

Franklin Fire Department Annual Report



2020



TABLE OF CONTENTS

Letter from the Fire Chief.....	3
Mission Statement.....	5
Elected Officials.....	6
Promotions and Retirements.....	6
Organization and Staffing.....	7
Apparatus and Personnel Deployment.....	8
Call for Service Statistics.....	10
Mutual Aid Box Alarm System (MABAS).....	12
Bureau of Emergency Medical Services.....	13
Bureau of Training and Operations.....	16
Dive Squad.....	18
Special Operation/Technical Rescue.....	18
Bureau of Fire Prevention and Education.....	21



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

Like for much of the rest of the State, Nation, and World, 2020 presented significant and unique challenges and hardships to the City of Franklin and the Franklin Fire Department. COVID 19 changed the response practices for EMS providers – likely forever. Yet, times of acute adversity, often foment change on a large scale, and may bring out the best in individuals, organizations, and institutions. Despite early uncertainty and lack of information on the communicability and possible severity of the virus, FFD personnel stepped up to voluntarily work extra shifts in order to staff dedicated COVID-response resources, working side by side with volunteers from other Milwaukee County Fire departments; sharing fire stations, response vehicles, and equipment, in order to provide an effective and proactive regional response to the crisis. All the while adamantly adhering to strict extremely stringent new policies regarding distancing, protective gear, and decontamination; designed to keep each other safe, healthy, and at work in order to be able to continue to provide service to our stakeholders.

Global pandemic notwithstanding, there were several significant “bright spots” in an otherwise very difficult 2020. Examples of these include:

- FFD hired two new Assistant Chiefs, for the first time recruiting from outside the department; bringing in new perspectives, ideas, priorities, and aptitudes.
 - James Mayer was hired as the Assistant Chief of Operations, following more than 20 years with the North Shore Fire Department.
 - Shannon Anthoine was recruited to fill the newly created Assistant Chief of Emergency Medical Services, following more than 10 years with the Racine Fire Department.
- FFD has been planning for several years to upgrade the aging alerting system that notifies personnel of a 911 call. This new state-of-the-art station-specific system was budgeted and installed in 2020. The system is automated and internet-based, and will improve both 911 call processing and response times. (Implementation will be ongoing into 2021).
- FFD was able to demonstrate the ability to meet the response, training, command and communication standards in order to join Milwaukee County Shared Services – a much more robust and effective mutual aid response network than any previous iteration.
- The Insurance Services Office (ISO) conducted its periodic audit of Franklin’s Public Protection Classification (PPC). The PPC rating is an objective assessment of a municipality’s dispatch, water supply infrastructure, and firefighting capacity; and is used as a factor in determining commercial policy premiums. Classification ratings range from one to ten with class one being largely high-functioning metropolitan departments, and class ten being unincorporated rural areas with little infrastructure. FFDs classification improved from a four to a respectable two, (likely in some degree due to consideration of the previous two bullet points).

Despite these positive developments in 2020, the Franklin Fire Department faces significant challenges moving into the future. Most notable is the department's staffing levels, in particular at Fire Station #2. Station #2 is the only fire station in Milwaukee County staffed with full-time minimums of two personnel. Though Station #2 does not receive as many emergency calls as the City's other two fire stations, significant commercial and residential development is occurring within Station #2's service area. Currently, responses in Station #2's area receive additional support from one of the other fire stations; however, as all city fire stations become busier and back-to-back and simultaneous emergency calls become more prevalent, it is imperative that Station #2 is staffed to be able to provide an effective first-due fire response, in addition to providing self-sufficient emergency medical care. While the department and city administration continue actively explore cost-effective staffing strategies such as intern positions, it is likely that additional full-time personnel will need to be hired in order to keep pace with increasing emergency call volume due to ongoing development.

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:

Mayor:	Stephen R. Olson
Alderman 1st District:	Mark A. Dandrea
Alderman 2nd District:	Daniel M. Mayer
Alderman 3rd District:	Kristen Wilhelm
Alderman 4th District:	Shari Hanneman
Alderman 5th District:	Mike Barber
Alderman 6th District:	John R. Nelson

Fire and Police Commissioners:

Chairman:	Robert Donohoo
Commissioner	Ray Lenz
Commissioner:	Kathleen Schnagl
Commissioner:	Francesco Mineo
Commissioner:	James Martins

