

EAGLE FIRE DEPARTMENT



2010 ANNUAL REPORT

MESSAGE FROM CHIEF HEIM

As our community reflects on 2010, the year was no doubt shadowed by the events that transpired on the evening of June 21 which forever changed the landscape of our lives. The Eagle Fire Department was no stranger to this event and the men and women who serve the community performed valiantly to help their fellow neighbors.

During the aftermath of the storm, volunteer firefighters and EMT's gave freely of their time and energy, even when some of them were personally affected by the devastation of Mother Nature.

The department is eternally grateful to neighboring agencies from across the region who responded to our community during our greatest time of need. Without their knowledge, experience, and assistance during the days that followed, our story would not be a success. It is important to note that there were no reported firefighter injuries during the two week operational period which illustrates our agency's commitment to safety.

In spite of the tornado, departmental growth is evident with the addition of several new members who applied because they felt helpless during a time in which their skills could've been utilized. We're proud to sponsor these new members as they complete their intense training in becoming firefighters and emergency medical technicians.

This year saw the certification of three new EMT's and four new intermediate technicians who will continue to help our EMS program reach new heights.

Chief Heim completed the Executive Fire Officer program at the National Fire Academy which makes him one of approximately 2500 graduates of the program nationwide since 1985.

The fire department continues to foster a healthy fire prevention program. There were no recorded incidents of loss of life due to fire in our community during 2010.

We look forward to a safe and prosperous 2011.

Justin R. Heim
Fire Chief

CURRENT PROGRAM SERVICES OFFERED BY THE EAGLE FIRE DEPARTMENT

NON-EMERGENCY SERVICES:

- Fire Inspection
- Construction Plan Review
- Fire Investigation – Cause and Origin Determination
- Public Education
- Public Training (CPR, et cetera)
- Departmental Training
- Equipment Maintenance and Repair
- Data Collection, Record-keeping, and Analysis
- Smoke Detector Installation

EMERGENCY SERVICES:

- Firefighting
- Basic Life Support Emergency Medical Services
- Extrication
- Water Rescue
- Search and Rescue
- Mutual Aid Responses with surrounding departments
- Scene Stabilization and Security
- Natural Disaster Responses
- Man-made Disaster Responses



Eagle firefighters continued to conduct search and rescue operations the morning after the tornado struck.

HUMAN CAPITAL MANAGEMENT AND STAFFING

Though volunteerism has been on a steep decline over the past several decades across the United States, we are pleased to report adequate staffing levels that consist of highly motivated individuals who are willing and able to meet the dynamic needs of the community. It is becoming increasingly difficult for volunteer and combination fire departments to recruit and retain quality, motivated people.

As of December 31, our fire department consists of the following personnel:

- 1 Career Fire Chief
- 33 Volunteer Firefighters and EMTs
- 13 Part-time Firefighters and EMTs

Of the volunteer personnel, **50%** have length of service time greater than 5 years. Of those personnel, the average length of service is **19 years**. Outliers of 32 and 41 years of service exist.

This information is statistically significant in several ways. First, it reflects the long-term commitment that volunteers have to the organization and the community. Second, it demonstrates the experience that will be lost when those members retire. It is important for the department to recruit new members on a continual basis so that new personnel can be conditioned to carry the torch when our senior members retire.

The department is currently staffed seven days a week with part-time staffing. Because Eagle is a bedroom community, most of our volunteer personnel work in other cities. Their commute reduces our staffing to critical levels during the day. As a result, part-time staffing was added in 2005 to provide a minimum response level while our volunteers were out of the community.

The Eagle Fire Department currently employs 13 part-time firefighters and EMTs, of which 7 are affiliated with other fire service organizations in and around Waukesha County. Our part-time firefighters and EMTs work Monday through Friday from 6:00 am – 6:00 pm and from 8:00 am – 4:00 pm on the weekends. This ensures that when someone calls 911, an ambulance or fire truck will respond promptly to assist them.

Our part-time staff conduct routine maintenance on the apparatus each week as well as other projects that are assigned by the fire chief in addition to answering calls for service. Their commitment to the organization reduces the workload on the volunteer members and allows them to focus their time and energy on training to better prepare themselves for emergency calls for service.

TRAINING

This year was a record year for training by the Eagle Fire Department. Firefighters completed a total of **4481** hours of training in firefighting and emergency medical services.

