

# *Waterford Regional Fire Department*



## *2023 Annual Report*



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# FIRE DEPARTMENT ADMINISTRATION

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



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



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



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



## FIRE SUPPRESSION AND EMS OPERATIONS

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



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



Matthew Nye  
**Battalion Chief**  
27 years of Service



## FIRE PREVENTION DIVISION

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Wayne Peruski  
**Fire Marshal**  
27 years of Service



Robert Butcher  
**Captain Inspector**  
21 years of Service



Chris Webster  
**Lieutenant Inspector**  
15 years of Service



Chester Felts  
**Lieutenant Inspector**  
15 Years of Service



## FIRE DEPARTMENT TRAINING DIVISION

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Lieutenant Jake Helgemo  
**EMS Coordinator**  
16 Years of Service



Battalion Chief Josh Dorman  
**Fire Training Coordinator**  
21 years of Service



## FIRE DEPARTMENT CHAPLAINS

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### Linda Living-Hawley RIP- November 9<sup>th</sup>, 2023

Linda or better known as Reverend RED has served the Fire Service for 30-plus years and helped develop and conducted critical incident debriefings for Oakland County fire departments. Linda retired from Pontiac General Hospital as an Emergency Room Nurse where she always made a bad day better.



### Chaplin 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...

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On behalf of all the members of the Waterford Regional Fire Department, I am pleased to present the 2023 Annual Fire Department Report. Please understand that this report is put together to highlight the work, dedication, and accomplishments of all the employees of the Waterford Regional Fire Department. Including raising awareness about what this team does throughout the year in the 3 communities we proudly serve.

It is our honor and privilege to serve the residents of Waterford Township, the City of Pontiac, and the City of Lake Angelus. I proudly work alongside 114 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 is home to 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.

Our fire department wants all our residents and visitors to feel that we are prepared and ready at any moment to serve and protect them against all hazards with compassion and professionalism. Our highly skilled and motivated firefighters, officers, and inspectors continue to provide high-level emergency response and care to all we serve. In 2023 the department continued to evolve more efficient ways to service our communities with a heavy focus on collaborative training with our OAKWAY Mutual Aid partners. Key items were Active Assailant Incidents, Mass Casualty Incidents, technical rescue, and hazardous material response. With hundreds of hours of hands-on EMS and fire training.

The Department continues to make strides at acquiring needed equipment and repairs. In 2023 we purchased one new fire truck with an expected delivery in late-2025, one remounted transporting rescue-ambulance, purchase of 8 new Power Pro Stretchers, Automated External Defibrillators for all township buildings, emergency generators for fire stations 2 and 4, and multiple other small projects.

2023 calls for service totaled 15,026 which is a 609-call increase from 2022, 10,362 of those calls were for EMS, traffic accidents and other rescue calls. Fires, hazardous situations, and other calls accounted for 31% of the 2023 calls. Total fire calls were 348 which of 170 were structure fires residential and multi-residential structures, 77 vehicle fires, 51 grass-vegetation fires, 14 rubbish fires and 36 other types of fires. In addition, the fire department transported 5,604 patients to area hospitals.

Our fire units responded nearly 26,000 times during the year. The average response time for priority calls is 5 minutes and 40 seconds for 2023. Of our nine fire stations, the busiest fire station is station 3 with 3,106 calls. The busiest fire engine and rescue is also fire station 3 with Engine 3 responding to 3,317 calls and Rescue 3 responding to 2,561 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".

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 work 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 2023, I was kept busy with new vehicles, building updates and upgrades and many other projects vital to the operations of this fire department.

### Ordering of a Fire Engines in 2023

With assistance of the Township Board the Fire Department has ordered and finalized the purchase of one fire engine in 2023. This continues to follow our replacement plan of our apparatus.



## **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 ageing 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. The rescue remount program has served the community tax dollars well as we have saved an average of \$150,000 per unit. In 2025 we will have to move to the purchasing of Type I ambulances. This is due to chassis changes and the ability to only remount an ambulance box 1 time and all 8 ambulances will have been remounted 1 time.



## **Fire Cadet Program**

During the 2023 school year, High school students from within Oakland County attended our program. These students work with our firefighters and training division daily. 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 current fire fighters and retired fire fighters served as cadets with the Waterford Regional Fire Department.

## **Fire Academy Sponsorship**

The Waterford Regional Fire Department sponsored five students to the 2023 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 20 Sets of Turnout Gear**

The fire department replaced 20 sets of fire turnout gear in 2023. 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. The latest NFPA standard has a 10-year life span from date from manufacture life span and must be designed and fitted specifically to each firefighter and the yearly purchase of gear is an ongoing process. More gear was purchased this year due to new hires due to retirements and additional fire fighters being added.

## **Capital Projects completed for 2023.**

With the approval of the 2023 Fire Department budget, we have completed the following capital improvements and purchases.

- The re-mount of 1 rescue truck (ambulance) through EVP+ a Michigan based company.
- The ordering of 1 fire engine from Sutphen Corp. to replace the ageing fire apparatus.
- 20 Sets of firefighter turnout gear purchased.
- The exterior brick repair to fire station one.
- Radio/alerting upgrades for new county P25 radio system.
- Kitchen replacement fire station 1 24-hour side.

## **Future Projects for 2024.**

- Planning Phase 1 for the new fire station 2 Mason Middle School property.
- Asphalt paving Fire Station 3
- The purchase of 20 sets of fire gear for replacement and for new hires.
- The re-mount of a rescue truck.
- The ordering of a new fire engine.
- Completion fire station 1 kitchen
- Antenna upgrades fire stations P25 radio system.
- Full implementation of the new P25 radio system.
- Delivery of 2 new Fire Engine in the fall of 2024. One unit replaces Squad 9 located at fire station 9, Huron and Telegraph and the Engine 3 located at fire station 3, Elizabethtown Lake Road and Cass.
- 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 (WRFD IT).
- Building evaluations.
- Roof inspection, maintenance, and repair.



## Fire Department Promotions

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**Lieutenant- Erin Wilson**



**Battalion Chief- Matt Nye**



**Captain- Jeff Quick**



**Lieutenant- Troy Weaver**



## Fire Department Retirements

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**Battalion Chief Blake Nelson- Retired after 25 years of service.**

We wish Blake a happy and healthy retirement.



**Captain Kurt Lane- Retired after 22 years of service.**

We wish Kurt a happy and healthy retirement.



**Engineer Don Claeys after 34.5 years of service.**

We wish Don a happy and healthy retirement.



We continue to honor **Pontiac Firefighter Tracey Williamson** who died in the line of duty 34 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.



## **INCIDENT BREAKDOWN**

### **2023 Calls by Incident Type**

#### **FIREs**

	<b>Incident Count</b>
100 - Fire, other	33
111 - Building fire	90
112 - Fires in structures other than in a building	6
113 - Cooking fire, confined to container	32
114 - Chimney or flue fire, confined to chimney or flue	3
118 - Trash or rubbish fire, contained	25
130 - Mobile property (vehicle) fire, other	1
131 - Passenger vehicle fire	55
132 - Road freight or transport vehicle fire	1
134 - Water vehicle fire	1
138- Off-road vehicle fire	1
140 - Natural vegetation fire, other	2
141- Forest, wood, or wildland fire	2
142 - Brush, or brush and grass mixture fire	48
143 - Grass fire	1
150 - Outside rubbish fire, other	8
151 - Outside rubbish, trash, or waste fire	14
152 - Garbage dump or sanitary landfill fire	1
154 - Dumpster or other outside trash receptacle fire	18
160 - Special outside fire, other	1
162 - Outside equipment fire	5
163- Outside gas or vapor combustion explosion	1
	<b>353    2.45%</b>

#### **Overpressure Rupture, Explosion, Overheat- no fire**

251- excessive heat, scorch burns with no ignition	-	-	1
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**EMS / Rescue Calls**

300 - Rescue, emergency medical call (EMS) call, other	21
311 - Medical assist, assist EMS crew	204
320 - Emergency medical service, other	195
321 - EMS call, excluding vehicle accident with injury	8,646
3211-EMS call, excluding vehicle accident with injury at senior living	239
321C-EMS Call, possible COVID-19	42
322 - Vehicle accident with injuries	700
3221 - Vehicle accident with injuries and extrication	5
323 - Motor vehicle/pedestrian accident (MV Ped)	23
324 - Motor vehicle accident with no injuries	65
331- Lock-in	1
360 - Water & ice rescue other	3
381 - Rescue or EMS standby	6
	<b>10,161 70.48%</b>

**HAZARDOUS CONDITIONS**

400 - Hazardous condition, other	1
410 - Flammable gas or liquid condition, other	2
411 - Gasoline or other flammable liquid spill	3
412 - Gas leak (natural gas or LPG)	133
421 - Chemical hazard (no spill or leak)	3
422 - Chemical spill or leak	2
424 - Carbon monoxide incident	169
440 - Electrical wiring/equipment problem, other	10
442 - Overheated motor	4
444 - Power line down	350
445 - Arcing, shorted electrical equipment	12
451 - Biological hazard, confirmed or suspected	1
460 - Accident, potential accident, other	1
463 - Vehicle accident, general cleanup	1
480 - Attempted burning, illegal action, other	2
481 - Attempt to burn	1
	<b>695 4.82%</b>

**SERVICE CALLS**

500 - Service Call, other	59
510 - Person in distress, other	2
511 - Lock-out	2
522 - Water or steam leak	3
531 - Smoke or odor removal	25
55 - Public service assistance	7
550 - Public service assistance, other	348
551 - Assist police or other governmental agency	115
552 - Police matter	1
553 - Public service	56
554 - Assist invalid	499
555 - Defective elevator, no occupants	5
561 - Unauthorized burning	<u>278</u>
	<b>1,399</b> <b>7.50%</b>

**GOOD INTENT CALLS**

600 - Good intent call, other	169
611 - Dispatched & cancelled en route	681
6111 - Cancelled Prior to Dispatch	54
611E - EMS: Dispatched & cancelled en route	11
621 - Wrong location	1
622 - No incident found on arrival at dispatch address	79
631 - Authorized controlled burning	11
632- Prescribed burn	1
650 - Steam, other gas mistaken for smoke, other	1
651 - Smoke scare, odor of smoke	68
652 - Steam, vapor, fog, or dust thought to be smoke	4
671 - Hazmat release investigation w/ no hazmat	1
	<b>1,081</b> <b>7.50%</b>

