Thiensville Fire Department

Annual Report 2017

Thiensville Fire Department

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Honorable Village Board Members,

It is my pleasure to provide a report of activity and accomplishments for the year 2017. With your support, the department stabilized its paramedic program with the addition of a full-time Deputy Chief. The new position serves as the EMS Service Director and is also responsible for the coordination of fire prevention and educational and community outreach activities. Although paramedic staffing remains challenging due to a number of staff departures, the remaining paramedic staff has worked collaboratively to ensure required coverage.

Another department achievement was the acquisition of a pre-owned rescue pumper from Slinger Fire Department. Although we did not take delivery of the engine until 2018, the truck committee spent hundreds of hours figuring out how to reconfigure compartment space to meet the needs of our department long before its arrival this year. The Village paid $160,000 for the truck, before updates were made, but the replacement cost for a new engine with similar features coming off the line today would cost $680,000. Even with modifications, the pre-owned engine saved taxpayers hundreds of thousands of dollars!

The department also continued to welcome new members and getting their required fire and EMS certification training underway. Thiensville remains the only Ozaukee County department whose minimum requirement is their members are trained for dual positions of Firefighter/EMT. This department commitment ensures that each new member is able to respond to any call for service in the Village and keeps all members engaged. Although we have had good success in 2017 with recruitment, we continue to look for creative ways to attract new membership.

In October of 2017, Village Administrator Dianne Robertson and myself met with our counterparts from the City of Mequon, City of Cedarburg and the Village of Grafton to discuss the possibility of doing more fire service collaboration and to study what that might look like in the years to come as each department expressed the fragile nature of paid on-call staffing. Each municipality indicated interest in pursuing the study when all parties met again earlier this year.

The accomplishment that we are very proud of is our connection with the community we serve. As you will see later in our annual report, the connection is cultivated through countless efforts throughout the year to do community outreach activities.

Regards,

Brian J. Reiels

Brian J. Reiels
Fire Chief

Executive Summary:

TFD had a busy year in 2017 responding to 717 calls for service which was a 9% uptick from the previous year.

The addition of Deputy Chief Joel Deutsch as a full-time employee has had a tremendous impact of the day-to-day operation of the department. Not only has he greatly stabilized paramedic operations with his presence, he has also coordinated the fire inspection activities and follow-up to the best it has been in years. Due to regular turnover of the fire inspectors there were times in the past that violation follow-up was less consistent as we would have liked and at times properties were not being inspected every inspection cycle. This has drastically improved under his watch. Having one person coordinate community outreach programs has also made it much easier for community stakeholders to coordinate events.

Training continues to be a primary focus for the department. Our partnership with Aurora Grafton has eliminated the need and expense of having MATC provide EMS certification refreshers because department members meet State requirements by simply attending regular practices and bi-annual critical skills assessments provided by Aurora medical staff in our station. Our fire suppression training continues to provide an all hazards approach; whether it is vehicle extrication, hazmat response, fire suppression, or rapid intervention for down firefighters.

Over the next year department administration will be evaluating the delivery of dive-rescue services. Several recent departures from the department have left a significant gap in the dive team. The delivery of dive-rescue response is a low frequency high risk proposition which requires a great deal of initial and on-going training. Several internal members have expressed interest in joining the team but will require significant training before being able to contribute fully. The department is also offering membership to appropriately certified dive-rescue trained personnel from outside the department that can help fill our needs and waiving the existing dual Fire/EMS certification requirement for those interested.

