# MILWAUKEE FIRE DEPARTMENT

## ANNUAL REPORT

'17

MFD

# TABLE OF CONTENTS


INTRODUCTION

Message from The Mayor 4
Message from The Chief 6

OVERVIEW

Quick Stats 8

OPERATIONS

Battalions 14
Emergency Medical Services 18
Special Operations 26

OUTREACH

Community Relations 34
Junior Fire Institute 36

TRAINING & EDUCATION

Training Division 38
Cadet Program 40
Recruitment 42

SUPPORT

Construction & Maintenance 44
Technical Services 45
Administration 46

PERSONNEL

Appointments 48
Separations 49
Promotions 50

# MESSAGE FROM THE MAYOR

Tom Barrett

GREETINGS!

Public safety is a top priority for the City of Milwaukee; it is important that our citizens have a safe and engaging place to live, work, and raise their families.

The Milwaukee Fire Department is one of the premier fire departments in the country, and has raised the bar of prevention to include Mobile Integrated Healthcare facilitated by devoted Community Paramedics. This innovative program treats the entire patient and offers a wide range of

"The Milwaukee Fire Department is one of the premier fire departments in the country, and has raised the bar of prevention to include Mobile Integrated Healthcare facilitated by devoted Community Paramedics."

resources to improve the lives of those who have historically relied heavily on the 9-1-1 system. The goal is to provide better care, better health, and lower costs.

The enthusiastic Community Relations staff, in tandem with the Community Risk Reduction Program, conducted over 1,300 programs reaching almost 2.1 million people in 2017, including conducting nearly 10,000 smoke alarm contacts throughout our neighborhoods. Every effort geared towards prevention could mean a future life saved!

The Milwaukee Fire Department is dedicated to the mission of saving lives, whether it be in an emergency-type situation or better yet, proactively.

The very successful fire cadet program continues

"Every day I come to work knowing this City is actively protected with the best and most dedicated firefighters and their support staff."

to provide a tremendously diverse firefighting workforce. Fire cadets are highly trained and mentored to prepare for the comprehensive challenges of fire recruit training. I am proud that this very effective program creates an exemplary workforce that reflects the valued diversity of our City.

Members of this department train continuously to hone their medical, firefighting, and special team skills, committed to bringing the most comprehensive service available to those in need. In 2017, more than 201,600 training hours were logged. Training keeps everyone safer and reduces work injuries.

Every day I come to work knowing this City is actively protected with the best and most dedicated firefighters and their support staff. What the reader sees in this annual report is barely a sampling of the courage, honor, and integrity the steadfast members of the Milwaukee Fire Department bring to the citizens of, and visitors to, Milwaukee. I sincerely thank the brave men and women who passionately provide the best service to our citizens, phenomenal fire prevention education year-round, and regularly go above and beyond the call-of-duty.

Tom Barrett

TOM BARRETT
Mayor

# MESSAGE FROM THE CHIEF

Mark Rohlfing

As I near the close of my second term as the Chief of the Milwaukee Fire Department (MFD), I find that the excitement to come to work and lead the dedicated men and women of this department does not wane. My nearly eight years have gone by swiftly; challenges have arisen, solutions have been sought, and the department remains a national leader in the fire service. Running a successful department of this size relies on the wisdom and input of many, and the credit of that success goes to all those, both sworn and civilian, who work as a selfless team of professionals, serving as both the backbone and heart of the department.

*"My nearly eight years have gone by swiftly; challenges have arisen, solutions have been sought, and the department remains a national leader in the fire service."*

This annual report provides response, budget, equipment, and personnel statistics, along with program and response highlights from 2017. Continuous training of our own members, along with extensive preventive outreach in the community remain at the forefront of the department's mission. A community educated in health and fire safety helps to keep responses low, and expertly trained firefighters and paramedics respond effectively when those emergency challenges arise.

Our most impressive proactive program to date is the Mobile Integrated Healthcare/Community Paramedic Program, a program which treats patients BEFORE they need to call 9-1-1. The pilot program began in late 2015, and in late 2017 legislation passed to give the "emergency worker" the legal authority to function in a

*"This department continues its great legacy of impressive talent and tremendous compassion creating a one-of-a-kind service to this city. "*

"non-emergency environment." The program is gaining speed with 34 specially trained MFD community paramedics and over 50 community partners.

We are extremely proud of our two programs specifically created to provide life-changing opportunities to the youth in our community. The Fire Cadet Program is exceedingly successful, providing a feeder resource of educated, enthusiastic, and well-rounded fire recruits. The Junior Fire Institute staff mentor young people who are interested in fire service careers, teaching them accountability, responsibility, teamwork, and a passion for "giving back."

This department continues its great legacy of impressive talent and tremendous compassion creating a one-of-a-kind service to this city. On behalf of the men and women of the Milwaukee Fire Department, I thank City of Milwaukee Mayor Tom Barrett, the Common Council, the Fire and Police Commission, and the citizens for their continued support of our department.

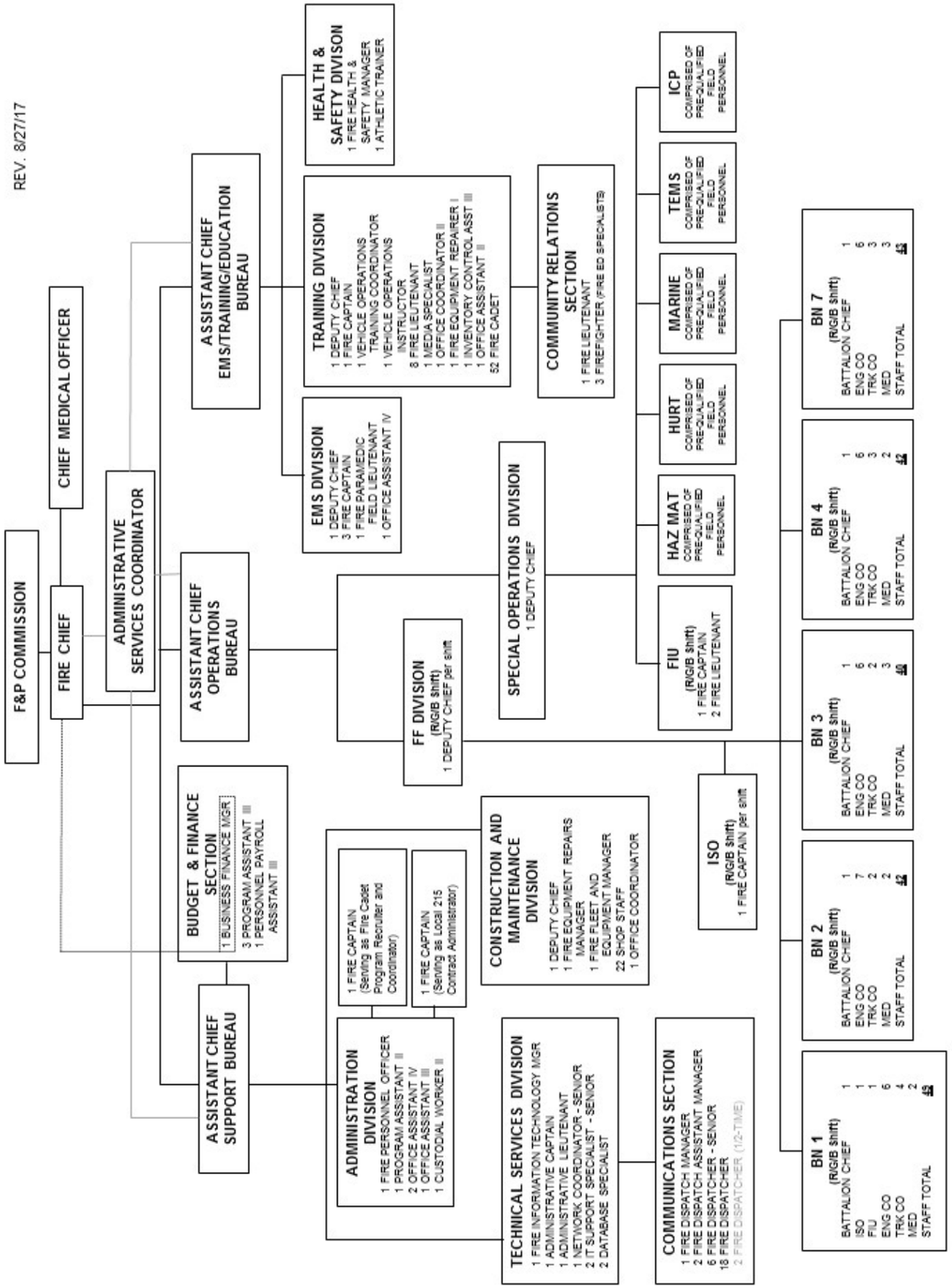
Mark Rohlfing

MARK ROHLFING

Fire Chief

# QUICK STATS

| | |
|---|---|
| Total Positions Authorized | 993 |
| Salaries & Wages (includes fringe benefits) | $116,735,008 |
| Operating Expenditures (supplies & services) | $5,455,581 |
| Equipment/Special Funds | $1,329,055 |
| Total Operating Budget (actual expenditures) | $123,519,644 |
| Capital Improvements Expenditures | $1,193,701 |
| Revenues | $5,755,911 |



# ANNUAL RUN TOTALS

**Battalion Chiefs**

| UNIT | ALS | BLS | FIRE | TOTAL |
|---|---|---|---|---|
| B1 | 57 | 22 | 1157 | 1236 |
| B2 | 61 | 37 | 1236 | 1334 |
| B3 | 17 | 15 | 518 | 550 |
| B4 | 25 | 12 | 458 | 495 |
| B7 | 13 | 6 | 476 | 495 |

**Trucks**

| UNIT | ALS | BLS | CMED | FIRE | TOTAL |
|---|---|---|---|---|---|
| L01 | 298 | 364 | | 875 | 1537 |
| L02 | 308 | 314 | | 1620 | 2242 |
| L03 | 342 | 341 | | 1214 | 1897 |
| L05 | 76 | 68 | | 862 | 1006 |
| L06 | 468 | 436 | | 532 | 1436 |
| L07 | 167 | 175 | | 983 | 1325 |
| L08 | 59 | 43 | | 287 | 389 |
| L09 | 559 | 516 | | 1540 | 2615 |
| RESC1 | 135 | 122 | | 991 | 1248 |
| L12 | 534 | 592 | | 1547 | 2673 |
| RESC2 | 375 | 476 | | 2008 | 2859 |
| L15 | 1359 | 1749 | | 1120 | 4228 |
| L16 | 270 | 380 | | 455 | 1105 |
| L17 | 107 | 81 | | 387 | 575 |

