

# Eau Claire Fire & Rescue

## *2019 Annual Report*



Fire Administration  
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@ECfirerescue



@eauclairefire

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April 21, 2020

TO: Police and Fire Commission Members  
City Manager Dale Peters



On behalf of the men and women of Eau Claire Fire and Rescue and as fire chief, it is with considerable pride that I present to you the 2019 annual report. The men and women of this department serve with great commitment and integrity to ensure our citizens, regional partners, and visitors to our amazing community receive the highest quality service on a daily basis.

In 2019, the fire department completed construction of an addition and remodel to the living quarters of fire station #5 on Patton Street. This remodel and addition will accommodate the expanding needs of the community and the workforce. It now includes individual dorm rooms with an additional gender-neutral restroom.

The department continues to see an increase in ambulance call volume with response to 8,113 EMS calls, with 1,839 of that figure being regional EMS calls outside the city limits. Personnel responded to 112 fire-related incidents, with 20 of those being building fires. The estimated fire loss was \$4,166,057.

In addition to these benchmarks in our service delivery, I am grateful to our Regional EMS partners who continue to contract with Eau Claire Fire and Rescue to provide Emergency Medical Services to their respective communities. The Town of Wheaton will join this Regional EMS partnership beginning in 2021.

I believe you will find the report to be enlightening with respect to the activities the department manages on a day-to-day basis. It conveys how truly engaged we are, and I commend the 94 men and women of this department whose efforts allow this department to function as effectively as it does.

I sincerely appreciate serving as fire chief and am grateful for the firm support our organization receives from the Police and Fire Commission, City Council, City manager, and fellow City employees as we all strive to provide the highest level of service.

A handwritten signature in black ink, appearing to read "Justin [unclear]".

## MISSION STATEMENT

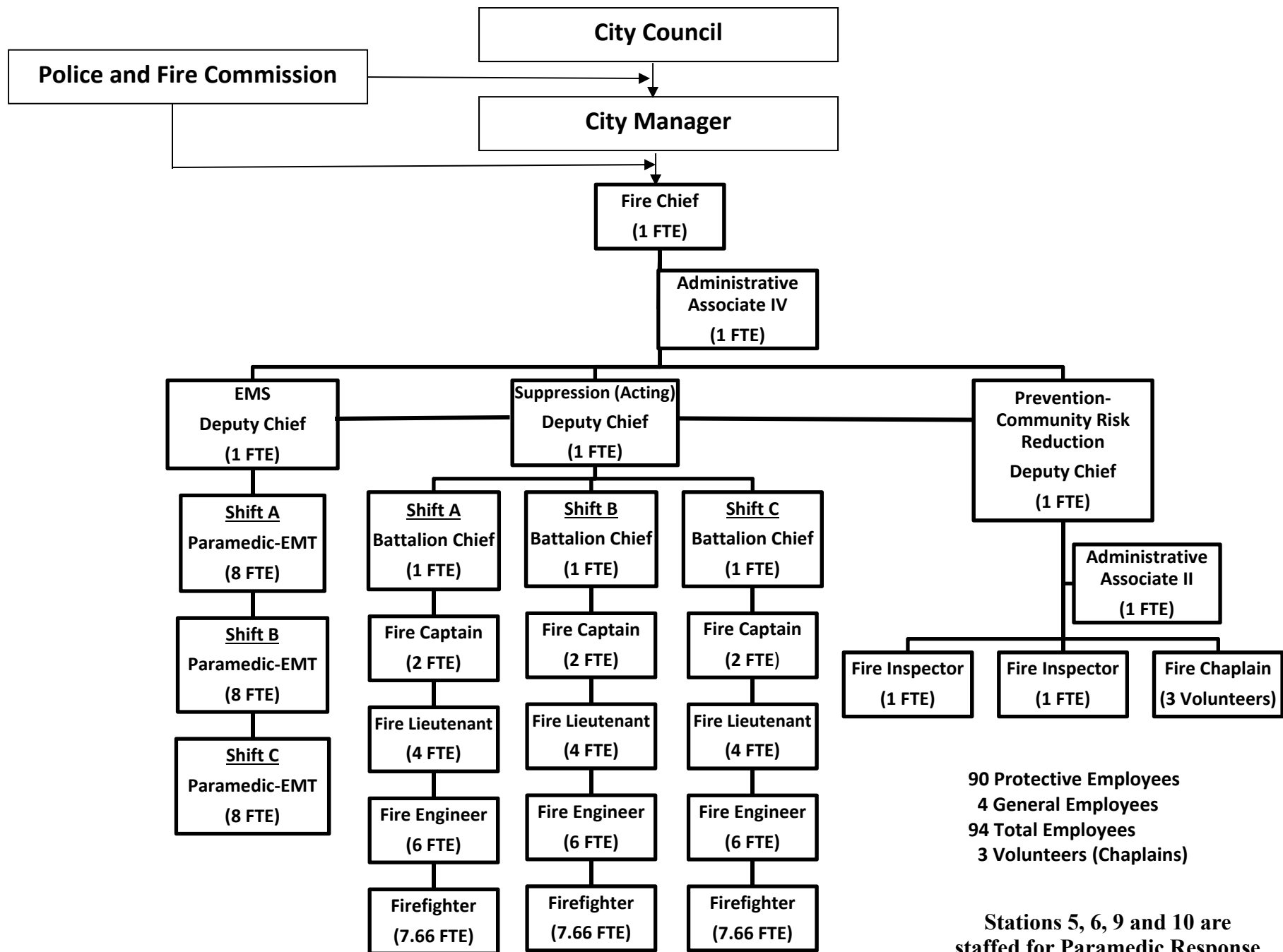
*Eau Claire Fire and Rescue's mission is to public health and safety achieved through developing, promoting, and maintaining a comprehensive network of emergency medical services, fire prevention and suppression, technical rescue, and hazard mitigation.*

*Through progressive education, diligent training, and integrated communication, our team will collectively provide sustainable, high quality services focused on customer satisfaction and the prudent utilization of public funds.*

## VISION STATEMENT

*Eau Claire Fire and Rescue will be a leading regional public health and safety partner by continually and actively promoting excellence in the performance of our duties.*

*We will support a dedicated membership of honest, accountable professionals who exemplify honor and integrity to build and retain public trust.*



## Police and Fire Commission

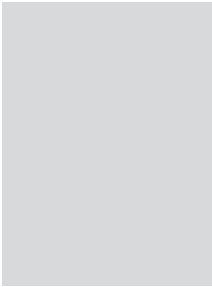
	<u>Month Appointed</u>	<u>End of Term</u>
Daniel Kincaid <i>President</i>	May 2013	April 2023
Stephanie Finn <i>Vice-President</i>	January 2014	April 2022
Selika Ducksworth-Lawton	May 2019	April 2024
Dennis Pope	May 2010	April 2020
Disa Wahlstand	June 2016	April 2021

The Police and Fire Commission consists of five citizens who are appointed by the City Council for five-year terms. The Commission meets the third Thursday bi-monthly.

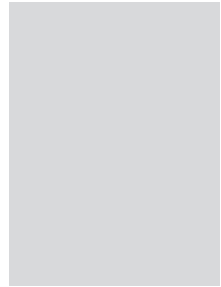
The Commission appoints the fire chief. The Commission approves or disapproves promotions and has supervision of the hiring process. The Commission certifies an eligibility list of candidates as potential new hires. It may also review citizen complaints, hear formal charges, and take disciplinary action against firefighters.



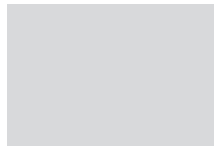
# Chief Officers and Support Staff



**Chris Bell**  
Fire Chief



**Allyn Bertrang**  
Deputy Chief  
Prevention-  
Community Risk  
Reduction



**Jon Schultz**  
Deputy Chief  
Operations-EMS



**Matt Jaggar**  
Deputy Chief (Acting)  
Operations-Suppression

**Cuc Aebly**  
Admin Associate II  
Prevention-Community  
Risk Reduction



**Joe Kelly**  
Battalion Chief  
Technical Rescue

**Laura Doty**  
Admin Associate IV  
Administration



**Steve Vargo**  
Battalion Chief  
Hazardous Materials



**Brian Toonen**  
Battalion Chief  
Training

## Inspectors



**Gary Puljas**  
Inspector



**Jason Knecht**  
Inspector

## Captains



**Bruce Buchholz**  
EMT  
Specialty-Technical Rescue



**Dave Whitehouse**  
EMT  
Specialty-Special Rescue



**Jamie Burkhardt**  
Medic-Reserve  
Specialty-Hazardous  
Materials



**Bob Haller**  
Medic-Reserve  
Specialty-Suppression



**Tony Biasi**  
EMT  
Specialty-EMS



**Matt Gunderson**  
Medic-Reserve  
Specialty-Community Support  
Services/Risk Reduction

## Lieutenants



**Bob Pratt**  
EMT



**Brian Kranz**  
EMT



**Shawn Abrahamson**  
EMT



**Andrew Dorn**  
EMT



**Steve Secker**  
EMT





**Jeremy Stary**  
EMT



**Brian Phillips**  
EMT



**Tom Wallin**  
EMT



**Tony Hennings**  
Medic-Reserve



**Isaac Hahn**  
Medic-Reserve



**Brian Dorn**  
Medic-Reserve



**Tim McCaughey**  
Medic-Reserve

## Engineers



**Mike Miller**  
Medic



**Jeff Patrow**  
EMT



**Kevin McClellan**  
EMT



**Tom Rebischke**  
EMT



**Scott Mohr**  
EMT



**Todd Frank**  
EMT



**Bill Jensen**  
EMT



**Pat Hamler**  
EMT



**Dave Pekol**  
EMT



**Tim Brantner**  
EMT



**Steve Friederichs**  
EMT



**Ryan Hebert**  
Medic-Reserve



**Nils Bergquist**  
Medic-Reserve



**Jeff Dahl**  
EMT



**Benji Norberg**  
Medic



**Ryan Lesperance**  
Medic



**Todd Nutter**  
Medic



**Chris Meyer**  
Medic

## Firefighters



**Greg Johnson**  
EMT



**Natasha Myre**  
Medic



**Steve Rindt**  
Medic



**Dan Schroeder**  
Medic-Reserve



**Josh Olson**  
Medic



**Stephen Weyers**  
Medic-Reserve



**Steve Patten**  
Medic



**Nicolas Ledin**  
Medic



**Korey Maves**  
Medic



**Karl Johnson**  
Medic



**Kevin Blaine**  
Medic



**Taylor Quinnell**  
Medic



**Schuyler Townsend**  
Medic



**Jordan Watson**  
Medic



**Andrew Robinson**  
Medic



**Kurt Trunkel**  
Medic



**Steve Merkel**  
Medic



**Heather Harsh**  
8 Medic



**Nathan Much**  
Medic



**Peter Spencer**  
Medic



**Christopher Nyhus**  
Medic



**Shawn Willi**  
Medic



**Michael Linstedt**  
Medic



**Andrew Elbert**  
Medic



**Aaron Crane**  
Medic



**Dustin Quilling**  
Medic



**Brett Klonecki**  
Medic



**Tate Roselius**  
Medic



**Jonathan Beck**  
Medic



**John Sordahl**  
Medic



**Daniel Lein**  
Medic



**Peter Colwell**  
Medic-Reserve



**Luke Miller**  
Medic-Reserve



**Josh Woodward**  
Medic-Reserve



**Leah Lorenz**  
Medic-Reserve



**Matthew Warren**  
Medic-Reserve



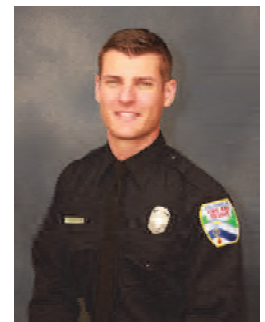
**Kyle Frederickson**  
Medic-Reserve



**Lucas Knipfer**  
Medic-Reserve



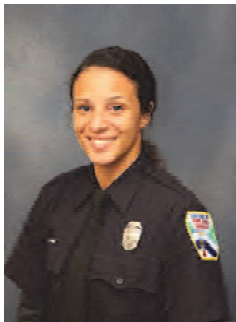
**Sam Maslonka**  
Medic-Reserve



**Michael Shore**  
Medic-Reserve



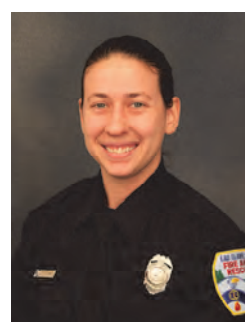
**Aaron Kiraly**  
EMT



**Brittany Lyons**  
EMT



**Grant Hansen**  
EMT



**Alison Windhorst**  
EMT



**(Vacant)**



(Vacant)



(Vacant)

## Medical Director



James Concannon, MD

## Chaplains



John Van Gorkom



James Whatley



Kurt Mattison

# Firefighter Application and Hiring Process

Eau Claire Fire and Rescue utilizes a hiring process approved by the Police and Fire Commission and managed by the City of Eau Claire Human Resource Department. The process is a regional one administered by Chippewa Valley Technical College. Minimum qualifications to be hired with Eau Claire Fire and Rescue are:

- 18 years of age
- Valid driver's license
- High School Diploma or GED/HSED
- Emergency Medical Technician – Paramedic at time of hire
- State of WI Firefighter I certification or equivalent at time of hire
- WI Firefighter II within one year of hire date

In May, representatives from the Eau Claire Police and Fire Commission and the fire department's administrative chief officers interviewed prospective firefighter applicants to establish the 2019-20 new hire eligibility list. Fire personnel conducted a three-week recruit academy in July. The recruit academy class consisted of three full-time Firefighter hires who began duties on-shift at the end of the class and five Fire Cadets. Three of the Fire Cadets were hired later in the year as full-time Firefighters.



