



NEBR

Annual Report 2020



CITY OFFICIALS

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 JAMES MICHAEL BOWERS, *Council Member*
 ROY CHRISTENSEN, *Council Member*
 RICHARD MEGINNIS, *Council Member*
 JANE RAYBOULD, *Council Member*
 BENNIE SHOBE, *Council Member*
 TAMMY WARD, *Council Member*
 SANDRA WASHINGTON, *Council Member*

COMMAND STAFF

DAVE ENGLER, *Fire Chief*
 PATRICK BORER, *Assistant Chief*
 ROGER BONIN, *Division Chief*
 KENDALL WARNOCK, *Division Chief*
 JIM BOPP, *Battalion Chief*
 JEREMY GEGG, *Battalion Chief*
 ERIC JONES, *Battalion Chief*
 TIM LINKE, *Battalion Chief*
 LLOYD MUELLER, *Battalion Chief*
 MIKE SMITH, *Battalion Chief*
 WILLIAM THAVENET, *Battalion Chief*
 BOB WATTON, *Battalion Chief*
 AISHAH WITTE, *Administrative Officer*

CONTRIBUTING STAFF

DAVE ENGLER, *Fire Chief*
 ERIC JONES, *Battalion Chief*
 KENDALL WARNOCK, *Division Chief*
 AISHAH WITTE, *Administrative Officer*
 NANCY CRIST, *Public Information Officer*
 NIC CUNNINGHAM, *Fire Captain/Accreditation Manager*
 PHIL DUSH, *GIS Analyst*
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 GEORGE GASPER, *Firefighter/Medic & Photographer*
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PREPARED BY

JULIE MCGAHAN, *Office Operations Specialist*

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MESSAGE FROM THE CHIEF



ON BEHALF OF THE
MEN AND WOMEN OF
LINCOLN
FIRE & RESCUE,
THANK YOU
FOR YOUR SUPPORT
AS WE STRIVE TO
SERVE THE
COMMUNITY
AS EFFECTIVELY
AND EFFICIENTLY
AS POSSIBLE.

I want to take this opportunity to express how proud I am to serve as the Chief for this high-performing and hard-working department. I am grateful for the opportunity to highlight some of LF&R's daily successes and identify some of the challenges ahead.

The Annual Report communicates the quantity and quality of service provided to our customers in 2020. The report also serves as a record of our activities and accomplishments for future reference and comparison.

Our intent is to begin with an executive summary of accomplishments to address key areas that may be of most interest to taxpayers and elected officials. Additional detail is added as you progress through the report if you would like more specific information about our measurable outcomes.

Our great accomplishments in the past year were made possible through the combined efforts of LF&R employees, city staff, elected officials, and, most importantly, community members.

Accomplishments for 2020:

- Continued operations providing high levels of customer service during an unprecedented global pandemic while keeping LF&R's members safe from significant illness through updated operating protocols and personal protective gear procurement.
- Maintained high cardiac survival rates.
- Opened Fire Station 16.
- Entered negotiations that led to the purchase of land for Station 17 to meet the rapid growth in South Lincoln.
- Deployed a new EMS Supervisor vehicle.
- Upgraded Fire Chief vehicle to allow for enhanced command presence at major incidents.
- Completed installation of new mobile data terminals for all apparatus.
- Remounted four ambulances as a cost-saving measure to improve the health of the fleet.
- Value of property saved by LF&R was more than seven times the cost of operating the department.

Challenges for 2021:

- Employ the results of a third-party facilities study by improving gender accommodations in stations and rebuilding/repairing badly deteriorating aging facilities.
- Begin the process to build Station 17.
- Maintain service levels for a call volume that increases three times faster than population growth with aging apparatus and fire stations.
- Continue to replace aging fire apparatus at a rate sufficient to keep the fleet status healthy.
- Recruit, hire, and train new firefighter/paramedics at a rate faster than attrition.
- Implement an enhanced medic mentoring program for new medics.
- Add key support staff positions to lower agency workers compensation costs and legal liabilities.
- Complete the legislative and/or regulatory processes to improve current substandard federal Medicaid reimbursement for EMS transport services.
- Complete the major upgrade to the 911 Computer Aided Dispatch (CAD) system.
- Begin to reassess, reevaluate, and develop LF&R's strategic plan, accounting for the changes associated with a post-pandemic culture.
- Improve ambulance response times.



Dave Engler
Fire Chief



CORE VALUES

HONESTY AND INTEGRITY: In the performance of our duties.

DEDICATION AND COMMITMENT: To doing what is in the best interest of our residents.

PROFESSIONALISM AND TEAMWORK: As we work to restore balance in the lives of our community.

COMPASSION: Empathy as we serve all people equally and without prejudice, making every responsible attempt toward reaching their level of expectation.

We will demonstrate these values as we relate to one another and as we relate to the community we serve.

VISION

Lincoln Fire & Rescue will be recognized by our residents, businesses, institutions and regional fire agencies as a fire rescue department which places a high premium on quality service to others.

Our organizational culture will reflect an honest and respectful team atmosphere that nurtures open internal communication processes. These processes will allow for a greater employee involvement in and understanding of decisions. Our mission will be accomplished by a physically-fit and well-trained work force who are capable of accomplishing lifesaving activities across a diverse set of response domains. Our dedicated professional staff will demonstrate a commitment to excellence by applying empathy and compassion equally to all persons in our community without prejudice. Our leadership and labor force will work in a unified manner that strives to reach consensus on organizational issues that achieve a healthy work environment and employee satisfaction.

We will honor our community's trust by providing the most effective, efficient and fiscally-responsible service possible to all areas of our community. By identifying our community risks and the demands of that risk, we will improve our response capacity by identifying resource and deployment strategies that carry the best interest of our community and increases the probability of fulfilling our mission.


We will expand our community information and education initiatives so that our priorities, philosophy and operations are clearly understood. We will explore all opportunities for quality fire and rescue service delivery while expending time and energy toward developing the best strategies for continued improvement. We will be driven by professional standards to ensure that the City of Lincoln receives outstanding fire and rescue services.

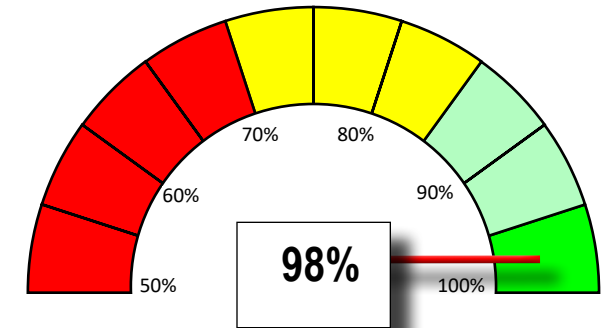


LF&R MISSION
 "Our mission is to protect lives, property, and the environment through the highest level of professionalism while working efficiently as a team with the community and the resources provided."

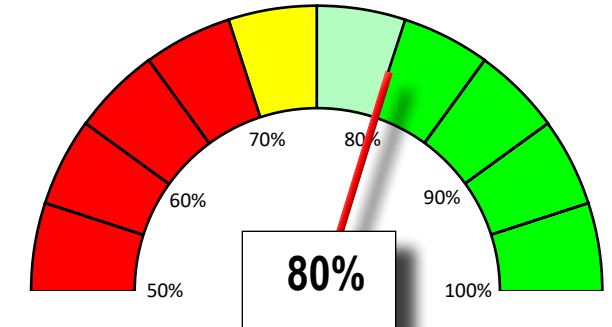
EMERGENCY SERVICES GOALS - 2020 PERFORMANCE

The Lincoln Fire & Rescue Department recognizes that service to the community is sometimes difficult to measure and that the value of the services we provide must excel in contrast to the cost of operating. The department utilizes a third-party to analyze and validate its data and performance metrics. The following list of performance measures are only a sample of the highlevel indicators used to determine effectiveness and efficiency in a number of service delivery outcome areas.

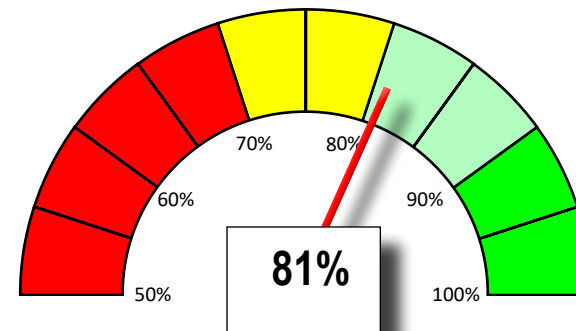
-  = LF&R is meeting or exceeding the goal.
-  = LF&R is reasonably close to goal. Meets accreditation or industry standards.
-  = LF&R is not meeting the goal, needs improvement but is not a gross deviation from industry standards.
-  = LF&R is not meeting this goal and expedient effort should be made to improve performance.



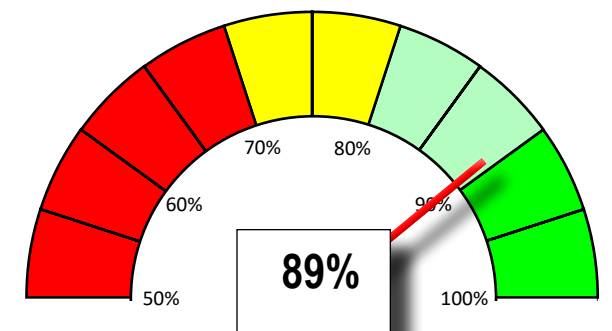
Save at least 95% of the value of property and contents threatened by fire.



Contain structure fires to area of origin 80% of the time or better.

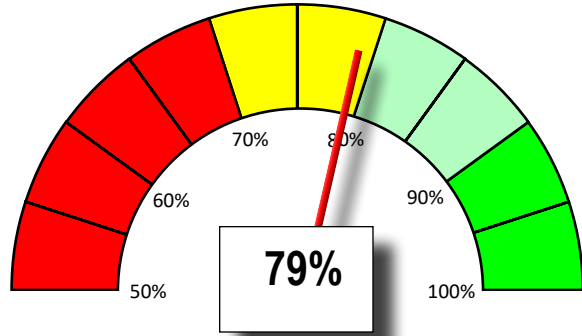


First Unit Arrival – Total Response Time for Fire Incidents = 7 Minutes & 20 Seconds at 90%, and not less than 70%.

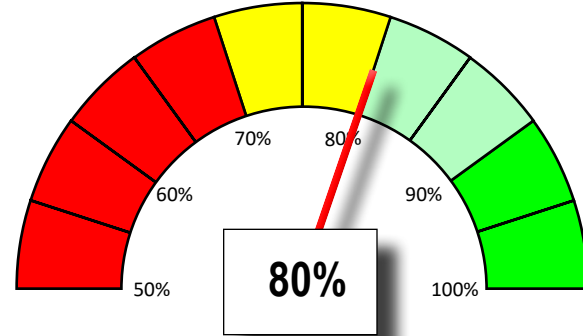


Effective Response Force of 17 firefighters at High Risk Fire Incidents = 12 Minutes & 5 Seconds at 90%, and not less than 70%.

