s struggles with diversification placed a strong spotlight on the need to become a more inclusive organization. KCFD recognizes there is progress that still needs to be made.

We want to emphasize to our community that we are fully committed to the aggressive pursuit of diversity, equity, and inclusion in every aspect of our work force and every element of our mission.

The Diversity and Inclusion Committee with community support, work to identify and implement as many strategies as possible to help advance this critical set of initiatives. New entrant selection and promotional systems are being developed through independent experts to ensure we can select the best qualified applicants in ways that will not adversely affect any applicant’s chances. Innovative recruitment efforts are being implemented targeting young persons who may not have considered a fire and EMS service career which will encourage them to explore a uniquely rewarding lifetime of service.

Every member is being held accountable to step in whenever they see an action that disparages or disadvantages another employee and all will be receiving training and support to help them play their role in ensuring that this commitment is honored and exceeded.

KCFD GENDER COMPOSITION (UNIFORMED PERSONEL)



- Male 90.4%
- Female 9.6%

KCMO RACIAL COMPOSITION PER 2019 AMERICAN COMMUNITY SURVEY



- Black 25.9%
- White 56.4%
- Hispanic 11.2%
- Other 6.5%



KCFD RACIAL COMPOSITION (UNIFORMED PERSONEL)



- Black 13.5%
- White 77.4%
- Hispanic 6.2%
- Other 3.4%

KCMO RACIAL COMPOSITION PER 2019 AMERICAN COMMUNITY SURVEY



- Black 25.9%
- White 56.4%
- Hispanic 11.2%
- Other 6.5%

EMERGENCY SERVICES

ALWAYS THERE TO ASSIST

KCFD Emergency Services is our largest component, comprised of the men and women who bring our services to you across all our response missions.

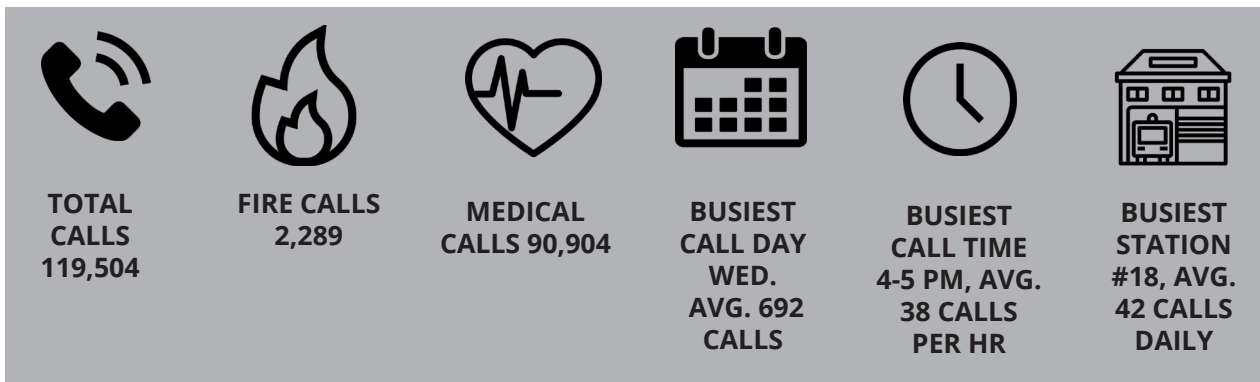
KCFD firefighters are also fully trained as emergency medical technicians or paramedics, capable of working in any of our delivery configurations. They work from 33 fire stations located strategically throughout our 314 square mile service area, with resources and personnel deployed to ensure that we can reach you in the shortest possible time with the proper complement of help based on your needs.

Our personnel respond to more than 10,000 calls for service each month - that's about one call every four minutes, 24 hours a day, seven days a week.

Most emergency calls receive multiple KCFD units to ensure that there will be an adequate blend of staff, skills, and resources to quickly tackle the problem that led to your call. Regardless of their particular assignment with the system, all KCFD professional responders are trained to operate seamlessly together to ensure the most effective resolution of your emergency needs.



2020 EMERGENCY CALLS STATS



EMERGENCY MEDICAL SERVICES

KCFD responds to more than 90,000 medical calls annually making up 76% of total call volume. These calls are responded to by highly skilled paramedics and EMTs on both firetrucks and ambulances. KCFD provides both basic life support (BLS) and advanced life support treatment (ALS).

