

MUSCATINE FIRE DEPARTMENT



2021 Annual Report

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MESSAGE FROM THE CHIEF



Jerry Ewers— Fire Chief

of 15 personnel per shift staffing two fire stations in Muscatine. A huge thanks goes out to the City Administrator, Finance Director, and City Council for approving this hiring request.

The demand for fire and EMS service in Muscatine will continue to climb mainly due to the ambulance services we provide to our city and surrounding communities. This coming year will continue to be challenging, but with the increased staffing we can focus on our priorities of community readiness, mandatory training, and providing a high performance ambulance service to our residents and our local hospital. We will also continue planning for the possible construction of a new fire station for the coverage of the northeast portion of Muscatine. Data shows the need for a 3rd fire station, and improved outcomes will occur with a new station along with reduced response times. A new fire station will help us meet the service demand for this portion of town with a quicker response.

I want to personally thank our staff and their families for their continuous dedication and commitment to this fire department and city. Whether they are saving someone's life, treating a medical problem, extinguishing a house fire, providing fire safety talks, performing a critical care transport to a hospital, extricating a victim from a vehicle, performing a technical rescue, or simply helping a stranded motorist, they are here to help and serve our community 24/7/365.

As your Fire Chief, I am grateful for the support of this department and I pledge to repay that support by continuing to advocate for the resources and equipment for our fire department and the City of Muscatine so we can continue to provide the quality essential services to those in need.

On behalf of the men and women of the Muscatine Fire Department, I am privileged to present the Fire Department's 2021 Annual Report. The purpose of this report is to share an overview or snapshot of the activities in which this department is involved. We take great pride in providing quality services and delivering professional, competent, and compassionate services to the residents and businesses of Muscatine.

On March 19, 2020 Muscatine County reported our first confirmed case of COVID-19. While we continue to deal with this pandemic we also were challenged with policy changes, personal protective equipment shortages, supply chain issues, and fire department staffing shortages.

In 2021 we had a record year of 5,709 emergency responses. This is a 13% increase from the previous year. The hiring of additional firefighters was approved this year, which will get us to our fully authorized staffing levels

...we can focus on our priorities of community readiness, mandatory training, and providing a high performance ambulance service.

Mission Statement, Core Values and Philosophy

MFD Mission Statement

It is our mission to safely provide quality emergency services to the community through 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.

Vision Statement

Members of the Muscatine Fire Department, through commitment to service, innovation, and excellence, will strive to be leaders in emergency services, and be the model of a successful fire-based ambulance service.

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.



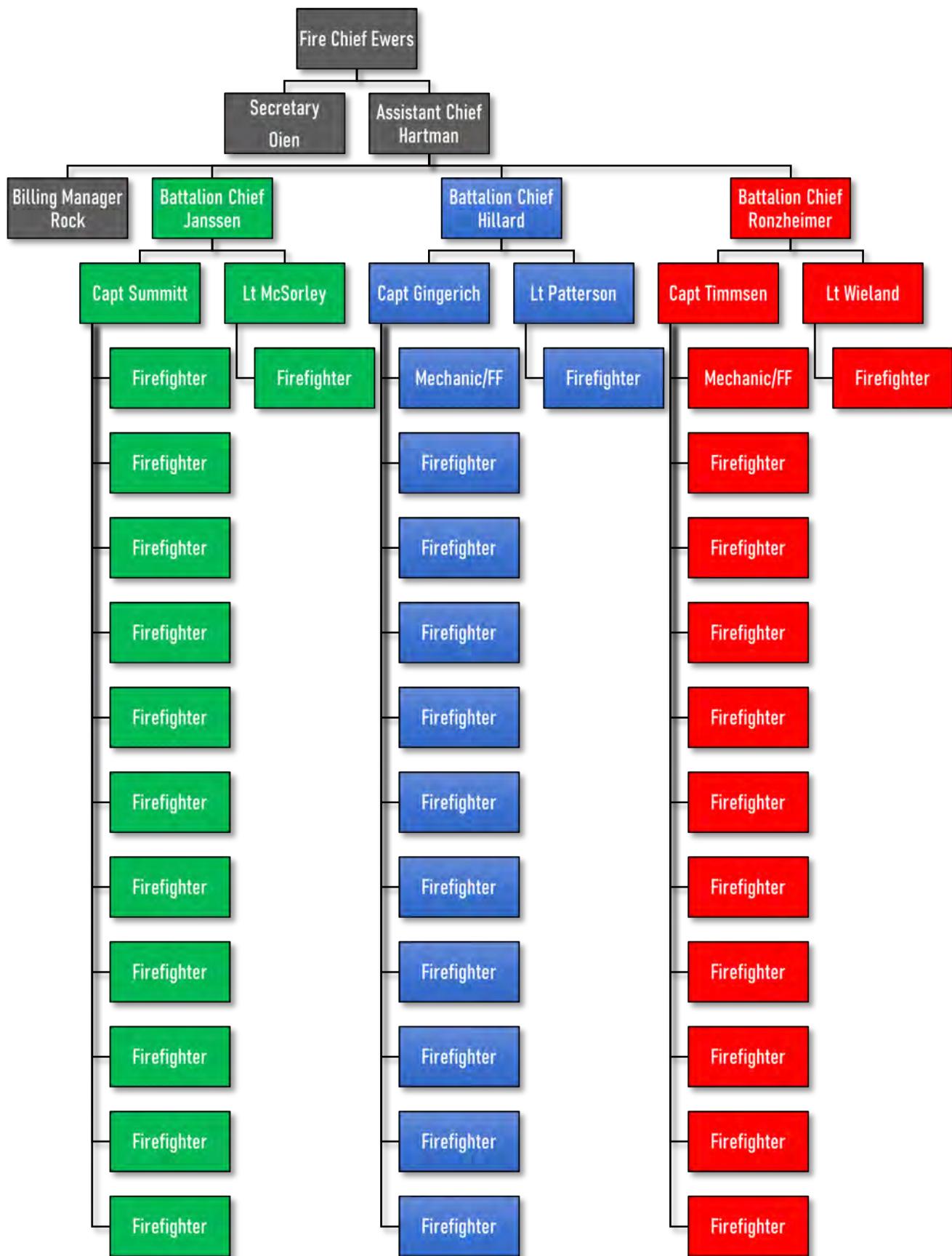
MFD Philosophy

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

2021 Organizational Chart

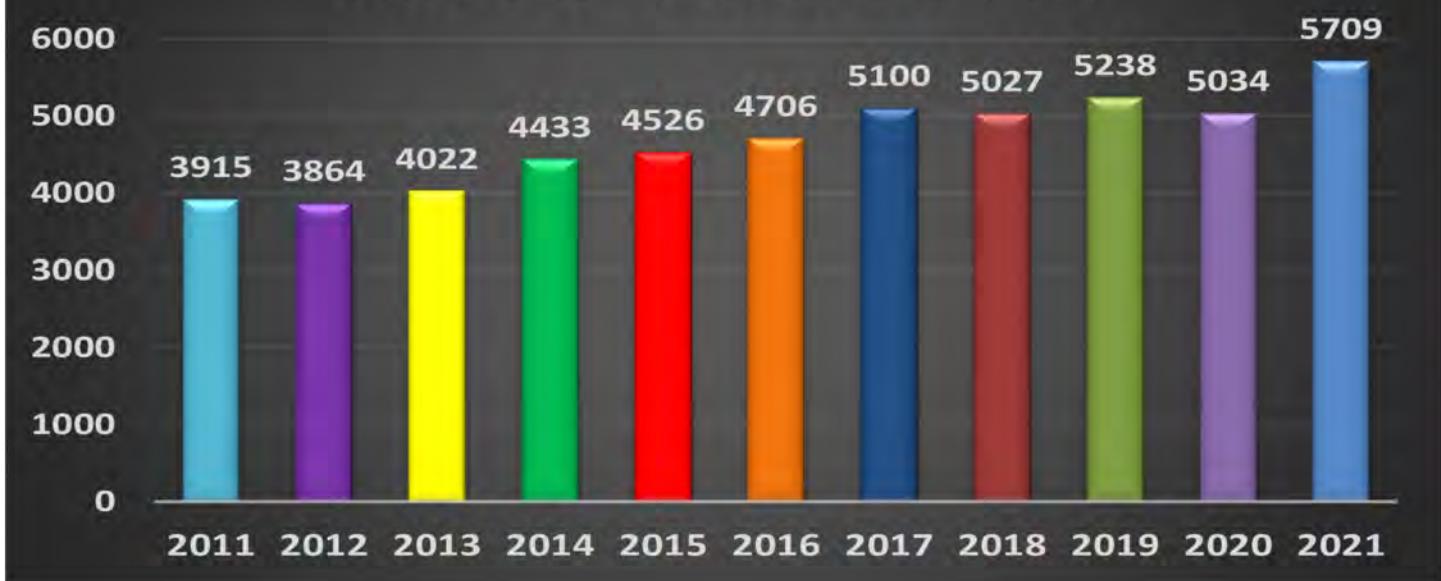


Calls For Service Report

Page 6

In 2021 we set records for run volume in one year and posted the three highest per-month totals. May, June, and December were the record months with more than 500 calls. For the year we averaged 15.6 calls per day, during our busiest month of June we averaged just shy of 17 calls per day.