**FALSE ALARMS**

710 - Malicious, mischievous false call, other	3
711- Municipal alarm system, malicious false alarm	1
712- Direct tie to FD, malicious/	2
731 - Sprinkler activation due to malfunction	1
733 - Smoke detector activation due to malfunction	2
735 - Alarm system sounded due to malfunction	30
736 - CO detector activation due to malfunction	15
740 - Unintentional transmission of alarm, other	3
741- Sprinkler Activation, no fire	1
742 - Extinguishing system activation	17
743 - Smoke detector activation, no fire - unintentional	10
744 - Detector activation, no fire - unintentional	70
745 - Alarm system sounded, no fire - unintentional	446
7451 - EMS Alarm system sounded, unintentional	37
746 - Carbon monoxide detector activation, no CO	9
	<b>719</b>
	<b>4.99%</b>

**Sever Weather& Natural Disaster**

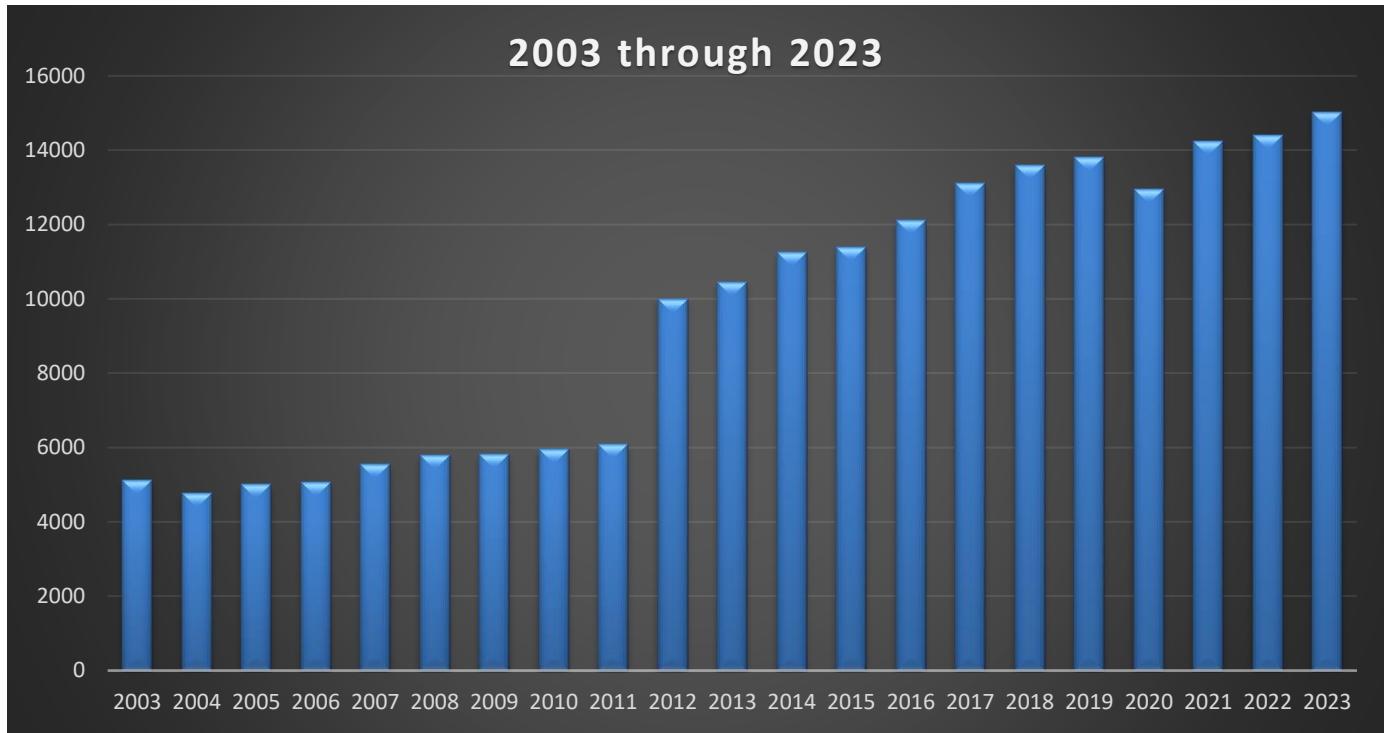
814- Lighting Strike (no fire)	1
	<b>1</b>
	<b>0.0%</b>

**Special Incident Type**

900- Special type of incident	2
9001- Dispatch Error	3
	<b>5</b>
	<b>0.0%</b>

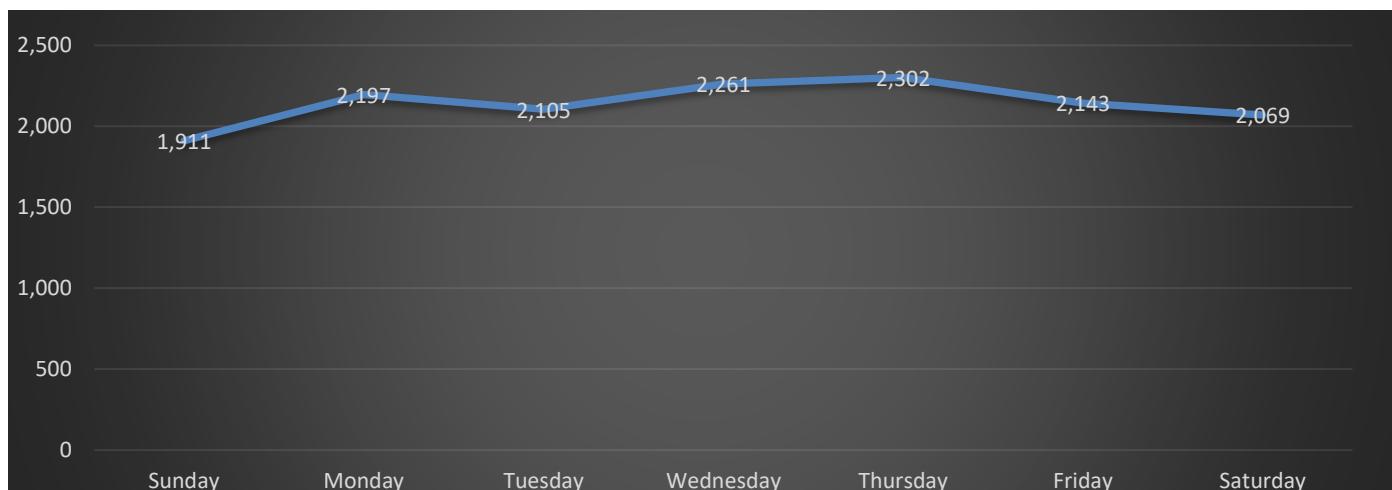
**Total 2023 Incidents****15,026**

**Calls by the Years 1991-2023** Note: 2012 First year as Waterford Regional Fire Dept.



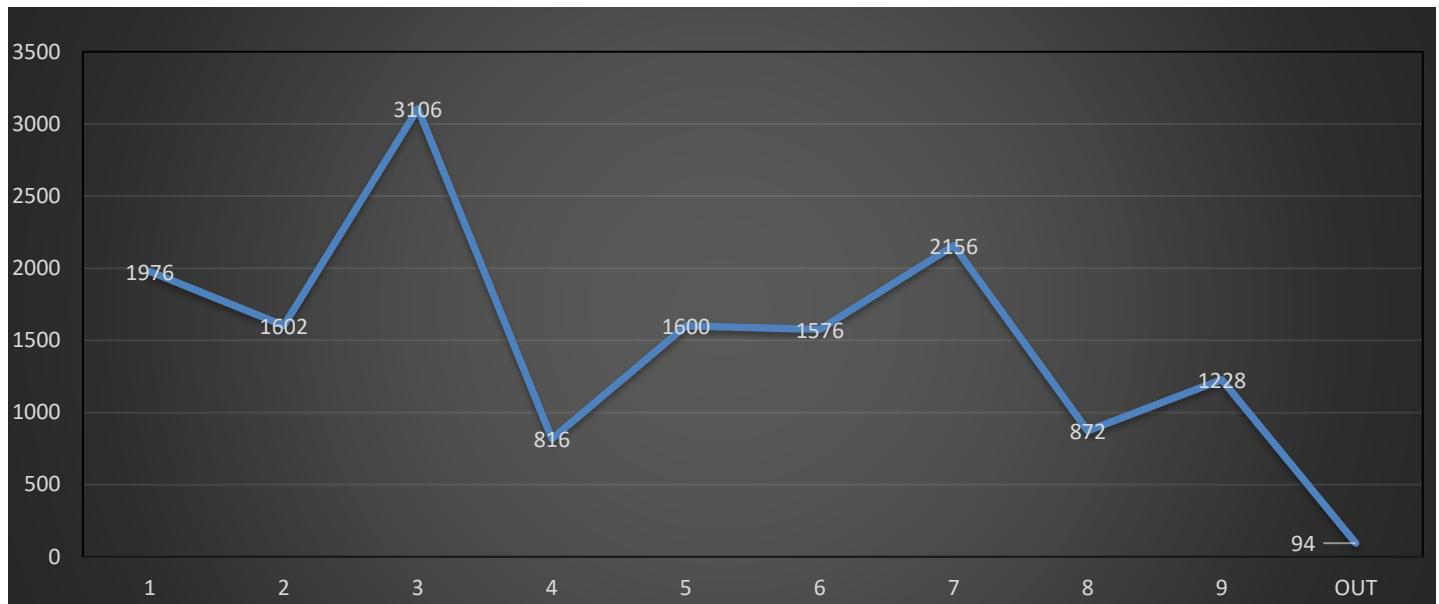
**Calls by Day of the Week**

Thursday was the busiest day of the week and Sunday was the slowest day.

