

GRAND CHUTE FIRE DEPARTMENT

2014 ANNUAL REPORT



*2250 Grand Chute Boulevard
Grand Chute, Wisconsin 54913
(920) 832-6050*

"Protecting the lives, property, and environment for the community we serve through efficient, effective emergency response activities and proactive risk reduction services."

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LETTER FROM THE CHIEF

It is both my honor and pleasure to submit the Grand Chute Fire Department's 2014 Annual Report. While this report provides a summary of the services we provide to the community, it represents only a mere snapshot of the tireless efforts devoted to ensuring the safety of the citizens and visitors of Grand Chute. The dedication to service demonstrated by every member of this department is a constant source of personal pride that should be shared by everyone in our community.

This report seeks to highlight our organizational accomplishments, while also providing tangible data demonstrating how we continue to meet the ever-evolving service demands presented to us by the diverse and thriving area we serve. Our mission and values guide us as we meet these challenges head on, constantly exploring and evaluating creative options to provide the most efficient and effective emergency response activities and proactive risk reduction services.

On behalf of your entire fire department, I want to thank you for taking the time to review the activities, events, and accolades that shaped 2014 into another progressive year for our organization. We are sincerely humbled to have the honor to serve such a great community in this capacity.

Respectfully,




MISSION

Our mission is to protect the lives, property, and environment for the community we serve through efficient, effective emergency response activities and proactive risk reduction services.

VALUES

People: We appreciate the talents of each person and encourage responsible decision-making at the most appropriate level. We recognize the importance of personal and professional development. We value the citizens and people who live, work, and visit our community.

Compassion: The members of this department value the importance of compassionate care and treatment of all citizens who call for our services.

Integrity: We are honest, accountable, and trustworthy.

Valor: Courageously encountering adversity, accepting responsibility for our actions, and providing respectful and professional conduct to the public, coworkers, and peers.

Vision/Creativity: We encourage imaginative problem solving, innovation, resourcefulness, and thought out risk-taking.

