

GRAND CHUTE FIRE DEPARTMENT ANNUAL REPORT

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INTEGRITY

HONOR

PRIDE

COURAGE



LETTER FROM THE CHIEF



Each year the Grand Chute Fire Department provides an annual report that identifies the department's activities and accomplishments for the previous year. Our 2011 report provides detailed information about the work our members perform as we continue to strive to meet the department's mission for all who live and work in the Town of Grand Chute.

We had a very safe and productive year in 2011. We sustained no loss of life from fires and the yearly fire dollar loss statistics were right on target with the exception of one vehicle fire with a rather high value loss late in the year. We were pleased to see our incident response times continue to improve for yet another year.

In September, 2011, the department held our Second Annual Safety Day in conjunction with West Fest. This event was a huge success with attendance in excess of 600 people. The attendees were treated to a vast array of safety and fire equipment presentations including our very popular "live fire" home sprinkler demonstration. I would like to express my sincere thank you to all Grand Chute Fire Department members whose hard work made this event such a success.

We are excited to announce that the Grand Chute Fire Department has begun utilizing social media in 2011! We began using Twitter, www.twitter.com/GrandChuteFire in May and continue to use Facebook, www.facebook.com/GrandChuteFire to reach out to the public and relay information and education.

Members of the Grand Chute Fire Department remain committed to provide the best fire, rescue and emergency medical services while continuing to be proactive in fire safety, prevention and education. We will continue to pursue excellence while maintaining efficiency and cost effectiveness. I am confident that a review of this annual report will confirm our dedication to this life safety goal. We assure every citizen that our mission will be accomplished in a fashion which reflects this department's dedication to outstanding customer service.

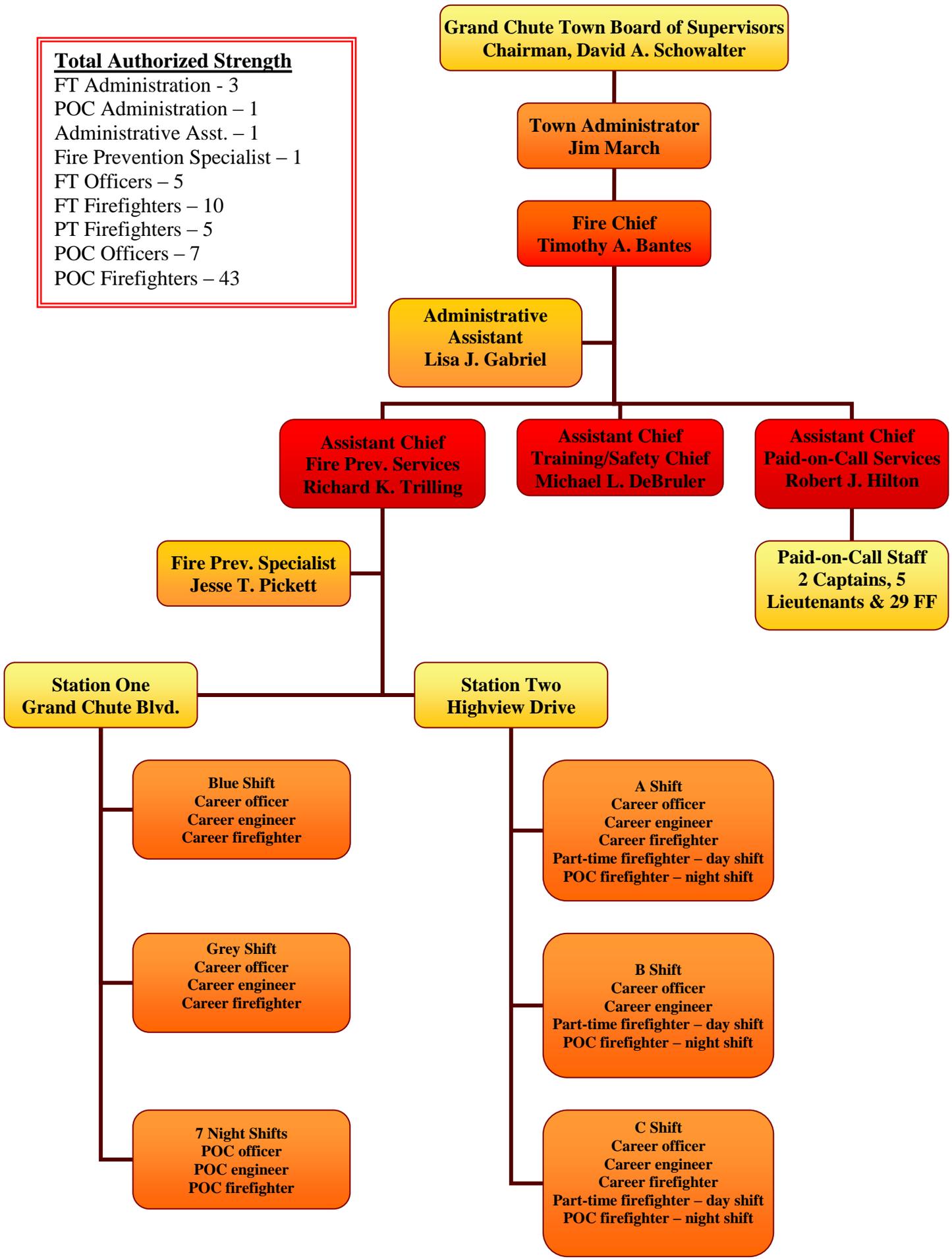
A handwritten signature in black ink, appearing to read "Timothy A. Bantes". The signature is fluid and cursive, with a large initial "T" and "A".

