

Waterford Regional Fire Department



2018 Annual Report



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FIRE DEPARTMENT ADMINISTRATION

John Lyman
Fire Chief
30 Years of Service



Matt Covey
Deputy Fire Chief
23 Years of Service



Ann Ostrom
Administrative Assistant
33 Years of Service



Diane Beedle
Account Clerk
23 Years of Service



FIRE SUPPRESSION AND EMS OPERATIONS

Steve Bridger
Battalion Chief
27 years of Service



Blake Nelson
Battalion Chief
20 years of Service



Josh Dorman
Battalion Chief
15 years of Service



FIRE PREVENTION DIVISION

Carl Wallace
Fire Marshal
20 years of Service



John Phebus
Capt. Fire Inspector
28 years of Service



Mark Trager
Lt. Fire Inspector
30 years of Service



Wayne Peruski
Lt. Fire Inspector
22 years of Service



FIRE DEPARTMENT **TRAINING DIVISION**

Jim Cooper
Capt. EMS Coordinator
EMS Academy
16 Years of Service



Josh Dorman
Fire Training Coordinator
15 years of Service



Tom Rayner
Operations/Training Assistant
4 Years of Service



FIRE DEPARTMENT **CHAPLAINS**

Linda Living-Hawley



Ron Rayner





Waterford Regional Fire Department Mission Statement

The mission of the Waterford Regional Fire Department is to protect the lives and property of the residents, businesses and visitors of **Waterford Township**, the **City of Pontiac** and the **City of Lake Angelus** through:

Public education in fire safety and hazard recognition

Aggressive fire suppression and rescue

Professional emergency medical treatment of the sick and injured

Efficient pre-incident planning and emergency management

Hazardous materials control and mitigation



From the Fire Chief's Office...



It is my honor and privilege to serve the residents of Waterford Township, The City of Pontiac and the City of Lake Angelus. I work alongside 140 well-trained and highly skilled professional firefighters, paramedics, fire officers, inspectors, chiefs and office staff. Together, we provide incredible emergency services in a regional, multi-jurisdictional setting. There are over 130,000 residents and 60 square miles in our first response area. The pages of this 2018 annual report is full of important information, statistics and photos highlighting the various aspects that make up the Waterford Regional Fire Department. The service and dedication on display each and every day by all our fire department personnel is represented in this annual report.

The big impact items in 2018 were the delivery of new fire trucks ordered in 2017; a pumper/engine and a 75' Quint Aerial. First new fire trucks purchased since 2002. Additionally, a new command truck and a new rescue were ordered, paid for and delivered in 2018.

The Fire Department maintained staffing during 2018 thanks to the 2015 SAFER grant through the United States Department of Homeland Security. In September 2018, a 1-year extension request was approved, taking this grant to the end of September 2019. We are extremely thankful for that approval.

In August of 2018, Waterford voters were asked to approve a Public Safety Special Assessment District for all Waterford residents to help with funding for the Police and Fire Departments. We thank Waterford voters for their support and passing this proposal. This funding will be used at the Fire Department to increase the number of firefighters in Waterford, to help fund fire apparatus, equipment and other operating expenses.

2018 calls for service totaled 13,586 an 4.8% increase over 2017. 9,581 or 71% of those calls were for EMS, traffic accidents and other rescue calls, that number is 4.5% over 2017. Fires, hazardous situations, and other calls accounted for 29%. Fire calls as a whole were down 13%, with structure fires seeing a decrease of 95% from 2017. 176 structure fire calls were residential and multi-residential structures. EMS Transports for 2018 was at 5,196 which is up 2.5% from 2017.

Our fire units responded nearly 25,000 times during the year. Response times for priority calls were at 5 minutes and 10 seconds for 2018. Out of the nine fire stations that we operate out of, the busiest fire station was station #3 with 3,050 calls. The busiest fire engine and rescue were both out of Fire Station #3 with Engine 3 responding to 2,988 calls and Rescue 3 responding to 2,542 calls.

This document as it does every year serves as a historical account of our department. We hope everyone who reads this will find it informative and enlightening to the diverse responsibilities that we handle every day.

A handwritten signature in black ink, reading "John H. Lyman". The signature is fluid and cursive.

John H. Lyman
Fire Chief



Deputy Chief Matt Covey



As Deputy Chief of the Fire Department, I oversee the operations of the Fire Department as we serve 130,000 residents in three communities and our mutual aid communities. I have three Battalion Chiefs, the Fire Training Officer and EMS Coordinator that report directly to me. Our firefighters serve 24 hour shifts on three platoon units. There are approximately 40 personnel on duty every single day operating out of 9 fire stations in Waterford and Pontiac. In 2018, I was kept busy with new vehicles, building updates and upgrades and many other projects vital to the operations of this fire department.

In 2018 we sent six firefighters to a water rescue class. There are over 35 named lakes and the Clinton River in our first response area, along with several ponds and streams. We have a small number of incidents per year where someone goes into the water. Oakland County Sheriff's office does have a dive team, but as first responders we need to make an immediate impact when we arrive on a water rescue incident. We have equipped our department with fins, masks and snorkels with the idea that we can make a rescue in zero to 5 feet of water. In 2018, we did have a crew make an underwater rescue in a pond in Pontiac. Unfortunately he did not survive, but the Fire Department's heroic actions did give him some opportunity to survive.

Delivery of our 2017 ordered Fire Engine and Quint

With assistance of the Township Board the Fire Department has ordered and finalized the purchase of a fire engine and a Quint from Stuphen Corp in 2017. We took delivery of these 2 new vehicles in June of 2108. Both of these vehicles were desperately needed and went into immediate service. A Quint is a hybrid fire engine/ladder truck.

Photo of the new Fire Engine and Quint



Purchase of a new rescue/ambulance from EVP+ Wheeled Coach

The Fire Department purchased a new rescue/ambulance. This again was a greatly needed truck as it replaced an aging vehicle with high millage. We had scheduled to remount an older truck, when one went down with an engine failure, we went to the Township Board to make an emergency purchase, to which they approved and we were able to complete

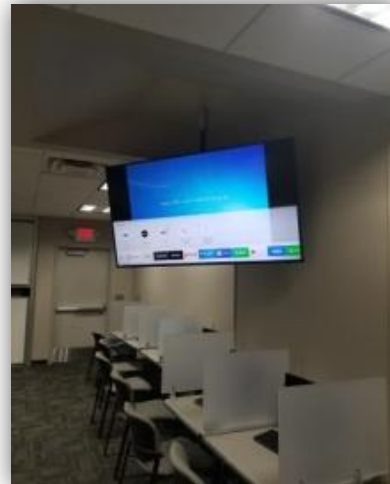


Purchase of a new Command Truck call sign Battalion 1

The Fire Department added a new 2018 GMC 2500 pickup Command Truck. This truck is driven by the Fire Department Battalion Chief who runs the daily shift. This truck carries specialized equipment for our incident command system, additional radios and other various items.



I was the lead for updating of our training and conference rooms in 2018, with new carpet, paint and IT upgrades. Both rooms had SMART TVs installed that work with our computers and internet based learning. These two rooms are used daily for public education, Fire and EMS Training and other Public events.



In 2018, we also updated the Front sign. A handicapped accessible door was added to the front main door to better assist the public.



Promotional Testing for Line Lieutenant

Testing and promotional list for Line Lieutenant was established. The testing procedure involves a written test and oral interviews. We thank Arlene Ward at HR for her assistance and to retired Fire Chief Dennis Storrs for their assistance in completing this process.

Promotional testing 2019

The Fire Department will be conducting promotional testing in the following categories in 2019. Battalion Chief, Captain, Inspector, Deputy Fire Chief and Fire Chief.

Fire Cadet Program

During 2018 the Waterford Regional Fire Department had 5 High School students from within Oakland County attend our program. These students work with our firefighters and training division on a daily basis. The program goal is upon successful completion of the cadet program that they leave with the knowledge, skills and experience necessary to pursue a career as a professional fire fighter and give them an advantage in becoming a success in whatever their life's endeavor.

This program was originally created at the Fire Department in the 1970's, intended to offer local area high school seniors the opportunity to experience first-hand what a career in the fire service was like. It was designed to prepare young, ambitious students for a career as a fire fighter. Since then many of the cadets that have participated in the program have gone on to become professional fire fighters with fire departments around the country. One former cadet became a smoke jumper battling the enormous wildfires in the western United States while others have chosen to enter the EMS field or the medical profession. Several fire fighters currently employed with the Waterford Regional Fire Department are former cadets.

Fire Academy Sponsorship

The Waterford Regional Fire Department sponsored 4 students to the 2018 Oakland Community College Fire Academy. These Individuals were supplied personnel protective clothing (turnout gear) and self contained breathing apparatus (air packs). This option had zero out of pocket expense to the fire department but offered a huge discounted rate for these 4 individuals.



Capital Improvements:

Fire Station 4, 6615 Williams Lake Rd., Waterford

The front driveway and parking area was asphalt and had severely deteriorated. It was in desperate need of replacement. The entire area was replaced with a concrete driveway. This concrete was installed to be able to handle the load of our fire apparatus. In addition to the driveway the living quarter's carpet was replaced with a new vinyl floor. Several electrical upgrades were made in the station.

Fire Station 6, 55 West Walton, Pontiac

With the assistance From the City of Pontiac Fire Station 6 received new hardwood flooring and carpet. This was a great improvement to this station. Future project for fire station 6 is an upgrade of the aging boiler this will be with the assistance of the City of Pontiac.



Fire Station 7, 123 Pike Street, Pontiac

The apparatus bay was in desperate need of new lighting and painting with the assistance of the City of Pontiac the apparatus bay was painted and new LED light were installed throughout the bay. This was a great improvement to the bay.



Purchase of 15 sets of turnout gear

The fire department replaced 15 sets of fire turnout gear in 2018. This gear is what protects our fire fighters during emergency runs and fires. It is made up of multiple layers. The outside coat protects against cuts and abrasions, the next layer works as a vapor barrier and the next layer insulates against high temperatures.

Future Capital Projects for 2019

With the approval of the 2019 Fire Department budget we will be working on the following capital improvements and purchases.

- Re-mount 2 rescue trucks (ambulance) through EVP+ a Michigan based company.
- Purchase of 2 Fire Engines from Sutphen Corp. to replace fire engines at fire station 2 and 3.



- Purchase of a new fire investigation unit
- Purchase of a two new staff vehicle.
- Active shooter specialized equipment
- IT upgrades computers and fire response technology
- Radio head sets for our Fire Engineers, and our commanding officers
- Township wide phone system replacement
- Major parking lot repairs at fire station 1
- Roof repairs fire station 1
- Steel columns repair at fire station 4 and 5
- Exterior painting at fire stations 4 and 5
- Generator replacement at fire stations 2, 4 and 5

Future Projects City of Pontiac

- Boiler replacement at Fire Stations 9 and 6
- Roof repair at Fire Station 6
- Lighting upgrades training room Fire Station 7



New ISO rating

The Waterford Regional Fire Department was proud to announce in 2018 that the Fire Department received an ISO rating of 3 for Waterford Township, the City of Pontiac and the City of Lake Angelus are rated as ISO fire rating of 3. Waterford Township and Lake Angelus were both a 4 prior to 2018, while the City of Pontiac was able to maintain a 3 rating.

In early 2017 the fire department was approached by ISO to conduct a review of our fire protection class. Chief Lyman and I met with ISO, to provide them the information needed for review. This also included meetings with Waterford DPW, Oakland County Water Resources and Waterford Police Dispatch. We patiently wait for our classification.

ISO collects information on municipal fire-protection efforts in communities throughout the United States. In each of those communities, ISO analyzes the relevant data using our Fire Suppression Rating Schedule (FSRS). We then assign a Public Protection Classification from 1 to 10. Class 1 generally represents superior property fire protection, and Class 10 indicates that the area's fire suppression program does not meet ISO's minimum criteria.

Insurers use PPC information in many ways. PPC can help determine how much to charge for coverage: If a community has a lower PPC, its property owners, both commercial and residential, usually pay lower premiums, assuming everything else is equal. Insurers can manage the quality of fire protection across their book of business and even identify opportunities for writing new business.

Factors considered when determining an ISO rating.

- Municipal water supply system water flow rates
- Communication system and alerting (911 Dispatch Center)
- Aerial trucks capability based on number of commercial buildings
- Gallon per minute capabilities of a fire engine
- Mutual aide agreements
- Fire training hours
- Response times to fire runs
- Number of personnel a fire department averages on a fire call
- Number and location of fire stations to community need



Fire Department Promotions

Jeremy Grundy
Promoted to Lieutenant
9 Years of Service



Jason Griffin
Promoted to Lieutenant
6 Years of Service



Jim Booth
Promoted to Lieutenant
11 Years of Service



Fire Department Retirements



Todd Holmes retired with 30 years of service.

A luncheon was had in his honor.
Several recent retirees attended the event.



We thank Todd for his 30 years of dedicated service to this department.



Grant Writing

The Fire Department has been awarded over \$21.5 million in grant awards for needed equipment and personnel since 2003.

Grant awards allow the Fire Department to better serve the residents in the three communities we serve, and saves Waterford Township millions of taxpayer dollars. The Fire Department has seen over \$21.5 million in grant awards since 2003, for equipment and personnel.



Assistance to Firefighters Grant

Waterford Regional Fire Department was awarded a grant in 2018 from the Assistance to Firefighters Grant Program. The grant project total was over **\$56,100** with a cost match of 10% for the Fire Department. This project, allowed us to purchase new 1.75" attack hose, 1.75" and 2.5" nozzles and foam eductors for our fire trucks.



Early in 2018, WRFD was denied on a grant that was written in 2017 to fund the replacement of our 27 year old Tower 1. This was the 2nd time that we wrote to replace this truck. We believe that call volume for the Tower was why we were denied. They do not give out that many truck awards, making an award for this unlikely, but we are going to write for grants like this, and hope for the best. We reviewed the grant, made some contacts with other grant writers and fire departments, and came up with another plan for 2018. In 2018, we wrote to replace the 15 year Squad/Ladder truck at a cost of \$650,000.