Calls For Service Per Year



Monthly Calls for Service



Calls By Day of Week



Calls by Districts Within the City

District One
Public Safety Building
3,548

District Two
Station 2
565

District Three
Future Station 3
982

County Calls
Out of City
614

62.1%

9.9%

17.2%

10.8%

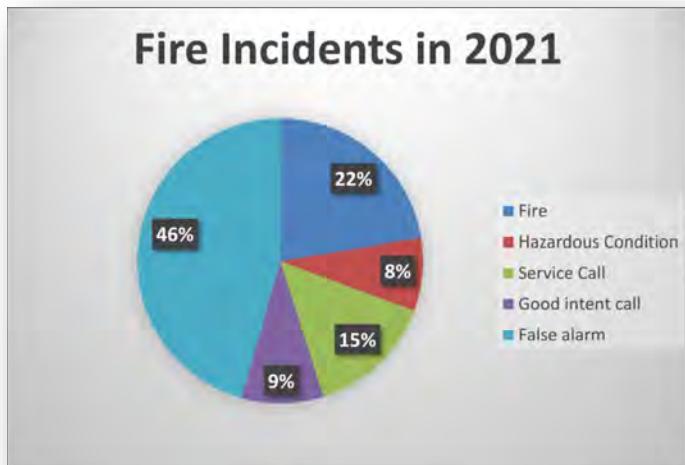
Population and Structures serviced by District

District One
Pop. 12,480
Structures: 4,863

District Two
Pop. 4,097
Structures: 1,881

District Three
Pop. 7,092
Structures: 3,074

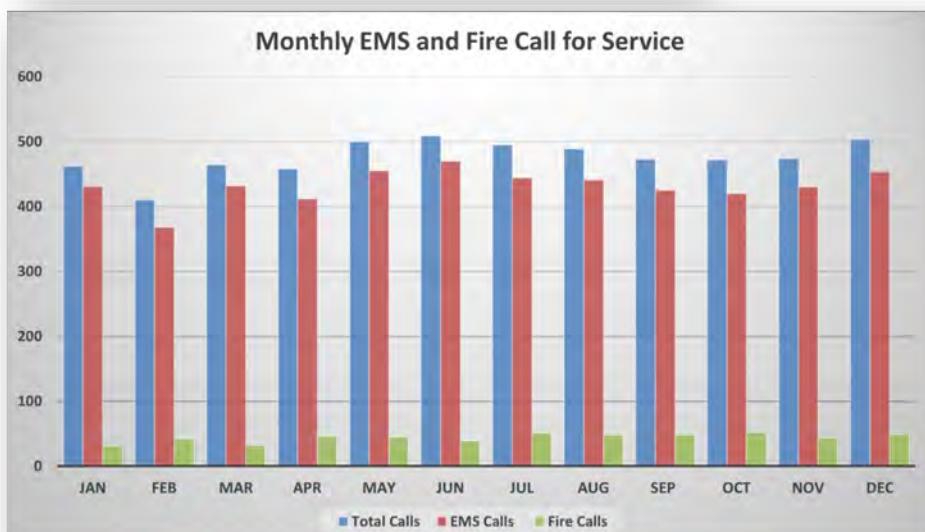
*Currently District One covers all calls in District Three.



5,709
Annual Calls

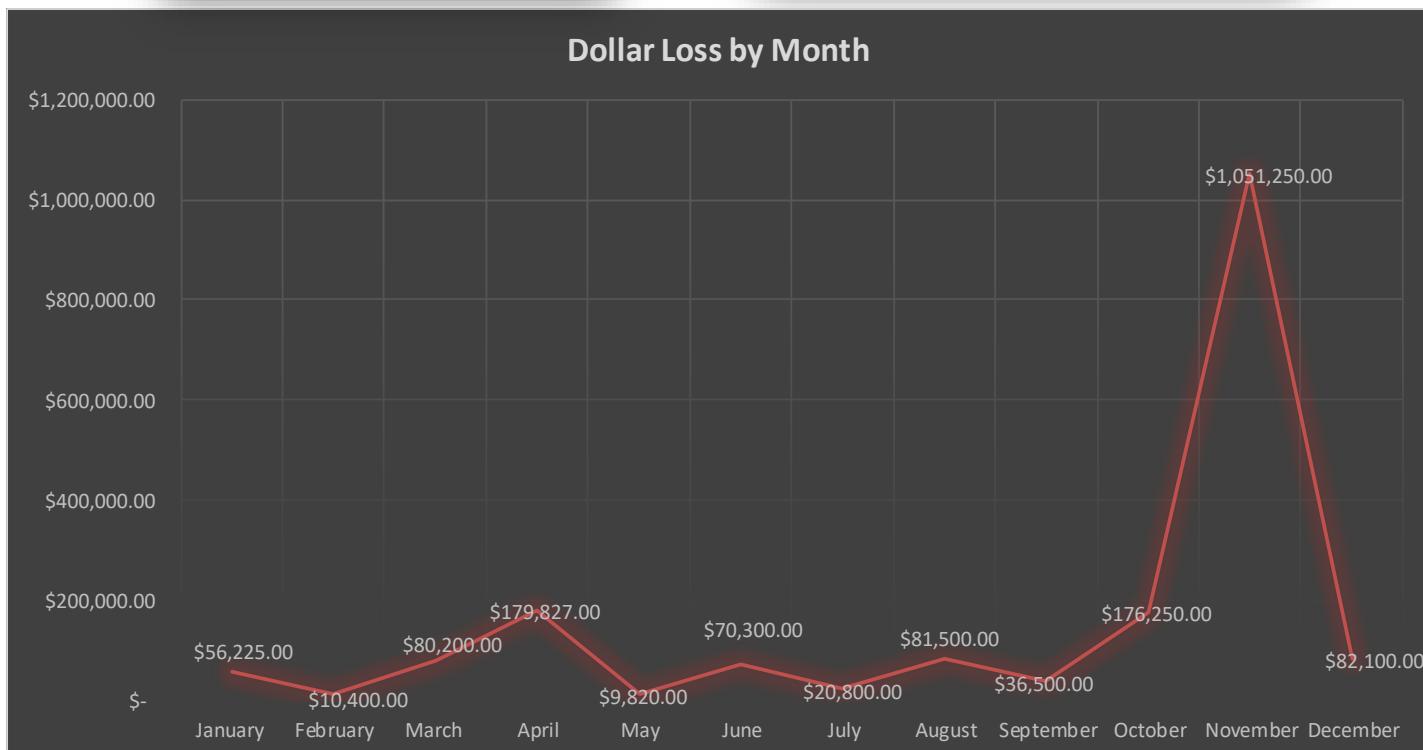
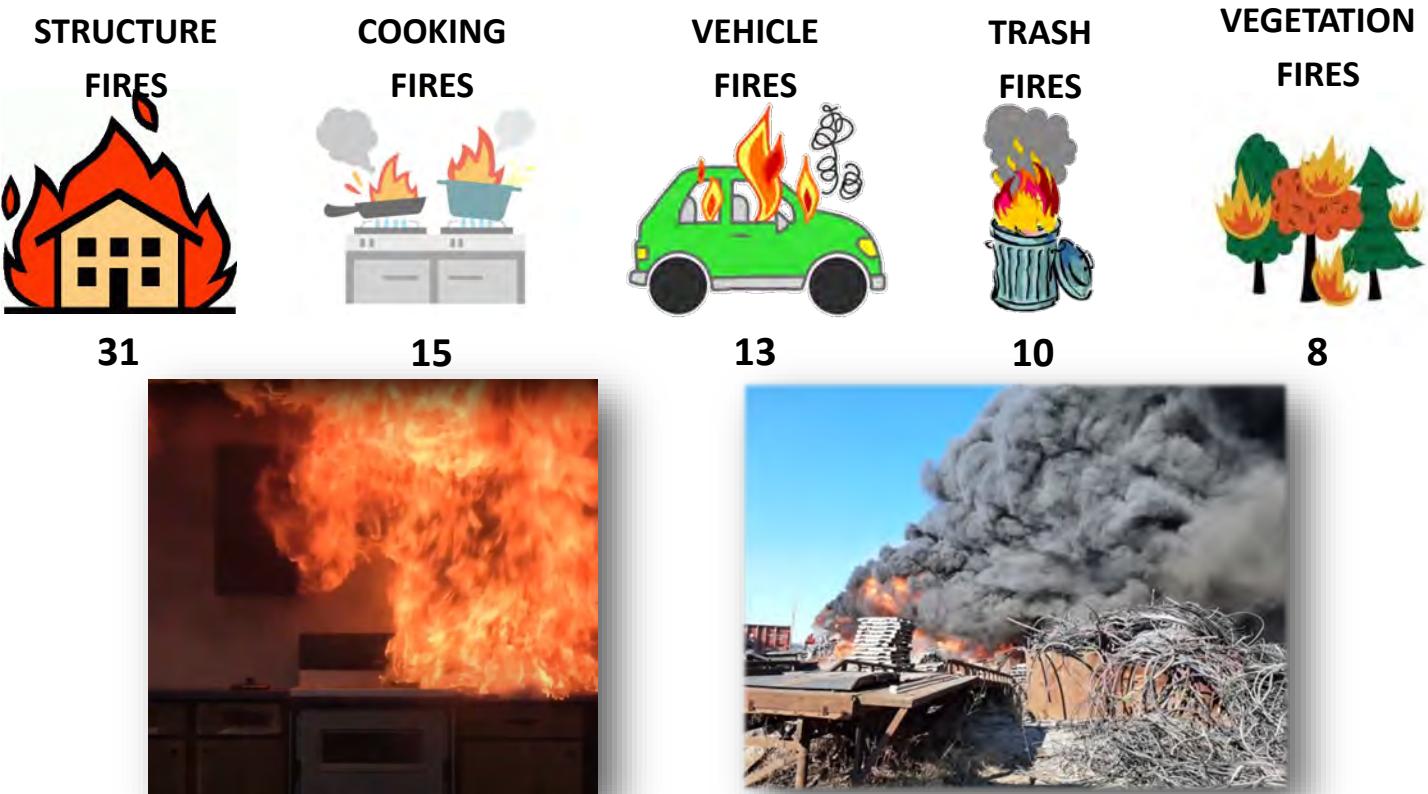
Average
15.6
Calls a Day

