

Waterford Regional Fire Department



2021 Annual Report



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FIRE DEPARTMENT ADMINISTRATION

Matt Covey
Fire Chief
27 Years of Service



Ann Ostrom
Administrative Assistant
35 Years of Service



Carl Wallace
Deputy Fire Chief
23 Years of Service



Diane Beedle
Account Clerk
27 Years of Service



FIRE SUPPRESSION AND EMS OPERATIONS

Steve Bridger
Battalion Chief
31 years of Service



Blake Nelson
Battalion Chief
24 years of Service



Josh Dorman
Battalion Chief
19 years of Service



FIRE PREVENTION DIVISION

John Phebus
Fire Marshal
31 years of Service



Wayne Peruski
Deputy Fire Marshal
25 years of Service



Chris Webster
Lieutenant Inspector
12 years of Service



Robert Butcher
Lieutenant Inspector
18 years of Service



FIRE DEPARTMENT TRAINING DIVISION

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

Josh Dorman
Fire Training Coordinator
19 years of Service



FIRE DEPARTMENT CHAPLAINS

Linda Living-Hawley



Ron Rayner



Mission Statement



Waterford Regional Fire Department Mission Statement

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

and the **City of Lake Angelus** through:

Public education in fire safety and hazard recognition

Aggressive fire suppression and rescue

Professional emergency medical treatment of the sick and injured

Efficient pre-incident planning and emergency management

Hazardous materials control and mitigation



From the Fire Chief's Office...

It is my honor and privilege to serve the residents of Waterford Township, the City of Pontiac, and the City of Lake Angelus. I proudly work alongside 111 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. Our response area houses over 130,000 residents, an International Airport, General Motors Plants, the Oakland County Government Complex, 3 hospitals, United States Postal Metroplex facility, and many more including multiple major annual events. Our fire protection area is over 60 square miles. The pages of this 2021 annual report are 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 every day by all our fire department personnel will be represented in this annual report.

As the Chief, I want all our residents and visitors too feel that this department is prepared and ready at any moment to serve and protect them. I continue to watch pure heroics daily, as each of these 111 employees selflessly conduct their jobs. I am in awe at their ability and willingness to run into burning buildings, treat and transport patients, manage vehicle accidents and handle all other emergency scenes. The Covid-19 pandemic sadly continued throughout 2021 again as in 2020 each of them came in and placed our residents before themselves.

The big impact in 2021 is the purchase of one new fire truck with an expected delivery in mid-2022. Additionally, one remounted transporting rescue-ambulance, purchase of a new command unit, and parking lot concrete project at Fire Headquarters. These accomplishments were possible with funds from our Special Assessment District and our 330 fund (Capital Improvement Savings Account). We are greatly appreciative of the continued support from our communities.

2021 calls for service totaled 14,244 which is a 9% increase from 2020, 9064 or 70% of those calls were for EMS, traffic accidents and other rescue calls, that number is 9% higher than 2020. Fires, hazardous situations, and other calls accounted for 30% of the 2021 calls. Fires were down 6.5%, with structure fires seeing a decrease of 22% from 2020. Total fire calls were 357 which of 151 were structure fires residential and multi-residential structures, 82 vehicle fires, 58 grass fires, 30 rubbish fires and 35 other types of fires. In addition, the fire department transported 5,172 patients to area hospitals.

Our fire units responded nearly 25,000 times during the year. The average response time for priority calls is 5 minutes and 51 seconds for 2021. Of our nine fire stations, the busiest fire station is station 3 with 2,748 calls. The busiest fire engine and rescue is also fire station 3 with Engine 3 responding to 3,078 calls and Rescue 3 responding to 2,594 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.

Fire Chief Matthew J. Covey

Deputy Fire Chief Carl Wallace

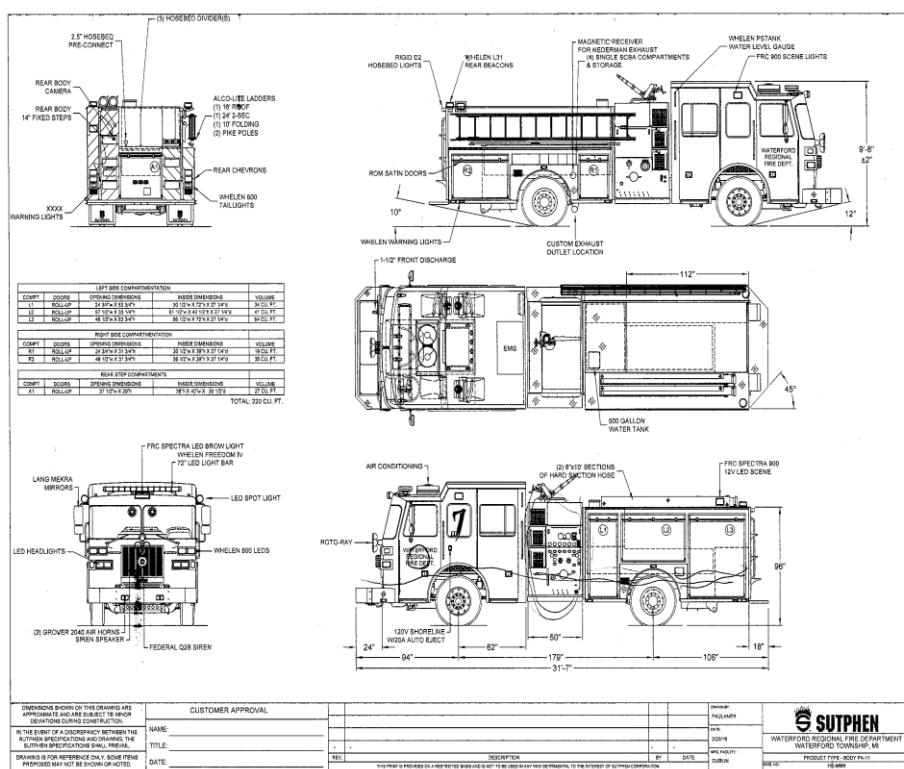


As Deputy Chief of the Fire Department, I oversee the operations of the Fire Department as we serve 130,000 residents in three communities and our mutual aid communities. I have three Battalion Chiefs, the Fire Training Officer and EMS Coordinator that report directly to me. Our firefighters serve 24 hour shifts on three platoon units. There are approximately 34 personnel on duty every single day operating out of 9 fire stations in Waterford and Pontiac. In 2021, I was kept busy with new vehicles, building updates and upgrades and many other projects vital to the operations of this fire department. We also faced the challenge of dealing with the COVID 19 pandemic.

Purchase of 1 Fire Engine in 2021 and the Delivery of 2020 Fire Engine

With assistance of the Township Board the Fire Department has ordered and finalized the purchase of one fire engine from Stephen Corp in 2021. We look forward to the delivery of this new vehicle in May 2022. In 2021 we received a fire engine we ordered in 2020 engine.

Shop drawings of the new fire engines



Purchase and Remount of a New Rescue/Ambulance from EVP+ Wheeled Coach

The Fire Department purchased a new rescue/ambulance. This again was a greatly needed truck as they are replacing aging vehicles with high mileage. This remount process has the manufacturer 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 a Command Unit

The Fire Department took delivery of a new GMC 1500 pickup truck in February of 2021. The Captain of the Pontiac Fire District will use this truck.



Promotional Testing

Testing and promotional lists for Fire Lieutenant, Fire Captain, Battalion Chief and Fire Inspector Lieutenant 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 the 2020-2021 school year, the Waterford Regional Fire Department Cadet program canceled due to the COVID 19 Pandemic. The program restarted in the fall of 2021. 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.

In the 1970's, the Fire Department created this program, 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 three students to the 2021 Oakland Community College Fire Academy. The individuals sponsored by the department, receive a discounted rate at the Academy. There is not an out of pocket expense for the fire department.



Purchase of 12 Sets of Turnout Gear

The fire department replaced 12 sets of fire turnout gear in 2021. This gear is what protects our fire fighters during emergency runs and fires. The turnout gear is made of multiple layers. The outside coat protects against cuts and abrasions, the next layer works as a vapor barrier and the next layer insulates against high temperatures.

Future Capital Projects for 2022

With the approval of the 2022 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
- Purchase of 1 Squad (fire engine) from Sutphen Corp. to replace fire engine
- Fire Station 5 parking re-paving
- Replacement of the HVAC unit 8-hour side Fire Headquarters
- Control unit replacement HVAC Fire Headquarters
- 10 Sets of firefighter turnout gear
- 2 staff vehicles
- Training room upgrades (IT)

Future Projects for 2022 in the Pontiac District

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 2022 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
- Building evaluations
- Roof inspection and maintenance



Fire Department Promotions

Acting Fire Marshal Wayne Peruski



Lieutenant Inspector Chris Webster



Lieutenant Inspector Robert Butcher



Fire Captain Jeremey Grundy



Fire Lieutenant James Muller



Fire Lieutenant Chester Felts



Fire Department Retirements

Fire Marshal John Phebus retired after 35 years of service.

A luncheon was held in his honor. His family, friends, firefighters, and public figures attended the event.



Fire Captain Michael Mathews Retired after 30 years of service.



2021 Recognition and Honors

Waterford Township recognizes the longevity of its employees on an annual basis. Battalion Chief Steve Bridger and Engineer Jessie Coon celebrated 30 years of service. Acting Fire Marshal Wayne Peruski celebrates 25 years of service.



We honor **Pontiac Firefighter Tracey Williamson** who died in the line of duty 33 years ago.

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.

