

*Annual Report*  
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## *City Officials*

Chris Beutler, Mayor  
Jon Camp, Council Member  
Roy Christensen, Council Member  
Carl Eskridge, Council Member  
Leirion Gaylor Baird, Council Member  
Cyndi Lamm, Council Member  
Jane Raybould, Council Member  
Bennie Shobe, Council Member  
Thomas Casady, Public Safety Director

## *Command Staff*

Micheal Despain, Fire Chief  
Patrick Borer, Assistant Chief  
Roger Bonin, Division Chief  
Kendall Warnock, Division Chief  
Leo Benes, Battalion Chief  
Jim Bopp, Battalion Chief  
Jeremy Gegg, Battalion Chief  
Eric Jones, Battalion Chief  
Tim Linke, Battalion Chief  
William Thavenet, Battalion Chief

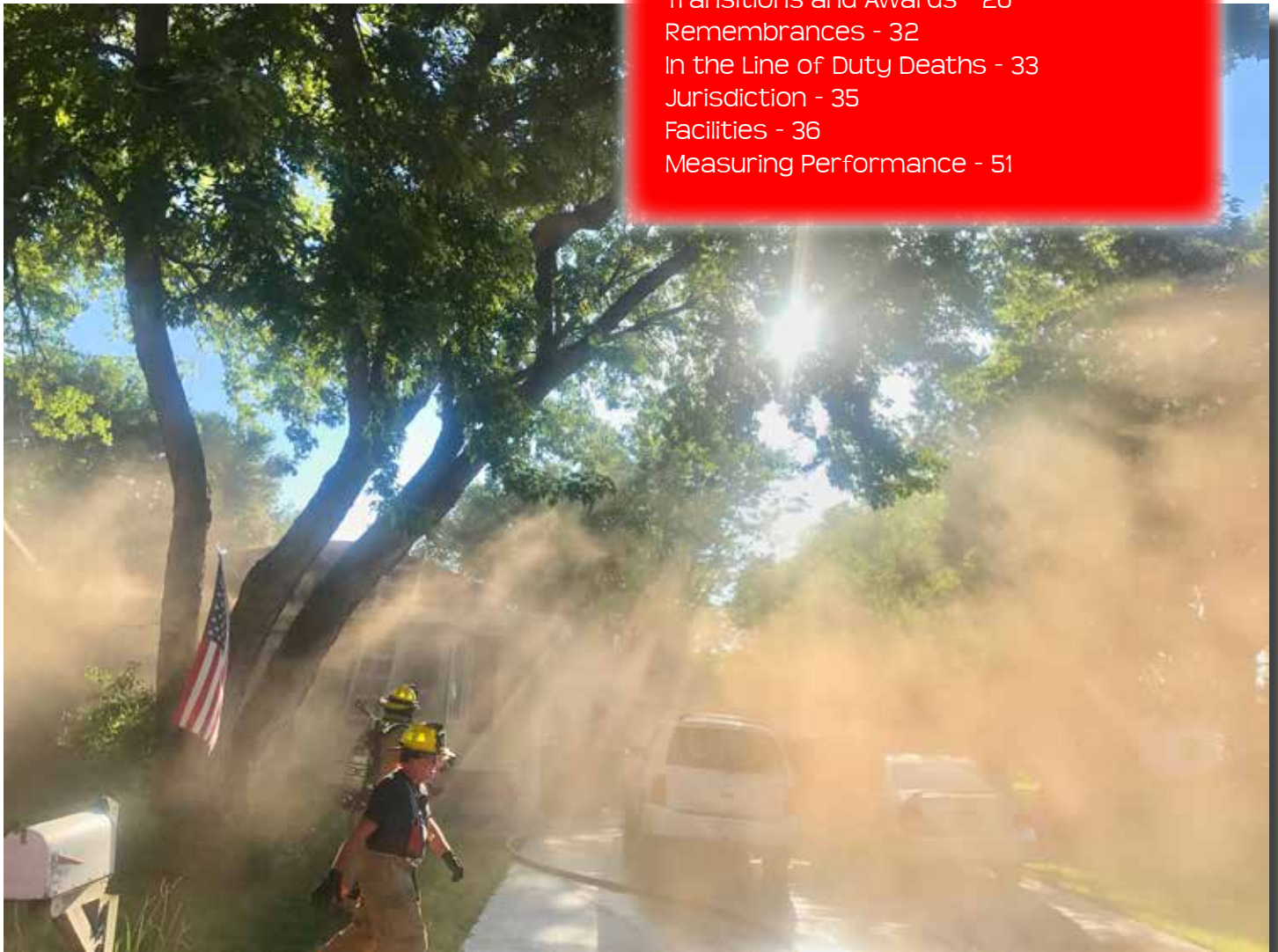
## *Prepared By*

Julie McGahan, Office Operations Specialist

# Table of Contents



- Message from the Chief - 4
- Message from the Mayor - 5
- Mission, Vision, and Values - 6
- Organization Chart - 7
- Emergency Services Goals - 8
- Operating Budget 2016-2018 - 11
- Calls for Service - 12
- Call Types and Resources - 13
- The Health of Our Fleet - 14
- Population Growth vs Calls for Service - 16
- Unit Workload and Call Volume by Type - 17
- Pre-Hospital Cardiac Survival Rate - 18
- Significant Incidents - 19
- Property Values Saved from Fire - 21
- ISO Grading Schedule - 22
- Accreditation - 24
- Citizen Satisfaction - 25
- Transitions and Awards - 26
- Remembrances - 32
- In the Line of Duty Deaths - 33
- Jurisdiction - 35
- Facilities - 36
- Measuring Performance - 51





# Message from the Chief

The Annual Report communicates the quantity and quality of service provided to our customers in 2017. 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 desire 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 2017:

- Rescued 43 lives from fire, entrapment or cardiac arrest. Many more were rescued but unfortunately not all survived.
- Maintained one of the best cardiac survival rates in the nation and was featured as a model agency in the December 2017 Journal of Emergency Medical Services.
- Replaced three fire engines and two fire trucks with new apparatus to help improve the health of the fleet.
- Improved the City of Lincoln fire protection rating from Class 3 to Class 2. First upgrade since 1974.
- Value of property saved by LF&R was more than 10 times the cost of operating the department.
- The Cost per Capita for LF&R General Fund services was 31% below the regional average of comparable municipal fire agencies and 7% below the average of rural fire protection agencies directly adjacent to the City of Lincoln.

## Challenges for 2018:

- Maintain service levels for a call volume that grows three times faster than population growth with rapidly deteriorating apparatus and fire stations.
- Recruit, hire, and train new firefighter/paramedics at a rate faster than we lose due to attrition.
- Increase the number of support staff and management positions to lower liability and return field-level span of control to industry standards.
- Coordinate efforts to complete the construction and staffing of fire stations 15 and 16; relocate existing fire stations 10, 11, and 12.
- Complete the legislative and/or regulatory processes to improve current substandard federal Medicaid reimbursement for EMS transport services.
- Complete the installation and acceptance testing for the new radio system.
- Complete an update to the Department's Strategic Plan and Standards of Cover documents.
- Maintain agency accreditation through the Commission on Fire Accreditation International during next site visit in the fall of 2018.



Micheal Despain, Fire 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.

## Message from the Mayor

Dear Citizens of Lincoln:

The Dedicated professionals of Lincoln Fire and Rescue (LF&R) work every day to protect the residents of Lincoln. LF&R is an all-hazards organization that responds to and mitigates fire, emergency medical services, hazardous materials, and technical incidents. This annual report provides an overview of their lifesaving efforts.

In 2017, LF&R responded to more than 24,000 total calls for service. 20,708 of these calls were for emergency medical services, which highlights the critical prehospital care that our personnel provide. LF&R successfully extinguished 748 working fires and further responded to incidents involving hazardous materials, technical rescues, and other uncategorized calls.

Our firefighters and paramedics train daily to remain highly proficient in their skills. LF&R personnel are also committed to providing public education with the goal of preventing fires and minimizing the loss of life and property.

As you review the accomplishments of LF&R, I am sure that you will share my pride in the outstanding service they provide to our community.



*Chris Buetler, Mayor*



*Lazlo's Fire, October 3, 2017, Photo Courtesy Kelly Day Photo LLC*

# Mission, Vision, and Values

Our Mission  
The desire to serve...  
The ability to perform...  
The courage to act...

## 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, respectful team atmosphere that is nurtured by open internal communication processes which allow for a greater understanding and involvement in decisions. Our mission will be accomplished by a physically fit work force, well trained in a multitude of diverse specialized skills and empowered with a high level of involvement in our success. Our dedicated professional staff will demonstrate a consistent commitment to excellence by applying empathy and compassion to all persons of our community equally and without prejudice. Our leadership and labor force will work in concert as one organization striving to reach consensus on organizational issues while achieving a healthy work environment contributing to employee job 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 towards 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.

## Values

### **Honesty and Integrity:**

In the performance of our duties.

### **Dedication and Commitment:**

To doing what is in the best interest of our citizens.

### **Professionalism and Teamwork:**

As we work to restore balance in the lives of our community.

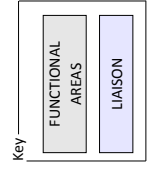
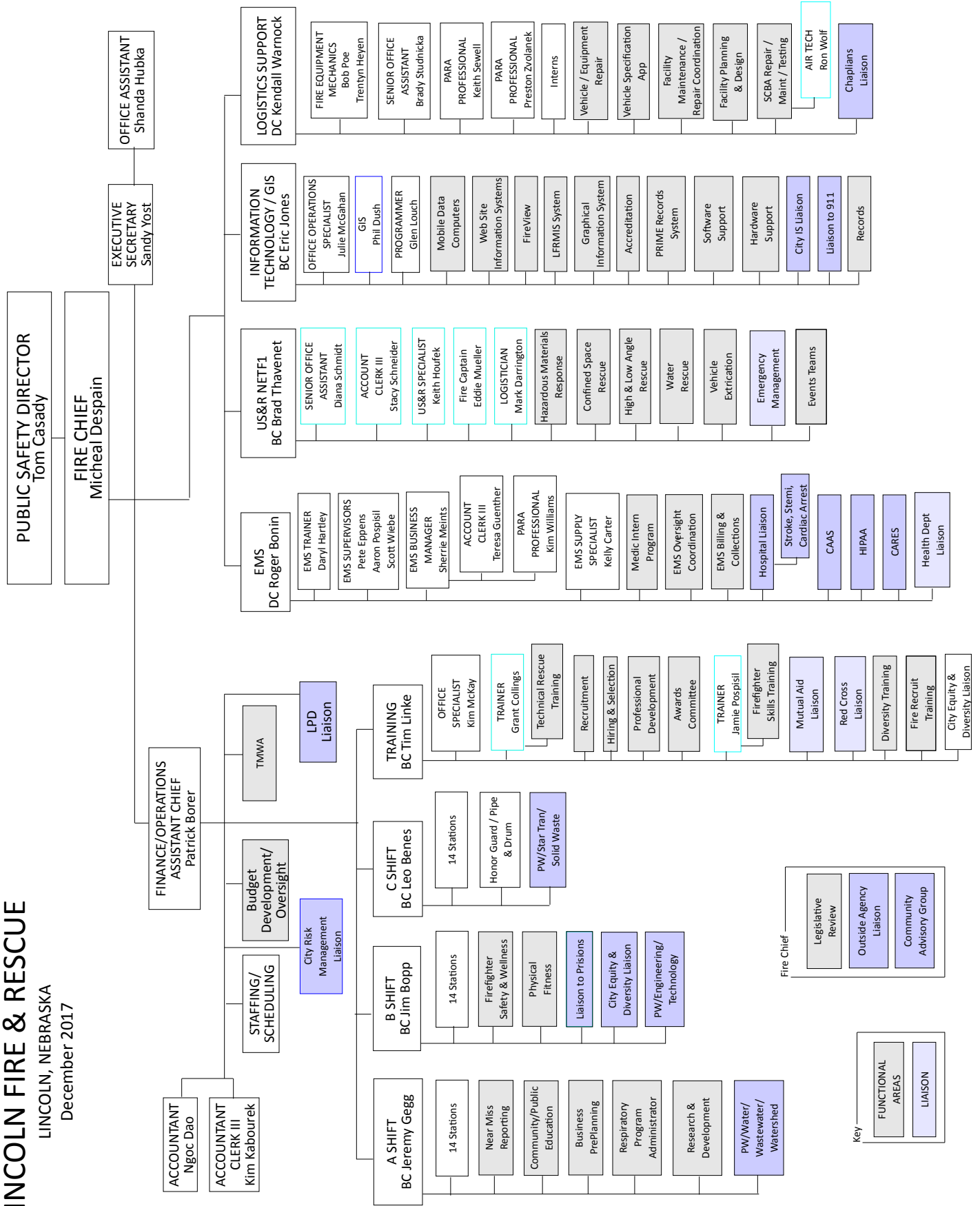
### **Compassion:**

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

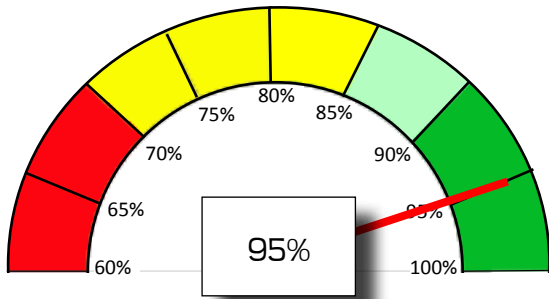
We will demonstrate these values as we relate to one another and as we relate to the community we serve.



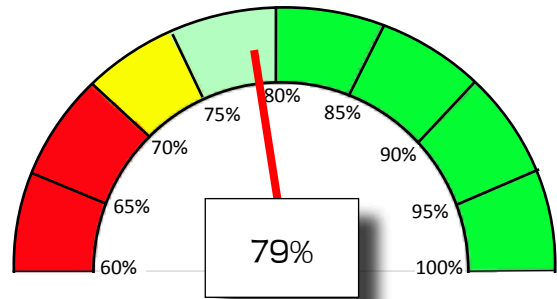
## LINCOLN FIRE & RESCUE LINCOLN, NEBRASKA December 2017



# Emergency Services Goals - 2017 Performance



LF&R will save at least 95% of the value of property and contents threatened by fire.

