

GRAND CHUTE FIRE DEPARTMENT



1937 Ford



2010 Pierce Impel

2012 ANNUAL REPORT



LETTER FROM THE CHIEF



It is my pleasure to present the Town of Grand Chute Fire Department's 2012 Annual Report which highlights the year's activities and achievements. We have made many strides in 2012 while remaining committed to our mission to protect the lives, property, and environment for the community we serve.

We had a very busy year responding to over 1,690 total incidents and expanded our efforts to be proactive in prevention, education and fire safety. We proudly celebrated our 75th Anniversary this past August and commemorated the event by inviting past members to mark the historic occasion. This celebration was held in conjunction with our annual "Safety Day" event and our first ever fire apparatus parade. The response was incredible and we reached our highest attendance levels since starting the event.

Each year we seek to improve the efficiency and cost effectiveness of our operations. With the advances in technology, we made the move and utilized grant money to purchase iPads which have streamlined our prevention and inspection services. We launched a program offering Community CPR and First Aid classes to residents and businesses to foster our relationship with the community. In 2012, we documented twenty six automatic aid calls after recently implementing an Automatic Aid Agreement with the City of Appleton to enhance our response capabilities similar to existing agreements with the Town of Menasha and the Town of Center.

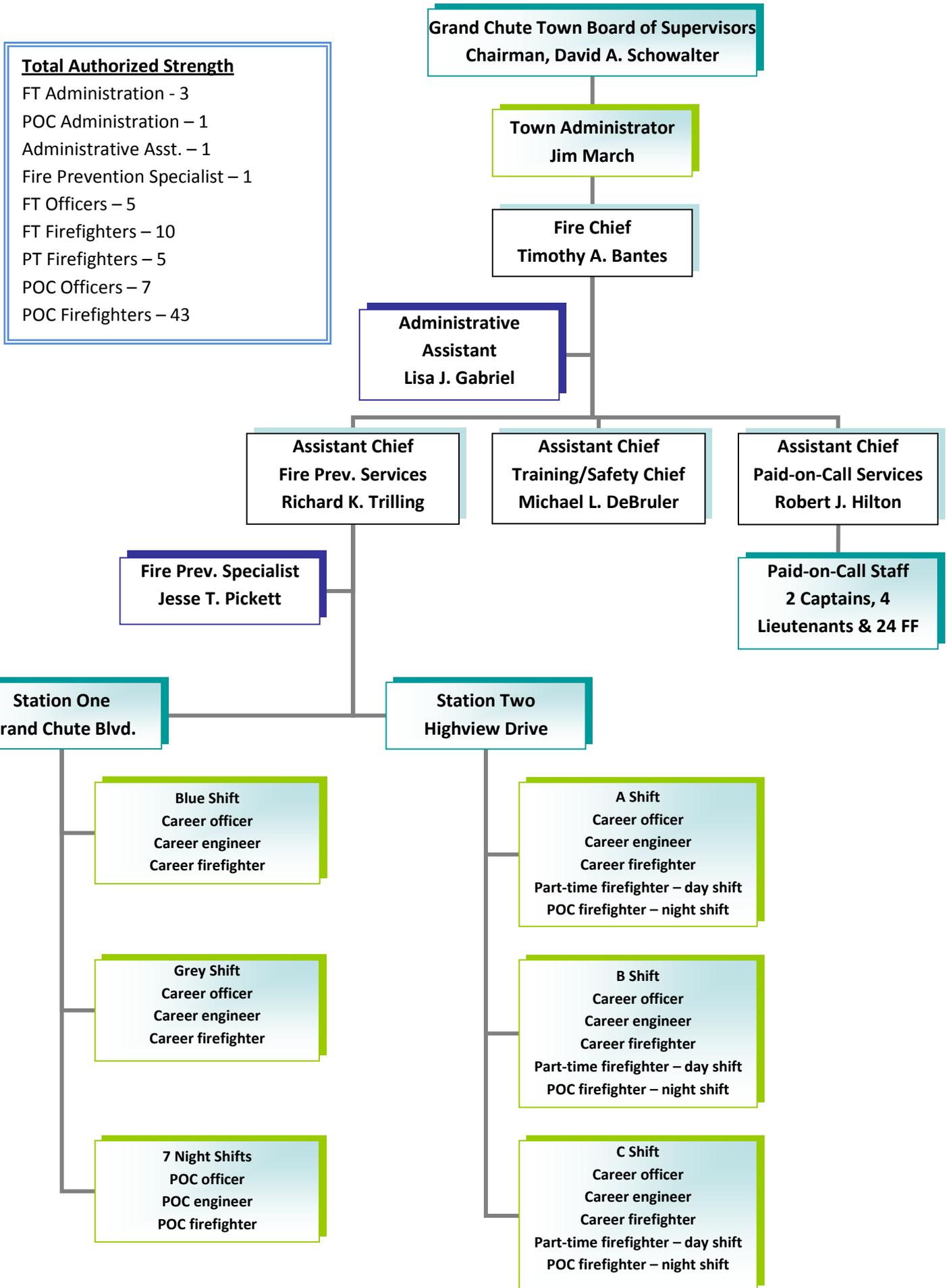
The strength of our department relies on the dedication of the men and women who serve and support our commitment to provide the community of Grand Chute with the best possible service with professionalism, preparation, and above all, compassion, for all of our citizens.

A handwritten signature in black ink, appearing to read "Timothy A. Bantes".

