



Mequon Fire Department
2016 Annual Report



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OFFICE OF THE FIRE CHIEF

January 1, 2017

Mayor Abendroth
City of Mequon Council Members
City of Mequon Administrator William Jones

In 2016, the Mequon Fire Department responded to 2,107 fire and emergency medical calls, a 9% increase from the previous year and 37% increase from just five years ago. This report highlights the many emergency and non-emergency activities of the Mequon Fire Department in 2016.

A noteworthy item in 2016 was the employee engagement survey. A management group designed and administered a survey to all fire department personnel to measure the satisfaction and engagement levels of the department members. The results from the survey were compared against nationwide benchmarks and an algorithm supplied by the management group. In the areas of department communication, executive leadership, operational practices, employee development and recognition the fire department scored as much as 19% higher than the national average. The results of the survey are included in this report.

Moving forward into 2017, the fire department will continue to strive to deliver the highest level of service to the community in the most efficient manner with the resources available. The department will maintain, as its highest priority, the safety of both the residents and department members.

Respectfully Submitted,

David L Bialk

Mequon Fire Chief

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VISION STATEMENT

The Mequon Fire Department will prepare members to competently perform all duties of the job to serve the community. Each member will be well-trained in the most current practices of firefighting and emergency medical services as well as personal safety and health.

The Mequon Fire Department will provide consistent, reliable, and efficient emergency services to the community.

The Mequon Fire Department will serve the community by working as partners with businesses to provide fire code enforcement assistance and pre-planning to reduce the chance of loss of life and property.

Mequon Fire Department members will serve the community through education by sharing fire safety information, injury prevention messages and act as positive community role models.

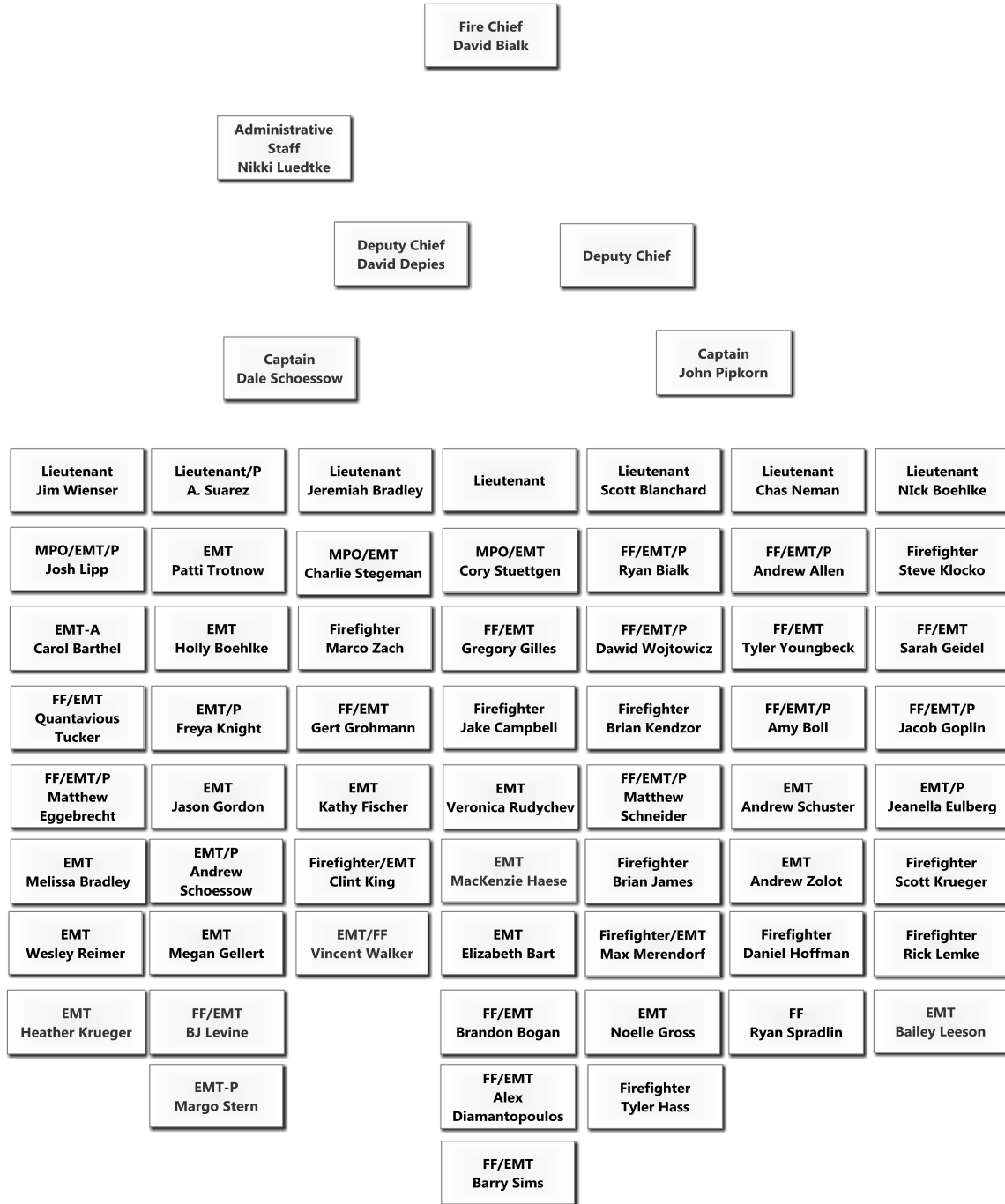
Each member of the Mequon Fire Department will pass on their training and experience to other members, thereby improving the ability and effectiveness of the department to serve the community.

Members of the Mequon Fire Department will treat membership on the department with honor and respect by appreciating that it is a privilege and not a right.

Established 1933

ORGANIZATIONAL CHART

The Mequon Fire Department provides fire prevention, fire suppression and emergency medical services to an estimated 26,000 residents who reside within the 47 square miles of the City.



CHIEF'S REPORT

Operations

January

- The fire department started performing interfacility transports from health care providers in the city to other receiving providers. The program is expected to generate an additional \$40,000 in revenue in 2016. Work continues to expand the program to generate more revenue.
- The fire department took delivery of 25 new self-contained breathing apparatus. The SCBAs are what allows firefighters to survive in an IDLH (Immediately Dangerous to Life or Health) atmosphere. The new SCBAs replace 45 older models which expired in 2016. The total number of SCBAs were reduced because of the number of seated positions on heavy fire apparatus has been reduced over the last 10 years. The money was approved in 2015 and the purchase was made in January 2016.
- Fire department employees participated in an employee engagement survey. The 72 question survey was designed to measure satisfaction and engagement levels of the department members. The survey was voluntary and anonymous and consisted of 68 benchmark questions, two custom questions designed around staffing and two open ended questions asking about the leadership of the Mequon Fire Department.
- The chief attended the first of four meetings concerning the implementation of emergency medical dispatching. EMD is a computer based program tied into the 911 system in which the call taker at the dispatch console can follow on screen prompts to give pre-arrival treatment instructions to a person before the ambulance arrives.
- Two new ice rescue suits were purchased to replace two suits which were 15-year-old. All members are trained in donning the ice suit and entering the water to make a rescue.