## Firefighter Recruit Academy

In July, ECFD combined the traditional fire training academy with an internship academy for five selected fire cadets. The cadets completed a three-week paid internship alongside newly hired probationary firefighters.

This academy was held primarily at Fire Station #9 and the fire ground training facility of Chippewa Valley Technical College, which is located adjacent to #9. Instructors for the academy included fire operations personnel assigned to various fire stations throughout the city. Academy curriculum included an orientation to the Eau Claire Fire Department ground ladder evolutions, water and ice rescue, truck and engine operations, low and high angle rescue, high-rise operations, fire behavior lessons, vehicle fires, collapse rescue, and confined space—all culminating with two live burn evolutions.



## PERSONNEL MOVEMENT

### **Fire Cadets—Three-Week Recruit Academy:**

Alison Froelich  
Grant Hansen  
Brittany Lyons  
Brooke Thornock  
Matthew Travis

### **New Hires:**

Grant Hansen  
Aaron Kiraly  
Brittany Lyons  
Sam Maslonka  
Michael Shore  
Alison Windhorst

### **Promotions:**

Matthew Gunderson to Captain  
Isaac Hahn to Lieutenant  
Ryan Lesperance to Engineer  
Tim McCaughey to Lieutenant  
Christian Meyer to Engineer  
Todd Nutter to Engineer

### **Lateral Transfer:**

Brian Toonen to Battalion Chief

  
**Separations:**

Logan Joerger (Firefighter)  
Brandon Perron (Firefighter)  
Dave Strassman (Engineer)

**Termination:**

Brian Mero (Firefighter)

**Retirements:**

Chris Dolen (Lieutenant)  
Mark Humphrey (Engineer)  
Frank Leffelman (Firefighter)

**Step Increases:**

Heather Harsh to First Class Firefighter  
Nathan Much to First Class Firefighter  
Peter Spencer to First Class Firefighter  
Andrew Elbert to Second Class Firefighter  
Chris Nyhus to Second Class Firefighter  
Michael Linstedt to Second Class Firefighter  
Shawn Willi to Second Class Firefighter  
Jonathan Beck to Third Class Firefighter  
Aaron Crane to Third Class Firefighter  
Brett Klonecki to Third Class Firefighter  
Dustin Quilling to Third Class Firefighter



**Step Increases-continued:**

Tate Roselius to Third Class Firefighter

Peter Colwell to Fourth Class Firefighter

Kyle Frederickson to Fourth Class Firefighter

Logan Joerger to Fourth Class Firefighter

Leah Lorenz to Fourth Class Firefighter

Luke Miller to Fourth Class Firefighter

Matthew Warren to Fourth Class Firefighter

Joshua Woodward to Fourth Class Firefighter

## SENIORITY RECORD

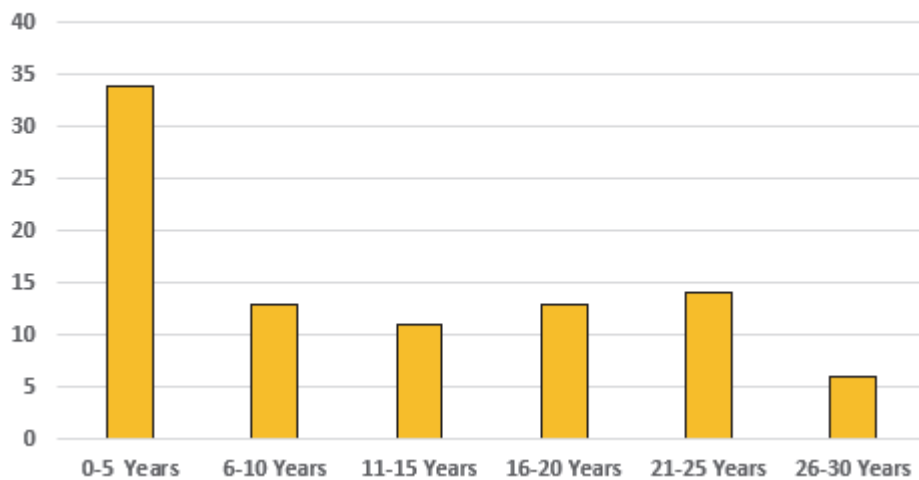
<u>NAME</u>		<u>RANK</u>	<u>DOH</u>
Aebly	Cuc	Administrative Associate II	05-08-89
Buchholz	Bruce	Captain	10-01-90
Miller	Michael	Engineer	04-06-92
Kelly	Joe	Battalion Chief	11-02-92
Pratt	Robert	Lieutenant	11-02-92
Patrow	Jeffrey	Engineer	10-04-93
Kranz	Brian	Lieutenant	06-05-95
Schultz	Jon	Deputy Chief	06-05-95
Bertrang	Allyn	Deputy Chief	09-16-96
McClellan	Kevin	Engineer	09-16-96
Abrahamson	Shawn	Lieutenant	04-21-97
Bell	Christian	Chief	04-21-97
Vargo	Steven	Battalion Chief	04-21-97
Rebischke	Thomas	Engineer	04-21-97
Mohr	Scott	Engineer	10-20-97
Dorn	Andrew	Lieutenant	04-20-98
Frank	Todd	Engineer	04-20-98
Jaggar	Matthew	Acting Deputy Chief	08-24-98
Whitehouse	David	Captain	08-24-98
Burkhardt	Jamie	Captain	08-24-98
Secker	Stephen	Lieutenant	02-15-99
Doty	Laura	Administrative Associate IV	06-28-99
Jensen	William	Engineer	11-01-99
Hamler	Patrick	Engineer	11-01-99
Pekol	David	Engineer	05-08-00
Johnson	Gregory	Firefighter	05-08-00

<u>NAME</u>		<u>RANK</u>	<u>DOH</u>
Stary	Jeremy	Lieutenant	05-08-00
Toonen	Brian	Battalion Chief	04-09-01
Brantner	Timothy	Engineer	04-09-01
Phillips	Brian	Lieutenant	04-09-01
Haller	Robert	Captain	08-19-02
Friederichs	Stephen	Engineer	08-19-02
Biasi	Tony	Captain	12-09-02
Gunderson	Matthew	Captain	11-29-04
Hebert	Ryan	Engineer	11-29-04
Puljas	Gary	Inspector	01-27-06
Wallin	Thomas	Lieutenant	01-30-06
Bergquist	Nils	Engineer	08-07-06
Dahl	Jeffrey	Engineer	08-07-06
Hennings	Anthony	Lieutenant	01-08-07
Myre	Natasha	Firefighter	07-07-08
Rindt	Steven	Firefighter	07-07-08
Norberg	Benjamin	Engineer	07-07-08
Schroeder	Daniel	Firefighter	11-03-08
Hahn	Isaac	Lieutenant	07-13-09
Lesperance	Ryan	Engineer	07-12-10
Olson	Joshua	Firefighter	07-12-10
Dorn	Brian	Lieutenant	06-20-11
McCaughey	Timothy	Lieutenant	01-09-12
Nutter	Todd	Engineer	01-09-12
Weyers	Stephen	Firefighter	03-12-12
Meyer	Christian	Engineer	08-27-12
Patten	Steven	Firefighter	07-15-13

<u>NAME</u>		<u>RANK</u>	<u>DOH</u>
Ledin	Nicolas	Firefighter	07-15-13
Maves	Korey	Firefighter	07-15-13
Johnson	Karl	Firefighter	07-15-13
Blaine	Kevin	Firefighter	09-30-13
Quinnell	Taylor	Firefighter	02-10-14
Townsend	Schuyler	Firefighter	02-10-14
Watson	Jordan	Firefighter	02-10-14
Robinson	Andrew	Firefighter	02-10-14
Trunkel	Kurt	Firefighter	02-10-14
Merkel	Steve	Firefighter	02-10-14
Harsh	Heather	Firefighter	07-14-14
Much	Nathan	Firefighter	07-14-14
Spencer	Peter	Firefighter	03-09-15
Nyhus	Christopher	Firefighter	07-20-15
Willi	Shawn	Firefighter	07-20-15
Linstedt	Michael	Firefighter	01-18-16
Elbert	Andrew	Firefighter	01-18-16
Crane	Aaron	Firefighter	07-11-16
Quilling	Dustin	Firefighter	07-11-16
Klonecki	Brett	Firefighter	07-11-16
Roselius	Tate	Firefighter	07-11-16
Beck	Jonathan	Firefighter	11-10-16
Sordahl	John	Firefighter	01-23-17
Lein	Daniel	Firefighter	01-23-17
Colwell	Peter	Firefighter	07-10-17
Miller	Luke	Firefighter	07-10-17
Woodward	Joshua	Firefighter	02-19-18

<u>NAME</u>		<u>RANK</u>	<u>DOH</u>
Lorenz	Leah	Firefighter	02-19-18
Warren	Matthew	Firefighter	02-19-18
Frederickson	Kyle	Firefighter	02-19-18
Knipfer	Lucas	Prob. Firefighter	07-30-18
Knecht	Jason	Inspector	10-01-18
Maslonka	Samuel	Prob. Firefighter	07-08-19
Shore	Michael	Prob. Firefighter	07-08-19
Kiraly	Aaron	Prob. Firefighter	07-08-19
Lyons	Brittany	Prob. Firefighter	08-14-19
Hansen	Grant	Prob. Firefighter	12-26-19
Windhorst	Alison	Prob. Firefighter	12-29-19

**Personnel by Years of Service**



AVERAGE AGE – 40

AVERAGE YEARS OF SERVICE – 12



## EAU CLAIRE FIRE FIGHTERS LOCAL 487 ELECTED POSITIONS

PRESIDENT:	Tony Hennings
VICE PRESIDENT:	Karl Johnson
SECRETARY:	Tim McCaughey
TREASURER:	Andrew Robinson
GUIDE:	Shawn Willi
SGT-AT-ARMS:	Tom Rebischke
STEWARDS:	Todd Nutter (A-Shift) Taylor Quinnell (B-Shift) Scott Mohr (C-Shift)
TRUSTEES:	Jeff Dahl Korey Maves Taylor Quinnell
WORKING RELATIONS:	Tony Hennings Karl Johnson Tate Roselius Tom Wallin



# International Association of Fire Fighters Local 487

## Eau Claire Firefighters Community Charity



The Eau Claire Firefighters Community Charity is comprised of members of Eau Claire Fire and Rescue, both past and present. Members participate in events throughout the year to raise funds in order to give back to the community, with a focus on local needs.



IAFF Local 487 members work with the Muscular Dystrophy Association every year with the Fill the Boot campaign. The purpose of this campaign is to raise funds for medical research and for local families to attend summer camp. We are very fortunate to attend this event on-duty to help a great cause. This year \$4,800 was raised during the three-day event.

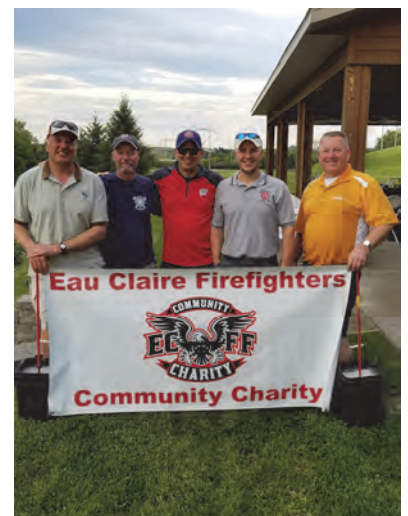
### Operation Warm

The Charity works closely with Operation Warm, a 5-star rated nonprofit organization whose mission is to provide warmth, confidence, and hope to children in need across North America through the gift of brand new winter coats. Thirteen schools in the Eau Claire Area School District requested just over 600 coats, and the Charity was able to fill every request using over \$10,000 that was raised.



The Charity hosted a golf tournament in May, with all proceeds going towards Operation Warm.

In February, the Charity partnered with Northwoods Brewing to hold a chili cook-off, bringing in competitors to compete for the best tasting recipe. The Charity is always looking for new partners and new ways to help the community and assist families in need.