Topics covered for the year included:

- Communications
- EMS Protocols Review
- Water Movement
- Self-Contained Breathing Apparatus
- Obstetrics
- Hypothermia
- Search and Rescue
- Building Construction
- ...and many more!

Three new Emergency Medical Technicians were licensed during the year.

Four EMT's were certified as EMT-Intermediates. In this course, students learned about advanced life support treatment such as starting intravenous lines and administering life saving medications..

Three firefighters were certified as Firefighter I.

Two firefighters were certified as Firefighter II.

Two firefighters attended a fire inspection class in which they were certified at the Fire Inspector I/II level.

Two firefighters were certified as divers and have begun their training with the Eagle Fire Department dive team.

Two EMT's attended conferences at the Wisconsin EMS Association's annual convention.

One firefighter attended the Wisconsin State Firefighters Association convention.

Assistant Chief Baker attended the Wisconsin Inspector's Association conference where he learned about recent changes to fire codes.

Chief Heim attended two courses at the National Fire Academy: Executive Analysis of Fire Service Operations in Emergency Management and Executive Leadership

Chief Heim attended the Fire Department Instructors Conference in Indianapolis, Indiana where he attended numerous leadership, strategy and tactics seminars.

Chief Heim graduated from the University of Wisconsin – Oshkosh with a Bachelor's degree in Fire and Emergency Response Management. He began to pursue his Master's in Public Administration.

APPARATUS AND RESOURCES

The Eagle Fire Department is proud to maintain a modern fleet which includes the following apparatus:

- 2006 Pierce Enforcer Engine
- 2006 Medtech Ambulance
- 2006 Ford F350 Brush Truck
- 2006 Ford Escape Staff Vehicle
- 2002 Sterling Tender
- 1997 EVI Heavy Rescue
- 1997 Medtech Ambulance
- 1994 John Deere Gator Off-road Vehicle
- 1991 Pierce Dash Engine



COMMUNITY INVOLVEMENT

The Eagle Fire Department is extremely involved in the community. As one of three sponsors of the Kettle Moraine Days festival in June, the department works diligently to raise funds that help offset the financial burden to the tax base.

In 2010, the membership of the Eagle Fire Department purchased several items that would benefit the department and the community. In doing so, the department spent over **\$7,000** that did not come from municipal funds.

Significant projects that were funded include:

- Backup cameras for both Ambulances which allow the operator to see behind him/her when a ground spotter is unavailable.
- High visibility safety vests for all members. These vests allow emergency personnel to be seen by traffic when operating on a roadway.
- Installing speakers and an amplifier in the meeting room and apparatus room. This installation greatly increased the department's ability to train more efficiently and also allows for a station alerting system so that firefighters know when there is a call for service if they do not have their pager with them.

The membership also supported several other community organizations which include:

- Eagle Food Pantry
- Christmas for the needy
- Eagle Park and Recreation – Sponsored a little league team
- American Lung Society Fight for Air Climb



Eagle Fire Department members pose in October 2010

TORNADO RESPONSE

On the night of June 21, the Eagle Fire Department had just finished training for the evening when most members had left ahead of the incoming storm to be with their families. At approximately 9:15 pm, the National Weather Service issued a tornado warning for southwestern Waukesha County. The rest, as they say, is history.

Upon learning that there was widespread damage throughout the Town and Village of Eagle, the Eagle Fire Department's resources were immediately mobilized to render aid to our residents. Several members had damage to their homes but responded to the fire station to help others. Mutual aid assistance was quickly requested from the Mukwonago and Palmyra Fire Departments.

During the hours that followed, the Mutual Aid Box Alarm System (MABAS) that provides mutual aid on a broader scale was activated which brought resources from across the region to help our community. The first night there were 134 firefighters and EMTs from 33 fire departments across the area.

A joint incident command system was established between the Eagle Fire Department, Eagle Police Department, and Waukesha County Sheriff's Department to coordinate the search and rescue operation.

Incident commanders were relieved to learn as the night progressed that there was only one reported injury of a resident which required transport to the hospital. All other residents, in spite of the catastrophic damage, appeared to be accounted for.

The outpouring of generosity and support from social service organizations, private companies, residents, and non-residents alike was truly heartwarming.

Emergency services including the Eagle Fire Department remained in an operational mode for the following two weeks.

The dedication of the volunteers of the Eagle Fire Department shined that night and in the weeks that followed. The Eagle Fire Department is proud of its members and their commitment to excellence!