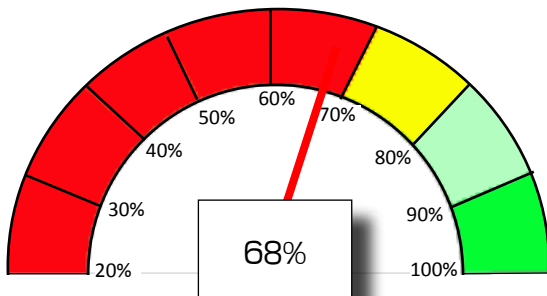


Fire contained to room of origin for 80% of structure fires.

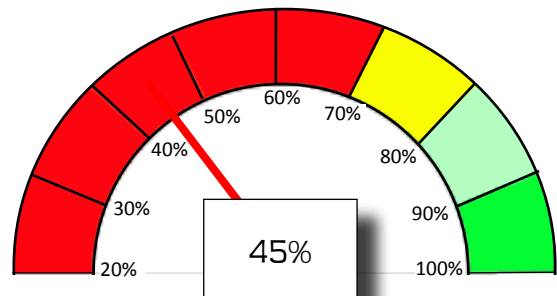
The Lincoln Fire & Rescue Department recognizes that service to the community is sometimes difficult to measure and that the value of the services we provide must excel in contrast to the cost of operating. The Department relies on a number of data sources and indicators to measure performance. The following list of performance measures are only a sample of the high level indicators used to determine effectiveness and efficiency in a number of service delivery outcome areas.

**Performance goals are basically illustrated in four categories:**

- = 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.



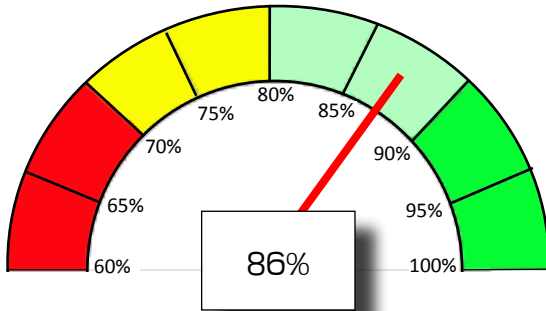
First Unit Arrival – Total Response Time for Fires = 6 Minutes & 20 Seconds at 90%, and not less than 70%.



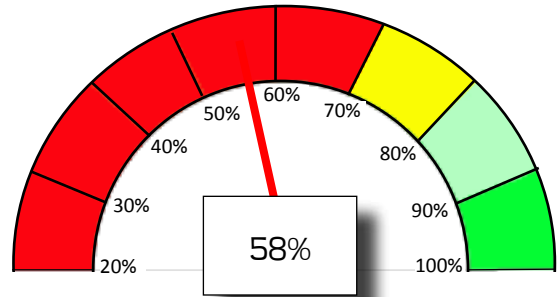
Effective Response Force of (16 to 19 firefighters) at Fires = 10 Minutes & 20 Seconds at 90%, and not less than 70%.



# Emergency Services Goals - 2017 Performance

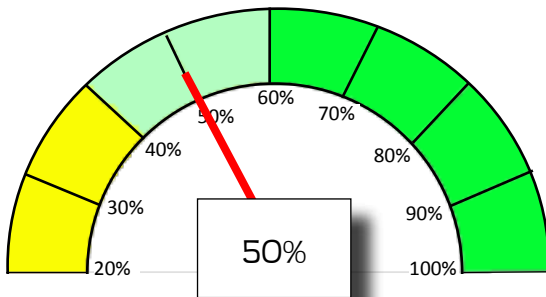


LF&R will treat and begin to transport all patients with suspected stroke within 15 minutes upon arrival to the scene of the emergency 90% of the time.

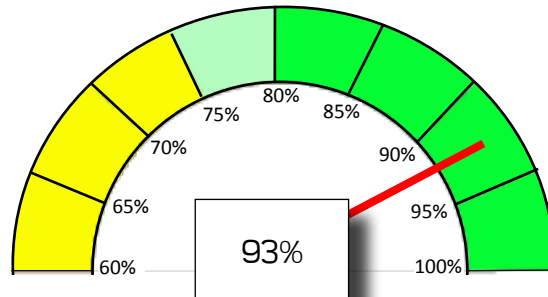


First Unit Arrival – Total Response Time for EMS = 6 Minutes at 90%, and not less than 70%.

The data shows LF&R is meeting or exceeding our goals in all categories with the exception of response time performance. The primary reason for response time degradation is increased geographical expanse without the addition of fire stations to adequately cover new growth areas. We believe the current plan of relocating three existing stations to more efficient locations and the addition of two new stations in growth areas will greatly improve this performance indicator over the next 24 months.

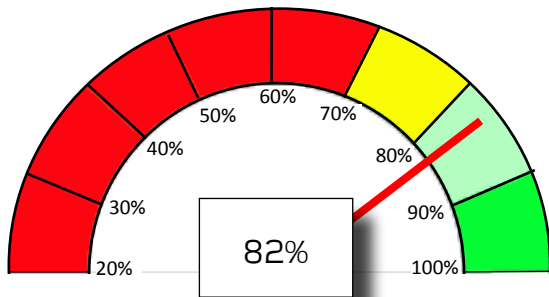


Cardiac survival rate 60% or better. (Utstein)



LF&R will achieve a CPR fraction of at least 80%.

# Emergency Services Goals - 2017 Performance



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



## Support Activities Service Goals

## 2017 Performance

**Support Goal: Cost/Per Capita (Annual Budget / Population Served - Revenue)**  
= Below \$214 (City Comparison: Des Moines, Ft. Wayne, Madison, St. Paul, Omaha, Kansas City, Cedar Rapids)

\$148

**Support Goal: Insurance Services Office Rating**  
= Class 3 or Better (Class 2 or 1) (\* Class 2 awarded January 2018)

Class 3

**Support Goal: Property Loss**  
= Save 90% of the value of property and contents in comparison to value lost due to fire

95.29%  
Saved

**Support Goal: Total Employee Workers Compensation Claim Costs**  
= Less than 5% of total department general fund budget  
2014 = 3.3% 2015 = 3.3% 2016 = 3.75% 2017 = 3.07%

3.07%

**Support Goal: Accreditation Status Through CPSE**  
= Maintain

Maintained



## Cost of Operation Analysis Adopted Biennial Operating Budget 2016-2018

City of Lincoln 2016/2017 adopted budget .....	\$180,475,263	
Revenue from Property Tax .....	\$50,890,087	(16/17 Adopted)
Revenue from Sales Tax .....	\$74,545,774	(16/17 Projected)
Total Property and Sales Tax .....	\$125,435,861	70% of overall budget
Revenue from 19 other sources .....	\$55,039,402	
<hr/>		
LF&R 2016/2017 adopted budget .....	\$37,252,526	
General Fund .....	\$29,470,849	16% or \$.16 of each tax dollar is used to fund LF&R
Roll up costs .....	\$11,308,197	roll up costs - pension, FICA, Health insurance, etc.
Bureau of Fire Prevention .....	\$855,845	Fire Prevention General Fund (no fees)
Federal (US&R) .....	\$1,205,286	
EMS (Enterprise) .....	\$6,576,391	
<hr/>		

### Population and Household Data as of July 2016

Total Population .....	280,364
Total Households .....	109,203

### Cost per person to provide all Fire/EMS services – \$148.50/year

\*C.P.P. = LF&R General Fund + Roll up + Fire Prevention Bureau General Fund ÷ by Lincoln Population 2016

### Cost per household – \$381.26/year

\*C.P.H. = LF&R General Fund + Roll up + FPGF ÷ by Households in Lincoln 2016

# Calls for Service

Chiefs	2015	2016	2017
Battalion 1	849	1,000	1,053

Medic Units	2015	2016	2017
Medic 1	965	997	925
Medic 2	3,776	4,011	3,787
Medic 3	3,695	3,914	3,728
Medic 5	2,950	3,145	3,061
Medic 6	3,012	3,178	3,233
Medic 7	3,517	3,650	3,673
Medic 8	3,924	4,010	4,034
Medic 21	5	20	56
Medic 24	95	144	101
Medic 25	191	213	125
Medic 210	146	171	196
Medic 211	147	156	60
Medic 214	80	86	123

Trucks	2015	2016	2017
Truck 1	1,778	1,852	1,924
Truck 5	1,063	1,154	1,127
Truck 7	1,172	1,280	1,323
Truck 8	1,168	1,260	1,257
Truck 21	3	2	10

Engines	2014	2015	2017
Engine 1	3,330	3,424	3,557
Engine 2	2,001	2,031	2,051
Engine 3	2,318	2,280	2,400
Engine 4	1,493	1,570	1,604
Engine 5	1,911	1,936	2,020
Engine 6	1,774	2,041	2,037
Engine 7	1,914	2,022	2,146
Engine 8	2,323	2,323	2,363
Engine 9	1,862	2,143	2,253
Engine 10	2,044	2,119	2,128
Engine 11	339	437	396
Engine 12	1,470	1,379	1,535
Engine 13	1,028	1,005	1,020
Engine 14	1,116	1,195	1,298
Engine 21			19
Engine 211	18	4	3
Engine 225	5	1	3

Other	2015	2016	2017
EMS 1	1,280	1,336	1,249
Air 14	495	604	716
Haz Mat 14	226	283	384
Bike 1	20	18	8
Bike 2	4	4	3
Water Rescue	3	20	10

**Engine:** a fire apparatus vehicle equipped with a pump; water tank, and a compliment of hose, tools, and equipment.

**Truck:** an aerial apparatus vehicle equipped with ground ladders, special rescue tools, smoke removal fans, tarps, and salvage equipment.

**Medic Unit:** a specially equipped vehicle used for transporting the sick or injured.

**Battalion:** a command level officer supervising a geographic area and all subordinate units contained.



Top: Station #5 | 3640 Touzalin Ave | Photo Courtesy Kelly Day Photo LLC  
 Bottom: Battalion 1 | 1801 Q St | Photo Courtesy Kelly Day Photo LLC



# Call Types and Resources

*Alert:* Aircraft related emergencies  
*Fire:* Car, dumpster or grass fire  
*Fire A:* Fire alarm automatic system or reported  
*Fire B:* Fire threatening building  
*Fire C:* Fire with confirmed smoke or flame  
*HazMat:* Hazardous materials related leaks and spills  
*Medical A, B, & C:* Medical emergency  
*Medical D:* Life threatening medical emergency  
*Medical E:* Life threatening cardiac/respiratory emergency  
*Medical Mutual Aid:* Medical call - assisting rural agency  
*Medical Omega A:* Inter facility non-emergency transfer  
*Medical Omega D:* Inter facility emergency transfer  
*Medical RSAAlarm:* Person trapped or rollover vehicle accident  
*Other:* All other types of dispatches

**Code 1:** Unit responding to an incident following all traffic laws without lights and sirens.  
**Code 3:** Unit responding to an incident with emergency lights on and siren activated.

**Physical Resources**

- Fire Stations ..... 14
- Engines (Pumpers) ..... 14
- Reserve Engines ..... 3
- (Ladder) Trucks ..... 4
- Reserve Trucks ..... 1
- Medic Units ..... 6
- Reserve Medic Units ..... 5
- Battalions ..... 1
- EMS Supervisors ..... 1
- Hazardous Materials Units ..... 1
- Technical (Heavy) Rescue Units ..... 1
- Mobile Air Units ..... 1
- Decon Trailers ..... 1
- Utility Trailers ..... 1
- Water Rescue Trailers ..... 1
- Support Trailers ..... 1
- Rehabilitation Units ..... 1

- Fire ..... 213
- Fire A ..... 1,494
- Fire B ..... 207
- Fire C ..... 322
- Fire I ..... 2
- Fire M ..... 4
- Haz ..... 944
- Medical ..... 29
- Medical A ..... 4,515
- Medical ALS ..... 107
- Medical B ..... 5,157
- Medical C ..... 3,785
- Medical D ..... 6,502
- Medical E ..... 365
- Medical Omega ..... 75
- Medical Omega D ..... 88
- Medical RSAAlarm ..... 85
- Medical RSAAlarm B ..... 6
- Medical RSAAlarm C ..... 1
- Medical RSAAlarm D ..... 115
- Medical RSAAlarm E ..... 1
- Alert 1 ..... 1
- Alert 2 ..... 5
- Alert 3 ..... 2
- Standby ..... 16
- Scheduled Standby ..... 112



New Truck 7 & Truck 8 | Lincoln, NE 68508 | Photo Courtesy Kelly Day Photo LLC

Total Incidents for  
2017 --> 24,153

# The Health of Our Fleet

One of the cornerstones of our ability to provide fast and efficient service to the community is access to reliable vehicles. LF&R has struggled in this area of service delivery for many years but has recently seen substantial movement forward. During 2017, LF&R received 3 new fire engines, 2 new trucks, and was authorized funding for an additional fire engine that should arrive in October 2018. Although there is still a need for rapid replacement of an additional eleven vehicles, 2017 provided some much needed improvement to the overall health of the fleet.