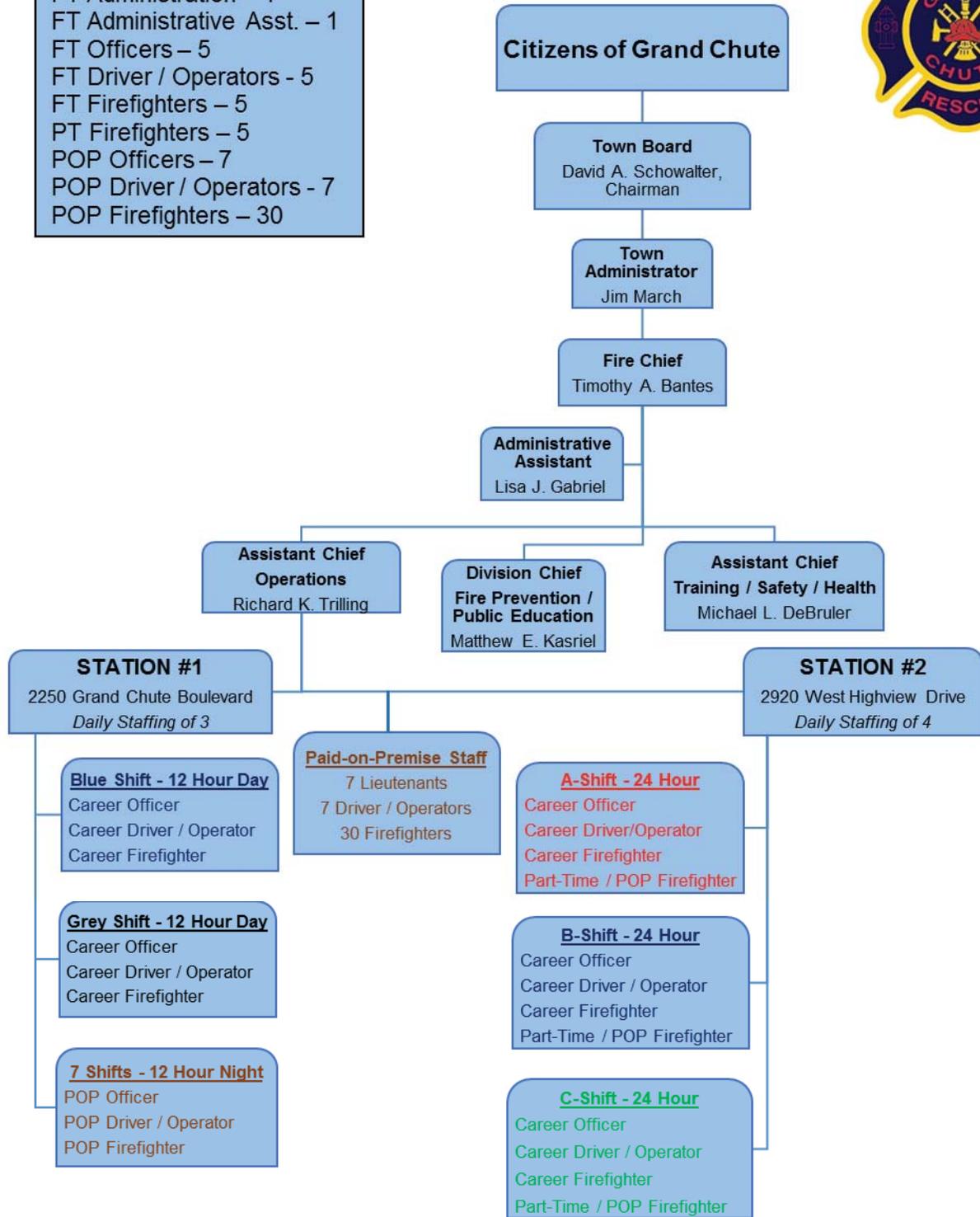
Quality: We provide superior services and are committed to continuous improvement. We are attentive to the changing needs of the community we serve.

Respect: We welcome individual and professional differences and treat everyone with dignity, courtesy, and sensitivity.

ORGANIZATIONAL CHART



Total Authorized Strength
 FT Administration - 4
 FT Administrative Asst. - 1
 FT Officers - 5
 FT Driver / Operators - 5
 FT Firefighters - 5
 PT Firefighters - 5
 POP Officers - 7
 POP Driver / Operators - 7
 POP Firefighters - 30



FOX RIVER MALL CORRIDOR

The Fox River Mall attracts shoppers from a vast geographical region, resulting in surging population and subsequently increasing demands for service. In 2014, your Grand Chute Firefighters responded to **369 incidents** in the mall area. This represented **20.11 %** of all requests for emergency response last year.



The holiday season results in a substantially higher volume of patronage in the mall corridor area. Recognizing these increased service demands, *additional fire inspections* are conducted to ensure exits are free from obstruction during peak merchandise receiving periods. *Supplemental emergency response resources* are also pre-positioned in the area to facilitate faster response times, and more efficient resource deployment to accommodate these peak demand needs.



WHO WE SERVE, HOW WE SERVE

The [Grand Chute Fire Department](#) serves a population of 21,583 Fox Valley residents occupying a twenty-three square mile area. In addition to a diverse distribution of single and multi-family dwellings, business, and industry Grand Chute is home to the Fox River Mall and retail corridor, as well as the Fox Valley Technical College bringing the estimated daytime population to approximately 75,000. This robust response area is served by [two stations](#) staffed 24 hours a day by a total combination of over 60 career, part-time, and paid on premise fire personnel answering over 1800 emergency calls for service in 2014.



Station #1 was built in 2008 and is located at 2250 Grand Chute Boulevard. Station #1 is staffed by three personnel and houses one front line engine, ladder truck, heavy rescue squad, and water tender, as well as one reserve engine company.

