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.”
Table of Contents

Letter From The Chief .................................................................................................................. 3
Organizational Chart .................................................................................................................. 4
Who We Serve, How We Serve .................................................................................................. 5
Incident Statistics ....................................................................................................................... 6
Mutual / Automatic Aid .............................................................................................................. 6
Customer Service ...................................................................................................................... 7
Operations Division .................................................................................................................... 8
Fire Prevention Division ............................................................................................................. 9
Training and Safety Division ..................................................................................................... 10
Awards ......................................................................................................................................... 11
The Future .................................................................................................................................... 11
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.
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

ORGANIZATIONAL CHART

Citizens of Grand Chute

Town Board
David A. Schowaller, Chairman

Town Administrator
Jim March

Fire Chief
Timothy A. Bantos

Administrative Assistant
Lisa J. Gabriel

Assistant Chief Operations
Richard K. Trilling

Division Chief Fire Prevention / Public Education
Matthew E. Kassiel

Assistant Chief Training / Safety / Health
Michael L. DeBruler

STATION #1
2250 Grand Chute Boulevard
Daily Staffing of 3

Blue Shift - 12 Hour Day
Career Officer
Career Driver / Operator
Career Firefighter

Grey Shift - 12 Hour Day
Career Officer
Career Driver / Operator
Career Firefighter

7 Shifts - 12 Hour Night
POP Officer
POP Driver / Operator
POP Firefighter

Paid-on-Premise Staff
7 Lieutenants
7 Driver / Operators
30 Firefighters

A-Shift - 24 Hour
Career Officer
Career Driver / Operator
Career Firefighter
Part-Time / POP Firefighter

B-Shift - 24 Hour
Career Officer
Career Driver / Operator
Career Firefighter
Part-Time / POP Firefighter

C-Shift - 24 Hour
Career Officer
Career Driver / Operator
Career Firefighter
Part-Time / POP Firefighter

STATION #2
2920 West Highview Drive
Daily Staffing of 4
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.

<table>
<thead>
<tr>
<th>2014 TOTAL CALLS</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Station #1 Calls</td>
<td>638</td>
</tr>
<tr>
<td>Station #2 Calls</td>
<td>1197</td>
</tr>
<tr>
<td>Overlapping (Back-to-Back) Calls</td>
<td>167</td>
</tr>
<tr>
<td>Average Response Time (1st Unit)</td>
<td>5:22</td>
</tr>
</tbody>
</table>

| Busiest Day of Week   | Saturday (385 Calls) |
| Busiest Day of Year   | Dec. 13th (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.

<table>
<thead>
<tr>
<th>AUTOMATIC AID</th>
<th>GIVEN</th>
<th>RECEIVED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appleton</td>
<td>18</td>
<td>19</td>
</tr>
<tr>
<td>Town of Menasha</td>
<td>11</td>
<td>2</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>MUTUAL AID</th>
<th>GIVEN</th>
<th>RECEIVED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appleton</td>
<td>3</td>
<td>7</td>
</tr>
<tr>
<td>Town of Menasha</td>
<td>2</td>
<td>4</td>
</tr>
<tr>
<td>Town of Center</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Town of Neenah</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Neenah-Menasha</td>
<td>0</td>
<td>1</td>
</tr>
</tbody>
</table>
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

- Excellent: 92%
- Very Good: 7%
- N/A: 1%

Personnel Answered My Questions

- Excellent: 89%
- Very Good: 10%
- N/A: 1%

Professional Appearance of Personnel

- Excellent: 92%
- Very Good: 7%
- Satisfactory: 1%

Personnel Arrived in a Timely Manner

- Excellent: 91%
- Very Good: 7%
- Satisfactory: 1%

Medical Care Provided By Fire Department Prior to Ambulance

- Excellent: 71%
- Very Good: 22%
- N/A: 1%
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.

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!
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.

<table>
<thead>
<tr>
<th>2014 PREVENTION SUMMARY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inspections Conducted</td>
</tr>
<tr>
<td>Public Education Events</td>
</tr>
<tr>
<td>Citizen Contacts</td>
</tr>
</tbody>
</table>

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.

<table>
<thead>
<tr>
<th>2014 SOCIAL MEDIA SUMMARY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Facebook “Likes”</td>
</tr>
<tr>
<td>Total Twitter “Followers”</td>
</tr>
</tbody>
</table>
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

<table>
<thead>
<tr>
<th></th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fire</td>
<td>1291.66</td>
</tr>
<tr>
<td>EMS</td>
<td>1876.35</td>
</tr>
<tr>
<td>Technical Rescue</td>
<td>204.91</td>
</tr>
<tr>
<td>Certification</td>
<td>106</td>
</tr>
<tr>
<td>Other</td>
<td>1909.66</td>
</tr>
</tbody>
</table>

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.

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.

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.
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.