2021 Total Emergency Run Break Down

Fire Incidents	2021	Total and Percentage of calls	
100 - Fire, other	30	8.75 %	
111 - Building fire	77	22.00 %	
112 - Fires in structures other than in a building	2	0.57 %	
113 - Cooking fire, confined to container	46	13.14 %	
114 - Chimney or flue fire, confined to chimney or flue	3	0.86 %	
116 - Fuel burner/boiler malfunction, fire confined	1	0.29 %	
117 - Commercial Compactor fire, confined to rubbish	0	0 %	
118 - Trash or rubbish fire, contained	21	6.00%	
121 - Fire in mobile home used as fixed residence	1	0.29 %	
130 - Mobile property (vehicle) fire, other	1	0.29 %	
131 - Passenger vehicle fire	72	20.57 %	
132 - Road freight or transport vehicle fire	0	0 %	
134 - Water vehicle fire	2	0.57 %	
135 - Aircraft fire	0	0 %	
136 - Self-propelled motor home or recreational	1	0.29 %	
140 - Natural vegetation fire, other	1	0.29 %	
141 - Forest, woods or wildland fire	0	0. %	
142 - Brush, or brush and grass mixture fire	54	15.43 %	
150 - Outside rubbish fire, other	3	0.86 %	
151 - Outside rubbish, trash or waste fire	18	5.14 %	
154 - Dumpster or other outside trash receptacle fire	9	2.57 %	
160 - Special outside fire, other	2	0.54 %	
162- Outside equipment fire	1	0.29 %	
	Total - Fires	350	2.46 %

<u>251- Excessive heat, scorch burns with no ignition</u>	1	100.00 %
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Total - Overpressure Rupture, Explosion, Overheat - no fire	1	0.01 %
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3 - Rescue & Emergency Medical Service Incidents	16	0.16 %
300 - Rescue, emergency medical call (EMS) call, other	24	0.24 %
311 - Medical assist, assist EMS crew	218	2.20 %
32 - Emergency medical service (EMS)	41	0.41 %
320 - Emergency medical service, other	103	1.04 %
321 - EMS call, excluding vehicle accident with injury	8448	85.25 %
3211 - EMS call, excluding vehicle accident with injury	132	1.33 %
321C - EMS call, possible COVID-19	92	0.93 %
322 - Vehicle accident with injuries	682	6.88 %
3221 - Vehicle accident with injuries and extrication	5	0.05 %
323 - Motor vehicle/pedestrian accident (MV Ped)	21	0.21 %
324 - Motor vehicle accident with no injuries	111	1.12 %
3241 - Vehicle accident with no injuries, with extrication	1	0.01 %
331 - Lock-in (if lock out, use 511)	1	0.01 %
351 – Extrication of victim(s) from building/structure	1	0.01 %
353 - Removal of victim(s) from stalled elevator	6	0.06 %
360 – Water & ice related rescue, other	2	0.02 %
372- Trapped by power lines	1	0.01%

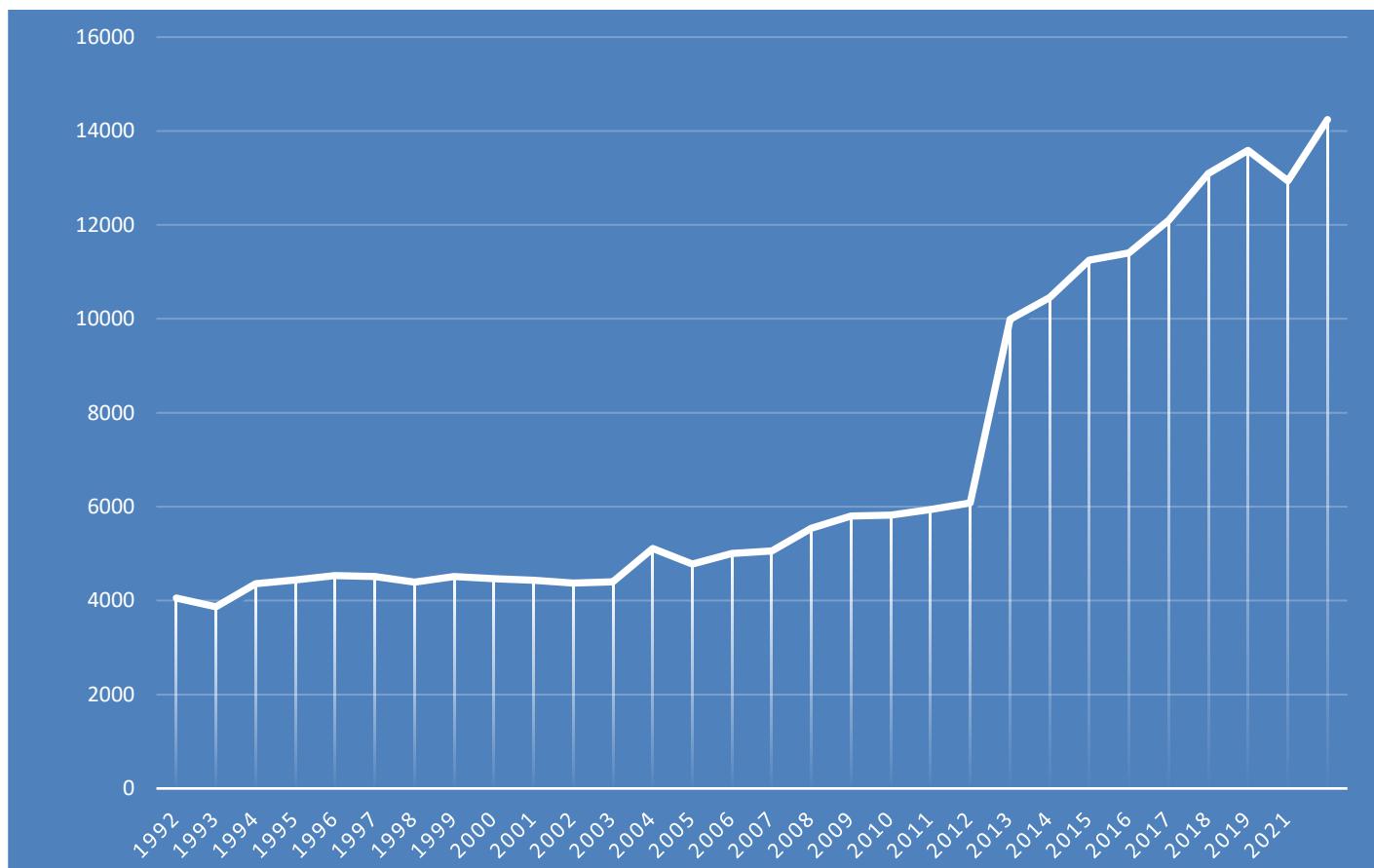
<u>381 - Rescue or EMS standby</u>	3	0.03 %
Total - Rescue & Emergency Medical Service Incidents	9,910	69.57 %
400 - Hazardous condition, other	1	0.12%
410 - Flammable gas or liquid condition, other	0	0%
411 - Gasoline or other flammable liquid spill	4	0.49 %
412 - Gas leak (natural gas or LPG)	103	12.53 %
413 - Oil or other combustible liquid spill	0	0%
421 - Chemical hazard (no spill or leak)	2	0.24 %
422 - Chemical spill or leak	0	0%
424 - Carbon monoxide incident	155	18.86 %
440 - Electrical wiring/equipment problem, other	10	1.22 %
441 - Heat from short circuit (wiring), defective/worn	4	0.49 %
442 - Overheated motor	4	0.49 %
444 - Power line down	525	63.87 %
445 - Arcing, shorted electrical equipment	13	1.58 %
<u>480 - Attempted burning, illegal action, other</u>	<u>1</u>	<u>0.12 %</u>
Total - Hazardous Conditions (No fire)	822	5.77 %
500 - Service Call, other	73	4.99 %
510 - Person in distress, other	1	0.07 %
511 - Lock-out	3	0.20 %
512 - Ring or jewelry removal	3	0.20 %
520 - Water problem, other	1	0.07 %
53 - Smoke, odor problem	2	0.14
531 - Smoke or odor removal	31	2.12 %
540 - Animal problem, other	2	0.14 %
55 - Public service assistance	6	0.41 %
550 - Public service assistance, other	292	19.95 %
551 - Assist police or other governmental agency	161	11.00 %
552 - Police matter	2	0.14 %
553 - Public service	49	3.35 %
554 - Assist invalid	607	41.46 %
555 - Defective elevator, no occupants	2	0.14 %
561 - Unauthorized burning	228	15.57 %
<u>571 - Cover assignment, standby, move up</u>	<u>1</u>	<u>0.07 %</u>
Total - Service Call	1,464	10.28 %
600 - Good intent call, other	174	16.76 %
611 - Dispatched & cancelled en route	681	65.61 %
6111 - Cancelled Prior to Dispatch	21	2.02 %
611E - EMS: Dispatched & cancelled en route	21	2.02 %
621 - Wrong location	1	0.10 %
622 - No incident found on arrival at dispatch address	45	4.34 %
631 - Authorized controlled burning	3	0.29 %
650 - Steam, other gas mistaken for smoke, other	2	0.19 %
651 - Smoke scare, odor of smoke	86	8.29 %
652 - Steam, vapor, fog or dust thought to be smoke	2	0.19 %

653 - Barbecue, tar kettle	1	0.10 %
<u>661 – EMS call, party transported by non-fire agency</u>	1	0.10 %
Total - Good Intent Call	1,038	7.29 %