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

## Front Line Engines and Trucks

Rig	In Service	Miles	Points	Grade
E12	2017	1,765	8	A
E1	2017	2,014	8	A
E3	2017	2,021	8	A
T8	2017	3,802	8	A
T7	2017	4,343	8	A
E2	2015	30,948	14	A
E4	2015	20,539	15	A
T1	2011	49,739	24	C
T5	2015	133,756	29	D
E7	2006	98,365	34	F
E8	2006	105,071	35	F
E5	2006	106,656	36	F
E14	2006	107,152	37	F
E9	2006	110,258	37	F
E6	2006	123,315	37	F
E10	2006	123,488	37	F
E13	2003	123,892	42	F
E11	2003	171,223	46	F

## Front Line Medic Units

Rig	In Service	Miles	Points	Grade
M7	2016	32,042	12	A
M2	2014	35,726	16	A
M6	2016	53,597	17	A
M3	2014	106,600	26	D
M5	2011	122,609	35	F
M8	2011	127,179	35	F

GOAL:  
All Front Line  
Apparatus/Units  
GREEN or YELLOW





# The Health of Our Fleet

## Vehicle Score Card

<b>Age</b>	One point for each year based on in-service date.
<b>Miles/Hours</b>	One point for each 10,000 miles or 250 hours of usage.
<b>Type of Service</b>	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).
<b>Reliability</b>	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.
<b>Maintenance and Repair (M&amp;R) Cost</b>	One to five points based on the total life M&R cost, not including accident repairs.
<b>Condition</b>	One to five points for body condition, rust, interior condition, anticipated repairs, and so on.
<b>Point Range</b>	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 Engines and Trucks

Rig	In Service	Miles	Points	Grade
E211	1997	36,000	35	F
E225	1996	160,646	48	F
E21	1996	172,524	52	F
T21	1996	171,957	53	F

Key:
<18 = A
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## Reserve Medic Units

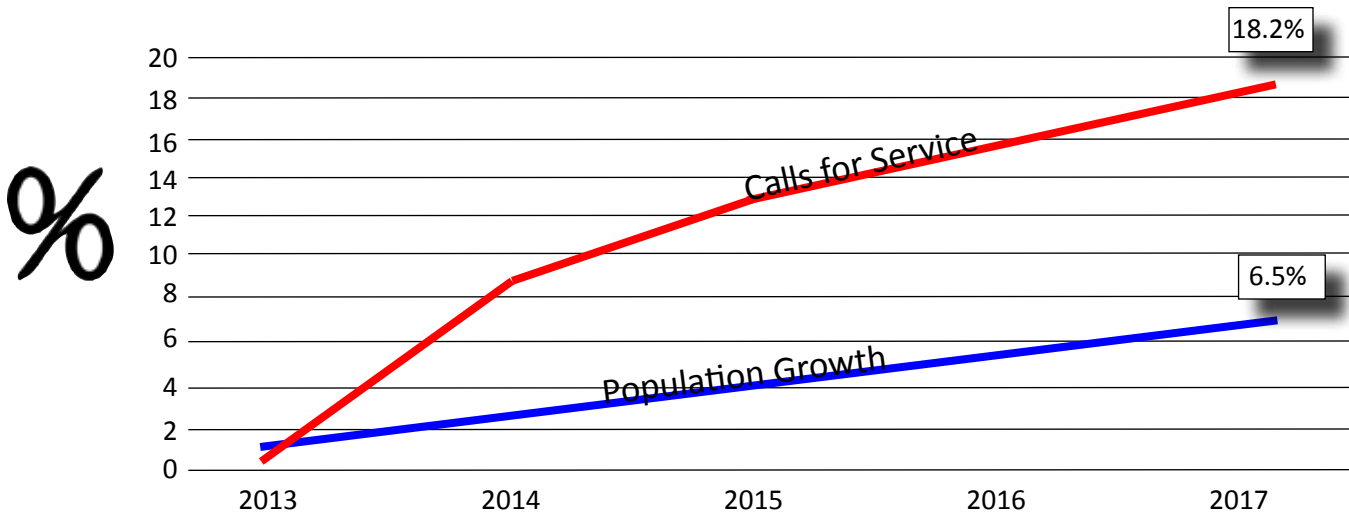
Rig	In Service	Miles	Points	Grade
M21	2014	32,676	18	B
M24	2013	42,398	20	B
M214	2014	70,318	24	D
M210	2011	106,268	32	F
M25	2000	155,964	45	F
M211	2000	163,785	47	F

GOAL:  
All Reserve  
Apparatus/Units  
ORANGE or RED



# 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 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.





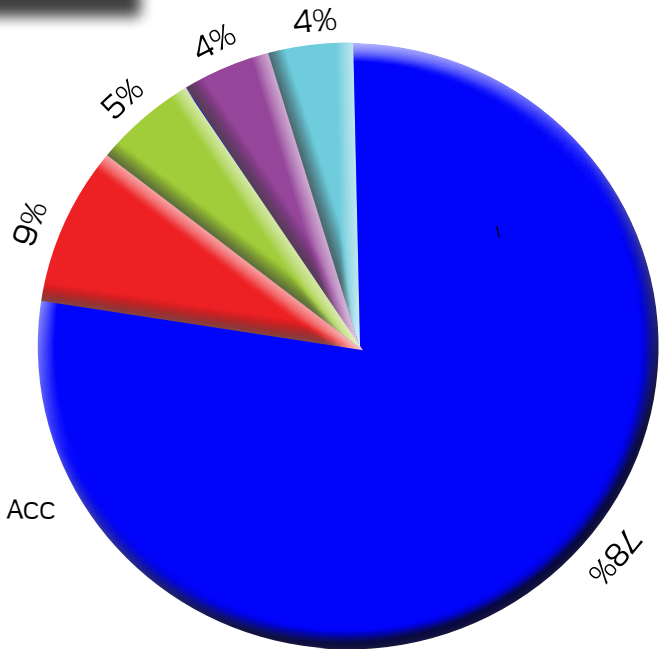
# Unit Workload and Call Volume by Type

These charts illustrate the breakdown of call types for the year. Emergency medical service calls make up approximately 78% of our call volume when looking at call types. However, if we look at workload, **EMS is closer to 76% of the workload**, meaning how many hours are spent on each type of emergency incident. When citizens run across a problem they don't inherently know how to solve or who else to call, they traditionally resort to calling the fire department. The call type "Other" are calls which include minor emergencies such as burst pipes, assisting an elderly person at home who has fallen, power lines down due to a storm, a child accidentally locked in a vehicle, etc.

Call Volume by Type

Note: Technical Rescue Incidents Accounted for 0.5% of Total Calls

- EMS
- Fire
- Other
- HazMat
- Motor Vehicle Acc



Unit Workload

- EMS
- Fire
- HazMat
- Motor Vehicle Acc
- Other
- Rescue

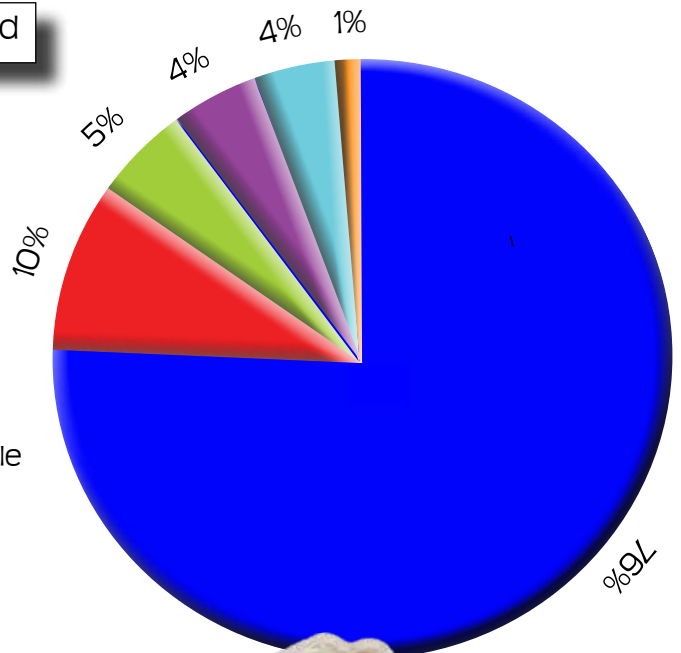
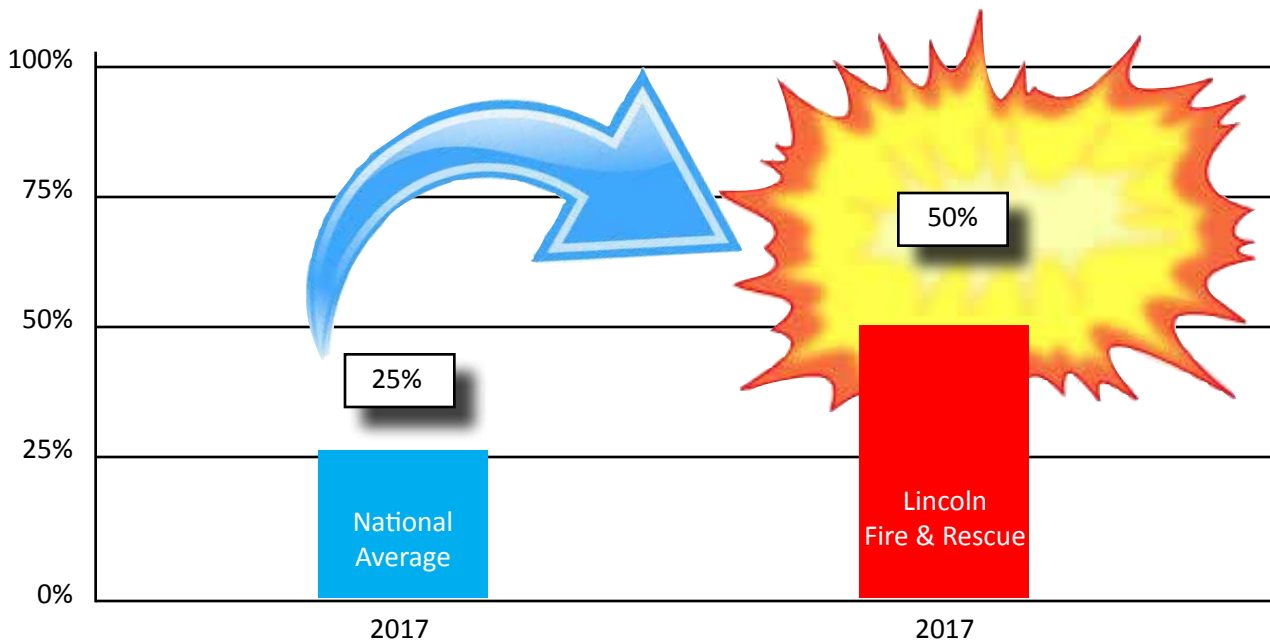


Photo courtesy Kelly Day Photo LLC



# 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 (7.8%) and have remained virtually unchanged for the past 30 years. Without a uniform and reliable 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

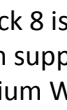


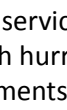
- Jan ➤ Arson fire at Belmont Veterinary Center, \$20k in damage. David Fenstemaker (43) later arrested. // Resident is killed when duplex catches fire due to smoking with flames fueled by oxygen tank. This is the 1st fire fatality of 2017. // 2nd Alarm fire at Parkway Lanes Bowling Alley.
- Feb ➤ A woman escaped a residential house fire unharmed after she went back inside for her pets and became disoriented. She was eventually able to find her way out however the pets died in the fire. \$100k in damage.
- Mar ➤ Arson fire at Popeye's restaurant, 741 N 48th, \$12k in damage. // Nine people rescued from a 2 story residential, \$30k in damage, Fire caused by improperly discarded cigarette. // 2 alarm apartment fire, 4 residents rescued from ground ladders and from aerial. Despite CPR attempts a dog passes away.
- Apr ➤ Broke ground on site for new station 11. // Man escapes his burning home, \$140K in damage. // Fire destroys a home at 5030 Woodhaven Dr, \$170k in damage. // Firefighters cut a hole in the exterior wall to rescue a woman trapped while house is on fire, 6521 River Dr, \$100k in damage. // Firefighters rescued 4 dogs and 3 cats from 2602 North 63rd at a house fire, \$16k in damage.
- May ➤ LF&R assists Raymond Fire & Rescue with rescuing a man who was stuck in a grain bin. // 22 year old man was rescued from vehicle caught in 4 feet of fast moving water by LF&R water rescue team, 5500 block of Arbor Road. // LF&R haz mat team assists Hickman Fire on a semi trailer roll carrying gasoline rollover, 100 gallons of fuel cleaned up. // 2nd alarm fire at Smithfield Foods, \$100k in damage. // Grill explodes as firefighter respond to a grill on fire. 2 firefighters injured and \$35 in damages to structure.
- Jun ➤ LF&R loses one of its own, FAO Matt Vonderfecht passes away. // Discarded cigarette causes fire at Popeye's restaurant, 741 N 48th, \$12k in damage.
- Jul ➤ LF&R dispatched to a house fire with parties still in the structure. Two people rescued.
- Aug ➤ New Truck 7 is placed in service. // NETF1 responds to Hurricane Harvey and participates in rescuing hundreds of people. // Home explosion critically injures 2, 5601 S 78th, 17 homes significantly damaged and blast was heard across the city. One of the injured later succumbs to her injuries. // LF&R performed a high angle rope rescue to rescue an injured man who had fallen in an area about 120 feet above ground level inside a grain elevator.

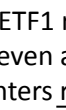


# Significant Incidents

Sept  New Truck 8 is placed in service. // NETF1 responds to Hurricane Irma; NETF1 IST members deployed in support of both hurricanes, even as far down range as Puerto Rico. // Apartment fire at the Stadium Walk Apartments. Firefighters rescue woman who later succumbed to her injuries. // Electrical fire at 1045 S 35th, Elderly man rescued who later died of his injuries and a 2nd victim was transported with less extensive injuries. \$145k in damage.

Oct  Captain Jay Adams passes away. // 3rd Alarm Black Sand Apartment complex fire, caused by discarded cigarette. 2.5 million dollar loss. // Six yr old plays with lighter and starts house on fire, 1900 block of J, babysitter helps 3 kids out of the home. // 2nd alarm fire at Lazlo's restaurant in the Haymarket. // New Engine 1, 3, and 12 in service. // Southwoods Apt Fire - \$130k in damage caused by discarded cigarette. // Garage explosion at a residence near 45th and South Streets. 2 people seriously injured, 1 dies weeks later.

