

HOLLAND FIRE DEPARTMENT

2010 ANNUAL REPORT





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ANNUAL REPORT—2010

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MISSION STATEMENT

The Mission of the
Holland Fire Department
is to Provide Excellent Life and
Property Safety to
the Community through:

Aggressive Enforcement,

♦
Education,

♦
Safe and Efficient Suppression, and

♦
Emergency Medical, Hazardous
Materials, Fire Investigation, and Other
Services Consistent with
Modern Fire Protection.

March 30, 2010

Honorable Kurt Dykstra, Mayor
Members of the Holland City Council
Mr. Soren Wolff, City Manager

The attached report is a snapshot of fire department activity for 2010. Over the course of the year the department has accomplished a number of things. First, the department was successful in obtaining a \$125,000 FEMA, Assistance to Firefighters Grant. With this grant and additional funds provided through the city budget, we were able to replace all 36 Self Contained Breathing Apparatus (SCBA) utilized by the department. The SCBA that were replaced were nearing the end of their service life and would have required significant overhauls and replacement of components as well as recertification.

The new units allowed us to take advantage of new technology which includes (a) increased air supply, (b) enhanced communication for electronic amplification, (c) heads up displays to monitor air supply and (d) the ability to use them in not only the fire environment but also atmospheres created by hazardous materials releases or terrorist events. This purchase also allowed us to issue individual face pieces to each member of the department, which has long been a goal in the department, this provides an added measure of hygienic control that will minimize transmission of colds, flu and other viruses between personnel.

It is worthy of mention that the units, manufactured by ISI, were part of a group purchased made by the City of Holland, Holland Township, Grand Haven Township and Park Township. This allowed for significant price reductions and served as an example of how multiple jurisdictions can work together.

Although much of our time, energy and focus have been on the economy and how we reduce costs and continue to provide fire and life safety services, we as a community have been blessed with some new industrial development. Lithium ion battery manufacturers, Johnson Controls-Saft, LG Chem will be great additions to our community; however their products creates different hazards that require preparation and planning so that we may assist them with fire prevention and continued operations in the event of a fire or emergency.

Advances in clean coal technology have introduced a more volatile, low sulfur coal to the James De Young Power Plant owned and operated by the BPW. These new hazards along with those that are present with lithium ion battery production create opportunities to develop partnerships that lead to risk reduction and management strategies. These opportunities will serve as a template for further development of the departments Industrial Outreach Program which has been established as a goal for fiscal year 2011. This program will bring together stake holders from many different businesses for the purposes of sharing information and training that will prevent and reduce the impact of all-hazard emergencies that may occur in the City of Holland.

Programs, such as Industrial Outreach are necessary to maximize the response of the department to all hazards types of incidents in an environment where economics may dictate the reduction of human resources in the department. The focus of such programs will be on developing self-reliance in the advent of community emergencies, risk reduction and prevention as well as recovery planning when events do occur.

We begin 2011 as the Holland Department of Public Safety and with this will come an evolution in the way we deliver fire and police services to the community. Through this process the focus of our men and women in the fire and police departments will continue to be maintaining a safe community where our residents continue to live, work and play.

Although there is hope on the horizon, our current economy along with the delayed effect it has on cities and townships will continue to drive the creativity and ingenuity needed to continue to provide the best services we can with the resources we can afford. Our men and women that provide fire services to the community continue to change and adapt in a collaborative manner and above all put our residents and stake holders first.

Respectfully,

Christopher M. Tinney
Fire Chief



A "Size-Up" of the Holland Fire Department

A fire department was established in Holland on October 11, 1848 when a meeting of all adult males of the community was held to discuss fire dangers such as wooden buildings, underbrush and spring fires. On February 8, 1849 a fire commission consisting of 8 members and the President were elected to make plans for fire protection. This commission recommended that a fire bell be placed at the corner of Tenth Street and River Avenue; that 3 pails and a 20 foot ladder be kept by each householder; and that 3 cisterns be dug at different places in the village and a log pole be kept at each one.

When Holland became a City in 1867, two fire departments were established. They were called the Eagle Hose Company #1 and the Star Hook and Ladder Company on the west end of the City, and the Columbia Hose Company #2 on East 8th Street. From this small group of dedicated volunteers, the Holland Fire Department emerged. New equipment was obtained over the years, and in 1916 Holland purchased its first motorized apparatus.

The Holland Fire Department of today is known as a combination department, meaning that it employs a mixture of career and volunteer or "part-paid" firefighters. The Fiscal Year 2011 budget authorizes 25 full-time and 30 part-paid members in the department. The full-time positions include the Interim Fire Chief, a Fire Marshal, and a Department Assistant working 40-hour workweeks; along with 3 Captains, 6 Lieutenants, and 13 Firefighters who work 56-hour weeks. The 30 part-paid members carry pagers and are on call around the clock to respond primarily to structure fire incidents. The total FY-2011 budget for fire department personnel, operations and capital outlay is \$3,144,664.

The department provides fire protection from 3 stations located on Waverly Road, Kollen Park Drive, and 160th Avenue. The Waverly and Kollen Park stations are staffed around the clock with full-time members, and a complement of part-paid members is assigned to each station. The 160th Avenue station, which is jointly owned and used by the City of Holland and Park Township, is staffed solely by part-paid members. Housed in the stations are 2 front-line fire pumpers, 1 pumper-rescue vehicle, 1 reserve pumper, 1 aerial tower truck, 2 EMS squad vehicles, a brush fire unit, rescue watercraft, and 1 staff auto.



