

Norfolk Fire Division Annual Report 2019



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NORFOLK FIRE DIVISION CALENDAR YEAR 2019

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;

- This past year (2019) resulted in the third highest total emergency calls for service. The 2,372 calls was surpassed only in calendar years 2018 and 2015. The last eight calendar years represent the eight highest emergency calls for service totals in the 136-year history of the department.
- During the past year, three full-time staff members left the fire division. Lt. Travis Reich resigned to return home to the ranch. Firefighter/Paramedic Nick Bentz resigned to pursue a career in the education field. Emergency Manager/Asst. Chief Trent Howard retired to pursue a position in law enforcement. Fire Inspector Nate Wortmann was promoted to the vacated lieutenant position. Chris Lyon was promoted to Fire Inspector after a year-long deployment overseas in the National Guard. Firefighter/Paramedic Tricia Faimon was hired to fill Reich's vacant position. Bobbi Risor was chosen to replace Trent Howard as the Emergency Manager. Firefighter Max Hesman was hired to fill the vacancy created by Nick Bentz's departure.
- The Mayor & City Council, upon recommendation from the City Administrator, approved three full-time firefighter positions for the division. This was the first additional staffing since 2002. Kevin Kneifl, Stephanie Smith and Alex Webb were hired to fill the positions in October, and bring the shift totals to 10 per shift.
- The fire division took delivery and placed into service a new 2019 Life Line ambulance that was built in Sumner, Iowa. The Mayor & Council awarded the contract to FYR- TEK. It replaced a 2000 unit that was then sold to Hadar.
- The fire division took delivery and placed into service a new 100-foot mid-mount aerial platform truck in May. The Mayor & City Council had awarded the contract to Smeal Fire Apparatus in Snyder, NE in late 2017. This was a 50-50 joint purchase with the Norfolk Rural Fire Protection District. It replaces a 45-year-old unit that was purchased by a reserve firefighter and remains in the Norfolk area.
- The fire division and other fire departments in Madison County, collaborated with the County Commissioners and Rural Fire Boards to purchase roadside address signs for the county. Installation of the signs began in late 2019 and will gear up again in the spring. They are designed to assist emergency responders in finding rural address locations more effectively and efficiently.
- In reaction to the historic flooding that occurred in 2019, the Fire Division is working to expand its water rescue capabilities. A rescue boat and supporting equipment was purchased, and along with an outboard motor donated by a local family and some specialized training, great strides are being made to solidify our response capabilities when the need arises. This effort will remain a work-in-progress.
- Following the departure of the Building Services staff to Administration, their space at Station # 1 was remodeled into a training/meeting room that will also serve as a back-up Emergency Operations Center for the City should the need arise.

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 in the best manner we possibly can. As always, please be well and stay safe.

2019

OPERATIONS

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 2,019 rescue calls and 353 engine responses. Calls for service included, but were not limited to, vehicle accidents, fires (structural and wildland), flood response, medical calls and natural gas leaks.

SPECIALIZED TRAINING AND EVENTS IN 2019

All of our paramedics attended an annual refresher training session, which lasted three days at Northeast Community College. All Paramedics received 24 hours of training, which is added to an additional 48 hours (minimum) of training received in house that is required to maintain National Registry and State Certification. We currently have 32 Nationally Registered Paramedics and 2 in training. We also have 13 personnel trained at the EMT-Basic level.

The Norfolk Fire Division serves as a hazardous materials regional response team for Northeast Nebraska. This year in August, we hosted an 80-hour Hazmat Technician Certification Course at our training facility here in Norfolk. The Nebraska State Fire Marshall Office Training Division provided instruction for this course. Three of our hazmat team members attained ProBoard and IFSAC certification following a testing process at the end of the course. In addition, the on duty shifts assisted and participated each day in training and gained up to 40 hours of refresher training. . This class also brought hazmat technicians from Beatrice, North Platte, and Omaha to join in the training.

Norfolk Fire and Rescue were challenged with the flooding of 2019. Responders and community members spent countless days helping each other and many are still recovering from the devastation that occurred. Norfolk Fire continues to train in the area of water rescue emergencies and to build relationships with neighboring fire departments to enhance capabilities for these types of events. Through donations and continued support from our taxpayers and elected officials, we have been able to add to our equipment and training to support the objective of constantly getting better when dealing with response to flood waters.

