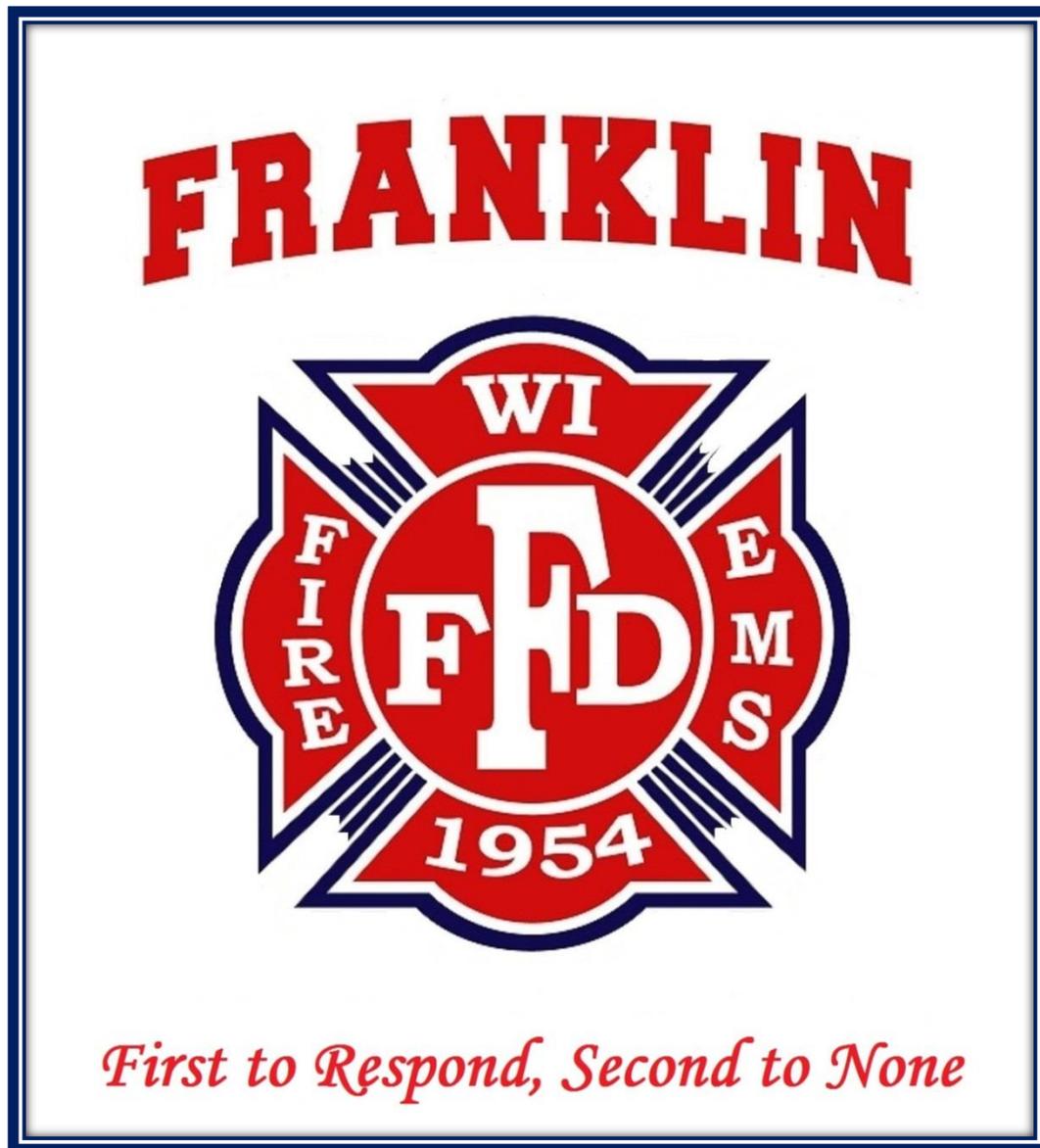


# Franklin Fire Department

## 2019 Annual Report



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**Honorable Mayor Stephen Olson  
Members of the Common Council  
Members of the Police and Fire Commission  
Citizens of Franklin**

2019 was the busiest year on record for the Franklin Fire Department, with over 4,200 total emergency responses; and, as of the writing of this letter, 2020 appears on pace to surpass that total by a significant margin. Call volume has doubled during the two decades from 1999 to 2019; however, fire department staffing levels have not substantially changed since 2001 when Fire Station #2 was constructed and staffed with two personnel.

FFD's staffing remains among the lowest relative to the population that it serves for full-time fire departments in Milwaukee County and of similarly sized municipalities in the area. At the same time, the city is growing rapidly in terms of both commercial and residential development. High-density residential housing, and, in particular, senior residential and assisted care facilities have a direct and significant impact on Emergency Medical Service (EMS) call volume.

In response to this trend, FFD has made deployment adjustments, placing fewer personnel per apparatus in order to place more vehicles in service. This means that more response vehicles are available for back-to-back and simultaneous emergency responses, but also that the personnel which staff them are stretched thin. A 2018 proposal for a staffing referendum lacked community support, and a 2019 revision of the Southern Milwaukee County Fire Service Consolidation study originally compiled by the Public Policy Forum (now named the Wisconsin Policy Forum) in 2012 lacked the widespread political support that would be needed to foster major change. FFD administration is highly supportive of large-scale consolidation of local fire departments, as a mechanism for providing significantly higher quality, seamless and efficient emergency services at less overall cost. FFD Administration will continue to work toward shared solutions to budget and staffing shortfalls.