90.8% of
Calls are EMS



We review fire-related calls on an ongoing basis to identify areas for improvement. This year we were up in almost every fire call category, including about 25% in building fires. This illustrates the need for us to resume our public education programs and offerings that were shut down due to the pandemic.

TOP 5 FIRE RESPONSES FOR 2021



Note: Fire loss in November was impacted by a large loss high rise incident

EMS calls are classified as 911 calls, transfers, and refusals. Each group has unique features—for instance we average about 2 1/4 hours for a transfer call vs. about 45 minutes for a 911 call. Refusal calls include a situation where the patient decides they do not want to be treated, we treat them on scene and they do not want to go to a hospital, and when there was no patient found when we arrived on scene.

ANATOMY OF A 911 CALL FOR SERVICE



CITIZEN CALLS 911 AND REPORTS INCIDENT TO 911 DISPATCHER



911 DISPATCHER PROCESSES CALL AND DISPATCHES APPROPRIATE APPARATUS AND PERSONNEL TO THE INCIDENT

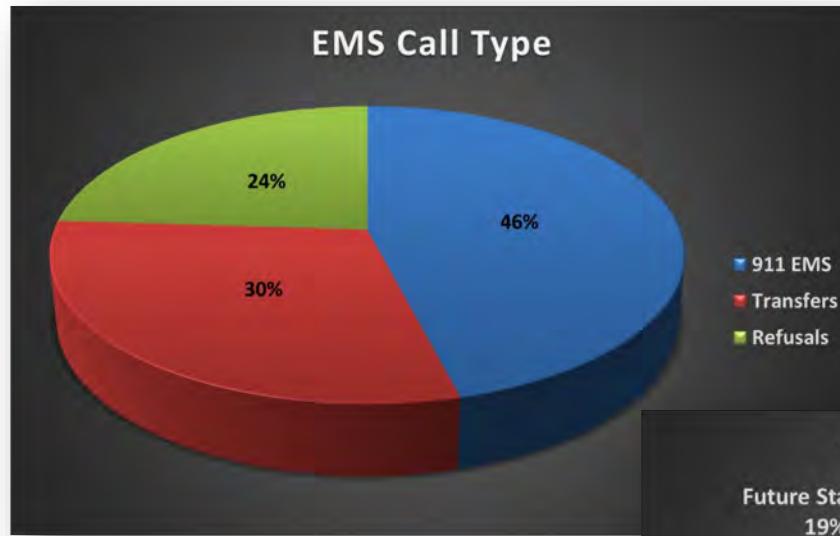


THE TIME FROM WHEN THE PERSONNEL ARE DISPATCHED TO WHEN THE PERSONNEL ARE DRESSED IN APPROPRIATE GEAR AND IN THEIR ASSIGNED UNIT

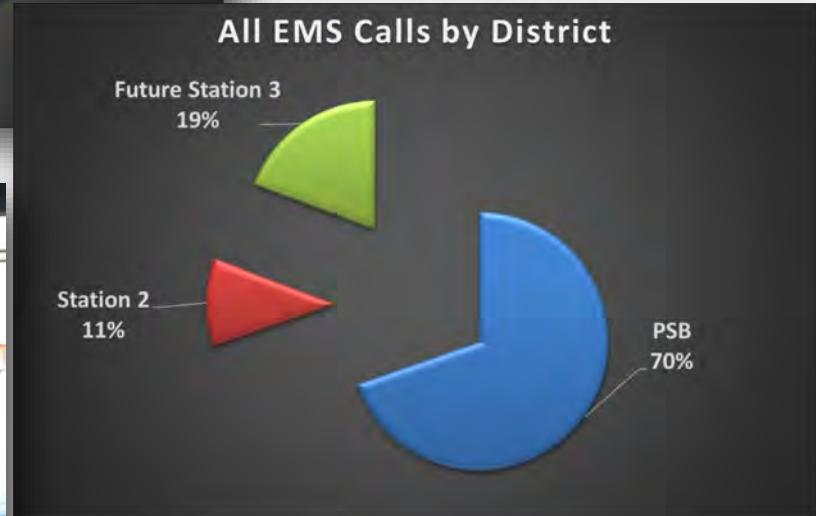


THE TIME FROM WHEN THE APPARATUS AND PERSONNEL LEAVES THE FIRE STATION TO WHEN THE APPARATUS AND PERSONNEL ARRIVES TO THE INCIDENT