CALLS FOR SERVICE

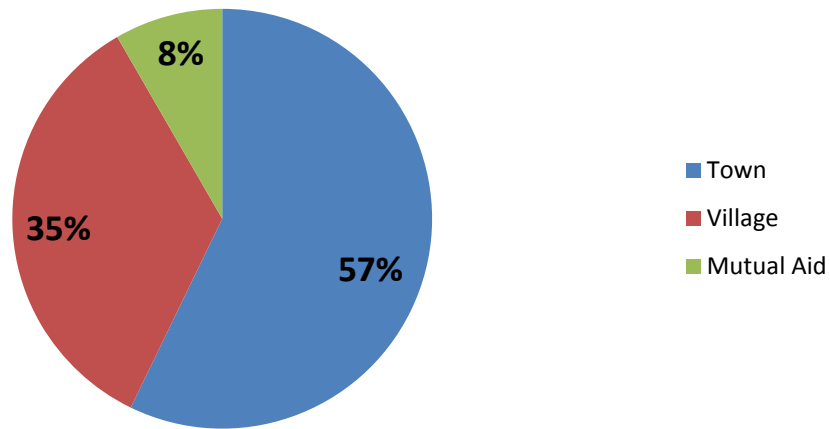
The Eagle Fire Department responded to **348** calls for service in 2010.

There were **29** mutual aid incidents.

There were **120** incidents in the Village of Eagle.

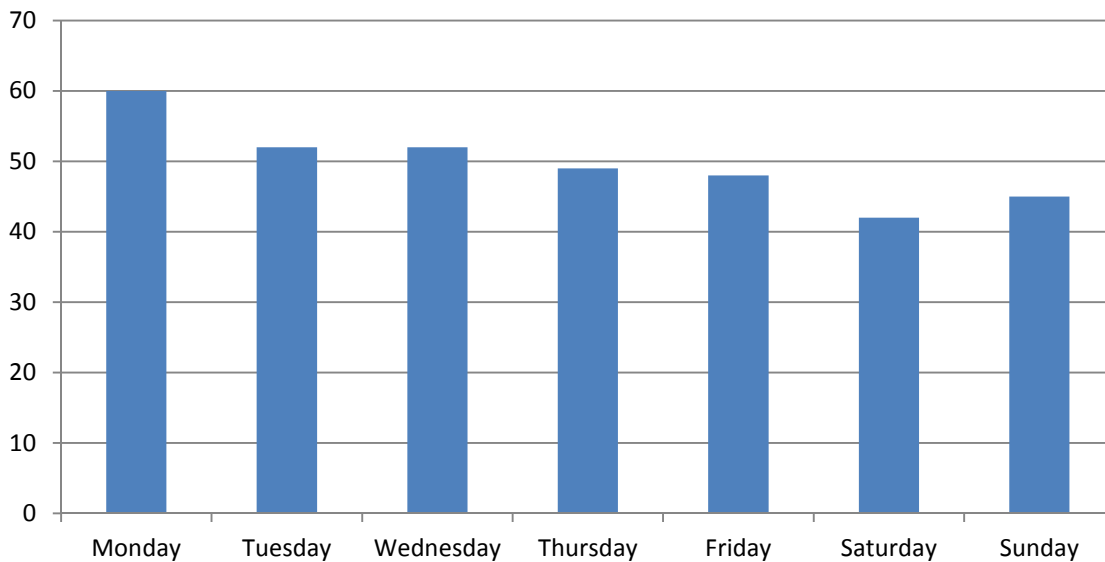
There were **199** incidents in the Town of Eagle

