

# *GRAND CHUTE FIRE DEPARTMENT*

## **2015 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

Once again, I am honored to have the privilege to submit the Grand Chute Fire Department's 2015 Annual Report summarizing the activities and achievements of both your firefighters, and the organization as a whole. The pages that follow provide a balance of quantitative and qualitative insight into our relentless efforts dedicated to ensuring the highest level of customer-centered emergency and risk reduction services are provided, while aggressively maintaining accountability and fiscal responsibility.

As the fire service and our community continues to evolve, we are presented with new and unique challenges which require a combination of collaboration, critical thinking, and innovation from those who strive for excellence in the delivery of emergency services. I am consistently impressed by our personnel's ability to adapt to this dynamic environment, as well as the changing needs of those they serve. I both admire and commend their unwavering commitment to enhancing the safety and preserving the quality of life for the citizens and visitors of Grand Chute. There is no doubt that they represent the best the fire service has to offer.

On behalf of your entire fire department, I want to thank you for taking the time to review our organizational highlights from 2015. We are honored to serve, and remain dedicated to ensuring that you "experience better" all-hazards emergency response and risk reduction services in 2016.

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.**

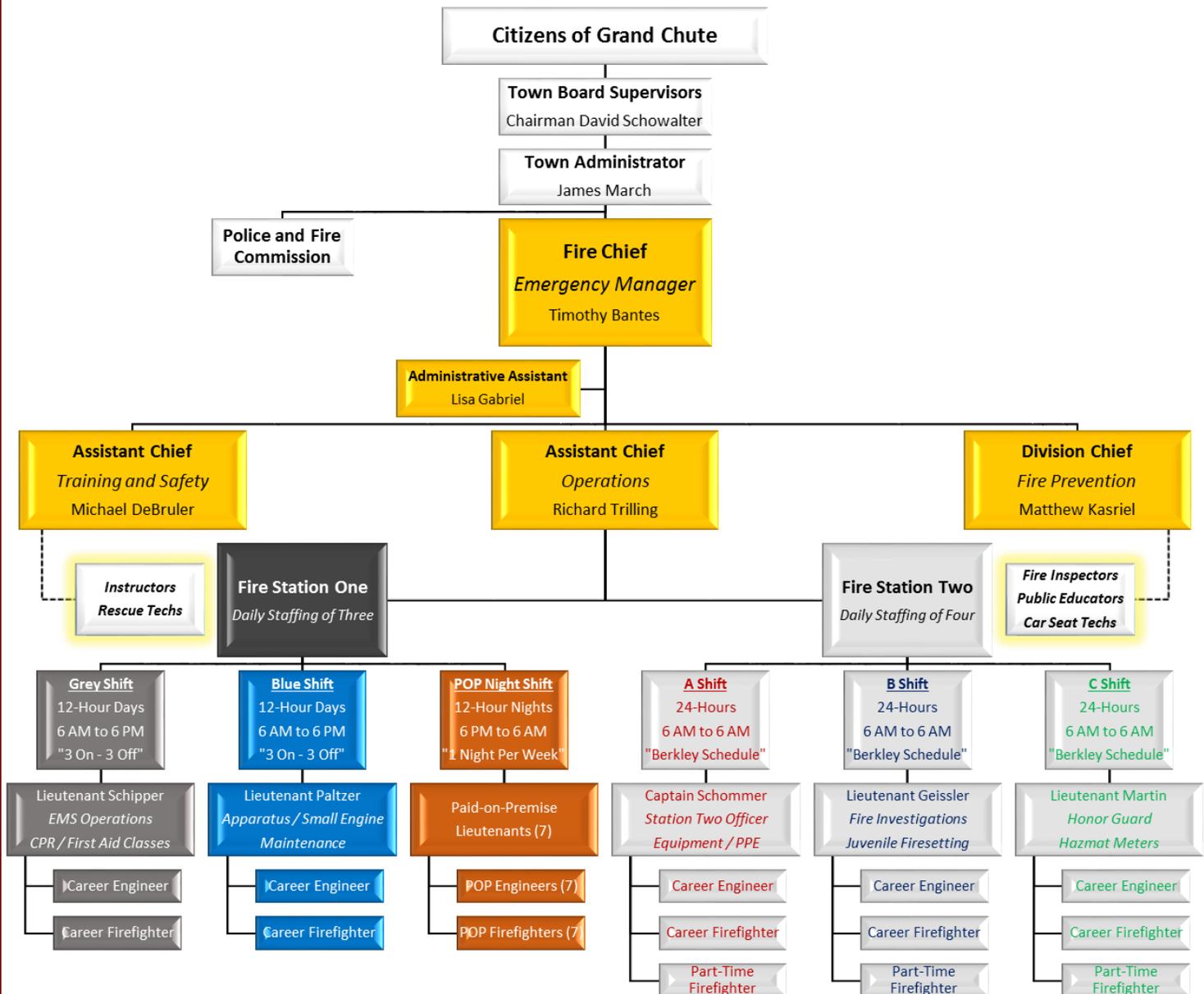
***Vision/Creativity:* We encourage imaginative problem solving, innovation, resourcefulness, and thought out risk-taking.**