EMS Call Type



All EMS Calls by District

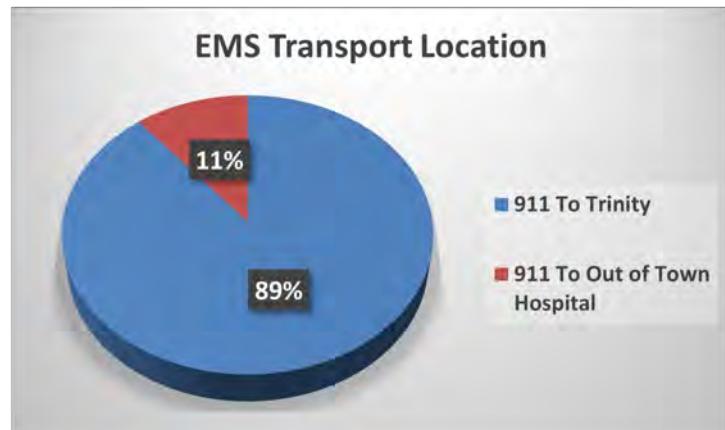
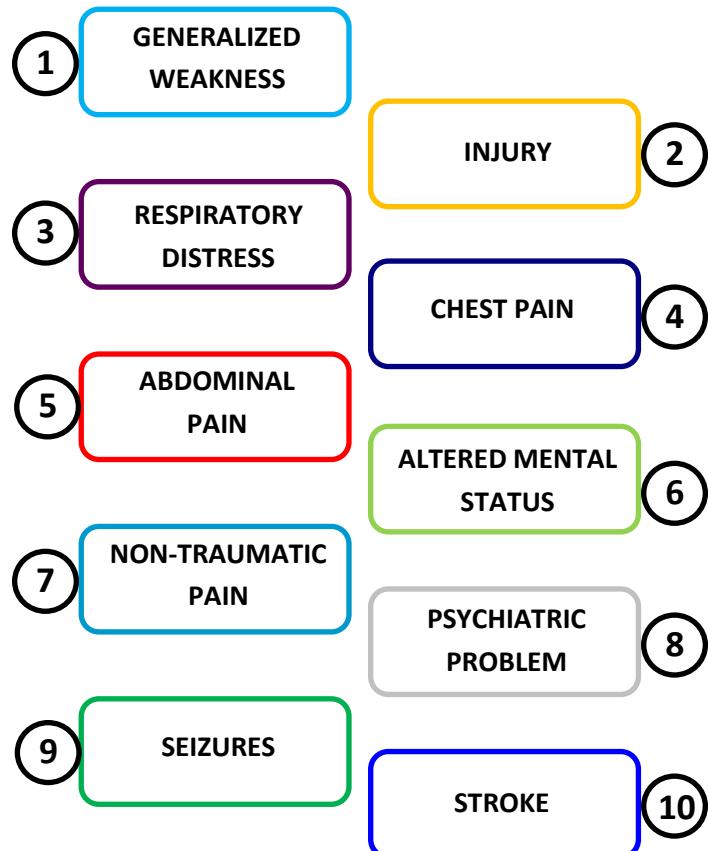


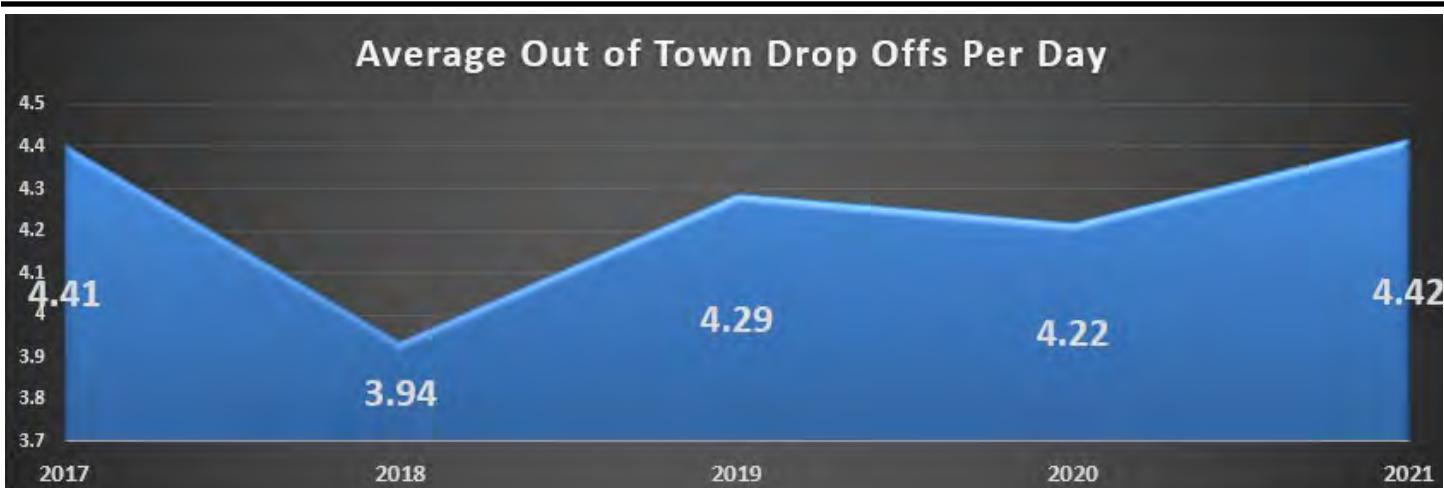
In addition to emergent and scheduled non-emergent transfers to out of town hospitals, we also transport 911 calls out of town. Most often this is due to the need for services that are not available locally, such as OB services, specialized cardiac needs, or complicated orthopedic situations. The impact on workload for our crews with these 911 calls is similar to a transfer—the trip will take a couple of hours on average.

By looking at the top reasons for our medical calls we can identify areas to focus our training and public education efforts. As an example, if we see that falls are a problem we focus effort on fall prevention.



Top Ten Chief Complaint 2021



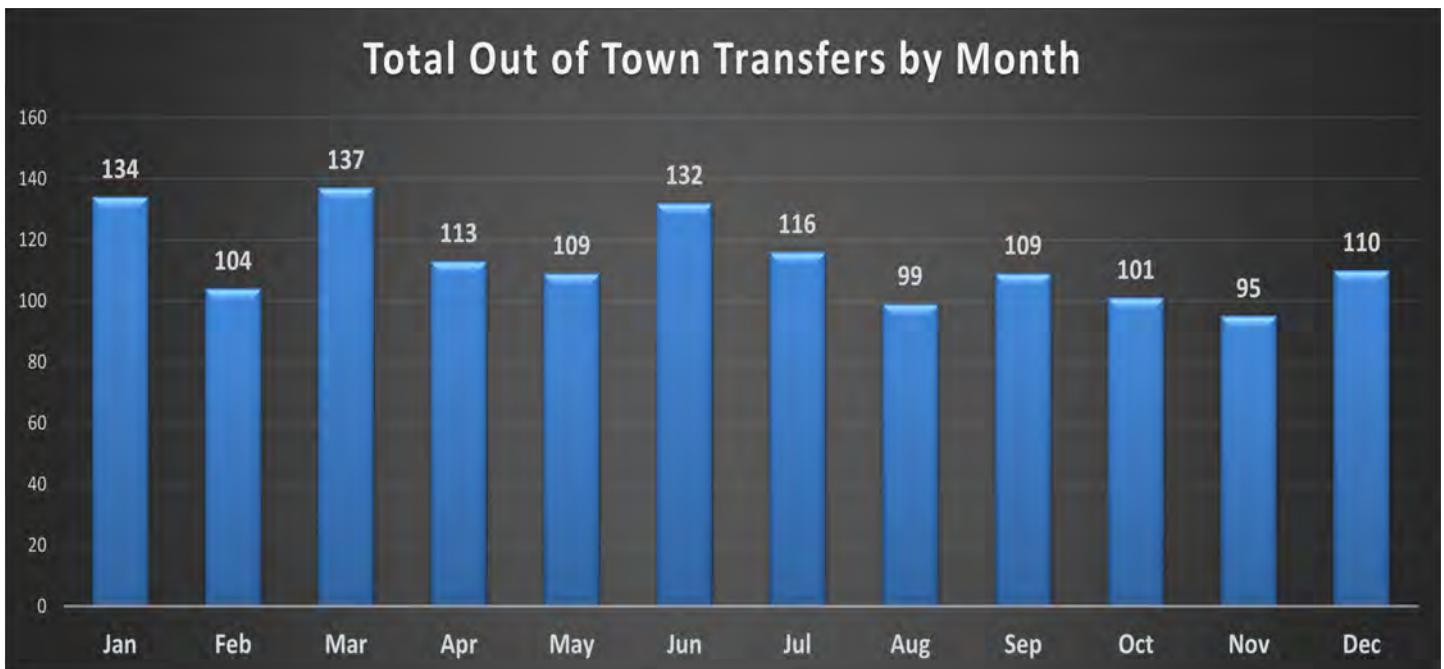


In addition to 911 emergency medical calls, we also provide treatment and transportation from Trinity Muscatine to hospitals outside of town. This happens when a patient needs a higher level of care or they need a service that is not offered in Muscatine. In addition to those transports we also transport to out of town hospitals for certain conditions such as someone having a cardiac event that requires immediate catheterization.