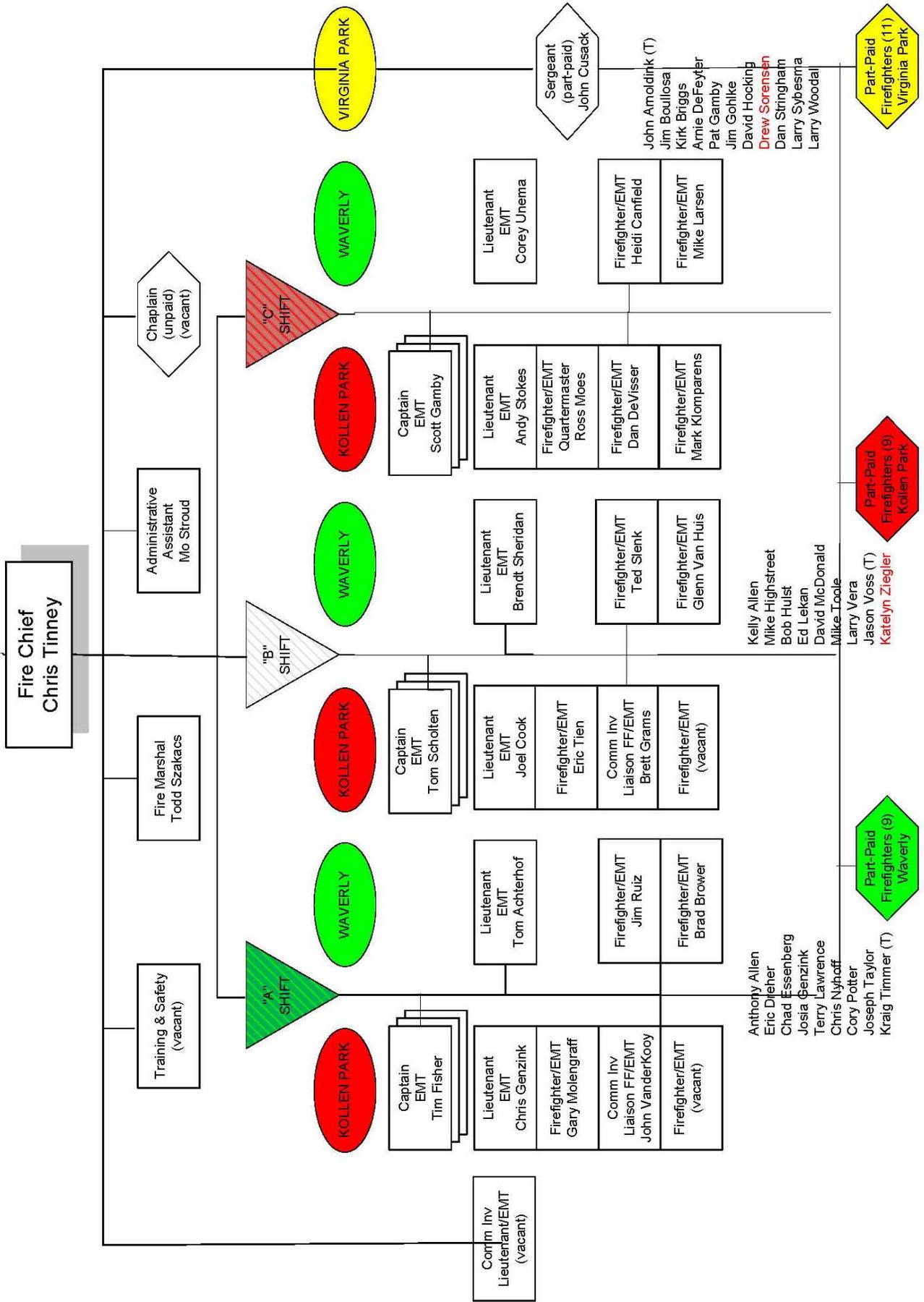
A "Size-Up" of the Holland Fire Department (continued)

The department responded to 2,725 incidents in 2010. As is typical with fire departments across the country, about 68.4% of those responses were medically-related. In addition to false alarms, hazardous conditions and service calls, the department responded to 87 fires in 2010. Those fires exposed \$160.6 million worth of property, and resulted in a direct fire loss of \$648,225; with a property saved/property exposed ratio of 99.6%.

The personnel, training, equipment, prevention, education and other aspects of the Holland Fire Department, combined with the City's excellent water supply system, provides a fire protection delivery system resulting in one of the few combination fire departments in Michigan with a Class 4 rating from the Insurance Service Office, providing an excellent return on the investment of tax dollars to the residents of the City.

Holland Fire Department Personnel

April 2, 2010





**Fire Apparatus & Equipment Section
by Captain Tom Scholten
and Team Members**

Meet the Fleet

1121
2008 Spartan / Spencer
1750 GPM Pumper / Extrication / EMS
Waverly Station



1122
1994 Spartan / Spencer
1750 GPM Pumper / Extrication / EMS
Kollen Park Station



1123
1994 Freightliner / Spencer
1250 GPM Pumper
Reserve Pumper



1124
1990 Spartan / E-One
1500 GPM Pumper
Virginia Park



1142
2001 E-One / Bronto
118' Tower – Ladder
1750 Pump
Kollen Park Station





Fire Apparatus & Equipment Section (continued)

1171
2008 Ford F-350
EMS
Waverly Station



1172
1999 Chevy Tahoe Police Pkg
EMS
Kollen Park Station



1181 & 1182
1992 GMC 3500 Brush Truck
1997 SeaDoo Explorer
Kollen Park Station





Fire Apparatus & Equipment Section (continued)

“Future Planning”

The Apparatus Section over the years has been proud to provide Holland with the most up-to-date and productive equipment known to the fire service. The previous section introduced you to our fleet; four pumpers, a tower, two EMS rigs, a brush unit and a boat. If one does the math, the 5 major rigs have an average age of 12 ½ years, the oldest being 21 years old, with two at 15. Vehicles that are built like ours, used in our environment, and taken care of like we do, have a life span of 20-25 years. Even though the exterior shines brightly, the mechanicals underneath are subject to the ravages of the weather and salt, both dealt in great quantity here. Like anything else, the amount spent to fix these trucks has to be in balance with cost to replace a truck. Unlike any other department in the city, our individual rigs need to be 100% reliable when the alarm goes off, the citizens accept nothing less. 1181 and 1172 are both in the overage category as well and attention needs to be given to them too. Replacement of these two vehicles has been deferred for the last two budgets pending an improvement in revenues and a clear and defined direction as to how medical first response will be delivered in the City of Holland.

In the near future we will begin to start the replacement process, the purpose being the replacement of a pumper. However, before this can start we will need input from the public, city council and staff to determine how the next purchase should be built to accommodate the changes in staffing and actual personnel responding to fires on the apparatus. Fire trucks come in many configurations depending on the mission and staffing, we need to look into our future to determine our direction. In the current and future budget climate, great care should be provided to match the equipment we purchase with the knowledge, training and experience of the personnel available to operate it. This work must continue even though future “difficult decisions” are in the offing.

By Apparatus Section
Captain Tom Scholten



Buildings and Grounds by Captain Tim Fisher and Team Members

In 2010 we have seen a few welcome projects. The two biggest items were the restoration of the bath/shower room at station 2 and the upgrade in lighting at both stations.

The restroom has been in need of upgrading for years and to the best of my knowledge was still the original restroom of the 1970's. Being a public facility I believe this was money well spent and gives the building a better and much more modern feel.



The second project was to replace most of the lighting in the buildings. This was made possible by the grant the city received to upgrade the lighting in all facilities. This was a great project that will really help us save energy. We have been trying over the last couple of years to try and change our culture to be more energy efficient and this will be a big help.

For 2011 the major issues I see is the restroom at station 1 and the driveways at both stations.

- ◆ The restroom at station 1 is also from the 1970's and has had intermittent repair by the firefighters. Being a public facility I believe this is becoming a critical issue. We have tile, grout and some plumbing issues that continue to be a problem. Also, if this upgrade can take place it would be a good time to put in energy efficient facilities.
- ◆ The driveways at both stations are also becoming an eyesore. The west public access drive at Kollen Park station continues to deteriorate to the point it will probably become a safety issue. At Waverly station it is not to the point of a safety issue but being a public building it is also becoming unacceptable.

Finally, we continue to recognize that the economy is still an issue. With this in mind we will continue to try and make as many repairs or upgrades we can on our own in hopes we can make a difference.

