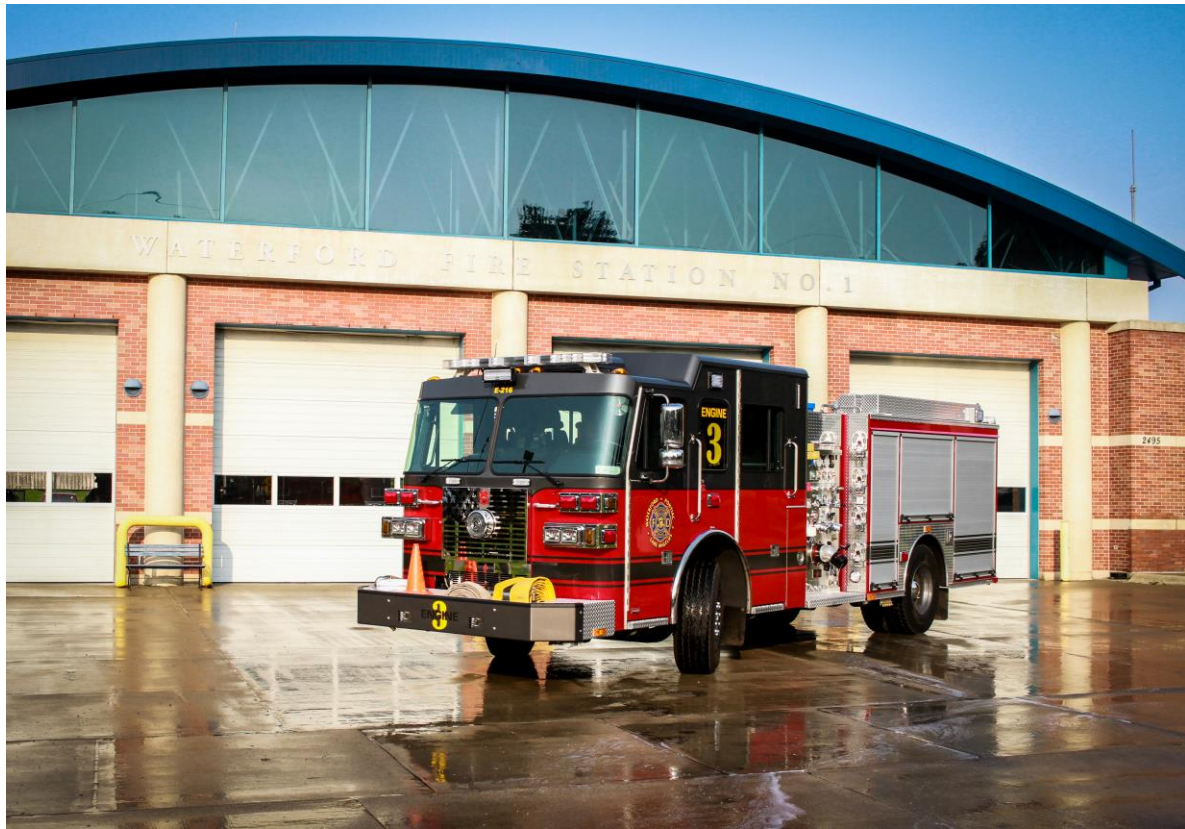


# *Waterford Regional Fire Department*



## *2020 Annual Report*



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# **FIRE DEPARTMENT**

## **ADMINISTRATION**

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Matt Covey  
**Fire Chief**  
26 Years of Service



Carl Wallace  
**Deputy Fire Chief**  
22 Years of Service



Ann Ostrom  
**Administrative Assistant**  
35 Years of Service



Diane Beedle  
**Account Clerk**  
26 Years of Service

## **FIRE SUPPRESSION AND EMS OPERATIONS**

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Steve Bridger  
**Battalion Chief**  
30 years of Service



Blake Nelson  
**Battalion Chief**  
23 years of Service



Josh Dorman  
**Battalion Chief**  
18 years of Service



## **FIRE PREVENTION DIVISION**

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John Phebus  
**Fire Marshal**  
30 years of Service



Wayne Peruski  
**Deputy Fire Marshal**  
24 years of Service



## **FIRE DEPARTMENT TRAINING DIVISION**

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Jim Cooper  
**Capt. EMS Coordinator**  
**EMS Academy**  
18 Years of Service



Josh Dorman  
**Fire Training Coordinator**  
18 years of Service



## **FIRE DEPARTMENT CHAPLAINS**

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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...

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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 107 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 2020 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.

This dedication to the residents of the communities we serve, shinned during 2020. As our nation faced uncertain times with the COVID-19 pandemic and the concern of high death rates and an unstoppable threat of sickness, our fire fighters/paramedics never missed a beat at work. Each of them had to adapt to rapidly changing policies, guidelines, protocols and the way we respond. Including leaving their families at home who were all concerned about their wellbeing. This pandemic showed the true spirit and strength of our fire service. I as the Chief Couldn't more proud of our employees and their performance during this uncharted time.

The big impact items in 2020 were the purchase of one new fire truck with an expected delivery in mid-2021; additionally, one remounted transporting rescue-ambulance, Re-roofing project Fir Headquarters, and Generator updates. These accomplishments were possible with funds from our Special Assessment District and our 330 fund (Capital Improvement Savings Account). We are greatly appreciative the continued support from our communities.

2020 calls for service totaled 12,937 a 1% decrease from 2019, 9064 or 70% of those calls were for EMS, traffic accidents and other rescue calls, that number is 2 % below 2019. Fires, hazardous situations, and other calls accounted for 30% of the 2020 calls. Fire calls as a whole were up 12.9%, with structure fires seeing an increase of 9.66% from 2019. Total fire calls were 376 which a 193 were structure fires residential and multi-residential structures, 72 vehicle fires, 66 grass fires, 27 refuse fires and 21 other fires. The fire department transported 4,365 patients in 2020. This decrease in medical transports was directly related to the COVID-19 Pandemic.

Our fire units responded nearly 25,000 times during the year. Response times for priority calls were at 5 minutes and 46 seconds for 2020. Out of the nine fire stations that we operate out of, the busiest fire station was station #3 with 2,748 calls. The busiest fire engine and rescue were both out of Fire Station #3 with Engine 3 responding to 2,997 calls and Rescue 3 responding to 2,283 calls.

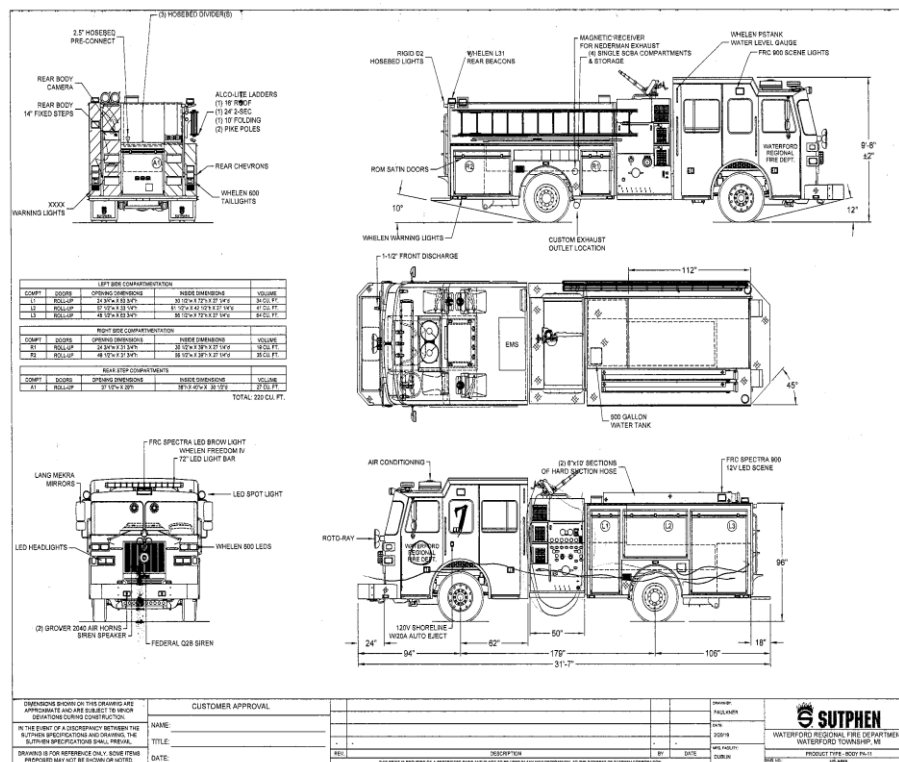
This document as it does every year serves as a historical account of our department. We hope everyone who reads this will find it informative and enlightening to the diverse responsibilities that we handle every day.

A handwritten signature in black ink that reads "Matthew J. Covey".

Matthew J. Covey  
Fire Chief

### **Purchase of 1 Fire Engine in 2020 and the delivery of 2019 Fire Engine**

## Shop drawings of the new Fire Engines





### **Purchase and remount of 1 new rescue/ambulance from EVP+ Wheeled Coach**

The Fire Department purchased 1 new rescue/ambulance. This again was a greatly needed truck as they are replacing aging vehicles with high millage. This remount process has the manufacture take the ambulance box or EMS Area off an old ambulance and places it back on a new Chassis after repainting and repairing the EMS Box.



### **Delivery of 2 fire inspector-fire investigation units**

The Fire Department took delivery of 2 new GMC 1500 pickup Trucks in February of 2020. These trucks are assigned to the Fire Marshal and Deputy Fire Marshal and carry specialized equipment for fire investigations and inspection.



### **Promotional Testing**

Testing and promotional list for Fire Marshal and Deputy Fire Marshal were established. The testing procedure involves a written test and oral interviews. We thank Arlene Ward at HR for her assistance.

### **Fire Cadet Program**

During 2020-2021 school year the Waterford Regional Fire Department Cadet program was canceled due to the COVID 19 Pandemic. We hope to launch the program after we are clear to do so. 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 3 students to the 2020 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 3 individuals.



### **Purchase of 10 sets of turnout gear**

The fire department replaced 10 sets of fire turnout gear in 2020. This gear is what protects our fire fighter 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.

### **Active Shooter Ballistic Protection**

Our equipment has been put in service and training has been conducted for our members in situations that such equipment is needed with the Waterford Township Police Department. Policies have been written and

implement following the appropriate national standards. All equipment has been put on the trucks and our personnel properly trained to assist when need in 2020 to better protect the needs of our communities if such a situation should arise.

### **Future Capital Projects for 2021**

With the approval of the 2021 Fire Department budget, we will be working on the following capital improvements and purchases.

- Re-mount 1 rescue truck (ambulance) through EVP+ a Michigan based company.
- Purchase of 1 Fire Engine from Sutphen Corp. to replace fire engine.
- Fire Station 1 parking lot repair
- Steel columns repair at fire station 4 and 5
- Exterior painting at fire stations 4 and 5
- 10 Sets of firefighter turnout gear
- Vehicle Maintenance software to track our fleet and maintain records
- 2 staff vehicles
- 1 command unit
- WIFI upgrades all stations

### **Future Projects City of Pontiac**

We are working closely with the City of Pontiac DPW to complete needed repairs at the fire stations.

