

Norfolk Fire Division Annual Report 2016/2017



NORFOLK FIRE DIVISION

Is dedicated to a lasting partnership with the community, to support a higher quality of life through public education, loss prevention and service response.

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NORFOLK FIRE DIVISION FISCAL YEAR 2016/2017

The Fire Division concluded another strong year of service to the citizens of Norfolk and the Rural Fire Protection District with no serious injury or death to any of our staff. Many accomplishments were achieved. Following is a list of some of the most notable activities;

A new 2,000 gallon rural tanker was delivered and placed into service in April of 2017 replacing a 20-year-old unit that was traded in as part of the purchase. The contract was awarded to DANKO Company in Snyder, NE.


During the past fiscal year, two staff members left the fire division. Captain Steve Bettendorf retired after 35 years of service and Fire Inspector Dan Nelson retired after 20 years of service. Following Bettendorf's retirement, Lt. Lannce Grothe was promoted to serve as the B Shift Captain. Fire Inspector Travis Reich was promoted to serve as B Shift Lieutenant, Firefighter/Paramedics Nate Wortmann and Trevor O'Brien were promoted to Fire Inspector on C and A Shifts respectively.

A ten member committee completed the plans and specifications for the purchase of a new 100-foot mid-mount aerial platform device. This truck will replace a 1974 Snorkel that serves as a reserve aerial unit. The Mayor & City Council awarded the contract to Smeal Fire Apparatus in Snyder, NE.

In July, Shane Weidner was appointed as the first full-time Public Safety Director for the City of Norfolk after serving nearly seven years as the City Administrator. Weidner will manage the Police, Fire and Risk Management Divisions.

The fire division & police division partnered with other city staff and worked jointly with Faith Regional Health Services to study, fundraise and begin implementation of PulsePoint, a life-saving app designed to stimulate early citizen CPR. PulsePoint is scheduled to go live in February of 2018.

The Division looks forward to another successful year of service to the citizens of Norfolk and Rural Fire District. A special thanks to both the Norfolk Mayor & City Council and Norfolk Rural Fire Board for their support in allowing us to carry out the goals and objectives of the division by providing the resources we need to complete the job.



ANNUAL REPORT 2016/2017 (Operations Bureau)

This year proved to be another busy one responding to calls and handling day to day operations at Norfolk Fire and Rescue. Responses for the year were 1,960 rescue calls and 316 engine responses. Answering calls, maintaining equipment and finding time to train was difficult but together this organization rose to the challenge.

SPECIALIZED TRAINING AND EVENTS IN 2016/2017

As in previous years our *Paramedics* attended the three-day annual refresher training session at Northeast Community College. This 24 hours of training, along with 24 hours of additional in house training fulfills the annual total hours required to maintain National Registry Certification. We currently have 27 Nationally Registered Paramedics and 2 in training. We also have 3 personnel trained at the EMT-Basic level.



The Norfolk Fire Division serves as a *hazardous materials regional response team* for



Northeast Nebraska. This year we hosted a 40 hour Hazmat Technician Refresher Course at our training facility instructed by the Nebraska State Fire Marshall Office Training Division. Six of our hazmat technicians attended this class in August. In addition, the on duty shifts assisted and participated in the day to day training.



Norfolk Fire and Rescue also provides other many technical rescue operations including *rope rescue*. Six of our shift rope rescue technicians spent time with the Quick Response Team (QRT) members from Nucor Steel expanding their skills during a one week class delivered by CMC Rope Rescue at our Fire Training Facility. Expanding the relationship between our rescue technicians and those at industrial sites has proven to be a vital part of how we function. These relationships will prove to be invaluable should we have to respond to one of their sites and render care together.

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The Nebraska State Fire Marshall Training Division presented a three part series of *Leadership* classes . The classes were well attended and focused on leadership as an individual, leadership within groups and leadership from a supervisory standpoint. In March we also started an internal Company Officer Academy. This course is aimed at using education and experience to help better prepare our Officer Core to handle the many situations that they are confronted with both on emergency scenes and as part of the administration of this organization. The course thus far has featured guest speakers addressing topics such as leadership and command presence.

Peer Support is something that is often overlooked in the fire service. This year an internal committee was formed to explore ways to provide help to our responders when needed. One member from each of the three shifts formed a committee and began attending classes that were centered on taking care of each other. Classes such as "Saving Those Who Save Others" and "IAFF Peer Support" were among those attended. This committee also met with the Norfolk Ministerial Association to help explore additional avenues for support. This program is something we are proud of and that will certainly benefit our staff.