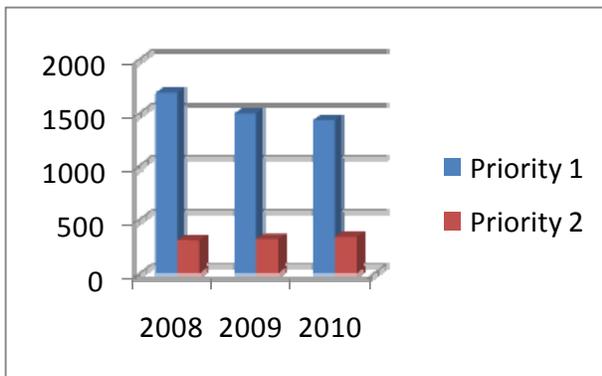


Emergency Medical Services by Captain Scott Gamby and Team Members

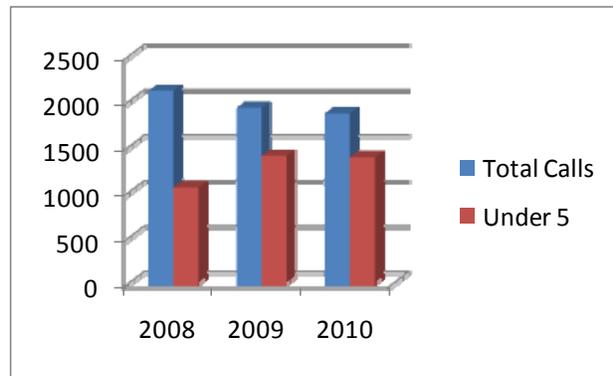
The 2010 goal for the Holland Fire Department EMS Division was a thorough evaluation of how to improve the EMS service we provide to the citizens of Holland. The addition of new equipment, more extensive training for the EMTs and a concerned effort to improve response times allowed us to successfully achieve this goal.

Response Times

Response time is the time we get the call from Central Dispatch to the time we arrive on scene. A concerned effort in both technique and efficiency shows substantial improvement between the years 2008 and 2010 as demonstrated in the graphs below.



	2008	2009	2010
Priority 1	1700	1502	1438
Priority 2	307	317	339



	2008	2009	2010
Total Calls	2115	1927	1864
Under 5	1052	1399	1383
Percentage	49.74%	72.60%	74.20%

New Equipment

The addition of new equipment, such as King Lt airways, automatic suction units, and an additional A.E.D. enhanced all of our front line responding EMS vehicles. The benefit to our EMTs using this new equipment and to the citizens it was used on are immeasurable. Working closely with a local medical equipment supplier we were able to purchase most of this equipment at cost which is vital in this economy.



Emergency Medical Services (continued)

Automatic Suction Unit—model—DEVILBISS



These three powered units replaced our less effective manual units.

Automatic Electronic Defibrillator—model—Lifepack 1000



This biphasic unit replaced a monophasic unit on one of our first responding EMS vehicles and allowed us to move the unit being replaced to a truck currently without one.



Emergency Medical Services (continued)

Airways—model—L-King LTS D



These oral airways were added to all responding EMS vehicles. The ease of use and performance of these airways allows for enhanced CPR to be performed in much less time

Training

This year, through the use of an in-house certified instructor, we were able to provide customized training to fit our department's needs at less cost. This training provided all of our EMTs with the necessary continuing education credits needed to maintain his or her medical providers license. It is our goal through this training to provide the citizens of Holland with the best pre-hospital care possible.

The year 2010 brought many positive changes in our emergency medical care. We look forward to 2011 and a continuation of improved EMS care.



Fire Prevention by Fire Marshall Todd Szakacs

This year's fire prevention week activities took place again without any difficulties. The Holland Area Fire Prevention Council decided to make some changes that included the regular parade in downtown Holland as well as an open house at the West Shore Mall. This was the first year of the open house and we were very pleased with the results. The Fire Prevention Council is a group comprised of representatives of the Graafschap, Holland, Holland Township, Park Township, Zeeland & Zeeland Township fire departments. The group meets on a monthly basis and not only works on the fire prevention week parade but mobilizes resources to assist in the delivery of fire prevention education and promote fire safety initiatives. The group gained 501C3 status this year which allows us to apply for grant opportunities as well as tax free donations from the public.

In the area of fire inspections, the department-wide enhanced pre plan/inspection program continues to be going well. This year we also added all of the vacant property inspections from the Community & Neighborhood Services Department. On average fire staff are visually inspecting approximately 180 vacant structures in the city on a monthly basis. Positive feedback from both the community business owners and staff show the program is working successfully and helping with risk reduction efforts associated with fire safety hazards. Again this year, with progress dependant upon charting a course, the following items have been established as goals for Emergency Preparedness & Fire Prevention:

- Systematic method for prioritizing maintenance inspections.
- Future development of the MCT computer database.
- The provision of opportunities for other department personnel to engage in pre plan/inspections.

The fire prevention trailer continues to be a valuable tool to our fleet allowing our department to educate over 1,500 children and adults about the importance of maintaining a fire safe environment. The department continues to receive positive feedback from several community residents which show's the program's success. Also new this past year, the department was able to purchase a Bullex mobile fire extinguisher train-



Fire Prevention (continued)



ing machine through BPW & community business donations. This system allows our staff to teach hands-on live fire extinguisher training to the business community employees. Again, we have received very positive feedback from the business community regarding this training and the program continues to grow as we are adding more requests daily.

In the area of fire investigation, opportunities are again being provided to other members of the department regarding the investigation process. This continues to be well received by personnel and has been extremely helpful to the Fire Marshal when processing the fire scene. The inclusion of others in the process helps to unify the functions of suppression, investigation and public education. Having an understanding of fire behavior and causes makes department personnel better resources to the public when educating them about fire prevention and incident preparation. In addition understanding the dynamics of fire helps build on skills necessary to combat and suppress fire.

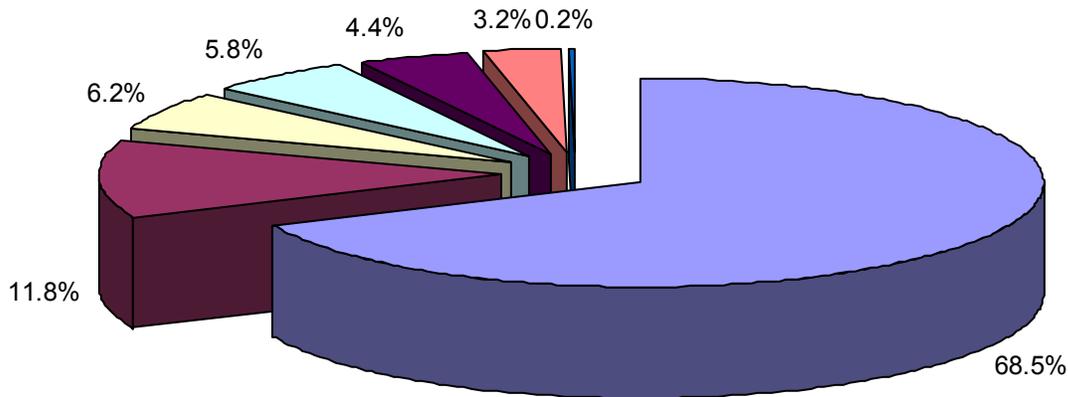


FIRE PREVENTION

	TOTAL ACTIVITY
Inspections	116
Compliance Verification	32
Complaints/Referrals from Others	15
Referrals to Others	3
Educational Programs Delivered	162
(audience numbers referred to CI)	
Fire Investigations	10
Plan Review	57
Site Plans	24
Water Based Fire Protection	17
Fire Alarm Systems	6
Construction Plans	10
Meetings with others	32
Educational /Continuing Ed Programs Attended	13
Special Assignments	172
Departmental Training Attended	8



