

FIRE SERVICES

2011 ANNUAL REPORT





FIRE SERVICES

ANNUAL REPORT—2011

Table of Contents

Mission Statement	3
Letter from Captain Chris Tinney	4
HDPS—Fire Services - “Size-Up”	6
Table of Organization	8
Retirements	9
Firefighters of the Year	10
Community Support	12
STATISTICS	
Fire Apparatus & Equipment	14
Buildings and Grounds	16
Emergency Medical Services	19
Fire Prevention	21
Types of Situations Found	25
Fire Incidents Classified by Property Types	26
EMS Calls by Priority/Actual Patient Priority	27
Summary of Fire Causes	28
10 Year Incident Summary	29
10 Year Property Loss Summary	30
Times from Call Received to First Unit on Scene	31
Incidents by Hour of Day, Day of Week, Month of Year	32
10 Year Casualty Summary	33
Apparatus Responses	34
Comparisons with other West Michigan cities	35
Part-Paid Attendance	37

MISSION STATEMENT

**The Mission of the
Holland Department of Public Safety —
Fire Services
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.**

January 30, 2012

Honorable Kurt Dykstra, Mayor
Members of the Holland City Council
Mr. Greg Robinson, Interim City Manager
Chief of Public Safety Service, Matt Messer

When we look back in history it is noted that the Holland Fire Department has its roots in a meeting that took place on October 11, 1848. It was during this meeting that the danger of fire in wooden structures, brush fires and the numerous fires that occur in the spring of the year were discussed. On February 8, 1849 a fire commission was elected to develop a plan for protecting the community and its residents from the perils of fire.

We have certainly come a long way from staging buckets and ladders in the homes of every resident and evolved into the modern day service that is provided today. This evolution has been driven by the ever changing needs of a city that has become, in my opinion, a world class city. We have responded to these changing needs through ongoing preparation and training of our personnel, acquisition of specialized equipment and a combination staffing arrangement that provides an efficient way to respond and meet most if not all the life-safety needs of our community. Fire, life-safety and medical services come with a cost and that is where we have needed to truly respond to the needs of the community by adjusting the method of service delivery to one of which we can afford.

The need to adjust to costs and decreasing revenues has given way the creation of the Holland Department of Public Safety and represents the most significant change to the fire department in its ongoing history. This transition began in January 2011 and consisted of a reorganization of both the police and fire department administrations.

As with any reorganization there is discomfort and concern over the unknown. Our organization was no exception and we all felt the stress and anxiety associated with changes that included promotions, demotions and the creation of a new management team. This management team that consists of the Chief of Public Safety, the Public Safety Captains and the Fire Lieutenants has been able to come together to exercise leadership and move the fire services group through change while continuing to deliver quality, customer based service to our residents.

As you read through the following pages you will identify the services and enhancements that we contribute to making Holland a safe community where people live, work and play. The following pages provide a brief summary of the activities of the department and what we have been able to accomplish over 2011. As you may be aware, the fire services team does not only focus on fire but also emergency medical

services, public fire prevention education, fire code inspections and child passenger safety seat inspections. In addition to these items our team members provide buildings and grounds maintenance, in house training as well as limited vehicle and fleet maintenance. All of these functions help to increase efficiency and reduce costs.

Some highlights I will draw your attention to in this years annual report include enhancements to our fire inspection program, further development of our Child Passenger Safety Program, the initiation of our industrial outreach program and further enhancements to our community risk reduction efforts. You will also find that 2011 brought the close of two careers. The retirements of Captain Tom Scholten and Part Paid Fire Fighter John Arnoldink represent a combined total of 63 years of firefighting experience. In addition to recognizing the to careers noted above we were also able to honor the ongoing efforts of Firefighter EMT John Vander Kooy and Part Paid Sergeant Jon Cusack as they were selected as firefighters of the year by their respective peer groups.

As a final comment, if we try to equate Public Safety to the private sector, the best equivalency is that of the service industry; people serving and protecting people. The resources that we use to produce our end product are not iron ore, wood, water or coal; they are people. These people are the men and women that make up the Fire Services Team of the Holland Department of Public Safety and regardless of the name of the organization, title; rank or badge there is one common thread which is evident in all of our team members. This is the unwavering commitment to the residents of our city.

We all know that there are no absolutes when we consider the economy and the impact it will have on our ability to deliver services to our community. The financial resources that are provided to our team to meet our mission continues to be less and less every year however you can all be assured that our personnel will continue to commit to providing the best fire, EMS and life-safety services no matter what the organizational structure looks like or what our budget may dictate.

Respectfully,

Christopher M. Tinney
Captain of Fire Operations



A "Size-Up" of the Holland Department of Public Safety—Fire Services

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 2012 budget authorizes 24 full-time and 27 part-paid members in the department. The full-time positions include the Captain of Fire Services, a Fire Marshal, and a Department Assistant working 40-hour workweeks; along with 6 Lieutenants, and 15 Firefighters who work 56-hour weeks. The 28 part-paid members carry pagers and are on call around the clock to respond primarily to structure fire incidents. The total FY-2012 budget for fire department personnel, operations and capital outlay is \$2,742,959.

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.

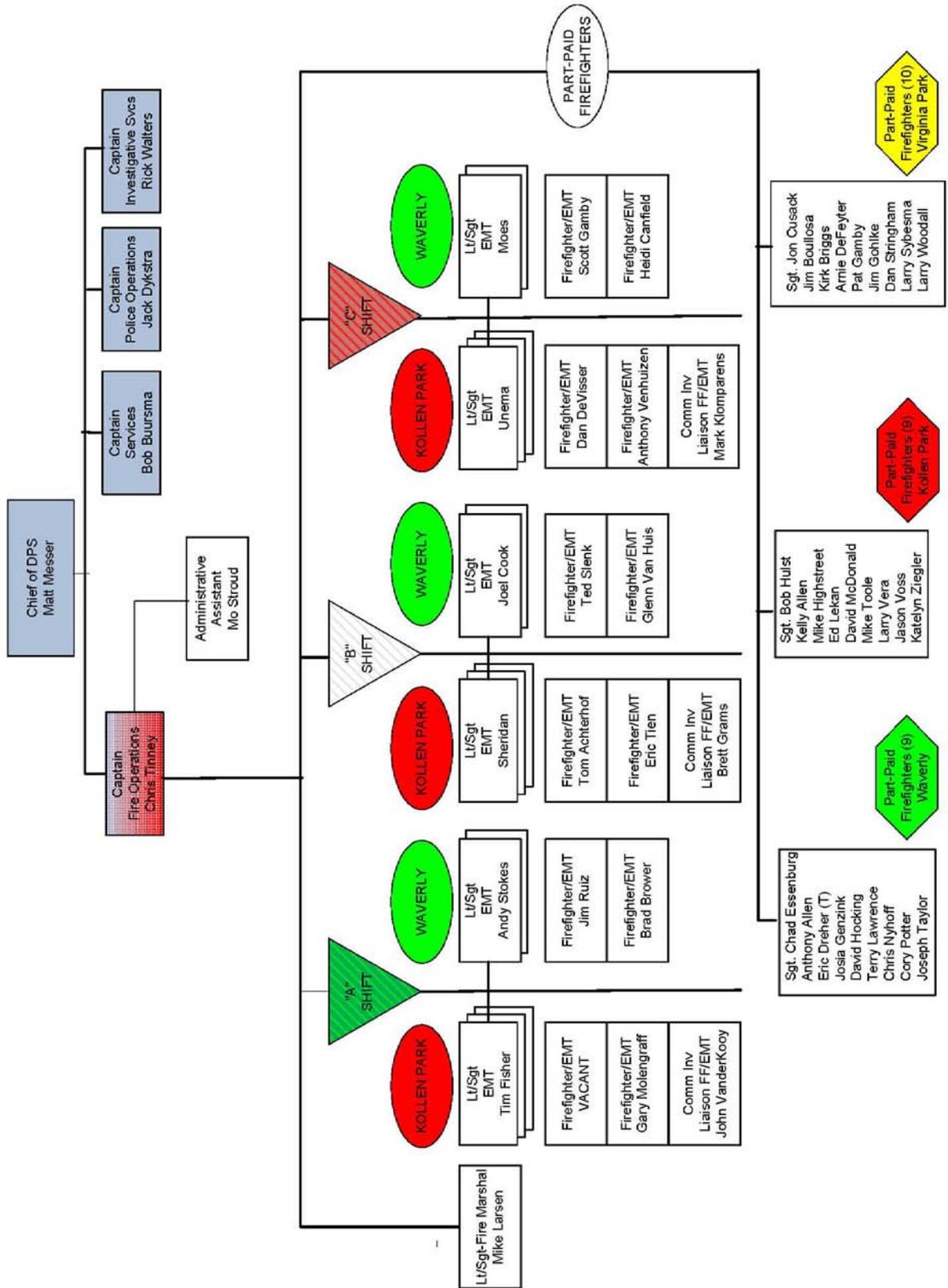


A "Size-Up" of the Holland Fire Department (continued)

The department responded to 2,845 incidents in 2011. As is typical with fire departments across the country, about 69.8% of those responses were medically-related. In addition to false alarms, hazardous conditions and service calls, the department responded to 84 fires in 2011. Those fires exposed \$70.03 million worth of property, and resulted in a direct fire loss of \$644,050; with a property saved/property exposed ratio of 99.08%.

