



## STAFF REPORT

DATE: 2/5/2019

### **CONSENT**

**TO:** City Council

**FROM:** Greg Malmquist, Fire Chief

**AGENDA ITEM:** Year End Fire Department Report for 2018

**REVIEWED BY:** Kristina Handt, City Administrator

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**ISSUE BEFORE COUNCIL:** Review 2018 activity update from fire department. Advise on any additional information requested.

**PROPOSAL DETAILS/ANALYSIS:** See attached report

# **2018 ANNUAL FIRE DEPARTMENT REPORT**

## **EMERGENCY RESPONSE**

461 Total Calls for Service

Basic Incident Type Code And Description (FD1.21)	Total Fires
100 - Fire, other	3
111 - Building fire	8
113 - Cooking fire, confined to container	1
116 - Fuel burner/boiler malfunction, fire confined	1
130 - Mobile property (vehicle) fire, other	1
131 - Passenger vehicle fire	5
140 - Natural vegetation fire, other	1
141 - Forest, woods or wildland fire	1
142 - Brush or brush-and-grass mixture fire	1
143 - Grass fire	2
150 - Outside rubbish fire, other	1
160 - Special outside fire, other	2
311 - Medical assist, assist EMS crew	140
321 - EMS call, excluding vehicle accident with injury	133
322 - Motor vehicle accident with injuries	17
323 - Motor vehicle/pedestrian accident (MV Ped)	24
352 - Extrication of victim(s) from vehicle	2
360 - Water & ice-related rescue, other	1
412 - Gas leak (natural gas or LPG)	14
424 - Carbon monoxide incident	3
440 - Electrical wiring/equipment problem, other	10
444 - Power line down	5
445 - Arcing, shorted electrical equipment	1
500 - Service call, other	2
520 - Water problem, other	1
522 - Water or steam leak	1
553 - Public service	1
600 - Good intent call, other	1
611 - Dispatched and cancelled en route	49
622 - No incident found on arrival at dispatch address	1
632 - Prescribed fire	1
700 - False alarm or false call, other	3
745 - Alarm system activation, no fire - unintentional	22
746 - Carbon monoxide detector activation, no CO	1
814 - Lightning strike (no fire)	1
<b>Total: 461</b>	

## RESPONSE BENCHMARKS

	Total # of Calls for Month	# of Times a Duty Vehicle did not respond	% of calls for month that a Duty Vehicle responded	Average Response Times (mins.) for the Month, Alarm to On Scene	# of calls with only 1 Responder on First Apparatus
January	34	7	83	6.9	4
February	29	9	75	7.5	4
March	37	13	65	7.1	7
April	46	7	85	7.1	6
May	52	12	67	7.1	11
June	36	5	86	8.8	5
July	36	13	64	7.75	15
August	35	14	60	8.9	10
September	43	12	72	8.1	11
October	33	6	82	7.1	8
November	43	6	83	8	6
December	37	11	70	6.6	7
<b>YEARLY AVERAGE</b>			<b>74.33</b>	<b>7.58</b>	
<b>YEARLY TOTAL</b>	<b>461</b>	<b>115</b>			<b>94</b>

### STAFFING

Staffing continues to be our greatest challenge, both POC (Paid on Call) and PT FF's (Part Time Shift Firefighters).

#### **POC**

- At the end of 2018 we had, and currently have sixteen POC personnel, with one being a Probationary Firefighter (not fully trained)
- Fire Fighter Richard Sachs retired after a 43 year career with the department. Richard served in nearly every position in the department including a period of time as the Chief of the Department.
- One new POC started in June.
- Conditional Job Offer made to one recruit in November, still working to meet requirements.
- Four serious inquiries by potential POC's, met with one, one submitted application and withdrew.
- Due to a change in his primary career, we adjusted the work hours of Administrative Assistant Captain Nick Witter. While this has provided better administrative coverage throughout the week, it has also created some challenges. The most significant of which is created by the Chief and Administrative Assistant not consistently being on duty at the same time and having significantly less "face to face" interaction, which causes more items to be handled via email and other correspondence.

#### **PARTTIME**

- The close of 2018 found us with five PT FF's on staff while we are allotted six. (At the time of this report we are at 3 PT FF's with two in the hiring process)
- Only one PT FF remains on the roster from the original hiring of September/October 2017.

- We have had only five applications in 2018 that were pulled from the hiring process either by the applicant or us for not meeting requirements.
- We were fully staffed with six PT FF's only 12 weeks in 2018.
- Most common reasons for resigning:
  - Offered fulltime position in their primary career.
  - Offered PT position elsewhere that better fit their lifestyle.
  - Unable to meet minimum requirements due to conflicts with primary career.
- The significant amount of turnover and new personnel requires much more time committed to orientation training by the Administrative Assistant and the Chief to bring new staff up to a basic response level which greatly reduces the time we are able to spend on our duties. This involves familiarization with our primary response apparatus, equipment, response protocols and overall operational familiarization. Once this is accomplished we focus training on software programs related to data entry, inspections, preplans, etc. Due to the high level of turnover, this is a never ending process.