Emergency Medical calls range from sick patients to traumatic injuries from motor vehicle accidents or other mechanisms. Cardiac arrest events are met with the most current pre-hospital medical interventions in both provider skill and equipment. Our goal is to provide patients the best chance for a positive outcome through our medical treatment no matter the illness or injury.

Medical direction is provided through a contracted Medical Director provided by the UMKC School of Medicine and Truman Medical Center.



FINANCE & BUDGET

REVENUE FY 2019-2020
ACTUAL \$192,998,965

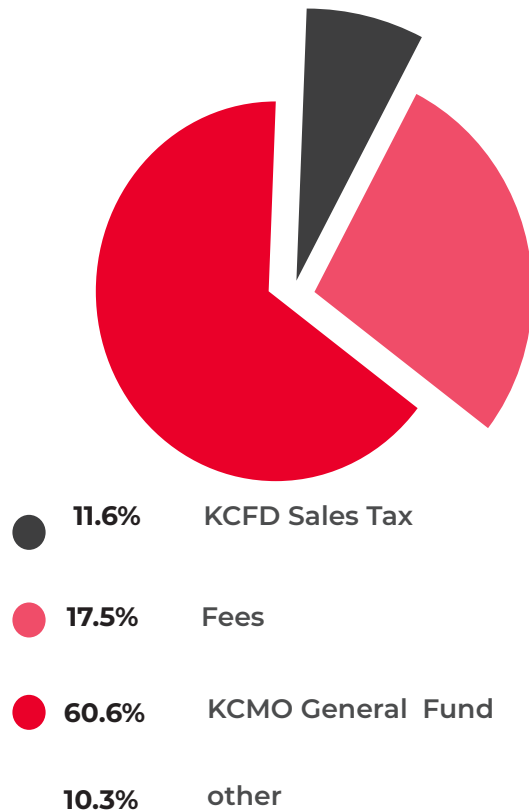
The KCFD Budget has three primary sources:

- General Fund
- Fees
- Fire Sales Tax

Fees are made up of: permits, standby and fire guard services, and Ground Emergency Medical Transport (GEMT) cost recovery.

KCFD leadership continues to explore ways to improve efficiency while providing the service level expected by residents and visitors.

REVENUE & BUDGET BY SOURCE



Six new ambulances will be purchased with funding from the 1/4 cent voter-approved sales tax. Six new ambulances arrived for outfitting. The new ambulances have lower gates and a power loading system, which improve patient safety and reduce the risk of injury to EMTs and Paramedics.

KCFD FIRE SALES TAX

The voters of Kansas City on August 5, 2014 approved the extension of the ¼ cent Fire Sales Tax for a period of 20 years to provide revenues for the operation of the Fire Department. Then on June 2, 2020 Kansas City voters approved the increase of the ¼ % Fire Sales Tax to ½% to begin on January 1, 2021. The additional ¼% will be used for Fire Department Capital needs.



Fire Station #15, located at NE Cookingham Road near I-435, was funded in part by the 1/4% sales tax and officially opened in September 2019. The new station has drive-through bays to accommodate a pumper truck, ambulance and a future fire truck as needed. It also has living quarters for two captains and ten firefighters. There are showers, bathrooms, a kitchen, fitness area, watch room and a variety of additional support areas, such as a decontamination space, lockers, and an industrial laundry space.

“I am grateful for the community support surrounding this much-needed fire station in the northeast corner of District 1,” Council woman Heather Hall said. “It will help reduce response times and drive down homeowner insurance rates for the Northland.”

KCFD SALES TAX FUNDED EQUIPMENT & IMPROVEMENTS

- Replacement of 54 apparatuses in the suppression fleet - in process
- Personal Protective Equipment PPE, SCBA's
- Thermal Imaging Cameras
- Defibrillators/monitors, Simulation Manikins,
- Carbon Monoxide Monitors
- Gator Utilities.
- Air Compressors & Extraction tools
- Station 40 Remodel- Estimated completion Fall 2021

COMMUNITY MEDICAL RESPONSE TEAM



The Mission of the CMRT is to improve the health and well-being of at-risk members of our community by providing focused EMS and referral services in partnership with other medical and social service providers.

