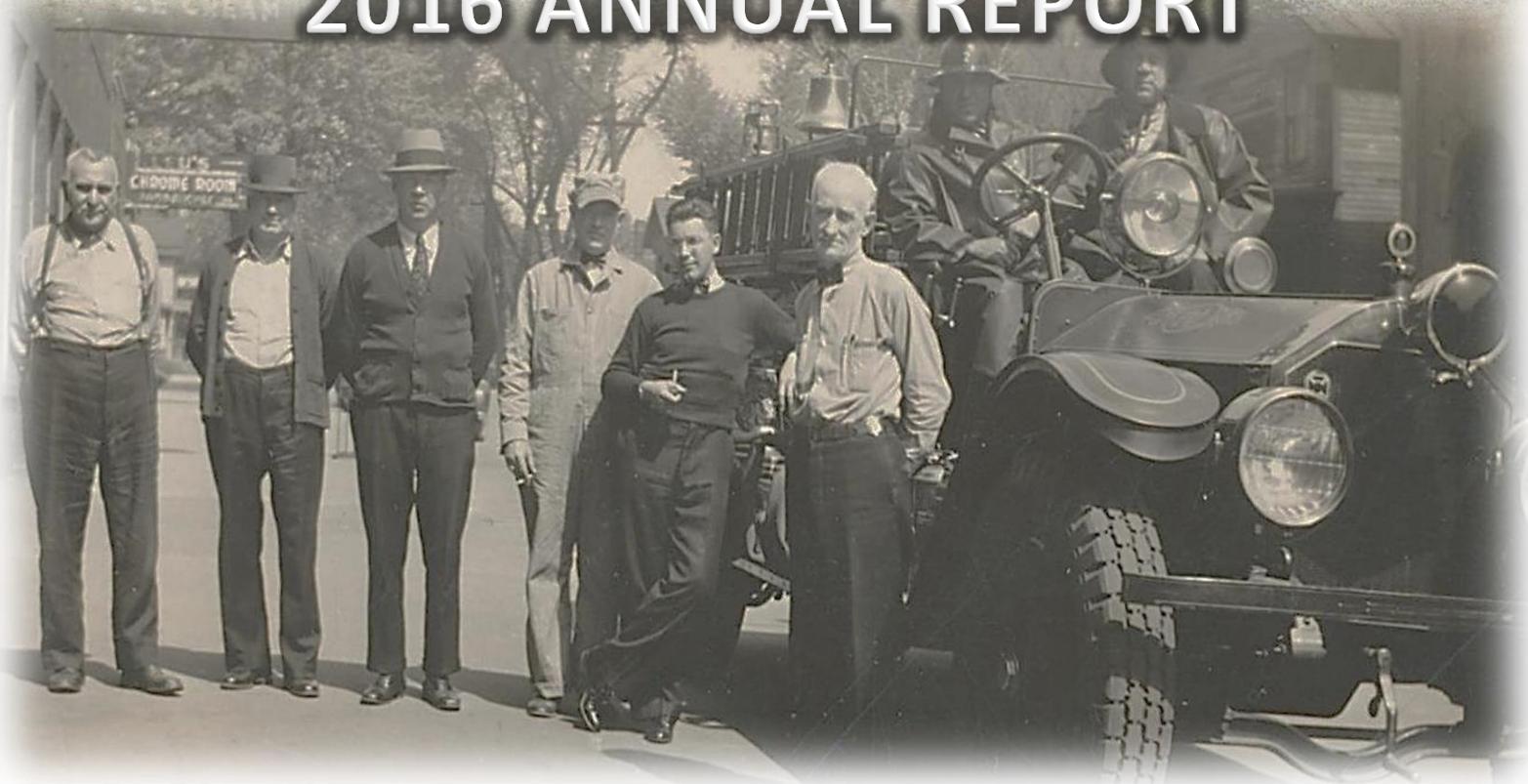


MUSCATINE FIRE DEPARTMENT



2016 ANNUAL REPORT



100+ YEARS OF SERVING OUR COMMUNITY

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Chief's Report

As Chief, it is my honor to present the 2016 Muscatine Fire Department Annual Report. This report actually condenses a full year worth of activity and accomplishments down to a few pages in order to summarize and show what we do and how well we do it. An annual report really only tells a smaller part of a much larger story and a year in the life of the fire department, or firefighter, and can't be simply reduced down to a few pages of words, numbers, graphs, and pictures. I hope that the remainder of this report illustrates to you, the residents, the capability and dedication of your fire department.

"Professional development of all members from the new guy to the Fire Chief will be our focus in 2017"

Last year was a banner year for celebrations, accomplishments, achievements and change. We celebrated 100 years of dedicated service as a fully paid fire department on January 3, 2016. The Muscatine Art Center held a public reception, several history

presentations, and held a fire exhibit displaying historical items from several collections. We saw another record year of calls for service. We responded to 4,706 calls, which was a 3.9 % increase from 2015. We experienced departmental retirements, promotions, and the hiring of 4 additional new firefighters, which was much needed. We were also successful in obtaining grants and achieving departmental goals.

With the retirement and promotions came leadership change at all levels. The opportunity arose to be more efficient in our overall operations and therefore we distributed the operations to help us provide a better service for our programs, prevention services and education efforts. Now prevention services such as fire inspections and public education will be conducted on every shift.

Amidst all of this change, the one constant that we can always rely on is the men and women of the Muscatine Fire Department to deliver the most professional and customer oriented services possible. Regardless of their place within the organization, administrative or operational, I could not be more proud of the work that they do on a daily basis. When citizens call 911 they expect a few things such as a quick response, for us to solve their problem and/or take away their pain, and to do it nicely. I'm proud to say we take pride in meeting the citizens' needs on a daily basis.

Professional development of all members from the new guy to the Chief will be our focus in 2017 to keep the organization prepared for the future. This is a very difficult mission that requires highly trained, dedicated, and skilled professionals who are pushed to their physical and emotional limits when the alarm sounds and they respond. It is truly an honor to be part of this department and community. We are here to serve you so please feel free to stop by or contact me if you have any questions or concerns.

Sincerely,



Jerry Ewers, Fire Chief





FIRE DEPARTMENT

Mission, Core Values & Philosophy

MFD Mission Statement

It is our mission as members of the Muscatine Fire Department to safely provide quality emergency services to the community through the protection of life, property, and the environment from the effects of medical emergencies, fires and other hazards and to reduce these threats through fire prevention and public education.

MFD Core Values

Members: We promote an atmosphere of trust and respect that encourages individual growth, participation, creativity and acknowledges the achievements of our members.

Organization: We support an organization built on a foundation of initiative, collaboration and commitment to efficiency, consistency and results, while attaining the goals of the organization.

Customer Service: We are dedicated to providing superior customer service.

Strategic Management: We plan for change and develop management strategies to meet the challenges of our future.

Regional Cooperation: We promote, encourage and participate in partnerships that provide all communities and organizations with the highest level of service and training.

MFD Philosophy

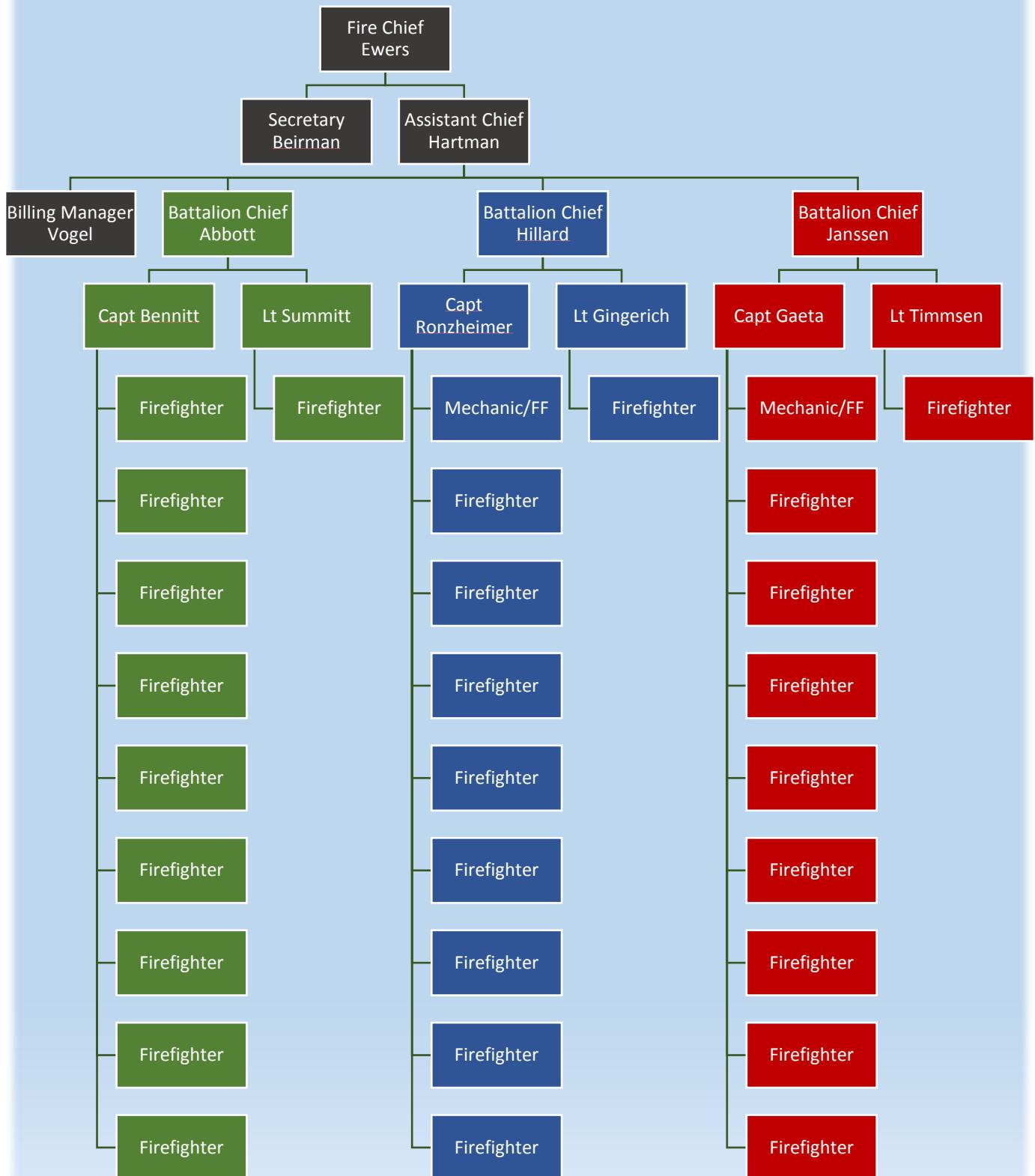
Service and protection with Pride, Honor, Loyalty, Courage, Compassion, Respect, Teamwork, and Safety.