The arrival of Tower 1, a 100 ft. Mid-mount Aerial Apparatus, required many hours of exciting training. This truck has already been on several fire calls and proves to be an incredibly important resource for Norfolk and its surrounding communities.

In summary as we look back on 2019, there were many challenges but in the end, our responders continued to lean on each other, our families, and the responders and citizens from Norfolk and its surrounding communities. The teamwork that exists in Northeast NE is something we should all be proud of.



Norfolk Fire Division Annual Hazmat Report for 2019



The Norfolk Fire Division responded to several Hazmat calls this year.

Along with our scheduled training while on duty, we also hosted our annual 40/80-hour Hazmat class in August to keep up on training and certify new Hazmat Technicians. We purchased some new air monitors to meter gases on Hazmat calls to keep staff and bystanders safe. We also purchased 10 new Self-Contained Breathing Apparatus (SCBA) to use during Hazmat calls and training. This year we put on a Hazmat Drill at Divots hosted by Region 11 in October and had mutual aid departments attend and participate in it. The department attended the annual pipeline safety class at Divots to stay on top of how to respond to a call in the event of failure or damage to the pipeline system.



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 aides in continuing to meet increasing demands for services while maintaining operational costs. This team went above and beyond in providing support to our full time staff this year specifically during the flood-2019.



staff this year
cally during the
ing in March

Our reserves continue to be 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 a machinist, college students, law enforcement officers, an engineer, custodians, HVAC technicians, a childcare worker, a Chief Deputy State Fire Marshal, utility lineman, mechanics, a health inspector, and a fire suppression technician amongst other careers.

We currently have 28 reserves with years of experience ranging from one year up to over 35 years. This year we had four reserve firefighters leave the fire reserves in good standing. Two of those four are now serving as full time firefighters at Norfolk Fire and Rescue. In addition, we swore in one new reserve this year. 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, public relations events or labor-intensive technical rescues can result in a need for assistance from our reserve staff.

This past year (7) of our reserve firefighters took classes at the Nebraska State Fire School in Grand Island. Classes taken covered topics such as Livestock Emergencies, Advanced SCBA Operations, Nebraska Fire Happenings, Basic Vehicle Extrication, Fireground Operations, Introduction to Firefighting, and Staying Safe as a First Responder.

In addition to Nebraska State Fire School, the fire reserves trained in many different areas on their regularly scheduled training nights. Specialty training this year included Ice Rescue Training, a Multi Company Hazardous Materials Drill, Live Fire Training, Mental Health Training, and Tornado Spotter Training to name a few. We also spent time training with Mutual Aid partners, Pierce and Hadar Fire and Rescue.

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.



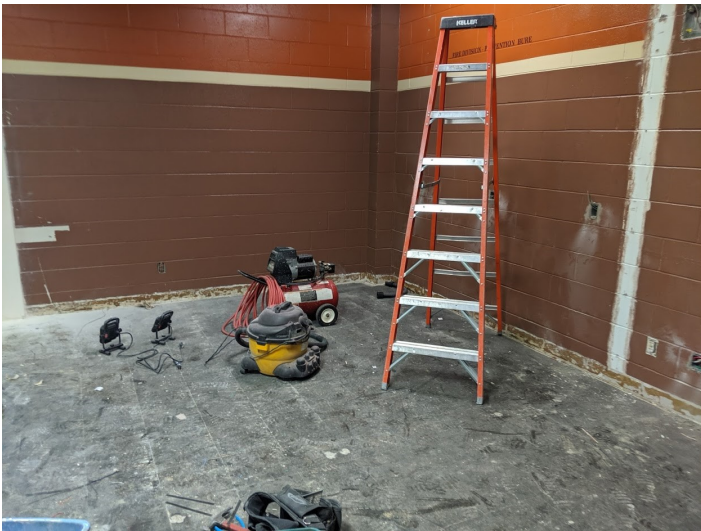
Paul Serres badging ceremony



Fire Reserves training with Hadar Fire on extrication

RENOVATION OF FORMER PERMITS AND CODES OFFICES

Many changes occurred at the fire division in 2019. One of those changes is the remodel of the former prevention area in the southwest corner of the building. A plan was developed to make the area into a multipurpose area that could be used for training, meetings and other activities. The plan consisted of removing interior walls to expose an area of approximately 880 square feet.