As an example, many of the training objectives and operational initiatives for 2019 were in anticipation of participating in "Shared Services" beginning in 2020. Shared services is a formal agreement between members for follow common protocols relative to firefighting operations, communications, and command and accountability, that will effectively let member departments function across borders as a single entity. Shared Services differs from the current Mutual Aid Box Alarm System (MABAS) in that member departments commit to send all closest available resources to an emergency incident, rather than only a single apparatus (as in the MABAS model). The stricken community and any neighboring departments that are depleted of resources are then "backfilled" by other participating fire departments from further away. The Shared Services model allows for immediate, cross-border response in order to more quickly and effectively mitigate any emergency, while putting into place back-up resources to handle subsequent calls for service.

All FFD apparatus were renumbered in 2019 in order to comply with shared services accountability standards, so that there are no redundant call signs in the system in order to eliminate confusion of having multiple departments using the same unit designation while communicating on the radio or operating on a fire scene. (e.g., Franklin Fire Department and Milwaukee Fire Department both operated an "Engine 1" and "Truck 2" that could potentially have now operated on the same fire

scene.) Franklin apparatus are now designated as the “11s” (e.g., Engines 111, 112, and 113), and it is expected that nearly all other fire departments in Milwaukee County will be participating in Shared Services by 2021.

Stakeholders expect and deserve the finest service available for the tax dollars they invest toward keeping their community safe. They also deserve accountability and expect creativity in finding solutions to challenges. In 2020, FFD Administration will continue to explore all options for maintaining and improving the provision of Emergency Services to the Franklin’s residents, businesses, and visitors in the most cost-effective and efficient manner possible.

**Respectfully Submitted,**  
*Adam J. Remington,*  
**Fire Chief**



## **Mission:**

The mission of the Franklin Fire Department is *to save lives, prevent harm, and protect property* - by providing a skillful, professional, and compassionate response to any emergency. We will strive to keep the community and each other safe. We will act at all times with *Courage, Honor, and Integrity*.

## **Vision:**

The Franklin Fire Department will be a model for efficient operation and effective response to all emergencies.

- We will work within the community to protect and enhance the lives of our citizens and visitors.
- We will work cooperatively with our partners in other agencies to improve emergency services on a local and regional basis.
- We will employ industry best practices and strive for continuous improvement in all that we do.
- We will lead by example and will be a source of pride and a force for positive change within the community.

## **Statement of Values:**

We value **Respect**. We will at all times display respect for our customers, our peers, and for each other.

We value **Innovation**. We are professional problem-solvers; our creativity and ingenuity are the most important tools that we can wield.

We value **Excellence**, both collectively and individually, and will strive for it in all that we do.

We value **Integrity**. We recognize that our citizens are the reason for our existence, and that the trust the public places in us is hard-earned and easily lost. We will honor that trust by acting at all times with honesty and integrity.

We value **Teamwork** and **Cooperation**. Together we are stronger, smarter, better.

### **Elected Officials:**

<b>Mayor:</b>	Stephen R. Olson
<b>Alderman 1<sup>st</sup> District:</b>	Mark A. Dandrea
<b>Alderman 2<sup>nd</sup> District:</b>	Daniel M. Mayer
<b>Alderman 3<sup>rd</sup> District:</b>	Kristen Wilhelm
<b>Alderman 4<sup>th</sup> District:</b>	Steve F. Taylor
<b>Alderman 5<sup>th</sup> District:</b>	Mike Barber
<b>Alderman 6<sup>th</sup> District:</b>	John R. Nelson

### **Fire and Police Commissioners:**

<b>Chairman:</b>	Robert Donohoo
<b>Vice Chair:</b>	David Lindner
<b>Commissioner:</b>	Kathleen Schnagl
<b>Commissioner:</b>	James Sass
<b>Commissioner:</b>	Ray Lenz

### **2019 Retirements:**

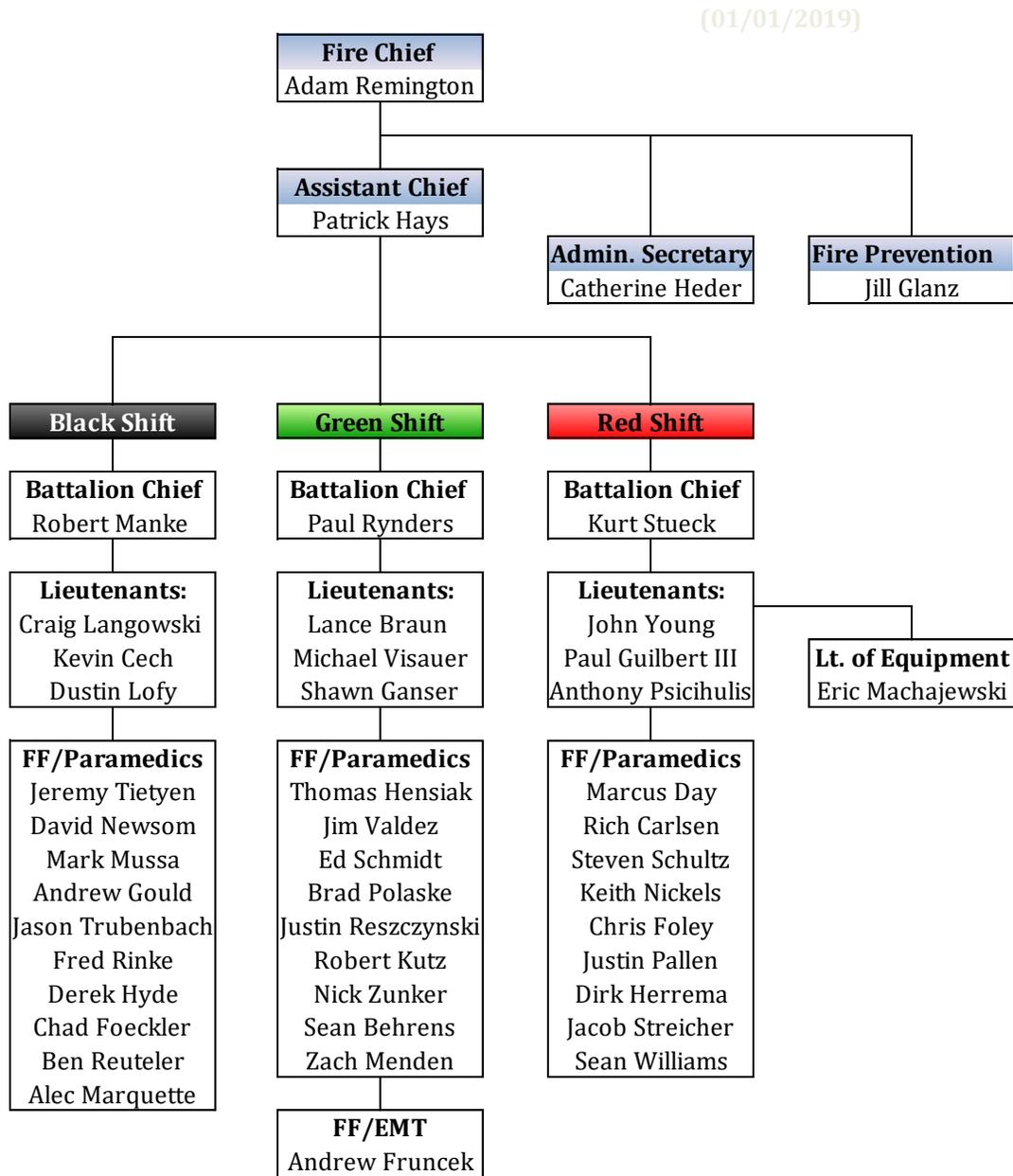
<b>Patrick Hays</b>	Assistant Fire Chief
<b>Craig Langowski</b>	Lieutenant

