

Norfolk Fire Division Annual Report 2022



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 2022

The Fire Division ended 2022 healthy and without serious injury to our staff. Serving the citizens of Norfolk and our Rural Fire Protection happened at a high level with assistance from all of our Mutual Aid Partners. The following list includes call totals and notable staffing changes at Norfolk Fire and Rescue this past year:

The year 2022 resulted in the highest calls for service in the history of our department, which dates back to 1884. Much like our report last year, this is part of a trend felt across the country in Fire and EMS. The 3,190 calls surpassed the previous record year of 2,992 calls in 2021.

During the past year and since last reported, six full time staff departed from Norfolk Fire Division (NFD) and we added 7. Among those that left were long time Health Official John Kouba and City Fire Marshal Terry Zwiebel. In addition, Bryce Hinrichs, Stephanie Smith, Kevin Armbruster, and Alex Webb all departed as members in good standing. Those hired were Adam Smith as Code Compliance Official (previously titled Health Official) and Sean Lindgren as Fire Marshal for the City of Norfolk. Shift personnel hired included William DiLullo, Nathan Best, Ashley Dittberner, C.J. Neumann and Micah Baumgartel. These shift hires came following two entry level testing processes held in 2022. This brings our full time shift roster up to 31 from 30 reported in 2021.

Our Fire Reserve program saw the departure of Lyle Davison, Shawn Seevers, Seth Osnes, Nic Meyer, John Kouba, Victor Jaras, Mitchell Kallhoff, Susy Penaflor and Sara Perrigan as members in good standing. Fire reserves added were Patrick Popken, Christian Lara, Tyler Hulse, Draevin Roskens, and Trevor Becker. The fire reserve roster now stands at 34 members.

A few additional updates and notable happenings that took place over the past year:

Our wellness and peer support committees continue to make physical fitness and mental health a priority in our day-to-day happenings. This has become a huge advancement in the fire service over the past several years as mental health issues continue to challenge responders across the world.

Region 11 Emergency Manager Bobbi Risor saw another busy year as stated in her annual report for 2022. Both Bobbi and Faythe Petersen (Administrative Assistant) put in many hours navigating grant documents and assisting in oversight of extremely important budgets for Region 11 and the City of Norfolk.

Adam Smith and Sean Lindgren (both mentioned above) are settling in well to their news roles with the City of Norfolk as Code Compliance Official and Fire Marshal respectively.

B-Shift Firefighter/Paramedic Max Hesman was chosen as the 2022 Firefighter of the Year. The Norfolk Morning and Noon Optimist Club present this award annually.

Long time Norfolk Fire and Rescue EMS Medical Director Dr. Tom Surber was awarded the Distinguished Service Award from Northeast Community College in Norfolk, NE.

Norfolk Fire and Rescue took possession of a new Ambulance (Rescue 4) from Wheeled Coach (Feld Fire). This unit is a 2022 on a F550 chassis and is custom built to mirror our 2015 and 2019 rescue units. NFD now has three of four rescue units that are 4-wheel drive. This unit replaced a 2006 rescue unit.

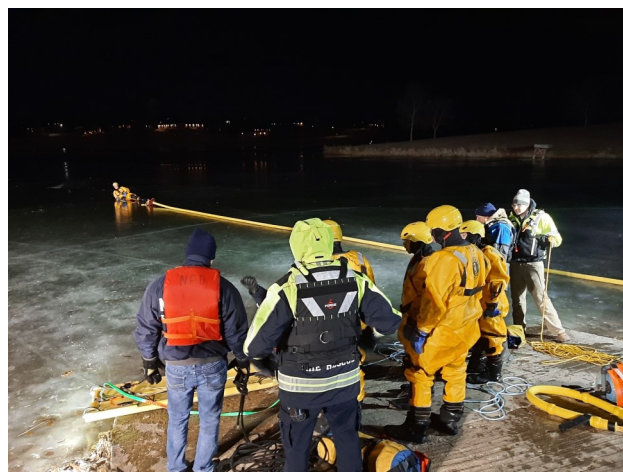
NFD personnel are consistently providing high-level service year to year and I am very proud of them. The rising call volume has taken a toll on our responders but they just keep bringing the effort and willingness to serve. This would not be possible without the support of both the Norfolk Mayor and City Council and Norfolk Rural Fire Board. Most importantly, the support of our families keeps us all putting our best foot forward.