Deconstruction began in October with the removal of the walls and doors by on and off duty fire fighters. The countertops in the reception area were removed and saved to be reinstalled at a later date. The ceiling tiles and grid were removed to expose the electrical and plumbing which required changes. The electrical was updated by retired Assistant Fire Chief Jim Dooley. Many of the materials from the deconstruction were saved to be used either in the remodeled area or somewhere in the city.

Once the area was cleaned and plans were finalized, the area began to take shape. Kitchen cabinets were installed to accommodate meal service. The countertops saved from the reception area were re-installed by Signature Stone. The addition of two TVs will offer the ability to watch news, weather or video feed for training and meetings. An interactive whiteboard was added to the room for use with computers and the internet. This board gives the fire division the ability to review an emergency response and interact with the map or picture on the board. A sound system was also installed for the TVs and computers.



Although the area is not complete, it has been utilized for meetings and training. The Christmas parties for fire division personnel were held there along with the Christmas Eve and Christmas Day meal for the members on-duty. Work continues on this area. The restrooms will be updated along with finishing some minor trim work and painting. Due to the hard work and many dedicated hours from fire division members along with other members from the city, this area has become a vital tool to be used for years to come.

FIRE INSPECTIONS AND PREVENTION

During 2019, business fire inspections as well as company preplans, done by all the shifts with fire fighter inspectors were planned every Wednesday. This year there were a total of 450 inspections conducted on customer owned premises with a wide variety of violations found and corrected. Craig Reeson and Jerry Thompson are both certified as Fire Inspector I at this time. Trever O'Brien was promoted to the rank of Lieutenant and his position as Fire Inspector was filled by Chris Lyon. Chris was deployed to the Middle East as part of his Army Reserve commitment at the time of his promotion so he will complete the certification when he has completed his training. Chris will be taking the test in 2020. I would like to welcome Chris to the team and look forward to working with him as he learns his new position. Thank you Chris for your service to our country.

The Division responded to 109 fire calls with 15 of these calls having active fire in the structure or at the location at the time of the Fire Divisions arrival during the past year. Of those calls the fire was contained to the room of origin 1 time and to the structure of origin 12 times. The total amount of loss to the structure caused by these fires was \$932,100.00. This number is up from last year. The total contents lost in these buildings was \$475,900.00. This amount was also higher than last year. The total amount of property and contents that were saved in these 12 structures was \$4,938,700.00. We continue to work towards preventing as many fires as possible.



Continued efforts were made to get the fire prevention word out to through school visits, station tours, press releases and training classes for the general public and the workplaces of Norfolk. 4550 people visited our fire stations, attended fire prevention activities or 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 was well attended and we continue to encourage everyone to attend these events. There were multiple training classes conducted and public booths were staffed at the Norfolk Area Home Builders Home and Garden show, and the Annual Night Out in Central Park during August with total contact hours of over 200 staff hours spent. contacting over 5000 citizens.

The easiest fire for any fire department to fight is the one that does not occur. With this in mind fire prevention is always our main goal for all the citizens of Norfolk, surrounding area, and

the visitors to our city. Our activities have been geared towards this goal. The fire division continues to deliver and or replace out of date smoke alarms homeowners report so the occupants are protected until they can replace the existing alarm(s) that have failed. 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 date is on the back or inside of the alarm showing the date of manufacture. This year was the second full year that we have been enforcing the installation of carbon monoxide detectors in residential dwellings whenever a permit is issued. This also includes home daycare providers and daycare centers. A reminder that carbon monoxide detectors have a life span of 5 years. The date of manufacture is marked on the detector. Carbon monoxide units can be purchased as a combination with smoke alarms at local retail stores.

Norfolk continues to be accredited as a Safe Community of America. Many industrial safety departments, education members, Faith Regional Hospital, and other groups around the city and the City of Norfolk made this happen.

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

TOWER 1

Beginning in 2016, a 13 member committee began the monumental task of replacing the 1974 Snorkel Aerial Ladder Truck. The committee began extensive research into the various options that were available in the industry, what the strengths and weaknesses were of each, and what potential design and features would serve the needs of Norfolk and the Rural Fire Protection District in the best possible manner. This venture was a joint effort between the City of Norfolk and the Norfolk Rural Fire Protection District. The two parties successfully negotiated a contract in which the cost of this truck would be split 50-50 and would jointly serve both the city limits, and also the 102 square miles that make up the rural district.