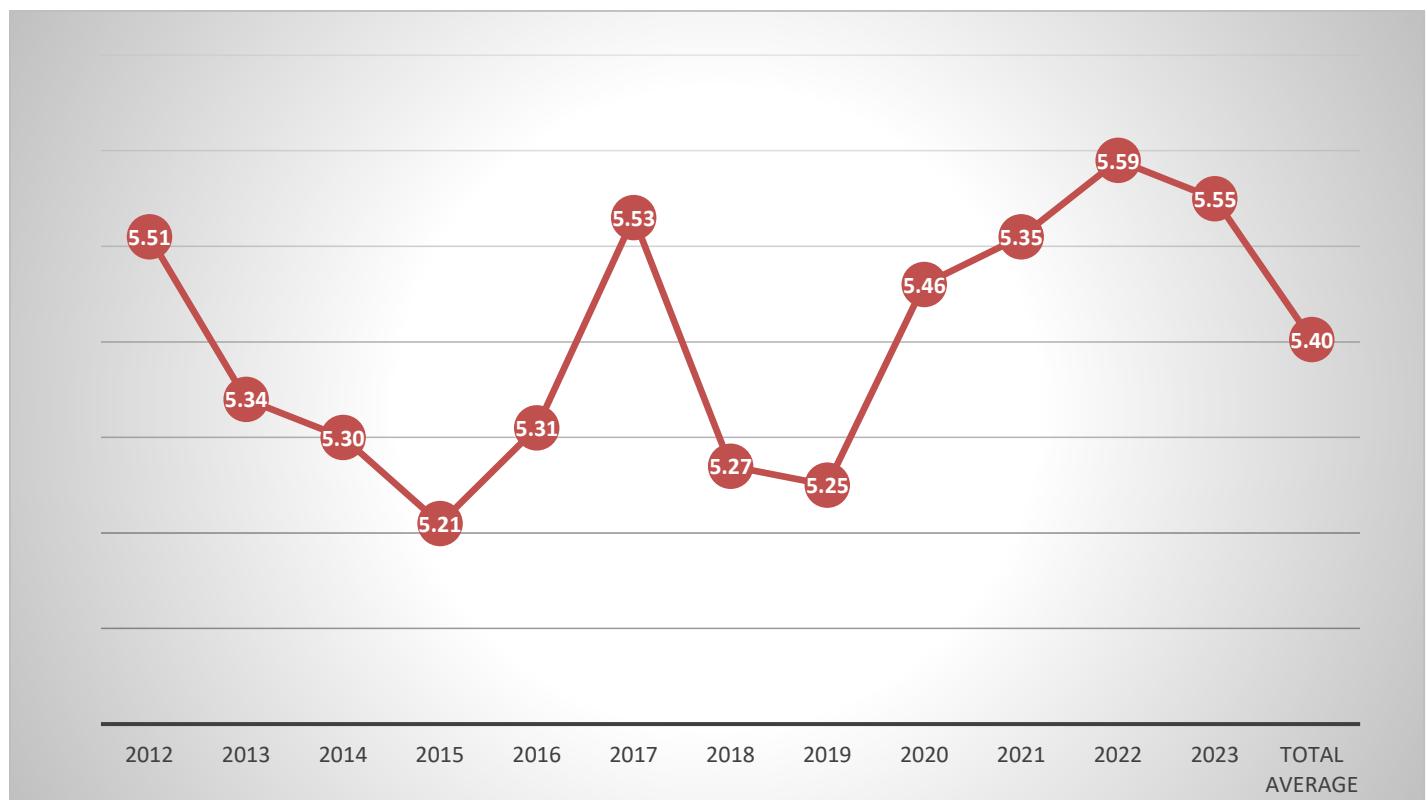


## Calls by Fire Station

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

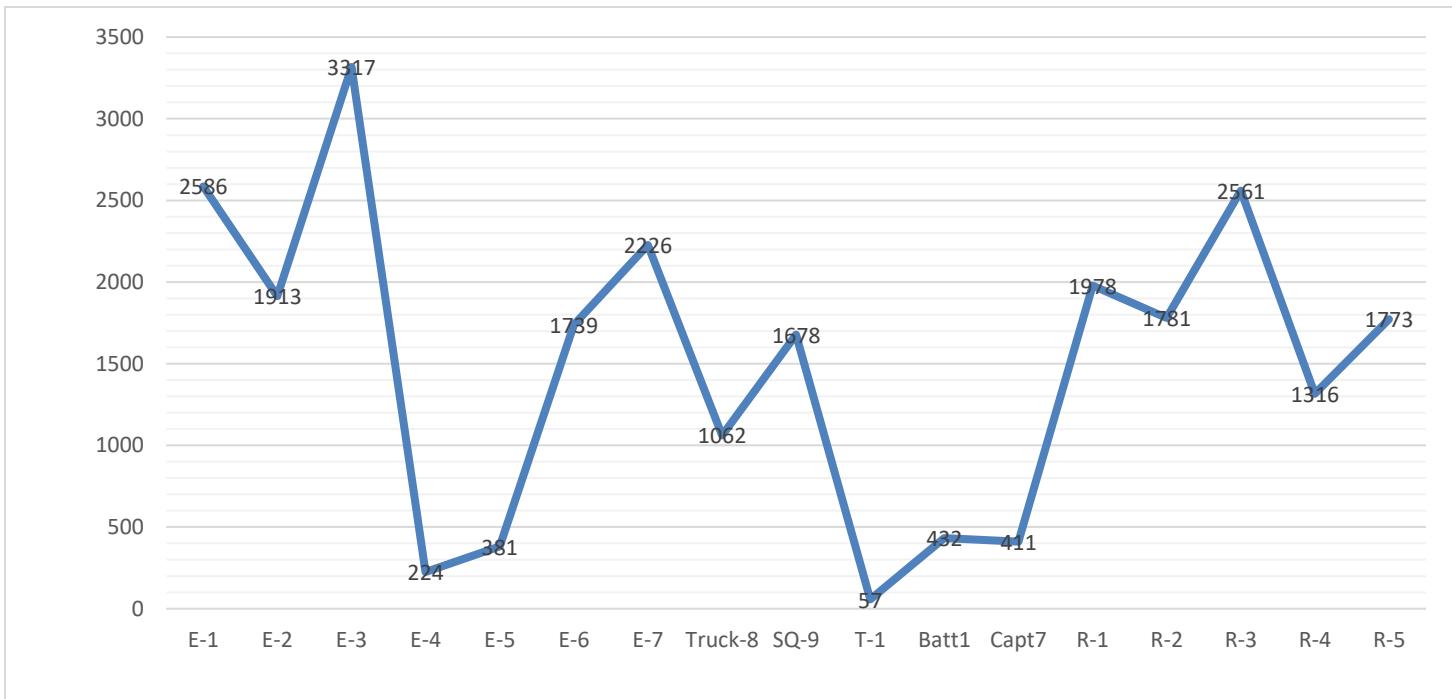


## Average Response Times by Year



## Calls by Fire Department Unit 2023

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



**Fire Station 3 home of Engine 3 and Rescue 3 Elizbeth Lake and Cass**



**2023 Capital Purchase 8 Stryker Power Ambulance Cots.**



**Delivery of 8 new LIFE PACK 15 Cardiac Monitors 2022 Purchase.**





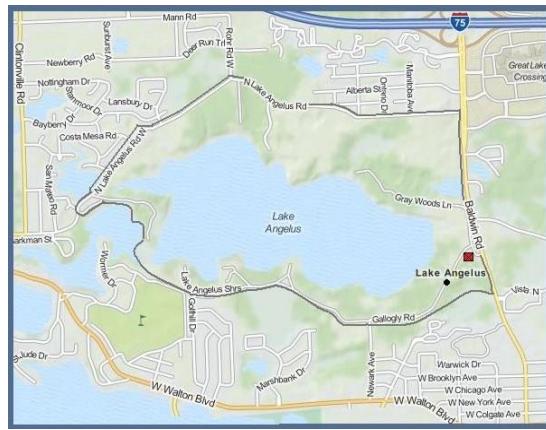
## City of Lake Angelus

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.

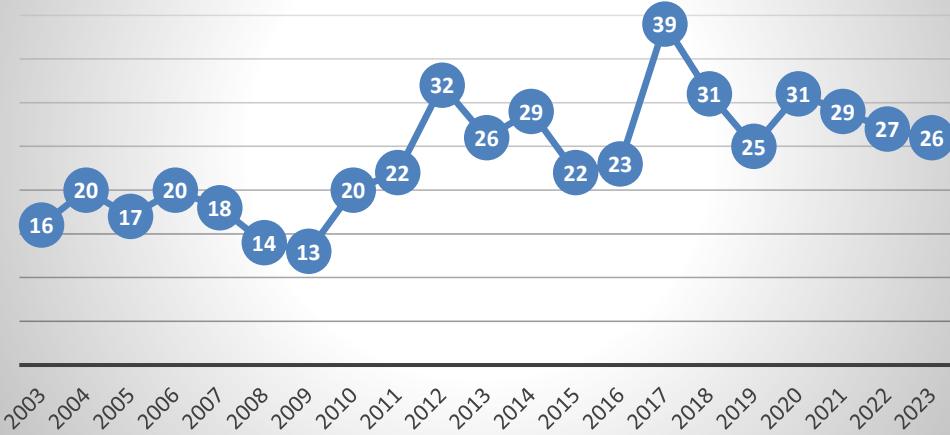
The Waterford Regional Fire Department continues to train on the City of Lake Angelus Fire Response Plan throughout the year. Each year, in the spring and fall, we flush the Dry Hydrant. In 2022, the Charter Township of Waterford and the City of Lake Angelus agreed to a new contract for fire service. We look forward to continuing our partnership with the city and its residents.

### **2023 Call Volume for Lake Angelus**

Fires	<b>1</b>
EMS calls	<b>10</b>
Power Line down	<b>7</b>
Assist Police	<b>1</b>
Cancelled enroute	<b>3</b>
<u>False Alarm</u>	<u><b>6</b></u>
<b>TOTAL</b>	<b>28</b>



### **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. Ninety-five percent of our firefighters are certified Paramedics. We continue to provide basic life support to Pontiac residents for EMS calls, working alongside Star EMS and the Oakland County Sheriff's Office. In 2023 we added an additional 3 firefighters to the department. In 2023 upgrades at all fire station for the new Oakland County P25 Radio system, an additional fire engine order was placed, new KNOX Key Secure devices were added to all fire apparatus to provide access to local businesses, several sets of structural firefighting gear purchased, thermal imaging cameras, structural firefighting fans purchase and many more items.

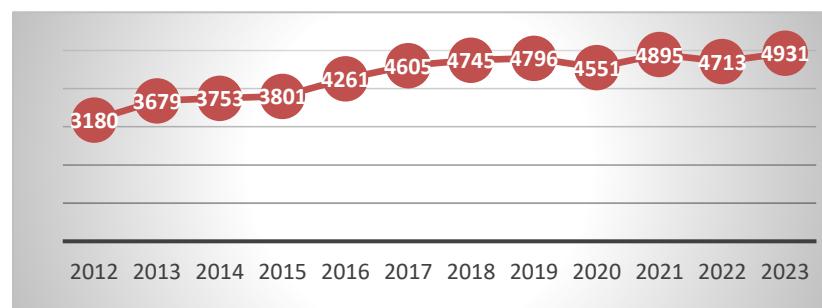
The Pontiac District responded to 4,931 calls for service in 2023. Total incidents increased by 218 in 2023 or 1751 since 2012.

I am proud to serve alongside such a dedicated hard-working group of firefighters. I look forward to working with the City of Pontiac Governing body on continuing our long-term relationship.

### 2023 Incident Types in Pontiac

Fires	240
EMS calls	2781
Hazardous Conditions	460
Public Service	440
Good Intent	587
False Alarms	420
Other - non-fires	3
<b>Total</b>	<b>4931</b>

### Annual Incidents since 2012



### 2023 Calls by Pontiac Fire Stations



## Public Events

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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.



