



# Neenah-Menasha Fire Rescue 2015 Call & Activity Summary

“The greatest moments are those when you see the result pop up in a graph or in your statistics analysis - that moment you realize you know something no one else does and you get the pleasure of thinking about how to tell them.”

Emily Oster

# Department Overview

- Career fire department that provides service 24/7/365.
- 63 line staff members and 5 administrative personnel.
- There are 3 shifts made up of 21 people per shift that work a rotating schedule of 24-hour shifts.
- 4 Fire Stations.



Racine Street fire in 2015

# We Are Prepared To Respond To

- Structure, vehicle and wildland fires.
- Automobile accidents that can include extrication, patient treatment, stabilization, fluid spill clean up.
- Medical responses, trauma responses, carbon monoxide poisoning and mass casualty incidents.
- Open water, swift water and ice rescues.
- Dive Team Operations.
- Confined space, high angle and trench/sub-surface rescues.
- Structural collapses and rescues.
- Hazmat response.
- Gas leaks and down powerlines .
- Smoke odor complaints, animal rescues and recreational fire complaints.



Jaws call in 2015

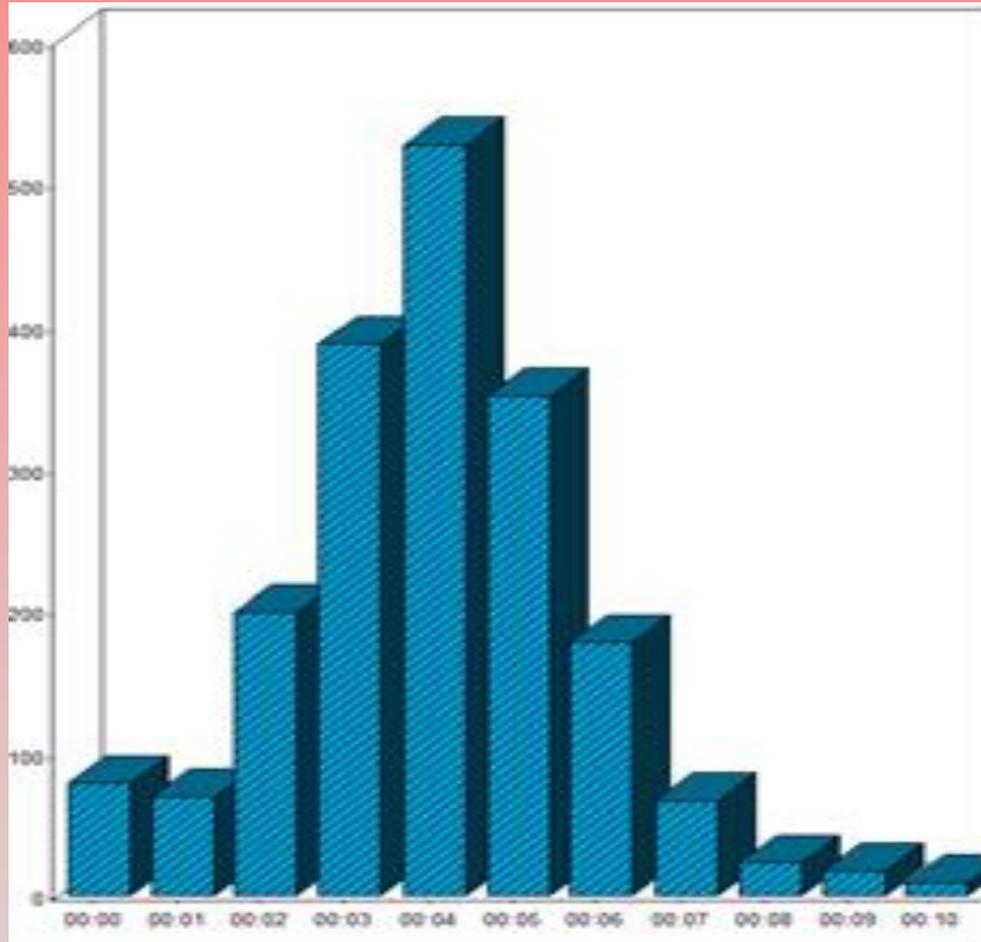
# What is Response Time?

- The clock starts ticking when the 911 call is first answered.
  - Start to create – **dispatcher** answers phone, begins gathering and entering data
  - Start to dispatch – **dispatcher** selects radio system and paging for appropriate dept.
  - Create to Dispatch – **dispatcher** activates radio and notifies the fire department
  - Reaction time – **fire fighters** hear the radio, get to the trucks, get equipment on and start engines
  - Travel Time – **fire fighters** driving to the address or location provided
  - Response Time is a total of all of these elements
- The timer stops when the first unit arrives on scene.
- Response time to the caller is all of this.



Average weight of turn out gear is 71lbs

# NMFR's 2015 Average Response Times



In 2015, our overall average response to all emergency calls is between 4-5 minutes.