Some of the projects for the year 2021 are:

- Fuel tank repair at station 7
- Exterior painting fire station 8
- Interior door repairs to multiple stations separating living quarters from apparatus floor.
- Computer upgrades





## Fire Department Promotions

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John Phebus  
Promoted to Fire Marshal  
30 Years of Service



Wayne Peruski  
Promoted to Deputy Fire Marshal  
24 Years of Service



## Fire Department Retirements

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**Lieutenant Inspector Mark Trager** retired after 37 years of service.

A luncheon was held in his honor. His family, friends, firefighters and public figures attended the event. Below picture is Mark with his father retired Fire Chief Butch Trager.



## 2020 Recognition and Honors

In September of 2020, Lt. Paramedic Jamie Todd, Paramedic Kenneth Estell and Paramedic CJ Waldron were awarded the Silver Life Saving Award by Fire Chief Matthew Covey. These fine first responders responded to an infant not breathing in the City of Pontiac. Upon arrival their quick decision to rapidly transport the infant to McLaren Pontiac with the assistance of the Oakland County Sheriff Deputies. They performed high quality CPR and Advanced Care. Based on their efforts the Patient was discharged from made a full recovery.



Waterford Township recognizes the longevity of its employees on an annual basis. Fire Marshal John Phebus received recognition for 30 years of service and Fire Chief Matthew Covey 25 years of service.



We honor **Pontiac Firefighter Tracey Williamson** who died in the line of duty 21 years ago. A ceremony at the cemetery with Chaplain Rayner. Tracey tragically lost his life in 1988 while fighting a building fire in downtown Pontiac. Tracey and several other firefighters were in the building when it collapsed. Several other firefighters were injured.

# The majority of our normal public events were canceled due to the COVID-19 Pandemic.

## Public Events examples: **Canceled**

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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.  
This event was moved to M1 Concourse as a drive through event.





## Public Events continued...

**Memorial Day Parade** moving down Dixie Hwy. in Waterford. **Canceled**



**Annual Waterford Township Christmas Tree Lighting and delivery of Santa** -**Canceled**



**Fire Department Open House at Fire Department Headquarters** **"Canceled"**

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.**



Owner Operator of Leo's Coney of Waterford  
Jim Christopher and Leanne Christopher  
Serving our Residents.

**WATERFORD PROFESSIONAL FIREFIGHTERS UNION LOCAL 1335**  
**2020 ANNUAL REPORT**

The year of 2020 will be etched in history. On January 1, 2020, very few people could've had an idea of what the year of 2020 would entail. Even fewer people, perhaps no-one, could've anticipated the impact and effect of 2020. Your Fire Department personnel were not exempt from this reality. As we worked through the changes to our daily operations, we also decided, as a Local Union, as a collective body, to assist our residents while we are off duty as well, to help soften the impact to their lives. To that end, below are a few highlights of the many ways Firefighters helped our residents and neighbors during this most difficult year.

In the year 2020:

- The Local Union was able to raise and distribute \$50,000.00 to families of both municipalities who were extremely affected by the pandemic. \$25,000.00 was designated for the residents of both the City of Pontiac and the Township of Waterford respectively. The members of the Union comprised a committee to review the requests from the residents, and to allocate funds, on a per household basis, based upon the relative needs. We also partnered with some faith-based organizations, in both communities, to assist their efforts or to directly assist their members.
- Our Local provided \$12,000.00 to assist the residents who were displaced following the devastating fire at the Whispering Woods apartments in September 2020.
- Local 1335 donated over 130 meals to families during the Thanksgiving holiday season. This is an annual work that began over 3 years ago.
- Members of our Local offered and assisted the Waterford School District and the City of Pontiac School District in their efforts to provide the students with lunches while the students were being educated virtually.
- We aimed to support local restaurants (and other businesses) who were also negatively affected by the pandemic. Stations, districts, and in some cases an entire shift, made efforts to "eat out" more than we customarily do. Our hope was to help local restaurants (and other businesses) survive the economic impact of the pandemic.

Working through 2020 was certainly a challenge for the men and women of our Local. The uncertainty and fear behind the Covid-19 pandemic, coupled with the atmosphere of emotional frustration around social matters, made functioning on the job more difficult than normal. I am proud of the professionalism and communal concern exhibited by each member. We are hopeful that our actions and efforts were able to make a very stressful time for our residents a little less stressful. We plan to continue to serve our residents in a complete fashion-serving while both on-duty and while off-duty.

Respectfully,

Damon Harney  
President- WPFFU Local #1335



## 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 10 fire departments working together to provide the best in emergency services to over 600,000 residents. Together we have nearly 520 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. OAKWAY member Fire Departments include: Birmingham, Bloomfield Township, Farmington Hills, Ferndale, Madison Heights, Rochester Hill, Royal Oak, Southfield, Waterford Regional and West Bloomfield Township.

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.



**2020 Joint  
Training OAKWAY**

## MUTUAL AID - OAKWAY Fire OPS 101

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October 2020 brought OAKWAY Firefighters together to bring the 3<sup>rd</sup> annual 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 18 participants to experience the day in the life of a firefighter/paramedic. Each participant used full 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.



Supervisor Gary Wall  
And  
Chamber of Commerce  
Executive Director  
Marie Hauswirth



Representing Waterford Regional Fire was Supervisor Gary Wall and Executive Director Marie Hauswirth Water Chamber of Commerce. Representing Waterford Firefighters Local 1335 was Firefighter Paramedic Steven Meier, Lieutenant Jeremy Grundy, Firefighter Paramedic Tom Hanson, Captain Dan Dumas and Fire Chief Matt Covey.



## Apparatus Division – Lee Warded and Blake Nelson



The year 2020 was a great year for the Apparatus Division at the Waterford Regional Fire Department. The Special Assessment District (SAD) funding would give fire department two Fire Prevention Trucks, a new 'Engine 3' and another remount rescue unit. We are currently responsible for the repair and maintenance of a fleet white includes 12 fire engines, two 100-foot aerial trucks, one 75-foot quint, seven rescues/ambulances, three specialized equipment trucks, six trailers, 14 staff cars, three command trucks, a 6x6 Ranger and a rescue boat.

In February 2020, the department received 2 GMC Sierra 4X4 pickup trucks, which would replace Fire Marshal and Deputy Fire Marshall Vehicles. Both trucks were quickly put into service replacing two 2009 Chevy Tahoe rear wheel drive vehicles, which were converted from previous patrol vehicles from the Pontiac Police Department. The most beneficial part of this replacement was being able to discontinue the storage of harmful equipment inside of the vehicles, to now being able to store said equipment outside of the passenger compartment. This in turn reduces the exposure to carcinogens by the occupants. In August, the department received its third remount rescue, which was placed into service within one week of delivery. This is the departments' third Ford E350, with a gas motor that has proven to be extremely reliable. At the end of September 2020, the first, in a series of four Sutphen Custom Engines, was delivered. With a lot of preplanning, this truck was outfitted with mounting equipment and hose, and placed into service in just 10 days. Previously, this same process had taken well over a month to do.

With the addition of the new apparatus, the department has seen a dramatic decline in major repairs in the past two years. With SAD funds, the department was able to have all three engines rebuilt with hydraulic ladder racks, which were in serious decline before the repairs. 'Tower 1', the departments' 30 year-old aerial ladder, was put back in-service after waiting 10 months for custom replacement parts to be made. Station 5's one-year-old rescue truck, developed shifting troubles while in service. When crewmembers raised the hood to investigate, a woodchuck was discovered in the engine, alive. It is unclear where the woodchuck was attempting to get a ride to, but during his stay, he caused over \$900.00 in damage to a wiring harness.



A total of four vehicles were decommissioned and sent to auction in 2020 including, two staff cars and two engines.

The Apparatus Divisions' plan for 2021 will be to continue with the strategic plan to replace the remaining fleet with funding from the SAD. The department will take delivery of two new engines in February and June, as well as two staff vehicles and one command vehicle in March. Another remount rescue will be delivered early second quarter. Additionally, the Apparatus Division is working on the implementation of an asset management software called 'Managers Plus'. This software will allow the Apparatus Division to more accurately keep records, while going paperless into an all cloud-based program for record keeping purposes. Due to missed trainings because of COVID, it is the Apparatus Division's goal to send personal to continuing education trainings in Emergency Vehicle Technician (EVT) and others, in order to keep personal up-to-date on changes



## Waterford Regional Firefighters in Action in 2020

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Boat incident



Structure fire



Historic House City of Pontiac



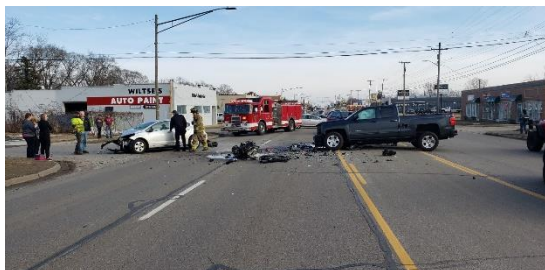




## EMS Coordinators Report – Captain Jim Cooper



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.



Vehicle Accident Dixie and Silver Lake-

WRFD responded to over 12,973 calls in 2020 837 runs less than 2019. Of that total, 9,064 were EMS related. This represents a 3.5% decrease over 2019. 70% of all calls that WRFD responded to were EMS related. 4,365 transports to area hospitals were logged in 2020.

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.



**Refurbished Rescue 2020, added new chassis and complete refurbishment of medical-patient care area.**

## MEDICAL CALL's

3 - Rescue & Emergency Medical Service Incidents	7	0.08 %
300 - Rescue, emergency medical call (EMS) call, other	41	0.45 %
311 - Medical assist, assist EMS crew	303	3.34 %
32 - Emergency medical service (EMS)	53	0.58 %
320 - Emergency medical service, other	125	1.38 %
321 - EMS call, excluding vehicle accident with injury	7,502	82.477 %
3211 - EMS call, excluding vehicle accident with injury at Senior Living	88	0.97 %
321C – EMS calls, possible COVID-19	233	2.57%
322 - Vehicle accident with injuries	582	6.42 %
3221 - Vehicle accident with injuries and extrication	3	0.03 %
323 - Motor vehicle/pedestrian accident (MV Ped)	13	0.14 %
324 - Motor vehicle accident with no injuries	94	1.04 %
3241 - Vehicle accident with no injuries, with extrication	1	0.01 %
331- Lock-in (if lock out, Use 511)	1	0.01%
340- Search, other	1	0.01%
342 - Search for person in water	1	0.01 %
353 - Removal of victim(s) from stalled elevator	12	0.13 %
<u>381 - Rescue or EMS standby</u>	<u>4</u>	<u>0.04 %</u>
<b>Total - Rescue &amp; Emergency Medical Service Incidents</b>	<b>9,064</b>	<b>70.06%</b>

**Solidarity Laps to support or healthcare works during the COVID 19 Pandemic. Hospitals McLaren Oakland, Saint Joseph's Oakland, Huron Valley and Ascension Hospital.**