February

- Chief Bialk and Lieutenant Boehlke conducted a dispatcher training session for all Mequon tele-communication employees. The dispatcher training was intended to create a better understanding of fire department operations and use feedback to enhance fire department. Several ideas exchanged at the training have been implemented.
- One change is the elimination of the duty officer call down phone schedule and instead using the paging system for quicker response. Another is a reduction in the number of possible call for service codes in the CAD system from five to two, making it easier to decide what level of response is needed.

Chief's Report (continued)

- All pagers were reprogrammed to allow members not on call for EMS to silence their pagers during sleeping hours.

March

- The fire department completed its revalidation with Medicare to allow for continued billing of Medicare patient transports.
- The fire department received the results of the employee engagement survey from the MRA consulting firm. The results showed the department scored double digits above the national average in the areas of department communication, executive leadership effectiveness, employee development, operational effectiveness, organizational practices, work life satisfaction, supervisory management effectiveness and employee commitment. (See appendix for results).
- The fire department reached its two year anniversary mark of staffing one part-time paramedic around-the-clock to ensure 24/7 coverage of advanced life support calls. The department utilizes 16 members certified at the paramedic level to cover the 8,700 hours a year.
- The fire chief attended the Wisconsin State Fire Chiefs Education Conference in the Wisconsin Dells.

April

- In July, the fire department received its 2% dues disbursement from the State of Wisconsin totaling \$155,000. The department is eligible for the money by performing fire inspections of public buildings each year, providing fire prevention education activities and doing fire training for its members.
 - The Fire Department Dues Fund is funded through fire insurance premiums paid in Wisconsin. The Insurance Commissioner's Office collects two-percent of the annual premiums for the Fire Department Dues Fund. Money in the fund is distributed to municipalities based on a formula of equalized assessed value.
- The fire department took a 2002 Pierce heavy rescue fire truck out of service due to a rusty frame rail issue. The replacement or repair cost of the vehicle was prohibitive and in its place a Ford F59 step van was purchased saving approximately \$350,000.
- All dispatchers underwent 40 hours of emergency medical dispatch training. Additionally, all dispatchers were CPR certified by fire department staff.
- April 19th Emergency Medical Dispatch went live.
 - Since EMD went live in April of 2016, tele-communicators assisted persons calling 911 in administration of CPR five times.

Chief's Report (continued)

- All department Toughbooks (laptops) were updated with the latest software for electronic patient care records, maps, and alarm cards.

May

- The fire department starting performing sprinkler inspections in house. Historically all sprinkler inspections were contracted out to a third-party vendor. Performing sprinkler inspections by department staff will reduce cost and generate revenue.
- Three new candidates were selected as interns from students enrolled in the Fire Protection Technician Associate Degree program at MATC. Interns must be State of Wisconsin Certified Firefighter Level I, maintain a 2.5 or greater GPA, pass the fire department agility test and pass both a background check and medical screening. The interns live in the fire station and respond to emergency calls just like the paid-on-call and participate in community education, fire prevention, training, and other assigned duties. The interns are paid a \$500 per month stipend for their involvement.

June

- All EMT Basics, Advanced and Paramedics were relicensed with the state of Wisconsin. The State requires EMTs to take a 32-hour refresher class once every two-year licensure period.
- The fire department participated in the Mequon/Thiensville *Fun Before the Fourth* Parade.

July

- The fire department participated in the Trinity Lutheran Church-Freistadt parade.

August

- The paramedic program requires the fire department to maintain a stock of Schedule 1 (Class 1) Narcotics. Every year the narcotics are audited and inventoried. An audit was performed of the medications used for EMS and was found to be in compliance.

September

- Software updates were performed on the Computer Aided Dispatch to allow better communication between the CAD and iamresponding systems. The *iamresponding* app allows department members to see detailed call information and maps for incidents. The app also has all the city's static and non-static water sources imbedded within it.

Chief's Report (continued)

October

- The chief attended an annual meeting with the Ozaukee, Washington, Milwaukee, and Waukesha County Fire Chiefs to update all box alarm cards for the City of Mequon. A box alarm card is the template used for calling additional resources from other communities in the event of an emergency. Most departments design their box cards around bringing in the closest units to the emergency. The box alarm cards are also designed to bring in resources from other counties and across the state if needed.

Administration

- The fire department received its Fund Assistance Program (FAP) Application from the State of Wisconsin in January. Every year the fire department is eligible for FAP money from the State of Wisconsin. Funds are distributed to applicants based on a formula which includes a base sum plus a factor for run volume, service area, population and EMT roster size. In 2016, the fire department received \$7,181 of FAP money from the State of Wisconsin. The money may only be spent on EMT-Basic training and the purchase of EMS equipment.
- Residents can now purchase and request burn permits on-line. Anyone wishing to renew a permit can access the renewal on the City website. Someone wanting a new permit can fill out an application on-line and typically within a week a permit can be issued.
- There were 532 burn permits issued in 2016 compared to 521 permits issued in 2015.
- All fire department Standard Operating Procedures were reviewed and updated. In an effort to keep members informed and updated after the review, department guidelines are placed on website for members to access.
- Since taking on the job of sprinkler inspection in house, a matrix was created to process requests, view activities, record inspections performed and document billing. The information is also shared with Inspection Department when a job is completed for permitting requirements.
- The Mequon Fire and Police departments attended a non-profit give away event put on by the Godfrey and Kahn Law Firm. The law firm was changing office buildings and giving away used office furniture. The fire department retrieved several pieces from the event including tables, chairs, a lectern, a viewing screen and a power point projector.

Chief's Report (continued)

2016 Incidents

1/4/16 – The fire department responded to I-43 south of Pioneer Road for a compressed natural gas truck on fire. The driver of the truck stated she was driving when she noticed flames coming from under the front the truck. The fire was inextinguishable until the compressed gas supply was shut off.

1/5/16 – A Cadillac Escalade caught fire behind the strip mall in the 11000 block of Mequon Road. The owner had left the car running while she went in to get her nails done.

1/10/16 - A car going less than 30mph, northbound with two occupants, veered off the I-43 south of Mequon and came to rest against the guide wires. Both people in the car were unresponsive when the first responder arrived. It was found both people had been smoking synthetic marijuana; both were transported to the hospital.

2/18/16 – The fire department delivered a baby at a home on Wasaukee Road. The parents thought they could make it the hospital in time however, the mothers labor was quicker than expected.

3/1/16 – The fire department responded to a plow truck on fire at 10202 N Granville Rd. The truck was fully involved upon arrival.

1/22/16 – The fire department responded to a car fire in the parking lot of the BP gas station on Wauwatosa Road. The driver smelled smoke, pulled into the parking of the station and reported that the car just started on fire.

2/29/16 – A fire started in the garage of a home on Grasslyn and spread to the attic of the home. The homeowner had put some burning material outside on an extremely windy night and the material apparently blew out of the container, came to rest against the outside of the garage, starting it on fire. Damage was estimated at \$60,000.