2020 Retirements & Resignations:

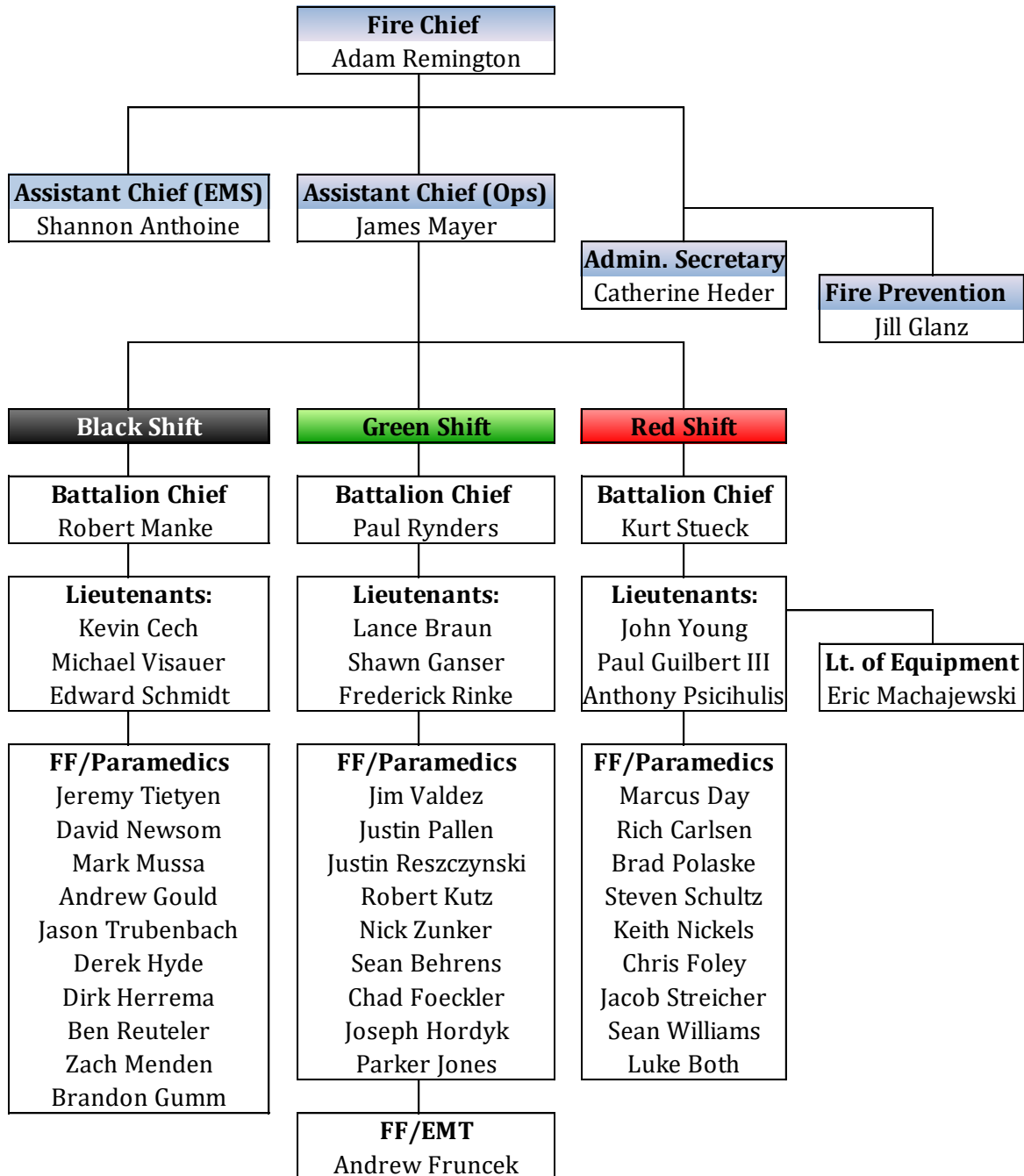
Thomas Hensiak	(Retirement) Firefighter Paramedic
Dustin Lofy	(Resignation) Lieutenant
Alec Marquette	(Resignation) Firefighter/Paramedic

2020 Hirings and Promotions:

James Mayer	(New Hire) Assistant Chief-Operations
Shannon Anthoine	(New Hire) Assistant Chief-EMS
Edward Schmidt	(Promoted) Lieutenant
Joseph Hordyk	(New Hire) Firefighter/Paramedic
Brandon Gumm	(New Hire) Firefighter/Paramedic
Parker Jones	(New Hire) Firefighter/Paramedic
Luke Both	(New Hire) Firefighter/Paramedic

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 two Assistant Chiefs (Operations and EMS), 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. Line staffing levels and deployment have not changed since 2011; however, in 2020 the department was able to add an additional Assistant Chief to assist with the growing technological and educational requirements and administrative burden. 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. 68th 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) also responds out of Station #1. The Department’s ladder truck (Truck 111) is also housed at Station #1; however, it is not staffed unless requested to respond to as mutual aid to a fire in a neighboring community. The administrative staff also works out of Station #1. A reserve (back-up) ambulance, utility (pick-up) truck, and inspector’s SUV are also stored at Station #1.