## Waterford Paramedic Unit Patient Transport 2020

Previous Year ▼ Jan 1, 2020 - Dec 31, 2020 ▼

**4,365**

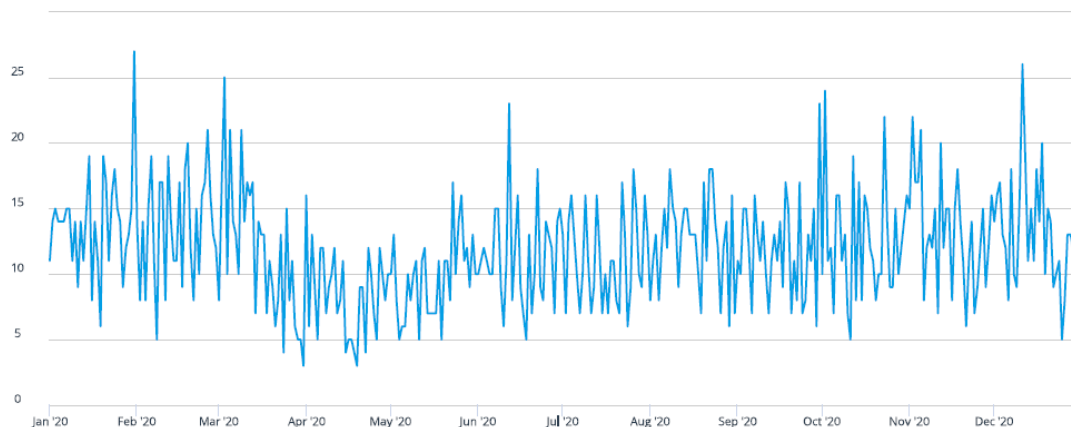
RECORDS

In Selected Time Slice

**366**

DAYS

In Selected Time Slice



In 2020, The Waterford Regional Fire Transported 4,365 Patient to the hospital

**\*Percentage of Medical Incidents transported- 48%**

Career personnel are licensed with the Michigan Department of Community Health – 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	13 personnel
3. <u>Paramedic</u>	<u>89 personnel</u>
<b>Total</b>	<b>105 personnel</b>

All career personnel are licensed with the American Heart Association in CPR/AED as a Basic Life Support Healthcare Provider (BLS). All paramedic 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.

Two (2) Continuing Education (CE) classes were held for career personnel due to the COVID-19 virus. All CE's were issued via online training.

## **2020 COVID Report**

	<b><u>CFIRS</u></b> 233	<b><u>ESO</u></b> 222
Number of COVID calls (*)		
Number of Patients that tested positive	105	
Number of Employees that have tested positive	6	
Number of Employees That were vaccinated (as of 1/25/2021)	33	

\*The difference could be due to the difference in dispatch screening and actual patient care assessments.



There were approximately 24 BLS classes, 33 CPR classes, 32 First-aid classes and 12 Bloodborne Pathogen classes provided to the public, Waterford Township employees and the Waterford School district teachers. 210 people attended BLS classes, 188 people attended the CPR classes, 182 people attended the First-aid classes and 13 people attended the Bloodborne Pathogens classes for a total of 593 people. This is decrease from 1,107 in 2019.

- One (1) Basic EMT class in 2020.
- The Basic EMT program had 12 students graduate

McLaren Regional Medical Center remains as our base hospital, with Dr. Tressa Gardner serving as the Physician Medical Director for the Waterford Regional Fire Department and Waterford EMS Academy.





## **Radio and Communications Division**

### **2020 Annual Report**

The Waterford Regional Fire Department uses a mix of 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. The VHF system is used for tone alerting, to meet state MEDCOM requirements (for ALS rescuers) and as a fully operational backup to OpenSky. This backup design is built with NFPA 1221 and ISO requirements in mind.

<b>RADIO EQUIPMENT</b>	<b>Qty in service</b>	<b>Qty in reserve*</b>
OpenSky portables	129	0
OpenSky mobiles	44	0
OpenSky control stations	12	0
VHF Portables	23	0
VHF Mobiles	11	4
VHF Base Stations	4	-
VHF Control station	2	-
County Alert system (Informer)	3	9
Unication dual band pagers	11	5
Minitor VHF pagers	5	15
NOAA alert receivers	5	1

\*reserve includes ready spare (NFPA required), broken, and not currently used in storage

Station alert systems include a VHF tone activated receiver, OpenSky radios, power supply, battery backup / Uninterruptable Power Supply (UPS), audio amplifiers, and speakers. Police dispatch operates the VHF radios via a private phone line link between their consoles and the radio tower site. In addition, station 1 has a backup 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 talkgroups and channels - departmental and shared. 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 activities are a never-ending job. These tasks typically include replacement or repair of damaged radios, lapel microphones, antennas, batteries, station alert systems, and other miscellaneous parts. Preventative maintenance activities and repairs were down in 2020 as some non-emergency work was deferred due to COVID-19 crisis. Additionally, fewer repairs reflect less need due to recently installed upgrades and more reliable equipment.

	<b>Complaints</b>	<b>Preventative Maintenance Repairs</b>	<b>Total Repairs</b>
2017	68	No data	68
2018	114	No data	114
2019	79	57	136
2020	60	22	82

\*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.

Radio division staff attended several Oakland County CLEMIS radio / 911 advisory board meetings. Staff also attended the 2020 Statewide Interoperable Communications Conference in Traverse City. The radio division contributes to the Fire Alerting workgroup of the Oakland County P25 project.



Equipment demonstrated during a class at the Michigan Statewide Interoperable Communications Conference in Traverse City

Modern construction tends to block radio signals. Codes (IBC 510 and NFPA 72, 1212) require building owners to ensure acceptable radio performance within their structures for fire/police/EMS. If needed, this can be achieved through the use of an Emergency Responder Radio Coverage System (ERRCS). Several developers have inquired to inspectors about this, and radio division has assisted when needed.



VHF portable radios were reprogrammed for expanded interoperability and to supplement our 800 MHz fleet.

VHF equipment was modified to enhance back-up capabilities.



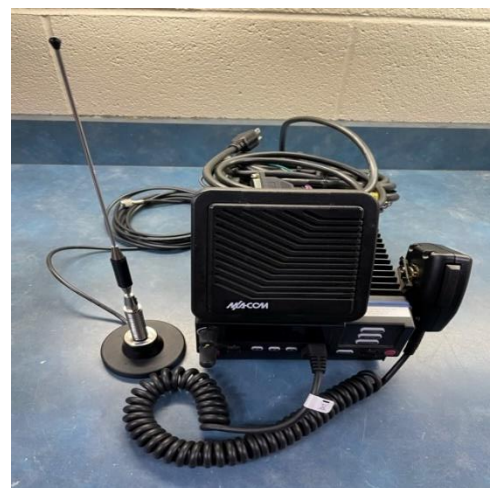
Station 1 received substantial radio infrastructure upgrades. The existing installation was outdated and substandard. Our local Motorola dealer was contracted to install new rooftop antennas including new support structures. The division also contracted with a construction company to install electrical

weatherheads through the roof for the radio antenna cables. This new install meets current safety standards for lighting protection and grounding, which protects our equipment and building. A new VHF radio was installed for backup and mutual aid. Steps were taken during system design to prepare for the new P25 system. Regulatory compliance issues were also addressed. The project was funded through SAD and remained within budget.



COVID-19 brought many challenges and additional work. Procedures and supplies were gathered to decontaminate radios from pathogens. The entire radio fleet was reprogrammed to add resources for pandemic response. Additional batteries were obtained to support increased workload. Usual meetings and conferences were postponed, cancelled, or virtual. Supply chain disruption slowed progress of several projects.

In response to potential complications from COVID, PD/dispatch inquired about emergency backup capabilities. Radio division built “grab and go” kits. These kits contain equipment that is easy to quickly deploy at a temporary or emergency location to ensure continuity of operations and communications.



Network connectivity was brought to the radio tower site. Networking / internet access allows for greatly expanded monitoring and control of the site. Security, fire, and environmental monitoring was upgraded

as recommended by NFPA 1221, 72, 731. Security cameras were installed. This project could not have been done without assistance from Township IT staff.

UPS / battery backups were historically the leading cause of failures within our station alert systems. The division worked with Township IT to replace all UPS units with upgraded models. This will include remote monitoring and diagnostic capabilities. In most cases, these units are shared between radio and IT gear reducing purchase and maintenance costs.

Faulty UPS batteries found during preventative maintenance.

Batteries were able to be replaced before they could cause system failure.



The township campus was the victim of a summer thunderstorm. A nearby lightning strike damaged some equipment across the campus and took our VHF system offline. Thankfully, damage to the radio system was limited to surge suppressors. Proper system design prevented further system damage and equipment loss.



#### Communications console at local Hospital ER.

Shown here is the equipment used for EMS-to-hospital communications.

The division assisted hospitals with radio problems. Staff was able to troubleshoot their systems and

#### Ongoing Projects

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. While this has caused more work, 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 there has been a significant reduction in downtime and 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 early.

Preventative maintenance inspections include visual check of generator status. Problems are relayed to DPW for mitigation.

Shown here is a generator alarm panel showing a fault.

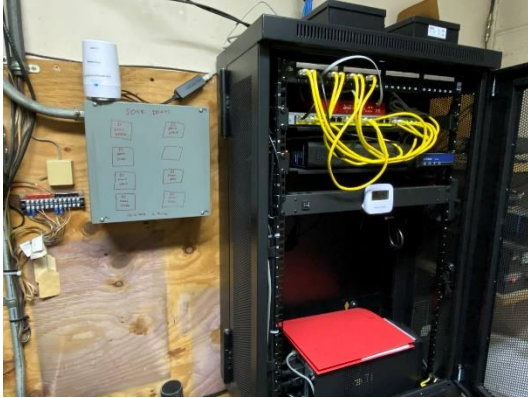


New apparatus and vehicles have kept the division busy. Staff drafted electrical specifications for factory pre-wiring for radio units. This greatly speeds installation of equipment once apparatus is delivered. Radios and Knox boxes were provided for new units. New rescues are utilizing dual-head radios. This allows one radio to be utilized in both the cab and back patient compartment, saving costs over two separate units. Users have previously indicated difficulty communicating on portable radios while inside; this dual head design has improved communications. Existing rescues are gradually being upgraded to dual head radios. Apparatus mechanic division and County radio/vehicle shop helped greatly with these projects.

The division offers First Net, the new public safety wireless broadband system to members. 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. During the 2020 presidential campaign season, the division worked with FirstNet to ensure adequate communications during rallies within our jurisdiction. At the request of the US Secret Service, a FirstNet Cell on Light Truck (CoLT) was deployed at the airport for one of the events. Department users were uplifted to ensure priority and continuous service.

The Division assisted Township IT staff in deploying a new telephone system and township-wide overhead voice paging in 2019. This project revealed a data and communications cabling plant in desperate need of modernization and upgrades. All fire stations have or are in the process of receiving updates. This project includes future-proofing for anticipated additional needs including station alert systems. The division continues to make upgrades and repairs to the cabling plant.





Radio division staff assisted IT staff with cable plant upgrades and IT infrastructure-improvements.