A schedule was provided by Chief Cordes outlining a specific timeline in which certain progress points were evaluated and the committee worked very hard to complete each phase of the project leading to an ultimate decision at the end of the process. Excellent input was gathered by all committee members that helped shape a general baseline, and painted a good overall picture of what this truck may look like in the end.

Following solicitation of industry options from various dealers and fire apparatus manufacturers, the committee began to drill down and identify key components the new truck must include to provide the maximum service to the community and rural district. Generic specifications were developed that served as a template to add and delete from, and provide a roadmap for developing the final specifications that would ultimately be submitted to all potential bidders for the new truck.

Key members of the committee traveled to fire apparatus manufacturers in Nebraska, Florida and Wisconsin. Extremely valuable information was obtained that directly added to the quality of the design of the new truck. Also firsthand opinions were obtained from each visit that allowed committee members to evaluate workmanship, professionalism, attention to detail and overall observation of the quality that each company could offer.



Multiple visits were made to fire departments across the area to observe existing aerial apparatus types and seek direct feedback from fire personnel to learn from their successes and as well as any shortcomings that we could avoid in our design and specification development. Very valuable information was gathered and directly impacted the decision making along the way to assure the committee was getting the best product available at the best possible price.

Ultimately the committee chose to pursue the purchase of a mid-mount platform aerial truck that would have 100 feet of reach with the ladder. Previously, the longest ladder in the city was 85 feet, and could not reach the highest occupied floors of the city's tallest buildings. With the design and capability of this new aerial device, the committee assured the best possible chance of achieving a safe rescue from the tallest buildings and maintained large GPM (gallons per minute) of pumping capabilities at large working fires.

Following completion of the design and specifications for the new truck, the Mayor and City Council authorized the advertisement for bids to build this new aerial ladder truck. Upon completion of the bidding process, three (3) sealed bids were received. Pierce Manufacturing from Appleton, Wisconsin was high bid at \$1,342,059.00, E-One from Ocala, Florida was next at \$1,243,159.00, and Smeal Fire Apparatus from Snyder, NE was low bid at \$1,206,356.00.