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**Station 2—216 S. Dewey Street**

- ◆ 4 Personnel per day
- ◆ Battalion Chief Command Vehicle
- ◆ Engine
- ◆ Brush Truck
- ◆ Special Rescue All-Terrain Vehicle
- ◆ Rescue Boat
- ◆ Heavy Rescue Unit
- ◆ Fire Prevention Vehicle
- ◆ Administrative and Prevention Offices



**Station 5—2500 Patton Street**

- ◆ 5 Personnel per day
- ◆ 75' Ladder Truck
- ◆ Paramedic Ambulance and Reserve Ambulance
- ◆ Rescue Boat



**Station 6—3020 Golf Road**

- ◆ 3 Personnel per day
- ◆ Engine
- ◆ Paramedic Ambulance



**Station 8—3510 Starr Avenue**

- ◆ 3 Personnel per day
- ◆ Engine
- ◆ Hazardous Materials Vehicle
- ◆ Rescue Boat
- ◆ Special Rescue All-Terrain Vehicle



**Station 9—3611 Campus Road**

- ◆ 5 Personnel per day
- ◆ 105' Ladder Truck
- ◆ Paramedic Ambulance and Reserve Ambulance (Bariatric Capable)
- ◆ Rescue Boat



**Station 10—820 Malden Avenue**

- ◆ 5 Personnel per day
- ◆ Engine and Two Reserve Engines
- ◆ Paramedic Ambulance and Reserve Ambulance
- ◆ Hazardous Materials Equipment Trailer
- ◆ Special Rescue Trailers (Tools/Materials)
- ◆ MCI (Mass Casualty Incident) Trailer
- ◆ Dive Boat





### **Personnel Development**

Numerous fire department members were given the opportunity to participate in training outside the fire department in 2019 that focused on various emergency service topics. These training opportunities included fire investigation training, underground tank inspection training, hazardous material training, nuclear and radiological incident training, fire department administration training, and highway emergency response specialist training. All focused on increasing the knowledge and skills of our frontline emergency responders and chief officers. Many of these training opportunities were provided by the National Fire Academy (NFA), Federal Emergency Management Agency (FEMA), and Wisconsin Emergency Management (WEM), along with offerings by other state fire and EMS educational associations.

### **Acting Officer Academy**

The department developed a 16-hour Acting Officer Academy to bring aspiring officers in compliance with an SPS330 rule change effective October 1st. Staff used Job Performance Requirements (JPRs) in National Fire Protection Association (NFPA) 1021, Standards for Fire Officer Professional Qualifications, and other accepted industry standards to best meet the necessary skill development for personnel to fill the role of Acting Officer. A written and practical skills verification was administered to ensure participants are prepared for the role of Acting Officer.

### **Health and Wellness**

All sworn fire department personnel participated in the respiratory questionnaire surveys that are necessary for personnel to wear self-contained breathing apparatus (SCBA). The questionnaires were then reviewed by a physician from Prevea Health.

Per NFPA 1582 – Standard on Comprehensive Occupational Medical Program for Fire Departments, medical exams are required for all Haz Mat Technicians. Prevea Health staff conducted 31 exams of department technicians.

Prevea Health conducted pre-employment medical exams and drug screens for newly hired employees. These medical exams provide a medical baseline and ensure new employees meet the medical requirements to perform the duties of a firefighter.

The City offers flu vaccinations to all its employees free of charge. The vaccinations are administered by the City's insurance carrier, Group Health Cooperative of Eau Claire.

### **Peer Support Program**

The 15 department employees who comprise the peer support team participated in periodic training throughout the year, along with members of the Eau Claire Police Department and representatives of the City's Employee Assistance Program (EAP) provider, REALiving.

### **Safety Committees**

The Eau Claire Fire Department Safety Committee is coordinated by the deputy chief of prevention as the department health and safety officer. The Safety Committee meets six times a year at a minimum to discuss health and safety topics. Committee members tour all six fire stations annually to conduct safety audits. The Safety Committee identifies any health and safety issues and brings forth issues requested by other department members. Members make recommendations to fire department administration for solutions to identified concerns.

The deputy chief of prevention participates as a member of the City of Eau Claire Joint Safety Committee and as the City safety director to identify and address city-wide health and safety concerns. The Committee meets on a quarterly basis at different locations throughout the city. The deputy chief of prevention works collaboratively with the City risk manager to address health and safety issues for all City employees, along with people who live, work and visit Eau Claire.

### **Fire Station Upgrade**

Upgrade and renovation work was done at Fire Station #5 at 2500 Patton Street. At the time the station was built in 1975, an ambulance was not kept at the station and less personnel were housed there during a shift. Today, the station is staffed with a minimum of five personnel per shift. Often, a sixth person may be assigned as staffing allows or a student or intern may be present.

The renovation included an addition to the building and a design that allowed for the construction of an additional bathroom and six private bunkrooms. Additionally, the office was expanded, the kitchen was upgraded, a utility/laundry room was added, and a sprinkler system was installed.

### **Goals for 2020**

- Facilitate multi-company training necessary to meet the mandated requirements set by Wisconsin SPS 330, along with other applicable guidelines recommended by the Occupational Safety and Health Act and National Fire Protection Association standards.
- Continue to promote employee development by creating engaging growth opportunities that focus on high quality service and customer satisfaction while improving the public health and safety within the community. Establish internal training academy for employees to learn and practice new skills while under the direct supervision of more experienced engineers and officers.
- Coordinate officer specialties with focus on aligning the roles and responsibilities of each company officer to better suit the needs of the department as we realign and reallocate resources throughout the community.

## SUPPRESSION OPERATIONS

The Suppression Operations Division has the overall planning and management responsibility for fire suppression, hazardous materials response, water/dive rescue, confined space rescue, high angle rescue, and personnel training for the organization.

Capt. Haller has been heavily involved in evaluating the effectiveness of the department's ability to keep up with the changing environment of the fireground. Changes in building materials, construction methods, and content loads with the increased use of hydrocarbon-based materials have created higher "heat release rates" and "heat flux". This means fire has more power in today's firefighting environment, thus making structures and their contents burn hotter and faster. To counter the increase of the fire's increased power, we are actively updating the water flow calculations of our fire apparatus and evaluating our existing fire hose and nozzle complements.

The Strategies and Tactics Committee continues to evaluate ways to improve the department's firefighting capabilities and make recommendations based on the needs for improved firefighting techniques in an effort to provide the highest quality service to the community.

### Vehicles

In January, the department took delivery of a new Pierce fire engine from Pierce Manufacturing, Appleton. A committee consisting of ECFD members and City Central Maintenance staff worked together to spec the engine to meet the needs of the community it serves. Placed in service as Engine 2, the Pierce Enforcer chassis is equipped with 750 gallons of water and a 1500 gallon-per-minute (gpm) Pierce Puc pump, which is manufactured by W.S. Darley Manufacturing in Chippewa Falls. This engine replaces a 1999 Pierce engine.

In May, the department took delivery of a new Chevrolet Suburban from Ewald in Oconomowoc. This replaced a 2004 Suburban in the fleet and is Car 9, the battalion chief's response vehicle.



## Training

Suppression activities included the completion of the annual Wildland Fire Safety Refresher Mod #2 and the 2019 Wildland Safety Update Part 2. Activities also included training in advancing fire attack hose using ergonomic techniques that reduce physical stress on the firefighter. This training also integrated the evaluation of new fire hose from various vendors to assess the effectiveness and efficiency in the department's overall deployment of its fire hose complement. The training and evaluations, as well as real world deployment of our current hose packages, has allowed the department to make changes in 2020 with the purchase of new Key Brand "Combat Ready" fire hose to meet the needs outlined in NFPA 1710. This new hose will be phased in over time to outfit all trucks and engines in the near future. The deployment packages also will be modified as the new hose is integrated into the new system.

The Suppression Committee has completed its "playbook" for fireground guidelines. This "playbook" provides an outline that department members can use to allow for a unified method of operations on the fireground and will be accessible in digital format.

### *Rapid Intervention*

In July, new recruits were trained in the area of Rapid Intervention, and a department-wide training was conducted relating to that same topic. This is training with a focus on the rescue of a downed firefighter and also techniques for self-rescue. With the continued use of lightweight construction in the building industry, firefighters around the country are faced with the issue of building collapse and flashover within the first few minutes upon arrival on the scene. Most materials used in household items are termed as "solidified gasoline" and produce rapid fire spread with high heat conditions. Our number one priority is life – the safety of the citizens we serve and the firefighters on-scene. Multiple drills were conducted during these training evolutions to focus on self-rescue, collapse entanglement situations, SCBA air changeovers, downed firefighter movements, and firefighters through the floor scenarios. These drills also gave many opportunities for our members to review and demonstrate the Mayday criteria to be followed in an emergency. The utilization of an acquired motel structure aided in making the RIT training very realistic for all members involved.

### *Confined Space*

In February, confined space training consisted of vertical rescue using 4:1 and 5:1 riggings and involved the scenario of a City worker in a storm drain needing medical assistance. We rescued live personnel for this evolution to get a better understanding of how to package victims in a stressful environment with limited movement and visibility.



## SUPPRESSION OPERATIONS

### *Vehicle Extrication*

Lt. Pratt is the lead instructor for vehicle extrication. In March, personnel completed two-phase full department vehicle extrication training. In the past, we have done basic structured training; however, this year we did a scenario-based training for all companies. Phase one of the training was scenario-based to correspond with Wisconsin guidelines for vehicle extrication scenes.

All crews were provided the situation of a two motor vehicles accident with one vehicle on its side and one vehicle in normal position. All crews were given full use of Squad 2 and its extrication tools. The main points of the training were applying standard safety procedures to a vehicle, stabilizing a vehicle in both normal position and resting on its side, breaking glass, door removal, dash roll/push, dash jack/lift, and termination of an extrication incident. The scenario training evolutions were set up to give a real-life response for all employees to test/evaluate their skill sets in a vehicle extrication situation.



Phase two of the training was to review, discuss, and set up air bags. This covered the air supply system, low volume/high pressure air bags, and high volume/low pressure air bags. We currently have three different sizes of low volume/high pressure air bags. These bags are used for lifting and stabilizing vehicles during an emergency extrication operation. During training, we discussed how to efficiently and effectively organize the equipment and tools on Squad 2. We reorganized the cribbing and side stabilization equipment and also added box cribbing. Going forward, we will work with City maintenance personnel to improve our hydraulic line set-up. Motor vehicle manufacturers are making their products better for firefighters in conventional and hybrid vehicles. We continue to stay educated in new technology including new, stronger steel; high voltage wiring; and air bags for the department.

## SUPPRESSION OPERATIONS

In June, we worked with CARSTAR Auto Body of Eau Claire to provide free vehicle extrication training for the surrounding area departments. Attendees learned of new techniques for steering wheel displacement, door removal, and glass displacement, in addition to affirmation of traditional training our department is currently completing. The new techniques were brought back to ECFD using recreated video and shared via in-house company training. In July, Lt. Pratt and Lt. Wallin demonstrated basic vehicle extrication techniques for the new recruits during the Recruit Academy. Upcoming extrication training evolution topics include steering wheel displacement, IMED mobility vehicles, and hybrid vehicles.

### *High and Low Angle*

In July, the Recruit Academy had eight new recruits. For high angle and low angle rescue training, we started off with equipment review. Capt. Buchholz and Eng. McClellan instructed the practical skills evolutions for high angle, which consisted of repel, belay, haul, and pick-off. Capt. Buchholz and Lt. Phillips instructed the practical skills evolutions for low angle, which consisted of patient packaging and haul systems.

In September, Capt. Burkhardt, Lt. Stary, and Lt. Hahn conducted training on low angle rope rescue operations at station 10. The topics included anchor systems, rigging using the R.P.M. method, belay systems using a pulley and prusiks, and 3:1 and 5:1 Z-Rig mechanical advantage systems.

### *Trench Rescue*

In December, Capt. Gunderson, Lt. Wallin, and Lt. Hahn conducted trench rescue training at station 10. The training was split into two sections. The first section was a PowerPoint presentation in the training room covering trench rescue definitions, potential hazards, department response guidelines, and operation phases. The second section was of the hands-on variety and included equipment location in the heavy rescue trailer, edge protection, shoring procedures using strong backs with fin boards, and pneumatic strut operations and procedures for shoring.

## **Equipment**

In the summer, Industrial Safety updated the department's extrication equipment during Phase 1 of a 3-Phase purchase over the next three years. Squad 2 was upgraded with new Outlaw packages and OSC connections for all tools and hoses. The Phase 2 purchase has been completed, and a new cutter along with additional upgrades to Engine10's existing equipment will be completed. Phase 3 will be carried out in 2020.

During summer routine maintenance for Squad 2, Mechanic Joe Solberg and Eng. Brantner made many organizational improvements including adjusting shelving for hydraulic hose placement and adding cribbing for stabilization. These changes will improve emergency ground extrication operations.