In 2021 we transported a patient outside of Muscatine an average of 4.4 times per day. The time on these calls vary by complexity and destination, but we average about 14.7 hours per day on transfer calls.

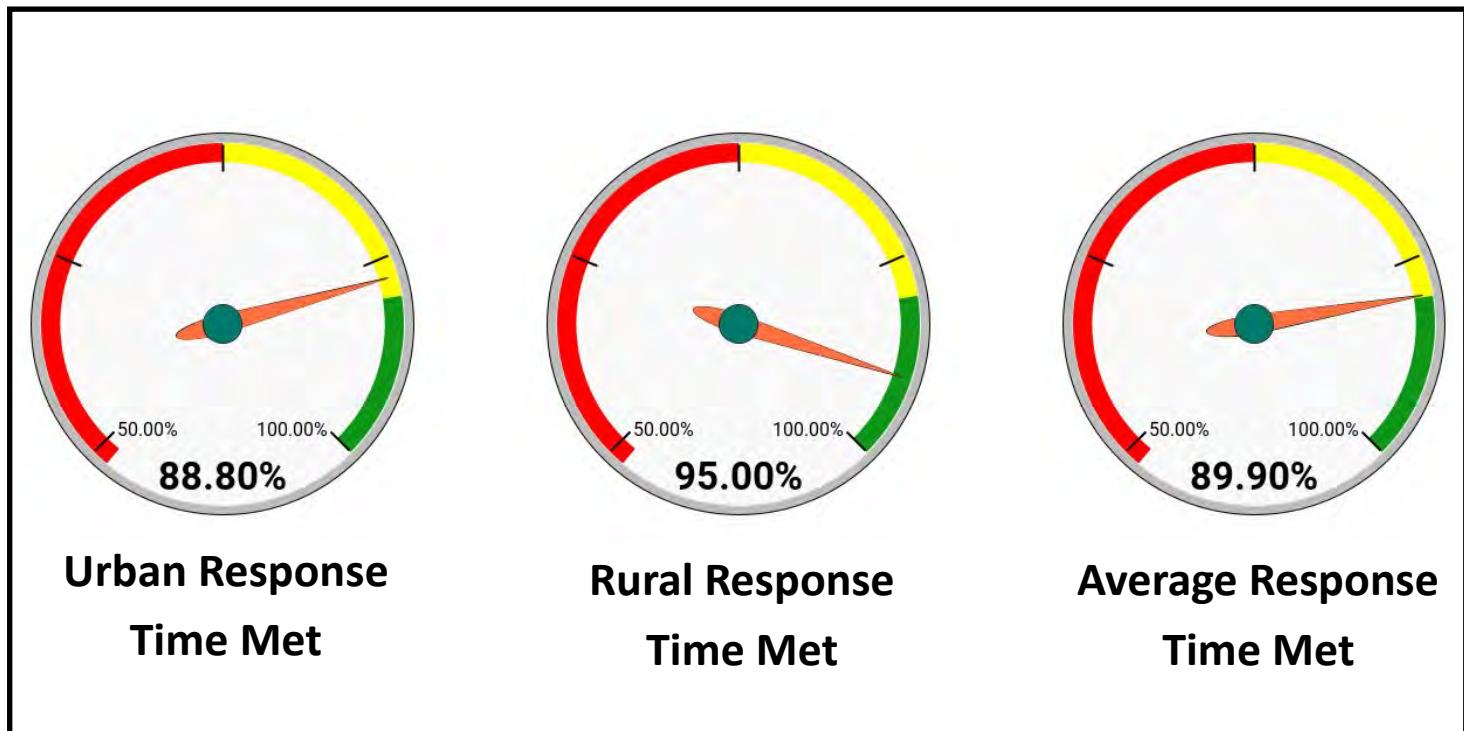


These transports are staffed by the crews working on that day and includes critical care paramedics, paramedics, and EMTs. We do call back for overtime if needed and have a part time on-call program to help fill the need for transfer crews. It takes at least two staff members for these transports. More complicated calls often require three staff - especially those where our critical care paramedic caring for a critical patient, such as one who requires a ventilator.

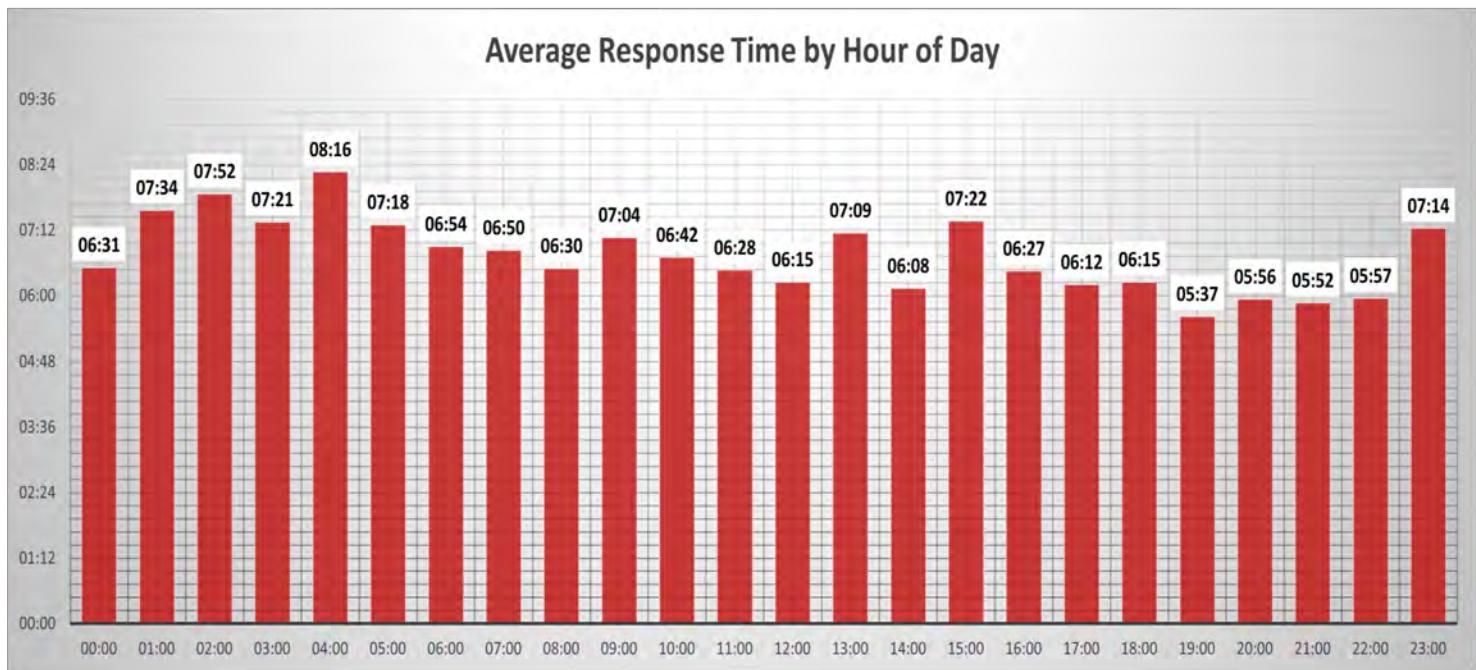


EMS Response Time Report

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. A standard followed throughout the nation is to arrive at an emergency medical call in urban areas (within the City) in 8 minutes and 59 seconds or less at least 90% of the time. For calls outside the City limits the standard set is to arrive in 14 minutes and 59 seconds or less at least 90% of the time. Response time starts from the time of the 911 call and goes until the first unit arrives on scene.

