

Eau Claire Fire & Rescue

2020 Annual Report



Photo by Engineer Dave Pekol

CONTENTS

Message from Fire Chief Christian Bell	1
Mission and Vision Statements	2
Organizational Chart	3
Police and Fire Commission	4
Personnel Directory	5-10
Personnel Movement / Seniority Record	11-16
Firefighters Local 487 / ECFE Community Charity	17-18
LTE Recruit Academy	19
Stations / Apparatus / Staffing	20-24
Covid-19 Pandemic	25
Suppression Operations	26-37
EMS Operations	38-45
Prevention / Community Risk Reduction	46-50
Financials / 2021 Adopted Operating Budget	51-55
Appreciation / Contact Info	56-57

March 12, 2021

TO: Police and Fire Commission Members
Interim City Manager Dave Solberg



On behalf of the men and women of Eau Claire Fire and Rescue, I am proud to present the 2020 annual report. This group of outstanding individuals 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.

This past year, the world experienced a global health crisis not seen since the 1918 Flu. The challenges created by this unique crisis required innovation and critical thinking to ensure the continued delivery of emergency services. At the onset of Covid-19, we were presented with more questions than answers, and all personnel rose to the challenge of being a solution-oriented department in our efforts to find answers for these critical questions. Fire department personnel participated in a county-wide taskforce dealing with both response and prevention through vaccination.

Normally, the department sees a consistent increase in ambulance call volume each year; however, in 2020 there was a decrease of 191 calls. Personnel responded to 7,922 EMS calls, with 1,853 of those calls being regional EMS calls outside the city limits. The onset of the Covid-19 pandemic initially reduced our emergency call volume, similar to many communities throughout the nation. In addition to the EMS calls, personnel responded to 115 fire-related incidents, with 27 of those being building fires. The estimated fire loss was \$2,637,137.

Also in 2020, the department expanded its Regional EMS response area with the inclusion of the Township of Wheaton, which geographically resides north and northwest of the city of Eau Claire. This expansion is a five-year service agreement to provide paramedic ambulance service to 75 percent of the Township of Wheaton and approximately 2,111 residents.

I believe you will find the report to be enlightening with respect to the activities the department manages on a day-to-day basis. 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 remain 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 "C. Stein". The signature is written in a cursive, flowing style.

Fire Chief

MISSION STATEMENT

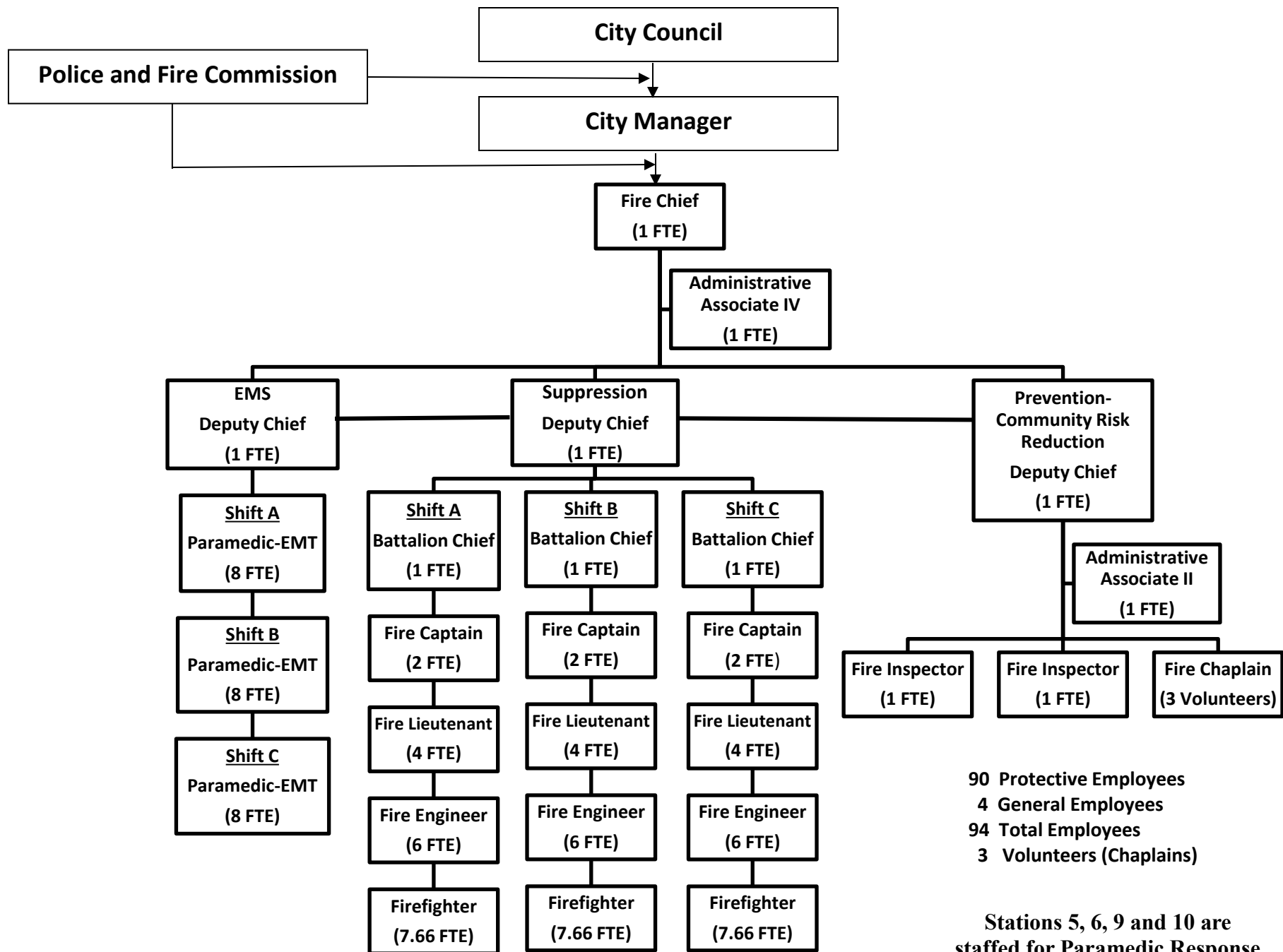
Eau Claire Fire and Rescue's mission is to public health and safety achieved through developing, promoting, and maintaining a comprehensive network of emergency medical services, fire prevention and suppression, technical rescue, and hazard mitigation.

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
Kimberly Cronk	May 2020	April 2025
Selika Ducksworth-Lawton	May 2019	April 2024
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



Jon Schultz
Deputy Chief
Operations-EMS



Allyn Bertrang
Deputy Chief
Prevention-
Community Risk
Reduction



Matt Jaggard
Deputy Chief
Operations-Suppression



Laura Doty
Admin Associate IV
Administration



Cuc Aebly
Admin Associate II
Prevention-Community
Risk Reduction



Joe Kelly
Battalion Chief
Technical Rescue



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-Hazardous Materials



Jamie Burkhardt
Medic-Reserve
Specialty-SCBA Training/Maintenance



Bob Haller
Medic-Reserve
Specialty-Special Rescue



Tony Biasi
EMT
Specialty-Suppression



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

Lieutenants



Bob Pratt
EMT



Shawn Abrahamson
EMT



Andrew Dorn
EMT



Steve Secker
EMT



Jeremy Stary
EMT



Brian Phillips
EMT



Tom Wallin
EMT



Tony Hennings
Medic-Reserve



Natasha Myre
Medic-Reserve



Isaac Hahn
EMT



Brian Dorn
Medic-Reserve



Tim McCaughey
Medic-Reserve

Engineers



Jeff Patrow
EMT



Tom Rebeschke
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
EMT



Ryan Lesperance
Medic



Todd Nutter
Medic



Chris Meyer
Medic



Steve Patten
Medic



Kevin Blaine
Medic

Firefighters



Steve Rindt
Medic



Dan Schroeder
Medic-Reserve



Josh Olson
Medic



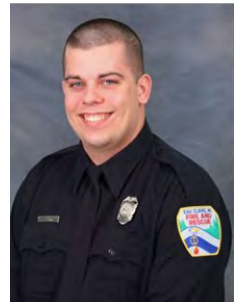
Stephen Weyers
Medic-Reserve



Nicolas Ledin
Medic



Corey Maves
Medic



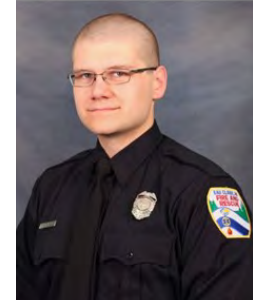
Taylor Quinnell
Medic-Reserve



Schuyler Townsend
Medic-Reserve



Jordan Watson
Medic



Andrew Robinson
Medic



Kurt Trunkel
Medic



Steve Merkel
Medic



Heather Harsh
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



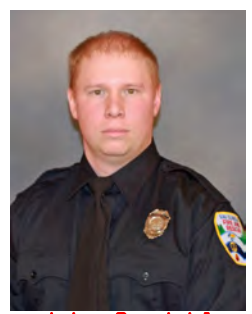
Brett Klonecki
Medic



Tate Roselius
Medic



Jonathan Beck
Medic



John Sordahl
Medic



Daniel Lein
Medic



Peter Colwell
Medic



Luke Miller
Medic



Josh Woodward
Medic



Leah Lorenz
Medic



Matthew Warren
Medic



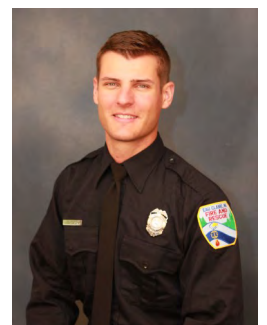
Kyle Frederickson
Medic



Lucas Knipfer
Medic



Sam Maslonka
Medic-Reserve



Michael Shore
Medic-Reserve



Aaron Kiraly
Medic-Reserve



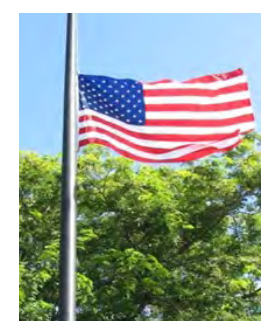
Brittany Lyons
Medic-Reserve



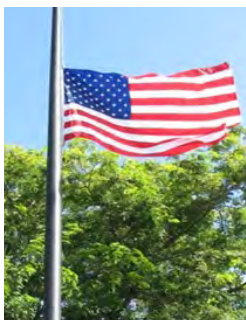
Grant Hansen
Medic-Reserve



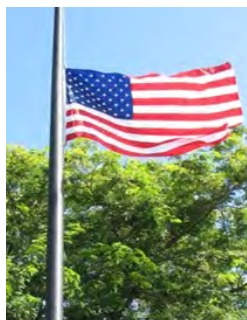
Alison Windhorst
Medic-Reserve



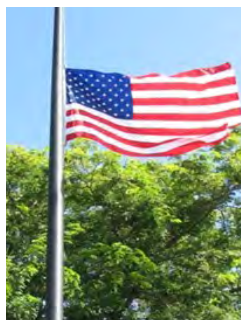
(Vacant)



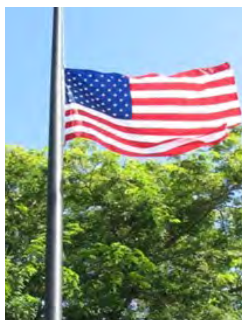
(Vacant)