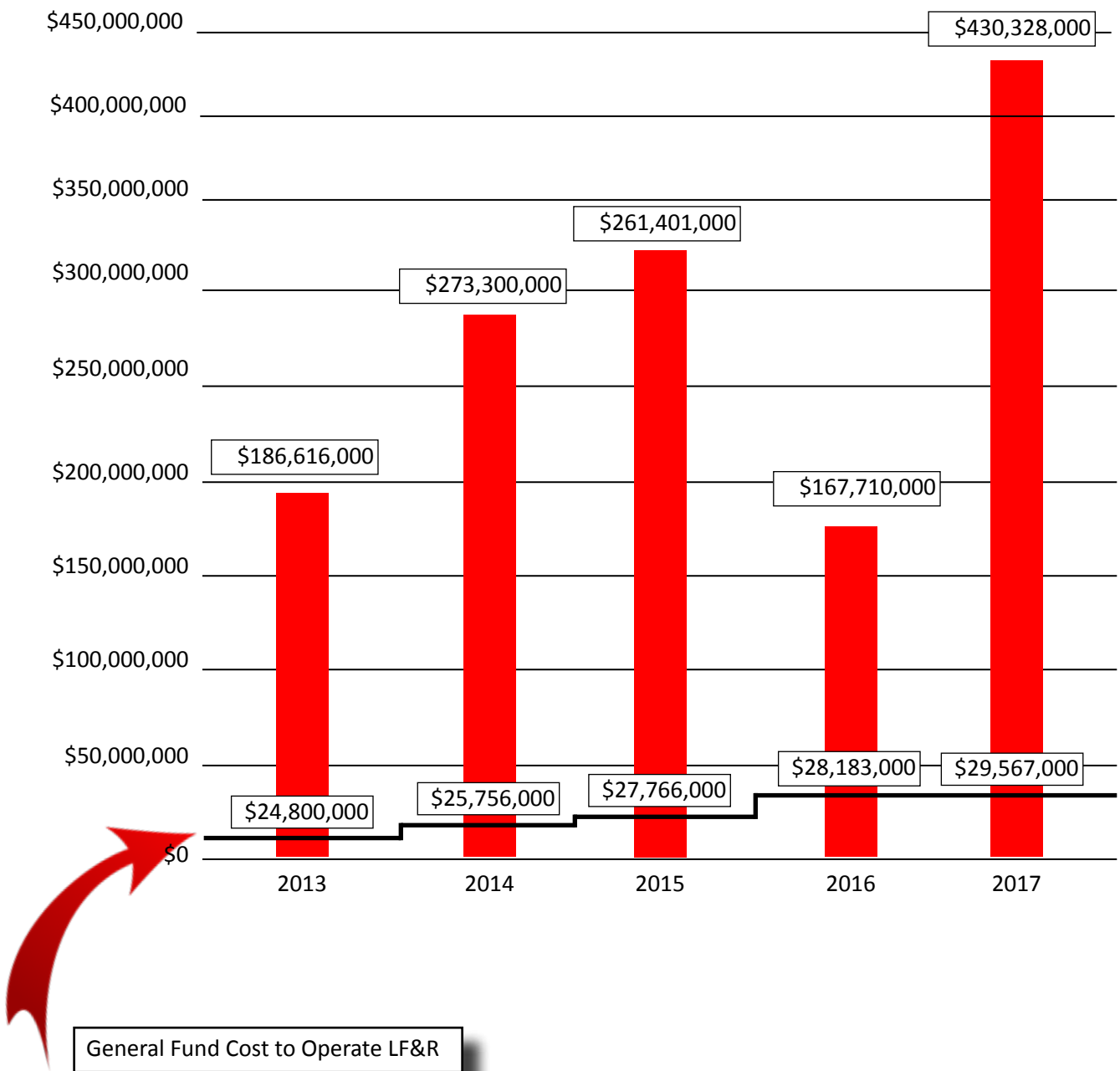
Nov  2 Alarm Fire at Chateau Gardens. // 2 People treated after a house fire at 27th and Norman, cause is a discarded cigarette. // 2 Alarm Fire at Charleston Court Apartments. 1 pet rescued.

Dec  2nd Alarm fire at the Havelock shops wheel polishing facility. // 2nd Alarm fire near 16th and Garrett Lane. \$90k in damage and one firefighter injured. // LFR stands by for the UNL Cather and Pound residence hall implosion. // 2nd Alarm fire at 3641 South 6th. Paul Davis. \$3.5 M in damage. 1 FF injured. // 2nd Alarm residential fire, 13 people inside the home, 9 people transported to the hospital with 3 in critical condition, 67th and Gladstone. // 2nd Alarm house fire 2760 Dahlia Dr. // NW56th and W Adams – 2 Alarm, multiple explosions from propane tanks in the garage.



# Property Values Saved from Fire

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.



# Insurance Services Office (ISO) Grading Schedule

The Insurance Service Office (ISO) provides statistical, actuarial, underwriting, claims information and analyses for a broad spectrum of commercial and personal lines insurance. ISO also engages in consulting, technical services, and policy language. They disseminate information about specific locations and communities, promote fraud-identification tools, and process data. ISO serves insurers, reinsurers, agents, brokers, self-insurers, risk managers, insurance regulators, and other government agencies in the United States and abroad.



Fire remains one of the leading causes of property loss. A community's efforts to mitigate those losses before, during, or after a fire are of great importance to insurers. ISO has used the Fire Suppression Rating Schedule (FSRS) to review the firefighting capabilities of individual communities helping to provide the insurance industry with information on a community's ability to suppress and limit fire losses for more than 30 years. The FSRS encompasses a numerical grading scale, ISO's Public Protection Classification (PPC), to help insurers differentiate the varying levels of fire protection. Class 1 represents the best public protection, and Class 10 indicates no recognized protection.

The City of Lincoln had its last rating improvement to Class 3 in 1974; however, Lincoln Fire & Rescue is proud to report an improvement to a Class 2 rating effective January 1, 2018. This accomplishment is made possible due to outstanding work by our firefighters as well the incredible support work received from Lincoln Public Utilities and our 911 communications center.

The impact to the average property owner should be "downward pressure" on fire insurance premiums. Each insurance provider rates different risks such as fire, theft, flood, hail, wind, etc. Individual property owners may still notice increases in their overall property insurance cost, most likely attributed to losses experienced during last year's hail storms. The services provided by LF&R should be putting downward pressure on the fire portion of their policy costs.



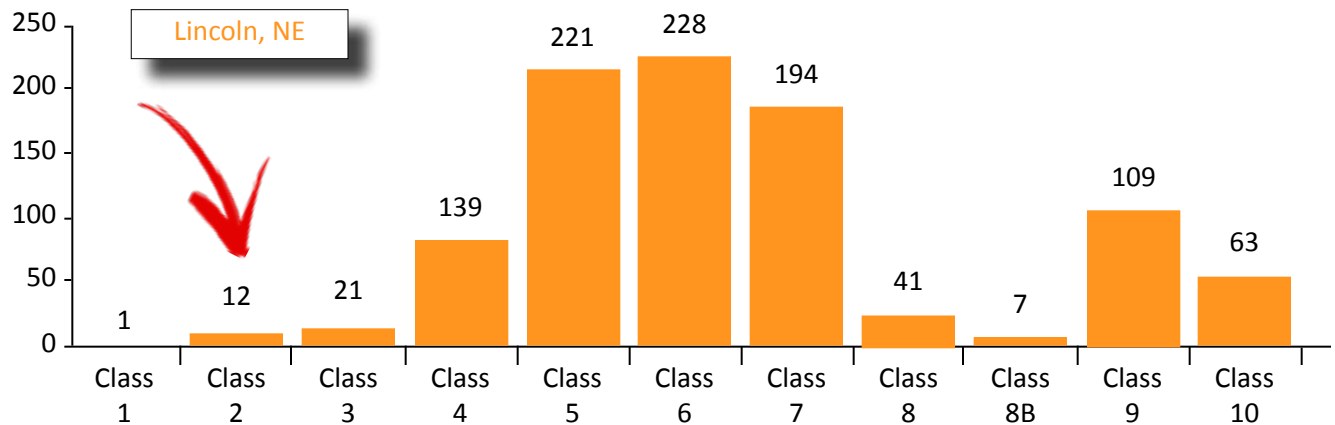
Effective January 1, 2018



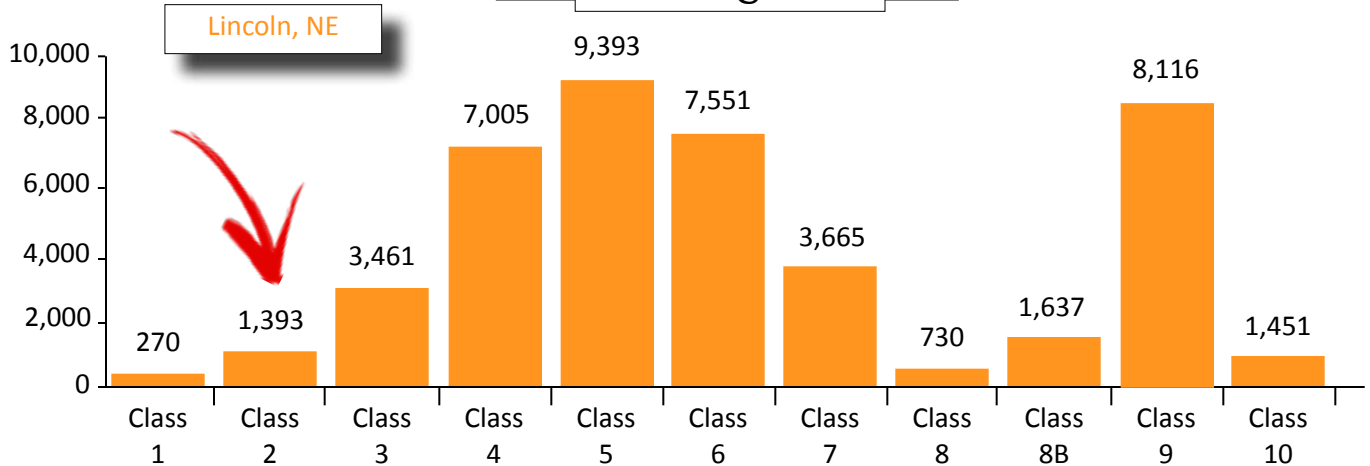
# Insurance Services Office (ISO) Grading Schedule

These graphs illustrate how the City of Lincoln compares to other fire protection jurisdictions throughout the State of Nebraska and Countrywide (U.S. and Canada and other territories). Grand Island was recently designated as the one and only Class 1 jurisdiction in the state. Lincoln is positioned well as a Class 3, but will see a valuable improvement to Class 2 effective January 1, 2018. Once future fire stations 15 and 16 are operational, the City can request another review which should provide enough data to possibly improve to Class 1.

## Nebraska



## Countrywide



# Accreditation

Lincoln Fire & Rescue is proud to be one of only 234 internationally accredited fire agencies through the Center for Public Safety Excellence (CPSE). Lincoln Fire & Rescue also has a distinction of being one of the longest continuously accredited agencies since the inception of fire agency accreditation in the early 1990's.

The CPSE's accreditation program requires fire agencies to compare their performance to industry best practices in order to:

- . Determine community risk and safety needs and develop community specific Standards of Cover.
- . Evaluate the performance of the department.
- . Establish a method for achieving continuous organizational improvement.

The accreditation model includes the evaluation of 10 major categories with performance indicators determined by representatives from various facets of government, private industry, military and academic fields. Peer assessors are used to verify agency performance on site every five years with final review and approval provided by a commission of subject matter experts. The basic tenants of the process are to ensure accountability and transparency to the community being served.

The most recent accreditation award occurred in 2014 under former Fire Chief John Huff (ret.). The department underwent an exhaustive evaluation by a third party peer assessment team. The team found the self-assessment completed by the department as well as the Standards of Response Coverage document to be credible. During this process the assessment team made specific and strategic recommendations to improve department facilities, procedures, and processes. LF&R will see it's next review in early 2019.



2009-2014

2002-2007

1997-2002

## Citizen Satisfaction



We certainly live in one of the best communities in the country because of them & Lincoln Police!

~Darin

Thank you for rescuing Ruby and I from the pizza mishap in -6 degree weather. We just moved here and we loved the prompt professional response.

Thank you!  
~ Laurie

LF&R always at their best! Extrication was needed at this accident at 25th and O St. So proud of "my guys" every single day.

~Lisa

Fire Chief Despain, I wish to thank you and your team for the "rescue" for my 86 year old mother. My mother was unable to get herself into my car even with my daughter and my help. Your team came to save the day! We are native Lincolniters, home to check on our family cemetery locations so it was really so nice that the firemen were kind and friendly. She immediately felt better and they took no time at all to accomplish getting her in the car. Thank you from the bottom of our hearts.

~ Sheila

Thanks for the many years of service you have provided my mother and I. I had lost count of the number of calls you have made.

~ Alice and Mary



Thank you for your service and care you showed to me when I was involved in the Black Sand apartment fire. Thanks to your timely response and hard work, my possessions were not a total loss. I also really appreciate the fireman who went in and got my glasses, phone, coat, purse, pictures and journals with rosaries from my Grandma. I am grateful for all that you do to keep the community safe!

~ April



Black Sands Apt Fire | October 18, 2018



# Transitions and Awards

## Promotions



Bryan Kratochvil  
Captain



Katie Brown  
Captain

Photo Not Available  
Carl Campbell  
Captain



Mark Davis  
Fire Apparatus Operator



Drew Endicott  
Fire Apparatus Operator



Trevis Schroeder  
Fire Apparatus Operator



Bart Brandenburg  
Fire Apparatus Operator



Jeff Meinke  
Fire Apparatus Operator



Sten Ulrich  
Fire Apparatus Operator



Jon Reed  
Fire Apparatus Operator

## Firefighter of the Year



Brady Papik  
Firefighter/Paramedic



# Transitions and Awards

## Outstanding Service Awards



Mike Buehrer  
Firefighter



John Christen  
Fire Apparatus Operator



Drew Endicott  
Fire Apparatus Operator



Chris Gutierrez  
Firefighter



Brent Jones  
Firefighter/Paramedic



Julie McGahan  
Office Operations  
Specialist



Bryson Monroe  
Firefighter



Bob Watton  
Captain



Jay Weyers  
Fire Apparatus Operator

Photo Not Available  
Troy Boothe  
Fire Apparatus Operator

2017 Nebraska  
Community Blood  
Bank Battle of  
the Badges  
Winner



Photos Courtesy Julie McGahan

# Transitions and Awards

## Unit Service Awards

On July 4th, units were dispatched to a fire at 6717 Francis. En route, dispatch advised that parties were still at the structure. E9 arrived and went into rescue mode and brought out 2 people; 1 adult and 1 disabled child. Times approximately, 0357 dispatch, and people out at 0405. Hand line was then stretched and fire was declared under control about 0415. E9 did really well and even with a recruit at his first fire.  
~ Nominated by Rick Schneider



Andy Evans  
Captain  
Engine 9, C Shift



Jayson Layton  
Fire Apparatus Operator  
Engine 9, C Shift



Jon Colborn  
Firefighter  
Engine 9, C Shift



Aaron Schmitz  
Firefighter/Paramedic  
Engine 9, C Shift



FF Damon Wirth takes home patient's pet

On the morning of March 15th, Engine 3 established command in a rescue mode, reporting a working fire with multiple children and adults on the roof. Engine 3 began laddering the structure and removing approximately 12 individuals who were trapped on the roof. Truck 1 arrived on location and threw additional ladders assisting trapped individuals off the roof as well. These actions had a direct impact on the safety of these occupants.