Station #2 was built in 1975 and is located at 2920 West Highview Drive. Station #2 is staffed by four personnel and houses one front line engine, and one reserve engine company.

INCIDENT STATISTICS

Your Grand Chute Firefighters responded to a total of 1835 incidents in 2014. This represents an increase of 39 requests for emergency service compared to the 2013 total of 1796 incidents.

<u>2014 TOTAL CALLS</u>	<u>1835</u>
Station #1 Calls	638
Station #2 Calls	1197
Overlapping (Back-to-Back) Calls	167
Average Response Time (1 st Unit)	5:22
Busiest Day of Week	Saturday (385 Calls)
Busiest Day of Year	Dec. 13 th (20 Calls)

MUTUAL / AUTOMATIC AID

Grand Chute actively provides and receives mutual aid through agreements with neighboring organizations. We also participate in the State of Wisconsin Mutual Aid Box Alarm System, or [MABAS](#) which assists in the assembly of resources for large scale incidents that can quickly overwhelm even the most well prepared communities. Additionally, Grand Chute provides and receives automatic aid under agreements with the City of Appleton, Town of Center, and Town of Menasha Fire Departments.



<u>AUTOMATIC AID</u>	<u>GIVEN</u>	<u>RECEIVED</u>
Appleton	18	19
Town of Menasha	11	2
<u>MUTUAL AID</u>	<u>GIVEN</u>	<u>RECEIVED</u>
Appleton	3	7
Town of Menasha	2	4
Town of Center	0	1
Town of Neenah	1	1
Neenah-Menasha	0	1

DATA TRENDING

Analysis of incident statistics continues to show a trend of steadily increasing demands for service. Further examination reveals the “day shift” hours of 6:00 AM to 6:00 PM represented 59 % of all calls, and 68 % of overlapping calls.

<u>2014 INCIDENTS BY TYPE</u>	
Fire	70
Rescue and EMS	1267
Hazardous Condition	86
Service Call	96
Good Intent Call	157
False Alarm / Call	156
Severe Weather	1
Special Incident Type	2

ALL-HAZARDS RESPONSE

An example of the challenges faced by your Grand Chute Firefighters was demonstrated in May of this year when personnel were called to respond to an odor complaint at a local motel. Upon investigation, it was determined that a clandestine drug lab was operating at the location. [Regional hazardous materials resources](#) were requested to assist with this high-risk / low-frequency incident.

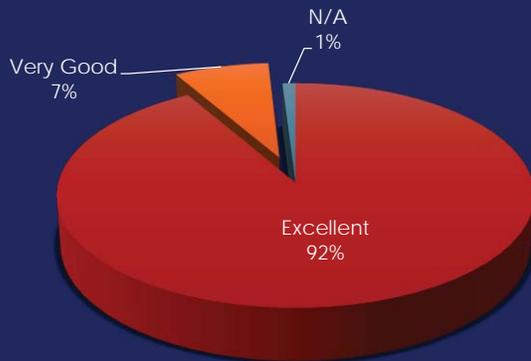


CUSTOMER SERVICE

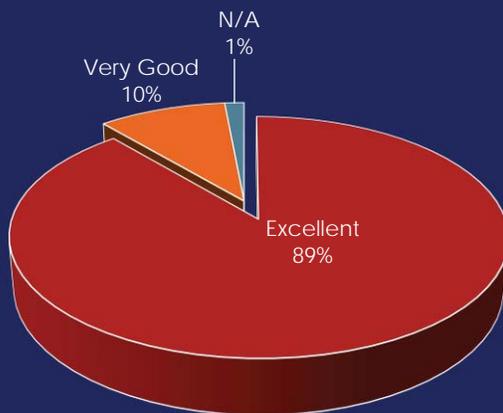
In an effort to constantly evaluate the services we provide to the community, the Grand Chute Fire Department solicits feedback via a survey provided to those who call on us during emergencies. We continue to enjoy both a high return-rate and “score” on this survey instrument, which demonstrates our personnel’s constant commitment to excellence.