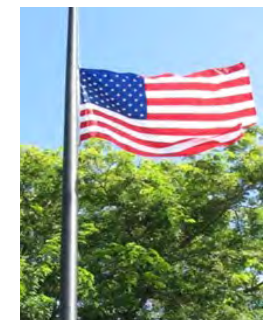
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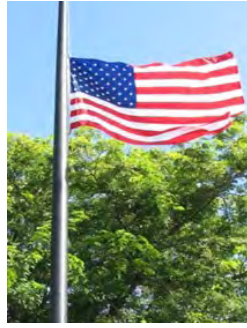
(Vacant)



(Vacant)



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Medical Director



Ethan Young, MD

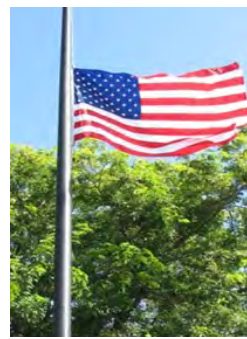
Chaplains



John Van Gorkom



James Whatley



Kurt Mattison



PERSONNEL MOVEMENT



Limited Term Employees / Firefighters:

Peter Arriola
Ashley Bauer
Curtis Goodale
Ryan Grimm
Frank Lowry
Derek Mroczenski
Sierra Renderman
Sophia Ritzinger
Joseph Vlcek

Promotions:

Kevin Blaine to Engineer
Matt Jaggar to Deputy Chief
Natasha Myre to Lieutenant
Steve Patten to Engineer

Separation:

Karl Johnson (Firefighter)

Retirements:

Greg Johnson (Firefighter)
Brian Kranz (Lieutenant)

Retirements—continued:

Kevin McClellan (Engineer)

Mike Miller (Engineer)

Step Increases:

Andrew Elbert to First Class Firefighter

Michael Linstedt to First Class Firefighter

Chris Nyhus to First Class Firefighter

Shawn Willi to First Class Firefighter

Jonathan Beck to Second Class Firefighter

Aaron Crane to Second Class Firefighter

Brett Klonecki to Second Class Firefighter

Daniel Lein to Second Class Firefighter

Dustin Quilling to Second Class Firefighter

Tate Roselius to Second Class Firefighter

John Sordahl to Second Class Firefighter

Peter Colwell to Third Class Firefighter

Kyle Frederickson to Third Class Firefighter

Leah Lorenz to Third Class Firefighter

Luke Miller to Third Class Firefighter

Matthew Warren to Third Class Firefighter

Joshua Woodward to Third Class Firefighter

Lucas Knipfer to Fourth Class Firefighter

SENIORITY RECORD

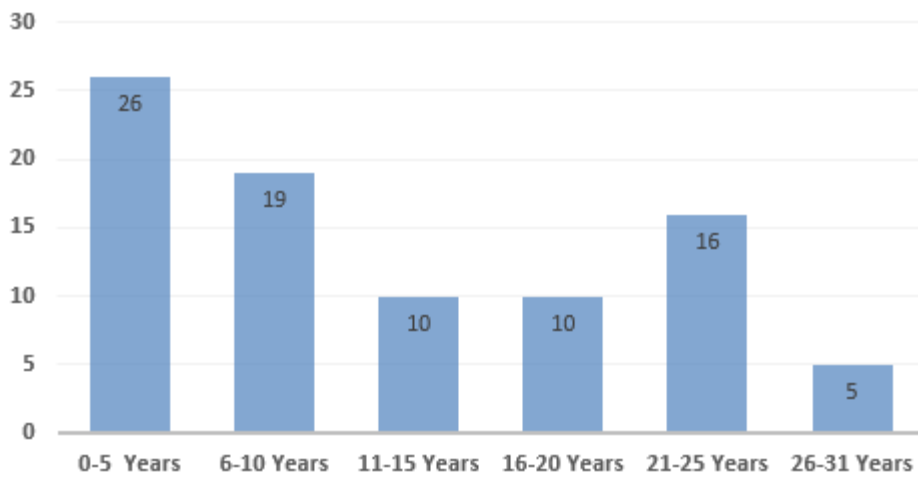
<u>NAME</u>		<u>RANK</u>	<u>DOH</u>
Aebly	Cuc	Administrative Associate II	05-08-89
Buchholz	Bruce	Captain	10-01-90
Kelly	Joe	Battalion Chief	11-02-92
Pratt	Robert	Lieutenant	11-02-92
Patrow	Jeffrey	Engineer	10-04-93
Schultz	Jon	Deputy Chief	06-05-95
Bertrang	Allyn	Deputy Chief	09-16-96
Abrahamson	Shawn	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	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
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

<u>NAME</u>		<u>RANK</u>	<u>DOH</u>
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	Lieutenant	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	Engineer	07-15-13
Ledin	Nicolas	Firefighter	07-15-13
Maves	Korey	Firefighter	07-15-13
Blaine	Kevin	Engineer	09-30-13
Quinnell	Taylor	Firefighter	02-10-14

<u>NAME</u>		<u>RANK</u>	<u>DOH</u>
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
Lorenz	Leah	Firefighter	02-19-18
Warren	Matthew	Firefighter	02-19-18
Frederickson	Kyle	Firefighter	02-19-18
Knipfer	Lucas	Firefighter	07-30-18
Knecht	Jason	Inspector	10-01-18

<u>NAME</u>		<u>RANK</u>	<u>DOH</u>
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 – 39.5

AVERAGE YEARS OF SERVICE – 12.5

EAU CLAIRE FIRE FIGHTERS LOCAL 487 ELECTED POSITIONS

PRESIDENT:	Tate Roselius
VICE PRESIDENT:	Tony Hennings
SECRETARY:	Tim McCaughey
TREASURER:	Andrew Robinson
GUIDE:	Matt Warren
SGT-AT-ARMS:	Shawn Willi
STEWARDS:	Todd Nutter (A-Shift) Brett Klonecki (B-Shift) Scott Mohr (C-Shift)
TRUSTEES:	Jeff Dahl Lucas Knipfer Luke Miller
WORKING RELATIONS:	Tony Hennings Tate Roselius Tom Wallin Shawn Willi



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.

Despite the challenges stemming from the pandemic, the Charity continued to give back and assist those in need. The annual golf scramble was rescheduled from spring to fall, and it was a huge success. More funds were raised than previous years thanks to the hard work of both the organizers and its supporters who turned out to support the Charity's largest fundraiser. There were record hole sponsorships and a very successful gun raffle.

The Charity received a \$4,500 donation from the Eau Claire Morning Rotary to be used for Operation Warm's Coats for Kids program. Operation Warm is 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. In turn, the generous donation from the Rotary was partially matched by Operation Warm. Using funds from other donors and fundraisers, the Charity was able to deliver all of the winter coats requested, totaling more than 500. Covid-19 restrictions presented challenges in delivering them; however, all coats were in-hand (or on the backs of) the children by the end of October. The timing was particularly important, as Eau Claire saw its snowiest October on record!

The Charity partnered with a local eye clinic, Espy Specs, to support the Chippewa Valley Snow Angels to raise funds and assist in purchasing other winter clothing such as boots, hats, gloves and snow pants for kids in need. Winter items with a value of more than \$4,000 were delivered to the schools and families requesting them, with additional funds available if needed. We received dozens of heartfelt thank you cards and letters from the schools; they were quite humbling. The kids and staff were very thankful. The Charity purchased \$250 in toys for the Toys for Tots program of the Salvation Army, which was very appreciative.

In addition to the listed formal programs, there were several monetary donations made to families in need throughout the year. Also, the Charity awarded its annual Denise Waterman Memorial Scholarship through Chippewa Valley Technical College to Sierra Renderman, a student in its Fire Medic program.

All things considered, it was a great year for the Charity and its efforts in giving back to the wonderful and caring community it serves. We hope 2021 will see the Charity continue to grow in its mission of making a positive impact.

LTE RECRUIT ACADEMY

In March, the department recognized the need to quickly fill vacancies within the department in anticipation of the Covid-19 pandemic. Due to the inability to interview and hire employees through the traditional Police and Fire Commission process (eventually completed in January 2021), the city manager authorized the fire department to immediately hire Limited Term Employees (LTE) to supplement the department's staffing shortage. The LTE candidates were chosen from a current roster of individuals who submitted applications in the traditional PFC hiring process. From this list, ten were selected for interview based on qualifications of possessing Firefighter/EMT-Basic certifications and also on proximity to the Eau Claire region due to travel restrictions being implemented at the onset of the pandemic.

As this process commenced, other fire departments within the region recognized the same issue and began expediting their hiring processes. Of the ten authorized LTE positions, the department was able to hire nine employees. Many of the applicants were CVTC Fire-Medic students whose classes were furloughed during the pandemic. This LTE employment provided these students the opportunity to continue their education through hands-on training at ECFD while serving the community during this emerging crisis. Nearly all of the LTE applicants were in the final stages of their training when classes were postponed, with a Paramedic certification being the only component not yet completed.

The LTE recruit academy was primarily held at fire station 10 for classroom training and at the CVTC Emergency Services training facility located adjacent to fire station 9. Due to Covid-19 restrictions and the desire to limit its spread, the mingling of fire crews assisting in this training was limited to only essential activities needed to facilitate the training. The initial Academy curriculum was condensed to those activities that focused on preparing the new LTEs for their role as a Firefighter/EMT. After nine days of initial Academy training, the LTEs were assigned to specific work shifts and stations to continue their training with their assigned crews.

The LTE employees were utilized through the first 18 weeks of the pandemic, and many then returned to complete their Paramedic studies at CVTC when classes resumed in August.



STATIONS – APPARATUS – STAFFING



Fire Station 2—216 S. Dewey Street

- Built 1948
- Administrative and Prevention offices
- 4 Personnel per day plus battalion chief and administrative and prevention staff
- Battalion Chief Command Vehicle
- Engine
- Brush Truck
- Special Rescue All-Terrain Vehicle
- Rescue Boat
- Heavy Rescue Unit
- Fire Prevention Vehicle



Fire Station 5—2500 Patton Street

- Built 1975
- 5 Personnel per day
- 110' Aerial Platform Ladder Truck
- Paramedic Ambulance and Reserve Ambulance
- Rescue Boat

STATIONS – APPARATUS – STAFFING



Fire Station 6—3020 Golf Road

- Built 1985
- 3 Personnel per day
- Engine
- Paramedic Ambulance



Fire Station 8—3510 Starr Avenue

- Built 1970
- 3 Personnel per day
- Engine
- Hazardous Materials Vehicle
- Rescue Boat
- Special Rescue All-Terrain Vehicle

STATIONS – APPARATUS – STAFFING



Fire Station 9—3611 Campus Road

- Built 1999
- 5 Personnel per day
- 100' Aerial Ladder Truck
- Paramedic Ambulance and Reserve Ambulance (Bariatric Capable)
- Rescue Boat



Fire Station 10—820 Malden Avenue

- Built 2018
- 5 Personnel per day
- Engine, Reserve Engine, and Reserve Ladder Truck
- Paramedic Ambulance and Reserve Ambulance
- Hazardous Materials Equipment Trailer
- Special Rescue Trailers (Tools/Materials)
- MCI (Mass Casualty Incident) Trailer
- Dive Boat

Personnel Development

Due to travel and training restrictions related to Covid-19, fire department members were unable to participate in training outside the department in 2020. Personnel focused their training efforts on individual company level training in smaller groups and also utilized online training platforms to maintain skills and knowledge related to the broad areas of emergency services provided by the department.

Health and Wellness

Per NFPA 1582 – Standard on Comprehensive Occupational Medical Program for Fire Departments – medical exams are required for all Haz Mat Technicians. Prevea Health conducted these exams for the department’s technicians.

As in previous years, all sworn fire department personnel participated in the respiratory questionnaire surveys that are necessary for personnel to wear Self-Contained Breathing Apparatus (SCBA). Questionnaires were reviewed by a physician from Prevea Health.