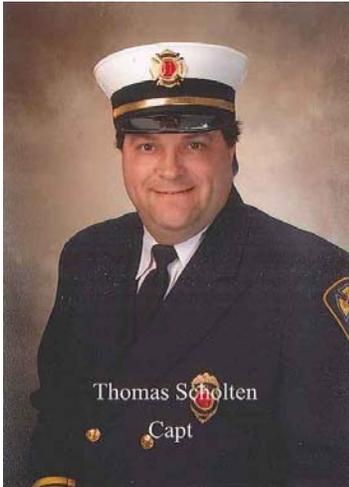
The personnel, training, equipment, prevention, education and other aspects of the Holland Fire Department, combined with the City's excellent water supply system, provides a fire protection delivery system resulting in one of the few combination fire departments in Michigan with a Class 4 rating from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

Holland DPS – Fire Services Division Organizational Chart





RETIREMENTS



Tom Scholten

It is known that Tom derived a sense of pride from being prepared and able to provide adequate apparatus, personnel and equipment which is delivered in a timely manner to the residents in our community. We are appreciative of Tom's 31 year investment in the department and the community.

Tom Scholten began his career on March 1, 1981 as a part-paid member of the department. On December 2, 1990 Tom joined the full-time ranks of the department where he served as a Firefighter/EMT, was later promoted to Lieutenant and finally to the rank of Captain. Tom was instrumental in creating and managing the department's apparatus maintenance program. To date the department has not had a mechanical issue with any vehicle in the fleet that has compromised our ability to function on the scene of an incident. This is due to his efforts as the department's Apparatus Supervisor. Tom can also be credited as being influential with a number of projects and equipment purchases that have kept the department moving in a proactive direction.



John Arnoldink

to the community and the department.

John Arnoldink began his career with the department on September 1, 1979 as a part-paid firefighter at Station #3. During his 32 years as an active member of the department John has been actively involved with coordinating the support of the department's efforts to support families in need at Christmas. John most recently coordinated the department's involvement with the Holland Rescue Mission's & Hope College's Community Thanksgiving Meal. He can also be credited with the donation of thousands of seedling pines that were donated every year and distributed to the community during the annual Holland Fire Prevention Parade.

John values the relationships he has with his coworkers and enjoyed the opportunity to serve the community in a unique way. We are appreciative of your John's 32 year investment



FIREFIGHTERS OF THE YEAR

FIREFIGHTER OF THE YEAR



John VanderKooy

Firefighter John VanderKooy was selected as 2011 Firefighter of the Year. John was presented this honor on December 9th. John began his career with the Holland Fire Department as a Part-Paid Firefighter in July of 2003 and was later hired as a Full Paid Firefighter in March of 2005.

John has been recognized by his peers and supervisors for his consistent positive attitude, unwavering commitment to customer service and our community as well as his commitment to his job and profession. This is exhibited through his leadership and hard work invested in the department's Child Passenger Safety Program and personal efforts he has taken on his own to become certified as a Fire Inspector to Level I & II where not current requirement exists. This is a personal effort to promote and support part of the defined mission of the department.

John is a veteran of the United States Air Force where he served in the Gulf War and is currently an active member of the Michigan Air National Guard. During this assignment he was deployed to Iraq in 2007.

John lives in Holland with his wife Katie and their two daughters.



FIREFIGHTERS OF THE YEAR (continued)

PART-PAID FIREFIGHTER OF THE YEAR



Jon Cusack

Sergeant Jon Cusack was selected as the Part Paid Firefighter of the Year for 2011. This award was presented to Jon on December 28, 2012 and was a result of nomination and selection by his peers.

Jon has been a firefighter with the department since 2006 and was later promoted to the position of Sergeant at the Virginia Park Station in 2007. Accomplishments that earned him this recognition include (a) radio upgrades that provided an administrative radio frequency to be used by the department, (b) efforts to equip and license the engine housed at the Virginia Park Station as a Medical First Response Vehicle, and (c) his commitment and ongoing leadership for part paid personnel assigned to Virginia Park.

Jon is an Electrical Engineer and owner of Westshore Design, LLC, a business located in the City of Holland. He and his wife Jaime live in Holland with their son.



Community Support by Captain Tinney

COMMUNITY SUPPORT

Over the course of 2011 the fire services group has received great support from the community. Some of this has come in the form of financial contributions. Contributions were received from TransCanada who provided funds for the update of hazardous materials response equipment and First Reformed Church who provided a donation for home safety equipment that can be distributed throughout the community.

It is important to note that a number of our residents provided donations as well. We would like to recognize Ms. Maurilia Santellan, Mr. & Mrs. Michael Kremm and another anonymous donor who provided donations for our Child Passenger Safety Seat Program.

Without partnerships in like this in the community some activities within the group may not be possible. We are appreciative and thankful for the support.

TransCanada Corporation

TransCanada Corporation provided a \$2,700 donation for the purchase of air monitoring & gas detection equipment. The donation was made possible through the company's Community Investment Program.

The department utilizes these monitors to identify carbon monoxide, oxygen, flammable gases and some toxic chemicals. The department does respond to numerous hazardous materials incidents. Being able to identify these gases will allow the department



to take actions to protect the public and fire fighters that could become exposed to them.

This donation made it possible to replace older units in use that are becoming difficult to maintain.

TransCanada Corporation presents donation to the Holland Department of Public Safety.

(L to R) Lt. Tim Fisher, Mr. Danny DeFouw TransCanada Corporation, Chief of Public Safety Services, Matt Messer



Community Support (continued)

First Reformed Church

A donation of \$716.87 was provided to Fire Services for the purchase of home safety products for distribution throughout the community. These items include smoke detectors, fire extinguishers and address numbers.

Pastor Dan Gillette presents personnel of HDPS Fire Services with a donation from the members of First Reformed Church in Holland.



(From L to R: FF/EMT Dan DeVisser, FF/EMT Heidi Canfield, Lt./Fire Marshal Mike Larsen, FF/EMT Mark Klomprens, Pastor Dan Gillette, Captain Chris Tinney)



Fire Apparatus & Equipment Section by Lieutenant Cook and Team Members

Fiscal Responsibility

Firefighters are trained to tackle many challenges and face an array of obstacles beyond fighting fires. Every day at the “front line level” firefighters are tasked with continuously improving our services and keeping ahead with fire service trends all the while being fiscally responsible. With reductions in fire service funding and staffing as a result of the need to balance other City priorities it has been a challenge to say the least. Our firefighters continue to find financial efficiencies repairing and or adapting what we can in house. Small examples of these are as performing generator repairs to in-house reprogramming radios and pagers. This is a cultural value within the entire fire services group that allows funds to be spent keeping firefighters on the street vs. spending money on support staff or “contracted services”.

A larger example lies in one of the many professional mandates and standards we must track and ensure compliance of, NFPA 1962: Inspection, Care, and Use of Fire Hose and the Service Testing of Fire Hose. A certified company conducts these hose tests. The department had an above normal amount of failures this year. Instead of simply replacing all the hose, the line level firefighters researched how to safely repair the hose, completed the repairs to manufacturer specs, and returned the hose to service costing less than one hundred dollars. Taxpayer cost to replace/hire an outside contractor to fix that same amount of hose: \$6000. While on the topic of hose, ours have a service life span of 20-25 years. Our department has over 14,000 feet of hose, of which half is at or nearing the end of its’ service life. While we will continue to balance safe repair vs. replacement this is a capital outlay priority that needs addressing.