Timothy A. Bantes

Fire Chief

FIRE DEPARTMENT ORGANIZATION CHART

Total Authorized Strength
 FT Administration - 3
 POC Administration - 1
 Administrative Asst. - 1
 Fire Prevention Specialist - 1
 FT Officers - 5
 FT Firefighters - 10
 PT Firefighters - 5
 POC Officers - 7
 POC Firefighters - 43



Average Emergency Response Times (2008-2011)

■ First Suppression Unit Time

■ Second Suppression Unit Time



- ~ July was once again our busiest month with 155 incidents which was up 5 from 2010.
- ~ Of our 1,519 incidents, Friday was our most active day with 257 calls.
- ~ Our longest call was 5 hours and 3 minutes for a structure fire at 4016 Town Lakes Circle. This was also the first box alarm for MABAS in Outagamie County history.
- ~ On September 2, 2011 a major storm passed through Outagamie County, including Grand Chute, with an estimated damage of 5.4 million for the county. This day was our busiest single day with 19 calls in the Town.
- ~ There were 152 overlapping calls in 2011 which was up from 126 in 2010.
- ~ How we receive our calls
 - 91.83% E911
 - 3.02% Radio
 - 2.83% GCFD non-emergency number
 - 2.32% Other

Calls per district -
1 = 536
2 = 971
Mutual Aid = 12

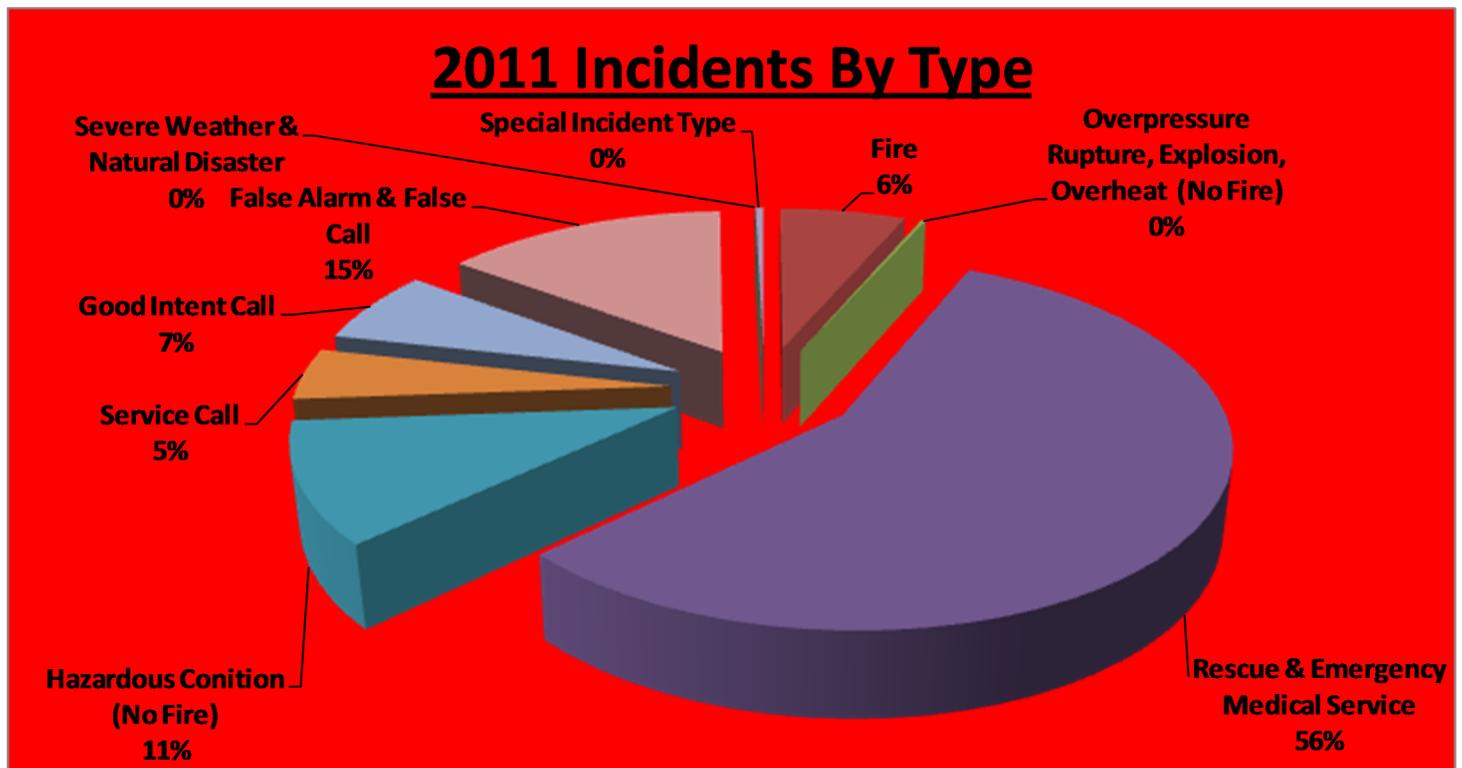


Picture taken of a Pierce Fire Truck fire at N McCarthy Rd and W Capitol Dr. on 11/13/11. This was our highest dollar loss at 1 million dollars.