Training Update:

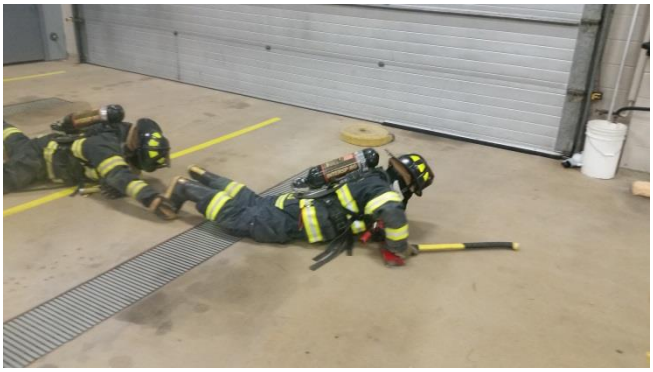
Statistically, the department's call volume aligns with national trends in that EMS responses occur with far greater frequency than all other department response and fire suppression training. Therefore, this becomes even more critical for the success of the department to continue to provide the highest quality of training to prepare for all possible hazards. In order to solidify that goal, the department offers (2) fire trainings, (1) EMS training and regular dive trainings per month. The training bureau also implemented a monthly H.E.O. (heavy equipment operator) training for our new operators to get more hands-on training with the department's apparatus. Members not only receive in-house training but also attended several state certification classes held by local technical colleges, including but not limited to, Firefighter 1, Firefighter 2, EMT-Basic, EMT-Paramedic, Driver/Operator-Pumper, Driver/Operator-Aerial and Fire Inspector 1.

In addition to our robust in-house training offerings and pursuit of state certifications, TFD members also trained with some of our Mutual Aid Box Alarm System (MABAS) partners in 2017 working with Cedarburg, Germantown and Milwaukee County Airport fire departments. In-house trainings included engine company operations such as hose deployments, hydrant connections and fire extinguishment as well as truck company operations that included laddering structures, search and rescue and ventilation and extrication.

Ice Water Rescue Training

EMS Training

Fire Training



Major 2017 Incidents:

Hazmat Incident

On the afternoon of August 23, 2017 the Thiensville Police received a call for service on Madero Drive. After their response the Police Department became concerned about some unknown substances found while inside the home. The Ozaukee County Hazmat team and the Thiensville Fire Department were dispatched to the scene to investigate. After the Ozaukee County Hazmat teams' assessment, they made contact with the Milwaukee County Hazmat team to ask for their assistance. Crews were on scene for approximately 6 ½ hours to ensure the situation was under control

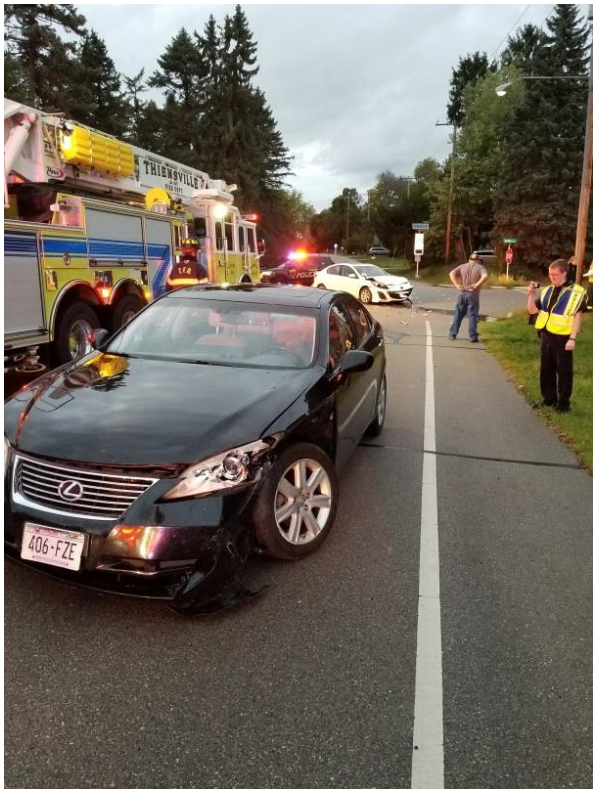
August 23, 2017 Hazmat Incident Photos

Structure Fire

On the evening of December 9, 2017 the Thiensville Fire Department responded to a house fire on Rosedale Drive. Upon the initial unit's arrival within (4) minutes, the attic was fully involved and the incident was upgraded to a MABAS Box Alarm. While attempting to extinguish the fire, a second call came in at Willowbrook Place (a 68-unit senior living facility) for a fire alarm. A portion of the Box Alarm resources were diverted to the 2nd scene. As the responding units to that scene continued they were made aware of light smoke conditions in a portion of that building. The MABAS dispatchers automatically filled the diverted resource for the second call with other departments to the house fire. Between both scenes and backfill resources just about 50 firefighters and emergency medical personnel were committed to Village incidents that night. Responding departments included: Cedarburg, Mequon, North Shore Fire Department, Saukville, Port Washington, Fredonia, Waubeka, Belgium and Germantown.