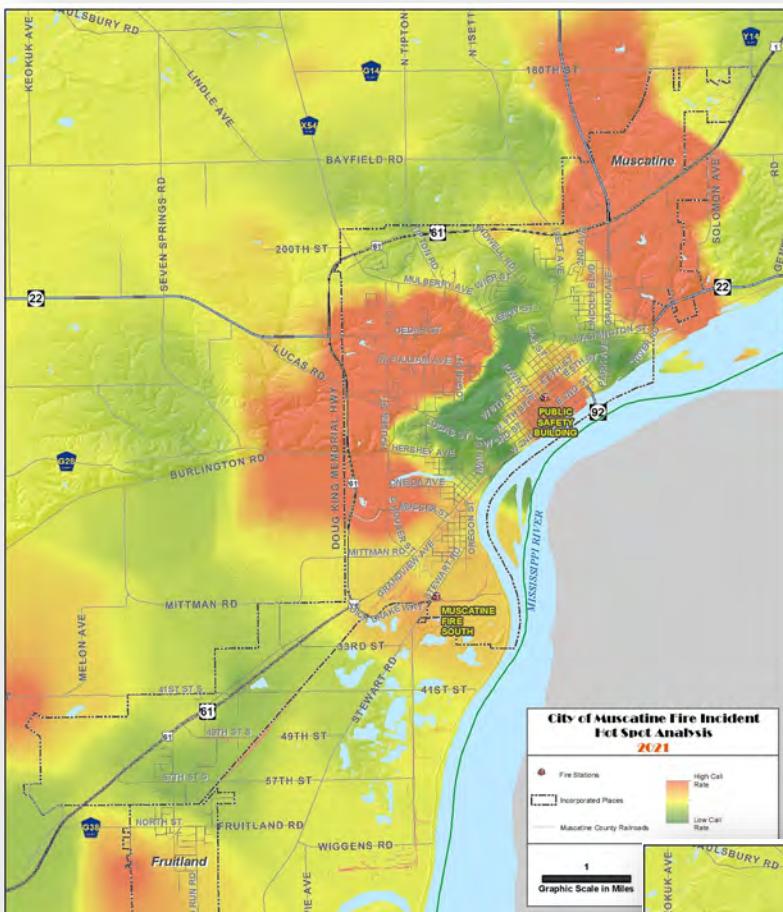


*Response times have been impacted by infrastructure improvement projects.



Hot Spot Analysis

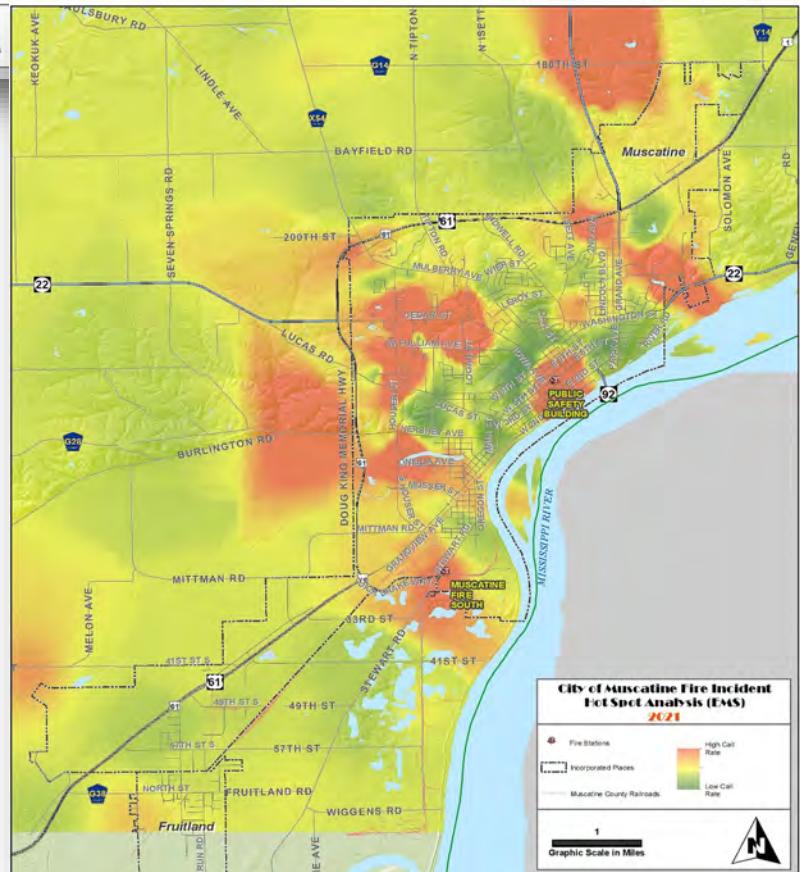
The following diagrams were produced with assistance from the Muscatine Area Geographical Information Consortium (MAGIC), and they help to illustrate where we have a higher call rate. Many of the higher-rate areas are in the station three response area. Common major hot spots include the hospital and also facilities with a high population of elderly who need medical care, such as nursing homes and assisted living locations.



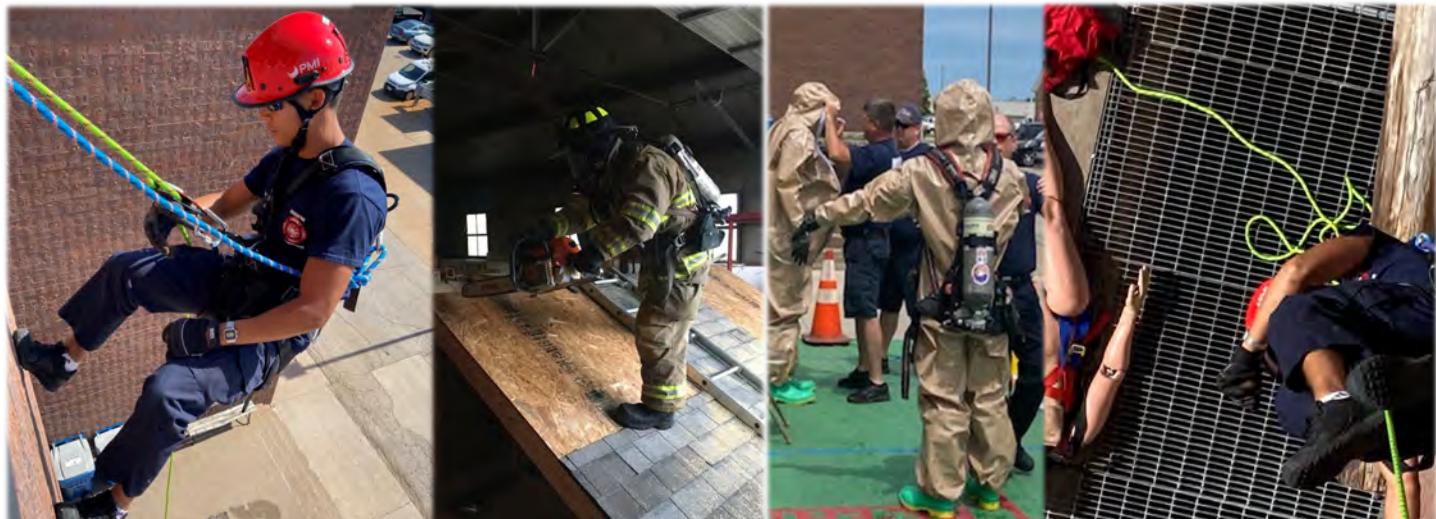
Fire Incidents Hot Spots



EMS Incidents Hot Spots



Training for emergencies is our highest priority outside of emergency response. Your fire department needs to know exactly how to best handle emergencies as they arise and training helps us to do just that. We are responsible for response to a myriad of 911 calls, including EMS, rescues calls (high angle rope, water, ice, trench rescues), hazardous materials, the whole gamut of fire emergencies, violent scenes, and many other miscellaneous events. It is the goal of our training to make sure we are ready when the alarm sounds, regardless of the nature of the emergency.





Life Saving Award



Firefighter Mike Collins was presented the Life Saving Award by Muscatine Fire Chief Jerry Ewers. Collins was recognized for his efforts in saving the life of a woman during an early morning fire on April 8, 2021.



Firefighter Craig Chelf and members of the Spring Hill (Tenn.) Fire Department presented former Muscatine resident Allison McCleery with a signed Pink Helmet from the members of Muscatine Fire Department after her courageous battle with Breast Cancer. McCleery is currently in remission with this symbol of hometown support, a reminder of her victory against breast cancer.

Congratulations Allison!

Breast Cancer Survivor



Exemplary Service



On November 17, 2021 Mechanic Jason Verschoore was presented with an Exemplary Service Award. Jason is awarded this for his outstanding service to your fire department by going above and beyond what is expected.

On September 20, 2021 EMT Kevin Cannon was presented with Exemplary Service Award. Kevin was presented this award because not only did he serve MFD for over 30 years as a full time staff but he continues to be an asset as a part time ambulance attendant. His commitment to the department allows our ambulance service to function effectively.