INCIDENTS ~ 2008 - 2011

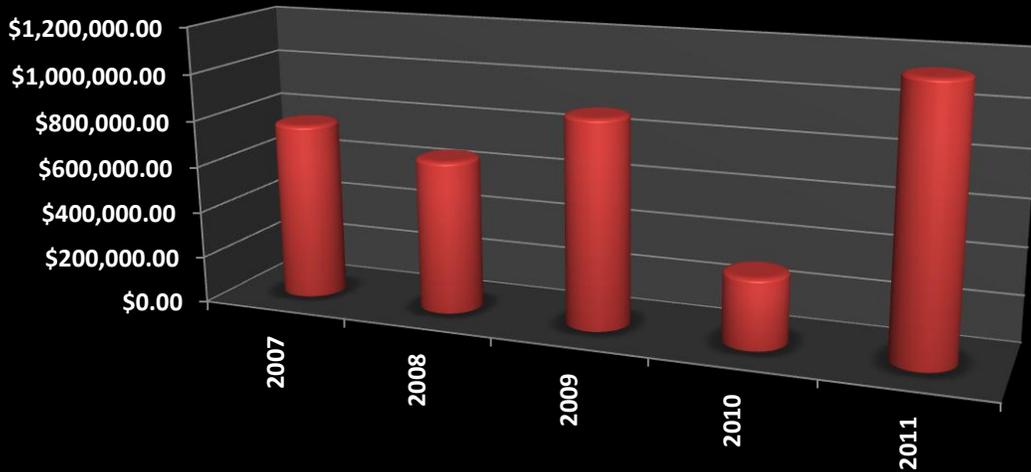
	2008	2009	2010	2011
Incident Type				
Fire	62	54	55	52
Overpressure Rupture, Explosion, Overheat (No Fire)	2	4	1	1
Rescue & Emergency Medical Service	868	821	879	1064
Hazardous Condition (No Fire)	113	81	126	107
Service Call	73	69	80	72
Good Intent Call	87	93	89	84
False Alarm & False Call	191	171	168	137
Severe Weather & Natural Disaster	3	0	7	0
Special Incident Type	5	6	8	2
Totals	1404	1299	1413	1519

- * Fire = All fires not just structure fires
- * Rescue & EMS Examples = extrication, motor vehicle accidents, all medical calls
- * Hazardous Condition Examples = fluid clean up, power lines down, carbon monoxide incident
- * Service Call Examples = lock out, illegal burning, smoke or odor removal
- * Good Intent Call Examples = cancelled en route, no incident found, smoke scare
- * Special Incident = citizen complaints



2011 FIRE STATISTICS

Dollar Loss by Year (2007-2011)



	2007	2008	2009	2010	2011
Dollar Loss	\$764,535.00	\$660,435.00	\$892,100.00	\$301,000.00	\$1,139,427.00

2011 would have been a record low for dollar loss; however we had one vehicle fire that was a total loss worth \$1,000,000

Structure Fires:

Incidents – 13
 Total Value - \$73,776,582
 Total Loss - \$105,207
TOTAL SAVED - \$73,671,375

Fire Determination:

Accidental – 31
 Incendiary – 2
 Natural – 1
 Undetermined - 15

Other Fire Incidents

Grass, Brush or Vegetation – 10
 Cooking Fires/Burnt Food – 5
 Chimney Fires – 1
 Dumpster Fires - 8

Photo Courtesy of Sherri Mielke, Greenville



FIRE PREVENTION

INSPECTIONS

Routine		3,567
Pre-Occupancy (New Occupancy)		60
Re-inspections		67
Open Burning		10
Life Safety	Capacity Checks	15
Tent		50
Fire Suppression System		1
Special		4
TOTAL		3,774

Violations found during routine inspections **1,689**

PUBLIC EDUCATION

	Events	
Babysitting Class	3	
Community Events	17	
CPR Training	5	
Delivering Fire Prevention	4	
Fire Drills	9	
Fire Extinguisher Training	1	
Fire Safety Training	5	
Fire Station Tours	15	
School Programs	18	
Sprinkler Demonstration	1	
Summer Parks Program	6	
Blood Pressure Clinic	6	
TOTAL		89

Total Public Attendance

3,659	Children	
2,881	Adults	TOTAL
		6,540

HOURS OF PUBLIC EDUCATION 378

FIRE PERMITS ISSUED

Recreational	381	
Agriculture	9	
Prescribed	1	
TOTAL		391

Awarded a \$2,000 grant through The Walmart Foundation to purchase 73 Smoke Alarms & 20 Carbon Monoxide Alarms.



In 2010 we implemented a carbon monoxide (CO) detector loaner program. This program was used 18 times in 2011, up 8 from 2010.