# NMFR's 2015 Vehicle Emergency Response Times

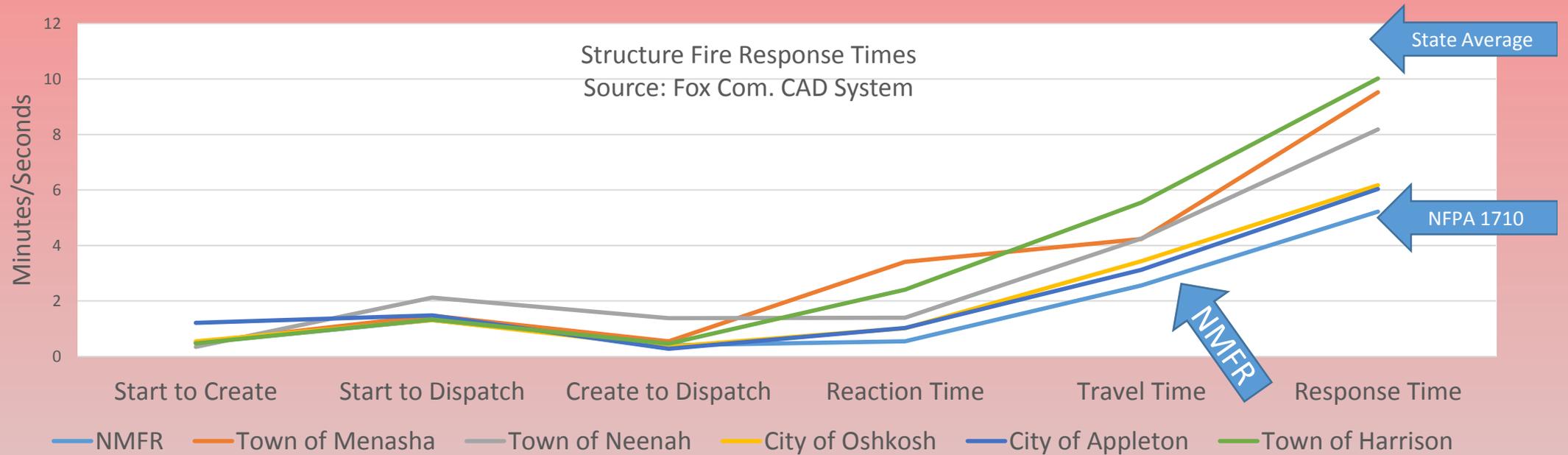
Station Location	Vehicle	Average Response Time
1080 Breezewood Ln., Neenah	Engine 31	4:56:00
125 E. Columbian Ave., Neenah	Command 32	5:46:00
125 E. Columbian Ave., Neenah	Engine 32	4:30:00
125 E. Columbian Ave., Neenah	Quint 32	5:30:00
430 First St., Menasha	Engine 35	4:26:00
1911 Manitowoc Rd., Menasha	Engine 36	5:27:00



Chemical Leak at SCA in 2015

Command 32 & Quint 32 have the highest response time average due to them travelling to all multi-unit calls within both of our Cities.

# Local Response Time Averages (2015 Structure Fires)



	NMFR	Town of Menasha	Town of Neenah	City of Oshkosh	City of Appleton	Town of Harrison
Start to Create	0.49	0.5	0.34	0.55	1.21	0.47
Start to Dispatch	1.31	1.47	2.12	1.31	1.48	1.33
Create to Dispatch	0.4	0.55	1.38	0.35	0.28	0.46
Reaction Time	0.55	3.41	1.4	1.02	1.03	2.41
Travel Time	2.56	4.23	4.25	3.43	3.12	5.55
<b>Response Time</b>	<b>5.22</b>	<b>9.52</b>	<b>8.18</b>	<b>6.17</b>	<b>6.04</b>	<b>10.02</b>

# Five Year Call Volume Review

Incident Types	2015	2014	2013	2012	2011
All Structure Fires	53	43	35	37	44
residential	37	28	25	21	27
Other fires	32	32	25	37	30
Total Fires	85	75	60	74	74
All EMS	1,563	1,588	1,518	1,595	1,711
Advanced Skills	55	14	0	0	0
Malicious, Mischievous	10	8	6	11	10
System Malfunction	61	74	70	55	64
Unintentional activation	177	176	126	151	129
Other Alarms	30	36	30	27	1
Total False Alarms	278	294	232	244	204
Mutual aid, include auto aid given	114	97	98	52	6
Haz Mat, includes CO, spills and leaks	114	127	156	142	191
All Other incidents	288	217	217	228	233
Grand Total of Incidents	2,442	2,398	2,283	2,335	2,419

In 2015, we minimized property loss to an estimated \$964,551.

# Automatic Aid With Appleton Fire Department

In May 2012, we began automatic aid with Appleton Fire Department. This agreement has allowed both Departments to decrease response times to specific areas we previously had long responses to.

Year	Calls to City of Appleton	Calls to City of Menasha
2015	106	107
2014	79	88
2013	87	101
2012	67	56
<b>Grand Total</b>	<b>339</b>	<b>352</b>