3/1/16 – The fire department responded to a fully involved car fire in the 10200 hundred block of Granville.

3/5/16 – The fire department responded to a chimney fire on Kenilworth.

3/24/16 – A two car motor vehicle accident on Pioneer and River Road sent three people to the hospital.

4/4/16 – A head on vehicle crash on Wauwatosa Road south of Pioneer required two people to be extricated and taken to Froedtert Hospital for their injuries.

4/5/16 – A car on fire in the parking lot at 6306 W Executive Drive was a total loss prior to the fire department's arrival.

Chief's Report (continued)

4/8/16 – A single car accident in the 9600 block of Port Washington sent three people to the hospital, one with serious injuries.

4/416/16 – The fire department responded to a grass fire at 12425 N Farmdale. Approximately a half acre of grass was burned due to a controlled burn that went wrong.

5/7/16 - The fire department responded to a chimney fire on River Road.

5/8/16 – A Mother's Day yard cleanup and brush burn started a barn on fire at Cedarburg and Donges Bay. The fire was extinguished within 45 minutes, however, the barn continued to smolder for a week before it was completely extinguished.

5/12/16 – A school bus loaded with several children started on fire on the way to school. The fire was contained to the headliner of the bus and all the children were evacuated safely.

5/13/16 – A 5th grader was flown to Froedtert Hospital by Flight for Life after suffering an injury on the playground at Donges Bay Elementary School. The helicopter landed on the soccer field of the school.

5/22/16 – The fire department responded to a car on fire in the garage at 10022 N Concord Drive. The homeowner managed to extinguish much of the fire prior to the arrival of the first fire engine on scene.

5/29/16 - A bird's nest on top of an exterior light fixture started the siding on fire on a home on Juniper Lane. A neighbor noticed the fire from across the street and called the fire department and then went to notify the homeowner. The fire was contained to the area immediately around the light fixture and siding.

6/4/16 – The fire department responded to a car fire in the 10500 block of Granville. The car was a total loss.

6/8/16 – A two vehicle accident led to a semi rollover at Mequon Road and Sutton Ridge. Two people were taken to the hospital.

6/14/16 – A driver suffering a medical condition veered off the road and hit a tree in the 9500 block of County Line Road. The patient needed to be extricated, which was prolonged due to having to cut several trees out of the way before the Jaws of Life could be used. The patient was transported to Froedtert Hospital.

6/16/16 - A single vehicle accident in the 9800 block of the Port Washington was caused by an impaired driver. The driver became violent in the back of the ambulance and need to be restrained.

7/9/16 – Three vehicles were involved in an accident on Wauwatosa Road north of Freistadt, three people were conveyed to the hospital.

Chief's Report (continued)

7/13/16 – A dehumidifier started a basement fire on Hickory Road. The homeowner was alerted to the fire by his smoke detector. The homeowner went into the basement, emptied several fire extinguishers on the fire and decided to abandon his effort when he could not see the stairs anymore. The fire was extinguished by the fire department and building checked for fire extension.

7/16/16 – A discarded cigarette was most likely the cause of a small fire along the road in the 7900 block of Donges Bay.

7/18/16 - A homeowner at 2700 W Ranch was cooking on his gas grill and called the fire department when his grill started the side of his house on fire and would not shut off. The homeowner kept the fire in check with a garden hose until the fire department arrived.

7/18/16 – A rollover accident on Wauwatosa and Hawthorne required one patient to be extricated and transported to a trauma center.

7/20/16 – A piece of heavy machinery fell on a worker in a semi truck at Rockwell. The patient suffered minor injuries but needed to be removed from behind the machine before being treated.

7/21/16 - The fire department responded to a lighting strike at 4403 Madero Drive. The lightning struck the ground and followed the electric dog fence back into the garage and started the power supply on fire.

7/25/16 - The fire department was dispatched for a report of a "man passing out". The patient managed to call 911, give an address and state he was in distress before the connection was lost. Upon arrival the crews found a 35 year old man alone in the driveway of a home under construction. The crew found the man to be pulseless and not breathing. CPR was started and Advanced Cardiac Life Support measures were initiated. Evidence on the scene suggested the victim had an existing medical condition leading to his current medical emergency. Paramedics administered drugs and followed normal ACLS protocols. After approximately four minutes of CPR the patient regained a pulse. The patient was transported to St Mary's within 22 minutes of the original 911 call with a pulse and indications he was trying to breathe on his own. The man walked out of the hospital two days later.

8/11/16 – A malfunctioning microwave started the cabinets on fire at 3303 W Grace Avenue. The fire was extinguished with a hand fire extinguisher and the microwave was removed from the home.

8/15/16 – A single vehicle rollover accident in the 8800 block of Pioneer Road was caused by an impaired driver. The patient was extricated from the vehicle and taken to the trauma center for her injuries.

Chief's Report (continued)

9/20/16 – A worker fell off scaffolding at a construction site on Mequon Road. The patient needed to be brought down from the third floor of the building. The patient's removal was made difficult because of lack of access to the partially constructed building.

10/11/16 – A car chase lead to a victim being ejected from their vehicle and landing in a corn field in the 9400 block of Freistadt Road. The patient was flown to Froedtert Hospital by Fight for Life.

11/12/16 - A motorcycle rider crashed in the woods at Rotary Park and broke his leg. The patient was deep in the woods and it took nearly half hour to bring him out to the ambulance.

11/29/16 – A pedestrian was fatally struck at Port Washington Road and Highland Road.

12/21/16 - The fire department responded to a room and contents fire on Sierra Lane. Two people were evaluated for smoke inhalation, but no one was transported to the hospital. An electric mattress pad started a mattress and sheets on fire in a rear bedroom of the home. The occupants noticed smoke filling their house and located the source coming from a bedroom. The homeowner scooped up the flaming bedding and put it in a bathtub. He then closed the door to the bathroom and went back to the bedroom to drag the mattress outside. The homeowner was unable to re-enter the building because of the smoke and fire in the bathroom. The fire department extinguished the fire quickly. The damage was estimated at \$60,000 and the occupants were displaced until their home is repaired.

FIRE PREVENTION REPORT

The Mequon Fire Department is mandated by State Statute Chapter SPS 314 (13)(b)

1. 'General.' The chief of the fire department shall be responsible for having all public buildings and places of employment within the territory of the fire department inspected for the purpose of ascertaining and causing to be corrected any conditions liable to cause fire, or any violations of any law or ordinance relating to fire hazards or to the prevention of fires.

2. 'Determining the buildings that are to be inspected.' The fire chief shall be responsible for determining those public buildings and places of employment that are to be inspected, for each municipality for which the fire department has responsibility.

3. 'Scheduling of inspections.' Fire prevention inspections shall be conducted at least once in each non-overlapping 6-month period per calendar year, or more often if ordered by the fire chief, in all territory served by the fire department.

Creating a safe environment for people to live and work in is a goal of every fire department. Education is one way of improving safety. In Mequon, we can educate the community with programs unique to our city through the support of fire department fire inspectors, the business community, the school district and community groups.