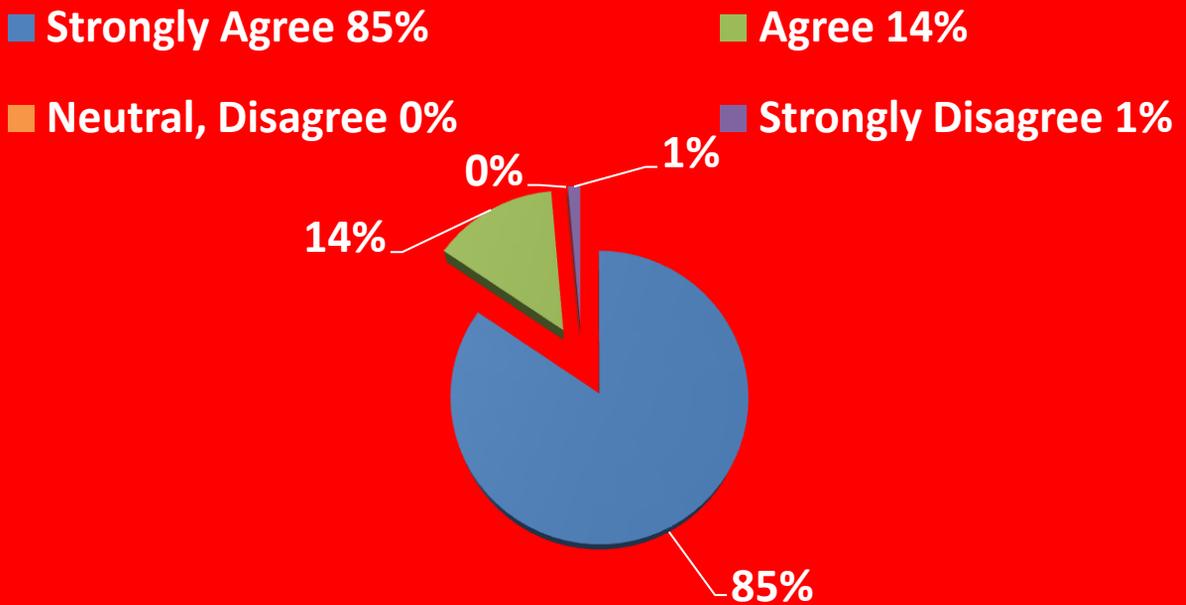


Customer Satisfaction Survey Results 2011

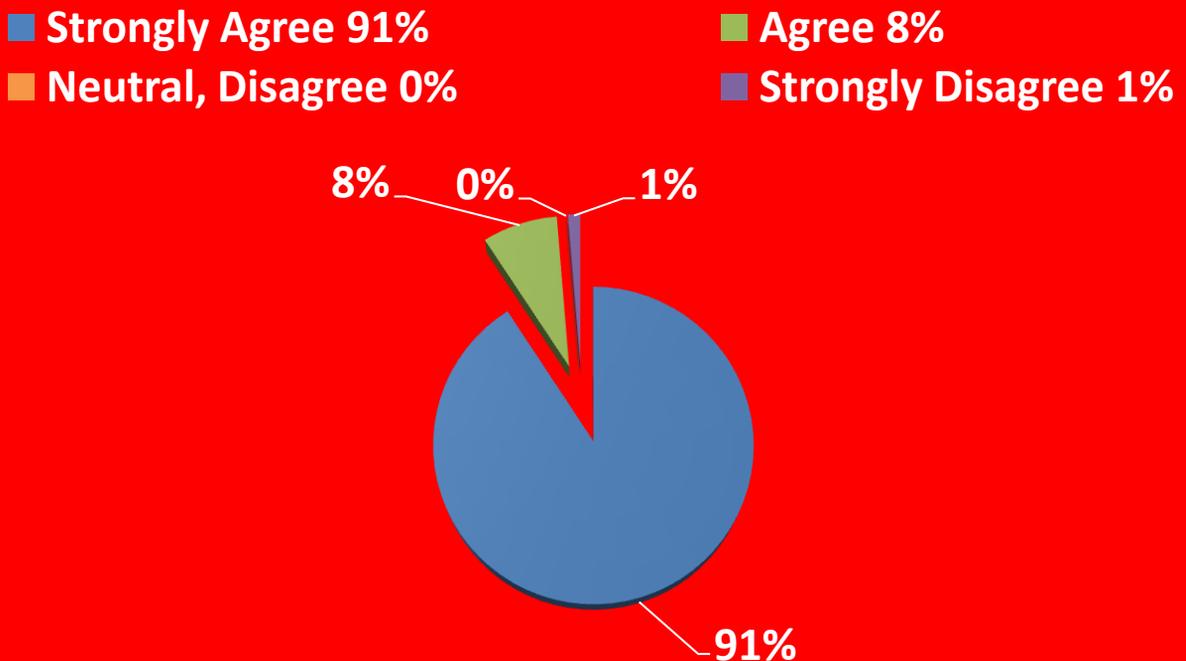
Suppression & EMS Calls

SENT – 137 RETURNED - 76 55% RETURN RATE

Personnel answered my questions

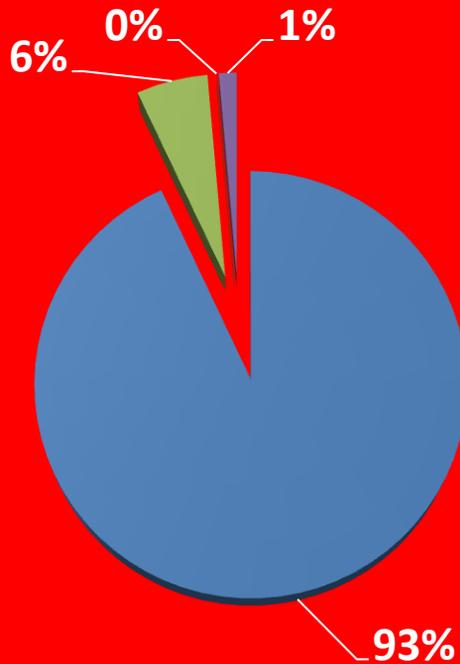


Personnel were courteous



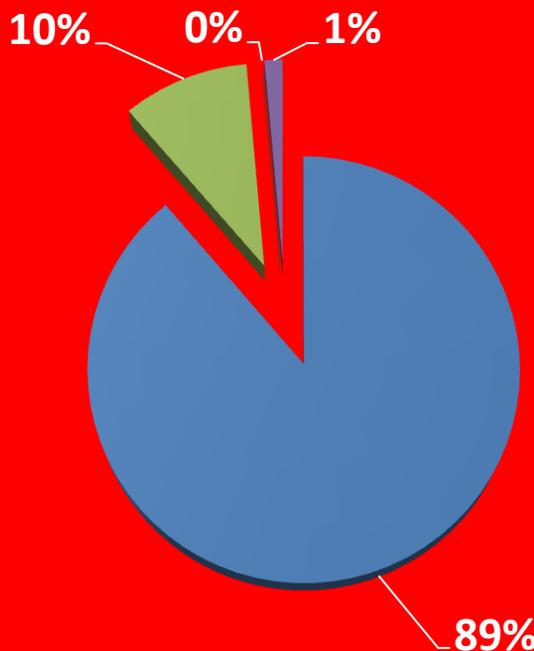
Personnel were professional

- Strongly Agree 93%
- Agree 6%
- Neutral, Disagree 0%
- Strongly Disagree 1%



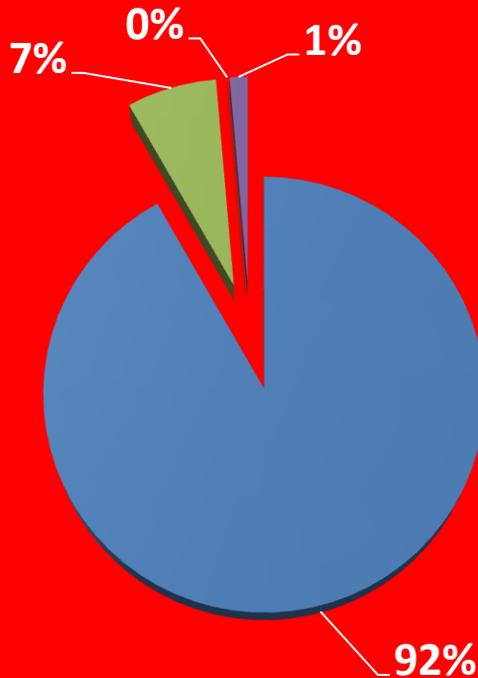
Personnel communicated clearly

- Strongly Agree 89%
- Agree 10%
- Neutral, Disagree 0%
- Strongly Disagree 1%



I was satisfied with the service provided

- Strongly Agree 92%
- Agree 7%
- Neutral, Disagree 0%
- Strongly Disagree 1%



Customer Satisfaction Survey Results 2011

Suppression & EMS Calls Comments:

Personnel were very knowledgeable and supportive. We appreciated the rapid response – Our sincere thank you to all.