### The **Holiday Extravaganza Parade**



## Public Events continued...

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



**Fire Department Open House at Fire Department Headquarters was replaced with a new summer event called Meet the Fleet**

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**2023 MI-Prevention Smoke Alarm and Carbon Monoxide Detector give away Pontiac and Waterford Residents.**

State Fire Marshal Kevin Sehlmeyer and Mayor Greimel



**2023 Longest Breakfast table another huge success fed well over 1000 residents.**



## 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 11 fire departments working together to provide the best in emergency services to over 600,000 residents. Together we have nearly 530 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 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, West Bloomfield Township and Independence Township Fire Department.

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

October 2023 brought OAKWAY Firefighters together to bring the 5th Annual Fire OPS 101 program to our area. This program is design 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.

**Mayor Tim Greimel and Councilman William Carrington Attended.**



**Firefighters in action:**



## **WATERFORD PROFESSIONAL FIREFIGHTERS' UNION LOCAL 1335**

### **2023 ANNUAL REPORT**

The past year your WPFFU worked diligently with the public and the communities we serve to show our presence and support to citizens. Being a part of this Fire Department and Union reaches further than just our normal shift days and responding to emergency responses. Although that is the primary and most important part of our career it is also essential, we maintain a positive view in the public and to the people we serve.

Last year we were able through our charities programs to donate over \$5000 to those families who tragically may have been displaced or suffered hardship because of a structure fire. As a Union we purchase gift cards and reach out to local Hotels in the area to help families that may not have anywhere to go after suffering what could be the worst event in their lives. The added stress after a fire of where to take your family is one, we see all too often and this is a great way to make sure families are able to stay protected while trying to sort things out.

In mid-2023 our Union also designed and sold Breast Cancer Awareness shirts for the month of October. The shirts were sold on our Unions social media pages and in person to local businesses and hospitals. In total we were able to raise \$3000 in sales. With that \$3000 we donated to 3 different women in the community who are currently undergoing treat or procedures for breast cancer.

Lastly over the holiday season our Union reached out to schools in both Waterford and Pontiac districts to find children whose families may have been in a little extra need during the season. With the help of principles and staff at multiple schools we were able to assist 12 families in total with Christmas gifts and Food. We used money raised throughout the year from charities to provide over \$5000. Members joined together and shopped for and delivered presents and food to families just before Christmas. This is something we have done in the past and will continue to grow and move forward with in the future.

In closing, we continue to support our community by shopping at local area businesses, restaurants and donating to causes in our communities. We as a Union understand the importance of a professional and friendly Fire Department and with the help of the administration, staff, and residents we will continue to grow and move forward.

Respectfully  
Nick Presutti  
President WPFFU Local 1335...



## **Apparatus Division –Jeff Hunter, Nick Presutti, Matt Fanfalione, Tom Hanson and Scott Reinig**

The Apparatus Division had another busy year in 2023. We continued to replace and repair aging apparatus long overdue for retirement. We took delivery of (1) Wheeled Coach remounted rescue. New fire apparatus and equipment delivery times are still longer than ever before, and supplies are limited with suppliers of this specialized equipment still recovering from the 2020 pandemic which affected all aspects of the supply chain.

The Apparatus Division is currently staffed by (5) line personnel/ mechanics. All of which are fire line personnel who commit to this division on their days off in between their 24hrs. shift assignment. Currently two of the personnel are assigned to Station 8 which also houses our Maintenance Division and can assist when needed on shift days. This arrangement helps ensure that we have continuous service due to the vacancy of our Part Time Mechanic after his retirement in 2022.

Our mechanics are responsible for maintaining, testing and record keeping for all apparatus in our fleet which include (10) fire engines, (2) 100-foot aerial platform trucks, (1) 75-foot quint, (8) rescue ambulances, (3) specialized equipment trucks, (6) trailers, (14) staff vehicles, (1) 6X6 UTV and (1) rescue boat with an outboard motor. Along with maintaining the vehicles themselves we are responsible for the maintenance of the power equipment and hand tools assigned to each vehicle. Additionally, we are responsible for coordinating the annual nondestructive testing of all our aerial trucks, annual pump testing, annual ground ladder testing and annual testing of our Hurst EDraulic “Jaws of Life” Tools.

While we moved forward in 2024 with replacing our fleet with new vehicles we continue to be faced with new issues. Although we have replaced most of our fleet, we are now nearing the end of our Cummins engine warranties on some of the newer apparatus. Each truck mentioned has had multiple DPF and EGR related repairs in the short time they've been in service (an issue facing most of all the apparatus companies). This has led us to realize the need for further training in diesel engine repair and familiarity with DPF and EGR systems is a continued priority. This also reinforces the belief that Cummins INSITE Engine Diagnostic Software will help us repair these vehicles and save money as we will be able to make some of these repairs in-house.

The division personnel continued to seek training and certifications related to emergency vehicle maintenance. We have attended maintenance conferences, specialized training and have achieved more Emergency Vehicle Technician certifications.

To help offset the increasing labor and material rates from outsourced repairs, the division has been taking on larger jobs in house. For example, our Pierce Enforcer Heavy Rescue Truck (Squad 9) developed a severe coolant leak leading us to the conclusion that it needed a full radiator removal and replacement. Our local Pierce dealership quoted us a price of over \$11,000.00 plus shop fees to take on the job. Our team of dedicated mechanics were able to purchase the radiator directly from the dealer and install it in-house to save our department nearly \$5000.00. Teamwork, dedication, and fortitude continue to motivate us daily to complete tasks like the one previously mentioned.

As we continue to replace the fleet, we also have been replacing our gas-powered tools. We now have battery powered rechargeable positive pressure ventilation fans to take the place of our large gas-powered units previously used. They are lighter, quieter and require almost no maintenance. We also have purchased a battery powered rechargeable chainsaw for smaller work when a large gas-powered ventilation chainsaw would be cumbersome. The ongoing replacement of our ageing gas-powered ventilation chainsaws continues as they are taken out of service. Due to the age of this equipment engine parts are no longer

available. We also continue to use our fully battery powered Hurst “Jaws of Life”. These also require a minimal amount of maintenance and are stronger and more efficient than their gas-powered predecessors.

As we enter the year 2024, we are awaiting the delivery of a new Sutphen fire engine and a new Sutphen heavy rescue / pumper (Squad Truck replacement), we also have 2 more Engines on order with an expected delivery time of 3 to 4 years currently. A rescue remount was approved for the 2024 budget year with a possible completion date in the fall of 2024.

We will continue to work hard and maintain excellence while maintaining this fleet. Doing so is critical to provide safety for our personnel and our residents.

Respectfully submitted by,

The Apparatus Maintenance Division



## Waterford Regional Firefighters in Action in 2023

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### Hazmat incident Water Treatment Plant



### Annual Shop with a hero



### CPR and AED training City of Pontiac Employees



## Annual Toy Drive



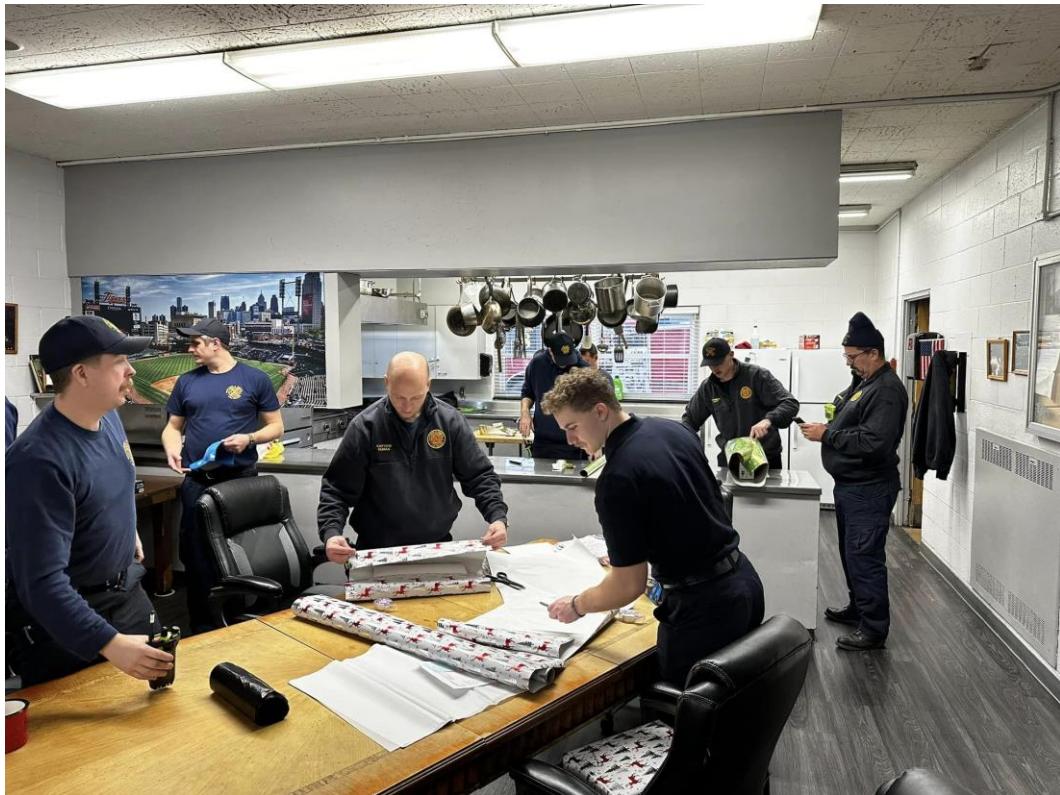
### Charitable Events Sponsored by Waterford Professional Firefighters Local 1335

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

**Breast Cancer Awareness Campaign** - Firefighters wore special t-shirts for the month of October to raise funds for Pontiac and Waterford residents suffering from cancer.



## Waterford Professional Firefighters Local 1335 Shoping for Families



# Waterford Regional Fire Department

## 2023 Emergency Medical Services Report



Prepared by Lieutenant Jake Helgemo

EMS Coordinator



## Total Emergency Medical Service Incidents

Out of 15,026 total incidents, 10,343 were Emergency Medical Service Incidents. This is 261 more EMS incidents than in 2022, a 2.5% increase.