Bi-annual fire inspections provides an opportunity to promote goodwill and education about the fire department's role with business owners and employees. This contact reaffirms their joint responsibility in regards to fire prevention. The inspection program also provides firefighters the opportunity to gain firsthand knowledge of building layouts and construction in the city.

Public education programs provide the department an opportunity to share fire safety education, injury prevention messages, and serve as positive community role models.

2016 Statistics

Department personnel conducted 1,510 fire safety inspections in the field. The total hours of fire inspections include activities such as property owner consultations, monitoring fire drills, issuing burning permits, installing Knox Boxes and sprinkler system inspections. As a result of these inspections, 447 written requests for compliance were issued. Starting in 2016 property owners were given a post card they can sign and mail to the fire department stating the violations were corrected. Out of the 447 violations issued, the post card was returned 94 times. The other 353 violations had to be rechecked with a follow up visit.

In 2016, the department spent 250 hours conducting fire safety talks and tours of the fire department for the community. In 2016 about 950 adults and children had direct interaction with the fire department and fire prevention activities.

Fire Prevention Report (continued)

The greatest interaction with the community was during our annual open house held on October 8th at the fire station located at 11300 N. Buntrock Avenue. The yearly open house was well attended by the public. The open house includes fire prevention and safety talks, apparatus demonstrations and fire safety activity books and items provided to the children.

The fire department did ambulance standbys at all Homestead High School football games, all Concordia University football games and wrestling matches, the Taste of Mequon, and the Lake Front Marathon.

TRAINING REPORT

The Mequon Fire Department trains its members through various means using the Vocational Technical College System (MATC), in-house and on-line education, conferences, and a variety of seminars. In 2016, the department delivered 3,472 hours of in-house training on Monday nights and Tuesday mornings.

- All members completed training on the mandatory Bloodborne Pathogens Policy. Other mandatory training included proper lifting, use of personal protective equipment, TB awareness and decontamination procedures.
- Jake Campell Completed EMT-Basic and Firefighter Level I training.
- The fire department conducted ice rescue training at the MATC campus lagoon. All members were trained in the new ice rescue guidelines along with suit donning and deployment of the ice rescue sled.
- All fire department staff members received training in emergency medical dispatch. The training gave staff members insight into how dispatchers will be receiving EMS calls, what questions they will ask, what instructions they may give and how calls will be prioritized.
- The fire department took delivery of 25 new self contained breathing apparatus. All members were trained in the newly purchased self contained breathing apparatus. The members went through care maintenance of the equipment and emergency operations of the units.
- The fire department technical rescue team conducted silo rescue training at the Lemke Seed farm.
- Training was conducted with the athletic training staff from Concordia University to review procedures and protocols to be used during standby at Concordia football games. Mequon provides an ambulance at all Concordia home football games and works with the medical staff from Concordia to treat injured players.
- The fire chief attended the Emergency Medical Dispatch training presented by Pro QA along with some of the dispatchers.
- Rick Lemke and Scott Krueger completed Firefighter Level I training.
- Two house burns were conducted in 2016. The first burn was at Wauwatosa and Donges in the old Target Communications building and the second at 13439 N Port Washington Road.

Training Report (continued)

- The lessons learned from doing actual firefighting under real conditions of heat and smoke are invaluable. Each burn was well attended and members were put through search and rescue training, laddering, fire attack and ventilation procedures. All National Fire Prevention Association guidelines and standards were followed during the trainings.
- All fire and police department members were recertified in CPR.
- Andrew Allen completed Emergency Services Instructor certification.
- All members were recertified in CPR, advanced airway and defibrillation.
- All fire department members attended a 48-hour paramedic refresher class hosted in Mequon.
- Ryan Spradlin, Veronica Rudychev and Daniel Hoffman completed Firefighter Level I training.
- Jake Campbell, Amy Boll, David Depies, Tyler Hass, Benjamin Levine, and Matt Schneider all completed Driver/Operator Pumper training.
- After a review of Advanced Life Support training and the ALS level transports performed from 2015, a new mentoring program was started in 2016. Starting in 2016 Paramedics are now designated Level 1, Level 2 or a Lead paramedic. The program is designed to help support newer paramedics as they work through diagnosing and treating patients. At its core the program relies on more experienced paramedics to step back and allow newer paramedics to develop.
- The yearly training schedule was developed in January to ensure the most critical of both fire and EMS topics are covered for the year. Training is viewed by the fire department as the cornerstone to operating safely and efficiently. The schedule can be modified throughout the year to meet department needs.
- The fire department conducted four in-house skills assessments called 911 Emergencies. Four times a year emergency medical technicians and paramedics must demonstrate competencies for eight high-risk, low-frequency skills by completing proficiency stations. The 911 Emergencies is a pass/fail assessment that all levels must pass to be eligible to work hours on the ambulance or first responder vehicle.
- The fire chief and the EMS training officer attended the Wisconsin EMS Association trade show in downtown Milwaukee.

Training Report (continued)

- A First Responder class was conducted for any qualified member wishing to become a first responder to EMS calls. The two First Responder vehicles are staffed 24/7 by one EMT on each. The first responder has enormous responsibility being the first person on scene of an EMS call, often alone for several minutes until other help arrives. Members wishing to become first responders are vetted through 20 hours of training and practice scenarios before being approved to become a first responder.
- Active shooter training was conducted with the Mequon Police Department as part of an on going commitment to identify and improve operations during a combined incident.

Dive Team

The dive team cooperates with other departments in Ozaukee County to ensure there are an adequate number of personnel available in the event of an incident. The Mequon Fire Department dive team trains monthly for three hours. In 2016, the dive team put in 320 hours of training along with members of the technical rescue team. There are currently five qualified divers including one Dive Master, four Advanced Rescue Divers, and six support personnel. The dive team continues to practice in the five environments they most likely will respond to:

1. Lake Michigan shore – practicing at the Harbor in Port Washington working with Port Washington divers.
2. Inland Lakes – training at Hammes Quarry, working on large area searches, navigation, and dive scene command and setup.
3. Rivers – practicing on the Milwaukee River with shore drift patterns, evidence recovery patterns, and boat handling.
4. Surface rescue – training at the MATC lagoon working on thin ice, victims on the surface and training fire department personnel with the ice rescue sled.
5. Ice rescue – practicing at the MATC lagoon diving under ice, working with a confined space environment, and procedures for diver safety in risky environments.

Technical Rescue

The Mequon Tech Team is the only team in Ozaukee County that trains in all four disciplines of technical rescue, which includes high angle, confined space, trench rescue, and building collapse. In 2016, 80 hours was spent performing scenario-based exercises. Due to the very specialized training needed to safely perform technical rescue incidents, the team leaders worked with familiarizing all department members with the tools and techniques of the tech team.

Training Report (continued)

The technical rescue team conducted a silo rescue class at the Lemke Seed farm with an outside expert in silo rescue.

In 2016 the tech team and dive team combined their operations into a new step van replacing a trailer and heavy rescue squad. The van can also double as a warming and cooling shelter during inclement weather. The cost of the van was \$50,000 compared to a new heavy rescue which would have cost upwards of \$350,000.