These gentlemen were friendly, knowledgeable, and all around wonderful – A+ for me.

Job well done. I appreciate the help and courtesy.

Quick, courteous & went above by asking if my 2 yr. old wanted to sit in the fire truck, it made a bad situation (garage fire) a better one!

Thank you again for letting us borrow your carbon monoxide detector. Ours went off daily & both have been replaced.

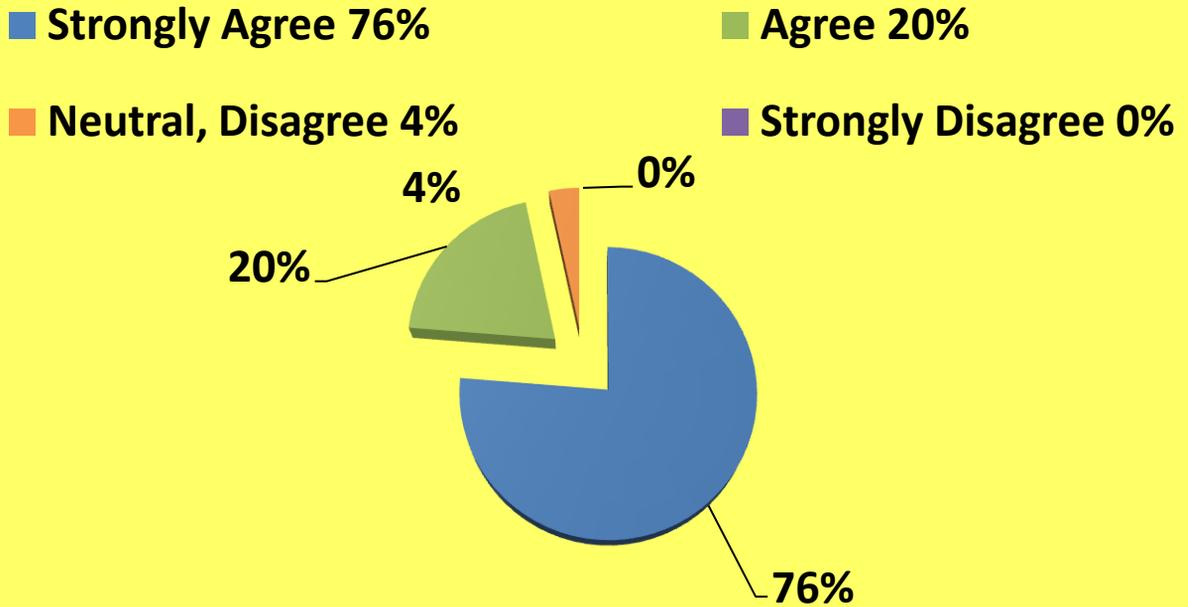
Great Work by Great Guys, Thank you!