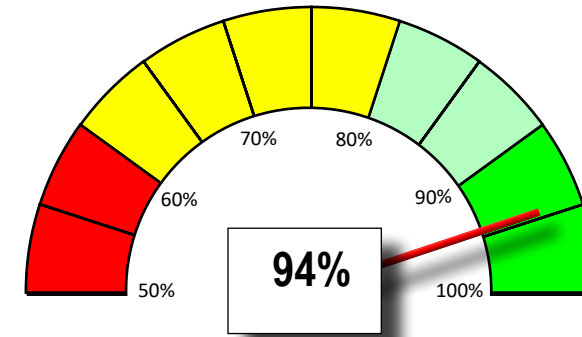
EMERGENCY SERVICES GOALS - 2020 PERFORMANCE



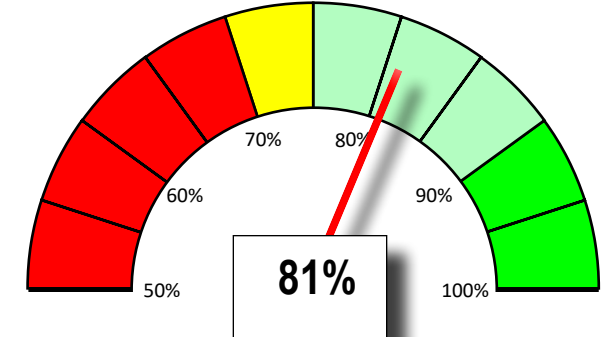
Treat and begin to transport patients with provider confirmation of stroke symptoms within 15 minutes of Medic Unit Arrival on scene 90% of the time



First Unit Arrival – Total Response Time for EMS Incidents = 7 Minutes at 90%, and not less than 70%.

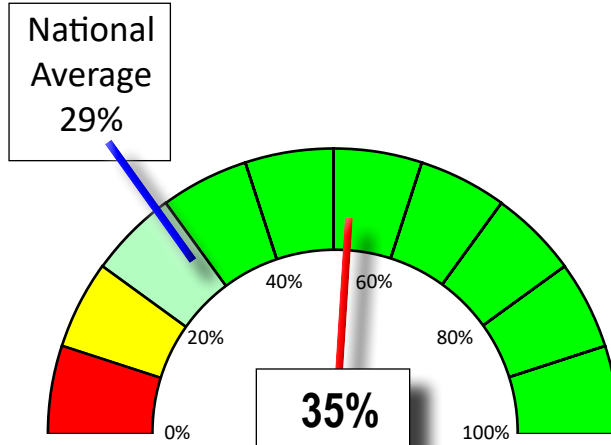


LF&R will achieve a CPR fraction of at least 90%, and not less than 80%.

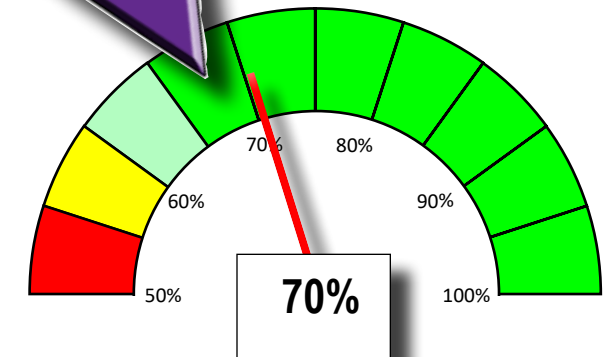
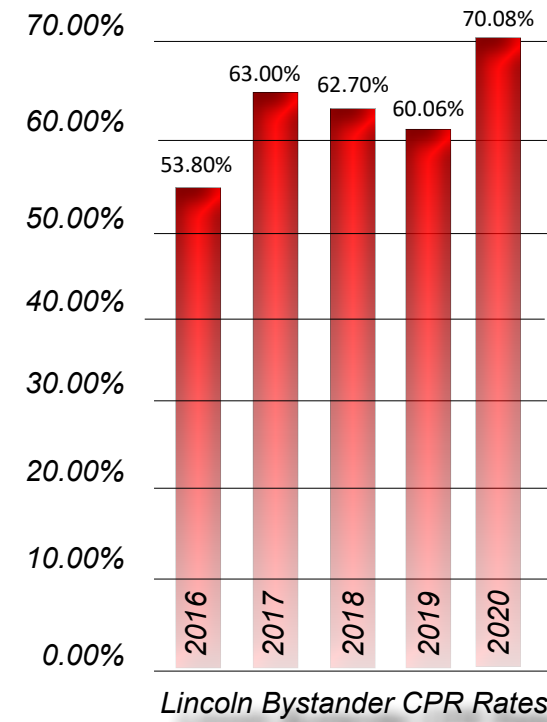


Ambulance Arrival – Response Time for Delta and Echo EMS Incidents = 8 minutes at 90%, and not less than 70%.

LF&R meets or exceeds many of its objective performance metrics. As in years past, our response time metrics (First Unit Arrival, Total Response Time, etc.) are impacted by city growth and increasing service demand. The recent relocation of Stations 10, 11, and 12, coupled with the addition of Fire Stations 15 and 16, has resulted in improvement in response time. LF&R is confident that further system wide response time improvement will occur with the upgraded computer aided dispatch (CAD) system slated for completion in 2021.



Cardiac survival rate equal to or better than the National average. (Utstein)



Maintain bystander CPR rate at or above 60% (CARES Data)

SUPPORT ACTIVITIES SERVICE GOALS

2020 PERFORMANCE

Support Goal: Cost/Per Capita (Annual Budget / Population Served - Revenue) = Below \$221 (City Comparison: Des Moines, Ft. Wayne, Madison, St. Paul, Omaha, Kansas City, Cedar Rapids)	\$155
Support Goal: Insurance Services Office Rating = Class 3 or Better (Class 2 or 1)	CLASS 2
Support Goal: Prevent Civilian Deaths Due to Fire (Accidental / Unintentional) Goal = 0 2015 = 2 2016 = 1 2017 = 2 2018 = 1 2019 = 0	0
Support Goal: Total Employee Workers Compensation Claim Costs = Less than 3.5% of total department annual budget 2015 = 3.3% 2016 = 3.8% 2017 = 3.1% 2018 = 2.5% 2019 = 3.9%	4.0%
Support Goal: Accreditation Status Through CPSE = Maintain	MAINTAINED

PEER CITY	GENERAL FUND OPERATING BUDGET (IN MILLIONS)	POPULATION ESTIMATE	PER CAPITA GENERAL FUND EXPENDITURES
Cedar Rapids, IA	\$21	134,268	\$150
Des Moines, IA	\$47	210,723	\$224
Ft. Wayne, IN	\$49	276,286	\$177
Madison, WI	\$60	263,332	\$229
St. Paul, MN	\$66	310,368	\$213
Omaha, NE	\$116	479,975	\$241
Kansas City, MO	\$195	501,957	\$388
Comparative Average	\$79	310,987	\$254
Lincoln, NE	\$45	293,446	\$155

REQUESTS FOR SERVICE

Chiefs	2018	2019	2020	Trucks	2018	2019	2020
Battalion 1	1,101	1,011	904	Truck 1	1,888	1,800	1,714
Battalion 2*	20	236	516	Truck 5	1,083	1,054	1,144
Medic Units				Truck 7*	1,321	1,402	416
Medic 1/10*	2,489	3,348	2,660	Truck 8	1,244	1,166	1,136
Medic 2	3,682	3,387	3,757	Truck 12*	0	0	541
Medic 3	3,435	3,770	3,979	Truck 21	1	0	2
Medic 5	2,940	2,677	2,462	Engines	2018	2019	2020
Medic 6	2,992	3,220	3,303	Engine 1	3,577	3,423	3,128
Medic 7	3,527	3,650	3,730	Engine 2	2,046	2,129	2,321
Medic 8	3,628	3,596	3,880	Engine 3	2,393	2,631	2,738
Medic 21	2	18	89	Engine 4	1,771	1,772	1,841
Medic 24	54	72	58	Engine 5	2,100	2,015	1,979
Medic 25	153	87	2	Engine 6	2,224	2,156	1,674
Medic 210	52	57	0	Engine 7	2,044	2,101	2,433
Medic 211	23	49	11	Engine 8	2,437	2,358	2,307
Medic 212	0	0	44	Engine 9	2,251	2,468	2,332
Medic 214	84	69	36	Engine 10	2,170	2,154	2,109
Medic 216	0	0	50	Engine 11	403	503	554
				Engine 12	1,615	1,705	1,286
				Engine 13	1,038	926	944
				Engine 14	1,316	1,325	1,458
				Engine 15*	N/A	150	955
				Engine 16*	0	0	577
				Engine 21	35	5	0
				Engine 211	22	3	0
				Engine 225	1	0	0
				Engine 41	0	0	10
				Engine 43	0	0	10
				Engine 44	0	0	1
				Other	2018	2019	2020
				EMS 1	1,172	1,107	1,081
				EMS 2	10	3	2
				Air 14	594	556	463
				Haz Mat 14	334	307	178
				Bike 1	6	5	1
				Bike 2	1	2	1
				Water Rescue	7	3	6

* Battalion 2 was reinstated 08/09/19, Medic 1 became Medic 10 on 08/01/19, and Engine 15 went into service on 10/31/19. Truck 7 was moved to Station 12 and became Truck 12 on 05/01/20. Engine 16 went into service on 05/27/20.