TYPES OF SITUATIONS FOUND FIRE DEPARTMENT



- Medical Emergencies
- False Alarms
- Hazardous Conditions
- Service Calls
- Good Intent Calls
- Fires
- Others

Type of Situation	Incidents	Percent
Medical Emergencies	1865	68.4%
False Alarms	321	11.8%
Hazardous Conditions	169	6.2%
Service Calls	158	5.8%
Good Intent Calls	119	4.4%
Fires	87	3.2%
Others	6	0.2%
	2725	100.0%

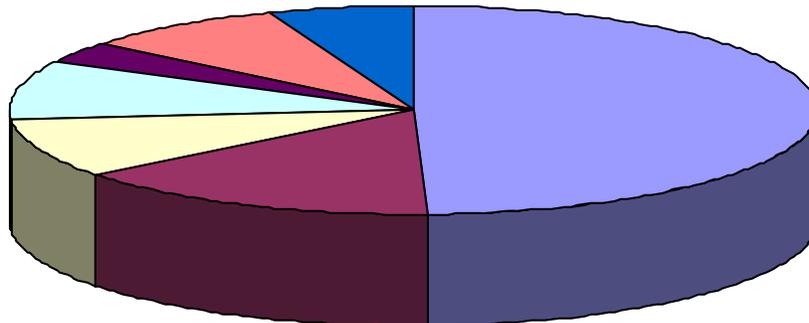


FIRE INCIDENTS Classified by Property Types

Property Type	Incidents	Percent
Structures	43	49.4%
Vehicles	13	14.9%
Refuse	8	9.2%
Vegetation	8	9.2%
Fires/Explosion Not Classified	3	3.4%
Explosion/No Fire	7	8.0%
Outside of Structure	5	5.7%
	<u>87</u>	<u>100.0%</u>

FIRE INCIDENTS CLASSIFIED BY PROPERTY TYPES FIRE DEPARTMENT

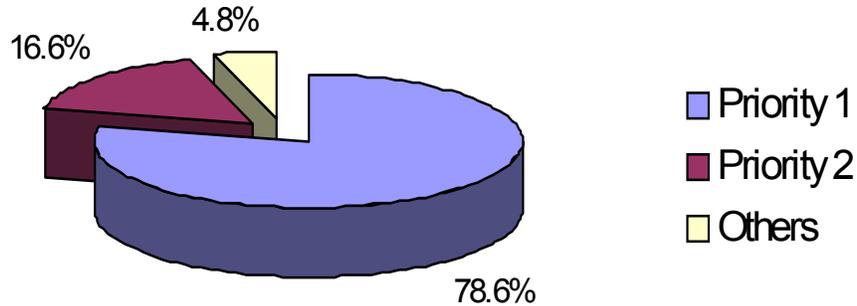
- Structures
- Vehicles
- Refuse
- Vegetation
- Fires/Explosion Not Classified
- Explosion/No Fire
- Outside of Structure





EMS CALLS BY PRIORITY

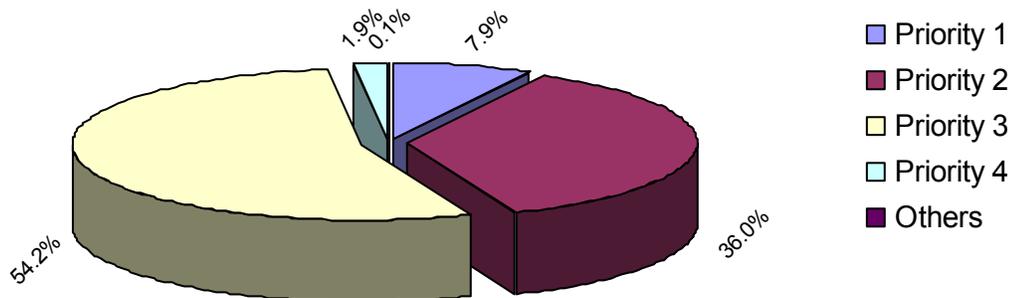
	Incidents	Percent
Priority 1	1438	77.1%
Priority 2	339	18.2%
Others	88	4.7%
	1865	100.0%



EMS CALLS BY ACTUAL PATIENT PRIORITY

	Incidents	Percent
Priority 1	147	7.9%
Priority 2	672	36.0%
Priority 3	1010	54.2%
Priority 4	35	1.9%
Others	1	0.1%
	1865	100.0%

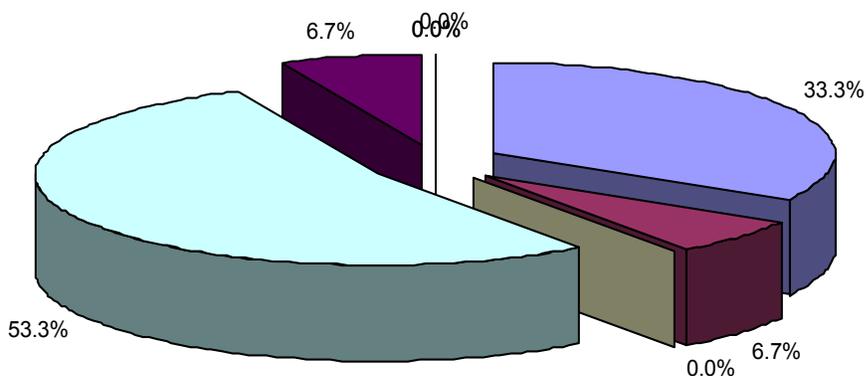
MEDICAL CALLS BY ACTUAL PATIENT PRIORITY FIRE DEPARTMENT





SUMMARY OF FIRE CAUSES FIRE DEPARTMENT

- Mechanical Failure
- Operational Deficiency
- Incendiary/Suspicious
- Misuse of Heat Source
- Design Deficiencies
- Other
- Misuse of Fuel Supply
- Natural Causes



Type of Situation	Incidents	Percent
Mechanical Failure	5	33.3%
Operational Deficiency	1	6.7%
Incendiary/Suspicious	0	0.0%
Misuse of Heat Source	8	53.3%
Design Deficiencies	1	6.7%
Other	0	0.0%
Misuse of Fuel Supply	0	0.0%
Natural Causes	0	0.0%
	15	100.0%