~ Nominated by Battalion Chief Benes



Dan Ripley  
Captain  
Engine 3, C Shift



Shawn Shoup  
Fire Apparatus Operator  
Engine 3, C Shift



Amanda Benson  
Firefighter  
Engine 3, C Shift



Brennen Oliverius  
Firefighter/Paramedic  
Engine 3, C Shift



FF Matt Woitalewicz helps a child with the hose at the Cornhusker State Games



Curt Faust  
Captain  
Truck 1, C Shift



Adam Vorderstrasse  
Firefighter  
Truck 1, C Shift

Photo Not Available  
Matt Roberts  
Fire Apparatus Operator  
Truck 1, C Shift



# Transitions and Awards

## Unit Service Awards



Ryan Murphy  
Captain  
Engine 2, C Shift



Brent Mehling  
Fire Apparatus Operator  
Engine 2, C Shift



Thien Dang  
Firefighter/Paramedic  
Engine 2, C Shift



Cody Madsen  
Firefighter  
Engine 2, C Shift

On April 17th, Engine 1, C Shift responded to a first-alarm confirmed fire at the 6500 block of River Drive. Dispatch indicated that there was a confirmed party trapped in the bathroom. Engine 2 arrived on location simultaneously with Engine 10. Captain Murphy assumed command and placed his crew in rescue mode while coordinating other incoming companies. He remained cool, calm, and collected on the radio as he performed a size-up and directed two of his crewmembers, FF/P Dang and FF Madsen to the East side of the structure to effect a confirmed rescue of a trapped occupant. Dang and Madsen located the fire victim and noted that the window to the bathroom was inaccessible from the ground and would be too small to perform a conventional vent-enter search rescue. FAO Mehling brought them a chainsaw, which they utilized to convert the exterior bathroom window into a door and allowed the occupant to exit safely. Mehling also provided support to the incident by ensuring that the fire was addressed through aggressive hydraulic conveyances via attack hand line and sustained water supply. Murphy and the rest of E2C ensured that the occupant was treated by LF&R EMS and continued to address other tactical priorities until a Battalion Chief could arrive and assume command.

E2C's actions were a result of the culmination of training and the desire to contribute professionally to the service of our citizens. Their actions reflect highly upon their crew, the department, and the City of Lincoln.

~ Nominated by Battalion Chief Tim Linke



LF&R Honor Guard, Photo Courtesy Kelly Day Photo LLC



LF&R Pipe & Drum, Photo Courtesy Kelly Day Photo LLC

# Transitions and Awards

## Retirement



**Jan Bock**

Thank You Jan for your 26 years of service to the City of Lincoln and 2 years of service to LF&R!  
Hired 1991 - Retired 2017



**Scott Renken**

Hired 1982 - Retired 2017  
Thanks Scott! for your 34+ years of service to LF&R!



**Doug Dow**

Hired 1975 - Retired 2017  
Thank You Doug for your 41+ years of service to LFR!



**Mark Gronewold**

Hired 1991 - Retired 2017  
Thank You Captain Gronewold for your 26 years of service to LF&R!



**Guy Jones**

Hired 1991 - Retired 2017  
Thank You Guy for your 26 years of service to LF&R!



**Scott Williamson**

Hired 1990 - Retired 2017  
Thank You Scott for your 27 years of service to LF&R!



**William Dennis Kruse**

Hired 1979 - Retired 2017  
Thank You Dennis for your 38 years of service to LF&R!



**Jeff Grasmick**

Hired 1987 - Retired 2017  
Thank You Jeff for your 30 years of service to LF&R!



**Kevin Searle**

Hired 1990 - Retired 2017  
Thank You Kevin for your 27 years of service to LF&R!



**Jeff Hatcher**

Hired 1986 - Retired 2017  
Thank You Jeff for your 31 years of service to LF&R!

Also seperated from service:

| Steve Carruth | Daniel Bittner | Kenji Madison | Jon Colborn |

# Transitions and Awards

## Outside Agency Awards

2017 Lincoln East Rotary  
Firefighter of the Year



Marie Hillabrand,  
Firefighter

2017 Capital City Footprinters  
Firefighter of the Year



Pete Eppens, EMS1  
Firefighter/Paramedic

Leadership Link NMA  
2017 Administrative  
Professional of the Year



Julie McGahan  
Office Operations Specialist



Fire Chief's Award of Excellence, Sandy Yost



# Remembrances



Matt Vonderfecht  
1967 - 2017



Jay Adams  
1963 - 2017

*Photo Courtesy Kelly Day Photo LLC*

# In the Line of Duty Deaths

*"There is no greater love than to lay down one's life  
for one's friends" ~ John 15:13*