PHYSICAL RESOURCES			
Fire Stations.....	16	Hazardous Materials Units.....	1
Engines (Pumpers).....	16	Technical (Heavy) Rescue Units.....	1
Reserve Engines.....	3	Mobile Air Units.....	1
(Ladder) Trucks.....	4	Decon Trailers.....	1
Reserve Trucks.....	1	Utility Trailers.....	1
Medic Units.....	7	Water Rescue Trailers.....	1
Reserve Medic Units.....	5	Support Trailers.....	1
Battalions.....	2	Rehabilitation Units.....	1
EMS Supervisors.....	1		

INCIDENT TYPES AND RESOURCES

MEDICAL	
Abdominal Pain/Problem.....	475
Med Req Acc by Law Enf.....	225
Allergic React/Stings, Bites.....	156
ALS.....	79
Anmal Bites/Attacks.....	21
Assault.....	293
Back Pain.....	230
Breathing Problems.....	2,140
Burns/Explosion.....	18
Cardiac/Resp Arrest.....	610
Chest Pain.....	1,142
Choking.....	86
CO/HazMat.....	65
Convulsions/Seizures.....	878
Diabetic Problems.....	401
Drowning/Diving/ Scuba Acc.....	2
Electrocution/Lightning.....	1
Eye Problems/Injuries.....	33
Fall(s).....	2,435
Firefighter Injuiry.....	18
Headache.....	77
Heart Problem/AICD.....	398
Heat/Cold Exposure.....	61
Hemorrhage/Lacerations.....	599
Interfacility.....	66
Liftasst.....	1,652
MedFD.....	72
MedLE.....	1,577
MedOA.....	84
MedSD.....	2
NoEMD.....	119
OB/GYN.....	72
Omega.....	7
OmegaD.....	97
Overdose/Poisoning.....	600
Penetrating Trauma.....	45
Psychiatric.....	258
RS Alarm.....	92
Sick Person.....	3,207
Stroke.....	443
SWAT.....	75
Traffic Incident.....	784
Traumatic Injuries.....	699
Unconscious/Fainting.....	1,299
Unknown Problem.....	1,108

FIRE	
Arson.....	6
Burns/Explosion.....	3
Car Fire.....	118
Dumpster Fire.....	59
FIREA.....	1,421
FIREB.....	237
FIREC.....	268
FIREEI.....	2
Grass Fire.....	51
MUTAID.....	3
Still.....	655

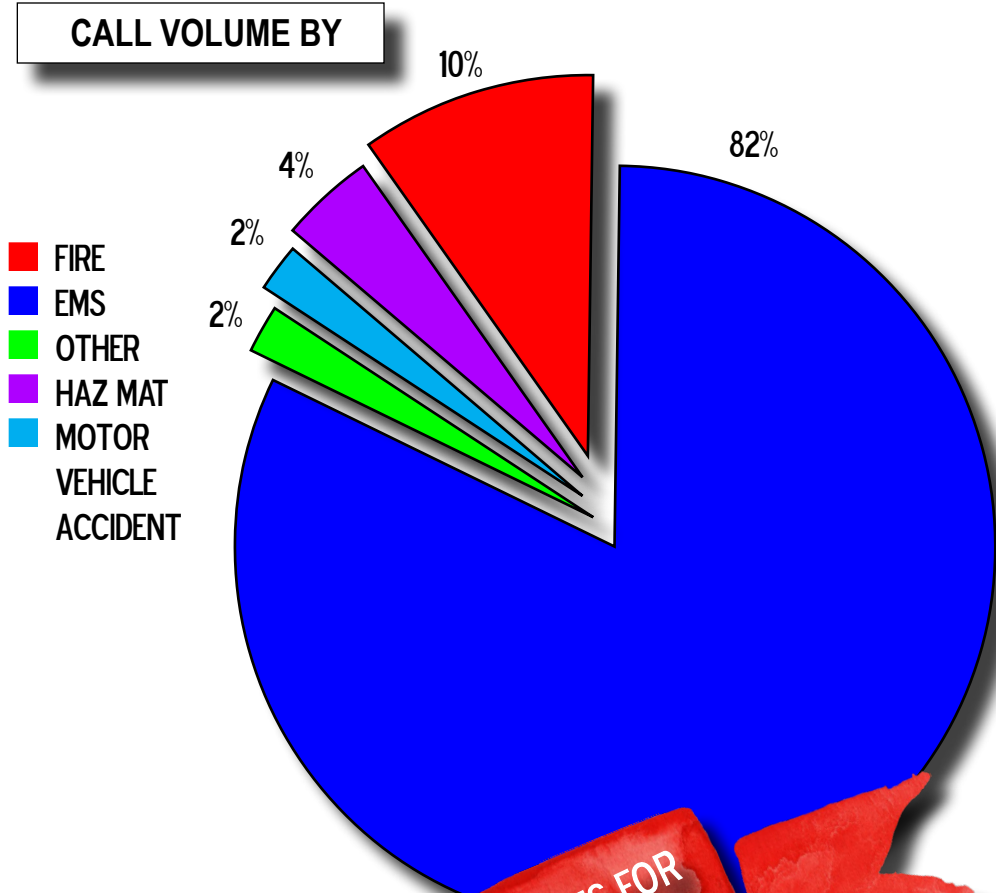
HAZMAT	
Burn/Chem/Elec/Gas.....	245
CO/HazMat.....	65
CODET.....	281
Gas Leak.....	154
Haz2.....	132
Haz21.....	1
Haz3.....	81
HazPkg.....	5
SuspArt.....	41
Traffic Incident.....	5

RS ALARM	
Drowning/Diving/SCBA.....	2
Non-Vehicle Entrapments.....	6
Traffic Incident.....	118

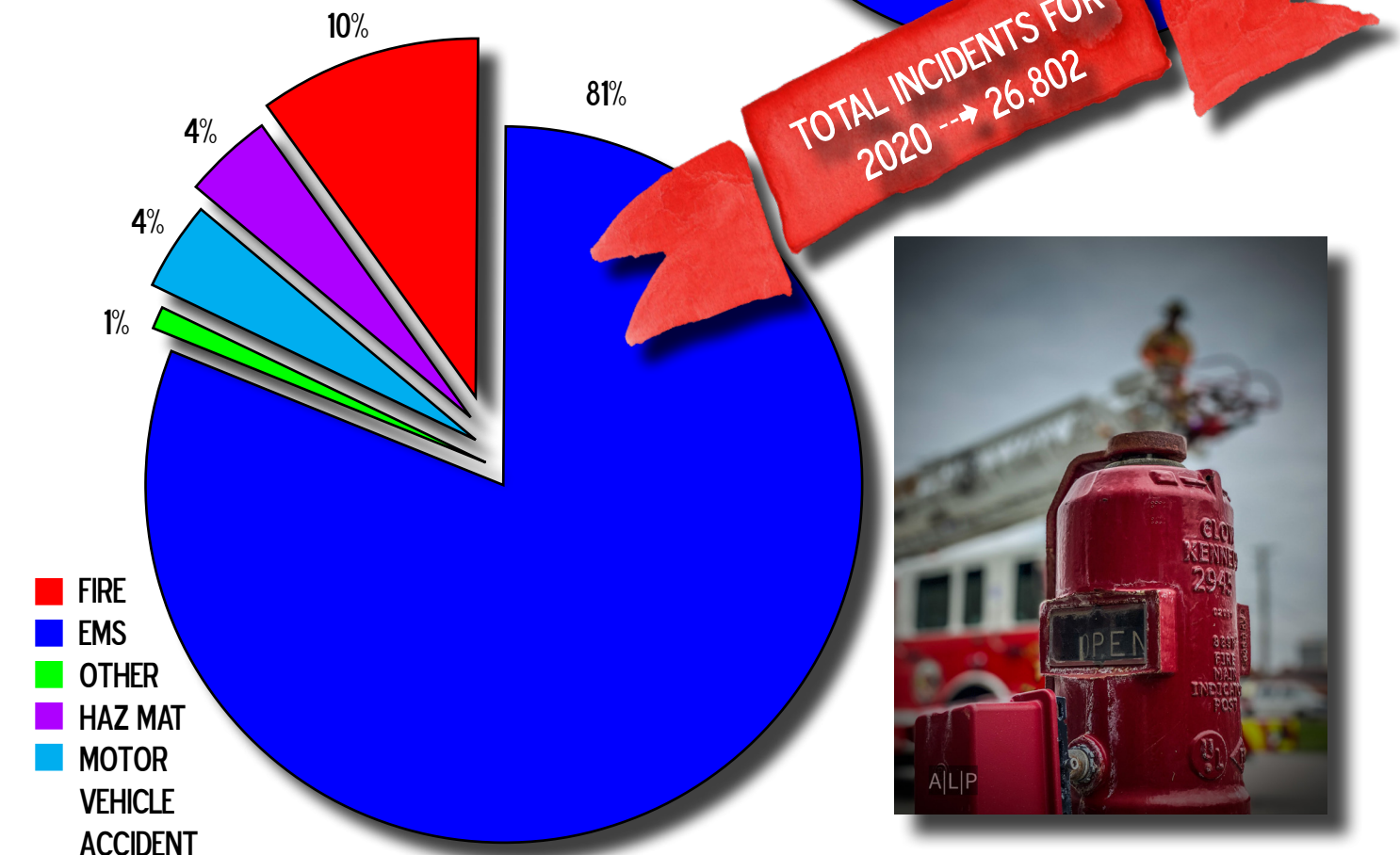
OTHER	
Aircraft Emg 2.....	8
Bomb Threat.....	7
Falls.....	42
Party Trapped/Elevator.....	48
Remove Ammunition.....	85
Service Call.....	1
Special Duty.....	176
Standby.....	11
Walk In.....	22
Wires.....	96

UNIT WORKLOAD AND RESPONSE VOLUME BY TYPE

Call types are broken down by number of calls (call volume by) and amount of time spent on incidents (unit workload). EMS incidents total 82% of the call volume and encompass 81% of total time spent on incidents. "Other" call types are the incidents to which LF&R responds that don't fit our standard incident response model. These calls include, but are not limited to: burst pipes, assisting an elderly person who has fallen, power lines down, etc.



UNIT WORKLOAD



THE HEALTH OF OUR FLEET

FRONT LINE MEDIC UNITS

Key:
<18 = A
18-21 = B
22-25 = C
26-30 = D
>31 = F

2020			
Rig	In Service	Points	Grade
M10	2018	14	A
M6	2019	17	A
M2	2019	19	B
M8	2018	19	B
M3	2018	21	B
M5	2018	21	B
M7	2016	27	D

FRONT LINE ENGINES AND TRUCKS

2020			
Rig	In Service	Points	Grade
E1	2020	10	A
E3	2020	10	A
E9	2020	10	A
E2	2020	10	A
E5	2020	10	A
E7	2020	10	A
E8	2020	10	A
T7	2017	11	A
T8	2017	11	A
E12	2017	14	A
E10	2017	15	A
E6	2019	15	A
E14	2017	16	A
E4	2015	21	B
E11	2014	22	C
T1	2011	27	D
E13	2006	42	F
E16	2006	45	F
E15	2006	47	F
T5	2002	52	F

GOAL:
ALL FRONT LINE APPARATUS/UNITS GREEN OR YELLOW



VEHICLE SCORE CARD

AGE	One point for each year based on in-service date.
MILES/HOURS	One point for each 10,000 miles or 250 hours of usage.
TYPE OF SERVICE	Points assigned as one to five depending on the type of service the vehicle performs. Note: Convert engine hours into miles (30 to 40 miles per engine hour).
RELIABILITY	One to five points based on the frequency that a vehicle is in the shop for repairs per month. Preventive maintenance work is not included.
MAINTENANCE AND REPAIR (M&R) COST	One to five points based on the total life M&R cost, not including accident repairs.
CONDITION	One to five points for body condition, rust, interior condition, anticipated repairs, and so on.
POINT RANGE	Less than 18, Excellent; 18 to 22, Good; 23 to 27, qualifies for replacement; and 28 and above means immediate replacement. <i>(Source: APWA Vehicle Replacement Guide)</i>