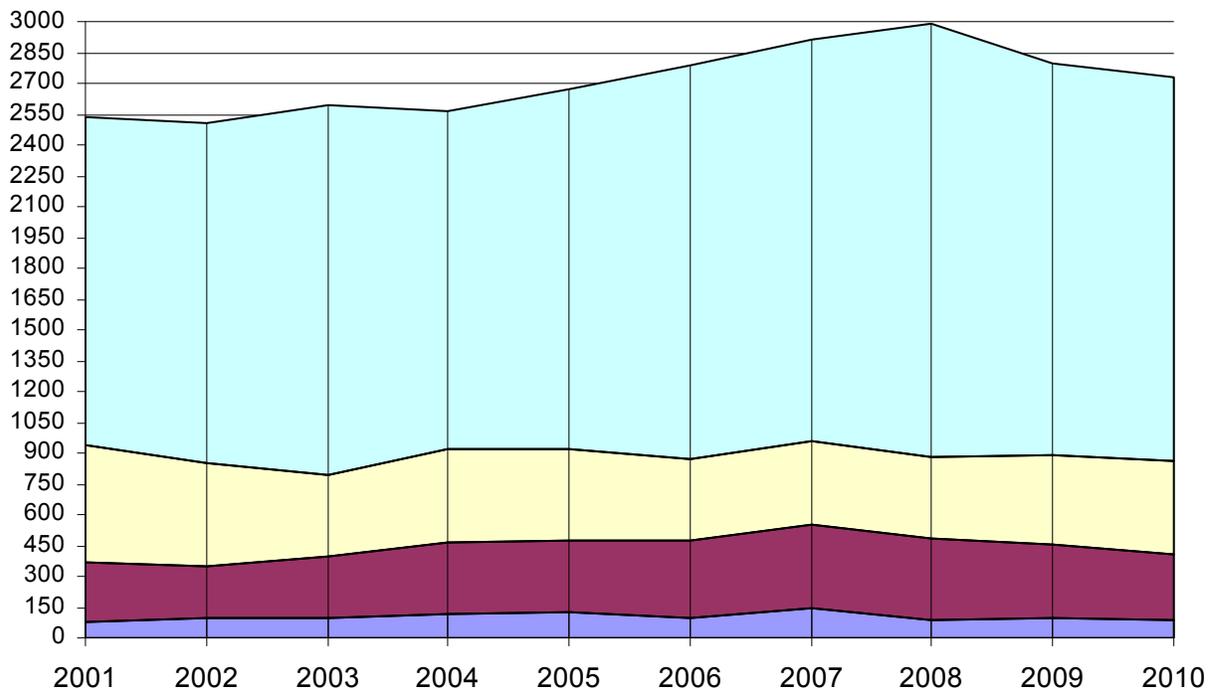


10 YEAR INCIDENT SUMMARY

Situation	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
Fires	82	94	93	118	129	98	146	89	94	87
False Alarms	286	250	302	350	342	378	405	393	362	321
Others	571	506	402	450	447	394	403	400	434	452
Medicals	1599	1661	1800	1644	1752	1916	1959	2112	1909	1865
Total	2538	2511	2597	2562	2670	2786	2913	2994	2799	2725

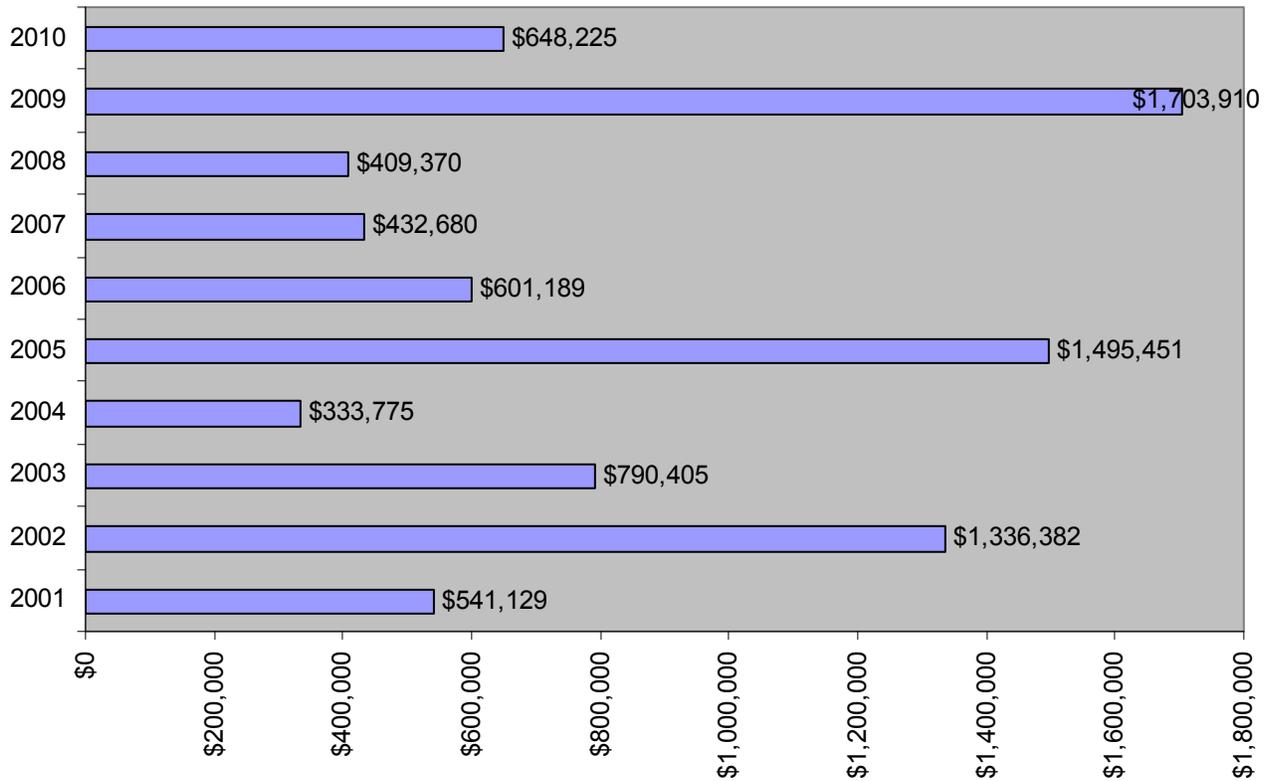
10-YEAR INCIDENT SUMMARY FIRE DEPARTMENT