CUSTOMER SERVICE SURVEY RESULTS

Personnel Were Courteous and Helpful



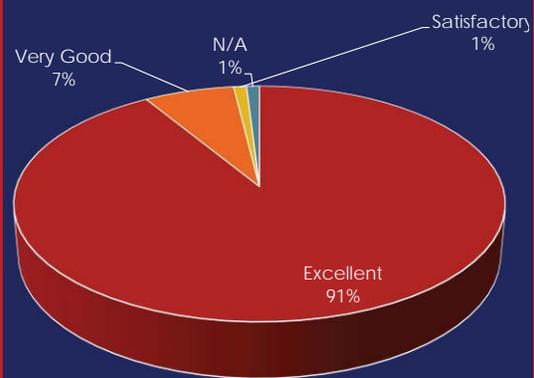
Personnel Answered My Questions



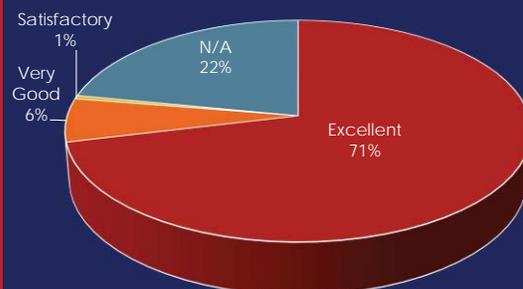
Professional Appearance of Personnel



Personnel Arrived in a Timely Manner



Medical Care Provided By Fire Department Prior to Ambulance



EMERGENCY MEDICAL TECHNICIAN UPGRADE

In 2014 the Grand Chute Fire Department *upgraded the level of emergency medical services* it delivers to the community. Fire personnel completed hundreds of hours of additional training to be able to provide service at the EMT Level prior to the arrival of an ambulance.



LIFE SAVING ADVANCED SKILLS

In addition to the first responder skills that firefighters previously applied, personnel can now provide *breathing treatments* to patients with respiratory problems, administer *epinephrine* to someone experiencing a severe allergic reaction, and give *glucagon* to patients suffering from life threatening diabetic emergencies. This represents just some of the advanced skills now being performed by your Grand Chute Firefighters when seconds count!

OPERATIONS DIVISION

New Fire Station Groundbreaking

In September of 2014 the Grand Chute Fire Department broke ground on a new fire station to be located at the intersection of Spencer Street and Glenridge Court. This new facility will serve to replace the existing Station #2 which was built in 1975, and will increase the efficiency in which services are delivered to the community.



Explorer Post 9764

The Grand Chute Fire Department continues to sponsor an Explorer Post through the Bay-Lakes Council of the Boy Scouts of America. This program provides young men and women between the ages of 15 and 21 with an opportunity to gain exposure to the fire service. Several participants in this program have gone on to become members of our department.



FIRE PREVENTION DIVISION

“Jesse Pickett” Family Safety Day

On September 6th of 2014 the Grand Chute Fire Department hosted the Fifth Annual Family Safety Day at Fire Station #1. This gathering, which aims to educate the public on a broad scope of safety-related topics is now being held in honor of Fire Prevention Specialist Jesse Pickett, who tragically lost his life in a car accident in December of 2013. It serves to memorialize his diligent efforts to reduce the loss of life from fires in our community.



Citizen’s Public Safety Academy

In 2014 Grand Chute Fire Personnel conducted the inaugural [Citizen’s Public Safety Academy](#). Participants in the program were given the opportunity to gain a tactile perspective of the services offered by their fire department.



FIRE INSPECTIONS

The Grand Chute Fire Department is committed to providing proactive risk-reduction services through our fire inspection program. [Routine fire inspections](#) are conducted by on-duty operations personnel with assistance from the fire prevention division.