TIMOTHY A. BANTES

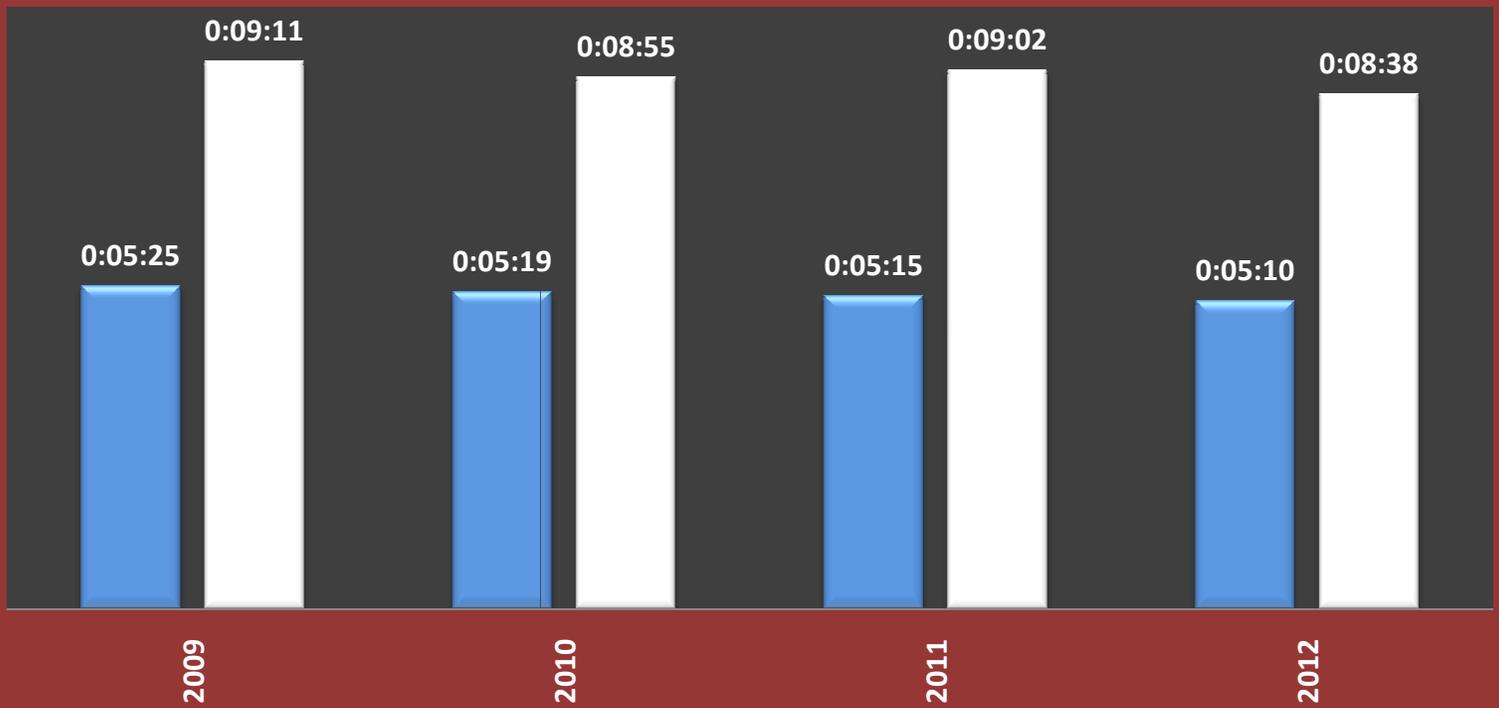
FIRE CHIEF

FIRE DEPARTMENT ORGANIZATIONAL CHART

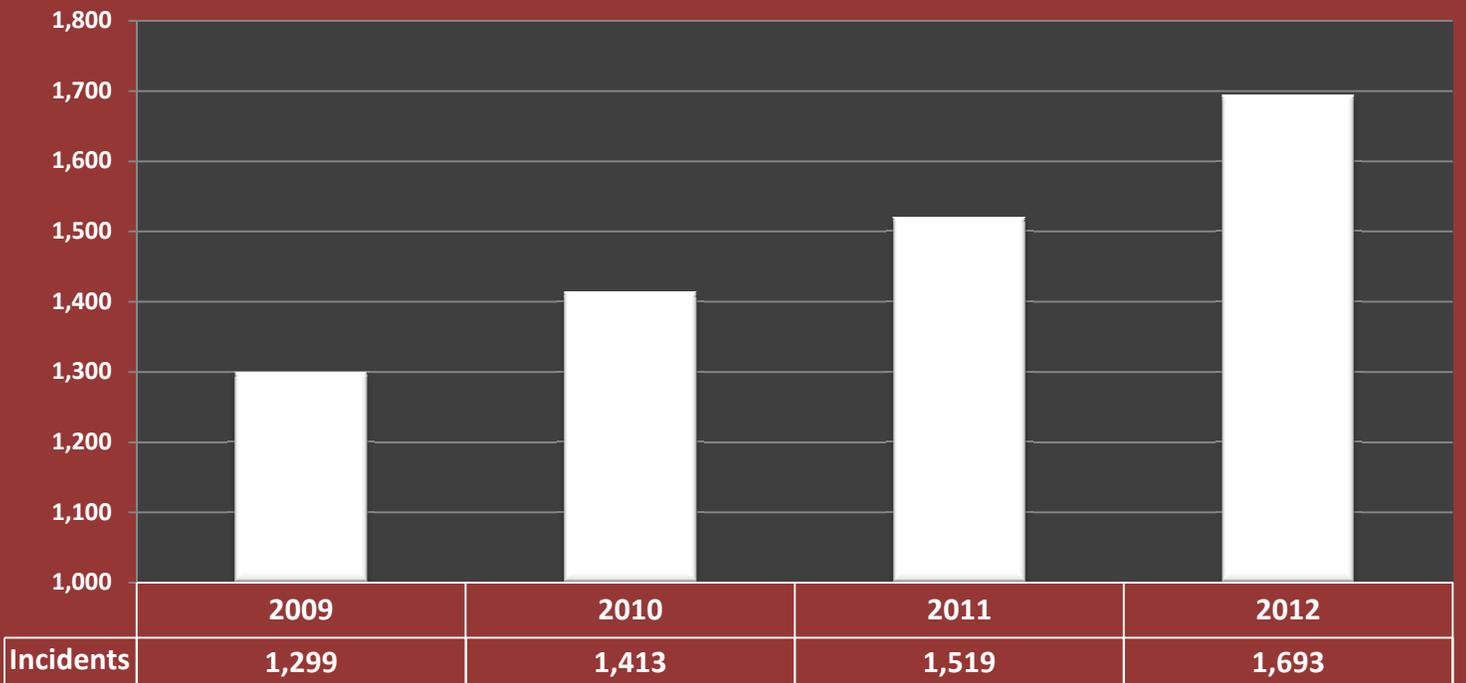


Average Emergency Response Times (2009-2012)