■ Fires ■ False Alarms ■ Others ■ Medicals





PROPERTY LOSS SUMMARY FIRE DEPARTMENT

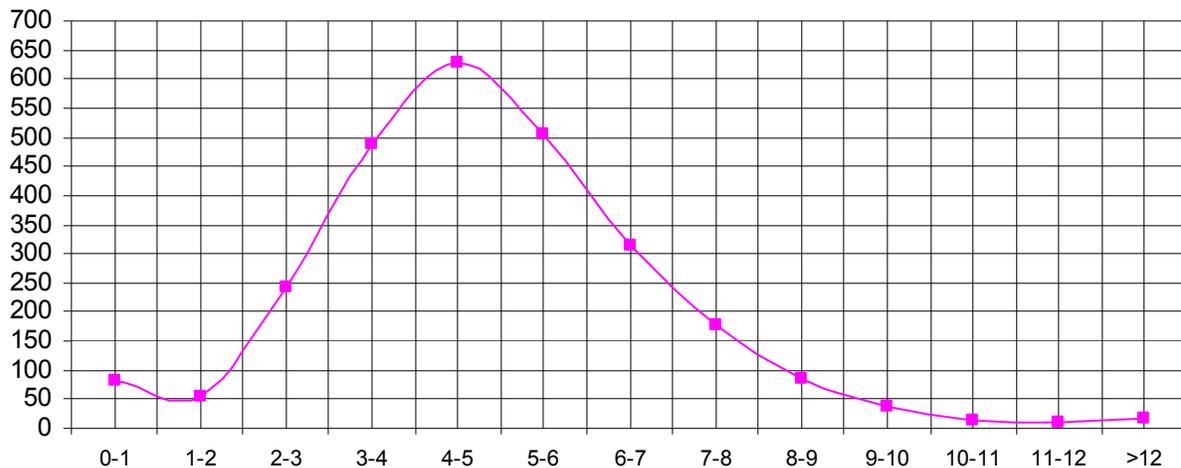




TIMES FROM CALL RECEIVED TO FIRST UNIT ON SCENE

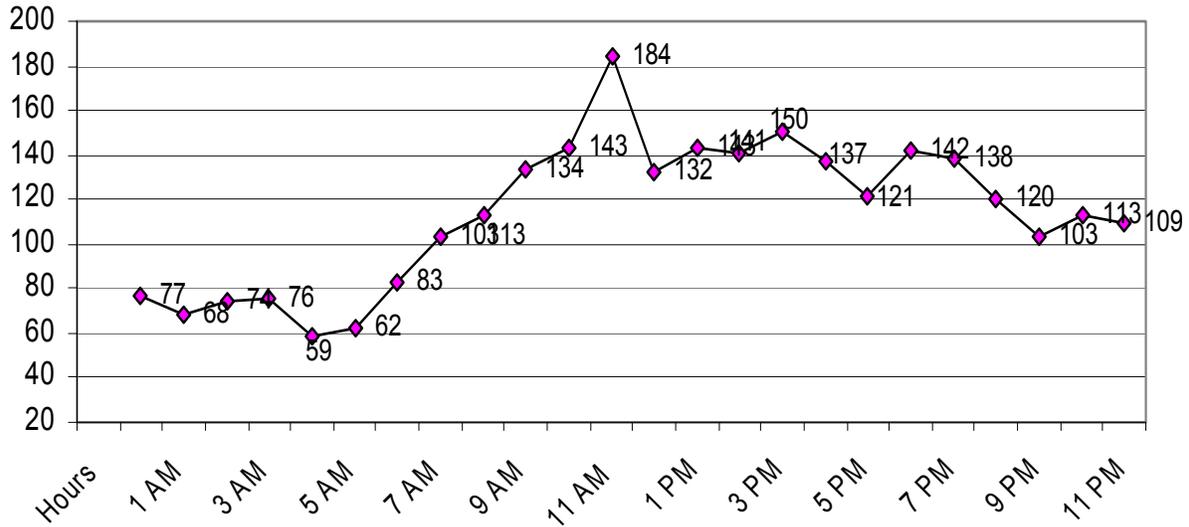
MINUTES	INCIDENTS	PERCENT
0-1	83	3.0%
1-2	55	2.0%
2-3	243	8.9%
3-4	490	18.0%
4-5	627	23.0%
5-6	507	18.6%
6-7	314	11.5%
7-8	179	6.6%
8-9	86	3.2%
9-10	39	1.4%
10-11	14	0.5%
11-12	9	0.3%
>12	17	0.6%
cancelled on route	62	2.3%
	2725	