## SUPPRESSION OPERATIONS

Three new air bags were purchased this year, and an additional three will be purchased in 2020. Personnel has been working with Para-Tech in its expired bags program. The department receives a ten percent discount on new bags when exchanging expired bags.

Two chains were added to Engine 10 at the end of September. Lt. Pratt is working on procuring a chain, power pack, and combi tool for Engine 6.

In the fall at D.C. Bertrang's request, an equipment list and prices for rope rescue equipment was compiled for submittal for grant monies from Firehouse Subs. The request, for nine Multi-Purpose Devices (MPD) and nine ropes, was awarded. These monies will allow each of the engines, trucks, and the squad to have a rope and MPD on the apparatus. This system will increase the safety of the operation and reduce training time.



### Water Rescue Operations

Eau Claire Fire and Rescue is staffed with 83 firefighters, all of whom are trained in the many aspects of water rescue. With two major river systems in our community, we respond to emergencies involving ice, swift water, SCUBA and water rescue in both lake and river water bodies. Unpredictable currents, seasonal flooding, and underwater debris and entanglements combine to present a very challenging environment for rescuers.

The Dive Rescue Unit consists of 15 rescue divers certified in Advanced Open Water and Ice Diving. Some dive personnel have completed additional technical certifications for Rescue, Cave, and Divemaster.



## 2019 Highlights

The continued growth in popularity and recreational usage of our area waterways contributed to 36 water-related emergency incidents in 2019. ECFD continues to provide public water safety education in addition to responding to all water emergencies.

- Responses

In July alone, the department had five water rescue operations on the Eau Claire River and conducted many water and land searches for two missing persons believed to have drowned in the Chippewa River. The Eau Claire River presents extremely hazardous conditions and is seeing increased usage for recreational activities such as kayaking and canoeing. One victim was located after surfacing, and one victim remains missing and is presumed drowned. Personnel responded to two ice rescue incidents including a person through the ice on Half Moon Lake in December.

- Training

*Water Rescue*

Personnel conducted water safety presentations at ECASD middle schools in the final weeks of the school year. These presentations included basic river and lake safety, reminders about wearing life jackets, and inquiries about swimming ability. Teachers were instructed to ask about students who could not swim and offer lessons at no charge if needed from the Eau Claire Water Safety Taskforce. Recruit training on water rescue was held at Riverview Park in July. New personnel reviewed water and ice rescue techniques and were evaluated for swimming abilities. Recruits learned about sonar searches and conducted distressed swimmer rescues in open water.

*Swift Water Rescue*

ECFD was approached by Visit Eau Claire to provide information at a public education forum about the increased usage of the Eau Claire River for recreational activities. D.C. Bertrang spoke at the forum about safety concerns along the Eau Claire River in the Banbury area. Lt. McCaughey is developing response suggestions for swift water rescues along this stretch of river due to high angle access and difficulty in safely reaching victims when found to be in the water.

*Ice Rescue*

In December, ice water rescue training was held at Half Moon Beach. This year's training was focused on scene response and scene management. The idea was to get personnel to think outside the normal ice rescue thought process and focus on quickly and safely removing the victim from the water. Other training changes included a short ice water rescue PowerPoint presentation that was added to Target Solutions for personnel to complete prior to the department's multi-company training. This allowed personnel more time for "hands-on" and reduced the time spent familiarizing with equipment.



## SUPPRESSION OPERATIONS

### *SCUBA*

SCUBA rescue training for all dive rescue personnel was held at ECASD middle school pools in February and March. This training allowed personnel to review basic SCUBA skills in a very controlled environment while providing a great learning opportunity for the students. Fire Prevention personnel presented water safety information to the students while they also observed the rescue divers train.

In May, SCUBA rescue training for all dive rescue personnel was held at Half Moon Lake. This location for shore-based SCUBA training was chosen for its very limited visibility due to its muck bottom and presence of weeds. Personnel searched for a small object to practice locating missing objects under water. In August, SCUBA rescue training was conducted at Mt. Simon Park. This training allowed personnel to review boat-based SCUBA operations on the Chippewa River using the department's water rescue boat. Personnel operated line-supplied dive communication systems while divers successfully located manikins placed on the bottom of the river channel.

- **Equipment**  
The Boat 10 trailer was upgraded to accommodate the additional weight of SCUBA equipment.

### **Hazardous Materials Team (HMT)**

The team is comprised of 42 members trained to the Technician or Specialist level who can respond to hazardous materials emergencies that affect life safety, property, and/or environmental conservation. The HMT is a joint venture between Eau Claire Fire and Rescue and Chippewa Falls Fire and Emergency Services as part of the State of Wisconsin Regional Hazardous Materials Response Team and is designated as a Type I (one of two in the state) team. Team members participate in monthly training throughout the year including various exercises with other state and local resources. The team is continually updating and maintaining its equipment, which includes detection and identification of unknown substances and radiological detection.



### **2019 Highlights**

- **Outreach**  
HMT members delivered outreach training to the Trempealeau County Fire Chiefs Association.

Lt. Secker took the lead in conducting a hazardous materials presentation to UW—Eau Claire chemistry students. Lt. Secker reviewed the department's chemical, biological, and radiological metering capabilities and touched on the operations of the regional Hazardous Materials Tier 1 team.

## SUPPRESSION OPERATIONS

- Training

All department members attended decontamination training in February. Training consisted of setting up the decontamination tent, which allows for running water, soap with shower heads and water collection pools to assist with removing any contamination from the public. Members reviewed the operation of the portable water heater that is used during cold weather decontamination procedures. The decontamination tent and water usage would be used for removing contaminants from the general public.

In March, B.C. Vargo, Lt. Kranz, and Lt. Secker attended the annual Wisconsin Association of Hazardous Materials Responders (WAHMR) conference in Stevens Point. This conference allows attendees to select specialized breakout sessions that review, update, and expand knowledge regarding hazardous materials. The conference also fosters an environment in which working relationships with other state hazardous materials team members are strengthened. A variety of topics were covered including chemical metering techniques, new battery technology, and hazards and potential chemical hazards related to illegal drug operations.

Twice during the year Tier 1 team members took part in a collection, sampling, and communication training exercise that involved the Wisconsin State Lab of Hygiene. Bi-annually, the State Lab of Hygiene will provide unknown chemical samples with which team members can train. These training samples allow team members to practice and improve their techniques in regards to metering operations, collection of samples, and communicating with different State agencies to identify an unknown material. The training incorporated the use of our Thermo Fisher TruDefender meter, which allows for field identification of a hazardous chemical by using a substance's chemical signature.

In September, D.C. Bertrang and Lt. Secker attended a joint hazardous materials table top exercise set up by Buffalo County Emergency Management. This exercise was the scenario of a train derailment along the Mississippi River in Buffalo County. Multiple county agencies participated.

In October, Captains Biasi and Whitehouse attended FEMA-sponsored Highway Emergency Response Specialist (HERS) training in Pueblo, CO. This is a 40-hour course that provided hands-on training for highway related incidents involving cargo tanks, intermodal tanks, van trailers, non-bulk packaging and compressed gas cylinders. This training allowed attendees to pass on techniques and knowledge to other team members.

In November, Lt. Secker and FF Robinson partook in training at the Center for Radiological and Nuclear Training in Mercury, Nevada. This course combines classroom instruction on potential terrorist threats and delivery systems that would involve radiological and nuclear WMD incidents. The course also provided hands-on, scenario-based training on response techniques for safety, metering of radiation, and decontamination procedures for the public.

## SUPPRESSION OPERATIONS

The department sent six Tier 1 team members to Volk Field for training on the RadResponder Network. This network is a collaboration of multiple government agencies for real time recording and management of radiological data. The RadResponder Network, a web-based site, allows other members of the network access to the recorded data, as well as allowing state and federal agencies immediate access to real time information regarding a radiological incident.

- **Equipment Purchased**

The department purchased six new Sensit HXG-3 combustible gas meters for all front-line fire engines. These meters work in conjunction with the department's current gas meters and will allow for more detailed and thorough detection of combustible gas within a structure. The Sensit meter is able to detect gas at lower levels than the current meters. This meter is similar to what Xcel Energy uses for their technicians and will be of great benefit for responding crews to identify sources of leaking gas.

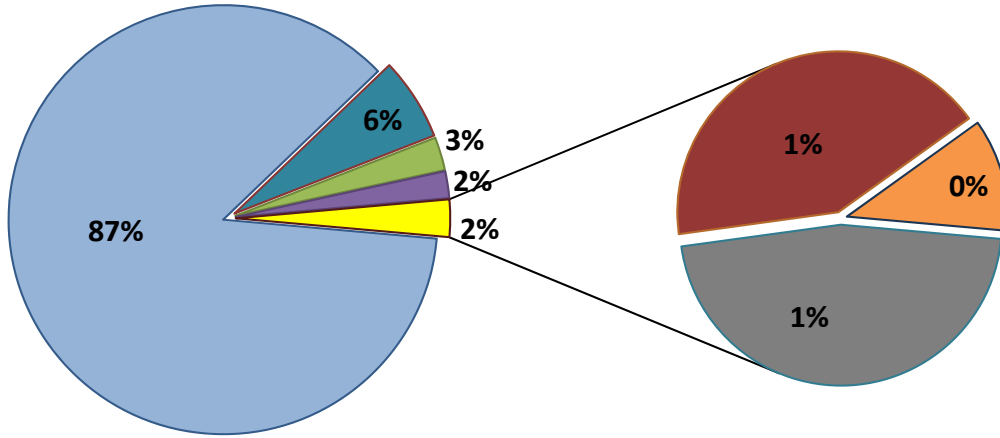
The team's leadership aggressively pursues available grant monies for equipment purchases; this year a new radiation survey meter was obtained via grant funds.



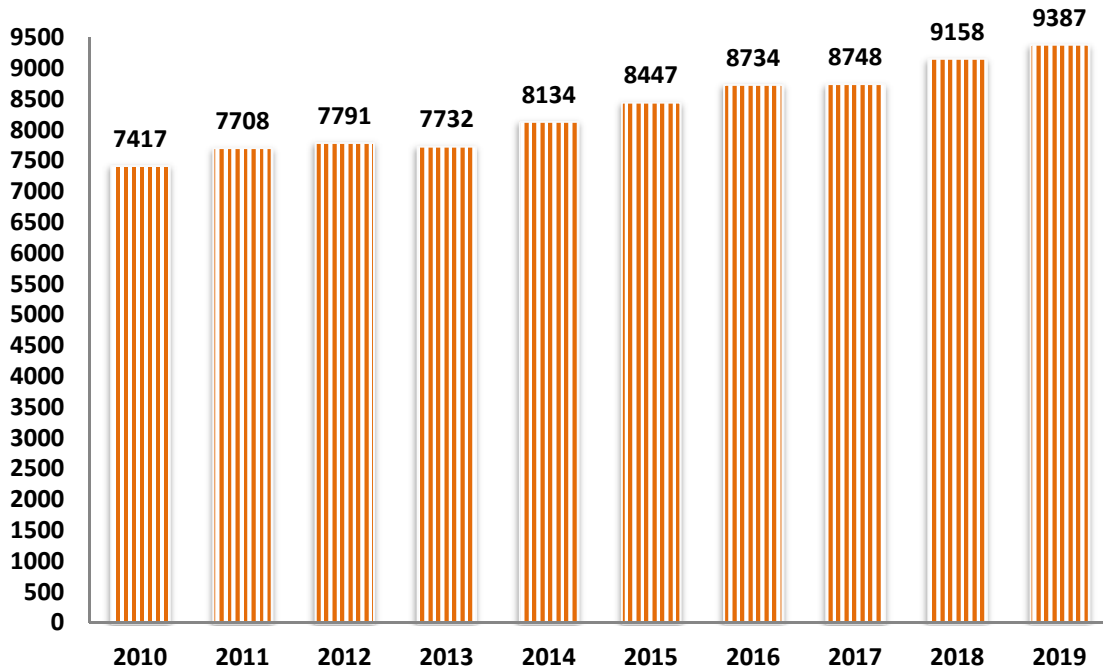
# Response Breakdown

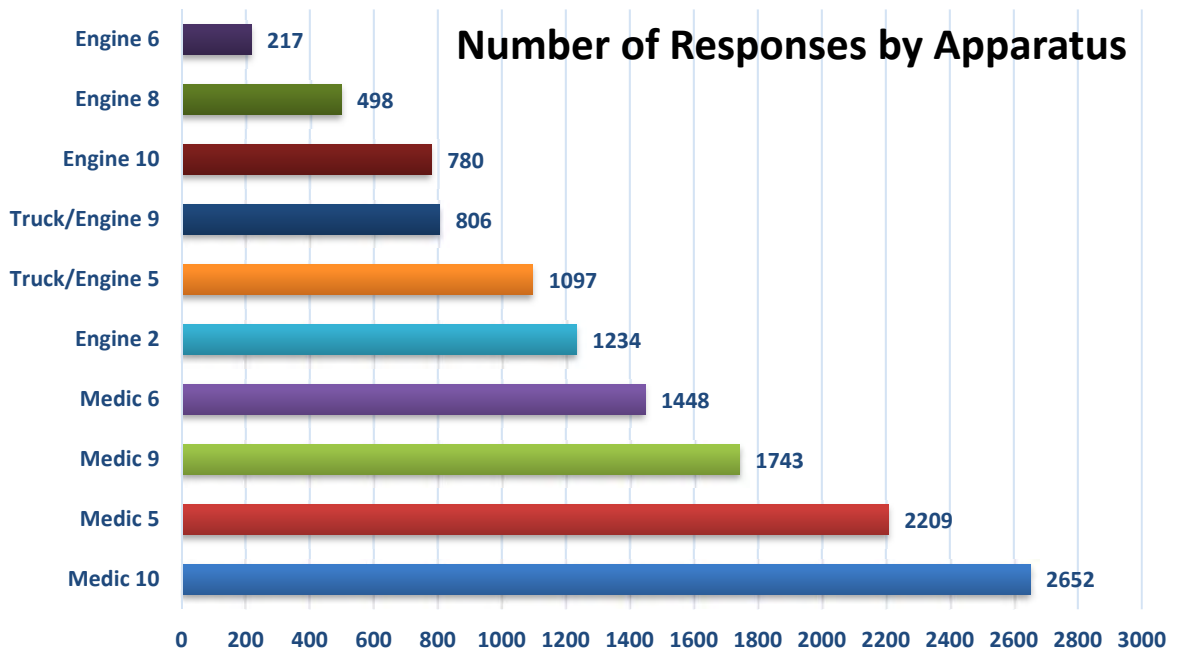
- EMS - 8,113
- Automatic Alarms - 585
- Hazardous Conditions - 235
- Good Intent - 189
- Service Calls - 123
- Fire - 112
- Special Request - 30