OPERATIONS REPORT

Our operations staff continue to be highly motivated to provide service and protection to the citizens of Norfolk. It was another busy year responding to calls and handling day-to-day operations at Norfolk Fire and Rescue. With this being the third year in a row we have had an increase in calls, marking the highest call volume in history of the department. Increased call volume continued to bring unique challenges for our responders. Our staff continued to rise to the occasion to find success and train hard despite the challenge.

In addition to daily shift training, we are able to incorporate multi-shift trainings throughout the year. Below are a few highlights from the year.

In January we trained on Ice Rescue Emergencies at Skyview Lake in Norfolk. This training covers shore support and physical ice rescue skills. Included is ice condition evaluation, patient approach and equipment utilization. Equipment such as ropes, inflatable rescue boat, Marsars ice rescue board, and a water ice rescue tools were trained on. As a result all three shifts and reserve staff were able to participate in these trainings and improved their skills.



In July, we were able to perform fire ground operation training at an acquired structure northeast of Norfolk. This included interior and exterior fire training evolutions such as search and rescue, fire ground communication and ventilation. Firefighters performed search and rescue training to increase their skills in finding lost or trapped victims in a fire. They worked on communications over the radio for better coordination and efficiency and trained on ventilation to help with controlling fires in a timely manner to assist in saving property. Structures with unfamiliar layouts create great training opportunities for our firefighters.

In August, staff attended a rope rescue training course hosted by Nucor Steel. Rope rescue technicians were able to hone their skills and train alongside some of our industry partners to prepare for potential events. This concluded with a rope rescue drill where technicians and EMS providers worked together to successfully perform a rescue off an elevated surface over 100 ft. in the air.

OPERATIONS CONTINUED

In September, we were able to send personnel to Sioux Falls for Structural Collapse training. They learned how to evaluate collapsed rubble, stabilize existing structure components and remove debris to search for and rescue victims. This will allow us to be better prepared in the event of a natural disaster or collapse if we encounter these types of situations. We are working on obtaining equipment to help aid in these situations as well as further our education and training in the years to come.



Among the above mentioned training we continued to host an annual swift water training with our mutual aid partners. We look forward to this opportunity to work with our mutual aid partners and develop strong relationships. Paramedics attended the three day annual refresher training session, at Northeast Community College to keep up with certification requirements. Last but not least we found time for facility up keep by replacing our training tower wall caps, modernized training props and are working on refreshing our training tower classroom.

2022 brought its challenges, successes, and responses that will forever be part of the history of this department. From record calls to training aggressively and finding time to keep our facilities up to par. Our responders rose to the challenge and managed to keep themselves safe while providing a high quality of care to the citizens of the City of Norfolk and its surrounding communities when needed.

Trever O'Brien
Assistant Fire Chief

OPERATIONS REPORT PHOTOS



HAZARDOUS MATERIALS TEAM REPORT



Norfolk Fire is fortunate to belong to a ten city organization that is eligible for hazmat grant funds paid by the Federal Emergency Management Agency (FEMA). As part of our role within this group we continue to serve as a regional hazardous materials response team. The photo above on the left is an example of the Level A Suits we purchased while on the right is an example of the boots that we purchased. The suits and boots are used during certain types of chemical spills. We were also able to purchase thermal imaging cameras during this fiscal year.

- The Norfolk Fire Division responded to four fuel spills, ten natural gas leaks, fourteen faulty carbon monoxide detectors, one Freon Leak, one carbon dioxide leak, one liquid oxygen leak, seventeen carbon monoxide leaks, one oil spill, one paint spill, and thirty three odor investigations.

- As part of our regular training, we hosted an annual 40-80 hour hazmat technician course in August at the Northeast Nebraska Training Facility. This course is instructed by the Nebraska State Fire Marshal Training Division.

- Pictured below is one of the types of thermal imaging cameras we purchased to use on incidents to find victims, leaks, and hot items.