### **2019 Hirings and Promotions:**

<b>Frederick Rinke</b>	(Promoted) Lieutenant
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## Organization and Staffing

The Department is organized into three platoons or work shifts that work 24-hour duty shifts on a rotating basis. The administrative staff, consisting of the Fire Chief and Assistant Chief, works a 40-hour (M-F) week, but respond after hours to fires and emergency calls as needed. The Community Fire Prevention Specialist is responsible for code enforcement and fire prevention, and also works a 40-hour week. Support staff includes an Administrative Assistant.



## **Apparatus and Personnel Deployment**

The Franklin Fire Department provides advanced (paramedic) and basic emergency medical services, and fire suppression to a resident population of over 35,700, in a geographical area covering 34.5 square miles. FFD has a minimum staffing of 11 personnel on duty per day (24/7), and operates out of three fire stations. Staffing levels and deployment have not changed since 2011. However, FFD has continued to increase the number of personnel trained and licensed at the paramedic level so that even Basic-level EMS patients are evaluated and treated by personnel with the highest-level of training available.

Fire/EMS Organizations are structured in a paramilitary fashion, and operations are predicated upon a “team” response. This structure is scalable based on the size and complexity of the “Call-for-Service” (CFS).

- A “Call-for- Service” is any response; emergent or non-emergent, ranging from service calls and lift-assists, to large structure fires, technical rescues, complex vehicle extrications, or dive/water rescue.
- FFD Personnel are assigned and deployed in teams of two (2).
- Two (2) or more teams respond on each CFS, depending on the incident type and any other complicating factors.

### **Fire Station #1:**

**8901 W. Drexel Ave.**

Fire Station #1 is the department headquarters and busiest fire station. Station #1 is staffed with five personnel on a 24-hour basis and serves the area of the city north of Hilltop Lane and west of S. 68<sup>th</sup> Street. Station #1’s paramedic ambulance (Med-111) also provides primary Advanced Life Support response to the Village of Hales Corners. Med-111 is staffed with two state-certified firefighter/paramedics. Station #1 also houses Engine 111 which is also staffed with two firefighter/paramedics. Engine 111 and Med 111 respond together for most calls for service in Station #1 response area. For structure fires, in this area, Med 111 remains parked and all four personnel respond in Engine 111. The shift commander (Battalion #11) is also responds out of Station #1. The Department’s administrative staff also works out of Station #1. The Department’s Tender (water tanker) is located at Station #1 and responds to fires in the areas of the city that are not serviced by fire hydrants. A reserve (back-up) ambulance, utility (pick-up) truck, and inspector’s SUV are also stored at Station #1.