■ First Suppression Unit Time
 ■ Second Suppression Unit Time



Total Incidents by Year (2009 - 2012)

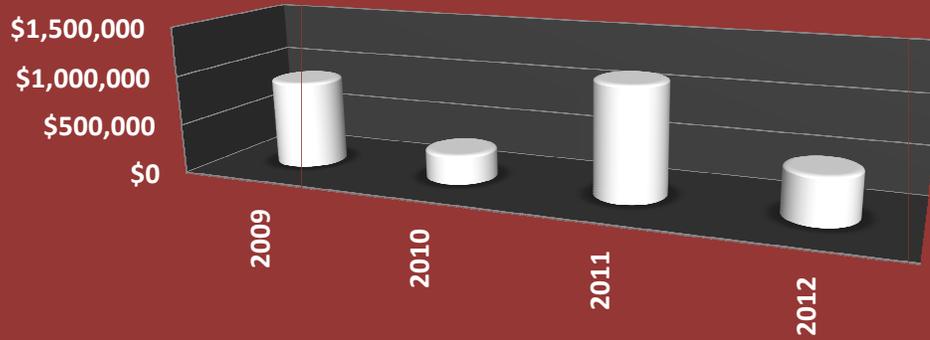


	2009	2010	2011	2012
Incident Type				
Fire	54	55	52	52
Overpressure Rupture, Explosion, Overheat (No Fire)	4	1	1	2
Rescue & Emergency Medical Service	821	879	1064	1158
Hazardous Condition (No Fire)	81	126	107	102
Service Call	69	80	72	86
Good Intent Call	93	89	84	105
False Alarm & False Call	171	168	137	183
Severe Weather & Natural Disaster	0	7	0	1
Special Incident Type	6	8	2	4
Totals	1299	1413	1519	1693



- August was our busiest month with 161 incidents.
- February 24th & October 8th both had 14 calls making them our most active days
- Thursday had the most calls totaling 258
- Calls per station
 - Station # 1 629
 - Station # 2 1,068
- Overlapping or back to back calls totaled 159
- Call volume was the highest in the area immediately surrounding the mall with 347 calls

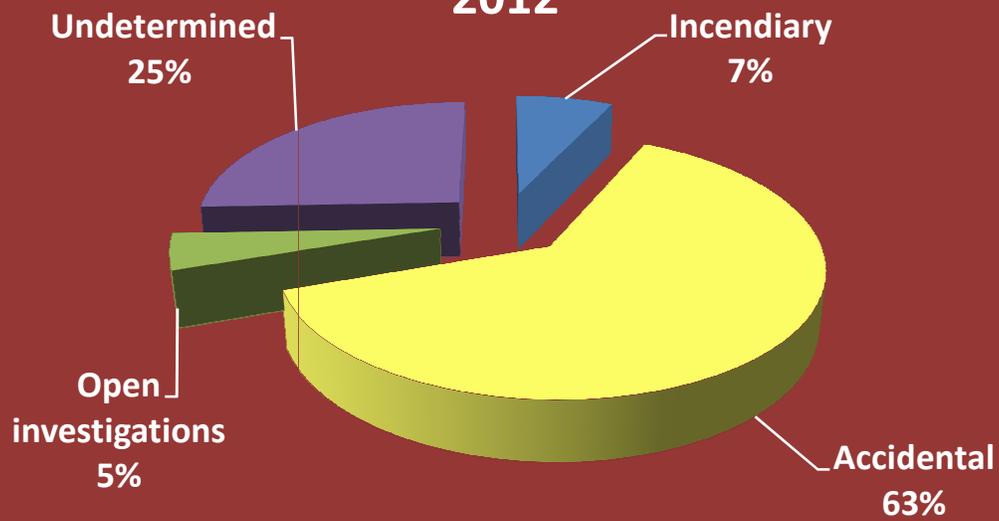
Dollar Loss by Year (2009 - 2012)



	2009	2010	2011	2012
■ Dollar Loss	\$892,100	\$301,000	\$1,139,427	\$469,797

\$13,130,600 in property value was *saved* in 2012

Fire Cause 2012



FIRE PREVENTION

INSPECTIONS

Routine	3,658
Pre-Occupancy (New Occupancy)	58
Re-inspections	53
Open Burning	5
Life Safety (Capacity Checks)	23
Tent	50
Fire Suppression System	16
Fire Alarm System	10
Hotel/Motel	1
TOTAL	3,874

Violations found during routine inspections **3,426**

PUBLIC EDUCATION

	Events
Babysitting Class	1
Community Events	23
CPR Training	13
Delivering Fire Prevention	2
Fire Drills	2
Fire Extinguisher Training	1
Fire Safety Training	3
Fire Station Tours	17
School Programs	14
Sprinkler Demonstration	0
Summer Parks Program	5
Blood Pressure Clinic	12
NEWSAP Smoke Alarm Install	0
TOTAL	93

Total Public Attendance

3,626 Children
2,559 Adults **TOTAL 6,185**



A regional Fire Prevention & Safety Grant was awarded to Grand Chute FD, Neenah Menasha Fire Rescue, City of Green Bay FD and Town of Menasha FD to install ten year battery smoke alarms in eligible homes. The total of this grant was in the amount of \$54,390.

SMOKE DETECTOR & CARBON MONOXIDE DETECTOR PROGRAMS

Smoke Detector Checks	26
CO Detectors Loaned Out	12

FIRE PERMITS ISSUED

Recreational	14
Agriculture	16
Prescribed	2
TOTAL	32

Three iPads were implemented in our bi-annual fire inspection program. A grant was awarded to the fire department from FM Global in the amount of \$2,000 to purchase two iPads and licenses.