Lannce Grothe

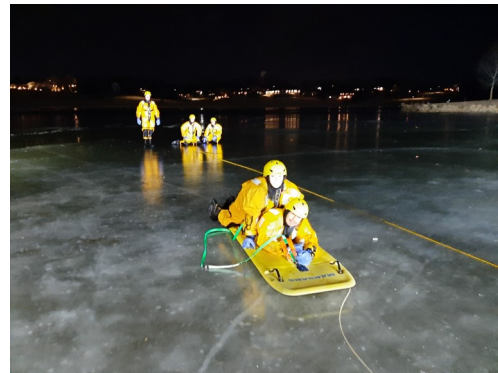
NORFOLK FIRE RESERVES

Norfolk Fire Reserves are a group who have diverse talents and backgrounds. When brought together to help serve and protect the citizens of Norfolk they are invaluable. Reserve staff have a wide range of experience from less than 1 year to over 35 years of service. While reserves are compensated for training and response, their support aides in continuing to meet increasing demands for services and maintaining operational costs.

Reserves continued to be an extremely important component of our Operations in 2022. 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 emergency calls, public relations events or labor-intensive technical rescues can result in a need for assistance from our reserve staff. We leaned on our reserve staff over 300 times to help cover a wide variety of situations over the last year.

Dedicated to improving their skills, training is held twice a month for 3 hours each session. Reserve training nights consist of fire training evolutions such as ground ladders, firefighting hand tools, hose advancement and deployment among other skills. In addition to regular training topics our reserves went above and beyond to advance their skills.

In March, our fire reserves attended annual Tornado Spotter training. In May, we had 14 reserves attend the 85th annual Nebraska State Fire School in Grand Island, Nebraska. They were able to participate in introduction to firefighting, forcible entry techniques, live fire training, drone operations and other courses. In October we held a training drill with our Mutual Aid Partners and trained on communication and fire ground operations.



We added 7 fire reserves this year bringing our current reserve staff to 34. They are working through a 6 month training academy and a 1 year probation period with various required tasks. Throughout the program, tasks will include but are not limited to, facility and equipment familiarization, usage of personal protective equipment, live fire training and other tasks. Upon completion of all requirements, these individuals will be sworn in as Norfolk Fire Reserves in a formal ceremony.

2022 has been a great year for progress and very rewarding in many ways. Reserve staff stepped up when it mattered providing the response support our operations demanded. Full time and part time staff came together working through all kinds of adverse circumstances throughout the year. Reserve and full time staff integrated trainings continue to make our operations successful. This team takes care of each other and everyone that they serve at all costs. We are excited and look forward to what 2023 will bring.

FIRE INSPECTIONS AND PREVENTION

The office of the City of Norfolk Fire Marshal was impacted by transition in 2022. Long time Fire Marshal Terry Zwiebel retired from service in July and Sean Lindgren took the Oath of Office as fire marshal in succession. The fire division will be forever grateful for the dedication of Fire Marshal Zwiebel.

Fire Code Enforcement

It was another busy year of fire code enforcement through inspections. The on-shift fire inspectors conducted inspections at occupancies throughout the city ensuring compliance with fire code. The fire inspectors also coordinated company pre-plans with each operation shifts to familiarize emergency responding personnel with facilities to effectively manage incidents.

The Fire Marshal conducted plan reviews for construction, additions, and renovations of buildings and new fire protection systems. Inspections were conducted for new and annual facility State licenses, new construction/renovations of buildings, flammable liquids storage tanks, and new fire protection systems in accordance with the Delegated Authority granted by the State Fire Marshal and in accordance with City Ordinance. In all, a total of 359 inspections and pre-plans were conducted in 2022.