# Overlapping Incidents

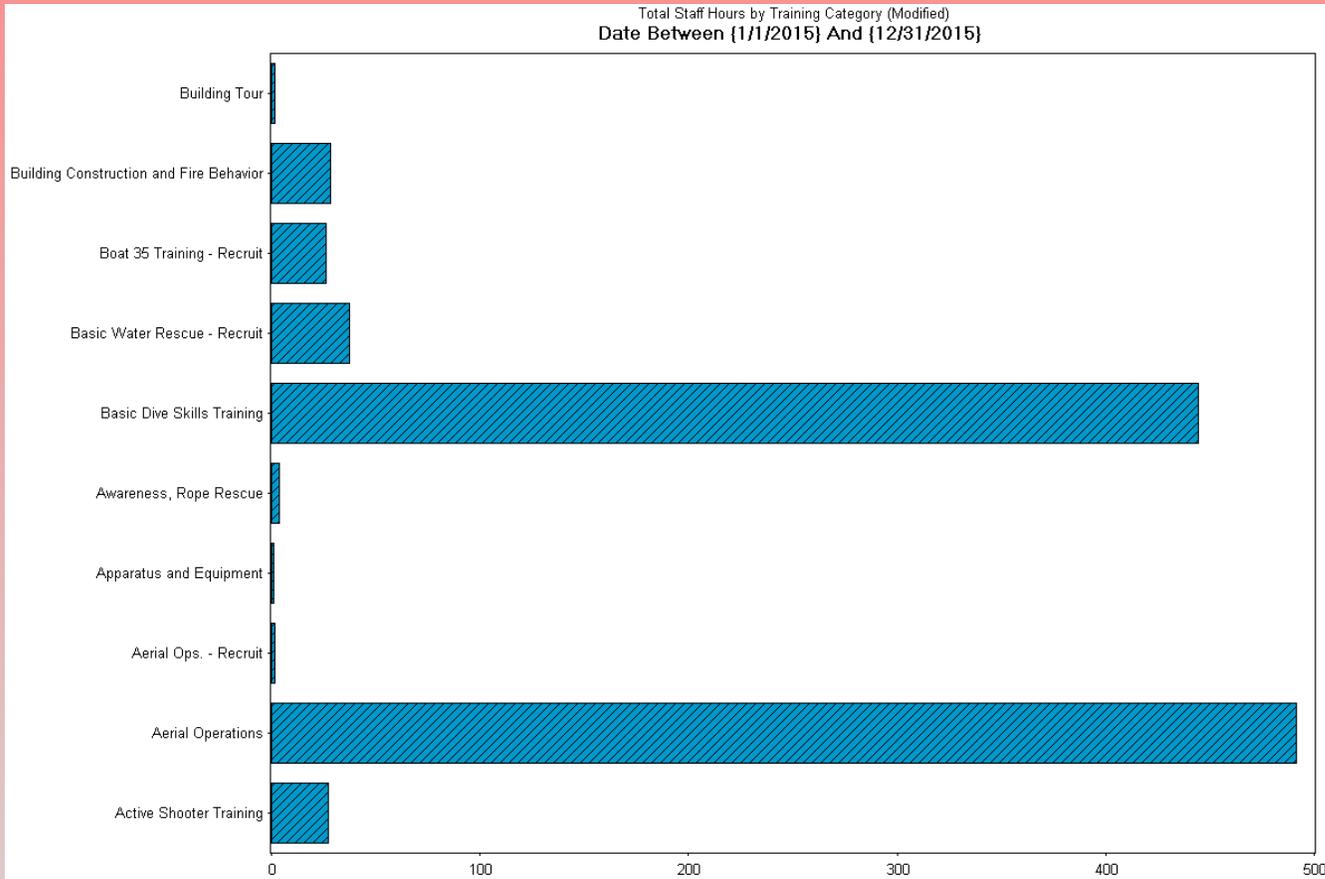
This information shows the number of times we had incidents occurring at the same time where multiple vehicles were already on a call and unavailable to take another call.

Time Period	Total Number of Calls	Number of Overlapping Incidents
1/1/15 – 12/31/15	2,442	258
1/1/14 – 12/31/14	2,398	231
1/1/13 – 12/31/13	2,283	243
1/1/12 – 12/31/12	2,335	242



One of the Minergy fires in 2015.

# Training



In 2015, a majority of our training was spent on the Certified Driver Operator/Aerial class. Annual dive training is becoming more established and is expected to always be a priority.



# Occupancy Inspections

We are required, by Wisconsin Statute, to perform fire inspections for businesses and multi-family residential structures within our two Cities. This is also a requirement to receive the 2% dues funding from the State of Wisconsin.

In 2015, the City of Neenah received \$74,779.57 and the City of Menasha received \$39,645.39 from the State 2% Dues Funding. These monies are put back into each City's General Fund.

Our department has gone paperless for our occupancy and inspection records by using Ipads. We also share our data with both Menasha and Neenah Police Departments and the Winnebago County Sheriffs Department.

<b>Inspections</b>	<b>2015</b>	<b>2014</b>	<b>2013</b>	<b>2012</b>
Total number of inspections	3,284	3,184	3,150	3,003
Total number of violations found & repaired	3,468	3,507	4,305	4,264

# Public Education

In 2015, we had 691 Public Education Events  
89 of these were our K-5<sup>th</sup> grade programs,  
station tours, seniors and high school  
programs reaching 602 adults and 5186  
children with our “Life Saving” messages.



Did you know?  
In 2015 there were 0 days where we didn't  
have any calls?



SCA Fire in 2015



Chimney fire at a City of Neenah residence in 2015

# Thank You



For Supporting us!

Compiled by:

Management Assistant, Tara Theisen

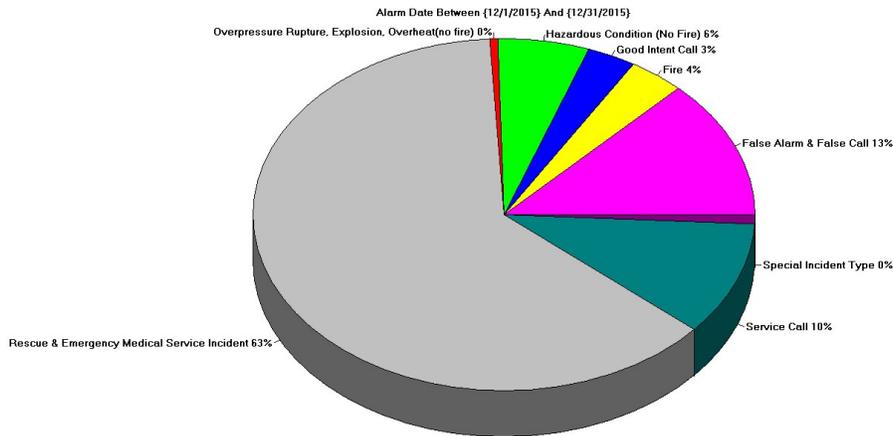
Deputy Chief, Victor Voss



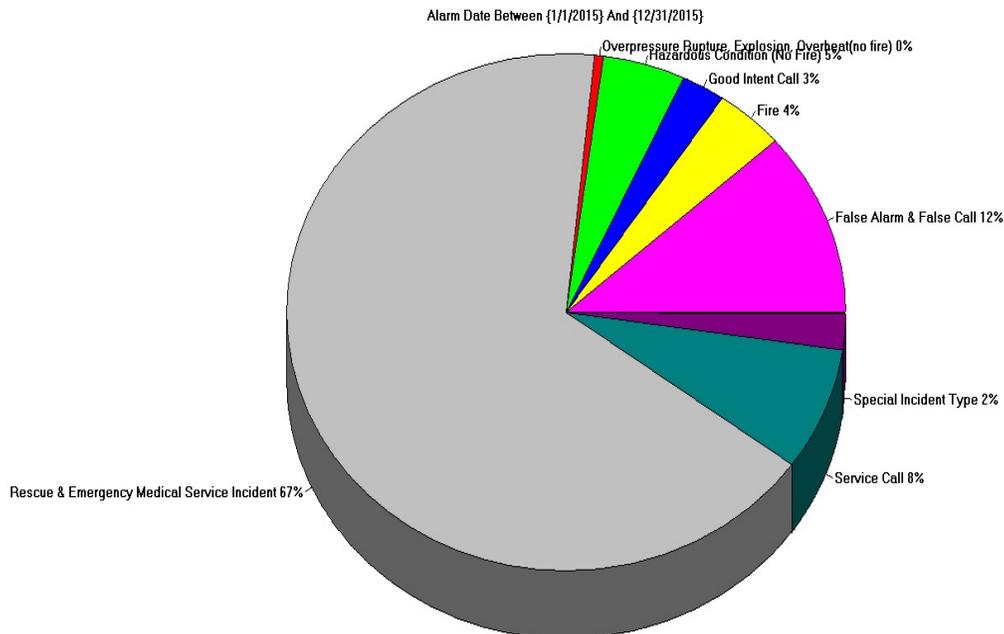
## Neenah-Menasha Fire Rescue 2015 Call and Activity Summary

Below is a summary of the incidents we have had in December 2015 and also includes year-to-date information. This information is from the monthly activity report that we provide every month. When looking at these calls, please keep in mind this is the end result of what the call was. For example, we could have been dispatched for a structure fire and when we arrived on scene, we found someone with a recreational fire in a fire pit. This call would be listed as a service call versus a structure fire call. It is dispatched this way because of the information the caller is providing to the Dispatcher.

### December 1, 2015 through December 31, 2015



### January 1, 2015 through December 31, 2015



## Call Volume Review

Here is a summary of our incident numbers for the past 5 years. This is an opportunity for us to follow trends and make comparisons from year to year.

<b>Incident Types</b>	<b>2015</b>	<b>2014</b>	<b>2013</b>	<b>2012</b>	<b>2011</b>
All Structure Fires	53	43	35	37	44
residential	37	28	25	21	27
Other fires	32	32	25	37	30
<b>Total Fires</b>	<b>85</b>	<b>75</b>	<b>60</b>	<b>74</b>	<b>74</b>
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<b>Grand Total of Incidents</b>	<b>2,442</b>	<b>2,398</b>	<b>2,283</b>	<b>2,335</b>	<b>2,419</b>

Property Damage by Fire                      \$1,227,629    \$440,665    \$454,894    \$431,946            \$0

**Notes:**

- Advanced Skills during EMS calls began in 2014 and was expanded in 2015. Advanced skills are: Taking blood sugar readings, tourniquets and pulse oximeter readings (ability to detect carbon monoxide in the blood stream).
- Mutual aid/Auto aid was established with Appleton Fire Department during this period comparison.
- Property Damage by Fire: We haven't required property damage by fire to be documented during the entire 5 year period.
- We have standardized our estimates of property damage by fire through the use of a calculated formula.

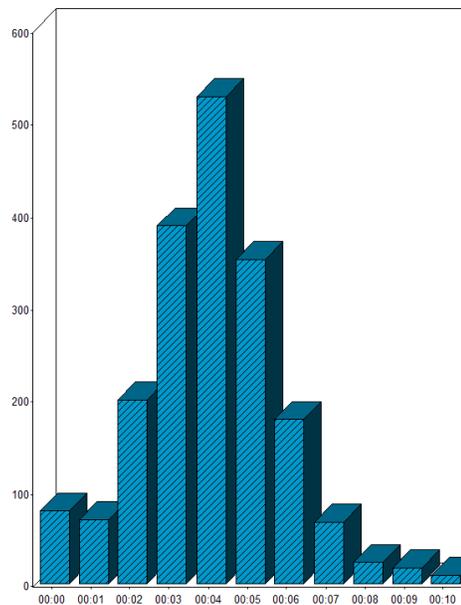
## Automatic Aid Call Review

<b>Year</b>	<b>Calls to City of Appleton</b>	<b>Calls to City of Menasha</b>
2015	106	107
2014	79	88
2013	87	101
2012	67	56
<b>Grand Total</b>	<b>339</b>	<b>352</b>

Note: In 2015, there was construction on 441/Midway Road, which limited the ability of Appleton Fire Department to respond to certain areas in the City of Menasha due to accessibility issues. Automatic aid didn't begin until late May of 2012.

## Department Response Times

**Response Time:** Response time is calculated from the time the call is dispatched to the time we arrive on scene. This graph reflects the overall average response time to all emergency calls in 2015. Overall, our average response time is around 4 minutes.



## Vehicle Response Time

Listed below is 2015's average emergency response time by vehicle. Command 32 & Quint 32 have the highest response time average. This is due to them travelling to all multi-unit calls within both of our Cities.