**TOTAL - 9,387**

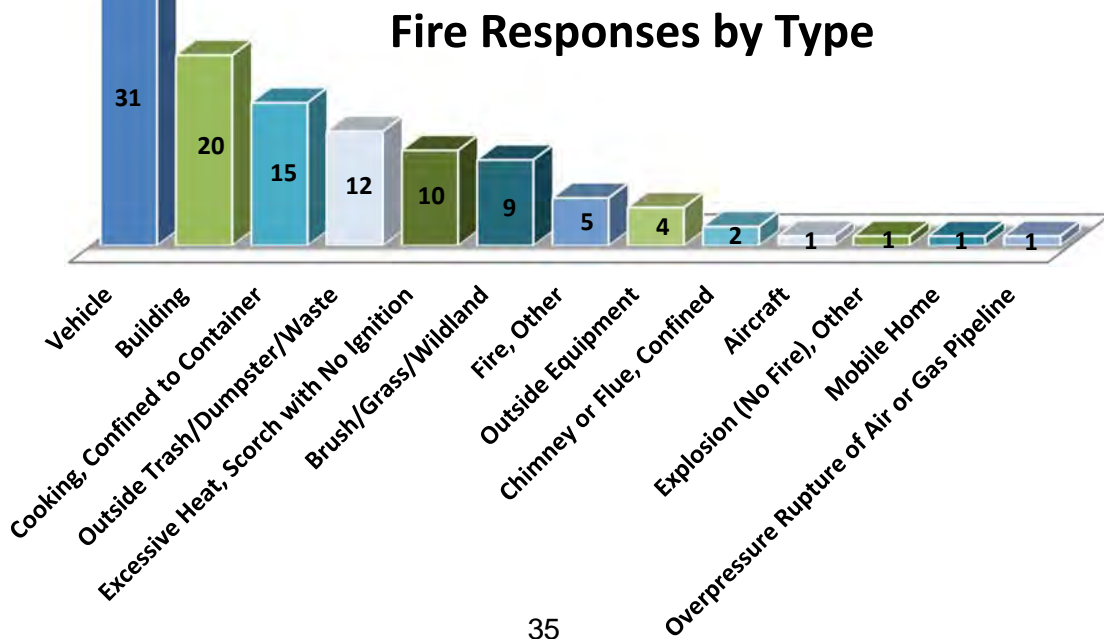
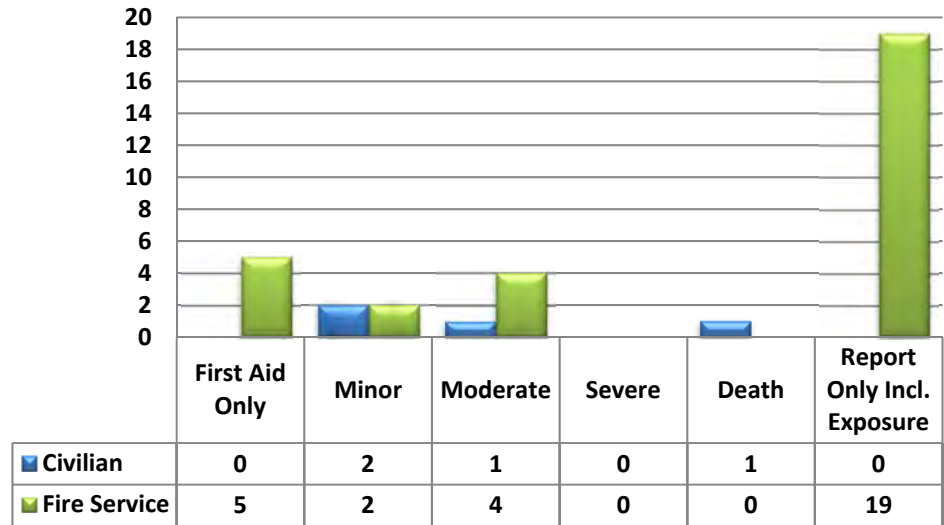


# 10-Year Total Responses





### Fire Casualties

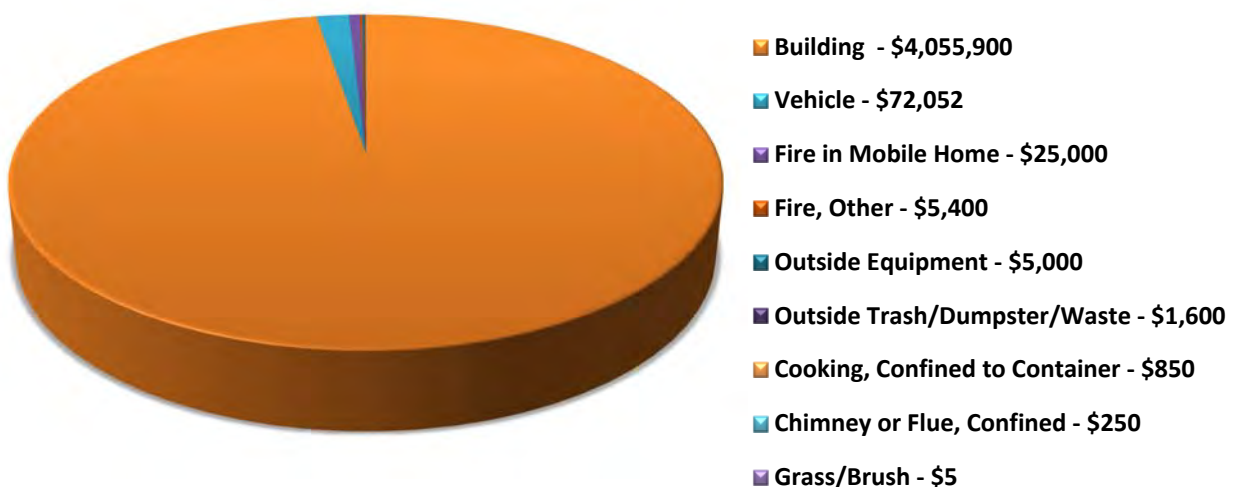




## TOP 10 FIRES BY CAUSE AND DOLLAR LOSS

<u>DATE</u>	<u>ADDRESS</u>	<u>CAUSE</u>	<u>DOLLAR LOSS</u>
11-07-19	2715 Damon St.	Accidental / Undetermined	\$3,426,800
07-06-19	901 Water St.	Undetermined	\$ 201,700
04-21-19	3219 Runway Ave.	Careless Discard of Smoking Materials	\$ 100,000
10-20-19	5576 Normandale Dr.	Unattended Cooking	\$ 100,000
10-19-19	627 Congress St.	Probable Careless Discard of Smoking Materials	\$ 75,000
06-19-19	3027 Eddy Ln.	Careless Discard of Hot Ashes	\$ 55,000
07-09-19	545 Starr Ave.	Accidental / Arc Welder	\$ 25,000
03-11-19	1129 Barland St.	Electrical	\$ 25,000
02-08-19	2425 John St.	Thawing Frozen Pipes with Heater	\$ 25,000
10-10-19	1724 Menomonie St.	Careless Discard of Hot Ashes	\$ 20,000

**TOTAL FIRE LOSS FOR 2019 = \$4,166,057**



## EMS OPERATIONS

The department provides paramedic level emergency medical care to residents of and visitors to the city of Eau Claire, as well as 13 municipalities outside the city limits. Department EMTs and paramedics also provide inter-facility transports among local hospitals. All EMS incidents are dispatched through the Eau Claire County Emergency Communications Center. 911 calls are triaged into five categories by telecommunicators trained in Emergency Medical Dispatch. In 2019, ECFD EMTs and Paramedics responded to the following calls from least to most serious: Lift Assist – 301; Alpha – 1618; Bravo – 1945; Charlie – 1420; Delta – 2267.

### Medical Directors

Dr. James Concannon (Sacred Heart Hospital) is the department's medical director. Dr. Paul Krantz (Mayo – Eau Claire) and Dr. Brett Sorge (Marshfield Medical Center – Eau Claire) are associate medical directors. On-line medical direction is provided by Sacred Heart Hospital, Mayo Clinic Health System – Eau Claire, Marshfield Medical Center – Eau Claire, and St. Joseph's Hospital in Chippewa Falls.

### Personnel / Apparatus

All fire department personnel are licensed through WI DHS. Thirty personnel are licensed at the EMT level, and fifty-eight are licensed at the Paramedic level. In addition, 44 individuals maintain their certification with the National Registry of EMTs. Four primary ambulances are staffed by two paramedics 24/7. Three reserve ambulances are staffed with both EMTs and paramedics on an as-needed basis. All fire department apparatus are equipped with Basic Life Support equipment and an Automatic External Defibrillator. Ambulances are equipped with Advanced Life Support equipment including IV supplies, advanced airway equipment, and a Lifepak 15 cardiac monitor defibrillator with 12-lead EKG transmission capability. EMTs can administer 6 different medications, and paramedics can give 29 medications for various medical emergencies.



## Training

The department changed the method by which it provides continuing education and training to maintain its licenses and certifications for fire and EMS. Target Solutions, an online training management system, provides the capability to deliver valuable online fire department training written to the NFPA's codes and standards, plus accredited EMS continuing education, OSHA, EVO, HR, and more. The trainings are complete accredited paramedic and EMT continuing education courses that have been created by subject matter experts. Courses feature engaging interactions, videos, real-life scenarios, and audio narration to ensure a fulfilling learning experience. Target Solutions also provides an advanced system for scheduling, delivering, tracking, and reporting training hours, thus streamlining the process and making it more efficient.

ECFD personnel must attend EMS "refresher" training on a two-year cycle. This includes training hours in Airway, Respiration and Ventilation; Cardiovascular Emergencies; Medical Emergencies; and Trauma and Operations. To maintain licensure, EMTs must have 40 refresher hours, and paramedics must have 60 refresher hours. The training is comprised of online lectures and testing; practical evolutions; EMS incident review with the department's medical director; and utilization of CVTC's Human Patient Simulator Lab. All EMS personnel must maintain certification in Healthcare Provider CPR, and paramedics must maintain certification in Advanced Cardiac Life Support and Pediatric Advanced Life Support biannually. Forty paramedics also are trained in Drug Facilitated Airway Management (DFAM). This procedure involves administering medications to a patient that paralyzes them and allows the paramedic to manage the airway more effectively. This training is conducted annually with the medical director.