700 - False alarm or false call, other	37	5.64 %
713 – Telephone, malicious false alarm	1	0.15%
730 - System malfunction, other	2	0.30 %
733 - Smoke detector activation due to malfunction	4	0.61 %
735 - Alarm system sounded due to malfunction	11	1.68 %
736 - CO detector activation due to malfunction	10	1.52%
740 - Unintentional transmission of alarm, other	1	0.15 %
742 - Extinguishing system activation	10	1.52 %
743 - Smoke detector activation, no fire - unintentional	11	1.68 %
744 - Detector activation, no fire - unintentional	51	7.77 %
745 - Alarm system sounded, no fire - unintentional	487	74.24 %
7451 - EMS Alarm system sounded, unintentional	23	3.51 %
<u>746 - Carbon monoxide detector activation, no CO</u>	<u>6</u>	<u>0.91 %</u>
Total - False Alarm & False Call	656	4.61 %

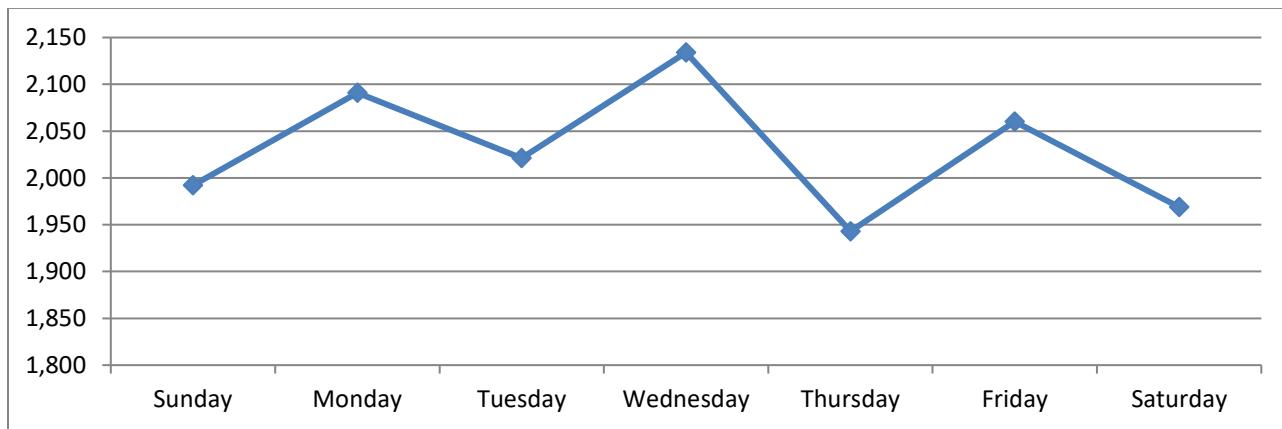
<u>9001 - Dispatch Error</u>	<u>2</u>	<u>100.00 %</u>
Total - Special Incident Type	2	0.01 %

Calls by the Years 1991-2021 Note: 2012 First year as Waterford Regional Fire Dept.



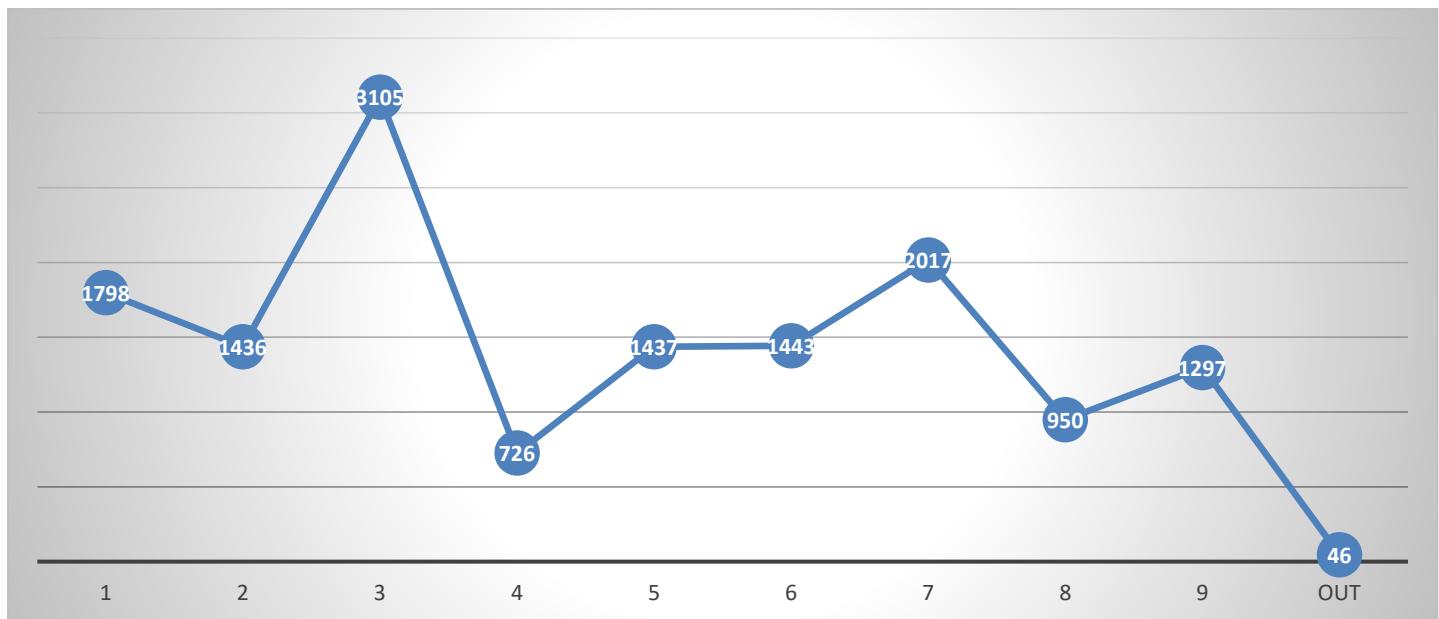
Calls by Day of the Week

Wednesday for the first time was the busiest day of the week and Thursday was the slowest.