**Paramedics**

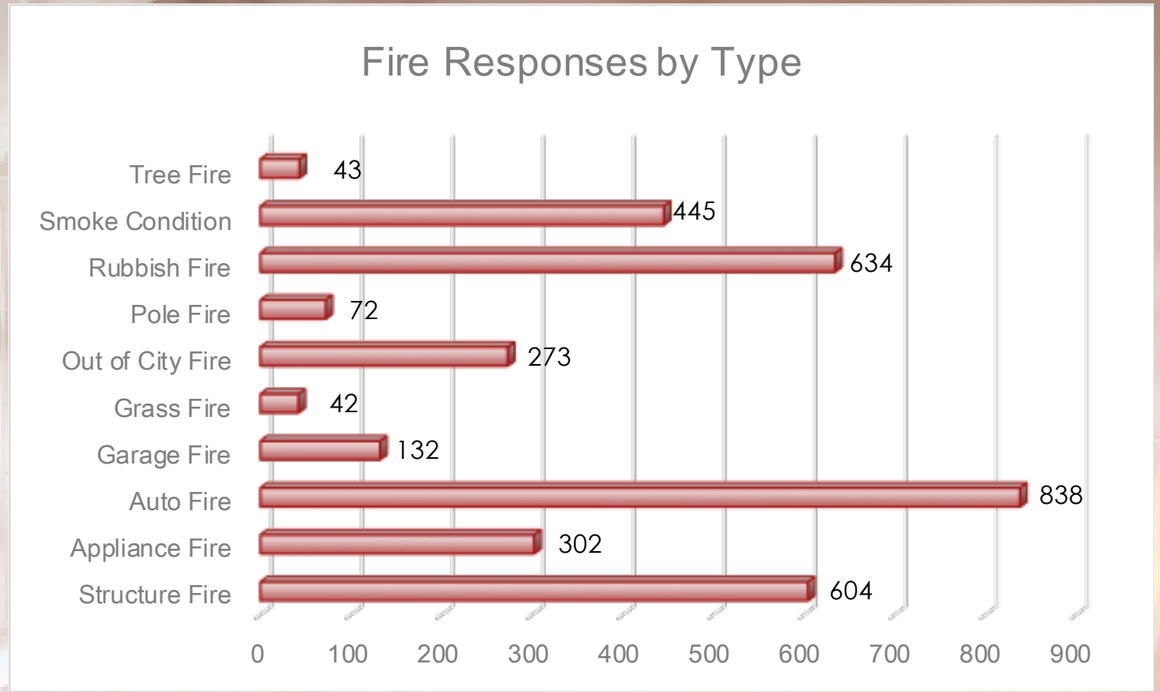
| UNIT | ALS | BLS | CMED | FIRE | TOTAL |
|---|---|---|---|---|---|
| CP1 | 1 | | 129 | | 130 |
| CP2 | | | 126 | | 126 |
| M03 | 3569 | 628 | | 209 | 4406 |
| M04 | 2998 | 665 | | 176 | 3839 |
| M05 | 4487 | 1112 | | 310 | 5909 |
| M06 | 3695 | 849 | | 209 | 4753 |
| M07 | 4082 | 1080 | | 269 | 5431 |
| M13 | 4019 | 861 | | 270 | 5150 |
| M14 | 2982 | 721 | | 210 | 3913 |
| M15 | 2409 | 385 | | 129 | 2923 |
| M16 | 2962 | 592 | | 173 | 3727 |
| M17 | 1532 | 180 | | 67 | 1779 |
| M18 | 1605 | 230 | | 72 | 1907 |
| M19 | 1596 | 253 | | 91 | 1940 |

**Engines**

| UNIT | ALS | BLS | CMED | FIRE | TOTAL |
|---|---|---|---|---|---|
| ARV1* | 717 | 628 | | 4 | 1349 |
| ARV2* | 333 | 241 | | | 574 |
| E01 | 519 | 769 | | 494 | 1782 |
| E02 | 1341 | 1518 | | 702 | 3561 |
| E04 | 1207 | 1175 | | 442 | 2824 |
| E06 | 597 | 879 | | 401 | 1877 |
| E07 | 507 | 608 | | 339 | 1454 |
| E08 | 1716 | 2040 | | 819 | 4575 |
| E09 | 1028 | 938 | | 552 | 2518 |
| E10 | 675 | 619 | | 198 | 1492 |
| E11 | 23 | 20 | | 16 | 59 |
| E12 | 814 | 970 | | 372 | 2156 |
| E13 | 2073 | 2346 | | 895 | 5314 |
| E14 | 117 | 143 | | 184 | 444 |
| E16 | 784 | 688 | | 377 | 1849 |
| E17 | 695 | 637 | | 213 | 1545 |
| E18 | 1063 | 1241 | | 518 | 2822 |
| E21 | 915 | 1086 | | 520 | 2521 |
| E22 | 857 | 826 | | 429 | 2112 |
| E23 | 1186 | 1404 | 1 | 485 | 3075 |
| E24 | 1702 | 1979 | | 724 | 4405 |
| E25 | 107 | 187 | | 125 | 419 |
| E26 | 1498 | 1760 | | 510 | 3768 |
| E27 | 478 | 628 | | 364 | 1470 |
| E28 | 1143 | 1239 | | 572 | 2954 |
| E29 | 451 | 405 | | 173 | 1029 |
| E30 | 1967 | 2375 | | 707 | 5049 |
| E31 | 1255 | 1215 | | 425 | 2895 |
| E32 | 1935 | 2043 | | 713 | 4691 |
| E33 | 620 | 800 | | 335 | 1755 |
| E34 | 1516 | 1564 | | 729 | 3809 |
| E35 | 62 | 53 | | 36 | 151 |
| E36 | 1728 | 2044 | | 953 | 4725 |
| E37 | 50 | 56 | | 24 | 130 |
| E38 | 682 | 690 | | 323 | 1695 |
| E39 | 262 | 308 | | 450 | 1020 |

*ARVs respond to ALS and BLS calls with the engine crew under certain criteria. ARV1 responds with E39's crew and ARV2 responds with E14's crew.

| | Unit | Runs |
|---|---|---|
| Busiest Engine Company | Engine 13 | 5314 |
| Busiest Ladder Company | Ladder 15 | 4228 |
| Busiest Battalion Chief | Battalion 2 | 1334 |
| Busiest Ambulance | MED 5 | 5909 |
| Busiest Heavy Rescue | Rescue 2 | 2859 |



# BATTALIONS AT A GLANCE

## BATTALION ONE

The First Battalion encompasses the east side of Milwaukee which includes the downtown area from Lake Michigan, and stretching west through Marquette University's campus. This battalion has six engines, four ladder trucks, and two paramedic units. In addition, the stations were home to the Dive Team, along with Fireboat Trident, the Fire Investigation Unit, Incident Command Post, and MFD headquarters.

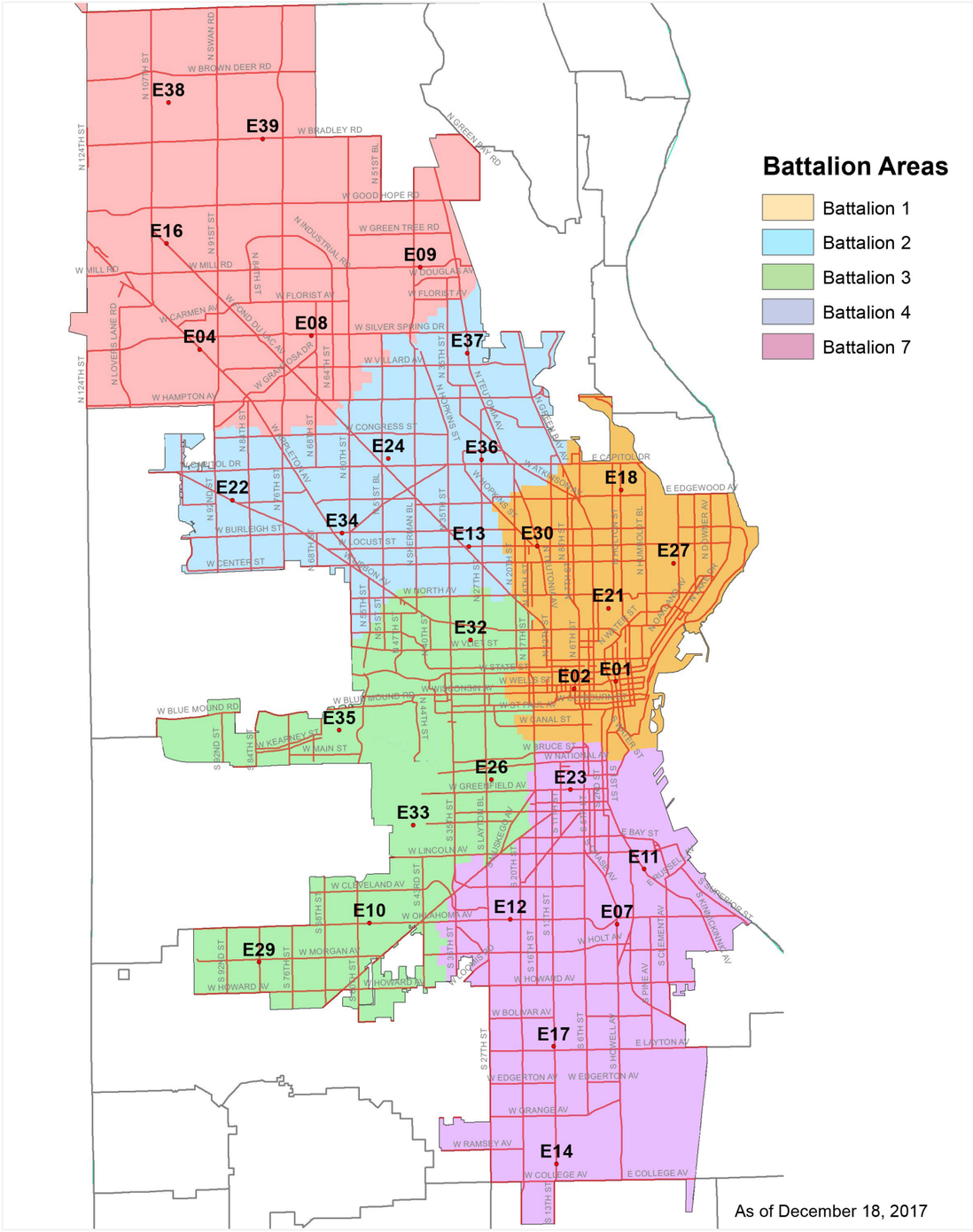
There are a multitude of hazards located throughout the battalion that the department is charged with protecting. Along with the existing historical buildings that have been in place since the city was established, one will find new developments along the lakefront and downtown. The First Battalion includes the University of Wisconsin-Milwaukee, Columbia St. Mary's Women's Hospital, Aurora Sinai Medical Center, Marquette University, Henry Maier Festival Park, the Milwaukee Art Museum, the BMO Harris Bradley Center, Milwaukee Public Museum, and several theaters along with a multitude of high-rise businesses. The geography and structures provide unique challenges as well as opportunities to train and perfect the ever-changing craft of firefighting.

## BATTALION TWO

The Second Battalion encompasses the near north side of Milwaukee serving the citizens living in the diverse neighborhoods between Mount Mary and Riverwest. The Second Battalion is home to seven engines, one ladder truck, two paramedic units, and a heavy rescue unit. The near north side has a rich mix of property types ranging from industrial manufacturing to small store fronts, and from large apartment buildings to small cottage-type homes. Many buildings are early nineteen hundred era construction, with urban renewal homes being built and occupied. These very different types of buildings present challenges that require continual training.

The three busiest engine companies in the city were in Battalion 2's area, with a combined total of 15,000 responses. The Second Battalion is proud of its training tradition. New firefighters are often sent to houses in this busy battalion for their probationary year; 2017 was no exception. Twenty-four probationary firefighters were sent to four of the houses to gain knowledge that will serve them throughout their careers, as well as hone the skills they had been taught at the Training Academy. The training needs of all battalion members were met through several battalion-based training exercises emphasizing vehicle extrication, forcible entry, downed firefighter movement, and ground ladder operations. Rescue 2 firefighters had leadership roles in department-wide training, and new equipment development.

The Second Battalion is committed to providing quality protective services and keeping Milwaukee's citizens safe,and as such, all companies were out performing Community Risk Reduction in homes, at block parties and community events, and in parking lots of local businesses. Companies engaged the community by getting involved in neighborhood associations to better understand the needs of the citizens and how we can more effectively reach out with our message of safety.



# BATTALIONS AT A GLANCE

## BATTALION THREE

The Third Battalion covers the southwest side of the city, and also, under an intergovernmental agreement since 1991, protects the Village of West Milwaukee. It serves this population of over 150,000 with six engines, two ladder trucks, and three paramedic units. The Regional Hazardous Materials Team resides in this battalion as well.

In addition to residential and commercial structures, Battalion 3 firefighters protect iconic Milwaukee venues such as the Milwaukee County Zoo, Miller Park, and Potowatami Hotel and Casino. Aurora St. Luke's Medical Center and the Milwaukee Veteran's Administration Medical Center are also located in its confines.

During 2017, Battalion 3 companies made 23,873 responses. Leading the way was Engine 26 and MED 14 with 3,768 and 3,913 runs respectively. Members of this battalion continue to pre-fire plan with large private industries such as Froedtert Malt, We Energies, Miller Park, and Miller Compressing, and cross-train with the surrounding fire departments of Greenfield, West Allis, and Wauwatosa in an effort to be well-prepared for emergencies of any kind in our City, and in those of Shared Services partners.

## BATTALION FOUR

The Fourth Battalion provides emergency services from roughly the south edge of downtown to the southern city limits, from 27th Street east to Lake Michigan. Approximately 120,000 residents and countless daily visitors are served by six engines, two ladder trucks, one rescue company and two parramedic units, responding to over 24,515 calls for service in 2017.