***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.**



# GRAND CHUTE FIRE DEPARTMENT Organizational Chart



## WHO WE SERVE, HOW WE SERVE

The Grand Chute Fire Department provides all-hazard emergency response and risk reduction services to a population of 21,909 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 bustling Fox River Mall and retail corridor, as well as the Fox Valley Technical College bringing the estimated daytime population to approximately 70,000. This robust response area is served by two fire stations with a combined daily staffing compliment of seven firefighters. Our dedicated staff consists of a total combination of 20 career, 5 part-time, and 35 paid-on-premise personnel answering more than 2,100 emergency calls for service in 2015.



[Station One](#) was built in 2008 and is located at 2250 Grand Chute Boulevard. Station One 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 Two](#) was built in 2015 and is located at 3900 West Spencer Street. Station Two is staffed by four personnel and houses one front line [engine](#), and one [reserve engine](#) company.



## UPDATED WEB PRESENCE

As part of a town-wide effort in 2015, the Grand Chute Fire Department completely redesigned its [website](#) to provide the public with easily accessible, timely, and relevant information regarding our organization and the services we provide.



## NEW GCFD LOGO

In an effort to align our organizational branding with the new Town Logo unveiled in 2015, we have developed a new patch to emblemize our department and its proud history. The design incorporates a traditional "maltese cross" representative of the fire service, the "star of life" recognizing our role as EMS providers, the State of Wisconsin, as well as the new "GC" Logo which serves as the focal point.



**INCIDENT STATISTICAL SUMMARY**

<u>CATEGORY</u>	<u>2014</u>	<u>2015</u>
Total Incidents	1835	2102
Station #1 Incidents	638	824
Station #2 Incidents	1197	1278
Simultaneous Incidents	167	226
Multi-Company Incidents	204	277
Day (6A-6P) Incidents	1195	1422
Night (6P-6A) Incidents	640	680

**INCIDENT TYPE SUMMARY**

<u>CATEGORY</u>	<u>2014</u>	<u>2015</u>
Rescue and EMS	1267	1304
Good Intent Call	157	309
False Alarm / Call	156	175
Service Call	96	135
Hazardous Condition	86	112
Fire	70	61
Special Incident Type	2	4
Overpressure, Explosion	0	1
Severe Weather	1	1

**FRACTILE RESPONSE PERFORMANCE**

<u>TIME</u>	<u>GOAL</u>	<u>MET</u>	<u>90%</u>
Processing	60 Sec.	88%	79 Sec.
Turnout	60 Sec.	65%	88 Sec.
Travel	240 Sec.	59%	388 Sec.

**AUTOMATIC / MUTUAL AID SUMMARY**

<u>AUTO AID GIVEN</u>	<u>2014</u>	<u>2015</u>
Appleton	21	19
Town of Menasha	13	9
Town of Center	0	1
<u>AUTO AID RECEIVED</u>	<u>2014</u>	<u>2015</u>
Appleton	19	35
Town of Menasha	6	12
Town of Center	1	0



**MABAS INCIDENTS 2015**

Total Responses	10
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**OPERATIONS DIVISION**

**GCFD Dedicates New Fire Station Two**

Following more than twelve months of planning and construction, the Grand Chute Fire Department held a dedication ceremony commemorating the opening of the new Fire Station #2 on Tuesday July 21<sup>st</sup>.