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

The City of Eau Claire offers flu vaccinations for its employees administered by Group Health Cooperative of Eau Claire. In 2020, interested department members participated in this program.

Due to the Covid-19 pandemic, additional health and safety practices and policies were put in place to minimize the impact to personnel and the department. The deputy chief of prevention served as the safety officer in the ICS structure for Eau Claire County.

Stress Management / Mental Health Program

Within the stress management program, the 15 fire department employees who comprise the department’s Peer Support Team participated in quarterly training, along with members of the Eau Claire Police Department and representatives from the City’s EAP provider, REALiving.

Safety Committees

The department’s Safety Committee is coordinated by the deputy chief of prevention as its health and safety officer. The Safety Committee meets six times a year to identify and discuss health and safety issues and brings forth issues requested by other department members. Committee members make recommendations to fire department administration for solutions to identified concerns. During 2020, the meetings were held virtually using WebEx.

As the City’s safety director, the deputy chief of prevention leads the City’s Joint Safety Committee in identifying and addressing health and safety concerns. In 2020, the committee met virtually via Webex on a quarterly basis.

PERSONNEL / STATIONS

The deputy chief of prevention works collaboratively with the City's risk manager to address health and safety issues for all City employees, as well as for those people who live, work, and visit Eau Claire.

Fire Station Upgrades

Upgrades and renovation work began at fire station 8 at 3510 Starr Avenue. The station is staffed with a frontline engine, along with other rescue vehicles, and a minimum of three personnel per shift. The renovations included the replacement of the roofing materials with a new maintenance-free steel roof. Additionally, apparatus bay doors were renovated to increase their size to accommodate the department's new aerial apparatus fire engines. Relocating an aerial apparatus to station 8 is being considered once the department receives its third aerial apparatus in 2021. In addition to these structural upgrades, solar arrays and electrical upgrades were installed with the anticipation of approximately 90% of the station's electrical needs being provided by this new solar array system.



Goals for 2021

- In conjunction with the national effort, participate in providing support to our local and regional vaccination clinics with the goal of vaccinating the broader population of the Chippewa Valley.
- Continue to promote employee development by creating engaging growth opportunities focused on high quality service and customer satisfaction while improving the public health and safety within the community. This includes the establishment of an internal training academy for employees to learn and practice new skills while under the direct supervision of more experienced engineers and officers.
- Re-engage with the community in providing health and safety education. During 2020, nearly all community outreach and civic engagement was placed on hold during the pandemic. Providing health and safety education for the vulnerable populations within our community has always been difficult, and the pandemic provided even greater challenges. The primary goal for 2021 is to re-engage all segments of the community to find new ways of providing safety education within the community.

COVID-19 PANDEMIC

In early 2020, the City of Eau Claire, like many cities throughout the country, recognized and responded to the emerging Covid-19 pandemic. At the onset, the City – in conjunction with Eau Claire County – declared a state of emergency. Both governmental bodies initiated and staffed a joint Emergency Operations Center (EOC) to help manage the emerging crisis.

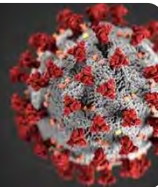
The EOC operated from an established National Incident Management System process called NIMS. This EOC, being led by both the Eau Claire City manager and Eau Claire County administrator with the Eau Claire City-County Health director designated as incident command, drew both City and County employees from areas including operations, finance, logistics, planning, public information, legal, and general command staff. The EOC was located at the Eau Claire County Courthouse, and the number of staff assigned quickly grew during the early stages to include several chief officers from Eau Claire Fire and Rescue.

The department is dedicated to providing the highest quality of service on a daily basis, and the onset of COVID-19 did not change that mission. Precautions were made throughout the rapidly changing event to ensure the safety of our staff, our patients, and our community. Protocols were changed to limit potential exposures to patients and emergency service personnel including law enforcement. During the initial stages of the Covid-19 response, equipment shortages required all health care providers to find alternative solutions to maintain safety. Policies for reusing and sanitizing equipment became a real concern and required considerable effort in developing reuse policies and procurement of equipment that could not be reused. The Eau Claire Communications/Dispatch Center changed its protocols to enhance questioning specific to Covid-19 symptoms to help emergency services meet the needs of the community while protecting employees and residents from unnecessary exposures.

Eau Claire Fire and Rescue continues to work collaboratively with the Eau Claire City-County Health Department and the Wisconsin Department of Health Services to adhere to the latest guidelines for infection prevention and employee safety. Throughout the pandemic, in-person training has been limited to small groups with a transition to online training platforms as the preferred training method. Online training does have its limitations as high risk/low frequency events often require hands-on training with instructors.

The pandemic remains a concern as we enter 2021, and our new work practices appear to be the new normal for the time being. We continue to refine processes and adjust as state and national guidelines evolve. As we continued to respond to Covid-19 related emergencies in 2020, we began preparation for the virus vaccinations beginning in the new year.

COVID-19 Response



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, trench rescue, and personnel training for the organization.

Deputy Chief Jaggar, Battalion Chief Vargo, Battalion Chief Toonen, and Captain Biasi continue to aggressively evaluate the effectiveness of the department's ability to keep up with the changing environment of the fire service. Continued changes in building materials, construction methods, and content loads have created higher "heat release rates" and "heat flux" based on the increased use of hydrocarbon-based materials. This means fire is more dynamic and powerful, thus making structures and their contents burn hotter and faster. To counter the increase of the fire's increased power, we are actively training, updating the water flow calculations of our fire apparatus, and upgrading our existing fire hose and nozzle packages.

The Strategies and Tactics Committee continues to identify and 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 November, the department took delivery of a new Pierce aerial platform truck from Pierce Manufacturing, Appleton. A committee consisting of ECFD members and City Central Maintenance staff collaborated to spec the truck to meet the current and forecasted needs of the community. Placed in service as Truck 5, the Pierce Enforcer chassis is equipped with a 110' platform ladder, 500 gallons of water, and a 1250 gallon-per-minute (gpm) Pierce Puc pump, which is manufactured by W.S. Darley Manufacturing in Chippewa Falls. This truck adds an additional aerial ladder truck to the department's apparatus fleet and replaces a 2008 Pierce engine.



SUPPRESSION OPERATIONS

Training

Training on newly purchased Key Combat Ready fire hose and Elkhart Brass smooth bore nozzles was provided to all personnel in conjunction with the introduction of a new modified flat hose load on the fire engines. This new load allows one firefighter to quickly deploy a preconnected hose line, flow water, and prepare to advance to an interior position very swiftly. It also is versatile enough to be deployed in short and long setback situations.

In addition to hose and nozzle training, ECFD participated in training on Truck 5, a new aerial platform ladder truck that was added to the fleet. This training was new to almost every member because ECFD has not owned an aerial platform ladder truck in decades. Also, annual certifying tests were performed on all ECFD hose, pumps, and ladders to ensure this equipment is free from defect/damage and safe for use.



Truck Company Operations

The fire department was fortunate to have access to a few structures slated for demolition. The first location was in the 2000 block of Oxford Avenue, which had a couple of buildings with different building construction. The second location was a wood frame building at 812 Market Street. These structures were made available to the fire department to practice truck company operations. Crews practiced many techniques including forcible entry, wall breaches, ceiling breaches, horizontal ventilation, and vertical ventilation. Another benefit to this training was being able to utilize various tools and techniques because different situations require different methods. Truck company operations require alternative plans in case the plan in progress doesn't work or situations change due to fire conditions or structural instability.

In addition, a generous community member donated two houses and a business structure in the 900 block of Menomonie Street to the City. The fire department used the structures for many types of training including Truck Company Operations in November. Using the aerial ladder and an assortment of ground ladders, personnel concentrated on speed and efficiency of ladder

SUPPRESSION OPERATIONS

placement. Personnel then ventilated the roofs using power tools and hand tools. The building provided flat roofs, pitched roofs, and knee walls to practice different types of ventilation. Training instructors were Capt. Buchholz (lead), Lt. Bob Pratt, and Lt. Tony Hennings.

High-Rise Operations

High-rise buildings present additional challenges to fighting fires. The Pablo Center is the city's newest theatre and also has the highest flyway at 75 feet above the stage. In January, fire crews had the opportunity to climb to the top. Unlike most high-rise buildings, there is not a floor every ten feet to stage equipment or to allow for a back-up crew to assist. Personnel used this time to preplan firefighting operations and also medical evacuation of an injured worker.

High and Low Angle

The department obtained new rope and Multi-Purpose Devices (MPD). The rope and MPDs are used for special rescues such as trench rescue, confined space rescue, swift water rescue, and high and low angle rescue. The MPDs are much safer to use, in large part because by working in tandem the weight of the load is shared. The crews first used the MPDs during confined space training in March and again during training for the Limited Term Employees.

In July, Lt. Isaac Hahn led High Angle training with a focus on executing a rescue using the Stokes Basket. Personnel lowered two rescuers to a victim, whom they packaged into the Stokes Basket. Other crews led by Capt. Haller and Capt. Buchholz converted the lowering system to a haul system by which to raise up the patient and one rescuer and then retrieve the other rescuer.

Vehicle Extrication

Alter Metal and Recycling donated nine vehicles for the fire department to conduct extrication training. The crews were able to practice both leadership skills in running extrication operations and honing their tool operation skills. Vehicle extrication is a very dangerous operation, and the vehicles need to be secured from moving or tipping. Also, the new hybrid vehicles can be an electrical hazard. Airbags and side airbags that have not deployed may deploy during extrication if precautions are not taken. In May, the crews rotated through the training set up by Lt. Bob Pratt.



SUPPRESSION OPERATIONS

Special Rescue

With the Covid-19 pandemic, the first half of 2020 presented new challenges for fire department activities. However, being an all hazards response type organization, the department was able to adjust to the unique obstacles created by the pandemic while still providing efficient and effective training for its members and high-quality service to the community.

The first half included annual mandated confined space training for our members. SPS 332.28 mandates that permit-required confined space entry be performed by those trained in basic first aid and CPR. This makes the fire department uniquely qualified to be the community's confined space rescue team for local organizations that routinely work in these environments.



Second half fire activities for 2020 included firefighter self-rescue techniques known as F.A.S.T. (Firefighter Assistance and Search Team) and R.I.T. (Rapid Intervention Team). These skills included the Denver Drill, ladder bails, wall breaches, buddy breathing, and firefighter through the floor rescue. These skills and abilities are essential to firefighter survival on the fireground and have been developed through real world incidents when firefighters have been lost, trapped, or injured while inside a burning structure.

This year the fire department was fortunate to acquire three structures in the 900 block of Menomonie Street, which allowed for realistic F.A.S.T. / R.I.T. training. Training in real homes and businesses enhances a firefighter's level of understanding of the difficulty of self or assisted firefighter rescue, as well as providing confidence in the use of tools and techniques to overcome these challenges. The department is grateful to property owner James Rolbiecki for donating these structures.

SUPPRESSION OPERATIONS

SCBA Training/Maintenance

The SCBA maintenance team conducted annual maintenance and inspection of each of the department's Self-Contained Breathing Apparatus packs. Each pack undergoes a visual inspection in conjunction with a computerized program that mechanically and electronically tests the different functions of the pack to ensure proper operation. Flow testing is required for each SCBA at least once per year, and packs are cycled through this testing process as time allows through the year.

All department members completed an individual SCBA mask fit test administered by SCBA maintenance personnel. Fit testing is required once a year and ensures each member's mask maintains a proper seal in a contaminated environment while performing functional movements. Testing of the entire department is completed over a several-day period.