The companies on all three shifts in the Fourth Battalion participated and trained on aircraft fire suppression at General Mitchell Field International Airport. The MFD, Milwaukee County Airport, and other agencies performed multiple live burn evolutions with a mock airplane. Members participated in mass casualty training with the Milwaukee County Airport and multiple agencies within neighboring communities.

## BATTALION SEVEN

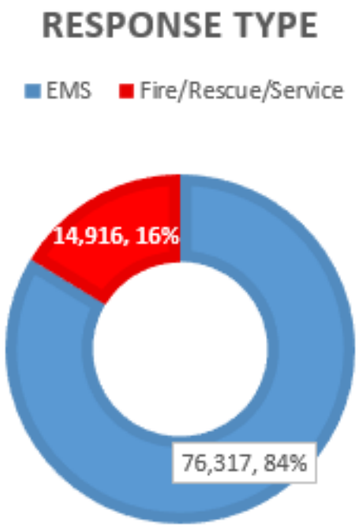
The Seventh Battalion covers approximately 36 square miles in the northwest corner of the city. The area is a unique mix of single family homes, condominium complexes, apartment buildings, manufacturing business parks, and even some high-rise structures. This structural mix presents distinctive challenges for the six engine companies, three ladder trucks, and three paramedic units assigned to this region. This variety in development requires department members to annually pre-fire plan the structures, taking note of the hazards present in order to ensure the best response of the department, as well as the safety of citizens, visitors, and firefighters alike.

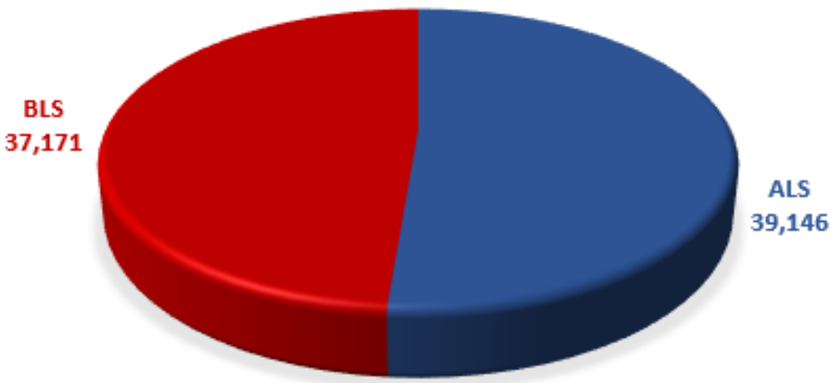
The department's new High-Rise Fire Response Guidelines served valuable during a walk-through of the twelve-story office buildings at West Park Place. This not only helped familiarize members with the building, response protocols, and standpipe connections, but also reinforced the guidelines that were introduced to the department in a training exercise in the spring of 2017.

Seventh Battalion companies saw an increase in fire responses outside of the City in 2017. Outside responses via Shared Services Agreements and the Mutual Aid Box Alarm System (MABAS) included Glendale, Brown Deer, River Hills, North Shore, and Menomonee Falls. Both reciprocal programs are beneficial to Milwaukee and its participating neighbors, ensuring appropriate coverage and response to significant fire and medical emergencies.

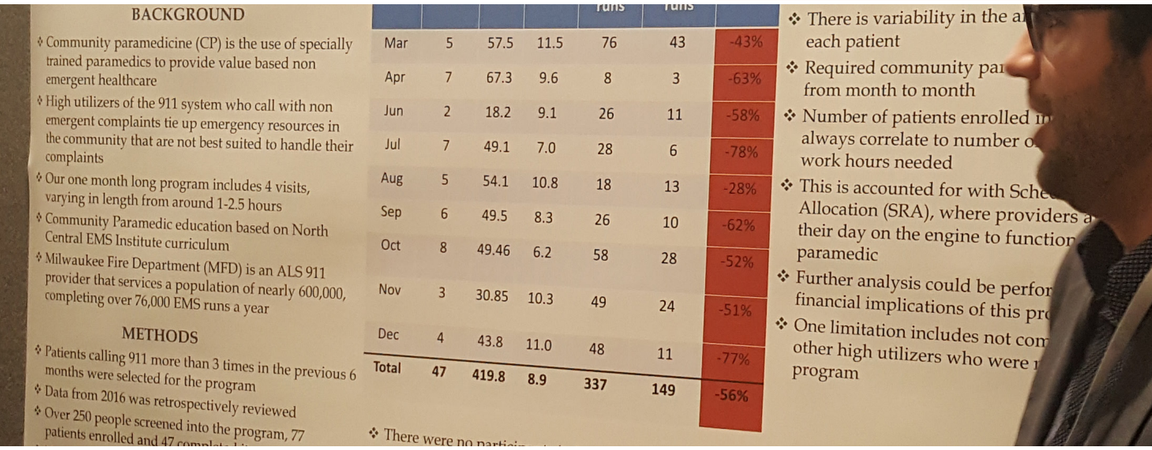
# EMERGENCY MEDICAL SERVICES

> Over 83 % of all MFD responses are EMS-related.



# EMERGENCY MEDICAL SERVICES



BACKGROUND

- Community paramedicine (CP) is the use of specially trained paramedics to provide value based non emergent healthcare
- High utilizers of the 911 system who call with non emergent complaints tie up emergency resources in the community that are not best suited to handle their complaints
- Our one month long program includes 4 visits, varying in length from around 1-2.5 hours
- Community Paramedic education based on North Central EMS Institute curriculum
- Milwaukee Fire Department (MFD) is an ALS 911 provider that services a population of nearly 600,000, completing over 76,000 EMS runs a year

METHODS

- Patients calling 911 more than 3 times in the previous 6 months were selected for the program
- Data from 2016 was retrospectively reviewed
- Over 250 people screened into the program, 77 patients enrolled and 47 completed

| | | | | | | |
|---|---|---|---|---|---|---|
| Mar | 5 | 57.5 | 11.5 | 76 | 43 | -43% |
| Apr | 7 | 67.3 | 9.6 | 8 | 3 | -63% |
| Jun | 2 | 18.2 | 9.1 | 26 | 11 | -58% |
| Jul | 7 | 49.1 | 7.0 | 28 | 6 | -78% |
| Aug | 5 | 54.1 | 10.8 | 18 | 13 | -28% |
| Sep | 6 | 49.5 | 8.3 | 26 | 10 | -62% |
| Oct | 8 | 49.46 | 6.2 | 58 | 28 | -52% |
| Nov | 3 | 30.85 | 10.3 | 49 | 24 | -51% |
| Dec | 4 | 43.8 | 11.0 | 48 | 11 | -77% |
| Total | 47 | 419.8 | 8.9 | 337 | 149 | -56% |

- There are no participi

- There is variability in the a each patient
- Required community pa from month to month
- Number of patients enrolled i always correlate to number o work hours needed
- This is accounted for with Sche Allocation (SRA), where providers a their day on the engine to function paramedic
- Further analysis could be perfor financial implications of this pr
- One limitation includes not com other high utilizers who were program

The Emergency Medical Services (EMS) Division is responsible for the management and oversight of advanced (ALS) and basic (BLS) emergency life support services for the MFD. To ensure quality EMS care to Milwaukee residents and visitors, the MFD utilizes a core management team that oversees:

- Community Paramedic Program development, implementation, and oversight
- EMS-related education, training, certification, and licensing
- Quality assurance investigation and quality improvement oversight
- Researching, purchasing, and implementing EMS-related equipment and supplies

The MFD EMS Division provides ALS and BLS to the greater Milwaukee area with over 530 emergency medical technicians-basic (EMT-B), and over 200 EMT-paramedics. They help ensure proper EMS staffing of the department's 31 engine companies, 14 truck companies, and 12 mobile emergency department (MED) units. Over 83 percent of all MFD responses are EMS-related. In 2017, the MFD had a combination of 39,146 ALS, and 37,171 BLS responses for an overall total of 76,317 EMS responses.

## 2017 EMS Training and Education Accomplishments

- Department-wide Training
  - Implemented two department-wide BLS refresher trainings.
  - The MFD has been designated an official training site for Milwaukee County EMS, provided CPR recertification (through January 2019) for all department members, and transitioned to the AHA E-Card.
  - Provided a hands-on department-wide Skills Fair for BLS and ALS including updates on department policies, HIPAA compliance, spinal movement precautions, use of scoop stretcher, pediatric defibrillation with BLS equipment, and use of Toughbooks for documenting patient assessment and writing effective patient care narrative.
  - Implemented four department-wide ALS refresher trainings with the Office of Emergency Management-EMS (OEM-EMS).
  - Completed a department-wide Pediatric Advanced Care Life Support (PALS) re-certification for all MFD Fire-Medics, and trained 14 new MFD PALS instructors.

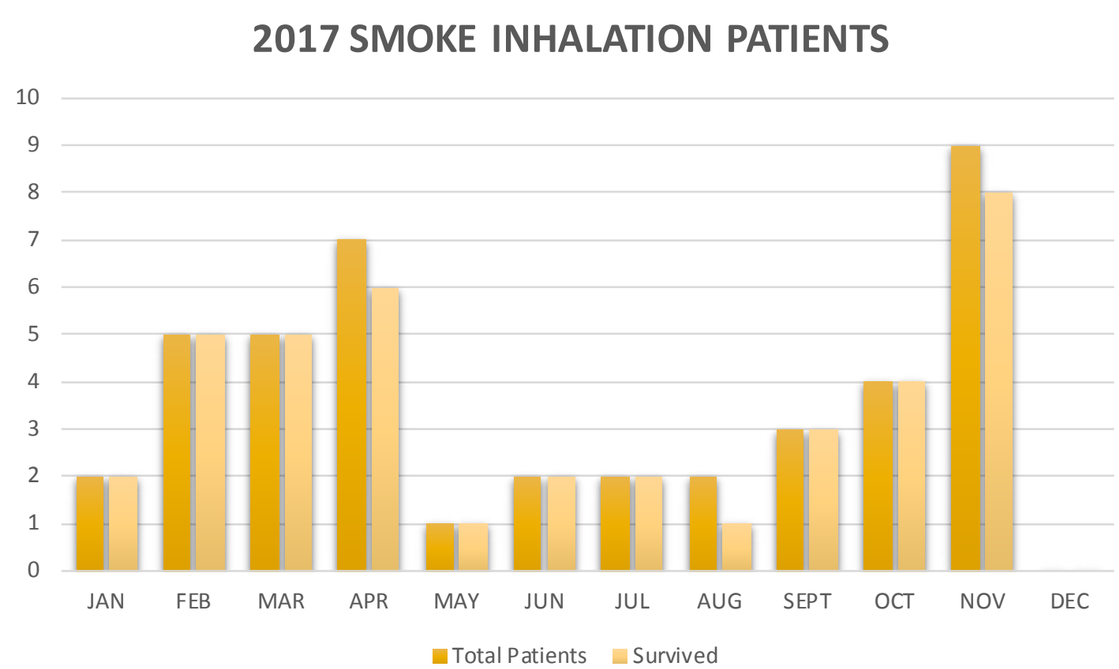
- Paramedic and EMT Certifications
  - Trained, certified, and licensed 16 new nationally registered paramedic recruits through Milwaukee County OEM-EMS and integrated them into field operations.
  - Trained, certified, and licensed 26 new nationally registered EMT-Bs as fire cadets through the MFD EMS training center; these fire cadets moved on to paramedic training.
  - Trained 12 additional EMS/EMT instructors to add to current EMS instructor pool.