The facility was constructed following the completion of a comprehensive study determining that fire and emergency services could be delivered more effectively and efficiently from the



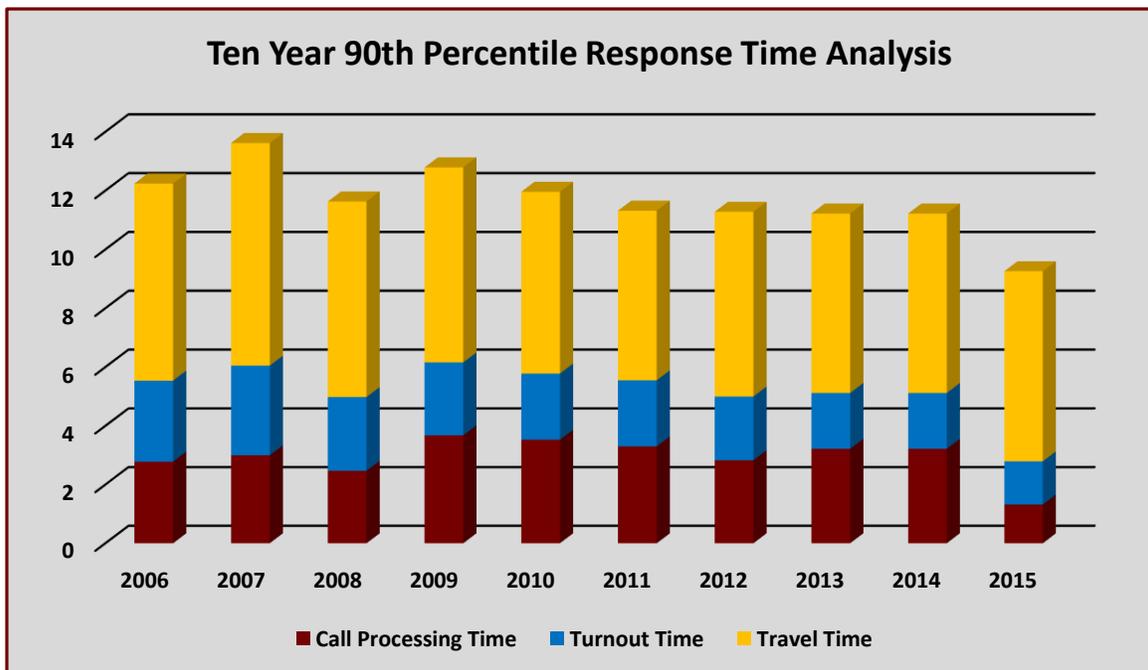
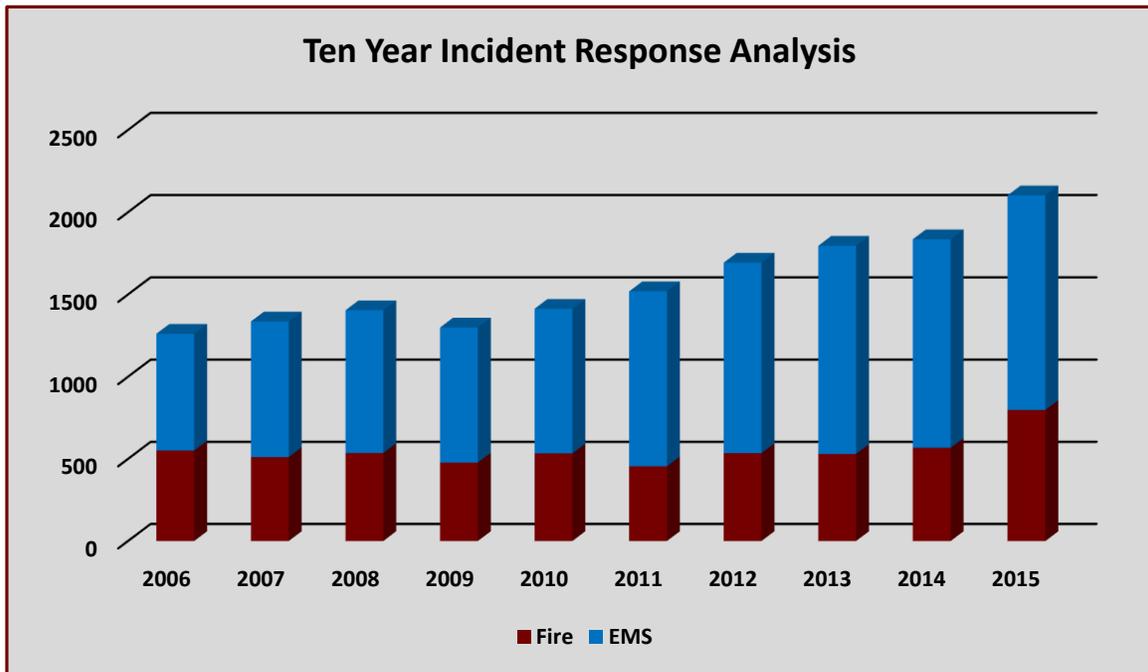
Spencer Street location. The building replaced an existing forty year-old fire station which previously served as the municipal court and police station, and had become plagued with increasing maintenance costs. The new 10,500 square foot facility was completed within schedule and budget parameters, boasting energy efficient features including in-floor heating, high efficiency boilers, exterior LED lighting, and bi-fold bay doors.