## **TRAINING**

- We concluded our contract with Century College for Firefighter CEUs and started a contract with a new training company called "Make the Move." We believe this will provide a much higher level of training, better suited for our personnel.
- CIRAS (Collaborative Incident Response Active Shooter) Training,
  - County wide, 63% of the Firefighters have been trained. Lake Elmo is 83% trained.
  - Lake Elmo has provided two personnel that have trained to instructor level and participate in the county wide training.
  - Because of our higher level of personnel trained, we were able to purchase six ballistic vests with 100% reimbursement from Washington County.
- Hosted live burn training for the Washington County Fire Investigation Team.
- Joint training with the Bayport FD on several occasions. (Bayport acquired several burn houses).
- Several personnel attended extra Auto Extrication training held at the East Metro Training Center.
- Increased the usage of our on-line training program, Target Solutions and included our PT FF's as well.
- Our two POC Captains each attended one of the Fire Officer Training Schools in either Alexandria or Duluth.
- Chief Malmquist attended annual Emergency Management training.
- Chief Officers attended the MN State Fire Chiefs Conference in St. Paul.
- Ongoing familiarization with new developments and new roads, especially with our PT FF's who haven't had the luxury of growing up in Lake Elmo.

## **COMMUNITY EDUCATION AND EVENTS**

- The department participated in the First National Night Out held at Lions Park. We provided station tours, an information table, recruiting and apparatus viewing. The Washington County Sheriff's Department also had personnel at the fire station.
- Safe Haven, which is a joint effort with the Washington County Sheriff's department and has had proven success in other communities, struggled to get off the ground due to issues with our initial mailing. This program provides easy to follow instructions for homeowners allowing them to perform self-home assessments for home security and fire safety. Homeowners may then request follow up action as well as free smoke detectors and

range hood extinguishers. A successful fund raiser for the program was held in January by our new Arbor Glenn residents. These funds helped offset the cost of program supplies in our budget.

- Numerous station tours for school kids and other groups, such as Scouts and residents that stop in.
- Several on-site visits to daycares for fire prevention activities.

### **SIGNIFICANT ITEMS**

- New ISO rating effective July 2018, that was obtained by a joint effort of Public Works and Fire Department. We were able to reduce our rating from a 6/9 to a 5 throughout Lake Elmo. This has the potential to save homeowners approximately \$250 on the annual insurance premium of a \$350,000 home, if their insurance carrier uses ISO.
- The new Rescue/Engine was ordered and is in the construction process at this time. The additional funding required to fully fund the purchase of the truck and associated equipment was acquired through various grants and donations from Lake Elmo Jaycees, Century Link, DNR Grant along with excess surplus equipment and the trade in of our old hydraulic extrication tools. All of the equipment for the new Rescue/Engine has been evaluated, selected and is in various stages of being purchased.
- Hydrant identification and marking project is in the final phase. PT FF's began by gathering GIS coordinates for all hydrants and entering them into our mapping/response system, IAMRESPONDING. All hydrants have been done and as new ones come on-line they will be added. Working with Planning and Public Works, we have begun assigning ID's to each hydrant, attaching labels and replacing the old reflective marker sticks. This will continue until complete and we will be adding flow testing of hydrants.
- Implementation of the Substitute Firefighter program. This allows POC FF's to fill open shifts on a casual basis. While it hasn't been as successful as hoped, we have had several POC FF's that have signed up for shifts and it has improved our shift coverage.
- Having the PT FF's has allowed us to increase the overall amount of time dedicated to our inspection/pre-plan program. We bring PT FF's on inspections, as well as train to do the very time consuming task of data entry. We will continue to get them involved in the basic and follow up inspections however the high turnover of PT FF's and constant training does slow down the inspection/pre-plan program.
- AFG (Assistance to Firefighter Grant) application was completed in October, requesting \$201,110.00 in funding for SCBA replacements in 2019. Results of the request are pending.

### **PT FF's (Part-time Firefighters)**

While we continue to struggle to fill openings, we are seeing significant advantages and improvements by having shift personnel.

- Gear washing for the entire department is required every six months and following an exposure. Our PT FF's expedite this process by washing multiple sets of gear in a day. The POC's get their gear ready for washing and the next day it's washed, dried and ready to go. Significantly reducing the amount of time that Turnout Gear is "Out of Service"
- Along with the hydrant program mentioned above, they clear snow from hydrants.
- Data entry of NFIRS run reports to the state, inspections, pre-plans, hydrants, etc.
- Assisted Public Works with hydrant flushing
- Assisted with set up and conducting training.
- Minor vehicle and equipment maintenance and repairs are done sooner and more of it in-house.
- Equipment is better maintained in a ready state due to regular truck checks.