2012 Poster Contest Winner

Training

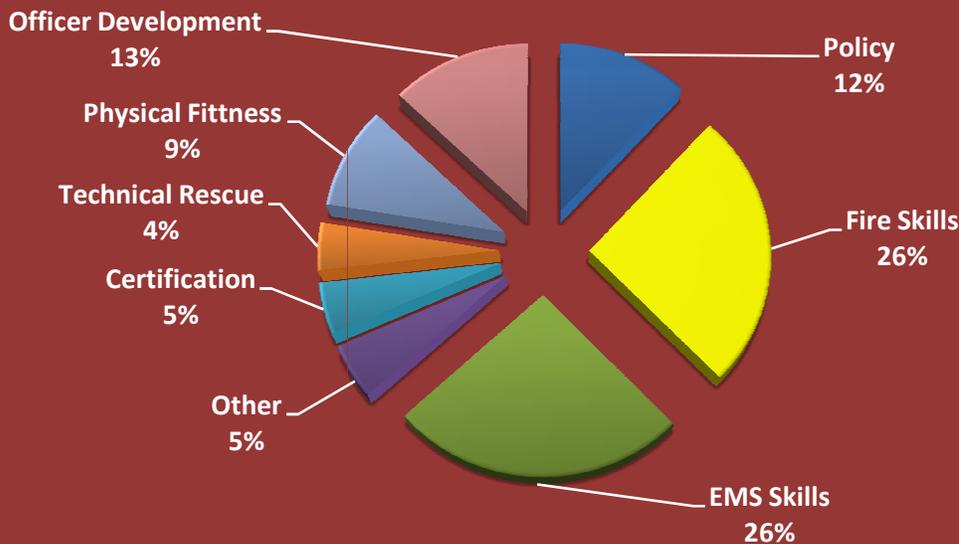
Department training is completed using a variety of methods and formats. Scheduled training is conducted bi-monthly with members completing company-level drills throughout the week. Outside training consists of conferences, the National Fire Academy, online media and various seminars.

2012 Total Training Hours:

Policy	741
Fire Skills	1,605
EMS Skills	1,600
Certification	297
Technical Rescue	274
Physical Fitness	595
Officer Development	802
Other	317
Total Training Hours for 2012	6,231



2012 Training by Category

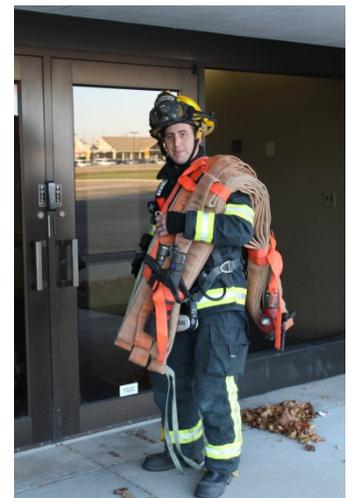


Safety Committee:

	<u>2012</u>	<u>2011</u>
➤ Total number of incident reports received:	5	9
➤ Number of days loss due to injury:	0	0
➤ Number of incidents requiring emergency medical care:	0	0

Occupational Health:

- Total number of annual respirator physicals: 24
- Total number of pre-employment physicals: 2
- Total Number of "Fit for Duty" required exams: 0



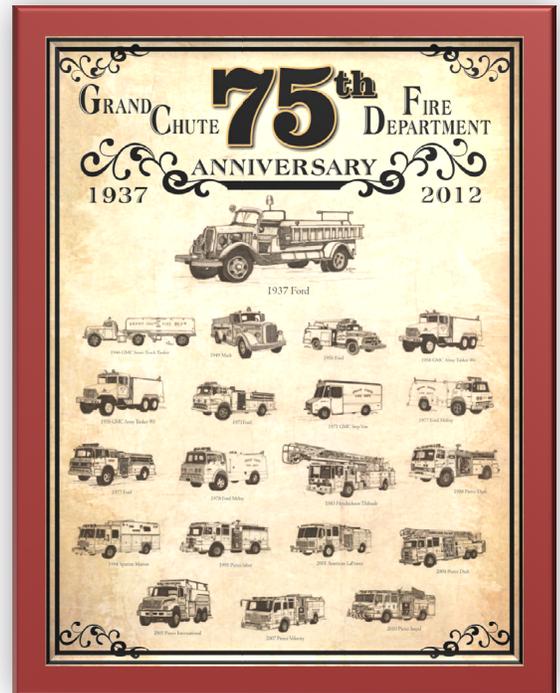
2012 Department Accomplishments

- 75th Anniversary Commemoration
 - Alumni dinner
 - Roll call board dedication
- Third Annual Safety Day
 - Fire truck parade with fifty apparatus from area departments
 - Greatest attendance for the last three years
- Charity Basketball Game with Town of Menasha Fire Department to benefit Charlie Knuth
 - A charity basketball game was organized between Grand Chute FD/PD and Town of Menasha FD/PD.
- FM Global Grant awarded for iPads - \$2,000
- Transition to paperless fire inspection – iPads
 - Using our Firehouse data entry program we are able to use iPads to conduct our bi-annual fire inspections. We are able to email out our inspection reports saving time and money on printing our inspection reports as we did in the past.
- Fire Prevention and Safety Grant awarded for a digital fire extinguisher trainer - \$17,600
 - Fire extinguisher trainer will be used to give residents and businesses the opportunity to learn and practice using a fire extinguisher
- Regional Fire Prevention and Safety Grant awarded to install smoke alarms - \$54,390
 - Grand Chute FD, Neenah Menasha Fire Rescue, City of Green Bay FD and Town of Menasha FD received this grant to install new smoke alarms in homes that were built before 1992.
- Public CPR Training
 - Provide CPR training to the public & community groups
- Functional Emergency Operations Center (EOC) Training Exercise
 - A functional training took place town wide using our EOC simulating a town wide natural disaster. The EOC is stationed at our fire department headquarters in our training rooms. It functions as a central location for all departments to handle a large incident situation in the town.
- UW Oshkosh Fire Science Camp held at GCFD
 - Through a combination of instruction and hands-on applications, young men and women ages 15-20 participated in a variety of activities that present a realistic view of fire service careers. Participants are challenged with team building, leadership development and field activities.