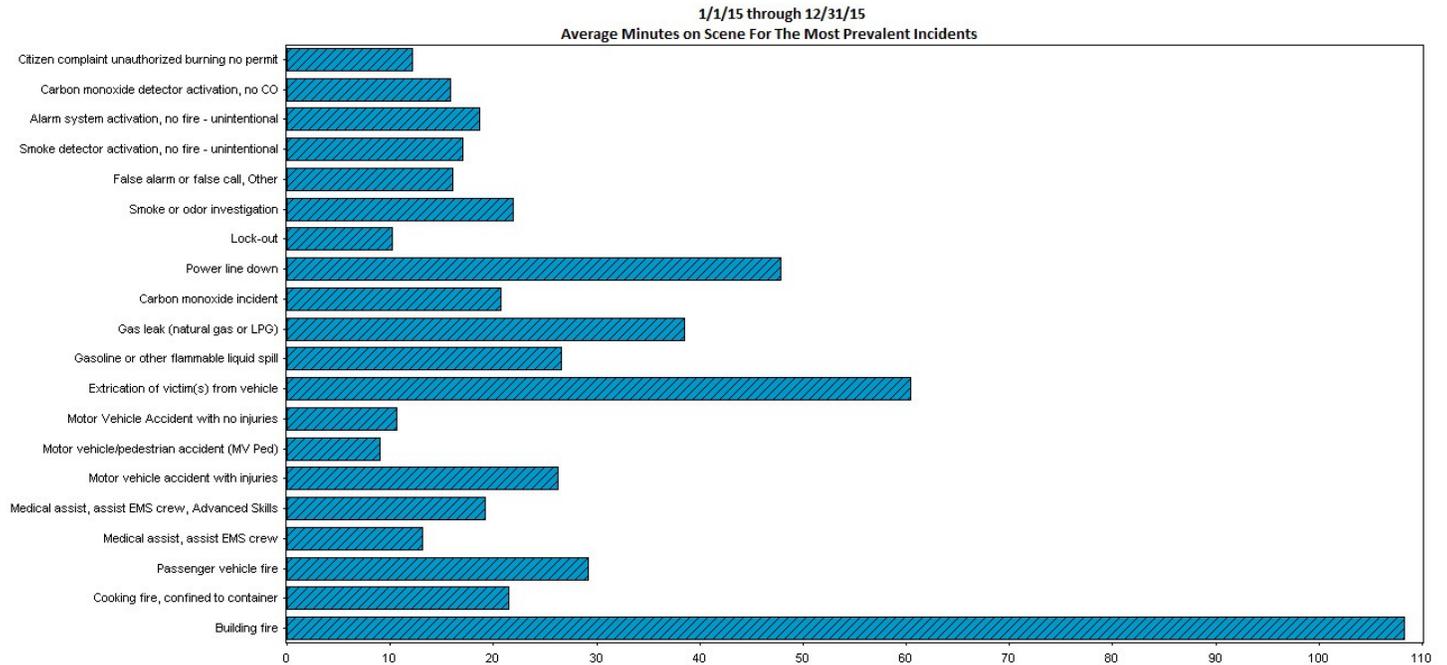
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Engine 35 has the best response time. *This includes the time the mechanic's take to wash their hands and get out of their coveralls!*

Did you know, in addition to their normal firefighter duties, we have four shift mechanics that perform all preventative maintenance and repairs for all of our fire apparatus and staff vehicles? This reduces the amount of money we spend on outside vendors and saves money in our operating budget.

## Average Amount of Time on Scene

This graph reflects the average amount of time we spend on some of our more prevalent calls. Please note these times are only from the time we arrive on scene to the time we finish the incident. This **DOESN'T** include the time it takes to dispatch the call to us, receive the call, and for us to go in route to the call and travel back to the station after the call is completed.



## Calls by District

These numbers reflect the calls that originated in each district, regardless of which vehicle(s) responded to the call. For example, if the call was a multi-company response in Station 31's district, the call is credited to that district even though vehicles responded from Stations 32 & 35 with Engine 31.

District	2015	2014	2013	2012
Station 31 1080 Breezewood Ln., Neenah	568	601	560	571
Station 32 125 E. Columbian Ave., Neenah	881	860	869	792
Station 35 430 First St., Menasha	550	508	458	565
Station 36 1911 Manitowoc Rd., Menasha *Includes automatic aid calls to Appleton	443	405	388	407
<b>Grand Total</b>	<b>2,442</b>	<b>2,398</b>	<b>2,283</b>	<b>2,335</b>

## Overlapping Incident Information

Overlapping incidents: Number of times we had incidents occurring at the same time where multiple vehicles were already on a call and unavailable to take another call.

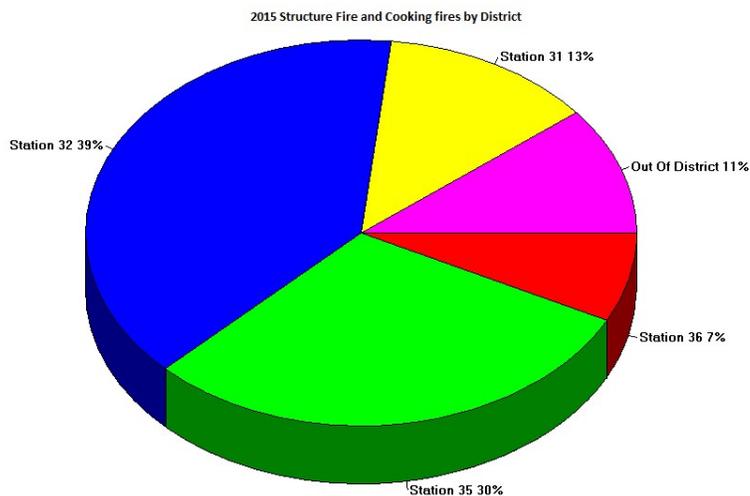
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1/1/12 – 12/31/12	2,335	242

## 2015's Incidents By Month

Month	Total Runs	Month	Total Runs
January	212	July	180
February	170	August	227
March	186	September	206
April	207	October	199
May	204	November	199
June	232	December	220
<b>Grand Total = 2,442</b>			

## Structure and Cooking Fires

The following graph breaks out structure fires and cooking fires only by each District.