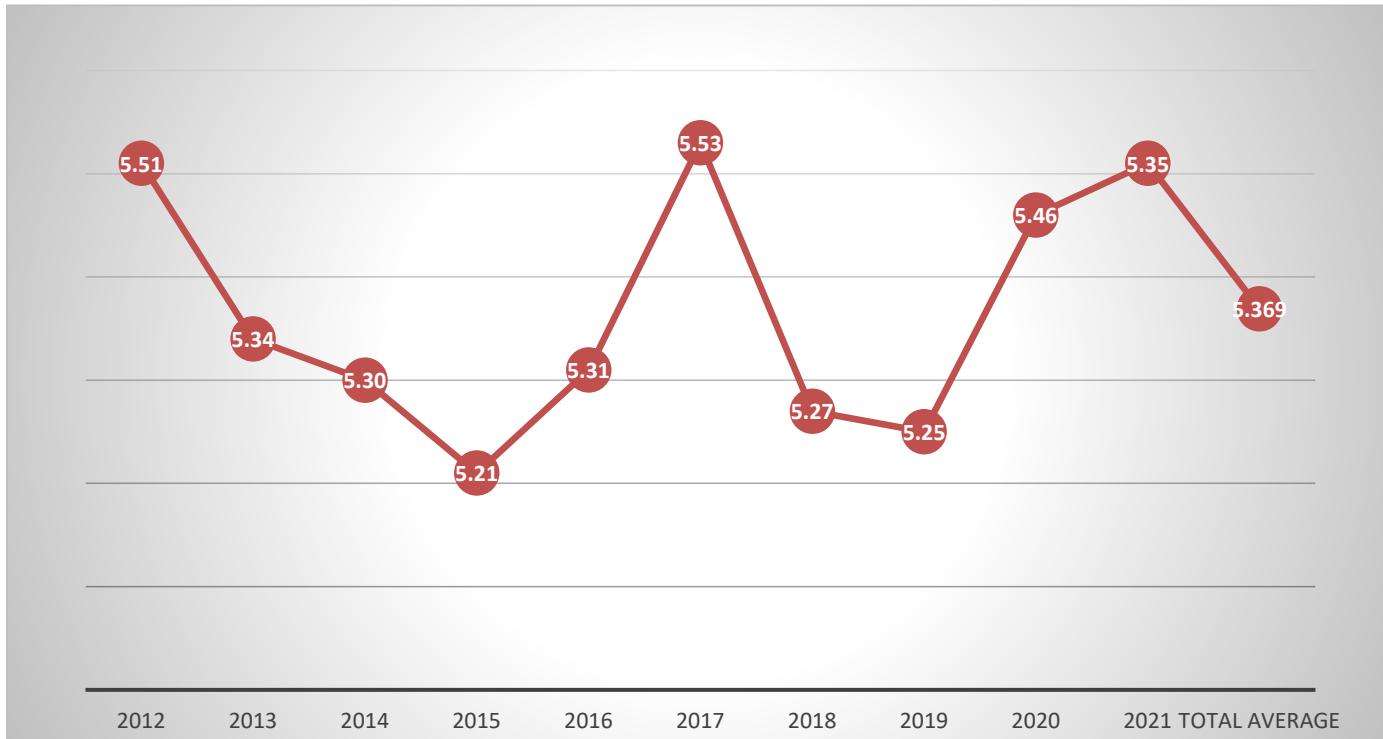


Calls by Fire Station

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

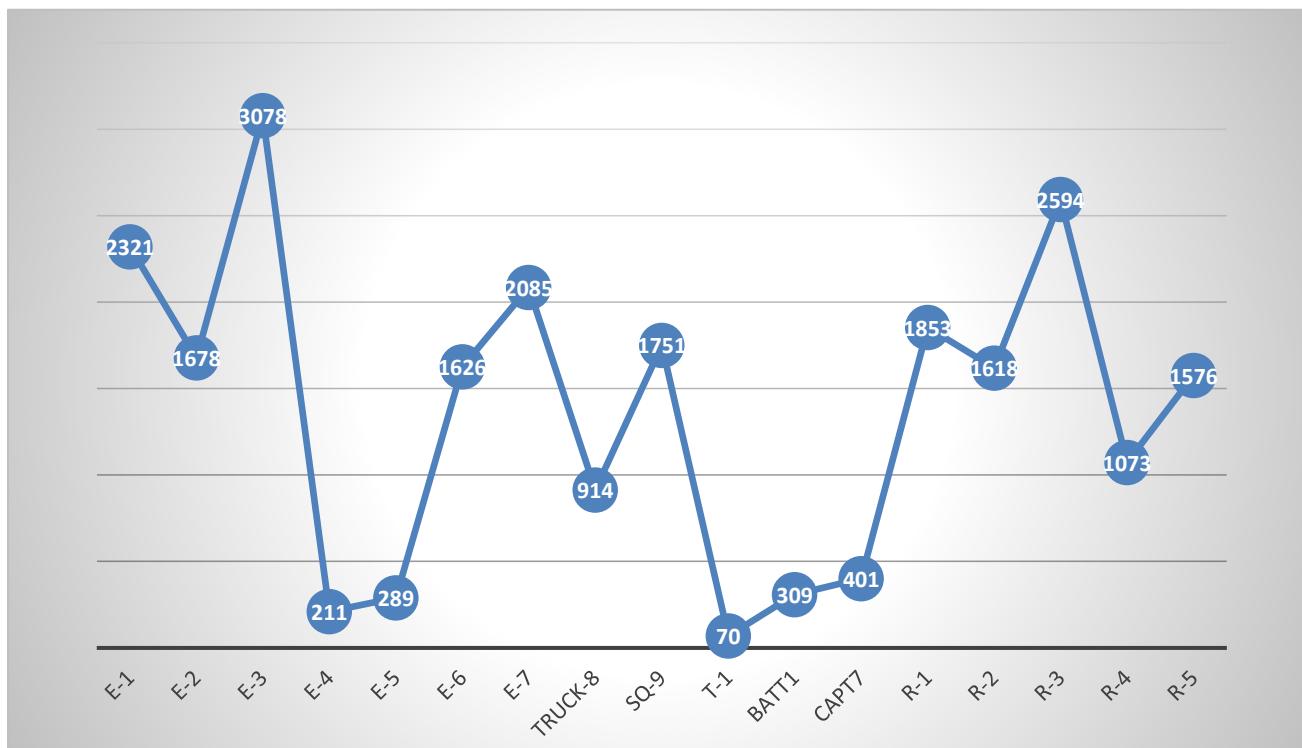


Average Response Times by Year



Calls by Fire Department Unit 2021

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



City of Lake Angelus

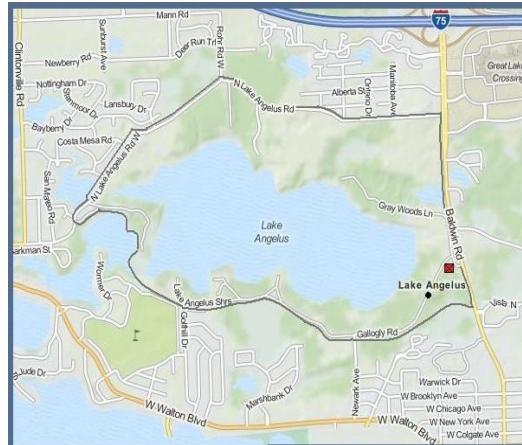


The Waterford Regional Fire Department provides fire and paramedic emergency services to the entire City of Lake Angelus. Fire Station 2 serves the West portion while Station 6 is first due for the East portion. However, all nine fire stations are equipped and capable of responding to an emergency within the City of Lake Angelus.

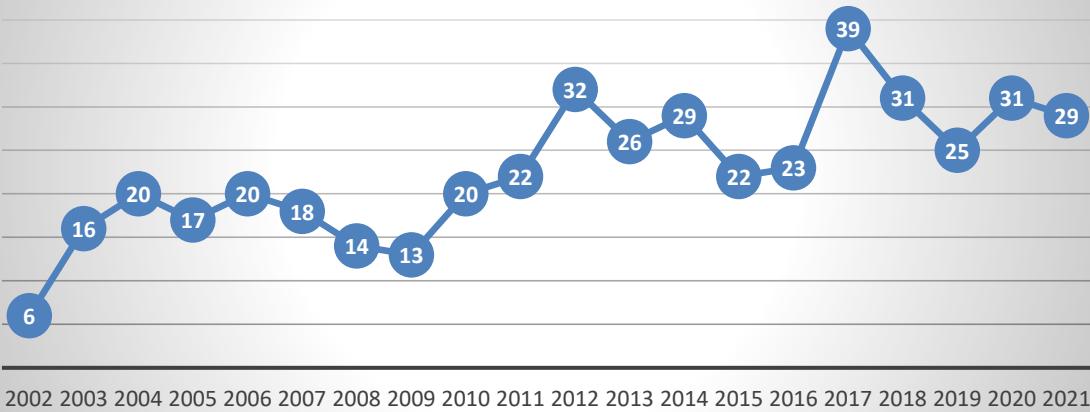
The Waterford Regional Fire Department continues to train on the City of Lake Angelus Fire Response Plan throughout the year. Each year, in the spring and fall, we flush the Dry Hydrant. In 2021, the fire department along with LA leadership evaluated fire department access throughout the city and evaluated alternative water supply sources. We look forward to continuing our partnership with the city and its residents.

2021 Call Volume for Lake Angelus

EMS calls	9
Power Line down	5
Public Assist	6
Cancelled enroute	2
False Alarm	7
TOTAL	29



Lake Angelus Response By Year





City of Pontiac

Waterford Fire Department began providing emergency services to the City of Pontiac on February 1, 2012. As a Regional Fire Service, we operate out of nine fire stations, four of which are in the Pontiac Fire District. All fire stations are staffed 24 hours a day, with a minimum of 30 firefighters working per shift, 13 are dedicated to the Pontiac District. Most of our firefighters are also trained Paramedics. 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.

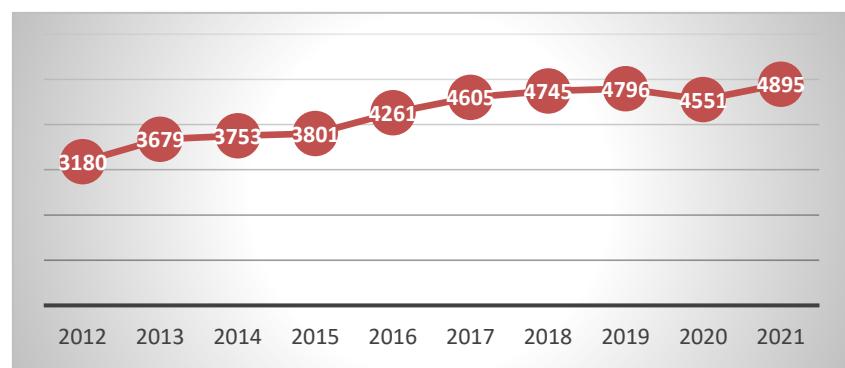
The Pontiac District responded to 4,895 calls for service in 2021 this is a 7.55% increase compared to 2020. Total fire incidents declined by 12% in 2021. There were 45 fires in single-family homes, 30 were apartment fires, 31 were cooking fires, 55 were vehicle fires, 36 were grass fires and 19 were refuse fires.

As the Fire Chief, I am very proud to serve in this capacity and I look forward to working with the City of Pontiac Governing body on continuing our long-term relationship.

2021 Incident Types in Pontiac

Fires	222
EMS calls	2823
Hazardous Conditions	418
Public Service	422
Good Intent	594
False Alarms	413
Other - Non Fires	2
Total	4895

Annual Incidents since 2012



2020 Calls by Pontiac Fire Stations



Some of our normal public events canceled due to the continued COVID-19 Pandemic.

Public Events

The Waterford Regional Fire Department proudly participated in multiple public events in both 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 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 due to poor weather



Fire Department Open House at Fire Department Headquarters “Canceled”

Our annual fall open house canceled for the second year due to the Pandemic.



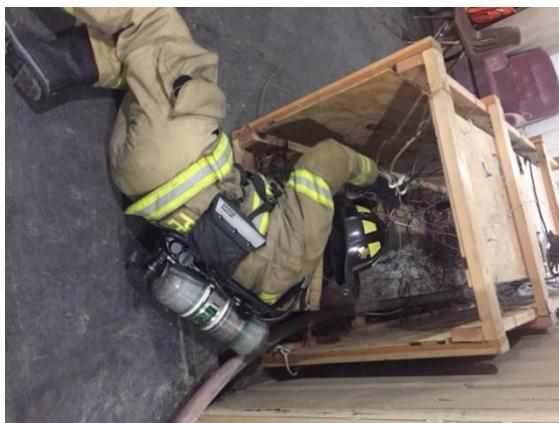
OAKWAY and Mutual Aid

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 past several years and is now 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 Hills, Royal Oak, Southfield, Waterford Regional and West Bloomfield Township.

We also 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 are very quick to respond.