In addition to participating in training, EMS personnel trained students who require real life, hands-on experience to enhance their education and professional growth. EMT and Paramedic students, CVTC Fire/Medic interns, UWEC Kinesiology students, local first responders, Eau Claire County telecommunicators, and local hospital employees are all examples of different groups who participate in the student/ride-along program. These students work with our personnel in our fire stations and at emergency incidents operating as part of our EMS team. This program provides students the firsthand opportunity to develop valuable knowledge and skills not otherwise available. ECFD also partners with the Eau Claire Area School District and provides education to all 4th grade students on emergency medical services detailing how to recognize different medical emergencies and when to call 911. In addition, prom programs are presented at every high school in the region highlighting the importance of making good



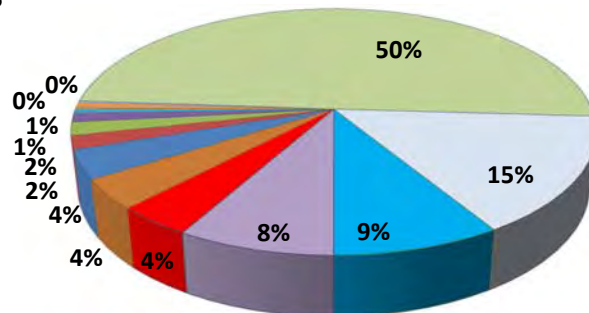
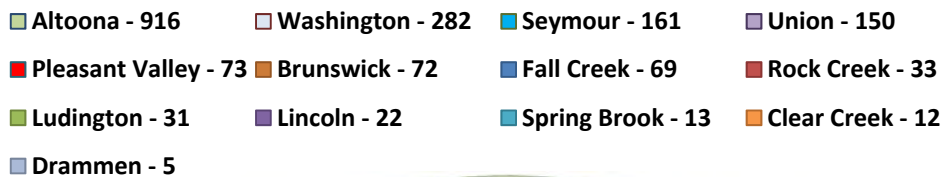
# EMS OPERATIONS

decisions when spending time with friends and the dangers associated with driving under the influence of alcohol or drugs.

In August, personnel participated in a simulated plane crash exercise with the Chippewa Valley Airport, Eau Claire County Emergency Management, and other local fire and EMS departments. The training included fire suppression of a downed aircraft, as well as search and rescue for victims and triage, treatment, and simulated transport of approximately 25 patients. This training allowed personnel to practice the Incident Command System (ICS) on a larger incident including multiple facets of emergency services and the use of MABAS (Mutual Aid Box Alarm System).



## Regional EMS



2019 marked the first year of the new regional EMS contracts. The 13 municipalities contracting with ECFD for EMS service now pay on a per-capita basis rather than a flat fee. Department personnel continue to work closely with the first responders sponsored by the contracted municipalities by providing training and equipment. The success of our EMS system is largely dependent on the volunteer first responders from the outlying municipalities. In most instances, they are first on the scene to start providing care to a patient several minutes before an ECFD ambulance arrives. To support the local first responder agencies, the City reimburses the contracted municipality \$10 for every response at which a first responder is present.

In August, the Town of Wheaton in Chippewa County expressed interest in having ECFD provide its ambulance service. An agreement was executed for ECFD to begin providing ambulance service for Wheaton beginning in January 2021.

### Special Events

Throughout the year, department EMTs and paramedics provided EMS standbys for local events. In May, we partnered with Mayo-Eau Claire and Chippewa Fire District to provide medical standby for race participants and spectators at the Eau Claire Marathon. ECFD worked with Emergicare First Responders and Township Fire Department at the Blue Ox Festival in June and at the Eaux Claires Music Fest in July. The department also provided EMS standby for all home varsity high school and UWEC football games at Carson Park.

### Other Agency Collaboration

Department staff participated in the Eau Claire County Child Death Review Team and Opioid Death Review Team. These teams are comprised of representatives from EMS, law enforcement, the local medical community, human services, and schools. Team members analyze deaths of Eau Claire County residents within each category with the hopes of preventing these tragedies from occurring in the future.

ECFD is a category 2 Ebola EMS transport service. Under this designation, personnel are trained and equipped to transport a patient with suspected or confirmed Ebola Virus Disease to Sacred Heart Hospital, which is the local receiving facility for Ebola patients. In May, ECFD EMTs and paramedics participated in an Ebola drill with Sacred Heart and the Region 5 Healthcare and Emergency Readiness Coalition. Personnel utilized a specially equipped ambulance, “Isopod”, and personal protective equipment to safely transport a simulated Ebola patient to the hospital.



ECFD provided training to the Eau Claire Police Department and Eau Claire County Sheriff's Office on the administration of intranasal Narcan. This allows law enforcement officers to administer this lifesaving drug to overdose patients prior to ambulance arrival.

ECFD is a clinical training site for paramedic students from CVTC, WWTC and WITC to complete the field internship portion of their training. In 2019, 6 students rode fire department ambulances for 72 hours concentrating on Basic Life Support skills, 72 hours concentrating on Advanced Life Support skills, and 288 hours during which they continued skill development and had the opportunity to make decisions on patient care while under the supervision of an ECFD paramedic.

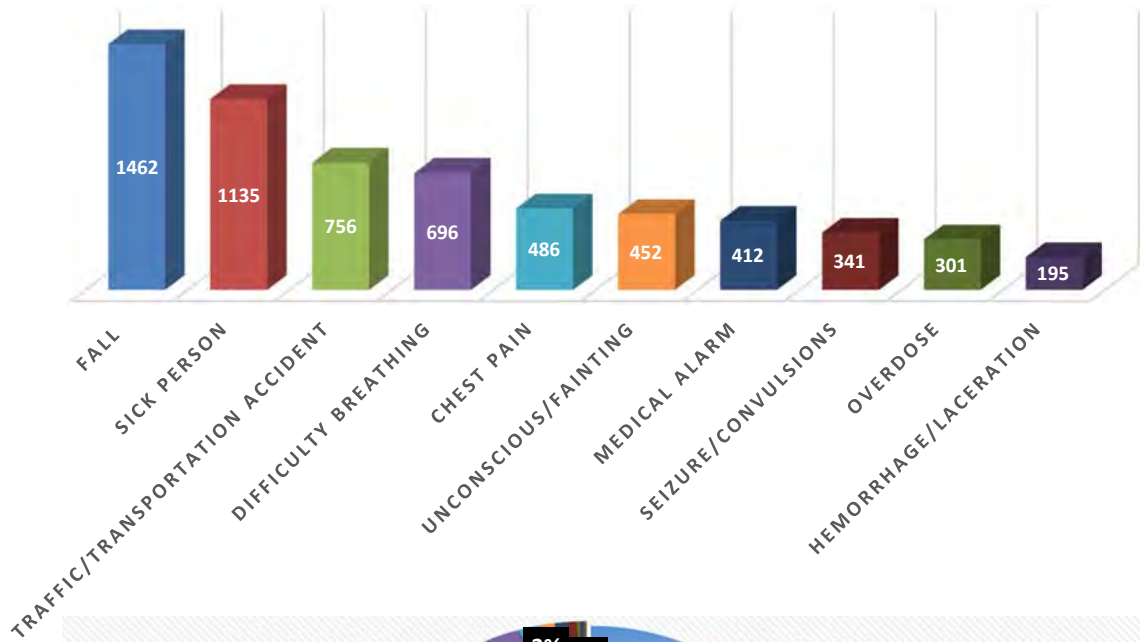


### **Falls Prevention**

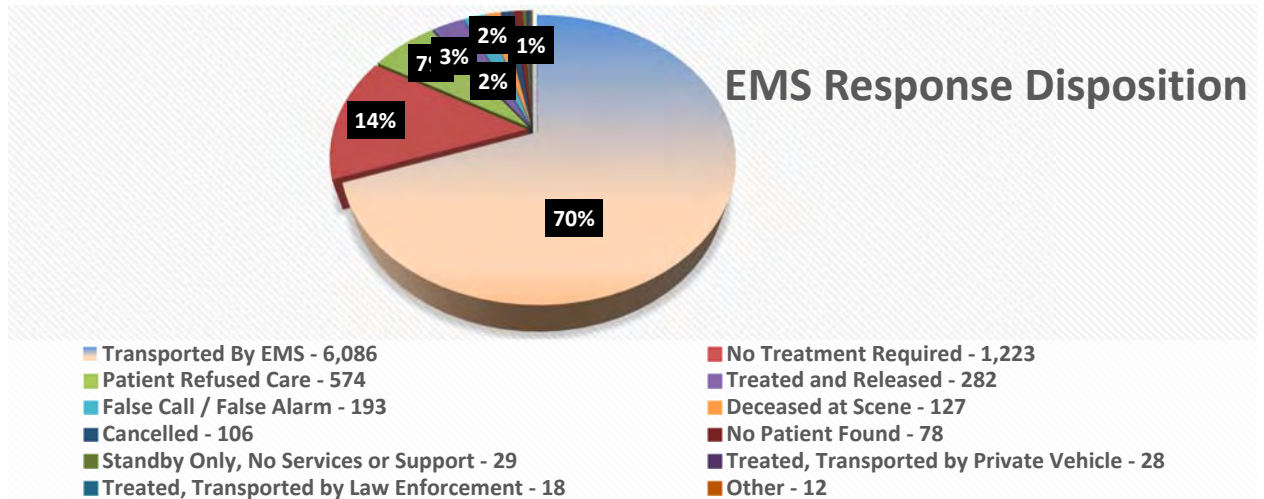
Efforts continue by members of the Eau Claire Falls Prevention Coalition to prevent falls in the community. The coalition includes Eau Claire Fire and Rescue, the Aging and Disability Resource Center of Eau Claire County, Mayo Clinic Health Systems and Sacred Heart Hospital. It is the goal of this program to provide resources to fall patients and assist them with fall prevention services to help them stay independent in their homes. Each piece of apparatus on Eau Claire Fire and Rescue is supplied with fall prevention brochures to pass out to patients who have experienced falls. With authorization from the fall victim, response personnel will gather contact information and forward it to the Aging and Disability Resource Center for follow-up support. Eau Claire Fire and Rescue remains vigilant in ensuring the safety of our community members by utilizing these brochures to minimize the risk of falls.