<u>Vehicle</u>	<u>Description</u>
Ambulances	
Ambulance 351	2018 Ford Medix Ambulance
Ambulance 352	2016 Ford Medix Ambulance
Ambulance 353	2000 Ford Medtec Ambulance with 2011 Chassis (Refurbished Once)
Ambulance 354	2004 Ford Medtec Ambulance with 2014 Chassis (Refurbished Once)
Ambulance 355	2012 Ford Medtec Ambulance
Ambulance 356	2019 Ford Transit Ambulance
Fire Engines	
Engine 311	2013 Pierce Station 1 Front Line Engine
Engine 312	2006 Alexis Station 2 Front Line Engine (Refurbished Once)
Engine 313	1988 Smeal Engine – Station 1 Reserve Engine (Refurbished Once)
Engine 314	1993 Pierce Engine – Station 2 Reserve Engine (Refurbished Once)
Specialized Apparatus and Support Vehicles	
Truck 310	2018 Pierce Arrow XT 100' Ladder Truck
Haz-Mat 321	2005 Chevy Duramax C8500 w/ 2004 Mickey 16 Bay Trailer
Chief's Vehicle	2019 Chevy Tahoe
Asst. Chief's Vehicle	2018 Chevy Silverado 1500 Crew Cab
BC Command 333	2008 Chevy Tahoe (used police vehicle)
Truck 331	2019 Chevy Silverado 2500 Ext Cab- With plow attachment
Staff Car 335	2011 Ford Crown Victoria (used police vehicle)
Mule 350	1997 Side-by-Side Off-road Utility Vehicle (used police vehicle)
Air Trailer	Three Bank Pull-Behind Air Trailer
Boat 332	2017 Inflatable rescue boat with 25hp Evinrude Outboard Motor



ENGINE 312-After being refurbished and
painted from white to red

Public Education and Open House

Preventing fires and emergencies is a core aspect of the Department's Mission. Your fire department has made public education a centerpiece of our community risk reduction efforts for decades. Even though the number of fires or emergencies we have prevented through education is not always measurable, there are many stories about how something a child learned in school or an adult learned in a slip, trip, and fall class was used to prevent an emergency or help a citizen when an emergency did occur. Our efforts have paid off for many citizens.

Our prevention efforts are now called a Community Risk Reduction program. That phrase shows that our offerings focus on reducing the risk for the entire community and not just in elementary classrooms. As we recover from Covid the department will be increasing our outreach programs to include adults and senior citizens, as well as continuing to offer programs for youth.

One program we are revamping is our explorer group. This is targeted to young people age 14-21, and it will give them a chance to see what fire and EMS careers are really like. The sessions are taught by our firefighters and include many hands-on activities to illustrate various aspects of emergency response. Often the youth who participate in the explorers eventually join the ranks of career and/or volunteer emergency services.



This year we held our open house in person, and the response was great! Citizens of all ages were able to stop by, visit with our staff, and hopefully learn a thing or two that they can use later on. This day is a fun event and the participation from our police department and the county sheriff really add value to this educational offering.

Each year we put together a mock-up of a fire to help illustrate safety principles. Grease fires often get a strong reaction from the crowd, but even using the room to show the power of keeping your door closed at night make an impact. The open house is a chance for us to see people in person, answer questions, and make an individual impact on our citizens.





This past year your fire department was given many challenges, and those who are tasked with keeping you safe stepped up to those challenges. This year has been a tough one for many people, and the fire department has been on the front end of many of difficult events.

The fire department was able to make some positive progress in several areas beyond responding to emergencies. We have been able to work to gather data from various areas in order to measure and anticipate situations, this really does help us utilize resources in the most efficient manner. An example is the concept of burn rate – Covid allowed us a trial to see if we could utilize data on how quickly we used supplies (specifically PPE) in order to anticipate when we would need to replenish. A challenge with Covid was long lead times; we are seeing that in many other areas now. Our EMS shift is developing a process that takes the lessons learned from our Covid situation to help improve our purchasing of all EMS supplies.

We saw a slight increase in the percentage of calls that were fire related in 2021. This includes a 50% increase in residential building fires and a 36% increase in false alarms. Our total loss due to fire was much greater due to a couple of commercial/industrial fires. We did have fewer total loss house fires this year. All of these things point to an opportunity for us to revamp and reenergize our public education efforts post-Covid. Of all the impacts the pandemic had on our department's service delivery one of the most lasting is the pause on in person safety education. You can be assured that fire prevention efforts through education (in person training), engineering (continued system improvements for fire response), and enforcement (code compliance) will be at the top of our priority list!

One last item – our department is reaching out to young people to educate them about what we do and what career opportunities exist in fire and EMS. This is an amazing program and will have a lot of hands-on activity; if you know someone between 14 and 21 who may be interested, send them our way! It really IS the best job in the world....

Assistant Chief Report



Mike Hartman

Assistant Fire Chief

"The best way to fight a fire is to prevent it from happening in the first place. "

Training and Fire Operations Report



Darrell Janssen – Green Shift

Battalion Chief

“Every day may not be good, but there is something good in every day.”

Green Shift started 2021 with the responsibilities of the Fire Department Inspection and Public Education programs. The intent of these programs is to reduce risk within the community as it relates to emergencies, specifically fire and medical situations. The business inspections resumed in full during the first half of 2021, as we were playing catch-up from the delays created by COVID in 2020. Public education visits to the schools for fire safety presentations continued to occur on a very limited basis in 2021, again due to Covid related concerns.

At the beginning of July our three shifts shifted responsibilities. Green Shift took over fire operations and our internal training program. The focus for training was to continue with the 2 year plan for the time being and to plan out a new two year plan that will be implemented next year. Utilizing two-year plans allows our department enough lead time to line up topics and instructors yet allows enough flexibility so that if we have special training needs or new training topics we can implement them within a reasonable period of time. Our training is all based on industry standards and most of the hands-on content is measured using Job Performance Requirement (JPR) sheets. JPRs create a standardization for how to perform task and work well for hands-on training as

they are based off of a pass/fail assessment rather than a percentage like we see with many written tests. This ties into our on scene duties—our staff need to know how to do the activity in a competent manner rather than to a percentage of correctness.

Fire operations covers many aspects in the fire station. One responsibility that can have a direct impact to department effectiveness is purchasing equipment. Finding a balance between price and quality to assure everything works properly can be a challenge. We were able to find that balance in the capital items we purchased this year and expect the new equipment to work well for many years. Another aspect of capital equipment purchasing is determining when large ticket items (such as fire engines) will need to be replaced. This information is gathered so that large purchases are known years ahead of time so the financial impact can be anticipated. We continue to gather information and will keep working to maintain the balance between cost, quality, and need.

2021 was a split year for shift responsibilities, where July 1, 2021 Blue Shift switched from EMS to Community Risk Reduction (Inspections & Pub Ed). Unfortunately, with the uptick in COVID, new employee training, staffing shortages, new shift Captain, new shift Lieutenant, call volume, and inspector certification testing we were not able to get into the businesses and schools like we have in the past. Many mandates have prevented outside personnel from entering buildings due to COVID protocols. MFD, like most businesses had to prioritize and we needed to make sure we were providing the best EMS and fire response to our community. We feel that this was accomplished in 2021, only to see that our other projects (Inspections & Pub Ed) would suffer from the effects of COVID in our community and to our healthcare providers.

Blue Shift's main 2022 goal is to get improve safety for Muscatine residents and visitors by providing businesses timely fire inspections for fire safety improvement opportunities and continue to provide public education to the school system teaching our children fire safety and prevention. We have 5 new employees on Blue Shift who will be testing to get their State Fire Inspector Certification in January and the goal is to have all Blue Shift personnel Certified State Inspectors by 2023. Blue Shift new inspection projects will include hood systems, occupancy limits, public education for all grades including daycares, slip, trip & fall program, juvenile fire setter intervention program and the MFD fire explorers program.

2022 will also challenge the shift staffing with fire academies, paramedic schooling, Paramedic clinical, and paramedic field skills. Blue Shift will also start the year with rotating 4 acting Lieutenant Positions off the promotional list. This will give these individuals an opportunity to showcase their managerial skills for 2 months each and giving them critical experience with emergency incident command situations.

Blue Shift Officers B/C Ted Hillard - Captain June Anne Gaeta (RETIRED 9/2021)

Captain Pat Gingerich - Lieutenant Roy Patterson (Career path change 11/2021).

Community Risk Reduction Report



**Ted Hillard – Blue Shift
Battalion Chief**

“If you’re too big to do the small things, you’re too small to do the big things.”