Clarence Protsman  
May 25, 1890

Albert Mook  
February 18, 1941

Jack Bruns  
June 3, 2001

Joseph Thornburg  
May 25, 1890

Kenneth McKay  
March 30, 1964

Floyd Miller  
August 8, 2002

John Curran  
June 26, 1906

Harley Grasmick  
April 1, 1981

Rick Cuba  
March 13, 2003

Mansfield Rohrbaugh  
August 7, 1915

Robert Gardner  
July 4, 1982

Dave Luedtke  
July 3, 2016

Neil Sommer  
October 2, 1920

Willis Leyden  
October 9, 1987

Matthew Vonderfecht  
August 24, 2017

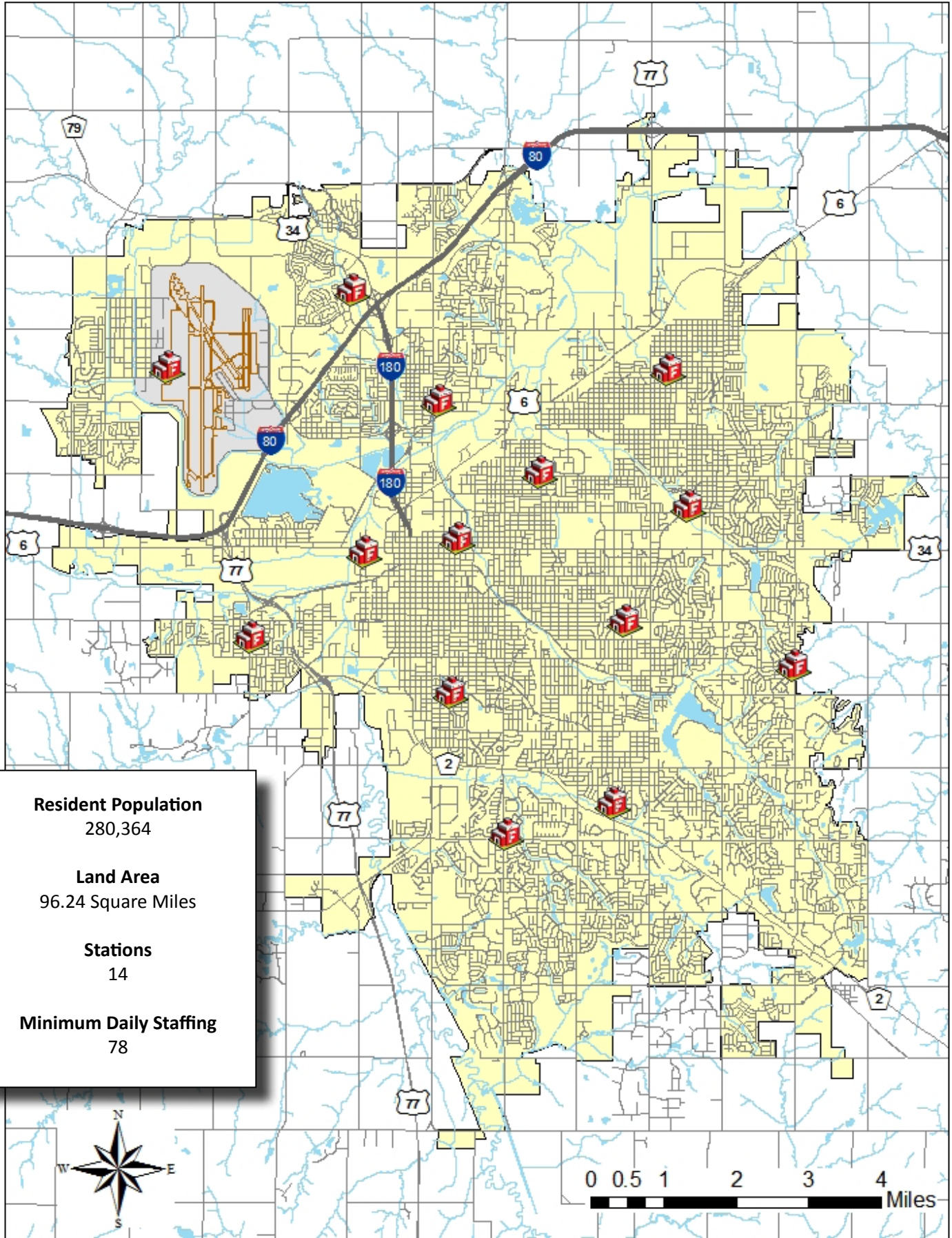
*Photo Courtesy Kelly Day Photo LLC*



# Exhibits

*Photo Courtesy Kelly Day Photo LLC*





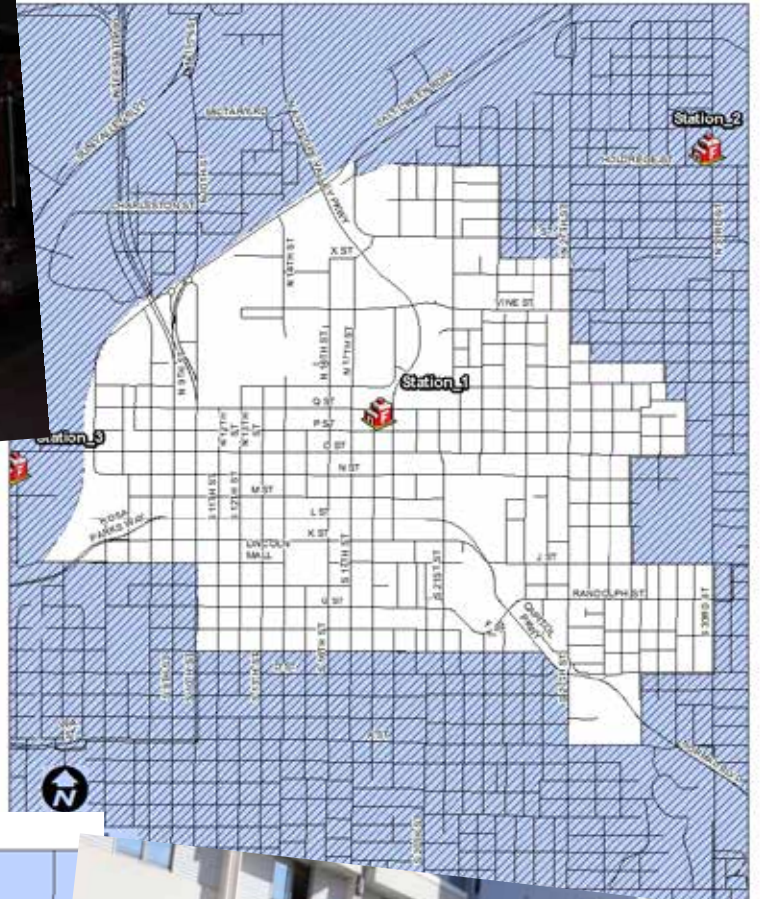


# Facilities

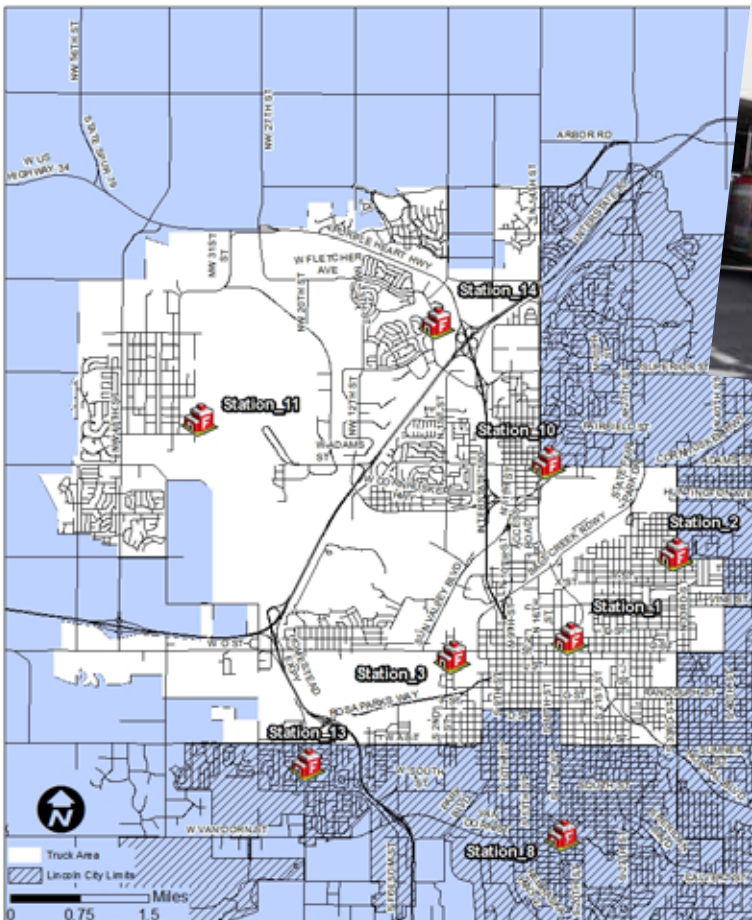
## Fire Station #1

1801 "Q" Street | Lincoln, NE 68507

### Engine First Due Area



### Truck First Due Area



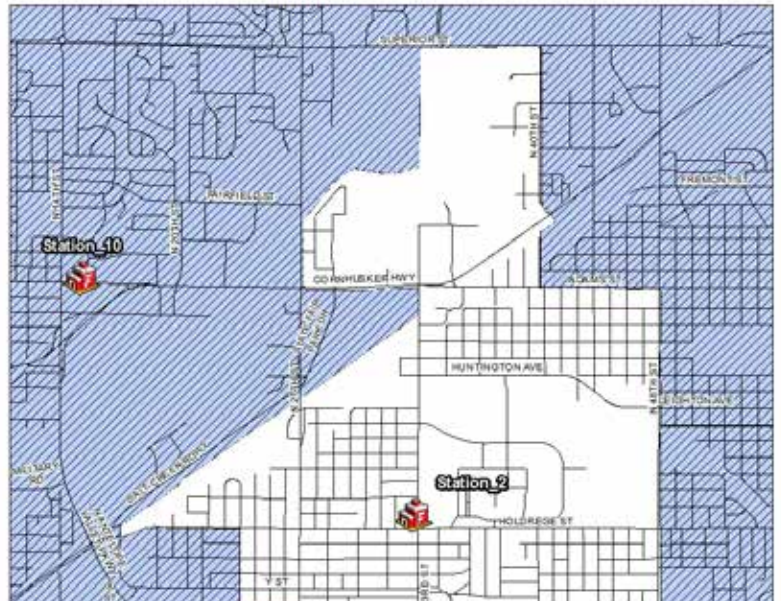


# Fire Station #2

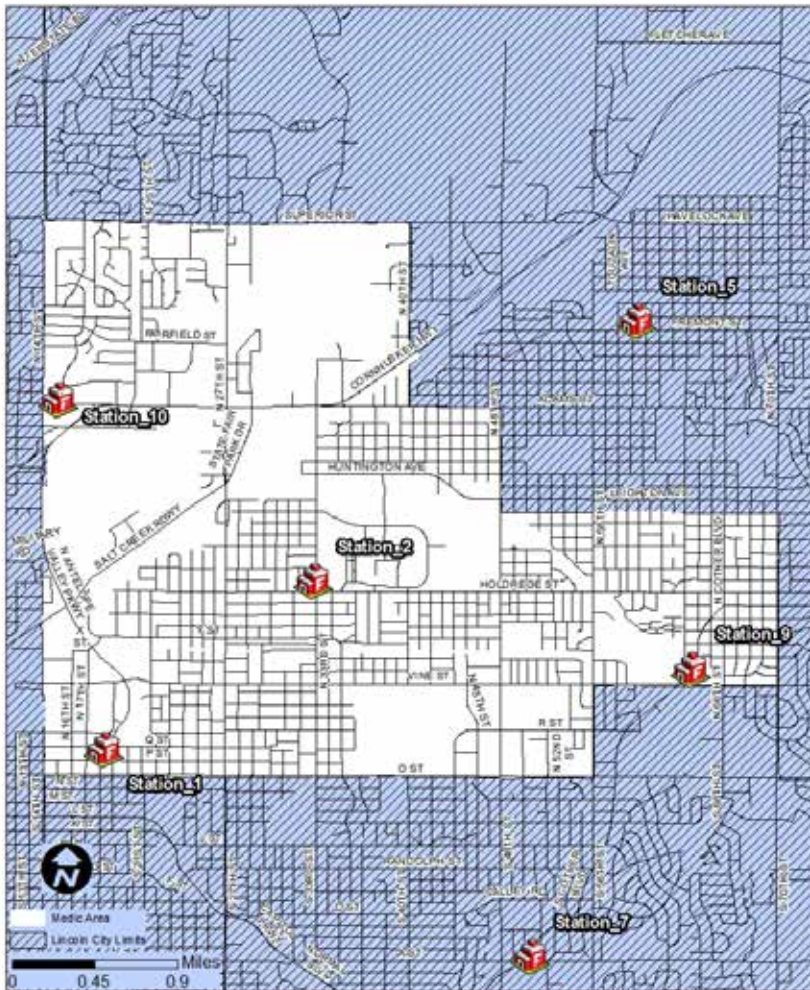
1545 N 33rd | Lincoln, NE 68503



### Fire Station 2 Engine First Due Area



### Fire Station 2 Medic First Due Area









# Fire Station #4

5600 S 27th St | Lincoln, NE 68512

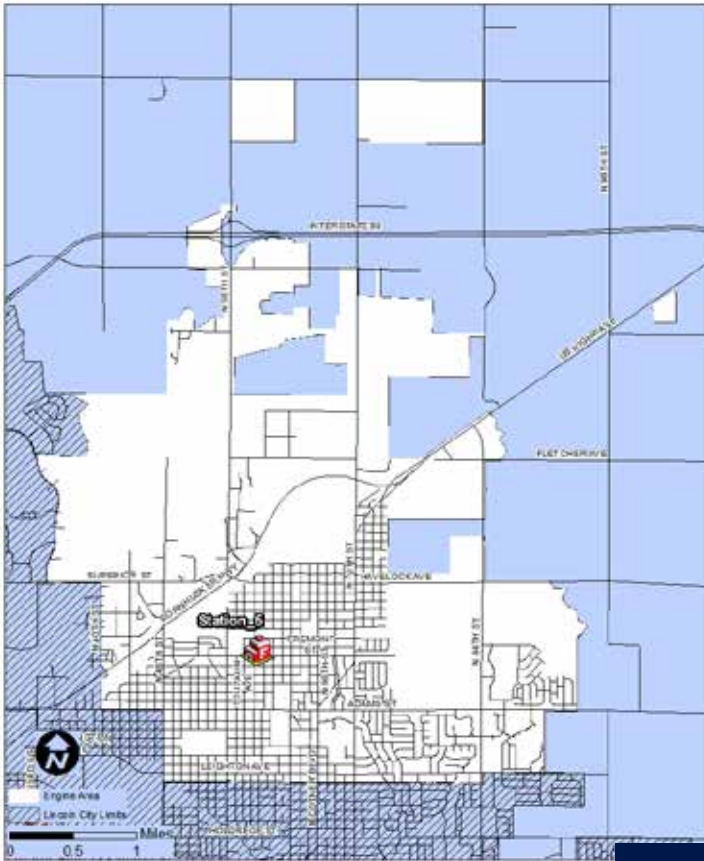




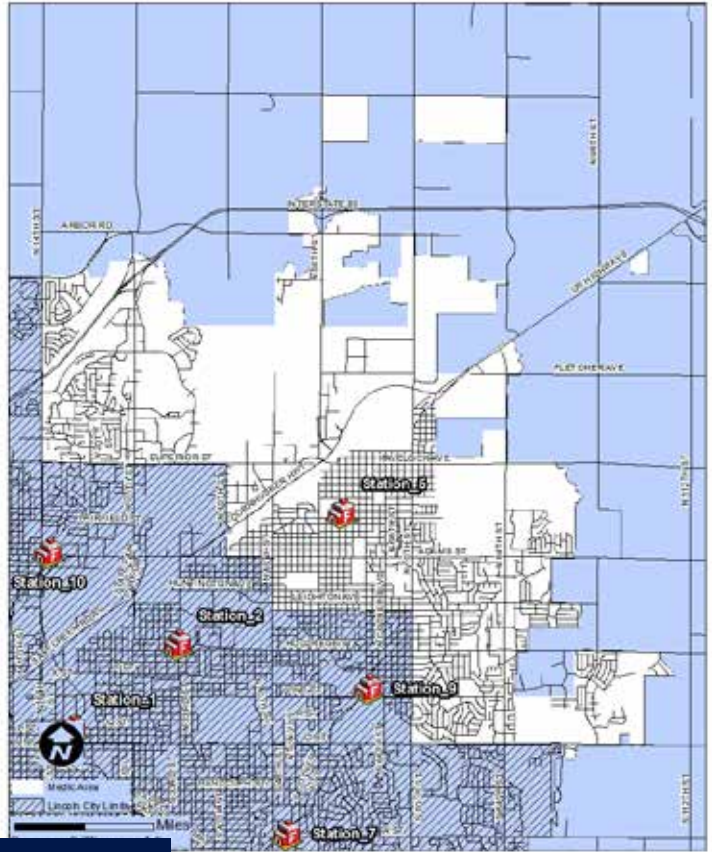
# Fire Station #5

3640 Touzalin Ave | Lincoln, NE 68507

### Engine First Due Area



### Medic First Due Area



### Truck First Due Area

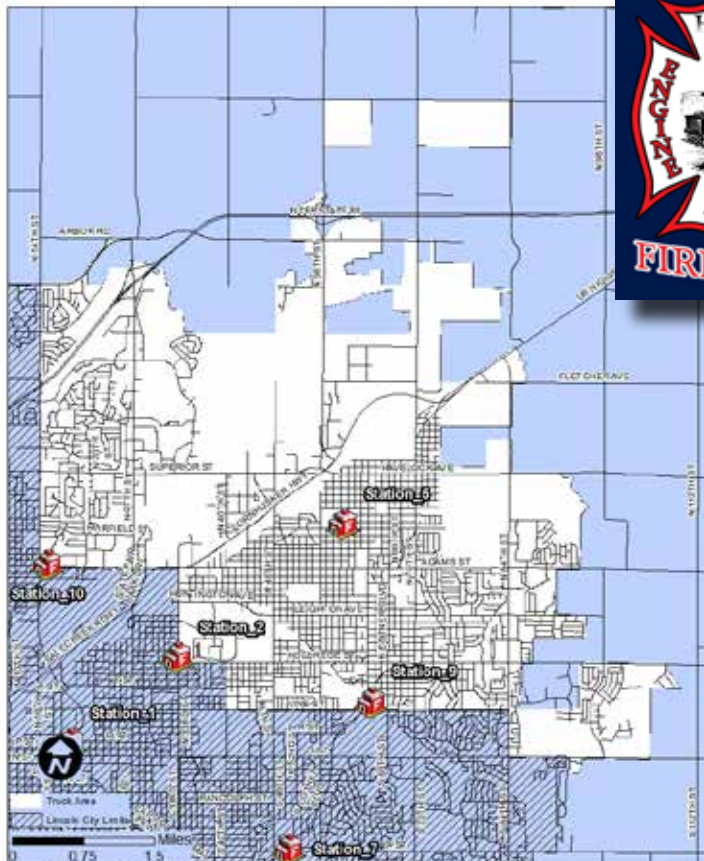


Photo Courtesy Kelly Day Photo LLC





# Fire Station #6

5051 S 48th St | Lincoln, NE 68516

Engine First Due Area



Medic First Due Area

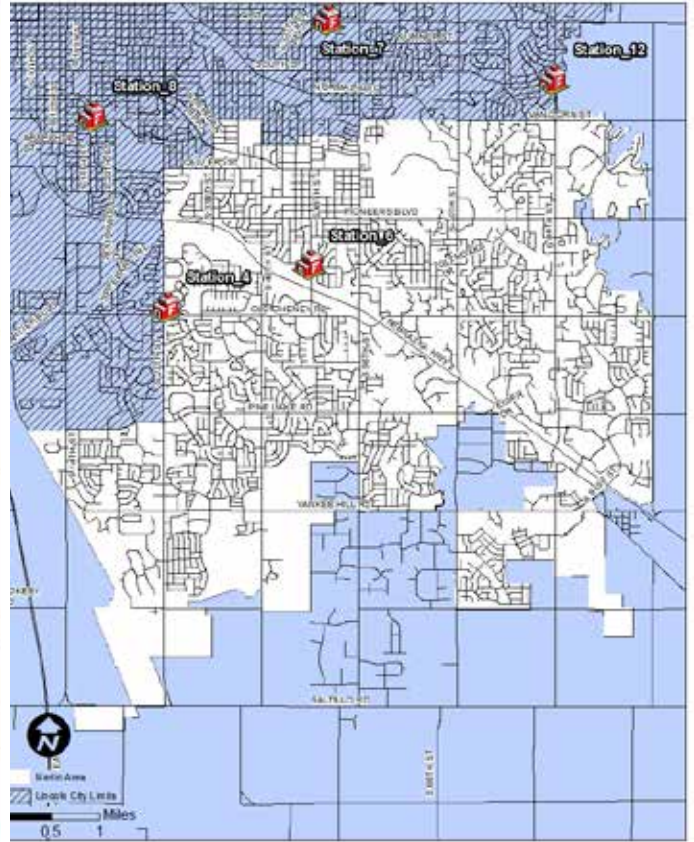


Photo Courtesy Kelly Day Photo LLC



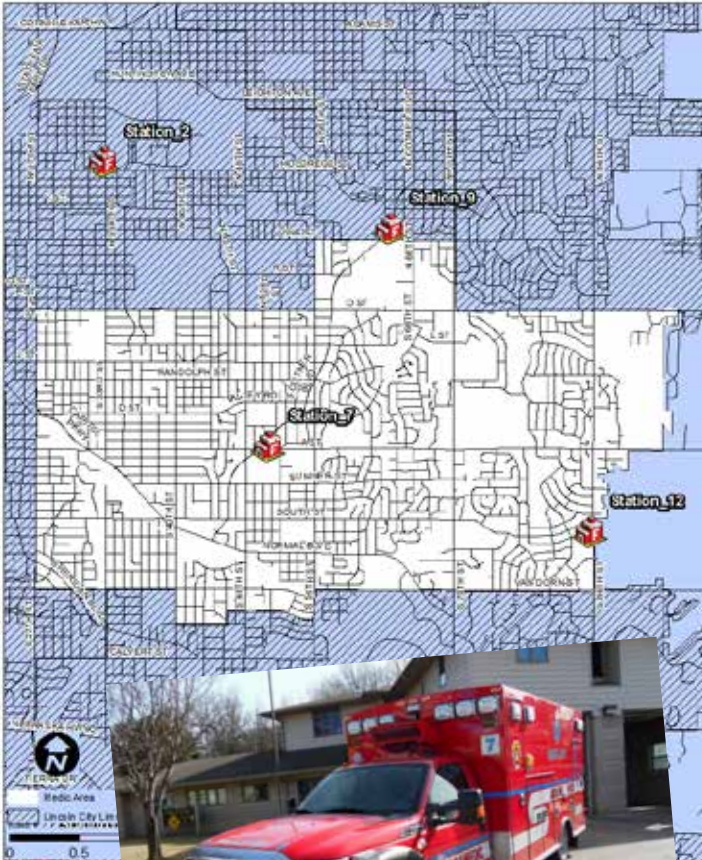
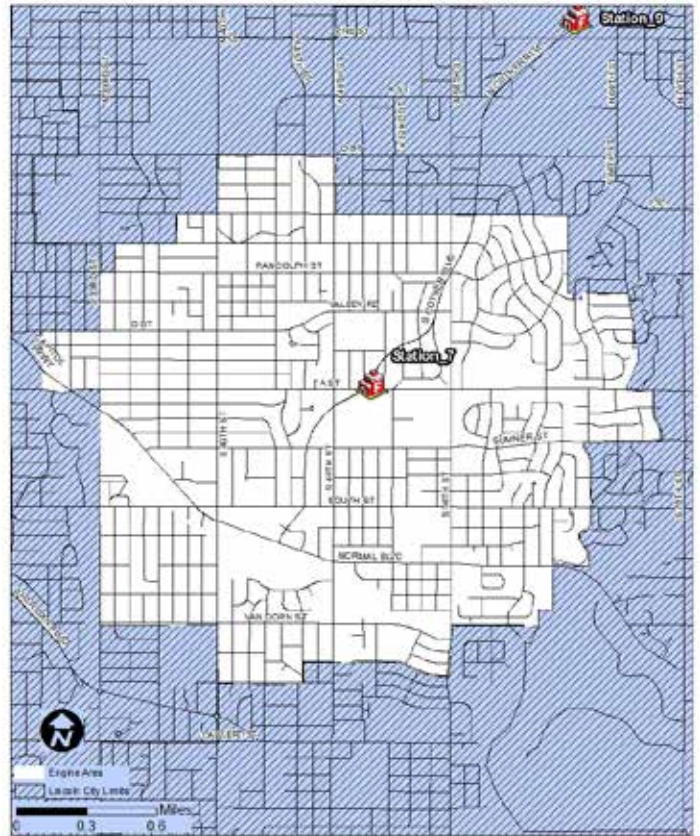
# Fire Station #7