Another way of saving money/supplementing operations is from government grants. We have received two grants recently, one for SCBA and the other for compliant narrow banding radios. Running out of air (SCBA) and communication failures (radios) are two of the most common causes of fire ground injuries/deaths. Both of these projects were joint efforts with others (radios-police division/SCBAs-area fire depts.) where interagency collaboration and cooperation have resulted in taxpayer savings and improved citizen service.

As the fire service in Ottawa County has led the way in the emergency responder community in regards to not just cooperating but consolidating (from hazmat/tech rescue teams to recruit training academies) we are continuing down this path with the retrofitting our Bronto Ladder Truck. The Bronto has an air supply delivery system to aid in the rescue of trapped firefighters and/or citizens by extending a tenable air supply.



Fire Apparatus & Equipment Section (continued)

With these upgrades (all being performed in house saving \$2000) we now have an even more unique tool in Ottawa/Allegan County area that will now be able to assist hundreds of other local firefighters and citizens. All repairs/upgrades/equipment purchases are done with fire service cooperation/consolidation in mind.

This year we will begin planning for the next pumper replacement. While budget restraints have necessitated reducing the annual funding amount to the vehicle replacement fund the need has remained. With the days of “being able to buy the best of equipment and trucks” gone, be assured all will be done to provide the citizens with “the best equipment and truck” we can for the money we have.

Newer firefighting techniques using CAFS "compressed air foam" is one example of the industry trends that will be evaluated in considering the next pumper truck. What will the needs be over the next 20yrs in the fire service? What are the consequences to insurance ratings? In light of recent staffing cuts, how will this truck even be utilized in the future? These and other questions will all be part of the next pumper recommendation we submit.



Buildings and Grounds by Lieutenant Moes and Team Members

Mission Statement: *To aggressively supply, repair and maintain all buildings and grounds associated with the department. All being done with a high level of fiscal sense to assure budgetary guidelines are met.*



The buildings and grounds section is responsible for supplying, repairing and maintaining our three facilities. This includes buildings, yards, landscaping, parking lots and driveways. Most of the work is performed by shift personnel. When bigger projects arise and specific expertise is needed we coordinate with outside contractors. Through the use of a competitive bid process we assure competitive rates for all work done by these contractors.

Another responsibility of the buildings and grounds section is the purchase and ordering of all supplies and tools needed to achieve our mission statement. A few of these items are cleaning supplies, restroom supplies, light bulbs and truck washing supplies.

For 2012 we concentrated more on non-capital items and procedures to keep the buildings and grounds looking their best. Setting higher standards and delegating more work to our personnel the appearance of our facilities has never been better.

The largest capital improvement project for this year was the remodel of the restroom at Station 1. After an extensive bid process, a local contractor was awarded the contract. The project included the replacement of plumbing, toilets, sinks, stalls, showers, tile, cabinets and counter. The project began on January 3rd and was completed on January 20th, almost two weeks ahead of schedule. On-shift personnel painted ceilings and installed new hardware such as paper towel holders and toilet paper holders to give the project the final touch.



Buildings and Grounds (continued)



BEFORE

AFTER





Buildings and Grounds (continued)

For 2012 and the future we will be presented with many challenges. Our facilities were built in the 1970's with very few capital improvement updates since. The infrastructure of our buildings and grounds has deteriorated and in need of improvement or replacement. Parking lots, driveways, truck bay doors, rotted window frames and carpeting are just a few items needed to be replaced in the immediate future. These are all capital improvement projects and will require funding to fix.

In summary, the largest challenge we are facing is the current state of the economy. Through project prioritization, prudent spending, competitive bid processes, thorough budget planning and progressive thinking we can overcome this obstacle. We are looking forward to the future, and with a positive attitude ready to face any challenges the future brings.



Emergency Medical Services by Lieutenant Stokes and Team Members

2011 was no doubt a challenging year for our department. With a new name and complete restructuring, the department was tasked in developing an action plan to adapt our new organization to our mission. Prior to May 1st, Fire Services had a minimum of three licensed EMS vehicles staffed 365 days of the year. With recent reductions in staff, we now operate with a minimum of two licensed vehicles per day. With calls for service continuing to rise, we challenged ourselves to overcome these obstacles. With public service as our primary goal, the decision was made to equip and license engine 1124 as a medical response unit. Engine 1124 is housed at the Virginia Park Station and is operated by our part-paid personnel. In the event that the two primary medical units are handling emergencies, 1124 can be dispatched to move up to the central fire station. This accomplishes two things, we now have another staffed EMS vehicle ready for service and the unit is staged in the core city which greatly reduces response times.

The medical equipment carried on our vehicles plays a vital role in the delivery of medical services. Equipment is inspected daily to ensure the vehicle is ready for service. The State of Michigan issues a list of equipment which it requires all licensed vehicles to carry. State inspectors may at any time stop in and perform surprise inspections on our vehicles. To prepare for these visits, a complete inspection and inventory is performed monthly on each vehicle. We also continue to research new equipment and technologies to better serve our customers. Our latest additions include a fourth power suction unit to replace less efficient manual type devices and a second life pack 1000 defibrillator. These machines have the latest technology and will be replacing our obsolete life pack 500 units.

The Fire Services group/team maintains a State issued Emergency Medical Technician license which is renewed annually. Each of the twenty-one firefighters also maintains their own personal certification. Personal licenses are issued every three years. In that time, each member must acquire a minimum of 30 continuing education credits. These include but are not limited to, airway management, pediatric emergencies, trauma, burns and diabetic emergencies. We are also required to complete an annual blood borne pathogens refresher. This reminds us of the importance of protecting ourselves and our patients against infectious disease. Tuberculosis is one of the diseases that EMS providers may encounter in their daily routine. Not only are we trained to recognize the symptoms of the disease, we are issued special N95 masks which prevent the inhalation of airborne particles. Each responder must be annually fit tested to the N95 mask which ensures maximum protection for personnel.



Emergency Medical Services (continued)

With the threat of further manpower reductions and future budget constraints, your EMS division remains dedicated to providing the elite medical services that our citizens have come to expect.



Fire Prevention by Fire Marshal Larsen

Fire Prevention

Prevention activities took on a variety of projects over the last year. The intent and goals of the program remain unchanged, but the delivery and involvement with the community is constantly changing and adapting to our customers' needs. Our wiliness and commitment to building relationships with various organizations and businesses have proven invaluable in our success at educating the public.

Involvement with the Holland Area Fire Prevention Council which organizes the annual fire truck parade and lending a hand with National Night Out generates an opportunity to introduce ourselves to a large amount of people. It's programs like this that open the door and allow us to share more detailed information about fire safety in the future. Our ability to impact the success of these events builds a solid foundation for the rest of the programs.

In addition to scheduled events, there are countless opportunities for us to impact the community and involve ourselves in making a safer Holland and many of these are im-promptu. Each summer it is not uncommon to see a fire truck stopping at a neighborhood block party or even supporting a lemonade stand. These opportunities are used to share quick stories about fire safety, remind citizens about changing batteries in their smoke detectors, or just get to know someone better.

Child Passenger Safety Program



Another program that continues to grow and impact more and more people is the Child Passenger Safety Program. Firefighters John VanderKooy, Mark Klomprens and Brett Grams are all certified car seat technicians through a program sponsored by SafeKids USA. These three dedicated individuals installed over 200 car seats in 2011 for patrons who visited the fire stations for this service alone. This service is done free of charge and is possible through the partnership of Holland Department of Public Safety and SafeKids. Looking to the future the program is looking to add technicians and upgrade FF. VanderKooy's certification to that of Instructor Proxy. These improvements will increase the installation capacity and allow for in-house instruction and maintenance of certifications.



Fire Prevention (continued)

Vacant & Abandoned Structures

Other partnerships that continue to grow include the Vacant & Abandoned Housing Checks that are conducted each month in coordination with Community and Neighborhood Services personnel. This process has identified hazardous conditions such as gas leaks, damage plumbing and unsecured structures. Each month approximately 140 houses are checked by fire services personnel and reported to C&NS for appropriate action. Our inspections have assisted in the adoption of an ordinance which better regulates the process in which a vacant house becomes a safely occupied home.

Fire Safety Inspections & Pre-plans

Business inspections and site surveys have also been an ongoing program that everyone is involved with. Each visit has two major components; to reduce the risks and hazards of fire and to enhance the fire services knowledge of the facility. Technology purchased in 2011 will allow us to have all of this information available at our fingertips whether at the stations, in the trucks or during an inspection / preplan. However, the key to success is the ability to identify fire hazards and educate the business owner of safe practices to reduce their risk.