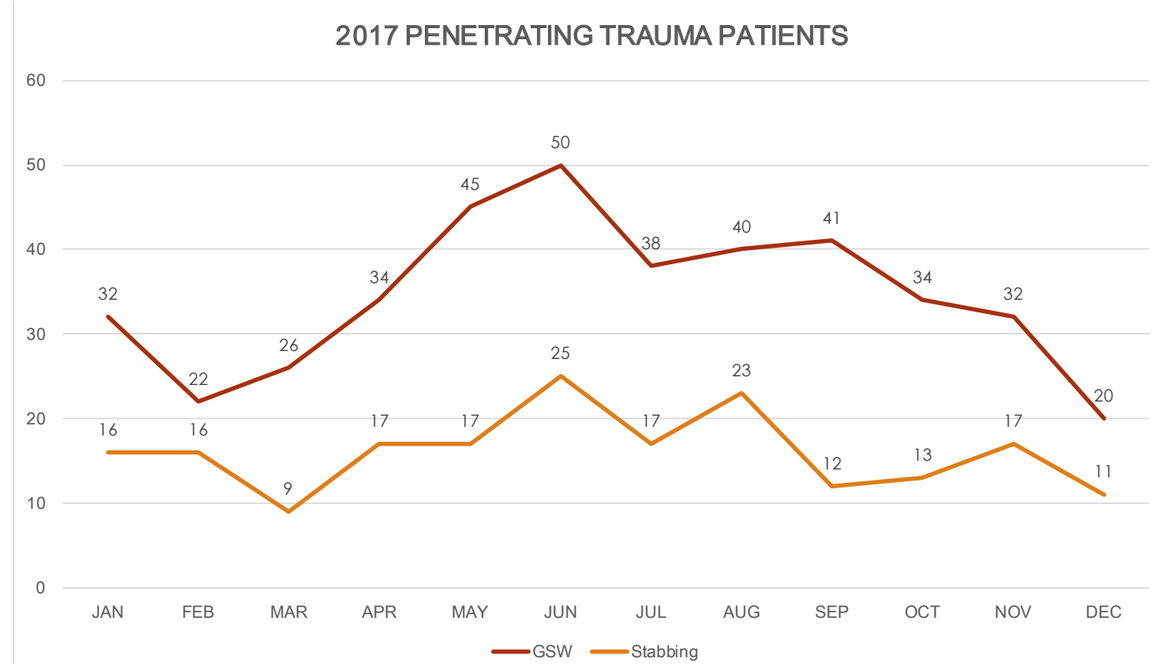
- Training Exercises
  - Collaborated with Children's Hospital to participate in emerging infectious disease training through a mock scenario.
  - Participated in mock cold-water rescue drill with Coast Guard, Milwaukee County Medical Examiner's office, and other agencies, using EM-Track mobile app to track triage, treatment and transport of mock patients.
  - Participated in a multi-jurisdictional airport exercise at the Milwaukee County Airport, coordinating triage, treatment, and transport of mock patients from mock aircraft incident.

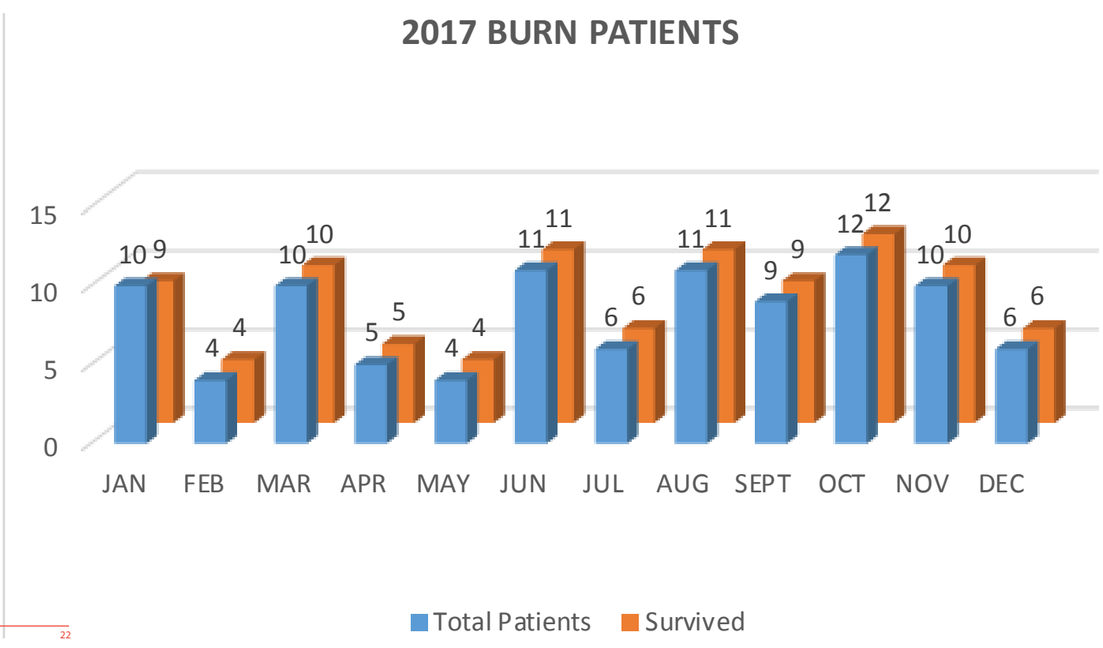
- HIPAA Compliance Training and Education
  - Performed a HIPAA Security Risk Assessment/Gap Analysis of the department, and held a conference with the City Attorney's HIPAA specialist.
  - Instituted an email encryption system to better secure EMS-related information for the department.
  - Provided annual department-wide training to maintain and enhance knowledge base of HIPAA law for all MFD members during the ALS/BLS Skills Fair.

## 2017 EMS Equipment Upgrades and Improvements

- Researched, tested, and implemented a much needed upgrade/enhancement to both BLS and ALS EMS bags and kits with a focus on durability and functionality while assessing ease of use and handling, accessibility and mobility of equipment and supplies on EMS runs, safety, weight, load and movement considerations to help reduce injuries and strains, visibility both day and night, and easy decontamination and clean-up.




Through continued protocol updates, education, training, and equipment enhancements, MFD EMS maintained a high standard save rate for traumas.

- ✓ Penetrating Trauma Gunshot Wounds (GSW) = 86.47%
- ✓ Penetrating Trauma Stabbings = 98.45%
- ✓ Burn Patients = 98.98%
- ✓ Smoke Inhalation Patients = 92.86%

# EMERGENCY MEDICAL SERVICES

## DIVISION SPOTLIGHT: COMMUNITY PARAMEDIC PROGRAM

The Milwaukee Fire Department has been working on creating and incorporating a Mobile Integrated Healthcare (MIH) Program into the department's repertoire of services with the triple aim goal of the Better Care, Better Health, and Lower Costs!!! The journey began in April of 2014, when a partnership with the UWM College of Nursing bore the first community paramedic curriculum in the State of Wisconsin.

Upon graduation of the first class, the MFD conducted a pilot program which ran from October 1 to December 31, 2015. The department experienced a 26% drop in 9-1-1 usage for the pilot program patients. Year 2016 brought the creation of the "Community Paramedic House" to the quarters of Engine 4 located at 9511 West Appleton Avenue.

Appearances were made before the Public Safety Committee multiple times requesting the ability to enter into agreements with various public agencies. Processes improved, and the list of community partners grew to include the Sojourner Family Peace Center, Hayat Pharmacy, and the American Lung Association to name a few of what has become 50 community partners (and counting)! A primary goal remains aimed at finding a means of "program sustainability." There has been widespread bipartisan support from all levels of government for the program. That support granted the permission to grow.

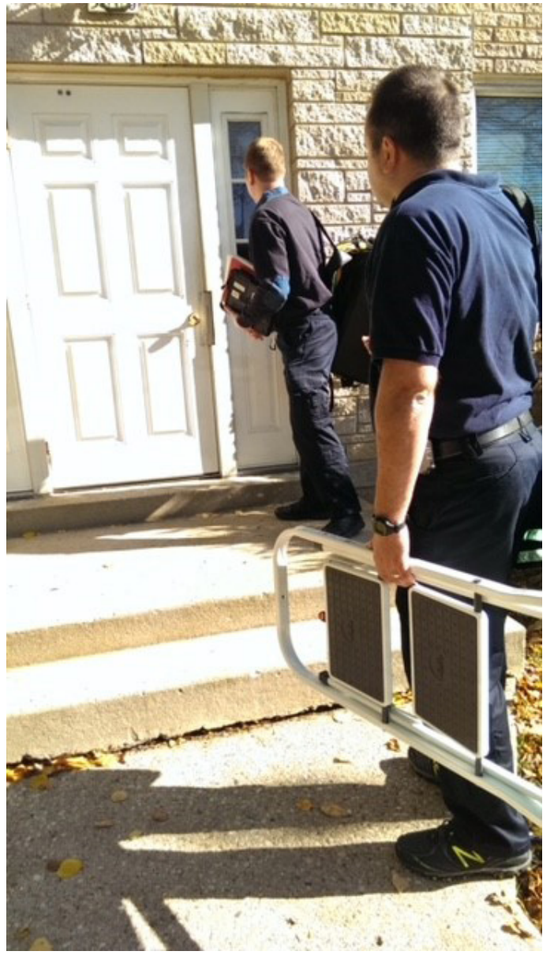
During the pilot program period, legislation was being developed to give the "emergency worker" the legal authority to function in a "non-emergency environment." The MFD had representation that was intimate with the process, and contributed collaboratively with entities from across the state. The legislation was passed November 27, 2017 with unanimous bipartisan support!

With the legislative backing, transformation continued from "pilot" to "program," with a freedom to discuss and compare processes nationwide. The MFD's MIH Program has been featured at the National Association of EMS Physicians Conference in San Diego, receiving rave reviews for its 2016 outcome measures; a 56% decrease in 9-1-1 usage for enrolled patients. Success continues as 2017 experienced a 62% decrease!

In February of 2017, the MFD MIH Program was featured at the JEMS EMS Today Conference in Charlotte, NC, further highlighting the quality of not only the program, but just as important, the partnerships!

Community Paramedic 2017 Accomplishments

- Progress was made in 2017 and will continue in 2018 to further develop public/private partnerships to address needs of both patients and partners.
- Continued to develop operational protocols and guidelines for the Community Paramedic Program for consistency throughout the patient engagement process.
- Improvements were made to deployment model and scheduling of patients providing more efficiency thus improving patient outcomes by streamlining and better defining "optimum patient engagement window" through data analysis and surveys.
- Continued research pertaining to high-utilizer patient patterns have improved patient contact percentage.
- Provided quarterly continuing education for entire community paramedic staff.
- Provided monthly data related to patient outcomes for the Mayor's Accountability in Management Report; showing an overall 62% reduction in 9-1-1 calls of patients entered into the program.
- Successfully graduated 8 more community paramedics, through the University of Milwaukee – College of Nursing, bringing the MFD's total to 34 trained community paramedics.



| Month | Change % |
|---|---|
| January | -58% |
| February | -79% |
| March | -28% |
| April | -62% |
| May | -52% |
| June | -51% |
| July | -77% |
| August | -95% |
| September | -30% |
| October | -91% |
| November | -86% |
| December | 0% |
| Total Avg. | -62% |

# SPECIAL OPERATIONS

## HEAVY URBAN RESCUE TEAM (HURT)

In addition to responding to just over 10,000 runs in 2017, the members of Engine 12, Engine 24, Rescue 1, and Rescue 2 continued to work on improving their response capabilities during emergency operations. The companies spent a great amount of time training new, existing, and other battalion members in various fireground and technical rescue operations.

In 2017, the team added eight new members to their roster. In twelve months these members were provided with in-house training in rope, collapse, confined space, trench, and heavy vehicle lifting operations. As of the December 2017, all eight members had successfully completed their initial technical rescue training.

Existing team members continued to receive daily training ensuring proficiency in all engine and rescue company operations. Several new techniques, including use of a roof rope rescue bag were tested, and later introduced in 2017. In addition to the eight scheduled HURT trainings, companies took part in multiple other large-scale trainings that involved light and heavy vehicle extrication.

Several joint trainings with other companies in the battalion included vent/enter/search, ground ladder operations, downed firefighter movement, forcible entry, and vehicle extrication. Several team members also played a leading role in the development of the department's new rapid intervention bottle/bag system that will be introduced at a department-wide in-service in 2018.

## HAZARDOUS MATERIALS TEAM (HAZMAT)

The Hazardous Materials (HazMat) Team is tasked with protecting life, property, and the environment from a released hazardous material. The team responds regionally as requested for larger incidents and is one of two Tier 1 state teams specially trained for terrorist-type responses.