RESERVE MEDIC UNITS

Rig	In Service	Points	Grade
M21	2014	25	C
M24	2014	27	D
M216	2014	30	D
M212	2014	33	F
M214	2014	36	F

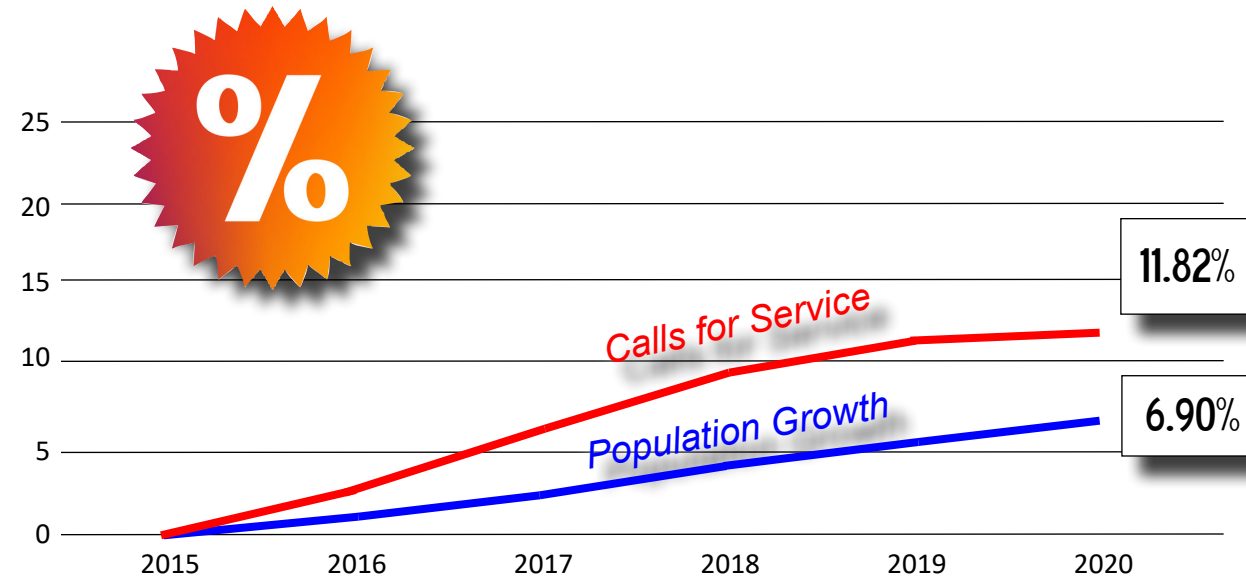
Key:
<18 = A
18-21 = B
22-25 = C
26-30 = D
>31 = F

GOAL:
ALL RESERVE APPARATUS/UNITS ORANGE OR RED

RESERVE ENGINES AND TRUCKS

Rig	In Service	Points	Grade
E43	2006	42	F
E44	1996	42	F
E41	2006	44	F
E42	2006	47	F
T21	1996	61	F

POPULATION GROWTH VS CALLS FOR SERVICE



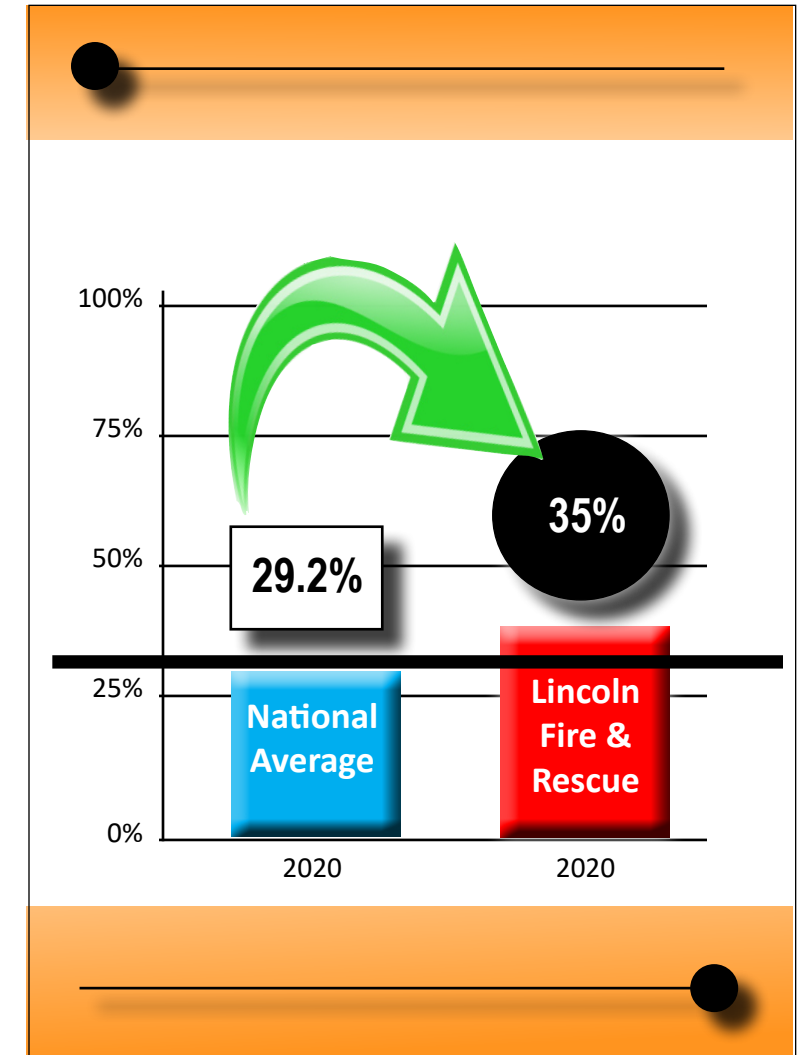
One of the challenges for LF&R is maintaining service levels when demand for service grows at a rate three times that of the population. Several factors contribute to the increased demand. Baby boomers have reached the age where they require a higher proportion of our emergency medical services. Their needs range from serious medical issues to minor calls for assistance due to absence of local family support. Further demand is caused by an increased number of people using 911 for medical needs that could likely be provided through a standard visit to a primary care physician or urgent care, but calling 911 is perceived as faster and easier for the user. LF&R is working with local non-profit organizations, community coalitions, and local hospitals to implement strategies that divert low-risk medical calls for service to other care portals so that ambulances are available for more urgent, life threatening emergencies.

Photo Courtesy: Ashley Busboom

PRE-HOSPITAL CARDIAC SURVIVAL RATE

Lincoln Fire & Rescue has worked closely with our Medical Director, area hospitals, and the communications center to ensure we are providing the absolute best chance for survival from pre-hospital cardiac arrest. Absolute attention to performance, developing solid relationships, and continual improvement has resulted in arguably one of the best performing EMS systems in the country.

To ensure that LF&R is accurately measuring performance to allow comparable methodology, LF&R is a member of the CARES (Cardiac Arrest Registry to Enhance Survival) Registry. Each year, approximately 300,000 persons in the United States experience an out-of-hospital cardiac arrest (OHCA) or sudden death; approximately 92% of persons who experience an OHCA die. Despite decades of research, median reported rates of survival to hospital discharge are poor (ROSC 7.8%) (Return of Spontaneous Circulation) and have remained virtually unchanged for the past 30 years. Without a reliable and uniform method of data collection, communities cannot measure the effectiveness of their response systems, nor can they assess the impact of interventions designed to improve OHCA survival. Participation in an OHCA registry enables communities to compare patient populations, interventions, and outcomes with the goal of identifying opportunities to improve quality of care and ascertain whether resuscitation is provided according to evidence based guidelines.



SIGNIFICANT INCIDENTS

MARCH:

March 6th, 2020
 LF&R closes all facilities including fire stations to the public due to COVID 19.

MAY:

May 27th, 2020
 Fire Station 16 opens with E16.



OCTOBER:

October 10th, 2020
 Two-alarm arson fire on A Street causes \$400,000.00 damage.

October 11th, 2020
 Grass fire near Lincoln Airport requiring many LF&R resources and mutual aid from Malcolm, Raymond, and Southwest Volunteer Fire Departments.



DECEMBER:

December 5th, 2020
 High-angle rescue from water tower.

December 16th, 2020
 First LF&R EMT receives COVID 19 vaccination.

December 27th, 2020
 Surface ice rescue - Holmes Lake.