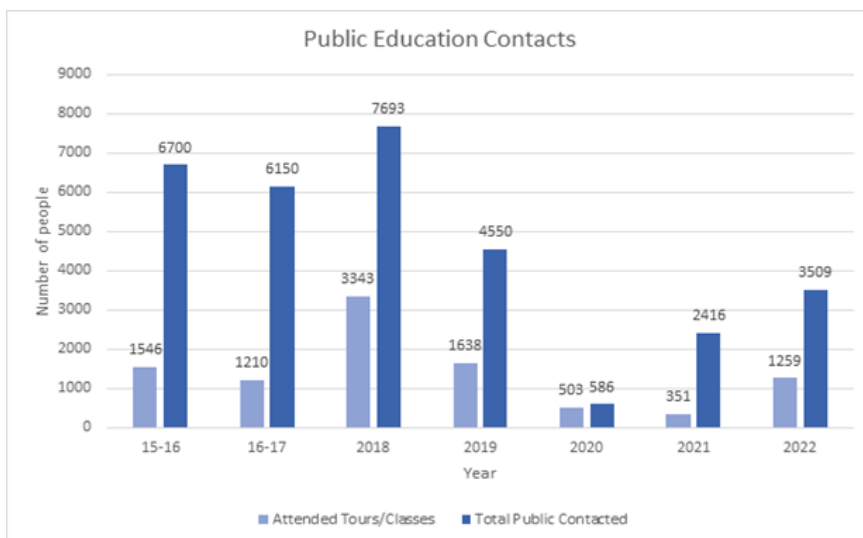
Fire Investigations

All incidents of fire were investigated for cause and origin as required by state statute. The fire marshal and fire inspectors utilized opportunities through continuing education to increase knowledge and experiences by attending the Nebraska IAAI Fire