The *Norfolk Fire and Rescue Honor Guard* assisted in many parades, public meetings and funerals.

Contributed by Tim Wragge

Management

Region 11 Emergency Management, comprised of Antelope, Madison and Pierce counties completed another busy year. Trent Howard-director and Faythe Petersen-coordinator, continue to keep up with the difficult task of maintaining FEMA grants for 2016/2017 and preparing for annual audits and the coordination of the vast amount of deadlines and paperwork involved with these types of programs. A Homeland Security grant continues to provide a small portion of the ongoing training and specialized equipment to maintain the Norfolk Fire Division's Regional Haz-Mat Team.

Region 11 experienced no major disasters requiring the assistance of outside resources. However, Nebraska Emergency Management Agency was contacted several times regarding spills, and weather events, including tornadic activity and flooding in several areas.

Region 11 participates with multiple fire and EMS departments, law enforcement agencies, schools, nursing homes, assisted living institutions, county/city maintenance, hospitals, health departments, the state fire marshal's office, natural resource districts, NOAA-weather and multiple other emergency managers in several tabletop and full scale exercises throughout the year. Region 11's director was instrumental in the Norfolk Regional Airport annual air show by assisting with writing disaster/emergency plans and incorporating them into the air show. It was a very successful event, bringing many visitors, organizations and aircraft from multiple states. Multiple area fire and ems crews and many other entities were on hand with equipment and crews. Representatives from the Federal Aeronautics Administration (FAA) tested and timed a fire response in an actual response to a simulated downed aircraft.

The director and coordinator attended multiple exercises at Battle Creek Community Care Pride Center, Madison Countryside Home, Osmond Hospital, Faith Regional Health Services, St. Joseph's Nursing Home, Madison fairgrounds bleacher collapse, Nucor Steel and the City of Pierce levee system. The annual LEPC Haz-Mat Night Out event was held at Central Valley Ag's 81-20 plant. The plant was toured and valuable insight was given by CVA staff in case of a hazardous material response.

The director was also involved in multiple training programs, classes and conferences throughout the year. The collaboration, relationships and work done by all involved, as a region, continues to be the strong point of Northeast Nebraska and Region 11 Emergency Management.

Norfolk's Hazmat team continues to maintain their high level of service to the community by updating equipment and providing education for recertification at the technician level



Currently the division is installing a new cascade system in the hazmat trailer for refilling the self contained breathing apparatus (SCBA) bottles. Due to this, equipment has been moved from the hazmat trailer to the decon trailer for better response.

The Norfolk Fire Reserves are currently taking a Hazmat Ops class to improve their hazmat knowledge and skills.

Future plans for the hazmat team include the purchase of a propane flare for the hazmat trailer. The flare is used to burn off propane trucks after a rollover, if they cannot be off-loaded. All members will be trained in this piece of equipment. Other plans include the installation of PEAK software which maps evacuation areas and chemical clouds during a hazmat incident. This software integrated the area Tier II forms. Tier II forms are a requirement of all structures housing hazardous materials.. They list all the chemicals in those structures and their location.

The Norfolk Fire Division serves as a MOU Hazmat Team for the State of Nebraska serving Northeast Nebraska. We hosted a 40-hour Hazmat Technician Refresher Course at our training facility taught by the Nebraska State Fire Marshal Office Training Division. Six hazmat technicians attended this class in August from Norfolk Fire Division. The courses are divided into morning classroom sessions and afternoon hands on sessions where the skills are applied. The hazmat team participated in the 81/20 CVA Training night. The hazmat trailer, Engine 2, the decon trailer and Utility 1 responded with four members. The training nights are sponsored by Local Emergency Planning Committees to educate area first responders and industry in equipment that is available for response.

COMBAT CHALLENGE

Norfolk Firefighter Combat Challenge Team (NFFCCT) fielded another team this year to compete in The Firefighter Combat Challenge, also known as the toughest two minutes in sports. The challenge is a task based optical course race that simulates fire ground activities where competitors start at the bottom of a five-story tower and carry a 42 pound high rise pack of hose to the top of the tower. A 42 pound roll of hose is hoisted to the top of the tower with a rope. The competitors then run down the tower hitting every step on the way down and continue on to drive a 165 pound I-beam five feet with a nine pound sledge hammer on a Keiser Force Machine. This is followed by traversing a 145 foot slalom course through cones and advancing a charged 1 ¼ inch hose 75 feet to shoot at a target. A 175 pound rescue dummy is carried 106 foot to the finish line.