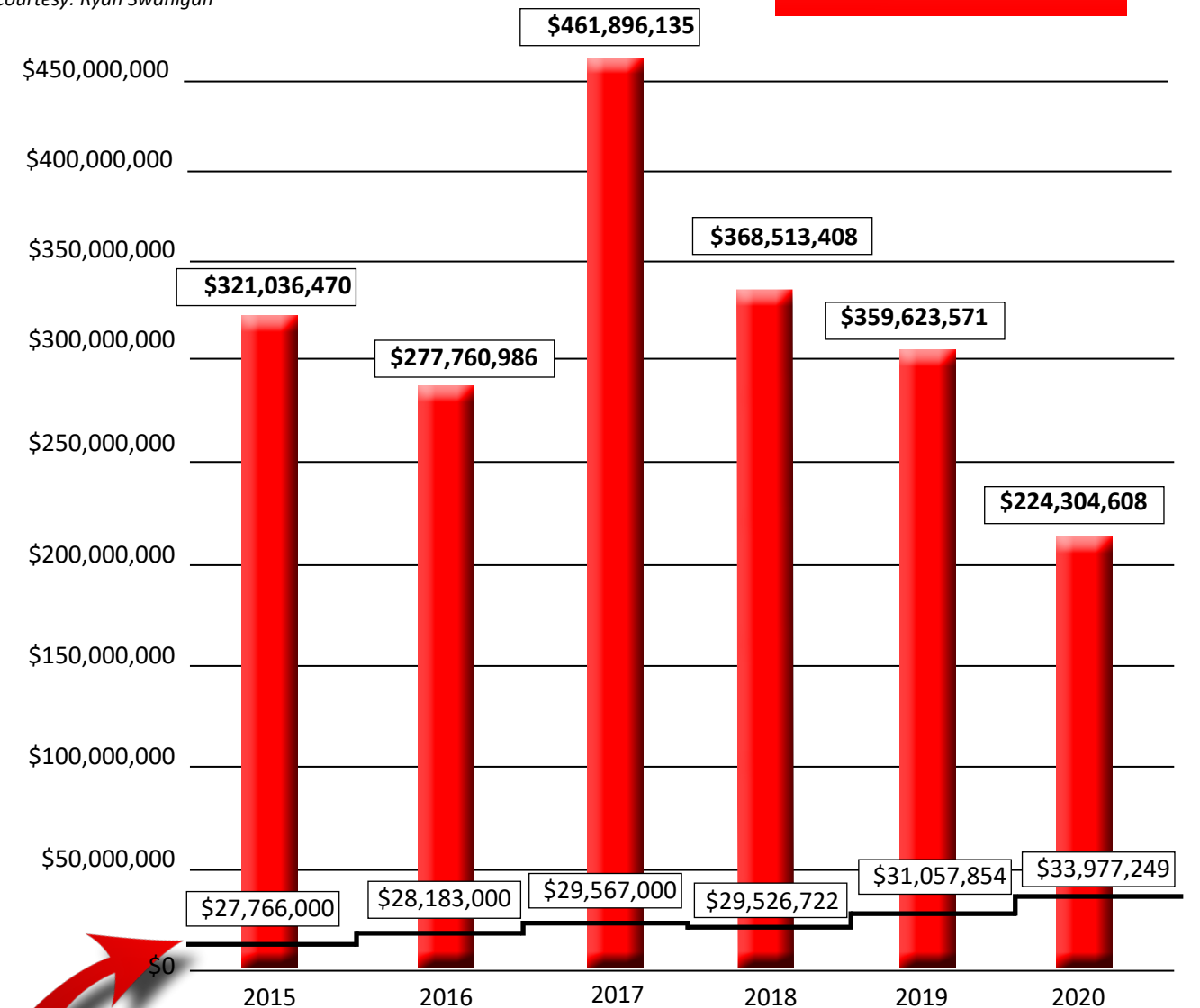


PROPERTY VALUES SAVED FROM FIRE

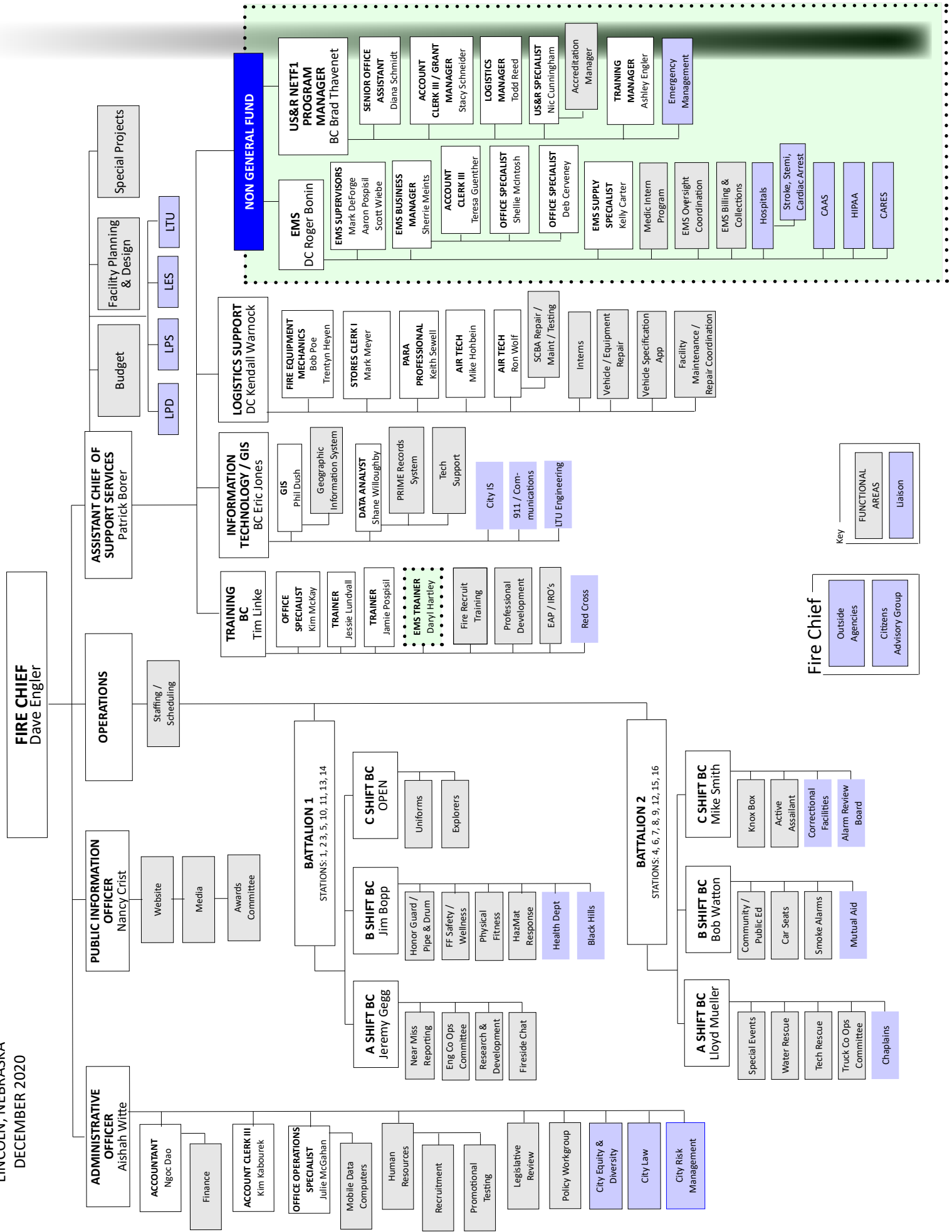


Photo Courtesy: Ryan Swanigan

This graph illustrates the value of property saved from fire in relation to the cost to operate the fire department. As you can see, on an annual basis, LF&R saves property at a value 3 to 10 times the cost of operation. These values do not include extended economic impacts such as the value of a commercial occupancy opening for business the next day versus closing forever, or the impact to real estate prices if an adjacent structure burns and creates blight for a long period of time, etc.



General Fund Cost to Operate LF&R



ACCREDITATION

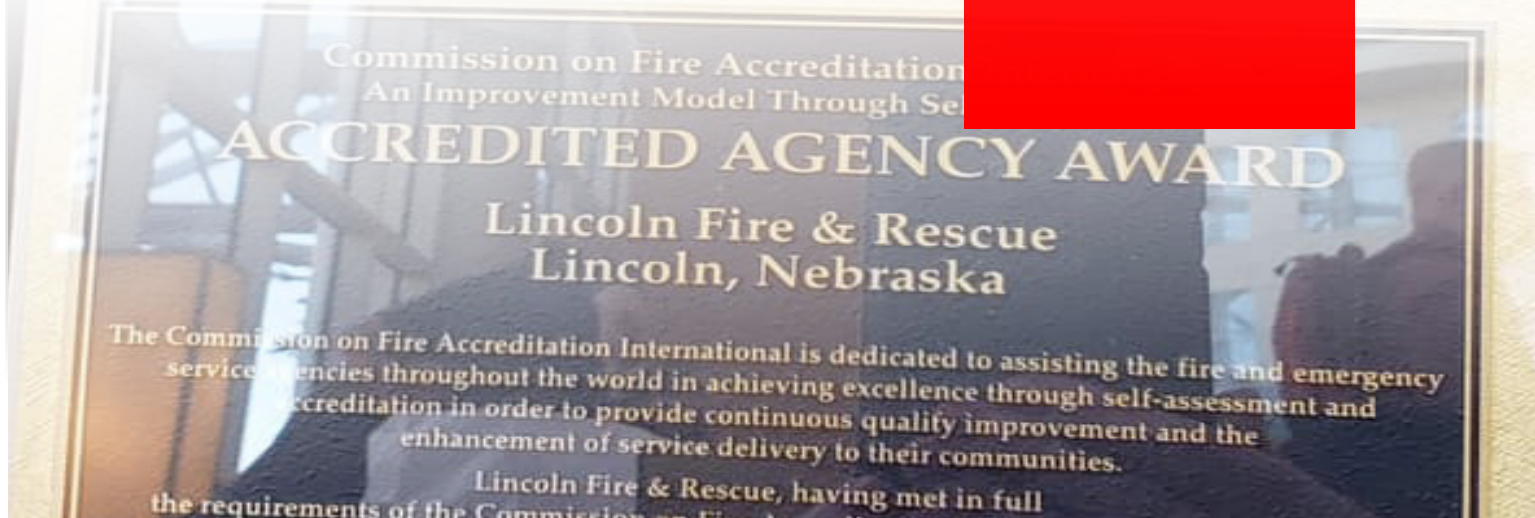
In the mid-1990s, Fire Chief Michael Merwick made the decision to seek accreditation for the then-named Lincoln Fire Department. After achieving accredited status in 1997, the now named LF&R has been recognized by the Commission on Fire Accreditation International (CFAI) as an Accredited Agency. This tenure places us in rare company as one of the longest running Accredited Agencies comprised of municipal fire departments (like LF&R), fire districts, industrial and tribal departments, and Department of Defense agencies. Per the CFAI, Accredited Agencies protect eleven percent of the United States population, and seventeen percent of the Canadian population.

Maintaining our accredited status is not easy and is a continuous process. Every five years LF&R begins a nearly year-long process of reflection, review, and evaluation to ensure we meet an ever-evolving set of competencies known as the self-assessment. This also includes our strategic planning efforts, Standards of Cover development, and culminates in a nearly week-long peer assessment. During peer assessment, several officers from agencies around the nation thoroughly examine our policies, procedures, documentation & references, and interview us to ensure we are compliant with what is expected by the CFAI. We sit before a panel of commissioners who confer and ultimately approve the recommendation to accredit based upon the assessors' site visit. Opening our doors in this manner could be viewed as intentional vulnerability. We embrace it and work each year to meet the recommendations made to us.

This substantial time investment into accreditation benefits you, our community stakeholders, on multiple levels. Simply stated, the CFAI provides the baseline framework in which agencies should operate to ensure agency credibility, quality assurance, and quality improvement. This includes and is not limited to: administration, human resources, emergency deployment & performance, apparatus fleet, training, public education, and community stakeholder processes. In other words, everything we do to provide great service. This stamp of approval by the CFAI proudly states that LF&R continuously pursues excellence and strives to evolve with the City of Lincoln.



- 2014-2019
- 2009-2014
- 2002-2007
- 1997-2002



STATION 15

In October 2019, LF&R opened Fire Station 15 in Southeast Lincoln, the City's first new station in over 20 years. Prior to Station 15's opening, it took almost 10 minutes for the first arriving LF&R unit to respond to incidents in this part of the city. In 2020, LF&R reduced its response time to the area by 25%.

	2019	2020
First arriving unit response time to Station 15's area (minutes).	9.98	7.46
Number of incidents in the area primarily served by Station 15.	435	433

*Per industry standard, LF&R measures and reports its response data at the 90th percentile.



AMBULANCE SERVICE

Lincoln Fire & Rescue assumed sole responsibility for the 911 ambulance service on January 1st of 2001. This year marks 20 years of 911 ambulance service to the City of Lincoln as well as many surrounding areas.