EQUIPMENT REPORT

One of the most important jobs of a fire department is to maintain emergency equipment in a state of readiness. Weekly vehicle checks are assigned to members on a rotating basis to ensure every vehicle is stocked and ready for an emergency response. Each member is responsible for checking equipment on their assigned vehicle weekly. Lieutenants are responsible for holding their assigned members accountable for vehicle checks.

Current Fire Department Vehicle Fleet

Unit	Year	Make	Type	Age
957	1986	GMC	4x4 Pick up	30
967	1996	Ford	3500 Gallon Tender	20
961	1996	Pierce Quint	85' Aerial with 1500gpm Pump	20
953	1998	Ford/F350	Rescue / Brush Truck	18
950	2001	Ford/F350	Ambulance	15
955	2016	Ford/F59 Van	Special Operations Equipment Truck	13
963	2005	Pierce Impel	Fire Engine 1500gpm Pumper	11
960	2006	Pierce Quint	100' Platform with 1500gpm Pump	10
956	2009	Chevy/Tahoe	Staff car	9
951	2009	Ford/F350	Ambulance	8
962	2008	Pierce	Fire Engine 1500gpm Pumper	7
966	2011	Pierce International	3500 Gallon Tender	6
952	2012	Jeep Grand Cherokee	First Responder Vehicle	5
954	2012	Jeep Grand Cherokee	First Responder Vehicle	5
951	2014	Ford/F450	Ambulance	3
964	2015	Pierce Impel	Fire Engine 1500gpm Pumper	2
970	2016	Chevy/Tahoe	Chiefs Car	1

The National Fire Protection Administration has standards for the care and maintenance of fire equipment. The fire department is bound by the State law *Chapter SPS 330 Safety and Professional Services, Fire Department Safety and Health Standards* to perform annual certification test of equipment. Many of the same testing is required by the Insurance Service Organization to maintain our current ISO fire rating.

Equipment Report (continued)

- Both department aerial ladder devices were tested and passed the yearly service certification test by Underwriters Laboratory.
- Heavy Rescue 955 was retired after 13 years of service due to rusting frame rails and replaced with a step van.
- All five heavy pieces of fire department apparatus with fire pumps were tested and found to be within specifications and certified by Underwriters Laboratory.
- All department defibrillator and cardiac monitors were checked and calibrated.
- All departments CO monitoring equipment was checked and calibrated.
- All department ground ladders were tested and certified in 2016.
- The department purchased new self contained breathing apparatus in 2016. The new SCBAs come with a five year warranty from the manufacturer and the vendor will preform all maintenance free for the first three years.
- The fire department has approximately three-and-a-half miles of fire hose that was service tested in 2016. Hose that fails the yearly service test is replaced or repaired.
- The two sets of fire department hydraulic rescue tools were tested and a factory-trained technician performed required maintenance.
- The department passed its SCBA breathing air quality testing. Testing is done once per quarter at a third-party testing facility. A test kit is mailed to the fire department, samples are taken of the air and sent back to the lab for testing.
- Each of the three ambulances has an electric-over-hydraulic power cot; all three cots were tested and certified. The maintenance technician also checks sanitation of the cots and all three were found to be in exceptional shape.

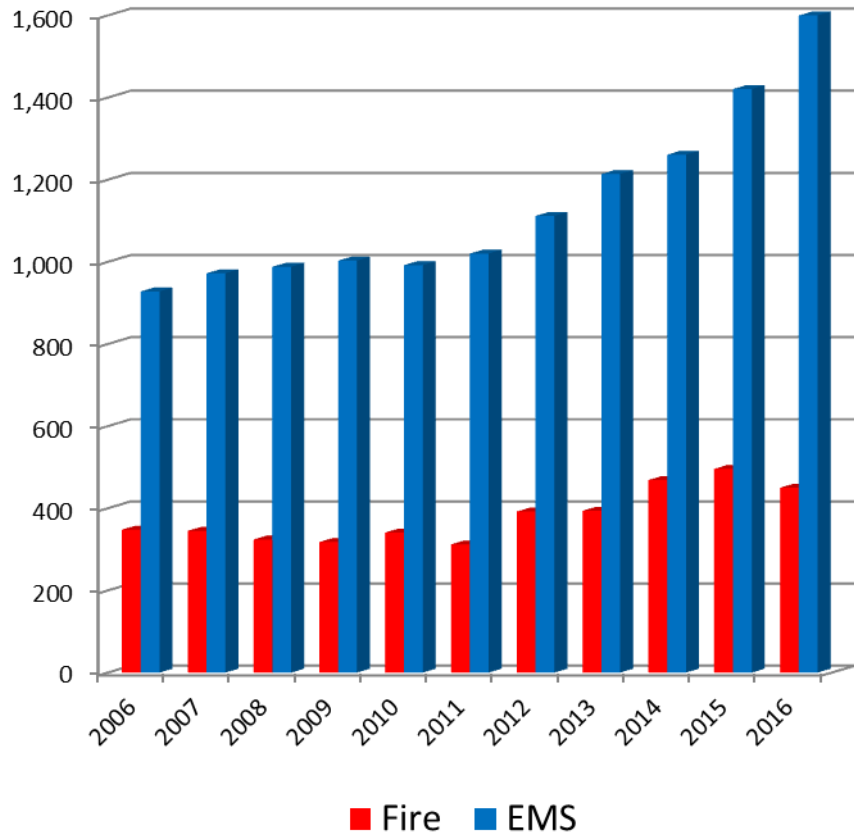
STATION IMPROVEMENTS

One of the keys to a successful paid-on-call department is having a place where members can spend time working out, studying, watching TV, washing their car, sleeping and preparing food. Giving personnel an inviting station is a way to decrease response time to fire and EMS calls because it is more likely there will be personnel in the building when a call comes in. Having members spend some of their free time in the stations provides, at times, full-time staffing. Improving the fire stations not only creates an inviting place for members, but creates a sense of pride and ownership of the department.