We Accept:

- Great personal risk to save another person's life
- Moderate personal risk to save another person's property
- No personal risk to save what is already lost

"I remember Muscatine for its sunsets. I have never seen any on either side of the ocean that equaled them" — Mark Twain

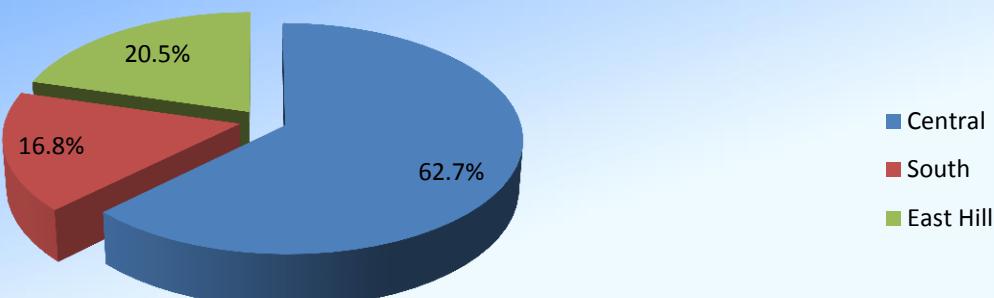
2017 Department Organization



Calls for Service Report

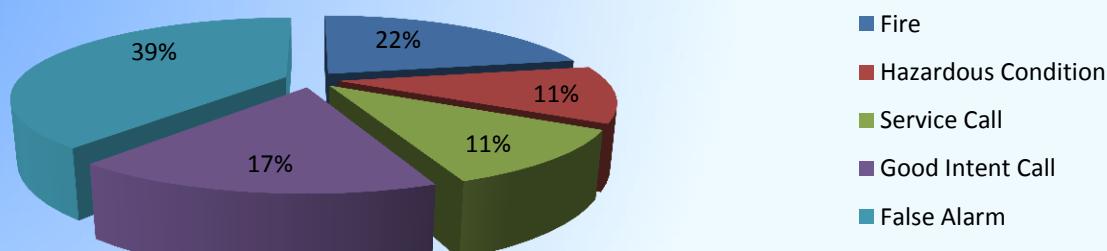
2016 was once again a record breaking year in terms of calls for service answered. During the past year, 4,706 calls for service were answered. Emergency medical service calls were again the majority of the alarms answered. The graphs below are a breakdown of information regarding calls for service.

EMS Calls by Station Area



East Hill calls are covered by other staff; East Hill station is in the City Capital Plan but has not been built yet.

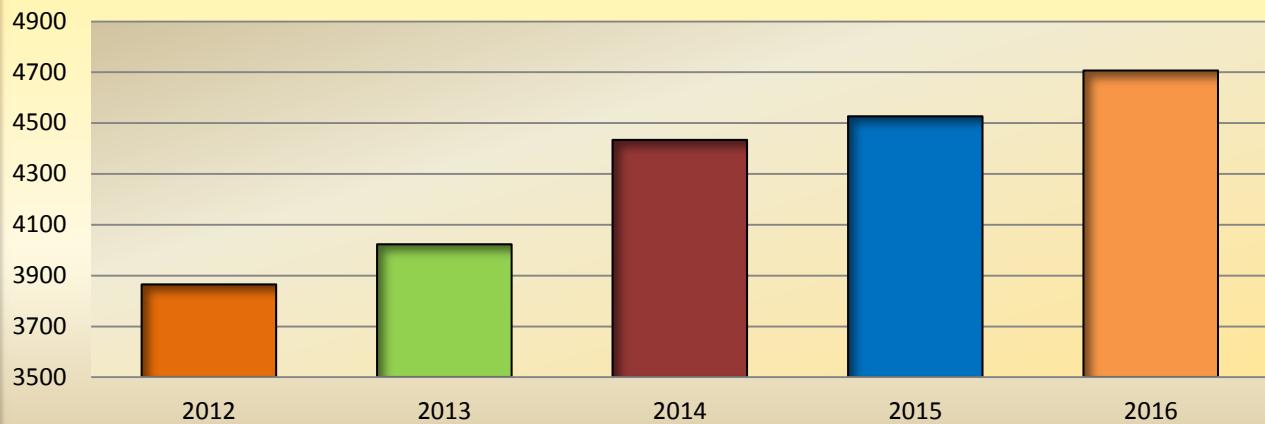
Non-EMS Call Types for 2016



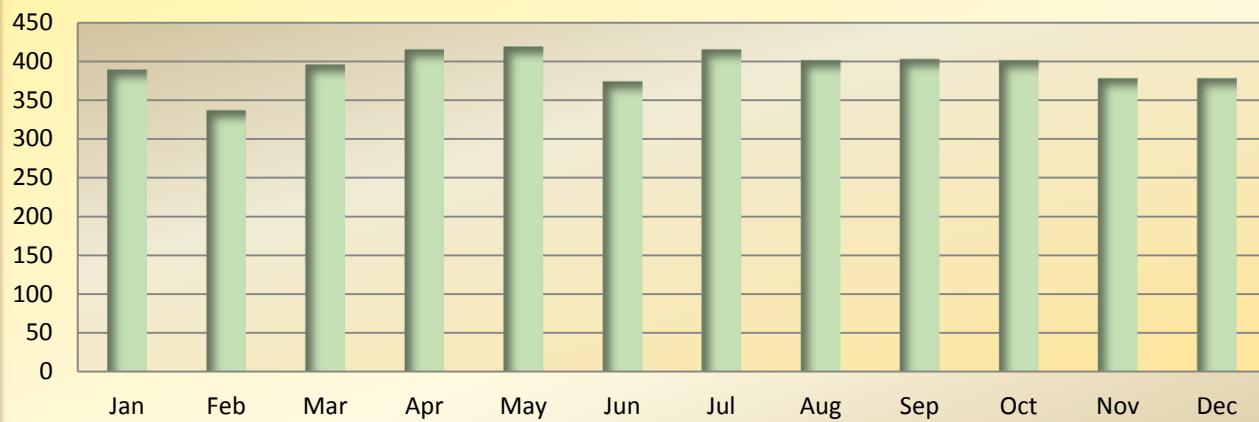
Monthly EMS vs. Non-EMS Calls for Service



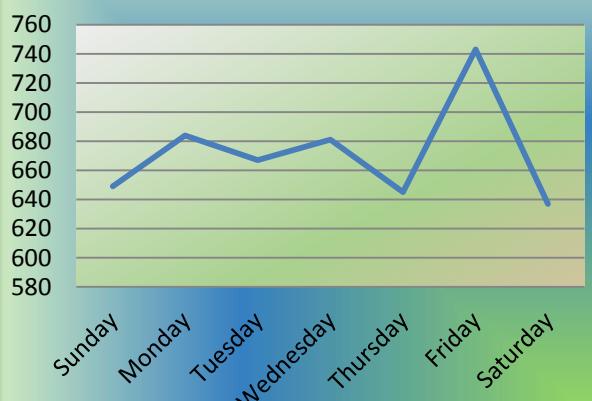
Calls for Service per Year



Monthly Calls for Service



Calls by Day of Week

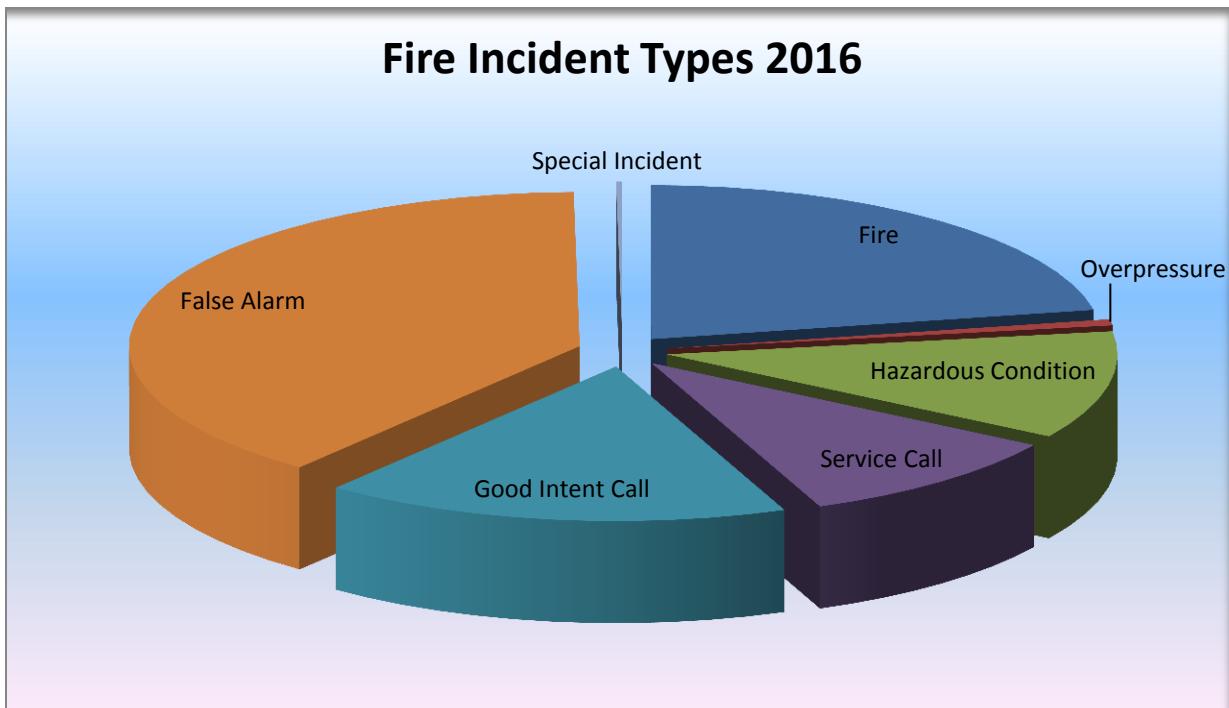


Calls by Hour



Fire Response Report

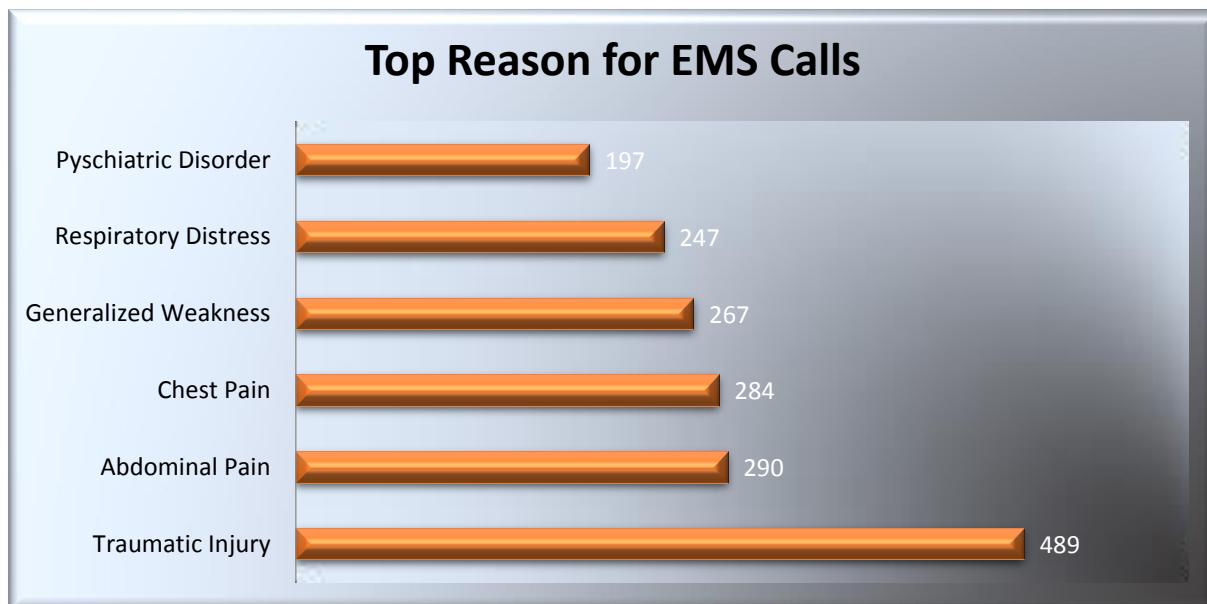
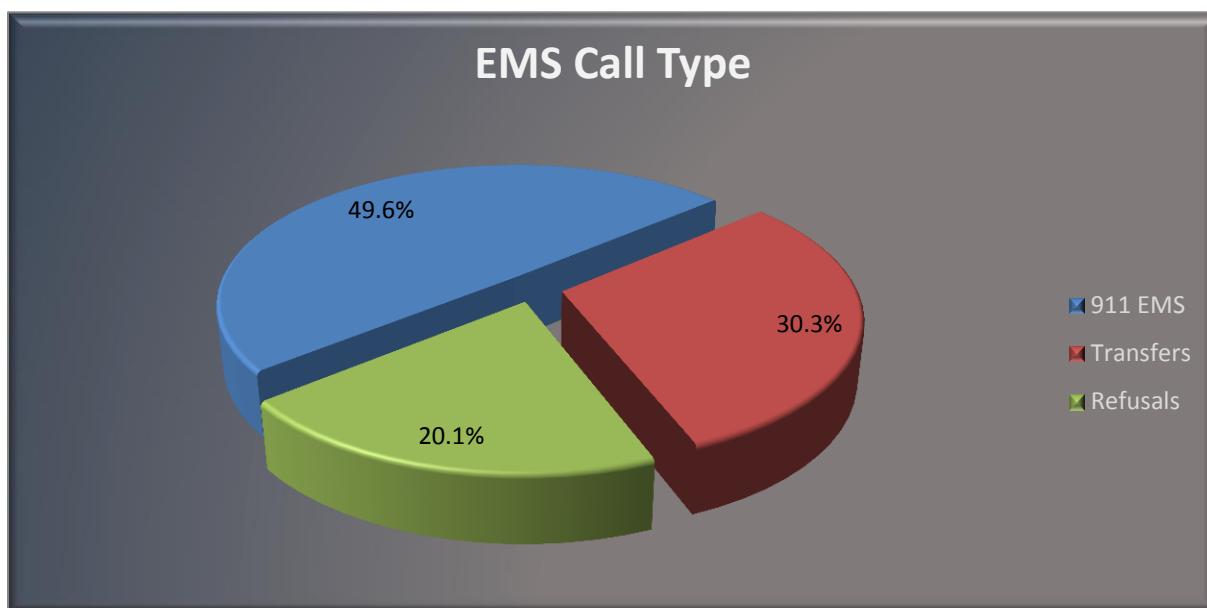
During the year of 2016 Muscatine Fire Department responded to 460 calls for service that fall into the category of a fire related response, plus another 7 that were rescue calls without an EMS response. Of the 101 total fires, 36 were structure fires. Of those structure fires six were total losses and four had major damage. The total fire loss for 2016 was estimated at \$710,520.00 which was a decrease of over \$1,000,000 from 2015.