The last and biggest area we are working to impact is the industrial community within Holland. We have started to build more solid relationships with environmental health and safety personnel in a few industrial stake holders with the immediate goal to integrate their onsite response plan with our strategic and tactical objectives when called for assistance. The long term goal for this project are to build and facilitate a consortium that can work together to share knowledge and ideas to create safer working environments for employees.

Emergency Management

2011 was a transition year for emergency management as the coordinator role was passed from Capt. Tinney to Lt. Larsen. This transition sparked discussions on the every changing demands surrounding emergency management and the ongoing assessment and planning that needs to take place. Capt. Tinney and Lt. Larsen have networked with emergency management coordinators from around the county to up-



Fire Prevention (continued)

date components such as Incident Action Plans and resource management. Coordination with Ottawa and Allegan County emergency management teams have also built a local network that will support the City of Holland should an event go beyond our capabilities. These relationships have already proven themselves as we work to update and maintain the emergency plan and preparations for the Tulip Time Festival and Presidential visits.

Straight line wind storms in July created an opportunity for the activation of the Emergency Operations Center and the City of Holland's Emergency Plan. Throughout the multi-day event staff responded to countless requests for service, performed damage assessments and restored critical infrastructure. As with any event of this magnitude strengths and enhancements were identified of which some were immediately addressed and others continue to be improvements we are working to achieve. Overall the storms did have an impact on the City of Holland, but through the groundwork of training, preparation and planning we were able to mitigate the situation through a coordinated effort with minimal long term effects.



Emergency management will continue to assess, identify and plan for the next situation that will occur. While we cannot identify when or what will happen our due diligence will be the key to success when the situation does present itself.

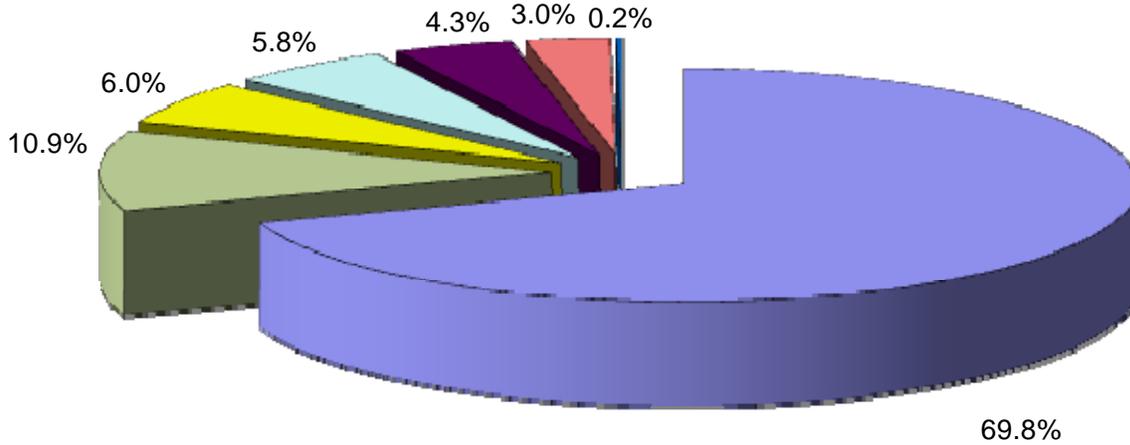


FIRE PREVENTION

	TOTAL ACTIVITY
Code Review	51
Complaints/Referrals from Others	39
Compliance Verification	29
Fire Investigations	31
Fire Safety Inspections and Reports	56
FOIA Requests	25
Meetings with others	199
Plan Reviews	20
Referral to Others	8
Special Assignments	32



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	1985	69.8%
False Alarms	311	10.9%
Hazardous Conditions	172	6.0%
Service Calls	166	5.8%
Good Intent Calls	121	4.3%
Fires	84	3.0%
Others	6	0.2%
	2845	100.0%

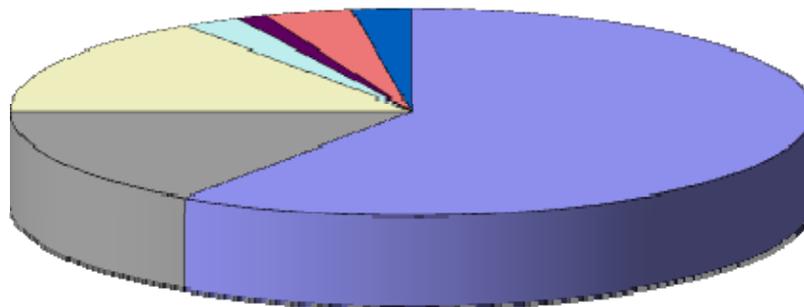


FIRE INCIDENTS Classified by Property Types

Property Type	Incidents	Percent
Structures	50	59.5%
Vehicles	13	15.5%
Refuse	13	15.5%
Vegetation	2	2.4%
Fires/Explosion Not Classified	1	1.2%
Explosion/No Fire	3	3.6%
Outside of Structure	2	2.4%
	<u>84</u>	<u>100.0%</u>

FIRE INCIDENTS CLASSIFIED BY PROPERTY TYPES FIRE DEPARTMENT

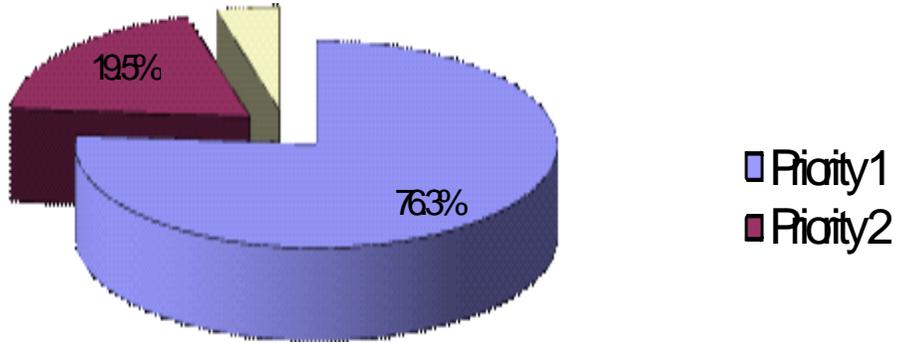
- Structures
- Vehicles
- Refuse
- Vegetation
- Fires/Explosion Not Classified
- Explosion/No Fire
- Outside of Structure





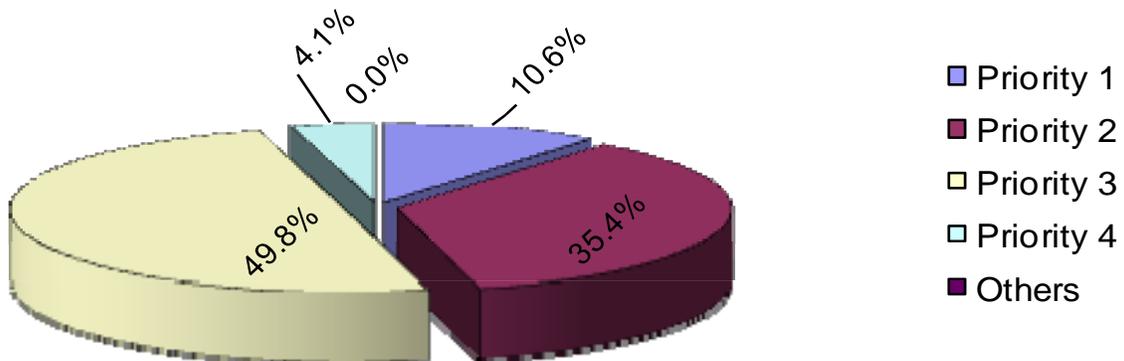
EMS CALLS BY PRIORITY

	Incidents	Percent
Priority 1	1520	76.3%
Priority 2	389	19.5%
Others	84	4.2%
	1993	100.0%