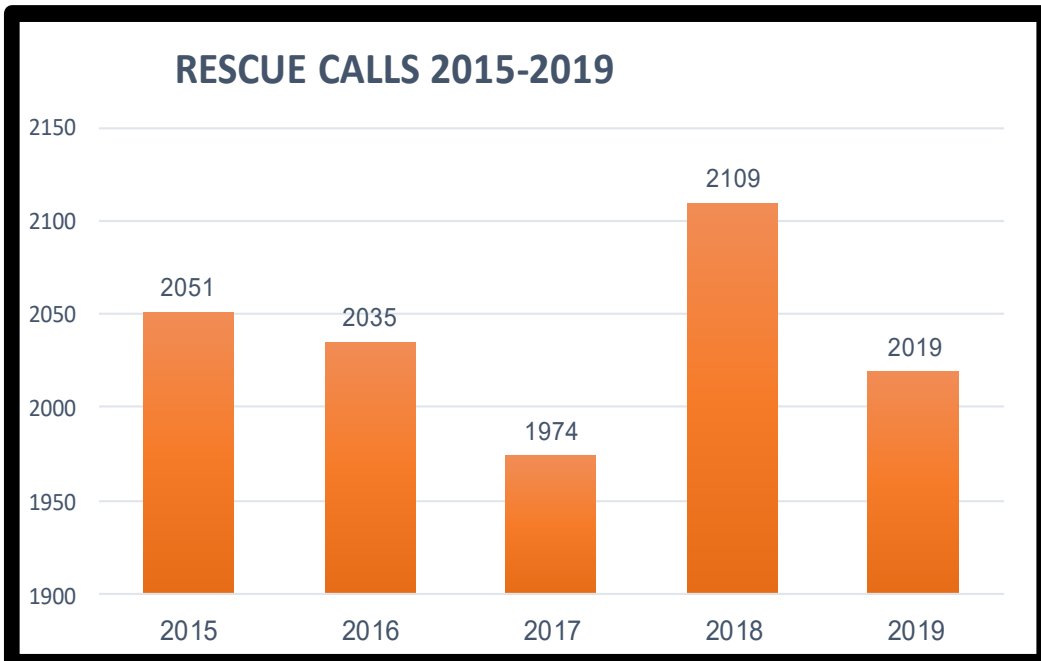
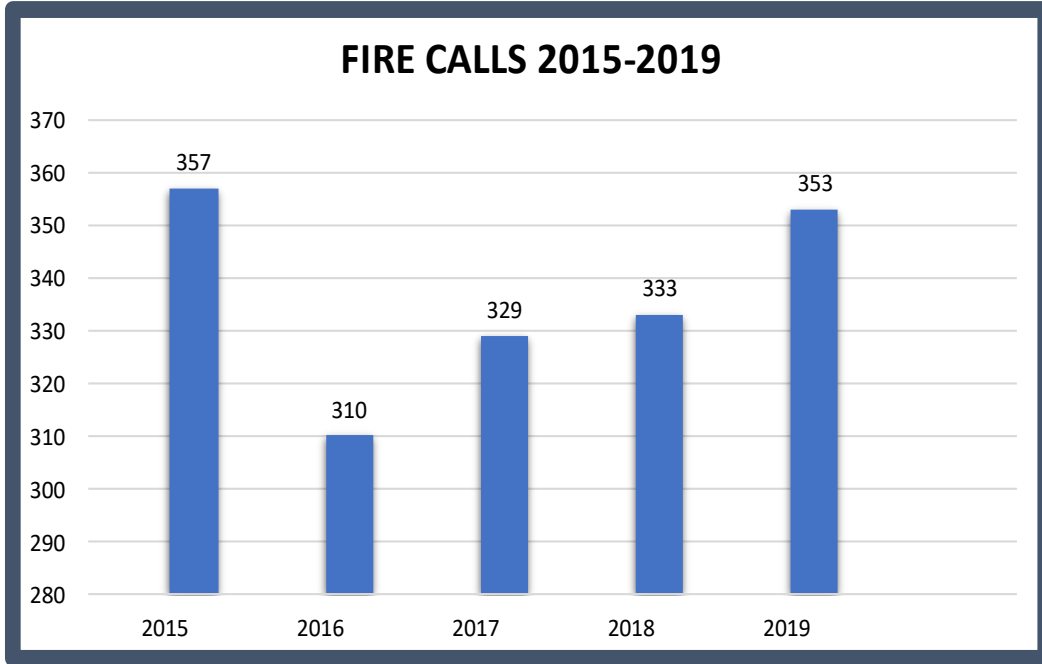
Once fully trained and equipped, this multi-year labor of love was finally ready to begin its service to the fine citizens of Norfolk and Rural Fire District. On June 12th, an open house was held at Station 1 where the new truck was introduced to the community, as well as media and other guests in attendance. Present at the ceremony was Mayor Josh Moenning and other city elected officials, Rural Board President Bill Wind and additional rural board members, along with city staff including City Administrator Andy Colvin and Public Safety Director Shane Weidner.