WE ARE HERE TO HELP:

- » Connect to community resources
- » Educate on diagnoses & medications
- » Assess home for falls & dangers
- » Reduce dependency on 911
- » Reduce Emergency Room visits

For additional information or assistance, please call or visit:

816-513-4603
KCMO.GOV/CMRT

Emergency medical service involves a lot more than response to medical emergencies. For too many people in our community, 911 is the only way they know to get timely medical help. For others, access to care is limited by finances, transportation, mobility issues, or the lack of a stable address. KCFD's Community Medical Response Team focuses on being both provider and advocate for those struggling with health care access.

To create this team, KCFD reassigned three senior, experienced paramedics to develop and implement proactive approaches to outreach care for those who find themselves depending on EMS for their medical and human service needs. KCFD's Community Medical Response Team focuses on being both provider and advocate for those struggling with healthcare access. They work with hospital and clinic doctors, nurses, and caseworkers to devise and execute care plans focused on the needs of specific persons and their unique circumstances and situations. Patients get better care, system over utilization is reduced, costs are contained, and both patient and community reach a healthier outcome as a result.

Since March of 2020, this three-person team created a resource outlet for our first responders when they encounter a patient that has needs beyond what an emergency room visit may provide. This positively impacts our first responders when they know a resident is being matched with the actual resources that are needed to provide a positive outcome.

ISO CLASS #1



KCFD is honored to have received the coveted Class 1 rating, an improvement from the Class 3 rating held for many years. It is a testament to the commitment of your City, its elected officials, our partners in Water Services and Public Works, and every firefighter who serves you each day.

Your safety, protection, and quality of life are our foremost concern and this rating reflects our collective effort to ensure you the best of care. The Insurance Services Office (ISO) was formed in 1971 as an advisory and rating organization for the property/casualty insurance industry to provide statistical and actuarial services, to develop insurance programs, and to assist insurance companies in meeting state regulatory requirements.

Headquartered in New Jersey, the organization serves clients with offices throughout the United States, and in many other nations around the world. Among their major services are evaluating communities' fire protection capabilities and performance using a system of ten categorical ratings. Their ratings involve very thorough assessment of everything from firefighter training, station deployment, response times, and loss history to water distribution systems, road access, and hydrant coverage.

The ISO Class 1 rating represents their indication of the highest level of protection and performance. It is earned by fewer than 1% of the nation's 33,000 fire service agencies.

COMMUNITY RISK REDUCTION



FREE
Smoke Alarm
816-513-4648

For more Fire Safety information visit:
KCMO.GOV/FIRE

KCFD | CITY OF
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KCFD does more to keep you healthy and safe than respond to emergency situations. We believe it is just as important to help you prevent emergency situations from arising.

Whether it involves enforcing life safety codes, educating citizens on health and safety, investigating fires and other emergencies to identify causes that can be prevented, or reaching out to the community to keep you informed and aware, KCFD works to contain the risks inherent in modern life and help you move safely through your daily life.

Our Community Risk Reduction Division is staffed with professionals who specialize in these various aspects of community wellbeing. Their collective commitment is to keep Kansas City a safe and productive place in which to live, work, learn, or visit.

Inspectors, investigators, and educators are all trained to strict state and national standards and certified by various regulatory bodies to ensure that your safety is in good hands.

COMMUNITY RISK REDUCTION



TRAINING & PROFESSIONAL DEVELOPMENT

2020 Stats:

Hired & Trained:

- 71 Fire Cadets
- 13 Fire Medics

UMKC EMT/Medic Training Partnership Graduated:

- 32 EMTs
- 30 Paramedics

KCFD is staffed by more than 1,200 professionals dedicated to keeping you healthy and safe. Every member carries a range of certifications that attest to their training in their areas of responsibility. Many also carry specialty certifications attesting to their skills in additional areas.

The Professional Development Division has several subdivisions working together to carry out its diverse responsibilities. The Professional Development Division provides initial training for all entering recruits through the KCFD Fire Academy and provides access to training in a range of additional areas critical to our service missions. The Division provides in-service training and continuing professional education in several critical mission areas and works with Quality Assurance to maintain the licensure of KCFD EMS providers.