Fire Station #2:

9911 S. 60th 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,

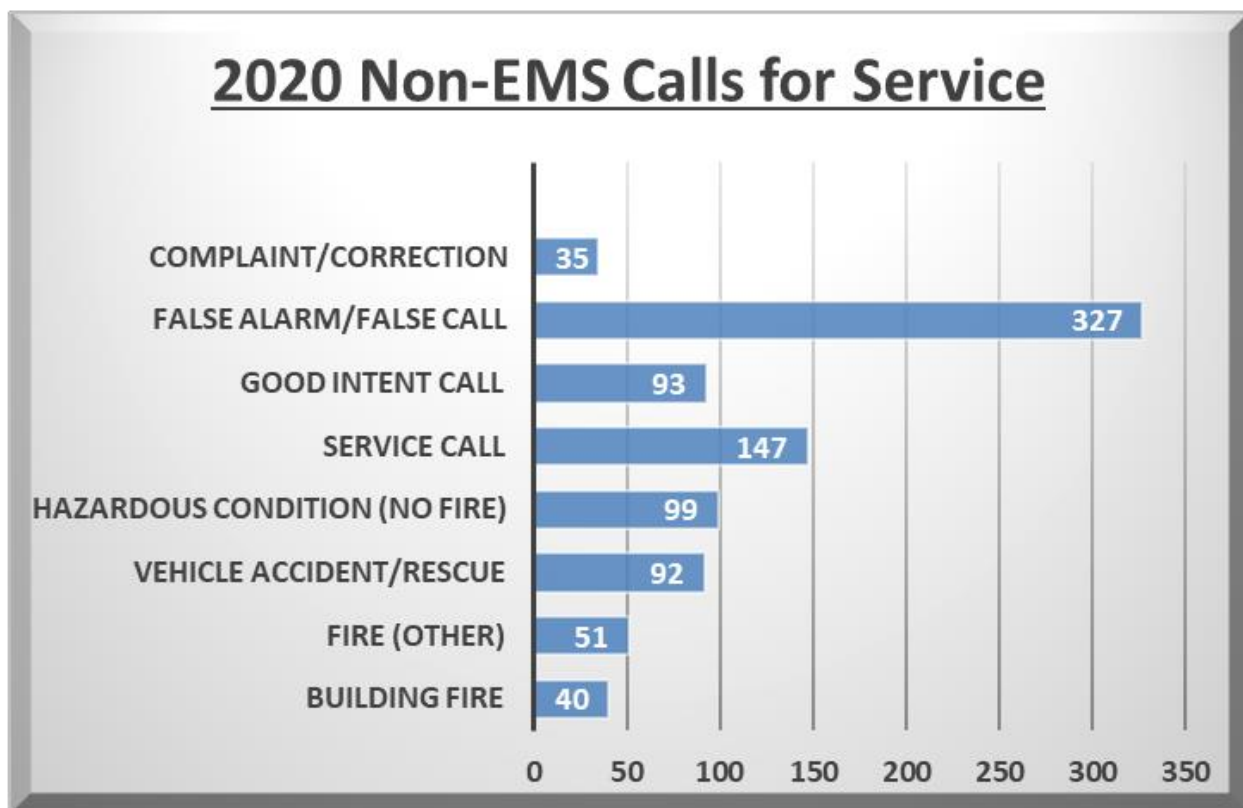
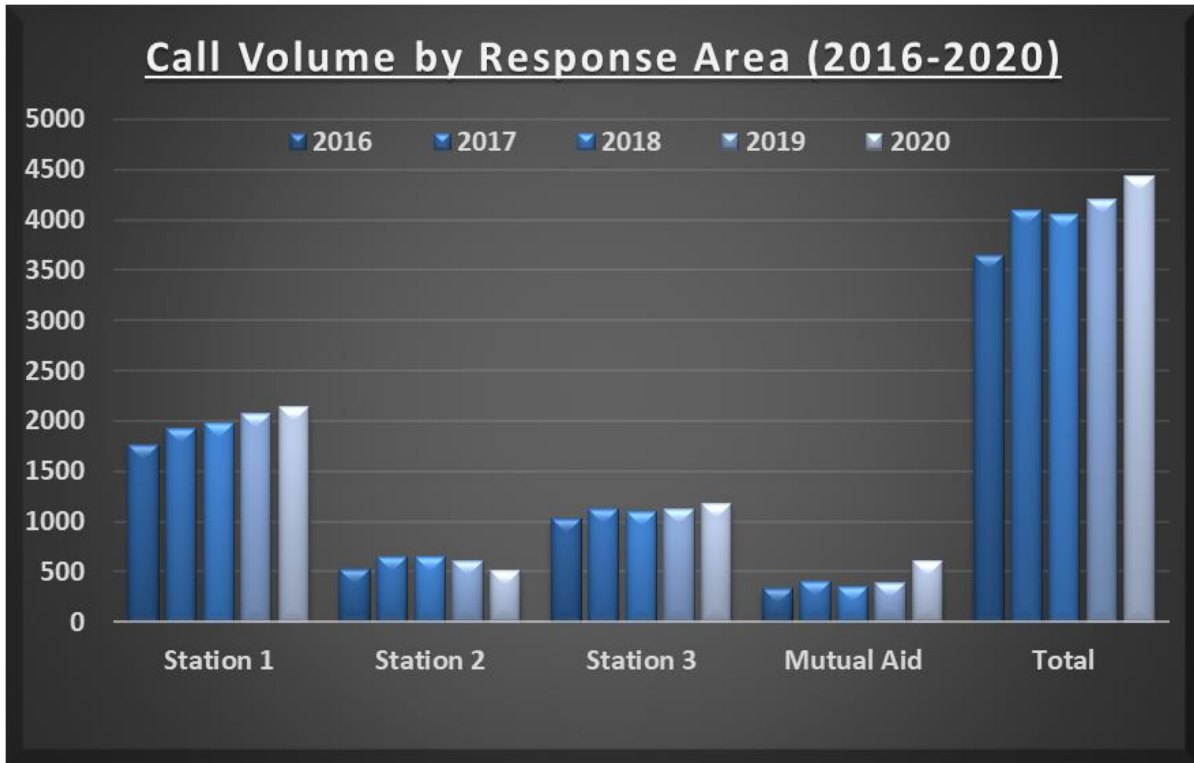
additional personnel from Stations #1 or #3 respond for all calls in Station #2's area. The Department's brush fire vehicle, water tender (tanker) and Survive-Alive fire education trailer are also located at Station #2.