MUTUAL AID - OAKWAY Fire OPS 101

October 2021 brought OAKWAY Firefighters together to bring the 4th Annual Fire OPS 101 program to our area. This program is designed to bring together elected officials and other 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.



Township Trustee

Mark Monohon

Lake Angelus City

Council Member

Adam Young



Representing Waterford Regional Fire was Trustee Mark Monohon and City of Lake Angelus Council Member Adam Young. Representing Waterford Firefighters Local 1335 was Firefighter Paramedic Steven Meier and Lieutenant Jeremy Grundy. Training officer BC Dorman and Deputy Chief Wallace also represented our department.



Apparatus Division – Lee Warden and Blake Nelson



We would like to report that in 2021, years of hard work and planning have continued to pay off in updating Waterford Regional Fire Departments' aging fleet. With the arrival of two Engines, one Remount Rescue, two Staff Vehicles, and one Command Truck in 2021, the Apparatus Division had a lot of work waiting ahead of us. In 2021, the Apparatus Division staffed with one part-time mechanic and four-line personnel, who worked on their off-shift days. Currently, these individuals are responsible for the repair and maintenance of a fleet including 10 fire engines, (2) 100' aerial trucks, (1) 75' quint, (7) rescue/ambulances, (3) specialized equipment trucks, (6) trailers, (13) staff cars, (1) 6X6 ranger and (1) rescue boat.

With new apparatus on the way, we spent the first few weeks of the year planning the outfitting of the new units as they each arrived. We ordered equipment and parts. We made contact to local vendors to ensure we could get said vehicles on the road as soon as possible. Engines previously would take around 2-3 weeks to get into service. Through this planning, we had Engine 1 and Engine 2 in service in about 8 days from taking delivery. Supply chain issues had delayed staff cars and trucks for the Captain, but we managed to work our way through the issues and received the vehicles.

After replacing each apparatus, we would decommission the older units and send them to auction. If the mechanics division thought parts might be of use to the department, they would kept for future use on older units. Auction returns have been less than desirable because they often yield less than scrap prices. During the summer, we made a decision to mothball decommissioned Engines until the next new Engine arrives sometime in summer of 2022. This will give us three levels of Engines in house: Frontline, Reserve, and decommissioned parts trucks. Additionally, this will help us keep the older reserve fleet on the road with hard-to-find parts.

Staffing in the Apparatus shop was difficult in 2021. The part-time mechanic, who normally works around 1200 hours each year, was only able to work about 700 hours in 2021 due to health issues. An increase in shift overtime greatly affected workers in the shop, due to personnel picking up overtime shifts that were needed in order to keep fire stations staffed. Thanks to a newer fleet apparatus, down time has stayed low in 2021. With lower-than-normal shop hours for 2021, implementation of the fleet tracking software system, Manager +, has been slow to get off the ground. The program needs many hours of front-loading apparatus, parts, and supplies into the system. Currently the program is operating at about 50%. After training in the first quarter of 2022, it should be at 100%.

The outlook for apparatus division in 2022 will bring many changes. We will have (1) Engine, (1) remount rescue and (2) more staff cars added this year. The part-time mechanic will be permanently retiring in the first quarter and two new line personnel will work in the mechanics division to spread out the workload. Supply chain issues will be challenging as well. Despite these challenges, we will continue our pursuit of excellence in the maintenance of our fleet and all apparatus needed to protect the citizens and property covered by Waterford Regional Fire Department.



Waterford Regional Firefighters in Action in 2021

Ferret rescue



Structure fire



Structure Fire



Charitable Events Sponsored by Waterford Professional Firefighters Local 1335

Autism Awareness Campaign - Firefighters wore special t-shirts for the month of April to raise funds for Pontiac and Waterford School districts autism programs.



Shop with a Hero



Friends Giving
Thanksgiving meals were
handed out to Waterford
And Pontiac families





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.



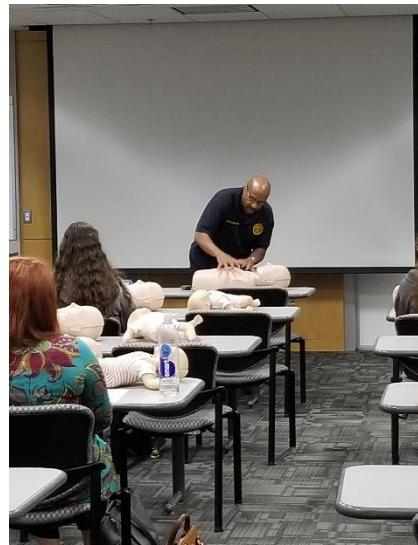
WRFD responded to 14,244 calls in 2021, 1,271 runs more than 2020. Of that total, 9,910 were EMS related. This represents a 3.5% decrease over 2019. 70% of all calls that WRFD responded to were EMS related. 5,172 Patients transports to area hospitals were logged in 2021.

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.



EMS Run Numbers

3 - Rescue & Emergency Medical Service Incidents	13	0.13 %
300 - Rescue, emergency medical call (EMS) call, other	24	0.24 %
311 - Medical assist, assist EMS crew	218	2.20 %
32 - Emergency medical service (EMS)	34	0.34 %
320 - Emergency medical service, other	103	1.04 %
321 - EMS call, excluding vehicle accident with injury	8,458	85.35 %
3211 - EMS call, excluding vehicle accident with injury at Senior Living	132	1.33 %
321C - EMS calls, possible COVID-19	92	0.93%
322 - Vehicle accident with injuries	682	6.88 %
3221 - Vehicle accident with injuries and extrication	5	0.05 %
323 - Motor vehicle/pedestrian accident (MV Ped)	21	0.21 %
324 - Motor vehicle accident with no injuries	111	1.12 %
3241 - Vehicle accident with no injuries, with extrication	1	0.01 %
331- Lock-in (if lock out, Use 511)	1	0.01%
351- Extrication of Victim(s) from building/structure	1	0.01%
353 - Removal of victim(s) from stalled elevator	12	0.13 %
357- Extrication of victim(s) from machinery	1	0.01%
360- Water & ice related rescue, other	2	0.02%
361- Swimming/recreational water areas rescue	1	0.01%
372- Trapped by Power Lines		0.01%
<u>381 - Rescue or EMS standby</u>	<u>4</u>	<u>0.04 %</u>
Total - Rescue & Emergency Medical Service Incidents	9910	69.5%



Waterford Regional Fire Department

Destination Location Breakdown 01/01/2021 – 12/31/2021



In 2021, The Waterford Regional Fire Department transported 5,172 patients to the hospital

***Percentage of Medical Incidents transported- 56%**

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	11 personnel
3. <u>Paramedic</u>	89 personnel
Total	103 personnel

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

All but two continuing educational classes (CE) were held virtually for personnel due to the COVID-19 virus.

2021 COVID Report

	<u>CFIRS</u>	<u>ESO</u>
Number of COVID calls (*)	233	222
Number of Patients that tested positive (2021)	151	
Number of Employees that have tested positive (Since the Beginning of the Pandemic)	38	
Number of Employees That were vaccinated (As of 03/08/2022)	51	

*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 two Bloodborne Pathogen classes provided to the public, Waterford Township employees and the Waterford School district teachers. 139 people attended BLS classes, 257 people attended the CPR classes, 239 people attended the First-aid classes and three people attended the Bloodborne Pathogens classes for a total of 630 people. This is an increase from 593 in 2020.

- One Basic EMT class in 2021
- The Basic EMT program had 26 total students
- 19 students graduated

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.

The Waterford Regional Fire Department Emergency Medical Services continued in 2021 to provide skilled and professional pre-hospital care to the residents of Waterford, Pontiac and Lake Angleus.



Fire Radios – **Driver/Engineer/Paramedic Chris Petres**

Radio and Communications Division

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 rescues) and as a fully operational backup to OpenSky. This backup design is built with NFPA 1221 and ISO requirements in mind.

RADIO EQUIPMENT	Qty in service	Qty in reserve*
OpenSky portables	129	0
OpenSky mobiles	44	0
OpenSky control stations	12	0
P25 portables	Future deployment	6
P25 consolette 'bases'	Future deployment	2
VHF Portables	23	0
VHF Mobiles	11	4
VHF Base Stations	4	-
VHF Control	2	1

station		
County Alert system (Informer)	3	9
Unication dual band pagers	11	5
Minitor VHF pagers	5	15
NOAA alert receivers	6	0

*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 / Uninterruptible 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 a 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 talk groups 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 2021 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. Some maintenance activities were deferred as equipment is scheduled to be replaced.

	Total Repairs
2017	68
2018	114
2019	136

2020	82
2021	73

*Other smaller, quick repairs not reflected in above.

The radio division is also responsible for training new hires on 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. Our goal is 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 radio complaints has gone down. This may be attribute 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. Many meetings have gone virtual due to the pandemic. The radio division contributes to the Fire Alerting workgroup of the Oakland County P25 project.

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 with an Emergency Responder Radio Coverage System (ERRCS). Several developers have inquired to inspectors about this, and the radio division has assisted when needed.

COVID-19 brought many challenges and additional work. Procedures and supplies were gathered to decontaminate radios from pathogens. Usual meetings and conferences were postponed, canceled, or virtual. Supply chain disruption slowed progress of several projects.



Radio Division maintains a cache of VHF portable radios to back-up and supplement our 800 MHz fleet.

These are also configured for interoperability needs.



UPS / battery backups were historically the leading cause of failures within our station alert systems. In prior years, the division worked with Township IT to replace all UPS units with upgraded models. These included remote monitoring and diagnostic capabilities. In most cases, these units are shared between radio and IT gear reducing purchase and maintenance costs. The division monitors 24/7 for alarms and fault conditions.