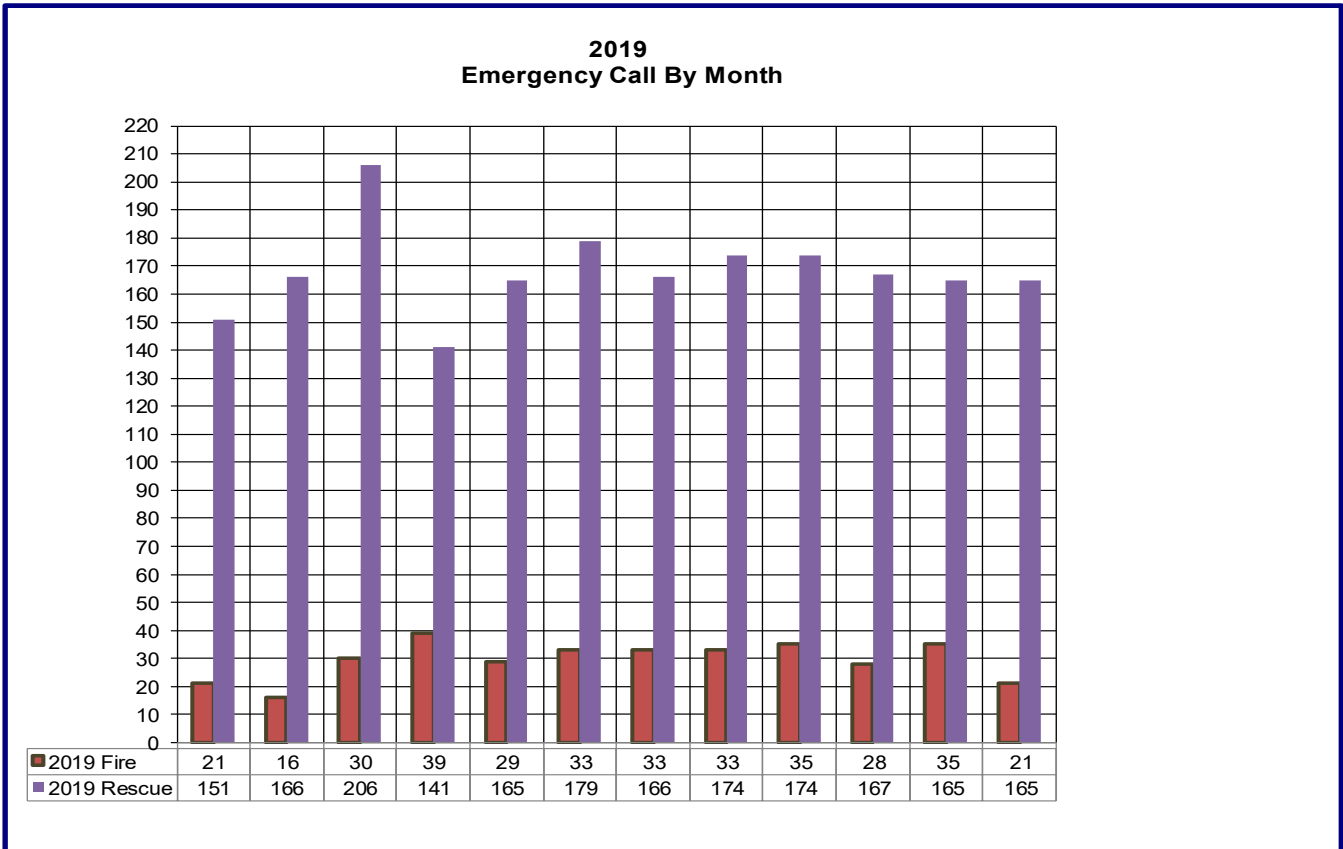
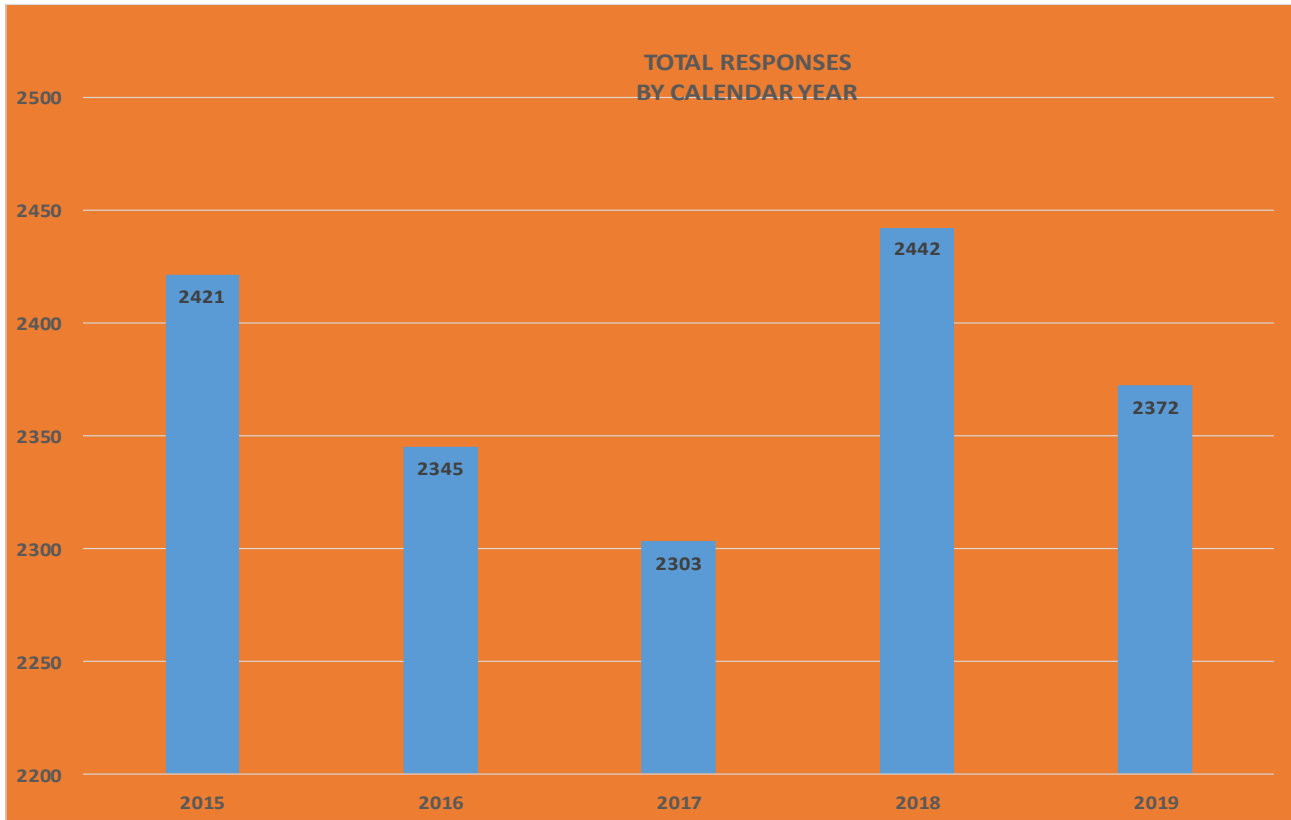
The 13 member committee that worked diligently on this project were Craig Reeson, Tim Wragge, Scott Bon-sall, Trent Howard, John Reding, Steve Bettendorf, Chad Wurdeman, Lannce Grothe, Devin Pekny, Landon Grothe, Chris Lyon, Sean Lindgren and Scott Cordes. Since being placed into service, the truck has been de-