EMS Report

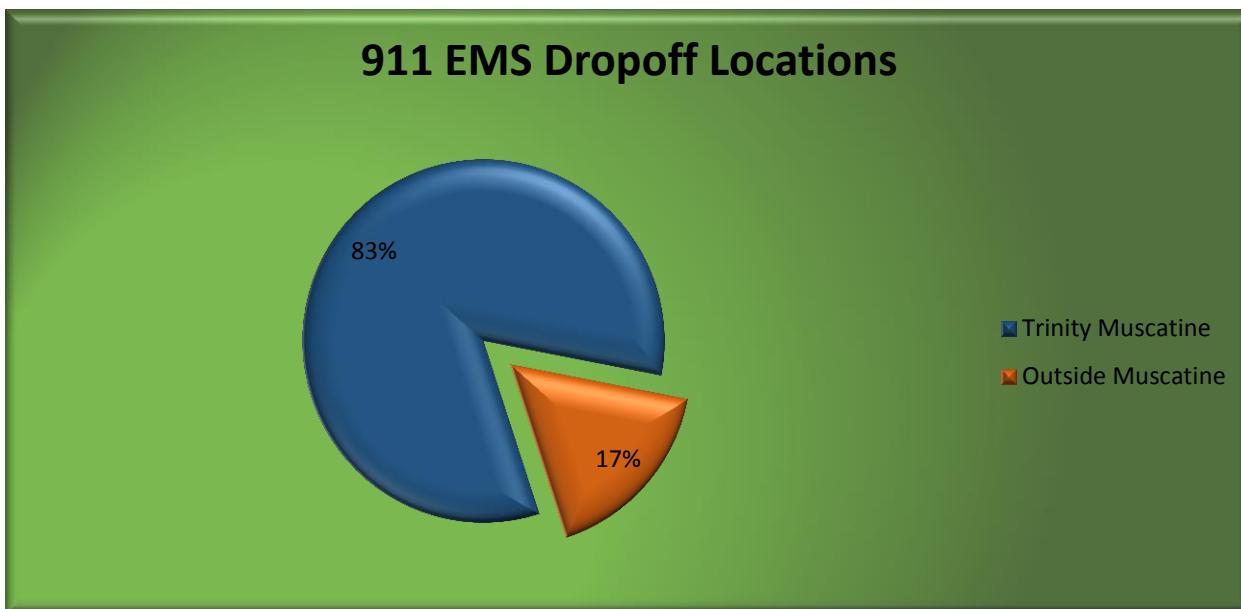
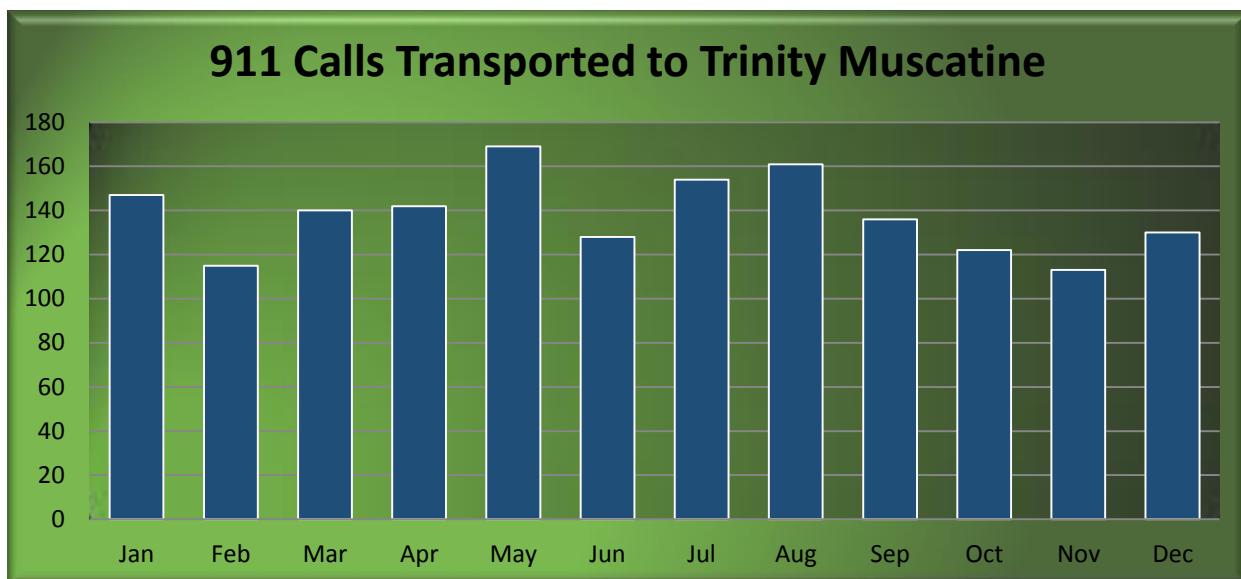
During 2016, the Muscatine Fire Department responded to 4,239 calls for service involving emergency medical services related events, which was a 3.9% increase over 2015. This was also a record setting year for us. The Fire Department breaks emergency medical calls for service into three different areas, including 911 calls with transport, hospital-to-hospital transfers, and refusals.

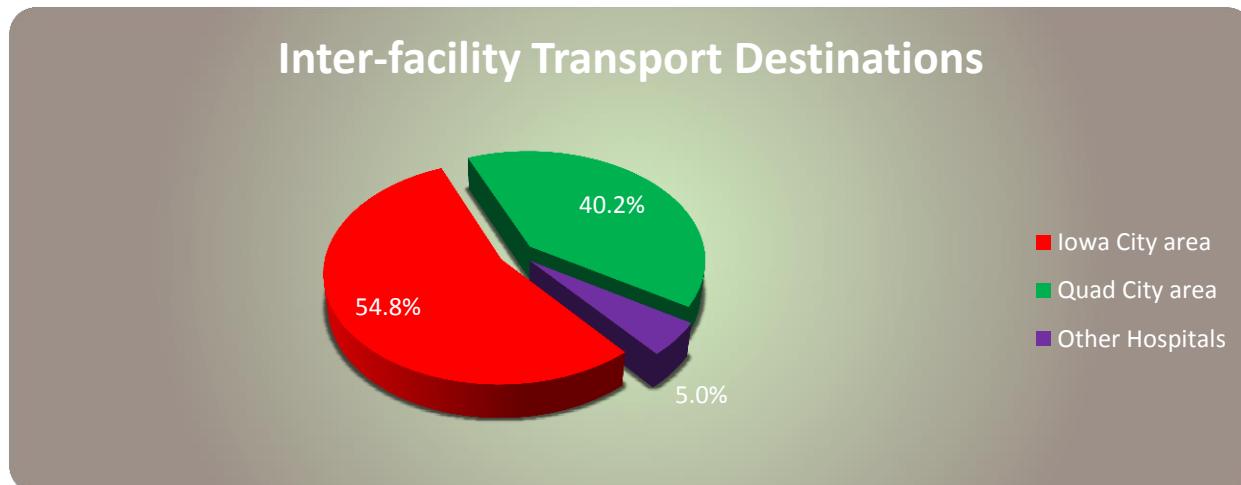
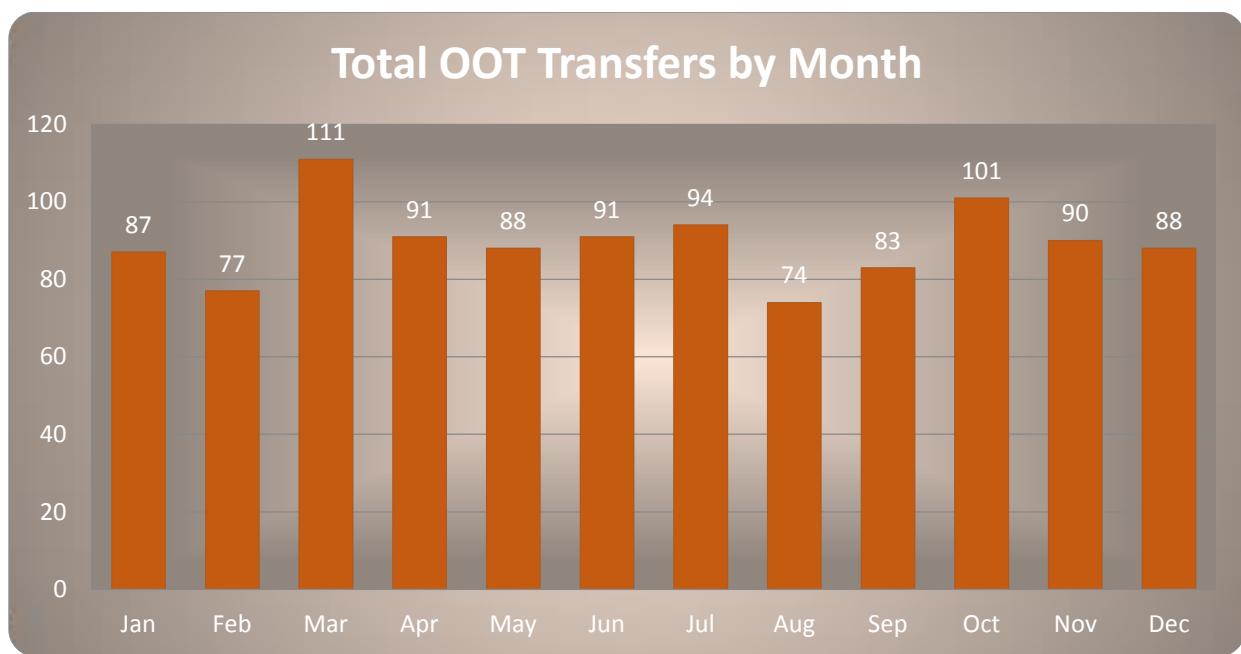
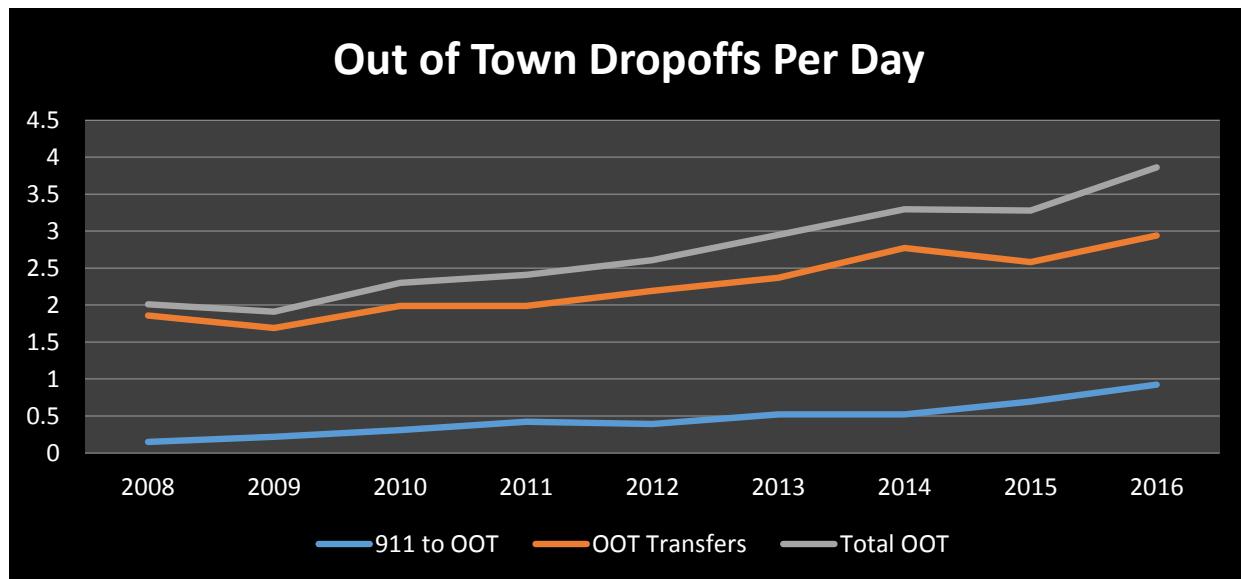
Emergency responses where there was a transport of the patient represented 1,997 calls for service. Of this number, 1,657 patients were transported to Trinity in Muscatine and 376 patients were transported to hospitals in other locations as a result of 911 calls, which was a 48% increase from the previous year. A response where the patient was not transported by ambulance represented 810 calls for service. Transfers represented 1,222 calls for service.