Faulty UPS batteries found during preventative maintenance.

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



The Radio Division checks hospital HEAR radios for proper operation. This is the state-required system for EMS to contact ERs. As it is state required, our EMS inspectors often check the operation of this system on our rigs. The division has assisted hospitals in troubleshooting and repairs when needed. This helps ensure our agency can pass our annual state EMS licensing inspections.



Communications console at local Hospital ER.

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

The division assisted hospitals with radio problems.

Radio division applied for and received a grant for weather monitoring stations in 2020 from the manufacturer [AcuRite](#). Installation of these units was completed in 2021. 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.

The department welcomed a new IT staff member. The radio division works closely with IT. They have had training on some aspects of the radio and communications systems. Radios are not just a radio anymore. Many new radio and communication systems are really an IT / IP device with a RF (radio) component. We expect to work closely with IT staff on future projects.

Ongoing Projects

We have created a preventive maintenance program. The goal is to have scheduled quarterly inspections and testing 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.

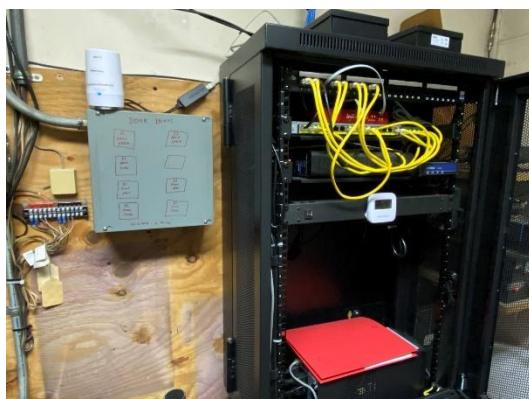
Shown here is a generator alarm panel showing a fault.



New apparatus and vehicles have kept the division busy. Staff drafted electrical specifications for factory pre-wiring for radio units and offered feature suggestions. This greatly speeds installation of equipment once apparatus is delivered. Radios and Knox boxes were provided for new units. All rescues have been upgraded to 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. Apparatus mechanic division and County radio/vehicle shop helped greatly with these projects.

The division offers [FirstNet](#), 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.

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 received 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 with help from IT.



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

Radio division assisted to prepare for future radio system needs.

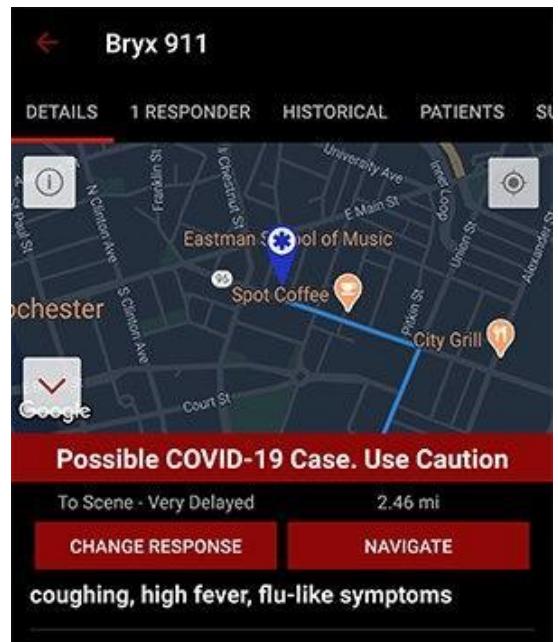
Bryx 911, continues to be an asset and very well received by department members. Bryx is a service that interfaces to CLEMIS CAD and allows for call alerting, mapping, and routing, AVL / GPS, hydrant mapping, pre-plan viewing, and other dispatcher added notes. This app was installed on existing apparatus iPads. It is 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. Staff worked with Oakland County Water Resources Commission to obtain hydrant data for Pontiac and this information was added to Bryx. Hydrants and water main information for Waterford was previously added.

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 radioactivity without carrying a radio.

The Radio Division is working with IT staff to update the old CAD display screen to the more modern Bryx station board.

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



Bryx 911

DETAILS 1 RESPONDER HISTORICAL PATIENTS SU

Eastman School of Music

Spot Coffee

City Grill

Possible COVID-19 Case. Use Caution

To Scene - Very Delayed 2.46 mi

CHANGE RESPONSE NAVIGATE

coughing, high fever, flu-like symptoms

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 includes 97% street-level portable coverage with a standard antenna while on the user's hip. In-building coverage is proposed at 95% with the 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 and

site remediation and preparation is nearing completion. We should begin to see the system come online for testing around May-June 2022. Dispatch upgrades should occur shortly after. Mobile installation and portable deployment will follow. Most PSAPs and towers have had most equipment installed, waiting to be finalized and turned on for cutover. We should expect training to begin around summer 2022. New antennas have been installed at all WRFD stations. 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. The division procured and took delivery of some ancillary equipment for this project in 2021. The division is in the process of creating the fleet maps. Staff has been in communication with the project team and the County radio shop advocating for the department's needs. Staff has provided technical input at OAKWAY meetings.

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 educational conferences and tradeshows 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. Due to COVID-19, many of these events canceled.

Future Plans and Goals

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

Staff will continue to look at 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. We have 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.

A recent radio failure due to a lightning strike reinforces the need for backup systems. The 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. The radio division has consulted with IT about the feasibility of switching to IP links and fiber optic to help isolate such events.

A common request is the ability to manually open station speakers to hear all radio traffic. The feasibility of this is currently 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.

The department will need to budget for future maintenance needs. One example is refurbishing our UPS units. Most were installed in 2019. The internal batteries have an expected life of 3-5 years. Given the critical nature of these devices, we should replace the batteries sooner than later. The estimated cost is \$200 per unit. This is less than half the cost of a new unit.

Portable radio batteries for the new P25 system will be our responsibility to replace. Funds should be allocated for replacement once needed and out of warranty. The estimated cost of replacement batteries are \$140 each; we will have about 200 units. We estimate replacements will be needed every 2-4 years.

The department should look to fund station alert system upgrades. We recommend Bryx due to system compatibility, user familiarity, and interoperability. Many area departments use this system. Bryx offers two pricing models: purchase with maintenance agreement or an all-inclusive system as a service. The estimated purchase price is \$225,000 with \$27,000 in yearly maintenance or system as a service is \$54,000 yearly. This may be an excellent candidate for a grant.

It appears many hospitals will not be participating in the County radio system upgrade. Hospitals will continue to have HEAR abilities. We are required to maintain HEAR capabilities by the State. Our HEAR radios in rescues should be replaced. These radios are several years out of support, and we are out of spares. Estimated replacement cost is \$2,200 each.

The department may want to consider the addition of publicly accessible emergency phones on the outside of the stations as recommended by NFPA. Estimates are \$3,000 each.



Fire Gear – Lt. Eric Steinhebel

The WRFD has 156 sets of firefighting turnout gear in service. There are also 10 new & slightly used different size coats and 10 new & slightly used different size pants in inventory stored in the loft at Station 1. Eighteen sets of front-line gear were retired in 2020 due to reaching its expiration date. In May of 2021, we purchased and put in service 12 sets of new turnout gear at a cost of \$2,265.68 a set.

In 2021, 63 sets (out of 156) of front-line gear received inspections and they were approved to use. All stock gear was inspected as well. We were able to accomplish inspection and repair of the majority of our gear in 2021. Not all the gear can be inspected in a year's timeline. This is due to majority of our personnel only having one set of gear and our work schedule does not allow this to happen. It is standard that each set of gear to be re-certified every 1.5 years. In addition, 14 sets of gear were professionally repaired and inspected at Turnout Service Management in Livonia.

In May of 2018, we started inspecting our own gear rather than sending it out which saves us an estimated \$23,000 annually allowing us to reallocate those funds for purchase of new turnout gear. On January 14, 2019, Firefighters Tom Hanson, Matt Blom and myself attended the NFPA 1851 turnout inspection class certifying us to inspect our turnout gear while being NFPA compliant.

Future Requirements:

Due to the 10-year age requirement, 12 front line sets of gear were replaced in 2021. There will also be a need to order five additional sets for our inventory.

Additionally, we have 44 sets of in-service gear that we purchased in bulk in 2012 that expires in 2022, with 44 sets that were replaced in 2018, 2019, 2020 and 2021. The replacement of gear to stay compliant with NFPA standards is a never-ending situation. The life of gear cannot exceed 10 years and with that in mind, we have a replacement schedule of 12 sets per year, every year for the near future. This will ensure the future safety of our personnel and compliance with NFPA standards without adding a big drain on the department's future budgets. The added cost for this will be approximately \$30,000 in 2022 with the cost going up an estimated 6% per year after that.



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

The 2021 Fire Prevention Division consists of two Fire Inspector/Lieutenant and one Deputy Fire Marshal and a Fire Marshal. All three employees are certified Fire Investigators and State of Michigan Certified Fire Inspectors. The Fire Marshal and Deputy Fire Marshal 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.

2021 was an extremely busy year for Fire Prevention with the Covid 19 pandemic many building projects were on hold and mid spring kicked into high gear. 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 serve the citizens of Waterford Township and the City of Pontiac.

Campfire Permits:

2021 was proof that the 2020 implemented online Campfire-permitting process was a huge success making online access to our residents to obtain a permit easily. A Waterford residence can annually obtain a campfire permit by going to our website and entering their address and some information and the permit is then emailed to them. <https://www.waterfordmi.gov/370/Campfire-Permits>

Inspections and Plan Review:

The Fire Prevention Division performed 676 fire inspections, processed, and reviewed 177 construction plans for Waterford and 184 construction plans for the City of Pontiac. 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.