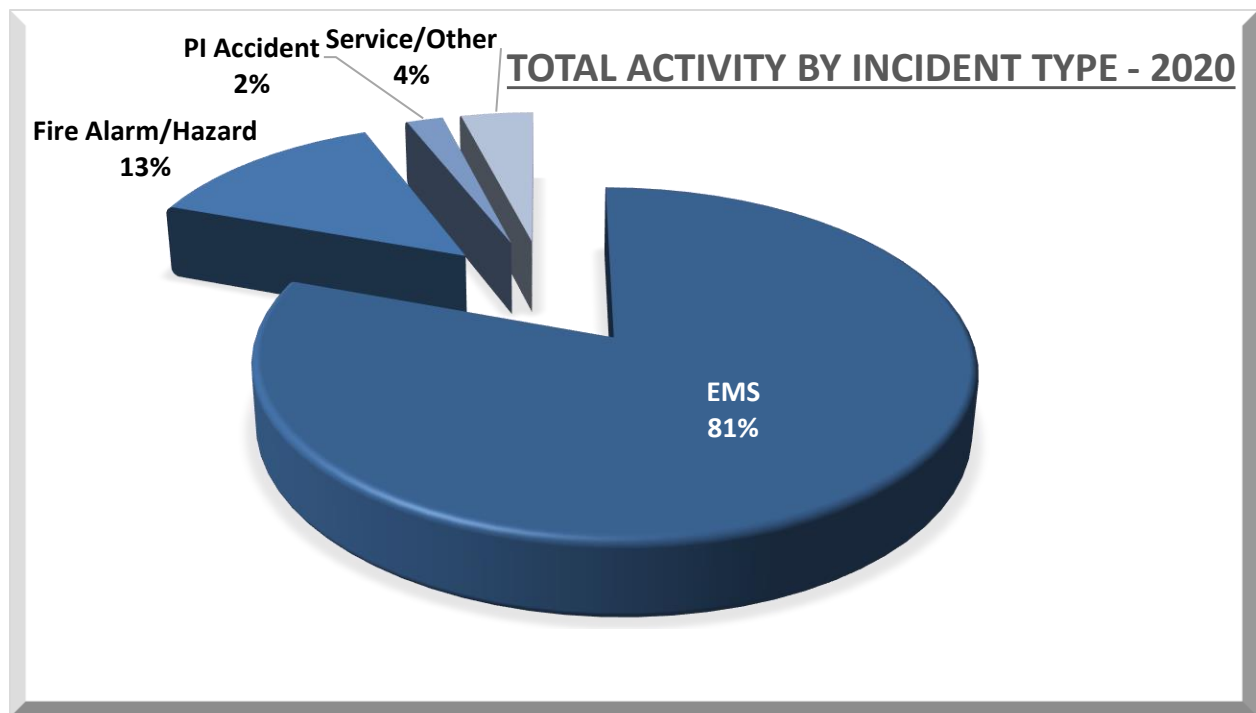


Fire Station #3:

4755 W. Drexel Ave.

Fire Station #3 serves the portion of the city that is north of Hilltop Lane and east of S. 68th 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 Technical Rescue Team (TRT) trailer, and also outfitted for off-road responses recreational trails.