- Foam Training
  - Trained over 70 members of the MFD and HazMat Team on the operation and maintenance procedures for the Canadian Pacific foam trailer.
  - Worked with the Vehicle Operation's staff to retool approach to foam operations.
  - Improved foam capabilities of the MFD HazMat Team to be utilized at special fires requiring foam operations.
- Joint Training
  - Worked closely with the State Hygiene Lab to improve capabilities of unknown testing of solids, liquids, and gases, redefining protocols of transporting said samples to the state.
  - Partnered with Children's Hospital and the Center for Disease Control to perform a mock incident of a child infected with Ebola. Assisted in the decontamination process of not only team members but of equipment involved.
  - Formed a relationship with AmeriGas Propane to assist in propane emergency response, and to provide the HazMat Team with training props and equipment.
- IAFF Train The Trainer/IAFF Sponsored Training
  - Utilized training through the International Association of Firefighters (IAFF) on illicit labs. This training improved team capabilities to identify the different types of labs while preserving evidence, and how to keep first responders safer in the process.
  - Trained 20 team members to be certified local instructors for the IAFF in the subjects of first responder operations, and emergency response to terrorism.
- MFD HazMat Training Provided to Others
  - Utilized some of the newly certified IAFF local instructors to provide 40 hours of training to the 2017 fire cadet class, certifying them in OSHA's required 29 CFR 1910.120 under their Firefighting Level I requirements of HazMat Operations-level Training.
  - Trained 24 employees of the City of Milwaukee Department of Neighborhood Services, along with 25 Milwaukee County Sheriff Department recruits in the level of First Responder Awareness.
- External Training
  - Sent three heavy equipment operators to Pueblo, Colorado for a community emergency response training class that specialized in "Crude by Rail."
  - Fifteen team members attended the Wisconsin Association of Hazardous Materials Responders Conference in Stevens Point, Wisconsin for a two-day training.
- New Equipment
  - Unveiled new wireless software and new wireless RAE meters.
  - Took ownership of a new high pressure railcar training trailer, along with a Midland kit that helps stop leaks from said type of railcars.

# SPECIAL OPERATIONS

## DIVE TEAM

2017 was a very busy year for the Dive Team; the team was dispatched 44 times, compared to 38 times in 2016, and 18 in 2015. That is a 150% increase from 2015. The team experienced a change in leadership, and in December, was relocated from Station 3 at 100 West Virginia Street, to Station 2, downtown, at 755 North James Lovell Street.

Of the 44 calls, four were out-of-city responses to Franklin, Burlington, Shorewood, and Mukwonago. The year started off by retrieving a gun off of the ice for police. 2017 also saw multiple jumpers off of the Hoan Bridge, cars in the water, overturned jet skis, people caught in rip currents, and multiple recoveries of bodies in the water. Many of these calls presented with geographical challenges so the locations were revisited during final training of the year to discuss how to overcome these challenges in the future.

One of these challenging locations was at the end of a pier in Shorewood at Atwater Beach where a 14-year-old boy went off the pier and never came up. The challenge was getting to the site with the necessary equipment. Once there, the victim was found within minutes. He was taken to the MED unit where he was tragically pronounced dead shortly thereafter.

Additional Accomplishments

- Increased training with the Boat Team, and later combined with that team to form the Marine Division.
- Started the process of getting all members swift-water certified; completion expected in 2018.
- Worked with Dr. Ebersol and wore heart monitors for entire shifts in order to provide research data.
- Implemented new dry suits.

## BOAT TEAM

- Using Marine 1 with its quick launch standard operating guideline from Duchows Harbor Marine of Milwaukee on South Water Street, successfully rescued two individuals who jumped from the Hoan Bridge.
- During the Milwaukee Airshow, towed an occupied, distressed, adrift boat to safety, which was in imminent danger of running aground on the breakwall, and during the South Shore Yacht Club's annual fleet review, in coordination with Milwaukee Police, victims of a capsized vessel were rescued, triaged on the fireboat, and transferred to MED 6 for continued treatment.
- Trained with both the Milwaukee Police and Coast Guard for inter-jurisdictional responses.



## INCIDENT COMMAND POST

The Incident Command Post (ICP) responded to all third alarm fires in 2017, and provided command for the Lakefront Marathon, July 3 fireworks, and the MFD retirees' picnic. Members participated in four specialized trainings, and four new members joined the team. The ICP successfully moved from the quarters of Engine 2, 755 North James Lovell Street in downtown, to the quarters of Engine 12, 2130 West Oklahoma Avenue, on the city's south side.

In 2017, the ICP secured a Certificate of Authorization from the FAA to allow the MFD to fly an unmanned aerial system (UAS/drone) in Milwaukee County and all of the surrounding counties for incidents including search and rescue, hazmat, greater alarms, and any event in which a drone would identify hazards and improve public safety. Work continues to successfully write a bid to receive a UAS.

# SPECIAL OPERATIONS

## TACTICAL EMERGENCY MEDICAL SERVICES TEAM

The Tactical Emergency Medical Services (TEMS) Team consists of TEMS-trained paramedics who provide medical support for law enforcement, civilians, and potential suspects during high-risk law enforcement incidents. In December, the base-station for this team moved from Station 23, on the near south side of the city to Station 1, in the heart of downtown. Station 1 is staffed daily with four paramedics, giving the department the ability to surge two additional paramedic units into service when peak volumes occur. When surging, the engine company is placed out-of-service and MED units 20 and 21 are activated.

2017 Highlights

- Responded to over 100 requests from the Milwaukee Police Department to ensure both civilians and law enforcement members had immediate access to advanced life support care during high risk search warrants, hostage incidents, and other critical situations in which there is an increased risk for traumatic injury to the citizens of Milwaukee.
- Increased the team's Counter Narcotics and Terrorism Operating Medical Support (CONTOMS)-certified members to eight. CONTOMS is a week-long course which focuses on training to treat the types of injuries which TEMS members would likely encounter in active shooter or other traumatic mass-casualty environments.
- Continued to operate MED 22, an all-terrain vehicle capable of carrying up to four emergency responders along with a patient cot, providing the means to access injured persons in dense pedestrian areas not easily accessible with traditional emergency response vehicles.

## HONOR GUARD

The Milwaukee Firefighters Honor Guard is a non-profit, volunteer organization made up of approximately thirty active or retired members of the Milwaukee Fire Department. Since 1996, the Honor Guard has been proudly standing by its mission statement to honor all MFD members and care for their families.

Each year, the Honor Guard is involved with many events. Year 2017 was no different, with involvement in forty events and six trainings. The Honor Guard continues to represent the Milwaukee Fire Department, as well as the Milwaukee Professional Firefighters' Association, Local 215. Since joining the Professional Firefighters of Wisconsin Association Honor Guard in 2014, the Milwaukee Firefighters Honor Guard has participated in several other events and funerals for firefighters across the State of Wisconsin. This past year, the Milwaukee Firefighters Honor Guard assisted in 10 joint events.

Just as firefighters train, the Honor Guard trains nine months of the year to keep skills sharp. Training includes marching, facing, saluting, pallbearer and casket guard duties, flag folding, and administrative sessions on how to plan, coordinate, and run retiree, active duty, and line-of-duty death funerals. Several funeral homes as well as churches in the area allow the use of their facilities for training.

Members of the Milwaukee Firefighters Honor Guard, along with members of Honor Guards from North Shore (WI) Fire Department, Topeka (KS) Fire Department, Lincoln (NE) Fire Department, Minneapolis (MN) Fire Department, Dane County (WI) EMS, and Calgary, Canada host an annual clinic in Milwaukee. The 2017 clinic was once again a huge success with 90 total students from police and fire departments across the United States. Instructors received requests from other honor guards to travel and teach clinics in their cities. In 2017, there were three other clinics that were taught by the instructors in the Midwest as well as one in California.

In addition to participating in numerous retiree funerals, other events to note included:

- Gulfport, LA Line-of-Duty Death Funeral
- Kenosha, WI Line-of-Duty Death Funeral
- Waldo, WI Active-Duty Death Funeral
- Milwaukee Fire Department Line-of-Duty Death of our own Lieutenant Kristin Ciganek
- MFD Recruit Graduation
- MFD Awards Ceremony
- Local 215 Packer Party
- Multiple sendoffs for fire department members hanging up their gear and entering retirement
- Memorial Day Parade
- Wisconsin Alliance for Fire Safety
- National Fallen Firefighter Southeast Wisconsin Golf Outing
- Various 9/11 Ceremonies
- MFD Fallen Firefighter Memorial
- State of Wisconsin Fallen Firefighter Memorial
- International Association of Firefighters Fallen Firefighters Memorial in Colorado Springs, where three MFD members are commanders.

# SPECIAL OPERATIONS

## FIRE INVESTIGATION UNIT

The Fire Investigation Unit (FIU) is mandated by state laws and municipal ordinance to determine the cause and origin of fires within the City of Milwaukee. The FIU consists of personnel specially trained to utilize the most up-to-date techniques in fire investigation in cooperation with local, state, and federal law enforcement agencies. The FIU is dispatched to scenes with damages over $10,000, fire fatalities, fire injuries, and suspicious, incendiary, or trend-fires, responding with a vehicle that is outfitted with tools and equipment needed to support on-scene fire investigations.

The FIU reports annually on fire-related incidents using NFPA 921's four general classifications: incendiary, accidental, natural, and undetermined. The FIU has one 24-hour investigator on duty at all times operating out of Station 2. In 2017, 473 fires were investigated by the MFD FIU. A total of seven fire fatalities occurred in 2017, up from five in 2016.

The FIU director, two assistant directors, and three new fire investigators attended the Wisconsin Chapter 25 International Association of Arson Investigators (IAAI) Conferences in June and September receiving valuable ongoing fire investigation training required by NFPA 1033 - Qualifications for the Fire Investigator. The FIU sponsored specialized training for investigating motor vehicle fires at this multi-day course held at the MFD Training Academy. Both Milwaukee fire and police fire investigators attended the training and worked collaboratively to better understand origin and cause of vehicle fires.

New members to the FIU were incorporated into fire investigations when they responded to a fire on their own apparatus. Once the fire was extinguished, new investigators already on scene were able to team up with the experienced full-time FIU fire investigator assigned to investigate the fire. This provided an excellent learning opportunity to give new members a hands-on experience in origin and cause determination in a real fire environment.

The FIU collaborated with MFD Technical Services to develop a data management system to incorporate NFPA 921 compliant fire investigation reports, and worked on concepts to capture data for analytical and statistical purposes.

The two MFD assistant directors serve on the training committee for the Wisconsin Chapter 25 IAAI Conferences. They are responsible for determining what upcoming topics will be presented to investigators from around the state in both public and private industries.

The MFD FIU continues to work in partnership with fire investigators from local, state, and federal law enforcement agencies on incendiary fire investigations. This type of joint effort has been beneficial in solving incendiary fires in Milwaukee in 2017; through the criminal justice system several people were arrested, charged with arson, found guilty, and sentenced. An FIU assistant director was called to testify on an arson case and was recognized by the Wisconsin State Court as an expert witness in fire origin and cause investigations.

Under the leadership of the FIU Director, membership of the team has increased with three full-time investigators, and twenty-six field personnel who have successfully completed the National Fire Academy 80-hour Fire Origin and Cause Determination Course. The FIU trained field personnel fill in during a vacancy of a full-time investigator. The FIU as a whole has provided the department with a greater awareness of the importance of fire scene preservation, and making key observations at fire scenes to aid in the fire investigation.

# COMMUNITY RELATIONS

The Community Relations Section is comprised of a dedicated staff which reaches out to the public to instruct various fire and health safety programs. Instruction on properly functioning smoke alarms, evacuation planning and preparedness, fire extinguisher use, emergency medical services, elder care, and the career of firefighting are just a sampling of the programs offered. The section is led by a fire lieutenant, serving as the director, and is rounded out by three dedicated firefighters serving as fire education specialists. Together, they spearhead the education of the citizens of Milwaukee on matters pertaining to fire and health safety.

In 2017, the Community Relations Section staff scheduled, and with the help of assigned field personnel, conducted, over 1,300 programs reaching almost 2.1 million people. This year, the teaching of hands-only CPR was added to the list of programs. This class is designed to teach bystanders how to do compressions, and spread the word on why it is vitally important to take action when witnessing a cardiac arrest. All sworn members of the MFD facilitate events and training in local neighborhoods to ensure the message of fire safety is consistent and up-to-date throughout the city. Sometimes education even seamlessly flows in with charitable works as the department has become well known for offering experiences as auction items to raise funds for charities.

The Community Risk Reduction Program continues to make great strides in promoting positive relationships in neighborhoods throughout the city. There were increases in contacts from 2016 to 2017 in virtually all areas of expertise. Regular and consistent community contact continues to be an important preventative focus of the department; below are some notable 2017 statistics.