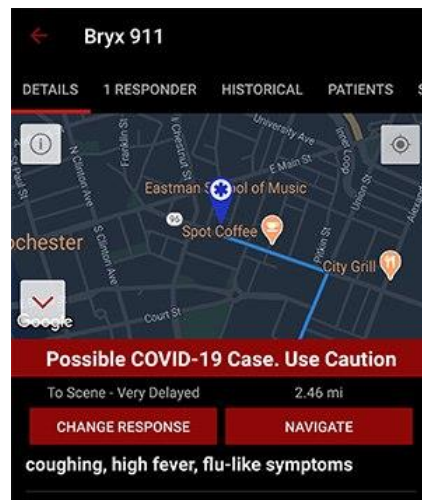
Radio division assisted to prepare for future radio system needs.

Shown here is an updated communications rack.

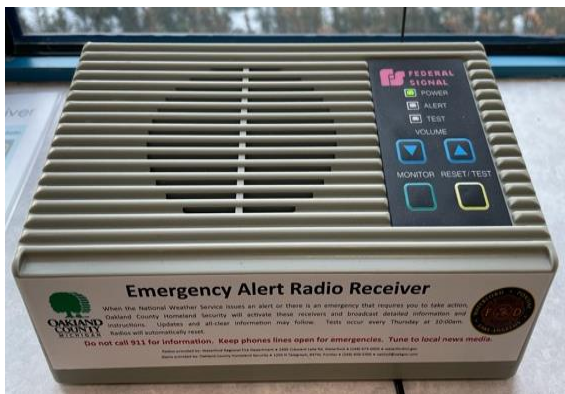
Bryx 911 continues to be an asset and very well received by department members. Bryx is a service that interfaces to CLEMIS CAD and allows for call alerting, mapping and routing, AVL / GPS, hydrant mapping, pre-plan viewing, and other dispatcher added notes. This app was installed on existing apparatus iPads and is also available to department members' personal devices. This is a no-cost service. Greater than 90% of staff have voluntarily adopted this system on their devices. This system offers more information and is more secure than previously used systems. Hydrants and water main sizes within Waterford have been added to the system. Pontiac hydrant mapping will be added if water system information becomes available. The vendor has indicated several upcoming improvements which may be of interest to the department; some of these may be premium options.

Streaming of our dispatch radio audio has recently been added to our Bryx platform to allow users to hear radio activity without carrying a radio.

In response to COVID-19, the software developer added a warning banner that displays when keywords are found indicating potential exposure risk.



The division has finished replacing the Federal Signal Informers which were used for station alerting with Unication G5 pagers. Dealer and manufacturer support for the Informers was lacking and alternatives were sought. The new G5 pagers are dual band receivers that will operate now and with the future P25 800/700MHz radio system with a programming update. Custom alert tones have been uploaded and are used to achieve rudimentary heart-saver functions. Separate alert sounds are used to differentiate between a station call versus an all-call, a popular request from members. SAD monies were used for procurement.



Our old Informers were reprogrammed to be used with the Oakland County emergency alert radio program. Redeployment of these in their new use is ongoing. These are currently deployed in the administration offices and our backup dispatch location.

Radio division wrote a letter of opinion to Michigan's Public Safety Communications Interoperability Board after the board solicited comments on encryption policies and practices. This correspondence highlighted possible impact to the department related to the topic.

Radio division applied for and received a grant for weather monitoring stations. This grant is from the manufacturer AcuRite. These monitoring stations have been installed at several stations, with plans to outfit all in the near future. This system consists of the outdoor sensor, inside display, and internet hub. Current conditions are viewable on the internet to the public. We have purchased additional sensors utilizing this system to monitor inside conditions in our mechanical and technical areas. This allows for private monitoring and alarm notifications of abnormal conditions, such as water leaks or HVAC failure.

### Future Plans and Goals

Oakland County is currently in the process of replacing the OpenSky radio system. The county awarded the contract to Motorola in June 2019. The system is a 700 MHz APCO Project 25 phase II TDMA simulcast system with 31 sites, with 11 of them as critical. This system will be a joint venture with the Michigan Public Safety Communications System (MPSCS). Specified coverage include 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 the county'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 / MPSCS. Infrastructure components were delivered to the local vendor in December 2019. Site remediation and preparation is ongoing. Infrastructure is expected to be completed around December 2021. Dispatch upgrades should occur around the time infrastructure is completed. Subscriber units (mobile and portable radios) will follow with project completion expected around Q2 2022. 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. Some ongoing maintenance costs of this new system will be shifted to member departments, such as replacement batteries. Estimated lifespan of this system is 15 years.]

As our OpenSky system ages, we can expect to continue to see an increase in repair and labor costs. Harris officially stopped supporting our portable radios in 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. Used radios have been obtained from online sources to reduce costs of parts / repairs.

There are some educational conferences / tradeshow within the state that may be beneficial. 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 Traverse City. Many of these have been temporarily postponed or cancelled due to COVID-19.

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 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. The division plans to obtain demonstration devices to test and evaluate.

Staff will continue to look at full-featured 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. Bryx support has been very helpful and may be easiest to work with. Numerous other area departments have switched to Bryx as well.

Our radio failure due to a lightning strike reinforces the need for backup systems. Radio division will pursue working with PD/dispatch to add backup control telephone lines between their consoles and 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. The county radio shop sounded supportive and indicated this is feasible with existing hardware.

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 all stations with NOAA weather alert radios and/or county emergency alert radios.



Examples of common Land Mobile Radio (LMR) antenna cabling. Cable shown here can cost up to \$8.00 / foot.

Pen shown for scale.



## **Fire Gear – Lt. Eric Steinhebel**

The WRFD has 172 sets of firefighting turnout gear in service as front line sets. There are also 19 new & slightly used turnout coats and 19 new & slightly used turnout pants in stock stored in the loft at Station 1. 14 sets of front line gear and 10 sets of inventory stock gear were retired in 2020 due to reaching its expiration date. In September of 2020, we purchased and put in service 11 sets of new turnout gear at a cost of \$2,170.50 a set. In addition, we were able to acquire 4 additional sets of turnout gear at no cost to us due to our relationship with Dave Duddles from Apollo Fire Equipment and those sets were also put in service giving us a total of 15 new sets put in service for the year 2020. Additional equipment ordered includes, 8 pairs of leather firefighting boots, 30 Fire hoods and 25 pairs of firefighting gloves in various sizes.

In 2020, 78 of our 172 sets of front line gear were inspected and approved for use and ALL stock gear in inventory was inspected as well. In addition, 14 coats and 11 pants were sent in for repairs, inspection and cleaning at Turnout Fire Service Management in Livonia. On average, each set of gear gets inspected and re-certified every 1.5 years which falls in line with the NFPA standard.

### **Future Requirements:**

Due to the 10 year age requirement per NFPA, 10 front line sets of gear will be getting replaced in 2021. There will also be a need to order 5 additional sets for our stock to replace aging gear in inventory. The estimated cost will be \$2,250.00 per set for new gear ordered in 2021. Along with that, we will need to order approximately 20 fire hoods, 20 pairs of firefighting gloves, 5 pairs of leather fire boots and 4 structural firefighting helmets. These numbers are subject to change due to need and unforeseen damage to equipment that may occur during firefighting activities.







## **Fire Marshal and Fire Prevention Division – Asst. Chief John Phebus**

The 2020 Fire Prevention Division consists of one Fire Inspector/Lieutenant and one Fire Inspector/Captain and a Fire Marshal. All three employees are certified Fire Investigators and State of Michigan Certified Fire Inspectors. The Fire Marshal and Captain 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.

2020 was an extremely busy year for Fire Prevention with the Covid 19 pandemic many building projects in both the Township and the City of Pontiac were placed on hold, which in turn decreased the number of plan reviews and new construction inspections conducted by our Inspectors. However, our staff worked daily to obtain, keep, and inventory our stock of personal protection equipment used by our personal. Because of the Pandemic, we had to rethink how we interacted with other departments and the public. Current staffing levels and or day to day, operations limit our ability to be proactive with our Annual Life Safety Inspections. Easing the stress of the workload is a good working relationship with both the Waterford Township Department of Developmental Services and The City of Pontiac Building and Safety Department. We normally meet monthly to discuss and figure out open projects and make improvements on how to best serve the citizens of Waterford Township and the City of Pontiac.

### **Update of the International Fire code and Fire prevention ordinance:**

Early in 2020, we went thru and updated our Fire Prevention ordinance adopting the 2015 edition of the International Fire Code and adopting by reference any new editions as they are adopted by the State of Michigan. We eliminated many local ordinances that had already addressed in the IFC.

### **Campfire Permits:**

2020 and the Pandemic restrictions posed another risk to our administrative personal. We normally issue approximately 236 - 400 permanent campfire permits. We have discovered that this data is often incorrect because people have moved. With the assistance from our IT department, we have implemented an online program where Waterford residence can annually obtain a campfire permit by going to our website and entering their address and some information and the permit is email to them. <https://www.waterfordmi.gov/370/Campfire-Permits>

### **Inspections and Plan Review:**

The Fire Prevention Division performed 670 fire inspections, processed and reviewed 235 plans in 2020. 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. The building departments and fire department continue to work well together in the best interest of the citizens of Waterford Township and the City of Pontiac. Because of Covid-19, we decided to research how the developers, builders, design professionals could submit plans and ideas without direct contact with our staff and purchased large touch screen monitors with Bluebeam PDF marking software allowing us to accept plans electronically and share them virtually with everyone involved thus reducing the need for in person contact.

### **Amazon Building in Pontiac**



### **Fire Investigation:**

Fire Prevention Division personnel were called upon for 59 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 a Detective to assist with fires within Waterford Township when the assistance of a detective has been required. In addition, The Oakland County Sheriff’s, Fire Investigation Unit was activated on occasion in both the City of Pontiac and Waterford Township. Several of this investigation’s lead to the arrest and conviction suspects.

### **Commercial, service provider inspections**

Required by the International Fire Code. Any equipment requiring periodic testing or operation to ensure maintenance, the inspection reports shall be submitted to the fire code official. To accommodate this we implemented for both communities a third party organizing company that is free to both the business owner and the Fire department called Compliance Center / Building reports online. We place the below sticker on the suppression riser or fire alarm panel to remind the service provider to send us their report if there are any deficiencies we are able to send a notice thru their website



### **Addresses:**

The Fire Prevention Division assigned 28 addresses in Waterford Township in 2020. 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 142 FOIA requests in 2020. 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 required for firefighting and EMS activities in addition to our fire inspections and fire investigations workload. 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. This year we implemented a smartphone app that links directly with our inspection software Mobile Eyes allowing in service fire crews the ability to conduct the inspections easily and accurately.

### **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. 2020, we issued five permits with standby's, four in Waterford and one 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. Fire Chief Matt Covey and Deputy Chief Carl Wallace have 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. Sadly due to the COVID-19 Pandemic the Fire Prevention Education Program was suspended for the year of 2020.

Avenues for education in 2020 were done through Social Media outlets, Birthday Party Drive-by, and information requests.

**2021 Plans to be mostly conducted through distance learning programs offered to the Schools and other groups.**

### **THE FIRE SAFETY HOUSE**



## 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.



**Why We Train: 1355 Whispering Woods Fire**

## **2020 GOALS**

In 2020 we looked to maintain a high standard for maintaining and improving our professional skill sets. Our goals included: reacting to locally important training topics, mutual aid, company level training, hazardous material refresher, power tools, high energy incidents, continuing education for leadership, and emphasis on meeting state, federal, and ISO standards.