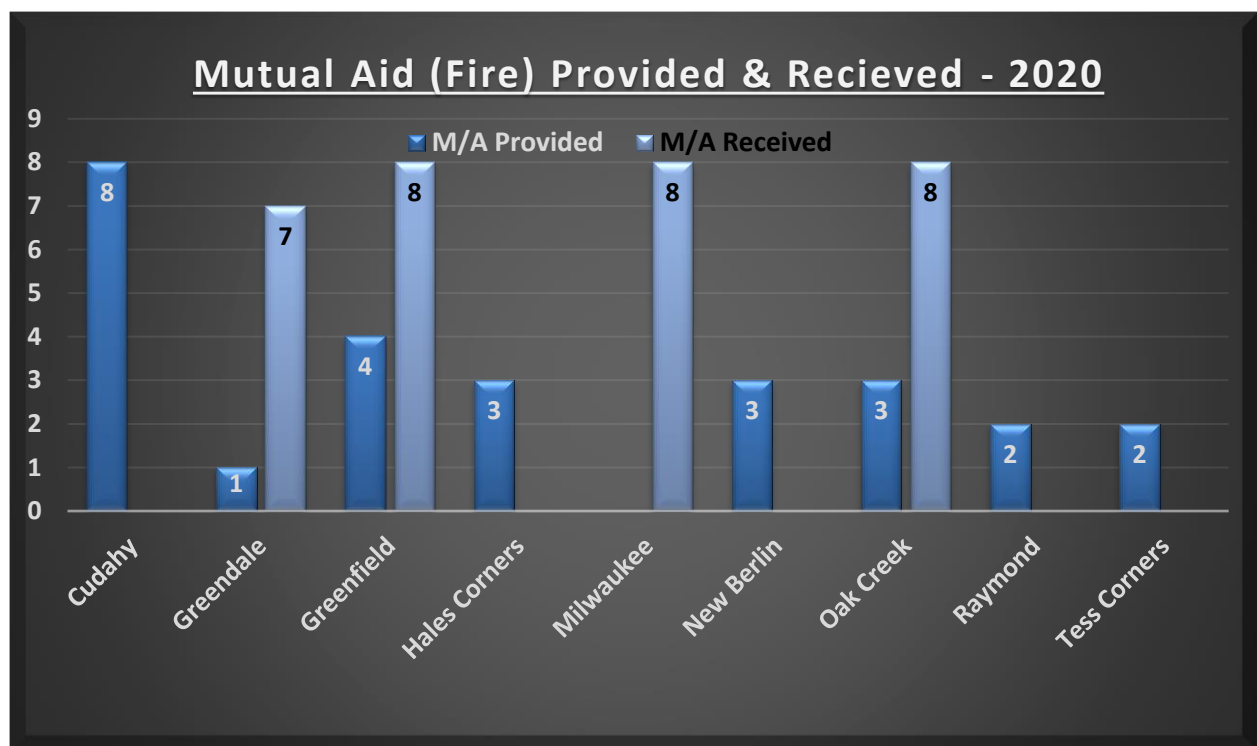


Milwaukee County Shared Services



In late 2019, the Franklin Common Council approved a comprehensive agreement for mutual assistance among all 19 municipalities in Milwaukee County. Signing onto this agreement allowed the Franklin Fire Department to plan and train towards the objective of participating in Milwaukee County "Shared Services" beginning on January 1st of 2020. Shared Services began several years ago as an enhanced mutual aid response agreement between the Milwaukee Fire Department (MFD), and several other fire departments that share significant borders with MFD (Greenfield, Oak Creek, St. Francis, West Allis, Wauwatosa, and North Shore Fire Department). Franklin was the first additional department to sign on to the agreement. In doing so, FFD committed to meet Shared Services standards for incident responses; including number of personnel and types of apparatus assigned at each alarm level, a common radio communications plan, and Incident Operational Plans. This allows for closest-unit response to an emergency, regardless of municipal borders. Knowing that a consistent number and type of resources will respond, and all will take specific actions according to the Incident Operations Plan, allows for safer, more effective fireground operations, and ultimately better serves for the protection of lives and property in all communities involved. It is anticipated that in early 2021 all remaining municipal fire departments within Milwaukee County will be "onboarded" to Shared Services as they are able to demonstrate that they are able to meet the training commitments and response standards.

The value of Franklin's participation in Shared Services has been evident at multiple incidents during the subsequent year, most notably in a September incident where all Franklin and Greendale apparatus were committed at a previous structure fire when a significant fire broke out at Franklin Mobile Estates at 27th and College Ave. Franklin units were unable to break away, and multiple fire companies and chiefs from Milwaukee, Oak Creek, and Greenfield responded. Under previous Mutual Aid agreements, only a single company from each municipality would have responded. While multiple trailers and several vehicles were destroyed due to the density and proximity to intense heat and fire, the timely response of the closest available companies saved additional homes, and possibly lives.