- EMT-Basic Class
 - Our FD personnel started an Emergency Medical Technician Basic (EMT-B) class in fall of 2012 with completion scheduled for May 2013
- Joint Training
 - City of Appleton FD - Acquired structure located on Ballard Rd focusing on fire scenarios including live fire evolutions.
 - City of Appleton FD and Town of Menasha FD - High-rise operations in building on College Ave.
 - City of Appleton – Two-day extrication hands on training on large vehicles (school bus, city bus and semi tractor trailer).
 - Town of Menasha – Search and rescue operations at three story building slated for demolition on Wisconsin Ave.

Ongoing Programs/Events ~

- Quality improvement of fire calls
- Quality improvement of EMS calls
- Continued Insurance Service Organization (ISO) evaluation
- Customer service feedback cards
- Update community through social media
- Fire Prevention Calendar – Third Edition
- Hosted Candidate Physical Ability Test (CPAT) with Fox Valley Technical College
- National Night Out
- Third Grade fire prevention poster contest
- “Delivering Fire Prevention” program with Domino’s and ThedaCare
- Carbon monoxide alarm loaner program
- Blood pressure clinic



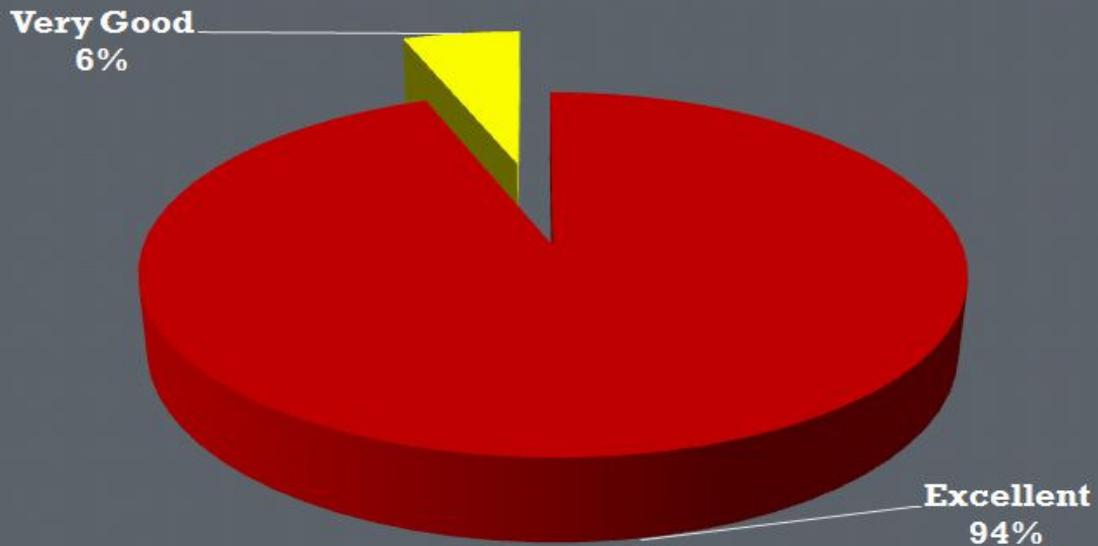


**2012
Customer Service Feedback Results**

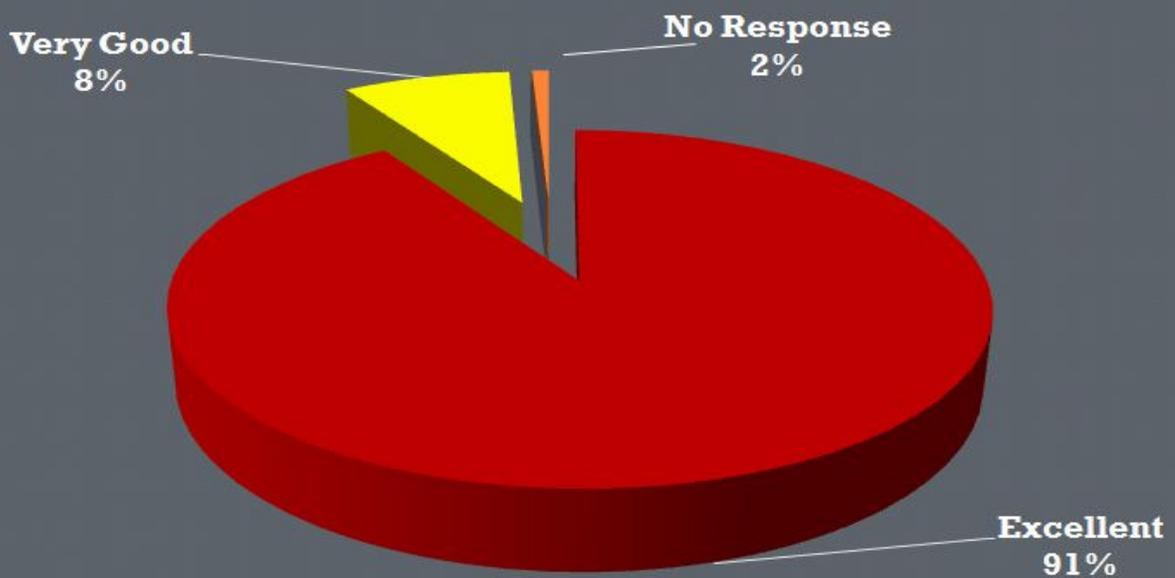


**EMS/Suppression
Feedback
267 Mailed
125 Returned
46.82% Return Rate**

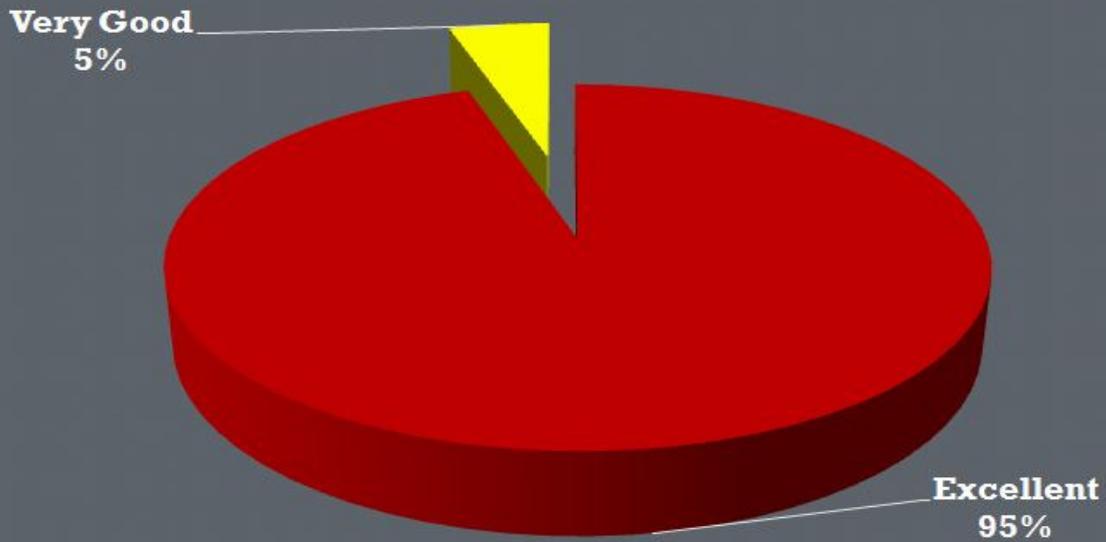
Personnel Were Courteous & Helpful



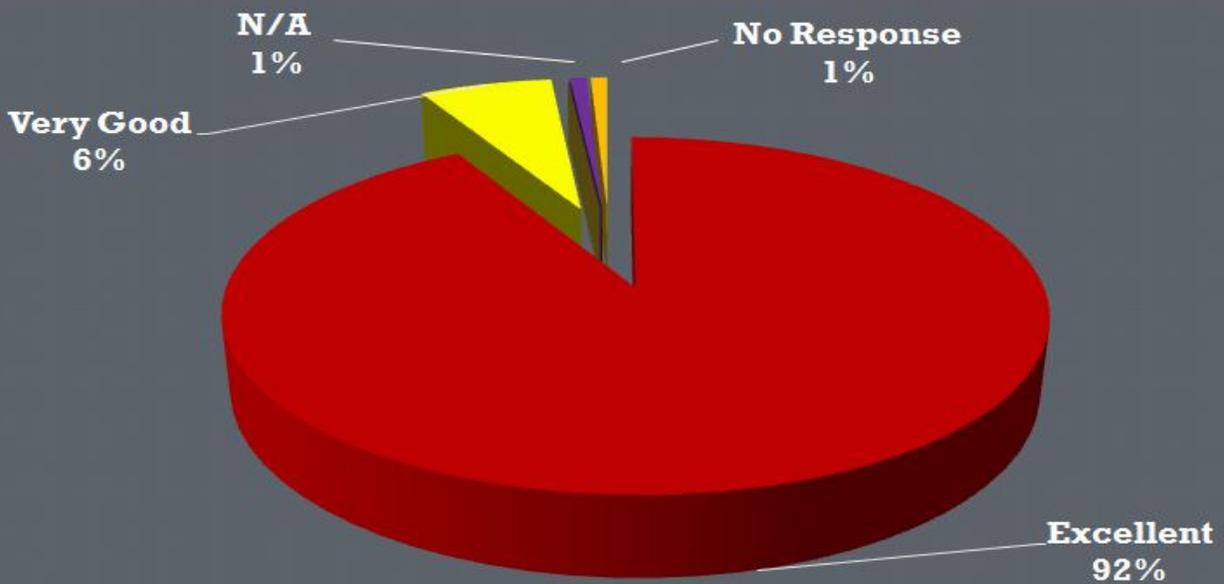
Personnel Answered My Questions & Kept Me Informed