## **SUCSESSES**

We had great success in meeting many of the stated goals. Key successes include: driver training, high rise training (requires complex mutual aid cooperation), officer development, instructor development, high energy incident response. 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.

Recognizing our stated goals, continuing education for our leadership continues to be of major importance for us. In 2020 we were able to train six firefighters to the Fire Instructor I level which is also a new requirement for taking fire officer classes. The training is five days of professional development as an instructor. The Michigan Fire Fighter Training Council (MFFTC) has been making changes to the professional development model and is bringing Michigan's standards more in line with the National Fire Protection Agency (NFPA) standards. In 2021 we are moving forward with plans to produce a leadership development program. The hope is to enhance our officer's ability to handle employees, emergencies, and other management or leadership areas which need development.

High energy training was accomplished with the help of the Michigan Fire Fighter Training Council. The year 2020 was the first time the MFFTC had partnered with DTE to create a program with the intent to educate firefighters about the dangers of high energy. The program was a success because, it shared the knowledge of professional electric workers with our first responders with a focus on keeping us safe during electrical energy response. In all, 79 firefighters have completed the training and will receive a certificate from the MFFTC.

Other priorities for WRFD included roof operations training. We accomplished this by developing a new Standard Operating Guideline for power tools which are the primary method used to breach a roof when vertical ventilation is called for. To accomplish this we built a semi-permanent simulated roof structure with the help of Waterford DPW at the spoils lot near the Town Hall complex. Firefighters on each shift were trained wearing all required personal protective equipment used during firefighting operations. Because roof operations are so difficult to simulate and having such training is so infrequent we are partnering with other OAKWAY departments for the AFG grant to purchase a ventilation trailer which will help us provide better training more frequently.

## **CHALLENGES**

We all know the primary challenge that everyone faced in 2020, how to adapt to the pandemic. All training was disrupted in one way or another. We responded to this challenge by accomplishing the highest priority training items, seeking other methods for training delivery, and rescheduling that which could be rescheduled. Due to state, federal, and ISO standards we attempted to complete as much as possible given the circumstances. Company level training continued but, with limited interaction with other crews. Classroom training was severely limited throughout the year and we adjusted as in person restrictions were changed. As we continued to adapt to restrictions we found a new online training platform called FlightLMS.com. This is a tool which we will continue to develop in 2021 due to its versatility and expected

changes to training requirements by the MFFTC. This platform will allow us to design our own training and present it in a technologically professional manner. Each firefighter will be responsible for completing their own individual training modules which will be developed by the Training Officer and Fire Instructors.

## **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 2020 is 450 hours as a whole. Due to the pandemic and the loss of SAFER grant personnel this is a significant decrease in training hours. Due to new reporting methods we are also able to determine that we completed 259 hours of ISO related training and 255 hours of Michigan Part 74 related training. We continue to emphasize company level training, leadership development, and our staff's attention to detail in completing training records.

Ultimately our goal is to maintain high level of professionalism and safety during an emergency response. We will do that by encouraging company level 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 are an important part of our public education program however, due to the pandemic we were unable to work with cadets during the 2020-21 school year. Our goal is to continue to help students at several local schools learn about our profession in the coming years. When active, the program is focused on providing exposure to our profession. 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 previous years 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 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. It is our goal to continue to provide young adults an opportunity to be exposed to the emergency services profession.

## **2020 TRAINING TOPICS**

- After Action Reviews
  - Discussed at OAKWAY command officer's meeting
- Building Construction
- Civil Disturbance (NEW)
  - SOG review
- Company Level Training
- Driver training



- Engine company drills
- FEMA/MIOSHA required officer courses
  - Fire officer I, II, III
- Fire ground communications
- Fire Scenarios (H.O.T.)
  - First due company operations
  - Saving our own
- High Rise mutual aid response
- Hose Testing
- Lake Angelus water supply
- Large scale disaster table tops
  - Metroplex: Pontiac
- Leadership program
  - EMU Staff and Command
- SOP/SOG company level training
- Water Supply

### **2021 Goal**

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.

### **2021 PROJECTED TRAINING TOPICS**

- After Action Reviews
- Air Management
- Driver Training Refresher
- Emphasis on our 36 month training plan
- Extrication
- Fire pre planning
- Hazardous Materials refresher
- Hose Testing
- Ice Rescue
- Lake Angelus water supply
- Officer development
- Saving our own/Rapid Intervention Teams
- SOP/SOG Review
- Staff and Command
- Station 4 area water supply
- SARA TITLE III Occupancy walk-through

## **Waterford Regional Fire Department in Action in 2020**

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### **DRIVER TRAINING – REFRESHER**



### **TRAININGS – High Rise Mutual Aid**





## Eastern Michigan Staff and Command Graduates



## Hands on Training: Roof Operations and Power Tools





## Hands on Training: Saving Our Own (Crest Dr.)



## **Hazardous Materials Team Report – Lt. Paul Dallas**

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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. The WRFD Hazmat Team is part of the Oakland County Hazardous Materials Team South. The South Team has been comprised of 10 area Fire Departments going up and down Woodward Ave 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.



WRFD hazmat team, our roster currently has 20-Hazmat Techs, and 6-Ops level members bringing our team to a total of 26-members. We are continuing to evaluate the needs of the team and the levels of training that the personnel are involved.

As the team leader I am tasked with scheduling trainings, motivation, recruitment of members, finding grants, coordinating with the OAKWAY hazmat team leaders, and other related duties.

The objectives of the 2021 WRFD Hazmat team 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 mutual aid agreement, OAKWAY.
- Assist the WRFD Training Division with yearly training for the fire department.
- Properly use allocated funds to maximize objectives of the Hazmat Team.



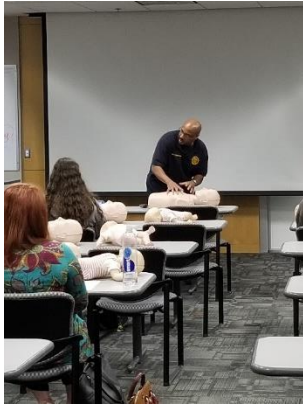
The goals of the WRFD Hazmat team are to:

- 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 5000\$ 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 2020

CPR Training Captain Jim Cooper EMS Coordinator Limited classes do to COVID-19



### Waterford Firefighters vs West Bloomfield Fire Fighters charity basketball. Waterford Victory!!!



### Volunteer Spotlight — Waterford Fire Department

Our partnership with the Waterford Fire Department began with our weekly food service distribution during the COVID-19 pandemic. Each week a team of firefighters would come to the high school to assist with the distribution of food to our families, many times arriving just after finishing a shift. The team worked with our volunteers to ensure the smooth distribution of a week's supply of food to nearly 1000 families each Wednesday.

Following their time working with us, they shared with us that their Firefighters Union was instituting a program of gifting financially to families in need across the communities they serve. Pontiac was chosen to select 20 families from across the district to be honored with gifts ranging from \$500 to \$1500. This generosity was such a wonderful support to our families in need within our district.

We are proud to have you as our partners! **Thank you!**



## Waterford Regional Fire Department in Action in 2020

Firefighters, Police Officer, School District employees and local stores provided hundreds of Thanksgiving meals to both Waterford and Pontiac Residents. Thanks to the Leadership from Engineer Paramedic Eric Mclean and Captain Jim Cooper.





## Information & Technology – **Driver/Engineer Don Claeys**

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

Having a network environment that is both stable and functional 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. While fire walls are an intricate part, other network equipment like routers and switches, computer aided dispatch equipment and monitors were also maintained or replaced.

We continue to enhance the user experience with both, Aladtec, our scheduling software, and CFIRS, county run National Fire Incidents Reporting System or NFIRS. Aladtec, while originally having a very steep learning curve, has proven to be very manageable and diverse. Currently Aladtec is managing our daily schedule including employee information, vacation, sick and comp time, as well as different events on calendar, classroom use, and payroll.



Not only was Aladtec successful in the scheduling, its primary purpose, but it is also being used to manage our different forms including apparatus inspections, apparatus work orders, comp time and overtime forms, absence reports, department SOP's, SOG's, station repair request, and probationary employee evaluations.

CFIRS-NFIRS reporting software has been an ongoing development with the county and shows continued improvement and understanding for our end users. We have also begun to train additional members on the Business Objects software that is used to extract information out of the newly developed CFIRS.

Our patient record keeping software, ESO Suites has been an outstanding addition from 5 years ago with numerous upgrades and enhancements with no significant performance interruptions. While the software functions as a web based program, compatible with computer platforms and devices, our iPads have been the most stable and provide the best area coverage. In their 5<sup>th</sup> year now we continue upgrading and replacing our older iPads with new units, while continuing to provide our

teams with loads of other information needed to mitigate emergencies like Hazmat, Consumers Energy, DTE and our train yard information in ASK Rail.

The past year showed a continued improvement as far as our 50+ PC's were concerned as our scheduled maintenance program limits work slowdowns or stoppages. The IT department continued its contract with Applied Imaging that procures the maintenance and replacement of our printer inventory as well as our ink cartridges and as in the past we completed our annual upgrade of 25% of the department's computers.

With continued support from the administration I look forward to enhancements in 2021 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 3 years ago provides some records of expenses per apparatus and other cost/expenses, a 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.

This revitalization has included replacement of old equipment and battery backups, the re-cabling of most of the Waterford district stations as well as improved Wi-Fi.

With over 130 pieces of equipment and upwards of 110 personnel in the fire department, the IT 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.

2021 will bring big changes to our IT as the approved 2021 budget has a fulltime IT person added to the fire department. This position could not come at a more important time. As the fire service continues to rely heavily on technology and continues to improve its infrastructure to meet the demands of the job. A prime example is the 2022 P25 Oakland County 911 radio upgrade. This system is a complete overhaul of the current system and will fall heavily on the IT position along with our Radio Coordinator.

## 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.

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 The Posi-Check test equipment received a required upgrade and new software to keep the NIOSH certification. This equipment is used for flow and function testing.

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 required by NIOSH.

PortaCount FIT Testing machine was tested by TSI.. allowing our department to FIT test our employees in a much more efficient way.

Provided training on SCBA for all new hires. New hire Fit Testing also

All 10 of our Four Gas Monitors were serviced, including the replacement of oxygen sensors. .

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

### 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
- SCBA replacement project \$700,000





## 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 Dan Ringo 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 was definitely the station with the most upgrades and repairs this past year. The big one was the roof repairs, the entire rubber roof was recoated with a spray on membrane that gives us a 20 year warranty. The metal roofing that is over the apparatus bays and the kitchen received a spray on epoxy due to the paint on the original metal flaking off. This will give us many years of a good solid roofing system. Station 1 also had a complete replacement of the 2 boilers that provide the heat to the building. After 20 years the original boilers to the building were breaking down and failing rapidly. We also had to replace the water softening system in the building, the original system had failed completely and was going to cost as much to repair as it was to replace. As usual we had bay door repairs, drainage issues and other general maintenance issues.

**Fire Station 2-** Big news for station 2 in 2020 was new paint throughout the interior of the building. The building had not been painted in approximately 15 years. We also replaced all the carpeted area's in the building with new commercial grade solid surface flooring. This helps a lot with maintaining a clean sanitized environment. Apparatus door issues and general maintenance also took place.