A unique partnership with the UMKC School of Medicine supports paramedic training and certification. Professional Development also manages entrant selection and promotional processes.

CADET TRAINING

Entering recruits must secure Missouri licensure as an EMT, state certification as Firefighter I and Firefighter II, and complete training in more than a dozen other elements of contemporary fire service response. Academy training takes slightly more than four months of full-time assignment and is followed by several additional weeks of rotating apprenticeship before entering regular service.

CONTINUING EDUCATION

Emergency medical service demands constant attention to skill development, whether learning new techniques or polishing skills learned earlier to ensure that they are on point whenever needed.

A cadre of paramedic level instructors devoted their attention to ensuring that these needs are reliably met. KCFD EMS providers rotate through both online and classroom instruction and participate in periodic skills labs to test their readiness in high-tech simulations. KCFD joined with the UMKC School of Medicine to launch a new partnership designed to bring the strength of each to bear on training EMTs and paramedics to practice in the rapidly advancing field of prehospital care. Students learn from both UMKC and KCFD instructors, develop skills on sophisticated simulation equipment shared by both, and participate in clinical rotations and field placements that involve both UMKC partner hospitals and KCFD ambulances.



TECHNICAL SERVICES

The personnel who arrive at your side to tackle your personal emergency depend on a very large group of professionals you rarely see to make their service effective.

The Technical Services Bureau of KCFD is responsible for maintaining the extensive array of infrastructure services necessary to ensure that the firefighters, EMTs, medics, communicators, inspectors, investigators, educators, and others who together address your daily needs are trained, equipped, and prepared to be there whenever you need them.

The Technical Services Bureau handles a variety of special projects in addition to its critical daily responsibilities.

Highlights this year have included:

- developed, initiated, and maintained comprehensive tracking, testing, and monitoring to manage employee exposures during COVID emergency
- implemented extensive upgrade of Telestaff scheduling and payroll tracking system. using Federal grant funds
- replaced all self-contained breathing apparatus (SCBA) to ensure employee safety when operating in hazardous atmospheres
- developed comprehensive fleet management plan to ensure effective handling of KCFDs fire, rescue, ambulance, and passenger vehicle assets.

A large and very active organization with many moving parts operating in every corner of a large city, requires constant focus on keeping its essential elements “response ready” at all times. Technical Services Bureau components include purchasing, fleet, facilities, logistics, equipment, and supplies.

Communications and Information Technology also report through Technical Services, as do our Community Risk Reduction and Professional Development Divisions.

COMMUNICATIONS, LOGISTICS & IT

The Communications Division is responsible for ensuring that KCFD has specialists who are highly skilled and intensely trained to gather information from those calling for help and match resources to their needs. The division also supports and maintains the infrastructure needed to support communications throughout the system.

A large array of sophisticated hardware and software, employed by skilled communicators focused on your call and your needs, interacts to make our system effective.

The Communications Center is staffed 24/7 with multiple professional providers who ensure that you receive the resources you need at the time you need them most.

The Communications Center fields calls for emergency assistance from Kansas City and, by contract with other jurisdiction, provides professional communications service for other members of our automatic aid system for fire, rescue, and EMS. Communicators are certified in emergency medical dispatch and follow protocols that meet strict national standards to ensure timely and effective response.

Information Technology specialists provide technical support that

keeps an extensive information infrastructure up to date and functional. Together, this team handles nearly 300,000 calls per year, serving both KCFD and several other communities who are part of our growing automatic aid system.

The KCFD Logistics Division ensures that critical supplies, equipment, and materials are procured, inventoried, stocked, and distributed to all KCFD facilities on a timely and reliable basis. This includes medicines, medical supplies, and critical medical equipment, as well as a range of fire and rescue equipment and supplies.

Fleet Services manages an extensive fleet of vehicles, include fire apparatus, ambulances, and rescue units, as well as all the other trucks and automobiles needed. Two complete service centers maintain and repair fleet vehicles, and emergency mechanics are available to respond in the field when required.

Firefighters and EMS responders are unique in that most spend 24 hours at a time working from KCFD facilities distributed across the city. The Facilities Division works to ensure that our stations and other operating facilities are adequately maintained to ensure an effective work environment for personnel and operations.