and Arson Conference. In 2022, there were 411 fire calls with 17 of those being structure fires. Fire losses in 2022 totaled \$795,450. The value of property involved in fire situations in 2022 was \$2,345,225.

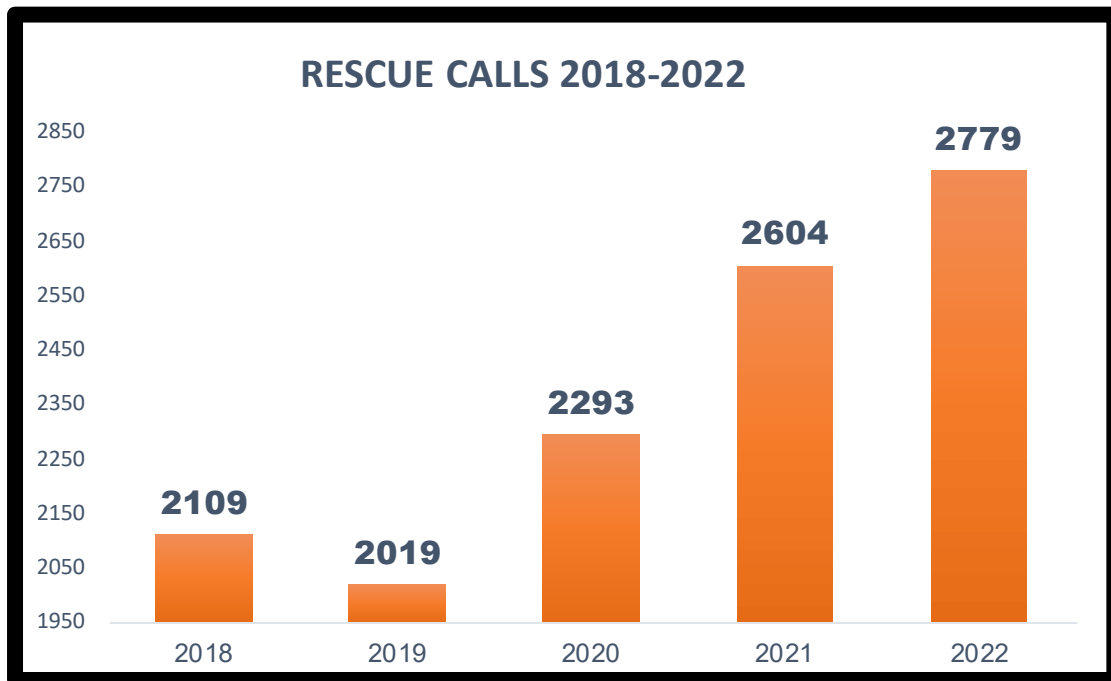
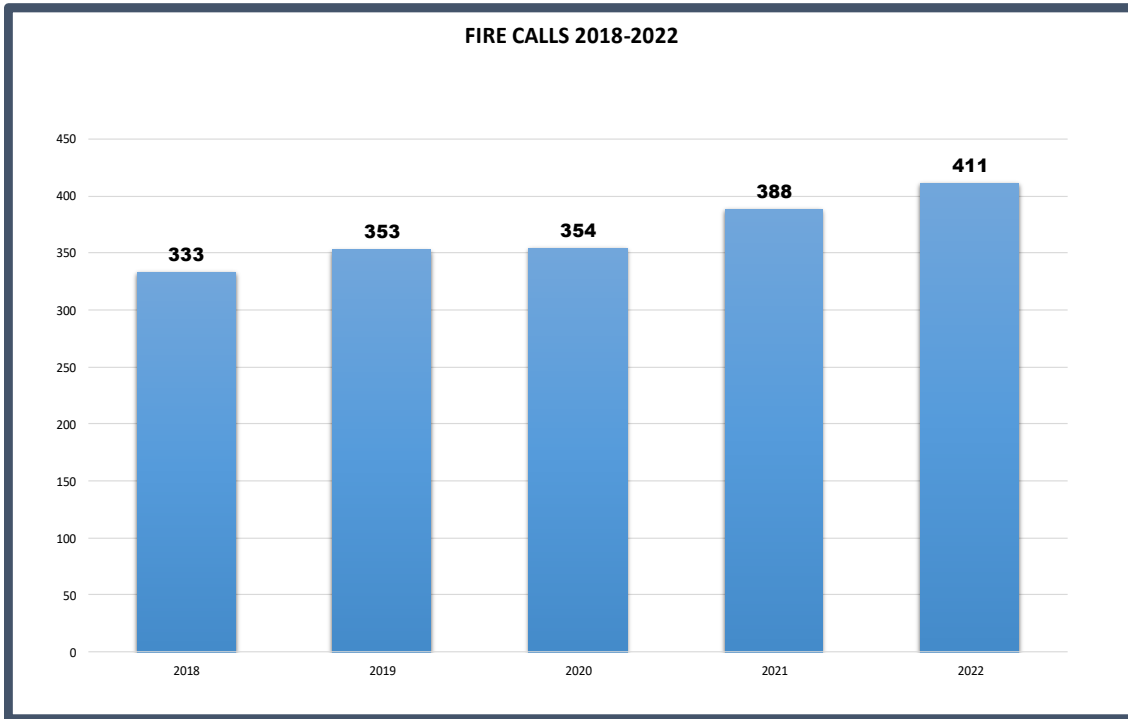
Public Education