SAFER Grant

Waterford Regional Fire Department is please to report that our SAFER grant was extended for one more year. We were originally awarded this grant in 2016 at \$8.5 million. Due to excess funds in the grant we were able to request the 1 year extension. It has allowed us to hire 39 personnel for our fire trucks. The additional personnel hired through this grant do keep our communities and firefighters "SAFER" from fire and the hazards associated with fire.



Firehouse Subs Public Safety Foundation Grant Program

In 2018, WRFD was awarded funding through the Firehouse Subs Public Safety Foundation to replace three thermal imaging cameras. This grant was valued at \$25,000. Chief Lyman and Deputy Chief Covey attended the awards ceremony at the Michigan Firehouse Museum in Ypsilanti. The Firehouse Subs Foundation has awarded \$50,000 in two grant projects to WRFD since 2012.



In 2018, we applied to AFG to purchase fire gear two extractor/washers and two dryers. This grant project totals nearly \$60,000, and would allow us to have an extractor and a dryer in Waterford and in Pontiac.

As stated earlier we are also waiting on a determination on a grant written in 2018 to replace our ladder/squad truck.

For both of these applications we hope to have a positive response in Q1 of 2019.

In 2019, we will be applying through the MMRMA RAP Grant to install bay door safety signal lighting for all 53 bay doors in our 9 stations.



2018 Recognition and Honors

In September, Lt./Paramedic Jeremy Grundy and Firefighter/Paramedic Sean Landis were awarded the Valor Award by the Hundred Club of Detroit at their annual meeting at the Detroit Athletic Club. These two men responded to a report of a man drowning in a pond in Pontiac. Jeremy and Sean dove under the water located the man and pulled him out. He was given over to Star EMS paramedics for treatment and transport. We thank the Hundred Club for recognizing the efforts of our personnel.



In April, the American Legion Post 24, recognized our personnel for their heroism as they rescued a man trapped in his burning home. In December 2017, our firefighters entered the home, located the victim, carried him out and handed him off to our paramedics for emergency care and transport to the Hospital.



Waterford Township recognizes the longevity of its employees on an annual basis. In 2018, Fire Chief Lyman, Lt. Inspector Mark Trager and Engineer Todd Holmes (retired in 2018), were recognized for 30 years of service. These are the last three remaining from the 1980's.



Angela Corliss from Farmer's Insurance for the 2nd year in a row, honored the fire department by her contribution of station supplies to 3 of our fire stations.



September 11, 2018 Fire Chief Lyman and Captain Inspector John Phebus represented **Waterford Regional Fire Department** at the **Detroit Tigers Police and Fire Day**.



OCC Fire Academy 58 graduated 2 students that WRFD sponsored.



Joel Quick and Julius Porter graduated from the **OCC Fire Academy** with Chief Lyman in attendance. They were interviewed by **Chief Lyman and Deputy Chief Covey** and were proudly sponsored by this department. WRFD outfits these students with fire gear and SCBA during their academy training.



Waterford resident Abbey Scrivner was hired by Novi Fire Department in 2018. Fire Chief Lyman pinned her badge while attending the ceremony.



We honor **Pontiac Firefighter Tracey Williamson** who died in the line of duty 20 years ago. A ceremony at the cemetery with Chaplain Rayner followed by a visit to the downtown location where his life ended during a structure fire and building collapse.



**We stand proud of the efforts of all our firefighters for their brave and selfless service
to all the residents that we serve.**



Public Events

The **Waterford Regional Fire Department** proudly participated in multiple public events in Waterford and Pontiac.

Woodward Dream Cruise and the RoadKill Nights
Fire and EMS standby in Pontiac



The **Holiday Extravaganza Parade** in Pontiac. Waterford Township is a sponsor for this event.



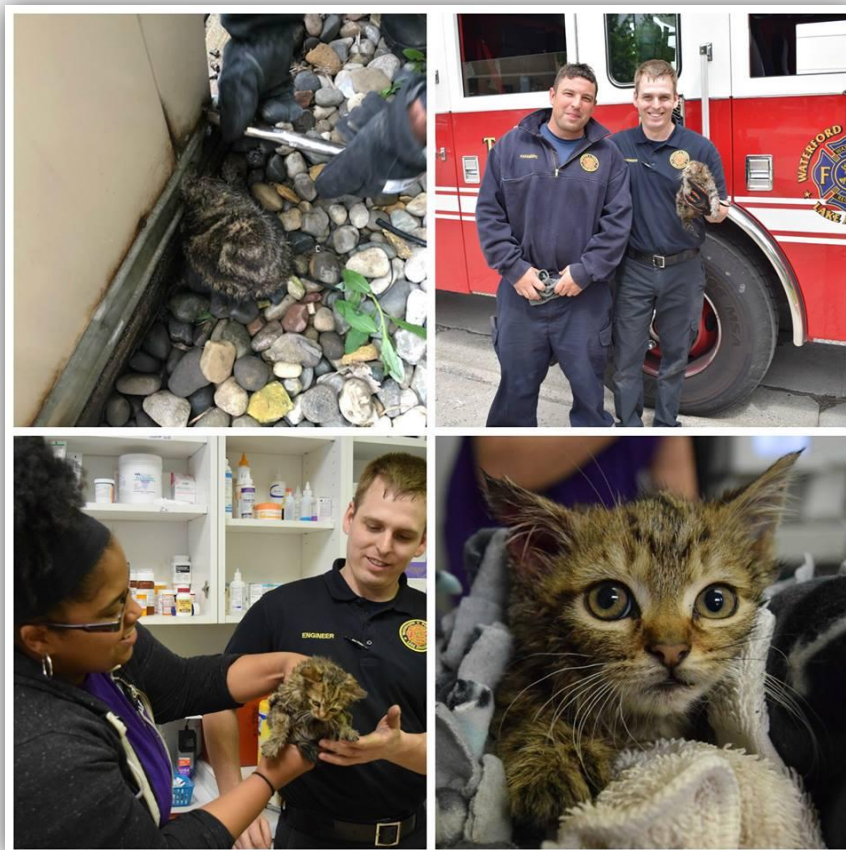
Memorial Day Parade moving down Dixie Hwy. in Waterford.





Transporting Santa to the Waterford Township **Christmas Tree Lighting**

Firefighters save a kitten trapped in a rooftop HVAC system



Longest Breakfast Table at Fire Station #1

This annual charity event was created after 9/11 to honor those that perished on that fateful day. The proceeds from this event support the Waterford Fire and Police Department Charity funds. **Pastor Rick Bosnack and the members of the Life Point Church of Waterford** proudly sponsors and partners with the Police and Fire Departments on this event. Over \$100,000 for the Fire and Police Charity funds through this tremendous community event.



Fire Department Open House at **Fire Department Headquarters**

Jim Christopher from Leo's Coney serving up coney dogs to our visitors as he does every year for us. Many thanks to Jim for his many years of support and commitment to **Waterford and the Fire Department.**



Waterford Regional Firefighters in Action in 2018



February Fire on Elmhurst in Waterford



OAKWAY and Mutual Aid

Mutual Aid is an essential component of any fire department in keeping its residents and firefighter safe from all hazards. Waterford Regional has been a member of the OAKWAY Mutual Aid Organization since 2000. OAKWAY is comprised of 8 fire departments working together to provide the best in emergency services to over 450,000 residents. Together we have nearly 400 career firefighters that train together to be ready when an OAKWAY Fire Department is overwhelmed and resources exhausted. OAKWAY responses include structure fires, EMS mutual aid and fire station coverage. OAKWAY also serves to provide hazardous materials and technical rescue teams and responses in a collaborative effort. The OAKWAY Chiefs meet monthly at Waterford Regional's Headquarters to discuss matters important to the entire group and to continue to improve relationships between all of our departments, which in turn enhances the emergency services provided to all our communities in Oakway.



Mutual Aid has developed nationally in the several years ago to what is referred to now as the Mutual Aid Box Alarm System (MABAS). OAKWAY and its fire departments, including Waterford Regional are designated by the State as MABAS 3202. In 2018, the State MABAS agreement saw a couple of minor revisions and was approved by the Waterford Township Board.

OAKWAY member Fire Departments include: Birmingham, Bloomfield Township, Ferndale, Madison Heights, Royal Oak, Southfield, Waterford Regional and West Bloomfield Township.

In November of 2018, OAKWAY Chiefs approved the addition of two fire departments in, Farmington Hills and Rochester Hills Fire Departments. In 2019, after some legal paperwork is completed, both departments will begin to train and respond to OAKWAY mutual aid situations. These are the first new members added to OAKWAY since Waterford joined in 2000.

We do respond outside of OAKWAY to neighboring fire departments for Mutual Aid as requested. Our adjacent neighboring departments of Auburn Hills, White Lake and Independence called for assistance from WRFD, to which we were very quick to respond.

For 2018, Waterford Regional received mutual aid 17 times and responded to mutual aid calls 42 times.



MUTUAL AID - OAKWAY Fire OPS 101

October 2018 brought OAKWAY Firefighters together to bring the first Fire OPS 101 program to our area. This program is designed to bring together elected officials and others leaders in each community covered by OAKWAY Fire Departments. The program planning began early in the year, as the Training Coordinators worked together to put on a quality program. The plan was for 16 participants to experience the day in the life of a firefighter/paramedic. Each participant was given fire gear including SCBA.



They started in a “clean” classroom for an explanation of what they would be experiencing and how the program would work, and then it was off to the hands on classroom. Each participant would experience a car fire, a car accident requiring the use of the Jaws of Life, a house fire and a medical emergency.



Representing Waterford Regional Fire was Treasurer Margaret Birch from Waterford Township, Councilwoman Mary Pietila from the City of Pontiac and Dennis Mitchell, Councilman from the City of Lake Angelus. We also had a rescue truck at the event serving in the EMS simulated call.





It took several firefighters and paramedics from each OAKWAY Fire Department to work with the participants. From WRFD, Battalion Chief Josh Dorman, and Lt. Jeremy Grundy, Lt. Jay Coomer, Engineer/Paramedics Erin Wilson and Thad Carroll participated as trainers for this program.



Apparatus Division – Lee Warden



2018 started out with great optimism and ended with more setbacks for the Apparatus Division. With 4 new apparatus consisting of command truck, Rescue, Engine and 75ft Quint to be delivered within the first half of 2018 we believed we might get ahead in 2018! By the start of summer we faced many challenges with the fleet of older rescues keeping five in service at all times. We continue to face more and more challenges with an aging fleet and obsolete parts becoming unavailable. We are currently responsible for the repair and maintenance of an incredibly large and aging fleet including 13 fire engines, two 100'- Tower aerial trucks, one 75ft Quint, seven rescues/ambulances, three specialized equipment trucks, six trailers, 14 staff cars, three command trucks, a 6x6 Ranger and the rescue boat.

With new apparatus on the horizon full of new equipment and technology education of the Apparatus Division was a must in 2018. In January Battalion Chief Blake Nelson attended Apparatus Maintenance Symposium gaining knowledge about Preventive Corrosion Practices, Preventative Maintenance and Rescue Remounts just to name a few. Lee Warden, Jared Scott and Jeff Hunter attended Aerial Inspection and Maintenance hosted by Sutphen Corp. and also Spartan Fire Truck Training Conference where Jared and Jeff became certified Emergency Vehicle Technicians. Matt Fanfalone was added to Apparatus Division midyear to help get new apparatus in service and has been an excellent addition to the crew.



New apparatus arrived early summer and became a priority to be outfitted with new mounts for equipment, new equipment and radios. Crews worked long hours and with some delays due to back-ordered mounts and equipment the new Apparatus were on the road in just over a month.

Setbacks for the division consisted of one weekend with only three rescues in-service and numerous days of only four rescues in-service. Three of the 2009 Ford Rescue trucks needed extensive repair to the drive train between \$7,500 and \$15,000 and one 2009 Ford Rescue was deemed too costly to repair after a catastrophic engine failure and set aside for future remount in 2019. The largest setback for the year was when a hole in the frame of Engine 208 was found, this was the youngest engine in the fleet at 15 years old. Investigation and discussions continue with the City of Lake Angelus about the future of 208



whether to scrap or refurbish. Regardless, E208 is unsafe to drive or use and is parked awaiting a decision.

Going forward in 2019 our main focus will be to continue with the strategic plan to replace the fleet with funding from the SAD that voters passed in August. However we do see that the delay in funds due to the SAD Lawsuit will again be a challenging year with the aging condition of our fleet. A remount rescue will be delivered early 2nd quarter of 2019, but order of Engine has been placed on hold and with a build time of 12+ months from date of order, delivery is not likely until 2020. In 2019 we would like to implement a Garage Management Software and also upgrade shop equipment to better service new apparatus. Despite these challenges, we will continue our pursuit of excellence in the maintenance of our fleet and all apparatus needed to protect the citizens and property covered by Waterford Regional Fire Department.



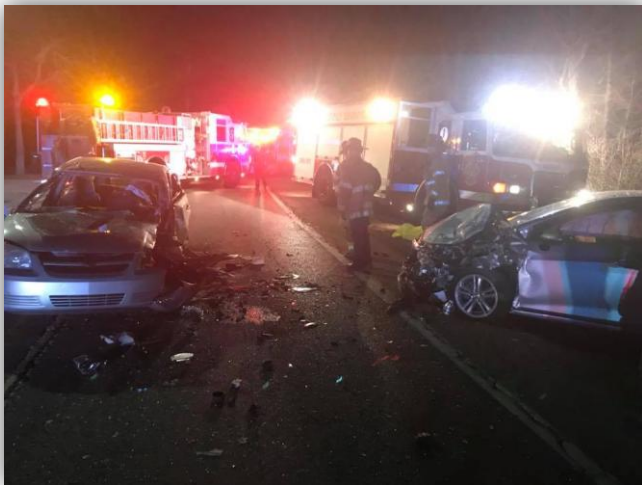
Waterford Regional Firefighters in Action in 2018



Apartment fire in Waterford



Auto accident with entrapment



Assist to Southfield Fire at an apartment fire



House fire in Waterford





EMS Coordinators Report – Captain Jim Cooper



The Waterford Regional Fire Department Emergency Medical Services has provided Advanced Life Support/Paramedics since the late 1970's, when the first millage was approved by voters. We continue to provide highly skilled and professional pre-hospital care to the residents of Waterford, Pontiac and Lake Angelus which does include EMS Transporting. We have five Advanced Life Support/Paramedic units that respond to calls in Waterford and Lake Angelus. In Pontiac, our fire trucks do respond to EMS calls as Basic Life Support as the City has contracted Star EMS for ALS/Paramedic service.