The entire challenge is completed while wearing full firefighting gear, including a Scott air pack. Several regional events are conducted each year culminating with a world championship with teams from all over the world competing. At the regional events, Norfolk firefighters compete in the individual portion on day 1 and on day 2 in the relay category.



NFFCCT traveled to regionals events in Grand Island NE, Lake of the Ozarks MO, Indianapolis IN, Longmont CO, Winnipeg Canada and the World Finals in Louisville KY. The team traveled over 4000 miles this year. In addition to the NFFCCT competing at the Grand Island event, two additional Norfolk teams competed .

The teams train all year. Winters are spent in the gym gaining strength and speed. Summer training is at the training tower, on days off, running the course. The team spent well over 250 hours of off-duty time training for these events. This training not only allows for better competitors, it provides for better firefighters. Due to the competition, those who trained are confident that they are physically capable of handling any situation and are better able to serve the citizens of Norfolk.

Norfolk has competed in these competitions since 2007. The teams would like to thank Dr. G. Tom Surber, a firm believer in firefighter fitness, and Paul Davis Restoration for their continued support over the years.

NFFCCT Team

Lance Conroy
Nathan Wortmann
Chad Wurdeman

Grand Island Relay Teams

Travis Reich	Adam Sobotka
Chris Tillotson	Ethan Larson
Jon Putters	Jon Nachtman
Mitchell Kallhoff	Mathew Rohde
Kevin Kneifl	Craig Reeson
Mike Goodwater	(Battle Creek)

FIRE INSPECTIONS AND PREVENTION

During Fiscal Year 2016-2017, the Fire Division's business inspections continued to be completed by the firefighter/inspectors and the fire marshal. This year there were a total of 493 inspections conducted with a wide variety of violations identified. The firefighter/inspectors, Trever O'Brien, Jerry Thompson and Nathan Wortmann, have done a good job of getting into the properties to help make them safe. All inspectors have achieved their Fire Inspector I certification. Two of the inspectors are working towards the Inspector II level of certification.

The division responded to 30 active fire conditions in the past fiscal year. Of those calls the fire was contained to the room of origin 9 times and to the structure of origin all 30 times. The total amount of loss to structures caused by these fires was \$290,850. The estimated contents lost in these buildings was \$45,750. The total amount of property and contents that were saved in these 30 structures was \$1,226,500. Our goal is to prevent as many fires as possible.

Continued efforts were made to get the fire prevention word to the general public via school visits, station tours, press releases and training classes for the general public and the workplaces of Norfolk. 1210 people visited our fire stations and were given fire prevention material during these visits. The annual open house of the fire division held during the Sunday of Fire Prevention week in October has not been well attended and we would encourage everyone to attend these events. There were multiple training classes conducted and public booths at the Norfolk Area Home Builders Home and Garden, and the Annual Night Out in Central Park during August resulted in over 200 man-hours spent contacting over 6150 citizens.



Fire prevention as always remains our main goal for all the citizens of Norfolk and our activities have been geared towards this goal. The fire division continues to deliver and or replace out of date smoke alarms at locations we are called to, so the occupants are protected until they can replace the existing alarms that have failed in the overnight hours. We want to remind the citizens that smoke alarms have a life span of 10 years and need to be replaced when they have been in service that amount of

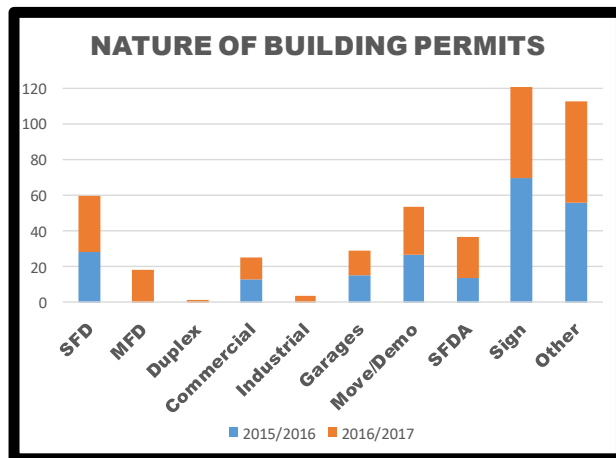
time. The alarms have a date on the back or inside of the alarm showing the date of manufacture. We continue to encourage new homes in the city to have fire sprinkler systems installed at the time of construction, which is the most cost effective time to install this system and the best way to protect your family's lives and property.