Due to the Covid-19 pandemic, D.C. Schultz and Lt. Drew Dorn performed fit testing of several types of N95 masks for all fire department personnel and members of the Eau Claire Police Department and the Eau Claire County Sheriff's Office. Also in response to the pandemic, nine limited-term employees were hired to assist the department for anticipated staffing needs. These employees required multiple training sessions on orientation, operations, general maintenance, and use of SCBAs. The LTEs were required to show proficiency with SCBA use prior to active duty.



Fit Testing of ECPD officers for N95 Masks

The SCBA maintenance team worked with personnel at the Chippewa Valley Regional Airport Fire Department to complete their annual SCBA mask fit testing. Airport Fire is required to maintain the same fit test standards as ECFD and must test each individual on a yearly basis. They maintain the identical SCBA equipment, which allows Eau Claire Fire to provide a vital service to our regional partner.

Equipment

In 2020, ECFD made quite a few changes to the fire attack packages on its engines and ladder trucks. With the purchase of Key Combat Ready fire hose and Elkhart Brass smooth bore nozzles, the department was able to enhance its firefighters' effectiveness and efficiency on the fireground by lowering operating pressures. This allowed for decreased nozzle reaction force while still meeting the National Fire Protection Administration's (NFPA) initial fire response water flow benchmarks. This change lowers the operational workload on the interior fire attack crews and allows them to conserve physical energy and increase their ability to work a longer amount of time before recycle/rehabilitation assignment. These new hose and nozzle packages are incrementally being purchased as funds allow over the next two budget cycles to outfit all apparatus.

Phase 3 of a three-year purchase plan for upgrades to the department's extrication equipment was completed. Items added in 2020 included safety equipment such as 85 pairs of extrication gloves and assorted reciprocating saw blades for use in extrication, forcible entry, and firefighting tactics. These items were added to Truck 5, Truck 9, and Squad 2. Six new crash kits with individually selected tools and bags were purchased for all frontline and reserve engines. Some of the most anticipated upgrades are new OSC connections for the tools and hoses, along with the OUTLAW package for the pumps on Truck 9 and Truck 5. This 3-phase upgrade will assist in safer, smoother, and faster operations.

This year we were able to procure new rope and Multi-Purpose Devices (MPD) thanks to the generous community we serve. Firehouse Subs awarded the department a large grant to cover the cost of the new equipment. The rope and MPDs are used for special rescues such as trench rescue, confined space rescue, swift water rescue, and high and low angle rescue. The MPDs are much safer to use, in large part because by working in tandem the weight of the load is shared. This puts less stress on the equipment and reduces the chance of equipment failure. In addition, training time is reduced because the tandem systems work together, and personnel are not required to learn belay systems. Because the MPDs replace the need for additional equipment, training on any additional equipment and set-up time at a rescue scene is decreased.

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, open water, and dive rescue in both lake and river water bodies. Low water clarity, underwater debris, entanglements, unpredictable currents, and seasonal flooding combine to present extremely challenging environments for rescuers.

The Dive Rescue Unit consists of 15 rescue divers certified in Open Water, Advanced, and Ice Diving. Numerous dive personnel have completed additional technical certifications including Full Face Mask, Rescue, Cave, and Divemaster. Last year five personnel completed training and certification in Full Face Mask operations for the purpose of leading and assisting department dive training.



2020 Highlights

- Responses
The department responded to 21 water rescue incidents.
- Training
Swift Water Rescue
A new lesson plan was developed for a hands-on approach to water rescue. The period of instruction focused on “GO” rescue scenarios with emphasis on victim carries and rescuer safety. Our community partners at the Eau Claire YMCA provided us with use of its pool, which allows personnel to practice a high risk-low frequency tactic in a controlled environment.

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.

SCUBA

SCUBA rescue training for all dive rescue personnel was held three times throughout the year. ECFD added six divers to its roster. The new divers completed Open Water and Advanced Open Water dive training at Lake Wazee. At a later date, they will complete training in Ice Diving. Divers also received certification in Full Face Mask Operations.

SUPPRESSION OPERATIONS

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 the training manikin, Rescue Randy. The training scenario was based off a last seen location of a swimmer. In August, SCUBA rescue training was conducted at the confluence of the Eau Claire and Chippewa rivers. With the confluence of the two rivers being a popular spot for recreation and the increased use of the Eau Claire river, our divers were able to experience conditions in a high hazard area.

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.

2020 Highlights

- **Training**

In January, several Type 1 members attended Operations Level Response to Radiological/Nuclear WMD (Weapons of Mass Destruction) training hosted by Chippewa Falls Fire and Emergency Services.

In March and April, training involved Levels A, B and C PPE dress out and haz mat meters (4-gas, PID, Sensit and CO).

May training included personnel demonstrating product control on a 150-lb. cylinder, mitigating both valve and sidewall leaks, and the emergency kit “A” from the haz mat trailer. Also in May, the department received an updated Unknown Substance Response and Threat Assessment from the Wisconsin State Department of Health. The Covid-19 pandemic forced the cancellation of the May 6 and 7 joint training exercise between our Type I team and the Wisconsin National Guard 54th Civil Support Team.

In June and July, team members demonstrated product control on a 1-ton cylinder, mitigating both valve and sidewall leaks, and reviewed the emergency kit “B” from the haz mat trailer. The Eau Claire branch of the Tier 1 haz mat team took delivery of two pails of a new neutralizing absorbent, Spill-X, from Chippewa Falls Fire and Emergency Services. This absorbent can be used in conjunction with or in lieu of our existing neutralizing agent, Eco-Absorb.

SUPPRESSION OPERATIONS

On August 19, members attended a Railroad 101 webinar hosted by Union Pacific Railroads.

In September, Type 1 monthly training consisted of an exercise to identify unknown materials using sampling techniques and both RAMAN and Spectroscopic metering equipment.

On October 15, members attended a virtual conference overview and discussion of a radiological release and mitigation response at the University of Oregon. Later that month, they reviewed and conducted a simulated response to a rail car leak. Members also were introduced to the AskRail app, which aids in identifying contents and quantities of substances transported on railways.

November's Type 1 training involved the mitigation of leaks from 55 gal. drums.

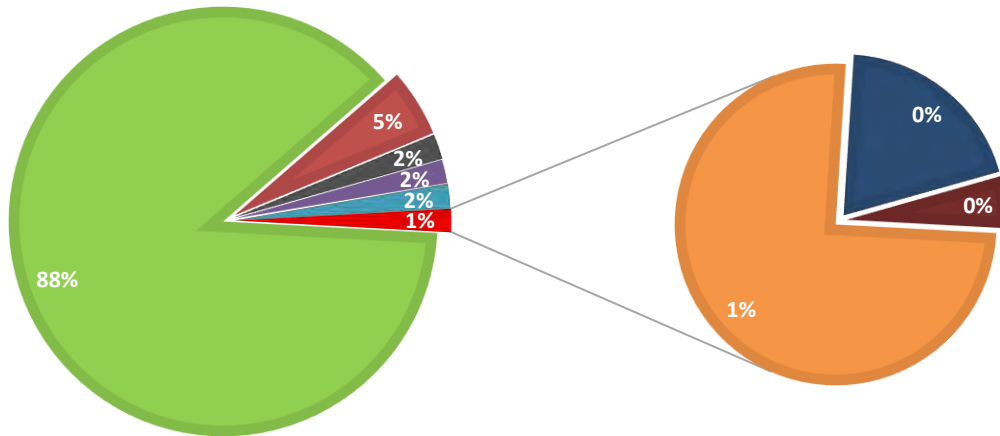
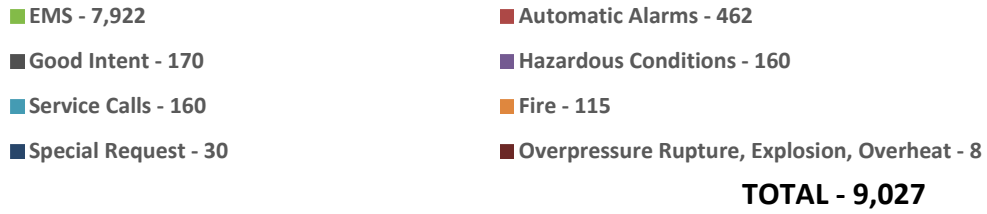
December training included identification of unknown substances and the procedure for submittal to Wisconsin Dept. of Homeland Security for verification of competency in the submission process. Members also attended a joint virtual Radiological Secondary Screener training on December 3 with La Crosse Fire Dept, WI Emergency Management and the WI National Guard 54th Civil Support Team during which they correctly identified an unknown radiological substance.

- **Equipment Purchased**

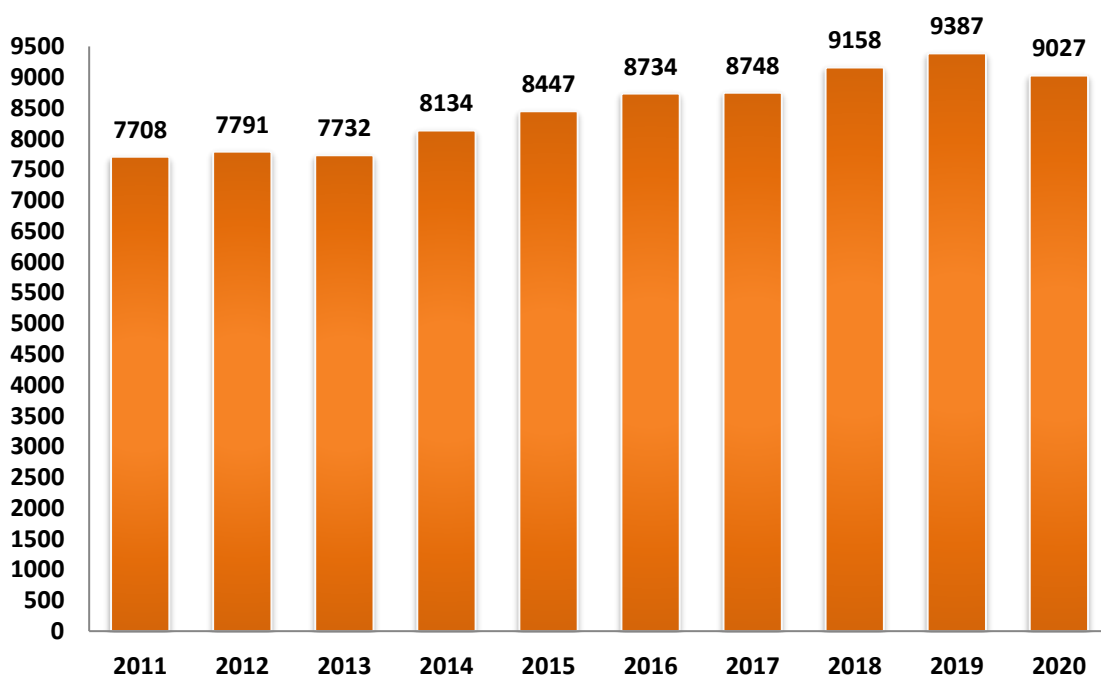
The team's leadership aggressively pursues available grant monies for equipment purchases and this year received a new meter through a State haz mat equipment grant process. The FirstDefender RMX is a Raman spectrometer by Thermo-Fisher and will be used to enhance our abilities to identify unknown chemicals and liquids. This meter allows for the identification while still inside some types of containers. A number of Type 1 members received additional manufacturer's training on the meter.