- 9,925 smoke alarm contacts were made (39.2% in grant areas); an increase of 74.15% over 2016
- 1,968 smoke alarms were installed; an increase of 23% over 2016
- 14,766 smoke alarms were found present and operating; an increase of 52.42 % over 2016
- 18,804 MFD-initiated community events took place; an increase of 105% over 2016

# JUNIOR FIRE INSTITUTE

The Milwaukee Fire Department Junior Fire Institute (MFD JFI) continues to maintain its non-profit status. It provides a fun, safe, and rewarding program to all students at absolutely no charge, making the program accessible to all members of the community. The MFD JFI is designed for students 14 – 20 years of age who have expressed an interest in the fire service. Students may join the program at any time during the course of the year. They are given a monthly opportunity to experience basic firefighting, first aid skills, and leadership opportunities with a focus on honor, courage, and integrity. These opportunities serve to help students decide if firefighting and emergency medical technician careers are ones they would like to pursue.

The Milwaukee Fire Department has a rich history of serving the youth of the community and has been working with local students such as these for over twenty years! JFI advisors are all volunteers, and come from the MFD, surrounding fire departments, and civilians in the community.

The MFD JFI typically meets the first Saturday of each month from 9:00am to 12:00pm at the MFD Training Academy located at 6680 North Teutonia Avenue. Each month students have the opportunity to learn new skills within the fire service such as self-contained breathing apparatus use and care, engine company operations, confined space drills, truck company operations, fire extinguisher training, and much more. Students become familiar with performing basic firefighting tasks with actual firefighting equipment. Parents /guardians are always welcome to attend monthly meetings and volunteer during our community service events.

The 2017 season showed continued growth of the program with over 150 registered students, and a monthly student attendance of 40-50. These students are an excellent representation of the rich diversity in the City of Milwaukee.

The Fourth Annual Summer Training Camp took place in 2017, and it was the first time overnight accommodations were offered. Thirty-five students participated in the four-day, three-night camp. While at camp students were taught about teamwork, tradition, honor, courage and pride, and worked within a dynamic, changing environment. They participated in a multitude of classes and hands-on experiences, were provided overnight accommodations in a dorm-type setting, and furnished twelve nutritionally well-balanced meals. In sponsorship and volunteerism, over 100 adults from the Milwaukee Fire Department and community partners came together for a safe, fun, and rewarding experience. Special thanks to Aurora Health Care Nurses, the Milwaukee Brewers, and Marcus Theaters for their donations of time, energy, and event tickets to help provide meals and evening entertainment for the campers.

While this program typically only meets once a month, student volunteerism year-round is strongly encouraged. Students will be given the opportunity to volunteer at different events such as neighborhood clean ups, Children's Respite Day, American Lung Association US Bank Stair Climb, among others.

# TRAINING

The Training Division is responsible for firefighter skills training and the internal professional development programs for all sworn members. The division develops curricula for a wide variety of topics, provides the actual training, and tracks member compliance. Firefighters start their careers with the MFD in formal recruit or cadet training, and continue to learn through in-service style training throughout their careers.

- In 2017, lead instructors conducted over 1,100 hundred hours of training.
- Worked in conjunction with suburban shared services partners to conduct a hi-rise table top training with the shared services command staff. This was followed by a full scale hi-rise training to 1,400 firefighters held at 2300 North Mayfair Road.
- Developed and conducted a department-wide in-service to prepare for the new hi-rise standard operating guidelines.
- Conducted a shared services recruit class with the Joint Services Fire Academy that consists of the surrounding cities of Wauwatosa, West Allis, and North Shore.
- Conducted a shared services live fire training with the Menomonee Falls Fire Department.
- Conducted a Firefighter-for-a-Day Training for physical therapists from Froedtert Hospital.
- Conducted a 16-week fire recruit class consisting of nineteen fire cadets.
- Tested and evaluated products from FLIR, Morning Pride, Tempest Fans, Bullard Products, Teca Safe, and Streamlight.
- Developed and transferred all Instructional documentation and testing for the recruit class to a web-based format.
- Under direction of Dr. Ebersol and the Peer Fitness Team, implemented a new "triphasic workout" to better prepare the recruits for the physical demands of the fire service.
- Remodeled the recruit classroom with the help of the Fire Historical Society to reflect the proud history and tradition of the department.
- Held the 1st Annual Recruit Instructor Reunion, inviting back lead instructors from the past 40 years.
- Conducted an 80-hour comprehensive Company Officer Training Class, focusing on radio use, tablet and report writing, and use of the NFIRS System.
- Assisted with the Junior Fire Institute Summer Camp and Camp Hero by utilizing the pizza oven to make lunch for all involved.
- Donated a coat rack made out of old MFD pike poles to the Milwaukee Historical Society.

"Education is not the filling of a pail, but the lighting of a fire."

-William Butler Yeats

## HEALTH & SAFETY

- Established health and wellness center at Station 5
- Saved over $400,000 on firefighter emergency room visits
- The heart rate recovery and variabilty study led by Dr. Kyle Ebersole completed over a period of 20 shifts, and included more than 70 participants
- Completed education agreement to incorporate student athletic trainers in the fire service
- Implemented a new job-specific lifting and physical testing program for cadets and recruits
- Reduced average time for employee from injury to orthopedic specialist evaluation to less than 24 hours
- Reduced average injury rehabilitation time for firefighter by multiple weeks, compared to similar injuries returning to a sport

# CADET PROGRAM

In 2017, the Fire Cadet Program promoted nineteen fire cadets to the position of fire recruit. This 2015 fire cadet class became full-fledged firefighters upon completion of their recruit training in November of 2017. This multi-faceted challenging transition to firefighter completed their nearly 2.5 years of mentorship, leadership, training, and skills-testing to prove that they are capable and competent Milwaukee firefighters. The fire cadets' education included the following courses: State of Wisconsin Level 1 Firefighter, Nationally Registered Emergency Medical Technician (EMT), Spanish for First Responders, and Anatomy and Physiology. In addition to formal coursework, they rounded out their education by performing as mentors to students at Vieau Street School in the Big Brothers Big Sisters Program for a year. Fifteen of the fire cadets also completed their National Registry Emergency Medical Technician Paramedic Training.

The Fire Cadet Class of 2016 entered their second year of training in August 2017. These 23 fire cadets are currently in the process of finishing their paramedic training, complete with clinicals and MED unit ride-a-longs which provide them real-world experience. This class is scheduled to transition to fire recruits in July of 2018.

The 28 fire cadets in the August 2017 class saw a few changes to the program with a heightened aim to integrate physical/mental/emotional aspects into their training to include counseling in nutrition, wellness (both mental and physical), as well as injury prevention and recovery. They also receive specialized mentorship and counseling internally every 12 weeks to ensure they are progressing and maturing. The fire cadet command leadership has instituted a Cultural Competency Program in which every month a guest speaker from the department or the community will engage them in discussions regarding diversity, and cultural training and understanding so as to provide a well-rounded education during their 100-week journey.

## RECRUITMENT

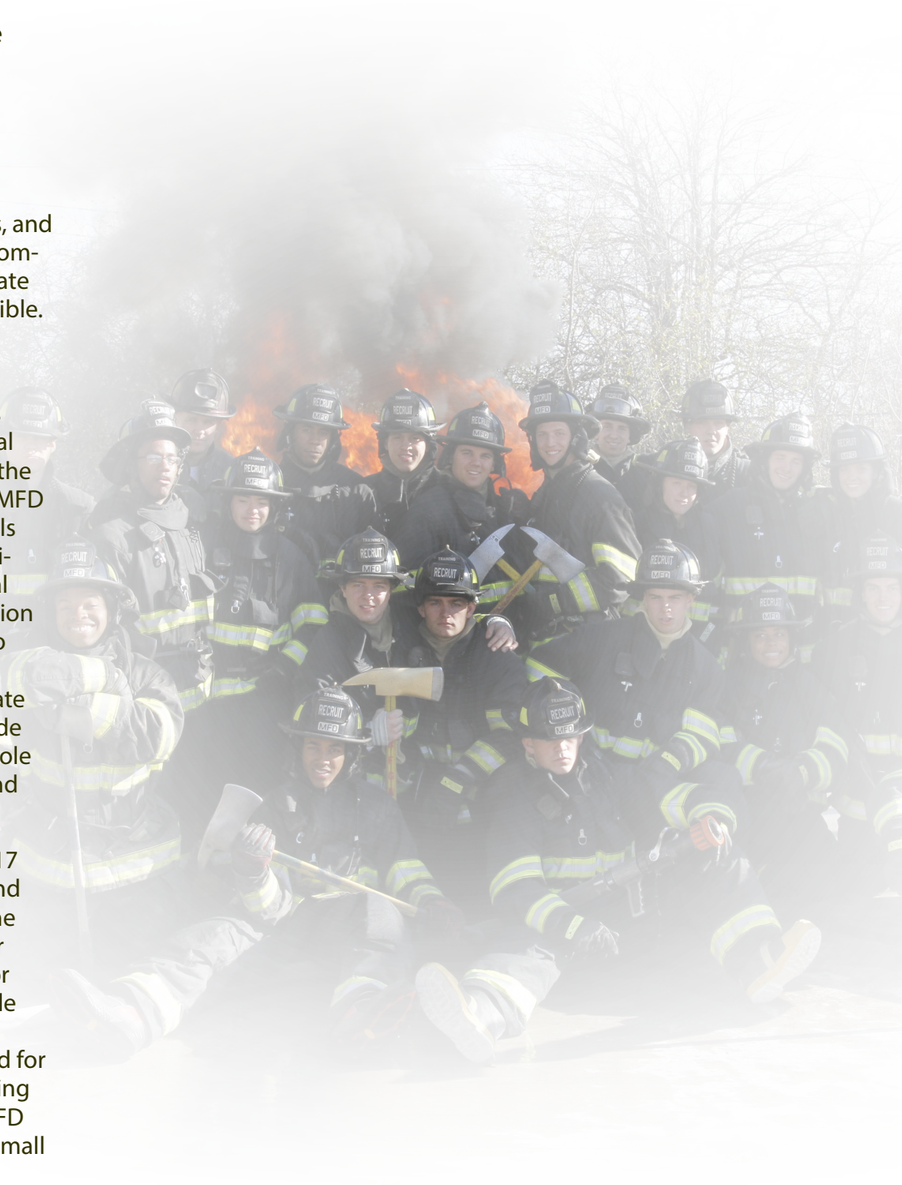
In 2017, the recruiting section of the department was challenged with completing three tasks simultaneously:

- planning for a pre-apprenticeship program involving the department's Construction and Maintenance Division,
- continue the efforts to complete recruitment for the Fire Cadet Program,
- and organize a recruitment for the rank of firefighter.

These three diametrically different tasks with different goals, objectives, and timelines required that the MFD build on its long history of engaging community partnerships to maximize its ability to create, deliver, and evaluate the programming and messaging for which MFD recruiters are responsible.

In the summer of 2017, the Milwaukee Common Council approved a memorandum of understanding between the MFD and the Milwaukee Public Schools (MPS) to develop a second apprenticeship program, this one for the Construction and Maintenance Division (CMD), with the goal of identifying and attracting young talented high school students into the skilled trade careers at the CMD. Like many other local employers, the MFD is sometimes challenged to find tradespeople that have the unique skills and experience required of CMD employees. Alternatively, it was identified during the fire cadet recruitment process that there was substantial interest from some high school students in maintenance and construction capabilities. Several meetings took place between the MFD and MPS to identify appropriate schools and applicable curriculum, and to recruit students into these unique opportunities that would become an intimate partnership between the schools and the MFD. In addition to basic trade instruction, the MFD expressed an interest early-on in building the "whole student" with programming that includes wellness, financial literacy, and soft skills such as business and professional communication.

The recruitment for a new class of fire cadets began in the spring of 2017 with recruiters playing an active role in engaging high school juniors and school staff. As an enhancement to the MFD's 2016 partnership with the Girl Scouts of Southeastern Wisconsin, the department became a major partner in Camp Hero, which provides a week-long camp experience for high school girls who are interested in protective service. The MFD's role in medicine, firefighting, and special operations continued to remain a major part of Camp Hero, and several participants subsequently applied for the Fire Cadet Program in the fall. In addition to large-scale programming like Camp Hero and city-wide events like the Fresh Coast Classic, the MFD continues to have a year-long presence in the more than 50 large and small high schools in the Milwaukee area, creating and maintaining relationships with students, as well as the school staff that assists with identifying students and providing information and support to them.