December 9, 2017 House Fire Photos

Other 2017 Incident Photos



EMS:

As an organization, we continue to grow, adapt and change. This has been especially true for our Emergency Medical Services. Throughout the past year we have dealt with the replacement of equipment, personnel turnover and updated protocols and guidelines. Towards the end of the first half of the year, we graciously accepted a donation from the Thiensville Fire Department Corporation of three new cardiac monitors for a total of nearly $95,000! Our old monitors were over ten years old at the time of replacement and presented difficulties when attempting to transmit telemetry to hospitals. The Zoll X-Series cardiac monitors have top-of-the-line technology and allow us to provide faster and more effective cardiac care. These monitors also have special features that enable us to better assess patients with respiratory issues and carbon monoxide poisoning.

Halfway through the year, we received our first full-time member. The promotion of Deputy Chief Joel Deutsch has been integral in our daily operation, but most especially for our paramedic program. We lost several other paramedics in the beginning of the year due to accepting full-time jobs or increasing demands of their current jobs. Deputy Chief Deutsch has helped to stabilize our program; however we continue to experience difficulties with paramedic staffing.

We maintain a close working relationship with our Medical Direction at Aurora Medical Center in Grafton. This close partnership has allowed us better training opportunities and progressively updated protocols and significant cost savings when purchasing paramedic medications.

Our call volume continues to increase. In 2017, we had 574 emergency medical calls which were up from 496 calls in 2016. Without the Village Board's support we would not be able to provide some of the best emergency medical services in the county!

Fire Prevention:

During the year of 2017, we experienced a significant change in our fire inspection bureau as a result of our lead inspector pursuing a career firefighter position. Deputy Chief Joel Deutsch, with the assistance of Fire Inspector Chris Wunsch, took over the implementation of the program. 2017 marked an important achievement of converting our inspection program to a cloud-based program. This change in technology resulted in inspection data that is now completed in real time. It has improved our efforts and made follow-up inspections significantly more efficient. This has helped to speed up the process of the inspections, and has allowed for better oversight because we have the ability to see previous inspections while on-site. Our goal in 2018 is to continue to work closely with our business owners to provide a safe working environment, as well as to continue to improve communication with the owners.

Fleet Update:

As was mentioned last year, the Department had purchased a pre-owned 2000 rescue-pumper from Slinger Fire Department to replace the 32-year old Seagrave pumper. The purchase price was $160,000 before refurbishing but Slinger replaced a similarly equipped new engine for $680,000! The pre-owned vehicle arrived in December of 2017, was sent out for refurbishing and completed in spring of 2018.

Dive/Rescue Vehicle 553 & 13-foot Boston Whaler
Holds equipment and supplies for eight divers. Allows for rapid, deep and ice water rescue operations. Boston Whaler provides peripheral assistance for water rescue operations and safety monitoring of local waterways.

Ambulances 551 & 552 - 2005 GMC C4500 Med Tec
Fully-equipped for BLS, ALS and Paramedic service.

Command Vehicle 556 - 2000 F-350 Ford Van
Used for on-scene command functions, inspections, and training transportation.

Quint 561 - 2007 Pierce 105 foot pre-piped Aerial Ladder
1,250 gallons per minute monitor, 2,000 gallons per minute pump; 500 gallon internal water tank; Class A foam tank; compressed air foam system pump; 15,000 watt hydraulic generator; ISG thermal imaging cameras; MSA 4-gas detector; equipped for eight firefighters and basic life support EMS supplies.