Today, LF&R staffs seven front line ambulances 24 hours a day seven days a week. Staffing consists of one State Certified Emergency Medical Technician and a one State certified Nationally Registered Paramedic. Additionally, LF&R has five reserve ambulances which can be placed into service when needed.

LF&R strives to provide the best emergency medical service to our community possible. LF&R has, over the last several years, exceeded the national standard in resuscitating Out of Hospital Cardiac Arrest (OHCA) patients. Working in conjunction with Lincoln Police Department, 911 Dispatch Center, EMSOA and other agencies we dramatically increased the incidence of bystander CPR in OHCA compared to other agencies within the nation.

Today, LF&R contends with other emergency service agencies nationwide in terms of cardiac survival as well as other performance metrics.

LF&R has for a fifth year in a row, been awarded the Mission Lifeline Gold Plus for STEMI (heart attack) and Stroke care by the American Heart Association. While the national average time measurement for STEMI patients is 90 minutes from "door-to-balloon", LF&R has consistently achieved an "Activation-of-EMS" to "Deployment-of-First-Device" time of less than 90 minutes. None of this would have been possible without the combined efforts of our public safety partnerships, excellent medical direction, and the local medical community.



2001 First Medic Unit



CITIZEN SATISFACTION

On December 1st at 12:43 hours I observed the driving of an ambulance at the intersection of 70th and Old Cheney. The vehicle had lights and sirens operating. Cross traffic was not yielding. The driver did a great job of avoiding a collision, when no less than ten vehicles, cross traffic, ignored the emergency vehicle. Kudos to the driver for their safe driving, for not creating an accident, despite others not driving safely.

~Dennis Duckworth, retired LPD

I write for an 80 year person who is disabled, lives alone, and has no family in town. I have known her for 14 years, mostly through occasional phone calls.

She called me today to say she had been sick for several days She hadn't notified anyone. She reported that yesterday she fell in her apartment; it took her 4 hours to inch across the floor to where her phone was so she could dial 911. But she did it.

When she called 911, she asked for assistance getting off the floor; she also asked that the unit responding send a woman as part of the team because she was still on the floor and wasn't fully clothed. Your team came and assisted her and was most gracious to her. There was a woman on the team who was a source of comfort to her.

The team discovered she had a fever and transported her to the hospital. After she described her experience and updated me on her health situation, I asked her what I could do for her.

She asked that I find a way to thank the unit that came to her rescue. She said they were so helpful and caring.

It is my pleasure to deliver her message and add my thanks to this LFD team. Your kind, professional and gentle service is appreciated.

~Carol

Thank you for saving my friend's life!!
~Alex

I am sitting at home just doing great. I am a retired guy and my life is great. I have never got to tell all of you THANKS FOR SAVING MY LIFE! I can not give you a specific date or time. A couple of time I had a seizure and passed out. Your staff got to my house and took care of me. (You cut off my favorite shirt, but what the heck) I woke up in the ER. You were gone. Your job was done. But, do not think I forgot you.

You all do the most amazing things. I can not tell you how I owe you. I have a wife, a son, a granddaughter, a daughter in law, 4 sisters, a whole bunch more. I went on to help many. I never forgot what you did. You inspired me to be more than I though I could. Thanks for all the people at Lincoln Fire and Rescue. You are more than employees, more than people doing a job. You are humans doing for your fellow humans, more Friends doing what Friends do. I will never be able to thank you enough. So, if you get a chance to get in a group, look around and tell each other, you are the most wonderful people that there are and the whole world LOVES YOU!!!

~Mike

A HUGE heartfelt thanks to your Department! All of my hard wired smoke alarms were going off. Didn't know what to do. Called your Department and your firefighters came and fixed the problem. The kindness they showed was over the top. Very personable. In today's society, that speaks volumes.

~ Mary M

You guys are the best!!! Thank you!!
~Kayla B



I wanted to thank your team for the great care they provided my father yesterday during the crazy storm. My dad had fallen in his home and had a serious medical emergency. They came quickly, worked swiftly and transported him as quickly as possible during the storm. During our time in the ED they even stopped to check on him after making another trip to the ED. It really shows the great competency, character and concern they have for their patients.

Thank you very much.
~Ken

TRANSITIONS AND AWARDS OUTSTANDING SERVICE AWARDS

FIREFIGHTER OF THE YEAR

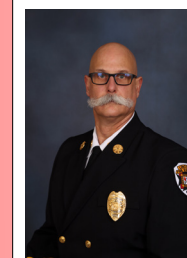


George Gasper
Firefighter/Paramedic

INITIAL COVID RESPONSE



Roger Bonin
Division Chief



Brad Thavenet
Battalion Chief



Nic Cunningham
Captain



Todd Reed
Firefighter



Ashley Engler
Firefighter



Kelly Carter
EMS Supply Specialist

OUTSTANDING SERVICE AWARDS



Jason Klipfel
FAO



Mathew Jacobsen
Firefighter/Medic



Mike Mayfield
Captain



Mark Majors
Captain



Francisco Martinez
Captain



Scott Nydahl
FAO

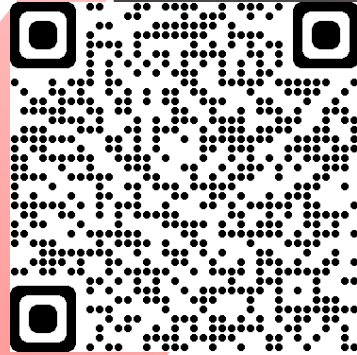


George Gasper
Firefighter/Medic

TRANSITIONS AND AWARDS

FIRE CHIEFS AWARDS

[Scan the QR Code](#)
[or click here to](#)
[view Chief Engler's](#)
[Fire Chief Awards.](#)



MISCELLANEOUS AWARDS

Award of Merit



Todd Dondlinger
FAO

Award of Merit



Mark Majors
Captain

Life Saving Award



Travis Wilson
Firefighter

UNIT PERFORMANCE AWARDS

ENGINE 9, A SHIFT



Ryan Moser
Captain



Parry Siebenaler
FAO

Photo Not Available

Tyler Schirm
Firefighter



Connor Maher
Firefighter/Medic

TRANSITIONS AND AWARDS

UNIT PERFORMANCE AWARD

TRUCK 8, B



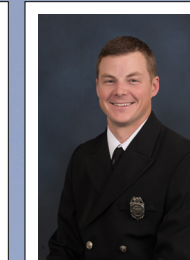
Jeff Draper
Captain



Justin Henkel
FAO



Hadley Cooksley
Firefighter



Travis Coffey
Firefighter

TRUCK 12, B



Ron Trouba Jr.
Captain



Gary Bruns
FAO



Chad Walter
Firefighter

ENGINE 12, B



William Medina
Captain

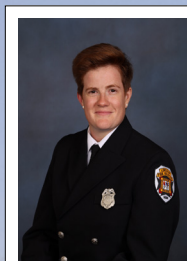


Mike Schmidt
FAO



Jamie Lierman
Firefighter

ENGINE 7, B



Katie Brown
Captain

Photo Not Available

Troy Boothe
FAO



Mickey Roscoe
Firefighter

MEDIC 7, B

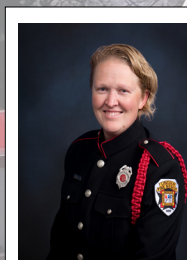


Robert Simons
Firefighter/Medic



Jason Hemmingsen
Firefighter

MEDIC 6, B



Andrea Barnes
Firefighter/Medic



Nicole Horn
Firefighter

EMS 1, B



Scott Wiebe
Captain



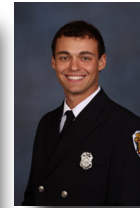
TRANSITIONS AND AWARDS

UNIT PERFORMANCE AWARDS

Truck 1, C Shift



Photo
Not Available



Curt Faust
Captain

Trent Borchers
Firefighter

Natalie Potrzeba
Firefighter/Medic

Matt Woitalewicz
Firefighter

Truck 5, C Shift



Kyle Sabatka
Captain

Miguel Chavez
FAO

Ryan Moser
Captain

Ron Trouba Jr
Captain

Engine 10, C Shift

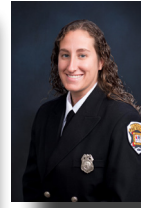


Matt Treasure
Captain

Mark Davis
FAO

Aletha Burt
Firefighter/Medic

Engine 5, C Shift



Alex Martin
Captain

Vicki Barada
Firefighter

Alex Nobbe
Firefighter/Medic

Engine 2, C Shift

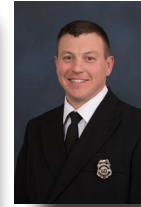


Ryan Murphy
Captain

Brent Mehling
FAO

Tyler Barry
Firefighter

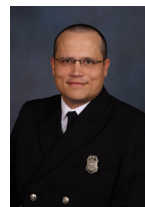
Medic 2, C Shift



Thein Dang
Firefighter/Medic

Cody A. Madsen
Firefighter

Medic 3, C Shift



David Pawelko
Firefighter/Medic

Preston Zvolanek
Firefighter

EMS 1, C Shift



Aaron Pospisil
EMS Supervisor

Multiple LF&R units were dispatched to the report of an injury accident on I-80. Further information reports that there is a party trapped.

First arriving units encountered a crowded and chaotic scene. There was a party that was trapped in an SUV that had collided with the back end of a flatbed semi-trailer and now has the vehicle's dashboard pinning the party.

Through quick, effective, and efficient actions the party was treated for injuries while still trapped, and rescue units coordinated a difficult dash rolling maneuver that led to the release of the party and a successful outcome. Even though this incident had several challenges for the crews to overcome the patient was extricated from the wreckage in under 10 minutes.



TRANSITIONS AND AWARDS

PROMOTIONS



Dave Engler
Fire Chief



Cole Henn
Captain



Alex Martin
Captain



William Medina
Captain



Jon Reed
Captain



Jesse Theiler
Captain



Matt Treasure
Captain



James Yost
Captain



Nicholas Monnier
FAO



Mike Buehrer
FAO



Photo Not Available

Matthew Fair
FAO



Jason Klipfel
FAO



Brad Kobza
FAO



Damon Wirth
FAO



Jason Love
FAO



LaMar Reil
FAO



Brad Hasenjaeger
Fire Inspector



TRANSITIONS AND AWARDS

OUTSIDE AGENCY AWARDS

LINCOLN EAST ROTARY FIREFIGHTER OF THE YEAR



Ashley Engler
Firefighter/Paramedic

— VFW Post 131 Awards

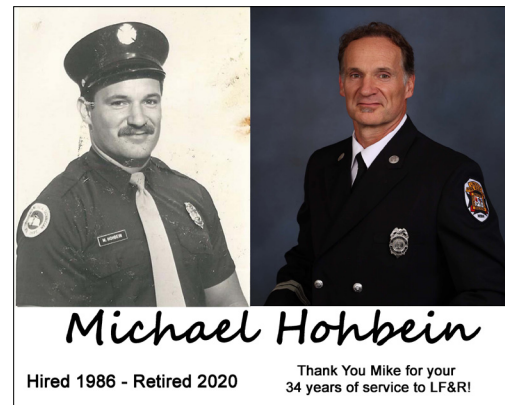


Captain
Mike Tupe

Firefighter
Ashley Engler

Firefighter/Medic
Mark DeForge

RETIREMENT



Michael Hohbein

Hired 1986 - Retired 2020 Thank You Mike for your 34 years of service to LF&R!