**COMPARING FOX VALLEY FIRE SERVICES**

<u>FIRE DEPARTMENT</u>	<u>POP. SERVED</u>	<u>FT FF</u>	<u>POC FF</u>	<u>FIRE STATIONS</u>	<u>2015 RUNS</u>
CITY OF KAUKAUNA	15,462	19	15	One	1,512
TOWN OF MENASHA	18,498	4	54	Two	1,060
<b>GRAND CHUTE</b>	<b>21,909</b>	<b>19</b>	<b>35</b>	<b>Two</b>	<b>2,102</b>
NEENAH-MENASHA	43,504	68	0	Four	2,442
APPLETON	73,737	96	0	Six	4,414



## RESPONDING TO GROWTH: A DECADE OF SERVICE



## NOTABLE INCIDENTS OF 2015



On March 7<sup>th</sup> we responded to a garage fire, encountering heavy fire conditions upon arrival. The fire was brought under control in approximately 20 minutes, however the building and contents were declared a total loss. A nearby home and additional garage suffered moderate heat damage, but were protected from becoming involved in fire.

On August 1<sup>st</sup> we responded to a call for a residential structure fire, encountering heavy fire conditions on arrival. Following an aggressive interior fire attack and search effort, deteriorating conditions forced crews to withdraw from the building and transition to a defensive strategy. The fire was eventually upgraded to a third alarm, and one firefighter was evaluated on scene for heat exhaustion.



On October 5<sup>th</sup> we responded to a report of a structure fire, arriving to find a heavily involved attached garage with fire extending into the single-family dwelling on the property. Crews were on scene for several hours conducting fire attack, search, and overhaul operations.

On October 16<sup>th</sup> we responded to reports of a structure fire, arriving on scene to find a large body of fire venting through the roof of a two-story, sixteen unit apartment building. As fire attack efforts were initiated, crews simultaneously conducted interior searches of the building under deteriorating conditions and determined that all of the residents had evacuated. The fire was brought under control before it consumed the north half of the building.



## EMERGENCY MEDICAL SERVICES

Since 1998 the Grand Chute Fire Department has been delivering [emergency medical services](#) in a tiered response system with Gold Cross Ambulance, the primary ambulance transport provider for the Fox Valley. Under this system, fire personnel provide EMS first response patient care prior to the arrival of [Gold Cross Ambulance](#), or in conjunction with their personnel already on scene. Recognizing the value of these services and seeking to have an even greater impact on the care for those in our community, our organization began a transition from First Responder to the Emergency Medical Technician service level in 2014, completing our first full year of service at the EMT Level in 2015. This



additional training enhances our ability to assess and treat patients utilizing advanced level skills and interventions not available at the first responder level. Additionally, we sought independent medical direction from [Dr. Ryan Murphy](#), an Emergency Room Physician who provides focused oversight



*Dr. Ryan Murphy*

to our EMS program and personnel. Dr. Murphy continues to demonstrate his value as an integral member of our team, assisting us in ensuring high quality care is delivered at this increased level, benefiting those we serve and enhancing the effectiveness of the tiered response system in collaboration with Gold Cross.