Customer Satisfaction Survey Results 2011

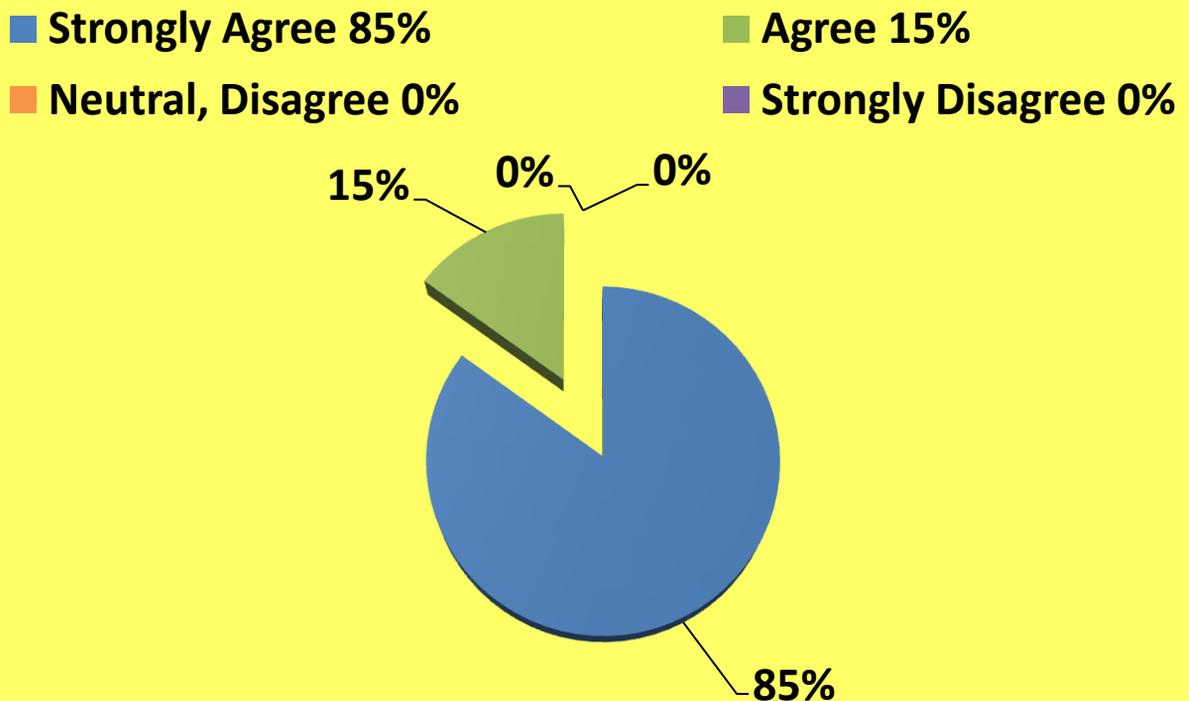
Fire Inspections

SENT – 119 RETURNED - 56 47% RETURN RATE

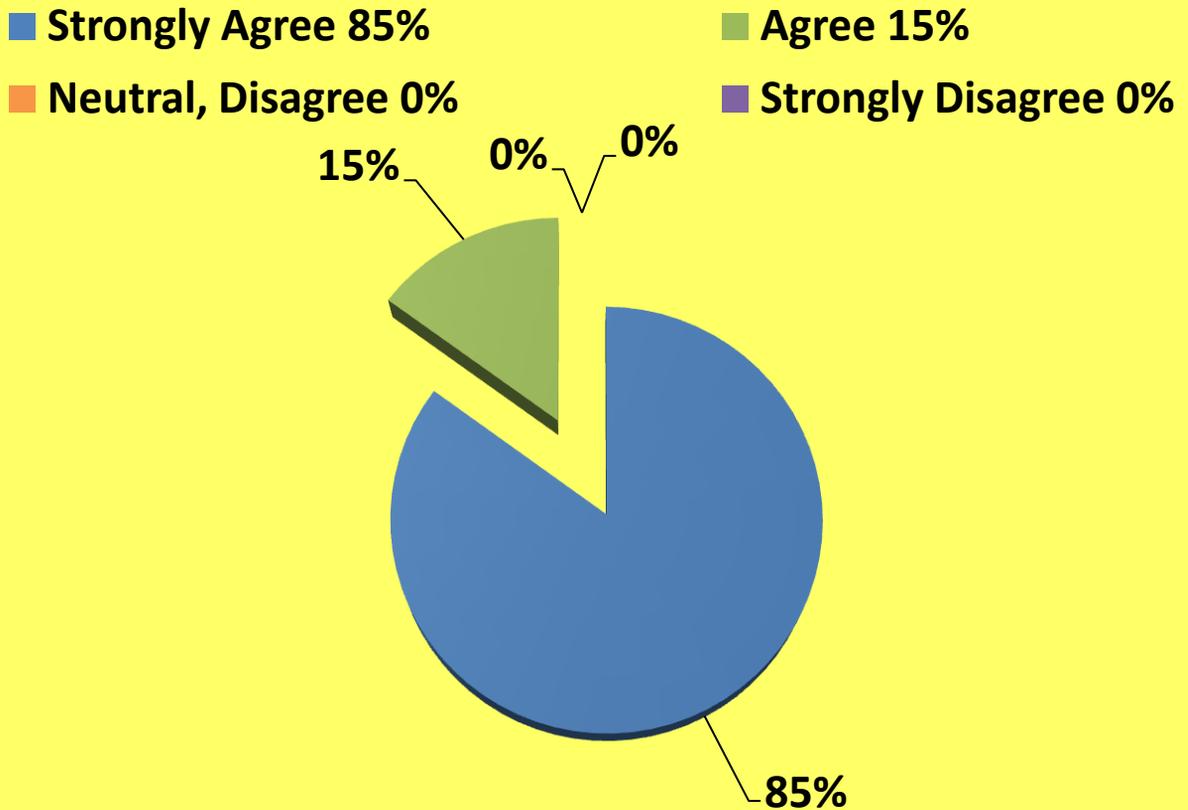
Personnel answered my questions



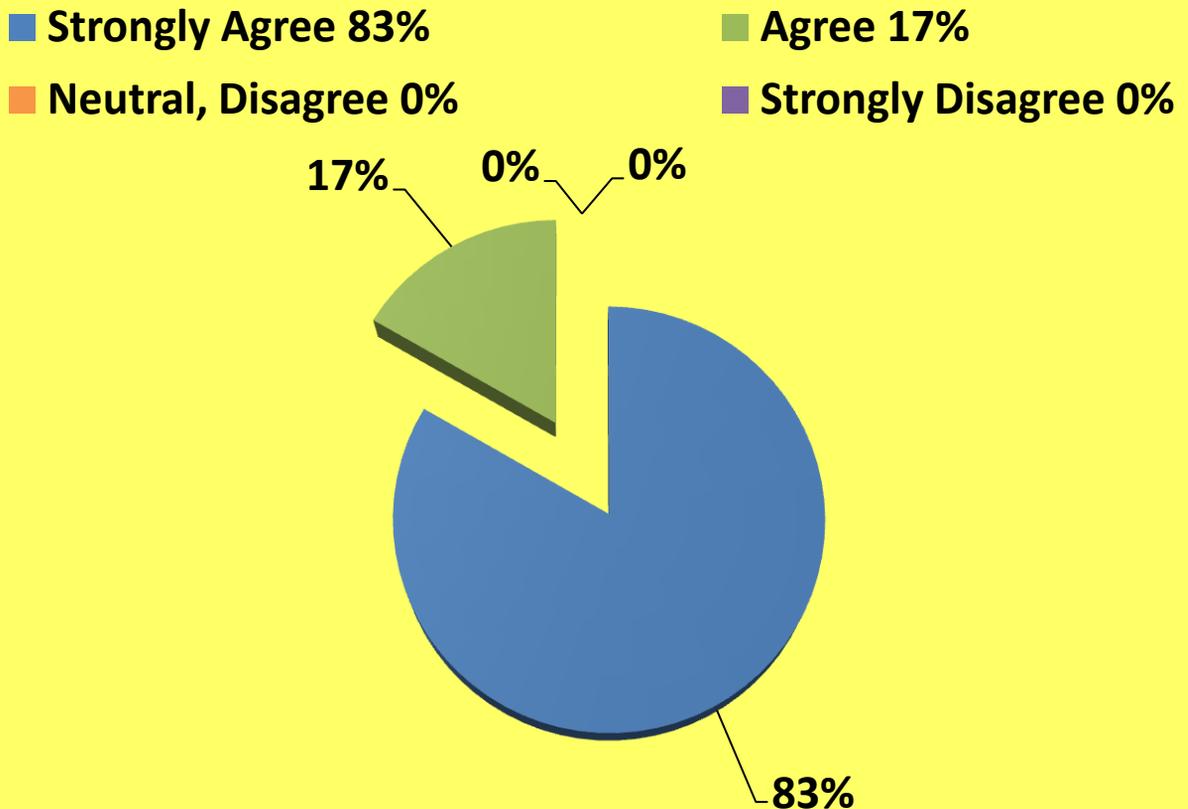
Personnel were courteous



Personnel were professional

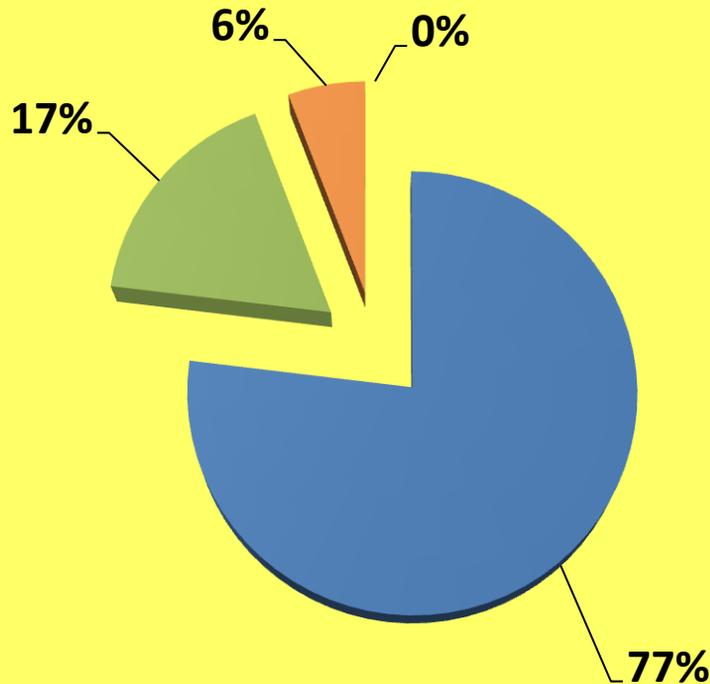


Personnel communicated clearly



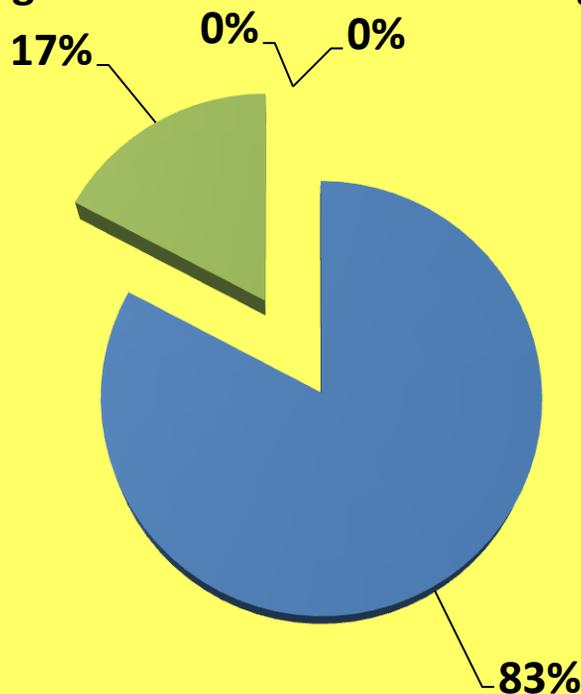
Adequate time was given to correct violations

- Strongly Agree 77%
- Agree 17%
- Neutral, Disagree 6%
- Strongly Disagree 0%



I was satisfied with the service provided

- Strongly Agree 83%
- Agree 17%
- Neutral, Disagree 0%
- Strongly Disagree 0%



Customer Satisfaction Survey Results 2011

Fire Inspection Comments:

Personnel are always courteous & informative to promote safety.

Whenever the Inspector arrives, it is always a positive experience.

Thank you again for all your help!

They were consummate professionals.

Thank you for all your department does.