EMS Transport Report

This last year was a busy year in terms of the number of calls for service that terminated in locations other than Trinity Muscatine. The number of out of town drop-offs includes transfers from Trinity Muscatine and also medical calls where the patients are transported to hospitals in other cities. The next series of graphs represent EMS transports to various hospitals outside of Muscatine. Calendar year 2016 saw the most out of town drop-offs in our history and more than 17% more than the second place year. Out of town drop-offs are particularly trying for our staff, because the ambulance crew cannot be counted on to provide assistance in the City while they are on these 2-3 hour trips.





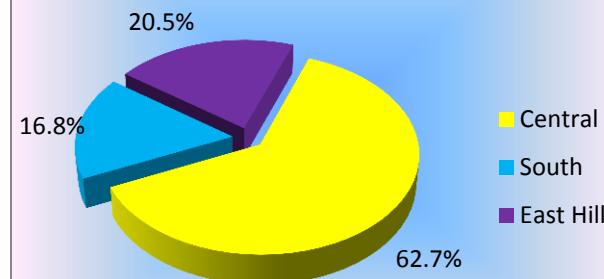
Location of Calls Report

Depending on the service provided, Muscatine Fire Department has a very large response district. Our fire district represents 18.5 square miles and a population of 23,819 people within the city of Muscatine. Our EMS district represents 151.5 square miles with a population of 30,342 people. This includes some of the townships that surround Muscatine. Along with this, we provide ALS medical tiers in Rock Island & Mercer Counties in Illinois. Additionally, we have ALS tier agreements with several other

local ambulance services. The Muscatine Fire Department also provides regional hazardous materials coverage for the counties of Muscatine, Louisa, Washington, Henry and Keokuk counties representing 2,455 square miles with a population of 106,684 people.

The addition of a third station would drastically improve response times to the 20.5% of call that are in the East Hill districts. Our call volume indicates this is a need for the City. A third fire station is listed in the City Capital Improvement Plan.

All EMS Calls by Station

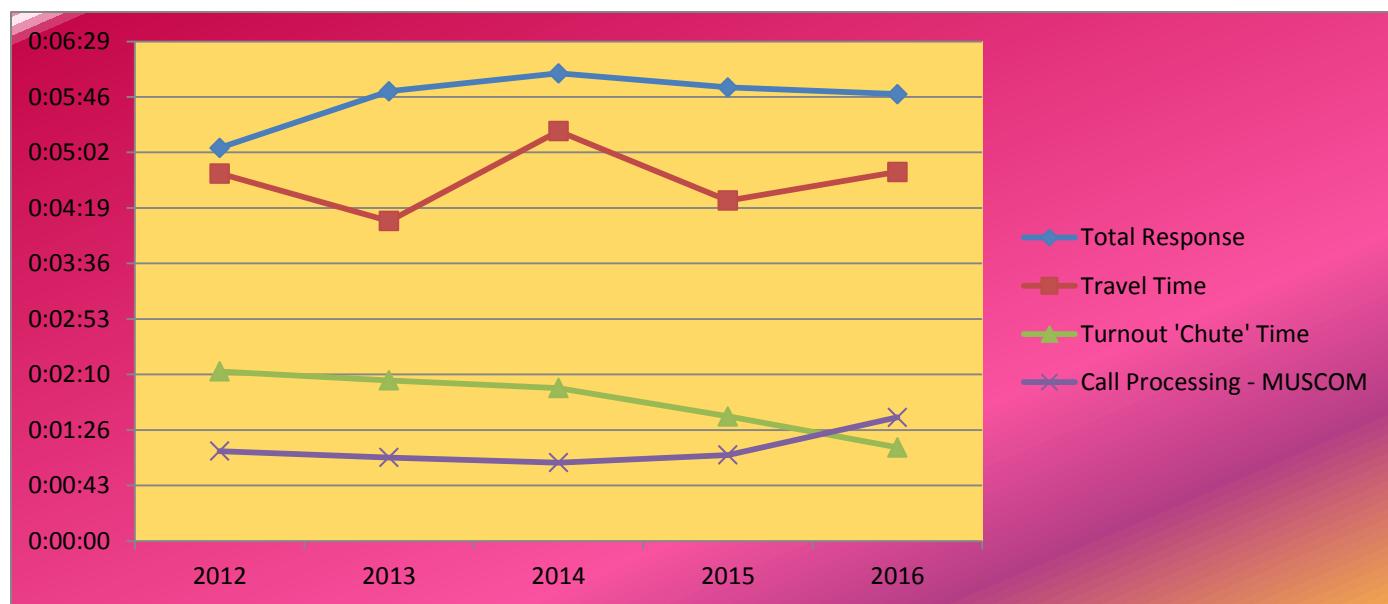
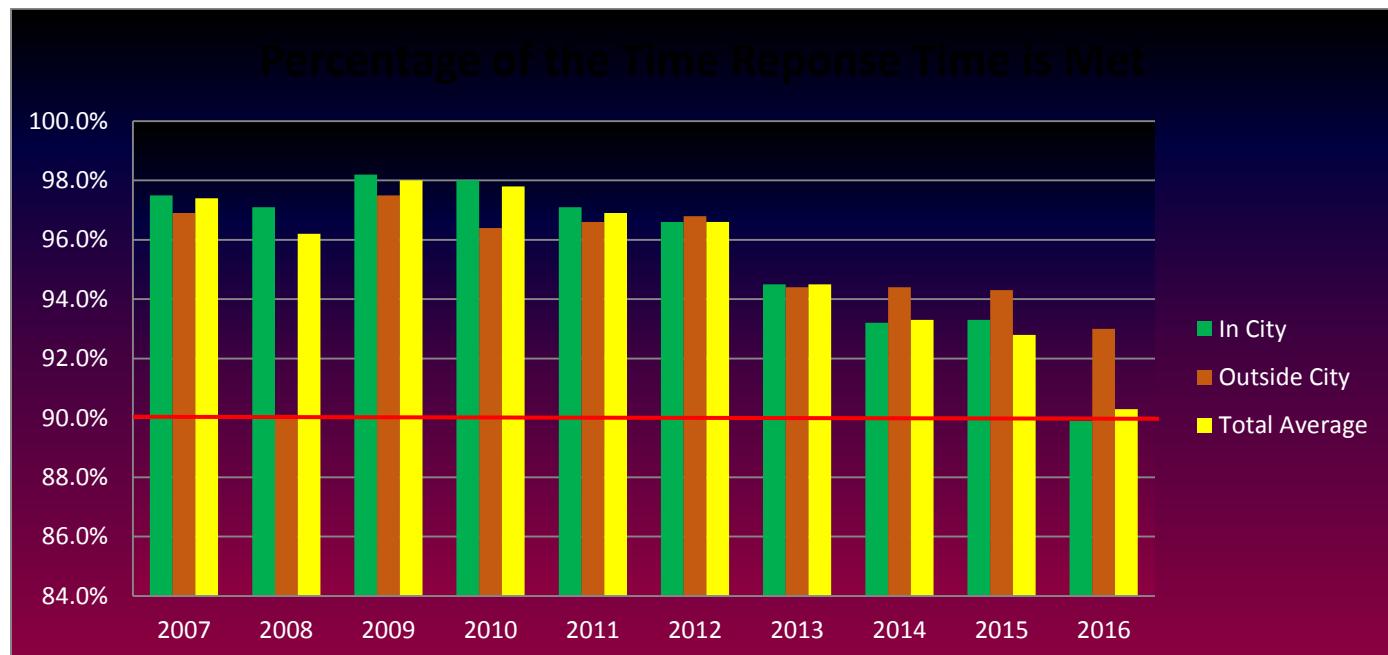


PSB District includes Trinity Muscatine Hospital

| Responses to Rural Area | 2015 Responses | 2016 Responses |
|---|----------------|----------------|
| Fruitland Township | 192 | 158 |
| Sweetland Township West | 48 | 43 |
| Bloomington Township | 28 | 36 |
| Lake Township | 39 | 21 |
| Sweetland Township East | 30 | 15 |
| Fruitland Territory South/East of Muscatine | 17 | 46 |
| City of Fruitland | 51 | 40 |
| Wilton | 13 | 9 |
| Suburban Response Area North of City | 26 | 11 |
| Suburban Area West of City | 5 | 1 |
| Areas East of City | 2 | 4 |
| Airport | 7 | 8 |
| Illinois Areas | 12 | 29 |
| Seventy Six Township | 7 | 4 |
| Louisa County | 2 | 1 |
| Out of District | 7 | 1 |
| Moscow Township | 12 | 1 |
| Hill Top Subdivisions | 5 | 0 |
| Washington County | 1 | 0 |
| West Liberty | 1 | 1 |