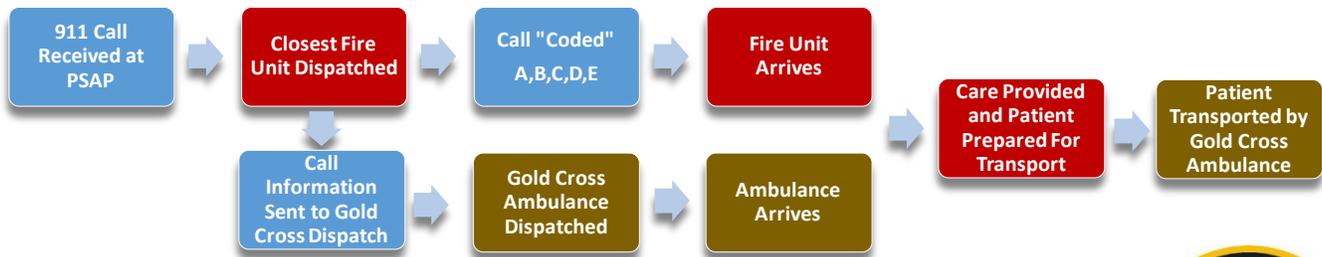
### 2015 EMS INCIDENT SUMMARY

<u>CHIEF COMPLAINT</u>	<u>PATIENTS</u>
Fall Victim	208
Sick Person	170
Breathing Problem	137
Unconscious / Fainting	107
Chest Pain	87
Convulsions / Seizure	82
Traffic Accident	80
Unknown Problem	62
Traumatic Injury	56
Diabetic Problem	44
Abdominal Pain	36
Ingestion / Poisoning	36
Stroke / CVA	30
Hemorrhage / Laceration	22
Back Pain	20
Cardiac Arrest	18
Heart Problems	16
Psychiatric Problems	14
Assault	12
Not Applicable	11
Allergies	9
Choking	7
Headache	7
Pregnancy/Childbirth	5
Burns	3
Eye Problem	3
Heat / Cold Exposure	3
Stab / Gunshot Wound	2
Animal Bite	1
CO Poisoning / Hazmat	1
<u>PATIENT AGE GROUP</u>	<u>%</u>
60 to 70	14.14 %
50 to 60	13.84 %
80 to 90	13.45 %
70 to 80	12.38 %
30 to 40	11.22 %
20 to 30	10.22 %
40 to 50	9.15 %
10 to 20	6.00 %
90 to 100	5.76 %
0 to 10	3.61 %
100 to 110	.23 %

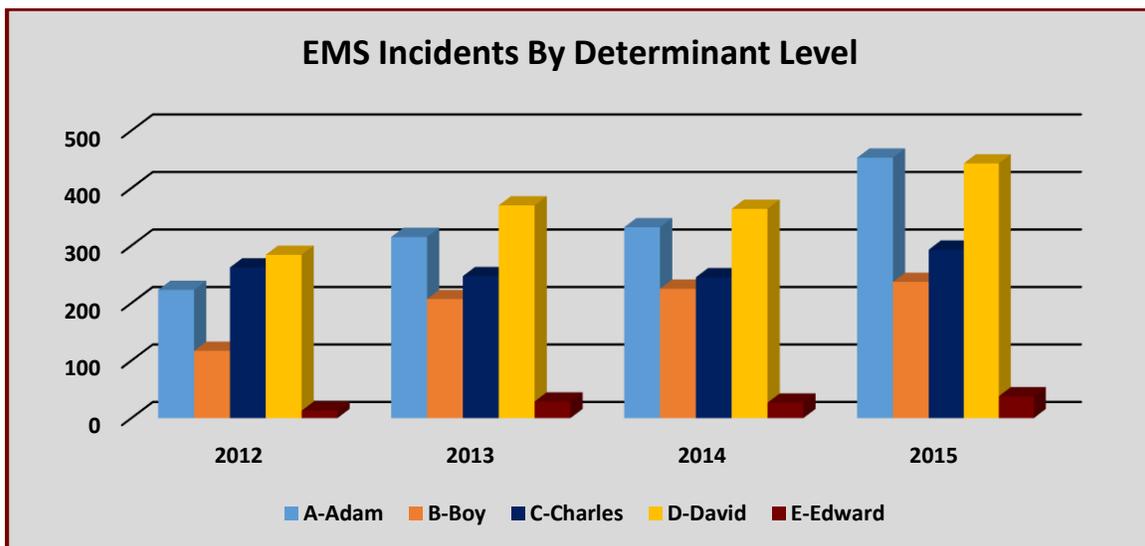


## WHEN SECONDS COUNT: PRIORITY DISPATCHING

Under our system, basic life support or BLS resources (Grand Chute Fire Units), and advanced life support or ALS resources (Gold Cross Ambulance) are systematically deployed by 911 dispatchers operating under the guidelines of a program known as the [“Medical Priority Dispatch System”](#). This best-practice dispatching protocol utilizes a standardized format and set of interview questions to rapidly yet methodically collect critical information pertaining to the emergency, which is then utilized to generate a “determinant code” for the incident. A flow chart depicting the dispatch and deployment of resources, as well as a more detailed explanation of the process is provided below.