EMS CALLS BY ACTUAL PATIENT PRIORITY

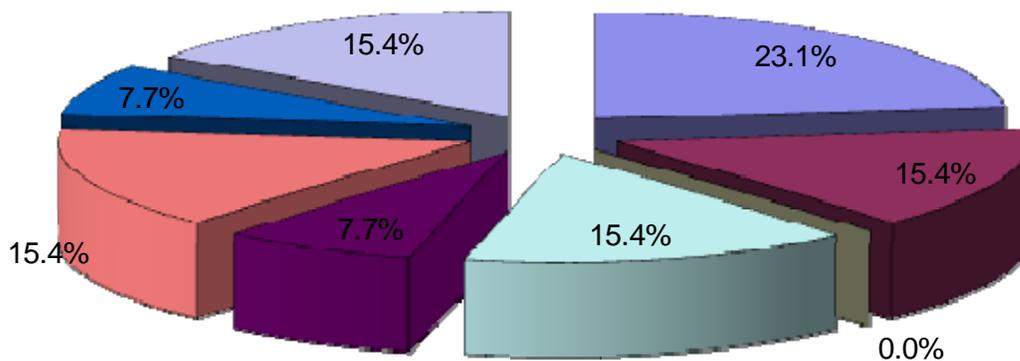
	Incidents	Percent
Priority 1	212	10.6%
Priority 2	706	35.4%
Priority 3	993	49.8%
Priority 4	82	4.1%
Others	0	0.0%
	1993	100.0%





SUMMARY OF FIRE CAUSES

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



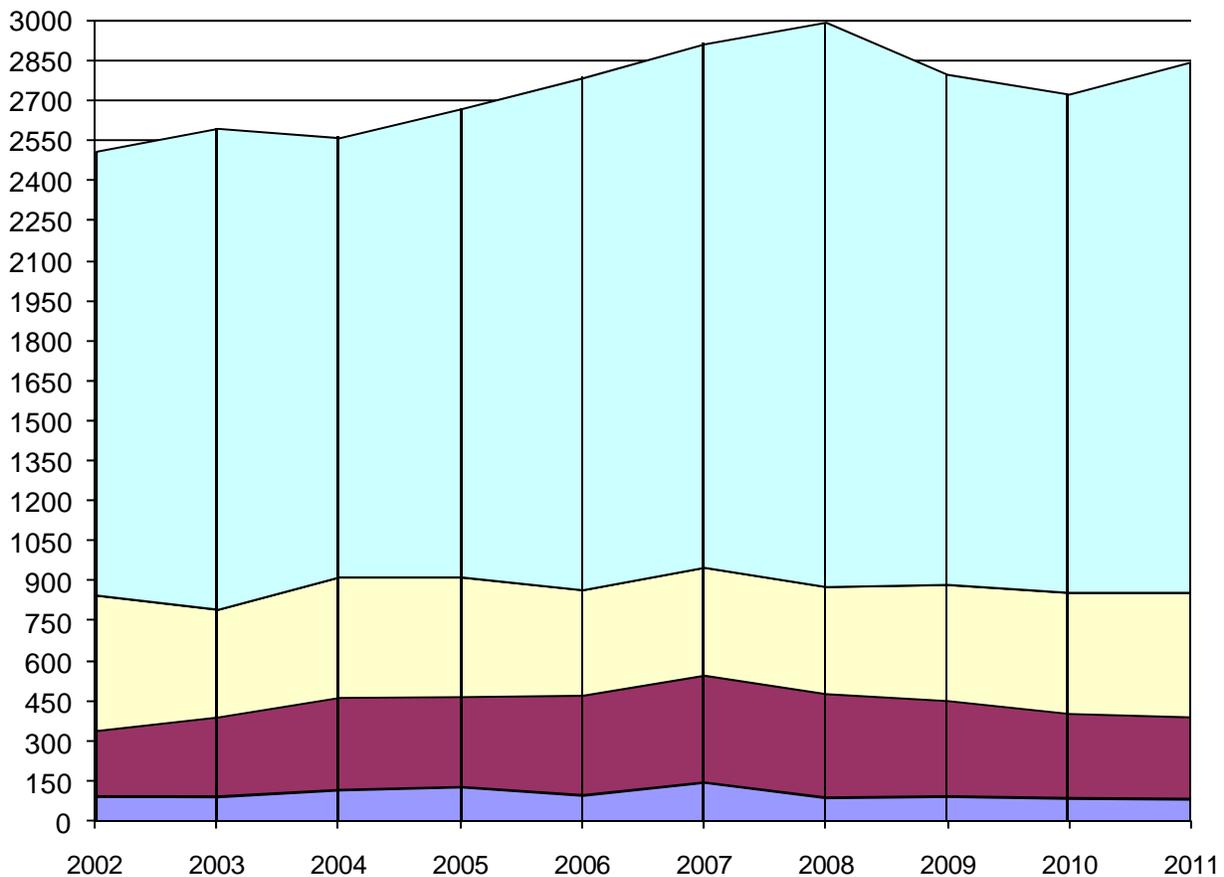
Type of Situation	Incidents	Percent
Mechanical Failure	3	23.1%
Operational Deficiency	2	15.4%
Incendiary/Suspicious	0	0.0%
Misuse of Heat Source	2	15.4%
Design Deficiencies	1	7.7%
Other	2	15.4%
Misuse of Fuel Supply	1	7.7%
Natural Causes	2	15.4%
	13	100.0%



10 YEAR INCIDENT SUMMARY

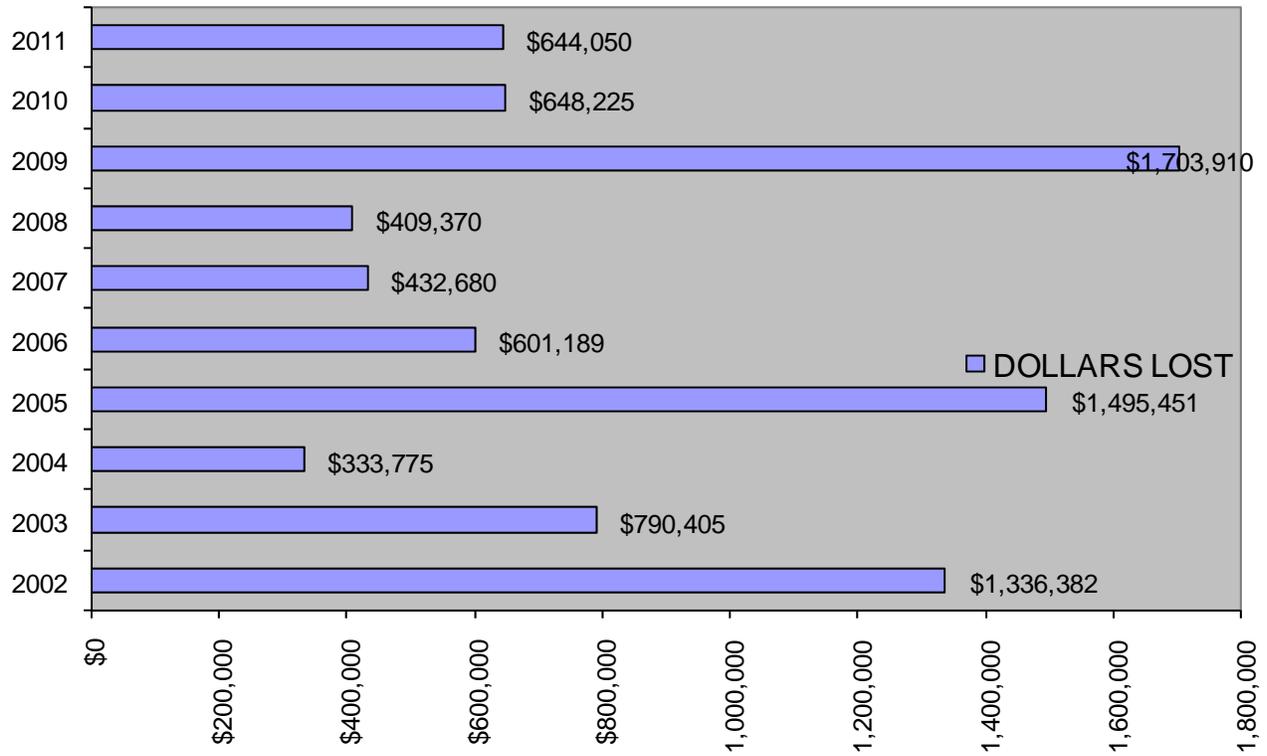
Situation	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011
Fires	94	93	118	129	98	146	89	94	87	84
False Alarms	250	302	350	342	378	405	393	362	321	311
Others	506	402	450	447	394	403	400	434	452	465
Medicals	1661	1800	1644	1752	1916	1959	2112	1909	1865	1985
Total	2511	2597	2562	2670	2786	2913	2994	2799	2725	2845