# EMS OPERATIONS

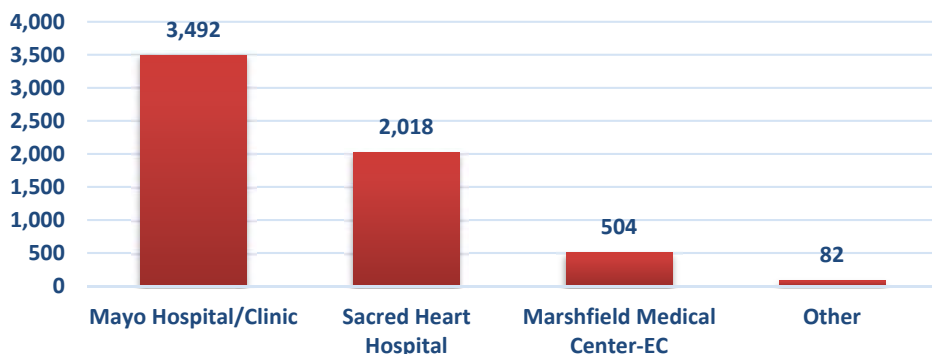
## Top EMS Responses by Dispatch Reason



## EMS Response Disposition

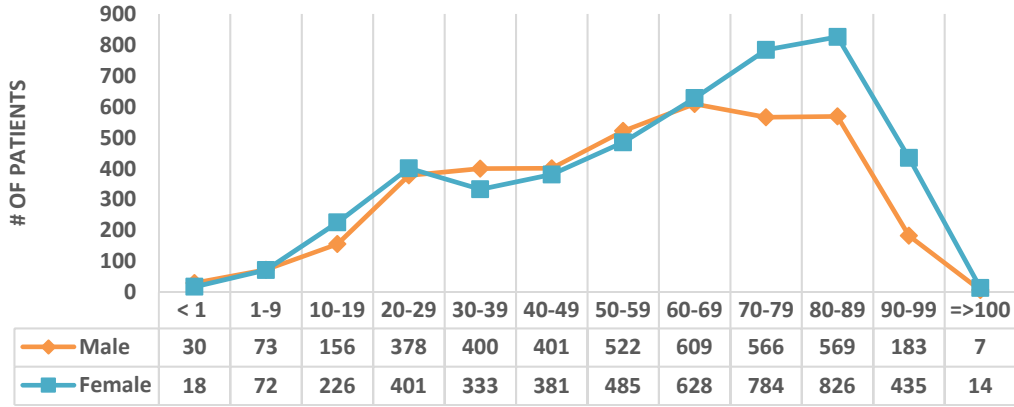


## Patient Transport Destinations

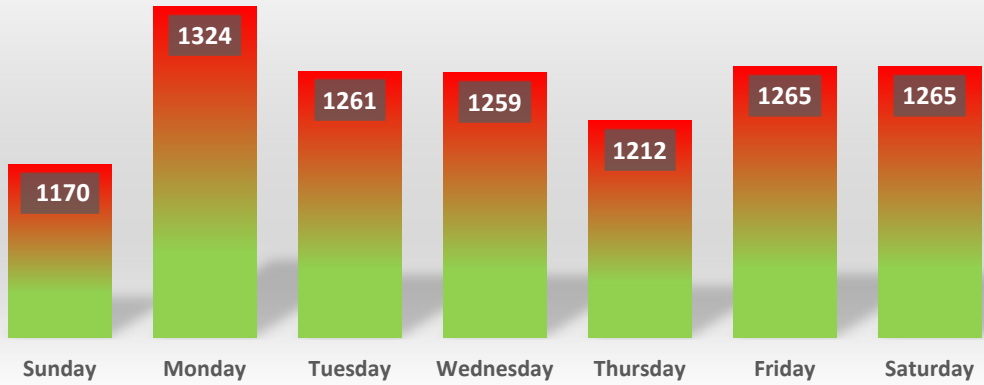


# EMS OPERATIONS

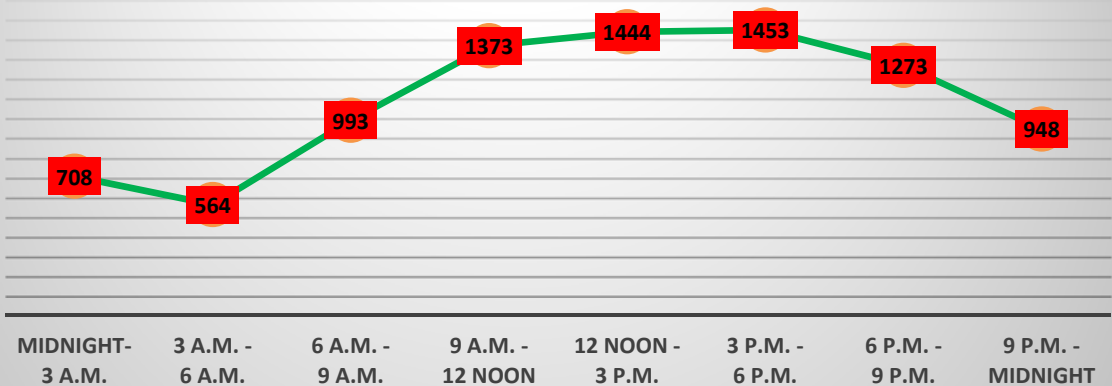
## Patient by Age and Gender



## Fire-Medic Units EMS Responses by Day of Week



## Fire-Medic Units EMS Responses by Hour of Day



## Division Goals for 2020

- Research and apply to partake in Medicare ET3 pilot program
- Continue to work with first responders and hospitals to continuously improve the EMS system
- Update EMS protocols
- Complete state re-licensure of department's EMTs and Paramedics
- Continue to refine the EMS Continuous Quality Improvement process
- Continue to plan for bringing up a 4th full-time ambulance company
- Continue to work with hospitals and skilled nursing facilities to improve the relay of patient information between the two entities



## Fire Investigations

Eau Claire Fire and Rescue is responsible for investigating and determining the cause and origin of all fires within the city of Eau Claire. These fires include but are not limited to: structure fires, vehicle fires, vegetation fires, rubbish fires, and fire of suspicious or unknown origin and cause. Initially at all fires, the investigation process is started by on-scene suppression personnel. The continuance of the investigation is conducted by the two fire inspectors from the Prevention-Community Risk Reduction Division. In 2019, personnel conducted 68 fire investigations.

Fire department inspectors also provide training and education to suppression personnel for fire investigation related topics. Inspectors participate in periodic training throughout the year and keep up-to-date certifications related to fire scene investigations.

## Significant Cases

A focus of the division in the area of fire investigation continues to be arson. Collaborative efforts are made in arson cases - working with the Eau Claire Police Department, the Eau Claire County DA's office, and the State Fire Marshall's office. Commonly, arson cases may take months or years to conclude.

Inspectors from the Prevention Division investigated one fire incident that resulted in a civilian death (Congress Street) and one incident with an estimated dollar loss exceeding \$3 million (Damon Street). A fire on Water Street resulted in the loss of a well-known laundromat in the off-campus college area. There were four fires with estimated loss exceeding \$100,000. The combined loss of property and contents for these four fires was estimated at \$3,828,500.



Sixteen fires originated in a kitchen area or were the result of cooking. The United States Fire Administration (USFA) lists kitchen fires as the most prevalent cause of fires in the United States for 2019. Prevention Division staff will work diligently to address this issue within the community in 2020 with a goal of no fires related to cooking.

## Pre-Plans and Target Hazards

All department officers were tasked with identifying target hazards located in their response districts so updates can be made to the existing pre-plan information on file or pre-plans for newly constructed facilities can be created. Target hazard facilities include but are not limited to locally defined occupancies that pose specific risks to occupants and/or fire service responders during an emergency. With the switch to the ImageTrend software program for the documentation of fire inspections, personnel now have additional information available via tablets while in the field.

## Follow-Up Investigations/Actions

Prevention Division personnel conducted follow-up investigations for minor fire incidents and other calls for service. These follow-ups include reviewing reports, logs, and photos completed by line personnel for completeness. When necessary, inspectors follow up with community members for additional information and to offer assistance. All effort is made to educate the involved parties for future fire safety and risk reduction.

## Juvenile Firesetter Program

Fire inspectors participate in the Juvenile Firesetter Program for at-risk children who have started fires. This is done in a proactive effort to intervene with children and help them learn to make different choices concerning fire safety. For the year, there was one incident in which it was determined a juvenile started the fire. In a collaborative effort with the Eau Claire Police Department and Eau Claire County Juvenile Intake Services, the child met with a fire inspector to learn the dangers of fire and how severe the outcome of his/her actions could have been. It is the intent of the Juvenile Fire Setter Program that proactive steps can change behavior and prevent a juvenile's behavior from escalating.

## Student Education

In April and May, department personnel—along with police, funeral home staff, and the local hospitals—presented Prom Programs at local high schools. These programs raise awareness regarding alcohol, drugs, and driving. The department supplies an engine crew, an ambulance crew, and the deputy chief of prevention to participate in a mock crash scene depicting a drinking-and-driving accident.

As an annual community education initiative, fire prevention education in the schools was held in the fall. Personnel from the engine and ambulance companies presented programs to students in grades K – 3 at 18 schools. A fire inspector was available at each school to assist. All students again received coupons from Taco John's with a message reminding parents to change the batteries in their smoke detectors.

Each year the department hosts a 3rd Grade Fire Prevention Poster Contest that incorporates the fire prevention theme for the year. This year's theme was, **“Not Every Hero Wears A Cape. Plan and Practice Your Escape!”** The winners of the coloring contest, a male and a female student from Meadowview Elementary School, each received a new bicycle and helmet.





## PREVENTION-COMMUNITY RISK REDUCTION

In spring, the ambulance companies—along with inspectors —presented the spring water and medical emergencies safety program to students in grades 4 and 5. The inspectors also gave water safety presentations to 7th graders. Inspectors provided instruction to the 4-year-old kindergarten program, EC4T. There were over 900 children at 19 sites involved in this program.



### **Training and Certifications**

To stay current on fire and building codes, the fire inspectors attend and participate in code update and professional educational conferences and seminars. These conferences include the Wisconsin IAAI Arson spring conference and the fall WSFIA Fire Inspectors' conference.

In April, Inspector Knecht attended training for tank inspections from which he earned certification as a tank system inspector, which includes aboveground and belowground storage tanks.

### **Fire Inspections / 2% Dues**

Department members conduct annual fire inspections of all businesses within the city to ensure code compliance with SPS 314 and NFPA 1. The primary goal is to identify fire and safety hazards within businesses and provide assistance to owners and occupants to mitigate any hazards.

For the year, fire department line personnel conducted 5,076 fire inspections of businesses within the city of Eau Claire. Additionally, Prevention personnel conducted many follow-up inspections for violations found during the initial inspections. As the result of these fire inspection and fire prevention efforts, \$234,856 was reimbursed to the City of Eau Claire by the State of Wisconsin.

Prevention staff conducted 56 fire drills in 2019.

## Plan Reviews / Inspections

The City of Eau Claire assesses fees for fire sprinkler plan reviews and inspections; kitchen hood inspections; adult family home and group home inspections; tent inspections; fire alarm inspections, and new business license inspections. This year was a very busy construction season with many plan reviews being done. The following reviews and inspections were done in 2019: Construction Projects Plan Review – 72; Community-Based Residential Facilities (CBRF) – 21; Tent Inspections – 48; License Inspections – 48; Open Flame Performances – 4; Fireworks Retail Sales – 18; Fireworks Displays – 7; and Environmental Studies – 11.

It is common for the Prevention Division to receive reports of unsafe living conditions, and personnel work with other departments and agencies to resolve. These situations are specific to the individual but on average require multiple visits and ongoing contact to resolve.

Insp. Knecht and B.C. Kelly are certified AST/UST tank inspectors. In 2019, they conducted 57 inspections at 42 sites. Some sites contain multiple tanks to be inspected. There were three tank removals and one tank install/upgrade during this period requiring multiple inspections per site.

## Code Enforcement

Throughout the year the fire inspectors work with and advise developers, contractors, and owners on construction projects. The inspectors provide code enforcement, mandatory construction inspections of sprinkler systems, site visits and fire safety advice as it relates to their specific project needs.

## Product Safety/Recall

Personnel continue to identify and report information for appliances and other equipment that is involved in or potentially involved in causing fires. Identification of these products aids in tracking trends related to fire loss. Often, manufacturers recall products based on trends identified by fire service investigations.



## Community Outreach Programs

Community outreach programs continued to reduce risk within the city by providing activities and programs during non-emergency situations. Some of the activities included:

- Smoke detector and carbon monoxide detector installations in homes where these devices are not currently present or operable. The Division targeted homes at greater risk due to inability to obtain devices or a reduced likelihood of self-rescue should an emergency occur. In 2019, 90 smoke detectors were installed in 46 residences.

## PREVENTION-COMMUNITY RISK REDUCTION

- Participation in the wellness fair at UWEC, providing on-site information and answering questions from event participants.
- Participation in the Doll and Pet Parade and Heroes Night at an Eau Claire Express baseball game. At both events, members of the community were able to view fire department equipment and talk with personnel about fire safety.
- Safety Camp at Carson Park. This day camp is for children entering 4<sup>th</sup> and 5<sup>th</sup> grades. Inspector Knecht presented a program on water and fire safety to over 100 participants. Line personnel showed children fire engines and demonstrated fire safety with the use of the fire safety house.
- The National Night Out Against Crime is a national police department awareness program that strengthens neighborhood spirit and police-community partnerships, thus sending a message to criminals that neighborhoods are organized and fighting back against crime. This annual event was held at Owen Park in August. An engine crew, an ambulance crew, and Sparky the Fire Dog spent several hours displaying to community members the equipment we use to help keep the community safe and answered any questions they had. This event attracts well over 2,000 participants.
- Personnel were involved with the Kids Expo, a safety event for the children of the Chippewa Valley and surrounding areas. This event draws 2,000-4,000 adults and children. At this event, families are able to view fire apparatus and equipment and ask questions.
- Department personnel were invited to block parties throughout the city. At these events, personnel are able to meet people within the community and participate in the block party event.
- Throughout the year, the department received numerous requests for public education. These requests included: fire station tours, career awareness, and ride-a-longs.



## PREVENTION-COMMUNITY RISK REDUCTION

### Special Events

In 2019, there were 110 special events within the city. Eau Claire Fire and Rescue is a partner in the planning of all of these events and in many cases has a presence at and participates in the event activities. An example is the Eau Claire Marathon, which spans across a large portion of the city and begins and ends at Carson Park.

Fire department personnel also provide services to events outside the city limits including the Silvermine Invitational Ski Jump and the Blue Ox Music Festival.



### Division Goals for 2020

- Provide guidance and education on kitchen and cooking safety with the goal of reducing the incident rate of cooking and kitchen fires to 0% for 2020.
- Upgrade the fire inspection documentation process by implementing the use of ImageTrend Elite software and provide department-wide training.
- Enhance and increase the community outreach and education programs and processes for business and organizations relating to community risk reduction topics.
- Continue college safety planning for high school seniors and incoming college freshmen that support the City of Eau Claire's strategic goal #7 of nurturing community-wide opportunities for personal learning and growth as related to safety and emergency preparedness. Introduce these students to the community-wide RAVE system for emergency notifications.
- Work collaboratively with the Eau Claire Police Department and the City/County Health Department to implement a drug and alcohol awareness program for 6<sup>th</sup> graders in the Eau Claire middle schools. This program supports the City of Eau Claire's strategic goal #4 of developing and nurturing safe, healthy and connected neighborhoods.
- Enhance and continue a process improvement plan with the goal of improving fire code enforcement through engagement with the community and business owners. This process improvement plan aligns with the City of Eau Claire's strategic goal #5 of facilitating an engaged community.
- Implement a fire safety and risk reduction program for at-risk populations within the community by working collaboratively with other governmental and non-profit agencies that provide services to at-risk people. This goal aligns with strategic goal #2 of providing safe and functional infrastructure to the community.