Response Time Report

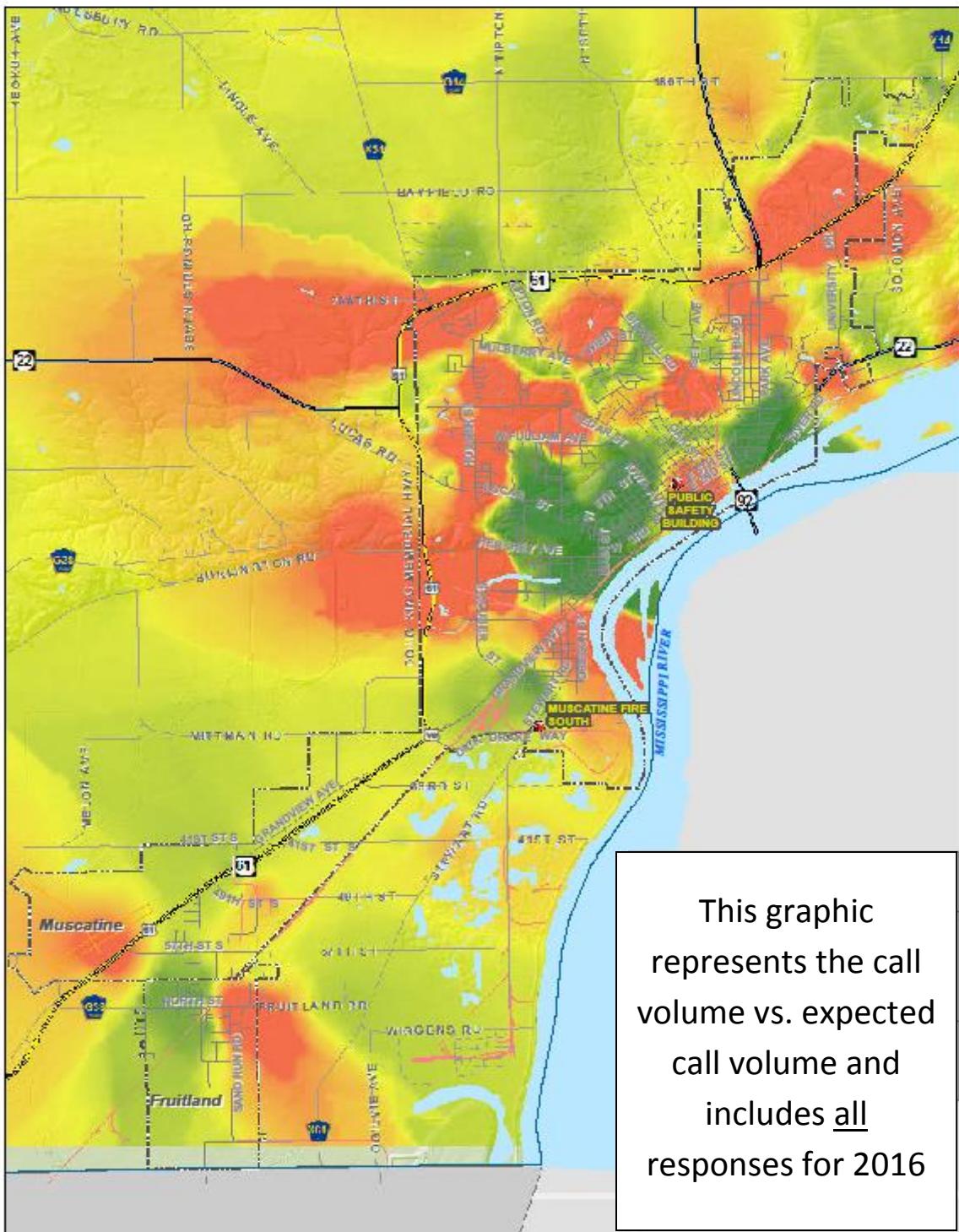
The Muscatine Fire Department strives to provide a rapid response that arrives on scene in a safe and efficient manner. Depending on the nature of call and the location of the response, different response time goals are set. Our goal is to arrive at urban locations in less than 9 minutes 90% of the time. For calls outside the City limits our standard is to arrive in less than 15 minutes 90% of the time. This response time starts from the time of the 911 call and goes until the first unit arrives on scene. This year was particularly difficult due to various road construction activities, especially the Mulberry Avenue project that hindered response to a nursing home.

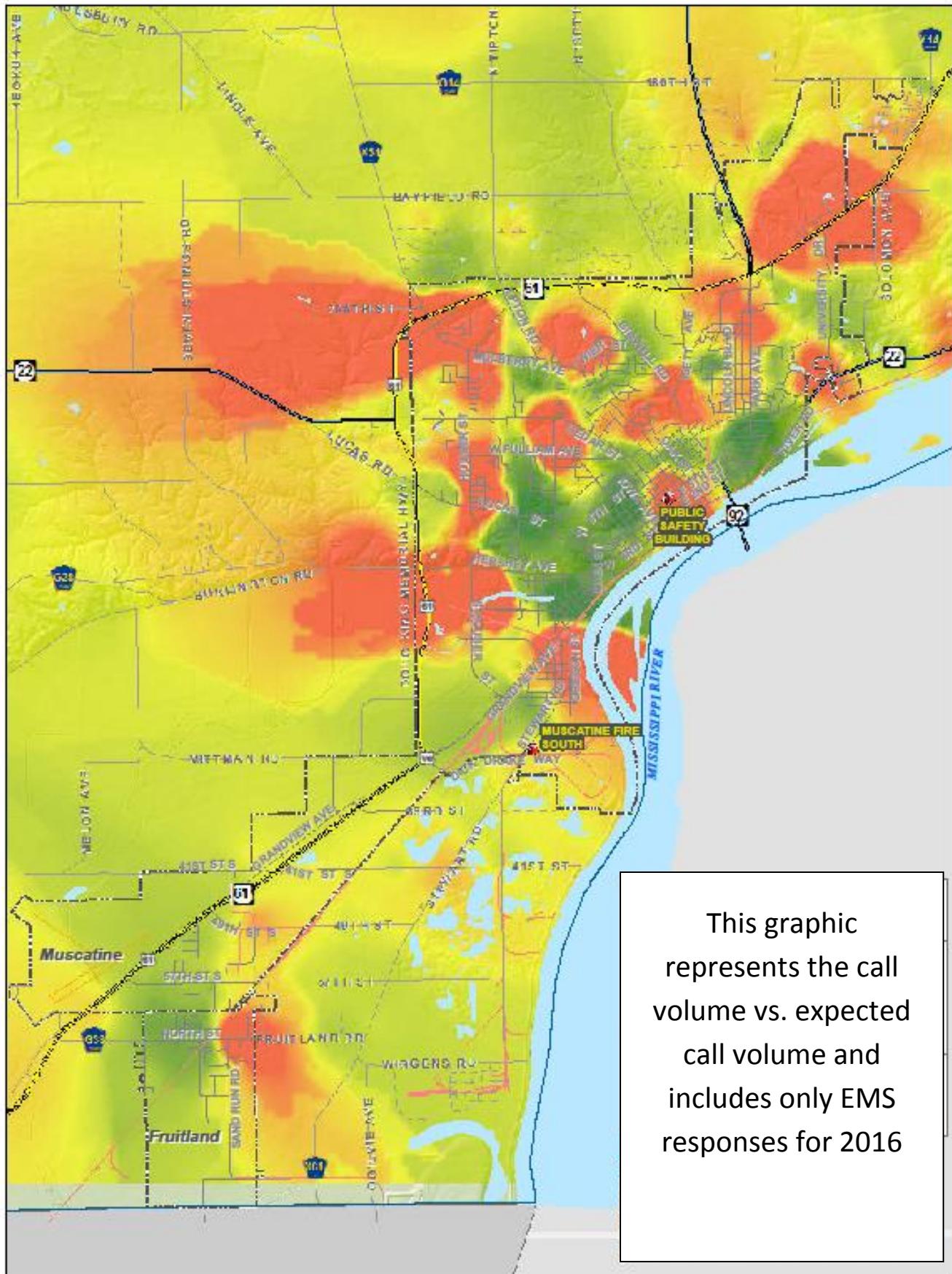


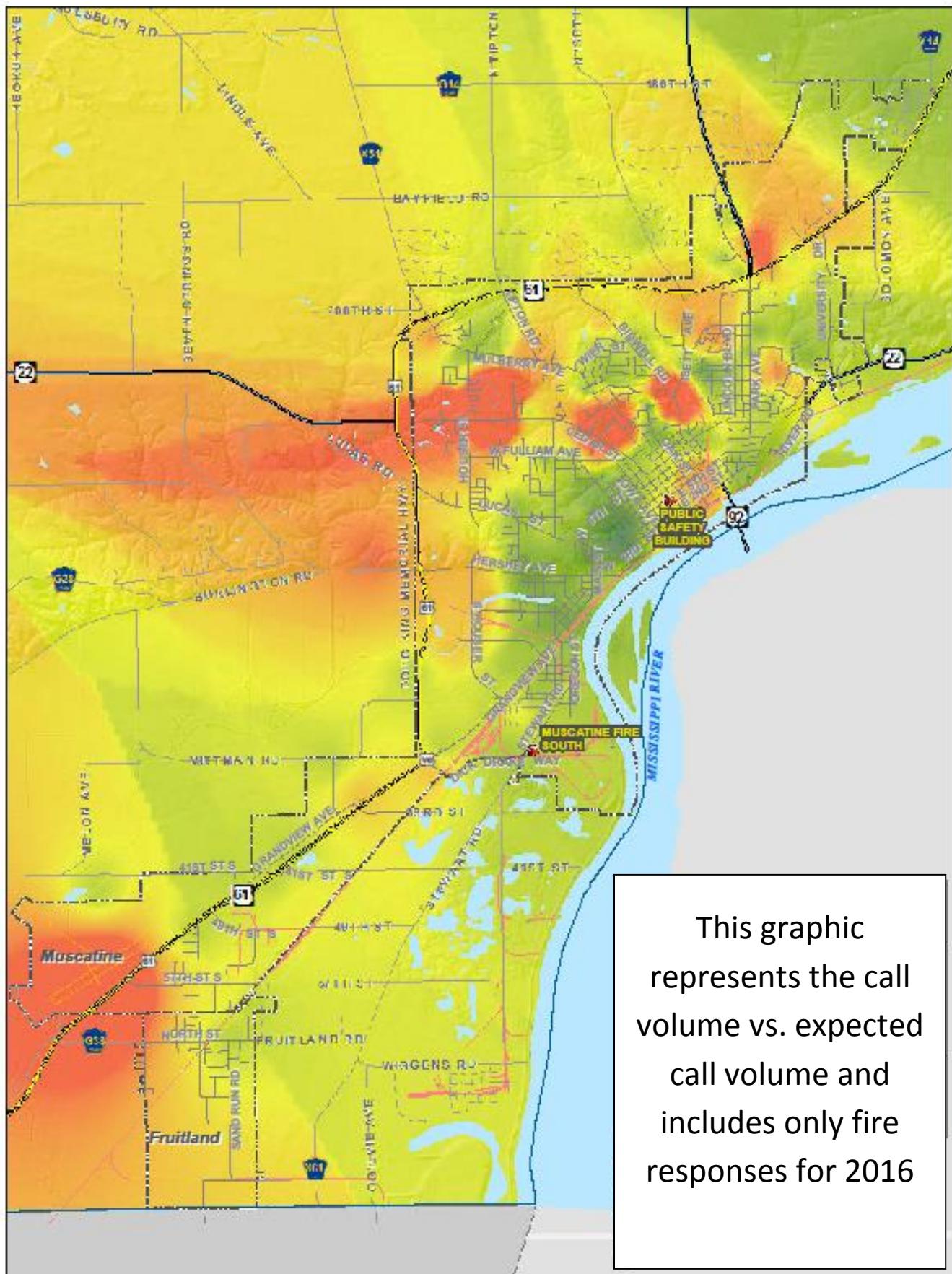
Muscatine Fire Department's average City response was 5:44 for all 911 EMS emergency responses

Hot Spot Analysis Diagram

The following diagrams were produced with assistance from the Muscatine Area Geographical Information Consortium (MAGIC). MFD was able to provide the locations of all of our calls for service and MAGIC plotted them to these maps to indicate the busiest locations within our coverage area.