Enacted legislation by the Nebraska Unicameral January 1, 2017, requires the installation of carbon monoxide detectors in dwellings utilizing fossil fuels in the dwelling or in all electric houses that have attached garages. These detectors must be installed either at the time of construction, the issuance of a permit to do any work on the dwelling, or in the case of rental properties, when a tenant moves out of a property and before the rental is re-occupied. This has caused more questions to be asked of the prevention bureau but is a good tool to help us reduce carbon monoxide issues with our citizens.

If you have any questions about this or any other fire issues feel free to give us a call.

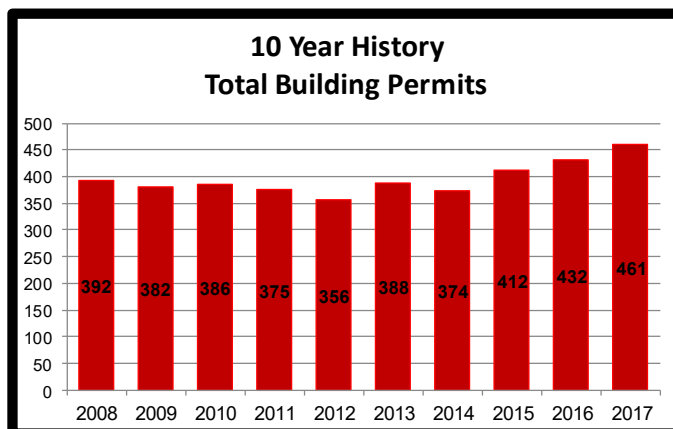
The City of Norfolk Prevention Bureau issued a total of 461 building permits for Fiscal Year 2016/2017; this compares with 432 for Fiscal Year 2015/2016. Permits for alterations and additions to one and two family dwellings continue to be a strong area. Fiscal Year 2016/2017 recorded 151 permits for alterations/additions to one and two family dwellings. The number of single family dwelling permits increased from 42 in Fiscal Year 2015/2016 to 55 in Fiscal Year 2016/2017. There were 0 multi-family dwelling permits issued in Fiscal Year 2015-2017 or for 2016/2017.

The following reflects permits issued by type of structure for the two fiscal years (not including permits for alterations and additions).

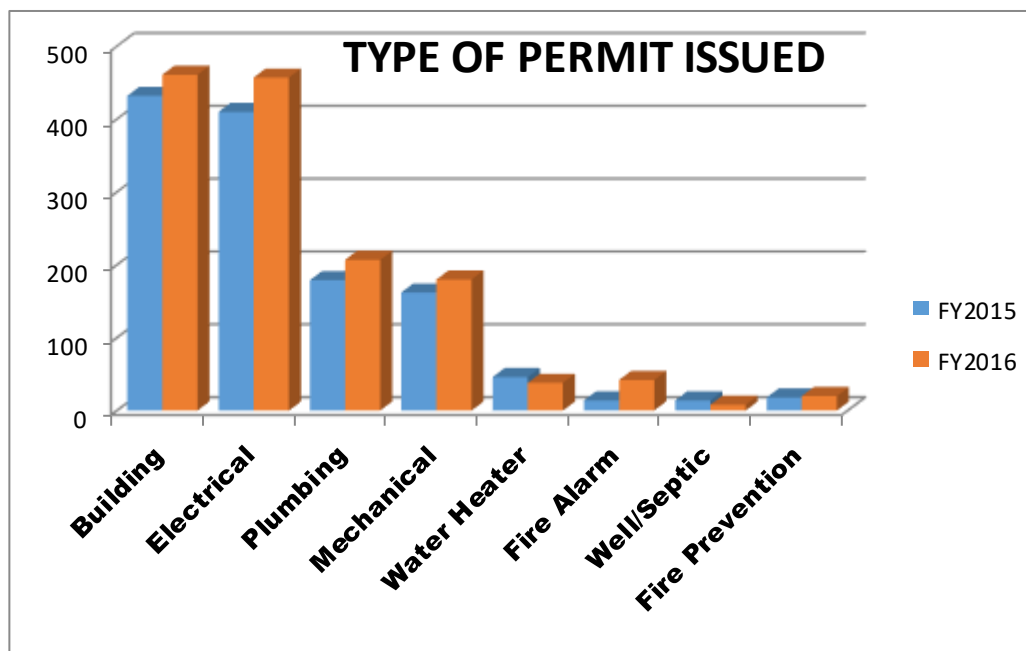


The valuation of building permits issued for FY 2016/2017 was \$39,349,940 compared to FY 2015/2016 with \$24,923,222. The Ten Year Permit Valuation graph shows FY 2007/2008 with the record high valuation of \$101,914,212 which reflected major projects by Faith Regional Health Services, Northeast College and Missionary Benedictine Sisters.