Pete Eppens

Hired 1992 - Retired 2020 Thank You Pete for your 28 years of service to LF&R!

TRANSITIONS AND AWARDS

RETIREMENT



Steve Gaathoff
Thank You for 26 Years of Service to Lincoln Fire & Rescue



Dan Krause

Hired 1995 - Retired 2020 Thank You Dan for your 25 years of service to LF&R!



Joe Nelson

Hired 2000 - Retired 2020 Thank You Joe for your 19 1/2 years of service to LF&R!



Mike Meyer

Hired 1990 - Retired 2020 Thank You Mike for your 29+ years of service to LF&R!



Jeff Gottbreht

Hired 1988 - Retired 2020 Thank you Jeff for your 31+ years of service to LF&R!



Troy Hurd
Thank You for 20 Years of Service to Lincoln Fire & Rescue



Debbie Staberg

Hired 1993 - Retired 2020 Thank You Debbie for your 26+ years of service to LF&R!



Steve Novak

Hired 1992 - Retired 2020 Thank you Steve for your 28+ years of service to LF&R!



T.J. Koestner
Thank You for 15 Years of Service to Lincoln Fire & Rescue



Shawn Podraza

Hired 1990 - Retired 2020 Thank You Shawn for your 30 years of service to LF&R!



WESLEY WILSON
Chaplain
1964 - 2020



DARRELL COX
Fire Inspector
1963 - 2020

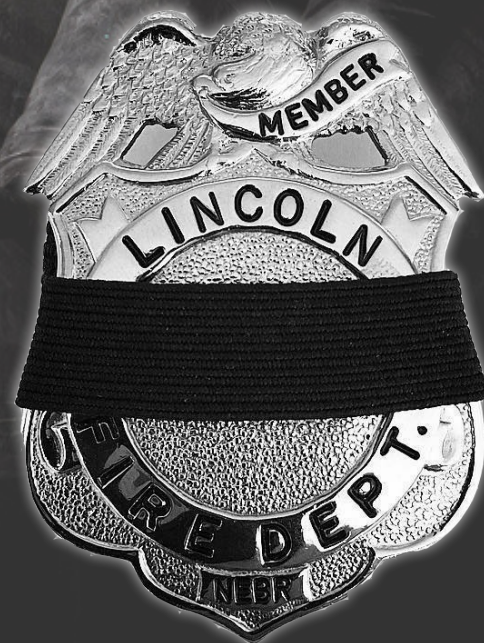


Photo Courtesy Kelly Day Photo LLC

Clarence Protsman
May 25, 1890

Joseph Thornburg
May 25, 1890

John Curran
June 26, 1906

Mansfield Rohrbaugh
August 7, 1915

Neil Sommer
October 2, 1920

Albert Mook
February 18, 1941

Kenneth McKay
March 30, 1964

Harley Grasmick
April 1, 1981

Robert Gardner
July 4, 1982

Willis Leyden
October 9, 1987

Rita Makovicka
February 22, 2001

Jack Bruns
June 3, 2001

Floyd Miller
August 8, 2002

Rick Cuba
March 13, 2003

Dave Luedtke
July 3, 2016

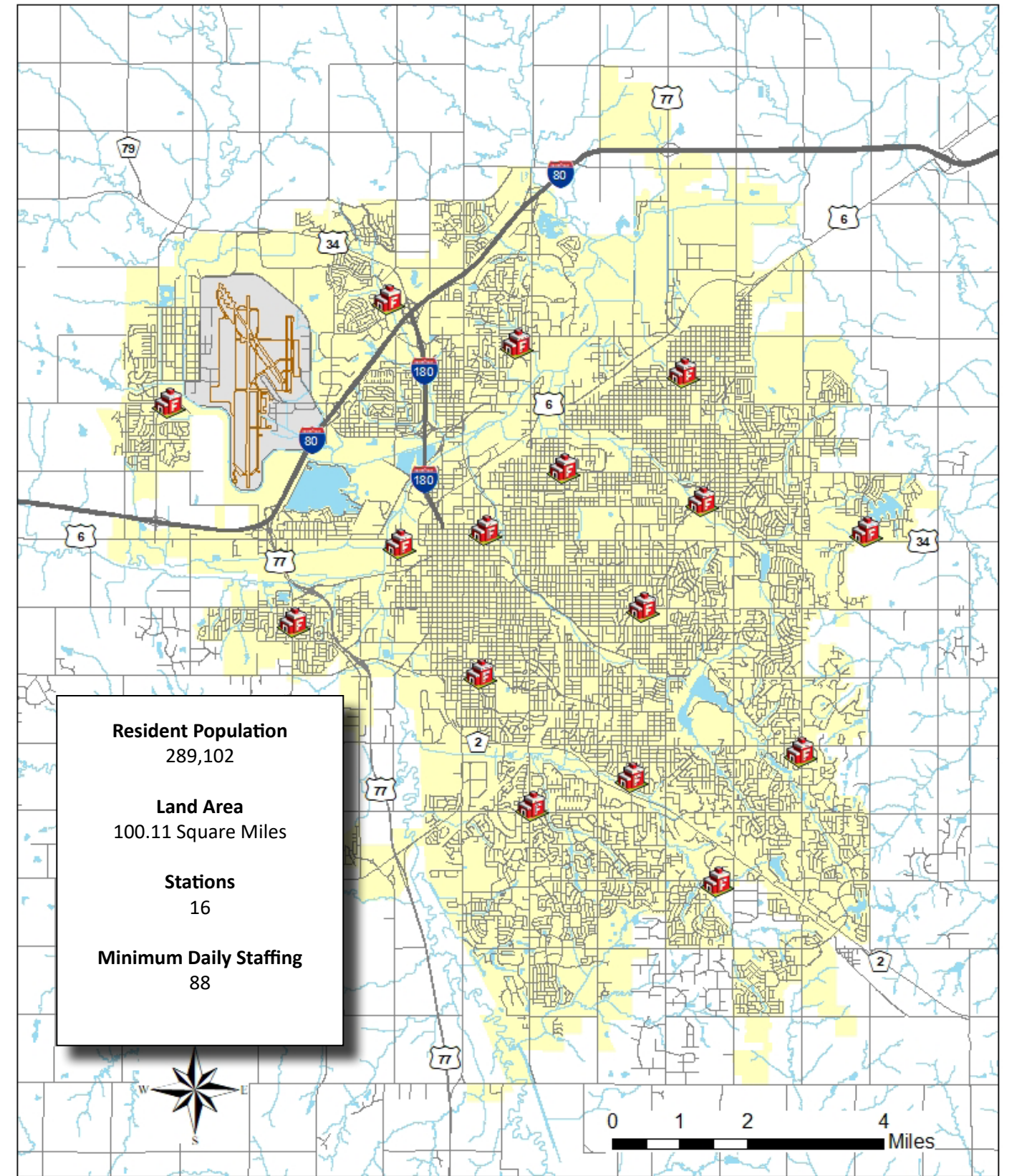
Matthew Vonderfecht
August 24, 2017



*"There is no greater love
than to lay down one's
life for one's friends"*

~ John 15:13

Photo Courtesy Kelly Day Photo LLC



City of Lincoln and Vicinity, Nebraska

Note: This map is provided by Lincoln Fire & Rescue for reference purpose only.

MEASURING PERFORMANCE

Medium Risk FIRE SUPPRESSION - 90th Percentile Times - Baseline Performance		2016 - 2020	2020	2019	2018	2017	2016
Alarm Handling	Pick-up to Dispatch	0:01:28	0:01:15	0:01:21	0:01:19	0:01:16	0:01:46
Turnout Time	Turnout Time 1st Unit	0:06:13	0:03:31	0:02:23	0:01:47	0:01:47	0:01:46
Travel Time	Travel Time 1st Unit Distribution	0:06:13	0:03:31	0:06:33	0:04:03	0:06:17	0:03:47
	Travel Time ERF Concentration	0:10:01	0:07:06	0:09:25	0:09:50	0:10:02	0:13:24
Total Response Time	Total Response Time 1st Unit on Scene Distribution	0:08:04 n=72	0:05:27 n=6	0:08:28 n=19	0:07:41 n=22	0:07:50 n=17	0:07:04 n=8
	Total Response Time ERF Concentration	0:17:57 n=69	0:13:45 n=6	0:12:18 n=18	0:12:57 n=21	0:17:34 n=17	0:23:51 n=7

Fire B = Building in Peril | ERF = 10 Firefighters (ERF = Effective Response Force)

High Risk FIRE SUPPRESSION - 90th Percentile Times - Baseline Performance		2016 - 2020	2020	2019	2018	2017	2016
Alarm Handling	Pick-up to Dispatch	0:01:35	0:01:16	0:01:17	0:01:17	0:01:15	0:01:50
Turnout Time	Turnout Time 1st Unit	0:01:55	0:01:59	0:02:09	0:01:47	0:02:03	0:01:42
Travel Time	Travel Time 1st Unit Distribution	0:04:38	0:04:32	0:05:03	0:04:30	0:04:57	0:04:32
	Travel Time ERF Concentration	0:10:01	0:09:23	0:10:29	0:09:07	0:10:09	0:09:50
Total Response Time	Total Response Time 1st Unit on Scene Distribution	0:06:15 n=773	0:06:13 n=138	0:06:34 n=133	0:05:43 n=144	0:06:46 n=177	0:06:08 n=181
	Total Response Time ERF Concentration	0:12:33 n=760	0:11:48 n=134	0:12:58 n=130	0:11:53 n=144	0:12:11 n=173	0:13:07 n=179

Fire C or Fire 1 | Fire C - Confirmed Fire | Fire I = Confirmed Fire with Injuries | ERF = 17 Firefighters (ERF = Effective Response Force)

MEASURING PERFORMANCE

In 2019 LF&R did not respond to enough fires in "Special Risk" structures to have statistically significant data.