**Fire Station 3-** Station 3 had a Water softening system added to the building. This will help prolong the life of all water fixtures including the dish washer due to the water being so hard before the system install. We had new drop cords installed to keep all the electric and battery powered equipment that is housed on the new Engine 3. We added lighting to illuminate the flag at all hours. Apparatus doors and general maintenance wrap up station 3.

**Fire Station 4-** Station 4 has seen many upgrades in the past years, so this year it did not need anything other general maintenance and minor repairs.

**Fire Station 5-** Station 5 also saw a lot of upgrades in recent years, so this year it was just general maintenance and minor repairs.

**Fire Station 6-** Pontiac District- Station 6 did not have any major upgrades this year. We dealt with roof leaks and had to have them repaired. We had to replace a couple of the window air conditioners due to the old ones not putting out cold air anymore. General maintenance and minor repairs.

**Fire Station 7-** Pontiac District- Most of the maintenance at station 7 this year had to do with HVAC. We had some problems with boilers that had to be repaired and also the roof top air conditioner. The fuel station had to be shut down and taken out of service due to a problem with a bad tank. Station 7 is operating on an above ground free standing diesel fuel station at this time. We are still waiting for the repairs to be made on the underground system. General maintenance and minor repairs also took place.

**Fire Station 8-** Pontiac District- Nothing major with fire station 8 this year. General maintenance and minor repairs took place.

**Fire Station 9-** Pontiac District- Repairs to the plymovent exhaust system had to be made, along with general maintenance and minor repairs.

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

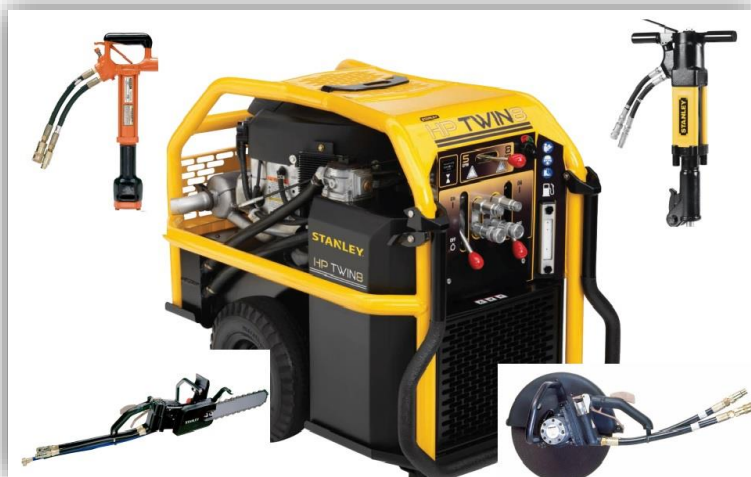


The Waterford Regional Fire Department's Technical Rescue Team (TRT), is responsible for responding to and mitigating dangerous incidents of the following nature: confined space rescue, trench rescue, rope or high angle rescue, structural collapse, and machine rescue. Any incident involving one of these 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 2021 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.

2020 was a bit of a setback due to training restrictions as a result of the COVID 19 pandemic. All 4 of the 2020 training deployments were canceled. Also effected by COVID was the ability to send team members to classes to obtain a higher level of training. All in-person OAKWAY board meetings were canceled and as a board we didn't our best to continue our meeting via skype. 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 took delivery of the air bags in early 2020. One set was put in service on WRFD's Heavy rescue and the other set was placed on Birmingham Fire tech rescue apparatus.



As we look forward to 2021, we hope be able to return to in person training and deployments. We have been taking steps to outfit our team with BDUs and other PPE and hope to have our team completely outfitted by the end of 2022. We would like to see us increase the number of Rescue Specialists (a rescuer trained to Technician level in all disciplines) in 2021. 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 have started enrolling in the 2021 classes. We also have a lot of equipment that either needs to be replace 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 2021.

<b>Fire Incidents</b>	<b>2020</b>	<b>Total and Percentage of calls</b>	
100 - Fire, other	19	4.88 %	
111 - Building fire	82	22.22 %	
112 - Fires in structures other than in a building	7	1.90 %	
113 - Cooking fire, confined to container	60	16.26 %	
114 - Chimney or flue fire, confined to chimney or flue	3	0.81 %	
116 - Fuel burner/boiler malfunction, fire confined	2	0.54 %	
117 - Commercial Compactor fire, confined to rubbish	1	0.27 %	
118 - Trash or rubbish fire, contained	28	7.59 %	
121 - Fire in mobile home used as fixed residence	1	0.27 %	
130 - Mobile property (vehicle) fire, other	1	0.27 %	
131 - Passenger vehicle fire	65	17.62 %	
132 - Road freight or transport vehicle fire	2	0.54 %	
134 - Water vehicle fire	3	0.81 %	
135 - Aircraft fire	1	0.27 %	
140 - Natural vegetation fire, other	2	0.54 %	
141 - Forest, woods or wildland fire	1	0.27 %	
142 - Brush, or brush and grass mixture fire	64	17.34 %	
150 - Outside rubbish fire, other	5	1.36 %	
151 - Outside rubbish, trash or waste fire	13	3.52 %	
154 - Dumpster or other outside trash receptacle fire	9	2.44 %	
160 - Special outside fire, other	2	0.54 %	
<b>Total - Fires</b>		<b>369</b>	<b>2.85 %</b>
212 - Overpressure rupture of steam boiler	1	100.00 %	
<b>Total - Overpressure Rupture, Explosion, Overheat - no fire</b>	<b>1</b>	<b>0.01 %</b>	
3 - Rescue & Emergency Medical Service Incidents	7	0.08 %	
300 - Rescue, emergency medical call (EMS) call, other	42	0.46 %	
311 - Medical assist, assist EMS crew	303	3.34 %	
32 - Emergency medical service (EMS)	43	0.47 %	
320 - Emergency medical service, other	126	1.39 %	
321 - EMS call, excluding vehicle accident with injury	7,511	82.86 %	
3211 - EMS call, excluding vehicle accident with injury	88	0.97 %	
321C - EMS call, possible COVID-19	233	2.57 %	
322 - Vehicle accident with injuries	582	6.42 %	
3221 - Vehicle accident with injuries and extrication	3	0.03 %	
323 - Motor vehicle/pedestrian accident (MV Ped)	13	0.14 %	
324 - Motor vehicle accident with no injuries	94	1.04 %	
3241 - Vehicle accident with no injuries, with extrication	1	0.01 %	
331 - Lock-in (if lock out , use 511 )	1	0.01 %	
340 - Search, other	1	0.01 %	
342 - Search for person in water	1	0.01 %	
353 - Removal of victim(s) from stalled elevator	12	0.13 %	
381 - Rescue or EMS standby	4	0.04 %	
<b>Total - Rescue &amp; Emergency Medical Service Incidents</b>	<b>9,065</b>	<b>70.07 %</b>	



400 - Hazardous condition, other	1	0.16 %
410 - Flammable gas or liquid condition, other	1	0.16 %
411 - Gasoline or other flammable liquid spill	2	0.33 %
412 - Gas leak (natural gas or LPG)	110	17.92 %
413 - Oil or other combustible liquid spill	1	0.16 %
421 - Chemical hazard (no spill or leak)	3	0.49 %
422 - Chemical spill or leak	1	0.16 %
424 - Carbon monoxide incident	149	24.27 %
440 - Electrical wiring/equipment problem, other	16	2.61 %
441 - Heat from short circuit (wiring), defective/worn	2	0.33 %
442 - Overheated motor	8	1.30 %
443 - Light ballast breakdown	2	0.33 %
444 - Power line down	304	49.51 %
445 - Arcing, shorted electrical equipment	7	1.14 %
460 - Accident, potential accident, other	1	0.16 %
461 - Building or structure weakened or collapsed	1	0.16 %
463 - Vehicle accident, general cleanup	1	0.16 %
480 - Attempted burning, illegal action, other	3	0.49 %
481 - Attempt to burn	1	0.16 %
<b>Total - Hazardous Conditions (No fire)</b>	<b>614</b>	<b>4.75 %</b>

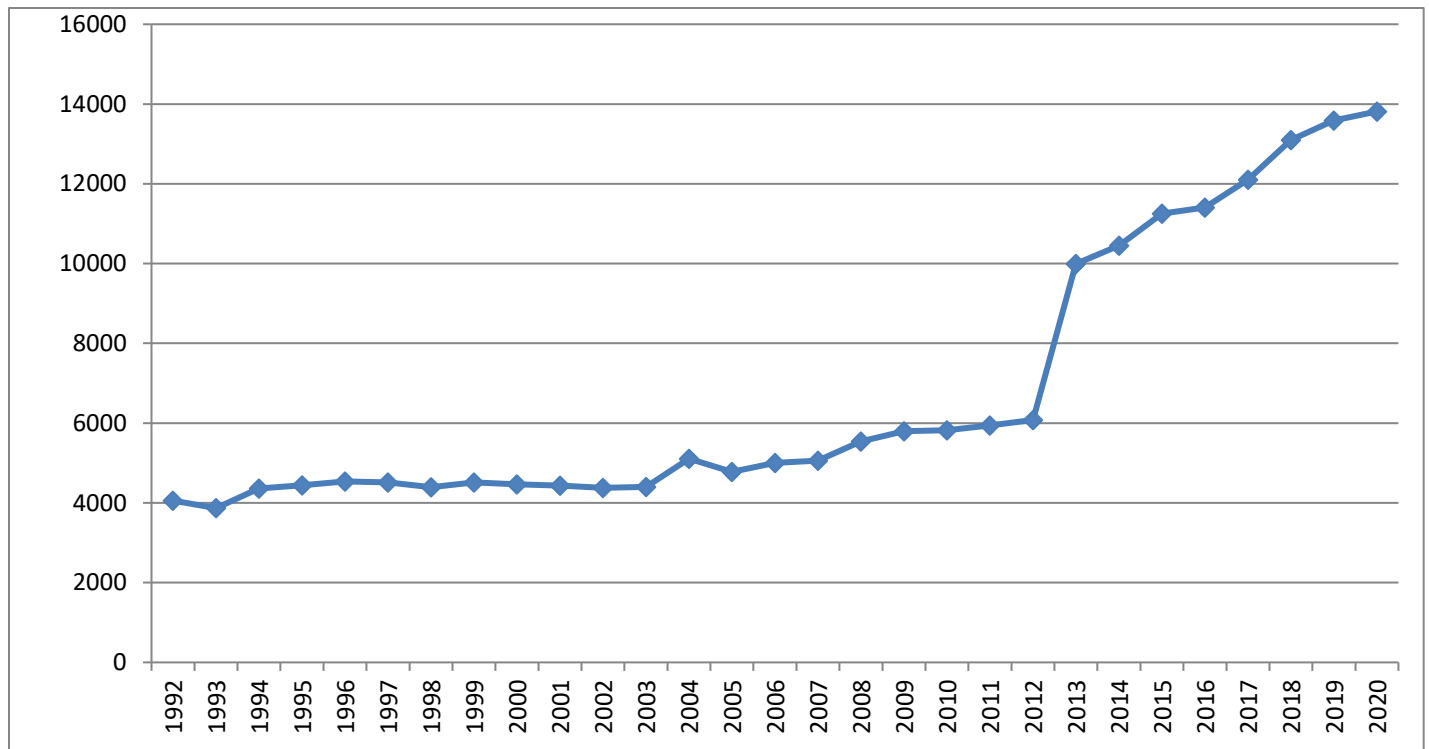
500 - Service Call, other	33	2.43 %
510 - Person in distress, other	3	0.22 %
511 - Lock-out	1	0.07 %
512 - Ring or jewelry removal	1	0.07 %
520 - Water problem, other	1	0.07 %
531 - Smoke or odor removal	33	2.43 %
540 - Animal problem, other	1	0.07 %
542 - Animal rescue	3	0.22 %
55 - Public service assistance	2	0.15 %
550 - Public service assistance, other	202	14.87 %
551 - Assist police or other governmental agency	123	9.06 %
552 - Police matter	6	0.44 %
553 - Public service	47	3.46 %
554 - Assist invalid	490	36.08 %
555 - Defective elevator, no occupants	1	0.07 %
56 - Unauthorized burning	2	0.15 %
561 - Unauthorized burning	409	30.12 %
<b>Total - Service Call</b>	<b>1,358</b>	<b>10.50 %</b>