Mutual Aid Box Alarm System (MABAS)



The Franklin Fire Department also 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.

Bureau of Emergency Medical Services

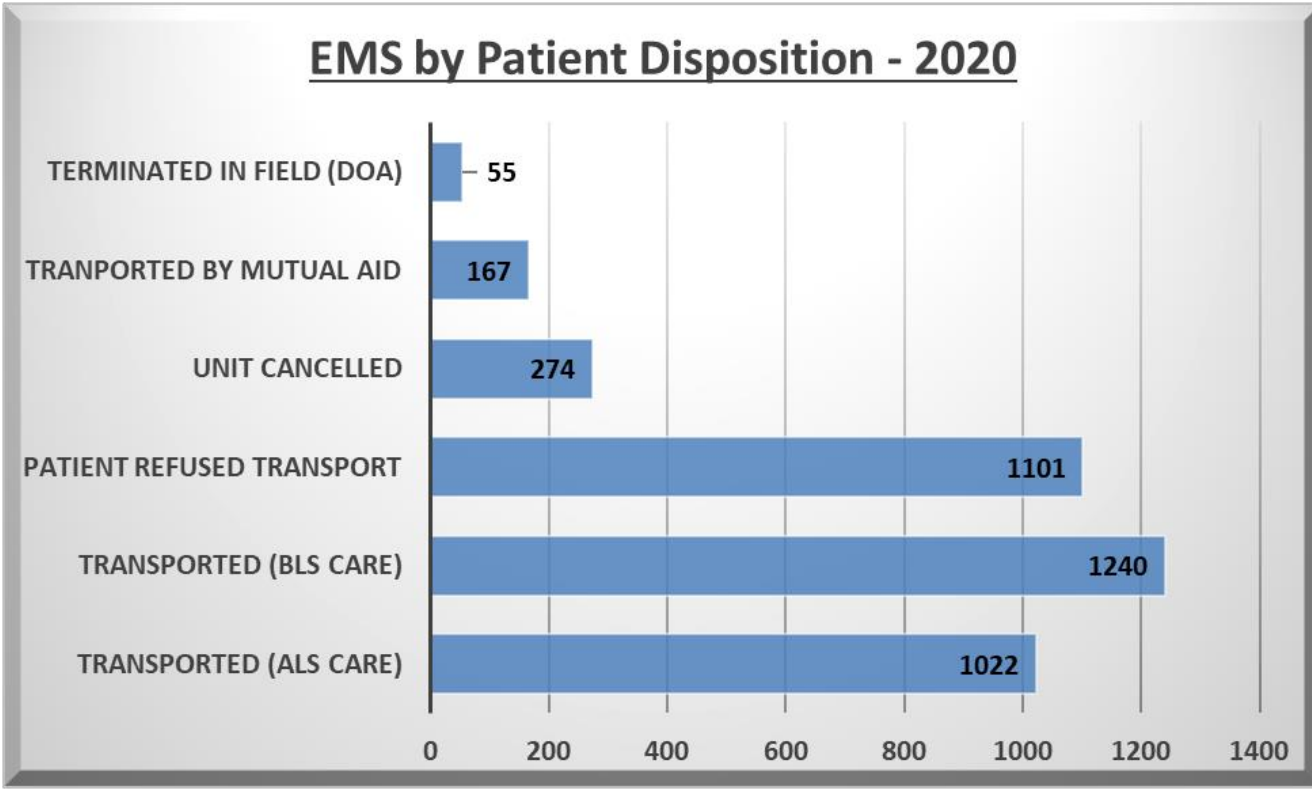
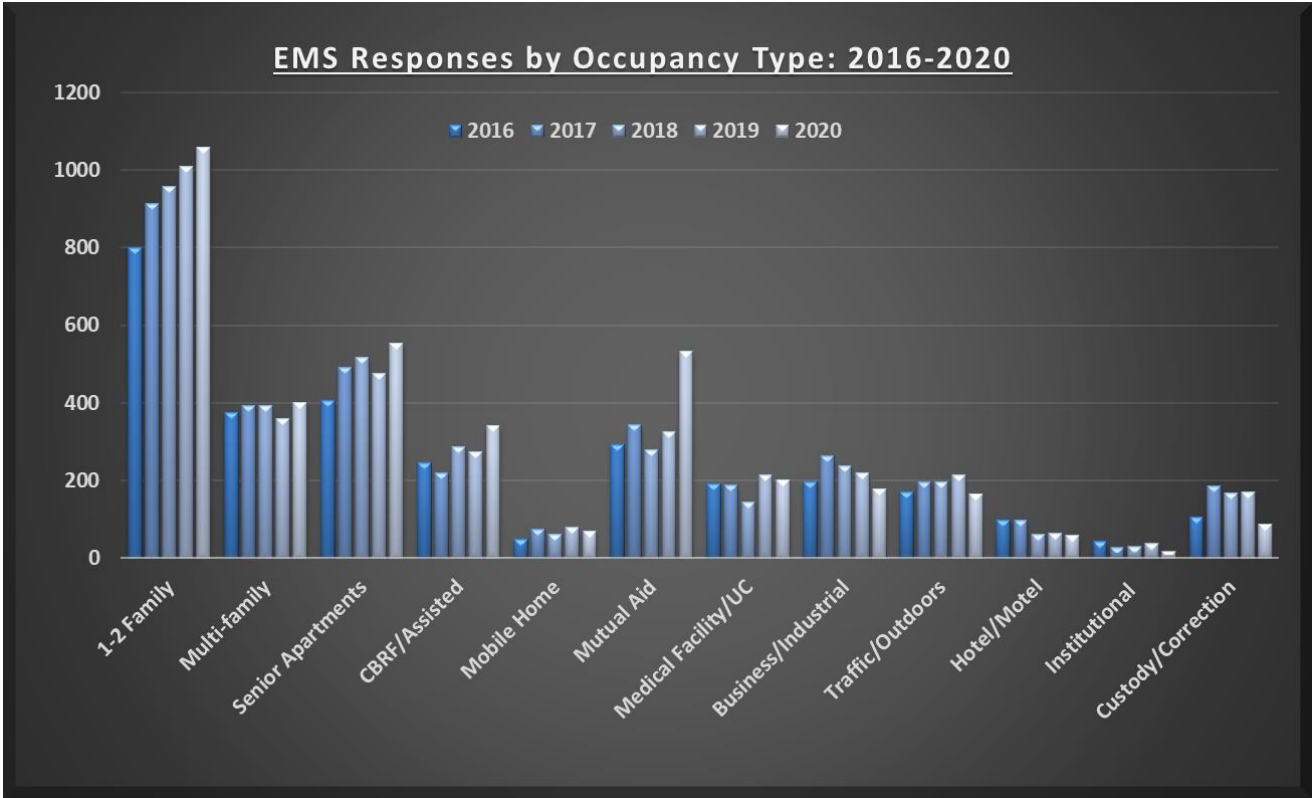
The Franklin Fire Department participates in a County-wide EMS system that provides consistency of medical direction, quality control, continuing education, and access to emergency medical services to all Milwaukee County residents. (More on the Milwaukee County EMS System can be found at: <https://county.milwaukee.gov/EN/Office-of-Emergency-Management/EMS>). 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 2020, EMS-related responses accounted for 3,661 of the Franklin Fire Department’s 4,451 total Calls for Service. This approximate 80% EMS to 20% Fire response 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 2020, ALS service to Hales Corners accounted for 147 Calls for Service.