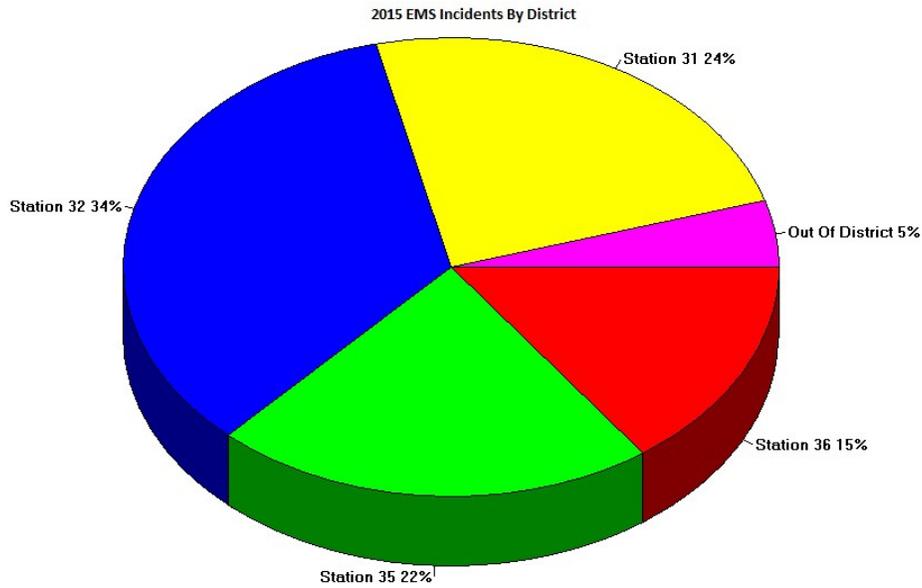


**In 2015, which day of the week did we have the most cooking fires?** Tuesday.

**In 2015, which day of the week did we have the most building fires?** Friday.

## EMS Calls

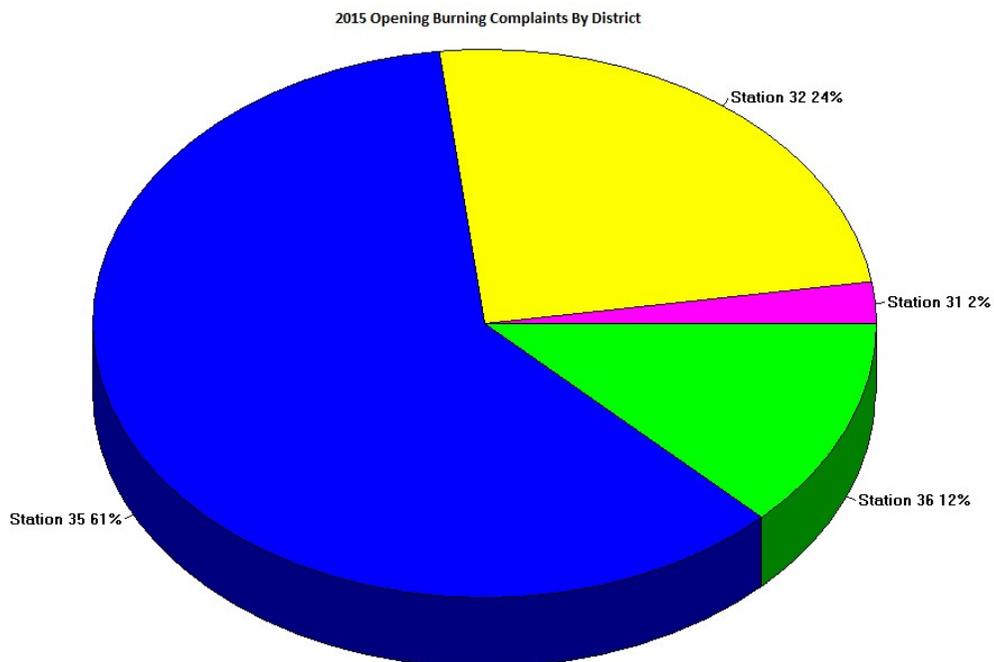
The following graph breaks out the EMS calls by each District.



Which day of the week did we have the most EMS calls? Monday

## Opening Burning Complaints

The following graph breaks out the Open Burning Complaints by each District.

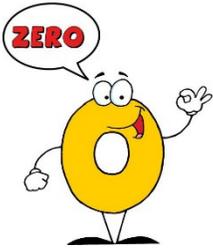


In 2015, which day of the week did we have the most open burning complaints? Saturday

## Our busiest day of the year was a Red Shift work day on.....

September 7, 2015 with **15 calls**. Engine 32 had a majority of these calls. It was a cloudy, overcast day in the mid 70's.