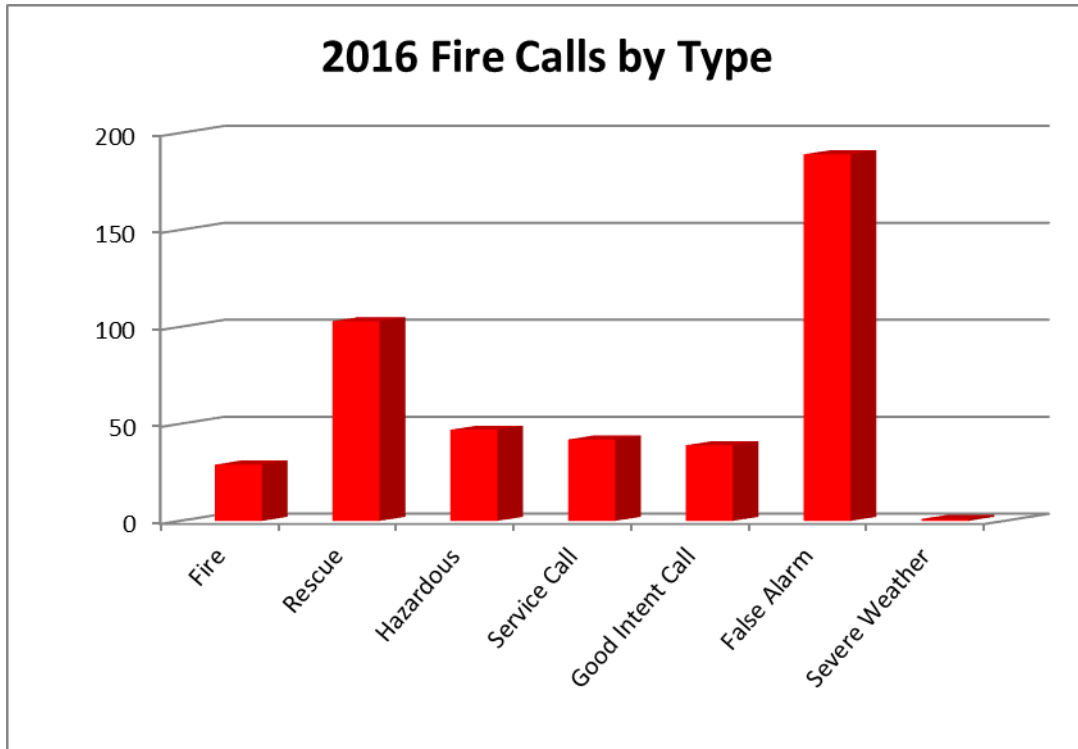
Some of the improvements in 2016 included:

- Remodeling of the training office with the help of the IT department to have a monitor installed to create a small group classroom.
- At the 2016 budget appropriations meeting \$30,000 was approved to make dorm improvements to the two fire stations. Current sleeping arrangements are one large dorm room arranged much like a barracks. The money will be used to create individual sleeping rooms with doors and locks for privacy.
- New file cabinets were purchased for the inspection office to create a better work flow.
- Two new mattresses were purchased for the fire stations.
- Five new recliners were purchased by the Mequon Fire and EMS Association for the stations.

Fire and EMS Calls 10 Year Comparison



Year	Fire Calls	EMS Calls	Total
2006	348	928	1,276
2007	345	972	1,317
2008	324	988	1,312
2009	318	1,003	1,321
2010	341	992	1,333
2011	312	1,020	1,332
2012	392	1,112	1,504
2013	394	1,214	1,608
2014	469	1,261	1,730
2015	496	1,421	1,917
2016	450	1,600	2,050



Types of Fire Calls

Fire = includes structures, vehicles, dumpsters and grass or brush fires.

Rescue = motor vehicle accident with extrication, rescue or EMS standby, search and rescue on land and water or ice rescue.

Hazardous Condition = flammable liquid spill, gas leak, chemical spill, overheated equipment, power line down and arcing electrical equipment.

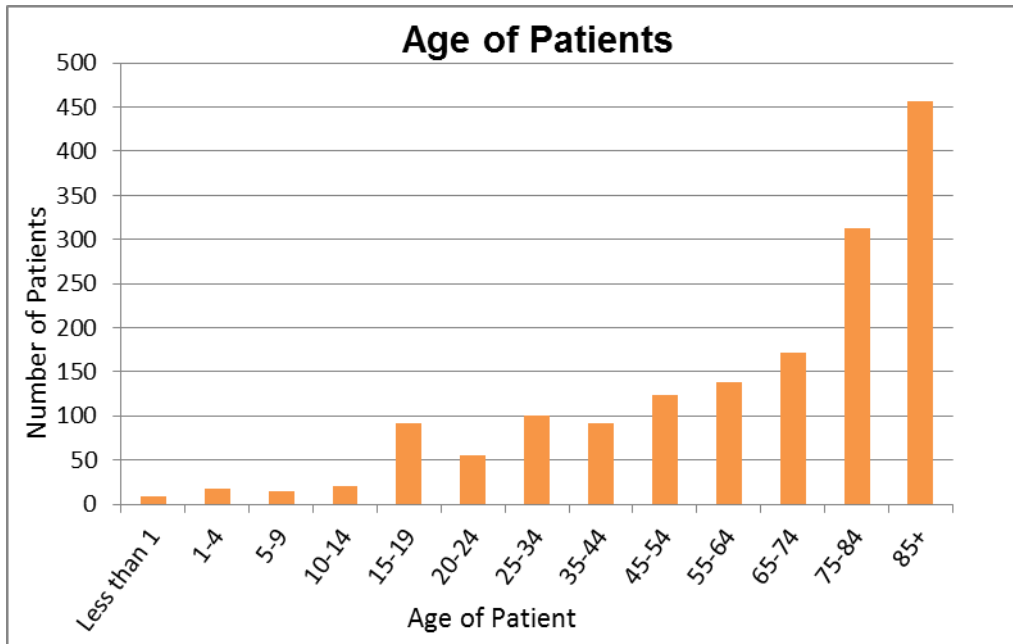
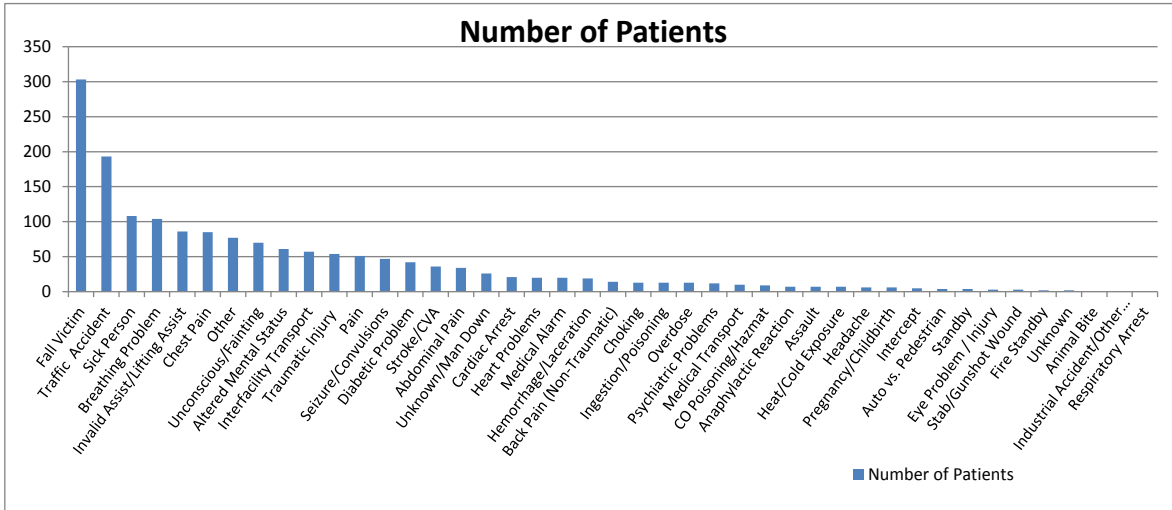
Service Call = water problem, smoke or odor removal, cover assignment for another fire department.

Good Intent Call = dispatched to an alarm and canceled en route.

False Alarm = false fire alarm or carbon monoxide alarm due to system malfunction or unintentional transmittal.