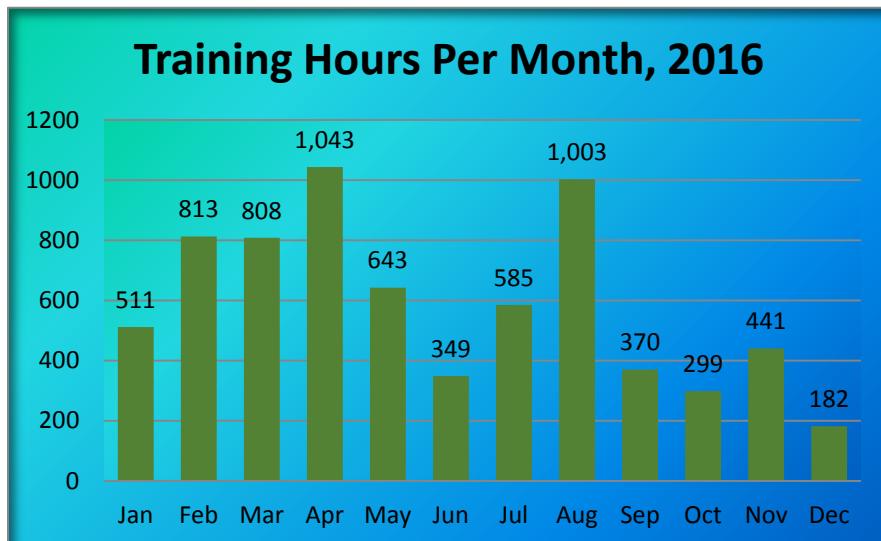




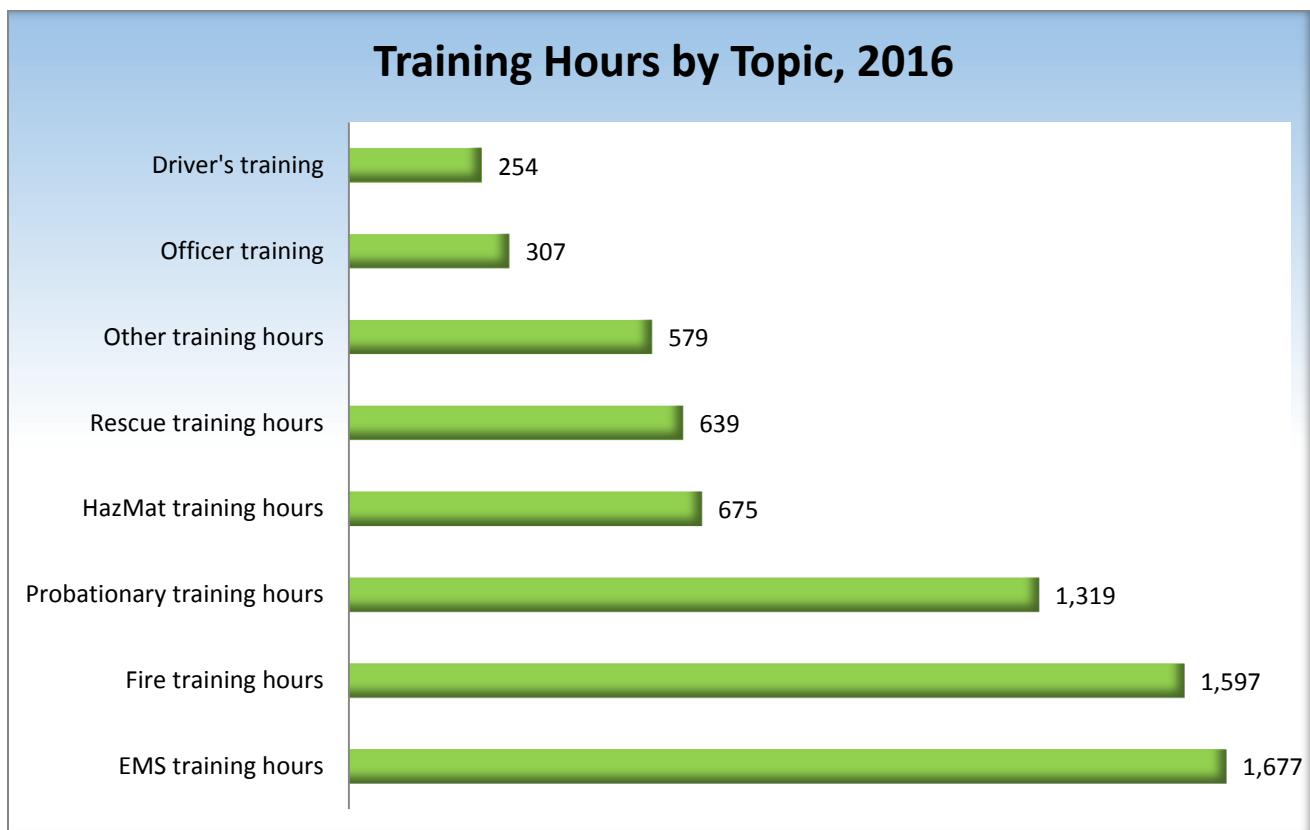


Training and Certification Report

In 2016, a grand total of over 7040 hours of training were completed. This was an increase of 9.5% in the total number of training hours from 2015 and a 53% increase over 2014. The increase in training hours was due primarily to new member training, coupled with a strong focus on rescue training during the summer months. Each shift member received an average of about 180 hours of training during 2016.



**The summer was designated for Department Special Response training and the winter months focus on EMS recertification training. Our paramedics need a minimum of 60 hours of EMS training every two years.*



100 Years!



The Muscatine Fire Department transitioned from a full volunteer department to one with two paid members and the rest volunteer in 1913. By January 3, 1916 the transition to a full paid department was nearly complete. At that time there were thirteen paid members and within a few weeks the last of the volunteers faded away. In recognition of the 100th anniversary of the transition to a full paid department our fire department held some anniversary events. A small open house was held, which consisted of a reception for retirees and spouses followed by a public presentation by retired Fire Captain Mike Van Wey.



Timing worked out well for us this year, as the Muscatine Art Center was looking for a topic to display during the summer. They offered to partner with us to celebrate our anniversary with an exhibit of items from our collection and the Art Center collection. An opening reception was held for MFD members followed by a public reception to kick off the display. The exhibit was left up for several weeks and not only showed off historic items but also included an interactive display with firefighting protective equipment. It was very well done and we thank our friends at the Art Center for putting the work in and focusing on our colorful history.



A Day of Caring



The American Red Cross, The United Way, and Muscatine Fire Department partnered together for "A Day of Caring", a home safety drive on Muscatine's South End. Van Acker, L and B and Gas Lantern mobile home parks were covered as well as surrounding areas. During the Day of Caring eighty nine detectors were installed in homes if the smoke detectors were over five years old, expired, or there were no smoke detectors. Disaster preparation and home safety consultations were also included. Residents can contact MFD any time to schedule an appointment for detector installations at no cost. The American Red Cross supplied support, tools, and some smoke detectors. The United Way supplied volunteers from local businesses such as Edward Jones, Bridgestone, HNI, and other organizations. This was the second year the American Red Cross, The United Way and MFD partnered for a home safety drive.

MFD Activities

The department's two car seat technicians – Lieutenant Timmsen and Firefighter Brooke – continued to provide free checks to the community. This year they were able to hold two car seat safety check events. The first was at the fire department in March and resulted in proper installation of 22 seats. The second was in coordination with the Trinity Health Fair in April where 5 seats were installed. Overall 42 seats were checked or installed in 2016.



Lieutenant Summitt headed up a committee to provide medical care for RAGBRAI riders as they ended their state wide trek. Our department set up a medical tent and staffed it with paramedics. Fortunately we were not overwhelmed with medical emergencies.



Part of our training this year included a tour of Lock and Dam 16; focusing on the work being done to the facility and how best to respond.

All three shifts had a chance to walk the site and learn not only about the active construction but also how to better respond to any event that may occur in that part of the river.

Apparatus Condition Report

| Vehicle | Description | Condition |
|---|--|------------------|
| Ambulances | | |
| Ambulance 351 | 2000 Ford Medtec Ambulance with 2009 Chassis (Refurbished Once) | Poor |
| Ambulance 352 | 2016 Ford Medix Ambulance | New |
| Ambulance 353 | 2000 Ford Medtec Ambulance with 2010 Chassis (Refurbished Once) | Fair |
| Ambulance 354 | 2010 Ford Medtec Ambulance with 2013 Chassis (Refurbished Once) | Good |
| Ambulance 355 | 2012 Ford Medtec Ambulance | Good |
| Fire Engines | | |
| Engine 311 | 2006 Alexis Station 1 Front Line Engine | Fair |
| Engine 312 | 2013 Pierce Station 2 Front Line Engine | Good |
| Engine 313 | 1988 Smeal Engine – Station 1 Reserve Engine (Refurbished Once) | Poor |
| Engine 314 | 1993 Pierce Engine – Station 2 Reserve Engine (Refurbished Once) | Poor |
| Specialized Apparatus and Support Vehicles | | |
| Tender 316 | 1978 Chevrolet Water Tender (Tanker) | Poor |
| Aerial 310 | 1997 E-One Bronto Skylift Aerial | Poor |
| Haz-Mat 321 | 2005 Chevy Duramax C8500 w/ 2004 Mickey 16 Bay Trailer | Good |
| Chief's Vehicle | 2008 Chevy Tahoe (used police vehicle) | Poor |
| Fire Marshal Car | 2007 Ford Crown Victoria (used police vehicle) | Fair |
| Truck 331 | 2000 Chevy Utility Truck | Fair |
| Staff & Travel Car | 2011 Ford Crown Victoria (used police vehicle) | Fair |
| Mule 350 | Side-by-Side Off-road Utility Vehicle (used police vehicle) | Fair |
| Air Trailer | Three Bank Pull-Behind Air Trailer | Good |

Assistant Chief's Report

As Assistant Chief I have the opportunity to be involved in many aspects of your fire department. In addition to the administrative duties, this position also functions as the fire marshal for the City. All of us on the fire department wear many hats and fill many roles.

Many of our fire prevention programs are coordinated by shift staff, including the delivery of our public education and fire inspection programs. Red Shift, and Captain Bennett, have transitioned to a tablet-based record system for inspections and continue to work toward a paperless system. With some reorganizing early in 2017 we expect to improve not only the number but also our ability to provide fire prevention on all shifts and be available with expertise every day – not just on a certain shift's work day. The next time you see a firefighter teaching, inspecting, or investigating please share your appreciation for their work at preventing emergencies.

The number of structure fire responses has dropped, but the size and scope of those fires continues to increase. We have seen an alarming uptick in arson and have been working diligently to respond in a way that we can curtail this crime.

Administratively, we have implemented additional quality assurance for all our fire reports and improved data collection so that we can accurately track trends. You may notice elsewhere in this end of year report that we have seen an improvement in many areas, including our turnout and response times. Much of that is the result of understanding where we were, where we wanted to be, and then the shift staff stepping up and improving their service delivery.

Please take fire prevention seriously. The devastation and pain fires cause is horrendous, and especially heart breaking if it can be prevented. Check your smoke detectors, look for sprinklered apartments when choosing a place to live, and use common sense.

With regard to fire prevention efforts, the following items are highlights:

- More than 1100 burn permits were issued (17% increase over last year)
- More than 110 site visits were performed to confirm construction was within Code requirements
- Continued enforcement of City Code, including the issuing of citations
- Almost 2600 ‘likes’ on our Facebook page (check us out! Muscatine Fire Department)

Prevention of fire is the most cost effective and safest way to reduce the threat to life, property, and the environment, please help us out and look for ways to be fire safe!

Respectfully Submitted,



Assistant Chief Mike Hartman



Battalion Chief's Report: Green Shift

Public Education is one of the many tasks that Green Shift performed over 2016. The coming years this will be a shared task on all three shifts. Public education is an important part of any fire department. Keeping the community safe from the ravages of fire is easier through proper education than through extinguishment. Education starts at an early age. Listed below are Green Shift activities for 2016.