SPECIALIZED OPERATIONS

SPECIALIZED PROTECTION AT KCI & WHEELER DOWNTOWN AIRPORTS

AIRCRAFT RESCUE & FIREFIGHTING

Aircraft Rescue and Firefighting (ARFF) Division provides specialized protection at Kansas City International and Wheeler Downtown airports. ARFF firefighters train constantly to ensure that they are ready to address any incident arising in aviation operations; their preparation and effectiveness are regularly reviewed to ensure compliance with all Federal Aviation Administration standards and expectations. ARFF personnel also provide medical first response in secure areas of the airfields.

TECHNICAL RESCUE

KCFD maintains a Technical Rescue Division which operates three fully equipped heavy rescue units strategically located to ensure rapid response. Each of these units is staffed with six highly trained rescue specialists, capable of addressing urgent needs twenty stories above the ground or hundreds of feet below, on the water or in confined spaces, wherever the need arises. They also serve as a regional resource and have responded to major events throughout western Missouri.



SPECIALIZED OPERATIONS



HAZMAT

KCFD operates one of the nation’s busiest hazardous materials units, serving as a regional resource for the metro area.

Established following the 1988 loss of six firefighters in an explosives incident and named in honor of the units lost (HazMat 71, the sum of Pumper 30 and Pumper 41), its highly trained HazMat technicians also respond as firefighters and EMTs in their first due area.

SPECIAL EVENTS

KCFD provides a range of protective services for special events and large assemblies. Firefighters, inspectors, EMTs, and paramedics are often needed to ensure the safety of our citizens and visitors at everything from concerts and sporting events to the enormous celebrations following World Series and Super Bowl victories. The Special Events Division plans, staffs, and evaluates these responses to ensure we meet life safety needs without compromise to our daily operations.