Special Risk FIRE SUPPRESSION - 90th Percentile Times - Baseline Performance		2016 - 2020	2020	2019	2018	2017	2016
Alarm Handling	Pick-up to Dispatch	0:01:53	--	--	--	0:01:54	0:01:24
Turnout Time	Turnout Time 1st Unit	0:01:04	--	--	--	0:00:58	0:00:58
Travel Time	Travel Time 1st Unit Distribution	0:02:52	--	--	--	0:05:53	0:02:16
	Travel Time ERF Concentration	0:05:32	--	--	--	0:05:53	0:03:01
Total Response Time	Total Response Time 1st Unit on Scene Distribution	0:03:37 n=3	--	--	--	0:03:36 n=2	0:03:38 n=1
	Total Response Time ERF Concentration	0:07:53 n=3	--	--	--	0:08:20 n=2	0:04:32 n=1

Fire is a LARGE Commercial | Industrial/Industrial/High Rise | ERF = 29 Firefighters (ERF = Effective Response Force)

Medium Risk EMS - 90th Percentile Times - Baseline Performance		2016 - 2020	2020	2019	2018	2017	2016
Alarm Handling	Pick-up to Dispatch	0:01:31	0:01:16	0:01:19	0:01:21	0:01:16	0:01:49
Turnout Time	Turnout Time 1st Unit	0:01:48	0:01:55	0:01:52	0:01:48	0:01:48	0:01:36
Travel Time	Travel Time (1st Unit) Distribution	0:05:42	0:05:33	0:05:49	0:05:44	0:05:46	0:05:38
	Travel Time (ERF) Concentration	0:09:43	0:09:24	0:09:40	0:09:40	0:09:50	0:10:02
Total Response Time	Total Response Time 1st Unit on Scene Distribution	0:08:16 n=41043	0:08:12 n=8270	0:08:23 n=8225	0:08:16 n=8314	0:08:18 n=7991	0:08:12 n=8243
	Total Response Time ERF Concentration	0:12:35 n=40978	0:12:16 n=8252	0:12:35 n=8209	0:12:31 n=8301	0:12:37 n=7981	0:12:55 n=8235

Bravo & Charlie Medical Call Types (One or Both Responding Units Code 3) | ERF = 5 Firefighters (ERF = Effective Response Force)

MEASURING PERFORMANCE

High Risk EMS - 90th Percentile Times - Baseline Performance		2016 - 2020	2020	2019	2018	2017	2016
Alarm Handling	Pick-up to Dispatch	0:01:27	0:01:14	0:01:17	0:01:17	0:01:14	0:01:44
Turnout Time	Turnout Time 1st Unit	0:01:44	0:01:50	0:01:47	0:01:43	0:01:44	0:01:31
Travel Time	Travel Time (1st Unit) Distribution	0:05:09	0:05:02	0:05:15	0:05:11	0:05:11	0:05:03
	Travel Time (ERF) Concentration	0:08:08	0:08:00	0:08:05	0:08:09	0:08:12	0:08:16
Total Response Time	Total Response Time 1st Unit on Scene Distribution	0:07:40 n=27611	0:07:34 n=5582	0:07:48 n=5730	0:07:41 n=5515	0:07:38 n=5487	0:07:37 n=5297
	Total Response Time ERF Concentration	0:10:50 n=27582	0:10:47 n=5576	0:10:49 n=5726	0:10:50 n=5508	0:10:55 n=5484	0:10:52 n=5288

Delta & Echo Medical Call Types (Both Units Code 3) | ERF = 5 Firefighters (ERF = Effective Response Force)

Special Risk EMS - 90th Percentile Times - Baseline Performance		2016 - 2020	2020	2019	2018	2017	2016
Alarm Handling	Pick-up to Dispatch	0:01:25	0:01:11	0:01:15	0:01:15	0:01:13	0:01:41
Turnout Time	Turnout Time 1st Unit	0:01:36	0:01:43	0:01:42	0:01:32	0:01:36	0:01:16
Travel Time	Travel Time (1st Unit) Distribution	0:04:49	0:04:47	0:04:49	0:04:44	0:04:45	0:05:06
	Travel Time (ERF) Concentration	0:10:39	0:10:58	0:11:06	0:09:35	0:10:33	0:10:22
Total Response Time	Total Response Time 1st Unit on Scene Distribution	0:07:16 n=1806	0:07:23 n=447	0:07:08 n=350	0:07:14 n=367	0:07:02 n=340	0:07:28 n=302
	Total Response Time ERF Concentration	0:13:52 n=1806	0:14:54 n=447	0:14:47 n=350	0:12:35 n=367	0:13:40 n=340	0:13:08 n=302

Calls Where Cardiopulmonary Arrest Has Occurred or is Imminent (All Units Code 3) | ERF = 5 Firefighters (ERF = Effective Response Force)

MEASURING PERFORMANCE

Moderate Risk HAZMAT - 90th Percentile Times - Baseline Performance		2016 - 2020	2020	2019	2018	2017	2016
Alarm Handling	Pick-up to Dispatch	0:01:38	0:01:19	0:01:23	0:01:26	0:01:19	0:02:04
Turnout Time	Turnout Time 1st Unit	0:02:00	0:01:41	0:02:01	0:02:08	0:01:59	0:01:46
Travel Time	Travel Time (1st Unit) Distribution	0:05:59	0:05:38	0:06:22	0:05:49	0:05:51	0:05:54
	Travel Time (ERF) Concentration	0:14:16	0:14:36	0:13:09	0:13:20	0:14:43	0:14:33
Total Response Time	Total Response Time 1st Unit on Scene Distribution	0:08:53 n=619	0:08:21 n=34	0:09:08 n=97	0:08:56 n=141	0:08:49 n=209	0:08:39 n=138
	Total Response Time ERF Concentration	0:19:12 n=597	0:17:30 n=33	0:16:39 n=93	0:19:01 n=136	0:20:06 n=205	0:18:30 n=130

HazMat Level 2 | ERF = 12 Firefighters (6 HazMat Team Members) (ERF = Effective Response Force)

High Risk HAZMAT - 90th Percentile Times - Baseline Performance		2016 - 2020	2020	2019	2018	2017	2016
Alarm Handling	Pick-up to Dispatch	0:01:54	0:01:14	0:02:29	0:01:38	0:01:19	0:03:01
Turnout Time	Turnout Time	0:01:58	0:01:38	0:01:47	0:01:47	0:01:47	0:01:31
Travel Time	Travel Time (1st Unit) Distribution	0:04:00	0:03:33	0:03:53	0:03:44	0:03:39	0:03:59
	Travel Time (ERF) Concentration	0:10:34	0:11:33	0:12:24	0:08:57	0:08:10	0:08:37
Total Response Time	Total Response Time 1st Unit on Scene Distribution	0:07:06 n=32	0:06:39 n=11	0:06:46 n=5	0:06:51 n=6	0:06:40 n=5	0:07:50 n=5
	Total Response Time ERF Concentration	0:14:25 n=33	0:14:26 n=11	0:15:30 n=5	0:11:31 n=6	0:16:28 n=5	0:12:59 n=6

HazMat Level 2 (HazMat w Injuries) | ERF = 14 Firefighters (6 HazMat) (ERF = Effective Response Force)

MEASURING PERFORMANCE

Medium Risk TECHNICAL RESCUE - 90th Percentile Times - Baseline Performance		2016 -	2020	2019	2018	2017	2016
Alarm Handling	Pick-up to Dispatch	0:01:37	0:01:16	0:01:27	0:01:16	0:01:46	0:01:49
Turnout Time	Turnout Time 1st Unit	0:01:44	0:01:46	0:01:52	0:01:45	0:01:30	0:01:23
Travel Time	Travel Time (1st Unit) Distribution	0:04:45	0:04:48	0:05:03	0:04:42	0:04:31	0:04:03
	Travel Time (ERF) Concentration	0:07:15	0:07:45	0:07:28	0:07:14	0:06:33	0:06:30
Total Response Time	Total Response Time 1st Unit on Scene Distribution	0:07:21 n=1186	0:07:27 n=234	0:07:43 n=261	0:07:17 n=266	0:07:13 n=200	0:06:30 n=225
	Total Response Time ERF Concentration	0:09:52 n=1185	0:09:34 n=233	0:10:24 n=261	0:09:57 n=266	0:09:22 n=200	0:09:13 n=225

Charlie, Delta & Echo Motor Vehicle Accidents Not Requiring Extrication Equipment | ERF = 5 Firefighters (ERF = Effective Response Force)

High Risk TECHNICAL RESCUE - 90th Percentile Times - Baseline Performance		2016 -	2020	2019	2018	2017	2016
Alarm Handling	Pick-up to Dispatch	0:01:36	0:01:18	0:02:29	0:01:18	0:01:25	0:01:55
Turnout Time	Turnout Time	0:01:54	0:02:08	0:01:52	0:01:48	0:01:45	0:01:28
Travel Time	Travel Time (1st Unit) Distribution	0:04:28	0:04:22	0:03:52	0:04:34	0:05:53	0:03:33
	Travel Time (ERF) Concentration	0:09:42	0:08:27	0:10:26	0:09:26	0:09:08	0:08:25
Total Response Time	Total Response Time 1st Unit on Scene Distribution	0:07:03 n=90	0:07:18 n=15	0:06:55 n=25	0:07:00 n=27	0:09:10 n=15	0:06:48 n=8
	Total Response Time ERF Concentration	0:15:18 n=88	0:13:57 n=14	0:16:21 n=25	0:12:44 n=27	0:11:47 n=14	0:14:24 n=8

Rescue Incidents Which Are MUA's Which Require the use of Technical Rescue Equipment | ERF = 18 Firefighters (ERF = Effective Response Force)

MEASURING PERFORMANCE

Special Risk TECHNICAL RESCUE - 90th Percentile Times - Baseline Performance		2016 -	2020	2019	2018	2017	2016
Alarm Handling	Pick-up to Dispatch	0:01:31	--	0:01:26	0:01:15	0:01:24	0:02:36
Turnout Time	Turnout Time 1st Unit	0:01:50	--	0:01:42	0:01:34	0:02:05	0:01:37
Travel Time	Travel Time (1st Unit) Distribution	0:05:14	--	0:04:54	0:05:03	0:05:07	0:03:36
	Travel Time (ERF) Concentration	0:12:10	--	0:06:45	0:13:47	0:09:48	0:09:54
Total Response Time	Total Response Time 1st Unit on Scene Distribution	0:09:13 n=25	--	0:07:48 n=5	0:07:37 n=8	0:09:08 n=6	0:08:54 n=6
	Total Response Time ERF Concentration	0:17:04 n=24	--	0:10:28 n=5	0:18:22 n=8	0:14:07 n=5	0:18:19 n=6

All Specialized Technical Rescue Incidents Except MVA's, such as: Confined Space, High/Low Rescue, H2O Surface & Sub-surface, Trench, Agriculture, Industrial, etc. | ERF = 20 Firefighters (ERF = Effective Response Force)