Presentations:

- Pre-school students - 499 students
- K-5th grade in school - 997 students
- Scout groups (Boy & Girl) - 104 scouts of various ages
- Adult presentations – 194
- Miscellaneous presentations (health fairs, events) – 266
- Total number of people reached – 2,060

Community Events:

- RAGBRAI 2016- first aid tent on riverfront
- Annual Bicycle Criterion at Weed Park
- Youth Sport Foundation football games and high school football games

The Department also looks to keep our newest citizens safe by having trained car seat technicians inspecting and installing child car seats for the parents. We were able to perform 42 checks this year.

Smoke detector placement in homes where they are needed also helps promote safety. In 2016 we had 105 detectors that were installed. This added detector coverage to approximately 572 citizens.

Training is another responsibility for our shift. Some of the more notable training included:

- Four staff members attend the National Fire Academy (NFA) in Maryland
- Completion of the MFD new hire two-week academy for six firefighters
- Hosting an Fire Instructor I certification class; 9 of the 20 students were from MFD
- Hosting a Leadership III (NFA outreach) class, 10 students were our staff
- Scenario based training for confined space rescue and Hazardous Materials response at multiple local industries
- Flammable liquids training at Monsanto for 8 members

Respectfully Submitted,



Battalion Chief Brian Abbott



Battalion Chief's Report: Blue Shift

Our main departmental goal for 2016 was to hire 4 new FF/EMT's to bring each shift to 13 for daily staffing. This has helped to spread out the call volume and specialized projects on all 3 shifts. Blue shift was brought up to 13 daily staffing by adding two probationary firefighters to shift in July. Blue shift officers & responsibilities changed on November 1st to entail EMS and department training. Department cohesion and morale reached a new high as numerous EMS and training projects were able to be completed before deadlines.

Many events were attended throughout the year such as participation in EMS Saturday, Trinity Health Fair, IEMSA Conference and 'EMS Day on the Hill' in Des Moines.

- 8 people attended the IEMSA conference
- 4 shift personnel attended Fire Instructor 1
- 2 shift staff attended the National Fire Academy in Emmitsburg, Maryland
- 2 shift personnel taught CPR to city employees & Muscom dispatchers
- 2 people participated in the Koch ammonia leak training drill in Washington County
- 1 person obtained a Fire Investigator I Certification
- 1 person attended the IEMSA Leadership Boot Camp
- 1 person obtained ACLS Instructor certification
- 1 person attended winter fire school in Ames
- 1 person Co-Chaired the 2016 RAGBRAI Medical Committee

Blue shift was also involved in many functions and assignments within the department. Those functions included:

- Renewed Iowa & Illinois EMS Ambulance Licenses
- Managed the SCBA maintenance program for the department
- Managed the EMS CQI program
- Maintained all fire apparatus
- Tested all fire hose
- Transition to Microsoft Surface Pro 4 Tablet in all ambulances
- Established in-house ACLS training program
- Maintained all Life Pak 15, Lucas devices and vents
- 5 new portable suction units placed into service on ambulances

Respectfully Submitted,



Battalion Chief Ted Hillard



Battalion Chief's Report: Red Shift

2016 remained a busy year for emergency runs made and we set another department record total of 4,706 calls. The department added four additional staff in July to balance out the shift personnel and increase staffing levels to handle the increased call volume over the past few years. Red Shift received one of those Firefighter/Paramedics to make the assigned shift personnel thirteen. Red Shift responsibilities also changed in November to Fire Department Operations, Maintenance and Special Operations.

Red Shift's duties previous to November 1st included the Inspection program. This entailed performing fire code safety inspections on businesses and industrial/manufacturing properties within the community for fire code violations. Inspections are performed to help make the community and businesses safer.

- 245 inspections were conducted
- 1056 violations were discovered and corrected
- 140 re-inspections for follow-up on corrections were performed
- 28 times a 2nd re-inspection had to be conducted
- 3 times a 3rd re-inspection had to be performed to follow up on corrections
- Many events were attended throughout the year such as participation in EMS Saturday, Trinity Health Fair and 'EMS Day on the Hill' in Des Moines.

Other training involving Red Shift personnel included:

- 2 people attended National Fire Academy classes
- 10 people awarded a Unit Citation for outstanding performance at a High-Angle Rope Rescue
- 4 personnel attended Fire Instructor 1 class
- 2 people participated in the Koch ammonia leak drill in Washington County
- 2 people attended the IEMSA conference
- 1 person obtained Fire Investigator Technician (FIT) certification from The International Association of Arson Investigators (IAAI)

Respectfully Submitted,



Battalion Chief Darrell Janssen



Promotions



Ted Hillard
Promoted from Shift Captain to Shift Battalion Chief
November 1, 2016



Gary Ronzheimer
Promoted from Shift Lieutenant to Shift Captain
November 1, 2016



Joe Timmsen
Promoted from Shift Firefighter to Shift Lieutenant
November 1, 2016

Appointments



Spencer Ripperger
Hire Date: February 26, 2016



Brett Becker
Hire Date: July 5, 2016



Justin McCarthy
Hire Date: July 5, 2016



Kyle Moser
Hire Date: July 5, 2016



Kyle Nickels
Hire Date: July 5, 2016



Trevor Levins
Hire Date: July 5, 2016



Nathan Cruchelow
Hire Date: August 22, 2016



Ben Quick
Hire Date: December 27, 2016

Retirement



On October 31st, 2016 Kevin Cannon worked his last shift with the Muscatine Fire Department. Kevin began his career with the City of Muscatine as a police officer, but soon decided that he wanted to work as a firefighter instead. He transitioned to the fire department on August 2nd, 1982. Kevin was an effective firefighter, and eventually was selected for the position of fire lieutenant and assigned to the

southend fire station at 1100 Oregon Street on July 8th, 1991. Five years later on September 9th, 1996 he returned to the Public Safety Building as a shift Captain, working on red shift. Captain Cannon served in that capacity for a number of years, eventually being selected to serve as a shift commander at the Assistant Chief rank on January 8th of 2007. His rank changed one more time, when the shift commanders were renamed Battalion Chiefs, in 2013.



Kevin was an effective and caring member of the department. He excelled with the code enforcement and fire inspection aspects of fire prevention. Through the years BC Cannon made many friends not only in the department but

throughout the community. The impact he had on the fire safety of the community as a whole cannot be measured, but rest assured there were many times over the years when he had a hand in eliminating or reducing disasters from fire.

Not one to sit around, Kevin has decided to continue working in his retirement, albeit a few less hours per week. He is one of the department's part time ambulance attendants and pulls a few shifts each week as a lifeguard at the Muscatine Community Y. If you see him in an ambulance or on the pool deck, please take a moment to stop and say hi – and maybe thank him for his time serving our community.



Fire Department Awards

Several years ago our department created an awards and recognition program. Although much is expected of our staff and many heroic actions are often considered 'in the line of duty', when someone goes above and beyond they do need to be recognized. These awards are not given out lightly nor are they common. There is a committee that reviews all applications for awards, and this year two separate awards were presented.

2016 marked the first time an entire unit was recognized with a Meritorious Unit Award. This was presented for the response of a number of our personnel to a high angle rescue in Louisa County. An initial crew responded and once on scene decided to ask for additional resources. A total of 11 members of our department were on scene and assisted in one way or another to rescue a person stuck in an elevator approximately 240 feet up a smokestack. The response garnered regional and national attention and thanks to our staff the outcome was deemed a success.



Those responding included Chief Ewers, Battalion Chief Janssen, Captain Ronzheimer, Lieutenant Timssen, Mechanic Brase, FF Edwards, FF Wieland, FF Hoppe, FF Meredith, FF Ripperger, and FF Levins.



Chris Brase was also recognized for outstanding achievement. He was nominated for the award based upon his consistent desire to make sure vehicles are in top working order. To do this he often starts early, skips lunch, and works late – Chris focuses on getting the job done rather than putting time in. He saves the Department and City thousands of dollars every year from his efforts, and continues to ensure safe ambulances for our staff to utilize.

Fire Department Intern



Through an agreement with the Muscatine Community School District for the 2016-2017 school year, our Department was able to utilize a high school intern. The young man chosen for the internship is Joe Bartling.

Joe has had an opportunity to learn about the fun and the not so fun aspects of a fire fighting career. During the first few weeks working with us he was included in some new hire training, so he had a chance to learn about the exciting aspects of firefighting – rescue, fire behavior, equipment, and other things such as firefighting tactics. Once the new hire training was over Joe transitioned to some more tedious aspects of the job. He has been working diligently to help

digitize old records, organize historical pictures, and fill in wherever needed. As a break from that work he has been working to learn and experience firefighter I certification knowledge and skills. Mr. Bartling plans to go to college after high school and focus on his paramedic certification and begin the process of formal education in our field, with an ultimate goal of becoming a career firefighter in the area. His work at MFD has been impressive, and the fire department that hires him will be happy with his work ethic, thirst for knowledge, and positive attitude. Thank you, Joe!



Training

Our staff is constantly working to maintain and improve our skills so that we can have a safe and effective emergency response. One of the challenges of a modern fire department is to provide the services expected by the public and still be able to do so safely. Depending on what emergency gets reported we could be called on to be an expert in medical emergencies, fire response (anything from a dumpster to a massive industrial event), chemical leaks and spills



from small events to large toxic releases, rope rescue such as the high angle event this fall, water and boat rescue, ice rescue, tactical medical support and response, fire investigation expertise, traumatic injuries, vehicle and equipment extrication, and miscellaneous

emergencies. Because of these expectations we constantly train to maintain our skills. If you see us out and about town and it looks like we don't have an active emergency then we are probably training for one. Behind emergency response, training for emergency response is our highest priority. A big thank you to our staff for focusing on being ready!