Medicals Others False Alarms Fires





PROPERTY LOSS SUMMARY FIRE DEPARTMENT

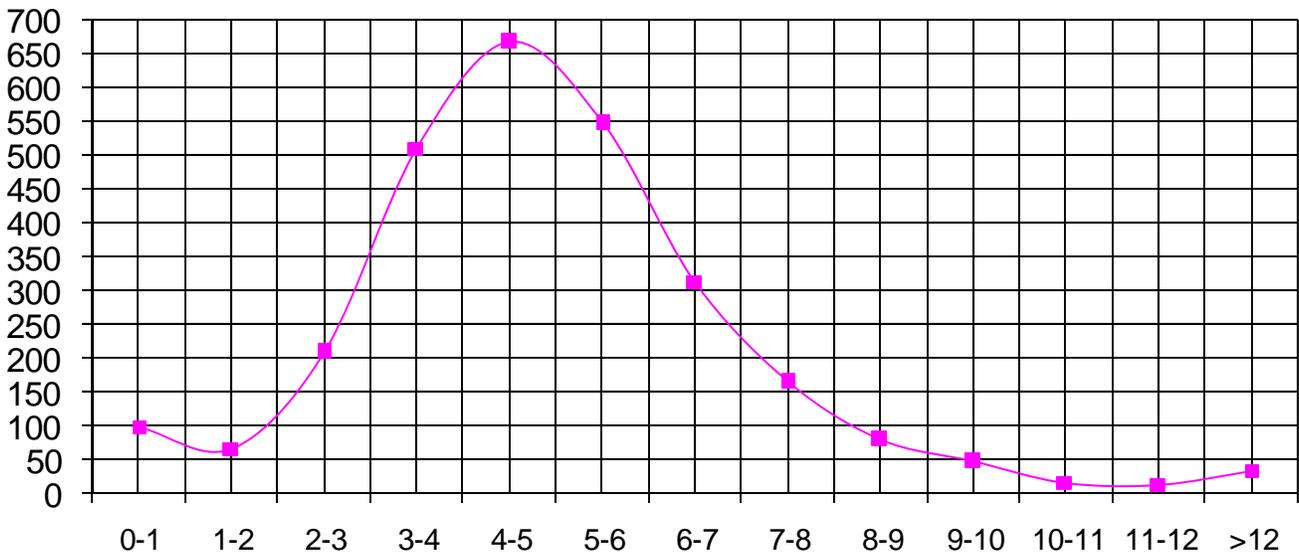




TIMES FROM CALL RECEIVED TO FIRST UNIT ON SCENE

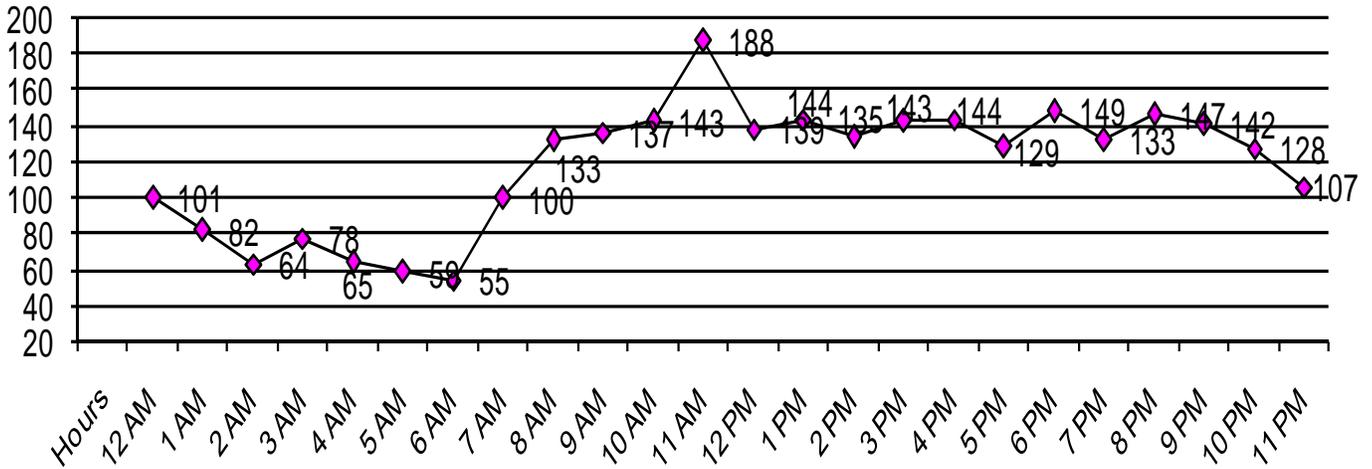
MINUTES	INCIDENTS	PERCENT
0-1	99	3.5%
1-2	67	2.4%
2-3	210	7.4%
3-4	510	17.9%
4-5	667	23.4%
5-6	547	19.2%
6-7	313	11.0%
7-8	165	5.8%
8-9	79	2.8%
9-10	47	1.7%
10-11	17	0.6%
11-12	14	0.5%
>12	34	1.2%
cancelled on route	76	2.7%
	2845	