Fire Division personnel were able to conduct a variety of public education and outreach events through fire station tours, elementary school visits, and training classes in 2022. These opportunities are a valuable avenue to educate citizens and residents of the City of Norfolk on ways to prevent fires and how to respond in case of a fire or other emergencies. An open house held during Fire Prevention Week at the fire training tower facility offered activities and educational demonstrations for all ages. Awards were given for a coloring contest coordinated with the elementary schools.

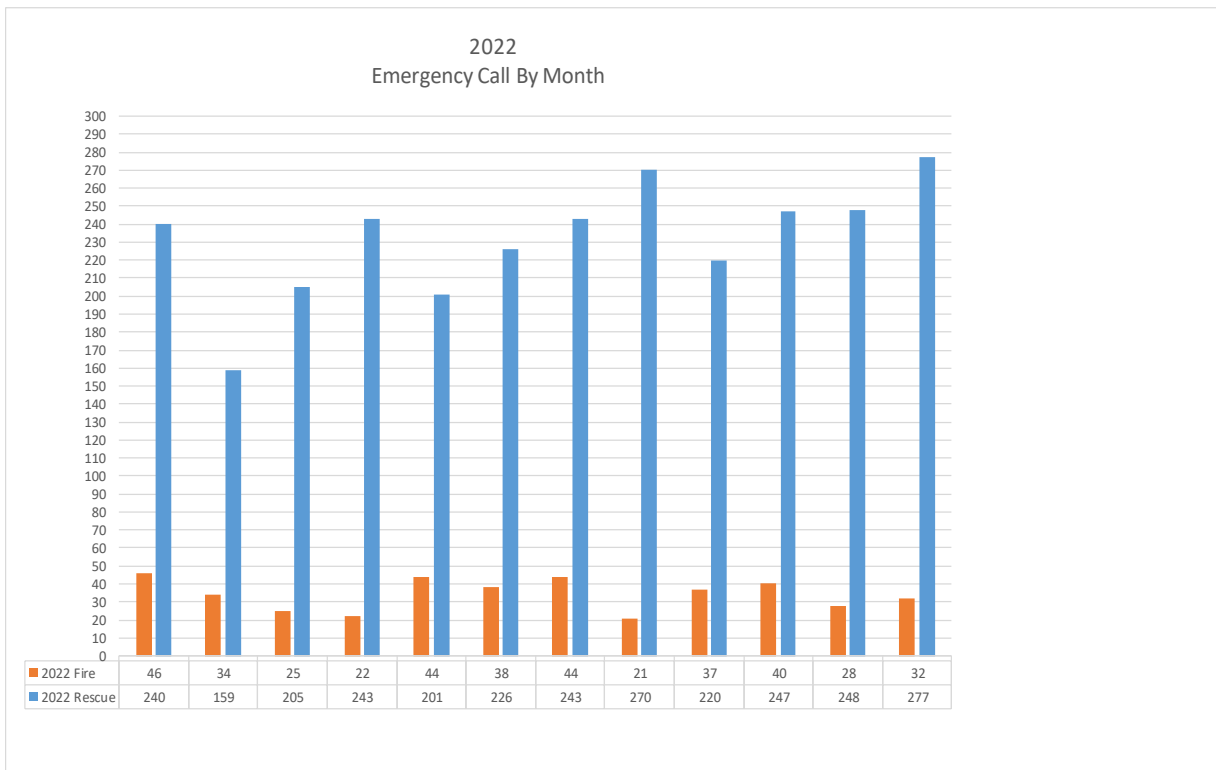
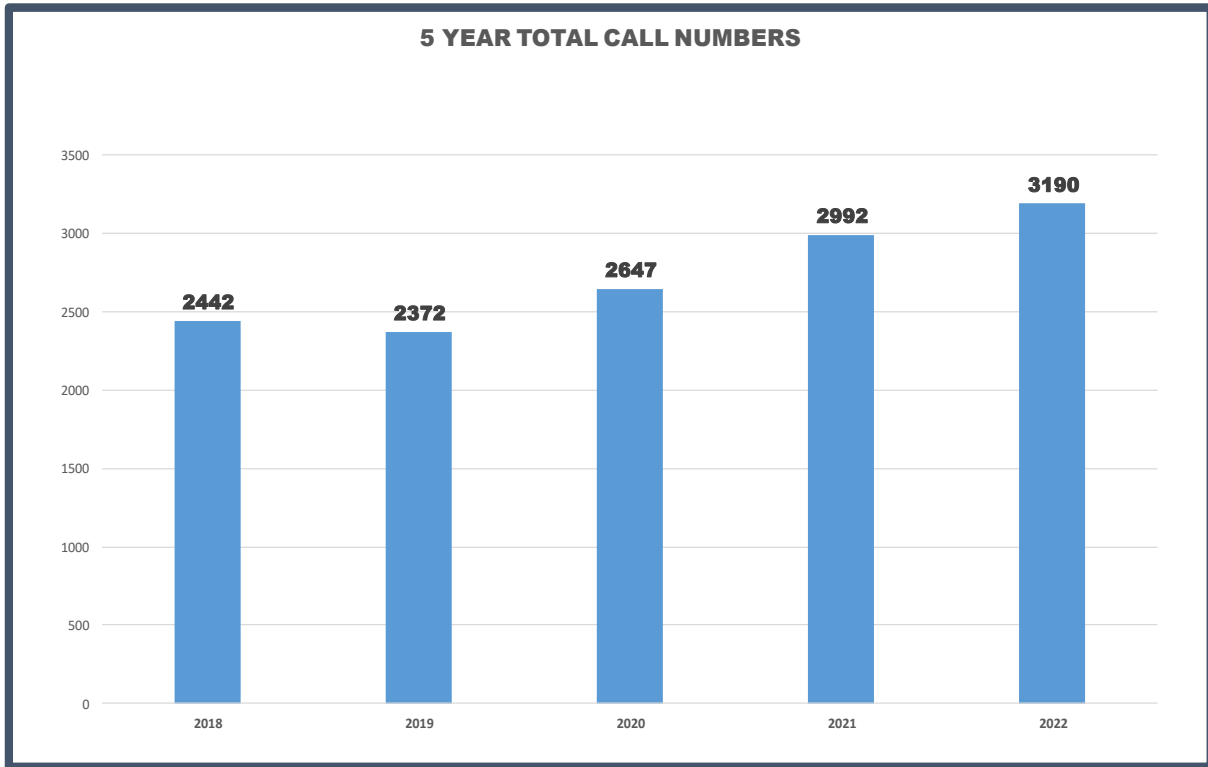
Through all these activities a total of 3509 people were contacted. A total of 1259 people participated in tours/visits or attended classes with 493 being adults and 766 being youth. These numbers show evidence of a rebound in lower attendance due to pandemic limitations in previous years. Fire division staff strive to see the upward trend continue in the coming year.