- 68.8% of total call volume was for Emergency Medical Services

## Total EMS Transports

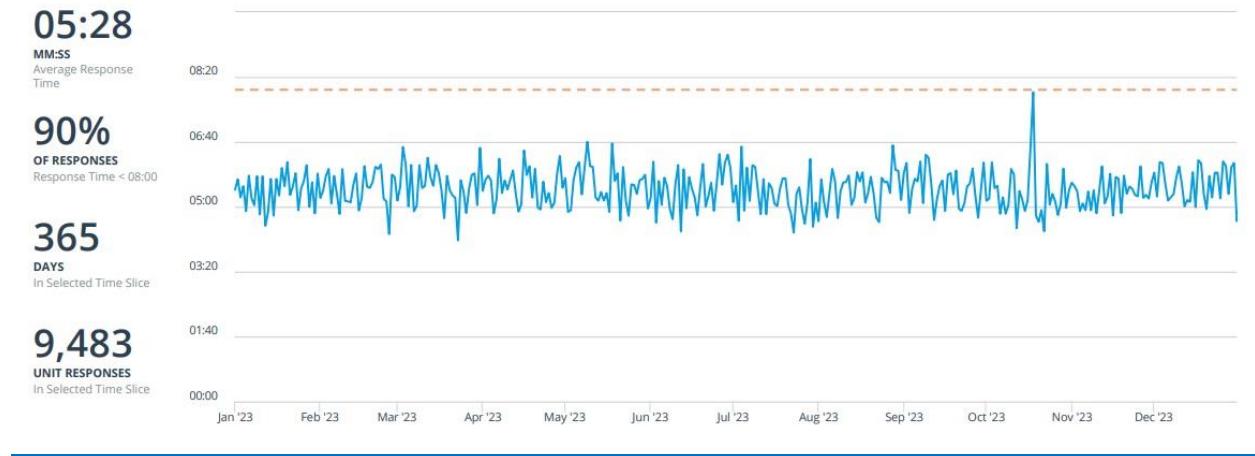
In 2023, The Waterford Regional Fire Department had a total of 5,604 transports to local Emergency Departments. This was a 2.3% increase from 2022.

- 74% of the EMS calls in Waterford and Lake Angelus resulted in transport to an Emergency Department.
  - Waterford Regional Fire Department does not provide transporting EMS in the City of Pontiac.
- 3,310 Transports to Saint Joseph Mercy- Oakland
  - 59% of total transports
- 1,623 Transports to McLaren-Oakland
  - 29% of total transports

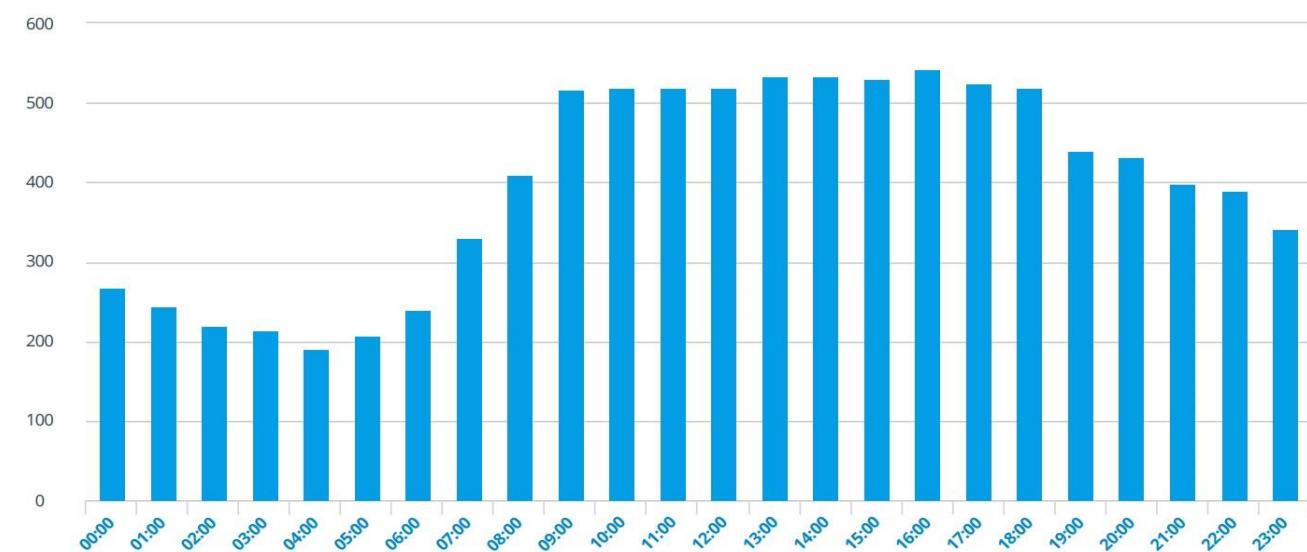


## Average Response Time

In 2023, the average response time to Emergency Medical Service incidents was 05:28



## Calls By Time of Day



The busiest time of day for the Waterford Regional Fire Department continues to be between 9am and 6pm.

## Personnel

All members of the Waterford Regional Fire Department are licensed through the Michigan Department of Human and Health Services (MDHHS).

- 92 Paramedics
- 16 Emergency Medical Technicians
- 2 Medical First Responders

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

## OAKWAY MCI Training

Each year, a different Fire Department in OAKWAY is responsible for organizing the annual Mass Casualty Incident (MCI) training. In 2023, The Waterford Regional Fire Department was given the responsibility of planning this event. Throughout 2023, the MCI committee planned and hosted several training sessions leading up to the exercise.

The MCI training event was held in September at Oakland Community College- Auburn Hills Campus. The site was a centralized location for the 14 different Fire/Police/EMS agencies that participated. The scenario was an opportunity for First Responders to respond to the threat of an active shooter on a college campus with multiple casualties. Police agencies practiced in securing the scene while Fire/EMS were given the opportunity to practice managing a Mass Casualty Incident.

## Training

In 2023, the Waterford Regional Fire Department continued using Vector Training Solutions to make EMS Continuing Education more readily available. Vector Solutions has over 200 accredited EMS training videos available to all 110 EMS licensed personnel. EMS Continuing Education requirements are set forth by the Michigan Department of Health and Human Services. State of Michigan Paramedics are required to have 45 continuing education credits every three years, Emergency Medical Technicians are required to have 30 and Emergency Medical First Responders are required 15.

Other in person continuing education in 2023 included:

- Stroke identification/treatment (OCMCA Education Initiative)
- Protocol review.
- Treatment of Myocardial Infarction
- Pediatric Medication Administration
- Evidentiary Blood Draw
- Treatment and Transport of Trauma Patients
- Mass Casualty Incidents
- Hospice Patients
- Documentation
- Treatment of Anaphylaxis
- Treatment of patients in Cardiac Arrest

## Waterford EMS Academy

- In 2023, the Waterford EMS Academy did not hold any Basic EMT or Paramedic classes.
- 18 Public CPR-Heart Saver classes were held in 2023. From the 14 classes, 129 people were certified in American Heart Association CPR
- 9 Public First aid classes were held in 2023. From the 9 classes, 37 people were certified in American Heart Association First Aid

- 14 Public Basic Life Support classes were held in 2023. From the 14 classes, 82 people from the public and 109 Waterford Regional Firefighters were certified in American Heart Association Basic Life Support
- 21 members from the Waterford CERT team were training in CPR.
- 14 employees from Waterford Township Town Hall were trained in CPR.
- 18 employees from Pontiac City Hall were trained in CPR.



## New Equipment

In 2023, the Waterford Regional Fire Department took delivery of 6 new LIFEPAK15 Cardiac Heart Monitors and 6 new Stryker Pro-Pro2 Powered Ambulance cots.

The LIFEPAK 15 is equipped with EKG, blood pressure, oxygen, and carbon dioxide monitoring technology. The LIFEPAK 15 is programmed with an industry leading EKG Analysis Program and ST-Segment trend monitoring. The LIFEPAK 15 is also equipped with Bluetooth technology, allowing information to be transported directly into a patient's Electronic Patient Care Record



The Stryker Power-Pro 2 Powered Ambulance cot is almost 30lbs lighter than the original Power-Pro cot and has a lift capability of 700 pounds with the push of a single button, drastically reducing the risk of lifting injury to EMS personnel. The updated Power-Pro 2 has increased maneuverability and can navigate through tighter quarters with a new retractable foot section.



## Summary

Each year, The Waterford Regional Fire Department continues to see an increase in calls for Emergency Medical Services. It is the goal of the Waterford Regional Fire Department to continue to provide the highest quality of EMS to the citizens of Waterford, Pontiac, and Lake Angelus. The new equipment and training received in 2023 will help assure the Waterford Regional Fire Department continues to be one of the most progressive, best equipped, best trained, and technologically advanced fire departments in the State of Michigan.



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



### Radio and Communications Division

### 2023 Annual Report

In 2023, the Waterford Regional Fire Department used 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](#), 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	140	0
P25 consolette ‘bases’	2	0
P25 control stations	9	0
VHF Portables	23	0
VHF Mobiles	11	4
VHF Base Stations	3	1
VHF Control station	2	1

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 pair of private phone lines 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 talkgroups and channels - departmental and shared. This allows for interoperability with other agencies such as our [OAKWAY](#) mutual aid partners for larger scale incidents.

Radio Division staff includes Chris Petres, Lt. Erin Wilson, and Michael Moshier.

### **Notable Accomplishments in Radio Division**

Oakland County is currently in the process of replacing the OpenSky radio system which is end-of-life. 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 at 95% with the same conditions. Coverage should extend 3 miles beyond the county's borders. The estimated lifespan of this system is 15 years.

Radios to be used are the [Motorola APX series APX6000XE portable and APX6500 mobile](#). Motorola was chosen as the vendor for ease of interoperability with the rest of the state / [MPSCS](#). This project has seen delays. Staff assisted with grid testing and in-building coverage tests in early summer. Portable radios were deployed in May. End-user training also began in May; the radio division conducted 12 separate half-day sessions for training all department staff. WTPD dispatch equipment was upgraded, and the department began using the new system on December 11. Mobile installation occurred

simultaneously with dispatch cutover and continued through the rest of the month. FDHQ was used as a regional installation site for mobiles.

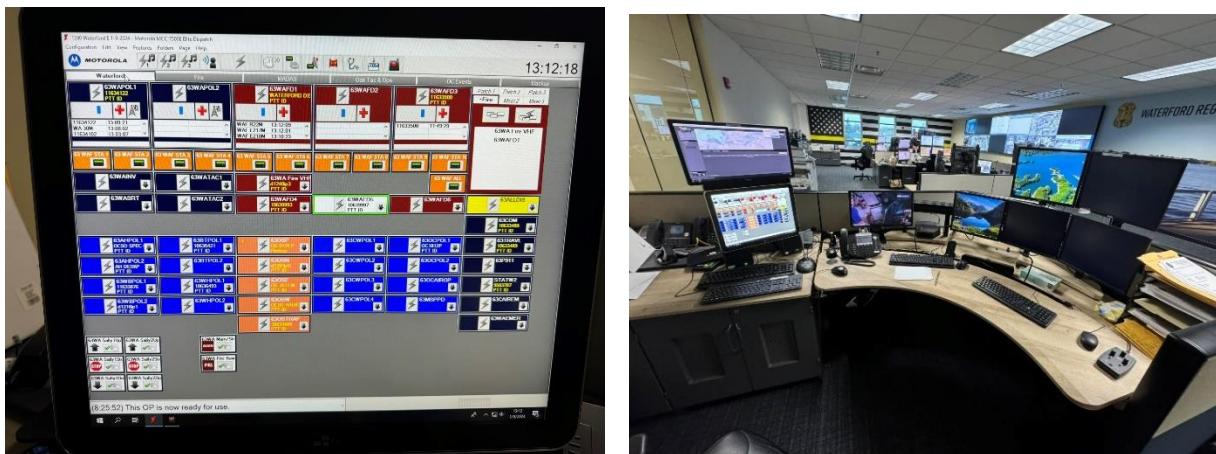
Crews assisted the vendor with control station installations at each fire station. Staff re-configured existing and installed new equipment at FDHQ during the conversion.