Upon receipt of a 911 call reporting a medical emergency, [Outagamie County 911](#) dispatchers rapidly collect the minimal information necessary (location, nature of call, etc.) to provide a “pre-alert” dispatch for the closest available fire unit recommended by a GPS-based vehicle locating system. The purpose of this pre-alert notification is to facilitate a rapid initial response (which can be downgraded after priority coding) while information is still being gathered by dispatchers. Simultaneously, call information is transferred by the Outagamie County 911 Center to Gold Cross who independently determines the most appropriate ambulance to send to the call. Based on additional information provided to the dispatcher by the caller, an alphabetical call determinant level of E-Edward, D-David, C-Charles, B-Boy, or A-Adam is assigned to the call and forwarded to responding crews. E-Edward calls represent those with the most severe and immediate life threat, while A-Adam calls represent the most minimal threat.



### SIXTH ANNUAL SAFETY DAY



On Saturday September 12<sup>th</sup>, the Grand Chute Fire Department hosted the Sixth Annual "Jesse Pickett" Family Safety Day. This event, which aims to educate the public on a broad scope of safety-related topics is 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.

<u>SOCIAL MEDIA SUMMARY</u>	<u>2014</u>	<u>2015</u>
Total Facebook "Likes"	1710	2540
Total Twitter "Followers"	693	955

### 2015 TOP SOCIAL MEDIA POST

A facebook post depicting a dog warming in a fire apparatus cab after being removed by firefighters from a submerged vehicle following a water rescue incident in a local retention pond garnered 186 "likes" and was viewed by 14,078 users!



## FIRE PREVENTION DIVISION

### Firefighters Remind Drivers to Slow Down

Grand Chute Firefighters maintained an active presence in our school zones during the first week of September reminding drivers to watch their speeds, and ensuring the children in our community started the school year off safely.



### Fire Prevention Week 2015

The month of October was dedicated to visiting with area children to educate them on the importance of [fire prevention](#) and safety. Strong partnerships with our local schools enable us to provide this proactive learning experience to the children of our community at an early age.



Activities included fire station tours at both our Grand Chute Boulevard and Spencer Street

facilities, daycare visits, the fire prevention poster contest, and an interactive "Fire Prevention Jeopardy" game which tests the knowledge of older students.



<u>PREVENTION SUMMARY</u>	<u>2014</u>	<u>2015</u>
Inspections Conducted	3176	3289
Public Education Events	100	93
Citizen Contacts	7457	6701



## FIRE PREVENTION DIVISION

### GCFD Recognized For Health Partnership

[Outagamie County Public Health](#) recognized the Grand Chute Fire Department as the inaugural recipient of the "Public Health Partner of the Year" Award in

2015. This honor was bestowed upon our organization and firefighters as a result of our collaboration with [Safe Kids Wisconsin](#), which

has facilitated the installation of hundreds of safety seats, as well as sponsorship of a recycling event for car seats which are no longer



serviceable. **Engineer Siegmann and Firefighter Lazcano (above), and Engineer Pavasaris and Firefighter Jape (left)** each



completed 24 hours

of Child Passenger Safety Technician Training, enabling them to work alongside Public Health Department staff as we continue to host

monthly car seat fittings at Fire Station One. We are humbled to receive this recognition, and look forward to cultivating our relationship with these public



health allies as we continue to partner on this, and other projects to enhance the safety and quality of life for those in our community.