Firefighter recruitment activities officially began in the fall but were preceded by months of market research and outreach conducted by the MFD recruiting team. The MFD partnered with the Milwaukee Public Libraries and the Milwaukee Public Schools to reserve space to hold focus groups and informational sessions throughout the summer as well, producing two high-quality dual-use recruitment videos. Similar to recruiting for fire cadet, the marketing materials and messaging for firefighter were based on feedback gleaned from market research, and were tested with target audiences to ensure that the MFD's recruiting message spoke to the unique perceptions and positions of target audiences. Challenged with delivering content alongside of news reports of closing fire stations and staffing cuts, there were still several thousand individuals that applied to become a Milwaukee firefighter and took the written test in November, 2017. In mirroring the successful activities from fire cadet recruitment, preparation opportunities for the written exam and the interviews were also offered to ensure that all applicants had adequate opportunity to prepare for the assessment process. Scaling these opportunities for all of the candidates presented a logistical challenge as multiple sessions, at multiple locations in the city were scheduled to ensure that the more than 2,000 individual applicants had equal access to the preparation resources.

Looking forward, year 2018 will see the emerging formation of the first cohorts of up to 30 students each at Bradley Tech, Casmir Pulaski, and James Madison High Schools, with the program spurring partnerships with Milwaukee Area Technical College and the Wisconsin Department of Workforce Development. Recruiting fire cadets will continue, including testing and preparation activities in partnership with the Fire and Police Commission. The first round of individuals that went through the firefighter recruiting process will complete interviews and move on to emergency medical technician and recruit training in the summer. Having played an active role in outreach, research, identification, and support, the talented and dedicated members of the MFD's recruiting team are looking forward to seeing a new generation of individuals embark on their first steps as employees of one of the greatest fire departments in the country.

# CONSTRUCTION & MAINTENANCE

With the highest regard to safety, readiness and responsibility, the Construction and Maintenance Division provides unwavering and exemplary service to the citizens of Milwaukee. This is done by designing, purchasing, and maintaining a fleet of 200 vehicles that are at-the-ready to respond to any and all calls. In addition, this staff of 28 maintains 40 fire stations and service buildings as well as all lifesaving equipment such as the Jaws of Life, self-contained breathing apparatus, and all emergency medical equipment that were used at the 91,233 lifesaving incidents. Nearly 4,000 vehicle work orders were completed, and over 1,200 maintenance and supply orders were handled efficiently and effectively.

In addition to the vital day-to-day tasks of building, fleet, and equipment upkeep, this division made its mark in 2017 in the following additional areas of service.

REPURPOSING/UPDATING FIRE STATIONS - This division assisted with major repurposing and transforming of several fire stations. Station 31 became a city voting center, Station 6 serves as the offices of the department's Community Relations Section, Station 28 serves as an assessment and training center, Station 5 as a firefighter rehabilitation and training center, and finally Station 25 became the home to the local Fire Bell Club support team. These transitions, which included the reorganizing and movement of the majority of the department assets and equipment occurred within a six-week window without interrupting service to the citizens.

In the direction of promoting green technology, the division continued its Green Hinge Installation Program, as well and the LED Light Installation Program aimed to reduce energy use by 20%.

SUPPORT OF OTHER CITY DEPARTMENTS – This division supported the Milwaukee Police Department (MPD) by donating a fire department vehicle to be repurposed as an MPD community ice cream truck, assisted with the maintenance of the police boat, and supported their dive recovery team.

In support of maintaining the historical architecture of the Common Council Chambers on the second floor of Milwaukee City Hall, a structure over 120 years old, this division's painter spent 40+ hours restoring damaged intricate trim to its former glory.

This division's support goes well beyond the MPD and the City's Common Council Chambers to include surrounding shared services fire departments, and the Milwaukee Department of Public works with an attitude of "If we can assist, be of value, make it work, we are there!"

COMMUNITY RELATIONS/TRAINING PROGRAMS – A 99% ADA-compliant mobile community relations vehicle was built.

Staff provided nearly 1,300 hours of community mentoring to Boy and Girl Scout Troops, local high school students, and even city officials.

CANCER PREVENTION/FIREFIGHTER SAFETY INITIATIVES– With the goal of reducing carcinogens, the division installed gear washer/dryer units in 28 fire stations, and upon receiving a grant, installed air ventilation systems in 11 fire stations, and has redesigned and implemented cancer preventive measures on all future fire apparatus. The department has worked with Pierce Manufacturing on a nationwide ad campaign which has championed the city and the MFD.

FIRE OPERATIONS - To keep equipment current, this staff researched, tested, and purchased new, innovative lifesaving equipment such as lights, extrication tools, and thermal imaging equipment. Staff designed and fabricated flushing tools that will help protect fleet vehicles from corrosion and rust. They assisted with design and production of the rapid intervention rescue bags, and supplied all vehicles with forcible entry kits and high-rise equipment.



# TECHNICAL SERVICES

The Technical Services Division includes the department's 9-1-1 call-taking and dispatch center as well as the responsibility to purchase, support, and maintain all electronic technology-based devices, systems, applications, and peripheral equipment used by the department. The mission is to support all of these systems in a manner that is invisible to the end-user, and to enhance the department's effectiveness.

In 2017, department dispatchers received 157,413 calls for service and dispatched department resources to 91,791 fire and emergency medical services incidents, and an additional 75,551 dispatches to private ambulance companies. As part of the department's Shared Services Initiative, the MFD responded to 1,034 out-of-city incidents, and requested additional resources come in to Milwaukee on 2,101 calls.

Electronic equipment support includes 44 serers, over 500 desktop, laptop, tablet, and vehicle mounted computers, over 400 desk and cell phones, and 655 mobile and portable radios. The department's video conferencing system at all 30 fire stations and administrative locations is also supported by this division.

In addition to ad hoc data requests, the Technical Services Division staff compiles statistical and response data which is submitted to the U.S. Fire Administration Division of the Federal Emergency Management Agency, the National Fire Information Council, the Mayor's Office, and the Common Council on daily, monthly, and yearly schedules.

2017 Major Accomplishments

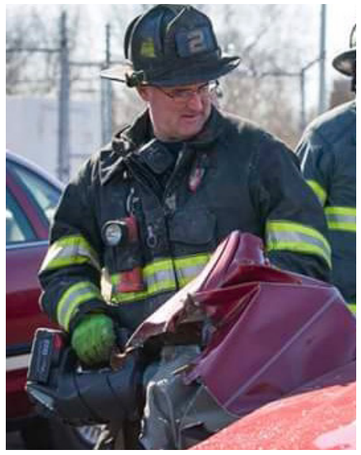
- Identified, extracted, and formatted EMS incident data to meet the National Fire Incident Reporting System standards, and began uploading this data to the Department of Homeland Security. EMS incidents comprise more than 83% of MFD responses, and this information is now provided nationally.
- Completed the all-division demonstration phase of the new records management system, and contract negotiations with the preferred vendor began.
- Completed new virtual server and storage solution implementation and configuration. The new hardware and software architecture increases storage while at the same time reduces the physical footprint. Further, this greatly increased survivability in the case of a catastrophic failure at the main site, and reduced the possibility of data loss should that occur.
- As part of the department's realignment due to budget cuts, and performed with minimum disruption to daily operations, staff planned and executed the relocation of 32 desktop computers, 15 printers, 4 video conferencing systems and uninterruptable power supply systems, and reassigned 8 tablets and 8 cellphones. In addition, worked with the Department of Public Works on the rerouting of 13 landlines, and the installation of many phone and data drops to accommodate the moves.
- Continued the process of converting department forms from paper to electronic format; electronic forms have increased efficiency and accountability department-wide eliminating lost forms and unsubstantiated requests.

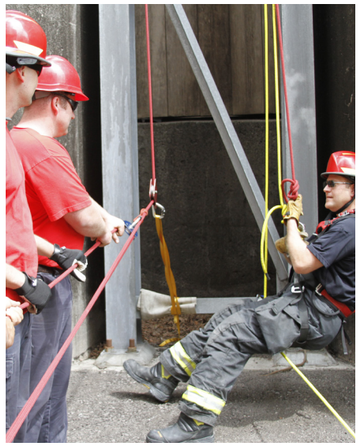
# ADMINISTRATION

The Administration Division, along with the Budget and Finance Section are located at 711 West Wells Street on the third floor of Fire Station 2. This small, yet efficient and dependable staff, handles the human resources functions for all department members, handles budgeting and financial aspects of the department as a whole, and daily provides fire and emergency medical services reports to requesters. The offices of the Chief and Assistant Chiefs are also at this location, and all directives from them originate here.

The MFD is a service organization, and although most of the business functions of this staff are routine in nature, processes are continuously refined to maintain outstanding efficiency. These professionals continue to meet the challenges of an ever-changing environment while adjusting to new technology and policies and updated government laws.

In 2017, the department hired an Office Assistant III to fill a vacancy in Administration created by a retirement and internal promotion, and in Budget and Finance, hired a Personnel Payroll Assistant III due to a resignation and a Program Assistant III to fill a newly-created position.





## APPOINTMENTS - in date order

| RANK | NAME | APPOINTED |
|---|---|---|
| FMEC1 | ROMAN-CORTES, JUAN M. | 2/13/2017 |
| FMEC1 | PETERSON, STEVEN M. | 3/27/2017 |
| FMEC1 | VANCE, DERRICK T. JR. | 3/27/2017 |
| FIDIS | BURNS, LAFREDRICK T. | 4/24/2017 |
| FIDIS | JOHNSON, CINDY A. | 4/24/2017 |
| PPRA2 | LECHNER, SEASON D. | 5/7/2017 |
| ITSSP | NELSON, RYAN M. | 6/5/2017 |
| ITSSP | CHIRAFISI, NICHOLAS J. | 6/19/2017 |
| PPRA3 | BALKOWSKI, NANCY A. | 7/2/2017 |
| FIREF | KOSZUTA, JONATHAN A. | 7/31/2017 |
| CADET | ARNOLD, LIAM R. | 8/14/2017 |
| CADET | ARROYO, JEREMIAH | 8/14/2017 |
| CADET | ASH, ANTHONY M. | 8/14/2017 |
| CADET | BADOVSKI, WILLIAM T. | 8/14/2017 |
| CADET | BOIVIN, JOSHUA J. | 8/14/2017 |
| CADET | CRONCE, OWEN R. | 8/14/2017 |
| CADET | CURRIE, AVERY R. | 8/14/2017 |
| CADET | EIDE, ALYSSA G. | 8/14/2017 |
| CADET | HOLLIMAN-NAPPIER, KENNEDY | 8/14/2017 |
| CADET | JAKSIC, IVAN A. | 8/14/2017 |
| CADET | JANZEN, ALEXANDER L. | 8/14/2017 |
| CADET | JEFFERSON, LILY I. | 8/14/2017 |
| CADET | JORDAN, ZANIQUE D. | 8/14/2017 |
| CADET | KOWALSKI, JACOB J. | 8/14/2017 |
| CADET | LESTER, JESSICA L. | 8/14/2017 |
| CADET | LOPEZ, YSABEL T. | 8/14/2017 |
| CADET | MILLER, JOSEPH D. | 8/14/2017 |
| CADET | OELKE, JULIA G. | 8/14/2017 |
| CADET | PETERSON, ZOE I. | 8/14/2017 |
| CADET | RIVERA, LUCIANO J. | 8/14/2017 |
| CADET | ROGERS, DAVAREA T. | 8/14/2017 |
| CADET | RUPP, ANDREW R. | 8/14/2017 |
| CADET | SANDERS, AARON J. | 8/14/2017 |
| CADET | SAYEG, ALANA M. | 8/14/2017 |
| CADET | SMITH, RICHARD N. | 8/14/2017 |
| CADET | VELCHECK, ALISON C. | 8/14/2017 |
| CADET | WACHOWIACZ, GRACE E. | 8/14/2017 |
| CADET | WALSH, PATRICK R. | 8/14/2017 |
| OFCA2 | JULSON, BETHANY L. | 9/11/2017 |
| FERO2 | STAHL, JOHN L. | 10/9/2017 |
| PRGA3 | LEWIS, AMANDA M. | 12/3/2017 |