### **Fire Station #2:**

**9911 S. 60<sup>th</sup> St.**

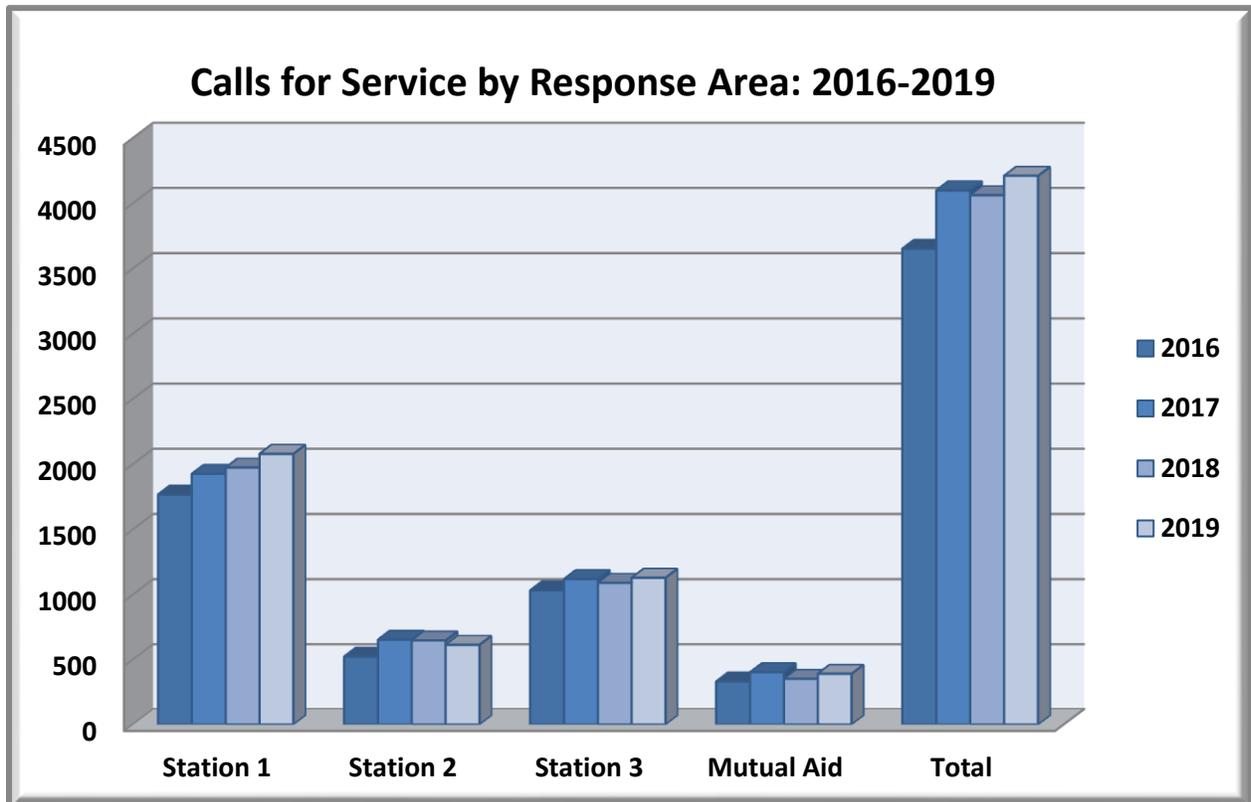
Franklin Station #2’s primary response area includes the majority of the city that lies south of Hilltop Lane (9100 Block South). Fire Station #2 is staffed with two personnel on a 24/7 basis. Both personnel are firefighter/paramedics and they cross staff Med 112 and Engine 112. Since a minimum of four personnel are needed for all fires and most EMS calls, additional personnel from Stations #1 or #3 respond for all calls in Station #2’s area. Truck

112 is located at Station #2, however it is not staffed unless requested to respond to as mutual aid to a fire in a neighboring community. The Department’s brush fire vehicle and Survive-Alive fire education trailer are also located at Station #2.

**Fire Station #3:**

**4755 W. Drexel Ave.**

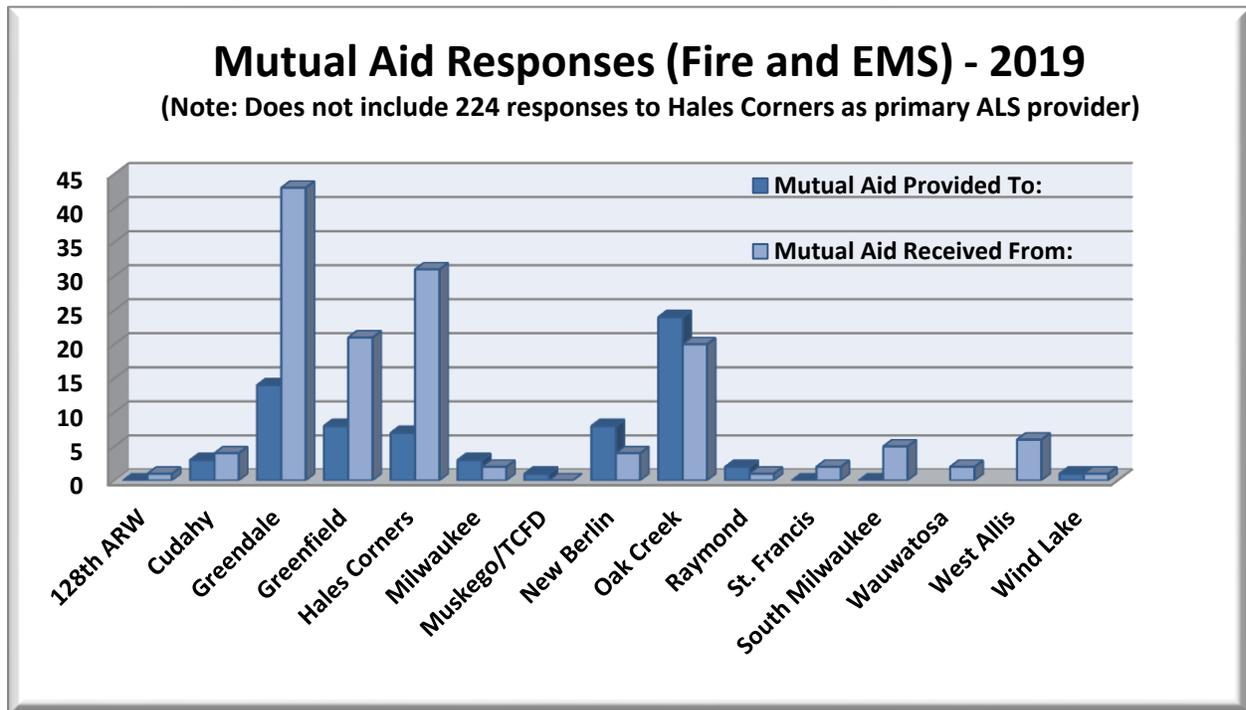
Fire Station #3 serves the portion of the city that is north of Hilltop Lane and east of S. 68<sup>th</sup> Street. Station #3 is staffed with four personnel, with two firefighter/paramedics assigned to Med 113, and a lieutenant and firefighter/paramedic assigned to Engine 113. Engine 113 and Med 113 respond together for the majority of CFSs in Station #3’s area. For a reported structure fire, Med 113 remains in the station, and Engine 113 responds with all four personnel. Fire Station #3 also houses all of the Department’s special and technical rescue equipment, including a dedicated ice and dive-rescue vehicle (Squad 113) and the Department’s technical and trench rescue equipment trailer. There is a utility (pick-up) truck that is dedicated to pull the TRT trailer, and also outfitted for off-road responses recreational trails.