Severe Weather = lightning strike or storm-related

2016 EMS Calls by Dispatch Reason

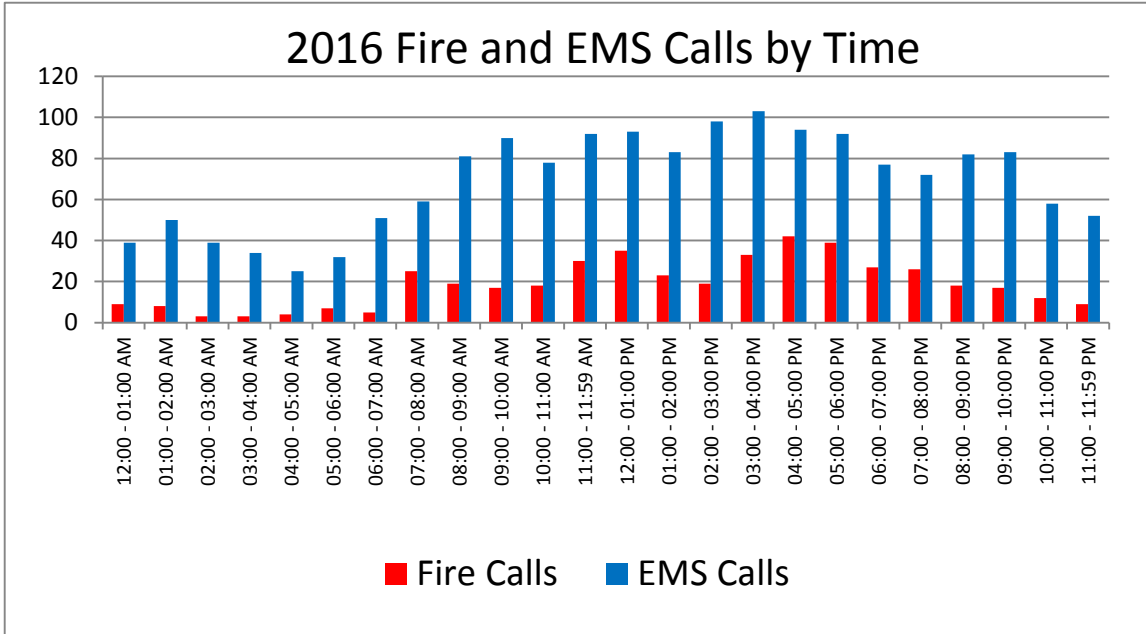


HOSPITAL DESTINATIONS 2016

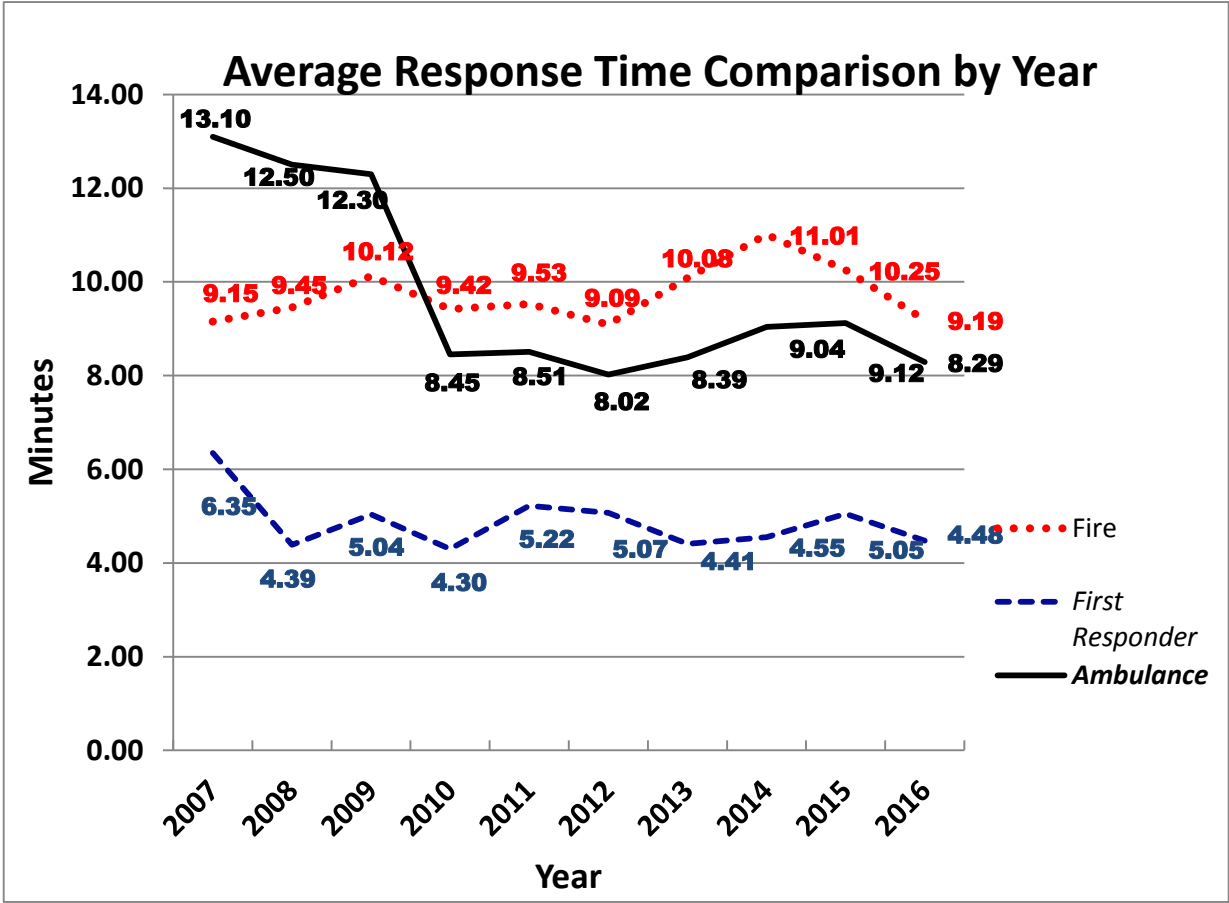
Hospital Destinations	
Columbia St Mary's Ozaukee	832
No Transport /Other	484
Aurora Medical Center Grafton	187
Froedtert Memorial Hospital	22
Community Memorial Hospital	29
Children's Hospital	19
St Mary's Milwaukee	5
St Joseph's Milwaukee	9
Aurora Sinai Medical Center	5
St Luke's Medical Center	3
VA Medical Center	3
West Allis Memorial Hospital	1
Waukesha Memorial	1
Total	1,600

HOSPITAL DESTINATIONS INTER-FACILITY TRANSPORTS 2016

Hospital Destinations	
Columbia St Mary's Milwaukee	18
Froedtert Memorial Hospital	15
Children's Hospital	8
Meadowmere Northshore	6
Rogers Memorial	4
West Allis Memorial Hospital	2
Aurora Medical Center Grafton	1
St Joseph's Milwaukee	1
St Luke's Medical Center	1
Winnebago Mental Health	1
Total	57