600 - Good intent call, other	177	8.79 %
611 - Dispatched & cancelled en route	601	63.80 %
6111 - Cancelled Prior to Dispatch	37	3.93 %
611E - EMS: Dispatched & cancelled en route	6	0.64 %
622 - No incident found on arrival at dispatch address	55	5.84 %
631 - Authorized controlled burning	9	0.96 %
650 - Steam, other gas mistaken for smoke, other	3	0.32 %
651 - Smoke scare, odor of smoke	49	5.20 %
652 - Steam, vapor, fog or dust thought to be smoke	4	0.42 %
653 - Barbecue, tar kettle	1	0.11 %
<b>Total - Good Intent Call</b>	<b>942</b>	<b>7.28 %</b>
700 - False alarm or false call, other	35	5.99 %
730 - System malfunction, other	1	0.17 %
733 - Smoke detector activation due to malfunction	1	0.17 %
735 - Alarm system sounded due to malfunction	14	2.40 %
736 - CO detector activation due to malfunction	6	1.03 %
740 - Unintentional transmission of alarm, other	4	0.68 %
742 - Extinguishing system activation	5	0.86 %
743 - Smoke detector activation, no fire - unintentional	29	4.97 %
744 - Detector activation, no fire - unintentional	51	8.73 %
745 - Alarm system sounded, no fire - unintentional	402	68.84 %
7451 - EMS Alarm system sounded, unintentional	31	5.31 %
746 - Carbon monoxide detector activation, no CO	5	0.86 %
<b>Total - False Alarm &amp; False Call</b>	<b>584</b>	<b>4.51 %</b>
9001 - Dispatch Error	2	50.00 %
911 - Citizen complaint	2	50.00 %
<b>Total - Special Incident Type</b>	<b>4</b>	<b>0.03 %</b>

**2020 Incident Numbers 12,937**

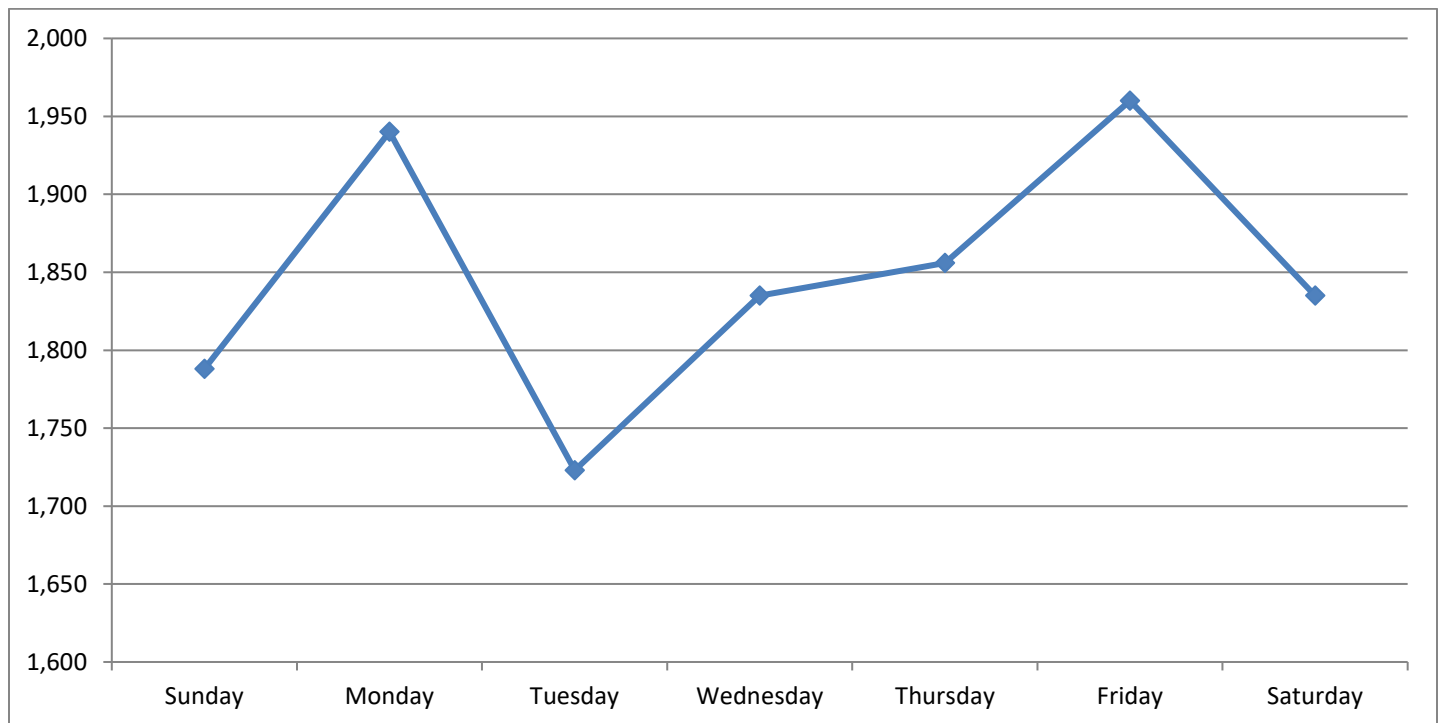
## Calls by the Years 1991-2020

Note: 2012 First year as Waterford Regional Fire Dept.



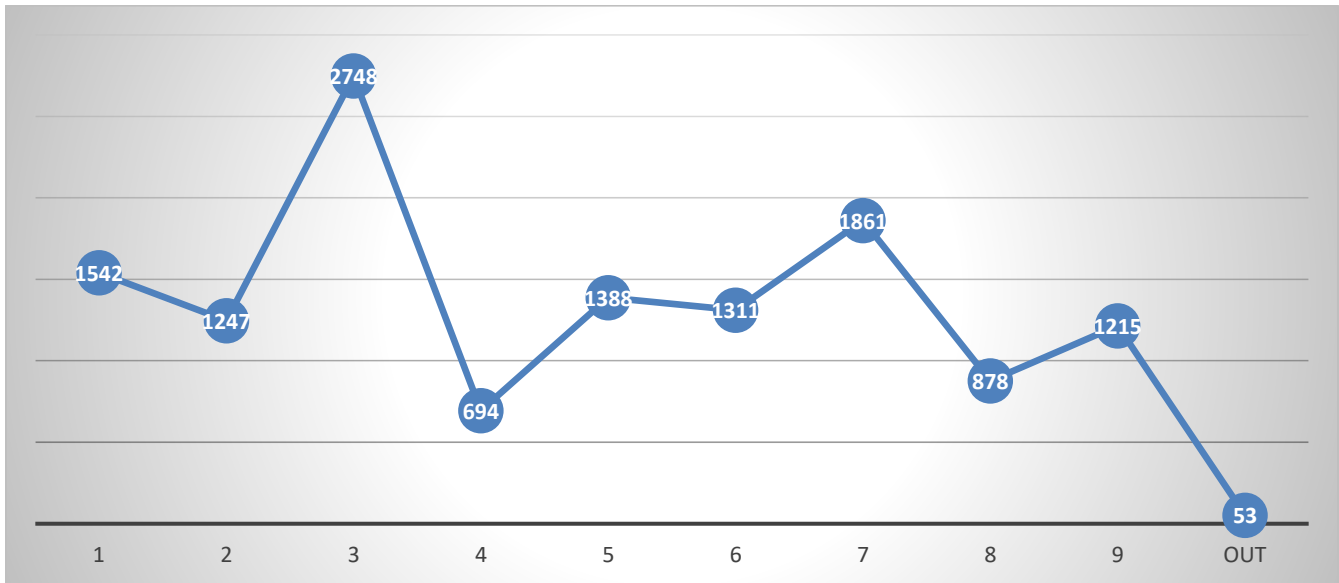
## Calls by Day of the Week

Monday was the busiest day of the week and Sunday is the slowest.