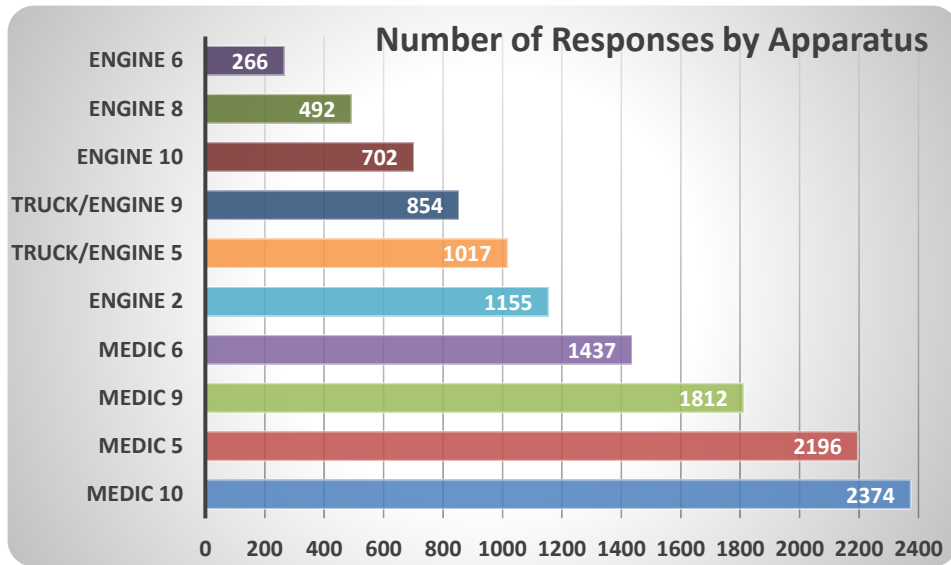


Response Breakdown

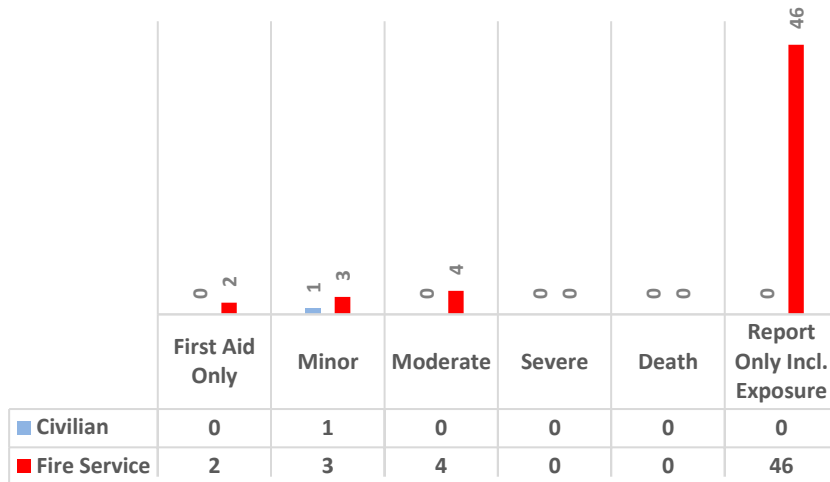


10-Year Total Responses

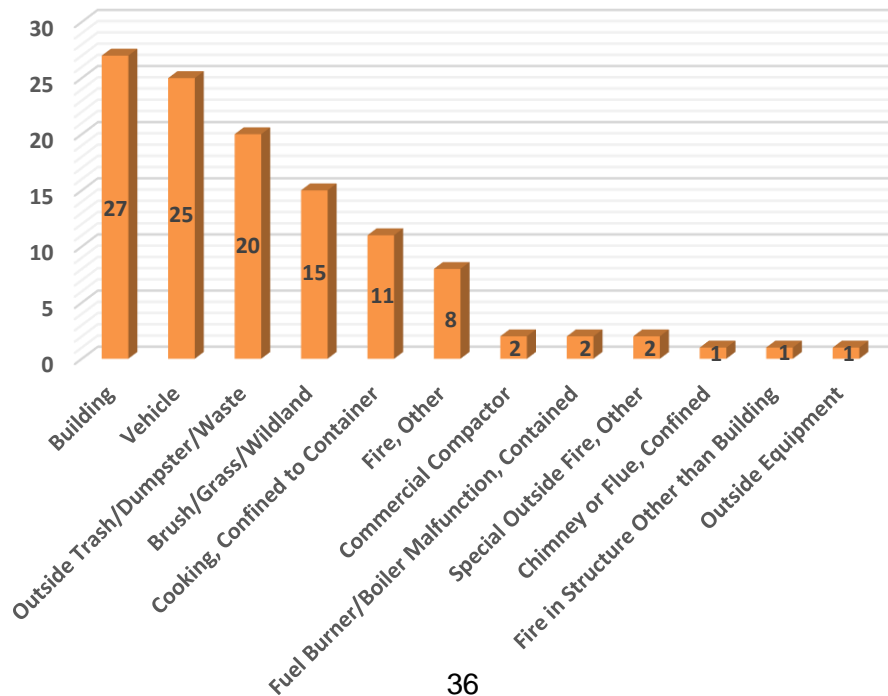




Fire Casualties



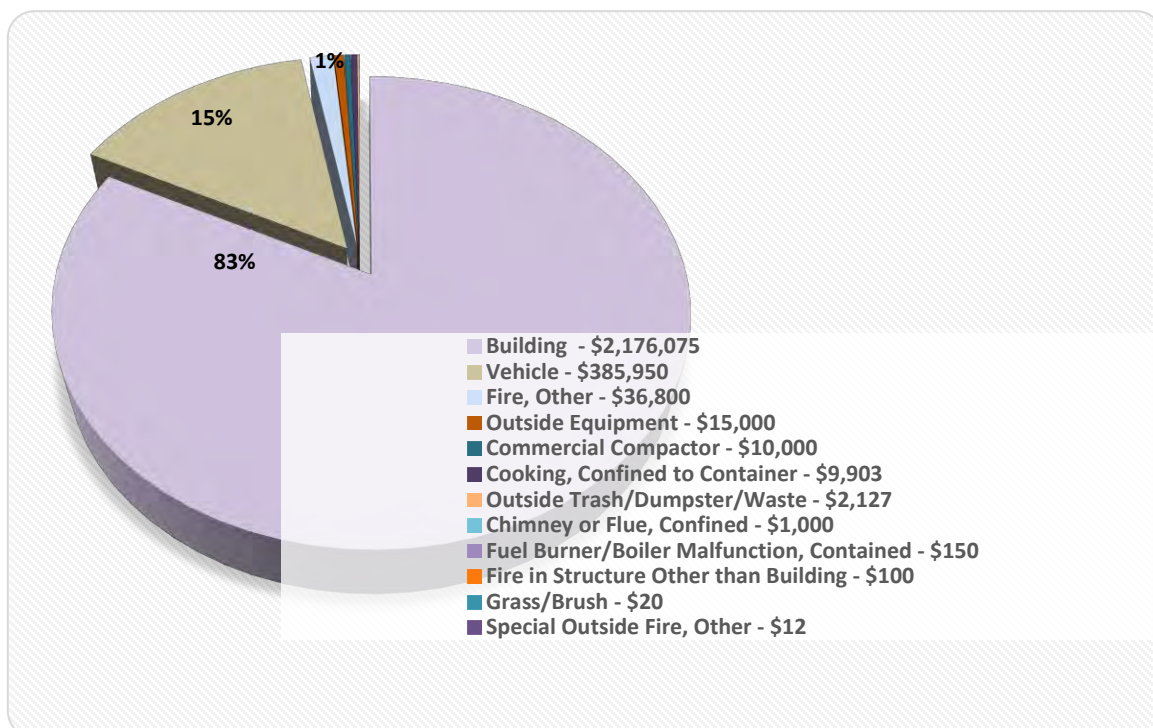
Fire Responses by Type



TOP 10 FIRES BY CAUSE AND DOLLAR LOSS

<u>DATE</u>	<u>ADDRESS</u>	<u>CAUSE</u>	<u>DOLLAR LOSS</u>
02-08-20	101 Roosevelt Ave.	Printer Electrical/Mechanical Failure	\$500,000
05-09-20	811 Garden St.	Wood Stove – Improper Use	\$385,500
12-15-20	6872 I-94	Semi-Trailer Truck	\$260,000
02-10-20	201 E. Lake St.	Careless Discard of Smoking Materials	\$250,000
02-21-20	902 Menomonie St.	Careless Discard of Smoking Materials	\$200,000
08-02-20	510 Jefferson St.	Careless Discard of Smoking Materials	\$165,200
09-14-20	1816 Sun Vista Ct.	Overheated Battery Charger	\$150,000
02-29-20	2801-2811 Richard Dr.	Motorcycle Repair Inside Garage	\$100,000
11-03-20	3120 Venus Ave.	Undetermined	\$ 85,000
11-01-20	4520 Speros Lane	Intentional	\$ 65,000

TOTAL FIRE LOSS FOR 2020 = \$2,637,137



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 provide inter-facility transports among local hospitals and EMS standby for various special events. 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 2020, ECFD EMTs and Paramedics responded to the following calls from least to most serious: Lift Assist – 328; Alpha – 1593; Bravo – 1915; Charlie – 1449; Delta – 2012.

Medical Direction

Dr. Ethan Young (Sacred Heart Hospital – Envision Health) is the department’s medical director. Dr. Aaron Triplett (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. In 2020, all personnel renewed their EMS licenses for the newly implemented three-year license cycle for the State of Wisconsin. Thirty personnel are licensed at the EMT level, and sixty 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. The department also maintains an ambulance equipped to safely care for bariatric patients. 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. In 2020, all ambulances were equipped with new technology for transmitting patient care data between the ambulance and the hospitals. This Cradlepoint technology utilizes FirstNet for data transmission of 12-lead EKGs and CAD information.

The department took possession of a new Medic 10, replacing a vehicle purchased in 2004. This ambulance includes a power load cot system that aids in preventing personnel back injuries from lifting cots.





Training

The department utilizes Target Solutions, which is an online training platform and licensure and certification management program. It 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.

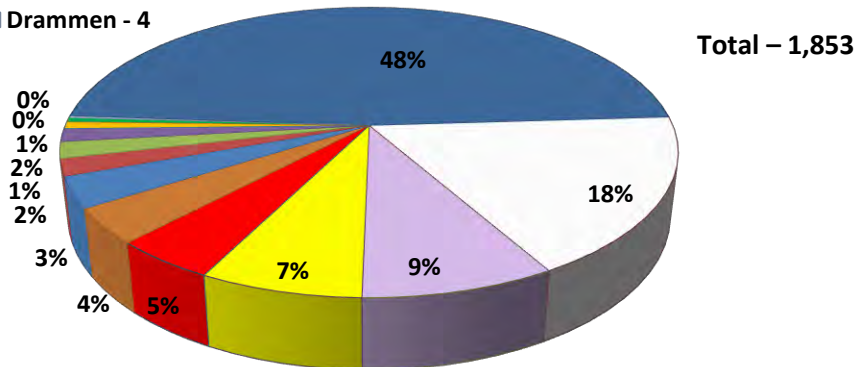
ECFD personnel must attend EMS "refresher" training on a three-year cycle. In 2020, the department became a State recognized EMS training center, thus allowing us to tailor our EMS refresher hours to fit organizational needs. This includes training hours in Airway, Respiration and Ventilation; Cardiovascular 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.

EMS OPERATIONS



Regional EMS

■ Altoona - 888	□ Washington - 328	□ Union - 159
■ Seymour - 133	■ Fall Creek - 85	■ Brunswick - 73
■ Pleasant Valley - 64	■ Lincoln - 35	■ Ludington - 34
■ Rock Creek - 27	■ Spring Brook - 14	■ Clear Creek - 9
■ Drammen - 4		



Thirteen municipalities around the city of Eau Claire are contracted with ECFD for ambulance service. Department personnel continue to work closely with the first responders sponsored by the contracted municipalities by providing training and equipment. The success of the EMS system is largely dependent on the dedication of volunteer first responders from these outlying municipalities. In most instances, they are first on the scene to begin patient care before an

EMS OPERATIONS

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.