Projects for FY 2016-2017 include remodeling and buildings at Faith Regional Health Services, Target, First Christian Church, Wellcare Health Plans, Northeast Community College, Kruse Schumacher Smejkal & Brockhaus PC, Royal Image Salon, Lutheran High Northeast, Trio Salon & Spa, Taylor Creek Physical Therapy, Hy-Vee East & Hy-Vee West, Whiskey Creek, Hausmann Construction, Wal-Mart, Sammy's Auto Service, Sally Beauty Supply, Telebeep, Bath & Body Works, Norfolk Public Schools, Real Estate Solutions, MP Global, Rodeway Inn, City of Norfolk, Sunny Meadow Clinic, Aspen Dental, Vetter Health Services, Smokn' Stans, Sacred Heart Parish, Insight Financial Planning and Taco John's. New construction projects include Helping Hands Daycare, Kaw Valley Greenhouses, Eagle Distributing, Advanced Chiropractic & Wellness, Time To Shine and Custom Sports.



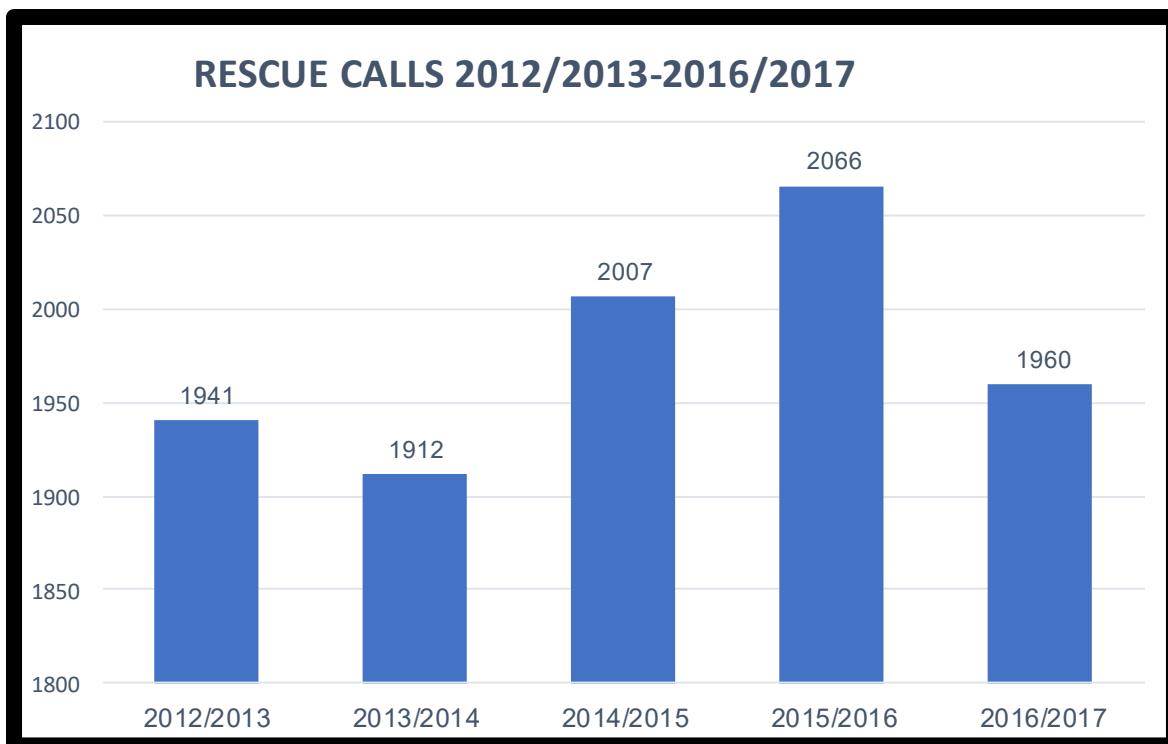
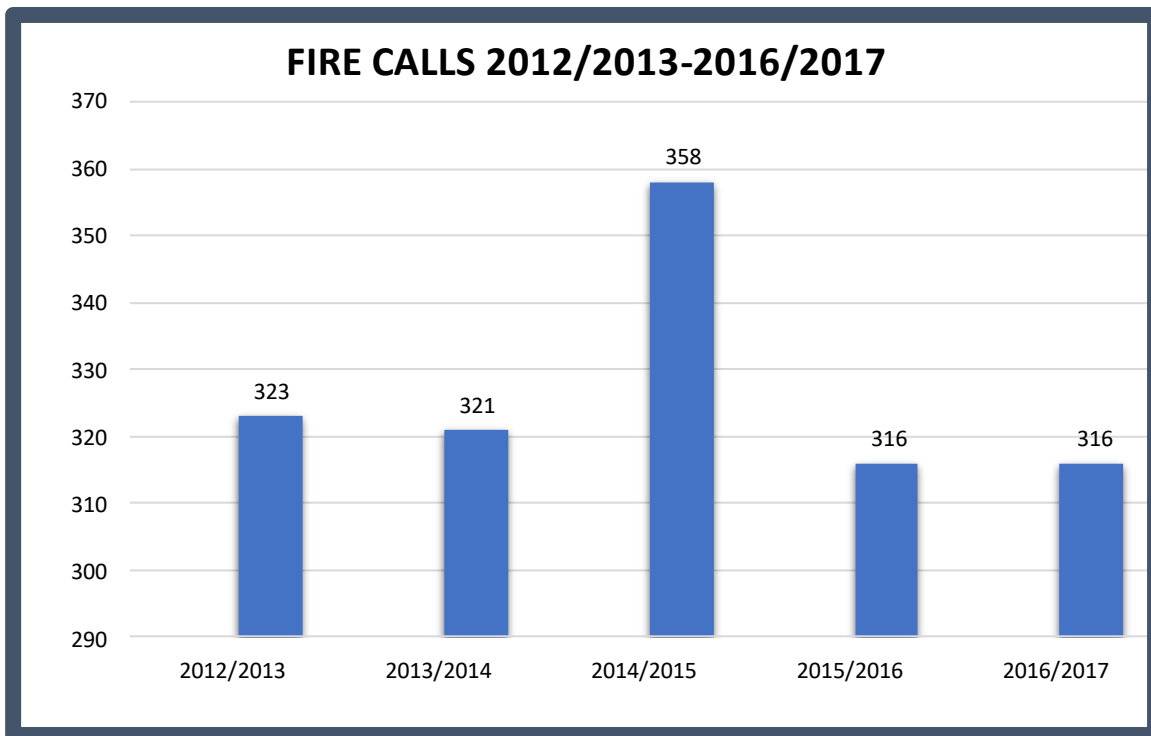
The Prevention Bureau covers a broad spectrum of duties which includes plan review, permit issuance, construction inspections (building, electrical, plumbing, mechanical, water heater, well & septic approvals, fire sprinkler, suppression and alarm), stormwater and property maintenance inspections. Stormwater management is an area of concern throughout the State; many questions are handled by the Prevention Bureau. Mosquito control, property maintenance concerns, and various health related issues are addressed by the Health Official. Training is on-going in all facets of the Prevention Bureau to obtain and maintain certifications in the various inspection fields.



The Prevention Bureau has expanded services in recent years to perform plan review and building inspections via Interlocal Agreements with various cities and villages in the Norfolk area. These services help upgrade construction practices in the surrounding area, and provide property maintenance and evaluation inspection services to these communities. Participating communities include Madison, Stanton, Wayne, Meadow Grove, Winside, Tilden, Battle Creek, Hadar, Pierce and Lindsay.

Inspection staff members aid various departments in the city as requested, and also issue permits for Street and Water Departments. A lot of coordination is facilitated by the Prevention Bureau office to issue permits for street breaks, curb grinds, water and sewer taps and abandonments/disconnections. We have also recently undertaken coordinating with the police department for roll off refuse box permits.

5 YEAR BREAKDOWN OF FIRE AND RESCUE CALLS



NORFOLK FIRE RESERVES

The Norfolk Fire Reserves continue to be an extremely important component of the functionality of our Operations Bureau. Their commitment to training and response is something that is of great value to the citizens of Norfolk. Their support aids in continuing to meet increasing demands for services while maintaining operational costs.