Engine 563 - 1985 FWD Pumper
2,000 gallons per minute pumper from a 1,000 gallon tank and is our supply engine for rural operations.

Pumper/Tanker 562 - 1997 Pierce Quantum Pumper/Tanker
Features 2,000 gallons per minute pump; 2,500 gallon internal water tank; 40 gallons of Class A foam; equipped for seven firefighters and basic life support EMS supplies.

Intercept Vehicle 555- 2010 Tahoe
Equipped with state-of-the-art Paramedic and RN-level supplies. Used for paramedic intercepts and back-up Command vehicle.

Kubota 550 - RV9000 All-terrain Vehicle
4x4 custom-designed vehicle for delivery of EMS and rescue services in all environments, and for large crowd events when ambulance access is difficult or prohibited. Fully-equipped with BLS, ALS and Paramedic/RN supplies.

1935 Seagrave Pumper
This restored pumper is used for public relations activities and ceremonial duties. The Seagrave is on public display at the TFD Fire Museum.

Ford Expedition - 2015
Equipped with state-of-the-art incident command cabinetry complete with radio systems that allows communication with different mutual aid radios. 554 also has basic life support.

Community Outreach Update:

TFD continued its unwavering commitment to community outreach by offering many community outreach opportunities to interact with our constituents. We have listed the activities for 2017 below along with the estimated people reached:

Thiensville Fire Department 2017 Summary of Community Outreach Programs				
DATE	TIME	EVENT	# OF CHILDREN	# OF ADULTS
WED. 3/15/17	3:30 - 4:15PM	TFD TOUR & TALK (RANDY SHORT & JOEL DEUTSCH)	14	5
TUE. 3/21/17	8:15 - 9:30AM	FIRE TRUCK RIDE TO MEQUON PRE-SCHOOL	1	1
FRI. 4/7/17	12:00 - 1:00PM	TFD STATION TOUR (CHIEF REIELS)	2	2
SAT. 4/8/17	11:30- 12:15PM	TFD QUINT VISIT TO RIVERVIEW DRIVE BIRTHDAY PARTY (CHIEF REIELS)	4	3
SUN. 4/23/17	2:00 - 3:30PM	TFD STATION TOUR & EQUIPMENT DEMO (CHIEF REIELS)	3	3
SAT. 5/6/17	8:30 - 1:00PM	OZAUKEE COUNTY COMMUNITY PREPAREDNESS DAY WITH DIVE TRAILER & 553	120	150
MON. 5/29/17	9:00 - 11:00AM	T-M MEMORIAL DAY PARADE	500	750
SAT. 6/3/17	10:00 - 3:00PM	BAYSHORE SAFETY DAY	1000	1500
SAT. 6/17/17	10:30- 12:30PM	TFD BIRTHDAY PARTY / TOUR / TALK (RANDY SHORT)	16	10
SAT. 6/24/17	9:30 - 12:30PM	M-T FAMILY FUN B4 THE 4TH: PARADE	?	?
WED. 7/26/17	8:30 - 12:15PM	FIRE SAFETY PROGRAM at STEFFEN MIDDLE SCHOOL (RANDY SHORT & EMBER THE DOG)	47	2
FRI. 7/28/17	8:00 - 10:00AM	STATION TOUR / TALK at TFD (RANDY SHORT)	47	2
WED. 8/2/17	4:00 - 8:30PM	BROWN DEER NATIONAL NIGHT OUT AGAINST CRIME W/ TFD DIVE TANK (DEMOS)	?	?
SUN. 8/13/17	1:15 - 4:45PM	TFD BIRTHDAY PARTY / TOUR / TALK (RANDY SHORT)	20	16
SAT. 9/16/17	8:00AM - 3:00PM	TFD PUBLIC SAFETY DAY	750	350
FRI. 10/6/17	4:00 - 5:30PM	HOMESTEAD HOMECOMING PARADE	800	400