### Did you know?



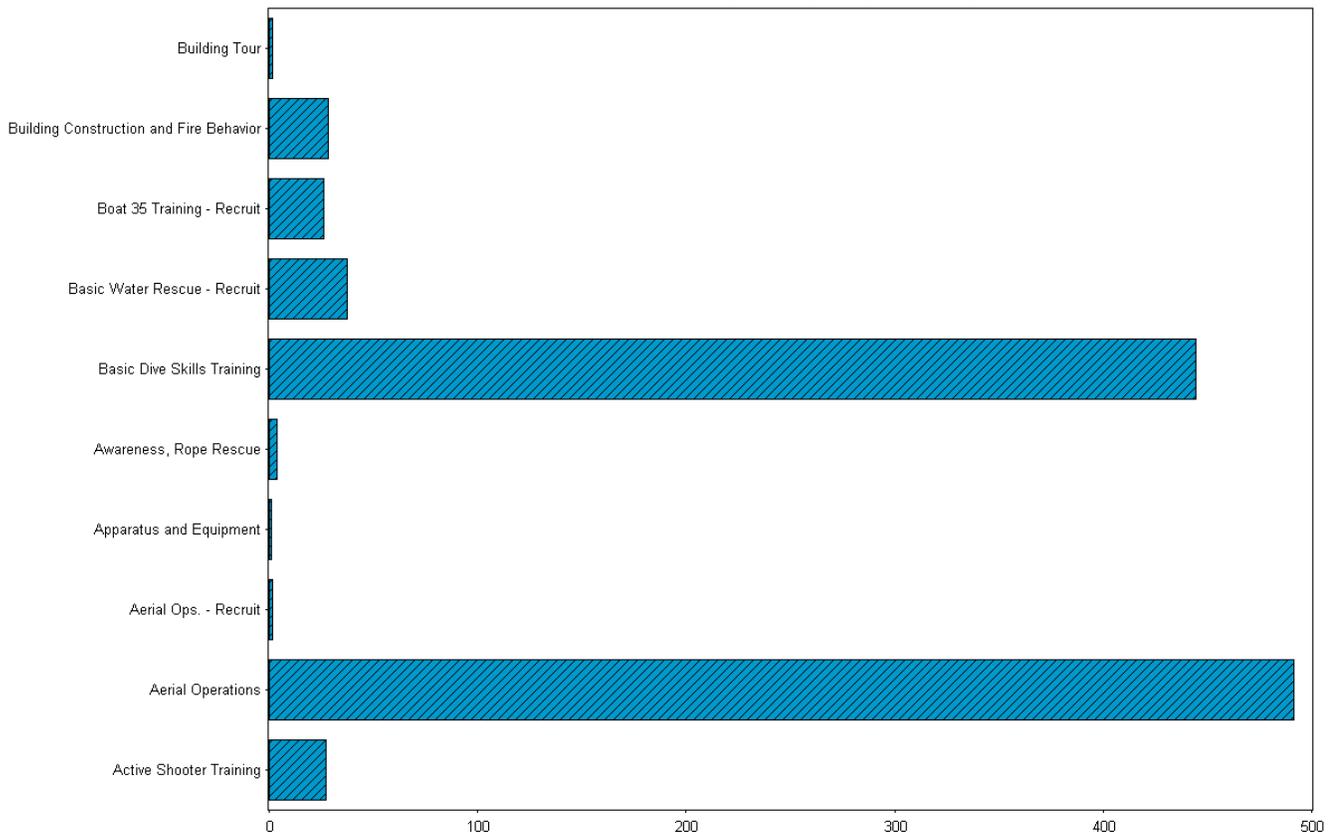
There were **NO** days in 2015 where we didn't have any calls.

The last time we had a day with NO calls was **September 16, 2012**

### Training Hours

Training is an important part of our Department as we need to continue to improve and/or maintain our skills. In 2015, a majority of our training time was spent on the Certified Driver Operator/Aerial class. Annual dive training is becoming more established and is expected to always be a training priority. Often all water related training is coded as dive training, so included in that number is tender training, boat training, etc. In 2015, we also hired 4 new firefighters which affecting our normal training rotation.

Total Staff Hours by Training Category (Modified)  
Date Between {1/1/2015} And {12/31/2015}



## Occupancy Inspections

NMFR is required, by Wisconsin Statute, to perform fire inspections for businesses and multi-family residential structures within our two Cities. This is also a requirement to receive the 2% dues funding from the State of Wisconsin. In 2015, the City of Neenah received \$74,779.57 and the City of Menasha received \$39,645.39 from the State 2% funding. These monies are put back into each City's General Fund.

Inspections	2015	2014	2013	2012
Total number of inspections	3,284	3,184	3,150	3,003
Total number of violations found & repaired	3,468	3,507	4,305	4,264

## Public Education

Public Education is a priority for our Department. Some of these activities include:

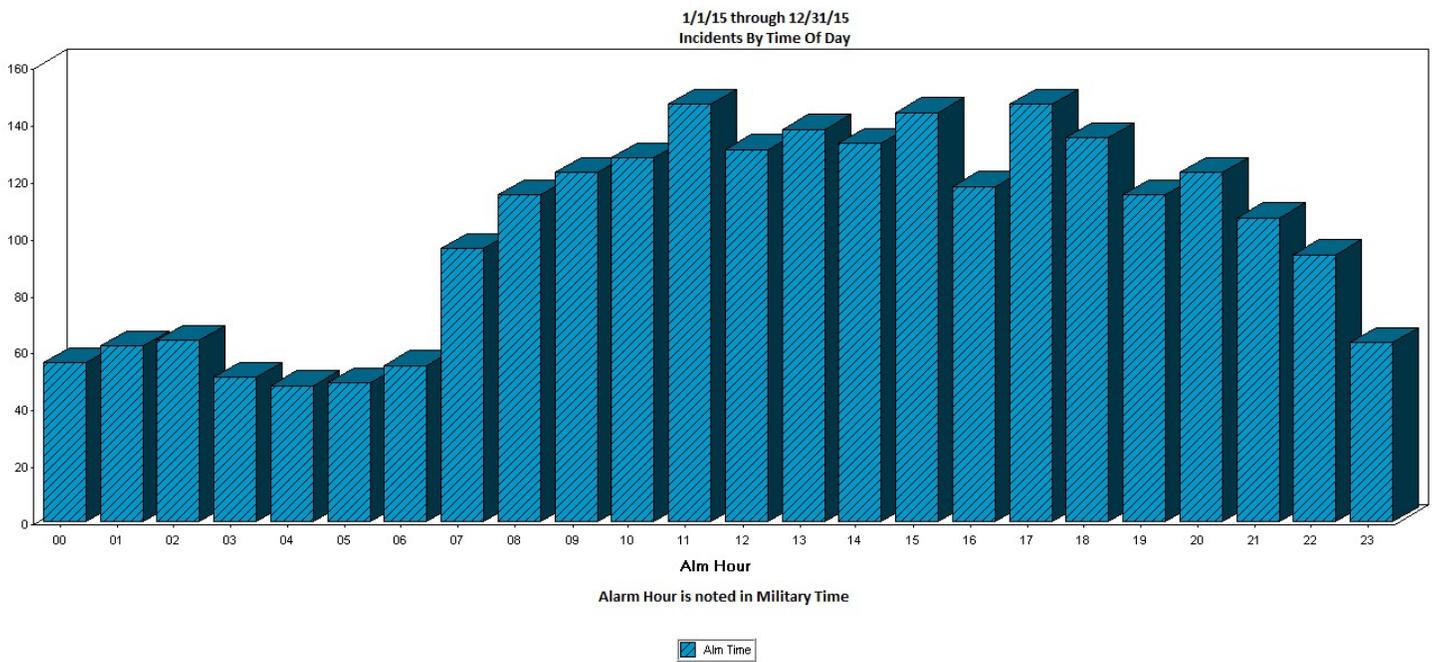
Smoke Alarm Installs	General Public Relations	Parades	Witness Fire Drills
Witness Fire Evacuations	Station Tours	Special Events within Both Communities	Fire Extinguisher Training
Ice & Water Safety	Juvenile Fire Prevention	Fire Works	Public Education Program for Grades 1 – 3
Fifth Grade Then & Now Program	Preschool & Kindergarten Programs	Senior High Fire & Dorm Safety for College	Senior Citizen Presentations
Business & Industry Safety Fairs	Back to School Event for Low Income Children	Community Fest in both Cities	Open Houses

## Public Education Activities

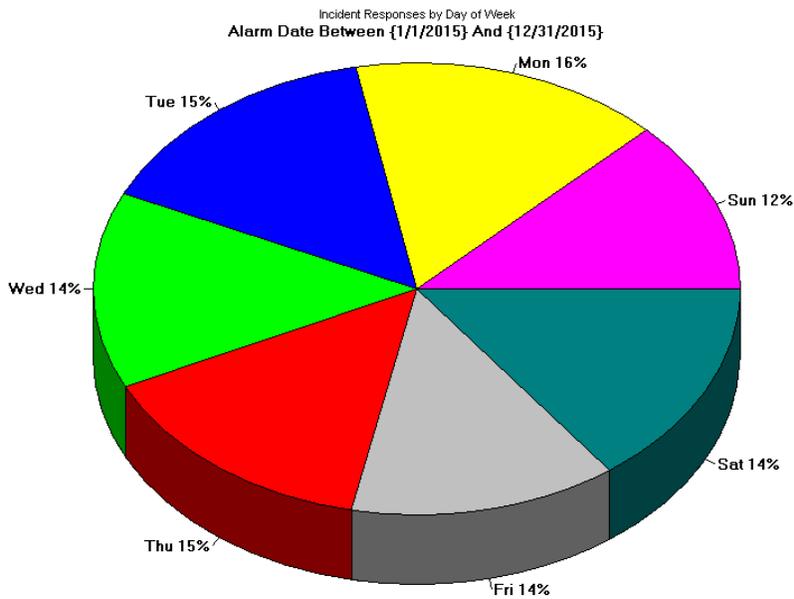
	2015	2014	2013	2012
<b>Total Events</b>	691	661	844	556
<b>Total Number of Hours</b>	1,005	949	1,220	815

## NMFR Fun Facts

If you have ever wondered how our day plays out? We are frequently asked if we are busier during meal times or sleeping times. In 2015, our busiest hours for calls during the day were 11:00 a.m. and 5:00 p.m.



In 2015, which day of the week were we the busiest? This graph shows no one day is better than the other for calls!



In 2015, Red Shift may have had the busiest day but which shift had the most calls?

Shift	2015	2014	2013
Blue	822	823	787
Green	841	792	755
Red	779	783	741
<b>Grand Total</b>	<b>2,442</b>	<b>2,398</b>	<b>2,283</b>

A, B, C, D, E....what does all of this mean? Medical calls are dispatched by a priority code.

- A & B priority code means we will respond non-emergency. These calls are usually for minor medical issues.
- C & D calls we will respond emergency. These calls are usually cardiac issues, seizures, major lacerations, entrapment, etc.
- E priority calls we will respond emergency and these calls are for people who are pulseless/non-breathing (PNB) and for people who had a sudden onset of symptoms (i.e. someone saw this happen or found them right after it happened).
- Omega means it is an obvious death. We do not receive a lot of these calls and when we do it is usually when someone was found and they do not know how long they have been this way.
- Box Alarms & Working Stills are mutual aid calls and our resources are requested from another Department.

Have you ever seen us responding to a call with lights and sirens, all of a sudden we turn them off, and you wonder why? This happens when we are en-route to a call and receive more information that tells us we do not have to respond emergency.