TIME FROM CALL RECEIVED TO FIRST UNIT ON SCENE

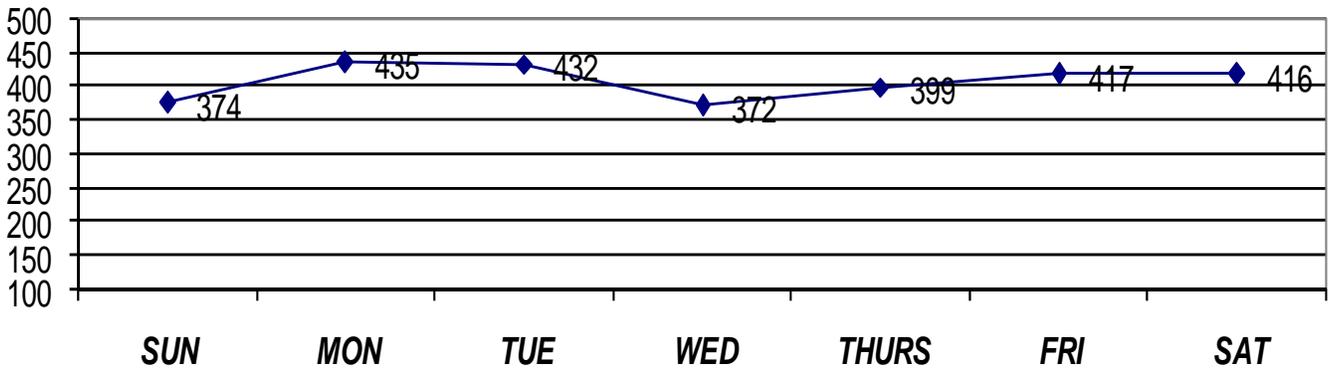




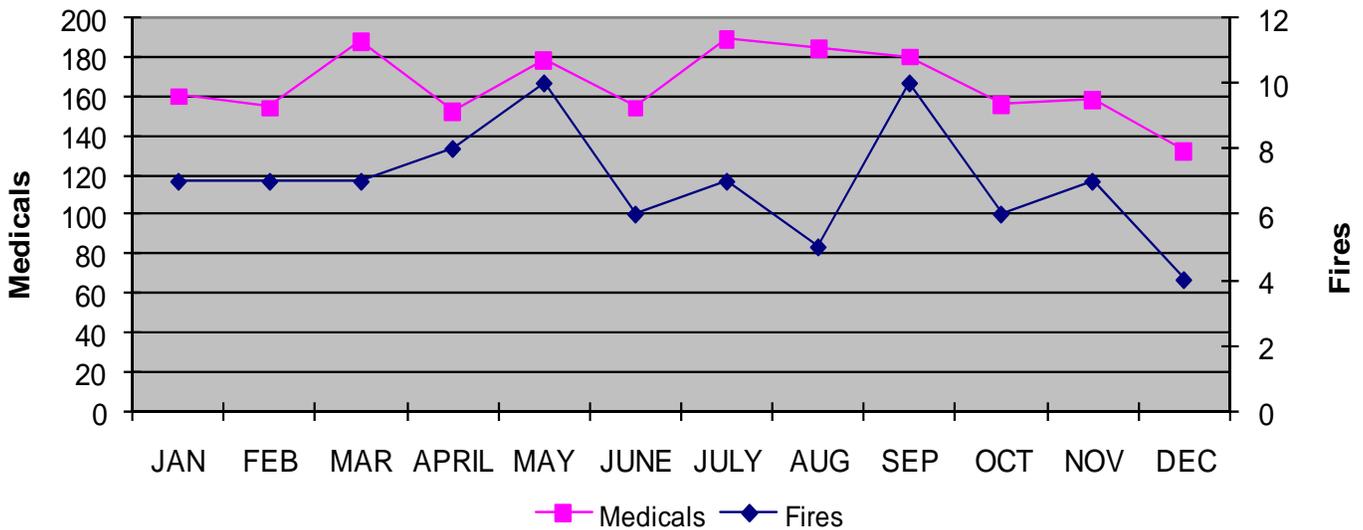
INCIDENTS BY HOUR OF DAY



INCIDENTS BY DAY OF WEEK

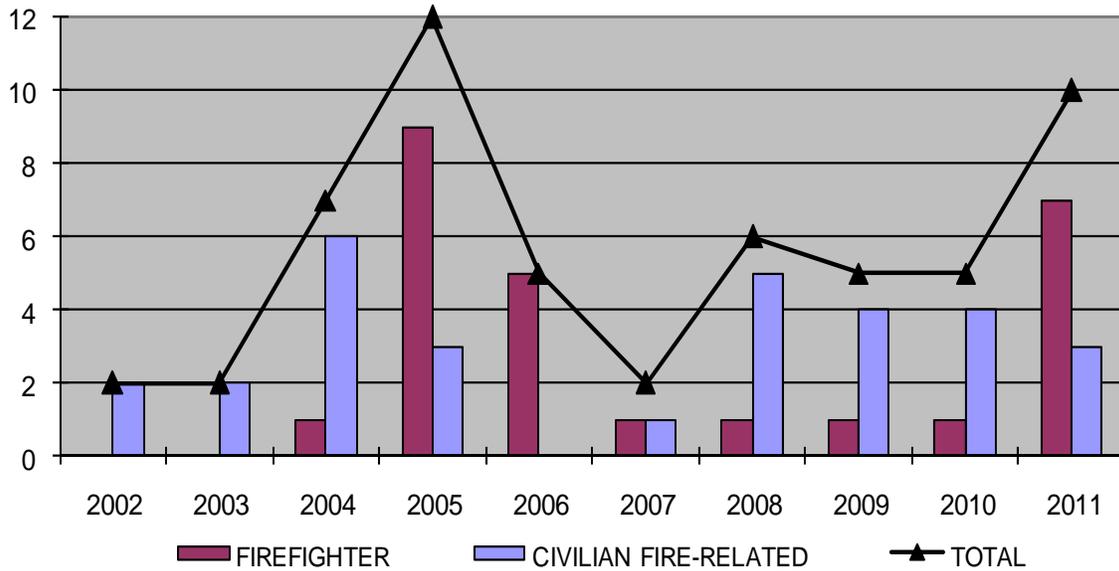


INCIDENTS BY MONTH OF YEAR





INJURIES SUMMARY

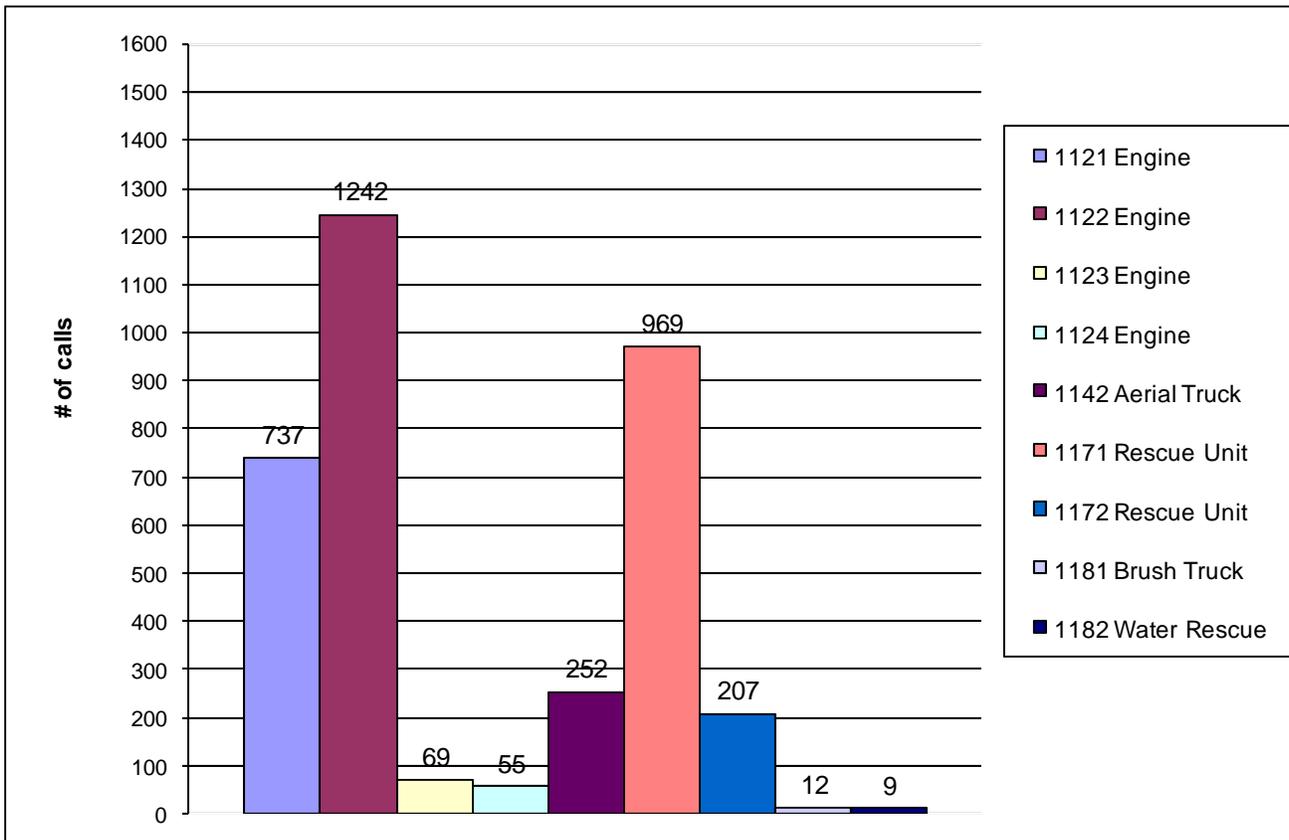


YEAR	FIREFIGHTER INJURIES	CIVILIAN FIRE-RELATED INJURIES	TOTAL INJURIES
2002	0	2	2
2003	0	2	2
2004	1	6	7
2005	9	3	12
2006	5	0	5
2007	1	1	2
2008	1	5	6
2009	1	4	5
2010	1	4	5
2011	7	3	10