TIME FROM CALL RECEIVED TO FIRST UNIT ON SCENE FIRE DEPARTMENT

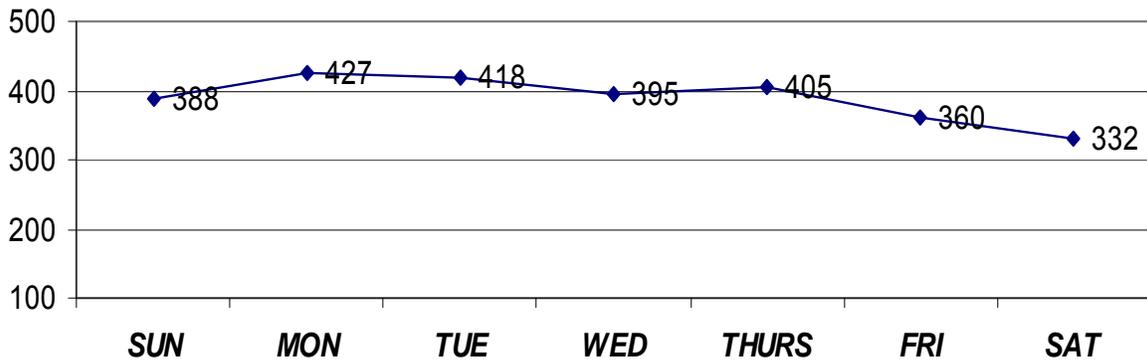




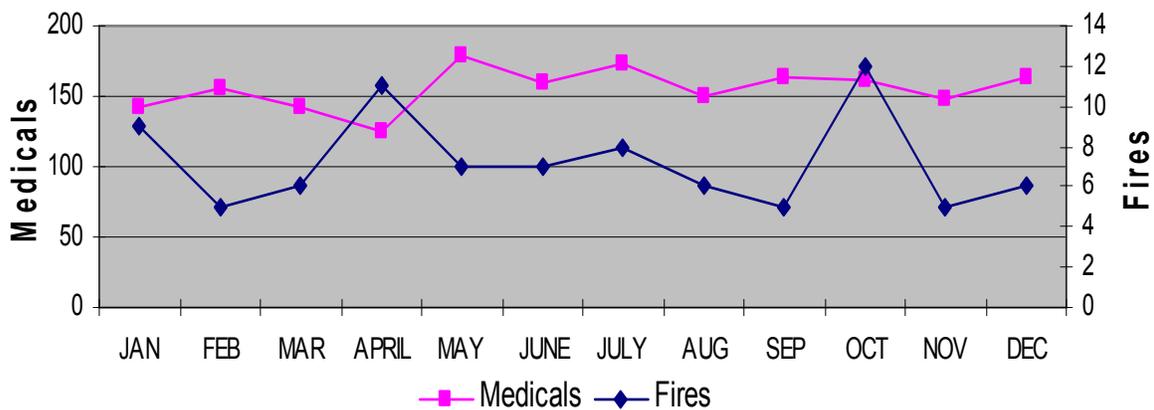
INCIDENTS BY HOUR OF DAY



INCIDENTS BY DAY OF WEEK

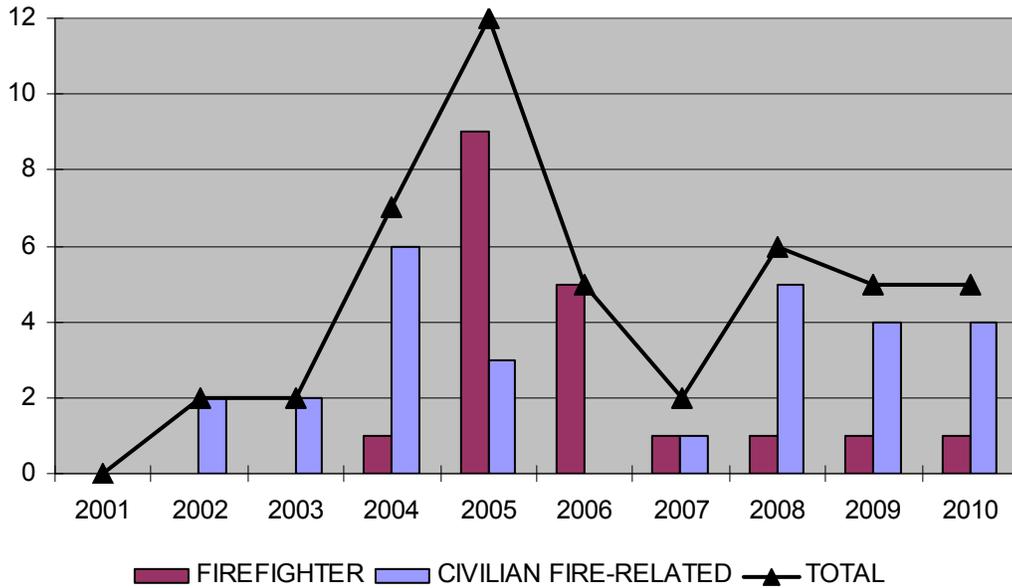


INCIDENTS BY MONTH OF YEAR





INJURIES SUMMARY FIRE DEPARTMENT

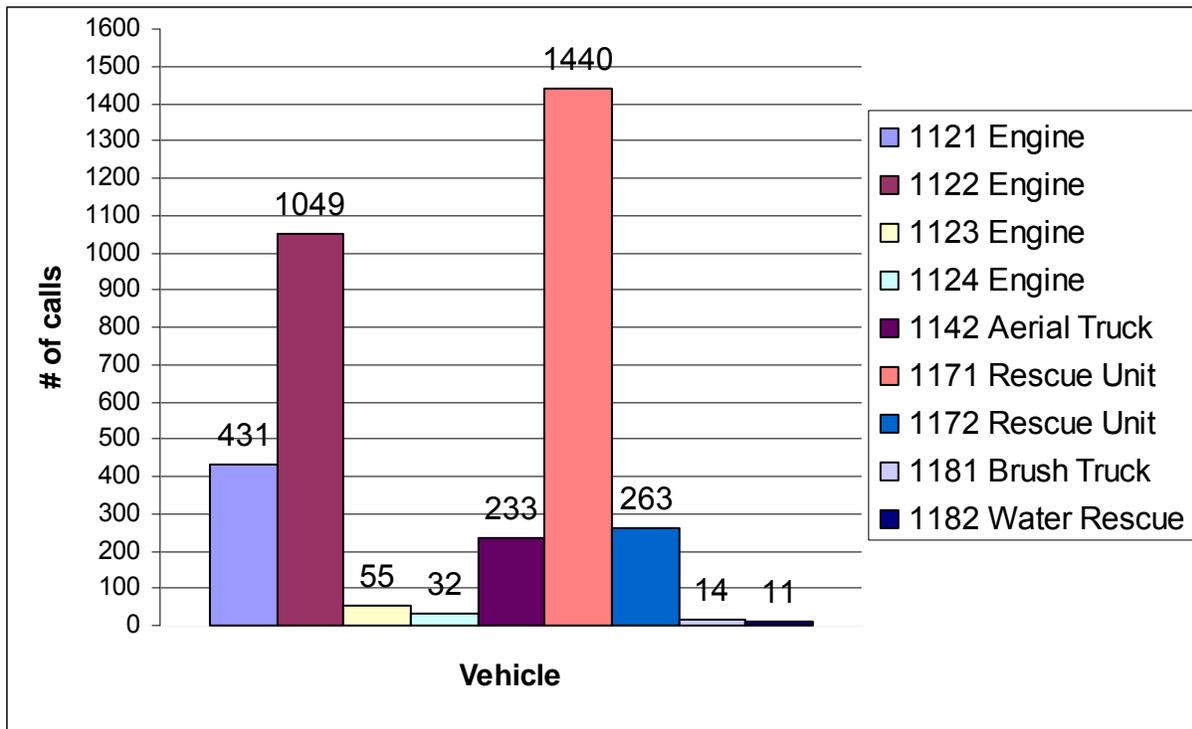


YEAR	FIREFIGHTER INJURIES	CIVILIAN FIRE-RELATED INJURIES	TOTAL INJURIES
2001	0	0	0
2002	0	2	2
2003	0	2	2
2004	1	6	7
2005	9	3	12
2006	5	0	5
2007	1	1	2
2008	1	5	6
2009	1	4	5
2010	1	4	5



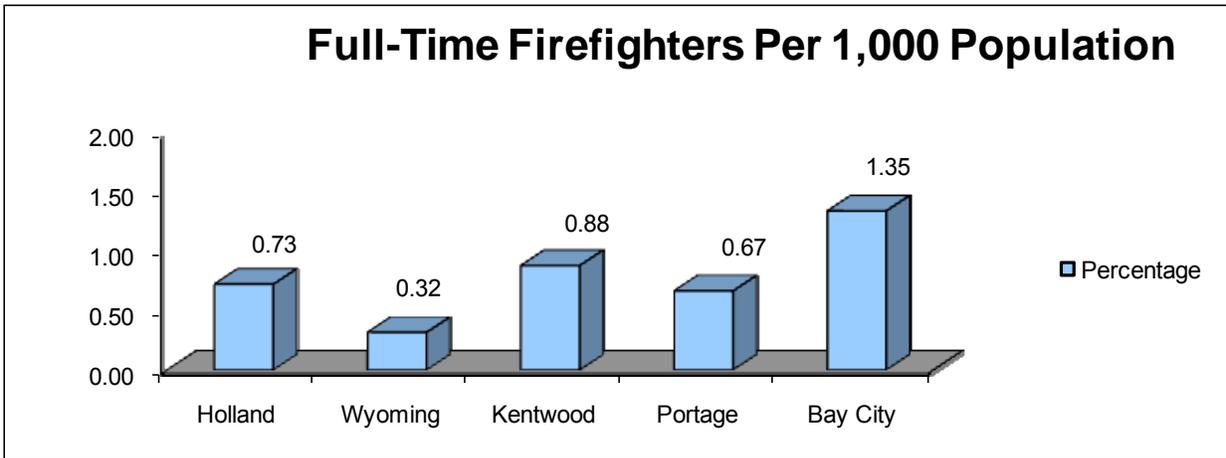
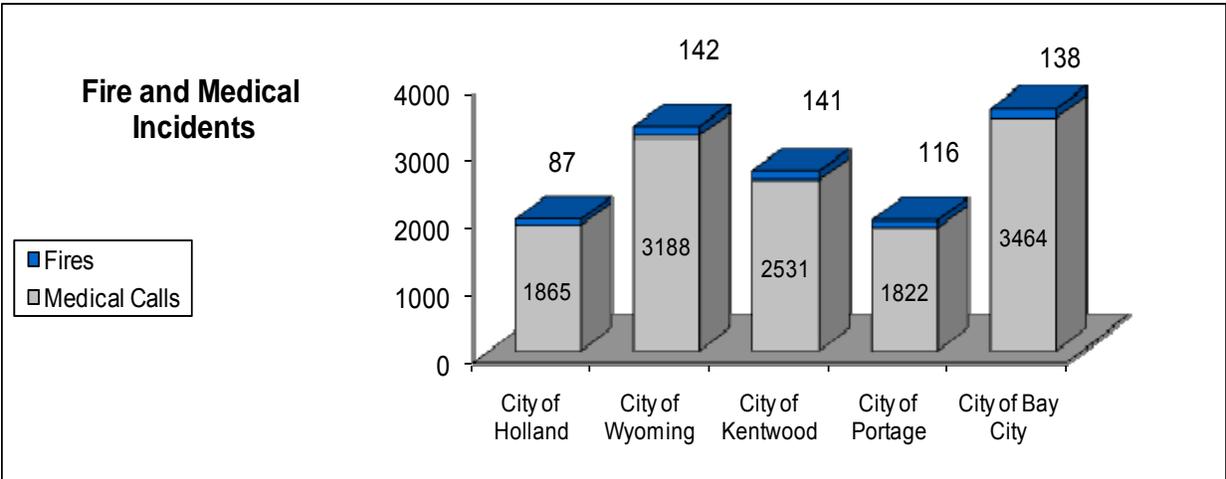
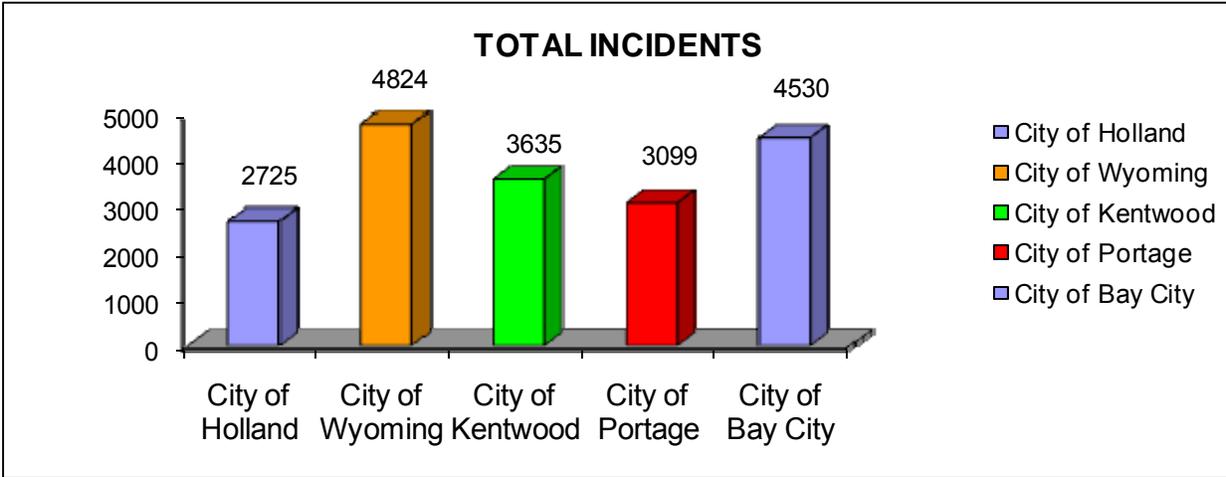
APPARATUS RESPONSES