2014 PREVENTION SUMMARY

Inspections Conducted	3176
Public Education Events	100
Citizen Contacts	7457

In addition to routine inspections, fire prevention division personnel conduct [pre-occupancy](#) and [fire protection systems](#) inspections to ensure both new construction and remodeling of existing construction is in compliance with adopted fire codes.

SOCIAL MEDIA

The Grand Chute Fire Department maintains an active social media presence on both [Facebook](#) and [Twitter](#). This media outlet is utilized to distribute real-time information, and has demonstrated its value in quickly reaching a variety of demographics to deliver concise and informative messages.

2014 SOCIAL MEDIA SUMMARY

Total Facebook “Likes”	1710
Total Twitter “Followers”	693



THE VALUE OF TRAINING

Every year your Grand Chute Firefighters spend countless hours training to ensure they are *ready to serve*. The modern fire service requires that our firefighters master task level skills which are executed under *adverse, stressful, and time-compressed situations*. Additionally, they must develop problem solving and *critical thinking skills* to determine the most appropriate strategies and tactics based on incident conditions.

2014 TRAINING HOUR SUMMARY

Fire	1291.66
EMS	1876.35
Technical Rescue	204.91
Certification	106
Other	1909.66

CONFINED SPACE RESCUE

The Grand Chute Fire Department continues to work jointly with the Appleton Fire Department to provide confined space technical rescue services. Fire personnel also partnered with Pierce Manufacturing to conduct scenario based training exercises under realistic conditions found in their facility.



TRAINING AND SAFETY DIVISION

Acquired Structure Live Fire Training

Fire personnel conduct live fire training in acquired structures to simulate the hostile environment that firefighters face during structural fire attack.

These evolutions provide the most realistic training experience possible under controlled conditions.



New Training Prop

A training prop was erected at Station #1 which allows firefighters to conduct hands-on skill training while remaining available to respond to emergency calls.



SERVICE AND MERIT AWARDS



Engineer Nelson and Daniels – 25 Years of Service

Firefighter Andrew Czechanski received a *Merit Award* for developing a web-based EMS training program delivered to the department on a weekly basis.



Lieutenant Robert Schipper received a *Merit Award* for developing, organizing, and submitting our State of Wisconsin EMS Operational Plan representing the culmination of our upgrade to the EMT level.

THE FUTURE

We continue to challenge the status quo as we evaluate and explore both traditional and non-conventional methods to deliver emergency and risk-reduction services to this community. In the coming months of 2015, the command staff will be laying the foundation to partner with citizens, visitors, commerce, elected officials, and our firefighters to determine a vision, and create a strategic plan that will guide our organization as we relentlessly strive for excellence. By collaborating with these internal and external stakeholders, we will develop a service model tailored to meet the evolving needs and exceed the high expectations of the diverse customer base we are honored to serve.

LETTERS OF COMMENDATION

- FF Eric Berglund
- ENG Michael Daniels
- LT William Gretzinger
- FF Raul Lazcano
- ENG Robert Olson
- LT Brad Paltzer
- LT David Paulson

LETTERS OF APPRECIATION

- FF Eric Berglund
- ENG Jacob Cahak
- LT John Clark
- FF Andrew Czechanski
- LT Nick Everson
- LT Jeremy Hansen
- FF Raul Lazcano
- LT Chad Martin
- LT David Paulson
- ENG Chad Siegmann
- FF Wade Thorson

SERVICE AWARDS

- ENG Mark Nelson – 25 Years
- ENG Michael Daniels – 25 Years
- ENG Jacob Cahak – 10 Years
- FF Bonnie Hagenow – 10 Years

NEW DIVISION CHIEF



Matt Kasriel joined us as our new Division Chief of Fire Prevention and Public Education. Chief Kasriel previously served as a Firefighter, Engineer, and Lieutenant in Kansas, and most recently as a Training Officer in Colorado.