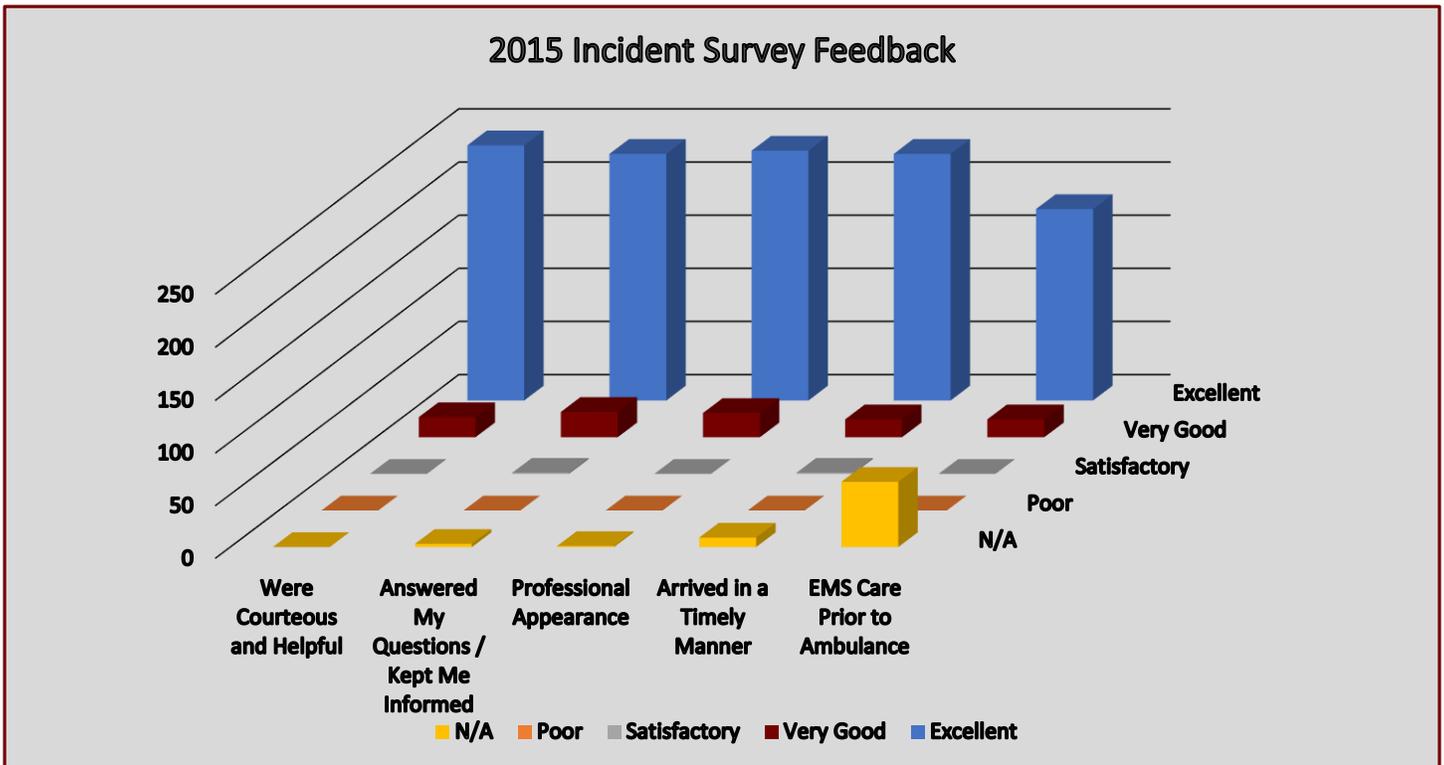
### STATION TWO HOSTS LONG-TIME ADMIRER

For as long as our most senior fire personnel can remember, Scott or "Scooter" as his friends call him, has been visiting the Fire Station on Highview Drive, admiring the fire apparatus and even picking up old copies of Firehouse Magazine to peruse in his spare time. Having lost a close friend and longtime roommate in 2015, the C-Shift Firefighters at Station Two thought that Scooter's spirits might be lifted by a "VIP" tour of the new station on Spencer Street, along with a little quality time with the crew he has come to endear. Scooter, accompanied by an Agape Employee, joined the crew at Station Two for lunch, toured the new facility, and even got to help out with a little fire hose training! Special thanks to Lieutenant Paltzer, Engineer Olson, and Firefighter Berglund for making this possible!



## STRIVING FOR EXCELLENCE: CUSTOMER SERVICE SURVEYS

In 2015 we continued our efforts to measure and evaluate the quality of our service provision via our customer satisfaction survey provided to those who call on us during emergencies. We continue to enjoy both a high return-rate (263 returned out of 510 sent, or 52%) and “score” on this survey instrument, giving us the ability to monitor our performance over time.