RESPONSE DATA BY RESPONDING UNITS	YEAR TO DATE 2010
1121 Engine	431
1122 Engine	1049
1123 Engine	55
1124 Engine	32
1142 Aerial Truck	233
1171 Rescue Unit	1440
1172 Rescue Unit	263
1181 Brush Truck	14
1182 Water Rescue	11
TOTAL RESPONSES	3528



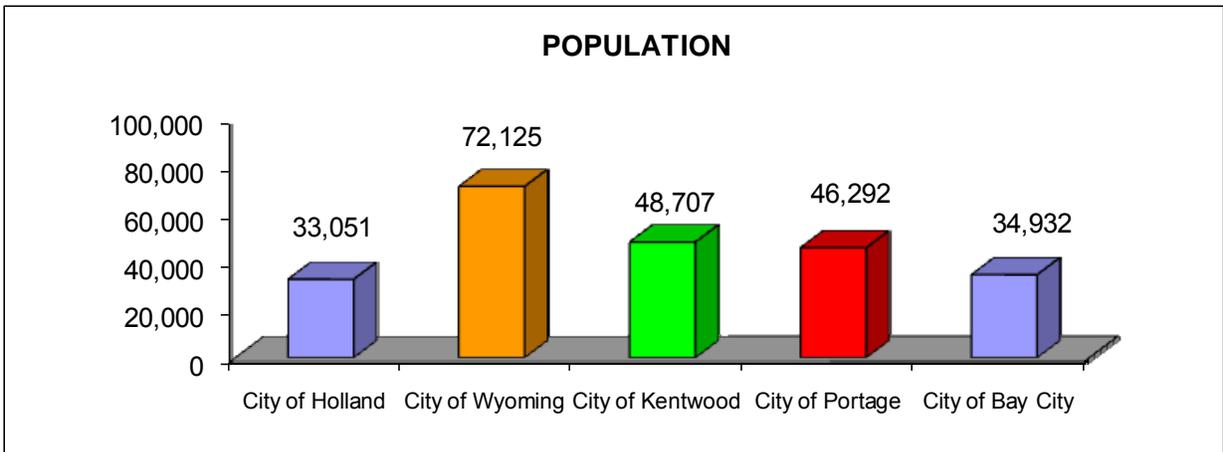
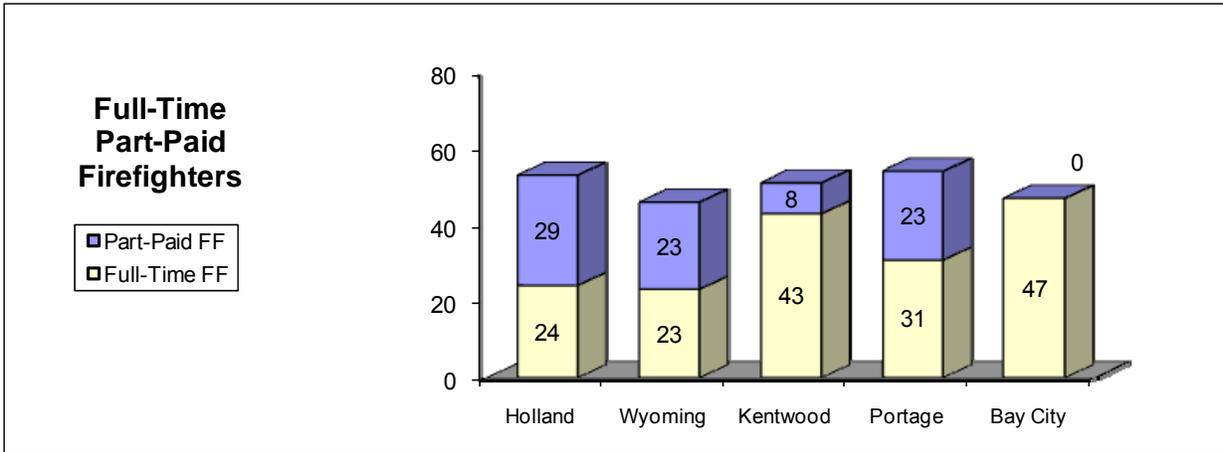


COMPARISON OF SELECTED STATISTICS WITH OTHER WEST MICHIGAN CITIES





COMPARISON OF SELECTED STATISTICS WITH OTHER WEST MICHIGAN CITIES (continued)





PART-PAID ATTENDANCE—2010

STATION 1

ALLEN, A.	89%
DREHER	82%
ESSENBURG	88%
GENZINK	73%
LAWRENCE	62%
NYHOFF	84%
POTTER	70%
TAYLOR	71%

STATION 2

ALLEN, K.	67%
HIGHSTREET	71%
HULST	96%
LEKAN	62%
McDONALD	80%
TOOLE	75%
VERA	88%
VOSS	90%
ZIEGLER	95%

STATION 3

ARNOLDINK	93%
BOULLOSA	79%
BRIGGS	81%
CUSACK	96%
DEFEYTER	74%
GAMBY	89%
GOHLKE	71%
HOCKING	78%
SORENSEN	86%
STRINGHAM	94%
SYBESMA	78%
WOODALL	71%