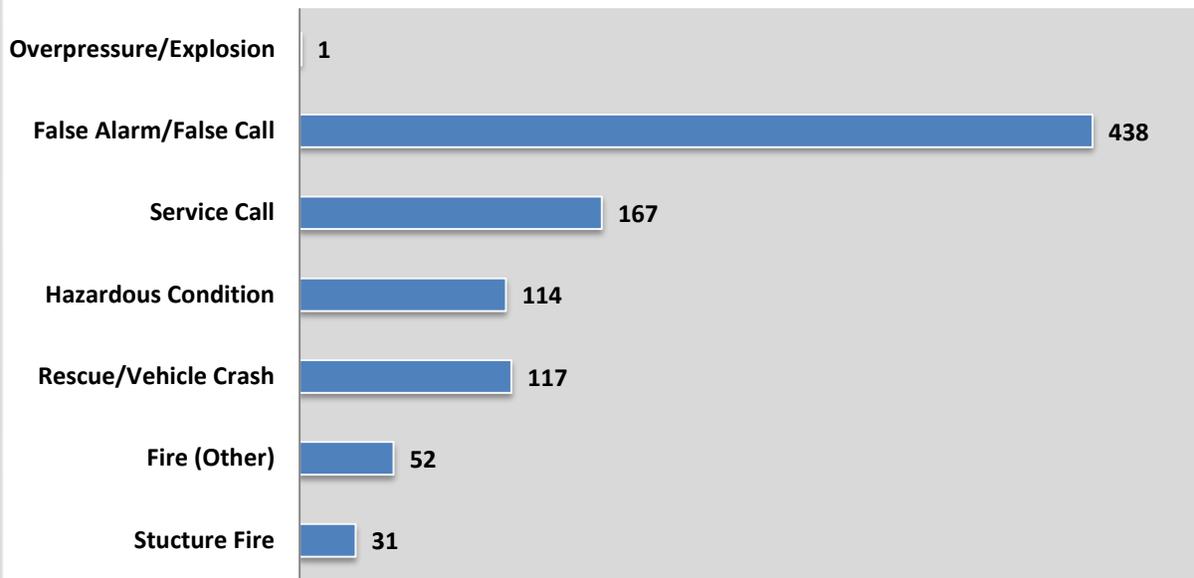


## Mutual Aid Box Alarm System (MABAS)

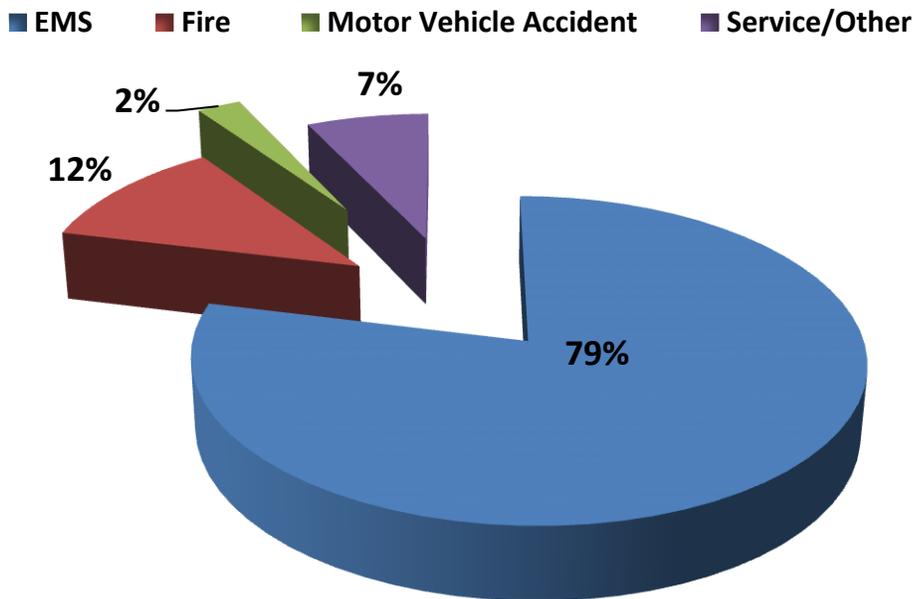
The Franklin Fire Department continues to work cooperatively with other agencies throughout the county, region, and State as part of the Mutual Aid Box Alarm System (MABAS). The purpose of MABAS is to increase the speed and efficiency of mutual aid responses for major incidents, and to improve interoperability of fire departments area wide. MABAS bylaws define common radio frequencies and common terminology, as well as minimum requirements for fire company personnel and apparatus. Participating departments agree to send pre-determined apparatus if requested by the stricken community. These assets are placed on a MABAS Box Alarm “card” which designates which units respond at a given alarm level. Typically, closer companies are designated to respond first, with resources from greater distances being called in as the alarm level escalates. MABAS agreements not only cover large fire alarm responses, but also may include technical rescue, mass casualty incidents, hazardous materials responses, and natural disasters. A larger incident may require inter-divisional “strike teams” to assemble and respond to an emergency in a MABAS division that may be several counties away.