1345 S Cotner Blvd | Lincoln, NE 68510

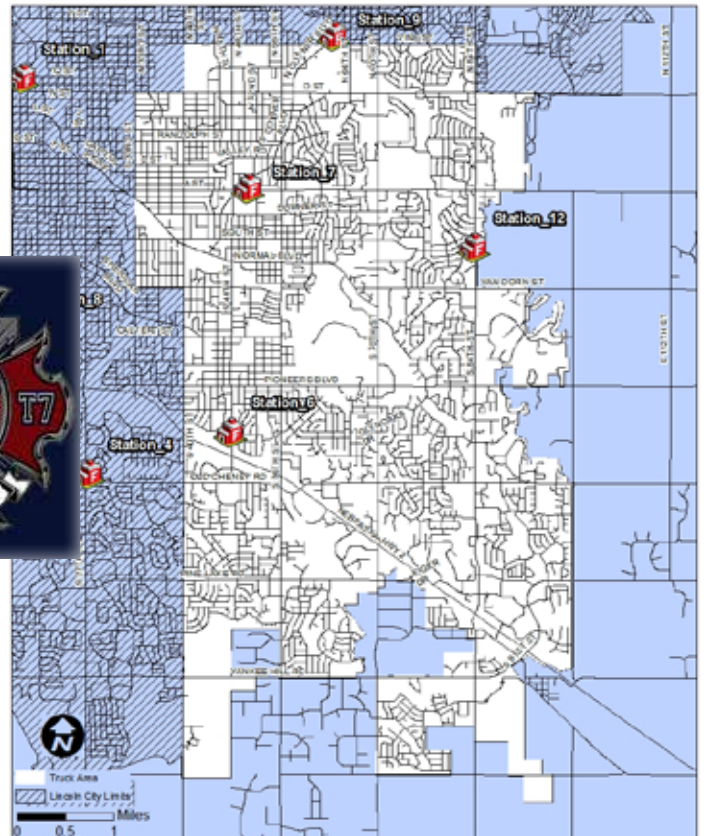


Medic First Due Area

Engine First Due Area



Truck First Due Area





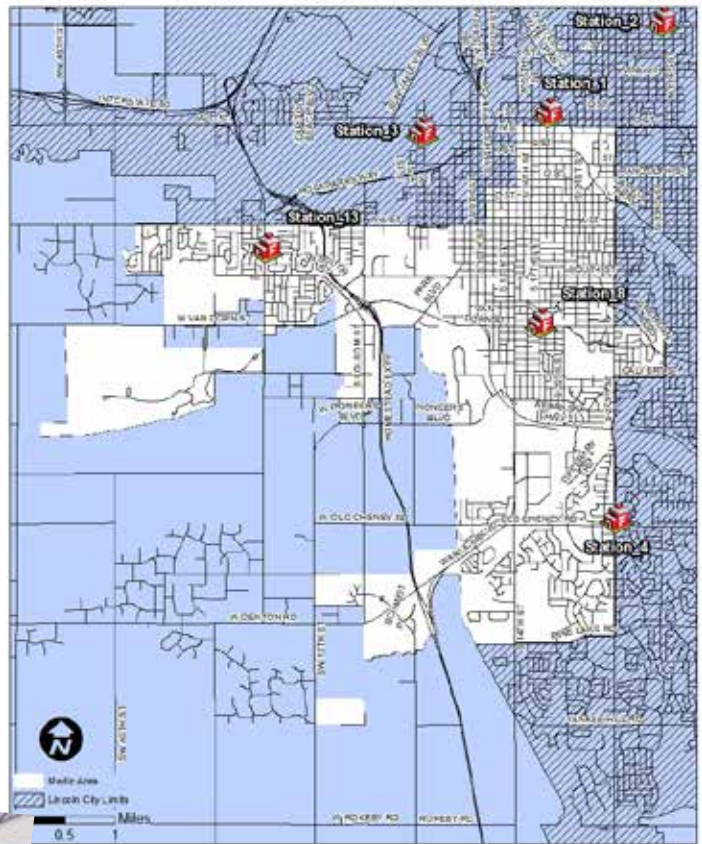
# Fire Station #8

2760 S 17th St | Lincoln, NE 68502

## Engine First Due Area



## Medic First Due Area



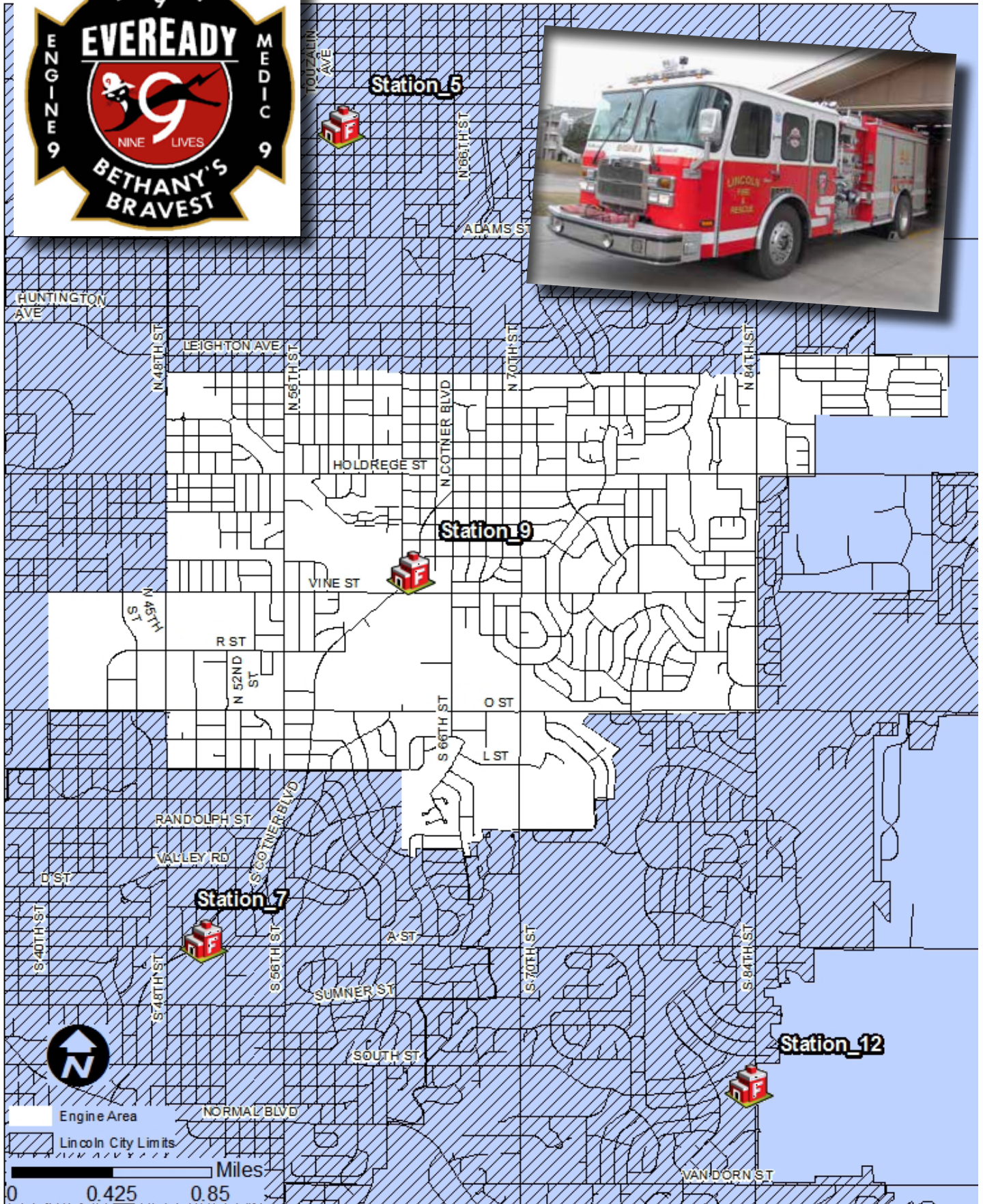
## Truck First Due Area





# Fire Station #9

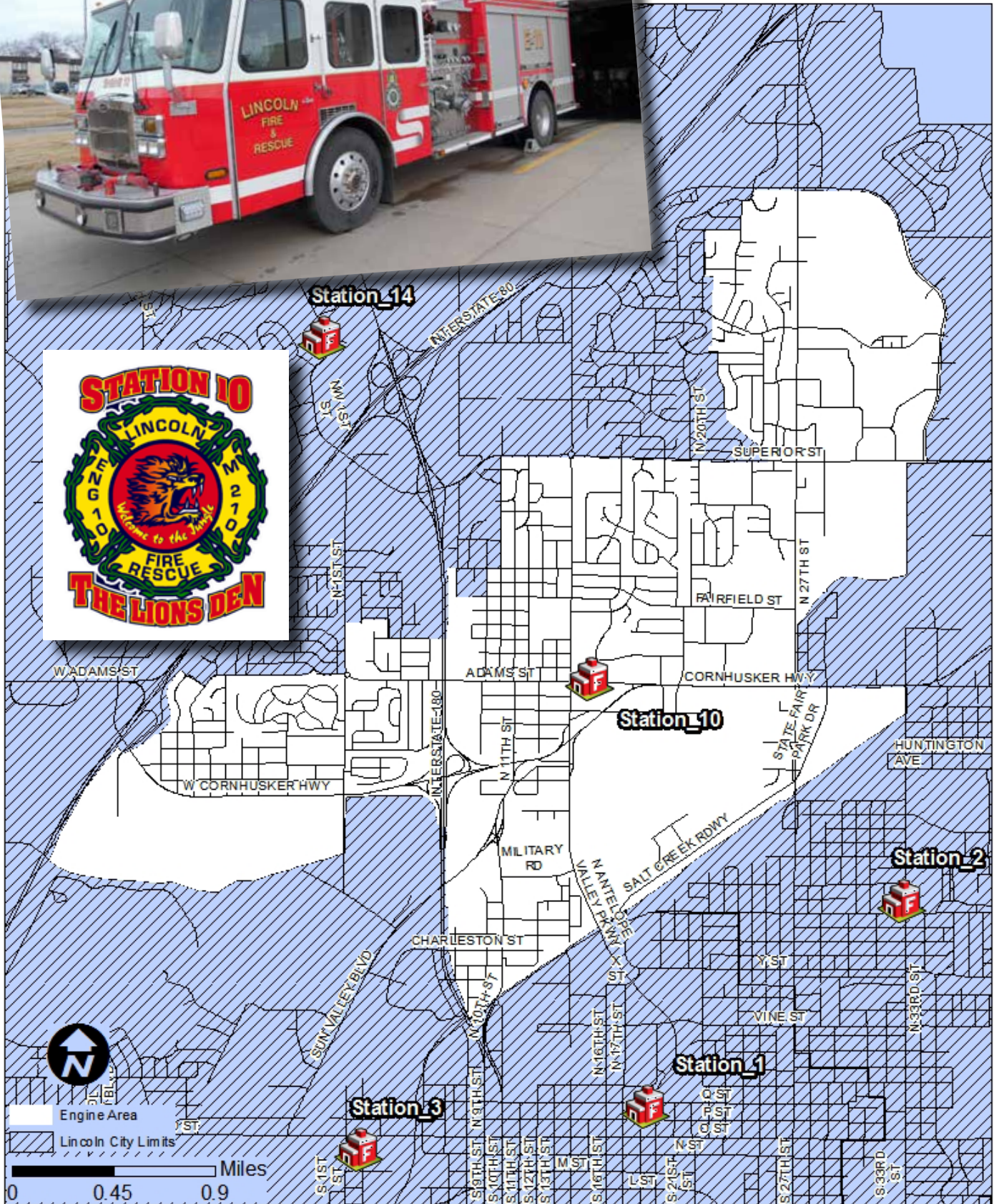
901 North Cotner | Lincoln, NE 68505





# Fire Station #10

1440 Adams St | Lincoln, NE 68521





# Fire Station #11

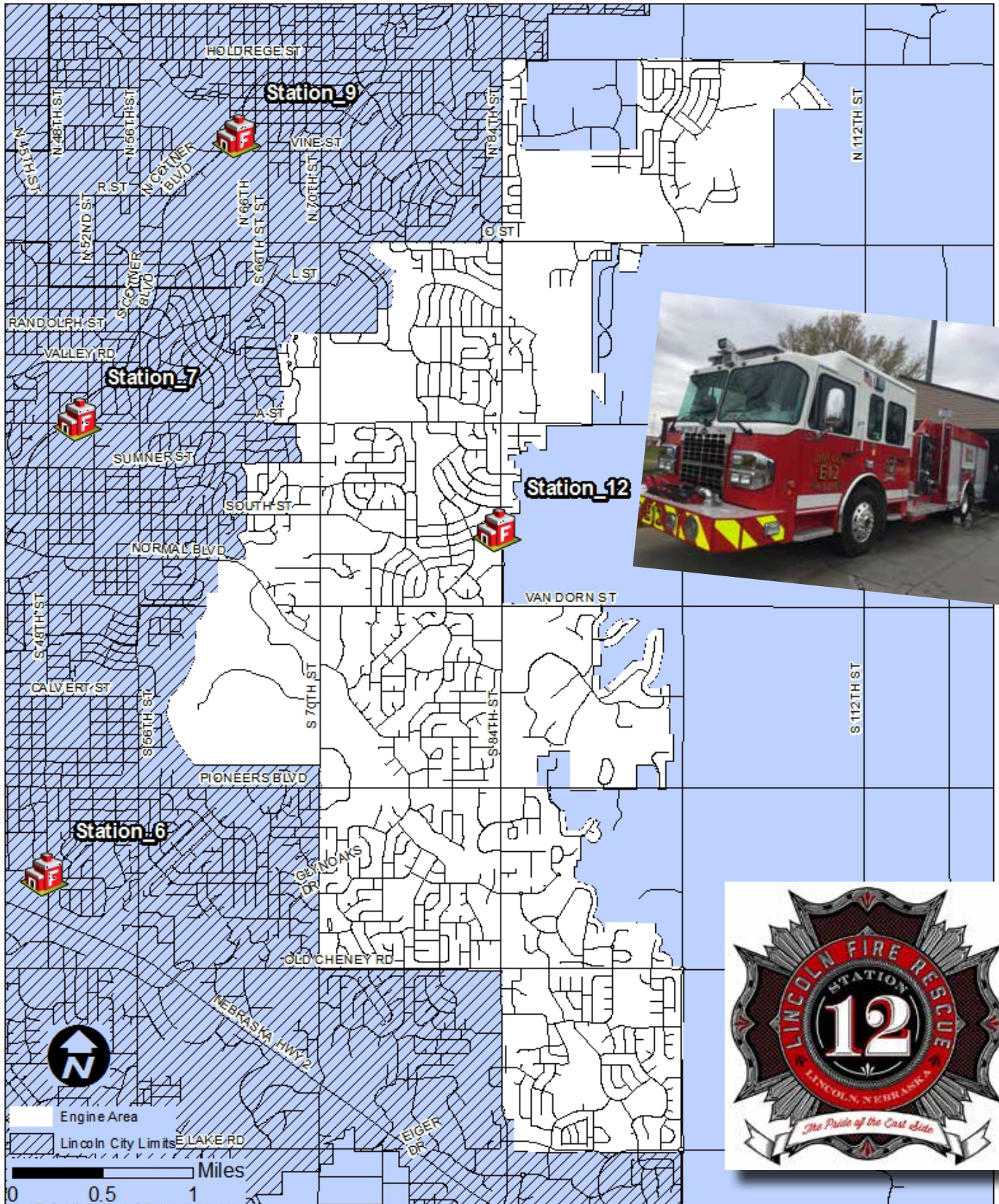
3401 W Luke | Lincoln, NE 68524





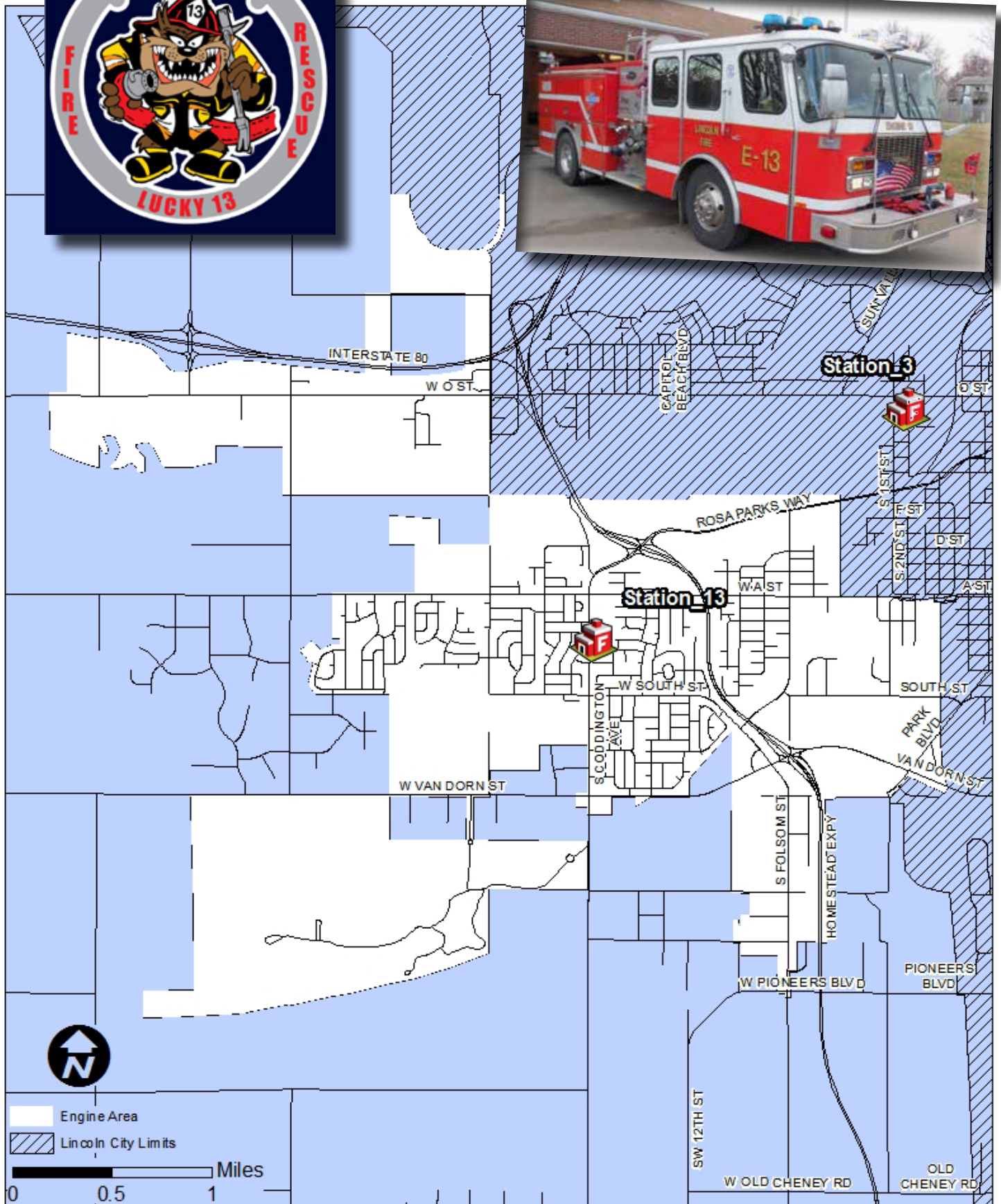
# Fire Station #12

2201 S 84th | Lincoln, NE 68506



# Fire Station #13

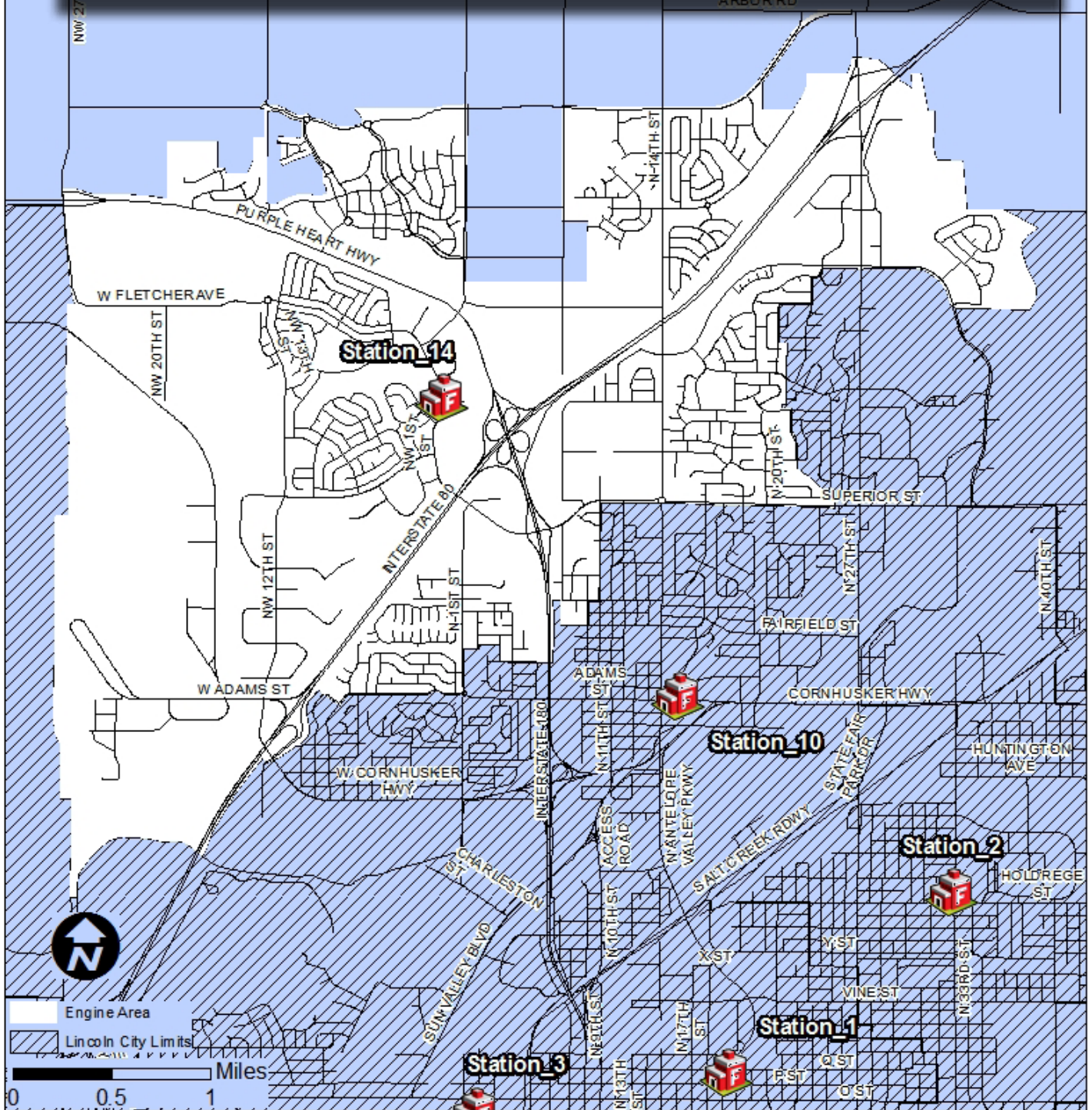
1700 S Coddington | Lincoln, NE 68522





# Fire Station #14

5435 NW 1st St | Lincoln, NE 68521





# Measuring Performance

(Emergent) <i>Fire Suppression</i> 90th Percentile Times Baseline Performance		Benchmark Goal	2013 - 2017	2017	2016	2015	2014	2013
Alarm Handling	Pick-up to Dispatch	:60	02:30	01:57	02:12	02:55	02:39	02:30
Turnout Time	Turnout Time 1st Unit	1:20	01:40	01:50	01:42	01:42	01:21	01:21
Travel Time	Travel Time 1st Unit Distribution	4:00	04:35	05:03	04:12	05:02	04:10	04:26
	Travel Time Initial Attack Force (10)	5:00	08:39	09:00	08:35	08:31	08:15	08:31
	Travel Time ERF (19) Concentration	8:00	11:45	11:49	11:02	12:25	11:53	10:02
Total Response Time	Total Response Time 1st Unit on Scene Distribution	6:20	07:52 n=583	07:59 n=124	07:09 n=116	08:43 n=110	07:34 n=113	07:37 n=120
	Total Response Time Initial Attack Force	7:20	12:23	13:06	11:52	11:55	11:53	12:38
	Total Response Time ERF Concentration	10:20	15:08 n=554	14:45 n=119	14:36 n=111	16:13 n=105	14:58 n=104	14:47 n=115

(Emergent) <i>EMS</i> 90th Percentile Times Baseline Performance		Benchmark Goal	2013 - 2017	2017	2016	2015	2014	2013
Alarm Handling	Pick-up to Dispatch	:60	3:04	2:52	3:02	3:06	3:06	3:08