The Town of Wheaton in Chippewa County and the City of Eau Claire came to an agreement for ECFD to start providing ambulance service to 75% of its residents beginning January 2021.

Other Agency Collaboration

Department staff participate 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 staff are also participants in various regional EMS committees such as the Northwest Wisconsin Health and Emergency Readiness Coalition, the Northwest Regional Trauma Advisory Committee, and the Chippewa Valley Technical College EMS Advisory Committee.



ECFD is a clinical training site for paramedic students and fire medic interns from CVTC, WWTC and WITC for those students to complete the field internship portion of their training. In 2020, students rode with ECFD paramedics concentrating on Basic Life Support skills and Advanced Life Support skills, as well as completing 288 hours for their final field internship training. Students develop professional and technical skills while performing assessments and formulating a treatment plan for sick and injured patients under the supervision of ECFD paramedics. 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.

In addition to EMS students, ECFD offers observational ride along opportunities to UWEC Kinesiology students, local first responders, Eau Claire County telecommunicators, and local hospital employees, as well as the general public. The department 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.

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 patient, 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.

Covid-19 Pandemic

2020 offered a unique challenge to ECFD EMTs and paramedics to continue to provide high quality patient care. The global pandemic forced procedural changes to maintain a safe environment for both emergency responders and all patients transported in ECFD ambulances. In coordination with the State of Wisconsin EMS office, protocols were modified and policies were developed to limit the spread of the virus.

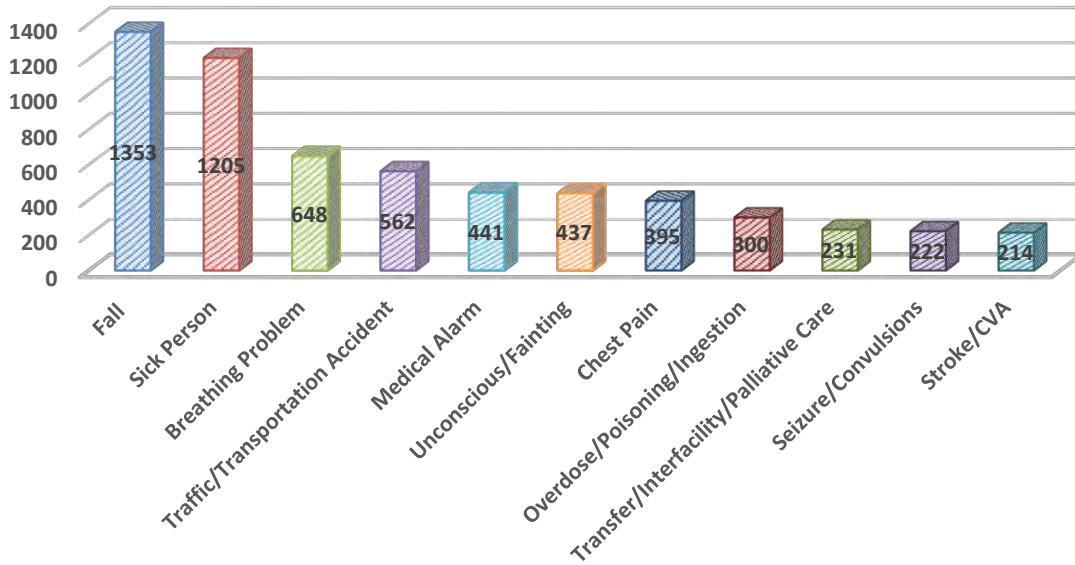
The Eau Claire Communications Center began screening 911 callers for Covid-19 symptoms or possible exposure. Crews were notified of potential Covid-19 patients prior to arrival, so appropriate Personal Protective Equipment (PPE) could be donned and the number of responders making patient contact limited to only those necessary to safely care for the patient. Alternatives to procedures such as nebulized medications and endotracheal intubation were recommended to limit the aerosolization of the virus in the interior of the ambulances.

The department also had to adapt policies on the use of PPE due to a global shortage. Items such as N95 masks and surgical gowns were in high demand globally, thus forcing personnel to clean and re-use our limited stock on a daily basis. Personnel also had to be diligent in decontamination of the ambulances and stations, so the virus would not spread among co-workers and patients.

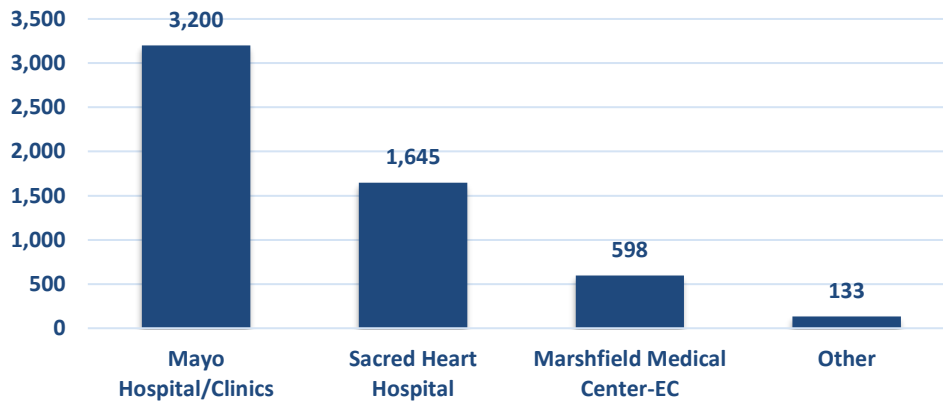


EMS OPERATIONS

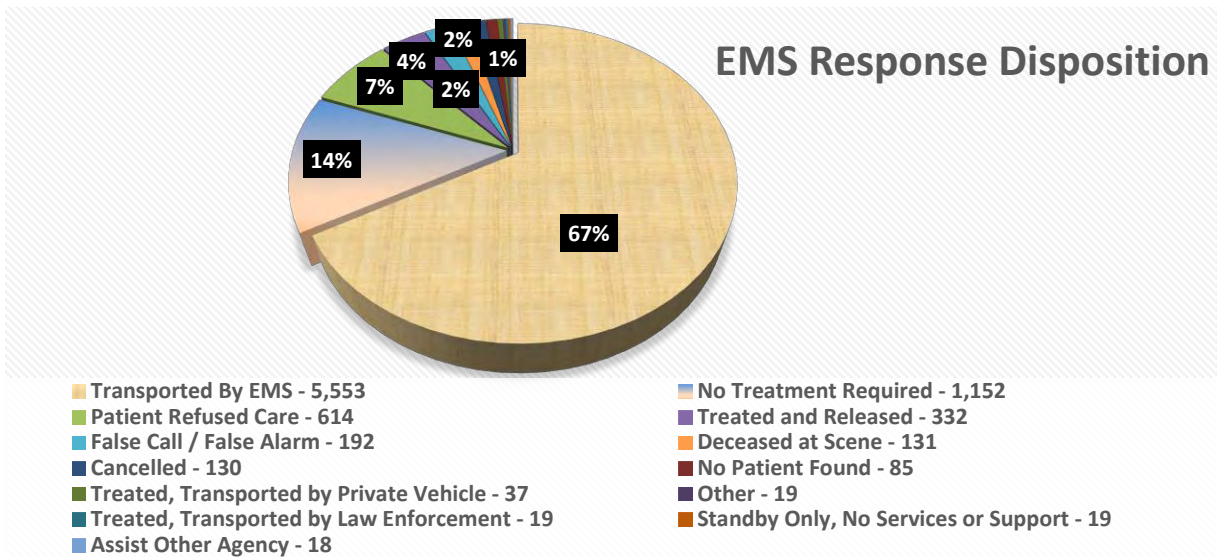
Top EMS Responses by Dispatch Reason



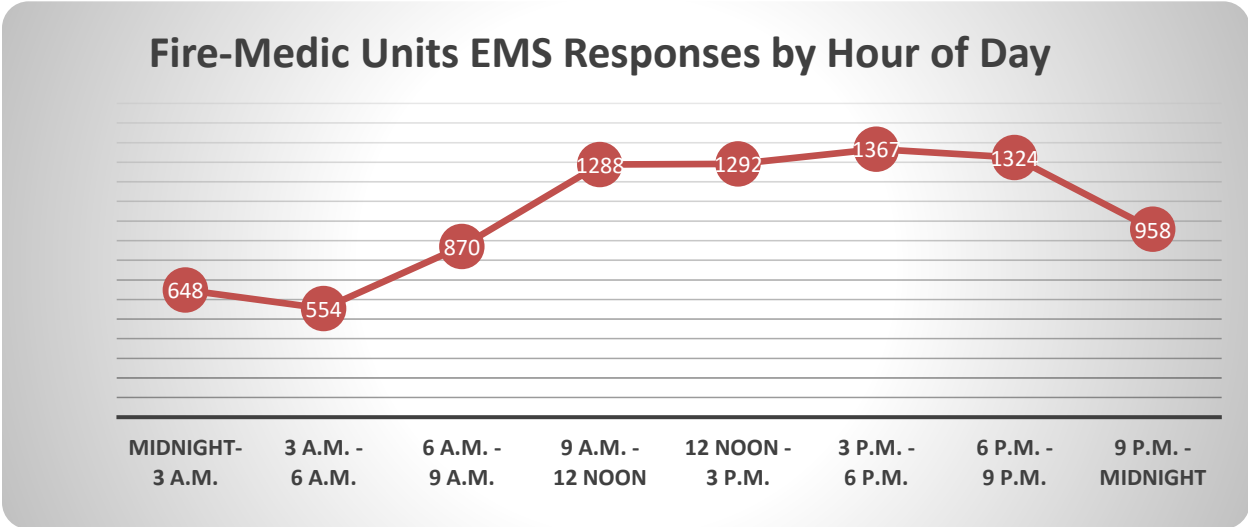
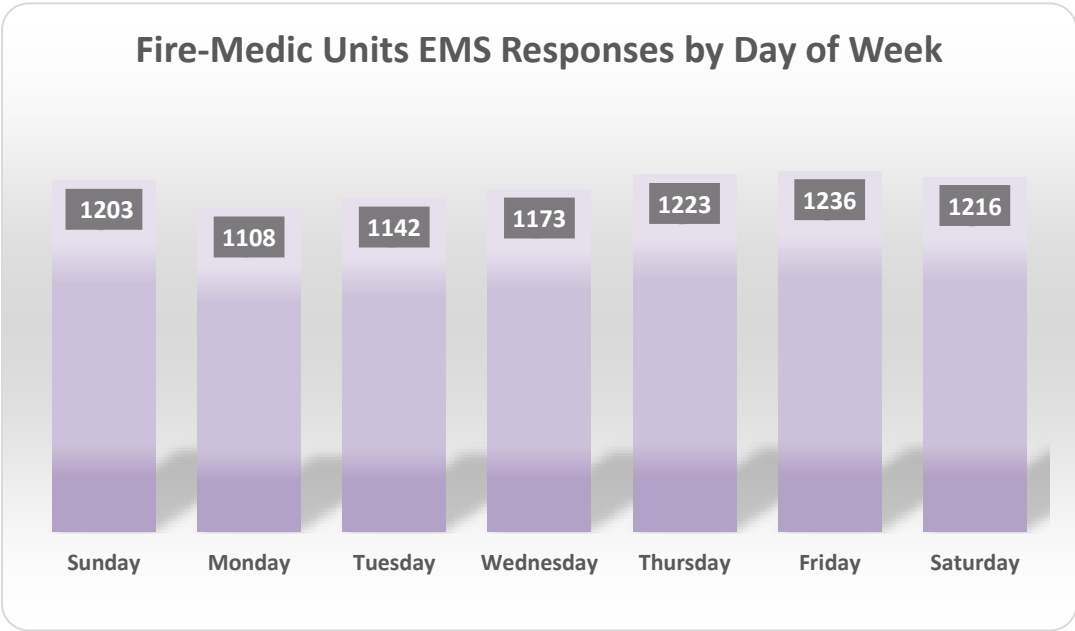
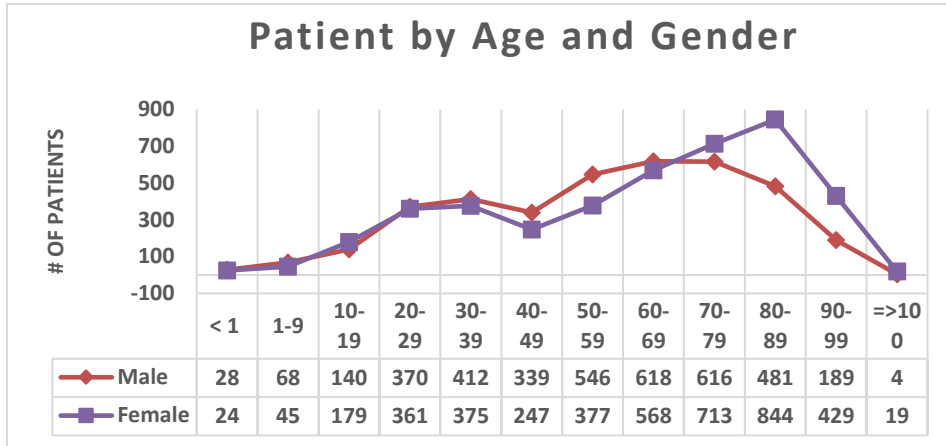
Patient Transport Destinations