Photo courtesy of The Post Crescent

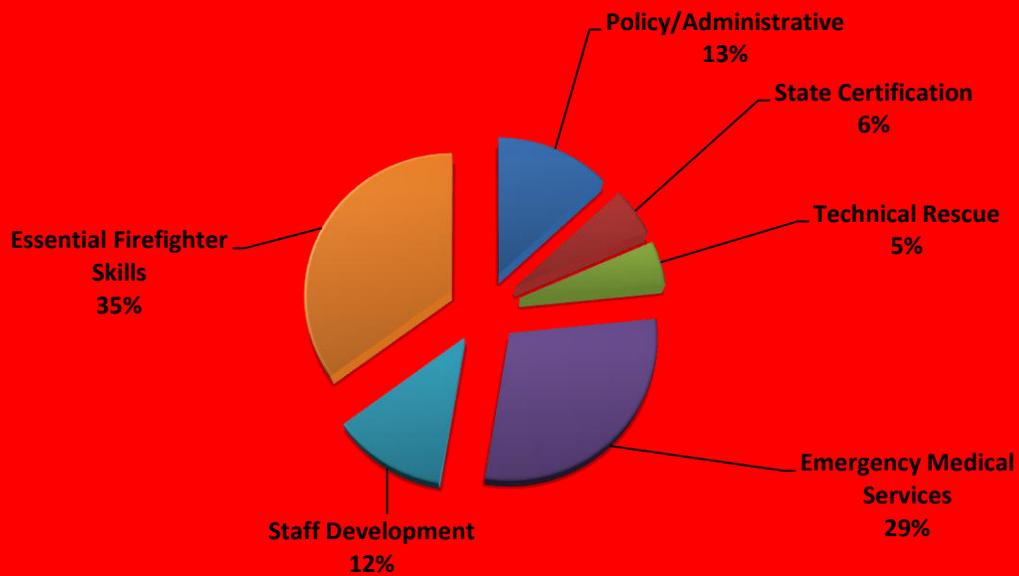


TRAINING

2011 Total Training Hours:

Department Policy/Administrative Training	836.61
Essential Firefighter Skills	2,256.72
Emergency Medical Services	1,880.16
Prevention/Code Enforcement	53.50
Officer Development	237.50
Conferences/Committees	493.75
State Certification/Licensure	348.75
Technical Rescue	318.31
Total Training Hours for 2011:	6,425.30
Total Training Hours for 2010:	6,487.44

2011 Training by Category



Safety Committee:

- Total number of incident reports received for 2011: 9 (10 for 2010)
- No. of days lost due to injury: 0 (19.5 occurred in 2010)
- No. of incidents requiring emergency medical care: 0

Occupational Health:

- Total number of annual respirator physicals completed for 2011: 34
- Total number of pre-employment physicals: 8
- Total number of "Fit for Duty" required exams: 1
- Total number of physical fitness hours logged: 353

GRAND CHUTE FIRE DEPARTMENT

2011 ACCOMPLISHMENTS:

- **NEW QUALITY IMPROVEMENT – FIRE CALLS**
All fire, hazardous conditions, false alarm and false calls are now reviewed internally for quality improvement. Since February 2010, twenty percent of all EMS calls are reviewed internally for quality improvement.
- **NEW ISO EVALUATION**
The Water Department review has been completed, but the Fire Department is still evaluating the results.
- **NEW FULL-TIME PROMOTION**
Promotion of Chad Martin from Engineer to Lieutenant
- **NEW HIRING OF ONE(1) FULL-TIME FIREFIGHTER**
One (1) Full-Time firefighter was hired to replace a firefighter who received a job in Texas.
- **NEW RADIO/MDC**
Updated all mobile data computers in all apparatus
- **NEW HIRING OF ADDITIONAL POC'S**
Six POC firefighters were hired due to ten POC resignations and/or retirements.
- **NEW PUBLIC EDUCATOR OF THE YEAR**
Lt. Brad Paltzer was named Public Educator of the Year for the whole state of Wisconsin by the Wisconsin State Fire Inspectors Association.
- **NEW SOCIAL MEDIA CAMPAIGN**
Continue to use Facebook, www.facebook.com/GrandChuteFire and started using Twitter, www.twitter.com/GrandChuteFire in May.
- **NEW PURCHASE OF 9-1-1 SIMULATOR**
With the profits of the Fire Prevention Calendar a 9-1-1 simulator was purchased to allow students the opportunity to practice dialing 9-1-1 and simulate questions that would be asked by the dispatch center.
- **NEW RECEIVED WALMART FOUNDATION GRANT**
Received a \$2,000 grant from Walmart to purchase fire and carbon monoxide detectors to give to residents.
- **NEW ACQUIRED STRUCTURE**
Received an acquired structure for live fire training on Whitehawk Dr. Primary focus of training was introduction to positive pressure fire attack.
- **NEW RURAL WATER SUPPLY EXERCISE**
Conducted rural water supply exercise for ISO survey. This exercise utilized equipment and firefighters from nine (9) fire departments and was used to gauge overall effectiveness of establishing and maintaining a minimum water supply in a rural setting.
- **NEW ALTERNATE EMT REFRESHER**
Implemented alternate EMT refresher program for full-time staff. The alternate refresher training permits staff to conduct training on duty in smaller group settings and reduces overtime expenses.
- **CUSTOMER SERVICE FEEDBACK CARDS**
Continued to send out Customer Feed Back Cards for Suppression/EMS calls and Fire Inspections. Received a fifty percent return on cards that we sent out in 2011.
- **CPAT REGIONAL HIRING PROCESS**
Hosted a regional hiring process for Fox Valley Technical College at Fire Station 1.

➤ **SOG UPDATES/CHANGES**

Continuous review of our Standard Operating Guidelines (SOG) for changes, updates or addition of new SOG's.

➤ **NATIONAL NIGHT OUT**

At this year's event a vehicle extrication was done. This was well attended by the public.

➤ **SAFETY DAY**

Our Second Annual Safety Day was held on August 20th and was attended by approximately six hundred people. Once again we demonstrated the effectiveness of residential sprinkler systems.

➤ **FIRE PREVENTION CALENDAR**

Raised \$2,366 to purchase additional public education material.

➤ **PRE-PLAN PROGRAM**

Entered thirty four Pre-Plans into our Pre-Plan Program that is available on all our apparatus.

➤ **SUMMER PARK PROGRAM**

Our engine companies attended the summer parks program put on by the Park and Recreation Department at our area parks to present fire safety messages and show the trucks to the children of Grand Chute.

➤ **SECOND ANNUAL FIRE PREVENTION WEEK POSTER CONTEST**

Our winner this year was from Badger School and received a ride to school in Engine 2622 and also won a pizza party for her class with our firefighters.

➤ **DELIVERING FIRE PREVENTION**

Second Annual Delivering Fire Prevention was conducted with Domino's Pizza and ThedaCare. This year four (4) families participated and received a home safety check and dinner from Domino's.

➤ **JOINT TRAINING**

Conducted joint training with the City of Appleton Fire Department and the Town of Menasha Fire Department. Training conducted with the City of Appleton focused on new automatic aid agreement.

➤ **ACTING OFFICER PROGRAM**

Conducted Acting Officer Program for new acting officers

➤ **RECRUIT ACADEMY**

Conducted Recruit Academy for six new POC's