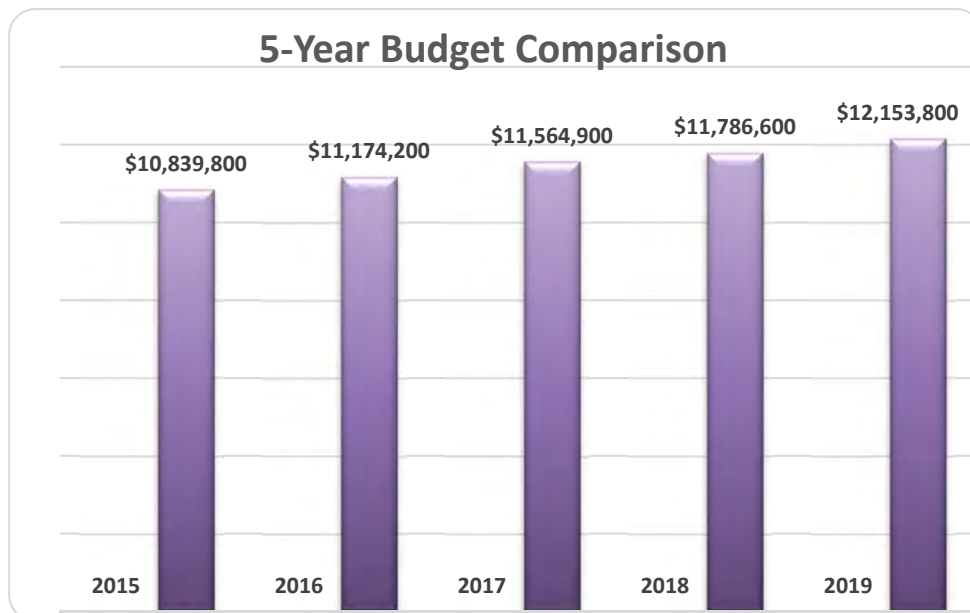


# FINANCIALS

## Grants

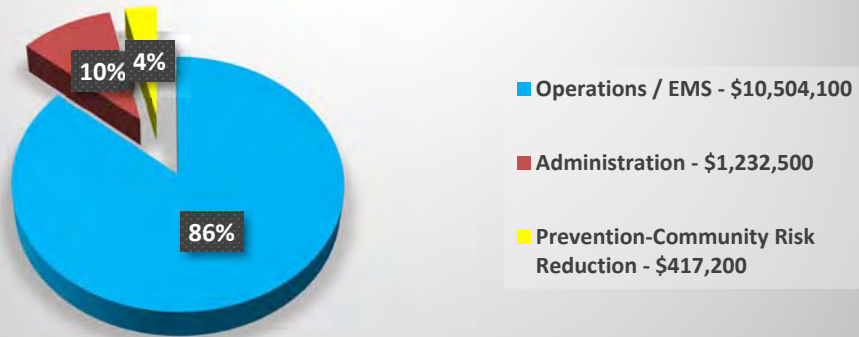
In 2019, the Eau Claire Fire Department applied for and received:

- A Forest Fire Protection (FFP) grant with the Wisconsin DNR in the amount of \$7,471.50. Monies from the grant were used to purchase four wildland firefighting backpacks, one mobile radio, and four portable radios. This grant required a 50% match from the City of Eau Claire.
- A grant from the Presto Foundation to purchase two gear extractors used for cleaning firefighter turnout gear. The grant value was \$19,950 with no required match.
- A stipend from Marshfield Clinic in the amount of \$500 with no required match. The stipend was used in conjunction with other departments' programming for youth with Restorative Justice, in addition to compiling handouts and social media posts (posters, videos, etc.) to combat youth vaping. The funds were used to create the materials for the initiatives.
- A grant from Wisconsin Emergency Management (WEM) in the amount of \$512 with no required match. This grant was used to purchase a meter for hazardous materials incidents.
- A grant from Firehouse Subs in the amount of \$9,585 with no required match. The purpose of this grant was to purchase new rescue ropes and rope rescue devices. The purchase of these items will be made in the early months of 2020.



# FINANCIALS

## Operating Budget by Division

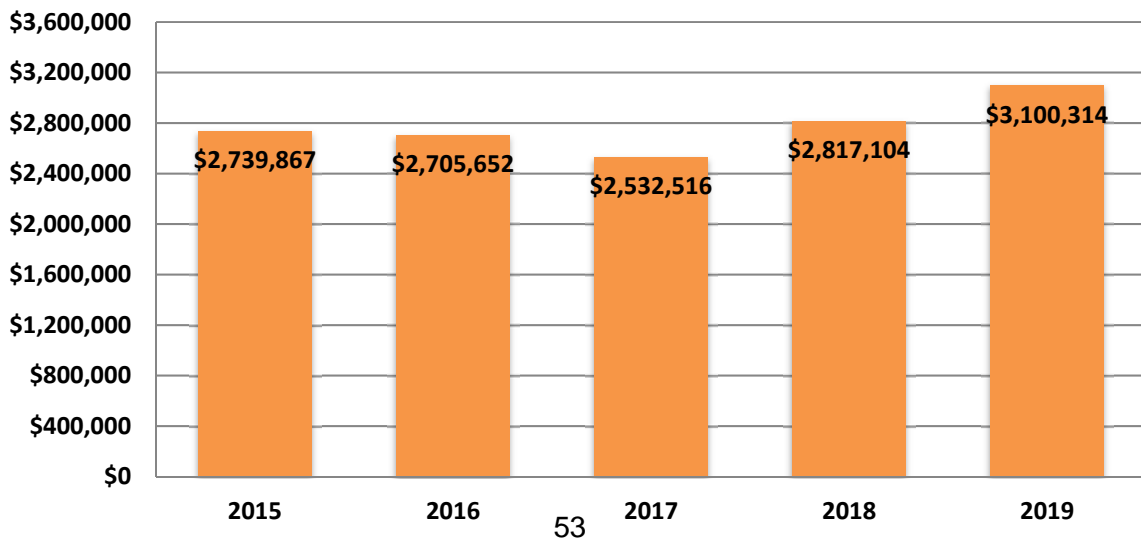


## General Revenue



Includes department-based general revenue such as that from Two Percent Dues, Storage Tank Inspection Fees, Group Home Inspection Fees, Special Events, Burn Permits, etc.

## Net Ambulance Revenue





# City of Eau Claire 2020 Adopted Operating Budget

## Fire & Rescue Department: Overview

Eau Claire Fire & Rescue is responsible for rendering fire prevention, fire suppression, hazardous materials, special rescue services and emergency medical services for the City of Eau Claire. Its emergency medical services response area includes surrounding communities consisting of 11 townships, 1 village and 1 city. The department also manages the Hazardous Materials (Haz Mat) Response program to provide statewide hazardous material spill response. Response is provided 24 hours a day, 365 days a year from six stations.



### *Fire & Rescue Department Expenditure Summary*

	2018 Actual	2019 Adopted	2019 6 Month Actual	2019 Projection	2020 Adopted
<b>Expenditures &amp; Other Financing Uses:</b>					
Personnel Services	\$ 10,486,706	\$ 10,840,000	\$ 5,118,987	\$ 10,777,100	\$ 11,320,600
Contractual Services	899,363	909,200	465,191	922,300	935,100
Utilities	91,017	92,400	50,280	88,800	91,500
Contributions & Other Payments	-	-	-	-	5,800
Fixed Charges	127,900	128,100	64,130	128,100	128,100
Materials & Supplies	193,864	184,100	103,422	210,800	202,000
<b>Expenditures &amp; Other Financing Uses: Total</b>	<b><u>\$ 11,798,850</u></b>	<b><u>\$ 12,153,800</u></b>	<b><u>\$ 5,802,010</u></b>	<b><u>\$ 12,127,100</u></b>	<b><u>\$ 12,683,100</u></b>







# City of Eau Claire 2020 Adopted Operating Budget

*Fire & Rescue Department - Administration  
Expenditure Summary*

	2018 Actual	2019 Adopted	2019 6 Month Actual	2019 Projection	2020 Adopted
<b>Expenditures &amp; Other Financing Uses:</b>					
Personnel Services	\$ 917,459	\$ 1,028,600	\$ 473,023	\$ 883,700	\$ 1,241,600
Contractual Services	74,151	84,700	59,633	92,500	94,700
Utilities	84,097	87,400	46,881	81,800	86,500
Fixed Charges	3,200	3,200	1,600	3,200	3,200
Materials & Supplies	10,945	28,600	2,538	8,200	16,100
<b>Expenditures &amp; Other Financing Uses: Total</b>	<b><u>\$ 1,089,852</u></b>	<b><u>\$ 1,232,500</u></b>	<b><u>\$ 583,674</u></b>	<b><u>\$ 1,069,400</u></b>	<b><u>\$ 1,442,100</u></b>

*Fire & Rescue Department - Emergency Medical Services Operations  
Expenditure Summary*

	2018 Actual	2019 Adopted	2019 6 Month Actual	2019 Projection	2020 Adopted*
<b>Expenditures &amp; Other Financing Uses:</b>					
Personnel Services	\$ -	\$ -	\$ -	\$ -	\$ 8,068,000
Contractual Services	-	-	-	-	402,700
Utilities	-	-	-	-	5,000
Contributions & Other Payments	-	-	-	-	5,800
Fixed Charges	-	-	-	-	200
Materials & Supplies	-	-	-	-	124,000
<b>Expenditures &amp; Other Financing Uses: Total</b>	<b><u>\$ -</u></b>	<b><u>\$ -</u></b>	<b><u>\$ -</u></b>	<b><u>\$ -</u></b>	<b><u>\$ 8,605,700</u></b>

*Fire & Rescue Department - Prevention-Community Risk Reduction  
Expenditure Summary*

	2018 Actual	2019 Adopted	2019 6 Month Actual	2019 Projection	2020 Adopted
<b>Expenditures &amp; Other Financing Uses:</b>					
Personnel Services	\$ 351,434	\$ 402,600	\$ 185,210	\$ 388,400	\$ 368,300
Contractual Services	4,881	5,800	4,258	6,300	5,800
Fixed Charges	5,600	5,600	2,800	5,600	5,600
Materials & Supplies	2,723	3,200	482	1,500	3,200
<b>Expenditures &amp; Other Financing Uses: Total</b>	<b><u>\$ 364,638</u></b>	<b><u>\$ 417,200</u></b>	<b><u>\$ 192,750</u></b>	<b><u>\$ 401,800</u></b>	<b><u>\$ 382,900</u></b>



# City of Eau Claire 2020 Adopted Operating Budget

## *Fire & Rescue Department - Suppression Operations Expenditure Summary*

	2018 Actual	2019 Adopted	2019 6 Month Actual	2019 Projection	2020 Adopted*
<b>Expenditures &amp; Other Financing Uses:</b>					
Personnel Services	\$ 9,217,813	\$ 9,408,800	\$ 4,460,755	\$ 9,505,000	\$ 1,642,700
Contractual Services	820,330	818,700	401,275	823,500	431,900
Utilities	6,921	5,000	3,424	7,000	-
Fixed Charges	119,100	119,300	59,730	119,300	119,100
Materials & Supplies	180,196	152,300	100,401	201,100	58,700
<b>Expenditures &amp; Other Financing Uses: Total</b>	<b><u>\$ 10,344,360</u></b>	<b><u>\$ 10,504,100</u></b>	<b><u>\$ 5,025,585</u></b>	<b><u>\$ 10,655,900</u></b>	<b><u>\$ 2,252,400</u></b>

\*Suppression Operations and Emergency Medical Service Operations were combined prior to 2020

## *Hazardous Materials Budget Summary*

	2018 Actual	2019 Adopted	2019 6 Month Actual	2019 Projection	2020 Adopted
<b>Revenue s &amp; Other Financing Sources:</b>					
Intergovernmental	\$ 125,185	\$ 116,000	\$ 58,489	\$ 116,000	\$ 116,000
Charges For Services	-	2,000	-	2,000	2,000
Miscellaneous	1,899	300	1,182	300	300
<b>Revenue s &amp; Other Financing Sources: Total</b>	<b><u>127,085</u></b>	<b><u>118,300</u></b>	<b><u>59,671</u></b>	<b><u>118,300</u></b>	<b><u>118,300</u></b>
<b>Expenditures &amp; Other Financing Uses:</b>					
Personnel Services	50,160	48,900	22,184	48,900	48,300
Contractual Services	21,483	24,400	12,621	24,400	24,400
Utilities	492	1,200	245	1,200	1,200
Fixed Charges	3,000	3,000	1,500	3,000	3,000
Materials & Supplies	13,516	19,700	12,193	19,700	19,700
Contributions & Other Payments	27,135	28,100	-	28,100	28,100
<b>Expenditures &amp; Other Financing Uses: Total</b>	<b><u>115,787</u></b>	<b><u>125,300</u></b>	<b><u>48,744</u></b>	<b><u>125,300</u></b>	<b><u>124,700</u></b>
<b>Excess (Deficiency) of Sources over Uses</b>	<b><u>\$ 11,298</u></b>	<b><u>\$ (7,000)</u></b>	<b><u>\$ 10,927</u></b>	<b><u>\$ (7,000)</u></b>	<b><u>\$ (6,400)</u></b>

**Available Fund Balance:**

Restricted:

Grant Proceeds

**Ending Balance**

\$ 156,170

\$ 156,170

\$ 149,170

\$ 149,170

\$ 142,770

\$ 142,770