Ambulance Operations Report



**Gary Ronzheimer – Red Shift
Battalion Chief**

“Show value, create an experience and always strive to exceed expectations.”

In July of this past year Red Shift took over responsibilities for EMS Operations. The first six months we focused on department training schedule and fire operations, which included putting new equipment into service. We also focused on building a multi-year training plan. 2021 was definitely one for the record books with record calls and significant events to Muscatine Fire Department, along with dealing with COVID related issues.

There were a few significant fires for our shift. One fire, Mike Collins heard the voice of a lady on a third floor yelling for help. This led him to effectively find her and rescue her. She was transported to the hospital where she recovered from smoke inhalation. Mike Collins received a Life Saving Award for his outstanding performance within his duties. We also responded to an aircraft crash, where we worked jointly with other departments.

This past year we also received six new ventilators from the State of Iowa Emergency Management. These will be placed on all ambulances and be used in the field during cardiac and respiratory arrests and when a patient is intubated for other medical related conditions. This is a great addition to our fleet operations. Our members will go through some significant training these next few months prior to these going into service. All in all this just proves the commitment that these men and women have to our community.

This past year has been rough on the communities, hospitals and emergency workers all over the country, but here in our area our members have stepped up to the plate, with countless overtime hours, fatigue and stress. They deserve a few months off on a vacation of their choice if you ask me, but since we can't give them that, gratitude is what we can give them. Personally, I am very grateful for our team. We have had people step in and take many hours of trade time to help other members out, along with taking more overtime than before. Really, you could not have asked for more from these firefighters! But if we did, they would do it, and there is something to be said about that. I want to say thank you to the families of these firefighters as well. They were home handling matters when their loved ones were called back in for overtime. If it was not for their willingness to take on more at home, we wouldn't have had such a successful year and our community would have taken even a deeper hit. A huge heart felt Thank YOU to the Muscatine Fire Department members and their families.

We look forward to 2022, with delivery of new ambulances. We will be working on increasing intubation techniques; we will be hosting a Rural Trauma Management program in coordination with Trinity Hospital and another Pre-Hospital Trauma Life Support class.

New Full-Time Employees

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Firefighter/ EMT

Brandon Rheingans

Hire Date: January 4, 2021



Firefighter/ EMT

Daniel Deckert

Hire Date: June 14, 2021



Firefighter/ EMT

Joe Colón

Hire Date: July 12, 2021



Firefighter/ EMT

Michael Fleming

Hire Date: July 12, 2021



Firefighter/ EMT

Mason Trvs

Hire Date: September 20, 2021



Firefighter/ EMT

Mitchell McFarland

Hire Date: September 20, 2021



Firefighter/ EMT

Donald Petersen

Hire Date: November 26, 2021



Office Coordinator

Stephanie Oien

Hire Date: March 29, 2021



Part-time EMT

Mike Mayer

Hire Date: March 12, 2021



Part-time EMT

Christina Nichols

Hire Date: August 6, 2021



Part-time Paramedic

Zach Howell

Hire Date: September 14, 2021

New Part-Time Employees



Tammy Bierman

Hired: February 5, 1987

Retired: March 31, 2021



June Anne Gaeta

Hired: August 11, 1994

Lieutenant: March 9, 2005

Captain: January 29, 2007

Retired: August 19, 2021



Joe Vogel

Hired: February 1, 1999

Billing Mgr: April 18, 2016

Retired: October 1, 2021

Promotions



Andrew McSorley from
Firefighter to Lieutenant
On September 20, 2021



Robbie Rock from
Firefighter to EMS Billing Mgr
On October 4, 2021



Pat Gingerich from
Lieutenant to Captain
On September 20, 2021

Mike Van Wey



Born:
July 3, 1947

Died:
September 8, 2021

Mike graduated from Muscatine Community College, where he was a starter on the basketball team. He then went on to Iowa State and Northeast Missouri State University. Mike worked at Wolverine and also coached women's softball and basketball. He retired as a captain from the Muscatine Fire Department in 2007 and continued to work there after retirement. Mike wrote poetry and had two published novels. He was an avid Boston Celtics, Hawkeye, and Cardinal fan. Mike loved to teach the Bible, especially Revelation. He also loved walking the Maquoketa River at Backbone State Park and fishing.

Hired : July 10, 1972
Promoted to Captain: March 23, 1992
Retired: April 2, 2007

Continued on as Part-Time Ambulance Attendant for 11 more years completing out over 45 years of service to MFD.

- Experienced an increase of 13.4% in total call volume; an increase of 12.9% in medical calls, and monthly call volume records for nine months as well as a record number of annual medical calls.
- Experienced a slight increase of out of town drop-offs; 4.8% above 2020 and 3.0% above the 5 year average.
- Increased utilization of the part time ambulance program; this assisted in filling staffing shortages and provided more interaction with potential future full time employees and community members. Three part time attendants were hired as full time staff this past year.
- Witnessed a 35.1% drop in Covid interactions, down from 590 in 2020 to 207 in 2021.
- Coordinated and implemented our annual Open House, including a live burn demonstration to illustrate kitchen fires, a rope rescue demonstration and many other educational 'stations'.
- Saw a 42.9% increase in building fires and 29.8% increase in all fires as compared to 2020; based on a 5 year average saw an increase of 10.1% in building fires and a decrease of 9.9% in all fires; the trend since 2011 shows an increasing percentage of fires are classified building fires instead of other types such as vehicle and brush fires.
- Worked with our dispatch agency, MUSCOM, to further implement Emergency Medical Dispatching; this includes assisting with quality assurance and helping to adjust the program parameters to implement ongoing improvements for our citizens.
- Held two entry-level firefighter application/assessment processes to maintain a current Civil Service list for new hires; held promotional assessments which were used to select staff for promotion into two officer positions vacated by retirement.
- Created specifications and purchased two Type III (van chassis) ambulances to provide better service and improved comfort for patients, and replaced a third ambulance with a demonstration unit.
- Restarted our EMS preceptor program post-COVID; we provide experiential learning opportunities for EMS students at the EMT and Paramedic levels for multiple training institutions, including EICCD, UIHC, Kirkwood CC, and SEICC.

We look forward to the challenges and opportunities in 2022 and we wish to thank you for your continued support.



Muscatine Fire Department

312 East 5th Street

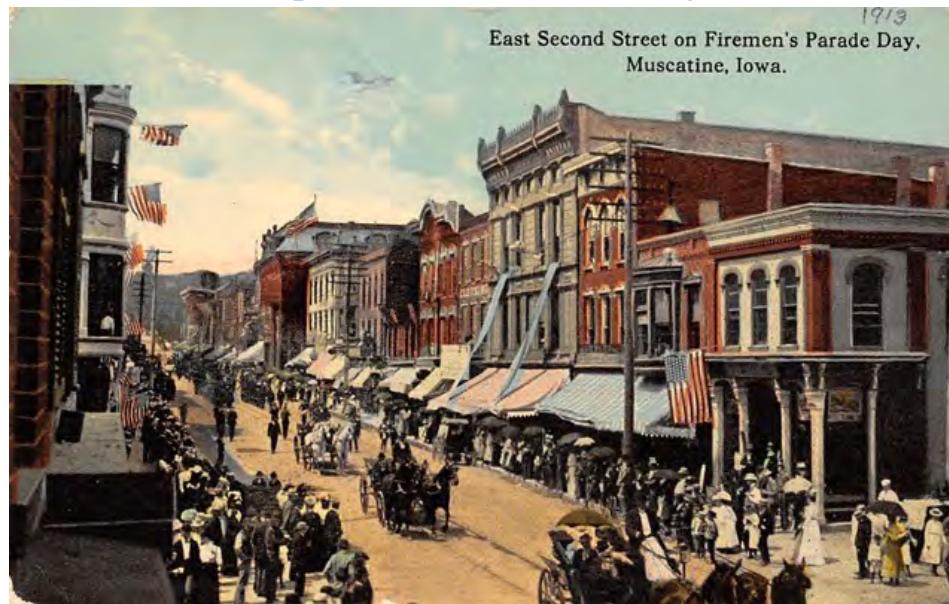
Muscatine, IA 52761

Emergency Phone: 911

Phone: 563-263-9233



<http://www.muscatineiowa.gov>



A special thanks to FF Chefl for his work on this annual report.