Photo of very first rescue truck in Waterford



WRFD responded to over 13,500 calls in 2018. Of that total, 9,581 were EMS related. This represents an 8.5% increase over 2017. 70.5% of all calls that WRFD responded to were EMS related. 5,204 transports to area hospitals were logged in 2018.

Career personnel are licensed with the Michigan Department of Health & Human Services – Emergency Medical Services and Trauma System Section, as a Medical First Responder, Basic EMT or Paramedic.

Personnel

1. Medical First Responder	3 personnel
2. Basic EMT	33 personnel
3. Paramedic	99 personnel
Total	135 personnel

All career personnel are licensed with the American Heart Association in CPR/AED as a Basic Life Support Healthcare Provider (BLS). All paramedics are licensed with the American Heart Association in Advanced Cardiac Life Support (ACLS) and have completed mandatory Oakland County Med Control Authority protocol training and testing.

McLaren-Oakland Hospital serves as our base hospital as it has since the beginning of the EMS system here at Waterford Fire, with Dr. Tressa Gardner (a Waterford resident) serving as the Physician Medical Director for the Waterford Regional Fire Department and the Waterford EMS Academy.



In 2018, we had it in the budget to re-mount one rescue, which is to place the old “box” or patient area onto a new chassis. There is significant saving to Waterford taxpayers. However, one of our rescue units experienced a major engine failure while transporting a patient. The patient was safely transferred to another of our trucks, but the rescue had to be removed from service permanently. Chief Lyman was able to secure funds from the Township Board for an emergency purchase and we found a brand new 2015 model year, which was very close to our specs. Working with EV+, our vendor for EMS trucks, we were able to get it up to Michigan from Florida, where it was painted and prepared for service. This new truck is very busy running out of Fire Station #1 as Rescue 1. In 2019 we are looking forward to adding two new rescues to our fleet through the re-mounting process. We are operating with 7 rescues, 5 are in-service every day.

Our rescues transported over 5200 times to area hospitals.

Below is a table showing where and how many times we transported to each facility.

EMS Transport Hospitals	Number of transports
Beaumont - Royal Oak	58
Beaumont - Troy	11
Common Ground	1
Crittenton - Rochester	14
Genesys – Grand Blanc	1
Henry Ford West Bloomfield	80
Hurley - Flint	4
Huron Valley - Commerce	334
McLaren - Clarkston	133
McLaren - Pontiac	1246
St. John - Macomb	27
St. Joseph - Pontiac	3294
University of MI - Ann Arbor	1



Types of Transports for 2018

Abdominal	311
Alcohol Abuse	152
Allergy	33
Altered	340
Bleeding	76
Blood Pressure	130
Burns	4
Cardiac	483
Cold Exposure	3
Diabetes	60
Drug Abuse	179
Electrocution	1
Neuro	254
Obstetrics	18
Obstruction	3
Other	900
Pain	459
Poisoning	38
Psych	226
Respiratory	612
Seizure	174
Shock	17
Stroke/TIA	92
Suicide Attempt	28
Trauma	611



Waterford EMS Academy

The Waterford EMS Academy is in its 18 year as part of the Waterford Regional Fire Department. The Academy offers EMS training to our firefighters, EMT's and firefighters and EMT's outside our department. The instructors come from our own ranks, using current paramedics and EMT's.

The EMS Academy conducted a total of 46 Continuing Education (CE) classes for our personnel and outside firefighters and EMT's.

For 2018 we saw an increase of 56% for attendance in the public classes that we offer. The public along with local businesses and organizations take advantage of the classes offered including Waterford Township employees and the Waterford School District teachers.

2018 classes provided by the Academy and attendance:

- 37 BLS classes
 - Attendance 333
- 45 CPR classes
 - Attendance 385
- 36 First-aid classes
 - Attendance 298
- 12 Bloodborne Pathogen classes
 - Attendance 11

The EMS Academy has offered Basic EMT courses for nearly 20 years now. In 2018 we held 2 Basic EMT Academies and had 28 students successfully graduate from this program. Many of these students go on to work at a fire department or a private ambulance company.

60 people packed the **Waterford EMS Academy** for Narcan Training in November.



Waterford Regional Firefighters in Action 2018



Injury accident on Highland Road





Fire Radios – Driver/Engineer/Paramedic Chris Petres

The Waterford Regional Fire Department uses both Harris OpenSky 800MHz digital trunking radios and a legacy analog VHF-HI system. OpenSky is the primary radio system and is provided by Oakland County. Our VHF system is used for tone alerting, state MEDCOM requirements (for ALS rescues) and as a fully operational backup to OpenSky. This backup design is built with NFPA 1221 and ISO requirements in mind.

RADIO EQUIPMENT	Qty
OpenSky portables	188
OpenSky mobiles	55
OpenSky control stations	5
VHF Portables*	10
VHF Mobiles*	9
VHF Base Stations	3
VHF Control station	1
Station Alert systems*	9



Backup dispatch console at station 1 with tone encoder and instant recall recorder.

*additional VHF equipment held in reserve/not currently in service is not reflected in numbers

Station alert systems include Federal Signal Informers (Plectrons), OpenSky radios, power supply, battery backup (UPS) and audio amplifiers and speakers. Police dispatch operates our VHF radios via a private phone line link between their consoles and the radio tower site. In addition to dispatch at PD, station 1 has a back up radio with mini-console capable of transmitting tones and includes an instant recall recorder for playback of recent transmissions.

Our radios allow us to communicate on numerous departmental and shared talk-groups and channels. This allows for interoperability with other agencies for larger scale incidents, such as our OAKWAY mutual aid partners.

Notable Accomplishments in Radio Division

Repairs and maintenance is a never-ending job. These typically include replacement or repair of damaged radios, lapel microphones, antennas, batteries, station alert systems, and other miscellaneous parts.

RADIO REPAIRS	
2016	(No data prior to 2017)
2017	68
2018	114

*Other smaller, quick repairs not reflected in above.



The radio division is also responsible for training new hires how to use our radios, refresher training for existing personnel, tower site radio updates, attending conferences and meetings, and keeping up to date with regulatory issues involving radios.

All portable radio batteries are tested / conditioned to ensure acceptable runtime and performance. We aim to service each of the estimated 300+ batteries in the fleet at least biannually. This is very time consuming, but seems to have had a positive impact on radio reliability and runtime. The number of unsubstantiated radio complaints has gone down; this may be attributed to better battery performance. Batteries deemed substandard, too old, or show questionable performance are replaced. We exchange faulty batteries with the county at no cost to the department.

Staff attended several Oakland County CLEMIS Radio / 911 Advisory Board meetings. Staff also attended the Southeastern Association of Fire Chiefs Tradeshow in Novi.

Staff attended a fire inspection seminar regarding in-building radio use and Emergency Responder Radio Coverage System (ERRCS). Codes (IBC 510 and NFPA 72, 1212) require building owners to ensure acceptable radio performance within their structures for fire/police/EMS. Modern construction tends to block radio signals. Since attending, radio division has been working with inspection division and an engineering consultant to produce a handout document for code enforcement purposes. Several developers have inquired to inspectors about this, and radio division has assisted when needed.

Obsolete and non-serviceable radio equipment was given to Oakland County Amateur Radio Public Service Corps, a division of Oakland County Homeland Security. While it no longer has any value or use to police/fire, gear has been recycled and is still serving the community. Uses include SkyWarn weather spotters, disaster hospital communications, outdoor siren testing and Woodward Dream Cruise communications.

FCC radio station licensing was corrected and updated. Cost savings were realized doing this in-house.

Staff tested all radios in ALS units prior to the state licensing inspection. Testing revealed a VHF communication failure. Staff determined department equipment was fully functional and in compliance. Staff investigated further and found a problem with hospital equipment. We were able to quickly rectify the issues for them. We have also aided in testing and making repairs to hospital's radios at other times as well.

Staff has created a preventive maintenance program. The goal is to have scheduled quarterly inspections and tests of critical dispatch system components, including tower sites, station alerting equipment, and backup power systems. It has proven to improve our system reliability, reduce unexpected downtime, and lower costs and hassle associated with unexpected failures. Since inception of the program at the start of this year, there has been no downtime or equipment failures of station alerting. Quarterly inspection and testing is required for full ISO credits. Notable findings during preventive maintenance include failing / weak UPS batteries, generator alarms, and damaged antennas. These would surely cause a failure at an inopportune time if not caught and corrected early. Most engines were found to have broken antennas; likely combination of becoming brittle with age and exposure, and falling victim to low hanging branches. Repairs have been triaged and most have been replaced, with a few more repairs to be scheduled. Staff has recently begun differentiating between repairs prompted by complaints vs. repairs prompted by preventative maintenance inspections. The division believes it will be important to document the number of problems found and corrected prior to any user noticing and making a subsequent complaint.



New apparatus has kept the division very busy. Staff drafted electrical specifications for factory pre-wiring for radio units. This greatly speeds install of equipment once apparatus is delivered. Radios were provided for a new tower truck, rescue, engine, and command unit. Some of these installs required remote-head radios. Spare all-in-one units were converted to remote-head at a significant cost savings compared to buying new units. The command unit features 2 radios, each with dual remote heads. This dual-head design allows the same radio to be used in a primary location (cab) and another location on apparatus (rear slide-out tray), resulting in cost savings and operational benefits. Command unit also features bank chargers for spare batteries, ensuring no downtime of portable units operating at lengthy scenes. The Apparatus Division and County radio/vehicle shop helped greatly with these projects.



Improvements have been made to the department's radio tower site. Heat has been installed to keep equipment and batteries above freezing, prolonging life. Environmental and security monitoring is planned to be upgraded as recommended by NFPA 1221, 72, 731. Problematic networking gear has been replaced. Signage has been updated for regulatory compliance. Site has been updated with Knox boxes and locks.

FirstNet, the new public safety wireless broadband system came online Spring 2018. The department joined in June. The system provides priority voice and data service to first responders ensuring reliable communications in cases of network congestion, such as large special events or disasters. We have offered subscriber-paid plans to employees; several have joined. PD joined us in November. While the service does work, there seems to have been some growing pains associated with its infancy. We have been put in contact with a new representative and they have expressed desire to improve our customer experience and relations.



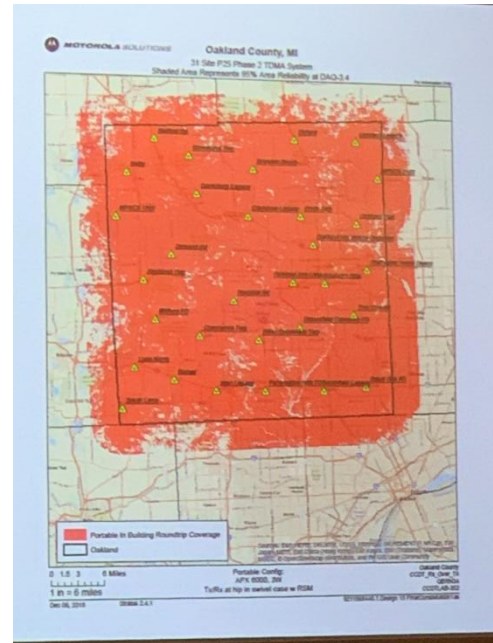
Radio division has been forwarded citizen complaints regarding malfunctioning outdoor warning sirens. Complaints have been referred to Oakland County Emergency Management.

The division assisted Township IT staff in regards to their plans for new telephone system and township-wide overhead voice paging. Potential significant cost savings were identified township-wide with this collaboration.



Future Plans and Goals

Oakland County is currently in the beginning phases of replacing the OpenSky radio system. As of the last CLEMIS meeting in late December, the county intends to award the contract to Motorola Q1 2019. The system is proposed to be a 700MHz APCO Project 25 phase II simulcast system with 31 sites and 18 talkpaths via 10 2-slot TDMA RF channels. Specified coverage includes 97% street-level portable coverage with a standard antenna while on user's hip. In-building coverage is proposed at 95% with same conditions. Coverage should extend 3 miles beyond country's borders. Radios to be used are the Motorola APX series. Motorola was chosen as the vendor for ease of interoperability with the rest of the state. It is currently undetermined what level of interoperability will exist with Michigan Public Safety Communications System (MPSCS). The county is still evaluating the options of joining MPSCS as a sub-system, or constructing their own independent system. If a stand-alone system is built, it may have any combination of interoperability gateways or simply have programming of both systems into subscriber units. Estimated life of the new system is 15 years. Staff will continue to watch this progress closely and advocate for the department's needs and expectations. Current estimate of project completion is 18-24 months after contract award. We can expect significant man-hours to be devoted to planning, installation, training, and testing of the new system. There may also be incidental costs such as accessories and options not covered by the scope of the project.



As our OpenSky system ages, we can expect to continue to see an increase in repair and labor costs. Harris officially stopped supporting our radios on 12-31-2017. We will continue to work with the county to keep our fleet operational; however a shortage may be possible as radios become non-repairable. Luckily, this has not been a problem yet.

There are some educational conferences / tradeshows within the state that may be beneficial to the department. These include Michigan NENA (National Emergency Number Association) / APCO (Association of Public Safety Communications Officials) Joint 911 Conference in May in Mackinac and Michigan's Annual Statewide Interoperable Communications Conference in February in Traverse City.

Radios are not just a radio anymore. Many new communication systems are really an IT / IP device with an RF (radio) component. We expect to need to work closely with IT staff on future projects.

FirstNet is still a very new network. We will continue to evaluate it for potential operational and financial benefits to the department as it matures.