ployed to several working fires and has performed admirably. It will remain an outstanding resource and incredible blessing for the fire division and its service to the citizens for many years to come.



5 YEAR BREAKDOWN OF FIRE AND RESCUE CALLS





	2018 Actual	2019 Actual	2020 Estimated
Demand:			
City Population	24,210	25,000	25,000
Rural District Population	4,950	5,000	5,000
Total Geographical Area 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	2,442	2,372	2,460
Emergency Medical Calls	2,109	2,019	2,160
# of Patients Encountered	2,329	2,400	2,420
Fire Calls	333	353	300
Structure Fires	15	15	15
% Contained to Room of Origin	75	75	75
% Contained to Structure of Origin	100	100	100
Hazardous Material Calls	24	41 (includes CO calls)	30
# of Level 1 Call Backs	31	39	35
# of Level 2 Call Backs	180	114	200
# of Citizens Who Toured the Fire Station or attended classes	1,148 Adults 2,195 youth	638 Adults 1000 youth	1,200 Adults 2,200 youth
Public Interacted with	7693	4550	7750

	2018 Actual	2019 Actual	2020 Estimated
Productivity:			
Total Training Hours	6,937	7,706	7,000
Average Training Hours per Firefighters	114	140	125
Feet of Hose Main- tained	26,350	26,350	26,350
# of Pumps Tested & Maintained	6	6	6
# of Warning Sirens Tested & Maintained	10	10	10
# of Preemption Devic- es Maintained	80	80	80
# of SCBA Tested and Maintained	61	61	61
# of Emergency Vehi- cles Maintained	22	22	22
# of Defibrillators Main- tained	8	8	8
Effectiveness:			
Average Response Time per Call	4.6	4.12	4.5
# of Incidents with 1st Arriving Units within 5 minutes (in city)	83.15%	83.27%	85%
Valuation of Structures involved in Fire	\$8,650,186	\$4,938,700	\$8,800,800
Structural Dollar Amount Loss Due to Fire	\$418,120	\$932,100	\$460,0000
Contents Dollar amount of loss due to fire	\$120,920	\$475,900	\$130,000
Average Years of Ser- vice of Employees	14	12	14