We saw significant hours devoted to planning, installation, training, and testing of the new P25 system. Staff have been and remain in constant communication with the project team and radio shop advocating for the Department's needs. Staff enlisted additional department personnel for assistance with assembling, cataloging, updating, and deployment of new equipment.

Staff have been beta testing a new pre-production product for possible use in station alerting for use with the P25 radio system.

We have stopped using the OpenSky radios in daily operations. They remain available for mutual aid with agencies who have not switched yet. Once the county-wide project is finalized, equipment will be collected and brought back to the county.



An ISO audit kept staff busy with documentation and making system alterations for additional credits.

The radio division was in contact with AT&T / FirstNet to work on improving coverage inside our stations. Some stations feature construction that creates a challenging environment for coverage. AT&T installed equipment in these locations to enhance network coverage at no cost to the department.

Repair and maintenance activities are a never-ending job. These tasks typically include replacement or repair of damaged radios, lapel speaker/microphones, antennas, belt clips, batteries, station alert systems, and other miscellaneous parts. Preventative maintenance activities and repairs were down in 2023 as some non-emergency work was deferred due to system replacement activities.

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

All portable radio batteries are tested / conditioned to ensure acceptable runtime and performance. Batteries deemed substandard, too old, or showing questionable performance are replaced.

Radio division staff attended 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; however, it has not met in quite some time. Staff worked with Oakland County Radio shop to advance the future of fire alerting / toning in the county, and advocate for the department's needs.

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

The lingering fallout from COVID-19 continues to bring many challenges. Supply chain disruption slowed the progress of several projects. Some items are seeing backorders well over a year.



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 many UPS units with upgraded models. These included remote monitoring and diagnostic capabilities. In most cases, these units are shared between radio and IT gear to reduce and share purchase and maintenance costs. The division monitors these 24/7 for alarms and fault conditions. Additional units were replaced this year due to age and failures. Many units were refurbished with new batteries to extend life.

A work order / ticketing system was needed to track status of repairs and projects. After collaborating with IT, we now share the same ticketing system.

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, state EMS inspectors often check the operation of this system from our rigs. The division has assisted hospitals in troubleshooting and repairs 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 works closely with IT and has trained them 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.



**A dispatcher's OpenSky radio console.**

Users can select between main and standby base stations with simple on-

In 2021 a radio failure due to a lightning strike reinforced the need for backup systems. The radio division worked with PD/dispatch to add backup control telephone lines between

their consoles and our base stations. This provides a fully redundant 'always on' backup and eliminates a manual switching system which was identified as a predictable point of failure. The county radio shop was supportive and modified system settings to achieve this with existing hardware.

As the OpenSky system aged, we saw an increase in repair and labor. Harris officially stopped supporting our radio's in 2017. We worked with the county to keep our fleet operational. Used radios have been obtained from online sources to reduce the costs of parts / repairs. System re-design by Oakland County to reduce on-going system backhaul connectivity costs caused many technical communication difficulties and system reliability concerns, especially in southern Pontiac. It was decided to take the offending sites off air and let neighboring sites service the area.

## 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 the hassle associated with unexpected failures. *Since the inception of the program there has been a significant reduction in downtime and equipment failures of station alerting.* Quarterly inspection and testing are 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

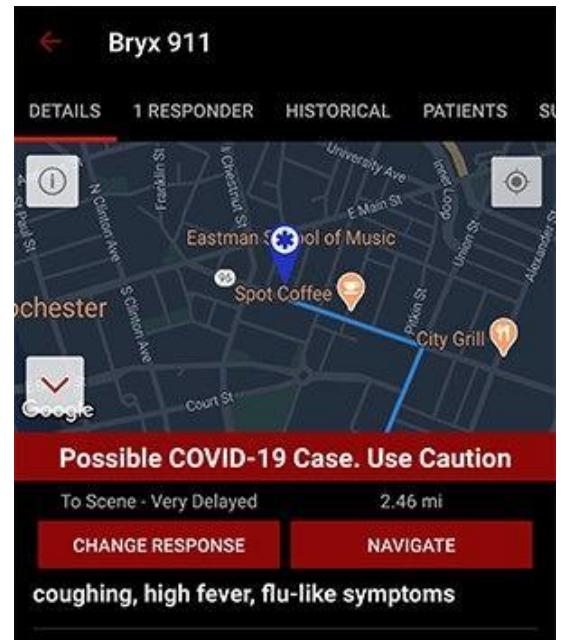


The division offers [FirstNet](#), the new public safety wireless broadband system to members. The system provides priority voice and data service to first responders ensuring reliable communications in cases of network congestion, such as large special events or disasters. We have offered subscriber-paid plans to employees, several have joined.

Radio division administers the [Bryx911](#) system. It includes all dispatch information, GPS mapping and routing, hydrant information, real-time apparatus locations and radio audio streaming.

This app is available on all department iPads, PCs, and available to all department staff on their devices.

Fire stations and dispatch have fixed display



While most P25 hardware has been deployed, we are finding alterations and adjustments need to be made. Fleet maps will require updating as the project nears completion; existing information has become outdated as delays were encountered.

Many stations have substandard antenna systems for station alerting equipment. Vendors were contacted to propose a solution. Emphasis has been placed on compatibility now and into the future. Radio division completed remediation at two stations by mid-2023. Installation at the other stations is ongoing.



Staff were directed to investigate the feasibility of procuring full-featured station alerting systems, with an emphasis on 'heart-saver' features such as ramped tones and lighting. Staff have had conversations with a few possible vendors. Currently, costs for these packages are prohibitive.

New VHF radios for the rescues were ordered in 2022 and remain on backorder. These radios will replace existing EMS-to-hospital HEAR/HERN radios that are an estimated 20+ years old and no longer supported. These radios are state mandated for life support vehicles.

There are some educational conferences / 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.

### Plans and Goals

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. This is estimated at \$200 per unit. This is less than half the cost of a new unit. Some refurbishments occurred in 2023, but more will need to be serviced.

Many stations contain aging audio systems for station alerting. Audio amplifiers failures are becoming common. In many stations, the speaker system wiring has been modified or expanded over the years. The original wiring is 50-60+ years old and the workmanship of these alterations is less than desirable. The old wiring and installations are prone to interference from modern devices, a common complaint by department staff. These systems should be replaced.

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. Replacement batteries are estimated at \$140 each; we will have about 200 units. Division estimates replacements will be needed every 2-4 years.

The department should look to fund station alert system upgrades. Radio division recommends Bryx due to system compatibility, user familiarity, and interoperability. Many area departments use this system. Support has been helpful and the easiest to work with of all vendors. The vendor also has local support staff and warehouse. Bryx offers two pricing models: purchase with maintenance agreement or an all-inclusive system as a service. The purchase price is estimated at \$225,000 with \$27,000 in yearly maintenance or System as a Service is estimated at \$54,000 yearly. This may be an excellent candidate for a grant.



Faulty UPS batteries found during preventative maintenance.

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

In-station CAD display boards need updating. Many of the monitors across the department are non-operational. As we switched from an old text-only homemade display system to the new Bryx system, many of the old monitors are not capable of displaying the full-HD video signal required by modern technology. Some locations will also require new ethernet cabling, display adaptors, and distribution amplifiers as the legacy cabling is obsolete. Our current Bryx boards are a subscription service; this is currently under-utilized due to the age and status of the existing equipment. We should pursue a sign adaptor solution to generate the video signal and avoid a PC-based solution to minimize maintenance needs.

Many stations still lack a robust, comprehensive Wi-Fi solution. Many locations still rely on a hodge-podge of household routers. This needs to be improved for future equipment upgrades. We have new radios coming that will require it, among other department equipment like Knox boxes, cardiac monitors, cot's, and associated cot power loaders.

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. This could be done in phases to spread the cost over a few years.

While the additional staff added to the division had helped tremendously with the workload associated with new system deployment, the department should look to strengthen the division with additional staff to help during times of vacation, sick time, scheduling conflicts, and succession planning. An on-call rotation may help to spread the after-hours workload.

## **Fire Gear –Captain Eric Steinhebel**



The WRFD has 173 sets of firefighting turnout gear in service. There are also 10 new & slightly used different size coats and 9 slightly used pants in inventory stored in the loft at Station 1. 6 Sets of front-line gear were retired in 2023 due to reaching its expiration date. In 2023, We purchased and put in service 20 sets of new Turnout gear to replace expiring gear at a cost of \$ 2,455.83 a set.

In 2023, 73 of our 173 sets of front-line gear were inspected and approved for use and all stock gear was inspected as well. We were able to get most of our gear that needed inspection and repair in 2023 done. All the gear can never get done in a year's timeline. This is due to most of our personnel only having 1 set of gear and our work schedule does not allow for this to happen. On average, each set of gear gets inspected and re-certified every 1.5 years which falls in line with the standard. In addition, 14 sets of gear were professionally repaired, cleaned, 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, 20 front line sets of gear will be replaced in 2024. The estimated cost will be \$3,000 per set for new gear ordered in 2024. Additionally, we will need to order an estimated 10 Firefighting Helmets, 30 pairs of Fire Gloves, 25 Firefighting Hoods and 10 pairs of Firefighting Boots in 2024. These numbers are an estimate and are subject to change due to frequency of use or damage. The estimated cost of the above items is \$8,590.

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 20 sets per year, every year for the foreseeable 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 \$60,000 in 2024 with the cost going up an estimated 6% per year after that.

In addition, with urging from the Michigan Professional Firefighters Union, the State of Michigan Department of Labor and Economic Opportunity has set aside 15 million Dollars in the Governors 2024 budget for Full time fire departments in Michigan to apply and request funds for new turnout gear. All full-time departments in Michigan are eligible and encouraged to apply for this funding which would be used to purchase a second set of Turnout Gear for **EVERY** member of our department. This development is part of the Firefighters cancer presumption bill and is in the early stages of development with the application process opening early in 2024. This is an opportunity that we will certainly be pursuing as it would allow us to purchase a set of gear for every member of our department.