Staff will continue to look at station alerting systems, with an emphasis on 'heart-saver' features such as ramped tones and lighting. These systems, especially when CAD-integrated, may have the added benefit of reduced 'received to dispatch' times, free up radio airtime, allow dispatch to focus on other tasks, provide crews with additional information, mobile apps, and aid in NFPA 1221 and ISO compliance. Staff has had conversations with a few possible vendors. It may be prudent to watch the development of the county's new radio system before committing to a vendor or design. The county's changeover to new CAD had also added another layer of complexity. Meetings have been ongoing with the county IT department to ensure compatibility and acceptable performance with these systems.



The Division would like to continue to work with Township IT staff to enhance physical safety of the township's networks with improved lighting / surge protection and grounding. Additional physical security measures at the remote tower site would also be welcomed. We may want to add backup control telephone lines between the dispatch consoles found at PD and station 1 which lead to our base stations. This would provide a fully redundant 'always on' backup and eliminate a manual switching system which could be a point of failure.

New Special Assessment District funds will aid in enhancement and upkeep of our communications systems. Plans have been made to outfit command units and apparatus engineers with radio headsets. This will assist them by blocking out scene noises while aiding them in hearing critical radio traffic.

Special response team leaders have mentioned they would welcome portable radio battery chargers on their units, as they often operate for extended time frames; we would like to make this a reality.

Ability to manually open station speakers to hear all radio traffic is a common request. Feasibility of this is being investigated.

Possible additional future improvements may include outfitting stations with NOAA weather alert radios and/or county emergency alert radios.



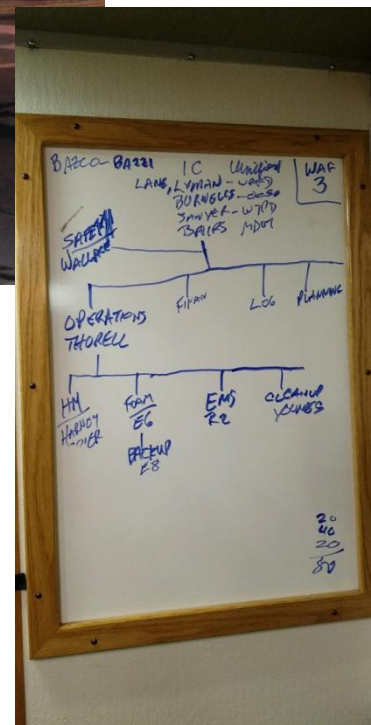
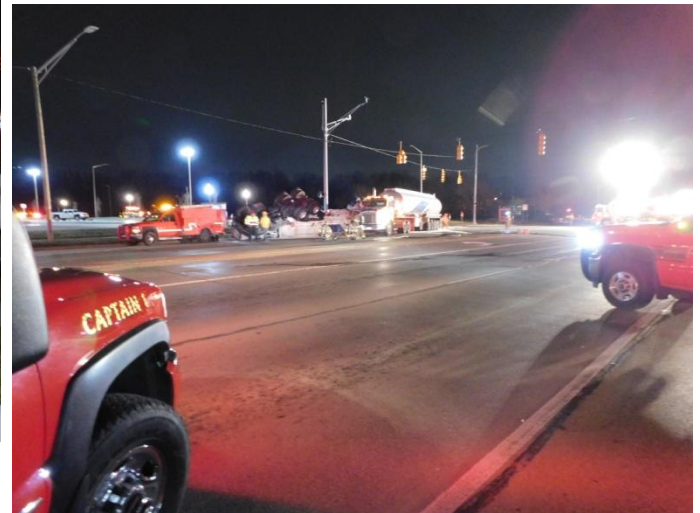
Newly installed radio safety signage at a fire station. This is located at a roof access, warning of transmitting antennas.



Waterford Regional Firefighters in Action 2018



Tanker Rollover Dixie Hwy and N. Telegraph Road





Fire Gear – Lt. Eric Steinhebel

The WRFD has 192 sets of turnout fire fighting coats and pants in service. There are also 19 new & used different size coats and 32 new & used different size pants in inventory.

In 2018, 94 of our 192 in service sets of gear were inspected and approved for use and all stock gear was inspected as well.

We were able to get most of our gear that needed inspection and re-certification in 2018 done. All the gear can never get done in a year's time. This is because the majority of our personnel only have 1 set of gear and our work schedules don't allow it to happen. Most of our gear gets done every 1.5 years, which is really good.

14 new sets of gear were ordered in 2018. All 14 sets were to replace in-service gear that was over 10 years old or older. 4 additional pair of pants and 2 coats were also ordered and placed in stock inventory.

In May of 2018, we started inspecting our own gear which gave us an estimated savings of \$23,000, allowing us to reallocate those funds for purchase of new turnout gear. Along with that, on January 14, 2019, Tom Hanson and Matt Blom and I will be attending an NFPA 1851 Turnout inspection class certifying us to inspect gear, while being NFPA compliant. This will be done at no cost to the department as it was part of a deal made with First Due Fire Supply and Globe Turnout Gear when we Purchased 10 sets of gear at the end of 2018.



Future Requirements:

Both 2018 R&M account numbers with the additional monies from the SAD should be able to work in 2019. This will help us continue on our NFPA approved safety inspection, cleaning and repair services needed.

Due to a 10 year age requirement, 10 front line sets of gear will be getting replaced in 2019. There will also need to be 6 new sets ordered for our stock to replace aging gear we have. The estimated cost will be around \$1,750 per set for new bunker gear orders in 2019.

Additionally, we have 44 sets of in-service gear that was purchased in 2012. Forward thinking suggest that instead of replacing all 44 sets at the same time in 2022. 10 new sets should be ordered per year up until 2022. This would keep the future safety of our personnel in check and up to date without adding a big drain on the department's future budgets. The added cost for this will be \$17,500 in 2019 with the cost going up every year after that.



Waterford Regional Firefighters in Action in 2018



House Fire in Pontiac on a cold winter day.



Fire Marshal and Fire Prevention Division – **Asst. Chief Carl Wallace**



The Fire Prevention Division consists of two Fire Inspector/Lieutenants, one Fire Inspector/Captain and the Fire Marshal. All four employees are certified Fire Investigators and State of Michigan Certified Fire Inspectors. The Fire Marshal and Captain/Inspector are also State of Michigan Public Act 54 Registered inspectors of Fire Protection Systems and Plan reviewers of Fire Protection System Plans by the Michigan Bureau of Construction Codes.

The Fire Prevention Division continues to conduct fire inspections, site plan reviews, fire alarm system plan reviews, fire suppression system plan reviews, fire safety inspections, fire investigations, assigns addresses and performs other activities as required. We continue to make our priority assembly occupancies, commercial buildings that have special fire systems, high hazards occupancies, new construction and buildings with occupancies changes.

2018 was a busy year for Fire Prevention with an increase in new building projects in both the Township and the City of Pontiac which in turn increased the number of man hours dedicated to plan reviews and new construction inspections conducted by our Inspectors. This is a good sign for the economy of both communities. However, at current staffing levels, day to day operations limit our ability to be proactive with our Annual Life Safety Inspections. Easing the stress of the increased work load is a good working relationship with both the Waterford Township Department of Development Services and The City of Pontiac Building and Safety Department.

Inspections and Plan Review:

The Fire Prevention Division performed 692 fire inspections, processed and reviewed 195 plans in 2018. These plans include site plans, hood system plans, fire alarm plans, fire suppression (sprinkler) plans and special suppression agent plans. We reviewed and verified inspection reports on various fire safety systems throughout Waterford Township and The City of Pontiac. All acceptance tests are done cooperatively with the Building Department inspectors. The Waterford Regional Fire Department continues to handle all reviews for fire suppression and fire alarm systems in the Township and reviews/assists in the review process with the City of Pontiac Building Department.



Fire Investigation:

Fire Prevention Division personnel were called upon for 66 Origin and Cause after hours Investigations and numerous on duty hours investigations throughout Waterford and Pontiac. Each member is on call one week out of the month for “after hour’s investigations” and is backed up by a second investigator on each fire scene. The Waterford Township Police Department has assigned Detective Greg Allen to assist with fires within Waterford Township when the work of a detective is needed. The Oakland County Sheriff’s Office Fire Investigation Unit is used to assist as needed.



Addresses:

The Fire Prevention Division assigned 31 addresses in Waterford Township in 2018. The Fire Prevention Division issues and processes all new address throughout the Township to aid in the quick response of emergence services.

Freedom of Information Act: (FOIA)

The Fire Prevention Division processed 169 FOIA requests in 2018. Most of these were for information regarding underground storage tanks or hazardous materials at commercial businesses. This also included requests for information regarding fire reports and fire investigation reports/ files.

Training:

Training has always been a large part of the Fire Prevention Division as it is in all aspects of the fire services. The Division must remain current in all disciplines of the fire service in case we are needed for firefighting and EMS activities in addition to our fire inspections and fire investigations work load. All division members are required to attend continuing education classes throughout the year to maintain certifications in the disciplines of Fire Inspection, Fire Investigation, Firefighting and EMS.

Pre Fire Surveys:

Pre Fire Surveys are being conducted by our on duty fire suppression crews when time allows. This is a very important part of protecting not only our citizens and businesses but also allows our personnel to familiarize themselves with building to ensure their personal safety.

302 Sites:

Waterford Township and the City of Pontiac currently have a number of sites designated as 302 sites. These are occupancies that store or use hazardous materials over a specified amount. These facilities must file an annual report to the Local Emergency Planning Committee (LEPC) which is Oakland County in our jurisdiction. These reports are compiled and are carried on each fire apparatus. This “book” (tablet information) is updated when we receive the reports from the LEPC. All fire department personnel have



been given “site specific” training. Training is coordinated with our Hazardous Material Team Leader and the Training Division. The Fire Department Operations Assistant also assists with the 302 site program within our communities.

Smoke Detector Program:

When it is discovered that a residence has no working smoke detector, the fire department will provide and install a free smoke detector. These detectors are installed by on-duty personnel or a Fire Inspector. Statistics have shown that having one working smoke alarm in a home will reduce the risk of death in a fire by 50%. We feel this program is a cheap investment for the protection of our residents in all three communities. All eight fire stations have smoke detectors on their front line fire engine and tools to install them. Some of the smoke detectors have been donated to our department by local businesses after hearing of our detector program.

Fireworks:

The Fire Prevention Division reviewed, inspected and supervised all fireworks displays conducted in Waterford Township and the City of Pontiac. All of the shows were conducted following NFPA 1123 standards. The majority of the shows were conducted from the water on barges. This significantly reduced the fallout and danger for the spectators. We also had three displays that was ground fired one at Waterford Kettering High School and two at M1 in Pontiac. In 2018 we issued 4 permits with standby in Waterford and 2 in the City of Pontiac.



Fire Prevention Education – Driver/Engineer/Paramedic Kurt Vine



We continue to work hard for the Waterford Regional Fire Department as we represent the department to the schools and community groups in our area. Five firefighters work diligently to schedule and create and conduct the fire prevention education program. They are: Kurt Vine, Trevor Gigniac, Matt Blom, Chris Webster and Aron Lewis.

Fire Chief Lyman has allowed us to be very aggressive and creative in our efforts to educate the citizens about the fire hazards that they can encounter in their daily lives. We are very pleased with the relationships we have cultivated with parents, students and school staff in our communities. Our program is in cooperation with the citizens and school districts of Waterford and Pontiac and numerous private and charter schools within our jurisdiction. It is estimated that over ten thousand children and adults were exposed to our Fire Prevention Education Programs during 2018.

THE FIRE SAFETY HOUSE



The Fire Safety House was involved in numerous events this past year and was seen continually and consistently all over the community. This portable training tool made an appearance at every elementary school in both Waterford and Pontiac School Districts this past year. This program is focused toward third and fourth grade students. Written reports are documented for each Fire Safety House use. Weather permitting, we use the months of April, May, June, September, October, November to get this unit to each school. Within the Fire Department, a team of firefighters are trained and responsible for the instruction of our students in both Waterford and Pontiac communities. The Fire Safety House was used in two parades in 2018. Pontiac – Winter Extravaganza and in Waterford – Memorial Day Parade. In 2019, this unit will turn 15 years old.



FIRE SAFETY CLASSROOM PRESENTATIONS

Fire safety presentations are done during the winter months while the fire safety house is in storage. Throughout the winter months Kurt Vine and Matt Blom visited every elementary school in Pontiac and Waterford. These presentations deal specifically with kindergarten through second grade. Children are taught about smoke detectors, the dangers of matches and lighters, escape plans and who to call when they have an emergency. These presentations instill knowledge at an early age how to handle an emergency and teach life safety skills they can share with their parents when they return home from school.



FIRE DEPARTMENT OPEN HOUSE

The Fire Prevention Week Open House was held this year at Station #1. This is an annual event for the communities. Literature, station tours, fire safety presentations, live burn demonstration and the Smoke House were used to educate our citizens. Waterford firefighters come together to talk with citizens and discuss the message of fire safety to young and old. Our community event was augmented by local businesses: Leo's Coney Island provided food. Stars and Stripes provided mats for Stop, Drop and Roll activities. Genisys Credit Union sponsored face painting and McLaren Oakland provided a health and safety station allowing people to have their blood pressure and other vital statistics checked.

LONGEST BREAKFAST TABLE

This annual event occurs at Fire Station #1. Station tours were given, breakfast is provided and the Smoke House was available for presentations. This event is very popular with the citizens and is a good representation for the Township, Police and Fire Departments. Funds raised are donated to both Departments' respective Benevolent Funds.

HOME DEPOT OPEN HOUSE

In creating stronger partnerships with local businesses, the Fire Safety Team committed several fire trucks and personnel to interact with the public at this event. This is an annual event done for the past several years. This event provides the opportunity for interaction with the public in and around the city of Pontiac. Fire Safety literature was distributed and tours of the apparatuses were given.