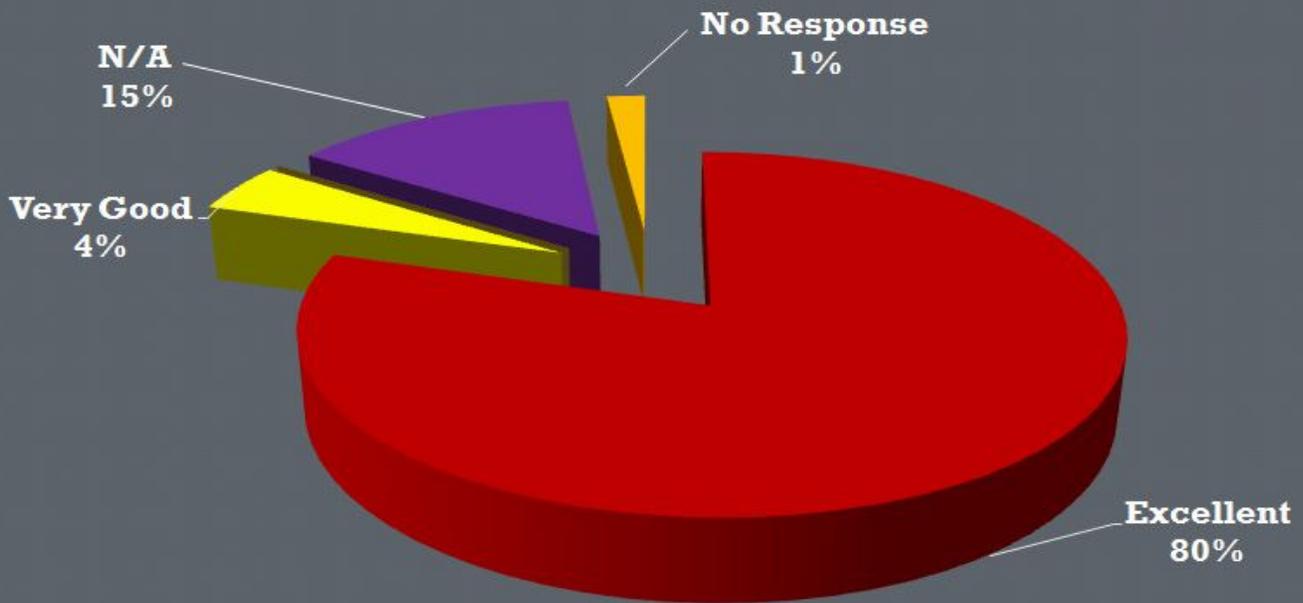
Professional Apperance of Personnel



Personnel Arrived in a Timely Manner



Emergency Medical Care Provided by Fire Dept. Prior to Arrival of Ambulance



Comments

CO Detector Issue, came to house – tested – advised new detector – very helpful & professional. Also talked w/kids ~ keep up great work

Thank you!

They were very helpful. Thank you!

Awesome Service and Great staff

My care by all emergency personnel has been excellent

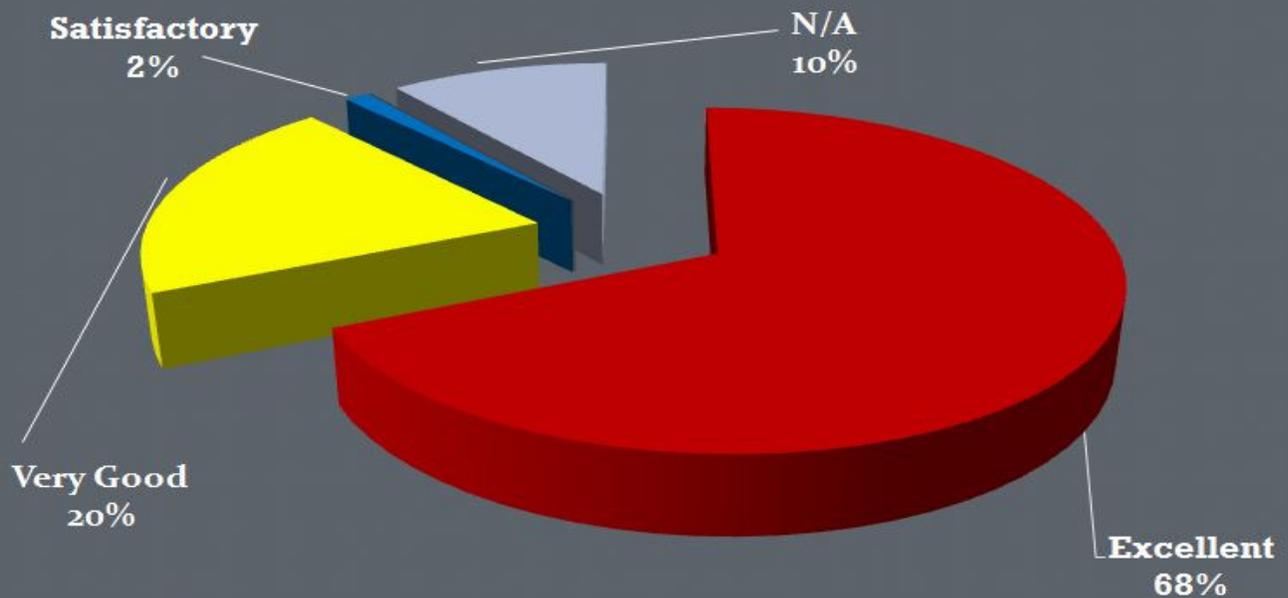
I was treated very kindly. Thank you for all your help. I was scared but reassured