Captain Eric Steinhebel



## **Prevention Division – Asst. Chief Wayne Peruski**

The 2023 Fire Prevention Division consists of two Fire Inspector/Lieutenants, Deputy Fire Marshal, and a Fire Marshal. All four employees are certified Fire Investigators and State of Michigan Certified Fire Inspectors. The Fire Marshal and both inspectors 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.

2023 was an extremely busy year for Fire Prevention. 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:**

A Waterford residence can annually obtain a campfire permit by going to our website [Waterford Regional Fire Department – Your One-Stop-Shop for Fire Permits](#). This has simplified our process significantly.

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

The Fire Prevention Division performed 443 fire inspections, processed, and reviewed 171 construction plans for Waterford and 160 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.

### **Special Events**

The Fire Prevention division works with Waterford and Pontiac building and Public Safety divisions to ensure that our community is safe by pre-planning Special events in both communities including on-site inspection.

### **Fire Investigation:**

Fire Prevention Division personnel received 79 Origin and Cause after hours investigations and numerous on duty hours investigations throughout Waterford and Pontiac. This was 4 less than 2022. 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 Inspection Reporting Online (IROL). The contractor submits the report online for a small fee, in which a 3<sup>rd</sup> party reviewer ensures the information is correct before sending it to the Fire Department. 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 through their website.



### **Addresses:**

The Fire Prevention Division assigned 39 addresses in Waterford Township in 2023. 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 174 FOIA requests in 2023. 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.

### **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. 2023, we issued seven permits with standby's, five in Waterford and two in the City of Pontiac

### **Food Truck Inspection Program:**

In 2023 the Fire Prevention Division continued inspecting food trucks. This is a very important task and has been extremely successful. Food trucks pose a risk to the public and employees as they carry LP and cooking devices. There have been incidents throughout the nation where issues have injured patrons and employees.

## Fire Prevention Education

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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.



## **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 which 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 we serve. There are three main categories in 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**



**101 Poplar, Pontiac**



**1092 Scott Lake Rd., Waterford**



**1159 Shady Lane, Pontiac**



**1046 Princeton, Waterford**

## **2023 GOALS**

In 2023 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, pump operator, vehicle extrication, continuing education for leadership, and emphasis on meeting state, federal, and ISO standards.

## **SUCCESSES**

We had great success in meeting many of the stated goals. Key successes include instructor development, apparatus checks/inspections, rapid intervention, and the implementation of the officer succession program. 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, continued development of our leaders continues to be of major importance. Incident command of all types were addressed during the year. Our response areas have many types of occupancies and potential life hazards. Our command staff and firefighters need the tools and confidence to handle every type of incident we may be faced with handling.

Our annual training also focused on maintaining and improving practical skills. The primary areas we focused on were emergency scene safety and fireground applications such as rapid intervention. The OAKWAY mutual aid group was a big part of this. We were able to use SFD's new training tower on a couple occasions. We also used the BTFD training grounds on Golf Drive. Using these facilities has helped us keep up our skills.

## **CHALLENGES**

A challenge we face each year is to continue adapting to new training requirements and Vector/Target Solutions has been a big help in attaining training goals which were more difficult to achieve in the past. Vector Solutions has improved our training documentation with new hires. A minimum of 240 hours of training is required by MI Part 74, which is now more easily documented. Additionally, ISO requires 60 hours of new driver training to maximize the training credit. New drivers can now realize their progress toward training goals and continue to document their driving time until they maximize the requirement.

## **EFFECTIVENESS**

The true effectiveness of our training is measured by our performance during emergency responses. 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 have 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=226 hours
2. Hazmat=232 hours
3. Fire=7026.7 hours

Ultimately our goal is to maintain high levels of professionalism and safety during emergency responses. 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 is improved 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. This year we had six students from the area participate in our program. Each year we welcome cadets from schools all over Michigan, however, most are local Waterford or Oakland Technical Center students. The program is focused on providing 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 of 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. Each semester their performance is reviewed 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 by WRFD. It is our goal to continue to provide young adults with an opportunity to explore the emergency services profession.



**Fire Cadet Kevin Ensley**



**Fire Cadet Macie Moscovic**

## **2023 TRAINING TOPICS**

- Accountability System
- After Action Reviews
- Battery Electric Vehicles
- Boat/Water Rescue
- Building pre-plans
- Driver/Operator
- Emergency Scene Safety
- Engine Company Drills
- Fire Attack Modes
- Fire Hose
- Forcible Entry
- Guidelines
- Hazardous Materials
- High Rise with OAKWAY
- Incident Command
- P25 Radios
- Policies
- Portable Fire Extinguishers
- Rapid Intervention Teams
- Succession Program



**Pump Operator Training is a High Priority**

## **2024 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.

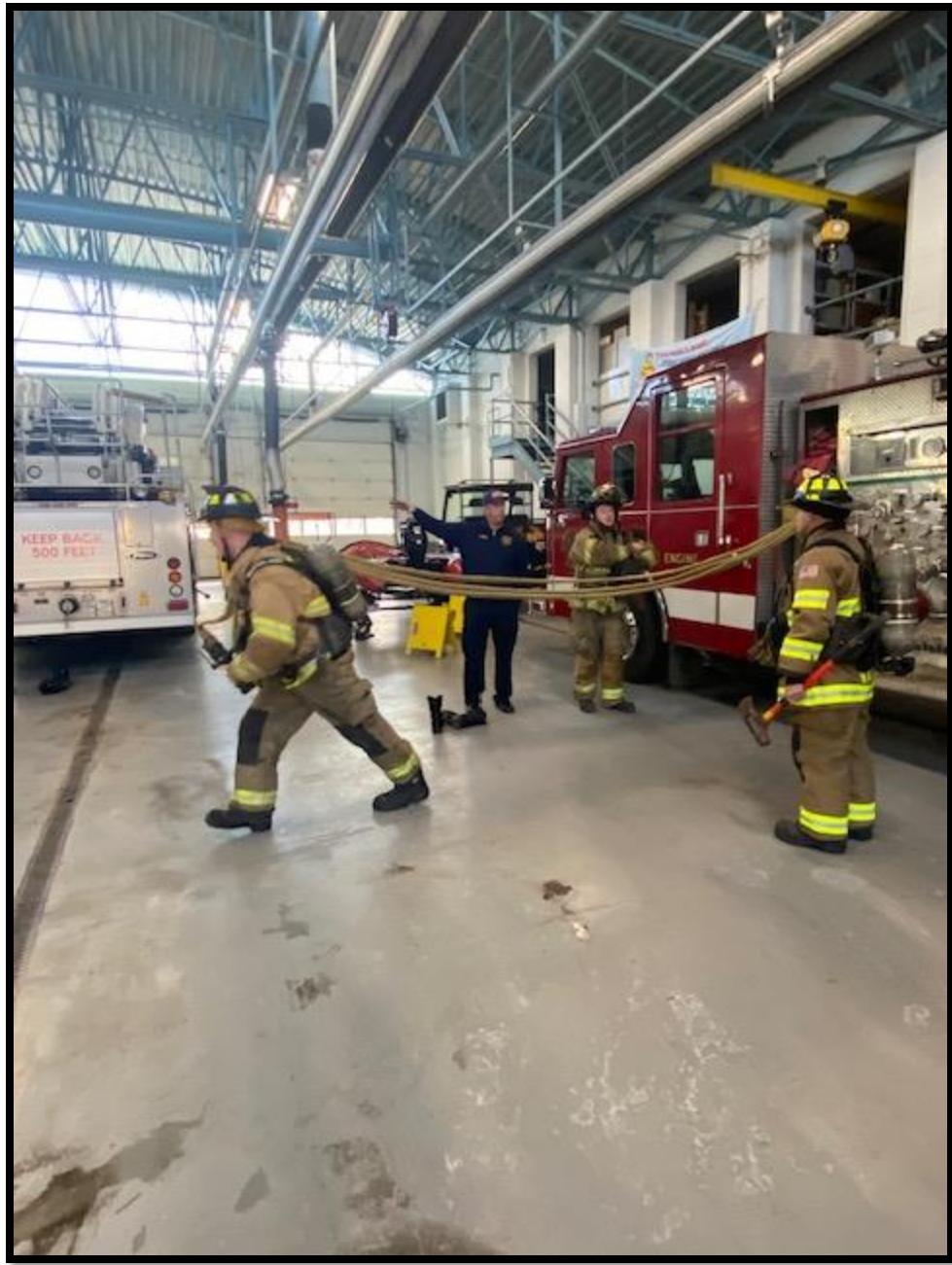
## **2024 PROJECTED TRAINING TOPICS**

- Air Management
- Boat/Water Rescue
- Building Construction
- Driver Training
- Engine Company Drills
- EV Fires
- Extrication
- Fire Behavior
- Fire Hose
- Fire Reports
- Fire Strategies/Tactics
- Hazmat
- Instructor Development
- LA Pre Plan
- Ladders
- Mapping
- Mutual Aid Response
- Personnel Mana
- Pump Operations
- Squad Equip
- Succession Training

## **Training Images**

### **Annual Driver Training at OCIA**





### **New Hire Training**



**Fire Ops 101 at OCC C.R.E.S.T. Center in Auburn Hills**



### **High Rise Training at Southfield Fire Department**

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## Hazardous Materials Team – **Lieutenant Paul Dallas**

The Waterford Regional Fire Department Hazmat team is responsible for providing life safety, emergency mitigation of hazardous material situations and any other Hazardous situation that the everyday firefighter may not be able to handle alone. 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 used to be comprised of 10 Fire Departments going up and down Woodward Ave and rely on mutual aid with each other for large-scale responses. In 2024 there was the addition of Independence Township Fire Department making the OAKWAY mutual aid pact up of 11 Fire Departments now, thus increasing out manpower and capabilities. The first response area for the Waterford Regional Fire Department Hazmat team handles smaller scale incidents on our own. Our 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. Anything larger than a small incident we activate the OAKWAY team for proper mitigation and alerting the proper authorities.

For the year 2023, we have not sent any existing Ops level personnel on the team to technician school. In February of 2024, however, we plan on sending 3 of our Operations level members to Technician school. There will be a school held locally here within OAKWAY in Southfield at their Fire Department Station 5. All existing Technicians have continued to attend all our monthly training courses 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. 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 21-Hazmat Techs, and 7-Op's level members bringing our team to a total of 28-members. We are continuing to evaluate the needs of the team and the levels of training that the personnel are involved.