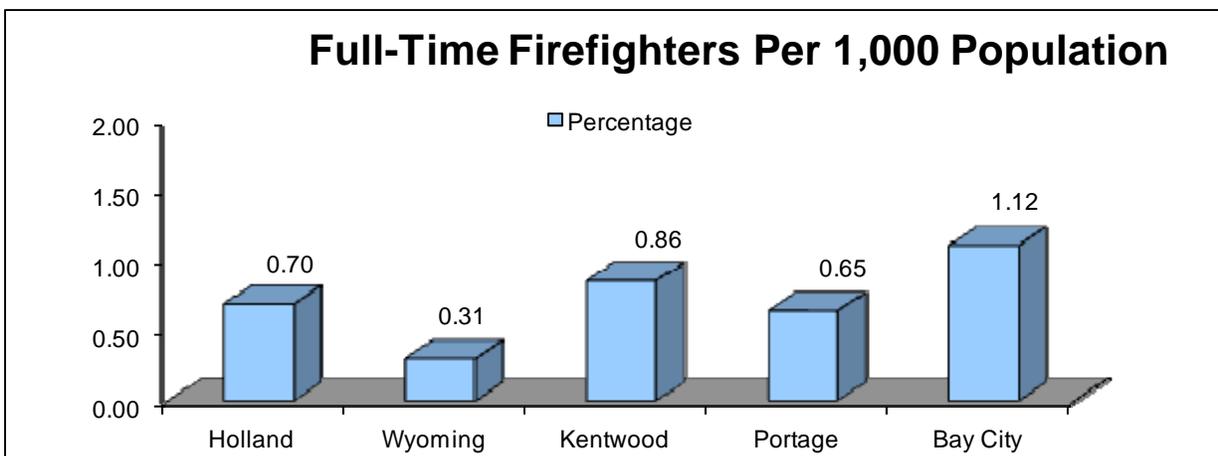
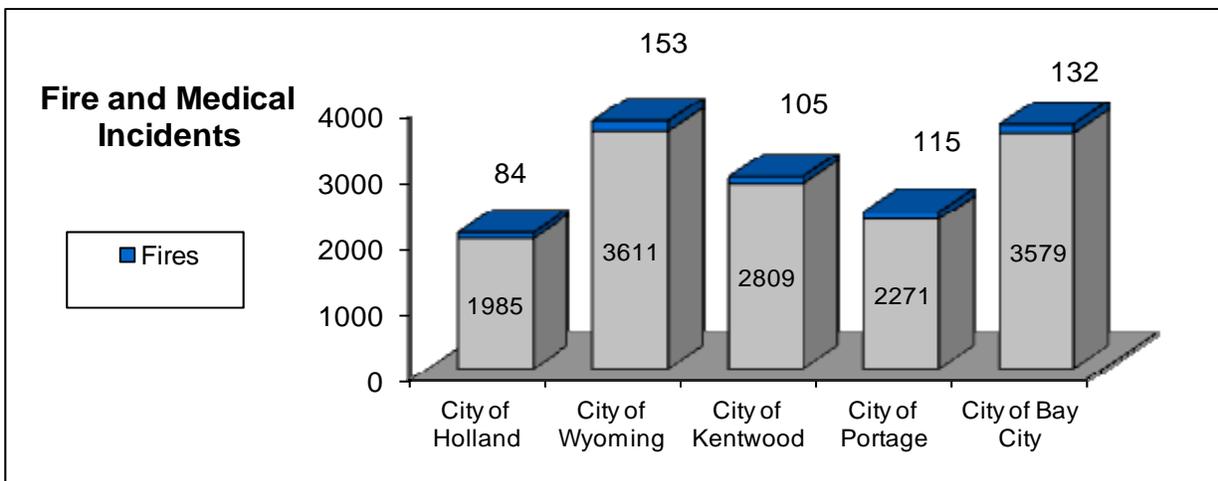
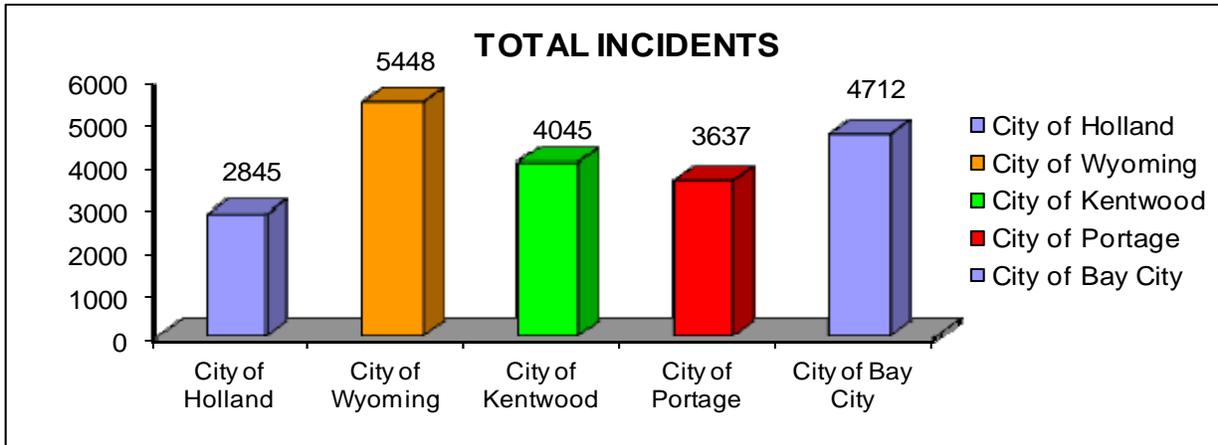
APPARATUS RESPONSES

RESPONSE DATA BY RESPONDING UNITS	YEAR TO DATE 2011
1121 Engine	737
1122 Engine	1242
1123 Engine	69
1124 Engine	55
1142 Aerial Truck	252
1171 Rescue Unit	969
1172 Rescue Unit	207
1181 Brush Truck	12
1182 Water Rescue	9
TOTAL RESPONSES	3552



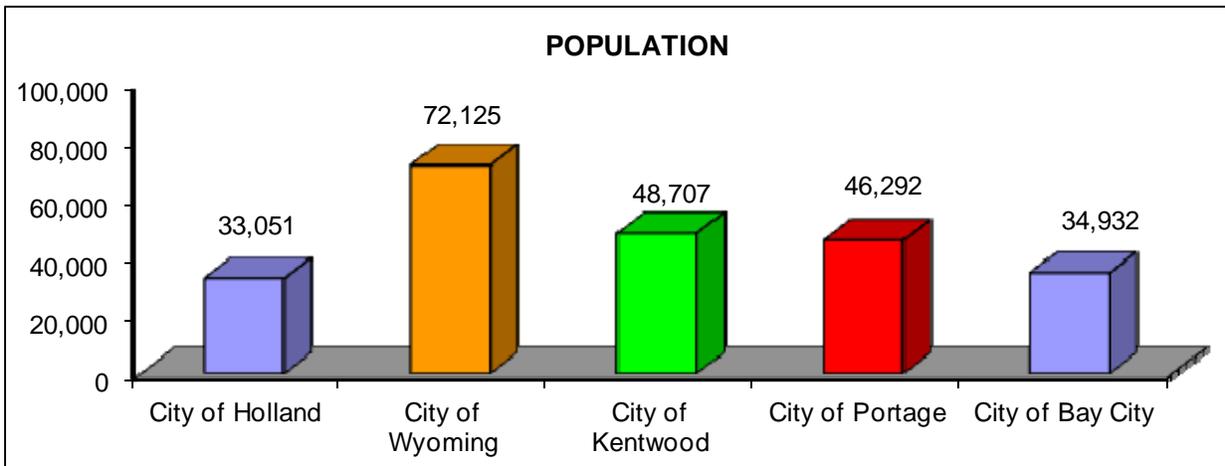
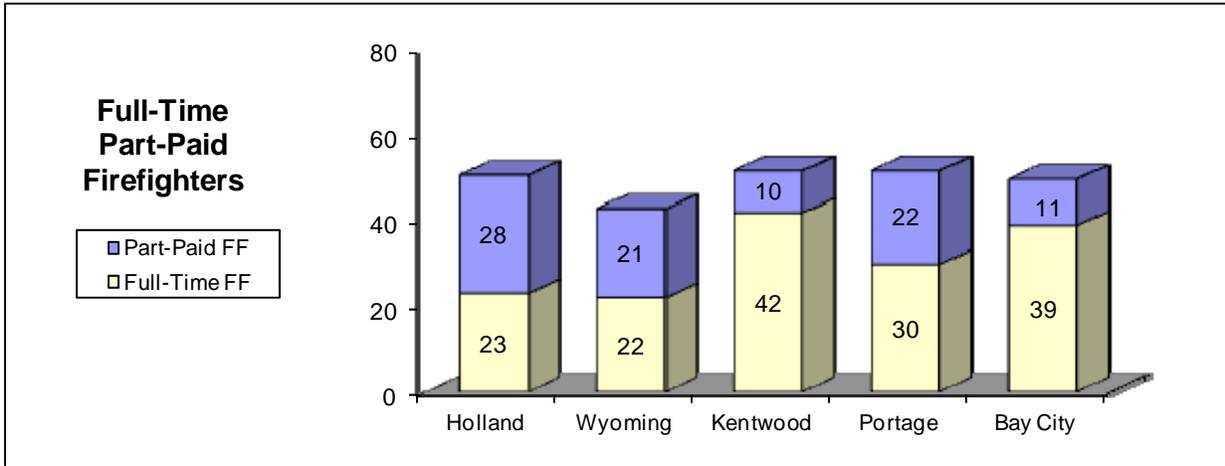


COMPARISON OF SELECTED STATISTICS WITH OTHER WEST MICHIGAN CITIES





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



**PART-PAID ATTENDANCE—2011****STATION 1**

ALLEN, A.	92%
DREHER	73%
ESSENBURG	89%
GENZINK	66%
HOCKING	68%
LAWRENCE	65%
NYHOFF	78%
POTTER	72%
TAYLOR	83%

STATION 2

ALLEN, K.	65%
HIGHSTREET	72%
HULST	93%
LEKAN	76%
McDONALD	90%
TOOLE	73%
VERA	87%
VOSS	83%
ZIEGLER*	88%

STATION 3

ARNOLDINK	81%
BOULLOSA	83%
BRIGGS	76%
CUSACK	93%
DEFEYTER	71%
GAMBY	88%
GOHLKE	77%
STRINGHAM	89%
SYBESMA	81%
WOODALL	82%