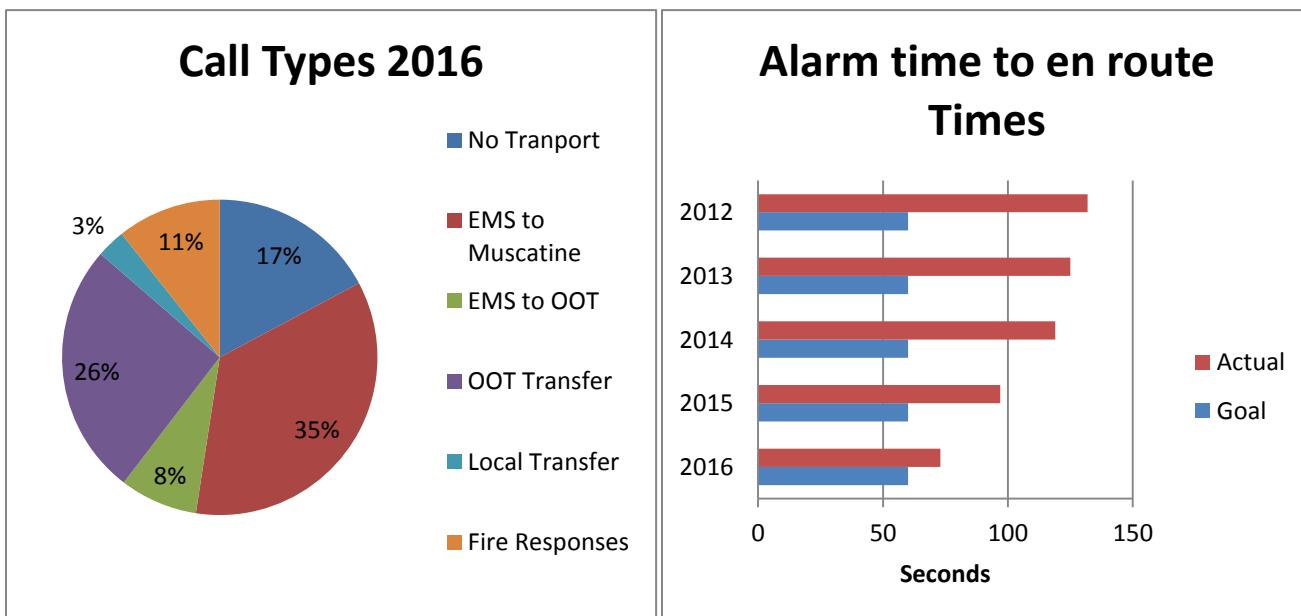
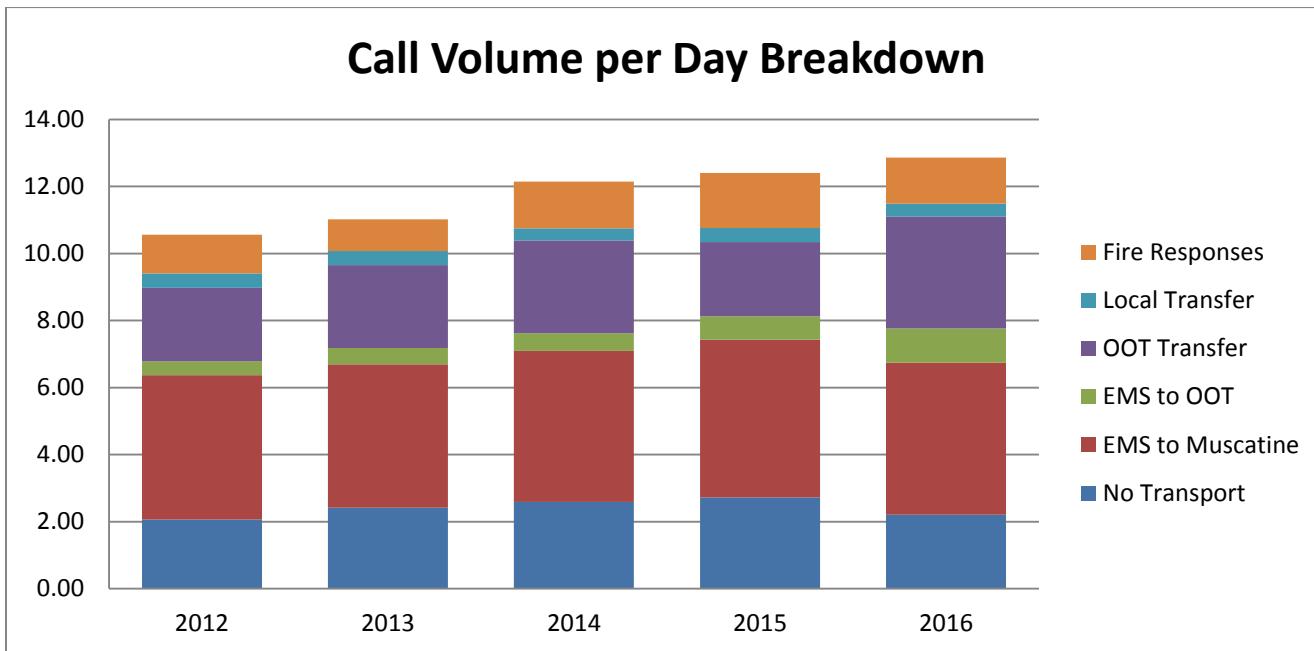
2016 Major Activities and Accomplishments

In 2016 your fire department:

- Continued social media outreach using Facebook and Twitter. The Facebook outreach has been averaging roughly 26,000 people reached per month, an increase of about 18%. The page presently has more than 2500 'likes', and has increased the number of 'likes' by more than 20% during 2016.
- Continued annual public education classes, focusing on grades 1, 3, and 5.
- Obtained a portable doorway prop to be used for forcible entry training. This device is designed to be mobile so that it can be shared with other fire departments and response agencies.
- Reviewed service delivery in regards to work schedules. From this review it was decided to split up project responsibilities more evenly among the shifts so that requests for service could be met regardless of which shift is working.
- From 2015, there was a 23% drop in the number of building fires. However, total fires increased by 13%. Illegal burns increased about 10% from the prior year.
- Referred six youth to the Department Juvenile Firesetter program; at this point none have re-offended.
- Had car seat technicians inspect 42 child safety car seats.
- Placed 105 smoke detectors through an in-house program and in cooperation with the Red Cross and the Day of Caring.
- Hosted a Fire Instructor I course in partnership with the Iowa Fire Service Training Bureau.
- Developed and implemented a revised, updated, and job specific two week training academy for the group of new hires in July. This program has been retained and utilized as the initial training for all new firefighters. The academy covers the basics of the emergency medical response and is heavily geared toward getting the new recruit prepared for firefighting activities; including several days of live fire training.

- In coordination with Ripley Manufactured Homes, obtained three used mobile homes for use as live fire training. The training was held with all three shifts and was heavily utilized by new hires.
- Obtained and utilized six vehicles for extrication training for all shifts. The vehicles were also used to help determine which extrication tools would meet our needs best, prior to FY 16/17 purchase of the new extrication equipment.
- Hosted and utilized the two-county fire training trailer.
- Took advantage of out-of-department training; most of which was federally or grant funded. This includes multiple persons (4) attending National Fire Academy classes on campus in Emmitsburg, MD.; fire investigation and fire code conferences and classes in Council Bluffs and Ankeny; Hazardous Materials training (8 members) in Anniston, AL.; and flammable liquids training (8 FF) conducted at Monsanto's training grounds.
- Continued cardiac enzyme blood testing pilot project and remain the only ambulance service in Iowa with this type of testing capabilities. Test results are used to help determine transport destinations for cardiac patients.
- Awarded \$10,000 in grants to send an additional five (5) paramedics through Critical Care Paramedic training.
- Hosted the 7th Annual EMS Saturday conference at Discovery Park. This event draws participants from throughout Eastern Iowa as well as serving MFD personnel.
- Saw a 8.8% increase in total medical calls, an increase of 17.3% for out of town drop-offs, and a 6.2% increase in out of town transfers compared to 2014, which had been our record year for out of town dropoffs.
- Hosted the 18th Annual Muscatine County EMS Day at Farm & Fleet.
- Continued to work with our billing company in an effort to improve cost recovery.
- MFD continues to provide tactical medic services to the Muscatine Police Department and the Muscatine County Sheriff's Office special response teams.
- Organized and assisted in the annual 'Remembering Our Own' memorial at the Iowa EMS Association annual conference. Our staff is critical to this event, from the video production to staffing the honor guard for memorial presentations.

Parting Shot – a quick ‘Dashboard’ view of MFD 2016....



Looking Forward to 2017:

In the next year the Muscatine Fire Department will work toward meeting our internal and departmental goals for the city. For the last 100 years we have been protecting the citizens and visitors of our community proudly and we look forward to the challenges and opportunities ahead of us. As our philosophy states - We will continue to serve and protect with pride, honor, loyalty, courage, compassion, respect, teamwork, and safety.

The role of firefighter and paramedic has drastically changed over the years and will continue to evolve. It is a job that requires flexibility and the ability to change with the needs of the community it serves. One of the biggest changes for us occurred in 2000 when we took over the ambulance contract and began providing ambulance service as a function of the fire department.

Emergency medical calls represent 89% of our emergency response call volume, but our department still continues to experience a high volume of fire calls, specialty rescue, and hazardous material responses that require our continuous training, education, and preparedness, or readiness, for these high risk fire emergencies. Even though our fire responses represent only 11% of the total emergency calls, we are still required to have the appropriate staff, meet the mandatory minimum training requirements, have the proper fleet, and necessary personal protective equipment to perform our jobs when the alarm sounds. This is because we still need staff in order to deploy hoselines, rescue citizens and ensure fires are extinguished and contained to the room of origin. This is done only by a quick response, appropriate staffing levels, and appropriate fleet and equipment.

Staff Development and Training

With retirements, promotions, additional staffing, and several new hires in the last year or so marks the course for us to direct our time and energy to training all our staff from the new guy to the Fire Chief. 2017 will be the year for a new training program, training matrix, and additional certification classes to train more paramedics to the Critical Care Paramedic level and getting all our new hires trained and certified as a Hazardous Material Technician level provider. We will also be planning plenty of hands-on training events, incident command training for our officers and staff, and will conduct a large scale training fire event in the spring. Staff development and department training will take up the majority of the time we have allocated when not handling Fire and EMS emergencies.

Prevention and Education

Prevention and education is the key to preventing injuries and fires from occurring in the first place. We have initiated a plan that moves and transfers officers and firefighters around to balance out our shifts for experience levels and program readiness. With these movements it creates an overall service delivery efficiency for public education that will be available every day.

Preparedness

We again saw numerous active shooter events across our nation in 2016. Working to ensure we are prepared for the unthinkable was an added preoccupation for us and found us working closely with the police and school system to ensure our deployment and response will be handled professionally.

Providing a membership that is educated and trained, healthy, physically fit, and emotionally prepared to perform in a dangerous stressful environment is paramount, which will be our goal moving forward with the help of our new training program, physical fitness program, and wellness initiatives.

Budget

During the budget process we will be asking to purchase a new Aerial Ladder and an Ambulance to replace the 20 year old Aerial Ladder and an Ambulance that is 8 years old with over 150,000 miles. We will also be asking to replace our Knox Box System, Tactical EMS Equipment, and a few other items.

Awards and Recognition

We will continue to provide the appropriate level of awards, recognition, and citizen compliments to our members throughout the year. Depending on the recognition, this can occur on the spot, at the department level, through social media, or announced and awarded during a council meeting. It is important to recognize and value our staff for the work they do.

Outreach

We will continue to provide community education and training programs designed to educate and inform those we serve. We will utilize the department's website along with social media to provide meaningful tools and information and announcements to citizens. We will continue safety inspections and smoke alarm installations by requests, through our public education program, and "Day of Caring".

And last but not least our primary responsibility and purpose is to continue to provide the highest quality of customer service to our community and customers.

Final Alarms

Fortunately it has been several years since we have had any fire department retirees pass away. However, time caught up with us this year. In the span of a couple of weeks three men who had long and fruitful careers with us passed away. This was topped off by more bad news at the end of the year.



Walter Henke was the first to pass in October. He joined in the midst of great upheaval in the Department – March of 1956. Walter served until April 1st, 1975 when he went out on disability. His injury was related to a time he fell off a roof and injured his back. Mr. Henke was known as one of the ‘county’ firemen – he staffed the old rural truck and seemed to know everyone who had a home anywhere outside of town.

“Hey boy!” That phrase defined the second retiree we lost, toward the end of October. William ‘Billy’ Carter was a character to say the least – there are still a number of stories about Bill that hang around the fire station and are retold for entertainment purposes. He left in August of 1990 due to a medical disability, but he always seemed to make the union picnic and there were many sightings of him around town. Mr. Carter served for more than 31 years and was one of the longest serving members in our history.



Right after our honor guard helped with Mr. Carter’s funeral they were alerted to the passing of former chief Paul Ziegenhorn. Chief Ziegenhorn was well liked by the members of the department, and worked diligently to soothe some of the wounds left from the turmoil of the Chief Bender years. Paul was promoted to the position of Captain in 1958, just two years after being hired onto the department. He was eventually appointed chief in 1975 and served in that capacity until 1984. Four years after his retirement Paul’s son Steve was promoted to Assistant Chief; so Chief Ziegenhorn maintained a positive influence upon the department long after he left.

Just before the year ended we were advised that long time member Joe Fry had passed away. Joe is fondly remembered for his sincere desire to serve the community. He was a big part of the fire union and worked hard on behalf of his fellow firefighters.



We look forward to the challenges and opportunities in 2017 and we wish to thank you for your continued support.



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MFD would like to thank Aaron Meredith and Cory Schaekenbach for their work on this year's report