COVID-19 Regional Response

On March 13, 2020, as stay-at-home orders were in place and mask mandates were going into effect, FFD administrative personnel met at Milwaukee Fire Department headquarters with EMS and Operations chiefs from throughout Milwaukee County in order to plan and implement a regional response to the COVID crisis. Also present were the Milwaukee County Medical Director and Director of Emergency Medical Services division of the Office of Emergency Management, and representatives of the MFD Hazardous-Materials Response Team. The goal of a regional plan was to minimize contamination/contagion between work personnel, concentrate and minimize of the consumption of personal protective equipment (PPE) which was in short supply, and to handle the potential for an exponential increase in EMS call volume as worst case scenario that no department had the capacity to handle on an individual basis.

The plan was implemented upon receiving approval from the State medical director. Four fire stations located strategically throughout the county were staffed for response to possible or confirmed COVID-19 cases requiring medical evaluation and/or hospitalization. An important component of the plan utilized “Alternative Response Vehicles” (ARVs), which were SUVs staffed with paramedics dedicated to first-responding to low-acuity medical calls, in an effort to evaluate whether the patient might be as effectively served through medical attention other than a hospital emergency room during times of peak system capacity.



Franklin Fire Station #2 (9911 S. 60th Street) served as a dedicated “COVID House” during the early phases of the pandemic. Personnel from multiple departments throughout the



county staffed the station and communities shared response vehicles, supplies, and resources, in addition to living space. An MFD Haz-Mat technician was also assigned to every COVID House to facilitate proper decontamination after every call. As the supply chain for PPE and decontamination supplies stabilized and hospital bed capacity remained **adequate**, the Regional Response plan was gradually discontinued.

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 the Wisconsin Department of Safety and Professional Services (DSPS), 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.

Although the COVID-19 Pandemic limited the number of large-scale training activities, FFD conducted continual “company level” 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 aerial ladder setup and operations, water tender shuttle procedures; ice/cold water rescue and familiarization tours of new developments in the city such as the Ballpark Commons and Velo Village expansion.