Total Number of Calls 2010 Percentage of Calls by Area

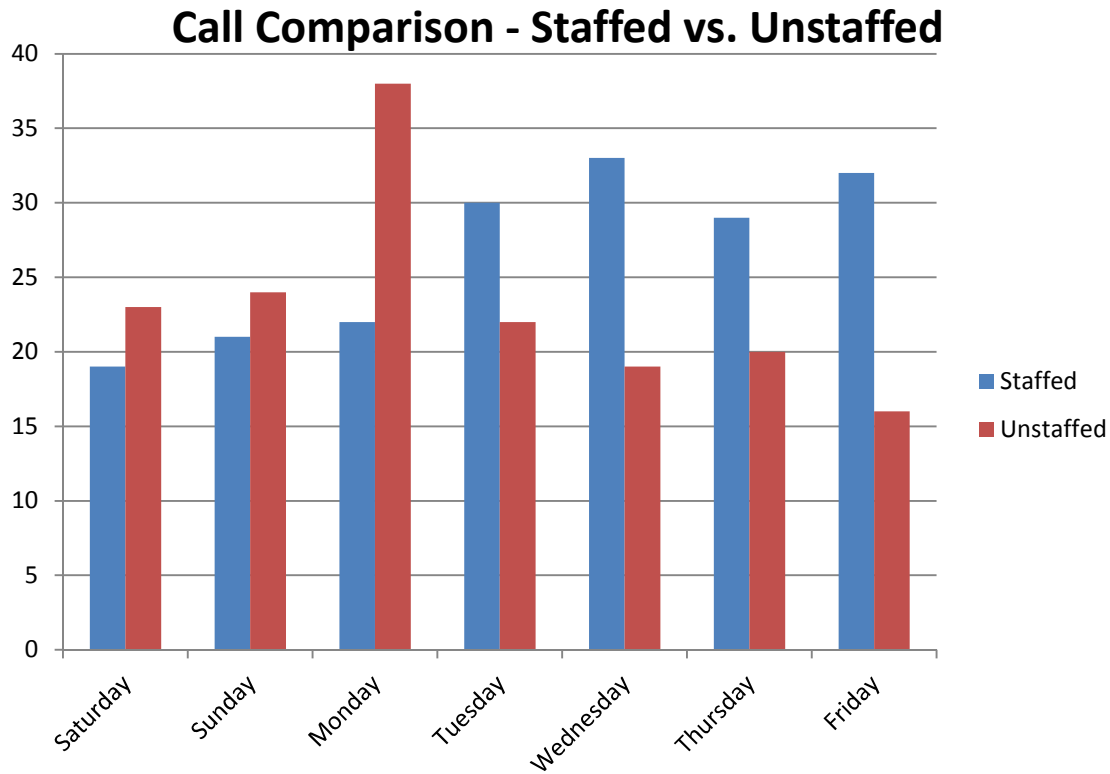


Our busiest day was **Monday**

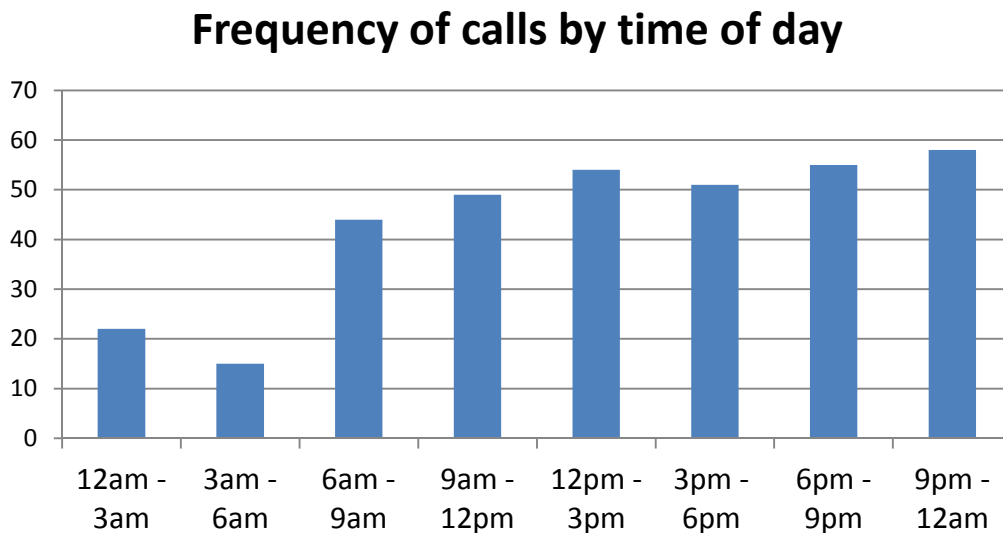
Distribution of Calls by Day of Week



Because the Eagle Fire Department relies so heavily on daytime staffing to provide coverage, this chart shows the frequency of calls when the station is staffed versus when the staffing is provided by our dedicated volunteers responding from home. The aberrancy noted on Monday when the station was unstaffed was due to the tornado and the increased frequency of calls for service that night.