Turnout Time	Turnout Time 1st Unit	1:00	01:31	01:43	01:31	01:28	01:24	01:20
Travel Time	Travel Time 1st Unit Distribution	4:00	04:56	05:12	05:03	05:00	04:48	04:36
	Travel Time ERF Concentration	7:00	07:56	08:11	08:11	07:57	07:50	07:22
Total Response Time	Total Response Time 1st Unit on Scene Distribution	6:00	08:30 n=36,281	08:50 n=7,063	08:40 n=7,290	08:30 n=7,790	8:23 n=7,013	8:08 n=7,125
	Total Response Time ERF (Medic Unit) Concentration	8:00	11:28 n=36,219	11:52 n=7,055	11:48 n=7,269	11:26 n=7,780	11:22 n=6,992	10:49 n=7,123



# Measuring Performance

(Emergent) <i>Technical Rescue</i> 90th Percentile Times Baseline Performance		Benchmark Goal	2013 - 2017	2017	2016	2015	2014	2013
Alarm Handling	Pick-up to Dispatch	:60	03:02	02:01	03:56	02:58	02:41	03:04
Turnout Time	Turnout Time 1st Unit	1:20	01:30	01:39	01:31	01:12	01:10	01:13
Travel Time	Travel Time 1st Unit Distribution	4:00	05:42	05:57	04:37	05:41	03:10	04:40
	Travel Time ERF Concentration	8:00	11:37	08:46	11:24	14:23	10:15	11:44
Total Response Time	Total Response Time 1st Unit on Scene Distribution	6:20	09:03 n=56	09:20 n=8	07:04 n=7	09:44 n=9	07:00 n=16	08:43 n=16
	Total Response Time ERF Concentration	10:20	14:45 n=52	11:53 n=7	14:15 n=7	15:26 n=7	13:12 n=16	15:29 n=15

(Emergent) <i>Hazmat</i> 90th Percentile Times Baseline Performance		Benchmark Goal	2013 - 2017	2017	2016	2015	2014	2013
Alarm Handling	Pick-up to Dispatch	:60	03:13	02:04	02:38	03:29	03:33	03:13
Turnout Time	Turnout Time 1st Unit	1:20	04:47	02:08	01:39	01:41	01:25	01:36
Travel Time	Travel Time 1st Unit Distribution	4:00	05:41	06:15	04:37	05:11	05:32	05:28
	Travel Time ERF Concentration	8:00	13:39	13:22	13:03	13:37	12:36	13:54
Total Response Time	Total Response Time 1st Unit on Scene Distribution	6:20	09:47 n=174	09:12 n=41	10:14 n=30	08:37 n=30	08:56 n=30	09:05 n=43
	Total Response Time ERF Concentration	10:20	13:58 n=116	19:10 n=26	18:59 n=16	19:09 n=24	18:19 n=26	18:24 n=24