As part of a multi-year, countywide initiative, 17 members of the department completed the “Blue Card” Incident Command Certification Program. Attendees included Battalion Chiefs, Lieutenants and Reserve Officers. This nationally recognized credential requires completion of a 50-hour online training program and a 24-hour simulation lab where students are evaluated while managing a variety of structure fire scenarios involving single family residential, apartment buildings, commercial businesses, strip-mall and “Big box” structures. A main objective of the Blue Card program is to develop the personal skills of fire officers required for supervising and managing incident operations that occur in the “hazard zone”, while maintaining a strong emphasis on firefighter safety. The department



was reimbursed for approximately 90% of Blue Card tuition costs through a regional FEMA Assistance to Firefighters Grant.

In 2020, FFD welcomed four new lateral-transfer Firefighter/Paramedics to the department. A comprehensive two-week Recruit Training program encompassing department operating fundamentals, personal protective equipment, engine and truck company fire suppression operations, firefighter safety & survival, auto extrication and “On-boarding” to the Milwaukee County EMS System. This recruit orientation provided the new Firefighter/Paramedics with the essential knowledge and skills to successfully function as a member of one of our 24-hour duty shifts. Once on-shift, the recruits are assigned to a field training officer and follow a prescribed training curriculum to continue honing their knowledge and skills during their first year of service.

FFD members are encouraged to seek additional training and certification from the Wisconsin Technical College System, the National Fire Academy and regional seminars and conferences. In late October, Firefighter/Paramedics Reszczyński, Kutz and Herrema attended a 3-day “Live Fire Training Camp” at the Fire Department Training Network training center in Indianapolis, Indiana. This nationally recognized academy challenges students with some of the most realistic structural firefighting scenarios available. The three members worked together learning new techniques for forcible entry, firefighter rescue, basement fires and fighting fires in “Hoarder Conditions” – all while challenged by heavy smoke, high heat and zero visibility. These members will be presenting a department-wide training in spring 2021 on the challenges of firefighting in hoarding conditions.

As part of the Milwaukee County Training Officers Association, the Operations Assistant Chief is involved with standardizing training throughout Milwaukee County. In 2020, the complete set of Shared Services Standard Operating Guidelines (SOG’s) were reviewed and updated. These established standards allow fire companies from differing departments to operate seamlessly and effectively while maintaining operational objectives, communication and firefighter safety. Additionally, our full set of departmental policies and operational guidelines were uploaded to a central location using our online training management system.

The Training Bureau also facilitates the FFD 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-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. Because of the COVID-19 Pandemic, only one Dive Team exercise was conducted in October. One additional Firefighter/Paramedic also completed his Open Water SCUBA Certification.

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.

Respectfully Submitted,

*Assistant Chief James
Mayer*

Assistant Chief - Operations



Bureau of Fleet Maintenance: Apparatus Inventory

FFD Fire Apparatus

Apparatus	Type	Pump & Tank Capacities	Condition	Est. Replacement
Engine 111 (Pumper)	2019 Seagrave Marauder	1500 Gallons Per Minute (750G Water/ 30G Foam)	New	2039-2044
Engine 112 (Pumper)	2002 KME Panther/Predator	1750 Gallons Per Minute (750G Water/ 20G Foam)	Fair	2022
Engine 113 (Pumper)	2007 KME Panther/Predator	1500 Gallons Per Minute (500G Water/ 20G Foam)	Good	2027
Truck 111 (Ladder)	2000 KME AerialCat	2000 Gallons Per Minute (300G Water/ 20G Foam)	Good	2025
Tender 112 (Tanker)	2005 Peterbuilt US Tanker	No Pump (2200 Gallons Water)	Good	None
Battalion 11 (Command)	2014 GMC Sierra 2500 HD	N/A	Fair	2024
Brush 112 (Brush Fire)	1996 Ford F350 Super Duty	200 Gallons Per Minute (250 Gallons Water)	Fair	2026

FFD Ambulance Fleet

Ambulance	Year/Manufacturer	Type	Station	Condition	Est. replacement
Med 111 (Paramedic)	2019 Ford E-450/Lifeline	III	1	New	2029
Med 112 (Paramedic)	2015 Ford E-450/Lifeline	III	2	Good	2025
Med 113 (Paramedic)	2017 Ford E-450 Lifeline	III	3	Good	2027
Med 114 (Back-up)	2012 Ford F-450/MedTec	I	1	Fair	2022



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. During the Pandemic, as the Governor declared a public health emergency and issued lockdown orders, the state issued an emergency order temporarily suspending the requirements of SPS 314. All public inspections and in-school fire safety activities were suspended in an effort to deter the spread of COVID-19 among schools, businesses, and multi-family housing. During this period, Community Risk Reduction Specialist Jill Glanz was invaluable in assisting the Franklin Health Department with contact tracing and other COVID-related duties. As of the writing of this document in early 2021, fire prevention and inspection activities have largely returned to normal practices, albeit with mask and social distancing practices still observed.