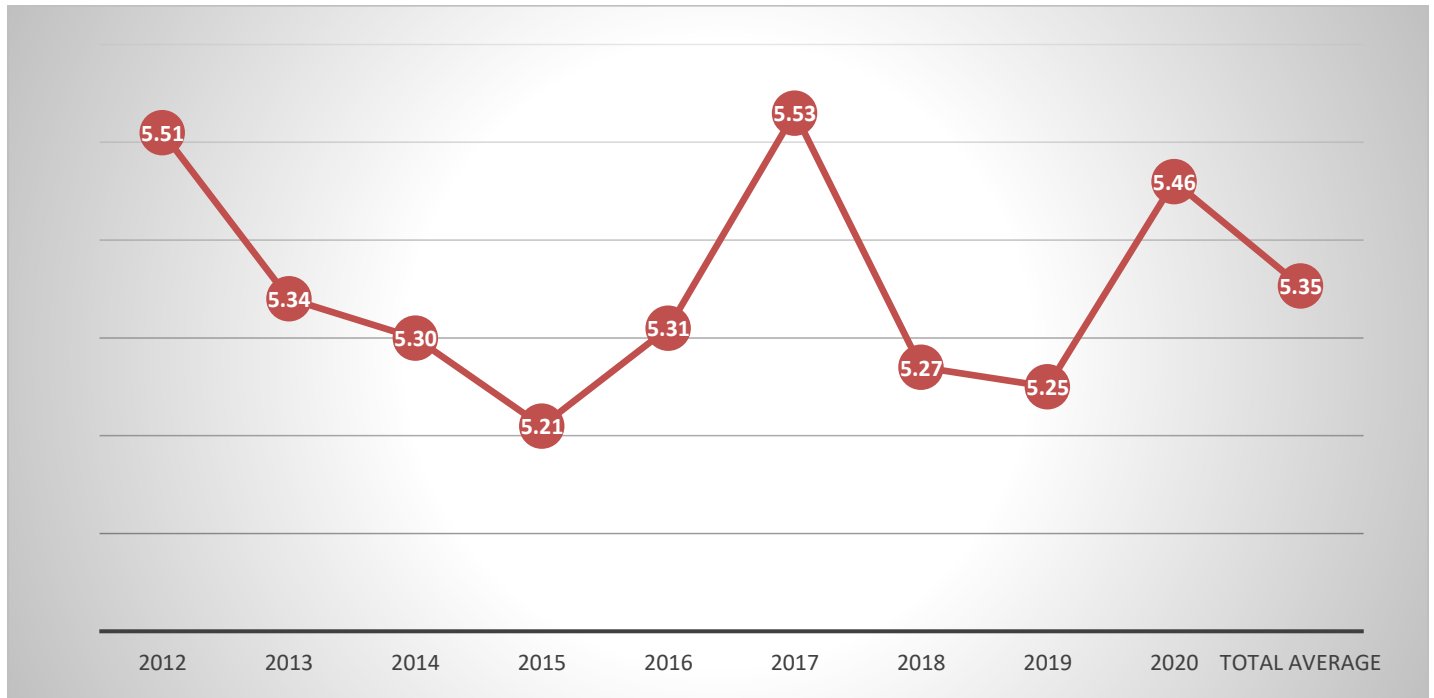


### Calls by Fire Station

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



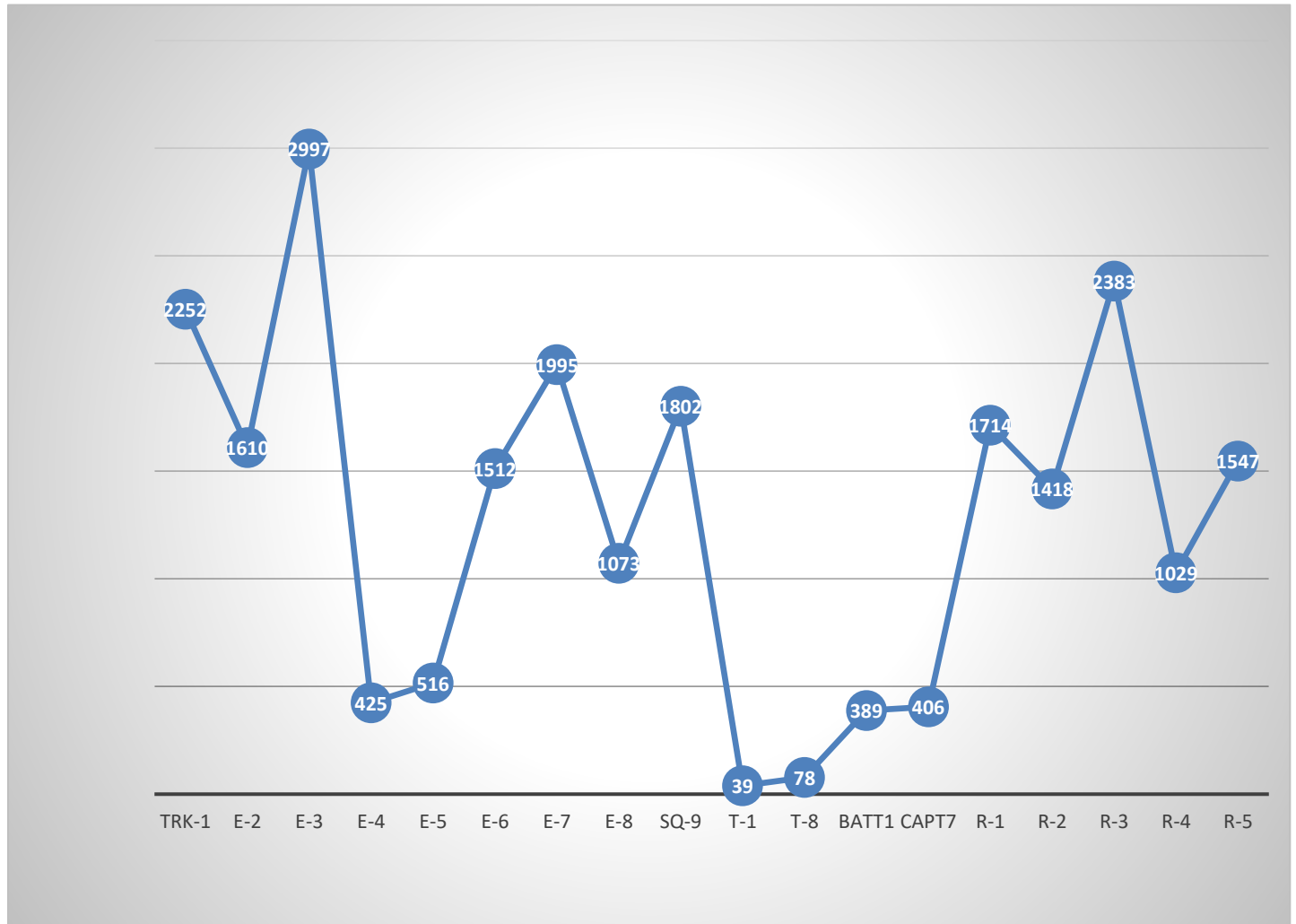
### Average Response Times by Year





## Calls by Fire Department Unit

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



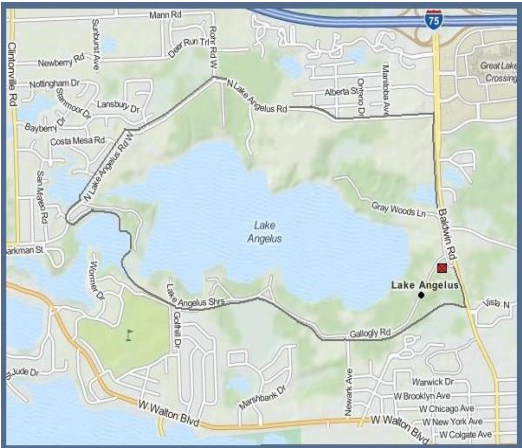
# City of Lake Angelus



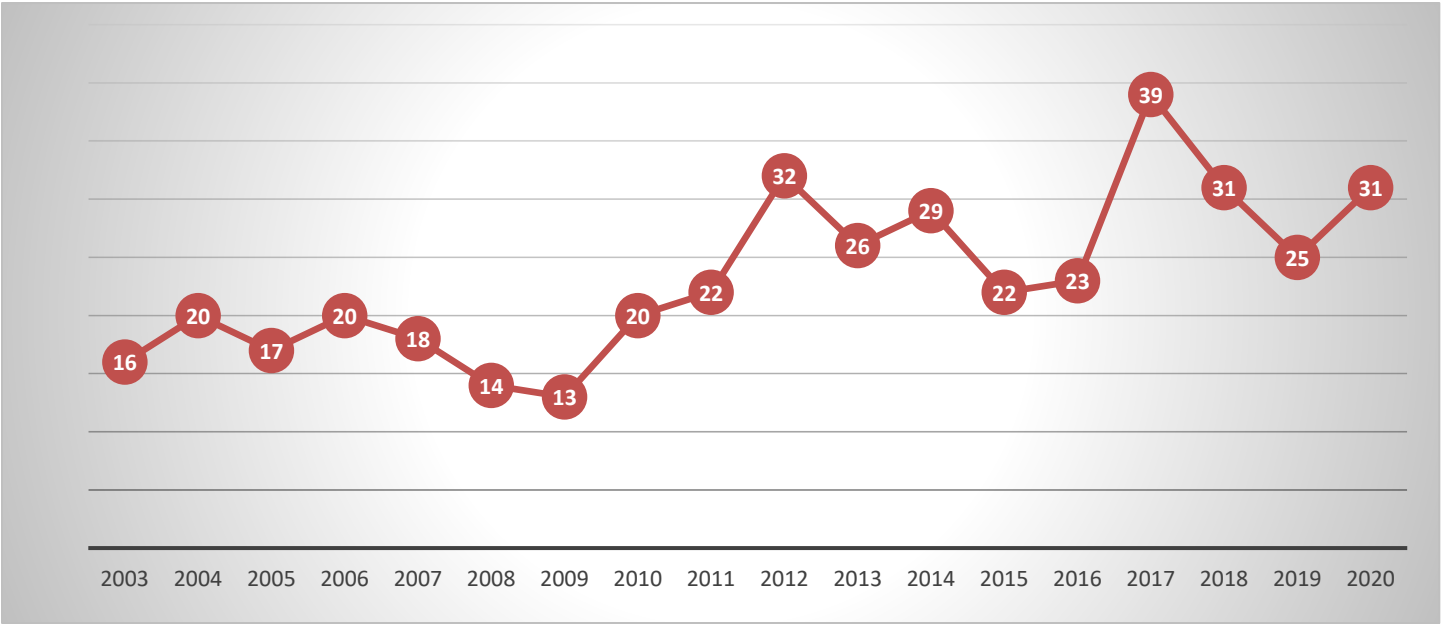
The Waterford Regional Fire Department provides fire and paramedic emergency services to the entire City of Lake Angelus. Fire Station 2 serves the West portion and Station 6 for the East portion. However, any of our nine fire stations are capable of providing back up coverage and do so as necessary.

The Waterford Regional Fire Department Continues to train on the City of Lake Angelus Fire Response Plan Annual. In addition the Dry Hydrant is flushed in the spring and fall of each year. In 2020 the fire department evaluated all roads for access and presented the findings to the Mayor. We look forward to working with the city to improve community safety.

2020 Call Volume for Lake Angelus	
EMS calls	20
Public Assist	4
Cancelled enroute	3
Smoke Scare, Odor	1
False Alarm	3
<b>TOTAL</b>	<b>31</b>



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.

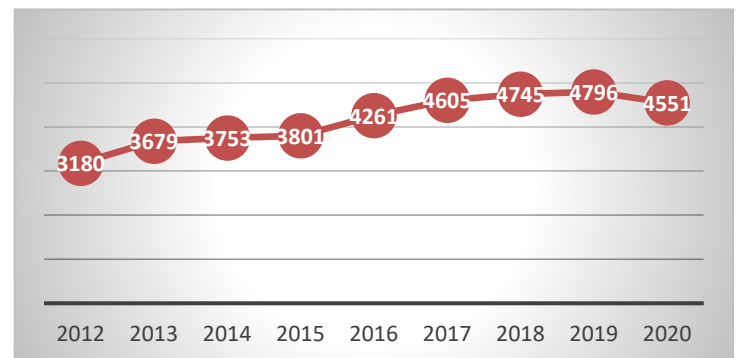
Total alarms for 2020 were at 4,551, which is a 1 % decrease; fire calls declined by nearly 9% increase in fires 49 fires were single-family homes, 37 were apartment fires, 46 cooking fires, 29 were car fires, 45 were grass fires, 19 were refuse fires and 29 were other fires.

Fire Chief Covey and Deputy Fire Chief Wallace meet with the Public Safety Sub-committee for City council on a monthly basis. Do to the COVID-19 Pandemic the majority of the 2020 meetings were canceled.

### 2020 Incident Types in Pontiac

Fires	254
EMS calls	2683
Hazardous Conditions	309
Public Service	445
Good Intent	497
False Alarms	361
Other - Non Fires	2
<b>Total</b>	<b>4551</b>

### Annual Incidents since 2012



### 2020 Calls by Pontiac Fire Stations