OAKLAND COUNTY SHERIFF'S OFFICE'S 4TH ANNUAL HARVEST FESTIVAL ANGELS NIGHT

This is the fifth year for this event and the Pontiac School District added the "Lights On: Trunk or Treat" portion. The Waterford Regional Fire Safety team provided a number of fire trucks, including Engine 7 and Tower 8. On duty personnel provided tours of the trucks and a demonstration of the aerial truck in addition to providing Fire Safety materials to children. This event is attended by hundreds of families in the area and is one of the larger events that fire safety staffs.



FIRE STATION TOURS

We have hosted numerous tours of Station #1 throughout the year with many area scouting, school and other citizen groups. Kurt Vine, Trevor Gigniac and on duty personnel were utilized to handle tours from the schools, scouts and other contacts. Other tours of the fire station are coordinated between Fire Department Administration and the Battalion Chief on duty. The station tours provided have become very popular within the Waterford School District and are now a sought after field trip destination. These tours provide not only the students but their parents or adult chaperones an opportunity to see how a fire dept operates on a 24 hour a day 365 day a year schedule.

SCOUT GROUPS

Numerous scouting groups came to the Fire Department for station tours and fire safety presentations to earn first aid and fire safety merit badges.

PONTIAC NIGHT OUT EVENT

This was our fifth year in attendance at this event which was held at the Oakland County Sheriff's Department substation in Pontiac. On duty personnel attended this event with a variety of fire trucks. Fire Safety informational literature was passed out at this event.

OHLSA HEAD START PICNIC

Annually the fire safety team provides staffing and trucks for the OHLSA summer picnic event in the city of Pontiac. This event is held at Beaudette Park. The picnic plays host to nearly 800 children and adults in the beginning months of summer. At this event we are able to reach out to children and adults with fire safety tips for the upcoming summer season.



Waterford Regional Fire Department in Action in 2018



Waterford Firefighters raised money during 2018 and working with our local partners were able to distribute 21 boxes of Thanksgiving meals to those in need across Waterford and Pontiac.



Training Division – Battalion Chief Josh Dorman



The main purpose of the Waterford Regional Fire Department, Training Division is to provide a system of regular structured training programs of sufficient content and duration, designed to keep personnel informed of and proficient in performing the duties associated with their job and to provide training that is required by mandating authorities and current with industry standards. The efficient operation of this department depends on a high degree of skill that can only be maintained by constant practice and professional effort.

Additionally, we are graded by the Insurance Service Office for our ability to put out a fire. The grading has an impact on the insurance rates in the communities that we serve. There are three main categories on which we are graded, of which, training is a large component.

Further, we are required to fulfill state and federal training requirements to ensure our readiness to serve the public. It is imperative that our personnel are trained to a degree of proficiency that keeps them and the public safe. Many lives are riding on our ability to respond to emergencies and there are many requirements that we must meet.

RESPONSIBILITIES

The Training Officer and/or Chief are responsible for monthly on-going educational training programs involving subjects required by law and recognized as national standards, including but, not limited to: fire suppression, rescue, hazardous material, driver training, fire fighter safety & survival, professional development, post-incident debriefings, department policies and guidelines, and new equipment in-services.



2018 Fire-Ops 101



2018 GOALS

In 2018 the Waterford Regional Fire Department began with keeping our goals from the 2017 annual training report in mind. We continued to work to identify training needs and goals for the future. A recap of the goals for 2018 includes: legally mandated topics, local need topics such as ice rescue, active assailant, mutual aid, company level training, hazardous material incidents, emphasis on SAFER grant personnel, and emphasis on meeting state, federal, and ISO standards.

SUCSESSES

The goals that we had great success in meeting were all of the following: high risk/low frequency events, disaster preparedness, active assailant, and driver training, OAKWAY (mutual aid preparedness), continuing education for leadership, and adjusting to accommodate unforeseen training needs. It is challenging to provide training for a full time professional fire department. We continue to adjust daily to accomplish our training needs. Our personnel do an amazing job of working to be involved and complete all necessary training; specifically, the training we attempt to plan that is required by the state.

The details of our 2018 goals are as follows; we will continue to follow our 36 month training plan based upon MIOSHA part 74 as required by law. The plan guides us in accomplishing our annual training requirements and goals. We will also focus on other incidents that we refer to as high risk/low frequency events.

Recognizing our stated goals, continuing education for our leadership continues to be of major importance for us. In 2018 we updated our 2017 audit of our officer's training records. We then continued to pursue our goal of completing specific state and federally mandated Fire Officer training. The classes include ICS 300 and ICS 400 where officers learn how to handle escalating and large scale incidents. To help with their development we also hosted a multi-jurisdictional training with our OAKWAY partners and in association with CN Rail.

High risk/low frequency events that needed special attention in 2018 were joint response active assailant, hazardous materials response, and terrorist events. Our greatest success in these areas has been in disaster preparedness. We hosted Oakland County fire departments and law enforcement at our CN Rail Yard training, one in which multiple resources and our MABAS response systems were utilized to mitigate a hazardous event. We were also able to practice skills that were learned in the ICS 300 and ICS 400 escalating and large scale event classes.

The success we enjoyed in 2018 has come via highly dedicated personnel that have volunteered their time for love of the service we provide. Without the knowledge, skills, and time of dedicated personnel we would consistently fail. The best way to thank these personnel will be to continue to support them by finding and providing training specific to our dynamic environment.

CHALLENGES

In 2018 we recognized that we must be diligent in attempting to meet state, federal, and ISO standards. After evaluating our ISO review we identified more ways to incorporate NFPA standards into company level training. Specific Company drills have been added to our training regimen to increase our response competence and professionalism.

Another area for improvement is the need for greater awareness of our Standard Operating Guidelines (SOG) and Policies (SOP). The annual training plan has been developed for 2019-2022 in which officers will review our SOG's and SOP's at the company level.

EFFECTIVENESS

The true effectiveness of our training is measured by our performance during emergency response. However, another method to measure our effectiveness is to track our training hours. The total hours of



training captured in 2018 is 9,120 hours. This is a significant increase from the hours we were able to capture in 2017. This is due to our emphasis on apparatus truck checks, as well as additional department training we have always done but, were unable to record. This is has been a tremendous effort by WRFD personnel to ensure public safety. Additionally, we have continued to hire and train more personnel with the SAFER grant; we emphasize the need to train new personnel and to document the effort. As stated, the true effectiveness of our training is that of our performance.

Ultimately our goal is not to increase training hours but, to increase our performance during an emergency response. We will do that by encouraging company level officer involvement, building annual training plans, encouraging post-incident analysis, providing high quality training for high risk/low frequency events, training thoroughly on safety and by educating more instructors to assist the training needs of the department. Our proficiency in our response relies on knowledge, practice, and safety. Our effectiveness is improved immeasurably when we are able to do live evolutions which make training more realistic. Many of the live training events that we put on this year were documented with pictures and are included in this report.

FIRE CADETS

Fire cadets were again part of our public education program. We helped students at several local schools learn about our profession. The program is focused on providing exposure to our profession not necessarily teaching them how to perform it. As personnel are available to assist the program we try to meet the higher standard of providing fundamental firefighter and EMS training. Some of the fundamental training cadets have been part of in 2018 includes: donning and doffing, search and rescue, air emergencies, fire extinguisher use, and emergency response.

Cadets are required to be self starters and follow an agenda created by the training officer when our personnel are not available to interact with them. Each semester their performance is reviewed according to documentation provided by the school they attend. We also require them to become CPR, First Aid, and Blood borne pathogen certified, all the certifications are provided free by WRFD. The 2018/2019 school year has included up to 5 cadets that are participating in the program. It is our goal to continue to provide young adults an opportunity to be exposed to the emergency services profession. Some of their efforts will be seen in pictures included in this report.

2018 TRAINING TOPICS

- Active assailant preparation
 - Tactical emergency critical care (TECC)
 - Rescue Task Force
 - Active assailant conferences
- Airport Response
- After Action Reviews
 - Water Rescue
- Company Level Training
- Driver training
- Driver Training - Train The Trainer
- FEMA/MIOSHA required officer courses
- Fire command
- Fire ground communications
- Fire Scenarios (H.O.T.)



- First due company operations
 - Saving our own
- Forcible entry
- High rise firefighting
- Hose Testing
- Lake Angelus water supply
- Large scale disaster table tops
- Large scale disaster H.O.T. (hands on training)
 - Pontiac: Train fire with a hazardous materials component
 - Lourdes Nursing home mock disaster
- Natural Gas Emergencies
- Officer development
- Rapid Intervention Training
- Water Rescue
- Water Supply



2019 Goals

The WRFD Training Division will continue to work to plan and provide high quality training that includes hands on training topics, classroom preparation, and required training. We will continue to make it a collaborative effort that benefits our personnel as well as the communities we serve.

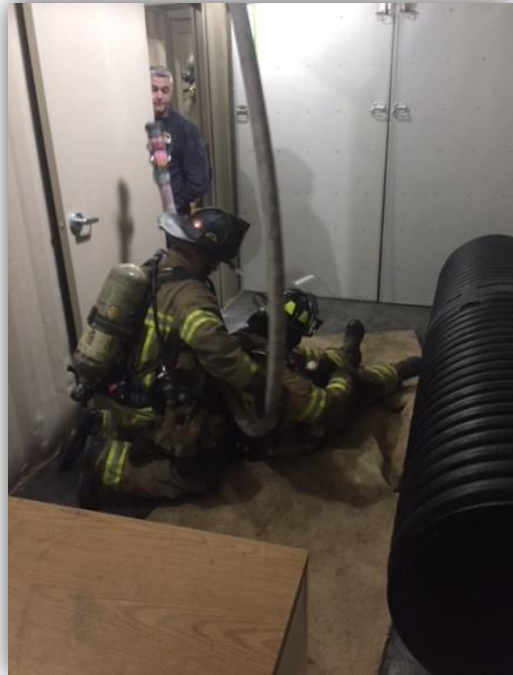
2019 PROJECTED TRAINING TOPICS

- Active assailant
- After Action Review of Tanker Rollover
 -
- Air management and SCBA
- Driver Training Refresher
- Elevators
- Emphasis on our 36 month training plan
- Extrication
- Fire Officer Education (FEMA/MIOSHA required)
- Fire pre planning
- Hose Testing
- Ice Rescue
- Lake Angelus water supply practical evolution
- Lock Out/Tag Out
- Officer development
- Station 4 area water supply
- SARA TITLE III Occupancy walk-through
- Traditional Forcible Entry
- Truck work



Waterford Regional Fire Department in Action in 2018

OAKWAY TRAINING – Saving Our Own



TRAINING – Ice Rescue and Bus Extrication



Hazardous Materials Team Report – Lt. Paul Dallas

The Waterford Regional Hazmat Team is responsible for providing life safety and emergency mitigation of hazardous material situations. The team is responsible for Waterford Township, City of Lake Angelus, and the City of Pontiac. Lt. Paul Dallas serves as the Hazmat Team Leader. The hazmat team is part of the Oakland County Hazardous Materials Team South. The South Team is comprised of the 8 Oakway departments and relies on mutual aid with each other for large scale responses. The first response area for the Waterford Regional Hazmat team handles smaller scale incidents on their own, in which the coverage area consists of highways, railways, an international airport, residential, commercial, and industrial areas. There are also several SARA Title III sites that have hazardous materials on site at all times. With the volume of truck traffic, rail traffic, and air traffic there is always a high potential for an emergency.



For the year 2018, the Hazmat Team has experienced some changes for the positive thus improving both our local Hazmat Team and adding more experience and resources for the Oakway Team as well. In 2018 the team has continued to stay fresh with new training systems, such as continued attendance to newer programs like “Hazmat IQ”, which is designed to help first arriving companies with size up of a hazardous materials incident. We also sent existing technicians to rail car classes involving hazardous material mitigation as well as many other classes involving homeland security type issues offered by FEMA and Oakland County.

Oakway Hazmat Board members opted to change the training sessions from four 6-hour trainings, to twelve 3-hour trainings thus making more opportunities for team members to attend as well as increasing the possibility of 36 possible hours of training per year to attend compared to 24 hours with the old system. The state wants technicians to have 24 hours per year of continuing education, and with 36 possible it has given us some working room to accomplish this. Our WRFD team has continued to attend the 12 monthly Oakway training sessions as well as special trainings and organized deployments in better numbers than in the past. In addition to all this, in 2018 WRFD sent 3 of our Hazmat Team members that were operations level members to hazmat technician school in Port Huron. Already scheduled for 2019 we have 2 more Operations level team members that will be attending technician school in February at Southfield Fire Department. This has greatly increased our team’s capabilities and making us by far the largest team in Oakway.



The Team Leader is tasked with scheduling trainings, motivation, recruitment of members, finding grants, coordinating with the Oakway Hazmat Team leaders, and other related duties. Lt. Dallas is working on getting the last 7 of our Operations level team members into Technician school while our SAFER manpower grant is in place making it possible to send our personnel out of state for Technician school. Our previous roster had from 14-Hazmat Techs and 11-Operations level members with a total of 25-members. In 2018, 20-Hazmat Techs and 7-Operations level personnel for a total of 27 team members. We are continuing to evaluate the needs of the team and the levels of training that the personnel are involved.



The goals of the WRFD Hazmat Team for 2019 are to:

- Protect the citizens and responders in Waterford, Lake Angelus, and the City of Pontiac.
- Provide team members with adequate training, and maintain minimum training required for members under OSHA 29 CFR 1910.120.
- Maintain participation with the OAKWAY mutual aid agreement.
- Assist the WRFD Training Division with yearly training for the fire department.
- Properly use allocated funds to maximize objectives of the Hazmat Team.

The objectives of the WRFD Hazmat Team are to:

- Increase participation among team members.
- Continued search for grants that allow for training, or needed materials.
- Increase participation with Oakway by attending monthly trainings.
- Provide hazmat training once every few months to the WRFD personnel to improve first response awareness and efficiency.
- Educate members to a higher level of training as needed.
- Hope to increase the WRFD hazmat budget from \$5,000 to a suitable amount to run the team properly.
- Get all existing team members into Technician school before the SAFER manpower grant expires.



Waterford Regional Fire Department in Action in 2018



Active Shooter Training



Information & Technology – Driver/Engineer Don Claeys



The Fire Department's Computer & Technology Team works closely with the Waterford Township Information Services Department, to keep the department's complex network of desktops, laptops, mobile devices, printers, projectors, video conference equipment and cellular equipment fully operational.