Time	Fire Calls	EMS Calls
12:00 - 01:00 AM	9	39
01:00 - 02:00 AM	8	50
02:00 - 03:00 AM	3	39
03:00 - 04:00 AM	3	34
04:00 - 05:00 AM	4	25
05:00 - 06:00 AM	7	32
06:00 - 07:00 AM	5	51
07:00 - 08:00 AM	25	59
08:00 - 09:00 AM	19	81
09:00 - 10:00 AM	17	90
10:00 - 11:00 AM	18	78
11:00 - 11:59 AM	30	92
12:00 - 01:00 PM	35	93
01:00 - 02:00 PM	23	83
02:00 - 03:00 PM	19	98
03:00 - 04:00 PM	33	103
04:00 - 05:00 PM	42	94
05:00 - 06:00 PM	39	92
06:00 - 07:00 PM	27	77
07:00 - 08:00 PM	26	72
08:00 - 09:00 PM	18	82
09:00 - 10:00 PM	17	83
10:00 - 11:00 PM	12	58
11:00 - 11:59 PM	9	52



Mequon Fire Department - Years of Service Roster

Fire Chief

David Bialk (10)*

Deputy Chief

David Depies (32)*

Captains

Dale Schoessow (30)*

John Pipkorn (30) **(P)**

Lieutenants

Charles Neman, Jr. (27)*

James Wienser (26)*

Armando Suarez Del Real (13) **(P)**

Nicholas Boehlke (13)*

Jeremiah Bradley (7)*

Scott Blanchard (12)*

Motor Pump Operators

Charles Stegeman (16)*

Cory Stuetgen (15)*

Josh Lipp (7) **(P)**

Emergency Medical Technicians

Carol Barthel (35)*

Patricia Trotnow (30)*

Holly Boehlke (11)*

Kathy Fischer (10)*

Quantavious Tucker (6)*

Jason Gordon (5) **(P)**

Amy Boll (5) **(P)**

Freya Ludeman (5) **(P)**

Andrew Schuster (4)*

Melissa Bradley (3)*

Megan Gellert (3)*

Matthew Schneider (3) **(P)**

Andrew Zolot (3) *

Elizabeth Bart (2)*

Jeanella Eulberg (2) **(P)**

Wesley Reimer (3)*

Jake Campbell (1)*

Noelle Gross (1)*

Tyler Hass (1)*

Veronica Rudychev (1)*

Max Mierendorf (1)*

Daniel Hoffman (1)*

Heather Krueger **(H)***

MacKenzie Haese **(H) ***

Bailey Leeson **(H)***

Margo Stern **(H) (P)**

Brandon Bogan **(H)***

Alex Diamantopoulos **(H)***

Barry Sims **(H)***

Firefighters

Steve Klocko (24)

Marco Zach (12)

Sarah Geidel (9)*

Ryan Bialk (9) **(P)**

Gert Grohmann (8)*

Andrew Allen (6) **(P)**

Matthew Eggebrecht (6) **(P)**

Dawid Wojtowicz (6) **(P)**

Jacob Goplin (5) **(P)**

Brian Kendzor (5)*

Clint King (3)*

Gregory Gilles (3) **(P)**

Brian James (3)*

Andrew Schoessow (2) **(P)**

Tyler Youngbeck (3)*

Scott Krueger (1)

Rick Lemke (1)

Benjamin Levine (1)*

Vincent Walker **(H)***

Daniel Wolf **(H)***

Ryan Spradlin **(H)**

Interns

Sarah Schaefer

Alberto Uscanga

Jacob Wnuk

Retired/Resignations

Daniel Alderfer

Johnathan Crawford

Matthew Lunsman

Kenneth Rodriques

William Rosenberg

Jon Wood

EMT Certified *

Paramedic (P)

Hired in 2016 (H)

Appendix



Overall Satisfaction - Compared to Norms

Survey Categories Green highlights = 11+ points above the norm Red highlights = 11+ points below the norm	2016 Score	Var. to Norm	Norm*
Communication	88%	+19	69%
Executive Leadership Effectiveness	89%	+17	72%
Employee Development and Recognition	88%	+16	72%
Operational Effectiveness	92%	+13	79%
Organizational Practices	92%	+9	83%
Work Life Satisfaction	94%	+9	85%
Supervisory Management Effectiveness	90%	+8	82%
Employee Commitment	92%	+6	86%
Pay	58%	0	58%
Benefits	31%	-50	81%
Overall Satisfaction - 10 Categories	85%	+7	78%

*Union

Four category scores are 11+ points higher than their norms and are strengths.
Five category scores are near norms and are considered solid scores.
Firefighters are notably less satisfied with Benefits than the norm.

City of Mequon Fire Department



Category Scores – Satisfaction by Engagement Level

MRA Survey Categories Green highlights = 90%+ for Engaged; 80%+ for Partially Engaged Red highlights < 80% for Engaged; 70% Partially Engaged	By Engagement Level	
	Engaged n = 23	Part. Engaged n = 24
Organizational Practices	100%	87%
Employee Commitment	100%	87%
Operational Effectiveness	98%	89%
Executive Leadership Effectiveness	97%	86%
Supervisory Management Effectiveness	97%	86%
Employee Development and Recognition	97%	83%
Work Life Satisfaction	96%	95%
Communication	96%	84%
Pay	48%	67%
Benefits	30%	29%
Overall Satisfaction	90%	82%

Engaged and Partially Engaged firefighters are highly satisfied in 8 categories.
Both groups are extremely dissatisfied with Pay and Benefits.

City of Mequon Fire Department



Satisfaction Category Scores Sorted by Strength

Survey Categories Green highlights = 90%+; Red highlights < 70%	2016 Score
Work Life Satisfaction	94%
Operational Effectiveness	92%
Organizational Practices	92%
Employee Commitment	92%
Supervisory Management Effectiveness	90%
Executive Leadership Effectiveness	89%
Communication	88%
Employee Development and Recognition	88%
Pay	58%
Benefits	31%
Overall Satisfaction - 10 Categories	85%

Five of ten category scores are 90% or greater and are outstanding! Exec Ldshp Effect, Communication, Employee Dev & Recog are very high scores. Pay and Benefits are the only categories with low satisfaction scores.

City of Mequon Fire Department



Engagement Assessment: Key Drivers of Engagement

Of the 28 items in this assessment, the following stand out as:

Strengths

Engaged and Partially Engaged are 95%+

- This organization values employee safety (100% / 100%)
- There is someone here I feel comfortable going to with questions or problems (100% / 100%)
- My job is personally satisfying (100% / 100%)
- I understand how my job contributes to the success of the organization (100% / 100%)
- My job makes good use of my knowledge, skills and abilities (96% / 96%)
- My supervisor supports the goals and objectives of the organization (100% / 96%)
- Our organization provides good service to our customers (100% / 96%)
- This organization has reasonable policies (100% / 96%)
- I understand this organization's policies and practices (100% / 96%)

Opportunities for Improvement

Engaged and Partially Engaged scores are both below 70%

- In this organization, I am paid fairly for my job (41% / 67%)
- In this organization, high performance is rewarded financially (37% / 42%)

City of Mequon Fire Department