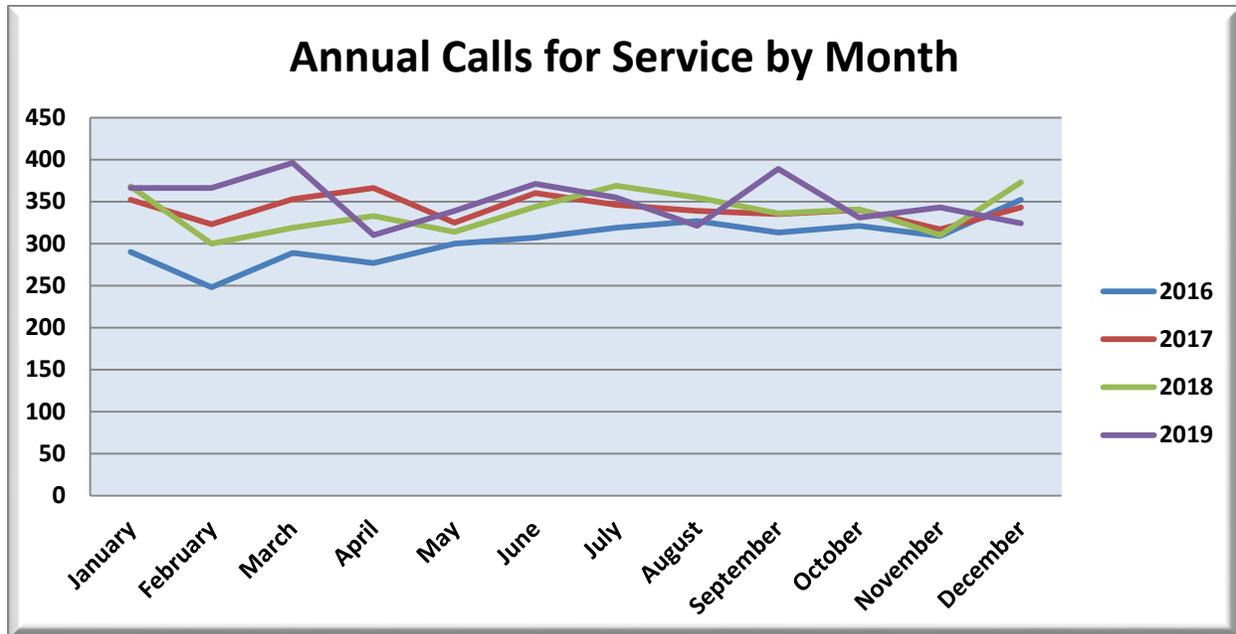


### Non-EMS Service Activity - 2019



### Total Activity by Response Type - 2019





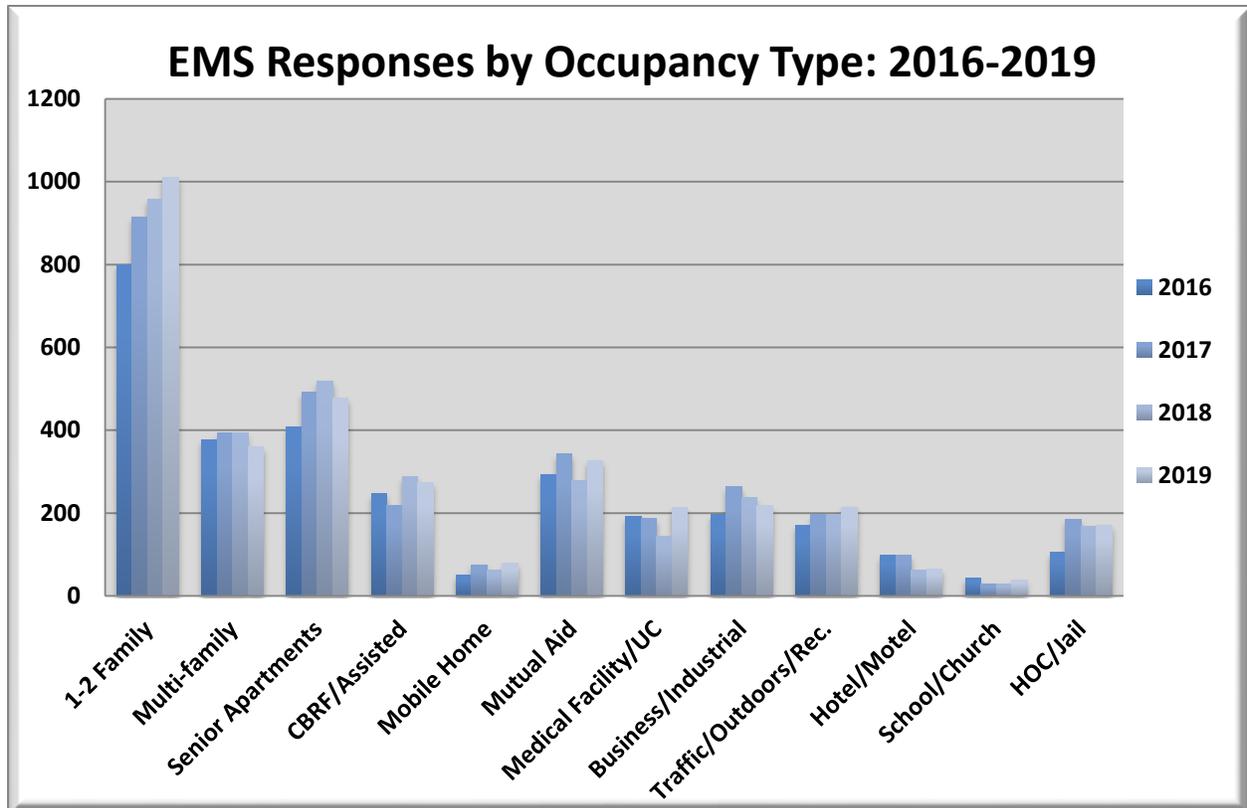
## **Bureau of Emergency Medical Services**

The Franklin Fire Department participates in a County-wide EMS system that provides consistency of medical direction, quality control, continuing education, and access to emergency medical services to all Milwaukee County residents. (More on the Milwaukee County EMS System can be found at: <https://county.milwaukee.gov/EN/Office-of-Emergency-Management/EMS> ). The Department prides itself on the high quality EMS care that it provides to the residents of the community, throughout the county, and wherever requested in surrounding communities.