As stated in previous years our reserves are a very diverse group with many different skill sets that come together for a common purpose to help serve and protect the citizens of Norfolk when called upon. The current group consists of an engineer, Paramedics, salespersons, a police officer, industrial workers, a health inspector, a machinist, electrical workers, farmers, a lawn care provider, service technicians, a utility lineman, HVAC technician, mechanics, security officers, a fire suppression technician and a county roads worker amongst other careers.

The reserves are currently staffed with 26 members with years of experience ranging from 2 years to over 30 years. This year we had a few reserve firefighters leave the organization but swore in 5 new fire reserves with an event that included family and friends of our reserve staff. Along with our full time staff the reserves provide necessary resources for handling calls within the city and rural fire protection district. Events such as fires, hazmat, back to back rescue calls or labor intensive technical rescues can result in callbacks which include reserves and full time staff responding to a scene or the fire station to help cover the next call.

This past year (10) of our reserve firefighters took classes at the Nebraska State Fire School in Grand Island. In addition to Fire School we also held an in-house Firefighter 1 (90 Hour) course utilizing curriculum from the Nebraska State Fire Marshall Office. Each of our reserves participated in the training ten were successful as State certified Firefighter 1. We are now currently working towards getting our Fire Reserve staff trained to the Hazardous Materials Operations level. This is also a State certification and requires (30 plus) hours of training prior to testing out and obtaining their credentials.

The NFD reserves sent several members to compete in the Firefighter Combat Challenge event held at the State Fair in Grand Island over Labor Day weekend joining a crew from our full time staff. They competed hard and together they all represented this organization and the City of Norfolk very well.

All and all it has been another great year for our Fire Reserves. They are a unified group that makes it their mission to train and better themselves each day. I thank them and their families for their sacrifices each year to help make Norfolk Fire and Rescue run as smooth as possible.



	2016-2017 Actual	2017-2018 Estimated	2018-2019¹³ Estimated
Demand:			
City Population	24,210	24,210	24,220
Rural District Popula- tion	4,950	4,950	4,950
Total Geographical Ar- ea Served	111	111	111
City Area	11	11	11
Rural Area	100	100	100
Mutual Aid Area	1,345	1,345	1,345
Workload:			
Total # of Responses	2276	2,430	2,450
Emergency Medical Calls	1960	2080	2100
# of Patients Encoun- tered	2,211	2,200	2,400
# of Trauma Patients		270	270
Fire Calls	316	350	350
Structure Fires	30	35	35
% Contained to Room of Origin	40%	60%	60%
% Contained to Struc- ture of Origin	30%	100%	100%
Hazardous Material Calls	18	20	20
# of Level 1 Call Backs	29	35	35
# of Level 2 Call Backs	149	130	130
# of Citizens Who Toured the Fire Sta- tion or attended clas- ses	1,210	1,600	1,600
Public Contacted	6,150	6,700	6,700
Valuation of Building Permits Issued	\$39,349,940	\$35,000,000	\$35,000,000
Building Permits Is- sued	461	450	450

	2016-2017 Actual	2017-2018 Estimated	2018-2019¹⁴ Estimated
# of Burning Permits Issued	300 280 Patio permits	350	350
Productivity:			
Total Training Hours	7041	7200	7200
Average Training Hours per Firefighters	120	130	130
Feet of Hose Maintained	25,250	25,250	25250
# of Pumps Tested & Maintained	6	6	6
# of Warning Sirens Tested & Maintained	10	10	10
# of Preemption Devices Maintained	80	80	80
# of SCBA Tested and Maintained	61	61	61
# of Emergency Vehicles Maintained	22	22	22
# of Defibrillators Maintained	8	8	8
Average cost per single family dwelling	\$150,507	\$200,000	\$200,000
Average cost/sq foot	\$81.00	\$90	\$90
Effectiveness:			
% of Established Patient IV's	66	90	85
% of Established Endotracheal Tubes	81	85	85
Average Response Time per Call	4:24	4:30	4:30
# of Incidents with 1st Arriving Units within 5 minutes (in city)	1458	1460	1460
% of Total	80%	80%	80%
Valuation of Structures involved in Fire	\$1,509,250	\$10,000,000	\$15,000,000
Structural Dollar Amount Loss Due to Fire	\$298,850	\$700,000	\$750,000
Average Years of Service of Employees	14	14	14