EMS Response Disposition



EMS OPERATIONS



EMS OPERATIONS

Division Goals for 2021

- 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
- Reformat the EMS refresher template for the department's EMTs and Paramedics
- Continue to refine the EMS Continuous Quality Improvement process
- Continue to plan for bringing up a fourth full-time ambulance company
- Continue to work with hospitals and skilled nursing facilities to improve the relay of patient information



Fire Investigations

Per state statute, 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. Personnel responded to 115 fire-related incidents in 2020, with 27 of those being building fires. There was an estimated building loss of \$1,662,546 and an estimated contents loss of \$974,591.

Follow-Up Investigations/Actions

The Prevention Division conducted follow-up investigations for minor fire incidents and other calls for service. The fire department's goal for follow-ups is to review reports, logs, and photos completed by line personnel for necessary information and completion of the reports. When necessary, inspector's follow-up with community members for additional information and to help as needed. All efforts are made by prevention personnel during follow-up investigations to educate parties involved for future fire safety and risk reduction.

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.

Fortunately, no fires in the year resulted in civilian death. The fire with the highest dollar loss (property and contents) was an estimated \$500,000. There were six additional fires resulting in estimated dollar loss exceeding \$100,000.

Eleven 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. Division personnel have been working diligently to address the issue of kitchen and cooking fire safety within the community.

Pre-Plans and Target Hazards

The Prevention Division works with company officers to identify target hazards within the city to ensure accurate and up-to-date information is available to minimize and mitigate hazards at these locations. Target hazard facilities include but are not limited to locally defined



PREVENTION-COMMUNITY RISK REDUCTION

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. The goal is to have detailed information readily available to our crews in the field while responding to emergencies at target hazard facilities. We are hoping to outfit all frontline apparatus with updated technology to better aid responding crews by having accessible building information and any special hazards that may exist with the single push of a button. This will be a joint effort among personnel in the field, the Fire Prevention Division, the Information Technology Department, and the Communications Center.

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. 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

Annually, department personnel provide fire and safety education in the schools. Due to the pandemic, alternatives to in-person presentations were utilized. Prevention Division personnel created educational videos to be utilized by teachers, in addition to providing other educational materials to assist them in their fire and safety education efforts. Approximately 900 4-year old kindergarten students and 6,000 kindergarten – 3rd grade students were reached using the alternative education approach. All students again received coupons from Taco John's with a message reminding parents to change the batteries in their smoke detectors and have a safety plan at home. This year's theme was, "Serve Up Fire Safety in the Kitchen".



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 5,955 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, \$236,868 was reimbursed to the City of Eau Claire by the State of Wisconsin.

Prevention staff conducted 37 fire drills in 2020.

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. The following reviews and inspections were completed this year: Construction Projects Plan Reviews – 51; Community-Based Residential Facilities (CBRF) – 20; Tent Inspections – 23; License Inspections – 25; Fireworks Retail Sales – 18; Fireworks Display – 1; Fire Alarm Tests – 39; Sprinkler System Hydro Tests – 23; Sprinkler Signal Tests – 57; Hood System Tests – 12; Water Main Hydro Tests – 14; Mobile Food Truck Inspections – 22; Environmental Studies Requests – 11; and Public Education Requests – 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. Prevention staff was involved with seven such reports for the year.

Insp. Knecht, B.C. Kelly, and Rod Bonesteel from City Engineering are certified AST/UST tank inspectors. In 2020, they conducted 22 inspections, 9 tank installations, and 9 tank closures at 40 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.



PREVENTION-COMMUNITY RISK REDUCTION

Community Outreach Programs

These programs, designed to reduce risk within the city by providing activities and programs during non-emergency situations, were significantly limited due to the pandemic. 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 2020, 92 smoke detectors were installed in 35 residences.
- Prevention personnel provided training on fire safety and the use of fire extinguishers to organizations requesting this information.

Special Events

Eau Claire Fire and Rescue is a partner in the planning of all special events within the city. In many cases, department personnel have a presence at and participate in the event activities. Normally, the number of these events in a year exceeds 100; however, in 2020 special events within the city and surrounding communities was minimal.



Division Goals for 2021

- 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 2021.
- 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 6th 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.

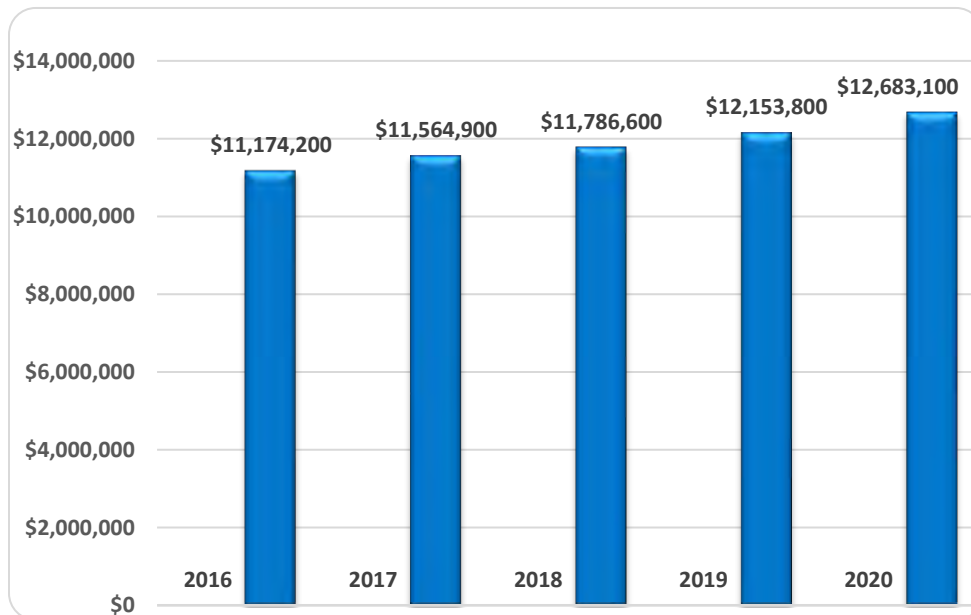


Grants

In 2020, the Eau Claire Fire Department applied for and received:

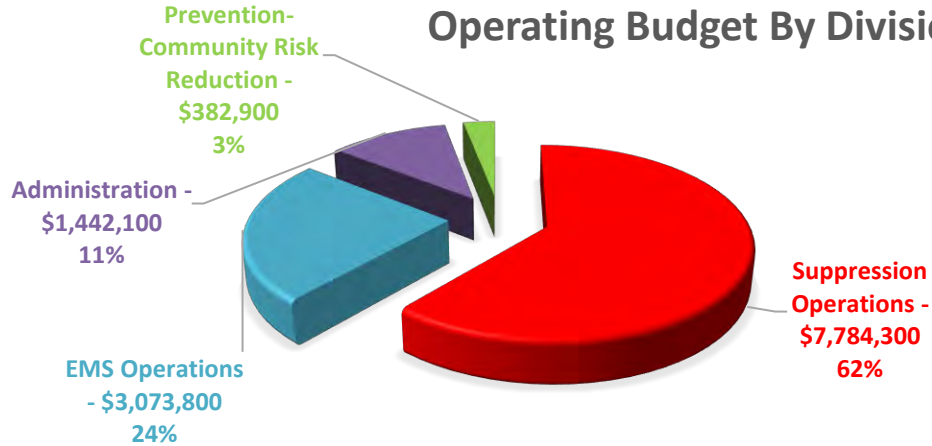
- A Forest Fire Protection (FFP) grant with the Wisconsin DNR in the amount of \$7,730. Monies from the grant were used to purchase one mobile radio and four portable radios. This grant required a 50% match from the City of Eau Claire.
- A grant from Wisconsin Emergency Management (WEM) in the amount of \$62,000 with no required match. This grant was used to purchase a meter for hazardous materials incidents.
- A grant from Vortex to purchase six sets of binoculars for placement on emergency apparatus. The grant value was \$1,100 and required no local match.