In 2019, EMS-related responses accounted for 3,319 of the Franklin Fire Department’s 4,211 total Calls for Service. This approximate 80% EMS to 20% Fire reponse ratio is typical for fire departments that provide both Fire and EMS responses. The Department provides Advanced-level (paramedic) care and transport.

Operationally, the Department provides services through three front line ambulances, each staffed with two full-practice paramedics that evaluate, treat, and transport patients regardless of the level of care that the patient requires. They are each capable of handling any EMS call, from a simple “lift assist” of a fall victim, to a critical trauma or cardiac arrest call. The two engines are also staffed with two paramedics and are equipped to be able to provide paramedic-level evaluation and treatment.

FFD also provides primary Advanced Life Support (paramedic services) to the residents and visitors to the village of Hales Corners. In 2019, ALS service to Hales Corners accounted for 224 Calls for Service.



## **Bureau of Training and Operations**

The Bureau of Training is primarily responsible for ensuring that fire department personnel are prepared to effectively deliver essential services to the citizens and visitors of Franklin. Each shift is assigned three Lieutenants who each have their own area of expertise. These Lieutenants, along with the Assistant Chief, work to keep all fire department members current in the technology and information related to the science of fire suppression and delivery of emergency medical care by maintaining fundamental skills and developing new ones through consistent, realistic and practical training sessions.

There are several organizations and standards that influence the training that is delivered to fire department personnel. Among them are Wisconsin Department of Safety and Professional Services, National Fire Protection Association (NFPA) standards, Insurance Service Office (ISO) recommendations, Cities and Villages Mutual Insurance Company (CVMIC) recommendations, and Commission Fire Accreditation International (CFAI) requirements.

In 2019 FFD conducted dozens of fundamental drills and trainings to maintain proficiency with basic functions of fire operations and emergency medical care. In addition to fundamental skills additional focused trainings were conducted in the areas of rapid intervention for firefighter

rescue, rescue task force (RTF) operations for incidents involving an active shooter, ice/cold water surface rescues, ventilation and its effects to fire flow paths, and cancer reduction efforts.

As part of the Milwaukee County Training Officers Association, the Assistant Chief is involved with standardizing training throughout Milwaukee County and completing Standard Operating Guidelines that can be followed when working with any fire department in Milwaukee County. Beginning in 2018 the MCTOA began the tremendous task of establishing common baseline tactics and procedures for fire operations within Milwaukee County. These established standards allow fire companies from differing departments to operate seamlessly and effectively while maintaining operational objectives, communication and firefighter safety. During 2019, the MCTOA focused on implementing the standardized Standard Operating Procedures (SOPs) and tactics. Fire companies from across the county reported to a common training site for joint trainings. Nearly all departments have now also standardized the number of personnel and types of resources at each alarm level, which together with shared SOPs allows for a more robust and seamless cross-border (Shared Services) emergency responses.

FFD continues to run a Reserve Officer Program. The curriculum for this program is divided in two sections and is designed to educate and enhance the knowledge of firefighters seeking promotion to the rank of Lieutenant. Completion of this program is required to apply for Lieutenants exams. Participation in the ROP is voluntary and there are no set timelines. Participants can progress through the program at a pace they are comfortable with.

### **Special Operations-Technical Rescue Team**

The Technical Rescue Team (TRT) responds to special rescue incidents that require highly skilled and equipped firefighters. Statistically six of every ten deaths involved with technical rescues are would-be rescuers. These would-be rescuers include on site employees and Fire Department personnel.

The FFD Rescue team has a personnel roster of 16 firefighters trained in the areas of high/low angle rescue, trench/excavation rescue and equipment/machinery rescue and confined space rescue. Specialized continuing education ensures that the FFD rescue team is able to adequately respond to and safely mitigate special rescue incidents.

There are no private entities that are able to safely perform rescues in the multiple arenas that the TRT is trained and capable of working under. This unique ability of the TRT makes it an economic and efficient way to provide rescue services without an extensive delay from another agency. The TRT is also tasked as the rescue team for City DPW and Water Utility confined space entries as required by State and Federal regulations.

Having select members of the department trained in specialized rescue lends their expertise and problem solving skills to the daily operations of the Department. These individuals are leaders, and provide resources even on incidents that may not warrant a TRT response. The experience and training that TRT members bring to the Department enhance even routine incidents.

## 2019 Team Accomplishments

- All personnel underwent a comprehensive review of rope rescue skills
- 2 members attended 40 hours of off-site training, provided by a leading educator in the rescue industry
- Continue to improve the skills and confidence of junior membership
- Aging equipment continues to be replaced.