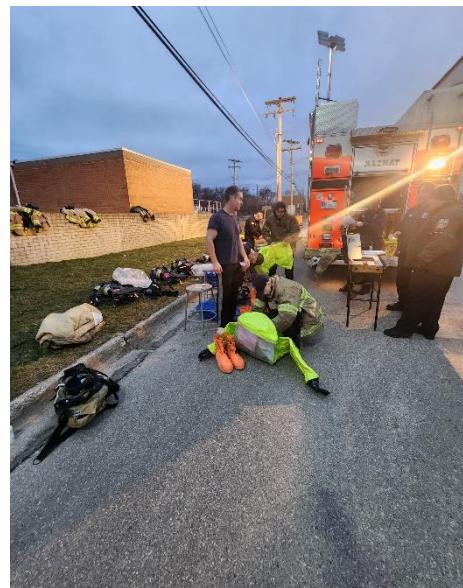
As the team leader I am tasked with scheduling training, motivation, recruitment of members, finding grants, coordinating with the OAKWAY hazmat team leaders, and other related duties.

### **The objectives of the 2024 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 2023

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 training courses.
- 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.
- Get existing Hazmat Ops level members up to Tech level.

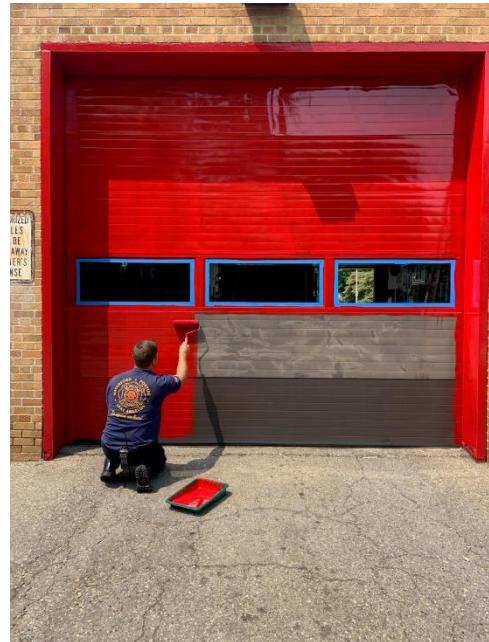


## HAZMAT INCIDENT

## Waterford Regional Fire Department in Action

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Fire Station 9 receives a neighborhood beautification award.



## **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, 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 has proven to be very manageable and diverse. Currently Aladtec is managing our daily schedule including employee information, vacation, sick time, 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.



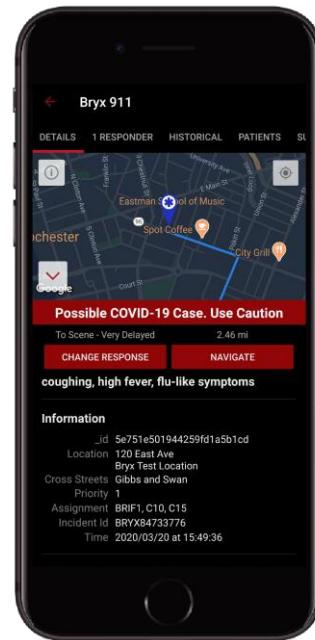
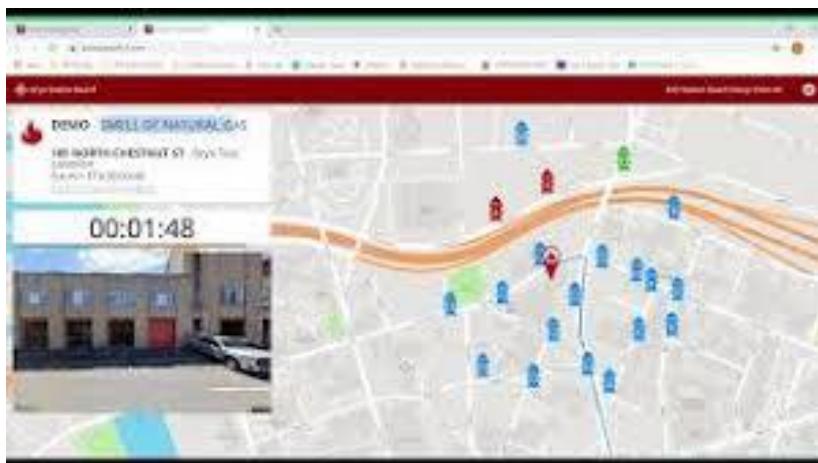
## 2023 accomplishments

- Completed upgrading on all Fire Apparatus's iPads and we have 3 spare iPads. There is still one old iPad in use, and it will be replaced with one of the new spares that is ready to go as soon as any issues are noted or at the next upgrade service cycle.
- Acquired and configured new iPads for the Fire Marshal's Division and the Fire Chief.
- Completed Station 7 wireless access throughout. 1<sup>st</sup> and 2<sup>nd</sup> floors also to the basement training room.
- Added Wireless Access point to Station 4. They now have complete coverage in living quarters and apparatus bays.
- 12/23 Acquired new enterprise managed network switches for all the stations, upgrading the non-managed switches that have been on backorder for over a year. These will be rolled out after configuration and testing at station 7 projected date of the end of February 2024.
- Removed from service the video projector system in the training room at station 7 and replaced with a large screen TV. There are still remnants mounted on the wall and ceiling that will be removed in 2024 when time allows.
- Replaced several PCs with Windows 11 PCs and upgraded other systems from windows 10 to Windows 11. There are a few PCs left to replace or upgrade before October 2024.
- Upgraded several Admin desktop monitors with 32-inch monitors. Along with replacing other admin users 22-inch monitors with 24- and 27-inch monitors.
- Created new Wireless network SSID for “ONLY RADIO SYSTEMS” for the Radio Division. This is only available at Station 1 (FDHQ) until the new switches are deployed at the other locations. This will allow the new apparatus radio systems

dedicated internet access for updates and patches. The Radio Division has programmed this onto many if not all the radio's and verified it is working properly.

- Procured and configured “backup” cell phones for our Rescue Units. Cell phones are required as one of the forms of redundancy for contacting the hospitals if for some reason the radio system is down. This before was accomplished by a separate back up radio system that most hospitals do not even have at this time.
- Completed installation and testing of new Data fiber run from FDHQ to the radio Tower.
- Upgraded the Radio racks with new enterprise network switches for redundancy.

IT continues to maintain and ensure that our BRYX dispatching software is operational and available to our First Responders. BRYX is a platform that is fully integrated with our dispatch center that provides real-time information to our first responders such as Google Maps, incident type, incident times, hydrant location, responder location and history. BRYX also provides us with a status board with real-time information for all calls in our 60 square mile response district.



## SCBA Equipment – Driver/Engineer/Paramedic Kevin Fletcher

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Lt. James Booth 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

Waterford DPW was Fit Tested

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.

Engineer Fletcher attended a three-day Scott Compressor class. This allows us to service the breathing air compressor at fire station 1.

Future Needs:

- Lt. Booth MSA Tech Certification
- Bauer compressor class that will allow us to provide service on station 7's compressor.
- Replacing 3 four gas monitors that were put in service in 2012.
- Department wide replacement of aging SCBA

FEMA Grant Written for in 2022 and was denied. To apply in 2025.

A grant through FEMA was submitted to replace our current 80 Self Contained Breathing Apparatus including additional SCBA air cylinders and mask. The estimated grant total of \$950,000.





## 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 of 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.

For the 2023 year we focused on a couple large ticket items that were divided between a couple of the fire stations. As always, we address small issues daily along with some budgeted projects that are pre-planned.

Fire Station 1- Our emergency alerting system was upgraded along with multiple other radio needs. An RFP went out for a new 24-hour side kitchen and was awarded to Clement Corp. a Waterford based Company; the project will start January 1, 2024. National Restoration completed a full building brick, mortar and sealing of the buildings.

Fire Station 2- New Antenna upgrade for the P25 radio System and emergency alerting system. A new emergency generator was installed to run the entire building. Station 2 is the oldest building and is in desperate need of replacement. There are major structural issues with the building and is not meeting the modern fire department needs. Several plumbing issues were identified and a failing apparatus bay floor was repaired. The Chief has asked in the 2024 budget to move forward with a Phase 1 assessment for the new Fire Station 2 that will be located on the west side of Mason Middle school.

Fire Station 3- New Antenna upgrade for the P25 radio System and emergency alerting system. Fire crews took it upon themselves to paint the exterior doors at the station and some interior painting. The bathroom was divided by a separation wall to accommodate multiple genders.

Fire Station 4- New Antenna upgrade for the P25 radio System and emergency alerting system. A new natural gas emergency generator was installed to run the entire building. Station 4 is another station that I recommend being replaced soon, the station was built in the 70's for one employee to work at, we now operate this station with 2 people and 4 at shift change. The building does not accommodate our department any more from sleeping arrangements to only having the one bathroom. If not replaced an addition to accommodate the updated fire service.

Fire Station 5- New Antenna upgrade for the P25 radio System and emergency alerting system. Fire crews took it upon themselves and worked with Home Depot in White Lake to update the kitchen, cabinets, counter tops, painting, appliances, and plumbing. This project will be finished in early January 2024.

Fire Station 6- New Antenna upgrade for the P25 radio System and emergency alerting system. The Roof is in desperate need of replacement/repair. Appliance upgrades.

Fire Station 7- New Antenna upgrade for the P25 radio System and emergency alerting system. No major repairs were made to station 7 this year. Appliance upgrades.

Fire Station 8- New Antenna upgrade for the P25 radio System and emergency alerting system. Appliance upgrades.

Fire Station 9- New Antenna upgrade for the P25 radio System and emergency alerting system. Firefighter took it upon themselves to paint the exterior and interior of the building. The Roof is in desperate need of replacement/repair. Firefighters are working on a plan to upgrade the Kitchen.

Our current diesel exhaust removal systems in both the Waterford District and the Pontiac District need replacement as the two systems are different and at an age where repairs are difficult to accomplish, and the systems are outdated. The Fire Department will be writing a 2024 FEMA Grant to replace the aging equipment. There is a 10% Match for this type of grant.

## Technical Rescue Team Report

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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 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 maintaining 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 dependent upon for their knowledge and skills to save life.

In 2023, we focused on advancing our member's training and education through formal classes/training, deployments, and continuing education. With the goal of increasing the number of Rescue Specialists (a rescuer trained to Technician level in all disciplines). The WRFD TRT would like to begin planning on how to implement department wide Technical Rescue Training to be provided to its membership as well as department personnel in further preparation for potential incidents that may arise that WRFD would be expected to manage with limited personnel.





**This document is a summary of 2023 and only a glimpse of the amazing things the employees of the WRFD accomplished. We look forward to 2024 and the great things that will be accomplished.**



**“The END”**