UWM Pontiac



Fire Investigation:

Fire Prevention Division personnel received 69 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 has available, 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 required 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. Inspection reports shall be submitted to the fire code official for any equipment requiring periodic testing or operation to ensure maintenance. 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 can send a notice thru their website.



Addresses:

The Fire Prevention Division assigned 39 addresses in Waterford Township in 2021. The Fire Prevention Division issues and processes all new address throughout the Township to aid in the

quick response of emergency services. We also assist the Pontiac Building and Public Safety Department with new address assignment.

Freedom of Information Act: (FOIA)

The Fire Prevention Division processed 169 FOIA requests in 2021. 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:

Our on-duty fire suppression crews are conducting pre-Fire Surveys 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 buildings 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 several sites designated as 302 sites. These occupancies 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 carried on each fire apparatus. This “book” (tablet information) is updated when we receive the reports from the LEPC. All fire department personnel received “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 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 by 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 nine fire stations have smoke detectors on their front-line fire engine

and tools to install them. After hearing about the detector program, local businesses have donated smoke detectors.

Fireworks:

The Fire Prevention Division reviewed, inspected, and supervised all fireworks displays conducted in Waterford Township and the City of Pontiac. All shows follow NFPA 1123 standards. Most of the shows were conducted from the water on barges. This significantly reduced the fallout and danger for the spectators. 2021, we issued seven permits with standby's, five in Waterford and two in the City of Pontiac





Fire Prevention Education – Driver/Engineer/Paramedic Kurt Vine

We continue to work hard for the Waterford Regional Fire Department. 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 limited for a second year.

Avenues for education in 2021 and 2020 were done through Social Media outlets, limited school programs (distant learning), and information requests.

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. It is designed to keep personnel informed of and proficient in performing the duties associated with their job. We 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, which is maintained by constant practice and professional effort.

Additionally, we receive a grade 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 we serve. We are graded on three main categories and 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: 921 Williamsbury, Waterford



Why We Train: Union St., Pontiac

2021 GOALS

In 2021, we looked to maintain a high standard for maintaining and improving our professional skill sets. Our goals include 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.

SUCCESES

We had great success in meeting many of the stated goals. Key successes include driver training, pump apparatus operator, rapid intervention, vehicle extrication, leadership development, peer support, instructor development, high-energy incident response. It is challenging to provide training for a 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 2021, we were able to train two firefighters to the Fire Instructor II level, which will aid us in training firefighters to the Fire Instructor I level. Fire Instructor I is a requirement for providing quality education to firefighters and for advancement.

Our annual training also focused on maintaining and improving practical skills. The primary areas we focused on were pump apparatus operators and fireground applications such as rapid intervention. Twelve firefighters had additional apparatus operator training. Apparatus operator training is essential to providing emergency response services to our communities. Two firefighters were trained in Recon Rapid Intervention. This is a class, which focuses on fireground survival techniques for individuals and are essential safety skills.

It is difficult to describe the culture shock our department has experienced as the result of the takeover of services in Pontiac in 2012. For this reason, leadership development was a primary focus in 2021. As our staff has continued to change and develop together, leadership skills also need to adapt. One area of focus was managing conflict on the scene and in the fire station. Other areas we spent time on were accountability, personal growth, and professional growth.

CHALLENGES

The biggest challenge we faced in 2021 was continuing to adapt to COVID being part of everyday life. We responded to this challenge by limiting traditional training methods and moving to online training sessions. In 2020, we began introducing the FlightLMS.com online training platform. We were able to address many of our training needs using this method. This platform has allowed us to design our own training and present it in a technologically professional manner.

Another challenge, which all fire departments in Michigan are facing are the new state required training standards. The Michigan Fire Fighter Training Council (MFFTC) has made changes to the professional development model and Michigan's standards are now in line with the National Fire Protection Agency (NFPA) standards. The MFFTC now requires continuing education credits for firefighters at every level. The new standards are measured on a three-year cycle that went into effect in October 2021. They include a minimum of 36 hours of continuing education for firefighters. Firefighters with advanced level certificates, such as fire officer, are required to do an additional 12 hours of training. There are many ways to meet the required minimum training levels. We expect to meet the new standards without difficulty.

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. Training hours we are interested in including the following: Technical Rescue Team, Hazardous Materials Team, and Firefighter Training. Firefighter training includes the categories of ISO (Insurance Service Office, Michigan Part 74 General Industry Standards). The ISO and Part 74 categories are overlapping requirements. ISO is a rating for the communities we serve and influences insurance costs. Michigan Part 74 describes all the minimum levels of required training for firefighters. Total training hours include:

1. Tech Rescue=377 hrs.
2. Hazmat=66 hrs.
3. Fire=2144 hrs.
 - a. ISO=765 hrs.
 - b. Part 74=761.5 hrs.

Ultimately, our goal is to maintain high levels of professionalism and safety during 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 with

training. Our proficiency in our response relies on knowledge, practice, and safety. Our effectiveness improves immeasurably when we can do live evolutions, which make training more realistic.

FIRE CADETS

Fire cadets are an important part of our public education program. The program cancelled in 2020 due to COVID. Fortunately, we were able to welcome cadets back into the fire station in 2021. In August, we started with five cadets from various schools. We welcome cadets from schools all over Michigan however, most are local Waterford or Oakland Technical Center students. The focus of the program is to provide exposure to our profession. As our daily staff are available to assist the program, we try to meet the higher standard of providing fundamental firefighter and EMS training. Some the training cadets have been part of in previous years include 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 staff are not available to interact with them. An evaluation of their performance is prepared each semester according to our expectations using a standard performance review. We also require them to become CPR, First Aid, and Blood borne pathogen certified, all the certifications are provided free of charge by WRFD. It is our goal to continue to provide young adults an opportunity to explore the emergency services profession.

2021 TRAINING TOPICS

- After Action Reviews
- Apparatus Operator
- Company Level Training
- Driver training
- Employee Discipline
- Fireground Emergencies
- Hazardous Materials
- Hybrid and Electric Vehicle Emergencies
- Lake Angelus Water Supply and Pre-plan
- Leadership/Officer Development
- Managing Conflict
- OAKWAY Mutual Aid Incident Response
- Operating Power Saws
- Personal Protective Equipment
- Virtual Walk Thru
 - Amazon Fulfillment
 - Amazon Delivery
 - 24 at Bloomfield

2022 Goal

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

2022 PROJECTED TRAINING TOPICS

- After Action Reviews
- Driver Training Refresher
- Emphasis on our 36-month training plan
- Fire ground communications
- Fire pre-planning
- Hazardous Materials
- High Rise response
- Hose Testing
- Ice Rescue
- 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
- Michigan Part 74 Topics
- ISO related topics

Waterford Regional Fire Department in Action in 2021

After Action Review: Reviewing strategies and tactics of actual WRFD responses is a major part of the learning process.



High Rise Mutual Aid: Combating high-rise fires is staffing dependent and requires high-level coordination among agencies.



Fire Cadets: Our program is a unique job shadowing opportunity for local high school students.



Eastern Michigan Staff and Command Graduate: Staff and Command is an essential part of leadership development. Congratulations Captain Jim Copper



Pump Operations: Our engineers are responsible for water supply operations. Their continued development is essential to fireground operations.

Hazardous Materials Team – Lieutenant Paul Dallas

2021 Hazardous Materials Team Annual Report

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 in the past of eight area Fire Departments going up and down Woodward Ave and relies on mutual aid with each other for large-scale responses. This past year, the cities of Rochester Hills and Farmington Hills, have joined our OAKWAY mutual aid pact making our team larger and brings even more resources to our team. 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 several SARA Title III sites that have hazardous materials on site. With the volume of truck traffic, rail traffic, and air traffic there is always a high potential for an emergency.

For the year 2021, we have not sent any existing Ops level personnel on the team to technician school. The Pandemic has caused many delays in schools and trainings causing a bit of a standstill in advancing our team. Though this past year has caused some problems, existing Technicians have continued to attend all our monthly trainings in better numbers held within OAKWAY. Our WRFD Hazmat team has also attended other outside agency classes like rail car classes involving hazardous material mitigation as well as many other classes involving homeland security issues offered by FEMA and Oakland County. The OAKWAY E-board has also scheduled a technician class to be offered in Sept of 2022 to allow our existing Ops level members the chance to become a Technician without having to travel far away like Alabama as we have done in the past. WRFD has the most Hazardous Materials Technicians on the OAKWAY team consisting of almost a 1/3 of the total team roster. With some small changes to the WRFD hazmat team, our roster currently has 20-Hazmat Techs, and 6-Op's 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.

One change made to the OAKWAY team this year was a request by the OAKWAY Chiefs to change our training schedule from 4 quarterly 8-hour trainings back to the old way of monthly 2 separate day 3-hour trainings. We implemented this change in Jan of 2021, and we will continue to do so in 2022.

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 2022 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.
- To send all remaining Ops level members to Tech School in Sept of 2022

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 existing Hazmat Ops level members up to Tech level. The Tech class being offered in Sept of 2022.



Waterford Regional Fire Department in Action



Information & Technology – Mick Arhens

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 operational.

Having a network environment that is both stable and functional allows the employees to 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 firewalls are an intricate part, other network equipment like routers and switches, computer aided dispatch equipment and monitors were 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.