## Short Term and Immediate Goals

- Provide a reliable, dedicated and properly equipped Technical Rescue Team for the City
- Continue joint trainings with other communities in MABAS Div. 107.
- Complete training new members to the technician level for trench/excavation rescue

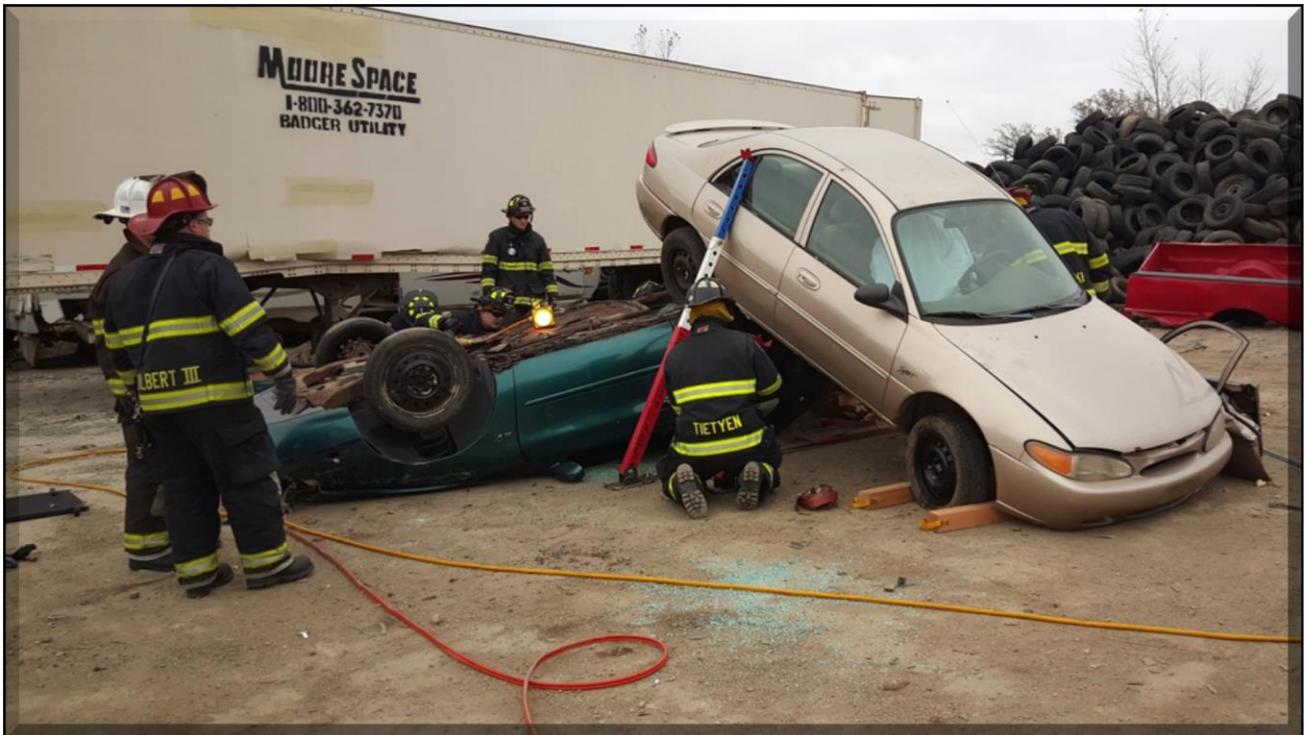
## Long Term Goals

- Maintain funding for continued education courses and trainings for team members.
- Increase the frequency and regularity of large scale trainings.

Respectfully Submitted,

*Battalion Chief Paul Rynders,*

**Technical Rescue Team Commander**



## **Special Operations-Dive Rescue Team**

The dive team was established in 2011 and operates out of Fire Station #3. The team is one of only two in Milwaukee County and only a few in the region. During a submersion incident, a victim has a survival window of approximately 30 minutes; and when analyzing real-world drowning incidents, it was realized that most of Franklin was geographically well outside of the ability of any existing team to respond in time to perform an actual rescue rather than a recovery. The team started as a small group of volunteers, and has primarily been funded through grants, and donations of funding and equipment. FFD's dive team has trained with several other agencies, and is capable of responding on a 24/7 basis. Training in 2019 has continued to focus on dry-suit competency, which allows divers to dive later into the year, and in chemically or biologically contaminated bodies of water. Divers trained in local high school pools in addition to local and regional bodies of water.

## **Bureau of Fire Prevention and Education**

The Franklin Fire Department is required by state law (WI SPS Chapter 314) to inspect all public buildings and places of employment at least annually, and in many cases twice per year, in order to identify and correct any fire code violation. This amounts to nearly 3,000 annual fire inspections performed annually. Additionally Chapter 314 requires local fire departments to provide other preventative and educational services in order to promote fire safety in the community. FFD strives to meet these requirements through a variety of fire prevention outreach programs.

Franklin Fire Department personnel visit every elementary school in Franklin – public and private – every year during Fire Prevention Month in October. For the Kindergarten and Day Care age levels, children are taught the ***Firefighter is Your Friend*** (FYF) program. The FYF program is intended to develop a positive relationship with children at an age when they are likely to try to hide from a fire and may be frightened of the firefighters that would be searching for them. Firefighters visit the classrooms to familiarize children with the protective gear and breathing apparatus that firefighters wear, and to emphasize the importance of not hiding from fire, and that firefighters are there to help. FFD firefighters also provide the FYF and other educational programs to all day cares and preschools upon request.

Older children, usually starting at the second grade level, are taught home evacuation drills, utilizing the Survive Alive trailer. At this grade level, the ***“Stay Low and Go”*** and ***“Know Two Ways Out”*** programs are emphasized, and children are encouraged to work with their families to create and practice fire exit drills for their home. Whenever possible the FFD Firefighters also bring fire apparatus, as the engines and truck make a lasting impression on the students.

In 2019, FFD again gave Fire Station tours to multiple Scout groups and other organizations. FFD also routinely participates in public safety awareness events in partnership with Franklin Businesses. FFD again hosted its “Safety Day” open house, and in Franklin Police Department events such as the National Night Out and the FPD Citizen Academy, demonstrating basic first aid and CPR techniques, and demonstrating how firefighters “run a code” in an attempt to resuscitate a cardiac arrest victim. Additionally, Fire Department personnel provide fire extinguisher and CPR training to local businesses.