## SEPARATIONS - in date left order

| RANK | NAME | DATELEFT |
|---|---|---|
| FEMEC | BAUMGART, KURT A. | 1/4/2017 |
| CADET | JOLLY, LZ | 1/11/2017 |
| PARFF | VOSS, PAULA L. | 1/14/2017 |
| FIREF | VOSS, RICHARD A. | 1/14/2017 |
| LIEUT | LUCAS, TERRY D. | 1/16/2017 |
| FIREF | LEWIS-MIZLO, PAUL W. | 1/19/2017 |
| OFCA3 | MOORE, MILICIENT A. | 1/21/2017 |
| FIREF | DUNAJ, RICHARD J. | 2/26/2017 |
| FEDIS | GESCH, DONNA J. | 3/6/2017 |
| FCAPT | KARNER, STEVE P. | 3/28/2017 |
| FIREF | GEPPERT, DEREK M. | 4/9/2017 |
| LIEUT | WHITE, TONY L. | 4/17/2017 |
| FIREF | MYSZKA, EDWARD R. | 4/23/2017 |
| FIREF | STOEBICH, MICHAEL J. | 4/23/2017 |
| FIREF | POLKA, JOSEPH J. JR. | 4/23/2017 |
| PARFF | LUCAS, SUSAN L. | 4/29/2017 |
| FIREF | GERHARZ, SCOTT G. | 5/15/2017 |
| ALIUT | KARNER, DEBORAH A. | 5/20/2017 |
| HEQOP | SAUGSTAD, GARY D. | 5/24/2017 |
| HEQOP | GONZALEZ, LUIS J., SR. | 5/29/2017 |
| OFCA4 | MOOREN, JEAN M. | 5/31/2017 |
| FIREF | FONTANEZ, JEREMY J. | 6/3/2017 |
| LIEUT | FAUST, RICHARD C. | 6/16/2017 |
| PPRA2 | LECHNER, SEASON D. | 6/17/2017 |
| HEQOP | BUKOWSKI, STEVEN J. | 6/19/2017 |
| LIEUT | HARTHUN, KURT J. | 6/23/2017 |
| LIEUT | SCHWENDTNER, STEVEN A. | 6/24/2017 |
| FCAPT | DAVIS, BRADLEY W. | 6/27/2017 |
| FIREF | WEIGEL, ANDREW J. | 6/27/2017 |
| HEQOP | BAYER, DANIEL J. | 6/28/2017 |
| CADET | MOUTRY, ZAIRE F. | 7/12/2017 |
| FIREF | RUTLEY, ROBERT J. | 7/13/2017 |
| FIREF | MARQUEZ, LUIS A. | 7/15/2017 |
| LIEUT | STEMO, MICHAEL A. | 7/19/2017 |
| HEQOP | MCINNES, JEROME K. JR. | 7/22/2017 |
| FIREF | COLEMAN, FREDERICK A. | 7/23/2017 |
| CADET | SPREWER, IMANI K. | 7/28/2017 |
| HEQOP | WOJNAR, MICHAEL J. | 7/31/2017 |

| | | |
|---|---|---|
| FIREF | KOSZUTA, JONATHAN A. | 8/4/2017 |
| FCAPT | SKARADZINSKI, ROBERT G. | 8/15/2017 |
| HEQOP | TOBIN, DANIEL P. | 8/21/2017 |
| HEQOP | LEVERAUS, DARIN J. | 8/22/2017 |
| LIEUT | SCZESNY, ROBERT F. | 8/24/2017 |
| FIREF | HOOKS, TYRON J. | 8/26/2017 |
| PARFF | PHILLIPPI, PATRICK K. | 8/28/2017 |
| FIREF | BALLMANN, MICHAEL A. | 9/1/2017 |
| FIREF | GUYANT, DAVID A. | 9/15/2017 |
| HEQOP | YOUNGBLOOD, JAMES N. | 10/1/2017 |
| FMEC1 | WENTLAND, BRUCE D. | 10/7/2017 |
| HEQOP | VILTER, SCOTT F. | 10/19/2017 |
| FCAPT | MUELLER, RICK A. | 10/20/2017 |
| HEQOP | STJOHN, JOHN A. | 10/20/2017 |
| FIREF | GLAVAN, JEFFREY P. | 10/20/2017 |
| CPISO | HALBUR, TIMOTHY G. | 10/29/2017 |
| HEQOP | RECHLITZ, JOHN R. | 10/30/2017 |
| CADET | ASH, ANTHONY M. | 10/31/2017 |
| FIDIS | COLE, CATINA R. | 11/2/2017 |
| FIREF | ELZ, JAMES W. | 11/23/2017 |
| LIEUT | MONZEL, MICHAEL J. | 11/27/2017 |
| LIEUT | RIGHTMYRE, BRUCE S. | 11/28/2017 |
| BNCHF | SCHWARK, DALE A. | 12/15/2017 |
| CADET | ARNOLD, LIAM R. | 12/21/2017 |
| CADET | BADOVSKI, WILLIAM T. | 12/21/2017 |
| CADET | CURRIE, AVERY R. | 12/21/2017 |
| CADET | RIVERA, LUCIANO J. | 12/21/2017 |
| CADET | ROGERS, DAVAREA T. | 12/21/2017 |
| HEQOP | TJAALAND, JOHN S. | 12/23/2017 |
| BNCHF | OCONNOR, BRIAN R. | 12/23/2017 |
| HEQOP | BARSCH, DANIEL L. | 12/27/2017 |
| FIREF | MIKSIC, THOMAS M. | 12/27/2017 |
| DEPCH | LEY, JAMES H. | 12/29/2017 |
| BNCHF | GALLOW, RALPH M. | 12/30/2017 |
| HEQOP | COLEMAN, MARVIN L. | 12/30/2017 |
| DEPCH | LINTONEN, TERRY W. | 12/30/2017 |
| HEQOP | GRAMS, DAVID M. | 12/30/2017 |
| BNCHF | WEBER, DEBRA J. | 12/31/2017 |

## PROMOTIONS - in date order

| RANK | NAME | DATE |
|---|---|---|
| FDSEN | KRESSMER-JONES, MELISSA K. | 1/1/2017 |
| FDSEN | PLEIER, ANNAMARIE T. | 1/1/2017 |
| FDSEN | PLEIER, CHARLES F. | 1/1/2017 |
| FDSEN | LIMBACK, DANIEL C. | 1/1/2017 |
| FCAPT | MORAVEC, TIMOTHY J. | 1/15/2017 |
| FCAPT | PURIFOY, SHARON P. | 1/15/2017 |
| LIEUT | LEISTIKO, JASON L. | 1/15/2017 |
| LIEUT | BROWN, CHRISTOPHER L. | 1/15/2017 |
| LIEUT | FULSOM, JORIM D. | 1/15/2017 |
| LIEUT | RUEDA, ANTHONY S. | 1/15/2017 |
| LIEUT | KENTOWSKI, ERIC W. | 1/15/2017 |
| LIEUT | BERENDT, BENJAMIN P. | 1/15/2017 |
| LIEUT | THOMAS, COLIN G. | 1/15/2017 |
| LIEUT | HINSENKAMP, JACOB T. | 1/15/2017 |
| LIEUT | INGRAM, TIMOTHY J. | 1/15/2017 |
| LIEUT | WILLIAMS, LORENZO A. | 1/15/2017 |
| LIEUT | ACEVEDO, DANIEL | 1/15/2017 |
| LIEUT | VESTER, ROBERT J. | 1/15/2017 |
| HEQOP | COX, BRIAN D. | 1/15/2017 |
| HEQOP | DEWINDT, ALLEN O. III | 1/15/2017 |
| HEQOP | LEMBERGER, PATRICK N. | 1/15/2017 |
| HEQOP | MERKEL, BRIAN C. | 1/15/2017 |
| HEQOP | VOLK, BRETT R. | 1/15/2017 |
| HEQOP | SHEPARDSON, CHAD E. | 1/15/2017 |
| HEQOP | GOEDEN, ANDREW S. | 1/15/2017 |
| FCAPT | JONES, THOMAS S. | 2/12/2017 |
| FCAPT | JONES, TRAVIS L. | 2/12/2017 |
| FCAPT | JONES, TRAVIS L. | 2/12/2017 |
| LIEUT | SCHNEIDER, FRED R. JR. | 2/12/2017 |
| LIEUT | BURKE, RYAN F. | 2/12/2017 |
| LIEUT | ZIETLOW, DARRELL G. | 2/12/2017 |
| LIEUT | HALSEY, JEFFREY J. | 2/12/2017 |
| LIEUT | HAYES, JOSEPH R. | 2/12/2017 |
| LIEUT | IHLENFELD, CRAIG V. | 2/12/2017 |
| LIEUT | MAIER, DAVID F. | 2/12/2017 |
| LIEUT | BROCK, CHRISTOPHER K. | 3/12/2017 |
| LIEUT | ZALEWSKI, MARK W. | 3/12/2017 |
| BNCHF | HARDY, JAMES A. | 4/23/2017 |
| BNCHF | TIMM, ANDREW P. | 4/23/2017 |
| BNCHF | VANROO, TODD J. | 4/23/2017 |
| FCAPT | PAULIN, WILLIAM J. | 4/23/2017 |
| FCAPT | ERDMANN, JACE R. | 4/23/2017 |
| FCAPT | WENDLICK, DARYL E. | 4/23/2017 |
| FCAPT | HENSLEY, DAVID J. | 4/23/2017 |
| LIEUT | PAYNE, MICHAEL A. II | 4/23/2017 |
| LIEUT | STOLZMAN, PATRICK H. | 4/23/2017 |
| LIEUT | BRADLEY, BELINDA K. | 4/23/2017 |
| LIEUT | CZAJKOWSKI, DAVID A. | 4/23/2017 |
| LIEUT | BRANDT, LEONARD R. JR. | 5/7/2017 |
| LIEUT | ELLIS, LLOYD D. | 5/7/2017 |
| OFCA4 | LANAGHAN, AMANDA M. | 6/4/2017 |
| PARFF | SCHNEIDER, OLIVER R. | 7/31/2017 |
| FIREF | BUNGER, DAKOTA B. | 7/31/2017 |
| PARFF | STOEKL, DANIEL J. | 7/31/2017 |
| PARFF | KORNITZ, AVERY B. | 7/31/2017 |
| PARFF | GRADE, MATTHEW D. | 7/31/2017 |
| PARFF | WELLENS, JONATHAN J. | 7/31/2017 |
| PARFF | AMROZEWICZ, TANNER J. | 7/31/2017 |
| PARFF | MILLS, JUSTIN D. | 7/31/2017 |
| FIREF | BILLINGS, BRETT W. | 7/31/2017 |
| PARFF | LIEMPECK, JASON A. JR. | 7/31/2017 |
| FIREF | RODRIGUEZ, JONAH K. | 7/31/2017 |
| FIREF | CORREA, RYAN M. | 7/31/2017 |
| PARFF | FONS, KANDACE J. | 7/31/2017 |
| PARFF | MEACH, JAKE T. | 7/31/2017 |
| FIREF | HALL, CHRISTOPHER M. JR. | 7/31/2017 |
| FIREF | AGUILAR, CARMELLO C. | 7/31/2017 |
| FIREF | MATHE, BRANDON P. | 7/31/2017 |
| PARFF | GOSSE, THOMAS J. | 7/31/2017 |
| FFEMG | GADZALINSKI, RICHARD M. | 8/27/2017 |
| FEMAC | GERBOTH, ROBERT A. | 8/27/2017 |
| FBEMS | DELKER, MARC R. | 8/27/2017 |
| PRGA3 | NASH, BRIGITTE | 8/27/2017 |
| PRGA3 | SWANIGAN, TAWAUNA J. | 8/27/2017 |
| PPRA3 | BALKOWSKI, NANCY A. | 8/27/2017 |
| ADSVC | FINGER, CHERYL A. | 8/27/2017 |
| PRGA2 | KESERY, KELLY J. | 8/27/2017 |
| OFCA4 | JASICKI, SUSAN | 8/27/2017 |
| OFCA4 | WILLIAMS, SUE A. | 8/27/2017 |

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