Awesome

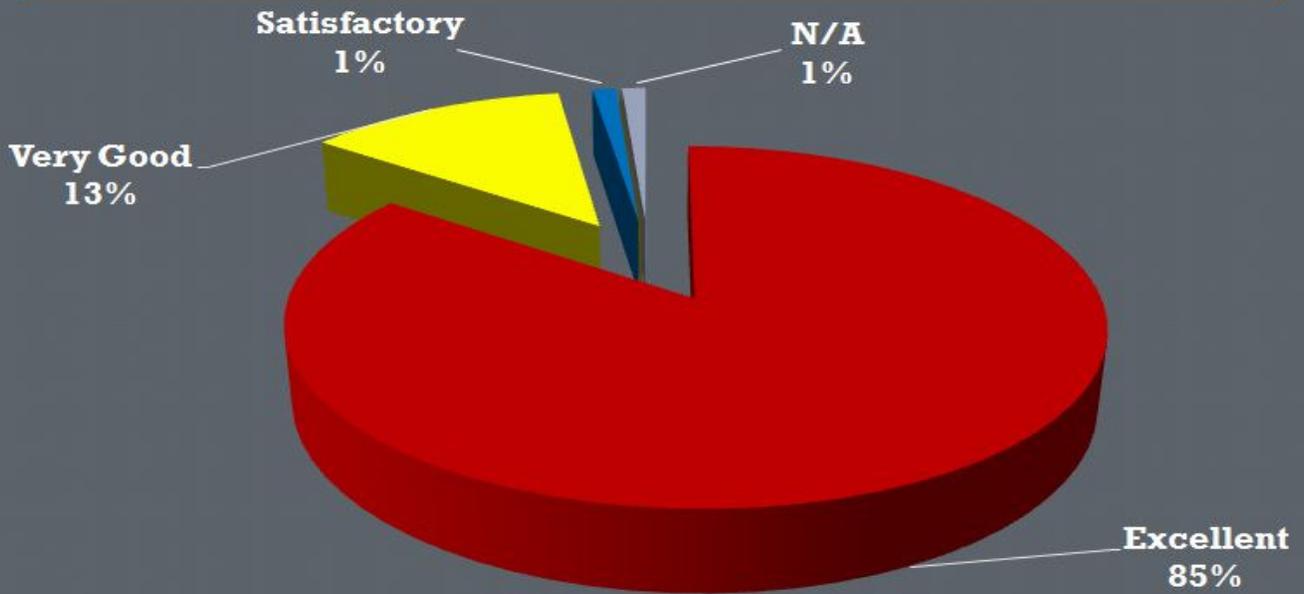


**Fire
Inspections**
168 Mailed
88 Returned
52.38% Return Rate

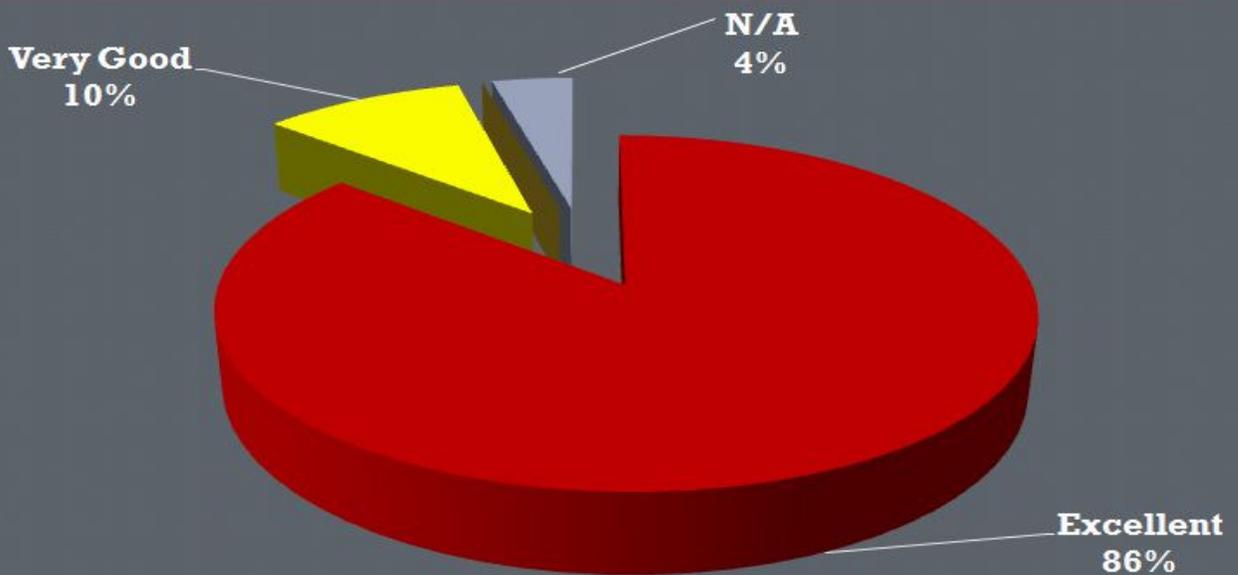
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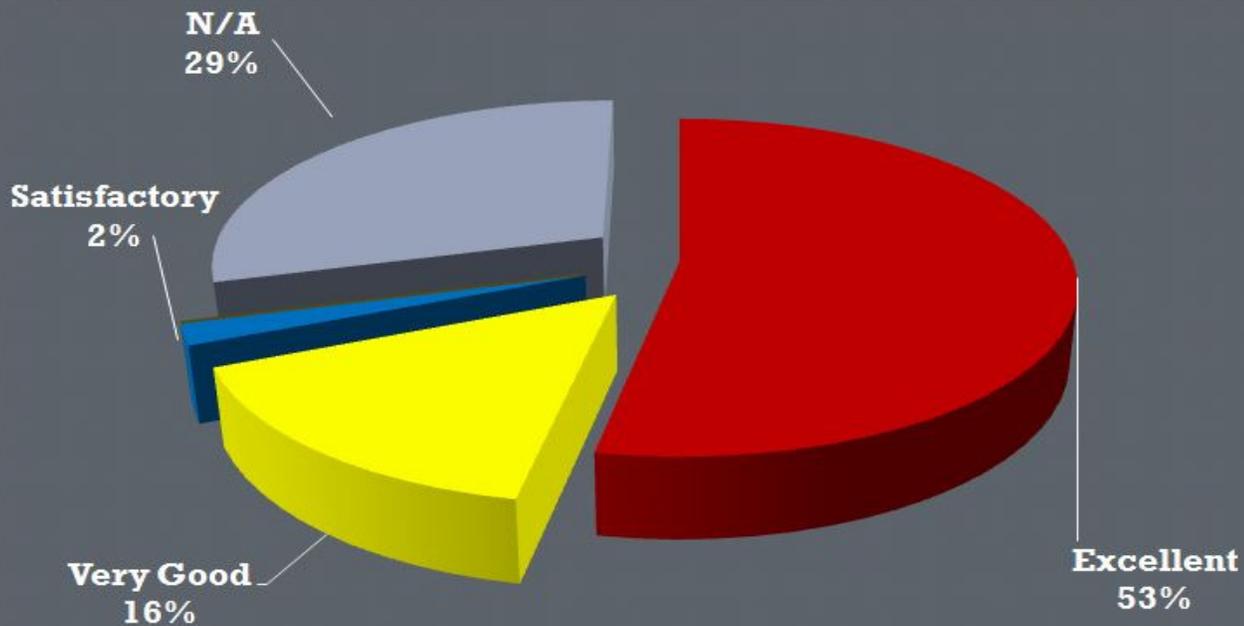
Personnel Were Courteous & Helpful



Professional Appearance of Personnel



Violation Issues Were Clearly Explained



Comments

The guys are always kind and professional

Excellent work guys

Good Job!

Thanks!

Great Jobs Guys

The Grand Chute Fire "Brigade" rocks! No if's ands or (cigarette) butts about it



Grand Chute Fire Department
STATION # 2
WHEN SIDEWALKS
FREEZE WALK
SAFELY PLEASE