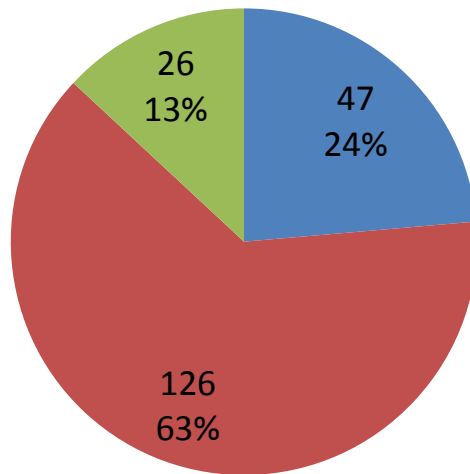
This chart shows the distribution of calls based on the time of day. The station is generally manned from 6:00 am – 6:00 pm and this chart confirms that the peak of our call volume is during those times. The aberrancy from 9pm – 12am is due to the tornado.



The next group of charts shows the breakdown of call types in the Town of Eagle and the Village of Eagle. There were **no** structural fires in the Village of Eagle during 2010 and there was **one** in the Town of Eagle, resulting in total property loss of approximately **\$4,000**.

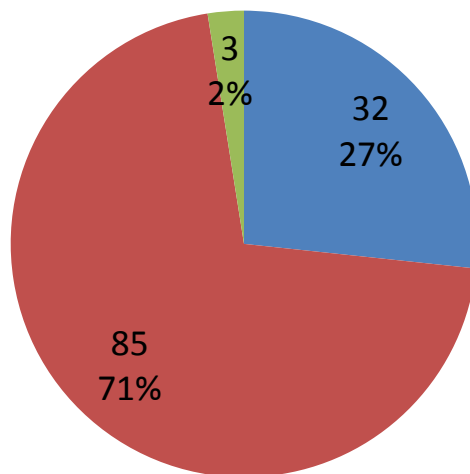
Town of Eagle

■ Fire ■ EMS ■ Motor Vehicle Crash



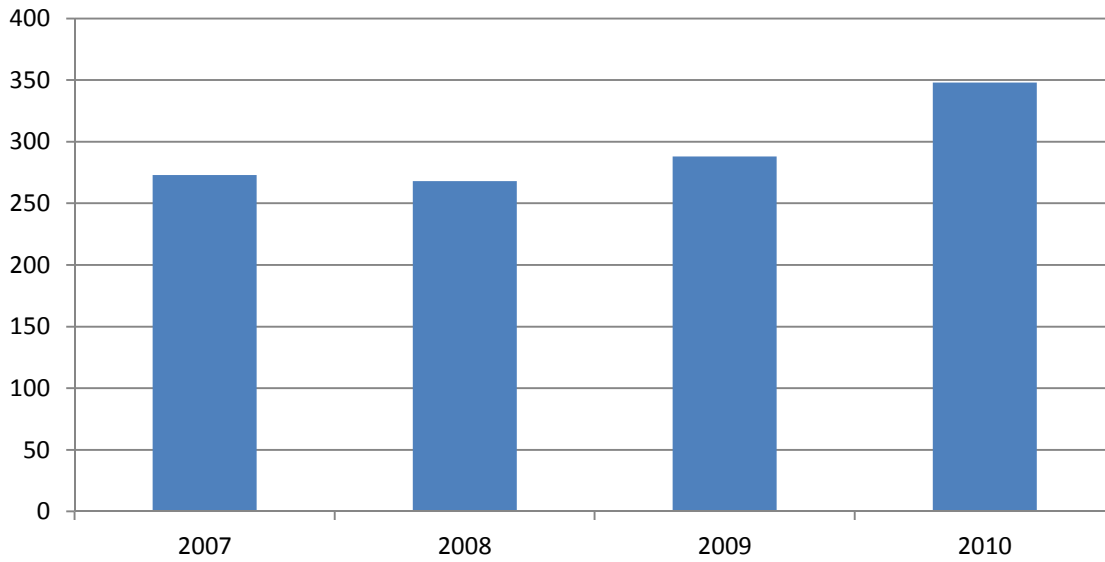
Village of Eagle

■ Fire ■ EMS ■ Motor Vehicle Crashes



HISTORICAL OVERVIEW OF CALLS FOR SERVICE

Call Volume 2007 - 2010



Since 2007, our annual call volume has remained fairly static with an aberrancy noted in 2010 due to the tornado.