5 YEAR BREAKDOWN OF FIRE AND RESCUE CALLS



CALLS FOR SERVICE DATA CONTINUED



REGION 11 EMERGENCY MANAGEMENT

In 2022, Region 11 Emergency Management was involved in many different ways in Antelope, Madison and Pierce Counties including the City of Norfolk. The COVID-19 pandemic continued to threaten and reimbursement projects with FEMA and NEMA were continually submitted. Disaster declarations were submitted for Antelope and Pierce Counties for the Derecho of May 12th with storm/electrical damage throughout both counties. Other emergencies that occurred throughout Region 11 that were reported to the State were power outages, 911 system outage, possible tornado/high wind damage and multiple hazardous materials spills/leaks.

Trainings, classes and exercises were in full-swing throughout Region 11 with a full-scale hazmat/multiple casualty exercise held in May on the Madison County/Pierce County line. The scenario was a pickup hauling a trailer with double nurse tanks of ammonia. A school bus full of Norfolk Public School students collided with one of the nurse tanks on the trailer at the north side of the intersection of Kaneb Road and Victory Road. On the south side of the intersection, there were two car loads of “parents”, played by Pierce Fire CERT (Community Emergency Response Team) adults. The scene was chaotic with a hazardous materials component, multiple victims/patients and “upset parents” attempting to get to their “kids” at any cost. Multiple law enforcement, fire departments, emergency medical services and emergency management personnel from throughout the jurisdiction assisted in the exercise.



Other exercises that were held within the Region 11 jurisdiction were an active shooter tabletop exercise with Norfolk Public Schools, an active shooter tabletop exercise at Community Pride Care Center in Battle Creek , a Matheson Gas and Nucor Steel full-scale exercise.

Emergency Management was also given a new challenge this year by being involved with three grant processes this year - one for each county:

- BRIC (Building Resilient Infrastructure in Communities) Grant for the Tri-County Hazard Mitigation Plan for Antelope County
- Hazard Mitigation Grant for the City of Norfolk for 3 outdoor warning sirens (2 replacements, 1 new)
- Pierce County CERT (Community Emergency Response Team) grant application through the Northeast PET (Planning, Exercises and Trainings) Region for training

Bobbi Risor,
Region 11 Emergency Manager

	2021 Actual	2022 Actual	2023 Estimated
Demand:			
City Population	26,000	26,000	26,200
Rural District Population	3950	3950	4000
Total Geographical Area Served	111	111	111
City Area	16	16	16
Rural Area	95	95	95
Mutual Aid Area	1,345	1,345	1,345
Workload:			
Total # of Responses	2992	3190	3,250
Emergency Medical Calls	2604	2779	2850
# of Patients Encountered	2755	2862	3000
Fire Calls	388	411	400
Structure Fires	19	17	15
% Contained to Room of Origin	40	59	70
% Contained to Structure of Origin	100	88	100
Hazardous Material Calls	60	83	65
# of Level 1 Call Backs	46	67	65
# of Level 2 Call Backs	197	209	225
# of Citizens Who Toured the Fire Station or attended classes	351 Total 80 Adult 271 Youth	1259 Total 493 Adult 766 Youth	1500 Total 500 Adult 1000 Youth

	2021 Actual	2022 Actual	2023 Estimated
Public Contacted	2416	3509	3750
Productivity:			
Total Training Hours	7145	9109	9400
Average Training Hours per Fire Fighter	130	152	165
Feet of Hose Maintained	23,000	23,000	23,000
# of Pumps Tested & Maintained	6	6	6
# of Warning Sirens Tested & Maintained	10	12	13
# of Preemption Devices Maintained	80	80	80
# of SCBA Tested and Maintained	69	69	69
# of Emergency Vehicles Maintained	22	24	24
# of Defibrillators Maintained	10	10	10
Effectiveness:			
Average Response Time per Call	4:10	4:31	4:15
% of Incidents with 1st Arriving Units within 5 minutes (in city)	83.03%	84.51%	85%
Valuation of Structures involved in Fire	\$19,855,570	\$2,345,225	UTD
Structural Dollar Amount Loss Due to Fire	\$579,900	\$500,030	UTD
Contents Dollar amount of loss due to fire	\$699,950	\$295,420	UTD
Average Years of Service of Employees	13.5	14	13