Having a network environment that is both functional and stable allows the employees to more effectively and efficiently provide the services that the residents have come to expect. This functionality does however come at a cost and this year was no exception. As both internet and intranet expectations increase as far as speed and performance equipment becomes obsolete and incompatible requiring increased service, maintenance and at times replacement.

Most communities' fire stations are satellite centers of local municipal government and require similar access to information. Providing these locations the network security is paramount and requires the use of firewalls. 5 of the 9 fire stations had this equipment upgraded in 2018 with the remaining 4 scheduled for 2019. While firewalls are an intricate part, other network equipment like routers and switches, computer aided dispatch equipment and monitors were also maintained or replaced.

Over the last 12 months we have had 2 major projects released: Aladtec, our scheduling software, and CFIRS, our County Fire Incident Reporting system. We use the National Fire Incidents Reporting System or NFIRS as the standard for fire incident reporting.

Aladtec, while originally having a very steep learning curve, has proven to be very manageable and diverse once some time was spent in test and practice mode. Currently Aladtec is managing our daily schedule including employee information, vacation, sick and comp time, as well as different events on calendar days, classroom use, and payroll. While the unique shift schedule was challenging to input initially, the payroll benefit time savings of approximately 7.5 -10 hours a week has been a great return on the time investment.



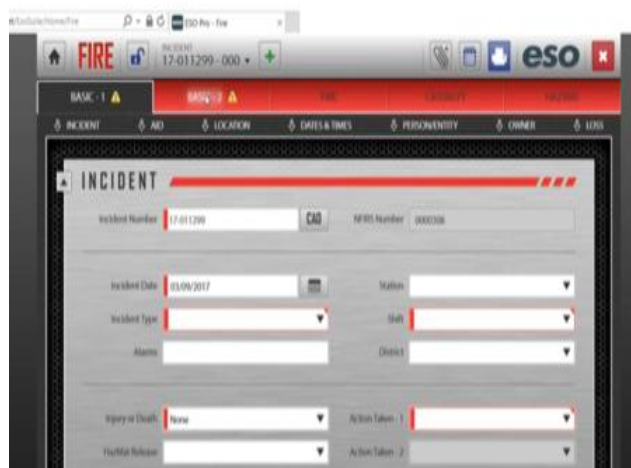
Not only was Aladtec successful in the scheduling, its primary purpose, but it is also being used to manage and file over 25 different forms including apparatus inspections, apparatus work orders, comp time and overtime forms, absence reports, station repair request, probationary employee evaluations, while even more are developed.



Our former FRMS, Sunpro reporting software has been an ongoing struggle since the software developer discontinued its support for the product several years ago. Approximately 3 years ago Oakland County received a grant and began to rebuild the program in a manner it felt would meet the needs of the County's Fire Departments.

The new CFIRS program began with a transitional period that began last May. We have worked with our members to both inform them and identify possible short comings of the program. With the requirement of other software needed to extract the information from CFIRS and a number of additional modules still to come, we are considering looking elsewhere to potentially procure a different vendor.

Our patient record keeping software, ESO Suites has been an outstanding addition from several years ago with numerous upgrades and enhancements with no significant performance interruptions. While the software functions as a web based program, compatible with androids, windows or ISO devices, our iPads have been the most stable and provide the best area coverage.



These same tablets are used in all of our apparatus and provide our teams with mapping, severe weather information, access to hazmat resources as well as some degree of communication with Consumers Energy, DTE and a new partner ASK Rail, a new application that provides first responders with information about a given railway or railcar in the event of an emergency.

With increased use community wide, the IS department has been testing a mobile device management program or MDM, that enhances the roll out of new or replacement devices. Manage Engine (the software being tested) has the ability to remotely control our devices and more quickly deploy new equipment or wipe equipment of sensitive information in the event that a device is lost or stolen.

The past year showed a significant improvement as far as our 50+ PC's are concerned as we have implemented a scheduled maintenance program limiting work slowdowns or stoppages. We also completed our scheduled annual upgrade of 25% of the department's computers.

With continued support from the administration we look forward to enhancements in 2019 to our mobile command abilities, enabling our officers to meet the expectations of not only our community but also the neighboring communities that count on us in either high demand or on large scale incidents.

While the financial software that was started 2 years ago provides accurate records of expenses per apparatus and other cost/expenses, mechanic or service based software is still of great interest and importance. The mechanics are in search of a program that could take the information from our truck inspection forms and have it automatically trigger the need for maintenance based on mileage or hours,



and send this to all parties that are to be notified, thus enhancing the apparatus maintenance with hopes of increased service time and lower overall cost.

In 2019 we will focus in on our completion of the remaining items to be entered into Aladtec, as well as the development of more enhanced dispatch and GPS locating software and equipment. The IS department will also procure the licensing needed to bring our PC's up to Windows 10 and Microsoft Office 2016 since the Township has not had an update since 2007.

With over 130 pieces of equipment and upwards of 120 personnel in the fire department alone, the IS department within town hall, should be commended for their due-diligence in the background of the quality programs that we share in and provide to the citizens of this community. We look forward to the continued growth and challenges that each new year brings.



Waterford Regional Firefighters in Action 2018



Chicken King Restaurant Fire in September
on Elizabeth Lake Road in Waterford



SCBA Equipment – Driver/Engineer/Paramedic Kevin Fletcher



Lt. Jon Johnson and Engineer Kevin Fletcher serve as our SCBA Technicians. WRFD has over 80 Self Contained Breathing Apparatus used to protect our firefighters when they are fighting any type of fire. We also have 2 air compressors/cascade systems used to fill the SCBA cylinders after use. This team also has charge over our oxygen cascade system used in providing EMS services. Our SCBA Technicians provide training on SCBA for all new hires. As we do every year, all Waterford Firefighters were FIT tested to determine proper SCBA mask sizing to meet NIOSH and NFPA standards. We are also responsible to fit test Waterford Water Department employees annually. In 2019, we provided three students with SCBA and Masks for fire academy

43 MSA Firehawk M-7 SCBA's were flow tested and repaired (as needed) in order to meet NIOSH and NFPA standards. 38 MSA Firehawk M-7XT SCBA's were flow tested and repaired (as needed) in order to meet NIOSH and NFPA standards.

In addition, the following equipment was tested and upgraded as needed for proper certification: Posi-Check for flow and function testing, PortaCount FIT Testing machine.

Air quality tests were done quarterly on the air compressor systems at Station 1 and 7 as required by NFPA standards. Compressor maintenance was performed as needed on both compressors. Cylinder Hydro Testing was performed on SCBA and Oxygen cylinders as needed by NIOSH.

All 8 of our Four Gas Monitors were serviced, including the replacement of oxygen sensors. Three new Four Gas Monitors were purchased.



All fire extinguishers were serviced and inspected. Three CO2 extinguishers were replaced due to age.

Four supplied air tanks were purchased for the Technical Rescue truck

Future Requirements:

- Replacing the supplied air hose for Technical Rescue truck for confined space.
- Bauer compressor class that will allow us to provide service on station 7's compressor
- Start replacing Four Gas Monitors due to their age.
- In 2019 all SCBA cylinders will need Hydro Testing.



Waterford Regional Firefighters in Action 2018



Strip mall fire on W. Huron St. in Pontiac
OAKWAY mutual aid assist by the Royal
Oak, West Bloomfield and Bloomfield
Township Fire Departments.





Station Maintenance – Battalion Chief Steve Bridger

Battalion Chief Steve Bridger watches over all of our buildings. He receives building maintenance requests, schedules the repairs, and makes some repairs himself. He has charge over furniture and fixtures in the buildings as well. This is a big task having nine fire stations, and the barn at FS-8. For the fire stations in Pontiac, Steve works with John Balient at Pontiac's DPW, as those buildings need repair and maintenance. Pontiac is responsible to pay for R & M at their stations.



Fire Station 1: Station 1 had the second phase of the HVAC system update completed. We looked at some options for the roof system at station 1 that continues to leak and the finish on the metal roof that is coming off. Driveway repairs were made to the crumbling concrete to hold us over until we have more permanent fixes done in 2019. We had all the Water spigots replaced in the bays due to the old ones being wore out. General maintenance and up keep were also done.

Fire Station 2: Station 2 did not have many issues for the year 2018. We did replace a couple sections of bay doors that had ongoing wear and damage. The washer and dryer were also replaced along with the air conditioning unit for the dorm.

Fire Station 3: With the roof being replaced on station 3 in 2017 there were no big ticket items at station 3 this past year. We had a few plumbing issues, mostly with the drains not flowing well. There were a couple HVAC issues that were taken care of along with general maintenance and a new clothes washer.

Fire Station 4: Station 4 received a new front driveway this past year due to the failing asphalt. A new 8 inches of concrete was poured to make for a long lasting apron. We also had some of the electrical system updated and added a couple circuits for additional station items.



Fire Station 5: Station 5 was fairly uneventful for the past year. A new gas stove was purchased to replace the old broken one, and some general maintenance throughout the year. For this upcoming year we plan to replace some of the old flooring.

Fire Station 6: Station 6 received all new flooring this past year. The flooring in the kitchen dining area was replaced with commercial grade vinyl flooring. The day room and the officers' quarters were re-carpeted with commercial grade 2x2 carpet tiles. Bids were taken on the boiler system for replacement in 2019.



Fire station 7: Fire station 7 had a facelift in the apparatus bay, new paint throughout, and the old dim lighting was replaced with all new bright LED lights. There were a few plumbing and HVAC system repairs that needed to be made and general maintenance throughout.

Fire Station 8: No major maintenance or repairs for 2018, just some everyday upkeep.

Fire Station 9. Station 9 had approximately 2/3s of the roof recoated with foam and a new layer of sealant due to multiple leaks in the old roof. We are happy to report that there are no visible leaks at this time. We needed service on the boiler a couple times throughout the winter months, but station 9 is also slated to get a new and more efficient boiler in the year 2019. General maintenance was performed at during the year.





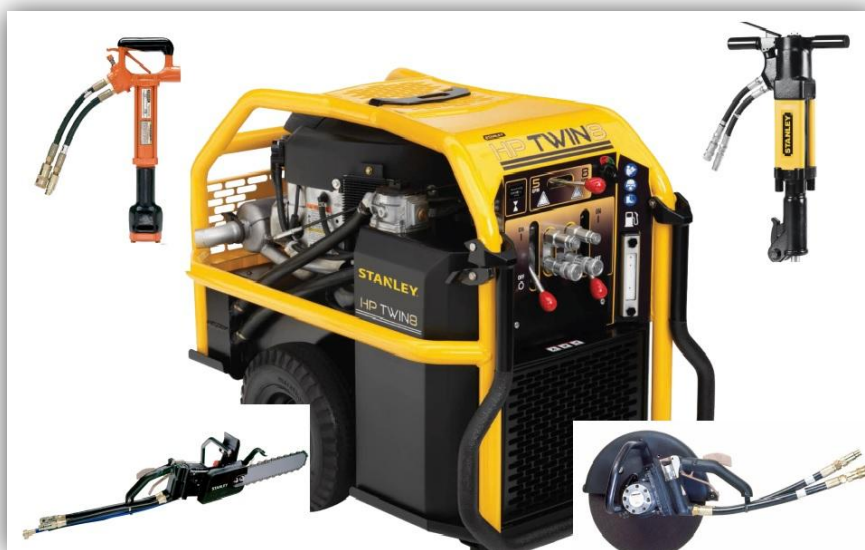
Technical Rescue Team Report – **Driver/Engineer Mike Moshier**

The Waterford Regional Fire Department's Technical Rescue Team (TRT), is responsible for responding to and mitigating dangerous incidents of the following nature: confined space rescue, trench rescue, rope or high angle rescue, structural collapse, and machine rescue. Any incident involving one of these extremely dangerous elements will require a highly trained team of personnel with a large cache of specialized equipment that is not typically found on your standard front line fire apparatus. WRFD's TRT responds in Waterford, Pontiac, and Lake Angelus. The TRT is also part of OAKWAY and will respond anywhere in Oakland County as well as throughout the state of Michigan if needed. Two of the OAKWAY Fire Departments are responsible for maintaining the Heavy Rescues. Those two departments are Southfield and Waterford Regional. With that comes a greater responsibility to maintain a larger cache of equipment as well as maintain a larger number of highly trained personnel. In the event of an incident needing a response from the TRT a small group of qualified personnel from each department in OAKWAY responds and works together to mitigate the hazard and attempt to rescue anyone in danger. The work of the TRT may be low frequency but, is of high risk to the rescuers and high reward to those involved or injured.

The goals for 2018 remained the same as previous years:

- Train as many team members as possible
- Have a good turnout for the training deployments throughout the year
- Respond to any incident that we are called to.

2018 was an overall success considering the goals that were set. We had numerous personnel attend classes for new training. For the training deployments in 2018 we had a total of 8 attend building collapse, 13 attend rope rescue, 7 attend confined space rescue, and 8 attend trench rescue, totaling about 288 hour of refresher training. We had a representative attend all 12 of the monthly Tech Rescue Board meetings in 2018 as well. In 2017 two grants were submitted by Mike Moshier to Oakland County's GAC funding and both were approved. The first was for a Stanley unit with 4 tools that operate off the hydraulics from the Stanley unit (see pictures below) totaling approximately \$25,000. This equipment was received in December of 2018. We also received 18 sets of cold weather gear for the team.



The second grant application was for a new set of medium pressure airbags. This included two sets of air bags, one that will be housed on Waterford's heavy and the other will be placed on another truck in OAKWAY after an assessment is completed. Each set includes all regulators and hoses needed and 3 airbags 1 BK, 1 CK, and 1 DK, totaling approximately \$24,000. We should see this equipment sometime in 2019.