LABOR MANAGEMENT

WORKING TOGETHER TO SERVE KCMO RESIDENTS

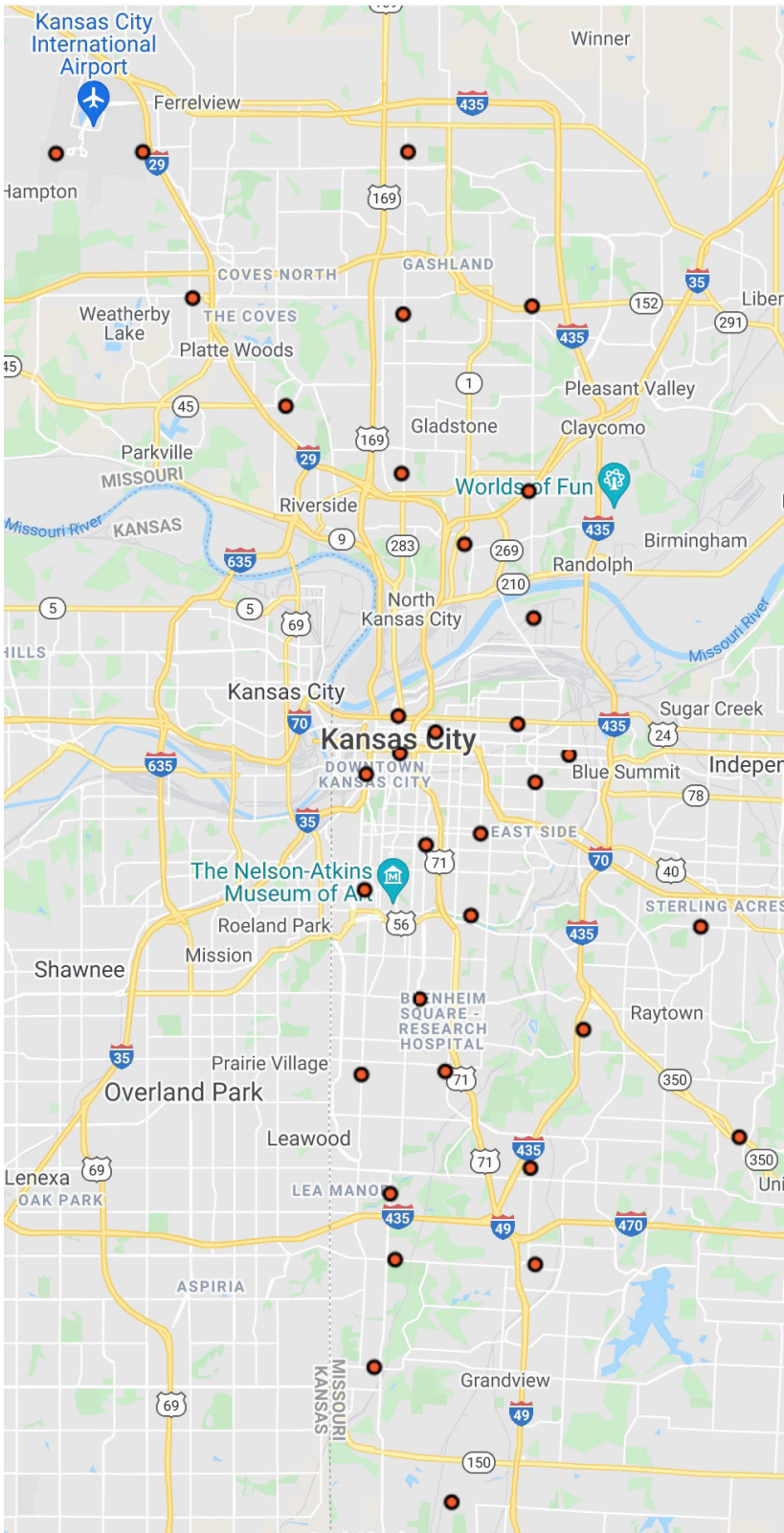


KCFD builds much of its operational strength in the context of its award-winning Labor Management Partnership. Local 42 of the International Association of Fire Fighters, representing uniformed employees in nonsupervisory ranks, and Local 3808 representing supervisory officers, join with Fire Management to determine how best to deliver services to the community.

The partnership is directed by a Labor Management Steering Committee that meets monthly to oversee the work of nearly a dozen standing committees

that deal with various components of our operations and support structures. Together, their input ensures that our policies, protocols, and procedures reflect the insights of all who join together to make our work effective.

KCFD STATIONS



- 3 Nashua, 11101 N Oak Tfwy.
- 4 Line Creek, 4000 NW 4th St.
- 5 (KCI) Airport, 173 N Ottawa St.
- 6 Avondale, 2600 NE Parvin Rd
- 7 Westside, 616 West Penway St.
- 8 Crossroads, 1507 Locust St.
- 10 Pendleton Heights, 1505 E 9th St
- 14 Shoal Creek, 8300 N Brighton Ave.
- 15 Staley,
6200 NE Cookingham Dr.
- 16 KCI Overhaul Base,
9205 NW 112th St.
- 17 Hyde Park, 3401 Paseo
- 18 Ingleside, 3211 Indiana Ave.
- 19 Westport, 550 W 43rd St.
- 23 Northeast,
4777 Independence Ave.
- 24 Blue Valley,
2039 Hardesty Ave.
- 25 Columbus Park,
401 E Missouri Ave.
- 27 Sheffield, 6600 Truman Rd.
- 28 Red Bridge
930 E Red Bridge Rd.
- 29 Brookside, 1414E. 63 St
- 30 Marlborough,
7534 Prospect Ave.
- 33 East Swope Highlands ,
7504 E. 67 St.
- 34 Winwood,
4836 N. Brighton Ave.
- 35 Swope Parkway, 3200 Emanuel
CleaverII Blvd
- 36 Indian Creek, 9988 Holmes Rd.
- 37 Waldo, 7708 Wornall Road
- 38 Gashland, 8100 N.Oak Tfwy.
- 39 Royal Meadows, 11100 E. 47 St.
- 40 Englewood (temp closed)
- 42 Hickman Mills,
9300 Hillcrest Dr.
- 42 Ruskin Heights ,
6006 E. Red Bridge Rd.
- 43 Knobtown,
12900 E Blue Parkway
- 44 Zona Rosa, 7511 NW Barry Rd.
- 45 Martin City,
524 E. Blue Ridge Blwd.
- 47 East Bottoms, 5130 Deramus Ave.
- 63 Charles B. Wheeler
Downtown Airport



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THANK YOU!



Kansas City, Missouri Fire Department
635 Woodland
Phone: 816-513-1900
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