WED. 10/11/17	9:00 - 11:30AM	TFD STATION TOUR / TALK FOR FIRE PREVENTION MON. (RANDY SHORT, NICK LIEB)	13	8
MON. 10/23/17	1:45 - 3:45PM	TFD QUINT VISIT TO ORIOLE LANE SCHOOL (DC DEUTSCH, FFS J.CLARK, M.GAWIN, I.GIFFORD, J.GUFFY, K.SWAMY)	141	4
SAT. 10/28/17	11:30 - 3:00PM	TFD BIRTHDAY PARTY / TOUR / TALK (RANDY SHORT)	16	9
SUN. 10/29/17	2:45 - 6:45PM	TRUCK-OR-TREAT FOOD DRIVE AND CANDY DISTRIBUTION	1500	1000
MON. 10/30/17	5:00 - 7:00PM	FIRE TRUCK & AMBULANCE VISIT TO WILSON ELEM. SCHOOL & DISTRIBUTED CANDY	40	3
FRI. 11/17/17	3:45 - 5:45PM	TFD VISIT & TALK TO TIGER CUB SCOUTS (1ST GRD) AT DONGES BAY SCHOOL	12	6
THU. 11/23/17	8:15 - 10:45AM	PROVIDE EMS COVERAGE & ASSISTED W/ TRAFFIC CONTROL AT ANNUAL TURKEY TROT	100	1200
FRI. 12/1/17	5:00 - 8:45PM	TBA ANNUAL TREE LIGHITNG AND SANTA BUSINESS TOUR FOLLOWING TREE LIGHTING	250	300
SUN. 12/10/17	1:00 - 4:45 PM	TFD BIRTHDAY PARTY / TOUR / TALK (RANDY SHORT)	15	4
2017		SUBTOTALS: Total People Reached:	5,411.00	5,728.00 11,139.00

Community Outreach (Continued):

As a department, we have always had a goal that if we only reach one person every time we do a community outreach program, we feel like we have made a difference. This effort demonstrated clearly in 2017. TFD presented two Brownies, Olivia Kormanik and Anna Saucett, "The Life Saver Award" last December. Anna and Olivia had attended a Brownie first aid class at TFD earlier in the year and learned the Heimlich maneuver during the class. In October the girls were together when Anna began to choke on some food. She quickly fell back on the training she had received at TFD from Randy Short and Deputy Chief Joel Deutsch and used the universal sign for choking to alert her friend Olivia of the emergency. Olivia jumped into action using her TFD training and performed the Heimlich maneuver successfully to save her friend. Pictures of the recognition ceremony are below:

2017 Summary by Call Type

Annual Alarm Summary Report

Reporting Between: 01/01/2017 - 12/31/2017
Printed On: 06/02/2018

Situation	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sept 17	Oct 17	Nov 17	Dec 17	Total
100 Series Fire	1	1	0	0	1	1	0	0	1	2	2	1	10
300 Series Rescue & Emergency Medical Service Incident	40	36	59	41	38	50	48	55	59	55	48	45	574
400 Series Hazardous Condition(No fire)	0	1	1	1	0	1	0	2	0	2	2	0	10
500 Series Service Call	2	3	2	1	1	2	4	1	2	3	6	7	34
600 Series Good Intent Call	5	6	4	5	8	1	8	3	6	4	10	3	63
700 Series False Alarm & False Call	4	2	1	0	2	3	2	4	4	2	1	3	28
Grand Total	**52**	**49**	**67**	**48**	**50**	**58**	**62**	**65**	**72**	**68**	**69**	**59**	**719**

Search Criteria
Dates: From 01/01/2017 To 12/31/2017 (mm/dd/yyyy)
Service: THIENSVILLE FIRE DEPT

Report Description

2017 Estimated Dollar Loss to Fire in the Village

Incident Type Report (Summary)
From 01/01/17 To 12/31/17
Report Printed On: 06/22/2018