5-Year Budget Comparison

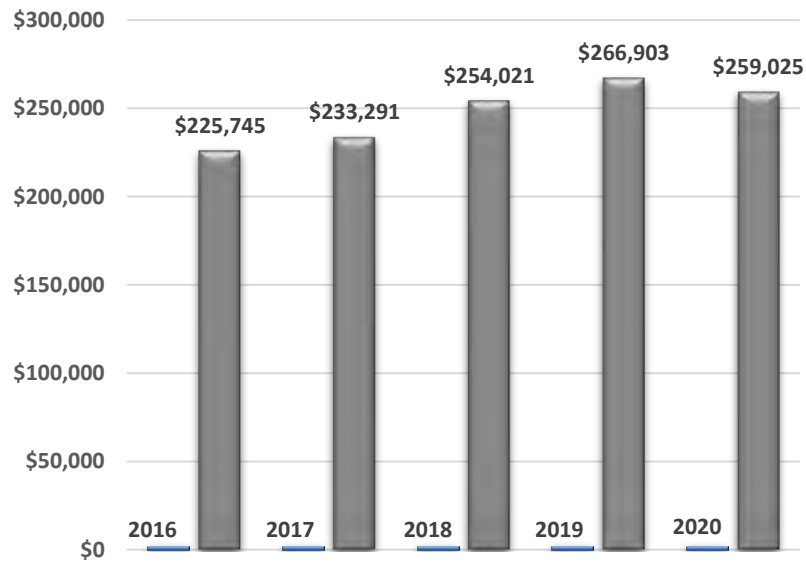


FINANCIALS

Operating Budget By Division

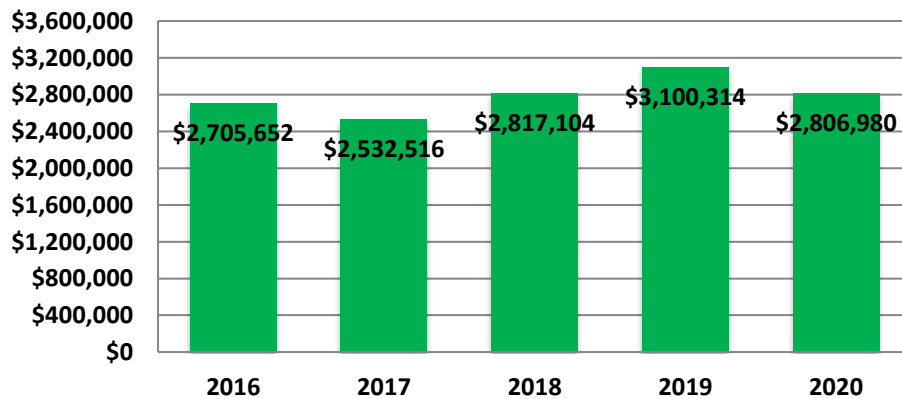


General Revenue



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 2021 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*

	2019 Actual	2020 Adopted	2020 6 Month Actual	2020 Projection	2021 Adopted
Expenditures & Other Financing Uses:					
Personnel Services	\$ 10,960,879	\$ 11,320,600	\$ 4,916,326	\$ 10,662,200	\$ 11,432,700
Contractual Services	830,987	935,100	355,895	739,000	944,550
Utilities	96,088	91,500	44,211	91,500	93,900
Contributions & Other Payments	16,380	5,800	7,200	5,800	13,000
Fixed Charges	157,512	128,100	63,950	128,100	128,100
Materials & Supplies	228,641	202,000	121,112	200,325	202,000
Expenditures & Other Financing Uses: Total	<u>\$ 12,290,487</u>	<u>\$ 12,683,100</u>	<u>\$ 5,508,694</u>	<u>\$ 11,826,925</u>	<u>\$ 12,814,250</u>



City of Eau Claire 2021 Adopted Operating Budget



*Fire & Rescue Department - Administration
Expenditure Summary*

	2019 Actual	2020 Adopted	2020 6 Month Actual	2020 Projection	2021 Adopted
Expenditures & Other Financing Uses:					
Personnel Services	\$ 972,206	\$ 1,241,600	\$ 483,573	\$ 1,025,300	\$ 1,181,700
Contractual Services	78,318	94,700	42,847	80,400	99,000
Utilities	88,989	86,500	40,776	86,500	86,900
Fixed Charges	3,200	3,200	1,600	3,200	3,200
Materials & Supplies	10,801	16,100	3,521	10,725	16,100
Expenditures & Other Financing Uses: Total	<u>\$ 1,153,514</u>	<u>\$ 1,442,100</u>	<u>\$ 572,316</u>	<u>\$ 1,206,125</u>	<u>\$ 1,386,900</u>

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

	2019 Actual	2020 Adopted	2020 6 Month Actual	2020 Projection	2021 Adopted
Expenditures & Other Financing Uses:					
Personnel Services	\$ -	\$ 8,068,000	\$ 1,198,553	\$ 2,552,850	\$ 2,509,800
Contractual Services	-	402,700	214,374	427,400	417,700
Utilities	-	5,000	3,435	5,000	7,000
Contributions & Other Payments	-	5,800	7,200	5,800	13,000
Fixed Charges	-	200	-	200	200
Materials & Supplies	-	124,000	67,458	128,300	124,000
Expenditures & Other Financing Uses: Total	<u>\$ -</u>	<u>\$ 8,605,700</u>	<u>\$ 1,491,020</u>	<u>\$ 3,119,550</u>	<u>\$ 3,071,700</u>

*Fire & Rescue Department - Suppression Operations
Expenditure Summary*

	2019 Actual	2020 Adopted	2020 6 Month Actual	2020 Projection	2021 Adopted
Expenditures & Other Financing Uses:					
Personnel Services	\$ 9,587,688	\$ 1,642,700	\$ 3,049,978	\$ 6,703,900	\$ 7,385,100
Contractual Services	746,232	431,900	97,532	228,400	421,800
Utilities	7,099	-	-	-	-
Contributions & Other Payments	16,380	-	-	-	-
Fixed Charges	148,712	119,100	59,550	119,100	119,100
Materials & Supplies	216,286	58,700	49,871	59,800	58,700
Expenditures & Other Financing Uses: Total	<u>\$ 10,722,397</u>	<u>\$ 2,252,400</u>	<u>\$ 3,256,930</u>	<u>\$ 7,111,200</u>	<u>\$ 7,984,700</u>

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



City of Eau Claire 2021 Adopted Operating Budget

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

	2019 Actual	2020 Adopted	2020 6 Month Actual	2020 Projection	2021 Adopted
Expenditures & Other Financing Uses:					
Personnel Services	\$ 400,984	\$ 368,300	\$ 184,223	\$ 380,150	\$ 356,100
Contractual Services	6,438	5,800	1,142	2,800	6,050
Fixed Charges	5,600	5,600	2,800	5,600	5,600
Materials & Supplies	<u>1,553</u>	<u>3,200</u>	<u>262</u>	<u>1,500</u>	<u>3,200</u>
Expenditures & Other Financing Uses: Total	<u>\$ 414,576</u>	<u>\$ 382,900</u>	<u>\$ 188,428</u>	<u>\$ 390,050</u>	<u>\$ 370,950</u>

Hazardous Materials Budget Summary

	2019 Actual	2020 Adopted	2020 6 Month Actual	2020 Projection	2021 Adopted
Revenue s & Other Financing Sources:					
Intergovernmental	\$ 123,941	\$ 116,000	\$ 118,571	\$ 116,000	\$ 116,000
Charges For Services	-	2,000	-	2,000	2,000
Miscellaneous	<u>2,243</u>	<u>300</u>	<u>382</u>	<u>300</u>	<u>300</u>
Revenue s & Other Financing Sources: Total	<u>126,184</u>	<u>118,300</u>	<u>118,953</u>	<u>118,300</u>	<u>118,300</u>
Expenditures & Other Financing Uses:					
Personnel Services	48,683	48,300	26,273	48,300	48,400
Contractual Services	21,530	24,400	9,407	24,400	24,700
Utilities	490	1,200	239	1,200	1,200
Fixed Charges	3,000	3,000	1,500	3,000	3,000
Materials & Supplies	25,021	19,700	20,305	19,700	19,700
Contributions & Other Payments	<u>30,266</u>	<u>28,100</u>	<u>-</u>	<u>28,100</u>	<u>28,100</u>
Expenditures & Other Financing Uses: Total	<u>128,991</u>	<u>124,700</u>	<u>57,724</u>	<u>124,700</u>	<u>125,100</u>
Excess (Deficiency) of Sources over Uses	<u>\$ (2,807)</u>	<u>\$ (6,400)</u>	<u>\$ 61,230</u>	<u>\$ (6,400)</u>	<u>\$ (6,800)</u>
Available Fund Balance:					
Nonspendable:					
Prepaid Items & Inventories	\$ 627			\$ -	\$ -
Total Nonspendable	<u>627</u>			<u>-</u>	<u>-</u>
Restricted:					
Grant Proceeds	<u>152,996</u>			<u>147,223</u>	<u>140,423</u>
Total Restricted	<u>152,996</u>			<u>147,223</u>	<u>140,423</u>
Ending Balance	<u>\$ 153,623</u>			<u>\$ 147,223</u>	<u>\$ 140,423</u>



THE CHILL IN THE AIR...
 ...AND THE CHANCE TO GIVE THANKS
 THE CRUNCH OF THE LEAVES...
 FOR THE MOST IMPORTANT PEOPLE
 IN OUR LIVES.

People like you.

A huge thank you to all of the first responders who answered the call of duty at 1625 West MacArthur Avenue on the early morning of October 5th 2020. Your quick arrival to the building and assessment of the situation put me, and many others, at ease. Your continued work to serve the community in need is a comfort and a gift we won't soon forget.

Thank you, and God bless you all.

-Lauran S.

Thank you

January 2020

Dear Firemen and women,

The work you do to protect our city is a large task. Thank you.

Thank you for going at a moments notice to a burning building or situation where help is needed. You serve so many people by what you do every week. I am thankful for your dedication to the work you do. Thank you for working till the fires go out, and for risking your life to go into a burning building to rescue strangers.

Thank you for your service to our country, state, and city. You are a blessing to our city.

Sincerely,
 Rebecca [redacted]



THANK YOU
 FIRE CHIEF CHRIS



LANDON

From: Brook Haakenson
 Sent: Sunday, April 5, 2020 12:22 PM
 To: EC_Fire <ecfire@ecucfirewi.gov>
 Subject: [EXTERNAL] Could you use bottled water?

Good Afternoon,

My name is Brook Haakenson, and I am the Brand & Activation Manager of Northern Chill water, based out of Polar, WI.

Part of our core values at Northern Chill resonates with giving back to first responders. Part of my duties have been traveling around the state, filling up the bed of my truck with cases of water, and dropping them off to Fire and Police Departments. I had plans earlier to reach out to your department to see if you guys would like some bottled water for your stations for the fire/paramedic/ems and staff to drink. Since I am now limited to travel, and bottled water is starting to disappear off the shelves in grocery stores, I wanted to reach out to ask if I can help provide water to you. I know you have a lot on your plate and I appreciate all that you do for our community, in order to keep us safe. If you could use bottled water, please let me know, by replying to this email or you can call me at [redacted].

Again, thank you. I know your staff is very busy at this time. Please let me know if I can help in any way.

Thank you!
 Brook Haakenson



Hi - I received a call this p.m. from the father of your patient from this morning on Avenue. He stated his son has special needs, and we responded to assist as he had not been feeling well for a while. Dad wanted me to pass along that our personnel were "very, very kind", and he is "very, very thankful," for your compassion and assistance.

As a side note, during our conversation I could hear what I thought were Packer game highlights playing in the background. He stated he was rewatching the game and also commented that at least one of the responding crew is a Vikings fan. I reassured him we'll tighten up our hiring standards in the future.

M5 crew was H. Harsh and N. Much
 E2 crew was B. Kranz, T. Brantner, and G. Hansen

For More Information

Administration Offices

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Eau Claire, WI 54701

Ph: 715.839.5012

Fx: 715.839.1696

ecfire@eauclairewi.gov



@ECfirerescue



@eauclairefire

<https://www.eauclairewi.gov/government/our-divisions/fire-department>

Recruitment

<http://firedepartmenthiring.com/>

Partnerships and Affiliations

Eau Claire Fire and Rescue is grateful to the many public and private agencies with which we partner to serve our community; most of them are listed below. Thank you!

Altoona Fire Department

Sacred Heart Hospital

Black River Falls EMS

Town of Brunswick

Chippewa Falls Fire & Emergency Services

Town of Clear Creek

Chippewa Fire Protection District

Town of Drammen

Chippewa Valley Regional Airport

Town of Lincoln

Chippewa Valley Technical College

Town of Ludington

City of Altoona

Town of Pleasant Valley

Eau Claire County

Town of Rock Creek

Eau Claire County Fire Chiefs Association

Town of Seymour

Eau Claire Firefighters Community Charity

Town of Spring Brook

Eau Claire Police Department

Town of Union

Eau Claire Sheriff's Office

Town of Washington

Gold Cross Ambulance Service

Township Fire Department

IAFF Local 487

Village of Fall Creek

Marshfield Clinic Health System

Wisconsin DNR

Mayo Clinic Health System

Wisconsin Emergency Management

Oak Leaf Surgical Hospital