As we look forward to 2019, we as a team are still trying to play catch up from the last 4-5 years where we have seen a number of new members but yet little training prior to 2017. Most of the new team members and many of the previous team members have little to no gear which is a problem we would like to start correcting. We would like to see us increase the number of Rescue Specialists (a rescuer trained to Technician level in all disciplines) in 2019. This would mean sending team members to various different classes. I have begun compiling a list of what classes are needed for what personnel so we can start enrolling in the 2019 classes. We also have a lot of equipment that either needs to be replaced or updated. One of the primary needs for equipment is to replace our trench panels. The current panels are not up to the new standards. We hope to start reconfiguring the tech rescue truck in preparation for the new equipment and make better use of space for the current equipment. Now that we have started to receive some new equipment the process of reconfiguring the compartments on the tech rescue truck has begun. We are also looking to get the TRT truck outfitted with lights and sirens in 2019.



Waterford Regional Fire Department 2018



This incredible group of young people from **Waterford Community Church** came to **Fire Department Headquarters** to pull weeds, and install new flowers, edging and other plants.



They really spruced up our landscaping, and we say THANK YOU for your time and efforts.



2018 Calls by Incident Type

	Incident Count	
<u>FIRE INCIDENTS</u>		
1 - Fire	1	
100 - Fire, other	31	
110 - Structure fire, other	8	
111 - Building fire	96	
112 - Fires in structures other than in a building	3	
113 - Cooking fire, confined to container	68	
114 - Chimney or flue fire, confined to chimney or flue	7	
116 - Fuel burner/boiler malfunction, fire confined	1	
118 - Trash or rubbish fire, contained	35	
121 - Fire in mobile home used as fixed residence	1	
130 - Mobile property (vehicle) fire, other	1	
131 - Passenger vehicle fire	69	
134 - Water vehicle fire	1	
135 - Aircraft fire	1	
141 - Forest, woods or wildland fire	1	
142 - Brush, or brush and grass mixture fire	42	
143 - Grass fire	3	
150 - Outside rubbish fire, other	9	
151 - Outside rubbish, trash or waste fire	8	
153 - Construction or demolition landfill fire	2	
154 - Dumpster or other outside trash receptacle fire	8	
155 - Outside stationary compactor/compacted trash fire	1	
160 - Special outside fire, other	1	
162 - Outside equipment fire	2	
Total - Fires	400	2.94%

RESCUE & EMS INCIDENTS

3 - Rescue & Emergency Medical Service Incidents	8
300 - Rescue, emergency medical call (EMS) call, other	37
311 - Medical assist, assist EMS crew	452
32 - Emergency medical service (EMS)	21
320 - Emergency medical service, other	68
321 - EMS call, excluding vehicle accident with injury	8,119
3211 - EMS call, with injury at Senior Living	43
322 - Vehicle accident with injuries	713
3221 - Vehicle accident with injuries and extrication	8
323 - Motor vehicle/pedestrian accident (MV Ped)	17
324 - Motor vehicle accident with no injuries	66
3241 - Vehicle accident with no injuries, with extrication	2
342 - Search for person in water	1
353 - Removal of victim(s) from stalled elevator	18
357 - Extrication of victim(s) from machinery	2



	2	
360 - Water & ice related rescue, other		
361 - Swimming/recreational water areas rescue	1	
371 - Electrocution or potential electrocution	1	
381 - Rescue or EMS standby	2	
Total - Rescue & Emergency Medical Service Incidents	9,581	70.52 %

HAZARDOUS CONDITIONS

400 - Hazardous condition, other	1	
410 - Flammable gas or liquid condition, other	2	
411 - Gasoline or other flammable liquid spill	8	
412 - Gas leak (natural gas or LPG)	78	
413 - Oil or other combustible liquid spill	1	
421 - Chemical hazard (no spill or leak)	9	
422 - Chemical spill or leak	1	
424 - Carbon monoxide incident	83	
440 - Electrical wiring/equipment problem, other	22	
441 - Heat from short circuit (wiring), defective/worn	3	
442 - Overheated motor	4	
443 - Light ballast breakdown	1	
444 - Power line down	376	
445 - Arcing, shorted electrical equipment	11	
451 - Biological hazard, confirmed or suspected	1	
460 - Accident, potential accident, other	1	
480 - Attempted burning, illegal action, other	1	
481 - Attempt to burn	2	
Total - Hazardous Conditions (No fire)	605	4.45 %

SERVICE CALLS

500 - Service Call, other	18	
510 - Person in distress, other	11	
511 - Lock-out	2	
522 - Water or steam leak	4	
531 - Smoke or odor removal	36	
542 - Animal rescue	3	
550 - Public service assistance, other	168	
551 - Assist police or other governmental agency	71	
552 - Police matter	6	
553 - Public service	52	
554 - Assist invalid	552	
555 - Defective elevator, no occupants	1	
56 - Unauthorized burning	1	
561 - Unauthorized burning	272	
Total - Service Call	1,197	8.81 %



GOOD INTENT CALLS

600 - Good intent call, other	183	
611 - Dispatched & cancelled en route	551	
6111 - Cancelled Prior to Dispatch	116	
611E - EMS: Dispatched & cancelled en route	25	
621 - Wrong location	1	
622 - No incident found on arrival at dispatch address	84	
631 - Authorized controlled burning	7	
650 - Steam, other gas mistaken for smoke, other	1	
651 - Smoke scare, odor of smoke	74	
652 - Steam, vapor, fog or dust thought to be smoke	4	
653 - Barbecue, tar kettle	1	
661 - EMS call, party transported by non-fire agency	1	
671 - Hazmat release investigation w/ no hazmat	1	
Total - Good Intent Call	1,049	7.72 %

FALSE ALARMS AND FALSE CALLS

700 - False alarm or false call, other	54	
711 - Municipal alarm system, malicious false alarm	2	
712 - Direct tie to FD, malicious/false alarm	1	
730 - System malfunction, other	8	
733 - Smoke detector activation due to malfunction	5	
735 - Alarm system sounded due to malfunction	27	
736 - CO detector activation due to malfunction	22	
740 - Unintentional transmission of alarm, other	2	
742 - Extinguishing system activation	8	
743 - Smoke detector activation, no fire - unintentional	13	
744 - Detector activation, no fire - unintentional	42	
745 - Alarm system sounded, no fire - unintentional	513	
7451 - EMS Alarm system sounded, unintentional	41	
746 - Carbon monoxide detector activation, no CO	5	
Total - False Alarm & False Call	743	5.47 %

SPECIAL INCIDENTS

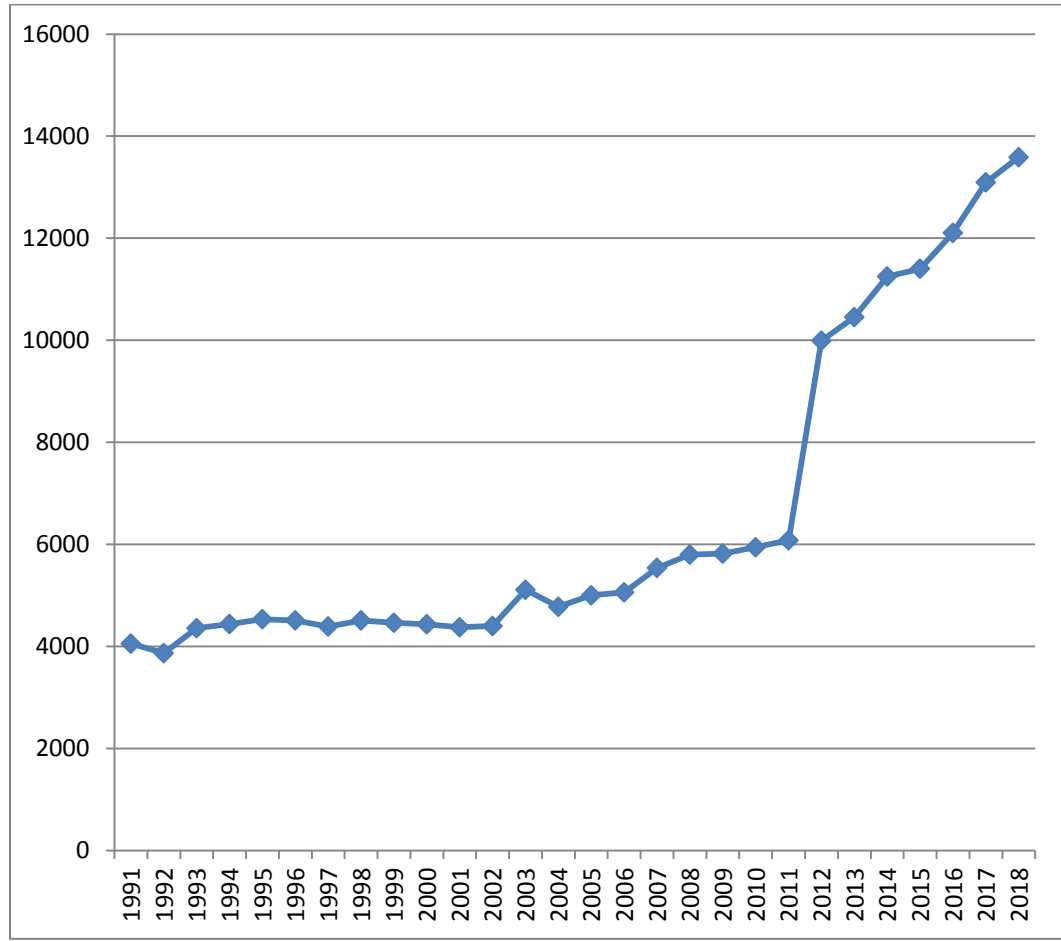
900 - Special type of incident, other	8	
9006 - Fire Inspection	2	
911 - Citizen complaint	2	
Total - Special Incident Type	12	0.09%

Total 13,587

7 Civilian injuries or deaths.

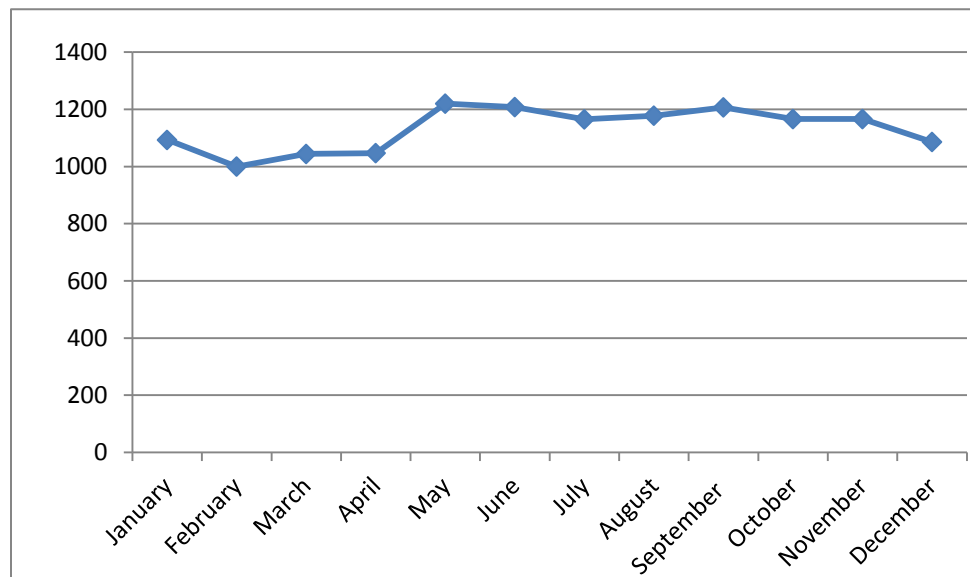
Calls by the Years 1990-2018

Note: 2012 First year as Waterford Regional Fire Dept.



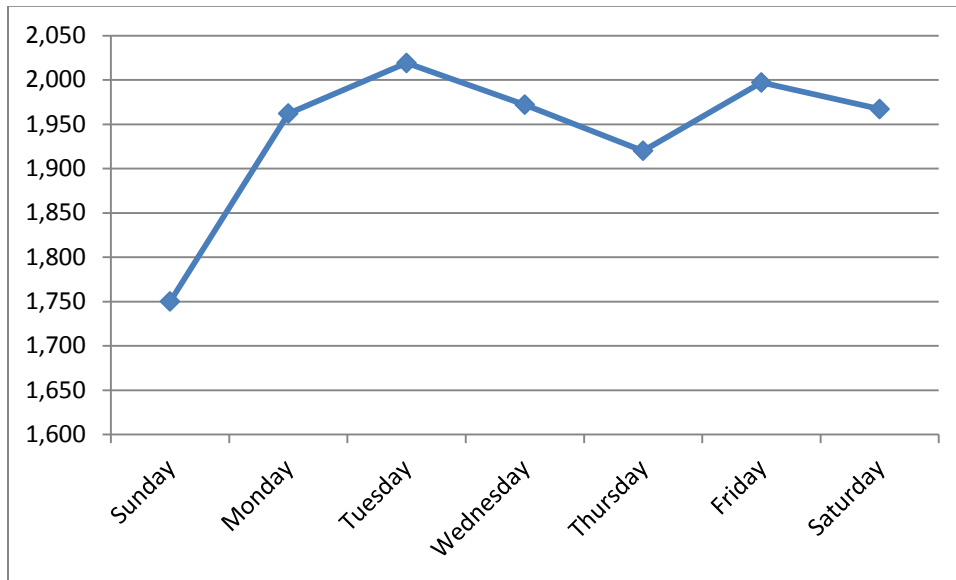
Calls by the Month

May was the busiest month. February was the slowest.