*“Excellent service – be proud of your department.”*

*“Your team is amazing. I am so grateful! You even cleaned up the blood that was all over my kitchen floor.”*

*“Our FD is the best we’ve ever had. We’ve lived in 9 different cities.”*

*“Firemen were outstanding – kind, proactive, compassionate and respectful. They were quite excellent. Thank you!”*

*“Absolutely outstanding! They were so kind and compassionate to my kids, husband, and myself during an extremely stressful time for my family and I. Thank You!”*

*“The Firefighters really helped me to feel taken care of after my accident. I had been injured but was in shock and didn’t realize it, but the team helped me get thru that difficult experience. Thank You!”*

*“Thank You! Your kindness and professionalism was superior, very much appreciated.”*

*“Thank you – great team – very helpful. Very kind to my husband who is disabled and worried – great care.”*

*“They were all absolutely wonderful. They couldn’t have been better.”*

*“We want to thank the personnel for being so helpful and courteous. They were great.”*

*“Outstanding care! Thank You!”*



## TRAINING DIVISION

### Fire Department Partners With McCain

Grand Chute Fire Personnel continue to partner with [McCain Foods](#) to conduct training exercises simulating hazardous materials incidents at the facility on Hickory Farm Lane. This collaborative effort enables firefighters to establish a safe and productive working relationship with McCain's internal emergency response team, while gaining an understanding of their operational capabilities pertaining to hazardous materials incident response.



### Live Fire Training

Following several weeks of live fire training held in conjunction with the City of Appleton and Town of Menasha Fire Departments, the Grand Chute Fire Department conducted a final "burn" exercise at this acquired structure on North



Lynndale Drive. Firefighters stood by as the home was allowed to be fully consumed by fire.

### 2015 TRAINING SUMMARY

Training Sessions Held	487
Member Attendance	1669
Total Hours	3729.28

## CO-OP TRAINING IN CENTER

In 2015 GCFD personnel were invited to the Town of Center to conduct a walk-through of the new [Larsen Co-Op](#) grain storage and drying facility. As a part of the session, our ladder truck was set up to give those in attendance a better understanding of its capabilities and limitations for use in various potential fire and rescue situations this facility could present.



## ADVANCED FIRE OFFICER CERTIFICATION

Six GCFD officers completed their National [Fire Officer II Certification](#) in 2015. In order to obtain this advanced certification, members participated in an on-line course through facilitated by the [Fox Valley Technical College](#), successfully passed a written examination, and completed a skills evaluation proctored by Chief Fire Officers from area fire departments. Congratulations to Assistant Chief DeBruler, Division Chief Kasriel, Captain Schommer, and Lieutenants Schipper, Gretzinger, and Martin!



## AWARDS AND ACHIEVEMENTS



Under the leadership of **Lieutenant Brad Paltzer**, the crew of Engine 2622 (**Engineer Aaron Stark, and Firefighters Wade Thorson and Ryan Monaghan**) received a **Unit Citation** for their life saving actions on an EMS response involving two patients who had overdosed on narcotics.



Under the leadership of **Lieutenant Bill Gretzinger**, the crew of Squad 2671 (**Engineer Jeremy Stern and Firefighter Jeremy Hanson**) received a **Unit Citation** for their actions on a water rescue incident involving a vehicle submerged in a retention pond.



Under the leadership of **Lieutenant Brad Paltzer**, the crew of Engine 2622 (**Engineer Robert Olson, and Firefighters Eric Berglund and Jason Biese**) received a **Unit Citation** for their actions on a water rescue incident involving a vehicle submerged in a retention pond.



## LETTERS OF COMMENDATION

Lieutenant Paulson  
Lieutenant Gretzinger

## SERVICE AWARDS

Asst. Chief DeBruler – 15 Years  
Lieutenant Everson – 15 Years  
Engineer Pavasaris – 15 Years  
Lieutenant Gretzinger – 10 Years  
Chief Bantes – 10 Years  
Lieutenant Hansen – 10 Years  
Lieutenant Paulson – 10 Years



In July of 2015, Fire Chief Tim Bantes was elected by his peers to serve as a Trustee on the Board of Directors for the [Wisconsin State Fire Chiefs Association](#).



Lieutenant Michael Geissler was recognized for ten years of service on the Seminar Committee of the [Wisconsin Branch of the International Association of Arson Investigators](#) in 2015.