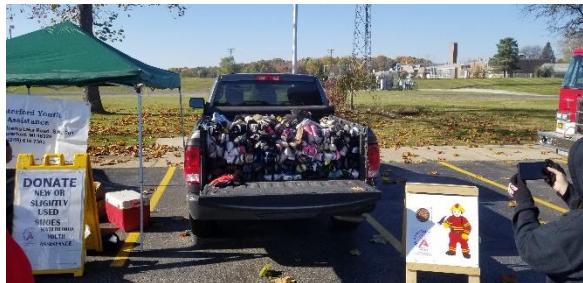
All department emergency vehicles are equipped with an iPad with google Maps, community information, and our dispatching program Bryx. As we continue to evolve these types of systems, help our fire and ems units to respond to emergency incidents with accurate information regarding the incident and directions.

We look forward to continued improvement in our information technology that is geared towards providing rapid information to our firefighters and command officers.



Waterford Regional Fire Department in Action

Annual Shoe Drive (**Battle of the Badges**) Waterford Police vs. Waterford Regional Fire. Fund raiser for the Waterford Youth Association.

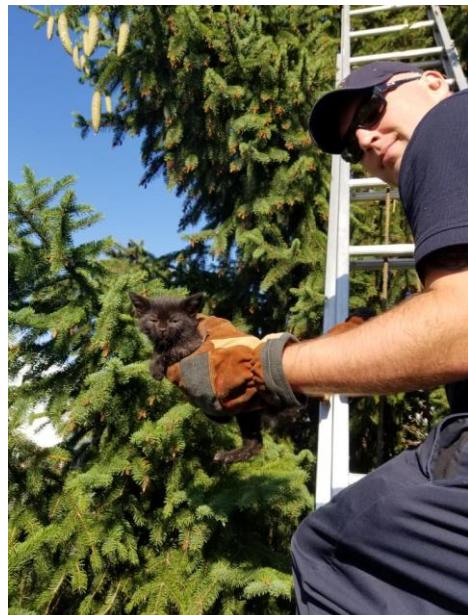


Fire and EMS stand with our OXFORD Family as 17yr. old Justin Shilling Organs were donated to help others. SAD DAY

Commercial vehicle fire



Kitten Recue



RRT RAPID RELIEF TEAM Food donation drive for Pontiac Residents and shelters.





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 two 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) to meet NIOSH and NFPA standards.

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

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 due to the age.

Future Needs:

- 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
- Scott compressor class that will allow us to keep performing service on station 1 compressor
- Replacing 3 four gas monitors that were put in service in 2012

FEMA Grant Written:

A grant through FEMA was submitted to replace our current 80 Self Contained Breathing Apparatus including additional SCBA air cylinders and Mask. Estimated grant total \$750,000





Station Maintenance – **Battalion Chief Steve Bridger**

Battalion Chief Steve Bridger watches over all 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 pole barn at FS-8. For the fire stations in Pontiac, Steve works with the Pontiac's DPW for needed repairs and maintenance.

Waterford District

Fire Station 1- New concrete replaced a large portion of the driveway that was failing.

We have had continued issues with the HVAC system. It is in the 2022 budget for replacement.

Future needs:

- Our annual station inspection revealed water damage to the brick exterior of the building due to water infiltration through the top cap of the walls, this issue will need attention soon.
- Kitchen needs replacement and upgrade from 20 years of normal wear and tear.
- Painting throughout and carpet on the administration side needs to be done soon.
- The bay floor epoxy has exceeded its life expectation (original). It is coming up in large areas and will need to be replaced or repaired.

Fire Station 2- This is the oldest station within the department. Normal maintenance has been performed throughout 2021.

Future needs:

- More discussion, funding, and final planning to replace this station before too much capital is dedicated to improving this station.
- Continue to maintain this station in working order.

Fire Station 3- has had some updates over the past few years, new roof, new generator, new water heater, and most recently a new furnace and ac condenser.

Future needs:

- Kitchen upgrades/replacement (org. 1988).
- Asphalt replacement and repair to driveways.

Fire Station 4- in 2021 the exterior metal and exterior doors painting was completed. This completes the exterior of the building. The roof and siding was completed in the last few years.

Future needs:

- Evaluation of the station for current and future staffing needs- This station is the smallest of our stations. It is designed to house one firefighter. Currently we have maxed out the current usable space to allow for two firefighters a shift. The station is cramped and has only one restroom for two employees 24hrs. a day

with four at shift change. Possible solutions, an addition on available space on the west side or the planning, funding and relocation of this station.

Fire Station 5- With recent updates over the past few years and continued maintains it was found to have few issues on annual inspection.

- The 2022 budget allows us to schedule the driveway asphalting.

Pontiac District

Fire Station 6- We continue to find roof leaks from time to time. Each incident was handled by DPW. The DPW and fire dept. personnel assigned to this station are working on dialing in the proper setting on the new boilers to have consistent heat throughout.

Future needs:

- We would recommend that the DPW have a complete inspection of the roof for repairs or replacement needs.

Fire Station 7- Other than some bay door issues and some HVAC issues station 7 did not have many issues this year.

Fire Station 8- Repairs addressed in 2021 roof leaks and an issue with the forced air bay heaters, all issues were resolved with the help of the DPW.

Future needs:

- Gutter replacement/repair- An issue with the gutter system on the west side of the building, the gutter is rusted out with holes in it that are allowing water to run down the brick wall.
- We recommend that the DPW have the roof inspected also.

Fire Station 9 - Fire station 9 has been uneventful this year with only a roof leak that has been addressed with the help of the DPW.

Future needs:

- We recommend that the DPW have this roof also inspected for further repair and or replacement.



Technical Rescue Team Report – Driver/Engineer Brian Connell

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. TRD 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 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 in frequency but both the nature of these incidents and their low frequency creates high-risk situations for the rescuers that are depended upon for their knowledge and skills to save life.

2021 Technical Rescue Team Goals:

- Provide class/training opportunities to advance team's level of preparedness
- Increase membership participation in OAKWAY deployments throughout the year
- Respond to any incident that we are called too.

2021 Board Meetings and Team Leadership

The Waterford Regional Fire Department's Technical Rescue Team experienced a change in leadership during the 4th quarter of the year where previous Team Coordinator (TC) Mike Moshier stepped down into an Assistant Team Coordinator (ATC) role, and Bryan Connell, former ATC accepted the TC position. TC Mike Moshier had been mentoring Bryan for the past 6 months in preparation for this move.

OAKWAY holds monthly board meetings to review the news and updates of OAKWAY's TRTs. One or both WRFD representatives were present for each throughout the year. The transition from an online skype format meeting to in person is slow, but we are beginning to see meetings take place in person much more frequently.

2021 Incident Review

- 13 JUN 21 West Bloomfield, MI Missing Person Wide Area Search

- 20 JUL 21 Dryden, MI Missing Person Wide Area Search

2021 Training Review

- 13th & 14th May 2021 Ropes: Main and Belay Kit, Arizona Vortex



- 15th & 16th September 2021 Trench Rescue
- 22nd & 23rd September 2021 Strike Team Evaluation Preparation Training
- 9th October 2021 OAKWAY Strike Team Formal Skills Evaluation
 - The TRTs of both 3201 and 3202 pooled personnel and equipment together to successfully receive certification via the state of Michigan to form a Strike Team that can be deployed anywhere in the state only, to respond to Technical Rescue incidents should the need arise. This was accomplished by successfully passing formal skills evaluations in each TRT discipline.
- 20th & 21st October 2021 Confined Space Rescue



Future Equipment/Apparatus Needs Report

A. Confined Space Equipment

- (4) 100' Sections Supplied Air Hose, \$208.00 P/ Section, from RescueTech1 (Manufacturer: Bullard) Total: \$832.00
- Fittings Male: RECTUS Type: A1S1303 R 14305, Female: RECTUS Type: 25KD NW78
- (4) 100' Sections Hose / Cable Umbilical, \$240.00 P/ Section from RescueTech1
 - o Total: \$960.00
- Hose Carts/ Reels (TBD)
- Hose Fittings/Adapters (TBD)

B. (2) 5Ah Milwaukee Tool Batteries, from Home Depot

- Total: \$229.00 (Check what was received from OAKWAY)

C. Rope Rescue Equipment

- (2) Petzl AVAO Bod Fast Class 3 Harness, \$450.00 P/ Harness
 - o Combined Total: \$900.00
- Misc. Pulleys, Carabiners, Edge Protection, Rigging Plates, Ascender.
 - In the weeks to come, a full inventory will take place to assess more accurately the needs of our rope rescue equipment cache.

D. TRT Truck Compartment Configurations Alterations

- Approx. \$500.00 - 1,500.00 (On-Hand Materials & Labor Dependent)
- This year, it will be the goal of the TRT to plan/coordinate with the mechanics division how best to modify the storage compartments to best and properly secure sensitive and vital equipment.

2021 Team Training/Education

In 2021 (5) personnel were budgeted to attend formal training/education provided through MUSAR. The trainings attended included Rope Rescue Technician, Structural Collapse Technician, Trench Rescue Technician, and Structural Collapse Awareness/Operations. Most of our team is still in need of three or more foundational discipline trainings to be a qualified rescue technician.

As we look forward to 2022, we are looking to advance our member's training and education through formal classes/training, deployments, and continuing education. We would like to see an increase in the number of Rescue Specialists (a rescuer trained to Technician level in all disciplines) in 2022 as we did this year. This would mean sending team members to various classes, which we have planned for in advance to ensure the department's budget could in a limited capacity, accommodate the team's training needs. Currently, there will be five personnel attending formal training/education in 2022.



“The END”