Calls by Day of the Week

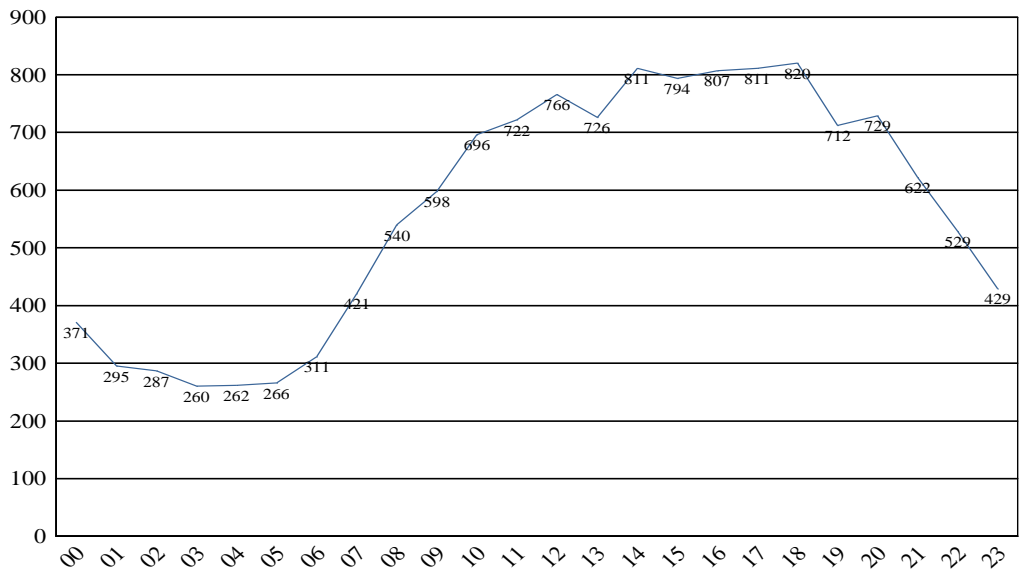
Tuesday is the busiest day of the week. Sunday is the slowest.



Calls by time of day

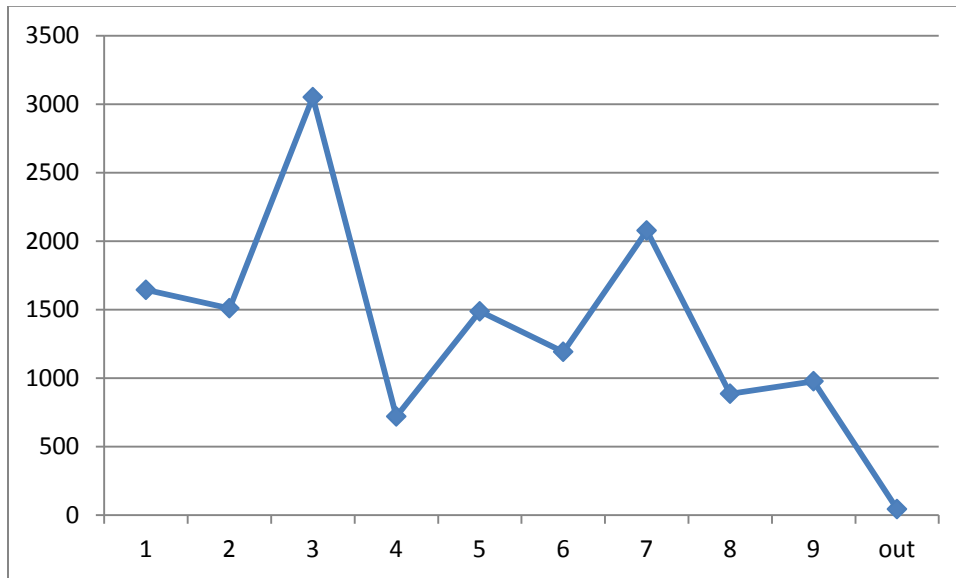
6 pm is the busiest times during the day, while 3am is the slowest.

Incidents by Hour

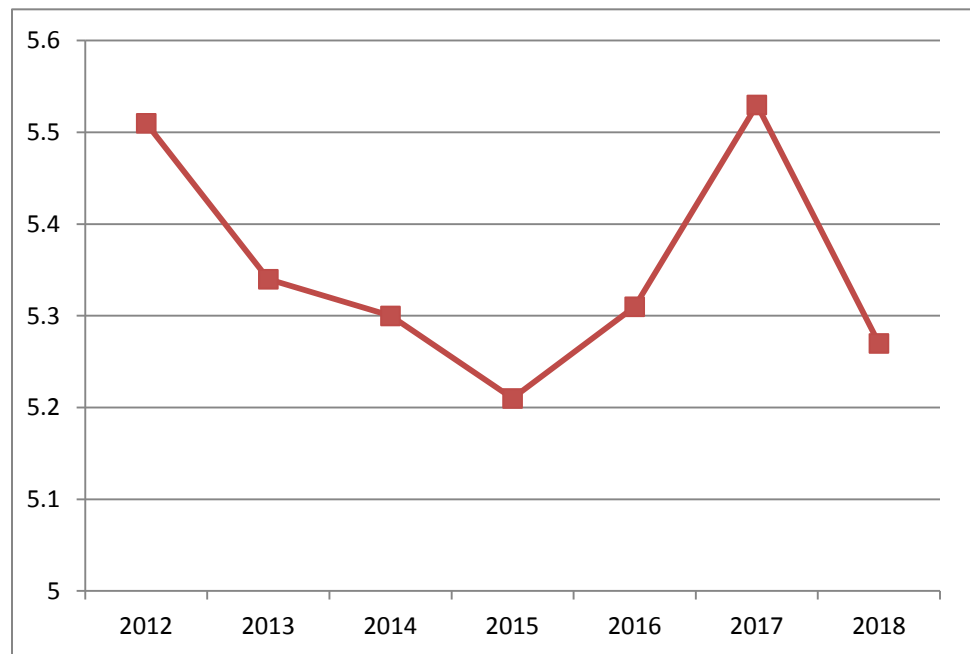


Calls by Fire Station

Station #3 is the busiest. Station #4 is the slowest.

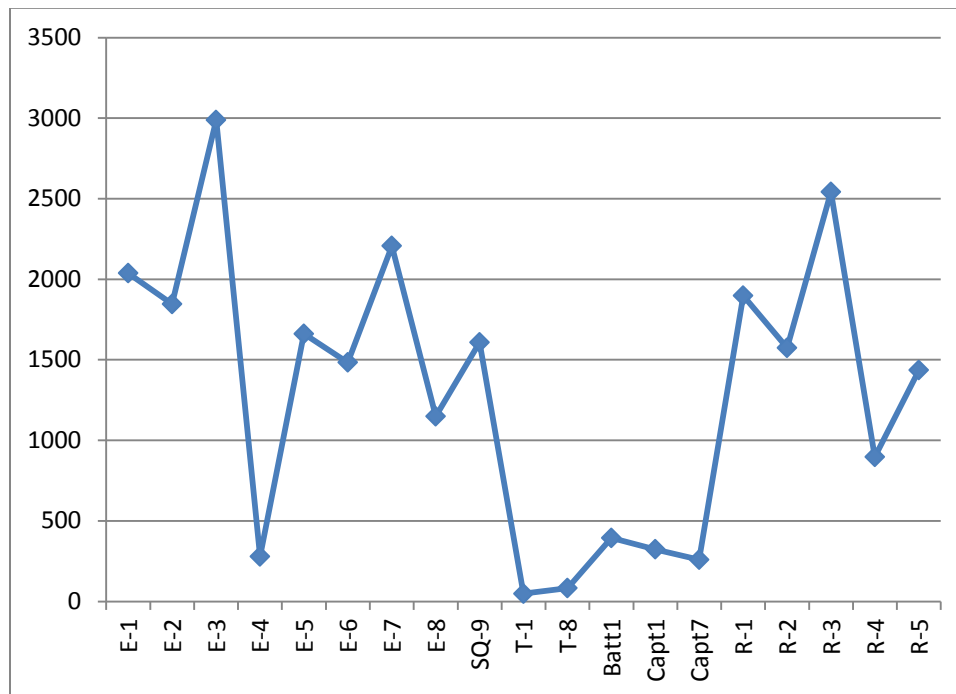


Average Response Times by Year



Calls by Fire Department Unit

Engine 3 is the busiest Engine. Rescue 3 is the busiest Rescue.



Waterford Regional Firefighters in Action 2018



Car Wash Fire on
W. Huron in Waterford

House fire on North side of Waterford



Scrap yard Fire in Pontiac

Apartment Fire in Pontiac



City of Lake Angelus



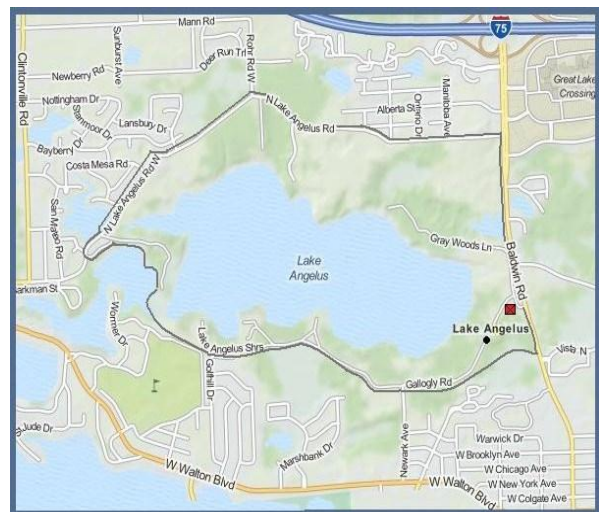
The Waterford Regional Fire Department provides fire and paramedic emergency services to the entire City of Lake Angelus. Fire Station 2 serves the West portion and Station 6 for the East portion. However, any of our nine fire stations are capable of providing back up coverage and do so as necessary.

Chief Lyman and Deputy Chief Covey attended a Lake Angelus City Council meeting during the year. The annual report was presented including a review of the services provided and our commitment to the City of Lake Angelus and its residents.

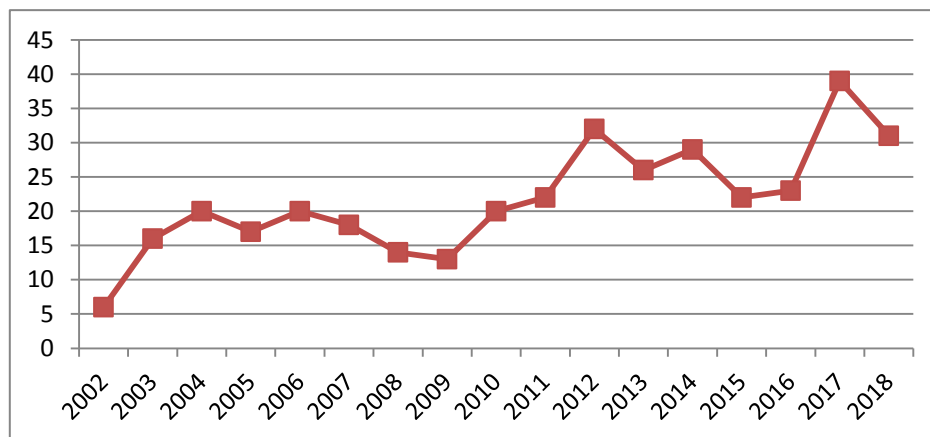
We met with Gary Parlove, Dennis Mitchell and Dick Lund to discuss the future of the engine that was purchased in 2003 by the City of Lake Angelus for responses in LA. That engine was found to have extreme rust corrosion in the frame during in Q3 of 2018 and was removed from service. The frame issue is still outstanding and talks are ongoing.

2018 Call Volume for Lake Angelus

House Fire	2
Car Fires	1
EMS Calls	11
Power Line Down	6
Attempt to burn	1
Cancelled Enroute	2
False Alarm	8
TOTAL	31



Lake Angelus Calls by Year





City of Pontiac

Waterford Fire Department began providing emergency services to the City of Pontiac on February 1, 2012. Four fire stations are staffed 24/7/365 in Pontiac with 13 firefighters. We continue to provide basic life support to the Pontiac residents for EMS calls, working alongside Star EMS and the Oakland County Sheriff's Office.

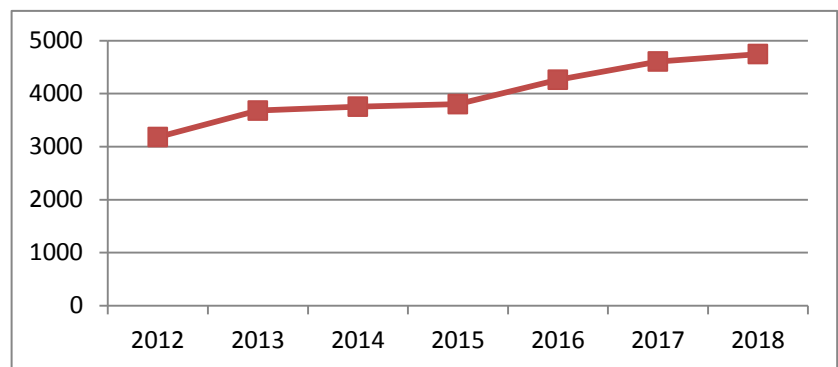
Total alarms for 2018 were at 4,745, which is a 3% increase; fire calls declined by nearly 13%. 72 fires were single family homes, 53 were apartment fires, and 45 were car fires.

Chief Lyman and Deputy Chief Covey meet with the Public Safety Sub-committee for City council on a monthly basis. In 2018 the City Council approved an updated the Hazard Mitigation Plan.

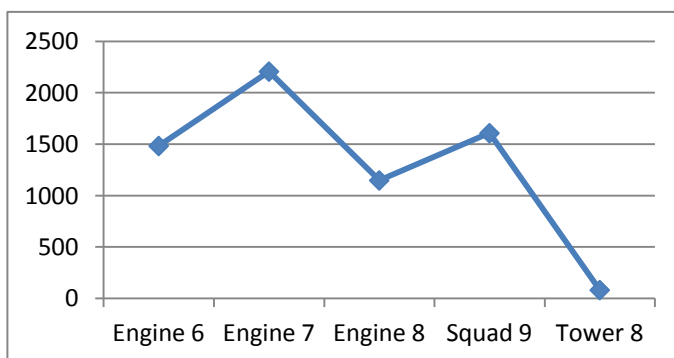
Call Volume in Pontiac by the year

2018 Incident Types in Pontiac

Fires	272
EMS calls	2757
Hazardous Conditions	336
Public Service	327
Good Intent	583
False Alarms	465
Other - Non Fires	5
Total	4745



2018 Pontiac Fire Units Response Chart



2018 Calls by Pontiac Fire Stations