Incident Type	Count	% of Incidents	Est. Property Loss	Est. Content Loss	Total Est. Loss	% of Losses
1 Fire						
Building fire (111)	6	0.83%	$111,000.00	$40,000.00	$151,000.00	97.51%
Cooking fire, confined to container (113)	2	0.28%	$0.00	$100.00	$100.00	0.06%
Grass fire (143)	1	0.14%	$0.00	$0.00	$0.00	0.00%
Outside rubbish, trash or waste fire (151)	1	0.14%	$0.00	$0.00	$0.00	0.00%
	10	**1.39%**	**$111,000.00**	**$40,100.00**	**$151,100.00**	**97.57%**
3 Rescue & Emergency Medical Service Incident						
Rescue, EMS incident, other (300)	1	0.14%	$0.00	$0.00	$0.00	0.00%
EMS call, excluding vehicle accident with injury (321)	553	76.91%	$0.00	$0.00	$0.00	0.00%
Motor vehicle accident with injuries (322)	15	2.09%	$3,500.00	$0.00	$3,500.00	2.26%
Motor vehicle/pedestrian accident (MV Ped) (323)	1	0.14%	$0.00	$0.00	$0.00	0.00%
Motor vehicle accident with no injuries. (324)	1	0.14%	$0.00	$0.00	$0.00	0.00%
Ice rescue (362)	1	0.14%	$0.00	$0.00	$0.00	0.00%
Swift water rescue (363)	1	0.14%	$0.00	$0.00	$0.00	0.00%
Rescue or EMS standby (381)	1	0.14%	$0.00	$0.00	$0.00	0.00%
	574	**79.84%**	**$3,500.00**	**$0.00**	**$3,500.00**	**2.26%**
4 Hazardous Condition (No Fire)						
Hazardous condition, other (400)	2	0.28%	$0.00	$0.00	$0.00	0.00%
Gasoline or other flammable liquid spill (411)	1	0.14%	$0.00	$0.00	$0.00	0.00%
Gas leak (natural gas or LPG) (412)	3	0.42%	$0.00	$0.00	$0.00	0.00%
Oil or other combustible liquid spill (413)	1	0.14%	$0.00	$0.00	$0.00	0.00%
Electrical wiring/equipment problem, other (440)	2	0.28%	$200.00	$50.00	$250.00	0.16%
Vehicle accident, general cleanup (463)	1	0.14%	$0.00	$0.00	$0.00	0.00%
	10	**1.40%**	**$200.00**	**$50.00**	**$250.00**	**0.16%**
5 Service Call						
Service Call, other (500)	1	0.14%	$0.00	$0.00	$0.00	0.00%
Lock-out (511)	2	0.28%	$0.00	$0.00	$0.00	0.00%
Smoke or odor removal (531)	5	0.70%	$0.00	$0.00	$0.00	0.00%
Public service assistance, other (550)	3	0.42%	$0.00	$0.00	$0.00	0.00%
Assist police or other governmental agency (551)	1	0.14%	$0.00	$0.00	$0.00	0.00%
Cover assignment, standby, moveup (571)	22	3.06%	$0.00	$0.00	$0.00	0.00%
	34	**4.74%**	**$0.00**	**$0.00**	**$0.00**	**0.00%**
6 Good Intent Call						
Dispatched and cancelled en route (611)	62	8.62%	$0.00	$0.00	$0.00	0.00%
Smoke scare, odor of smoke (651)	1	0.14%	$0.00	$0.00	$0.00	0.00%
	63	**8.76%**	**$0.00**	**$0.00**	**$0.00**	**0.00%**
7 False Alarm & False Call						
System malfunction, other (730)	1	0.14%	$0.00	$0.00	$0.00	0.00%
Heat detector activation due to malfunction (734)	2	0.28%	$0.00	$0.00	$0.00	0.00%
Alarm system sounded due to malfunction (735)	9	1.25%	$0.00	$0.00	$0.00	0.00%
CO detector activation due to malfunction (736)	3	0.42%	$0.00	$0.00	$0.00	0.00%
Alarm system activation, no fire - unintentional (745)	13	1.81%	$0.00	$0.00	$0.00	0.00%
	28	**3.90%**	**$0.00**	**$0.00**	**$0.00**	**0.00%**
Total Incident Count:	**719**			**Total Est. Loss:**	**$154,850.00**	